Contract Requester (Reader) Training
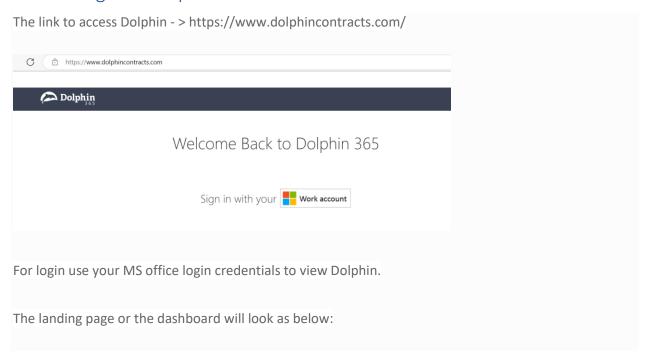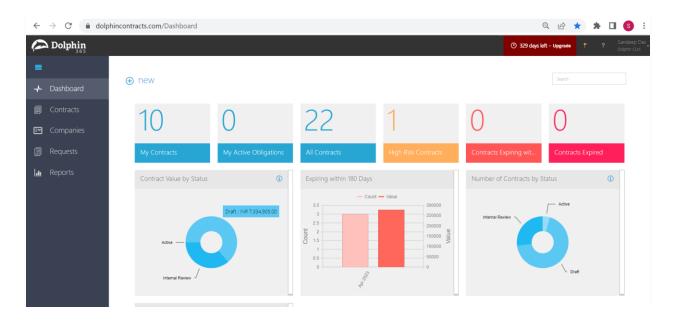
Process Level Document

Why Dolphin ?

Dolphin is a contract lifecycle management tool which provides the following functionalities:

- One version of truth - Store all contracts and supporting documents in one central contract repository.
- Improve visibility - Remain compliant and stay ahead of the game with reports, dashboards and search functionality. Know exactly what contracts are live and what renewal dates are approaching.
- Speed- Speed up and automate the contract management process and control who is responsible for what
- Notifications - Stay on top of all termination and renewal dates and contractual milestones with built-in alerts. Don't keep paying for services you aren't receiving
- Compliance - Remain compliant with all contractual milestones, commitments and obligations. Avoid penalties and sanctions by ensuring operational and regulatory compliance
- Ease of adoption - Give your users a tool they'll want to use. Dolphins familiar look and feel, and it's use of Word and Outlook make it easier to adopt

How to login to Dolphin ?

The link to access Dolphin - > https://www.dolphincontracts.com/

For login use your MS office login credentials to view Dolphin.

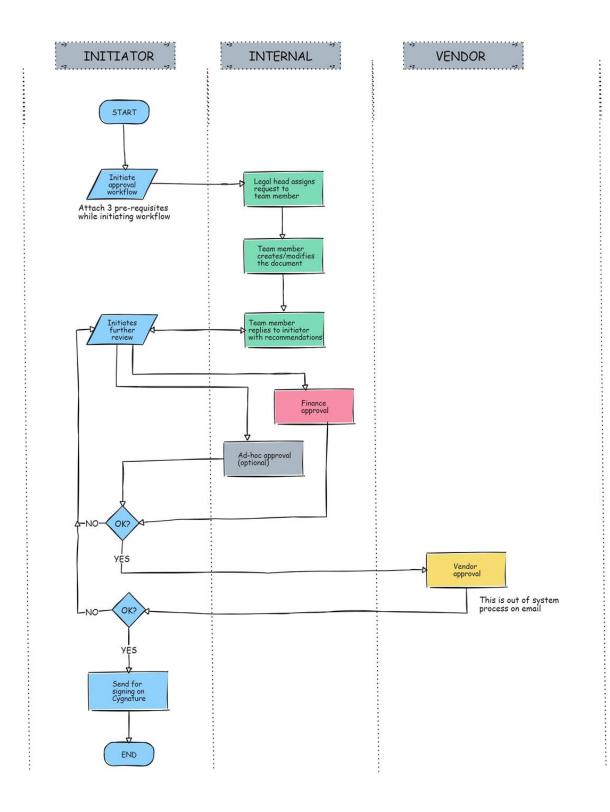The landing page or the dashboard will look as below:

Which are the roles available in Dolphin ?

