



Order Processing - Provisional Receipt Certificate and Consignee's Receipt cum Acceptance Certificate generation



सत्यमेव जयते

Post delivery of goods/services procured through Government e-Marketplace , the consignee assigned to the order needs to acknowledge the delivery and acceptance of consignment by generating a PRC and CRAC document through Government e-Marketplace portal.

In case of rejection of delivery, consignee must state a reason for denying the acceptance of goods or services in the CRAC document itself.

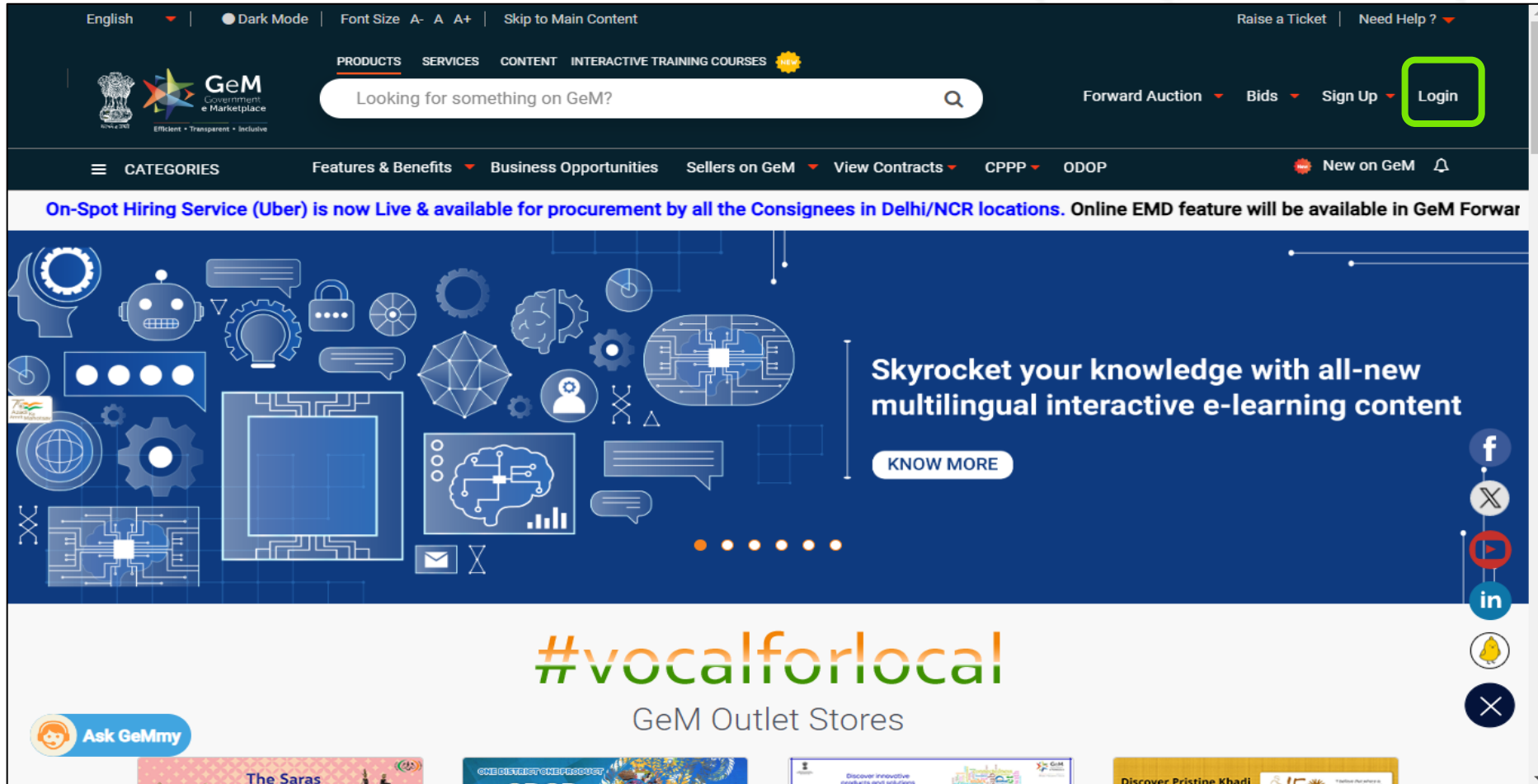
Key Advantages

- Standardized online process for Order fulfilment
