I) MARKETPLACE USERS B2B Marketplace

MASTER Admin

The user who owns and hosts the whole system and will have a secure access to all the information available in the system.

Admin is the user who owns the marketplace and is responsible for managing all the operations of a marketplace like seller registration, vendor registration & product upload verification and approvals. Admin is also responsible for setting up of the marketplace and defining the rules associated for smooth operations.

Sub Admin Users (Multiple) :

The user who has restricted access to admin system. The restrictions are created and managed by admin.

Sub-Admins with Restricted Access

The super admin of a marketplace has an option to create sub-users thru his panel and define their restricted access to the panel. The sub-admin users work under the marketplace admin for managing & maintaining the smooth operations of the marketplace. The Sub Admins will be different departments like the Logistics, Marketing, Vendor Management, Accounts & Taxation, Client Relations, Customer Care, Complaints & Feedback etc. with Multiple Users Under each department.

Designation Master

This module allows the super-admin to create designations from his backend which can be later associated with the team members. While creating a designation, the admin defines the name of the designation and also defines the grade of that designation (Grade 1, Grade 2 etc.). These grades denotes the hierarchical ranking of the associated user to that designation.

Sellers /Vendors

Seller / Vendors (Multiple) : Users who wish to sell their products on the website.

Seller / Vendors are users who wish to Sell their Products/Services on the Marketplace) Vendors/Seller are the registered users on the marketplace who wish to sell their products on the portal. The vendors/Seller are responsible for uploading the products, managing their inventories, images, description and processing the orders placed by the buyers.

Each Seller will have their own Portal and Dashboard on the Website wherein they can access various functions such as Email, Pending RFQs, Urgent RFQs, Pending Payments , Delivery Status of Order etc.

They can upload / Check and Change their Product Catalogue, Flyers, Videos etc on their Portal for submission to Admin for approval.

They should be able to access the Sellers Ledger and Performance etc.

Buyers /Clients

Primary Buyers(Multiple) : Users who are making purchases on the platform

Buyers are the end-users who visit the marketplace in search of a product that they wish to buy. The buyer's here are corporate, industries, whole-sellers. They have Their own portal / Dashboard with different functions. Under their dashboard they can see all reports related to them, Current pending, on going orders, pending payments, Email notifications etc.

The Buyers can Create Unlimited Secondary Buyers depending on their Departments and Regional Offices with limited functionality.

Secondary Buyers (Multiple under single Primary Buyer): Created by Primary Buyers. (Under One Primary Registered Buyers there may be unlimited Secondary Buyers)

The Secondary Buyers : There may be Several about 150 Secondary buyers under one main Primary Buyer. They may be either Individual Company Employee or Branch Office or Other Centers as well. They may Raise a RFQ but it can be processed to Market place after approval from the Primary Buyers. The Secondary Buyers will Accept the Delivery of the PO Items and Shall be able to update and close from their Portal but the final Approval will be from the Primary Buyer. Each Secondary Buyer will only be able to Access the RFQ and its Status raised through its portal. They will not have the Access to the Costs Quotation or Payments status etc. All their activities would be subject to Approval by Primary Buyer for further processing in the Marketplace and this approval should be Visible and Marked.

Logistics Partner :

These are partner of Marketplace to Offer the Logistics of the Goods sold by Vendors/Seller.

Logistics Partner: Companies like FedEX, DHL, International Forwaders.

Once the Seller / Marketplace choose a Logistics Partner, then the Order is sent to the Logistics Partner portal with SMS/Wats App/Email Notification for Quotation of Delivery with the shipment details filled in the delivery form.

The Logistics Partner shall be able to update the live status of the Delivery Progress under 5 milestones by Logging into our Website under their Portal. Their update starts as soon as the Seller updates the Delivery status as "Ready for Shipment"

- Goods Collected from the Seller
- Goods Shipped from (Country)
- Good Arrived (Country/Place /Port)
- Good Stored in Warehouse at (Country / City/ Port)
- Good Delivered to Buyers (Date / Time/ Position / Port)

They should be able to Upload all the Shipping Documents including AWB/Challan / Customs /SO / Packing list Papers etc under the Particular Order Number in their portal and accessible to the Admin / Nominated Subadmins.

They should be Able to submit a "DAILY STATUS REPORT" in a format for the Logisctic / Supply Chain update against the Sales order submitted to them and it should be visible by Buyer, Seller, Marketplace.

Designation Master

This module allows the super-admin to create designations from his backend which can be later associated with the team members. While creating a designation, the admin defines the name of the designation and also defines the grade of that designation (Grade 1, Grade 2 etc.). These grades denotes the hierarchical ranking of the associated user to that designation.

Department Master

Using the backend panel, the admin has an option to create departments based on which the users will be segregated. AT the time of creating a department, the admin enters the name B2B of the department and the system auto-assigns a department code which is unique to every department created in the system.

Team Member Master

This module allows the admin to create new team members in the system who would be segregated on the basis of their departments and would be responsible for managing their assigned works & operations. While creating a team member, the admin needs to enter the user's name, contact number, email address and password. Before submitting the user registration form, the admin also needs to define the user's department, designation, location of operations and his reporting person (The list is auto-populated based on the selected department & designation). Upon submission, an intimation Email/SMS is sent to the newly registered user.

II) CATEGORY OF VENDORS AND PRODUCTS

Category Creation (Root/Main/Sub)

The system allows the admin to create categories & sub-categories thru his backend panel under which the products are uploaded by the Vendor. The system allows the admin to create 3 levels of categories i.e. Root, Main & Sub. The category structure tree is displayed in the admin panel with the root categories at the top followed by the main & sub-categories. The admin can create as many additional Main & Subcategories as needed under the root category. While creating a new category, the admin needs to define the category name, URL, Category Banner Image & Icon, Commission associate with that category and other required information.

Special Category of Stores: the Items will be from IMPA and buyers' /Secondary buyers users should be able to select each item and create a Cart of Stores with an Option to Save or send.

Coupon & Discount Code Engine

Using the Coupon & Discount Code Engine Promotions admin can set a full store promotion that will allow him to offer first purchase discounts, free shipping discounts and flat percentage based discounts on all / Particular Category / Specific Product and or the items / Services of the website.

The Coupon should also be generated for Buyers based on Certain Value of Purchase through Website with an Option to Redeem after certain fixed amount. The Admin should be able to fix the Coupon Value against Purchase Amount against Each Buyer or Secondary Buyers.

Product Type & Attribute Association

Product types are groups of products which share the same set of attributes. The admin thru his panel has an option to create product types from his panel and associate a group of attributes with the same. This helps the vendor during the product uploading process i.e. as the vendor selects the product type while uploading a product, he is displayed only the relevant set of attributes which are associated with the selected product type. The Attribute allocation should not be limited for Admin.

Vendor Grades and Badges:

The Vendors will be registered by Marketplace under different Grades and they will Enjoy the benefits as per their Grade.

The Market place will also display different Badges for the Seller including Verified, Trusted, Premium, Certified, Star Ratings, Buyer's Review, Self Shipper etc. The Marketplace should offer the Super Admin facility to make and display several number of Badges as per the Admin's wish maximum 10 the Admin can select to display or selct to hide from time to time with click from their Vendor Control Account.

III) INBUILT INTERNAL AND COMMUNICATION SOURCES:

3rd party Live Chat Functionality

The system is pre-integrated with 3rd party Live Chat modules like Zopim, Olark, Tawk.to, ZohoSales IQ. They have free plans with single chat agent which you can subscribe to and can use on the website.

It should be like in house messenger, with total integration between the registered members.

The Buyer & Seller & the Logistics Partner, Admin, Sub admin etc should be able to chat through this platform. All the messages should have Filters like restriction on sharing the Address, Phone number, Mobile number, Email ID, Price Negotiation, Commission etc among all parties.

Message System between Vendor and Admin

Using this module, the admin will have an option to drop a message to vendor. This communication happens thru the internal messaging system created in the system and the message history is available in both the admin's and the buyer's account panel.

IV) MARKETPLACE OWN PROPERTIES:

Marketplace Profile Setup

The system allows the marketplace's admin to create a profile of the portal by filling in the required details like- name of the company, complete address, GSTIN number, email address and other details which will be displayed on the invoices, Quotations, Letter Heads etc.

Static Content Page Manager

This module allows the admin to add new static content pages, delete existing pages and modify/edit the content of existing pages on the website. The admin using the static content page manager section can define the sorting order, unique URL of the pages and can even toggle to display/hide the pages from the buyer, vendor & seller sections of the website.

Theme Customizations

This module allows the admin to add/edit/modify the static images of the portal like the homepage banner images. Admin using this functionality can add new images or delete existing static banner images. Also the admin can display/hide or manage the sorting order of the images which are already uploaded in the panel.

Server Output Caching

With this process the full source code of the web-pages i.e. the HTML and the scripts that the server sends to the browser for rendering are stored in the output cache. So, when a visitor views a page, the server caches the output code in the applications memory and the same page can be viewed by the visitor using the cached output until the cache expires. This eventually increases the page performance & speed.

CDN Network Supported (via Cloudflare)

A Content Delivery Network (CDN) shortens the path which an information has to travel between the server and the end user. A CDN is a network of servers, rather than a single server, with locations in multiple geographic locations. When a user accesses a website, information is pulled from the server location closest to them. This results in a faster flow of data and quick loading of website's images, videos & content. We provide a free CDN Network support via Cloudflare.com.

Special Character Support in Bulk Import

During the product's bulk uploading process using CSV files, the system supports the upload of special characters which are included in the product's title, description and other fields.

Google Ecommerce Analytics Integration

Google Analytics is a service offered by Google that generates detailed statistics about a website's traffic and traffic sources and measures conversions and sales. The product is aimed at marketers as opposed to webmasters and technologists from which the industry of web analytics originally grew. It's the most widely used website statistics service.

Facebook Pixel Integrations

Facebook Pixel is an analytics tool that allows to measure the effectiveness of advertising by understanding the actions people take on your website. Facebook Pixel can be used to: Make sure your ads are shown to the right people and to Measure the results of ads.

Google Sitemap Creation

The system automatically creates sitemap in an XML file that lists all the URL's of the website. This Sitemap allows a webmaster to inform Google about URL's of the website that are available for crawling. This allows search engines to crawl the site more efficiently and to find URLs that may be isolated from rest of the site's content.

