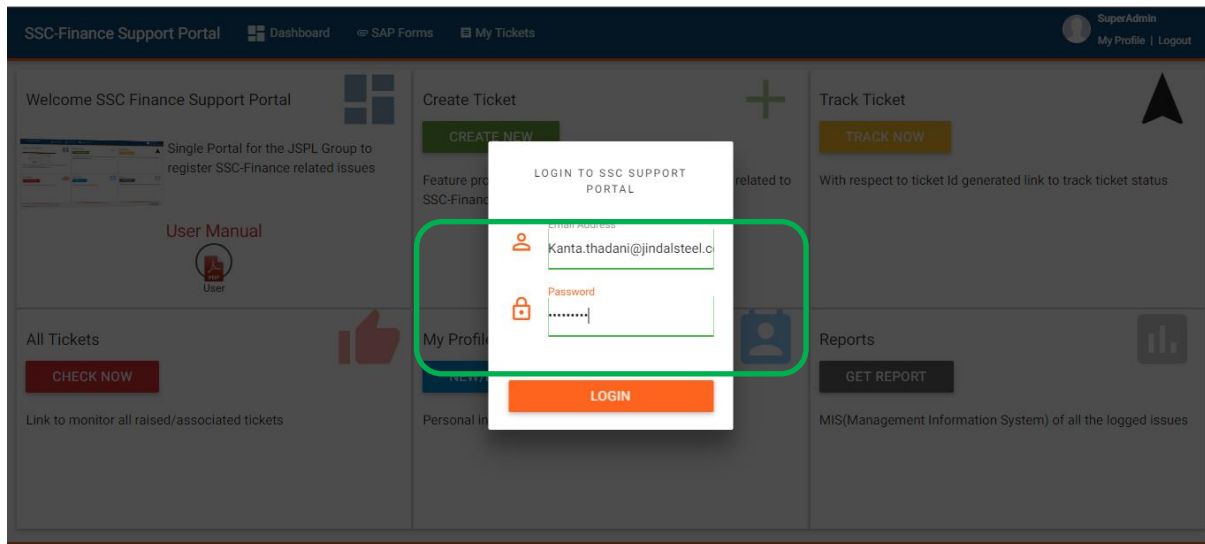


SSC Finance Helpdesk - Standard Operating Procedure (End User Manual)

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

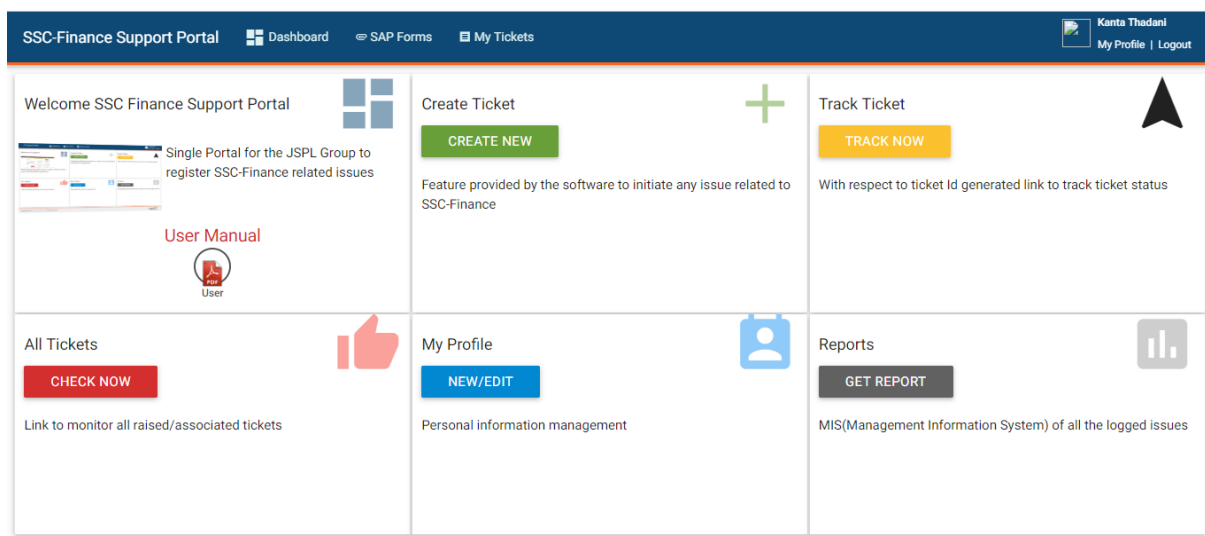
<http://172.17.100.24:8088/sscportal/jspl/auth/login.html>

