

# OMS Info Pack

*Logging a System Defect*



**everywhere you go**



# Overview



To enable OMS2 Support staff to solve your query as quick as possible, we will need the following:

- Send the query to [omssupportstaff@mtn.o.za](mailto:omssupportstaff@mtn.o.za)
- Complete the Support form with a step by step explanation of the query
- Enter transaction numbers (e.g. Invoice numbers, PO numbers, Credit note numbers, ect.) on the Support Form
- Provide the support team with screenshots where necessary.



# Step 1:



- Complete all the fields in the Dealership Information Section
- This enables us to identify whether a defect is role-based, or specific to one user/store

<b>OMS2 SUPPORT FORM</b>	
<b>Date:</b>	
<b>Dealership:</b>	
<b>Store:</b>	
<b>Contact Person:</b>	
<b>Contact Number :</b>	
<b>Role :</b>	



## Step 2:



- Mark the box next to the subject line of your query

**Please indicate in what area you need assistance.**

OMS Support subject lines, (place a tick in the box):

<input checked="" type="checkbox"/> POS	<input type="checkbox"/> User Access
<input type="checkbox"/> Stock	<input type="checkbox"/> Training Site
<input type="checkbox"/> Reports	<input type="checkbox"/> MTN Payments
<input type="checkbox"/> Claims	<input type="checkbox"/> MTN Package
<input type="checkbox"/> Staff Commissions	<input type="checkbox"/> Accessory Code
<input type="checkbox"/> Finance	<input type="checkbox"/> OMS2 Offline
<input type="checkbox"/> Audit	



## Step 3:



- Enter any transaction numbers which could help us track the query faster
- Give a step by step explanation of your query

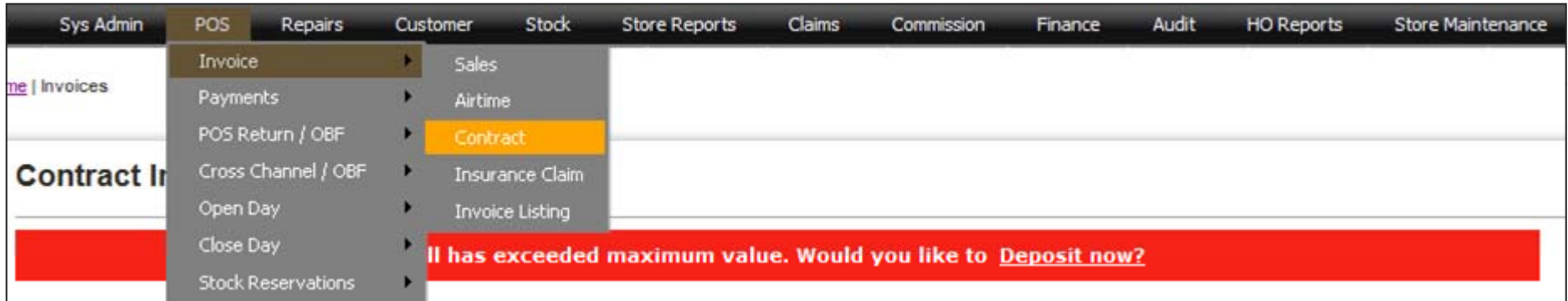
<u>Query Description: (Describe step by step in as much detail as possible the query)</u>	
<b>1</b>	Transaction Numbers (e.g. IMEI, MSISDN, Invoice no, PO #, credit note no, claim no, ect.)
<b>2</b>	Give a step by step explanation of your query here

## Step 4:



**Start your defect log, by identifying WHERE you are experiencing the issue.**

(I.e When I Select **Contract**, from the **POS, Invoice Menu**. Or I am experiencing an issue with **CONTRACT INVOICING** in the POS Menu)



**After you have identified where you are experiencing the issue, you need to describe WHAT the issue is:** (i.e. I cannot find the **Add new SME** option from the Customer Contract drop down list in the Contract Invoice section)

## Step 5:



- Provide support with as many screen shots of every step you took leading up to the query

Screenshots: (Please attach screen shots of the query from beginning to end here)

MTN  
everywhere you go

# ONLINE MANAGEMENT SYSTEM 2.0

Time Tracking [MTN Own

Sys Admin POS Repairs Customer Stock Store Reports Claims Commission Finance Audit HO Reports Store Maintenance

ome | Invoices

**Contract In**

Invoice Sales  
Payments Airtime  
POS Return / OBF **Contract**  
Cross Channel / OBF Insurance Claim  
Open Day Invoice Listing  
Close Day  
Stock Reservations

**It has exceeded maximum value. Would you like to [Deposit now?](#)**

**Add New: Contract Invoice**

Invoice Header

## Step 5:



- The last screen shot must be the one showing the where you are experiencing the issue (defect)

Screenshots: (Please attach screen shots of the query from beginning to end here)

**Contract Invoice**

Till has exceeded maximum value. Would you like to [Deposit now?](#)

**Add New: Contract Invoice**

**Invoice Header**

<b>Invoice #:</b>	21135	<b>INVOICE</b>	<b>0.00</b>
<b>Invoice Date: *</b>	21/10/2010		(Inclusive VAT)
<b>Till #: *</b>	RSB01	<b>Note:</b>	<input type="checkbox"/> SME
<b>Sales Person: *</b>	OMS Support		<input type="checkbox"/> Staff
<b>Flight #:</b>		<b>Passport#:</b>	<input type="text"/>
<b>Contract Sales Person: *</b>	OMS Support	<b>Customer Contract: *</b>	-- click to select --

**Customer Information**

<b>MSISDN: *</b>	<b>Title:</b>	<b>Initials:</b>
27	-- click to select --	

-- click to select --

- New / Add Sim
- Upgrade
- New UYO / Add Sim
- Upgrade UYO
- Transfer



**Thank you**