Tawazun Industrial Park (TIP)

Abu Dhabi, UAE

Visitors Management System

Create Visit - Manual

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Introduction

Tawazun Industrial Park is a high secure area and it is so because of the nature of business within. The Park can be accessed only through gates passes, short and long term. The gate pass process is indeed a complex process, again due to the nature of the business here. Nevertheless, our studies over the last year have revealed scope of improvement in the procedure majority because of the challenges with the existing process being manual.

In our continuous effort to improve all services and facilities inside the park, an automated Gate Pass Management System, Hayakum has been developed.

1. Add Vehicle

Vehicle details should be included in each visit request. Admin should add all vehicle details before create visit request. Add vehicle is one time process. Follow the steps bellow to add vehicles to the company.

Navigate to Profile tab from Menu and select Vehicle tab from sub menu.
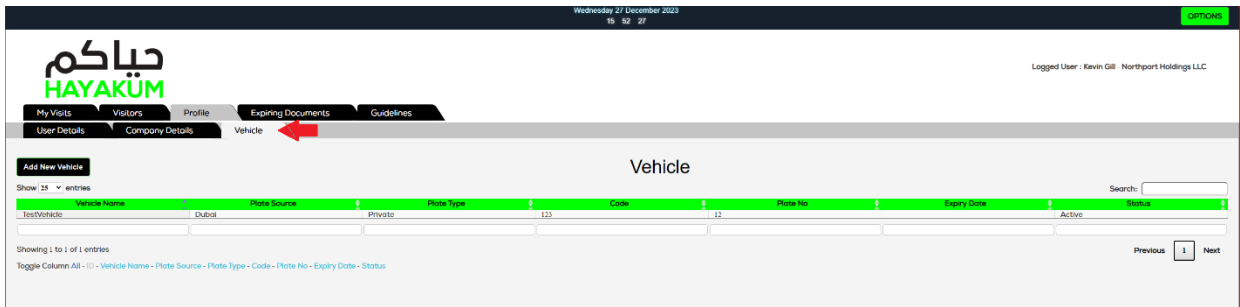
Click on Add New Vehicle Button, vehicle form will open in popup. Fill the details of vehicle and upload document of vehicle, file size should be less than 1MB. Click on Save button to save the Vehicle.
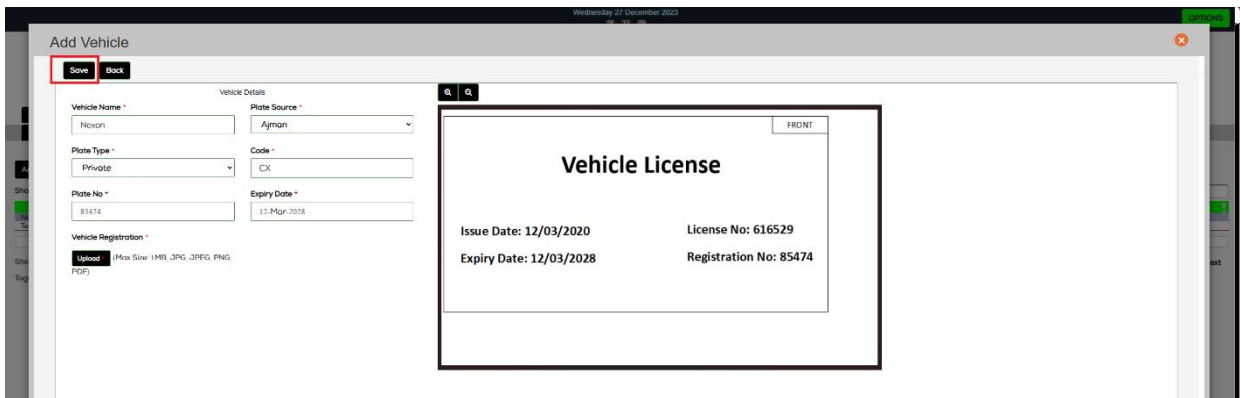
1.1 Edit Vehicles

To Edit the Existing Vehicle, Select the Vehicle from the list of vehicles. Edit form will be opened in popup. Admin can Edit Vehicle Details in Edit Form and save.
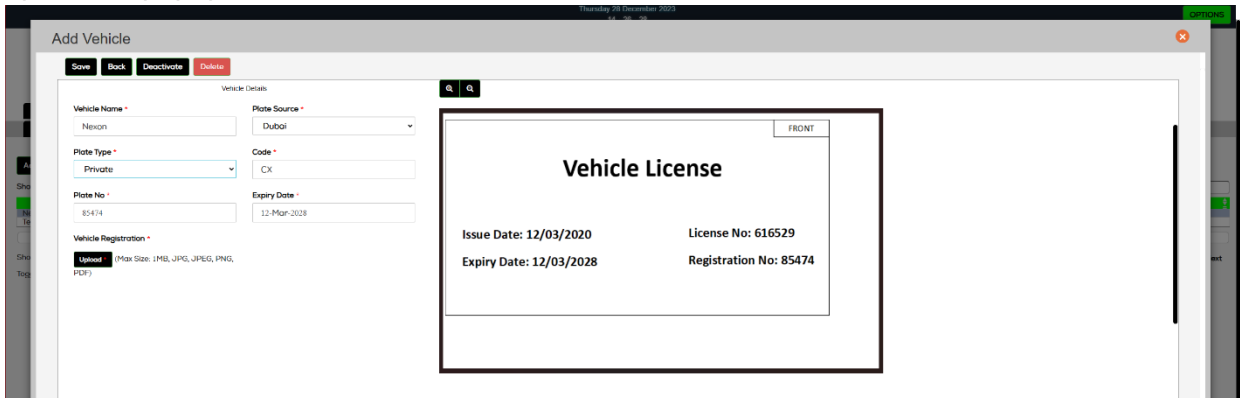
From Edit form Admin can Deactivate / Activate and Delete the vehicle.

