

SMART ENTERPRISE
S O L U T I O N S

Welcome to Smart Enterprise Solutions

USER MANUAL
ENTITY

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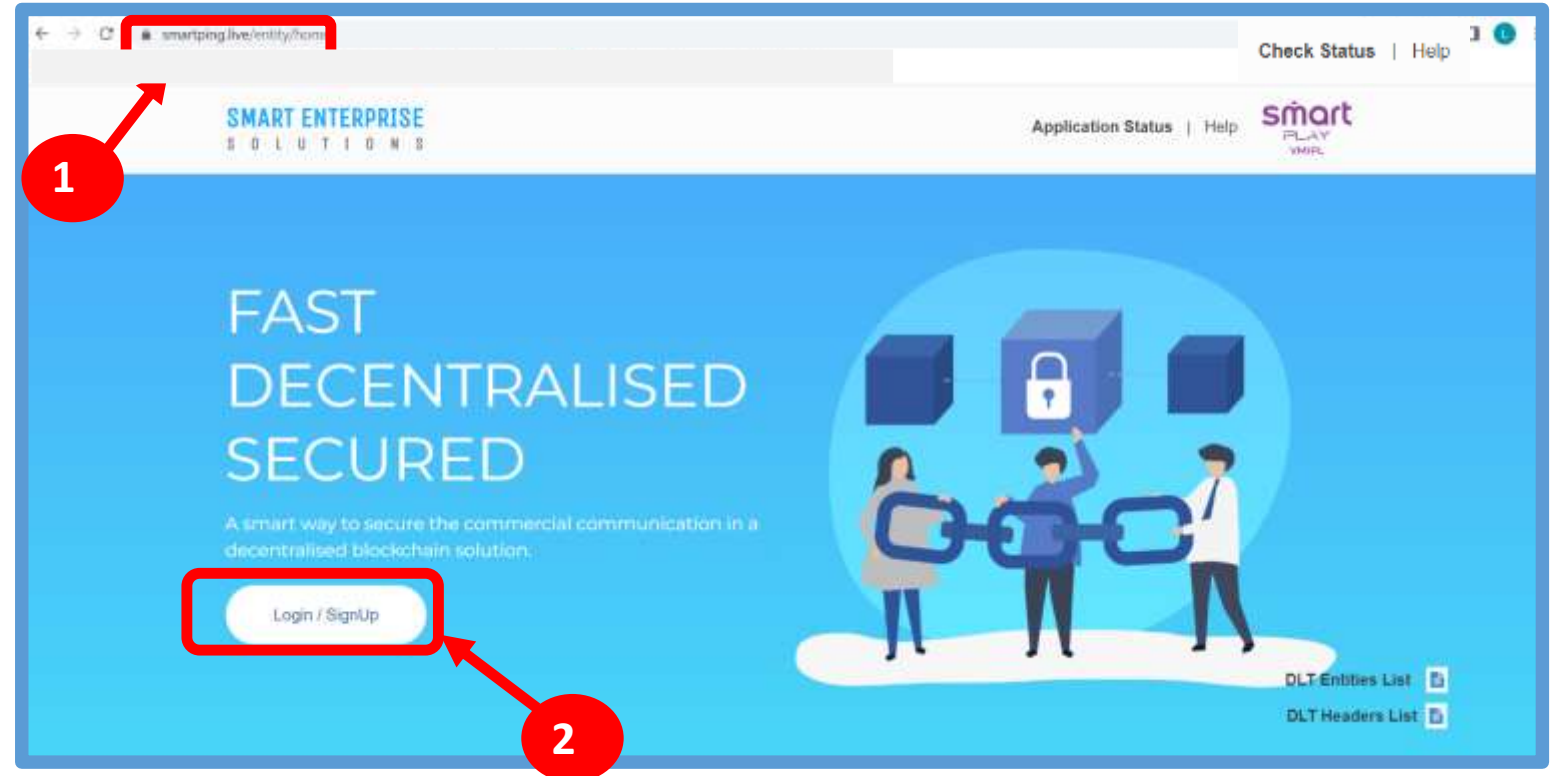
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WEBSITE / LANDING PAGE

- 1 Visit www.smartping.live URL to Login/Register yourself as Entity/Telemarketer
- 2 Click on Login/Signup button to Login or register yourself as Entity/Telemarketer



REGISTRATION

REGISTRATION – SELECT TYPE OF REGISTRATION

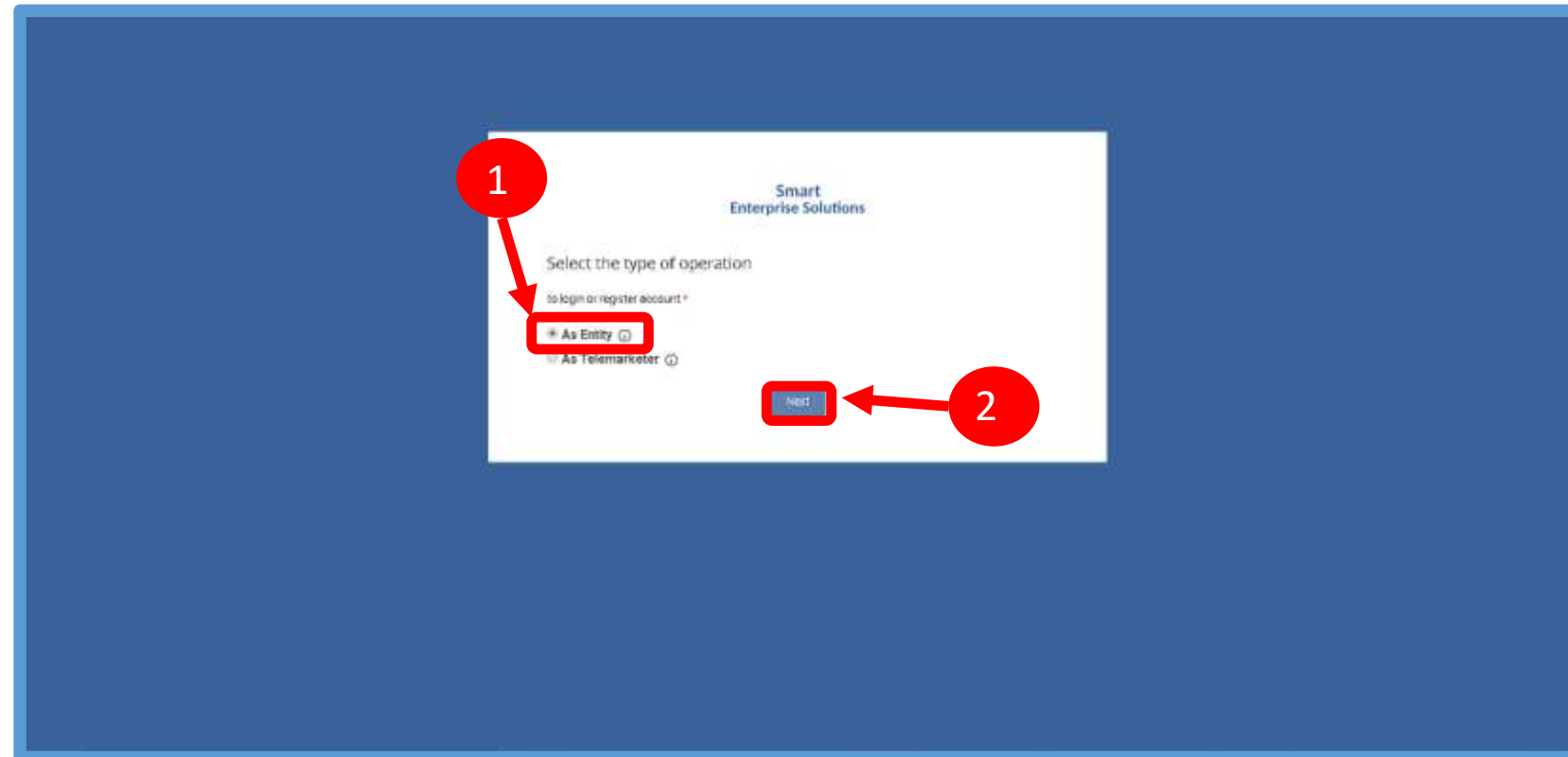
1 To register yourself as an Entity on the portal, select the “**As Entity**” option in the Type of Operation.



A Business unit, Company, Legally Recognised Institution or Person engaged in business or service who would like to send communications to customers or intended recipients through SMS or voice call through a registered telemarketer.

2

Click **Next** button for further steps towards registration.



REGISTRATION - ENTITY LOGIN /SINGUP PAGE

3

Click on **Click Here** Button to start new registration process.

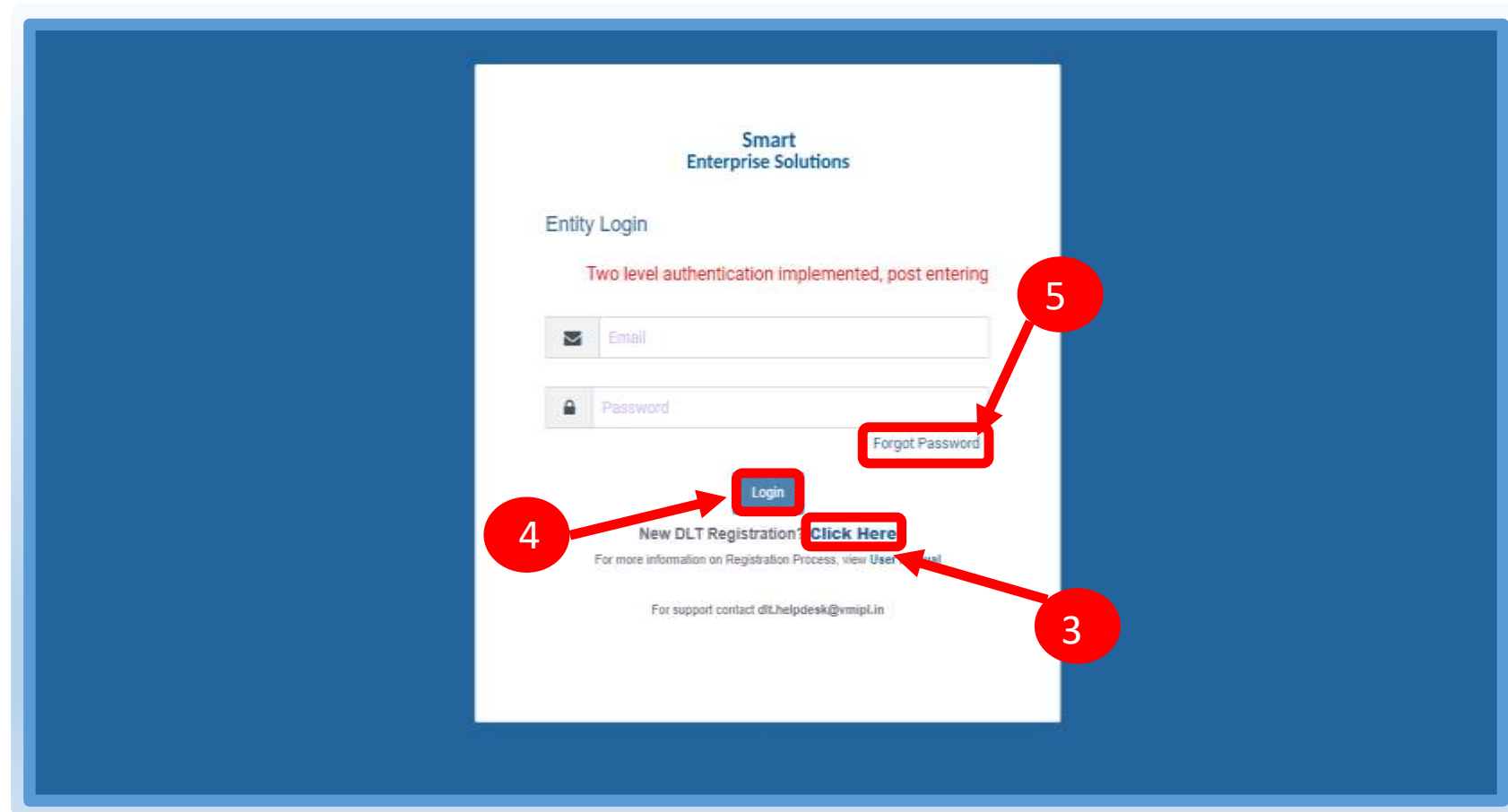
4

Put in Email ID & Password and Click **Login** Button to access the panel, if you already registered as Entity.

5

Click **Forgot password?** in case you forgot the password.

(The New Password will be sent to your Registered Email ID.)

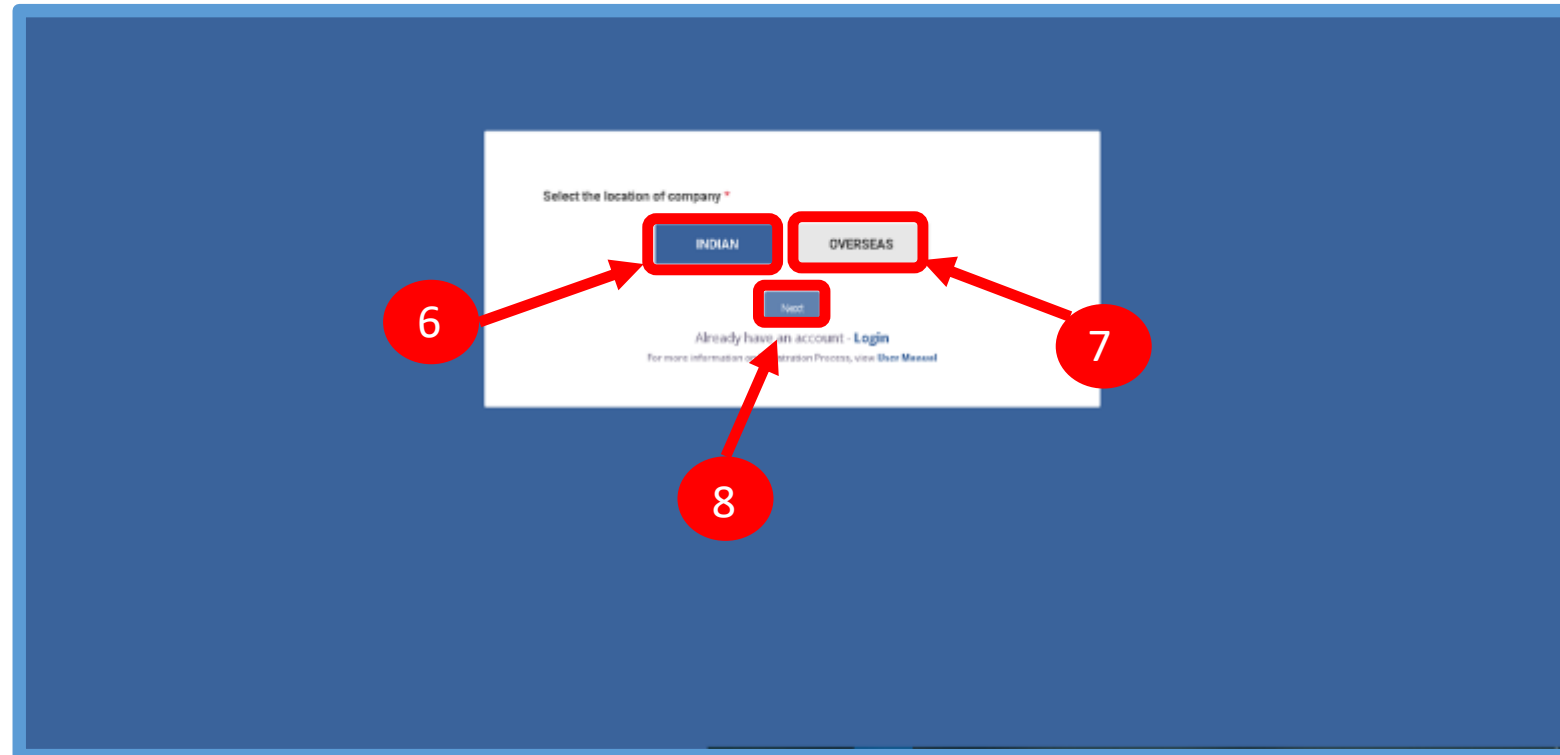


REGISTRATION - SELECT COMPANY LOCATION

6 Select the Location of Company. Choose **Indian** if your company is Indian Origin.

7 Choose **Overseas** if your company is Overseas origin.

8 After selecting the company's location click **Next** Button for further steps.



NEW ENTITY REGISTRATION

NEW ENTITY REGISTRATION

1

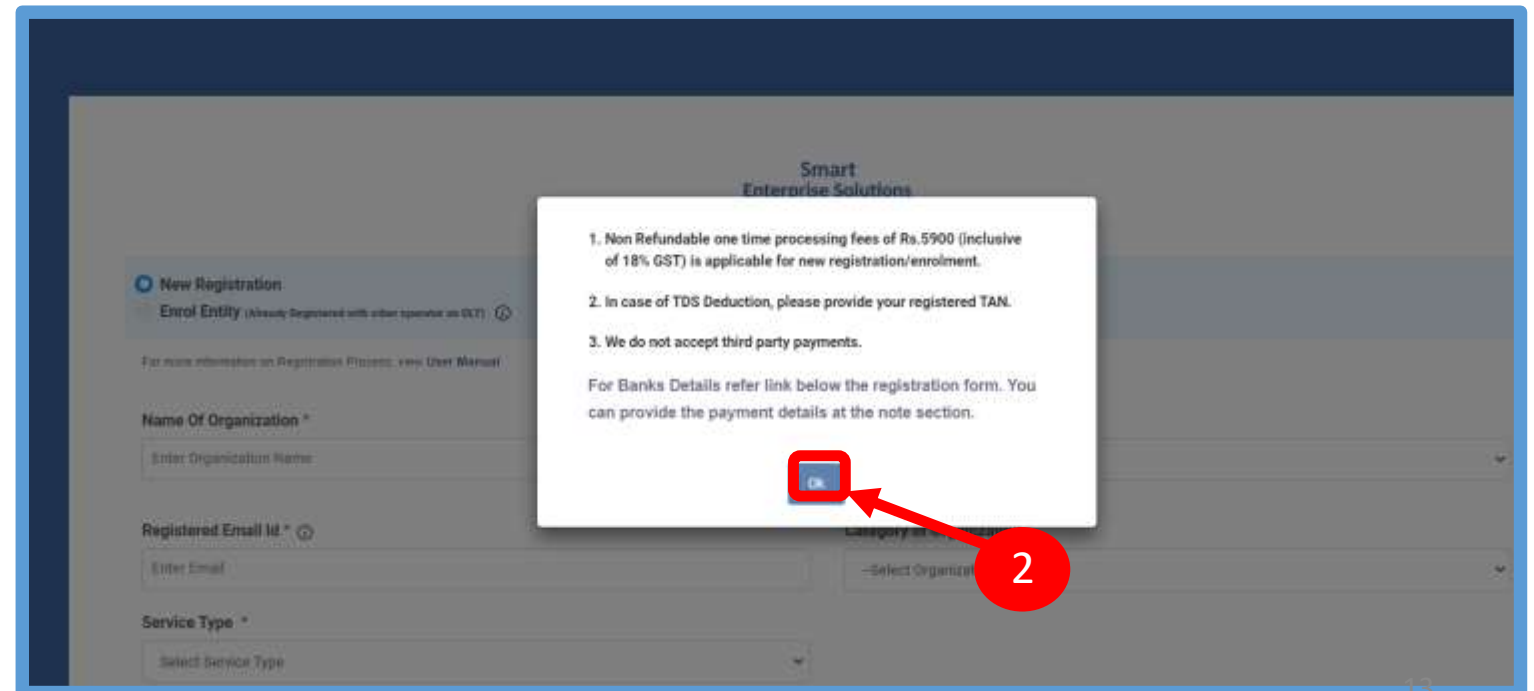
Select the Registration type. Choose **New Registration** if you are registering for the first time.



2

After Selecting New Registration, confirm the Payment terms by clicking **Ok** button.

Duly fill the customer acquisition form and submit.



NEW ENTITY REGISTRATION - SIGN UP/ MOBILE VERIFICATION

3 You will receive an OTP on your registered Mobile number and Email ID to verify mobile number. Enter OTP and click **Submit** button.

