



Incident Management

USER MANUAL– SELLER

V2





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Metadata

| Sl No | Description | Values |
|-------|-----------------------|--|
| 1. | Title | GeM IM Manual - Seller |
| 2. | Drafted by | Sunny Tikoo |
| 3. | Reviewed By | Mahesh Kumar |
| 4. | Approved by | Alamelu Suresh |
| 5. | Publisher | GeM |
| 6. | Target Audience | MSP/SPV |
| 7. | Brief Description | This document is a manual guide for seller to be able to transact on the GeM Portal. |
| 8. | Document Number | GeM/2018/IM-Manual-Seller/2.0 |
| 9. | Total number of pages | 15 |
| 10. | Last updated | 20/10/2018 |
| 11. | Periodicity of update | Yearly |

Version History

| Version No. | Drafted By | Reviewed By | Approved By | Date |
|-------------|--------------|--------------|----------------|------------|
| 1.0 | Akshay Kumar | Sunny Tikoo | Alamelu Suresh | 23/08/2018 |
| 2.0 | Sunny Tikoo | Mahesh Kumar | Alamelu Suresh | 20/10/2018 |



1. Overview

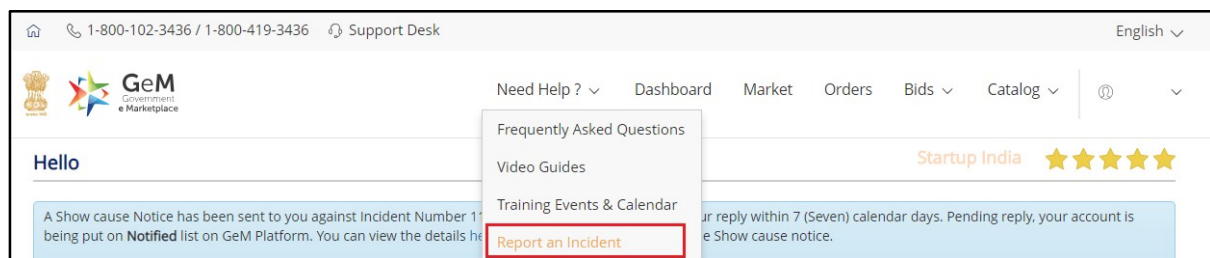
The Incident Management can be used to raise the Incidents for Pre-order placement and Post order placement deviations by a seller.

The Pre-order placement Incident management will deal with the deviations in product Catalogue and Seller Registration and authorization.

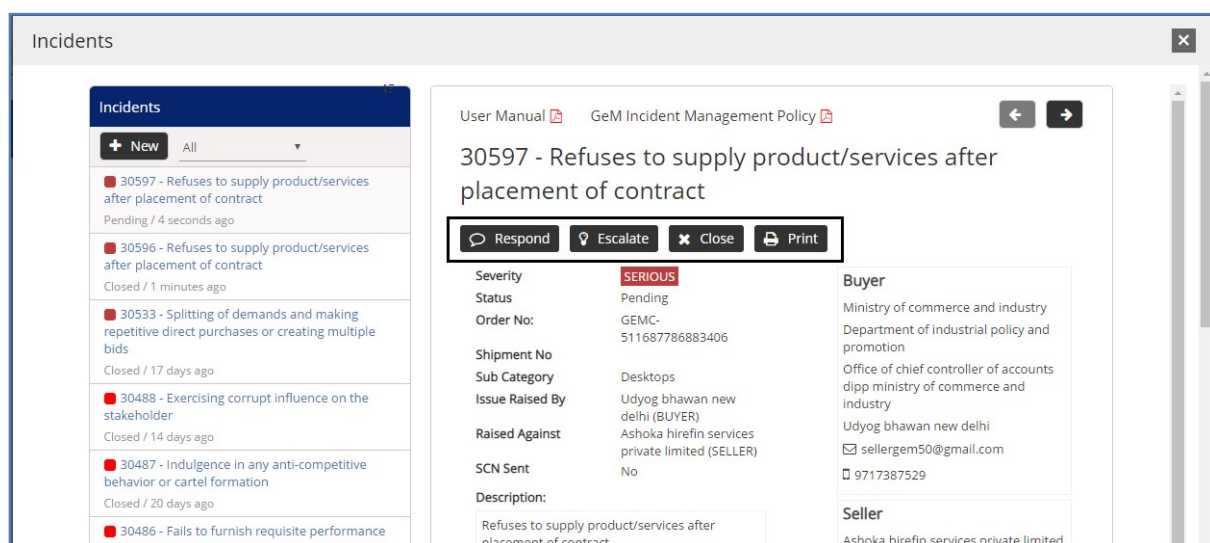
The Post Order Placement Incident Management will deal with the Contract deviations by the buyer.

