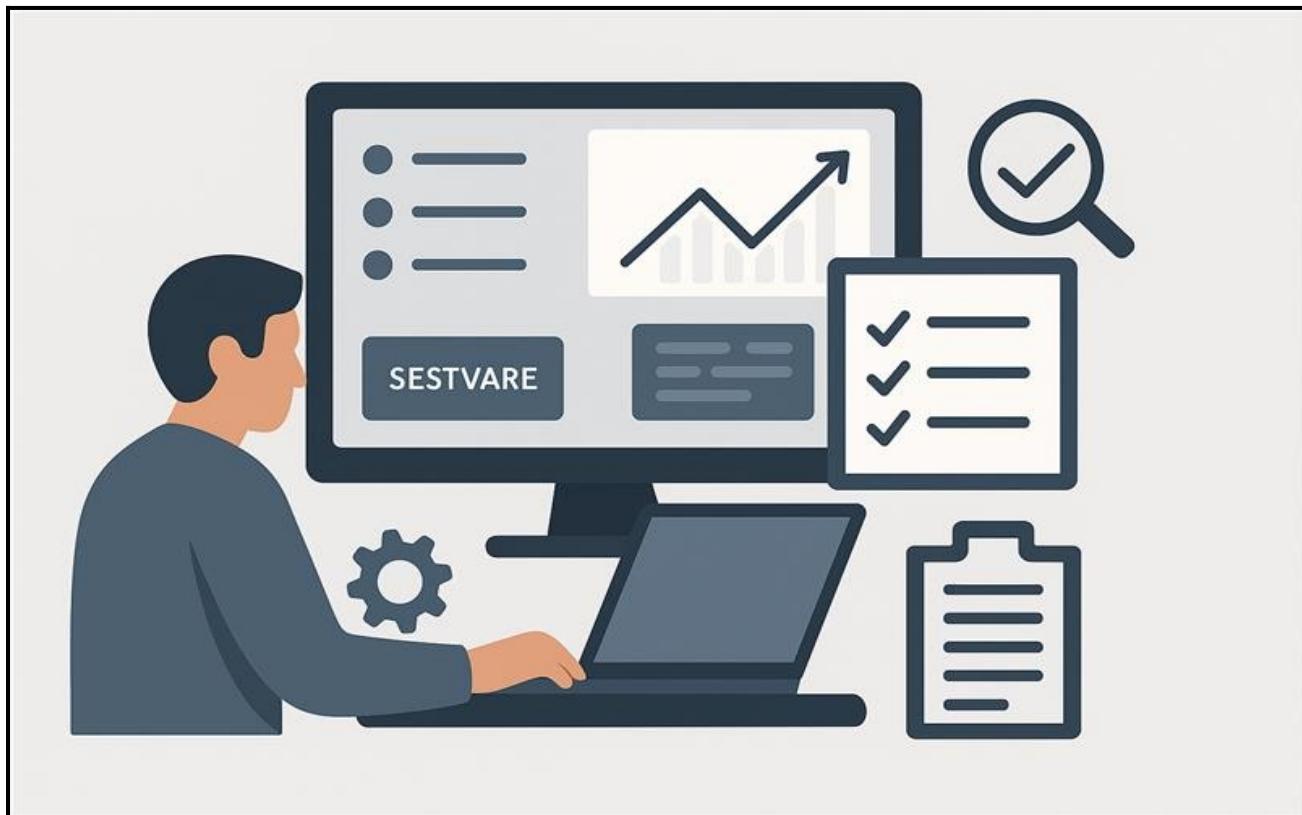


# Retailer Indenting Process User Reference Manual



## Excise Department Government of Meghalaya



**C-TEL INFOSYSTEM PVT.LTD.**  
Hyderabad || Telangana

# Retailer Indenting Process User Reference Manual

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# Retailer Indenting Process User Reference Manual

## 1. Introduction

**Product Name:** IEMS

**Module:** Retailer

**Version:** 1.0

**Release Date:** 14-06-2025

**Prepared By:** Dharmadev Khatua

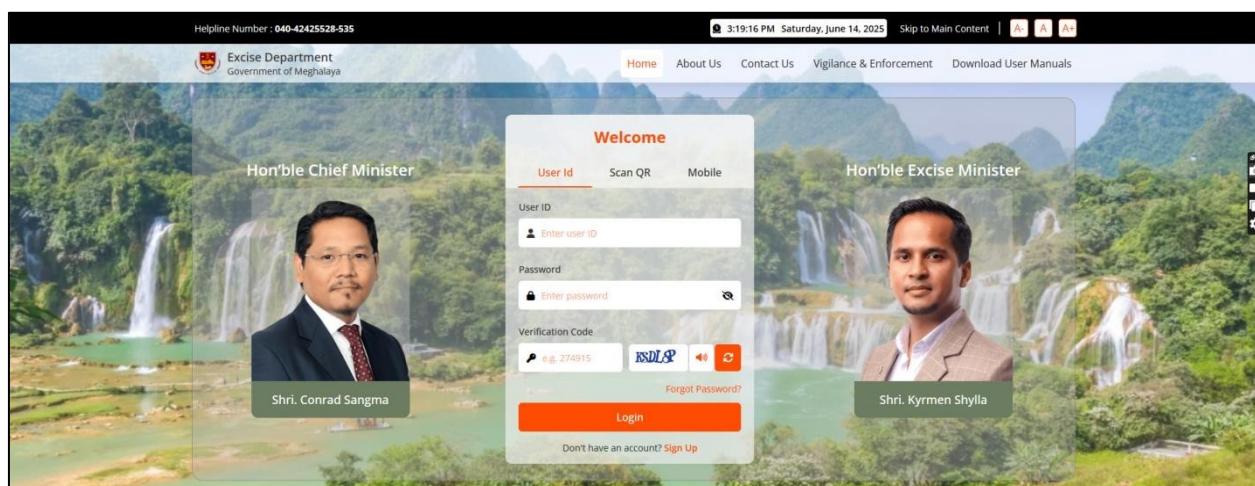
**Overview:** The Retailer module in IEMS is designed to manage and streamline the operations of alcohol retailers operating under a Wine Shop license. This module allows licensed retailers to manage daily sales, stock movements, license compliance, and reporting activities in accordance with excise department regulations.

The Wine Shop sub-module specifically caters to establishments licensed to sell IMFL & BEER beverages directly to consumers for off-premise consumption.

**Audience:** End users

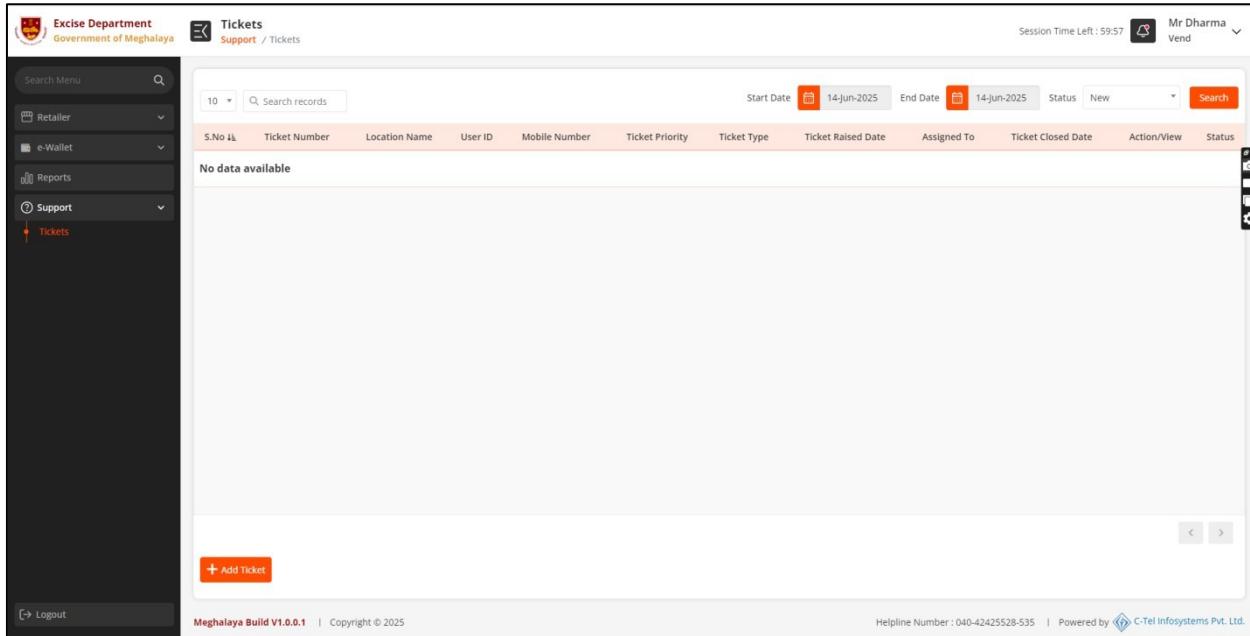
## 2. Login Page

- Enter your User ID and Password in the respective fields.
- Enter valid captcha in the respective fields.
- Click the login button to access the application dashboard.

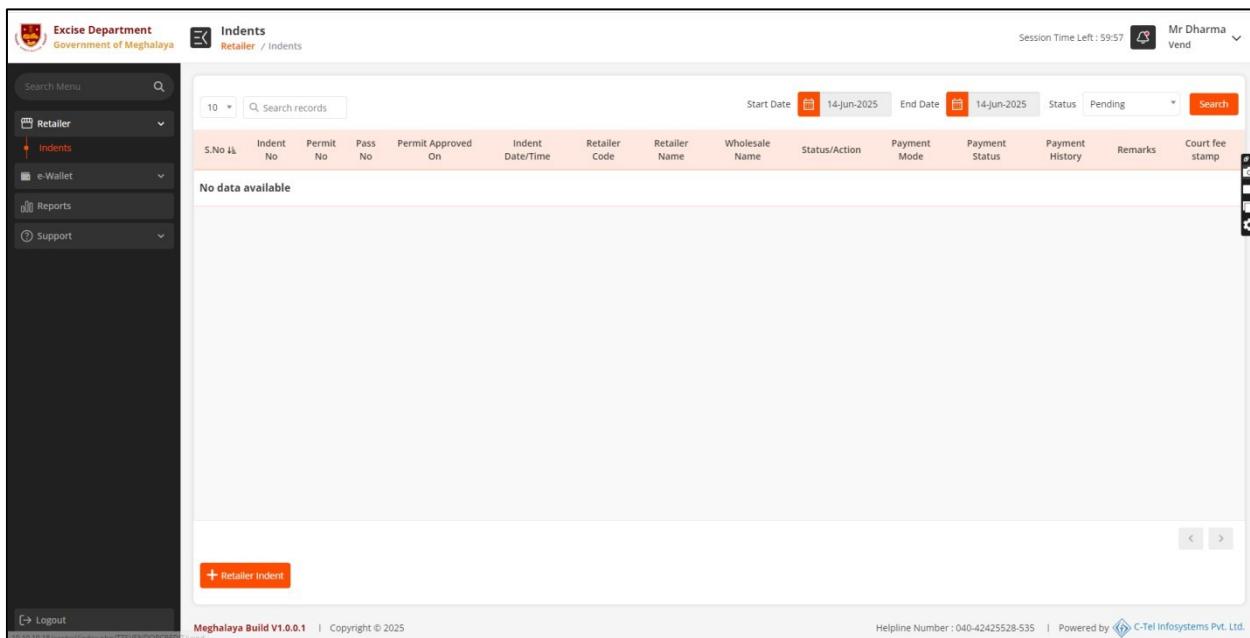


# Retailer Indenting Process User Reference Manual

- Upon successful login to the application, the screen will display the following tabs.