Canonical URL for Products/Categories/Static Pages

Canonical URL's are important from an SEO point of view. Canonical URL's are the search engine friendly URLs that represents the master copy of a page. The system automatically creates Canonical URL's of the products, categories and the static content pages as and when a new page is created by the admin

Mobile Responsive Website

Responsive website designing is an approach that makes web pages display well on a variety of devices, windows, browser or screen sizes. When a website is responsive, the design layout and the content adapts the size of screen they are presented on. A responsive website automatically changes to fit the device you're reading it on. Follow the responsive website design approach and all our designs are cross device & cross browser compatible.

JS & CSS Minification

JS & CSS Minification is the process of minimizing code and mark-up in your web pages and script files. It's one of the main methods used to reduce load times and bandwidth usage on websites and dramatically improves site speed and accessibility, directly translating into a better user experience

Marketing Automation via MailChimp

With this module the marketing automation strategy in which setup signup scripts on website which can automatically add email Id's with segmentation to Mailchimp account where admin can setup an automatic email campaign for business to trigger emails to clients on a pre-defined schedule/event. (Subscription to email credits from MailChimp is a 3rd party engagement)

Google AMP Support AMP stands for Accelerated Mobile Pages.

This is a way to construct web pages that will render quickly for static content. The main advantage of AMP is that the end-users will enjoy a website that loads almost instantly on phones because its content is optimized and served directly via Google's servers. During the course of development, Developer team will ensure that website meets the requirement for the Google's AMP support.

MARKETPLACE DISPLAY

Search Engine – MOST IMPORTANT FEATURE:

Under Buyers Login, this is the most Prominent Display wherein the are able to Search Categories, Vendors, Products, Brands, Location, Services and all the Other listings on the Marketplace based on their Need as displayed by Marketplace.

PREFERANCE DISPLAY:

As a result of their Search the

- VENDORS marked under Certain GRADE should be displayed first in the list.
- The Products last sold or marked GRADE 1 should be displayed first.

Advertisement Channel:

There should be Space on the Marketplace Home page to display Advertisements as well as the Advertisements should be displayed on the SEARCHED RESULT PAGE.

Predictive Auto-Suggestive Search

Using this module, we can offer suggestions to a buyer visiting the website with items and categories that are available with us in the system so that he can reach to the desired product swiftly. To be able to achieve this we will be indexing the following values against a product and allowing a user to search them according to the same • Product Name • Product Category • Product Brand The trigger for search keyword will get active as soon as the buyer / visitors reaches 3rd character in the search box and will suggest top 10 results on the basis of best match scenario for brand / category / product.

Product Quick View

With the Product Quick View Module, the customers visiting the website will be able to preview product information thru a model pop-up window and add the items to his cart right from the same window without going on the product detail page. On the Product quick view model window, the buyer will be able to preview the following information: • Product images • Product Inventory and Price • Short and detailed descriptions • Ratings & Reviews of the product • Add product to cart & View cart

Recently Viewed products / Category

Using this module, the registered buyers can see the list of products / Category that they have recently viewed on website. This feature is available only for the registered users as history of the recently viewed products can be maintained easily, while for the guest users such history cannot be maintained anywhere. This module allows users to simply go back to their previous choice of products and complete the purchase without browsing the full list of products again and again.

Most Selling products (Automatic/Manual) + Last Deal Done on Website

This module allows the admin to display the Most selling products on the website's homepage. The list of best selling products can be populated automatically or manually by the admin. The products marked as best selling products are displayed on the website's homepage which can be previewed by the buyers.

By showcasing the Last Deal Done or the best selling products to the buyers, the marketplace promotes the products and motivates the buyers to purchase the listed products, hence increasing overall sales.

Featured Vendor

This module allows the admin to display Vendors from selected categories on the website's homepage by marking the Vendor as featured Vendor. The admin can mark any number of Vendors as featured without any limitation. The featured Vendor will be displayed on Category slider and the buyer has an option to view all the featured Vendors on a specific page.

Customers also bought (Automatic/Manual)

This module helps in increasing the sales of the listed products by displaying the 'Customer's Also Bought Products' i.e. the products which are purchased by other customers with a particular product on the website. Using this module, the admin has an option to add the products automatically or manually to the "Also Bought Product" list on the product detail page. This module using the up-selling & cross-selling technique helps in increasing the sales of products by displaying the products which other customers bought with a particular product.

Product Review & Ratings – Vendor Feedback

This module allows the Registered buyers who bought the product to post rating & reviews for the products.

The ratings and reviews provided by the buyer against a product are visible on the product detail page and encourages new buyers to USE the Vendor. The ratings & reviews provided by any user are shared with the admin for his approvals. The admin using his panel has an option to hide/preview any user's rating or review on the website.

V) PRODUCT & ITS CATALOGUE CREATION / PURCHASE DONE THROUGH Separate Section (Different Tab on Home Page)

Single Product Upload (Photo under)

Using the single product upload module, the vendor can only add one by one products to his product catalogue. While adding a single product, vendor has to fill in the complete product details like the product description, display categories, attribute set- colours, sizes, brands etc., MRP & Selling prices, and images of the product. Once the complete information is added and the product listing is submitted, the listed product is sent to the admin for his approvals. Post approvals, the product is taken live and is displayed on the website frontend.

Bulk Product Upload (using .CSV File)

Using the bulk upload module, the vendor has functionality in hand by which he can upload multiple products to his product catalogue in a single go using the .CSV file. He can download a .CSV file sample from his panel in which he can update his complete product catalogue in predefined columns. The updated .CSV file can be uploaded on the vendor's backend panel along with the images of all the products as in the .CSV file and all the products are uploaded in the vendor's panel within no time. The uploaded products are sent to the admin for approval process and henceforth are made live on the website.

Multiple Vendors Selling Same Products

This module enables multiple vendors to sell the same product on the marketplace. While uploading a product, the vendor is allowed to search for the product which he wishes to list on the marketplace using the product name or SKU code. If the same product is pre-listed on the website (by any other vendor) it will be displayed on the screen and the vendor can click on the same to preview the complete product description & images. He can associate the same product with his account by entering his Selling Price & available Product Inventory. Using this module, the vendor can associate any number of pre-listed product with his store account without creating new products. In case the product which the vendor wishes to upload on the website is not prelisted, he can create a new product

Product Creation by Admin (Single/Bulk)

The portal allows the admin to upload products against the registered vendors. The admin thru

his panel can preview the list of registered vendors on the portal. B2B He can select any vendor against whom he wishes to upload the products. After the vendor is selected, the admin follows the standard product uploading process.

Minimum Ordering Quantity (MOQ)

A minimum order quantity (MOQ) is the lowest set amount of stock/quantity that a vendor is willing to sell on the marketplace. The vendor while uploading a product defines the MOQ against that product which is the minimum quantity that the buyer is bound to buy. The MOQ against a product can be only 2 units or 50 units. All MOQs vary, depending on the product. For e.g. A vendor wishes to sell Ball-Point pens on your marketplace. For retail customers who are buying in small quantities, the ball-point pen is available at a cost of ₹10. For wholesale customers, the vendor defined an MOQ of 100 Ball-point pens at a price of ₹5 a piece. With the MOQ, the vendor reduced the product pricing just enough to make it a good deal for the buyer while allowing himself to make larger profits.

Differential Pricing against MOQ

To attract more buyers and to motivate them to place orders with large product quantities, the vendor has an option to define the variable pricing of a product based on the ordering quantity. With this option, the vendor offers differential pricing against a product which varies as per the quantity of product which the buyer wishes to order. For e.g. the MRP of a product is ₹1000. If the buyer orders the product between 1-10 units, the offered price will be ₹970. If the buyer orders the product between 11-30 units, the offered price will be ₹950. If the buyer orders the product between 31-50 units or above, the offered price will be ₹900.

Product Combo Creation

The vendor/Admin from his panel has an option to create product combos. To create a product combo, the vendor will have to select two products which are already listed in his product catalogue. As the products are selected, the system asks the vendor to enter the selling price for the combo (which is usually a discounted price). Upon submitting the product combo, it will be available for the buyers on the website for purchases. These product combos will be displayed on the product details page in a carousel.

Add products via Pool of Pre-Listed Products

The vendor thru his panel has an option to upload products which will be store in a product pool. While uploading a product, the vendor inputs the basic description of the product like its name, SKU Code, attributes (general & price defining), description and multiple images against that product. After the basic information is defined against a product, the vendor defines the product inventory & pricing which is specific to his warehouse/account. As the product is uploaded by the vendor, it is saved in the product pool and any vendor while uploading a new product might search for that product in the pool. As the product to be uploaded is found in the pool, the basic description of the product is displayed to the vendor and to associate the product with his account, the vendor only needs to enter the product price i.e. the MRP & the Selling price along with the product inventory available with him. Upon submission, the product is associated with his catalogue. In case a product is unavailable in the product pool, the vendor has an option to create a new product by entering the product name, description, images and the inventory & pricing. The submitted product is shared with the admin for his approvals post which it is automatically added in the product pool.

Define Transfer Pricing against the Associate Product

The system allows the vendor to work on 2 pricing models. They are: -

Commission Driven Model – With this model, the vendor while uploading a product on the marketplace defines the MRP & the Selling Price of that product. With the commissioning model, the commission (which will be earned by the marketplace) is pre-defined against the product categories.

Transfer Pricing Model - With the Transfer pricing Model, the vendor while uploading a product defines the Transfer Pricing against that product which will be the procurement price of that product for the seller. The seller/marketplace in this scenario adds a markup on the product price and then it is sold to the end-buyer.

PRODUCT APPROVALS FROM ADMIN

Admin Approval/Rejection for Products

Any products uploaded by the vendor are sent to the admin for his verifications and approvals. Admin can check the product details, description and images before approving or rejecting a product. Admin has an authority to approve or reject any product based on the product description or images.

Product Preview by Admin

Prior to Approvals Before approving or rejecting a product, admin has an option to preview the product on the web-page.

Product Description & Pricing Audit

While previewing the product, admin needs to audit the product description & the pricing as entered by the vendor. This makes sure that the website displays the correct product information and the pricing.

Updating of Product Information/Description

If during the audit, the admin finds any irrelevant/missing product information or incorrect pricing, the same can be update thru the admin panel only. Admin has the rights to edit/modify any product's description/images/pricing before the product is taken online.

Product Approval Stages (Pending/Approved/Rejected)

The products uploaded by a vendor are shared with the admin for his approvals. The products upon submission by the vendor are under Pending stage awaiting approvals by the admin. The admin at this stage audit's the product's description and pricing and based on that can either mark the product as approved or rejected.