2. Create a visit request

An Online User also known as External User can be anyone who is coming to TIP from the outside. To Make a visit to TIP your company must be approved by TIP security which also will be at the approval of the new company administrator.
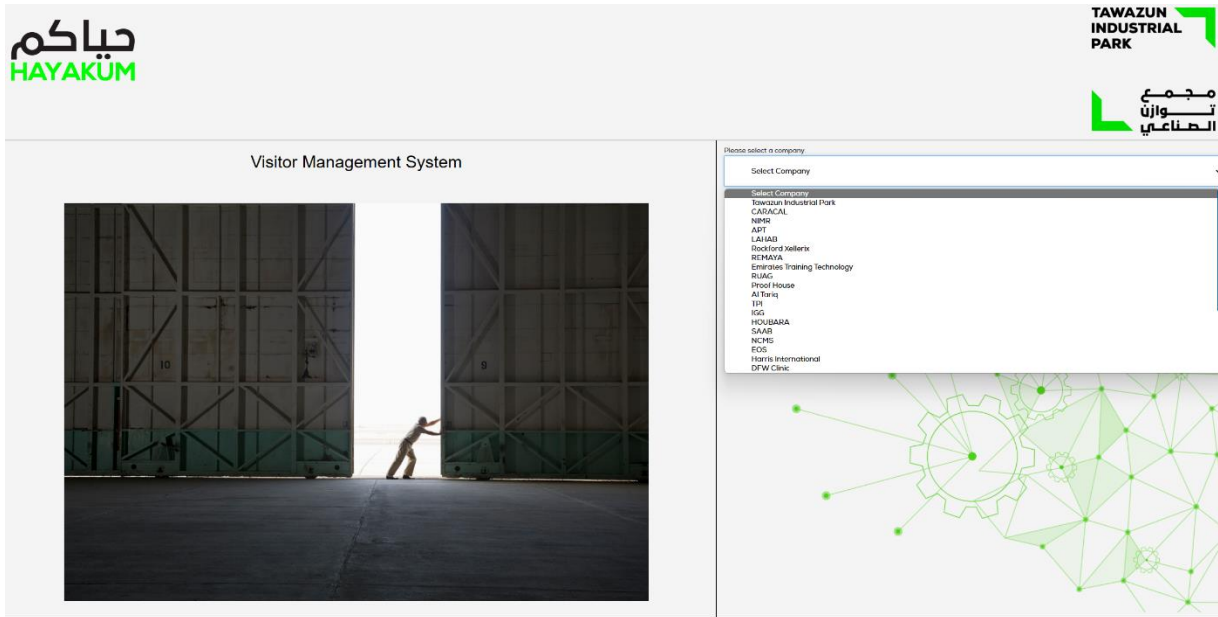
Select Tenant company from landing page.

Figure A

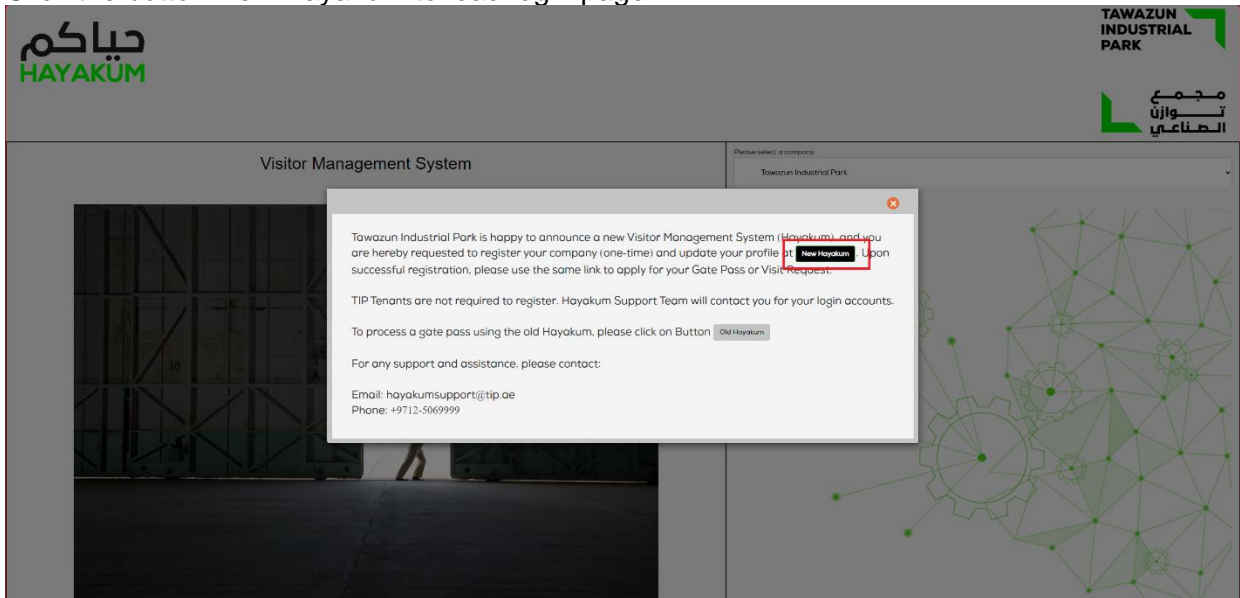Click the button New Hayakum to load login page.

Figure B

As administrator of the company, type the username and password and press login button. (Refer figure 1)

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Figure 1

Go to My Visits tab in the menu. A page will be appeared as shown in figure 2. Click on Add Visit button.

Figure 2

2.1 Visit Details

Visit application form will be opened in popup as shown in figure 3.
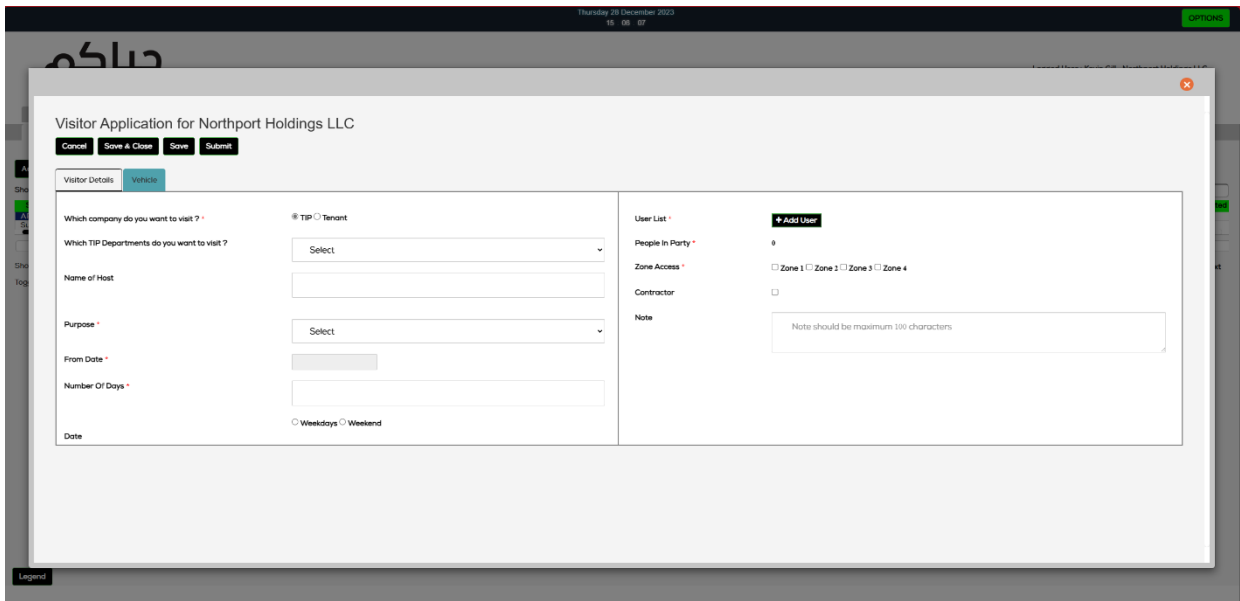
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Figure 3