Every initiator would be provided with the Reader role, following functions are provided with this role:
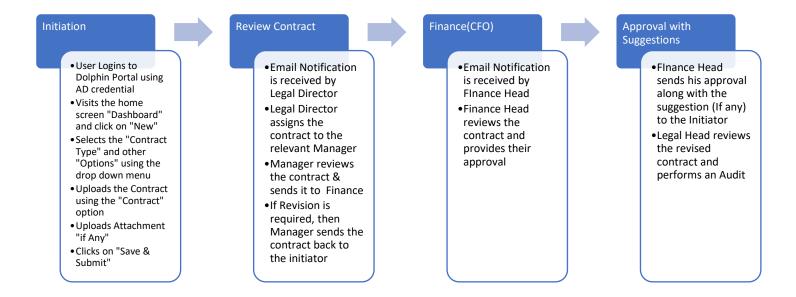
- Can read only system-wide
- Can submit Contract Requests so that Legal Manager can review and approve/reject
- Can read basic canned reports

Process flow

Below is the process flow for CLM. It carries multiple steps, starting from initiation to approval/rejection from finance to sharing the contract with Vendor

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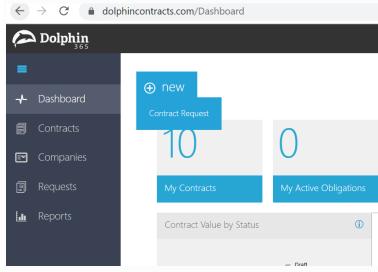| INITIATOR	INTERNAL	VENDOR

START

Initiate approval workflow

Attach 3 pre-requisites while initiating workflow

Legal head assigns request to team member

Team member creates/modifies the document

Initiates further review

Team member replies to initiator with recommendations

Finance approval

Ad-hoc approval (optional)

NO — OK? — YES

Vendor approval

This is out of system process on email

NO — OK? — YES

Send for signing on Cygnature

END

Initiation		Review Contract		Finance(CFO)		Approval with Suggestions
• User Logins to Dolphin Portal using AD credential • Visits the home screen "Dashboard" and click on "New" • Selects the "Contract Type" and other "Options" using the drop down menu • Uploads the Contract using the "Contract" option • Uploads Attachment "if Any" • Clicks on "Save & Submit"	→	• Email Notification is received by Legal Director • Legal Director assigns the contract to the relevant Manager • Manager reviews the contract & sends it to Finance • If Revision is required, then Manager sends the contract back to the initiator	→	• Email Notification is received by FInance Head • Finance Head reviews the contract and provides their approval	→	• FInance Head sends his approval along with the suggestion (If any) to the Initiator • Legal Head reviews the revised contract and performs an Audit

Step 1: Initiation
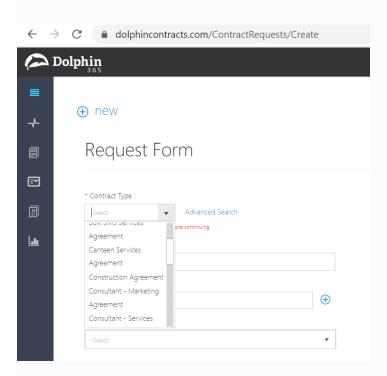
Submit Contract Intake Form (Request)

For the purposes of this guide, "Requester" in Dolphin is the same as the Initiator role at GGS India.

In the main Dolphin 365 interface screen, click the **+NEW** button and select "Contract Request". The **+NEW** button is visible across most navigation pages in Dolphin 365 for easy access.

