1. **Task 3:** Dispatch Order approval and Preparation (**Mode:** App/Laptop/ Desktop)

**Annexure (Screen-3)**

1. **FOC- Dispatch Order approval matrix:** -

* For material required against any complaint, DO request to be auto generated in below format & approval as per below matrix to move automatically.
* **DO Format:**

Dear Sir,

Kindly approve Under Warranty/ Good will/ Wrong supply/ Short Supply/ Transportation damage (one should come) as per below details:

|  |  |  |
| --- | --- | --- |
| **Sr. no.** | **Information Required** | **Details** |
| 1 | FOC Request date( free of cost) | Autogenerated |
| 2 | Rly Zone |
| 3 | CMS ticket no. |
| 4 | Consignee Address (with pin code & contact no) |
| 5 | Customer Complaint No. |
| 6 | Item Sr. No. |
| 7 | Mfg. Date |
| 8 | Coach/loco no. |
| 9 | Product description |
| 10 | Item Code |
| 11 | Nature of Problem |
| 12 | Required FOC Qty |
| 13 | **Cost** |
| 14 | Product Category |

* **Approval matrix**

Approval to be provided by type of Dispatch order: -

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Order Type** | **Generation Responsibility** | **Approval stage 1** | **Approval stage 2** | **Approval stage 3** |
| Under Warranty | HO service | < = INR 50,000  (RM) | >INR 50,000 upto <=INR 1,00,000 (HOD – Service) | > INR 1,00,000 CO |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Order Type** | **Generation Responsibility** | **Approval stage 1** | **Approval stage 2** | **Approval stage 3** |
| Good will | HO service | RM | HOD – Service/ HOD - Sales | CO |
| Wrong supply | PPC | RM | HOD – Service/ HOD - Sales | CO |
| Short Supply | PPC | RM | HOD - PPC | CO |
| Transportation damage | PPC | RM | HOD - PPC | CO |

After final approval to come to concerned person for DO generation. He needs to fill final cost (same as master data in case new part is being provided & reduced in case repaired material (Field return) is provided. This data is to be used for calculating Warranty cost.