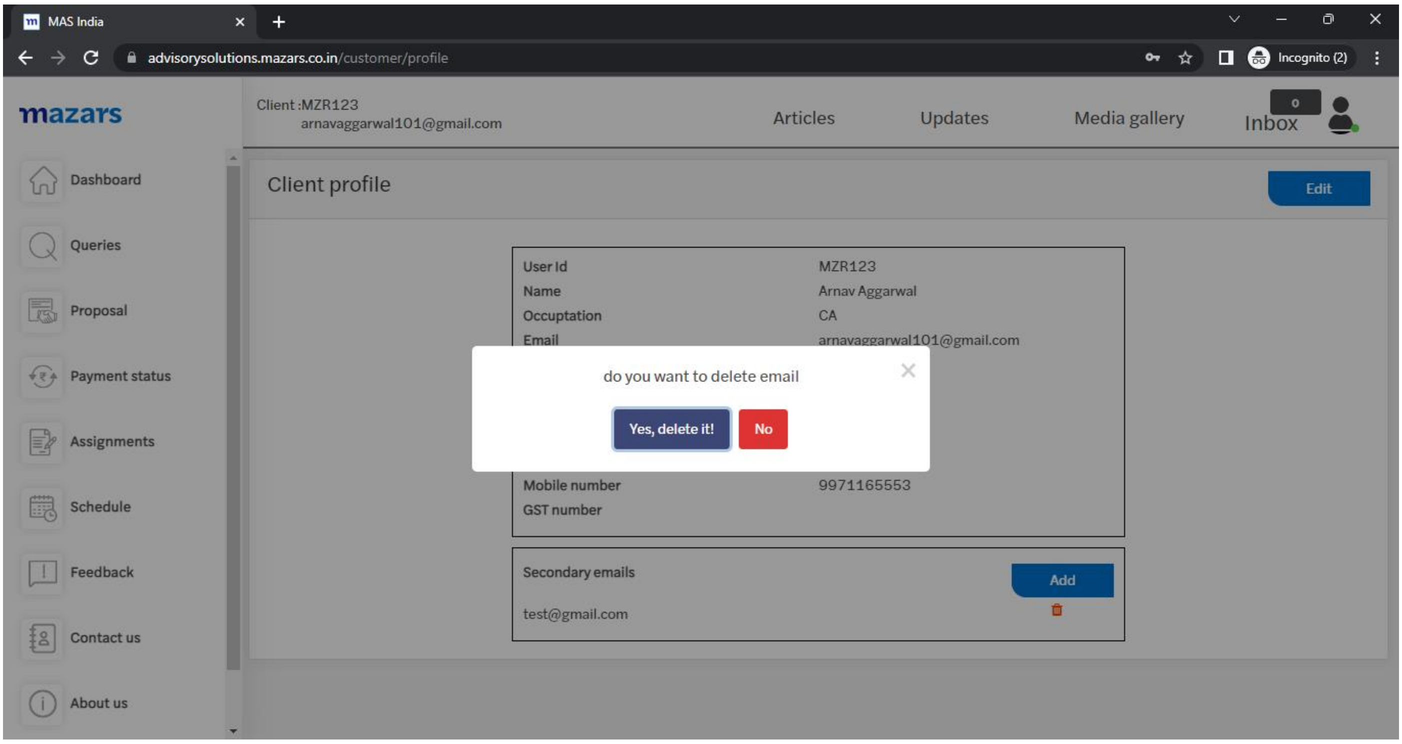
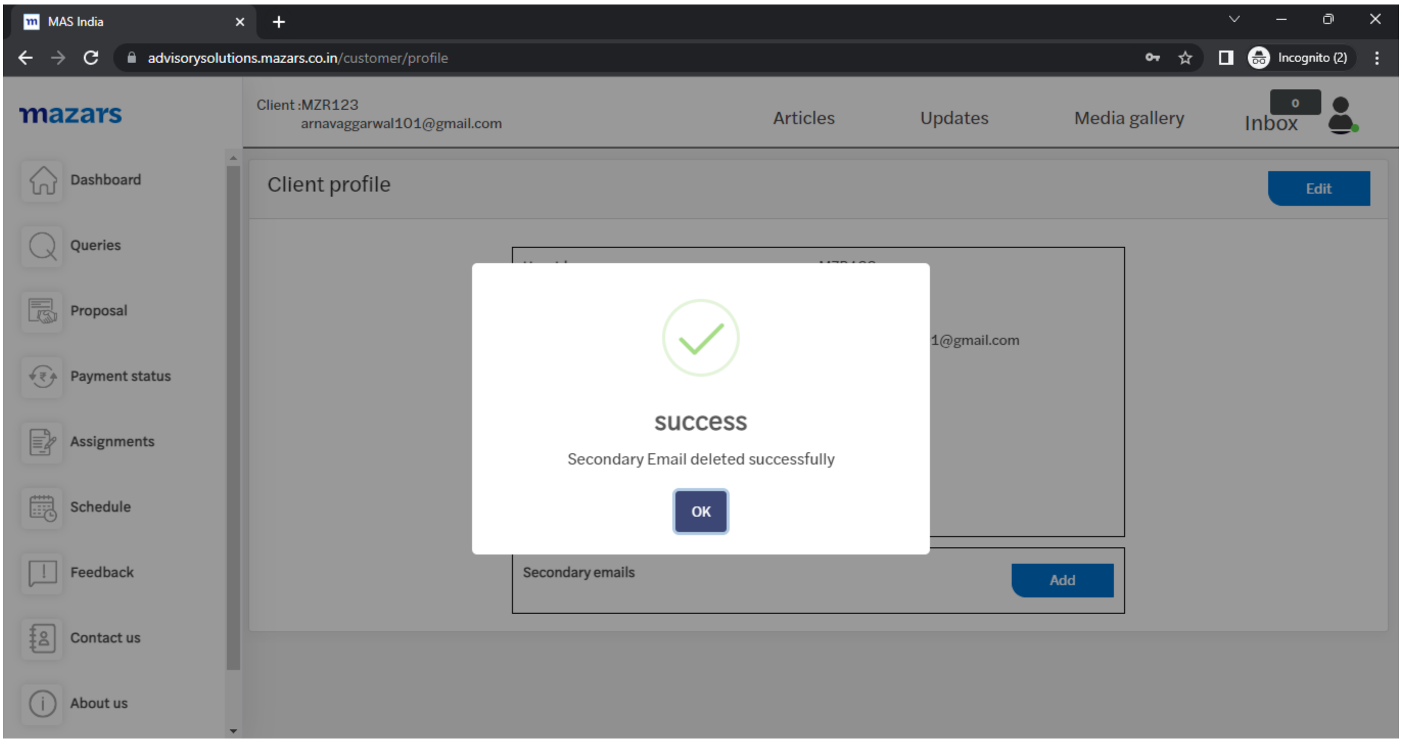
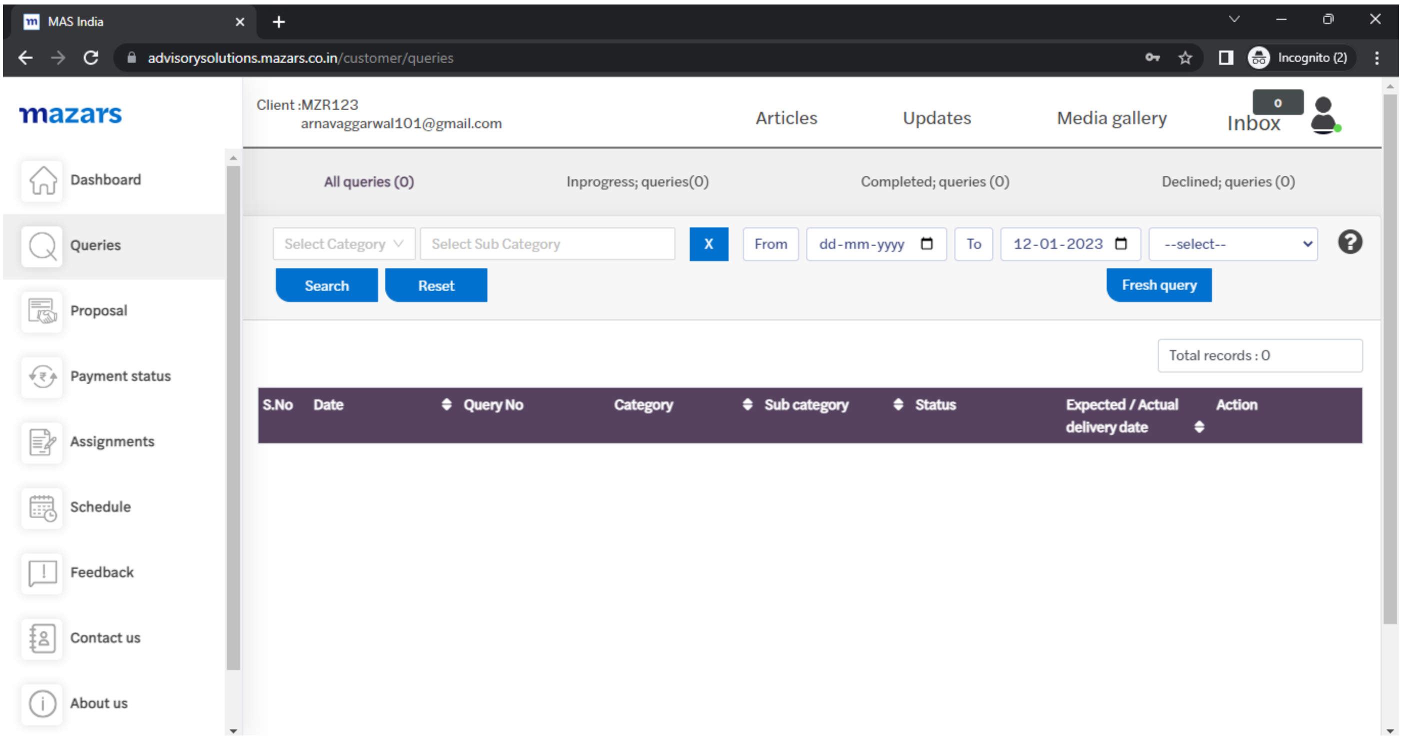


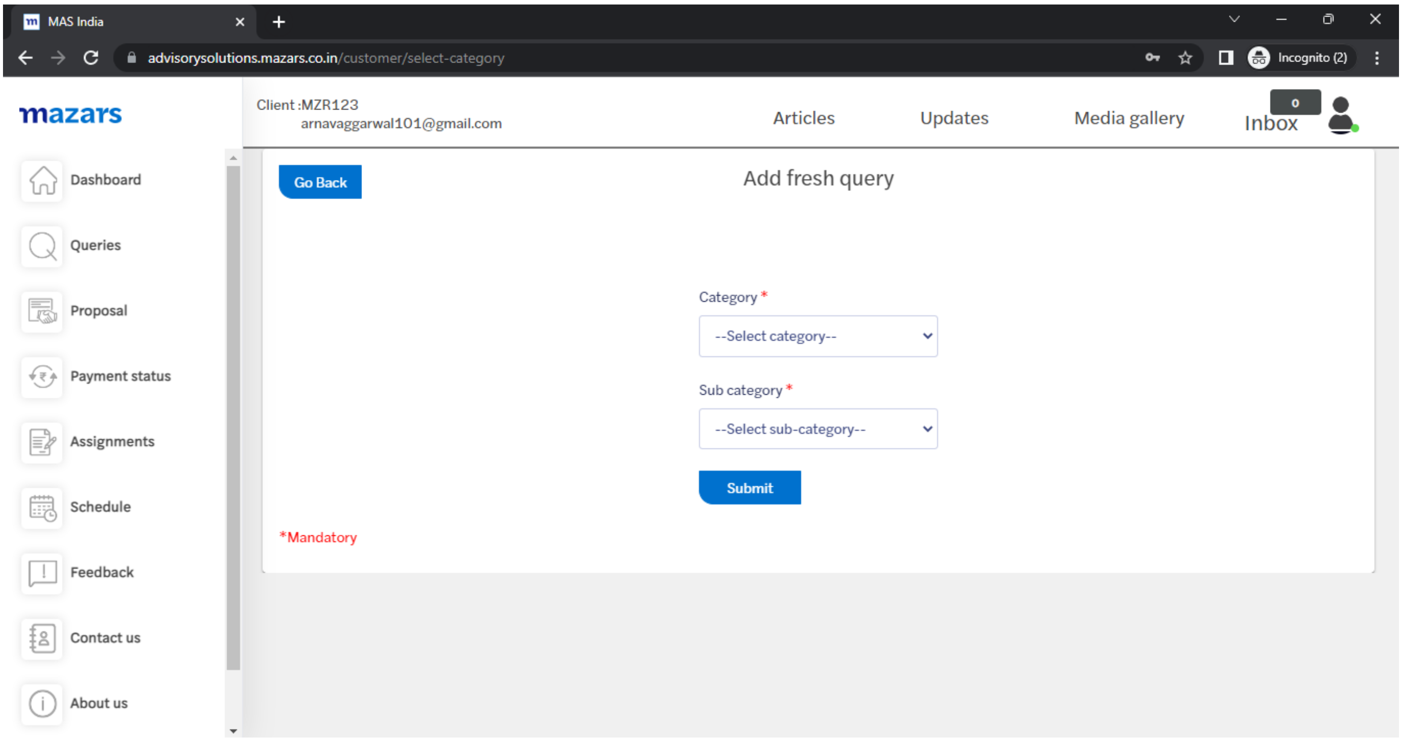


Note: Only the client email id user would be able to edit the profile and add/ delete secondary email users. The secondary email users would only be able to view the profile.

