FREQUENTLY ASKED QUESTIONS

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DOLPHIN & ITS FEATURES

Q 1. What is Dolphin?

Dolphin is a contract lifecycle management tool that provides a central contract repository and automates the contract management process.

Q 2. What is meant by "one version of truth"?

Dolphin's central contract repository ensures that all contracts and supporting documents are stored in one place, providing a single, accurate source of information for all stakeholders.

Q3. How does Dolphin improve visibility?

Dolphin offers reports, dashboards, and search functionality to provide insights into live contracts and approaching renewal dates, ensuring compliance and allowing for proactive management.

Q4. How does Dolphin speed up the contract management process?

Dolphin automates many manual processes, enabling users to create and manage contracts faster and with greater accuracy. It also assigns responsibilities and tracks progress, reducing the risk of delays or errors.

Q5. How does Dolphin provide notifications?

Dolphin sends built-in alerts for termination and renewal dates and other contractual milestones, preventing unnecessary costs and ensuring that obligations are met.

Q6. How does Dolphin help with compliance?

Dolphin ensures compliance with all contractual milestones, commitments, and obligations, avoiding penalties and sanctions by ensuring operational and regulatory compliance.

Q7. Is Dolphin easy to adopt?

Yes, Dolphin's familiar look and feel, and its use of Word and Outlook make it easy to adopt and use, increasing user engagement and adoption rates.

Q8. Can Dolphin be customized to fit our organization's needs?

Yes, Dolphin can be customized to meet the unique needs of your organization, including branding, workflows, and reporting requirements.

Q9. Is Dolphin secure?

Yes, Dolphin offers enterprise-level security features, including data encryption, access controls, and audit trails, to protect sensitive contract information.

Q10. How can I access Dolphin?

You can access Dolphin by visiting their website at https://www.dolphincontracts.com/. Enter the credentials and login to the portal. Reach out to Spark Team for creating a new license request.

ROLES & PERMISSIONS

Q11. What is the Reader role in Dolphin?

The Reader role in Dolphin provides read-only access to the system-wide repository of contracts and supporting documents, as well as the ability to submit contract requests for review by the Legal Manager.

Q11. What can users with the Reader role do in Dolphin?

Users with the Reader role can read documents in the central contract repository, submit contract requests for review, and access basic canned reports.

Q12. What is meant by "system-wide"?

"System-wide" refers to the entire repository of contracts and supporting documents in Dolphin, which can be accessed by all users with the appropriate permissions.

Q13. Can users with the Reader role modify or delete contracts?

No, users with the Reader role only have read-only access to the system-wide contract repository and cannot modify or delete contracts.

Q14. Can users with the Reader role create new contracts?

Yes, users with the Reader role can create contract requests, which can be reviewed and approved or rejected by the Legal Manager.

Q15. What are basic canned reports?

Basic canned reports are pre-defined reports that provide a standard set of information and metrics about the contracts in the repository. Users with the Reader role can access these reports to gain insights into the contract portfolio.

Q16. What other roles are available in Dolphin?

Dolphin provides multiple roles with varying levels of access and permissions, including Legal Manager, Contract Owner, Contract Administrator, and Contract Analyst. Each role has its own set of functions and responsibilities.

Q16. How can I change my role in Dolphin?

To change your role in Dolphin, you will need to contact the administrator of your Dolphin account. They can grant you additional permissions or change your role to better fit your needs.

Q17. What is the Contract Requester role in Dolphin?

The Contract Requester role in Dolphin is responsible for initiating contract requests and submitting them for review by the Legal Manager.

Q18. How can a Contract Requester initiate a request in Dolphin?

To initiate a contract request in Dolphin, the Contract Requester can click on the +NEW button on the main Dolphin 365 interface screen and select "Contract Request". From there, they can fill out the required information on the "New Contract Request" form, including selecting the contract type, entering a contract name and company name, and selecting the appropriate jurisdiction.

Contract Request Process

Q19. Can Contract Requesters use templates for their contract requests?

Yes, Contract Requesters can utilize templates from the repository in Dolphin by selecting the appropriate contract type from the drop-down menu on the "New Contract Request" form.

Q20. How can Contract Requesters enter a company name in their contract request?

Contract Requesters can enter an existing company name by entering its first two letters or more, or suggest a new company name for the contract by using the "+" sign next to the Company text field.

Q21. What is the Jurisdiction Tab in the "New Contract Request" form?

