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| **1** | **PURPOSE** | To describe the methods & responsibilities adopted for taking Members for Overseas Missions |
| **2** | **SCOPE** | Applicable to all Outward Overseas Missions organised by ACMA. |
| **3** | **RESPONSIBILITY** | Designated/ nominated Mission Coordinator(nominated by DG/HoD-International) |

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| **4** | **PROCESS BOUNDARIES** | |
|  | **Starts with:**  **Ends with:** | Identify the purpose, the country and/or an invitation from MOU partner, Embassy, Trade Organisation etc. from overseas  Circulation of Missions Report |

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| **5** | **PROCESS INPUTS / OUTPUTS:** | As shown in Flow chart |

## Process Inputs:

## Information

* Dates & Objectives of Mission
* Members’ mailing list / EC mailing list
* Potential Mission Members
* Visiting Country(s)
* Social & Business Norms
* Automotive Industry in the country(s)
* Companies to be visited
* Flights connections
* Visa Requirements, Indian Missions in the Country/s
* Hotels, Transport
* Interpreter

Material

* ACMA Publications & CDs
* Mission Brochure
* Folders, Stationery & Medical Kit
* Program Sheet, Memento/Gifts
* Tent Cards & Name Badges

### Documents

* Talking points
* Hard copies of presentation/s
* Checklist/s
* Mission Guidelines
* Formats
* Work-Plan,
* Quotations (Hotel, Transport, A/V), Budget

Equipment

* Camera, Batteries, Charger, CD/ Pen Drive with presentation
* Laptop, Multiplug
* Mobile phone with Sim Card and charger

1. **Process Flowchart:**

Start

[Nominate a coordinator of the Mission](file:///C:\Users\ar.ACMAHO\AppData\Local\Microsoft\Windows\Temporary%20Internet%20Files\Content.Outlook\D\ACMA%20ISO%209001%202000\ISO-FINAL%20PROCESS\Measurement%20Charts\PM_27.xls#NOMINATION_OF_COORDINATOR_ON) if required/ as per work allocation

Prepare Budget ([Refer to WI](#Work Instructions for preparation of Budget))

Intimate Members about the Mission (Refer to WI)

If number of person exceeds then send regret

Prepare mission folders\* for delegates (Refer WI)

Collate all Information and give to printer for printing mission brochure\*, name badges\*, tent cards, etc. (Refer to WI)

Give mission members information on companies to be visited

Order gifts (Refer to WI)

Obtain complete details of all delegates.

Give co ordinating agency final composition of the mission & international travel details

Liaise with co-ordinating agency for hotels\*(Refer to WI), transport\* (Refer to WI), interpreter\*, meals & audio visual\*requirement

Receive information about companies to be visited

Send tentative composition to overseas co- ordinator/ company(s)

At end of mission collect feedback forms and inputs, for mission report

During Visits/ Interactions take detailed notes

Confirm participation to members

Receipt of responses from members

Pack office bags as per checklist (Refer to WI)

Briefing meeting of mission members prior to commencement of “official “programme

After Return

Submit Accounts

Prepare brief write up for Month Gone By & AutoNews

[Analyse](C:\\Users\\ar.ACMAHO\\AppData\\Local\\Microsoft\\Windows\\Temporary Internet Files\\Content.Outlook\\D\\ACMA ISO 9001 2000\\ISO-FINAL PROCESS\\Measurement Charts\\PM_27.xls" \l "ANALYSIS_DONE_ON) [feedback forms and prepare mission report](C:\\Users\\ar.ACMAHO\\AppData\\Local\\Microsoft\\Windows\\Temporary Internet Files\\Content.Outlook\\D\\ACMA ISO 9001 2000\\ISO-FINAL PROCESS\\Measurement Charts\\PM_27.xls" \l "ANALYSIS_DONE_ON)

Send thank you letters on behalf of Mission leader

* Compare Income/Expenses, vis-à-vis budget
* Follow-up to be done with member companies for outstanding payment, every 15 days

