

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 shows the 'Add Fresh Query' form in the Mazars MAS India application. The form is titled 'Add Fresh Query' and includes a 'Go Back' button. The main content area is divided into several sections:

- Brief facts of the case ***: A text area with a rich text editor toolbar (Paragraph, Bold, Italic, Bulleted List, Numbered List, Undo, Redo).
- Specific Questions for advisory ***: A text input field with a placeholder 'Specify your query' and a '+' icon.
- 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.
- Case name**: A text input field.
- Format in which Opinion is required ***: Three checkboxes:
 - ☒ Softcopy - Word/ Pdf
 - ☐ SoftCopy- Digitally Signed
 - ☐ Printout- Physically Signed
- Timelines within which Opinion is required**: Two radio buttons:
 - ☐ Urgent
 - ☒ Regular

A blue 'Submit' button is located at the bottom of the form.

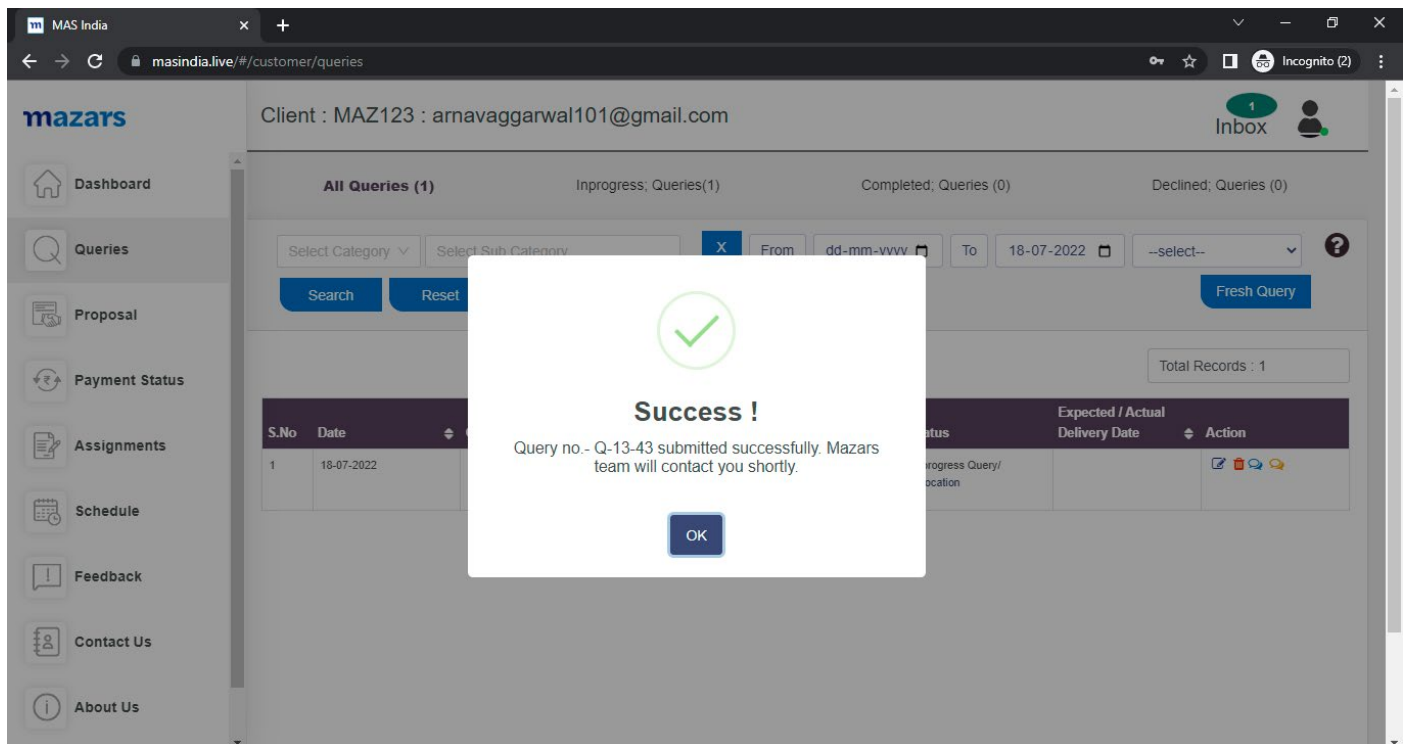
Instructions for adding Fresh Query:

(*mandatory)

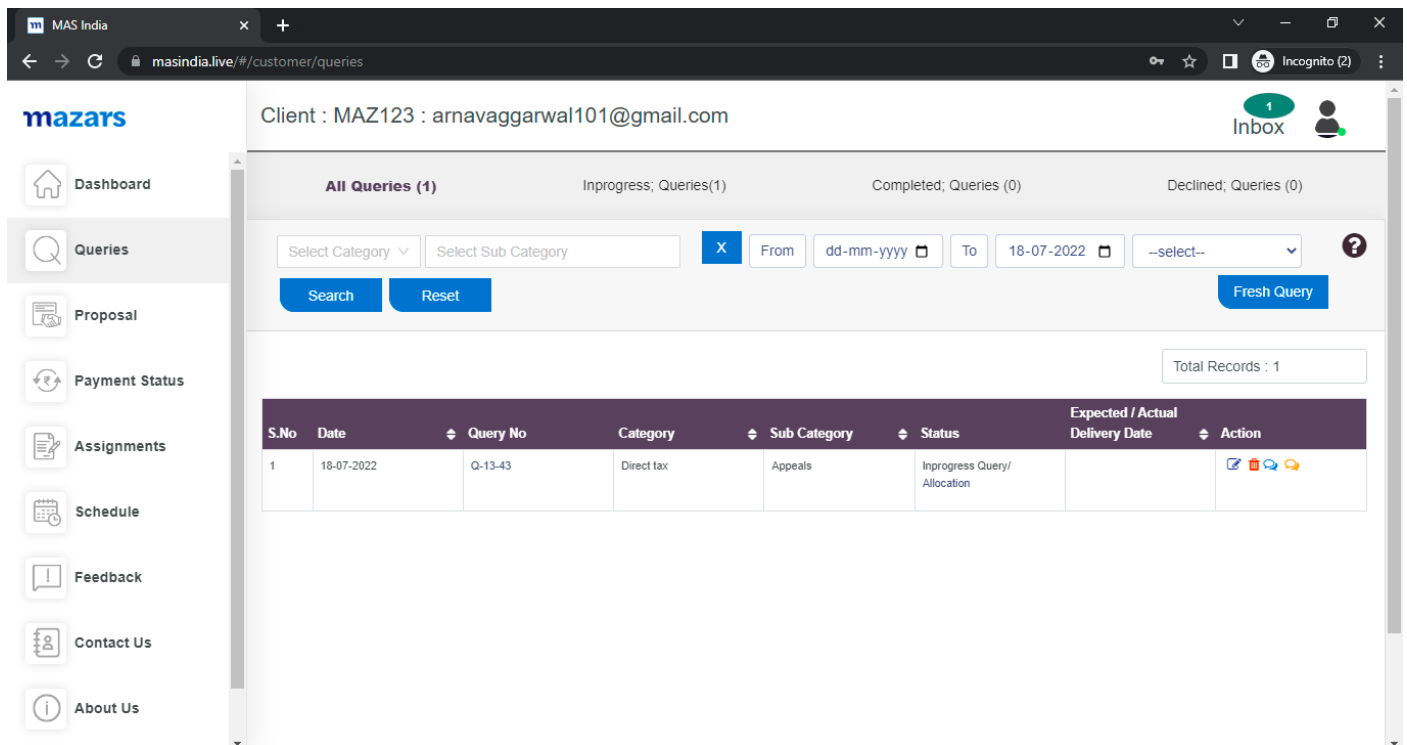
Brief facts of the case*	<ul style="list-style-type: none"> Enter information briefly explaining the facts of the case.
Specific questions for advisory*	<ul style="list-style-type: none"> Enter the specific question(s) for which you need reply/assistance/advice. Multiple questions can be added by clicking  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, xlsb, 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 : MAZ123 : arnavaggarwal101@gmail.com

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

Select Category Select Sub Category X From dd-mm-yyyy To 18-07-2022 --select-- ?

