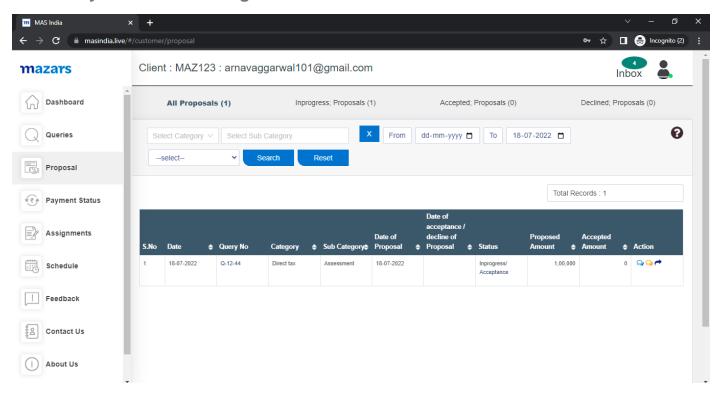
## **Processing of Proposal:**

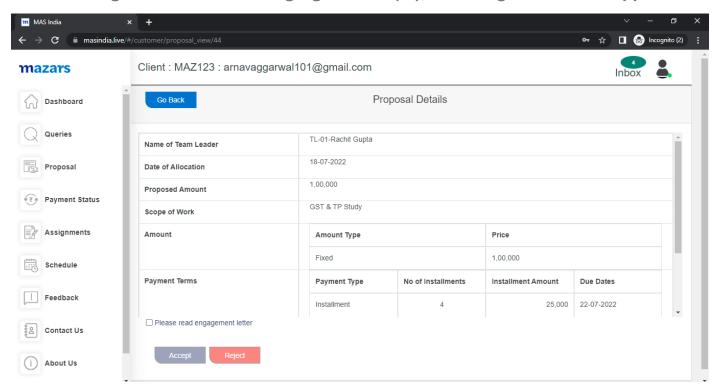
MAS Team, after examining the query, will prepare a proposal & provide it to the client. An email will also be sent to the client along with the proposal. Such email will also be sent to the selected secondary email users along with copy of proposal.

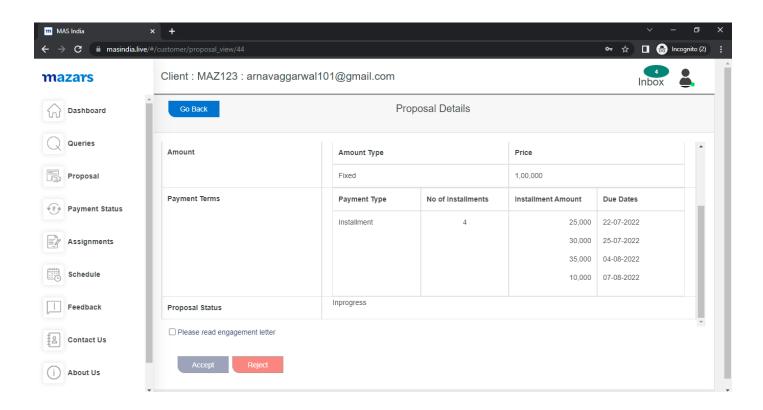
By selecting the Proposal Tab, on the left-hand side of the following screen, the client can view the proposal, by clicking on the blue arrow facing rightwards (). All following actions for acceptance/rejection of proposal can be taken by any of the secondary email users along with the client.





After clicking on blue arrow facing rightwards ( ), following window will appear:





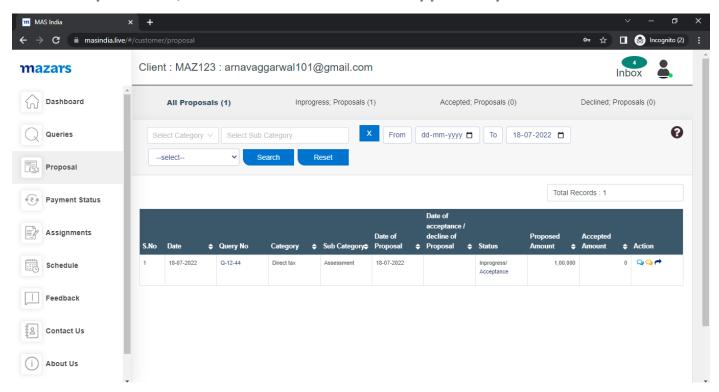
Engagement letter box should be checked to view the engagement letter before accepting or rejecting the proposal by pressing the Accept or Reject button respectively. The client can also take no action on the proposal by clicking on Go Back button.