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 :

Issue
Dashboard / Issue

ADD / EDIT ISSUE

Request Type
Choose Request Type

Location
Location

Application/Category Type
Choose Category

Application/SubCategory Name
Choose Application Name

Ticket Title

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

The screenshot shows the 'SSC-Finance Support Portal' interface. The 'ADD / EDIT ISSUE' form is displayed. The 'Request Type' dropdown menu is open, showing the following options: Expense Reimbursement, Accounts Payable (highlighted with a green box), General Ledger, and Others. The 'Location' dropdown menu is also visible, showing the option 'Location'. The 'Application/SubCategory Name' dropdown menu is also visible, showing the option 'Choose Application Name'. The 'Remarks' field is at the bottom of the form.

6. Please Select your base Location from drp down menu “Location”.

The screenshot shows a web browser window with the URL `172.17.100.24:8088/sscpportal/jspl/common/ticket-add.html`. The page title is "SSC-Finance Support Portal". The navigation bar includes "Dashboard", "SAP Forms", and "My Tickets". The user is logged in as "null" with "My Profile" and "Logout" links. The main heading is "Issue", with a breadcrumb "Dashboard / Issue". Below this is the "ADD / EDIT ISSUE" section. It contains a "Request Type" dropdown set to "Accounts Payable" (with a note: "Requests related to Accounts Payable - Vendor Invoices booking, Payments, Reconciliations, Clearing, etc ..."). Below it is an "Application/Category Type" dropdown (with a note: "The given category required nearly 3 working day to resolve the issue"). To the right of these is a "Location" dropdown menu that is open, showing three options: "JSPL-Gurgaon" (highlighted with a green box), "JSPL-Tensa", and "JSPL-Patratu". Below the dropdowns are input fields for "Ticket Title" and "Remarks". The Windows taskbar at the bottom shows the search bar and various application icons.

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

This screenshot shows the same "ADD / EDIT ISSUE" form. The "Request Type" is still "Accounts Payable". The "Application/Category Type" dropdown menu is now open, showing three options: "Invoice Processing Related (Case ID Must)" (highlighted with a green box), "Payment Related (Case ID Must)", and "Urgent Payment Request (Case ID Must)". The "Location" dropdown is now closed. To the right of the "Application/Category Type" dropdown is a new dropdown labeled "Application/SubCategory Name" with the text "Choose Application Name" below it. The "Ticket Title" and "Remarks" fields remain empty. The Windows taskbar at the bottom is consistent with the previous screenshot.

8. Choose Request type.

SSC-Finance Support Portal | Dashboard | SAP Forms | My Tickets | null | My Profile | Logout

Issue

Dashboard / Issue

ADD / EDIT ISSUE

Request Type
Requests related to Accounts Payable - Vendor Invoices booking , Payments , Reconciliations , Clearing , etc ...

Accounts Payable

Location

Location

Application/Category Type
The given category required nearly 3 working day to resolve the issue

TAT Issue

Others

New Request

Accuracy Issue

Ticket Title

Remarks

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

SSC-Finance Support Portal | Dashboard | SAP Forms | My Tickets | null | My Profile | Logout

Issue

Dashboard / Issue

ADD / EDIT ISSUE

Request Type
Requests related to Accounts Payable - Vendor Invoices booking , Payments , Reconciliations , Clearing , etc ...

Accounts Payable

Location

JSPL-Gurgaon

Application/Category Type
The given category required nearly 3 working day to resolve the issue

Invoice Processing Related (Case ID Must)

Ticket Title

CASE0000TEST-please include case ID and brief issue type in title|


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

SSC-Finance Support Portal

Dashboard

SAP Forms

My Tickets

 null

My Profile | Logout

ADD / EDIT ISSUE

Request Type

Requests related to Accounts Payable - Vendor Invoices booking , Payments , Reconciliations , Clearing , etc ...

Accounts Payable

Location

JSPL-Gurgaon

Application/Category Type

The given category required nearly 3 working day to resolve the issue

Invoice Processing Related (Case ID Must)

Application/SubCategory Name

New Request

Ticket Title

CASE0000TEST-please include case ID and brief issue type in title.

