**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 &toDate (*Please specify the column name for filtering*)

**Reply**:-Order Booking Date

-**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*)

**Reply**:- Provide total for no. of samples cancelled in selected criteria

(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*

***Reply****:- (a) Basic Rate : rate defined in the invoicing structure.*

*(b)Service Tax:- Calculated tax value of sample saved in invoicing structure*

*(c) L1 Final Amount:- sum(a) + (b)*

*Tax Slab:-(a) Within Haryana - SGST -9 %*

*CGST -9 %*

*(b) Outside Haryana -IGST -18 %*

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

-On the end of month,anauto generatedwill 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. of samples Within TAT Performance (in %)

*Please provide the explanation about listed columns:*

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

***Reply****:-*

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

***Summary****:*

*No. of samples*

*Performance in (%) - Samples withn TAT / Total no. of samples*

-In the end, feedback form will be merged.-send as attachment for reference. Voice of Customer form will be attached with the above detail in the format which is user friendly so that user can input data and sent back to ITC without any downloading.

**(8) MIS Reports:-**

(b) Amended Reports:-

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

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

**Reply**: Order Booking Date

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*)

**Reply:- Total is required to calculate total no. of reports ammended.**

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

-Report in excel format attached for reference.

*Please specify the Selection Criteriafor filtering*

*Brief explanationrequired mainly about each column listed below:*

* *Number of Reports Due (29.05.2018):-*

***Reply****:- If we take 29.05.2018 as an example then no. of samples whose expected due date is 29.05.20158*

* *Number of Reports issued (29.05.2018)*

***Reply****:- No. of reports approved on 29.05.2018*

* *Delay*

***Reply****:- Formula is in excel sheet*

* *Delay %*

*Reply:- Formula is in excel sheet*

* *Number of Delay reports before (29.05.2018)*

***Reply****:-Reports having expected due date < 29.05.2018 & still pending(not approved yet)*

* *Report Issued as on (29.05.2018)*

***Reply****:Reports issued on 29.05.2018 whose expected due date <29.05.2018 (reports released from delay reports*

* *Delay*

***Reply****:- Formula is in excel sheet*

* *Delay % (S.No - 5-6)*

***Reply****:- Formula is in excel sheet*

* *Advance report issued(29.05.2018)*

***Reply****: Reports issued(approved) on 29.05.2018 whose expected due date > 29.05.2018*

* *Total Pending Reports*

***Reply****:- Formula is in excel sheet*

* *Total issued as on (29.05.2018) (Delay+Due)*

***Reply****:- Formula is in excel sheet*

* *Total Issued report*

***Reply****:- Formula is in excel sheet*

* *Total Issued %*

***Reply****:- Formula is in excel sheet*

* *Delay %*

***Reply****:- Formula is in excel sheet*

***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.*

**Reply**:- To be discussed :- report no. will be changed or not. to be implemented in all departments.