



SuperSeva

Managed Services for Global Enterprises

**YOUR TRUSTED GLOBAL PARTNER
FOR COMPLETE ENTERPRISE SUPPORT**

SuperSeva: About Us

VISION

To be the partner of choice for exemplary support services and solutions to progressive enterprises

MISSION

Striving for excellence in enterprise support services through AI and ML-driven process innovation on our technology platforms.

SERVICE QUALITY ASSURANCE

- ISO 9001:2015 certified
- WEConnect certified
- Enabled via state-of-the-art, comprehensive technology platform

- Established in 2000
- HQ-ed in Bangalore with offices in Mumbai, Delhi, Chennai, Hyderabad & Pune

TEAM

- Management: 12+
- Supervisory & Backend: 50+
- On-ground: 800+

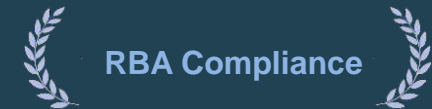
CLIENTS

75+ enterprises pan-India, across 10+ cities

OPERATIONAL PRESENCE

Bangalore, Mumbai, Delhi, Pune, Hyderabad, Chennai, Gurgaon, Noida, Kolkata, Ahmedabad, Chandigarh, Vizag, Jamshedpur

CERTIFICATION



Recognitions

JLL
Best Women Entrepreneur
Partner national award

CBRE INTERNATIONAL
Rise to challenge award

WECONNECT
Most Innovative
Company of the Year

IBM
Strategic Supplier

GE INDIA
ASP Supplier

Telangana
Quality Leadership Award

Universe Art
Samarpanam Award

Rotary Bangalore
Entrepreneurship Award

Women Economic
Forum Excellence Award

Delivering Delight as the Extended Managed Services Arm of Leading Enterprises



SuperSeva Service Suite



HR benefit programs



IT Assets Management



Managed Front Office



Mail Room Management



Logistics Facilitation Services



Petty Vendor Management



Stamp Paper Management



CRM Management



Contract Work Force Management

Sample Client Testimonials

"Thank you for the quality of services provided by SuperSeva. Sincerely appreciate your efficient and gracious customer services, accountability and the way you conduct business as a whole. Keep up the good work."



Ramana Reddy KV
Real Estate Strategy & Operations, IBM

"I would like to extend our gratitude and thanks for an amazing job done during the 'Kids Day at Workplace'. I can't even imagine what goes into planning of such an event, but I know one thing – your team made it look so easy. Attention to detail is what you specialize in and I don't think it goes unnoticed!"



Nagaraj Bairamadgi
HR Manager, Tangoe

"On behalf of the organizing committee, I would like to place on record our deep sense of appreciation to you for catering to all our requirements accurately and with good quality."



Nilanjon Gupta
Organizing Cmte., API Hackathon, Nokia

"Getting immediate respond on every point and every time. Very helpful and supportive organization."



Tejas B
Asst. Facilities Manager, JLL

"I have personally used the concierge service 2 times now for a pick and drop option and the experience has been very smooth and easy. Thank you for the great job you and the team have been doing."



Diya Nanda
Senior Director, Publicis Sapient

"Appreciate the way you were handling operational requirements and the way you handled the team provided by SuperSeva for the past 2 years. Would also like to mention that, you were always willing to help at any given time, may it be off-duty hours as well."



Jinesh R
Admin Manager, TEKsystems Global Services



 **SuperSeva**  TrakMail

**Automated
Mail Room**

Management Solution

Mail Room Automation as an Outsourced Competence

Enables focus on core business

Mitigates vendor service deviations

Improves overall organizational productivity

Delivers service levels matching global standards

Automated Mailroom



- No Errors
- Less Escalation
- Increased Productivity

Professional support services framework

Streamlines, optimizes physical information management operations

Driven by a reliable partner with extensive mailroom management expertise

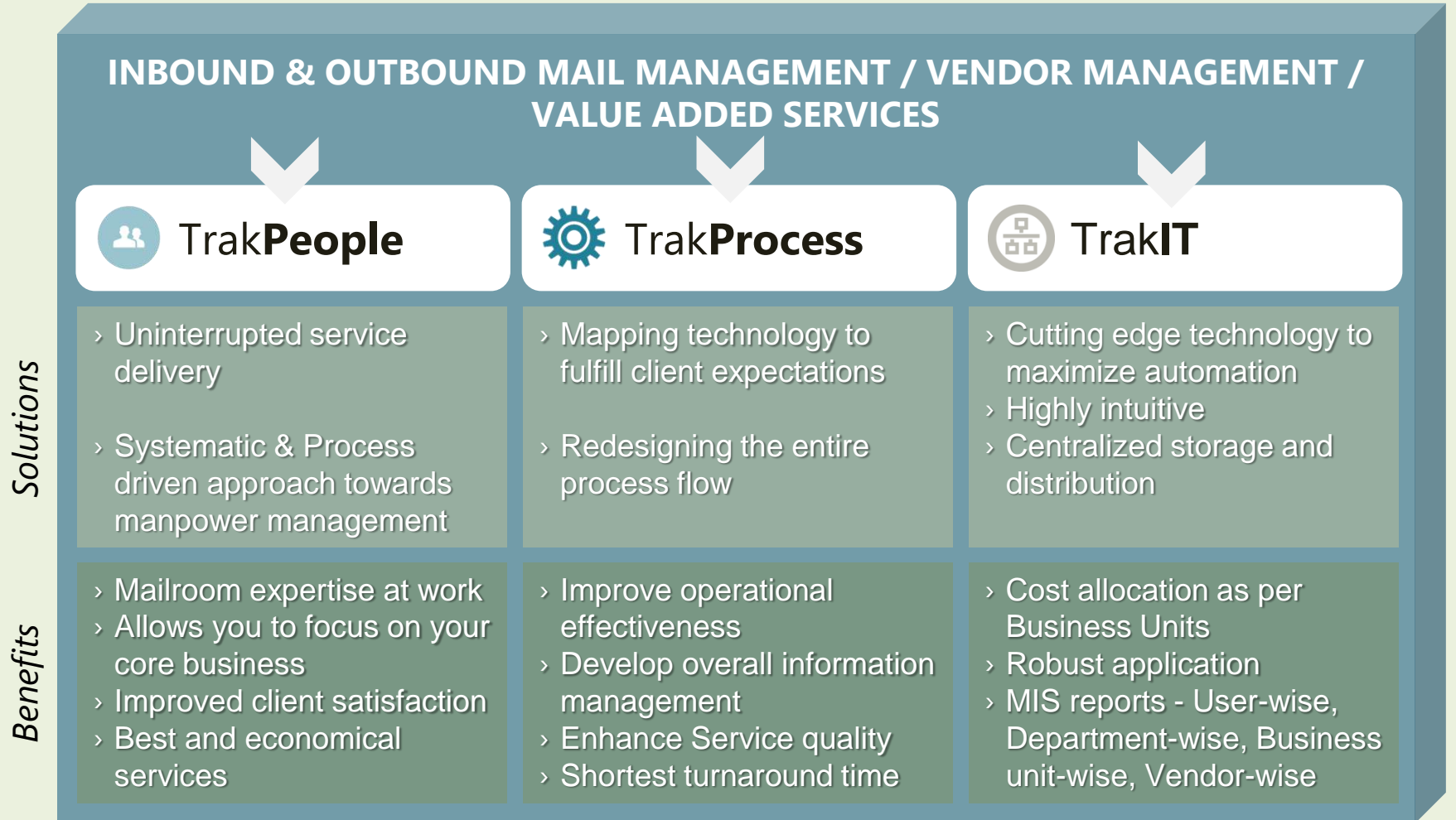
Reduces productivity loss due to mail room queuing, delayed query resolution

Improves operational efficacy

SuperSeva TrakMail: Technology-powered Transformation of Traditional Mail Room



SuperSeva TrakMail Mail Room Management Solution: Overview



SuperSeva TrakMail Mail Room Management: **Unified Mail Processing Ecosystem**



SuperSeva TrakMail: People Dimension



TrakPeople

- › Driven by high performance mailroom experts
- › Well trained and groomed
- › Capability to handle exigencies, contingencies, process deviations
- › Responsible process owner-drivers
- › High motivation levels via rewards & recognition programs
- › Soft skills trained

SuperSeva TrakMail: People Dimension > **Hiring Process**



TrakPeople

Uninterrupted Service Delivery by leveraging a Proven, Methodical, Process-driven Approach to People Management

Hiring Quality Resources

Training

Deploying

Rotating

Motivating & Rewarding

SuperSeva TrakMail: Process Dimension



TrakProcess

Customized Mailroom Management System and Process to suit your business needs, operational style and organizational culture

Requirement estimation covering:

- › Number of personnel
- › Quality of personnel
- › Scope of technology & automation
- › Mailing schedules
- › Delivery schedules

Redesign the entire process flow covering:

- › Inbound Mail Management,
- › Outbound Mail Management
- › Vendor Management

SuperSeva TrakMail: Technology Dimension



**Dramatically Improved
Business Communication
Speed and Efficiency**

- › Highly responsive & intuitive
- › Robust web based application
- › Near zero deployment time
- › Captures every mailroom activity
- › Department wise mail usage pattern
- › Customer communication tracking
- › Reminders as per client requirement
- › Cost allocation as per Business Units
- › Mail prioritization for business leaders and specific addresses
- › MIS reports – User wise, Department wise, Business Unit wise, vendor wise

SuperSeva TrakMail: Technology Options



DigitalMailroom

Electronic storage of proof, delivery authentication technologies such as Tablets, Signature Pads, etc. are used extensively

Benefits:

- > *Extremely secure*
- > *No missed / wrong delivery*
- > *Enormous reduction in TAT in mail rounds*
- > *Increased Mail room efficiency*



TrakKiosk

- > Sharing Mailroom information at common areas via touch screens
- > Useful for IT & BPO enterprises with large employee base
- > Avoids queuing of employees at Mail room premises

Benefit:

Reduction in loss of corporate productivity due to mailroom queuing.



