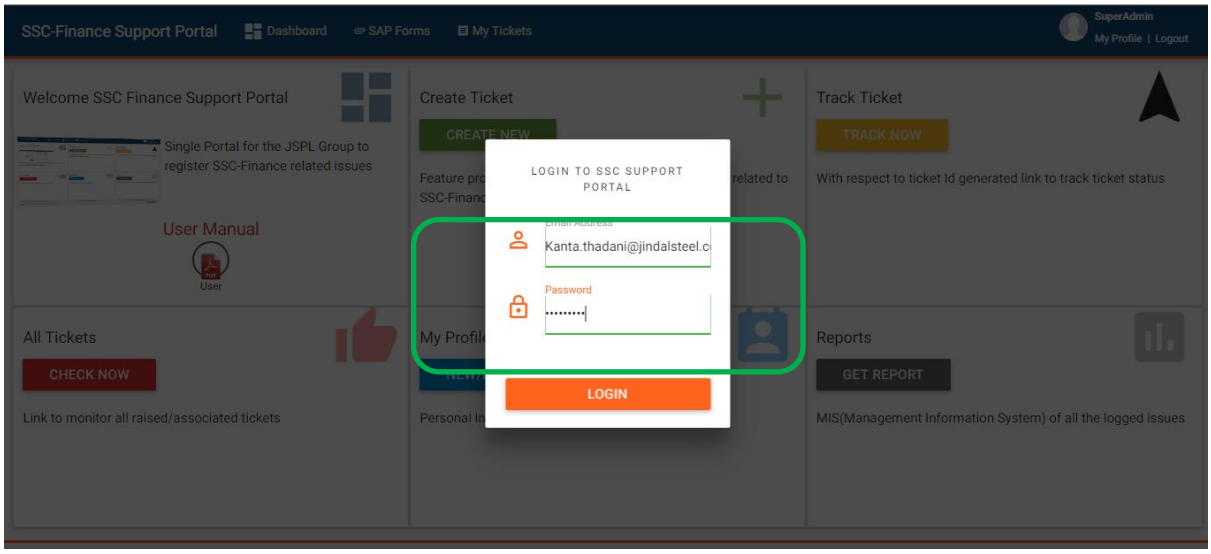
## SSC Finance Helpdesk - Standard Operating Procedure (End User Manual)

1. Log in to below web link to access Finance helpdesk :

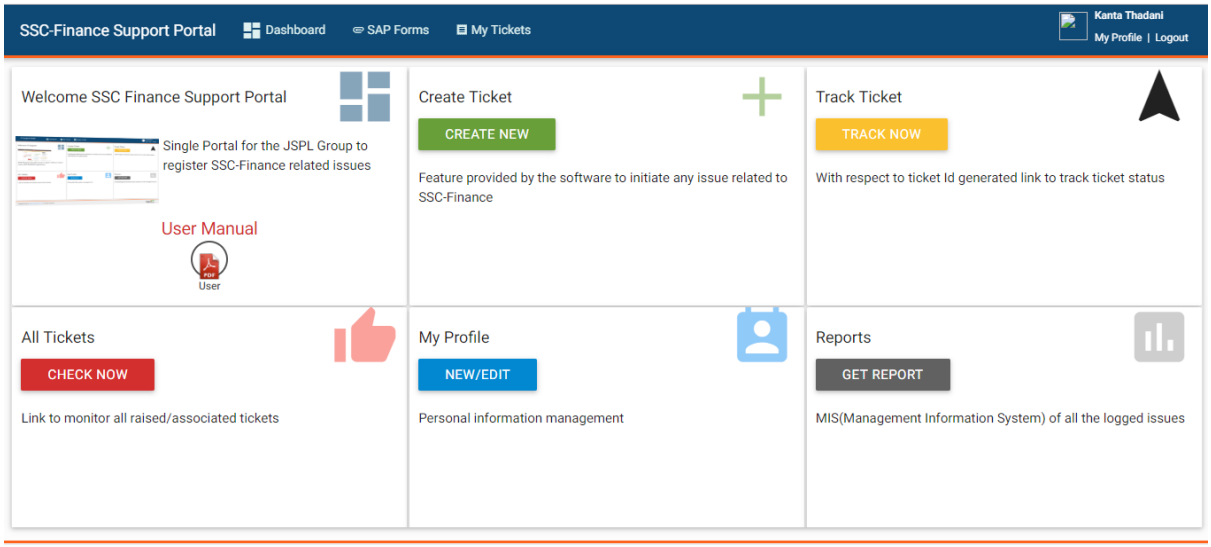
http://172.17.100.24:8088/sscportal/jspl/auth/login.html

2. Enter your office email ID and password to log-in to **SSC-Finance help desk portal.**

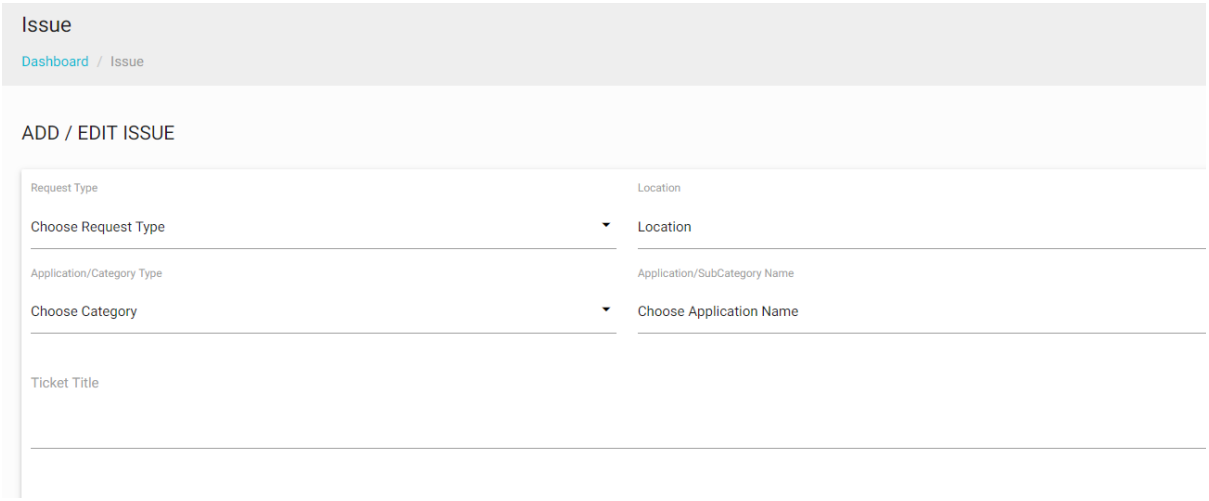



3. Finance help desk portal will open & appear like below screenshot, Please click on respective buttons to access/action :