Bulk Approvals

Admin has an authority to approve the products in bulk. He can sort & filter the list of products by vendor's name or product's category. Once the products are sorted, admin can select the complete list and approve it in a single click so as to make the products live on the website.

Product Rejection with Reason

The products which fails the admin's audit are rejected. At the time of rejecting a product, admin can mention a reason of rejecting a product which is shared with the vendor so that he can re-upload the product for the admin's re-audit purpose. Bulk Actions for SEO Management In the admin panel, the system display's the list of all the products approved by the admin on a single page. The list of products is displayed with the fields relevant for the SEO like the meta title, meta description & unique URL's. The suggested information against a product can be update from the same page just by clicking & updating the relevant information field. This information is then indexed by search engines for better search results.

Disable a Product/Products

The admin thru his panel has an option to preview the product listings. While previewing the product listing, the admin has an option to disable one or more products so that they are not visible to the buyer/vendor for any further selling/buying operations.

CREATION OF OFFER/LISTING/DISPLAY AGAINST A PRODUCT

Vendor Creating Offer on his Listed Product

Once the products are uploaded by the vendor and are approved by the admin, the vendor can start creating offers on the uploaded products which are shared with the marketplace admin for negotiations.

To create an offer against a product, the vendor needs to define the following: -

Origin of Goods, Warehouse where the product is available - Transfer Price & MRP - Offered Product Quantity - Minimum Ordering Quantity - GST Component against that Product - Credit Period Offering As the offer is created & submitted, it is shared with the master admin for his verification, negotiations & approvals under the Pending offers Section.

Define Offer Validity- 'To' & 'From' Dates

The vendor while creating an offer also defines the validity of that offer i.e. the To & from Dates till when the offer would be valid for the admin. As the offer validity expires, the admin would not be able to action upon that offer.

Negotiation on Offer by Admin

The offer submitted by the vendor is visible to the admin under 'Pending Offer's' Section on the admin panel. The admin can view all the details against the offer as submitted by the vendor. At this point, the admin & the vendor can communicate physically for negotiations on the cost, GST component & MOQ. The admin can accept/reject an offer as per the negotiations.

Approval / Rejection of Offer

The admin can accept/reject an offer as per the negotiations with the vendor. In case the admin rejects the offer, the process halts there and the same is notified to the vendor. Upon offer acceptance, the admin defines the negotiated inputs which were finalized with the vendor, defines the Seller on whose name the procurement would take place, seller's warehouse where the product is to be delivered by the vendor, the 'to' & 'from' date till when the offer is accepted and the final price & MOQ. This upon submission is intimated to the vendor.

Select Seller on whose Name the Product is to be listed on Website Front-End

While approving an offer, the admin needs to select the seller on whose name the procurement would happen and define the seller's warehouse where the product will be delivered by the vendor.

Create Listing Against the Approved Offer

After an offer is approved by the admin, the next step to be followed is the creation of listing against the approved offer. On the listing creation page, the admin is able to see the complete offer details which were finalized between the admin and the vendor. To create a listing, the admin needs to define the Advance Amount required (Flat / Percentage) which the buyer needs to pay to book the order, the listing validity (To & From Date), mode of balance payment transfers, application of coupon codes & promotions against that listing and the location in which the listing will be displayed.

Define Listing Validity- 'To' & 'From' Dates

During the listing creation process, the admin defines the listing validity ‘To’ & ‘From’ Dates based on which the listing is automatically activated & deactivated on the buyer web-front.

VI) MARKET PLACE EARNINGS SETUP

- **Category Specific Commission Percentage Setup B2B**
  The admin thru his panel has an option to define commission percentage or Fixed against every category created in the system. While creating a category, the admin can define the commission percentage which will be charged from the vendor upon a successful order placed for the products belonging to that category. The commission percentage / Fixed can vary according to different product categories and can be modified at any instance of time thru the admin panel.

- **Seller Specific Commission Percentage Setup B2B**
  The Marketplace Admin should be able to set Seller Specific Percentage / Fixed Commission through its Panel. The KICK BACK to the Seller could also be set by Admin basis Annual Turn Over + Number of Successful Transaction + Value of Successful Dealings through Market Place.
  Also Marketplace has the option to Charge a Fixed Fees to Vendors for registering in under different GRADES.

- **Commission Breakup (Earnings for Marketplace & Seller)**
  The admin while creating the listing against a product is displayed the total commission charged against that product (specific to that product’s category). At this instance, the admin can define the percentage/flat amount of the total commission which is to be broken into 2 parts. One part is paid to the seller and the balance earning to the marketplace.

- **Transfer Pricing / Markup / Marketplace MRP against a Product**
  The vendor while uploading is product has an option to define whether the product will be sold on commission or is to be sold on Transfer pricing. Of the product is sold on commission, the vendor is displayed the commission percentage and the price breakup else the vendor only enters the transfer pricing which is the price he wants from the marketplace/seller to procure the product.

- **Define Commission Distribution b/w Seller & Marketplace**

The admin at this stage is displayed the commission percentage (as per the selected product’s category). Before submitting the listing, the admin has an option to breakup/split the commission into 2 components which would eventually define the earning of both the seller and the marketplace. The commission breakup can be either defined in Flat Amount or in Percentage.

VII) HANDLING ORDERS

Acceptance/ Rejection of Order Indent by Admin

The order placed by the buyer can also be referred as order indent which is shared with the admin initially for his verification & approvals. Admin thru his panel can check the order & the buyer details post which he can approve or reject an order indent. In case of Rejection- An intimation of the same is shared with the buyer and the advance amount paid by the buyer against that order is reverted back to his account. In case of Approval- The system automatically processed the PO against that order and an intimation of the same is shared with the Vendor for further processing the order.

Purchase Order (P.O) Generation for Vendors

As an order is placed by the buyer and Accepted for Delivery by Vendor, it is shared with the admin for his approvals. He needs to check the order and approve the same before the order details are shared with the vendor. As admin approves the order, the system automatically raises the P.O & S.O for the same. The purchase order (PO) is automatically shared with the vendor who is associated with that order for further processing of that order.

P.O. Details & Notifications to Vendors

As a PO is processed against an order, it is automatically shared with the vendor associated with the ordered product. The vendor receives an intimation mail for the PO and the order details for further processing.

P.O. Splitting in Case of Multiple Vendors

The system has a capability of splitting an order into multiple sub orders in case more than one vendor and their products are associated with that order. The system automatically splits the placed order into multiple sub-orders according to the ordered products and their vendors and the splitted order is shared with every vendor separately for processing. In this case a separate PO is raised for every vendor for his order. Each PO in this case stands and is treated like an Independent PO with related number.

P.O. Fulfillment by Vendor (Pending/RTS/Shipped/Delivered)

As the PO is processed and shared with the vendor, it is in pending stage by default or until it is auctioned by the vendor. The vendors needs to process the order against that PO and change its stage from pending to ready to ship where he can select the logistic partner for shipping the product.

P.O. Manifest Printing

When the PO is in RTS stage, the vendor can download the manifest file which is generated by the system automatically from his panel. The same manifest file will be uploaded back by the vendor after the product is picked up by the logistic partner.

Invoice Upload for Order by Vendor

Once the order is shipped from the vendor's warehouse to the marketplace's warehouse, he can upload the order invoice against that order in his panel. The uploaded invoice is visible to the admin for payments. The admin an even download the invoice copy. The Invoice is generated through the Marketplace Portal and Automatic Comparison with the Approved Quotations and Costs should be done by the Software.

Sales Order (SO) details

Once the order is approved by the admin, the system automatically creates a PO & SO for that order. The PO details are shared with the vendor and the SO details are kept with the marketplace's admin and are brought into use when the product is delivered to the marketplace's warehouse from the vendor. Once the SO is confirmed by the admin, it's details are shared with the buyer.

Sales Order Confirmation/Rejection by Marketplace

After the PO is processed by the vendor from pending to delivered stage, admin can now confirm or reject the SO which was created for that order. If the SO is confirmed by the admin, the SO details are shared with the buyer and in case the SO is rejected by the admin, the order is marked as cancelled and the buyer is notified for the same.

Sales Order Stages (Pending / RTS / Shipped / Delivered)

The SO which is shared with the marketplace admin can only be processed by him after the PO for that order is processed by the vendor. Once the PO is in the delivered stage, the admin can process the SO. The SO which is shared with the admin, is in pending stage until processed by him. He needs to process the SO and change its stage from pending to ready to ship where he can select the logistic partner for shipping the product to the buyer’s shipping address. After the product is shipped from the admin’s end, the status of the SO is changed from RTS to shipped and then finally to delivered.

SO Packing Slip Printing

When the status of the SO is changed from pending to ready to ship, the system automatically generates the packing slips for that order which can be downloaded by the admin from his panel. The packing slip contains the buyer information and the Receiver’s Address information using which the product is easily delivered to the end buyer.

SO Split into Multiple Shipments

The SO raised can be split into multiple SO’s for the purpose of multiple shipments of that order from the marketplace Vendor to the buyer. Admin can split the SO into sub- SO’s for dispatching the products as they are available with him.

Delivery Challans cum Invoice Creation

The delivery challans and the invoices are automatically generated by the system against the SO which is processed by the admin. The invoices generated in such a case are raised on the buyers name by the marketplace’s on behalf of Seller. The delivery challans are also generated by the system

S.O/P.O Price Difference Rules

The system automatically manages the price difference at the time of PO & SO creation. The PO’s are raised on the names of the vendor against the prices which were offered by him for that product while the SO is raised on the name of the admin which includes the mark-up on the amount which was offered by the vendor. This price difference is automatically calculated and mentioned on the PO’s and SO’s.

Order Confirmation / Cancellation by Admin

The system allows the admin to cancel an order if it is still not ready for shipping. Admin thru his panel has an option to cancel an order in case he feels that the order is not correct or wrongly placed by a user. In this case the order amounts are refunded to the buyer in his Store Credits or Bank and the admin can keep a note of the same against that order.

LOGISTIC & SHIPMENT

Shipping Manifest Upload & Print Option

The marketplace MUST keep a check on the shipment made by the vendor. To keep a check on this the system provides creation of a shipping manifest that allows a seller to download for the logistic provider. As a logistic provider collects the shipment he provides a signed and stamped copy of the manifest to the seller who then in turn has to upload the same in the system to be able to set the status of order from ready to ship to shipped successfully.