TrakKonnnect

- > Inter-branch Mail room networking for corporates with large branch networks, e.g. Banks, Insurance Companies, Telecom, etc.
- > Designed to coordinate and synchronize independent mail rooms of multiple branches to work in unison
- > Instant update on inter branch mails to be received for automatic cross verification

Benefit:

Minimizes TAT and misuse

SuperSeva TrakMail: Engagement Models

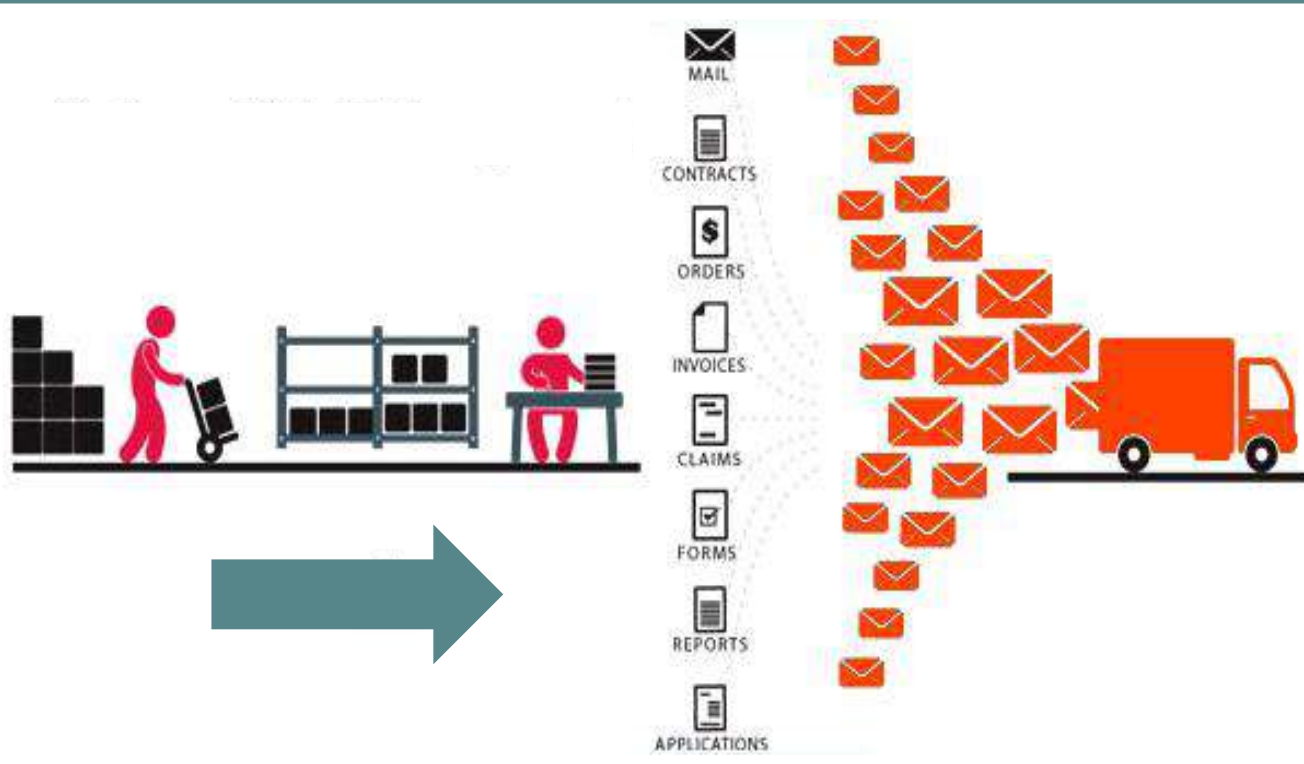
Inbound Mail Management



- › Bespoke process designed specifically for the client
- › Digital Data Capture
- › IT enabled Systems for Control & Monitoring
- › Minimized TAT and misuse
- › Instant / Automatic Feedback to the senders regarding mail status
- › Instant Capture of Proof Of Delivery via PDAs and e-Signature pads
- › Electronic Alerts & Notifications for undelivered mails

SuperSeva TrakMail: Engagement Models

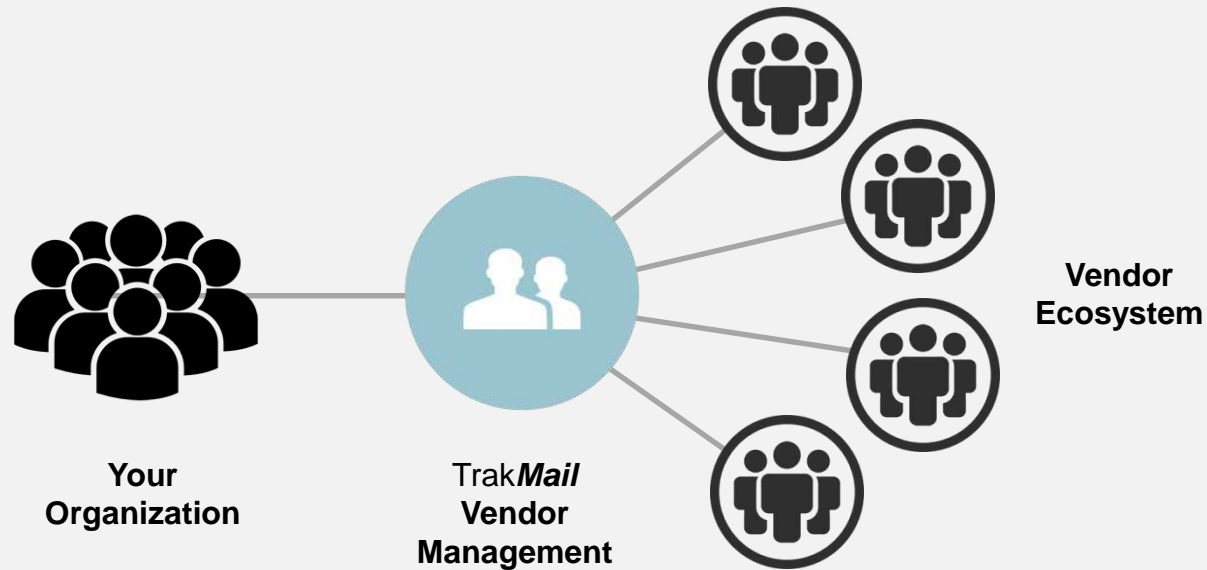
Outbound Mail Management



- › Collection of outbound mails at pre-defined collection points
- › Vendor Management & Cost Management
- › Synchronization of courier cut-off times with internal work time
- › Data capture of all outbound mailing
- › Track deliveries alongside third party courier tracking mechanisms
- › Instant/ Automatic feedback to the senders on mail status
- › Mail rounds such as Inter-office shuttle, Time bound Intra-office messenger services

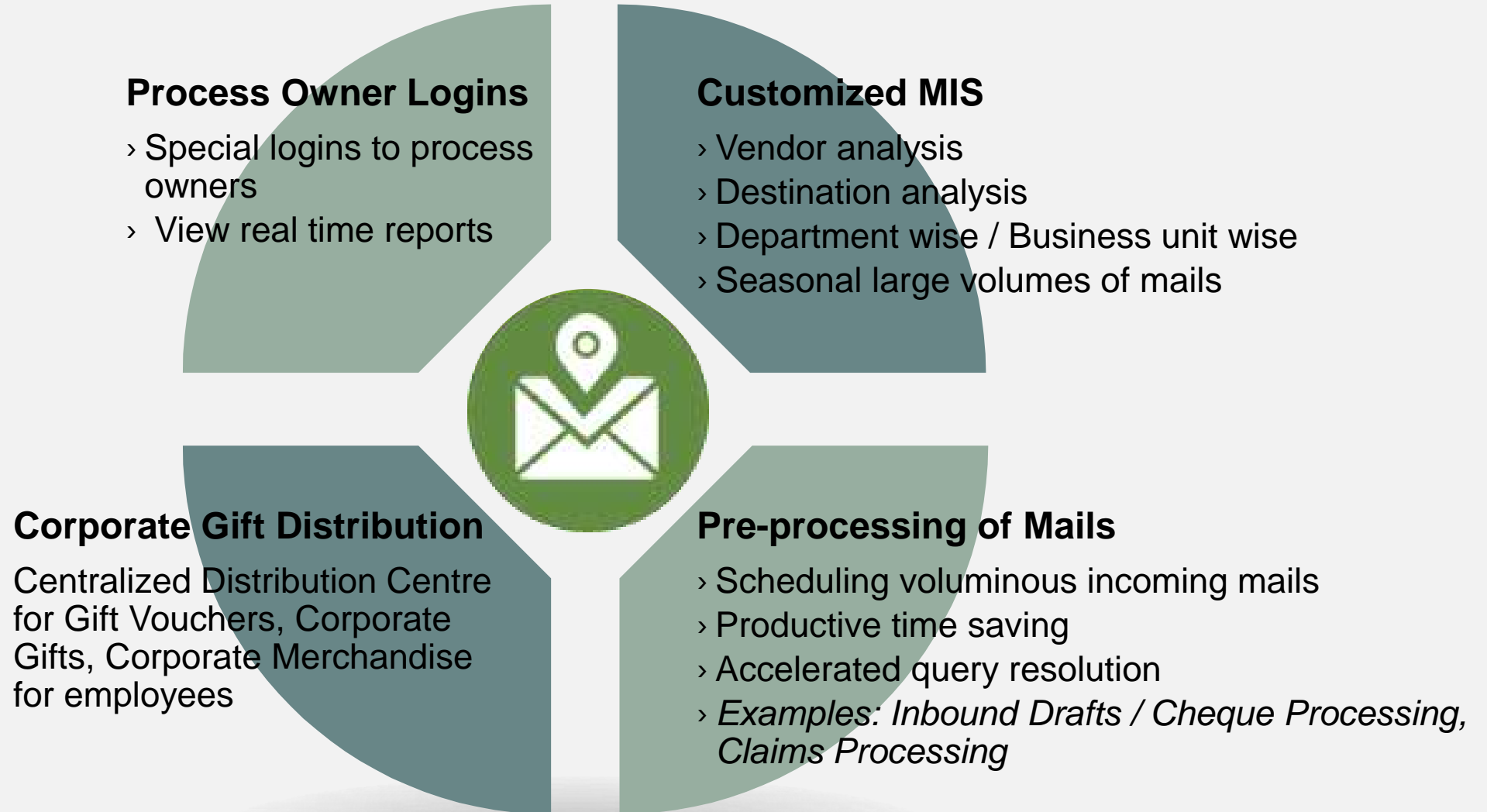
SuperSeva TrakMail: Vendor Management

Vendor Management



- › End-to-end Vendor Management
- › Better value with negotiated price and terms with Vendors
- › Transparent Vendor engagements via Tripartite Contracts
- › Formal arrangements on key parameters:
 - Pricing
 - Coverage Areas and Routes
 - Service Levels
 - Proof of Delivery
 - Compressed TATs
- › Economical yet superlative service levels
- › Cost savings via continuous operations analysis
- › Vendor wise consolidation of documents