4 If in case OTP not received, click **Resend** button

The screenshot shows a web form titled "Authorized Person Information" with a green notification banner at the top that says "Otp sent successfully." The form contains the following fields and buttons:

- Name ***: Text input field containing "Testing".
- Designation ***: Text input field containing "CEO".
- Authorization Document ***: File upload field with a "Choose File" button and the filename "elegant-white-background-with-shiny-lines_1017-17580.jpg".
- Email ***: Text input field containing "testingdata1@yopmail.com".
- Mobile No. * (Not Verified)**: A field with a country code dropdown set to "+91" and a main input field containing "9350007683". A red circle with the number "3" and an arrow points to the "Verify" button next to this field.
- Mobile No. * (Not Verified)**: A section containing a message: "OTP has been sent to Authorized person's Mobile number 9350007683 and company's email id testingdata1@yopmail.com and if you want to edit this number click here." Below this is an "Enter OTP" input field.
- Buttons**: A "Resend" button (highlighted with a red circle and arrow labeled "4") and a "Submit" button are located below the OTP field.
- Payment Details**: A section with a link "click here for bank details" and a text input field with the placeholder "Please provide the payment details".

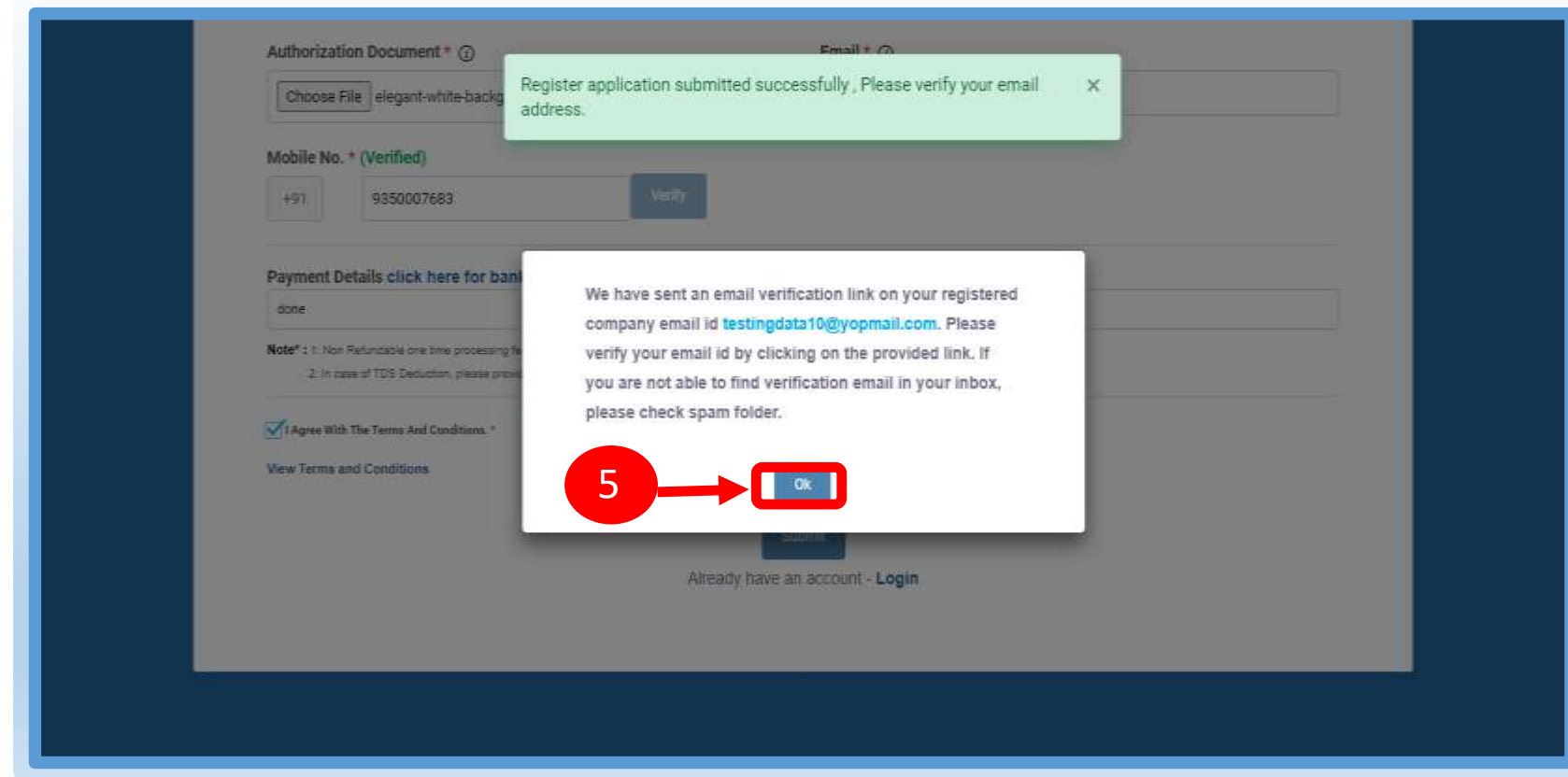
NEW ENTITY REGISTRATION - EMAIL CONFIRMATION LINK

5

After forms submission, a verification link will be sent to your registered email Id.

Click **OK** button once you read the message and validate your mail by clicking the verification link received on your registered email id.

Please check your email inbox as well as spam folder for the verification link.

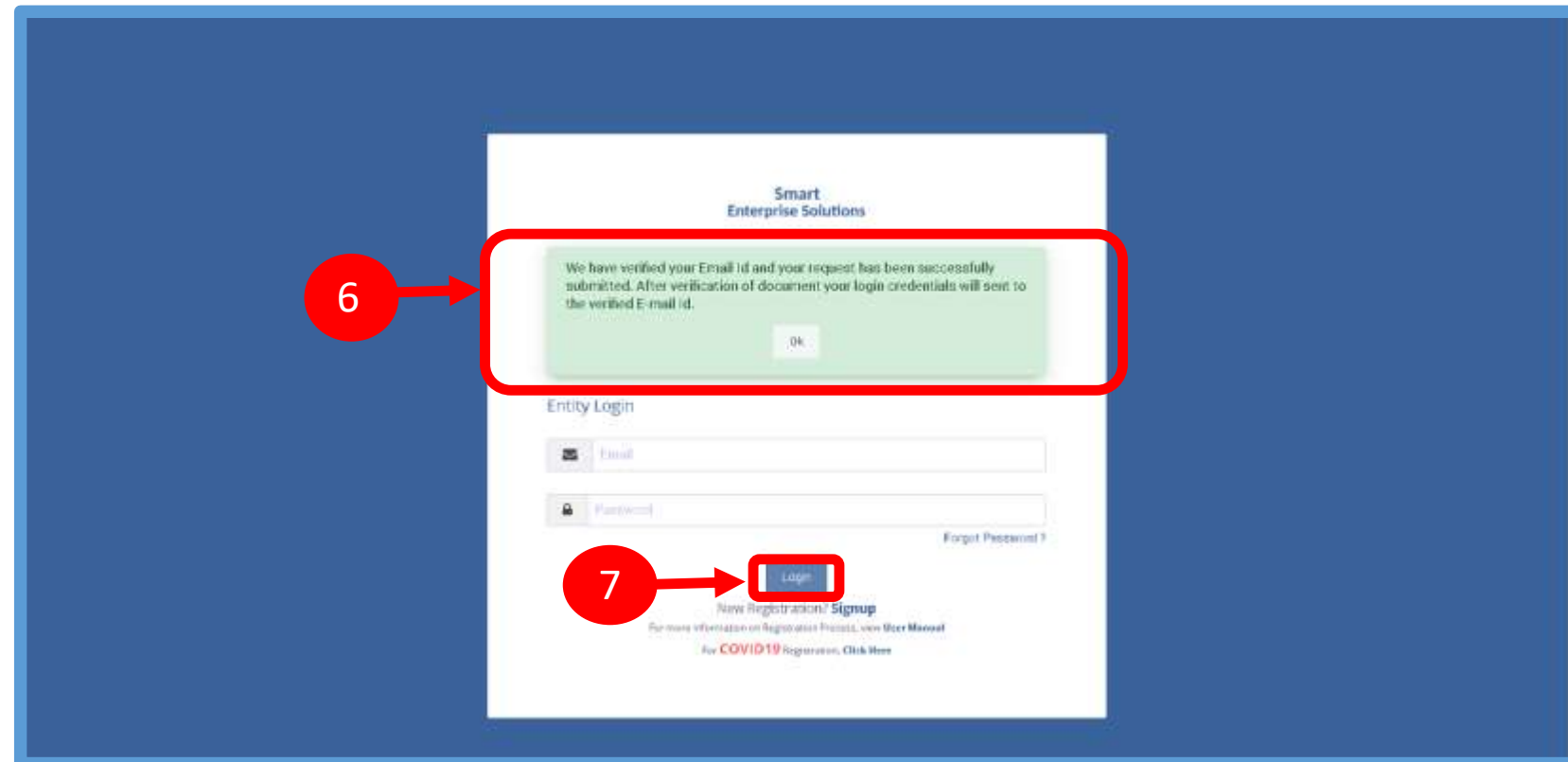


NEW ENTITY REGISTRATION - EMAIL VERIFICATION CONFIRMATION

6 On successful email id verification you will receive a message confirming the submission of your application.

Once Operator approves your application, you will receive login credentials on your registered email id.

7 Use the login credentials sent by the operator to access the Entity portal and Click **Submit**.



ENROL ENTITY (ALREADY REGISTERED)

ENTITY ENROLMENT – INITIATION

1 Choose **Enrol Entity** if your company is already registered on different operator and Fill the form.

i *Entity already registered with other operator on DLT can enrol by providing Entity ID (DLT Registration Number)*



ENTITY ENROLMENT – SUBMISSION OF ENTITY ID

2 After selecting **Enrol Entity** the form will scroll down which needs to be filled by the user for registering

2

The screenshot shows a web interface for 'Smart Enterprise Solutions'. A modal dialog box is open in the center, displaying the following text:

- 1. Non Refundable one time processing fees of Rs.5900 (inclusive of 18% GST) is applicable for new registration/enrolment.
- 2. In case of TDS Deduction, please provide your registered TAN.
- 3. We do not accept third party payments.

Below the list, it says: "For Banks Details refer link below the registration form. You can provide the payment details at the note section." There is an "Ok" button at the bottom of the modal.

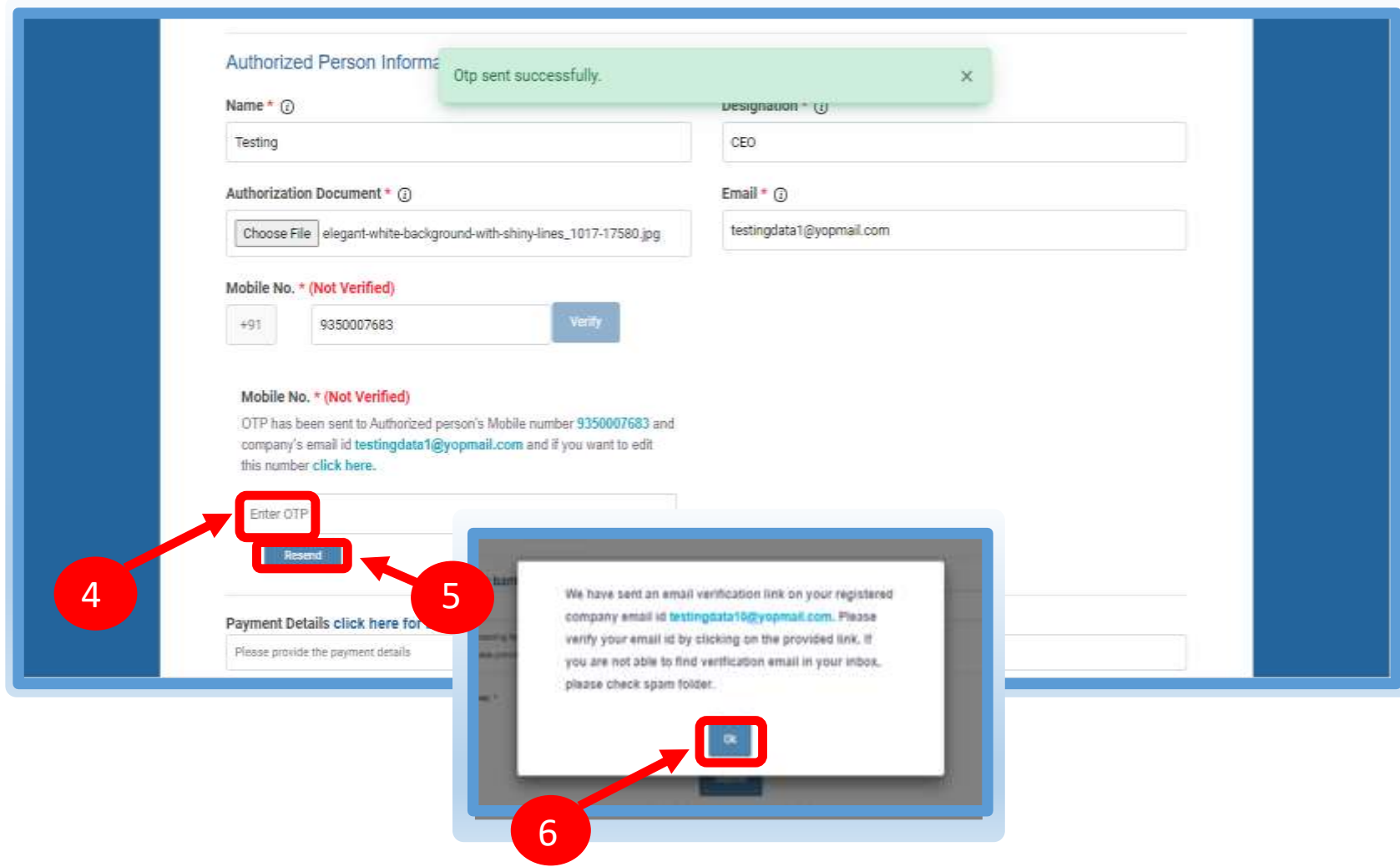
The background form is titled "New Registration" and has a radio button selected for "Enrol Entity (Already Registered with other operator on...)". Below this, there are several input fields: "Entity Id *", "Date Of Registration *", "Name Of Organization *", and "Entity Type *". A red box highlights the "Enrol Entity" option and the "Entity Id" field. A red circle with the number "2" points to the "Enrol Entity" option. Another red circle with the number "3" points to the "Entity Type" field.

3 Type in the already registered **Entity Id** and click View details button. Duly Fill the form and click Submit.

3

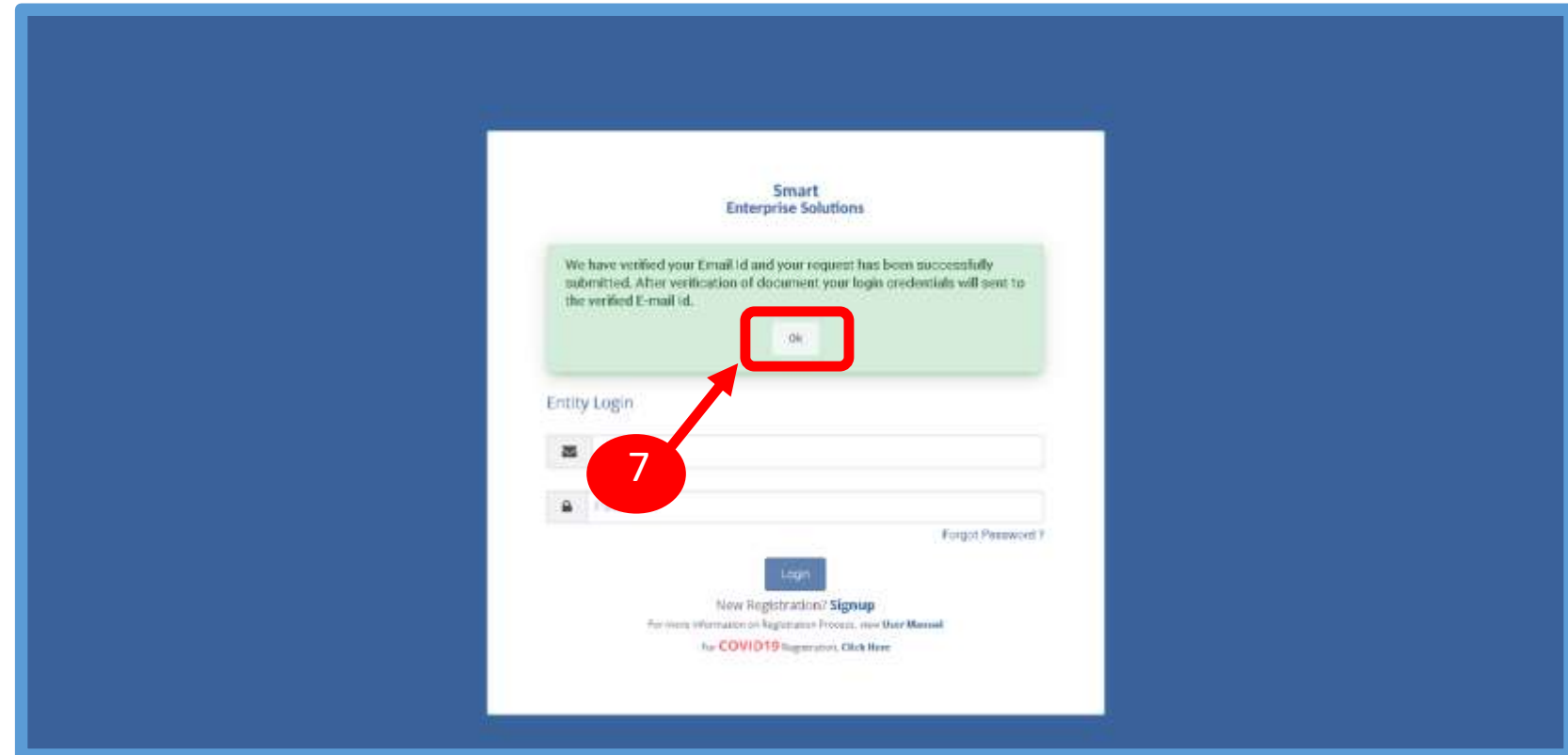
ENTITY ENROLMENT – OTP /EMAIL VERIFICATION PROCESS

- 4** You will receive an **One Time Password (OTP)** on your registered Mobile number and Email ID to verify mobile number.
Enter OTP and click **Submit** button.
 - 5** If in case OTP not received, click **Resend** button
 - 6** After form submission, a verification link will be sent to your registered email Id.
Click **OK** button once you read the message and validate your mail by clicking the verification link received on your registered email id.
- Please check your email inbox as well as spam folder for the verification link.



ENTITY ENROLMENT - SUCCESSFUL REQUEST SUBMISSION

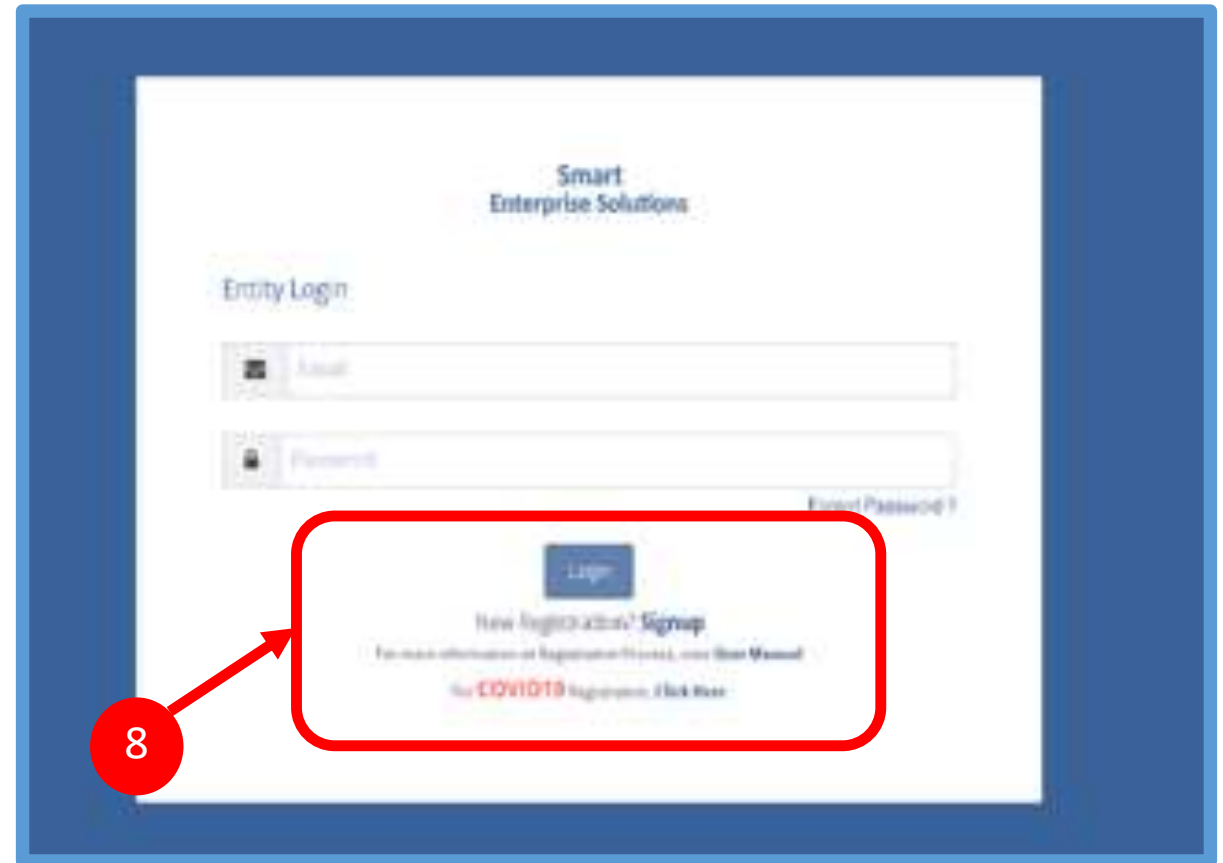
7 After email verification Click **OK** button to confirm. Once Operator approves your application, you will receive login credentials on your registered email id.



