

# Service User Manual

Version 1.0



## Metadata

#	DataElements	Data Values
1	Title	Service User Manual
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

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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.

ന്ന 🌜 1-800-102-3436 / 1-800-419-3436 🖞 Support Desk			English 🗸
	Need Help ? \vee 🛛 New On GeM	Bids $\lor$ Analytics	Sign Up 🗸
Not registered with GeM? Sign up to experience the Marketplace	User Id *		
Register as Buyer Register as Seller	Password		
	Type the characters in the box below. *		
	Forgot your password   User Id ?		

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

ŵ	၆			English 🗸
2	Geen Government e Marketplace	Need Help? 💛 Dashboard	Market $\vee$ Bids $\vee$ (	) laxmi 🗸
	Shop By Category V All Categories V		Q	
	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 awarde 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 progre	d to the seller without ePBG submiss ss.	ion.	×
	This is to inform you that as per the revised version of the Incident Management policy(Version 11.1), but 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 All such buyers have been enabled for the transaction on the GeM Portal.	yers against whom a show cause not transactions on GeM Portal.	ice has been issued will be able t	o ×

Step 4: Click on **Market**. A drop down comes up with **Products** and **Services** option in it. Step 5: Click on **Services**.



ப்படை 🗞 1-800-102-3436 / 1-800-419-3436 ்டு Support Desk	E	inglish 🗸
	Need Help? V Dashboard Market Bids V () Products	Laxmi $\sim$
Shop By Category ~ All Categories ~	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 ▼ A	LL DEMANDS BILLS - INCIDENTS ALL CARTS 2.0 ORDERS	
Buyers may please note that effective 6th September 2018, the Contracts can be generat The ePBG request initiation and submission would be done by the seller after the contra This would be applicable for new request only where the ePBG has not been initiated or	ed and awarded to the seller without ePBG submission. ct is awarded. s not in progress.	×
This is to inform you that as per the revised version of the incident Management policy(V create bid/R/Vdirect purchase order on GeM. The effect of the policy revision would also be on the buyers that have already been bloc All such buyers have been enabled for the transaction on the GeM Portal.	ersion 11.1), buyers against whom a show cause notice has been issued will be able to ked from doing transactions on GeM Portal.	×

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

ŵ	% 1-800-102-3436 / 1-800-41	19-3436 🕠 Support	Desk			English 🗸
2				Need Help? $\checkmark$	New on Gem $$ Bids $ arsigma $ An	alytics Login Signup $arphi$
5	Services					
	Amc Networking Device1	*	AMC Networking Devices	<u>*</u>	Bus Hiring Service	
	na		AMC Networking Devices			
	Show Details		Show Deta	ils	Show	Details
						*

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.



FILTERS		HUMAN RESOURCE SERVICES		Service Level Agreement and Package
Intent Of Buying	~	Contract Start Date	Contract End Date	
SELECT CONSIGNEES		2018-10-02	2019-02-28	
Category Of Service	~	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 @
Experience (In Years)	~			
Number Of Working Days In Wee	ek 🗸	SEARCH		
Qualifications	~			
		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.

Quaimeacions	SEARCH
ADDON	
Consumables For Sanitation Per Sg Ft (Per Day)	No result found. Please try some different combination
Machinery For Cleaning Per Sq Ft (Per Day)	
ADMINISTRATIVE	
MSME ~	
Years Of Experience With Govt V	
FINANCIAL	
Annual Turn Over ₹ ✓	

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



#### GeM/2018/User\_Manual/Services/1.0

3-7 More than 7	Seller	Category Of Service	Experience (In Years)	Number Of Working Days In Week	Qualifications	Location	Total Value
Number Of Working Days In Week A	Vijay Enterprises 1	Data Entry Operator	0-3	5	Graduate Degree	Karnataka	₹ 21923.40
Qualifications     ^       Under Matriculate     Secondary       Higher Secondary     Diploma       V Graduate Degree	COVERNED LANDMARK INFONET PRIVATE LIMITED	Data Entry Operator	0-3	5	Graduate Degree	Karnataka	₹ 21960.00
ADDON	GARWARE SYNTHETICS PRIVATE LIMITED.	Data Entry Operator	0-3	5	Graduate Degree	Karnataka	र 22143.00
Consumables For Sanitation Per Sq Ft (Per Day)	SEE DETAIL						

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.

e Marketplace				1
Shop By Category 🗸 🗸 🗸 🗸 🗸 🗸	All Categories V			Q Shopping Cart 🍃
All transactions on GeM 2.0 can b Kindly make your payments in tin	e accessed here. ne to avoid any administrative action (	on GeM.		×
Compare	Vijay Enterprises ₹ 118602.00	gemseller2 ₹ 126720.00	GARWARE SYNTHETICS PRIVATE LIMITED. ₹ 119790.00	LANDMARK INFONET PRIVATE LIMITED て 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	delbi	delhi	delbi	delbi

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.



SHOPPING CART			
	Product Title	Number of Resources	Sub Total
	Human Resource Services Item Added on 01.10.2018 (TO DAYS LEFT) Other charges including allowances over and above minimum wage (% per month): 1.8 Contract details: Duration: 5 months Start date: Tue, 02 Oct 2018 End date: Thu, 28 Feb 2019 X Delet III Comparision Sheet	3	₹ 118,602.00
DIRECT PURCHASE	BID RA		

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.

Name : LAXMI Mobile : 8744001940 Email : sellergem50@gma	il.com				DEMAND NO : 511687730402710 DEMAND DATE : 01-10-2018
	Product Title	Number of	Resources	Sub Total	Billing Cycle
	HUMAN RESOURCE SERVICES Other charges including allowances over and above minimum wage (% per month): 1.8 Contract details: Duration: 5 months Start date: Tue, 02 Oct 2018 End date: Thu, 28 Feb 2019		3	₹ 118,602.00	30 day 🛩
S No	Consignee		Item Details		
1	Amit Anand Modi (Pay & Accounts Office, IPP, Ministry Of Industry Bhawan, New Delhi, NEW DELHI, DELHI - 11001	r, Room No. 555, Udyog 1)	Title : Quantity: <b>Minimum Wage</b> I	Human Resource Servic 3 Per Day (Including Esi, Epf,	es Eldi, Pf Admin Charge And



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.

