



Service User Manual

Version 1.0

Metadata

#	DataElements	Data Values
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2	Drafted by	Drishti Sharma
3	Reviewed by	Qamar Rizvi
4	Approved by	Y.K.Pathak (SPV)
5	Publisher	GeM
6	Brief Description	This document gives an overview of the process followed by the buyers and service providers during procurement and fulfilment of services on GeM.
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Version History

Version	Date	Drafted by	Reviewed by	Approved by	Revision Details
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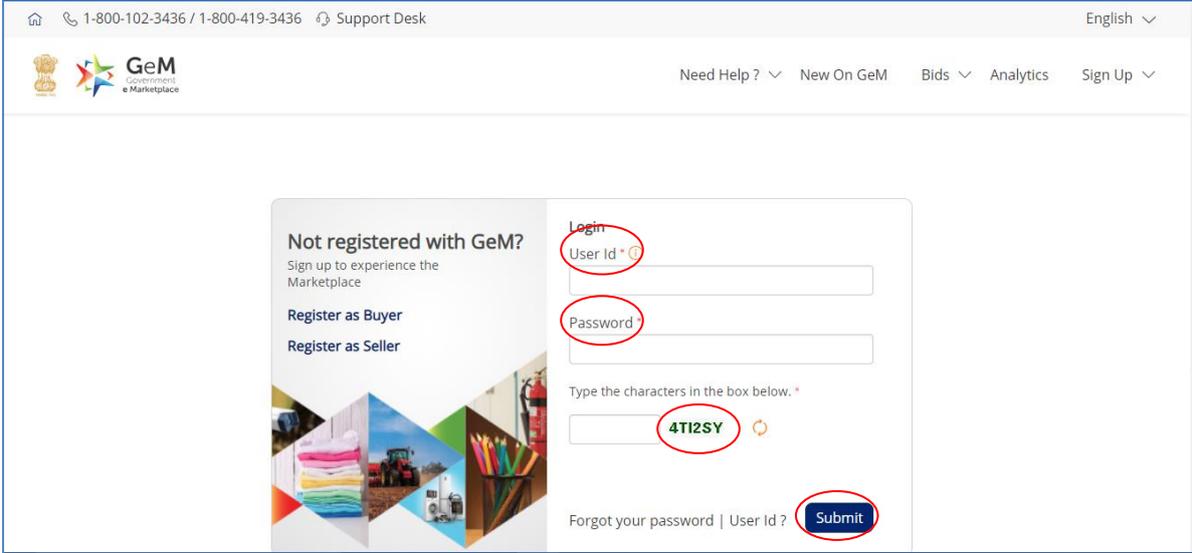
1 Service Procurement

1.1 Buyer View

Step 1: Go to www.gem.gov.in

Step 2: Buyer clicks on **Login** button. The below screen will open up.

Enter **User Id**, **Password**, **Captcha** and click on **Submit** button.



1-800-102-3436 / 1-800-419-3436 Support Desk English

GeM Government e Marketplace Need Help? New On GeM Bids Analytics Sign Up

Not registered with GeM?
Sign up to experience the Marketplace

Register as Buyer
Register as Seller

Login

User Id *

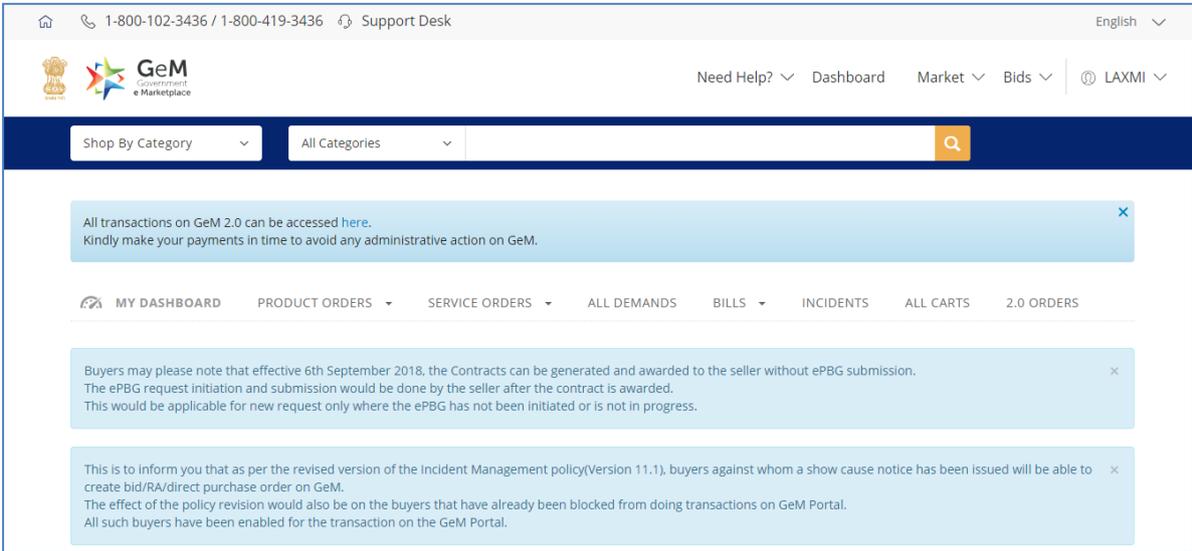
Password *

Type the characters in the box below. *

4T12SY

Forgot your password | User Id? Submit

Step 3: After logging in as a buyer, the user will land on the buyer's dashboard.



1-800-102-3436 / 1-800-419-3436 Support Desk English

GeM Government e Marketplace Need Help? Dashboard Market Bids LAXMI

Shop By Category All Categories

All transactions on GeM 2.0 can be accessed [here](#).
Kindly make your payments in time to avoid any administrative action on GeM.

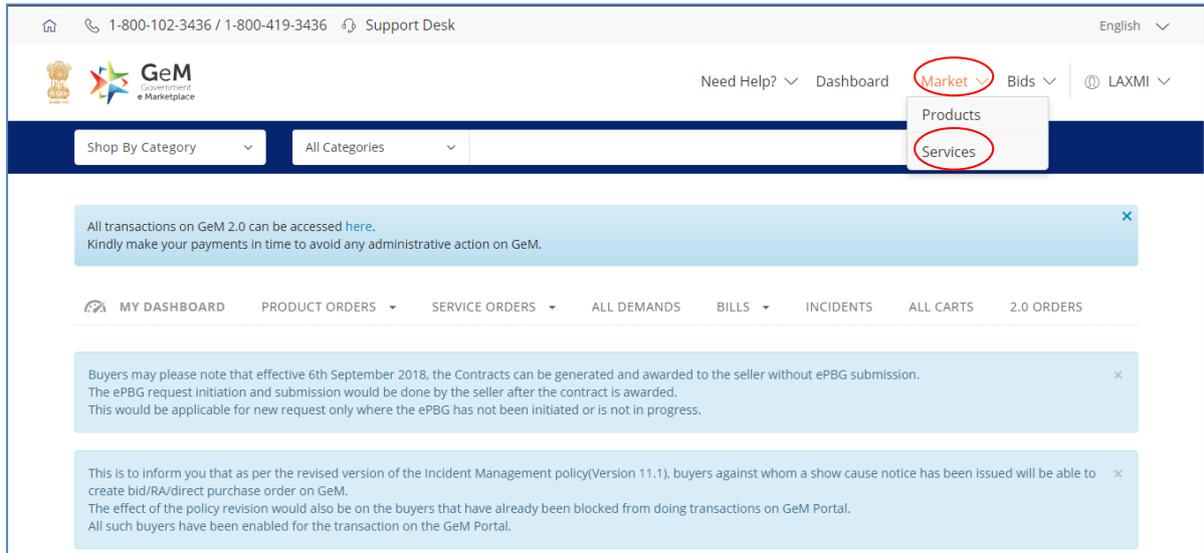
MY DASHBOARD PRODUCT ORDERS SERVICE ORDERS ALL DEMANDS BILLS INCIDENTS ALL CARTS 2.0 ORDERS

Buyers may please note that effective 6th September 2018, the Contracts can be generated and awarded to the seller without ePBG submission.
The ePBG request initiation and submission would be done by the seller after the contract is awarded.
This would be applicable for new request only where the ePBG has not been initiated or is not in progress.

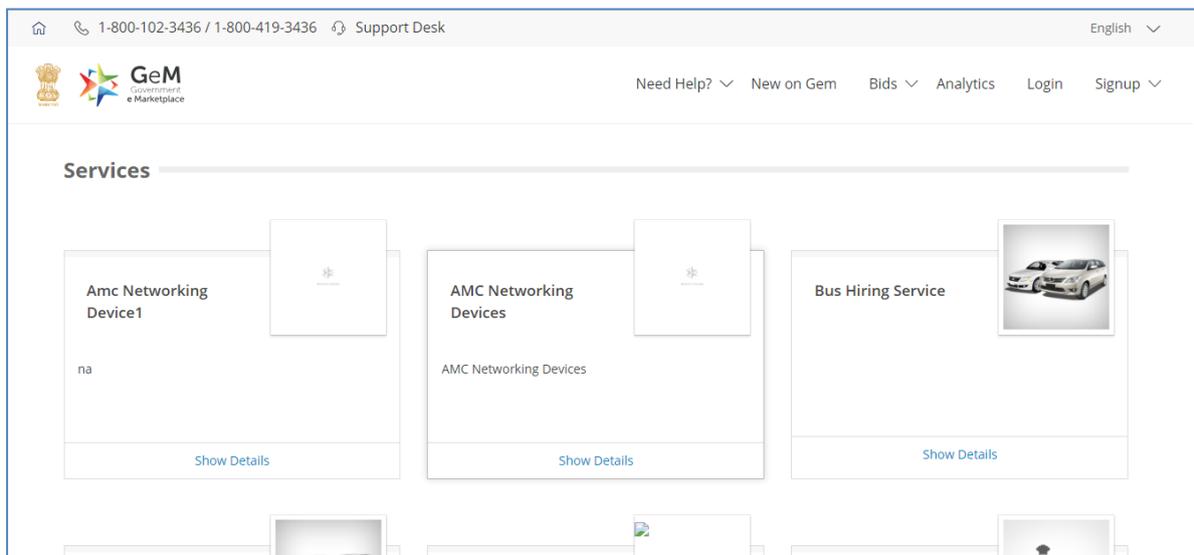
This is to inform you that as per the revised version of the Incident Management policy (Version 11.1), buyers against whom a show cause notice has been issued will be able to create bid/RA/direct purchase order on GeM.
The effect of the policy revision would also be on the buyers that have already been blocked from doing transactions on GeM Portal.
All such buyers have been enabled for the transaction on the GeM Portal.

Step 4: Click on **Market**. A drop down comes up with **Products** and **Services** option in it.

Step 5: Click on **Services**.



Step 6: Once clicking on **Services**, the below mentioned screen opens up from where the user opts for a service.



Step 7: Once the user clicks on a service, the below mentioned screen opens up. For demonstration purpose, let us take Human Resource Services under Manpower Resource Outsourcing Service.

The screen for a service consists of some user input parameters that define the requirement of a buyer.

All transactions on GeM 2.0 can be accessed [here](#).
Kindly make your payments in time to avoid any administrative action on GeM.

FILTERS

- Intent Of Buying
- SELECT CONSIGNEES
- Category Of Service
- Experience (In Years)
- Number Of Working Days In Week
- Qualifications

ADDON

- Consumables For Sanitation Per Sq Ft (Per Day)

HUMAN RESOURCE SERVICES Service Level Agreement and Packages

Contract Start Date: 2018-10-02

Contract End Date: 2019-02-28

Minimum Wage Per Day (Including ESI, EPF, ELDI, PF Admin Charge and any other allowance) in INR Exclusive of GST

Number of Service Days in a Month

SEARCH

No result found. Please try some different combination

Apart from the above mentioned parameters, the buyer can also select some **ADDON**, **ADMINISTRATIVE** and **FINANCIAL** parameters.

SEARCH

No result found. Please try some different combination

ADDON

- Consumables For Sanitation Per Sq Ft (Per Day)
- Machinery For Cleaning Per Sq Ft (Per Day)

ADMINISTRATIVE

- MSME
- Years Of Experience With Govt

FINANCIAL

- Annual Turn Over ₹

Step 8: Once the buyer has selected all the necessary parameters, clicking on **Search** button will display the list of all the service providers fulfilling all the requirements of the buyers. The screen mentioned below showcases the same.

Seller	Category Of Service	Experience (In Years)	Number Of Working Days In Week	Qualifications	Location	Total Value
Vijay Enterprises L1	Data Entry Operator	0-3	5	Graduate Degree	Karnataka	₹ 21923.40
QC VERIFIED LANDMARK INFONET PRIVATE LIMITED	Data Entry Operator	0-3	5	Graduate Degree	Karnataka	₹ 21960.00
QC VERIFIED GARWARE SYNTHETICS PRIVATE LIMITED.	Data Entry Operator	0-3	5	Graduate Degree	Karnataka	₹ 22143.00

Step 9: If the total value of the order is more than 50,000 and the buyer does not specify the **Intent of Buying** for direct purchase, the buyer has to compare the price of 3 different service providers providing that service. For doing so, the buyer selects 3 different service providers and clicks on **Compare**. Once done the below mentioned screen opens up.

Compare	Vijay Enterprises ₹ 118602.00	gemseller2 ₹ 126720.00	GARWARE SYNTHETICS PRIVATE LIMITED. ₹ 119790.00	LANDMARK INFONET PRIVATE LIMITED ₹ 118800.00
Seller	Vijay Enterprises	gemseller2	GARWARE SYNTHETICS PRIVATE LIMITED.	LANDMARK INFONET PRIVATE LIMITED
Category of Service	Data Entry Operator	Data Entry Operator	Data Entry Operator	Data Entry Operator
Experience (In Years)	0-3	0-3	0-3	0-3
Number Of Working Days in Week	5	5	5	5
Qualifications	Under Matriculate	Under Matriculate	Under Matriculate	Under Matriculate
Location	delhi	delhi	delhi	delhi

Step 10: After comparing the different prices offered by different service providers, the buyer has two options:

- First, opt for the L1 offered by the system
- Second, opt for any other service provider. In case the buyer goes for any other service provider, the system asks for a reason for not choosing L1.

