



**NAFED**

# **User MANUAL**

**of**

**Information Technology Division  
(IT Asset Requisition Module)  
of Saksham ERP System**

|                                                                                  |                                               |                                    |                                           |
|----------------------------------------------------------------------------------|-----------------------------------------------|------------------------------------|-------------------------------------------|
|  | <b>User Manual</b><br><b>CSM Technologies</b> | <b>Document #:</b><br>CSM/QT/01/01 | <b>Rev.: 1.0</b><br><b>Page #:2 of 20</b> |
|                                                                                  | <b>NAFED</b>                                  |                                    |                                           |

#### **Revision History**

| <b><i>Version</i></b>                                       | <b><i>Description</i></b> | <b><i>Author</i></b> | <b><i>Date</i></b> |
|-------------------------------------------------------------|---------------------------|----------------------|--------------------|
| User Manual of Information Technology (IT Ticketing Module) |                           |                      |                    |
| 1.0                                                         | Document Creation         | Rohit Kumar          | 27/08/2026         |
| 1.0                                                         | Reviewed By               | Sunil Kumar          | 27/08/2026         |
| 1.0                                                         | Approved By               | Satyajit Shadangi    | 27/08/2026         |

|                                                                                  |                                 |                             |                             |
|----------------------------------------------------------------------------------|---------------------------------|-----------------------------|-----------------------------|
|  | User Manual<br>CSM Technologies | Document #:<br>CSM/QT/01/01 | Rev.: 1.0<br>Page #:3 of 20 |
|                                                                                  | NAFED                           |                             |                             |

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## 1 About the Project

The NAFED ERP project aims to modernize and streamline internal and operational processes by replacing multiple standalone systems with a single, integrated ERP platform. The solution enables centralized data management, real-time reporting, and seamless coordination across departments such as procurement, inventory, finance, supply chain, and human resources.

By implementing this ERP system, NAFED can improve operational efficiency, reduce data redundancy, enhance transparency, and support informed decision-making through advanced analytics and reporting. The solution is scalable and designed to accommodate future organizational growth.

## 2 Module Overview

The Information Technology (IT Ticketing Module) is designed to streamline and centralize the process of requesting and issuing IT assets within NAFED. It provides a system-driven platform for employees to raise asset requisition requests, track the status of their requests, and manage the issuance of IT assets in a structured and transparent manner. The module helps ensure proper authorization, efficient asset allocation, and accurate tracking of assets issued to employees.

## 3 How To Get Started

To get started with the application, the user needs to enter the website URL (<https://saksham.nafed-india.com>) in the browser and navigate to the Login page.

Key Functions of IT Ticketing Module-

- 1. Asset Requisition Management:** Raise requests for required IT assets, provide the necessary details, and submit the requisition request for further processing and approval.
- 2. Asset Request Tracking:** Track the status of submitted requisition requests and monitor the progress of the request from submission to approval and issuance.
- 3. Asset Issue Management:** Manage the issuance of approved IT assets to employees and maintain the details of the assets issued against the corresponding requisition request.
- 4. Asset Allocation & Record Maintenance:** Maintain a systematic record of assets issued to employees, supporting proper accountability and tracking of IT assets throughout their usage lifecycle. Saksham ERP's asset functionality similarly supports tracking of an asset's location and custodian through asset movement records.

## 4 Employee- Activities

### 4.1 Create an Asset Requisition Request

To create an **Asset Requisition Request**, follow the steps below:

- Employee Login into the Saksham ERP System.

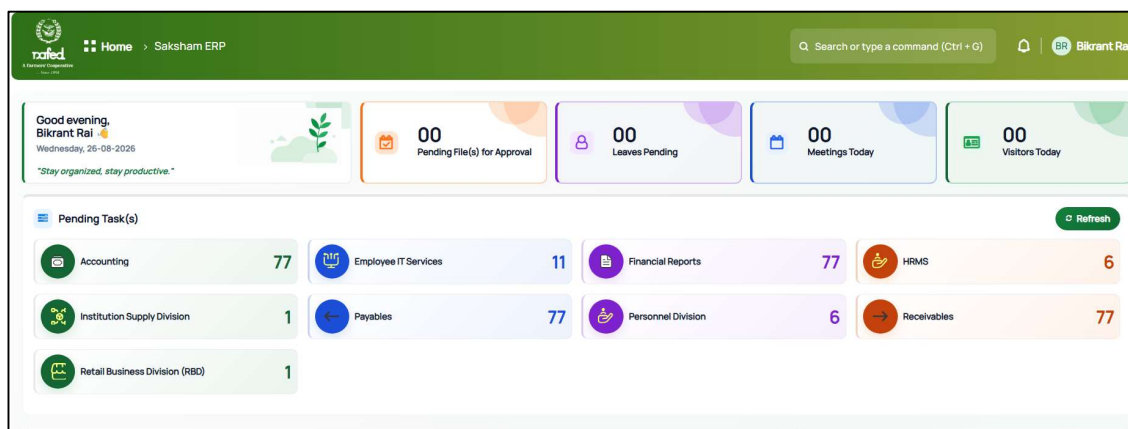


**Figure 4-1 Employee Dashboard**

- Click on the Home button.

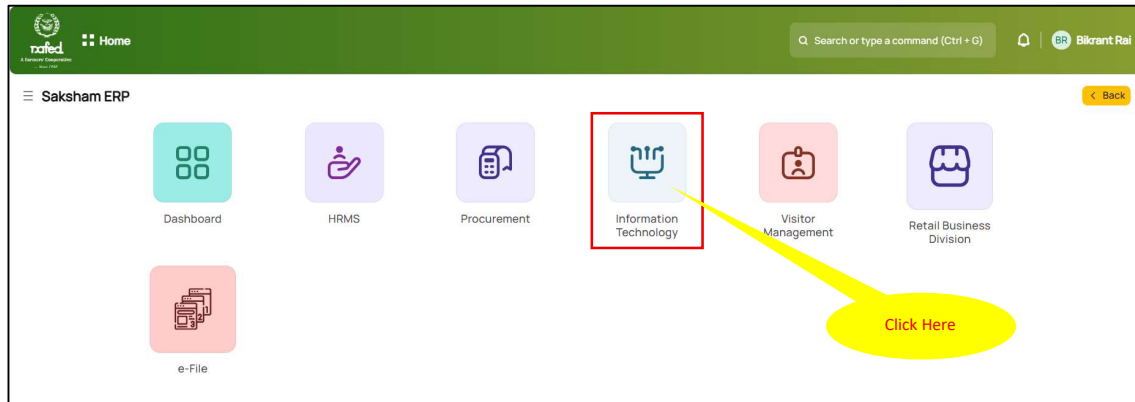


**Figure 4-2 Home Screen**

- From the list of available divisions, select the Information Technology Division to access the Information Technology Dashboard.

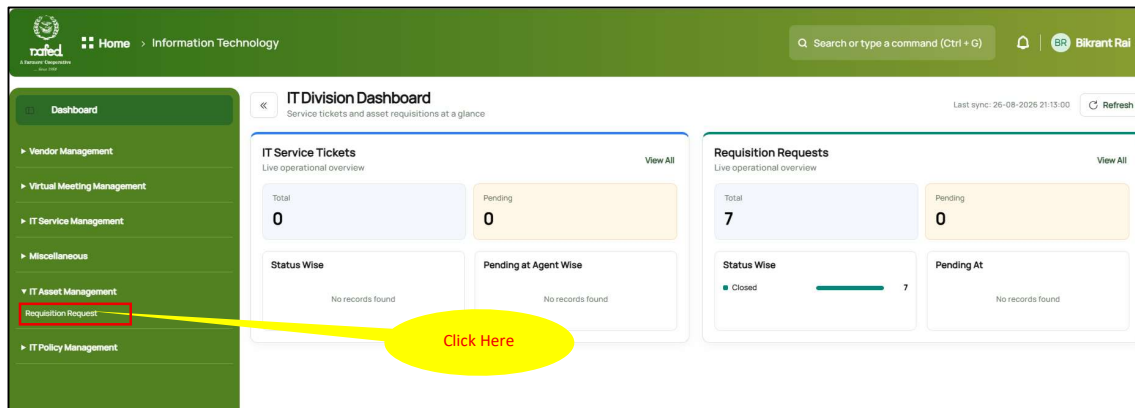


**Figure 4-3- Requisition Request**

- Under the IT Asset Management click on the Requisition Request.