SuperSeva TrakMail: Value Added Services

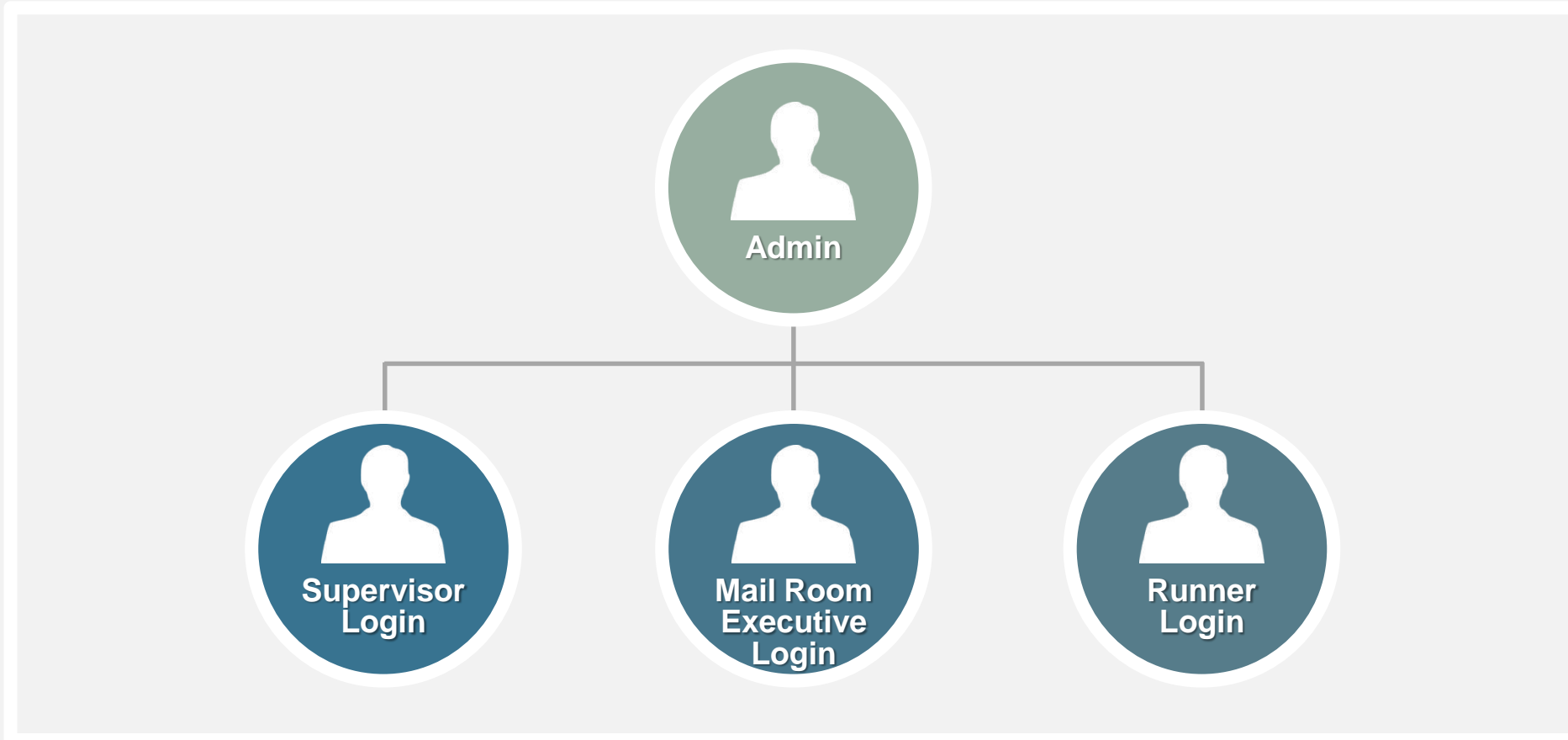




 **SuperSeva**  **TrakMail**
**Automated Mail Room
Management Solution**

Process Flow / Screen Shots

SuperSeva TrakMail: Process Flow / Screen Shots > Logins





 **SuperSeva**  **TrakMail**
**Automated Mail Room
Management Solution**

Process Flow / Screen Shots

Inward Mail Handling

SuperSeva TrakMail: Supervisor Responsibilities



SuperSeva TrakMail: Supervisor Log In > Dashboard: Inbound Mail Entry

Logistics Vendors

Home | Logout

	2014-12-22		2014-12-21		2014-12-20		2014-12-19	
Total Received	500	0	0	0	120	63	25	100
Total Entered	0	0	1	0	3	1	3	2
Total Delivered/Dispatched	0	0	2	0	2	0	0	1

Total Inbound Received Mails

Mails Received On: 2014-12-22
 Time: 12:15
 From: DTDC
 Person Name: Reliance Industries
 Total No Of Mails: 500

Carrier Selection Dropdown:

- DTDC
- Please select
- Blue Dart
- DTDC
- FedEX
- First Flight
- Normal Post
- Nuance
- Overnite
- Professional
- Registered Post
- Speed Post
- TNT
- Trackon

Date	Time	Carrier	No of mails
22-12-2014	12:15	Blue Dart	500
Total Mails Received			500

SuperSeva TrakMail: Supervisor Log In > Dashboard: Outbound Mail Entry

The screenshot displays the SuperSeva TrakMail dashboard for a supervisor. The interface includes a navigation menu on the left, a summary table of mail statistics, a form for entering mail details, and a table of today's mail reports.

Navigation Menu (Left):

- Inbound Mail
 - Receive Mails
 - Reports
- Outbound Mail
 - Receive Mails
 - Reports
 - Report
 - Generic Report
 - Critical Report
 - Pending Mail Entry
 - InBound Pending Mails Entry
 - OutBound Pending Mails Entry

Summary Table (Top Right):

	2014-12-22		2014-12-21		2014-12-20		2014-12-19	
Total Received	500	77	0	0	120	63	25	100
Total Entered	0	0	1	0	3	1	3	2
Total Delivered/Dispatched	0	0	2	0	2	0	0	1

Form: Total Outbound Received Mails

Mails Received On: 2014-12-22
 Time: 12:17
 From: Bldg1
 Person Name: Mail Boy RCP2
 Total No Of Mails:
 Reliance Industries
 Submit

Today's Outbound Received Mail Report

Date	Time	Desk Executive	Person Name	SubmailRoom	No of mails
22-12-2014	12:16	Mail Boy RCP2		Bldg1	30
22-12-2014	12:16	Mail Boy RCP3		Bldg1	25
22-12-2014	12:17	Mail Boy RCP8-3		Bldg1	22

Facility Location Identification

Runner Identification

SuperSeva TrakMail: Supervisor Log In > Dashboard: Reports & MIS

The screenshot shows a web browser window with the URL `203.123.190.54:6666/mailroom/generic_report`. The page features the Trak Mail logo and navigation links for Home and Logout. A left sidebar contains menu items for Inbound Mail, Outbound Mail, and Pending Mail Entry, each with sub-links for Receive Mails, Reports, and Entry. The main content area displays a table of mail statistics and a form for generating generic reports.

	2014-12-22		2014-12-21		2014-12-20		2014-12-19	
Total Received	500	77	0	0	120	63	25	100
Total Entered	0	0	1	0	3	1	3	2
Total Delivered/Dispatched	0	0	2	0	2	0	0	1

Generic Report Generation

From Date:

To Date:

City:

Service Name:

Scheme Name:

Status Name:

Service Level:

Carrier Name:

Select the field names to display

S No Date
 Request Id Customer Name
 Scheme Name Service Name
 Service Level Cost Service
 Status Select All

System generated reports

SuperSeva TrakMail: Supervisor Log In > Dashboard: Critical Reports

The screenshot shows a web browser window with the URL `203.123.190.54:6666/mailroom/critical_reportresult`. The page features the Trak Mail logo and a navigation menu on the left. The main content area displays a summary table and a detailed critical report table.

	2014-12-22		2014-12-21		2014-12-20		2014-12-19	
Total Received	500	77	0	0	120	63	25	100
Total Entered	0	0	1	0	3	1	3	2
Total Delivered/Dispatched	0	0	2	0	2	0	0	1

Critical Report of Requests from 2013-12-22 to 2014-12-22												EXPORT
Request Id	Date	Customer Name	Customer Emailid	Extn No	Courier Type	Tracking No	Received By	Submailgroup No	Service Name	Status	Location	
OBldg1201214400	20-12-2014/11:39	tania	tania@supeseva.com	123	Speed Post			Bldg1	Outbound Mails	Outbound - Initialized	Mumbai	