STEP 1 Order Summary		~
<b>STEP 2</b> Financial Details		
Select Payment Authority	Please select payment authority ~	
Designation of official providing administration approval *		
Designation of official providing financial approval $^{\star}$		
IFD Concurrence Required?	Yes	
Amount to be Blocked	₹ 118,602.00	
Financial approval *	Choose file No file chosen	

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 GMP 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 forfielt 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 / all 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 court of GST on the relevant Act or the Rules correct under the provision of that Act or the rules and e there under.	ł.
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 originalire-fixed delivery period(s) specified in the contract, the Buyer will be entitled to deductirecover 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:Uponaccepting the terms and conditions, the buyer needs to click on **VERIFY** button.

STEP 1 Ord	der Summary			~
STEP 2 Fina	ancial Details			~
STEP 3 DOC	uments			
FINANCI		SANCTION ORDER	CONTRACT ORDER	

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.

All transactions on Gel Kindly make your payr	M 2.0 can be accessed here. nents in time to avoid any administrative action	n on GeM.		Ŷ
Your contract no 0	SEMC-511687730402710 has been Saved and Y	Your Order is Placed Successfully		
STEP 1 Order Su	mmary			
Name : LAXMI Mobile : 8744001940 Email : sellergem50@gm	ail.com		1	DEMAND NO : 511687730402710 DEMAND DATE : 01-10-2018
	Product Title	Number of Resources	Sub Total	Billing Cycle
	HUMAN RESOURCE SERVICES	3	₹ 118,602.00	30 day
	Other charges including allowances over and above minimum wage (% per month): 1.8			
10 Hi 39	Contract details:			
	Duration: 5 months			
	Docume	nts verified successfully! and Your Order is Place	d	



FINANCIAL DETAILS	IFD Concurrence required?	NO
(STEP 3) Documents		
PDF	PDF	POF
		CONTRACT OPDER
	SARCHONORDER	Contract Gable
	(	
	Documents ver	ified successfully! and Your Order is Placed

#### **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.

🟠 🗞 1-800-102-3436 / 1-800	-419-3436 🛛 Support Desk			English 🗸
		Need Help ? \vee New On GeM	Bids $\lor$ Analytics	Sign Up 🗸
	<section-header>Not registered with GeeN? Sign up to experience the Marketplace Register as Buyer Register as Seller</section-header>	User Id * Password Type the characters in the box below. * 4TI2SY Forgot your password   User Id ? Submit		

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.



## GeM/2018/User\_Manual/Services/1.0

ന്ന് 🗞 1-800-102-3436 / 1-800-419-3436 🖓 Su	pport Desk	English $\checkmark$
	Need Help ? 🗸 Dashboard Market	Orders Bids v Catalog v (1) Nitesh Manglunia v
Hello Nitesh Manglunia!		Seller partially rate
Notifications 1. All OEMs (except those exempted as per the Ver Those OEMs who have not yet completed the as	ndor Assessment Policy of GeM) may note that the last date ssessment are required to initiate this IMMEDIATELY to avoid	for completion of mandatory assessment is 30th September 2018. d any inconvenience later.
2. Refer the announcement Section for Latest ann	ouncements on Incident Management Policy	
<ol> <li>All OEM Sellers are requested to finish their Ver products or services on GeM. Failure to complete</li> </ol>	dor Assessment process before 30th September 2018 to eff te vendor assessment by the due date will be considered as	fectively meet the obligations and needs of the business regarding reseller.
4. Sellers may please note that GeM has initiated t a) If any OEMs/Sellers has requested a Brand ar sanitised without any further notice and such O OEMs/Sellers to continue doing transactions ho b) If any OEMs/Sellers has quoted price for a Pr the MarketPlace without any further notice. Gel GeM, such OEM/Sellers will be debarred from tr the pricing or re-initiate listing of their Products	he next phase of sanitisation of GeM MarketPlace and follow rd/or uploaded a Product which is a wrong representation or EMs/Sellers will be undergo scrutiny which will be conducted wever the wrong Brands will be removed. oduct/Service which is not in line with the Price Reasonability of may also initiate action against such OEMs/Sellers and if it ansacting on GeM. Those OEMs/Sellers who have mentioned /Services.	wing actions are being undertaken: r conflicts with any other Brand, the wrong/conflicting Brand will be d by GeM in next 30 days. During this period, GeM will allow such y established by GeM. such Products/Services will be removed from t is established that the OEM/Seller is deliberately breaking the trust of d wrong prices because of erroneous reasons are required to correct
5. For services Click here		
Call the second second 2.0 and be second by	re	
<ol> <li>All transactions on GeW 2.0 can be accessed ne</li> </ol>		

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.

രു 🗞 1-800-102-3436 / 1-800-419-3436	ා Support Desk						English 🗸
Government e Marketplace	Need Help ? $\sim$	Dashboard	Market	Orders	Bids $\checkmark$	Catalog $\sim$	⑦ Nitesh Manglunia ∨
ORDERS (1)					Pro	oducts	All Orders •
CONTRACT # GEMC-511687743374825 Contract Date: 06/07/2018	ORDER PLACED				Se	i vices	Accept
<b>Buyer: Radha s chauhan</b> Department: Bangalore Location: 6 cgo complex nd	Total order value ₹ 5,160,000.00			No. of Consi Quantity: 1	gnee: 1 20 nos		View Details
Lenevo q170		^					Unit Price: ₹ 43.000.00 Total Quantity: 120 Total Value: ₹ 5,160,000.00
•							

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

	00-419-3436 🌒 Suppo	ort Desk							Engli	sh
Envernment e Marketplace		Need Help ? $\checkmark$	Dashboard	Market	Orders	Bids $\lor$	Catalog $\vee$	01	Nitesh Manglur	nia
ORDERS (4)						Q	rvices	•	All Orders	
CONTRACT # GEMC-51168 Contract Date: 03/10/2018 Start Date: 02/10/2018 End Da	7730402710 ORDER PL	ACED						Expirin	Reject Reject re within 118 hou	urs
Buyer: Laxmi narain Department: O/o - chief controll Location: Principal accounts offi room no. 517-d, udyog bhawan,	ler of accounts - admin ce, ministry of industry, . new delhi		Total order valu ₹ 118,602.00	2			No. of Con: Quanti	signee: 1 i <b>ty: 3 nos</b>	View Details	;
			^							
Human resource	e services		Num Expe Categ Quali	ber of workin rience (in yea gory of servic fications: Un	<b>ig days in wee</b> <b>rs):</b> 0-3 <b>e:</b> Data entry o der matriculat	<b>k:</b> 5 operator		Ur Total	nit Price: ₹ 39,534. Total Quantity I <b>Value: ₹ 118,602</b> .	.00 r: 3 .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.

