

To register a new query, click on 'Queries' tab & then **Fresh Query** button.

Select the category and sub-category from drop down list as per nature of your query & click on **Submit**. Category & Sub-Category should be carefully selected as these cannot be edited later on.

Category and Sub-Category Classification

Category	Sub-Category
Direct Tax	<ul style="list-style-type: none"> • Compliance • Assessment • Appeal • Advisory/Opinion • Transfer Pricing • Other
Indirect Tax	<ul style="list-style-type: none"> • Compliance • Assessment • Appeal • Advisory/Opinion • Other

Enter the complete information about your query and upload all necessary documents & click on **Submit**. (Please see instructions below for adding fresh query)

The screenshot displays the 'Add fresh query' form in the Mazars Advisory Solutions web application. The interface includes a sidebar with navigation options: Dashboard, Queries, Proposal, Payment status, Assignments, Schedule, Feedback, Contact us, and About us. The main content area is titled 'Add fresh query' and contains the following fields:

- Brief facts of the case ***: A rich text editor with a toolbar (Paragraph, Bold, Italic, Link, Unlink, Bulleted list, Numbered list, Indent, Outdent, Image, Quote, Table, Video, Undo, Redo) and a large text area.
- Specific questions for advisory ***: A text input field with a placeholder 'Specify your query' and a blue '+' button.
- Purpose of the query ***: A dropdown menu with 'Select...' as the current selection.
- Assessment year**: A dropdown menu with 'Select...' as the current selection.
- Upload your document**: A red upload icon.
- Format in which opinion is required ***: A section with three checkboxes:
 - ☒ Softcopy - Word/ Pdf
 - ☐ SoftCopy- Digitally signed
 - ☐ Printout- Physically signed
- Case name**: A text input field.

The top of the page shows the user's client information: 'Client :MZR123 arnavaggarwal101@gmail.com'. Navigation links for 'Articles', 'Updates', 'Media gallery', and 'Inbox' are also visible.

MAS India

advisorysolutions.mazars.co.in/customer/addFresh

Incognito (2)

mazars

Dashboard

Queries

Proposal

Payment status

Assignments

Schedule

Feedback

Contact us

About us

Paragraph

B I

Specific questions for advisory *

Specify your query

Assessment year

Select...

Format in which opinion is required *

☒ Softcopy - Word/ Pdf

☐ SoftCopy- Digitally signed

☐ Printout- Physically signed

Timelines within which opinion is required

☐ Urgent

☒ Regular

Submit

Purpose of the query *

Select...




Upload your document

Case name

*Mandatory

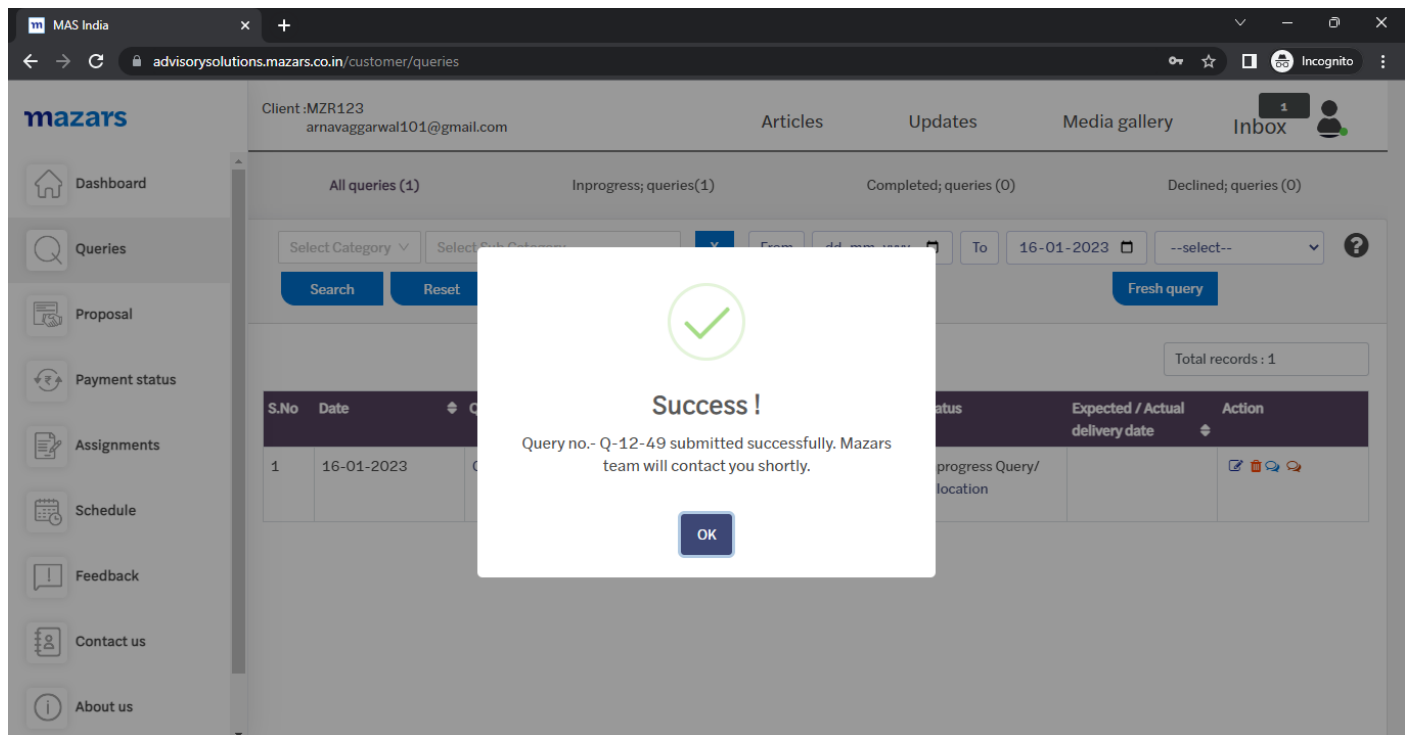
Instructions for adding Fresh Query:

(*mandatory)