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



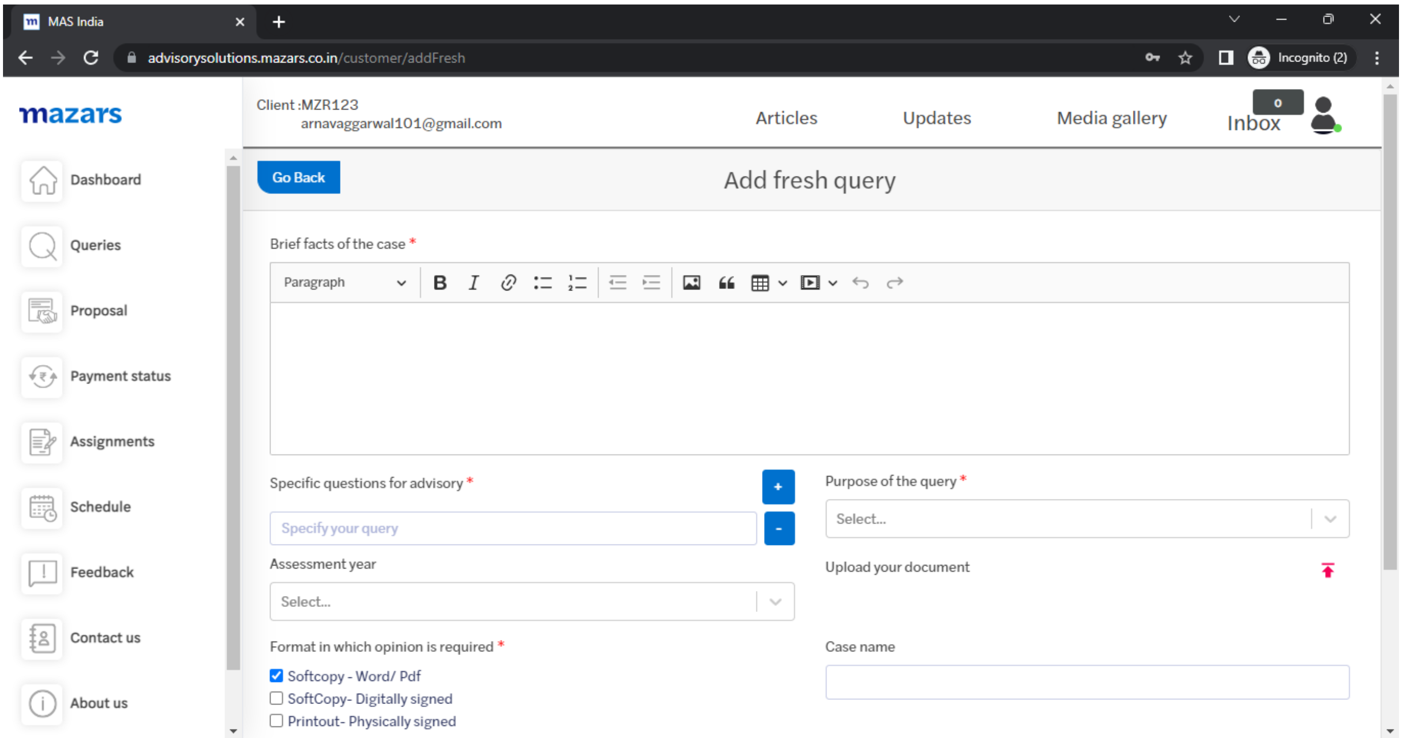
Select the category and sub-category from drop down list as per nature of your query & click on Submit. Category & Sub-Category should be carefully selected as these cannot be edited later on.

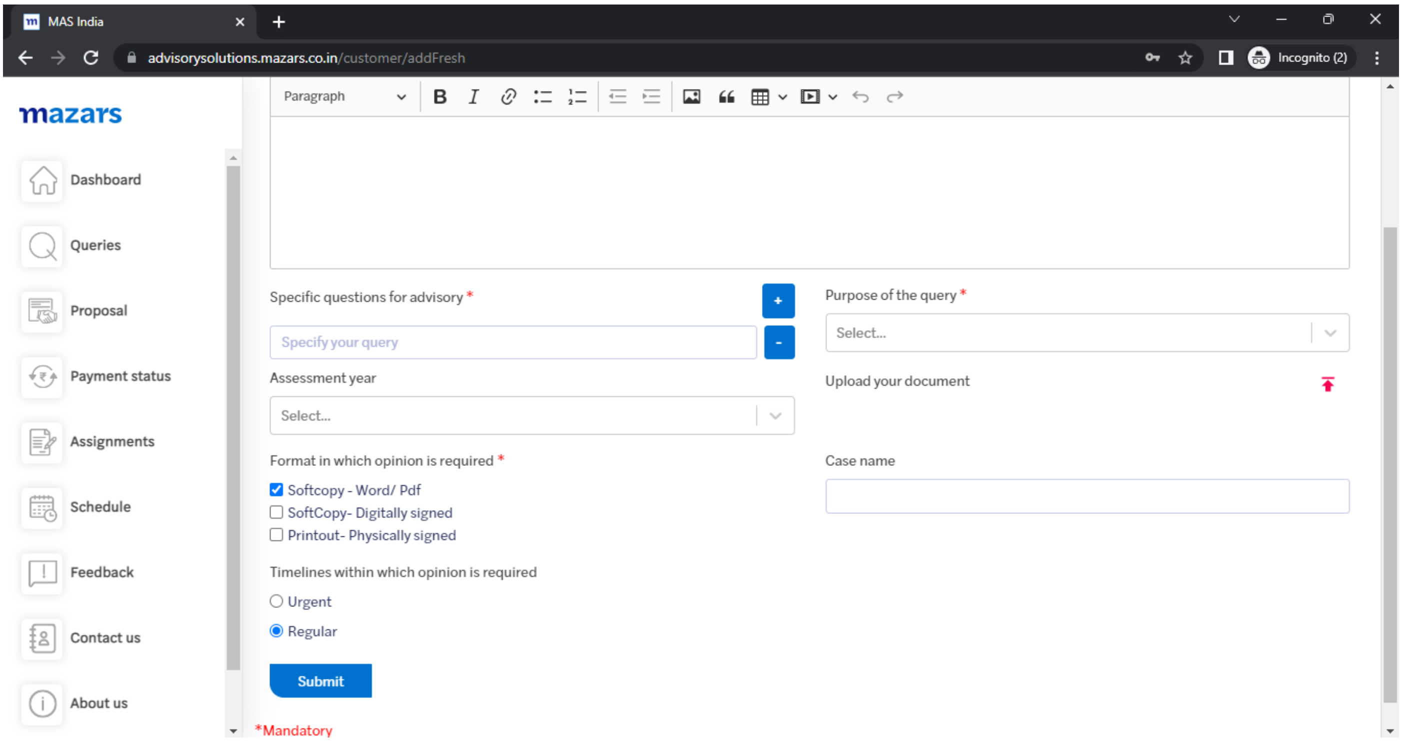


Category and Sub-Category Classification

Category	Sub-Category
Direct Tax	• Compliance • Assessment • Appeal • Advisory/Opinion • Transfer Pricing • Other
Indirect Tax	• 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)

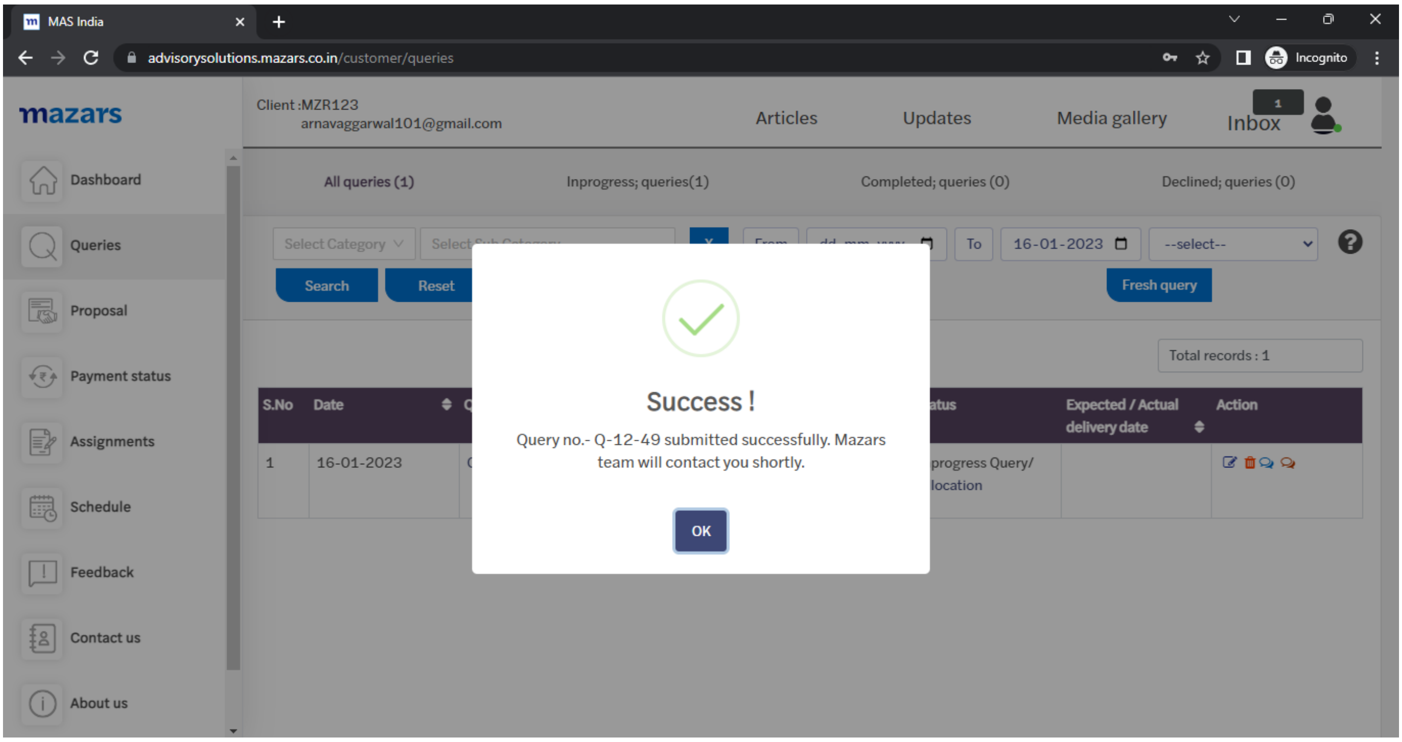



MAS India
advisorysolutions.mazars.co.in/customer/addFresh
Incognito (2)
mazars
Dashboard
Queries
Proposal
Payment status
Assignments
Schedule
Feedback
Contact us
About us
Paragraph
Specific questions for advisory *
Specify your query
Purpose of the query *
Select...
Assessment year
Select...
Upload your document
Format in which opinion is required *
Softcopy - Word/ Pdf
SoftCopy- Digitally signed
Printout- Physically signed
Case name
Timelines within which opinion is required
Urgent
Regular
Submit
*Mandatory

