

MARCOM REQUEST

EASY PEASY



MARCOM Request

DEPARTMENT
MARCOM



CMC Biotech & Thai GL Group of Companies

MARCOM REQUEST

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How to Access the MARCOM Request System

1

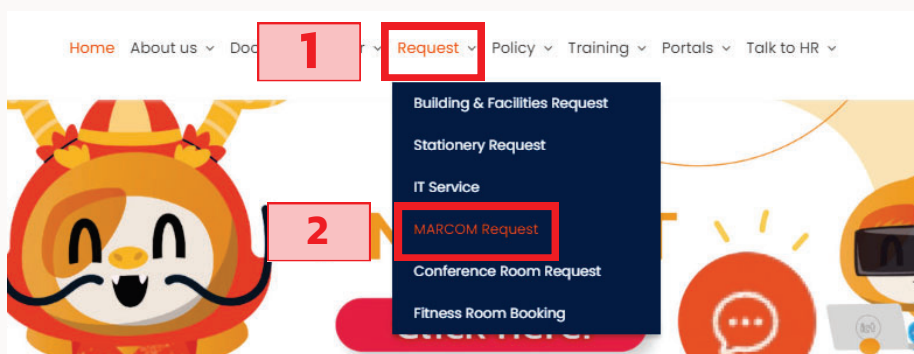
- Open your web browser, either Google Chrome or Microsoft Edge.



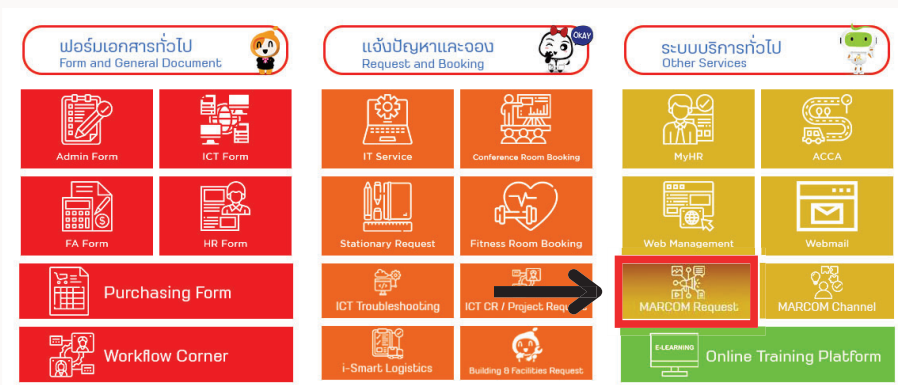
- Go to <https://intranet.marcomexp.com/>
Or <http://marcomportal.innovex.co.th:8080/>

2

"Go to the 'Request' menu and select 'MARCOM Request'."



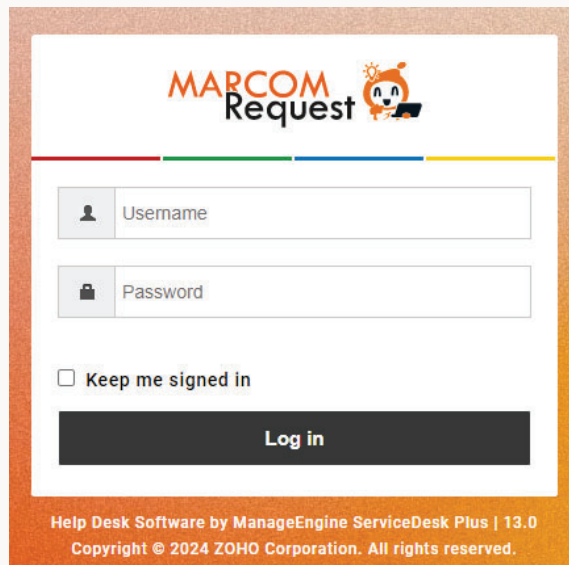
"Or click on the 'Banner (MARCOM Request)' button."



How to Access the MARCOM Request System

3

- Enter your username and password.
- Afterward, click on the 'Login' button (similar to computer login).



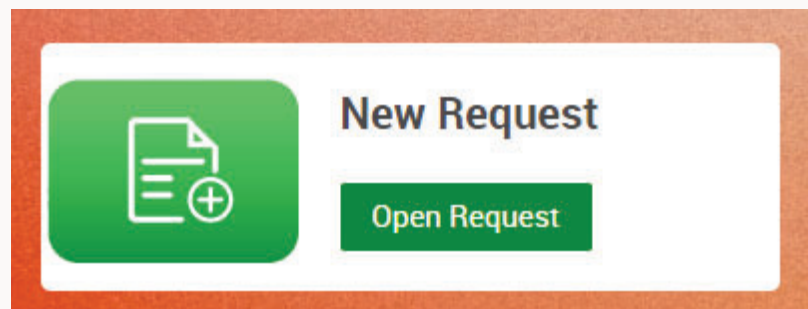
The screenshot shows the MARCOM Request login page. At the top, there is the 'MARCOM Request' logo with a cartoon character. Below the logo are two input fields: 'Username' and 'Password'. There is a checkbox labeled 'Keep me signed in' and a 'Log in' button. At the bottom, it says 'Help Desk Software by ManageEngine ServiceDesk Plus | 13.0' and 'Copyright © 2024 Zoho Corporation. All rights reserved.'



