USER MANUAL

Agency – Audit Management System (AMS)

Third-Party Food Safety Audit: Request Handling, Payment Verification, Auditor Assignment and Audit Report Approval

Intended users	Authorised Third-Party Audit Agency users
System	Audit Management System (AMS)
Primary functions	Review requests, accept/reject, verify payment, assign auditors and process audit reports

1. Purpose and scope

This manual describes the agency-side workflow in the Audit Management System (AMS) for handling Third-Party Audit requests received through FoSCoS. It guides authorised agency users through reviewing incoming requests, accepting or rejecting them, verifying the FBO's payment, assigning an auditor, and processing the submitted audit report.

2. Agency login and dashboard

Sign in to AMS using the agency's authorised credentials. The agency dashboard provides access to the operational modules through the left-side menu.

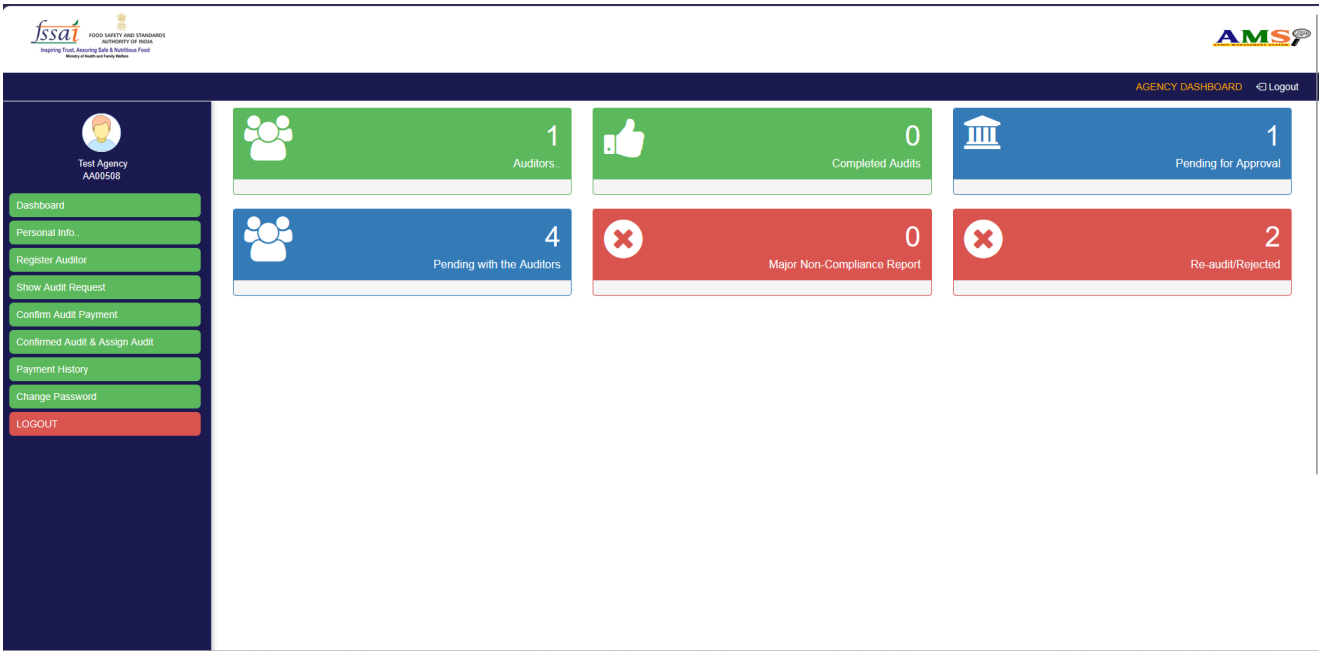


Figure 1. Agency dashboard showing audit workload and status summary.

3. Review and respond to audit requests

Step 1: Open the Requested Audits list

From the left menu, select “Show Audit Request”. The page displays tabs for Requested Audits, Accepted Audits and Rejected Audits. The Requested Audits tab lists requests awaiting the agency's decision. Review the company name, request status, FSSAI licence number, AMS Request Reference and proposed audit date before taking action.

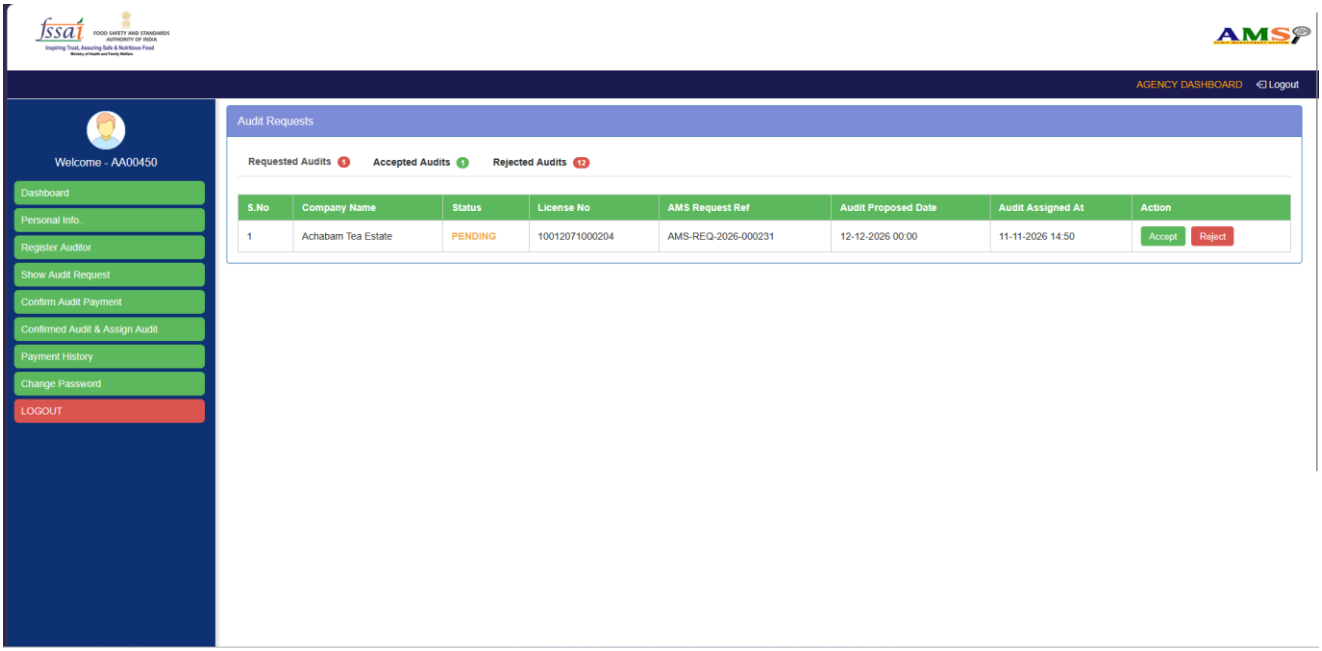


Figure 2. Requested Audits tab with Accept and Reject actions.