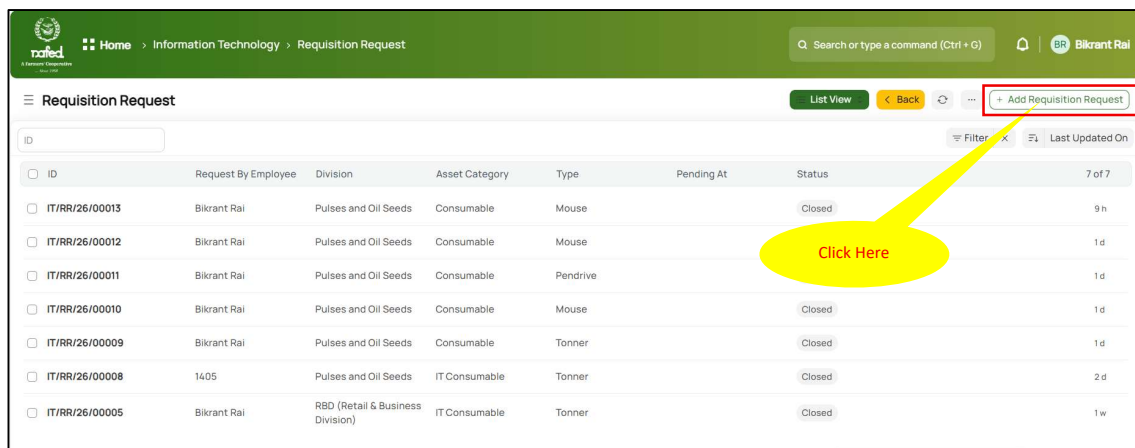


**Figure 4-4 Requisition Request Page**

- The system will open the **Requisition Request** page.
- Click the **+ Add Requisition Request** button located at the top-right corner of the screen.
- The system will open the **New Requisition Request Form**.

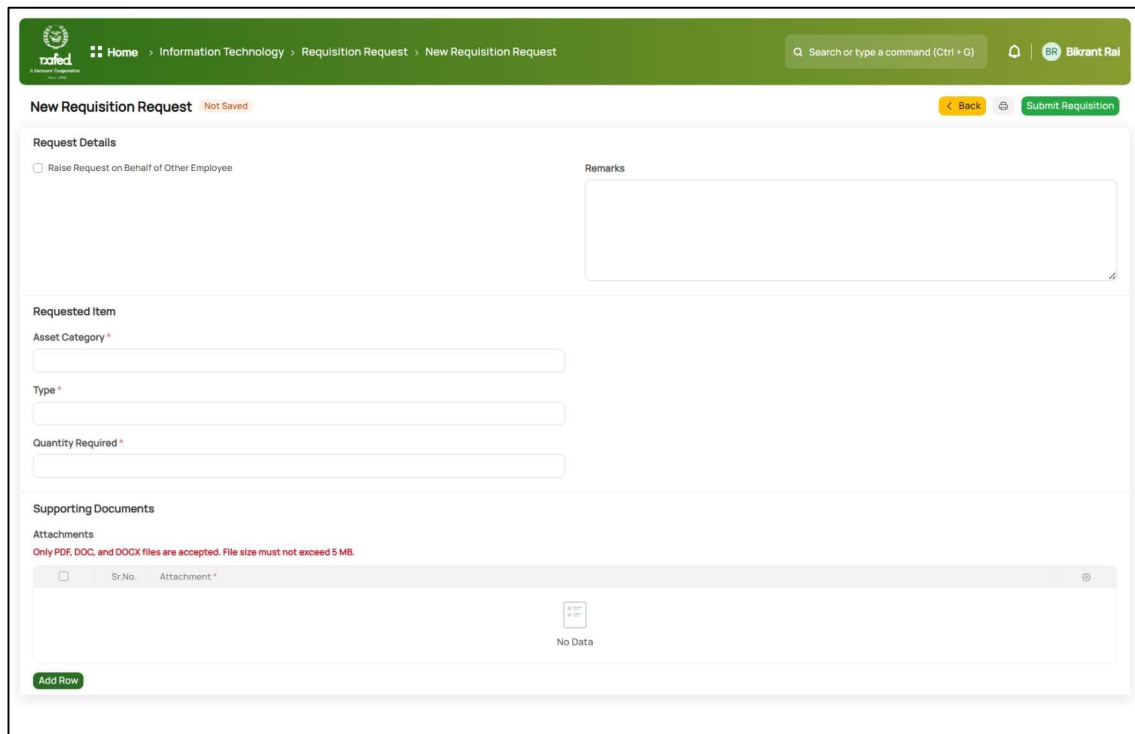


**Figure 4-5 New IT Service Ticket Form**

On the **New Requisition Request** form, enter the following details:

- Select the **Raise Request on Behalf of Other Employee** checkbox to create a requisition request for another employee. Once selected, an employee field will appear, allowing you to select the applicable employee.
- Under **Request Item** Section-
- In the **Asset Category** field, select the applicable Asset Category.
- In the **Type** field, select the required type of asset. After selecting the Asset type, a field **IT Item** will appear.

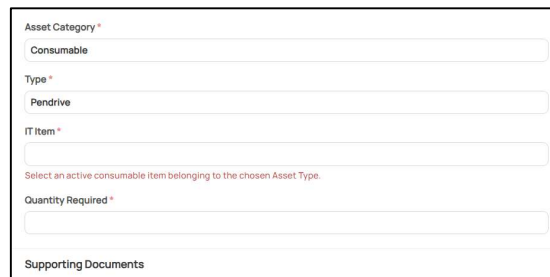
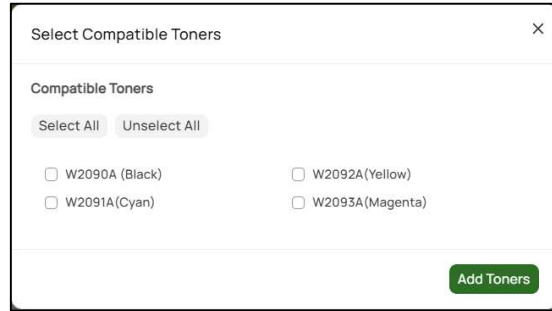


**Figure 4-6 Select the IT Item**

- In **IT Item** field, select the required IT item from the available list.
- If **Toner** is selected in the **Type** field, the **Assigned / Shared Printer** field will appear, displaying the printer assigned to the user. A **Select Compatible Toners** window will also appear, allowing the user to select the required compatible toners.



Select Compatible Toners

Compatible Toners

Select All Unselect All

☐ W2090A (Black)
 ☐ W2092A (Yellow)

☐ W2091A (Cyan)
 ☐ W2093A (Magenta)

Add Toners

**Figure 4-7 Select Compatible Toners**

- Select the checkbox against the required toners from the list of compatible toners.
- After selecting the required toners, click **Add Toners** to add the selected toners to the requisition request.



Printer Model

HP Color Laser MFP 178nw

Printer item name/model derived from the selected printer asset.

Selected Cartridges

W2090A (Black)

**Figure 4-8 Printer and Cartridges Detail**

- After selecting the required toner, two additional fields will appear:
- Printer Model: Displays the printer model associated with the selected printer asset.
  - Selected Cartridges: Displays the compatible toner cartridges selected by the user.