Contract Requester will be redirected to "New Contract Request" form. On the form the Contract Requester must first select the **Contract Type** from the drop down menu.

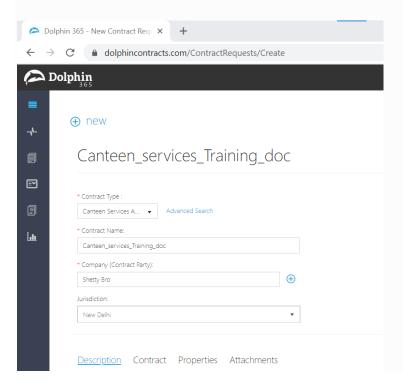The Contract requester can utilize the Templates from the repository by selecting it from "**Contract Type" Tab** – (For e.g in below image it is Canteen services agreement Template)

When entering details under the "**Contract Name" Tab** the contract requester shall give title or name for the Contract (For e.g - Abc non disclosure agreement or Xyz service agreement, as applicable)

When entering the company name (vendor/ contracting party name), the Contract Requester can point to an existing company name by entering its first two letters or more e.g. "AC…" of "ACME Inc.". If the company name does not exist, the Contract Requester can *suggest* the company name for the contract. Use the **"+"** sign next to Company text field and enter the company name.
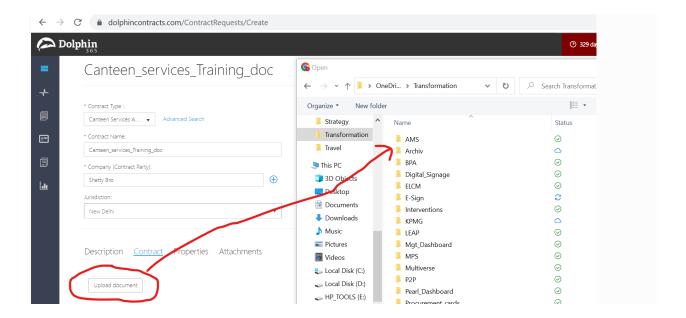
NOTE: At this point the company name will be a placeholder temporarily and not created in the company repository. The company will be created by the Contract Manager if and only if they accept the Contract Requester's Company suggestion.

"Jurisdiction Tab"- shall be selected according to applicable Jurisdiction on the Contract & Company. (For e.g in below image it is selected as Delhi)

How to upload an external template ?

If there is a draft or working contract by the Contract Requester, then he/she can upload it directly. Templates will not be available or utilized, so **be sure to upload a .docx or .PDF agreement directly.** The main contract is uploaded by utilizing the **Upload Document** button found within the **Contract** tab as highlighted in the image below.

Step 3 (a)- How to update the "properties" tab?

Under the Properties Tab- the Contract requester shall find multiple fields for data to be filled in case the repository template is chosen. The mandatory fields are marked in "asterisk". The start date should be minimum one week after the submission of the request.
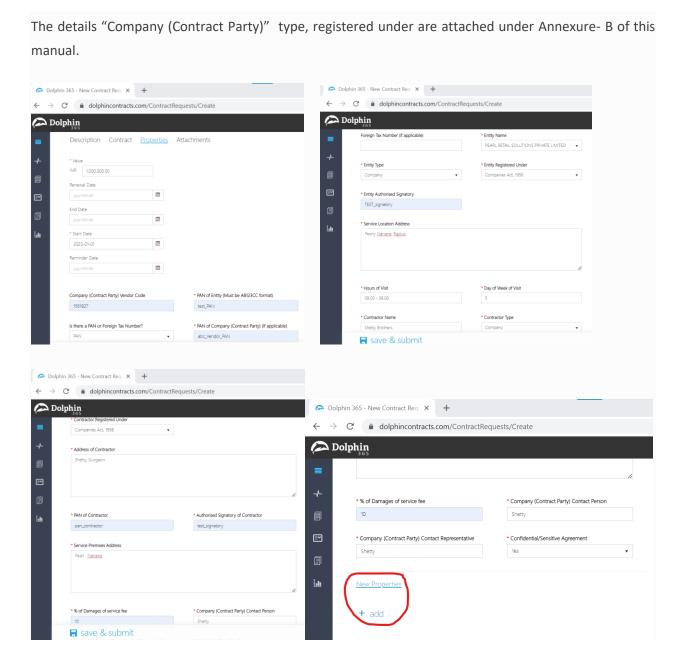
It is be noted that data fields are specific to each template and would not be same across all templates. If any data field is not required or applicable as per the Contract requester then **Not applicable/NA** shall be entered (provided, it is not a dropdown).

