The Department of the
Registrar of Companies
SRI LANKA

KPMG

USER MANUAL e-ROC SYSTEM

File Search/ FAQ/ Customer Feedback

(Public Interface)

Contents

1. File search 3

2. Knowledge Base (FAQ) 10

3. Customer feedback 12

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1. File search

The following section depicts the steps to access File search option for the public users (frontend). Authorized user will be able to click on 'File Search' main menu as shown in the figure 1.1.

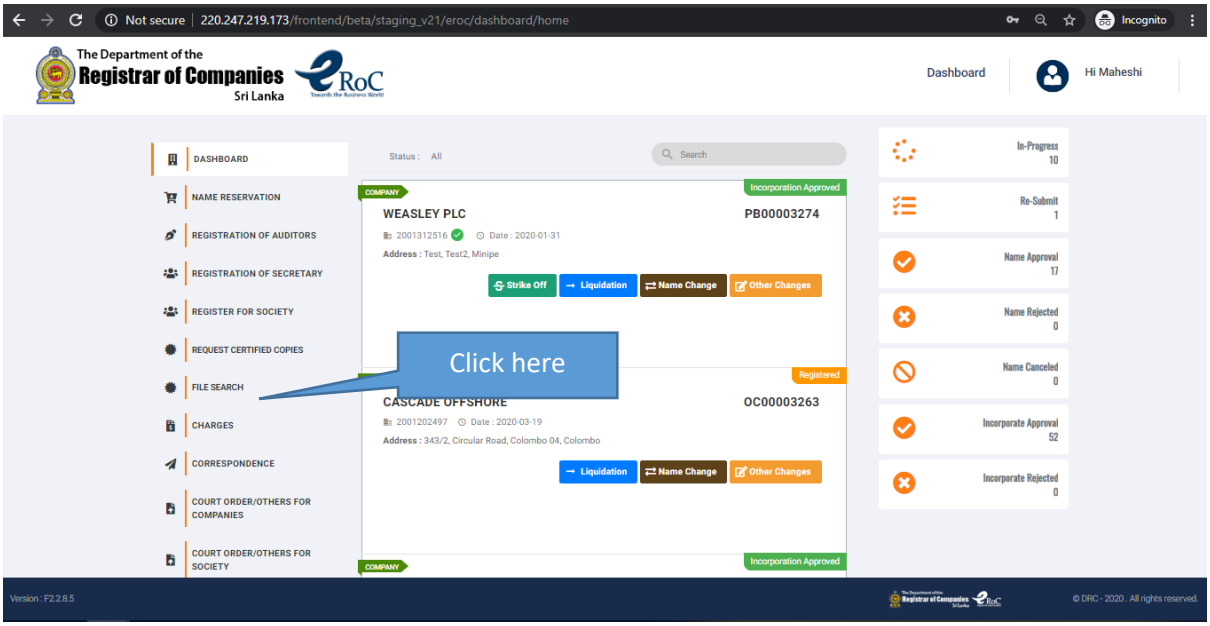


Figure 1.1

Upon clicking on the 'FILE SEARCH' main menu, user will be redirect to the File search screen shown as Figure 1.2

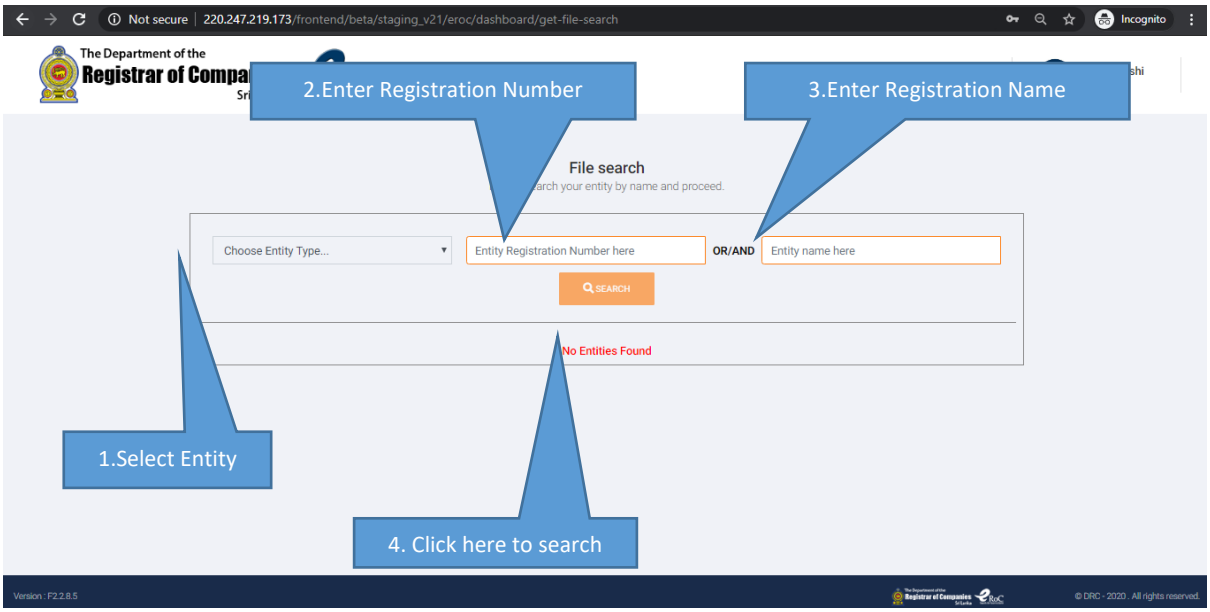


Figure 1.2

KPMG in Sri Lanka – Process D – Public Interface
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User will be able to choose Entity Type from the dropdown values and enter Registration Number or Entity Name for the selected entity type.