Self-Ship of Orders by sellers

With the self-ship option, the seller while processing an order will have options i.e. he can select the selfship option. As he selects the self-ship option, the system will show open fields to the seller where he can fill in the name of the logistic provider with which he wishes to process the order, the AWB Number/ Tracking Code/ Docket Number assigned to that order (Seller procures this AWB number / tracking number / Docket number thru offline communication with his logistic provider), and tracking link for the order. As the details are filled and submitted, an intimation email will be shared with the buyer with the shipping details of the order.

Self-Ship of Orders by sellers

With the self-ship option, the seller while processing an order will have two options i.e. either he can choose the pre-integrated logistic partner to process the order or he can select the selfship option. As he selects the self-ship option, the system will show open fields to the seller where he can fill in the name of the logistic provider with which he wishes to process the order, the AWB Number/ Tracking Code/ Docket Number assigned to that order (Seller procures this AWB number / tracking number / Docket number thru offline communication with his logistic provider), and tracking link for the order. As the details are filled and submitted, an intimation email will be shared with the buyer with the shipping details of the order.

Seamless integration with Logistic partners

The partners should be seamlessly integrated with our system, hence allowing the sellers to fulfil their orders with automatic shipping & delivery tracking options. We currently have a tie-up with various logistic partner available nationally & internationally where-in we have done a seamless integration of their system API's with ours system. This seamless integration allows the seller to process an order thru his panel. As the order is confirmed, the system fetches the AWB number on the spot from the Service Provider's API's which is shared directly with the customer. Against the AWB number created, a delivery / pickup is automatically scheduled at the logistic partner's end.

Against a SO Number or Tracking Number, through a fixed Form of Daily Status Report, the Logictics Partner should be able to fill the form and update the Buyer / Seller and Marketplace on Daily Basis as well for the International / Domestic Shipments.

Reverse Shipping Automation

The Reverse Shipping module allows the customers to create order return requests for their delivered products. As a return order request is generated by the buyer, it is shared with the seller for his approvals. Upon seller approval, the system automatically creates a reverse order in the system and a reverse shipping intimation is sent to the logistic partner for the product pickup from the buyer's place & to deliver it back to the seller's warehouse. At this point the system also creates return shipping labels automatically.

Packing Slip Creation

As an order is processed by the seller, the system automatically generates the packing slips and the invoices against that order which can be printed by the seller for the order delivery. The packing slip contains all the information required for the delivery of the product. Order Status tracking Since the system is pre-integrated with the logistic partners, the order tracking details i.e. the AWB number is shared with the buyer via email for manual order tracking as well as the system also manages the status of the order which the buyer can track using his 'My Account' section. Against an order in the 'My Account' Section, the buyer can see the current status of the order like Pending, Confirmed, Our for Delivery or Delivered.

Automatic SMS Notifications

The system should be pre-integrated with SMS API's with transactional SMS Credits. Upon every operational activity like placement of new order or change in order status, the system sends out a SMS intimation of the same to the Seller & buyer on his registered mobile number. During the Buyer Registration Process if no Mobile number is registered for Corporate then this function will not be available to them. Sending SMS on International Numbers should be integrated.

Additionally Any Wats App number integration should also be there for Automatic Updates to both Buyer and Seller.

Automatic E-mail Notifications

The system automatically sends an email intimation to the buyer as a new order is placed on the website or as and when there is a change in order status. The email intimation is automatically sent to the buyer's registered email address. The Email Notification is Automatically sent to the Seller once the RFQ is sent to him under the Category by either Market place or Buyer(In case of Automatic Transmission). If the RFQ priority level is URGENT then the FONT is in CAPS and BOLD of the subject and special blinker / flash functions highlights the RFQ in the Portal and Several Other Functions. Basically Email Notification is there for all the process step by either Buyer or Seller to them respectively.

Order Delivery Intimation

The system is pre-integrated with SMS and Emails and is all set to send out notifications to the buyers (Primary Buyer) upon every operation that happens in the system like creation of new order or change in order status. As the order is delivered to the end buyer, the same is update in the system via the API's from the logistic partner. The system automatically sends out an intimation email & SMS to the buyer as the order delivery is update in the system.

RATING & REVIEWS

Product Rating & Reviews

This module allows the Registered buyers who bought the product to post their rating & reviews for the products. The buyer is PROMPTED to give * Ratings to the product and write a descriptive review against the same. The ratings and reviews provided by the buyer against a product are visible on the product detail page and encourages new buyers to gain trust against a Vendor and Marketplace.

The ratings & reviews provided by any user are shared with the admin for his approvals. The admin using his panel has an option to hide/preview any user's rating or review on the website.

Automatic email to buyer for his feedback

The system automatically sends out an email to the buyer seeking his rating and reviews against his order product after the order is marked as delivered in the system. The sent email contains a link, clicking on which the buyer is directed to the vendor / product page where he can input his ratings and reviews.

Ratings for Sellers

The buyer can give out star * ratings to the sellers who are associated with their ordered product. The seller's ratings are displayed in their account/profile/shop page to other buyers.

Parameter Based Ratings & Reviews System for Products

Using this module, the admin thru his panel has an option to define the parameters based on which the buyer can give his inputs against a product or offered services. Once the parameters are defined by the admin, the buyer after completing the order can give his ratings and reviews for that product as per the parameters. For e.g. the feedback parameters can be: Rate your overall experience, did you find any difficulty in finding your required products, Any suggestions for improvement etc.

Admin Cancellation/Acceptance/ Rejection of Order Indent

The system allows the marketplace admin to cancel an order indent in case he feels that the order is not correct or wrongly placed by the buyer. The order placed by the buyer can also be referred as order indent which is shared with the admin initially for his verification & approvals. Admin thru his panel can check the order & the buyer details post which he can approve or reject an order indent. In case of Rejection- An intimation of the same is shared with the buyer and the advance amount paid by the buyer against that order is reverted back to his account. In case of Approval- The system automatically processed the PO against that order and an intimation of the same is shared with the Vendor for further processing the order.

LEDGERS

Seller's Ledger

Seller ledgers is a report which is automatically populated by the system. It consists of the complete information about the sellers i.e. the total number of sellers registered on the marketplace, their registration date / time / location, total number of products associated with a seller, total order placed against a seller's catalogue and total processed orders.

Buyer's Ledger

Using this module, the system keeps a track record of the complete buyer account. Any order created by the buyers or any action taken by the buyer in his account and all the credit/debit transactions which takes place thru a particular buyer account are recorded by the system which are visible to the admin.

Logistics Partner and Vendor's Ledger

is a report which is automatically populated by the system. It consists of the complete information about the vendors i.e. the total number of vendors registered on the marketplace, their registration date / time / location, total number of products associated with a vendor, total order placed against a vendor's catalogue and total processed orders.

Marketplace Earning

Using this module, admin can see the earnings of the marketplace against every order placed on the website. These earnings are calculated automatically by the system.

Against all the sales orders processed between seller & vendor, the system generates the tax ledgers which include the tax information which was incurred against every order.

Tax Ledger-

Purchases Against all the purchase orders processed between buyer & vendor, the system generates the tax ledgers which include the tax information which was incurred against every order.

Marketplace Raising Invoices for Sellers

Admin from his panel can raise invoices to the sellers for the commissions charged on every successful order placed on the website. These invoices re automatically generated by the system against every order on the website and then can be shared with the sellers. Admin can see the list of all the invoices raised by the system against a seller.

Day Book Download (.CSV)

The admin thru his panel can download the Day Book list of all the transactions made in a particular day. The list can be as is imported in Tally for accounts reconciliations.

Kick back and Refund report:

Yearly for seelers to r3etun their commission as well any Refund Report.

Conflict Report:

Any Conflict arisen by Buyer / Seller against any Order or Sale

Summary Report-

Seller Admin thru his panel can preview and download the account statement summary against a seller for reconciliation.

Detailed Report- Seller

Admin thru his panel can preview and download the detailed account statement against a seller for reconciliation. The detailed statement includes all the order processed by the seller along with the credit debit summary of the payments against every order.

Order Wise Report

The system generates a detailed report against all the orders placed on the marketplace. The report includes the buyer/seller details along with the credit/debit transaction details.

MIS REPORTS

Buyer Registration

This module allows the admin to see the list of all the registered buyers on the website with their complete information like name, contact details (name, email address, phone number, delivery address, type of registration (Direct registration/ Social Media Registration/Guest User) and the store credit summary.

Buyer's- Active / In-Active

This module allows the system to fetch the list of active & inactive buyers which can be previewed by the admin. The report can be exported to XLS file.

Seller Registration

This module allows the admin to see the list of all the registered sellers on the website with their complete information like contact person's details, the seller's company details, status of the seller (Active/Inactive), registration date, bank details and the statement of account.

Seller's- Active / In-Active

This module allows the system to fetch the list of active & inactive sellers which can be previewed by the admin. The report can be exported to XLS file.

Vendor Registration

This module allows the admin to see the list of all the registered vendors on the website with their complete information like contact person's details, the vendors company details, status of the vendor (Active/Inactive), registration date, bank details and the statement of account.

Vendor's- Active / In-Active

This module allows the system to fetch the list of active & inactive vendors which can be previewed by the admin. The report can be exported to XLS file.

Sales Report (Time Specific)

Using this report, the admin can track the total number of orders received on the portal in a specific period of time. Admin can set the date and time for which he wishes to see the sales reports and the system will fetch and display the records which can be downloaded in excel.

Invoices Raised by Sellers against Orders

The admin using his panel can preview the list of all the invoices raised by the system against the orders placed on the portal. The details in the reports include- Order date, Invoice date, Seller name, Buyer name, Mode of Payment and the Total order amount. The report can be exported in Excel by the admin.

Invoice Raised by Marketplace for Sellers (against Commissions)

The admin using his panel can preview the list of all the invoices raised by the system against the commission charges deducted for the sellers. The details in the reports include- To & From date of the order conciliation, Invoice Generation date, Seller name, and the Total order amount. The report can be exported in Excel by the admin.

SLA Reports

The system gives a detailed report of the SLA breaches against the sellers. The reports include the seller's name, order date, order number against which the SLA breach happened and the penalty amount.

Coupon Code Utilization Reports

This report allows the admin to see the list of all the coupon codes created by him along with their utilization report. Against a coupon code, admin can see the names of the users who have availed that coupon code, the order number and order details against which the coupon code was applied, the monetary discount which was availed by the buyer and the status of the order whether it was completed or not. The reports can be downloaded by the admin in an excel.

Most Selling / Best Selling Products

Admin from his panel can see list of all the best selling items on his portal. The list is auto populated by the system for the products which were sold for the maximum number of times.

