

# Ticket Management System User Manual

Ticket Management System (TMS) is a single platform for interaction between DDOs, DTOs, HODs, Treasury & Accounts, Budget Branch and NIC Team. Any user can forward their concern regarding Integrated Financial Management System (IFMS Punjab) via this platform. This platform has workflow based processing for each ticket. Users can send following Types of Tickets through TMS:

Sr. No.	Module	Request Types
1	eBudget	Budget Head Not Displayed
2	eBudget	Incorrect Budget Head Amount
3	eTreasury	Account Detail Updation (A/c Number/IFSC Code/Payee Name)
4	eTreasury	User Creation
5	eTreasury	Multiple Bill Clerk Creation
6	eTreasury	NPS to GPF conversion
7	eTreasury	User Profile Correction
8	eTreasury	Payee Type Conversion
9	eTreasury	Payee Resign
10	eTreasury	New Head Mapping for DC Bills
11	eTreasury	Head of Account Correction in Bills
12	eTreasury	Office Name Correction
13	eTreasury	GRN Unavailable
14	eTreasury	Failed Transaction Unavailable
15	eTreasury	Payee Merging
16	eTreasury	NPS Arrear
17	eTreasury	PRAN Generation
18	eTreasury	Invalid / Unavailable AC Bill Details
19	eTreasury	Enable Allowance
20	eTreasury	New Designation
21	eTreasury	EMD Master Data Updation
22	eReceipt	New DDO Code Creation For Receipt Purpose
23	eReceipt	DDO Code Mapping in Ereceipt Portal
24	eReceipt	Head Structure Mapping With DDO Code
25	eReceipt	Check The Status of Challan in Ereceipt Portal
26	eReceipt	Forgot Ereceipt Login Id
27	eReceipt	Updation of Name, Mob. No. etc. in Ereceipt Login Id.
28	eReceipt	Correction of Personal Details In Challan
29	eReceipt	Correction of DDO Code In Challan
30	eReceipt	Correction of Head Structure in Challan
31	eReceipt	Mismatch in Amount Scroll Uploaded by Bank

Ticket once raised will remain in system forever. Users can raise or close the ticket as per their requirements. Some of the examples are given below:

## 1. Raise Ticket for eTreasury

- a) If DDO wants to raise a ticket to IFMS Team, he/she needs to go to <https://ifms.punjab.gov.in/etms/login>, following screen will appear. Login with IFMS ID.