ന്റെ 🕓 1-800-102-3436 / 1-800-419-3436	ြာ Support Desk		_	English 🗸
CoM	Accept Order	×		
Government e Marketplace	Contract No: GEMC-511687730402710	View Contract	Catalog 🗸 🛛 🕧	Nitesh Manglunia 🗸
	Order Value	Rs. 118602.00		
ORDERS (4)	Transaction charges Payable @0.5%	Rs. 593.01	vices 🔻	All Orders 🔻
	State GST (9%)	Rs. 53.37		
CONTRACT # GENIC-51168773040271 Contract Date: 03/10/2018	Central GST (9%)	Rs. 53.37		Accept Reject
Start Date: 02/10/2018 End Date: 28/02/201	Integrated GST (0%)	Rs. 0.00	Exp	piring within 118 hours
Buyer: Laxmi narain	Net Transaction Charges payable	Rs. 699.75	No. of Consignee	1 Migur Dataila
Lepartmen: Over chief controller of account Location: Principal accounts office, ministry o room no. 517-d, udyog bhawan, new delhi	Note : Please ensure that a valid GSTIN is available in your seller would not be able to take the input credit for GST in case the Sell invalid	Pay Now profile for this address. You er GSTIN is not available or is	Quantity: 3 n	os
Human resource services	Category of par	Cancel		Unit Price: ₹ 39,534.00 Total Quantity: 3
	Qualifications: I	Under matriculate		0.0002.00

## GeM/2018/User\_Manual/Services/1.0



Gee M Government eMarketplace
Payment Gateway
Select payment gateway • SBI
Please do not press back button or refresh while the transaction is being processed.
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.

രി 🗞 1-800-102-3436 / 1-800-419-3436	🖓 Support Desk		English 🗸
CoM	Accept Order	×	
	Contract No: GEMC-511687730402710 Vi	ew Contract	🔘 Nitesh Manglunia 🗸
	We have received the payment of <b>Rs. 699.75</b> as transaction charges for this Order.	o 🖌	
ORDERS (4)	View Payn	vices ent Receipt	All Orders     T
CONTRACT # GEMC-511687730402710	Click on proceed to esign option to complete your acceptance using e-	To E-Sign	Accept Roject
Contract Date: 03/10/2018 Start Date: 02/10/2018 End Date: 28/02/2019	sign.	Cancel	Expiring within 96 hours
Start Bate, 02/10/2010 End Bate, 20/02/201		Cancer	
Buyer: Laxmi narain Department: O/o - chief controller of accounts	- admin ₹118,602.00	No. of Consi Quantit	gnee: 1 y: 3 nos
Location: Principal accounts office, ministry of room no. 517-d, udyog bhawan, new delhi	industry.		Payment Receipt
	<u>`</u>		
Human resource services	Number of working days in we	<b>k:</b> 5	Unit Price: ₹ 39,534.00
	Category Service: Data entry	operator	Total Value: ₹ 118,602.00
	Quaincations: Under matricula	e	

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



General Support Desk Success Confirmation Order modified successful Ok	k Iy	Catalog V () Nitesh Manglunia V
CONTRACT # GEMC-511687730402710 OKDER PLACED Contract Date: 03/10/2018 Start Date: 02/10/2018 End Date: 28/02/2019 Buger: Laxmi narain Department: 0/o - chilef controller of accounts - admin Location: Principal accounts office, ministry of industry,	Total order value ₹ 118,602.00	Accept Reject Expiring within 96 hours No. of Consignee: 1 Quantity: 3 nos Payment Deceipt
room no. 517-d, udyog bhawan, new delhi 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

## 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.

Home $\rightarrow$ Orders $\rightarrow$ Orde	r Details		Service was
CONTRACT # GEMC-511 Contract Date: 03/10/2018 Start Date: 02/10/2018 End	687730402710 ORDER ACCEPTED Date: 28/02/2019 Service Start Date:		Download Contract
Buyer: Laxmi narain Department: O/o - chief cont Location: Principal accounts udyog bhawan, new delhi Contact:8744001940	roller of accounts - admin office, ministry of industry, room no. 517-d,		Total order value: ₹ 118,602.00 No. of Consignee: 1 Quantity: 3 nos
Hum Num Exper Categ Quali	an Resource Services ber of working days in week: 5 ience (in years): 0-3 <b>ory of service:</b> Data entry operator <b>fications:</b> Under matriculate		Unit Price: ₹ 39,534.00 Total Quantity: 3 nos Total Value: ₹ 118,602.00
Consignee	Sanvice Ovelas	Usage Parameters	Soniro Dolivorablar
consigned			Service Deriverables
	300-419-3436 Support Desk	rly	English V Catalog V () Nitesh Manglunia V
	300-419-3436 Support Desk Success Service start date updated prope	rfy	English ~ Catalog ~ (1) Nitesh Manglunia ~ Service wise Consignee wise
Contract Date: 03/10/2018 End CONTRACT # GEMC-511 Contract Date: 03/10/2018 Start Date: 02/10/2018 End 19-09-2018	source cycles	rly	Catalog V () Nitesh Manglunia V Service wise Consignee wise Download Contract
	300-419-3436  Support Desk Success Service start date updated prope	rfy	English ~ Catalog ~ (1) Nitesh Manglunia ~ Service wice Consignee wise Download Contract Total order value: <b>f</b> 118,602.00 No. of Consignee: 1 Quantity: 3 nos

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.



