



**GeM**  
Government  
e Marketplace

# RDP GeM CRM User Guide



**Most Affordable**



**High Quality**



**On-Time Support**





# Confidential

Shared Under NDA



# Presentation Updates Tracking

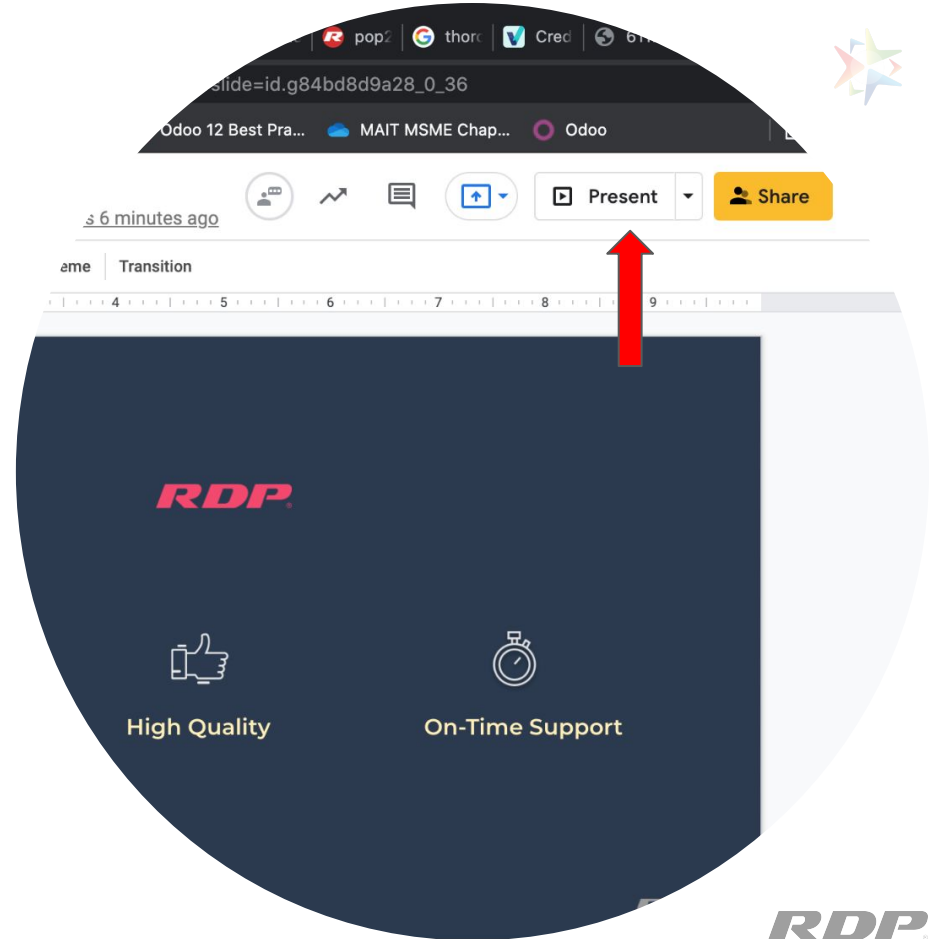


Update No	Slide No's	Updated Date
01	1-30	10th Sep'21
02		
03		
04		
05		



## See in 'Presentation' mode

1. Press the '**Present**' button to see this presentation in presentation mode for better view.
2. As we have used small size fonts / small screenshots.
3. Press enter to move to next slide.



# Welcome to RDP GeM CRM User Guide



1. Understand this **User Guide** thoroughly to grow your business **5 times** in GeM by using GeM CRM.
2. Save your time - Become **5X** productive - in participating 100's of GeM Bids.
3. Make meaningful insights thru various reports !!!
4. Every **15 days\*** we are taking feedback from partners & adding new features in CRM & updating the same in this user guide.
5. Please visit this user guide every month **2nd & 16th** to discover the new features.



# Salient features of GeM CRM



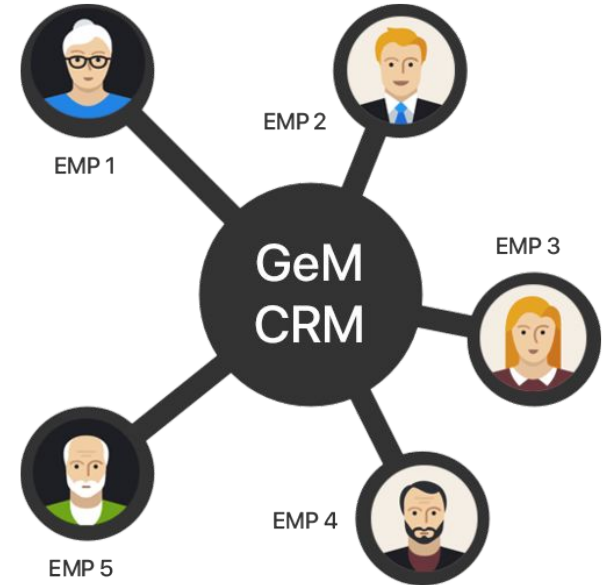
1. Get 10's of bids everyday (based on your preference)
2. Along with CatalogID, MAF & Price (no need to chase OEM)
3. You get all the above details at least 5-7 days before to bid closing date & time.
4. Reports (bids participated, priority, L1, contract received etc)
5. You can create support tickets & track the status (in real time)



# Pay for one user & use by everyone in the organization



1. GeM CRM has **multi user login function**.
2. With the same user id & password any number of employees/management in the organization can login at the same time.
3. Bidding team will update the participated/L1/Contract status and the sales manager can see reports.