Step 2: Accept or reject a request

For a request that the agency is willing and able to undertake, select “Accept”. A confirmation dialogue is displayed. Verify that the correct request is being accepted and select “Confirm” to proceed. Select “Cancel” to return without accepting. **The request is to be accepted within 24 Hrs of audit requested by FBO, otherwise the audit request will get automatically rejected and will be assigned to another agency.**

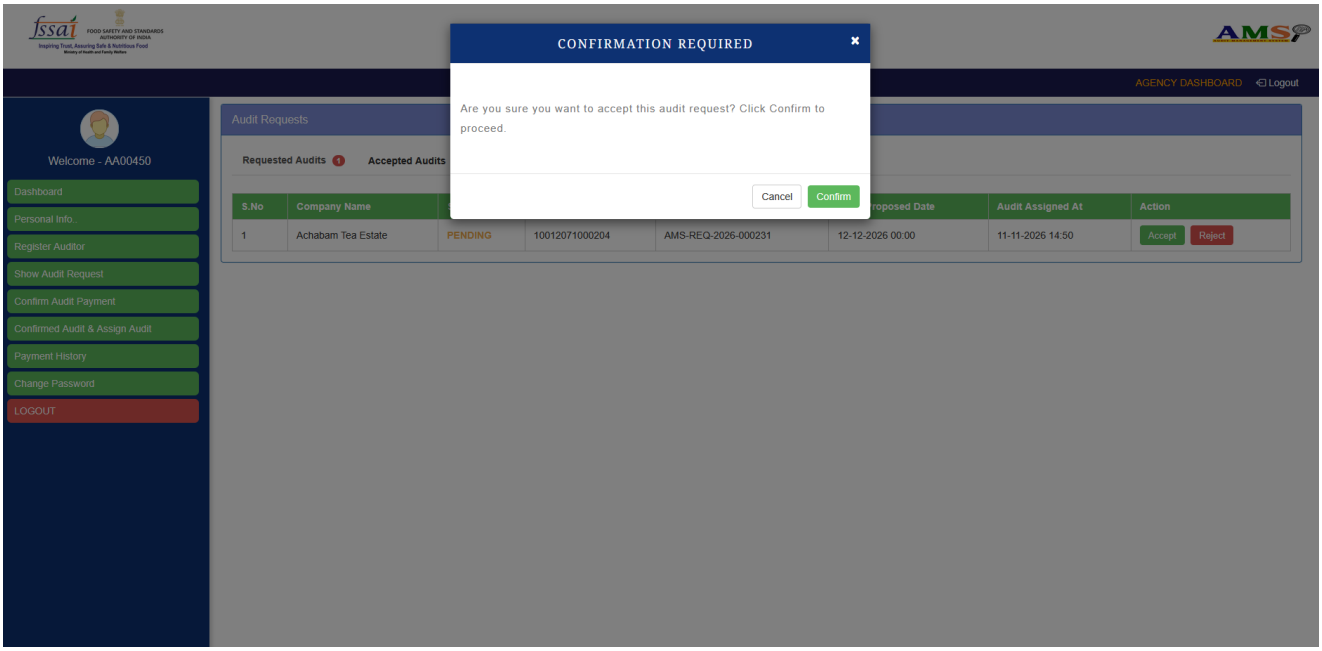


Figure 3. Confirmation prompt displayed before accepting an audit request.

If the agency cannot undertake the audit, select “Reject” from the request row and follow the on-screen confirmation process. Ensure that the correct request is selected before confirming a rejection. The request will be reflected under the Rejected Audits tab.

Step 3: Verify acceptance

After acceptance, open the “Accepted Audits” tab. The request should appear with status “ACCEPTED” and an acceptance date/time. Use the search field to locate a request by company name, licence number or AMS Request Reference. The Accepted Audits tab is a tracking view; payment confirmation is a separate subsequent activity.

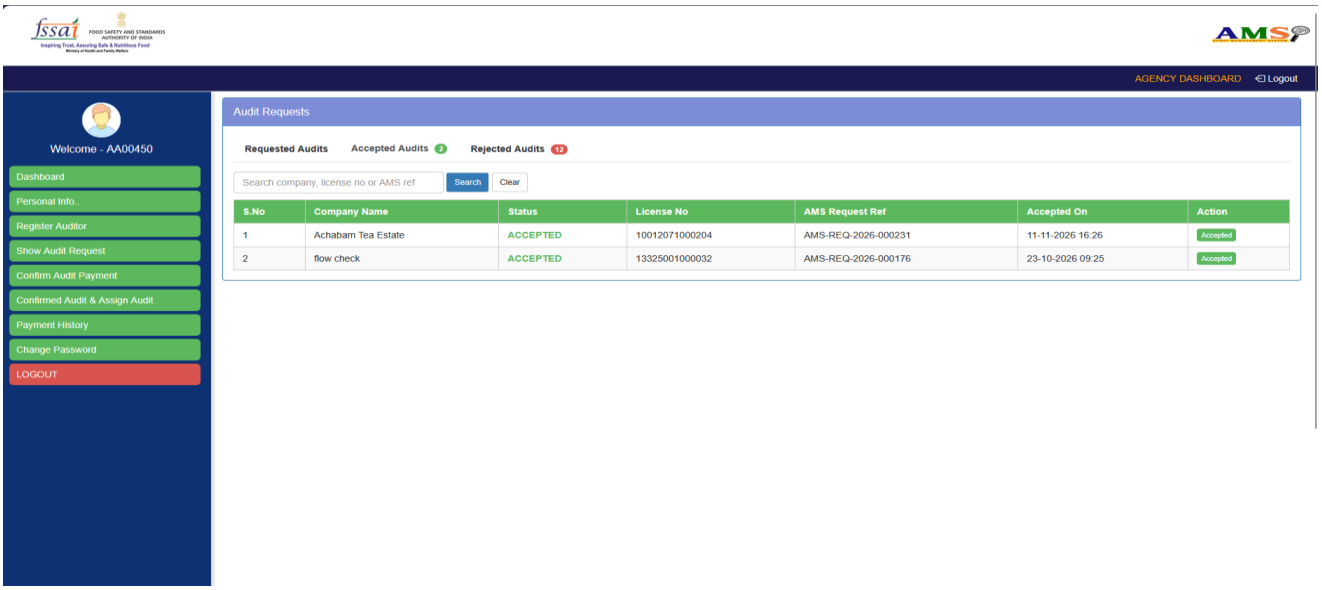


Figure 4. Accepted Audits tab showing accepted requests and acceptance timestamps.