Number Experies Categor Qualific	r of working days in week: 5 nce (in years): 0-3 ry of service: Data entry operator ations: Under matriculate		Total Quantity: 3 nd Total Value: ₹ 118,602.0
Consistent			Consider Deliverables
Amit Anand Modi Pay & accounts office, ipp, mini industry, room no. 555, udyog k delhi, New delhi, Delhi, 110011, india Contact: 9818473875	istry of bhawan, new Aggregation Cycle: 1 Day Aggregation Cycle: 10 Day Billing Cycle: 30 Day	Minimum wage per day (including esi, epf, eldi, pf admin charge and any other allowance) in inr exclusive of gst: 300 Number of service days in a month: 22	Assigned Resources Log Diary Invoice Details

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 updateofthe resources, a success message appears.

Service Name Contract End	e I Date	Human R Ok 09/01/2019	Consi	gnee Name	RTHOPAEDICS HOSP	ITALS PRIVATE	LIMITED
Assigned Re	esources	Mohile	Email Id	Employee Id	Andhar Number	ls Active	is Approved
Resource-1	test1	03289084938908	up0327r07490r7907	03840-834-084-0840	724903790790797		
Resource-2	test2	30804830840028	839090348098490	834-084-083-08	773786378763785367465		
Submit							



## 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.

ଲି ၆ 1-800-102-3436 / 1-800-419-3436 ୠ Support Desk		English $\checkmark$
	Need Help ? $ \lor $ New On GeM $$ Bids $ \lor $	Analytics Sign Up $\vee$
Not registered with GeN Sign up to experience the Marketplace Register as Buyer Register as Seller	Image: state of the	

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

ଜ	% 1-800-102-3436 / 1-800-419-3436 🖓 Support Desk					English 🗸
2	Government en Warinetpiace	Need Help? 🗸	Dashboard	Market $\vee$	Bids $\vee$ (1)	laxmi ~
	Shop By Category V All Categories V			Q		
	All transactions on GeM 2.0 can be accessed <b>here.</b> Kindly make your payments in time to avoid any administrative action on GeM.					×
	R 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. 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	d to the seller witho	ut ePBG submiss	ion.		×
	This is to inform you that as per the revised version of the Incident Management policy(Version 11.1), bu 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 All such buyers have been enabled for the transaction on the GeM Portal.	yers against whom transactions on Ge	a show cause not M Portal.	tice has been issu	ued will be able to	×

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



## GeM/2018/User\_Manual/Services/1.0

ធ	& 1-800-102-3436 / 1-800-419-3436 - 分 Support Desk			English 🗸
	Government Gwertment Marketplace	Need Help? 🗸 Dashboard	Market ∨ Bids ∨ @ Products	LAXMI N
	Shop By Category V All Categories V		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 D	DEMANDS BILLS - INCIDENTS	ALL CARTS 2.0 ORDERS	
	Buyers may please note that effective 6th September 2018, the Contracts can be generated a The ePBG request initiation and submission would be done by the seller after the contract is . This would be applicable for new request only where the ePBG has not been initiated or is no	nd awarded to the seller without ePBG submissio awarded. t in progress.	on.	×
	This is to inform you that as per the revised version of the incident Management policy(Versic 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 f All such buyers have been enabled for the transaction on the GeM Portal.	on 11.1), buyers against whom a show cause noti from doing transactions on GeM Portal.	ce has been issued will be able to	×

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

SERVICE ORDERS			
BUYER VIEW CONSIGNEE VIEW			
Contracts ~		Search Demand No or Product Name	۹
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-511687770430285		Status: Order placed (accepted by seller)
Buyer: Mansi Jawa Sri nagar, SRINAGAR JAMMU &	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

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	



Order No.	GEMC-511687770430285	Contra	act Start Date	01/10/2018	
Service Name Contract End Date	Human Resource 02/11/2018	Servic Consi	e Provider gnee Name	KSHEMA ORTHOPAEDICS HOSI Mansi Jawa	PITALS PRIVATE LIMI
Assigned Resources					
Resource Name	Mobile	Email Id	Employee Id	Aadhar Number	ls Is Active Appr
Resource- ans 1	889783789897	wewo9re7r97	3789734974292	979797897897878	

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).

Log Details			
Services			
Human Resource			Consignee Resources Consignee Logsheet
Shipment Details			
Invoice Number	Invoice Date	Action	Download Documents
		View Details	



Log Diary											
Contract Valu	ie i	₹ 57.68	SLA C	Capping(10%)	₹ 5.77	View S	SLA		Click h	iere	
SLA Deductio	ins	₹ 0.00	SLA r	emaining	₹ 5.77	Servic	e Non-Delive	ry Deduction	₹ 0.00		
Start Date	End Date	Resource	Delivered?	Service Provid	der Comments	Consignee Com	ments	Service Non-Delive Deduction	ery	SLA Required?	S
28/12/2018	28/12/2018	Resource- 1						0			5
27/12/2018	27/12/2018	Resource- 1						0			5
26/12/2018	26/12/2018	Resource- 1						0			9
25/12/2018	25/12/2018	Resource-						0			S
4	25/12/2018	Resource- 1						0			S
25/12/2018	25/12/2018 lergenbug zoozaca 2et View	Resource- 1 gmail.com		Email ID: Mobile:	neilögeme eennässed	emailinotor.com		0			S
25/12/2018 < 	25/12/2018 lengemblug sectors/ Sectors/ Servi	Resource- 1 gmail.com SLA SLA ce Non-Deliv	ery Deduction	Email ID: Robile: Click	nellogeme book?reed			0			S

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.

