

Online Invoice Generation Process Document

We at secure2pc.com continue trying to do online business better and reduce our customer efforts. To make online invoicing easy and automated, we have designed the system in such a way that as soon as a Vendor [Service Provider] enter the service details on website, the system will automatically generate the invoice and will be sent to the customer immediately.

Let's see the features and use of online invoice generation.

Why we introduced this feature?

1. The customer will get an instant invoice for a service request.
2. No manual intervene would be required from secure2pc.com support team.
3. Reduced the paperwork, follow ups and time.
4. The system will capture all service request details and invoice/ billing more accurately.
5. Our website and billing is completely mobile compatible, hence can fill the service details anywhere even at customer place.

How much complicated invoice generation?

1. It's very easy like you fill the online form.
2. Some changes made in the online billing form in order to provide the detail service invoice to customer
3. Please use following guide to start the online invoice generation.

FAQ:

1. How to correct if wrong invoice sent to the customer?

Ans: Invoice generation is an online process and no manual Intervene required from secure2pc.com However, if there is any correction or wrong invoice was generated, then you can contact your Vendor Executive or write an email to secure2pc@gmail.com and we will try to resolve the issue almost on priority.

2. Does Vendor [Service Provider] will be penalized for incorrect billed invoice?

Ans: Yes, the Vendor will be penalized. Providing wrong service request information to the customer is just like the impression that we are not professional in our services.

Exception:

- If invoice is already generated and sent to the customer however if there is an update or change is required from the customer then support team will make the changes and will resend the invoice to the customer, in such cases no penalty will be imposed on Vendor.
- **Important note:** Flat Rs. 50/- will be penalized for each wrongly billed invoice and no reason will be entertained by secure2pc.com. This charge will be in place from 6th December 2016.

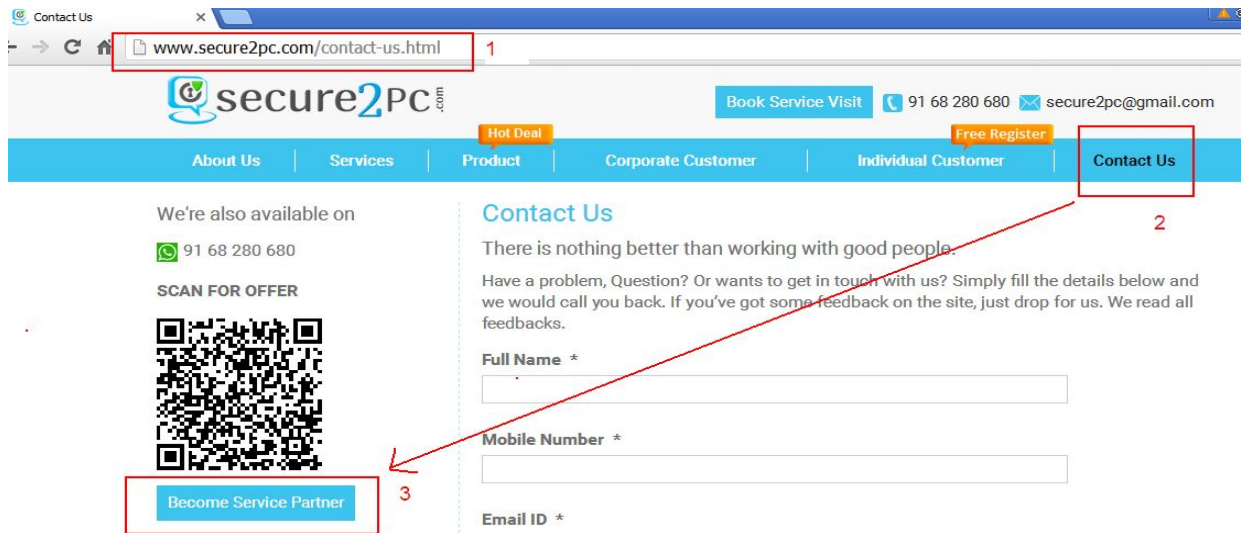
Online Invoice Generation Process Document

To generate online Invoice, Follow steps mentioned below:

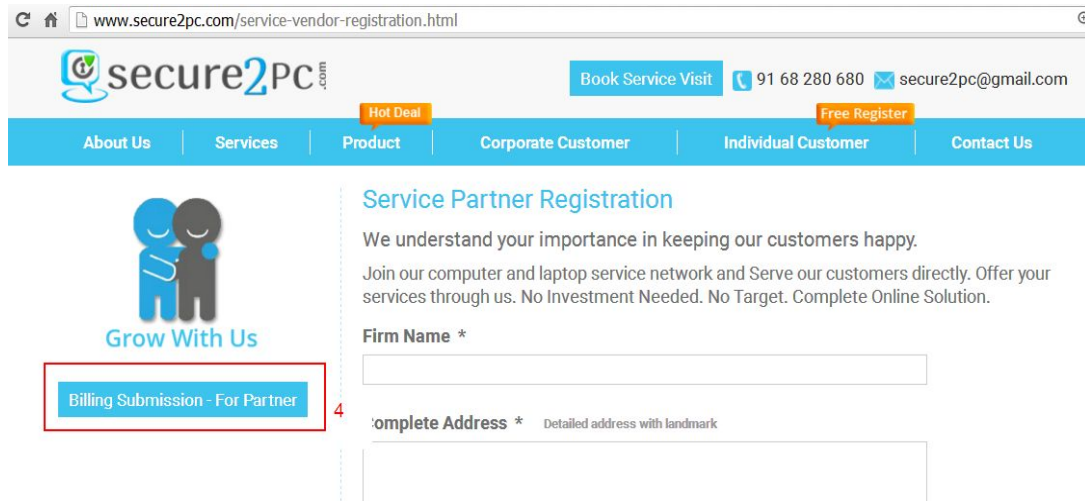
Step:1

Method 1:

- Visit www.secure2pc.com and then click on 'Contact Us'
- Click 'Become Service Partner'
- Then click 'Billing Submission - For Partner'



Click on "Billing Submission - For Partner" button



Method 2:

Here is the direct link: <http://www.secure2pc.com/Biling-for-Vendor.html>

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Step:2 Once you are at 'Online Invoice Generation' page. You need to fill the details of Service request.

- 1. Service Attend Date*** : Enter the date of service attended
[Example: 11/09/2016] [This in mm/dd/yyyy format]
- 2. SRN*** : Enter your unique Service Request Number [SRN] shared by secure2pc.com
[Example: 121116]
- 3. Vendor Name***: Enter your company name
[Example: Rajdeep Computers] [Vendor means service provider who attend secure2pc.com Customers]
- 4. Total Billing Amount ***: Enter the final billed amount
[Example: 500]
- 5. Payment Collected*** : Select the payment type
[Example: Cash, Cheque and NEFT or Wallet]
 - Cash
 - Cheque
 - NEFT or Wallet



Online Payment - User Guide

Billing Submission - For Registered Vendor

Online Invoice Generation

* Required

| | |
|------------------------|---|
| Service Attend Date * | 1 |
| SRN * | 2 |
| Vendor Name * | 3 |
| Total Billing Amount * | 4 |
| Payment Collected * | 5 |

Continue »

Then click on '**Continue**' button

Note: If you select '**Cash**' option, you would be redirected to next page else if you selected option as '**Cheque**' you would be redirected to cheque details page as shown below

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If you selected the option in Payment Collected as '**Cheque**', you would be redirected to '**Cheque Details**' page

- 1. Name on Cheque:** Enter the name in favor of cheque issued
[Example: Rajdeep Computers]
- 2. Cheque Number:** Enter cheque number
[Example: 786767]
- 3. Bank Name :** Enter bank name mentioned on the cheque
[Example: ICICI Bank Ltd]



Online Payment - User Guide

Billing Submission - For Registered Vendor

Online Invoice Generation

* Required

Cheque Details

Name on Cheque *

1

Cheque Number *

2

Bank Name *

3

Then click on '**Continue**' button

If there is any correction in last page you can click on '**Back**' button to correct the details.

Online Invoice Generation Process Document

Step: 3 Next page is to enter the 'Customer details'

- 1. Customer Name :** Enter the Customer Name
[Example: Nitin Kumar]
- 2. Customer Mobile Number:** Enter the customer mobile number shared by secure2pc.com
[Example: 98000 12345]
- 3. Customer Email Address:** Enter the Customer email address
[Example: nitin.kumar@gmail.com]
Very Important: You should enter the correct email address as invoice will be sent to mentioned email address.
- 4. Device Details:** Select the device you repaired OR serviced
[Example: Laptop]
- 5. Service Details:** Select the service offered to the customer
[Example: OS Installation Service]
- 6. Product Repaired/Changed/Upgraded Details:** Select the option as
 - **Yes:** If you changed or repaired/replaced the product
 - **No:** If no repaired or replaced the product

If you select 'Yes' then you would be redirected to product details page, where you need to provide the details. Else, 'No' option selected then you would be redirected to next page



Billing Submission - For Registered Vendor

Online Invoice Generation

* Required

Customer Details

| | | |
|--|--|---|
| Customer Name * | <input type="text" value="Nitin Kumar"/> | 1 |
| Customer Mobile Number * | <input type="text" value="9800012345"/> | 2 |
| Customer Email Address * | <input type="text" value="nitin.kumar@gmail.co"/> | 3 |
| Device Details * | <input type="text" value="Laptop"/> | 4 |
| Service Details * | <input type="text" value="OS Installation Service"/> | 5 |
| Product Repaired/Changed/Upgrade Details * | <input type="text" value="Yes"/> | 6 |

Then click 'Continue' button

If there is any correction in last page you can click on 'Back' button to correct the details.