First the Administrator need to choose the company they want to visit TIP or Tenant. Creating visit is same for both TIP and Tenant. All mandatory field (symbolized by red asterisk *)

2.2 User's List

From the **User List** or Add visitor button you will be able to be seen all the active users of your company and you are able to choose who will be in your visit request then click Submit. (Refer figure 4)
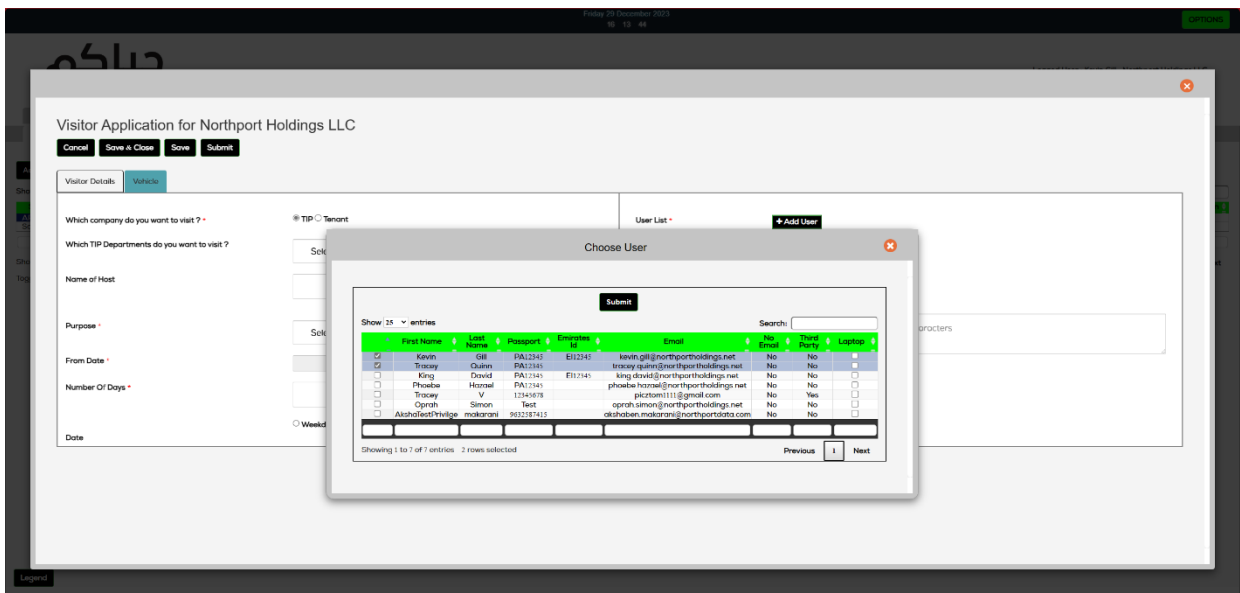

Figure 4

After Clicking submit button, you will be back to visitor application page, you may choose the purpose of your visit and zone access. (Refer figure 5)

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Figure 5

2.3 Create Material Visit IN

If the visitor is coming with some devices/ Equipment's he/ she need to click Delivery of Materials purpose and the Materials Details tab will be activated as shown in figure 6.

Figure 6

Click "Add Materials" and add all one by one.
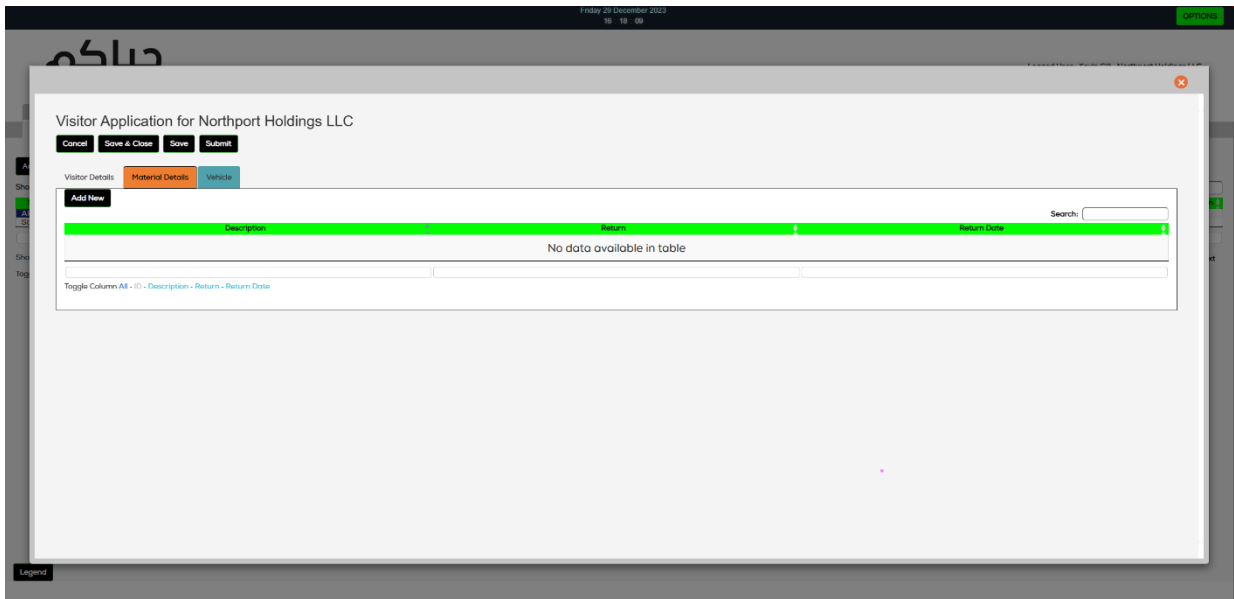
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Figure 7

