

RO Services – Web Application

<https://roservices.lums.edu.pk>



User Guide

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Introduction

LUMS 'OFFICE OF REGISTRAR' has introduced an automated system to provide online services to 'Students', 'Alumni' and 'Separated/Withdrawn Students'. There are various types of services that RO provide online/offline like 'Issuance of Transcript', 'Various types of letters', 'Attestation of documents', 'Photocopies of degrees/transcript', degrees before convocation, duplicate Degrees, attestation of documents, letters certifying student status and student/alumni degree verification for other institutions/organization, etc.

Online 'RO Services' system will be accessible at web from anywhere to above mentioned students and 'RO' staff. 'Students', 'Alumni' and 'Separated/Withdrawn Students' will now be able to apply for all types of services online and also be able to pay the charges Online/offline, for which payment vouchers will be generated by the system. 'RO' staff will receive these requests and process it according to the category and urgency types.

1. How to Login

There are three types of users of RO Services

- Student
- Alumni
- Separated or Withdrawn Students

Student

User can log into the system by using their 'Roll Number' [15010001] or 'Windows' credentials (Username/Password like '15010001' which is actually '15010001@lums.edu.pk').

Alumni

Alumni will also use their credential like User ID: '14100013' [14100013@lums.edu.pk] and password. These are the same credentials that alumni user use for alumni system 'Connect' [https://www.connect.lums.edu.pk].

Separated or Withdrawn Students

Separated or withdrawn students have to Sign-up first to use RO Services. These students will use their credentials that they have mentioned at the time of Sign-Up.

The user will enter the credentials and click the button 'Login' to enter the system and following dashboard screen will be displayed.

Figure 1.0

2. Why Sign-Up

There are three types of user as mentioned above [Ref: How to Login] so there is no need of Sign-Up for Student/Alumni users. But Separated/Withdrawn Students need to sign-up to get the services from 'RO' office. There is a 'Sign Up' [Separated student can Sign Up](#) link at the home page which will redirect the user to the 'Sign Up' screen.

Service Management System - (Separated / Withdrawal student can Sign Up)

First Name *

Last Name *

Email *

Re-enter Email *

Password *

Campus ID *

Mobile # *

CNIC *

Captcha *

Can't read the image? click [here](#) to refresh.

Figure 2.0

'Separated/Withdrawn' Students will fill the fields and all the fields mentioned in the screen [Figure 2.0] are mandatory. 'Separated/Withdrawn Students' need to provide the correct 'Campus ID' in the specified format i.e. '2000-01-0001'. In the same manner fields 'Mobile#' and 'CNIC' have the specific format that are visible in the screen [Figure 2.0] as a water mark.

'Separated/Withdrawal' Students will fill the required information and click the button the system will redirect to the home page and display the below message

Your request has been sent successfully. You'll be informed when your request will get approved by RO.

Figure 2.1

Once 'RO' staff will approve/reject your account request, system will generate an email on the email address that has been specified during signup.

3. Forgot Password

If 'Separated/Withdrawn' Student – forget his/her password, s/he can retrieve his/her password by using this feature. They can get the link 'Forgot your Password' at home page as shown in the screen [Figure 3.0].

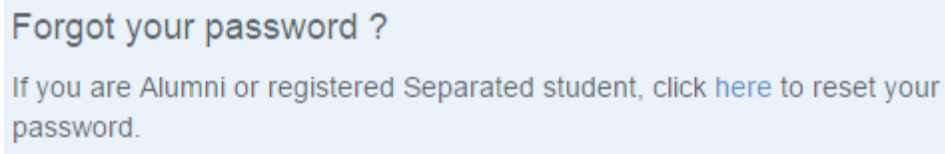



Figure 3.0

Below mentioned screen [Figure 3.1] will be displayed, the user will enter 'Campus ID'.

Figure 3.1

By clicking the button  as a response system will display the below message

We've sent you your password at zain.khan@lums.edu.pk

[Figure 3.2]

An automated email will be sent to the system stored email address containing credential information as shown in screen [Figure 3.3].

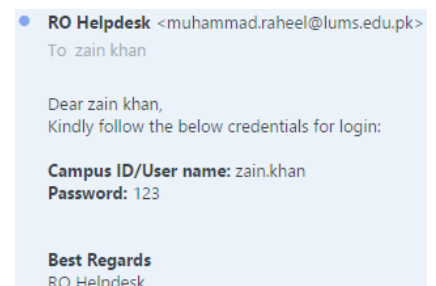


Figure 3.3

4. Dashboard

'RO Service System' dashboard contains all the features and data of the application and it has divided into various sections like

- 4.1- Data Pane
- 4.2- Search Pane
- 4.3- Menu Navigation

The screenshot shows the dashboard interface with three callout boxes:

- Search Pane:** User can not only filter the various requests group wise like 'All Group', 'Official Transcript', etc. User can also track the request by passing 'Ticket No'.
- Menu Navigation:** Contains links to navigate the 'RO Service' application to get the various services of 'RO' office.
- Data Pane:** This pane contains the information of all types of request that the 'Student/Alumni/Separated Student' users has generated.

The dashboard includes a header with the LUMS logo, a navigation menu with 'Requests' highlighted, and a search bar. Below the search bar is a table titled 'Service Management System - All Applications' with the following data:

Application ID	Type	Status	Created Date	Due Date	Amount	Action
2016-0217-000445	Official Transcript	Not Paid	17-FEB-2016 11:50 AM		1,500/- PKR	Voucher

Figure 4.0

4.1- Data Pane

Dashboard [Figure 4.0] contain the 'Data Pane' which actually consist of all the requests that the user has generated. The record contains following information for any request generated by user

- 4.1.1- Application ID
- 4.1.2- Type
- 4.1.3- Status
- 4.1.4- Created Date
- 4.1.5- Due Date
- 4.1.6- Amount
- 4.1.7- Action

4.1.1- Application ID

This column contains the unique 'Application ID' that can identify the user request. It has a specific format i.e. '2016-0217-000445'.

4.1.2- Type

Column 'Type' contains various types of services that this application provide online like 'Official Transcript', 'Degree', 'Letter', 'Attestation' and 'Other Services'.

4.1.3- Status

This column shows the updated status of the application request. It displayed in below mentioned sequence

1. **Not Paid**
 - When request generated but charges have not paid.
2. **Paid – Open**
 - When charges has paid and appear to 'RO' staff dashboard.
3. **Closed - Payment Not Received**
 - When request generated and payment not received with in due date.
4. **In Process**
 - When ticket has been assigned to 'RO' staff and staff is working on it.
5. **Resolve**
 - When 'RO' staff complete the request and prepare the document like 'Official Transcript', 'Letter', etc.
6. **Reject**
 - When 'RO' staff reject the request due to reasons such as 'DC on Student' or any negative indicator shown with student record.
7. **Dispatch – Close**
 - When ticket has been resolved and related document has dispatched via 'TCS' Service to the

mailing address of the student.

8. Assign

- When ticket has been generated and assign to related 'RO' staff.

4.1.4- Created Date

Field 'Created Date' store the date and time when user save the request. Date/Time format will be '17-FEB-2016 11:50 AM' in PST [Pakistan Standard Time].

4.1.5- Due Date

This field will appear empty when request is placed, when user pays the charges it will be updated from bank to LUMS 'Online Payment System'. This field display the date when your requested document will be ready. This field will display the date according to the urgency types as mentioned below ...

- Same Working Day
- 2 Working Days
- Normal - 7 Working Days

4.1.6- Amount

System will display the charges of the service in amount column which will always be in PKR [PAK Rupees] and format will be '1,500/- PKR'.