Upon providing required details user will be able to click on 'Search' button to view file as figure 1.3.

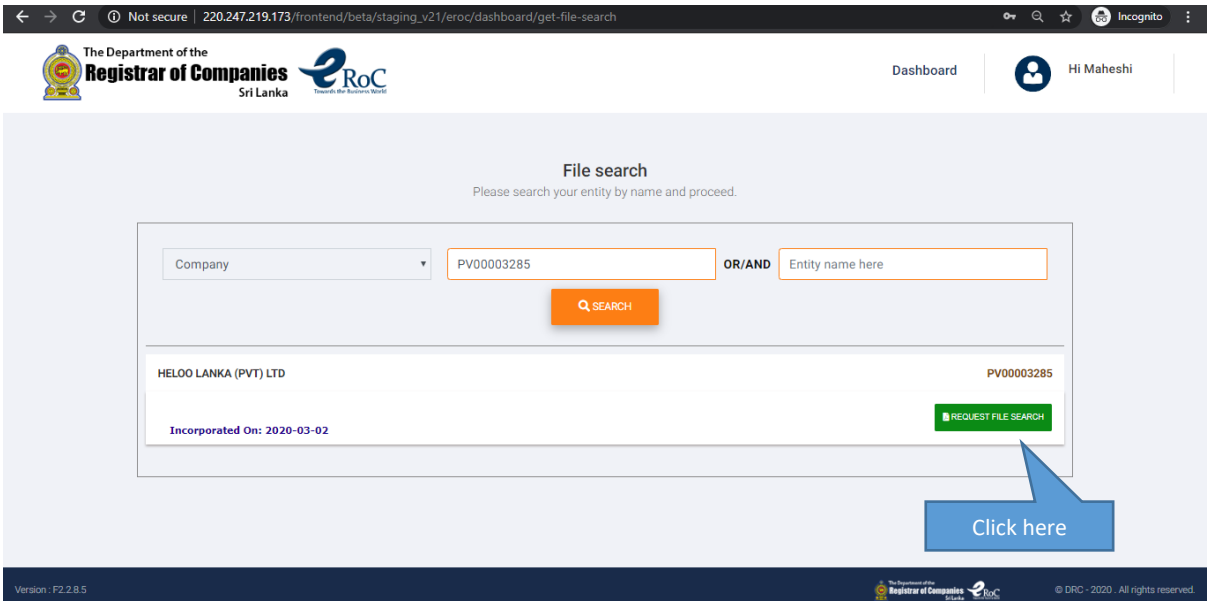


Figure 1.3

Then user will be able to click on 'REQUEST FILE SEARCH' button to proceed the file search depicts as figure 1.3

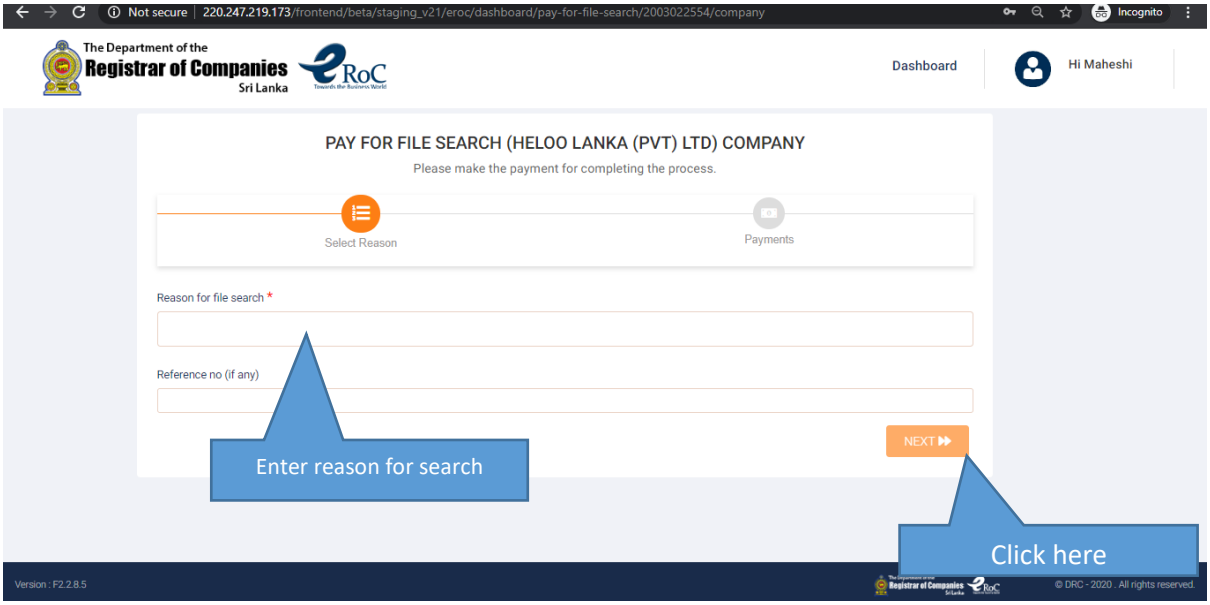


Figure 1.4

KPMG in Sri Lanka – Process D – Public Interface
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Upon providing a ‘Reason for file search’ and a reference number (if any) as depicts in figure 1.4, user will be able to click on ‘NEXT’ button it will redirect to the Payment page as depicts figure 1.5 to make the required payment.