Select 🔻 0

0

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:



CON					
C N C D S	Contract lo: Contract Date: Litatus:	GEMC- 511687773411879 09/10/2018 14:56:35 Order placed (waiting for confirmation)	Name: Email: Mobile: Address:	Mansi Jawa gemtest23@gmail.com 8744001940 6 CGO COMPLEX ND Bangalore KARNATAKA - 560001	
#	Ite	m Description		Quantity	Price
1	Hu	iman Resource Services		3	₹ 73796.79
				Total Price	₹ 73796 79

## 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.

Contract Va	lue	₹ 57.68	S	LA Capping(10%)	₹ 5.77	View SLA		Click here	
SLA Deduct	ions	₹ 3.00	S	LA remaining	₹ 2.77	Service Non-De	livery Deduction	₹ 0.00	
Start Date	End Date	Resource	Delivered?	Consignee Comm	nents	Service Provider Comments	Service Non-Delivery Deduction	SLA Required?	S
28/12/2018	28/12/2018	Resource- 1					0		
27/12/2018	27/12/2018	Resource- 1		SLA Deduction		reduce the <u>SLA</u> amount	0		
26/12/2018	26/12/2018	Resource- 1					0		3
25/12/2018	25/12/2018	Resource- 1					0		0
4									

## 2.5 Consignee Log sheet Review

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

		Bhawan, New Delhi	Address.	5/ 115/ 15/ 10/ 11/ 1		2				
Со	nsignee Lo	gsheet							×	
6)	₹ 5.77	View SLA	Cli	ck here					L	
_	₹ 2.77	Service Non-Delive	ery Deduction ₹ 0	0.00					L	
rovid	er Comments	Consignee Comments	Service Non-Delivery Deduction	SLA Required?	SLA Clause	Violation Instance	SLA Amount	<b>^</b>	L	
			0		Select 🔻	0	0		L	
educe	the SLA am	SLA Deduction	0		SLA Clause 3 🔻	1	2		L	
			0		Select 🔻	0	0		L	
			0		Select 🔻	0	0			
								) )	1	
									L	
									-	
4								Þ		

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.

Log Diary								
Contract Va	alue ₹	57.68	SLA	Capping(10%)	₹ 5.77	View SLA		Click here
SLA Deduc	tions ₹	2.00	SLA	remaining	₹ 3.77	Service Non-Deli	very Deduction	₹ 0.00
*Log Diary	can not be m	odified now	as it is locked fo	or invoice genera	ation purposes.			
Start Date	End Date	Resource	Delivered?	Service Provi	der Comments	Consignee Comments	Service Non-Delivery Deduction	SLA Required?
28/12/2018	28/12/2018	Resource- 1					0	
27/12/2018	27/12/2018	Resource- 1		Please reduc	e the SLA am	SLA Deduction	0	
26/12/2018	26/12/2018	Resource- 1					0	
	25/12/2019	Resource-					0	

Hence, in the second review, service provider and consignee get a total of 72hrsuntil 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** 



CONTRACT # GEMC-511687765813203 ORDER ACCEPTED Contract Date: 28/01/2019 Start Date: 29/01/2019 End Date: 28/02/2019		Order Details
Buyer: Amit gupta Department: Dedicated freight corridor corporation of India Itd. Location: 2nd floor, churchgate station building, churchgate	Total order value ₹ 180.20	No. of Consignee: 1 Quantity: 2 nos
Human resource services	Category of service: Administrative operator or office assistant or executive assistant Type of resource: Retired Number of working days in week: 5 Experience (in years): 20-25 Qualifications: Secondary	Unit Price: ₹ 90. Total Quantity Total Value: ₹ 180.

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

Buyer: Amit gupta Department: Dedicated freight co Location: 2nd floor, churchgate st Contact:9899897771	orridor corporation of india itd. tation building, churchgate		Total order value: ₹ 180.20 No. of Consignee: 1 Quantity: 2 nos
Human Re Category of Type of re Number o Experience	esource Services of service: Administrative operator or office assistan usource: Retired f working days in week: 5 ie (In years): 20-25 users Georados	it or executive assistant	Unit Price: ₹ 90.11 Total Quantity: 2 no Total Value: ₹ 180.21
Qualificati	ons, secondary		
Qualificati	IOIS. Secondary		
Qualificati	Service Cycles	Usage Parameters	Service Deliverables

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

ெ & 1-800-102-3436 /	1-800-419-3436 🕠 Su	upport Desk			English 🗸
		Need He	elp ? 🗸 Dashboard	Market Orders	Bids $\lor$ Catalog $\lor$ (1) A. $\lor$
Home $\rightarrow$ Orders $\rightarrow$ Ord	er Details $ ightarrow$ Invoice Det	ails			
Service	Consignee Name	Billing Cycle	Billing Status		$\frown$
Sohail Kakkar Option offer price service	radhe krishna	Day - 1 (12/02/2019 - 13/03/2019)	Unbilled		ienerate
		NEWS & EVENTS	RESOLIRCES	TRAINING	
Privacy Policy	Introduction to GeM	Newsroom	Terms and Conditions		FAOs
Terms of Use	Careers	Gallery	Buyers	Training Calendar	Video Guides
Copyright	MOUs	Notifications	Sellers	Training Module	Raise-a Ticket
Return Policy	Testimonials	CCM Schedule	Miscellaneous	Facilitators	Contact Us
Disclaimer	Statistics	Forums	Analytics		Document Help
Caution Notice	RTI Web Information Manage	New on GeM r	INCIDENTS		Sitemap
					CTOC Application   e Marketplace



