



# EAES Customer Services Management Information System User Guide

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# EAES Customer Services Management Information System User Guide

This manual is designed for users responsible for overseeing a variety of document-related services, including:

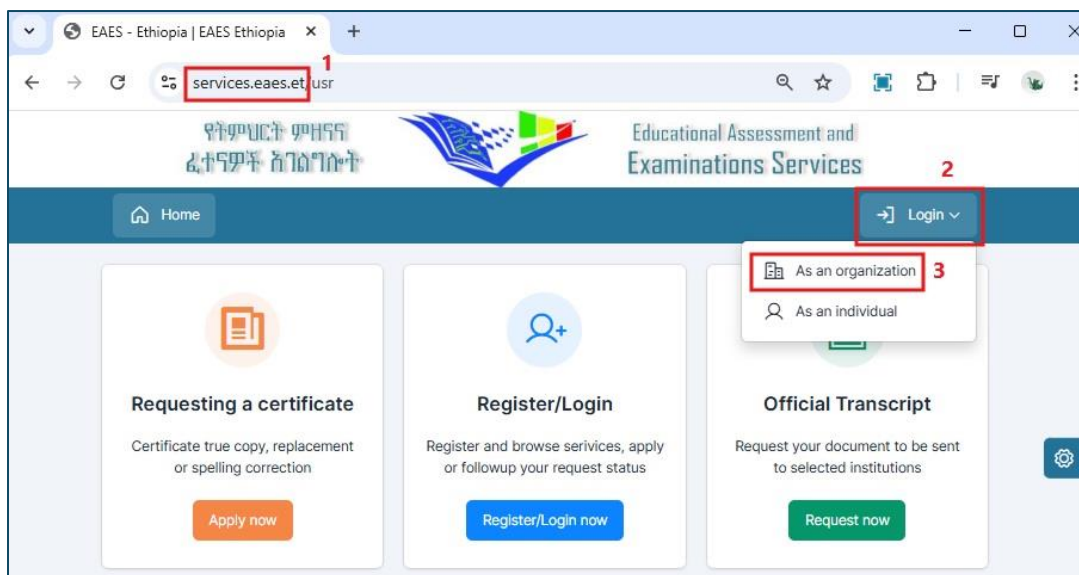
- Official Document Request
- Spelling Correction
- Recertification
- Support Letter
- Recertification with True Copy
- True Copy

## 1. Web Address

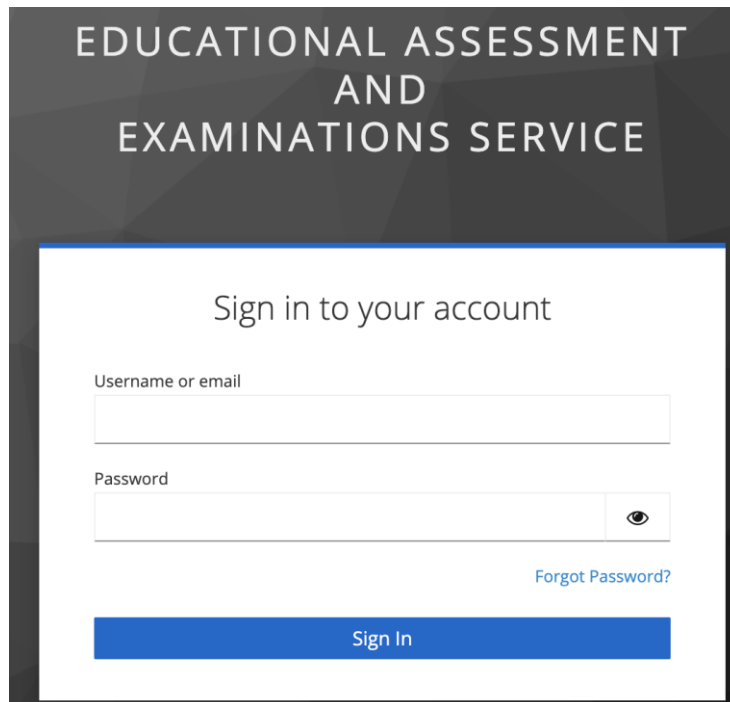
To access the system, open any popular browser, such as Chrome, Firefox, or Microsoft Edge etc., and type [services.eaes.et](http://services.eaes.et) into the address bar as shown below.

## 2. Going Login Page

If you enter the address correctly and have access to the internet, you will see the screen shown below. That is following step 1, 2 and 3 as shown in the image below.



Enter your email and password to log in if you are already a registered user. If not, request for user registration.



### 3. Left Pane Menus

Based on your role, you will see various menus in the left pane. For this manual, we are logged in with a Super Admin Account, which displays the following menus:

- ✓ **Dashboard**
- ✓ **Customer Management**
- ✓ **Official Docs**
- ✓ **Configurations**
- ✓ **System Settings**
- ✓ **Students**
- ✓ **Requests**
- ✓ **Finance**
- ✓ **Tasks**

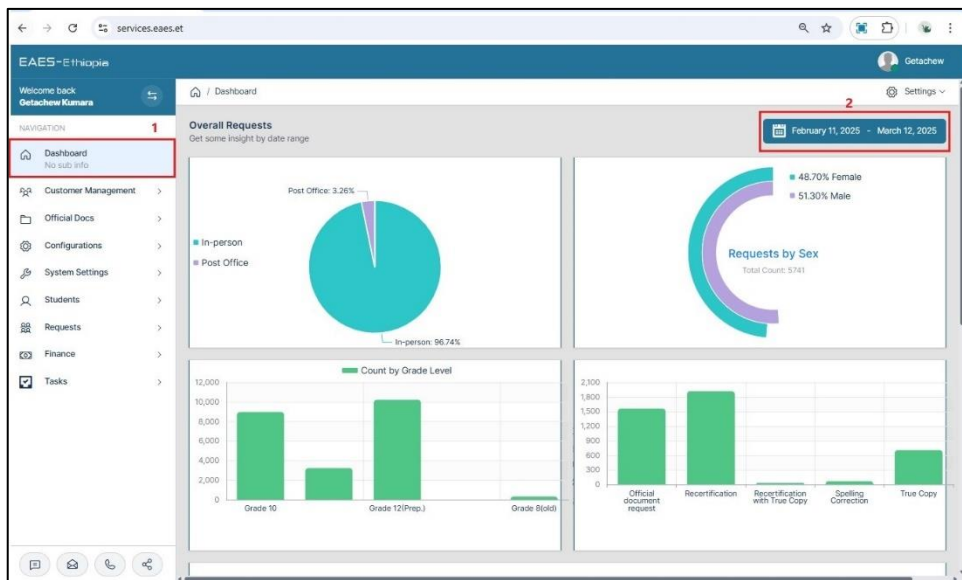
Each menu can be expanded by clicking on the > symbol in front. As show in the image below, number on is a dashboard window.