4. Verify the FBO's audit payment

Step 4: Open Confirm Audit Payment

Select “Confirm Audit Payment” from the left menu. The page lists requests for which the FBO has submitted payment details and which are pending agency verification. Check the company name, licence number and AMS Request Reference, then select “Proceed” against the relevant request.

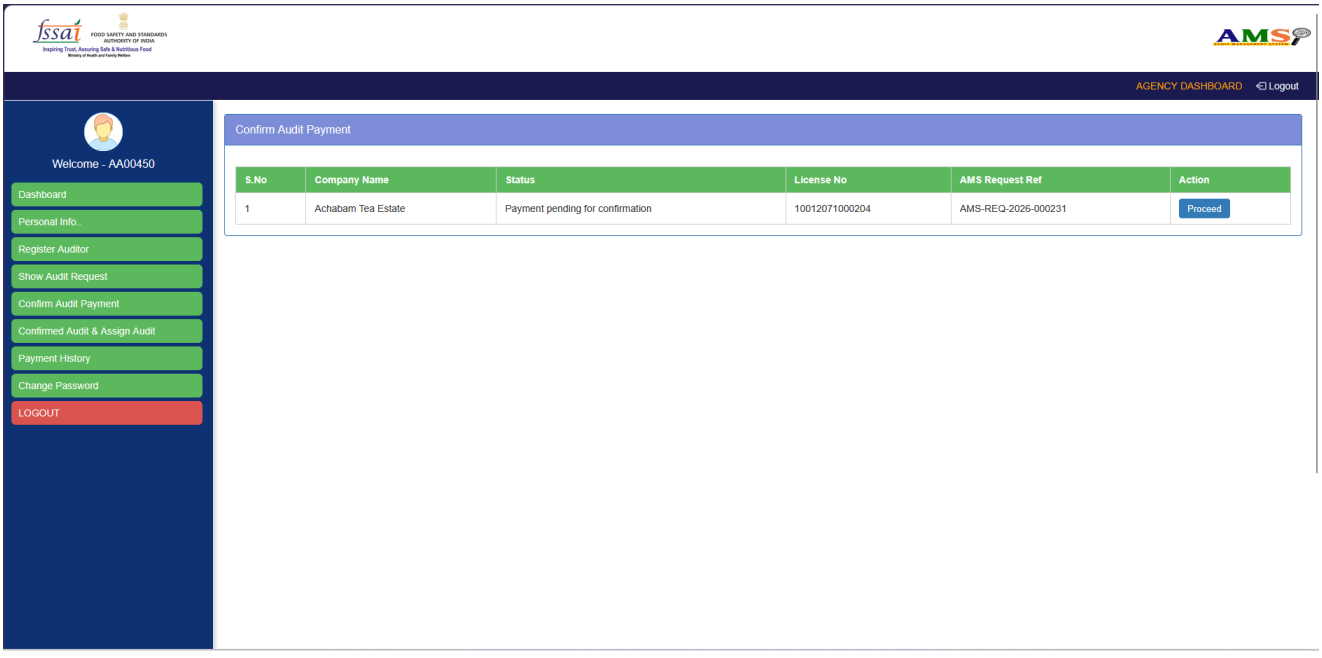


Figure 5. Confirm Audit Payment list with a request pending payment confirmation.

Step 5: Examine the payment details and receipt

The Payment Details window displays the licence number, AMS Request Reference, transaction number, payment date, amount and a “View” option for the uploaded payment receipt. Open and inspect the receipt. Verify that the transaction reference, payment date and amount are consistent with the payment evidence and the agency's applicable fee. If the payment is correct, select “Accept-payment”.

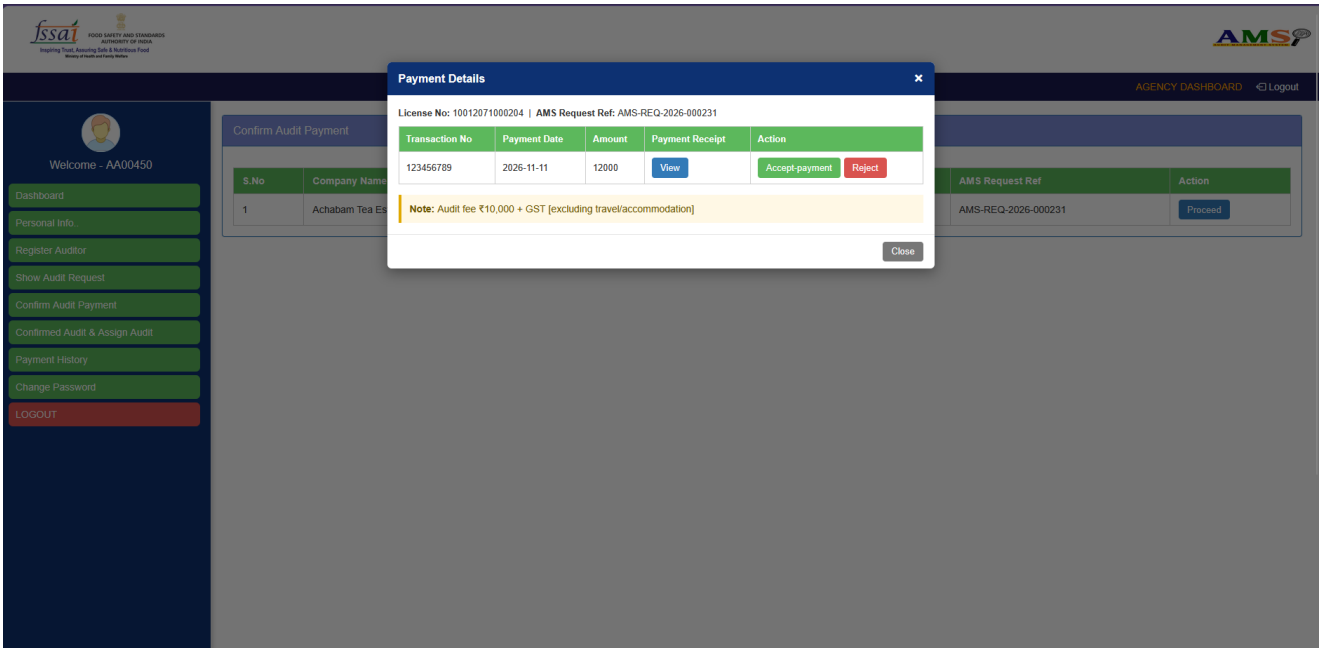


Figure 6. Payment Details window with receipt-view, Accept-payment and Reject actions.