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 No		Contract Start Date"		Contract End Da	ate	
GEMC-511687733804741		12/02/2019		31/03/2019		
Order Date*						
11/02/2019						
Invoice Details						
Service*		Service Code		Service Provide	d To*	
Sohail Kakkar Option offer price service				sdffguj5789gtgft	rubj tyhbvbfh	
Billing Period*		Billing To*		Biiling Address*		
Day - 1 (12/02/2019 - 13/03/2019)		ABCD Bhopal		stgatteg NEW DI	ELHI, South West delhi, DEL	.HI T
Invoice Date*		Invoice No*		Bank Account N	lumber*	
	-0.0			XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	VV7000	-
	<u> </u>				AA7650	
Invoice Date <sup>4</sup>		Invoice No*		Bank Account N	lumber*	
Invoice Date*		Invoice No*		Bank Account N	lumber*	
Invoice Date*		Invoice No*		Bank Account N	lumber*	
Invoice Date*	<u> </u>	Invoice No*		Bank Account N	lumber* XX7890	
Invoice Date* Service Details		Invoice No*	SGST(₹)	Bank Account N	lumber* XX7890	
Invoice Date* Service Details SubTotal ( ₹ ) 12.50	曲 CGST(て 0.00	Invoice No*	SGST(₹) 0.00	Bank Account N	lumber* XX7890	
Invoice Date* Service Details SubTotal ( 7 ) 12.50 IGST ( 7 )	篇 CGST(で 0.00 UTGST(	Invoice No*	SGST(₹) 0.00 GST(₹)	Bank Account N	tumber* xx7890 Total (₹) 12.50	
Invoice Date* Service Details SubTotal ( ₹ ) 12.50 IGST ( ₹ ) 0.00		Invoice No* 	SGST(₹) 0.00 GST(₹) 0.00	Bank Account N	tumber* xx7890 Total (₹) 12.50	
Invoice Date* Service Details SubTotal (₹) 12.50 IGST (₹) 0.00 Cess (₹)*	田     田     田     CGST (     て     GST (     て     GST (     て     の     の     の     て     の     て     の	الالالالالالالالالالالالالالالالالالال	SGST(₹) 0.00 GST(₹) 0.00	Bank Account N	tumber* xx/7890 Total (₹) 12.50	
Invoice Date*  Service Details  SubTotal (₹)  12.50  IGST (₹)  0.00  Cess (₹)*  0.00		ווייסוכפ No*	SGST(₹) 0.00 GST(₹) 0.00	Bank Account N	umber* xx7890 Total (₹) 12.50	
Invoice Date*  Service Details  SubTotal (₹)  12.50  IGST (₹)  0.00  Cess (₹)*  0.00		Invoice No* )* ₹)	SGST(₹) 0.00 GST(₹) 0.00	Bank Account N	Total (₹) 12.50	
Invoice Date*  Service Details  SubTotal (₹)  12.50  IGST (₹)  Cess (₹)*  0.00	曲 CGST(で 0.00 UTGST( 0.00	اnvoice No*	SGST(₹) 0.00 GST(₹) 0.00	Bank Account N	tumber* xx7890 Total (₹) 12.50 Due (₹) 12	.50

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.



## GeM/2018/User\_Manual/Services/1.0

Service Pr heliopen 1 Contact No Ball To: Mann Jan Contact No	e NBCD Bhope Bh	AFGARH, NEW DE TW OHERTCOR253 ORIE MADHOA PRA	IN UH, Seuth West eelh, DELSE, 110043 MOB DESH 462540	VOICO OeM Invoce Order No: GEMC-51168773 Order Date: 11-02-2018 Contract Start Date: 12-02-2 Dumpat Each Date: 12-02-2019 Service Delivered To: Todre infolms softpu52058 Contact No: 8039979454	ostovran 1919 In 13-03-2018 gitung tyreveiti ködnövdö	MARE TANK INADU 254534	
Organizatio Bellar Invo	on: FCI Arawali Gyg ice No	ours and Minerato in Invoice Date	Idia Limbed (FAOML) Description		Service Code	Potal Amount Due	8
64645		13-02-2019	Human Resource Service		506	Ra. 12.50	
Descriptor	i i			Sohair Kakkar Option offer p	sice service		
			Total Price indusive at Ter	** Ro. 12.50			
			CG	TRs 1.60			
			9G5 UTC5	TH: 1.00			
1			IG:	TR1 0.00			
ICY I			Ce	aPIS 1.00			
e Politi	00000-000	2000	- Grand For	11. 11. 12. 12.			
in Lagre	e to the terms & c	onditions					
Creater	1						
Create	)					Cance	

IGST ( ₹ )	Succe	SS		×	12.50
0.00	Invoid	e Successfully created			
Cess (₹)*					
1.00					
				Total Amount Due (	₹) 12.50
					Cancel Preview
					Cancel Preview
					Cancel Preview
					Cancel Preview
PRIVACY INFO	ABOUT GeM	NEWS & EVENTS	RESOURCES	TRAINING	Cancel Preview
PRIVACY INFO Privacy Policy	ABOUT GeM	NEWS & EVENTS Newsroom	RESOURCES Terms and Conditions	TRAINING LMS	Cancel Preview NEED HELP ? FAQs
PRIVACY INFO Privacy Policy ferms of Use	ABOUT GeM Introduction to GeM Careers	NEWS & EVENTS Newsroom Gallery	RESOURCES Terms and Conditions Buyers	TRAINING LMS Training Calendar	Cancel Preview NEED HELP ? FAQs Video Guides
PRIVACY INFO Privacy Policy Terms of Use Copyright	ABOUT GeM Introduction to GeM Careers MOUs	NEWS & EVENTS Newsroom Gallery Notifications	RESOURCES Terms and Conditions Buyers Selters	TRAINING LMS Training Calendar Training Module	Cancel Preview NEED HELP ? FAQs Video Guides Raise-a Ticket
PRIVACY INFO Privacy Policy ferms of Use Copyright Return Policy	ABOUT GeM Introduction to GeM Careers MOUs TestImonials	NEWS & EVENTS Newsroom Gallery Notifications CCM Schedule	RESOURCES Terms and Conditions Buyers Seliters Miscellaneous	TRAINING LMS Training Calendar Training Module Facilitators	Cancel Preview NEED HELP ? FAQs Video Guides Raise-a Ticket Contact Us
PRIVACY INFO Privacy Policy Terms of Use Copyright Return Policy Disclaimer	ABOUT GeM Introduction to GeM Careers MOUs Testimonials Statistics	NEWS & EVENTS Newsroom Gallery Notifications CCM Schedule Forums	RESOURCES Terms and Conditions Buyers Sellers Miscellaneous Analytics	TRAINING LMS Training Calendar Training Module Facilitators	Cancel Preview NEED HELP ? FAQs Video Guides Raise-a Ticket Contact Us Document Help

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.