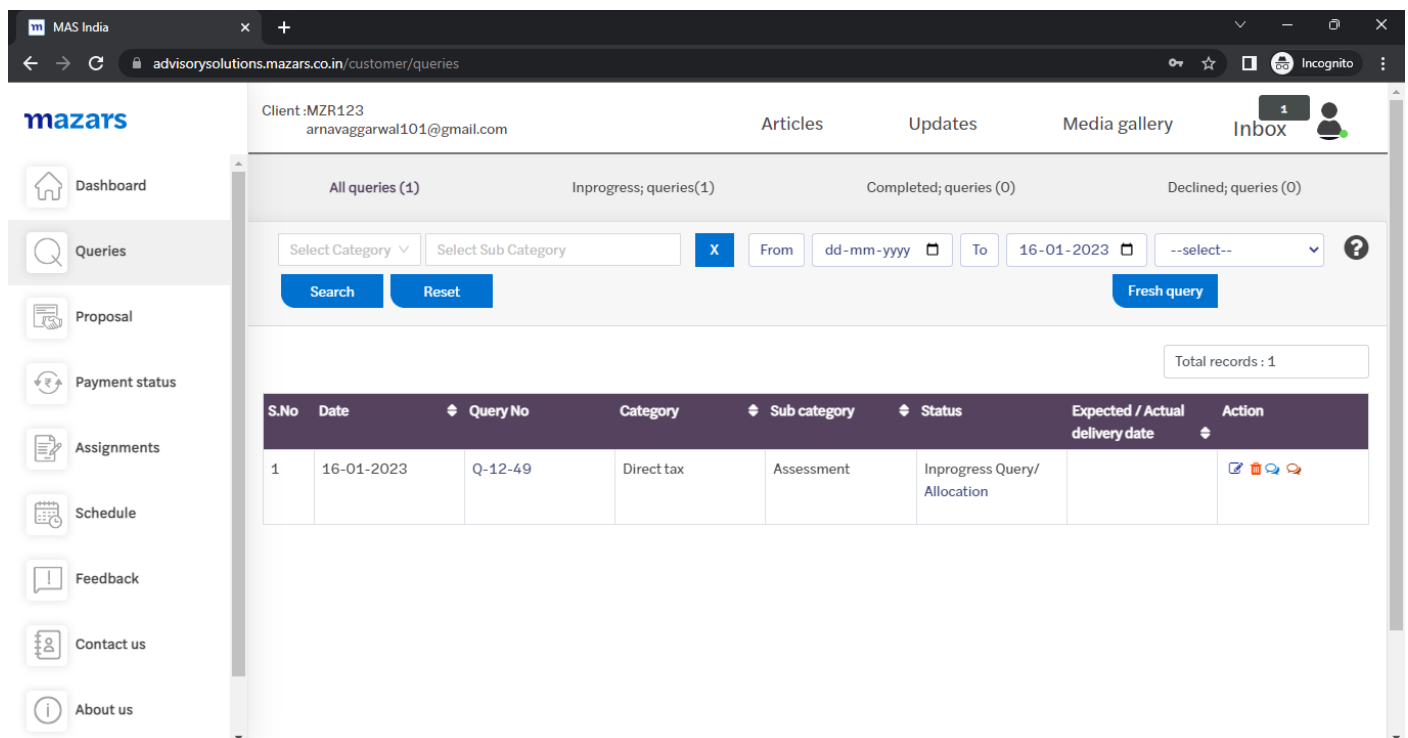
Brief facts of the case *	<ul style="list-style-type: none"> Enter information briefly explaining the facts of the case.
Specific questions for advisory *	<ul style="list-style-type: none"> Enter the specific question(s) for which you need reply/ assistance/ advice. Multiple questions can be added by clicking  button
Case name	<ul style="list-style-type: none"> If required, enter the name of the case.
Assessment year	<ul style="list-style-type: none"> From the drop-down list, select the relevant Assessment Year(s).
Upload your document(s)	<ul style="list-style-type: none"> Click on the Red Upward facing arrow () & select the relevant files to be uploaded. Multiple files can be selected & uploaded together. Following file extensions are acceptable: (gif, jpg, jpeg, png, docx, doc, pdf, xls, xlsx, odt, ods, msg, zip, rtf, tif, xml, xlsx, xmlb, mp3, ppt, pptx, mp4, json, wma, wav, avi, wmv) Uploading document(s) is not mandatory.
Format in which opinion is required *	<ul style="list-style-type: none"> Click on the checkbox for the format in which opinion is required. Multiple formats can be selected.
Timeline within which opinion is required *	<ul style="list-style-type: none"> Select the timeline within which the reply/assistance/advice is required.
Purpose of the query *	<ul style="list-style-type: none"> From the drop-down list, select the purpose for which the query has been made. If the option is not listed, select others. Multiple selection can be made.
(Click on  after entering all necessary information.	

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After submitting the query, Success message window will appear showing the system generated unique query number. Click Ok. Client will also receive an email message informing successful submission of the query. Such message would be received by all secondary email's users also.



After clicking on Ok, the query will be reflected under queries Tab.



Query Tab will show the brief status of the query, Under Action column, icons are available for different actions as below:

Client: MZR123
arnavagarwal101@gmail.com




Articles Updates Media gallery Inbox

All queries (1) Inprogress; queries(1) Completed; queries (0) Declined; queries (0)





Select Category Select Sub Category X From dd-mm-yyyy To 16-01-2023 --select--

Search Reset Fresh query

Total records : 1


S.No	Date	Query No	Category	Sub category	Status	Expected / Actual delivery date	Action
1	16-01-2023	Q-12-49	Direct tax	Assessment	Inprogress Query/ Allocation		  

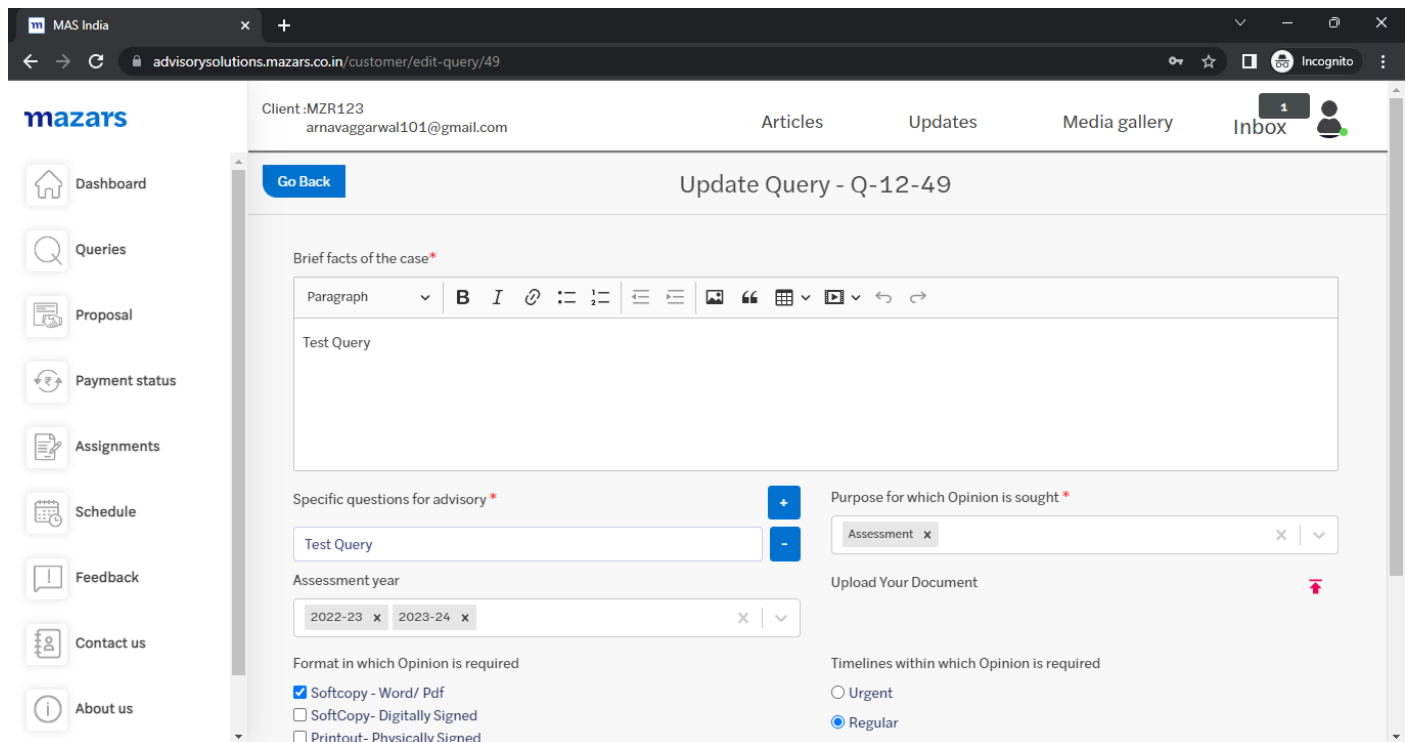
Query Tab: Action Buttons:

	<ul style="list-style-type: none"> Click to edit the query details
	<ul style="list-style-type: none"> Click to withdraw/ delete the query
	<ul style="list-style-type: none"> Click to send message to Mazars Advisory Solutions team
	<ul style="list-style-type: none"> Click to view history of messages exchanged between the client & Mazars Advisory Solutions team in respect of the query

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Action Button: Edit

- ✓ Click the edit icon to edit query details. **Category & Sub-category can't be edited.**
- ✓ Additional documents can also be uploaded by  clicking icon. Documents once uploaded cannot be deleted/ withdrawal. Documents, therefore, should be selected carefully before being uploaded.


