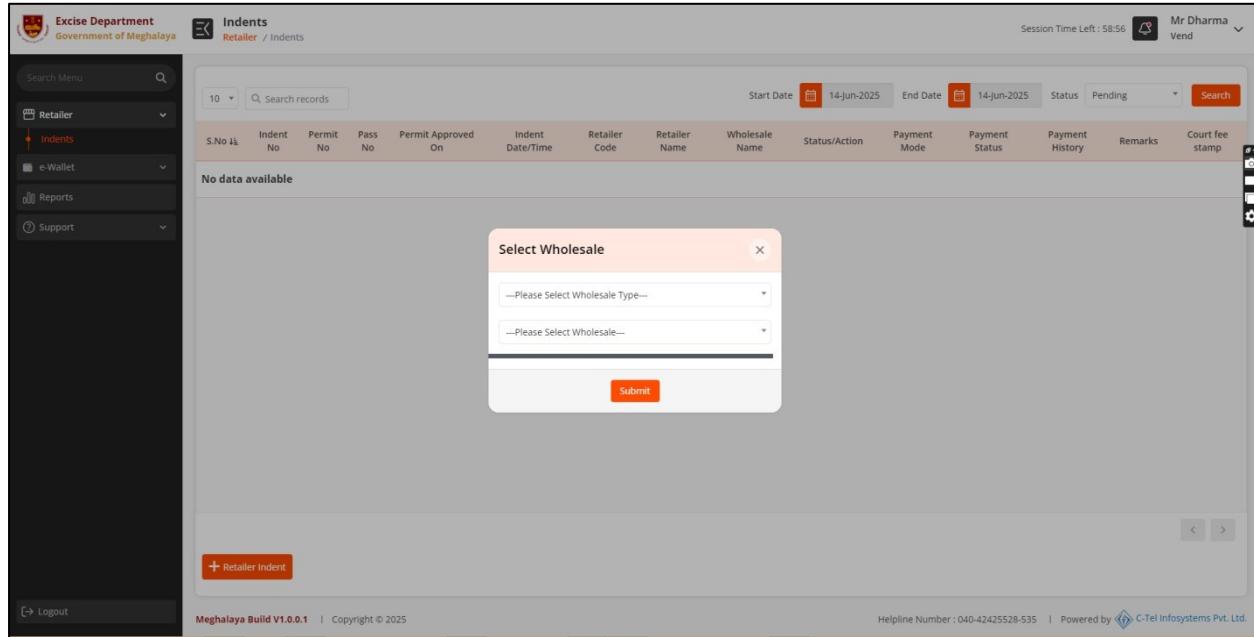


- The user clicks on the Retailer tab.
- Then, the user clicks on the +Retailer Indent tab.



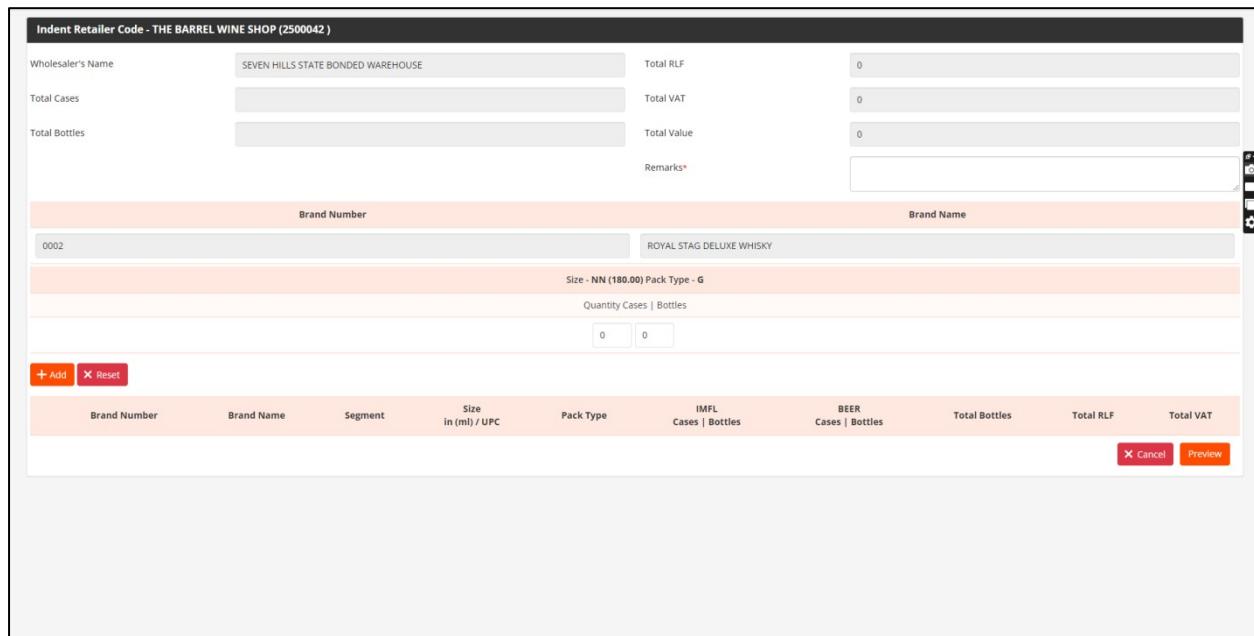
# Retailer Indenting Process User Reference Manual

- The user chooses the Wholesale Type from the available options.
- Next, the user selects the Wholesale category.
- Finally, click the Submit button to proceed.



The screenshot shows the 'Indents' page of the software. The top navigation bar includes the Excise Department logo, session time (58:56), and user (Mr Dharma Verma). The left sidebar has a 'Retailer' section with 'Indents' selected, and other options like 'e-Wallet', 'Reports', and 'Support'. The main content area has a search bar and a table with columns: S.No, Indent No, Permit No, Pass No, Permit Approved On, Indent Date/Time, Retailer Code, Retailer Name, Wholesale Name, Status/Action, Payment Mode, Payment Status, Payment History, Remarks, and Court fee stamp. A modal window titled 'Select Wholesale' is centered, with dropdowns for 'Please Select Wholesale Type...' and 'Please Select Wholesale...', and a 'Submit' button. At the bottom, there's a 'Retailer Indent' button and copyright information: Meghalaya Build V1.0.0.1 | Copyright © 2025 | Helpline Number: 040-42425528-535 | Powered by C-Tel Infosystems Pvt. Ltd.

- After submitting, the user will be directed to the Indenting page.



The screenshot shows the 'Indent Retailer Code - THE BARREL WINE SHOP (2500042)' page. It displays details for a Royal Stag Deluxe Whisky entry. The top section shows 'Wholesaler's Name: SEVEN HILLS STATE BONDED WAREHOUSE', 'Total RLF: 0', 'Total Cases: 0', 'Total VAT: 0', and 'Total Value: 0'. There is a 'Remarks\*' field with an empty text area. Below this, a table row shows 'Brand Number: 0002' and 'Brand Name: ROYAL STAG DELUXE WHISKY'. A note indicates 'Size - NN (180.00) Pack Type - G'. The bottom section is a table with columns: Brand Number, Brand Name, Segment, Size in (ml) / UPC, Pack Type, IMFL Cases | Bottles, BEER Cases | Bottles, Total Bottles, Total RLF, and Total VAT. The table has one row with data. Buttons at the bottom include '+ Add', 'Reset', 'Cancel', and 'Preview'.

# Retailer Indenting Process User Reference Manual

- Enter the brand number in the designated text field.
- Choose the desired brand from the list that appears after entering the brand number.
- Enter Quantity Details:
  1. You may enter quantity in cases, bottles, or both, depending on your requirement.
  2. The system will automatically calculate the total based on the input values.

*Note: You can enter values in both fields — cases and bottles — simultaneously. The system will handle the combined quantity accordingly.*

- Enter the remarks.
- Click on the +Add button.

Indent Retailer Code - THE BARREL WINE SHOP (2500042)

Wholesaler's Name	SEVEN HILLS STATE BONDED WAREHOUSE	Total RLF	2.04
Total Cases	1	Total VAT	728.88
Total Bottles	1	Total Value	730.92
Remarks*			

Brand Number

Type Brand Number/Brand Name	Brand Name
0002	ROYAL STAG DELUXE WHISKY

Cancel Preview

- The system will display all relevant brand details automatically on the screen.
- Click on the preview button.

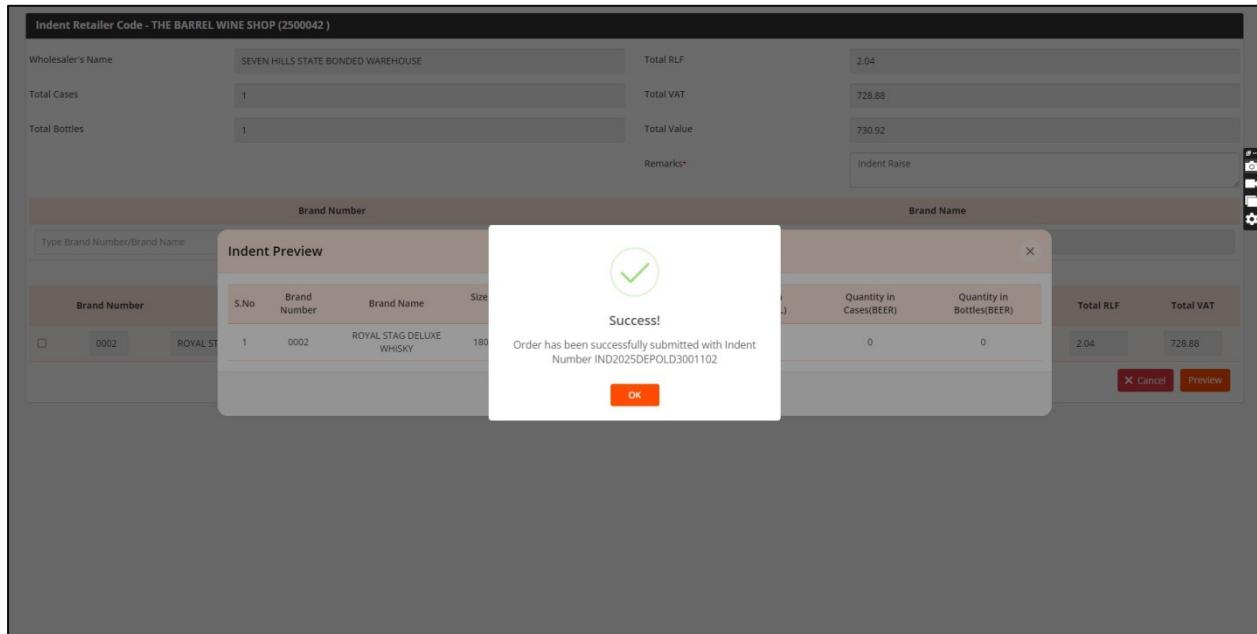
Indent Preview

S.No	Brand Number	Brand Name	Size in (ml) / UPC	Pack Type	Quantity in Cases(IMFL)	Quantity in Bottles(IMFL)	Quantity in Cases(BEER)	Quantity in Bottles(BEER)
1	0002	ROYAL STAG DELUXE WHISKY	180.00   48	G	1	1	0	0

