

Big C Mobiles Private Limited

Hyderabad

2024



(Strictly Confidential, not to share to outsiders any part of these contents)

Dos

1) Admin:-

- a) Ensure daily cleaning and good working condition of Assets.
- b) For Maintenance support - Post in Groups & call to Admin Manager.
(A.Cs., Lights, batteries, inverters, lockers, furniture, housekeeping etc.)
- c) At day end ensure proper locking of Shutter Locks & Pad Locks.
- d) Carry all the keys (of Shutters, Pad Locks, and Cash Locker).
- e) Check Power Back-up weekly once.
- f) Keep A.C. in >24 degree (it increase AC unit life and takes less power).
- g) Ensure filling distilled water in UPS batteries once in every 6 months.

2) Audit :-

- a) Do self-audit weekly twice (before and after W-off of Manager)
- b) Malpractices, frauds, etc. escalate to Audit Head.
- c) All such escalations will be kept confidential.
- d) Cooperate with auditors for effective auditing.
- e) Any Grievances, Frauds, Violations etc. can escalate through
email : whistleblower@bigcmobiles.com (Directors only have access to it)

3) Billing:-

- a) Enter right data of new customers (name, mobile & email).
- b) Do billing in **TPPOS** only.
- c) Do **spot billing** for all transactions.
- d) Use barcode **scanner**.
- e) Chose right mode of payment. (cash, card, wallet, finance)
- f) Promote Paperless E-billing (whatsapp & email)
- g) If customer demands, issue printed bills in TPPPOS.
- h) Billed items only handover to customers (check IMEI, Colour)

4. TP-POS Billing

- a) Day close in TPPPOS is compulsory at day end.
- b) In customer creation enter full address, select whatsapp alerts.
- c) Pay more attention in GST billing. (local state or other state)
- d) If outward STN is raised on an item, do not make it bill.
- e) Chose Finance Option if the bill is made under finance.

5) Cash:-

- a) Day end keep cash in locker with denomination slip. Manager is to carry the locker key.
- b) At day end Closing C.B. should post in H.O. Cashier W. group.
- c) At day open, Opening C.B. Contra Entry to pass in TPPOS.
- d) Handover the Cash to cash pickup agent along with TPPOS-Deposit slip.
- e) Ensure identity of cash pick up agent & collect WBS Copy.
- f) Escalate to A/cs. Dept. in case cash pickup not done before 2pm.
- g) Do Cash deposit process under CCTV surveillance.
- h) Send Cash Deposit Slip by whatsapp immediately.
- i) Do not pass Contra Entry on bank holidays.
- j) In case Self-Deposit in Bank, always use client code "BIGCMOBPTL".
- k) Get prior approval from H.O. Cashier for petty cash expenses.
- l) All mode of receipts (cash, card, wallet and finance) should be tallied with sale bills.
- m) All Receipts Reconciliation - update in google sheet before 12noon daily.

6) Card Sales:-

- a) At day end do Card Settlement - **mandatory**
- b) Charge Slips of the day staple together with Settlement Slip.
- c) Do day wise filing. Record Keeping is **mandatory for 2 Months**.
- d) Prefer to auto-card swiping mode in Plutus.
- e) Escalate any complaint to Pinelabs customer care immediately.
- f) Share the complaint number to the concerned in H.O.

7) E-Wallets:-

- a) E-Wallets as of now available on Phonepe and Paytm.
- b) Phonepe, Paytm, Mobikwik transactions can do on respective QR Codes
- c) Phonepe transactions can be validated in the dash boards given to stores.
- d) Any E-Wallet Transactions, Ref.id is mandatory for billing.

8) Finance Bills:-

- a) Product Cost & IMEI Number should match both in D.O. and bill.
- b) Sales under finance to be billed only after receipt of D.O. (soft or hard copy)
- c) D.O. soft copies should preserve in system permanently.
- d) SATHI App installation is mandatory for sales under TVS Finance.
- e) DBD Charges must and should collect from customer only.
- f) Finance customers' file should be processed immediately without delay.
- g) Pinelabs, Zest Money and Home Credit slips take 2 prints, 1 for customer and another keep in records.