- Stipulated timelines for the different stages of the process such as delivery of the goods/services, generation of Provisional Receipt Certificate (PRC), generation of Consignee Receipt and Acceptance Certificate (CRAC), and transfer of payment.
- No payment shall be made for rejected goods or services.

Salient features

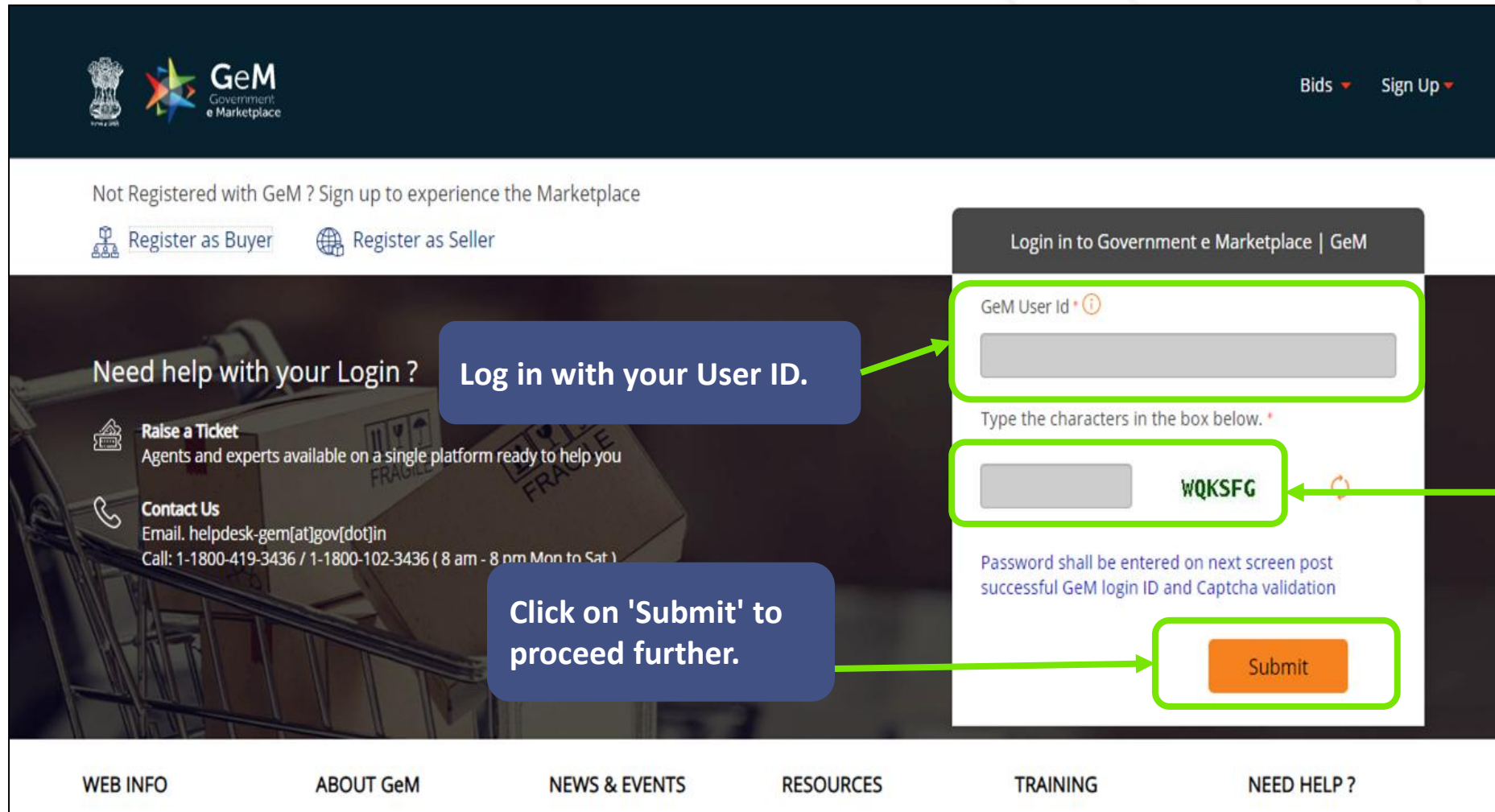
1. PRC generation timeline is 4 days
2. PRC modification timeline is 2 days
3. PRC can be generated by consignee without requiring POD process.
4. The POD part trigger the auto PRC/CRAC process.
5. In case PRC is generated manually then the CRAC timeline starts from PRC submission date only. Otherwise, it starts from seller POD date.