Circulate mission report

Upload on website for information of all members

End

\* Outsourced

1. **Process Outputs:**
   * + Cheques/DDs/Foreign Exchange
     + Programme Sheet
     + Hotel Details
     + Mission Brochure
     + Mission Guidelines
     + Completed Feedback Forms & Analysis
     + Mission Report
     + Completed Delegate Forms
     + Inputs from Mission Members
2. **Interface with other Process:**
   * + Process for Management Review: PM/08
     + Annual Budget: PM/09
     + Process for preparing budget for Income Generating Events: PM/10
     + Process for reviewing Customers Requirement, Perceptions & Feedback:PM/15
     + Process for Vendor Development & Empanelment: PM/18
     + Executive Committee Meeting: PM/23
     + Process for Standard Publications: PM/30
     + Process for Uploading information on Members' page of the Website: PM/31
     + Process for Printing: PM/41
     + Process for Membership Management: PM/33

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| **6** | **KEY ACTIVITIES** | | | |
| **S NO** | **Key Activities** | **Responsibility** | **Reference Document** | **Time Norms** |
| 1 | Nominate Mission Manager/Coordinator | Director General/ HoD-International | Programme | Once the Country of Visit is finalised |
| 2 | Intimate Members and solicit participation | Coordinator | Performa/earlier circulars | within Ten working days after confirmation of dates from counterpart/company  Overseas coordinator |
| 3 | Check completeness of delegate reply form and all enclosures | Coordinator | Completed delegate reply form with enclosures | On receipt |
| 4 | Plan Travel, Hotel & Logistics | Coordinator | Pre-formats for travel, Checklists | Should be completed at least 1 day prior to departure |
| 5 | Purchase Gifts/ mementoes | Coordinator | Programme recd. From overseas coordinator | Should be completed at least 1 days prior to departure |
| 6 | Print mission brochure, name badges, tent cards, etc. & verify against specifications given and store appropriately to avoid Damage | Coordinator | Delegate reply forms, photographs, names from embassy | Should be received & verified at least 1 day prior to departure |
| 7 | Settle expenses incurred during the mission on return |  |  | Within 2 days of return to office |
| 8 | Analysis of the feedback forms | Coordinator | Feedback forms | Within one week of receipt of responses from at least 50% of the mission members. Await responses for 1 month after return |
| 9 | Preparation of Report | Coordinator | Notes, documents collected/Reporting to EC | Within 21 days from return of Mission |
| 10 | Give Matter for Auto News / Month Gone By | Coordinator | Mission Report | Within 7 days from return of Mission |
| 11 | Uploading report on website and circulating | Coordinator | Completed mission report | Once approved and finalised within 2 working days |

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| **7** | **PROCESS MEASURES :** |
|  | * Timely Submission of Mission Report, within 30 working days |

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| **8.1** | **SERVICE MONITORING AND MEASUREMENT** | | | |
| **S. No** | **Output** | **Parameter** | **Acceptance Criteria** | **Responsibility for Control** |
|  | Mission Report & Analysis of Feedback |  |  | Coordinator |

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| **8.2** | **PROCESS MONITORING AND MEASUREMENT** | | | |
| **S. No** | **Parameter** | **Risk** | **Control** | **Responsibility for Control** |
|  | Confirmation for Participation | Required no. of Participation is not achieved | Cancel the mission if required participation level not achieved 15 days before the departure date and inform all paid participants | Coordinator |
| b. | Re-scheduling of Itinerary | Cancellation from an overseas party to be visited | Inform participants; identify alternate party; reschedule itinerary if no alternate found | Coordinator |

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| **9** | **CORRECTIVE & PREVENTIVE ACTION** : | HoD - International Division in consultation with Director General shall determine suitable corrective action for implementation along with the target date |

**10. References :**

1. **Work Instructions:**

* Preparation of Budget
* Delegate Reply Form
* Organising the programme
* Informing Members about the mission
* Visa
* Blocking Seats & Flight Information
* Booking Hotel Rooms
* Mission Brochure
* Dealing with customer Property
* Ordering gifts
* Preparing presentations
* Documentation Pack
* Organising Transport
* Hire of Mobile Phone
* Packing Mission Bags
* Mission Manager
* Pointers for High Pressure Points
* Work Instructions for dealing with Customer Property
* Checklist for Incoming & Overseas Mission

