

## ISDS TROUBLE TICKET FORM

<b>General Information.</b> All field mark with red asterisks (*) are compulsory.			
<b>Project Title:</b>	Integrated Stamp Duty Service	<b>Project Working Title:</b>	ISDS
<b>Client</b>	Federal Inland Revenue Service	<b>Service Vendor</b>	Oasis Management Company Limited
<b>Documented by</b>		<b>Date / Control Number:</b>	
<b>ISDS Assessment ID*</b>		<b>ISDS payment ID</b>	<b>MDA Transaction ID*</b>

**Bio-data of user** *[maybe documented by ISDS support staff]*

<b>First Name *</b>	<i>[Enter First Name]</i>	<b>Surname *</b>	<i>[Enter Surname Name]</i>	<b>Other names</b>	<i>[Enter other mobile number]</i>
<b>Address</b>	<i>[Enter a residential address]</i>	<b>Mobile Phone Number *</b>	<i>[Enter mobile phone number]</i>	<b>Other Phone Number</b>	<i>[Enter other number]</i>
<b>Email Address *</b>	<i>[Enter Email address]</i>	<b>Tax Identification Number *</b>	<i>[Enter TIN]</i>	<b>Other means of IDs</b>	<i>[State the Card &amp; ID number]</i>

**Complaint/Issue/Suggestion** *[maybe documented by ISDS support staff]*

<b>Date of Transaction *</b>	<i>[Enter Date of transaction]</i>	<b>URL/Website address of use</b>	<b>Time of transaction</b>	<i>[Estimated time is acceptable]</i>
<b>Name of Transaction/stamp duty instrument</b>	<i>[Enter Name of instrument]</i>	<b>Place of Transaction</b>	<b>Amount Involved (in Naira) *</b>	<i>[Enter the Amount involved]</i>
<b>Description of the issue *</b>	<i>[Describe the issue(s) encountered on the Portal]</i>			

**Acknowledgment** *[must be documented by ISDS support staff]*

<b>Date of Completing this form *</b>	<i>[Enter the date of completing this form]</i>	<b>Means of communication *</b>	<i>[e.g. website, phone, live chat etc]</i>
<b>Additional Comments</b>			
<b>Name of ISDS Staff *</b>	<i>[name of personnel completing this form]</i>	<b>Signature *</b>	<b>Date *</b>

**Planned resolution steps**

1. Open a ticket on ISDS Support on behalf of the user
2. Breakdown the issues identified
3. Resolve the issue or forward to the next support level group
4. Follow up for feedback and resolution
5. Upon closure, the ticket is (electronically) archived.