## 4. Dashboard

This topmost menu features interactive charts and graphs that provide a comprehensive report on the overall service performance delivered through the system.

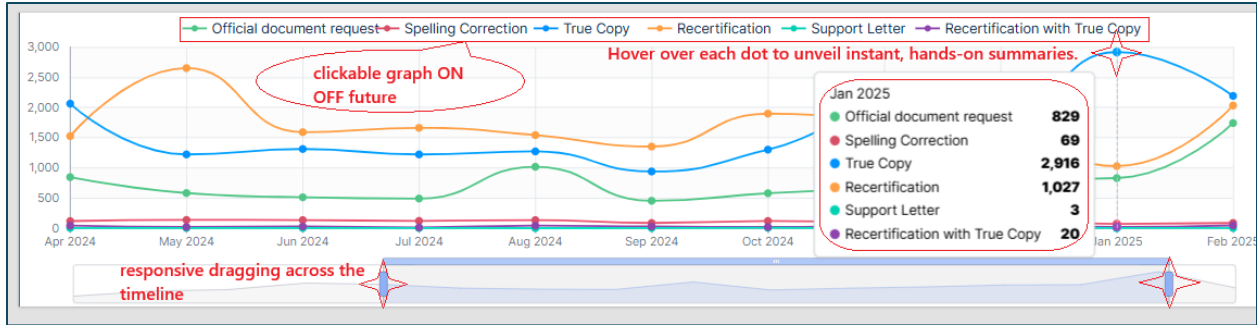
It includes options for service requests with delivery methods such as in-person or via post office. The data graphs is categorized by factors like gender, grade level of service requested, year, and type of request—such as recertification, true copy, and others.

Additionally, the smart, responsive interface allows users to filter data by date parameters, including today, last week, last month, or custom ranges, as indicated by number two on the image.



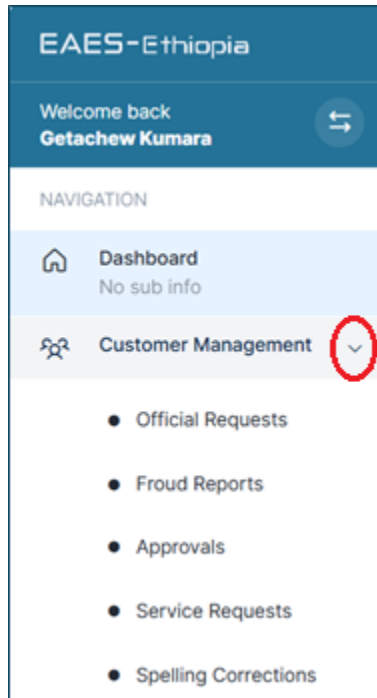
As you scroll down this page, you'll find a responsive date selector integrated into the interface, allowing you to access concise summary reports with ease. For example, the January 2025 report is displayed below just by mouse hover.

Additionally, the graph includes interactive features, enabling you to toggle graph lines on or off, to a hands-on view of the data.



## 5. Customer Management

The customer management menu serves as the primary area where customer requests undergo various checks and processing stages. It includes submenus, as illustrated in the image below.



### a. Official Requests

This section is dedicated to storing official documents that have been sent through the system. Organizations such as ETA, the Ministry of Foreign Affairs, and others access the data stored here through the authenticated API system or user account we have created for them.

Document Requests

Download Filter

Filter: Type to filter... Show: 10

Full Name	Phone Number	Year	GradeLevel	Organization	Status
0650995 TSEGAYE ABBE KASAH	+25194596 696	2005 E.C.	Grade 10	ETA (HERQA)	Verified
05384 I ABEBAYEHU AFWORK ANJULO	+251 5617761	2003 E.C.	Grade 10	ETA (HERQA)	Verified
067141 ABEBAYEH AFEWORK ANJULO	+2519256 761	2003 E.C.	Grade 10	ETA (HERQA)	Not Found
08030 FISIHA GEBREMEDHIN AKWA	+2519 5897946	2006 E.C.	Grade 12(Prep.)	ETA (HERQA)	Verified

### b. Froud Reports

This section presents a list of customers involved in educational document fraud cases, as reported by various organizations responsible for processing official requests. These fraud cases may include fully forged documents, identify name mismatches, or detected alterations to grades or marks, among other discrepancies.

### c. Service Requests

This is the main area where customer requests are displayed. This page shows all the requests submitted by the customer. Those marked with a 'Paid' status will proceed for further processing, while others will simply display the status of the customer's service requests, follow the numbers on the image 1,2,3 to navigate to this area.

