

GRYORK – END- TO- END ONBOARDING & BILL DISCOUNTING SOP

1. PURPOSE

This SOP defines the standardized process for onboarding EPC companies and Sub- contractors (Sellers), validating Buyers, performing risk assessment, coordinating with NBFCs, and executing bill discounting transactions on the Gryork platform. The objective is to ensure speed, compliance, risk control, and scalability.

2. SCOPE

Applicable to all Gryork in- house teams:

- Sales Team
- Support (Onboarding & Operations) Team
- Risk Management Team (RMT)
- Ops Manager (Final Authority)

This SOP covers **both business variations**:

1. EPC onboarding first (EPC as Seller)
 2. EPC onboarding as Buyer with Sub- contractors as Sellers
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3. TEAM STRUCTURE & OWNERSHIP

3.1 Sales Team

- Source EPCs and Sub- contractors
- Explain Gryork offering
- Coordinate initial interest
- Act as relationship owner

3.2 Support Team (Onboarding & Ops)

- Execute onboarding
- Collect & verify documents
- Coordinate EPC–Seller validations
- Maintain platform data integrity

3.3 Risk Management Team (RMT)

- Perform seller & buyer risk assessment

- Maintain checklist- based judgment framework
- Prepare NBFC- shareable Risk Analysis Report

3.4 Ops Manager

- Final authority on seller rejection / risk calls
- Approves closures, dormancy, and exceptions

3.5 Founders

- Mandatory approval for:
 - Any deal size **above ₹1 Cr**
 - High- risk rejection cases (Year- 1 policy)
 - EPC non- responsiveness escalations
 - Strategic or exception cases
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4. BUSINESS FLOW VARIATIONS (CONTROLLED)

FLOW A: EPC ONBOARDED FIRST (EPC AS SELLER)

- EPC approaches via Agent / Direct
- EPC onboarded as Seller
- EPC's Client (PAC / Govt / PSU) treated as Buyer
- Full DD → RMT → NBFC → Discounting

FLOW B: EPC AS BUYER (SCALABLE MODEL)

- EPC onboarded as Buyer
- EPC provides Sub- contractor list
- Sub- contractors onboarded as Sellers
- EPC validates Sellers
- Full DD → RMT → NBFC → Discounting

Decision Point in SOP:

“Is EPC already onboarded?” → Yes / No

5. DETAILED SOP – FLOW B (PRIMARY MODEL)

PHASE 1: EPC (BUYER) ONBOARDING

Trigger: EPC introduced by Agent / Sales

System Initiation (GryLink): - Support Team generates and shares **GryLink (secure onboarding link)** with EPC - GryLink is Gryork's official onboarding technology provided to all EPCs

EPC Action (Self-Onboarding on GryLink): - EPC uploads all required documents directly on GryLink - No documents are accepted via email or offline mode

Documents uploaded by EPC (Platform only): - CIN, GST, PAN - Board Resolution - Bank Statements (12 months) - Audited Financials (2 years) - Project & cash-flow details

Support Team Role: - Monitor completion of GryLink onboarding - Validate document completeness - Flag discrepancies or missing information

Output: EPC profile marked *Active* – *Buyer*

PHASE 2: SUB- CONTRACTOR (SELLER) BASIC ONBOARDING

Sales Team:

- Contacts EPC- shared Sub- contractors
- Explains bill discounting

Support Team (Initial Data):

- Basic company & KYC details
 - Project linkage
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PHASE 3: INITIAL SELLER ELIGIBILITY

Owner: RMT

Method:

- RMT judgment using internal checklist
- Numeric risk score + category (Low / Medium / High)

Decision Logic (Year- 1 Policy):

- Low / Medium Risk → Proceed
- High Risk → **Rejected** (Founders approval mandatory)

Final Authority: Ops Manager

PHASE 4: FULL SELLER ONBOARDING

Documents (Platform upload only):

- Incorporation, GST, PAN
- Bank statements (6–12 months)

- Past project list
- EPC agreement

No email uploads permitted.