4.1.7- Action

This field always contain the link 'Voucher', as soon as user will click the link 'Voucher' system will download the voucher in 'PDF' format.

4.1.8- Search Textbox

Data pane also have text box 'Search' where user can type any value on the data pane and system will display the record according to the search characters.

Search:

Figure 4.1.8

4.1.9- Paging

Data pane also consist of the paging features. Purpose of 'Paging' feature is that user can view number of records mentioned in the dropdown 'Show entries'.

Show entries


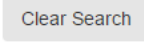
Figure 4.1.9

4.2- Search Pane

'Search Pane' provide feature to filter record and search by entering 'Application ID'. Dropdown 'Filter Group' provide various options to filter the record of 'Data Pane'. It has following options



- All Groups
- Official Transcript
- Degree
- Letter
- Attestation
- Other Services

User will select the option from the dropdown 'Filter Group' and also enter the 'Application ID' which is actually 'Ticket No' of the request. As soon as user will click the button  as a response system will first filter the record then search according to the 'Ticket No'. Button  will remove the filter criteria and display all the available records.

4.3- Menu Navigation

Menu Navigation' pane consist of various links to access the web forms like

4.3.1- Statistics

4.3.2- Requests

4.3.3- Create New Requests

4.3.1- Statistics

When user click the link, below mentioned screen [Figure 4.3.1] will appear...

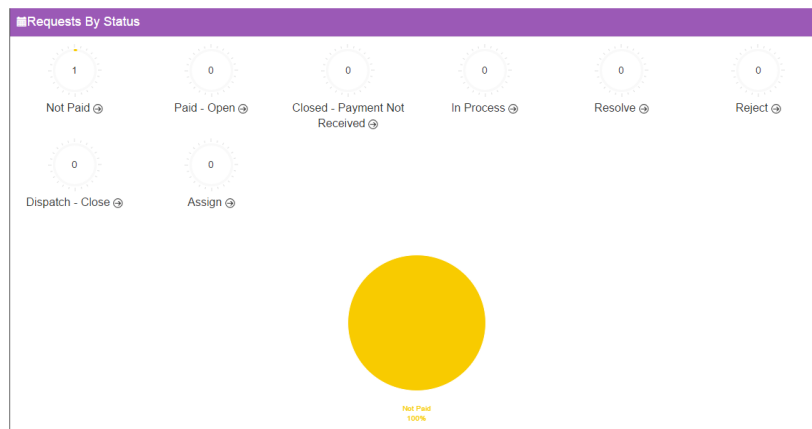


Figure 4.3.1

Statistics screen [Figure 4.3.1] is basically graphical representation of all your applications status wise. All the graphs have been divided according to application status which are mentioned below and it also has already discusses in the section 'Status' [Ref: 4.1.3- Status].

- **Not Paid**
- **Paid - Open**
- **Closed - Payment Not Received**

- **In Process**
- **Resolve**
- **Reject**
- **Dispatch – Close**
- **Assign**

There is also another graph which is bigger than other that represent the application status which are still not paid.



Figure 4.3.1.0

4.3.2- Requests

When the user click the link 'Requests', system will display the 'Dashboard' main screen which have been discussed in the section 'Dashboard [Ref: 4. Dashboard]'. This screen also appear by default when user is logged into the system.

4.3.3- How to create Application [Create New Requests]

When user click the link 'Create New Requests' below mentioned screen will appear

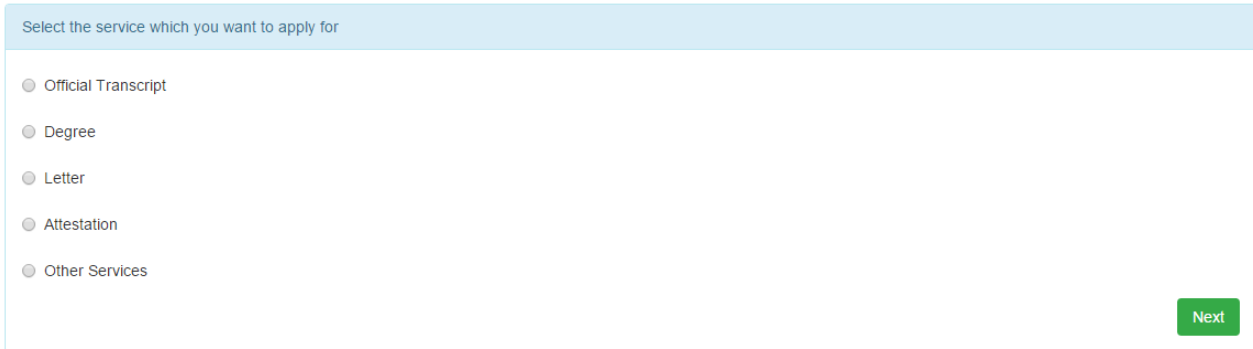


Figure 4.3.3

'Student/Alumni/Separated or Withdrawal Students' can get various types of services from this screen. This screen basically divide into main categories i.e.

- Official Transcript
- Degree
- Letter
- Attestation
- Other Services

Some of above mentioned categories also contains sub services that appear according the student types like 'Alumni' can apply for 'Degree' and this service will appear only to the 'Alumni'.

As soon as user select the service category, system will display the application form which consist of three steps.

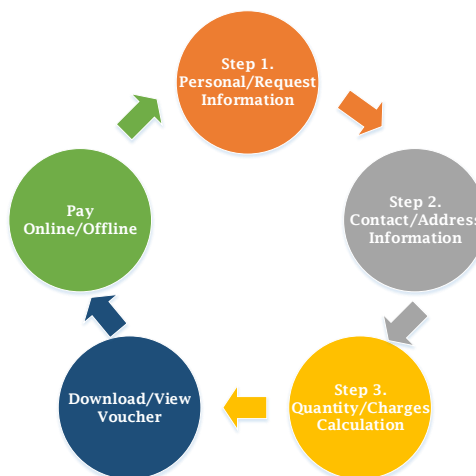


Figure 4.3.3.1

4.3.2.1- Step 1. Fill Personal Request Information

The user is required to fill his/her personal information, Service Request, Collection Method and Urgency type. For example, if user select 'Official Transcript' then below screen appears.

Service Details

Second panel display the service details that appear to the user according to the service selected like 'Official Transcript', 'Degree', 'Letter', etc.

Personal Information

First panel display the personal information that have various type of fields and this panel appears same to all type of user at 1st step.

Collection Method

Third panel collection method is same for all type of user that have three options like 'Personally Collect', 'Authorize to a Person', 'Dispatch on Mailing Address'.

Urgency Type

Fourth panel is also same for all type of services except 'Degree' & 'Letter'. It has three options like 'Same Day', '2 Working Days' and '7 Working Days'.

Figure 4.3.2.1

This screen has been divided into below mentioned sections/panels

4.3.2.1.1- Instructions

4.3.2.1.2- Personal Information

4.3.2.1.3- Service Details

4.3.2.1.4- Collection Method

4.3.2.1.5- Urgency Type

4.3.2.1.1- **Instructions**

For each type of request there are some instruction that ‘Student/Alumni/Separated or Withdrawal Student’ should read. These instruction are currently available in ‘Terms & Policies’ at third step of service application.