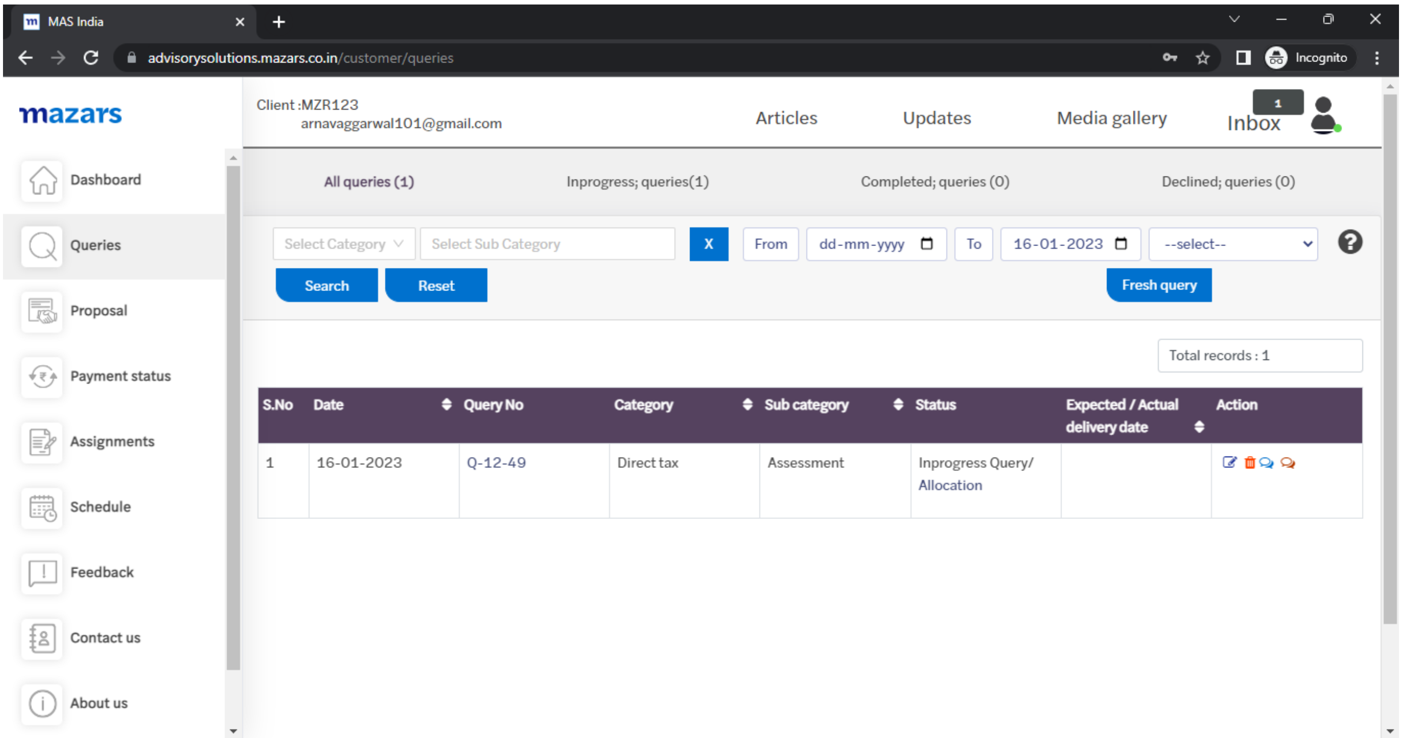
Instructions for adding Fresh Query: *(*mandatory)*

Brief facts of the case*	• Enter information briefly explaining the facts of the case.
Specific questions for advisory*	• Enter the specific question(s) for which you need reply/ assistance/ advice. • Multiple questions can be added by clicking + button
Case name	• If required, enter the name of the case.
Assessment year	• From the drop-down list, select the relevant Assessment Year(s).
Upload your document(s)	• 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, xlsb, xmlb, mp3, ppt, pptx, mp4, json, wma, wav, avi, wmv) • Uploading document(s) is not mandatory.
Format in which opinion is required*	• Click on the checkbox for the format in which opinion is required. Multiple formats can be selected.
Timeline within which opinion is required*	• Select the timeline within which the reply/assistance/advice is required.
Purpose of the query*	• 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 Submit after entering all necessary information.	

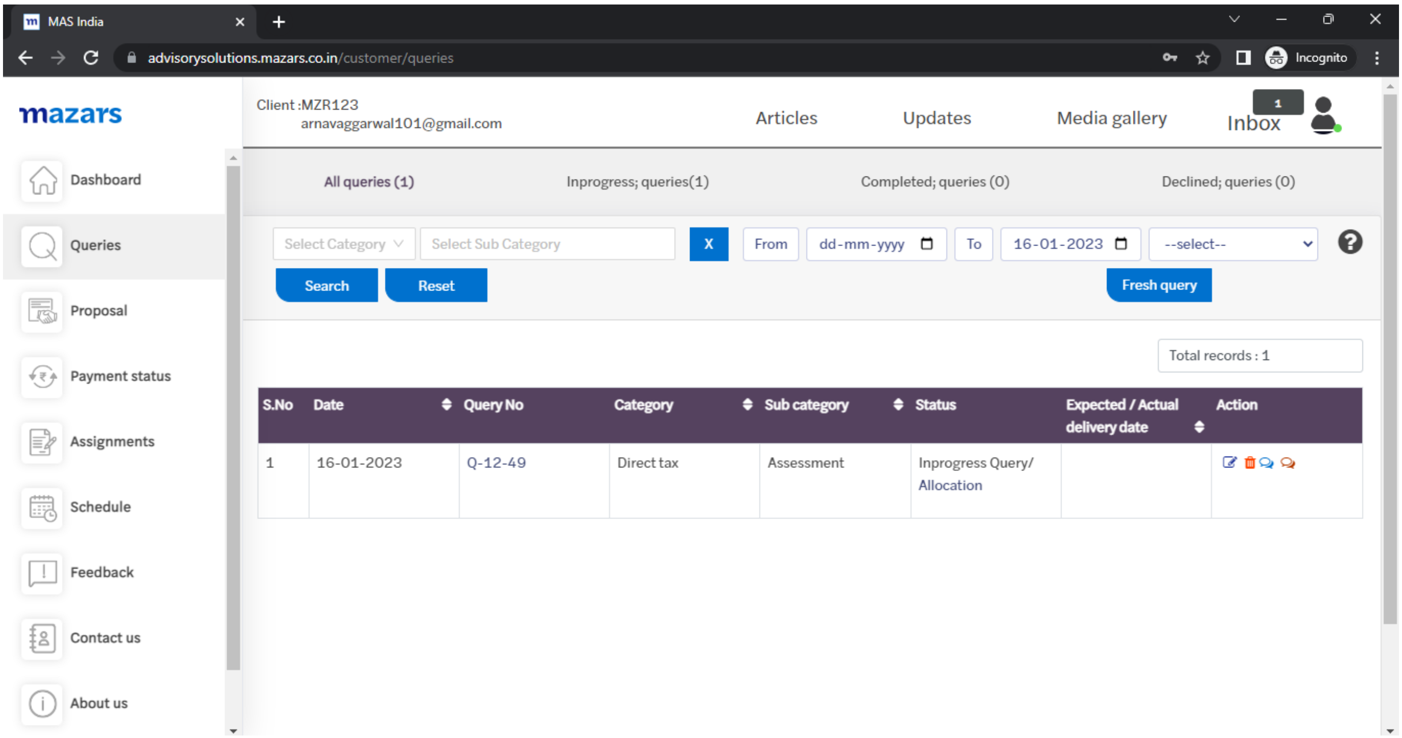
After submitting the query, Success message window will appear showing the system generated unique query number. Click Ok. Client will also receive an email message informing successful submission of the query. Such message would be received by all secondary email's users also.



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:

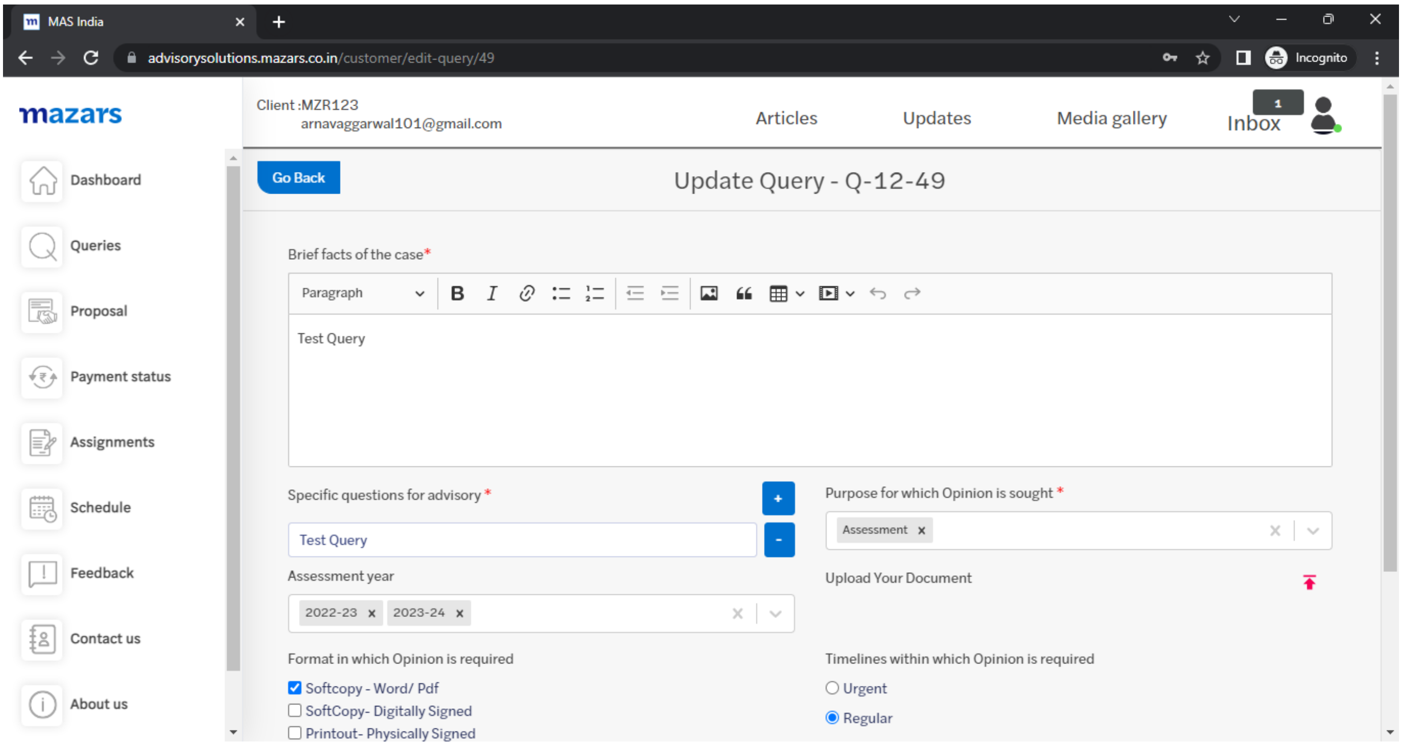


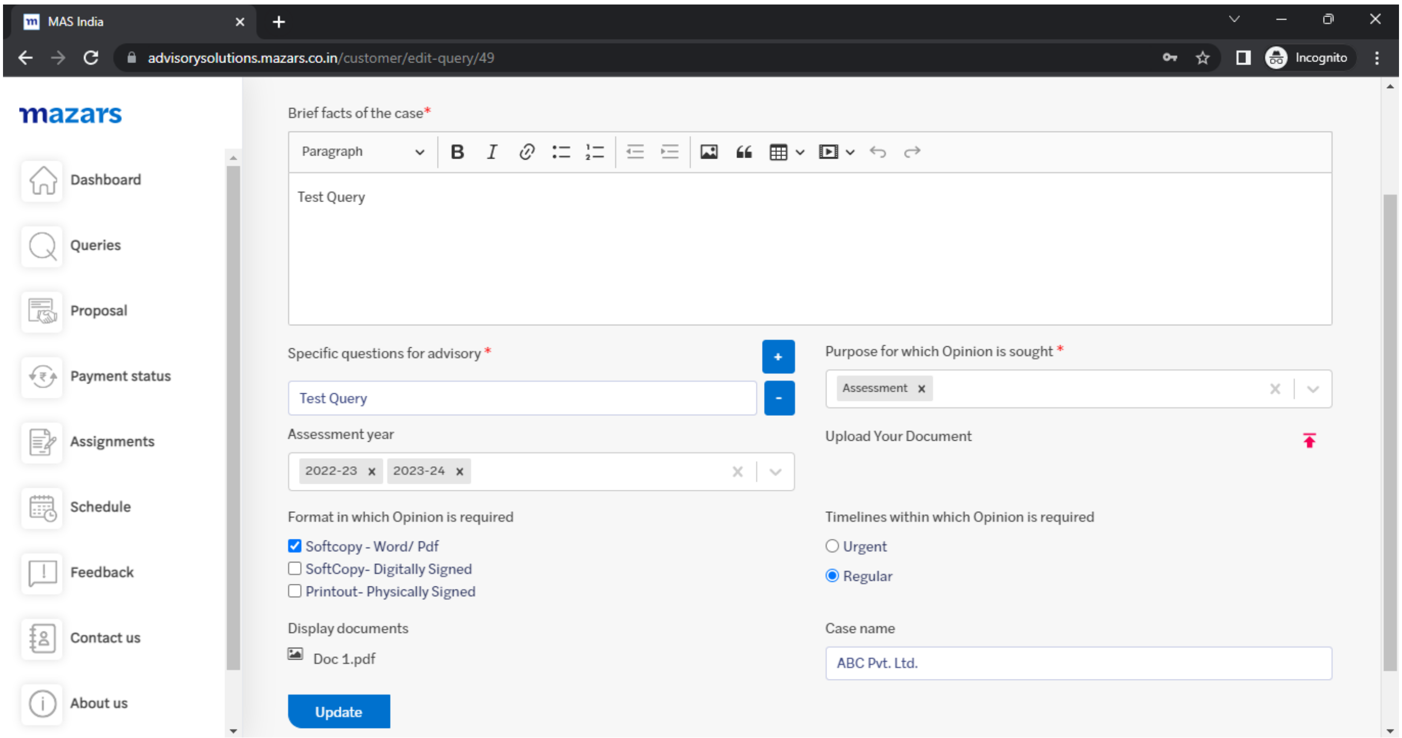
Query Tab: Action Buttons:

	• Click to edit the query details
	• Click to withdraw/ delete the query
	• Click to send message to Mazars Advisory Solutions team
	• Click to view history of messages exchanged between the client & Mazars Advisory Solutions team in respect of the query

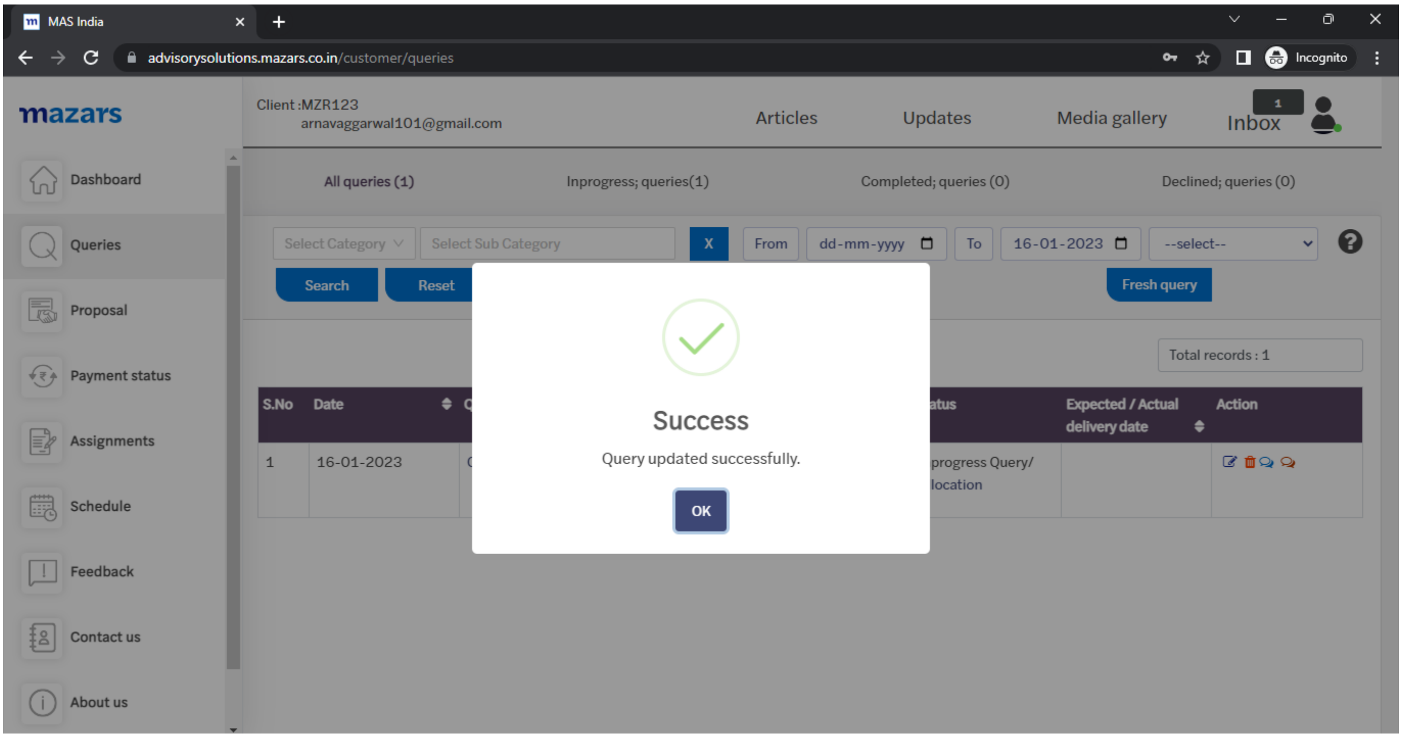
Action Button: Edit

- ✓ *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.

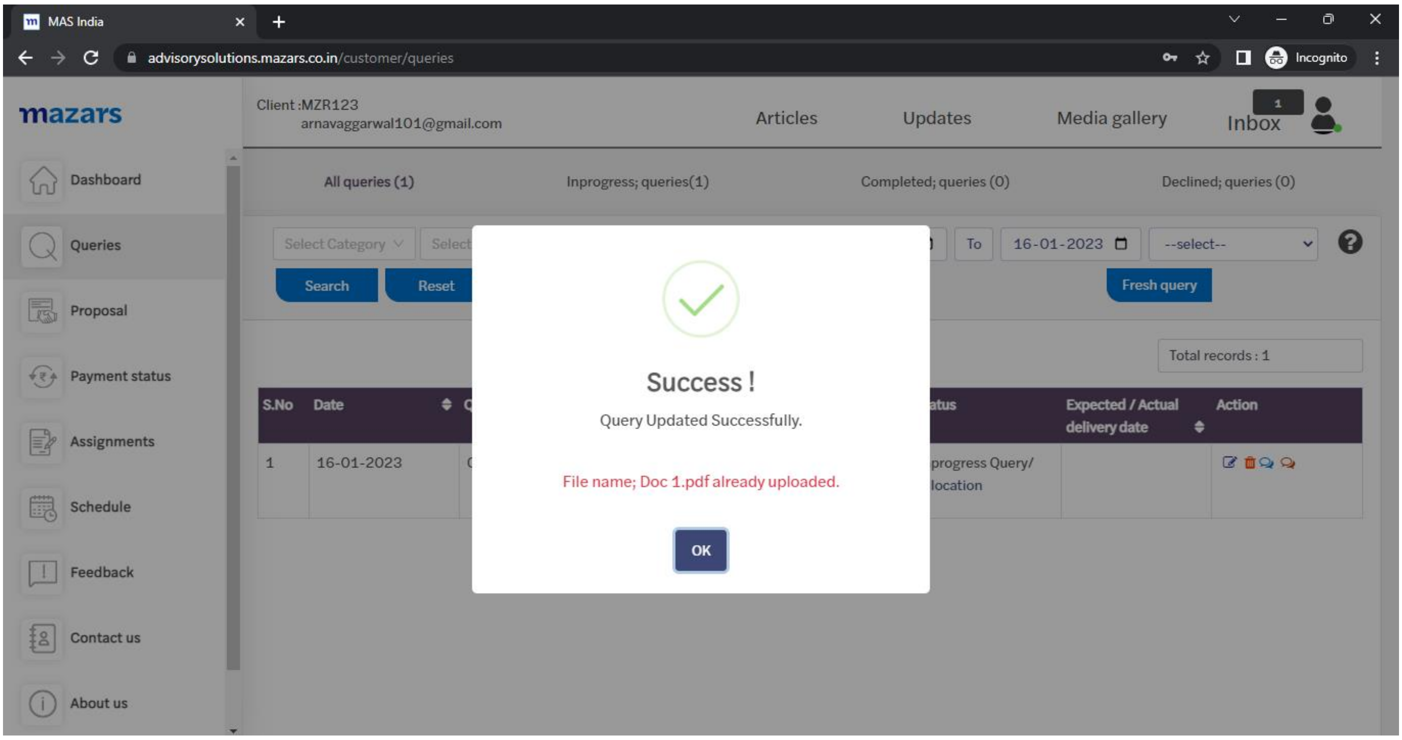




After editing the query details, click on Update Success message window will appear showing “Query updated successfully”. Click ok.



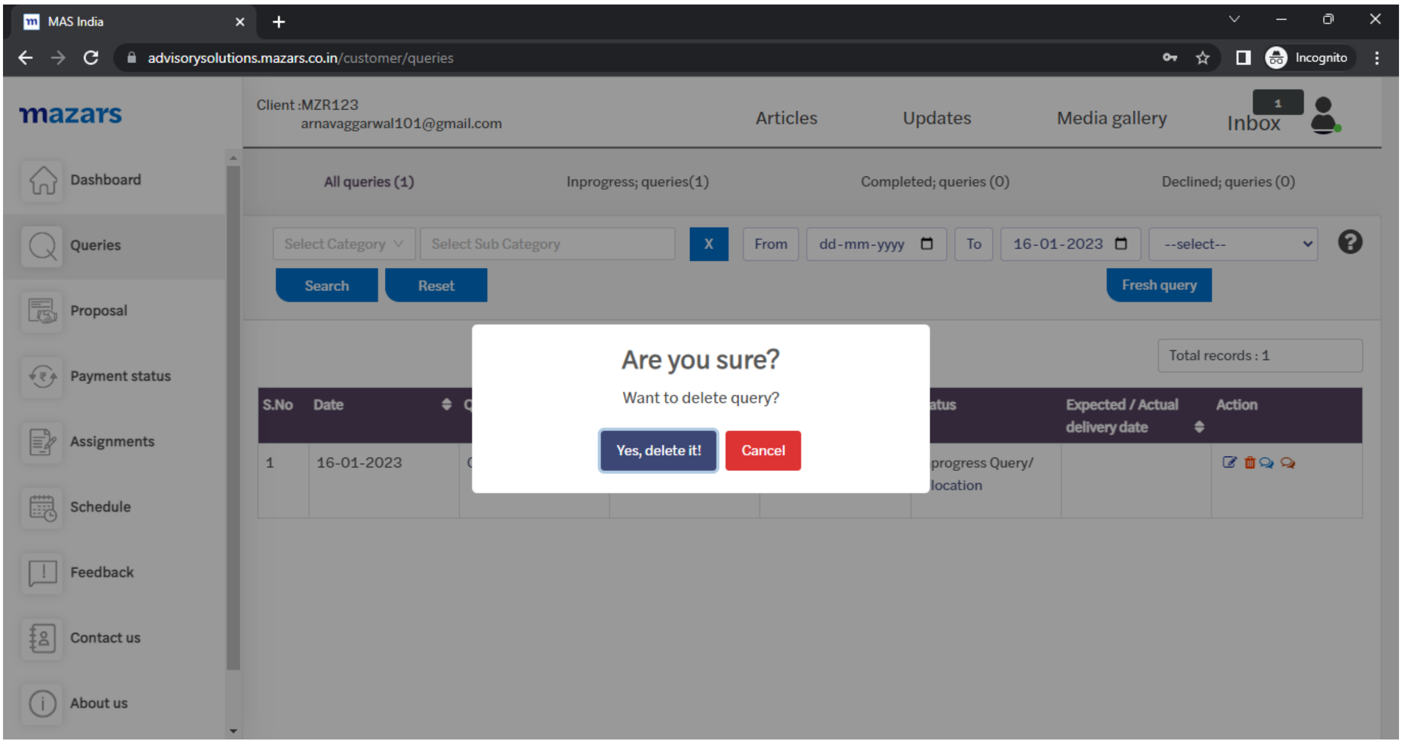
In case of any attempt to upload any document/ file already uploaded, following message will be displayed upon clicking on Update