9) Inventory Management (Inventory Control) :-

- a) Keep all efforts for inventory control, follow FIFO.
- b) Avoid Inventory Damage, Breakage, Wastage, Pilferage etc.
- c) Avoid Inventory in Open Condition.
- d) Cooperate with neighbouring stores in scarce items.
- e) Open boxes, remote, warranty card of demo TVs keep in safe custody.
- f) Keep TV units in the shelves provided, do not keep on floor.
- g) TVs STNs can do within the city with prior approval.
- h) Physical/liquid damage accessories cannot be tread as defective
- i) After audit, defective accessories can send to concerned warehouses.
- j) STN copy, bill copy, box etc. to be sent along with defective accessories.
- K) Defective problem is to mention clearly on back side of the bill.
- l) Along with defective item, cable, charger etc are mandatory to send.
- m) Direct the customers to A.S.C. for service of Branded Accessories.
- n) Demo mobiles always keep in demo pods in Power-on-mode.
- o) Keep display of Feature Cards just beside the demo pods.

10) Logistics (STOs/OBDs) :-

- a) Ensure STOs/OBDs before stock moving in and out.
- b) If STO stock value is >50K, way bill is mandatory with item(s).
- c) Ensure exact count of courier stock in & out then only sign on POD.
- d) Courier short/damage/excess if any on the spot inform to Warehouse Manager through Phone and Email.
- e) Relevant remarks to write and sign on courier's run sheet and POD copy.
- f) Check updated price list frequently and make thorough of it.
- g) Do Courier In and Out process under CCTV surveillance.
- h) Before accept inward verify all the details in Invoice/DC/STO/OBD etc.
- i) Inward should be acknowledged immediately in system.
- j) Shuffling stock should send to warehouse on the same day of STO.
- k) EOL stock and ageing stock sales should be focused.

11) Sales:-

- a) Welcome customers with smile and Namaskaram posture.
- b) Pay attention, Interact with them in a polite manner.
- c) Convey thanks to customers while handover the carry bag with items.
- d) Convey thanks to customers while they exit.
- e) Be thorough at Price, Features, Schemes and Services.
- f) Violations, Deviations if any escalate to concerned H.O.D.
- g) Follow the Standard Operating Procedure.
- h) Check inward mails frequently, comply with it and send reply mail.
- i) Discuss H.O. Communication in gate meetings, also inform to staff.

12) Counter Replacement (CR) :-

- a) After billing, unseal the box in front of customer.
- b) Check physical condition and working condition of items.
- c) Keep in carry bag and handover the items in **box open condition**.
- d) Ensure new handsets free from damages and scratches.
- e) If found, give new piece to customer with consent of service head.
- f) CCTV footage is compulsory for counter replacement.

13) IMEI Activation:-

- a) Mobiles IMEI Activation is mandatory on the spot after billing.
- b) IMEI Activation is the Proof of Sale for Brands and Suppliers.
- c) IMEI Activation is the eligibility for time bound scheme benefits.
- d) IMEI activation if delayed, it leads to loss of claims.
- e) IMEI Activation with customer's sim only is mandatory.
- f) If not, Big C cannot liable for any legal consequences.
- g) Sell-out scheme losses on non-activated IMEIs will be debited.

14) SIMS & E-Recharges:-

- a) Do **spot billing** for E-recharge and sim activations.
- b) MNP - Recharge can do only after port-in is done.
- c) E-Load balance always be equal in System and POS.
- d) On the Fly (OTF) amount if any added in POS, inform to H.O.

15) TV Instalation Policy:-

- a) Customer to raise installation request through brand's toll free number or web link.
- b) Customer will receive installation reference No. through SMS.
- c) Installation will be finished within 24-48 hrs. period.
- d) Customer will receive a call from brand for fixing installation time slot
- e) Service Engineer will visit the customer location as per schedule.
- f) TV unit to be in sealed condition when Service Engineer visit the location, or else, warranty get void.
- g) During installation, if Engineer found damage, he will upload the images and invoice in their app and book a DOA for replacement.
- h) DOA replacement period is 7 days. Brand people deliver the replacement directly @ customer location.
- i) Any TV carries 1 Yr warranty. Conditions apply. Read user manual

16) LAP TOPs:-

- a) Warranty 1 Year. Conditions apply. Read User Manual.
- b) DOA replacement is <7 days of purchase. Invoice is mandatory.
- c) Dial T.F.N. and register for Door Step Service (pickup & delivery).
- d) Or else, approach nearest A.S.C.