TheTerm "Entity" is referred to for GUS entities, subsidiaries, affiliates, sister concerns & academic partners including Pearl academy and UPES shall be available under the Drop-down list to be selected from.

The details of entity name ,their entity type, registered under, addresses & PAN are attached under Annexure- A of this manual.
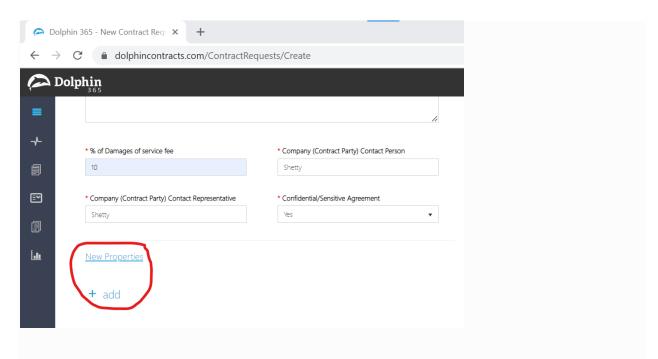
And

The Term "Company (Contract Party)" is referred to for vendor/ contractor/ supplier/ service provider/ other party and shall be entered manually by the Contract requester.
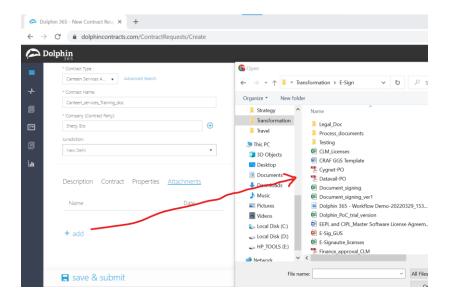
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The details "Company (Contract Party)" type, registered under are attached under Annexure- B of this manual.

Step 3 (b)- How to add in the " new properties" tab?