4.3.2.1.1.1- Instructions – Official Transcript

4.3.2.1.1.2- Instructions – Degree

4.3.2.1.1.3- Instructions – Letter/Attestation/Other Services

4.3.2.1.1.1- **Instructions – Official Transcript**

- Request will not be entertained until all the outstanding dues payable to LUMS are cleared.
- The request might get delayed if status of a student is not clear in the records.
- No LUMS staff member is authorized to receive cash payment. Please pay the fee at LUMS designated banks and a pay online.
- Please bring your student I.D. card at the time of receiving Transcript(s). Authorization to have transcript(s) collected can be sent by e-mail at ‘RO-G&SS@lums.edu.pk’, I.D of the authorized person will be checked.
- Provision of any wrong information/document/misconduct will be reported to the Disciplinary/ V&E Committee.
- For any query, please generate an email at: RO-G&SS@lums.edu.pk

4.3.2.1.1.2- **Instructions – Degree**

- In case original degree/certificate is lost, another degree/certificate issued will have ‘duplicate’ printed on it. As per approved format ‘Affidavit’ Non Judicial paper is also required for the issuance of duplicate degree/certificate.
- Students can order their ‘Degree before Convocation’ prior to the convocation. The Registrar office will charge the student and issues the DBC. This degree will be printed with “Degree before Convocation”.
- Graduates must personally collect their document. In case student wants to authorize someone, email of authorization should be provided along with scanned copy of CNIC/passport attached. The authorized person will be verified by original CNIC at the time of receiving the document(s).
- Charges are only for the degree. Degree will not be mailed/couriered and will only be hand delivered
- ‘Degree before convocation’ has to be returned before receiving the original degree on convocation
- In case any dues are outstanding/payable to LUMS, the request will not be processed until all dues

are cleared

- For Name Change on Degree, along with old original degree, copy of CNIC and Passport both are mandatory.
- Processing of documents will be done within 15 working days (Three weeks – excluding designated holidays)
- For replacement, remnants of the original degree must be handed over to LUMS.
- No LUMS staff member is authorized to receive cash payment. Please pay the fee at LUMS designated banks and online.
- Provision of any wrong information/document/misconduct will be reported to the Disciplinary Committee/V&E.
- CNIC/Passport when presented must be valid.
- For any query, please generate an email at: RO-G&SS@lums.edu.pk

4.3.2.1.1.3- **Instructions – Letter/Attestation/Other Services**

- For attestation of documents apart from LUMS certificates, originals must be submitted, which will be returned immediately.
- Attestations services are free for all type of students.
- Letter/certificate can be collected after two working days between 3:00pm to 5:00pm (day of request not included).By paying urgent fee of RS 100/- with a request, Alumni/student can get their letters same day during working hours.
- Request will not be entertained until all the outstanding dues payable to LUMS are cleared.
- The request might get delayed if status of a student is not clear in the records.
- Certificate/Letter will not be handed over without LUMS student I.D Card or Alumni I.D Card. Authorization to have document(s) collected can be added into the system at, I.D of the authorized person will be checked.
- Processed request not collected in two weeks from the day of request will be discarded.
- Provision of any wrong information/documents/misconduct will be reported to the Disciplinary Committee/V&E
- For any query, please generate an email at: RO-G&SS@lums.edu.pk

4.3.2.1.2- **Personal Information**



When user select the service category 'Official Transcript' below screen will appear...

Personal Information			
Request ID	2016-0217-000447	Student Status	Alumni
Campus ID	90lbs021	Date	18-02-2016
Name	Sameera Khan	Time	09:24:51
Mobile Number	021-438351	Current Contact #	2342342343ss
CNIC/Passport/Form B		If any other	asdf
Secondary Email	sec@email.coms	Other Email	sadf@dd.cc

Figure 4.3.2.1.2

'Personal - Request Information' screen load some fields into the 'Personal Information' panel will be automatically filled by the system e.g.

- Request ID
- Student Status
- Campus ID
- Date
- Name
- Time
- Mobile Number
- CNIC/Passport/Form B

If above mentioned fields do not have any value or are empty, it means logged-in user specific fields information is not available in 'Zambeel' or 'Alumni' system. User can also provide the other field information e.g.

- Current Contact #
- If any other [CNIC/Passport/Form B]
- Secondary Email
- Other Email

4.3.2.1.3- Service Details

‘Service Details panel appears according to the service type you have selected. Below mentioned service details panel appear to fill the application.

4.3.2.1.3.1- How to Fill - Official Transcript [Service Details]

4.3.2.1.3.2- How to Fill – Degree [Service Details]

4.3.2.1.3.3- How to Fill – Letter [Service Details]

4.3.2.1.3.4- How to Fill – Attestation [Service Details]

4.3.2.1.3.5- How to Fill – Other Services [Service Details]

4.3.2.1.3.1- **How to Fill - Official Transcript** [Service Details]

When user selects the ‘Official Transcript’ then at first step panel ‘Service Details’ appear to user as below mentioned screen.

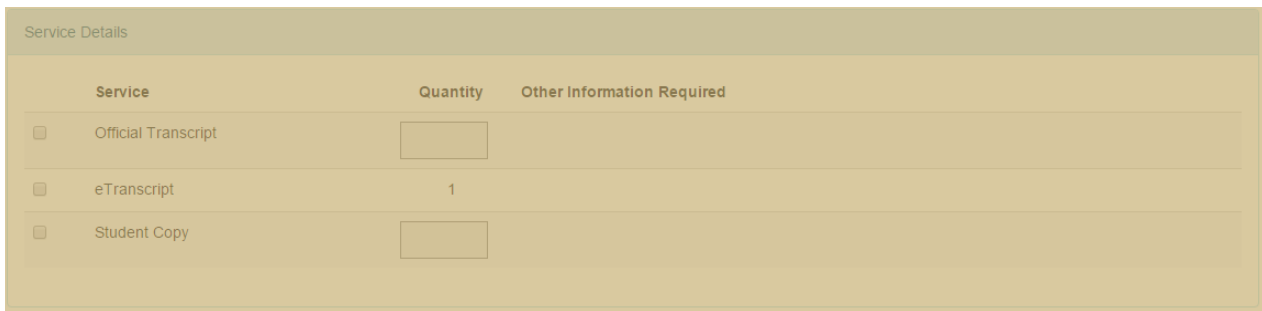


Figure 4.3.2.1.3.1

Panel ‘Service Details’ contains the information of the transcript service and its quantity. There are three checkbox options that are associated with each service quantity like

4.3.2.1.3.1.1- Official Transcript

4.3.2.1.3.1.2- eTranscript

4.3.2.1.3.1.3- Student Copy

4.3.2.1.3.1.1- **Official Transcript**

If user will click the checkbox then system will consider it and enable the textbox ‘Quantity’. User will provide the quantity in numbers like ‘1’, ‘2’, ‘3’, etc.

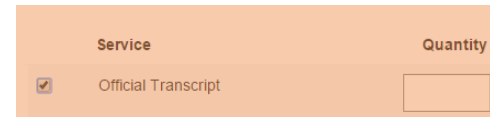


Figure 4.3.2.1.3.1.1

4.3.2.1.3.1.2- **eTranscript**

When user click the checkbox ‘eTranscript’ system will display the textbox ‘Email Address’ that take input of user email where s/he will receive ‘eTranscript’. ‘eTranscript’ by default quantity is only ‘1’.

Service	Quantity
Email Address <input type="text"/> <input checked="" type="checkbox"/> eTranscript	1

Figure 4.3.2.1.3.1.2

4.3.2.1.3.1.3- **Student Copy**

If user will click the checkbox 'Student Copy' then system will consider it and enable the textbox 'Quantity'.

User will provide the quantity in numbers like '1', '2', '3', etc.