Client: MZR123
arnavaggarwal101@gmail.com

Articles Updates Media gallery Inbox

Update Query - Q-12-49

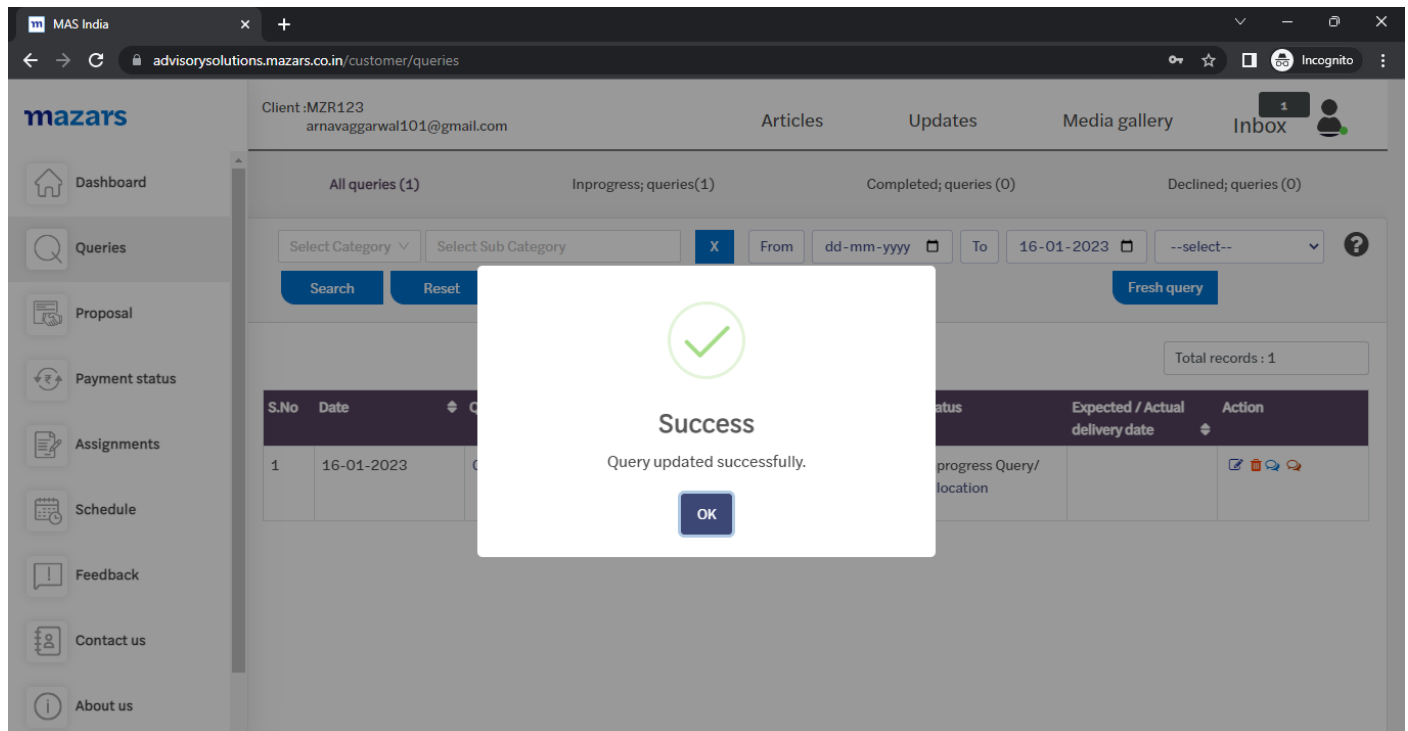
[Go Back](#)

Brief facts of the case*

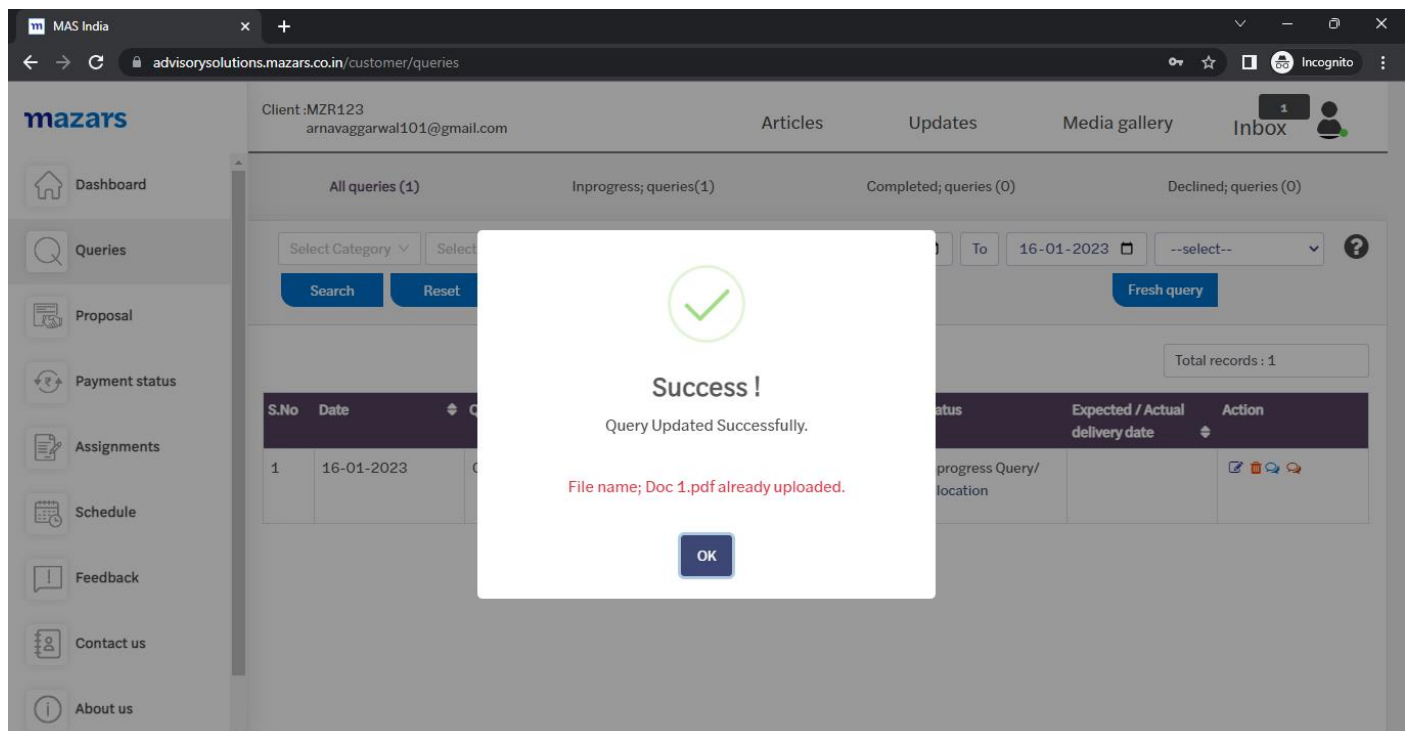
Paragraph **B** *I*                               

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After editing the query details, click on **Update** Success message window will appear showing “Query updated successfully”. Click ok.



In case of any attempt to upload any document/ file already uploaded, following message will be displayed upon clicking on **Update**