    1. User Manual – Self Service User Manual
    2. Create New - Create new ticket
    3. Track Now - Check status of your already created ticket
    4. Check Now – To see all your requested tickets
    5. New/Edit - To see & update your user profile

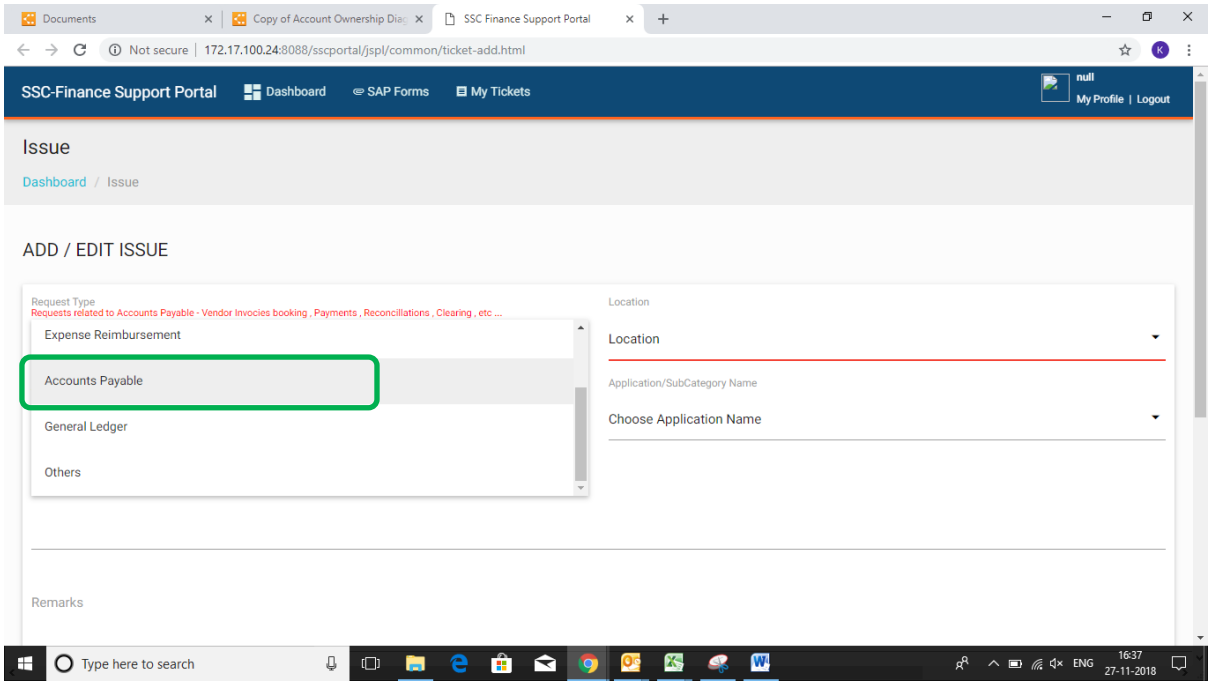


4. Click on “Create New” to raise new request / ticket :

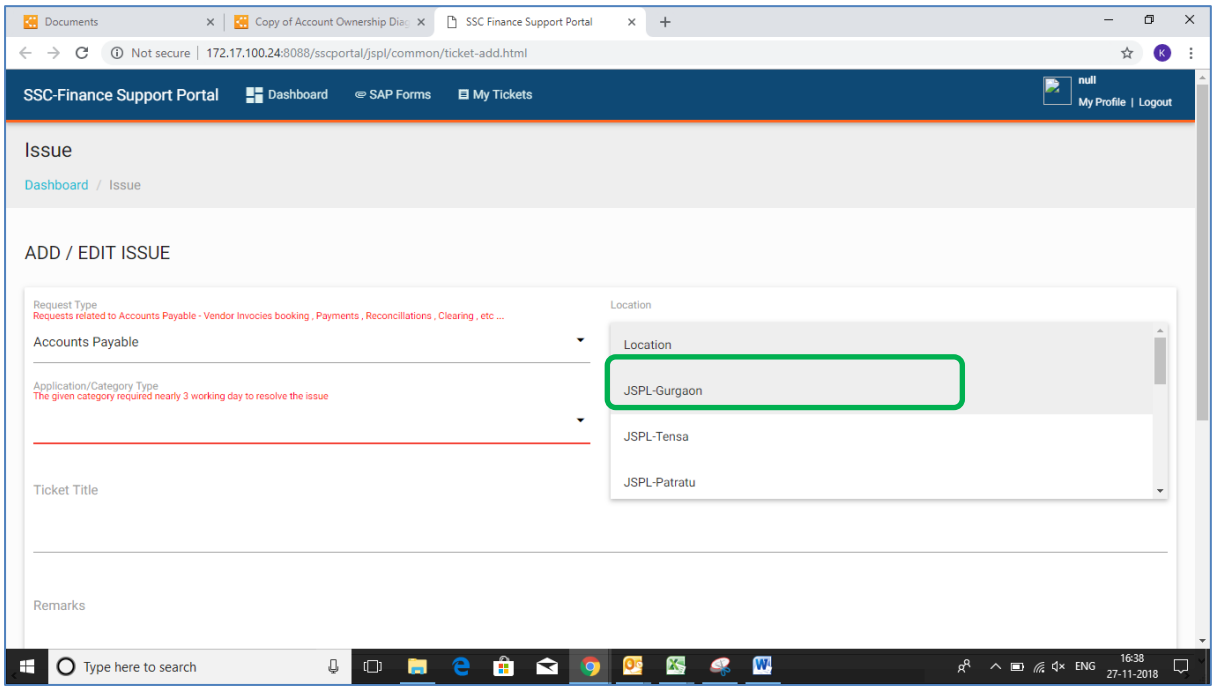



5. Select finance functional area from drop down menu “**choose request type**” & select **right categories.**

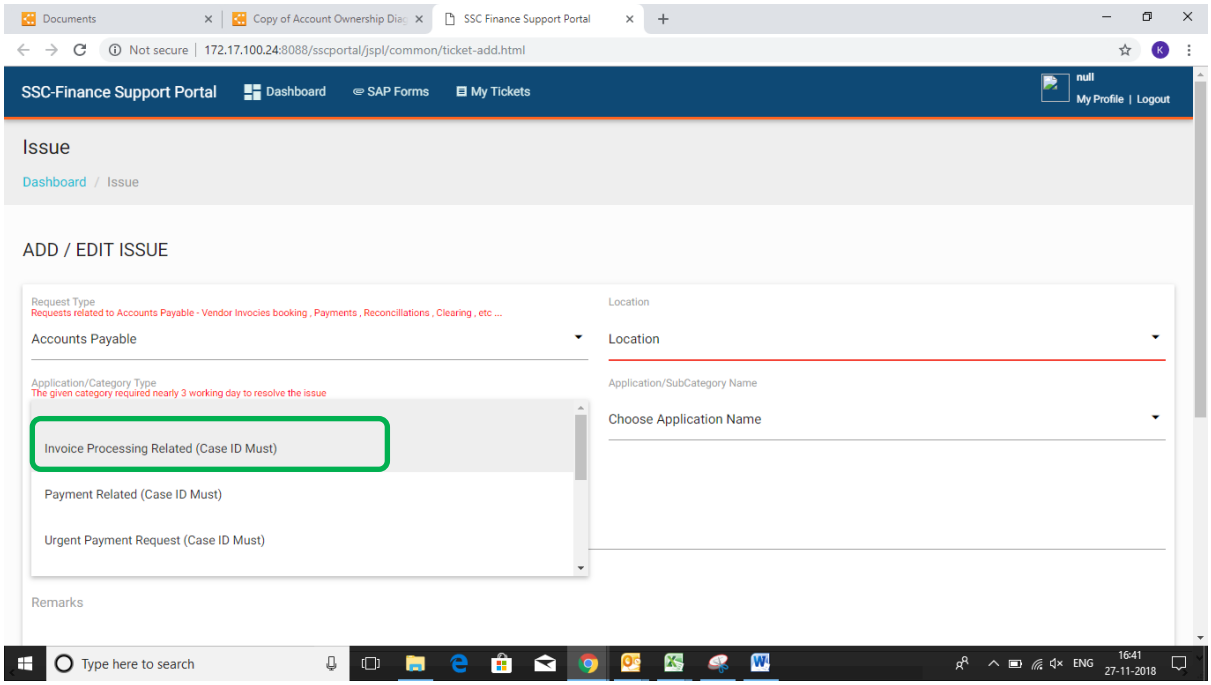
| | |
|---|---|
| Accounts Payable | Requests related to Accounts Payable - Vendor Invoices booking , Payments , Vendor Reconciliations , Clearing , etc. |