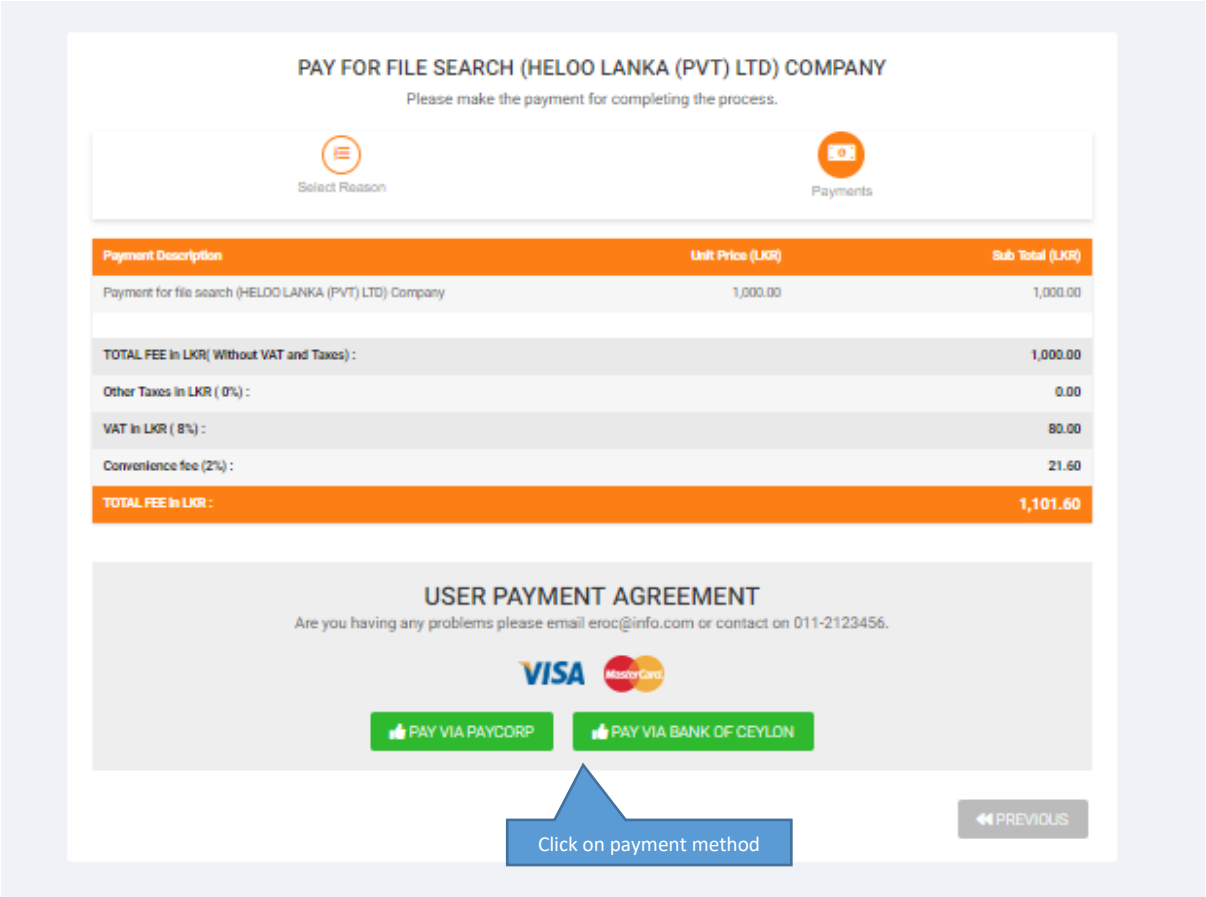


Figure 1.5

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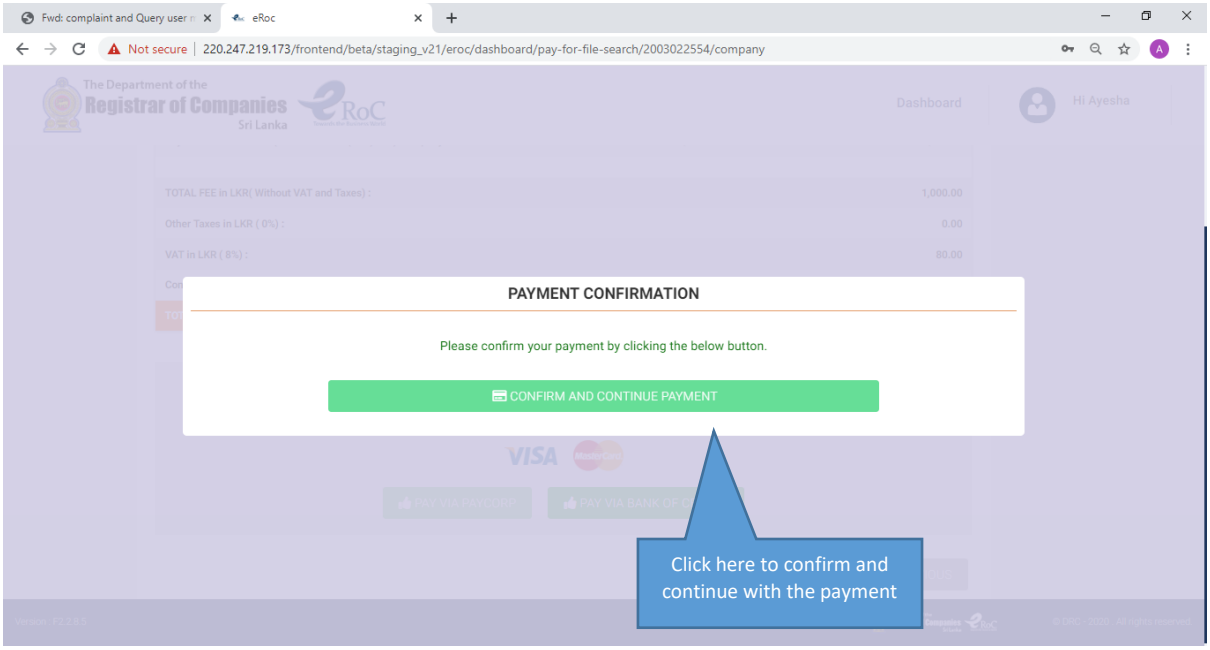


Figure 1.6

Once the payment is successfully done and to view the Receipt user shall click on the print receipt button as depicts in Figure 1.7 and Figure 1.8.