In case there are any fields which are additionally required as per the Specific Contract which is not already in the template, then in that case the Contract requester can use the "**New Properties**" **Tab** and create new fields in addition to the pre existing fields. (Image reference below)
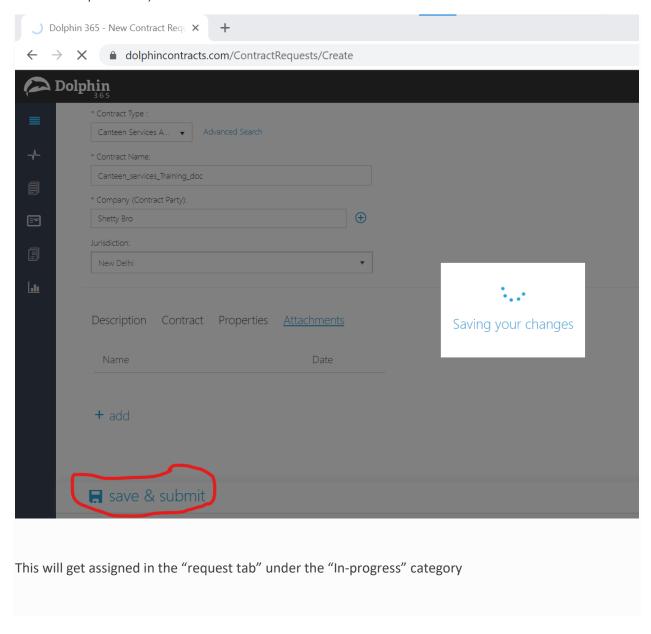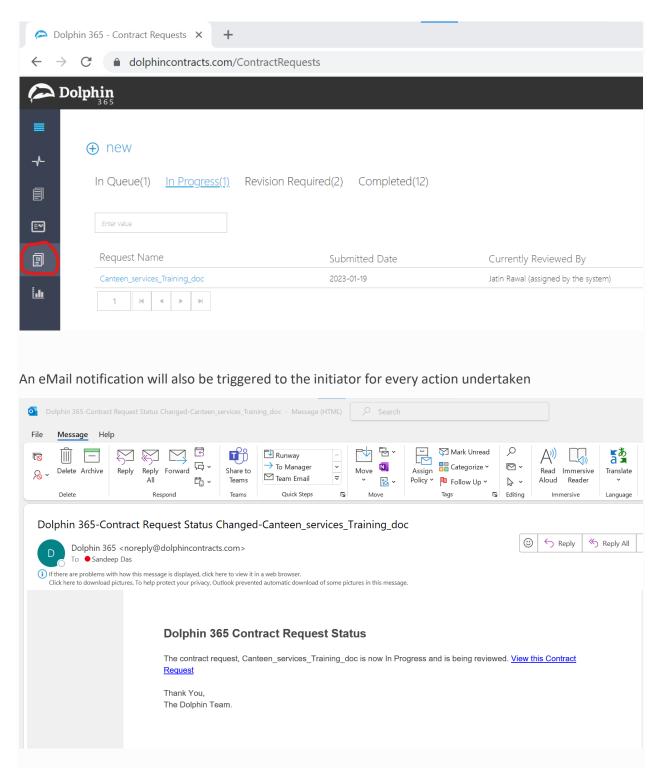
The Contract Requester can also attach any additional or supporting documents under the attachments. The **Attachments** tab is for supporting documents e.g. price sheets, .msg email discussions, PowerPoints etc.— **not the primary contract** which is as seen above handled in the "Contract" tab.
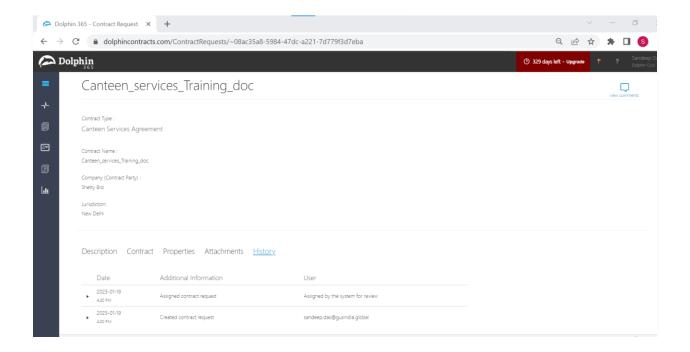
Step 4: What needs to be updated in the attachment tab ?

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

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

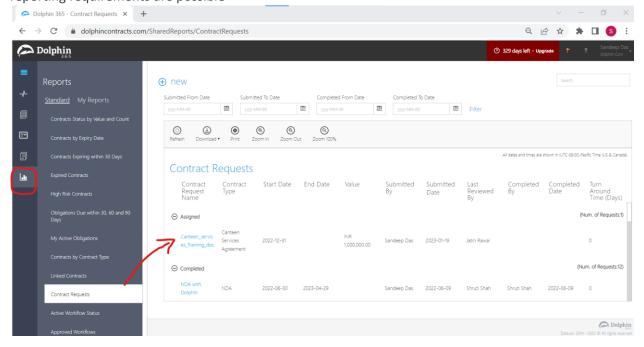An eMail notification will also be triggered to the initiator for every action undertaken