| Expense Reimbursement | Requests related to Accounts Payable – Employee Expense Reimbursement like travelling expenses , petty office expenses, etc. |
| Accounts Receivable | Requests related to Accounts Receivable - Cash Application , Clearing , Customer Reconciliations , Sales Order Release , etc. |
| General Ledger | Requests related to General Ledger Operations , Provision requests , Open item closure , GL Clearing , etc |
| Others | Any other request which does not fall under AP , AR & GL |



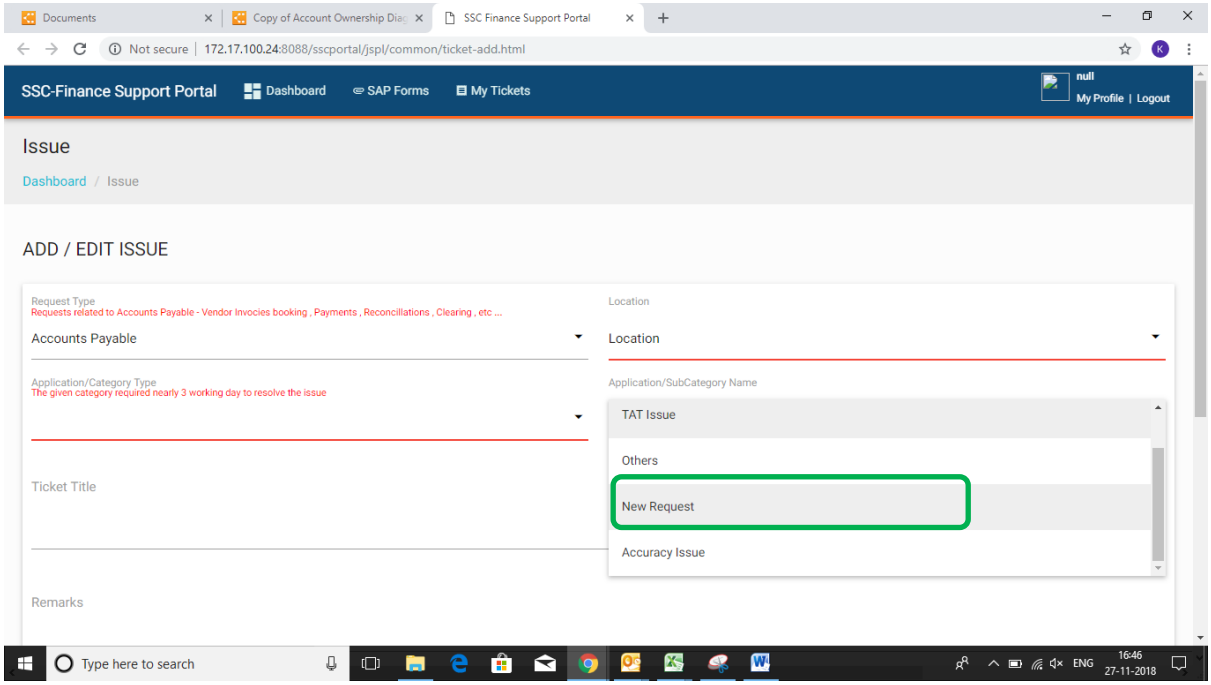
6. Please Selcte your base Loction from drp down menu **“Location”.**



