



Taro Mobile B2B (Phase-II)

User Guide



Taro Mobile B2B (Phase - II) : Overview



- A simple software that acts as “Mobile” B2B
 - Extension to existing Dealer Process/Systems
 - Additional flexibility to dealers; , Phone/Fax communication will continue
- Facilitates quick-access to Texmo data from daily-use mobile-phones
 - View: Credit Limit, Dispatch Details, MRP, Contact Info (Branches, ASCs)
 - Entry: Warranty Registration, Indents, Forecast, Stock, Feedback/Suggestions



- Runs on low-cost mobile phones; with J2ME support and GPRS connectivity
 - No installation (on PCs) or additional hardware required at dealer office
 - Immediate data transfer to centre; no loss of information

- Installation at Dealer-end
 - Dealers will receive a SMS link which guides them through the installation steps. With a few simple clicks the application gets installed onto their handsets
 - Dealer will login using dealer-code and 4-digit PIN and will have access to only his data
 - The only pre-requisite is the mobile phone hand-set supports Java (J2ME and GPRS connectivity (typically available in hand-sets priced above Rs. 3,000)
 - No other installation (on PCs) or additional hardware required at dealer office

- Does the Dealer have to pay any license/install fees
 - NO
 - The mobile app uses GPRS to access information from the central server and to post recorded data. For every transaction/data-set submitted, a transaction fee is deducted by the service provider (similar to SMS charges)

- Does the solution work with all Service-Providers
 - The solution works independent of Service Provider. Dealer can continue with his existing service provider plan
 - ALL Service Providers have GPRS facility now. Dealers can sign-up for monthly GPRS plan

- Does the app save any data on my phone?
 - NO. The mobile application retrieves all data in real-time from the server
 - Only the Login-ID (dealer-code) is cached to assist in subsequent log-ins
- What happens when i'm in an area with no GPRS connectivity
 - Similar to phone-calls/SMS, this feature also is limited by the operator network coverage
 - Dealer may have to try again after some time (in case of temporary connection drops)
- How do I know if my transaction (e.g. Warranty, Enquiry) got posted to the server
 - Dealer will get a success-notification message (within few seconds) on the mobile-app
 - Once submitted from the mobile, the transaction (e.g. Enquiry, Warranty Registration) gets posted to Texmo system/B2B.
 - Currently no feature on the mobile phone to retrieve/review/edit data once submitted
- Does the application track dealer's physical location
 - No. Posted data only tracks "Submit" timestamps and not location-stamps

App Location

- The app gets downloaded into the default home location/folder for downloads
- This default folder varies from phone to phone (usually '*Games*' or '*Applications*')
- In some higher-end phones, user gets to specify the location during download/install process

App Navigation

- 'Next' takes you to the next screen. 'Back' takes you to the previous screen
- 'Submit' uploads the data to the central server (e.g. Enquiry, Stock, Warranty Registration)
- Whenever the app needs to retrieve/post data to the server, the user is prompted for permission (Internet access). On higher-end phones the user is asked only once (during first connection) but on lower-end phones this needs to be explicitly set (Configuration Settings)
- Wait Screen shows up whenever the app makes a connection to the back-end server
- To close the app, press the red button (call end button)

App UI Layout, Look and feel

- Will vary depending on the phone (designed to take advantage of native UI, tools)
- The main action on a particular screen (e.g. 'Next', 'Submit') will appear in the center on most phones and can be activated by center-button press. On some phones however they will show up on the Left/Right (depending on the phone's native layouts)
- The following slides show the screen-layouts on a couple of phone-models

Mobile B2B (Phase - II) Use-Cases

Screen-Shots (Nokia Classic 2700)



App Launch and Login

Launch the app (Phase - II) from its Home folder (specific to each phone model)

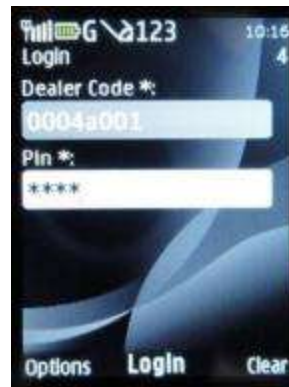
Login by entering your dealer-code and 4 digit PIN (provided to you)

- Dealer Code is saved/displayed for subsequent log-ins. Only PIN has to be entered

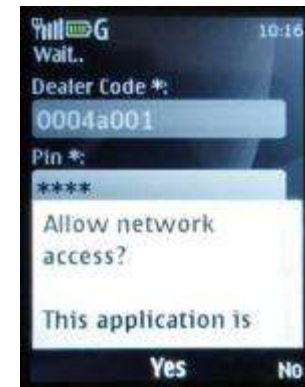
Launch application



Login Screen



Network access (Yes)



Home (Main Menu)



Wait Screen

Warranty allows for 2 menu options



- Register: Enter details like Sale-Date, Customer Name/Phone Number and complete the Warranty Registration process
- View: View warranty status and other details, by entering the serial number

Warranty Registration: Step-1

Enter Serial Number (12 digit) and then click on 'Next'

Enter Serial No.