Most Searched and Viewed Products / Categories

This is an auto-populated list of products which is created by the system for the products which the at most Searched / viewed by the buyers.

Buyer's Purchase History Admin using this module can see the reports of all the buyer purchases. He can see the list of all the purchases made by any buyer from the beginning of time.

SEO Reports

The system generates a detailed SEO report for the uploaded products on the website. The report includes the most search keyword, zero search keyword, most viewed products etc.

Abandoned Cart Reports / Product in Cart Reports

The system generates a report of the buyer who have added products in their shopping cart and abandoned the same without purchasing the products. The admin can see the list of users along with their products in cart. The admin has an option to send-out a discount coupon code to the buyers with abandoned carts for their conversion.

Best Performing Vendor

This list gives an insight of the vendors who are serving the maximum orders for their products. This list gives a detailed information about the vendors fulfilling the maximum orders along with the order and their account details.

Sales by Location

This list gives the details of the sales based on the buyer's location i.e. the locations from where the majority of buyer's are placing orders. Using this list, the admin can plan his marketing activities as per most selling locations.

Store Credit Reports-

Available balance Using store credit- available balance reports, admin can see the list of all the buyers who currently have available balance in their store credits.

Store Credit Report-

Credit Utilization Using store credit- utilization reports, admin can see the list of all the buyers along with their store credit utilization report. Admin can also keep a track of the orders against which the store credits have been utilized.

Loyalty Points Earned

This report gives an insight to the admin for the loyalty points that the buyers have earned till date. The admin can preview the list of points stored against each buyer account.

Loyalty Points Expiring

This report gives an insight to the admin for the loyalty points that are nearing the expiry date against buyer's account. The admin can preview the list of buyers who have loyalty points nearing expiry.

Loyalty Points Expired

This report gives an insight to the admin for the expired loyalty points against a buyer account. The admin can preview the list of buyers along with their expired loyalty points.

Loyalty Points Used

This report gives an insight to the admin of the buyers along with the loyalty points that they have utilized against an order. The admin can preview the list of users along with their utilized points with the order number against which they were utilized.

Advance Paid Reports

Using this module, admin can check the payment reports against every order placed on the website. The reports show the advance payments and the total payments made against any order along with the mode of payments like online payments, cash payments.

Outstanding Balance Reports

This module allows the admin/buyer to see the balance amount information for the order that was placed using advance payments. The buyer & admin at any instance of time can see the pending amounts of an order against any buyer's orders.

Tax Ledgers

System generates the tax ledgers which include the tax information which was incurred with an order. P.O. Reports System generates a report with the complete information regarding all the PO's raised in the system against all the orders.

S.O. Reports

System generates a report with the complete information regarding all the SO's raised in the system against all the orders.

Statement of Account for Buyers

Showing all the Finacial dealing with Markeptplace including the Credit, Payments Pending, Payments done, Number of Purchases with their Value, Total Value of Puchases, Loyalty Points in hand and utilized, Copuons Utilization and purchase made through it, Total number of Feedback submitted, Pending Invoices and their Value, Total Pending Amount, Average Invoice Clearing Days, Cancelled Orders, Delayed Orders, Failed Orders, Vendor Utilization from Marketplace, Total Number of Quotations received, Total RFQ raised, Total RFQ conversion to Purchase Order, RFQ per month, Last

Deal done, Pending RFQs to Orders, RFQ not Converted to SO, TurnOver, Categories Purchased, Location of Delivery etc etc.

Statement of Account for Sellers

Showing all the Finacial dealing with Markeptplace including the Credit, Payments Pending, Payments done, Number of Purchases with their Value, Total Value of Puchases, Kickback reports, Copuons Utilization and purchase made through it, Total number of Feedback Received, Pending Invoices and their Value, Total Pending Amount, Total Paid Invoices, Average Invoice Clearing Days, Cancelled Orders, Delayed Orders, Failed Orders, Vendor Utilization from Marketplace, Total Number of Quotations received, Total RFQ raised, Total RFQ conversion to Purchase Order, RFQ per month, Last Deal done, Pending RFQs to Orders, RFQ not Converted to SO, Average SLA, Total Business Turnover, Amount Paid to Marketplace, Self Shipped Order, Marketplace logistics, Star Ratings, Feedback Ratings, Supplied locations, Categories and Products Handled, Average Response Time for Quotation, Credit Period Allocation, Credit Limit Allocation etc.

Statement of Account for Logistics Partners

Showing all the Finacial dealing with Markeptplace including the Credit, Payments Pending, Payments done, Number of Purchases with their Value, Total Value of Puchases, Kickback reports, Copuons Utilization and purchase made through it, Total number of Feedback Received, Pending Invoices and their Value, Total Pending Amount, Total Paid Invoices, Average Invoice Clearing Days, Cancelled Orders, Delayed Orders, Failed Orders, Vendor Utilization from Marketplace, Total Number of Quotations received, Total RFQ raised, Average Shipment time, Shipment per month, Last Deal done, Pending SO to Deliver, Average Response time, Total Business Turnover, Amount Paid to Marketplace, Total Shipped Order, Star Ratings, Feedback Ratings, Supplied locations, Categories and Products Handled, Average Response Time for Quotation, Credit Period Allocation, Credit Limit Allocation etc.

PROCESSES TO BE FOLLOWED ON MARKETPLACE

Purchase Process:

A) Through RFQ / RFP

STEP BY STEP PROCESS:

Preparation of RFQ from Buyers:
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The Buyers or the Sub Buyers can Login into their Portal and will have 2 Options to Proceed for purchase of Products:

a) Preparing Order and Getting Multiple Quotations through RFQ bid
b) Selecting a Vendor(s) and directly forwarding their requirements to them.

When Purchasing through RFQ Mode:

1. Within their Portal the Buyer or Sub Buyer Selects RFQ and the RFQ Forms opens for them. They can either Fill the Form Online or Offline or Should be able to Upload a preformed Excel Data which should convert automatically into the RFQ form shape and be available in same format.
2. They should have options to fill unlimited or upto 500 Items in the list by clicking add more buttons.
3. Each Form is as per the Category. i.e. different forms for different Category of Item, as these forms will be sent to the Vendors dealing with these Category Items only.
4. Apart from inserting the Items the Buyers should also have the Following Options:

- To insert 5 preferred Vendors from our Market place (Through Drop Down list)
- To Display their Identity on RFQ or Not (If Not, only their Office Place and other Details will be sent to Vendors along with their Identification Code)
- Time Limit for receiving the Quotation (to Choose from Given Drop Down list, 24 Hrs, 48Hrs, 5 Days, 7 Days, 14 Days, 21 Days, 30 Days)
- Setting Priority of the RFQ as URGENT, HIGH PRIORITY, REGULAR and accordingly if the RFQ In Case Priority Level is set as URGENT –
  - the Display format of these RFQ on the Vendors /Sellers Portal on thier own portal should be differently highlighted.
  - There Should be a Notice displayed " the Prices of the Items may Vary from Regular Supply"
  - The Time for Receiving Quotation should be only optioned as 24Hrs or 48Hrs or 5 Days.
  - THE MARKETPLACE SHOULD ENSURE THESE RFQ IS SENT TO ALL VENDORS LISTED WITHIN THIS CATEGORY IRRESPECTIVE OF THEIR GRADE.
  - The Email Notification, SMS Notification, Wats APP Notification and the Display on the Portal is highlighted.

5. The RFQ Form is either Filled Partially and Saved or Fully and Saved.

- If the RFQ Form is filled and Saved and not sent for Quotation / Processing then it should have different Color Code display in the Buyers Portal.
- The system should prompt Short Message to Process the Form for Quotation – each time the Buyer logins into his portal.

6. Now when the RFQ Form is " Send For Quotation" – A Quotation / Enquiry Number is Generated Automatically. (RFQ/COMP/MMYY/SNO).
7. At this moment system gives a Thank you Message to the Buyer for Raising the RFQ and informs the Buyers with the RFQ Generated Number and Automatically Send Email to Marketplace Admin and Buyers (Primary) and Secondary (if raised by Secondary).
8. In Case the RFQ is Raised by Secondary Buyer, it Goes to the Primary Buyers for Approval or Market place directly. (Depends on the Choice of Secondary Buyer and their Internal Authority system).
9. If this RFQ Forms comes to the Primary Buyer for Approval – he can check and Amend the Items and their Quantity or Remarks or any part of the Form.
10. Now once the "Process RFQ" button is hit by the Primary Buyer / Secondary Buyer – A prompt will appear – The RFQ will be processed and Contents will not be editable, Do you want to Proceed – If Yes – The contents Freeze and if No – Back to Normal Stage.

Process of RFQ by Marketplace:
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11. This Final RFQ forms comes to Market Place- to one of the Nominated Sub Admin for Approval and Addition of more Vendors and Processing.
12. The Sub Admin can Add / Remove Vendors as per their limited Preference. Else they can Select Vendors basis their Grade. The Automatic Selection is as per below:

- Platinum registered Vendors will get all the Enquiries / RFQ under their Category.
- Gold will be Selected as per their Last Supply Date and Location.
  The Suppliers Located Near or in the Same Country of Supply gets Selected.
  The Suppliers who have supplied similar items within last 3 months get selected.
  Star Rating more than 3 get automatically selected.
- Among Regular Vendors the Selection Criteria
  Those above 3 star in that Category.
  Those in the Same Country/Port as supply required.
  Those who have supplied similar items within last 3 months.
  Those who have received less than 2 Enquiries within a month - within the Category.
  Verified Vendors in this Category .

13. Finally the Marketplace Admin will Manually Press " Process"
14. Once Processed – Email Notification with RFQ Number to the Master Admin and Vendor Management Team for that Category (Sub Admin) is sent.
15. Also The RFQ data is saved in Market place for its record, Date Processing, Accountigs etc.

Services section

Services offered by the marketplace will have a manual approach and it would require manual interaction as well.

Services includes Sub categories, and Sub Sub Categories, in each case the service request form will vary.

For Services to be availed, the buyer must go through the process of raising RFQ,
which can be done manually as well as automatically, depending upon request from the buyers;

The automatic process of RFQ submission includes the buyer to fill int the form on marketplace or upload their requirements into CSV which will populate Marketplace form automatically.