Step 6: Confirm payment acceptance

After selecting “Accept-payment”, AMS displays a confirmation prompt. Recheck the request and payment details, then select “Confirm” to record acceptance. Select “Cancel” if you do not wish to proceed.

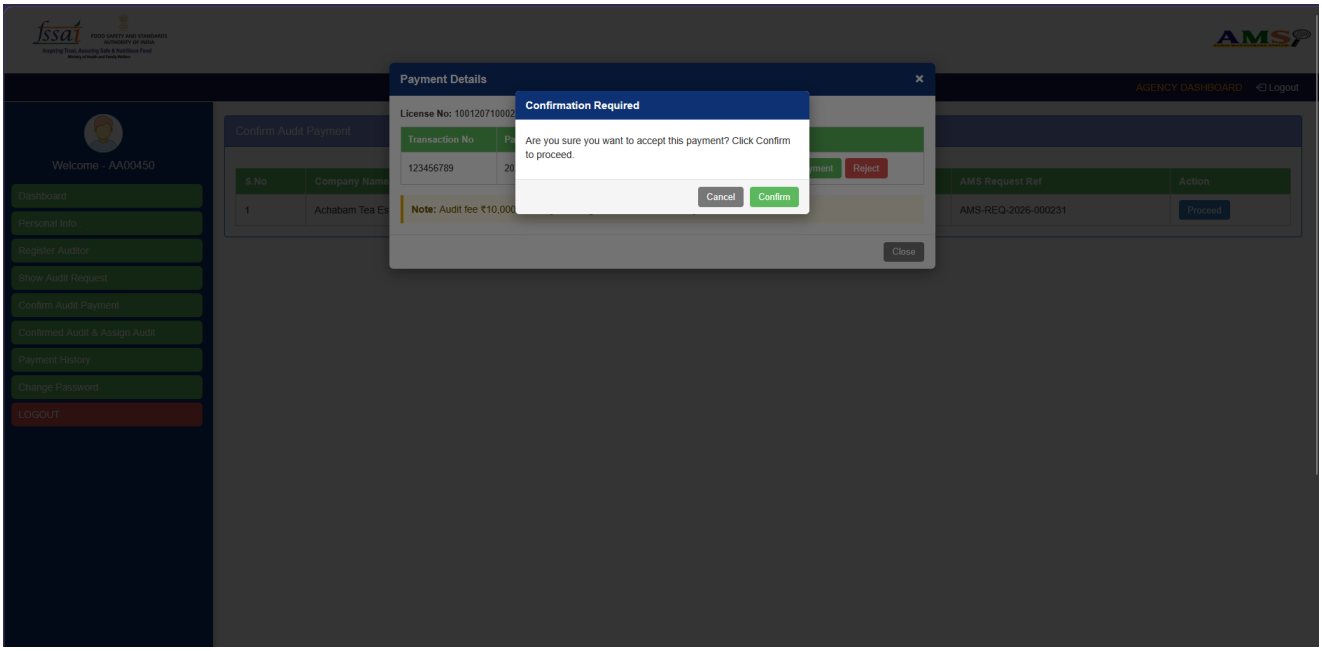


Figure 7. Confirmation prompt before accepting the FBO's audit payment.

5. Assign an auditor

Step 7: Open Confirmed Audit & Assign Audit

Select “Confirmed Audit & Assign Audit” from the left menu. This page lists requests for which payment has been confirmed. The available actions include “Payment Details”, “Assign Audit to Auditor” and “View Audit Request”. If the request is already assigned, the assignment control may be displayed as “Already Assigned”.

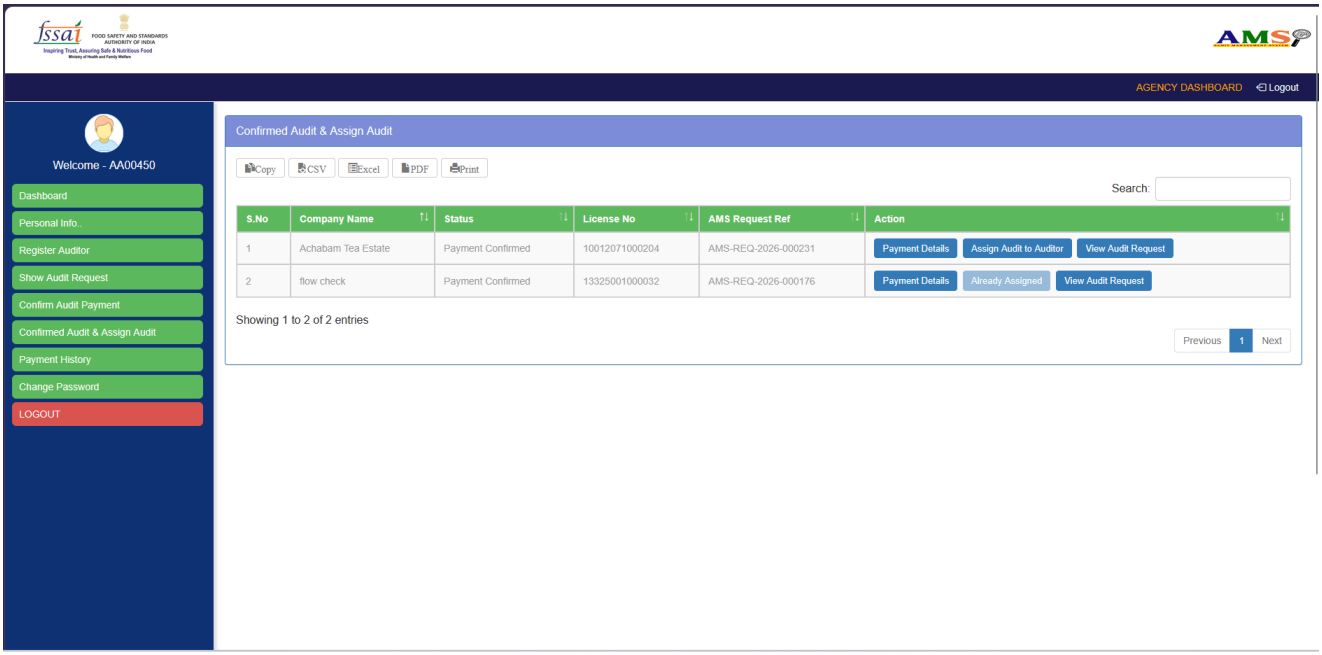


Figure 8. Confirmed Audit & Assign Audit list and available actions.