**Formats**:

* [Delegate Reply Form PM27/F1](https://www.acma.in/uploads/isodocmanager/PM_27_F1_Delegation_Reply_Form.doc)
* [Feedback Form PM27/F2](https://www.acma.in/uploads/isodocmanager/PM_27_F2_Feedback-Form_Outbound_Missions.doc)
* [Feedback Analysis Form PM27/F3](https://www.acma.in/uploads/isodocmanager/PM_27_F3_Feedback-Analysis_Missions.xls)
* [Checklist for Delegate Reply Form PM27/F4](https://www.acma.in/uploads/isodocmanager/PM_27_F4_Checklist_for_Delegate_Reply_Form.xls)
* [Passport Information PM27/F5](https://www.acma.in/uploads/isodocmanager/PM_27_F5_Checklist_for_Passport_Information.xls)
* [Checklist for Flight Details PM27/F7](https://www.acma.in/uploads/isodocmanager/PM_27_F7_Checklist_for_Flight_Details.xls)
* [Checklist for Rooming List PM27/F8](https://www.acma.in/uploads/isodocmanager/PM_27_F8_Checklist_for_Rooming_List.xls)

* [Checklist for Mission BrochurePM](https://www.acma.in/uploads/isodocmanager/PM_27_F9_Checklist_for_Mission_Brochure.xls)[2](https://www.acma.in/uploads/isodocmanager/PM_27_F9_Checklist_for_Mission_Brochure.xls)[7/F9](https://www.acma.in/uploads/isodocmanager/PM_27_F9_Checklist_for_Mission_Brochure.xls)
* [Checklist for Documentation Pack PM27/](https://www.acma.in/uploads/isodocmanager/PM_27_F10_Checklist_for_Documentation_Pack.xls)[F](https://www.acma.in/uploads/isodocmanager/PM_27_F10_Checklist_for_Documentation_Pack.xls)[10](https://www.acma.in/uploads/isodocmanager/PM_27_F10_Checklist_for_Documentation_Pack.xls)
* [Checklist for Packing Bags PM27/F11](https://www.acma.in/uploads/isodocmanager/PM_27_F11_Checklist_for_Packing_Bags.xls)

**Work Instructions**

# Work Instructions for preparation of Budget:

1. Refer to Budget Process PM 10.
2. Budget to be prepared for each mission separately and the delegate fee should be decided on a case-to-case basis. For eg. the cost of travel to the Americas is generally on a higher side and when the dates of the mission coincide with any other trade fair taking place in the host country, the cost of hotels increase, hence the budget should be made in accordance to the cost of tickets, visas and hotel room rent during the dates of the mission.
3. Increasing cost of administrative arrangement (eg. printing of brochures, documentation packs etc.) should be accounted for in the budget*.*

# Work Instructions for Delegate Reply Form:

# Use Checklist - Delegate reply form (F4)

On receipt of reply form from potential delegates:

1. Check Membership Subscription status. If membership subscription outstanding for over 6 months, revert to company. Confirm participation in Mission after receipt of Membership Subscription.
2. If Subscription paid, check delegate reply forms. Check that they are complete in all respects, specially the Passport details and Credit Card details. In case of very similar passport numbers of any two or more travellers, please seek a clarification from their office and rule out possibility of a typographical error. Should anything be missing, contact the delegate’s office immediately.

Ensure that you know the date by when they will send the missing input. If still not received, revert to company.

1. Edit resume, if not as per requirement.

# Work Instructions for Organising the Programme

1. Give objectives of mission to coordinating agency along with programme outline.
2. The mission coordinator must be in touch with the overseas agency / company(s) who are arranging the programme on a regular basis.
3. It is important to check out details of the meetings and plant visits. Try and get as much information, as possible, on the following aspects for each plant to be visited/ meeting venue.
4. Timing and duration
5. Agenda
6. Who will be present
7. No. of persons
8. Check if presentation is to be made. If yes, check audio visual arrangements
9. Meals being served
10. Transport arrangements
11. Travel time between meetings
12. Escort, if any, and his/her contact details.
13. If no escort, must have complete postal address of venue, including location/directions, name, telephone, mobile and fax no. of person/s who maybe contacted.
14. Protocol / social customs of the country being visited
15. Gift/s required
16. Requirement of interpreter. If yes, find out approx. cost and build it into budgeted / shared expenses.
17. Sometimes, it may not be possible to get details of plant visits and meetings in advance. In that case, ensure that you are in touch with the co-ordinating agency and that they give this to you on your arrival or arrange an escort.

