



Operational Revolution by Technology Integration

Training/reference Manual
Version 1.0

Advantage

- Complete 360 degree solution to manage all customer needs
- One powerful unified system to prevent frauds & process errors
- Better operational controls
- Better visibility of device & customer journey
- Less transaction based approach

Accessibility

- Users can access portal from below mentioned URL-
<https://morbitce.micromaxinfo.com/mOrbitCE/login.aspx>
- We recommend you to use Google Chrome/ Mozilla browser
- Minimum speed required to access above link 2MBPS
- Username & password for different types of users are assigned and created by Super-admin
- Auto ID temporary blocked (if not logged for a week) is the key features of the portal. It maintains continuous engagement of users and ensures there is no delay in the process

Activities- Front Desk

- Receives assigned jobsheet from Customer Care
- Customer management- Appointment scheduling
- Allocation of call to Technician
- Flagging a call for escalation
- Spare part order as per reported symptom & technician confirmation
- Receive/ Return/ Reject spare parts
- Upload documents & transfer replacement to SSI
- Issue replacement of products
- Returning of good inventory back to warehouse for approval
- Spare management
- GRN of received material
- Marking short/defective/damage on system for approval
- Allocating parts to call
- Able to check the status of the dispatched consignment
- Invoice creation (for OOW)
- Call closure in system
- Extended Warranty Management
- Product Insurance management

Activities- Technician

- Field visits
- Repair management
- Diagnosis & troubleshooting
- Repair with /without spares
- Quality Check

Front End Window

For FD & Technician

Login Screen- Enter your credentials

morbitce.micromaxinfo.com/mOrbitCE/login.aspx

Welcome to  ORBIT CE

Operational Revolution By Technology Integration

Username	<input type="text"/>
Password	<input type="password"/>
Login	

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Home Screen View (FD)

The screenshot shows the Micromax CE Home screen with the following elements:

- Header:** Micromax CE (with a logo), a tab bar with Home, Transactions, Inventory, Reports, a Profile button (highlighted with a blue arrow), and a Logout button.
- Micromax Logo:** micromax
- Service Location:** Service Location : CE - DEMO
- User Profile:** FD DEMO (Franchisee (CCO))
- Search Bar:** Search...
- Dashboard Options:**
 - Total Job in Hand (GetDashboard button)
 - Job Details
 - Job Aging Report (Load Report button)
- Bulletin Board:** Bulletin Board (View Bulletin, Search Bulletin buttons)

Annotations with arrows and boxes:

- A blue box labeled "To check pendingy" points to the GetDashboard button.
- A blue box labeled "Setting up Profile" points to the Profile button.
- A blue box labeled "Input job sheet / serial / mobile number" points to the Search... input field.

Dashboard View

Micromax CE x + - □ x

morbitce.micromaxinfo.com/r

Home Transactions Inventory Reports Profile Logout

micromax Service Location : CE - **ORBIT CE**

CE - Search...

Total Job in Hand GetDashboard

Job Pending for Part 4 Pending for Technician Visit 1 Approved Product Replacement Approval 2

Job Details

Job Aging Report Load Report

Bulletin Board View Bulletin Search Bulletin

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Profile View

Micromax CE x + morbitce.micromaxinfo.com/i

Home Transactions Inventory Reports Profile Logout

micromax Service Location : CE - DEMO **ORBIT CE**

FD DEMO (Franchisee (CCQ)) Search...

Role: Franchisee (CCO)

Profile Logout

Job Details

Job Aging Report Load Report

Bulletin Board View Bulletin Search Bulletin

This screenshot shows the Micromax CE (Customer Experience) application interface. At the top, there's a navigation bar with links for Home, Transactions, Inventory, and Reports, along with Profile and Logout buttons. Below the navigation is a header section featuring the 'micromax' logo, the service location 'CE - DEMO', and the 'ORBIT CE' logo. A search bar is also present. On the left, a sidebar displays the user's profile information: 'FD DEMO (Franchisee (CCQ))' with a role of 'Franchisee (CCO)', and links for Profile and Logout. The main content area contains three report cards: 'Job Details', 'Job Aging Report' with a 'Load Report' button, and a 'Bulletin Board' section with 'View Bulletin' and 'Search Bulletin' buttons.

Bulletin Board (View)

Micromax CE x + morbitce.micromaxinfo.com/ - □ X

Home Transactions Inventory Reports Profile Logout

 micromax Service Location : CE - DEMO 

User Icon FD DEMO (Franchisee (CCO)) Search...

Bulletin Board

Bulletin Board View Bulletin Search Bulletin

Title : New Model Launched : LED TV : L32AIPS1111HD (Non Smart - Basic HD TV)	Release Date : 21-05-2021
Message :	
New Model Launched : LED TV : L32AIPS1111HD (Non Smart - Basic HD TV)	
Related File :	
New Model Launched : LED TV : L32AIPS1111HD (Non Smart - Basic HD TV)	Download

Title : New Model Launched : LED TV : L24A1111HD (Non Smart - Basic HD TV)	Release Date : 21-05-2021
Message :	
New Model Launched : LED TV : L24A1111HD (Non Smart - Basic HD TV)	

Bulletin Board (Search)

Micromax CE x + morbitce.micromaxinfo.com/

Home Transactions Inventory Reports Profile Logout

micromax Service Location : CE - DEMO **ORBIT CE**

FD DEMO (Franchisee (CCO))

Bulletin Board

Bulletin Board View Bulletin Search Bulletin

Search Bulletin

Product Subcategory	Product	Model	Bulletin Category
Select >>	Select >>	Select >>	Select >>
Bulletin Title	From Date	To Date	
<input type="text"/>	<input type="text"/>	<input type="text"/>	

Reset Cancel Search Bulletin

Title : New Model Launched : LED TV : L32AIPS1111HD (Non Smart - Basic HD TV) Release Date : 21-05-2021

Message :

New Model Launched : LED TV : L32AIPS1111HD (Non Smart - Basic HD TV)

Transaction

Micromax CE x + morbitce.micromaxinfo.com/ Profile Logout

Home Transactions Inventory Reports

micromax

Service Location : CE - DEMO **ORBIT CE**

FD DEMO (Fra) Total Job in Han GetDashboard

Job Details

Job Aging Report Load Report

Bulletin Board View Bulletin Search Bulletin

Search... GetDashboard

» Bulletin Board
» Call View
» Job Related
» Extended Warranty
» SAP Stock Report
» Insurance Process

Transaction >> Call View

Search history through Job number/serial number/mobile

The screenshot shows the Micromax CE web application interface. At the top, there is a navigation bar with links for Home, Transactions, Inventory, and Reports. On the right side of the navigation bar are Profile and Logout buttons. Below the navigation bar, the main content area has a yellow header bar with the Micromax logo and a search bar containing the URL "morbitce.micromaxinfo.com/". The main content area features a sidebar on the left with sections for Bulletin Board, Call View (which is highlighted with a red box), Job Related, Extended Warranty, SAP Stock Report, and Insurance Process. The main body of the page displays the text "Service Location : CE - DEMO" and an "ORBIT CE" logo. A search bar with a magnifying glass icon and the placeholder "Search..." is also present. At the bottom of the search form, there are buttons for "Reset", "View in Excel", and "Search".

Transaction >> Job related

Acceptance & allocation of job

Micromax CE x + morbitce.micromaxinfo.com/ - □ x

Home Transactions Inventory Reports Profile Logout

micromax Service Location : CE - DEMO **ORBIT CE**

FD DEMO (F) Job Related Search...

Call View Service Request Acceptance

Search Criteria Jobs Pending For Assignment

My Work List

Engineer Re-Assignment

Extended Warranty

SAP Stock Report

Insurance Process

Job Number Serial Number Customer's Mobile Number/ Alternate Number / Caller Number

Reset View in Excel Search

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Service Request Acceptance

accept & reject job request from Contact Center

Micromax CE x + morbitce.micromaxinfo.com/ - Logout

Home Transactions Inventory Reports Profile

micromax Service Location : CE - DEMO **ORBIT CE**

FD DEMO (Franchisee (CCO)) Search...

Service Request Acceptance by Service Location

Service Request Filter

Service Location	~ CE - DEMO	Service Type	Select >>	Customer Category	Select >>
Product Category	Select >>	Model Name	Select >>	Call Source	Select >>
Tentative visit Date		Job Number		Call Logged Date	

Reset Search

Service Request List

No Product Details Found

Reject Accept Accept & Allot to Engineer

Job Pending for Assignment

assign job to technician

Micromax CE x + morbitce.micromaxinfo.com/ - □ x

Home Transactions Inventory Reports Profile Logout

micromax Service Location : CE - DEMO **ORBIT CE**

User icon FD DEMO (Franchisee (CCO)) Search...

Jobs Pending For Assignment

Job Filter

Service Location	<input type="button" value="~ CE - DEMO"/>	Service Type	<input type="button" value="Select >>"/>	Customer Category	<input type="button" value="Select >>"/>
Product Category	<input type="button" value="Select >>"/>	Model Name	<input type="button" value="Select >>"/>	Call Source	<input type="button" value="Select >>"/>
Action Status	<input type="button" value="Pending for Allocation"/>	Job Number	<input type="text"/>		

Reset Search

Job List

No Data Found

My Work List

view jobs in work list

Micromax CE x +

morbitce.micromaxinfo.com/

Home Transactions Inventory Reports Profile Logout

micromax Service Location : CE - DEMO **ORBIT CE**

FD DEMO (Franchisee (CCO)) Search...

My Work List

Search Criteria

Job Number	Serial Number	Action Status	Job Assigned To
<input type="text"/>	<input type="text"/>	Select >>	Select >>

Reset **Search**

Job in worklist

Sorry No Data Found !

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Engineer Re-Allocation

reallocate to another technician

Micromax CE x + morbitce.micromaxinfo.com/ Home Transactions Inventory Reports Profile Logout

micromax Service Location : CE - DEMO **ORBIT CE**

FD DEMO (Franchisee (CCO)) Search...

Engineer Re-Allocation

Request Filter

Service Location	CE - DEMO	Service Type	Select >>	Customer Category	Select >>
Product Category	Select >>	Model Name	Select >>	Call Source	Select >>
Job Number		Engineer Name			

Reset Search

Job List

Reassign

Transaction >> Extended Warranty (Sold with Product)

Micromax CE x + morbitce.micromaxinfo.com/ - □ x

Home Transactions Inventory Reports Profile Logout

micromax ORBIT CE

Service Location : CE - DEMO

Search...

FD DEMO (F)

Engineer Request

Request Filter

Extended Warranty

SAP Stock Report

Insurance Process

Service Location: CE - DEMO

Service Type: Select >>

Customer Category: Select >>

Product Category: Select >>

Model Name: Select >>

Call Source: Select >>

Job Number:

Engineer Name:

Reset Search

Job List Reassign

https://morbitce.micromaxinfo.com/mmxceStaging/jobReAssignToEngg.aspx

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View Extended Warranty

Micromax CE +

morbitce.micromaxinfo.com/

Home Transactions Inventory Reports Profile Logout

micromax Service Location : CE - DEMO **ORBIT CE**

FD DEMO (Franchisee (CCO)) Search...

View Extended Warranty

Search Criteria				
EW Registration Number	Customer Mobile No.	Product Category	Product	Model Name
<input type="text"/>	<input type="text"/>	Select >>	Select >>	Select >>
Plan Name	EW Start Date	EW End Date	D.O.P	Product Serial No.
Select >>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Registration From Date	Registration To Date	State	Display No Of Rows	
<input type="text"/>	<input type="text"/>	Haryana	10	
<input type="button" value="Reset"/> <input type="button" value="Export To Excel"/>			<input type="button" value="Search"/>	

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Transaction >> SAP Stock Report

View warehouse stock availability through part code

Micromax CE x +

morbitce.micromaxinfo.com/

Home Transactions Inventory Reports Profile Logout

micromax Service Location : CE - DEMO **ORBIT CE**

FD DEMO (Franchisee (CCO)) Search...