Service	Quantity
<input checked="" type="checkbox"/> Student Copy	<input type="text"/>

Figure 4.3.2.1.3.1.3

4.3.2.1.3.2- **How to Fill – Degree** [Service Details]

When user select the 'Degree' then at first step panel 'Service Details' appear to user as below mentioned screen.

Service Details		
Service	Quantity	Other Information Required
<input type="radio"/> Degree Required before Convocation	1	
<input type="radio"/> Degree with name change	1	
<input type="radio"/> Duplicate Distinction Document	1	
<input type="radio"/> Duplicate Degree / Replacement	1	

Figure 4.3.2.1.3.2

Panel 'Service Details' contains the information of the degree service and its quantity. There are four radio buttons options that are associated with each service quantity like

4.3.2.1.3.2.1- Degree Required before Convocation

4.3.2.1.3.2.2- Degree with name change

4.3.2.1.3.2.3- Duplicate Distinction Document

4.3.2.1.3.2.4- Duplicate Degree / Replacement

4.3.2.1.3.2.1- Degree Required before Convocation

If user will click the radio button then system will consider that 'Degree Require before Convocation' having quantity '1' is considered.

Service	Quantity
<input checked="" type="radio"/> Degree Required before Convocation	1

Figure 4.3.2.1.3.2.1

4.3.2.1.3.2.2- Degree with name change

When user click the radio button 'degree with name change' system will display the file upload control 'Upload Alumni Card' that select image or pdf file to upload at server. By default quantity '1' will be selected.

Service	Quantity	Other Information Required
<input checked="" type="radio"/> Degree with name change	1	Upload Alumni Card <input type="text"/> <input type="button" value="Choose file..."/>

Figure 4.3.2.1.3.2.2

4.3.2.1.3.2.3- Duplicate Distinction Document

If user will click the radio button 'duplicate distinction document' then system will consider it and also consider the Quantity '1'.

Service	Quantity
<input checked="" type="radio"/> Duplicate Distinction Document	1

Figure 4.3.2.1.3.2.3

4.3.2.1.3.2.4- Duplicate Degree / Replacement

If user select the radio button 'Duplicate Degree / Replacement' then system will display four file control to upload image, pdf files like

- a. Affidavit
- b. Passport Copy (Page 1)
- c. Passport Copy (Page 2)
- d. Passport Visa Page

Service	Quantity
<input checked="" type="radio"/> Duplicate Degree / Replacement	1

Affidavit	<input type="text"/>	Choose file...
Passport Copy (Page 1)	<input type="text"/>	Choose file...
Passport Copy (Page 2)	<input type="text"/>	Choose file...
Passport Visa Page	<input type="text"/>	Choose file...

Figure 4.3.2.1.3.2.4

4.3.2.1.3.3- How to Fill - Letter [Service Details]

When user select the 'Letter' then at first step panel 'Service Details' appear to user as below mentioned screen.

Service	Quantity	Other Information Required
<input checked="" type="checkbox"/> Bonafide Letter	<input type="text"/>	
<input checked="" type="checkbox"/> Medium Of Instruction Letter	<input type="text"/>	
<input checked="" type="checkbox"/> Character Certificate	<input type="text"/>	
<input checked="" type="checkbox"/> Graduation Letter	<input type="text"/>	
<input checked="" type="checkbox"/> CGPA Conversion (MBA & EMBA Only)	<input type="text"/>	
<input checked="" type="checkbox"/> No Objection Certificate (For General Purpose)	<input type="text"/>	
<input checked="" type="checkbox"/> No Objection Certificate (For exchange student only)	<input type="text"/>	Exchange University <input type="text"/> Exchange Programme <input type="text"/> Exchange Semester <input type="text"/>
<input checked="" type="checkbox"/> Bonafide / MOI / NOC	<input type="text"/>	
<input checked="" type="checkbox"/> Graduation / MOI / NOC	<input type="text"/>	
<input checked="" type="checkbox"/> Grade Slip	<input type="text"/>	Select Term <input type="text" value="Autumn Qtr 2001-02"/>
<input checked="" type="checkbox"/> UnOfficial Transcript	<input type="text"/>	

Figure 4.3.2.1.3.3

Panel 'Service Details' contains the information of various types of letters and its quantity. There are eleven checkbox options that are associated with each service quantity like

4.3.2.1.3.3.1- Bonafide Letter

4.3.2.1.3.3.2- Medium of Instruction Letter

4.3.2.1.3.3.3- Character Certificate

4.3.2.1.3.3.4- Graduation Letter

4.3.2.1.3.3.5- CGPA Conversion (MBA & EMBA Only)

4.3.2.1.3.3.6- No Objection Certificate (For General Purpose)

4.3.2.1.3.3.7- No Objection Certificate (For exchange student only)

4.3.2.1.3.3.8- Bonafide / MOI / NOC

4.3.2.1.3.3.9- Graduation / MOI / NOC

4.3.2.1.3.3.10- Grade Slip

4.3.2.1.3.3.11- UnOfficial Transcript

4.3.2.1.3.3.1- Bonafide Letter

If user will click the radio button then system will consider it and enable the textbox 'Quantity'. User will provide the quantity in numbers like '1', '2', '3', etc.

Service	Quantity
<input checked="" type="checkbox"/> Bonafide Letter	<input type="text"/>

Figure 4.3.2.1.3.3.1

4.3.2.1.3.3.2- Medium of Instruction Letter

If user will click the radio button then system will consider it and enable the textbox 'Quantity'. User will provide the quantity in numbers like '1', '2', '3', etc.

Service	Quantity
<input checked="" type="checkbox"/> Medium Of Instruction Letter	<input type="text"/>

Figure 4.3.2.1.3.3.2

4.3.2.1.3.3.3- Character Certificate

If user will click the radio button then system will consider it and enable the textbox 'Quantity'. User will provide the quantity in numbers like '1', '2', '3', etc.

Service	Quantity
<input checked="" type="checkbox"/> Character Certificate	<input type="text"/>

Figure 4.3.2.1.3.3.3

4.3.2.1.3.3.4- Graduation Letter

If user will click the radio button then system will consider it and enable the textbox 'Quantity'. User will provide the quantity in numbers like '1', '2', '3', etc.

Service	Quantity
<input checked="" type="checkbox"/> Graduation Letter	<input type="text"/>

Figure 4.3.2.1.3.3.4

4.3.2.1.3.3.5- CGPA Conversion (MBA & EMBA Only)

If user will click the radio button then system will consider it and enable the textbox 'Quantity'. User will provide the quantity in numbers like '1', '2', '3', etc.

Service	Quantity
<input checked="" type="checkbox"/> CGPA Conversion (MBA & EMBA Only)	<input type="text"/>

Figure 4.3.2.1.3.3.5

4.3.2.1.3.3.6- No Objection Certificate (For General Purpose)

If user will click the radio button then system will consider it and enable the textbox 'Quantity'. User will provide the quantity in numbers like '1', '2', '3', etc.

Service	Quantity
<input checked="" type="checkbox"/> No Objection Certificate (For General Purpose)	<input type="text"/>

Figure 4.3.2.1.3.3.6

4.3.2.1.3.3.7- No Objection Certificate (For exchange student only)

If user will click the radio button then system will consider it and enable the textbox 'Quantity'. User will provide the quantity in numbers like '1', '2', '3', etc. Three text boxes will appear that user must fill by the i.e.

