



Service Sphere

Via Sahulat App

Dealer Guide





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1. Introduction

By using Sahulat App, PSO dealers will be able to perform the following tasks for their outlets:

i. Complaint Management

- a. Add a New Complaint
- b. View Existing Complaints
- c. Select an Existing Complaint and Edit/Save

ii. Business Partners Dashboard

iii. Dispenser Status

- a. View status of your dispensing unit including mode (auto / manual), totalizer reading and nozzle sale

2. Complaint Management

a. Add a New Complaint

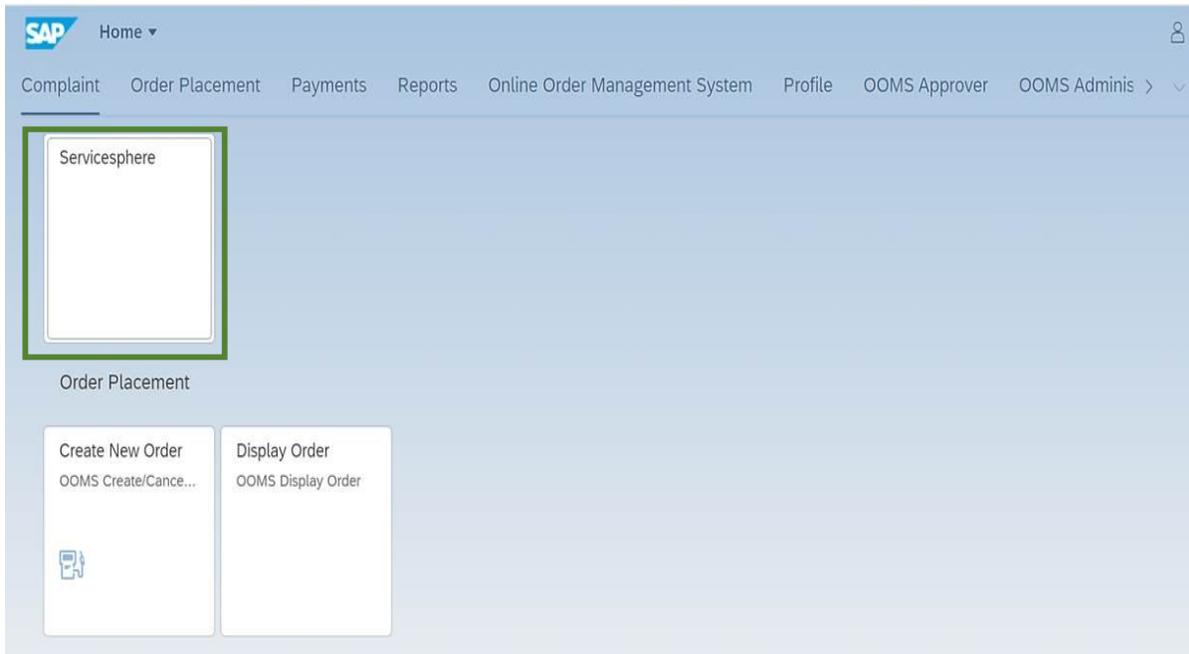
To submit a new complaint into the system, follow the step-wise process given below:

- Open PSO Sahulat App and login using FIORI credentials

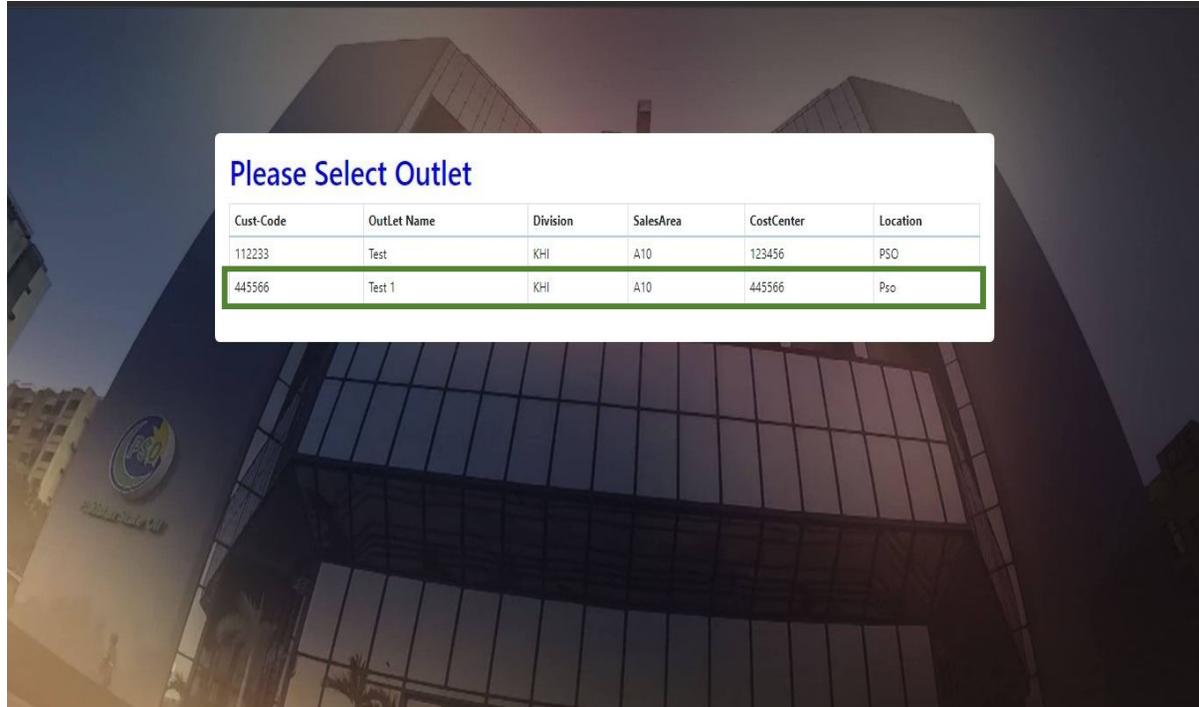
The screenshot shows the login interface of the PSO Sahulat App. It consists of the following elements:

- A text input field labeled "User".
- A text input field labeled "Password".
- A dropdown menu labeled "Language" with "EN - English" selected.
- A blue button labeled "Log On".
- A link labeled "Change Password" located below the "Log On" button.

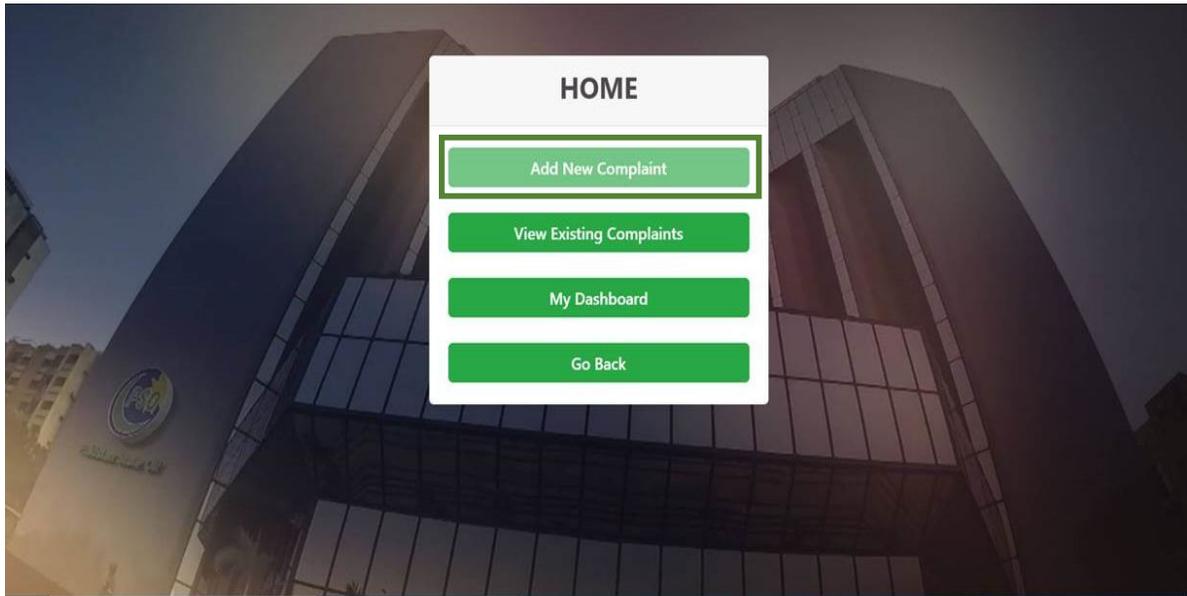
- Go to the Complaint tab and select **'Servicesphere'**