2. Incident Dashboard

- i. Login to your account on GeM Marketplace.
- ii. Incident management can be accessed from the NEED HELP option available on the home page.



- iii. On Clicking the “Report an Incident” option highlighted in the screenshot above, the Incident management Dashboard would open.





| | | |
|--|---|---|
| per e-bid / RA conditions. Closed / 20 days ago ■ 30485 - Violating integrity pact Closed / 20 days ago ■ 30393 - Withdraws or modifies or impairs or derogates from the bid in any respect within the period of validity of its bid Closed / 25 days ago ■ 30390 - Misdeclaration on Government Transaction Experience Closed / 31 days ago ■ 30389 - Offering false warranty Closed / 31 days ago | <div> <div>Incident Responses</div> <div>Attachments</div> </div> <p>No response have been created yet.</p> | ✉ mansi31@gmail.com 📞 8939970454 Date Created on: 04/02/2019 01:52:42 PM No of days: 4 seconds ago Last Modified On: 04/02/2019 01:52:42 PM |
|--|---|---|

<< < 1 2 3 4 > >>

■ Mild ■ Serious ■ Severe

- iv. The Incident management Dashboard would display all the incidents that have been raised by you or are raised against you.
- v. You can also add the comments, view the response of the Buyer/Seller and GeM Admin by using the “Incident Response” Option
- vi. You can also upload documents by using the “Attachments” Option available on the Dashboard.

3. Incident Creation

3.1 Pre Contract Incident Creation

You can choose to raise incident against another seller or a catalogue using Incident Management.

- i. Login to your GeM account and go to the Marketplace.
- ii. Select the Product catalogue for which you want to report the incident by clicking on the Link –“Report This Product”



All transactions on GeM 2.0 can be accessed [here](#).

Home / Information Technology Broadcasting and Telecommunications / Computer Equipment and Accessories / Computers / Desktops

HP Base 3221 (HP) (HPbase_A001)

[Write a Review](#)

₹ 18,000.00 ~~₹ 20,000.00~~

Price For : 1 pieces

Availability: ● 1000 In Stock

Min. Qty. Per Consignee: 1 [EDIT CONSIGNEE](#)

Product id: 5116877-78759932881

Sold by: TestSeller: OEM

1 Other Seller(s)

[BUY](#)

[Report This Product](#)

| | |
|------------------------|--------------|
| chipset | : Intel H110 |
| RAM Size (GB) | : 4.0 |
| RAM Expandability (GB) | : 16.0 |
| Graphic Memory | : N/A |

- iii. The Incident Creation screen will open, that can be used to report the Incidents against catalogue or Seller.

Report Incident

Create Incident

Lenovo q170

Description: Lenovo q170

Sub Category: Desktops

Brand: Lenovo

Model: Lenovo Q170

Tell us What is wrong with this Product or Seller*

Select ▼

Issue Description (Max 250 characters)*

A screenshot of a web form titled "Report Incident" with a close button (X) in the top right corner. The form contains a dropdown menu labeled "Tell us What is wrong with this Product or Seller*" with the word "Select" below it. Below the dropdown is a large text area labeled "Issue Description (Max 250 characters)*". At the bottom left of the form is a "Submit" button. A vertical scrollbar is visible on the right side of the form.

- iv. To register a new incident, specify the following information:
- a. Reason – Select the reason from the dropdown for which the incident is to be raised.
 - b. Description – Provide the description
 - c. Submit – On clicking the submit button, the incident would be created.

3.2 Post Contract Incident Creation

- i. 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*

To choose contracts from earlier version, please [Click Here.](#)

Invoice No.

Select

Raised Against*

Select

Description (max 250 characters)*

Submit

Reset

- ii. To register an incident, provide the following information
- Contract Number – select from the applicable 3.0 contract
 - To select a 2.0 contract, click on the “Click here” to choose a contract from earlier 2.0 version.
 - Invoice Number – This is required in case the Invoice has been generated. Select the Invoice number for which the Incident is to be raised.
 - 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.
 - Click on the Submit Button to create an Incident.
 - Only one incident can be created for an order and invoice combination.



4. Incident Listing

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

The screenshot displays the GeM Incident Management interface. On the left, a sidebar shows a list of incidents with filters for New, All, and a dropdown menu. The main area shows a detailed view of incident 2079, titled '2079 - Recurring / inordinate delay in payment post CRAC generation'. The incident is marked as 'SERIOUS' and 'Pending'. It includes fields for Order No., Shipment No., Sub Category, Issue Raised By, Raised Against, and SCN Sent. A description box contains the text 'Recurring / inordinate delay in payment post CRAC generation'. On the right, the Buyer and Seller information is displayed, including their names, addresses, and contact details.

