



**GAIL (India) Limited**

# **GAIL India Limited**

## **SPARSH Portal - User Manual**

**Annexure - 2**



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## 1. Introduction

The purpose of this document is to provide guidance on how to use portal and perform invoice upload activities on Portal.

## 2. System Requirements

For optimal performance of the portal, the configurations outlined in the below table are recommended to the vendors.

System Area	Requirements
Browser	Chrome with Latest Version(Recommended), Edge and Fire Fox
Network	Good internet speed (5 Mbps Above)

## 3. Invoice Upload – Pre-requisites

1. Vendor should have valid e-mail id. The link for registration to access vendor Portal will be sent via e-mail only.
2. Should have Digital signature with organization name to sign and upload invoice. No invoice will be accepted without a valid digital signature.
3. No hand-written invoice as data will be captured from invoice through OCR.

## 4. Invoice Upload – Do's & Don'ts

### 4.1 Do's

1. Digitally signed PDF document to be uploaded in the Invoice upload section only.
2. Only one Invoice in one upload.



3. Only one PO/Contract per Invoice.
4. Ensure usage of correct HSN codes as applicable.
5. Invoice number should be entered in the Portal as per the Invoice copy.
6. Ensure Proper Quality of invoice upload.
7. Use Correct Point of Contact (POC) e-mail ID for Non-PO. (Gail Point of Contact for the particular Invoice).

#### 4.2 Don'ts

1. Do not combine Invoice. If invoices are combined in one PDF they will be rejected in SAP VIM.
2. Do not combine Invoices and supporting document in one PDF.
3. Do not save the PDF document using a print option and upload the invoice. The properties of the digital signature should be visible in the uploaded copy.

## 5. Vendor Registration & Login

### 5.1 Registration

- a. Vendor will receive an email from GAIL INDIA with registration link of the portal. Below is an example format.



### Flipper Registration

From: <noobly@flipper.com>  
To: <testdate3@mailinator.com>

Show Headers

**HTML** HTML Source Text Raw Spam Analysis HTML Check ❌ Tech Info



Hello testdate3,

We've received a request to register your account on Flipper.

Your Login ID and initial Password is:

Username: testdate3@mailinator.com

Password: Agpo7s7%Y#

Please use the following link to [Register your Account](#):

Copyable link: <http://localhost:4201/vim#/registration?token=829a384c-1df-4bbe-a166-2f55d40046dc>

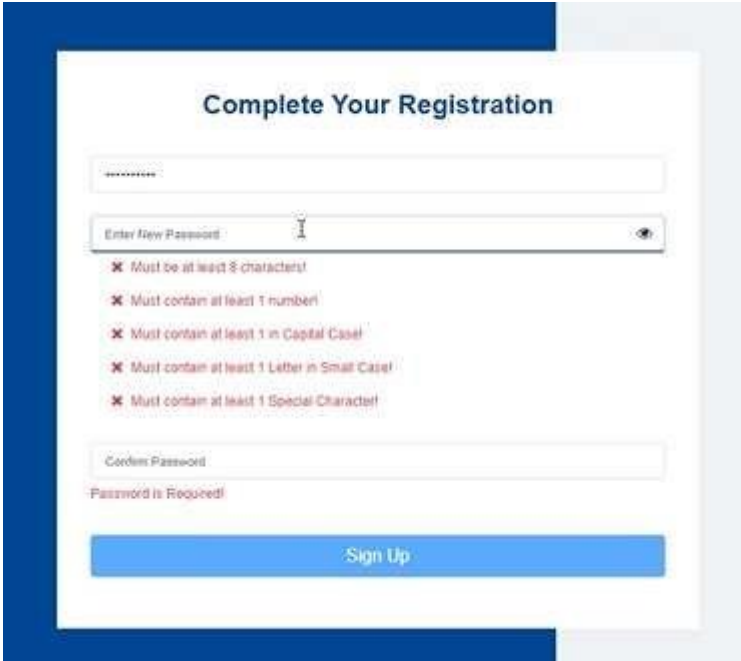
Please note: This link is valid for 7 days and can be used once. Do not share this with anyone!

Regards,



Figure 1

b. On Click on the Register account, we get the below screen to change the Password.



**Complete Your Registration**

.....

Enter New Password

- ✘ Must be at least 8 characters!
- ✘ Must contain at least 1 number!
- ✘ Must contain at least 1 in Capital Case!
- ✘ Must contain at least 1 Letter in Small Case!
- ✘ Must contain at least 1 Special Character!

Confirm Password

Password is Required!

**Sign Up**



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Figure 2



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- c. After entering the old and new password, Click on the signup Button to login to the system.
- d. This will route to Login page to the user for <https://sparsh.gail.co.in/flipper/#/login> as shown below

## 5.2 Login

- a. Vendor can click on portal link given in the registration confirmation email to open the login page of the Gail India Sparsh Portal.
- b. Vendor can login to the portal entering the Login Id and Password. The Login ID is Registered Email ID of vendor with GAIL.



Figure 3

**NOTE:** If the vendor forgets the password, they can reset the password by clicking on forget password link as shown in the above image.

## 6. Forgot Password

- a. Vendor can change password by clicking on the forget password link as shown in the Figure 4.
- b. Vendor needs to enter registered email ID to get a reset password link in the mail.



- c. Once clicking on the link, above screen will get displayed in the browser. Vendor can set the new password.

Forgot Password?

Enter your registered Email ID\*

Reset Password

*Figure 4*

- d. After resting the password by clicking on reset button, vendor will receive a successful reset password notification email to the registered ID.



## 7. Help & Support

- Vendor can open the Help & Support screen by clicking on the 'Help & Support' link on the Bottom of Login details screen of the Portal as shown in the [Figure 3](#).
- Help & Support is useful to clarify any doubt by clicking on various menus mentioned below.