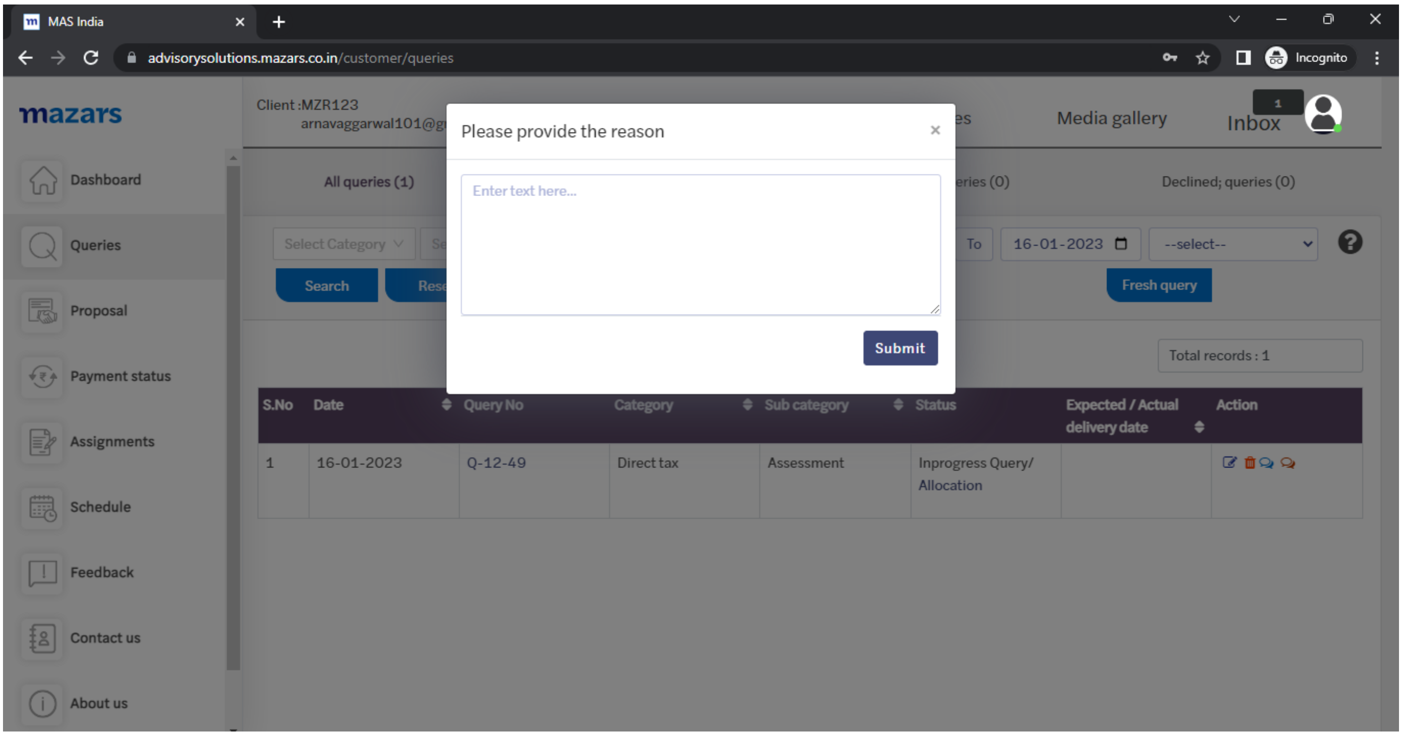
Action Button: Delete

✓ *Click delete icon to delete the query.*

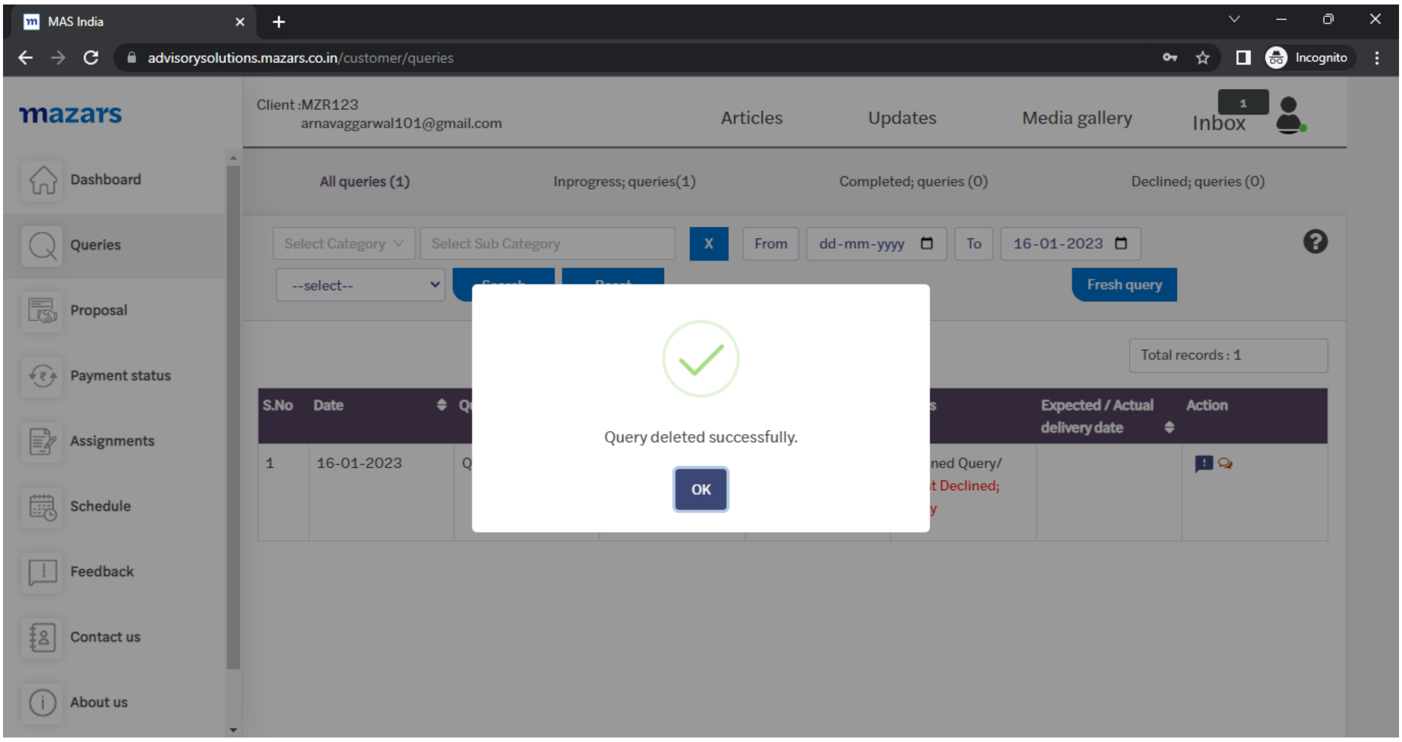
Delete message window will appear showing "Are you sure? Want to delete query?". Click Yes, delete it! if the client wants to delete the query. Otherwise click the Cancel button.



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

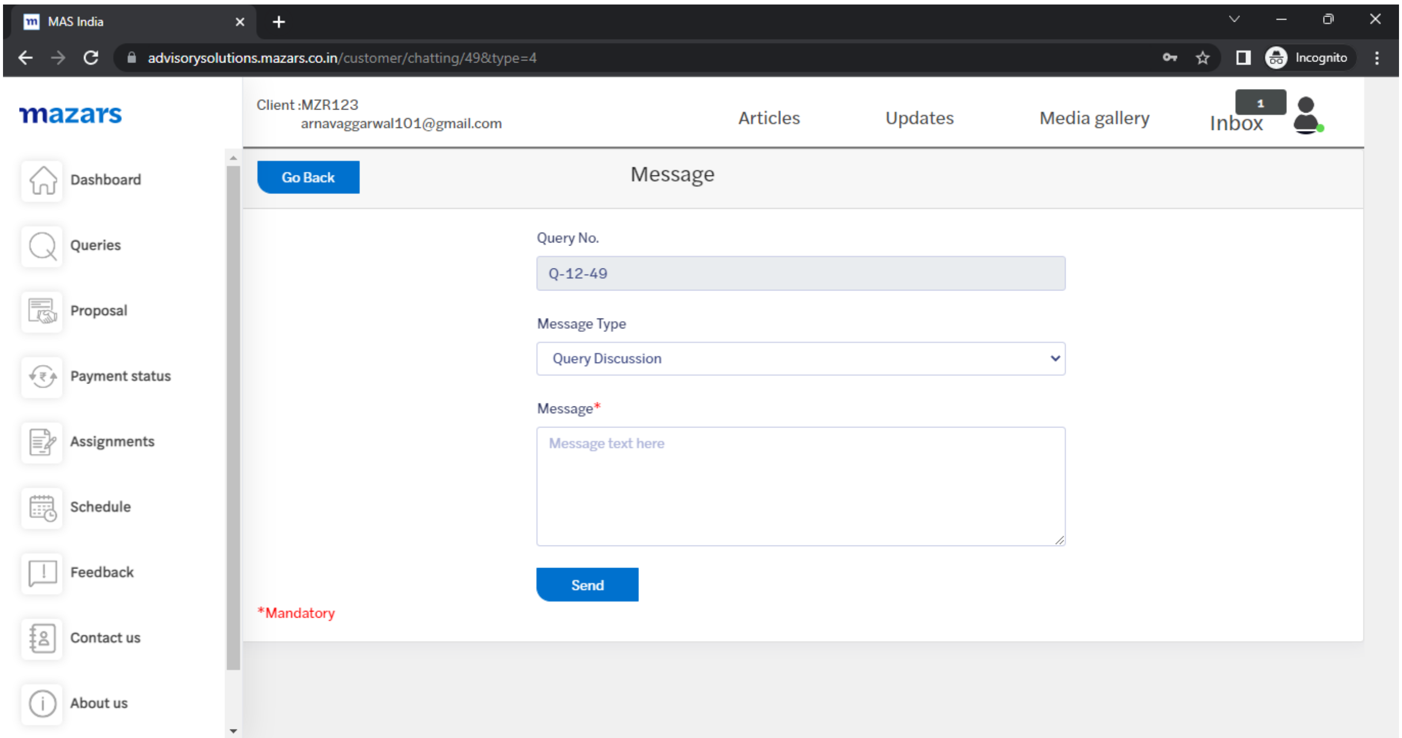


After clicking on Submit the query will be deleted & message window will appear showing "Query deleted successfully".