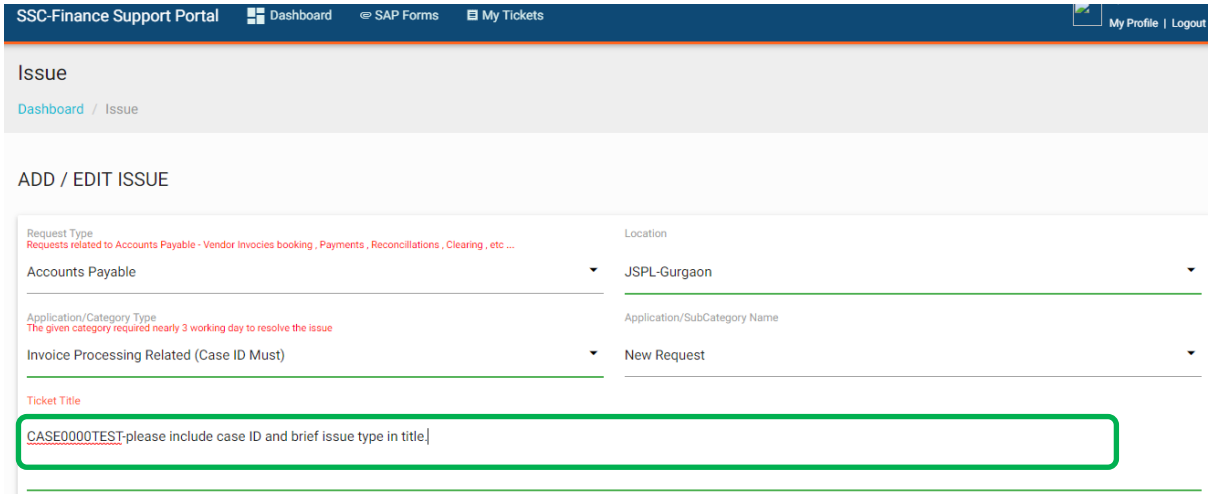

7. Choose sub-category, Please pay attention to the pop-up for Guidance/Hint on the ticket type.



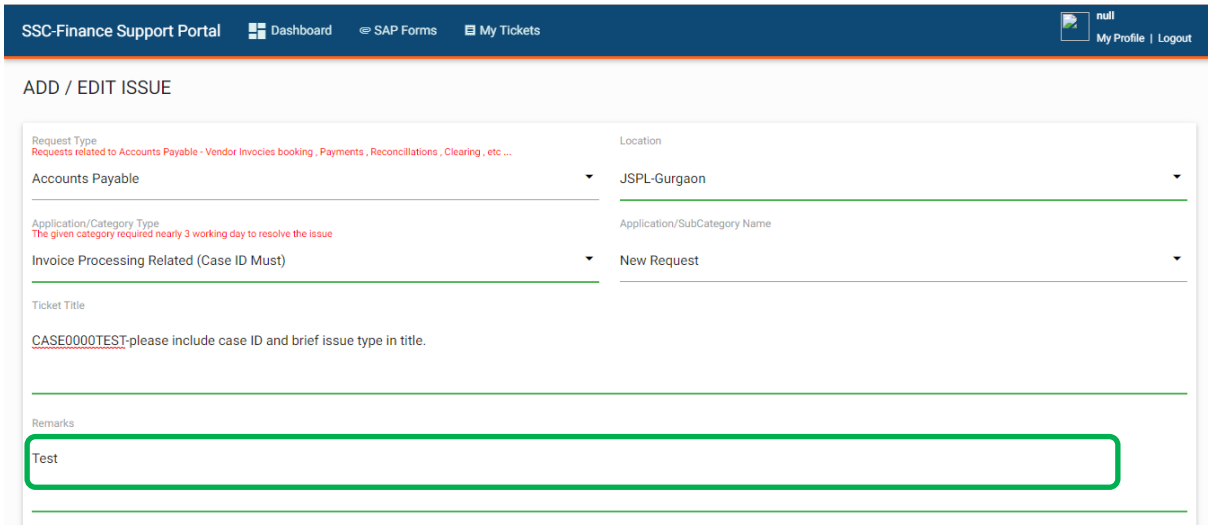
8. Choose Request type.