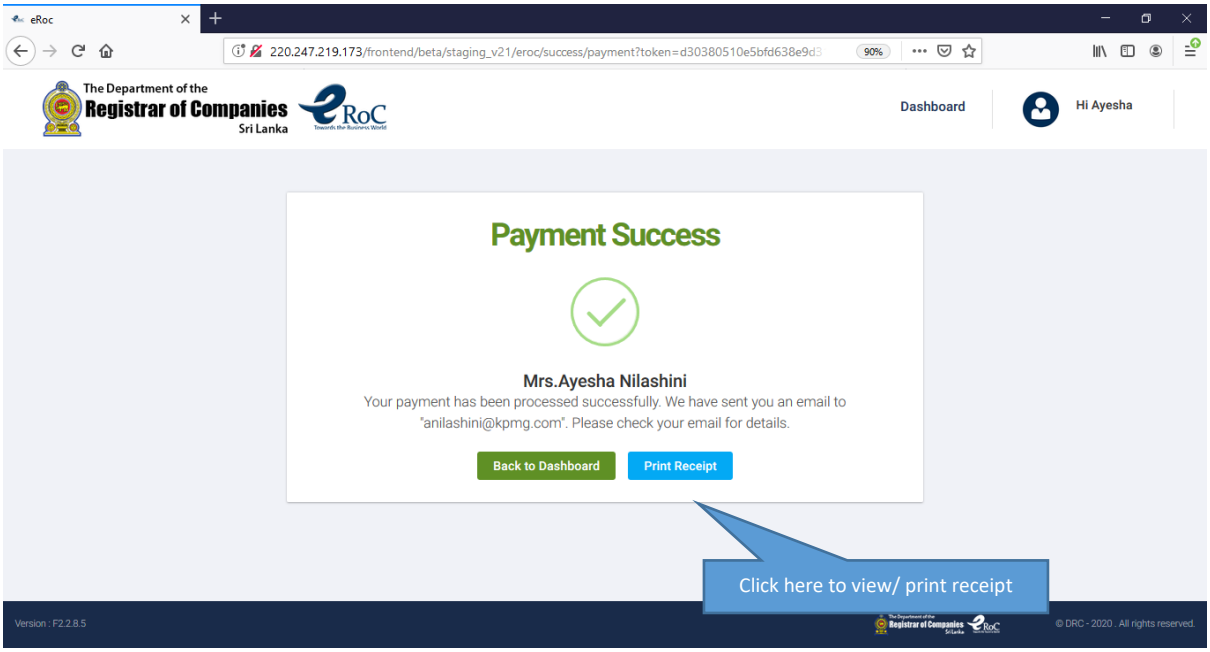


Figure 1.7

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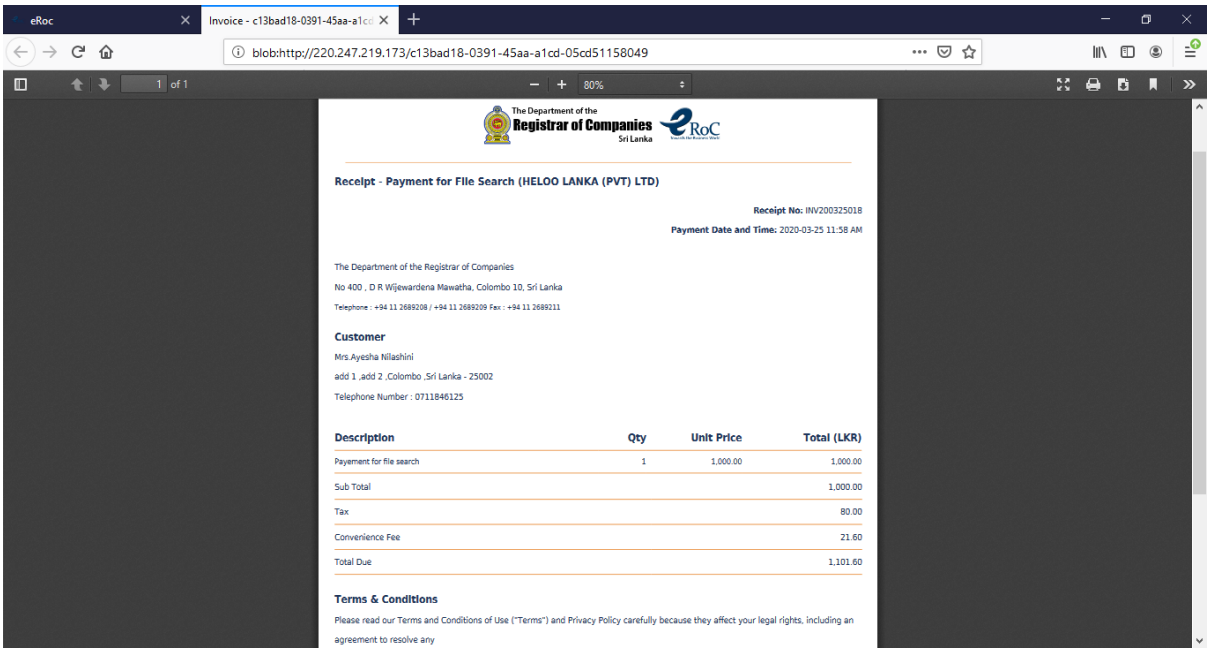


