

Mobile Based Fertilizer Monitoring System – mFMS

Frequently Asked Questions

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How can one identify my mobile that supports this application?

One can check out whether their mobile phone is java supported or not through the mobile manual or from the internet information. Usually, those mobile having internet facility, will support the installation of the application.

Where to search for application received through Bluetooth/data cable?

For Nokia phones, the shared application is saved in the received folder mostly of the memory card but can also go to the phone memory if that path is permitted. It depends on the location where the mobile phone user has granted the storage permission.

For other phones specially, Samsung it goes to the Games folder.

Where to search for the installed Application?

For Nokia phones, the installed application is saved in the Application folder and for other mobile like that of Samsung, it can be found in Games folder.

Unsupported file format comes, what can I do?

It means that the mobile phone does not support the java based application. Hence the application will not be installed even after the application has been transferred by any means.

How the registration is done and how do I know my ID?

The registration of wholesaler/retailer is done through web application and the dealer ID can be seen in the SMS received from the mFMS server once the registration is done successfully.

How can I get the dealer ID?

The wholesaler/ retailer gets his *dealer* ID through the SMS when the company registers that particular wholesaler/ retailer.

From whom the dealer would receive the SMS and how to identify that?

For every transaction, the *dealer* will get a SMS from the server and TD-FMSDOF would come as the sender. If the entries are correct, the SMS would display, transaction is successful otherwise failure message would come.

What to do when transactions details have been entered but the SMS is not received?

Due to congestion on the server or because of some network problem, SMS may not reach immediately. Wait for sometime if this does not come, make complaint to Customer Care regarding this through IVRS (011-24357270).

How to register PIN ?

Make a call to IVRS no. (011-24357270). You will be asked to verify your credentials.

My mobile supports java application but mobile client application is not working. Reason?

It may be due to any of the following reason if these are not met:

- A minimum of 256KB of ROM for the MIDP implementation
- A minimum of 128KB of RAM for the Java runtime heap
- A minimum of 8KB of non-volatile writable memory for persistent data

If I have entered wrong entry/data, how can I make alteration?

Wholesaler: A fresh entry will have to be made and the company will have to deny the acknowledgement sent by the wholesaler. The company will have to be informed about this.

Retailer: A fresh entry will have to be made and the wholesaler will have to deny the acknowledgement sent by the retailer. The wholesaler will have to be informed about this.

While submitting the data, the mobile has shutdown due to low battery. How can I retrieve the data?

The data will have to be re-entered.

If the phone hangs, what shall I do to access the application again?

Come out of the application and try to access again. If the problem persists, it may be due to any of the following reason if these are not met:

- A minimum of 256KB of ROM for the MIDP implementation
- A minimum of 128KB of RAM for the Java runtime heap
- A minimum of 8KB of non-volatile writable memory for persistent data

Does the mobile need Internet?

For filling any type of data entry and send those, the dealer needs not the internet connection in the mobile.

But for automatic updates of the mobile application, one may have GPRS.

While the application is running, can I attend incoming call on my mobile?

The phone calls can be attended while accessing the application and it work as normal after the call is taken.

If I lost or got my SIM damaged by water or somehow, how can I recover the application?

In case the mobile is lost and there will be a new sim and it will have to get registered by the company in case of a wholesaler and get the application installed again.

In case of retailer, the retailer will have to get registered by the wholesaler and have the application installed again.

If I change my SIM card what is the procedure?

Follow the same steps as explained in question 15 but the application will need not be installed if the same mobile phone is used.

How the application responds in out of coverage area of the mobile?

The application will open and the data entries can be made but it would not be sent to the server of mFMS application as there is no network in the mobile. In such circumstances, IVRS should be used.

If a person is Wholesaler and retailer both, is there any need to have two mobile phones/ numbers ?

No, one mobile phone/ number can be used by a person having both wholesaler and retailer license. PIN will be registered once as PIN is linked to the mobile.

Who will be authorize to change the mobile no. of wholesaler/ retailer in the application ?

LFS will be responsible to update the mobile no. in the application using Web module.

If there are unattended SMS in the mobile of a dealer and dealer changes the mobile or mobile is lost ?

The information can be updated through Web application.

Is application capturing the data entry mode whether the entry is through Mobile/ Web/ IVRS ?

Yes, the application is capturing the data entry mode.

Can we use special characters while doing data entry in Web application ?

No, you can't use special characters like & . This will display an error message.

Why so many users having different roles are created?