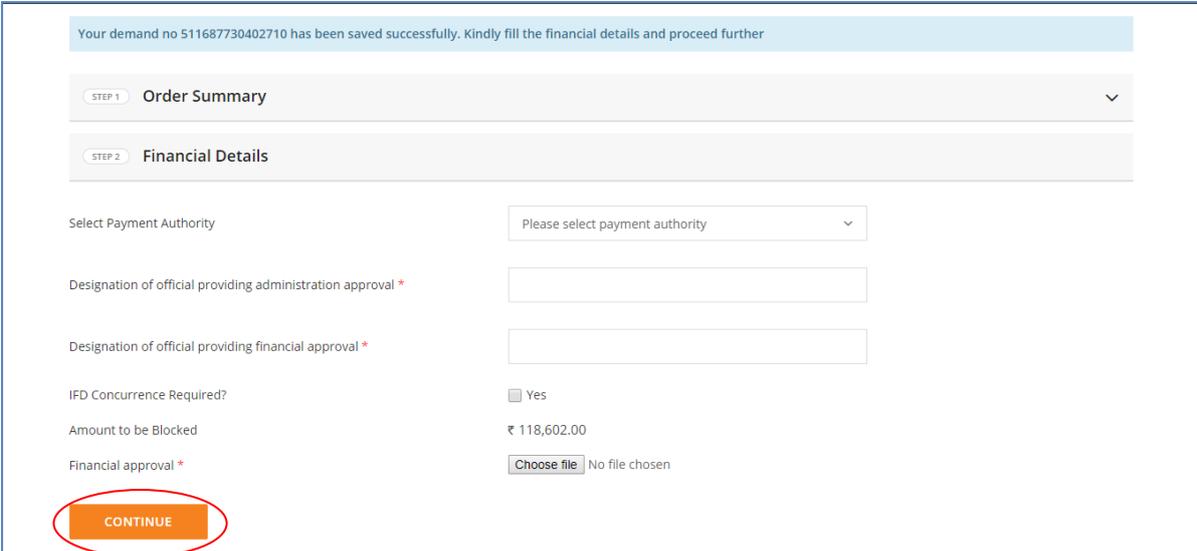
Step 11: Once the service is added to the cart by clicking on **Add to Cart** button, the below screen opens up.

Step 14: Next step is to enter all the financial details. The details to be entered in this section depend on the mode of payment selected by the HoDof the buyer.

Here in this case, the payment method opted by the HoDis “**Others**”hence; the buyer is required to fill in the following details:

- Designation of official providing administration approval (mandatory)
- Designation of official providing financial approval (mandatory)
- IFD Concurrence - if required (optional)
- Financial approval file has to be uploaded in PDF format.

Once the above mentioned details have been filled up, the user can click on the **CONTINUE** button.



Your demand no 511687730402710 has been saved successfully. Kindly fill the financial details and proceed further

STEP 1 Order Summary

STEP 2 Financial Details

Select Payment Authority

Designation of official providing administration approval *

Designation of official providing financial approval *

IFD Concurrence Required? Yes

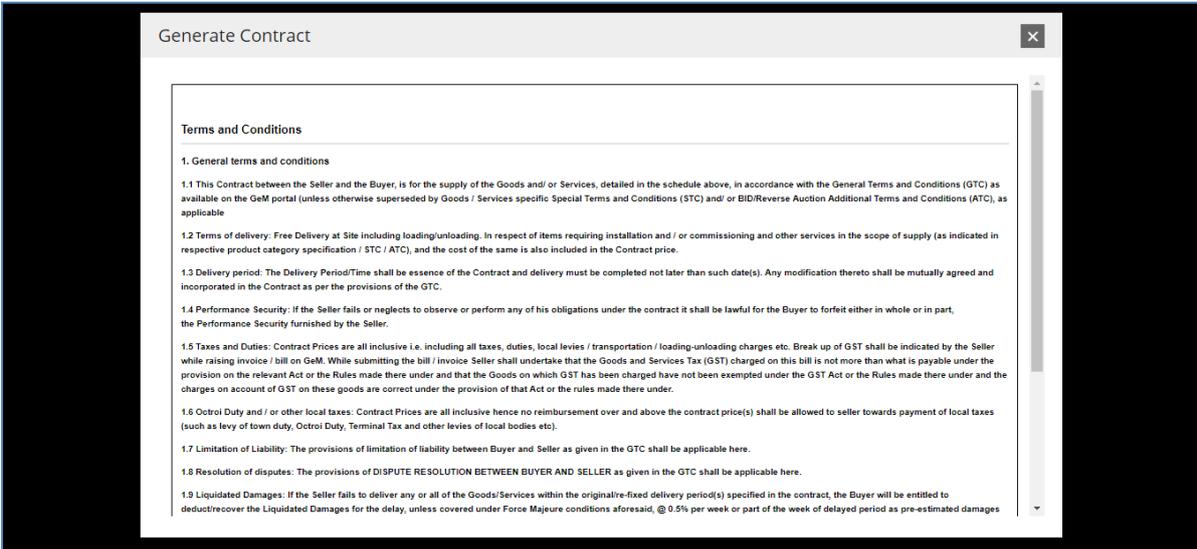
Amount to be Blocked ₹ 118,602.00

Financial approval * No file chosen

CONTINUE

Step 15: Next screen that opens is the contract window where the buyer can view all the terms and conditions mentioned in the contract that will be generated for the demand.

To proceed further click on **ACCEPT** button.



Generate Contract

Terms and Conditions

1. General terms and conditions

1.1 This Contract between the Seller and the Buyer, is for the supply of the Goods and/ or Services, detailed in the schedule above, in accordance with the General Terms and Conditions (GTC) as available on the GeM portal (unless otherwise superseded by Goods / Services specific Special Terms and Conditions (STC) and/ or BID/Reverse Auction Additional Terms and Conditions (ATC), as applicable

1.2 Terms of delivery: Free Delivery at Site including loading/unloading. In respect of items requiring installation and / or commissioning and other services in the scope of supply (as indicated in respective product category specification / STC / ATC), and the cost of the same is also included in the Contract price.

1.3 Delivery period: The Delivery Period/Time shall be essence of the Contract and delivery must be completed not later than such date(s). Any modification thereto shall be mutually agreed and incorporated in the Contract as per the provisions of the GTC.

1.4 Performance Security: If the Seller fails or neglects to observe or perform any of his obligations under the contract it shall be lawful for the Buyer to forfeit either in whole or in part, the Performance Security furnished by the Seller.

1.5 Taxes and Duties: Contract Prices are all inclusive i.e. including all taxes, duties, local levies / transportation / loading-unloading charges etc. Break up of GST shall be indicated by the Seller while raising invoice / bill on GeM. While submitting the bill / invoice Seller shall undertake that the Goods and Services Tax (GST) charged on this bill is not more than what is payable under the provision on the relevant Act or the Rules made there under and that the Goods on which GST has been charged have not been exempted under the GST Act or the Rules made there under and the charges on account of GST on these goods are correct under the provision of that Act or the rules made there under.

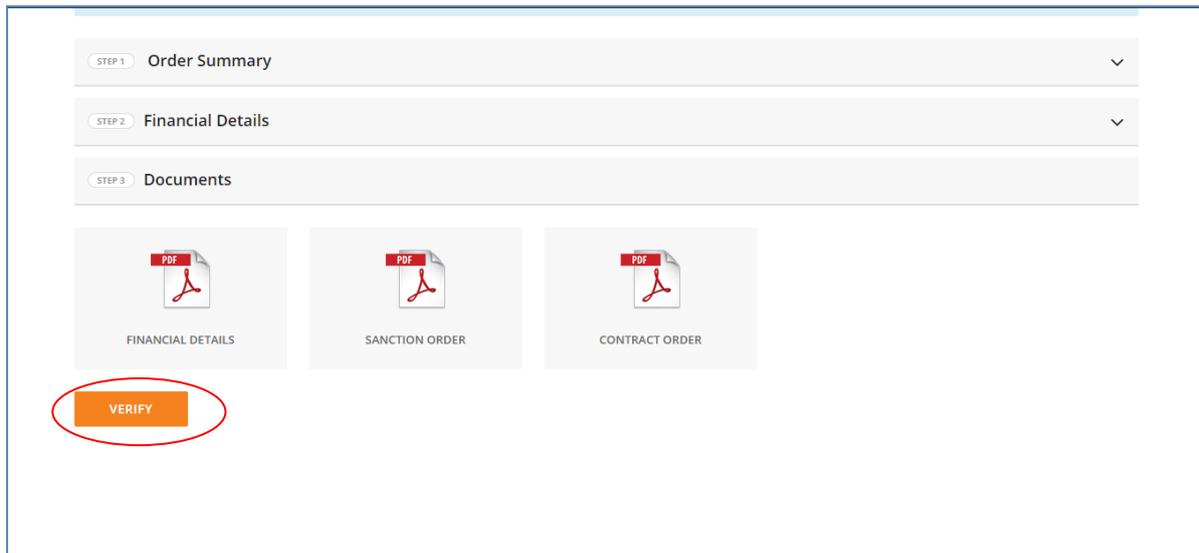
1.6 Octroi Duty and/ or other local taxes: Contract Prices are all inclusive hence no reimbursement over and above the contract price(s) shall be allowed to seller towards payment of local taxes (such as levy of town duty, Octroi Duty, Terminal Tax and other levies of local bodies etc).

1.7 Limitation of Liability: The provisions of limitation of liability between Buyer and Seller as given in the GTC shall be applicable here.

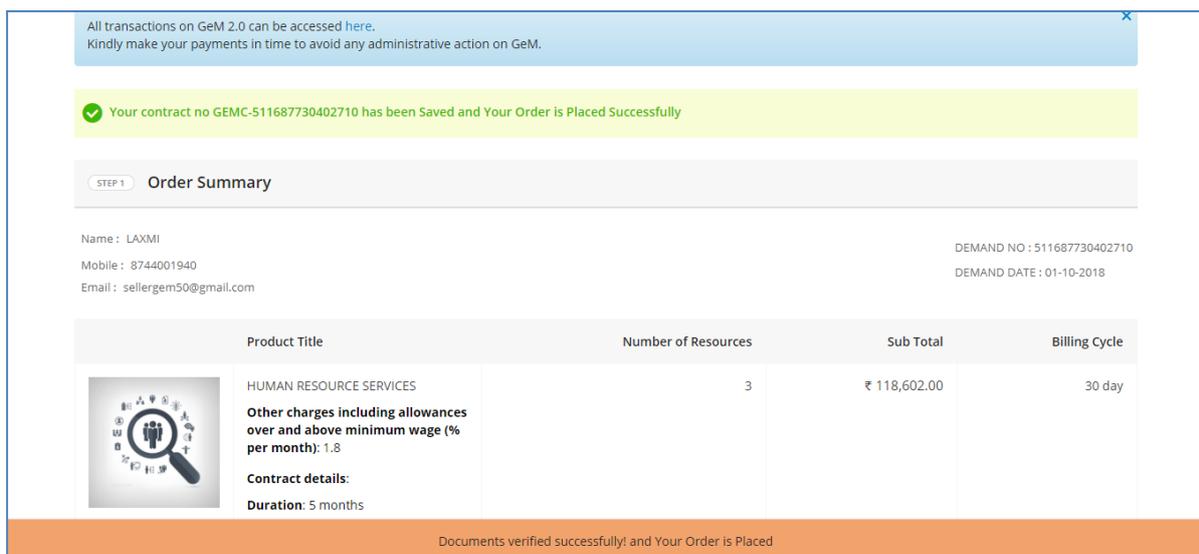
1.8 Resolution of disputes: The provisions of DISPUTE RESOLUTION BETWEEN BUYER AND SELLER as given in the GTC shall be applicable here.

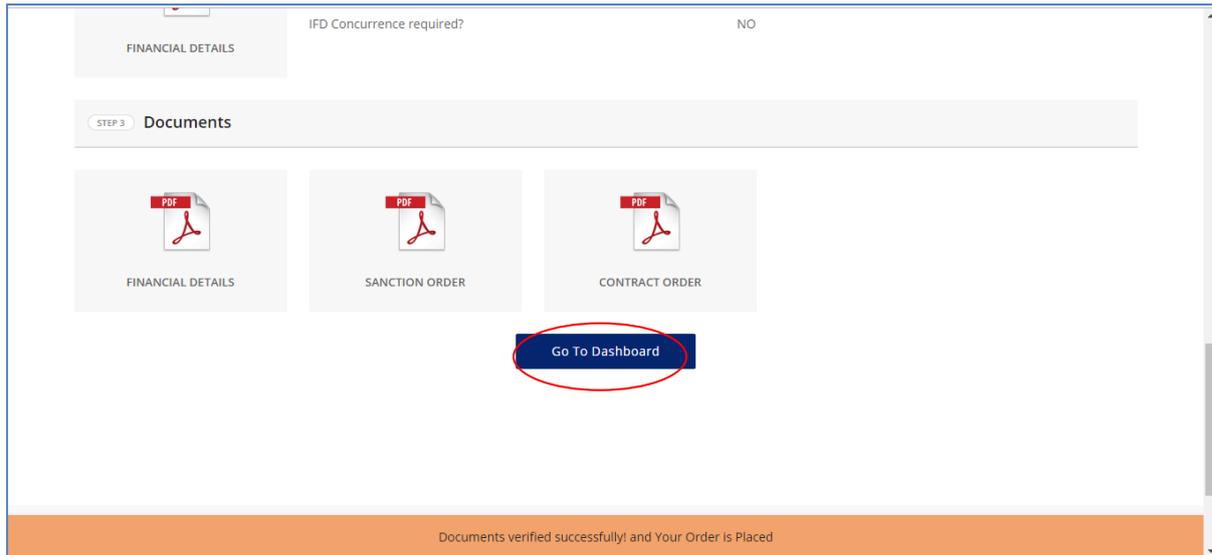
1.9 Liquidated Damages: If the Seller fails to deliver any or all of the Goods/Services within the original/fixed delivery period(s) specified in the contract, the Buyer will be entitled to deduct/recover the Liquidated Damages for the delay, unless covered under Force Majeure conditions aforesaid, @ 0.5% per week or part of the week of delayed period as pre-estimated damages

Step 16: Upon accepting the terms and conditions, the buyer needs to click on **VERIFY** button.



Step 17: After verifying the entire uploaded document, the demand is converted into order. The buyer then receives a message on the screen stating that the order has been placed successfully. In addition, a link to **Go To Dashboard** comes up.