- Exchange University
- Exchange Programme
- Exchange Semester

Service	Quantity	Other Information Required
<input checked="" type="checkbox"/> No Objection Certificate (For exchange student only)	<input type="text"/>	Exchange University <input type="text"/> Exchange Programme <input type="text"/> Exchange Semester <input type="text"/>

Figure 4.3.2.1.3.3.7

4.3.2.1.3.3.8- Bonafide / MOI / NOC

If user will click the radio button then system will consider it and enable the textbox 'Quantity'. User will provide the quantity in numbers like '1', '2', '3', etc.

Service	Quantity
<input checked="" type="checkbox"/> Bonafide / MOI / NOC	<input type="text"/>

Figure 4.3.2.1.3.3.8

4.3.2.1.3.3.9- Graduation / MOI / NOC

If user will click the radio button then system will consider it and enable the textbox 'Quantity'. User will provide the quantity in numbers like '1', '2', '3', etc.

Service	Quantity
<input checked="" type="checkbox"/> Graduation / MOI / NOC	<input type="text"/>

Figure 4.3.2.1.3.3.9

4.3.2.1.3.3.10- Grade Slip

If user will click the radio button then system will consider it and enable the textbox 'Quantity'. User will provide the quantity in numbers like '1', '2', '3', etc. Under the column 'Other Information Required' a dropdown appears which consist of all terms values. User need to select their related term to get grade slip.

Service	Quantity	Other Information Required
<input checked="" type="checkbox"/> Grade Slip	<input type="text"/>	<input type="button" value="Select Term"/> <input type="text" value="Autumn Qtr 2001-02"/>

Figure 4.3.2.1.3.3.10

4.3.2.1.3.3.11- UnOfficial Transcript

If user will click the radio button then system will consider it and enable the textbox 'Quantity'. User will provide the quantity in numbers like '1', '2', '3', etc.

Service	Quantity
<input checked="" type="checkbox"/> UnOfficial Transcript	<input type="text"/>

Figure 4.3.2.1.3.3.11

4.3.2.1.3.4- **How to Fill - Attestation** [Service Details]

When user select the 'Attestation' then at first step panel 'Service Details' appear to user as below mentioned screen.

Service Details		
Service	Quantity	Other Information Required
<input type="checkbox"/> Transcript	1	
<input type="checkbox"/> Grade Slip	1	
<input type="checkbox"/> Benevolent Fund Form	1	
<input type="checkbox"/> Scholarship	1	

Figure 4.3.2.1.3.4

Panel 'Service Details' contains the information of various types of attestation and its quantity. There are four checkbox options that are associated with each service quantity like

4.3.2.1.3.4.1- Transcript

4.3.2.1.3.4.2- Grade Slip

4.3.2.1.3.4.3- Benevolent Fund Form

4.3.2.1.3.4.4- Scholarship

4.3.2.1.3.4.1- **Transcript**

When user click the checkbox 'Transcript' system will consider it and by default quantity is only '1' displaying to the user.

Service	Quantity
<input type="checkbox"/> Transcript	1

Figure 4.3.2.1.3.4.1

4.3.2.1.3.4.2- **Grade Slip**

When user click the checkbox 'Transcript' system will consider it and by default quantity is only '1' displaying to the user.

Service	Quantity
<input type="checkbox"/> Grade Slip	1

Figure 4.3.2.1.3.4.2

4.3.2.1.3.4.3- **Benevolent Fund Form**

When user click the checkbox 'Transcript' system will consider it and by default quantity is only '1' displaying to the user.

Service	Quantity
<input type="checkbox"/> Benevolent Fund Form	1

Figure 4.3.2.1.3.4.3

4.3.2.1.3.4.4- **Scholarship**

When user click the checkbox 'Transcript' system will consider it and by default quantity is only '1' displaying to the user.

Service	Quantity
<input type="checkbox"/> Scholarship	1

Figure 4.3.2.1.3.4.4

4.3.2.1.3.5- **How to Fill - Other Services** [Service Details]

When user select the 'Other Service' then at first step panel 'Service Details' appear to user as below mentioned screen.

Service	Quantity	Other Information Required
<input checked="" type="checkbox"/> Photocopies - LUMS Degree	<input type="text" value="1"/>	
<input checked="" type="checkbox"/> Photocopies - LUMS Transcript	<input type="text" value="1"/>	
<input checked="" type="checkbox"/> Photocopies - Previous Academic Credentials	<input type="text" value="1"/>	
<input checked="" type="checkbox"/> Re-Sealing - LUMS Transcript	<input type="text"/>	
<input checked="" type="checkbox"/> HEC Letters	<input type="text"/>	
<input checked="" type="checkbox"/> Train Concession Letter	<input type="text"/>	From City <input type="text"/> To City <input type="text"/> From Date <input type="text"/> <input type="text"/> To Date <input type="text"/> <input type="text"/>
<input checked="" type="checkbox"/> PIA Form	<input type="text"/>	

Figure 4.3.2.1.3.5

Panel 'Service Details' contains the information of various types of attestation and its quantity. There are seven checkbox options that are associated with each service quantity like

- 4.3.2.1.3.5.1- Photocopies - LUMS Degree
- 4.3.2.1.3.5.2- Photocopies - LUMS Transcript
- 4.3.2.1.3.5.3- Photocopies - Previous Academic Credentials
- 4.3.2.1.3.5.4- Re-Sealing - LUMS Transcript
- 4.3.2.1.3.5.5- HEC Letters
- 4.3.2.1.3.5.6- Train Concession Letter
- 4.3.2.1.3.5.7- PIA Form

4.3.2.1.3.5.1- Photocopies - LUMS Degree

If user will click the check box then system will consider it and enable the textbox 'Quantity'. User will provide the quantity in numbers like '1', '2', '3', etc.

Service	Quantity
<input checked="" type="checkbox"/> Photocopies - LUMS Degree	<input type="text"/>

Figure 4.3.2.1.3.5.1

4.3.2.1.3.5.2- Photocopies - LUMS Transcript

If user will click the check box then system will consider it and enable the textbox 'Quantity'. User will provide the quantity in numbers like '1', '2', '3', etc.

Service	Quantity
<input checked="" type="checkbox"/> Photocopies - LUMS Transcript	<input type="text"/>

Figure 4.3.2.1.3.5.2

4.3.2.1.3.5.3- Photocopies - Previous Academic Credentials

If user will click the check box then system will consider it and enable the textbox 'Quantity'. User will provide the quantity in numbers like '1', '2', '3', etc.

Service	Quantity
<input checked="" type="checkbox"/> Photocopies - Previous Academic Credentials	<input type="text"/>

Figure 4.3.2.1.3.5.3

4.3.2.1.3.5.4- Re-Sealing - LUMS Transcript

If user will click the check box then system will consider it and enable the textbox 'Quantity'. User will provide the quantity in numbers like '1', '2', '3', etc.

Service	Quantity
<input checked="" type="checkbox"/> Re-Sealing - LUMS Transcript	<input type="text"/>

Figure

4.3.2.1.3.5.4

4.3.2.1.3.5.5- HEC Letters

If user will click the check box then system will consider it and enable the textbox 'Quantity'. User will provide the quantity in numbers like '1', '2', '3', etc.

Service	Quantity
<input checked="" type="checkbox"/> HEC Letters	<input type="text"/>

Figure 4.3.2.1.3.5.5

4.3.2.1.3.5.6- Train Concession Letter

If user will click the check box then system will consider it and enable the textbox 'Quantity'. User will provide the quantity in numbers like '1', '2', '3', etc. There are four fields that visible to the user and user need to provide information for these fields.