Figure 1.8

2. User shall click on back to dashboard button to proceed with the file search.

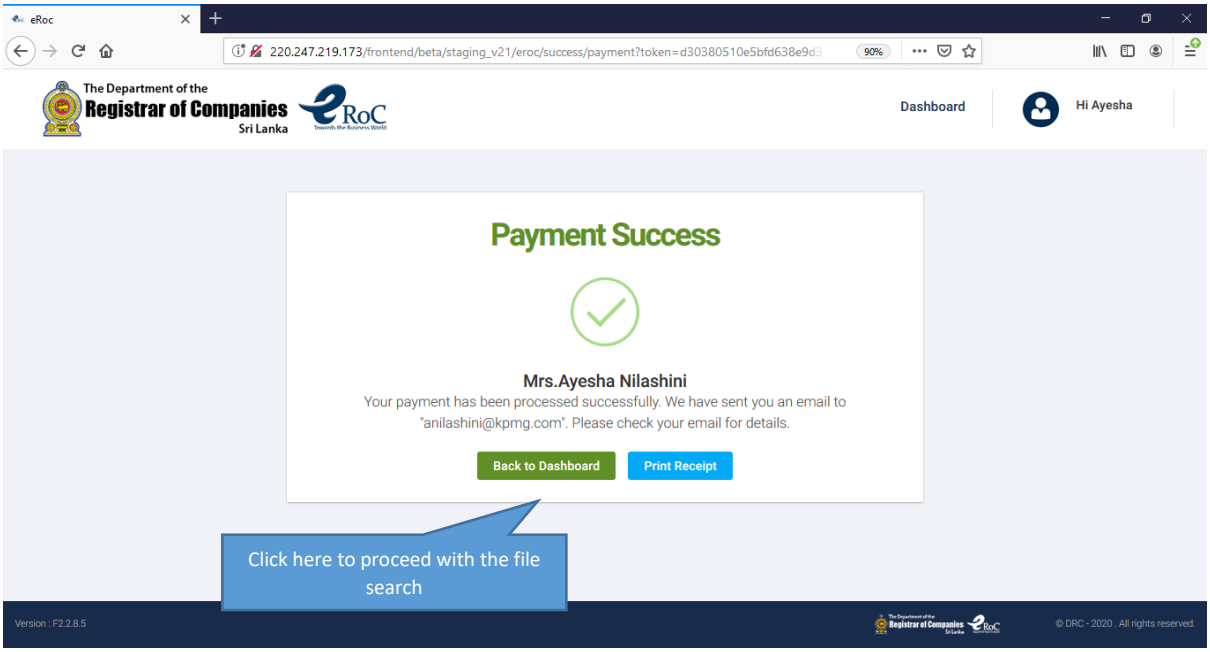


Figure 1.9

3. Continue step 1 to 4. User shall click on the 'Start file search button' to view the file. Note: the session will be expired within 24 hours.

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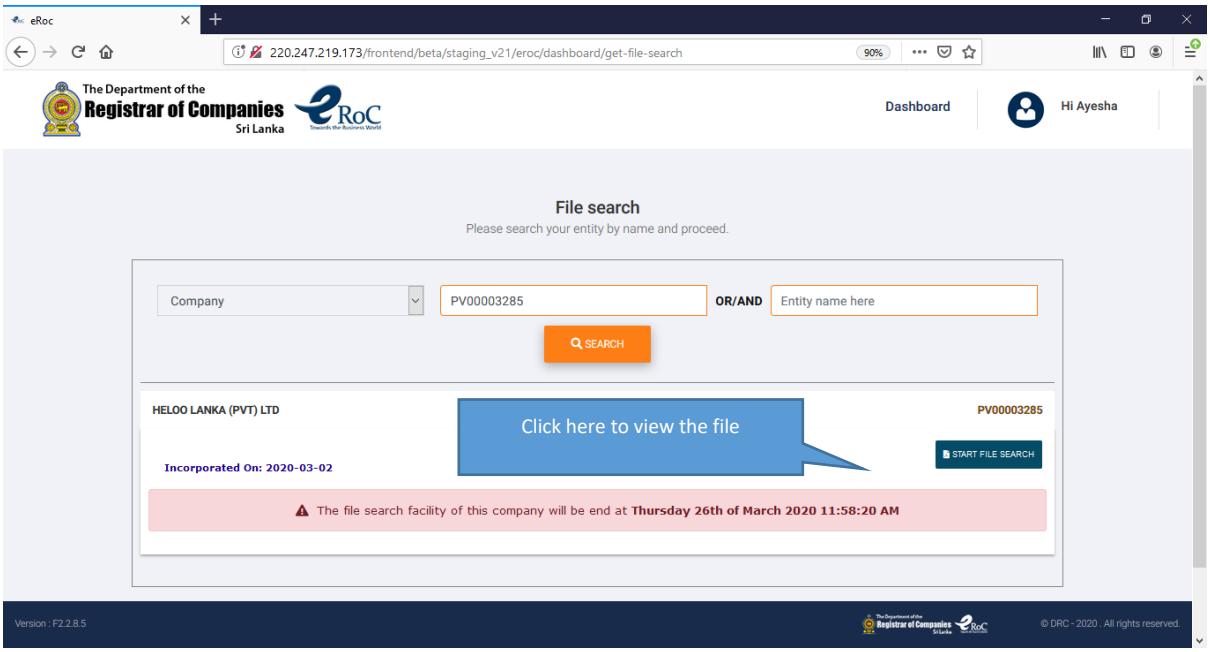