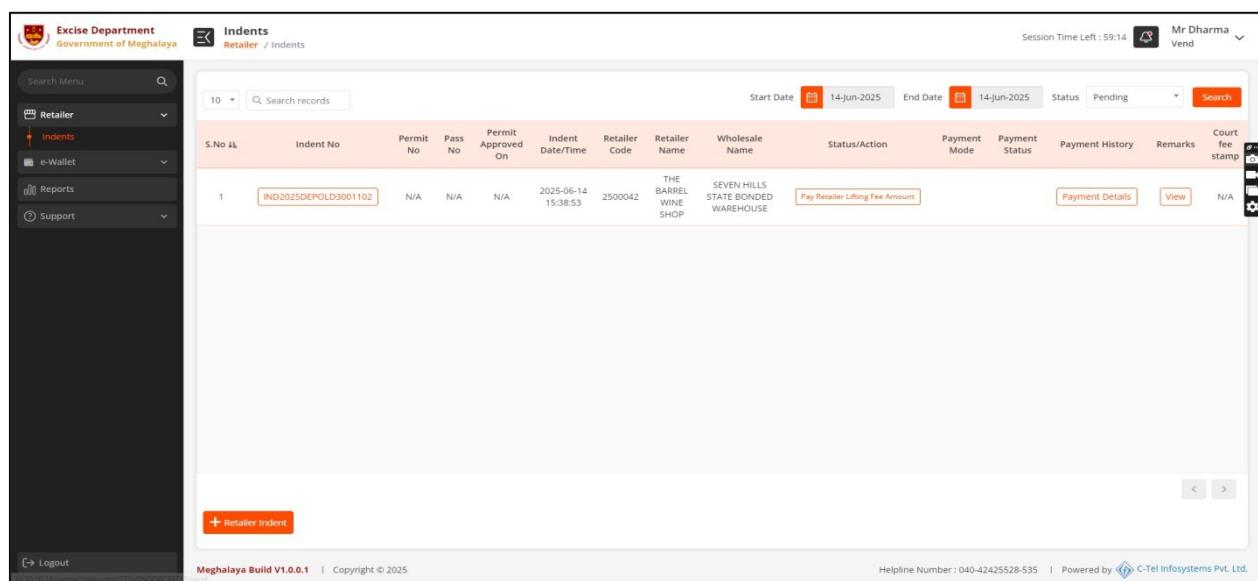
Save

# Retailer Indenting Process User Reference Manual

- After clicking the "Save" button
  - If the indent is saved successfully, a confirmation pop-up message will be displayed on the screen.
- Click on the OK button.

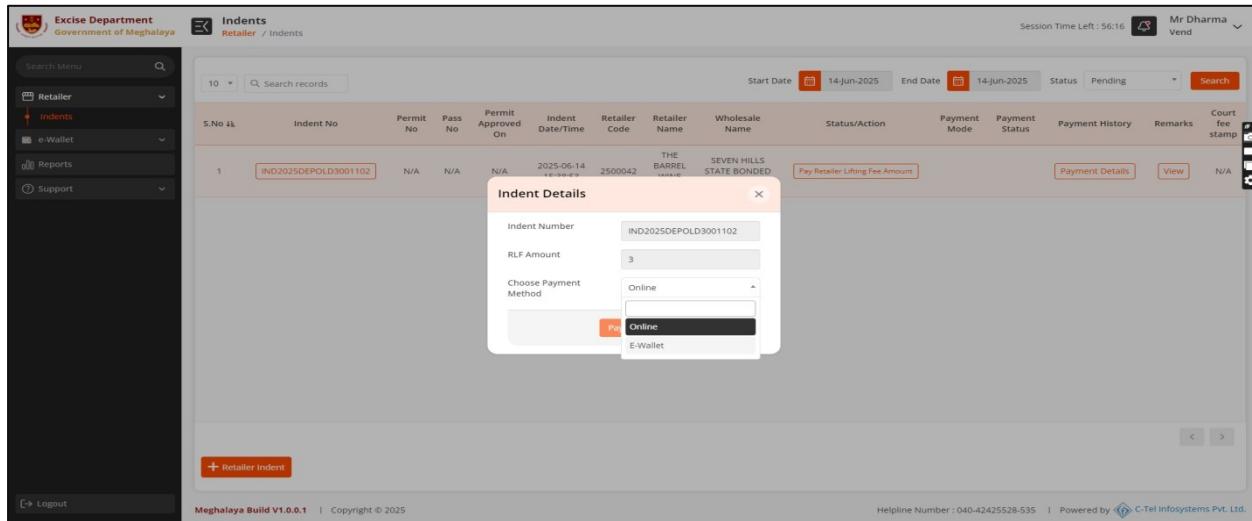


- Click on the "OK" button in the confirmation pop-up
  - The system will automatically redirect the user to the Retailer View page, where all previously created indents can be viewed and managed.

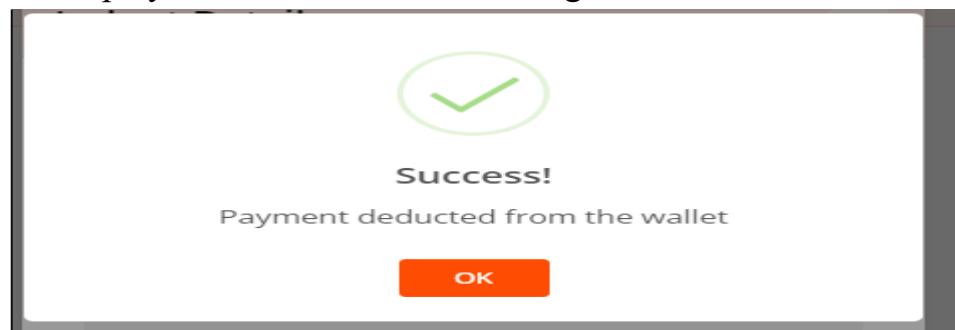


# Retailer Indenting Process User Reference Manual

- Click on the “Pay Retailer Lifting Fee Amount” button
- Select the Payment Method :  
Choose either “Online” or “e-Wallet” as your preferred mode of payment from the available options.



- If “Online” is selected as the payment method:
  1. Click on the “Pay Amount” button.
  2. The system will redirect you to the bank's payment gateway page, where you can complete the transaction using internet banking, debit card, credit card.
- If “e-Wallet” is selected as the payment method:
  1. Click on the “Use Wallet” button.
  2. The payment amount will be automatically deducted from the available e-Wallet balance.
  3. Upon successful deduction, a success pop-up message will be displayed on the screen confirming the transaction.



# Retailer Indenting Process User Reference Manual

- Click on the "OK" button in the confirmation pop-up
- 1. The system will automatically redirect the user to the Retailer View page, where all previously created indents can be viewed and managed.
- After successful RLF payment

- 2. The indent will be automatically forwarded to the SBW (State Bonded Warehouse) for further processing.

## 3. SBW (State Bonded Warehouse)

- The SBW Manager must enter their User ID and Password in the respective fields.
- Enter the valid captcha in the respective fields.
- Click the login button to access the application dashboard.

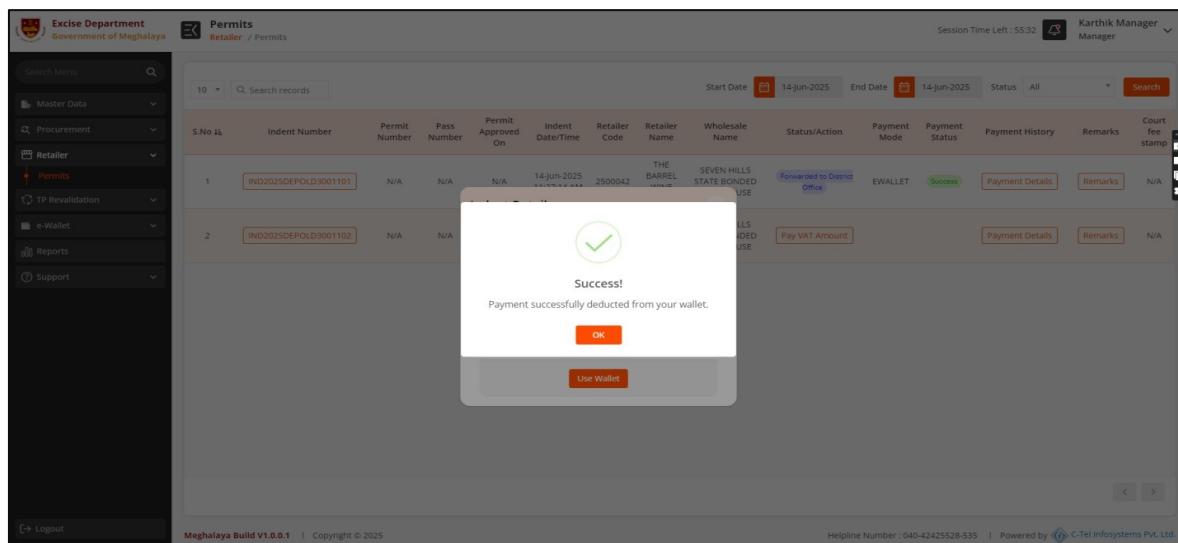
# Retailer Indenting Process User Reference Manual

- Click on the "Retailer" tab from the main menu/dashboard.
- After clicking, the SBW Manager will be redirected to the Indent View page.
- Here, all received indents from retailers will be listed.

