



Post Contract Incident Management

USER MANUAL - SELLER





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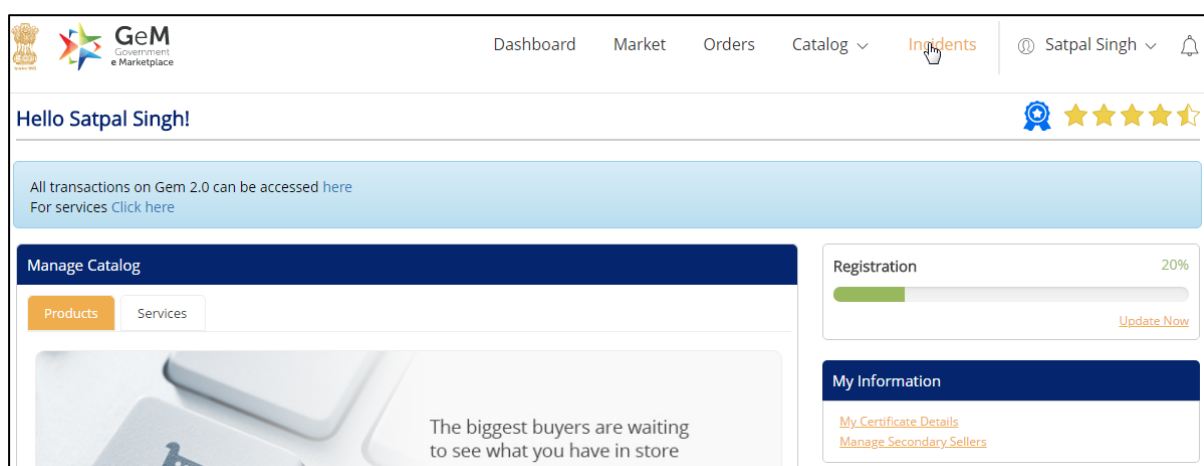


1. Overview

The Post Contract Incident Management can be used to raise the Incidents for deviations in contract by a buyer. Please Refer the Incident management Policy for information on the Post contract Incident management.

2. Incident Dashboard

- 2.1. Login to your account on GeM Marketplace.
- 2.2. Incident management can be accessed from the INCIDENTS option available on the dashboard.



- 2.3. On Clicking the “INCIDENT” option highlighted in the screenshot above, the Incident management Dashboard would open.



The screenshot displays the 'Incidents' management interface. On the left, a list of incidents is shown, including '966 - Non-delivering the product' (Pending / 1 hours ago), '965 - wrong BIS number provided by you' (Pending / 5 days ago), '964 - wrong BIS number provided by you' (Pending / 5 days ago), '963 - wrong BIS number provided by you' (Pending / 5 days ago), and '962 - wrong BIS number provided by you' (Pending / 5 days ago). The main area shows the details for incident 966, which is 'Non-delivering the product'. The status is 'Pending'. Key details include Order No. GEMC-511687761285122, Shipment No. 123123123123, and Issue Raised By Seller-admin. The description is 'Non-delivering the product'. The interface also provides contact information for the Buyer (Ministry of agriculture and farmers welfare) and Seller (Landmark infonet private), along with the incident's creation date (16/05/2018) and duration (1 hours ago). Action buttons for 'Respond' and 'Escalate' are visible at the top of the incident details, and 'Incident Responses' and 'Attachments' are at the bottom.

- 2.4. The Incident management Dashboard would display all the incidents that have been raised by you or are raised against you.
- 2.5. You can also add the comments, view the response of the Buyer by using the “Incident Response” Option
- 2.6. You can also upload documents by using the “Attachments” Option available on the Dashboard.
- 2.7. New Incidents can be raised by clicking on the “New” Button on the dashboard.

3. Incident Creation

- 3.1. To register new incidents, click on the “New” button available on the screen. The Incident creation Screen will open to capture the details of the incident



Create New Incident
✕

Contract No/Order No*

GEMC-511687728398513 🔍

Invoice No.

1234 ▼

Raised Against

BUYER ▼

Buyer	Seller
Ministry of railways	Agmatel india private limited
Na	✉ dsfhkkhj@mailinator.com
N/a	☎ 9999928203
Hq	
✉ gemtest23@gmail.com	
☎ 9493965914	

Reason*

Please select a Reason.

Description (max 250 chars)*

Submit
Reset

4. To register an incident, provide the following information

- 4.1. Contract Number – select from the applicable contract numbers
- 4.2. Invoice Number – This is required in case the Invoice has been generated. Select the Invoice number for which the Incident is to be raised.
- 4.3. Select the applicable reason for raising the Incident. The reasons are to be selected from the dropdown. You can refer



the Incident management Policy for selecting the appropriate reason.

4.4. Click on the Submit Button to create an Incident.

5. Incident Listing

5.1. Once an incident is created, it will be displayed in your dashboard.

The screenshot displays the GeM (Government e Marketplace) incident management interface. At the top, there is a navigation bar with 'Dashboard', 'Market', 'Orders', 'Catalog', and 'Incidents'. The user is logged in as 'Satpal Singh'. The main content area is divided into two sections:

- Incidents List (Left):** A table showing a list of incidents. The first incident is '214 - Test Subject' with a status of 'Pending / 5 days ago'. The second incident is '212 - Test Incident' also with a status of 'Pending / 5 days ago'.
- Incident Details (Right):** A detailed view for incident '214 - Test Subject'. It features three action buttons: 'Respond', 'Escalate', and 'Close'. Below these are fields for:
 - Status:** Pending
 - Order No:** GEMC-511687790159206
 - Shipment No:** 3313
 - SCN Sent:** No
 - Issue Raised By:** Landmarkgem
 - Raised Against:** Pfmspavan
 - Description:** Test Desc
- Buyer Information:**
 - Ministry of ayush
 - Central council for research in ayurvedic sciences, kerala
 - Pfmspavan
 - Email: pfmspavanbuyer@gemdev.in
 - Phone: 1111111111
- Seller Information:**
 - Landmark infonet private limited
 - Email: test@dispostable.com
 - Phone: 9654593051
- Date:**
 - Created on: 31/03/2018
 - No of days: 5 days ago

5.2. You can also view any clarifications or response provided by the Buyer in the Response section of the Incident.

6. Incident Resolution

6.1. Click on the “Respond” button to send your response to the clarifications provided by the buyer

6.2. You can also escalate the incident to the GeM admin by clicking on the “Escalate” button, in case you are not convinced by the response or breach of SLA by the Buyer

6.3. The GeM admin will act on the incidents as per the GeM Incident management Policy