Search **Reset** **Fresh Query**


Total Records : 1

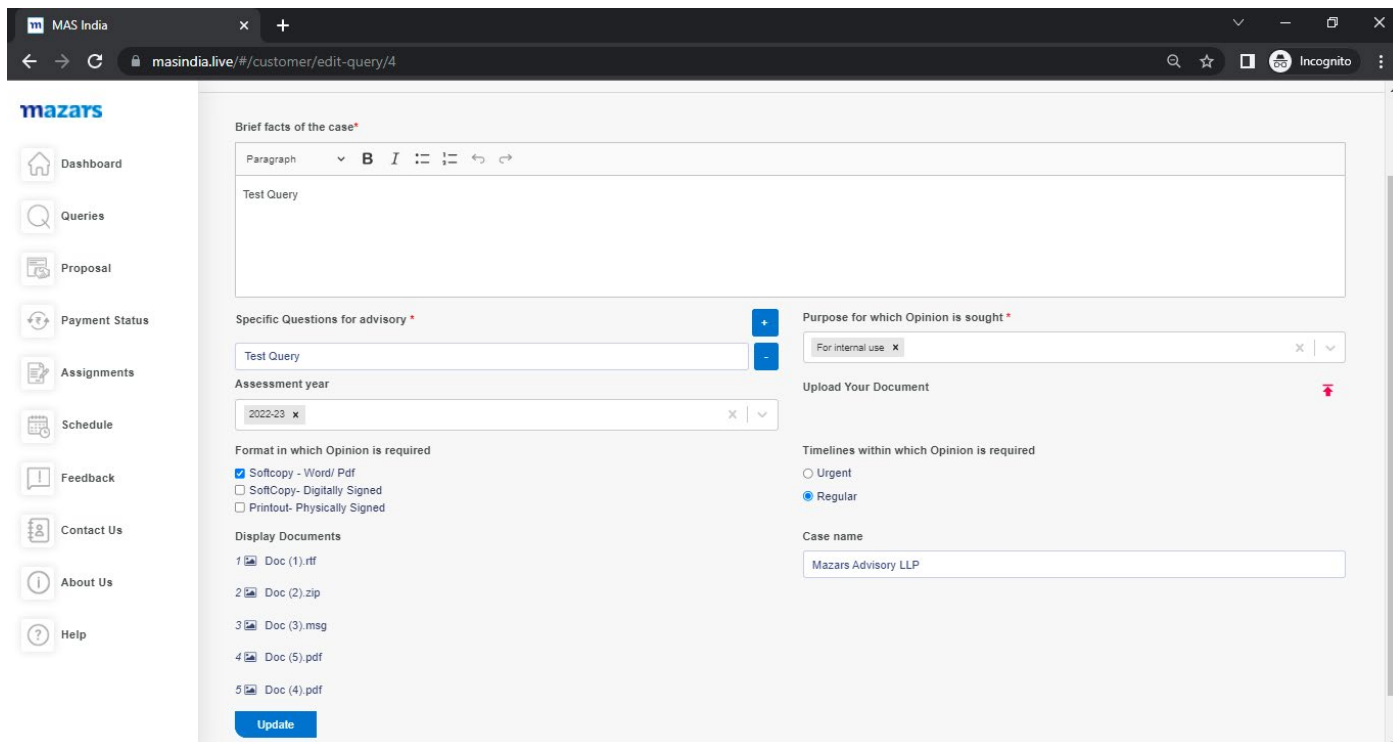
S.No	Date	Query No	Category	Sub Category	Status	Expected / Actual Delivery Date	Action
1	18-07-2022	Q-13-43	Direct tax	Appeals	Inprogress Query/ Allocation		

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 MAS Team
	<ul style="list-style-type: none"> Click to view history of messages exchanged between the client & MAS team in respect of the query

Action Button: Edit

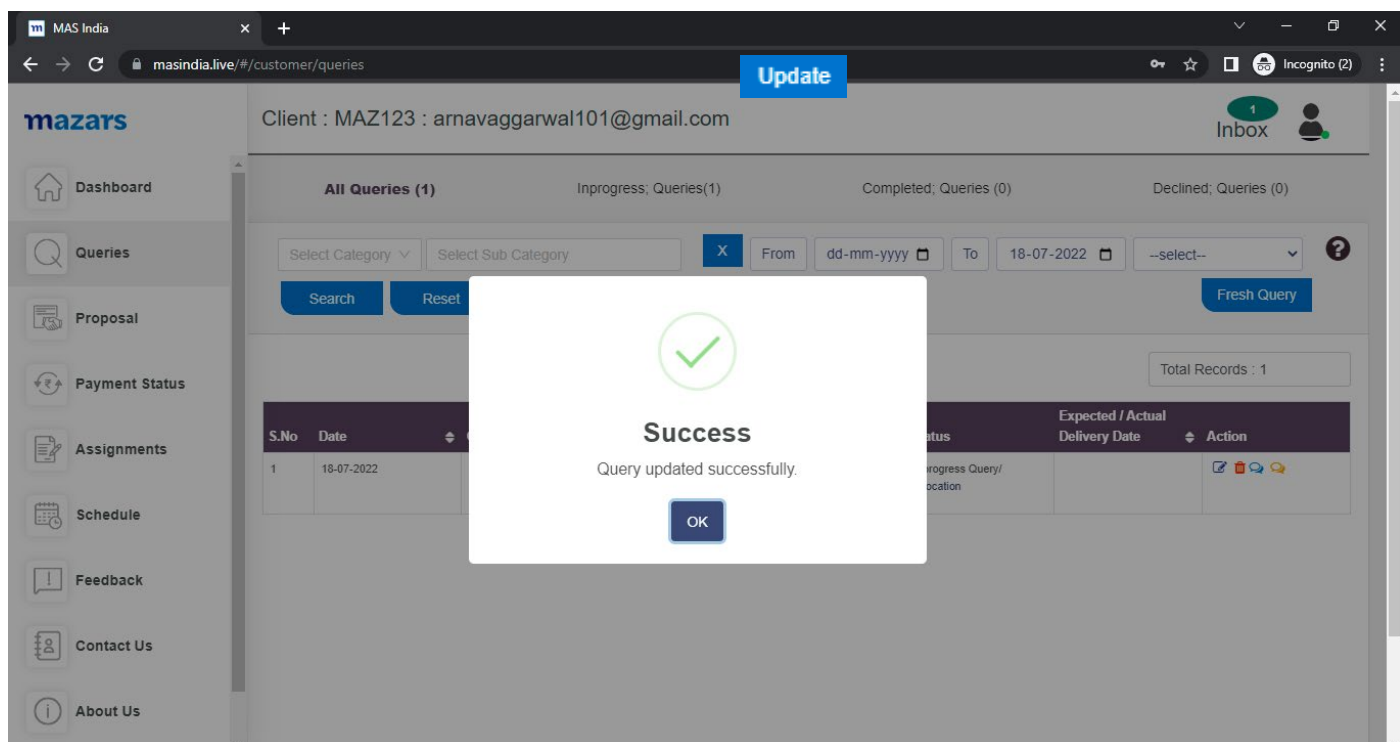
- ✓ Click the edit icon to edit query details. **Category & Sub-category can't be edited.**
- ✓ Additional documents can also be uploaded by  clicking icon. Documents once uploaded cannot be deleted/withdrawal. Documents, therefore, should be selected carefully before being uploaded.



