

MSell FAQ

Q1: How to install the msell app?

ans: Open your play store and search msell-aipl then click on the msell-aipl and then click on install option.

When the msell app installed then click on it.

- 1.click on open
- 2.click on while using the app
- 3.again while using the app
- 4.then click on allow
- 5.click on Allow all the time then click on back option
- 6.then click on the checkbox then click on continue
- 7.then click on allow
- 8.Then you fill your username(provided by the company) and click on sign in option
- 9.Then you fill your password that is your mobile number

Q2: How to punch the attendance?

ans: 1.First of all select the working status.

2.Select working with(if you are working alone in market select self other wise can select your senior or junior name.which you have working together.)

3.Then write your remarks(like retailing ya distributing.)

4.then click in submit option.(successfully attendance marked on screen)

5.then back camera will be open(Please take a picture of the meter reading of your bike, scooter, or car. After that, manually write down the meter reading by hand. In the remarks section, mention whether you are using a bike, car, or scooter.)

Q3:How do we perform TOTAL CALL (TC) and productive call (PC) in the mSell app?

ans:First, you need to click on "Outlet Visit". After that, as per your today's tour plan, click on your town name (distributor name). Then, according to the same plan, click on your beat, which will be shown at the top.

Once you click on the beat, you will see the retailers that are open on that beat (it will show under Retailers Count).

If the Retailers Count shows a number but no retailer names are visible, scroll to the bottom and click the circular arrow to refresh — the retailer names will appear.

If you want to sort retailers by distance, click the up/down arrow next to the Retailers Count — the retailers will be sorted by distance.

Now, click on the name of the retailer whose shop you are visiting. At the bottom, you'll see two options:

From Home

From Market

Click on From Market.

A new page will open — click on New Order Booking.

Then another page will open. Ask the retailer: "Will you place an order?"

If the retailer says yes, click on Take Order.

Now a new page will open — click Skip here.

This will open the Product page. Ask the retailer what products they want, search the product, and enter the quantity (1, 2, 3...) they require.

Then click on the "Add to Cart" icon (a trolley on the right-hand side).
Your product will be added.

If by mistake you selected the wrong product or quantity, you can remove it by clicking the red cross.
You can also click on ADD/MORE to search for and add more products.

Once all products are added, click Submit.
Your order will be booked.

Then a new page will appear: "Why booked this order?" —
Take feedback from the retailer and fill in their opinion point-wise about your product.

Finally, click on No, No and then Submit.

Q:How to do the non productive call.

ans:First, click on "Outlet Visit". Then, as per your today's tour plan, click on your town name (distributor name). After that, click on your beat, which will appear at the top.

Once you click on the beat, you will see the retailers open on that beat (displayed under Retailers Count).
If you see a number under Retailers Count but no retailer names are visible, scroll to the bottom and click the circular arrow to refresh — the retailer names will appear.

If you want to sort the retailers by distance, click the up/down arrow on the right-hand side of the Retailers Count — the list will be sorted by distance.

Then, click on the name of the retailer whose shop you are visiting. At the bottom, you'll see two options:

From Home

From Market

Click on From Market.

A new page will open — click on New Order Booking.

Another page will open — ask the retailer, "Will you give me an order?"

If the retailer says no, then you need to click on Non Productive.

A new page will open with a dropdown menu — select the most appropriate reason from the options provided. Then click Submit.

Another page will appear where you need to enter the retailer's actual feedback explaining why they are not giving an order.

Finally, click No, No, then click Submit — your Non-Productive Call will be recorded.

Q:How to create retailers in msell app?

ans:First, as per your tour plan, select your town, then select your beat according to your beat plan.
Then click on the "+" (plus) sign — the Retailers page will open.

Now, follow these steps:

First, ask the retailer for their GST number and enter it in capital letters in the GST column.

Then fill in the retailer's name.

Enter the retailer's phone number.

Choose the Outlet Category.

Select the Outlet Type.