Online Invoice Generation Process Document

If you selected the option in **Product Repaired/Changed/Upgraded Details** as 'Yes' then you would be redirected to '**Repaired/replaced Product details**' page

- 1. First Product Name and Serial Number** : Enter the product you repaired or replaced along with the serial number
[Example: HP Keyboard - 7867125689]
- 2. First Product Warranty Details**
[Example: 2 Month]

Note: If you repaired or replaced more than one product then you need to continue to mention product details]



Billing Submission - For Registered Vendor

Online Invoice Generation

Product Repaired/ Replacement Details

| | |
|---|---|
| First Product Name and Serial Number | 1 |
| <input type="text" value="HP Keyboard - 7867125689"/> | |
| First Product Warranty Details | 2 |
| <input type="text" value="2 Month"/> | |
| Second Product Name and Serial Number | |
| <input type="text" value="HP Mouse - 698786878"/> | |
| Second Product Warranty Details | |
| <input type="text" value="No Warranty"/> | |
| Third Product Name and Serial Number | |
| <input type="text" value="Mother Board Repaired"/> | |
| Third Product Warranty Details | |
| <input type="text" value="2 Months"/> | |
| <input type="button" value="« Back"/> | <input type="button" value="Continue »"/> |

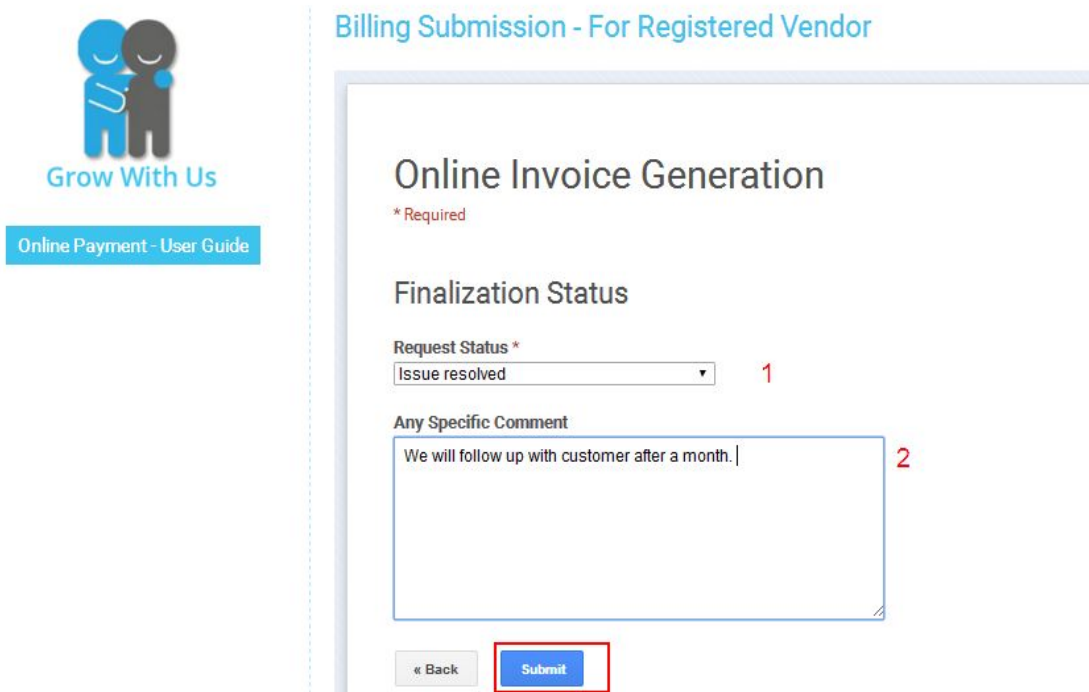
Then click '**Continue**' button

If there is any correction in last page you can click on '**Back**' button to correct the details.

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Step: 4 Next page is to enter the 'Request Status'

- 1. Request Status:** Select the request status from drop down
 - **Issue resolved** : If customer issue has been resolved.
 - **Issue not resolved:** If you are unable to resolve the issue and customer interested to contact other service provider.
 - **Customer don't want to resolve the issue:** If product is repairable or replaceable however customer don't want to resolve the issue and would like to continue as it is.
[Example: Issue resolved]
- 2. Any Specific Comment:** If you have something to mention or any problem you face during call you can share the same with us or keep a note recorded for future reference..
This will not be visible in invoice. This is an optional field.
[Example: We will follow up with customer after a month]



Billing Submission - For Registered Vendor

Online Invoice Generation
* Required

Finalization Status

Request Status *
Issue resolved 1

Any Specific Comment
We will follow up with customer after a month. 2

« Back Submit

Then click '**Submit**' button. That's it! Customer will get invoice immediately to his email address.

Example of Invoice Generated and will be sent the customer:

Click on link to view it online:

https://drive.google.com/open?id=0B-f6M3zyf_1QUVQtQjVxVTdYUW8