### About Vendor Invoice

#### Management

: Socialization or familiarization of 'SPARSH'

#### User Manual

: Vendor can open and download the vendor user manual of the portal.

#### Demo Videos

: Vendor can view the videos on different functionality of the portal.

#### Portal FAQ's

: Vendor can view or download the document with the answers to frequently asked questions related to the portal.

#### Presentation

: Presentations will act as a visual aid to understand the functionality of the portal.

#### Contact Us

: Clicking on contact us menu will open any mail software displaying Gail email address in 'To' field.

#### About

: Clicking on about us menu will open the Gail website link in another tab.

#### Retention Release

#### Template

: Clicking on will download Retention Release Format in Excel format

The screenshot displays a grid of help and support options. Each option includes a title, a brief description, and a button to either 'View' or 'Download' the content.

<b>About Vendor Invoice Management</b> Message to vendors regarding the vendor invoice management solution. <a href="#">View</a>	<b>User Manual</b> Get step-by-step instructions to understand the working of the portal. <a href="#">View</a>	<b>Portal FAQ</b> Find the answers to frequently asked questions regarding the portal. <a href="#">View</a>
<b>Presentation</b> Know about the Portal in brief using slides. <a href="#">View</a>	<b>Demo Videos</b> Get video tutorials on how to use the Portal (Coming Soon) <a href="#">Download</a>	<b>Retention Release Template</b> Download the retention release template. <a href="#">Download</a>
<b>Contact Us</b> For any query or help, email at <a href="mailto:invoicehelpdesk@gail.co.in">invoicehelpdesk@gail.co.in</a> . <a href="#">Email</a>	<b>About</b> Explore GAIL website to get the latest news and information. <a href="#">View</a>	

Figure 5





## 8. How to raise an issue faced in the portal

Vendor can email to [vimhd@gail.co.in](mailto:vimhd@gail.co.in) if they face any issues during registration, login, invoice upload or while using any other features of the portal.

## 9. Home Page

- a. On logging in to the portal, we can see Dashboard, Invoices, Submit Invoice, Reports and administration which is available with the homepage. In the Dashboard we have four card displaying open purchase orders, draft invoices, Unpaid Invoices, Last 90 Days.
- b. Vendor can filter cards based on Purchase Order Number as shown below [Figure 6](#).

**NOTE:** Clicking on any of the card, will open its details list.

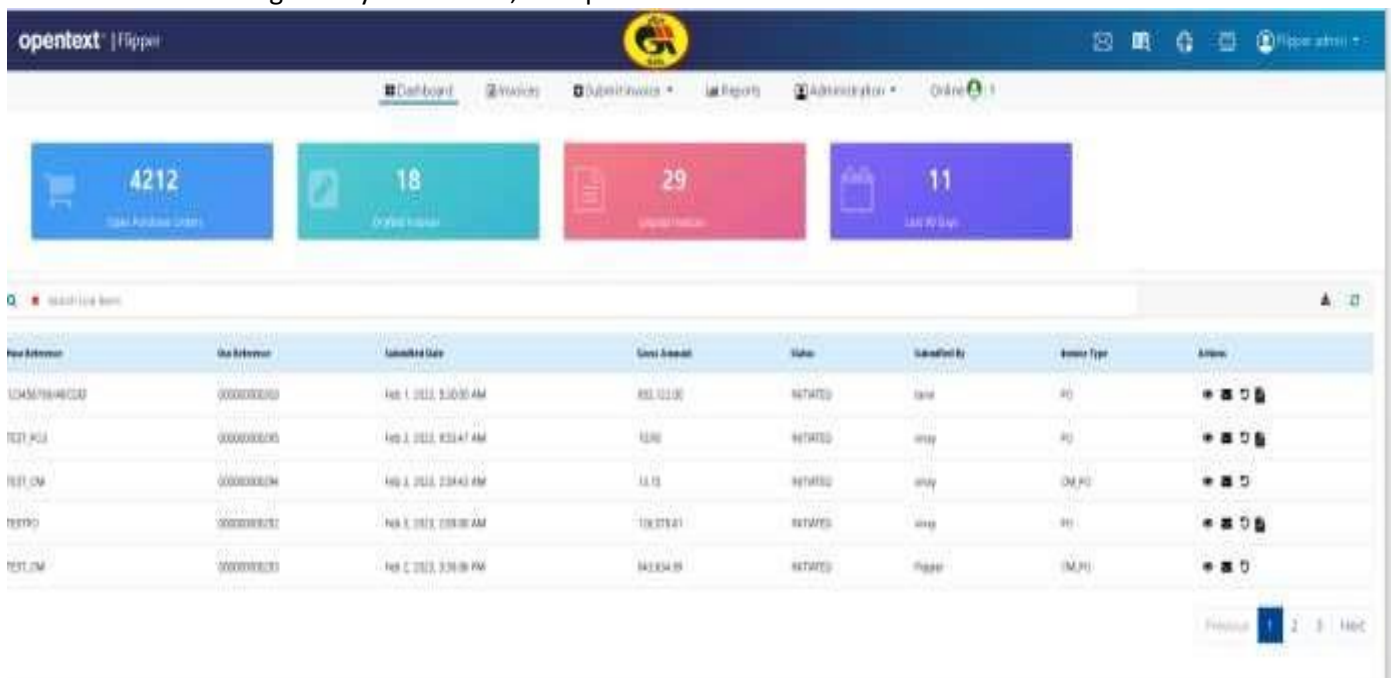


Figure 6



## 10. View Open Purchase Orders

- a. Vendor can view Open Purchase Orders by clicking on the Orders menu on the left navigation. Purchase orders page will display a table of all open and closed orders. See [figure 7](#).

**NOTE:** Vendor can click on export button to download the table data in excel sheet.

- b. To view the order details, vendor can click on the eye icon displayed in the View Order Details column.

