

# eAuction Chatbot Application – User Manual

## Table of Contents

1. Introduction
  2. Getting Started
  3. Main Menu Overview
  4. Dashboard
  5. Auction Sections
    - Upcoming Auction
    - Active Auction
    - Provisional H1
    - Sanction Auction
  6. Balance Check
  7. Downloads
  8. Help and Support
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## 1. Introduction

Welcome to the **eAuction Chatbot Application** – your one-stop digital assistant for viewing upcoming auctions, track purchases, or download important documents, this Chatbot simplifies everything with just a few simple commands.

## 2. Getting Started

To begin using the Chatbot:

1. Type **post eauction** in the chat window.
2. Enter your **Registered Email ID** when prompted.
3. Check your mobile phone for a One-Time Password (OTP) sent via SMS.
4. Enter the **OTP** into the Chatbot to complete verification.

Once verified, you'll be shown a main menu with various features.

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### **3. Main Menu Overview**

You will see the following menu options:

- Dashboard
- Upcoming Auction
- Active Auction
- Provisional H1
- Sanction Auction
- Check Balance Amount
- Downloads

You can select any option by clicking the corresponding menu name.

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### **4. Dashboard**

**To view your auction summary:**

1. Select **Dashboard**.
  2. You will see the following details:
    - Number of sanctioned auctions
    - Number of purchased lots
    - Total Sale Price
    - Total Amount Paid (including taxes)
    - Balance Amount (if any)
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### **5. Auction Sections**

a. Upcoming Auction

- Select **Upcoming Auction** to view all auctions scheduled over the next 7 days.

b. Active Auction

- Select **Active Auction** to see all auctions happening **today** in real-time.

c. Provisional H1

- Choose **Provisional H1** to download a list of lots where **you are the highest bidder (H1)**.

#### d. Sanction Auction

- Select **Sanction Auction** to download the sanctioned lots list from the **past 7 days**.
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## **6. Check Balance Amount**

1. Select **Check Balance Amount**.
  2. Enter or choose the **Auction ID** you want to check.
  3. You'll see your account status, including pending dues and credits.
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## **7. Downloads**

To access documents:

1. Select **Downloads**.
  2. Choose a **Depot**.
  3. Select the **Auction ID**.
  4. Pick one of the following documents to download:
    - **Sale Register:** List of sold lots in the selected auction.
    - **Account Register:** Complete account activity for the auction.
    - **Auction Bill:** Official bill for purchases in the selected auction.
    - **Payment Receipts:** Receipts of all payments made.
    - **GST Invoice:** Detailed GST invoices for the auction.
    - **Delivery Order:** Download the delivery order for goods received.
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## **8. Help and Support**

- **For assistance at any stage, please contact our support team via email at: [eauctionsupport@mahaforest.gov.in](mailto:eauctionsupport@mahaforest.gov.in)**