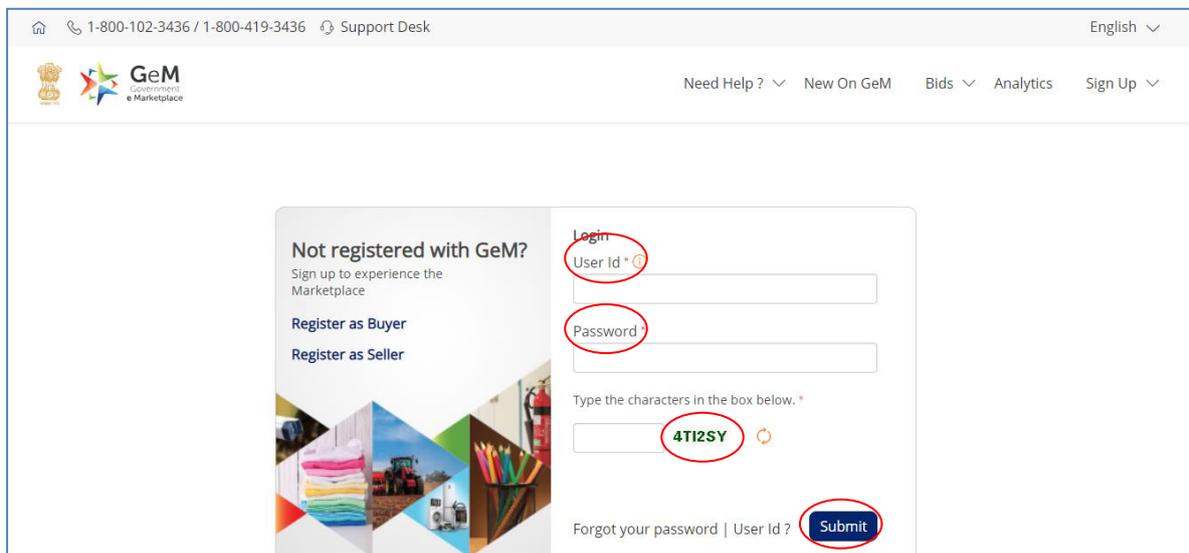


1.2 Service Provider View

Step 1: Go to www.gem.gov.in

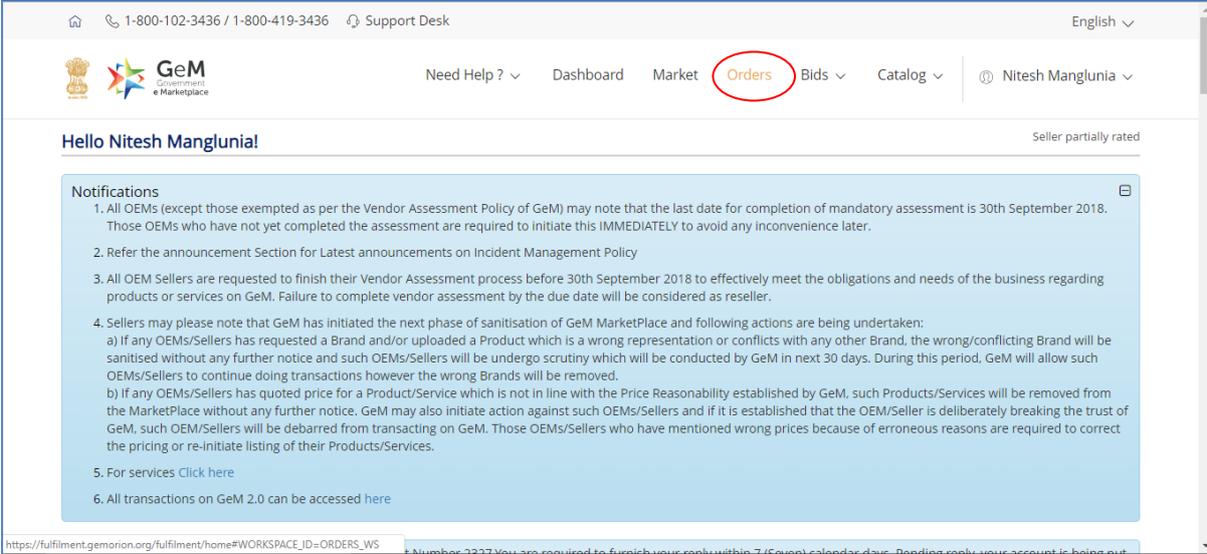
Step 2: Click on **Login** button. The below screen will open up.

Enter **User Id, Password, Captcha** and click on **Submit** button.



Step 3: After logging in as service provider/SP the user will land on the service provider's dashboard.

Here the user clicks on the **Orders** tab to look for all the orders awarded to the particular service provider/SP.



1-800-102-3436 / 1-800-419-3436 Support Desk English ▾

GeM Government e Marketplace Need Help? ▾ Dashboard Market **Orders** Bids ▾ Catalog ▾ Nitesh Manglunia ▾

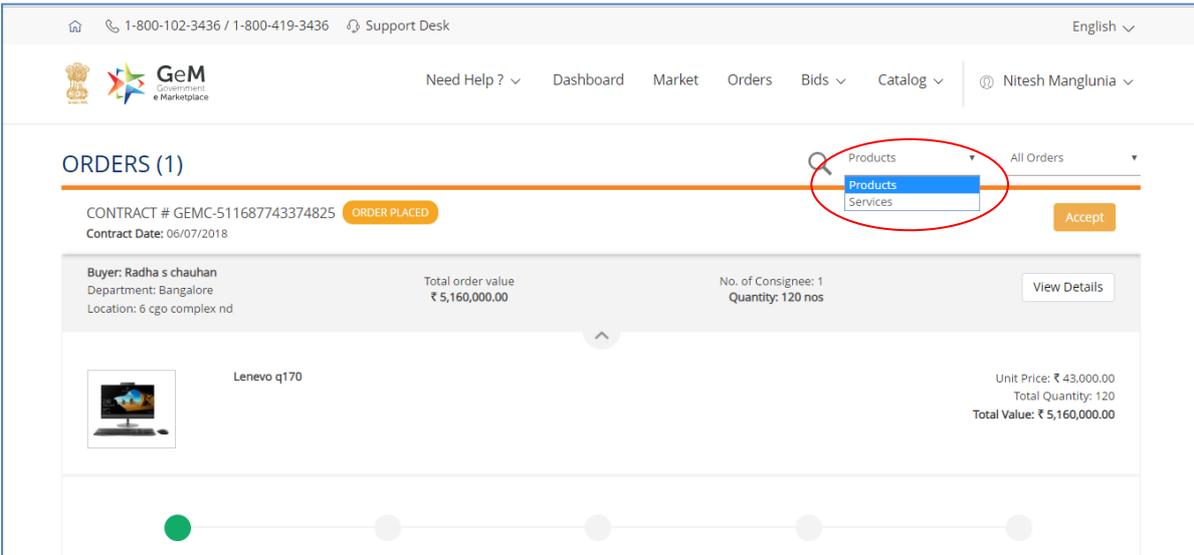
Hello Nitesh Manglunia! Seller partially rated

Notifications

- All OEMs (except those exempted as per the Vendor Assessment Policy of GeM) may note that the last date for completion of mandatory assessment is 30th September 2018. Those OEMs who have not yet completed the assessment are required to initiate this IMMEDIATELY to avoid any inconvenience later.
- Refer the announcement Section for Latest announcements on Incident Management Policy
- All OEM Sellers are requested to finish their Vendor Assessment process before 30th September 2018 to effectively meet the obligations and needs of the business regarding products or services on GeM. Failure to complete vendor assessment by the due date will be considered as reseller.
- Sellers may please note that GeM has initiated the next phase of sanitisation of GeM MarketPlace and following actions are being undertaken:
 - If any OEMs/Sellers has requested a Brand and/or uploaded a Product which is a wrong representation or conflicts with any other Brand, the wrong/conflicting Brand will be sanitised without any further notice and such OEMs/Sellers will be undergo scrutiny which will be conducted by GeM in next 30 days. During this period, GeM will allow such OEMs/Sellers to continue doing transactions however the wrong Brands will be removed.
 - If any OEMs/Sellers has quoted price for a Product/Service which is not in line with the Price Reasonability established by GeM, such Products/Services will be removed from the MarketPlace without any further notice. GeM may also initiate action against such OEMs/Sellers and if it is established that the OEM/Seller is deliberately breaking the trust of GeM, such OEM/Sellers will be debarred from transacting on GeM. Those OEMs/Sellers who have mentioned wrong prices because of erroneous reasons are required to correct the pricing or re-initiate listing of their Products/Services.
- For services [Click here](#)
- All transactions on GeM 2.0 can be accessed [here](#)

https://fulfillment.gem.gov.in/fulfillment/home#WORKSPACE_ID=ORDERS_WS [Number 2277 You are required to furnish your reply within 7 \(Seven\) calendar days. Pending reply, your account is being put](#)

Step 4: To view all the service orderplaces awarded to the service provider click on the drop down and select **Services**. The screen displaying all the service orders is displayed.



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GeM Government e Marketplace Need Help? ▾ Dashboard Market Orders Bids ▾ Catalog ▾ Nitesh Manglunia ▾

ORDERS (1) Products ▾ All Orders ▾

CONTRACT # GEMC-511687743374825 **ORDER PLACED** [Accept](#)

Contract Date: 06/07/2018

Buyer: Radha s chauhan
 Department: Bangalore
 Location: 6 cgo complex nd

Total order value
 ₹ 5,160,000.00

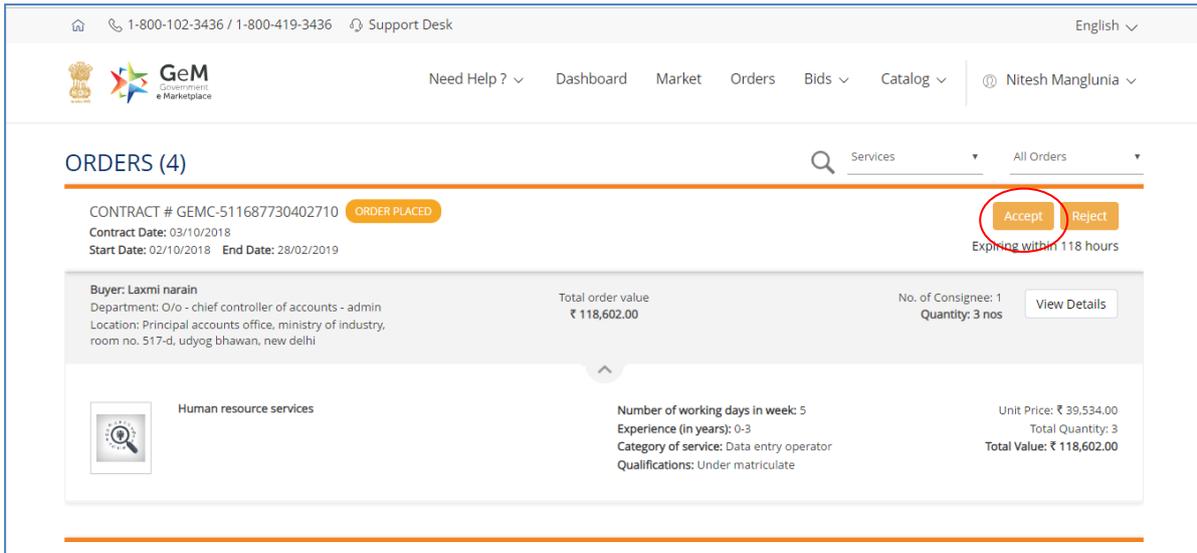
No. of Consignee: 1
 Quantity: 120 nos [View Details](#)

 **Lenovo q170**

Unit Price: ₹ 43,000.00
 Total Quantity: 120
 Total Value: ₹ 5,160,000.00

Progress bar: ● ○ ○ ○ ○

Step 5: To accept the awarded order click on the **Accept** button.



1-800-102-3436 / 1-800-419-3436 Support Desk English ▾

GeM Government e Marketplace Need Help? ▾ Dashboard Market Orders Bids ▾ Catalog ▾ Nitesh Manglunia ▾

ORDERS (4) Services ▾ All Orders ▾

CONTRACT # GEMC-511687730402710 **ORDER PLACED** **Accept** **Reject**
 Contract Date: 03/10/2018 Expiring within 118 hours
 Start Date: 02/10/2018 End Date: 28/02/2019

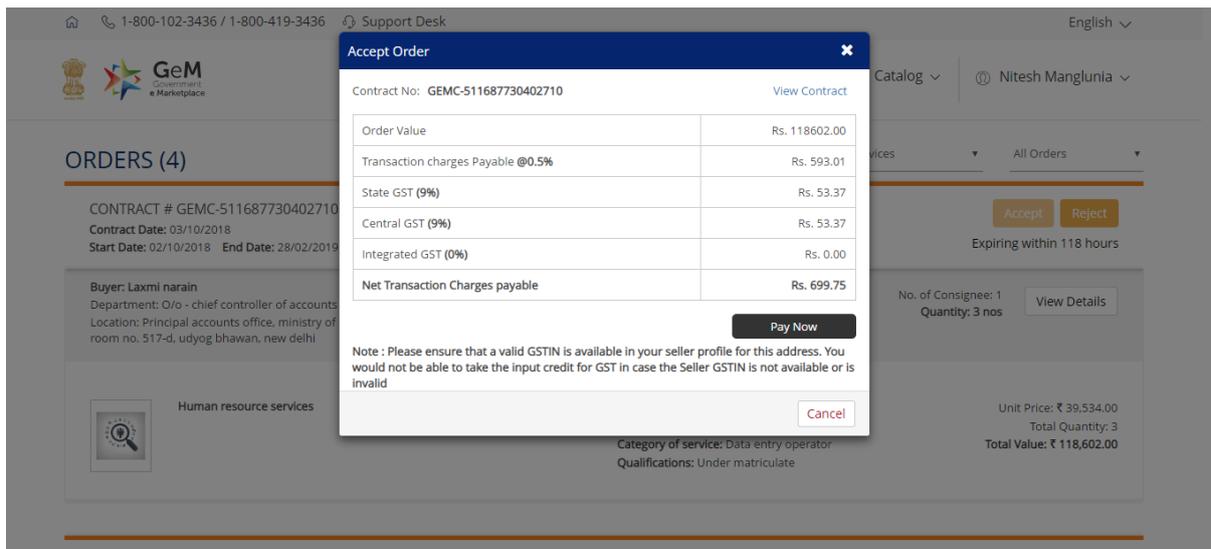
Buyer: Laxmi narain
 Department: O/o - chief controller of accounts - admin
 Location: Principal accounts office, ministry of industry, room no. 517-d, udyog bhawan, new delhi

Total order value ₹ 118,602.00 No. of Consignee: 1 View Details
 Quantity: 3 nos

Human resource services
 Number of working days in week: 5
 Experience (in years): 0-3
 Category of service: Data entry operator
 Qualifications: Under matriculate

Unit Price: ₹ 39,534.00
 Total Quantity: 3
 Total Value: ₹ 118,602.00

Step 6: If any transaction charge is applicable, the service provider will be asked to pay the charges. The service provider will be able to move forward only after paying the applicable transaction charges.



