

## Training Module

Sr. No.		Seller Management Module
1		<b>Sign up</b> – create an account One time step; Provision for forgot password and password regeneration exists
2		<b>Sign in</b> Provision for forgot password and password regeneration exists
	<b>2.1</b>	<b>New work order (to be filled in by Seller)</b> This is how the seller will communicate with IGCPL and assign a work-order based on GeM work order/ Non-GeM work order received by Seller.
	2.1.i	<b>Seller to Fill in details</b> – in the proforma chart – Save draft feature exists  <b>Proforma:</b> <ol style="list-style-type: none"> <li>1. Seller Code (pre-filled)</li> <li>2. Seller Location (drop down from list of cities)</li> <li>3. GeM work order ID (to be filled in from GeM work order)/ Non-GeM work order ID</li> <li>4. Name of Buyer (to be filled in from GeM work order)</li> <li>5. Address of Buyer with PIN Code (drop down showing list of cities and the exact pin-code)</li> <li>6. Date when the item is ready for delivery (choice of seller- date can be selected from Calendar link)</li> <li>7. Logistics option opted by seller (drop down- piecemeal or Bulk fulfilment)</li> <li>8. Expected date of delivery (choice of seller- date can be selected from Calendar link)</li> <li>9. Is there a Sample Clause in work order- yes, or, no</li> <li>10. Value of GeM order excluding GST</li> <li>11. Would you like to opt for Bill Discounting: Yes/ No/ Can't say now</li> </ol>
	2.1.i.a	<b>Seller to Upload copy of GeM work order</b> – <ol style="list-style-type: none"> <li>1. PDF file/ compressed file upload link with scan and upload feature</li> </ol>
	2.1.i.b	Issue work order to IGCPL- the <b>Seller</b> will be required to submit the proforma and click on the tab to assign a work order to IGCPL.  <b>By System:</b> An IGCPL work-order number will be assigned as soon as this step is completed and a communication to Seller will be sent informing him of team assigned, and source team, destination team, fulfilment partner. The team will ordinarily consist of Laabh executive who has onboarded the seller; Plus Buddy from one amongst the pool of Plus executive at source station; One of the Laabh executives at the destination and one of the Plus executive at the destination station. The system will randomly assign the names, except for the Laabh executive who has onboarded the Seller. Whenever a Plus executive is assigned along with Laabh executive, he/she will be called “Buddy” <b>Standard work order proforma generation:</b> The system will generate a Work order document which will contain names of Laabh and Plus Teams at Destination as authorised persons to coordinate with the Buyer organization on behalf of the Seller for the particular work-order.  <b>“To whomsoever it concerns”</b>

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	<p>This is to certify that Mr/Ms._____, Mr./Ms._____, Mr/Ms._____, Executive of our authorised channel partner M/s Indigem Channel Partner Private Limited (IGCPL), has been assigned by us to represent us in connection with the GeM Work order _____ for Delivery co-ordination, Sample clause inspection, CRAC Inspection, Bill processing co-ordination and any other work required to be coordinated in connection with the fulfilment of above mentioned GeM work order. We approve the actions undertaken by the above-named persons in connection with this work-order.</p> <p style="text-align: right;">Seller Details (with a scanned signature)</p>
2.2	<p><b>Orders in progress:</b> Work-Order wise details will be visible in a chronological order to Seller as well as IGCPL team.</p> <p>Pending orders over 10 days old will be highlighted for attention. A communication will be sent to the source team and the destination team on all pending orders which are more than 10 days old and a reminder will be issued every 10<sup>th</sup> day.</p>
2.2.i	<b>Delivery</b> - to be managed by Plus executive at Source and Plus Executive at Destination; pre-populated from data in 3.3 FP Management module
2.2.i.a	Piecemeal fulfilment : (As per the option of client)
2.2.i.a.a	If In transit – expected date of delivery to be filled in by Plus Buddy
2.2.i.b	Bulk fulfilment (As per the option of client)
2.2.i.b.a	If With seller – expected date of delivery
2.2.i.b.b	If With fulfilment partner – expected date of delivery to be filled in by Plus Buddy
2.2.i.c	Incident report, if any, pre or post delivery- to be filled in by Plus Buddy
2.2.ii	<p><b>Sample clause cases</b> A communication will be issued to the seller, source team and destination team specifying that the particular work order has a sample clause. It will be the responsibility of assigned Laabh executive to demonstrate Sample; Delivery will be responsibility of Plus Buddy.</p>
2.2.ii.a	Sample delivery status – to be filled in by Plus Buddy
2.2.ii.b	Manager details (Manager of destination station)- autofilled
2.2.ii.c	Date of inspection will be filled in by Laabh executive after ascertaining the same from Buyer official
2.2.ii.d	<p>Result of inspection: (to be filled in by Laabh executive)</p> <p>A communication will be sent by assigned Laabh executive to seller, source team and destination team about the result of sample clause inspection. Seller will provide a copy of Inspection document uploaded by the Buyer to IGCPL team for further processing</p>
2.2.ii.e	Laabh executive will Upload inspection report PDF file/ compressed file ( <b>Upload tab to be provided</b> )