Welcome back Getachew Kumara

Service Requests

Search everything on the page here

Click to sort ascending or descending

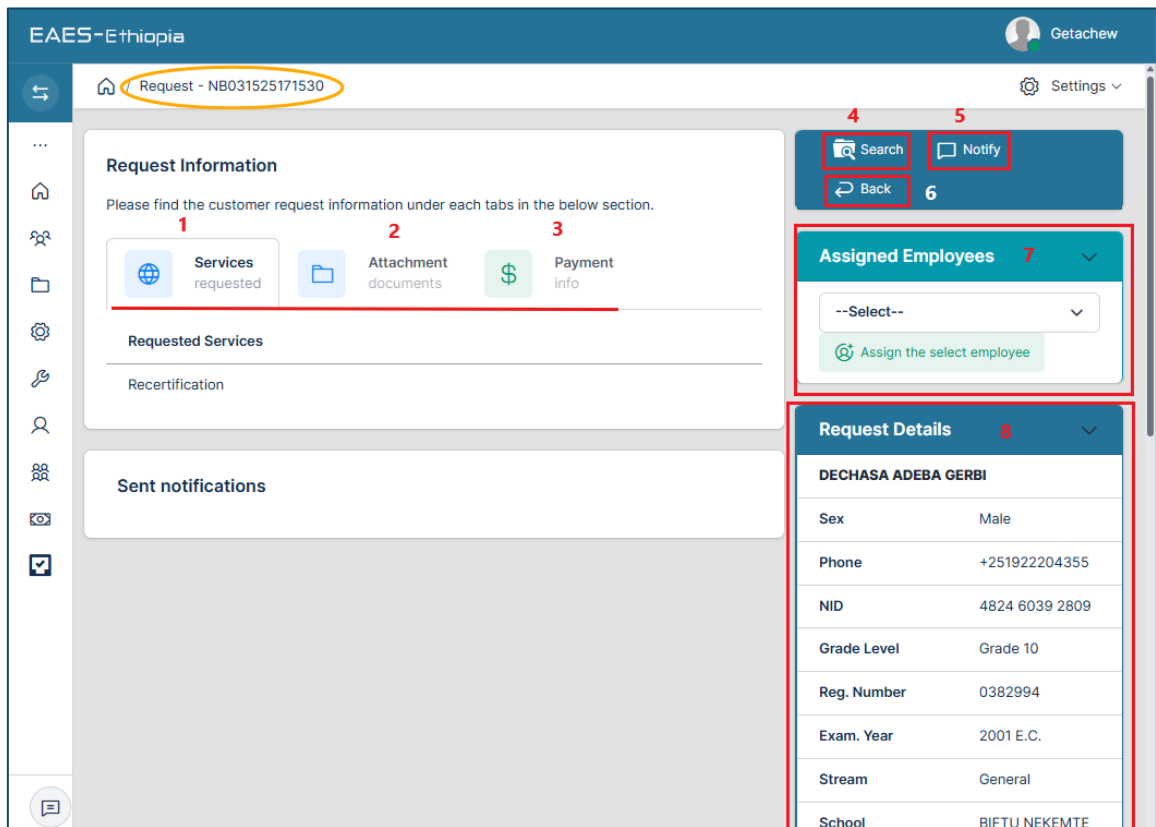
1 2 3 4

Issue Number	Customer	Requested Date	Services	Status
NB031525171530	DECHASA ADEBA GERBI	Sat 15, Mar 2025, 5:24 PM	Recertification	OnProgress(Paid)
Q7031525170847	MEKLIT ASFAW	Sat 15, Mar 2025, 5:24 PM	Spelling Correction	New
GZ031525170742	NIGUSE TSEGAYE MENGESHA	Sat 15, Mar 2025, 5:24 PM	Recertification	OnProgress(Paid)
5R031525165153	MEKLIT ASFAW	Sat 15, Mar 2025, 5:24 PM	Spelling Correction	New
CS031525164953	DAGMAWIT ASEMAMAWA MENGESHA	Sat 15, Mar 2025, 5:24 PM	Recertification	OnProgress(Paid)

### I. Issue Number:

Every service request gets a unique identifier to keep it exclusively linked. Start processing by clicking the issue number.

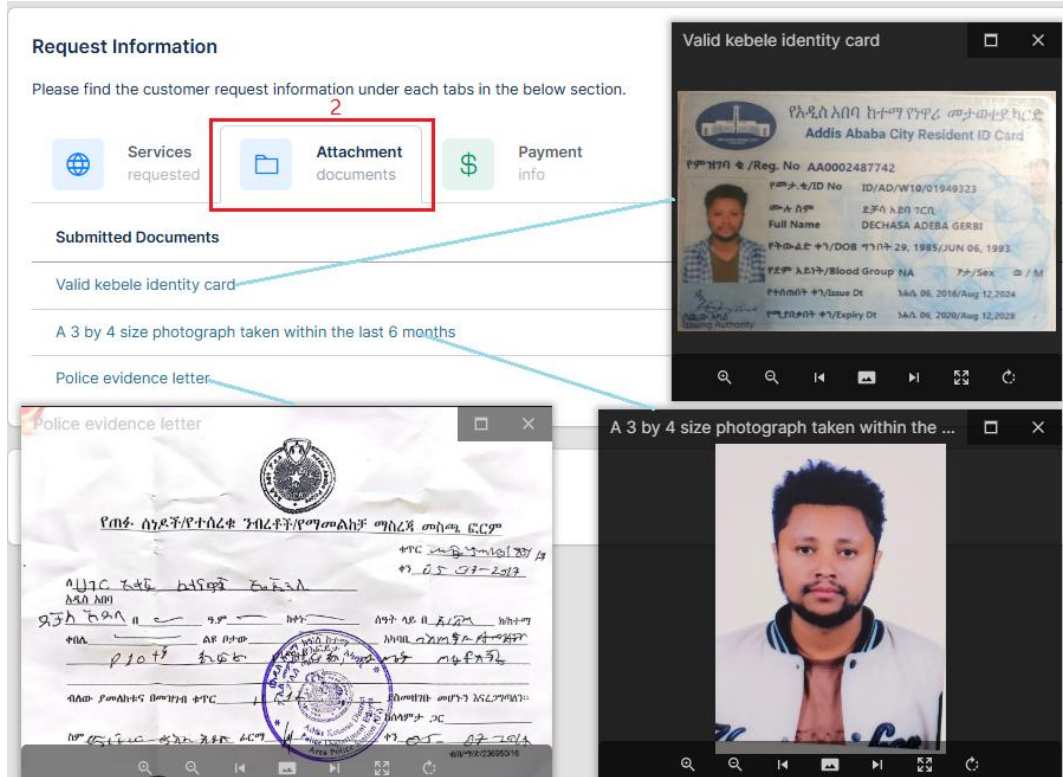
The single window interface simplifies your workflow, bringing all essential details to one place—organized and just a tab away.



**1. Service Request Type:** Specifies the type of service requested, such as Re-certification, True Copy, Spelling Correction, etc.

