USER MANUAL FOR DEALER

Help Desk Management

CREATION AND SEARCH OF SERVICE REQUEST
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INTRODUCTION
This manual facilitates dealer to learn and understand below process of Service Request

<table>
<thead>
<tr>
<th>SI.No</th>
<th>Process Description</th>
<th>System</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Create Service Request for (Registered Dealer)</td>
<td>Dealer Portal</td>
</tr>
<tr>
<td>2</td>
<td>Create Service Request for (Un-Registered Dealer)</td>
<td>Dealer Portal</td>
</tr>
<tr>
<td>3</td>
<td>Search Service Request for (Registered Dealer &amp; Un-Registered Dealer)</td>
<td>Dealer Portal</td>
</tr>
</tbody>
</table>

1 : Create Service Request for Registered Dealer:
Dealer can create service request in MSTD dealer portal. Following steps are to be followed to create service request.

Step 1:
Browse below URL and follow the path.
After browsing above URL and following mentioned path below selection screen will appear

Step 2: Enter your PAN number as shown below:
After entering PAN number, a pop up screen will appear, select “Yes” as shown below screen shot.
Step 3: Enter TIN and Mobile number detail:
After selecting “Yes” option, system will ask you enter “TIN” number, after entering “TIN” system will auto fetch dealer’s registered email ID. Dealer should enter mobile number for receiving OTP number.

Please note selection criteria for above highlighted field.

<table>
<thead>
<tr>
<th>Field Description</th>
<th>Attribute Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Email Address</td>
<td>Email ID will be auto fetched based on TIN entered. All further communications will be done on the auto fetched Registered Email ID.</td>
</tr>
<tr>
<td>Mobile No</td>
<td>Enter your “Mobile No” for receiving OTP only, once complaint get registered all further communications will be done on mobile number registered with department.</td>
</tr>
</tbody>
</table>
Step 4: Generate OTP:

After entering mobile number, click on “Generate OTP” button, then immediately you would receive OTP in your mentioned Mobile number. Enter the OTP number in the highlighted field and then click on “Submit” button as shown below.

Step 5: Enter Issue related information’s and attachment:

After clicking on “Submit” button on first screen, this will navigate to second screen. Here enter below information as highlighted and click on “Submit” button as shown below.
Please note selection criteria for above highlighted field.

<table>
<thead>
<tr>
<th>Field Description</th>
<th>Attribute Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Query Related to</td>
<td>Select “Query Related to ” manually through selection option</td>
</tr>
<tr>
<td>Query detail</td>
<td>Select “Query detail ” manually through selection option</td>
</tr>
<tr>
<td>Financial Year (Related to the problem faced)</td>
<td>Mention “Financial Year (Related to the problem faced)” manually.</td>
</tr>
<tr>
<td>Nature of Complaint</td>
<td>Mention “Nature of Complaint ” manually</td>
</tr>
<tr>
<td>Detail Description of Complaints</td>
<td>Mention “Detail Description of Complaints ” manually with minimum 30 characters</td>
</tr>
<tr>
<td>File Upload</td>
<td>Attach file clicking on “Browses” option in field called “File Upload” as shown above</td>
</tr>
</tbody>
</table>

**Step 6: Service Request Generated:**

After clicking on submit button, a unique Service Request ID will be generated and Email /SMS will be sent to dealer’s registered email ID and phone number.

![Service Request Form](image-url)

Please Note Down the Service Request Number - 0020002676
Below is sample email to be sent to dealer upon service request creation:

```
MAIL@mahagst.gov.in

Dear Sir/Madam,

Your Service Request is registered, service request ID is 0020002653, Please keep this service ticket number for future correspondence.

To know the status of the service ticket, please click on the link and follow the path given below.

**Link:** Service Request Details
**Path:** => Click on Search Service Request => Enter service request no and PAN No. => Search

Regards,
MSTD Help Desk
```

2  : **Create Service Request for Un-Registered Dealer:**

Dealer can create service request in MSTD dealer portal. Following steps are to be followed to create service request.

**Step 1:**
Browse below URL and follow the path.

**https://mahagst.gov.in/en**=> May I Help You? => Service Request=> Create Service Request

After browsing above URL and following mentioned path below selection screen will appear
Step 2: Enter your PAN number as shown below:

After entering PAN number, a pop up screen will appear, select “No” as shown above screen shot.