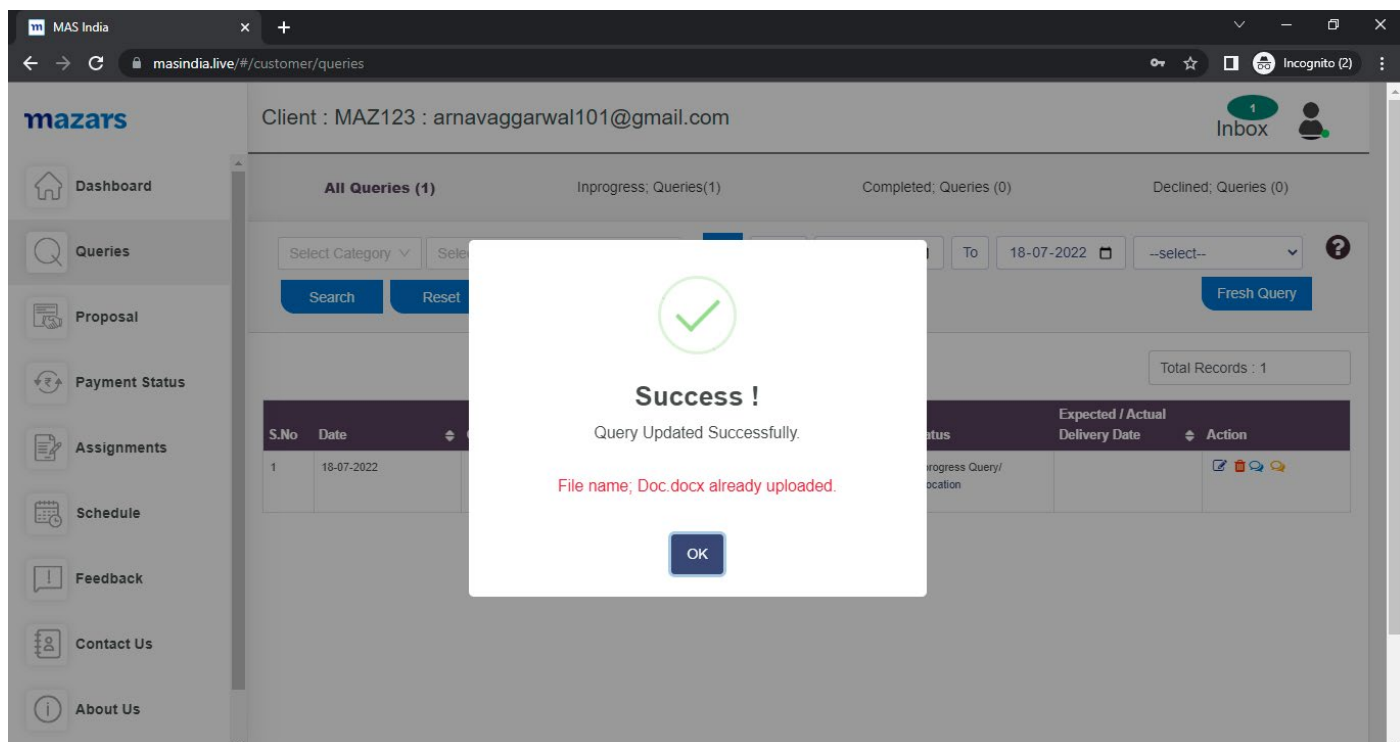
The screenshot displays the 'Edit Query' interface in the Mazars India web application. The browser address bar shows 'masindia.live/#/customer/edit-query/4'. The left sidebar contains navigation links: Dashboard, Queries, Proposal, Payment Status, Assignments, Schedule, Feedback, Contact Us, About Us, and Help. The main content area is titled 'Brief facts of the case*' and includes a text editor with 'Paragraph' as the selected format and 'Test Query' as the content. Below this, the 'Specific Questions for advisory*' section has a text input field with 'Test Query' and an 'Assessment year' dropdown set to '2022-23'. The 'Format in which Opinion is required' section has three options: 'Softcopy - Word/ Pdf' (checked), 'SoftCopy- Digitally Signed', and 'Printout- Physically Signed'. The 'Display Documents' section lists five files: 'Doc (1).rtf', 'Doc (2).zip', 'Doc (3).msg', 'Doc (5).pdf', and 'Doc (4).pdf'. The 'Purpose for which Opinion is sought*' section has a dropdown set to 'For internal use'. The 'Upload Your Document' section features an upload icon. The 'Timelines within which Opinion is required' section has two options: 'Urgent' and 'Regular' (selected). The 'Case name' field contains 'Mazars Advisory LLP'. An 'Update' button is located at the bottom left of the form.