The dashboard shows four summary cards: Open Purchase Orders (6), Closed Purchase Orders (2), Orders Due (0), and Invoices (4). Below is a table of Open Purchase Orders.

PO Number	Vendor Code	Status	Date	Action
530001262	0101000511	OPEN	Aug 5, 2022	👁️
530001190	0101000511	OPEN	Jul 26, 2022	👁️
530004591	0101000511	OPEN	Jan 14, 2022	👁️
530004590	0101000511	OPEN	Jan 14, 2022	👁️
530004824	0101000511	OPEN	Apr 22, 2021	👁️

Figure 7

- c. Line-item Detail page of particular order will get displayed as shown in the [figure 8](#).

The Line Item Details page shows a table with the following data:

PO Number	PO Line Item	Description	Open Invoice Quantity	Order Unit	Amount
5300057262	00001	Expert Services for Endress+Hauser Inst.	1	Each-unit	310000

Figure 8



## 11. Submit Invoice

- a. Vendor can Submit the invoices in different Options as shown below. See [figure 9](#).

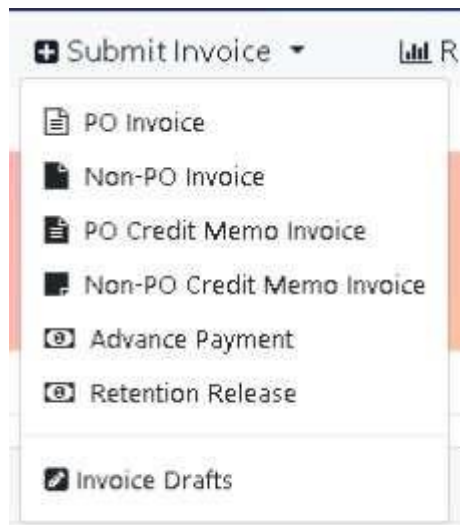


Figure 9

- b. Vendor can choose one of the options at a time for processing the invoice.



## 12. Upload PO Invoices

- a. By clicking on the PO Invoices a menu on the top navigation, a screen with list of Purchase Order will be displayed on the below screen. Select the PO number on the check box on the left hand side.

PO #	Date	Description	Quantity	Unit Cost	Amount	Currency	Material Code	Payment Status
<input checked="" type="checkbox"/>	18/02/2019	Supply and install level TRANSMITTERS	1	Advant	18133.27	INR	81841931	
<input checked="" type="checkbox"/>	18/02/2019	Supervision of WT of 20W in 100 Sides	1	Advant	20000	INR		
<input type="checkbox"/>	18/02/2019	Supply and install level TRANSMITTERS	4	Advant	14400.0	INR	81841931	
<input type="checkbox"/>	18/02/2019	Supervision of WT of 20W in 100 Sides	1	Advant	18000	INR		
<input type="checkbox"/>	18/02/2019	Cost of Service for (Advant) - Haveli Ind	1	Advant	17000.0	INR		
<input type="checkbox"/>	18/02/2019	Advant Service for (Advant) - Haveli Ind	1	Advant	32700	INR		
<input type="checkbox"/>	18/02/2019	Advant Service for (Advant) - Haveli Ind	1	Advant	32700	INR		
<input type="checkbox"/>	18/02/2019	Advant Service for (Advant) - Haveli Ind	1	Advant	32700	INR		
<input type="checkbox"/>	18/02/2019	Advant Service for (Advant) - Haveli Ind	1	Advant	32700	INR		

Figure 10

- b. On selection of the PO, we have highlighted the number of selections of PO's for Process invoice as shown above Figure 10.
- c. On click of Process invoice a Pop-up will appear for further proceeding as shown below

Proceed to submit invoice?

Figure 11

- d. Now vendor has an option to submit the invoice by input few mandatory(\*) fields as shown below.

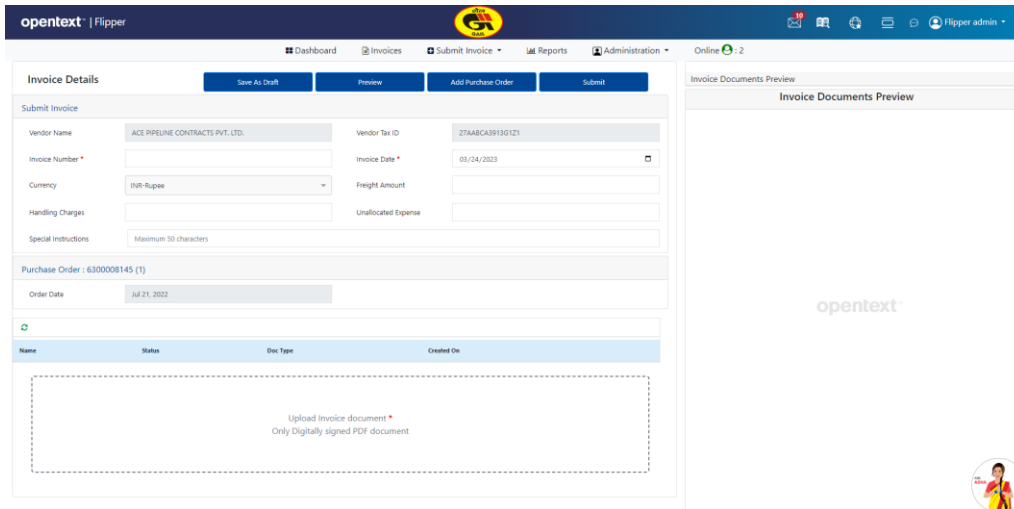


Figure 12

### 13. Uploading Non-PO Invoices

- a. A Non- PO Invoice do not have a purchase order associated with them and are the result of spend outside a regulated procurement process.  
**NOTE:** Wherever PO exists, this option must not be used for uploading invoices.
- b. By clicking on the Non-PO invoice button on the submit invoice tab (See Figure 9).