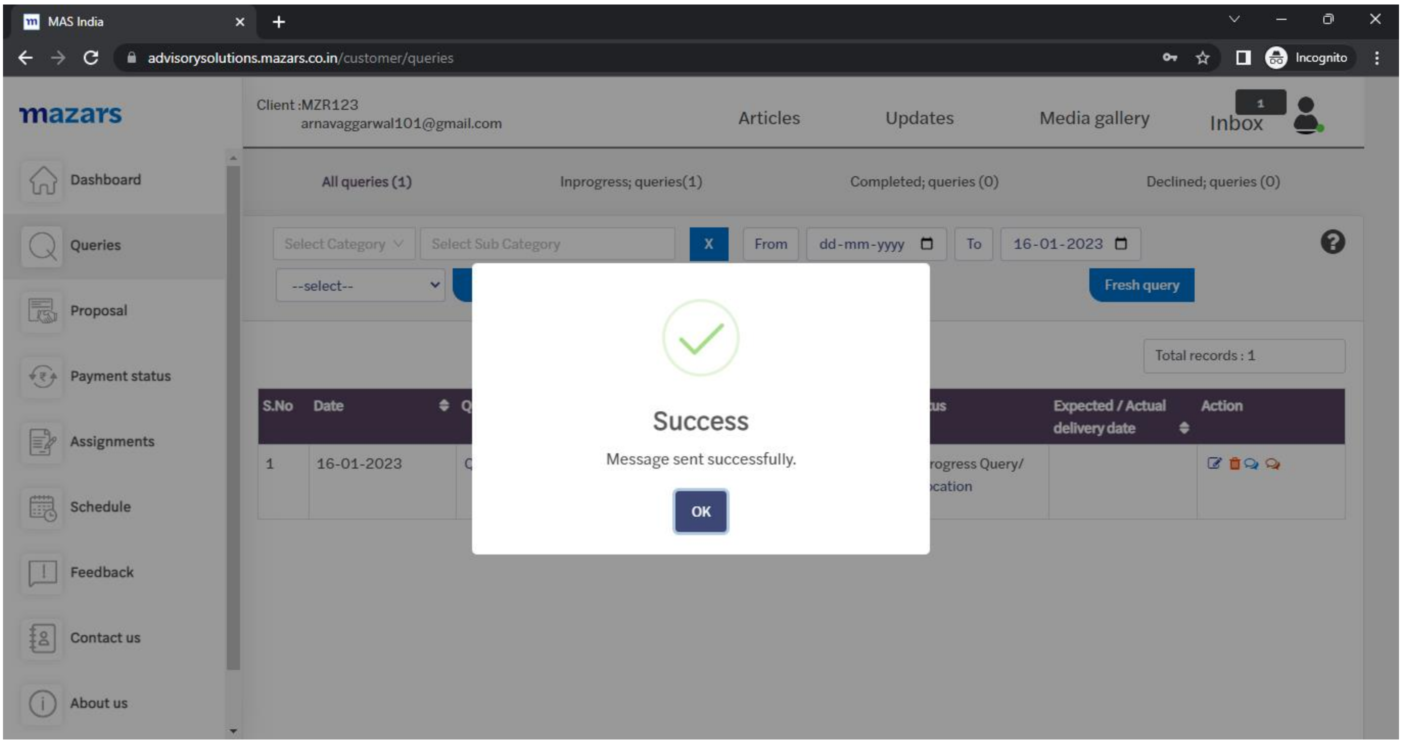
Action Button: Send message

- ✓ *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



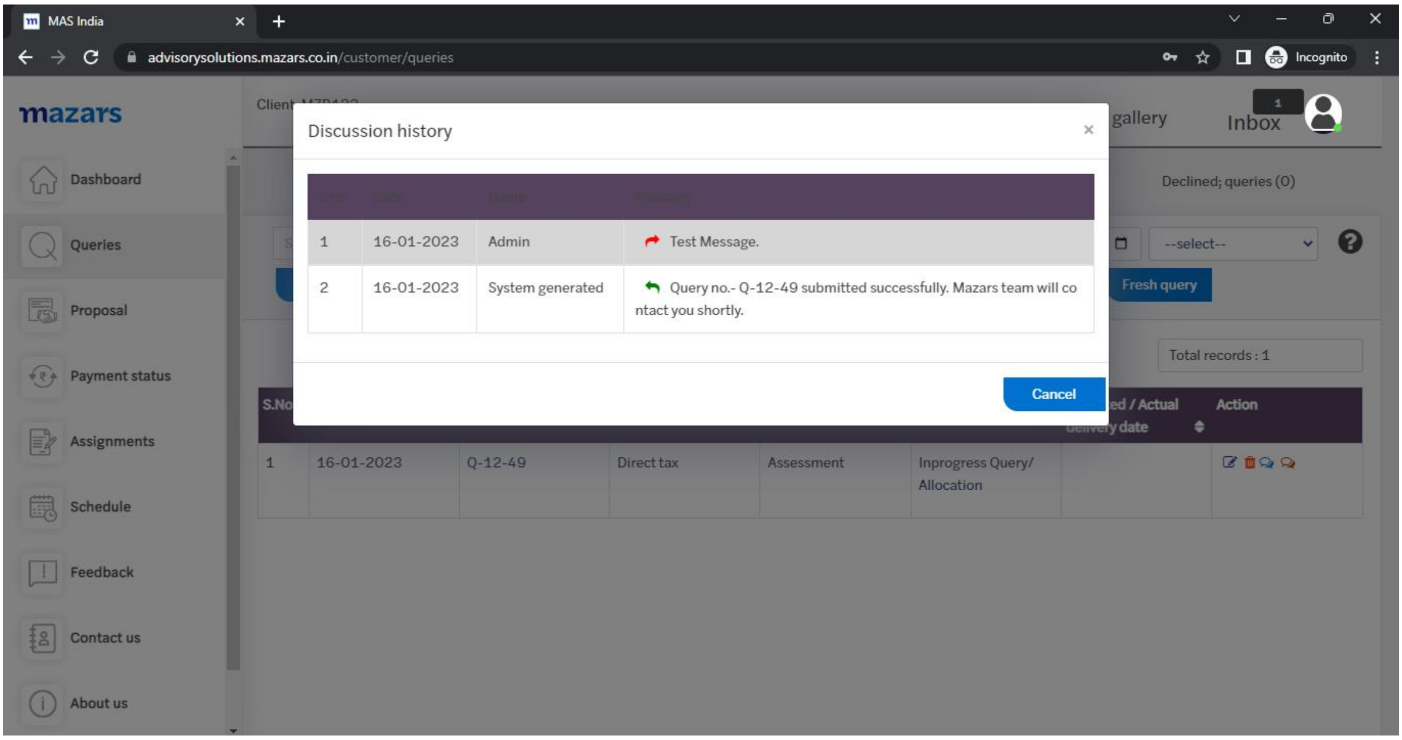
Query No.	Concerned query number
Message Type	Query discussion/ Proposal discussion/ Assignment discussion/ Payment discussion for messages sent during these stages of processing of query & ‘others’ for remaining type of messages
Message	Contents of message

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

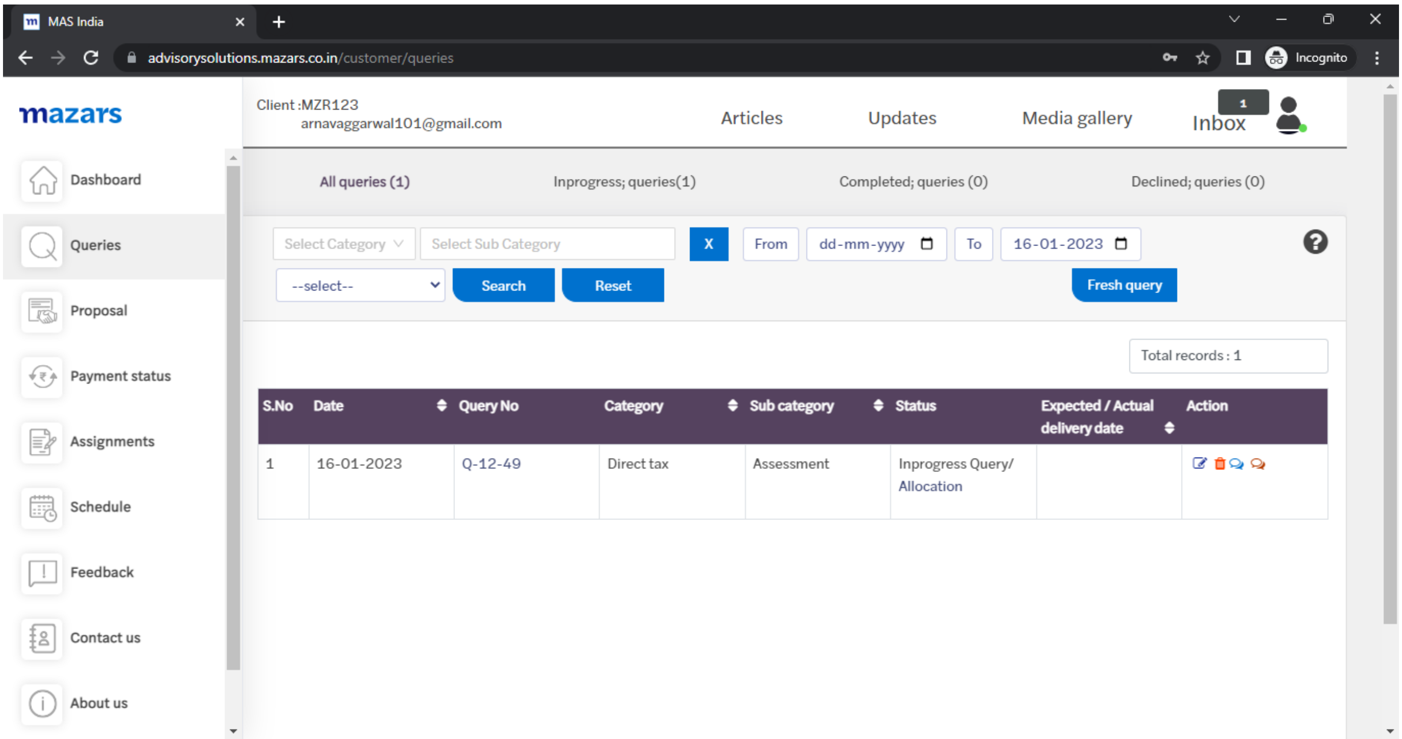


Action Button: View discussion message

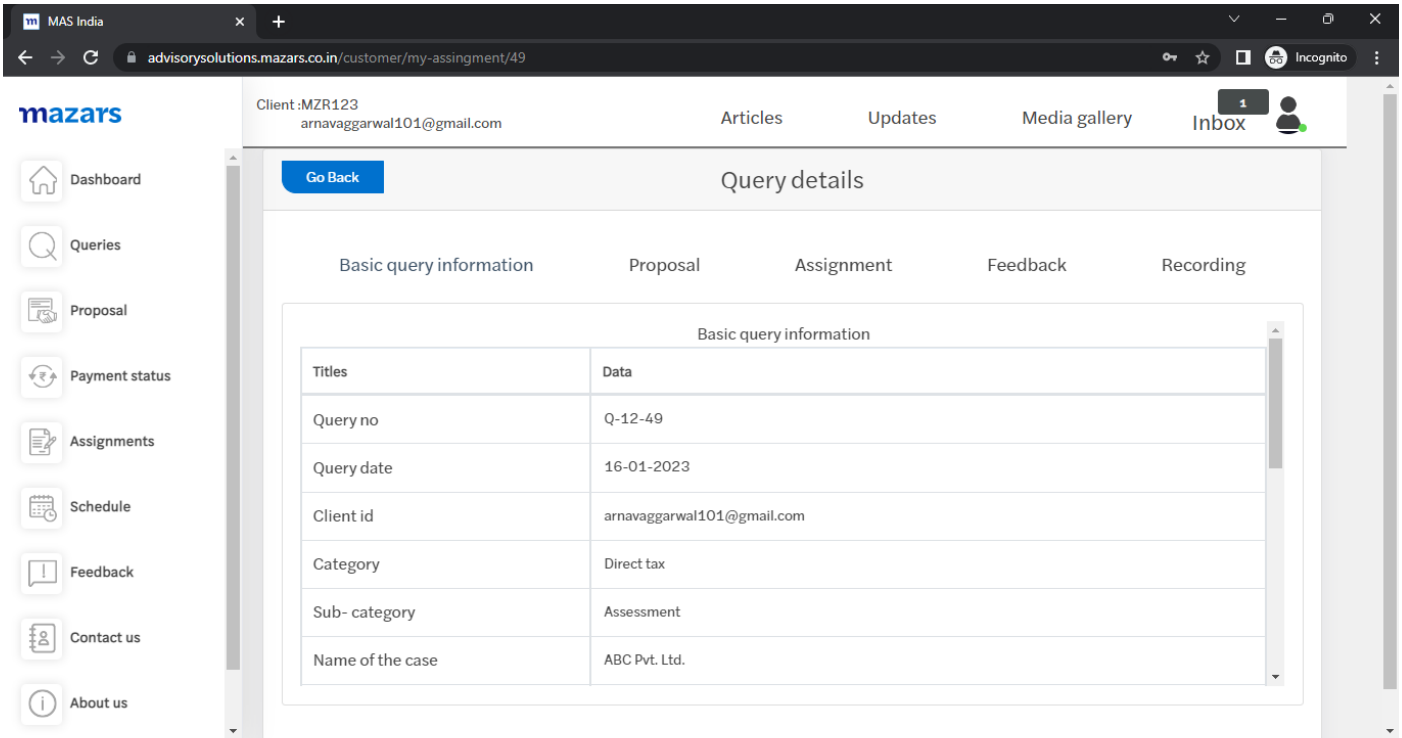
- *Click view discussion message icon to view history of messages exchanged between the client & the Mazars Advisory Solutions team in respect of the query.*
- *Name column specifies the sender/ recipient of message.*
- *Red right arrow indicates that the client sent the message & the recipient is as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