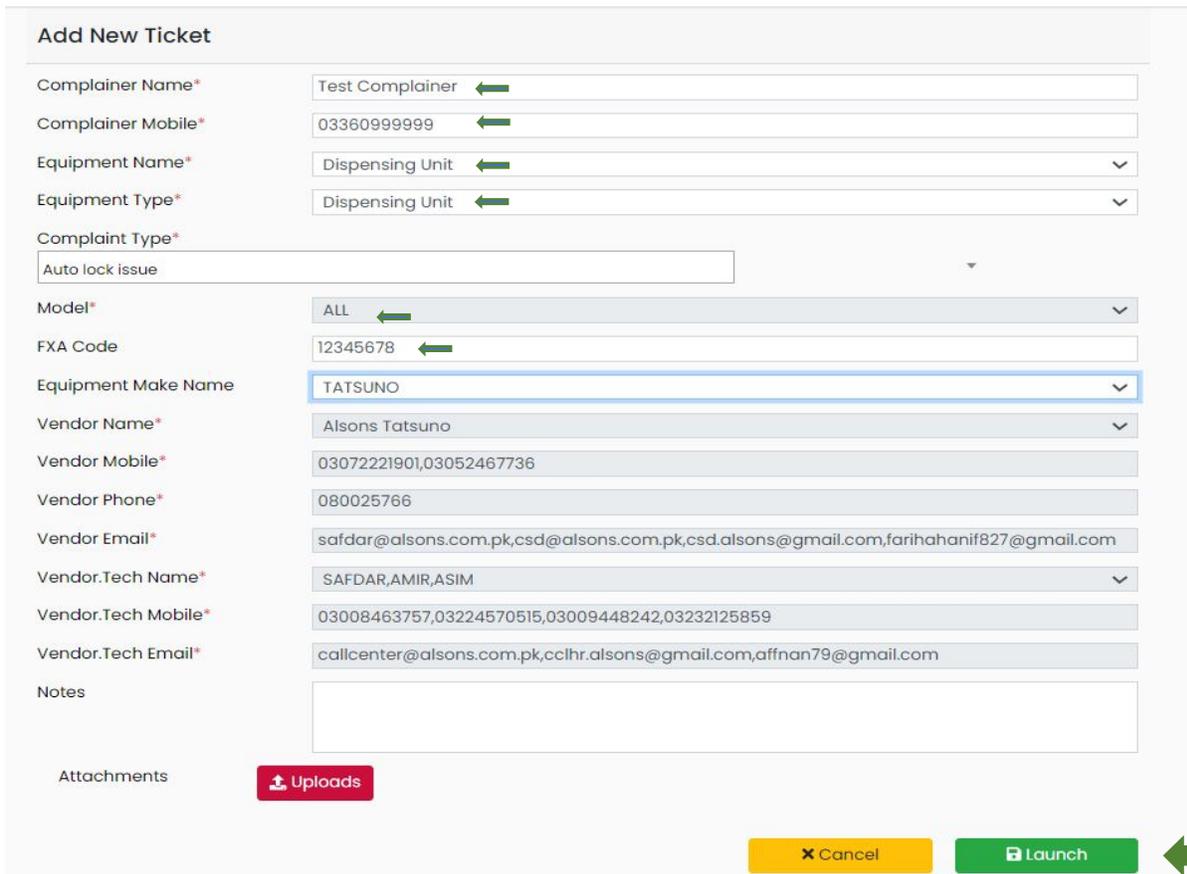
- Select outlet screen will open and select your desired outlet



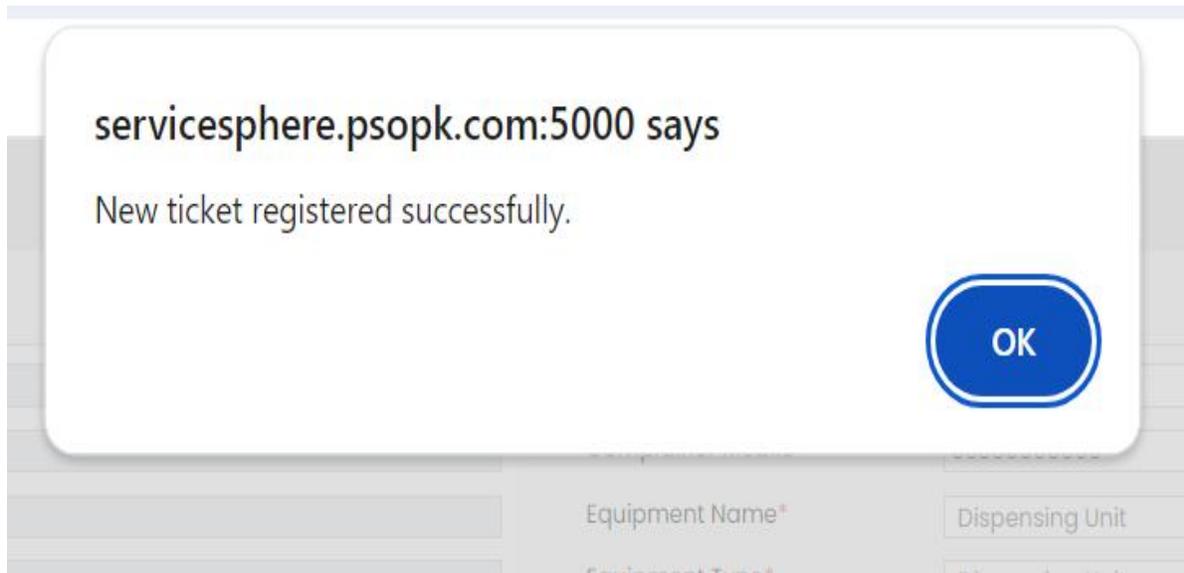
- For new complaint, click on Add New Complaint



- After selecting add new complaint, Add New Ticket screen will open. Fill all the details and click on launch button