- In the **Quantity Required** field, enter the required quantity of the asset.
- In the **Remarks** field, enter any additional remarks or information, if required.
- In the **Supporting Documents** section, click **Add Row** to upload supporting documents or screenshots related to the requisition.



Supporting Documents

Attachments

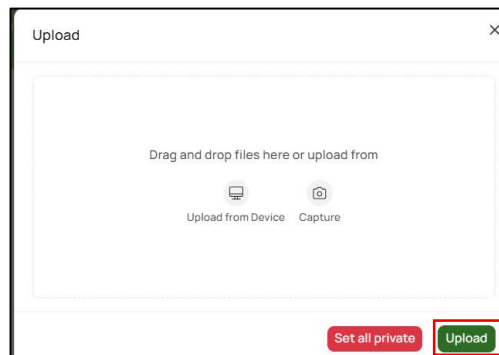
Only PDF, DOC, and DOCX files are accepted. File size must not exceed 5 MB.

|                          | Sr.No. | Attachment *  |                                                                                       |
|--------------------------|--------|---------------|---------------------------------------------------------------------------------------|
| <input type="checkbox"/> | 1      | <b>Attach</b> |  |

Add Row

**Figure 4-9 Supporting Documents**

- Click the **Add Row** button to add a new attachment entry.
- Click **Attach** in the Attachment column and select the required file from your device.



Upload

Drag and drop files here or upload from




Upload from Device Capture

Set all private Upload

**Figure 4-10 Upload Document**

- After clicking **Upload** in the **Supporting Documents** section, the **Upload** pop-up window is displayed, allowing the user to upload supporting files.
- On the **Upload** pop-up, perform the following steps:
- Drag and drop the required file into the upload area, or click **Upload from Device** to browse and select a file from your computer.
- Alternatively, click **Capture** to capture and upload an image using the device camera (if supported).
- After selecting the required files, click the **Upload** button to attach the files to the IT Service Ticket.



**Figure 4-11 Supporting Documents (1)**

- Verify that the uploaded file is listed in the Attachment column.
  - Click **Reload File** to replace the existing attachment with a new file, if required.
  - Click **Clear** to remove the uploaded attachment from the ticket.
  - Add additional attachments by clicking the Add Row button.
- Click the **Submit Requisition** button to create the Requisition Request.

- **Note:** The **Supporting Documents** section is not mandatory. However, if you click the **Add Row** button, uploading a supporting document becomes mandatory. If you do not wish to upload a document, you may delete the added row. Fields marked with **(\*)** are mandatory and must be completed before submitting the form.

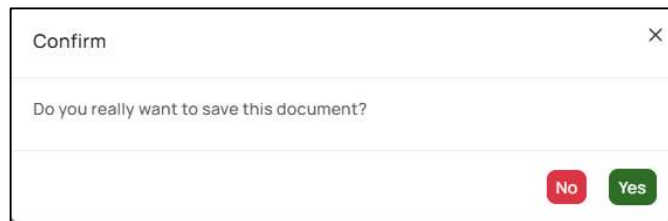


**Figure 4-12 Confirmation Pop-up**

- Click on Yes button.

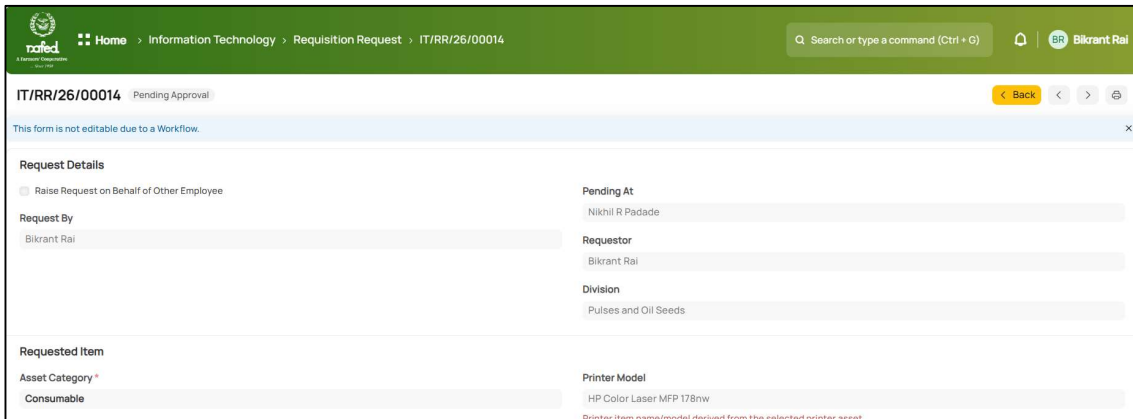


**Figure 4-13 New Requisition Request- Saved**

- After clicking the **Submit Requisition** button, the request will be created with a unique **Requisition Request ID**. The request status will be displayed as **Pending Approval**, along with the **Pending At** details, indicating the user or authority with whom the request is currently pending for approval.

## 4.2 Respond to a Clarification Request for an Asset requisition request

If the Approver sends the asset requisition request back to the employee for clarification, employee will follow the steps below.

- Employee Login into the Saksham ERP System.
- Click on the **Home** Button and select the **Information Technology** Division.

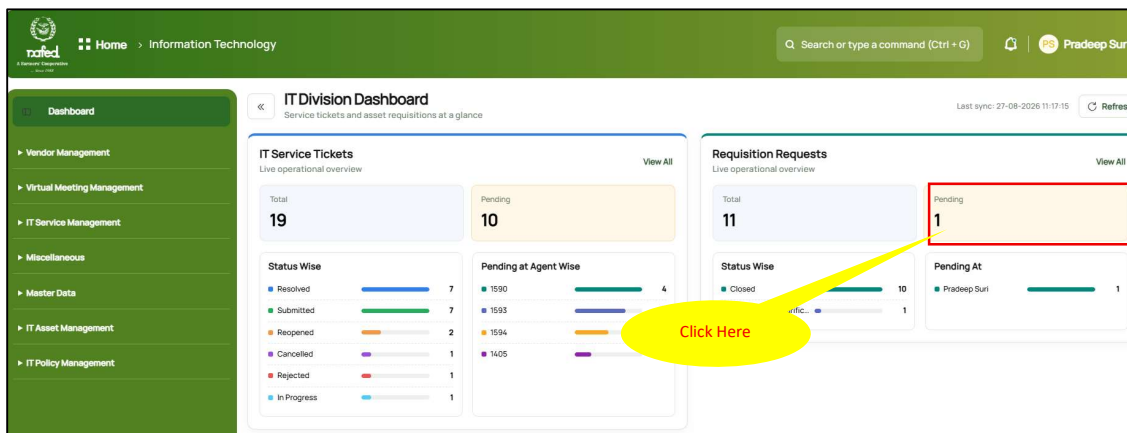
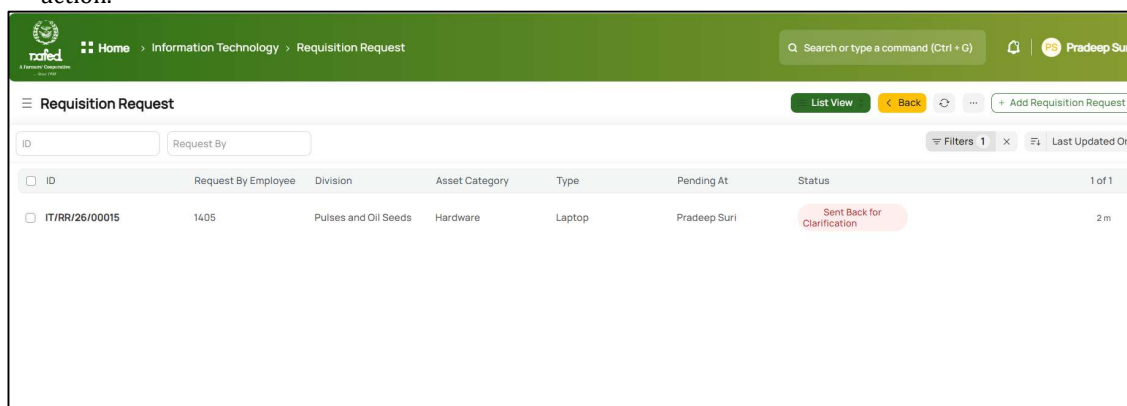


**Figure 4-14 IT Division Dashboard**

- Under the **Requisition Request** section, click on **Pending**. The system will redirect to the **Requisition Request** page, where you can view the pending requests and perform the required action.

