

OP	Title	Report Lost and Damaged Facility Access Card		
	Prepare By	Harold Yung	Revision	000

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Introduction

This document is the operator guide for applying and managing facility access cards.

Complete Flow for Application

Users available to apply facility access card, view applications, extend the period and report lost or damaged card on system. The complete flow of an application for facility access card is shown in Figure 1.

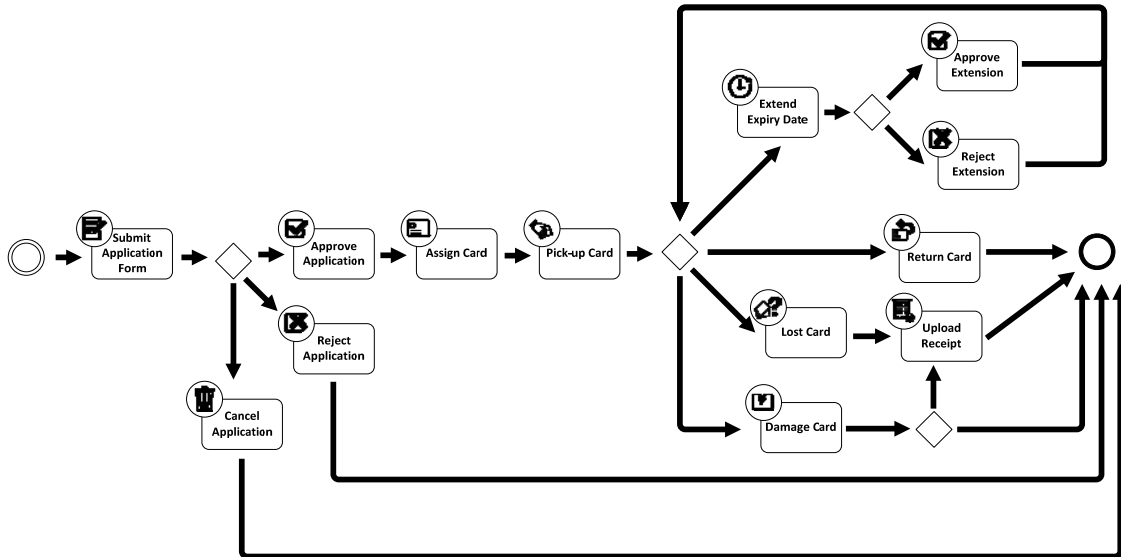


Figure 1 Complete Flow for an Application

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Report Lost / Damaged Card

You must report on the system if the card is lost or damaged. Moreover, the payment of penalty may be required according the situation.

In the page, scroll down to the view as shown in Figure 2. Then click the “More” button of panel “REPORT LOST / DAMAGED CARD”.