The Jurisdiction Tab in the "New Contract Request" form is where Contract Requesters can select the applicable jurisdiction for the contract and company.

Q22. What happens if the company name suggested by the Contract Requester does not exist in the company repository?

If the company name suggested by the Contract Requester does not exist in the company repository, it will be a placeholder temporarily and not created in the company repository. The company will be created by the Contract Manager only if they accept the Contract Requester's company suggestion.

Q23. What is the role of the Contract Manager in the contract request process?

The Contract Manager is responsible for reviewing and approving or rejecting contract requests submitted by Contract Requesters. They can also create new companies and contract types in the repository as needed.

Q24. How to upload an external template?

On the "New Contract Request" form, under the "Contract Type" tab, select "External Template" from the drop-down menu.

Click on the "Upload Document" button found within the "Contract" tab.

Select the external template you want to upload from your computer's files and click "Open".

The template will be uploaded to the Contract Request form and can now be viewed or edited by the Contract Manager.

Note: When uploading an external template, ensure that it is in either .docx or .PDF format. Templates will not be available or utilized, so be sure to upload the complete agreement.

Q25. What are the mandatory fields that need to be filled in case the repository template is chosen?

The Contract requester shall find multiple fields for data to be filled in case the repository template is chosen. The mandatory fields are marked with an "asterisk".

Q26. When is the earliest start date for a request submitted through the Properties Tab?

The start date should be minimum one week after the submission of the request.

Q27. Are the data fields the same across all templates?

No, data fields are specific to each template and may vary.

Q28. What should I do if a data field is not applicable or required?

If any data field is not required or applicable as per the Contract requester, then "Not Applicable" or "NA" shall be entered (provided, it is not a dropdown).

Q29. What does the term "Entity" refer to?

The term "Entity" refers to GUS entities, subsidiaries, affiliates, sister concerns & academic partners including Pearl academy and UPES. These options shall be available under the dropdown list to be selected from.

Q30. Where can I find the details of the entity name, their entity type, registered under, addresses & PAN?

Refer to the below table for more details:-

Sn	Entity Name	TYPE	Registered Under	Address	PAN
1	GUS Global Services (India) Pvt. Limited	Company	Companies Act, 1956/2013	Office No.1217a, Avanta Business Centre, 12th Floor, Ambadeep Building, K G Marg, Connaught Place Central Delhi DL 110001	AABCL5297J
2	Pearl Retail Solutions Private Limited	Company	Companies Act, 1956	A-21/13 (X), Naraina Industrial Area, Phase II, New Delhi-110028	AABCI3232L
3	Edvancer Eduventures Private Limited	Company	Companies Act, 1956	802, G Sqaure, Jawahar Road Ghatkopar East Mumbai, Maharashtra – 400077	AADCE3001H
4	M- Power Energy India Private Limited	Company	Companies Act, 1956	Office No. 1217b Avanta Business Centre, 12th Floor, Ambadeep Building, Kasturba Gandhi Marg, Connaught Place, New Delhi - 110001	AACCM5485A
5	Creative Arts Education Society	Society	The Societies Registration Act, 1860	A-21/13, Naraina Industrial Area, Phase II, New Delhi-110028,	AAAAC9245N
6	University of Petroleum and Energy Studies	University	UPES Act 2003	Energy Acres. P.O. Bidholi Via-Prem Nagar, Dehradun – 248007,	AAAJU0111A
7	Hydrocarbons Education And Research Society	Society	The Societies Registration Act, 1860	216B II, Second Floor, Splendor Forum, Plot bearing No. 3, Jasola District Centre, Jasola, New Delhi-110025,	AAAAH0793A
8	Data Ram and Sons Private Limited	Company	Companies Act, 1956	Flat No. 1105-1106, Ashoka Estate, New Delhi Central Delhi DL 110001,	AAACD6062E
9	UPES COUNCIL FOR INNOVATION AND ENTREPRENEURSHIP (UCIE)	Company	Companies Act, 1956	UCIE, Energy Acres Bidholi Campus via Prem Nagar Dehradun, Uttarakhand 248001	AADCE2735Q
10	PearlEdge(A unit under PEARL RETAIL SOLUTIONS PRIVATE LIMITED)	Company	Companies Act, 1956	A-21/13, Naraina Industrial Area, Phase II, New Delhi – 110028	AABCI3232L
11	Edology (A unit under GUS Global Services (India) Pvt. Ltd.)	Company	Companies Act, 1956	Office No. 1217a Avanta Business Centre, 12th Floor, Ambadeep Building, Kasturba Gandhi Marg, Connaught Place, New Delhi – 110001	AABCL5297J
12	Pearl Academy (A unit under Creative Arts Education Society)	Society	The Societies Registration Act, 1860	A-21/13, Naraina Industrial Area, Phase II, New Delhi – 110028	AAAAC9245N
13	PearlxStudio (A unit under Creative Arts Education Society)	Society	The Societies Registration Act, 1860	A-21/13, Naraina Industrial Area, Phase II, New Delhi – 110028	AAAAC9245N
14	Class Genie Private Limited	Company	Companies Act, 1956	3RD Floor, DLF Square Jacaranda Marg, DLF Phase 2, Sector 25, Gurgaon.- 122022	AAJCC4284E

