



Q. How can a Distributor remit payment against the Purchase Order ?

Ans. Cheques , RTGS (Real Time Gross Settlement) & NEFT (National Electronic Fund Transfer)

Q. How are Orders has to be communicated into the Head Office ?

Ans. Written Form only.

Q. What is time frame for the Distributor to intimate the breakage & shortage against consignment received from Head office ?

Ans. 1) Inform to Head Office Within 24hrs for any Breakage or shortages from Transporter.
2) Required Scanned LR Copy with remarks of Distributor for the same.

Q. Does the Indented Quantity need to be in any order ?.

Ans. Standard Packing as communicated.

Q. What is the procedure to be followed for return of stocks?.

Ans. 1) Distributor can only return the stock once in a month.
2) Need to intimate at Head Office before handed to Transporter / Cargo / Courier.
3) Return on Respective manufacturing Units as per billing pattern.
4) Consolidate figure required in breakage & expiry format.

Q. What types of documents are required with return stock (Breakage & Expiry) ?

Ans. 1) Letter from stockist against the submission of breakage / expiry claim.
2) LR Copy
3) Reference number of the document (Replacement note/ Credit Note No.) vide which the claim has been settled. (For further reference the Breakage & Expiry circular has been already provided on Dated 27 July 2010.

Q. How and When Form 'C' has to be sent to Head Office?

Ans. We will be requiring two forms (Quarterly basis) as we have two manufacturing units, one at Panchkula (Haryana) and the other at Baddi (Himachal Pradesh), alongwith sign and stamp both sides of the form.

Q. [What about Cash / Goods Transactions with our Field Personnel ?](#)

Ans. We do not authorize Cash / Goods Transactions with our Field Force personnel & you will be solely responsible for such transaction and liabilities arising out of these.

Q. [How you will get your Credit Note Copies from MFA ?](#)

Ans. First go to the Reports, then click on Format Printing and there is option of Credit Note to take the print alongwith date range.

Q. [What is the segregation of Distributor Margin ?](#)

Ans. Distributor Discount : 3% and Discount on Account of Freight Inward / Outward : 2%

Q. [Where Distributor can see the Approvals ?](#)

Ans. First go to the Reports, then click on Distributor Reports and there is option of Special Rate Approvals to see the Approvals with date range and with multiple options.

“ For further assistance on the above listed areas , Kindly contact the Distribution Section .”