# GeM CRM is not FREE... you need a monthly active subscription



1. Monthly subscription fee is Rs.4999/- (Incl tax).
2. It's a ERP per user license cost.
3. Can't be done without ERP?
4. It's impossible for OEM & partner to manage the entire bid life cycle (bid capture/ bid share/ participate/ contract received/ PO to distributor/ PO execution/ delivery/ 3 year warranty management)
5. Especially when sales model is Back2Back order execution. (for stock n sale model may be possible)

**IT'S  
NOT  
FREE**

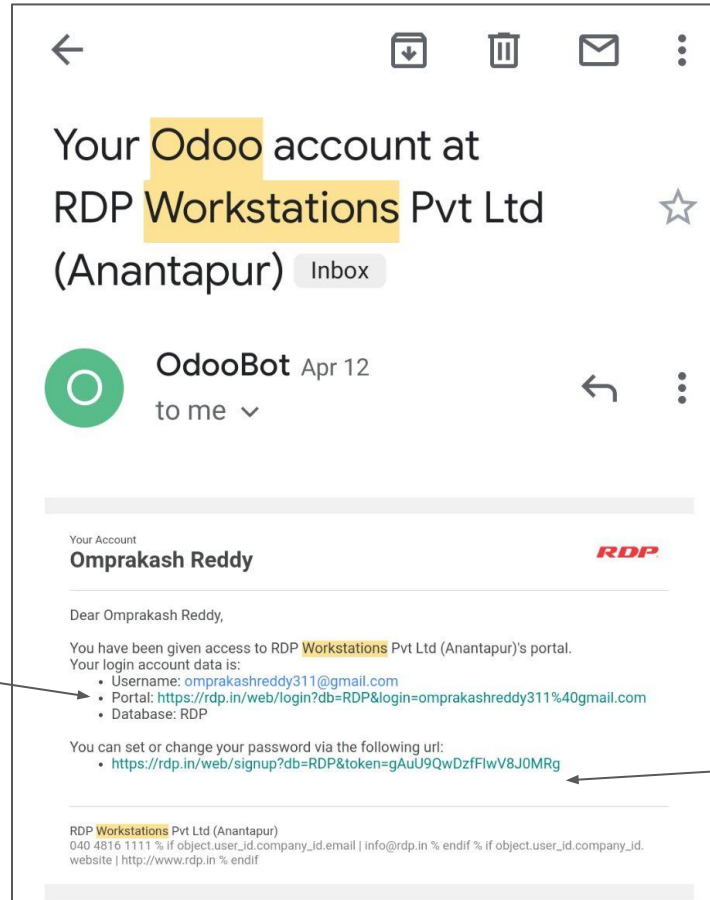


# How to get GeM CRM User ID & Password



1. RDP GeM CRM access will be given to only for GeM Registered Partners (RP's)
2. Partner registration process starts from [www.rdp.in/pop2](http://www.rdp.in/pop2) (GeM partner registration form).
3. Upon the partner registration is successful, we'll share OEM Authorization code to RP.
4. Along with the OEM authorization code, we'll also share link for monthly GeM CRM subscription package. (first 30 days is free)
5. Once you buy the GeM CRM subscription package then you'll receive the mail from our ERP to active your user ID & pwd (shown in the next slide)





Portal Link

Reset Password Link



**RDP**

# How to Login to RDP GeM CRM



1. Visit [www.rdp.in](http://www.rdp.in)
2. Select '**Sign In**' at the top right.
3. Login with your user id & pwd.
4. Once you sign in you'll see 'Your Documents' page. (see next slide)
5. If you are not able to login then you can choose the 'forgot password' option while sign in, you'll get fresh email for password change (note: use the same email ID which you bought GeM CRM subscription pack)



## Screen 1: Your Documents page

This is 'Home page' of GeM CRM, from this page you can access all your documents (Assigned BIDs, support tickets etc)



Click here to see all your assigned bids



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### Your Documents

Sales Orders	1
Assigned BIDs	291
Invoices	1
Tickets	5
Subscriptions	1

### Salesperson

Salim Khan  
✉ salim@rdp.in  
☎  
📍

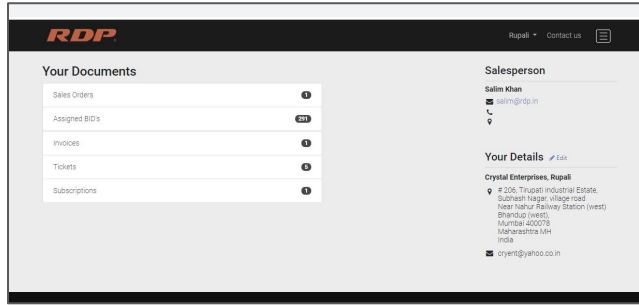
### Your Details

[Edit](#)

Your company name & address will show here



# GeM CRM has Only 3 Pages (aka 3 Screens)



**Your Documents page**  
(or) Home page  
Page 1

**List View page**  
(or) Reports page  
Page 2

BID #	Bid Category	Stage	Given Date & Time	Product Category	QTY	Approx Revenue	Bid Close Date & Time	Priority
GEM/2021/8/1447869	Received Concern		25/06/2021 22:03:50	Desk PC	2	₹ 60,000.00	09/01/2021 11:00:00	
GEM/2021/8/1447106	Catalog Period		25/06/2021 21:59:19	Desk PC	3	₹ 120,000.00	09/01/2021 18:00:00	
GEM/2021/8/1375555	Participated in Bid		26/07/2021 22:16:59	Desktop/AIO (946)	3	₹ 120,000.00	08/02/2021 11:00:00	
GEM/2021/8/1375070	Participated in Bid		26/07/2021 22:00:59	Desktop/AIO (946)	5	₹ 200,000.00	08/02/2021 12:00:00	
GEM/2021/8/1378948	Participated in Bid		26/07/2021 21:52:07	Desktop/AIO (946)	1	₹ 40,000.00	08/02/2021 13:00:00	
GEM/2021/8/1375513	Participated in Bid		26/07/2021 21:54:28	Desktop/AIO (946)	3	₹ 120,000.00	08/02/2021 13:00:00	
GEM/2021/8/1353676	Participated in Bid		26/07/2021 21:45:19	Desktop/AIO (946)	1	₹ 40,000.00	08/02/2021 14:00:00	
GEM/2021/RA/62940	Participated in Bid		26/07/2021 21:32:04	Desktop/AIO (946)	5	₹ 200,000.00	08/02/2021 15:00:00	
GEM/2021/8/1363987	Participated in Bid		26/07/2021 22:39:33	Desktop/AIO (946)	116	₹ 4,640,000.00	08/02/2021 17:00:00	
GEM/2021/8/1377129	Participated in Bid		26/07/2021 22:37:12	Desktop/AIO (946)	5	₹ 200,000.00	08/02/2021 18:00:00	
GEM/2021/8/1367071	Participated in Bid		26/07/2021 22:28:12	Desktop/AIO (946)	3	₹ 120,000.00	08/02/2021 20:00:00	

