1. **Task 4:** Material status (**Mode:** App/Laptop/ Desktop)

**Annexure (Screen-4)**

1. **Material Readiness Status & Dispatch to customer: -**

* After DO generation, PPC to prepare material and same need to be reflected against following stage: -
* **Material under dispatch:** -

|  |  |  |  |
| --- | --- | --- | --- |
| **Sr. no.** | **Stages to be reflected** | **Meaning** | **Responsibility** |
| 1 | Supply eligible |  | PPC |
| 2 | External Request Requested |  |
| 3 | Production open |  |
| 4 | Awaiting shipping |  |
| 5 | Material dispatched |  |

1. **Output message from system (Mode:** Text message/ WhatsApp)

* **Material Readiness Status & Despatch** to Field Service Engineer - Phone text & mail.

Material request has been accepted and under processed as per following details:

* Complaint no.
* Coach/loco no.
* Product
* product qty.
* CMS portal ticket no.
* Tentative Dispatch date
* **Material delivered: -** After material delivery, Acknowledgement to be provided with following details:

1. **Rly. SSE: -**

Material has been delivered, please close the complaint as per following details:

* Complaint No.
* Coach/loco no.
* Product
* product qty.
* CMS portal ticket no.
* Invoice no.
* Delivery challan no.

1. **Service Engineer:** -

Material has been delivered, please close the complaint as per following details:

* Complaint No.
* Coach/loco no.
* Product
* product qty.
* CMS portal ticket no.
* Invoice no.
* Delivery challan no.