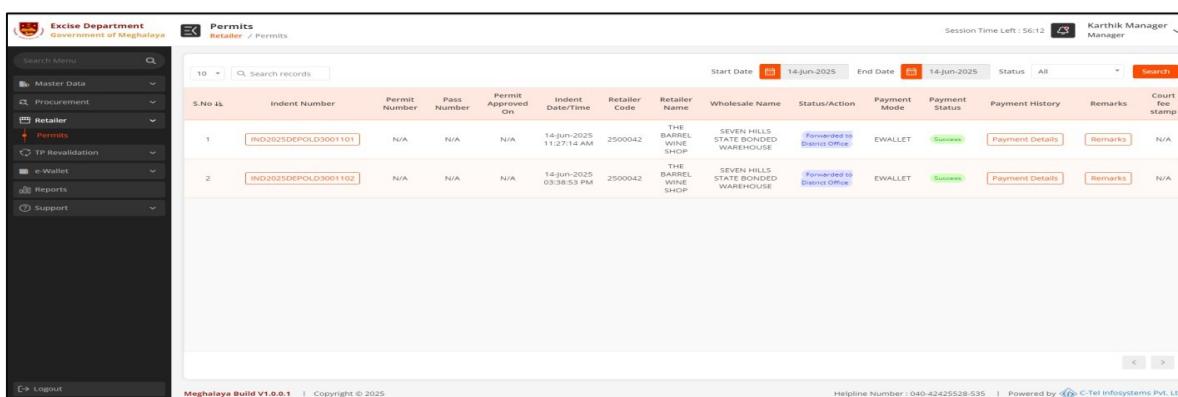
- Click on the "Pay VAT Amount" button.

# Retailer Indenting Process User Reference Manual

- If “Online” is selected as the payment method:
  - Click on the “Pay Amount” button.
    - 1. The system will redirect you to the bank's payment gateway page, where you can complete the transaction using internet banking, debit card, credit card.
  - If “e-Wallet” is selected as the payment method:
    - Click on the “Use Wallet” button.
      - 1. The payment amount will be automatically deducted from the available e-Wallet balance.
    - Upon successful deduction, a success pop-up message will be displayed on the screen confirming the transaction.



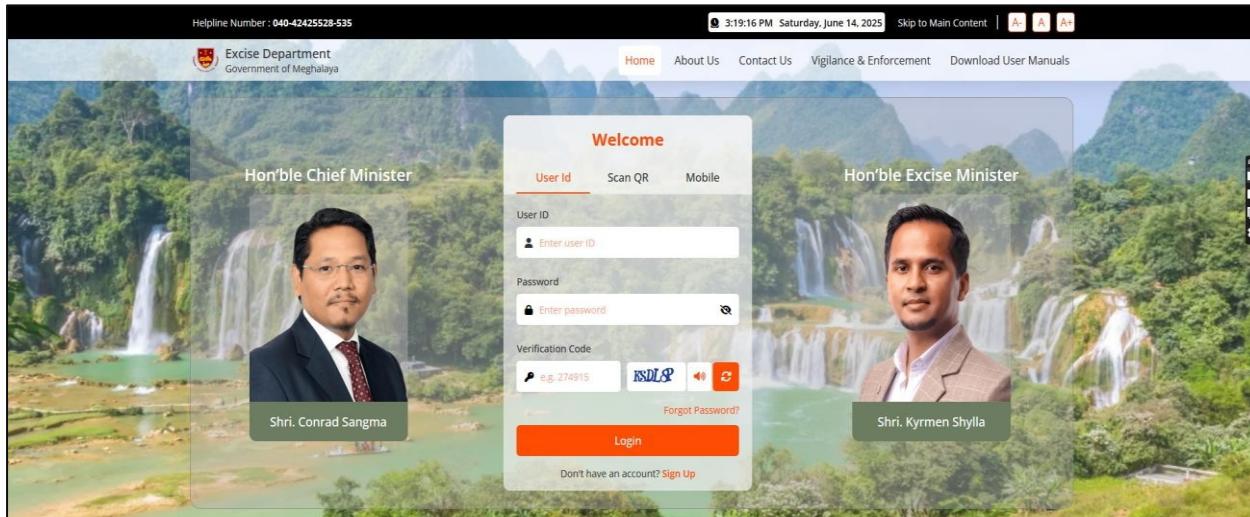
- After clicking OK button ,the SBW manager will be redirected to the indent view page.
- The indent will be automatically forwarded to the District Office.



# Retailer Indenting Process User Reference Manual

## 4. District Office

- The District Officer must enter their User ID and Password in the respective login fields on the login screen.
- Enter the valid captcha in the respective fields.
- Click the login button to access the application dashboard.



- Upon successful login to the application, the screen will display the following tabs.

# Retailer Indenting Process User Reference Manual

- Click on the retailer tab.
- Click on the permits tab.
- After clicking, the District Officer will be redirected to the Indent View page.
- Here, all received indents from retailers will be listed.

S.No	Indent Number	Permit Number	Pass Number	Permit Approved On	Indent Date/Time	Retailer Code	Retailer Name	Wholesale Name	Status/Action	Payment Mode	Payment Status	Payment History	Remarks	Court fee stamp
1	IND2025DEPOLD3001101	N/A	N/A	N/A	14-Jun-2025 11:27:14 AM	2500042	THE BARREL WINE SHOP	SEVEN HILLS STATE BONDED WAREHOUSE	Permit Approve	EWALLET	Success	Payment Details	Remarks	N/A
2	IND2025DEPOLD3001102	N/A	N/A	N/A	14-Jun-2025 03:38:53 PM	2500042	THE BARREL WINE SHOP	SEVEN HILLS STATE BONDED WAREHOUSE	Permit Approve	EWALLET	Success	Payment Details	Remarks	N/A

- Click the "Permit Approve" button to initiate the approval process.
- Once clicked, the system navigates the District Officer to the Approve Permit view page, displaying the permit details for review and further action.

S.No	Brand Number	Product Name	Size (ml) / Pack Quantity	Quantity Cases	Quantity Bottles	Total Bottles	Segment	Total RLF	Total VAT	Total value
1	0002	ROYAL STAG DELUXE WHISKY	180/48	1	1	49	WHISKY	2.04	728.88	730.92

# Retailer Indenting Process User Reference Manual

- Select valid up to date.
- Enter the remarks.
- Upload Court fee stamp.

Approve Permit

S.No	Brand Number	Product Name	Size (ml) / Pack Quantity	Quantity Cases	Quantity Bottles	Total Bottles	Segment	Total RLF	Total VAT	Total value
1	0002	ROYAL STAG DELUXE WHISKY	180/48	1	1	49	WHISKY	2.04	728.88	730.92

Valid up to \*: 14-Jun-25 Court fee stamp\*: No file chosen (Only PDF, JPG, and JPEG file formats are allowed. File size must be less than 3 MB.)

Remarks\*: Approved

Approve

- Click on the approve button.

Approve Permit

S.No	Brand Number	Product Name	Size (ml) / Pack Quantity	Quantity Cases	Quantity Bottles	Total Bottles	Segment	Total RLF	Total VAT	Total value
1	0002	ROYAL STAG DELUXE WHISKY	180/48	1	1	49	WHISKY	2.04	728.88	730.92

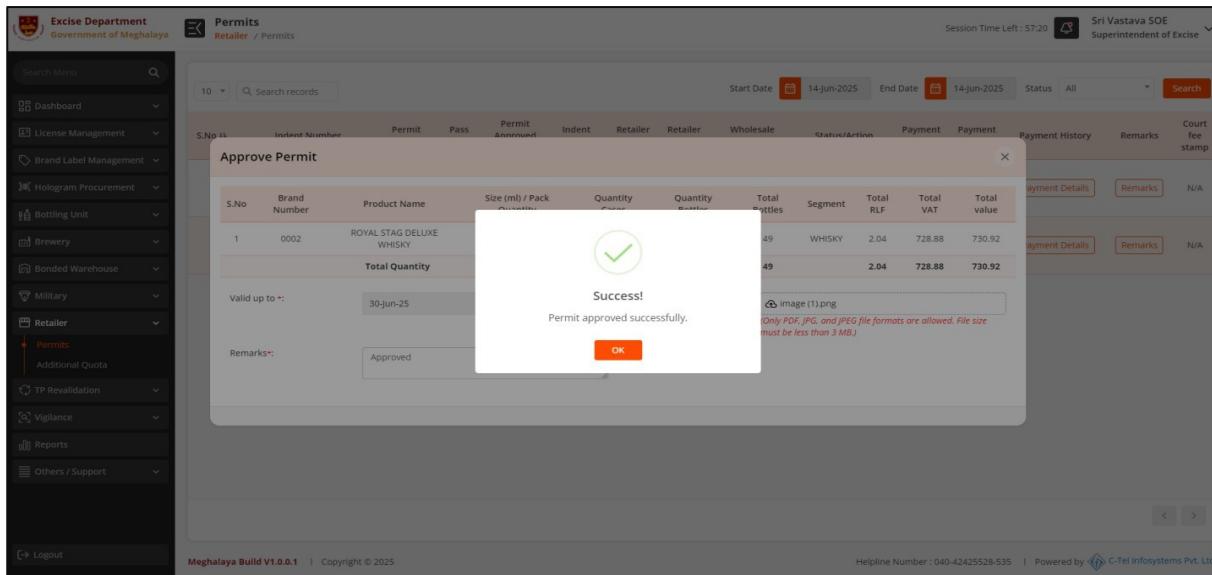
Valid up to \*: 30-Jun-25 Court fee stamp\*: image (1).png (Only PDF, JPG, and JPEG file formats are allowed. File size must be less than 3 MB.)

Remarks\*: Approved

Approve

# Retailer Indenting Process User Reference Manual

- After approving the permit, a success pop-up message will appear.

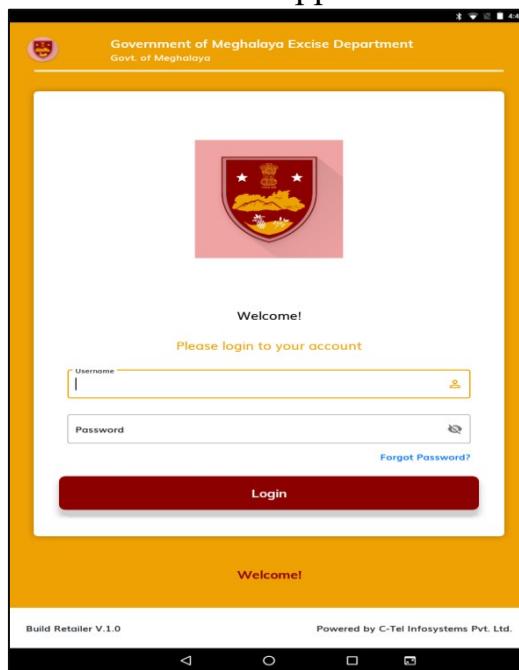


- Once the permit is issued, the application is automatically forwarded to the SBW (State Bonded Warehouse) for shipment processing.