Ticket Management System

Raise Ticket

Check Status

Login

Username

Please enter Username

Password

Please enter Password

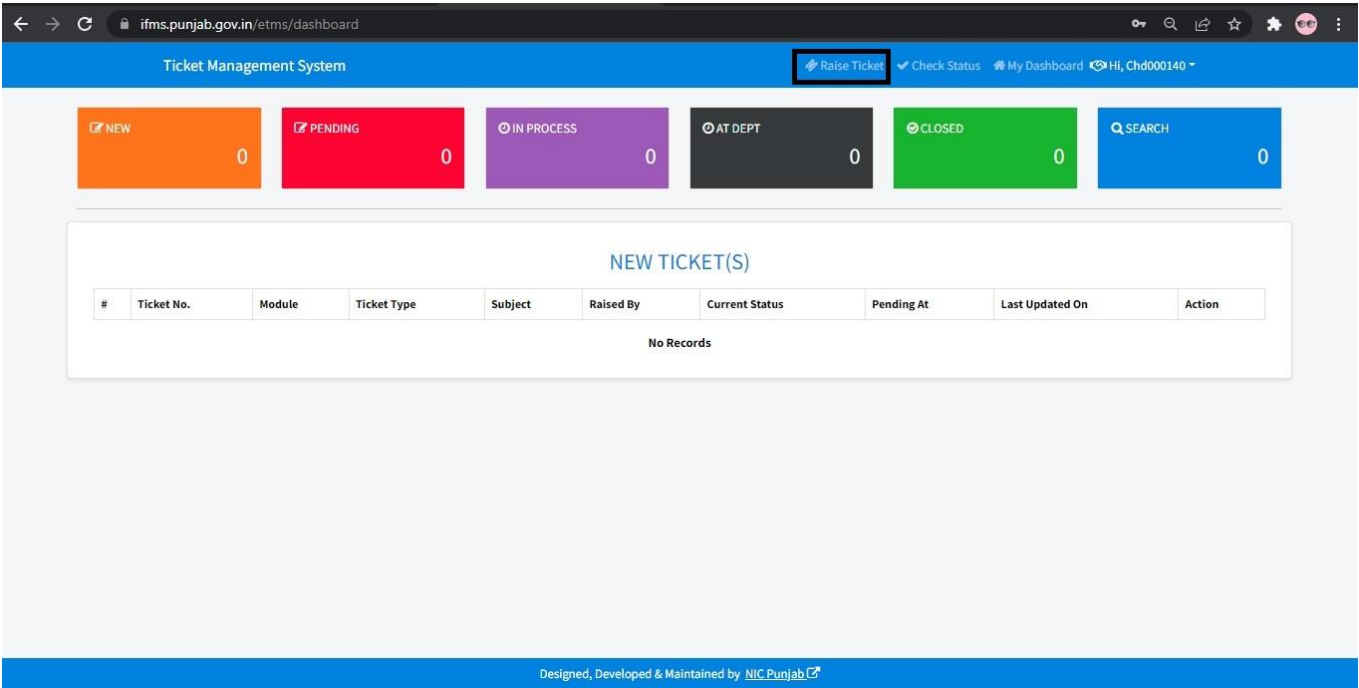
Captcha

NC8A

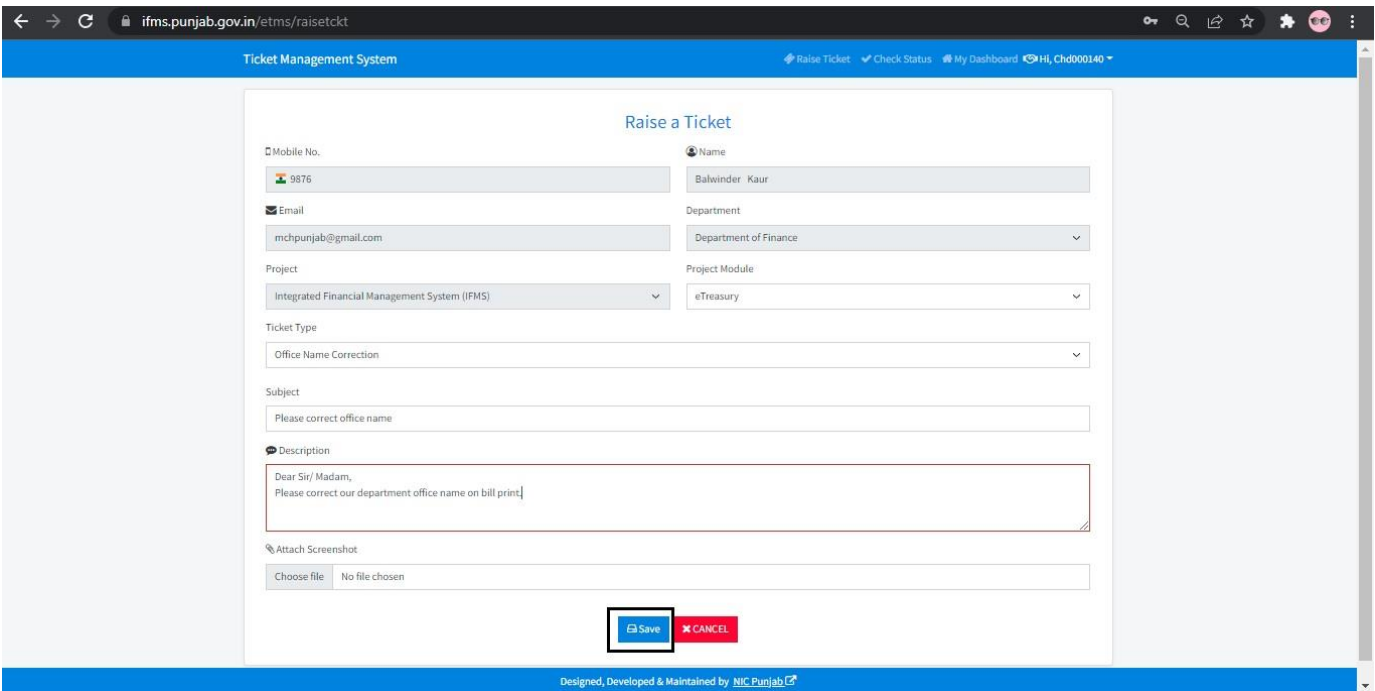
NC8A

Login

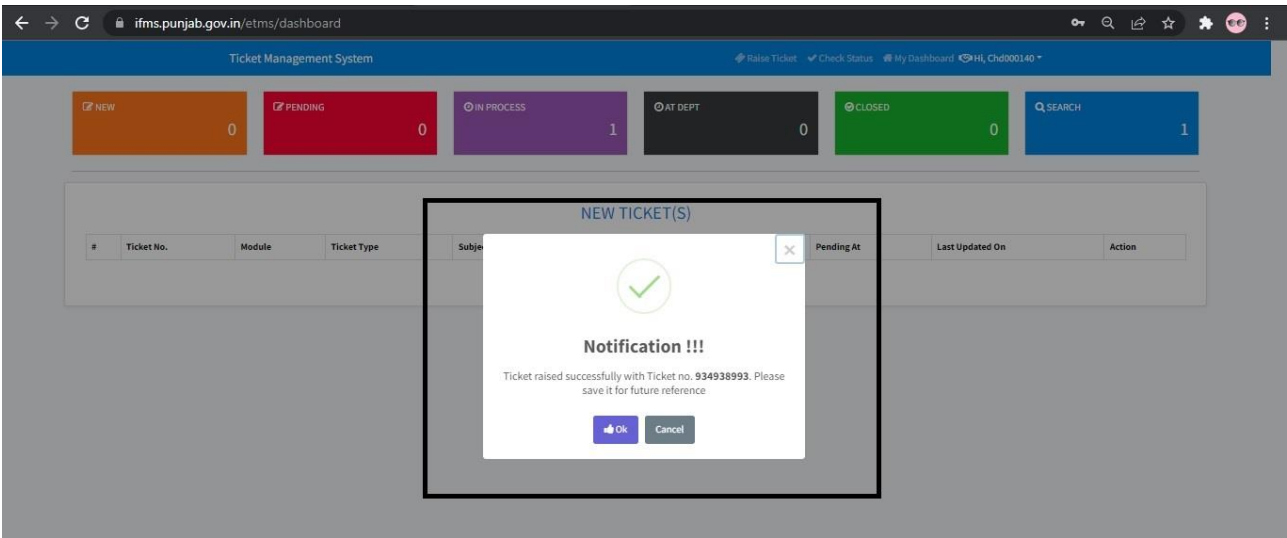
b) Once logged-in, user needs to click **Raise Ticket** at top toolbar as shown below:



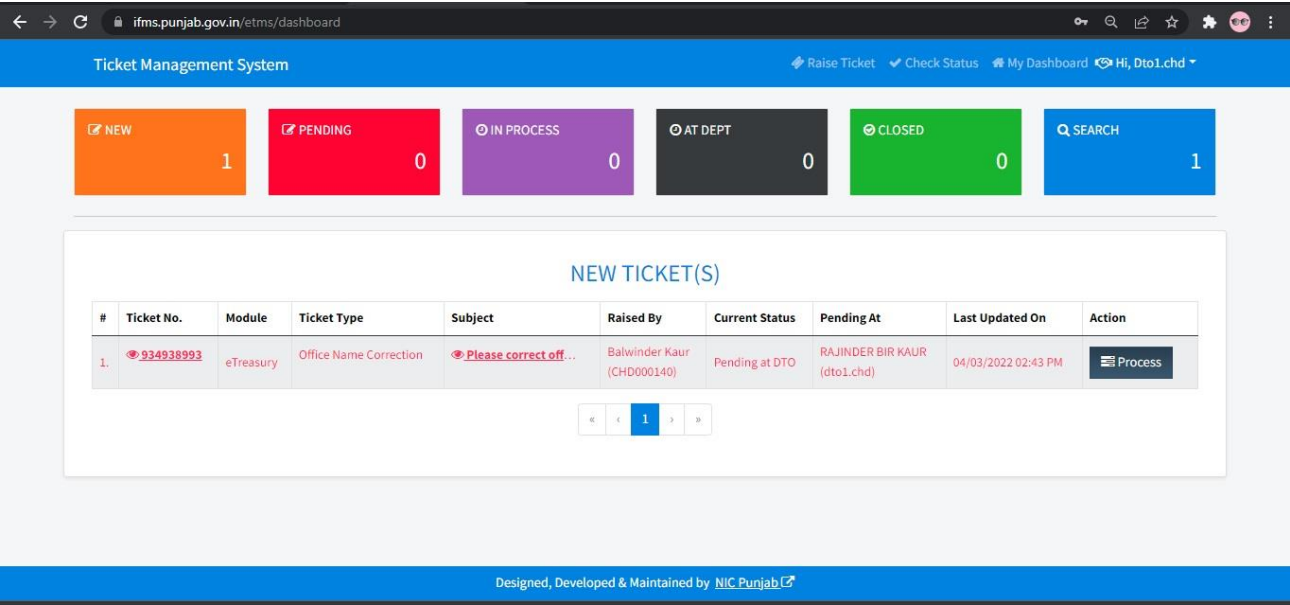
c) Following screen will appear. Here user needs to provide Type of Request, Description of Request along with any supporting document (if required). Once detailed entered, user will click **Save** button for forwarding Ticket to concerned District Treasury Officer (DTO) for further processing.



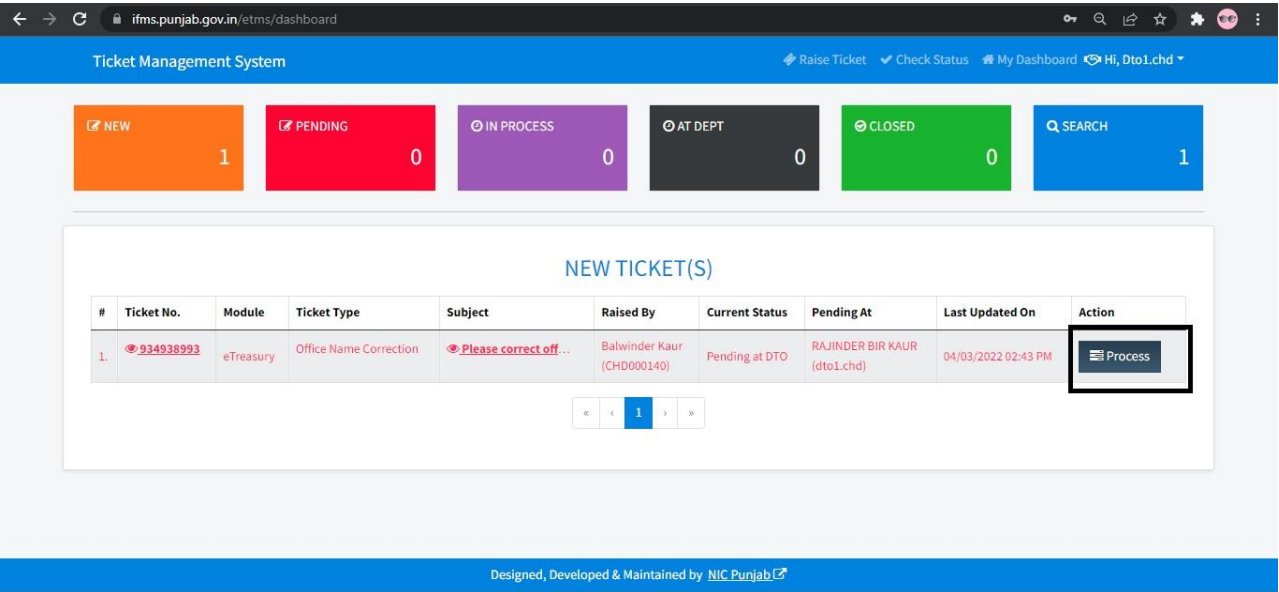
d) It will generate Ticket No. Please save this Ticket No. for future reference.