**Bid Details page**  
(or) Form view  
Page 3

**GEM/2021/8/1378948**  
₹ 40,000.00

**Customer:** Crystal Enterprises, Rupali  
**Email:** cryem@yahoo.co.in  
**Mobile:** 9845914817  
**Salesperson:** Salim Khan  
**Sale Team:** GEM  
**Attachments:** %1

**Quantity:** 1  
**Product Category:** Desktop/AIO (946)  
**Expected Revenue:** 40,000.0  
**Priority:** 9 9 9

**Gold Model No.:** Desk PC 103  
**Gold Cat ID:** Desk PC 103/110/115  
**Gold Catalog ID:** 611687723692681873-cat  
**Bid Closing Date & Time:** 08/02/2021 13:00:00

**Price (With Win 10 Pro OS):** 44,750

1. The above price is EXCLUSIVE of 18% GST.  
2. Please refer to the Bid Form when awarding to the Bidder for additional Terms & Conditions on Price, Validity, Delivery, Payment & Disputes.



## Screen 2: List view page

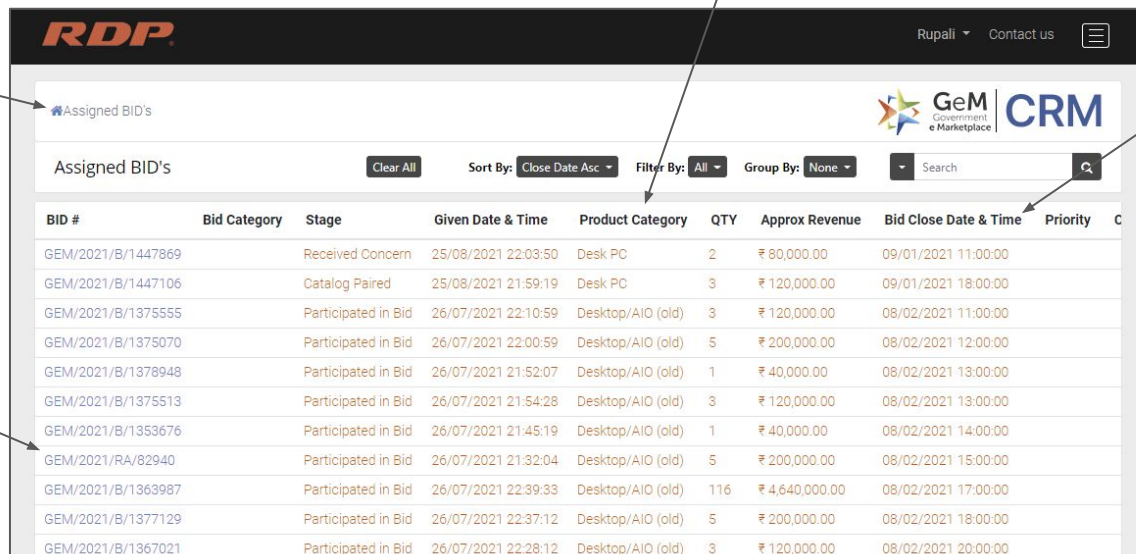
In this page you can see the entire list of bids shared by RDP, you can use **Sort By**, **Filter By**, **Group By** with various dropdown parameters to generate reports !!!



Click on 'Home' Icon to come back to 'Your Documents' page aka Home page

Product Category

Bid Closing Date & Time



The screenshot shows the 'Assigned Bids' page on the RDP platform. At the top, there's a navigation bar with the RDP logo, user name 'Rupali', and a 'Contact us' link. Below this, a sub-header 'Assigned Bids' is followed by a toolbar containing a 'Clear All' button, 'Sort By' (set to 'Close Date Asc'), 'Filter By' (set to 'All'), 'Group By' (set to 'None'), and a search bar. The main content is a table with columns: BID #, Bid Category, Stage, Given Date & Time, Product Category, QTY, Approx Revenue, Bid Close Date & Time, Priority, and a partially visible 'C' column. The table lists 12 bids with various details like bid numbers, stages (e.g., 'Received Concern', 'Catalog Paired', 'Participated in Bid'), dates, product categories (e.g., 'Desk PC', 'Desktop/AIO (old)'), quantities, approximate revenues, and closing dates/times.

BID #	Bid Category	Stage	Given Date & Time	Product Category	QTY	Approx Revenue	Bid Close Date & Time	Priority	C
GEM/2021/B/1447869		Received Concern	25/08/2021 22:03:50	Desk PC	2	₹ 80,000.00	09/01/2021 11:00:00		
GEM/2021/B/1447106		Catalog Paired	25/08/2021 21:59:19	Desk PC	3	₹ 120,000.00	09/01/2021 18:00:00		
GEM/2021/B/1375555		Participated in Bid	26/07/2021 22:10:59	Desktop/AIO (old)	3	₹ 120,000.00	08/02/2021 11:00:00		
GEM/2021/B/1375070		Participated in Bid	26/07/2021 22:00:59	Desktop/AIO (old)	5	₹ 200,000.00	08/02/2021 12:00:00		
GEM/2021/B/1378948		Participated in Bid	26/07/2021 21:52:07	Desktop/AIO (old)	1	₹ 40,000.00	08/02/2021 13:00:00		
GEM/2021/B/1375513		Participated in Bid	26/07/2021 21:54:28	Desktop/AIO (old)	3	₹ 120,000.00	08/02/2021 13:00:00		
GEM/2021/B/1353676		Participated in Bid	26/07/2021 21:45:19	Desktop/AIO (old)	1	₹ 40,000.00	08/02/2021 14:00:00		
GEM/2021/RA/82940		Participated in Bid	26/07/2021 21:32:04	Desktop/AIO (old)	5	₹ 200,000.00	08/02/2021 15:00:00		
GEM/2021/B/1363987		Participated in Bid	26/07/2021 22:39:33	Desktop/AIO (old)	116	₹ 4,640,000.00	08/02/2021 17:00:00		
GEM/2021/B/1377129		Participated in Bid	26/07/2021 22:37:12	Desktop/AIO (old)	5	₹ 200,000.00	08/02/2021 18:00:00		
GEM/2021/B/1367021		Participated in Bid	26/07/2021 22:28:12	Desktop/AIO (old)	3	₹ 120,000.00	08/02/2021 20:00:00		