Work Instructions For Informing Members About The Mission

1. Intimate all/select members about the mission based on :
2. Objectives of mission
3. Size of mission acceptable to overseas co-ordinating organisation
4. Send communication along with delegate reply form
5. Communication must include the following:
6. Duration & dates of mission.
7. Country/s to be visited. Also, whenever possible, include city/cities to be visited.
8. Give proposed itinerary, travel related to internals sectors.
9. Objective/s of the mission.
10. Who should join the mission.
11. Proposed size of the group.
12. Deadline date for receiving confirmations, if necessary.

##### **Work Instructions for Visa**

#### Use checklist – Passport Details (F5)

#### Collate passport details of mission members

#### Once the mission dates are finalised, call the High Commission / Embassy in India and check out the following. The same can be taken from the website of the concerned High Commission / Embassy:

1. Type of visa available - multiple/ single entry visa; business/ tourist visa
2. Cost of different categories of visa
3. Documents required
4. Photograph requirement
5. Time taken to issue visa
6. Cities where visa will be issued

Do not go by the travel agents word alone !!! It is the Secretariat’s responsibility to ensure that it gives correct information to mission members.

If companies are obtaining visa themselves :

1. Once participation is confirmed, send visa information and visa recommendation letter, with necessary enclosure/s, to mission members.
2. If travelling to more than one country, send information for each country.
3. Advise members to apply for multiple entry visa, if travel requires entry into the country more than once during the visit.
4. Don’t forget to check whether visa/visas have been obtained.

If ACMA is obtaining visa :

1. Outsource work to official travel agent / Once participation is confirmed, send visa information to members.
2. If travelling to more than one country, send information for each country.
3. Send information to members on documents required by ACMA for obtaining visa.
4. Ask members to send passport with relevant documents, to the official travel agent.
5. Once visa/s are stamped, return passports to mission members. If using courier, track delivery of package and keep recipient’s office informed.
6. Raise invoice for visa application fee, wherever required.

**Work Instructions for blocking seats & flight information**

Use Checklist Flight details (F7)

1. Once Mission dates are firmed up, start checking out the flight schedules and block seats for secretariat travel
2. Check out cost of ticket/s.
3. Inform members about flight details and give contact details of travel agent who has blocked the seats.
4. Keep members & travel agent informed of any change.
5. Individually check out the flight schedules of mission members who are booking their tickets independently.
6. Tabulate information on who arrives from where, when and on which date. Similarly check out departure details.

**Work Instruction for booking hotel rooms :**

Use Checklist Rooming List (F8)

1. If hotels being booked by ACMA, ensure that Hotels are known and branded ones e.g. Hyatt, Hilton, Sheraton, Intercontinental, etc. Avoid chances with local branded hotels notwithstanding recommendations by the travel agents, unless there is no other choice.
2. Negotiate attractive room tariff inclusive of breakfast, upgrade for mission leader, complimentary room etc.
3. Request hotels in advance for late checkouts / early check-ins, wherever necessary.
4. Obtain credit card information from members, for room confirmations.
5. Give hotels/ travel agent/coordinating organisation rooming list.
6. Get confirmation/reservation number/s from hotel/ travel agent.
7. Give mission members information about
8. Name, address, tel & fax no. of hotel
9. Check in and check out dates & time
10. Room tariff, when obtained. Inform members if this includes any additional facilities
11. If members are reducing length of stay, intimate them of the room cancellation policy of hotel

**Work Instruction for Mission Brochure:**

1. Check completeness of information sent.
2. Revert to company, if required.
3. Edit resume, if necessary.
4. Start collating delegate information from the delegate reply form and the latest Buyer’s Guide. Wherever information is missing highlight the fields. One-sheeter with information being printed has to be sent to delegates for their final approval.
5. All mission brochures must contain:
   1. Type of Mission (CEO’s, Manufacturing Processes, Study Mission, etc.)
   2. Dates of Mission
   3. Countries/ Continent being visited
   4. Individual delegate information
   5. About ACMA
   6. Contact details of ACMA offices
   7. Disclaimer
6. Mission Leader to be identified in Mission Brochure.
7. All mission brochures to be “loose leaf” brochures.