The manual system will require the buyers to provide their requirements via email and the admin can feed the data into the system and send it to the vendors , as per marketplace algorithm.

receiving automatic responses / Quotation from the vendors

Once a vendor is selected to proceed, further Marketplace will handle manually till the point where invoice is generated

and invoice generation will be based upon manual data feeding from sub admin, verified by admin and processed by accounts, data will be stored onto section as mentioned in worksheet provided by marketplace.

It is required to have a detailed report system where in the admin can see the detailed demographics using charts and graphs

The feedback from the buyers are subject to be provided with separate sections and that are required to be provided with a different tab section in the admin panel or sorted / filter by service rfq or product rfq.

Process of RFQ by Vendors/Sellers:
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16. Once the RFQ is Processed from Marketplace, the Vendors as mentioned and related to this RFQ + Vendor Management Team(from Market place) will get Email, SMS and Wats App Notification.

17. The Notification Should contain the RFQ Number, Priority Level, Date Of RFQ, Place of Origin and Total No. of Items to Qte and SLA /Closing Time, Category, Nickname /Code of Buyer.
18. The Vendors should login their Portal to see the RFQ on their DASHBOARD and click to see all the items details.

19. The Vendor should have the option to fill the cost either on line and save or offline and upload or download this file in the Excel fixed format and again upload into the system.
20. The Vendors should have additional Column beside each item to Quote their Price Additionally:

- On the Top of the Quotation they would choose their Currency from the Drop down Box.
- If they Choose any other Currency other than USD to Quote / beside their Cost Column it should automatically get converted to USD in next Column with the Rates from www.XE.com on that date.
- They should be able to Write "lead time" beside each column of items.
- They should be able to insert comments / remarks against each item.
- In case of Certain Items they should be able to insert type / Quality of the items.

21. The Other Common Columns they should complete in the RFQ Forms:

- Lead time and readiness of all item Supply
- Should be able to Upload and Document in PDF, JPG, Ms Word, Excel or other files against the line items.
- Credits Period Offered (lower than the maximum Allowed by Market place for that Client)
- Self Delivery Option
- Pre Payment Security Amount Reqd.

22. There should be a messenger system wherein The Vendor can chat with the Buyer Directly using their code. The Messenger should be able to filter any of the Contact information, email, mobile/phone number, website or costs. The Marketplace subadmin can review the chat content.
23. The Vendor identity in the Quotation should be hidden, only the preferred Vendors identity should be revealed in the Quotation as received.
24. There should be a timer display on the RFQ for Quotation AND Regular reminder within set intervals of 6 /12/24/hours should automatically be sent to the vendor on Email, SMS / Wats App to Complete Quotation and send.
25. Once the SLA timer clicks up, the RFQ gets freeze and Vendor cannot send it – Though there should be flexibility or other back end system to manual Alter or Control the Timer by Sub Admin to Extend it or add the Vendors Quotations or send the Vendors Quotations if left out due to some delay / system errors etc.
26. Once the Timer is Up for the RFQ – The system collates all the Quotations received from the different Vendors and sends it across Buyer.

Process of Quotations receivable by buyers and Treatment of Quotations by Buyers / Sub buyers:

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27. All the Quotations submitted by vendors are Collated by the Marketplace system on the Expiry time of the SLA and Sent to the Primary Buyer / Sub Buyers.
28. The Email, SMS and Wats App Notification is sent to the Primary Buyer, Secondary Buyers (if involved), Marketplace subadmin (Client's Relation Manager Group Email).
29. Once the Buyer login to their portal and Opens / Click the Quotations and is seen – the Notification / Alert is also sent to the CRM Group Email.

30. Once the Buyer Clicks the Quotations it opens displaying a TABULAR FORMAT of ALL the Quotation received – displaying the Vendor Code, Location of Vendor, If All Items Quoted, Final Price of the Quotation, Average of all Quotations on Top of Column and UP% and DOWN% for each Vendor from the Average Total Price(e.g. +10%, -15%), Average / Maximum Lead Time, Vendor Category and Vendor Star and Certificates. (This list is displayed in same way as the Flight or Hotel Search results are displayed on any websites)
31. The Buyers has the Option to SORT out from the list as per
- Location
- All Items Quoted
- Minimum Cost
- Least Lead Time
- Vendor Type
- Vendor Star Rating
- Max Credit Period
- No Pre Payment demand by Vendor / COD
32. After observing the Quotations – the Buyer has the Option to select more than 1 Vendor for this RFQ. He should have the facility to select few items as per his choice and nominated to Vendor 1 while few other items to Vendor 2 and Few to Vendor 3. In this Case the one RFQ will get divided into 3 parts. There should also be an option to Cancel any Part from the Quotation within a Vendor or Amend the Qty against a line item for a Particular Vendor Quote.
33. In Case the Qty is Amended or any Items is Cancelled within the Quotation from a selected Vendor Quote, it should turn into RED Color.
34. If Suppose only Items 1-5 are selected and approved of total 20 lines items from the Quotation for Vendor 1 then other items should turn RED Color.
35. Now in this Case single RFQ becomes 3 RFQ as per the selection and approval by the Buyer.
36. If any changes like division of Items or Cancel of Line items or Amendment of Qty id made by the Buyer – the System should give an Alert that - the RFQ will be sent back for Acceptance / Requotation by Seller and Prices and other Supply Terms and Conditions may Vary from this Quotation. (Select Button – Proceed or Cancel Changes)
37. Once the Proceed Button is Selected the system again gives a warning that changes and alternation will be freezed in the RFQ (Approve – Cancel).
38. A New SLA Timer and Option is asked form the Buyer against this NEW RFQ to be Quoted.
39. If Approve – the changes are freeze and NEW AMENDED RFQ/1 or RFQ/2 or RFQ-Rev is generated with changes and sent to the relevant Sellers.
40. This New RFQ will have the changes made by the Buyers in different font and also the Cancelled / Non Approved Items or any amendment in different colour font.
41. As soon as the NEW AMENDED RFQ/1v is sent by the Buyer Email, SMS and Wats App Notification is sent to the Marketplace sub admin and Sellers asking them to REQUOTE and RECONSIDER.
42. The Seller can login into their portal and this time they can see the changes RFQ/1 Form with the changes made and their last quoted price. Now if they wish they can change the Cost beside / or insert any comment against each line item or keep it same as before.
43. The Seller will have 3 Options to choose to treat this RFQ/1 Form
- Requote (If they select this a NEW Price Colunm pops beside the old cost and they can put new Cost against the approved item or the Changes Qty etc.)

- Reject (If they Selected the System given them Several alerts and and Prompts and Pushes to change it – even after 2-3 Alerts he wishes to Reject, then a Quick Email Notification is sent to the Marketplace Subadmin – Vendor Mgmt Dept along with SMS. – The Marketplace Admin should have the Facility to Reverse this Action of the Vendor)
- Approve (Thanks you and Congrats) – Notification of this to Marketplace and this Form now Freezes and Waits till the SLA Timer is Over to be sent to the Buyer again.

44. The system again asks the Seller to Confirm "Self Ship Option" – if they do not select this Marketplace Logistics sub admin is notified of this RFQ..
45. This Process continues as in Step 27 to 31.
46. If the Buyer agrees on the Re Quote / Re proposal Submitted he "Approve Purchase" and the Marketplace (CRM) gets Notification along with the Vendor for their "Ready to Process"
47. Once the Vendor Also accepts "Ready to Process" -
    ALL THE DOCUMENTS GENERATED FROM NOW WILL CONTAIN SUPPLIER NAME AND BUYERS NAME ETC AND ALL DOCUMENTS GENERATION WILL BE ON THE LETTER HEAD OR MARKETPLACE TAGGED DOCUMENTS.

- At this same instant the System Pops up with Ready to Dispatch ON DATE:- () .
- The system will automatically send the "Ready to Dispatch Date" to the Logistics Sub Admin of Marketplace.
- The Marketplace System will generate "Shipping Item List" and – The Vendors "Confirms"
- "Purchase Order or the Sales Order" is generated by Marketplace against each Finally processed RFQ. And is sent to the Buyer, Seller, Accounts Sub admin, Super Admin.
- The RFQs are saved in RFQ Folders of Market place in "Successful RFQ to Sales Column"
- The System generates in Vendor Portal – the Shipping Items details / like weight – Volume – Pick up Address – Contact Person for Pick Up – etc. This after completion is sent to the Logistics subadmin.

48. The Sub admin at any point should have the Authority to Cancel and Prepare a Manual PO/SO or Logistics or any of the above Process - Also and upload any Document Manually due to some reason / request system error etc.
49. If the Original RFQ contents etc has been changed or broken in several parts – the latest approved one is considered to generate the Purchase Order.
50. Once Purchase Order is generated by Market place – this is sent to the Seller and the Buyers and the Logitics Sub admin and the Accounts Sub admin of Marketplace.
51. If any Pre Payment Option has been selected or amount agreed in the Quotation – then automatically Proforma Invoice of the Part Payment is generated and sent to the Seller along with Email and SMS Notification. This Proforma Invoice should have a Due Date of Payment and regular reminders at preset intervals can be sent to the Buyer.
52. Once the Pro forma Invoice is generated the Payment is confirmed as per the Account / Payment Handling Process (later described)
53. Now the Full Process shifts to the Logistics and Accounts Department of Market place.

Process of Logistics and Shipment by Vendors/Sellers or Marketplace :

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For Logistics Process Marketplace functions are as follows:

- Provide Safe and Secure Fast Logistics through its own associated Partners
- Monitor the full Process till Delivery

- Ensure the Paper work and other Channel Follow Ups are done.
- Keep the Buyer informed of the Full dispatch process on timely manner.
- Securely Save the uploaded the Shipping Documents against the Order safely for a limited period of time.

