

## 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.

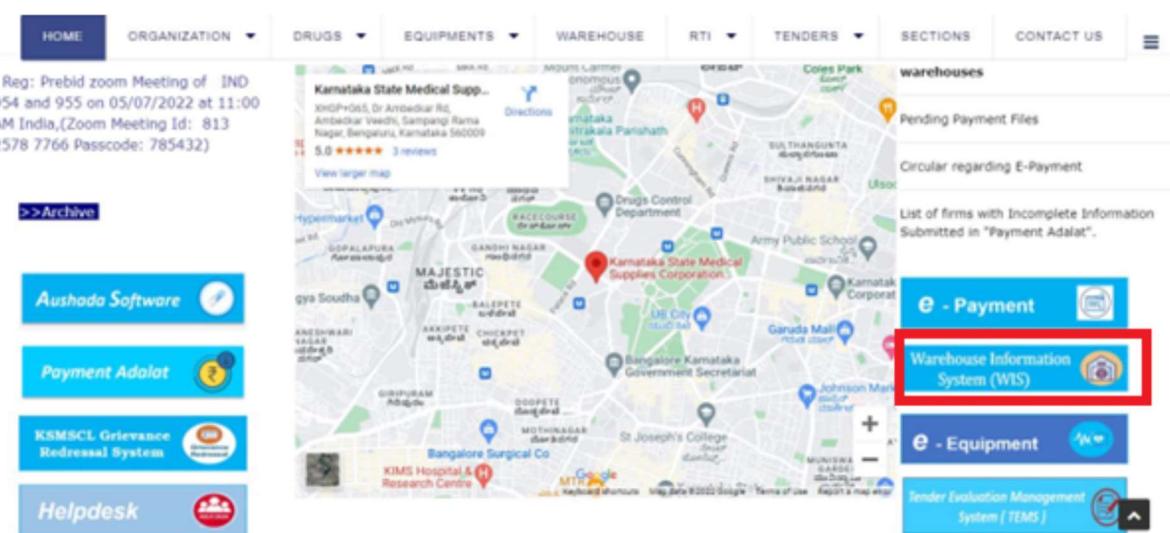
### Functionalities:

- **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:

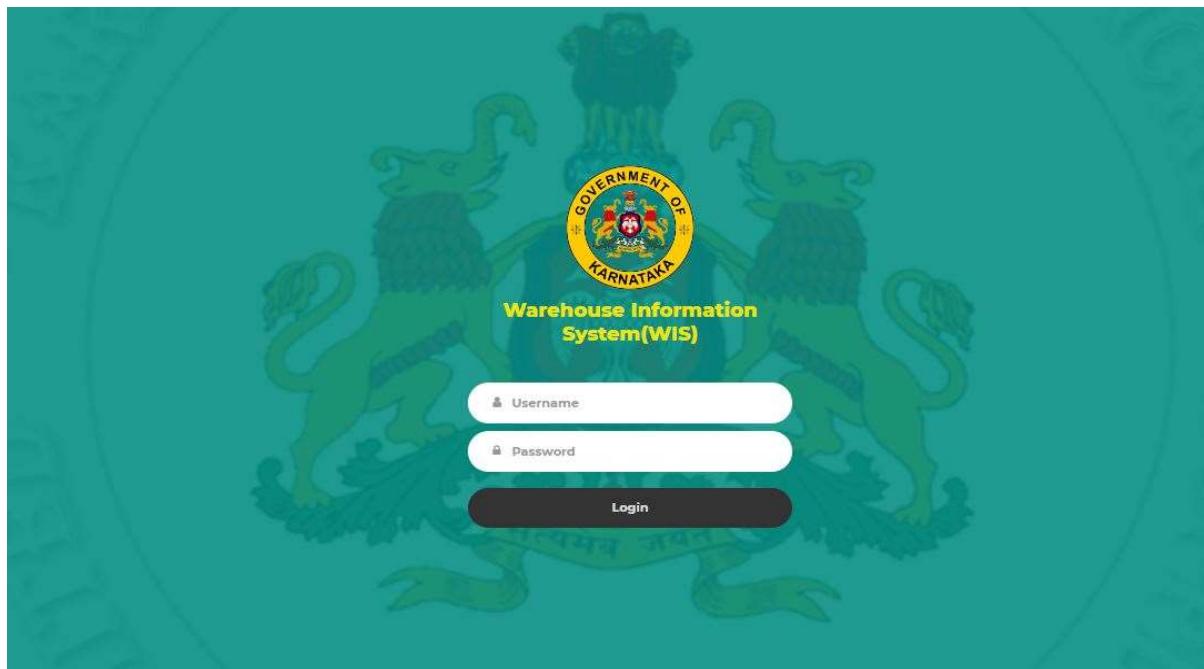
**Step 1:** Type [www.ksmscl.in](http://www.ksmscl.in) in the browser and click enter.

**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.

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Anil.kumar N K, Bangalore Rural

**Submit Ticket**

**Select Category Type:**

**Select Sub Category:**   
Modifications in Supply Order  
PO-Creation of Donor  
Creation of Institutions  
Creation of new user ID  
Backlog issue  
Shelf life  
Drug freeze/unfreeze  
Others

**Description:**

**Upload PDF file:**

**Submit**

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Anand Ramu Rathod, Bagalkote

**Submit Ticket**

**Select Category Type:**

**Select Sub Category:**

**Select PO no:**

**complaints Description:**   
(Max. no of letters is 200 for more details attach in the upload file).

**Upload PDF file:**  (only .pdf file, Max. 150KB)

**Submit**

localhost says

Successfully Submitted. The Ticket No is :KSMSCl\_3220704121656 for future reference.