## 5. Receiving Workflow in the Tabletop Interface:

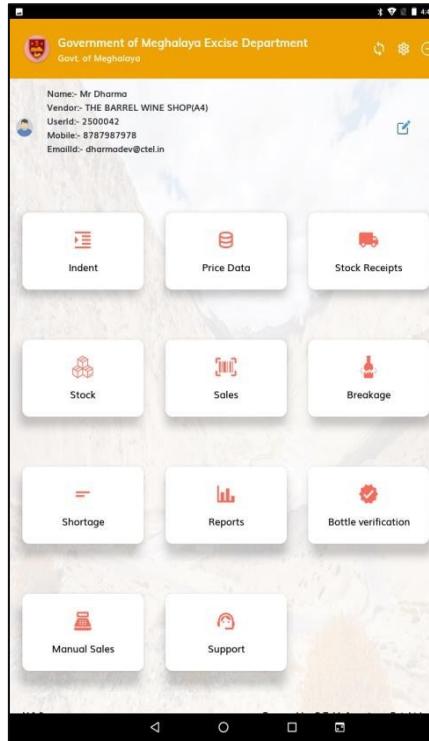
### Login Page:

- The retailer enters their User ID and Password in the designated login fields.
- Click the login button to access the application dashboard.



# Retailer Indenting Process User Reference Manual

- Upon successful login to the application the screen will display the following tabs.



- Click on the stock receipts tab.
- After clicking on the Stock Receipts tab, the user can view entries with the status labeled as "New".

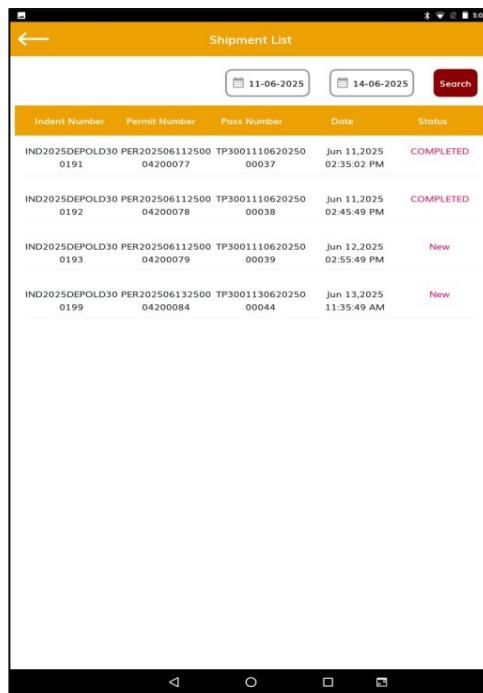
Indent Number	Permit Number	Pass Number	Date	Status
IND2025DEPOLD30 PER202506112500	TP3001110620250 0191	00037	Jun 11,2025 02:35:02 PM	COMPLETED
IND2025DEPOLD30 PER202506112500	TP3001110620250 0192	00038	Jun 11,2025 02:45:49 PM	COMPLETED
IND2025DEPOLD30 PER202506112500	TP3001110620250 0193	00039	Jun 12,2025 02:55:49 PM	New
IND2025DEPOLD30 PER2025061132500	TP30011130620250 0199	00044	Jun 13,2025 11:35:49 AM	New

# Retailer Indenting Process User Reference Manual

- After clicking on the new link, the user can view shipment details view page.
- Click on the Receive button.

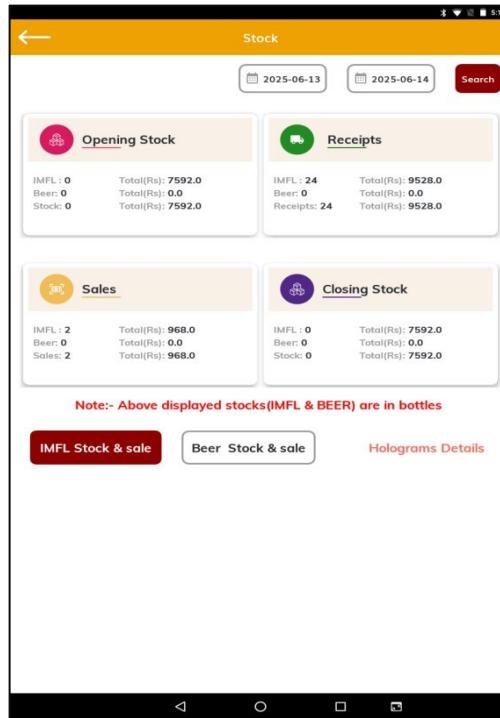


- After the stock is received, the status will update to "Completed".

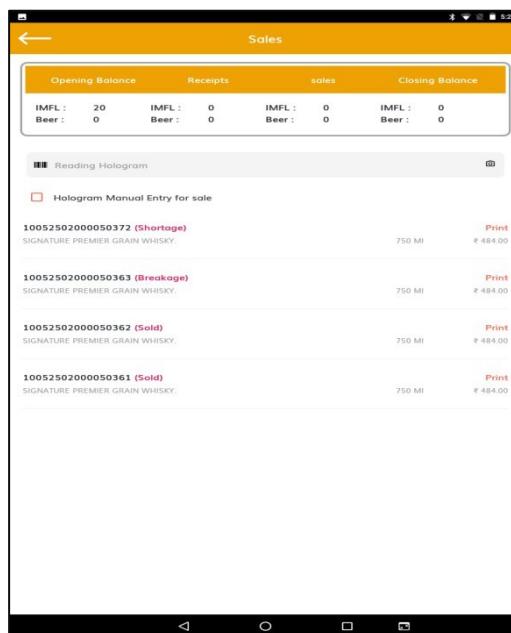


# Retailer Indenting Process User Reference Manual

- Click on the stock button.
- Retailer can view Opening Stock,Closing Stock,Receipts and Sales.

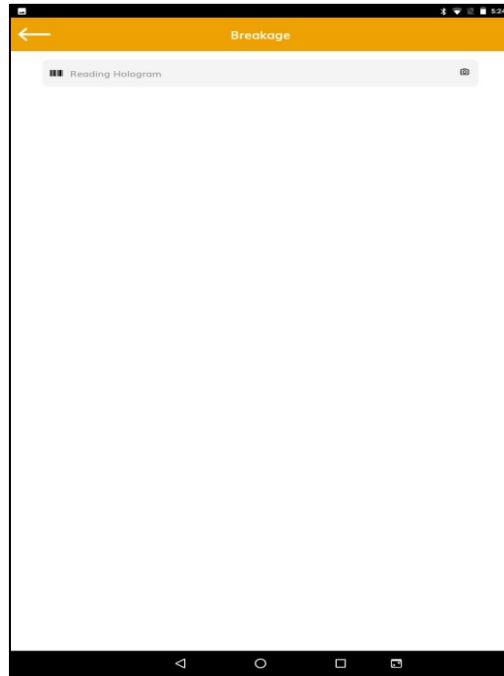


- Click on the sales tab.
- Under the **Sales** tab, the user can sell bottles by scanning or entering the **hologram code**.

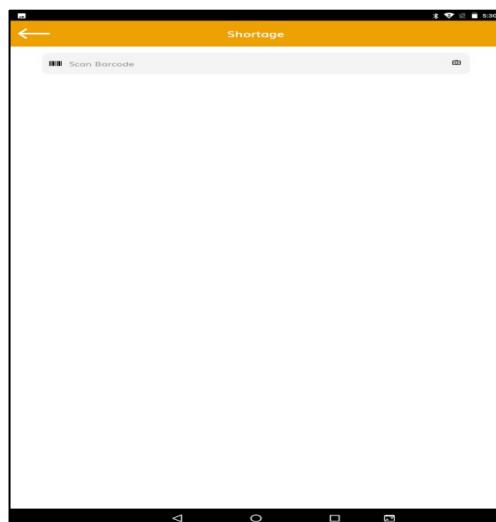


## Retailer Indenting Process User Reference Manual

- Click on the breakage button.
- In case of bottle breakage, the user must scan the specific **hologram code** under the **Breakage** section to record the incident.
- Click on the breakage.



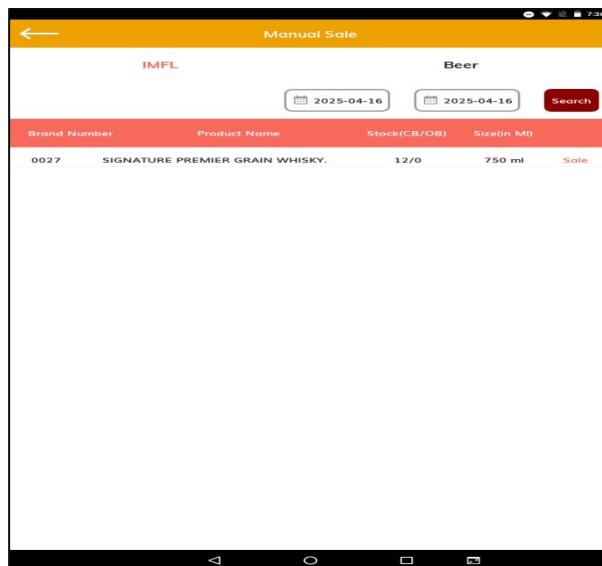
- In case of a bottle shortage, the user must scan the specific **case barcode** under the **Shortage** section and mark the corresponding **hologram codes** for the missing bottles.
- Click on the shortage.



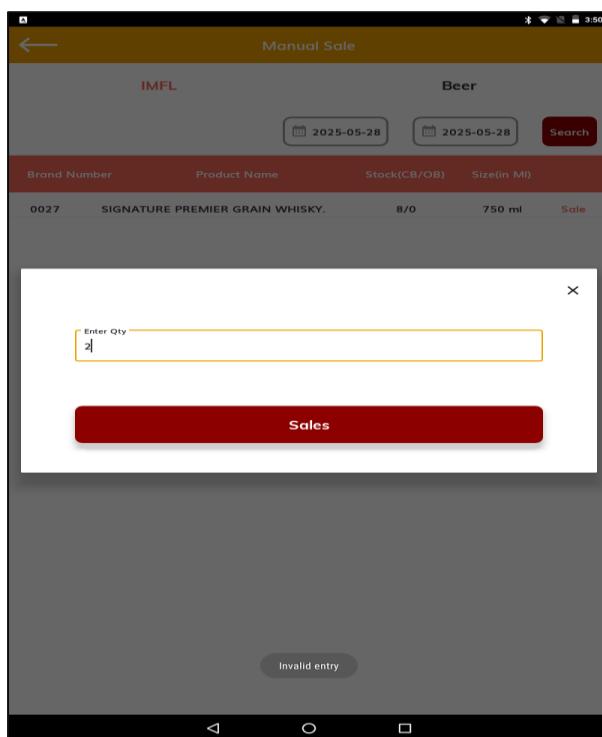
# Retailer Indenting Process User Reference Manual

- In case the retailer receive any stock through brand barcode ,retailer can sale under manual sales tab.
- Enter the quantity.
- Click on the sales button.