Warehouse Stock Report

Search Criteria

Part Code	Display No Of Rows
<input type="text"/>	10

Reset Export To Excel Search

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Transaction >> Insurance Process (Add-On Service)

The screenshot shows the Micromax CE web application interface. At the top, there is a navigation bar with links for Home, Transactions, Inventory, and Reports. On the right side of the navigation bar are Profile and Logout buttons. The main content area features the Micromax logo on the left and the ORBIT CE logo on the right. A banner at the top center displays the text "Service Location : CE - DEMO". Below the banner, there is a search bar with a placeholder "Search...". On the left side, there is a sidebar with various links: Bulletin Board, Call View, Job Related, Extended Warranty, SAP Stock Report, and Insurance Process. The "Insurance Process" link is highlighted with a red box. In the main search area, there are fields for Part Code (with an empty input field) and Display No Of Rows (set to 10). At the bottom of the search area are three buttons: Reset, Export To Excel, and Search, with the "Search" button also highlighted with a red box.

Micromax CE

morbitce.micromaxinfo.com/

Home Transactions Inventory Reports

Profile Logout

microma

ORBIT CE

Service Location : CE - DEMO

Search...

FD DEMO (F)

Warehouse S

Bulletin Board

Call View

Job Related

Extended Warranty

SAP Stock Report

Insurance Process

Destruction Image Upload

Search Criteria

Part Code

Display No Of Rows

10

Reset Export To Excel Search

Insurance Process >> Detail Uploading Window

The screenshot shows a web browser window for 'Micromax CE' at the URL morbitce.micromaxinfo.com/. The page title is 'Insurance Process >> Detail Uploading Window'. The top navigation bar includes links for Home, Transactions, Inventory, Reports, Profile, and Logout. The main content area features the 'micromax' logo, the service location 'CE - DEMO', and the 'ORBIT CE' logo. A search bar at the top right contains the placeholder 'Search...'. Below the search bar is a 'Search Criteria' section with fields for Service Location (set to 'CE - DEMO'), Insurance Partner (dropdown menu), From Date (empty input field), To Date (empty input field), and Page Size (set to '10'). There are 'Reset' and 'Search' buttons. A 'Pending Destruction Image List' section is visible below the search criteria.

Micromax CE

morbitce.micromaxinfo.com/

Home Transactions Inventory Reports Profile Logout

micromax Service Location : CE - DEMO **ORBIT CE**

FD DEMO (Franchisee (CCO)) Search...

Search Criteria

Service Location	Insurance Partner	From Date	To Date	Page Size
CE - DEMO	Select All >>			10

Reset Search

Pending Destruction Image List

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Inventory

Micromax CE x + - □ x

morbitce.micromaxinfo.com/ ⟳ ☆ ⟳ G ⚙ 🏀 ⋮

Home Transactions Inventory Reports Profile Logout

micromax ORBIT CE

FD DEMO (Franchisee (CCO)) Search...

Search Criteria

Service Location	Insurance	To Date	Page Size
~ CE - DEMO	Select		10

Reset Search

Pending Destruction Image List

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The screenshot shows a web-based inventory management system for Micromax. The main navigation bar includes links for Home, Transactions, Inventory (which is currently selected and highlighted in orange), Reports, Profile, and Logout. The Inventory section contains a dropdown menu with options like Toolkit, PO, PRO & DSRO, View ASC Stock, SBOM/Part View, and Replacement PO Acceptance List. A search bar is also present. Below the search criteria, there's a section for Pending Destruction Image List. The URL in the browser is morbitce.micromaxinfo.com/. The page title is "Inventory : CE - DEMO". The Micromax logo is visible on the left, and the ORBIT CE logo is on the right. A red box highlights the "Toolkit" option in the dropdown menu.

Inventory >> Toolkit - stock issued against jobsheet

The screenshot shows the Micromax CE software interface. At the top, there is a navigation bar with tabs: Home, Transactions, Inventory, and Reports. The Home tab is currently selected, indicated by an orange underline. On the right side of the navigation bar are Profile and Logout buttons. Below the navigation bar, there is a logo for 'micromax' on the left and 'ORBIT CE' on the right. A search bar with the placeholder 'Search...' is located on the right side of the header area. The main content area features a sidebar on the left labeled 'Search Criteria' which includes fields for 'Service Location' (set to '~ CE - DEMO') and 'Insurance' (set to 'Selected...'). To the right of the sidebar is a list of menu items under the 'Inventory' tab, with 'Toolkit' being the item currently highlighted and surrounded by a red box. Other menu items include 'PO', 'PRO & DSRO', 'View ASC Stock', 'SBOM/Part View', and 'Replacement PO Acceptance List'. At the bottom of the screen, there is a section titled 'Pending Destruction Image List'.

My Toolkit – Stock issued to Technician

Micromax CE x + - □ x

morbitce.micromaxinfo.com/ Profile Logout

Home Transactions Inventory Reports Profile Logout

micromax Service Location : CE - DEMO **ORBIT CE**

User icon FD DEMO (Franchisee (CCO)) Search...

My Toolkit Stock

Search Criteria

Service Location	Engineer Name	Product Name	Item Type	Item Code
CE - DEMO	MANOJ KUMAR	Select >>	Select >>	
Job Number	Stock Availability			
	Available Stock			

Reset Search

Toolkit Stock Details

Service Location	Toolkit Number	Toolkit Name	Engineer Name	Toolkit Assigned On

Return Part

Add/View Technician Stock in Toolkit

Micromax CE x + morbitce.micromaxinfo.com/ - □ x

Home Transactions Inventory Reports Profile Logout

micromax Service Location : CE - DEMO **ORBIT CE**

User icon FD DEMO (Franchisee (CCO)) Search...

Add/View Stock in Toolkit

Search Criteria				
Service Location	Engineer Name	Product Name	Item Type	Item Code
CE - DEMO	MANOJ KUMAR	Select >>	Part	
Job Number	Stock Availability			
	Available Stock			
Reset	Search			

Inventory >> PO - Spare received from warehouse

Micromax CE x + morbitce.micromaxinfo.com/

Home Transactions Inventory Reports Profile Logout

micromax **ORBIT CE**

FD DEMO (Franchisee (CCO))

Add/View Stock in Toolkit

Search Criteria

Service Location	Engineer Name	Product Name	Item Type	Item Code
- CE - DEMO	MANOJ KUMAR	Select >>	Part	

Job Number Stock Availability

	Available Stock
--	-----------------

Reset Search

Toolkit

- > PO (highlighted)
- > PRO & DSRO
- > View ASC Stock
- > SBOM/Part View
- > Replacement PO Acceptance List

ion : CE - DEMO

- > PO Acceptance List
- > PO List
- > PO Rejection List
- > REPI PO List
- > Repl PO Rejection List

Search...

PO Acceptance List - Receive stock from Warehouse

Micromax CE x + - □ x

morbitce.micromaxinfo.com/

Home Transactions Inventory Reports Profile Logout

micromax Service Location : CE - DEMO **ORBIT CE**

User icon FD DEMO (Franchisee (CCO)) Search...

PO Acceptance List

PO Number SAP Invoice No PO Status Select PO Fulfilment Select >>

Clear Submit

PO Fulfillment Details

Sorry No PO Found !

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PO Acceptance List >> Submit >> Open

[Home](#)[Transactions](#)[Inventory](#)[Reports](#)[Profile](#)[Logout](#)

Service Location :



CE

 Search...

PO Acceptance List

PO Number

SAP Invoice No

PO Status

Select >>

[Clear](#)[Submit](#)

PO Fulfillment Details

Action	PO Number	PO Created Date	PO Fulfilled Date	From Warehouse	To Location	PO Against	PO Status
Open	MCE 1000082			Micromax Warehouse		JOB	PO Fulfilled

PO Acceptance List >> Search >> Accept/Reject PO

Home Transactions Inventory Reports [Profile](#) [Logout](#)

micromax Service Location : **ORBIT CE**

 CE -

PO Acceptance

Transfer Information

PO Number	MCE-1062	PO Created Date	
PO Fulfilled Date		From Warehouse	Micromax Warehouse
To Location	CE -	Courier Name	RD
PO Against	JOB		

PO Fulfillment Details

1	1	1	1031086944	D81881255	PO fulfilled	<input type="button" value="Select >>"/> <input type="file" value="Choose File"/> No file chosen
---	---	---	------------	-----------	--------------	--

A dropdown menu is open over the "Select >>" button, showing two options: "Accepted" (highlighted with a red box) and "Declined -".

PO List - Check PO history

Micromax CE x + morbitce.micromaxinfo.com/ - □ x

Home Transactions Inventory Reports Profile Logout

micromax Service Location : CE - DEMO **ORBIT CE**

User icon FD DEMO (Franchisee (CCO)) Search...

PO List

PO Filter

Service Location	CE - DEMO	PO Number		Job Number	
PO Status	Select All >>	From Date		To Date	

Reset Export To Excel Search 10

PO List

Rejected PO - check rejected PO by ASP

Micromax CE x + - □ x

morbitce.micromaxinfo.com/

Home Transactions Inventory Reports Profile Logout

micromax Service Location : CE - DEMO **ORBIT CE**

User icon FD DEMO (Franchisee (CCO)) Search...

Rejected PO

Search Criteria

Service Location	Job Number	Part Code	From Date	To Date
CE - DEMO				

Reset Export To Excel Search 10

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REPL PO List - Replacement PO List

Micromax CE x + morbitce.micromaxinfo.com/ - □ x

Home Transactions Inventory Reports Profile Logout

micromax Service Location : CE - DEMO **ORBIT CE**

User Icon FD DEMO (Franchisee (CCO)) Search...

REPL PO List

PO Filter

Service Location	CE - DEMO	PO Number		Job Number	
PO Status	Select All >>	From Date		To Date	

Reset Export To Excel Search 10

PO List

Rejected PO (REPL)

Micromax CE x + morbitce.micromaxinfo.com/ - □ x

Home Transactions Inventory Reports Profile Logout

micromax Service Location : CE - DEMO **ORBIT CE**

User icon FD DEMO (Franchisee (CCO)) Search...

Rejected PO

Search Criteria

Service Location	Job Number	Model Code	From Date	To Date
<input type="text" value="~ CE - DEMO"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Reset Export To Excel Search 10

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PRO & DSRO

Micromax CE x + morbitce.micromaxinfo.com/

Home Transactions Inventory Reports Profile Logout

micromax **ORBIT CE**

FD DEMO (Franchisee (CCO)) **PRO & DSRO** Search...

Rejected PO

Search Criteria

Service Location: CE - DEMO Job Number Model Code From Date To Date

Reset Export To Excel Search 10

Toolkit
PO
View ASC Stock
SBOM/Part View
Replacement PO Acceptance List
Defective Return To Warehouse
Defective Part Return by Engineer
Consignment Return List(PRO)
Repl Consignment Return List(PRO)
REPL Defective Generation List

Defective Part Return by Engineer

Transfer stock from Technician ID to ASP inventory

Micromax CE x + - □ x

morbitce.micromaxinfo.com/

Home Transactions Inventory Reports Profile Logout

micromax Service Location : CE - DEMO **ORBIT CE**

FD DEMO (Franchisee (CCO)) Search...