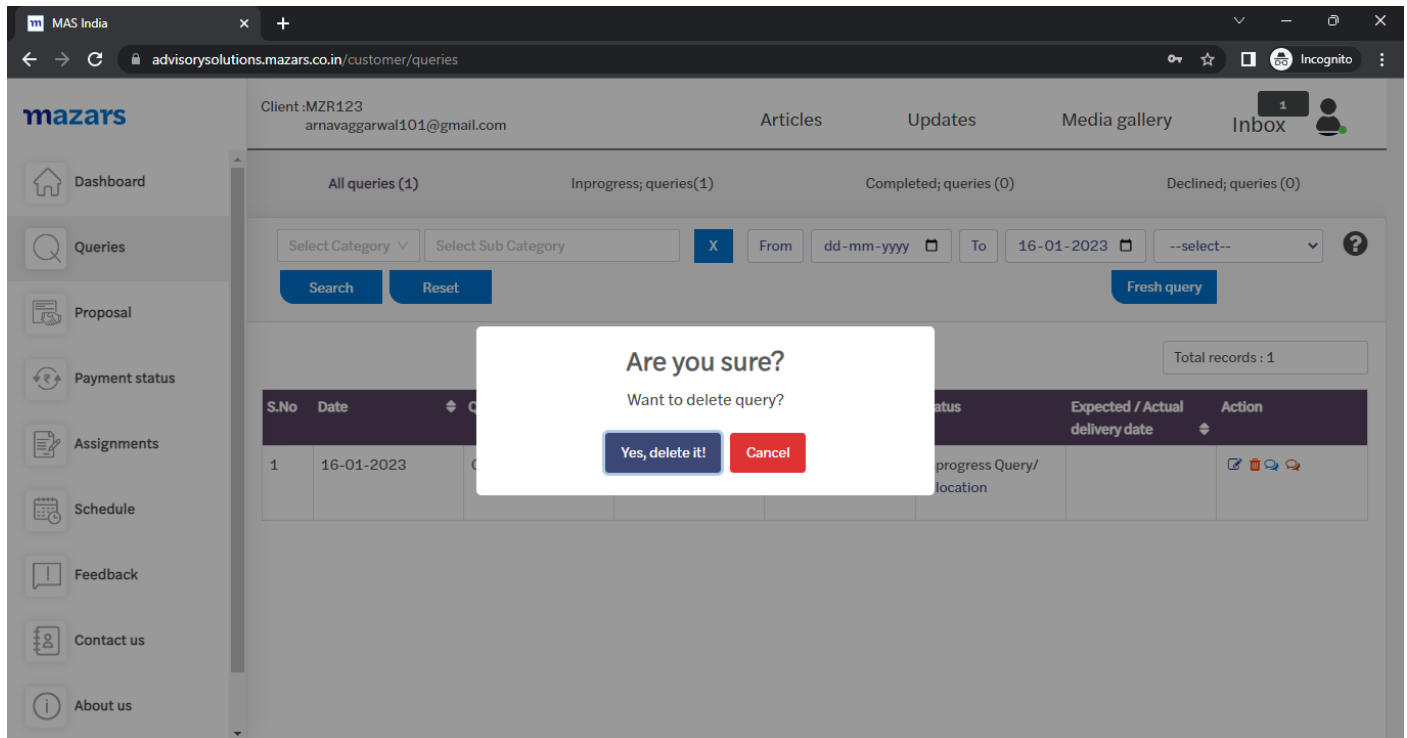


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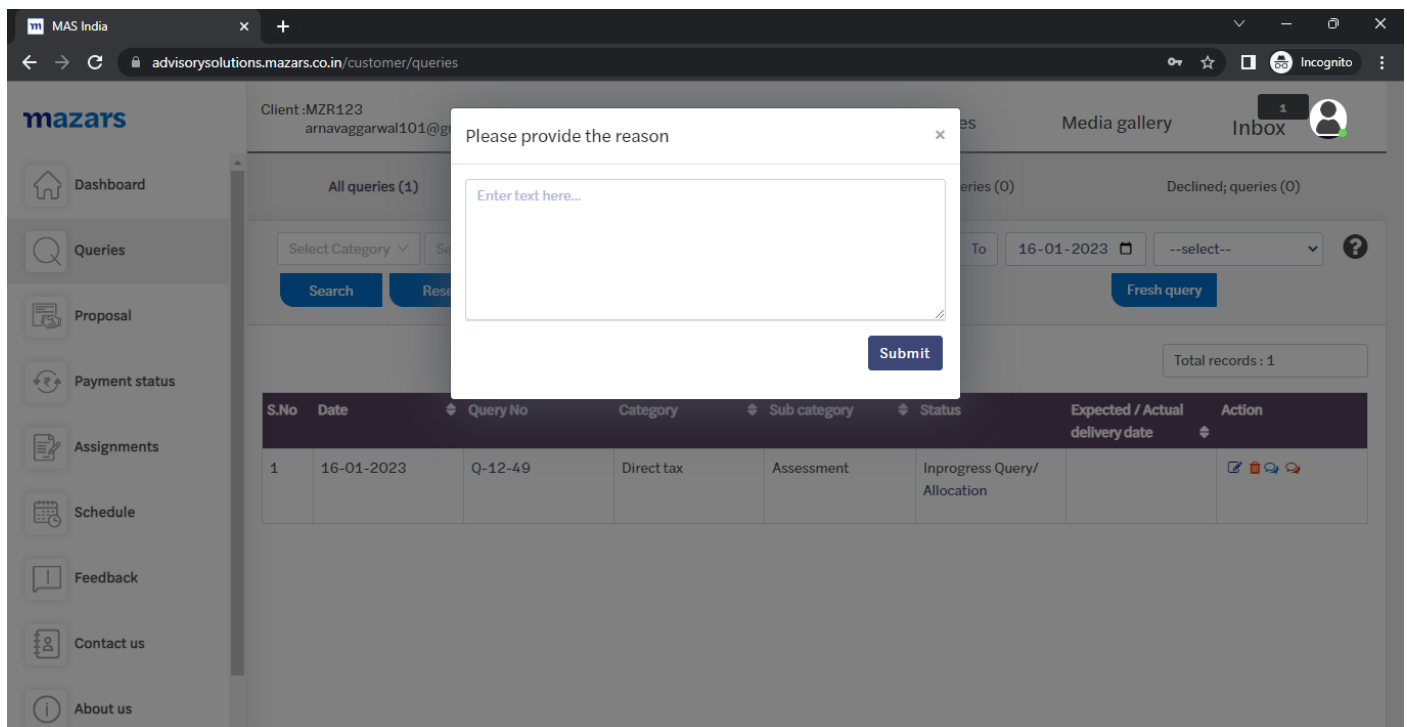
Action Button: Delete 🗑️

✓ Click delete icon to delete the query.

Delete message window will appear showing “Are you sure? Want to delete query?”. Click **Yes, delete it!** if the client wants to delete the query. Otherwise click the **Cancel** button.

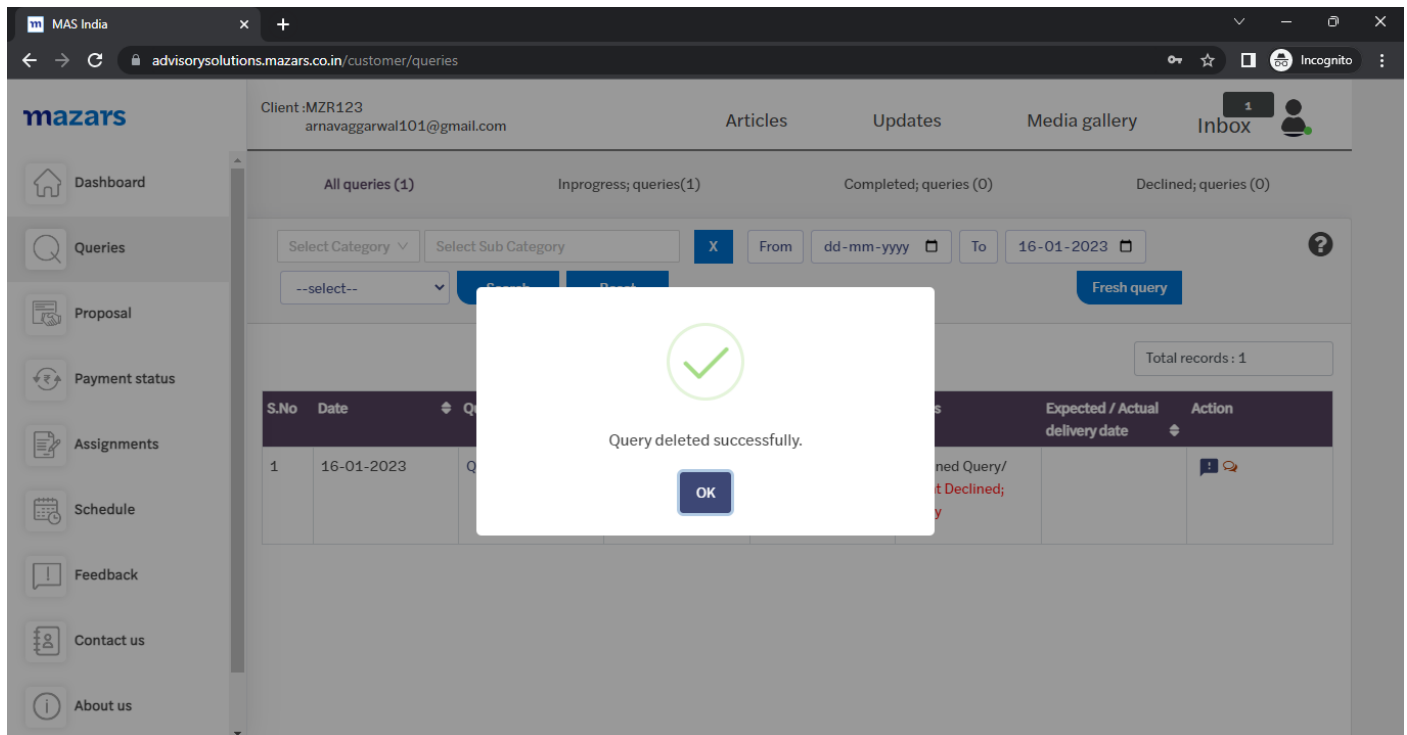


After clicking on **Yes, delete it!** following window will appear showing “Please provide the reason”, enter the reason(s) for deleting the query and click **Submit**