Figure 13

In Invoice info step, the following info needs to be filled:

- Vendor Name : Vendor name will auto Populated.
- Invoice Number : It can be alpha numeric, number or alphabet.
- Invoice Date : Invoice date Auto populated to current date.
- GAIL Intender Email : Email of the first point of contact who will approve the invoice.
- Gross Invoice Value : Enter the invoice amount inclusive of taxes based on sum of line items.



Currency : Default to INR, but can be modified as INR, USD, or EUR.  
Item Description : Nature of Services or Goods delivered  
Tax Rate : Tax rate as applicable

**NOTE:** All fields marked with \* are mandatory to fill.

- b. Add the special instruction if anything is need.
- c. Line Item details can be added in the bottom of the header with at least on line item in it, as it has a mandatory item.
- d. For Invoice Upload, allowed format is .pdf with maximum size 4 MB. Only one document can be uploaded.

**NOTE:** If invoice is not digitally signed, no further processing will be allowed

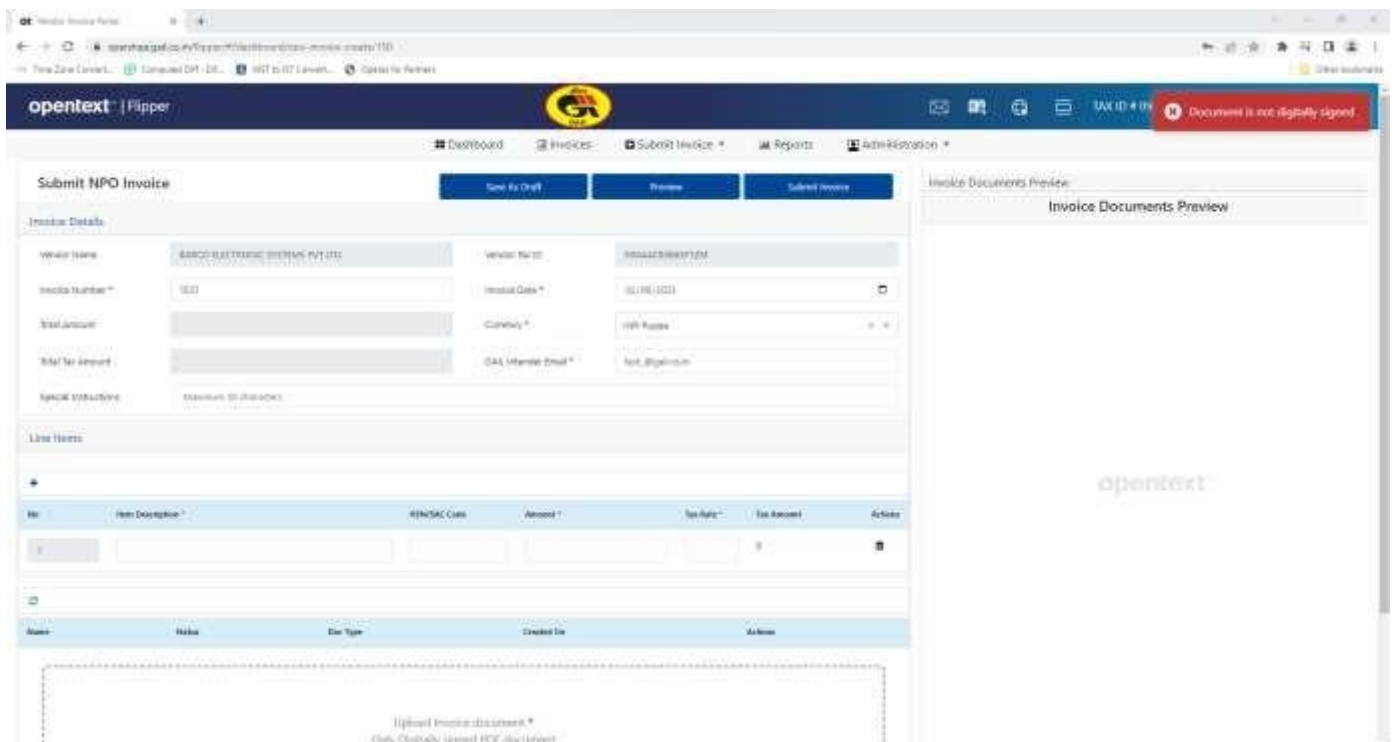


Figure 14

- e. On Successful upload of digitally signed invoice copy we get below sample display of the screen before generating /submitting the invoice.

