



AN-CARE PORTAL USER MANUAL

Customer



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1. Login Screen

The Login Screen will open when we click on the AN-Care Portal URL: <https://an-care.com/>



Each User will be given credentials which enable login.



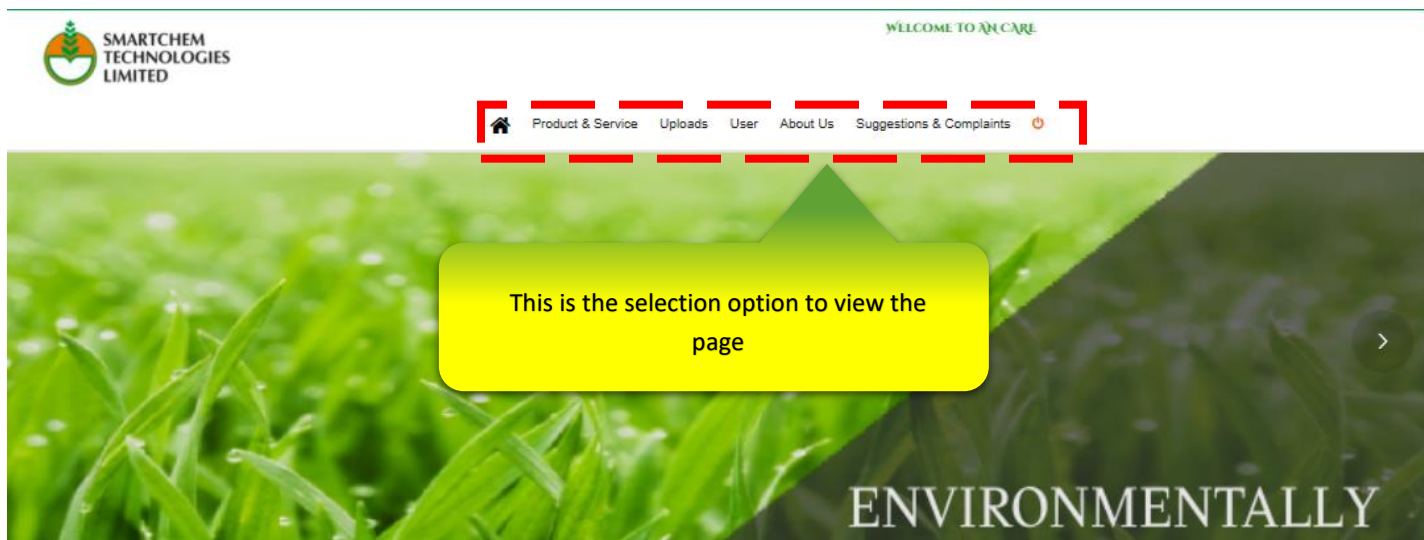
- 2 If a password is not available, click Reset password? Enter the Login ID and click Submit. OTP will be generated and sent through SMS.



Successful sign-in will take user to the home screen as shown below

2. Home Page

Once login into the portal home page looks like this with various selection options.