**Pic-1**

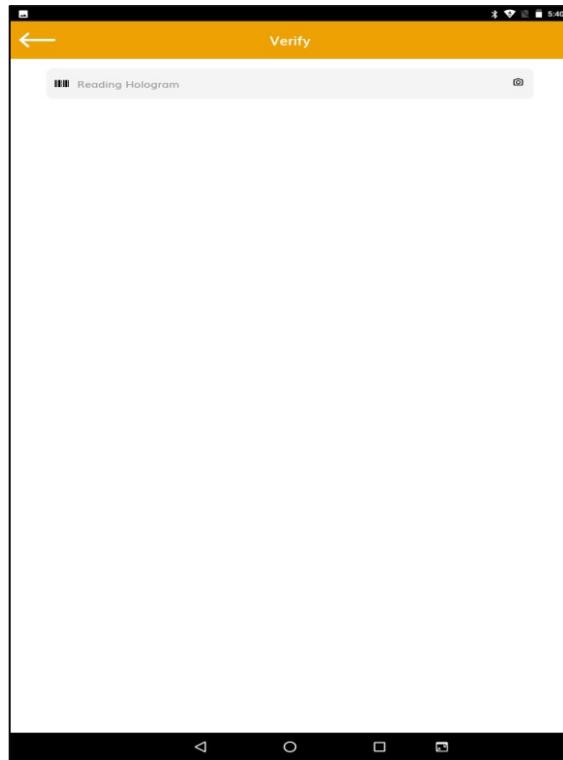


**Pic-2**



# Retailer Indenting Process User Reference Manual

- Click the **Bottle Verification** button.
- If the user wants to verify the status of a bottle (e.g., **Sold**, **Unsold**, **Breakage**, or **Shortage**), proceed to scan the specific **hologram code**.



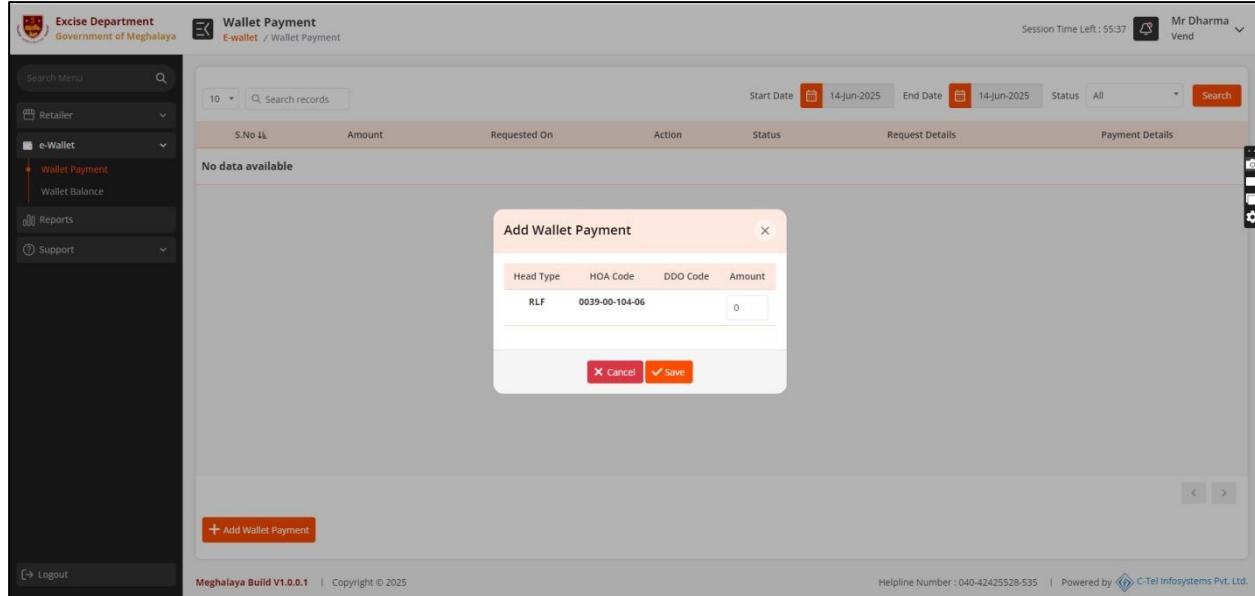
## 6.e-Wallet Process

- Click on the e-Wallet button.
- Click on the Wallet Payment button.

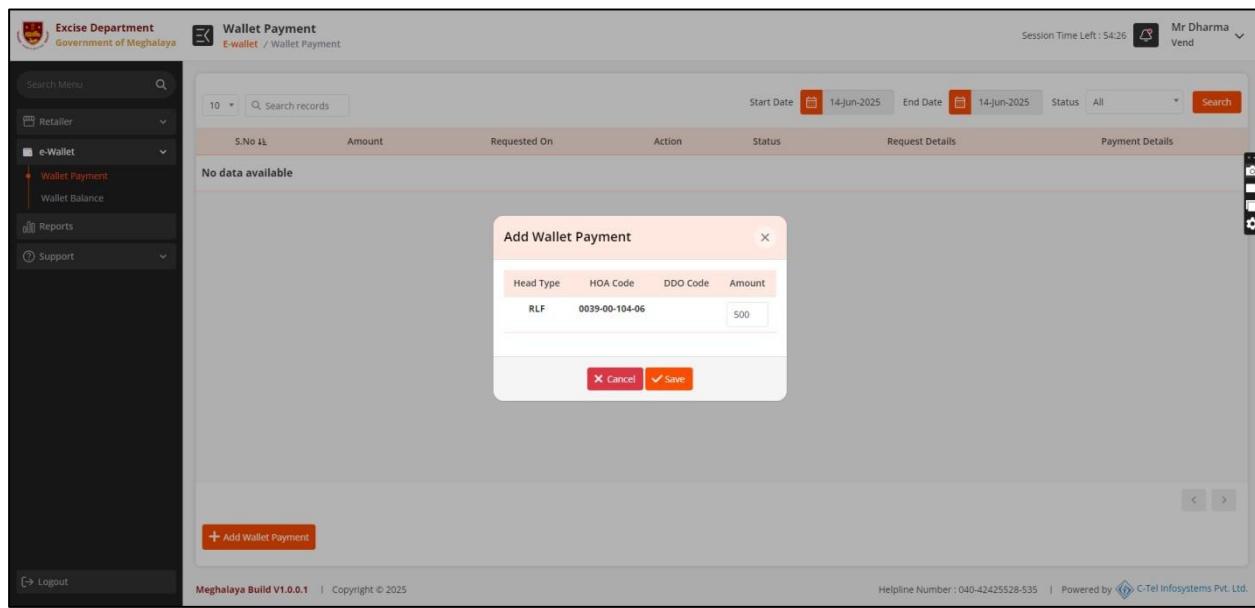
A screenshot of a web-based application for the Excise Department of Meghalaya. The top navigation bar includes the logo of the Excise Department, the text 'Government of Meghalaya', and the current user 'Mr Dharma Vend'. The top right corner shows 'Session Time Left: 58:13'. The main menu on the left is titled 'e-Wallet' and includes 'Wallet Payment' (which is currently selected and highlighted in red), 'Wallet Balance', and 'Reports'. The main content area is titled 'Wallet Payment' and 'E-wallet / Wallet Payment'. It features a search bar with dropdowns for 'Start Date' (14-Jun-2025) and 'End Date' (14-Jun-2025), and a 'Status' dropdown set to 'All'. Below the search bar is a table with columns: S.No, Amount, Requested On, Action, Status, Request Details, and Payment Details. The table displays the message 'No data available'. At the bottom of the page is a red button labeled '+ Add Wallet Payment'. The footer contains the text 'Meghalaya Build V1.0.0.1 | Copyright © 2025', 'Helpline Number: 040-42425528-535', and 'Powered by C-Tel Infosystems Pvt. Ltd.'

# Retailer Indenting Process User Reference Manual

- Click on the +Add wallet payment.
- After clicking, a pop-up window titled **Add Wallet Payment** will appear, allowing the user to enter payment details.

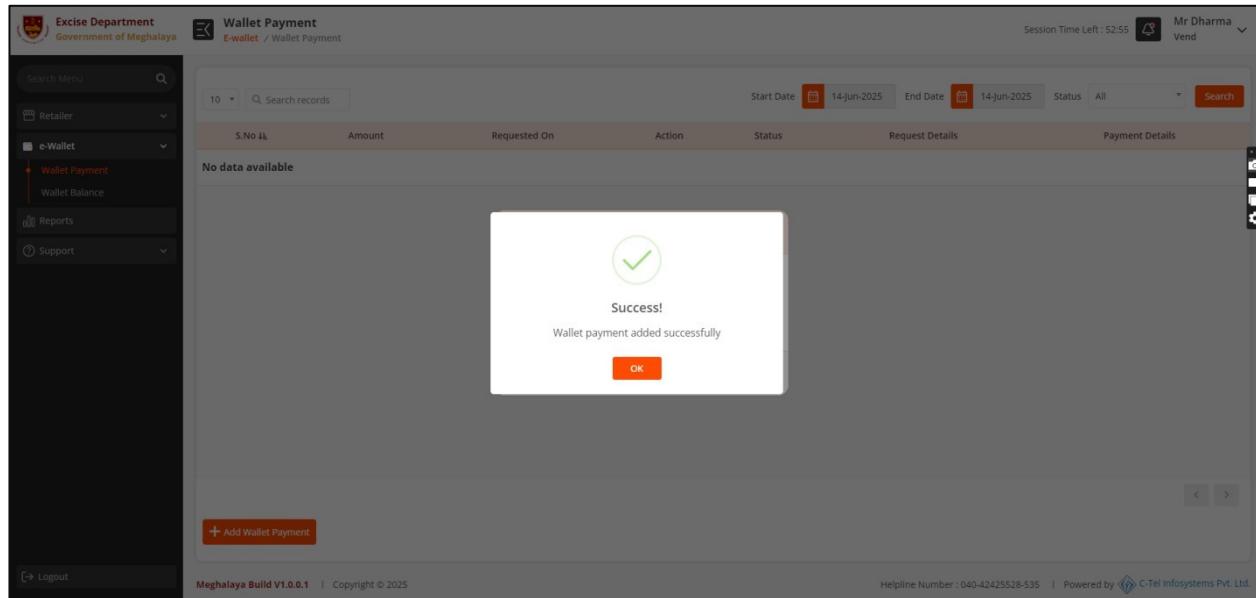


- User enter amount.
- Click on the save button.