Click here to move to Bid details page



## GeM CRM: List View Column Headings & Descriptions



Column Heading	Description / Values
BID #	Exact GeM Bid number
Bid Category	Product Category Specific/Bunch/BOQ/Custom/PAC
Stage	Current bid stage (Catalog paired/Participated/L1...)
Given Date & Time	On which date respective bid has given by RDP to partner
Product Category	Desktop/AIO/Thin Client/Micro PC/Server/Workstation...
Qty	Quantity of the respective bid
Approx Revenue	Estimated Revenue (we are taking ASP as 40K)





# GeM CRM: List View Column Headings & Descriptions



Bid Close Date & Time	Bid closing date & time as per the bid.
Priority	Partner can assign respective star (one/two/three) based on his priority level to work on this bid (one star is low priority) (partner can filter based on priority).
Catalog Paired	If partner has paired respective catalog to participate in bid then partner can move to catalog paired stage to filter in reports.
Participated	Update bid status to 'Participate' to filter in reports.
L1	Update bid status to 'L1' to filter in reports.
Contract Recvd	Update bid status to 'Contract Recvd' to filter in reports.
Lost	Update bid status to 'Lost' it'll disappear from reports.

## Screen 2: Dynamic reports in List view thru Sort/Filter/Group By values !!!

'Clear All' before you apply any of the Sort/Filter/Group by values to generate reports.



**Clear All Button**      **Sort By Dropdown**      **Filter By Dropdown**      **Group By Dropdown**

BID #	Bid Category	Stage	Given Date & Time	Product Category	QTY	Approx Revenue	Bid Close Date & Time	Priority	C
GEM/2021/B/1447869		Received Concern	25/08/2021 22:03:50	Desk PC	2	₹ 80,000.00	09/01/2021 11:00:00		
GEM/2021/B/1447106		Catalog Paired	25/08/2021 21:59:19	Desk PC	3	₹ 120,000.00	09/01/2021 18:00:00		



## Sort By Dropdown Values:

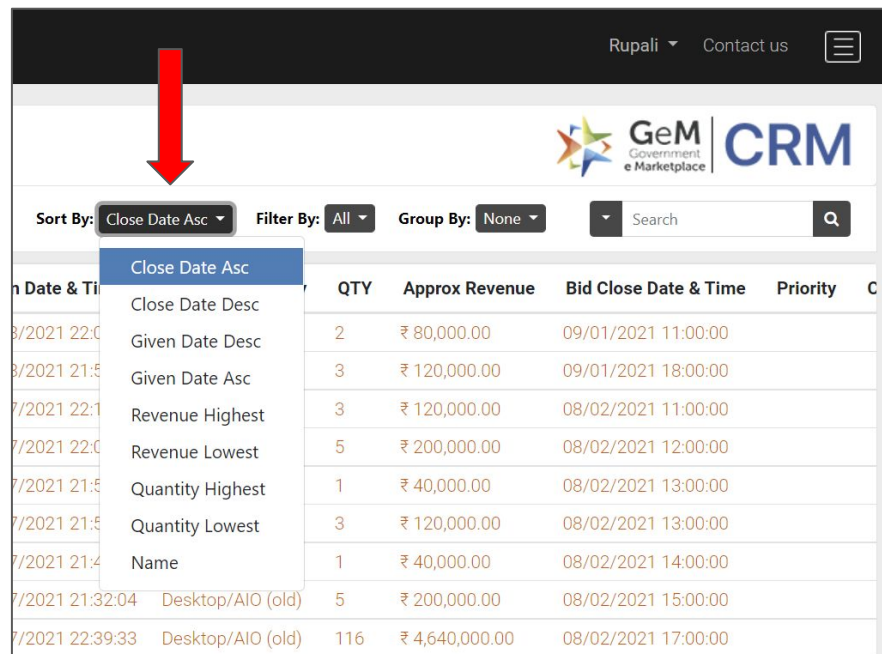


**Close Date Asc/Dsc:** Sort Bids based on 'Close Date Ascending' or 'Descending' Order

**Given Date Asc/Dsc:** Sort Bids based on 'Given Date Ascending or Descending order

**Revenue Highest/Lowest:** Sort Bids based on 'Highest/Lowest Revenue'

**Quantity Highest/Lowest:** Sort Bids based on 'Highest/Lowest Quantity'



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GeM Government e Marketplace CRM

Sort By: Close Date Asc ▾ Filter By: All ▾ Group By: None ▾ Search 🔍

n Date & Ti	QTY	Approx Revenue	Bid Close Date & Time	Priority	C
8/3/2021 22:0					
8/3/2021 21:5	2	₹ 80,000.00	09/01/2021 11:00:00		
8/7/2021 22:1	3	₹ 120,000.00	09/01/2021 18:00:00		
8/7/2021 22:0	3	₹ 120,000.00	08/02/2021 11:00:00		
8/7/2021 21:5	5	₹ 200,000.00	08/02/2021 12:00:00		
8/7/2021 21:5	1	₹ 40,000.00	08/02/2021 13:00:00		
8/7/2021 21:5	3	₹ 120,000.00	08/02/2021 13:00:00		
8/7/2021 21:4	1	₹ 40,000.00	08/02/2021 14:00:00		
8/7/2021 21:32:04	5	₹ 200,000.00	08/02/2021 15:00:00		
8/7/2021 22:39:33	116	₹ 4,640,000.00	08/02/2021 17:00:00		



## Filter By Dropdown Values:



You can filter the Bids based on the below filter values

***Catalog Paired, Participated, L1, Contract Received, No Star, Star, 2 Star, 3 Star***

1

Note: you must have assigned the respective bid stage (or) priority level to respective bids



