

QUALIFICATION FILE

Revised Application Documentation: Version 1 /24 October, 2016

NSDA Reference

To be added by NSDA

CONTACT DETAILS OF SUBMITTING BODY

Name and address of submitting body:

Paints and Coatings Skill Council,

105, Kakad Chambers, 132, Dr. Annie Besant Road, Worli, Mumbai – 400 018

Name and contact details of individual dealing with the submission

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List of documents submitted in support of the Qualifications File

1. Occupation Map
2. RFP for development of National Occupational Standards
3. GC Resolution for formation of NOS Sub-committee and its composition
4. Approval of QP/ NOSs
5. List of companies and Industry associations participated and validated QP/NOS
6. Mapping of Manpower skills in the Paints and Coatings Industry
7. Function Analysis

QUALIFICATION FILE

SUMMARY

Qualification Title and Code:	Technical Sales Representative, PCS/Q0102		
Body/bodies which will award the qualification:	Paints and Coatings Skill Council		
Body which will accredit providers to offer the qualification:	Paints and Coatings Skill Council		
Body/bodies which will be responsible for assessment:	Paints and Coatings Skill Council		
Occupation(s) to which the qualification gives access:	<p>Sales and Marketing</p> <p>The Technical Sales Representative is responsible for providing sales support to industrial paints customers, institutional customers and dealers in terms of paint performance, characteristics and application outcomes as well as quality control methods. The individual at work interacts with customers, understands their paint performance requirements, helps select the most appropriate paint, trains on application process, collects feedback on previously sold paint, and offers the most suitable paint solution for a purpose. The job requires the individual to: have pleasing personality, ability to express technical information in common language and willingness to travel out of town.</p>		
Proposed level of the qualification in the NSQF:	5		
Anticipated volume of training/learning required to complete the qualification:	240 hours.		
Entry requirements / recommendations:	<p>BSc. Chemistry</p> <p>Minimum preferable 5 years as Sales & Marketing Executive</p>		
Progression from the qualification:	Technical Sales Representative with experience and acquiring additional qualifications can become General Manager – Sales and Marketing		
Planned arrangements for RPL:	Will be done at a place where required lab facility is available.		
International comparability where known:	Not established.		
Formal structure of the qualification:			
Title of NOS/unit or other component (include any identification code used)	Mandatory/ Optional	Estimated size (learning hours)	Level
PCS/N0101 Provide technical sales support to industrial paint customers	Mandatory	106	5
PCS/N0102 Provide technical support to dealers and institutional customers	Mandatory	70	5
PCS/N9901 Coordinate with colleagues and/or customers	Mandatory	12	5
PCS/N9902 Maintain standards of product/service quality	Mandatory	22	5
PCS/N9903 Maintain OH&S standards and	Mandatory	22	5

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follow environmental norms			
PCS/N9904 Maintain IPR of organisation and customers	Mandatory	8	5

Please attach any document giving further detail about the structure of the qualification – eg a Curriculum or Qualification Pack.

Give details of the document here: [Qualification pack Annexure 1](#), [Model curriculum Annexure 2](#)

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SECTION 1 ASSESSMENT

Body/Bodies which will carry out assessment:

Aspiring Minds, Cindrel, Cocubes, MCG

Will the assessment body be responsible for RPL assessment? Yes

Give details of how RPL assessment for the qualification will be carried out and quality assured.

RPL will be based on the same Qualification Pack and Assessment Criteria mentioned in the QP.

Describe the overall assessment strategy and specific arrangements which have been put in place to ensure that assessment is always valid, consistent and fair and show that these are in line with the requirements of the NSQF:

Standardised assessment criteria developed by PCSC.

Selected Assessment bodies have been vetted for capability and robust system/ procedure.

Question bank of Assessment bodies reviewed and vetted by technical experts/ SMEs employed by PCSC.

Assessment to be done only by certified assessors who have undergone ToA program.

To follow tablet based assessments except when this is not possible (example due to poor net access, digital illiteracy).

Video evidence of the assessment.

Please attach any documents giving further information about assessment and/or RPL.

Give details of the document(s) here:

Refer page 1 for the list of attachments.