ENTITY ENROLMENT - ENTITY LOGIN PANEL

8

If you are already registered as Entity.
Put your User ID (Email ID) & Password and
Click the **Login** button to access the panel.



8

ENTITY ENROLMENT – TWO WAY AUTHENTICATION PROCESS

9

You have to complete the **Two Way Authentication Process** by submitting the OTP received on option chosen.

Please complete Two-factor authentication to proceed further. X

Smart Enterprise Solutions

Select the option to get the OTP

- Authorized person mobile number (88XXXXXXX07)
- Company registered email id (r1XXXX@yopmail.com)
- Both

Back Get OTP

9

ASSEST FOR VERIFICATION

Assets For Verification - Header

1 Click Assets for Verification on the left panel to Verify all the unverified Headers of the Entity.

2 Click on unverified headers the user can verify the headers by single & Bulk selection.

3 Click on surrender button to surrender the header. Surrender Header Confirmation pop Up will appear enter OTP & Remarks to surrender the same.

The screenshot displays the 'Assets For Verification' page. On the left, a navigation menu has 'Assets For Verification' highlighted. The main area shows a table of 'Unverified Headers' with columns for Sl. No., Header Name, Header Type, Header ID, and Last Updated Date & Time. A 'Verify' button is next to the first row. A 'Surrender' button is highlighted in the bottom right. A dialog box titled 'Surrender Header Confirmation' is overlaid, asking for confirmation and providing fields for OTP and Remarks.

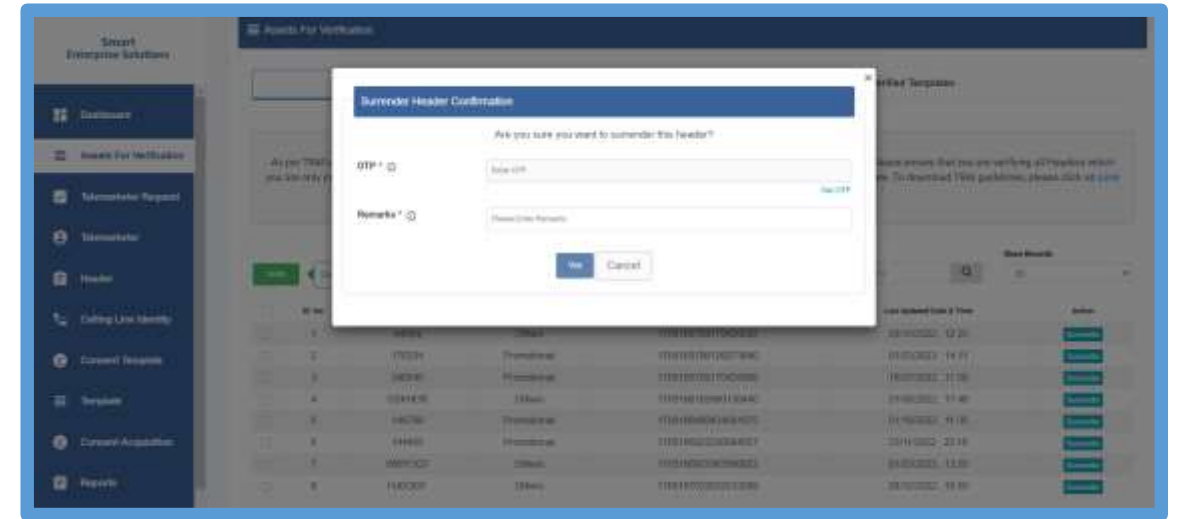
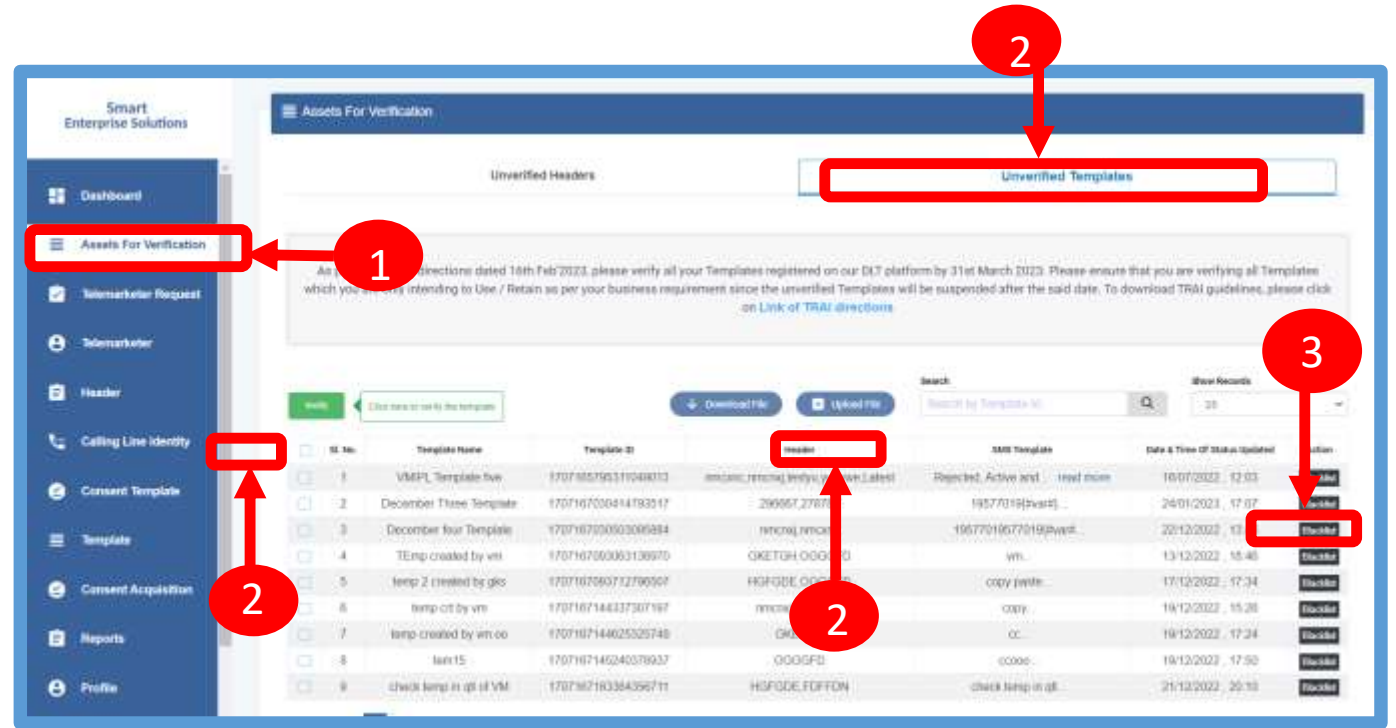
Sl. No.	Header Name	Header Type	Header ID	Last Updated Date & Time	Action
1	m5h5h	Others	17051667951420292	20/10/2022, 12:20	Verify / Surrender
2	178334	Promotional	170516679514273640	01/03/2023, 14:11	Surrender
3	046546	Promotional	170516679514273888	16/07/2022, 11:39	Surrender
4	GSPQ-HDR	Others	170516679514273975	31/08/2022, 17:45	Surrender
5	146788	Promotional	170516679514274075	01/10/2022, 11:35	Surrender
6	144455	Promotional	1705166822200994957	23/11/2022, 22:16	Surrender
7	WBVOGT	Others	1705166827067866622	01/03/2023, 13:28	Surrender
8	HUDGDF	Others	1705167032932512588	20/12/2022, 19:50	Surrender

Assets For Verification – Template

1 Click Assets for Verification on the left panel to Verify all the unverified Templates of the Entity.

2 Click on unverified Templates the user can verify the all templates by single & Bulk selection.

3 Click on Blacklist button to Blacklist the Template. Blacklist Template Confirmation pop Up will appear enter OTP & Remarks to Blacklist the same.



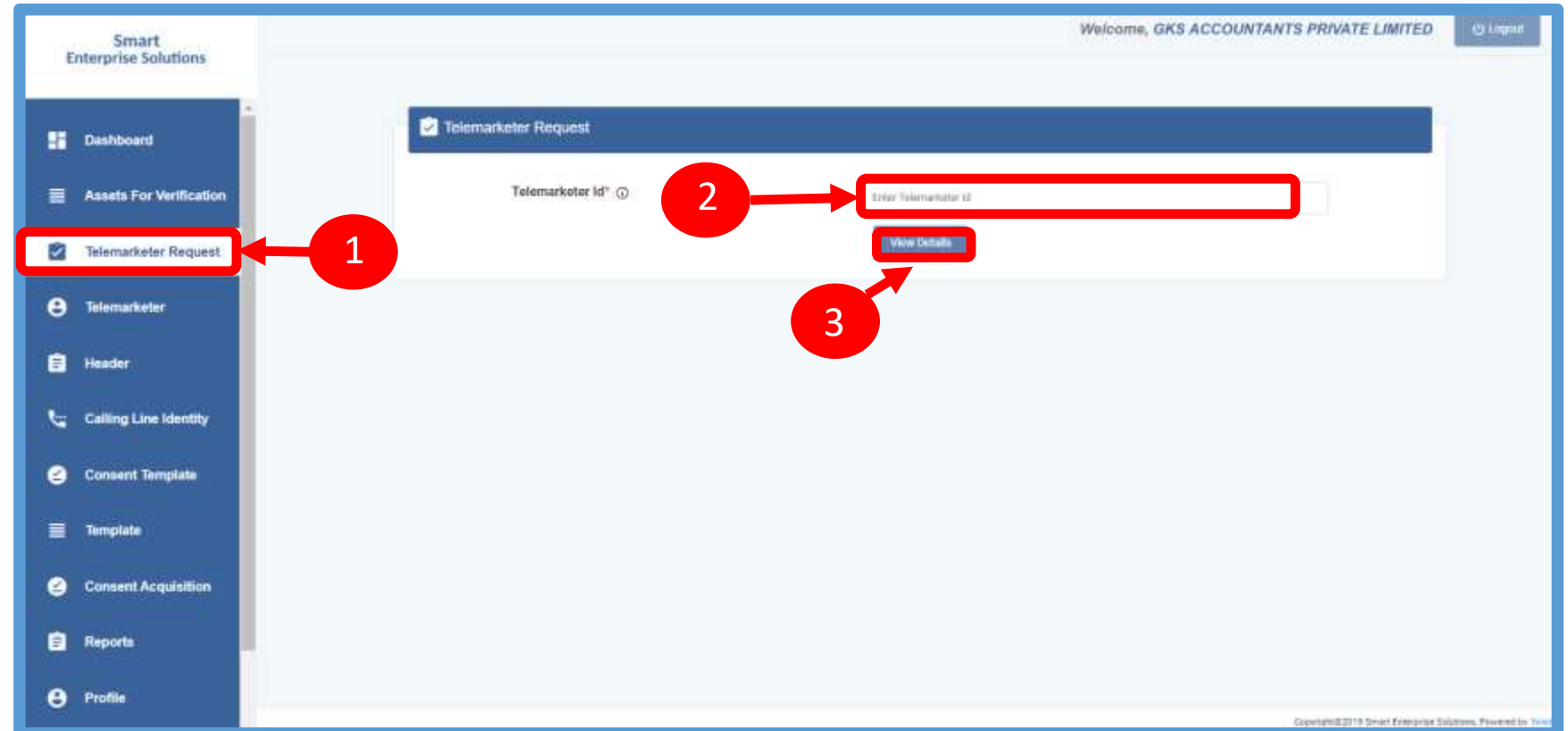
ENTITY – TELEMARKETER REQUEST

TELEMARKETER REQUEST – TM ID SUBMISSION

1 Click **Telemarketer Request** on the left panel to register Telemarketer with Entity.

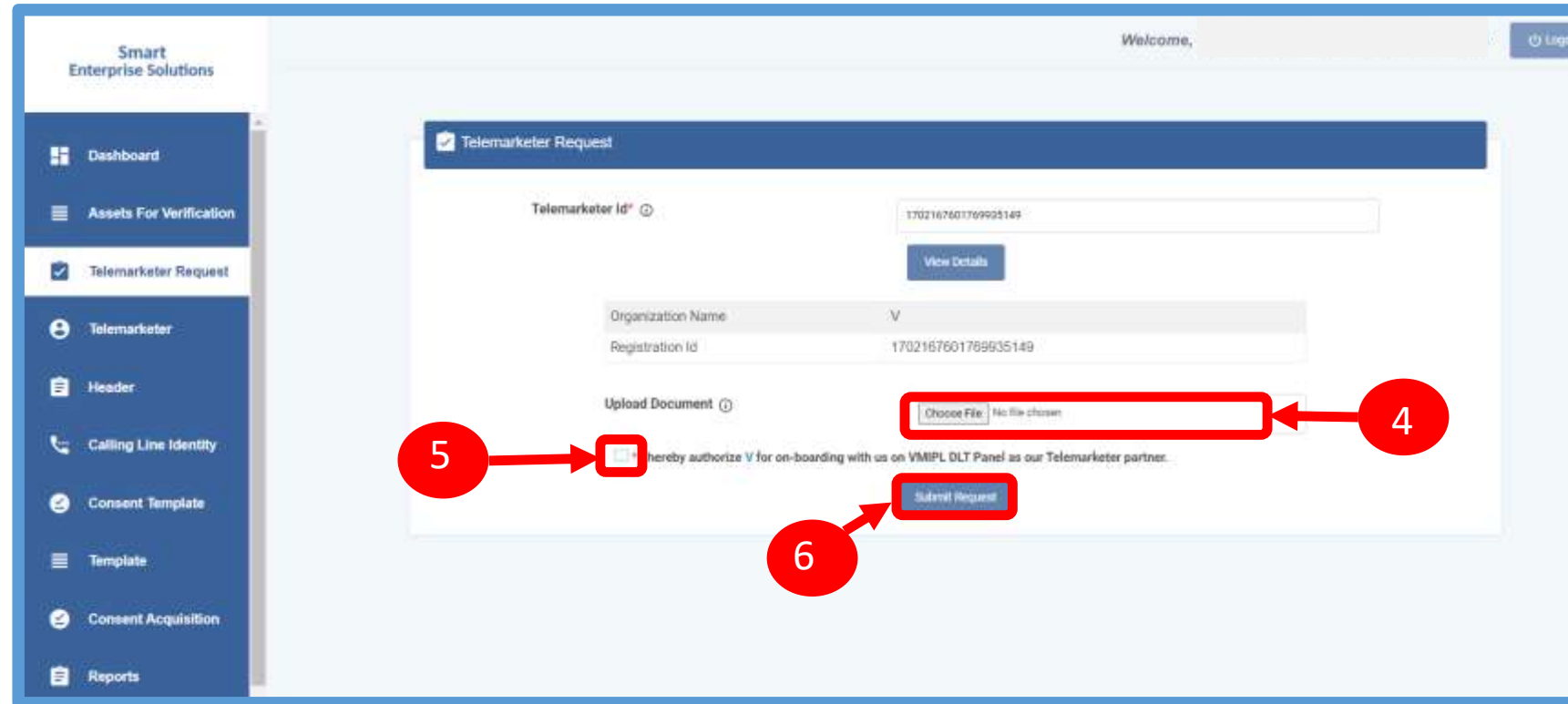
2 Enter **Telemarketer ID**.

3 Click on **view details**



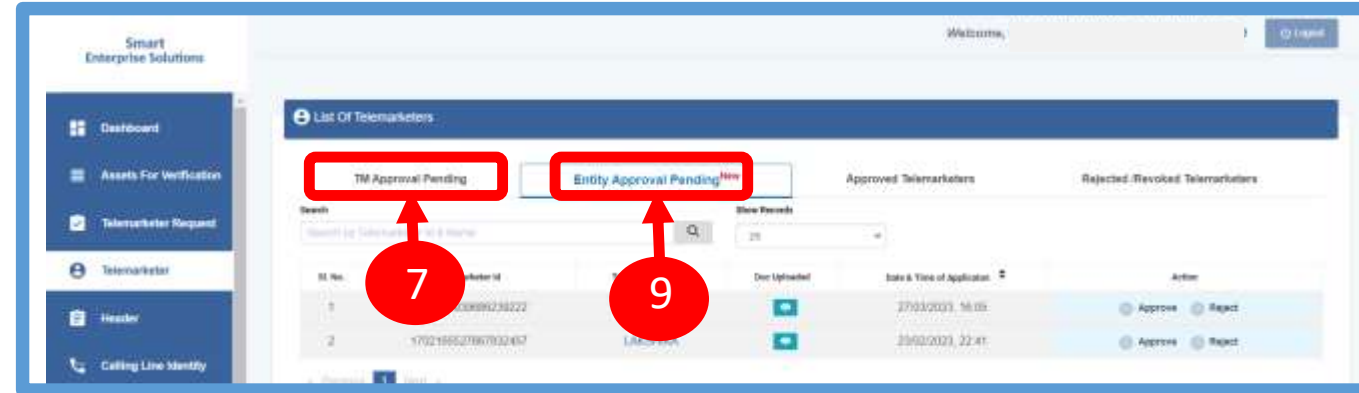
TELEMARKETER REQUEST – REQUEST SUBMISSION

- 4** Upload the Authorized document
- 5** Check the **Box** authorizing the Telemarketer to be associated for doing commercial communication activities.
- 6** Click on **Submit Request** and wait for Telemarketer’s approval

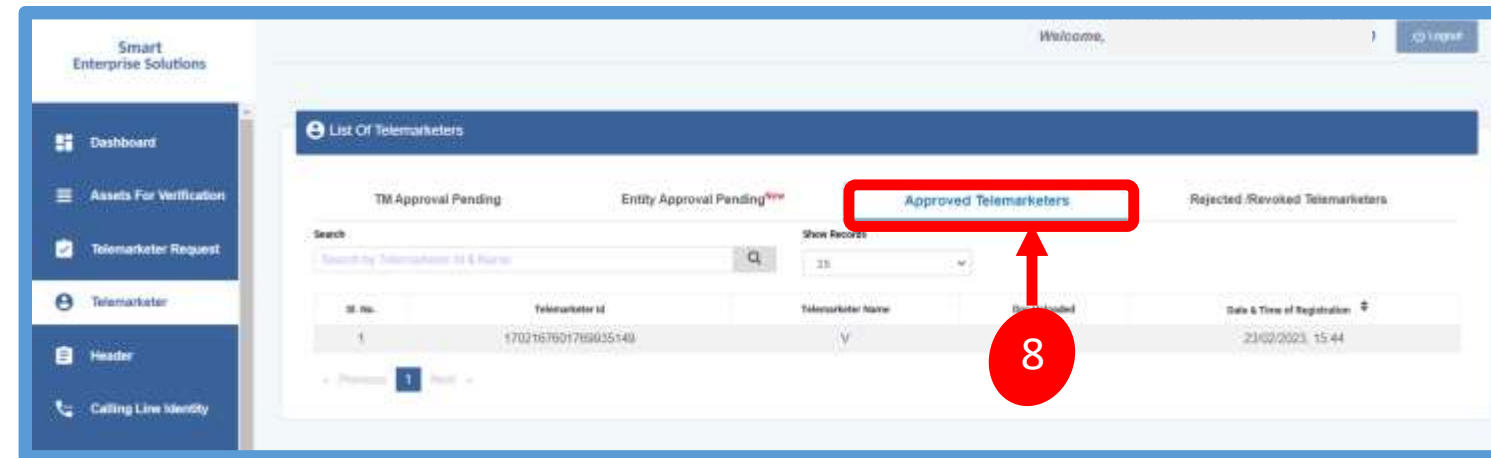


TELEMARKETER REQUEST – REQUEST STATUS

7 Once the request is submitted it can be viewed in the TM Approval Pending section.



8 Once the request is approved by the Telemarketer it can be viewed in the **Approved Telemarketers** section.



9 **Entity Approval Pending Section** Click on the **Entity Approval Pending** Tab the tab has pending Telemarketers that are waiting for approval from the Entity.