OK

**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.



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**Dashboard**

**Submitted TICKETS: 11**

**UNDER PROCESS: 3**

**CLOSED TICKETS: 13**

**TOTAL TICKETS: 27**

Status	Modifications in Supply Order	PO-Creation of Donor	Creation of Institutions	Creation of new user ID	Backlog Issue	Shelf life	Drug freeze /unfreeze	Others
submitted	10	0	1	0	0	0	0	0
under process	2	0	1	0	0	0	0	0
pending	0	0	0	0	0	0	0	0
closed	7	1	1	2	0	2	0	0
<b>Total</b>	<b>19</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>

**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.



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**Status Details**

Select Sub Category:

Select Status:

Show 10 entries

#	Ticket Id	Warehouse Name	Category	Sub Category	Purchase Order	complaints Description	File	Submitted Date	Submitted by	Assigned to	Status	#
1	KSMSCl_3220704121656	Bagaikote	Modifications in Supply Order	Manufacture Date Correction	KSMSCl/2021-22/Po/28-2 - 14.1.17	update manufacture date		04-07-2022 12:16:56	ksmcl_anand	SCM	submitted	<input type="button" value="More Details"/>
2	KSMSCl_322070212719	Bagaikote	Creation of new user ID	PHC		create new user ID		02-07-2022 12:17:19	ksmcl_anand	IT	closed	<input type="button" value="More Details"/>
3	KSMSCl_3220702115649	Bagaikote	Modifications in Supply Order	Expiry Date Correction,Wrong Batch No,Wrong Batch Quantity	KDLWS/2017-18/Po/50 - 28.27.1	Update date correction		02-07-2022 11:59:49	ksmcl_anand	MD	closed	<input type="button" value="More Details"/>
4	KSMSCl_322070211253	Bagaikote	Creation of new user ID	CHC		create ne id		02-07-2022 11:12:53	ksmcl_anand	IT	closed	<input type="button" value="More Details"/>
5	KSMSCl_3220702105324	Bagaikote	Shelf life	Approval of Shelf life	KSMSCl/2021-22/Po/4/48 - 16.2.10	test		02-07-2022 10:53:24	ksmcl_anand	MD	closed	<input type="button" value="More Details"/>
6	KSMSCl_3220519131251	Bagaikote	Modifications in Supply Order	Manufacture Date Correction,Wrong Batch Quantity	KDLWS/2018-20/Po/164 - 13.11	wrong batch		18-06-2022 13:12:51	ksmcl_anand	IT	closed	<input type="button" value="More Details"/>
7	KSMSCl_3220519120408	Bagaikote	Modifications in Supply Order	NABL Report Correction,Wrong Batch Quantity	KDLWS/2017-18/Po/1 - 26.2.12	NABL correction		18-06-2022 12:04:06	ksmcl_anand	SCM	submitted	<input type="button" value="More Details"/>

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Dashboard  
Submit Ticket  
View tickets  
Reports  
Change Password  
Profile  
Logout

History ID	Ticket No	From	To	Status	Date	Remarks
1	KSMSCL_3220702115949	WH.Bagalkote	SCM	submitted	02-07-2022 11:59:49	Update date correction
2	KSMSCL_3220702115949	SCM	Drugs	under process	02-07-2022 12:04:32	for approval
3	KSMSCL_3220702115949	Drugs	MD	under process	02-07-2022 12:06:39	approval for MD
4	KSMSCL_3220702115949	MD		closed	02-07-2022 12:12:09	Approved

Reference No:	KSMSCL_3220702115949	Category:	Modifications in Supply Order
Sub Category:	Expiry Date Correction,Wrong Batch No,Wrong Batch Quantity	Purchase Order:	KDLWS/2017-18/PO/50 - 28.27.I
Complaint Description:	Update date correction	file:	3220702115949.pdf
Status:	closed	Submit date:	02-07-2022 11:59:49
Submitted By:	kmscl_anand	Assigned To:	MD
Remarks:	Approved	Reply Date:	02-07-2022 12:12:09
Reply file:			

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

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

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Category Type	All	Filter	Submitted Date
From date:	01/07/2022	To Date:	04/07/2022
<a href="#">Download In Excel</a>			

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Dashboard  
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Category Type	All	Filter	Submitted Date
From date:	01/07/2022	To Date:	04/07/2022
<a href="#">Download In Excel</a>			

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



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Dashboard	User Name	ksmscl_anand
Submit Ticket	Enter your Old password:	*****
View tickets	Enter your new password:	*****
Reports	Re-enter your new password:	*****
Change Password	<b>Change Password</b>	
Profile		
Logout		

**Step 7: Profile view**



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Dashboard	Incharge Name:	Anand Ramu Rathod
Submit Ticket	District:	Bagalkote
View tickets	Address:	District hospital Premises Sector no 11 Navanagar Bagalkote -587103
Reports	Mobile No:	9980530498
Change Password	Mail-ID:	kdlws_bgkt@yahoo.com
Profile		
Logout		

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