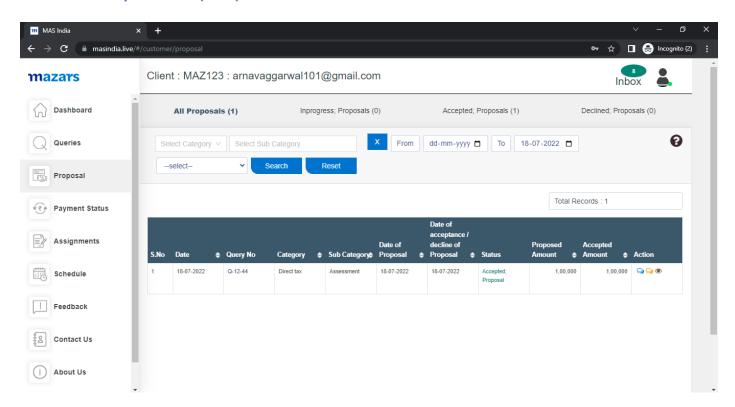
Upon checking the engagement letter box, proposed engagement letter will be displayed.

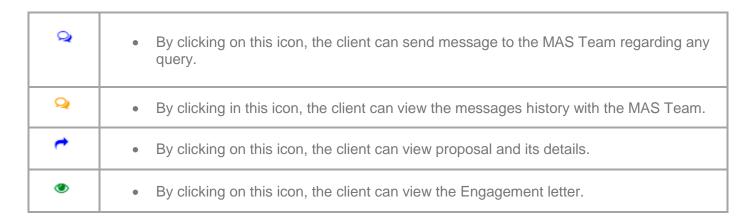
Acceptance of proposal by the client will amount to acceptance of Engagement letter.

Before deciding about the proposal, the client can send message to the MAS Team for any discussion about the proposal and may accept or reject the proposal after such discussion. Conference can also be done by the MAS Team with the client for any discussion. The MAS Team may amend the proposal and submit fresh proposal after such discussion/conference.

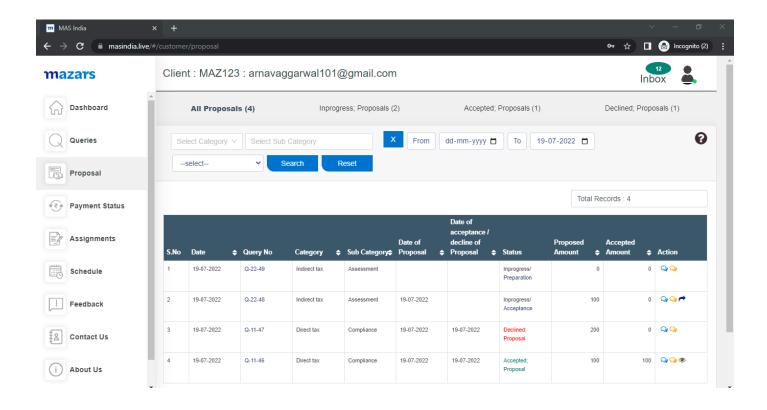
Under Proposal Tab, various action buttons will appear as per the screen below:



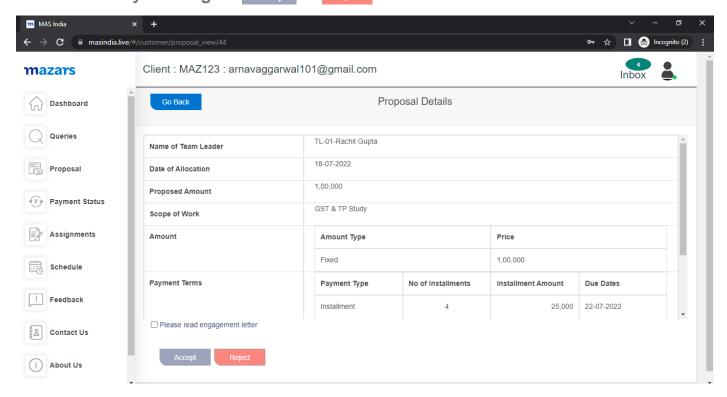




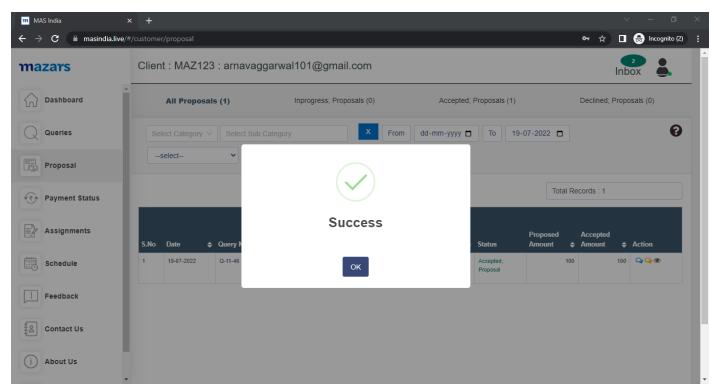
Status	Interpretation	Screenshot listing
In-progress; Preparation	MAS Team is preparing the proposal	At S.No. 1
In-progress; Acceptance	MAS Team has sent the proposal to the client which is awaiting acceptance.	At S.No.2
Declined; Proposal	Client has rejected the Proposal	At S.No.3
Accepted; Proposal	Client has accepted the proposal.	At S.No.4



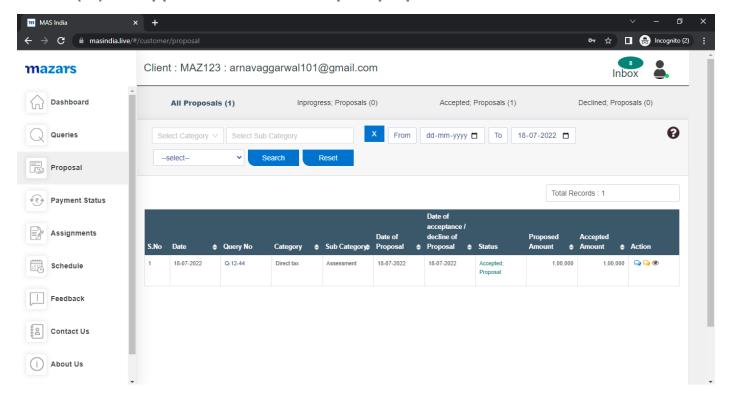
By selecting the Engagement Letter checkbox, the proposal can be viewed and on the basis of terms and conditions mentioned in the proposal, the client can make the decision by clicking on Accept or Reject.



If the proposal is acceptable, click Accept button. Upon acceptance, following success message window will appear showing success message window, click ok.



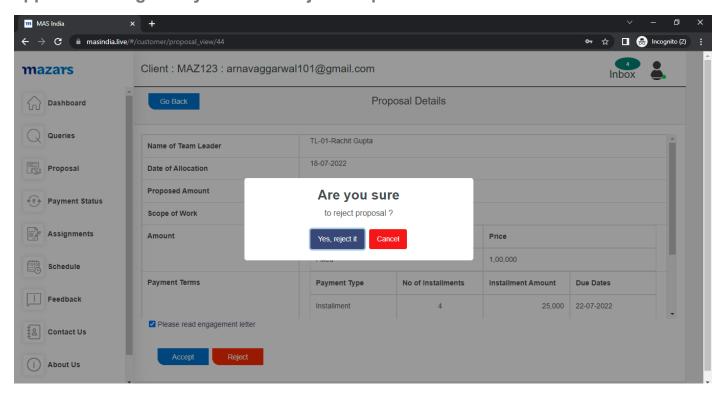
After acceptance of proposal, action button right arrow (\*) will disappear & new eye button (\*) will appear to view the accepted proposal as below:



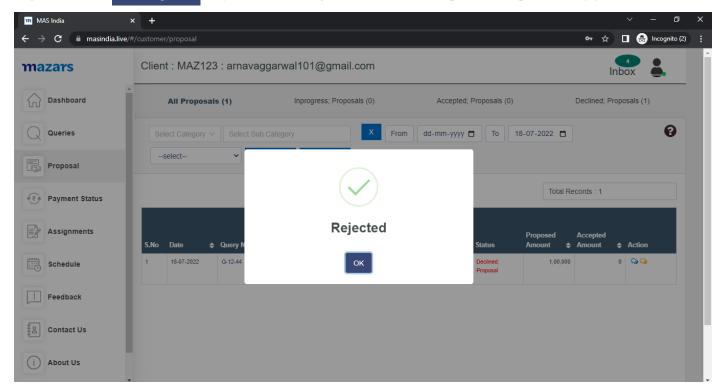


By clicking on this icon, the client can view the Engagement letter as accepted by him.
 His acceptance is also recorded on such engagement letter electronically.