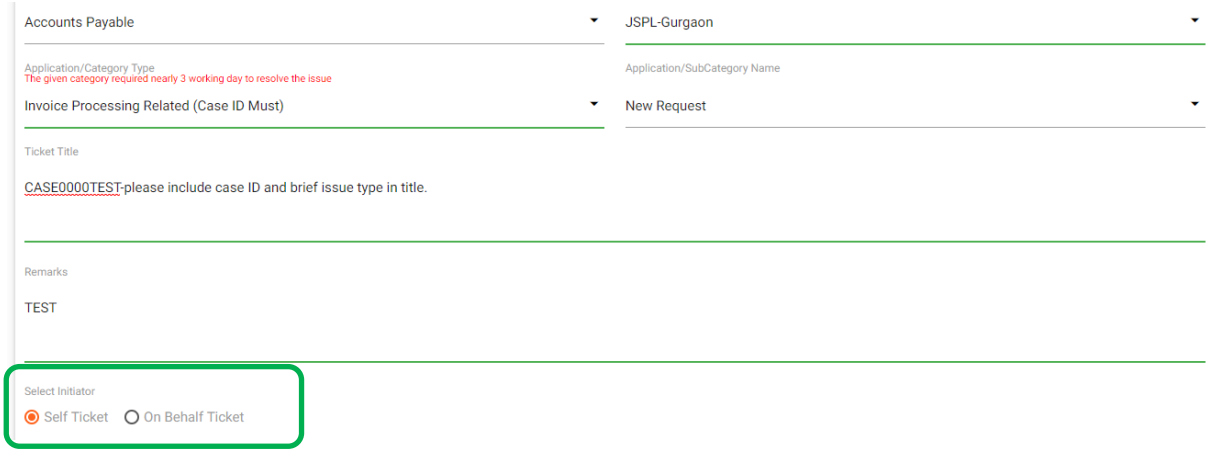

9. Please mention AP workflow case ID and brife nature of issue in the title

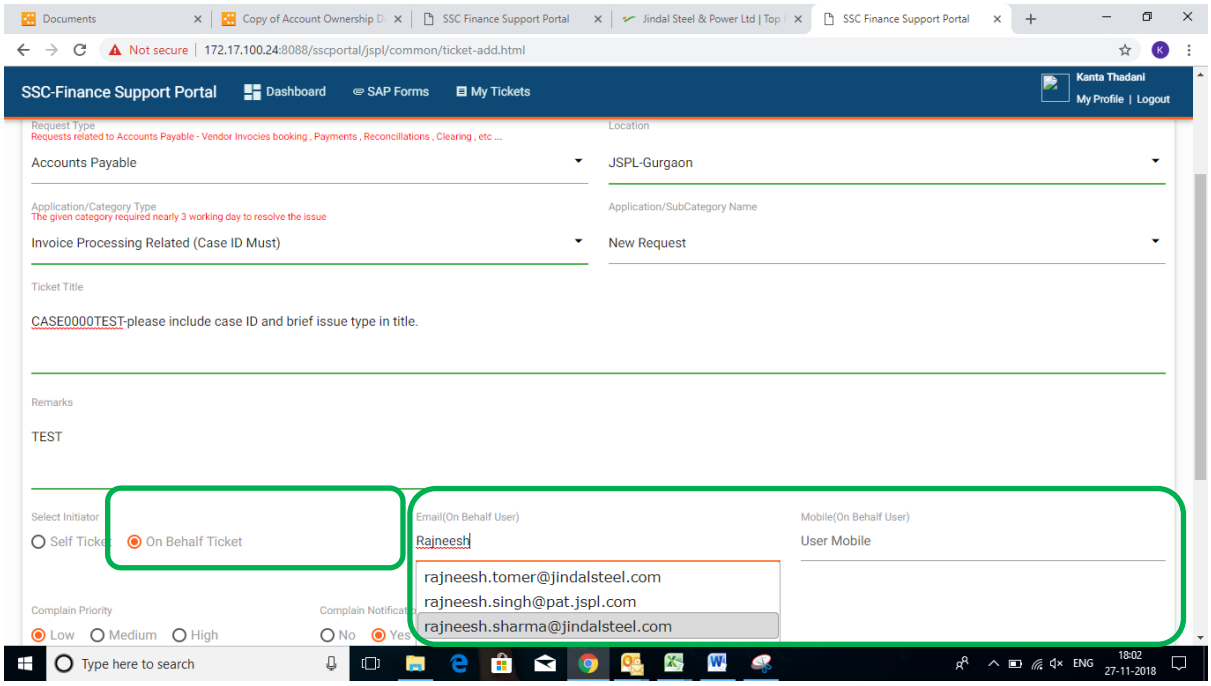


10. Give description of the issue in **Remarks** filed.

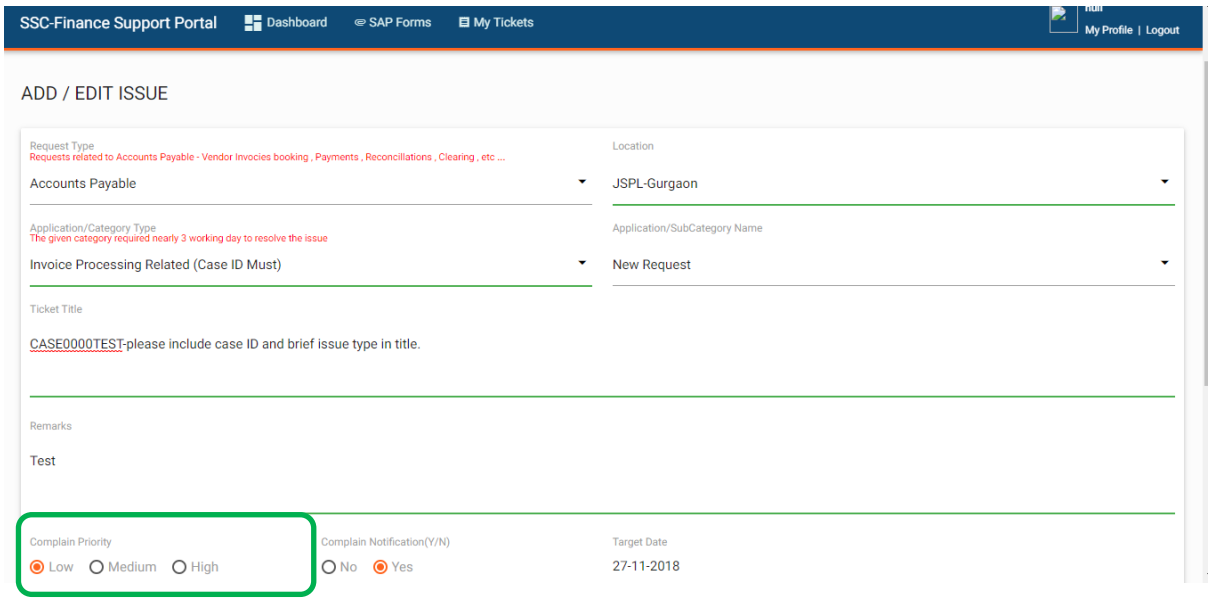



11. Ticket can be created for user or on behalf of other user.

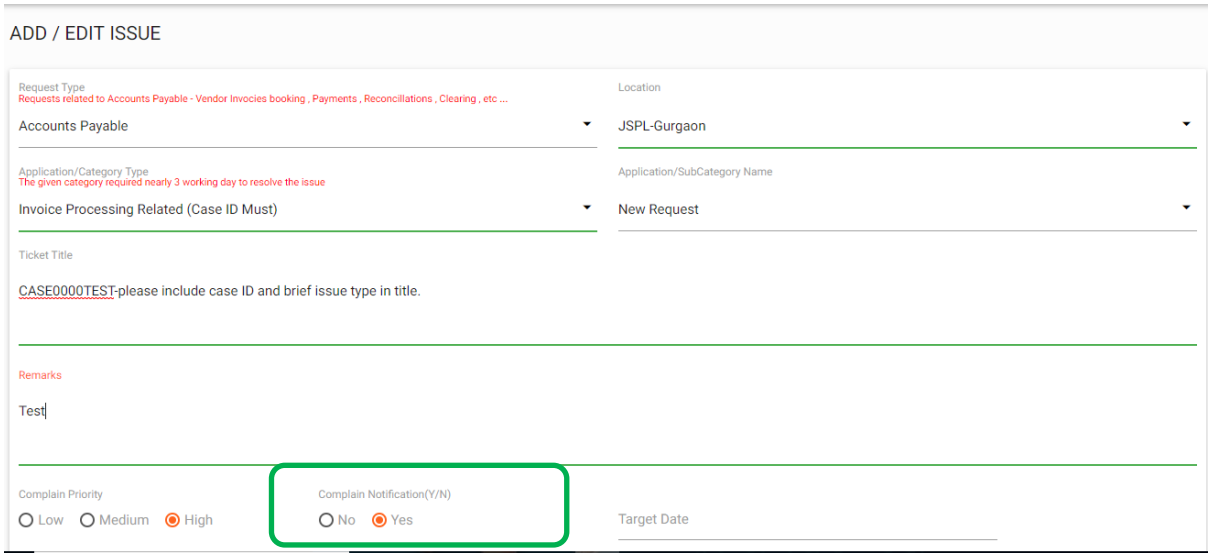




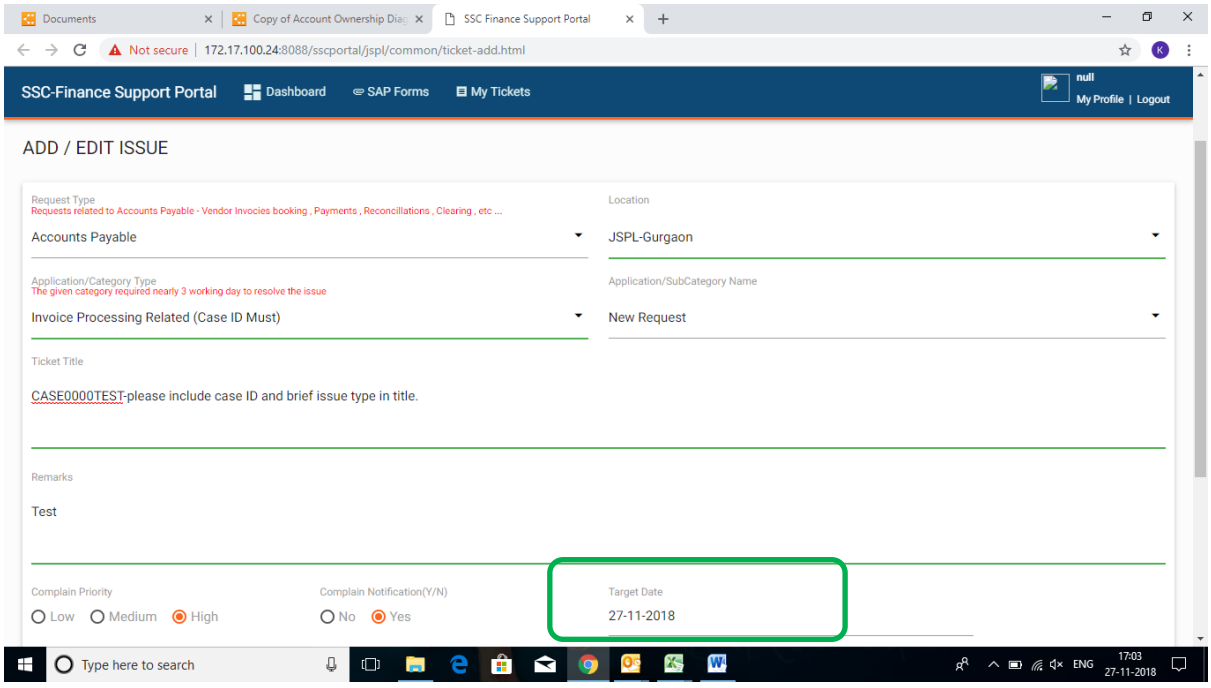

