



# **CORPORATE COMMUNICATION MODULE**

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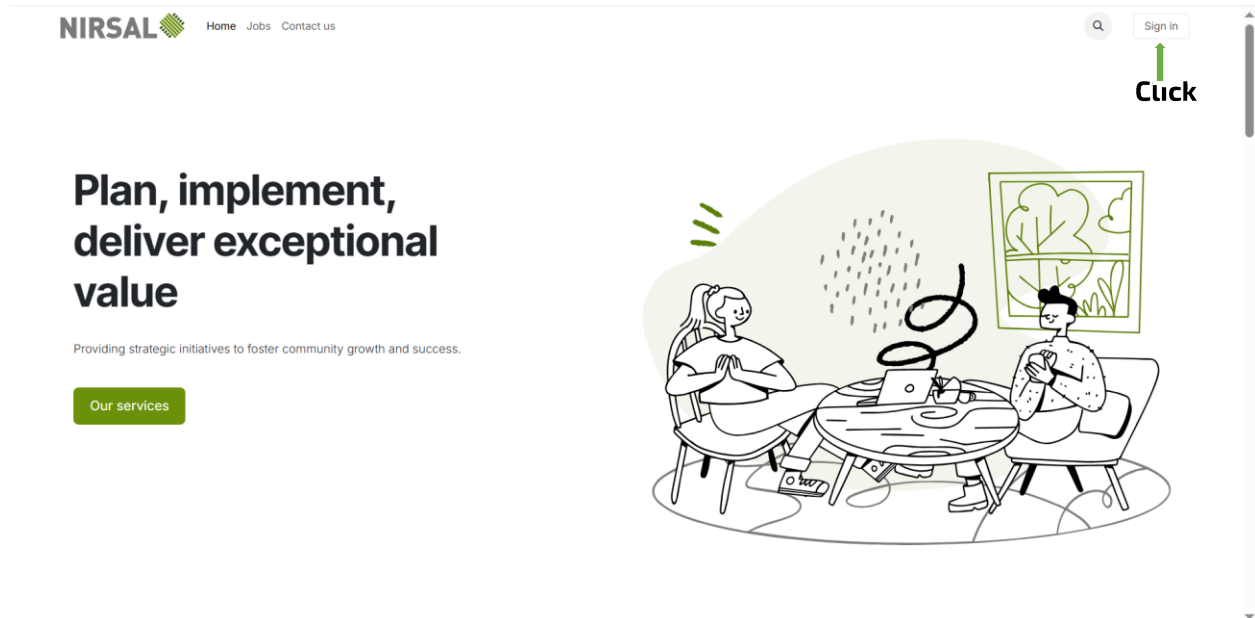
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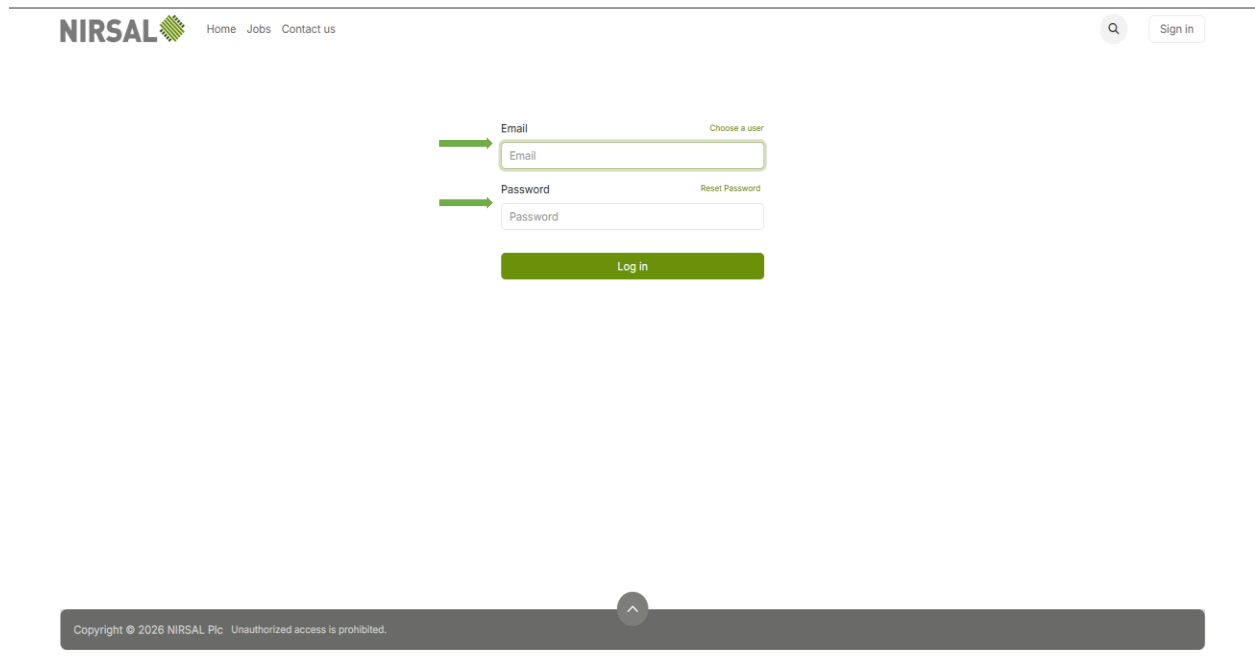
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# HOW TO APPLY FOR A BUSINESS CARD REQUEST