Fill in the PIN code.

After that, click on the Submit button.

A pop-up will appear asking you to click a picture — click Yes, and take a photo of the retailer's shop board.

Finally, click on Submit again.

Your retailer will now be added to the respective beat you selected.

Q:How to fill the tour plan?

ans:First, open the mSell app. Then scroll up, and you will see a module named "TOUR PLAN" — click on it.

You will now see a calendar for the month. Click on the date for which you want to fill the tour plan.

As soon as you click on the date, a new page will appear.

Next, click on the "Task for the Day" dropdown. You will see multiple options:

If you are doing TC/PC, then select Retailing.

If you are not doing TC/PC, then select Others or Distributing, as applicable.

Then, select your town for that date.

The distributor name will be the same as the town name you selected.

Now, you will see all the beats of that town in the Beat dropdown.
Carefully select the beat where you plan to go on that date.

In the remarks section, write Retailing or Distributing as per your task.

Finally, click on the Submit option — your tour plan will be saved.
In this way, you can fill your entire month's tour plan.

Q: How to check out?

ans:First, open the mSell app. Then scroll up, and you will see a "Checkout" module on the screen — click on Checkout.

Next, click on SYNC.

After that, in the Remarks section, enter what you did throughout the day, like Retailing or Distributing.

Once you've filled in the remarks, click on the Submit option.

As soon as you click Submit, your checkout will be completed, and you'll see a message on the screen saying "Checkout Submitted Successfully."

Then your back camera will open.

Take a photo of your bike/scooty/car's meter reading, and in the Meter Reading field, manually enter the

number shown on the meter.

Then click on Submit.

After about few seconds, your DSR report will appear on the screen.

Q:How to check the secondary report?

ans:First, open the mSell app. You will see a square box with two human figures in it — click on that.

Then, at the 4th position, you will see the option “Junior Sales Report” — click on it. Here, you can check the daily sales reports.

On the top right corner, you will see three lines (menu icon) — click on that. You will then see options like:

Today

Yesterday

Last Week

This Month

Last Month

Custom Date

You can choose any of these options to view the sales report for the specific day or month you want.

Best practices in msell app:Best practices in the mSell app include regularly updating data and syncing data.

If any issue occurs in the mSell app, you can simply click on the Logout option, then log back in by entering your username and password.

Don't worry if it asks for attendance again — it only records the morning attendance time, not the logout time.

Q:Restriction in msell app?

ans:1.attendance(mtp should be filled other wise you cant punch your attendance)

2.Beat Restriction: You can only work on the beat that you have selected in your Tour Plan. You are not allowed to work on any other beat.

Call Restriction: There is a restriction of a 10-minute gap between each TC (Total Call) and PC (Productive Call).

Dashboard

Q: How to log in to the mSell dashboard?

Ans: The mSell dashboard link is: <http://www.aipl.msell.in/public/user>

In the Username field, enter your empcode@aipl

In the Password field, enter your mobile number.

Your dashboard will open.

Q:How to see the secondary sales report?

ans:take your cursor to "Miscellaneous", and you will see the option "Export Dump".

Now, move your cursor over Export Dump, and you will see "Export Transactional Data" — click on it.

Then, select the date range for which you need the data.

After selecting the date range, click on "Find".

Next, click on "Sale Data Export", and your report will be downloaded.

This is your complete sales report.

Q:How to fill the manually tour plan in msell dashboard?

Ans:Take your cursor to "Miscellaneous", and you will see "Manual Tour Plan" — click on it.

Then follow these steps:

Select the State.

Select the Username for whom you want to fill the tour plan.

Choose the Date.

Click on Find.

Next:

In Task for the Day, select Retailing.

Choose the Town.

Then select the Distributor (same as the town).

Choose the Beat Name.

Scroll down and click on Submit.

Now again, go to Miscellaneous, click on Manual Tour Plan once more.

Then scroll down, set the Status to Approved, and finally click on Update.