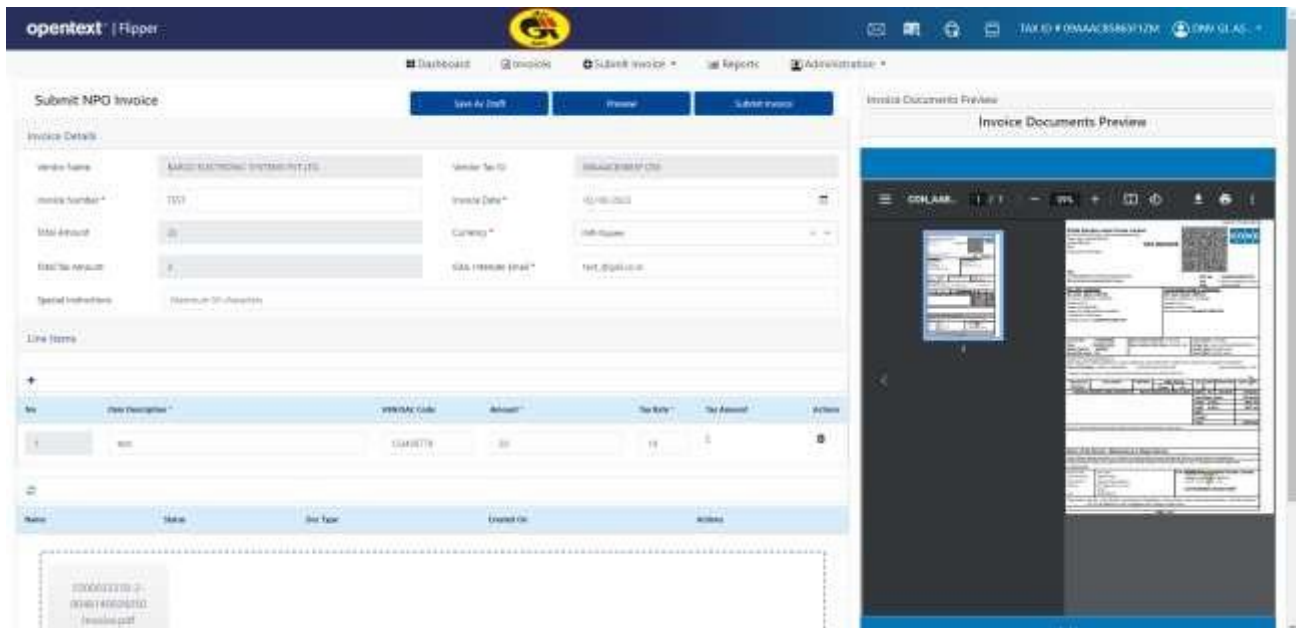


Figure 15

f. On click on the submit button a reference ID is generated from sap and displayed in the status of Submitted.

**Note:** Status will be changed on timely based on the on action made by the GAIL process owners as displayed below.



Figure 16



## 14. Credit Memo PO Invoices

- a. Vendor can upload a credit note by clicking on the **Credit Memo on Submit Invoice tab** in the navigation.
- b. On dashboard vendor has to select an invoice against which he wants to submit credit memo/note

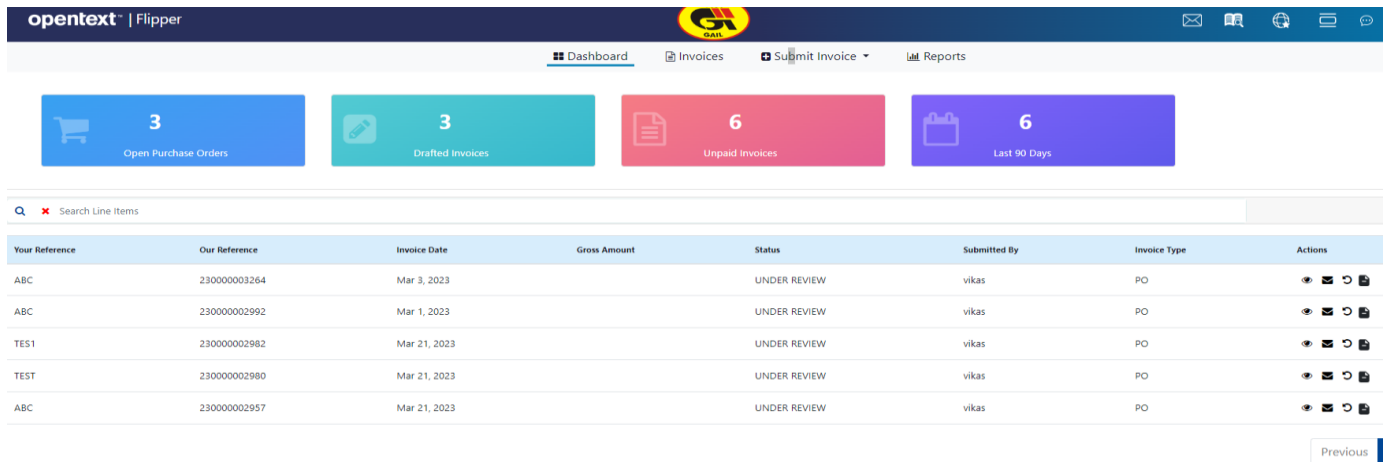


Figure 17

- c. Upon click on “Submit credit Note” (4<sup>th</sup> icon in action tab) below details are required to be filled in the below screen to upload the credit memo invoice.