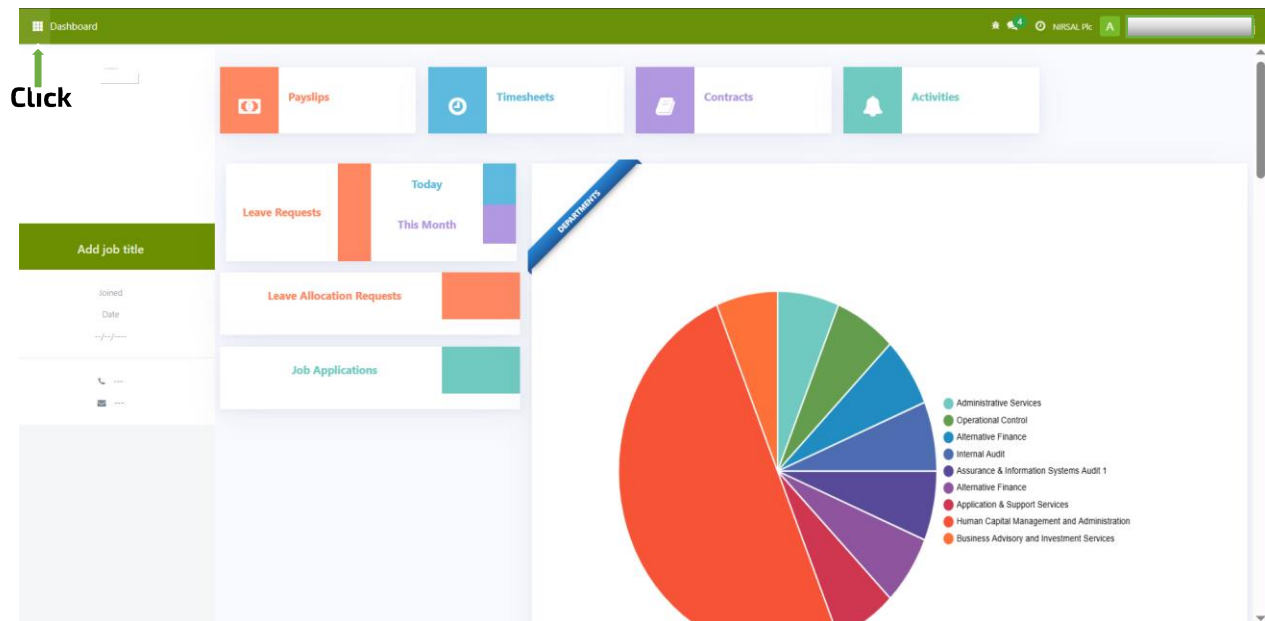
1. Enter the ERP URL (erp.nirsal.com) then click on **Sign in**