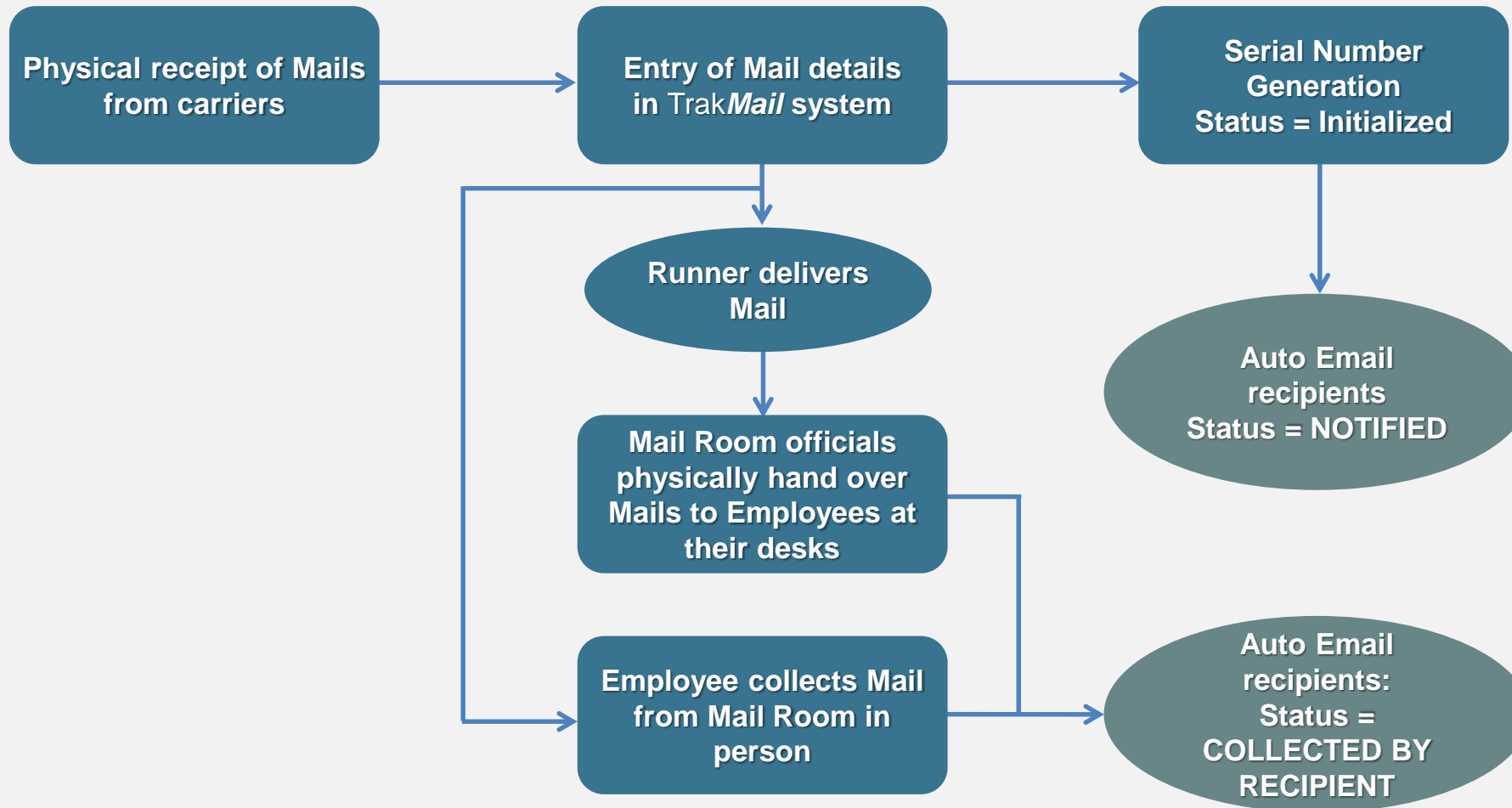
Export option

Request ID Flagged

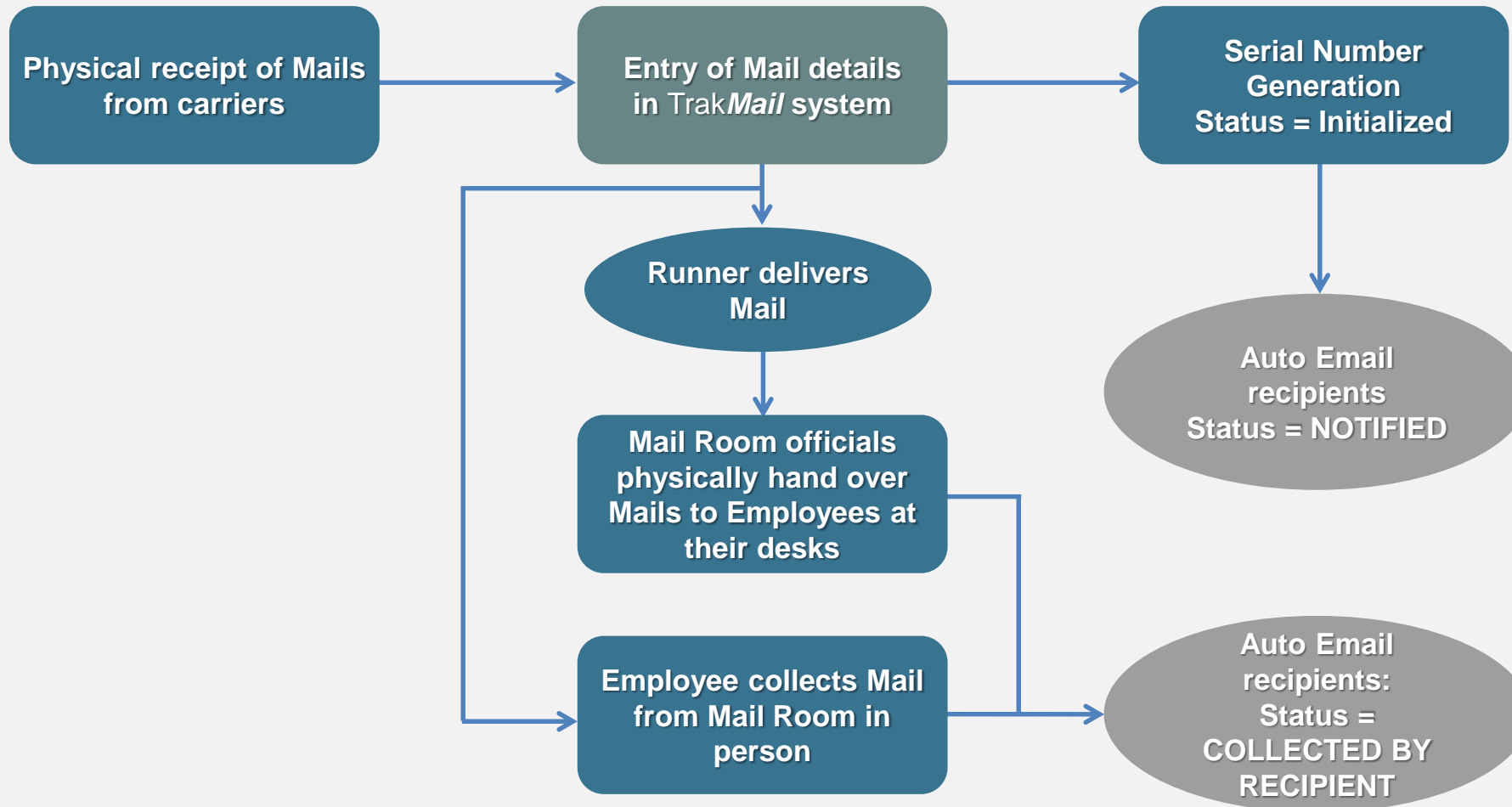
SuperSeva TrakMail: Mail Room Executive Responsibilities



SuperSeva TrakMail: Process Flow > Inbound Mail Management



SuperSeva TrakMail: Process Flow > Inbound Mail Management



SuperSeva TrakMail: Inbound Mail > Details Entry

SuperSeva
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Home | Logout

	2014-06-02		2014-06-01		2014-05-31		2014-05-30	
	Inbound	Outbound	Inbound	Outbound	Inbound	Outbound	Inbound	Outbound
Total Received	0	0	0	0	0	0	0	0
Total Entered	0	0	0	0	0	0	0	0
Total Delivered/Dispatched	0	0	0	0	0	0	0	0

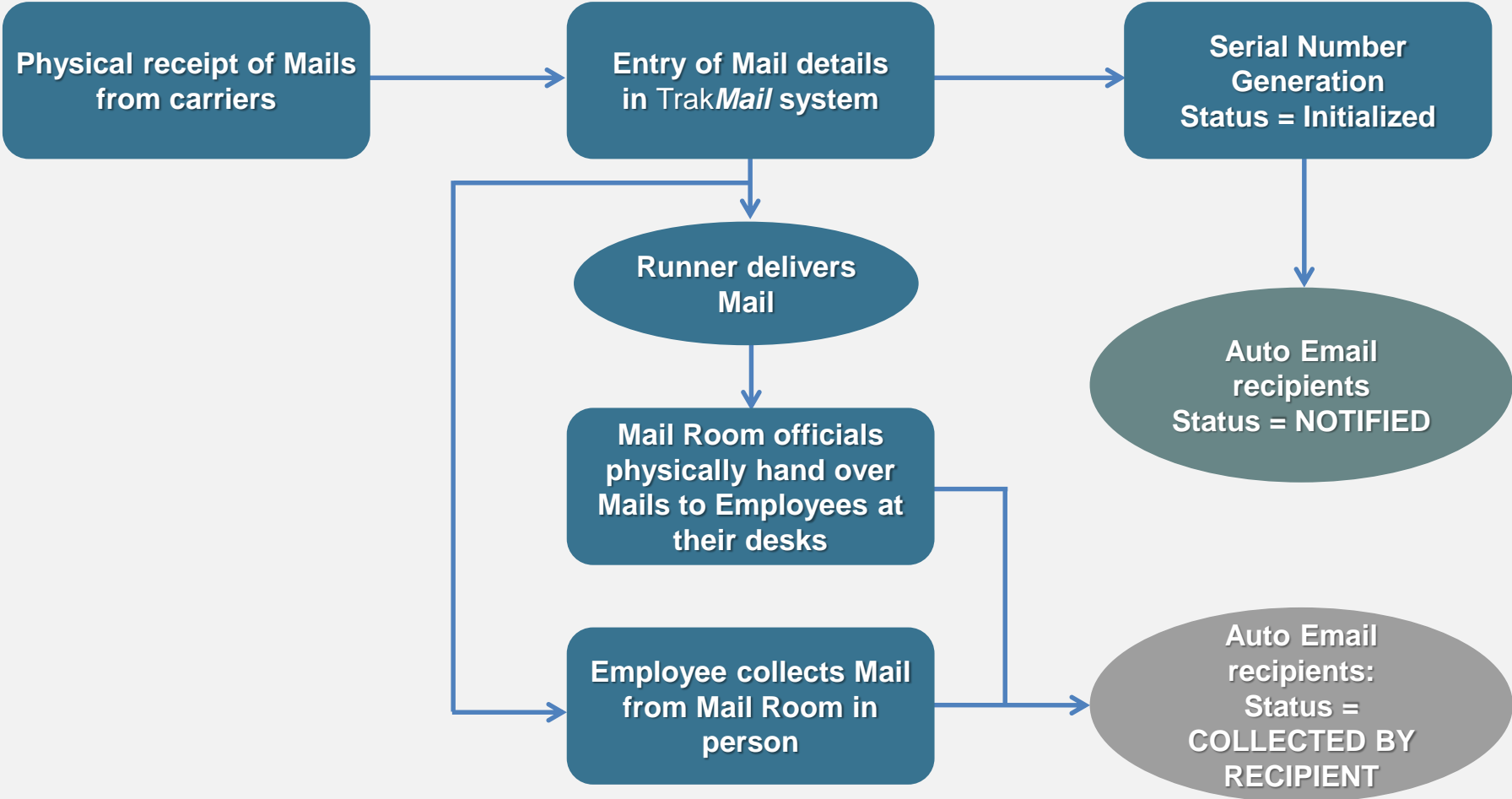
Inbound Mail Data Entry

Mails Received for TEST1 on Date: 02-06-2014 [Print Request Ids](#)

