

Niraj Mandal

From: Benjamin Yejman
Sent: 25 November 2024 15:56
To: Niraj Mandal
Cc: Tarvin Bhurji; Jerome Pawar; T1 IT Helpdesk
Subject: Re: Guidance Required on Pending Cases.

Dear Team,

Instead of 100% can we do a 50% wave off?

Benjamin

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From: Niraj Mandal <niraj.mandal@travelfoodservices.com>
Sent: Monday, November 25, 2024 3:30:11 PM
To: Benjamin Yejman <yejman.benjamin@travelfoodservices.com>
Cc: Tarvin Bhurji <tarvin.bhurji@travelfoodservices.com>; Jerome Pawar <jerome.pawar@travelfoodservices.com>; T1 IT Helpdesk <it.helpdesk@travelfoodservices.com>
Subject: Guidance Required on Pending Cases.

Dear Benjamin Sir,

As per the attached mail, we now have the following two cases:

1. **Missing Device:** One Samsung Tablet A8 (IMEI No. 359505310161125) from the Amex Lounge, Mumbai T2.
 2. **Damaged Device:** Food @ Gate 1 TAB with a screen damage issue.
- Requesting your kind guidance on how to proceed with these cases.

IT Support processes : Please raise an incident/ticket using the links provided below.

Self Service : <https://app.assetinfinity.com/Account/MultiTenantLogin>

Disclaimer : Minimal IT Support to be provided without incidents raised.

Thanks for reaching out to T1 IT Helpdesk. Have a nice day

Thanks & Regards,

Niraj Mandal.

Mob: +91 8655551767

Email Id :- niraj.mandal@travelfoodservices.com

Website: www.travelfoodservices.com