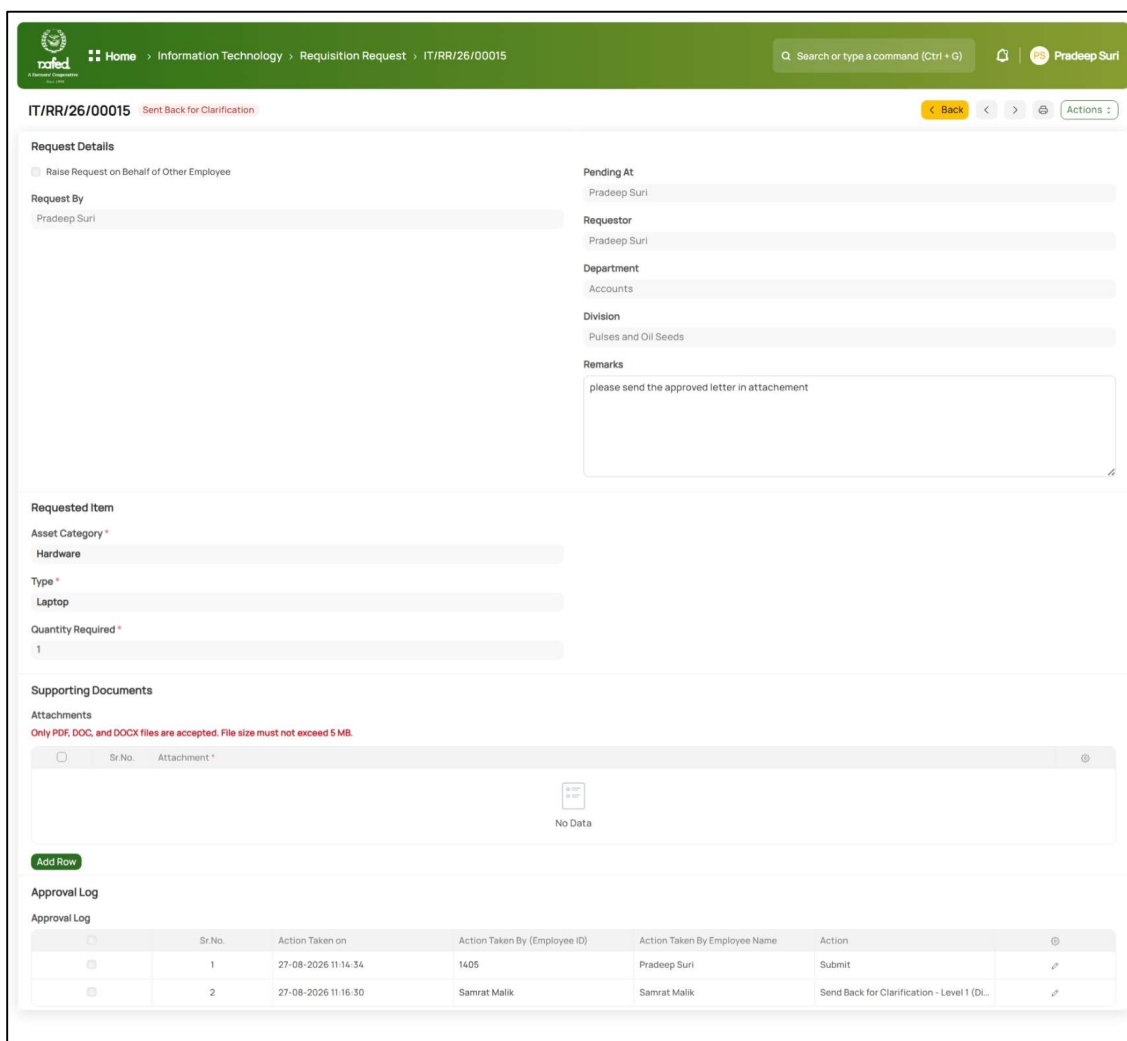


The screenshot shows the Requisition Request page with a table of pending requests. The first row is highlighted with a red status label 'Sent Back for Clarification'.

| ID             | Request By Employee | Division             | Asset Category | Type   | Pending At   | Status                      |
|----------------|---------------------|----------------------|----------------|--------|--------------|-----------------------------|
| IT/RR/26/00015 | 1405                | Pulses and Oil Seeds | Hardware       | Laptop | Pradeep Suri | Sent Back for Clarification |

**Figure 4-15 Requisition Request Page**

- On the **Requisition Request** page, click the **Requisition ID** with the status **Send Back for Clarification** to review the requisition request details and perform the required action.



**IT/RR/26/00015** Sent Back for Clarification

**Request Details**

☐ Raise Request on Behalf of Other Employee

**Request By**  
Pradeep Suri

**Pending At**  
Pradeep Suri

**Requestor**  
Pradeep Suri

**Department**  
Accounts

**Division**  
Pulses and Oil Seeds

**Remarks**  
please send the approved letter in attachment

**Requested Item**

**Asset Category \***  
Hardware

**Type \***  
Laptop

**Quantity Required \***  
1

**Supporting Documents**

**Attachments**  
Only PDF, DOC, and DOCX files are accepted. File size must not exceed 5 MB.

| Sr.No.  | Attachment * |
|---------|--------------|
| No Data |              |

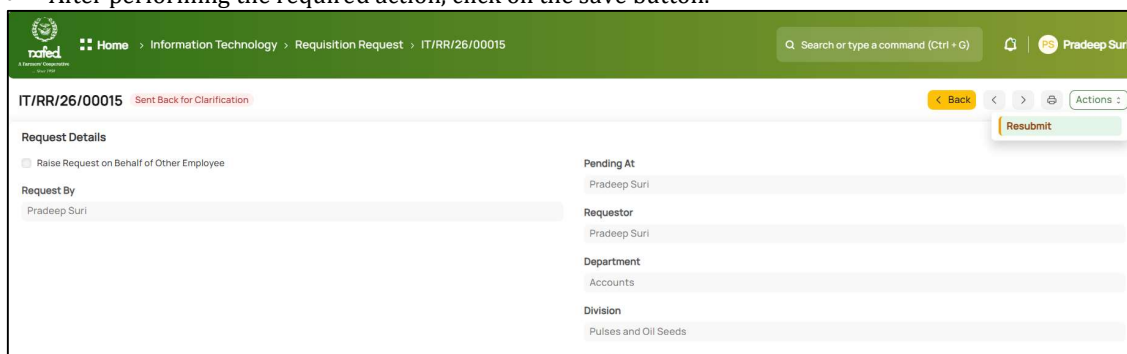
**Approval Log**

| Sr.No. | Action Taken on     | Action Taken By (Employee ID) | Action Taken By Employee Name | Action                                       |
|--------|---------------------|-------------------------------|-------------------------------|----------------------------------------------|
| 1      | 27-08-2026 11:14:34 | 1405                          | Pradeep Suri                  | Submit                                       |
| 2      | 27-08-2026 11:16:30 | Samrat Malik                  | Samrat Malik                  | Send Back for Clarification - Level 1 (DI... |

**Figure 4-16 Requisition Request form- Send back for clarification**

On the requisition request form, follow the steps below:

- The **Remarks** field will display the clarification or additional information provided by the approver.
- The requestee can review the approver's remarks, provide the required clarification or make the necessary changes, and resubmit the request for further processing.
- The **Approval Log** section will maintain the history of actions performed on the requisition request, including the action taken, date and time, employee ID, employee name, and action details.
- After performing the required action, click on the save button.



