**Scope-2-LIST OF TASKS WITH QUERIES**

**(1) Order Booking Cancellation:-**

**-Present**: - Order Booker have provision to cancel the order.

-**To Incorporate**: -

* Cancellation Type - Vendor or In-house
* Reason of Cancellation

-**MIS Report**: - For Detail of Cancelled Samples Department wise

-**Selection Criteria**: From Date & to Date (*Please specify the column name for filtering*)

-**Fields to be displayed**:

* Order Booking Date
* Customer Name
* Customer Place
* Sample Name
* Batch No.
* Order Booking No.
* Cancellation Type (Vendor or In-house)
* Cancelled Date
* Cancelled Time
* Stage of Cancellation
* Cancelled By

(*Please specify If any total column required or not*)

(5) **New bill format of Andhra/Telangana:-**

-Format is attached for reference (New Invoice PDF Design).

*Please provide the explanation about listed columns:*

* *Basic Rates*
* *Service Tax(what will be the value both for Haryana and Outside Haryana)*
* *L1 Final Amount*

(7) **VOC (Voice of Customer):-**

-On the end of month, an auto generated will be sent to all the customers from CEO Desk containing the detail of samples of that month and a feedback form to be filled by the customer. The sample detail fields are as follows:-

* Sample Name
* Order Booking Date
* Expected Due Date
* Report Date
* TAT (in days)
* Within TAT or Before TAT

-In Summary:

No. o samples Within TAT Performance (in %)

-In the end, feedback form will be merged.-send as attachment for reference

*Please provide the explanation about listed columns:*

* *Process flow of VOC.*
* *Form fields detail required or if possible please provide a sketch of dummy form.*

**(8) MIS Reports:-**

(b) Amended Reports:-

List of amended order with their count of amendment department Wise.

Selection Criteria: From Date & To Date (*Please specify the column name for filtering*)

Fields to be displayed:-

* Order Booking Date
* Customer Name
* Customer Place
* Sample Name
* Batch No.
* Order Booking No.
* Count of Amendment
* Total(*Please specify this column required or not*)

(d) Report to calculate value of delay reports, released report, delay % &:-

-Report in excel format attached for reference.

*Please specify the Selection Criteria for filtering*

*Brief explanation required mainly about each column listed below:*

* *Number of Reports Due (29.05.2018)*
* *Number of Reports issued (29.05.2018)*
* *Delay*
* *Delay %*
* *Number of Delay reports before (29.05.2018)*
* *Report Issued as on (29.05.2018)*
* *Delay*
* *Delay % (S.No - 5-6)*
* *Advance report issued(29.05.2018)*
* *Total Pending Reports*
* *Total issued as on (29.05.2018) (Delay+Due)*
* *Total Issued report*
* *Total Issued %*
* *Delay %*

***Note****: If any formula involved in any column, please specify aslo.*

**(14) In amendment of report, two changes are required which are as follows:-**

-In case of amended report after adding prefix "A" we are changing Date of completion to Current Date and Report Date remains same. Please change this along with the change in Date of Completion; Report Date will also be changed to current Date.

-Date of report, Date of completion and date on signatures will be changed only in the condition when reviewer will select the checkbox of amendment otherwise no date will be changed in case of amendment.

*Please clarify:*

* *Changing the report date will also change the report no. of order.*
* *Also, please specify the departments where these changes will be implemented.*