

SELF SERVICE



DEPARTMENT HELP DESK

Self Service

MobileERP.in

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Self Service

Self-service refers to a system or process where individuals can independently access and manage certain services or perform specific tasks without the need for direct assistance from others. Following types of self service

1. Employee Related Self Service

Employee, Travel, Claim etc. self service

2. Customer Related Self Service

Customer, Field Service, CSS Support Agent

3. Supplier Related Self Service

Seller Center, Reverse Tender

4. Project Dept Related Self Service

Site DPR, Site Store etc.

5. Purchase Dept Related Self Service

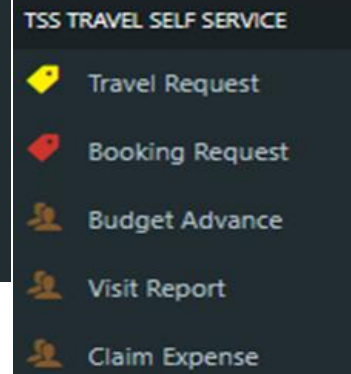
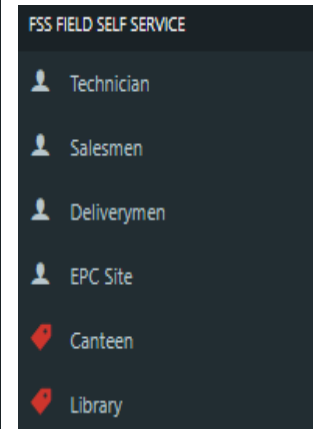
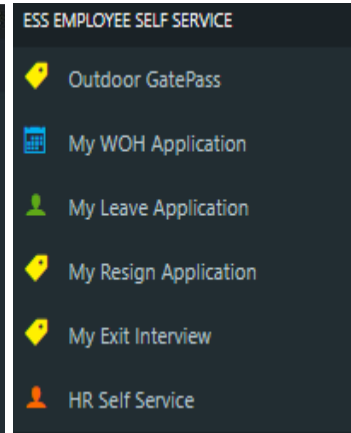
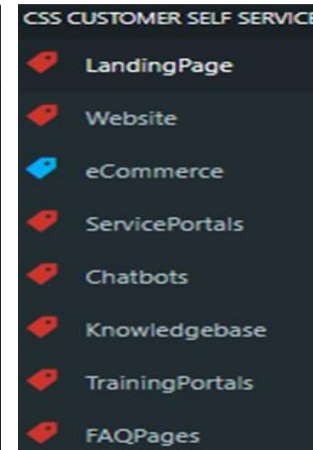
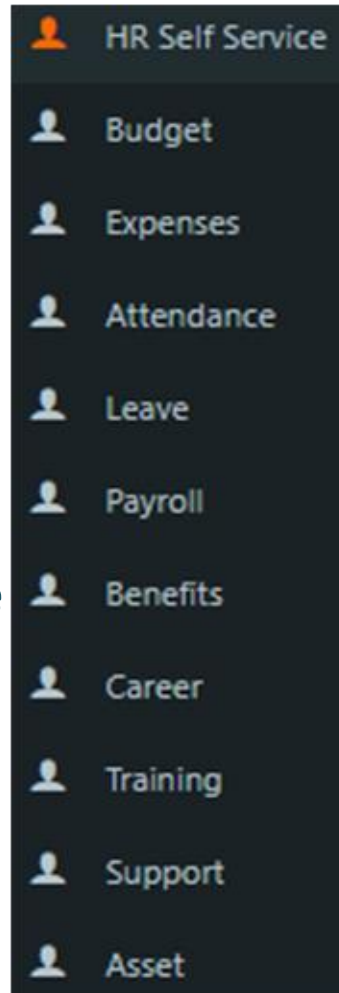
MR, PR, Asset etc.

6. HR Dept Related Self Service

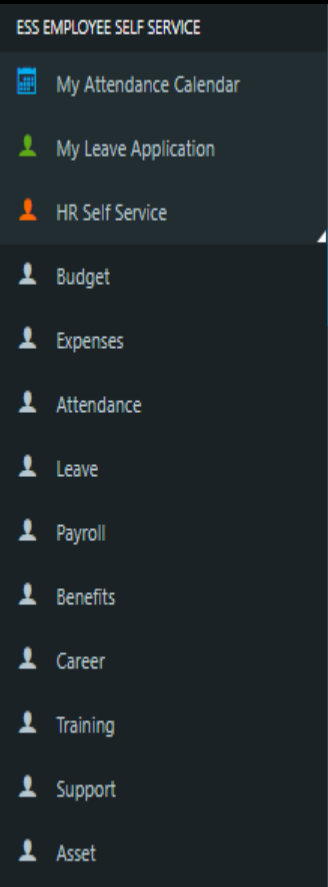
Manpower, Career, Benefits, Training, Asset

7. IT Dept Related Self Service

Service Ticket, ITSM



ESS: Employee Self Service



Employee self-service (ESS) is a web-based technology within company HR systems that empowers employees to manage personal information, access resources, and perform administrative tasks independently, enhancing efficiency and reducing reliance on traditional paper-based or manual processes. ESS is designed to alleviate much of the burden of HR departments, digitizing and automating important tasks. At the same time, ESS gives employees more-direct control over their own data.