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ASSESSMENT EVIDENCE

Complete a grid for each grouping of NOS, assessment unit or other component as listed in the entry on the structure of the qualification on page 1.

<p>Job Role : Technical Sales Representative Qualification Pack : PCS/Q0102 Sector Skill Council : Paints and Coatings</p>
<p><u>Guidelines for Assessment</u></p> <ol style="list-style-type: none"> Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC. The assessment for the theory part will be based on knowledge bank of questions created by the SSC. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below) Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criteria To pass the Qualification Pack , every trainee should score a minimum of 60% in every NOS In case of successfully passing only certain number of NOS's, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack.

PCS/N0101 Provide technical sales support to industrial paint customers					
	Performance Criteria	Total Marks (300)	Out of	Theory	Skills Practical
Addressing technical queries on paint performance	PC1. check with customer about their specific and special performance requirement of the industrial paint to be used	50	1.5	0.5	1
	PC2. understand the regular and new demand of the customer		1.5	0.5	1
	PC3. distinguish whether the query is on paint's chemical characteristics or its application process		1.5	0.5	1
	PC4. address queries with most suitable technical explanation for the performance or application requirement		1.5	0.5	1
	PC5. provide example from previous experiences which required similar outcomes		1.5	0.5	1
	PC6. provide existing customer references for validation by new or potential customer		1.5	0.5	1
	PC7. if necessary, visit customer's site for a thorough understanding of specific requirements for the given surface or		1.5	0.5	1

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	substrate or ambient conditions, etc.			
	PC8. involve R&D team for higher level queries that may require more detailed analysis and solution	1.5	0.5	1
	PC9. explain about new products or product combinations in the market or of the company to help resolve specific queries	1.5	0.5	1
Providing solution with respect to most suited paint and/or application method	PC10. provide logical explanation on why the paint or undercoat is most suited for the performance desired by the customer, e.g., chemical properties and reactions of material composition of paint	2.5	1	1.5
	PC11. provide advice or solution in terms of best form of pre-treatment of surface or substrate for the desired result	2.5	1	1.5
	PC12. advice on the types of checks to be undertaken on the surface or substrate before any surface preparation or pre-treatment	2.5	1	1.5
	PC13. advice on the undercoats to be used in combination with top-coat for maximum performance, say, durability, water proofing or fire proofing	2.5	1	1.5
	PC14. advice on the most economical combination of paint and coats available in the market	2.5	1	1.5
	PC15. inform about likely setbacks and precautions to be taken for best outcomes	2.5	1	1.5
	PC16. educate about limitations of the paint, undercoat or application process	2.5	1	1.5
	PC17. educate about elements beyond the control of the company's products or services	2.5	1	1.5
Gathering feedback on specific paint or coating product	PC18. collect comprehensive information on paint or undercoat performance from existing customers, as per company's standard procedure	2.5	1	1.5
	PC19. capture data and information related to unexpected performance related parameters and the ambient conditions for such outcomes	2.5	1	1.5
	PC20. capture any performance related complaints for a given paint or coat	2.5	1	1.5
Documenting for future reference	PC21. document all information and data gathered from customer interaction in a coherent form as per company's standard documentation process	1.5	0.5	1
	PC22. document and share in such a way that it helps sales, manufacturing and R&D teams for future product or process improvements	1.5	0.5	1
	PC23. record changing market trends and customer demands for future product development requirements and corresponding chemistry of paints	1.5	0.5	1

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	PC24. document the economics of diverse industrial paint application process for future reference on costing and margins for developing new products		1.5	0.5	1
Help in closing the sale	PC25. convince the customer about the company's paint product that most suits the performance requirement		1.5	0.5	1
	PC26. work with the sales team to offer a winning sale that suits the customer in terms of performance required, delivery requirements and pricing		1.5	0.5	1
	POINTS		50	18.5	31.5
	TOTAL POINTS		50		