Figure 1.10

4. User can view the file details (paid forms and certificates) for 24 hours as shown in Figure 1.11.

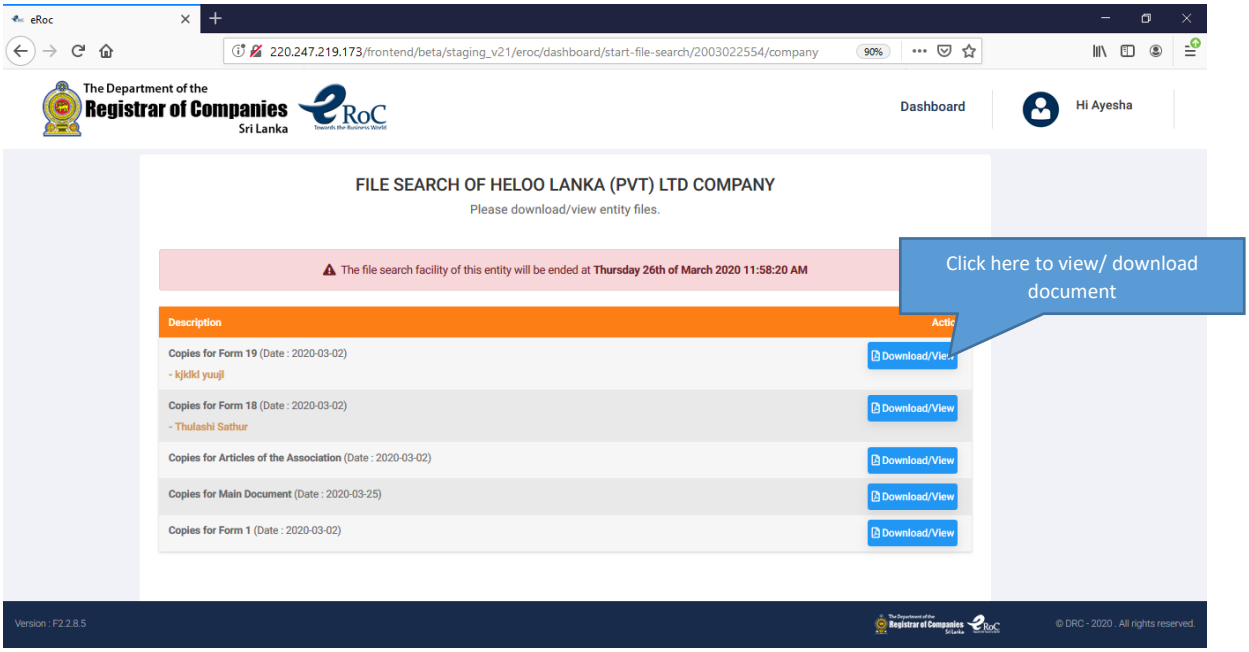


Figure 1.11

Note: These documents can't be used as a certified copy.

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Figure 1.12

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2. Knowledge Base (FAQ)

Once the user logs in to the system, user can click on the "**FAQ**" from the main menu, as depicted in *figure 1.1*.

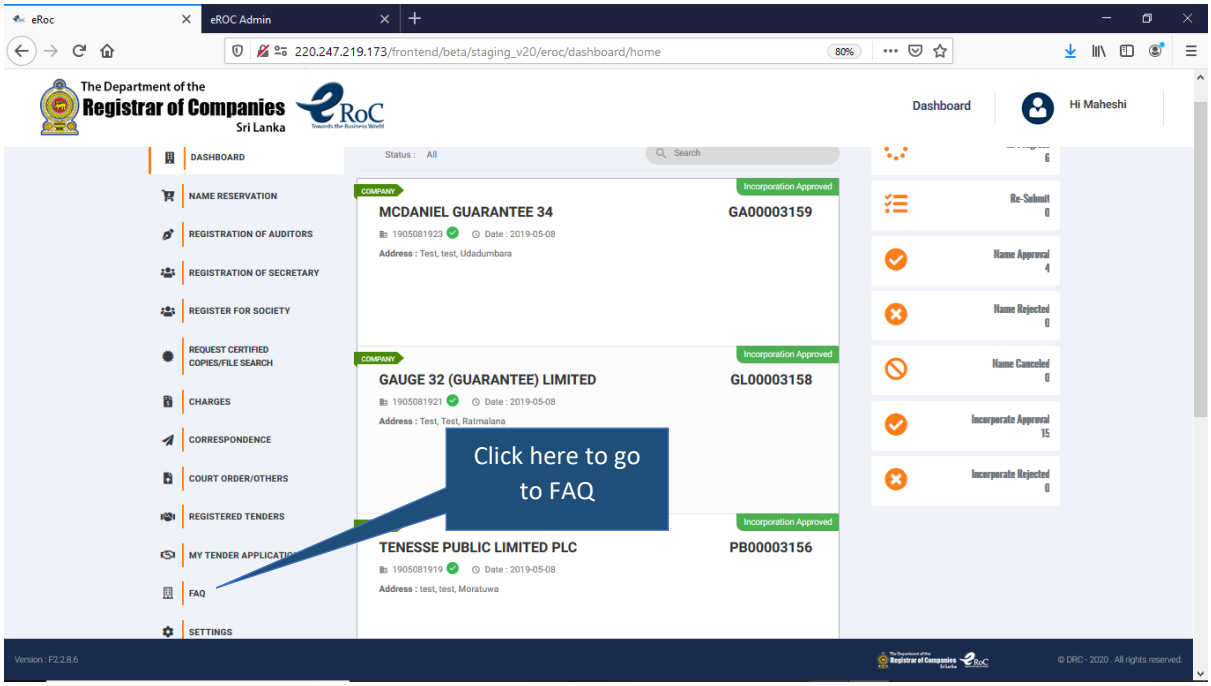


Figure 1.1

User will be able to view the FAQ screen as depicted in *figure 1.2,* upon clicking on "**FAQ**" from the menu.