- ii. You can also view any clarifications or response provided by the Buyer in the Response section of the Incident.
- iii. To escalate an incident, click on the escalate Button
- iv. To close an Incident, Click on the close button
- v. To print the details of the incident, use the print button.
- vi. To respond to an incident or a show Cause notice, click on the Respond button.

5. Incident Resolution

5.1 Incident Escalation to GeM Admin

You can choose to escalate an incident to GeM Admin in case you are not satisfied with the Response of the Buyer.

Effective 6th August 2018, the Incidents can be escalated as per the below SLA:

- For Mild–The escalation of incident to GeM admin would be allowed from day 21.



- For Serious –The escalation of incident to GeM admin would be allowed from day 16.
- For Severe –The escalation of incident to GeM admin would be allowed from day 11.

5.2 Responding to the clarifications asked by GeM Admin

- You can respond to the clarification asked by the GeM admin by using the Respond button on Incident Details screen. You can choose to indicate whom you are responding.

A screenshot of a web form titled "Create Response" with a close button (X) in the top right corner. The form contains three radio buttons: "Responding to" (selected), "Raised by", and "Admin". Below these is a text area labeled "Response Message (max 250 characters)*". At the bottom left is a "Submit" button. The "Responding to" radio button and the "Submit" button are highlighted with black rectangular boxes.

Create Response

☒ Responding to ☐ Raised by ☐ Admin

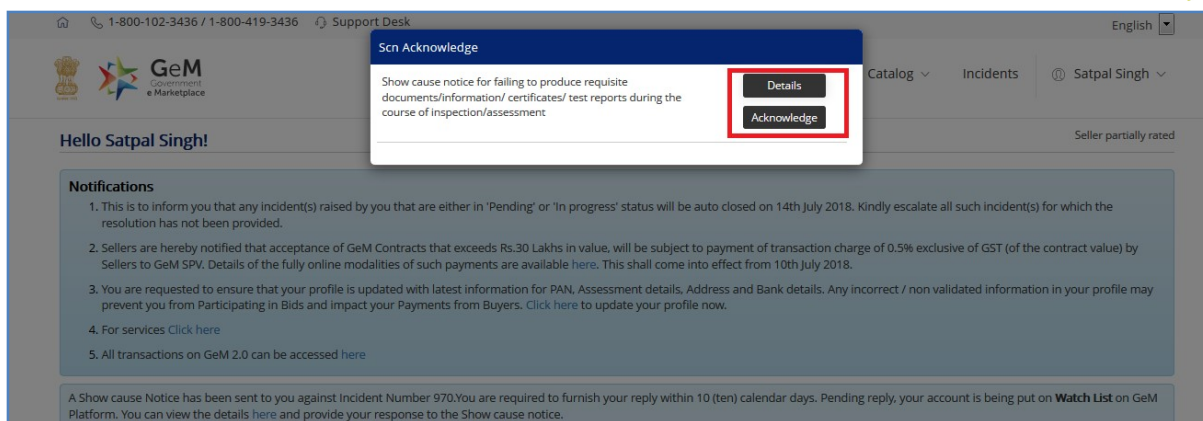
Response Message (max 250 characters)*

Submit

5.3 Acknowledging to a Show cause Notice

Whenever a show cause notice is raised against you by GeM admin, the same will be displayed on the Dashboard after login.

Please note that it is mandatory to acknowledge the Show Cause Notice.



To View the Show cause Notice, Click on the Details Button.

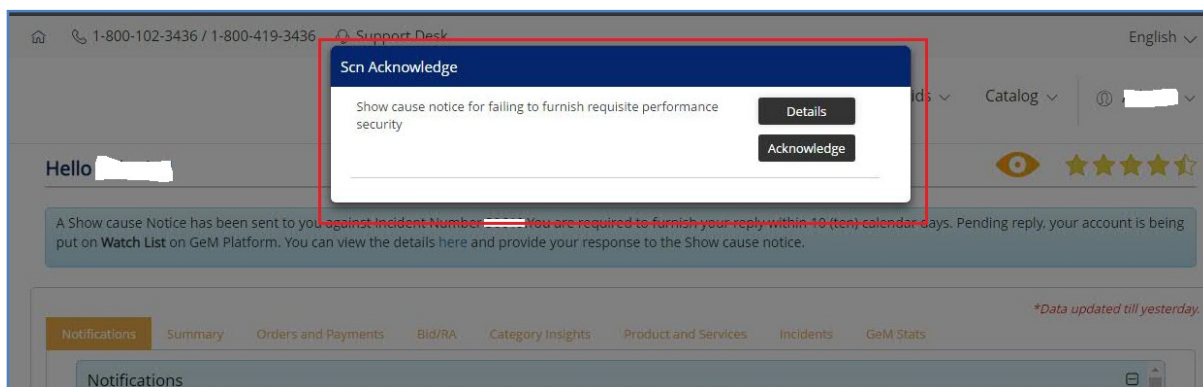
To acknowledge the Show cause Notice, Click on the Acknowledge Button.