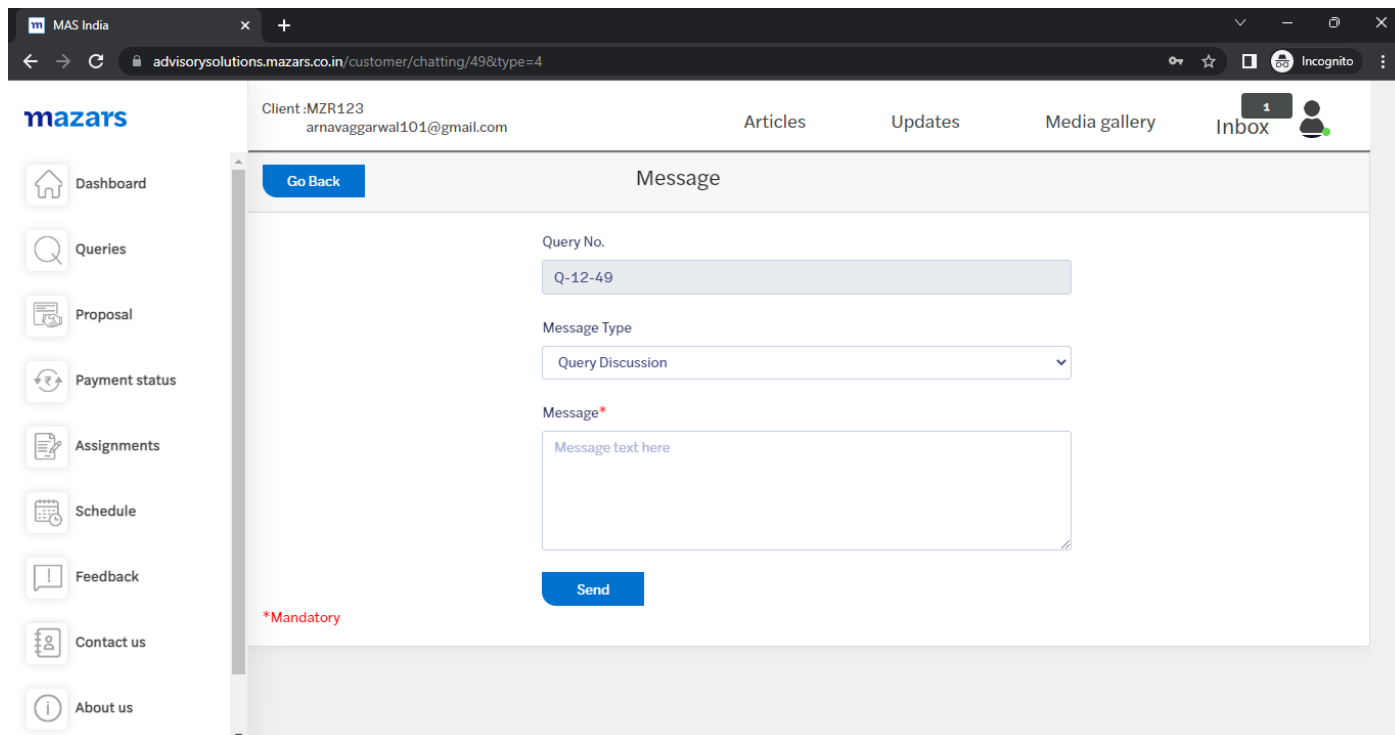
Mazars Advisory Solutions

After clicking on **Submit** the query will be deleted & message window will appear showing “Query deleted successfully”.



Action Button: Send message

- ✓ Click send message icon to send a message to Mazars Advisory Solutions team.
- ✓ From the drop-down list, select the message type depending on the nature of message.
- ✓ Enter the message & click on **Send**

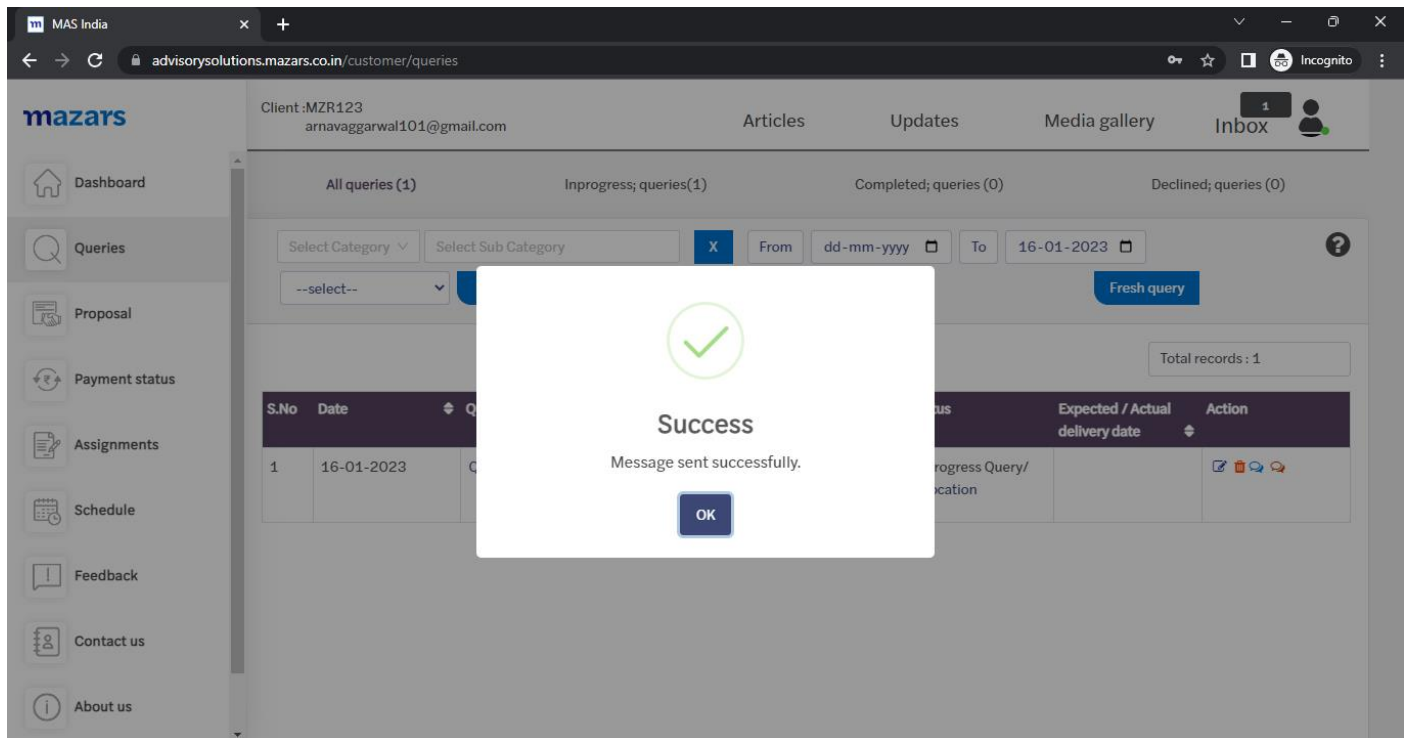


The screenshot shows a web browser window with the URL `advisorysolutions.mazars.co.in/customer/chatting/49&type=4`. The page header includes the Mazars logo, client information (Client: MZR123, arnavaggarwal101@gmail.com), and navigation links (Articles, Updates, Media gallery, Inbox). A sidebar on the left contains icons for Dashboard, Queries, Proposal, Payment status, Assignments, Schedule, Feedback, Contact us, and About us. The main content area is titled 'Message' and contains a 'Go Back' button, a 'Query No.' field with the value 'Q-12-49', a 'Message Type' dropdown menu set to 'Query Discussion', a 'Message*' text area with placeholder text 'Message text here', and a 'Send' button. A red asterisk and the text '*Mandatory' are visible below the text area.

Query No.	Concerned query number
Message Type	Query discussion/ Proposal discussion/ Assignment discussion/ Payment discussion for messages sent during these stages of processing of query & 'others' for remaining type of messages
Message	Contents of message

Mazars Advisory Solutions

After clicking on **Send** Success message window will appear, showing “Message sent successfully”. Click ok.