Step 3: Enter address and communication detail:

After selecting “No” option, system will ask you to enter communication detail as highlighted below.
Please note selection criteria for above highlighted field.

<table>
<thead>
<tr>
<th>Field Description</th>
<th>Attribute Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>District</td>
<td>Select “District” manually through selection option</td>
</tr>
<tr>
<td>Taluka</td>
<td>Select “Taluka” manually through selection option</td>
</tr>
<tr>
<td>City/Area</td>
<td>Select “City/Area” manually through selection option</td>
</tr>
<tr>
<td>Pin Code</td>
<td>Select “Pin Code” manually through selection option</td>
</tr>
<tr>
<td>Email Address</td>
<td>Enter your email ID manually, where all future communication can be send</td>
</tr>
<tr>
<td>Mobile No</td>
<td>Enter your “Mobile No”, for receiving OTP as well as sending all future communication</td>
</tr>
</tbody>
</table>

**Step 4: Generate OTP:**

After entering mobile number, click on “Generate OTP” button, then immediately you would receive OTP number in your mentioned Mobile number, enter the OTP number in the field highlighted then click on “Submit” button as shown below.
Step 5: Enter Issue related information’s and attachment:

After clicking on “Submit “button on first screen, this will navigate to second screen. Here enter below information as highlighted and click on “Submit” button as shown below.

Please note selection criteria for above highlighted field.

<table>
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<th>Field Description</th>
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<tr>
<td>Query Related to</td>
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<tr>
<td>Detail Description of Complaints</td>
<td>Mention “Detail Description of Complaints ” manually with minimum 30 characters</td>
</tr>
<tr>
<td>File Upload</td>
<td>Attach file, screen shot if necessary, clicking on “Browses” option in field called “File Upload” as shown above</td>
</tr>
</tbody>
</table>
Step 6: Service Request Generated:

After clicking on submit button, a unique Service Request ID will be generated and Email /SMS will be sent to dealer’s email ID and phone number entered while creating service request.

Below is sample email template to be send upon service creation.

3: Search Service Request for Registered Dealer:

Dealer can search status of service request in MSTD dealer portal, procedure for the same is as below:

Step 1:
Browse below URL and follow the path.

Step 2: Search Service Request by Entering PAN Number and TIN Number

Enter your PAN Number and TIN Number and click on “Search” button as shown below. Search by ‘PAN Number and TIN Number combination’, will display all open service request, against the TIN number as shown below.

![Service Request Table]

Step 2: Search Service Request by entering PAN Number and Service Request Number

If we enter PAN Number and Service Request Number and click on “Search” button. This will search unique service request number as shown below.

![Service Request Table]

After clicking on search button service request details will appear in search result screen, then click on Service Request Number hyper link as highlighted above, this will display all communication happened between dealer and support team in “Detail Description of Complaint” box, shown in the below screen shot.
4: Search Service Request for Un-Registered Dealer:
Dealer can search status of service request in MSTD dealer portal, procedure for the same is as below:

Step 1:
Browse below URL and follow the path.

Step 2: Enter PAN No and Service Request Number
As shown below enter your PAN No and Service Request number and click on “Search” button.

After clicking on search button Service Request Details will appear in search result screen, then click on Service Request Number hyper link, this will display all communication happened between dealer and support team in “Detail Description of Complaint” box
5: Service request not resolved due to insufficient information (for registered and un-registered dealers).

If information provided by dealer is not sufficient, service request cannot be solved. To seek sufficient information to resolve the query, an email will be sent to dealer to share further information.

Below sample email content will be sent to dealer when service request not resolved due to insufficient information.

Dear Sir/Madam,

Your Service Request No - 00200005675 is pending with us, additional information mentioned in below link is required to solve your problem.

So kindly click on link given below and share required additional information by following steps given below.

[Link: Service Request Details]

Step 1: Click on Search Service Request => Enter service request no and PAN No. => Search => Additional information Required => Enter Additional information Required => Upload documents (if Any) => Submit.

Regards,

MSTID Help Desk.

Mentioned email will contain a link to provide additional information by dealer and a path to check what information is sought by the support team.