- From City
- To City
- From Date
- To Date

Service	Quantity	Other Information Required								
<input checked="" type="checkbox"/> Train Concession Letter	<input type="text"/>	<table border="1"> <tr> <td>From City</td> <td><input type="text"/></td> </tr> <tr> <td>To City</td> <td><input type="text"/></td> </tr> <tr> <td>From Date</td> <td><input type="text"/></td> </tr> <tr> <td>To Date</td> <td><input type="text"/></td> </tr> </table>	From City	<input type="text"/>	To City	<input type="text"/>	From Date	<input type="text"/>	To Date	<input type="text"/>
From City	<input type="text"/>									
To City	<input type="text"/>									
From Date	<input type="text"/>									
To Date	<input type="text"/>									

Figure 4.3.2.1.3.5.6

4.3.2.1.3.5.7- PIA Form

If user will click the check box then system will consider it and enable the textbox 'Quantity'. User will provide the quantity in numbers like '1', '2', '3', etc.

Service	Quantity
<input checked="" type="checkbox"/> PIA Form	<input type="text"/>

Figure

4.3.2.1.3.5.7

4.3.2.1.4- **What is Collection Method** [Collection Method]

Panel 'Collection Method' is also same for all the user against all services. Purpose of 'Collection Method' is that how user will get his/her required documents. In the 'RO Service' system currently there are three below mentioned 'Collection Methods' i.e.

4.3.2.1.4.1- Personally Collect

4.3.2.1.4.2- Authorize to Person

4.3.2.1.4.3- Dispatch on Mailing Address

4.3.3.3.3.1- **Personally Collect**

If user click to the checkbox 'Personally Collect' and select only it then 'Step 2. Contact - Address Information' will not appear and next page 'Step 3.Quantity - Charges Calculation' will appear.

Collection Method	Quantity
<input checked="" type="checkbox"/> Personally Collect	

Figure 4.3.3.3.3.1

4.3.2.1.4.2- **Authorize to Person**

In case if user select the checkbox 'Authorize to a Person' [Figure 4.3.2.1.4.2] then 'Step 2. Contact - Address Information' will appear and user will provide information about 'Authorize Person Details' [Ref: 4.3.2.2.1- Authorize Person Details].

Collection Method	Quantity
<input checked="" type="checkbox"/> Authorize to a Person	

Figure 4.3.2.1.4.2

4.3.2.1.4.3- **Dispatch on Mailing Address**

In case if user select the option 'Dispatch on Mailing Address' then system will display the textbox 'No. of addresses'. System will also display 'Step 2. Contact - Address Information' by having panel 'Mailing Address'. Panel 'Mailing Address' depends on text box 'No. of addresses' if user provide 2 then 'Step 2. Contact - Address Information' will display 2 panels of 'Mailing Address'.

Collection Method	Quantity
<input checked="" type="checkbox"/> Dispatch on Mailing Address	
	No. of addresses <input type="text" value="1"/>

Figure 4.3.2.1.4.3

4.3.2.1.5- What is Urgency Type [Urgency Type]

The last panel user need to fill is 'Urgency Type'. There are three types of urgency like

4.3.2.1.5.1- Same Working Days

4.3.2.1.5.2- 2- Working Days

4.3.2.1.5.3- Normal 7- Working Days

4.3.2.1.5.1- Same Working Days

If user need to get services like 'Official Transcript', 'Letter', etc. on the 'Same Working Day' then user must submit payment before 12:00 PM [Noon] PST [Pakistan Standard Time]. Currently Same Working Days 'Official Transcript' charges are '1,000/- PKR' [Pakistan Rupees].

Note: Urgency 'Same Working Day' is not available for service 'Degree' ['Degree before Convocation', 'Duplicate Degree', 'Name of Change on Degree', 'Duplicate Distinction Certificate']

4.3.2.1.5.2- 2- Working Days

User can also select the option 'Normal 2- Working Days'. These 2 working days will not consider 'Public/Official Holidays' and 'Saturday/Sunday'. Currently '2- Working Days' charges are '500/- PKR' [Pakistan Rupees].


4.3.2.1.5.3- Normal 7- Working Days

User can also apply 'Normal 7- Working Days' which will also not include 'Public/Official Holidays' and 'Saturday/Sunday'. Currently 'Normal 7- Working Days' charges are '200/- PKR' [Pakistan Rupees].

Note: 'Official/Public' Holidays and 'Saturday/Sunday' will not consider in any type of urgency.

Urgency Type Cost Table:

#	Services	Urgent Type Cost
1	Same Working Day - Official Transcript / Student Copy	1,000/- PKR Onetime payment
2	2-Working Day - Official Transcript / Student Copy	500/- PKR Same for only 1 time payment
3	Normal 7-Working Day - Official Transcript /Student Copy	No Fee
4	Same Working Day - Letters	100/- PKR [One Time Payment]

When user click the button  then system will check that user has selected any 'Collection method' i.e. 'Authorize to a Person' or 'Dispatch on Mailing Address' then system will post to second step [Ref: 4.3.2.2- Step 2. Fill Contact / Address Information]. In case of user select only 'Urgency type → Personally Collect' then system will not post to second step and display post to step 3.

4.3.2.2- Step 2. Fill Contact / Address Information

When first step completed then system display the below mentioned screen which appears against previous screen 'Collection Method'.

Mailing Address

Second screen display the tab 'Mailing Address' which consist of various fields like 'Previous Address', 'Mailing Address', 'Country', 'State', 'City', etc.

Authorize Person Details

Second screen also display the tab 'Authorize Person Details' which consist of various fields like 'Person Name', 'CNIC' and 'Mobile #'.

Figure 4.3.2.2

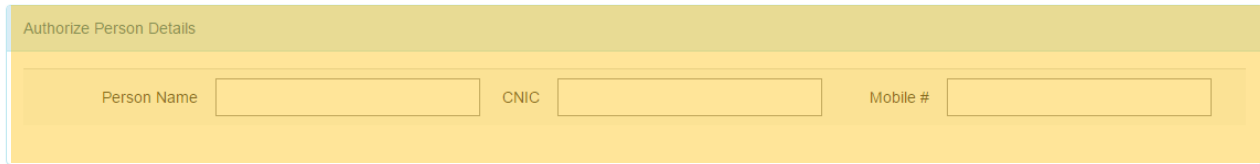
This screen has divided into below mentioned sections/panels

4.3.2.2.1- Authorize Person Details

4.3.2.2.2- Mailing Address

4.3.2.2.1- How to Fill Authorize Person Details [Authorize Person Details]

In case if user select the checkbox 'Authorize to a Person' [Ref: 4.3.2.1.4.2- **Authorize to Person**] then 'Step 2. Contact - Address Information' will appear and user will provide information about 'Authorize Person Details' as shown in below screen [Figure 4.3.2.2.1].



Authorize Person Details

Person Name CNIC Mobile #

Figure 4.3.2.2.1

User will provide information of 'Authorize Person Details' [Figure 4.3.2.2.1] by filling the fields

- Person Name
- CNIC
- Mobile #

4.3.2.2.2- How to Fill Mailing Address [Mailing Address]

If collection method is 'Dispatch on Mailing Address' then 'Step 2. Contact – Address Information' will appear and display the related panel like in case of option 'Dispatch on Mailing Address', 'Step 2. Contact – Address Information' will appear and display the panel 'Mailing Address'.