A screenshot of the 'Add New Ticket' form in the application. The form contains various input fields and dropdown menus. The fields are: 'Complainer Name*' (Test Complainer), 'Complainer Mobile*' (03360999999), 'Equipment Name*' (Dispensing Unit), 'Equipment Type*' (Dispensing Unit), 'Complaint Type*' (Auto lock issue), 'Model*' (ALL), 'FXA Code' (12345678), 'Equipment Make Name' (TATSUNO), 'Vendor Name*' (Alsons Tatsuno), 'Vendor Mobile*' (03072221901,03052467736), 'Vendor Phone*' (080025766), 'Vendor Email*' (safdar@alsons.com.pk,csd@alsons.com.pk,csd.alsons@gmail.com,farihanif827@gmail.com), 'Vendor.Tech Name*' (SAFDAR,AMIR,ASIM), 'Vendor.Tech Mobile*' (03008463757,03224570515,03009448242,03232125859), and 'Vendor.Tech Email*' (callcenter@alsons.com.pk,cclhr.alsons@gmail.com,affnan79@gmail.com). There is a 'Notes' text area and an 'Attachments' section with an 'Uploads' button. At the bottom right, there are two buttons: a yellow 'Cancel' button and a green 'Launch' button. A green arrow points to the 'Launch' button.

- A notification confirming successful complaint registration will appear



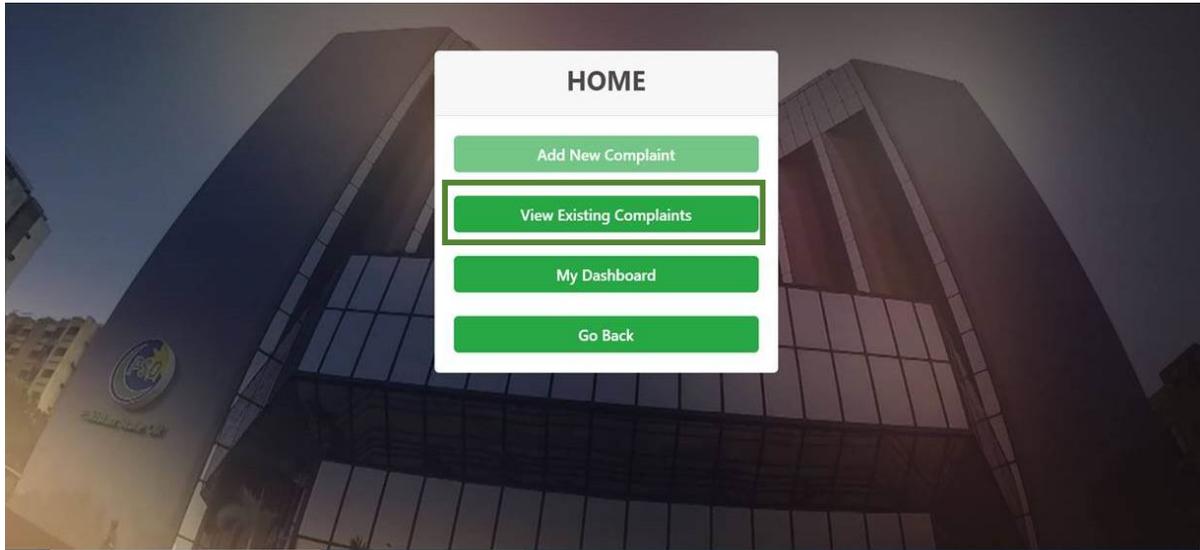
- After clicking 'OK', a new Ticket ID number will be generated

Complain Details		Add New Ticket	
TicketID	558536	Complainer Name*	SHAKEEL
CreatedBy	c3J2c3RzdDAwMQ	Complainer Mobile*	0332223355
Created On	03-07-2024	Equipment Name*	Dispensing Unit
	Go Back + Add New Complain	Equipment Type*	Dispensing Unit
		Complaint Type*	Adjuster pulley not working
		Model*	ALL
		FXA Code	12345678
		Equipment Make Name	TATSUNO
		Vendor Name*	Alsons Tatsuno
		Vendor.Tech Name*	SAFDAR,AMIR,ASIM
		Notes	TEST

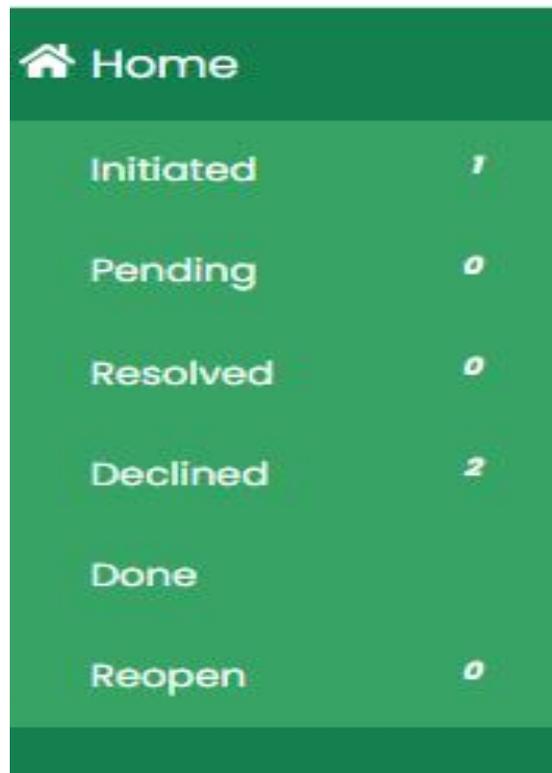
b. View Existing Complaints

To view existing complaints, follow the step-wise process given below:

- Click '**View Existing Complaints**' to see all complaints



- Dealer can view Initiated, Pending, Resolved, Declined, Done and Reopen buckets



A screenshot of a mobile application interface showing a list of complaint status buckets. The background is green. At the top is a 'Home' header with a house icon. Below it is a list of buckets with their respective counts.

Status	Count
Initiated	1
Pending	0
Resolved	0
Declined	2
Done	0
Reopen	0



c. Select an Existing Complaint and Edit/Save

- To view all 'Initiated' complaints, click on the 'Initiated' bucket

- In Initiated bucket, by clicking on 'Ticket Id' dealer can view ticket details



- To view all pending complaints, click on the **'Pending'** bucket

The screenshot shows the 'Pending' bucket selected in the left sidebar. The main content area displays a list of pending tickets. Two tickets are visible:

Ticket ID	Created On	Due Date
558442	24-05-2024 05:03:02 PM	27-05-2024 05:03:02 AM
558444	27-05-2024 02:58:16 PM	28-05-2024 02:58:16 AM

Each ticket entry includes fields for Ticket status, Outlet Name, Equipment Name, Vendor Name, Region, Customer Code, Complainer Name, Complainer Mobile No., Equipment Type, Complain Type, TAT, and Resolution Time(hours).

- In the Pending bucket, dealers can send reminders for complaints that are still pending

The screenshot shows the 'Ticket Details' view for a pending complaint. The 'Process' section on the right contains a 'Send Reminder' button, which is highlighted with a green arrow. The 'Ticket Details' section on the left contains the following information:

Created On	3-07-2024	Equipment Make	For Test Vendor
CustCode*	112233	Equipment Name*	
Status*	Pending	Model*	ALL
Fiori Id*	SRVSTST001	FXA Code*	12396857
EquipmentName	Dispensing Unit	Assign To DE	No
EquipmentType	Dispensing Unit		
Complainer Name*	fariha		
Complainer Mobile*	03052467736		
Complaint Type*	Auto lock issue		

A 'Go Back' button is located below the equipment information.



- To view all resolved complaints, click on the **'Resolved'** bucket

Resolved

Show 10 entries

keyword search

Ticket Id:	558443	Created On:	27-05-2024 02:58:22 PM	Due Date:	27-05-2024 02:58:22 PM
Ticket status:	Resolved	Customer Code:	112233	Division:	KHI
Outlet Name:	Test	Complainer Name:	fariha	Complainer Mobile No.:	03052467735
Equipment Name:	ZRG Test Equipment	Equipment Type:	ZRG Test Equipment Type	Complain Type:	ZRG Test Complaint Type
Vendor Name:	ahsan	TAT:	null	Resolution Time(hours):	null
Region:	South	Assigned To DE:	Null		

Ticket Id:	558508	Created On:	03-07-2024 10:10:06 AM	Due Date:	03-07-2024 10:10:06 PM
Ticket status:	Resolved	Customer Code:	112233	Division:	KHI
Outlet Name:	Test	Complainer Name:	fariha	Complainer Mobile No.:	03052467736
Equipment Name:	Dispensing Unit	Equipment Type:	Dispensing Unit	Complain Type:	Auto lock issue
Vendor Name:	Test Vendor	TAT:	12	Resolution Time(hours):	null
Region:	South	Assigned To DE:	Null		

- In resolved bucket, when complaint is resolved dealer can mark the complaint as **'Done'**

Ticket Details

Created On: 3-07-2024

CustCode*: 112233

Status*: Resolved

Fiori Id*: SRVSTST001

EquipmentName: Dispensing Unit

EquipmentType: Dispensing Unit

Complainer Name*: fariha

Complainer Mobile*: 03052467736

Complaint Type*: Auto lock issue

Equipment Make: For Test Vendor

Name*

Model*: ALL

FXA Code*: 12396857

Assign To DE: No

Process

Select your desired action

Done

Go Back



- To view all declined complaints, click on the **'Declined'** bucket

DECLINED

Show 10 entries

keyword search

Ticket id:	558439	Created On:	22-05-2024 01:59:54 PM	Due Date:	23-05-2024 01:59:54 AM
Ticket status:	Declined	Customer Code:	112233	Division:	KHI
Outlet Name:	Test	Complainer Name:	farha	Complainer Mobile No:	03052467736
Equipment Name:	Dispensing Unit	Equipment Type:	Dispensing Unit	Complain Type:	Auto lock issue
Vendor Name:	Test Vendor	TAT:	12	Resolution Time(hours):	null
Region:	South	Assigned To DE:	Null		

Ticket id:	558444	Created On:	27-05-2024 02:59:19 PM	Due Date:	28-05-2024 02:59:16 AM
Ticket status:	Declined	Customer Code:	112233	Division:	KHI
Outlet Name:	Test	Complainer Name:	farha	Complainer Mobile No:	03052467735
Equipment Name:	Dispensing Unit	Equipment Type:	Dispensing Unit	Complain Type:	Auto lock issue
Vendor Name:	Test Vendor	TAT:	12	Resolution Time(hours):	null
Region:	South	Assigned To DE:	Null		

- To view all completed complaints, click on the **'Done'** bucket

Done

Search...

