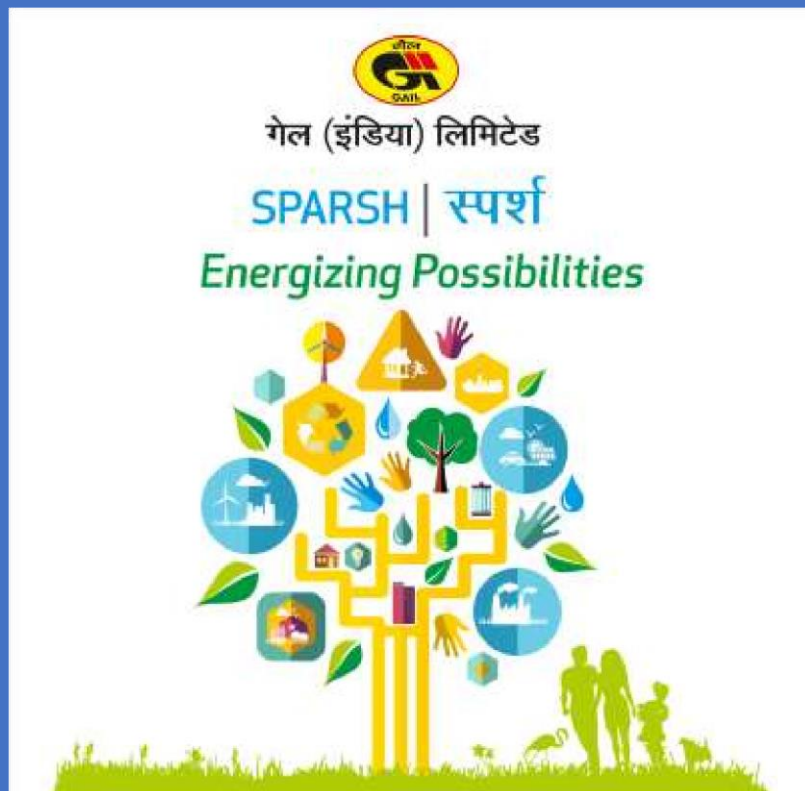


SPARSH FAQ DOCUMENT (ANNEXURE – 3)



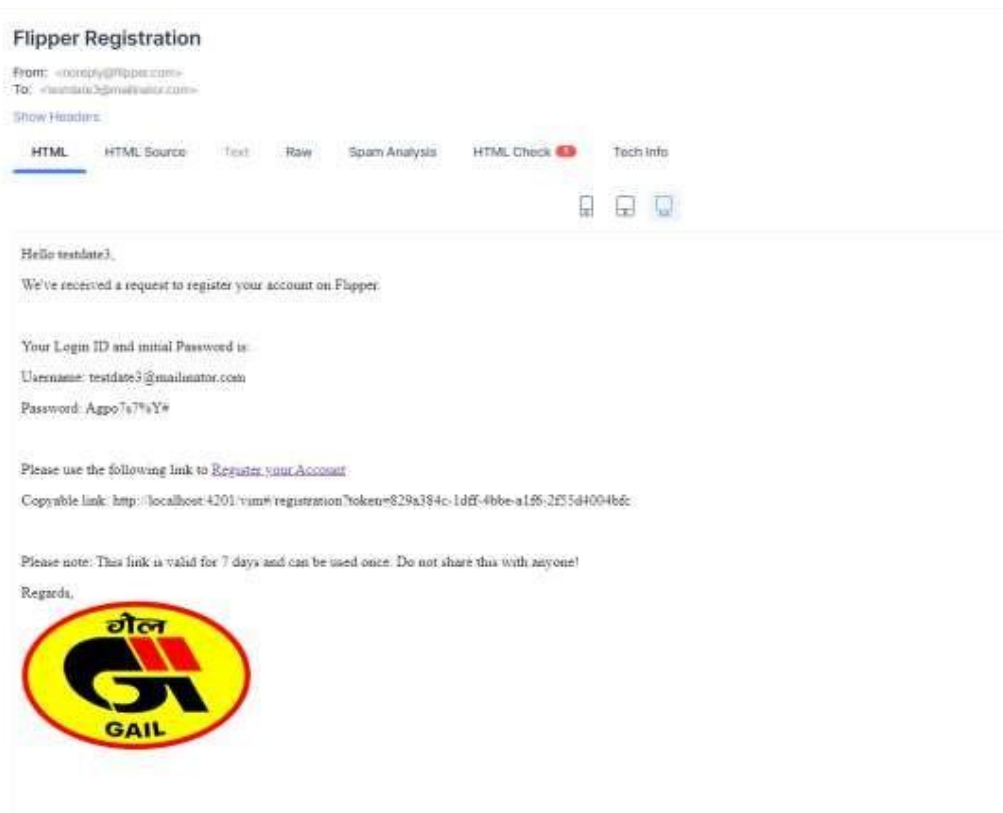


- 1. HOW TO REGISTER TO SPARSH PORTAL?2
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1. How to register to SPARSH portal?