Category	Bid Close Date & Time	Priority	C
	09/01/2021 11:00:00		
	09/01/2021 18:00:00		
	08/02/2021 11:00:00		
	08/02/2021 12:00:00		
AIO (old)	08/02/2021 13:00:00		
AIO (old)	08/02/2021 13:00:00		
AIO (old)	08/02/2021 14:00:00		
AIO (old)	08/02/2021 15:00:00		
AIO (old)	08/02/2021 17:00:00		
AIO (old)	08/02/2021 18:00:00		
AIO (old)	08/02/2021 20:00:00		



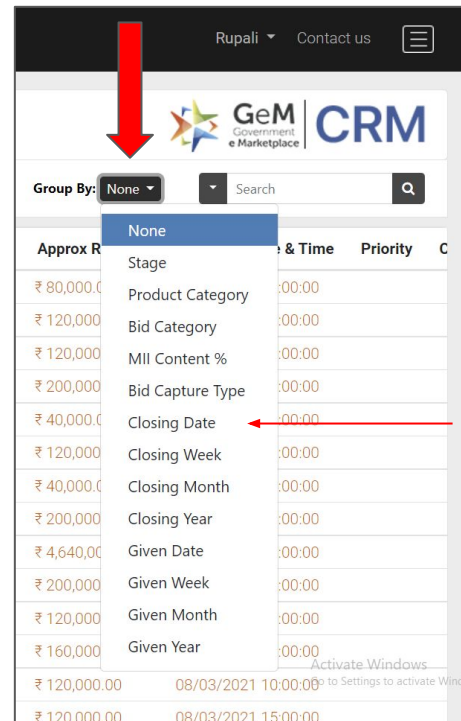
## Group By Dropdown Values:



You can group the Bids based on the below values

**Stage, Product Category, Bid Category, MII Content %, Bid Capture Type, Closing Date, Closing Week, Closing Month, Closing Year, Given Date, Given Week**

**Tip: Group By 'Closing Date' is the HOT FEATURE, will group the Bids based on closing date, so you can plan your bid participation priorities.**






## Search:


'Search' just type/paste the Bid number and find it instantly !!! .




Search

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 Assigned BID's

 **GeM**  
Government Marketplace

**CRM**

Assigned BID's Clear All Sort By: Close Date Asc ▾ Filter By: All ▾ Group By: None ▾ ▾ GEM/2021/B/1381162 

BID #	Bid Category	Stage	Given Date & Time	Product Category	QTY	Approx Revenue	Bid Close Date & Time	Priority	Catalo
<a href="#">GEM/2021/B/1381162</a>		Price Shared	28/07/2021 10:48:51	Desktop/AIO (old)	3	₹ 120,000.00	08/03/2021 10:00:00		





## Screen 3: Bid details page

Click the buttons to change the Bid stage/status !!!

Click here to **Download** all Bid related documents (Bid document / MAF / MII declaration etc etc.,)

Click on **GeM Fields** / **GeM Customer** / **Bid Details** tabs for **Price**, **CatalogID**, **Model No.**, **SKU No**, **Customer details**, **Bid category/type** etc.,

Assigned BID's  
/ GEM/2021/B/1378948



GEM/2021/B/1378948

₹ 40,000.00

Current stage of the Bid → **L1**

Catalog Paired

Participated

Contract Recvd

Lost

Customer: Crystal Enterprises, Rupali

Email: cryent@yahoo.co.in

Mobile: 9945614517

Salesperson: Salim Khan

Sales Team: GeM

Attachments: 1

Quantity: 1

Product Category: Desktop/AIO (old)

Expected Revenue: 40,000.0

Priority: ★★ ★

Internal Note

GeM Fields

GeM Customer

Bid Details

GeM Model No.: Desk PC 103

GeM SKU: Desk PC 103-G1519

GeM Catalog ID: S116877-20692581873-cat

Bid Closing Date & Time: 08/02/2021 13:00:00

Price (With Win 10 Pro OS): 44,790

1. The Above price is EXCLUSIVE of 18% GST

2. Please refer 'GeM Bid Overview' email containing this Bid Number for Additional Terms & Conditions on Price, Validity, Delivery, Installation & Warranty.



# Please attach 'Bid Participation Document'



Once you participate in Bid, move the respective bid to 'Participated' stage. By clicking on the button

It is mandatory to attach 'Bid Participation Document' to move to this stage !!!



The screenshot displays the RDP CRM interface. A modal window titled "Bid Participation Document" is open, showing an "Upload Document" section with a "Choose File" button and the text "No file chosen". Below the modal, the "Participated" button is highlighted. The background interface shows the "Assigned Bids" section for bid "GEM/2021/B/1462383" with a value of ₹ 200,000.00. The bid status is "Participated". Below this, customer details are listed: Customer: GeM CRM Bid User, Email: 9945614517, Mobile: 9945614517, Salesperson: Omprakash Reddy | RDP, Sales Team: GeM, Attachments: 1. To the right, product details are shown: Quantity: 5, Product Category: Desk PC, Expected Revenue: 200,000.0, Priority: ★★★. At the bottom, the "GeM Customer" tab is active, showing details: GeM Customer Name: Home Department Himachal Pradesh, Customer City: Shimla, Customer Pincode: 171002, Customer State: Himachal Pradesh (IN).





# Please attach GeM 'Contract' Document



Once you receive the Contract copy please click on “**Contract Received**” button and attach the Contract !!!

To start the order processing...



The screenshot displays the RDP CRM interface. A modal window titled "GeM Contract Document" is open, featuring an "Upload Copy" section with a "Choose File" button and the text "No file chosen". An arrow points from the "Contract Received" button in the background to the "Choose File" button. The background interface includes a header with the RDP logo, a navigation bar with "Assigned BID's" and "GEM/2021/B/1487832", and a main content area with a "GEM/2021/B/1487832" entry showing a value of ₹ 40,000.00. Below this are buttons for "Catalog Paired", "Participated", "Contract Recvd", and "Lost". A detailed information section follows, listing fields such as Customer, Email, Mobile, Salesperson, Sales Team, Attachments, Quantity, Product Category, Expected Revenue, and Priority. At the bottom, there are tabs for "Internal Note", "GeM Fields", "GeM Customer", and "Bid Details", along with fields for "Bid Capture Type", "Bid Category Type", and "MII Content Required".



# Please select the Lost reason



If you have Lost the Bid, click on '**Lost**' button to move it to the Lost stage and select the Lost Reason from the dropdown.