Open gem.gov.in and click on 'Login'.



The screenshot shows the GeM website homepage. At the top, there is a navigation bar with links for 'English', 'Dark Mode', 'Font Size', and 'Skip to Main Content'. The main header features the GeM logo, a search bar with the placeholder text 'Looking for something on GeM?', and navigation links for 'Forward Auction', 'Bids', 'Sign Up', and 'Login' (which is highlighted with a green box). Below the header, there is a secondary navigation bar with 'CATEGORIES', 'Features & Benefits', 'Business Opportunities', 'Sellers on GeM', 'View Contracts', 'CPPP', 'ODOP', and 'New on GeM'. A blue banner below the navigation bar contains the text: 'On-Spot Hiring Service (Uber) is now Live & available for procurement by all the Consignees in Delhi/NCR locations. Online EMD feature will be available in GeM Forward Auction'. The main content area features a large blue graphic with various icons representing technology and learning, and the text: 'Skyrocket your knowledge with all-new multilingual interactive e-learning content'. A 'KNOW MORE' button is located below this text. To the right of the graphic are social media icons for Facebook, X, YouTube, LinkedIn, and a notification bell. Below the main content area, there is a section for '#vocalforlocal' with the text 'GeM Outlet Stores'. At the bottom, there is a 'Ask GeMmy' button and several promotional banners for 'The Saras', 'Discover innovative products and solutions', and 'Discover Pristine Khadi'.

This is your login page.



The screenshot shows the GeM login interface. At the top left, there are logos for the Government of India and GeM. The top right has links for 'Bids' and 'Sign Up'. Below the header, there is a message: 'Not Registered with GeM? Sign up to experience the Marketplace' with buttons for 'Register as Buyer' and 'Register as Seller'. The main content area features a 'Need help with your Login?' section with links for 'Raise a Ticket' and 'Contact Us'. The login form is titled 'Login in to Government e Marketplace | GeM' and contains three main input fields: 'GeM User Id', a CAPTCHA box with the text 'WQKSEFG', and a 'Submit' button. A note below the CAPTCHA states: 'Password shall be entered on next screen post successful GeM login ID and Captcha validation'. The footer contains navigation links: 'WEB INFO', 'ABOUT GeM', 'NEWS & EVENTS', 'RESOURCES', 'TRAINING', and 'NEED HELP?'. Annotations in blue boxes with arrows point to the 'GeM User Id' field, the CAPTCHA box, and the 'Submit' button.

Not Registered with GeM? Sign up to experience the Marketplace

Register as Buyer Register as Seller

Need help with your Login?

Raise a Ticket
Agents and experts available on a single platform ready to help you

Contact Us
Email. helpdesk-gem[at]gov[dot]in
Call: 1-1800-419-3436 / 1-1800-102-3436 (8 am - 8 pm Mon to Sat)

Log in with your User ID.

Log in to Government e Marketplace | GeM

GeM User Id *

Type the characters in the box below. *

WQKSEFG

Fill in the CAPTCHA text.


Password shall be entered on next screen post successful GeM login ID and Captcha validation

Click on 'Submit' to proceed further.