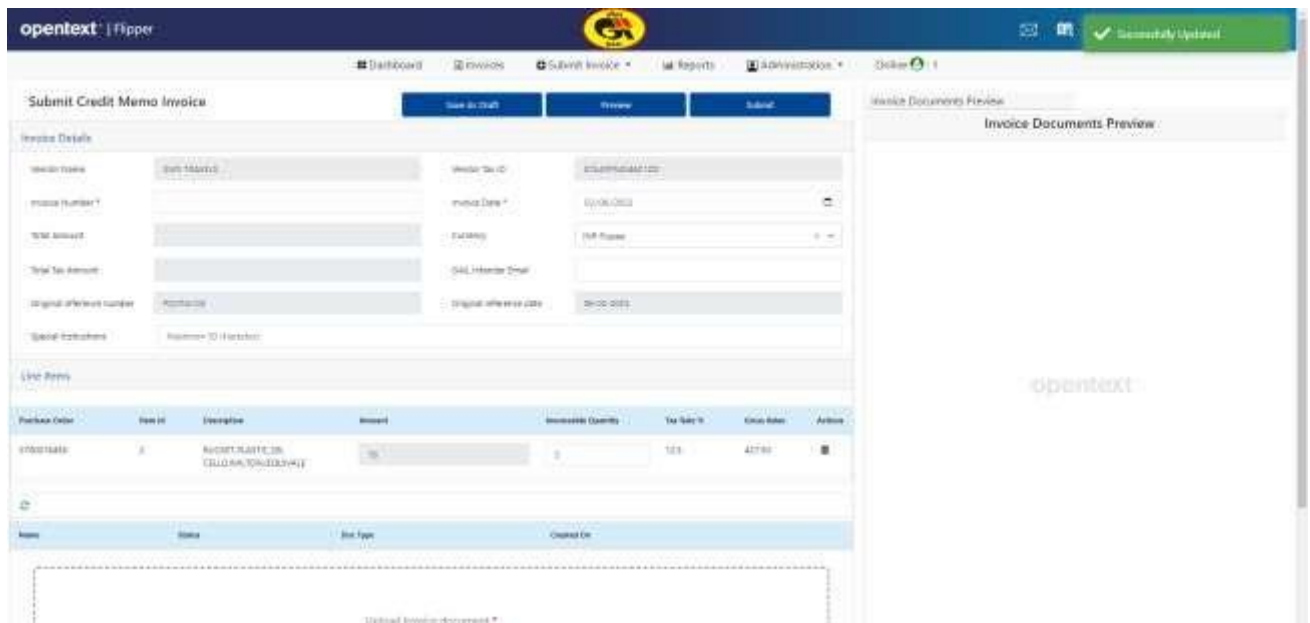


Figure 18

- d. Invoice reference fields will be filled automatically based on the invoice selected and show the line item details.





e. Upload the digitally signed copy of credit memo invoice and click on the Submit button to generate a reference number as shown in [Figure 18](#).

## 15. Credit Memo NPO Invoices

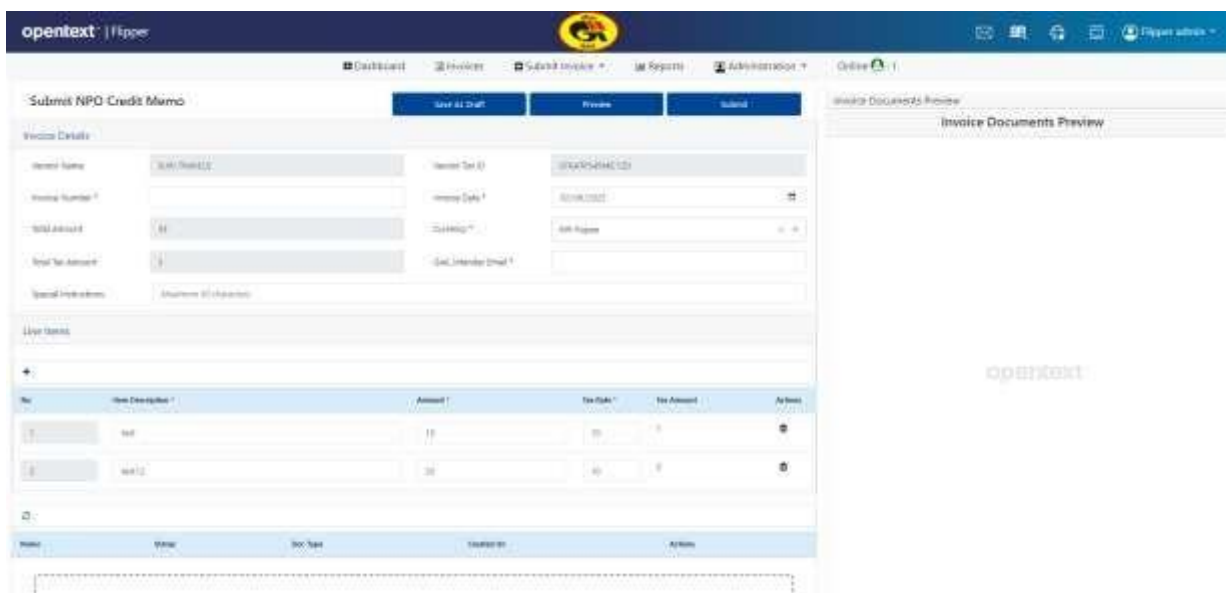
a. Vendor can upload a credit note by clicking on the **Credit Memo NON PO on Submit Invoice tab** in the navigation.

b. A new screen will be appeared with the input field list for few like vendor number, Vendor date which is auto populate as current date, Currency as “INR” in default and a POC of GAIL representative in the header section.

In Invoice info step, the following info needs to be filled:

- Vendor Code : Select vendor code from dropdown.
- Invoice Number : It can be alpha numeric, number or alphabet.
- Invoice Date : Invoice date should not be in future.
- GAIL Indenter Email : Email of the first point of contact who will approve the invoice.
- Gross Invoice Value : Enter the invoice amount inclusive of taxes.
- Currency : Select currency as INR, USD, or EUR.

c. To fill the grade out fields like Amount and total tax field, we need to populate the line items on click of Add button.



*Figure 19*

**Note :** Here no reference is provide for processing the document. But digitally signed copy need to be uploaded.

d. On submission of the document, we can see a status with Submitted and displayed a new entry in the invoice tab with CM\_NPO item as shown below.



Figure 20

## 16. Retention Release

- Vendor can upload a Retention release by clicking on the **Retention on Submit Invoice tab** in the navigation.
- A new screen will be appeared with the input field list for few like Retention release number, Retention date which is auto populate as current date and a POC of GAIL representative in the header section.
- A digital signed copy Document need to be uploaded in the uploaded section of the screen as shown below.