- After your ID is enabled, you should get an onboarding mail as below with user id and temporary password details.
- In case you are not aware about your registered Email ID, please Contact EIC of your Contract to get your user ID



- Copy the **Copyable link** from the email and paste in the browser or click on the **Register your Account** link.
- You will be re-directed to below Registration page.



- Use the temporary details shared to login for the first time and follow the on screen instructions to set a new password as prompted.

2. How to login to SPASRH portal?

- Access the URL <https://sparsh.gail.co.in> from the browser. You will be re-directed to below login page.



- You can use your user id (Registered Email id with GAIL) and password to log in after checking the terms and conditions.

3. How to reset your account password?

- Access the login page and click on Forgot password link.



- You will be prompted to enter your registered email ID as below

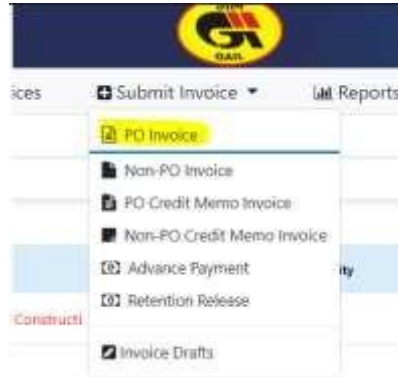




- Enter the details and click on reset password. Follow the password reset instructions sent to your registered email id.

4. How to Submit PO based Invoice?

- Click on submit Invoice tab then select PO Invoice option from drop down option



- Select the PO Line item to invoice for from the list and click “Process Invoice” and click yes on the confirmation.

PO #	Line #	Description	Issued By	Quantity	Order Unit	Amount	Currency
1900000487	00001	Technical Consultancy And constructi	Fajjar-admin	1	Act/s unit	2190000	PKR
1900000484	00001	DTR for Raiking solar project		1	Act/s unit	1200000	PKR
1900000480	00001	DTR for Tie in P/L from Suan, Jafraid		1	Act/s unit	59955000	PKR
1900000480	00001	Hiring of Services of Consultant		1	Act/s unit	15720000	PKR
1900000480	00001	Consultant for Renovation of 1st 2nd		1	Act/s unit	4282135.8	PKR
1900000478	00001	Feasibility study 4' SPCL/P/Urban Piggli		1	Act/s unit	1790000	PKR
1900000477	00001	REWIRING PROJECT OF NGMC CONTROL ROOM		1	Act/s unit	4860000	PKR
1900000470	00001	Services for Third Order H GPU Unit		1	Act/s unit	4624000	PKR
1900000470	00002	Services for Third Order H GPU Unit		1	Act/s unit	3347000	PKR

- You will be redirected to the invoice details page as below where invoice no, invoice date must be entered and digitally signed invoice document has to be uploaded.



- After entering the above-mentioned details click on submit and confirm.

5. How to check the status of your Invoice?

- All submitted invoices can be viewed from the invoices tab.

Invoice Reference	Doc Reference	Submitted Date	Invoice Amount	Status	Submitted By
112		18/05/2022 9:22:55 PM	4,19,79,80	PAID	1894
11271	2000000014	18/05/2022 9:27:41 PM	71,00,00	RETURNED	1894
11272	2000000001	18/05/2022 11:31:11 PM	90,93,89	UNDER REVIEW	MEERONSHI-WALDE PVT. LTD.
1127241	2000000011	18/05/2022 10:28:29 PM	98,83,89	UNDER REVIEW	MEERONSHI-WALDE PVT. LTD.

- Click on view icon from the actions column on your invoice.



- Upon click on eye button, invoice preview page opens which shows the current status and other details of the invoice.