Once you click on mentioned link, below screen will appear. Information required by support team will be mentioned in the box called “Information from dealer” and information to be shared by dealer should be filled in the box called “Enter further Information”.
6: Search Service Request after service request get “Resolved”

When service request get resolved an email will sent to dealer in his/her registered email id, the email will contain detail path to check the resolution and a feedback hyper link will be provided to confirm if the issue is resolved or not.

Below sample email content will be sent to dealer after service request is “Resolved”.

MAIL@mahagst.gov.in

Tue, Aug 20, 6:07 PM (20 hours ago) to me

Dear Sir/Madam,

Your Service Request No.123456 has been resolved. For solution details please click on the link and follow the path given below.

**Link:** Service Request Details

**Path:**

Click on Search Service Request >> Enter service request no and PAN No. >> Search >> Detail Description of Complaint >> Solution Description.

If you are not satisfied with the solution provided, kindly click on the above URL and share your feedback by clicking on Feedback form hyperlink.

Please respond to the feedback form within 72 hours otherwise ticket will be treated as closed.

Regards,

MSTD Help Desk

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**Scenario 1-Service request resolved and select “No “option**

Dealer will click on the mentioned hyper link, below selection screen will appear. Search service request through PAN and Service Request ID
When service request resolved, feedback link get enabled as shown below

First click on “service request number hyperlink”

Check the solution provided in the link
Share your feedback by clicking “Feedback Form” link as shown below

If issue is not resolved click on “No “option as shown below
After clicking on “No” option below screen will appear. Mention “Reason for Re-Opening” in the below field and click on submit button.

Service request “re-opened” after “No” option selected in feedback form.
After service ticket “Re-Open” below email will be send to dealer.

MAIL@mahagst.gov.in
🔗 to me

Dear Sir/Madam,

Your Service Request is re-opened, service ticket number is 0020002661. Please keep this service ticket number for future correspondence. If needed our technical person may contact you on given phone number to gather more information related to your problem or you may visit NOC, NIIT Office, New Building, 6th Floor, GST Bhavan, Mazgaon, Mumbai along with details of issues reported in service ticket.

To know the status of the service ticket, please click on the link and follow the path given below.

**Link:** [Service Request Details](#)

**Path:** => Click on Search Service Request => Enter service request no and PAN No. => Search

Regards,
MSTD Help Desk.

**Scenario 2 - Service request resolved and select “Yes” option**

Below sample email content will be sent to dealer upon service request “Resolved”.

MAIL@mahagst.gov.in
🔗 to me

Dear Sir/Madam-

Your Service Request No. has been resolved, for solution details please click on the link and follow the path given below.

**Link:** [Service Request Details](#)

**Path:** => Click on Search Service Request => Enter service request no and PAN No. => Search => Detail Description of Complaint => Solution Description.

If you are not satisfied with the solution provided, kindly click on the above URL and share your feedback by clicking on Feedback form hyperlink.

Please respond to the feedback form within 72 hours otherwise ticket will be treated as closed.

Regards,
MSTD Help Desk.

Dealer will click on the mentioned hyper link, below selection screen will appear. Search service request through PAN and Service Request ID.
First click on service request number hyperlink

Check the solution provided in the field highlighted below
Share your feedback by clicking Feedback Form link as shown below

![Image of Service Request]

If issue is resolved click on “Yes” “option as shown below

![Image of Service Request]

Service request “Closed” after “Yes” option selected in feedback form.

![Image of Service Request]
After service ticket “Closed” below email will be send to dealer.

MAIL@mahagst.gov.in

Tue, Aug 20, 6:14 PM (22 hours ago)

Dear Sir/Madam-
Your Service Ticket No - 0020022001 is resolved and closed.
To know the solution details please click on the link and follow the path given below.

Link: Service Request Details
Path: => Click on Search Service Request => Enter service request no and PAN No. => Search => Detail Description of Complaint => Solution Description.

Regards,
MSTD Help Desk

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**Scenario 3- Service request resolved and the dealer did not respond to feedback form.**

If the dealer did not respond to feedback form within three days from receipt of email regarding resolution of the service request, status of the service request will change automatically from “resolved” to “closed”.