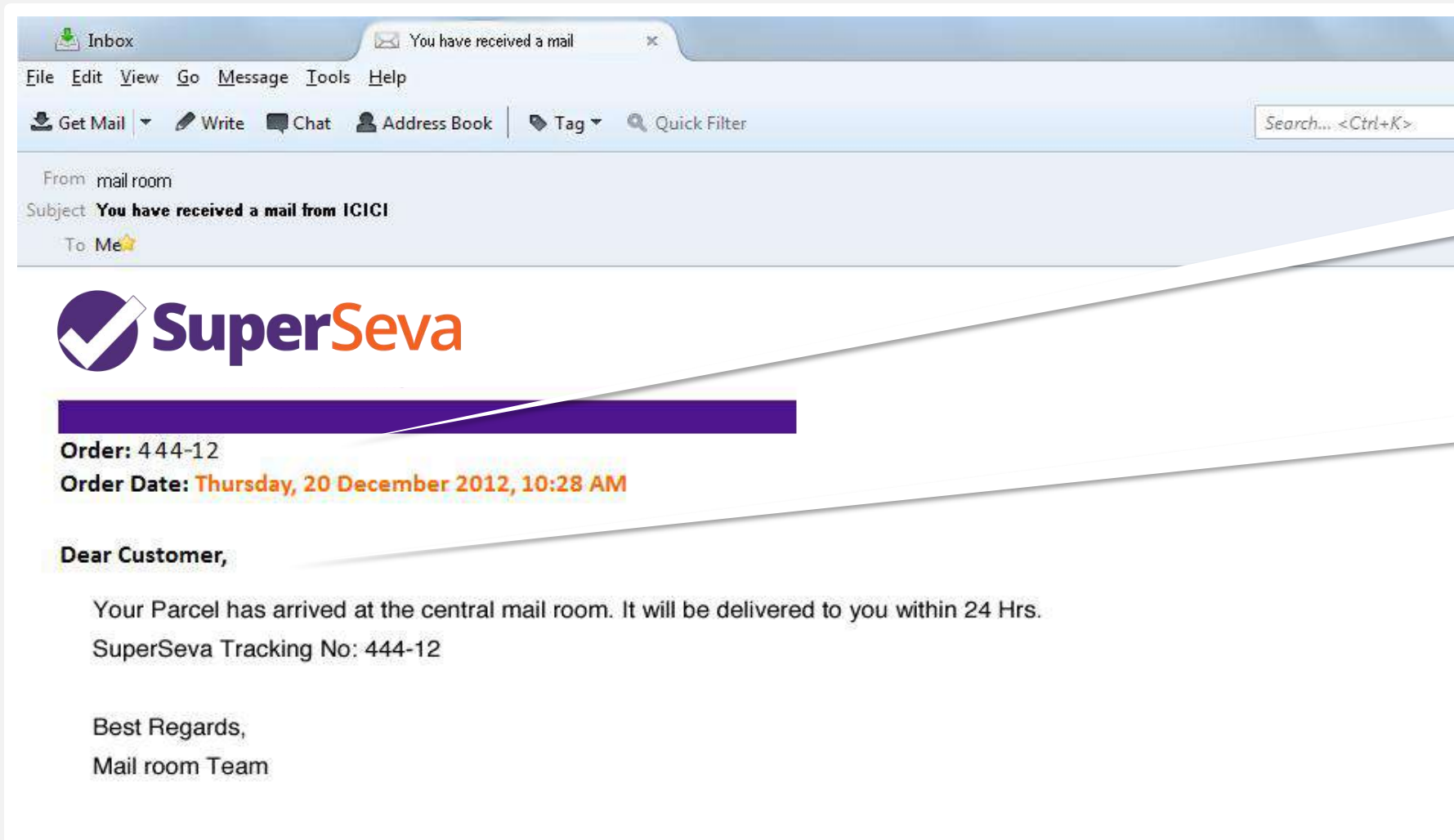
FOR(RECEIPIENTS)					FROM						
Request Id	Name *	Email *	Submailroom No	Mobile *	Extn	From	Courier Name	Tracking No	Received By	Urgency	
	<input type="text"/>	<input type="text"/>	East ▾	<input type="text"/>	<input type="text"/>	<input type="text"/>	Speed Post ▾	<input type="text"/>	hari ▾	Normal	<input type="button" value="Add"/>

Enter Mail details

SuperSeva TrakMail: Process Flow > Inbound Mail Management



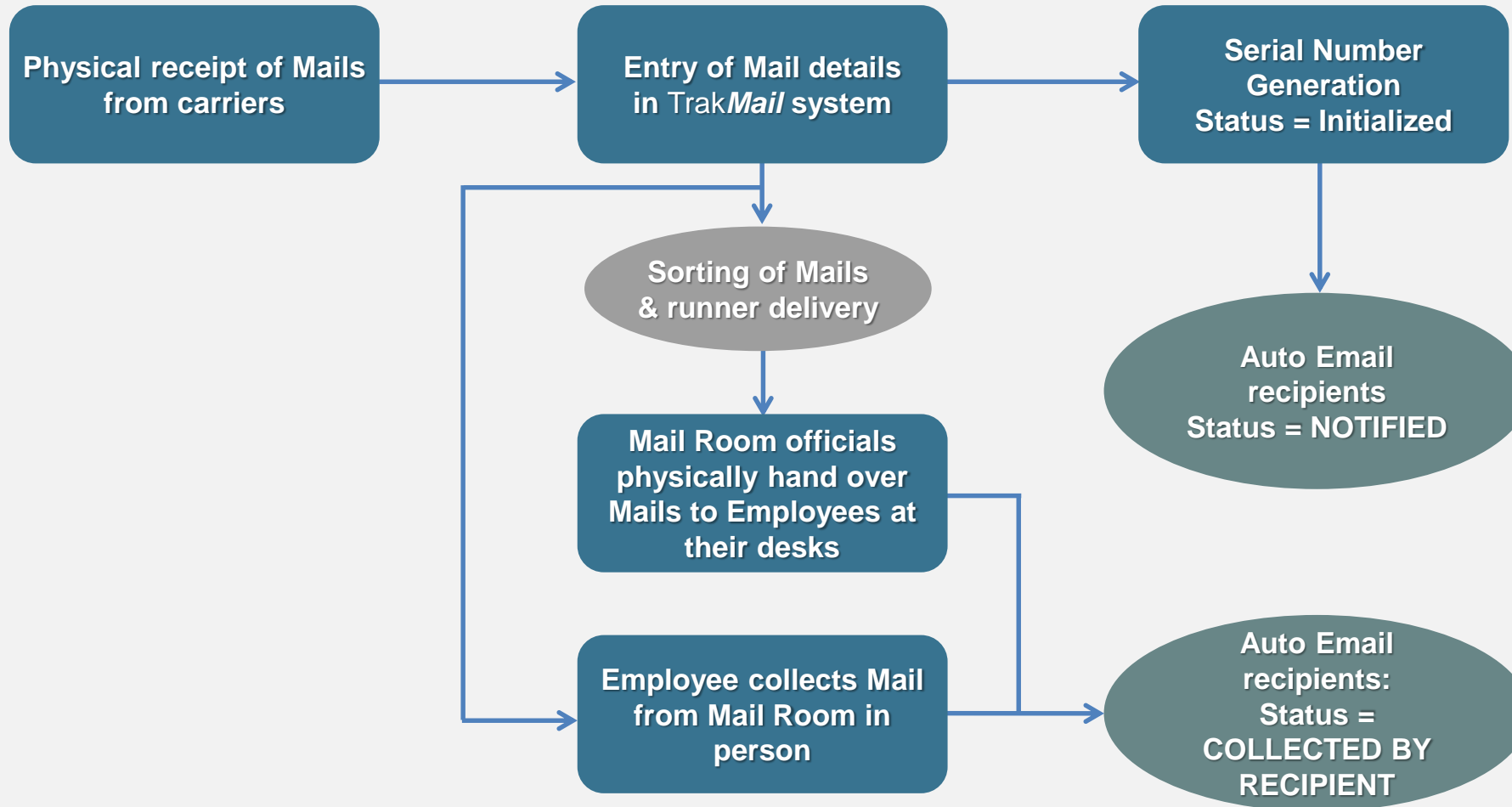
SuperSeva TrakMail: Automated Email to Recipient



Request ID

**Notification
& SLA**

SuperSeva TrakMail: Process Flow > Inbound Mail Management



SuperSeva TrakMail: Mail Room Executive's Screen > For Delivery

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Home | Logout

	2014-06-02		2014-06-01		2014-05-31		2014-05-30	
	Inbound	Outbound	Inbound	Outbound	Inbound	Outbound	Inbound	Outbound
Total Received	0	0	0	0	0	0	0	0
Total Entered	0	0	0	0	0	0	0	0
Total Delivered/Dispatched	0	0	0	0	0	0	0	0