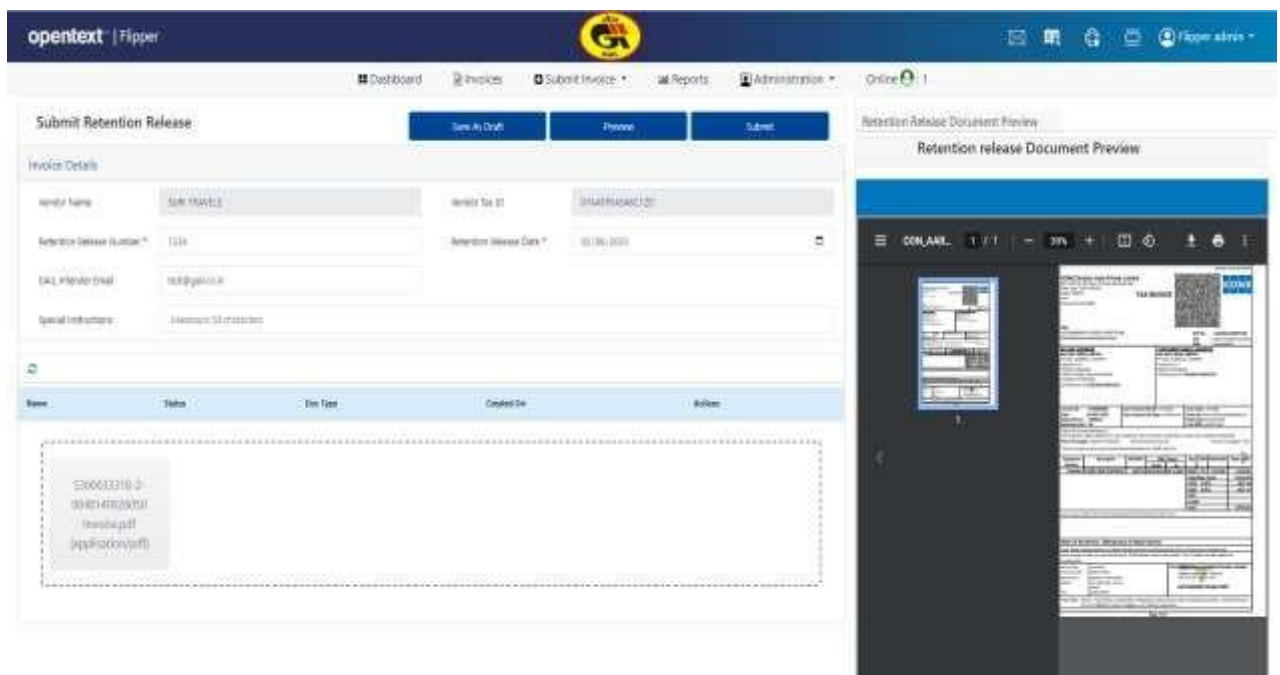


Figure 21

**Note:** Here no reference is provided for processing the document. But digitally signed copy needs to be uploaded.

- On submission of the document, we can see a status with Submitted and displayed a new entry in the invoice tab with Retention item as shown below.



Figure 22

### 17. Advance Payment

- a. Vendor can upload a Advance Payment by clicking on the **Advance Payment on Submit Invoice tab** in the navigation.
- b. A new screen will be appeared with list of PO's for selection to be paid. Here vendor can choose the check box on the left hand side as selection for payment processing as shown below.

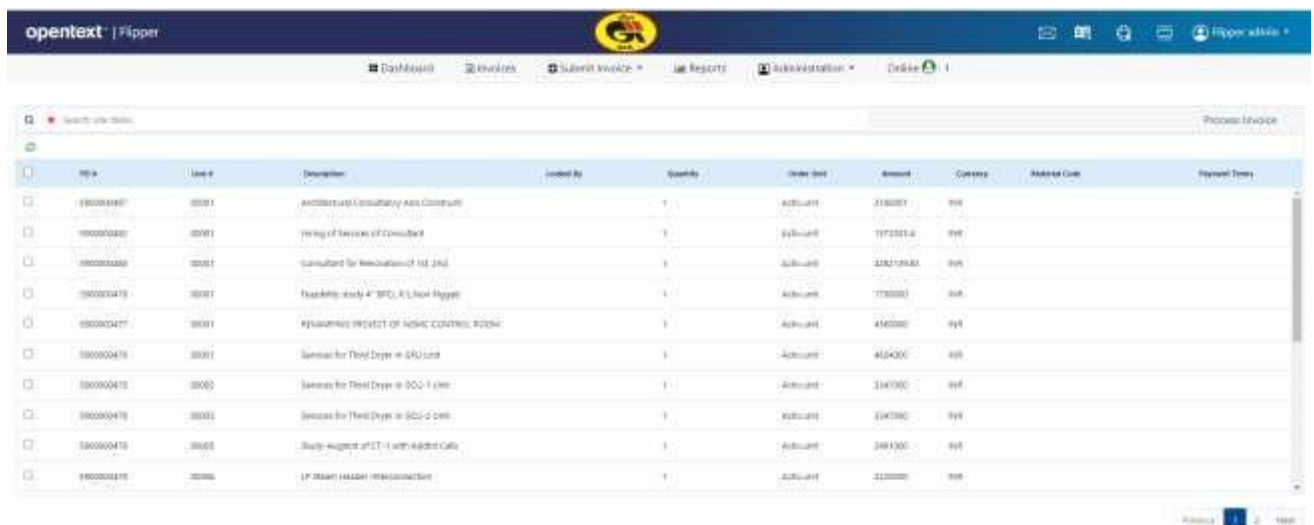


Figure 23

- c. On selection of PO and click on process invoice a new screen will be appearing with the list of selected items and need to upload the digitally signed copy as shown below.

In Payment process Invoice info step, the following info needs to be filled:

- Advance Number : It can be alpha numeric, number or alphabet.
- Advance Date : Invoice date should not be in future.