Any comments updated for the contract and the history can be seen anytime by clicking on the contract request tab
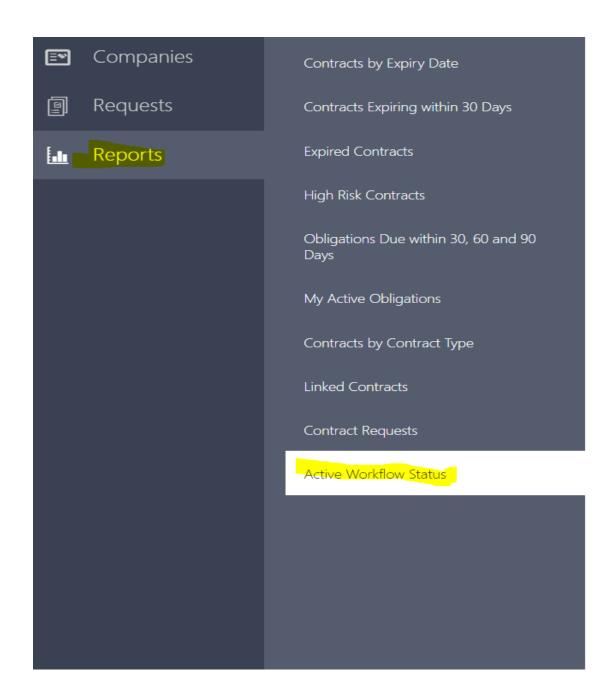
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What are the reporting possibilities in Dolphin:
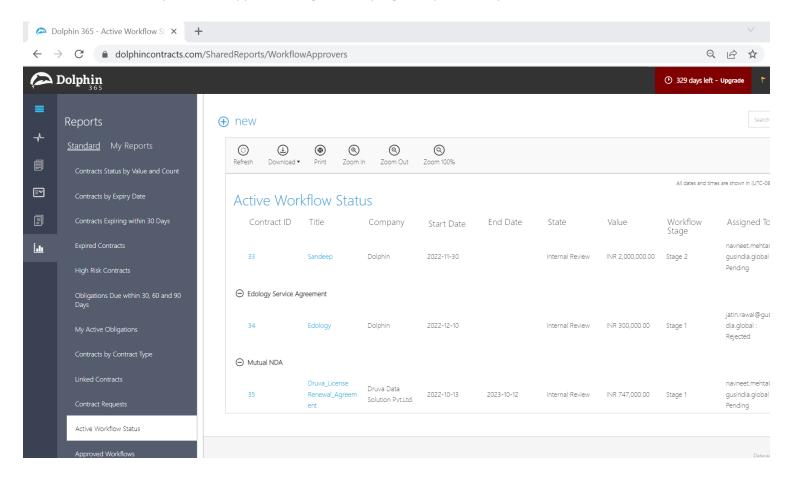
1. Once a contract request becomes a near-final draft that is currently undergoing approval by the authority management team, the Requester can see the status and progress of the current workflow, such as with whom it is currently assigned for the next approval stage. Similarly, several reporting requirements are possible
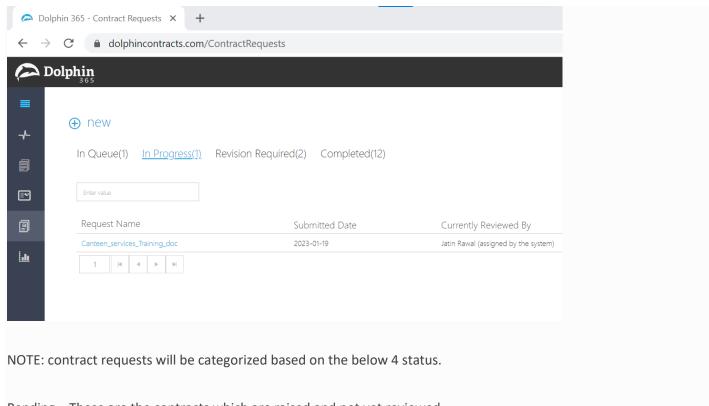
2. On the main left hand side menu in Dolphin, navigate to **Reports**. Under the list of auto-generated task lists, navigate to **Active Workflow Status** task list.