Remarks

Test

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

Accounts Payable

JSPL-Gurgaon

Application/Category Type

The given category required nearly 3 working day to resolve the issue

Invoice Processing Related (Case ID Must)

Application/SubCategory Name

New Request

Ticket Title

CASE0000TEST-please include case ID and brief issue type in title.

Remarks

TEST

Select Initiator

☒ Self Ticket ☐ On Behalf Ticket

Documents x Copy of Account Ownership D x SSC Finance Support Portal x Jindal Steel & Power Ltd | Top x SSC Finance Support Portal x + -

Not secure | 172.17.100.24:8088/sscpportal/jspl/common/ticket-add.html

SSC-Finance Support Portal Dashboard SAP Forms My Tickets Kanta Thadani My Profile Logout

Request Type
Requests related to Accounts Payable - Vendor invoices booking , Payments , Reconciliations , Clearing , etc ...

Accounts Payable JSPL-Gurgaon

Application/Category Type
The given category required nearly 3 working day to resolve the issue

Invoice Processing Related (Case ID Must) New Request

Ticket Title
CASE0000TEST-please include case ID and brief issue type in title.

Remarks
TEST

Select Initiator
☐ Self Ticket ☒ On Behalf Ticket

Email(On Behalf User)
Rajneesh

Mobile(On Behalf User)
User Mobile

Complain Priority
☒ Low ☐ Medium ☐ High

Complain Notification(Y/N)
☐ No ☒ Yes

rajneesh.tomer@jindalsteel.com
rajneesh.singh@pat.jspl.com
rajneesh.sharma@jindalsteel.com

Type here to search

18:02 27-11-2018

12. Please click on complain priority.

- **High (More than 10 business users impacted)**
- **Medium (2 to 10 business users impacted)**
- **Low (Single user issue)**

SSC-Finance Support Portal Dashboard SAP Forms My Tickets Kanta Thadani My Profile Logout

ADD / EDIT ISSUE

Request Type
Requests related to Accounts Payable - Vendor invoices booking , Payments , Reconciliations , Clearing , etc ...

Accounts Payable JSPL-Gurgaon

Application/Category Type
The given category required nearly 3 working day to resolve the issue

Invoice Processing Related (Case ID Must) New Request

Ticket Title
CASE0000TEST-please include case ID and brief issue type in title.

Remarks
Test

Complain Priority
☒ Low ☐ Medium ☐ High

Complain Notification(Y/N)
☐ No ☒ Yes

Target Date
27-11-2018

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

ADD / EDIT ISSUE

Request Type <small>Requests related to Accounts Payable - Vendor Invoices booking , Payments , Reconciliations , Clearing , etc ...</small> Accounts Payable	Location JSPL-Gurgaon
Application/Category Type <small>The given category required nearly 3 working day to resolve the issue</small> Invoice Processing Related (Case ID Must)	Application/SubCategory Name New Request

Ticket Title
 CASE0000TEST-please include case ID and brief issue type in title.

Remarks
 Test

Complain Priority: ☐ Low ☐ Medium ☒ High

 Complain Notification(Y/N): ☐ No ☒ Yes

 Target Date: _____

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

ADD / EDIT ISSUE

Request Type <small>Requests related to Accounts Payable - Vendor Invoices booking , Payments , Reconciliations , Clearing , etc ...</small> Accounts Payable	Location JSPL-Gurgaon
Application/Category Type <small>The given category required nearly 3 working day to resolve the issue</small> Invoice Processing Related (Case ID Must)	Application/SubCategory Name New Request

Ticket Title
 CASE0000TEST-please include case ID and brief issue type in title.

Remarks
 Test

Complain Priority: ☐ Low ☐ Medium ☒ High

 Complain Notification(Y/N): ☐ No ☒ Yes

 Target Date: 27-11-2018

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

Attach Doc

Complaint Files

Choose File | 20180928.000450.01.pdf

Choose File | No file chosen

Back **SAVE AS DRAFT** **SUBMIT**

+

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

Documents x Copy of Account Ownership Disa x SSC Finance Support Portal x +

Not secure | 172.17.100.24:8088/sscportal/jspl/common/ticket-add.html

SSC-Finance Support Portal Dashboard SAP Forms My Tickets null My Profile | Logout

CASE0000TEST-please include case ID and brief issue type in title.