Fill all the tab one by one, enter all details related to the materials and upload the attachments. If the material is returnable check the checkbox and select return date (Refer figure 8)
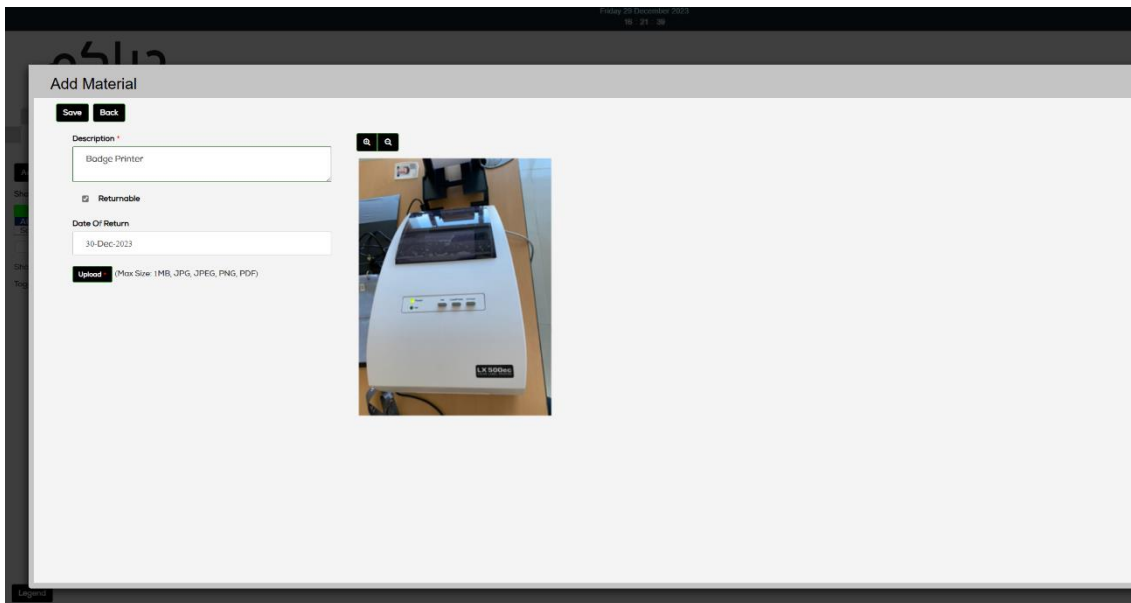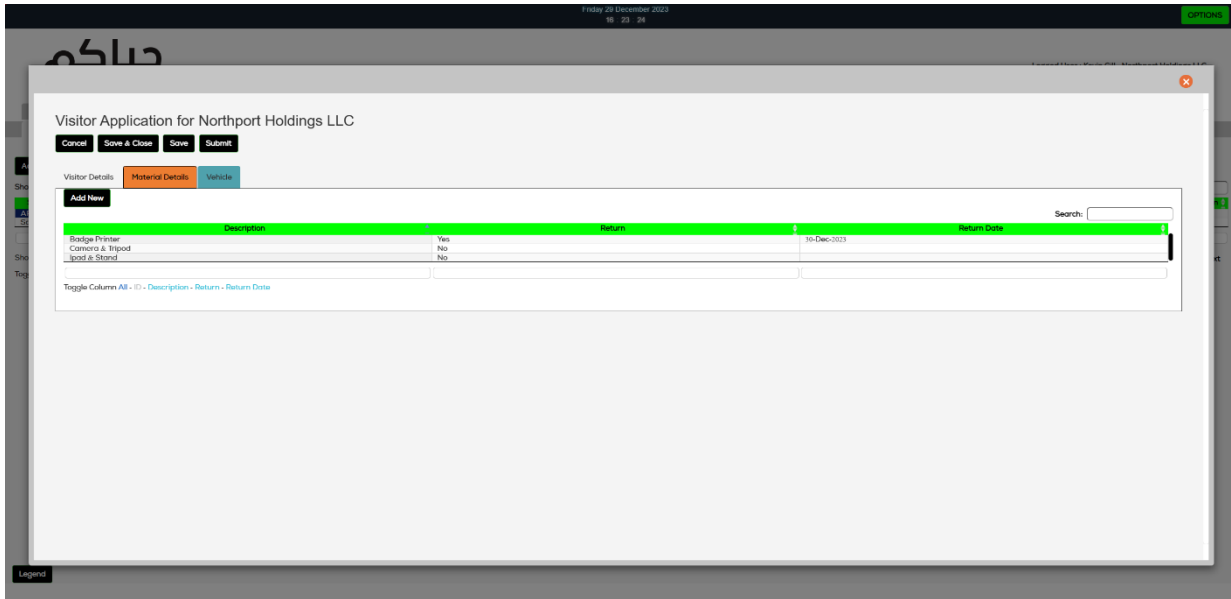

Figure 8

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Once all materials are added you're able to be seen all the materials in the list then you may Submit the visit request.

2.4 Create Collection of Materials or Materials OUT

If the visitor is coming to collect materials, he/ she need to click Collection of Materials purpose and Materials Details tab will be activated as shown in figure 10.
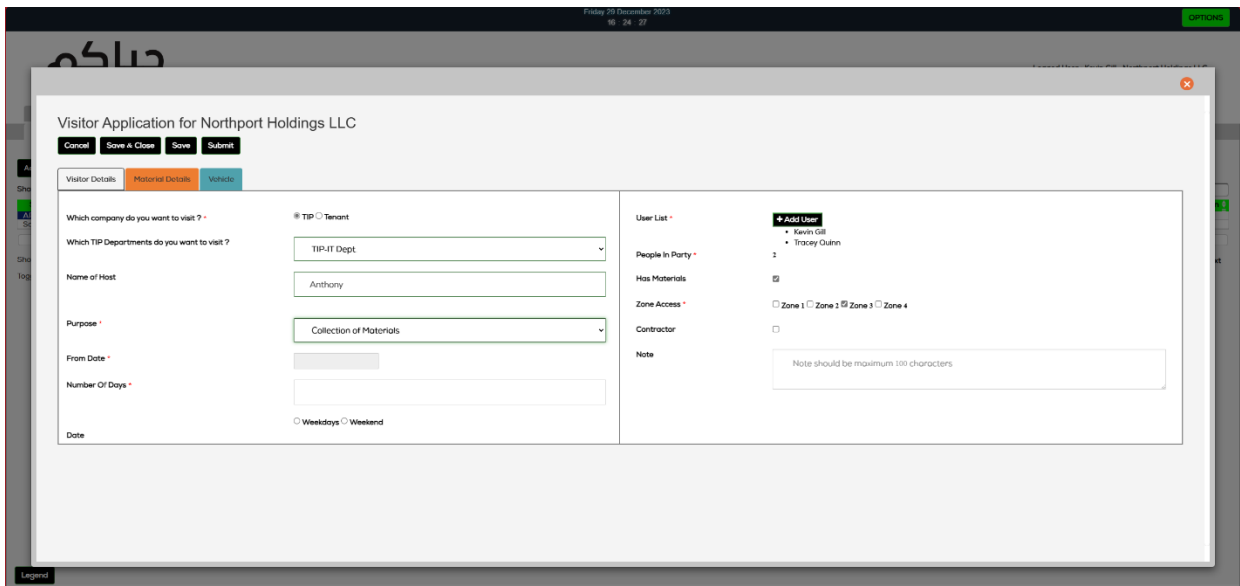