Submit



WEB INFO ABOUT GeM NEWS & EVENTS RESOURCES TRAINING NEED HELP?

English | Dark Mode | Font Size A- A A+ | Skip to Main Content | 1800-419-3436 | helpdesk-gem[at]gov[dot]in | Need Help ?


 **GeM**
Government
e Marketplace


Bids | Forward Auction | Sign Up

Not Registered with GeM ? Sign up to experience the Marketplace

 Register as Buyer |  Register as Seller

Need help with your Login? Password Advisory

 **Raise a Ticket**
Agents and experts available on a single platform ready to help you

 **Contact Us**
Email: helpdesk-gem[at]gov[dot]in
Call: 1-1800-419-3436 / 1-1800-102-3436
(9:00 a.m. - 10:00 p.m. Mon to Sat)

- Please ensure your password is **STRONG** and **RESET** the same regularly
- Do **NOT** save a password in the browser or in any unprotected documents/material (e.g. sticky/post-it notes, plain paper pinned or posted on your table)
- Do **NOT** share your password with anyone to avoid misuse
- Do **NOT** use the same password in multiple websites/apps
- Password should contain more than eight characters, the password should not be a word found in a dictionary (English or Foreign)
- Password should not be a derivative of your GeM User ID
- Password should be a combination of upper and lower case characters (e.g. a-z, A-Z), digits (e.g. 0-9) and special characters (e.g. ! @ # \$ % ^ & * () _ + | ~ - = { } [] < > ? . / : ; , " ' `)

Login in to Government e Marketplace | GeM

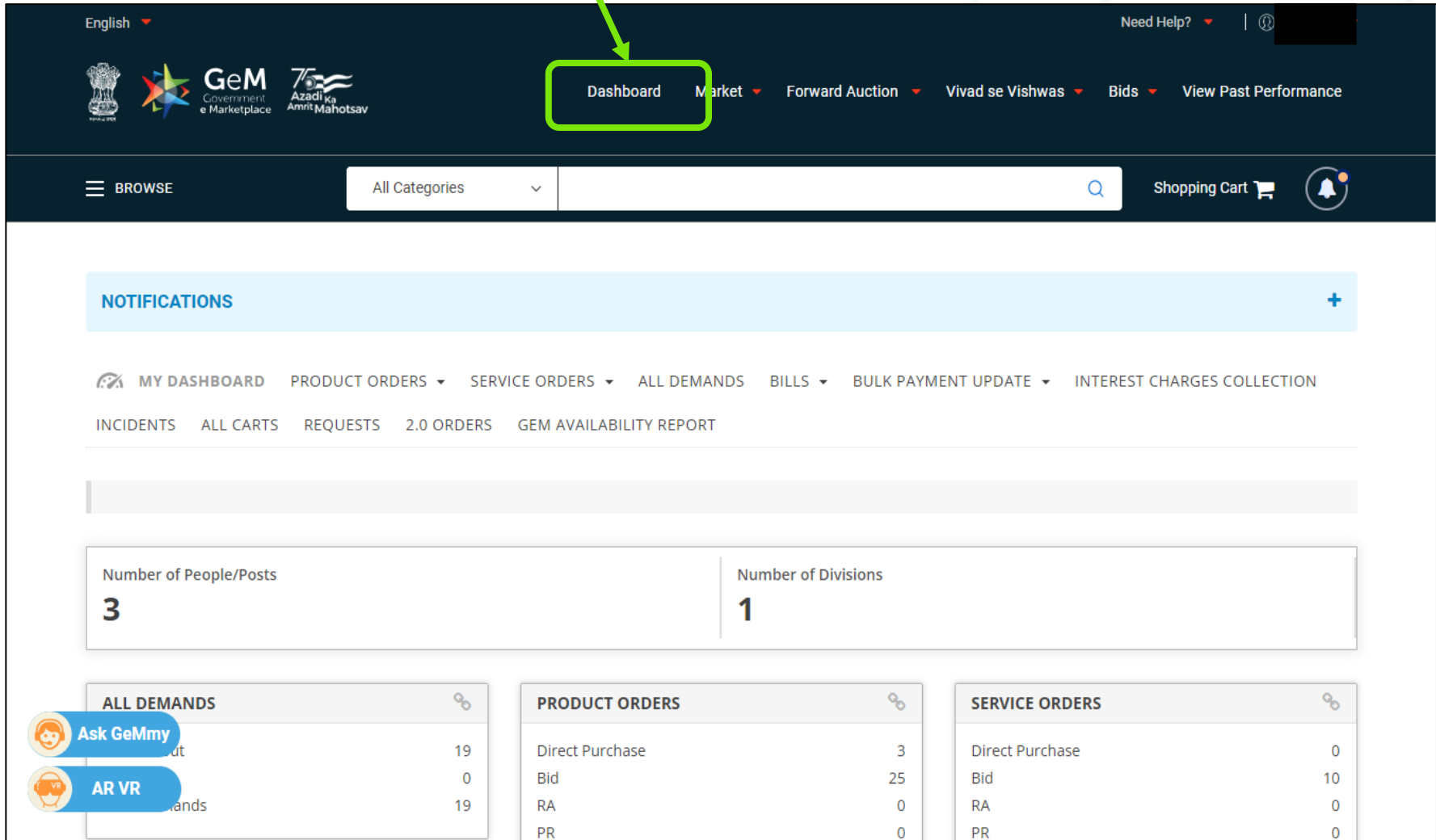
Dear User,
You can now login in GeM using your NIC e-mail credentials.