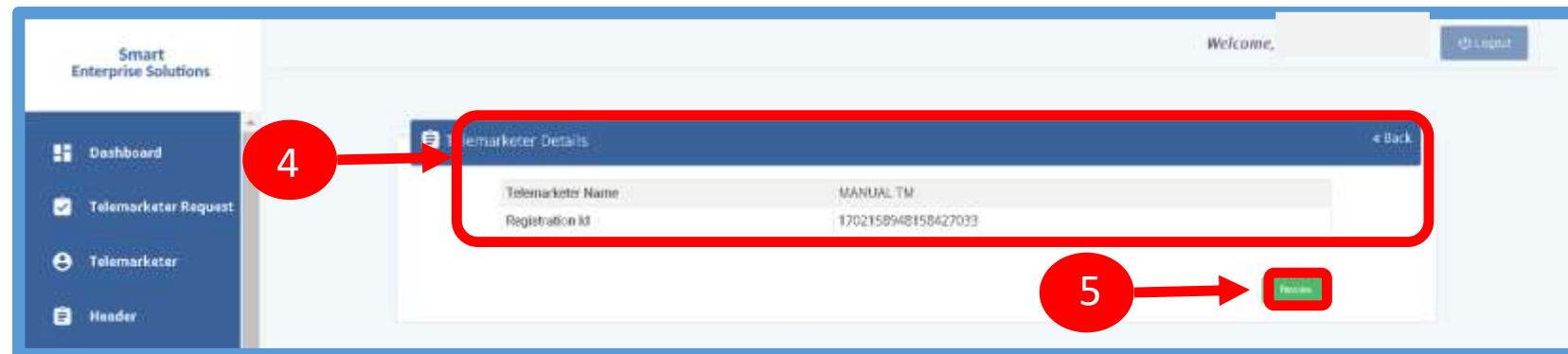
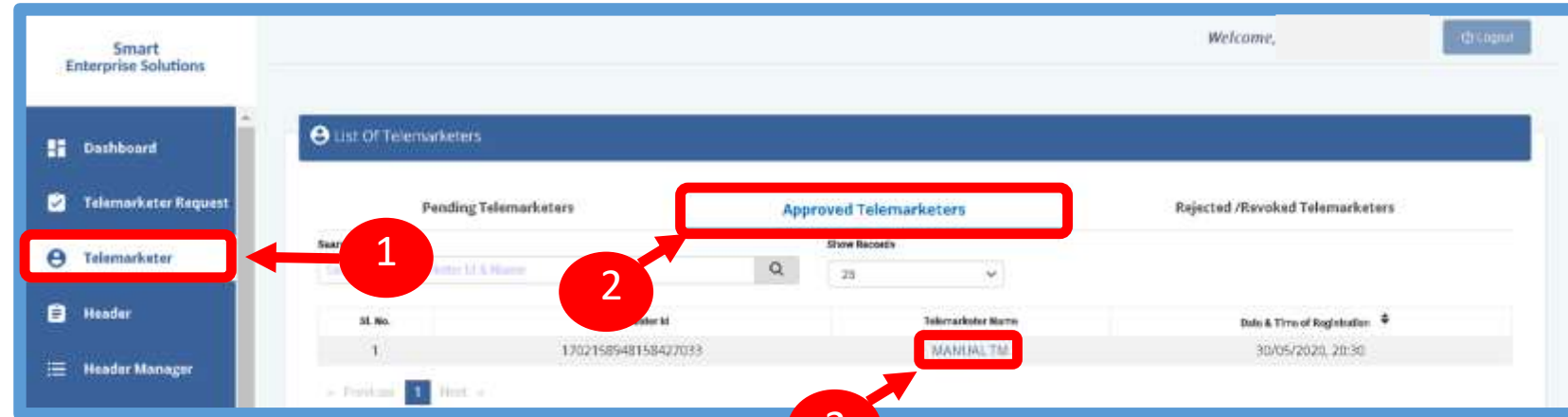
As per the action taken it will move into Approved or Rejected tab.

ENTITY-TELEMARKETER REVOCAATION

ENTITY-TELEMARKETER RELATIONSHIP REVOCATION

To terminate a business relationship between an Entity and a Telemarketer Revoke function is available on the Entity Panel.

- 1 Select the **Telemarketer** tab from the side bar.
- 2 Go to the **Approved Telemarketer** section .
- 3 Click on the **Name of the Telemarketer** with whom you want to terminate the relationship.
- 4 **Telemarketer details** will be displayed and there will be Revoke button to terminate the business relationship.
- 5 Click on the **Revoke** button



ENTITY –TELEMARKETER REVOCATION CONFIRMATION

6

On clicking the Revoke button a page opens, provide the relevant **Remarks** for revocation.

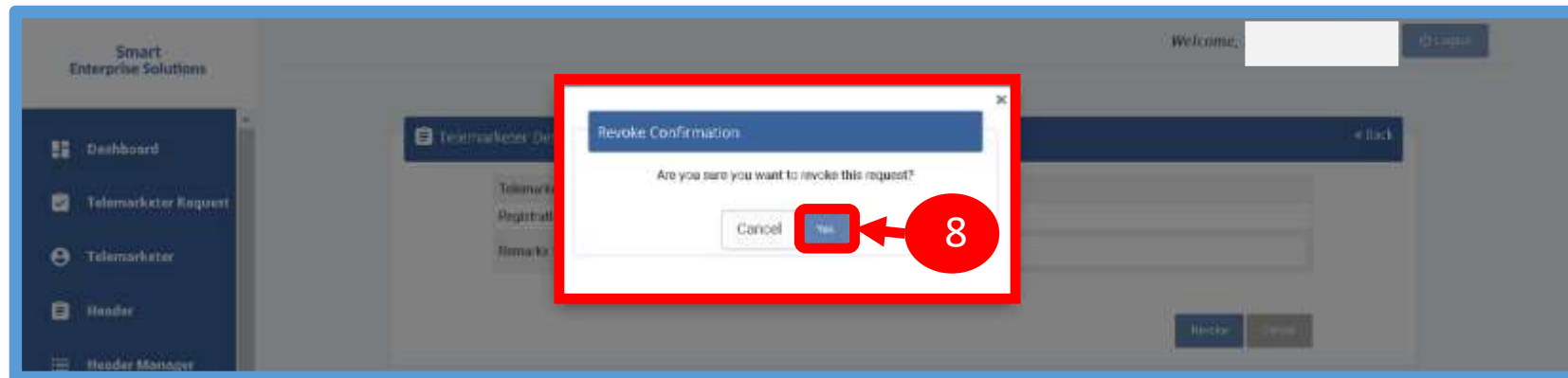
7

Press **Revoke** button after providing remarks.



8

A **pop-up message** will be displayed to confirm the Revocation process. Press **Yes** to confirm the action or press cancel to stop the action.



ENTITY –TELEMARKETER REVOCATION STATUS

9

The business relationship between the Telemarketer and the Entity will be terminated and the entry will be visible on the **Rejected/Revoked Telemarketers** section.

The screenshot displays the 'List Of Telemarketers' interface. On the left is a navigation menu with options like Dashboard, Telemarketer Request, Telemarketer, Header, Header Manager, Calling Line Identity, CLI Manager, Consent Template, Template, Consent Acquisition, Dlt Manager, and Reports. The main content area has three tabs: 'Pending Telemarketers', 'Approved Telemarketers', and 'Rejected /Revoked Telemarketers'. The 'Rejected /Revoked Telemarketers' tab is selected and highlighted with a red box. Below the tabs is a search bar and a 'Status' dropdown menu set to 'Revoked', with a red circle containing the number '9' pointing to it. A table below shows a single entry with the following data:

Sl No.	Telemarketer Id	Telemarketer Name	Reason(s) For Revoked	Date & Time of Status Updated	Revoked By
1	1702158948158427033	MANUAL TM	test	30/05/2020, 20:45	Entity

The first row of the table is highlighted with a red box. At the bottom right of the interface, there is a footer: 'Copyright©2018 Smart Enterprise Solutions, Powered by QlikView'.

HEADER

P – Promotional -

Messages which are purely promotional in nature send to all the prospects in the database by an Entity basis on there preferences. Ex : All kind of Promotional messages.

O – Others- Includes Transactional, Service Implicit and Service Explicit messages.

(Transactional - Essential messages related to transaction. Ex: OTP.

Service Implicit - Service messages that are ought to be sent basis on the business relation with the customer. Ex : Service Alert Messages

Service Explicit - Service messages that are send by the Entity which are promotional in nature but send with prior consent. Ex : New offers for the Entity)

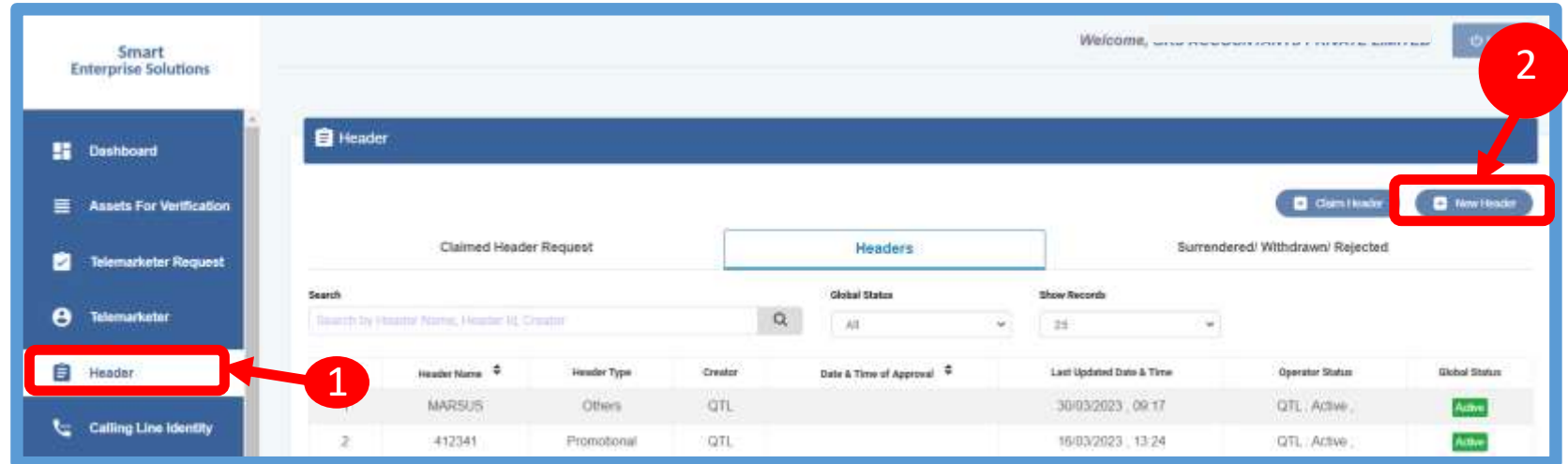
HEADER CREATION – HEADER PAGE

1

Click **Header** on left navigation bar to see the detailed view of all the Headers.

2

Click **New Header** to create Header(s) request. User can create 20 Header request in one go.



HEADER CREATION – TYPE & CATEGORY SELECTION

3 Click **Header Type** and choose the type of Header from the list mentioned.

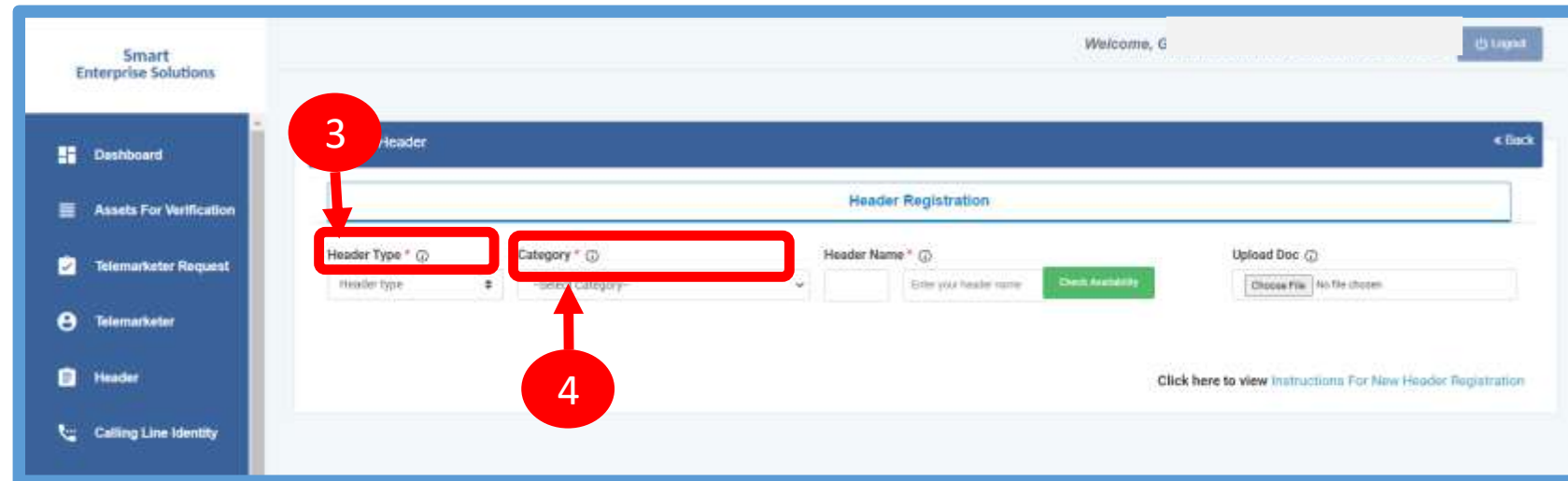
- Promotional
- Other

i Header Type depends on the type of the commercial communication message that needs to be sent with that header. (Eg: Promotional for promotional messages and for all other select the Other type)

4 Select the **Category** from the dropdown as per your business requirement.

i There are 9 number of categories listed in the dropdown list those entities who does not find their business can choose "Other" in the category to create the header.

i In case the Header Type is "Other" then category is optional but for Promotional category is mandatory.



HEADER CREATION - VALIDATION TABLE

Header type	Entity Type	Type	Length	Instructions
Promotional (P)	All	Numeric	6 Characters	Allowed
		Alpha		Not Allowed
Other (O)	Govt.	Numeric	3-8 Characters	Starts with 1 , length = 6 not allowed
		Alpha	3-6 Characters	Allowed
	Non-Govt	Numeric		Not Allowed
		Alpha	3-6 characters	Allowed

Table – 1

HEADER CREATION – NAME, AVAILABILITY & DOC UPLOAD

5 Type in the desired **Header Name** according to your Header Type/Brand Name or business requirement.

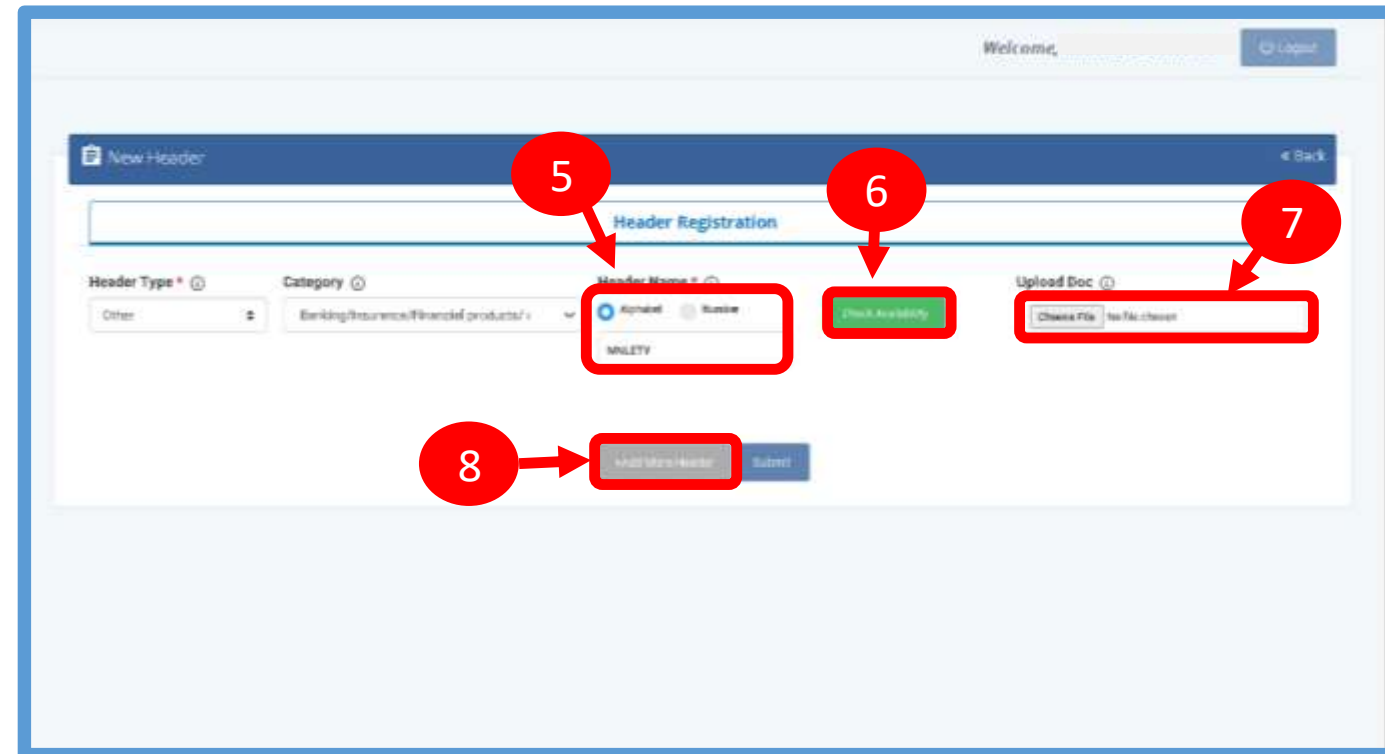
Header Name will be decided by the Entity basis on their business requirements and Entity name. (Eg: Entity Name: HDFC BANK, Header Name: HDFCBK)

*Refer **Table 1** to understand the validations and possible type of headers that can be created under various categories for Govt and Non-Govt entities.*

6 Click **Check Availability** to check the availability of header name. If available proceed with next step. If not available follow the claim process.