**IT/RR/26/00015** Sent Back for Clarification

**Request Details**

☐ Raise Request on Behalf of Other Employee

**Request By**  
Pradeep Suri

**Pending At**  
Pradeep Suri

**Requestor**  
Pradeep Suri

**Department**  
Accounts

**Division**  
Pulses and Oil Seeds

**Remarks**

**Actions**  
Resubmit

**Figure 4-17 Action Screen**

- Click the **Actions** button and select the **Resubmit** option to resubmit the requisition request after providing the required clarification or making the necessary changes.

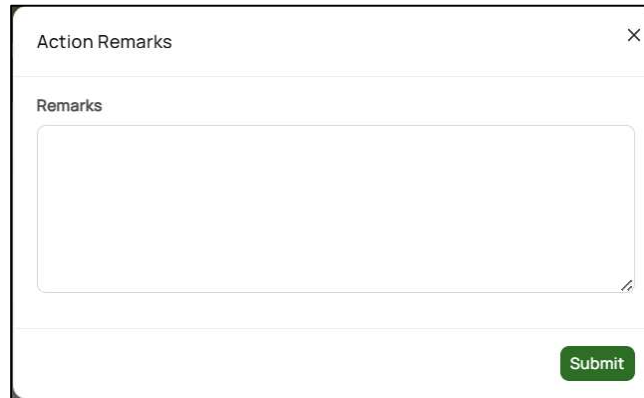


**Figure 4-18 Action Remarks**

- In the Remarks section, enter the remark and click on the submit button.

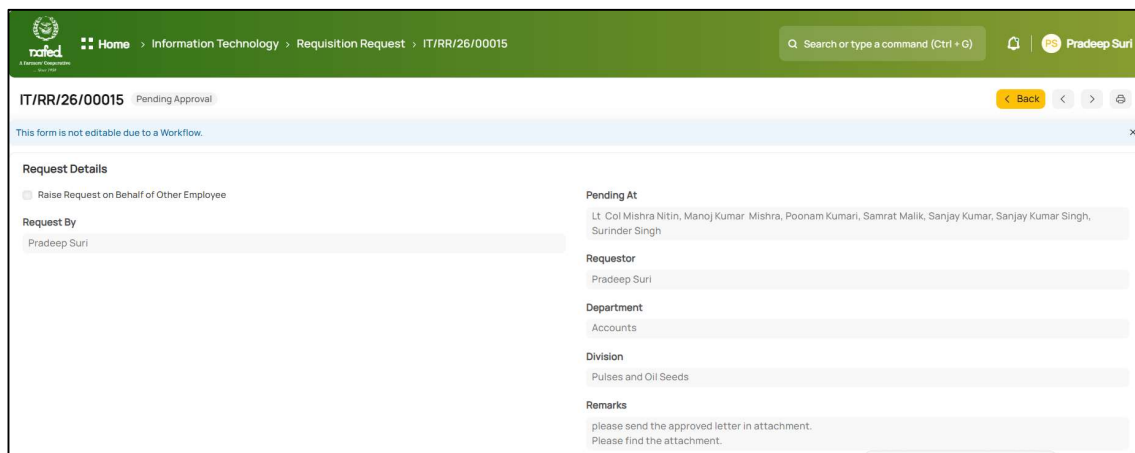


**Figure 4-19 Requisition Request- pending approval**

- After clicking the Resubmit button, the requisition request will be resubmitted for approval. The request status will be updated to Pending Approval, along with the Pending At details indicating the user or authority with whom the request is currently pending for approval.

#### 4.3 Email Notifications for Asset Requisition and Issuance

The employee will receive email notifications regarding the **approval, hold, partial issuance, full issuance, return reminder, overdue return, and successful return of the asset requisition.**

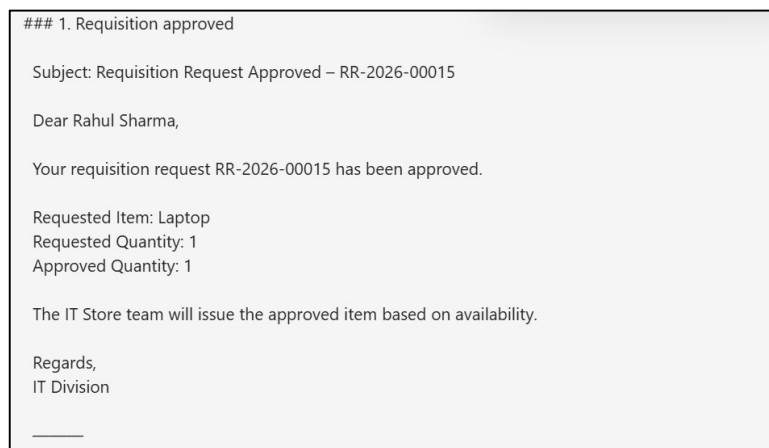


**Figure 4-20 Requisition Approved**

### 2. Requisition placed on hold

Subject: Update on Requisition Request – RR-2026-00015

Dear Rahul Sharma,

Your requisition request RR-2026-00015 has been reviewed. However, the requested item is currently unavailable.

Requisition ID: RR-2026-00015  
 Requested Date: 27-08-2026  
 Requested Item: Laptop  
 Remarks: The requested laptop model is currently out of stock.

The item will be issued when stock becomes available.

Regards,  
 IT Division

**Figure 4-21 Requisition Placed on Hold**

### 3. Asset partially issued

Subject: Requisition Request Partially Issued – RR-2026-00015

Dear Rahul Sharma,

Your requisition request RR-2026-00015 has been partially issued. The request is now On Hold until the remaining stock becomes available.

Issue Reference: IT-AI-2026-00008

Issued Items:

- Laptop: 1

Remaining Items:

- Laptop Bag: 1
- Wireless Mouse: 1

Regards,  
 IT Division

**Figure 4-22 Asset Partially issued**

### 4. Asset fully issued

Subject: Asset Issued – IT-AI-2026-00008

Dear Rahul Sharma,

All approved items for requisition request RR-2026-00015 have been issued successfully.

Issue Reference: IT-AI-2026-00008  
 Issue Date: 27-08-2026  
 Issue Type: Temporary  
 Expected Return Date: 30-09-2026

Issued Items:

- Asset: Dell Latitude 5450
- Asset ID: AST-2026-00125
- Serial Number: DL5450X23891
- Quantity: 1

The requisition request is now completed and closed.

Regards,

**Figure 4-23 Asset Fully issued**

### 5. Asset return reminder

Subject: Asset Return Reminder – IT-AI-2026-00008

Dear Rahul Sharma,

This is a reminder that the following temporarily issued asset is due for return.

Issue Reference: IT-AI-2026-00008  
 Asset: Dell Latitude 5450  
 Asset ID: AST-2026-00125  
 Expected Return Date: 30-09-2026

Please return the asset to the IT Store on or before the expected return date. If an extension is required, contact the IT Division.

Regards,  
 IT Division

\_\_\_\_\_

**Figure 4-24 Asset return reminder**

### 6. Overdue asset return

Subject: Overdue Asset Return – IT-AI-2026-00008

Dear Rahul Sharma,

The following temporarily issued asset has passed its expected return date and has not yet been recorded as returned.