The screenshot displays the RDP GeM interface. At the top, the 'Assigned Bids' section shows 'GEM/2021/B/1487832' with a value of '₹ 40,000.00'. Below this, there are four buttons: 'Catalog Paired', 'Participated', 'Contract Recvd', and 'Lost'. The 'Lost' button is highlighted in red. A dropdown menu is open from the 'Lost' button, titled 'Lost Reason', showing a list of reasons for losing a bid. The list includes: 'We don't have people/skills', 'Not enough stock', 'Interested in buying big brands', 'Duplicate', 'GeM - Lost in L2', 'GeM - Lost in L3', 'GeM - Lost in L4-10', 'GeM - Lost in L10+', 'GeM - Not Participated [Bcoz of RP Negligence]', 'GeM - GIGO', 'GeM - Not Participated [Bcoz of High Price]', 'GeM - Contract Received & Not Executed', 'GeM - Bid Cancelled', 'GeM - Technically Disqualified', 'GeM - Duplicate', 'GeM - RDP Process Delay', 'GeM - Other', and 'Not able to match ask price'. The 'Lost Reason...' option is currently selected at the top of the dropdown.

**RDP**

Assigned Bids  
/ GEM/2021/B/1487832

GEM/2021/B/1487832  
₹ 40,000.00

Catalog Paired Participated Contract Recvd **Lost**

Customer: GeM CRM Bid User  
Email:  
Mobile: 9945614517  
Salesperson: Omprakash Reddy | RDP  
Sales Team: GeM  
Attachments: 2

Internal Note GeM Fields GeM Customer Bid Details

Bid Capture Type: MII Content Required:  
Bid Category Type:

**Lost Reason**

Lost Reason...

- Lost Reason...
- We don't have people/skills
- Not enough stock
- Interested in buying big brands
- Duplicate
- GeM - Lost in L2
- GeM - Lost in L3
- GeM - Lost in L4-10
- GeM - Lost in L10+
- GeM - Not Participated [Bcoz of RP Negligence]
- GeM - GIGO
- GeM - Not Participated [Bcoz of High Price]
- GeM - Contract Received & Not Executed
- GeM - Bid Cancelled
- GeM - Technically Disqualified
- GeM - Duplicate
- GeM - RDP Process Delay
- GeM - Other
- Not able to match ask price



# Bids List View in Blue & Red Color



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Assigned BID's

Assigned BID's Clear All Sort By: Close Date Asc Filter By: All Group By: None Search

BID #	Bid Category	Stage	Given Date & Time	Product Category	QTY	Approx Revenue	Bid Close Date & Time	Priority
GEM/2021/B/1449624	Catalog Paired		24/08/2021 20:00:20	Desk PC	1	₹ 40,000.00	31/08/2021 17:00:00	
GEM/2021/B/1387273	Catalog Paired		02/08/2021 22:44:07	Desktop/AIO (old)	1	₹ 40,000.00	08/09/2021 12:00:00	
GEM/2021/B/1394897	Price Shared		02/08/2021 23:29:40	Desktop/AIO (old)	1	₹ 40,000.00	08/09/2021 15:00:00	
GEM/2021/B/1398781	Price Shared		02/08/2021 23:52:19	Desktop/AIO (old)	10	₹ 400,000.00	08/09/2021 16:00:00	
GEM/2021/B/1398858	Price Shared		02/08/2021 23:55:54	Desktop/AIO (old)	26	₹ 1,040,000.00	08/09/2021 16:00:00	
GEM/2021/B/1390062	Price Shared		02/08/2021 22:54:33	Desktop/AIO (old)	10	₹ 400,000.00	08/09/2021 17:00:00	
GEM/2021/B/1400033	Price Shared		02/08/2021 23:59:15	Desktop/AIO (old)	6	₹ 240,000.00	08/09/2021 17:00:00	
GEM/2021/B/1404384	Price Shared		03/08/2021 00:01:46	Desktop/AIO (old)	6	₹ 240,000.00	08/09/2021 17:00:00	
GEM/2021/B/1447106	Price Shared		02/09/2021 22:09:49	Desk PC	3	₹ 120,000.00	09/09/2021 10:00:00	
GEM/2021/B/1424758	Waiting for Price		02/09/2021 22:01:19	Servers (old)	3	₹ 120,000.00	09/09/2021 13:00:00	
GEM/2021/B/1415540	Waiting for Price		02/09/2021 21:59:07	Desktop/AIO (old)	12	₹ 480,000.00	09/09/2021 14:00:00	
GEM/2021/B/1455134	Waiting for Price		02/09/2021 22:20:58	Desktop/AIO (old)	3	₹ 120,000.00	09/09/2021 15:00:00	
GEM/2021/B/1466091	Price Shared		02/09/2021 22:26:10	Desk PC	40	₹ 1,600,000.00	09/09/2021 15:00:00	
GEM/2021/B/1473550	Waiting for Price		02/09/2021 22:09:04	Servers (old)	2	₹ 80,000.00	09/09/2021 18:00:00	
GEM/2021/B/1469529	Price Shared		02/09/2021 22:14:12	Desk PC	5	₹ 200,000.00	09/09/2021 18:00:00	
GEM/2021/B/1474031	Waiting for Price		02/09/2021 21:46:11	Desktop/AIO (old)	5	₹ 200,000.00	09/09/2021 19:00:00	
GEM/2021/RA/87595	Waiting for Price		06/09/2021 21:21:19	Sprint	1	₹ 40,000.00	13/09/2021 11:00:00	

■ Bid lines will show in Red Color to indicate bid participation date & time is over.



■ Bid lines will show in Blue Color to indicate bid participation closing day is today.



# Bid related communication



GEM/2021/B/1415540  
₹ 480,000.00 Waiting for Price

[Catalog Paired](#) [Participated](#) [L1](#) [Contract Recvd](#) [Lost](#)

Customer:	Crystal Enterprises, Rupali	Quantity:	12
Email:	crjem@yahoo.co.in	Product Category:	Desktop/AIO (old)
Mobile:	9949614517	Expected Revenue:	480,000.0
Salesperson:	Kaustubh Nikharg	Priority:	***
Sales Team:	GeM		
Attachments:	1		

[Internal Note](#) [GeM Fields](#) [GeM Customer](#) [Bid Details](#)

50% Local content

### Communication

There are no comments for now.