7 Upload relevant document related to header by clicking on **Choose File** button.

8 Click on **Add More Header** button to add more header request. User can create up to 20 header request at a time.



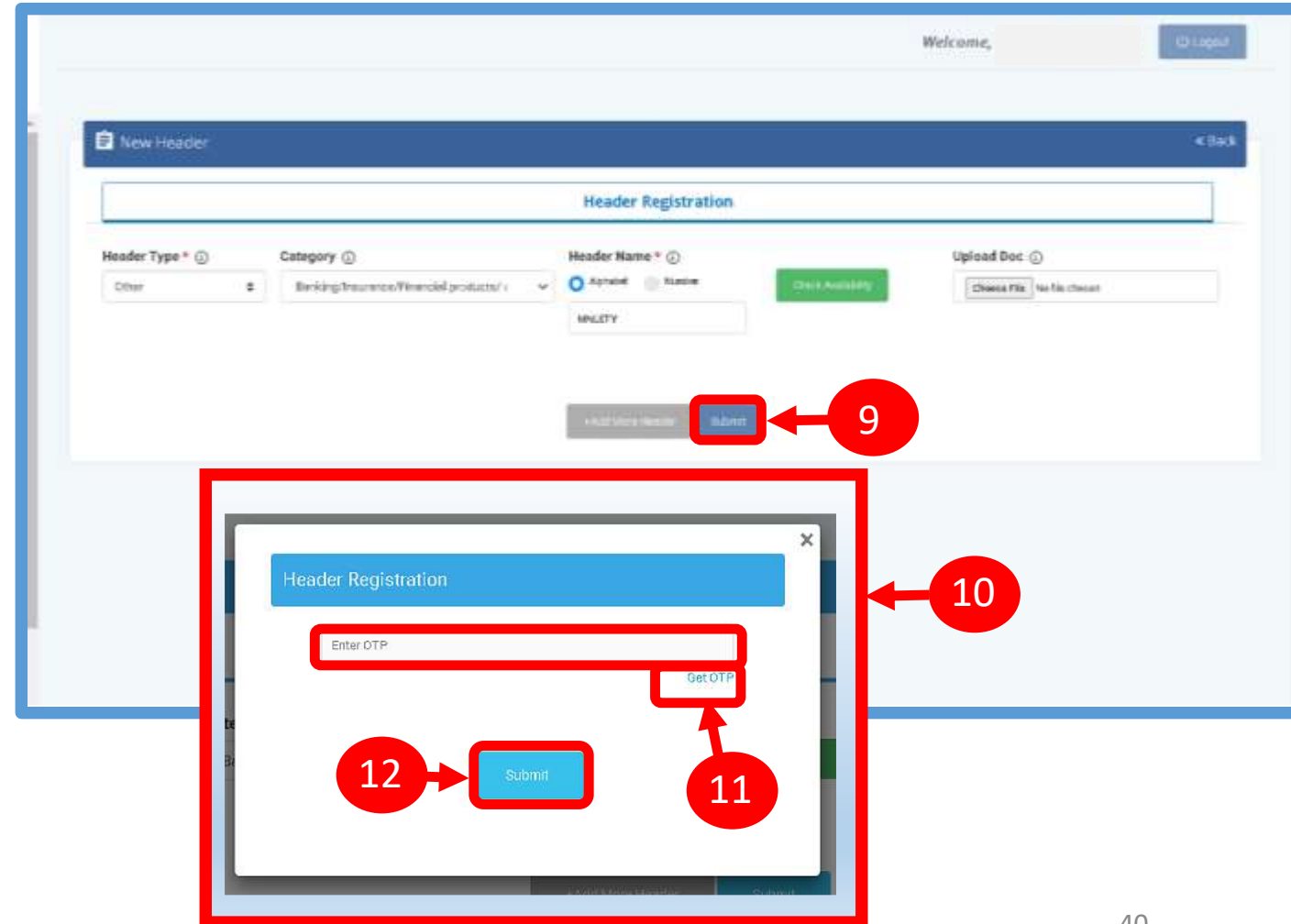
HEADER CREATION – OTP VERIFICATION & REQUEST SUBMISSION

9 Click on **Submit** button to submit the header request.

10 An **OTP box** will appear.

11 Click on the **Get OTP** button. Instantly an One Time Password (OTP) will be send to the registered Mobile and Email Id. Type the OTP in the given box

12 Click on the **Submit** button. On successful submission of request a message will appear on the top of the screen.



HEADER CREATION – HEADER STATUS

13

Once you submit the header request it would show in the header section with status as **Pending**.

Once the Operator approves the header the status will change to **Active**.

The screenshot displays the 'Header' management interface. It includes a sidebar with navigation options like Dashboard, Assets For Verification, Telemarketer Request, Telemarketer, Header, and Calling Line Identity. The main content area shows a 'Header' section with buttons for 'Claim Header' and 'New Header'. Below this is a search bar and a table of header records. The table has the following data:

Sl. No.	Header Name	Header Type	Creator	Date & Time of Approval	Last Updated Date & Time	Operator Status	Global Status
1	MARSUS	Others	QTL		30/03/2023 , 09:17	QTL, Active	Active
2	412341	Promotional	QTL		10/03/2023 , 13:24		Active

STATUS – OTHER TSP’S HEADER

1

All the header registered with other TSP will reflect In Header TAB with Global status and operator wise status

2

Its not active on VMIPL till the time operator approves the same

Once action taken by the VMIPL it will reflect under operator status.

Sl. No.	Header Name	Header Type	Center	Date & Time of Approval	Last Updated Date & Time	Operator Status	Global Status
1	187777	Promotional	VMIPL	12/11/2021, 18:49	12/11/2021, 18:49	VMIPL : Inactive	Active
2	155444	Promotional	VMIPL	12/11/2021, 13:57	12/11/2021, 13:57	VMIPL : Active	Active
3	155443	Promotional	VMIPL	12/11/2021, 13:52	12/11/2021, 13:52	VMIPL : Active	Active
4	298778	Promotional	VMIPL	11/11/2021, 13:35	11/11/2021, 13:35	GTL : Active VMIPL : Active	Active

CLAIM HEADER

CLAIM HEADER – CLAIM INITIATION

1 Click **Header** on left navigation bar and go to the Header Page.

2 Click **Claim Header** to go to Header claim request page

The screenshot displays the 'Smart Enterprise Solutions' interface. On the left is a navigation bar with the following items: Dashboard, Assets For Verification, Telemarketer Request, Telemarketer, **Header** (highlighted with a red box and a red circle '1'), Calling Line Identity, and Consent Template. The main content area is titled 'Header' and shows a 'Claimed Header Request' section. At the top right of this section, there are two buttons: 'Claim Header' (highlighted with a red box and a red circle '2') and 'New Header'. Below these buttons is a search bar and a table of headers. The table has columns for Sl. No., Header Name, Header Type, Creator, Date & Time of Approval, Last Updated Date & Time, Operator Status, and Global Status. The table contains 7 rows of data.

Sl. No.	Header Name	Header Type	Creator	Date & Time of Approval	Last Updated Date & Time	Operator Status	Global Status
1	MARSUS	Others	QTL		30/03/2023, 09:17	QTL - Active	Active
2	412341	Promotional	QTL		18/03/2023, 13:24	QTL - Active	Active
3	312340	Promotional	QTL		16/03/2023, 13:06	QTL - Active	Active
4	156788	Promotional	QTL		06/03/2023, 17:30	QTL - Active	Active
5	167654	Promotional	QTL		04/03/2023, 12:20	QTL - Active	Active
6	278378	Promotional	QTL		01/03/2023, 13:05	QTL - Active	Active
7	ASFFFF	Others	QTL		01/02/2023, 14:07	QTL - Active	Active

CLAIM HEADER – REQUEST SUBMISSION

3 Type the Header that needs to be claimed in the **Header Name** section

4 Click **Claim** button , a claim form will appear.

The screenshot shows a web application interface for submitting a claim header. At the top right, there is a user greeting "Welcome, i" and a "Logout" button. Below this is a blue header bar with "Claim Header" on the left and a "Back" arrow on the right. The main content area contains a form with a "Claim Header" title and a "Header Name" field. The field is labeled "Header Name" with a red asterisk and a help icon. Below the field is a "Claim" button. Red callouts are used to highlight the input field (labeled with a red circle containing the number 3) and the "Claim" button (labeled with a red circle containing the number 4).

CLAIM HEADER – FILL CLAIM FORM

Claim Form will contain details related to claimed Header

5 **Header Type** will be auto fetched in the Claim Form.

6 **Category** also will be auto fetched but it is editable if the Header Type is “Others”..

7 **Header Name** will also appear as per the input given in the initially.

8 In the **Upload Document** section, upload the relevant document related to Header

9 In the **Upload Claim Document** section, upload the relevant document proving the Entity ownership of the Header.

The screenshot shows a web application interface for filling a 'Claim Header' form. The form is titled 'Claim Header' and contains several fields:

- Header Type ***: A dropdown menu with 'Others' selected. A red circle with the number 5 points to this field.
- Category ***: A dropdown menu with 'Tourism and Leisure' selected. A red circle with the number 6 points to this field.
- Header Name ***: A text input field containing 'SHRJA'. A red circle with the number 7 points to this field.
- Upload Doc ***: A file upload field with a 'Choose File' button and 'No file chosen' text. A red circle with the number 8 points to this field.
- Upload Claim Document ***: A file upload field with a 'Choose File' button and 'No file chosen' text. A red circle with the number 9 points to this field.
- Remarks ***: A text area field.
- DTP ***: A date input field with 'Date DTP' placeholder text.

At the bottom of the form is a blue 'Submit' button. The background shows a blurred view of the application's header and navigation elements.

CLAIM HEADER – REMARKS/OTP/ SUBMISSION OF CLAIM

10 Fill the **Remarks/Reason** to claim the Header.

11 Click **Get OTP** and you will receive the password on the authorized person's registered mobile number. Type the OTP in the space provided

12 Press **Submit** button to send the request to Operator.

The screenshot shows a 'Claim Header' form with the following fields and annotations:

- Header Type ***: Dropdown menu with 'Others' selected.
- Category ***: Dropdown menu with 'Tooth and Luggage' selected.
- Header Name ***: Text input field containing 'SHILA'.
- Upload Document**: File upload button with 'Choose File' and 'No file chosen' text.
- Upload Claim Document ***: File upload button with 'Choose File' and 'No file chosen' text.
- Remarks ***: Text input field highlighted with a red box and labeled **10**.
- OTP ***: Text input field highlighted with a red box and labeled **11**.
- Submit**: Button highlighted with a red box and labeled **12**.

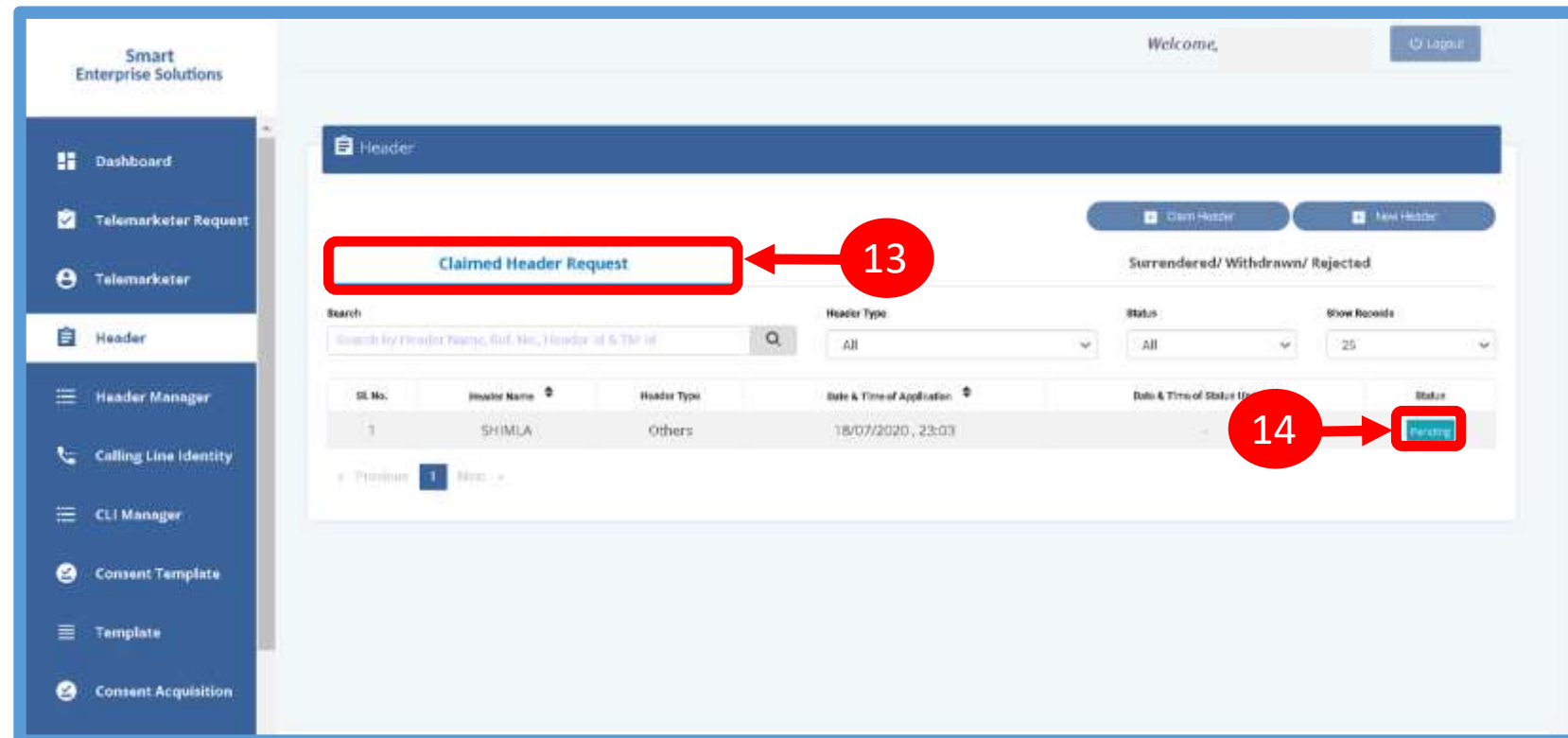
CLAIM HEADER – REQUEST STATUS

13

All the Claimed Headers will be visible in the “**Claimed Header Request**”.

14

Claimed Header request will be in **Pending** status subject to approval from the Operator. Once the Operator approves and the claim process gets complete, the status of the claimed headers will turn to **Active**.



HEADER – SURRENDER

HEADER SURRENDER – INITIATION

If the Entity does not want to send commercial communication with a particular header. Then they can surrender the same. Please follow the below mentioned process.

1

Click **Active** to surrender the header.

2

Click **Surrender** and confirm that you want to surrender your header.

The screenshot shows the 'Header' management interface. The table below represents the data shown in the 'Headers' tab:

ID No.	Header Name	Header Type	Creator	Date & Time of Approval	Last Updated Date & Time	Operator Status	Global Status
1	HJGGDF	Others	VMPL	28/12/2022, 15:50	28/12/2022, 15:50	VMPL - Active	Active
2	WBYYQT	Others	VMPL	24/11/2022, 14:17	24/11/2022, 14:17	QTL - Active	Active
3	144455	Promotional	VMPL	23/11/2022, 22:16	23/11/2022, 22:16	VMPL - Active	Active
4	146788	Promotional	VMPL	01/10/2022, 11:35	01/10/2022, 11:35	VMPL - Active	Active
5	CSKHDR	Others	VMPL	31/08/2022, 11:46	31/08/2022, 17:46	VMPL - Active	Active
6	HGGSDP	Others	QTL	13/09/2022, 14:53	13/09/2022, 14:53	QTL - Inactive	Active
7	639484	Promotional	VMPL	31/08/2022, 11:35	31/08/2022, 11:35	VMPL - Inactive	Active

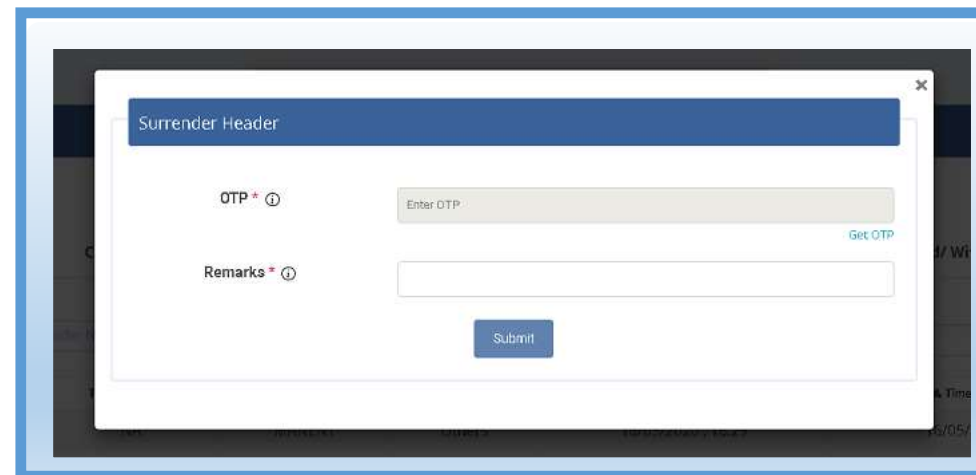
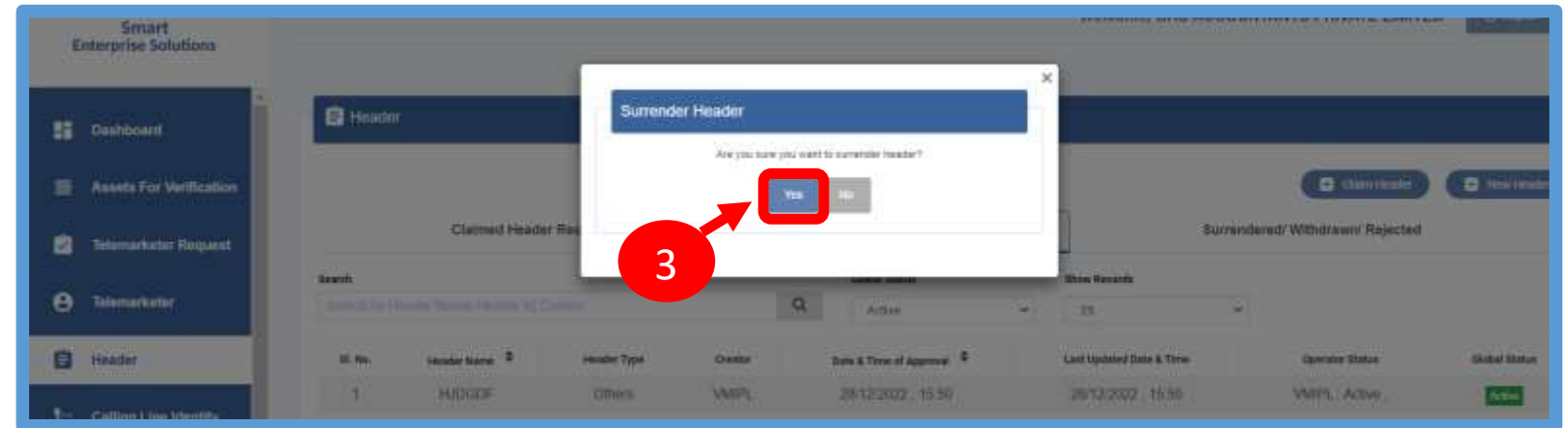
The detailed view below the table shows the following information:

- Telemarketer ID: -
- Header Id: 1705167032632512589
- DLT Action taken Date & Time: 28/12/2022, 15:50
- Operator which has taken the action: VMPL
- Category: Education
- Date & Time Of Application: 06/12/2022, 17:52
- Exempted: No
- Remarks: -

HEADER SURRENDER – OTP / CONFIRMATION

3 A Pop-up will appear to confirm the Surrender process, Press **YES** button to confirm.

4 Once you confirm the surrender of the header then a pop-up will appear for authentication. Share the **OTP** that you receive on your registered mobile number. Also provide the reason for Surrender in the Remarks section.