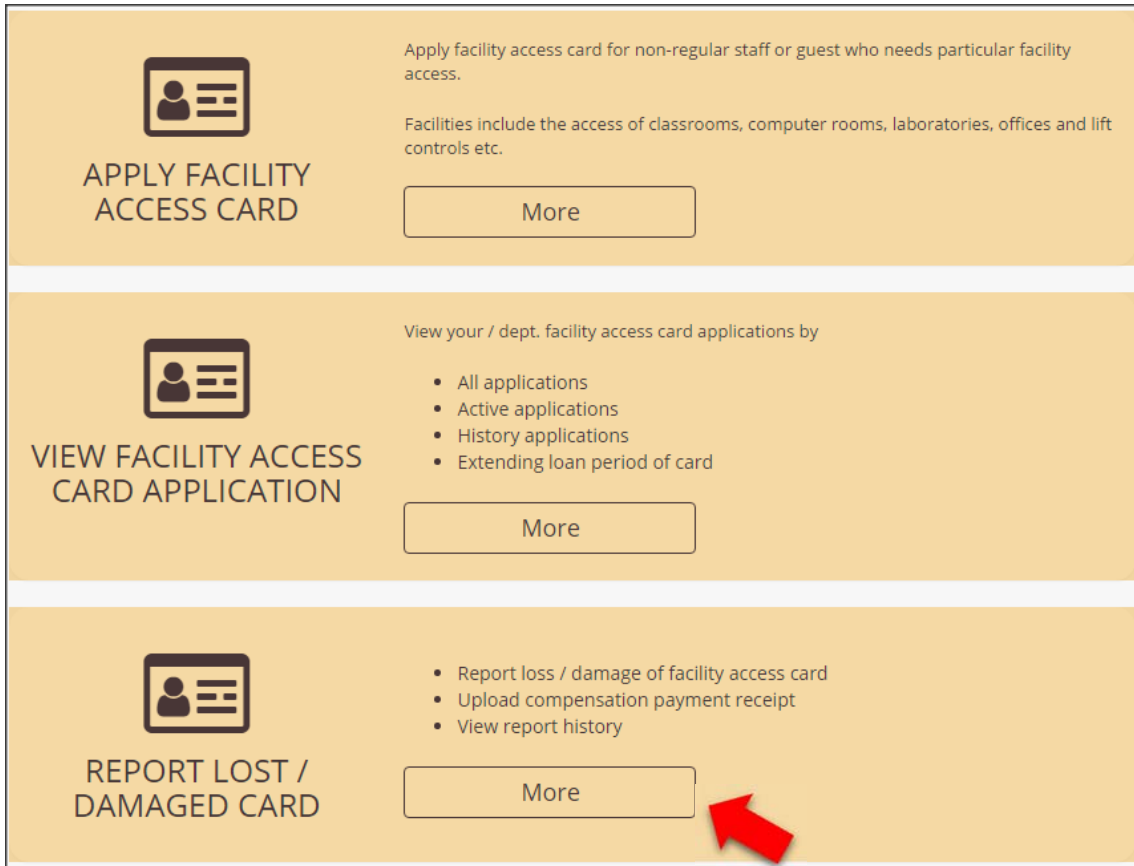


Figure 2 View for reporting lost / damage

Step 4.1: Report Lost

When the Facility Access Card is lost, you should first report it on system.

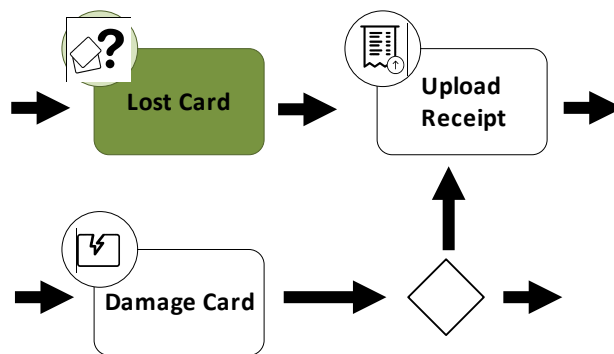


Figure 3 Step 4.1: "Report Lost"

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Rental Card Applications

Operations

Report Lost

Lost Card (Penalty) 0


History

Damage Card (Penalty) 0

▼ Filter

	App. #	Code	Status	Requestor	Assigned Card No.	Exp. Date	Justification	Card Holder
REPORT	1	65	A ?		i A0	2017-09-06	Master Key	
REPORT	2	67	A ?		i A0	2017-09-06	Master Key	
REPORT	3	71	A ?		i A0	2016-09-07	Master Key	
REPORT	4	74	A ?		i A0	2016-09-12	Master Key	
REPORT	5	76	A ?		i A0	2016-09-07	Master Key	
REPORT	6	88	A ?		i A0	2018-09-08	For Online Access Control Checking and Repair Work	

Figure 4 View of application list for reporting lost / damage

In the page, you can report card by clicking the button  on the left of each row.

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	App. #	Code	Status	Requestor	Assigned Card No.	Exp. Date	Justification	Card Holder
REPORT	1	21	A ?		A1	2017-12-09	For construction 1	

1-1 of 1

Report Lost

Application ID: 21

Card No.: A1

Request to Replace Card: NO YES

Need to Pay Compensation: YES NO

2 Remark:

Submit

Figure 5 Form of reporting lost

Input Fields

1. **Request to Replace Card** – Create a new application for replacing the lost card when submit.
2. **Remark** – The remark of lost card.

Then submit the report by clicking the button . Next, you must pay the compensation. *Please refer to [Step 4.3: Compensation and Upload Receipt](#).*

Step 4.2: Report Damage

If the card is damaged, please contact ICTO Help Desk (icto.helpdesk@umac.mo) and pass the card to ICTO.

Remark: Please also state if you want to request a card for replacement in the email.