Invoice Preview

Submitted on Jan 29, 2023, 9:40:37 PM

Submitted Initiated Processing

Vendor Name: VICT ENGINEERING Vendor Tax ID: 23ACAPP3786A12X

Invoice Number: 323 Invoice Date: 29-01-2023

Total Amount: 4504798 Total Tax Amount: 661338

LTE: Unplanned Delivery Cost:

Freight Amount: Handling Charges:

Unallocated Expense:

PO Number	PO Line Item	Description	Delivery Note	Invoicable Quantity	Order Unit	Amount	Tax Rate
530008294	00002	INTERNAL PAINTING OF INSURANCE PIPES		1	Actfu,unit	1469000	18
530008294	00003	SUPPLY,FABRICATION & INST. OF END CAP		1	Actfu,unit	1432200	18
530008294	00004	REPAIR OF COATING OF PIPES		1	Actfu,unit	150000	18
530008294	00005	EXTERNAL PAINTING OF LINE PIPES		1	Actfu,unit	548000	18
530008294	00006	SHIFTING OF PIPES as EVERA		1	Actfu,unit	278000	18

Name	Status	Doc Type	Created On	Actions
Finvoice.pdf	Uploaded	Invoice	1/29/23, 9:40 PM	

6. How to follow up on your submitted Invoice?

- To enable two-way communication between vendor and SARATHI (VIM Center), the messaging feature can be used. Click on invoices tab from menu.

opentext | Flipper

Dashboard Invoices Submit Invoice Reports Administration Order

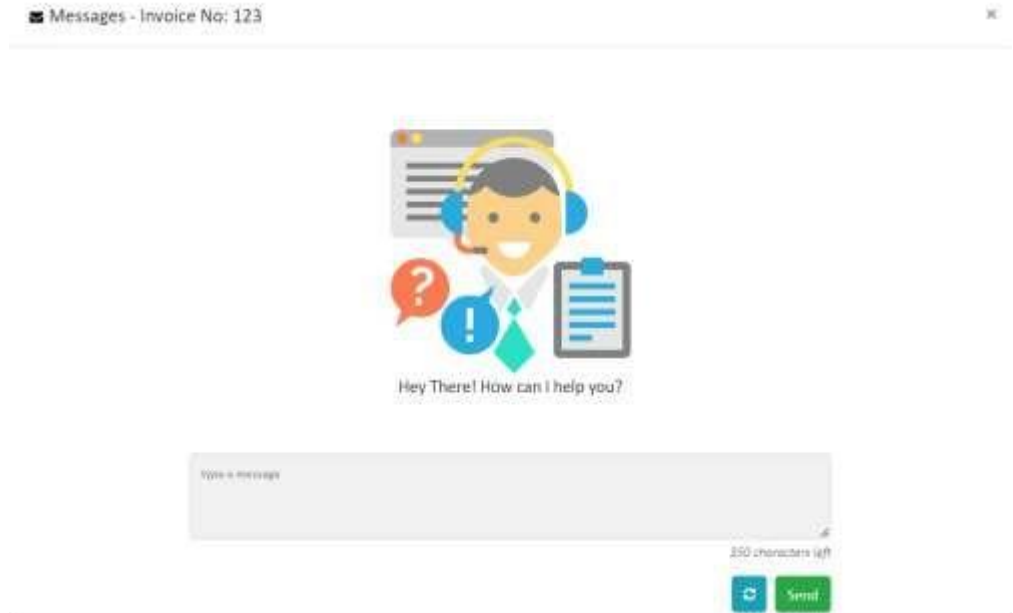
Search for items

Inv Number	Inv Reference	Accepted Date	Grand Amount	Status	Accepted By
323		Jan 29, 2023, 9:40:37 PM	4,504,798.00	PAID	test
3231	300000004	Jan 26, 2023, 5:27:41 PM	11,000.00	RETURNED	test
3231	2400000001	Jan 23, 2023, 11:32:13 PM	80,000.00	UNDER REVIEW	WEDDINGH-HALDI PVT.LTD
3231201	2400000010	Jan 20, 2023, 8:08:20 PM	80,000.00	UNDER REVIEW	WEDDINGH-HALDI PVT.LTD

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

Actions

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



7. How to submit Non PO (NPO) Invoice?

- Click on Non-PO Invoice from Submit Invoice menu option.