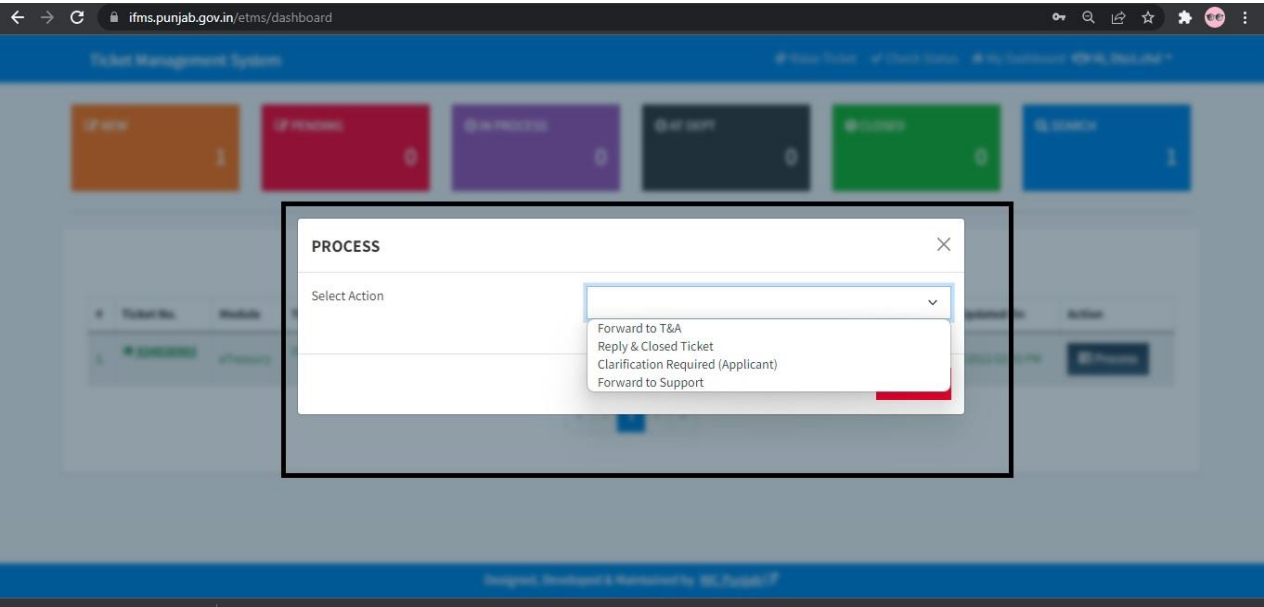
e) Once a Ticket forwarded to DTO by the DDO, it will be shown at DTO’s Dashboard. The screen will look like as shown below.



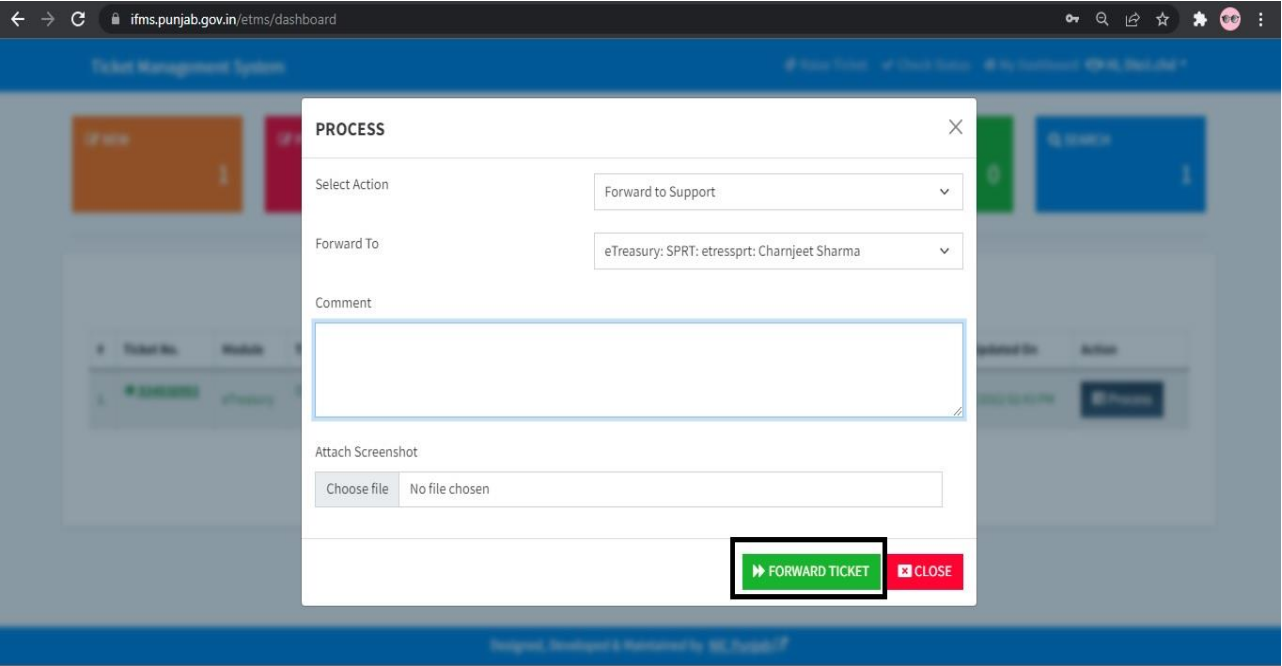
f) For processing of Ticket, DTO needs to click **Process** button in front of Ticket No. (he/she wants to process) on the screen as shown below:



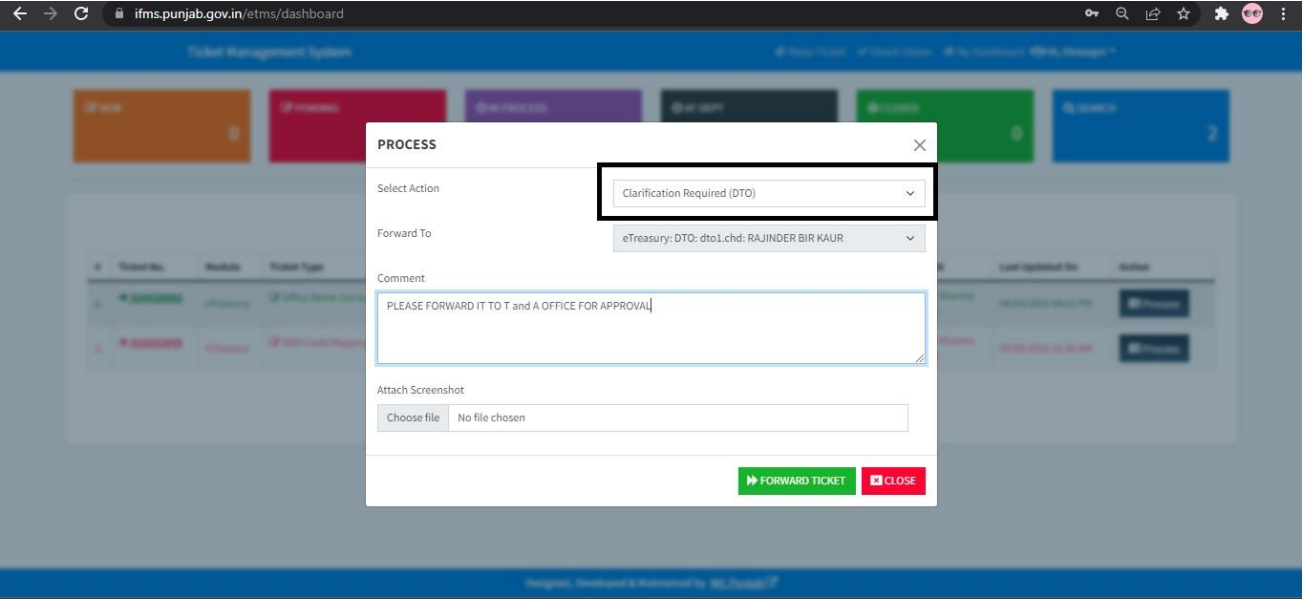
- g) DTO may select from following statuses for processing:
- a. **Forward to T&A:** In case approval required from Treasury and Accounts (T&A), DTO is going to select this status.
  - b. **Reply & Closed Ticket:** In case ticket can be processed at DTO level, he/she can Reply and Close the Ticket.
  - c. **Clarification Required (Applicant):** In case clarification required from the DDO, DTO is going to select this status.
  - d. **Forward to Support:** In case Ticket needs to be send to eTreasury Support, DTO is going to select this status.



h) After selecting status i.e. **Forward to Support**, click **FORWARD TICKET** as shown below:



i) If Support needs any clarification, then Support can forward to DTO / DDO. Support Team will select Clarification Required (DTO) and ticket will be forwarded to DTO.



- j) In case approval required from T&A, DTO will select **Forward to T&A** status. In addition to Comments DTO can also upload supporting document (if required). Select **Forward to T & A** status and click **FORWARD TICKET** button on the screen as shown below:

The screenshot shows the 'Ticket Management System' dashboard with a 'PROCESS' modal open. The modal contains the following fields:

- Select Action:** A dropdown menu with 'Forward to T&A' selected.
- Forward To:** A dropdown menu with 'eTreasury: DEPT: dtataa1: Shivani Taneja' selected.
- Comment:** A text area containing the text: 'Respected Madam , Please gave approval for payee merging case'.
- Attach Screenshot:** A section with a 'Choose file' button and the text 'No file chosen'.
- Buttons:** At the bottom right, there are two buttons: 'FORWARD TICKET' (green) and 'CLOSE' (red).

- k) Treasury & Accounts can forward Ticket to Support or DTO as shown below:

The screenshot shows the 'Ticket Management System' dashboard with a 'PROCESS' modal open. The modal contains the following fields:

- Select Action:** A dropdown menu with 'Forward to DTO' selected.
- Forward To:** A dropdown menu with 'eTreasury: DTO: dto1.chd: RAJINDER BIR KAUR' selected.
- Comment:** A text area containing the text: 'APPROVED'.
- Attach Screenshot:** A section with a 'Choose file' button and the text 'No file chosen'.
- Buttons:** At the bottom right, there are two buttons: 'FORWARD TICKET' (green) and 'CLOSE' (red).

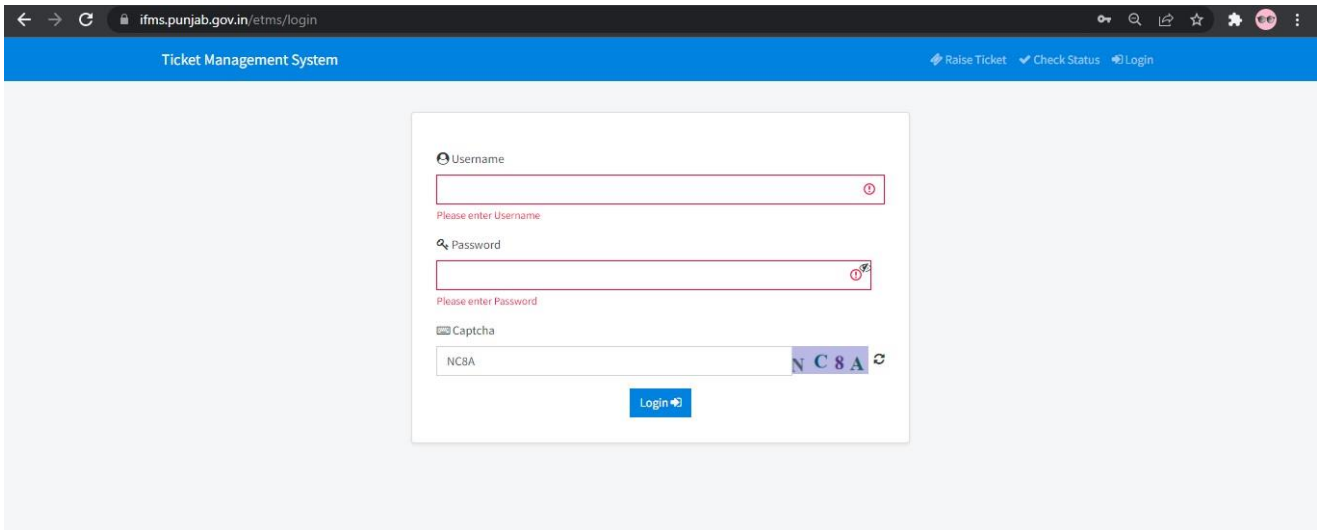
- l) If forwarded to DTO, DTO can again forward the request to eTreasury Support Team by selecting Forward to Support status.