NIC Email ID * ⓘ

Enter your Password

Click on 'Submit' to proceed further

Click on 'Dashboard' to proceed further.



English | Need Help? | [Profile Icon]

GeM Government e Marketplace | 75 Azadi Ka Amrit Mahotsav

Dashboard | Market | Forward Auction | Vivad se Vishwas | Bids | View Past Performance

BROWSE | All Categories | [Search Bar] | Shopping Cart | [Notifications]

NOTIFICATIONS




MY DASHBOARD | PRODUCT ORDERS | SERVICE ORDERS | ALL DEMANDS | BILLS | BULK PAYMENT UPDATE | INTEREST CHARGES COLLECTION

INCIDENTS | ALL CARTS | REQUESTS | 2.0 ORDERS | GEM AVAILABILITY REPORT



Number of People/Posts	Number of Divisions
3	1

ALL DEMANDS	PRODUCT ORDERS	SERVICE ORDERS
Ask GeMmy	Direct Purchase	Direct Purchase
19	3	0
AR VR	Bid	Bid
0	25	10
19	RA	RA
	0	0
	PR	PR
	0	0

English ▾ Need Help? ▾

  **GeM**
Government
e Marketplace 

Dashboard Market ▾ Forward Auction ▾ Vivad se Vishwas ▾ Bids ▾ View Past Performance

☰ BROWSE All Categories ▾ Shopping Cart  

NOTIFICATIONS +

MY DASHBOARD **PRODUCT ORDERS** ▾ SERVICE ORDERS ▾ ALL DEMANDS **BILLS** ▾ BULK PAYMENT UPDATE ▾ INTEREST CHARGES COLLECTION

INCIDENTS ALL CAPTS **All Contracts** DEFS GEM AVAILABILITY REPORT

Number of People/Posts
3

Number of Divisions
1

ALL DEMANDS	PRODUCT ORDERS	SERVICE ORDERS
Ask GeMmy	Direct Purchase	Direct Purchase
19	3	0
0	Bid	Bid
0	25	10
AR VR	RA	RA
19	0	0
	PR	PR
	0	0

https://mkp.gemorion.org/dashboard#/products/orders/all_contracts

Click on 'Product Order' and select 'All Contracts'.