Issue Reference: IT-AI-2026-00008  
 Asset: Dell Latitude 5450  
 Asset ID: AST-2026-00125  
 Expected Return Date: 30-09-2026  
 Days Overdue: 5

Please return the asset to the IT Store immediately or contact the IT Division if an extension has been approved.

Regards,  
 IT Division

\_\_\_\_\_

**Figure 4-25 Overdue asset return**

## 5 Approver of created Asset Requisition Request- Activities

### 5.1 To perform action on a created Asset Requisition Request

To perform an action on a created **Asset Requisition Request**, follow the steps below

- Approver Login into the Saksham ERP System.
- Click on the **Home** Button and select the **Information Technology** Division.

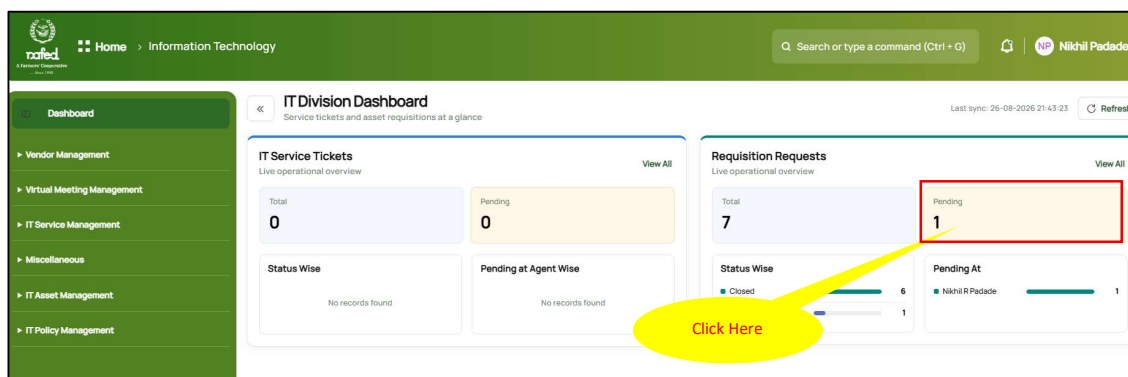


**Figure 5-26 IT Division Dashboard**

- Under the **Requisition Request** section, click on **Pending**. The system will redirect to the **Requisition Request** page, where you can view the pending requests and perform the required action.

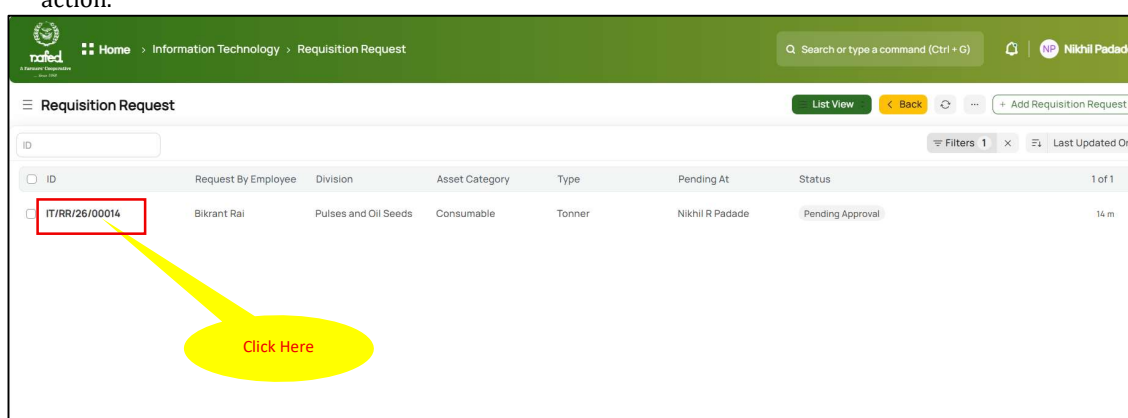


**Figure 5-27 Requisition Request Page**

- On the **Requisition Request** page, click the **Requisition ID** with the status **Pending Approval** to review the requisition request details and perform the required action.

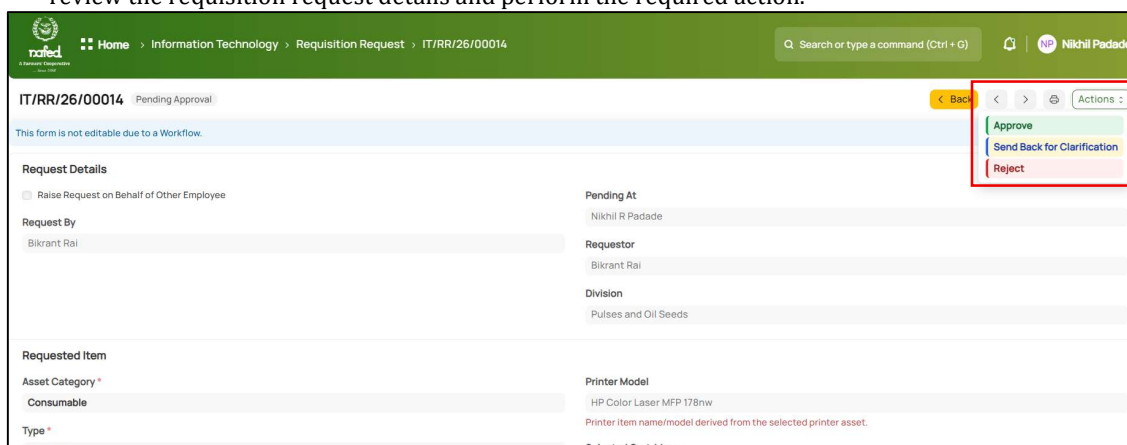
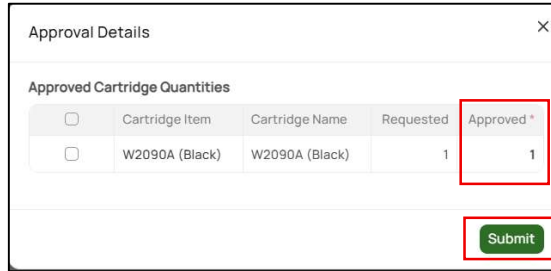


**Figure 5-28 Action Screen**

- System will open the asset requisition request form.
- Review the asset requisition request details, including the requestor information, category, Type, required quantity, description, and supporting attachments.
- Click the Actions button.
- Select **Approve** to approve the asset requisition request and forward it for further processing.
- Select **Send Back for Clarification** to send the request back to the requestee for clarification. An **Action Remark** pop-up will appear. Enter the required remark and click **Submit**. The request will be sent back to the requestee for clarification.
- Select **Reject** to reject the request if it is not valid or does not meet the required criteria. An **Action Remark** pop-up will appear. Enter the required remark and click **Submit**. The request will be rejected.
- If Select the Approve option.



Approval Details

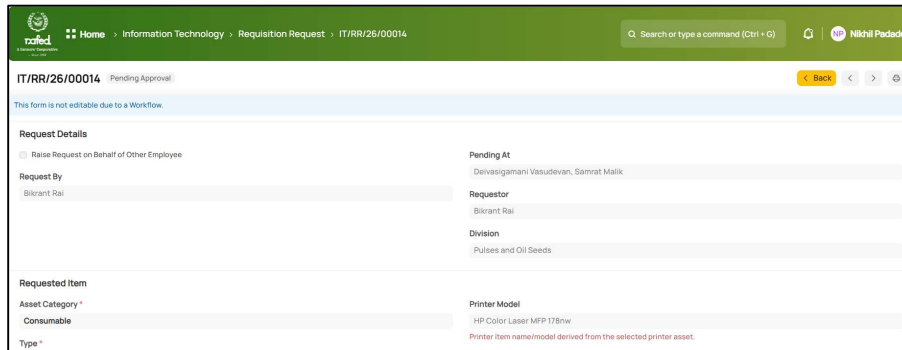
Approved Cartridge Quantities

| <input type="checkbox"/> | Cartridge Item | Cartridge Name | Requested | Approved * |
|--------------------------|----------------|----------------|-----------|------------|
| <input type="checkbox"/> | W2090A (Black) | W2090A (Black) | 1         | 1          |

**Submit**

**Figure 5-29 Approval Details**

- Review the **Cartridge Item**, **Cartridge Name**, and **Requested** quantity before entering the approved quantity.
- In the Approved field, enter the quantity of the cartridges to be approved.
- Click **Submit** to submit the approval details and proceed with the approval process.