15	InterLearn Private Limited	Company	Companies Act, 1956	3RD Floor, DLF Square Jacaranda Marg, DLF Phase 2, Sector 25, Gurgaon.- 122022	AAGCI0993M
16	Lifelong Knowledge Private Limited	Company	Companies Act, 1956	3RD Floor, DLF Square Jacaranda Marg, DLF Phase 2, Sector 25, Gurgaon.- 122022	AAECL5863H
17	GUS Edtech Private Limited	Company	Companies Act, 2013	Office Number 1325, 12th & 13th Floor Ambadeep Building, K G Marg Delhi-110001	AAKCG1165D
18	UPES Alumni Trust	Trust	The Indian Trusts Act, 1882	Energy Acres. P.O. Bidholi Via-Prem Nagar, Dehradun – 248007	AABAU3353N
19	Pearl Academy Alumni Trust	Trust	The Indian Trusts Act, 1882	A-21/13, Naraina Industrial Area, Phase - II, Delhi - 110028	AACTP8168L

What does the term "Company (Contract Party)" refer to?

The term "Company (Contract Party)" refers to vendor/contractor/supplier/service provider/other party and shall be entered manually by the Contract requester.

Q31. Where can I find the details of the "Company (Contract Party)" type, registered under?

For details of company (contracting party)/ vendor/ supplier/ service provider select from below:

Type of company/ contracting Party-	Registered under-
Company	Companies Act, 1956/ Companies Act, 2013
Society	The Societies Registration Act, 1860
Trust	The Indian Trusts Act, 1882
University	The Applicable Act on that particular University
Partnership	The Indian Partnership Act, 1932
Limited Liability Partnership	Limited Liability Partnership Act, 2008
Sole Proprietor/Individual	Not applicable

Q32. What should I do if I need additional fields that are not included in the repository template?

In case there are any fields which are additionally required as per the Specific Contract which is not already in the template, then the Contract requester can use the "New Properties" Tab and create new fields in addition to the pre-existing fields

Q33. Can I attach supporting documents to my request?

Yes, the Contract Requester can attach any additional or supporting documents under the attachments. The Attachments tab is for supporting documents e.g. price sheets, .msg email discussions, PowerPoints, etc. – not the primary contract which is as seen above handled in the "Contract" tab.

Q34. What should I do once I have filled in all the required intake properties and uploaded the legal contract and supplementary attachments?

The Contract Requester can click on Save and Submit button when they have filled in all the required intake properties, uploaded the legal contract as well as any supplementary attachments as applicable.

Q35. What approvals are required for commercial agreements?

It is mandatory for commercial agreements to have the approvals as per the Delegation of Authority (DOA) and procurement approval of the respective entities under the attachments tab.

Q36. What happens once I submit the request?

Once submitted, there will be a workflow triggered to the Manager (which is the legal department) for the purpose of review. The contract raised will appear in the general Request summary view (Approved, Revision Required, etc.).

Q37. Where can I track the progress of my request?

This will get assigned in the "request tab" under the "In-progress" category.

Q38. Will I receive any notification regarding the progress of my request?

An email notification will also be triggered to the initiator for every action undertaken.

Q39. Can I view comments and updates related to my contract request?

Yes, comments and updates related to your contract request can be seen anytime by clicking on the contract request tab.

Q40. What information can I view in the contract request tab?

The contract request tab provides access to the complete history of the request, including any comments or updates that have been made.

Q41. How can I access the contract request tab?

You can access the contract request tab by logging into the system and navigating to the appropriate section.