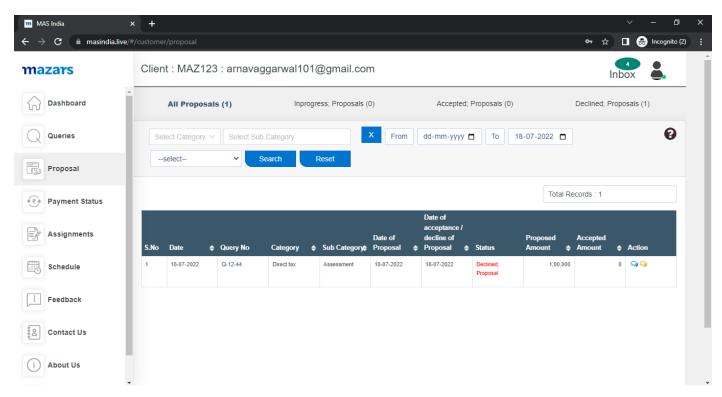
If the proposal is not acceptable, click Reject button. Rejection message window will appear showing "Are you sure to reject Proposal?".



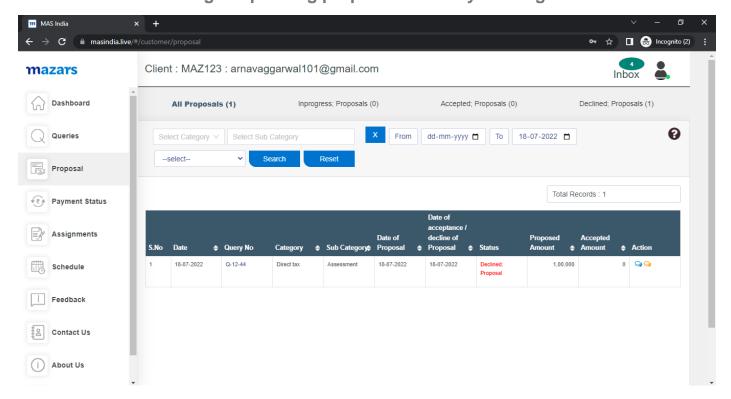
The client can still review the proposal & go back by clicking Cancel button. If sure to reject, click Yes, reject it. Upon such rejection following message will appear. Click ok.



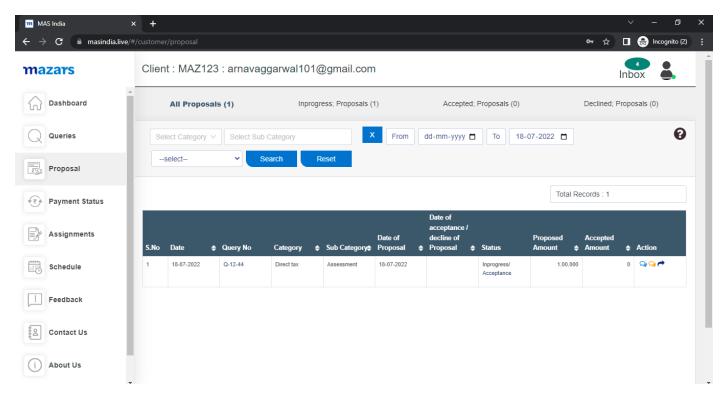
Upon rejection of proposal, following screen will be visible in the Proposal tab details.