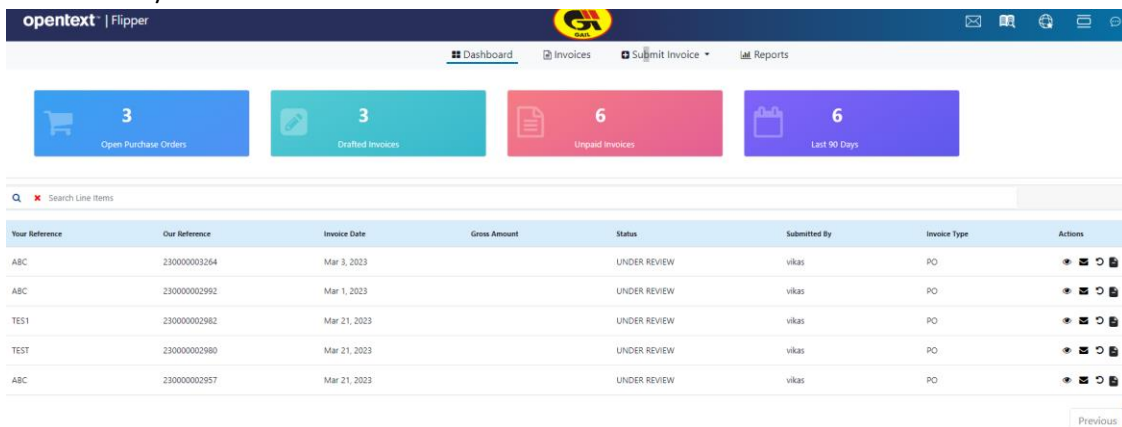


- Enter the invoice no, invoice date, currency, Gail indenter email , Line item details and upload the soft copy of the invoice and click on submit and confirm submission.

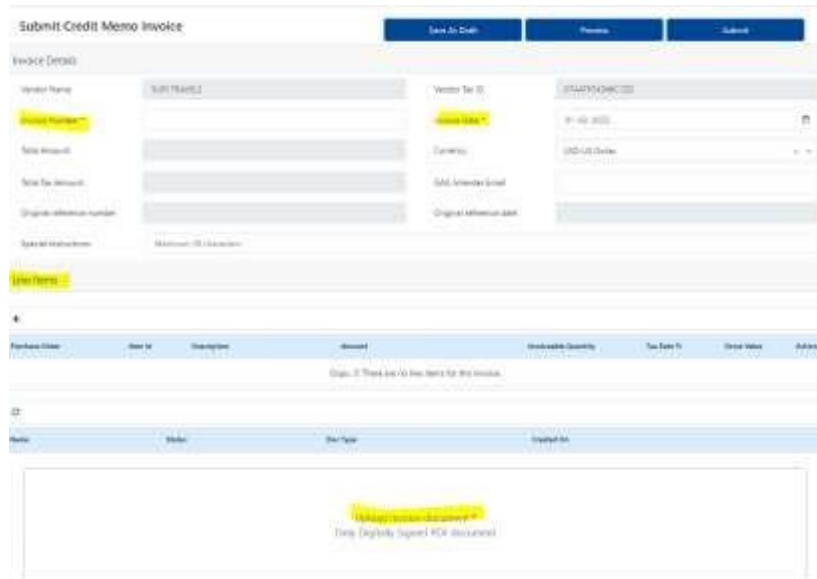


8. How to submit a PO Credit Memo?

- On dashboard vendor has to select an invoice against which he wants to submit credit memo/note.



- Enter the invoice number, invoice date, line-item details and upload the invoice document soft copy and click on submit and confirm the submission.



9. How to raise a Non PO (NPO) Credit Memo?

- Click on Non-PO Credit Memo Invoice from Submit Invoice menu option.



- Enter the invoice no, invoice date, currency, Gail indenter email , Line item details and upload the soft copy of the invoice and click on submit and confirm submission.



Submit NPO Credit Memo

Save As Draft Process Submit

Invoice Details

Vendor Name: GAIL (GAIL) Vendor Tax ID: 99A9999999999999

Invoice Number: Invoice Date: 01-01-2023

Total Amount: Currency: USD-03 Date: 01-01-2023

Total Tax Amount: GIL Invoice Line 1

Special Instructions: Maximum 50 characters

Line Items

No.	Item Description	Amount	Tax Rate	Tax Amount	Actual
Check if there are no line items for this invoice					

Upload Invoice Attachment *

Only Digitally signed PDF documents

10. How to Submit an advance payment request?

- Click on Advance Payment from Submit Invoice menu option.



- Select the PO Line item to invoice for from the list and click process invoice and click yes on the confirmation.