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GeM Government e Marketplace Catalog ▾ Nitesh Manglunia ▾

ORDERS (4) Services ▾ All Orders ▾

CONTRACT # GEMC-511687730402710
 Contract Date: 03/10/2018 Expiring within 118 hours
 Start Date: 02/10/2018 End Date: 28/02/2019

Buyer: Laxmi narain
 Department: O/o - chief controller of accounts
 Location: Principal accounts office, ministry of industry, room no. 517-d, udyog bhawan, new delhi

Accept Order View Contract

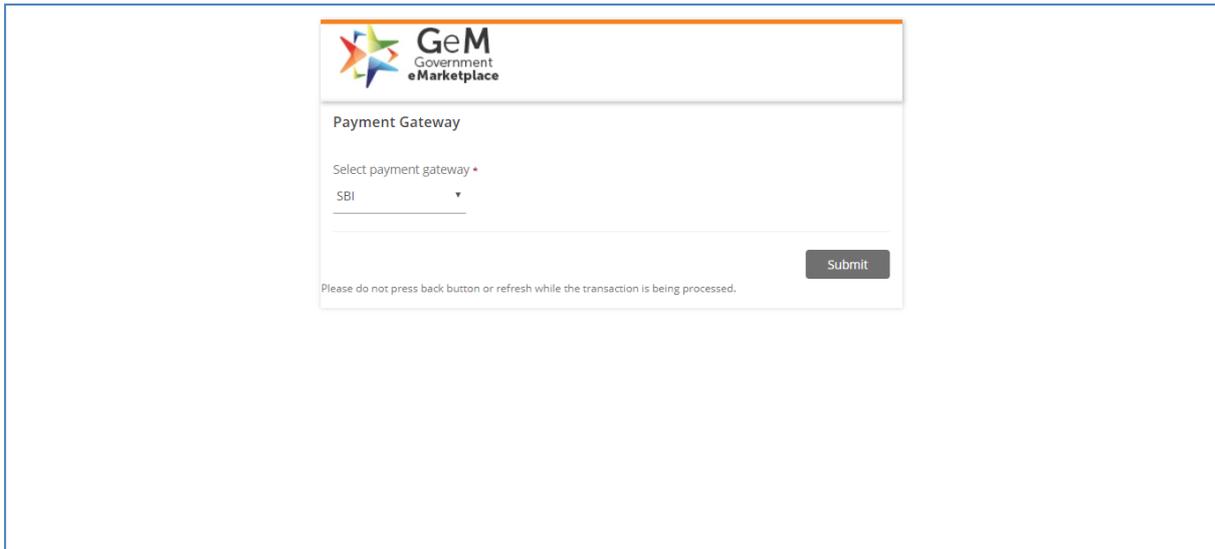
Order Value	Rs. 118602.00
Transaction charges Payable @0.5%	Rs. 593.01
State GST (9%)	Rs. 53.37
Central GST (9%)	Rs. 53.37
Integrated GST (0%)	Rs. 0.00
Net Transaction Charges payable	Rs. 699.75

Pay Now Cancel

Note : Please ensure that a valid GSTIN is available in your seller profile for this address. You would not be able to take the input credit for GST in case the Seller GSTIN is not available or is invalid

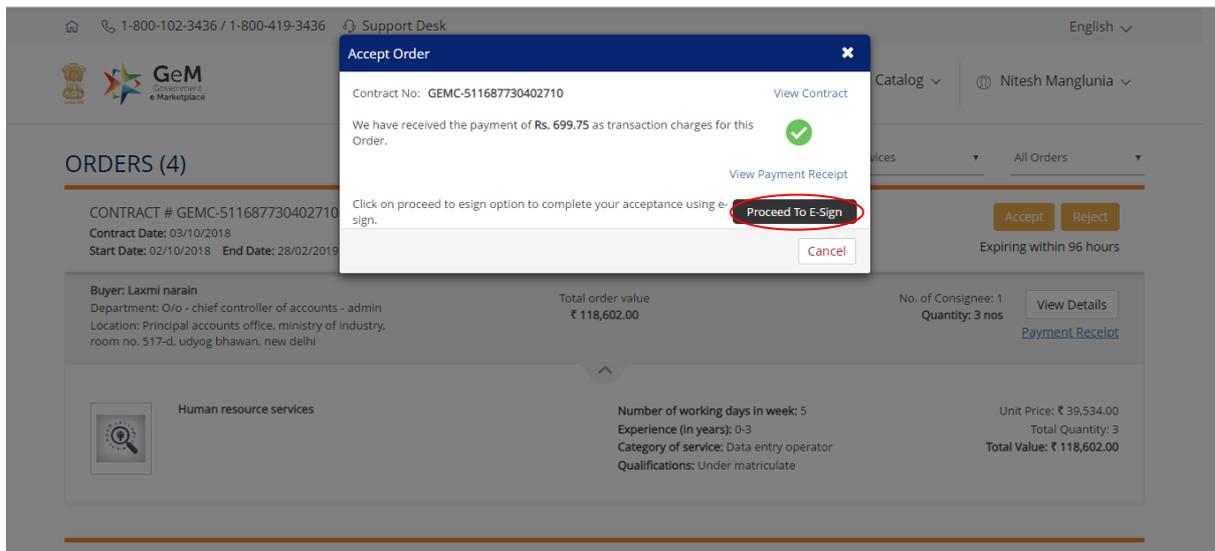
Human resource services
 Category of service: Data entry operator
 Qualifications: Under matriculate

Unit Price: ₹ 39,534.00
 Total Quantity: 3
 Total Value: ₹ 118,602.00



The screenshot shows the GeM Government e Marketplace interface. At the top left is the GeM logo. Below it, the text "Payment Gateway" is displayed. Underneath, there is a section titled "Select payment gateway" with a dropdown menu currently set to "SBI". A "Submit" button is located to the right of the dropdown. At the bottom of the form, a small note reads: "Please do not press back button or refresh while the transaction is being processed."

Step 7: Once the payment of the transaction charge is done, the service provider can **Proceed To E-Sign** the contract.

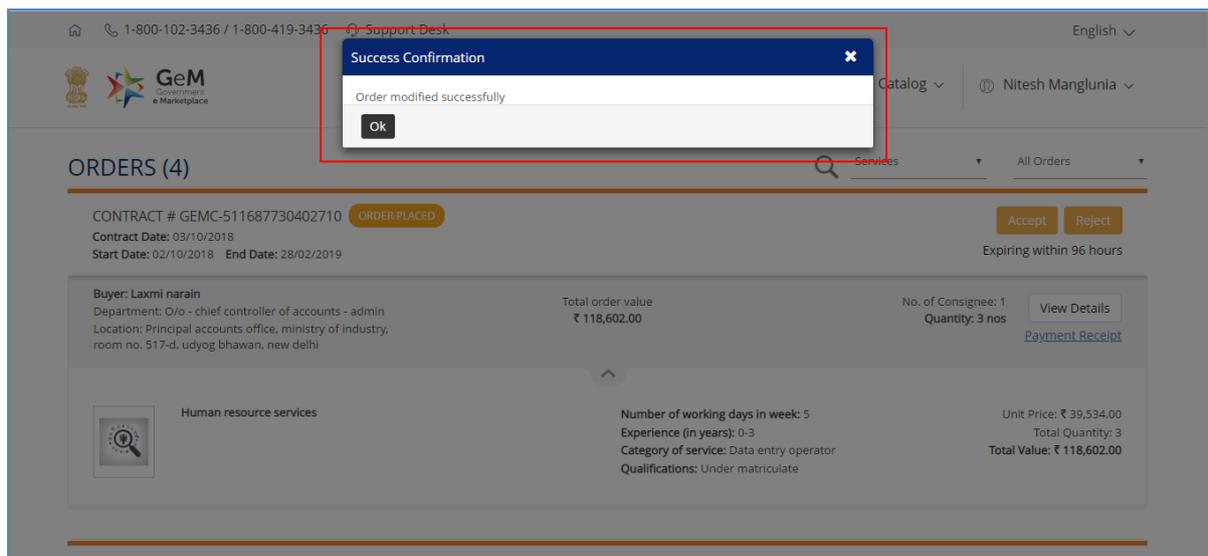


The screenshot shows the GeM interface with an "Accept Order" dialog box open. The dialog box contains the following information:

- Contract No: GEMC-511687730402710
- We have received the payment of Rs. 699.75 as transaction charges for this Order. (with a green checkmark icon)
- Buttons: "View Contract", "View Payment Receipt", "Proceed To E-Sign" (highlighted with a red circle), and "Cancel".

The background shows the "ORDERS (4)" section with details for Contract # GEMC-511687730402710, including contract date, start/end dates, buyer information (Laxmi narain), total order value (₹ 118,602.00), and item details for "Human resource services".

Step 8: Once the contract is E-Signed, a **Success Confirmation** message appears on the screen.



2 Service Fulfilment

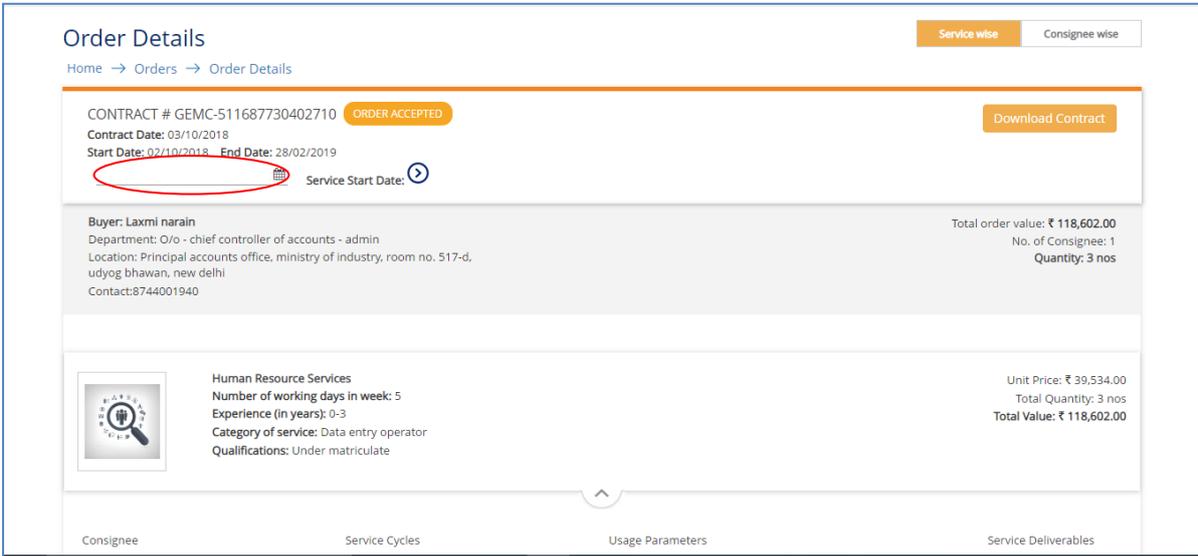
Log Cycle: The frequency at which a log entry is generated resources wise (if any). In general, for majority of services, the logcycle is defined as 1 day by the GeM Admin. In case of log cycle of 1 day, a log entry is populated for each day and resource wise in the log diary. The log sheet is auto-populated as per the contract order and is available for the consignee at the completion of respective log diary verification cycle.

Log Diary Verification Cycle: This is the duration for which auto-populated log sheet entries are shared with buyer/consignee for his review and validation at the end of log diary verification cycle. In general, for majority of services, the log diary verification cycle is defined as 10 days by the GeM Admin. The service provider needs to submit the log entries of last log diary verification cycle to consignee for log diary validation. If SP does not submit, log diary will get auto submitted to consignee after 72 hrs. The consignee and service provider get another 72 hrs timeframe to validate the log entries of last log diary verification cycle, after which log diary cannot be edited. Any concern related to the recorded log diary can be addressed under incident management only. The log entries once submitted at the end of log diary verification cycle will be not editable.

Billing Cycle: This is the duration after which invoice needs to be generated by the service provider for sharing with the buyer. In general, for majority of services, the billing cycle is defined as 30 days by the GeM Admin. Invoice generation is pro-rata basis as per the contract order. Once the invoice is generated, the buyer has the option to generate bill and go ahead with payments.

2.1 Service Provider View

Step 1: Once the order is accepted, the service provider is required to enter the **Service Start Date**. A success message appears after the successful update of the **Service Start Date**. The buyer under order summary page on his login can view the same.



Order Details Service wise | Consignee wise

Home → Orders → Order Details

CONTRACT # GEMC-511687730402710 ORDER ACCEPTED Download Contract

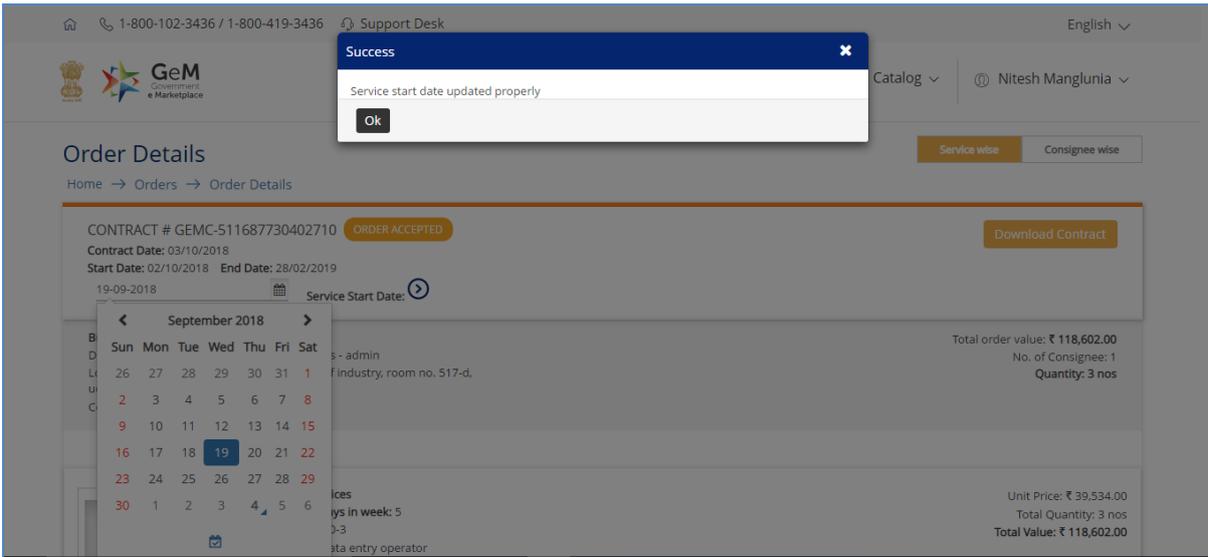
Contract Date: 03/10/2018
 Start Date: 02/10/2018 📅 End Date: 28/02/2019
 Service Start Date: 📅

Buyer: Laxmi narain Total order value: ₹ 118,602.00
 Department: O/o - chief controller of accounts - admin No. of Consignee: 1
 Location: Principal accounts office, ministry of industry, room no. 517-d, Quantity: 3 nos
 udyog bhawan, new delhi
 Contact: 8744001940

Human Resource Services Unit Price: ₹ 39,534.00
 Number of working days in week: 5 Total Quantity: 3 nos
 Experience (In years): 0-3 Total Value: ₹ 118,602.00
 Category of service: Data entry operator
 Qualifications: Under matriculate

⬆

Consignee | Service Cycles | Usage Parameters | Service Deliverables



1-800-102-3436 / 1-800-419-3436 | Support Desk | English

Success Nitesh Manglunia

Service start date updated properly

Ok

Order Details Service wise | Consignee wise

Home → Orders → Order Details

CONTRACT # GEMC-511687730402710 ORDER ACCEPTED Download Contract

Contract Date: 03/10/2018
 Start Date: 02/10/2018 📅 End Date: 28/02/2019
 19-09-2018 📅 Service Start Date: 📅

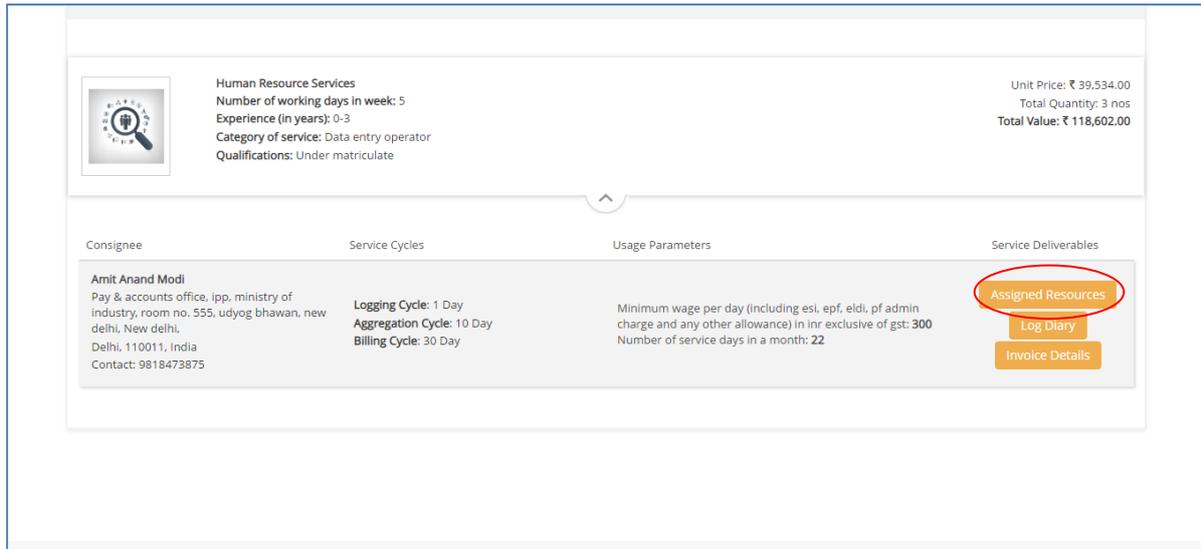
Buyer: Laxmi narain Total order value: ₹ 118,602.00
 Department: O/o - chief controller of accounts - admin No. of Consignee: 1
 Location: Principal accounts office, ministry of industry, room no. 517-d, Quantity: 3 nos
 udyog bhawan, new delhi

Human Resource Services Unit Price: ₹ 39,534.00
 Number of working days in week: 5 Total Quantity: 3 nos
 Experience (In years): 0-3 Total Value: ₹ 118,602.00
 Category of service: Data entry operator

Step 2: Next, the service provider clicks on the **Assigned Resources** tab to assign the resources.