Work Instructions For Ordering Gifts:

1. Do a basic research on the culture of exchange of gifts in the country to be visited. For eg. Europeans do not believe in extensive exchange of gifts, hence carrying enough ties for them should be sufficient, whereas in countries like China, people believe in exchange of gifts, hence coordinator to plan accordingly and carry enough gifts for exchange.
2. Intimate Purchase-Head about requirement for Standardised Gifts. If any special/personal gift is required, Mission coordinator to arrange same directly from market/vendor.
3. Ensure the Quantity, Type of Gifts/ Give-away required – Corporate/Personal.
4. For all Gifts, ensure that the cultural conformity, be met.
5. Pack gifts appropriately
6. All Gifts to be in office at least the day before departure.

Work Instructions For Preparing Presentations:

1. Plan presentation based on :
2. Objectives of the mission
3. Target audience
4. Time available for presentation
5. Illustrative list of data and information on the Indian auto component industry that may be included in the presentation
6. Vital statistics
7. Geographical spread
8. Industry structure
9. Investment
10. Production growth
11. Share of production by product group
12. Quality certification
13. Export growth
14. Export destination
15. Share of exports by component group
16. Illustrative list of international customers
17. Advantages of doing business with component manufacturers in India
18. Standardize the presentation - background, font size, colour, visibility, charts
19. Give presentation to Mission Leader/ *Director General* for approval.
20. Carry at least 2 hard copies and copy of the final presentation in Pendrive.

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# Work Instructions for Documentation Pack:

# Use Checklist Documentation Pack (F 10)

1. Please use plastic folders as Documentation Pack which should contain:
2. Name badge
3. Tent card
4. ACMA Note pad
5. Programme sheet with relevant flight schedule
6. List of important contacts
7. Country and automotive industry information (where ever possible)
8. Mission guidelines
9. As well as, any other relevant information.
10. ACMA baggage stickers
11. Map of the city(s) (if possible)
12. Pen/ pencil
13. ACMA lapel pin
14. Secretariat to carry the second / extra name badge and tent card for each mission member.
15. If one has prior information of staff from embassy/consulate joining the mission, carry extra documentation packs for them, along with, name badge/s and tent card/s for them. They do not need to feature in the mission brochure.

# Work Instructions for organising Transport:

1. If hosts are not arranging transport, ensure order of a mini-bus if the Mission size is 10 or more. Possibly, one person from the Embassy / Consulate and one person from the co-ordinating organisation may join you during the Mission. There may be 2-3 persons extra.
2. Check on cost of hire, including extra mileage and extra hours.
3. For airport pick-ups and drops, ensure that the transport can take the Mission members luggage. If necessary, ask for a separate luggage coach to prevent last minute problems at the hotels/airports.
4. Do not plan inter-city road journeys of more than 5 hrs in the mission programme, especially on weekdays.
5. In most cases it would be appropriate to take morning/evening flights even if it entails a change in travel plans at the last minute. Road journeys should be arranged only when there are no flights operating on that sector or when there is a substantial time/programming advantage in travelling by road.
6. If Mission is a "first time" to that country, try to incorporate at least one journey by road.
7. If mission members have to contribute to hiring of transport, intimate them of the approximate cost per person, preferably prior to their departure from India.
8. Collect payment from members.

## Work Instructions for hire of Mobile Phones:

1. Wherever possible, provision should be made to hire a Cell Phone during the Mission. The Consulate/Embassy can help in making the best selection. The GSM cell phones, which are used in India, can be used in EU by putting a new card, which can be purchased, from the country being visited. Usually one can obtain a fixed value card, sometimes at the airport itself.
2. However, in the US and Latin America, the cell phones used are of a different format and are not compatible with GSM. Hence even by changing the card, phone instruments used in India will not work in these countries.

Therefore, hire a phone instrument. This increases the cost. Ensure that budgets are adequate.