Sub mail room East

RequestId	Name	EmailId	Mobile	Extn	Urgency

Sub mail room West

RequestId	Name	EmailId	Mobile	Extn	Urgency

Sub mail room North

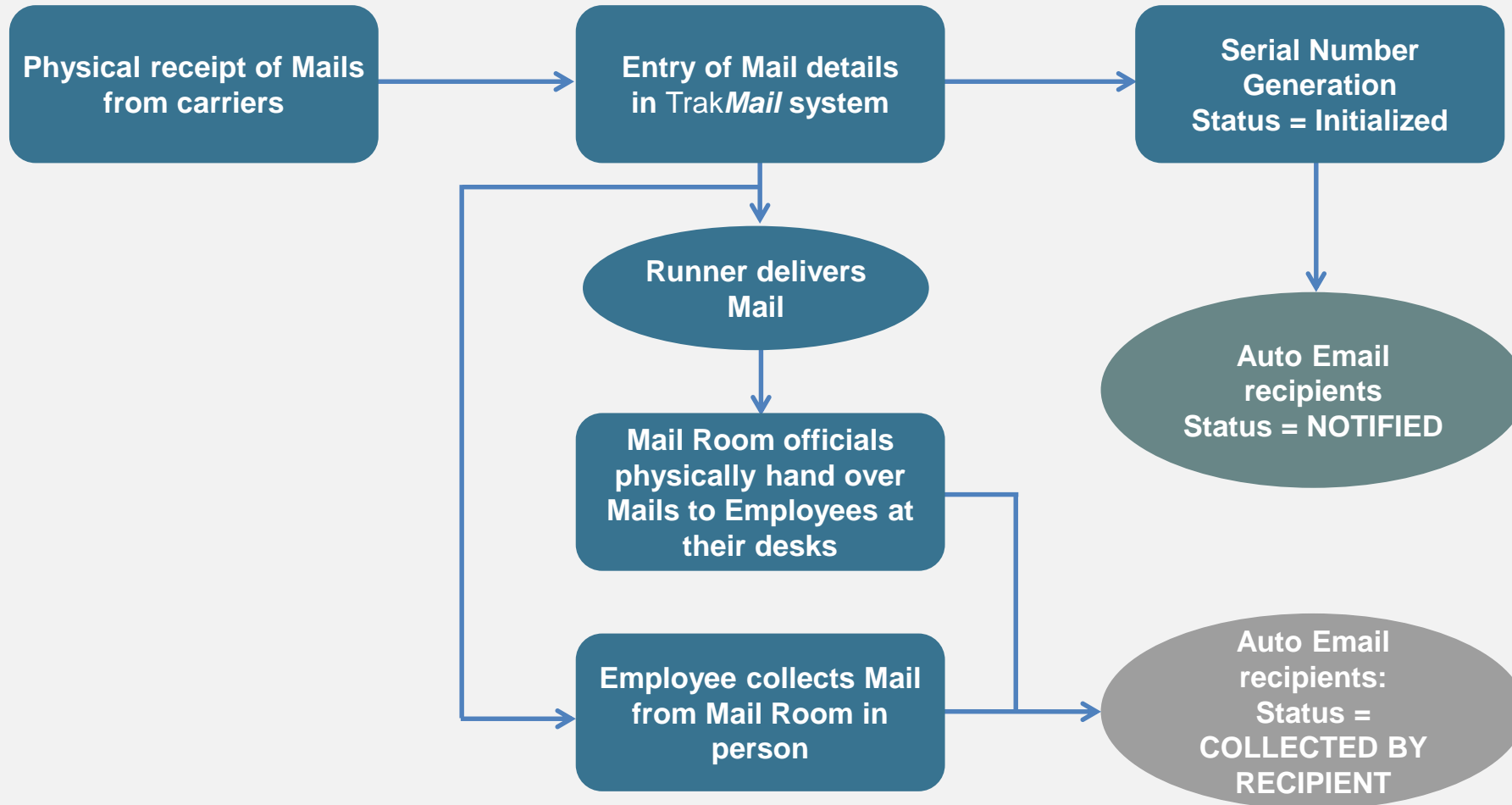
RequestId	Name	EmailId	Mobile	Extn	Urgency

Sub mail room South

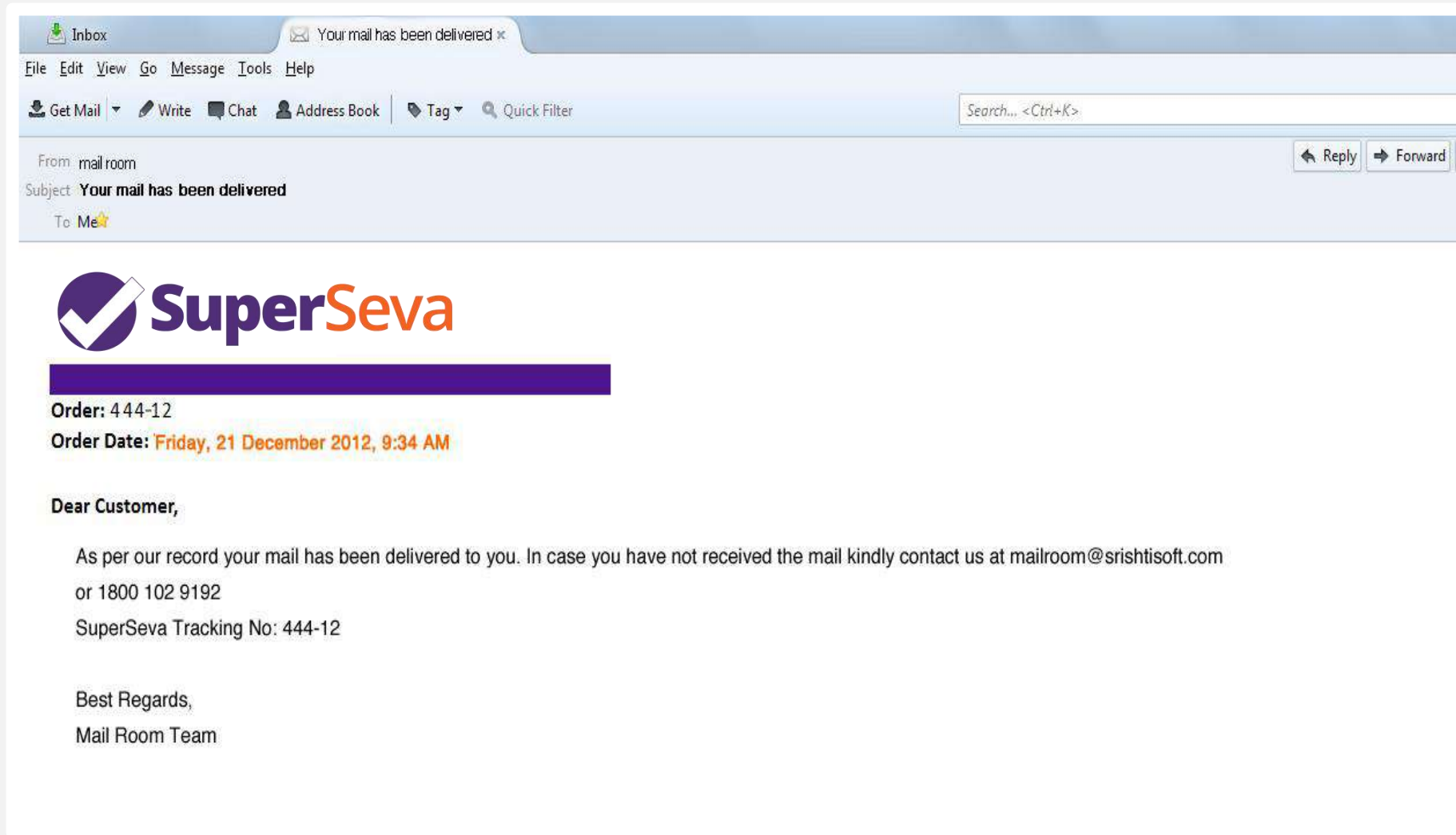
RequestId	Name	EmailId	Mobile	Extn	Urgency

**Delivery of
Mails /
Consignments**

SuperSeva TrakMail: Process Flow > Inbound Mail Management



SuperSeva TrakMail: Automated Mail / Consignment Delivery Notification



The screenshot shows an email client window with the following details:

- From:** mail room
- Subject:** Your mail has been delivered
- To:** Me

The email body contains the SuperSeva logo, a purple horizontal bar, and the following text:

Order: 444-12
Order Date: Friday, 21 December 2012, 9:34 AM

Dear Customer,

As per our record your mail has been delivered to you. In case you have not received the mail kindly contact us at mailroom@srishtisoft.com or 1800 102 9192
SuperSeva Tracking No: 444-12