Write a message...

[Send](#)

- Any additional documentation request related to this bid
- Price negotiations
- or any kind of communication related to this bid with RDP

*Please request thru this window only & you'll get reply also thru this lognote only !!!*



**RDP**

# Create Support Ticket



(1) Write your support request to [support@rdp.in](mailto:support@rdp.in)

(2) Fill your support request thru [www.rdp.in/contactus](http://www.rdp.in/contactus)

(3) You can call to 040-48161111 (10 am to 6 pm) (Mon-Sat)

(4) Create Ticket thru this CRM & track in a real time

**RDP**

Support Ticket Creation Form

Your Email \*

Your Name \*

Your Mobile \*

Model Name \*

Serial No. \*

Warranty Type \*

Attach Invoice  No file chosen

Ticket Subject \*

Problem Description \*

<https://rdp.in/my/ticket/create?kw=%7B%7D>

Vikram Test

- My Account
- Refer And Earn
- Logout
- Create Ticket
- Create New

India

1234 567890

iamrvicky@gmail.com

4



# CRM User Guide | RDP GeM Guidelines (TnC) to Partners *PPTs*



**RDP** 1 Vikram Test Contact us

Assigned BID's GeM Government e Marketplace **CRM**

Assigned BID's Clear All Sort By: Close Date Asc Filter By: All Group By: None Search

CRM User Guide Guidelines (TnC)

BID #	Bid Category	Stage	Given Date & Time	Product Category	QTY	Approx Revenue	Bid Close Date	Time	Prior	Catalo
<a href="#">GEM/2021/B/1444710</a>		Price Shared	27/08/2021 14:45:26	Desk PC	3	₹ 120,000.00	09/01/2021 10:00:00			
<a href="#">GEM/2021/B/1436031</a>		Price Shared	27/08/2021 14:45:03	Servers (old)	3	₹ 120,000.00	09/01/2021 11:00:00			
<a href="#">GEM/2021/B/1457064</a>		Price Shared	28/08/2021 15:53:08	Desk PC	5	₹ 200,000.00	09/02/2021 00:00:00			
<a href="#">GEM/2021/B/1405781</a>		Price Shared	28/08/2021 15:34:27	Desk PC	106	₹ 4,240,000.00	09/02/2021 09:00:00			
<a href="#">GEM/2021/B/1339961</a>		Price Shared	28/08/2021 15:35:24	Sprint	1	₹ 40,000.00	09/02/2021 10:00:00			
<a href="#">GEM/2021/B/1448144</a>		Price Shared	28/08/2021 15:50:30	Desk PC	1	₹ 40,000.00	09/02/2021 10:00:00			
<a href="#">GEM/2021/B/1448630</a>		Price Shared	28/08/2021 15:51:18	Desk PC	1	₹ 40,000.00	09/02/2021 10:00:00			
<a href="#">GEM/2021/B/1384386</a>		Price Shared	28/08/2021 15:30:35	Desk PC	2	₹ 80,000.00	09/02/2021 11:00:00			
<a href="#">GEM/2021/B/1448334</a>		Price Shared	28/08/2021 15:50:51	Desk PC	1	₹ 40,000.00	09/02/2021 11:00:00			
<a href="#">GEM/2021/B/1423261</a>		Price Shared	28/08/2021 15:29:24	Desk PC	125	₹ 5,000,000.00	09/02/2021 12:00:00			
<a href="#">GEM/2021/B/1401048</a>		Price Shared	28/08/2021 15:31:01	Desk PC	100	₹ 4,000,000.00	09/02/2021 12:00:00			
<a href="#">GEM/2021/B/1406522</a>		Price Shared	28/08/2021 15:34:53	Desk PC	1	₹ 40,000.00	09/02/2021 12:00:00			
<a href="#">GEM/2021/B/1437467</a>		Price Shared	28/08/2021 15:49:50	Desk PC	1	₹ 40,000.00	09/02/2021 13:00:00			



## Back & Next buttons:



Incognito

Video Pinyin Chart Coronavirus (COV... Odoo 12 Best Pra... MAIT MSME Chap... Odoo

Reading List

Vikram Test Contact us

GeM Government e Marketplace CRM

436031

Price Shaded

sted L1 Contract Recvd Lost

DP India, Vikram Test  
amrvicky@gmail.com  
945614517

Quantity: 3  
Product Category: Servers (old)  
Expected Revenue: 120,000.0

Imprakash Reddy | RDP  
GeM  
1

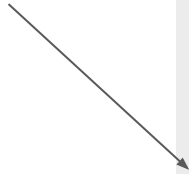
Priority: ★★ ★

GeM Customer Bid Details



# Support Ticket Page

All your Support Tickets you can see in this tab.



**RDP**

Omprakash Reddy | RDP ▼ [Contact us](#) ☰

### Your Documents

Quotations	4
Sales Orders	29
Purchase Orders	1660
Invoices	4813
Projects	12
Tasks	381
Assigned Tickets	10018