PCS/N0102 Provide technical support to dealers and institutional customers					
	Performance Criteria	Total Marks (300)	Out of	Theory	Skills Practical
Advising and/or training dealers and their associates	PC1. coordinate with paint dealer for technical support training	50	2.5	1	1.5
	PC2. document and resolve queries of dealers and their associated with respect to paint performance		2.5	1	1.5
	PC3. educate dealer or associate on paint application process, coats and tools/ equipment to be used		3	1	2
	PC4. coordinate with painters or painting contractors for conducting their training on new products and application process		3	1	2
	PC5. make the dealer and/or associate aware of best practices and emerging trends		3	1	2
Educating institutional customers	PC6. interact with professionals and bulk customers such as architects, builders, and large painting contractors		3	1	2
	PC7. advise on best possible paint to be used for the required purpose		3	1	2
	PC8. answer technical queries of customers		3	1	2
	PC9. educate customer on most appropriate application process and undercoat to be applied for new or existing paint products		3	1	2
	PC10. educate on the combination of tools and machines to be used at different stages of preparation and painting for the desired finish		3	1	2
Providing	PC11. provide logical explanation on why the paint or undercoat is most	3	1	2	

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technical support to existing customers of paint products and services		suited for the performance desired by the customer, e.g., chemical properties and reactions of material composition of paint			
	PC12.	provide advice or solution in terms of best form of pre-treatment of surface for the desired result	3	1	2
	PC13.	advice on the types of checks to be undertaken on the surface before any surface preparation	3	1	2
	PC14.	inform about likely setbacks and precautions to be taken for best outcomes	3	1	2
	PC15.	educate about limitations of the paint, undercoat or application process	3	1	2
	PC16.	educate about elements beyond the control of the company's products or services	3	1	2
	PC17.	educate dealer/ institutional customer on compliance of display, documentation and reporting procedure of the company as per agreed terms	3	1	2
	POINTS		50	17	33
	TOTAL POINTS		50		

PCS/N9901 Coordinate with colleagues and/or customers					
	Performance Criteria	Total Marks (200)	Out of	Theory	Skills Practical
Interacting with superior	PC1. receive job order and instructions from reporting superior	50	0.5	0.0	0.5
	PC2. understand the work output requirements, targets, performance indicators and incentives		2.0	0.5	1.5
	PC3. deliver quality work on time and report any anticipated reasons for delays		2.0	0.5	1.5
	PC4. escalate unresolved problems or complaints to the relevant senior		2.0	0.5	1.5
	PC5. communicate maintenance and repair schedule proactively to the superior		2.0	0.5	1.5
	PC6. receive feedback on work standards		1.0	0.0	1.0
	PC7. document the completed work schedule and handover to the superior		2.0	0.5	1.5
Communicating with colleagues	PC8. exhibit trust, support and respect to all the colleagues in the workplace		1.0	0.25	0.75
	PC9. aim to achieve smooth workflow		2.0	0.5	1.5
	PC10. help and assist colleagues with information and knowledge		1.0	0.0	1.0

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	PC11. seek assistance from the colleagues when required		1.0	0.25	0.75
	PC12. identify the potential and existing conflicts with the colleagues and resolve		1.0	0.25	0.75
	PC13. pass on essential information to other colleagues on timely basis		1.0	0.0	1.0
	PC14. maintain the etiquette, use polite language, demonstrate responsible and disciplined behaviours to the colleagues		2.0	0.5	1.5
	PC15. interact with colleagues from different functions clearly and effectively on all aspects to carry out the work among the team and understand the nature of their work		1.0	0.25	0.75
	PC16. put team over individual goals and multi task or share work where necessary supporting the colleagues		2.0	0.0	2.0
	PC17. highlight any errors of colleagues, help to rectify and ensure quality output		1.0	0.25	0.75
	PC18. work with cooperation, coordination, communication and collaboration, with shared goals and supporting each other's performance		1.0	0.0	1.0
Communicating effectively with customers, if required	PC19. ask more questions to the customers and identify their needs		1.0	0.25	0.75
	PC20. possess strong knowledge on the product, services and market		2.0	0.5	1.5
	PC21. brief the customers clearly on potential costs and hazards		1.0	0.25	0.75
	PC22. communicate with the customers in a polite, professional and friendly manner		1.0	0.25	0.75
	PC23. build effective but impersonal relationship with the customers		0.5	0.25	0.25
	PC24. ensure the appropriate language and tone are used with customers		1.0	0.25	0.75
	PC25. listen actively and have a two way communication		1.0	0.25	0.75
	PC26. be sensitive to the gender, cultural and social differences such as modes of greeting, formality, etc.		1.0	0.25	0.75
	PC27. understand the customer expectations correctly and provide the appropriate products and services		2.0	0.5	1.5
	PC28. understand the customer dissatisfaction and address or escalate their complaints effectively		2.0	0.5	1.5
	PC29. maintain a positive, sensible and cooperative manner all time		1.0	0.25	0.75
	PC30. ensure to maintain a proper body language, dress code, gestures and etiquettes		1.0	0.25	0.75