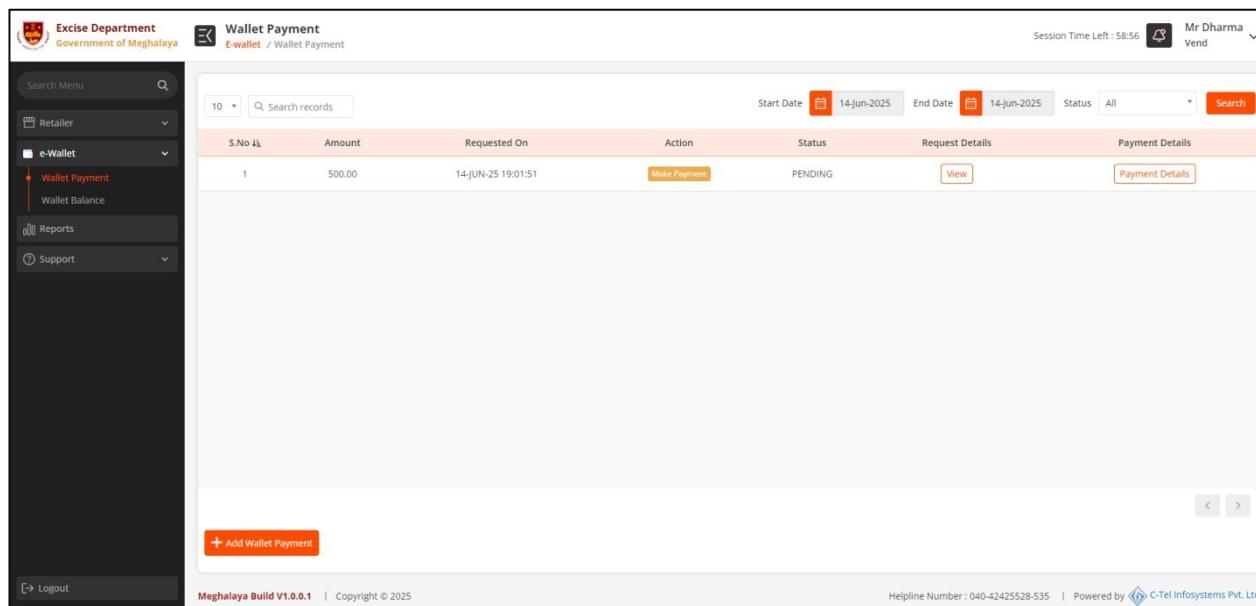


# Retailer Indenting Process User Reference Manual

- A confirmation popup will appear once the save is successful.

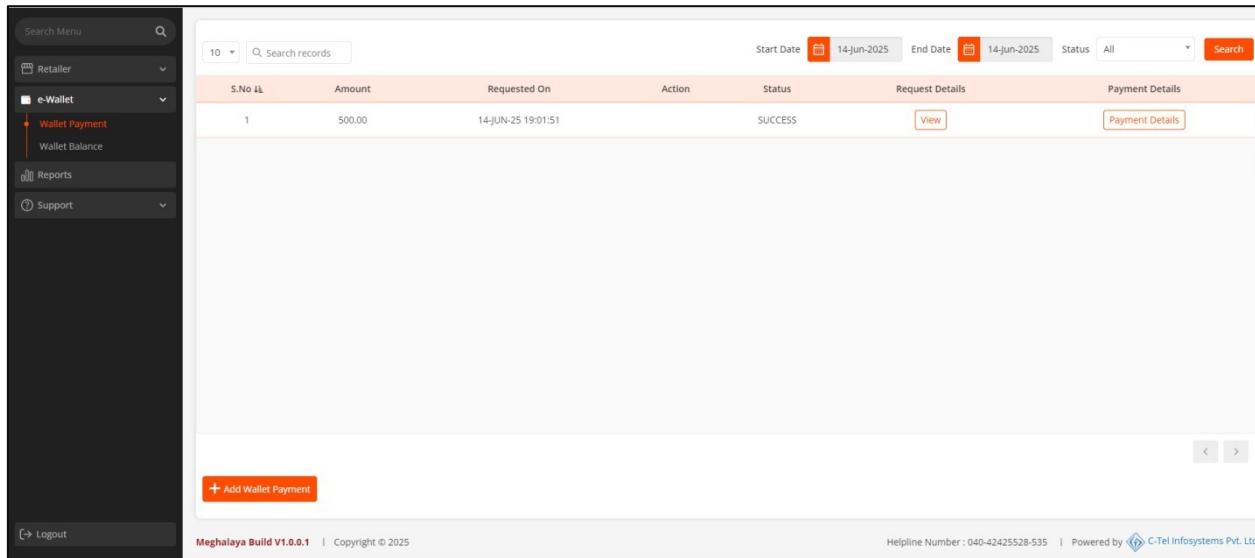


- Once the OK button is clicked, the user will be redirected to the wallet payment view page.



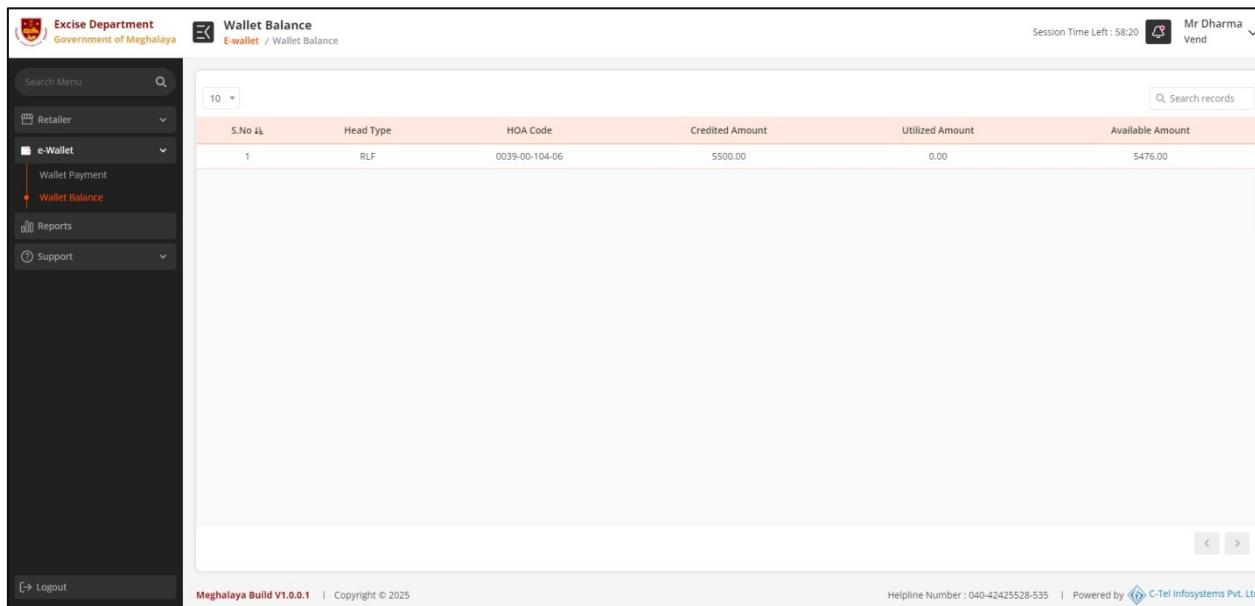
# Retailer Indenting Process User Reference Manual

- Click on the make payment link.
- The system will redirect you to the bank's payment gateway page, where you can complete the transaction using internet banking, debit card, credit card.
- After payment success the user can see the status "Success".



This screenshot shows the 'Wallet Payment' section of the e-Wallet module. The left sidebar includes a 'Search Menu' and navigation links for 'Retailer', 'e-Wallet' (selected), 'Reports', and 'Support'. The main content area displays a table of payment records with columns: S.No, Amount, Requested On, Action, Status, Request Details, and Payment Details. A single record is shown with the following details: S.No 1, Amount 500.00, Requested On 14-JUN-25 19:01:51, Action SUCCESS, and Status SUCCESS. Buttons for 'View' and 'Payment Details' are present. At the bottom, there is a red '+ Add Wallet Payment' button and footer text: 'Meghalaya Build V1.0.0.1 | Copyright © 2025' and 'Helpline Number : 040-42425528-535 | Powered by C-Tel Infosystems Pvt. Ltd'.

- Click on the Wallet Balance button.
- The user will be able to view the amount they intend to add to their wallet.

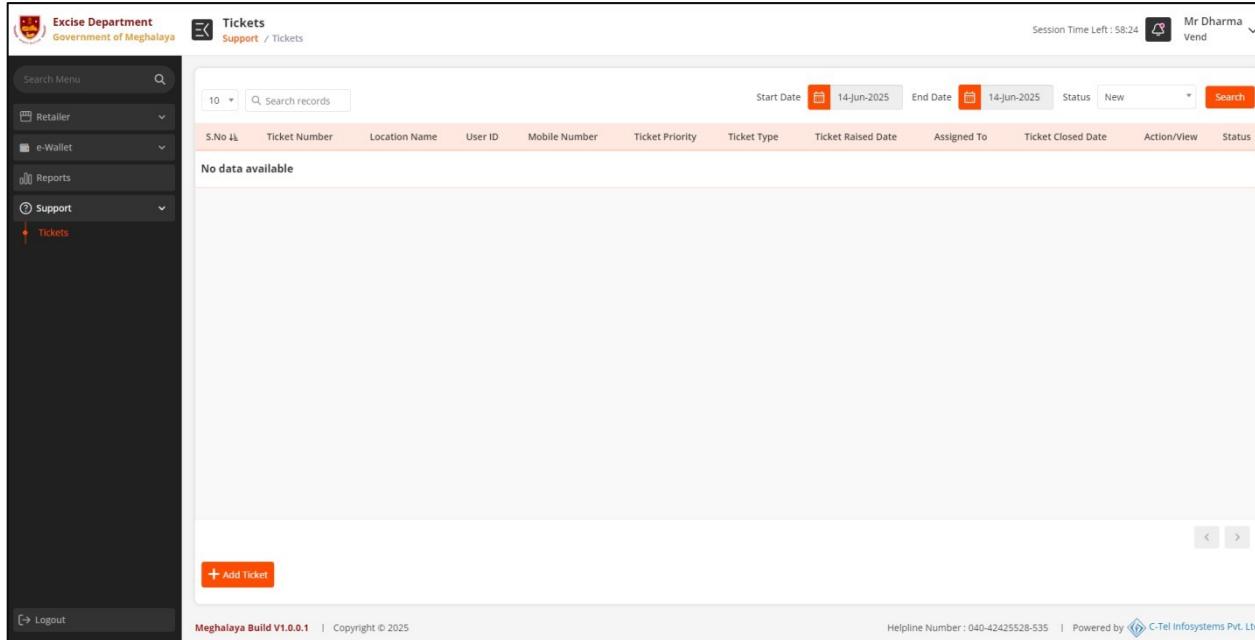


This screenshot shows the 'Wallet Balance' section of the e-Wallet module. The left sidebar includes a 'Search Menu' and navigation links for 'Retailer', 'e-Wallet' (selected), 'Reports', and 'Support'. The main content area displays a table with columns: S.No, Head Type, HOA Code, Credited Amount, Utilized Amount, and Available Amount. One row is present with the following data: S.No 1, Head Type RLF, HOA Code 0039-00-104-06, Credited Amount 5500.00, Utilized Amount 0.00, and Available Amount 5476.00. At the bottom, there is a red '+ Add Wallet Payment' button and footer text: 'Meghalaya Build V1.0.0.1 | Copyright © 2025' and 'Helpline Number : 040-42425528-535 | Powered by C-Tel Infosystems Pvt. Ltd'.