54. Once the Items under the Purchase Order are “ready to dispatch” from Sellers Warehouse – Logistics Process Starts.
55. One of the Logistics Agency will be designated by Marketplace Logistics subadmin for shipment of this Sales Order.
56. The Shipment basic details will be sent to the nominated logistics partner along with the Notification Email and SMS and Wats App Notification.
57. The Logistic Partner will login into their Portal - and Quote to Marketplace against the Enquiry in the fixed form.
58. The Logistics Partner will have the Fixed Credit Period Nominated by the Market Place.
59. For the Logistics Cost – The Quotation is Received by the Logistics Partner / Agency and is sent to the Buyers for Approval by Market place Logistics Sub admin.
60. The PO and the Shipping Items details are mentioned in the Quotation sent by the Marketplace along with the approx delivery time / schedule.
61. The correspondence and treatment between Marketplace and the Logistics partner/agent will be in same as other registered seller with only difference that Logistics Partners will not be allowed to communicate directly to the Buyer / Seller.
62. A separate invoice for the Logistics in relation to the PO is sent to the Buyers.
63. Under Certain Categories, like Repair Service, Chandelling, E- Products, Medicinal Product etc it will be compulsory for the Seller to deliver by Self Shipping.
64. The Marketplace should be able to SAVE and Access all the Documents related to Shipment under the PO Number till minimum of 1 year.
65. The Logistics Partner/Agent would update the DSR form – Daily Shipment Report against the Sale Order for Shipment – which could be sent as Notification Email to the Buyers Automatically, on Daily Basis Till the Delivery is completed.
66. The Logistics Partner would Update the Final Delivery Chalan / Receipt with the Physical Receivers Stamp and Sign and Upload the Documents on his portal / Send by Email to Marketplace Logistics Sub admin and confirm Delivery.
67. The Marketplace Admin will check and confirm the Receipt by Buyers and will Close the Delivery / Shipment process and Confirm to the Marketplace Accounts sub admin.

Process of REVERSE SHIPPING Logistics and Shipment by Vendors/Sellers or Marketplace :

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68. If the Goods delivered are not acceptable by the Buyers due to Sellers Fault and is agreed for Reverse Shipping then the Invoice for the Cost of Reverse Shipping under That Purchase order / Sales Order should be generated by the Marketplace in Favour of the Buyers to PAY along with a Penalty of 10% (Adjustable by Super Admin) of the Invoice Value.
69. The Buyers in this Case may use their Self Shipping and Keep Market place Updated on the Schedule – Total Manual Follow up. The MARKETPLACE WILL MARK THESE SUPPLY AS “FAILED SUPPLY – Reversed “

70. In this Case if the Buyer Uses the Marketplace Logistics – the Quotation received by Marketplace is from one of its Logistics partner and accordingly the Invoice is Generated by Marketplace for Seller – All done Manually by Sub Admin BUT ONLY THROUGH Marketplace system and the All Records are maintained by Marketplace for this FAILED SUPPLY such as the Invoices, the Shipping Documents, the Email Records for NON ACCEPTANCE of the ORDER, the SELLER Acceptance RECORDS through Email, the ACCOUNT AND PAYMENT INVOICE, QUOTATIONS ETC – under the SAME SALES ORDER NUMBER. – This SALES ORDER also marked and Recorded in the Marketplace portal in the FAILED ORDER RECORDS as well as in the SELLER PORTAL and not in BUYERS PORTAL.
71. Similarly if the Goods delivery is rejected or failed due to BUYERS FAULT, all these costs as above and procees will apply for BUYERS payment TO marketplace AND records maintained IN THE MARKETPLACE PORTAL UNDER THE SECTION.

Process of Invoice Generation by Sellers and Logistics Partner to Marketplace:

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As Soon as the Items Delivered is Confirmed by the Buyers:

72. The Seller and the Logistics Agent automatically Notified by Email to submit their Invoices to Marketplace against this Purchase / Sales Order in the Format of Marketplace by Login into their Marketplace Portal.
73. When they Login into their Portal and click to the Sales Order Status and the Status is showing Delivered – they can Press / Click button "Generate Invoice". This Button does not Get Active unless the Delivery of the Items is confirmed in the Status.
74. Once this Button is Clicked – the Same Item Wise Approved Quotation Amount and items are reflected with the Same Amount with fixed Market place Earning deducted and if any Pre Funding through Proforma invoice and the Final Amount Payable by the Marketplace to the Seller.
75. The Invoice from Seller or Logistics Partner to Market place is Automatically Generated by the Marketplace itself basis the Quotations Approval, though it will activate and be displayed to the Seller / Logistics Partner only when the particular Sales Order Delivery is Closed.
76. Seller / Logictics Agenct can ONLY check and Submit from their END after the Closed Delivery.
77. ONLY Accounts Sub Admin – has the Authority to Check and Manual make Changes if any Required in the Invoice any time. This Changes will be freezed only when made by the Subadmin and approved by Accounts Head Subadmin and will show as a remark to the Marketplace about all the changes made Manually. Either in Colour difference or some way.
78. Once submitted, it will send Email Notification to Marketplace Accounts sub admin and Start reflecting in the Pending Invoice Column.
79. Once the Payment Due date is arrived or crossed this refelctes in the OverDue Section.

Treatment Process of INVOICING / BILLING BY Marketplace:

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Invoice Generation by MARKETPLACE TO Buyers:

80. The Marketplace sub Admin login to their portal and click the Purchase Order which whose status should be showing Delivered Now clicks to generate the INVOICE and it is SENT to the BUYER with Email Notification.
81. THIS INVOICE SHOULD CONTAIN THE COST OF ITEMS (FOR Sellers) + logistics cost (from logistics partners) + CREDIT DAYS + any Local Agency Cost as per the supported plus any misc costs and taxes AND Adjustment of Loyalty Points by Buyers (Point 105) as per the input and Quotations under this Sales or Purchase Order compiled by the Marketplace automatically.
82. The Invoice should automatically go in the Buyers Portal with some different Color showing in the section of Pending invoice. Also a Timer should be attached to it for the Credit Days left for payment.
83. The Email and SMS Notification is sent to the buyer once the Invoice is generated and sent to the buyers.
84. The Sub Admin should have a Option to Activate a Preset Email Notification Template for this Invoice by Inserting Start Date (From when the Notification Will Start going to the Buyers as Reminder)and Reminder Interval (Daily, Every 3 days, 5 Days, 10 Days etc) and with Flexibility to change the Notification Interval Anytime.
85. The Payments are processed by the Bank Transfers and once it is done, by buyers Proofs must be submitted in the Buyers Portal against the Purchase order to confirm or upload the payment Proof in their portal in the section of pending invoices.
86. Once the Payment is made and confirmed by the Accounts Admin the Deal is Closed from Buyers end with a Thanking Message by the Accounts Sub Admin.
87. After Closure of the payment, the Purchase Order as reflecting in the Buyers Pending section goes to the “Successful Purchase” section.
88. After the Successful payment Closure by the Buyer, automatic intimated to the CRM sub admin for the Market place with automatic Message and Also a Feedback Form is sent to the buyers for rating their Experience and Vendor and logistic services.
89. For Buyer and the Logistics Partner Invoice Payment is as per point (72) and Vendor Account sub admin process the Invoice of payment only After confirmation of Point (83).
90. The Payment is Made for the Seller and Logistics Partner against this Sales Order and the Proof / UTI number updates in the Portal and the Confirmation Email Notification sent to the Seller / Logistic Partner.
91. The Seller and Logistic Partner login into their portal and againt the pending Invoice for this Sales Order Click “ Payment Received” and this Sale to Totally CLOSED on Central Basis.
92. No More invoice can be generated to payment can be initialed against this SALES Order anymore by any User.
93. All this Data goes to the Marketplace Records into different section for Report Generation.
94. AT ANY POINT OF TIME ANY INVOICE GENERATION FOR ANY PARTY IS ONLY BY THE MARKETPLACE BASED ON THE QUOTATIONS RECEIVED IN MARKETPLACE FORMAT.
95. ALL USERS AS PER THIE ROLES CAN EITHER INPUT THE PAYMENT AFTER WHICH IT AUTOMATIVALLY CLOSES OR PROCEEDS TO THE NEXT STEP.
96. As a Advance Version Can the Developer CHECK IF THE SUCH MODULES CAN BE DEVELOPED WHEREIN MARKETPLACE CAN DETECT THE PAYMENTS MADE AGAINST EACH INVOICE AND UPDATE – ALL THIS IN CASE OF BANK TRANSFERS AND NOT BY USING PAYMENT GATEWAYS AT INTERNATIONAL LEVEL.

Treatment Process of FEEDBACK FORM BY Marketplace:

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97. The Feedback Form is Sent to the Buyers / SUB BUYERS (if the Oder was Generated by Sub Buyer) as per Point (84) after Completion of their Payment to the Market place.
98. If the Feedback Form for any of the Sales Order is not Filled, Every time the Buyers Login into their Portal, it should the System Should prompt with a POP UP to Complete and send the Feedback Form.
99. Also in the Feedback Form Section this Form should remain lying until all are filled.
100. Every Feedback Form Duly and Completely Filled will EARN Buyers some fixed " Loyalty Points" which should be prompted and promoted in the Pop Up.
101. Also if there are pending Feedback form in the Buyers Portal, a Email Notification with prompt msg should be sent by the Marketplace to fill the Feedback Form.
102. The Feedback Form once Filled should be removed from the Buyers Portal.
103. All the Feedback forms must only be Recorded and remained for next 5 years with the MARKET place portal.
104. These should be editable and downloadable by Marketplace nominated sub admin only.
105. Once the Feedback form is filled and Sent to the Marketplace the Nominated Loyalty Points should automatically be added to the Buyers Portal / Loyalty Points Records.
106. All the Feedback Forms received within a Month should be reconciled by the Vendor Managers for the Gradation and Star Marking of the Vendors – MANUALLY.
107. The collated feedback form Data should be able to reconcile basis the each Vendors and Category.

EARNING & USING - LOYALTY POINTS BY BUYER:

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108. The Buyers are Eligible to EARN Loyalty Points basis:

- Any Security Deposit they have submitted with the Market place.(will be directly Proportion to the amount of Security Deposits)
- On Filling the Feedback Form
- On Timely Payments or Before time Payments
- Total Amount OF Purchases Made through the Marketplace.
- Total Number of Purchases Made through Market place.

109. As per Point 77, this Can be Adjusted as Discount in the Purchase under the Eligibility, Terms and Condition and Algorithm separately defined in Another Section – Calculation of Loyalty Points and Redemption.
110. Validity of the Loyalty Points will be case to case basis and will be input by the CRM in the Buyers Profile, from where the Accounts section of the Marketplace will take and verify the data.
111. The Loyalty Points Earned must be CLEARLY and BOLDLY Visible in the Market place Portal for the Buyers also the mount last redeem.
112. For Redemption of these Loyalty points also the Marketplace will check the Validity and Calculate the amount as per the data input in the Buyers Profile against their Loyalty point terms.

EARNING OF CREDIT / KICKBACK POINTS BY SELLER:
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113. The Seller are Eligible to EARN Credit Points basis:
- The Grade in which they register in the Market place.
- The Total Amount of Transactions they do through Marketplace.
- The Total Number of Quotations and Enquiry Attended within time.
- The Total Number of Transactions they do through Marketplace.
- Credit Terms to the Marketplace.

