

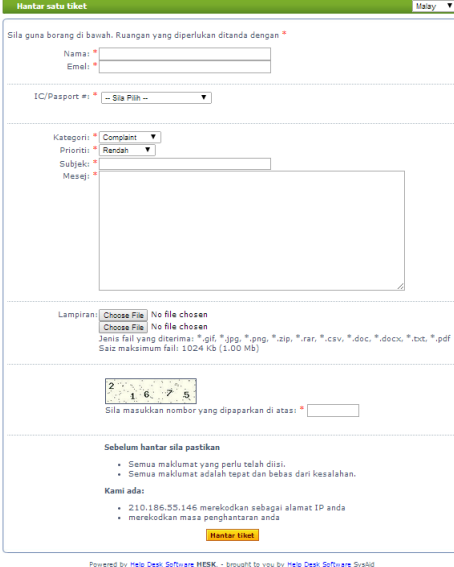
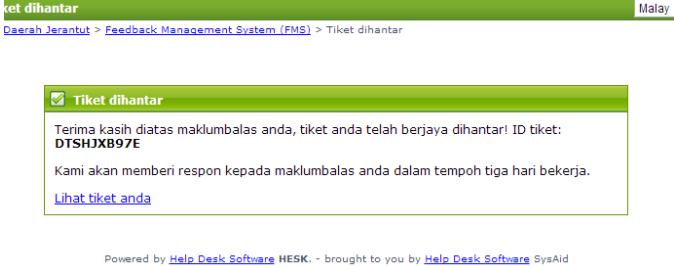
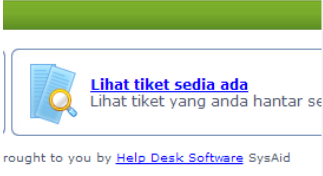





SISTEM e-MAKLUMBALAS / FEEDBACK MANAGEMENT SYSTEM (FMS)

Membuat Aduan / Cadangan / Pertanyaan	Make a Complaint / Suggestion / Enquiries
<div style="text-align: center;">   </div>	
<p>1. Sila klik pautan Hantar Tiket untuk membuat aduan.</p>	<p>1. Please click on the link Hantar Tiket to make a complaint/Enquiries.</p>
<div style="text-align: center;">  </div>	
<p>2. Sila isi borang aduan, dan ruangan bertanda * adalah WAJIB diisi.</p> <p>3. Sila klik butang Hantar Tiket setelah selesai.</p>	<p>2. Please fill in required fields.</p> <p>3. Please click Hantar Tiket when you are done composing the message.</p>
<div style="text-align: center;">  </div>	
<p>4. Sila salin tiket ID sebagai rujukan.</p> <p>5. Selesai</p>	<p>4. Please save the ID for reference</p> <p>5. Finish</p>

Lihat Aduan / Cadangan / Pertanyaan sedia ada	View existing Complaint / Suggestion / Enquiries
	
<p>1. Sila klik pautan Lihat Tiket sedia ada untuk membuat aduan sedia ada.</p>	<p>1. Please click on the link Lihat Tiket sedia ada to view existing complaint.</p>
	
<p>2. Sila masukkan No. Kad Pengenalan dan tiket ID.</p> <p>3. Sila klik butang Lihat Tiket.</p>	<p>2. Please fill in the IC/Passport number</p> <p>3. Please click Lihat Tiket</p>
	
<p>4. Sistem akan memaparkan maklumat aduan yang telah dihantar sebelum ini.</p>	<p>4. The system displays the complaint/inquiry have been made before.</p>



The screenshot displays a web interface for a complaint management system. At the top, a message header shows the date and time (2014-07-26 17:18:20), the sender's name (SHARIFAH), IC/Pasport number (800926065680), and email address (Sharifah (at) yahoo (dot) com). The message content asks, "Adakah terdapat gerai majlis yang boleh disewa?". Below the message is a "Tambah balasan" (Add Reply) section. It features a text input field for the reply message, a "Mesej:" label, and a "Lampiran:" (Attachments) section with two "Choose File" buttons, both showing "No file chosen". Below the attachment section, it lists supported file types: ".gif, *.jpg, *.png, *.zip, *.rar, *.csv, *.doc, *.docx, *.txt, *.pdf" and states the maximum file size is "1024 Kb (1.00 Mb)". A yellow "Hantar balasan" (Send Reply) button is positioned at the bottom of the reply form. At the very bottom of the page, there is a footer: "Powered by [Help Desk Software](#) HESK. - brought to you by [Help Desk Software](#) SysAid".

<ol style="list-style-type: none">5. Sila masukkan maklumat tambahan untuk mengemaskini aduan sedia ada.6. Sila klik butang Hantar Balasan.7. Selesai.	<ol style="list-style-type: none">5. Please enter an additional information to update the existing complaint.6. Please click Hantar Balasan button.7. Finish.
---	--