HEADER SURRENDER - STATUS

5 The surrendered header entry will appear in the **Surrendered/Withdrawn/Rejected** section.

Smart Enterprise Solutions

Header

Claimed Header Request Headers

Search: Search by Header Name, Ref. No., Header Id & TM Id

Header Type: All Status: All Show Records: 25

Sl. No.	Header Name	Header Type	Date & Time of Approval	Last Updated Date & Time	Status	Creator
1	AJFUJCL	Others		13/02/2023 , 15:24		QTL
2	156565	Promotional		02/02/2023 , 16:17		QTL
3	EERERE	Others		02/02/2023 , 12:39		QTL
4	SUSERE	Others		24/12/2022 , 18:53		QTL
5	278087	Promotional		24/12/2022 , 18:53		QTL
6	tytyty	Others		24/12/2022 , 13:46		QTL
7	HJGGDF	Others		08/12/2022 , 17:49	Rejected	VMIPL
8	HJGGDF	Others		08/12/2022 , 17:48	Rejected	VMIPL
9	423232	Promotional		25/11/2022 , 15:13		QTL
10	GFGHGJ	Others		25/11/2022 , 15:13		QTL
11	GFGFDG	Others		24/11/2022 , 14:01		QTL
12	hgdgh	Others	23/11/2022 , 22:17	24/11/2022 , 13:47	Withdrawn	VMIPL

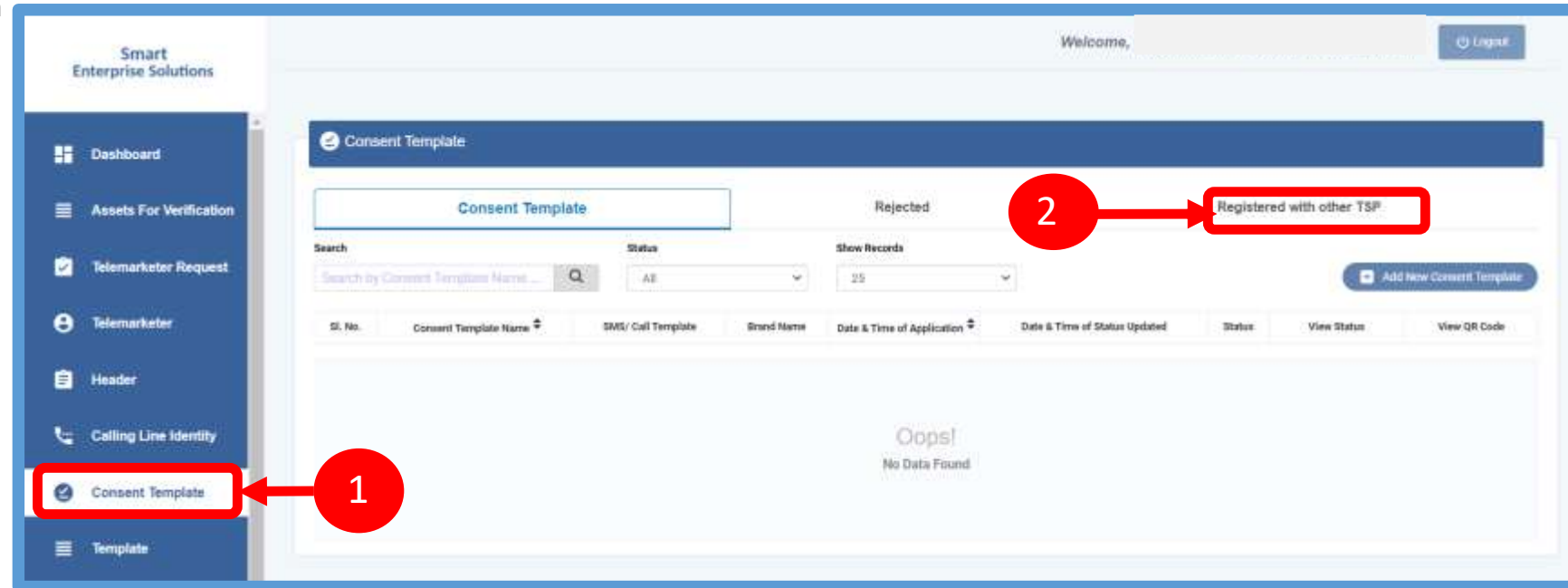
CONSENT TEMPLATE

CONSENT TEMPLATE – CREATION OF CONSENT TEMPLATE

Consent Template is created to acquire prior consent from the customer to send commercial communication which are related to Service or Promotion of Product/Services of an Business Entity.

1 Click on the **Consent Template** on the sidebar to view the details of Consent Templates or to create a New Consent Template.

2 Click on the **Add New Consent Template** button to create a new Consent Template.



CONSENT TEMPLATE – REQUEST SUBMISSION

3

To create a New Consent Template, first type an a relevant **Consent Template Name** as per the Entity business requirement.

4

In the **Brand Name** column, the data will be auto filled and the company name will appear.

5

To create content for the consent template type the content required in the **Message box**.

6

Once the content is created. Click on the **GET OTP** link, a One Time Password (OTP) will be sent to your registered mobile number. Authenticate the process by typing that OTP in the OTP column.

7

Press **Submit** button to send the request to the Operator for approval.

The screenshot shows a web form titled "Add Consent Template" with a "Back" button in the top right. The form includes a "Single" dropdown menu, a "Consent Template Name" field (with callout 3), and a "Brand Name" field (with callout 4). Below these is a "Create New Message" section with a "Message:" label and a text input area (with callout 5). At the bottom, there is an "OTP" field and a "GET OTP" button (with callout 6). A "Submit" button is located at the bottom right of the form (with callout 7).

CONSENT TEMPLATE – REQUEST STATUS

8

Once the New Consent Template request is submitted for approval, the entry will be visible under Consent Template section with status as **Pending**.

The screenshot shows the 'Consent Template' management interface. At the top, there are tabs for 'Consent Template', 'Rejected', and 'Registered with other TSP'. Below the tabs, there is a search bar with the placeholder 'Search by Consent Template Name & Consent Id' and a search icon. To the right of the search bar, there are dropdown menus for 'Status' (set to 'All') and 'Show Records' (set to '25'). A blue button labeled 'Add New Consent Template' is located to the right of these dropdowns. Below the search and filter options is a table with the following columns: 'Sl. No.', 'Consent Template Name', 'SMS/ Call Template', 'Brand Name', 'Date & Time of Application', 'Date & Time of Status Updated', and 'Status'. The table contains one row with the following data: '1', 'Test Template', 'Hi, This is testing ...', 'RITZZ', '20/01/2021, 15:12', '-', and 'Pending'. The 'Pending' status is highlighted with a red box, and a red circle with the number '8' and an arrow points to it. At the bottom of the table, there are navigation links: 'Previous', '1', and 'Next'.

9

Once the Operator approves the Consent Template the status turns to **Active**.

The screenshot shows the 'Consent Template' management interface, similar to the previous one. The 'Consent Template' tab is selected. The search bar and filter options are the same. The table now shows the following data: '1', 'Test Template', 'Hi, This is testing ...', 'RITZZ', '20/01/2021, 15:12', '20/01/2021, 15:19', and 'Active'. The 'Active' status is highlighted with a red box, and a red circle with the number '9' and an arrow points to it. The navigation links at the bottom are 'Previous', '1', and 'Next'.

REGISTER – OTHER TSP’S CONSENT TEMPLATE

1 Click on **Registered with other TSP** to view the Consent template registered with other TSP’s.

2 Click on **Register** button to enroll the Consent Template.

3 Once request submitted it will be auto approved & status turns to **Registered**.

Consent Template

Reject **1** → **Registered with other TSP**

Show Records
25

Sl. No.	Consent Temp Ids	Consent Temp Name	Date & Time of Registration on DLT	SMS/Call Template	Register With	Status
1	1308160595963971459	Ritzz	21/11/2020 , 17:23	Hi...		Register

« Previous **1** Next »

Consent Template

Rejected **Registered with other TSP**

Show Records
25

Sl. No.	Consent Temp Ids	Consent Temp Name	Date & Time of Registration on DLT	SMS/Call Template	Register With	Status
1	1308160595963971459	Ritzz	21/11/2020 , 17:23	Hi...		Registered

« Previous **1** Next »

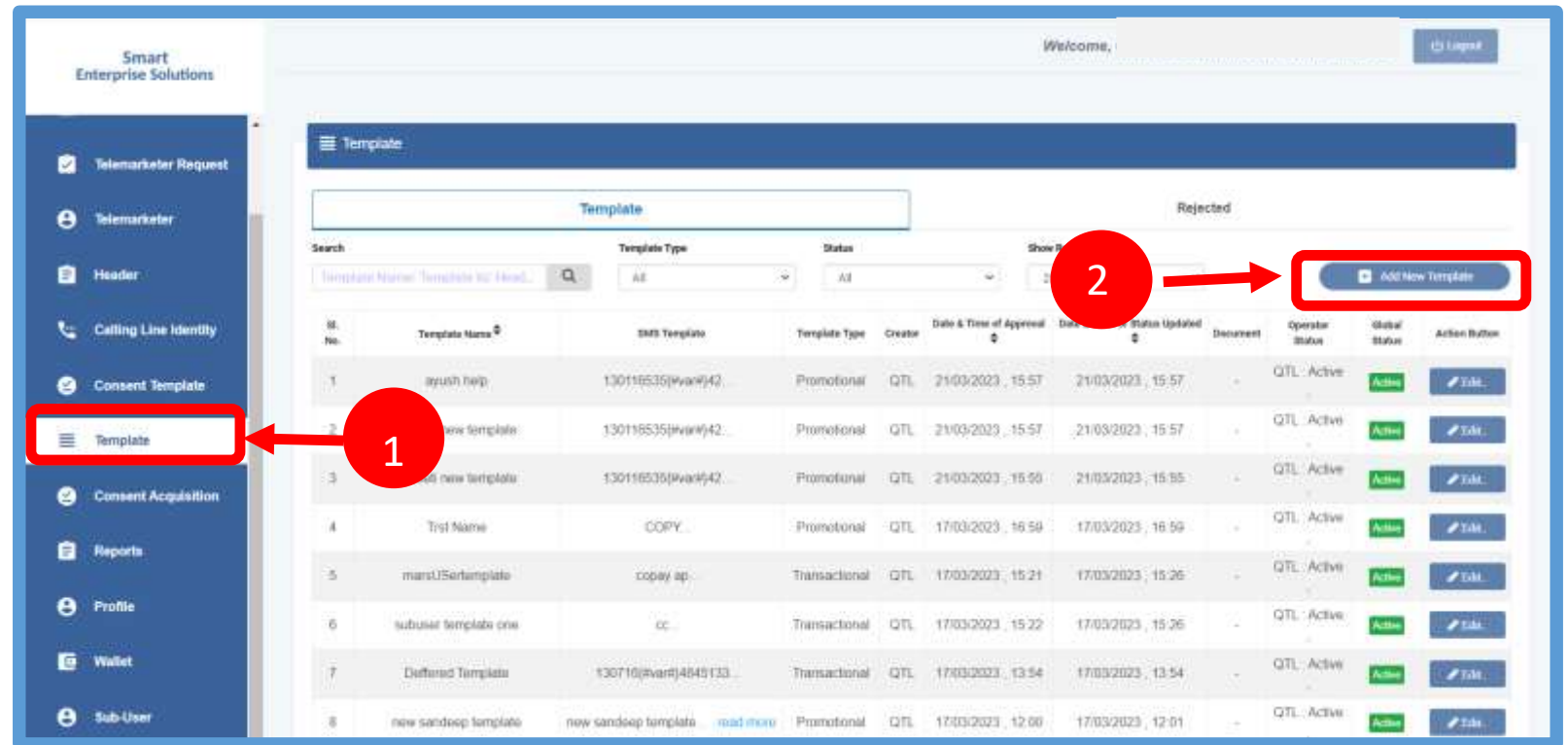
TEMPLATE (CONTENT)

TEMPLATE – CREATION OF NEW TEMPLATE

Templates are created for Commercial Communication and as per TRAI guidelines all the Principle Entities needs to register their Templates before sending Commercial Communication.

1 In the Entity portal on the side bar click on the **Templates** option to view the page.

2 In the Template page click on **Add New Template** button to create new Templates.



TEMPLATE – SELECTION OF NAME/COMMUNICATION AND CONTENT TYPE

3 Fill an appropriate Template name basis on the business requirement in the **Template Name** column

4 In the **Communication Type** column select the type of communication from the following:

- SMS
- Call

Note: Currently SMS is only available for selection.

5 In the **Content Type** select any of the following options:

- Transactional
- Promotional
- Service Explicit
- Service Implicit

The screenshot shows the 'Add Template' form with the following fields and callouts:

- 3** points to the **Template Name*** text input field.
- 4** points to the **Communication Type*** dropdown menu.
- 5** points to the **Content Type*** dropdown menu.

Other fields visible in the form include:

- Consent Template ID**: dropdown menu with "--Select Consent Id--"
- Content Category**: dropdown menu with "--Select Category--"
- Template Type***: dropdown menu with "Text"
- Radio buttons**: Copy/Paste Message, Create New Message (Type)
- Buttons**: "+ Add Variable", "Add New Line"

TEMPLATE – SELECTION OF CONSENT TEMPLATE /CONTENT CATEGORY

6 In the **Consent Template ID** column select the relevant Consent Template registered on DLT from the dropdown list.

! *Consent Template ID is not mandatory for Transactional and Service Implicit commercial communications.*

7 In the **Content Category** column select any of the Category from the dropdown list as given which is appropriate for the Template to be created.

8 In the **Template Type** column it will either be TEXT or UNICODE and it will be auto fetched basis on the selection of language for the content.
NOTE: *(Any language other than English will be taken as Unicode)*

The screenshot shows the 'Add Template' form with the following fields and annotations:

- Template Name***: Text input field with placeholder 'Enter Template Name'.
- Communication Type***: Dropdown menu with '--Select Communication Type--'.
- Content Type***: Dropdown menu with '--Select Content Type--'.
- Consent Template ID**: Dropdown menu with '--Select Consent Id--'. An annotation **6** points to this field.
- Content Category**: Dropdown menu with '--Select Category--'. An annotation **7** points to this field.
- Template Type***: Dropdown menu with 'Text'. An annotation **8** points to this field.

At the bottom of the form, there are radio buttons for 'Copy/Paste Message' (selected) and 'Create New Message (Type)', and buttons for '+ Add Variable' and 'Add New Line'.

TEMPLATE – CREATION OF CONTENT

In the Content creation section there are two options available:

- Copy/Paste Message
- Create New Message(Type)

Select any of the option basis on the requirement of content creation.

9 In the **Copy/Paste Message** option, copy any message and create the required content for the Template. Messages in languages other than English can be created, such templates type will be treated as Unicode

10 In the **Create New Message** option, type the required content.

11 In the **Create New Message Box** type the required content and click on Add variable and Add new line button as required

The screenshot shows the 'Add Template' form with the following fields and annotations:

- Template Name ***: Input field with placeholder 'Enter Template Name'.
- Communication Type ***: Dropdown menu with '--Select Communication Type--'.
- Content Type ***: Dropdown menu with '--Select Content Type--'.
- Consent Template ID**: Dropdown menu with '--Select Consent Id--'.
- Content Category**: Dropdown menu with '--Select Category--'.
- Template Type ***: Dropdown menu with 'Text' selected.
- Radio Buttons**: Two radio buttons are highlighted with a red box. The first is 'Copy/Paste Message' (selected) and the second is 'Create New Message (Type)'. Red circles labeled '9' and '10' have arrows pointing to these buttons.
- Text Area**: A large text input area is highlighted with a red box. A red circle labeled '11' has an arrow pointing to it.
- Buttons**: '+ Add Variable' and 'Add New Line' buttons are located in the top right of the text area.

TEMPLATE – OTP / REQUEST SUBMISSION

12 Fill the sample content of the template created

13 Press **Submit** button to confirm and send the request for approval by the Operator.

The screenshot shows a web interface for creating or pasting a message. At the top, there are two radio buttons: "Copy/Paste Message" (selected) and "Create New Message (Type)". Below this is a large text area for the message content. In the top right corner of this area are two buttons: "+ Add Variable" and "Add New Line ⓘ".

Below the main text area is a "Message:" label followed by a smaller text input field. This field contains the text "Sample Content (Copy/Paste) ⓘ" and is highlighted with a red box. A red circle with the number "12" and an arrow points to this box, indicating step 12.

At the bottom of the interface, there are two lines of text: "Character length used: 0" and "(Disclaimer : This is only estimated counts)", followed by "Number of variables used: 0".

At the bottom right, there is a blue "Submit" button highlighted with a red box. A red circle with the number "13" and an arrow points to this button, indicating step 13.

EDIT – TEMPLATE REQUEST

1

Template can be edit if its in pending state. Click on Edit button. Pre-filled form will appear and the Entity can make the changes accordingly and Re-submit the same for approval with same Reference id.

The screenshot shows the 'Template' management page. At the top, there's a search bar and filters for Template Type (All), Status (Pending), and Show Records (25). Below the filters is a table with the following data:

Sl. No.	Template Name	SMS Template	Template Type	Creator	Date & Time of Approval	Date & Time of Status Updated	Operator Status	Global Status	Action Button
1	all promo black	all promo blacklist...	Promotional	VMIPL	27/10/2021, 16:10	27/10/2021, 16:11	-	Pending	Template

2

Only Header changes can be done in Active Templates. Click on Edit button, Headers associated with Template along with available Headers will appear. The Entity can linked or D-linked the Headers accordingly.

P.S : At least one Header should remain linked with the Template.

The screenshot shows the 'Template' management page with a modal window titled 'Header Associated' open. The modal contains the following content:

Header Associated

ritzzz trip foodie

Select All

Submit Cancel

2

RE-SUBMISSION – TEMPLATE REQUEST

1

Under Rejected section, click on Re-Submit button. Pre-filled form will appear. The Entity can make the changes and re-submit the same for approval.

P.S: New Reference id will be generated for the request Re-submitted.

The screenshot shows a web interface for managing templates. At the top, there is a 'Template' header and a 'Rejected' filter. Below this, there are search and filter options: a search bar for 'Template Name/ Template Id/ ...', a 'Template Type' dropdown set to 'All', and a 'Show Records' dropdown set to '25'. An 'Add New Template' button is also present. The main part of the interface is a table with the following columns: 'Sl. No.', 'Template Name', 'SMS Template', 'Template Type', 'Creator', 'Date & Time of Approval', 'Date & Time of Status Updated', 'Status', and 'Action Button For Resubmission'. The first row of the table has the following data: '1', 'cxcv', 'cvtdf...', 'Promotional', 'VMIPL', '12/11/2021, 12:43', '08/12/2021, 15:01', 'rejected', and a 'Re-Submit' button. The 'Re-Submit' button is highlighted with a red box and a red arrow pointing to it from a red circle containing the number '1'.

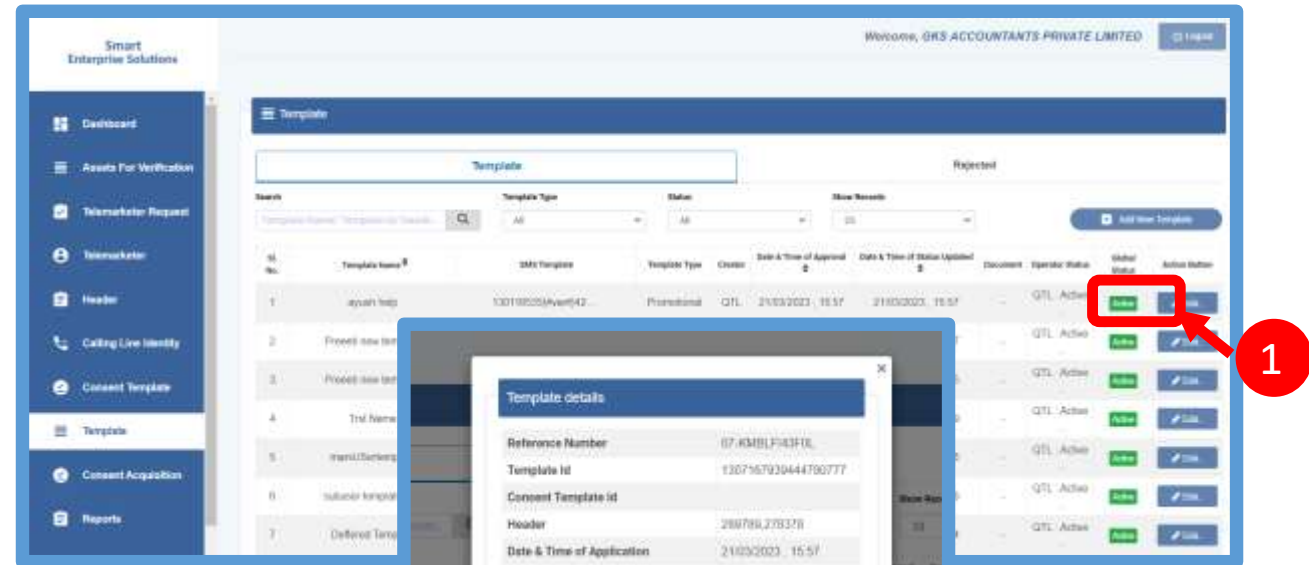
Sl. No.	Template Name	SMS Template	Template Type	Creator	Date & Time of Approval	Date & Time of Status Updated	Status	Action Button For Resubmission
1	cxcv	cvtdf...	Promotional	VMIPL	12/11/2021, 12:43	08/12/2021, 15:01	rejected	Re-Submit

1

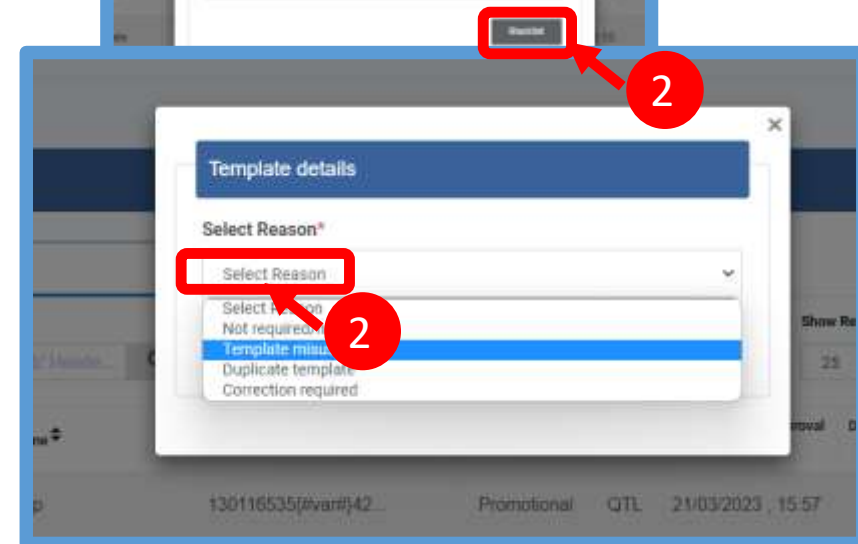
BLACKLIST- TEMPLATE REQUEST

Here the Entity has the option to Blacklist there unused Templates.