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$\leftrightarrow$ $\rightarrow$	C https://fulfilmer	nt.gemorion.org/fulfilment/l	nome#WORKSPACE_ID=GEM_SERVIC	E_INVOICE_DETAILS_WS	🔹 🛧 🚺 😐 🖏 🖉	) 🛛 m 🕕 🔶 🐇 👁 🕤	1 D I
	ഹ 🕓 1-800-102-34	36/1-800-419-3436 බ	Support Desk			English	$\sim$
		a	Need Help ? ∨ Dash	board Market Orders	Bids $\sim$ Catalog $\sim$	② ANKUR KHANDELWAL	~
	Service	Consignee Name	Billing Cycle	Billing Status			
	Human Resource	Mansi Jawa	Day - 1 (24/09/2018 - 23/10/20	18) Unbilled		View Invoice	
	Trainin	ıg Forums Galler	y Resources   About Us	MOUs Statistics Co	ntact Us Careers RTI	Testimonials	
		0					
		Priv	acy Policy Terms of Use Copyright Re	turn Policy Disclaimer Incidents Rep	oorted Caution Notice		
	© 2018 GeM All rights reserv	ed	CONCORE SECURE) Department of Commerce and Ministry of Commerce and	Industry 🍂 GeM SPV 🁩 Piettel Inc	the second s	Version 3.0 Release Note	s

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सत्यमेव जयते	Governm eMarketp	M nent blace				
Service Provider: hellogem 3423, stgat West delhi, DELHI, 1 GSTIN: 09BBTCQ62	teg, NAJAFGARH, 10043 Contact No: 33AIQS	NEW DELHI, South 8883767676	GeM Invoice: G Order No: GEM Order Date: 28- Contract Start D Contract End D Billing Period: 2	EM-15487449399 C-511687765813 D1-2019 ate: 29-01-2019 ate: 28-02-2019 9-01-2019 To 27-0	92 203 32-2019	
Bill To: Amit Gupta 2ND FLC BUILDING, CHURCH 140118 Contact No: 9899897 GSTIN: N Organization: NA	OR, CHURCHGA1 IGATE Ropar (rupr 1771	TE STATION hagar) PUNJAB	Service Delivere Mansi Jawa 2NI BUILDING, CHU 400020 Contact No: 893	ed To: D FLOOR, CHUR JRCHGATE Mum 19970454	CHGATE STATION bai - City MAHARASHTRA	
Seller Invoice No	Invoice Date	Description		Service Code	Total Amount Due	
879	30-01-2019	Human Resource Se	ervices	-	Rs. 174.39	
Description			Human Resourc	e Services		
		Deleteration	D- 171.00			

सत्यमेव जयते	eMarketplace						
		Invo	oice				
Service Provider: helogem 3423, stgatte West dehi, bELH, 110 GSTIN: 09BBTC06233	Service Provider: heliogen 3423, stgatteg, NAJAFGARH, NEW DELHI, South West delhi, DELHI, 110043 Contact No: 8883767676 GSTIN: 09BBTCQ6233AIQS				3064 17549 1-03-2019		
Bill To: Amit Gupta 2ND FLOO Built DING, CHURCHG Honnash No: 989889777 GSTNI: N Organization: NA	R, CHURCHGATE STA ATE Ropar (rupnagar) 1	ATION PUNJAB	Service E Mansi Ja BUILDIN 400020 Contact N	Delivered To: wa 2ND FLOOR, CHU G, CHURCHGATE Mu No: 8939970454	RCHGATE STATION mbai - City MAHARASHTRA		
Seller Invoice No	Invoice Date	Description		Service Code	Total Amount Due		
test123	01-02-2019	Security 5 day	/S	-	Rs. 9385.92		
	Mini	imum Wage Co	mponents	Break up		ſ	
Total Minir	mum Wage Per Day ex	clusive of GST	Rs. 100.0	10			
		ESI	Rs. 200.0	10			
		EPF	Rs. 560.0	10			
		ELDI	Rs. 58.00	)			
	PF	Admin Charge	Rs. 100.0	10			
	Any other Al	lowance If Any	Hs. 10.00	00			
	ioss wage Per Day ex	clusive of GST	na. 1026.	.00			

295_serv_invoice.pdf	1	/ 1		¢	Ŧ	ē
	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				
		1				
	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

🞧 🕓 1-800-102-3436 / 1-800-419-3	3436 🕠 Support Desk	English	$\sim$
		Need Help? $\checkmark$ Dashboard Market $\checkmark$ Bids $\checkmark$ () Mansi Jawa	$\sim$
Shop By Category 🗸 🗸 🗸 🗸 🗸	All Categories ~	Q Shopping Cart 🍃	
NOTIFICATIONS		+	
MY DASHBOARD PRODU	ICT ORDERS - SERVICE ORDERS - AL	DEMANDS BILLS VINCIDENTS ALL CARTS 2.0 ORDERS	
Number of People/Posts 19	Number of Divisions	Total Nur PAYMENT CONFIRMATION Total Value of Orders (Rs. ) 89	
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

	Need Help? $\checkmark$ Dashboard Market $\checkmark$ Bids $\checkmark$ $\textcircled{O}$ NAVEEN JOSH
Shop By Category V All Categories V	Q Shopping Cart 🍹
NOTIFICATIONS	+
Bills	
All Bills Pending Bills (CRAC older than 40 days) Choose Payment Method * PFMS ~	
Search within a period:	Search For Bill Status:
29-01-2019 - 05-02-2019	Q     Bills Yet To Be Created ~     Search by contract no.     Q
No Bills to display with PFMS as payment method and b	ill 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.

Ding						
All Bill Choose F	s O Pending Bills (CRAC older t Payment Method * PFMS ~	han 40 days)				
Sear	ch within a period:			Search For Bill Status:		🙁 Reset Filter
		05 00 0040		Dills Vet To Do Created M	Search by contract po	
0		05-02-2019	~	Bills fet to be created *	Search by contract no.	<u> </u>
0 Bills v	vith <b>PFMS</b> as payment method	and bill status as <b>Bi</b>	ills Yet To Be Cre	ated from 2018-10-01 to 2019-02	2-05	
Bills w	<ul> <li>I-10-2018</li> <li>PFMS as payment method</li> <li>Order No.</li> </ul>	and bill status as <b>Bi</b>	ills Yet To Be Cre Product	ated from 2018-10-01 to 2019-02 Buyer Name and mobile	2-05 Payment Mode	Action
0 Bills v S.No.	International of the second	and bill status as Bi Order Date 2018-12-12	ills Yet To Be Cre Product Water	ated from 2018-10-01 to 2019-02 Buyer Name and mobile NAVEEN JOSHI 9810453637	2-05 Payment Mode PFMS	Action SHOW BILLS
0 Bills v S.No. 1 2	I-10-2018         -           /th         PFMS as payment method           Order No.         GEMC-511687768403205           GEMC-511687758598542         GEMC-511687758598542	Os-02-2019           and bill status as Bi           Order Date           2018-12-12           2018-12-19	Ills Yet To Be Cre       Product       Water       Florist Final	Buse Fet TO Be Created        ated from 2018-10-01 to 2019-02       Buyer Name and mobile       NAVEEN JOSHI 9810453637       NAVEEN JOSHI 9810453637	Perms	Action SHOW BILLS SHOW BILLS