Action Button: View discussion message 🗨️

- ✓ Click view discussion message icon to view history of messages exchanged between the client & the Mazars Advisory Solutions team in respect of the query.
- ✓ Name column specifies the sender/ recipient of message.
- ✓ Red right arrow indicates that the client sent the message & the recipient is as per name column.
- ✓ Green left arrow indicates that the client received message from the sender mentioned in name column.

The screenshot displays the Mazars Advisory Solutions web application interface. A modal window titled "Discussion history" is open, showing a table of messages. The background shows the application's sidebar with navigation options like Dashboard, Queries, Proposal, Payment status, Assignments, Schedule, Feedback, Contact us, and About us. The main content area shows a table of queries with columns for S.No, Date, Query No., Subject, Status, and Action. The modal window contains a table with the following data:

S.No	Date	Sender	Message
1	16-01-2023	Admin	🔴 Test Message.
2	16-01-2023	System generated	🟢 Query no.- Q-12-49 submitted successfully. Mazars team will contact you shortly.

A "Cancel" button is located at the bottom right of the modal window.

Mazars Advisory Solutions

To view the details of query submitted, click on the query number in the queries tab or in the Proposal, Payment Status or Assignments tab.

Client: MZR123
arnavaggarwal101@gmail.com




Articles Updates Media gallery Inbox 1

All queries (1) Inprogress; queries(1) Completed; queries (0) Declined; queries (0)

Select Category Select Sub Category X From dd-mm-yyyy To 16-01-2023 ?

--select-- Search Reset Fresh query

Total records : 1

S.No	Date	Query No	Category	Sub category	Status	Expected / Actual delivery date	Action
1	16-01-2023	Q-12-49	Direct tax	Assessment	Inprogress Query/ Allocation		  

After clicking on the query number, following details will be displayed in basic query information tab. The documents/ files uploaded by the client will be visible to the client in the folders organized by the Mazars Advisory Solutions Team. The client can view the contents of the folders/ sub folders.

Client: MZR123
arnavaggarwal101@gmail.com

Articles Updates Media gallery Inbox 1

Go Back Query details

Basic query information Proposal Assignment Feedback Recording

Titles	Data
Query no	Q-12-49
Query date	16-01-2023
Client id	arnavaggarwal101@gmail.com
Category	Direct tax
Sub- category	Assessment
Name of the case	ABC Pvt. Ltd.

Client :MZR123

arnavaggarwal101@gmail.com

Articles

Updates

Media gallery

Inbox

1

Dashboard

Queries

Proposal

Payment status

Assignments

Schedule

Feedback

Contact us

About us

Go Back

Query details

Basic query information	Proposal	Assignment	Feedback	Recording
Assessment year(s)	<div>2022-23</div> <div>2023-24</div>			
Brief fact of the case	Test Query			
<div>Uploaded documents</div> <div> <div>Doc 1.pdf</div> </div>	Folder content			
Specific questions	1. Test Query			
Purpose of the query	Assessment			

Client :MZR123

arnavaggarwal101@gmail.com

Articles

Updates

Media gallery

Inbox

1

Dashboard

Queries

Proposal

Payment status

Assignments

Schedule

Feedback

Contact us

About us

Go Back

Query details

Basic query information	Proposal	Assignment	Feedback	Recording
<div> <div>Doc 1.pdf</div> </div>				
Specific questions	1. Test Query			
Purpose of the query	Assessment			
Format in which opinion is required	Softcopy - Word/ Pdf			
Timelines within which opinion is required	Regular			

Processing of query by Mazars Advisory Solutions Team.

The Team will as quickly as possible allocate the query to a Team Leader for processing. Before any query is allocated to Team Leader, following status and action buttons will be visible in the query tab (S.No. 1 of the list in the screenshot).

Once query is allocated to a Team Leader, following status & action buttons will be visible for the query in the query tab (S.No. 2 of the list in the screenshot).

The client can send a message to the Team specifying the secondary email user(s) to whom copy of proposal may also be sent along with the email message confirming submission of proposal.

Client: MZR123
arnavaggarwal101@gmail.com











Articles Updates Media gallery Inbox

All queries (3) Inprogress; queries(2) Completed; queries (0) Declined; queries (1)





Select Category Select Sub Category X From dd-mm-yyyy To 16-01-2023

--select-- Search Reset Fresh query

Total records : 3

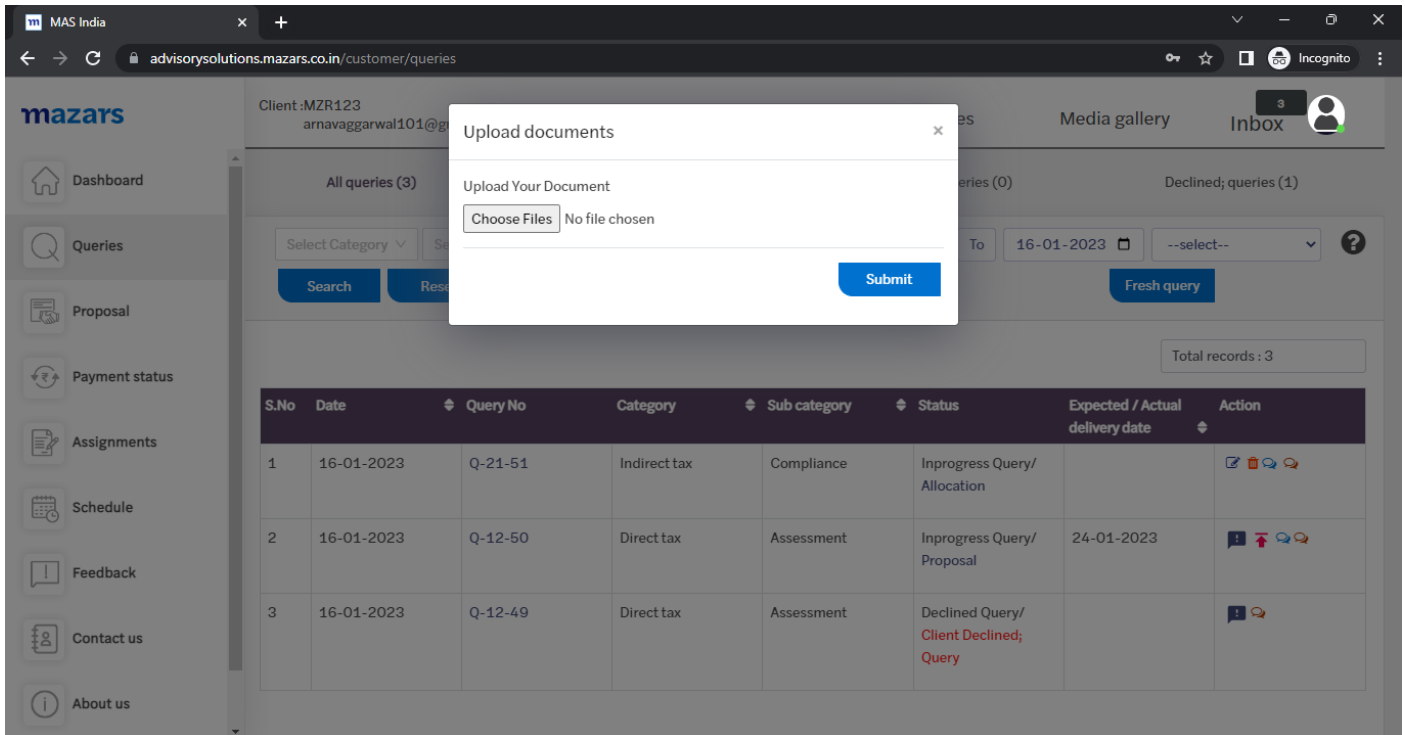
S.No	Date	Query No	Category	Sub category	Status	Expected / Actual delivery date	Action
1	16-01-2023	Q-21-51	Indirect tax	Compliance	Inprogress Query/ Allocation		   
2	16-01-2023	Q-12-50	Direct tax	Assessment	Inprogress Query/ Proposal	24-01-2023	   
3	16-01-2023	Q-12-49	Direct tax	Assessment	Declined Query/ Client Declined; Query		 

Query Tab: Action Buttons:









	<ul style="list-style-type: none"> Click to send feedback to the Team
	<ul style="list-style-type: none"> Click to upload additional documents
	<ul style="list-style-type: none"> Click to send message to the Team
	<ul style="list-style-type: none"> Click to view history of messages exchanged with the Team