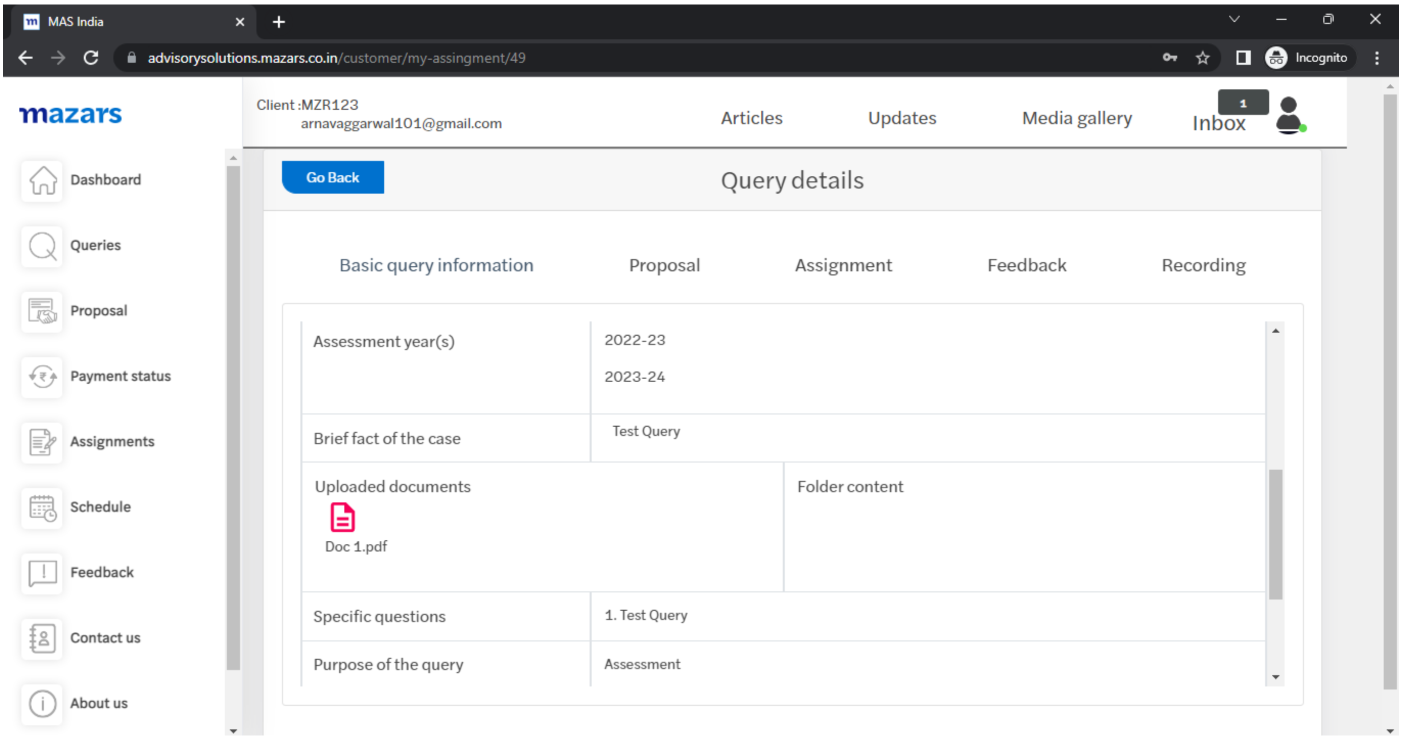


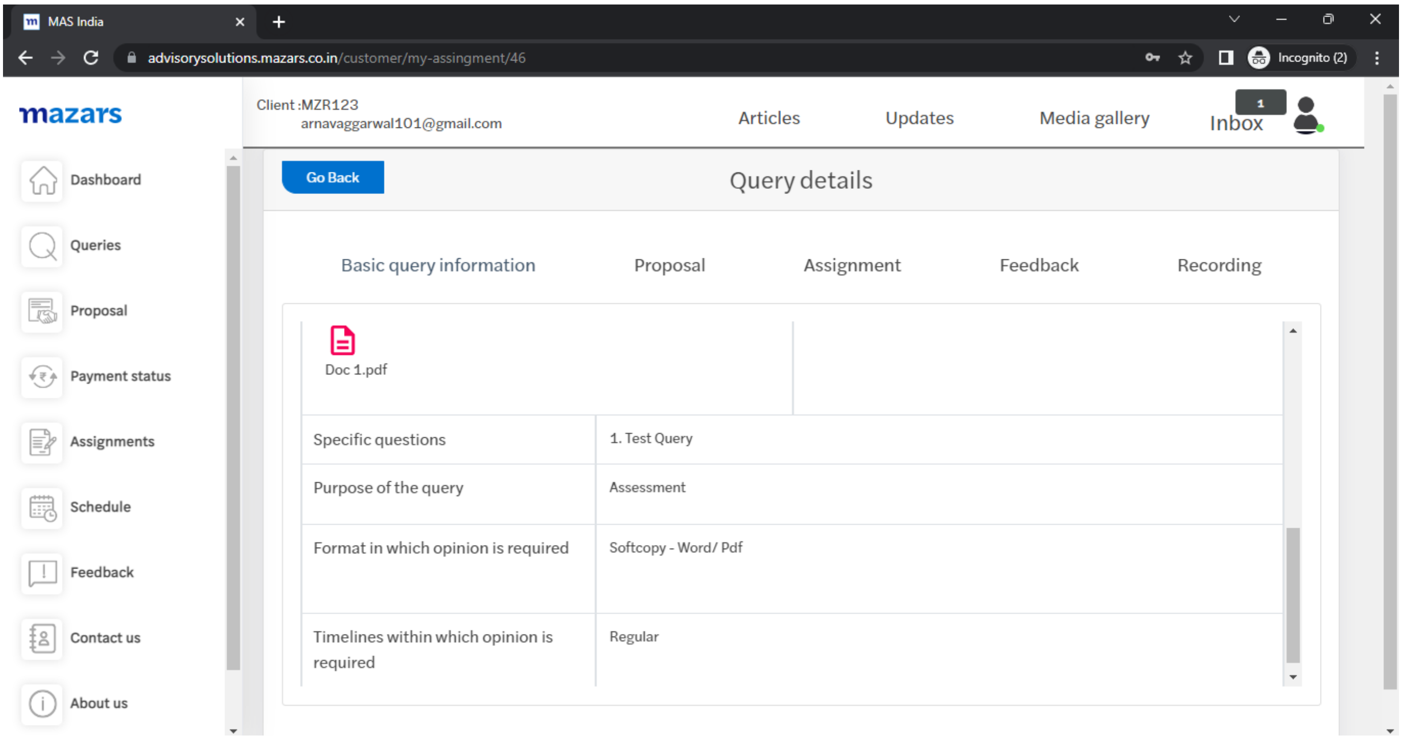
To view the details of query submitted, click on the query number in the queries tab or in the Proposal, Payment Status or Assignments tab.



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.




MAS India
advisorysolutions.mazars.co.in/customer/my-assingment/49
Incognito
mazars
Client :MZR123
arnavaggarwal101@gmail.com
Articles
Updates
Media gallery
1
Inbox
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)
2022-23
2023-24
Brief fact of the case
Test Query
Uploaded documents
Doc 1.pdf
Folder content
Specific questions
1. Test Query
Purpose of the query
Assessment

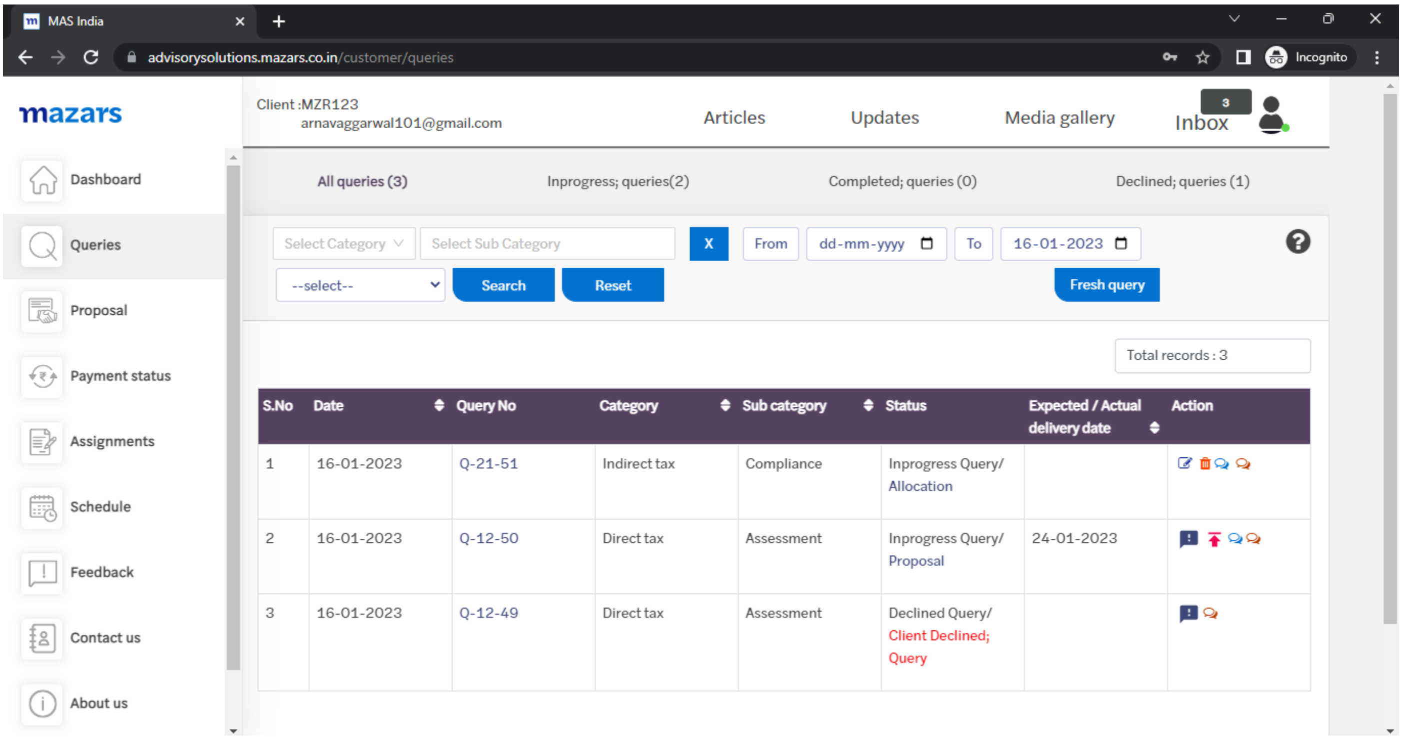

MAS India
advisorysolutions.mazars.co.in/customer/my-assingment/46
Incognito (2)
mazars
Client :MZR123
arnavaggarwal101@gmail.com
Articles
Updates
Media gallery
1
Inbox
Dashboard
Queries
Proposal
Payment status
Assignments
Schedule
Feedback
Contact us
About us
Go Back
Query details
Basic query information
Proposal
Assignment
Feedback
Recording
Doc 1.pdf
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.