How to Request Work Using the MARCOM Request System

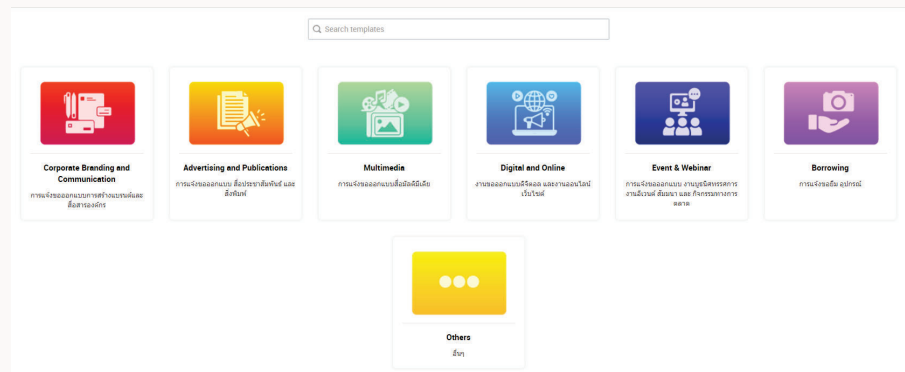
1

- Proceed to click on the 'New Request' button on the screen.



2

- Select the job/task you wish to request.



How to Request Work Using the MARCOM Request System

- Fill in the information in the 'Information' section.

Information	
• Category	Multimedia 1
• Subcategory	วิดีโอและรูปภาพ (Video and Photo) 2
• Item	Not Specified 3
• Subject	<input type="text"/> 4
• Customer	<input type="text"/> 5
• Purpose	<input type="text"/> 6
• Audience	<input type="text"/> 7
• Project Approver	<input type="text"/> 8
Project Approver 2 (Optional)	<input type="text"/> 9
• Urgency	Not Specified 10
• Priority	Not Specified 11
• Date of Use	<input type="text"/> 12
• Expected Date	<input type="text"/> 13
Quantity	<input type="text"/> 14
Expected Price	<input type="text"/> 15

1. Category > Select the job category
2. Sub Category > Choose the subcategory type of job
3. Item > Select the job item you want to request
4. Subject > Specify the subject
5. Customer > Specify the customer group
6. Purpose > Specify the purpose of the job
7. Audience > Specify the target audience
8. Project Approver > Enter the email of the project manager or the authorized person for approval
9. Project Approver 2 (Optional) > If there are more than 2 project approvers, enter the email of the project manager or Line Manager responsible for this section.
10. Urgency > Specify the urgency of the job
11. Priority > Specify the priority of the job
12. Date of Use > The date you need to use the project
13. Expected Date > The expected date to receive the project
14. Quantity > The expected quantity to be used
15. Expected Price > The expected budget for this project

3



How to Request Work Using the MARCOM Request System

- Fill in the 'Special Requirements' section and attach all necessary preliminary information.

Special Requirements

Description

B I U Bold Roboto 10 [Rich Text Editor Icons]

"รายละเอียดของข้อมูลที่ต้องการให้ดำเนินการในลักษณะใดบ้างที่ผู้ประสงค์ในการใช้บริการจะส่งมาให้ MARCOM เพื่อให้ทราบถึงความต้องการและวัตถุประสงค์ของผลการบริการ กรณีเป็นโครงการต้องแจ้งผู้ประสงค์บริการ OUTPUT ภายใน 1 ชั่วโมง สามารถดูรายละเอียดใน Special requirements ได้"

4

Provide as much detailed information about the job and requirements as possible.