Parts Return to Store

Search Criteria

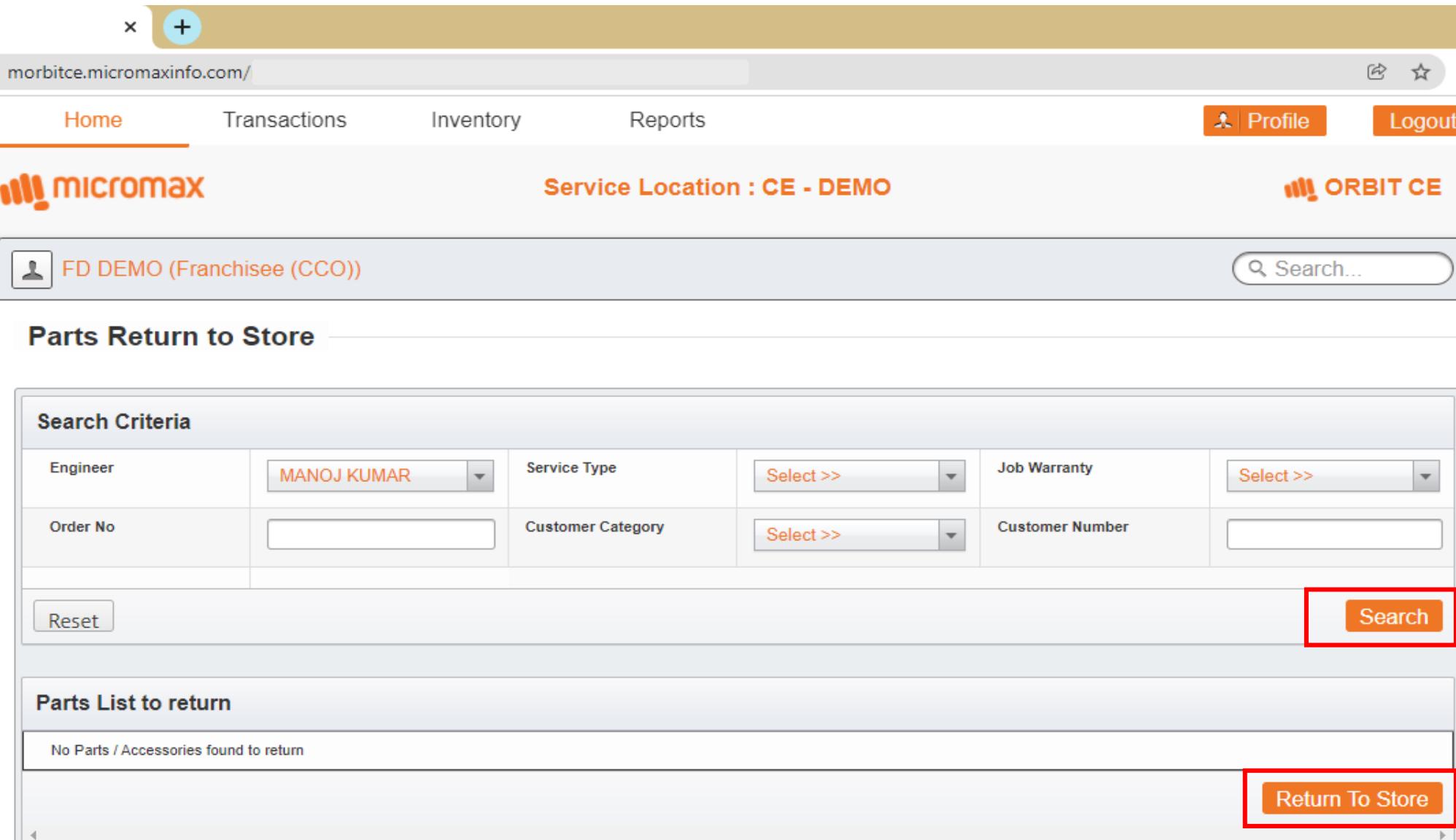
Engineer	MANOJ KUMAR	Service Type	Select >>	Job Warranty	Select >>
Order No	<input type="text"/>	Customer Category	Select >>	Customer Number	<input type="text"/>

Reset Search

Parts List to return

No Parts / Accessories found to return

Return To Store



Defective Return to warehouse - Create DSRO

Micromax CE x + morbitce.micromaxinfo.com/ - Profile Logout

Home Transactions Inventory Reports Profile Logout

micromax Service Location : CE - DEMO **ORBIT CE**

User icon FD DEMO (Franchisee (CCO)) Search...

Return To Warehouse Defective List

To Warehouse *	Warehouse	From Location *	CE - DEMO	Consignment Type *	Select >>
					Search Clear

Dispatch Type	Courier	Courier Name	Blue dart	Docket No *		Docket Date	12-28-2021
---------------	---------	--------------	-----------	-------------	--	-------------	------------

Pending Defective List

No Pending Defective Data

Create Challan

Select Transaction Number & Create Challan

[Home](#)[Transactions](#)[Inventory](#)[Reports](#)[Profile](#)[Logout](#)

CE -

 Search...

Return To Warehouse Defective List

To Warehouse *	Warehouse	From Location *	~ CE -	Consignment Type *	Select >>
<input type="button" value="Search"/> <input type="button" value="Clear"/>					

Dispatch Type	Courier	Courier Name	Blue dart	Docket No *		Docket Date	
---------------	---------	--------------	-----------	-------------	--	-------------	--

Pending Defective List

<input checked="" type="checkbox"/>	Transaction Number	Service Location Name	Product Type	Part Details	Serial Number	Quantity to Send	Consignment Status	Consignment Type	Remarks	Warehouse Status	File Path1	File Path2
<input checked="" type="checkbox"/>			Parts	7000019866 ~ BASE-MWMSA6510VRS1BL	180 50	1	Pending to Send	KBB/Defective part				
<input checked="" type="checkbox"/>			Parts	7000018441 ~ MAIN PCB - 32T8361HD	840 0	1	Pending to Send	KBB/Defective part				
<input checked="" type="checkbox"/>			Parts	7000001585 ~ BACK LIGHT - 32T7250HD	5F/ 0	1	Pending to Send	KBB/Defective part				
<input checked="" type="checkbox"/>			Parts	7000001585 ~ BACK LIGHT - 32T7250HD	190 0	1	Pending to Send	KBB/Defective part				
<input checked="" type="checkbox"/>			Parts	7000020668 ~ BACKLIGHT LED STRIP-32IPS200HD	920 0	1	Pending to Send	KBB/Defective part				
<input checked="" type="checkbox"/>			Parts	7000020668 ~ BACKLIGHT LED STRIP-32IPS200HD	600 0	1	Pending to Send	KBB/Defective part				
<input checked="" type="checkbox"/>			Parts	700019870 ~ WASH TIMER-MWMSA6510VRS1BR	80 00	1	Pending to Send	KBB/Defective part	Short Received	Reject		

Select required Job No.



Created Challan

[Home](#)[Transactions](#)[Inventory](#)[Reports](#)[Profile](#)[Logout](#)

Service Location : CE -



CE - | Search...

micromax

**CE -
DELIVERY CHALLAN(PRODUCT)**

Name of Consignor(Ship From): CG Address: SB-5007, State Code: CG GTTINERIUM, CG	Delivery Challan no.: C Delivery Challan Date : Mode Of Dispatch: Courier Transporter Details: DTDC Docket No: DC01																
Name of Consignee (Shipped To): Address: Micromax Informatics Ltd. CG-5000 State Code: CG GTTINERIUM, CG																	
Place Of Supply / Delivery : HARYANA																	
Sl. No.	Job No.	Product	Defect Model No.	Defect Serial No.	HSN Code	Qty	Unit Price	Total Taxable Amount. (Base Price)	Integrated TaxGST		Central TaxGST		State Tax or SGD Union Territory or UTGST		Cess		Total
									Date	Amt.	Date	Amt.	Date	Amt.	Date	Amt.	
1	C	000	CE000000000000000000	00		1	000	0	000	0	000	0	000	0	000	00000000000000000000	
						Total	1	000	0	000	0	000	0	000	00000000000000000000		

Amount in Words : Only

Received by : CE -

Signature & Date :
ASC signature with Stamp & Date :
[Redacted]

Consignment Return List (PRO) - Good & Defective Spare Return Process

[Home](#)[Transactions](#)[Inventory](#)[Reports](#)[Profile](#)[Logout](#)

Service Location : CE -



CE -

Search...

Consignment Goods/I-Defective Return List

Search Criteria

Warehouse	Warehouse	Part Code	
-----------	-----------	-----------	--

Consignment No		From Service Location	CE -
----------------	--	-----------------------	------

Stock Type	Billed Stock/Fresh Goods	Status	Consignment Details
------------	--------------------------	--------	---------------------

From Date		To Date	
-----------	--	---------	--

Reset	Return Good Spare received as MSL	Select >>	Search
-----------------------	---	---------------------------------	------------------------

MSL Stock	Return Good Spare received in WFS
---------------------------	---

Billed Stock/Fresh Goods
--

DOA

Return Defective Spare from MSL/WFS

Select- Return
Fresh/Billed Goods
in case of returning
the material

No Data Found!!

Creating Challan of Defective Spares

Select below highlighted options to create Challan

Home Transactions Inventory Reports [Profile](#) [Logout](#)

CE - Search...

Consignment Goods/I-Defective Return List

Search Criteria

Warehouse	Warehouse	Part Code	
Consignment No		From Service Location	- CE -
Stock Type	DOA	Status	Return Fresh/Billed Goods
From Date		To Date	

Reset **Search**

Part Details

No Data Found!!

Return

List will appear in “Pending for Dispatch” post Challan creation & warehouse approval (Dispatch option will be highlighted)

Home Transactions Inventory Reports Profile Logout

CE - Search...

Consignment Goods/I-Defective Return List

Search Criteria

Warehouse	Warehouse	Part Code
Consignment No		From Service Location
Stock Type	DOA	Status
From Date		To Date

Pending Consignment List

No Data Found!!

Dispatch

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View ongoing consignment details

[Home](#)[Transactions](#)[Inventory](#)[Reports](#)[Profile](#)[Logout](#)

Consignment Goods/I-Defective Return List

Search Criteria

Warehouse	Warehouse	Part Code	
Consignment No		From Service Location	- CE -
Stock Type	DOA	Status	Consignment Details
From Date		To Date	
Reset		Search	

Consignment Details

	Consignment Number	Transfer Date	To Service Location	Issue Qty	Dispatch Type	Delivered By	Docket No	Docket Date		
Update	CONID: 120313	09-03-2020 12:03:13 PM		1	Courier	DTDC	0903201		View	Print
Cancel	CEID0: 15929	03-01-2022 03:59:29 PM		1					View	Print
Edit	CEID0: 15929	03-01-2022 03:59:29 PM		1					View	Print

REPL Consignment Return List (PRO)

Good & I-Defective Replacement Unit Return Process (same as for spares)

Micromax CE + morbitce.micromaxinfo.com/

Home Transactions Inventory Reports Profile Logout

micromax Service Location : CE - DEMO **ORBIT CE**

FD DEMO (Franchisee (CCO)) Search...

Repl Consignment Goods/I-Defective Return List

Search Criteria					
Warehouse	Warehouse	Model Code			
Consignment No		From Service Location	~ CE - DEMO		
Stock Type	Select >>	Status	Return Fresh/Billed Goods		
From Date		To Date			
Reset			Search		

REPL Defective Generation List

Post Replacement unit consumption - creating Challan for defective unit

Home Transactions Inventory Reports [Profile](#) [Logout](#)

micromax Service Location : **ORBIT CE**

 CE -

REPL Defective Generation List

To Warehouse *	Warehouse	From Location *	CE -	Dispatch Type *
				<ul style="list-style-type: none">Select >>Select >>Pending for dispatchReady for dispatch

Processed to Warehouse → **For Challan Creation**

Replacement Defective unit Challan creation

[Home](#)[Transactions](#)[Inventory](#)[Reports](#)[Profile](#)[Logout](#)

Service Location : CE -



CE -



Search...

REPL Defective Generation List

To Warehouse *

Warehouse

From Location *

~ CE -

Dispatch Type *

Pending for dispatch

[Search](#)[Clear](#)

Pending Defective List

No Pending Defective Data

[Create Challan](#)

Dispatch the defective unit to Warehouse

Home Transactions Inventory Reports [Profile](#) [Logout](#)

micromax Service Location : **ORBIT CE**

 CE · Search...

REPL Defective Generation List

To Warehouse *	Warehouse	From Location *	~ CE -	Dispatch Type *	Ready for dispatch
					<input type="button" value="Search"/> <input type="button" value="Clear"/>

Consignment Details

Action	Product Type	Consignment No	Consignment Date	Docket No	Docket Date	Service Location	No of Items
Sent To Warehouse	MODEL		1/2021	DEL1544	08/01/2021		1

Created Challan

Home

Transactions

Inventory

Reports



[Logout](#)



Service Location : GE -



1



Consignment Goods Return Note

Name of Consignee (Ship From):
Address: 5840P.
State Code: PA
Q#1184444

Delivery Challan no. : 6
Delivery Challan Date : 6
Mode Of Dispatch: Counter
Transporter Details: BTDC
Docket No: DC01

Name of Consignee (Shipped By):
Address: Micromax Informatics Ltd.
28A,
State Code: GS
GSTIN No: 08AACOBG2330MPLZV

Place Of Supply / Delivery : Mysore

Learn Microsoft Word - Go!