Best Regards,
Mail Room Team

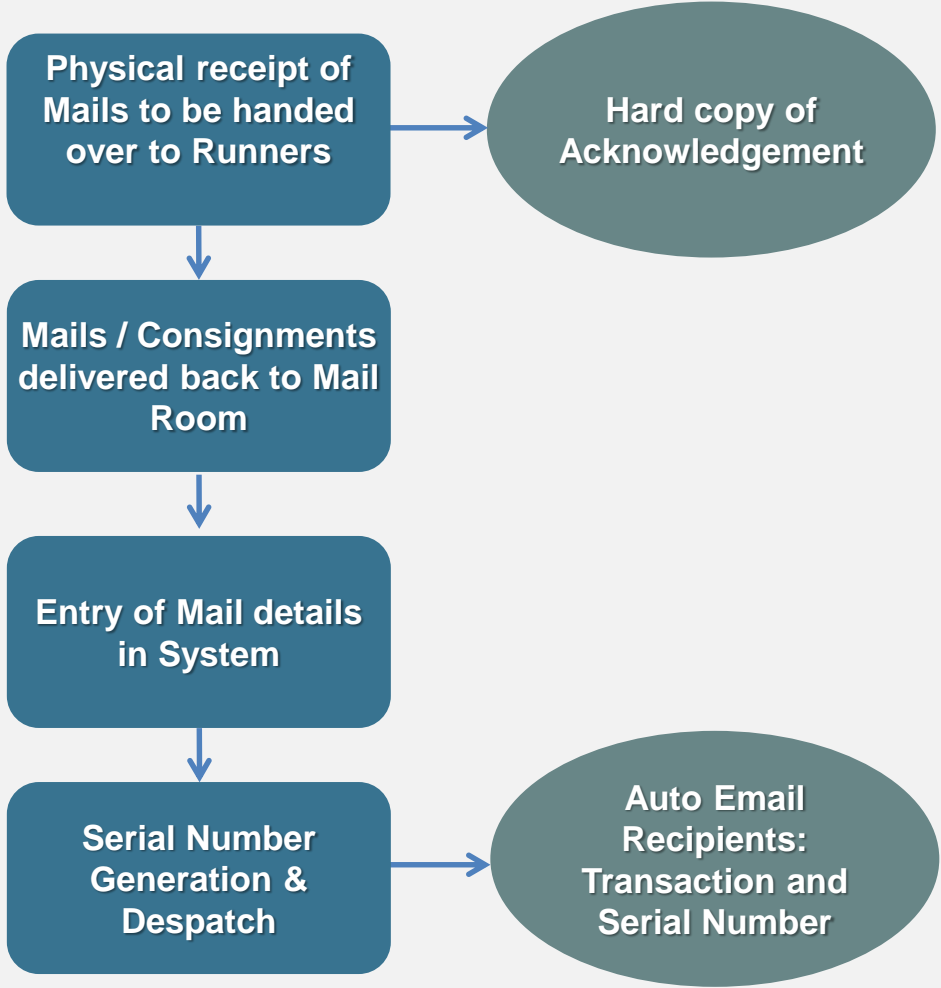


 **SuperSeva**  **TrakMail**
**Automated Mail Room
Management Solution**

Process Flow / Screen Shots

Outward Mail Handling

SuperSeva TrakMail: Process Flow > Outbound Mail Management



SuperSeva TrakMail: Outbound Mails > Daily Mail Entry

The screenshot displays the SuperSeva TrakMail web application. The browser address bar shows the URL: 203.123.190.54:6666/mailroom/new_outgoing_mails. The page header includes the SuperSeva logo and navigation links for Home and Logout. A sidebar on the left lists various mail management options under 'Inbound Mails' and 'Outbound Mails'. The main content area features a summary table for mail statistics across four dates (2014-06-02, 2014-06-01, 2014-05-31, and 2014-05-30). Below this is the 'Outbound Mail Data Entry' section, which includes a search filter for 'TEST1' on '02-06-2014' and a 'Print Request Ids' button. The data entry form is divided into 'SENDER' and 'RECIPIENT' sections. The SENDER section includes fields for Request Id, Name, Email, Mobile, Mailroom, and Extn. The RECIPIENT section includes fields for Carrier Name, Received By, Urgency, Weight, Mail Type, and Address1. There are also fields for Address2, Address3, Pin Code, and City, along with an 'Add' button.

	2014-06-02		2014-06-01		2014-05-31		2014-05-30	
	Inbound	Outbound	Inbound	Outbound	Inbound	Outbound	Inbound	Outbound
Total Received	0	0	0	0	0	0	0	0
Total Entered	0	0	0	0	0	0	0	0
Total Delivered/Dispatched	0	0	0	0	0	0	0	0

Outbound Mail Data Entry

Mails Received for TEST1 on Date: 02-06-2014 Print Request Ids

SENDER						RECIPIENT					
Request Id	Name *	Email *	Mobile *	Mailroom	Extn	Carrier Name	Received By	Urgency	Weight	Mail Type	Address1*
		Email	Mobile	East	Ext No	Speed Post	chari	Norma	500g-1kg	Official	Address1
						Address2	Address3	Pin Code*	City*	Add	

SuperSeva TrakMail: Outbound Mails > Delivery to Logistics Vendors

Please update the status of following requests.
Note: Flagged Requests are Critical.

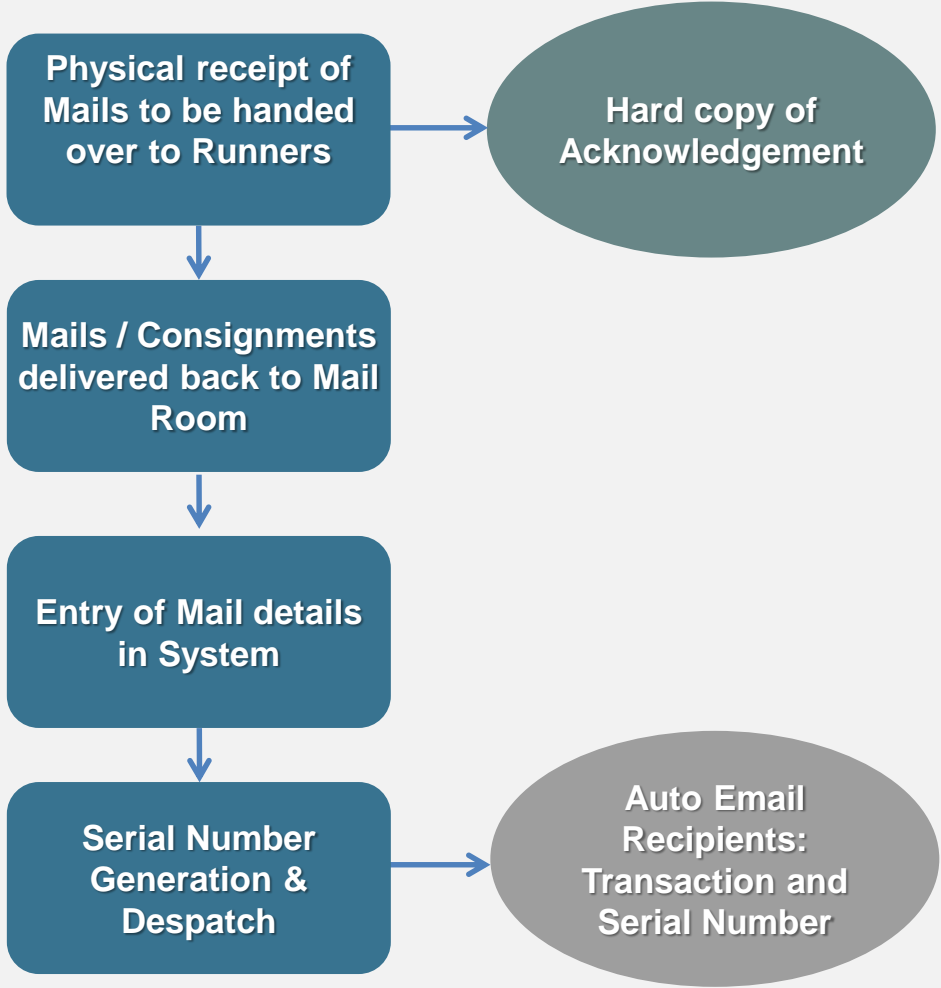
Requests Listings

Submit

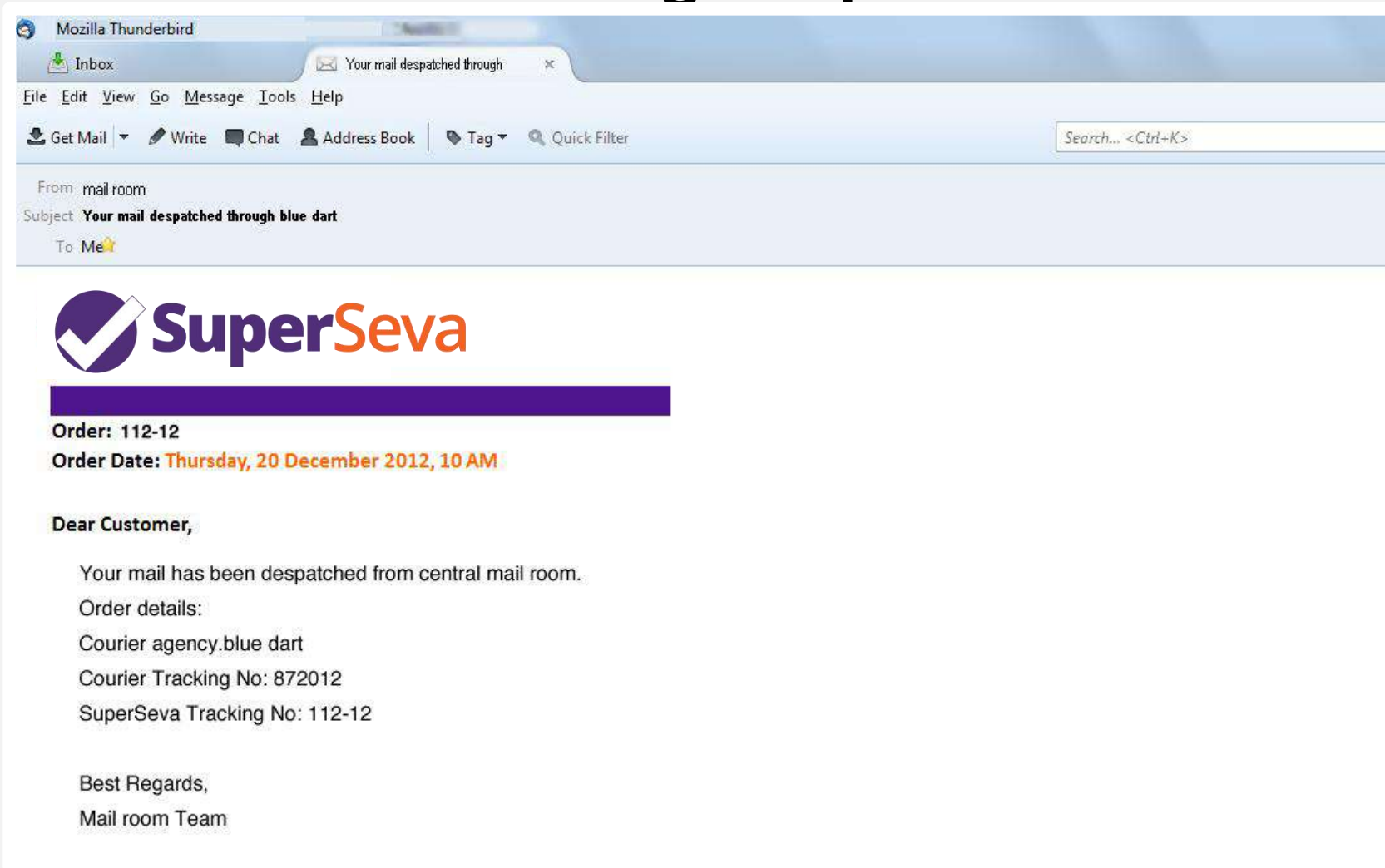
<input type="checkbox"/>	RequestId	Date	Carrier Name	Tracking No	Status Remark	Status
<input type="checkbox"/>	OEast08051412	08-05-2014	Speed Post	<input type="text"/>		Outbound - Intialized
<input type="checkbox"/>	OSouth08051419	08-05-2014	DTDC	<input type="text"/>		Outbound - Intialized
<input type="checkbox"/>	OEast08051420	08-05-2014	Speed Post	<input type="text"/>		Outbound - Intialized
<input type="checkbox"/>	OEast08051422	08-05-2014	Speed Post	<input type="text"/>		Outbound - Intialized
<input type="checkbox"/>	OEast09051426	09-05-2014	Speed Post	<input type="text"/>		Outbound - Intialized
<input type="checkbox"/>	OSouth09051428	09-05-2014	FedEX	<input type="text"/>		Outbound - Intialized
<input type="checkbox"/>	OEast09051429	09-05-2014	Speed Post	<input type="text"/>		Outbound - Intialized
<input type="checkbox"/>	OEast280514612	28-05-2014	Registered Post	<input type="text"/>		Outbound - Intialized

Submit

SuperSeva TrakMail: Process Flow > Outbound Mail Management



SuperSeva TrakMail: Automated Mails > Regarding Mails being despatched




Mozilla Thunderbird

Inbox Your mail despatched through

File Edit View Go Message Tools Help

Get Mail Write Chat Address Book Tag Quick Filter Search... <Ctrl+K>

From: mail room
Subject: **Your mail despatched through blue dart**
To: Me


Order: 112-12
Order Date: Thursday, 20 December 2012, 10 AM

Dear Customer,

Your mail has been despatched from central mail room.