PHASE 5: EPC VALIDATION OF SELLER

Process:

- Seller profile sent to EPC
- EPC validates via written, signed document on platform

If EPC Rejects Seller:

- Fraud / fake documents → Lifetime blacklist (Company PAN + GST)
- Other reasons → Sales + Support attempt resolution

SLA:

- Day 0: Sent
- Day 3: 1st reminder
- Day 7: 2nd reminder + escalation
- Day 10–14: Marked Dormant

Dormant Handling:

- Case escalated to Founders
- Gryork attempts EPC resolution
- If unresolved, Seller may be guided to alternate EPC

PHASE 6: BILL SUBMISSION & RMT ANALYSIS

Seller uploads:

- Invoice / RA Bill
- WCC / Measurement sheets

RMT Output:

- Numeric risk score + Low/Medium/High
- NBFC- shareable Risk Report

PHASE 7: NBFC COORDINATION

- Multiple NBFCs engaged simultaneously
- NBFCs filtered by geography, sector, and interest appetite

- Gryork tech engine auto- suggests NBFC priority based on:
 - Interest rate
 - Approval ratio
 - Speed of CWC execution

Rules:

- Same bill may be shared with multiple relevant NBFCs
- If NBFC A rejects and NBFC B approves → Silent switch
- NBFC preference score auto- adjusted by system

Negotiation:

- Gryork acts as negotiator between NBFC and Seller
 - Final approval mandatory from Seller
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PHASE 8: DEAL ACCEPTANCE OR DROP

If Seller Accepts:

- Escrow / TRA setup (mandatory for all deals)
- Disbursement executed

If Partial Funding Offered (60–70%):

- Allowed only after written approval from both Seller and Buyer

If Seller Rejects Rate:

1. 2–3 negotiation follow- ups
 2. Attempt interest reduction with NBFC
 3. Final rejection taken in writing from Seller
 4. Cooling period: 6 months (early re- entry only with Ops Manager approval)
 5. NBFC informed: Deal not executed – commercial mismatch
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6. DOCUMENT & FOLLOW- UP RULES

- Uploads: Platform only
 - Follow- ups: Daily
 - Auto- close only after:
 - Multiple call attempts
 - Ops Manager approval
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7. ESCALATION MATRIX

Scenario	Escalates To
Seller Risk Rejection	Ops Manager
High Risk Case	Ops Manager → Founders
Deal Size > ₹1 Cr	Founders
EPC Delay >7 days	Ops Manager → Founders
NBFC Exception	Ops Manager

—————|—————| | Seller Risk Rejection | Ops Manager | | EPC Delay >7 days | Ops Manager | | High Risk Deal | Ops Manager | | NBFC Exception | Ops Manager |

8. VALIDITY & RE- KYC

- EPC onboarding valid for 12 months
 - Re- KYC triggered on:
 - Bank / Board change
 - Rating downgrade
 - NBFC request
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9. AUDIT & COMPLIANCE

- All risk reports NBFC- shareable
 - Written approvals mandatory
 - Escrow / TRA mandatory for all transactions
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10. SOP GOVERNANCE

- SOP Type: Internal SOP only
 - Owner: Ops Manager
 - Founders override allowed for strategic/exceptional cases
 - Review Cycle: Quarterly
 - All changes require Ops Manager approval
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11. AGENT MISCONDUCT & COMMISSION POLICY

- Agent commission applicable **only on first CWC** of onboarded EPC
- Commission eligibility is lifetime
- If EPC switches agent or comes direct later, commission goes to the **final onboarding agent**
- Misconduct cases (weak EPC push, misrepresentation, forcing risk):

- Agent warned
 - Founders notified
 - Final action decided by the Founders
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12. FRAUD & BLACKLISTING POLICY

- Fraud cases result in **lifetime blacklist**
 - Scope: Company PAN + GST only
 - Blacklisted entities cannot re- apply
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13. OVERDUE & RECOURSE HANDLING

- Gryork notifies EPC **1 month before CWC due date**
 - Delay beyond due date triggers recourse framework
 - Gryork coordinates with NBFC and EPC
 - Overdue impacts EPC risk score
 - Founders decides future continuation with such EPC
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14. VERSION CONTROL

- SOP Version: v1.0
- Effective Date: As approved
- Next Review: Quarterly