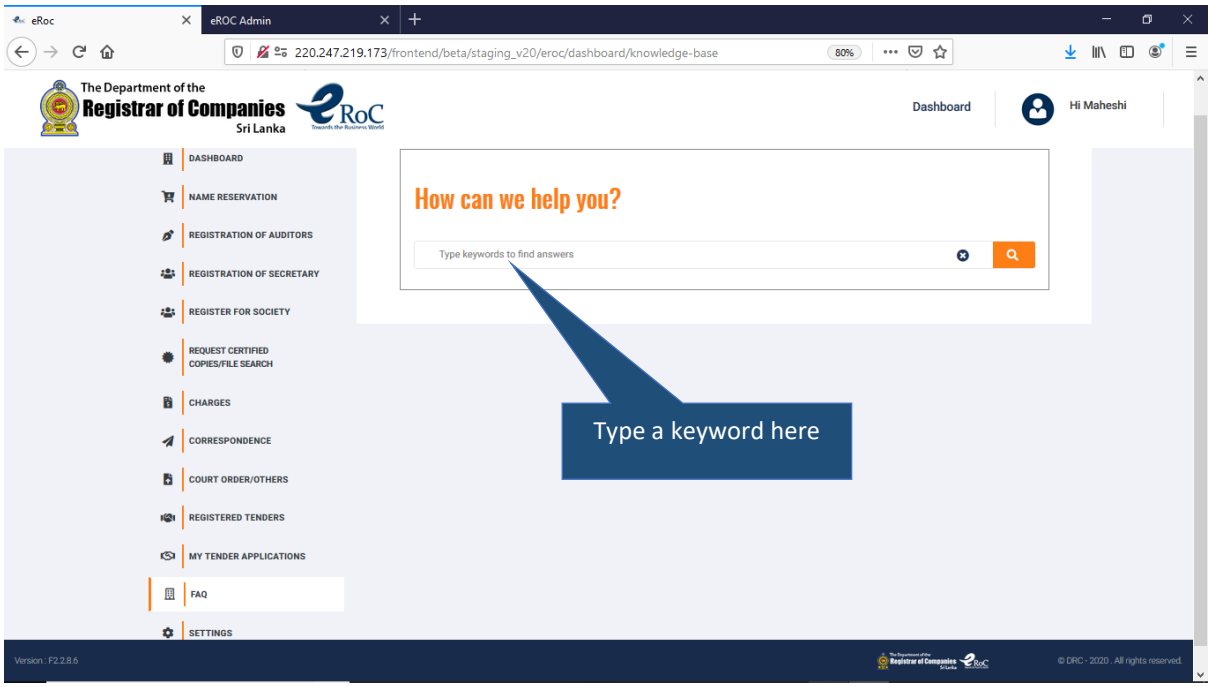


Figure 1.2

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User can type a keyword to search for a FAQ in the given search bar. System will automatically load the available search results relevant to the keywords typed as depicted in *figure 1.3*.

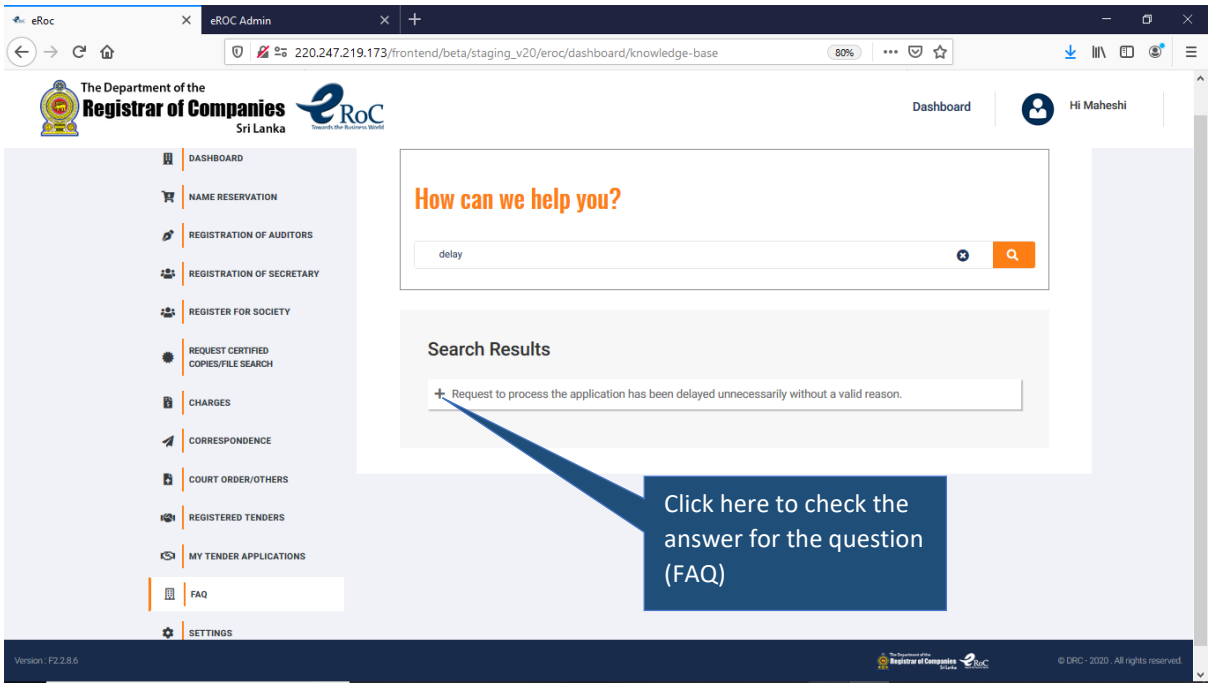


Figure 1.3

Upon clicking on the "+" mark, the answer to the question will be displayed as depicted in *figure 1.4.*