Wait Screen

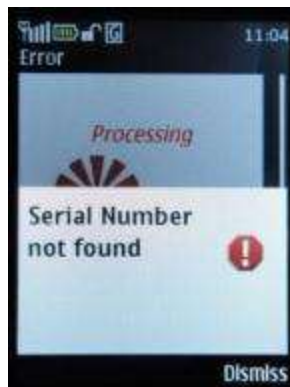


Valid Serial No.



In the following conditions, User is asked to edit/re-enter serial number

- Incorrect Serial Number (or not authorized to be sold by dealer)
- Warranty details already recorded for the serial number



Warranty Registration: Step-2

User records the following details to complete the Warranty Registration

- Application: Select from Agricultural, Industrial, Others
- Sales Category: Select from “New”, “Replacement”
- Customer Bill Date: Defaults to Today’s Date. User can edit the same
- Customer Name and Customer Mobile Number



Submit: Success

- Warranty registration is recorded in Texmo back-end system
- User is taken back to Screen-1 where he can record details for new serial number

Submit Error: Warranty Registration is not completed if

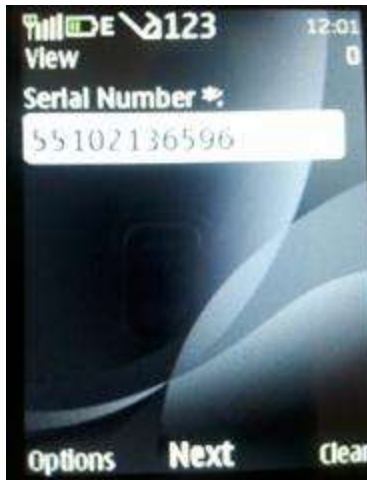
- Customer Name or Customer Mobile Number is not entered
- Customer Bill Date is more than 20 days in the past, or a future date

Warranty View

User can check warranty status and other details; by entering Serial number

The following details are displayed on the screen

- Model Name: Select from Agricultural, Industrial, Others
- Customer Name and Customer Mobile Number
- Sale-Date
- Warranty Status (Live or Expired)



Enquiry (Indent)

- This option supports entry of Monthly Enquiry, Daily Indents and Forecast
- The app also supports reporting on Monthly/Daily indents previously entered
- Separate options are provided for viewing “ALL” items or only “Pending” items



Enquiry (Indent) Entry, View and Edit options



Entry

- Monthly enquiry (for next month) and Forecast (for next to next month) can be entered till 10th
- From 1st to 10th, users can edit qty or add new products to previously entered enquiry
- On 10th the Monthly Enquiry and Forecast entered is forwarded to Branch for processing
- Beyond the 10th the “Entry” option for Monthly Enquiry and Forecast is closed
- Daily Indents can be entered all through the month. Within certain pre-defined cutoff times in the day, any new lines added will be aggregated and forwarded as a single indent

View/Edit

- Monthly Enquiry View : Users can view details upto 2 months in the past
- Monthly Enquiry Edit: User can cancel pending qty (partial/full) pending for more than 2 months
- Daily Enquiry View: Users can view details of indents entered in the past 15 days
- Daily Enquiry Edit: User can cancel pending qty (partial/full) pending for more than 10 days
- View/Edit option is not provided for forecast entered in past months

Enquiry: Indent Entry

This menu-option is used to create Monthly/Daily Indent and record Monthly Forecast

- The process workflow (steps) is the same for all three i.e. Monthly/Daily Indent, Forecast
- Search → Short-list Products for Ordering → Enter Order Qty for shortlisted products



User can select items from multiple product sub-groups using the option “Add Items” e.g. user can short-list products from “Trf”, “TMH”, “TSP” and “Submit” as a single indent

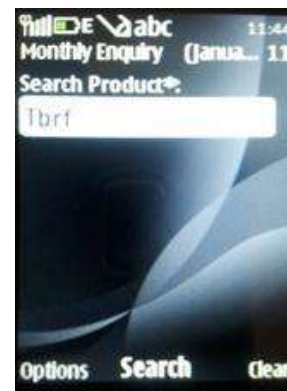
Enquiry: Indent Entry (Additional features)