NOTIFICATIONS +

[MY DASHBOARD](#) [PRODUCT ORDERS](#) [SERVICE ORDERS](#) [ALL DEMANDS](#) [BILLS](#) [BULK PAYMENT UPDATE](#) [INTEREST CHARGES COLLECTION](#)
[INCIDENTS](#) [ALL CARTS](#) [REQUESTS](#) [2.0 ORDERS](#) [GEM AVAILABILITY REPORT](#)

PRODUCT ORDERS

[BUYER VIEW](#) [CONSIGNEE VIEW](#)

[CONTRACTS](#)

ALL CONTRACTS

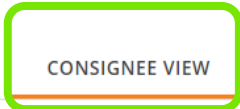
CONTRACT NO: GEMC-5116877 9 **Status:** Order placed (accepted by seller) [INCIDENTS](#)

Buyer: ██████████ **Seller:** G ██████████ **Bid Number:** GEM/2020/B/63449
Contract Date: 10/02/2020 16:25 **Buying Mode:** Bidding **Total:** ₹ 246000.00

[Ask GeMmy](#) [AR VR](#)


ORDER CONFIRMED — ACCEPTED BY SELLER — ORDER DISPATCHED — ORDER DELIVERED

Go to Consignee View to view the contract details.



CONTRACT NO: GEMC-5116877 Status: Order placed (accepted by seller) [INCIDENTS](#)

Buyer: L Seller: BL Contract Date: 04/11/2019 15:05
Buying Mode: Direct Purchase Total: ₹ 400.00



Product	HSN Code	Ordered Quantity	Price
BLUESTARAC product1 (lov) Model BLUESTARAC	7777	2	₹ 400.00

PROCESS ORDER

[Ask GeMmy](#) [AR VR](#)

First < 1 2 3 4 > Last

Click here
process
order.

Here you can view your consignment details.

Consignment Details

BUYER DETAILS

Name: [REDACTED]

Email: sel [REDACTED] mail.com

Address: [REDACTED] IR,

SELLER DETAILS

Name: [REDACTED]

Address: [REDACTED]

Account Number: [REDACTED]



IFSC Code: [REDACTED]

PURCHASE REQUISITION DETAILS

Purchase Requisition Number:



Purchase Requisition Date:

Your Shipment Details


 Ask GeMmy	Number	Invoice Date	Shipment Status	Action	Invoice Type
 AR VR	584696-1	Dec 11, 2019	Dispatched By Seller	PROCESS PRC	


Click here to Proceed.


Item Name:	BLUESTARAC product1	Model No:	BLUESTARAC
Brand:	lov	Quantity Ordered:	2
Quantity Dispatched:	1	Expected Delivery Date:	Nov 19, 2019
Seller Delivered Date:		Received Quantity:	<input type="text" value="1"/>

DELIVERY INFORMATION			
Delivered Date:	<input type="text"/> 	Goods Receipt Voucher No:	<input type="text"/>
Goods Receipt Voucher date:	<input type="text"/> 		

DOWNLOAD DOCUMENTS

 INVOICE

 Ask GeMmy

 AR VR

SAVE **COMPLETE**

Enter the received quantity, delivered date, goods receipt voucher no. and voucher date.

Click on 'Invoice' to download the invoice.

Click on 'Save' to proceed.

DELIVERY INFORMATION

Delivered Date: 11-12-2019 Goods Receipt Voucher No: 4565

Goods Receipt Voucher No: 4565

Are you sure you want to complete?

Delivery Information

Delivered Date :	Goods Receipt Voucher No :	Goods Receipt Voucher date :
11/12/2019	4565	07/05/2024

Item Details

Item Name	Received Quantity	Not Received Quantity
BLUESTARAC product1	1	0

CANCEL **CONFIRM**

COMPLETE

DOWNLOAD DOCUMENT

INVOICE

WEB INFO

Ask GeMmy

AR VR

Sitemap

ABOUT GEM

Introduction to GeM

Statistics

Right to Information

BI / Analytics

NEWS & EVENTS

Newsroom

Gallery

Notifications

CCM Schedule

RESOURCES

GeM Handbook

OM's/Circulars

Terms and Conditions

Policies/Manuals

TRAINING

LMS

Training Calendar

Training Module

Facilitators

NEED HELP ?