The screenshot shows the 'Ticket Management System' dashboard with a 'PROCESS' modal open. The modal contains the following fields:

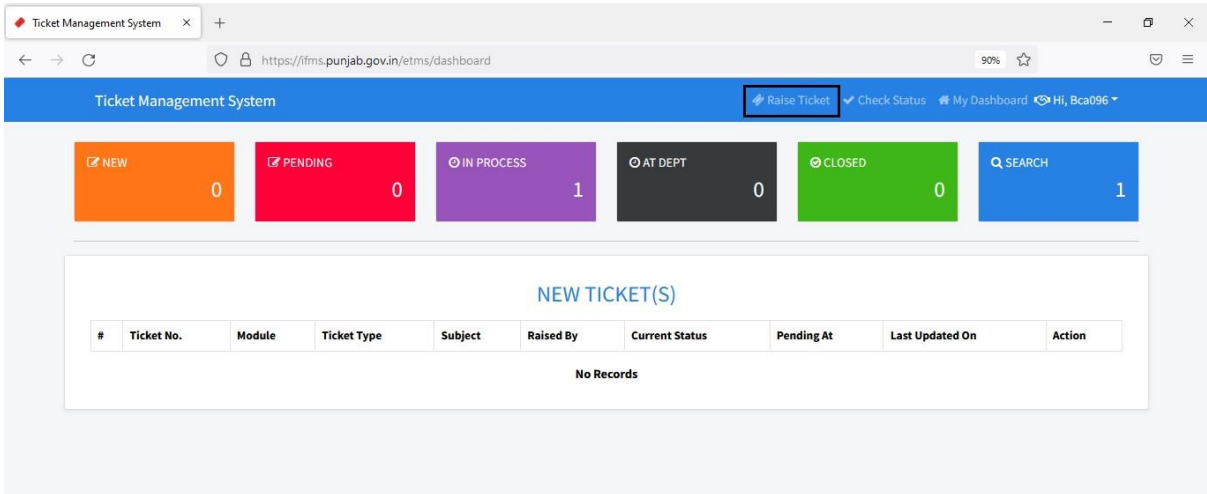
- Select Action:** A dropdown menu with 'Forward to Support' selected.
- Forward To:** A dropdown menu with 'eTreasury: SPRT: etressprt: Charnjeet Sharma' selected.
- Comment:** A text area containing the text: 'Please do needful approval received from| T and A office'.
- Attach Screenshot:** A section with a 'Choose file' button and the text 'No file chosen'.
- Buttons:** At the bottom right, there are two buttons: 'FORWARD TICKET' (green) and 'CLOSE' (red).

## 2. Raise Ticket for eBudget

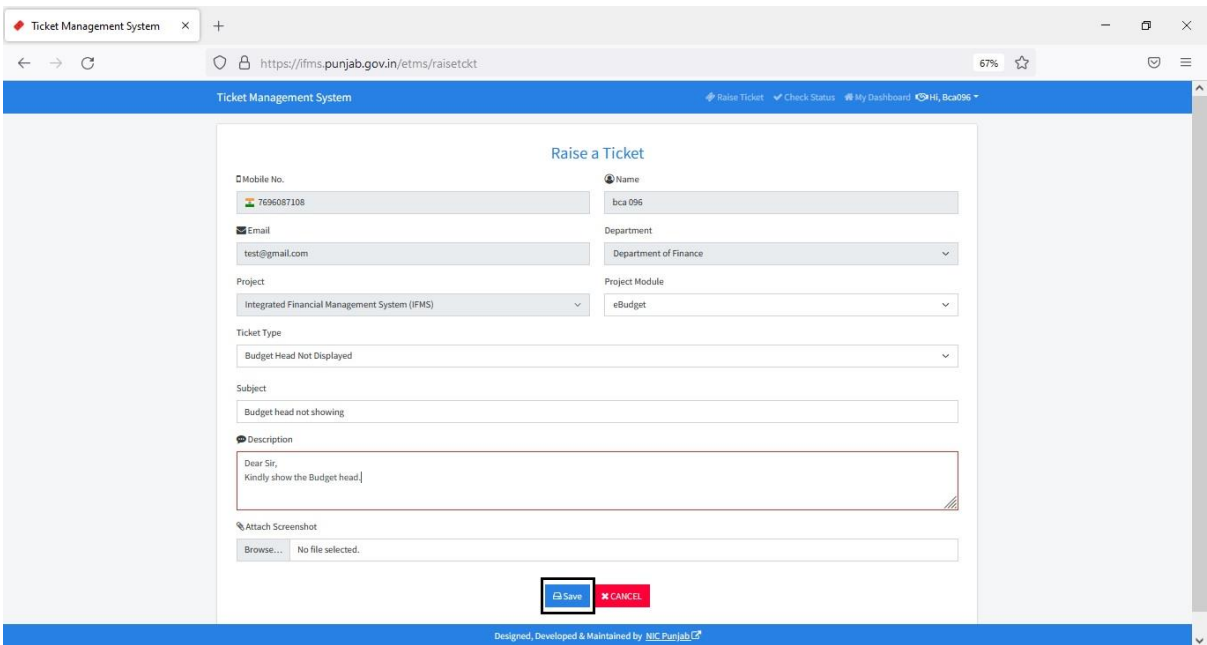
- a) To raise ticket for eBudget module, HOD or DDO can go to <https://ifms.punjab.gov.in/etms/login> and login with eBudget credentials.