12. Please click on complain priority.
    - **High (More than 10 business users impacted )**
    - **Medium ( 2 to 10 business users impacted)**
    - **Low (Single user issue)**



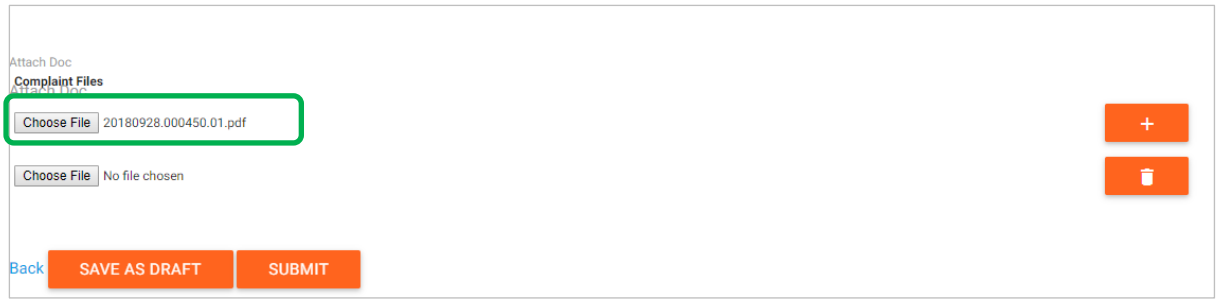

13. Please select complain notification.
    - **Yes -** If you want to receive notification of change in the ticket status
    - **No -** If you don't want to receive email of change in the ticket status