Step 8: Review the FBO and audit information

Select “Assign Audit to Auditor” against the relevant request. The assignment form displays the AMS Request Reference, licence number, FBO name, email, mobile number, contact person, State, District, Kind of Business (KoB), address and audit request date. Review these details to ensure that the correct FBO and premises are being assigned.

The form also asks whether the audit is State/UT sponsored. Select the appropriate Yes/No option based on the audit's sponsorship status.

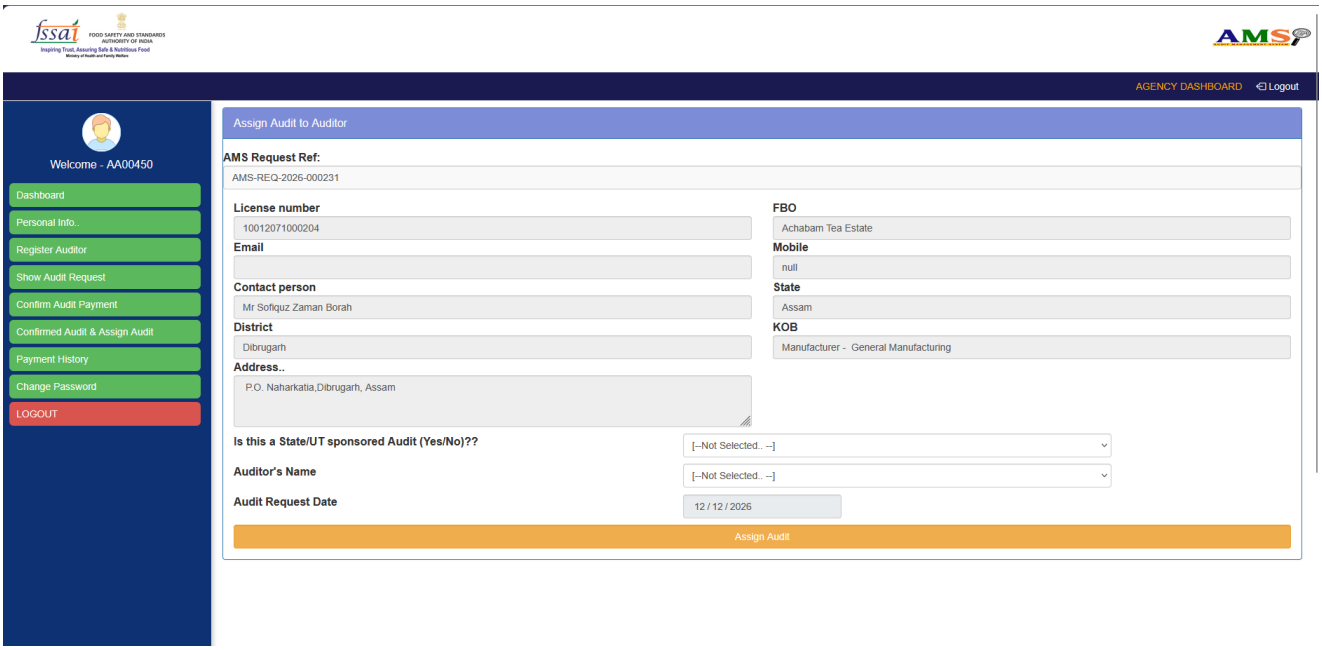


Figure 9. Assign Audit to Auditor form with FBO, licence and audit details.

Step 9: Select an eligible auditor

Select the auditor from the “Auditor's Name” dropdown. The dropdown displays the auditor names available for selection. Before assigning, check the auditor's suitability and availability.

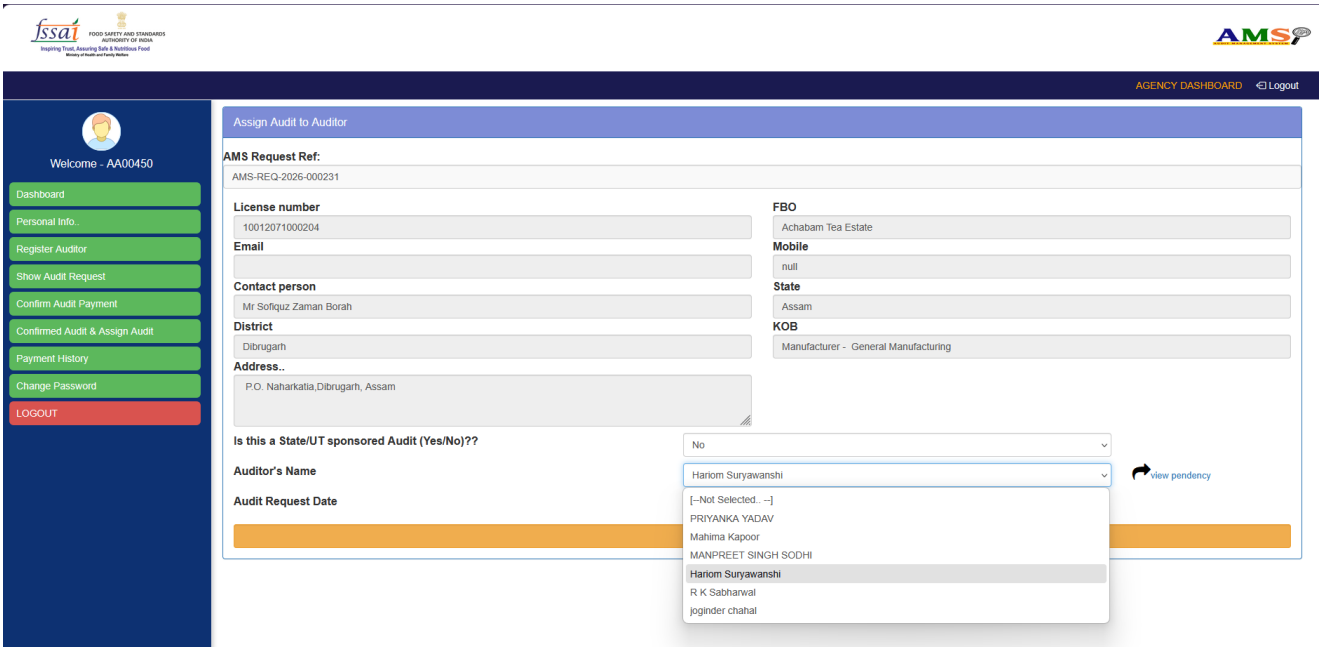


Figure 10. Auditor dropdown and view pendency link.