17) Mobile Protection (insurance) :-

- a) Explain OTSR and ADLD (One Asst.) to customers.
- b) Suggest the best, but leave choice to customers.
- c) One Asst. T&C Sheet is to give to customers with bill.
- d) ADLD is door-step (pickup & delivery) service through one assist app.
- e) Customers' Email, Ph.No., DOB, Pin code, ID are mandatory.
(any one of Adaar, DL, Passport, Voter id).
- f) Claims cannot process in case customer is Minor.
- g) Handling charges 5 % on Invoice Value for ADLD.
- h) 10 % of Screen cost for OTSR.
- i) Customer is to pay after repair before takes delivery.
- j) Offer is valid for one time only during warranty period.

18) Samsung Care+

- a) Any damage within 7 (cooling period) days of purchase not applicable.
- b) Repairing will be done in Samsung A.S.Cs. only.
- c) Customer's email id is mandatory in TPPOS registration.
- d) Insurance policy will be sent to customer email id by Samsung

19) Service:-

- a) Warranty: 1 Yr for mobiles, TVs, Laptops and 6 months for accessories.
- b) Once sim is inserted, warranty begins in new handsets.
- c) Sold goods cannot be taken back at any cost.
- d) Direct the customers to brands' A.S.Cs. only.
- e) DOA certificate issues by A.S.Cs. only, if replacement is necessary.
- f) Notices if any on service issues can inform to service head.

20) Sale Return (SR) Process:-

- a) Customer walks in with DOA Certificate along with Defective unit.
- b) New piece can be given on surrender of DOA certificate and handset.
- c) All Accessories with box also to collect back from customer.
- d) Call to Service Head for Spot approval (If HOD not reachable, can call to service Coordinators at warehouse).
- e) Once got approval, send S.R. request in TP POS.
- f) HOD will pass SR request in TP POS against defective & invoice details
- g) Branch is to dispatch the defective item on the same day to warehouse along with STO Copy.

21) Marketing:-

- a) Contact Marketing Dept. for repairs of outside / inside display boards.
- b) Forward competitors advts./pamphlets etc.
- c) Watch and inform on Competitors' marketing activities.
- d) Approved Arches/Banners only to keep where more visible to public.
- e) Ask for demo feature cards when demos kept in display.
- f) Prior approval is mandatory for branding in and out of the store.
- g) Can suggest for activities like Pamphlets, Banners, FM, Theatres etc.
- h) Do not speak in front of media.
- i) Marketing material should be utilised effectively.
- j) Keep stock in good display mode to draw attention of customers

22) Digital Marketing:-

- a) Encourage customers to download and signup Big C App.
- b) Encourage customers to follow and like Big C SM channels for offers and deals (FB, Instagram, Twitter, Pinterest and Youtub)
- c) Follow and share BigC SM posts among your circles.
- d) After sales, collect customers' feedback and references.
- e) Get customers feedback/reviews on Google. (Comments & Ratings)

- f) Introduce Big C online site to customers.
- g) Provide door step demo for premium customers.
- h) Request customer's testimonials and post it on your store fb page
- i) Explore finance options on BigC website.
- j) If you have any questions call our customer care/order management.
- k) Respond to customer calls.

23) Call Center for Customer Care:-

- a) Escalate valuable feedback of customers to Call Centre.
- b) Customer grievance if any immediately escalate to HOD Concerned.
- c) Generate Sales from (Inbound/outbound call) leads shared to your store.

24) Free Gifts:-

- a) It is Cost to Big C, but Compliment to customers.
- b) It is 100% Accountable.
- c) Avoid misuse, damages, breakage, scratches, dust and stains.
- d) Always to be in good condition.
- e) Preserve carefully.
- f) Display attractively.

25) I.T. (Systems Admin) :-

- a) Ensure 24/7 cable internet, if not, contact immediately.
- b) Ensure functioning of Cams, DVR, Router, Demo Stand Accessories.
- c) Contact for maintenance support of electronic assets in stores.
(Computers, printers, cameras, attendance devices, demo stand accessories, network problems etc.)
- d) Keep postings in I.T.Dept. Whatsapp group on need.
- e) At day end, Turn off the power in system and printer
- f) At day end ensure power supply to DVR and Router.
- g) DVR Cabin box always be kept in closed locking system.