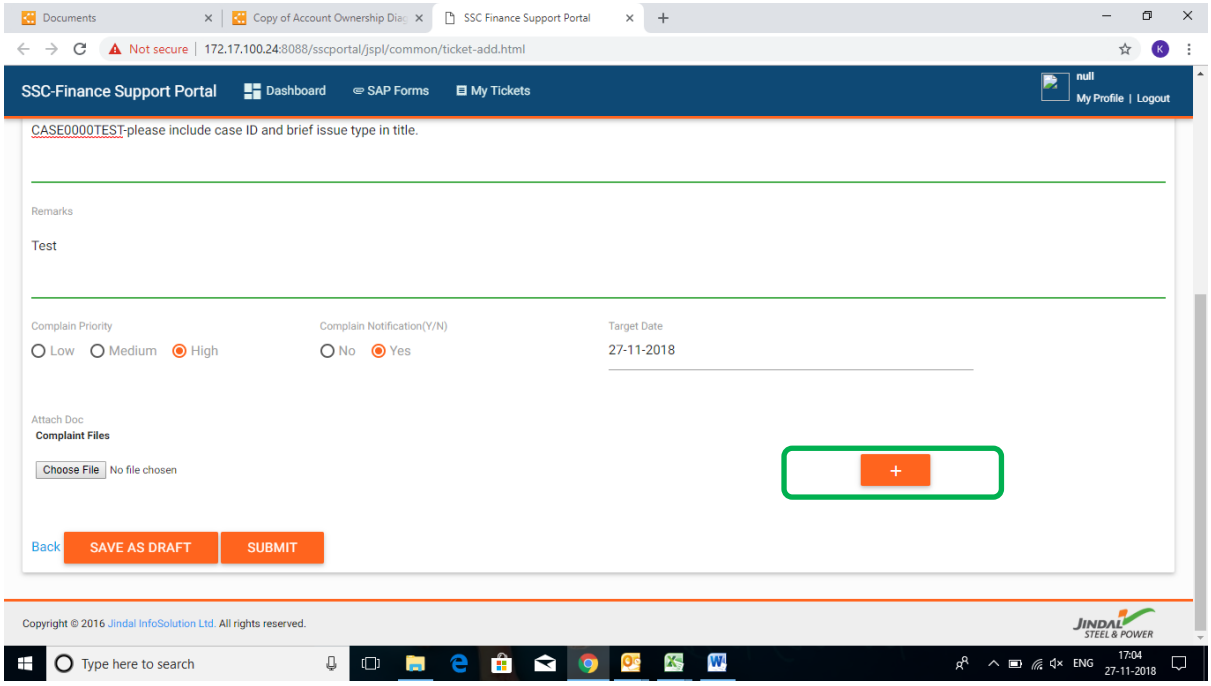

14. Pls select the target data of the request depending on the service need. Please refer below table for



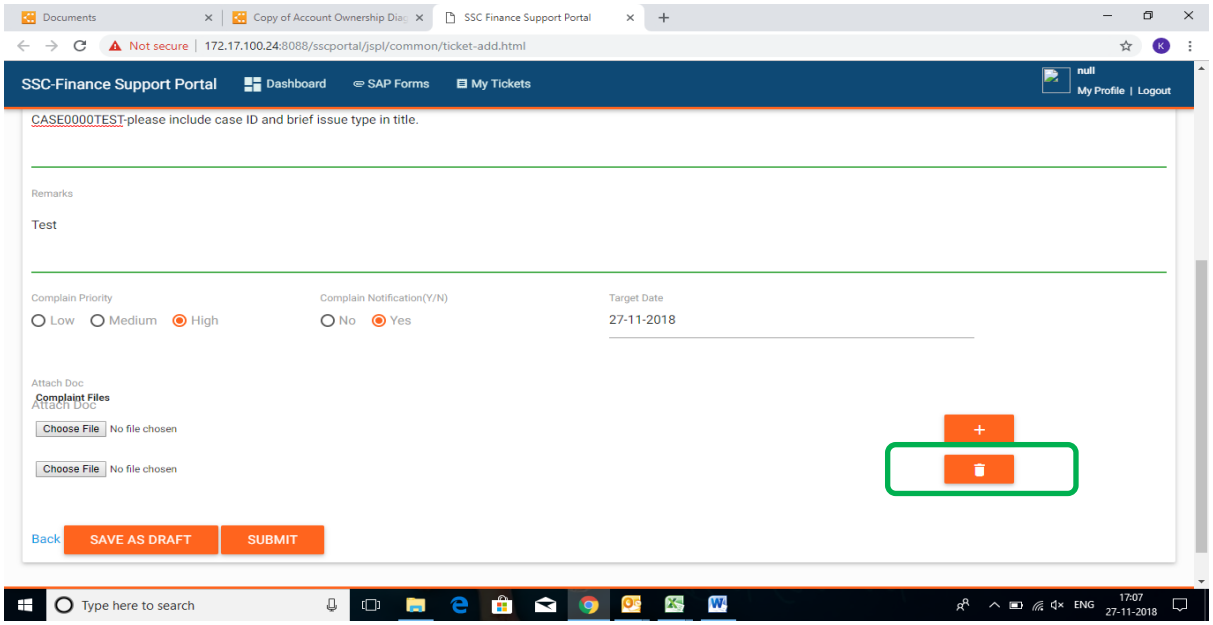

15. Please attach supporting documents as attachment enabling SSC to take action promptly. Please click **on Choose File.**