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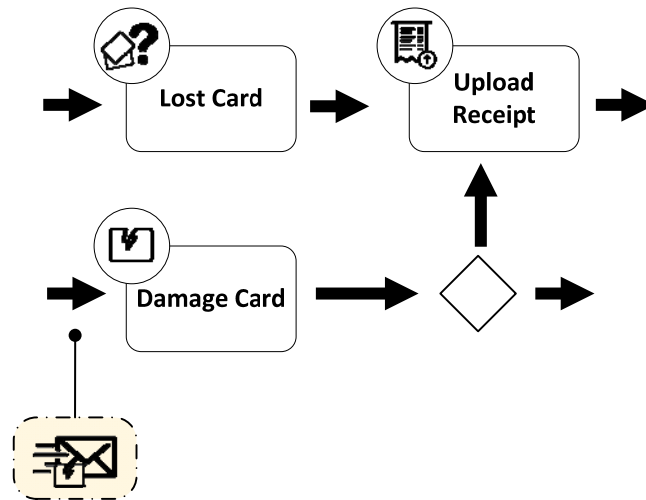


Figure 6 Step 4.2: "Report Damage"

Then ICTO will check the card and confirm if required compensation.

Step 4.2.1: Penalty

If the card has any physical damage (e.g. scratch and bent mark), the compensation shall be paid for the cost of the card making.

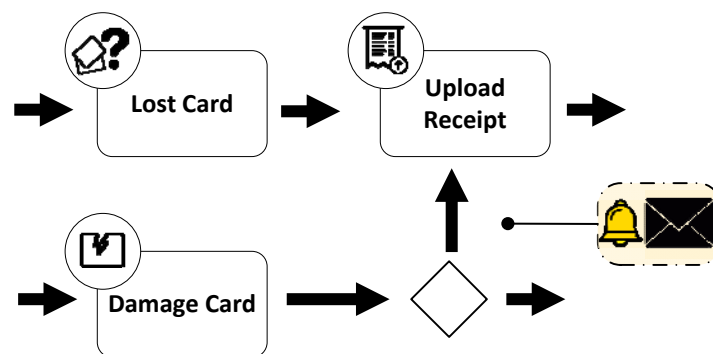


Figure 7 Step 4.2.1: "Penalty"

Then you will receive a notification by email. You should pay the compensation according email content and upload the receipt to system. *Please refer to [Step 4.3: Compensation and Upload Receipt](#).*

Step 4.2.1: No Penalty

If the card is worn out, no any compensation payment required.

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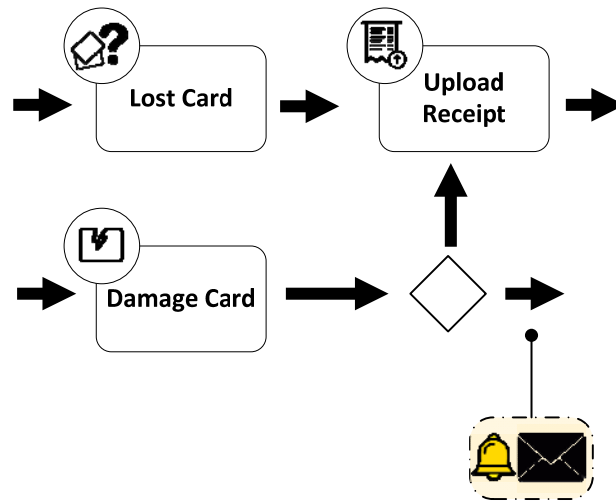


Figure 8 Step 4.2.2: "No Penalty"

Then you will receive a notification by email. At the same time, the application will be closed and no further action need.

Step 4.3: Compensation and Upload Receipt

For the lost card or damaged card which required of compensation, you will receive a notification by email.