10 of 10

1

Scamademy Data

ASC signature with Stamp & Date

View ASC Stock

Check Stock Summary available with Partner

Micromax CE x + morbitce.micromaxinfo.com/ - □ x

Home Transactions Inventory Reports Profile Logout

micromax **ORBIT CE**

FD DEMO (Franchisee (CCO)) Search...

REPL Defective Generation View ASC Stock Stock Ledger Stock Summary Report REPL Stock Summary Report

To Warehouse * Warehouse Dispatch Type * Select >> CE - DEMO

Search Clear

The screenshot shows the Micromax CE software interface. At the top, there's a navigation bar with 'Home', 'Transactions', 'Inventory', and 'Reports'. On the right of the navigation bar are 'Profile' and 'Logout' buttons. Below the navigation bar, there's a logo for 'micromax' and 'ORBIT CE'. A user profile is shown with the text 'FD DEMO (Franchisee (CCO))' and a search bar labeled 'Search...'. In the center, there's a section titled 'REPL Defective Generation' with several dropdown menus and buttons. One of these dropdown menus, 'View ASC Stock', is highlighted with a red box. To its right are other options like 'Stock Ledger', 'Stock Summary Report', and 'REPL Stock Summary Report'. At the bottom of this central area, there are fields for 'To Warehouse *' and 'Warehouse', and dropdown menus for 'Dispatch Type *' and 'Select >>'. At the very bottom right are 'Search' and 'Clear' buttons.

Ledger Stock

Transaction/Status of Stock

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Home Transactions Inventory Reports Profile Logout

micromax Service Location : CE - DEMO **ORBIT CE**

FD DEMO (Franchisee (CCO)) Search...

Stock Ledger Report

Stock Ledger Search Criteria

Service Location	Model	Stock Type	Item Type
~ CE - DEMO	Select >>	Select >>	Select >>
Part Category	Part Number	Stock Transaction Type	Part Serial Number
Select >>		Select >>	
From Date	To Date	Display Rows	
		10	

Reset Export Data Search

Stock Ledger Detail

Stock Summary Report

Check availability of spares with respect to Part Code

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Home Transactions Inventory Reports Profile Logout

micromax Service Location : CE - DEMO **ORBIT CE**

FD DEMO (Franchisee (CCO)) Search...

Stock Summary Report

Search Criteria

Service Location	Model	Part Type	Part Category
~ CE - DEMO	Select >>	Select >>	Select >>

Part Code	Serial Number	Part Size
<input type="text"/>	<input type="text"/>	10

Reset Export Data Search

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Replacement Stock Summary Report

Check availability of Product with respect to Serial Number

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Home Transactions Inventory Reports Profile Logout

micromax Service Location : CE - DEMO **ORBIT CE**

FD DEMO (Franchisee (CCO)) Search...

Repl Stock Summary Report

Search Criteria

Service Location	Model	Product Type
~ CE - DEMO	Select >>	Model
Model Number	Serial Number	Page Size
		10
Available Stock Quantity	Stock Type	
Select >>	Select >>	

Reset Export Data Search

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SBOM Part View

Check existing Product & Part Mapping

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FD DEMO (Franchisee (CCO)) Search...

SBOM/Part View (highlighted with a red box)

Search Criteria

Service Location	Model	Product Type
~ CE - DEMO	Select >>	Model
Model Number	Serial Number	Page Size
		10
Available Stock Quantity	Stock Type	
Select >>	Select >>	

Reset Export Data Search

This screenshot shows the Micromax CE web interface. At the top, there's a navigation bar with links for Home, Transactions, Inventory, Reports, Profile, and Logout. Below the navigation is a header with the 'micromax' logo and 'ORBIT CE'. A user profile is shown as 'FD DEMO (Franchisee (CCO))' with a search bar next to it. On the left, there's a sidebar with links like Toolkit, PO, PRO & DSRO, View ASC Stock, and SBOM/Part View (which is highlighted with a red box). The main area contains a 'Search Criteria' section with various dropdowns and input fields for Service Location, Model, Product Type, Model Number, Serial Number, Page Size, Available Stock Quantity, and Stock Type. At the bottom right are buttons for Reset, Export Data, and Search.

Selected below highlighted menu to check SBOM

Micromax CE x + - □ x

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Home Transactions Inventory Reports Profile Logout

micromax Service Location : CE - DEMO **ORBIT CE**

FD DEMO (Franchisee (CCO)) Search...

SBOM/Part View

Search

Brand	Product Category	Product
Select >>	Select >>	Select >>

Model Code *	Part Code *
Select >>	

Reset Excel Export Search

SBOM/Part Data Excluding TAX

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REPL PO Acceptance List

Receive Replacement swap unit) in ASP inventory

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Home Transactions Inventory Reports Profile Logout

micromax ion : CE - DEMO **ORBIT CE**

FD DEMO (Franchisee (CCO)) Search...

Repl PO Acceptance List

PO Number Replacement PO Acceptance List
SAP Invoice No.

Clear Select > Submit

Repl PO Fulfillment Details

Sorry No PO Found !

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Reports

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Home Transactions Inventory Reports Profile Logout

micromax ORBIT CE

FD DEMO (Franchisee (CCO)) Search...

Repl PO Acceptance List

PO Number Clear SAP Inv. Select >> PO Status Submit

Repl PO Fulfillment Details

Sorry No PO Found !

Reminder Report
DSRO Report
Open And Closed Jobs
Defective Tag Report
PRO Report
Repl DSRO Report
Repl PRO Report

Reminder Reports- To add a Flag for Reminder

Micromax CE x + - □ x

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Home Transactions Inventory Reports Profile Logout

micromax Service Location : CE - DEMO **ORBIT CE**

User icon FD DEMO (Franchisee (CCO)) Search...

Call Reminder Report

Search Criteria

Service Location	Brand	Product Subcategory	Product	Model
<input type="text" value="~ CE - DEMO"/> Select All >> Select >> Select >> Select >>				
Customer Name	Customer Mobile Number	Caller Mobile Number	Reminder From Date	Reminder To Date
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Job Number	Service Type	Display No Of Rows		
<input type="text"/>	Select >>	10		

Reset Export To Excel Search

Reminder History

DSRO Reports

Micromax CE + morbitce.micromaxinfo.com/i - X

Home Transactions Inventory Reports Profile Logout

micromax **ORBIT CE**

FD DEMO (Franchisee (CCO)) Search... DSRO Report

DSRO Report

Search Criteria

From Location	To Warehouse	Consignment Number
~ CE - DEMO	Micromax WH	Enter Consignment No.

From Date	To Date	Docket No.	Page Size
DD-MM-YYYY	DD-MM-YYYY	Enter Docket No.	10

Job Number
Enter Job Number

Reset Export to Excel **Search**

Consignment List

Reminder Report
DSRO Report
Open And Closed Jobs
Defective Tag Report
PRO Report
Repl DSRO Report
Repl PRO Report

Open & Closed Jobs Reports

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Home Transactions Inventory Reports

Profile Logout

micromax FD DEMO (Franchisee (CCO)) **ORBIT CE**

Search... **Open And Close Jobs**

Open And Close Jobs

Search Criteria

Service Location	Report Name*	Action Taken	Customer Name	From Date	Mobile/Alt Number/Caller Mobile No	To Date	Product Name	Job Number	Service Type	Model Code	Warranty Type	Page Size
- CE - DEMO	Select >>	Select >>					Select >>					10

Select-Open /
Closed or cancel
report from here

Reset **Search** Export To Excel

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Defective Tag Reports- To mark defective against Job

Micromax CE x + - □ x

← → C lock morbitce.micromaxinfo.com/i refresh star gear G gear basketball more

Home Transactions Inventory Reports Profile Logout

micromax **ORBIT CE**

FD DEMO (Franchisee (CCO))

** Please Enter Job Numbers with comma(,) separated

Job Number :

Search... Search Print Back

Reports

- » Reminder Report
- » DSRO Report
- » Open And Closed Jobs
- » **Defective Tag Report**
- » PRO Report
- » Repl DSRO Report
- » Repl PRO Report

PRO Reports

Micromax CE x + - □ x

morbitce.micromaxinfo.com/ Profile Logout

Home Transactions Inventory Reports Profile Logout

micromax **ORBIT CE**

FD DEMO (Franchisee (CCO)) Search...

PRO Report

Search Criteria

Service Location: ~ CE - DE

Part Code:

Consignment Type: Select >>

From Date:

To Date:

Consignment Status: Select >> 10

Page Size:

Reset Select >> Search Export

Sent to Warehouse for Acceptance

Accept

Reject

Reminder Report

DSRO Report

Open And Closed Jobs

Defective Tag Report

PRO Report

Repl DSRO Report

Repl PRO Report

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REPL DSRO Reports

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micromax FD DEMO (Franchisee (CCO)) **ORBIT CE** Search... REPL DSRO Report

Search Criteria

From Location	To Warehouse	Consignment Status	Consignment Number
CE - DEMO	Micromax WH	Select >>	Enter Consignment No.
From Date	To Date	Select >>	Page Size
DD-MM-YYYY	DD-MM-YYYY	Sent to Warehouse	10
Job Number		Pending To Receive	
		Consignment Received	
		Consignment Lost	

Reset Export to Excel Search

Consignment List

Reminder Report
DSRO Report
Open And Closed Jobs
Defective Tag Report
PRO Report
Repl DSRO Report
Repl PRO Report

REPL PRO Reports

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Home Transactions Inventory Reports Profile Logout

micromax Se **ORBIT CE**

FD DEMO (Franchisee (CCO)) Search...

REPL PRO Report

Search Criteria

Service Location	- CE - DE	Repl PRO Report
Model Code		Consignment Type Select >>
From Date		To Date
Consignment Status	Select >>	Page Size 10

Reset Search Export

The screenshot shows a web-based application interface for Micromax CE. At the top, there's a navigation bar with links for Home, Transactions, Inventory, Reports, Profile, and Logout. The Reports section is currently active, showing a dropdown menu with options like Reminder Report, DSRO Report, Open And Closed Jobs, Defective Tag Report, PRO Report, and Repl DSRO Report. Below this, there's a search bar labeled 'Search...'. The main content area is titled 'REPL PRO Report' and contains a 'Search Criteria' form. This form includes fields for Service Location (with a dropdown showing '- CE - DE'), Model Code, Consignment Type (with a dropdown labeled 'Select >>'), From Date, To Date, Consignment Status (with a dropdown labeled 'Select >>'), and Page Size (set to 10). At the bottom of the form are three buttons: 'Reset', 'Search' (which is highlighted with a red box), and 'Export'.

Repair Cycle

Dashboard- FD

Micromax CE x + - □ x

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Home Transactions Inventory Reports Profile Logout

Total Job in Hand

GetDashboard

Job Pending for Part 4 Pending for Technician Visit 1 Approved Product Replacement Approval 2

Job Details

Job Number	Job Assigned To	Customer Name	Service Type	Product Name	Model Name	Serial Number	Action Status	Job Status	Job Created On	Assigned On	Warranty
	Azam		Repair	WASHING MACHINE SEMI AUTOMATICS	MWMSA803GNTS2BR		Pending for Technician Visit	Open	18-09-2021	20-09-2021	In Warranty

Click on Job

Job Aging Report Load Report

Bulletin Board View Bulletin Search Bulletin

https://morbitce.micromaxinfo.com/mmxceStaging/EngineerModule.aspx?9kRmCXCimchXzqRDWe7FXq==

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Home

Transactions

Inventory

Reports

Profile

Logout

Call Source

Dealer

Product Details

Select product category

Brand *

Micromax

Product Category *

WASHING MACHINE

Product *

WASHING MACHINE SEMI AUTOMATICS

Model *

MWMSA803GNTS2BR

Product Serial No.*

Product Warranty Type *
(As per system)

Select >>

Select Product Type

Job Warranty Type *
(As per customer)

In Warranty

D.O.P (dd-mm-yyyy)
(As per invoice)

Update DOP

Invoice Ref No*

Upload Invoice

No file selected...