1 Under Template section, Click **Active** to Blacklist the Template.



2 The Entity has to choose the Blacklist Reason & click on Submit Button.



REGISTER – OTHER TSP’S TEMPLATE

1

All the Template registered with other TSP will reflect In Template Tab along with Global status and operator-wise status.

2

Its not active on VM IPL till the time operator approves the same.

Once action taken by the VM IPL it will reflect under operator status.

S/N	Template Name	SMS Template	Template Type	Creator	Date & Time of Approval	Date & Time of Status Updated	Document	Operator Status	Global Status	Action Button
1	ayush help	130116535(Avatar#42	Promotional	QTL	21/03/2023, 15:57	21/03/2023, 15:57	-	QTL: Active	Active	Edit
2	Preeti new template	130116535(Avatar#42	Promotional	QTL	21/03/2023, 15:57	21/03/2023, 15:57	-	QTL: Active	Active	Edit
3	Preeti new template	130116535(Avatar#42	Promotional	QTL	21/03/2023, 15:55	21/03/2023, 15:55	-	QTL: Active	Active	Edit
4	Trst Name :	COPY...	Promotional	QTL	17/03/2023, 16:59	17/03/2023, 16:59	-	QTL: Active	Active	Edit
5	miansUSertemplate	copy ap...	Transactional	QTL	17/03/2023, 15:21	17/03/2023, 15:26	-	QTL: Active	Active	Edit
6	subuser template one	cc...	Transactional	QTL	17/03/2023, 15:22	17/03/2023, 15:26	-	QTL: Active	Active	Edit

STATUS – OTHER TSP’S TEMPLATE

1

Once the operator approve the request header will reflect under operator wise status as active.

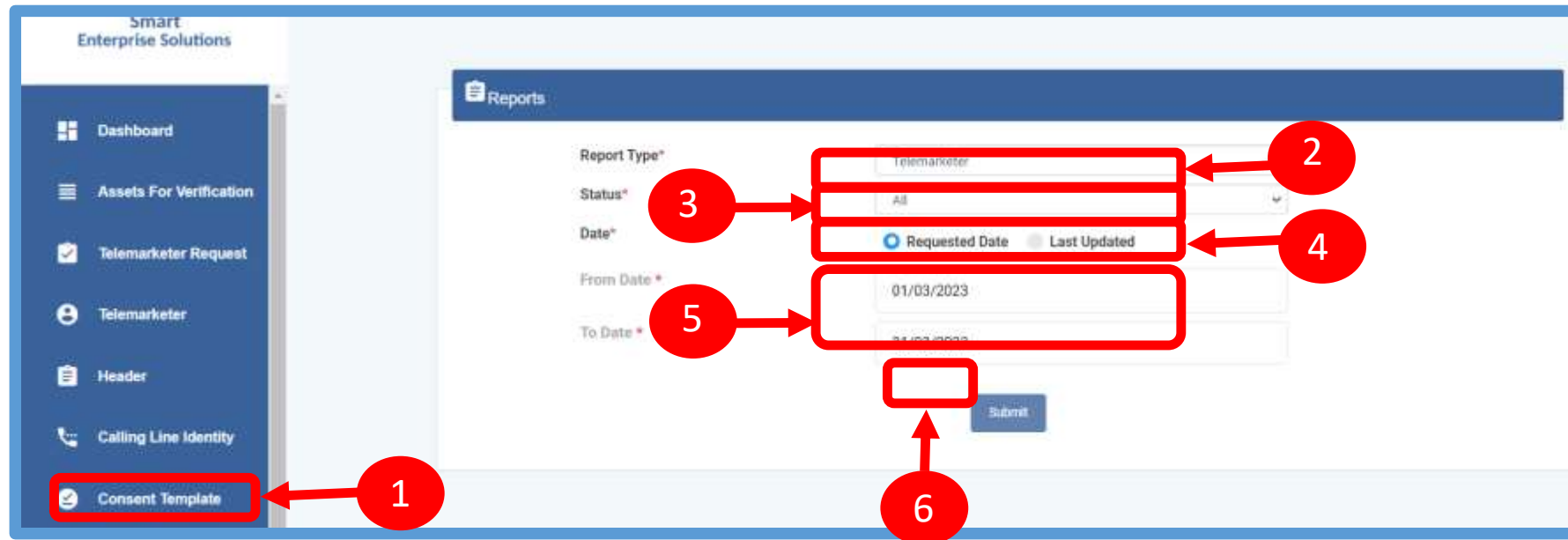
1

ID	Operator	Header	Type	Category	Created At	Updated At	Status	Actions
4	churyee	this is jasjol asd,...	Transactional	VMIPL	11/11/2021 , 15:16	11/11/2021 , 15:17	VMIPL : Active	Active Edit
5	flvr	sbilpl with...	Service Explicit	VMIPL	27/10/2021 , 15:28	29/10/2021 , 10:37	VMIPL : Inactive	Active Edit
6	three	sbilpl inactive.....	Transactional	VMIPL	27/10/2021 , 15:27	29/10/2021 , 10:32	VMIPL : Inactive	Active Edit
7	five promo	545768 test.....	Promotional	VMIPL	28/10/2021 , 13:58	28/10/2021 , 14:10	VMIPL : Active	Active Edit
8	five promo	588787 test.....	Promotional	VMIPL	28/10/2021 , 13:59	28/10/2021 , 14:10	VMIPL : Active	Active Edit
9	five promo	576798.... test.....	Promotional	VMIPL	28/10/2021 , 14:00	28/10/2021 , 14:10	VMIPL : Active	Active Edit
10	five promo	50 9867....., tes...	Promotional	VMIPL	28/10/2021 , 14:01	28/10/2021 , 14:10	VMIPL : Active	Active Edit
11	five promo	586757, 565767 test....	Promotional	VMIPL	28/10/2021 , 14:02	28/10/2021 , 14:10	VMIPL : Active	Active Edit
12	five promo	576943, 567653 test....	Promotional	VMIPL	28/10/2021 , 14:06	28/10/2021 , 14:10	VMIPL : Active	Active Edit
13	five promo	500652.... test.....	Promotional	VMIPL	28/10/2021 , 14:06	28/10/2021 , 14:10	VMIPL : Active	Active Edit

REPORTS

ENTITY REPORTS

- 1 Select the **Reports** from the sidebar of the panel.
- 2 Select the **Report Type**.
- 3 Select the **Status** or else by default it will be All
- 4 Select the relevant **date** option for Report
- 5 Select the **date range** for which the report needs to be generated.
- 6 Press **Submit** button to generate the report.



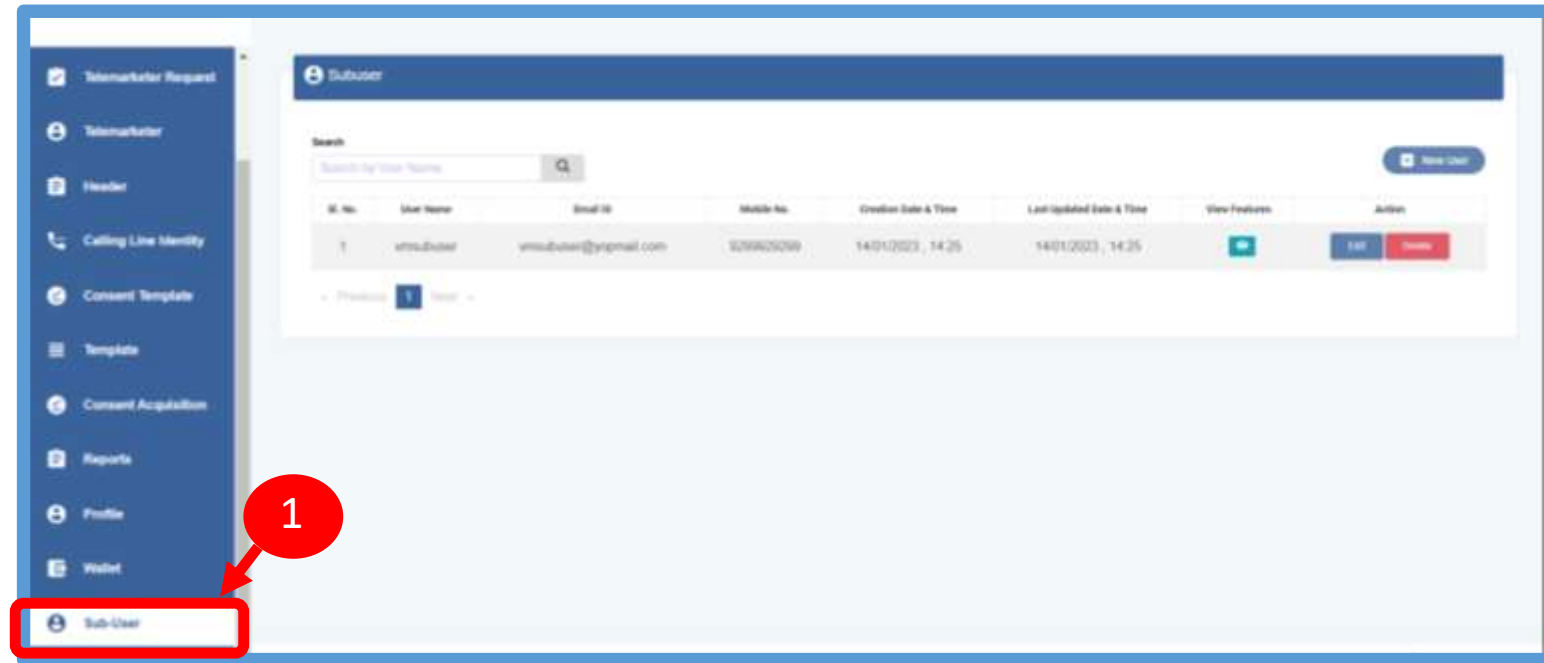
ENTITY-SUB USER

ENTITY-SUB USER

1

In this process, the Entity will have the option to add his sub-users, who can work on his behalf as per assigned role/rights. For this, there will be an option in the side menu to create sub-users.

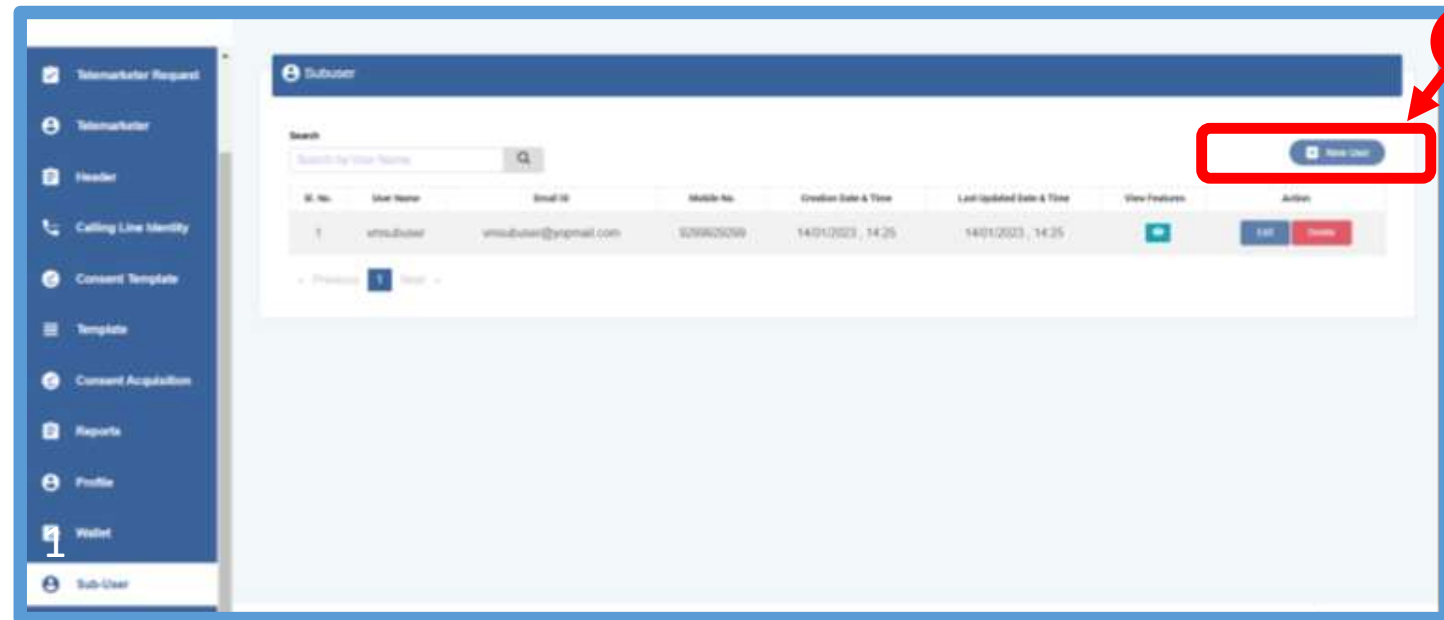
Wherein the Entity has to enter the user name, email id and mobile number of the sub-user he wants to create.



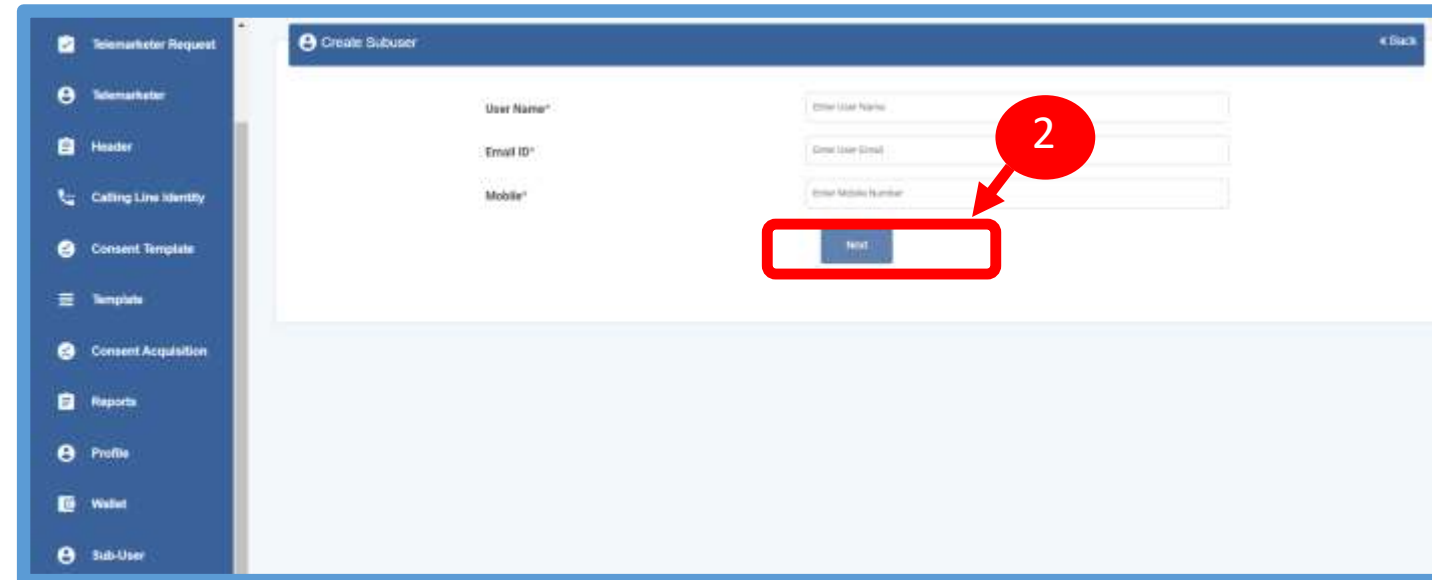
1

ENTITY-SUB USER CREATION

2 Click on the New User button to enter the sub user details

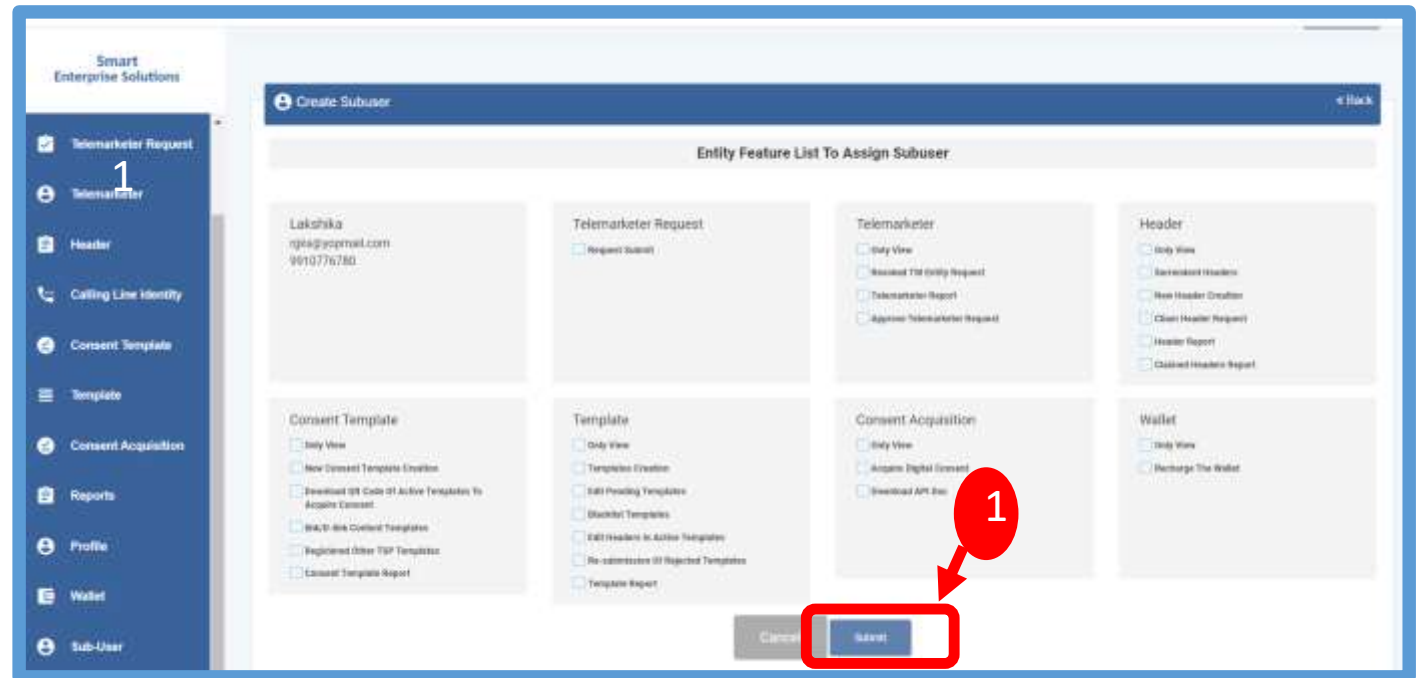


2 The user will Submit the details required & click on Submit Button.



ENTITY-SUB USER ROLE ASSIGN

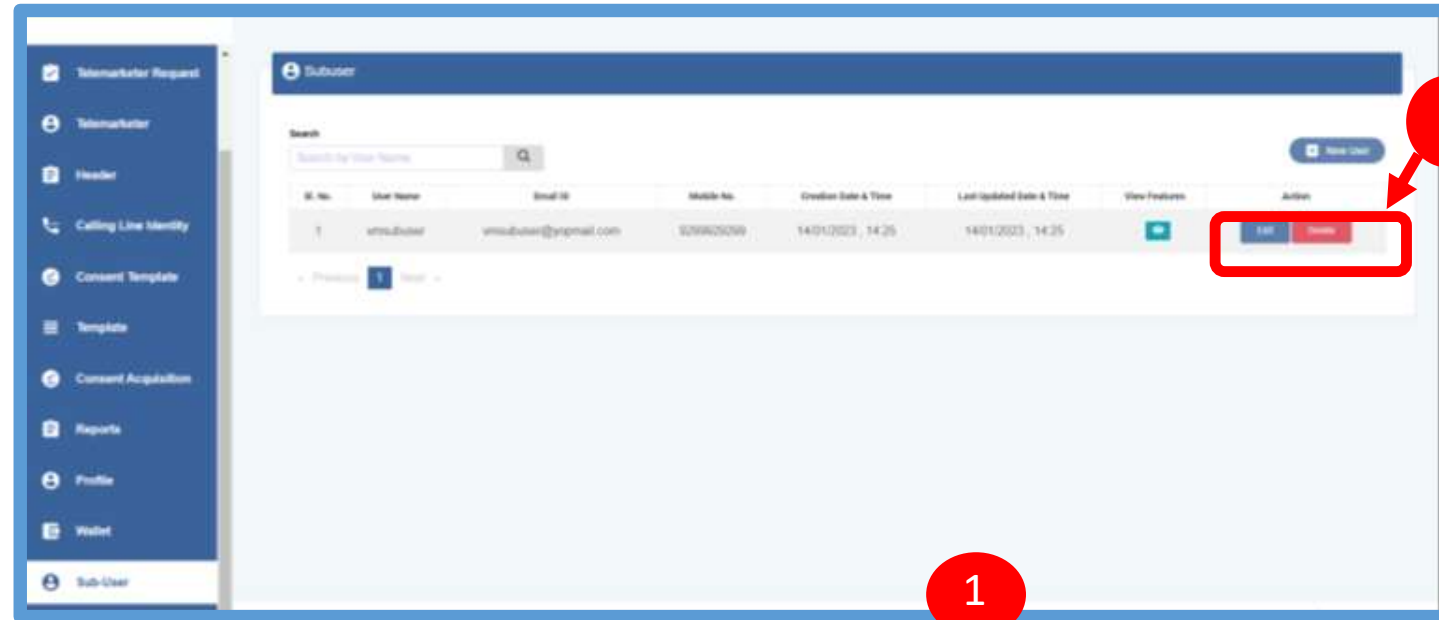
1 The admin user will get the option to edit the rights.
1 Once the user clicks on Submit button details will be updated.