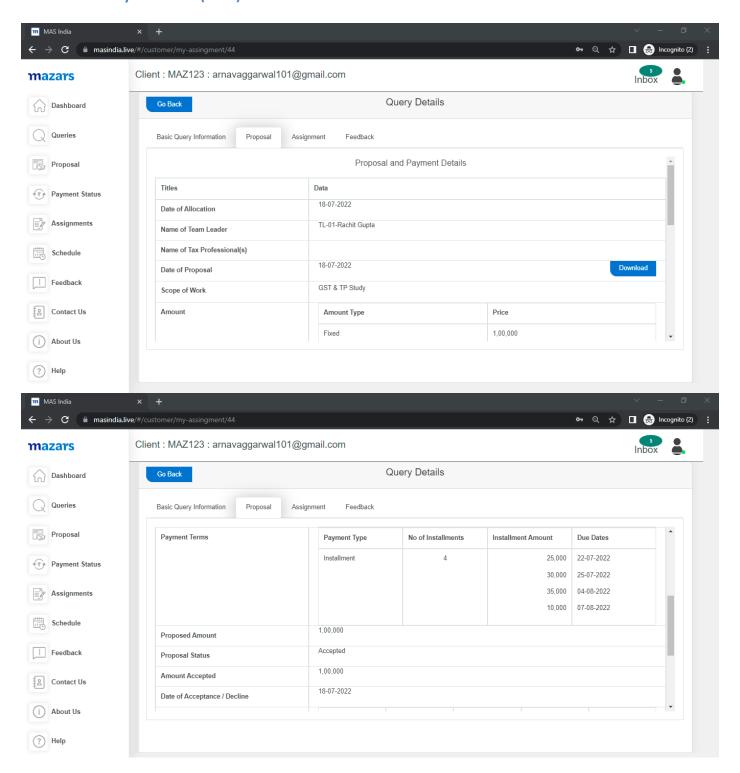
In case of client inadvertently rejecting the proposal, he may send message to the MAS Team for restoring the pending proposal status by clicking on  $\bigcirc$  icon.

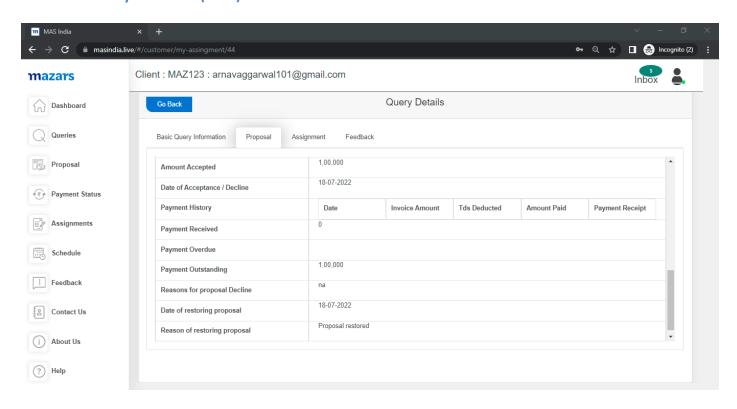


After examining the request, MAS Team may quickly restore the pending proposal status & it will be visible to the client. An email will also be sent to the client.



After the acceptance of Proposal, Proposal tab under the Query Details will show the following information. The client can also download the proposal by clicking download button Download





## **Query Detail Page: Proposal**

Date of allocation	Date of allocation of the query to a Team Leader.	
Name of Team Leader	Shows the Designation & Name of the Team Leader.	
Date of Proposal	Date of online sending of proposal to the client by MAS Team.	
Scope of Work	Scope of work arising from the query.	
Amount	Payment terms maybe fixed or monthly recurring payments.	
Payment Terms	<ul> <li>Shows the payment terms, instalment(s) amount(s) &amp; their due dates, if any.</li> </ul>	
Proposed Amount	Amount proposed by the MAS Team for execution of the query.	
Proposal Status	<ul> <li>After the proposal is sent to the client, status is shown as in progress &amp; the status changes to accepted or rejected upon acceptance or rejection of the proposal by the client.</li> </ul>	
Amount accepted	Amount accepted by the client for execution of the query.	
Date of Acceptance / Decline	Date of acceptance or decline of the proposal by the client.	
Payment History	Shows the details of payment made by the client.	
Payment Received	Shows the total amount paid by the client.	
Payment Outstanding	Shows the outstanding amount payable by the client.	
Payment decline reason	<ul> <li>In case client declines to make payment of outstanding amount, Team Leader can mark the query as payment declined by the client. In this situation, reasons recorded by the Team Leader for such marking are displayed here.</li> </ul>	
(After accepting the p	roposal, the client can view progress of the query under the assignment tab)	