### Your Details [Edit](#)

**Omprakash Reddy | RDP**

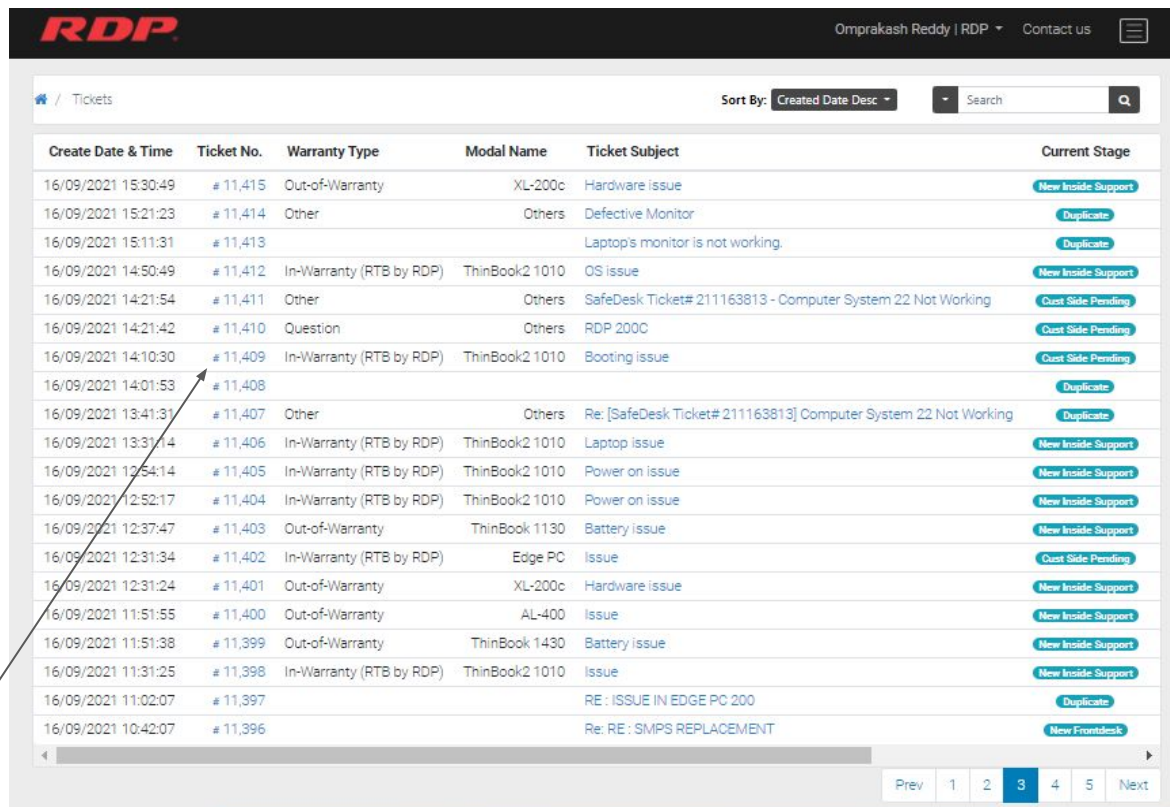
☎ 09381743549

✉ [ecom@rdp.in](mailto:ecom@rdp.in)





## List view page of Support Ticket page



Create Date & Time	Ticket No.	Warranty Type	Modal Name	Ticket Subject	Current Stage
16/09/2021 15:30:49	# 11,415	Out-of-Warranty	XL-200c	Hardware issue	New Inside Support
16/09/2021 15:21:23	# 11,414	Other	Others	Defective Monitor	Duplicate
16/09/2021 15:11:31	# 11,413			Laptop's monitor is not working.	Duplicate
16/09/2021 14:50:49	# 11,412	In-Warranty (RTB by RDP)	ThinBook2 1010	OS issue	New Inside Support
16/09/2021 14:21:54	# 11,411	Other	Others	SafeDesk Ticket# 211163813 - Computer System 22 Not Working	Cust Side Pending
16/09/2021 14:21:42	# 11,410	Question	Others	RDP 200C	Cust Side Pending
16/09/2021 14:10:30	# 11,409	In-Warranty (RTB by RDP)	ThinBook2 1010	Booting issue	Cust Side Pending
16/09/2021 14:01:53	# 11,408				Duplicate
16/09/2021 13:41:31	# 11,407	Other	Others	Re: [SafeDesk Ticket# 211163813] Computer System 22 Not Working	Duplicate
16/09/2021 13:31:14	# 11,406	In-Warranty (RTB by RDP)	ThinBook2 1010	Laptop issue	New Inside Support
16/09/2021 12:54:14	# 11,405	In-Warranty (RTB by RDP)	ThinBook2 1010	Power on issue	New Inside Support
16/09/2021 12:52:17	# 11,404	In-Warranty (RTB by RDP)	ThinBook2 1010	Power on issue	New Inside Support
16/09/2021 12:37:47	# 11,403	Out-of-Warranty	ThinBook 1130	Battery issue	New Inside Support
16/09/2021 12:31:34	# 11,402	In-Warranty (RTB by RDP)	Edge PC	Issue	Cust Side Pending
16/09/2021 12:31:24	# 11,401	Out-of-Warranty	XL-200c	Hardware issue	New Inside Support
16/09/2021 11:51:55	# 11,400	Out-of-Warranty	AL-400	Issue	New Inside Support
16/09/2021 11:51:38	# 11,399	Out-of-Warranty	ThinBook 1430	Battery issue	New Inside Support
16/09/2021 11:31:25	# 11,398	In-Warranty (RTB by RDP)	ThinBook2 1010	Issue	New Inside Support
16/09/2021 11:02:07	# 11,397			RE : ISSUE IN EDGE PC 200	Duplicate
16/09/2021 10:42:07	# 11,396			Re: RE : SMPS REPLACEMENT	New Frontdesk

Once you click on Assigned tickets you can see all the ticket details in this page with their current status.



# Status of your Ticket

The screenshot displays the RDP CRM interface. At the top, the RDP logo is on the left, and the user 'Omprakash Reddy | RDP' with a 'Contact us' link is on the right. A light blue banner below the header states 'This is a preview of the customer portal -> Back to edit mode'. The main content area shows the ticket details for '#11415'. The ticket subject is 'Hardware issue', reported on '16/09/2021', and reported by 'Hirakdhar' (hirakdhar2008@gmail.com). The mobile number is '8116138675', the model name is 'XL-200c', the serial number is 'RDPXL20185001', and the warranty type is 'Out-of-Warranty'. The ticket is assigned to 'Srikanth | RDP' (srikanth@rdp.in). The description is 'No description'. Below the ticket details, there is a section for 'Message and communication history' showing '1 comment'. At the bottom, there is a 'Write a message...' input field with a user profile icon on the left.

Ticket Subject	Hardware issue
Reported on	16/09/2021
Reported by	<b>Hirakdhar</b> hirakdhar2008@gmail.com
Mobile No.	8116138675
Model Name	XL-200c
Serial No.	RDPXL20185001
Warranty Type	Out-of-Warranty
Assigned to	<b>Srikanth   RDP</b> srikanth@rdp.in
Description	No description

Message and communication history

1 comment

Write a message...

If you want check the specific ticket status click on that particular ticket and you can track the all details in the chatter.