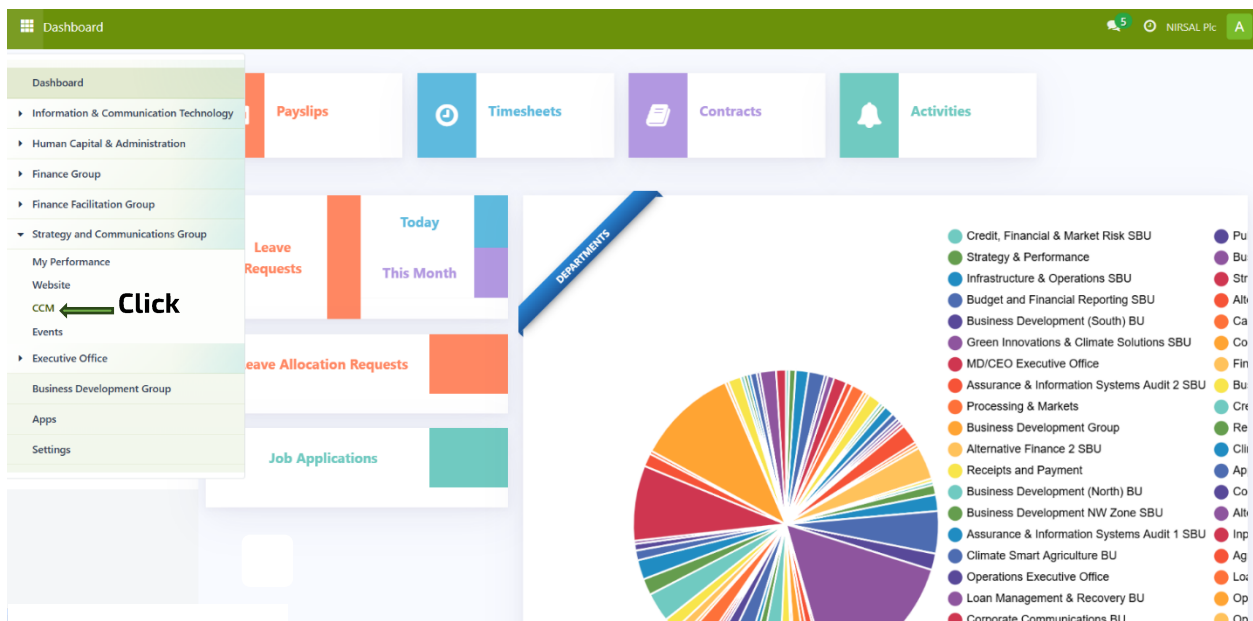
2. Insert email and password, then click on Login/Enter



- Click on the **Menu icon**  on the top left of the interface



- Then click on **Strategy and Communications Group**, which is a drop-down tab, then click on **CCM**



5. On the **Business Card Requests** tab, then click on the **New** button

The screenshot shows the CCM Business Card Requests tab. At the top, there are tabs for 'Business Card Requests', 'Replacement ID Requests', and 'New ID Issuance'. Below the tabs, there is a 'New' button and a search bar. A table with the following columns is displayed: Request Type, Employee, Organization Unit, Quantity, State, and Created on. The table contains one row of data: Business Card Request, Administrator Muktar Usman, 50, Cancelled, and 03/06/2026 11:34:29. A green arrow points to the 'New' button, and a 'Click' label is next to it.

| Request Type          | Employee                   | Organization Unit | Quantity | State     | Created on          |
|-----------------------|----------------------------|-------------------|----------|-----------|---------------------|
| Business Card Request | Administrator Muktar Usman |                   | 50       | Cancelled | 03/06/2026 11:34:29 |

6. Enter an employee in the **Employee** provided field, and the employee's details on the **Identity** tab below will be populated automatically.

The screenshot shows the CCM Business Card Requests form. At the top, there are tabs for 'Business Card Requests', 'Replacement ID Requests', and 'New ID Issuance'. Below the tabs, there is a 'New' button and a 'Save' button. A green arrow points to the 'Save' button, and a 'Cancel' button is next to it. Below the buttons, there is a 'Submit' button and a 'Reject' button. A progress bar shows the following steps: Draft, Submitted, HOD Approved, Ready for Printing, Printed, Rejected, and Cancelled. The form contains the following fields: Name (CCM/00075), Request Type (Business Card Request), Requested By (Ahmed Ibrahim - MTANDU ERP Specialist), Employee (Admin), and Organization Unit (Administrator Muktar Usman). A dropdown menu is open for the Organization Unit field, showing options: Administrator Muktar Usman, Create "Admin", Search More..., and Create and edit... A green arrow points to the 'Identity' tab, which is currently selected. The Identity tab shows the following fields: Employee Name, Employee ID, Designation, Work Email, Mobile Phone, and Work Phone. At the bottom, there are buttons for 'Send message', 'Log note', and 'Activities'. A search bar and a 'Follow' button are also present.