Attendance Calendar is employee attendance data for its own analysis. If any error found he can contact TIMEOFFICE Department and correct those errors.

Leave Application: This is where employees can check their leave balance and submit leave application.

HR Dept Self Service: This is different set of self service for employees. This enhance Employee confidence in company and helps employee do better work.

Various self-service related to HR are grouped under this service:

- A. Travel, Budget and Expense claim** of employees are managed here and submitted to Finance Dept.
- B. Attendance, Leave and Payroll** gives direct access to employees on personal data.
- C. Benefits, Career and Training** gives Employee Talent & Career Development requests to HR.
- D. Support** is to request specific service and Asset is to manage allotted asset and request new.
- E. Manpower Request:** All departments can make manpower request to HR Department if they need manpower for department, project or manufacturing plant etc.

ESS: Employee Self Service - Leave

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Computer Department

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ESS EMPLOYEE SELF SERVICE

- Outdoor GatePass
- My WOH Application
- My Leave Application
- My Resign Application
- My Exit Interview
- HR Self Service

CSS CUSTOMER SELF SERVICE

- LandingPage
- Website
- eCommerce
- ServicePortals
- Chatbots
- Knowledgebase
- TrainingPortals
- FAQPages

FSS FIELD SELF SERVICE

- Technician
- Salesmen
- Deliverymen

ERP
GTD
CRM
DMM
TMM
OMS
SDM
SMS
PMS
CSS
PLM
SCM
PPP
MFG
EPC
IMS
LMS
EAM
MMS
QMS
HCM
TLM
TOM
PAY
WAG

Dashboard
Tree
Role
File
Profile
Chatbot
Timesheet
Encash
Benefits
Career
Training
Site
Leave
Approve
Loan Advance
Telephone Bills
Advance against Salary
Security Bond

SelfService
EMPLOYEE
Employee Self Service
Employee Self Service
All others...

Leave Management

Apply for Leave

Leave Record

Summary

From Date:

To Date:

Apply::

Purpose:

Contact no during leave:

Approve by:: Project Manager James

Apply

YEAR: **Show**

Leave	From	To	Days	Status
CL	1/7/2020	5/7/2020	5	Pending
SL	1/6/2020	3/6/2020	3	Rejected
PL	10/5/2020	10/5/2020	1	Approved
SL	7/4/2020	8/4/2020	2	Approved
SL	1/3/2020	5/3/2020	5	Approved
CL	21/2/2020	25/2/2020	5	Approved
SL	11/2/2020	13/2/2020	3	Rejected
PL	10/2/2020	10/2/2020	1	Approved
SL	17/1/2020	18/1/2020	2	Approved
SL	1/1/2020	5/1/2020	5	Approved

Total Leave Applied: 30

CL-Casual Leave		
Opening	Taken	Balance
10	2	8

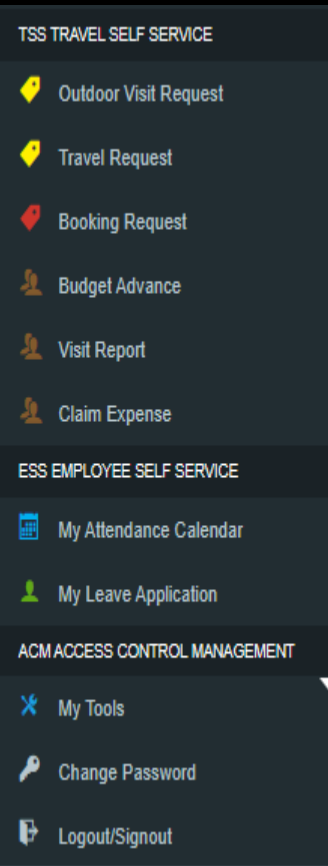
SL-Sick Leave		
Opening	Taken	Balance
13	2	11

PL-Privilege Leave		
Opening	Taken	Balance
7	2	5

Settlement		
CarryForward	Encashed	Lapse
5 PL	3 PL	2 SL

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TSS: Travel Self Service



TSS: Travel Self Service is part of Employee Self Service. Travel, Budget, Expense and Claim self-service for employees is a system that allows employees to manage their travel expenses and claims. It is a convenient way for employees to submit their travel expenses and get reimbursed for them. The system typically includes the following features:

Travel policy: A set of guidelines that define the rules and regulations for employee travel. It clarifies the organization's position on travel within and across countries, and covers expense reimbursement in all these scenarios.