Add DOP

Upload Invoice → Browse

Upload SR No.

No file selected...

Upload S.No Image → Browse

Upload Job Sheet

No file selected...

Upload Customer signed Jobsheet → Browse

Cancel

Update Product

Problem And Resolution Details

Problem Category

Problem Description

Problem Found

Action Taken

Others

Others (Defect not understand)

[Home](#)[Transactions](#)[Inventory](#)[Reports](#)[Profile](#)[Logout](#)[Cancel](#)[Update Product](#)**Problem And Resolution Details**

Problem Category	Problem Description	Problem Found	Action Taken
Others	Others (Defect not understand)		

Update Job Status

Job's Status *	Job Pending/Cancel Reason*	Remark *
<input type="text" value="Pending for Technician Visit"/> Select >>	<input type="button" value="Select >>"/> <div style="border: 1px solid red; padding: 5px; width: fit-content;">Door Locked No Powere NRP - No Responsible Person</div>	<input type="text"/> ← Enter Technician Remarks
<input type="text" value="Pending for Technician Visit"/> Select >> <input type="text" value="Pending for Technician Revisit"/> <input type="text" value="Recommend For Cancel"/>	Visited Time * <input type="text" value="Technician Visit Time"/>	Engineer Name * <input type="text" value="Azam"/> Customer Happy Code * <input type="text"/>
		<input type="button" value="Submit"/> <input type="button" value="Create TCR"/>

[Go Back](#)

Job Action Taken as per Technician Diagnosis

DD/MM/YYYY	---	CE - SRI MAGIZH ENTERPRISES RAJAGURU				
<div style="text-align: right;"><button>Submit</button> <button>Create TCR</button></div>						
Service Fulfillment		Engineer Diagnosis	Parts Request	Insurance Details	Complete Job	
Add More Problems		Customer Reported Problem				
Complaint Reported	Complaint Description	Symptom	Symptom Description	Problem Found	Action Taken	Remove
Audio Issue	No Sound	Audio Issue	No Sound	No Sound	Part Replace	
<div style="border: 1px solid #ccc; padding: 5px; width: fit-content;">Select >></div>						
<div style="border: 1px solid #ccc; padding: 5px; width: fit-content;">Explanation</div>						
<div style="border: 1px solid #ccc; padding: 5px; width: fit-content;">Part Repaired</div>						
<div style="border: 1px solid #ccc; padding: 5px; width: fit-content;">Part Replace</div>						
<div style="border: 1px solid #ccc; padding: 5px; width: fit-content;">Set Replace</div>						
<div style="border: 1px solid #ccc; padding: 5px; width: fit-content;">Adjustment - Software Uploaded</div>						
<div style="border: 1px solid #ccc; padding: 5px; width: fit-content;">Adjustment - Loose Connection</div>						
<div style="border: 1px solid #ccc; padding: 5px; width: fit-content;">Adjustment</div>						
Device Condition Check		<input type="checkbox"/> Physical Damage	<input type="checkbox"/> Liquid Damage			
Diagnosis Remarks By Engineer (Max 200 Characters) *		SPEAKER TO BE		Save Diagnosis Details		
Go Back						

Spare Part Order

Spare Part Request Window

Micromax CE x + morbitce.micromaxinfo.com/ - □ x

Home Transactions Inventory Reports Profile Logout Submit Create TCR

Service Fulfillment Engineer Diagnosis Parts Request Complete Job

Add More Problems

Customer Reported Problem

Complaint Reported	Complaint Description	Symptom	Symptom Description	Problem Found	Action Taken	Remove
Indoor unit dead	Main PCB dead	Indoor unit dead	Main PCB dead	Dead	Part Replace	-

Device Condition Check

Physical Damage Liquid Damage

Diagnosis Remarks By Engineer (Max 200 Characters) * PCB issue

Save Diagnosis Details

Go Back

Select required Spare Part

[Home](#)[Transactions](#)[Inventory](#)[Reports](#) [Profile](#)[Logout](#)**Part Request**

Part Request Details

Type	Part Code	Part Name	Part Category	Requested Quantity	Stock In Toolkit	Parts Request Status	Reserve	Repair Action	Warranty Type(Yes/No)
Part	4000000184	REMOTE CONTROL - 50Z9999UHD	LED-REMOTE	1	0	Pending for Issue	<input type="button" value="Cancel Order"/>		Yes

Check for FOC

as per warranty
terms & condition

New Part Request

Select	Type	Part Code	Part Description	Category Type	Cover in Extended Warranty	Unit Price	Avail. Qty in Toolkit	Avail. Qty in Stock	Default Indent Quantity
<input type="checkbox"/>	Part	7000001533	BACK COVER - 50Z9999UHD	LED-BACK COVER		948.75	0	0	1
<input type="checkbox"/>	Part	7000001503	BACKLIGHTING SOURCE - 50Z9999UHD	LED-OTHERS		805	0	0	4
<input type="checkbox"/>	Part	7000001480	KEY PCB ASY - 50Z9999UHD	LED-PCB OTHERS		402.5	0	0	1
<input type="checkbox"/>	Part	7000001472	PANEL - 50Z9999UHD	LED-PANEL		27025	0	0	0
<input type="checkbox"/>	Part	4000000191	POWER CABLE - 50Z9999UHD	LED-CONNECTOR		287.5	0	0	0



Confirm Requirement

← → C morbitce.micromaxinfo.com/ 🔍 ⭐ 🌐 G 🔒 🛡 🎾 ⏮

Home Transactions Inventory

Part	Description	Category	Quantity	Unit Price	Total Price	Stock Level	Request
7000001518	LVDS CABLE - 50Z9999UHD	LED-LVDS	1	66.25	66.25	0	1
7000001530	MAIN PCBA-43E9999UHD, AUO PANEL ,919	LED-CHASSIS	1	5692.454	5692.454	0	1
7000015960	REMOTE CONTROL - 50Z9999UHD	LED-REMOTE	1	1063.75	1063.75	0	1
7000001521	RF BOARD - 50Z9999UHD	LED-PCB OTHERS	1	189.75	189.75	0	1
7000001513	MAIN PCBA-50Z9999UHD (AUO PANEL 919)	LED-CHASSIS	1	6325	6325	0	1
7000001525	SPEAKER - 50Z9999UHD	LED-SPEAKER	1	1092.5	1092.5	0	2
7000001520	WIFI MODULE - 50Z9999UHD	LED-OTHERS	1	402.5	402.5	0	1
4000000197	WALL MOUNT - 50Z9999UHD	LED-WALL MOUNT	1	373.75	373.75	0	1

morbitce.micromaxinfo.com says
Do you want to request parts?

OK **Cancel**

Profile Logout

Cancel Part Request

Go Back

List of ordered spares

← → C morbitce.micromaxinfo.com/

[Home](#) [Transactions](#) [Inventory](#) [Reports](#) [Profile](#) [Logout](#)

<input type="text" value="DD/MM/YYYY"/>	<input type="text" value="--:--"/>	<input type="text" value="Azam"/>	<input type="text" value="Code *"/>																																																	
<input type="button" value="Submit"/> <input type="button" value="Create TCR"/>																																																				
Service Fulfillment Engineer Diagnosis Parts Request Complete Job																																																				
Part Request <table border="1"> <thead> <tr> <th colspan="10">Part Request Details</th> </tr> <tr> <th>Type</th> <th>Part Code</th> <th>Part Name</th> <th>Part Category</th> <th>Requested Quantity</th> <th>Stock In Toolkit</th> <th>Parts Request Status</th> <th colspan="2">Reserve</th> <th>Repair Action</th> <th>Warranty Type(Yes/No)</th> </tr> </thead> <tbody> <tr> <td>Part</td> <td>4000000184</td> <td>REMOTE CONTROL - 50Z9999UHD</td> <td>LED-REMOTE</td> <td>1</td> <td>0</td> <td>Pending for Issue</td> <td><input type="button" value="Cancel Order"/></td> <td></td> <td></td> <td>Yes</td> </tr> <tr> <td>Part</td> <td>7000001521</td> <td>RF BOARD - 50Z9999UHD</td> <td>LED-PCB OTHERS</td> <td>1</td> <td>0</td> <td>Pending for Issue</td> <td><input type="button" value="Cancel Order"/></td> <td></td> <td></td> <td>Yes</td> </tr> </tbody> </table>										Part Request Details										Type	Part Code	Part Name	Part Category	Requested Quantity	Stock In Toolkit	Parts Request Status	Reserve		Repair Action	Warranty Type(Yes/No)	Part	4000000184	REMOTE CONTROL - 50Z9999UHD	LED-REMOTE	1	0	Pending for Issue	<input type="button" value="Cancel Order"/>			Yes	Part	7000001521	RF BOARD - 50Z9999UHD	LED-PCB OTHERS	1	0	Pending for Issue	<input type="button" value="Cancel Order"/>			Yes
Part Request Details																																																				
Type	Part Code	Part Name	Part Category	Requested Quantity	Stock In Toolkit	Parts Request Status	Reserve		Repair Action	Warranty Type(Yes/No)																																										
Part	4000000184	REMOTE CONTROL - 50Z9999UHD	LED-REMOTE	1	0	Pending for Issue	<input type="button" value="Cancel Order"/>			Yes																																										
Part	7000001521	RF BOARD - 50Z9999UHD	LED-PCB OTHERS	1	0	Pending for Issue	<input type="button" value="Cancel Order"/>			Yes																																										
										<input type="button" value="Submit"/>																																										

[Go Back](#)

Spare Dispatch Detail (Warehouse to ASP)

Micromax CE Micromax CE

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Home Transactions Inventory Reports Profile Logout

micromax Service Location : CE - 9 **ORBIT CE**

CE - Search...

PO List

PO Filter

Service Location	<input type="text"/>	PO Number	<input type="text"/>	Job Number	<input type="text"/>
PO Status	Select All >>	From Date	<input type="text"/>	To Date	<input type="text"/>

Reset Export To Excel Search 10

PO List

ASC Code	Service Location	PO Number	Repair Against	Warranty Status	PO CREATED	Invoice Number	Delivered BY	Docket No	PO Fulfilled ON	Part_Code	Requested_Qty
		MCE2 70000010	PART	In Warranty			DTDC			7000019540	1

PO Acceptance- Spare Part Received in ASP Stock

The screenshot shows a web browser window for 'Micromax CE' with two tabs open. The active tab displays the 'PO Acceptance List' page. The header includes the Micromax logo, service location 'CE -', and the ORBIT CE logo. The top navigation bar has links for Home, Transactions, Inventory, Reports, Profile, and Logout. The main content area features a search bar and a table for PO Fulfillment Details. A red box highlights the 'Open' button in the first row of the table.

Service Location : CE -

PO Acceptance List

Action	PO Number	PO Created Date	PO Fulfilled Date	From Warehouse	To Location	PO Against	PO Status
Open	MCE2123370000010			Micromax Warehouse	CE -	JOB	PO Fulfilled

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PO Acceptance & Mapping Serial Number

Micromax CE Micromax CE

morbitce.micromaxinfo.com/

Home Transactions Inventory Reports Profile Logout

CE - :

Search...

PO Acceptance

Transfer Information

PO Number		PO Created Date	
PO Fulfilled Date		From Warehouse	Micromax Warehouse
To Location		Courier Name	RD
PO Against	JOB		

PO Fulfillment Details

Job Number	Part Category	Part Code	Part Description	Product Type	Serial No	Request Qty
	A/C-PCB	7000019540	MAIN PCB-IDU-ACS12C3A3QS2WH	Parts	<input type="text"/>	1

Add Serial Number

Cancel Submit

PO Acceptance- Accept/Decline

Micromax CE Micromax CE

morbitce.micromaxinfo.com/

Home Transactions Inventory Reports Profile Logout

CE - Search...