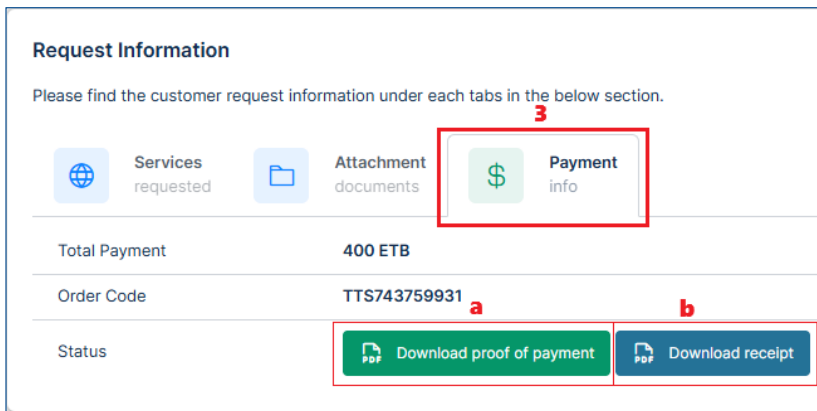
**2. Attachment Documents:** Contains required documents like a photo, identity card, certificate photo (if available), or a police letter for a lost certificate. Ensure all documents are valid scanned copies to support the service request.

The beauty of Attached document viewer is, you can open the files and drag side by side to compare documents or photos on the database and the photo the customer attaches to be attached to the certificate:



**Note:** please double check this before you approve the authenticity of the document to be claimed for services, compare photos on national id, kebele id, photo on old certificate and photo from the database, check names also.

**3. Payment Information:** Download proof of payment from the system and access the receipt from Telebirr—all conveniently available in one place.



**Note:** Payment proof is provided by the services, and Telebirr or CBE Birr receipts can be accessed via buttons "A" and "B," as shown above.

- 4. Search:** Clicking the search button labeled as "4" populates the examinee's information, provided during the service application, into active boxes. Meanwhile, the other search button on the dialog box below tries to retrieve relevant data from the database, directly linking the customer request to the stored examinee result information in this section.

The screenshot shows a search interface with two tabs: "Search student from database" (highlighted with a red box) and "View documents from request" (highlighted with an orange circle). Below the tabs are form fields for First Name (DECHASA), Middle Name (ADEBA), Last Name (GERBI), Registration Number (0382994), Grade Level (Grade 10), Examination Year (2001 E.C.), Sex (Male), Stream (General), and School (BIFTU NEKEMTE). At the bottom, there is a "Search" button (highlighted with an orange box) and a "Back to Request" button.

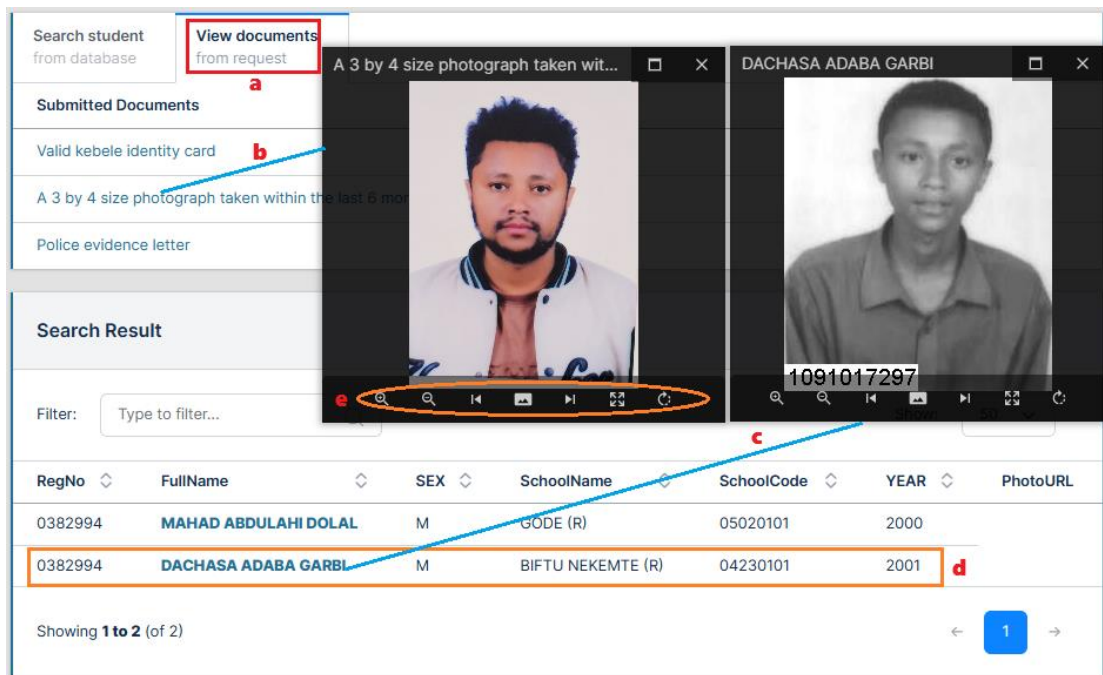
### Note

*One of the challenges customers may face is forgetting or incorrectly recalling their certificate information. They might make spelling errors while typing, forget their registration number, or even forget the school where they seat for certificate examination. To address this, the search boxes are designed to be flexible, allowing customer service officers to correct or adjust typos and search again.*

*In this example, all three names were mistyped, so we removed the incorrect entries and performed the search again, successfully retrieving the information from the database.*

**View Documents:** The "View Documents" section, labeled as "a" below, provides an enhanced view of documents retrieved from the student results database and the student's application information. Pay close attention to the details. For instance, the student's photo from the service request application (labeled "b" in the image) should be compared with the photo in the database (labeled "c" in the image). Examine the details carefully. In this example, the information shown in box "d" below has been determined to belong to this applicant. However, there are discrepancies in

the spelling of the name between the application and the database. The first name was entered as "DECHASA" in the application but appears as "DACHASA" in the database. Similarly, the middle name was entered as "ADEBA" but is listed as "ADABA" in the database, and the last name was entered as "GERBI" but is recorded as "GARBI."