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

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

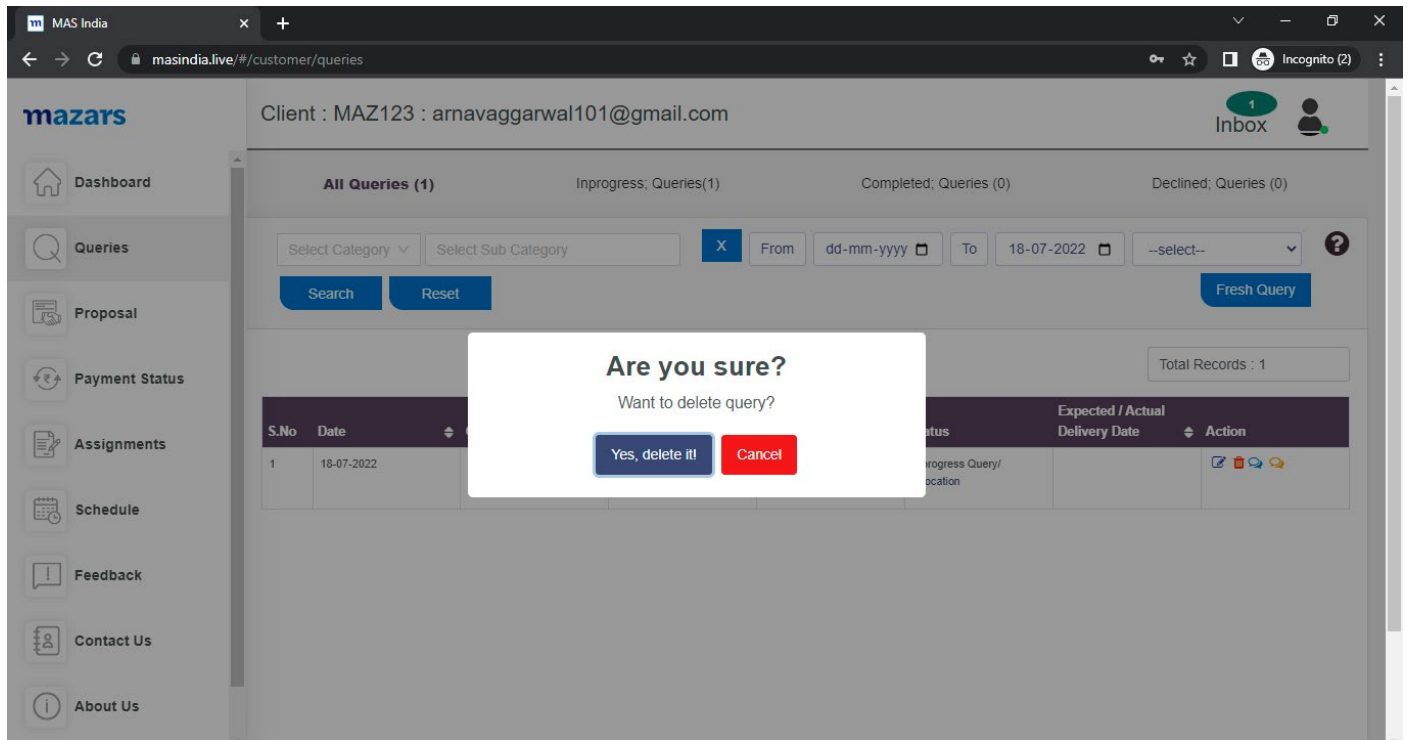


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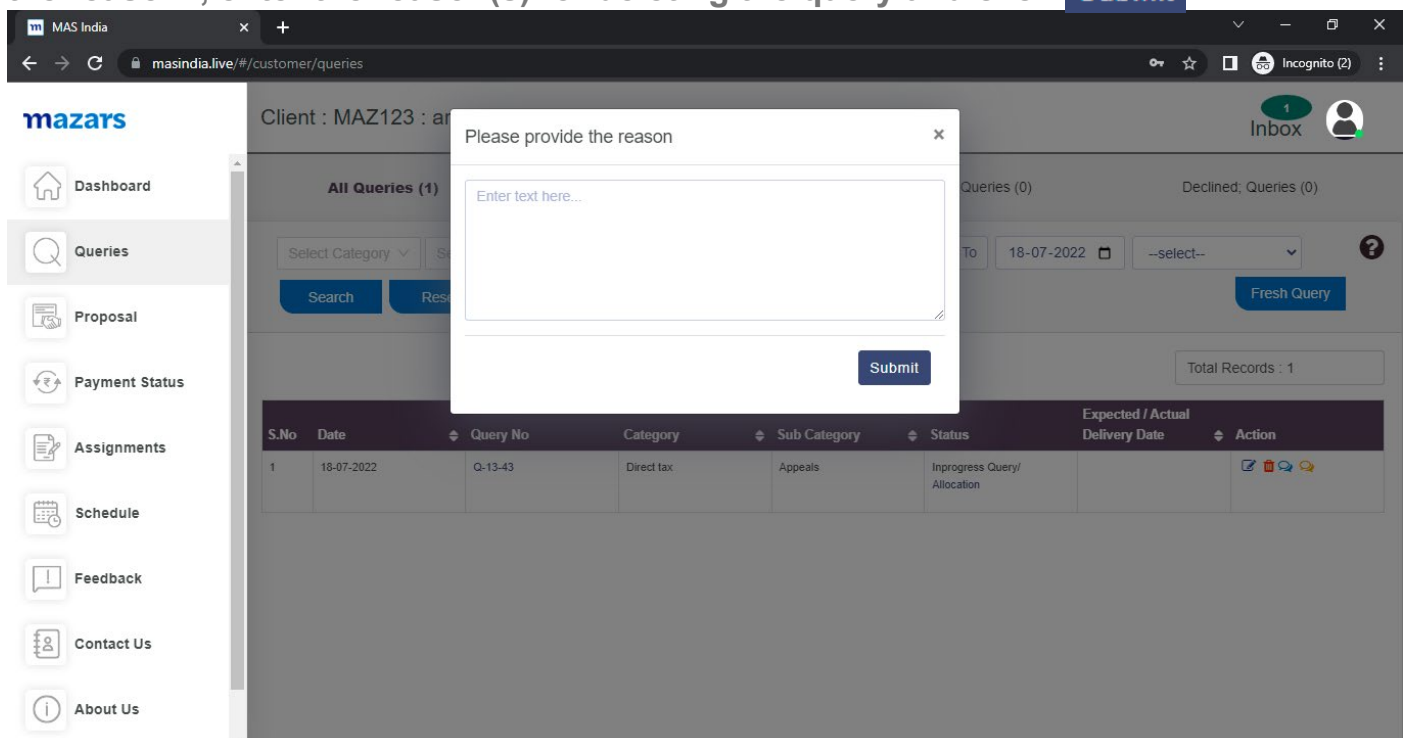
Action Button: Delete

✓ 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.

