User Manual of Warehouse Information System (WIS)

About the Software:

Warehouse Information System is a platform for KSMSCL warehouse to submit their grievances or tickets. Any requests related to Aushada Software/WH related queries from institutions or any other issues, a ticket may be submitted from the WIS for easy tracking and for quick solutions.
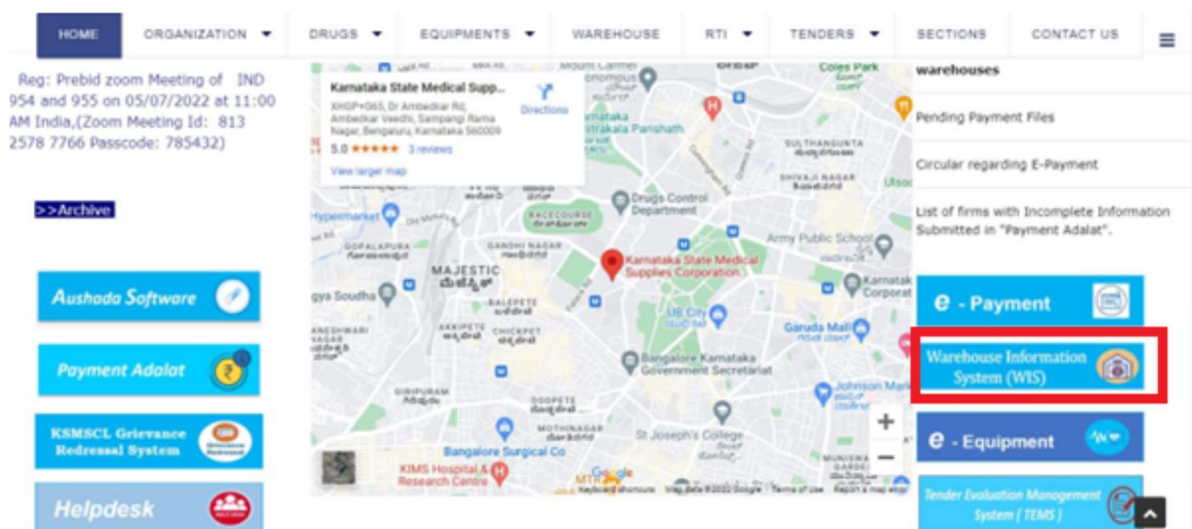
Functionalities:

- **Submit a Ticket:** The feature will enable the Warehouse to submit a query/request to the KSMSCL head office.
- **Tracking of Tickets**: The feature will help in tracking the tickets at various levels.
- **Status of Tickets:** The feature will help in knowing the status of each ticket at various level.
- **Dash board:** The feature shall depict the number of tickets submitted at single point.
- **Reports:** The data pertaining to tickets submitted can be generated based on the category, submitted date and Processed date.
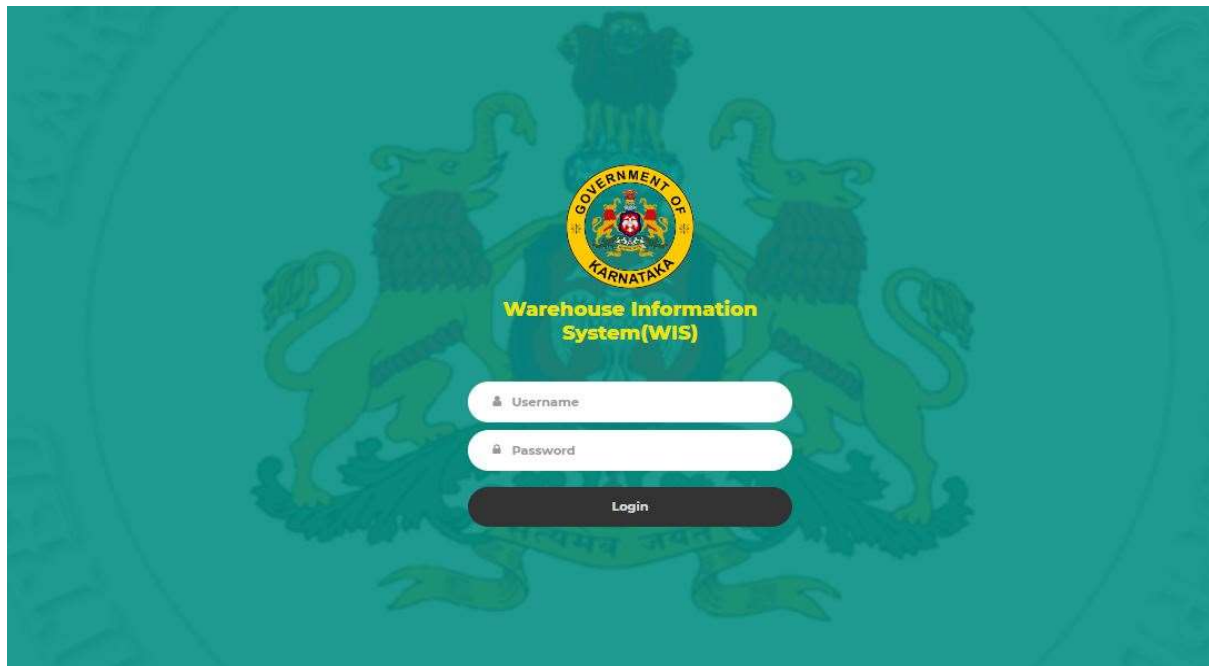
Procedure to Login to the application:

Step 1: Type www.ksmscl.in in the browser and click enter.

Step 2: In the home page, click on Warehouse Information System (WIS) login button as shown below.

Procedure to submit tickets:

Step 1: In the WIS Home page, enter login ID and Password as shown below.

Step 2: Warehouse in-charge shall submit **grievances or tickets**. In-charge has to select the category type, sub-category, enter the description, upload the letter and submit the ticket for the issues they have encountered. Once the ticket is submitted you will get the message as shown in the below screen.

Step 3: **Dash Board** will be shown in the WIS Warehouse in-charge Users Account. Here you can view the list of tickets and its status which are submitted by the WH users.

Step 4 : View Option is provided to View the status for the ticket they have /user submitted and in addition to this More option is provided to View the ticket movement within the departments in KSMSCL.

Step 5: Reports, under Reports section the user can download two types of reports

1) Submitted Date:-
2) Process Date:-

Step 6: Change Password, User can change the password in this option.

Step 7: Profile view

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