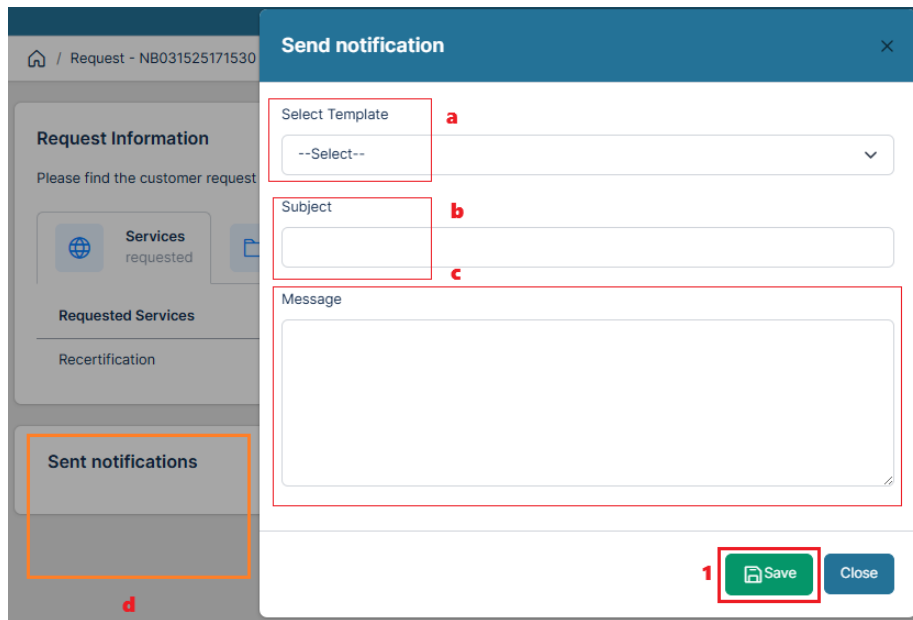


Also, refer to point "e" for image control functionalities. These tools allow you to zoom in, zoom out, and move the photo around by dragging the black area. Utilize these features to thoroughly compare photos and evidence before matching the customer request with the database information.

If the applicant's information is complete, click the "Match" button and proceed to send a signature request. If not, notify the customer via text message about the additional requirements they need to fulfill, such as uploading a recent photograph, ensuring photo clarity etc.

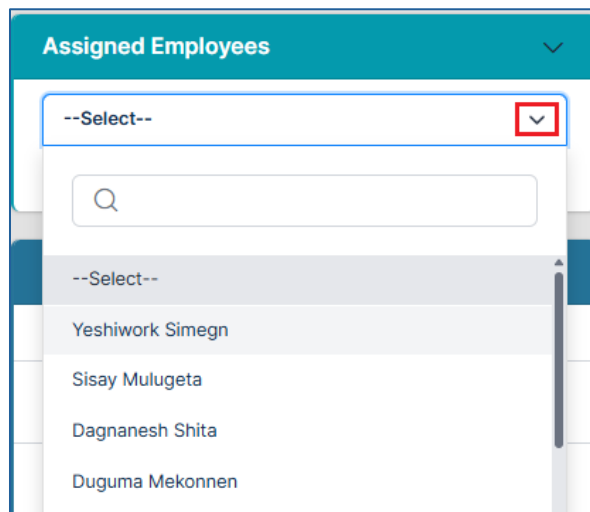
- 5. Notify:** Compose custom messages or select from predefined message templates for smoother communication between the customer service officer and the customer. The customer service officer can choose a message from the predefined templates, labeled as "a" in the image below,

or create a new message tailored to the specific issue concerning the customer by entering the subject and details, as shown in labels "b" and "c" below. Finally, click "Save" to save and send the message to the customer. A notification will then be sent to the customer regarding this issue number, displayed in the area labeled "d" in the image below.



**6. Back:** Navigate back to the service request page.

**7. Assign Employee:** If necessary, you can assign an employee by using this section. Simply click the dropdown box, select an employee, and then click "Assign" to allocate the selected employee to this customer request.



**8. Request Details:** This section contains information about examinees, which can be retrieved by searching for the student results database along with their certificate details.

Request Details	
<b>DECHASA ADEBA GERBI</b>	
Sex	Male
Phone	+251922204355
NID	4824 6039 2809
Grade Level	Grade 10
Reg. Number	0382994
Exam. Year	2001 E.C.
Stream	General
School	BIFTU NEKEMTE
Admission Type	Regular

**9. Power of Attorney:** This section is dedicated to verifying the authenticity of submitted Power of Attorney claims. It operates in integration with the Document Authentication and Registration Services (DARS) system and displays the results of search within this platform for your confirmation.

**power of attorney**


**File Number**

- 10. Delivery Address:** This section provides the certificate collection address information for the examinee. Most of the requests are expected to be processed through postal addresses. This information is also part of the data collected during the service request application.

Delivery Address	
Mode	<b>In-person</b>
Location	<b>Educational Assement and Examinations Service</b>
Address	

- 11. Customer Info:** This is a place where customer information is kept, and it is possible that one person can fill application for the other and make payments but cannot collect a certificate unless he/she has a power of attorney.

Customer Info	
Customer	<b>DECHASA ADEBA GERBI</b>
Requested Date	<b>more than 5 weeks ago</b>
Issue Number	<b>NB031525171530</b>
Approval	
RequestMode	<b>Online</b>
Status	<b>OnProgress(Paid)</b>
Request Type	<b>Personal</b>
Contact	<b>+251922204355</b>



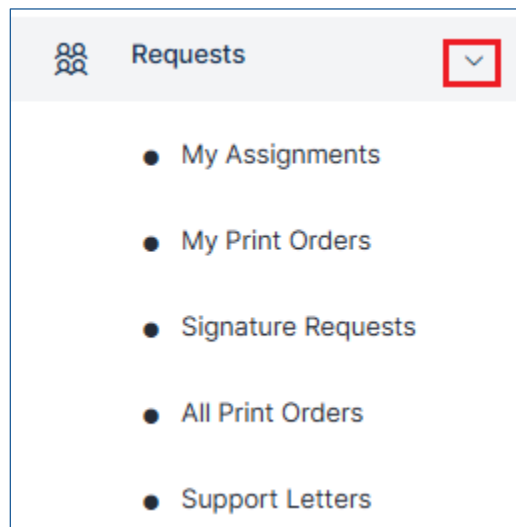
### d. Spelling Corrections

In this section, we will see a list of spelling correction requests and the status of the enquiry. spellings. Spelling errors were primarily created during the examinee registration process for certificate examinations.