Figure 9

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Fill all the tab one by one, enter all details related to the materials that need to be collected and upload the attachments if needed. (Refer figure 11)
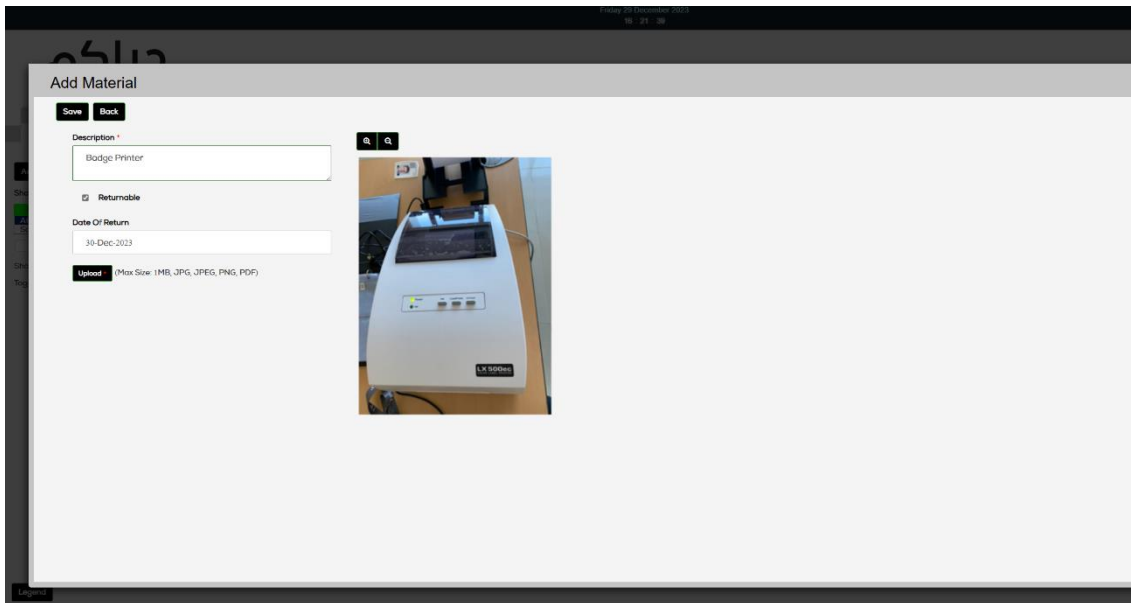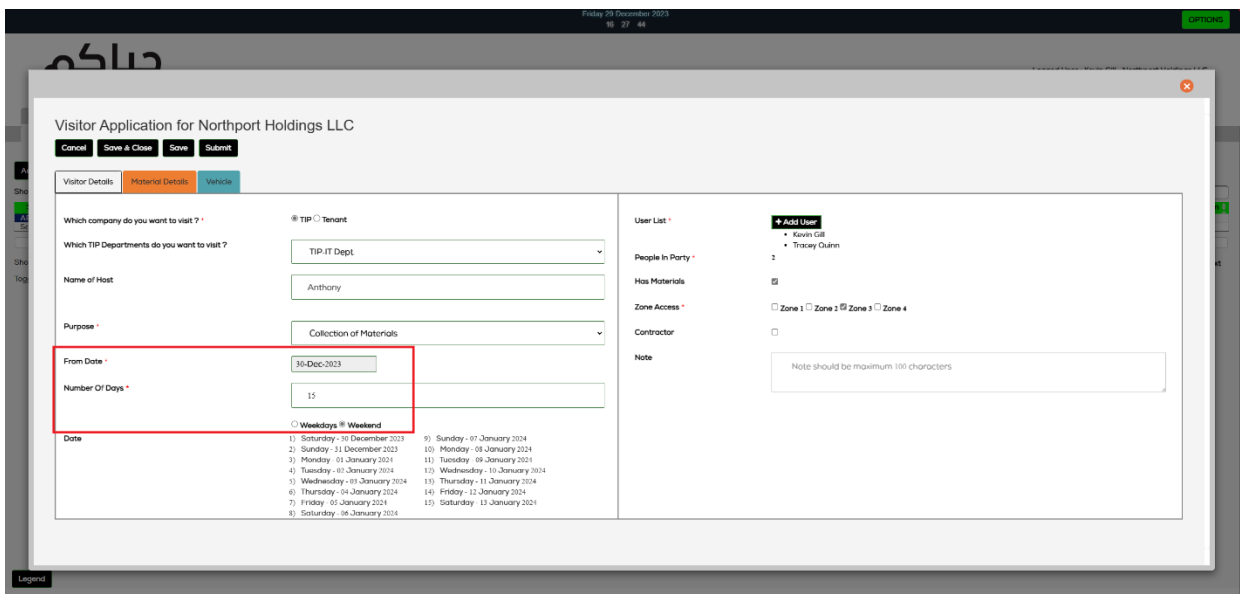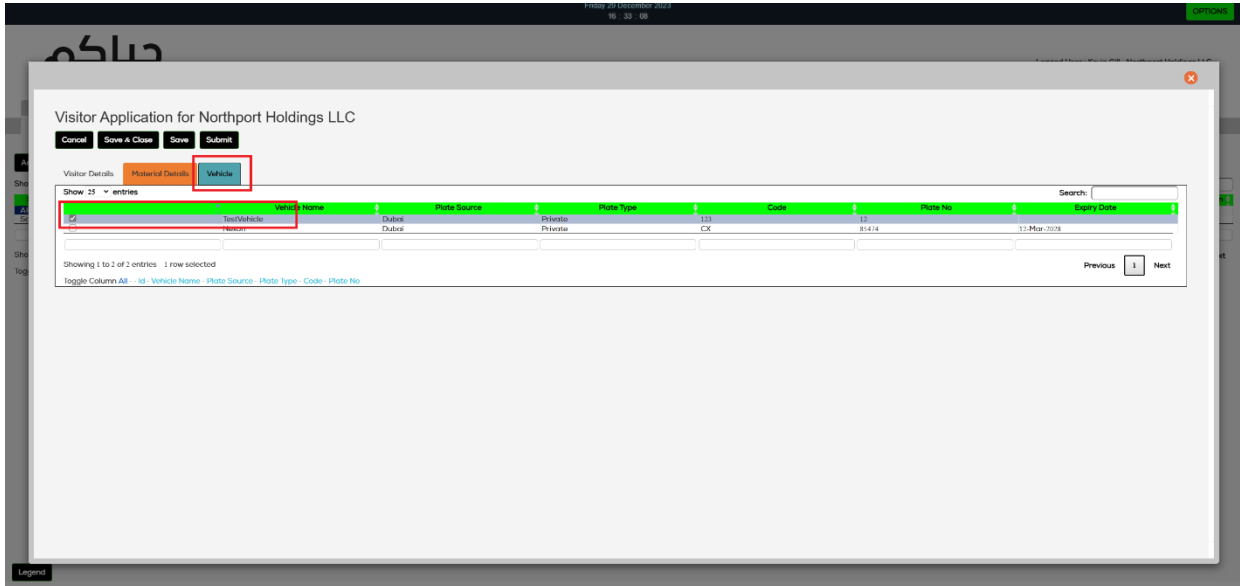