Users with different roles have different functionality. These functionality are mentioned below :

S.No.	Role	Access
1.	CNO (Company Nodal Officer)	CNO is responsible for updating company details and can add/ deactivate company's CDRO, CDataO and CDROA-LFS. Data entered/ updated by CNO will be forwarded to CompA-DOF for approval.
2.	CDRO (Company Dealer Registration Officer)	CDRO is responsible for registering new dealer or for updating details of existing dealer. Data entered/ updated by CDRO will be forwarded to CDROA-LFS for approval.
3.	CDataO (Company Data Officer)	CDataO can enter Sales data of the company.
4.	CDROA-LFS (Company Dealer Registration Officer Approver-LFS)	CDROA-LFS is responsible to verify and approve/ unapprove the details of dealer entered by CDRO.
5.	CompR-DOF (Company Registration)	CompR-DOF is responsible for entering the details of new Fertilizer Company. The details will be forwarded to CompA-DOF for approval.
6.	CompA-DOF (Company Approver)	CompA-DOF is responsible for approving/declining company details modified by CNOs. Can approve/decline company details entered by CompR-DoF. Can approve/decline CDRO and new

		CDataO created by CNO
7.	DoFSPO (DoF Supply Plan Officer)	DOFSPO is responsible for entering/uploading state requirement, district requirement, state supply plan, district supply plan
8.	DoFDataO (DoF Data Officer)	DOFDataO is responsible for entering/uploading dispatch data, receipt data, dispatch return data

How can a company tag a dealer?

A. User has to log-in using CDRO permissions. Enter License No., State, District and Mobile no.. If the details of the dealer exist, next screen will be populated with the dealer details. User has to enter Company 'O' information and press Add button and then press Save and Next button. The details will be saved.

What are the mandatory fields for a dealer to function in mFMS?

A. Following information is required for a dealer:

- Dealer type (Wholesaler/Retailer)
- Agency Name
- License number
- Mobile number
- State
- District

What if SMS that was sent at the time of creation of dealer id got deleted?

A. Request for re-generating password and Pin should come from Fertilizer supplier / LFS of that dealer.

How can a user generate reports from mFMS(Web)?

A. The user with the permission to view the particular Data should login into the system. He should select the option that he wants to view, for example Sales/Sales Receipt/Stock/List of Wholesalers/List of Retailers. The user will be provided with a list of Search Filters which

might be State/District/Date. The user can select a combination of the Filters. The system will return the list of all the records which meet all the Criteria as entered by the users in the search filters. At the bottom right of the screen an option will be present to Export to Excel. By Selecting this user can generate the desired reports.

For Example : If a Company wants to view a List of all the Retailers in the Varanasi District of Uttar Pradesh.

1>. Login in with an Id Corresponding to CDRO.



2>. Select Registration>Wholesalers>View/Edit

Wholesaler Registration



3>. Enter the desired search Criteria and Click Go. For our example, we select State : Haryana and District : Karnal

Wholesaler Search

Filter

Agency Name: PAN: State: Haryana District: Select District

Company Id: 100006 Mobile Number: Dealer Id:

Agency Name	Wholesaler Id	PAN	Tin Number	License Number	Mobile Number
HAFED, KARNAL	107962	AAAJH0022R	0	KNL4304	8930713718
HAFED RHA TARAORI	107964	AAAJH0022R	0	KNL-4207	9315192924
Haryana State Cooperative Supp	107972	AAAJH0022R	0	KNL-3463	9315192926
The Assandh Cooperative Market	108024	AAAAT5466E	06232212641	KNL-440	9050120344
FAME DELHI	110043	AABAT4297L		w- 255	9971285588

« 1 2 3 4 5 6 ... »

4>. The result will be displayed to the user. User should select Export to Excel.

Wholesaler Search

Filter

Agency Name: PAN: State: Haryana District: Karnal

Company Id: 100006 Mobile Number: Dealer Id:

Agency Name	Wholesaler Id	PAN	Tin Number	License Number	Mobile Number
HAFED, KARNAL	107962	AAAJH0022R	0	KNL4304	8930713718
HAFED RHA TARAORI	107964	AAAJH0022R	0	KNL-4207	9315192924
Haryana State Cooperative Supp	107972	AAAJH0022R	0	KNL-3463	9315192926
The Assandh Cooperative Market	108024	AAAAT5466E	06232212641	KNL-440	9050120344
FAME KARNAL	269045	AABAT4297L	6143012407	KNL 4355	9971285588

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5>. The user can enter the path where he wants to save the file.