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3. 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 & report.

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

5. All the requests raised will be categorized into 4 buckets

NOTE: contract requests will be categorized based on the below 4 status.
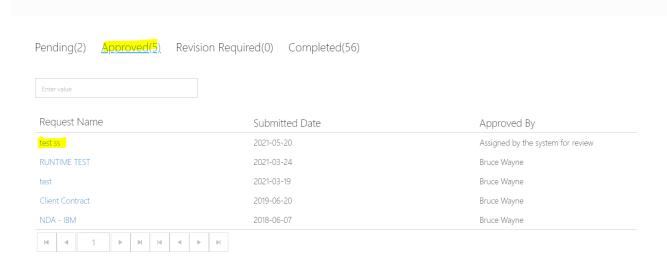
Pending – These are the contracts which are raised and not yet reviewed

Approved – These are the contracts which has been approved by the legal department
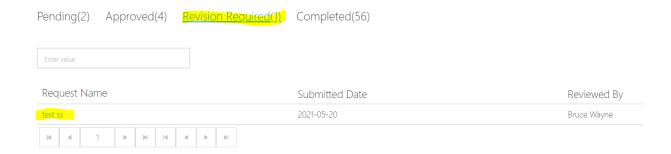
Revision required- these are the contracts for which revisions are requested from the legal department

Completed – ~~These are the contract which are reviewed, approved and completed in all forms. There will be no change possible post this status.~~ Once a contract is approved by the first workflow, the initiator receives the status as "Completed".

Pending(2)   <mark>Approved(5)</mark>   Revision Required(0)   Completed(56)

Enter value

| Request Name	Submitted Date	Approved By
<mark>test ss</mark>	2021-05-20	Assigned by the system for review
RUNTIME TEST	2021-03-24	Bruce Wayne
test	2021-03-19	Bruce Wayne
Client Contract	2019-06-20	Bruce Wayne
NDA - IBM	2018-06-07	Bruce Wayne

|◄ ◄ 1 ► ►| |◄ ◄ ► ►|
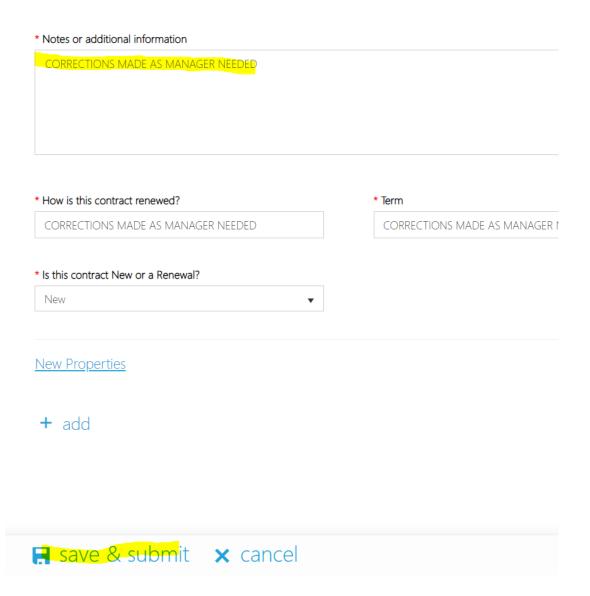
Once submitted, if the Manager requires corrections, revisions or updates, the request will be re-routed back to the Requester's view under <mark>Pending</mark> "Revision Required". An alert will also notify the Requester via email that such an action is required by the Manager. Opening the Request via 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.