Order details:

- Courier agency: blue dart
- Courier Tracking No: 872012
- SuperSeva Tracking No: 112-12

Best Regards,
Mail room Team

SuperSeva TrakMail: Outward Mail Report

ie to Superseva:index x https://support.sup...aily_report_result x +

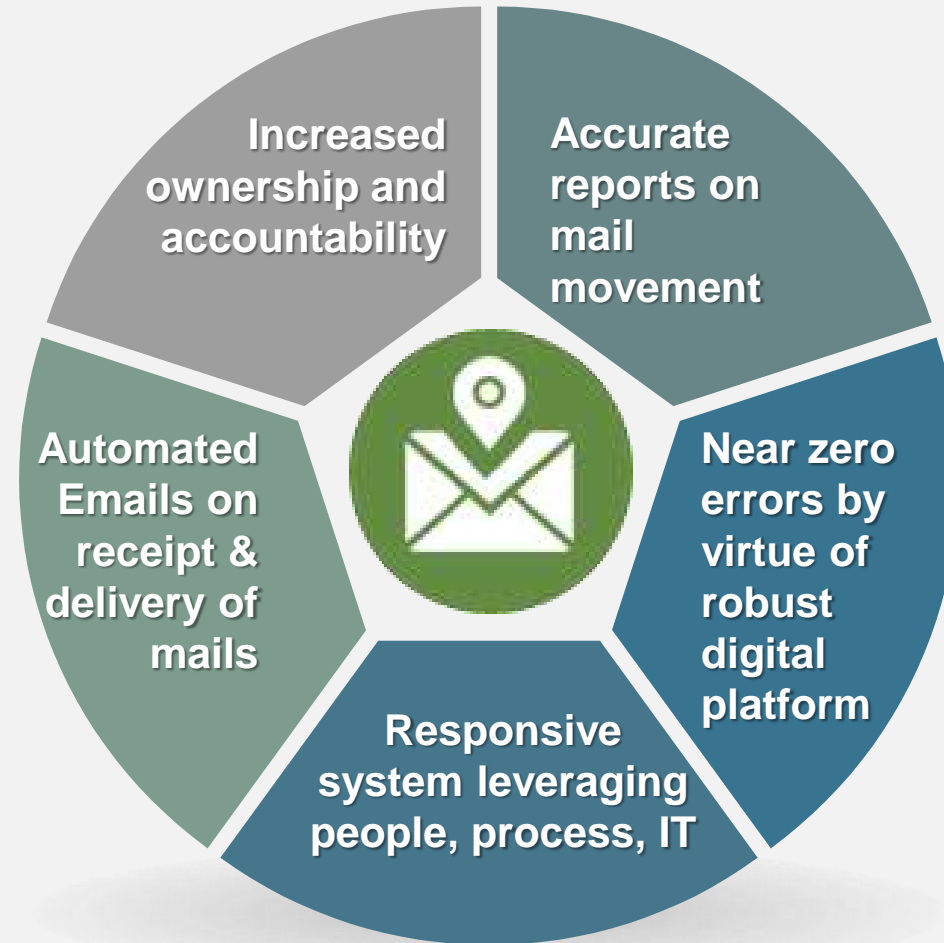
SuperSeva Customer Support Center

Report of Requests from 2013-01-01 00:00:00 to 2013-01-08 00:00:00 [EXPORT](#)

S No	Date	Request Id	Customer Name	Customer Emailid	Service Level	Service Charge	Status	Cash/Bank	Location
1	01-01-2013/15:02	497357	gaurav	gaurav.pandey12@iimb.ernet.in	Normal	15.0	Completed	Cash	Bangalore
2	01-01-2013/16:40	497387	sridevi	sridevee@dc.ibm.com	Normal	15.0	Completed	Cash	Bangalore
3	01-01-2013/16:45	497389	Karthikeya	karthikeya.009@gmail.com	Normal	15.0	Completed	Cash	Hyderabad
4	01-01-2013/17:22	497397	Madhusudana	madhusudana.eppeti@da.com	Normal	15.0	Completed	Cash	Hyderabad
5	02-01-2013/09:52	497403	Ali	ali.nasir.rizvi@accenture.com	Normal	15.0	Completed	Cash	Bangalore
6	02-01-2013/10:59	497405	Manohar	manohar.shinde@db.com	Normal	0.0	Closed	Cash	Mumbai
7	02-01-2013/11:00	497406	Saurabh	saurabh.m.pandey@accenture.com	Normal	15.0	Completed	Cash	Pune
8	02-01-2013/11:30	497414	Savio	savio.thomas@rcap.co.in	Normal	10.0	Completed	Cash	Mumbai
9	02-01-2013/11:46	497427	Sekhar	smuddana@google.com	Normal	0.0	Completed	Cash	Hyderabad
10	02-01-2013/12:13	497442	rollvin	rollvin.maridas@lodhagroup.com	Normal	0.0	Completed	Cash	Mumbai
11	02-01-2013/12:19	497445	Ekanta	pekanta@techmahindra.com	Normal	0.0	Completed	Cash	Kolkata
12	02-01-2013/12:20	497446	Ranjith Guda	ranjith.guda@aricent.com	Normal	0.0	Closed	Cash	Bangalore
13	02-01-2013/12:25	497449	rollvin	rollvin.maridas@lodhagroup.com	Normal	0.0	Completed	Cash	Mumbai
14	02-01-2013/12:28	497451	rollvin	rollvin.maridas@lodhagroup.com	Normal	0.0	Completed	Cash	Mumbai
15	02-01-2013/12:40	497458	sualeha	sualekar@dc.ibm.com	Normal	15.0	Completed	Cash	Gurgaon
16	02-01-2013/12:59	497465	subramaniam	subramaniam.h@aricent.com	Normal	0.0	Completed	Cash	Bangalore
17	02-01-2013/13:03	497470	Prafulla Rawal	prafulla@google.com	Normal	0.0	Completed	Cash	Hyderabad
18	02-01-2013/13:04	497472	sunilkumar	sunilram@dc.ibm.com	Normal	15.0	Completed	Cash	Bangalore
19	02-01-2013/13:24	497490	PAVAN	panayak@deloitte.com	Normal	15.0	Closed	Cash	Bangalore
20	02-01-2013/13:45	497506	Arvind	arvindkmt@yahoo.com	Normal	15.0	Completed	Cash	Bangalore
21	02-01-2013/14:05	497519	lavanya	lavanya.natarajan@accenture.com	Normal	15.0	Completed	Cash	Bangalore
22	02-01-2013/14:20	497531	srikanth	srikanth.pc@accenture.com	Normal	15.0	Completed	Cash	Bangalore
23	02-01-2013/14:26	497535	RAJITH	rajith@amazon.com	Normal	15.0	Completed	Cash	Bangalore
24	02-01-2013/14:27	497536	Aruna	aruna@google.com	Normal	0.0	Completed	Cash	Hyderabad
25	02-01-2013/14:34	497538	srikanth	srikanth.pc@accenture.com	Normal	15.0	Completed	Cash	Bangalore
26	02-01-2013/15:00	497561	Vijay	vijay.mesthri@anz.com	Normal	15.0	Completed	Cash	Bangalore
27	02-01-2013/15:07	497569	prema	prema.v.nagpal@gmail.com	Normal	15.0	Closed	Cash	Bangalore
28	02-01-2013/15:08	497572	Aldrin	aldrin.prasad@db.com	Normal	0.0	Closed	Cash	Mumbai
29	02-01-2013/15:08	497573	Nagendra Subbarayappa	nagendra.subbarayappa@anz.com	Normal	15.0	Completed	Cash	Bangalore
30	02-01-2013/15:13	497577	Taher	taher.ali@gmail.com	Normal	15.0	Completed	Cash	Hyderabad
31	02-01-2013/15:13	497579	MANI	mani.agarwal@accenture.com	Normal	15.0	Completed	Cash	Noida
32	02-01-2013/15:16	497582	Subhasish	raths@anz.com	Normal	15.0	Completed	Cash	Bangalore
33	02-01-2013/15:24	497596	RAHUL	rahul.t.jain@accenture.com	Normal	15.0	Completed	Cash	Noida
34	02-01-2013/15:25	497597	nitin gupta	gnitin@juniper.net	Normal	15.0	Closed	Cash	Bangalore
35	02-01-2013/15:26	497598	g v praveen	praveen.gorrela@accenture.com	Normal	15.0	Completed	Cash	Hyderabad
36	02-01-2013/15:38	497617	alok	ak00109426@techmahindra.com	Normal	0.0	Completed	Cash	Bangalore
37	02-01-2013/15:40	497620	koushik	koushik.bhattacharjee@db.com	Normal	0.0	Closed	Cash	Mumbai
38	02-01-2013/15:41	497621	Vinod	vk0093898@techmahindra.com	Normal	0.0	Completed	Cash	Bangalore
39	02-01-2013/15:43	497625	Thiriveni	thiriveni.m@gmail.com	Normal	0.0	Completed	Cash	Bangalore
40	02-01-2013/15:44	497629	dayanand	transportdesk@aricent.com	Normal	0.0	Completed	Cash	Bangalore
41	02-01-2013/15:50	497639	suresh	g-suresh@emc.com	Normal	15.0	Closed	Cash	Bangalore
42	02-01-2013/16:03	497655	ranjit	ranjits@google.com	Normal	0.0	Completed	Cash	Gurgaon
43	02-01-2013/16:08	497665	singh	bhargav.singh@accenture.com	Normal	15.0	Completed	Cash	Bangalore
44	02-01-2013/16:10	497667	Amit	amatta@cadence.com	Normal	10.0	Completed	Cash	Noida

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- Reverse Logistics Management



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