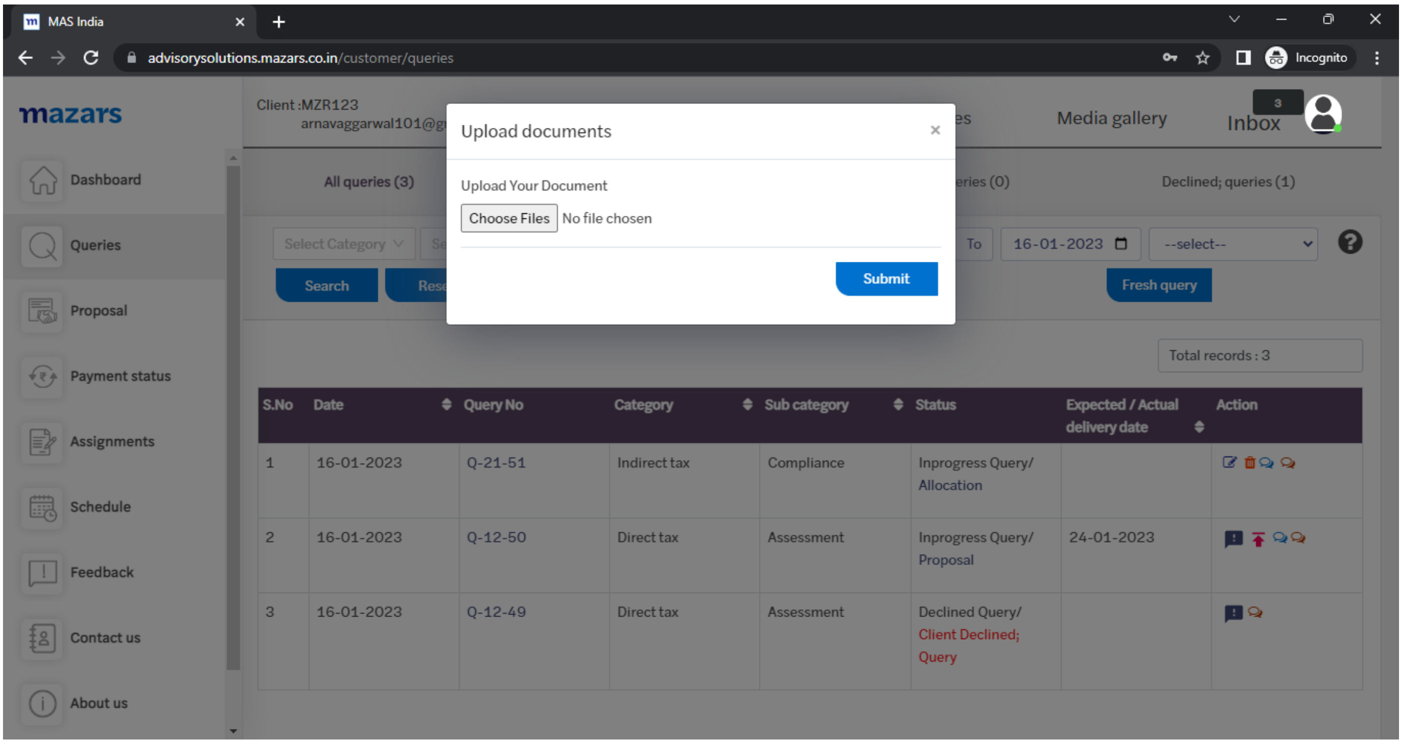


Query Tab: Action Buttons:

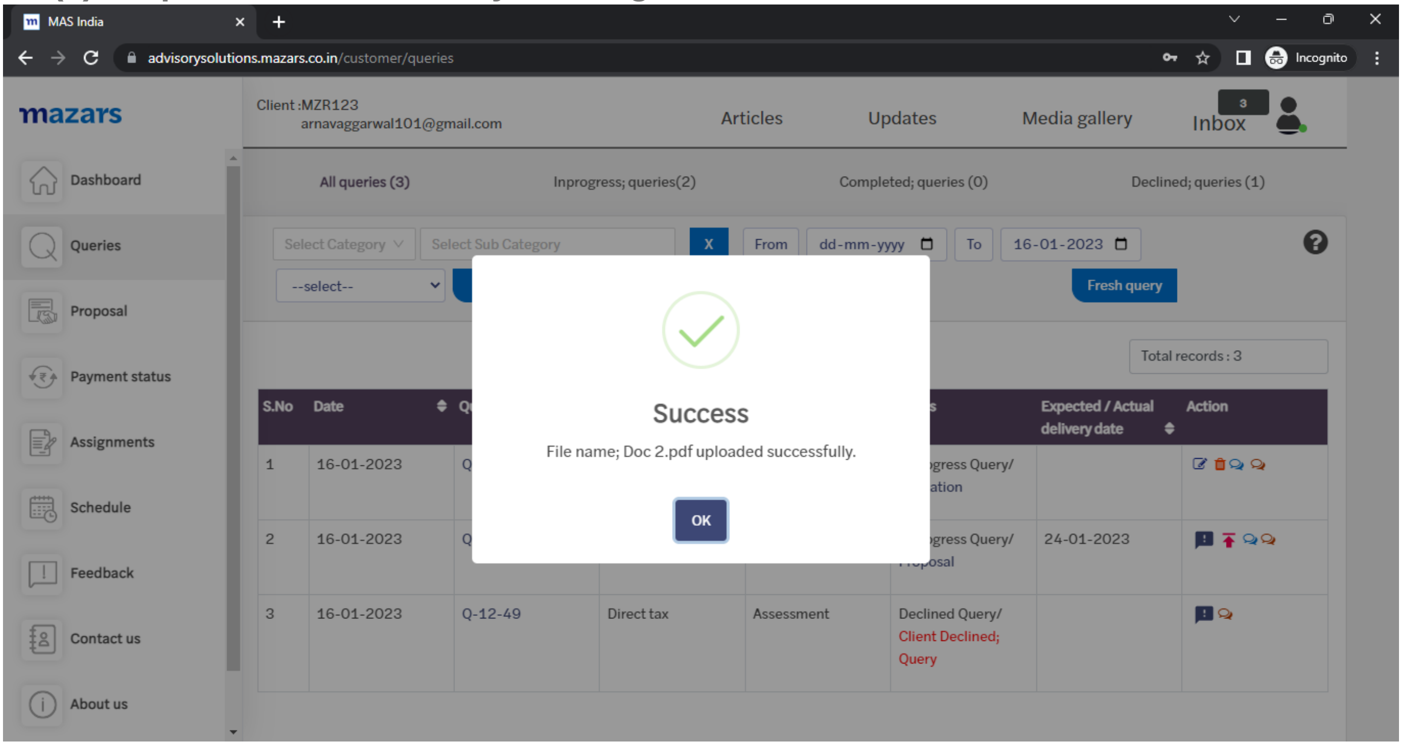
	• Click to send feedback to the Team
	• Click to upload additional documents
	• Click to send message to the Team
	• Click to view history of messages exchanged with the Team

Action Button: Upload Additional Documents

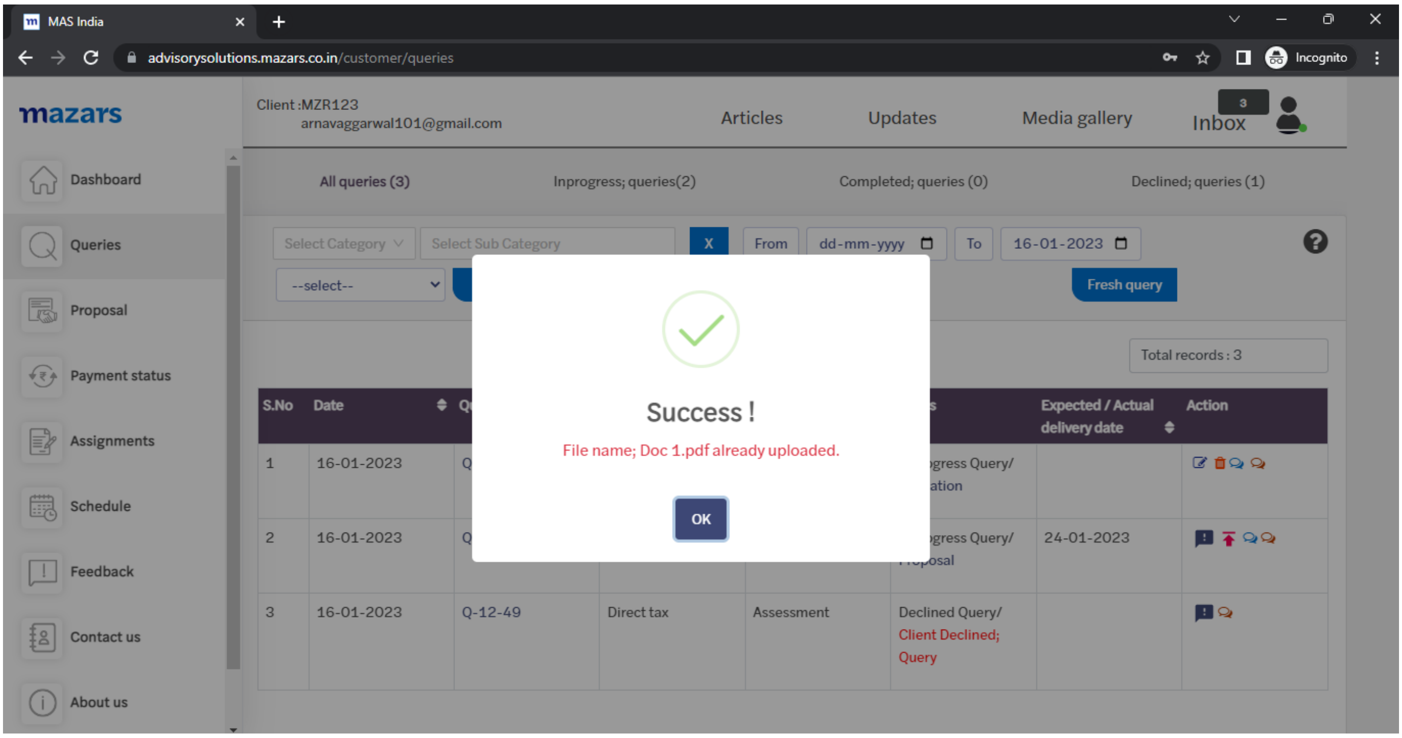
After clicking on upload additional documents icon, upload documents message window will appear, click on Choose Files , select the file(s) to be uploaded & click on Submit



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



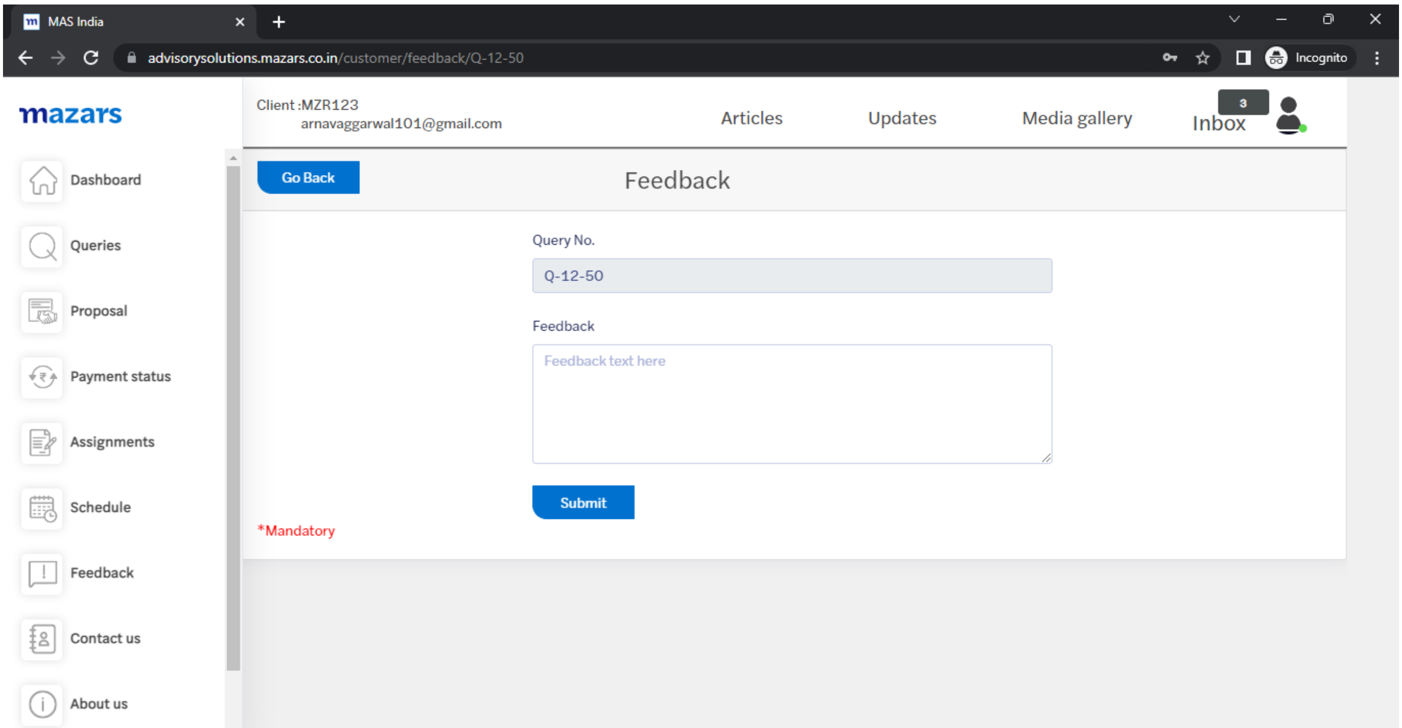
In case of any attempt to upload any document/ file, already uploaded, following message will be displayed upon clicking Submit on



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.



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