**Save** **Cancel**

**Submit** **Reject** **Cancel**

**Draft** **Submitted** **HOD Approved** **Ready for Printing** **Printed** **Rejected** **Cancelled**

Name: CCM/00075  
Request Type: Business Card Request  
Requested By: Ahmed Ibrahim - MTANDU ERP Specialist  
Employee: Admin  
Organization Unit: Administrator Muktar Usman

**Identity** **Business Card** **Approvals**

Employee Name: \_\_\_\_\_ Work Email: \_\_\_\_\_  
Employee ID: \_\_\_\_\_ Mobile Phone: \_\_\_\_\_  
Designation: \_\_\_\_\_ Work Phone: \_\_\_\_\_

**Send message** **Log note** **Activities**

Search **Follow**

7. Next, click the **Business Card** tab, select the required **Quantity**, then click **Submit** to send the request for approval.

The screenshot displays the CCM (Customer Care Management) interface for Business Card Requests. The top navigation bar includes tabs for 'Business Card Requests', 'Replacement ID Requests', and 'New ID Issuance'. The 'Business Card Requests' tab is active, showing a list of requests. The 'New' button is highlighted, and the request ID 'CCM/00075' is visible. Below the navigation bar, there are buttons for 'Submit', 'Reject', and 'Cancel'. A progress bar shows the status of the request: 'Draft' (selected), 'Submitted', 'HOD Approved', 'Ready for Printing', 'Printed', 'Rejected', and 'Cancelled'. The main form area contains fields for 'Name' (CCM/00075), 'Employee' (Administrator Muktar Usman), 'Request Type' (Business Card Request), 'Requested By' (Ahmed Ibrahim - MTANDU ERP Specialist), and 'Organization Unit'. Below these fields, there are tabs for 'Ident', 'Business Card', and 'Approvals'. The 'Business Card' tab is selected, and a dropdown menu for 'Quantity' is open, showing options '50' and '100'. The '50' option is highlighted. At the bottom of the form, there are buttons for 'Send message', 'Log note', and 'Activities'. The bottom right corner of the interface shows a search icon, a link icon, a user icon, and a 'Follow' button.

CCM Business Card Requests Replacement ID Requests New ID Issuance

New Business Card Requests CCM/00075

Submit Reject Cancel Draft Submitted HOD Approved Ready for Printing Printed Rejected Cancelled

Name CCM/00075 Employee Administrator Muktar Usman  
Request Type Business Card Request Organization Unit  
Requested By Ahmed Ibrahim - MTANDU ERP Specialist