PO Acceptance

Transfer Information

PO Number	MCE2	PO Created Date	
PO Fulfilled Date		From Warehouse	Micromax Warehouse
To Location		Courier Name	RD
PO Against	JOB		

PO Fulfillment Details

Select required option

Select >>

- Accepted
- Declined – Fresh
- Defective

Cancel Submit

Stock Issue Against Job- Issue spare

The screenshot shows a web-based application for Micromax CE. At the top, there are two tabs labeled "Micromax CE" and a "+" button. The URL in the address bar is "morbitce.micromaxinfo.com/". The main menu includes "Home", "Transactions", "Inventory", and "Reports". A search bar shows "1/1" and a dropdown menu. Below the menu, the Micromax logo is on the left, and "Service Location : CE -" is displayed in the center. On the right, the ORBIT CE logo is shown.

Stock Issue Against Job

Search Criteria

Service Location	Request By Engineer	Product Name	Model Name	Job Number
- CE -	Select >>	Select >>	Select >>	<input type="text"/> Insert JS no

Reset **Search**

Job Indent List

		Job Number	Requested By	Requested On	Part Number	Requested Qty	Stock In Hand	LineItem Status	Is Serialized	Serial No
<input type="checkbox"/>	Edit Job		Azam		7000019540	1	1	Accepted	No	

Dashboard- FD (Part Issued)

The screenshot shows the Micromax CE dashboard interface. At the top, there is a navigation bar with links for Home, Transactions, Inventory, Reports, Profile, and Logout. The main content area features the Micromax logo and the text "Service Location : CE -". A search bar is located at the top right. Below this, there is a section titled "GetDashboard" containing four cards:

- Total Job in Hand**: Shows 3 items.
- Job Pending for Part**: Shows 3 items.
- Part Issued : Work in progress**: Shows 1 item. This card is highlighted with a gray background and has a red arrow pointing to it from the title above.
- Pending for Technician Visit**: Shows 1 item.
- Approved Product Replacement Approval**: Shows 2 items.

Below the dashboard section, there are three more cards:

- Job Details**
- Job Aging Report**: Includes a "Load Report" button.
- Bulletin Board**: Includes "View Bulletin" and "Search Bulletin" buttons.

View Job Details

Micromax CE x + - □ x

morbitce.micromaxinfo.com/ ⟳ ☆ ⟳ G ⟳ ⟳ ...

Home Transactions Inventory Reports Profile Logout

Total Job in Hand

GetDashboard

Job Pending for Part 3

Part Issued : Work in progress 1

Pending for Technician Visit 1

Approved Product Replacement Approval 2

Job Details

Job Number	Job Assigned To	Customer Name	Service Type	Product Name	Model Name	Serial Number	Action Status	Job Status	Job Created On	Assigned On	Warranty
	Azam		Repair	SPLIT AC	1.0 TON 3STAR SPLITAC S12C3A3QS2 IDU/ODU		Part Issued-Work in Progress with Certified Engineer	Open			In Warranty

Click Here

Job Aging Report Load Report

Bulletin Board View Bulletin Search Bulletin

View Job Details

Micromax CE +/-

morbitce.micromaxinfo.com/

Home Transactions Inventory Reports

Visited Date (DD/MM/TTTT) Visited Time Engineer Name

DD/MM/YYYY --:-- Azam

Customer happy Code *

Profile Logout

Visited Date (DD/MM/TTTT) Visited Time Engineer Name

DD/MM/YYYY --:-- Azam

Submit Create TCR

Service Fulfillment Engineer Diagnosis Parts Request Complete Job

Part Request

Part Request Details

Type	Part Code	Part Name	Part Category	Requested Quantity	Stock In Toolkit	Parts Request Status	Reserve	Repair Action	Warranty Type(Yes/No)
Part	7000019540	MAIN PCB-IDU-ACS12C3A3QS2WH	A/C-PCB	1	1	Reserved	<button>Un Reserve</button>	<div style="border: 1px solid red; padding: 5px;">Select >> Select >> Part Consumed Mark DOA GPR / Unused Return</div>	Yes

If spare OK

If Spare unused

If Spare defective

Go Back

Submit

Part consumption (If Spare Used)

Micromax CE

morbitce.micromaxinfo.com/

Home Transactions Inventory Reports Profile Logout

Visited Date (DD/MM/YYYY) * Visited Time * Engineer Name * Customer Happy Code *

DD/MM/YYYY --:-- Azam

Submit Create TCR

Part Consumption

Please enter part consumption details If available else click on submit and continue.

Item Type	Item Code (New)	Part SerialNo (New)	Issued Qty	Consumed Qty	Status	Item Code (Old)	Part Maker	MFG SerialNo (Old)
Part	7000019540	91A5990B077E80480	1	1	Reserved		Maker1	

Fill the serial no

Serial no –which was
added while PO
Acceptance

Submit

Cancel

Go Back

Click OK to Confirm

Micromax CE

morbitce.micromaxinfo.com/r

Home Transactions

Visited Date (DD/MM/TTTT) DD/MM/YYYY

Do you want to update part consumption?

OK Cancel

Profile Logout Customer happy Code *

Submit Create TCR

Service Fulfillment Engineer Diagnosis Parts Request Complete Job

Part Request

Part Request Details

Type	Part Code	Part Name	Part Category	Requested Quantity	Stock In Toolkit	Parts Request Status	Reserve	Repair Action	Warranty Type(Yes/No)
Part	7000019540	MAIN PCB-IDU-ACS12C3A3QS2WH	A/C-PCB	1	1	Reserved	Un Reserve	Part Consumed	Yes

Submit

Go Back

The screenshot shows a web browser window for 'Micromax CE' at 'morbitce.micromaxinfo.com/r'. A modal dialog box is centered on the screen with the message 'Do you want to update part consumption?'. Two buttons, 'OK' and 'Cancel', are present. The 'OK' button is highlighted with a red rectangle. Below the modal, there is a table titled 'Part Request Details' with columns for Type, Part Code, Part Name, Part Category, Requested Quantity, Stock In Toolkit, Parts Request Status, Reserve, Repair Action, and Warranty Type(Yes/No). A row in the table shows a Part entry with a status of 'Reserved'. To the right of the table, there are 'Submit' and 'Create TCR' buttons. At the bottom of the page, there are 'Service Fulfillment', 'Engineer Diagnosis', 'Parts Request', and 'Complete Job' buttons. A 'Part Request' button is also visible. A 'Customer happy Code *' input field is located in the top right corner. A 'Profile' and 'Logout' button are also present. A 'Visited Date (DD/MM/TTTT)' input field is on the left. A 'Go Back' button is at the bottom center. The entire 'OK' button in the modal and the 'Submit' button at the bottom right are highlighted with red rectangles.

Spare Consumption Confirmation

Micromax CE + morbitce.micromaxinfo.com/

Home Transactions Profile Logout

micromax ORBIT CE

CE - Search...

Service Fulfilment

Request Details

Allocated Service Center			
Job Number			
Request Against (Service Type)	Repair	Upcountry	
Job Status	Open	Action Status	Part Issued-Work in Progress with Certified Engineer
Request Creation Date		Request TAT.	
Request Created By	MMXCE12	Request Updated By	
Tentative visit Date		Visit Time	6:00PM
Remarks	No remark		
Dealer Name		Dealer Phone No. & Address	
Call Flagging From		Repair Location	Customer Location

morbitce.micromaxinfo.com says
Part Consumed detail save successfully.

OK

A modal dialog box is centered over the service details table. It contains a circular loading icon and the text "Loading...".

Job Completion

Micromax CE +

morbitce.micromaxinfo.com

Home Transactions Inventory Reports Profile Logout

Part Issued-Work in Progress with Certified Engineer Select >>

Visited Date (DD/MM/YYYY) *	Visited Time *	Engineer Name *	Customer Happy Code *
DD/MM/YYYY	--:--	Azam	

Submit Create TCR

Service Fulfillment Engineer Diagnosis Parts Request Complete Job

Visit Date * Visit Time *

Customer Happy Code * Update Job's Action Status *

Repair Complete

Remarks By Engineer (Max 200 Characters)

For Out of Warranty Create TCR Complete Job For In-Warranty

Go Back

The screenshot shows a web-based application for job completion. At the top, there are navigation links for Home, Transactions, Inventory, and Reports, along with Profile and Logout buttons. Below this is a search bar with dropdown menus for 'Part Issued-Work in Progress with Certified Engineer' and 'Select >>'. The main form area is titled 'Service Fulfillment' and contains fields for Visit Date (DD/MM/YYYY), Visit Time (HH:MM), Customer Happy Code, and Update Job's Action Status (set to 'Repair Complete'). A text area for Remarks by Engineer (Max 200 Characters) is also present. At the bottom, there are buttons for 'Create TCR' and 'Complete Job', and two status indicators: 'For Out of Warranty' and 'For In-Warranty'. Two specific input fields (Visit Date and Visit Time) and the Customer Happy Code field are highlighted with red boxes, likely indicating required or error-prone data entries.

Job Completed

Home Transactions morbitce.micromaxinfo.com says
micromax Job Completed Successfully. Profile Logout

CE Search...

Service Fulfilment

Request Details

Allocated Service Center			
Job Number			Upcountry
Request Against (Service Type)	Repair		Dealer
Job Status	Open	Action Status	Work in Progress with Certified Engineer
Request Creation Date		Request TAT.	
Request Created By	MMXCE12	Request Updated By	
Tentative visit Date		Visit Time	6:00PM
Remarks	No remark	Dealer Phone No. & Address	
Dealer Name		Repair Location	Customer Location
Call Flagging From			

Loading...

OK

If Spare is defective (marked DOA)

Screenshot of the Micromax CE web application interface.

The URL in the browser is morbitce.micromaxinfo.com/.

The top navigation bar includes Home, Transactions, Inventory, Reports, Profile, and Logout.

The main service fulfillment area shows a part request for a MAIN PCB-IDU-ACS12C3A3QS2WH, Part Code 7000019540, and Type Part.

A modal dialog box is displayed, asking "Would you like request part again ?" with Yes and No buttons. The "Yes" button is highlighted with a red border.

Other visible buttons include Submit, Create TCR, Engineer Diagnosis, Parts Request, Complete Job, and a "Mark DOA" dropdown menu.

If Spare Unused (GPR/Unused Return)

Micromax CE

morbitce.micromaxinfo.com/i

Home Transactions Inventory Reports

Profile Logout

Visited Date (DD/MMM/TTTT) : DD/MM/YYYY
Visited Time : --:--
Engineer Name : Azam
Customer happy Code *