Note: Assigned Resources button will appear only for the type of services like Human Resource Services, Vehicle Hiring Services, etc., which have distinguished assigned resources.

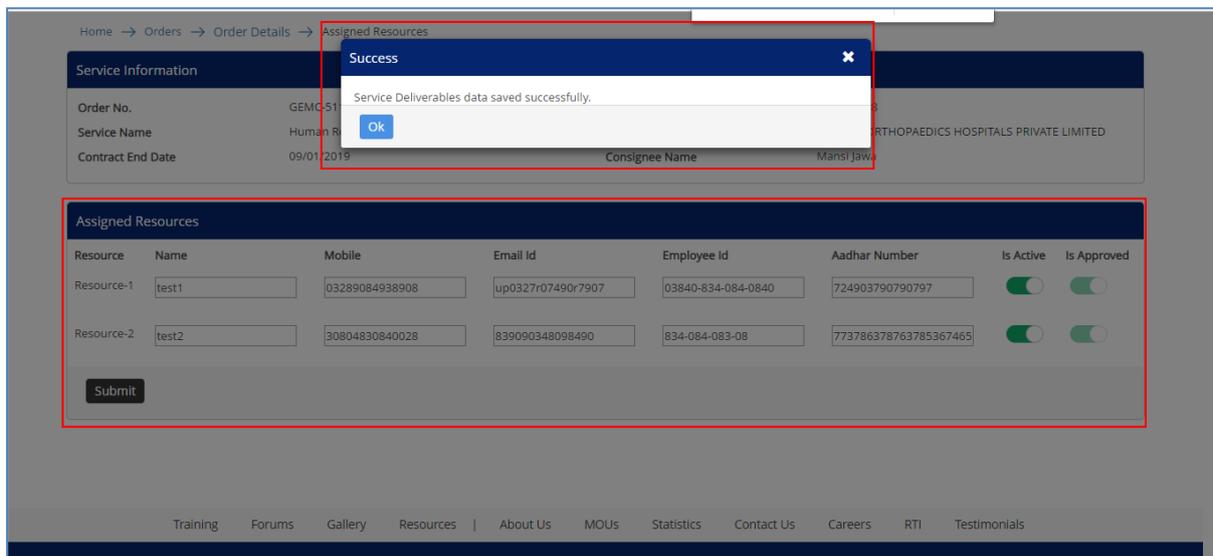
Assigned resources details have to be provided before the Actual Service Start Date. Assigned resources details are required to be shared within 48 hrs of Service Start Date otherwise it will lead to breach of Service Level Agreement terms and conditions.



Step 3: After clicking on the **Assigned Resources** tab the following screen opens up where the service provider fills in the details of the resources and clicks on the **Submit** button.

For Human Resource Services, assigned resources are identifiable personnel having distinct parameters like name, mobile, email id, employee id, experience etc. These assigned resource parameters are pre-configured by the admin service wise.

After the successful update of the resources, a success message appears.

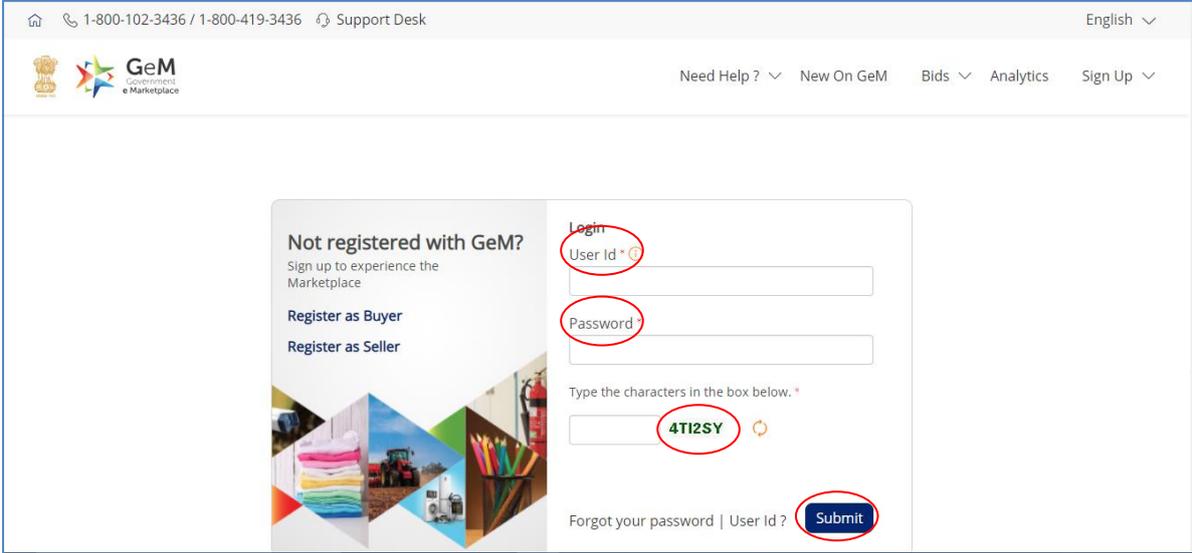


2.2 Consignee View

Step 1: Go to www.gem.gov.in

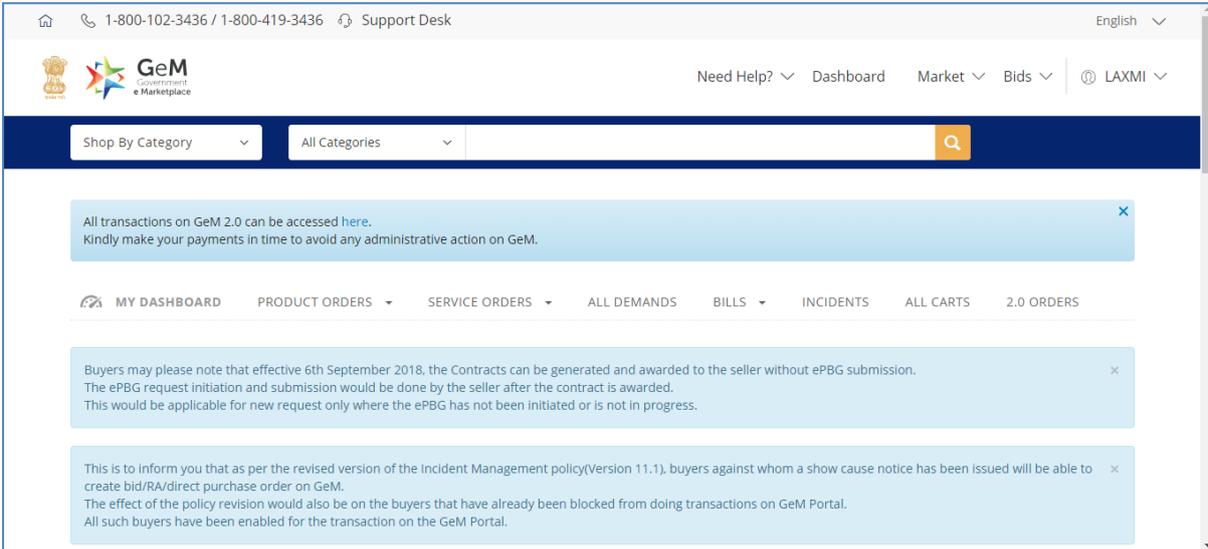
Step 2: Click on **Login** button. The below screen will open up.

Enter **User Id**, **Password**, **Captcha** and click on **Submit** button.



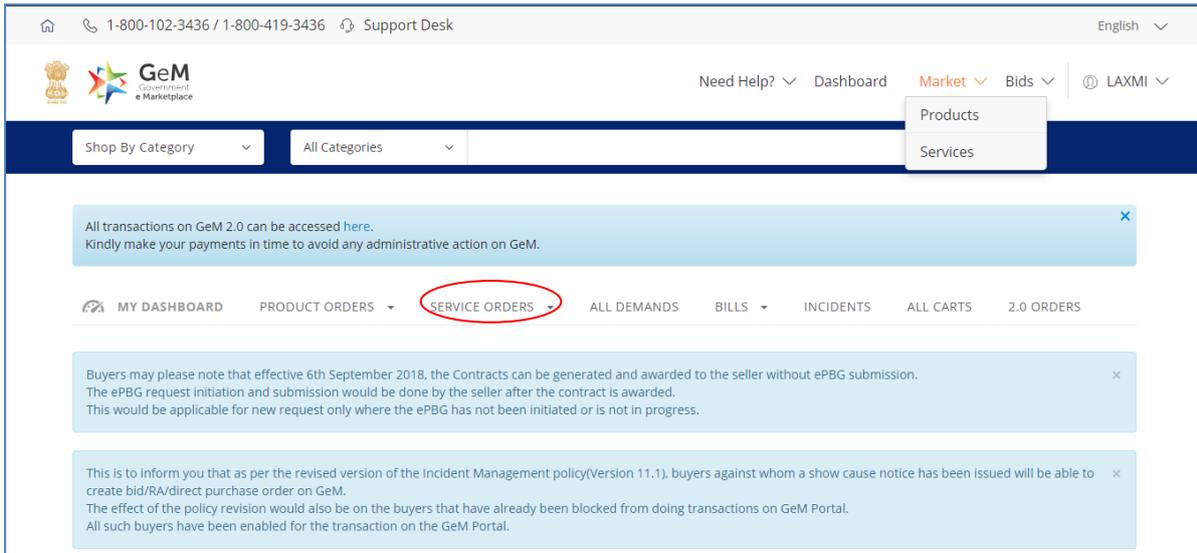
The screenshot shows the GeM login page. At the top, there is a header with the GeM logo, contact numbers (1-800-102-3436 / 1-800-419-3436), and a Support Desk link. The main content area is divided into two sections. On the left, there is a 'Not registered with GeM?' section with a sign-up prompt and links for 'Register as Buyer' and 'Register as Seller'. On the right, there is a 'Login' section with a 'User Id' field, a 'Password' field, and a Captcha field containing '4T12SY'. A 'Submit' button is located at the bottom right of the login section. The page also includes a 'Forgot your password | User Id?' link.

Step 3: After logging in as a buyer, the user will land on the buyer's dashboard.



The screenshot shows the GeM buyer's dashboard. At the top, there is a header with the GeM logo, contact numbers (1-800-102-3436 / 1-800-419-3436), and a Support Desk link. The main content area is divided into two sections. On the left, there is a 'Shop By Category' dropdown menu and a search bar. On the right, there is a navigation menu with 'MY DASHBOARD', 'PRODUCT ORDERS', 'SERVICE ORDERS', 'ALL DEMANDS', 'BILLS', 'INCIDENTS', 'ALL CARTS', and '2.0 ORDERS'. The 'SERVICE ORDERS' link is highlighted. Below the navigation menu, there is a notification area with three messages. The first message is about transactions on GeM 2.0. The second message is about the ePBG submission process. The third message is about the revised version of the Incident Management policy.

Step 4: Click on **SERVICE ORDERS**.



1-800-102-3436 / 1-800-419-3436 Support Desk English

GeM Government e Marketplace

Need Help? Dashboard Market Bids LAXMI

Shop By Category All Categories

Products Services

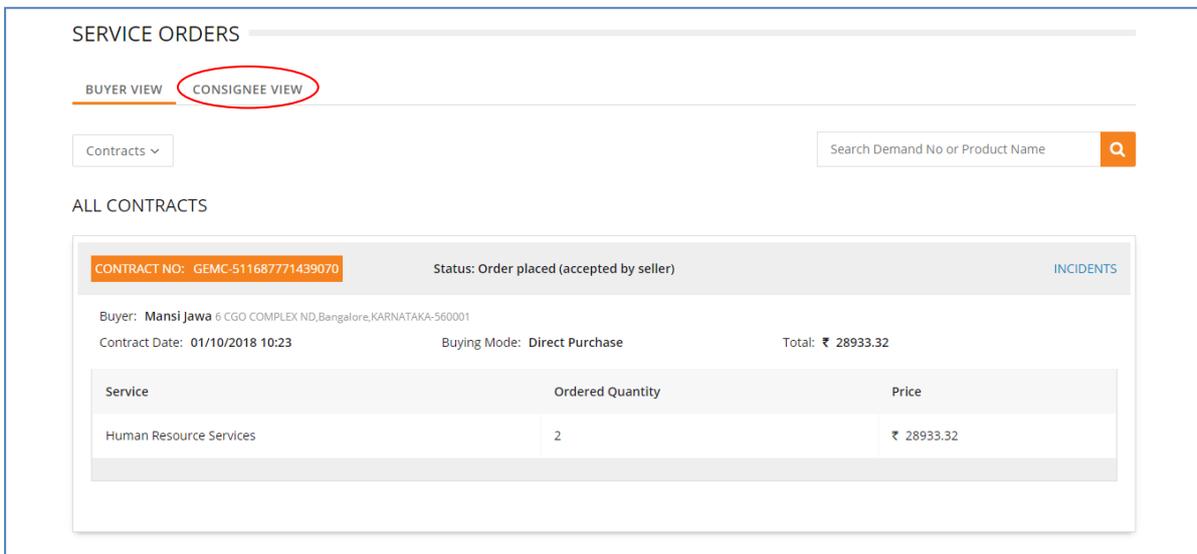
All transactions on GeM 2.0 can be accessed [here](#). Kindly make your payments in time to avoid any administrative action on GeM.

MY DASHBOARD PRODUCT ORDERS **SERVICE ORDERS** ALL DEMANDS BILLS INCIDENTS ALL CARTS 2.0 ORDERS

Buyers may please note that effective 6th September 2018, the Contracts can be generated and awarded to the seller without ePBG submission. The ePBG request initiation and submission would be done by the seller after the contract is awarded. This would be applicable for new request only where the ePBG has not been initiated or is not in progress.

This is to inform you that as per the revised version of the Incident Management policy (Version 11.1), buyers against whom a show cause notice has been issued will be able to create bid/RA/direct purchase order on GeM. The effect of the policy revision would also be on the buyers that have already been blocked from doing transactions on GeM Portal. All such buyers have been enabled for the transaction on the GeM Portal.