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	towards the customers				
	PC31. avoid interrupting the customers while they talk		1.0	0.0	1.0
	PC32. ensure to avoid negative questions and statements to the customers		1.0	0.0	1.0
	PC33. inform the customers on any issues or problems before hand and also on the developments involving them		2.0	0.5	1.5
	PC34. ensure to respond back to the customer immediately for their voice messages, e-mails, apps, etc.		1.0	0.0	1.0
	PC35. develop good rapport with the customers and promote other products and services		2.0	0.5	1.5
	PC36. seek feedback from the customers on their understanding to what was discussed		1.0	0.0	1.0
	PC37. explain the terms and conditions clearly		2.0	0.5	1.5
	POINTS		50	10	40

PCS/N9902 Maintain standards of product/ service quality					
	Performance Criteria	Total Marks (200)	Out of	Theory	Skills Practical
Engaging with superior or customers to understand product/ service quality requirements	PC1. keep in mind the profiles of expected customers	50	2.0	0.5	1.5
	PC2. understand the target customers and their product/ service quality requirements as defined by the company		3.0	0.5	2.5
	PC3. receive superior's/ customer feedback regularly		2.0	0.0	2.0
	PC4. aim to build a good connect with the customers through quality product/ service		2.0	0.5	1.5
	PC5. keep tab on frequent discussions with regular customers on general likes and dislikes in the market, latest trends, customer expectations, etc.		2.0	0.5	1.5
	PC6. receive updates on regular feedbacks from the clients on current service, complaints, and improvements to be made, etc.		2.0	0.5	1.5
	PC7. if necessary, compulsively seek customer rating of product/ service in order to help develop a set of regularly improved procedures		2.0	0.5	1.5
	PC8. demonstrate quality orientation at all level		4.0	1.5	2.5
	PC9. aim to gain their long lasting loyalty through satisfaction		3.0	1.0	2.0
Achieving	PC10. ensure 100% customer satisfaction		3.0	0.5	2.5

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100% customer satisfaction for given quality	via product/ service quality			
	PC11. treat the customers fairly and with due respect	3.0	0.5	2.5
	PC12. focus on executing company's marketing strategies and product development needs	3.0	1.0	2.0
	PC13. focus on enhancing brand value of company by maintaining or enhancing quality standards	3.0	1.0	2.0
Fulfilling customer requirement	PC14. ensure that customer expectations are met	2.0	0.5	1.5
	PC15. learn to read customers' needs and wants	2.0	0.5	1.5
	PC16. willingly accept and implement new and innovative products and services that help improve customer satisfaction	3.0	1.0	2.0
	PC17. communicate feedback of customer to senior, especially, the negative feedback	2.0	0.5	1.5
	PC18. maintain close contact with the customers and focus groups	2.0	0.5	1.5
	PC19. offer promotions to improve product satisfaction level to the customers periodically	3.0	1.0	2.0
	PC20. weigh the cost of fulfilling unscheduled customer requests, consult with senior and advise the customer on alternatives	2.0	0.5	1.5
	POINTS	50	13	37