Action Button: Upload Additional Documents

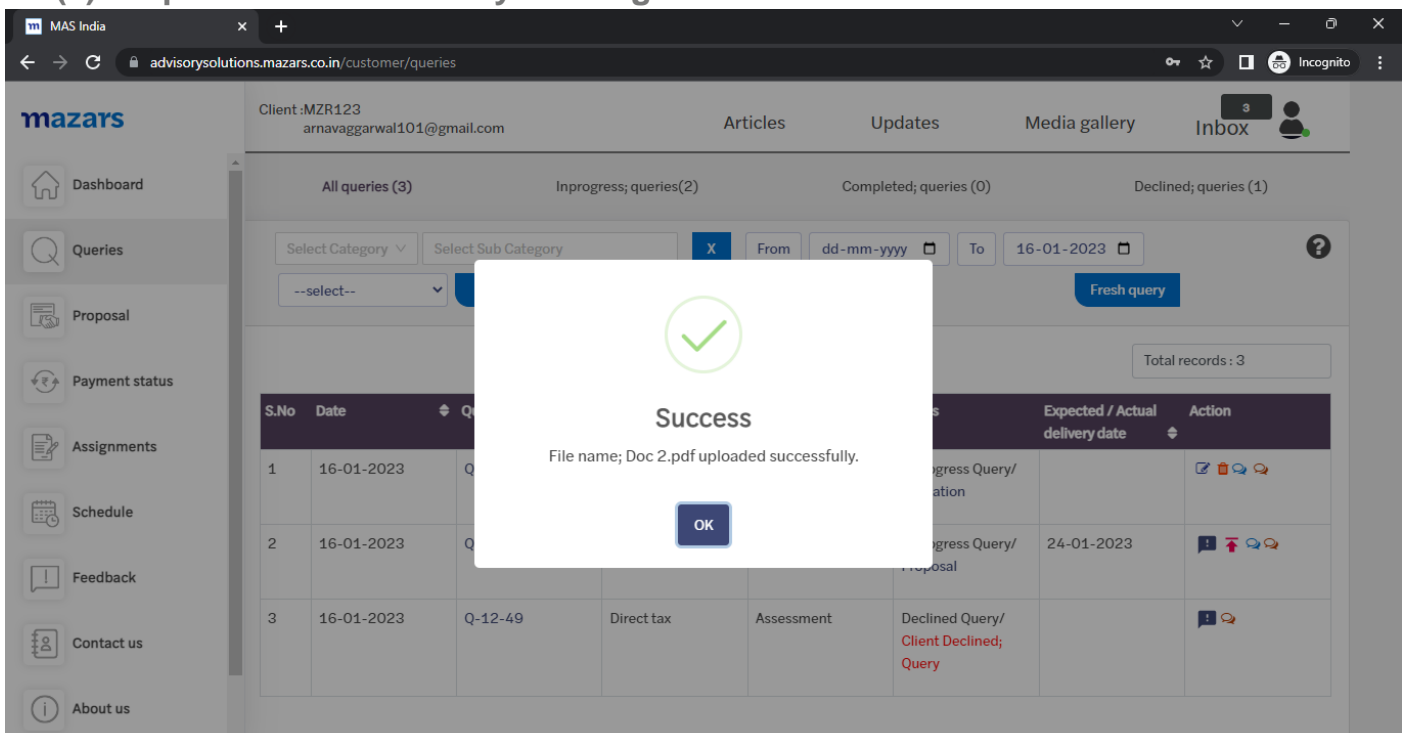
After clicking on upload additional documents icon, upload documents message window will appear, click on **Choose Files** , select the file(s) to be uploaded & click on **Submit**











The screenshot shows the Mazars Advisory Solutions web application interface. A modal window titled "Upload documents" is open, displaying the text "Upload Your Document" and a "Choose Files" button. Below the button, it says "No file chosen". A "Submit" button is visible at the bottom right of the modal. The background shows the application's dashboard with a sidebar menu, a top navigation bar, and a main content area with a table of queries.

S.No	Date	Query No	Category	Sub category	Status	Expected / Actual delivery date	Action
1	16-01-2023	Q-21-51	Indirect tax	Compliance	Inprogress Query/ Allocation		  
2	16-01-2023	Q-12-50	Direct tax	Assessment	Inprogress Query/ Proposal	24-01-2023	  
3	16-01-2023	Q-12-49	Direct tax	Assessment	Declined Query/ Client Declined; Query		 

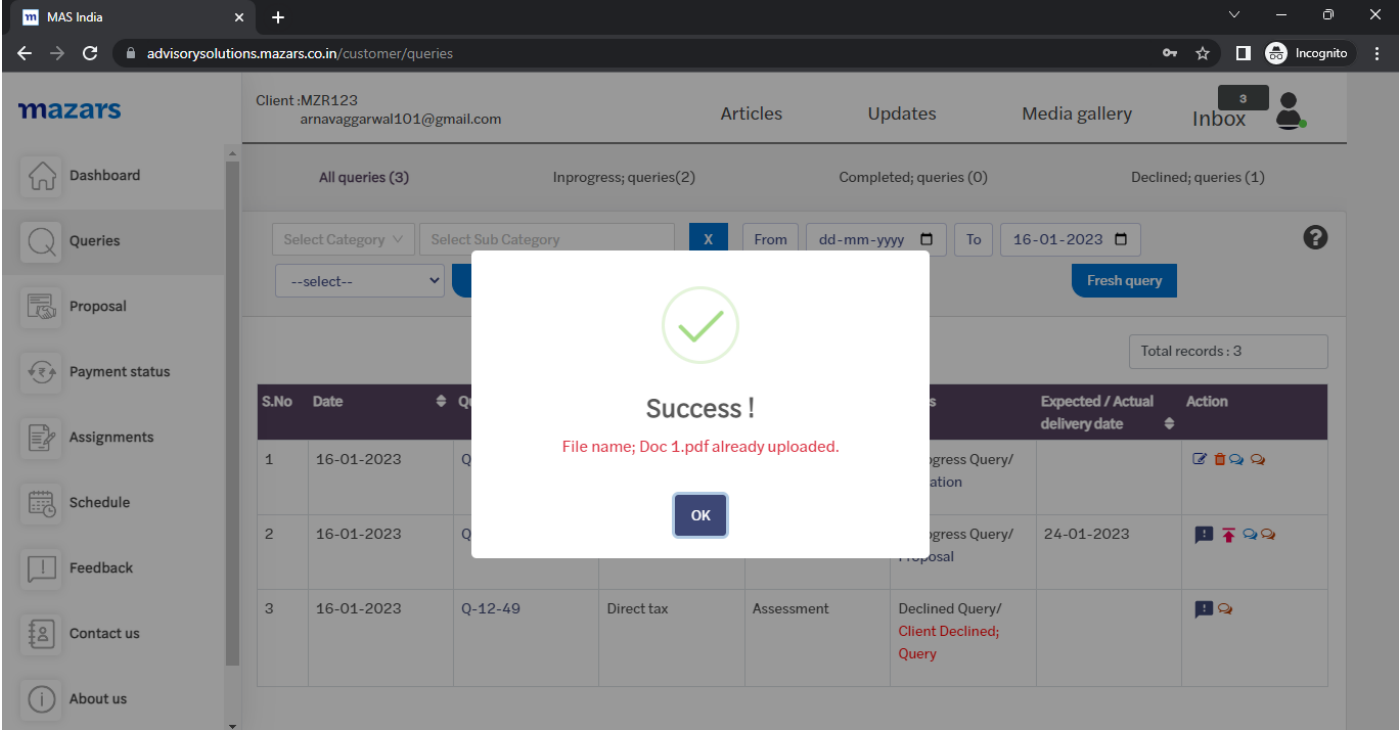
After clicking on **Submit** success message window will appear, showing name of the file(s) & uploaded successfully message. Click ok.



The screenshot shows the Mazars Advisory Solutions web application interface after a successful upload. A modal window titled "Success" is open, displaying a green checkmark icon and the text "File name; Doc 2.pdf uploaded successfully." Below the text is an "OK" button. The background shows the application's dashboard with a sidebar menu, a top navigation bar, and a main content area with a table of queries.