Step 5: Click on **CONSIGNEE VIEW**.



SERVICE ORDERS

BUYER VIEW **CONSIGNEE VIEW**

Contracts Search Demand No or Product Name

ALL CONTRACTS

CONTRACT NO: GEMC-511687771439070 Status: Order placed (accepted by seller) INCIDENTS

Buyer: Mansi Jawa 6 CGO COMPLEX ND, Bangalore, KARNATAKA-560001

Contract Date: 01/10/2018 10:23 Buying Mode: Direct Purchase Total: ₹ 28933.32

Service	Ordered Quantity	Price
Human Resource Services	2	₹ 28933.32

Step 6: Click on **Process Order**.

BUYER VIEW CONSIGNEE VIEW

Contracts ▾ Search Demand No or Product Name 🔍

ALL CONTRACTS

CONTRACT NO: GEMC-51168770430285 **Status:** Order placed (accepted by seller)

Buyer: Mansi Jawa Sri nagar,SRINAGARJAMMU & KASHMIR-100002

Contract Date: 01/10/2018 17:22 **Buying Mode:** Bidding **Total:** ₹ 8632.80

Service	Ordered Quantity	Price
Human Resource	3	₹ 8632.80

[Process Order](#)

CONTRACT NO: GEMC-511687703621739 **Status:** Order placed (accepted by seller)

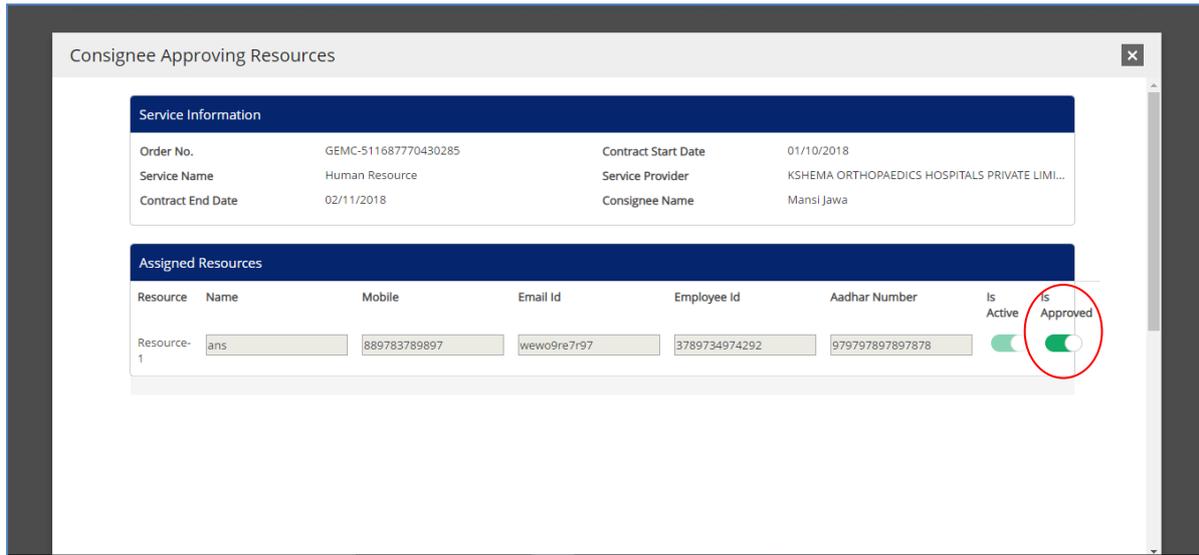
Step 7: Click on **Consignee Resources**. Following screen opens up where the consignee approves the assigned resources declared by the service provider.

Log Details

Services	
Human Resource	Consignee Resources Consignee Logsheet

Shipment Details

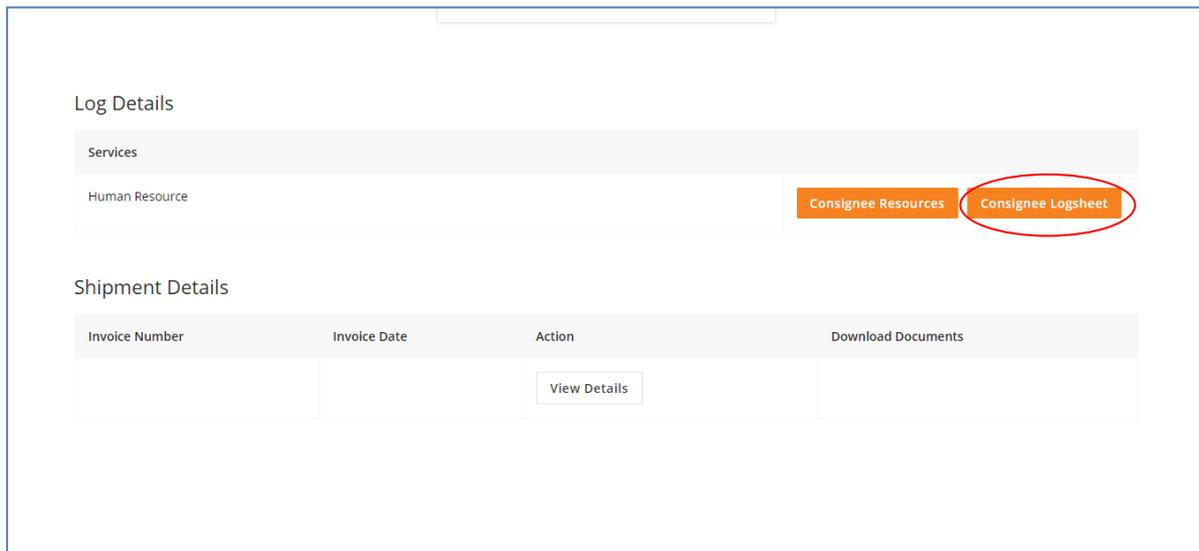
Invoice Number	Invoice Date	Action	Download Documents
		View Details	

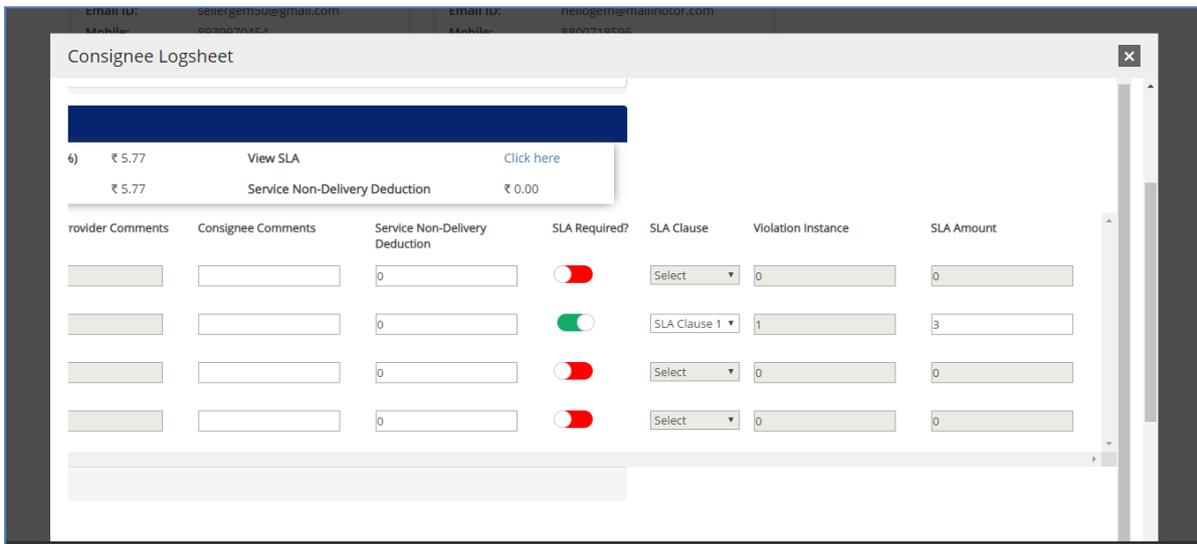
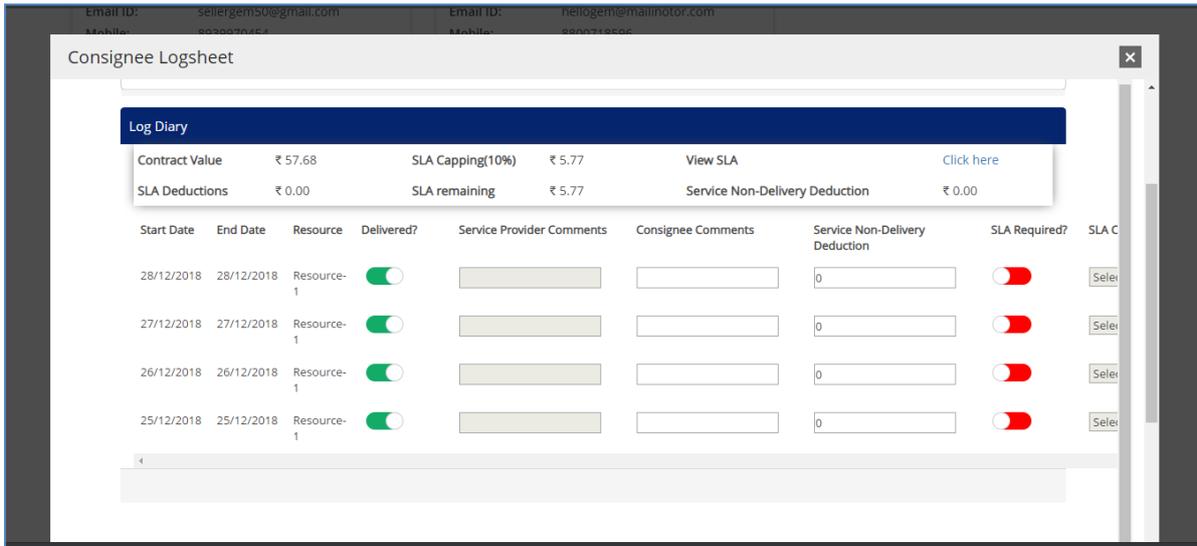


The consignee has the option to reject any resource and ask for replacement of the same. The service provider has to provide the replacement within 24 hrs.

2.3 Consignee Logsheets

Clicking on **Consignee Logsheets**, following screen appears where the consignee provides the Service Non-Delivery/CRAC Deduction and SLA Deductions to be done (if any).





Consignee can record any variation in service delivery under the **Consignee Comments**. He can also enter Service Non-Delivery Deduction and SLA Deductions if need to be levied.

The log diary will be auto submitted at 72th hour and will be available for the service provider for his comments.

In the **Order Summary** tab, the contract details and buyer details will be available as follows:

Order Summary

Request for cancellation

CONTRACT DETAILS		BUYER DETAILS	
Contract No:	GEMC-511687773411879	Name:	Mansi Jawa
Contract Date:	09/10/2018 14:56:35	Email:	gemtest23@gmail.com
Status:	Order placed (waiting for confirmation)	Mobile:	8744001940
		Address:	6 CGO COMPLEX ND Bangalore KARNATAKA - 560001

#	Item Description	Quantity	Price
1	Human Resource Services	3	₹ 73796.79
Total Price			₹ 73796.79

Payment Details

2.4 Service Provider Log sheet

Service provider can log into the system and may provide his comments. Any difference in service delivery apart from what is available in the logsheet can be recorded under service provider’s comments.

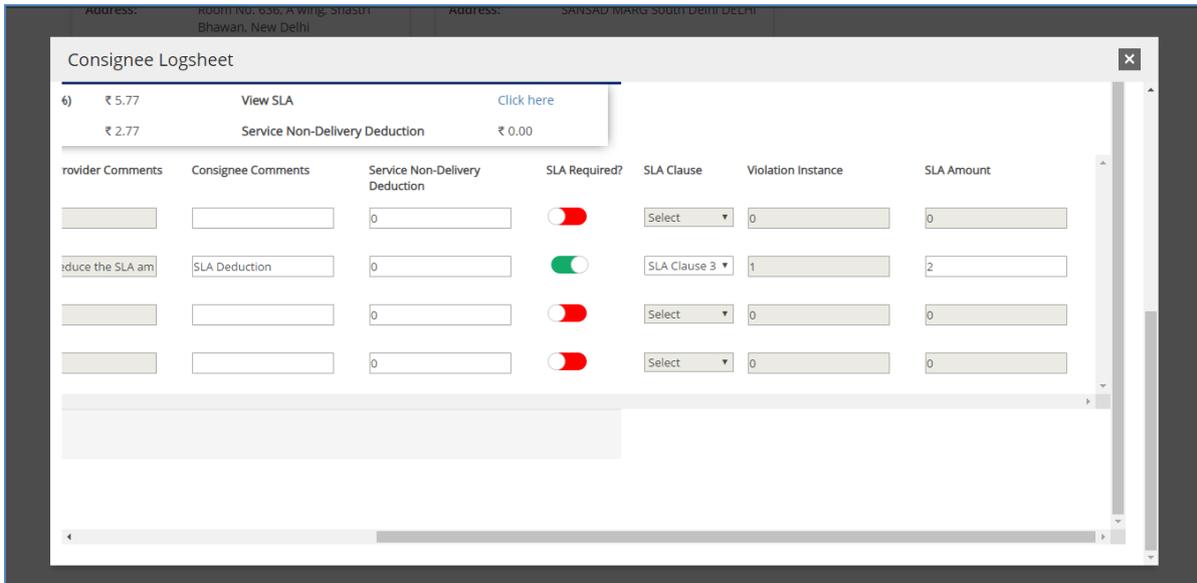
Log Diary

Contract Value	₹ 57.68	SLA Capping(10%)	₹ 5.77	View SLA	Click here
SLA Deductions	₹ 3.00	SLA remaining	₹ 2.77	Service Non-Delivery Deduction	₹ 0.00

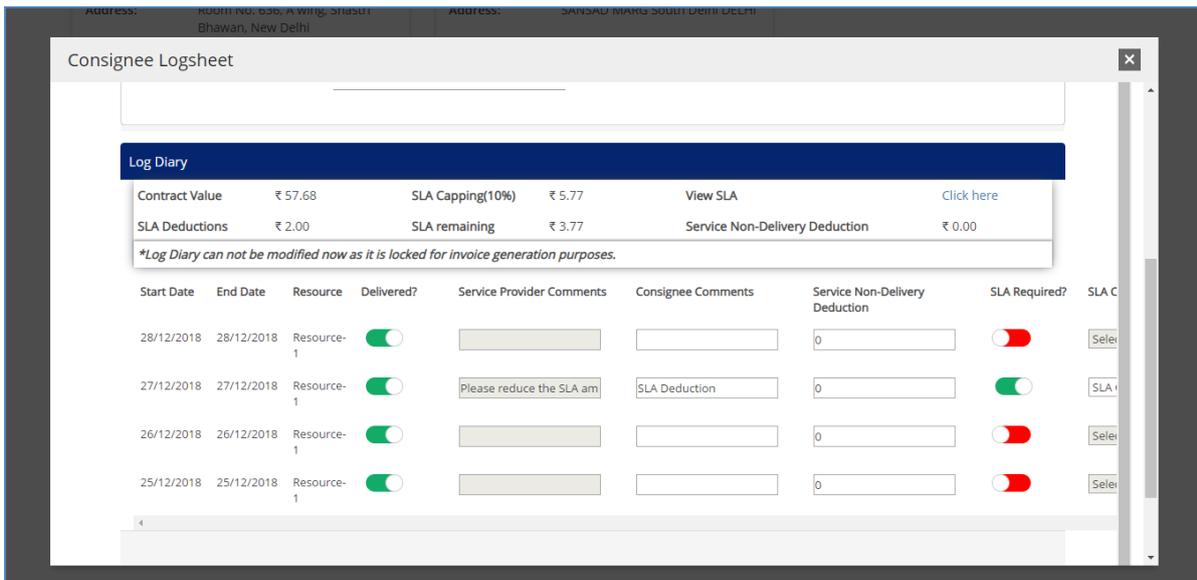
Start Date	End Date	Resource	Delivered?	Consignee Comments	Service Provider Comments	Service Non-Delivery Deduction	SLA Required?	SLA Clause
28/12/2018	28/12/2018	Resource-1	<input checked="" type="checkbox"/>			0	<input type="checkbox"/>	Select
27/12/2018	27/12/2018	Resource-1	<input checked="" type="checkbox"/>	SLA Deduction	reduce the SLA amount	0	<input checked="" type="checkbox"/>	SLA Clause
26/12/2018	26/12/2018	Resource-1	<input checked="" type="checkbox"/>			0	<input type="checkbox"/>	Select
25/12/2018	25/12/2018	Resource-1	<input checked="" type="checkbox"/>			0	<input type="checkbox"/>	Select

2.5 Consignee Log sheet Review

Consignee after log in has an option to override his earlier comments in consideration with service provider’s comment against a log entry.