Remarks

Test

Complain Priority ☐ Low ☐ Medium ☒ High Complain Notification(Y/N) ☐ No ☒ Yes Target Date 27-11-2018

Attach Doc

Complaint Files

Choose File | No file chosen

+

Back **SAVE AS DRAFT** **SUBMIT**

Copyright © 2016 Jindal InfoSolution Ltd. All rights reserved. JINDAL STEEL & POWER

Type here to search 17:04 27-11-2018

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

Documents | Copy of Account Ownership Dis... | SSC Finance Support Portal

Not secure | 172.17.100.24:8088/sscpportal/jsp/common/ticket-add.html

SSC-Finance Support Portal | Dashboard | SAP Forms | My Tickets | null | My Profile | Logout

CASE0000TEST-please include case ID and brief issue type in title.

Remarks

Test

Complain Priority: ☐ Low ☐ Medium ☒ High

Complain Notification(Y/N): ☐ No ☒ Yes

Target Date: 27-11-2018

Attach Doc

Complain Files

Attach Doc

Choose File No file chosen

Choose File No file chosen

Back SAVE AS DRAFT SUBMIT

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

Documents | Copy of Account Ownership Dis... | SSC Finance Support Portal

Not secure | 172.17.100.24:8088/sscpportal/jsp/common/ticket-add.html

SSC-Finance Support Portal | Dashboard | SAP Forms | My Tickets | null | My Profile | Logout

CASE0000TEST-please include case ID and brief issue type in title.

Remarks

Test

Complain Priority: ☐ Low ☐ Medium ☒ High

Complain Notification(Y/N): ☐ No ☒ Yes

Target Date: 27-11-2018

Attach Doc

Complain Files

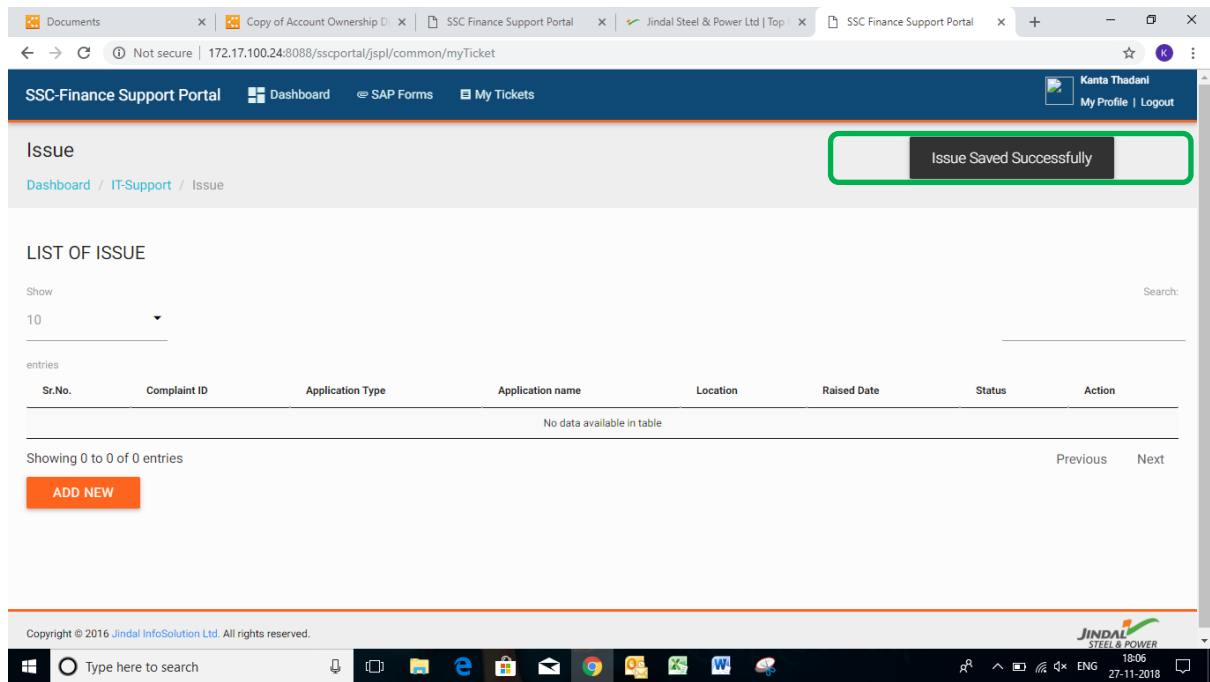
Attach Doc

Choose File No file chosen

Choose File No file chosen

Back SAVE AS DRAFT SUBMIT

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	