Submit Create TCR

Service Fulfillment Engineer Diagnosis Parts Request Complete Job

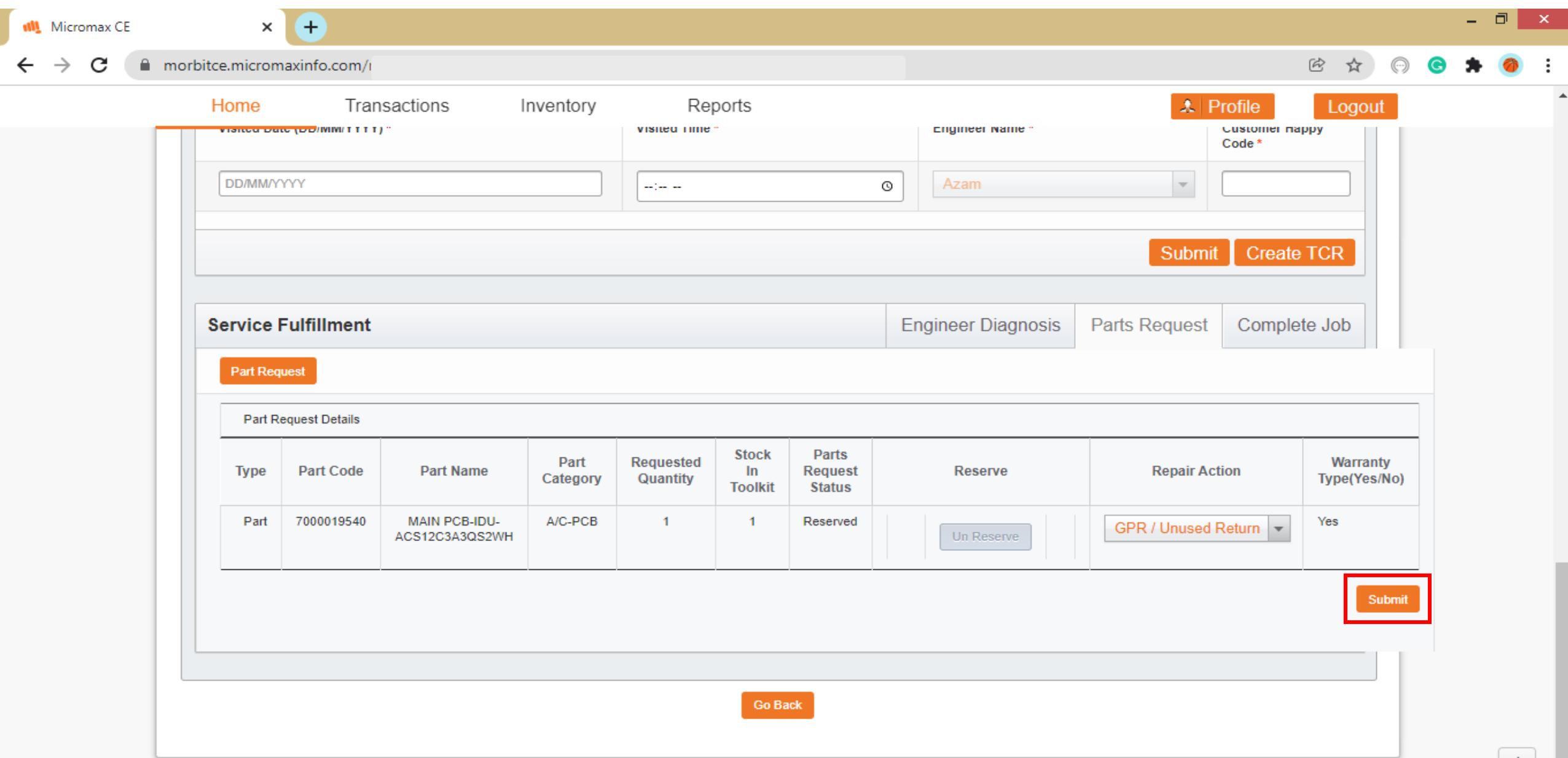
Part Request

Part Request Details

Type	Part Code	Part Name	Part Category	Requested Quantity	Stock In Toolkit	Parts Request Status	Reserve	Repair Action	Warranty Type(Yes/No)
Part	7000019540	MAIN PCB-IDU-ACS12C3A3QS2WH	A/C-PCB	1	1	Reserved	<button>Un Reserve</button>	<button>GPR / Unused Return</button>	Yes

Submit

Go Back



Replacement Process

Dashboard- FD (Replacement)

The screenshot shows the Micromax CE dashboard with a red arrow pointing from the title "Dashboard- FD (Replacement)" down to the "Approved Product Replacement Approval" section.

Service Location : CE -

Total Job in Hand

GetDashboard

Job Pending for Part 3

Pending for Technician Visit 1

Approved Product Replacement Approval 2

Job Details

Job Number	Job Assigned To	Customer Name	Service Type	Product Name	Model Name	Serial Number	Action Status	Job Status	Job Created On	Assigned On	Warranty
[Redacted]	Azam	[Redacted]	Repair	LED TV 43"	LED TV 43CF1355UHD	[Redacted]	Product Replacement Approved	Open	[Redacted]	[Redacted]	Extended Warranty
[Redacted]	Azam	[Redacted]	Repair	LED TV 32"	L32T8361HD2020	[Redacted]	Product Replacement Approved	Open	[Redacted]	[Redacted]	In Warranty

`javascript:_doPostBack('ctl00$MainContent$LinkButtonJobCount3','')`

Load Report

Upload Product Details

Request Created By		Request Updated By	
Tentative visit Date		Visit Time	1:00PM
Remarks	No remark		
Dealer Name		Dealer Phone No. & Address	
Call Flagging From		Repair Location	Customer Location

Customer Details

Edit ▲

Name		Customer Type	Customer
Mobile Number		Alternate Number	
Email		Address	Address: 697; UDYOG VIHAR PHASE 5 Area: F City: FA
Call Source	Customer		

Product Details

Edit ▲

Brand *	Micromax	Product Category *	LED TV	Product *	LED TV 43"
Model *	L43Z0666FHD	Product Serial No. *	00000000411000C	Product Warranty Type * (As per system)	Out of Warranty
Job Warranty Type * (As per customer)	Out of Warranty	D.O.P (dd-mm-yyyy) (As per Invoice)	<input type="button" value="Update DOP"/>	Invoice Ref No*	0
Upload Invoice	No file selected...			Upload Invoice	<input type="button" value="Browse"/>
Upload SR No.	No file selected...			Upload S.No Image	<input type="button" value="Browse"/>
Upload Job Sheet	No file selected...			Upload Customer signed Jobsheet	<input type="button" value="Browse"/>

Replacement - Action Taken as per Technician Diagnosis

Service Fulfillment			Engineer Diagnosis	Parts Request	Insurance Details	Complete Job
<p>Add More Problems</p> <p>Customer Reported Problem</p> <hr/>						
Complaint Reported	Complaint Description	Symptom	Symptom Description	Problem Found	Action Taken	Remove
Audio Issue	No Sound	<input type="button" value="Audio Issue"/>	<input type="button" value="No Sound"/>	<input type="button" value="No Sound"/>	<input type="button" value="Select >>"/> <input type="text"/> Select >> Explanation Part Repaired Part Replace Set Replace Adjustment - Software Uploaded Adjustment - Loose Connection Adjustment	<input type="button" value="Remove"/>
<p>Device Condition Check</p> <p><input type="checkbox"/> Physical Damage <input type="checkbox"/> Liquid Damage</p> <hr/>						
Diagnosis Remarks By Engineer (Max 200 Characters)*		<input type="text" value="SPEAKER TO BE"/>				
<p><input type="button" value="Save Diagnosis Details"/></p> <hr/>						
<p><input type="button" value="Go Back"/></p>						

Details/Image Upload for approval

Micromax CE x + - □ x

← → C lock morbitce.micromaxinfo.com/ search refresh star chat gear basketball more

Home Transactions Inventory Reports Profile Logout

Service Fulfillment

Insurance Partner Name	MMX Insurance	Insurance Details	Complete Job
Insurance(Approved/Rejected)	Approved		

Please upload following images/file for : Approval

File/Image Name	Upload File	Files
Claim Intimation Format XL Sheet *	No file selected... Browse Upload	
Customer Invoice Copy *	No file selected... Browse Upload	
Job Sheet *	No file selected... Browse Upload	
Defective Product Front Photo *	No file selected... Browse Upload	
Other *	No file selected... Browse Upload	
Defective Product Serial Number Photo *	No file selected... Browse Upload	
Insurance Company Claim Form *	No file selected... Browse Upload	
Defective Part photo If Part Required *	No file selected... Browse Upload	

Insurance Approval Details

Process Name	Requested By Login ID	Requested By	Requested To	Approval Status	Remark	Approval Date
Insurance Approval			Micromax-MMX		Installation history available & EW registered_Bharat Blr Approved for wty services	
Insurance Approval	mmx	Micromax-MMX	Azam	Approved	EMHH1902190005 approved	

Call moved to SSI for approval (SSI Window)



Service Location : Micromax HO



(SSI) Search...

Total Job in Hand

GetDashboard

Pending For Product Replacement Approval
1

Job Details

Job Aging Report Load Report

Bulletin Board View Bulletin Search Bulletin

A screenshot of a software interface titled '(SSI)'. At the top left is a user icon, at the top right is a search bar. Below the title are two buttons: 'Total Job in Hand' and 'GetDashboard', with 'GetDashboard' being orange and highlighted. In the center is a box containing the text 'Pending For Product Replacement Approval' above the number '1'. To the left of this central box are three other buttons: 'Job Details', 'Job Aging Report' with a 'Load Report' button to its right, and 'Bulletin Board' with 'View Bulletin' and 'Search Bulletin' buttons to its right. The background is white with light gray horizontal separators between the sections.

Call move to PSH for approval (SSI Window)

[Home](#)[Transactions](#)[Inventory](#)[Reports](#)[Profile](#)[Logout](#)

Replacement Approval Details

Process Name	Approval Level	Requested By	Requested To	Approval Status	Remark	Reason	Approval Date
Product Replacement	1			Approval Pending	I attached the all files pls check and approved	Panel Defective	
Product Replacement	1			Re-Propose	Discuss for same product cover only 1 year warranty	Panel Defective	
Product Replacement	1			Approval Pending	I attached the files pls check and approved	Panel Defective	

Approve Action

Approval Status *	Recommend to PSH	Action Status *	Pending for Replacement Approval by PSH
Product Replacement Reason *	Panel Defective	Remark (max 200 character)	

[Back](#)[Submit](#)

Approved by SSI & call move to PSH for approval

(SSI) Search...

Product Replacement Approval List

Search Criteria					
Service Location	Job Number	Serial Number	Product Name	Model Name	
Select >>			Select >>	Select >>	
Page Size					
10					
Reset	Search				
Job Details					
	Service Location	Job Number	Serial Number	Product	Model
View	CE -			LED TV 32"	L32IPS200HD

Points - Call move to SSI/PSH for replacement approval

Authorized User - SSI

- ❖ Replacement call move to SSI.
- ❑ SSI have 3 options of replacement call.
 - Recommend to PSH.
 - Re-propose.
 - Reject.
- ✓ Recommend to PSH: - call move to PSH id for final approval.
- ✓ Replacement Re-propose: - call move to ASP id for review & correction.
- ✓ Replacement Reject: - call move to ASP id for call closure.

Authorized User – PSH

- ❖ Replacement call move to PSH.
- ❑ PSH have 3 options of replacement call.
 - Approve
 - Re-propose.
 - Reject.
- ✓ Replacement Approve: - call move to warehouse bucket for billing.
- ✓ Replacement Re-propose: - call move to ASP id for review & correction.
- ✓ Replacement Reject: - call move to ASP id for call closure.

NOTE : - Once replacement call rejected from SSI & PSH end than call move to ASP id for call closure & (Call Closed in System)

Post PSH approval Replacement unit billed
from WH

System will generate PO against PSH approved calls

The screenshot shows a software interface for Micromax ORBIT CE. At the top, there is a navigation bar with links for Home, Transactions, Inventory, and Reports. On the right side of the top bar are Profile and Logout buttons. The main area features the Micromax logo on the left and the ORBIT CE logo on the right. A user profile icon and the text "CE -" are displayed. Below this, there is a search bar with a magnifying glass icon and the placeholder text "Search...". The central part of the screen displays a list titled "Repl PO Acceptance List". This list includes options like "PO", "PRO & DSRO", "View A3C Stock", and "Replacement PO Acceptance List", with the last option being highlighted by a red box. Below this list, there is a form with fields for "PO Number", "SBOM/Part View", "Toolkit", "PO Status", and a dropdown menu labeled "Select >>". At the bottom of this section are "Clear" and "Submit" buttons. The bottom portion of the screen shows a table titled "Repl PO Fulfillment Details" with columns for Action, PO Number, PO Created Date, PO Fulfilled Date, From Warehouse, To Location, PO Against, and PO Status. The "Action" column contains an "Open" button, and the "From Warehouse" column shows "Micromax Warehouse". The "To Location" column is empty, "PO Against" is set to "JOB", and "PO Status" is "PO Fulfilled".

Action	PO Number	PO Created Date	PO Fulfilled Date	From Warehouse	To Location	PO Against	PO Status
Open				Micromax Warehouse		JOB	PO Fulfilled

View Replacement PO Acceptance List

Micromax CE + morbitce.micromaxinfo.com/ - X ☆ E :

Home Transactions Inventory Reports Profile Logout

micromax Service Location : CE **ORBIT CE**

CE - Search...