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2.2.iii	<b>CRAC</b>
2.2.iii.a	Date of delivery (as per records, pre-populated)
2.2.iii.b	Manager details (as per records, pre-populated)
2.2.iii.c	Date of inspection (to be filled in by Laabh executive)
2.2.iii.d	<p>Result of inspection- (to be filled in by Laabh executive)</p> <p>A communication will be sent to seller, source team and destination team about the result of CRAC inspection.</p> <p>Seller will provide a copy of Inspection document uploaded by the Buyer to IGCPL team for further processing</p>
2.2.iii.e	Laabh executive will upload CRAC report as a compressed file/ PDF file as provided by Seller
2.2.iv	<b>Bill Processing</b>
2.2.iv.a	Date of CRAC (T) (as per records, pre-populated)
2.2.iv.b	<p>Has seller opted for G-Cash? (pre-populated, as per records of option opted for by Seller)</p> <p>If yes, click on the link to go to cash flow module.</p> <p>A communication will be sent by the System to seller and the G-Cash team about the option of bill discounting.</p> <p>If No, continue</p>
2.2.iv.c	Status report - A communication will be sent at the end of each specified period to assigned manager, Laabh executive and seller.
2.2.iv.c.a	T-1 to T-15 (T day will be the date of CRAC)
2.2.iv.c.b	T-16 to T-30
2.2.iv.c.c	T-31 to T-45
2.2.iv.c.d	T-46 to T-60
2.2.iv.c.e	Overdue beyond 60 days
2.2.iv.c.f	Overdue beyond 90 days
2.2.iv.c.g	Overdue beyond 120 days
2.2.iv.c.h	Overdue beyond 150 days
2.2.iv.c.i	Overdue beyond 180 days
2.2.v	<b>Check Team assigned – Seller as well as IGCPL can check this</b>
2.2.v.a	Seller source team
2.2.v.a.a	Manager
2.2.v.a.b	Laabh Executive assigned
2.2.v.a.c	Plus Buddy assigned
2.2.v.b	Buyer destination team
2.2.v.b.a	Manager
2.2.v.b.b	Laabh Executive assigned
2.2.v.b.c	Plus Buddy assigned

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	2.2.v.c	Feedback/Complaint/ Grievance <b>filed by the Client:</b>  A communication will be sent to Manager, AGM, GM and Directors expecting necessary ACTION asap.
	<b>2.3</b>	<b>Payment status</b>
	<b>2.3.i</b>	<b>Due from buyer</b>
	2.3.i.a	Date of invoice (prepopulated, as per records)
	2.3.i.b	Date of CRAC (T) (prepopulated, as per records)
	2.3.i.b.a	<b>T-1 to T-15</b>
	2.3.i.b.b	<b>T-16 to T-30</b>
	2.3.i.b.c	<b>T-31 to T-45</b>
	2.3.i.b.d	<b>T-46 to T-60</b>
	2.3.i.b.e	<b>Overdue beyond 60 days</b>
	2.3.i.b.f	<b>Overdue beyond 90 days</b>
	2.3.i.b.g	<b>Overdue beyond 120 days</b>
	2.3.i.b.h	<b>Overdue beyond 150 days</b>
	2.3.i.b.i	<b>Overdue beyond 180 days</b>
	<b>2.3.ii</b>	<b>Due from seller</b>
	2.3.ii.a	Sample clause coordination fee (prepopulated, as per records and computation)
	2.3.ii.a.a	<b>Advance</b>
	2.3.ii.a.b	<b>Full and final payment</b>
	2.3.ii.b	Logistics/Fulfilment cost (prepopulated, as per records and computation)
	2.3.ii.b.a	<b>Advance</b>
	2.3.ii.b.b	<b>Full and final payment</b>
	2.3.ii.c	G-Laabh coordination fee (prepopulated, as per records and computation)
	2.3.ii.c.a	<b>Advance</b>
	2.3.ii.c.b	<b>Full and final payment</b>
	<b>2.4</b>	<b>G-Cash flow management services</b>
	<b>2.4.i</b>	<b>Date of CRAC</b> (prepopulated, as per records)
	<b>2.4.ii</b>	<b>Date of request for bill discounting</b> (Seller can make a request)
	<b>2.4.iii</b>	<b>Status</b> (to be filled in by G-cash team )
	2.4.iii.a	Approved amount (to be filled in by G-cash team )  Communication will be sent to seller, G-Laabh team and Directors.
	2.4.iii.a.a	<b>Date of amount transferred</b>
	2.4.iii.a.b	<b>Bank account</b>
	2.4.iii.a.c	<b>Buyer payment status</b>  <b>Will be linked with 'due from buyer'</b>

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	2.4.iii.b	Request Rejected (to be filled in by G-cash team )  Communication will be sent to seller, G-Laabh team and Directors.
	2.4.iii.b.a	<b>Reason for rejection</b>
	2.4.iii.b.b	<b>Resubmit</b>
	<b>2.5</b>	<b>G-Café services : (for Seller)</b> Create a link to take to café services which will have a separate module altogether not linked with work orders