Figure 10

2.5 Visit Date Details

Select the start date of visit and enter the number of days of visit in text box. Choose weekdays / weekend. If Weekdays selected weekends will not be included. if weekend selected, weekends will also be included. Based on from date and number of days, visit date will be calculated and list below of number of days.

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2.6 Vehicle Details

Vehicle Details are mandatory to create visit requests. Select Vehicle tab, it will list all the vehicle added to the company. Select the vehicle that will be used for the specific visit. Vehicles can be added to company from Vehicles Sub menu under Main menu Profile. (Refer Add vehicle Topic).

2.7 Request Status

After submission of the request, Status of visit request will be changed based on the actions taken by approvers. To check the history of your visit request, go to "My Visit" tab then click to one of your requests (Refer Figure 12). Zone 1 visit requests will be highlighted in Yellow.
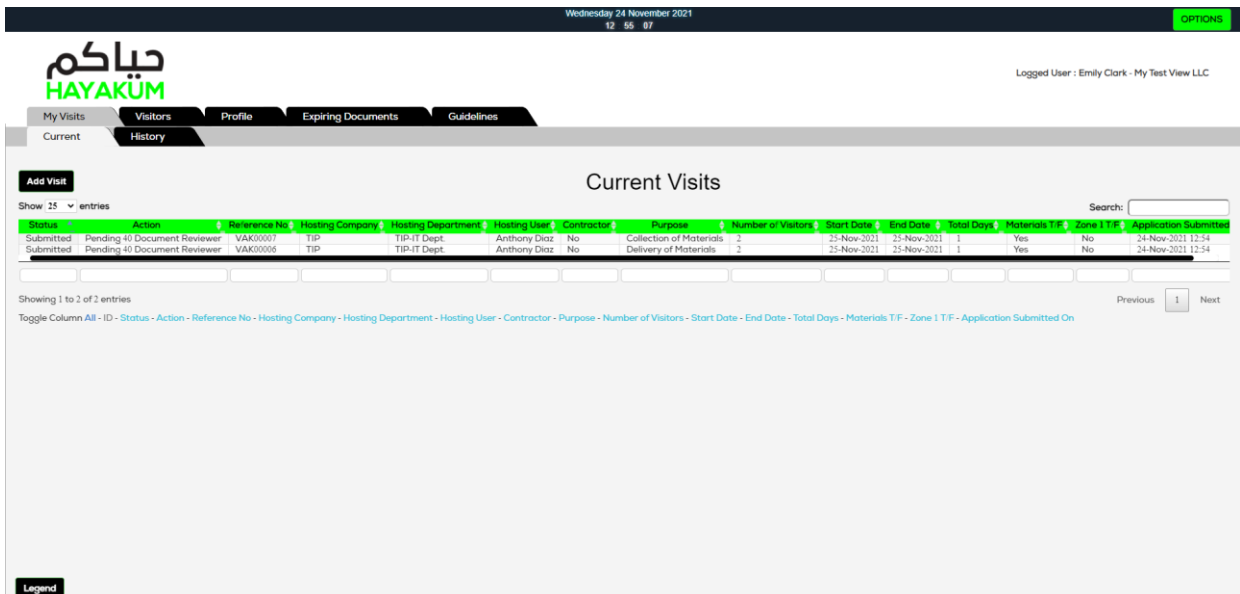

Figure 11

Tawazun INDUSTRIAL PARK

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Click "View Visit" then go to History tab, page will be appeared as figure 13. From here you can check the history of your applications.
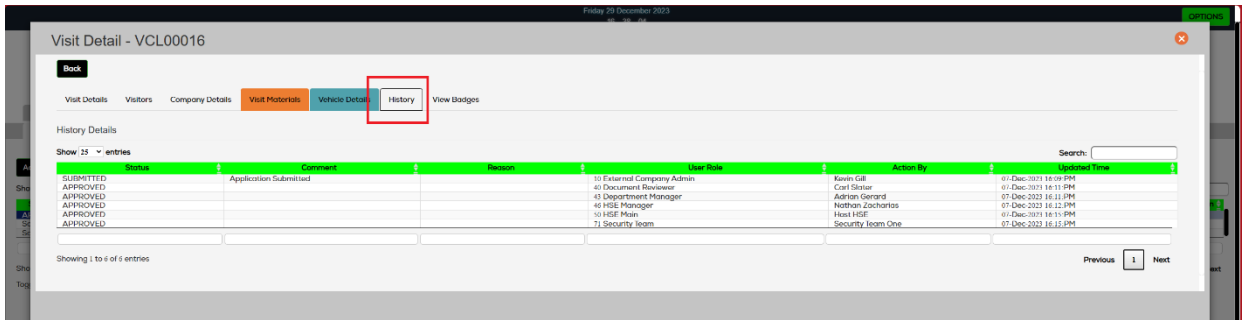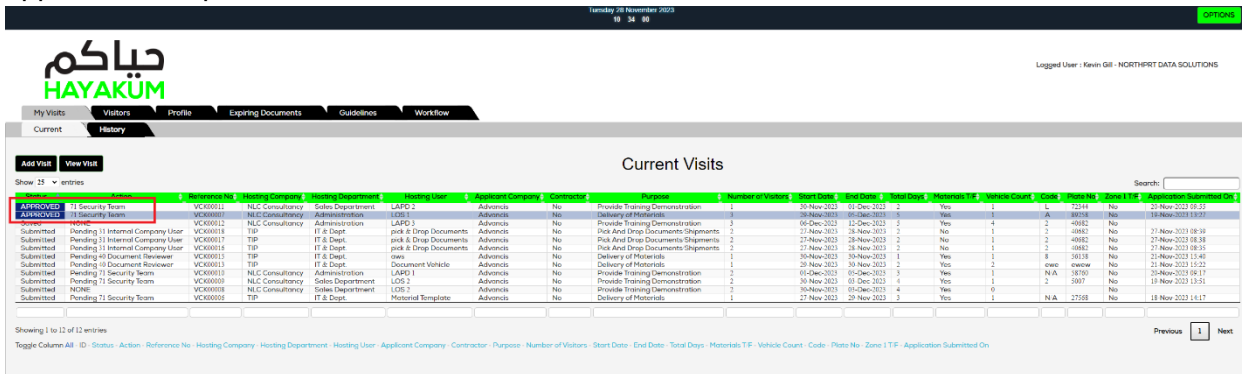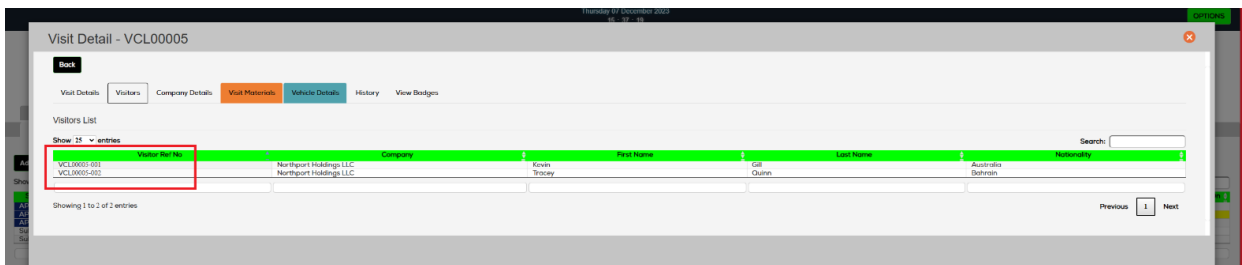