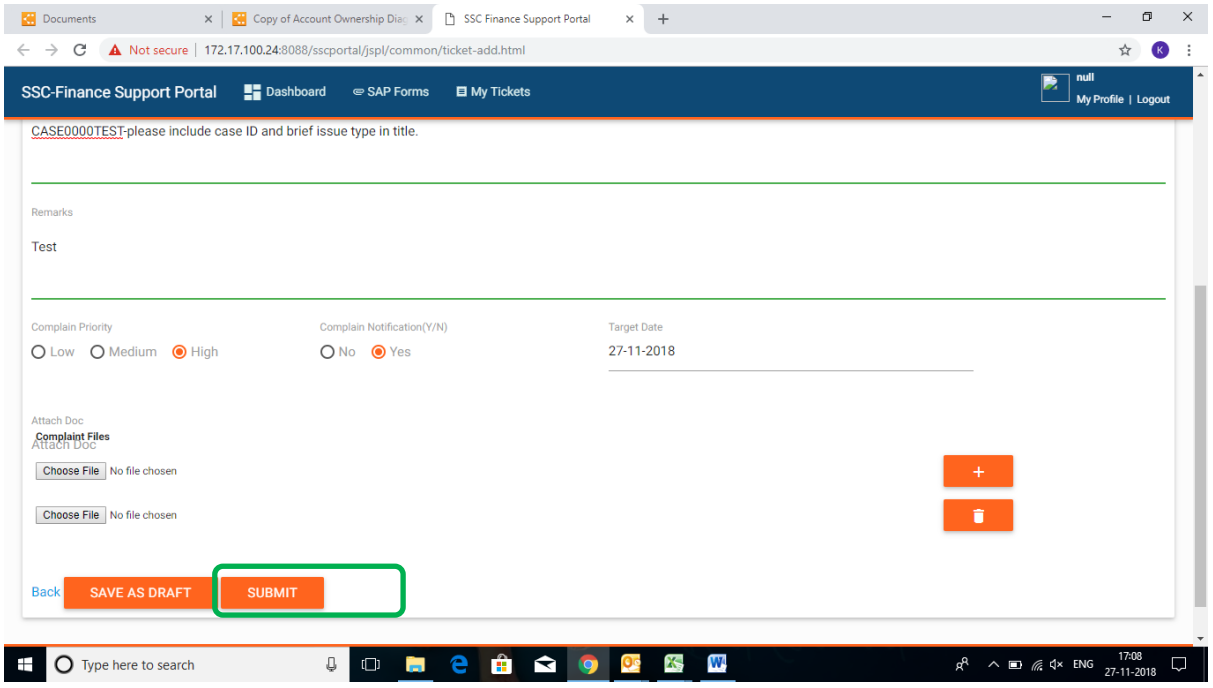

16. In case multipale files need to be attach, then you can click on **+ option** and add attach file as per process explain in **step no.12 above**.



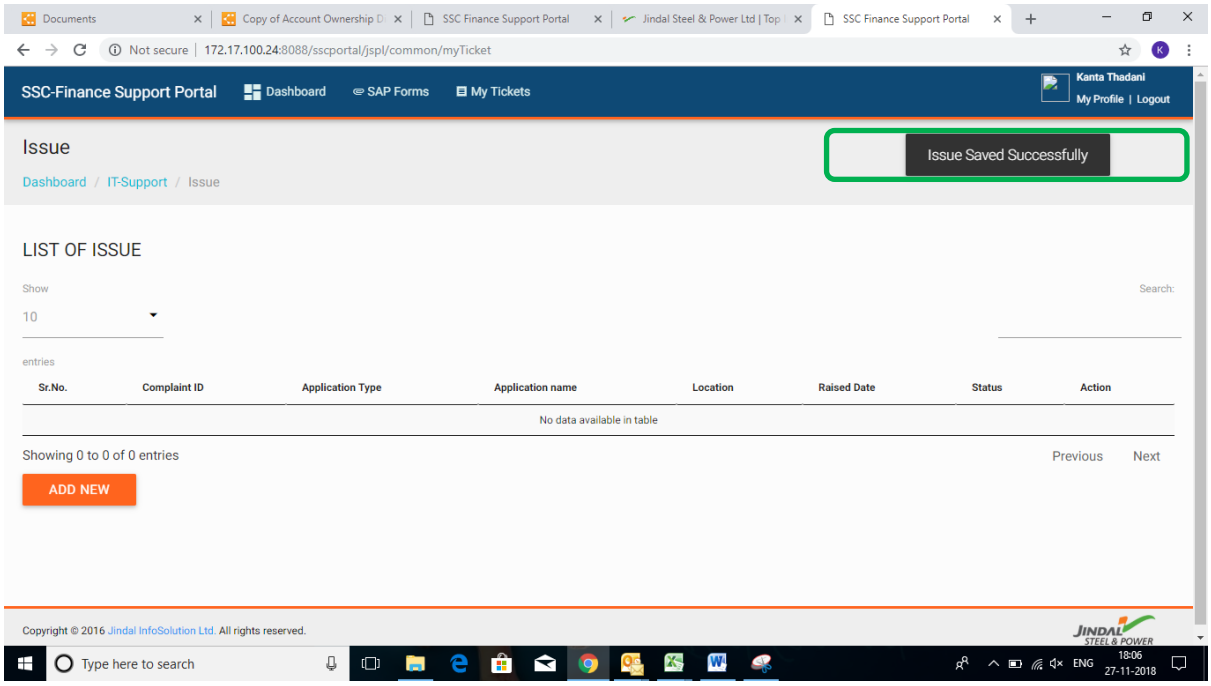

17. If you want delete any attached file, then click on **Delete option**




18. After all details are populated correctly, please click on **Submit Button** to raise ticket with SSC-Finance.




19. **After submitted the request**




## *Appendix A: Expected timelines for ticket resolution*

| Request Type | Expected Resolution TAT | Documents / details needed |
|---|---|---|
| **Accounts Payable :** | | |
| Invoice Processing Related (Case ID Must) | 3 working Days | AP Workflow Case ID |
| Payment Related (Case ID Must) | 3 working Days | AP Workflow Case ID |
| Urgent Payment Request (Case ID Must) | 1 Working Days | AP Workflow Case ID |
| Vendor Account Reconciliation Request | 3 working Days | Statement of account in Excel |
| LC Acceptance Request | 5 Working Days | LC Supporting documents |
| Vendor Account Clearing | 3 working Days | |
| AP Portal Access Issues | 3 working Days | Screenshot of error |
| Others | 3 working Days | |
| | | |
| **Accounts Receivable** : | | |
| Cash Application - Cash / Bank | 1 Working Days | Invoice / SO details |
| Cash Application - EDFS | 1 Working Days | Invoice / SO details |
| Sales Order Release | 1 Working Days | Related documents |
| Customer Account Reconciliation Request | 3 working Days | Statement of account in Excel |
| Customer Account Clearing | 1 Working Days | |
| Others | 3 working Days | |
| | | |
| **General Ledger :** | | |
| Bank Reconciliations | 3 working Days | |
| Provision Request | 1 working Days | GL , cost centre, Invoice or computation workings |
| MIS Related | Will be confirmed on effort needed | |
| GL Account Reconciliations related | 3 working Days | |

| | | |
|---|---|---|
| Others | Will be confirmed on effort needed | |
| | | |
| **Expenses Reimbursement** : | | |
| Delay in Claim accounting | 2 Working Days | AP Workflow Case ID |
| Claim approved , payment pending | 2 Working Days | AP Workflow Case ID |
| Incorrect HOD Mapped | 2 Working Days | Screenshot of HOD per IHRMYHR |
| Portal Access Issue | 2 Working Days | |