1. Sim card maybe available from previous missions. Check this out. Using an old SiM can save substantial amounts.

**Work Instructions for Packing Mission Bag:**

#### Use checklist Packing Bags (F 11)

1. All bags should contain complete name, address and contact numbers of Secretariat staff.
2. Bags to carry ACMA baggage sticker.
3. Packing List to include :
4. Documentation packs
5. Mission Brochure
6. Extra set of name badges and tent cards
7. Hard copies of ACMA presentation
8. Soft copy and/ or transparencies of ACMA presentation
9. Talking points for office bearers
10. Gifts
11. Medicines
12. Stationery
13. ACMA publications
14. All communication with co-ordinating agency/s
15. Mobile Nos. of Mission members
16. Rooming List form
17. Flight details of mission members
18. Meal preferences of delegates

**Work instructions for Mission Manager:**

Mission Manager would be specifically required to :-

1. Arrive at the first stop for the Mission at least 1 day in advance, if feasible.
2. Re-check and re-confirm all logistics and travel / transport arrangements.
3. Re-check and re-confirm the final programme and prepare copies for circulation if there are changes.
4. Re-check that hotel rooms are reserved and ready for all Mission members.
5. Maintain a complete and updated rooming list of all Mission members at all times.
6. Arrive at the lobby at least 30 minutes before time. Give reminder calls to member to ensure that departure is not delayed.
7. Identify "high pressure points" in the Mission and ensure that the Mission leader briefs all Mission members of the strategy of meeting those pressure points (\*\*).
8. If any Mission member wants to break-away from the Mission, he would require special permission from the leader.
9. No mission member should carry gifts. All gifts should be ACMA gifts.
10. Mission Manager to ensure that photographs / video is taken of all important meetings.
11. Mission Manager to take notes at all meetings.
12. Role of Mission Manager is to :-
13. Facilitate the Mission programme
14. Maintain discipline / punctuality / decorum
15. Communicate changes if any to all members
16. Arrange programme modifications/fine tunings as and when needed.

### Pointers for High Pressure points :

1. Mission days when (specially Day 1) Mission members have to assemble from different locations to the Hotel where the Mission is staying. The Mission Manager should be aware of each member’s itinerary and flight details from their respective cities.
2. Morning punctuality : give wake up calls for all mission members at least one and a half hours before departure time.
3. Days where there is a heavy travel schedule for the Mission – very early check-out from the hotel and early flights and late arrivals into the next city and late check in at the Hotel.

The key thing here is to maintain punctuality in the mornings and keep adequate time to time to check out (keeping in mind that counter staff at the hotels are not at their full strength in the early morning hours. This may mean more time for checkouts, especially n countries where hotel bills can be paid only in the local currency,

Mission members must change adequate amount of money the previous day as the FE counters/banks may not be open in the early morning.

If necessary and if found more feasible the check-out can be done the previous evening itself with permission of the hotel.

1. Days when money has to be collected from the Mission members for their local $ contribution for the common expenses. The pressure would be more felt if this is done during the end of the Mission when Mission members would be likely to leave without paying their share.
2. Days when payments have to be made, Secretariat must schedule time for this within the mission programme! Will be pressurised when there is inter-city travel and payments have to be made in local currency, esp for things like air tickets, meeting expenses, etc.
3. Days in the Mission when there is a free programme for the Mission members in the morning hours, which is followed by a group meeting later in the day. Mission members would go on their own appointments in the morning and the pressure point is when they have to assemble at the pre-arranged spot for leaving for the group meeting later in the day. The exact time and venue for the re-grouping has to be communicated to the members before they peel off in the morning.
4. Days when there are more than 3 appointments in the day, specially if these appointments are far away. The time spent at each location needs to be closely controlled so that there is no delay for the next appointment.
5. Days when there is a visit to any Show or Exhibition where Mission members are likely to go away from the group. Re-grouping time and venue to be clearly told. If possible Mission Manager to carry the mobile numbers of the members so that they could be contacted in case of any change of programme.

Mission manager to also, give one’s own mobile number to mission members.

**Work Instructions while dealing with Customer Property**

All Advertisement Material and Catalogue received for display in exhibitions or any other event at ACMA is called Customer property. Personal records and intellectual property is also regarded as customer property.

Due care needs to be exercised, while dealing with customer property/ material. Customer Property/ Material needs to be kept safely with proper identification for easy traceability.

For Storage of customer’s property:

Coordinator to save the details of material in separate Folder

* Maintain a running list of material received by date.
* For Soft copy, all information to be kept under events folder.