1. **Task 5:** Material Return and Acknowledgement to EKL (**Mode:** CMS Portal & Oracle S/w)

**Annexure (Screen-5)**

1. **Material Return to EKL: -**

* After Material delivery, FSE to prepare material delivery Documents same with material need to be send to HO against CRN Ticket no. (Against which material has been demanded)
* **Material in transit to be reflected in CMS portal with ageing:** -

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Sr. no.** | **CRN Ticket no.** | **Product** | **Qty.** | **Material required (yes/no)** | **Logistics partner** | **Gr.no.** |
| 1 |  | . |  |  |  |  |
| 2 |  |  |  |  |  |  |

* **Note: -**

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

* **Material Acknowledgement: -** After material Receipt at EKL, Acknowledgement to be provided with following details:

1. **Service Engineer:** -(Text)

Material has been delivered to EKL against ticket no. xxxxxx, please find the status as per following details:

* Received by.
* Received date.
* product qty.
* CMS portal ticket no.
* Invoice no.
* Delivery challan no.

1. **Quality:** -

Material has been delivered to EKL against ticket no. xxxxxx, please proceed for 8-D Report and disposition of material as per following details:

* CMS portal ticket no.
* Invoice no.
* Delivery challan no.
* Product
* Product qty.
* Nature of problem.