PCS/N9903 Maintain O&HS standards and follow environmental norms					
	Performance Criteria	Total Marks (200)	Out of	Theory	Skills Practical
Taking precautionary measures to avoid health, safety and environmental hazards	PC1. assess the various health, safety and environmental hazards in the work areas	50	1.5	0.4	1.1
	PC2. take necessary steps to eliminate or minimize the hazards		1.0	0.4	0.6
	PC3. analyze the causes of accidents at the workplace		1.5	0.4	1.1
	PC4. suggest measures to prevent such accidents from taking place		1.5	0.4	1.1
	PC5. take preventive measures to avoid risk of burns and other injury due to contact with hot surfaces, gas, fire, hot fluids/ liquids, etc.		1.5	0.4	1.1
	PC6. suggest methods to improve the existing safety procedures at the workplace		1.5	0.4	1.1

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	PC7. dispose waste in the designated areas safely as per company's policies and rules		1.5	0.4	1.1
	PC8. maintain appropriate ventilation in the rooms while there is more exposure to paint vapours		1.0	0.4	0.6
	PC9. avoid dumping unused cans to safeguard the environment		1.0	0.0	1.0
Following standard health, safety and environmental policies and procedure	PC10. be aware of the locations of fire extinguishers, emergency exits, etc.		1.0	0.4	0.6
	PC11. practice correct emergency procedures		1.5	0.4	1.1
	PC12. check and review the storage areas frequently		1.5	0.4	1.1
	PC13. stack items in an organized way and use safe lifting techniques to reduce risk of injuries from handling procedures at the storage areas		1.5	0.4	1.1
	PC14. ensure to be safe while handling materials, tools, acids, chemicals, equipment, etc.		1.0	0.4	0.6
	PC15. store the chemicals and acids in a well-ventilated and locked areas with warning signs displayed		1.5	0.4	1.1
	PC16. ensure safe techniques while moving furniture and fixtures		1.5	0.4	1.1
	PC17. ensure to reduce risk of injury from use of electrical tools		1.5	0.4	1.1
	PC18. read the manufacturer's manual carefully before use of any equipment		1.0	0.0	1.0
	PC19. unplug the electrical equipment before performing maintenance		1.0	0.4	0.6
	PC20. keep the floors free from oil, water and grease to avoid slippery surface		1.0	0.4	0.6
	PC21. use rubber mats in the places where floors are constantly wet		1.0	0.0	1.0
	PC22. ensure safety from injuries of cuts to loss of fingers, while handling sharp hazardous tools and equipment		1.5	0.4	1.1
	PC23. use flat surfaces, secure holding and protective wear while using such sharp tools		1.5	0.4	1.1
	PC24. use health, safety and environmental protection practices for storing, cleaning, and maintaining tools, equipment, and supplies		1.5	0.4	1.1
	PC25. practice ergonomic lifting, bending, or moving equipment and supplies		1.5	0.4	1.1
	PC26. identify the requirement for maintaining environmental norms		1.0	0.4	0.6

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	PC27. comply with the environmental safety norms while on work to prevent accidents and health hazards		1.0	0.4	0.6
	PC28. follow company policies and rules regarding use of hazardous materials to avoid health, safety and environmental impacts caused by them		1.0	0.4	0.6
Using safety tools or Personal Protective Equipment	PC29. ensure the employees have access to first aid kit when needed		1.0	0.0	1.0
	PC30. ensure all equipment and tools are stored and maintained properly and safe to use		1.0	0.4	0.6
	PC31. ensure to use personal protective equipment and safety gear such as gloves, mask, headwear, footwear, glasses, goggles, etc. for specific tasks and work conditions where required		1.5	0.4	1.1
	PC32. ensure to display safety signs at places where necessary for people to be cautious		1.5	0.4	1.1
	PC33. ensure electrical precautions such as insulated clothing, adequate equipment insulation, dry work area, switch off the power supply when not required, etc.		1.5	0.4	1.1
	PC34. ensure availability of general health and safety equipment such as fire extinguishers, first aid equipment, safety equipment, clothing, safety installations such as fire exits, exhaust fans, etc.		1.5	0.4	1.1
		PC35. document all the first aid treatments, inspections, etc., conducted to keep track of the safety measures undertaken		1.0	0.4
Achieving health, safety and environmental standards	PC36. document all the environmental hazards caused and the measures undertaken to comply with the established safety procedures of the workplace		1.0	0.0	1.0
	PC37. report to the supervisor on any problems and hazards identified and any breach of environmental procedures.		1.0	0.4	0.6
	PC38. ensure zero accident at workplace		1.0	0.4	0.6
	PC39. adhere to safety standards and ensure no material damage		1.0	0.4	0.6
	PC40. take necessary action and correct any environmental hazards caused		1.0	0.4	0.6
	POINTS		50	14	36