# Retailer Indenting Process User Reference Manual

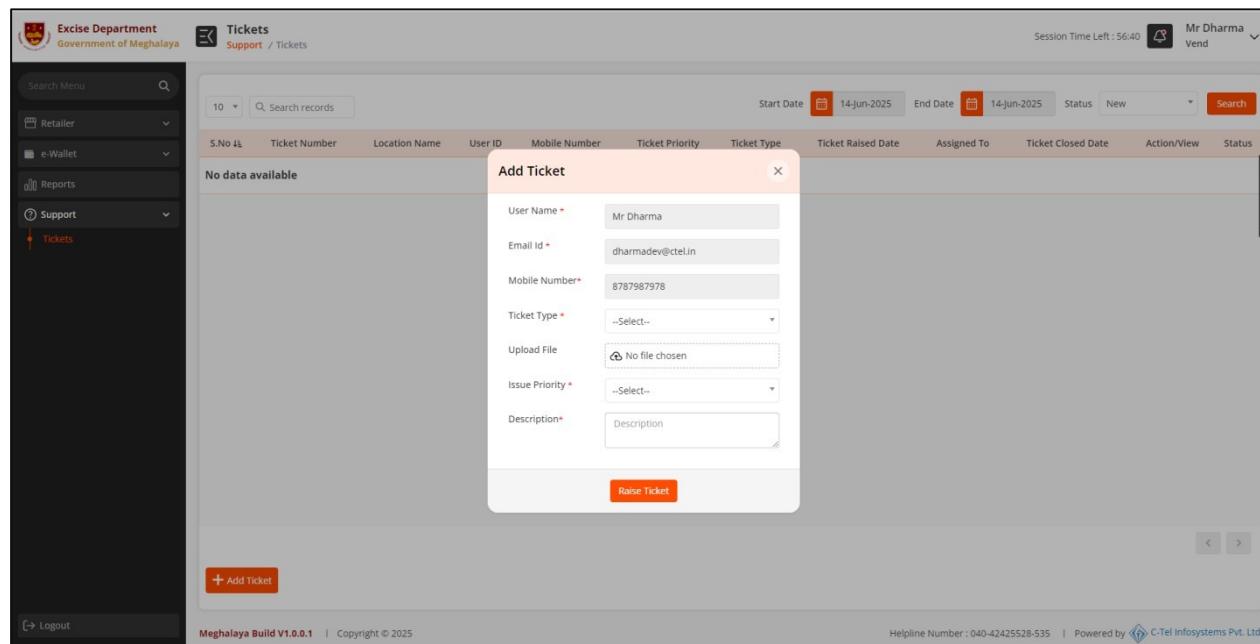
## 7. Support Process

- Click on the support tab.
- Click on the Tickets tab.



The screenshot shows the 'Tickets' page of the application. The top navigation bar includes the 'Excise Department Government of Meghalaya' logo, a search bar, and a user session indicator 'Session Time Left: 58:24' for 'Mr Dharma Vend'. The left sidebar has a 'Support' section with a 'Tickets' option selected. The main content area displays a table with columns: S.No, Ticket Number, Location Name, User ID, Mobile Number, Ticket Priority, Ticket Type, Ticket Raised Date, Assigned To, Ticket Closed Date, Action/View, and Status. A search bar at the top of the table allows filtering by 'Search records'. Below the table, a message 'No data available' is displayed. At the bottom of the page, there is a red 'Add Ticket' button and footer information: 'Meghalaya Build V1.0.0.1 | Copyright © 2025', 'Helpline Number: 040-42425528-535', and 'Powered by C-Tel Infosystems Pvt. Ltd'.

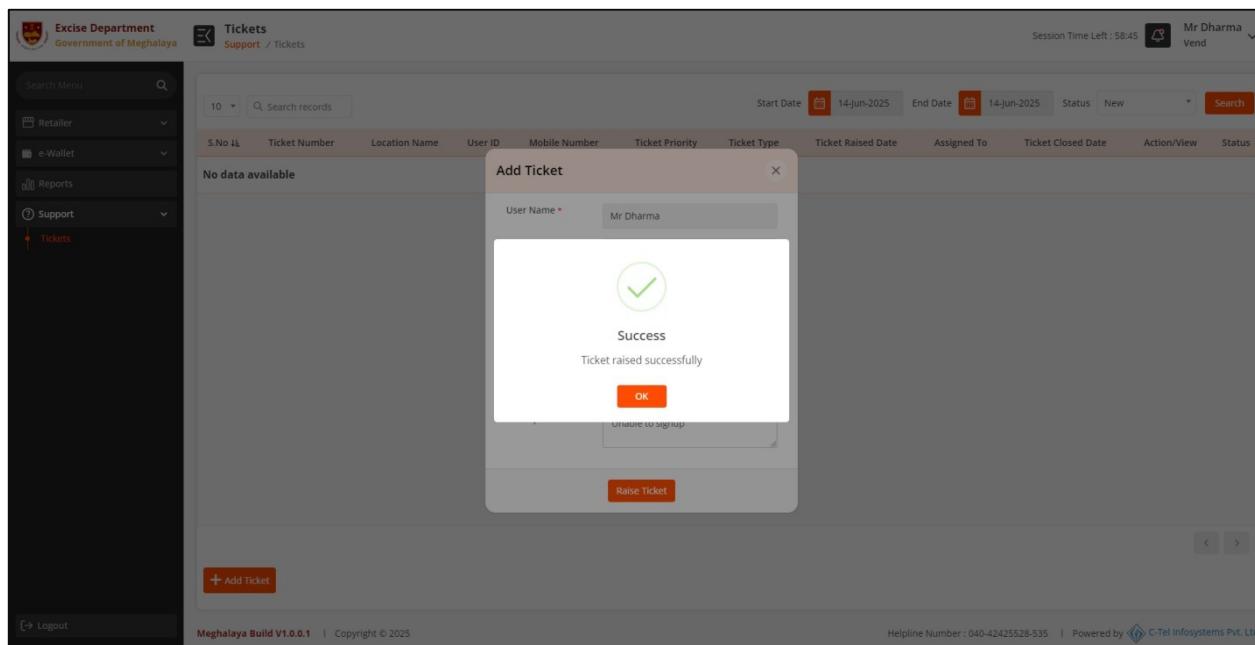
- Click on the +Add Ticket tab.
- After adding, the user can view the ticket details.



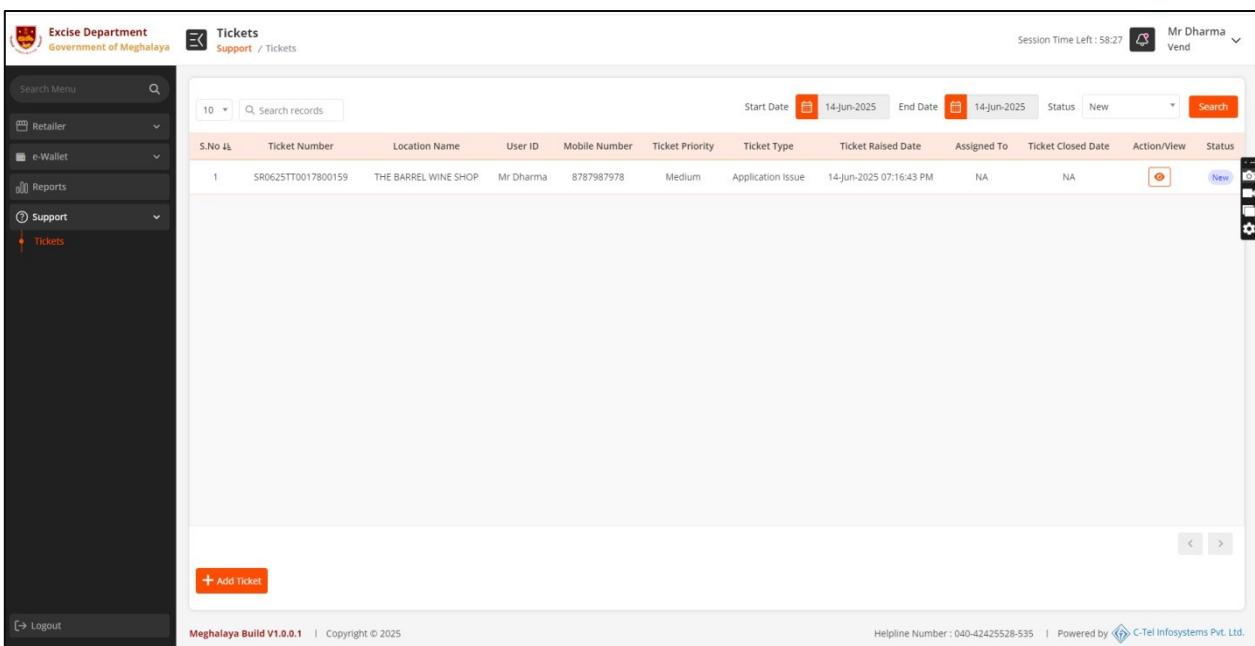
The screenshot shows the 'Add Ticket' modal window. The modal has a title 'Add Ticket' with a close button. It contains the following fields: 'User Name' (Mr Dharma), 'Email Id' (dharmadev@ctel.in), 'Mobile Number' (8787987978), 'Ticket Type' (a dropdown menu showing '-Select-'), 'Upload File' (a file input field with the message 'No file chosen'), 'Issue Priority' (a dropdown menu showing '-Select-'), and a 'Description' text area (Description). At the bottom of the modal is a red 'Raise Ticket' button. The background of the page shows the 'Tickets' list with the message 'No data available'. The bottom of the page has a red 'Add Ticket' button and footer information: 'Meghalaya Build V1.0.0.1 | Copyright © 2025', 'Helpline Number: 040-42425528-535', and 'Powered by C-Tel Infosystems Pvt. Ltd'.

## Retailer Indenting Process User Reference Manual

- The user fill all the details and click on the raise ticket button.
- Click on the yes button.
- A confirmation popup will be displayed after the click.



- Once the OK button is clicked, the system navigates the user to the ticket view page.



**Thank You**