Within certain cutoff periods, users can edit qty and add new items to existing indent

- E.g. For Monthly enquiry and Forecast this window extends from 1st to 10th of the month
- Clicking on “Entry” option will then retrieve details of previously entered indent



“Add Items” option takes user back to “Product Search” screen where user can search for a different sub-group, shortlist items and add to the indent



Product Search: Error conditions

Users are requested to be specific and narrow down their searches (e.g. TSP, TSSM, F1)

- Not leave the search-string e.g. "T" (to avoid too-many matches)

Search String (No Match)



Search (Too many matches)



Monthly Enquiry View

View ALL Option :



Select Month



View Indent Details

(Indent, Accepted, Cancel, Cleared, Pending Qty)

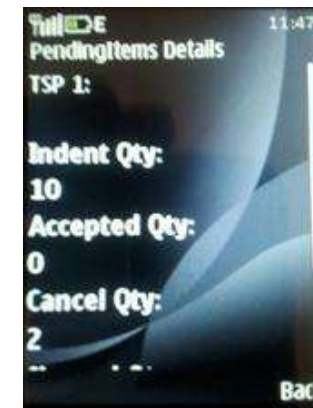
View Pending Option:



Select Month



Select Item



View Item Details

(Indent, Accepted, Cancel, Cleared, Pending Qty)

Daily Enquiry View

View ALL Option:



Select Indent



View Indent Details

(Indent, Accepted, Cancel, Cleared, Pending Qty)

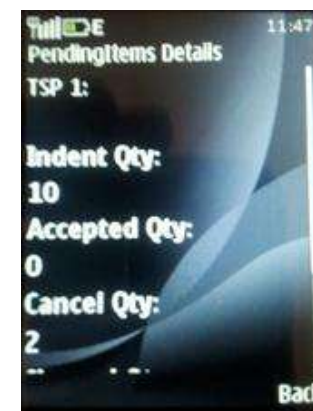
View Pending Option:



Select Indent



Select Item



View Item Details

(Indent, Accepted, Cancel, Cleared, Pending Qty)

Cancel 'Pending' Qty (Partial/Full)

Cancel feature is available only from "View Pending" menu option

- Monthly Indent: Dealers can cancel any items that are pending for over 2 months
- Daily Indent: Dealers can cancel items that are pending for more than 10 days

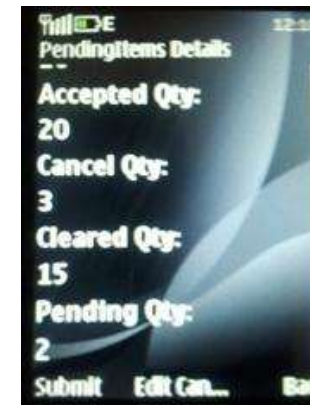
Click "Edit Cancel Qty"



Enter Cancel Qty & Save



Submit



Pending Items screen: Options to 'fully' cancel individual item or ALL items



Credit Limit

Dealers can check their real-time Credit Limit, Outstanding and Open/Closed status

- The values are derived from the Credit file (maintained in Texmo systems)