Panel 'Mailing Address' [Figure 4.3.2.2.2] consist of various fields that user need to fill if s/he wants to get the 'Official Transcript' or 'Student Copy' at his/her mailing address. Fields are

- Previous Address(es)
- Mailing Address
- Country
- State
 - If user select the dropdown 'State' value 'Not Listed' then below textbox enable and user can type the 'State' information.
- City
 - If user select the dropdown 'City' value 'Not Listed' then below textbox enable and user can type the 'City' information.
- Phone No
- Email
- Postal Code
- Other Details

The screenshot shows a form titled 'Mailing Address 1'. It includes the following fields:

- Previous Address(es):** A dropdown menu with the text 'Select an Option'.
- Mailing Address:** A text input field.
- Country:** A dropdown menu with the text '[Select an Option]'. Below it is a text input field.
- State:** A dropdown menu with the text '[Select an Option]'. Below it is a text input field.
- City:** A dropdown menu with the text '[Select an Option]'. Below it is a text input field.
- Phone No:** A text input field.
- Email:** A text input field.
- Postal Code:** A text input field.
- Other Details:** A large text area for additional information.

Figure 4.3.2.2.2


Below mentioned fields are necessary in the panel 'Mailing Address' like


- Mailing Address
- Country

- State
- City
- Phone No
- Email

Note: Panel 'Mailing Address' will appear according to Quantity of 'Dispatch on Mailing Address'.

When user fill the information of step 2 [Ref: 4.3.2.2.1- How to Fill Authorize Person Details] then s/he can

click the button  to proceed to the step 3 [Ref: 4.3.2.1- Step 3. Fill Quantity & Calculation of Charges].

If user want to modify first step s/he can click the button  and system will post to the step 1.

4.3.2.3- Step 3. Fill Quantity & Calculation of Charges

When user fill the step 2 and click the button 'Next' then System will display below mentioned screen.

Cost Details

Second panel cost details displaying all type of cost like 'Service', 'Urgency Type', 'Dispatch & Mailing charges', etc.

Collection Details

First panel display the information of services and its quantity. User need to select quantity against service and collection type to tell to the system for charges calculation.

Collection Details

Service	Quantity	Collection Type
1 Official Transcript	1	Personally Collect 0 ▾
		Authorize to a Person 0 ▾
		Dispatch on Mailing Address (298-Nargis Block - Allama Iqbal Town) 0 ▾
2 Student Copy	1	Personally Collect 0 ▾
		Authorize to a Person 0 ▾
		Dispatch on Mailing Address (298-Nargis Block - Allama Iqbal Town) 0 ▾

Cost Details

Urgency Type	Cost		
Normal 2-Working Days	500		
Services	Unit Cost	Quantity	Total
Official Transcript	500	1	500
Student Copy	500	1	500
Mailing Charges	Unit Gram	Cost	
Dispatch on (298-Nargis Block - Allama Iqbal Town)			
Total amount to be paid:	1500/- PKR		

Comments

Additional Comments

I have read Terms & Policies

Back
Submit

Figure 4.3.2.3

This screen has divided into below mentioned sections/panels

4.3.2.3.1- Service Details

4.3.2.3.2- Cost Details

4.3.2.3.3- Comments

4.3.2.3.1- How to Fill Service Details [Service Details]

This is the last step that appear to the user as you can see the below screen [Figure 4.3.3.4].

Collection Details

Service	Quantity	Collection Type	
1 Official Transcript	1	Personally Collect	0 ▼
		Authorize to a Person	0 ▼
		Dispatch on Mailing Address (298-Nargis Block - Allama Iqbal Town)	0 ▼
2 eTranscript	1		
3 Student Copy	1	Personally Collect	0 ▼
		Authorize to a Person	0 ▼
		Dispatch on Mailing Address (298-Nargis Block - Allama Iqbal Town)	0 ▼

Cost Details

Urgency Type		Cost
Normal 2-Working Days	-	500

Services	Unit Cost	Quantity	Total
Official Transcript	500	1	500
eTranscript	500	1	500
Student Copy	500	1	500

Mailing Charges	Unit Gram	Cost
Dispatch on (298-Nargis Block - Allama Iqbal Town)		

Total amount to be paid: 2000/- PKR

Comments

Additional Comments

I have read Terms & Policies

Back
Submit

Figure 4.3.2.3.1

Above mentioned screen [Figure 4.3.2.3.1] has main three panels.

4.3.2.3.1.1- Collection Details

4.3.2.3.1.2- Cost Details

4.3.2.3.1.3- Comments

4.3.2.3.1.1- How to Fill Collection Details

Panel 'Collection Detail' on the screen 'Step 3, user can select the quantity that s/he can receive against different services. Please see the below screen [Figure 4.3.3.4]. According to below screen user has selected all three collection methods so s/he need to tell the system about the quantity that s/he wants to receive against collection method.

Example

1. In case of Official Transcript user has provide the quantity '1' then s/he needs to tell the system about quantity against 'Collection Method/Type'.
2. In the same manner in case of 'eTranscript' by default its quantity will be '1' because 'eTranscript' email to the user specified email address.
3. In case of third service 'Student Copy', user need to tell to the system that how much quantity s/he wants to receive against 'Collection Method/Type'.

Collection Details			
	Service	Quantity	Collection Type
1	Official Transcript	1	Personally Collect <input type="text" value="0"/>
			Authorize to a Person <input type="text" value="0"/>
			Dispatch on Mailing Address (298-Nargis Block - Allama Iqbal Town) <input type="text" value="0"/>
2	eTranscript	1	
3	Student Copy	1	Personally Collect <input type="text" value="0"/>
			Authorize to a Person <input type="text" value="0"/>
			Dispatch on Mailing Address (298-Nargis Block - Allama Iqbal Town) <input type="text" value="0"/>

Figure 4.3.2.3.1.1

4.3.2.3.1.2- View Cost Details

Second panel display the summary information of the various types of cost as you can see in below screen [Figure 4.3.2.3.1.2].

Cost Details			
Urgency Type			Cost
Normal 2-Working Days	-	-	500
Services	Unit Cost	Quantity	Total
Official Transcript	500	1	500
eTranscript	500	1	500
Student Copy	500	1	500
Mailing Charges	-	Unit Gram	Cost
Dispatch on (298-Nargis Block - Allama Iqbal Town)			
Total amount to be paid:			2000/- PKR

Figure 4.3.2.3.1.2

Above mentioned screen [Figure 4.3.3.4.2] display the various cost heads like

- 4.3.2.3.1.2.1- Urgency Type Cost
- 4.3.2.3.1.2.2- Services Cost
- 4.3.2.3.1.2.3- Mailing Charges Cost
- 4.3.2.3.1.2.4- Total Amount Calculation

4.3.2.3.1.2.1- Urgency Type Cost

Urgency type cost is different according to its type as discussed early in the section [4.3.2.1.5- **What is Urgency Type** [Urgency Type]].

4.3.2.3.1.2.2- Services Cost

Each 'Service' cost is different mentioned in below table.

Services Cost Table:

#	Services	Cost
1	Official Transcript	
2	eTranscript	
3	Student Copy	

4.3.2.3.1.2.3- Mailing Charges Cost

Mailing Charges are different according to the country please see the below table.

Mail Charges Table:

INTERNATIONAL COURIER CHARGES RATES		
(TCS)		
Weight up to 500 Grams for documents only		
RATES (PKR)	1,700	1,800
COUNTRIES	UAE	
	Bahrain	Australia
	Bangladesh	Jordan
	France	
	Germany	
	India	
	Italy	
	Kuwait	
	Luxembourg	
	Oman	
	Qatar	
	Saudi Arabia	
	Sri Lanka	
	Switzerland	
	UK	
	Denmark	
	Iran	
	Syria	
	Yemen	
	Canada	
China		
Singapore		
Thailand		
USA		

Note: Above mentioned charges are according to the weight up to 500 Grams for documents only.