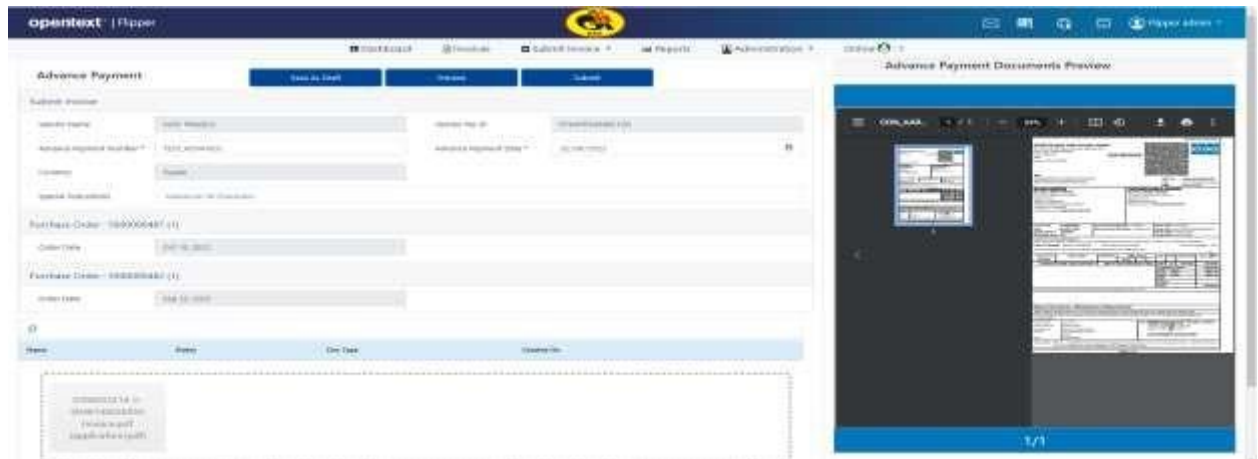


Figure 24

- d. A digital signed copy Document need to be uploaded in the uploaded section of the screen as shown in [Figure 24](#).

**Note:** Here no reference is provided for processing the document. But digitally signed copy needs to be uploaded.

- e. On submission of the document, we can see a status with Submitted and displayed a new entry in the invoice tab with Advance as shown below.



Figure 25

# 18. User Management

- a. Vendor Administrator will receive an e-mail to log-in to SPARSH Flipper Portal based on the email ID updated in the SAP Vendor master.
- b. Vendor can login to the portal using the initial credentials as user ID with Email ID and Password is auto generated and available in the supplier email inbox.
- c. Vendor has the option to onboard 4 more users under the same vendor account to perform invoice upload. There is a user management option under administrator Tab as shown below.

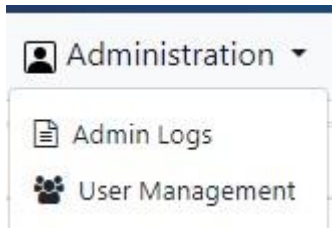


Figure 26

- d. On selection of user management, vendor will be taken to the below screen.



Figure 27

- e. After clicking on the add user, a new screen appears with input fields as shown below.

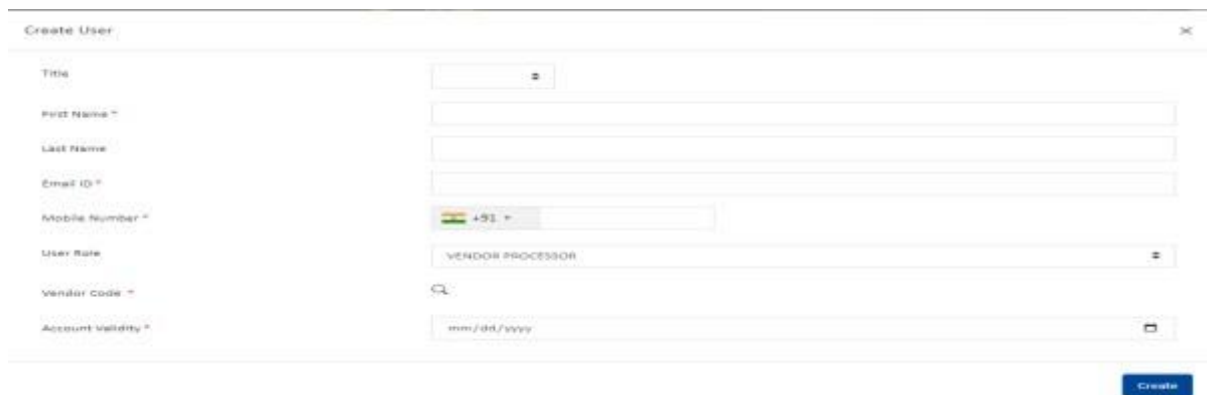


Figure 28



- f. On filling the above [Figure 28](#) an email will be generated for the user based on the email id provided with login credentials for processing the invoice. A new entry will appear in the list as shown in [Figure 27](#).
- g. Vendor admin has a control on validity of the vendor user and can able to view the reports for submitted invoices etc.

## 19. Vendor Interaction with GAIL

- a. To enable two-way communication between vendor and GAIL Team (EIC/C&P/AP Team) the messaging feature can be used.
- b. Click on invoices tab from menu.



Inv Reference	Inv Reference	Submitted Date	Inv Amount	Status	Submitted by
1111	1111111111	04-01-2025, 8:13:02 PM	433475000	PENDING	Admin
1111	1111111111	04-01-2025, 5:27:41 PM	1100000	DEFERRED	Admin
1111	1111111111	04-01-2025, 12:32:11 PM	24144444	UNDER REVIEW	192.168.1.100 (GAIL)
11111111	1111111111	04-01-2025, 8:58:32 PM	31111111	UNDER REVIEW	192.168.1.100 (GAIL)

[Figure 29](#)

- c. Click message icon from the actions column of the invoice.



[Figure 30](#)

- d. The message popup appears where the vendor can ask information related to the submitted invoice and the GAIL team responses would also appear back on the same page after some time.

**Note:** Communication to the GAIL will be appeared for every 15 mins



Messages - Invoice No: 123



type a message

Figure 31

## 20. Reports

- a. Vendor has access to the below 4 standard reports
  1. Number of invoices posted for a given period
  2. Invoices status report for a given period
  3. Payment Status report
  4. Total invoice count against paid amount for the year



Figure 32



## **DISCLAIMER**

It may be noted that this is an effort to help vendors to guide through the SPARSH portal.

GAIL India Limited does not stand responsible on failure to upload the invoices successfully based on these Instructions.

Please read terms and conditions carefully while using the Portal.





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