Figure 12

2.8 Approved Requests

Approved requests will be listed with status Approved. Print Badge only available for Approved visit requests, To Print Badges, Select an Approved visit request row, View visit button will be appeared on top of the table. Click on View Visit button.

Individual Reference number will be generated for the visitors included in visit requests.
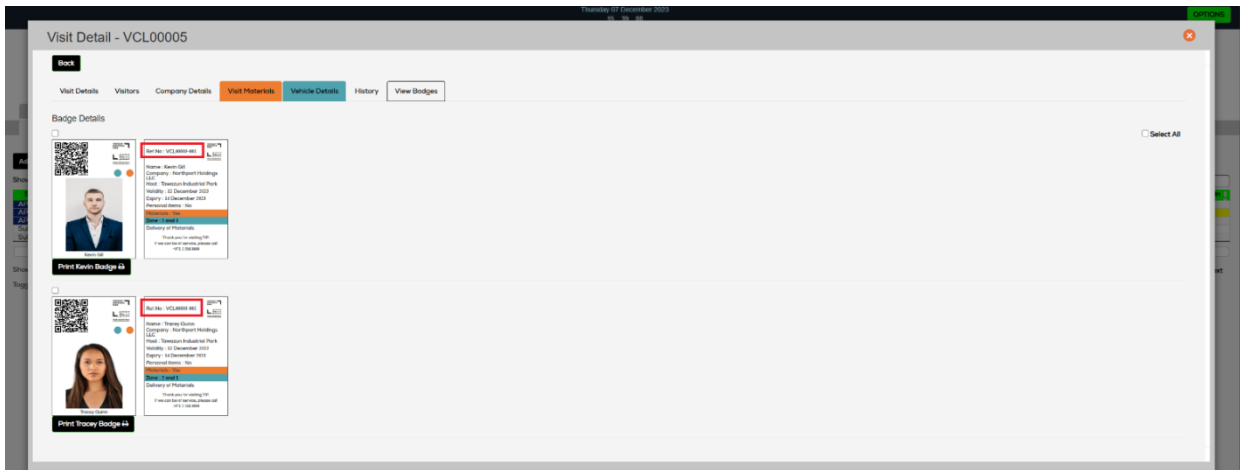
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Figure 13

Visit detail popup page will be opened, Click on View Badges Tab next to History tab. a list of badges for individual users will be appeared. Click on Print button to print individually.
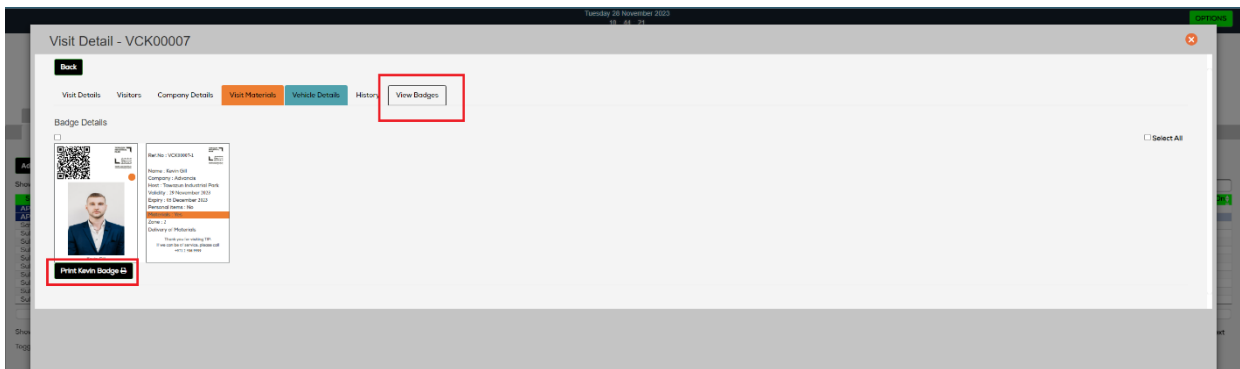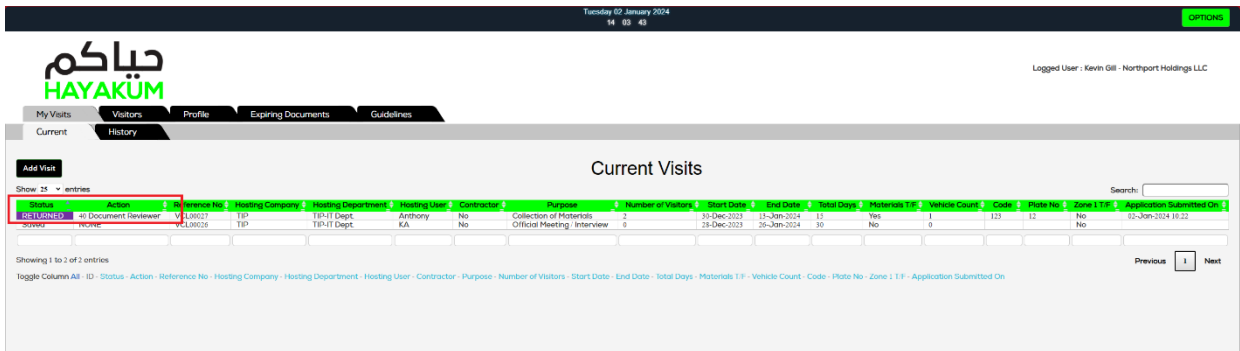Click Select All button to print multiple all badges.
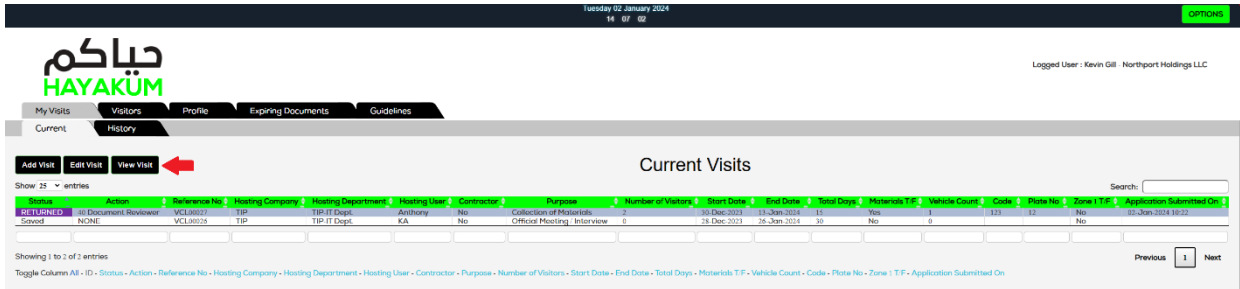