Step 10: Submit the auditor assignment

After selecting the sponsorship option and auditor, verify the audit request date and all displayed FBO details. Select “Assign Audit” to submit the assignment. Confirm that the request is reflected in the Confirmed Audit & Assign Audit list and that the assignment action changes to “Already Assigned”, where applicable.

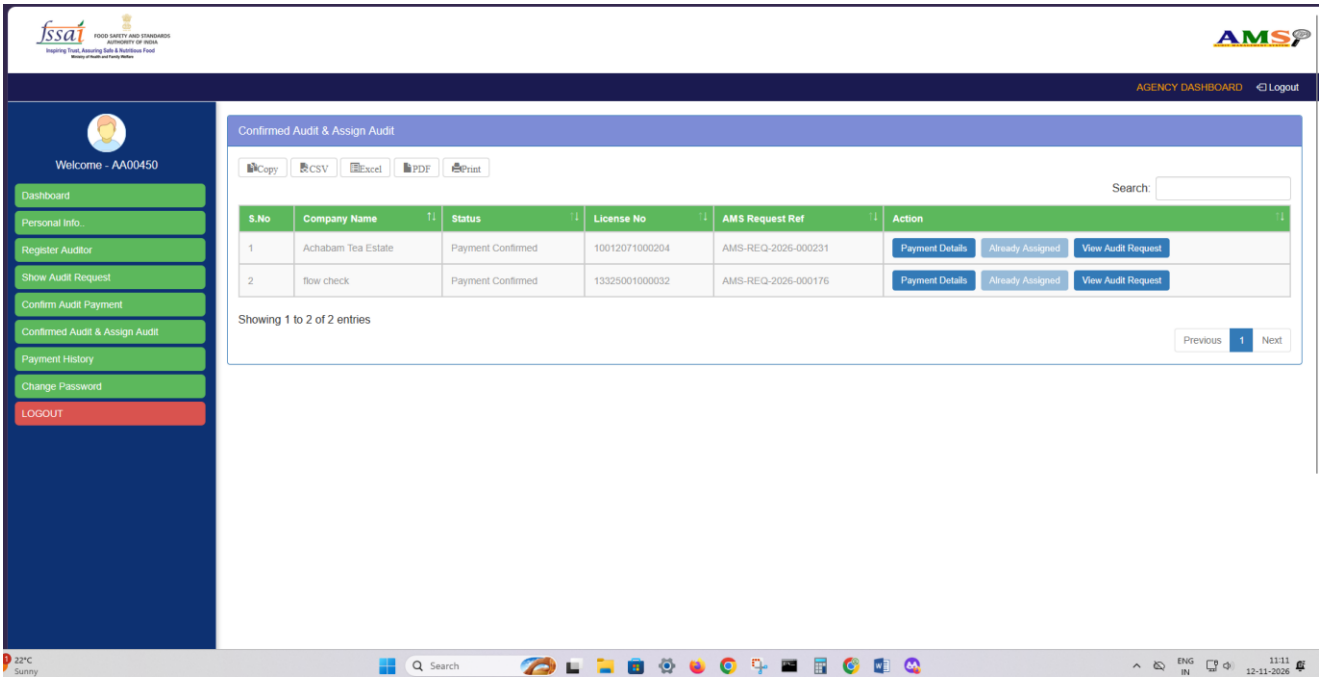


Figure 11. Confirmed audit list after auditor assignment; the example shows the Already Assigned state.

6. Review audit reports submitted by auditors

Step 11: Open Audits for Approval

After the auditor submits the audit report, open the agency dashboard and select the tile for audits pending approval, or navigate to the “Audits for Approval” list as available in AMS. Locate the relevant report and verify the report number, auditor, licence number, FBO, KoB, audit assigned date, audit submitted date and audit period. Select “Action” to open the report for review.

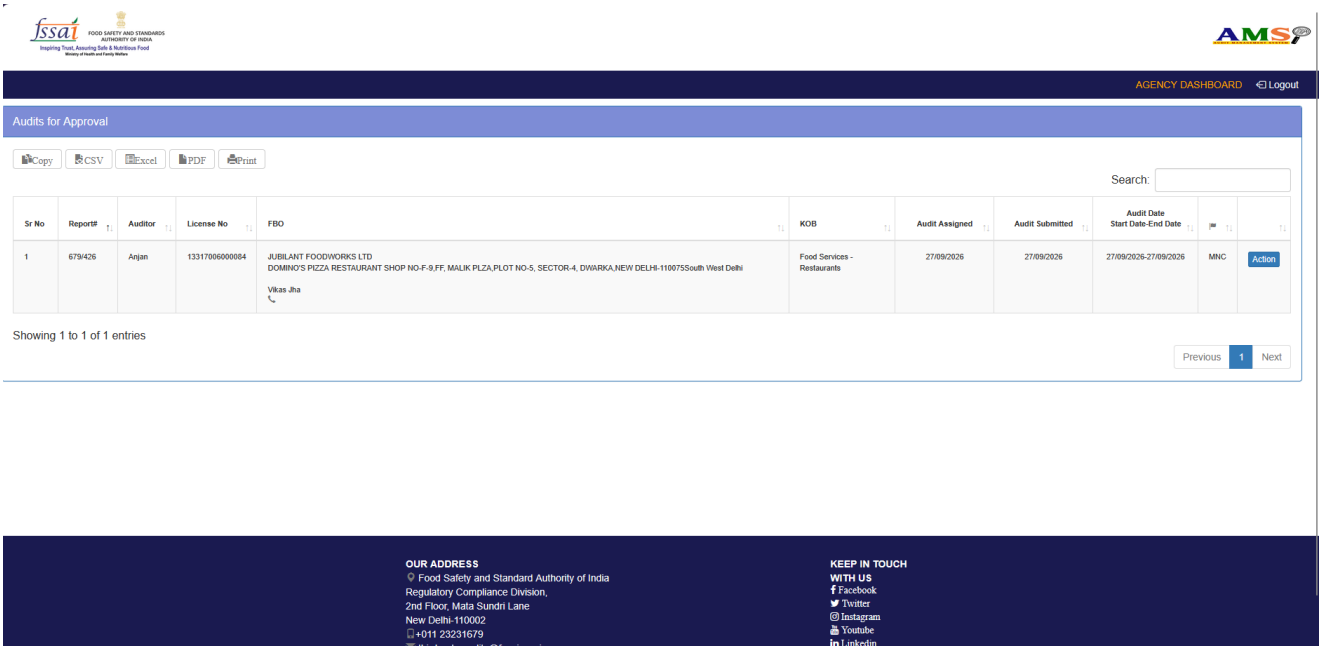


Figure 12. Audits for Approval list showing a report awaiting agency review.