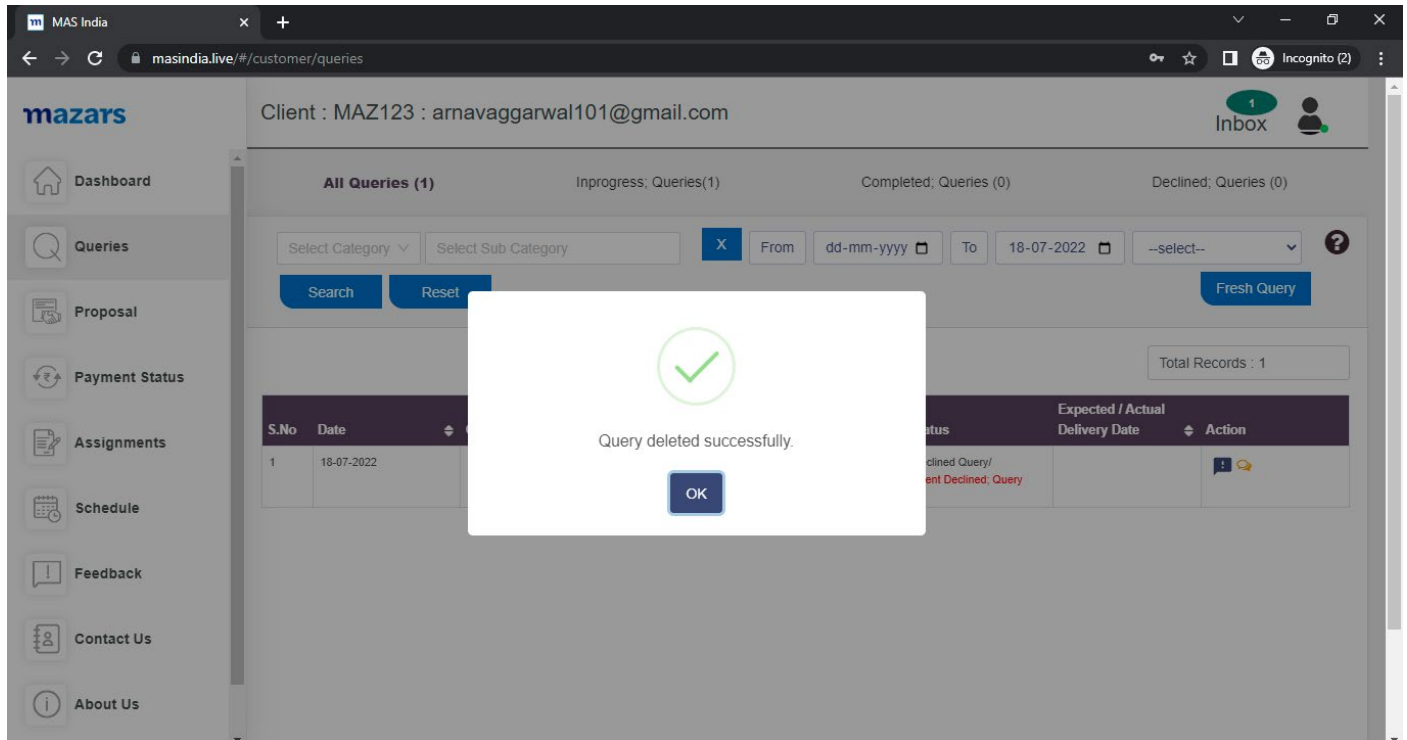


After clicking on **Yes, delete it!** following window will appear showing “Please provide the reason”, enter the reason(s) for deleting the query and click **Submit**



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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 MAS Team.
- ✓ From the drop-down list, select the message type depending on the nature of message.
- ✓ Enter the message & click on **Send**

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Client : MAZ123 : arnavaggarwal101@gmail.com