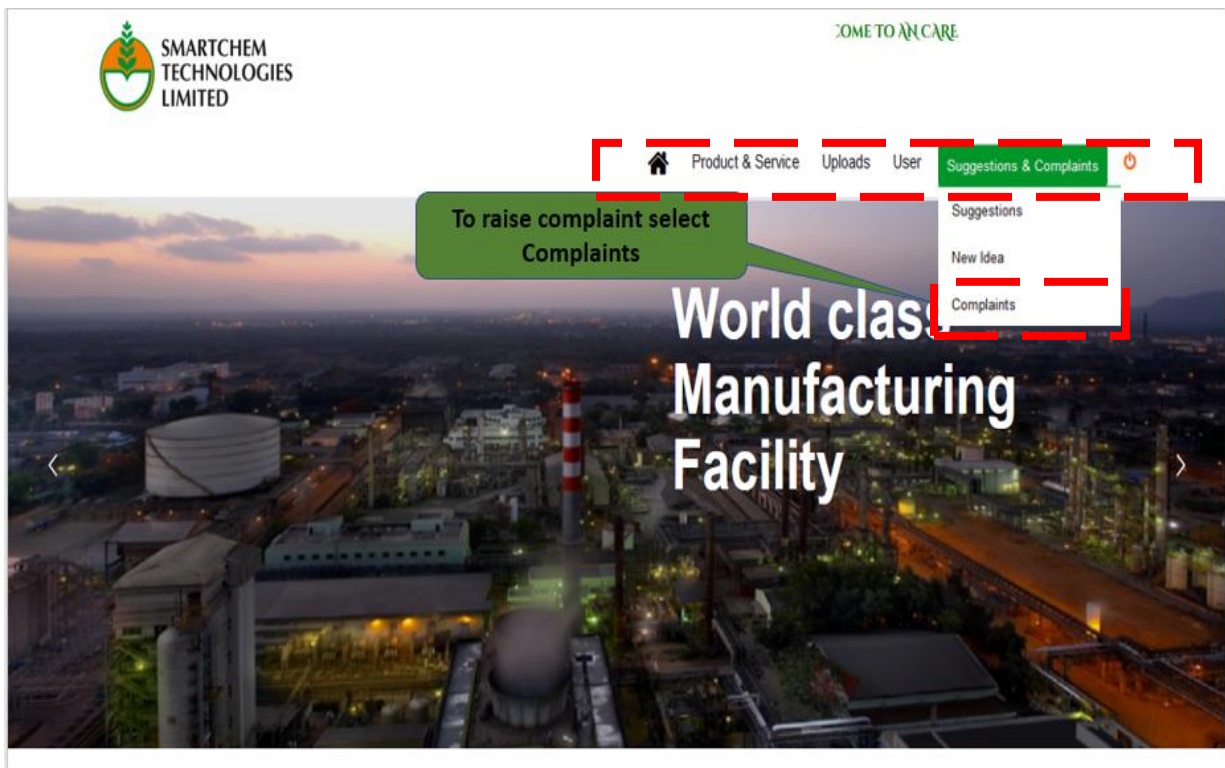


Option:

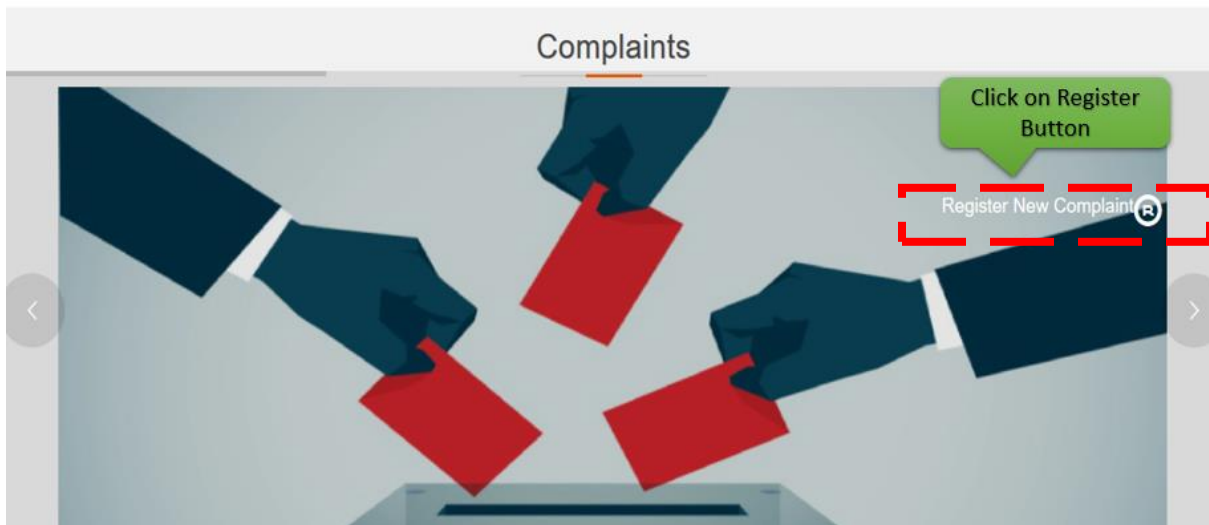
- Product & Services – This provides you the information about our products and services.
- Uploads – Here you can upload the scan copy of R11(b).
- User – This provides the information of profile & password change option.
- Suggestion & complaint – Here you can login your complaint and provide any suggestion for improvements.