Ident Business Card Approvals

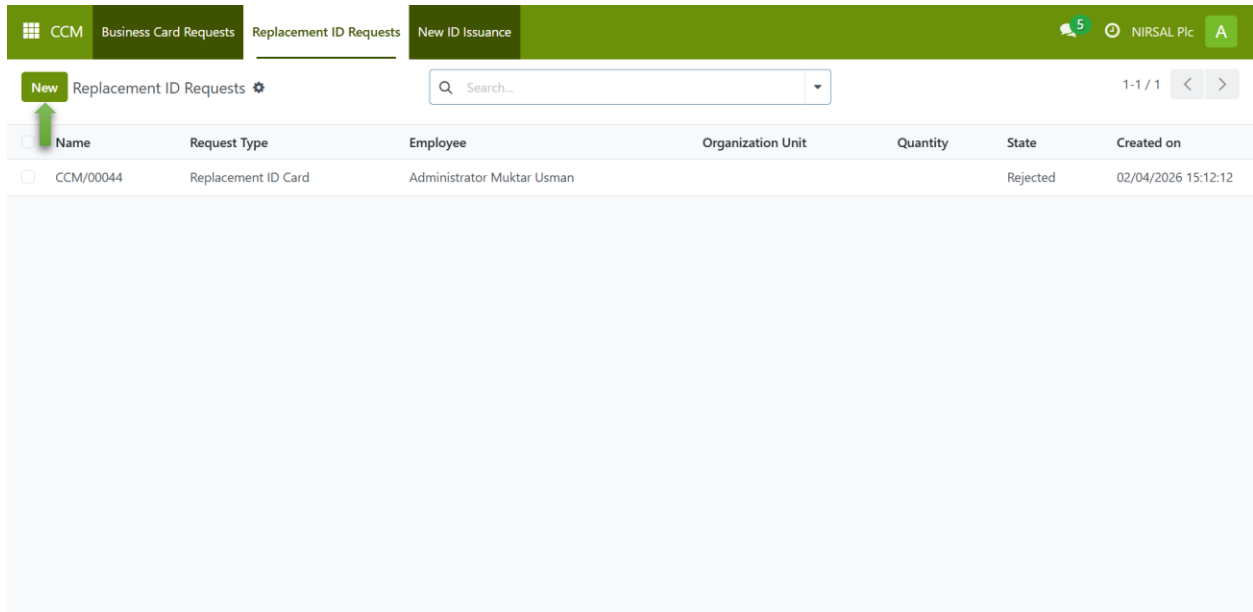
Quantity  
50  
100

Send message Log note Activities

Search Link User Follow

# HOW TO APPLY FOR AN ID CARD REPLACEMENT

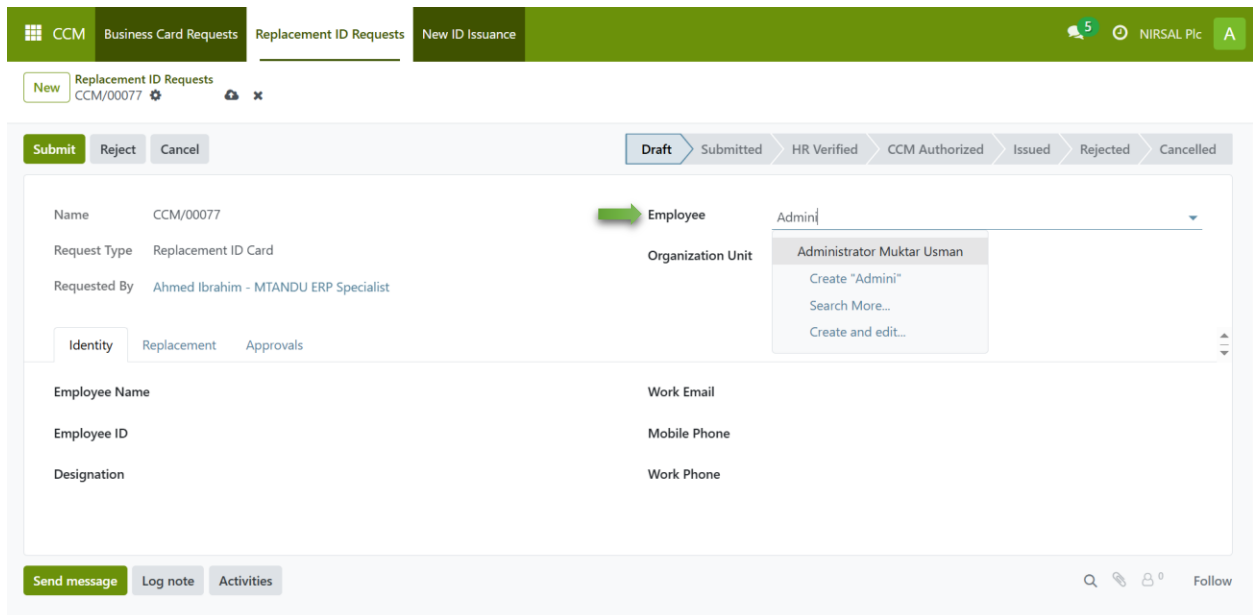
1. On the **CCM**, click on the **Replacement ID Request** tab, then click on **New** button



The screenshot shows the CCM interface with the 'Replacement ID Requests' tab selected. A green arrow points to the 'New' button. Below the header is a table with the following data:

| Name      | Request Type        | Employee                   | Organization Unit | Quantity | State    | Created on          |
|-----------|---------------------|----------------------------|-------------------|----------|----------|---------------------|
| CCM/00044 | Replacement ID Card | Administrator Muktar Usman |                   |          | Rejected | 02/04/2026 15:12:12 |

2. Enter an employee in the **Employee** provided field, and the employee's details on the **Identity** tab below will be populated automatically.



The screenshot shows the CCM interface with the 'Replacement ID Requests' tab selected. The 'New' button is highlighted. Below the header is a form with the following fields:

Name: CCM/00077  
Request Type: Replacement ID Card  
Requested By: Ahmed Ibrahim - MTANDU ERP Specialist

**Employee**: Administrator Muktar Usman  
**Organization Unit**: Administrator Muktar Usman

**Identity** tab is active, showing the following fields:

Employee Name: Work Email  
Employee ID: Mobile Phone  
Designation: Work Phone

3. Next, Next, click the **Replacement** tab, select a **Document Type** (either a **Police Report** or a **Court Affidavit**), then attach the corresponding supporting document. Finally, click **Submit** to send the request for approval.