Message

Go Back

Query No.
Q-12-44

Message Type
Query Discussion

Message*
Message text here

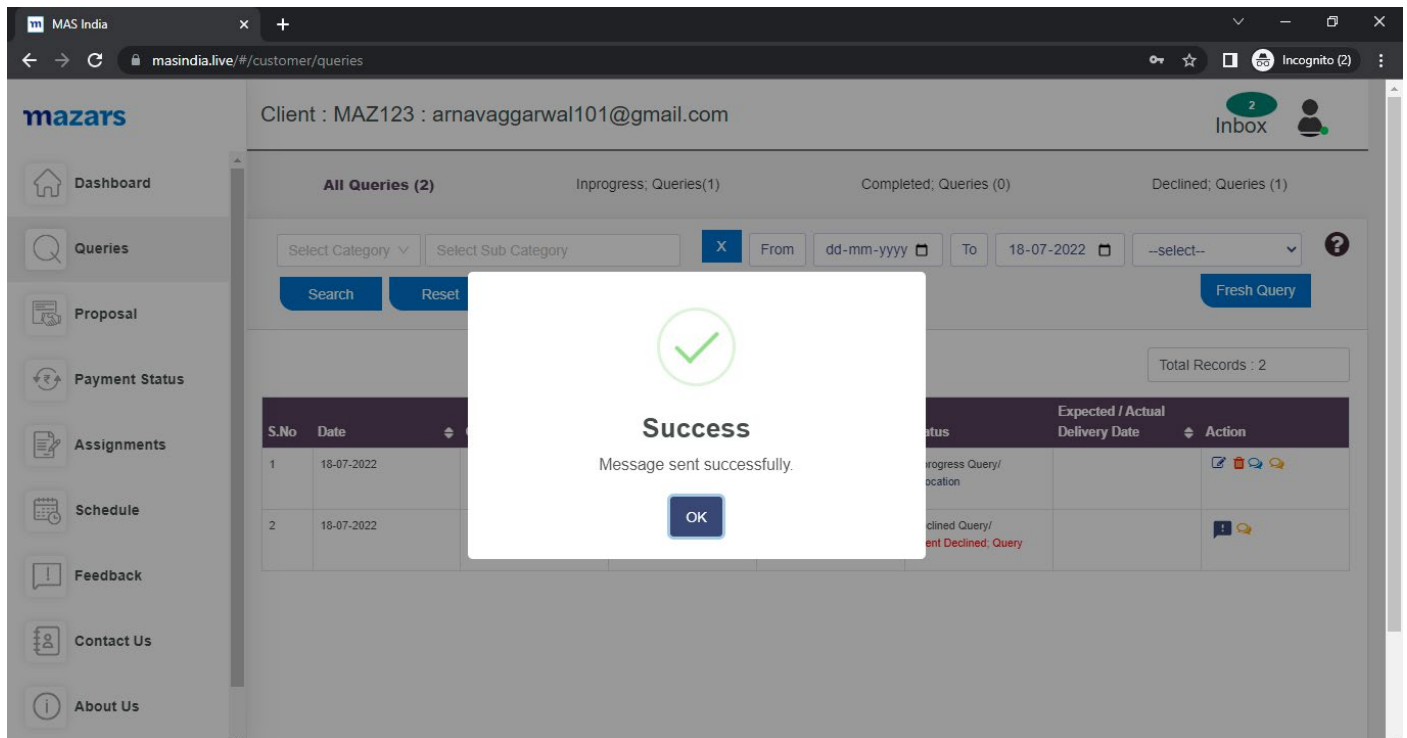
Send

*Mandatory

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

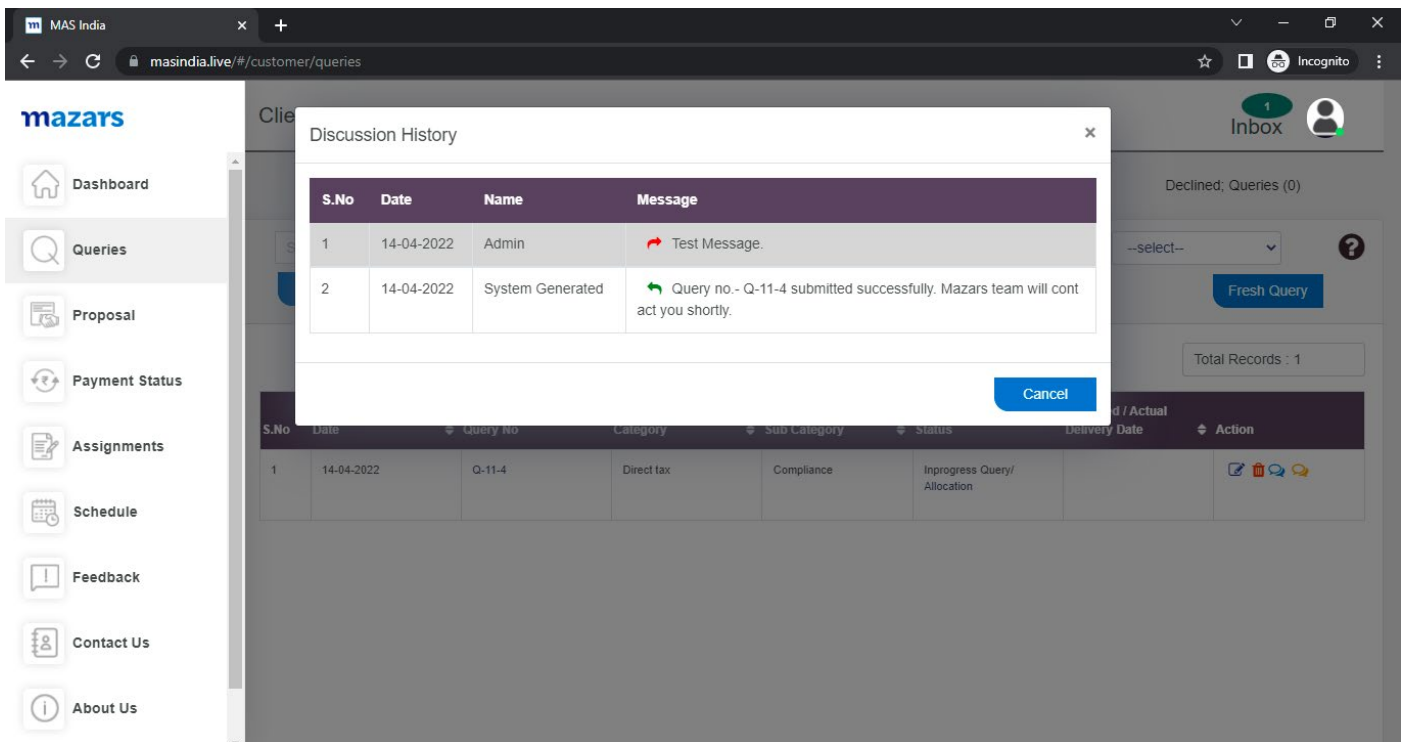
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After clicking on **Send** Success message window will appear, showing “Message sent successfully”. Click ok.





Action Button: View discussion message




- ✓ Click view discussion message icon to view history of messages exchanged between the client & the MAS 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 India web application interface. A modal window titled "Discussion History" is open, showing a table of messages. The table has columns: S.No, Date, Name, and Message. The messages are as follows:

S.No	Date	Name	Message
1	14-04-2022	Admin	 Test Message.
2	14-04-2022	System Generated	 Query no. - Q-11-4 submitted successfully. Mazars team will contact you shortly.

Below the modal, a table of queries is visible. The first row is:

S.No	Date	Query No	Category	Sub Category	Status	Delivery Date	Action
1	14-04-2022	Q-11-4	Direct tax	Compliance	Inprogress Query/ Allocation		  

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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 : MAZ123 : arnavaggarwal101@gmail.com

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

Select Category Select Sub Category X From dd-mm-yyyy To 18-07-2022 --select-- ?

Search Reset Fresh Query

Total Records : 1

S.No	Date	Query No	Category	Sub Category	Status	Expected / Actual Delivery Date	Action
1	18-07-2022	Q-13-43	Direct tax	Appeals	Inprogress Query/ Allocation		✎ 🗨 👤

After clicking on the query number, following details will be displayed in basic query information tab.

Client : MAZ123 : arnavaggarwal101@gmail.com

Query Details

Go Back

Basic Query Information Proposal Assignment Feedback

Basic Query Information

Titles	Data
Query No	Q-12-44
Query Date	18-07-2022
Client ID	arnavaggarwal101@gmail.com
Category	Direct tax
Sub- Category	Assessment
Name of the Case	TIPL Pvt. Ltd.

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mazars Client : MAZ123 : arnavaggarwal101@gmail.com Inbox 2

Query Details

[Go Back](#)

Basic Query Information | Proposal | Assignment | Feedback

Assessment Year(s)	2023-24 2022-23 2021-22
Brief fact of the case	Test Query 1
Uploaded Documents	Doc.docx
Specific questions	1. Test Query 1
Purpose of the query	Assessment Appeal Filing before any Court

Windows taskbar: 37°C Haze, 03:10 PM, 18-07-2022

mazars Client : MAZ123 : arnavaggarwal101@gmail.com Inbox 2

Query Details

[Go Back](#)

Basic Query Information | Proposal | Assignment | Feedback

Uploaded Documents	Doc.docx
Specific questions	1. Test Query 1
Purpose of the query	Assessment Appeal Filing before any Court
Format in which Opinion is required	Softcopy - Word/ Pdf
Timelines within which Opinion is Required	Regular

Windows taskbar: 37°C Haze, 03:10 PM, 18-07-2022

Processing of query by MAS Team.

MAS 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 MAS 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 : MAZ123 : arnavaggarwal101@gmail.com

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





Select Category Select Sub Category X From dd-mm-yyyy To 18-07-2022 --select-- ?

Search **Reset** **Fresh Query**

Total Records : 3

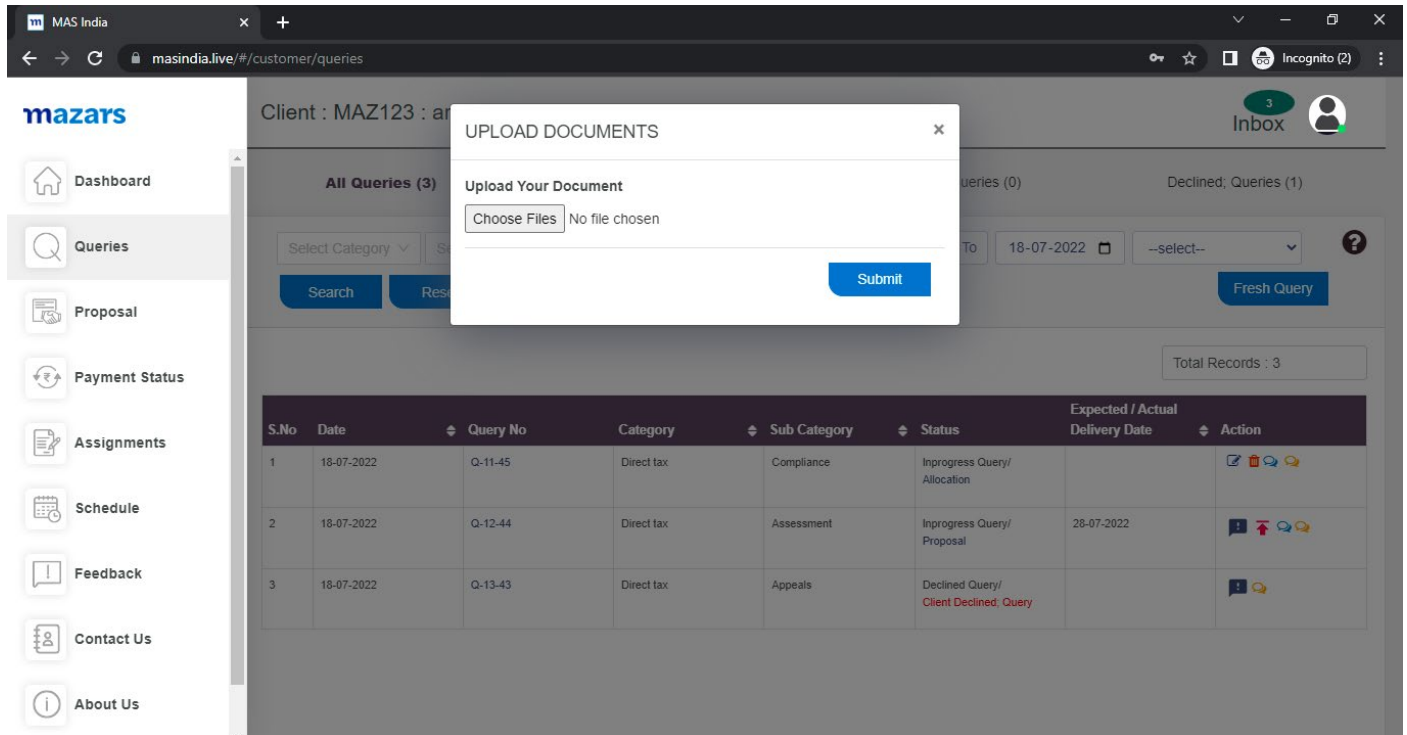
S.No	Date	Query No	Category	Sub Category	Status	Expected / Actual Delivery Date	Action
1	18-07-2022	Q-11-45	Direct tax	Compliance	Inprogress Query/ Allocation		   
2	18-07-2022	Q-12-44	Direct tax	Assessment	Inprogress Query/ Proposal	28-07-2022	   
3	18-07-2022	Q-13-43	Direct tax	Appeals	Declined Query/ Client Declined; Query		 