S.No	Date	Query No	Category	Sub category	Status	Expected / Actual delivery date	Action
1	16-01-2023	Q-21-51	Indirect tax	Compliance	Inprogress Query/ Allocation		  
2	16-01-2023	Q-12-50	Direct tax	Assessment	Inprogress Query/ Proposal	24-01-2023	  
3	16-01-2023	Q-12-49	Direct tax	Assessment	Declined Query/ Client Declined; Query		 

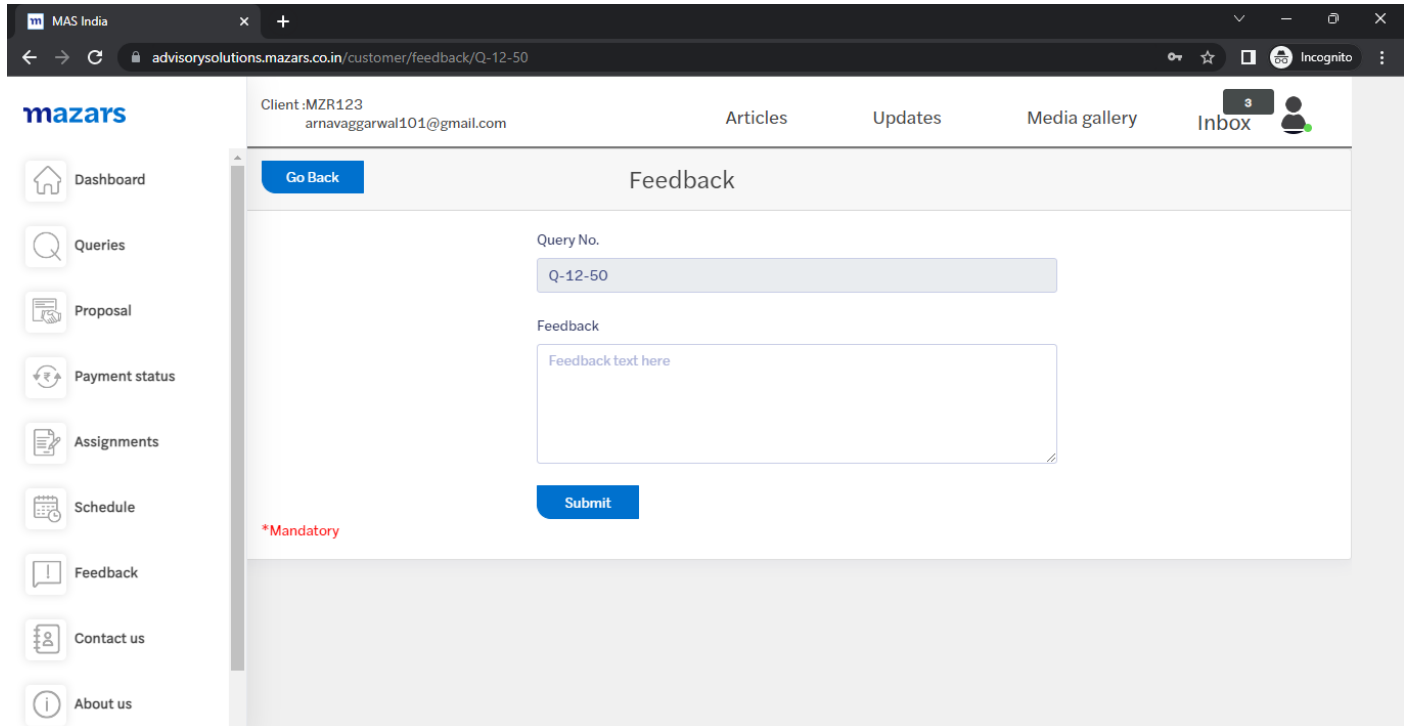
In case of any attempt to upload any document/ file, already uploaded, following message will be displayed upon clicking Submit on



Action Button: Send Feedback

After clicking on Feedback icon, Feedback message window will appear. Provide your feedback and click on **Submit** Feedback will be sent to the Mazars Advisory Solutions team.

The client can send feedback from different tabs/ windows where feedback icon is available.

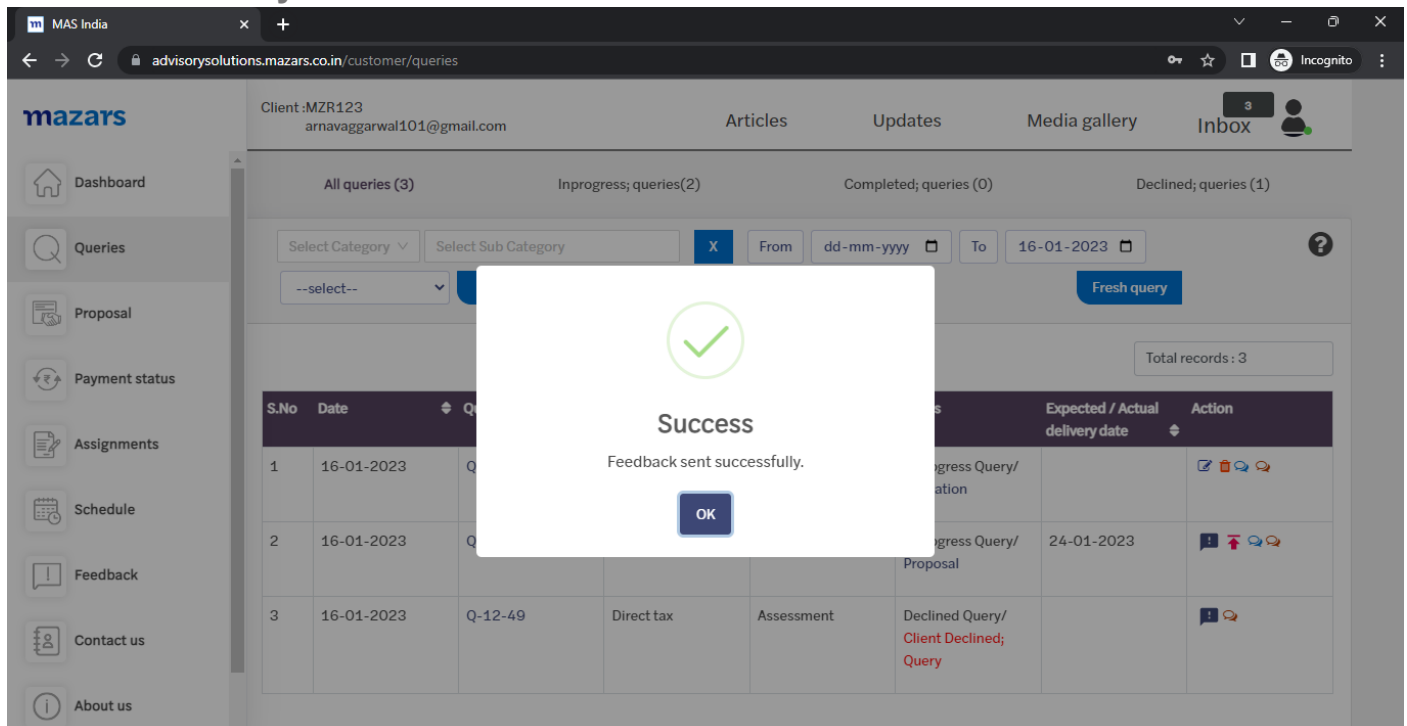


The screenshot shows the Mazars India web application interface. The top navigation bar includes the Mazars logo, client information (Client: MZR123, arnavaggarwal101@gmail.com), and links to Articles, Updates, Media gallery, and an Inbox with 3 items. A sidebar on the left contains icons for Dashboard, Queries, Proposal, Payment status, Assignments, Schedule, Feedback, Contact us, and About us. The main content area is titled "Feedback" and contains a form with the following fields:

- Query No.:** A text input field containing "Q-12-50".
- Feedback:** A large text area with the placeholder text "Feedback text here".
- Submit:** A blue button at the bottom of the form.

A red asterisk and the text "*Mandatory" are visible below the feedback text area.

After clicking on **Submit** success message window will appear showing “Feedback sent successfully”. Click ok.



The screenshot shows the Mazars India web application interface with a success message window displayed. The window has a green checkmark icon and the text "Success" and "Feedback sent successfully." with an "OK" button. The background shows the "Queries" section with a table of queries.

S.No	Date	Q	Expected / Actual delivery date	Action
1	16-01-2023	Q		Inprogress Query/
2	16-01-2023	Q	24-01-2023	Inprogress Query/
3	16-01-2023	Q-12-49		Declined Query/ Client Declined; Query