Pending(2)   Approved(4)   Revision Required(1)   Completed(56)

Enter value

Request Name	Submitted Date	Reviewed By
test ss	2021-05-20	Bruce Wayne

|◄ ◄ 1 ► ►| |◄ ◄ ► ►|

How to carry out any revisions?

When opened and the necessary revisions are made, the Requester can resubmit it back to the Manager.

* Notes or additional information

<mark>CORRECTIONS MADE AS MANAGER NEEDED</mark>

* How is this contract renewed?

CORRECTIONS MADE AS MANAGER NEEDED

* Term

CORRECTIONS MADE AS MANAGER N

* Is this contract New or a Renewal?

New ▾

New Properties

\+ add

💾 <mark>save & submit</mark>   ✕ cancel

Finally, when a contract is submitted by the Requester, reviewed and Completed by the Manager, the Requester is notified.

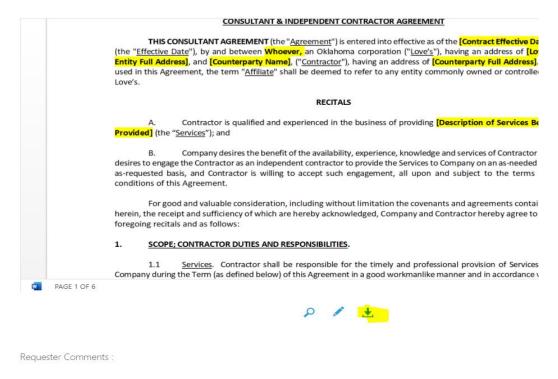*Confidential Document*

The Requester can then download a copy of the approved contract to share with the counterparty.

Simply navigate to the "Contract" tab inside the contract request that needs downloading to share with an external party.

Click   the   facing   down   arrow   icon   highlighted   below   to   download   a   copy.

Description   Contract   Properties   Attachments   History

Requester Comments :

Annexure A

For details of entity name, their entity type, registered under, addresses & PAN select from below:
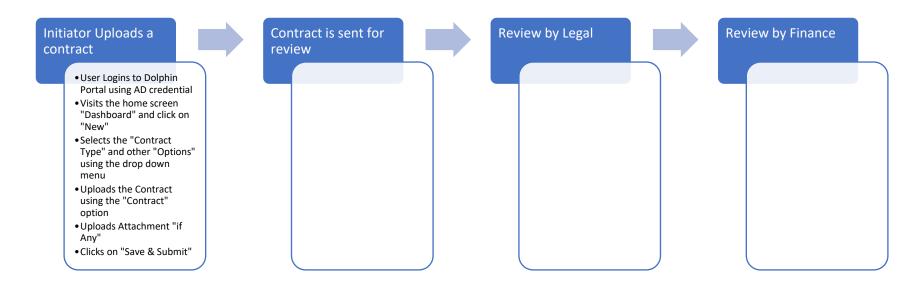
Sn	Entity Name	TYPE	Registered Under	Address	PAN
1	GUS Global Services (India) Pvt. Limited	Company	Companies Act, 1956/2013	Office No.1217a, Avanta Business Centre, 12th Floor, Ambadeep Building, K G Marg, Connaught Place Central Delhi DL 110001	AABCL5297J
2	Pearl Retail Solutions Private Limited	Company	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

Annexure B

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**

Initiator Uploads a contract	Contract is sent for review	Review by Legal	Review by Finance
• User Logins to Dolphin Portal using AD credential • Visits the home screen "Dashboard" and click on "New" • Selects the "Contract Type" and other "Options" using the drop down menu • Uploads the Contract using the "Contract" option • Uploads Attachment "if Any" • Clicks on "Save & Submit"			

Above diagram defines the workflow followed in Dolphin. This flow is followed by each and every user.