Query Tab: Action Buttons:

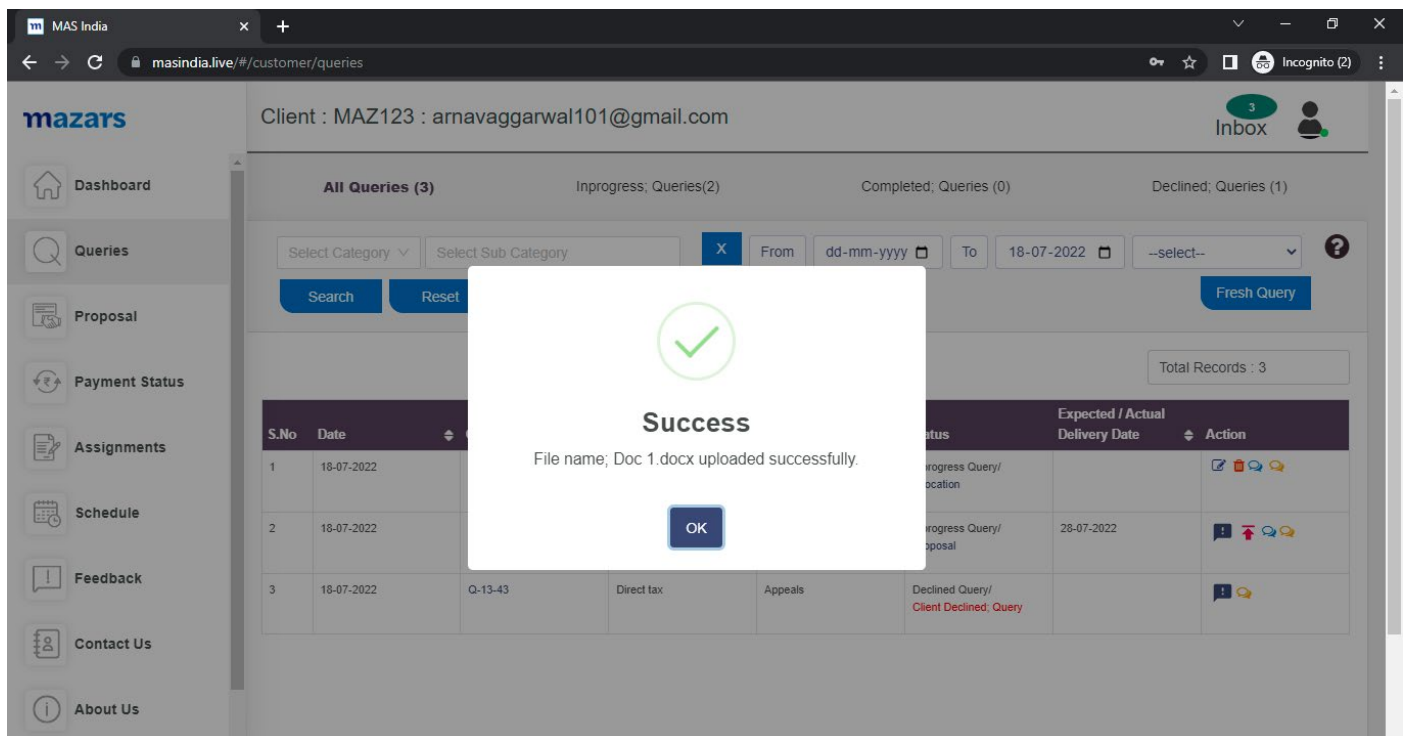
	<ul style="list-style-type: none"> Click to send feedback to MAS Team
	<ul style="list-style-type: none"> Click to upload additional documents
	<ul style="list-style-type: none"> Click to send message to the MAS Team
	<ul style="list-style-type: none"> Click to view history of messages exchanged with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

Action Button: Upload Additional Documents

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



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



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

The screenshot displays the MAS India web application interface. A success message overlay is centered on the screen, indicating that a file named 'Doc 1.docx' has already been uploaded. The background shows the 'All Queries (3)' section with a table of queries and a sidebar with navigation options.

Success !
File name; Doc 1.docx already uploaded.

Client : MAZ123 : arnavaggarwal101@gmail.com

Navigation Menu:

- Dashboard
- Queries
- Proposal
- Payment Status
- Assignments
- Schedule
- Feedback
- Contact Us
- About Us

Queries Section:

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

Search Filters: Select Category, Select Sub Category, From dd-mm-yyyy, To 18-07-2022, --select--

Buttons: Search, Reset, Fresh Query

Total Records : 3

S.No	Date	Category	Sub Category	Status	Expected / Actual Delivery Date	Action
1	18-07-2022			Inprogress Query/Location		[Edit] [Delete] [Comment]
2	18-07-2022			Inprogress Query/Proposal	28-07-2022	[Edit] [Delete] [Comment]
3	18-07-2022	Q-13-43	Direct tax	Appeals	Declined Query/Client Declined; Query	[Edit] [Delete] [Comment]