26) Legal Support:-

- a) Contact Legal Head for support in case arise any legal related issues.
- b) Notices (legal or court) if any received, immediately notify to Legal Head.
- c) Notices may be from Advocates, Courts, Police, Weights & Measures.
- d) In Legal Metrology inspections, take Panchanaama, contact ph.no. and forward it to Legal Head and also inform to Accessories Head.
- e) If any police related issues contact legal head.
- f) Upon instructions from legal head, attend on liaison works at govt. depts.
- g) Follow up with insurance surveyors on store insurance issues.

27) THEFTs/FIRE/BURGLARY:-

- a) Immediately notify to RSM/Legal/Audit/Purchase.
- b) Coordinate with Legal, for police support.
- c) Recovery is compulsory within the legal framework.
- d) Get CCTV footage for records.

28) H.R.:-

- a) Be Punctual - follow store timings.
- b) Use bio-metric for attendance (First In & Last Out)
- c) Be in good attire and grooming.
- d) Shaved Chin and Shoes compulsory
- e) Promoters also to be in gate meetings.
- f) Maintain store hygiene standards.
- g) Deposit personal mobiles in cash counter and take back at day end.
- h) Use CUG on emergency.
- i) Take week offs as per schedule.
- j) Leaves should be on approval only.
- k) Smoking and Chewing is strictly prohibited in duty hours.
- l) If anyone is absent for >3 days should inform to HR and RSM

29) Promoters:-

- a) Follow store timings.
- b) Attend for Gate Meetings.
- c) Share attendance to RSM, AGM and HR.
- d) Share info on new promoters to RSM, AGM and HR
- e) Allow for training only on approval of AGM.
- f) Should have knowledge of Big C Offers and Brand Offers.
- g) Should follow Big C norms like "Namaste" etc.

30) C.C.Tv.:-

- a) Store CCTV is 24/7 under surveillance.
- b) Ensure 24/7 Power Supply to DVR and Router
- c) Keep minimum lighting while closing the store at day end.
- d) Do not **keep** any objects hiding **cams vision**.
- e) Contact Sys. Admin for maintenance support.
- f) Contact CCTV team for any video footage support.

31) Gate Meetings:-

- a) Gate Meeting is the very 1st activity in stores.
- b) 100% Attendance, including promoters, is must for G.Ms.
- c) It is for knowledge sharing among the staff.

32) Communication:-

- a) Communication thorough whatsapp and mails is must.
- b) Do written communication with H.O., keep RSM in loop.
- c) Inward mails and messages should discuss among the team.
- d) Give prompt reply to inward mails/messages.
- e) Do Knowledge sharing among the staff.
- f) CUG Mobile 24/7 should be ON.

33) Knowledge Sharing:-

- a) Knowledge sharing among the team is mandatory.
- b) Use whatsapp, VCs, emails and gate meetings for the purpose.
- c) Information on schemes, offers, ageing, EOL, price drop etc with dates to share to all the staff in store (executives, promoters, cashiers etc.)

34) Record Keeping:-

- a) Ensure record keeping of all documents.
- b) Courier PODs (inward and outward)
- c) STOs Copies (inward and out ward)
- d) Cash Deposit Slips & WBS copies.
- e) Charge Slips and Card Settlement slips.
- f) Delivery Challans, Invoices of suppliers

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Don'ts

1. Don't handover/deliver without billing.
2. Don't do Sales Return on Colour purpose.
3. Don't disclose price list to customers.
4. Don't engage on customers' personal issues.
5. Don't argue with customers.
6. Don't give false commitments to customers.
7. Don't allow others inside the counters.
8. Don't accept cheque payments.
9. Don't make cash payments at stores.
10. Don't use Inventory and cash for own.
11. Don't use free gift boxes for other purpose.
12. Don't keep anything hiding cams vision.
13. Don't open the seal before billing.
14. Don't handover sealed mobiles to customers.
15. Don't bill on finance without delivery order (D.O.)
16. Don't write bills on any piece of paper.
17. Don't use personal E-Valets and credit cards.
18. Don't do credit sales. (Except Directors)
19. Don't allow any branding in & out of stores.
20. Don't issue unassigned gifts to customers.

Penalty for Violations:-

Rs.1000/- for STO & IMEI Violations, Rs.500/- for other violations