3. Register New Complaint

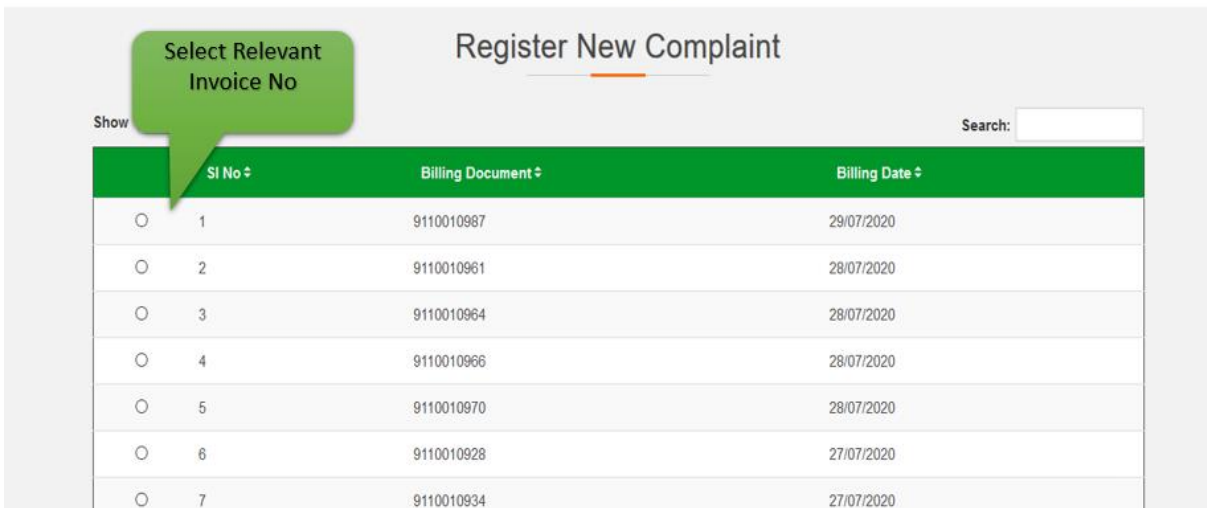
Select the Suggestion & Complaints option from home page and click on the complaint option.



Step 1 - Click on Register New Complaint



Step 2 - User choose the relevant invoice number from the lists against which complain has to be registered and click on the continue button.



Register New Complaint

Show Search:

SI No	Billing Document	Billing Date
<input type="radio"/> 1	9110010987	29/07/2020
<input type="radio"/> 2	9110010961	28/07/2020
<input type="radio"/> 3	9110010964	28/07/2020
<input type="radio"/> 4	9110010966	28/07/2020
<input type="radio"/> 5	9110010970	28/07/2020
<input type="radio"/> 6	9110010928	27/07/2020
<input type="radio"/> 7	9110010934	27/07/2020

Step 3 - A screen will appear as shown below. And fill all the relevant entries.

Complaints

Product OPTIMEX AMMONIUM NITRATE 2%

Invoice Date 29/07/2020

Nature of Complaint Product Quality

Description Caking of product...(TEST)

Invoice No. 9110010987

Batch No. K801280720

Upload Documents Upload Documents

Submit Complaint
Close

Select Category of Complaint

Can upload Multiple Images or files here (Doc, JPEG, PDF format Only)

Note:- If you have same problem in multiple batches then mention the batch number in the description.

Step 4 - To Upload the relevant files /image, click on Upload documents the display will appear as shown below

Upload Documents

Browse

Upload

File Path

Show 50 entries Search:

Select All	File Name	File Size	File Extension	Action
<input type="checkbox"/>	6.jpeg	138.31 KB	.jpeg	Preview
<input type="checkbox"/>	11.jpeg	68.68 KB	.jpeg	Preview

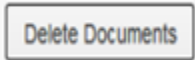
Showing 1 to 2 of 2 entries Previous 1 Next

Delete Documents
Close

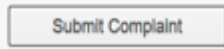
The uploads will appear here


Click on the Browse text and select the file /image from location and click on the upload button. Once file uploaded is now reflected on the screen.

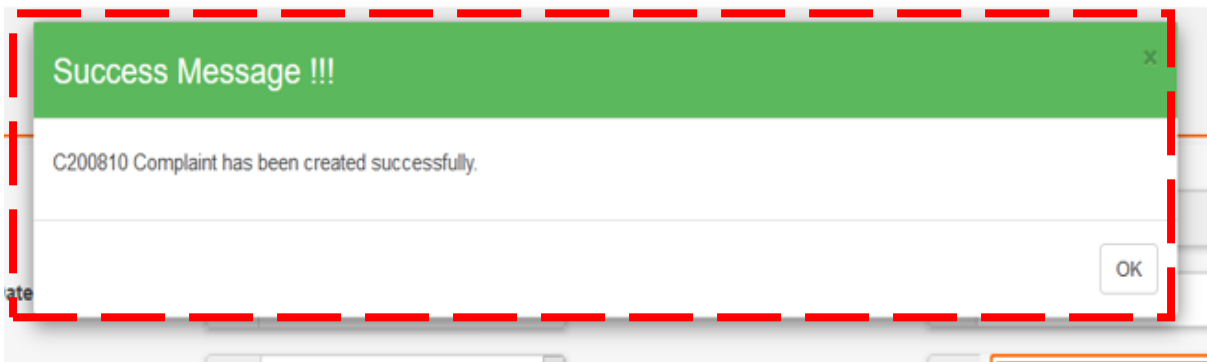
If user want to delete the uploaded file select the file to click on the check box and click on the