Show 10 entries

keyword search

Ticket id:	558408	Created On:	14-05-2024 05:33:18 PM	Due Date:	15-05-2024 05:33:18 AM
Ticket status:	done	Customer Code:	112233	Division:	KHI
Outlet Name:	Test	Complainer Name:	afnan	Complainer Mobile No:	03232125859
Equipment Name:	Dispensing Unit	Equipment Type:	Dispensing Unit	Complain Type:	Adjuster pulley not working
Vendor Name:	Test Vendor	TAT:	12	Resolution Time(hours):	0
Region:	South	Assigned To DE:	Null		

Ticket id:	558410	Created On:	16-05-2024 10:54:28 AM	Due Date:	16-05-2024 10:54:27 PM
Ticket status:	done	Customer Code:	112233	Division:	KHI
Outlet Name:	Test	Complainer Name:	afnan	Complainer Mobile No:	03232125859
Equipment Name:	Dispensing Unit	Equipment Type:	Dispensing Unit	Complain Type:	Auto lock issue
Vendor Name:	Test Vendor	TAT:	12	Resolution Time(hours):	null



- To view all reopened complaints, click **'Reopen'**. If a dealer wants to reopen a complaint within 24 hours, they can call the Ta'aluq Careline number at 0800 03000 or contact the concerned Divisional Engineer

[Home](#)