The change gets saved and submitted with respect to the log verification cycle log entries at the end of next 72 hours and cannot be modified any further.

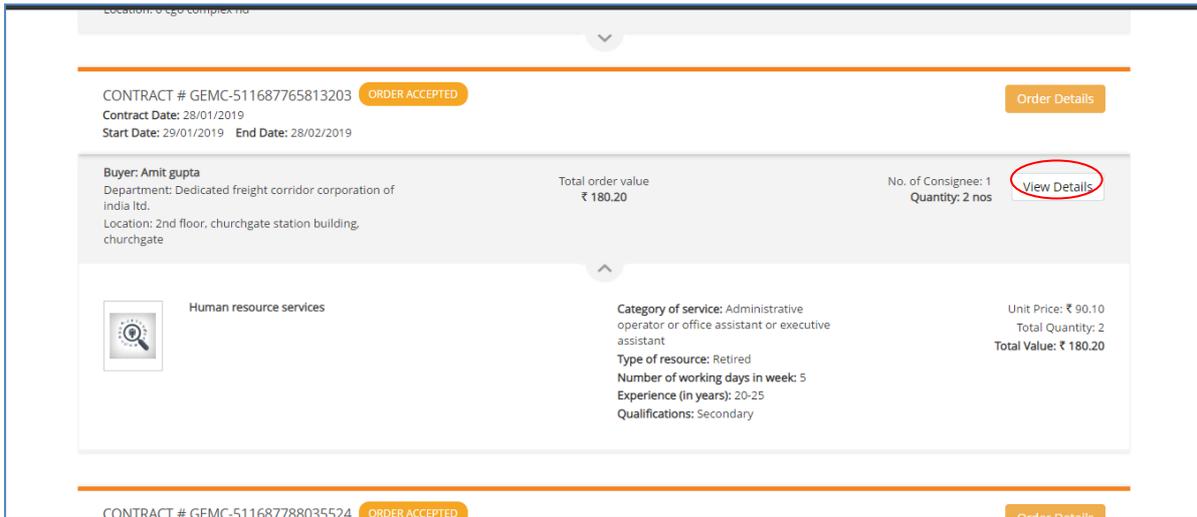


Hence, in the second review, service provider and consignee get a total of 72hrs until the log diary is un-editable for any further changes.

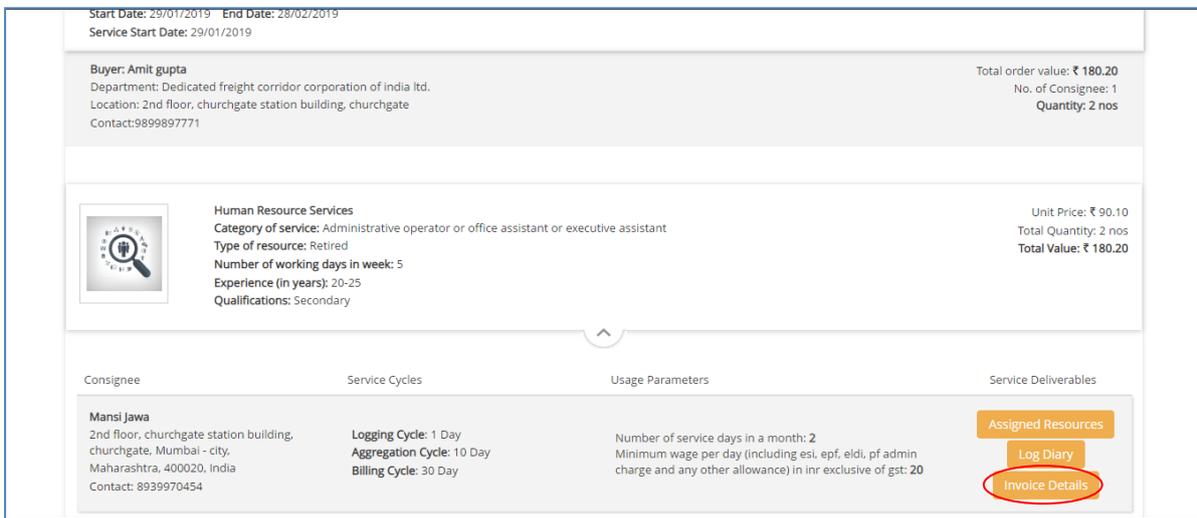
3 Invoice and Bill Generation

3.1 Service Provider View

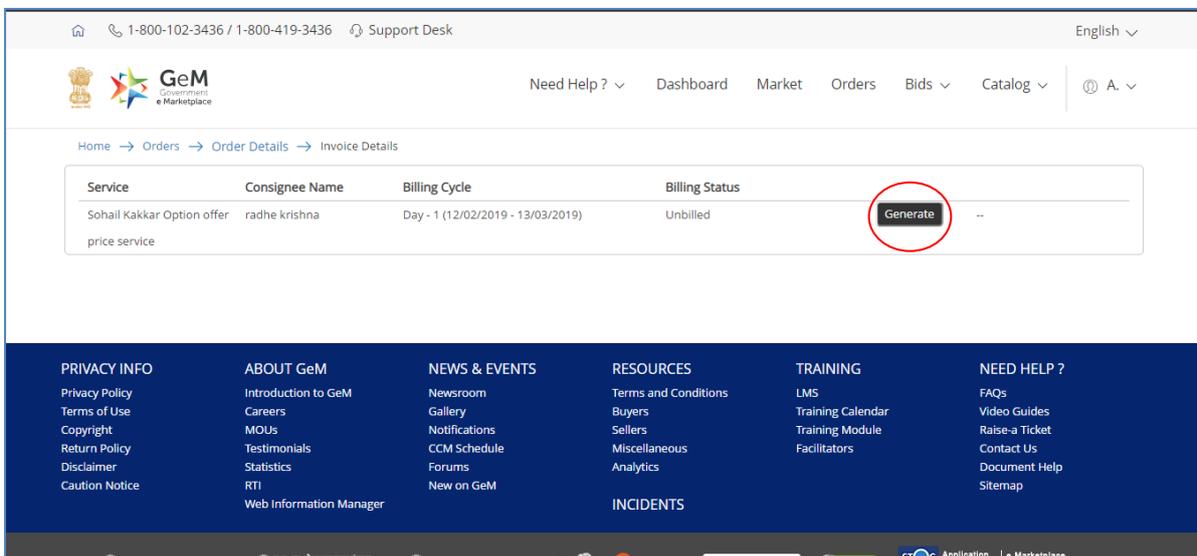
Step 1: Click on **View Details**



Step 2: The page displaying all the order details opens up. Click on **Invoice Details**.



Step 3: Page displaying the invoice for the order comes up. Click on **Generate** tab to generate the invoice for the mentioned month.



Step 4: Clicking on **Generate** tab opens up the below mentioned screen where the service provider enters the **Invoice Details** and **Service Details** and clicks on **Preview** tab.

Order Details

Order No* GEMC-511687733804741	Contract Start Date* 12/02/2019	Contract End Date* 31/03/2019
Order Date* 11/02/2019		

Invoice Details

Service* Sohail Kakkar Option offer price service	Service Code _____	Service Provided To* sdffguj5789gtgfttrubj tyhbvbfh
Billing Period* Day - 1 (12/02/2019 - 13/03/2019)	Billing To* ABCD Bhopal	Billing Address* stgatteg NEW DELHI, South West delhi, DELHI ▼
Invoice Date* _____ 📅	Invoice No* _____	Bank Account Number* XXXXXXXXXXXXXXXXXXXX7890 ▼

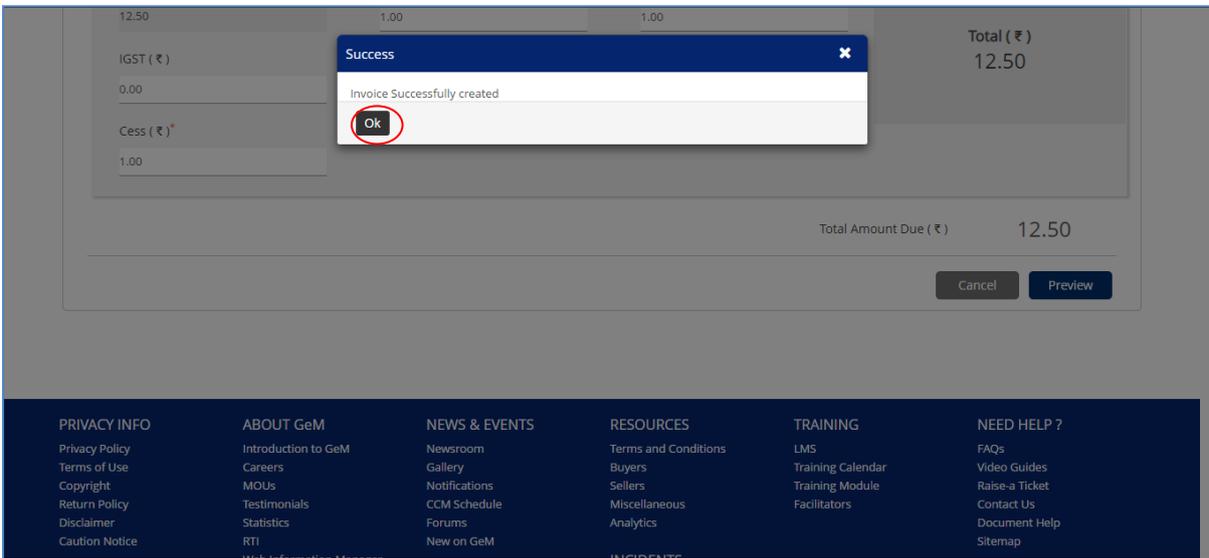
Invoice Date* _____ 📅	Invoice No* _____	Bank Account Number* XXXXXXXXXXXXXXXXXXXX7890 ▼
--------------------------	----------------------	--

Service Details

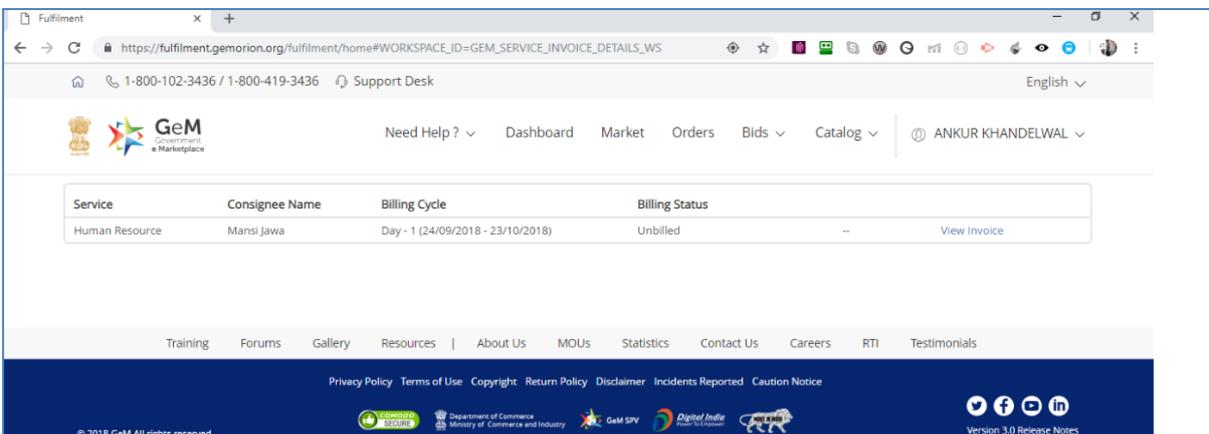
SubTotal (₹) 12.50	CGST (₹)* 0.00	SGST (₹) 0.00	<div style="border: 1px solid gray; padding: 5px; background-color: #f0f0f0;"> Total (₹) 12.50 </div>
IGST (₹) 0.00	UTGST (₹) 0.00	GST (₹) 0.00	
Cess (₹)* 0.00			
Total Amount Due (₹) 12.50			

Cancel
Preview

Step 5: Clicking on **Preview** the below mentioned screen opens up where the service provider gets to preview the invoice details entered by the service provider. Tick “agree to the terms and conditions” tab and then on **Create** tab to generate the invoice.



Step 6: Once the invoice is generated the service provider can view the generated invoice by clicking on **View Invoice**. The PDF of the generated invoice opens up.