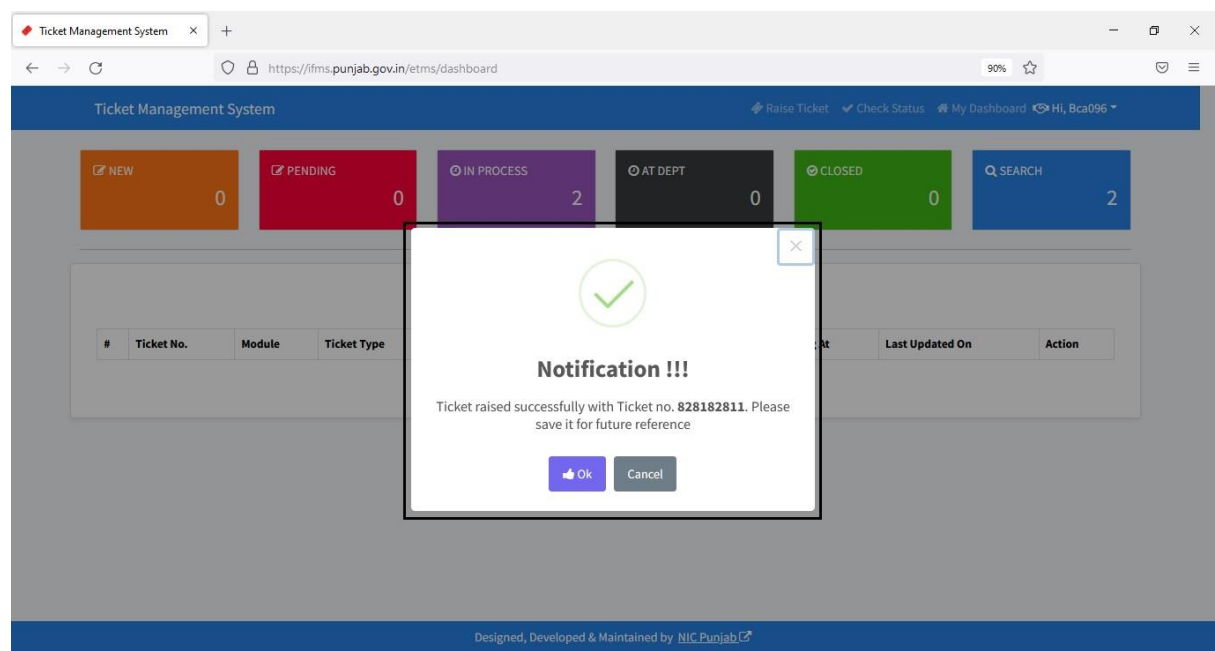
- b) HOD can raise ticket by clicking Raise Ticket link at top toolbar as shown below.



- c) Following screen will appear to HOD using which he / she can enter details such as Ticket Type and Description. In case any document is required, he/she can also upload supporting document on screen shown below:

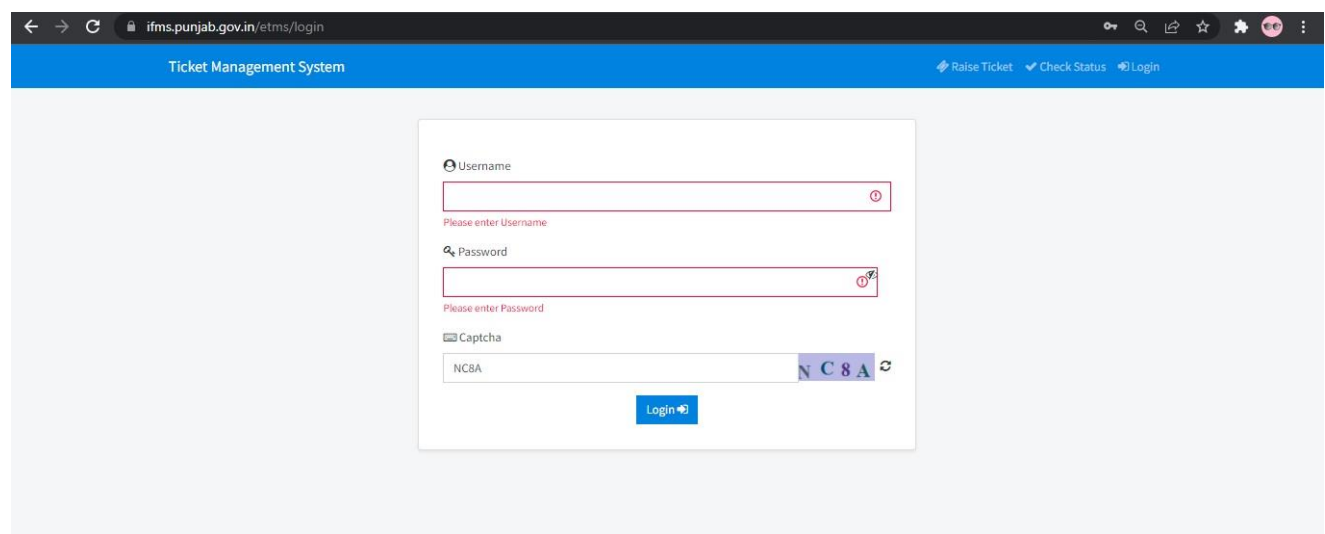


d) Once Ticket submitted, Ticket No. will be generated for future reference.



