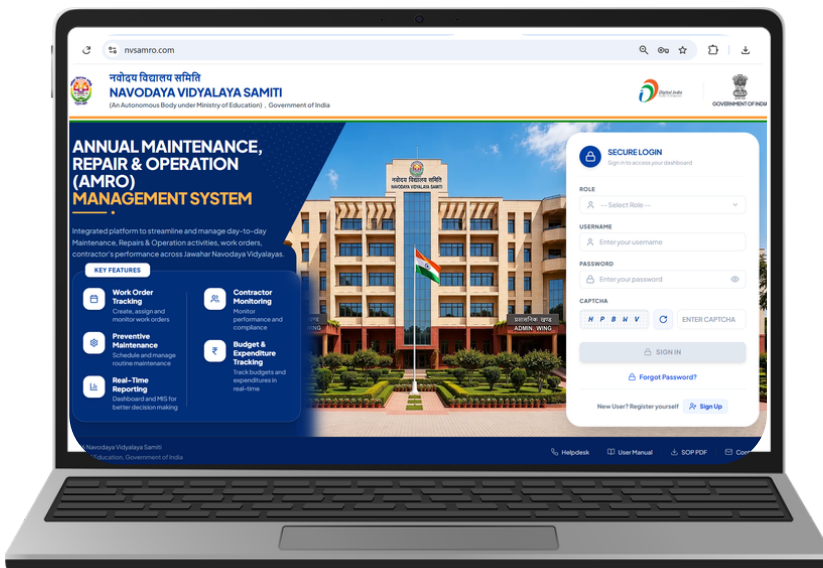




NVS AMRO PORTAL

USER MANUAL





USER MANUAL

GENERAL INSTRUCTIONS

1. Use only your authorized *User ID* and *Password* to access the system. Never share your login credentials with others.
2. Ensure that all information entered into the application is *accurate, complete, and verified* before saving or submitting.
3. Fields marked with an *asterisk (*) are mandatory and must be completed before submission.
4. Upload only valid documents in the prescribed file formats and within the allowed file size limits.
5. Always use the application's **Submit, **Edit, and **Logout* options instead of your browser's Back or Refresh buttons while performing transactions.
6. Do not leave your session unattended. Always *log out* after completing your work, particularly when using a shared computer.
7. Keep your login credentials confidential and change your password whenever instructed by your organization.
8. Ensure you have a stable internet connection while using the application to avoid interruption during data submission.
9. If you encounter any unexpected errors or technical issues, stop further operations and contact your *Help Desk* for assistance.
10. Use the application only for official purposes and operate strictly within the permissions assigned to your user role.



USER MANUAL

ROLE :- PRINCIPAL

Step 1: Register Complaint

Log a new complaint by entering the required details.

Submit the complaint to initiate the maintenance workflow.

Step 2: Monitor Complaint Status

Track the progress of the complaint and assigned work order.

View real-time status updates, assigned agency/vendor, and workflow history.

Step 3: Verify Completed Work

Review the completed work submitted by the Agency.

Inspect the work to ensure it meets the required quality and project standards before approval.

Step 4: Approve Work Order

Approve the work if it has been completed satisfactorily.

Record verification remarks, if required.

Upon approval, the system automatically updates the work order status to Work Completed.



USER MANUAL

ROLE :- MAINTENANCE AGENCY

Step 1: Review New Work Orders

- View newly received work orders.
- Review complaint details and assign the work order to an appropriate vendor.

Step 2: Monitor Work Progress

- Track work orders currently under execution.
- Monitor vendor activities and ensure timely completion of maintenance work.

Step 3: Verify Completed Work

- Review work submitted by the vendor.
- Verify the quality and completion of maintenance before forwarding it for Principal approval.

Step 4: Generate Vendor Bill

- Generate the vendor bill after the work is approved by the Principal.
- Submit the bill for Cluster JE verification and approval.

Step 5: Track Bill Status

- Monitor the status of submitted bills.
- Track Cluster JE approvals and payment progress until completion



USER MANUAL

ROLE :- CLUSTER JE

Step 1: Review Submitted Bill

- Access bills submitted after work completion.
- Review the bill details, supporting documents, and work completion records.

Step 2: Verify Bill Details

- Verify the submitted bill against the completed work, approved scope, and supporting evidence.
- Ensure the bill complies with project and payment requirements.

Step 3: Approve or Revise Bill Amount

- Approve the bill if the submitted amount is accurate.
- If discrepancies are identified, revise the bill amount to the verified value before approval.

Step 4: Finalize Bill Verification

- Submit the verified bill for further processing.
- Record verification remarks or observations, where applicable



USER MANUAL

ROLE :- VENDOR

Step 1: Receive Work Order

View newly assigned work orders.

Review work order details, complaint information, location.

Step 2: Start Work

Visit the assigned site.

Upload the Before Work photograph.

Start the maintenance activity.

Step 3: Execute Maintenance

Perform the assigned maintenance work.

Monitor work progress until completion.

Step 4: Complete & Submit Work

Upload the After Work photograph as completion evidence.

Mark the work as Completed and submit it for verification.

Step 5: Rework (If Required)

Review reassigned work orders.

Perform corrective actions based on verification remarks.

Resubmit the completed work for verification.