List of Spelling Correction						
Filter:	<input type="text" value="Type to filter..."/>				Show:	10
Student	Mistaken	Correct	Date	Action By	Type	
JERUSALEM GEZAHEGN ALEMAYEHU	ALMAYEHU	ALEMAYEHU	4 days ago	Dagnanesh Shita	Grandfather Name	
JERUSALEM GEZAHEGN ALEMAYEHU	GEZAHENG	GEZAHEGN	4 days ago	Dagnanesh Shita	Father Name	
JERUSALEM GEZAHEGN ALEMAYEHU	JERUSALM	JERUSALEM	4 days ago	Dagnanesh Shita	First Name	
ESITIFANOS LEGESE WOLDEMARIAM	ESTIFANOS	ESITIFANOS	3 days ago	Dagnanesh Shita	First Name	

## 6. Requests

The Request menu is primarily used to further process customer requests, review service requests assigned to the customer service officer, print orders, handle signature approvals, and manage all print orders along with support letters.



### a. My Assignments

The issue numbers are clickable, providing links to detailed customer requests. On the subsequent page, the process should involve searching the result database

for certificate information and matching customer requests with the corresponding data from the database.

Issue Number	Full Name	Service	Grade	Assigned Date	Assigned By
JF041225112807	SALAMAN SHIMALIS	Recertification	Grade 12(old)	Wed 16, Apr 2025, 5:11 PM	Sisay Mulugeta
WL041325150116	ALEMU DIMA	Recertification	Grade 12(old)	Wed 16, Apr 2025, 5:10 PM	Sisay Mulugeta
JM041625170332	AMANUEL TSEGAYE	Recertification	Grade 10	Wed 16, Apr 2025, 5:09 PM	Sisay Mulugeta

After Record is searched and matched from the result database, the second step is to start a print order.

Here, the customer service officer can compare attached documents such as photos provided by the customer with those in the database, match certificates attached by the customer if any with result information from the database.

Additionally, we can access detailed student information and grade-related data retrieved from the results database.

For further processing, click on the Certificate Printing tab indicated by number 1, then select "Create a Print Order" shown by number 2 in the image below. This will lead to another dialog box.

The screenshot shows a web interface with several sections. On the left, there's a 'Request Information' section with three tabs: 'Services requested', 'Attachment documents', and 'Payment info'. Below these are 'Submitted Documents' with a list: 'Valid kebele identity card', 'A 3 by 4 size photograph taken within the last 6 months', and 'Police evidence letter'. At the bottom, there are three tabs: 'Student detail information', 'Grade related info', and 'Certificate printing' (highlighted with a red box and number 1). Below the tabs are two buttons: 'Create a print order' (highlighted with a red box and number 2) and 'Print Letter'. On the right side, there's an 'Assigned Employees' section showing a timeline of events: '2 weeks ago Dagnanesh Shita assigned by Sisay Mulugeta', '4/7/2025 5:26 PM Assigned', '4/8/2025 2:24 PM Record Matched', and 'Remove this assignment' with a red button 'Remove [Dagnanesh] and reassign'. Below that is a 'Request Details' section for 'ADANECH DEGIF MULUGETA'.

### Print Orders Navigation:

1. Start the process by clicking on number 1 in the image below.
2. To preview and examine the certificate, click on number 2.
3. If the photo needs adjustments, rotate, crop and reshape it by clicking on number 3.
4. To print the certificate, click on the image labeled as number 4.
5. If the signature has not been requested yet, click on number 5 to send the signature request.
6. Once the certificate is complete, click on number 6.
7. To access student information, click on number 7 in the image below.

Print Orders ADANECH DEGIF GETA | Grade: Grade 10

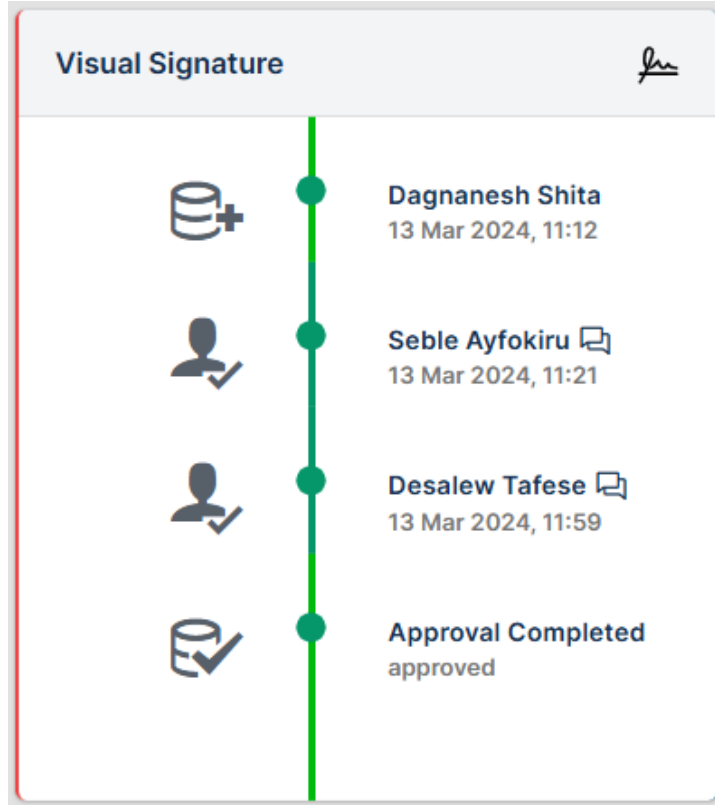
[Request Details](#) [Back to List](#)

<b>Print Order Info.</b>	
Req Date	4/21/2025 3:38:27 PM   ግንቦት 13 - 2017
Status	Ongoing
Remark	Ready for print
Is Active	<input checked="" type="checkbox"/>
Currently	<span>Printing Not Initiated</span>

**Navigation**

- 1** Start Process
- 2** Preview
- 3** Change Photo
- 4** Print
- 5** Signature Request
- 6** Print Completed
- 7** Student's Information

**Visual Signatures:** The completed visual signature view, as requested by a customer service officer, is displayed in the following image.