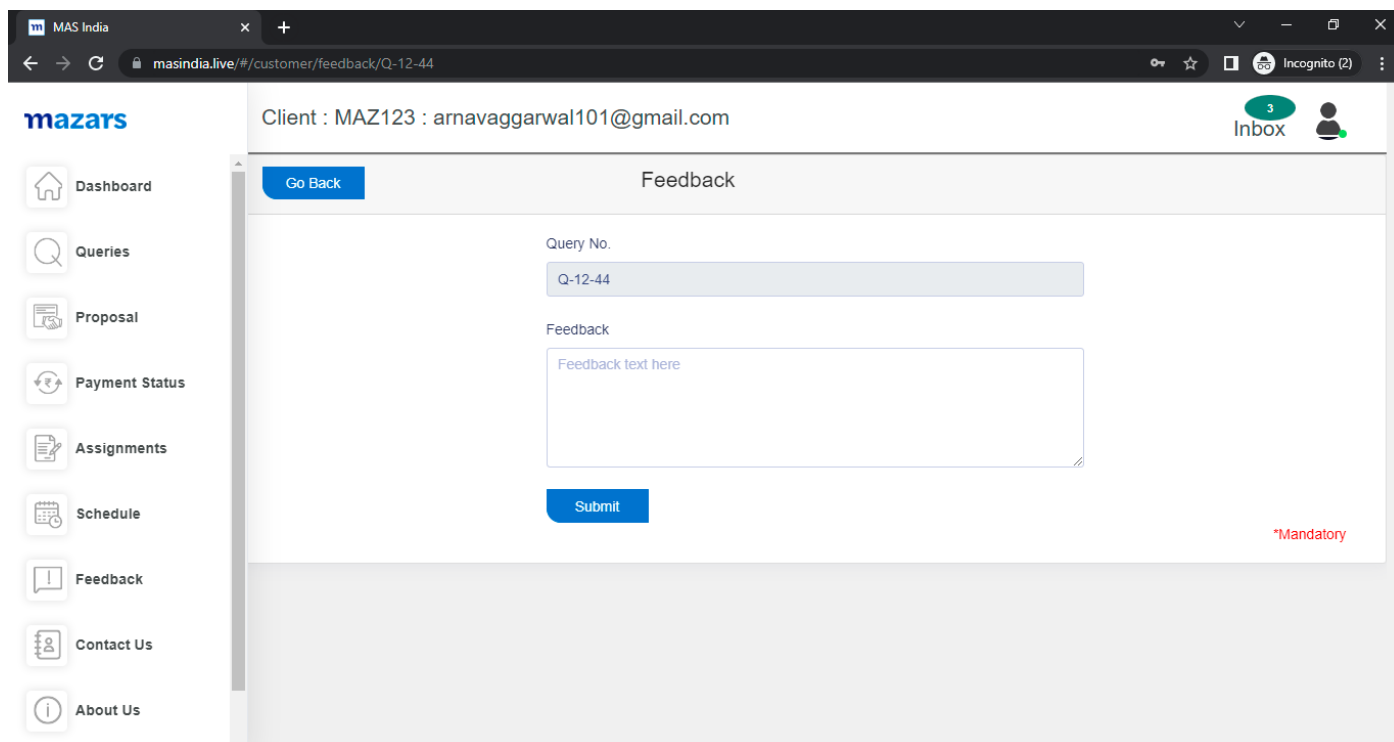
System Bar: Type here to search, 37°C Haze, 04:45 PM, 18-07-2022

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Action Button: Send Feedback

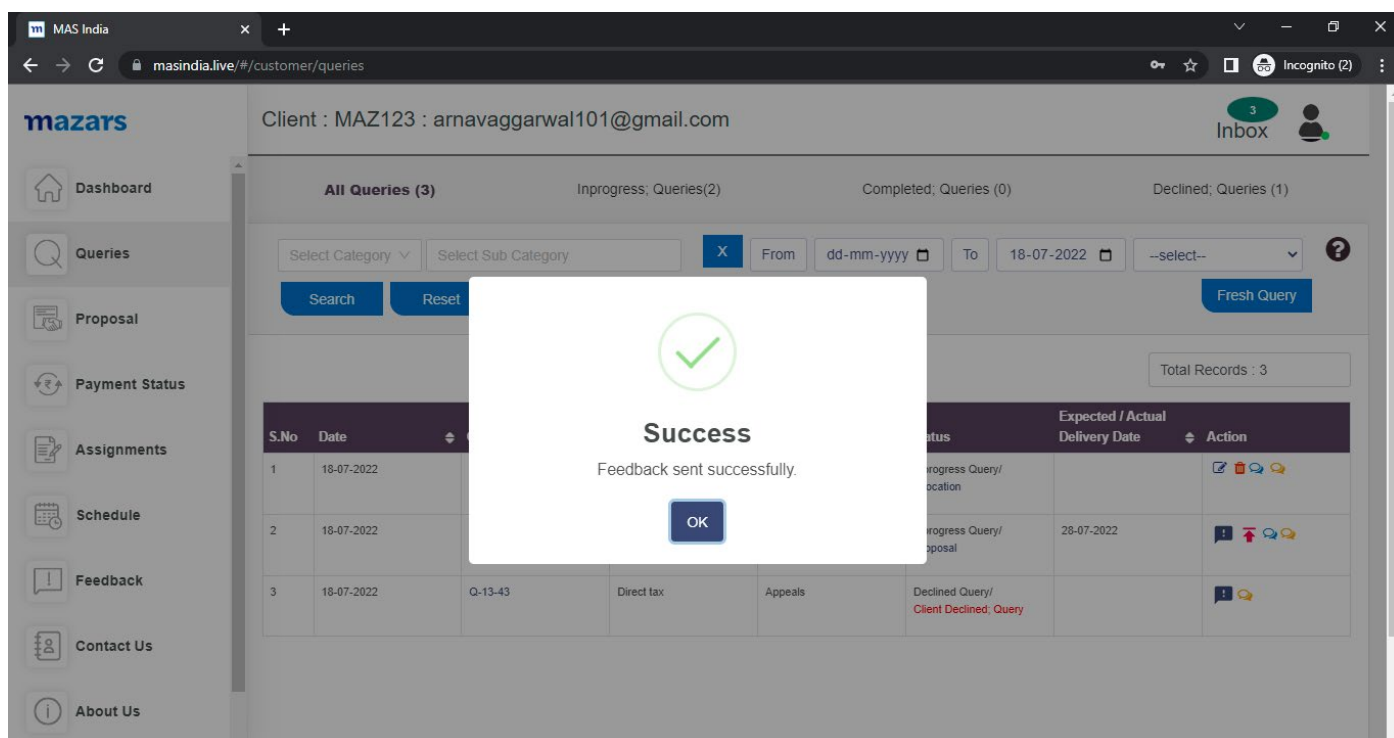
After clicking on Feedback icon, Feedback message window will appear. Provide your feedback and click on **Submit** Feedback will be sent to the MAS Team.

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









The screenshot shows the MAS India web application interface. On the left is a sidebar with navigation icons for Dashboard, Queries, Proposal, Payment Status, Assignments, Schedule, Feedback, Contact Us, and About Us. The main content area is titled 'Feedback' and shows the client information 'Client : MAZ123 : arnavaggarwal101@gmail.com'. Below this is a 'Go Back' button. The form contains a 'Query No.' field with the value 'Q-12-44' and a 'Feedback' text area with the placeholder 'Feedback text here'. A blue 'Submit' button is at the bottom right of the form. A red asterisk and the word '*Mandatory' are visible at the bottom right of the form area.

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



The screenshot shows the MAS India web application interface with a success message overlay. The background shows the 'Queries' page with a table of queries. The success message overlay is a white box with a green checkmark icon, the text 'Success', and 'Feedback sent successfully.' with an 'OK' button.

S.No	Date	Query No.	Category	Sub Category	Status	Expected / Actual Delivery Date	Action
1	18-07-2022				In Progress Query/Location		  
2	18-07-2022				In Progress Query/Proposal	28-07-2022	  
3	18-07-2022	Q-13-43	Direct tax	Appeals	Declined Query/Client Declined, Query		