IT/RR/26/00014 Pending Approval

This form is not editable due to a Workflow.

**Request Details**

☐ Raise Request on Behalf of Other Employee

**Request By**  
Bikrant Rai

**Pending At**  
Deivasigamani Vasudevan, Samrat Malik

**Requestor**  
Bikrant Rai

**Division**  
Pulses and Oil Seeds

**Requested Item**

**Asset Category \***  
Consumable

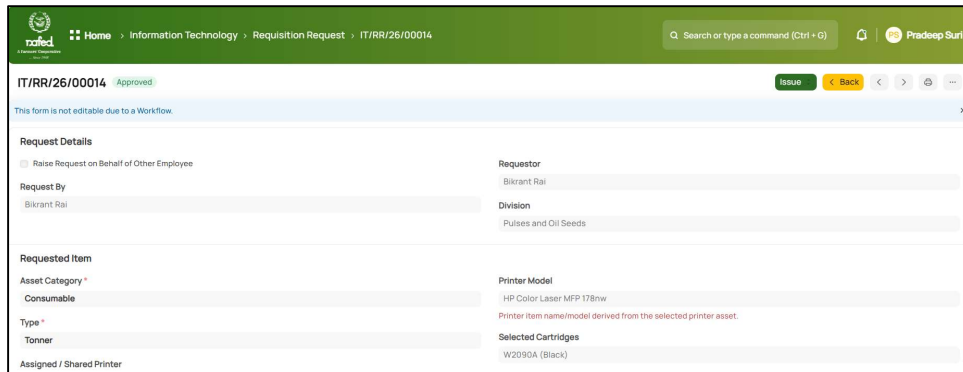
**Printer Model**  
HP Color Laser MFP 178nw  
Printer item name/model derived from the selected printer asset.

**Type \***

**Figure 6-30 Requisition Request- Pending Approval**

- After approving the **Asset Requisition Request**, the request will be forwarded to the next approval authority as per the configured approval workflow, if applicable.
- The request status will be updated accordingly, along with the **Pending At** details indicating the user or authority with whom the request is currently pending.

### Approved Screen-



IT/RR/26/00014 Approved

This form is not editable due to a Workflow.

**Request Details**

☐ Raise Request on Behalf of Other Employee

**Request By**  
Bikrant Rai

**Requestor**  
Bikrant Rai

**Division**  
Pulses and Oil Seeds

**Requested Item**

**Asset Category \***  
Consumable

**Printer Model**  
HP Color Laser MFP 178nw  
Printer item name/model derived from the selected printer asset.

**Type \***  
Toner

**Assigned / Shared Printer**

**Selected Cartridges**  
W2090A (Black)

**Figure 5-31 Approved Requisition Request**

- After approving the **Asset Requisition Request**, the request will become available for **asset issuance** as per the approved requisition details.
- The request status will be updated to **Approved** accordingly.

## 6 IT Stock Manager- Activities

### 6.1 To Issue an Asset against Requisition Request

To issue an asset against an approved **Asset Requisition Request**, follow the steps below:

- Employee Login into the Saksham ERP System.

- Click on the Home Button and select the Information Technology Division.

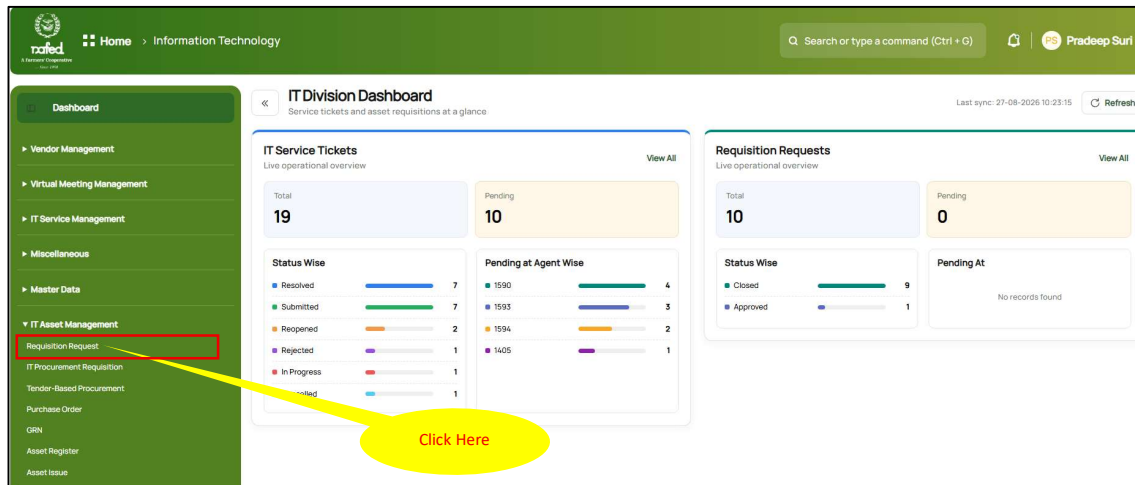


**Figure 6-32 IT Division Dashboard**

Under the **IT Asset Management** section, click **Requisition Request**. The system will redirect to the **Requisition Request** page, where you can view the approved requests and perform the required action.

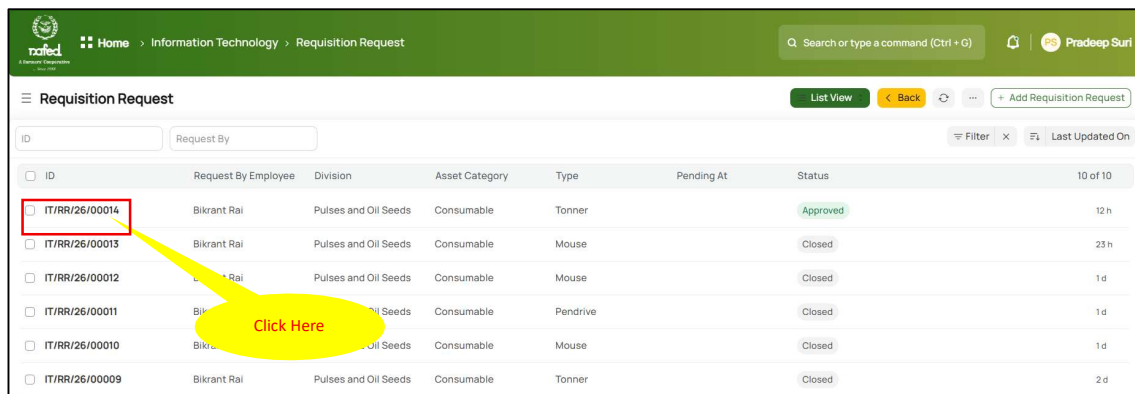


**Figure 6-33 Requisition Request Page**

- On the **Requisition Request** page, click the **Requisition ID** with the status **Approved** to review the requisition request details and perform the required action.