Please note that acknowledging the Show Cause Notice means that you have read and understood the contents of the Show Cause Notice.

To respond to a Show cause Notice, Refer Section 5.4 below.

5.4 Responding to a Show cause Notice


When a show cause notice is sent to you by GeM Admin, it will be indicated on your seller dashboard to acknowledge the SCN.



To respond to a show cause notice, follow the following steps:

Step1 - Click on the reply button on Incident details screen as mentioned in the screen below:



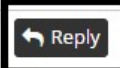
| | | |
|---|---|--|
| Sub Category | Scissors | All india radio |
| Issue Raised By | All india radio (BUYER) | ✉ sellergem50@gmail.com |
| Raised Against | -- (SELLER) | ☎ 8744001940 |
| SCN Sent | Yes  | |
| Description: Not honoring – warranty obligations test 18th July | | Seller -- ✉ sellergem50@gmail.com ☎ 8744001940 |
| | | Date Created on: 04/07/2018 11:43:31 AM No of days: 14 days ago Last Modified By: System Admin Last Modified On: 18/07/2018 12:09:19 PM |

Incident Responses

Attachments

System Admin (SYSTEM) added a comment - 18/07/2018 11:49:37 AM

GeM Admin sent the show cause notice

System Admin (SYSTEM) sent show cause - 18/07/2018 11:49:37 AM 

It has been brought to the notice of the GeM (Incident Number 2184) that you are not honouring warranty obligations, as offered

Step 2 – A new popup screen will open to take your response.



Respond to SCN

Response Message (max 250 characters)*

Submit

Service Detail

Service ID: home_amc
Service Name: AMC - IT
Package: Basic (h/w su
Age of Device: 3 - 5
Total Value: 3000.00
Location: Delhi
Type of Equipment: De
Seller
m india private limite
sellergem50@gmail
8744001940

Date

Created on: 27/06/201
No of days: 18 days ag
Last Modified By: NA N
Last Modified On: 11/0

Incident Responses Attachments

Step3 - Write your response and click on the submit button to respond to an SCN

5.5 Closing an Incident

You can choose to close an incident in case you are satisfied with the response of the Buyer or GeM Admin.

It is to be noted that all escalated incidents for which show Cause Notice is sent by GeM Admin can be closed only by the GeM Admin.

Please note that you may raise the incident again, in case you feel the closure is not appropriate, from the Incident management available on the GeM portal.

To close an Incident, act as per the following steps:

Step1 – Click on the close button



Incidents

+ New

All

2188 - Recurring / inordinate delay in payment post...

Pending / 3 seconds ago

2184 - Not honoring - warranty obligations

Recommended Action / 6 hours ago

2183 - Non-delivery of the product(s) after successf...

Closed / 6 hours ago

2179 - Recurring delay in CRAC generation

Action Taken / 22 hours ago

2177 - Offering false warranty

In-Progress / 2 hours ago

<<

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1

2

3

4

5

>

>>

Mild

Serious

Severe

User Manual

GeM Incident Management Policy

2188 - Recurring / inordinate delay in payment post CRAC generation

Respond

Escalate

Close

Print

Severity

Status

Order No:

Shipment No

Sub Category

Issue Raised By

Raised Against

SCN Sent

Description:

SERIOUS

Pending

GEMC-511687785884883

--

Stapler

(SELLER)

Test (BUYER)

No

Recurring / inordinate delay in payment post CRAC generation

Buyer

Ministry of agriculture and farmers welfare

Department of agricultural research and education (dare)

Indira gandhi agricultural university raipur

Test

sellergem50@gmail.com

8744001940

Seller

--

sellergem50@gmail.com

8744001940

Date

Step 2 – On clicking of close button, the close window will open.

Close Incident

Reason (max 250 characters)*

Close

limited (SELLER)

-- (BUYER)

No

Raised Against

SCN Sent

Description:

Recurring / inordinate delay in payment post CRAC generation

Seller

Truorg ag

sellergem50@gmail.com

8744001940

Date

Created c



Step 3 – Write the reason for closing the incident and click on the close button to close an incident.