Invoice

Service Provider:
 hellogem 3423, stgatteg, NAJAFGARH, NEW DELHI, South
 West delhi, DELHI, 110043 Contact No: 8883767676
 GSTIN: 09BBTCO6233AIGS

GeM Invoice: GEM-1548744939992
Order No: GEMC-511687765813203
Order Date: 29-01-2019
Contract Start Date: 29-01-2019
Contract End Date: 28-02-2019
Billing Period: 29-01-2019 To 27-02-2019

Bill To:
 Amit Gupta 2ND FLOOR, CHURCHGATE STATION
 BUILDING, CHURCHGATE Ropar (rupnagar) PUNJAB
 140118
 Contact No: 9899897771
 GSTIN: N
 Organization: NA

Service Delivered To:
 Mansi Jawa 2ND FLOOR, CHURCHGATE STATION
 BUILDING, CHURCHGATE Mumbai - City MAHARASHTRA
 400020
 Contact No: 8939970454

Seller Invoice No	Invoice Date	Description	Service Code	Total Amount Due
879	30-01-2019	Human Resource Services	-	Rs. 174.39

Description	Human Resource Services
Total Price inclusive all Taxes	Rs. 174.39

Invoice

Service Provider:
 hellogem 3423, stgatteg, NAJAFGARH, NEW DELHI, South
 West delhi, DELHI, 110043 Contact No: 8883767676
 GSTIN: 09BBTCO6233AIGS

GeM Invoice: GEM-1548938773064
Order No: GEMC-511687717537549
Order Date: 31-01-2019
Contract Start Date: 01-02-2019
Contract End Date: 01-04-2020
Billing Period: 31-01-2019 To 01-03-2019

Bill To:
 Amit Gupta 2ND FLOOR, CHURCHGATE STATION
 BUILDING, CHURCHGATE Ropar (rupnagar) PUNJAB
 140118
 Contact No: 9899897771
 GSTIN: N
 Organization: NA

Service Delivered To:
 Mansi Jawa 2ND FLOOR, CHURCHGATE STATION
 BUILDING, CHURCHGATE Mumbai - City MAHARASHTRA
 400020
 Contact No: 8939970454

Seller Invoice No	Invoice Date	Description	Service Code	Total Amount Due
test123	01-02-2019	Security 5 days	-	Rs. 9385.92

Minimum Wage Components Break up	
Total Minimum Wage Per Day exclusive of GST	Rs. 100.00
ESI	Rs. 200.00
EPF	Rs. 560.00
ELDI	Rs. 58.00
PF Admin Charge	Rs. 100.00
Any other Allowance If Any	Rs. 10.00
Gross Wage Per Day exclusive of GST	Rs. 1028.00

295_serv_invoice.pdf
1 / 1

Total Minimum Wage Per Day exclusive of GST	Rs. 100.00
ESI	Rs. 200.00
EPF	Rs. 560.00
ELDI	Rs. 58.00
PF Admin Charge	Rs. 100.00
Any other Allowance If Any	Rs. 10.00
Gross Wage Per Day exclusive of GST	Rs. 1028.00

Description	Security 5 days
Total Price inclusive all Taxes	Rs. 9385.92
CGST	Rs. 7.00
SGST	Rs. 6.00
UTGST	Rs. 0.00
IGST	Rs. 0.00
Cess	Rs. 7.00
Grand Total	Rs. 9385.92

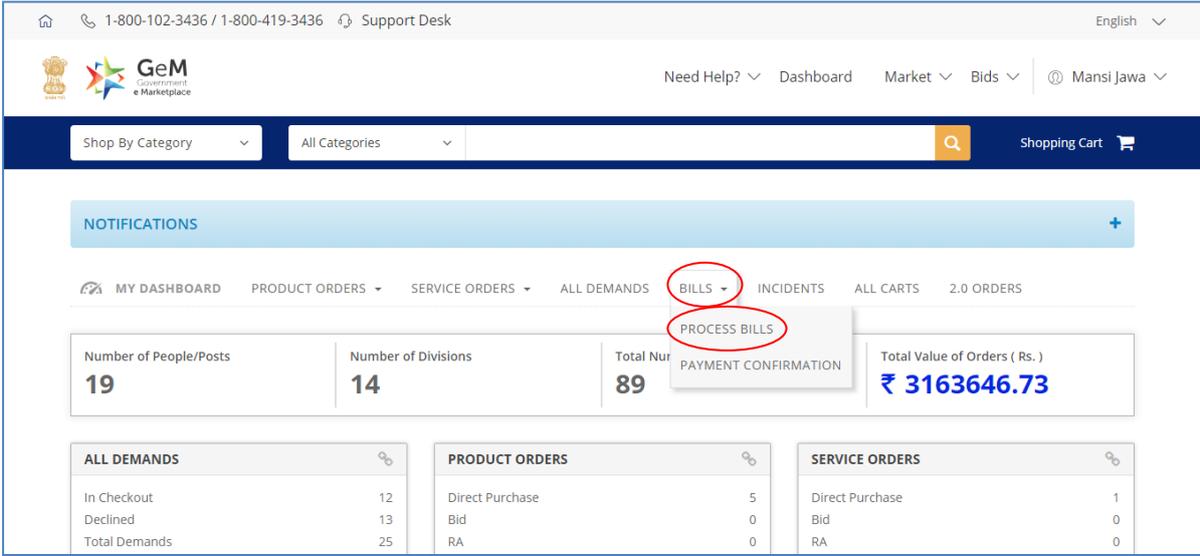
3.2 Buyer View

Step 1: The buyer logs into GeM portal

Step 2: Clicks on Dashboard

Step 3: Clicks on **BILLS**

Step 4: Clicks on **PROCESS BILLS**



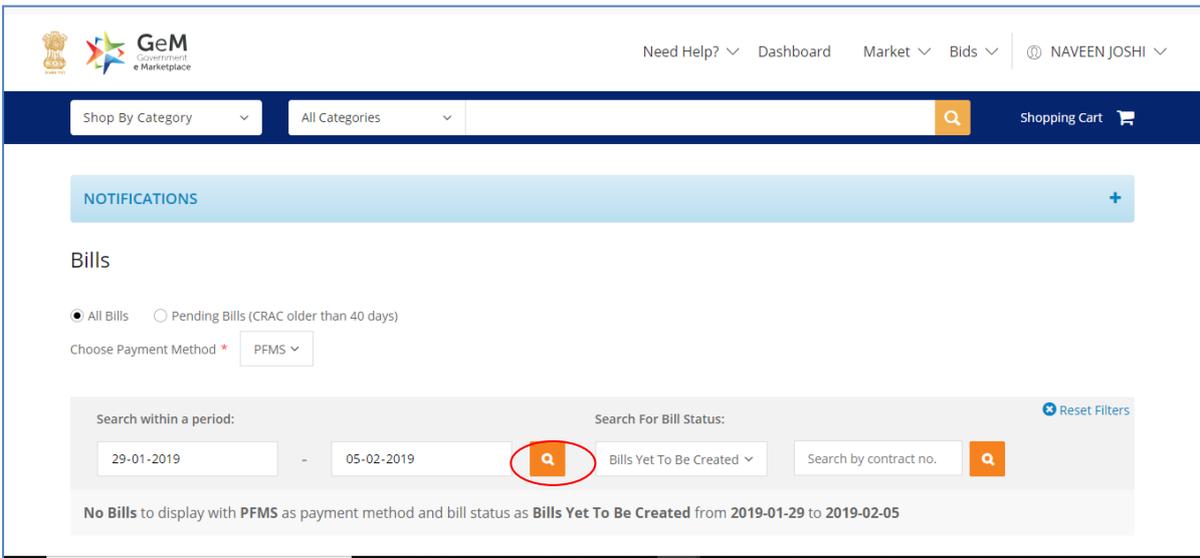
The screenshot shows the GeM dashboard with the following elements:

- Header: 1-800-102-3436 / 1-800-419-3436 Support Desk, English, Need Help?, Dashboard, Market, Bids, Mansi Jawa.
- Navigation: Shop By Category, All Categories, Shopping Cart.
- Notifications: NOTIFICATIONS +
- Menu: MY DASHBOARD, PRODUCT ORDERS, SERVICE ORDERS, ALL DEMANDS, **BILLS**, INCIDENTS, ALL CARTS, 2.0 ORDERS.
- Summary Cards:
 - Number of People/Posts: 19
 - Number of Divisions: 14
 - Total Number: 89
 - Total Value of Orders (Rs.): ₹ 3163646.73
- Process Bills Dropdown: **PROCESS BILLS**, PAYMENT CONFIRMATION.
- Tables:

ALL DEMANDS	PRODUCT ORDERS	SERVICE ORDERS
In Checkout: 12	Direct Purchase: 5	Direct Purchase: 1
Declined: 13	Bid: 0	Bid: 0
Total Demands: 25	RA: 0	RA: 0

Step 5: Select the From-To-Date within which the contract was generated

Step 6: Click on Search button



The screenshot shows the GeM Bills page with the following elements:

- Header: Need Help?, Dashboard, Market, Bids, NAVEEN JOSHI.
- Navigation: Shop By Category, All Categories, Shopping Cart.
- Notifications: NOTIFICATIONS +
- Bills Section:
 - Radio buttons: All Bills, Pending Bills (CRAC older than 40 days)
 - Choose Payment Method: PFMS
- Search Filters:
 - Search within a period: 29-01-2019 - 05-02-2019
 - Search For Bill Status: Bills Yet To Be Created
 - Search by contract no.
 - Reset Filters
- Search Button: A red circle highlights the search button (magnifying glass icon) next to the search filters.
- Message: No Bills to display with PFMS as payment method and bill status as Bills Yet To Be Created from 2019-01-29 to 2019-02-05

Step 7: Click on **SHOW BILLS**. The bills for that particular order are displayed on the screen.

Bills

All Bills Pending Bills (CRAC older than 40 days)

Choose Payment Method * PFMS

Search within a period: 01-10-2018 - 05-02-2019 Q
 Search For Bill Status: Bills Yet To Be Created Q
Reset Filters

Bills with **PFMS** as payment method and bill status as **Bills Yet To Be Created** from **2018-10-01** to **2019-02-05**

S.No.	Order No.	Order Date	Product	Buyer Name and mobile	Payment Mode	Action
1	GEMC-511687768403205	2018-12-12	Water	NAVEEN JOSHI 9810453637	PFMS	SHOW BILLS
2	GEMC-511687758598542	2018-12-19	Florist Final	NAVEEN JOSHI 9810453637	PFMS	SHOW BILLS
3	GEMC-511687706049206	2019-01-21	Test New1	NAVEEN JOSHI 9810453637	PFMS	SHOW BILLS

Step 8: Click on **PROCESS BILL**. Bill for the order opens up.

Search within a period: 01-10-2018 - 05-02-2019 Q
 Search For Bill Status: Bills Yet To Be Created Q
Reset Filters

Bills with **PFMS** as payment method and bill status as **Bills Yet To Be Created** from **2018-10-01** to **2019-02-05**

S.No.	Order No.	Order Date	Product	Buyer Name and mobile	Payment Mode	Action																
1	GEMC-511687768403205	2018-12-12	Water	NAVEEN JOSHI 9810453637	PFMS	SHOW BILLS																
<table border="1"> <thead> <tr> <th>Invoice No. and Date</th> <th>Consignee</th> <th>Seller</th> <th>Buyer Bill</th> <th>DDO Bill</th> <th>Order Amount</th> <th>Payment Status</th> <th>Action</th> </tr> </thead> <tbody> <tr> <td>GEM-1544763442889, 2018-12-14</td> <td>Bahadur Singh, 7210328061</td> <td>KSHEMA ORTHOPAEDICS HOSPITALS PRIVATE LIMITED, DGS&D.</td> <td></td> <td></td> <td>885.25</td> <td>Pending</td> <td>PROCESS BILL</td> </tr> </tbody> </table>							Invoice No. and Date	Consignee	Seller	Buyer Bill	DDO Bill	Order Amount	Payment Status	Action	GEM-1544763442889, 2018-12-14	Bahadur Singh, 7210328061	KSHEMA ORTHOPAEDICS HOSPITALS PRIVATE LIMITED, DGS&D.			885.25	Pending	PROCESS BILL
Invoice No. and Date	Consignee	Seller	Buyer Bill	DDO Bill	Order Amount	Payment Status	Action															
GEM-1544763442889, 2018-12-14	Bahadur Singh, 7210328061	KSHEMA ORTHOPAEDICS HOSPITALS PRIVATE LIMITED, DGS&D.			885.25	Pending	PROCESS BILL															
2	GEMC-511687758598542	2018-12-19	Florist Final	NAVEEN JOSHI 9810453637	PFMS	SHOW BILLS																
3	GEMC-511687706049206	2019-01-21	Test New1	NAVEEN JOSHI 9810453637	PFMS	SHOW BILLS																

Step 9: Check all the details reflecting on the bill.

Reference Signed Documents

ORGANISATION DETAILS	SERVICE PROVIDER DETAILS	BUYER DETAILS
Type: Central Government	GEM Unique ID: AgmatelIndia	GEM Unique ID: BuyerCentral123
Ministry: Ministry of Chemicals and Fertilizers	Company Name: KSHEMA ORTHOPAEDICS HOSPITALS PRIVATE LIMITED	Name: NAVEEN JOSHI
Department: Department of Chemicals and Petrochemicals	Contact No.: 9999928203	Contact No.: 9810453637
Organisation Name: Brahmaputra Cracker and Polymer Limited (BCPL) Guwahati Assam	Email: manmit.sharma@nextenders.com	Address: Nishat Park, Dwarka Mor, South West delhi, Delhi - 110078
Office Name: West	Address: KSHEMA ORTHOPAEDICS HOSPITALS PRIVATE LIMITED, West Delhi, Delhi - 110018	
HOD Name: Rajeev Kumar		
CONSIGNEE DETAILS	ACCOUNTING DETAILS	

Step 10: By default “Yes” is ticked for deductions. If the buyer wants to change the deduction imposed the same can be done here by giving the reason for the deduction.

#	Service Description	Total contract Value incl. of all duties and taxes (INR)	Invoice Amount	CRAC Deduction Amount (In INR)	SLA Deduction Amount (In INR)
1	Water	1200.00	885.25	0.00	100.00
Deduction Amount(INR):					100
Total Received and Accepted Order Value(INR):					785.25

Bill Process by BUYER

Has the deliveries been made within original Delivery Period

Do you want to impose Deductions? * YES NO

Service non-delivery Deduction amount(in INR) * Service non-delivery Deduction Reason

SLA Deductions amount(in INR) * SLA Deduction Reason

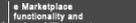
Payable Amount(in INR) *

Grant Number

Step 11: Once the buyer is satisfied,click on **SAVE DRAFT BILL**

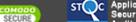
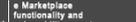
Payment approved(INR)	885.25
	
<p>Current Stage: Draft Bill not yet saved</p>	

PRIVACY INFO	ABOUT GEM	NEWS & EVENTS	RESOURCES	TRAINING	NEED HELP ?
Privacy Policy Terms of Use Copyright Return Policy Disclaimer Caution Notice	Introduction to GeM Careers MOUs Testimonials Statistics RTI Web Information Manager	Newsroom Gallery Notifications CCM Schedule Forums New on GeM	Terms and Conditions Buyers Sellers Miscellaneous Analytics INCIDENTS	LMS Training Calendar Training Module Facilitators	FAQs Video Guides Raise-a Ticket Contact Us Document Help Sitemap

							
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Draft Bill saved successfully!

PRIVACY INFO	ABOUT GEM	NEWS & EVENTS	RESOURCES	TRAINING	NEED HELP ?
Privacy Policy Terms of Use Copyright Return Policy Disclaimer Caution Notice	Introduction to GeM Careers MOUs Testimonials Statistics RTI Web Information Manager	Newsroom Gallery Notifications CCM Schedule Forums New on GeM	Terms and Conditions Buyers Sellers Miscellaneous Analytics INCIDENTS	LMS Training Calendar Training Module Facilitators	FAQs Video Guides Raise-a Ticket Contact Us Document Help Sitemap

							
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4 Services Budget Unblocking

4.1 Unblocking when fulfilment is disabled for the service

If the fulfilment of a service is **Disabled** then the budget for the same gets auto unblocked after 80 days of the generation of contract accepted by the service provider.

4.2 Unblocking when the order is not accepted by the service provider

If the order is placed by the buyer and the order is not accepted by the service provider (order is still valid for the service provider to accept) and buyer declines the demand then in this case the budget for the order gets auto unblocked i.e. as soon as the demand is declined by the

buyer the budget blocked for the same while placing the order gets unblocked with the declination of the demand.

*****End of Document*****