114. The Sellers can Redeem the Credit Points by converting it into the
   - "Discount of Certain Part of Marketplace Earning in their Transactions"
   - To Upgrade their Grading with Market place
   - To Advertise through Marketplace – Banner / Flyer / Brochures – All Marketplace Buyers will see.
   - To promote particular on Marketplace – with Specific Category of Buyers / Marketplace with try to Sell it through their Sales team and Charge in terms of Credit Points / Monetary benefits.
   - To convert it into Discount Coupons Exclusively for them.
   - To Sell the Product through the SPECIAL OFFER ZONE of marketplace and get discounted Markups from Marketplace.

   As per the Eligibility Terms and Condition separately defined – Calculation of Credit Points and Redemption.
115. The Total NET CREDIT Points BALANCE should be clearly visible in the Seller PORTAL DASHBOARD and also the Total last Credit Point EARNED and ITS Date.
116. All these functions of redemption is available with the Marketplace Master admin and they should be able to input the Credit Points redemption terms against each function and tbe system should automatically calcutate and adjust the Credit points and set up invoice generation also.

COUPON CAMPAIGNS BY MARKETPLACE:
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117. The Marketplace will have a Separate Section on the HOME TAB wherein there will be certain Vendors listed and Certain Products Offer by Certain Vendors, which will be

applicable for Purchase at discounted Rates ONLY by using the Coupon Codes provided by the Market place to Certain Buyers from Time to time.

118. These Coupon Codes would be associated and Tagged with Certain Products by Certain Seller, All Products (Max 5 at a time)Offered by Certain Seller, Or Products Promoted by Marketplace, Or for a Certain Brand Product through Certain Vendors.

•The admin thru his panel has an option to create time-bound campaigns against the products / Vendor/seller/Brand listed on the website.

• To create a campaign, the admin selects the products/ Seller upon which a campaign is to be created and Adds them to this Home tab display.

Once the products are selected, the admin needs to define the 'FROM' & 'TO' dates for which the campaign would be activated against each product / Seller/brand etc

• After this the admin needs to define the campaign price / or % discount which is the discounted price apart from the Selling price of the product.

• The discounted price can be marked as Flat Amount or Percentage amount on the selling price of the product.

• As the admin submits the same, the campaign is created against the product and will be automatically activated & deactivated on the selected dates.

• During an active campaign tenure, the campaign expiry timer clock will be displayed against the product/Seller/Brand listed under this Section.

• Once the campaign is deactivated, the products/Seller/Brand will be removed from this Section and available on their original price or as per Quotation submission by the Vendor.

119. To Avail Discount under this section the Buyers need not use their loyalty points but rather use the Coupon Codes to avail the product on discounted Rates. Hence the Invoice Raised by Marketplace should consider the Coupon Codes and accordingly design the Invoice.

120. Except the Pricing and Costing Part the Remaining purchase process will be as per DIRECT PROCUREMENT PROCESS.

B. **DIRECT PROCURMENT PROCESS**

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121. This Purchasing Model is used in the Marketplace when the Vendor is Fixed and their products are fixed.

122. Both are selected from the Marketplace.

123. The Buyer selects the Product displayed by a Vendor, selects and makes a RFQ, In Other Words OPENS the RFQ Forms and has the Option to Insert Products from the Particular Category from the Market place display. All the Products selected forms the LINE ITEMS OF THE RFQ in that Category.

124. Remaining Procedure as per the A. Procurement through RFQ i.e Points 1 to 87.

B. **DIRECT PROCURMENT PROCESS with for displayed Product with COST**
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ONSALE Categories - SPECIAL TAB ON THE HOME PAGE

Sales Price decided by the Market place

At the time of uploading THIS product, the vendor selects TO go with the system's with the markup system. In case the vendor choose to go with the markup system, he inputs the transfer price of the product and the system automatically calculates the final price of that product by adding the percentage markup on the price as per the selected category.

THE ITEMS ARE DISPLAYED ALONG WITH THE PRICE BUT NOT THE VENDOR DETAILS.

125. All the Items in this Category are Preselected and Exclusively loaded by the Master Admin Authority by the Sub Admin.
126. To Purchase :
- Buyer Selects the Items
- Adds Quantity
- Add Place of Delivery
- Selects Payment Mode
- Selects the Credit Period
- "SUBMIT" MARKETPLACE
127. A Notification email is sent to the sub admin – Nominated by Marketplace for this section.
128. The Sub Admin Chats with the Seller on this Product and checks the Shipment Option and Delivery Date at the deliovery point.
129. The Subadmin Updates the Delivery Date, Shipment Cost and Total Cost and CREDIT PERIOD to the Buyer in the Portal
130. Email & SMS Notification is sent to the Buyer on this Update.
131. The Buyer presses "CONFIRM PURCHASE".
132. Automatic PO is generated for the MARKETPLACE from the Buyer.
133. Similarly PO is generated to the linked Vendor for his Transfer Price, Item and Quantity etc.
134. The Shipment is by Point 54 to 67.
135. Invoice Generation and Further Treatment for Closing the deals as per process under points 68 to 87.
136. Feedback System – Points 93 to 103.

PAYMENT MODULES INCORPORATED IN MARKETPLACE:

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Advance Required & Balance Payment Options

While creating a listing, the admin defines the advance amount which the buyer needs to pay in-order to complete the ordering process. The advance payable amounts can be defined in Flat/Percentage. Also, at this point the admin defines the mode of payment for paying the balance amounts. The balance amounts can be paid via Pre-integrated payment processing partners, Cash on Delivery, Wire transfers via NEFT/RTGS.

137. RECEIVING PAYMENTS and RECORDING AND REPORT GENERATION

The Marketplace will facilitate to Receive Payments through various modes as below:

a) The Availability of Payment Gateway – For up to Certain Permissible Amount – This facility integrates automatic Update against the Invoice and should be reflected in Marketplace account.
b) Internet Bank Transfers – with the availability of our Bank Details the Transfers made through RTGS/ NEFT/SWIFT etc the reference details / UTR must be filed in the report available with the payer and clicked "Confirmed" by Marketplace Accounts Team for automatic updating in the Payment against the Payer invoice.
c) Manual Transfers with Cheques / Demand Draft and other Payment Modes – the Marketplace Account Team should be able to input the Particulars and after manual confirmation of the Payment incashed in account, this would involve manual closures of the received payments.
d) CASH : For COD, the Local Agents or the Logistics Partners will be Authorized to collect the Cash and Transfer equivalent / deposit collection in the Marketplace Bank Account. Relevant Cash deposit slip should be issued and the Mode of Payment should be marked against the Invoice once Payment Received.

Suppose vendors are responsible for shipping their products. Now a customer placed an order via Cash on Delivery (COD) so vendor will receive the whole payment from customer.

Normally, for marketplace e-commerce sites payments come to admin account and commissions distributed among vendors. But here vendor is receiving payment.

So, vendor has to reverse pay the additional amount to admin, now this we call “**Reverse Withdrawal**“.

e)

- There Should be a Full Proof Account System developed by the Marketplace Software Developer through their experience and suggestions of various option to keep the Payment Systems Full Proof and without any Error.
- The System should allow Confirmation Notification of received Payment to be sent to the Payer.
- The Software System must have Full Proof system to Close the Payment Received Cases with availability of Proof to be tracked and Stored for next 5 years and in fully downloadable format.
- The Marketplace Software should allow Automatic Notifications Templates to be sent Via Email and SMS for all the Pending Payments at Intervals and Start/Stop Dates set by the Nominated Sub Admin.
- The Marketplace System MUST Allow very easy visibility to TRACK and be Notified by System itself through different ways for all the OVERDUE Payments and SEND Email and SMS NOTIFICATIONS in differently highlighted FONTS / COLOURS etc for OVERDUE CASES.

138. MAKING PAYMENTS AND RECORDING AND REPORT GENERATION

a) The Marketplace will only make Payments through its Bank Accounts against invoice and accordingly the Records should be automatically updated in the Ledger against the invoice.

b) The Marketplace Software developer should ensure that Double Payments, Cross Payments are NOT ALLOWED by the SYSTEM in any case and payment systems developed in such way that it generates a Payment Slip to be Approved by the Master Admin & Head of Accounts Team.

c) The Master Admin should be able to ADD or REMOVE the Approval Authority for the Payments to be made, though as a initial design it should be minimum 2 to 3 level Authority Approval before the final Payment Slip can be Printed after successful Approval of all in line – for any Outgoing Payments.

d) The system should be able to Monitor and Record the Payment Approval by Approved Authority with Date and Time and this should Occur in the Payment Slip as well.

e) Only once the Payment Slip is obtained in printable format any OUTGOING PAYMENT IS ALLOWED AND ITS TOTALLY CONTROLLED BY THE MASRKETPLACE SOFTWARE.

f) The Sub admin and Master Admin should have the Authority to increase / reduce the Payment tenure / Credit Time and hence extension of the Payment Due date for any Invoice after 2 tier approval system.

g) The system software should be full proof that for a Payment already made the Invoice is Automaticall CLOSED / PAID and removed by the system to PAID Account in Marketplace PORTAL as well as the SELLER / LOGISTICS PARTNER/THIRD PARTY PORTAL.

h) If Any Miscellaneous payment is Made within STAFF for any reason there should be a separate system / block and is not in connection with the Marketplace BUSINESS ACCOUNTS. – IT IS DEALT ENTIRELY AND TOTALLY SEPERATELY.

i) Any Third Party Payments can only be approved after REGISTERING AS VENDOR of MARKETPLACE and against a proper approved INVOICE.

j) For payments to the Sellers and Logistics Partner AND Vendors of Marketplace the system should automatically COMPARE the QUOTATION with the INVOICE and only then the after the DUE DATE ALARM DATE the first line approval is generated until Finally it is Approved by all in the Cycle and the Payment Slip is generated – indicating to Proceed with the Payments.

139. MARKETPLACE SYSTEM SHOULD ALLOW FOR ORDER REPETITION OR DUPLICATION OF ORDERS FROM THE SAME BUYERS TO BE PRODUCED AS NEW ORDER.

140. The Marketplace should be able to generate Credit Notes and have 3 tiers Approval system for any Refund or Kickback System Should automatically be able to adjust and Update in all the Reports and generate invoice for it to be processed. The Credit Note should be treated same like any Inoice payment, expect that the Credit Note Generation Process invloces 3 levels of Approval within Markeptplace and the subadmin should not be able to proceed further without EACH of these approvals.