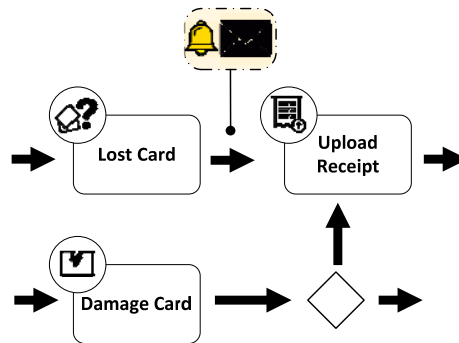


Figure 9 Step 4.3: "Compensation and Upload Receipt" (Pay Compensation of Lost)

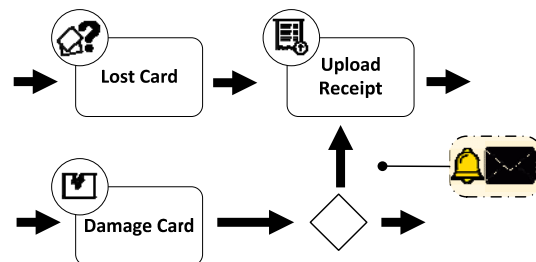


Figure 10 Step 4.3: "Compensation and Upload Receipt" (Pay Compensation of Damage)

Please go to Treasury office to make the compensation payment and collect the receipt. Then scan or take a photo of the receipt and upload to the system.

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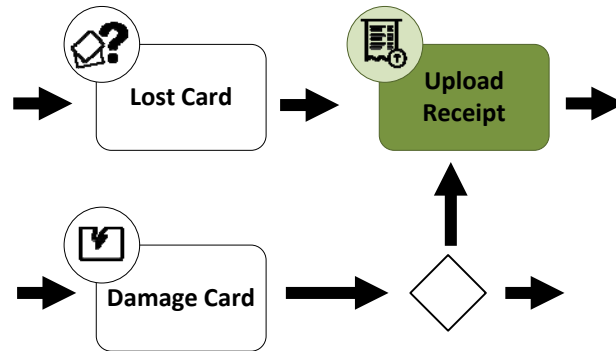


Figure 11 Step 4.3: "Compensation and Upload Receipt" (Upload Receipt)

Upload the receipt by clicking the button Lost Card (Penalty) 1 or Damage Card (Penalty) 0.

App. #	Code	Status	Requestor	Assigned Card No.	Exp. Date	Justification	Card Holder
1	65	L ?		A0	2017-09-06	Master Key	

1-1 of 1

Lost Report Details

Report Type:

Application ID:

Card No.:

App. ID for Replacing Card:

Need to Pay Compensation:

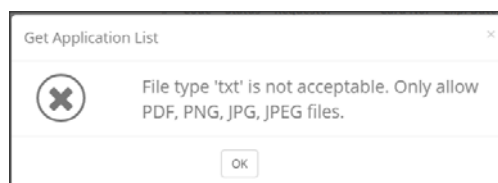
Payment Receipt File:

Figure 12 Form of uploading receipt file

- To view the details of reporting by clicking button DETAILS.
- Upload the receipt file by clicking button Upload file. It will open the file browser and the file will automatically upload after selected a file.

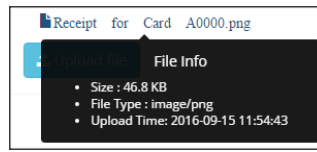
Remark: It only allows to upload "PDF", "PNG", "JPG" and "JPEG" file and the maximum file size is 3MB.

Otherwise, an error message will display.



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- After file was uploaded, you can view information when mouse over on the file name and download the file by clicking the file name.



- You can upload another file to replace it by repeating above steps.

Step 4.4: Confirmation

After the receipt file was uploaded, system will automatically notify operator to confirm the receipt. If operator accepts the receipt file, you will receive a notification by email.

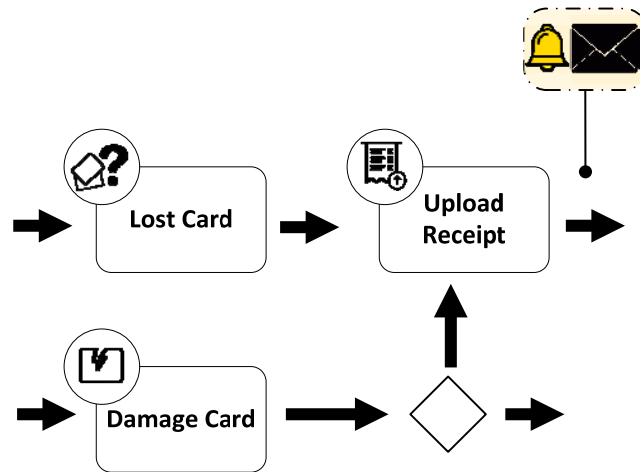


Figure 13 Step 4.4: Confirmation

For those confirmed applications, you still can view the details and the uploaded receipt file by clicking to refresh the application list.