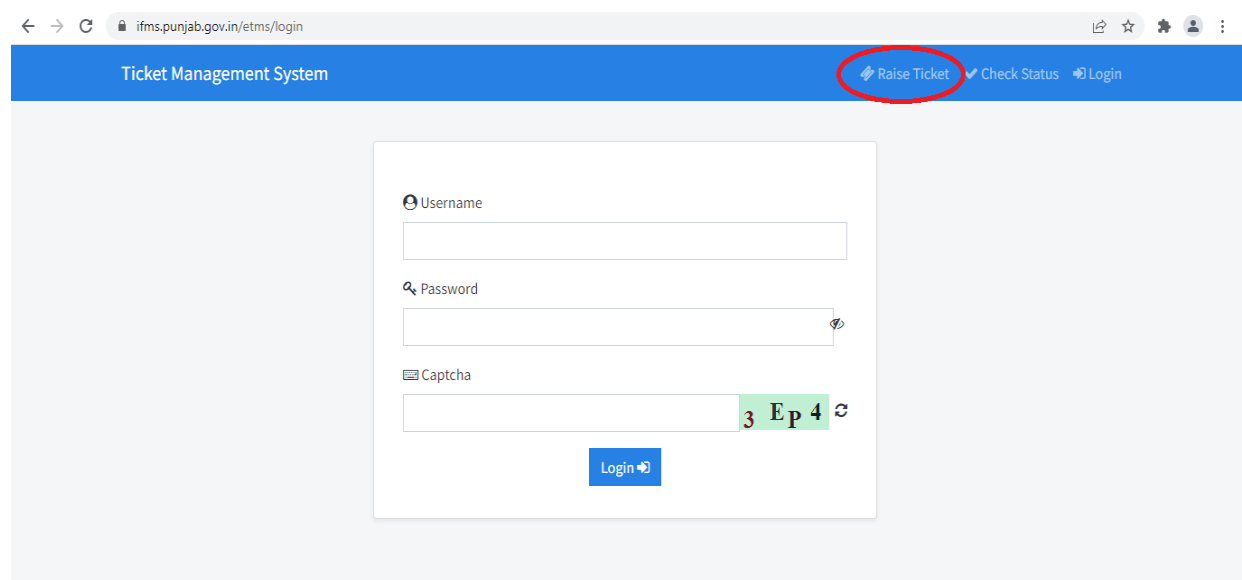
3.    Raise Ticket for eReceipt

a) To raise ticket for eReceipt module, go to <https://ifms.punjab.gov.in/etms/login> and long with credentials.



Please note that any eReceipt User can raise Ticket without login.

b) For raising ticket he/she needs to click on **Raise Ticket** at top toolbar as shown below:



c) User is required to fill his / her Mobile No. and Email ID for verification (through OTP) before raising ticket. User is required to enter details as shown below:

The screenshot shows the 'Raise a Ticket' form in the IFMS Punjab portal. The form includes fields for Mobile No., Name, Email, Department (Department of Finance), Project (Integrated Financial Management System (IFMS)), Project Module (eReceipt), Ticket Type (Check The Status of Challan in eReceipt Portal), Subject, and Description. There is also a section for attaching a screenshot. The form is titled 'Raise a Ticket' and has a blue header bar with 'Ticket Management System' and navigation links for 'Raise Ticket', 'Check Status', and 'Login'. An alert message at the top states: 'Alert! Without logged in, you can only raise ticket for eReceipt. For other modules please login.' The form has a 'Save' button and a 'CANCEL' button.

d) Once Ticket submitted, Ticket No. will be generated for future reference.

The screenshot shows the 'Check Status' form in the IFMS Punjab portal. The form has a field for 'Ticket No.' and a 'Check Status' button. A notification box is displayed in the center, stating: 'Notification !!! Ticket raised successfully with Ticket no. 311695163. Please save it for future reference'. The notification box has 'Ok' and 'Cancel' buttons. The form is titled 'Check Status' and has a blue header bar with 'Ticket Management System' and navigation links for 'Raise Ticket', 'Check Status', and 'Login'.

e) The user can check the status of a ticket by clicking **Check Status** link at top toolbar. Check Status form will look like as shown below:

The screenshot shows the 'Check Status' form in the IFMS Punjab portal. The form has a field for 'Ticket No.' with the value '311695163' and a 'Check Status' button. Below the form, there is a section titled 'Details of Ticket No. 311695163' containing the following information:

<b>Raised By:</b> Sunil Kumar (9736820720) on 08/03/2022 02:16 PM	<b>Current Status:</b> Pending at Support on 08/03/2022 02:16 PM
<b>Project:</b> Integrated Financial Management System (IFMS)	<b>Project Module:</b> eReceipt
<b>Ticket Type:</b> Correction of Personal Details In Challan	
<b>Subject:</b> Correction in eReceipt Challan	
<b>Description:</b> Dear Sir/Madam, Please correct the head structure in challan GRN.	

\*\*\*\*\*END OF DOCUMENT\*\*\*\*\*