### b. My Print Orders

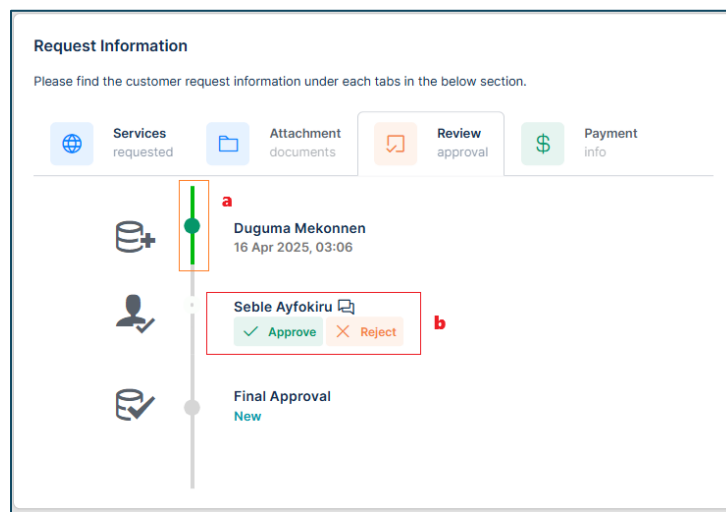
Display a list of active print orders in the queue for the customer service officer, as shown in the image below. Once a print order is confirmed as completed, it will be removed from the list.

List of PrintOrder						Active Orders <span>1513</span>
Filter:	<input type="text" value="Type to filter..."/>	<input type="button" value="Q"/>	Show:	<input type="text" value="10"/>	<input type="button" value="v"/>	
Student	Grade Level	Req Date	Status	...		
<a href="#">AFIREM SISAY GIDEY</a>	Grade 10	3-13-2024 11:12:49	Printed	<input type="button" value="≡"/>		
<a href="#">DINKISA GUTU GELETA</a>	Grade 10	3-15-2024 11:12:35	Printed	<input type="button" value="≡"/>		
<a href="#">ESTIFANOS AMARE GIRMA</a>	Grade 10	3-15-2024 01:58:37	Printed	<input type="button" value="≡"/>		
<a href="#">KIYAB ABDULKADIR SEID</a>	Grade 10	3-15-2024 02:01:44	Printed	<input type="button" value="≡"/>		

### c. Signature Requests

First- and second-level approvers will receive a request for approval. Each approver will review the service, attached documents, and matched information from the result database. If everything is in order, they will click the "Approve" button shown in label "b" of the image below.

If there are any inaccuracies, the approver will click "Reject" and provide the reason for rejection.



## 7. Finance

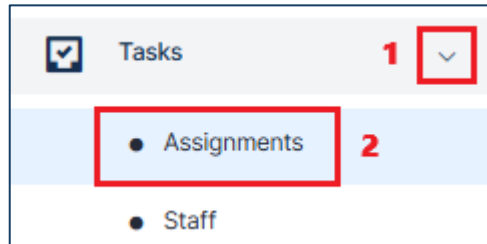
Financial service tracking can be accessed via the **Finance** Menu under the **Service Payment** submenu.

This section displays all service payment voucher numbers. By clicking on a voucher number, you can view detailed information about the service, including the date and time of payment, the individual who made the payment, and the staff member who provided the service.

List of ServicePayment								
March 23, 2025 - April 21, 2025								
Filter: <input type="text" value="Type to filter..."/>								
Show: 10								
Payer	Service	Paid	Voucher Number	PaymentMode	Order code	Issue Number	Paid Date	
NAHOM TESFAYE	Recertification	400	CCN9CWZVL3	Mobile Payment(telebirr)	EBEU13097633	A7032325105704	03/23/2025 11:05:42	
RAHEL TADESSE	True Copy	200	CCN2CYSF90	Mobile Payment(telebirr)	IS6X09729756	JF032325130832	03/23/2025 01:09:08	
MENGISTU MOSISA	Official document request	200	CCN0CZT5V8	Mobile Payment(telebirr)	8JEW72424134	2L032325140937	03/23/2025 02:15:20	

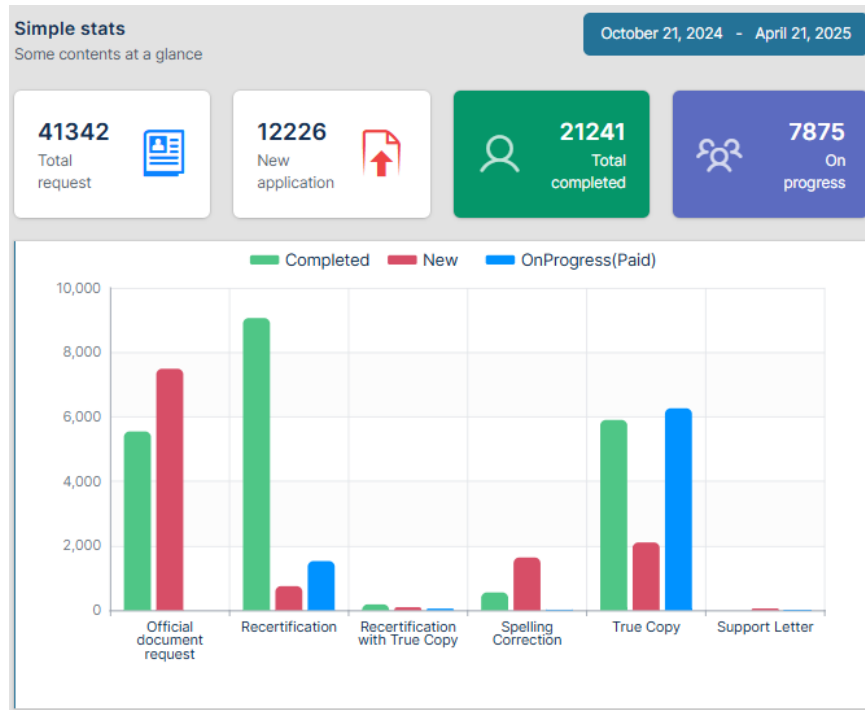
## 8. Task

A comprehensive dashboard for task management and task assignment is accessible through this menu.