Figure 14

2.9 Returned Requests

Returned Request will be listed with Status Returned, Admin can view who has returned application from Action Column.
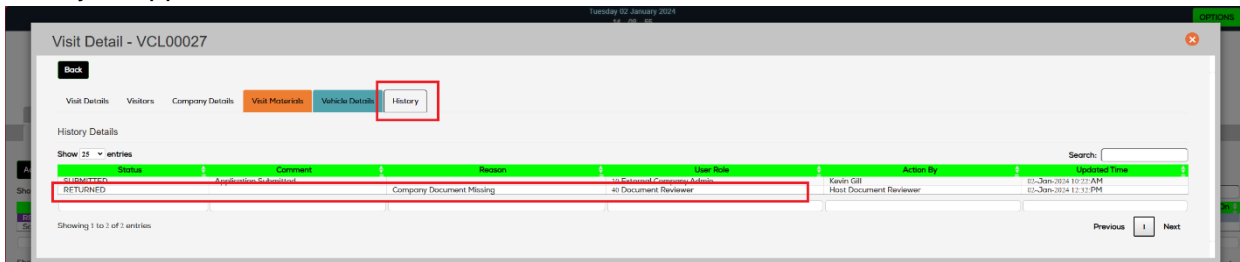

To view the reason for return, select the returned visit row and click on the View Visit button.
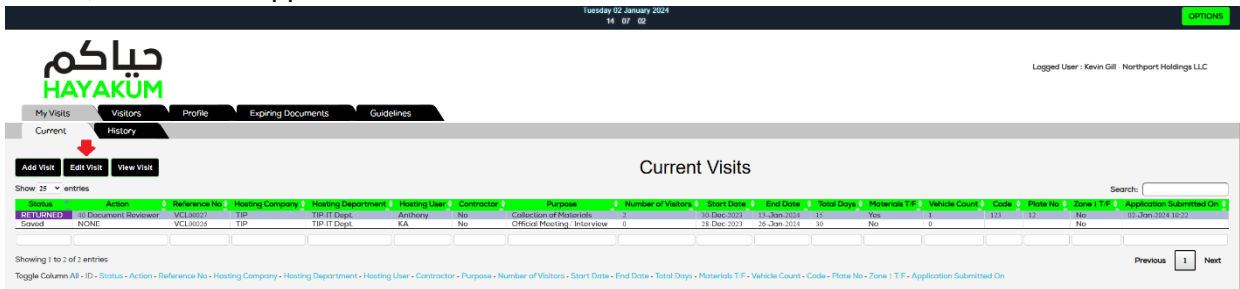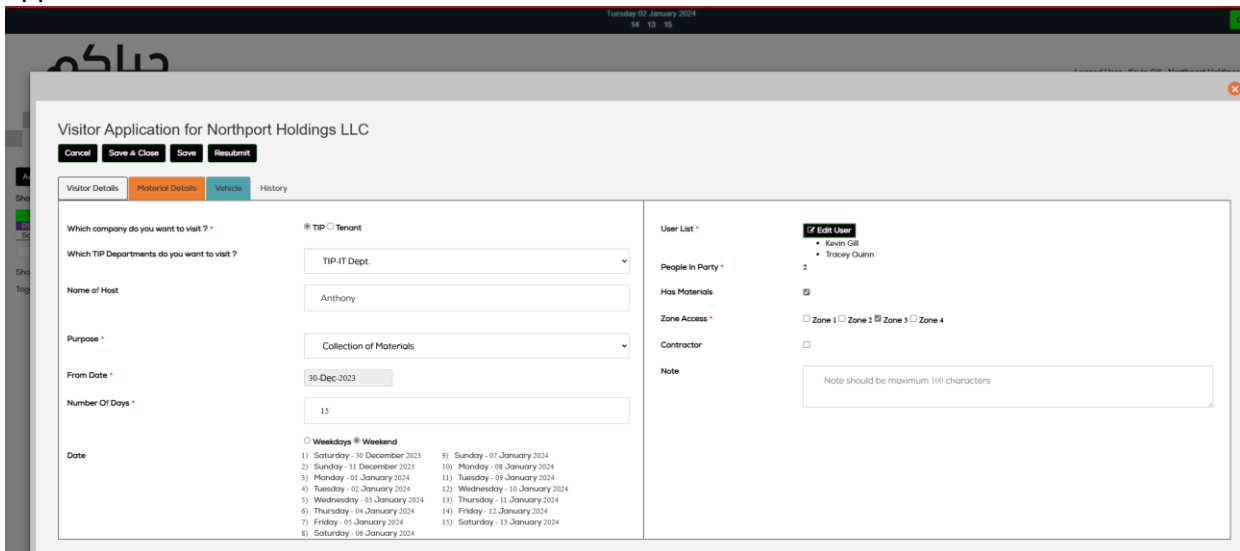
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Visit details will be opened in the popup, Select History tab, from there admin can view the history of application and reason for return.

Admin can correct the document and resubmit the application for approval by click on Edit button, and submit application.

From Edit popup view, Admin can correct the visit details and resubmit the application for approval.

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2.10 Rejected Requests

Rejected Request will be listed with status Rejected. Rejected Requests can't be Edit / Resubmit again.