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<td>service providers during procurement and fulfilment of services on GeM.</td>
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Version History

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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.

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

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

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.
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.

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 12: In cart, the buyer is asked his intent of buying with the following three options:

- **Direct Purchase**
- **Bid**
- **RA**

Step 13: If the buyer clicks on Direct Purchase button the below mentioned screen opens up from where the buyer gets to see all the details of his demand.
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 HoD of the buyer.

Here in this case, the payment method opted by the HoD is “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.

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.
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.
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.

Step 5: To accept the awarded order click on the Accept button.
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.
Step 7: Once the payment of the transaction charge is done, the service provider can **Proceed To E-Sign** the contract.

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 log cycle 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.

![Image of Order Details](image1)

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.

![Image of Assigned Resources](image2)
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.

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

Step 4: Click on SERVICE ORDERS.
Step 5: Click on **CONSIGNEE VIEW**.

Step 6: Click on **Process Order**.
Step 7: Click on **Consignee Resources**. Following screen opens up where the consignee approves the assigned resources declared by the service provider.
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 Logsheet

Clicking on Consignee Logsheet, 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:
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.

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.

![Invoice Details Screen]

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:**

GeM/2018/Service/1.0

**Bill To:**

Anir Saha, 2nd Floor, Churchgate Station Building, Churchgate Station, Mumbai - 400001

**Service Delivered To:**

Anir Saha, 2nd Floor, Churchgate Station Building, Churchgate Station, Mumbai - 400001

**Invoice Details:**

<table>
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<tr>
<th>Description</th>
<th>Total Amount Due</th>
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<tbody>
<tr>
<td>GST</td>
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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

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

Step 6: Click on Search button

Step 7: Click on SHOW BILLS. The bills for that particular order are displayed on the screen.
Step 8: Click on **PROCESS BILL**. Bill for the order opens up.

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

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