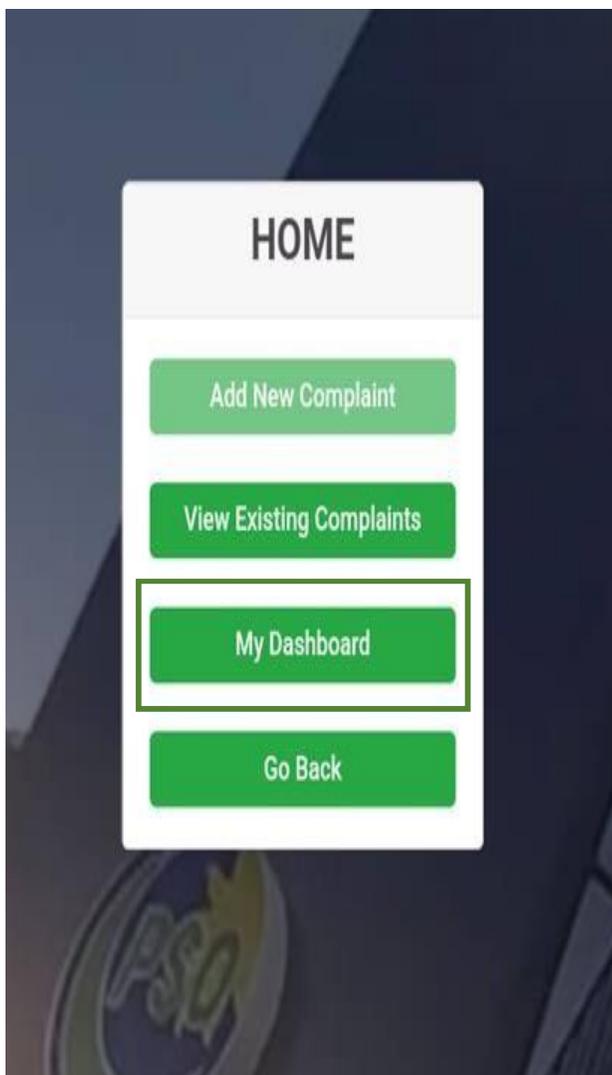
Reopen

Show 10 entries keyword search

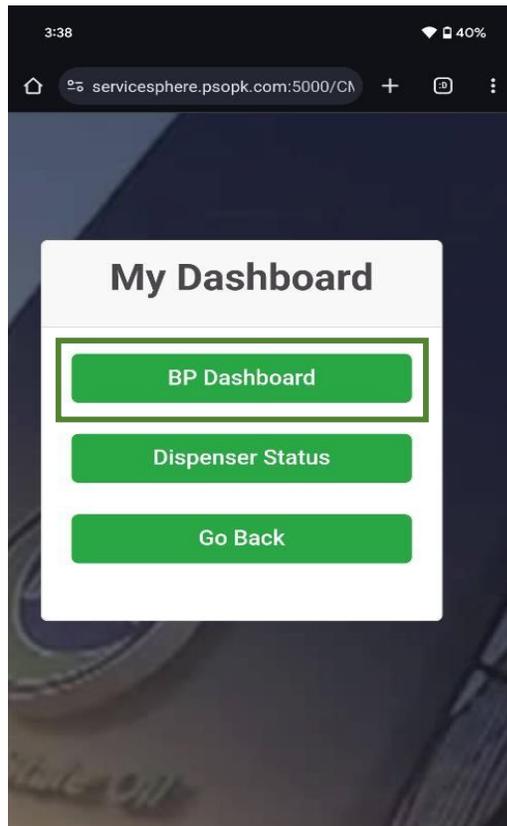
Ticket ID:	558443	Created On:	27-05-2024 02:58:22 PM	Due Date:	27-05-2024 02:58:22 PM
Ticket status:	Reopen	Customer Code:	112233	Division:	KHI
Outlet Name:	Test	Complainer Name:	fariha	Complainer Mobile No:	03052467735
Equipment Name:	ZRG Test Equipment	Equipment Type:	ZRG Test Equipment.Type	Complain Type:	ZRG Test Complaint Type
Vendor Name:	ahsan	TAT:	null	Resolution Time(hours):	-14
Region:	South	Assigned To DE:	Null		
Ticket ID:	558508	Created On:	03-07-2024 10:10:06 AM	Due Date:	03-07-2024 10:10:06 PM
Ticket status:	Reopen	Customer Code:	112233	Division:	KHI
Outlet Name:	Test	Complainer Name:	fariha	Complainer Mobile No:	03052467735
Equipment Name:	Dispensing Unit	Equipment Type:	Dispensing Unit	Complain Type:	Auto lock issue
Vendor Name:	Test Vendor	TAT:	12	Resolution Time(hours):	-10
Region:	South	Assigned To DE:	Null		

3. Business Partners Dashboard

- a. Outlet performance
 - b. View outlet rating on a 5-Star scale
-
- To view Business Partners Dashboard, click on My Dashboard



- Click Business Partners Dashboard to see 18-parameter outlet scorecard



PSO BUSINESS PARTNERS DASHBOARD

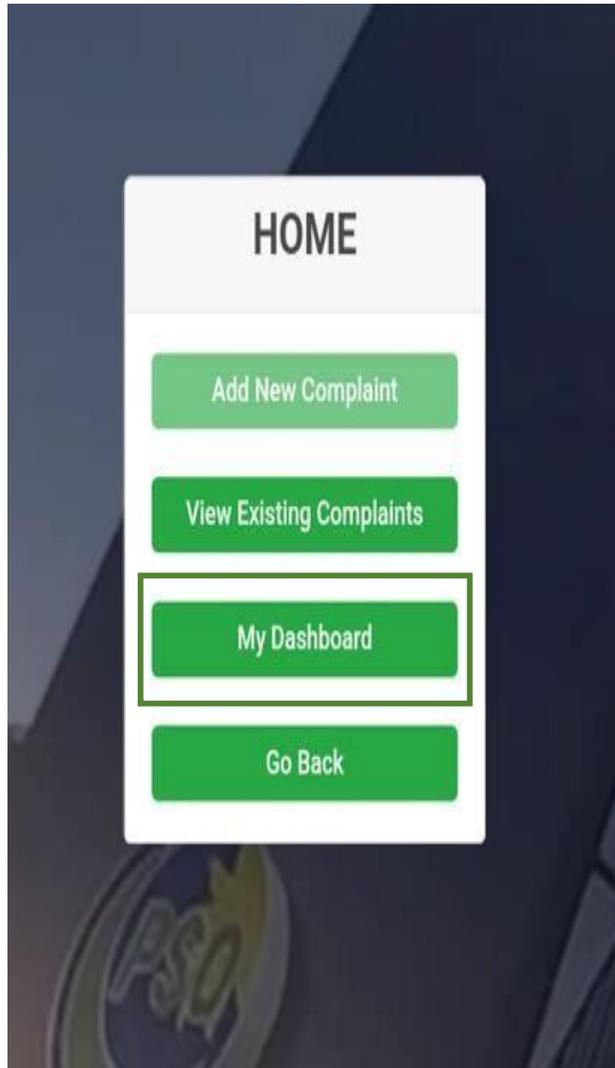
AMANULLAH KHAN & BROS
 Outlet Code : 104810
 Sales Area : B81-DIK
 Division: DIK
 Region: North