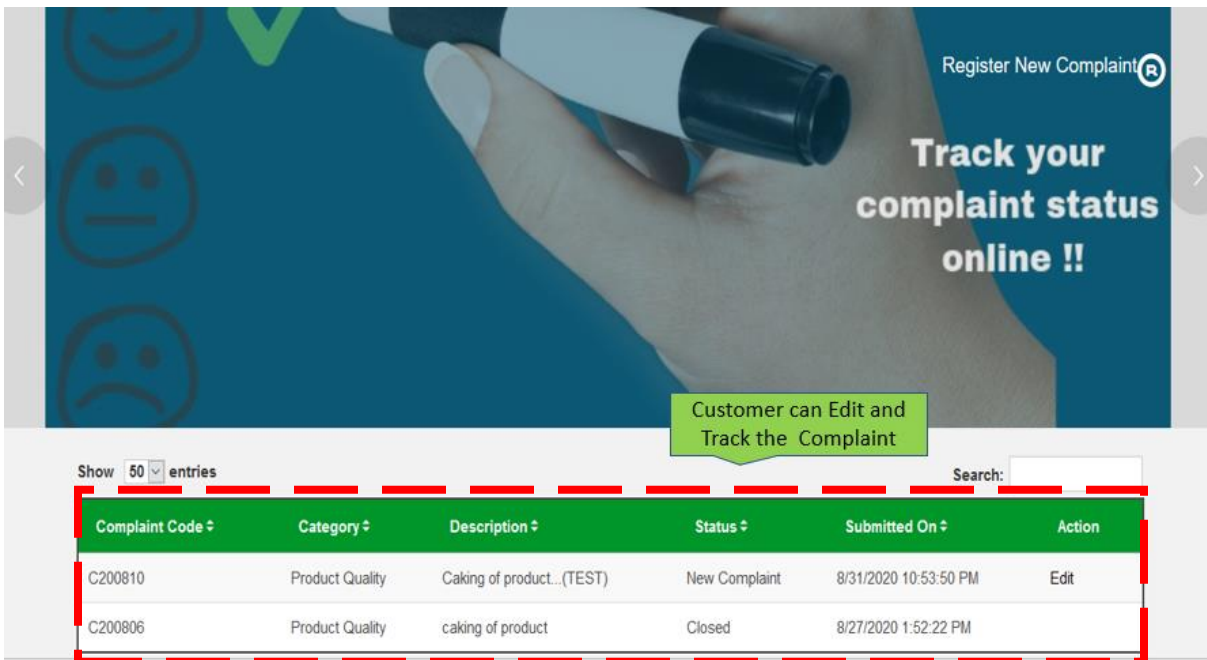
button.



Step 5 – Once all the step done, click on the  button to register the complaint and complaint reference no will generate automatically and notification email will trigger to user.