Step 12: Examine the audit checklist and score

Review the audit checklist responses, observations and supporting documents uploaded by the auditor. The report includes checklist sections and individual questions, with marks and evidence links such as “show file” where documents have been attached.

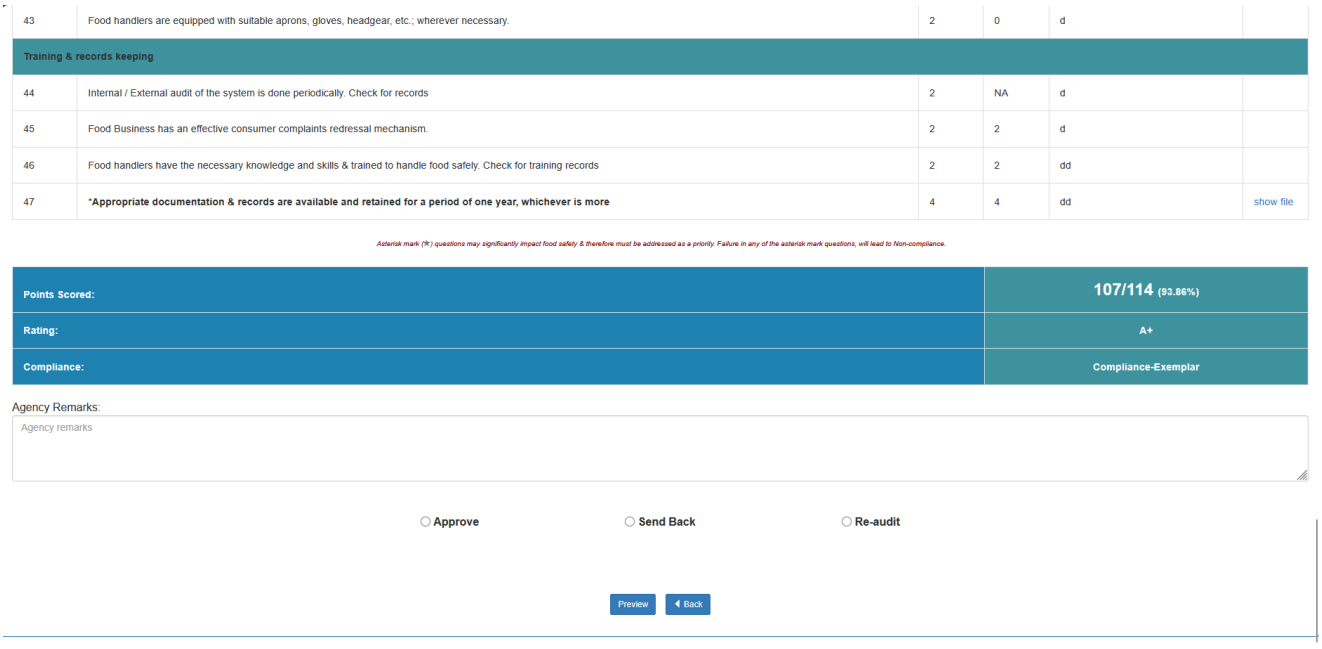


Figure 13. Audit checklist closing section and calculated score, rating and compliance result.

7. Take an agency decision on the audit report

Step 13: Enter remarks and select an action

Enter clear and specific comments in the “Agency Remarks” field. Select one of the available decisions according to the report review:

- Approve – select when the audit report has been reviewed and is complete, supported by evidence and acceptable for approval.
- Send Back – select when corrections, clarification or additional information are required from the auditor.
- Re-audit – select when the audit needs to be conducted again in accordance with the applicable process.

Use “Preview” to review the report before submission. Use “Back” to return to the previous page without completing the current action.

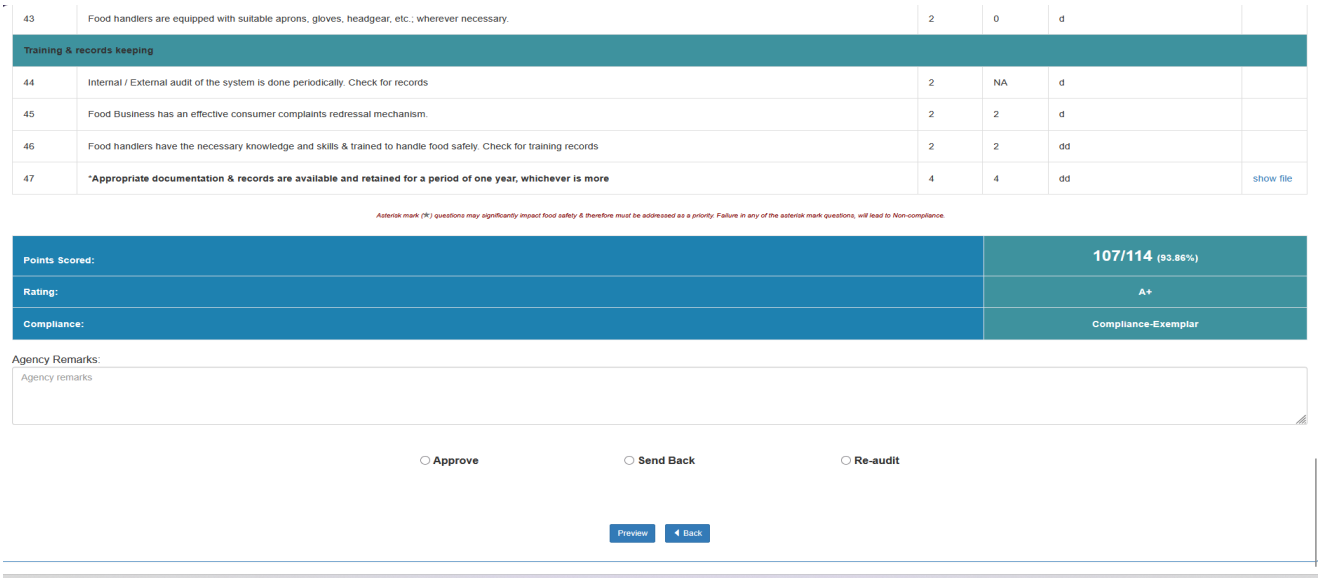


Figure 14. Agency remarks and decision options at the end of the audit report.