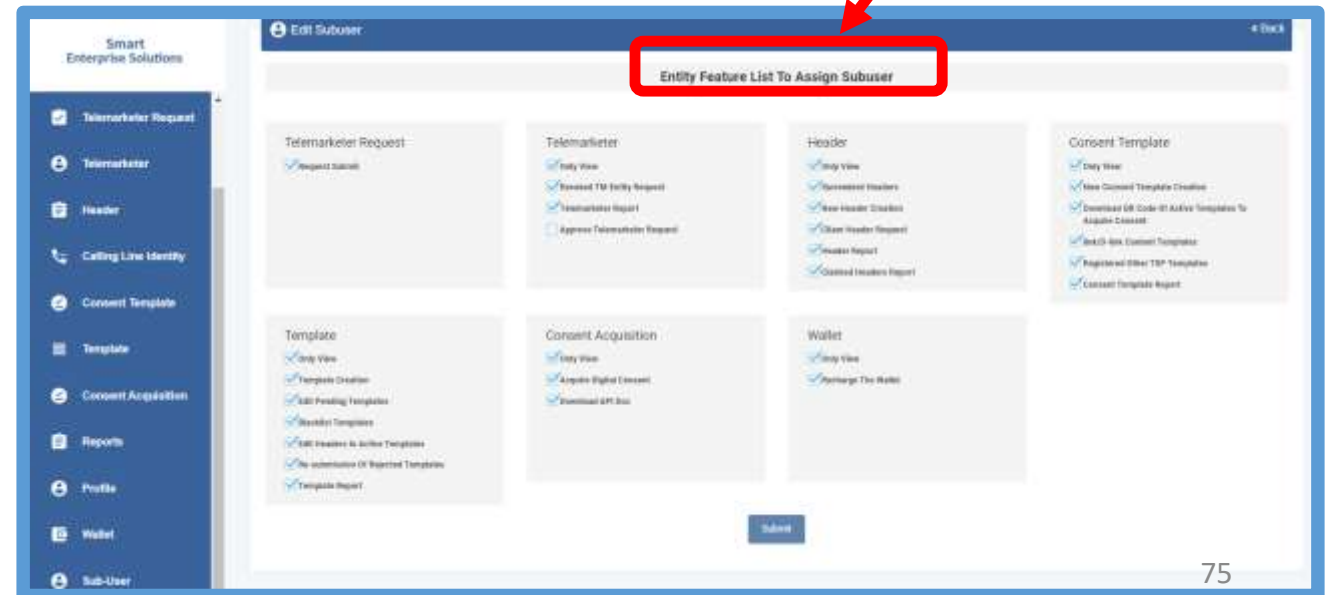
ENTITY-SUB USER ROLE EDITION

1

Click on the edit button, the admin user will get the option to edit the roles
Once the user clicks on Submit button details will be updated.



1



ENTITY PROFILE

PROFILE PAGE

Profile Page contains the details of the Entity and the Authorized Representative of the Company..

1 Click on the **Profile** available on the sidebar

2 Click on the **Edit** button to update or change the Authorized Person's details.

3 Click on the **Click Here** link to change the password.

The screenshot shows the 'Smart Enterprise Solutions' interface. On the left is a sidebar with various menu items. The 'Profile' item is highlighted with a red box and a red circle containing the number '1'. The main content area displays registration details for 'GKS ACCOUNTANTS PRIVATE LIMITED'. Under the 'AUTHORIZED PERSON INFORMATION' section, there is a 'Click Here' link (highlighted with a red box and a red circle containing the number '3') and an 'Edit' button (highlighted with a red box and a red circle containing the number '2').

Registration Type	Principal Entity
Organization Name	GKS ACCOUNTANTS PRIVATE LIMITED
Registration Id	1301165356164217542
Category of Organization	Health
Entity Type	Private
Approved By	VM
Registered Mobile Number	8889999999
Date & Time of Application	26/05/2022 16:31
Date & Time of Registration	26/05/2022
Registered E-mail Id	gks@yc
Registered Telemarketer	1 V
Status	Active
Service Type	SMS & voice
IP Whitelisting	Click Here
AUTHORIZED PERSON INFORMATION	
Name	Ayushi Chandra
E-mail Id	ayushivivefyar@gmail.com
Mobile No.	8889999999
Designation	UI Developer
License Number	1301165356164217542

If you want to change your password then, [click here](#)
Generate consent API user, [click here](#)

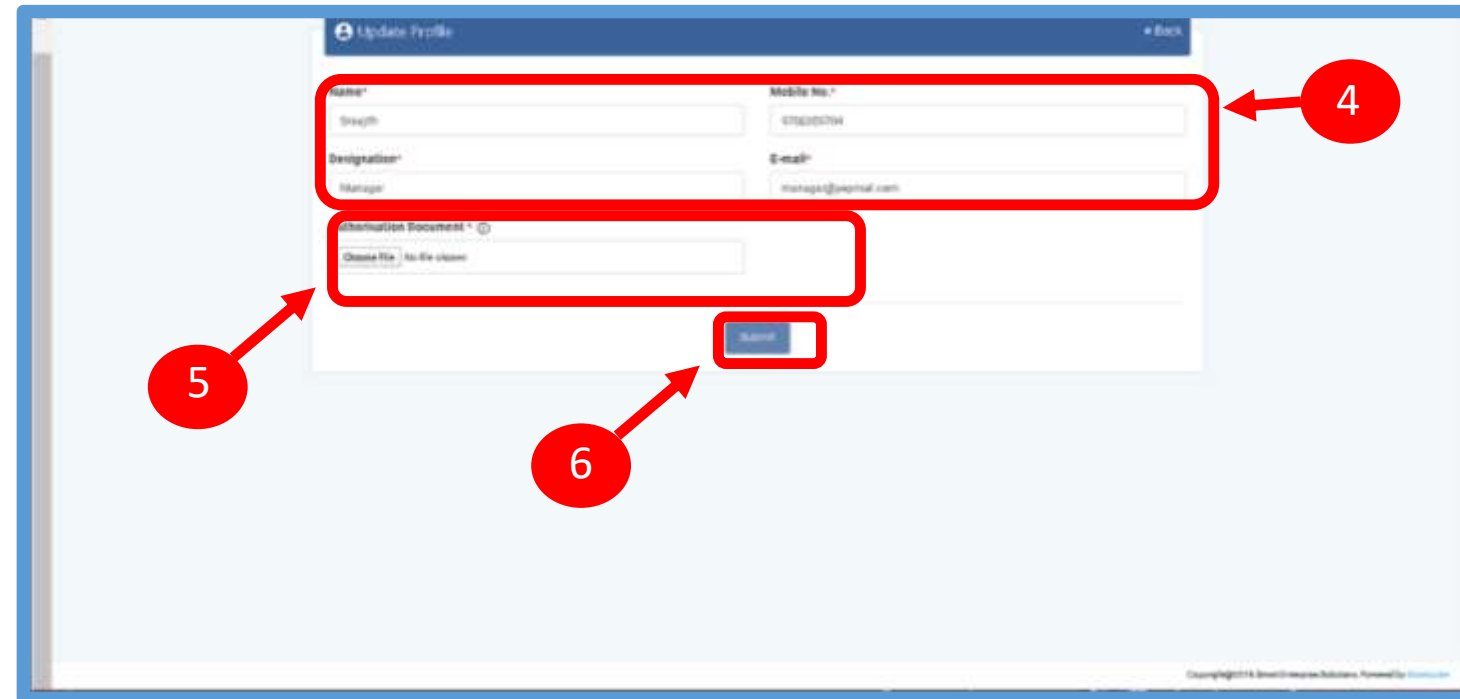
PROFILE UPDATE PAGE

4 In the **Update Profile** page user can update the following details:

- Name of the Authorized Person
- Designation of the Authorized Person
- Mobile number of the Authorized Person
- Email ID of the Authorized Person

5 Upload the **authorization document**
Eg: Board Resolution copy or letter from the Authority of the Company.

6 **Submit** the request to update the details.
Once the Operator approves the details will get updated.



PROFILE – CHANGE PASSWORD

In the Password Reset Page user can change the password

7 Type the **old password** here.

8 Type the **new password** and then confirm it again (*Check the password strength*).

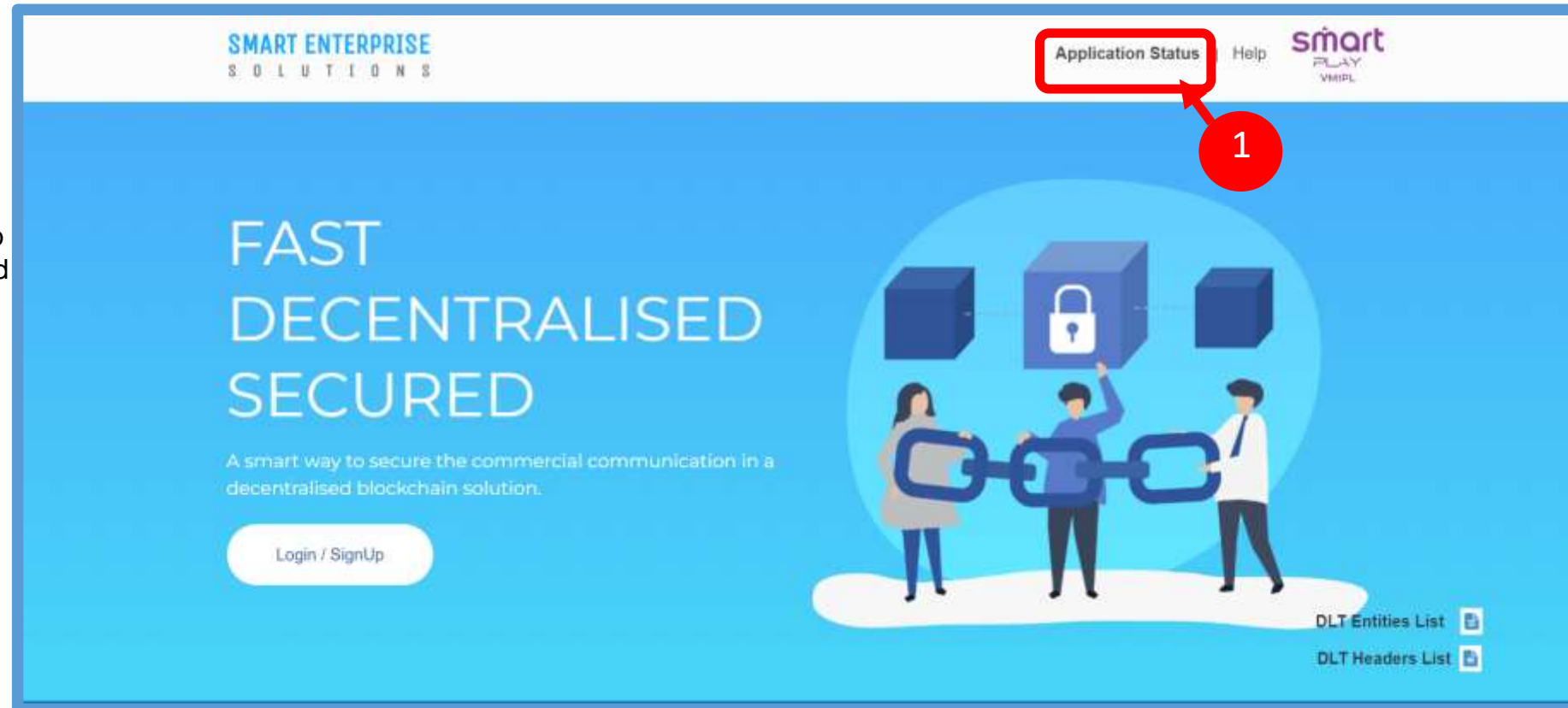
9 Press the **Submit** button and the new password will be activated instantly.

The screenshot shows a web form titled "Reset Your Password" with a "Back" link. The form contains three input fields: "Current Password *", "New Password *", and "Confirm Password *". A "Submit" button is located below the input fields. Red circles with numbers 7, 8, and 9 are placed around the form, with arrows pointing to the "Current Password" field, the "New Password" and "Confirm Password" fields, and the "Submit" button, respectively. The "Current Password" field is highlighted with a blue border. The "New Password" and "Confirm Password" fields are also highlighted with a blue border. The "Submit" button is highlighted with a blue border. The form is set against a light blue background.

CHECK STATUS

APPLICATION – STATUS CHECK

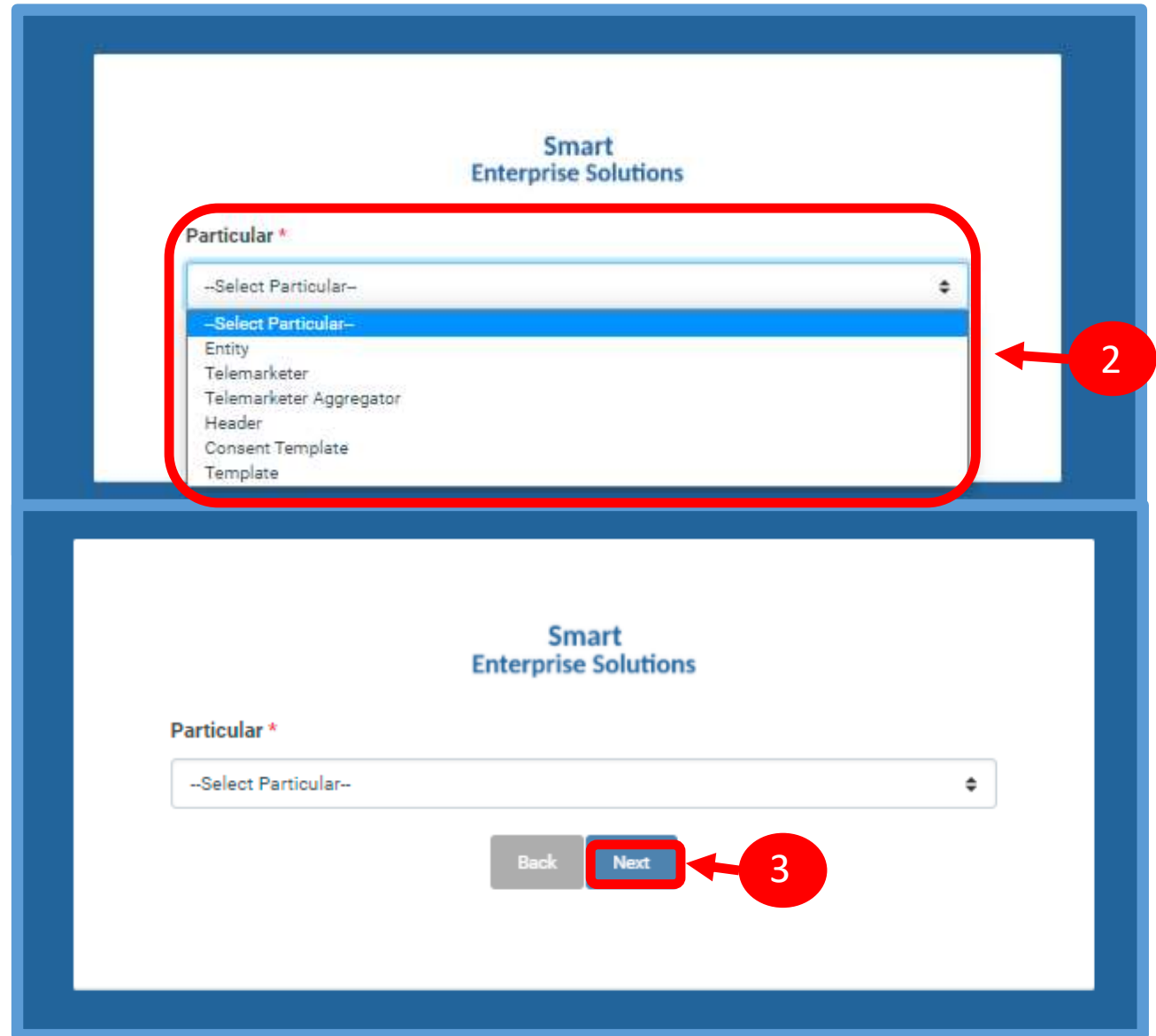
1 At Landing page click on check status to check the status of application submitted



STATUS CHECK – SELECTION OF MODULE

2 Select the option from the drop down list to check the status of option chosen

3 Click on **Next Button**



CHECK STATUS – REFERENCE ID SUBMISSION

4 Fill the Reference ID of Application & Click on **Submit Button**

5 Once submitted the status of application can viewed.

Smart Enterprise Solutions

Particular *

Entity

Reference ID *

01-DCIKKRYQ4TD

Submit

Smart Enterprise Solutions

Reference No.	Entity Name	Remarks	Status	Action
01-DCIKKRYQ4TD	KHAANA KHAJANA PRO	Approved on 08/02/2021	Approved	

Back

ENTITY APPLICATION RE- SUBMISSION

CHECK STATUS – REFERENCE ID SUBMISSION

1 If status is Rejected click on **Click Here Button** to resubmit the Registration form.

2 Enter OTP received on registered mobile number or email Id

3 Click on Submit Button. Once submitted pre-filled registration form will appear for resubmission.

Note: New reference ID will be generated

The image contains two screenshots of the 'Smart Enterprise Solutions' web interface. The top screenshot shows a table with one row where the status is 'Rejected'. A red box highlights the 'Click Here' button in the 'Action' column, with a red circle '1' and an arrow pointing to it. Below the table is a 'Back' button. The bottom screenshot shows a green notification box with the text: 'OTP has been sent to your registered Mobile number 9702359704 and E-mail ID testentity84@yopmail.com. Please verify the same to complete the process.' Below this is another table with the same row as above. A red box highlights the 'Enter OTP' input field, and another red box highlights the 'Submit' button. Red circles '3' and '1' with arrows point to these elements respectively. A 'Back' button is also present at the bottom left.

SYSTEM REQUIREMENTS

SYSTEM REQUIREMENT - SPECIFICATIONS

The website is best viewed on:

Requirements	Recommended
Web Browser	Google Chrome (Latest Version), Mozilla Firefox (Version 70.0.1)
Operating System	Windows 7, 8 ,10 Ubuntu 19.10
RAM	Minimum 4 GB
Internet Connectivity	1Mbps & Above

Thank You !