FAQs

Feedback

Raise a Ticket

Contact Us

Click on 'Confirm' to proceed.

Consignment Details

BUYER DETAILS

Name: L [REDACTED]
Email: seller [REDACTED]@mail.com
Address: [REDACTED]

SELLER DETAILS

Name: [REDACTED]
Address: [REDACTED]
Account Number: [REDACTED]

PURCHASE REQUISITION DETAILS

Purchase Requisition Number:
Purchase Requisition Date:

Your Shipment Details

Ask GeMmy	Item Number	Invoice Date	Shipment Status	Action	Invoice
AR VR	584696-1	Dec 11, 2019	CRAC is in progress	PROCESS CRAC	

Click here to proceed.

PURCHASE REQUISITION DETAILS

Purchase Requisition Number:

Purchase Requisition Date:

PRODUCT(S)

Item Name:	FFF	Model No:	asd
Brand:	MRF	Quantity Ordered:	1233
Quantity Dispatched:	1	Expected Delivery Date:	Mar 7, 2020
Received Quantity:	1	Seller Delivered Date:	
Consignee Received Date:	May 1, 2024		
Quantity Accepted	<input type="text" value="1"/>	Inspected By :	<input checked="" type="radio"/> Self <input type="radio"/> Professional

BOOK ENTRY DETAILS

Book Entry Details



SAVE & CONTINUE

Enter the
quantity
accepted.

PRODUCT(S)

Item Name:	BLUESTARAC product1	Model No:	BLUESTARAC
Brand:	lov	Quantity Ordered:	2
Quantity Dispatched:	1	Expected Delivery Date:	Nov 19, 2019
Received Quantity:	1	Received Date:	
Consignee Received Date:	May 1, 2024		

Quantity Accepted

Quantity Rejected :

Reason For Rejected/Conditional Accepted items:

Defected Goods

Inspected By : Self Professional

BOOK ENTRY DETAILS


Ask GeMmy

Book Entry Details

AR VR


Enter the quantity accepted.


The accepted and rejected quantities are displayed and the reason for rejection is to be mentioned here.

Item Name:	BLUESTARAC product1	Model No:	BLUESTARAC
Brand:	lov	Quantity Ordered:	2
Quantity Dispatched:	1	Expected Delivery Date:	Nov 19, 2019
Received Quantity:	1	Seller Delivered Date:	
Consignee Received Date:	May 1, 2024		
Quantity Accepted	<input type="text" value="0"/>	Inspected By :	<input type="radio"/> Self <input checked="" type="radio"/> Professional
Quantity Rejected :	<input type="text" value="1"/>	Inspection Certificate No:	<input type="text"/>
Reason For Rejected/Conditional Accepted items:		Inspection Type :	<input checked="" type="radio"/> Post-Dispatch <input type="radio"/> Pre-Dispatch
<input type="text" value="Defected Goods"/>		Date of Inspection:	<input type="text"/> 
		Name of Agency :	<input type="text"/>

BOOK ENTRY DETAILS

Book Entry Details

 Ask GeMmy

 AR VR

SAVE & CONTINUE

Select the mode of inspection.

If inspection mode is professional, fill in these fields with required details.

PURCHASE REQUISITION DETAILS


Purchase Requisition Number:
Purchase Requisition Date:


PRODUCT(S)

Item Name:	FFF	Model No:	asd
Brand:	MRF	Quantity Ordered:	1233
Quantity Dispatched:	1	Expected Delivery Date:	Mar 7, 2020
Received Quantity:	1	Seller Delivered Date:	
Consignee Received Date:	May 1, 2024		
Quantity Accepted	<input type="text" value="1"/>	Inspected By :	<input checked="" type="radio"/> Self <input type="radio"/> Professional

BOOK ENTRY DETAILS

Book Entry Details

 Ask GeMmy

 AR VR

Click here to continue.

