

## Frequently Asked Questions (FAQ)

### **1 Basics.**

#### **1.1 What is SRM?**

**ISP is shifting all its ecommerce activities from EPS to the new ISP portal of SRM.**

Supplier relationship management is a comprehensive approach to managing enterprises' interactions with the organizations that supply the goods and services it uses. The goal of supplier relationship management (SRM) is to streamline and make more effective the processes between an enterprise and its suppliers just as Customer Relationship Management (CRM) is intended to streamline and make more effective the processes between an enterprise and its customers. SRM includes both business practices and software and is part of the information flow component of Supply Chain Management (SCM). SRM practices create a common frame of reference to enable effective communication between an enterprise and suppliers who may use different business practices and terminology. As a result, SRM increases the efficiency of processes associated with acquiring goods and services, managing inventory, and processing materials. IISCO Steel Plant is using SRM 7.04 with PPS.

#### **1.2 How do I log in to SRM?**

To log on to SRM (<https://srm.sailisp.co.in>), vendor needs to have the user id and password issued by ISP SRM team. System will prompt to change password. The new password must have at least one alphabet and one numeric character.

#### **1.3 Where are the Terms and Conditions?**

The terms and conditions as well as the declaration form are available on the SRM website home page. Vendor must agree to the clauses of SRM declaration form to submit their offer. Please note that it is mandatory for the vendor to submit one copy of declaration form to ISP. For details please contact us at [srmactivation@sailisp.co.in](mailto:srmactivation@sailisp.co.in) User id and password will be sent at the email id's available in our database. Please login with your user id and password.

#### **1.4 How do I get the login details?**

To participate in tenders issued through ISP's SRM system, vendor must have a UCS (Uniform Codification System) Vendor Code and they should have submitted SRM Declaration Form (available on SRM website) to Purchase Department, ISP. For further details please contact us at numbers given in the in the website home page under "Contact Us"