The screenshot shows the 'Replacement ID Requests' section of the CCM system. The top navigation bar includes 'CCM', 'Business Card Requests', 'Replacement ID Requests' (active), and 'New ID Issuance'. A user profile for 'NIRSAL Pic' is visible in the top right. Below the navigation bar, a 'New' button and the request ID 'CCM/00077' are shown. The main form area has a status bar with 'Submit', 'Reject', and 'Cancel' buttons on the left, and a workflow progress bar with 'Draft', 'Submitted', 'HR Verified', 'CCM Authorized', 'Issued', 'Rejected', and 'Cancelled' stages. The form fields include: 'Name' (CCM/00077), 'Employee' (Administrator Muktar Usman), 'Request Type' (Replacement ID Card), 'Requested By' (Ahmed Ibrahim - MTANDU ERP Specialist), and 'Organization Unit'. Below these fields are tabs for 'Ide', 'Replacement' (selected), and 'Approvals'. The 'Document Type' is set to 'Police Report'. Under 'Supporting Document(s)', a PDF file named 'Visitor Pass - VR\_2026\_00004 (4).pdf' is attached, indicated by a green checkmark. A green arrow points to a 'Supporting Document(s)' button at the bottom.

CCM Business Card Requests Replacement ID Requests New ID Issuance

New Replacement ID Requests CCM/00077

Submit Reject Cancel Draft Submitted HR Verified CCM Authorized Issued Rejected Cancelled

Name CCM/00077 Employee Administrator Muktar Usman

Request Type Replacement ID Card Organization Unit

Requested By Ahmed Ibrahim - MTANDU ERP Specialist

Ide Replacement Approvals

Document Type Police Report

Supporting Document(s)

Visitor Pass - VR\_2026\_00004 (4).pdf PDF

Supporting Document(s)



# HOW TO PROCESS FOR A NEW ID CARD

1. On the **CCM**, click on the **New ID Issuance** tab, then click on **New** button

CCM Business Card Requests Replacement ID Requests New ID Issuance

New New ID Issuance

Search...

| Name | Request Type | Employee | Organization Unit | Quantity | State | Created on |
|------|--------------|----------|-------------------|----------|-------|------------|
|------|--------------|----------|-------------------|----------|-------|------------|

Create new document

2. Select the employee's **Business Unit** in the **Organization Unit** field. Then, enter the employee's details on the **Identity** tab.

CCM Business Card Requests Replacement ID Requests New ID Issuance

New New ID Issuance CCM/00080

Submit Reject Cancel Draft Submitted to CCM CCM Approved Issued Rejected Cancelled

Name CCM/00080

Request Type New ID Card Issuance

Requested By Ahmed Ibrahim - MTANDU ERP Specialist

Identity New ID Issuance Approvals

Employee Name

Employee ID

Designation

Organization Unit

Administration

Operations Directorate / Shared Services Group / Human Capital Management and Administration BU / Administrati...

Technical Directorate / Value Chain Optimisation Group / AVC Production, Integration and Support Services BU / Agr...

Technical Directorate / Value Chain Optimisation Group / AVC Production, Integration and Support Services BU / Agr...

Technical Directorate / Finance Facilitation Group / Alternative Finance BU / Alternative Finance 1 SBU

Technical Directorate / Finance Facilitation Group / Alternative Finance BU / Alternative Finance 2 SBU

Technical Directorate / Finance Facilitation Group / Alternative Finance BU

Technical Directorate / Finance Facilitation Group / Alternative Finance BU / Alternative Finance SBU

Search More...

Start typing...

Send message Log note Activities

Follow

3. Next, click the **New ID Issuance** tab, upload the employee's passport photograph to be used on the ID card, then click **Submit** to send the request for approval.

CCM

Business Card Requests

Replacement ID Requests

New ID Issuance

5

NIRSAL Plc

A

New New ID Issuance CCM/00080

Submit

Reject

Cancel

Draft

Submitted to CCM

CCM Approved

Issued

Rejected

Cancelled

Name

CCM/00080

Organization Unit

Administration

Request Type

New ID Card Issuance

Requested By

Ahmed Ibrahim - MTANDU ERP Specialist

Id

New ID Issuance

Approvals

Photo