Travel Request: Any employee going on travelling has to enter travel request and get it approved from their HOD and HR to get its effect in Payroll at end of month.

Booking Request: All employees can request to book Rail or Air Tickets or Hotel to Travel HelpDesk after Travel Request is approved.

Budget Advance: A feature that allows employees to set budgets for their travel expenses. This helps them keep track of their expenses and ensures that they do not exceed their budget.

Claim Expense: A feature that allows employees to submit their travel expenses and get reimbursed for them. Employees can submit their expenses online and track the status of their claims.

Claim management: A feature that allows employees to manage their travel claims. Employees can view their claims history, track the status of their claims, and receive notifications when their claims are processed.

TSS: Travel Self Service - Budgeting

Budget Management

Enter Budget

Date:

Spent on: ▼

QTY:

UNIT:

AMOUNT:

Add

Request Advance

Date:

AMOUNT:

DETAILS:

Send

Budgeted Expenses

Show

Business Trip to BRD

Account	Qty	Unit	Amount
Travel Airfare	1	Ticket	500
Hotel Accomodation	1	Day	500
Car Rental	1	Day	200
Fuel	40	Ltr	200
Food	1	Day	300

Total Budget: \$ 1700

Summary

	Budget	
Pending \$0.00	Approved \$1700.00	Unapproved \$0.00
	Advances	
Requested \$1500.00	Sanctioned \$1000.00	Paid \$1000.00
	Summary	
Budget \$1700.00	Claimed \$1500.00	Balance \$200.00
	Remittance	
Paid \$1000.00	Due \$500.00	Overdue \$0.00

TSS: Claim Self Service - Claim

Expense Management

Record Expense

Date:

Spent on: ▼

Amount:

Invoice#:

Attach Invoice

No file chosen

Today's Expenses

Fuel Expense: \$ 200

Food Expense: \$ 300

Travel Expense: \$ 200

Fuel Expense: \$ 250

Food Expense: \$ 350

Travel Expense: \$ 200

Total Expense: \$ 1500

Summary

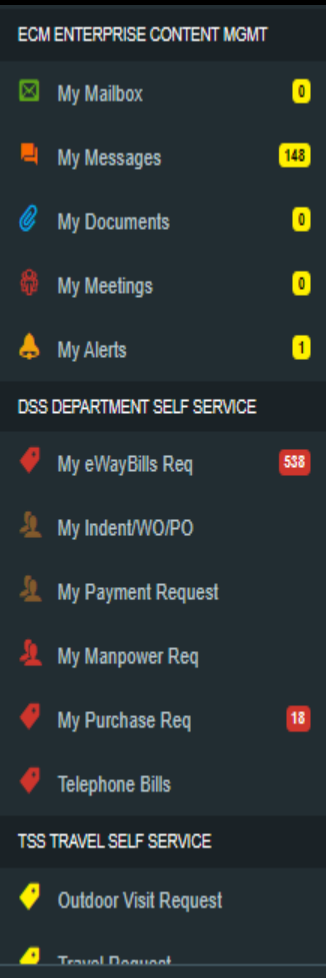
Claim		
Pending	Approved	Unapproved
\$0.00	\$1500.00	\$0.00

Sanctioned		
Budget	Claimed	Balance
\$1700.00	\$1500.00	\$200.00

Remittance		
Claimed	Paid	Unpaid
\$1500.00	\$1000.00	\$500.00

Settlement		
Paid	Due	Overdue
\$1000.00	\$500.00	\$0.00

DSS: Purchase Department Self Service



Department self-service (DSS) is a web-based technology within company that empowers employees to manage various purchase and payments tasks independently, enhancing efficiency and reducing reliance on traditional paper-based or manual processes.

eWayBill is system for purchase department to validate bills received against PO and send them to accounts department for faster GST Credit and Payments.

Indent/WO/PO: This is PO/WO for non stock items made by every department while making a purchase of Products, Raw Material, Assets or Services against a defined budget.

Payment Request: Using this documents every department has to make payment request to accounts department by uploading necessary proofs and explanation. It can be payment against Bills or Advance Payments for Tour or Travel etc.

Purchase Request: For all stock related purchases outside project requirement a purchase request if made to Purchase Department. All items purchased via this method will goto stores and stock.

Telephone Bills: All employees and departments are supposed to submit their telephone bills to check usage against the allotted budget and for sanction of payments.