PCS/N9904 Maintain IPR of organisation and customer					
	Performance Criteria	Total Marks	Out of	Theory	Skills

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		(350)			Practical
Securing company's IPR	PC1. prevent leak of new plans and designs to competitors by reporting on time	50	7.0	0.0	7.0
	PC2. be aware of any of company's product or design patents		8.0	1.0	7.0
	PC3. report IPR violations observed in the market, to supervisor or company head		8.0	2.0	6.0
Respecting customer's copyright	PC4. read copyright clause of the material published on the internet and any other printed material		8.0	0.5	7.5
	PC5. protect infringement upon customer's business or design plans		8.0	2.0	6.0
	PC6. consult supervisor or senior management when in doubt about using information available from customer		6.0	0.0	6.0
	PC7. report any infringement observed by anyone in the company		5.0	0.0	5.0
	POINTS		50	5.5	44.5
	TOTAL POINTS				50
	GRAND TOTAL	300			

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SECTION 2

SUMMARY EVIDENCE OF LEVEL

Qualification Title and Code Technical sales Representative PCS/Q0102					
Process required	Professional knowledge	Professional skill	Core skill	Responsibility	Level
Address technical queries on paint performance, provide solution with respect to most suited paint and/or application method, gather feedback on specific paint or coating product, document for future reference and help close the sale.	Knowledge of different types of decorative and industrial paints, their properties and uses, overall knowledge of powder paint manufacturing process, different types of paints and machines for different paint applications, quality standards for painting and process of warehousing, dispatch to depot, packaging and labelling.	Practical skills to technical support training to dealers and their associates, educate institutional customers on paints and the combination of tools and machines to be used at different stages of preparation and painting for the desired finish, manage inventory and collect feedback from the customers on performance of products.	Understand customer's queries. Prepare technical notes. Document customer feedback and queries. Negotiate terms of contract with customers.	Responsible for providing sales support to industrial paints customers, institutional customers and dealers in terms of paint performance, characteristics and application outcomes as well as quality control methods.	5
Level: 5	Level: 5	Level: 5	Level: 5	Level: 5	

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SECTION 3

EVIDENCE OF NEED

What evidence is there that the qualification is needed?

Information was gathered from industry interactions and data from desk research to arrive at metrics for estimation of current and future employment in the sub-sector and its further break-down for each job role including this one. Please refer to meetings notes and occupation maps. This enabled prioritization of the development of the qualification packs.

What is the estimated uptake of this qualification and what is the basis of this estimate?

Information gathered from industry interactions, Occupation Map and Functional Analysis for the skill gap between the industry demand institutional supply - provide the basis for estimated uptake. This is the basis for planning training with the industry and training providers.

What steps were taken to ensure that the qualification(s) does/do not duplicate already existing or planned qualifications in the NSQF?

NSDC QRC has already checked this.

What arrangements are in place to monitor and review the qualification(s)? What data will be used and at what point will the qualification(s) be revised or updated?

NOS Sub-committee inputs are sought from time-to-time as needed to check the relevance of QP/NOSs, and the revision exercise is undertaken, as needed.

The qualification will be revised or updated on 31st March, 2018

Please attach any documents giving further information about any of the topics above.

Give details of the document(s) here:

Refer page 1 for the list of attachments.

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SECTION 4

EVIDENCE OF RECOGNITION AND PROGRESSION

What steps have been taken in the design of this or other qualifications to ensure that there is a clear path to other qualifications in this sector?

Vertical mobility options are available in the Occupation map. Technical Sales Representative with experience and acquiring additional qualifications can become General Manager – Sales and Marketing.

Please attach any documents giving further information about any of the topics above.
Give details of the document(s) here:

Occupation Map

Refer page 1 for the list of attachments