4.3.2.3.1.2.4- Total Amount Calculation

Below mentioned is formula for calculation...

“Urgency Cost + [Service Cost x Quantity] + Mailing Charges [If = 500grm then Single Cost charge else double Cost Charge] = Total Amount to be paid”

Example:

#	Cost Head			Amount
1	Urgency Type:			
	2-Working Day	500	2	500
2	Services:	Unit Cost	Quantity	
	Official Transcript	500	2	1,000
	eTranscript	500	1	500
	Student Copy	500	1	500
3	Mailing Charges		Unit Gram	
	Dispatch on National		500	1300
	Dispatch on Inter-National			
4	Total Amount to be Paid:			3,800/- PKR

4.3.2.3.1.3- Comments

The last panel is ‘Comments’ which is consist of two fields

4.3.2.3.1.3.1- Additional Comments


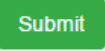
4.3.2.3.1.3.2- Checkbox ‘I have Read Terms & Policies

4.3.2.3.1.3.1- Additional Comments

User can enter additional comments against this request that will be visible to the ‘RO’ staff at admin side during request process.

4.3.2.3.1.3.2- Checkbox ‘I have Read Terms & Policies

‘Terms & Policies’ text has define here that user need to read and select the checkbox ‘I have read Terms & Policies’. If user will not select the checkbox then system will not allow the user to submit the ‘RO’ service request.

By clicking the button  , system will take the user to the first step and by clicking the button  , system will submit the application request and display the screen 'Voucher Info', from where user can download and view the voucher.

4.3.2.4- How to download/View Voucher

When user application submitted successfully the below mentioned screen ‘Download/View Voucher’ [Figure 4.3.2.4].

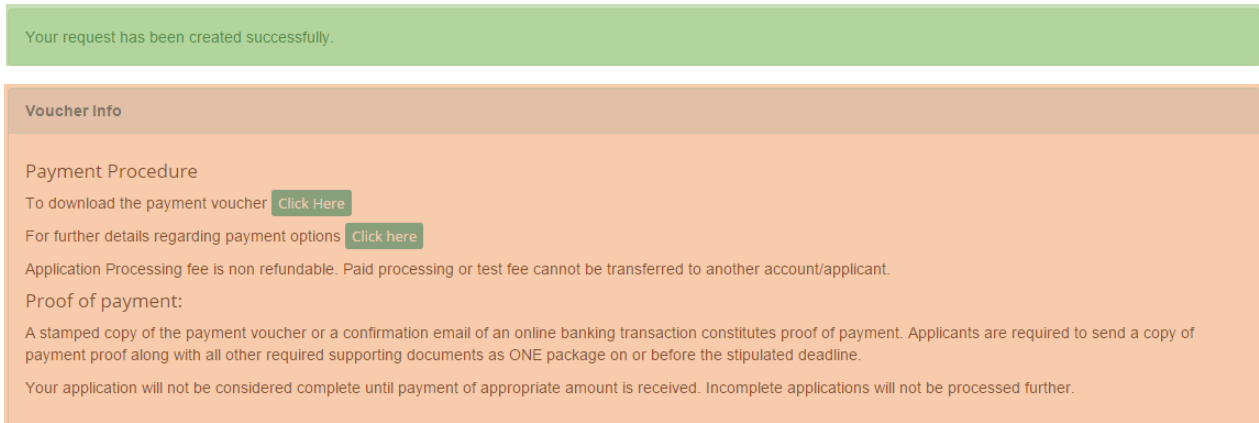


Figure 4.3.2.4

As soon as user click the button ‘Click Here’ To download the payment voucher [Click Here](#) as a response system will download voucher in ‘PDF’ format.

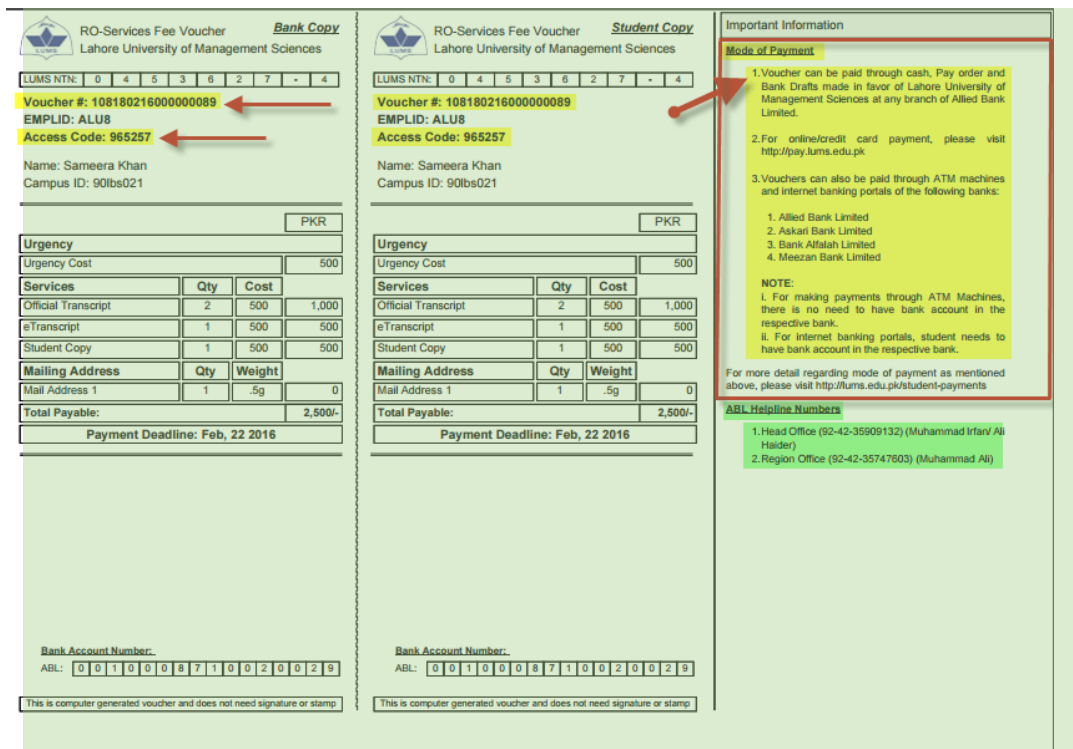


Figure 4.3.2.4a

In above mentioned voucher screen [Figure 4.3.2.4a] there are some important fields that require during payment.

- Voucher #
- Access Code

At the voucher screen [Figure 4.3.2.4a] there is another important information that user needs to read before payment

- Mode of Payment

4.3.2.5- **How to Pay Online/Offline** [Mode of Payment]

Below mentioned information is important to read before making payment against 'Service' request charges.

1. Voucher can be paid through cash, Pay order and Bank Drafts made in favor of Lahore University of Management Sciences at any branch of Allied Bank Limited.
2. For online/credit card payment, please visit <http://pay.lums.edu.pk>
3. Vouchers can also be paid through ATM machines and internet banking portals of the following banks:
 - a. Allied Bank Limited
 - b. Askari Bank Limited
 - c. Bank Alfalah Limited
 - d. Meezan Bank Limited

Note: For making payments through ATM Machines, there is no need to have bank account in the respective bank. ii. For internet banking portals, student needs to have bank account in the respective bank.

Note: If voucher 'Payment Deadline: Date' expire then user need to create new request.

As soon as user click the button 'Click Here' [For further details regarding payment options](#) [Click here](#) as a response system will open the website <http://lums.edu.pk/page.php/student-payments>. Which has information about various types of payment mode.