Resources

Resources Description

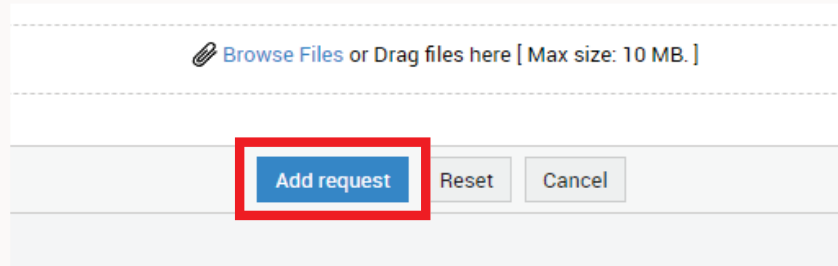
"แหล่งข้อมูลที่ต้องการจะให้กับ MARCOM อาจอยู่ในรูปแบบ Company share, Cloud link"

*** Attach documents with a size not exceeding 10 MB. ***



How to Request Work Using the MARCOM Request System

- After completing the information, click on 'Add Request'



The screenshot shows a file upload interface. At the top, there is a dashed line and the text "Browse Files or Drag files here [Max size: 10 MB.]". Below this is another dashed line. At the bottom, there are three buttons: "Add request" (highlighted with a red box), "Reset", and "Cancel".

5

- The system will display the details of the most recent submission.
- After that, wait for the job status confirmation via email.

When the MARCOM team receives the request, they will respond or notify you via email to request additional information or to schedule a meeting regarding the requested job.



How to Check the Status of Your Request

- Click on the 'Request' menu.

1

ID	Subject	Requester Name	Assigned To	DueBy	Status	Created Date	Site
24	test	Maneerattana Nak...	Shariff Benchawong	Jun 21, 2024 09:22...	Open	Jun 12, 2024 09:22...	-

After that, you will see a list of all requests.

- Then, check the status bar of each job to recheck whether the job is still pending. If the status is still 'Open' or 'In Progress,' click on the job to view it. Check the details to see if MARCOM requires any additional information. The details will be in the 'Conversations' section.
- By clicking on the name (Subject) of the project you want to review for additional information.

1

ID	Subject	Requester Name	Assigned To	DueBy	Status	Created Date	Site
24	test	Maneerattana Nak...	Shariff Benchawong	Jun 21, 2024 09:22...	In Progress	Jun 12, 2024 09:22...	-

2

Conversations

Karoon Theppong Jun 12, 2024 09:45 AM

รบกวนขอข้อมูลในส่วนขอสินค้าเพิ่ม

System Jun 12, 2024 09:22 AM

If MARCOM is currently processing it, the status will show as "In Progress".

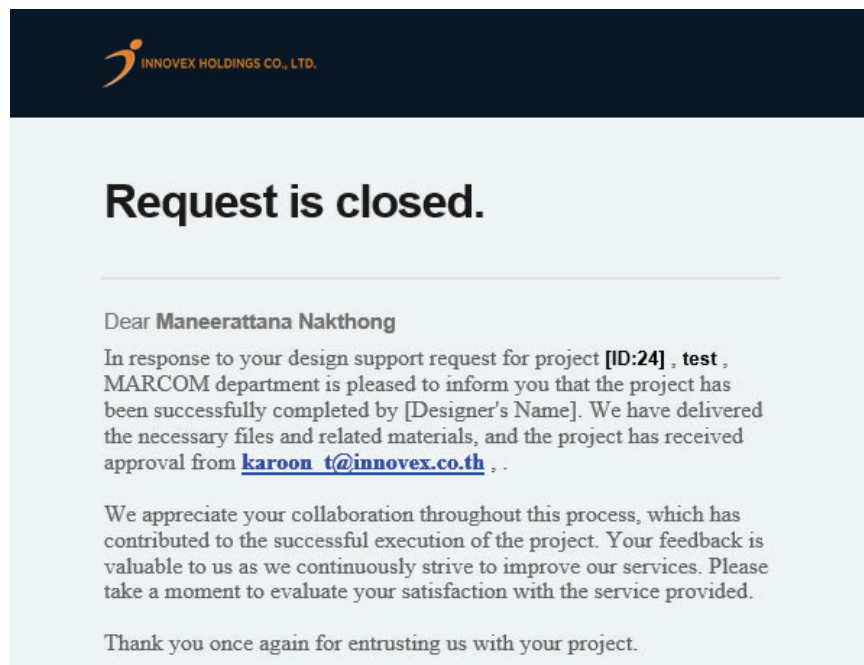


How to Check the Status of Your Request

- Once all information is complete or details have been provided, MARCOM will respond within the system under the 'Conversations' section and also via email.
- When the job request is completed and the MARCOM team finishes the task, the system will update the status to 'close'.

Every step of the process will be notified through the system and via email.

2



- Complete the request with MARCOM.



Email Contact Admin

Shariff_b@innovex.co.th

คู่มือการใช้งานโปรแกรม MarCom Request ข้อมูลบริการเพื่อการสื่อสาร รวบรวมและจัดทำโดย [มนัรัตน์ นาคทอง , Content Creator , Marketing Communication]
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