Replacement PO Acceptance

Transfer Information			
PO Number		PO Created Date	
PO Fulfilled Date		From Warehouse	Micromax Warehouse
To Location		Courier Name	DTDC
PO Against	JOB		

PO Fulfillment Details						
Job Number	Prod Category	Old Model Name	Replacement Model Name	Replacement Serial No.	Request Qty	Fulfilled Qty
	Consumer Electronics	L32T8381HD2019	L32CANVASK		1	1

Accept Replacement PO

Transfer Information								
PO Number			PO Created Date					
PO Fulfilled Date			From Warehouse	Micromax Warehouse				
To Location			Courier Name	DTDC				
PO Against	JOB							

PO Fulfillment Details							
Shipped / Rejected Qty	Invoice No.	Docket No.	Warehouse Status	Warehouse Remarks	Current Status	Outcome	Upload Image
	INV10	DC10			PO fulfilled	Select >>	<input type="button" value="Choose File"/> No file chosen

If RMA OK →

-
-
-
- Accepted
- Declined – Fresh Defective
- Declined – Lost in Transit
- Declined – Wrong Product
- Product Damaged

FD - Dashboard

Total Job in Hand

GetDashboard

Product Replacement Issued

1

Job Details

Job Aging Report

Load Report

Bulletin Board

[View Bulletin](#)

[Search Bulletin](#)

Replacement Call Closure Window

[Home](#)[Transactions](#)[Inventory](#)[Reports](#)[Profile](#)[Logout](#)[Submit](#)[Create TCR](#)

Service Fulfillment

[Complete Job](#)

Visit Date *

DD/MM/YYYY

Visit Time *

--:--:--

 Is Product Replaced

Select Model *

L43CF1355UHD

Replaced serial number *

00331B6841

Delivery Challan No *

1000053

SO Number *

10011133

SO Date *

-2021

Repair Action *

Select >>

[Update Product and Close Job](#)[Go Back](#)

Fill Details for Closure

Home Transactions Inventory Reports [Profile](#) [Logout](#)

[Submit](#) [Create TCR](#)

Service Fulfillment

Complete Job

Visit Date *	2022	Visit Time *	<div><p>03 52 PM</p><table><tbody><tr><td>04</td><td>53</td><td>AM</td></tr><tr><td>05</td><td>54</td><td></td></tr><tr><td>06</td><td>55</td><td></td></tr><tr><td>07</td><td>56</td><td></td></tr><tr><td>08</td><td>57</td><td></td></tr><tr><td>09</td><td>58</td><td></td></tr></tbody></table></div>	04	53	AM	05	54		06	55		07	56		08	57		09	58	
04	53	AM																			
05	54																				
06	55																				
07	56																				
08	57																				
09	58																				
<input checked="" type="checkbox"/> Is Product Replaced		Select Model *																			
Replaced serial number *	00331B68411	Delivery Challan No *																			
SO Number *	100111	SO Date *																			
Repair Action *	Product Consumed																				
Update Product and Close Job																					

[Go Back](#)

Details/Image Upload option for EW/Insurance Cases

Micromax CE x + - □ x

← → C lock morbitce.micromaxinfo.com/mmxceStaging/EngineerModule.aspx?2frzyjYUqeUo8TQEAS48zg== Search Print Star Help Globe Logout ...

Home Transactions Inventory Reports Profile Logout

Service Fulfillment Insurance Details Complete Job

Insurance Partner Name: MMX Insurance
Insurance (Approved/Rejected): Approved

Please upload following images/file for Insurance Approval

File/Image Name	Upload File	Files
Claim Intimation Format XL Sheet *	No file selected... <input type="button" value="Browse"/> <input type="button" value="Upload"/>	
Customer Invoice Copy *	No file selected... <input type="button" value="Browse"/> <input type="button" value="Upload"/>	
Job Sheet *	No file selected... <input type="button" value="Browse"/> <input type="button" value="Upload"/>	
Defective Product Front Photo *	No file selected... <input type="button" value="Browse"/> <input type="button" value="Upload"/>	
Other *	No file selected... <input type="button" value="Browse"/> <input type="button" value="Upload"/>	
Defective Product Serial Number Photo *	No file selected... <input type="button" value="Browse"/> <input type="button" value="Upload"/>	
Insurance Company Claim Form *	No file selected... <input type="button" value="Browse"/> <input type="button" value="Upload"/>	
Defective Part photo If Part Required *	No file selected... <input type="button" value="Browse"/> <input type="button" value="Upload"/>	

Insurance Approval Details

Process Name	Requested By Login ID	Requested By	Requested To	Approval Status	Remark	Approval Date
Insurance Approval			Micromax -MMX	Pending for Insurance approval		
Insurance Approval	mmx	Micromax -MMX		Approved		

Job Completed

Home Transactions micromax

Profile Logout ORBIT CE

CE - (CCO)) Search...

Service Fullfilment

Request Details

Allocated Service Center		
Job Number		Upcountry
Request Against (Service Type)	Repair	Dealer
Job Status	Open	Action Status Work in Progress with Certified Engineer
Request Creation Date		Request TAT.
Request Created By	MMXCE12	Request Updated By
Tentative visit Date		Visit Time 6:00PM
Remarks	No remark	
Dealer Name		Dealer Phone No. & Address
Call Flagging From		Repair Location Customer Location

Waiting for cache...

morbitce.micromaxinfo.com says
Job Completed Successfully.

OK

Loading...

Replacement Consumed Action Types

Product I-Defective & GPR / Unused Return

Service Fulfillment Complete Job

Visit Date *	<input type="text"/>	Visit Time *	<input type="text"/> 17:00 🕒
<input checked="" type="checkbox"/> Is Product Replaced		Select Model *	<input type="text"/> L32CANVASX ▼
Replaced serial number *	<input type="text"/> 00358	Delivery Challan No *	<input type="text"/> DC10
SO Number *	<input type="text"/> SO10	SO Date *	<input type="text"/>
Repair Action *	<div style="border: 1px solid red; padding: 5px;"><p>Product Consumed</p><div style="border: 1px solid #ccc; padding: 2px; display: inline-block;"><input type="button" value="Select >>"/></div><div style="background-color: orange; color: white; padding: 2px 10px; float: right;">Close and Close Job</div><div style="margin-top: 10px; background-color: #ccc; padding: 2px; display: inline-block; width: 150px; height: 150px;"></div><div style="margin-top: 10px; display: flex; justify-content: space-between;">If RMA OKIf RMA defective</div><div style="margin-top: 10px; display: flex; justify-content: space-between;">If RMA unusedBack</div><p>Product Consumed</p><p>Mark DOA</p><p>GPR / Unused Return</p></div>		

Defective return Challan generation (Click Inventory – PRO & DSRO)

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Service Location : CE -



CE - |

Search...

REPL Defective Generation List

To Warehouse *	Warehouse	From Location *	- CE -	Dispatch Type *	Pendig for dispatch

[Search](#) [Clear](#)

Pending Defective List

<input checked="" type="checkbox"/>	Transaction Number	Service Location Name	Product Type	Product Details	Serial Number	Quantity to Send	Consignment Status	Dispatch Type	Courier Name	Docket No	Consignment Type
<input checked="" type="checkbox"/>			Model	L32TA6445HD ~ LED TV 32" L32TA6445HD		1	Reject	Courier	DTDC	DC00009	KBB/Defective product

[Create Challan](#)**Note :**

1. Defective Challan total value must not be more than 50K otherwise Challan will not generate.
2. Only 1 challan could be created in a day.

Challan- Ready to dispatch (From ASP to Warehouse)

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Service Location : CE -



CE -

 Search...

REPL Defective Generation List

To Warehouse *	Warehouse	From Location *		Dispatch Type *	<div style="border: 2px solid red; padding: 5px;"><p>Ready for dispatch</p><p>Select >></p><p>Pending for dispatch</p><p>Ready for dispatch</p></div>
----------------	-----------	-----------------	--	-----------------	---

Consignment Details

Action	Product Type	Consignment No	Consignment Date	Docket No	Docket Date	Service Location	No of Items
Send To Warehouse	MODEL			DC01			1

Created Challan

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Service Location : GE -



10



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Consignment Goods Return Note

Name of Consignee/Ship From: (2)
Address: 58-420P.
State Code: DD
City/Town: ✓
Zip: ✓

**Delivery Challan no.: 10
Delivery Challan Date : 6
Mode Of Dispatch: Counter
Transporter Details: DTDC
Docket No: DC001**

Name of Consignee / Shipped To:
Address: Micromax Information Ltd.
210A,
State Center, DB
G/T/Tel No: 0811
Place Of Supply / Delivery : HARYANA

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Amount In Words - 0

10 of 10

1

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ASC signature with Stamp & Date

Good & I-Defective Replacement Settlement

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CE -

Repl Consignment Goods

Search Criteria

- > PO
 - > PRO & DSRO
 - > View ASC Stock
 - > Replacement PO Acceptance List
 - > SBOM/Part View
 - > Toolkit
- n : CE -
- > Defective Part Return by Engineer
 - > Defective Return To Warehouse
 - > Ready For Dispatch To WareHouse
 - > Repl Consignment Return List(PRO)
 - > Consignment Return List(PRO)

 Search...

Warehouse

Warehouse

Model Code

Consignment No

From Service Location

Stock Type

DOA

Status

Return Fresh/Billed Goods

From Date

To Date

[Reset](#)[Search](#)

Product Details

<input type="checkbox"/>	Model Code	Serial Number	Returnable Qty
<input type="checkbox"/>	L32IPS200HD ~ LED TV 32" L32IPS200HD	<input type="text" value="1"/>	Return

Replacement Consignment Types

Repl Consignment Goods/I-Defective Return List

Search Criteria						
Warehouse	Warehouse	Model Code				
Consignment No	CONID	From Service Location				
Stock Type	DOA	Status				
From Date		To Date				
<input type="button" value="Reset"/>						
<div style="border: 1px solid red; padding: 5px;"><p>Pending For Dispatch</p><p>Return Fresh/Billed Goods</p><p>Pending For Dispatch</p><p>Consignment Details</p></div>						

Pending Consignment List

<input checked="" type="checkbox"/>	Consignment Number	Transfer Date	To Service Location	Issue Qty	Accepted Qty	Rejected Qty
<input checked="" type="checkbox"/>	CONID		Warehouse	1	1	

Replacement Consignment Return list

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Service Location : CE -



CE -

 Search...

Repl Consignment Goods/I-Defective Return List

Search Criteria

Warehouse	Warehouse	Model Code
Consignment No.		CE -
Stock Type	DOA	Return Fresh/Billed Goods
From Date		
Model has been sent to warehouse for acceptance		
Consignment No.	CON1000	
Close		

Reset **Search**

Product Details

No Data Found!!

Return

Logistic Detail for Pickup

Consignment Goods/I-Defective Return List

Search Criteria		Update Dispatch Details					
Warehouse	Docket Date		Docket No				
Consignment No						IAL SERVICES	
Stock Type	Dispatch Type	Courier	Courier Name				
From Date	Close						
Reset						Search	
Pending Consignment List							
	Consignment Number	Transfer Date	To Service Location	Issue Qty	Accepted Qty	Rejected Qty	
<input checked="" type="checkbox"/>			Warehouse	1	1		

A dropdown menu is displayed, listing courier options: Select >>, Blue dart, DHL, DTDC, and GATI. The 'Blue dart' option is highlighted with a blue background and white text.

Created Challan

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[Logout](#)



Service Location : GE -



10



micromax



Consignment Goods Return Note

Name of Consignee(ship From) (3)
Address: 58-45P.
State Code: DD
City/Town/City: ✓

**Delivery Challan no. : 10
Delivery Challan Date : 6
Mode Of Dispatch: Counter
Transporter Details: BTDC
Docket No: DC001**

Name of Consignee (Shipped To): Micromax Informatics Ltd.
Address: 208A,
State/City: DB
GST/TIN No: 09
Place Of Supply / Delivery: HARYANA

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Sr. No.	Job No.	Product	Defect Model No.	Defect Serial No.	HSN Code	Qty	Unit Price	Total Taxable Amount (Base Price)	Integrated Tax CST		Central Tax CST		State Tax or MGT Union Territory or UT CST		Cess	Total	
									Date	Amt	Date	Amt	Date	Amt			
1	1000	LCT-A001-A00		1		1	100	100	03-03	0	03-03	0	03-03	0	0.00	100.00	
						Total	1	100		0	0	0	0	0	0	0.00	100.00

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ASC signatures with Stamp & Date

Defective unit received at warehouse for
settlement



**Thank
You!!!**

For any queries or suggestion please feel free contact us
Email :- systemsupport@micromaxinfo.com