Account Number: [REDACTED]
IFSC Code: [REDACTED]

City: Maharashtra, 400020

PURCHASE REQUISITION DETAILS

Purchase Requisition Number:
Purchase Requisition Date:

PRODUCT(S) EDIT

Item Name:	BLUESTARAC product1	Model No:	BLUESTARAC
Brand:	lov	Quantity Ordered:	2
Quantity Dispatched:	1	Expected Delivery Date:	Nov 19, 2019
Delivered Quantity:	1	Seller Delivered Date:	Dec 11, 2019
Quantity Accepted:	1	Inspected By:	self
Consignee Received Date:	Dec 11, 2019		

Ask GeMmy
AR VR

VERIFY WITH OTP OR E-SIGN OR DSC VERIFY

Click here to modify details, if required.

Click here to Verify.

PURCHASE REQUISITION DETAILS

Purchase Requisition Number:
Purchase Requisition Date:

PRODUCT(S)

Item Name:
Brand:
Quantity Dispatched:
Delivered Quantity:
Quantity Accepted:
Quantity Rejected:
Reason For Rejected/Conditional Accepted items: Defected Goods
Consignee Received Date: May 1, 2024

OTP Verification

Enter OTP sent to your Email Id*

1 1 1 1 1 1

RESEND OTP

✓ OTP has been successfully sent to #####2055 and email s#####0@gmail.com

VERIFY OTP

Ask GeMmy
AR VR

VERIFY WITH OTP OR E-SIGN OR DSC VERIFY

Enter the OTP to complete verification process.

PURCHASE REQUISITION DETAILS

Purchase Requisition Number:
Purchase Requisition Date:

Your Shipment Details

Shipment Number	Invoice Date	Shipment Status	Action	Invoice Type
511687761584696-2	Nov 22, 2019	Eligible For Payment		

SHIPMENT DETAILS

Invoice Number: GEM-61969 Seller Delivered On: 11/12/2019

DOWNLOAD DOCUMENTS

[INVOICE](#) [CRAC](#)

[Ask GeMmy](#)
[AR VR](#)

The order is now eligible for payment.

Click here to download.

Conclusion

- Government e-Marketplace lays down a standardized process with definite timelines for order fulfillment.
- Consignee must ensure that they follow the online process and update the required information/issue certificate as applicable, in a timely manner
- In case if the consignee has not completed CRAC with in the configured number of days, the system would generate automated CRAC. For eg. if in CMS, 10 days have been configured against a category, then the auto CRAC should happen on the 10th day of the delivery date as per final PRC.
- The Default minimum value of the CRAC on category would be 10 days and Maximum allowed value is 30days only for products.

Frequently Asked Questions

Is it possible to edit a CRAC after it is generated?

A. Yes, it is possible before confirmation of CRAC.

What is the timeline for generating a CRAC post delivery?

A. The 10 days is configurable from CMS and Bid(only for CPSE buyer)

When does the system generate a CRAC automatically?

A. The proof of delivery needs to be uploaded within active delivery date, otherwise Auto PRC/ CRAC process does not work. Also, the PRC get generated on 4th Day from POD update and consignee get 2 days for modification/ confirmation. In case PRC generated manually, then Auto CRAC timeline(10 days default) get started from PRC itself otherwise from POD date.

What can consignee do in case he did not get delivery but still seller updated POD?

A. The consignee can enter all the qty as Not Received qty during PRC so that further CRAC process won't be required.



Efficient • Transparent • Inclusive

All content, materials, and resources contained herein are the intellectual property of the Government EMarketplace (GeM) and are protected under applicable copyright and intellectual property laws.

Any unauthorized copying, reproduction, dissemination, distribution, transmission, or modification of this content, material and resources, in whole or in part, is strictly prohibited and may attract legal action under the relevant laws. Users are advised to refer to or download only the latest and official versions of GeM documents, content, materials and resources from the official GeM portal: <https://gem.gov.in> to ensure accuracy, authenticity, and compliance with current policies and guidelines. GeM shall not be held responsible or liable for any unauthorized use, alteration, misrepresentation, or reliance on unofficial, outdated, or third-party versions of its content, materials, or resources.