Dispatch Details

This option allows dealers to view details of recent dispatches

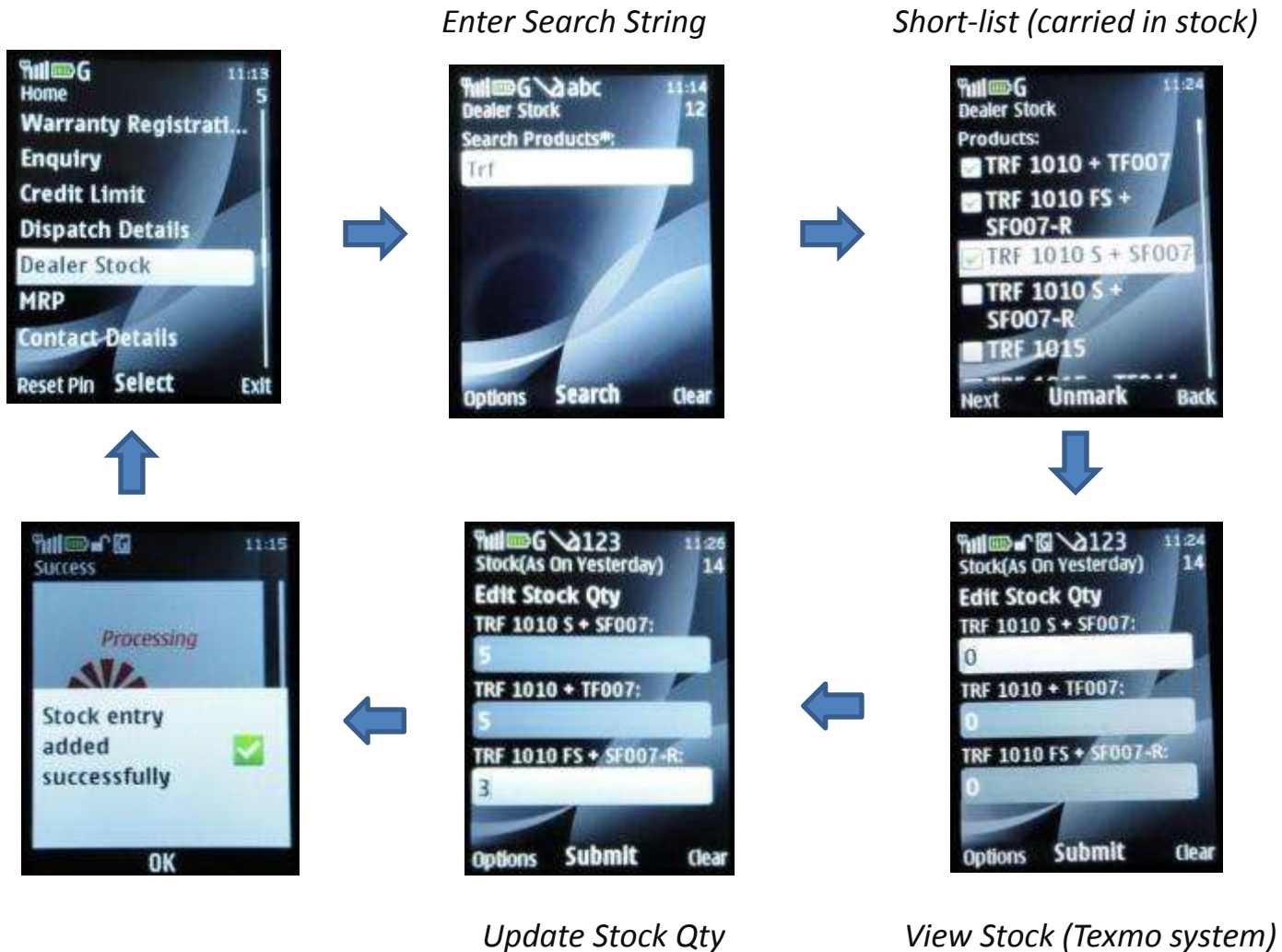
- The first screen lists all the dispatches in the last 7 days
- User can click on a dispatch to view details (e.g. LR Date, LR Number and products-quantity)



Dealer Stock (Periodic Updates)

Dealers can use this option to periodically update Texmo on their current stock positions

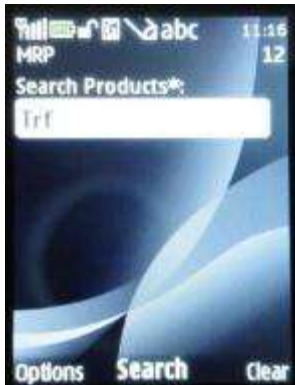
- The process workflow (steps) is similar to “Enquiry” menu option
- Search → Short-list Products → View Stock (As in Texmo system) → Edit Stock Qty



Dealers can use this option to know latest MRP of one or more products

- The process workflow (steps) is similar to “Enquiry” menu option
- Search → Short-list Products → View MRP

Enter Search String



Short-list Products



View MRP



Users are requested to look-up few products at a time (e.g. TSP, TSSM, TSH, F1)

- Not leave the search-string too broad e.g. “T” (to view ALL products in one-shot)

Contact Details

Dealers can use this option to

- Search for Branch or ASC Location : State-wise
- Look-up Contact information of CST personnel

Select Type (Branch, ASC)