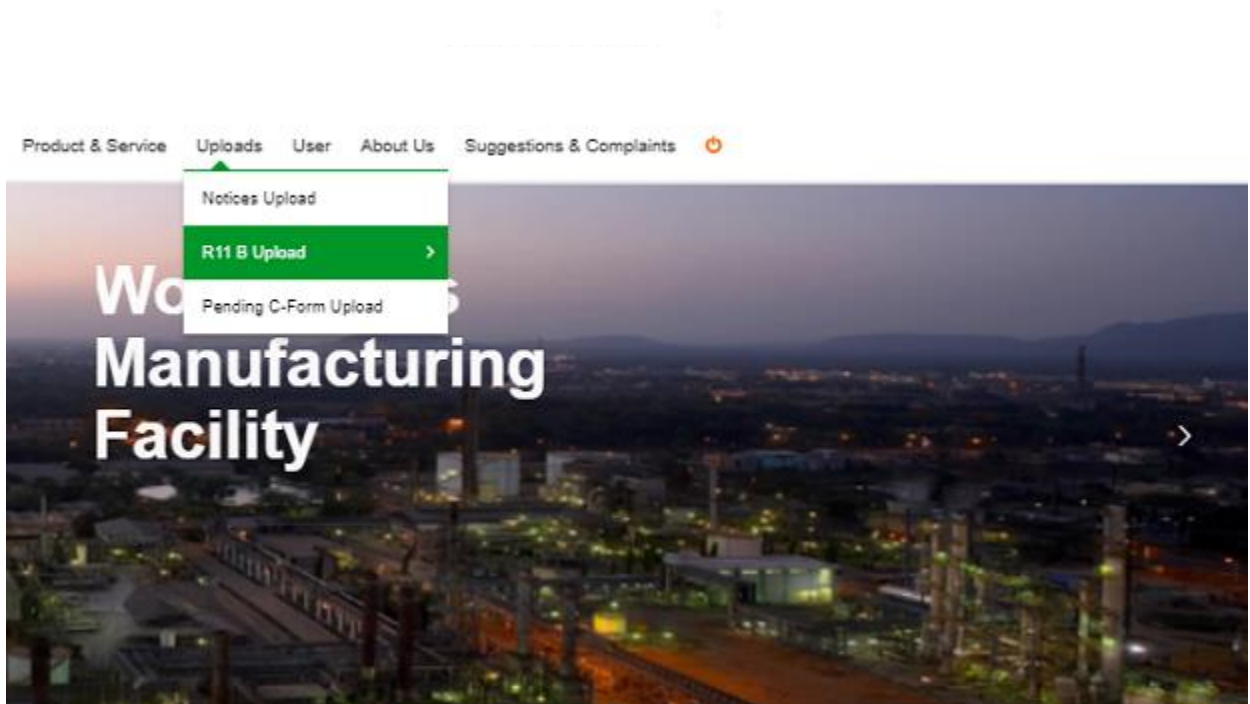


Once complaint created successfully is now reflected on the screen.



4. Upload

Here user can upload the scan copy of R11(b). Please select the R11 B upload option from uploads menu.



Once user selected the Upload option screen will appear as shown below.

This is various Filter option to select the relevant invoice. Please fill the search criteria and click on the search button. Invoice details will display below.

R11 B Upload

Billing From Date:
 Billing To Date:
 Invoice No:
 Upload Status:
 R10 No:

Show 50 entries

Search:

Billing Document	Billing Date	Sold to Party	Sold to Party Name	Ship to Party Destination(City)	SO No	R10 No	Action
9110010635	17-07-2020	5000019	ABC	XYZ	3500011818	R10/2020/30772	<input type="button" value="Upload"/>
9110007177	03-04-2020	5000019	ABC	XYZ	3500007952	R10/2020/15523	<input type="button" value="Upload"/>

Showing 1 to 2 of 2 entries

Previous 1 Next

Click on the upload button to upload the scan copy of R11 (b).

Click browse to select the file from user location and click on the upload button.

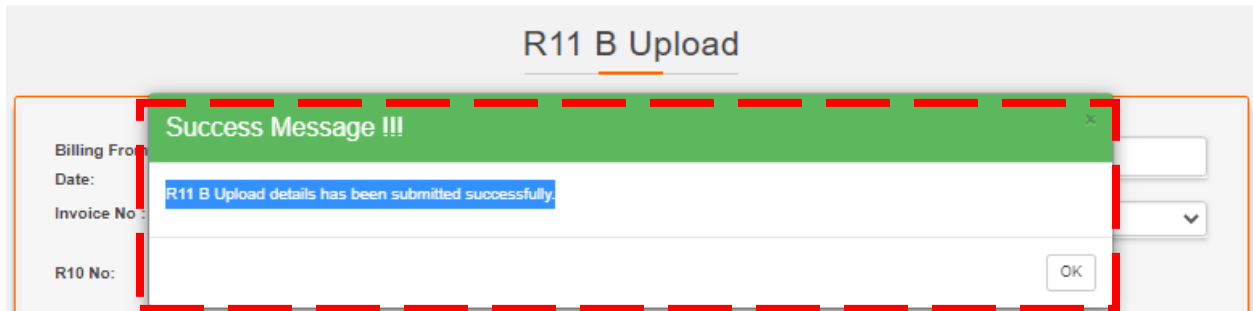
R11 B Upload

Billing From Date:
 Invoice No:
 R10 No:

Upload R11 B

File Path

User will get the notification once selected file uploaded successfully.



5. Suggestion and New Ideas

Customer is provided with an open box to write the suggestion. When submitted an email notification is sent to the defined email id. Users need to select suggestion category before entering any suggestion.

TAN user is provided with option to reply to the suggestion shared by the customer. An email is sent to the customer when the suggestion is updated with the remark. The screen will appear as shown as below.