Q42. Can I track the progress of my contract request?

Yes, once a contract request becomes a near-final draft that is currently undergoing approval by the authority management team, the Requester can see the status and progress of the current workflow, such as with whom it is currently assigned for the next approval stage. To access this information, navigate to the Active Workflow Status task list under the Reports section.

Q43. How do I access the Active Workflow Status task list?

To access the Active Workflow Status task list, navigate to Reports in the main left-hand side menu in Dolphin. Under the list of auto-generated task lists, navigate to Active Workflow Status task list.

Q44. What information can I view in the Active Workflow Status task list?

In this view, the Requester can see the name of the agreement, the status, what approval stage it is in, and to whom it is assigned if they need to connect directly with that approval delegate for a progress update and report.

Q45. Who has access to the contract requests raised by the initiator?

The requests raised by the initiator will be accessible to the initiator, legal department (manager), and super users (CFO, COO, Legal head).

Q46. How are contract requests categorized?

All the requests raised will be categorized into four buckets:

***Pending** – These are the contracts which are raised and not yet reviewed.*

Approved *– These are the contracts which have been approved by the legal department.*

Revision Required *– These are the contracts for which revisions are requested from the legal department.*

Completed *– These are the contracts which are reviewed, approved, and completed in all forms. There will be no change possible post this status.*

Q47. What happens if the Manager requires corrections, revisions, or updates?

Once submitted, if the Manager requires corrections, revisions, or updates, the request will be re-routed back to the Requester's view under Pending. An alert will also notify the Requester via email that such action is required by the Manager. Opening the Request via the summary view above, or by following the link in the email will enable the necessary updates to be made, and the Requester can resubmit it.

Q48. How do I resubmit a contract after making necessary revisions?

After revising the contract, simply submit it back to the Manager for review.

CONTRACT COMPLETION & MANAGEMENT

Q49. How do I know when my contract has been completed by the Manager?

You will be notified once your contract has been completed by the Manager.

Q50. How do I download a copy of the approved contract to share with an external party?

Navigate to the "Contract" tab inside the contract request and click the facing down arrow icon to download a copy.

Q51. Will the internal workflow be visible to end users in the contract?

No, once the internal workflow is triggered, it will not be visible in the contract for end users, except in the reports of the "active workflow status." Only participating approvers can see the workflow, and other people cannot.

Q 52. Will the reader receive a notification about the completion of the internal workflow?

No, the reader will not receive a notification by default unless they are set as the "Owned By" user on that contract. If the initiator is set as the "Owned By" user, they will receive a cc alert via email as the workflow progresses.

Q:53. What should be the trigger point for the reader to send the document for final signing?

The "Owned By" user on that contract should be set as the initiator/reader, and then they will receive CC alerts as the workflow progresses. They can then send the document for final signing once the internal workflow is completed.

WORKFLOW OVERSIGHT & NOTIFICATION

Q54. What triggers the email to be sent to the workflow overseer?

The email is automatically fired off once a workflow has been kicked off, which happens when the internal review state is set and saved.

Q55. What does the email to the workflow overseer indicate?

The email indicates that the workflow has begun and that the recipient is managing it.

Q56. Will the workflow overseer receive any other email alerts during the workflow?

Yes, the workflow overseer will receive email alerts when the completion of the workflow is pending, and when all participants have hit "approve" and the "Complete" button becomes available.

HISTORY TAB & AUDITING

Q57. What does the email to the workflow overseer indicating that the workflow is pending completion say?

The email will indicate that everyone has approved, and that the overseer should complete the workflow.

Q58. What is the History tab?

The History tab is a feature that allows users to view the change history of a document or workflow in the system. It records all the changes made to a document or workflow, including the date, time, and user who made the changes.

Q59. How can the History tab be helpful?

The History tab can be helpful in many ways. For example, it can help users track changes made to a document or workflow, monitor who made the changes, and identify any unauthorized or unintended changes.

Q60. Can users hide changes from the History tab?

No, users cannot hide changes from the History tab. The History tab records all changes made to a document or workflow, including changes to the managed by user. This means that even if a user changes the managed by user, it will be recorded in the History tab and can be audited for evidence.

Q61. Who has access to the History tab?

Users with appropriate permissions can access the History tab. In this case, Jatin is a super admin and has access to the History tab.

Q62. Is the History tab available for all documents and workflows?

Yes, the History tab is available for all documents and workflows in the system.