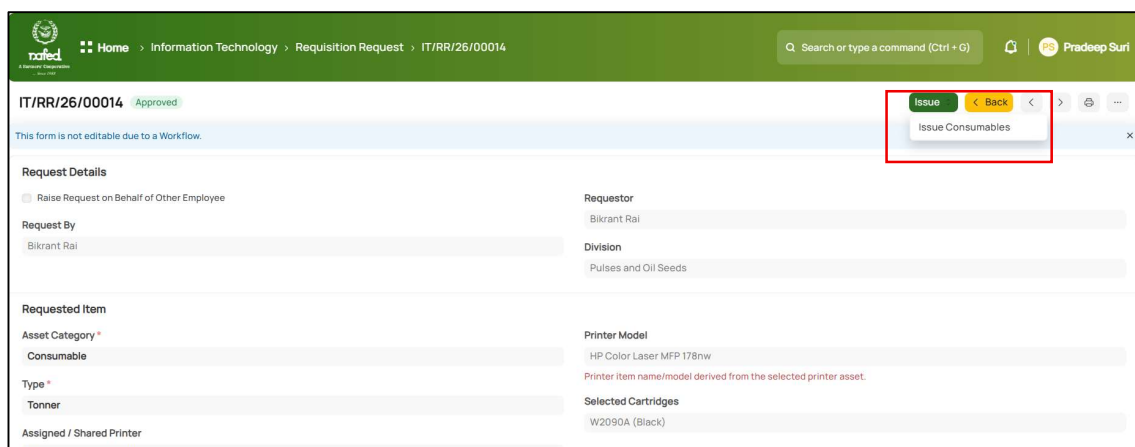
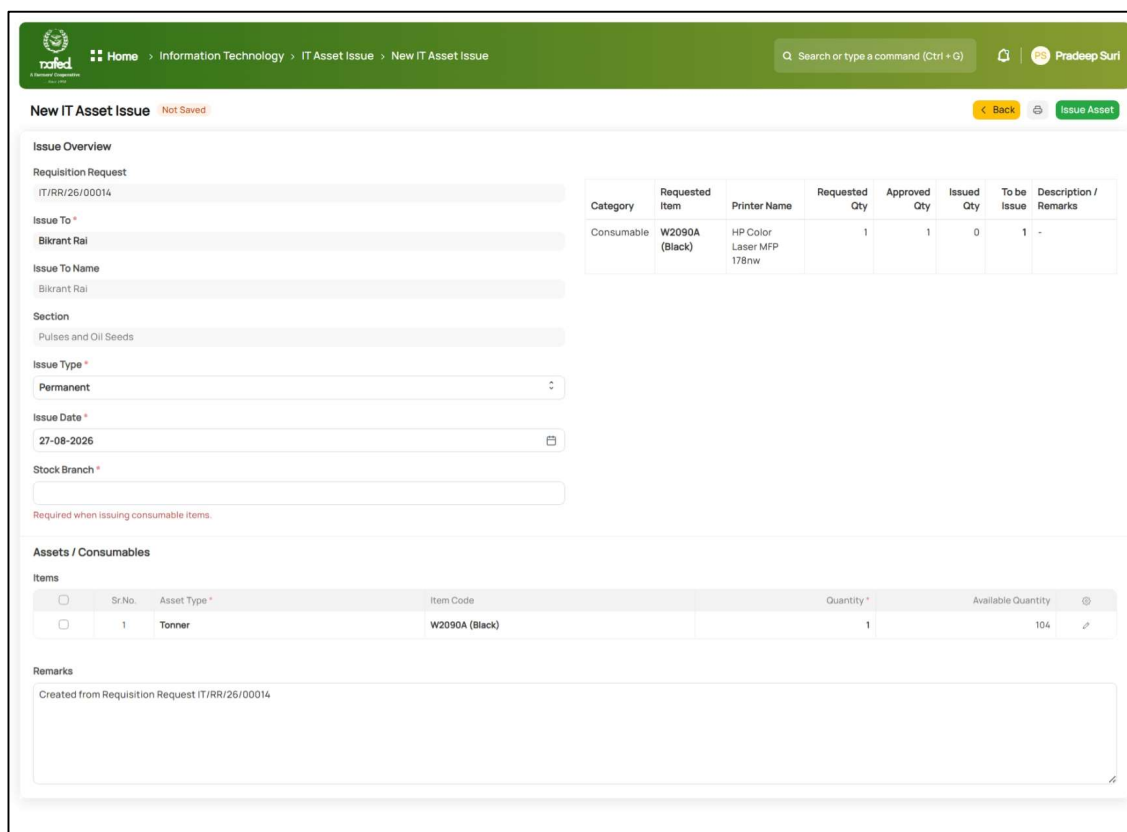


**Figure 6-34 Action Screen**

- On the **Approved Requisition Request** form, click the **Issue** action button and select **Issue Consumables** to proceed with issuing the approved consumable items.



**New IT Asset Issue** Not Saved Back Issue Asset

**Issue Overview**

Requisition Request  
IT/RR/26/00014

Issue To \*  
Bikrant Rai

Issue To Name  
Bikrant Rai

Section  
Pulses and Oil Seeds

Issue Type \*  
Permanent

Issue Date \*  
27-08-2026

Stock Branch \*

Required when issuing consumable items.

| Category   | Requested Item | Printer Name             | Requested Qty | Approved Qty | Issued Qty | To be Issue | Description / Remarks |
|------------|----------------|--------------------------|---------------|--------------|------------|-------------|-----------------------|
| Consumable | W2090A (Black) | HP Color Laser MFP 178nw | 1             | 1            | 0          | 1           | -                     |

**Assets / Consumables**

| Items                    | Sr.No. | Asset Type * | Item Code      | Quantity * | Available Quantity |
|--------------------------|--------|--------------|----------------|------------|--------------------|
| <input type="checkbox"/> | 1      | Tonner       | W2090A (Black) | 1          | 104                |

**Remarks**  
Created from Requisition Request IT/RR/26/00014

**Figure 6-35 New IT Asset Issue**

On the New IT Asset Issue form, enter or verify the following details:

- The **Requisition Request** field displays the approved asset requisition request against which the asset is to be issued.
- The **Issue To** field displays the employee to whom the asset is being issued.
- The **Issue To Name** field displays the name of the employee for the asset issue.
- The **Section** field displays the section/division associated with the employee.
- In the **Issue Type** field, select the applicable issue type, Permanent or Temporary.
- In the **Issue Date** field, select the date on which the asset is being issued.
- In the **Stock Branch** field, select the branch from which the asset is being issued. This field is required when issuing consumable items.
- The **Assets / Consumables** section displays required asset/consumable item. The Item Code, Quantity, and Available Quantity will be displayed based on the selected item and Stock branch.
- In the **Remarks** field, displays the remark enter by the requestee and enter any additional remarks, if required.
- Review all the details and click **Issue Asset** to submit the asset issue.

**Note:** The Requested Qty, Approved Qty, Issued Qty, and To be Issue details are displayed in the Issue Overview table to help verify the quantity before issuing the asset.


Home > Information Technology > IT Asset Issue > IT/ISS/26/00017
Search or type a command (Ctrl + G)
Pradeep Suri

**IT/ISS/26/00017** Issued

**Issue Overview**  
 Requisition Request  
 IT/RR/26/00014  
 Issue To \*  
 Bikrant Rai  
 Issue To Name  
 Bikrant Rai  
 Issued By  
 1405  
Employee who completed the asset issuance.  
 Issued By Name  
 Pradeep Suri  
 Section

Item Description  
 W2090A (Black)  
Automatically derived from the issued item rows for easy identification in the list view.

| Category   | Requested Item | Printer Name             | Requested Qty | Approved Qty | Issued Qty | To be Issue | Description / Remarks |
|------------|----------------|--------------------------|---------------|--------------|------------|-------------|-----------------------|
| Consumable | W2090A (Black) | HP Color Laser MFP 178nw | 1             | 1            | 1          | 0           | -                     |

**Figure 6-36 IT Asset Issued**

- After successfully issuing the asset, the **IT Asset Issue** record will display the status as **Issued**.
- The status of the **Requisition Request** will also be updated to **Closed**.

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