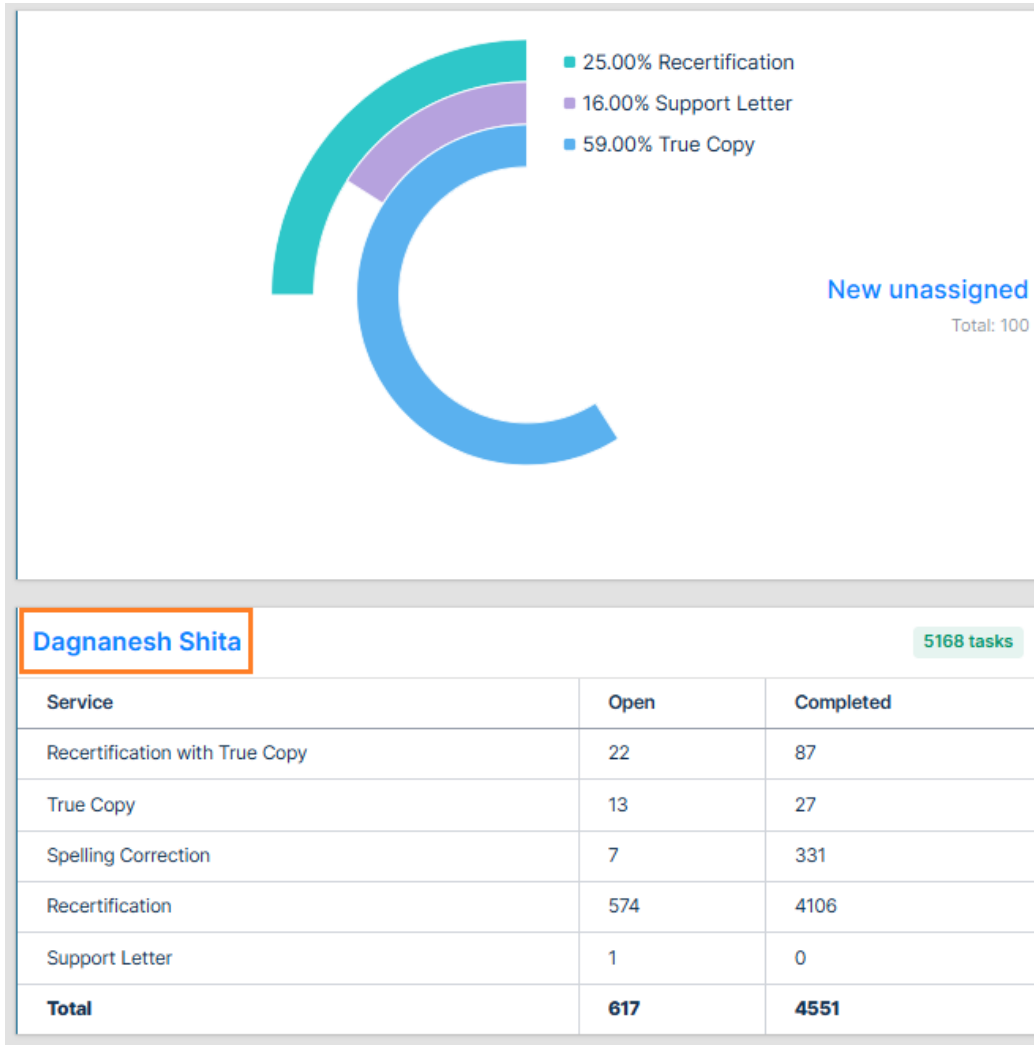
### a. Assignments

This page displays service statistics, including completed, new, and in-progress services, out of the total requests within a specified date range.



**b. Staff**

This page initially displays the staff performance dashboard. From this dashboard, you can select a staff member's name to navigate to the mass task assignment page.



Click on the staff name as shown above. This action will open a new window where you can view detailed information about the specific staff members, check their availability, and determine if they can accept a task.

If needed, you can analyze their task completion time. To proceed, click on the "Assign Task" button, highlighted in the red rectangle in the image below.

### Staff - Details

October 21, 2024 - April 21, 2025 [Back to List](#)

Full Name	Dagnanesh Shita	Email	dagnanesh.shita@eaes.et
Phone Number		Accept tasks	Yes, Available <a href="#">Assign Tasks</a>

#### Dagnanesh Shita 5168 tasks

Service	Open	Completed
Recertification	574	4106
Recertification with True Copy	22	87
Spelling Correction	7	331
True Copy	13	27
Support Letter	1	0
<b>Total</b>	<b>617</b>	<b>4551</b>

#### Task completion time analysis

Task	Min (hours)	Avg (hours)	Max (hours)
Recertification	0.07	30.00	2254.34
Recertification with True Copy	0.13	17.02	74.12
Spelling Correction	0.09	16.32	312.74
True Copy	0.38	17.89	90.65

First, choose the service type you want to assign to this staff member. Next, select as many customer requests as you wish to assign to them. Finally, click "Assign" to automatically allocate the selected customer requests to the staff member.

### Assign to Dagnanesh Shita

Filter by Service

Recertification with True Copy

	Service	Full Name	Request Date
<input checked="" type="checkbox"/>	WW030724095624	TAMIRAT HARAMO	Thursday, Mar 7, 2024 9:56 AM
<input checked="" type="checkbox"/>	PD031124094631	FIKEREMAREYAM MOGES	Monday, Mar 11, 2024 9:46 AM
<input type="checkbox"/>	RK031424140308	DUBELA KERAGO	Thursday, Mar 14, 2024 2:03 PM
<input type="checkbox"/>	VK040424142119	MOHAMMED NESERU	Thursday, Apr 4, 2024 2:21 PM
<input type="checkbox"/>	HL041824163543	ADDISALEM MERA	Thursday, Apr 18, 2024 4:35 PM

[Assign](#) [Close](#)

## **9. Conclusion**

This system revolutionizes operations by seamlessly managing customer requests, offering a powerful dashboard for comprehensive statistical reports, streamlining task assignments to staff members, enabling precise data matching and searching, ensuring dual-officer approval, and generating printable certificates for customers. These features work together to boost productivity, ensure accuracy, and elevate customer satisfaction, making this tool an absolute game-changer for organizational customer service management!

We deeply value your dedication to maintaining high standards and delivering exceptional customer service. If you have any questions or need assistance, please don't hesitate to reach out to the support unit or contact our digital help desk. Your efforts play a pivotal role in enhancing customer experience and ensuring satisfaction at every step.

**Thank You!**