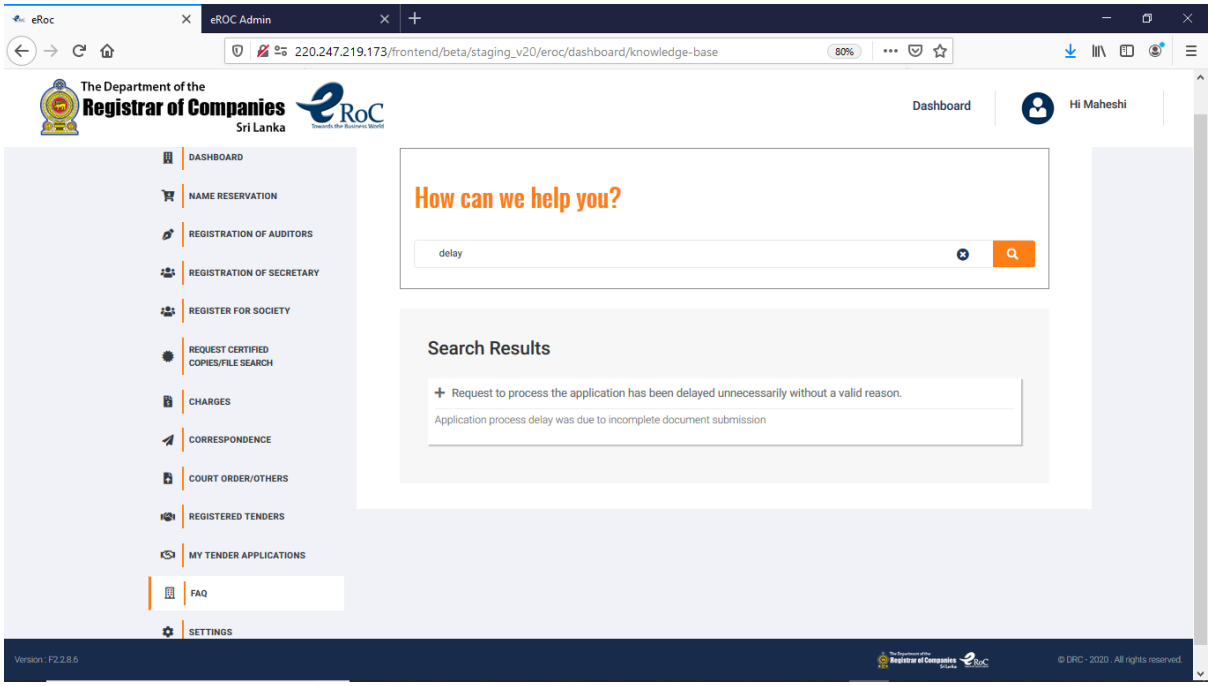


Figure 1. 4

Likewise, user can easily find answers for frequently asked questions using the knowledge base.

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3. Customer feedback

Upon responding to complaints and queries user will be able to approve the responses.

When responses are approved, then it will move to completed list and User will receive an email with a feedback link as figure 1.1

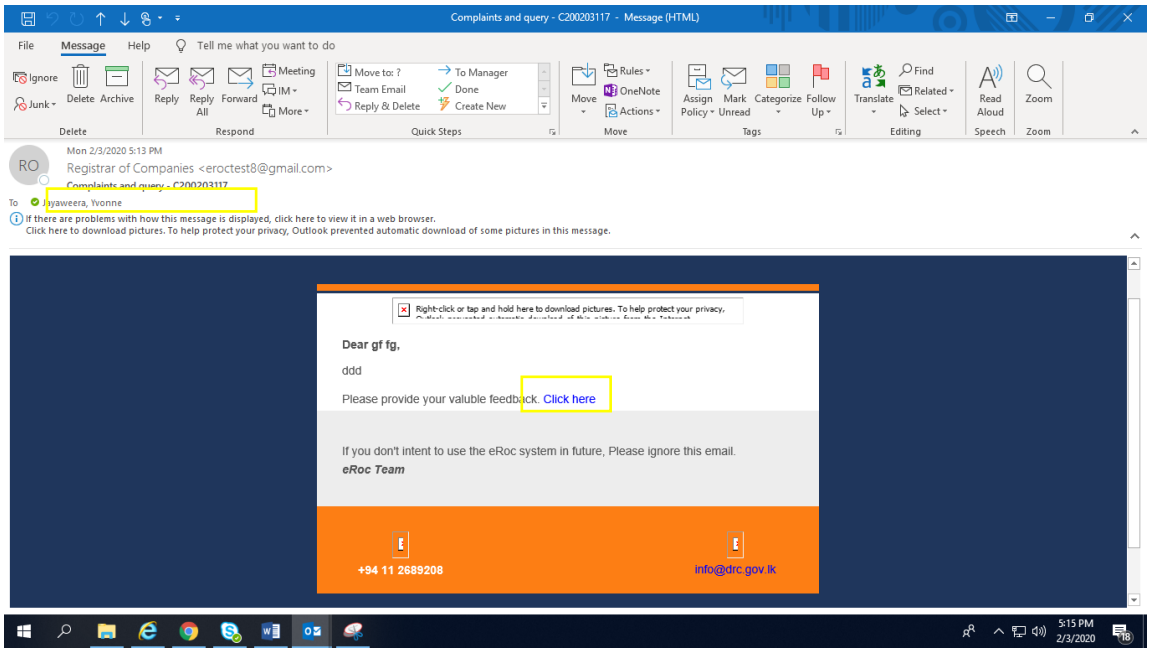


Figure 1.1

Once user clicks on 'Click here' hyperlink it will redirect to the customer feedback form as figure 1.2



Figure 1.2

Upon providing required information, 'SAVE' button will be enabled as below figure 1.3

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Figure 1.3

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