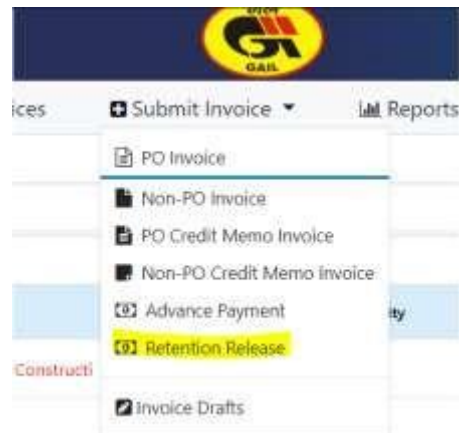


PDF	Line #	Description	Linked By	Quantity	Order Unit	Amount	Currency
590000487	0001	Architectural Consultancy And Contract	Flipper Admin	1	Auto unit	2150000	INR
590000484	0001	DIR for Boating solar project		1	Auto unit	1200000	INR
590000480	0001	DIR for Tie in R/L from Sear, Jharkhand		1	Auto unit	22955000	INR
590000482	0001	Hiring of Service of Consultant		1	Auto unit	1572012.4	INR
590000483	0001	CONSULTANT for Renovation of TST, Dtd.		1	Auto unit	4282129.8	INR
590000476	0001	Feasibility study # 3FDL/PT/Non Piggott		1	Auto unit	1790000	INR
590000477	0001	SEWAGING PROJECT OF NGMC CONTROL ROOM		1	Auto unit	450000	INR
590000470	0001	Services for Third Dryer in GPU Unit		1	Auto unit	4624000	INR
590000470	0002	Services for Third Dryer in GPU-1 Unit		1	Auto unit	3347000	INR

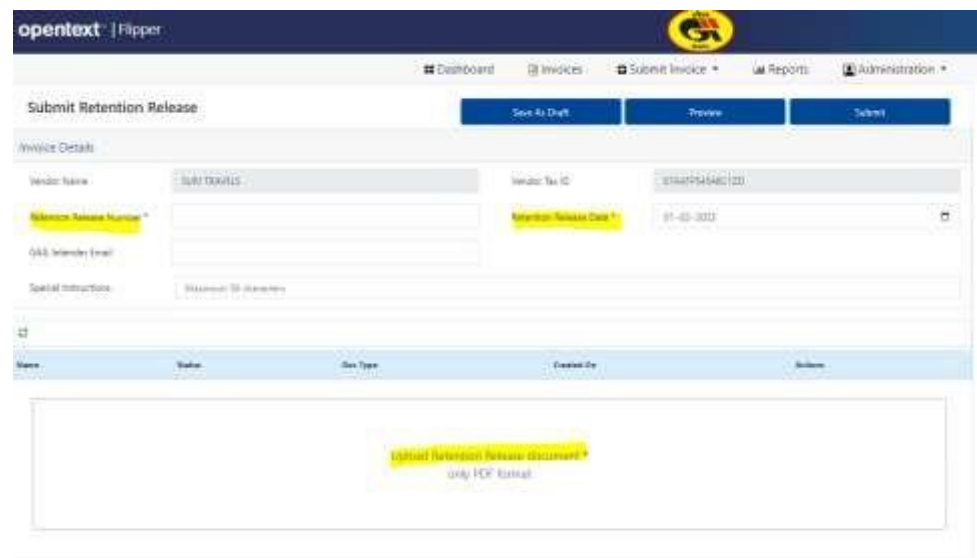
- Enter the advance payment number and date and upload Digitally signed Performa Invoice PDF and click on submit and confirm the submission.

11. How to Submit a retention release request?

- Click on Retention Release from Submit Invoice menu option.



- Enter the retention release no, date and upload the Digitally signed Retention release PDF and click on submit and confirm the submission.



12. How to submit invoices from multiple vendor accounts?

- Click on switch vendor option from the top right corner in the portal header.



- The vendor accounts associated would be displayed as below.



Select Vendor for switching view

Search here

Vendor Code	Company Code	Company Name	Vendor Name	Tax Number
000000001	0000		A K GUPTA AND CO.	
000000018	0000		ABRAM CONSTRUCTION CO.	25AAPH6854012N
000000018	3000		ABRAM CONSTRUCTION CO.	25AAPH6854012N
000000018	7000		ABRAM CONSTRUCTION CO.	25AAPH6854012N
000000002	3000		ACE PIPELINE CONTRACTS PVT. LTD.	27AABCA013012E

Previous 1 2 3 Next

- Double click on the desired vendor account from which you want to raise invoices.

13. What is the process of uploading the Line Pipe Invoice?

- In case of line pipe, Digital signed PDF copy of Commercial invoice along with invoice summary and all digital signed PDF tax invoices will be uploaded in single PDF document.

14. My problem is not listed here. What should I do?

- Please drop a mail with details of your issue to vimhd@gail.co.in or contact us at Telephone No. 0120 – 4446060