Select State



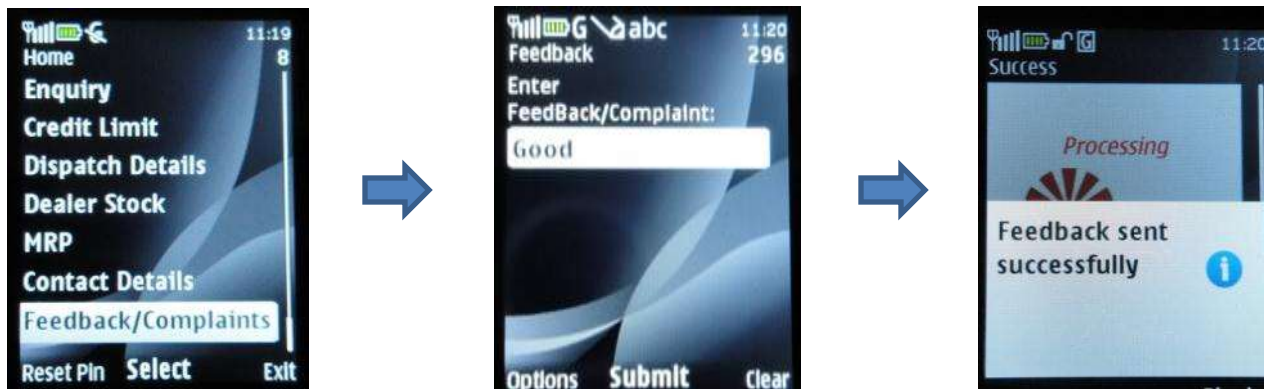
View Locations



Feedback/Complaints

Dealers can use this option to

- Provide feedback on any recurring Operational issues (delays in dispatches, orders)
- Market/Consumer feedback on products, new designs, competitor info etc.



PIN Change

Dealers are provided with the following 2 options for PIN Change

Reset PIN: Allows dealer to change their PIN periodically . They can do this anytime upon Login

Click on Options (Home Screen)



Enter New PIN (re-confirm)



PIN changed



Forgot PIN: Dealer can change to a new PIN, he is asked to confirm dealer code and PAN number



Click on Options (Login Screen)

Enter New PIN (Dealer Code, PAN)

PIN changed

Mobile B2B (Phase - II)

Sample Screen-Shots (Micromax Q5)



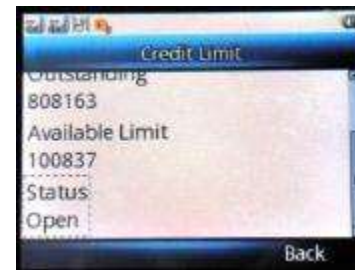
Warranty Registration



Enquiry



Credit Limit & Dispatch Details



Mobile application (Phase - II)

Installation Steps

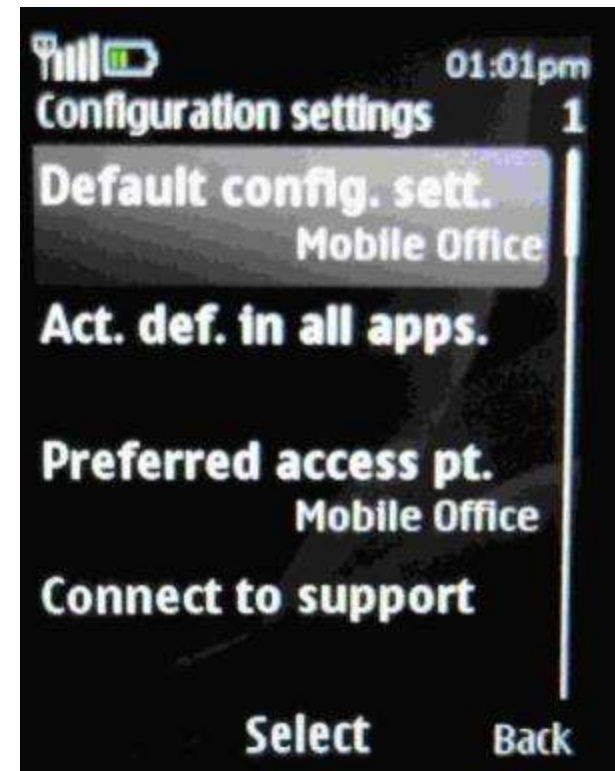
Activate and configure GPRS

- Activate GPRS settings, if not being used already
 - e.g. If your service-provider is Airtel, SMS MO to 543210
 - Follow instructions in the SMS
- Ensure the following settings under Settings > Configuration

- Default config. Setting = Mobile Office
 - Select > Options > Set as default



- Preferred access pt. = Mobile Office
 - Select > Select



Download Mobile Application

You will receive a SMS with a link to download the app. Alternatively you can access the *browser* on your phone and enter this link to download the app (<http://taroonline.in/app>)

SMS with link



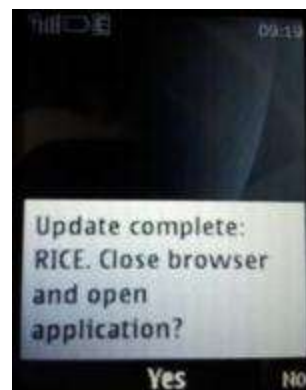
Options > Go to



Select/Open



Yes



Install Complete



Download Status



Accept