50 /100
 1.0 Rating

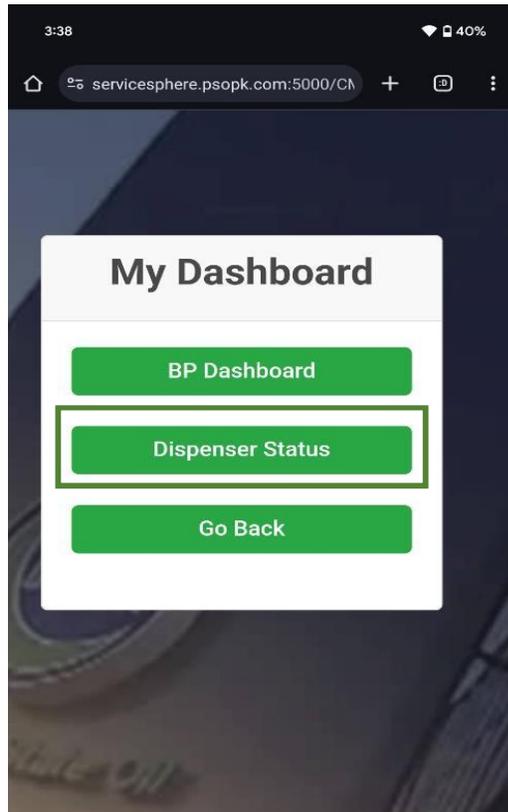
PARAMETERS	TOTAL POINTS	POINTS RECEIVED
HSE		
1) Outlets meets HSE standards with risk rating of zero; ie all observations satisfactorily addressed within given time	10	3
Customer Service		
2) Customer service as per WOW standards	6	3
3) Meets product quality standards - no quality failure	8	8
4) Meets product quantity standards - no quantity failure	8	8
5) Product availability ensured at all times / no dryouts	4	4
6) Selling prices as per notified rates	8	8
7) Pump attendants in clean uniform	4	0
8) Participates in NFR activities / customer service days (CSDs) / promotion / advertising campaigns by PSO	5	0
9) Clean washrooms maintained for customers	6	6
10) PSO signage / trade marks clean; well lit and in properly maintained condition	4	0
11) Clean and clutter-free forecourt	4	2
Operations		
12) Achieve sale target - Mogas	5	0
13) Achieve sale target - HSD	5	0
14) Achieve sale target - Lubes	10	0
15) No default on credit	4	4
16) No delayed payments	3	1
17) Ensure compliance with all rules; regulations; guidelines; etc of statutory authorities and PSO	3	3
18) Adheres to brand guidelines and lube planogram	3	0

4. Dispenser Status

- To view dispenser status, click on My Dashboard



- Click Dispenser Status to see whether its on Auto Mode or Manual Mode, Product, Totalizer and Nozzle Sale



PSO Dispenser Status Dashboard

Test
 Outlet Code : 112233
 Sales Area : A10-KHI
 Division: KHI
 Region: South

Dispenser Number	Nozzle Number	Product	IP	StartDate	EndDate	Starting totalizer	Ending totalizer	Nozzle Sale	Mode
5	1	HOBC	10.37.252.35	2024-05-13T04:32:00	2024-05-15T14:31:00	329814	331475	1661	Auto
6	1	HOBC	10.37.252.35	2024-05-13T00:32:00	2024-05-15T14:31:00	403310	405310	2000	Auto
7	1	HOBC	10.37.252.36	2024-05-13T09:32:00	2024-05-15T14:31:00	653297	655216	1919	Auto
8	1	HOBC	10.37.252.36	2024-05-13T00:32:00	2024-05-15T14:31:00	774882	777211	2328	Auto
7	1	PMG	10.37.254.28	2024-05-13T00:31:00	2024-05-15T14:30:00	4672519	4684430	11911	Auto
8	1	PMG	10.37.254.28	2024-05-13T00:32:00	2024-05-15T14:31:00	5622955	5640551	17496	Auto
9	1	PMG	10.37.254.29	2024-05-13T00:32:00	2024-05-15T14:31:00	6602831	6609272	6642	Auto
9	2	HSD	10.37.254.29	2024-05-13T00:32:00	2024-05-15T14:31:00	1944296	1944504	208	Auto
10	1	PMG	10.37.254.29	2024-05-13T00:32:00	2024-05-15T14:31:00	8507941	8510237	2296	Auto
10	2	HSD	10.37.254.29	2024-05-13T00:32:00	2024-05-15T14:31:00	4754121	4756706	2584	Auto
11	1	HSD	10.37.254.30	2024-05-13T00:31:00	2024-05-15T14:30:00	1364864	1365408	744	Auto
12	1	HSD	10.37.254.30	2024-05-13T00:31:00	2024-05-15T14:30:00	7778767	7787916	7853	Auto
5	1	PMG	10.37.254.32	2024-05-13T00:32:00	2024-05-15T14:30:00	3614561	3625115	10554	Auto
6	1	PMG	10.37.254.32	2024-05-13T00:32:00	2024-05-15T14:30:00	4489536	4511301	11765	Auto
5	1	HOBC	10.37.252.35	2024-05-13T04:32:00	2024-05-15T14:31:00	329814	331474	1660	Auto
6	1	HOBC	10.37.252.35	2024-05-13T00:32:00	2024-05-15T14:31:00	403309	405309	2000	Auto
7	1	HOBC	10.37.252.36	2024-05-13T09:32:00	2024-05-15T14:31:00	653296	655215	1918	Auto