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

Sear	ch within a pe	riod:				Search F	Search For Bill Status:					🙁 Reset Filter	
01	01-10-2018 -		0	5-02-2019	02-2019 Q Bills		Bills Yet To Be Created ~ Search by contract no.			ontract no.	٩		
Bills w	ith <b>PFMS</b> as	payment metho	od and	bill status as <b>Bi</b>	lls Yet To Be Crea	ated from 2	018-10-01	to <b>2019-(</b>	02-05				
S.No.	Order No.			Order Date	Product	Buyer Na	me and mo	bile		Paymen	t Mode	Action	
1	GEMC-5116	ЛС-511687768403205		2018-12-12	Water	NAVEEN JOSHI 9810453637				PFMS		SHOW BILLS	
Invoice Date	e No. and	Consignee	Selle	۶r			Buyer Bill	DDO Bill	Orc Am	ler ount	Payment Status	Action	
GEM- 154476 2018-1	53442889, 2-14	Bahadur Singh, 7210328061	KSH LIMI DGS	EMA ORTHOPAED TED, &D,	ICS HOSPITALS PRIV	/ATE			885	.25	Pending	PROCESS BILL	
2	CEMC E116	07750500540		2019 12 10	Elerist Final	NAVEENU		2627		DEME			
2	GEWIC-5110	07730370342		2010-12-19	FIOLISCENTIAL	NAVEEN	03111 961 043	55057		FFIVIS		SHOW BILLS	
3	GEMC-5116	87706049206		2019-01-21	Test New1	NAVEEN J	OSHI 981049	53637		PFMS		SHOW BILLS	

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



Reference Signe	ed Documents				
📥 FINANCIAL A	APPROVAL 🕹 SANCTION O	rder 📥 contra	CT 🛃 SERVICE PROVIDER'S I	NVOICE	
ORGANISATION DET	AILS	SERVICE PROVIDER	DETAILS	BUYER DETAILS	
Туре:	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	Contact No.:	9999928203 Cont manmit.sharma@nextenders.com	Contact No.:	9810453637
	Petrochemicals	Email:		Address:	Nishat Park, Dwarka Mor, Soutl West delhi, Delhi - 110078
Organisation Name:	Brahmaputra Cracker and Polymer Limited (BCPL) Guwahati Assam	Address:	KSHEMA ORTHOPAEDICS HOSPITALS PRIVATE LIMITED,		
Office Name:	West		West Delhi, Delhi - 110018		
HOD Name:	Rajeev Kumar				

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.

1			involce Antoune	CRAC Deduction Amount (In INR)	SLA Deduction Amount (In INR)			
	Water	1200.00	885.25	0.00	100.00			
Dedu	uction Amount(INR):				100			
Total	al Received and Accepted	d Order Value(INR):			785.25			
Bill F	Process by BUYER							
Has	s the deliveries been ma	ade within original Delivery Period	NO	NO				
Do	you want to impose De	ductions? *	I YES ON	YES      NO     NO				
Sen	vice non-delivery Deduc	ction amount(in INR) * 🚱	Service non-de	Service non-delivery Deduction Reason				
0	D							
SLA	A Deductions amount(in	INR) * 🚱	SLA Deduction	SLA Deduction Reason				
1	100							
			Payable Amou	Payable Amount(in INR) *				
			885.25					
Cra	ant Number							

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



Payment approved(INR)	1		8	385.25					
SAVE DRAFT BILL									
Current Stage: Draft Bill	not yet saved								
PRIVACY INFO	ABOUT GEM	NEWS & EVENTS		RESOURCES		TRAINING		NEED HELP ?	
Privacy Policy Terms of Use	Introduction to GeM Careers	Newsroom Gallery		Terms and Condit Buyers	tions	LMS Training Calenc	lar	FAQs Video Guides	
Copyright Return Policy	MOUs Testimonials	Notifications		Sellers		Training Modul	e	Raise-a Ticket	
Disclaimer	Statistics	Forums		Analytics		racilitators		Document Help	
Caution Notice	RTI Web Information Manager	New on GeM		INCIDENTS				Sitemap	
Department of Commerce	🍘 सुरस, तपु और मध्यम उद्यम मंत्रालय 🍏 Minishy of Minion, sinial & Medium Enterprises	Goods and Services Tax	ÆR	Digital India Power To Engraver	٥٩			C Application e Marketplace Security functionality and Audit Report vulnerability report	

	Draft Bill saved successfully!												
	an a pyrrene mean												
PRIVACY INFO Privacy Policy Terms of Use Copyright Return Policy Disclaimer Caution Notice	ABOUT GEM Introduction to GeM Careers MOUS Testimonials Statistics RTI Web Information Manager	NEWS & EVENTS Newsroom Gallery Notifications CCM Schedule Forums New on GeM	RESOURCES Terms and Conditions Buyers Sellers Miscellaneous Analytics INCIDENTS	TRAINING LMS Training Calendar Training Module Facilitators	NEED HELP ? FAQs Video Guides Raise-a Ticket Contact US Document Help Sitemap								
Department of Commerce Ministry of Commerce and Industry	👹 चुझ्म, लघु और मध्यम उद्यम मंत्रालय को Ministry of Micro, small & Medium Enterprises	Goods and Services Tax	Pigital India		ST Application Audit Report functionality and functionality report								
© 2019 GeM All Rights Reserve	ed.	0 ()	) 🖸 🐚 😲	Site operated and main	tained by Managed Service Provider								

#### 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.