Step 14: Complete approval documentation and declaration

When “Approve” is selected, the form displays additional approval requirements. Upload the Auditor Agreement File and Confidentiality File in the fields provided. Tick “Agency Confirms and Approve” only after the declaration has been verified and the agency is authorised to make it. Select “Preview” for a final check. Select “Approve” to submit the approval, or “Back” to return. For Send Back or Re-audit, follow the fields and prompts displayed by AMS for the selected action.

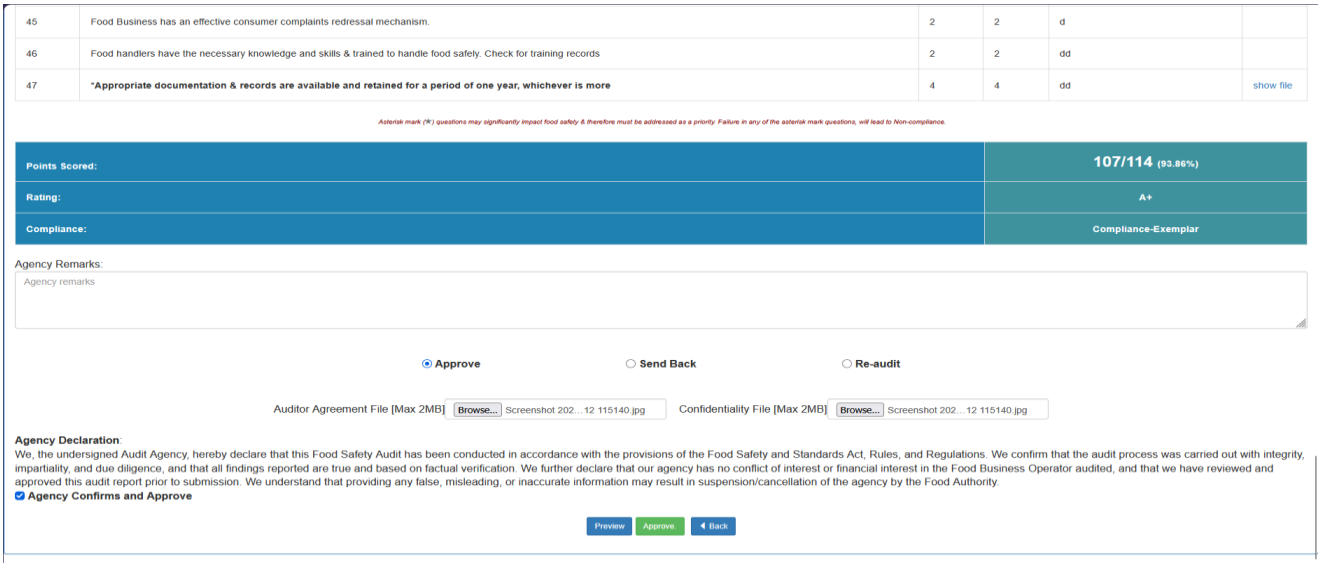


Figure 15. Approval mode with auditor agreement, confidentiality file, agency declaration and confirmation checkbox.

Step 15: Confirm report submission

After selecting “Approve”, AMS displays a confirmation dialogue asking whether you want to submit the report. Verify that the intended action is selected and choose “Yes” to continue. Choose “No” to cancel and return to the report.

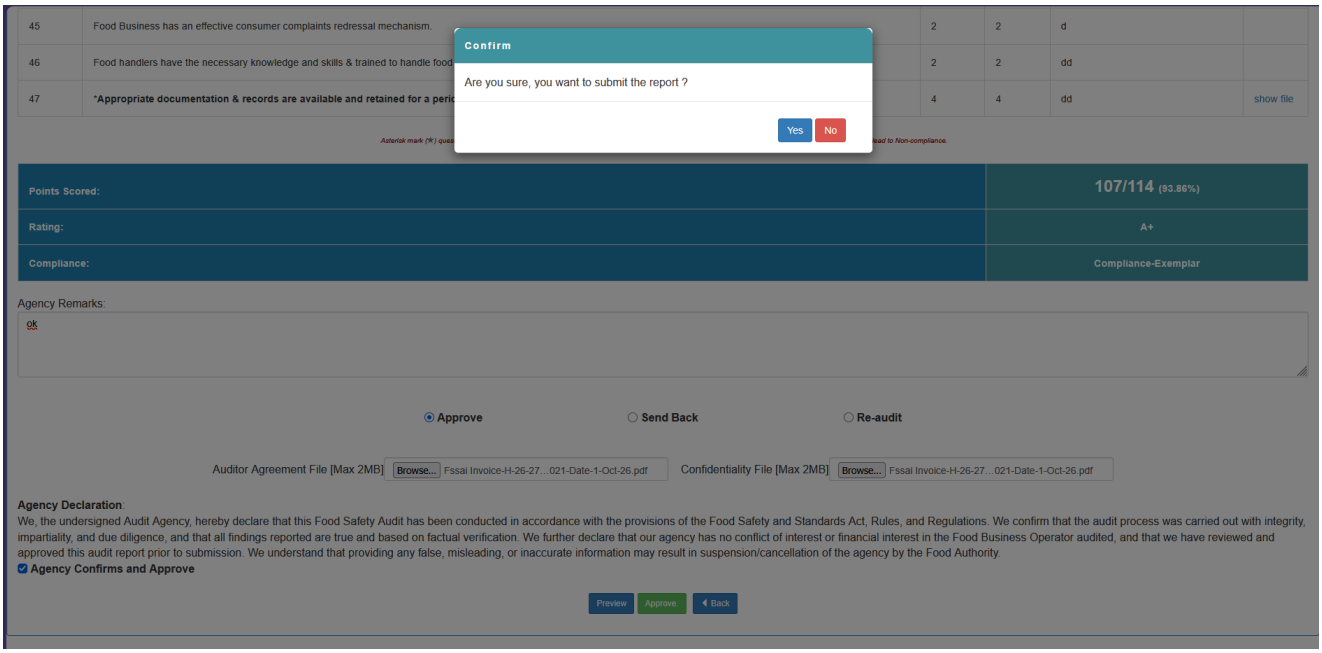


Figure 16. Final confirmation prompt before submitting the audit report.

Step 16: Complete OTP verification

AMS sends a one-time password (OTP) to the registered mobile number, displayed in masked form on the screen. Enter the six-digit OTP and select “Proceed” to complete the submission. Use “Cancel” if you do not wish to continue. If the OTP is not received, use the resend option when the countdown permits. Never share the OTP with another person.

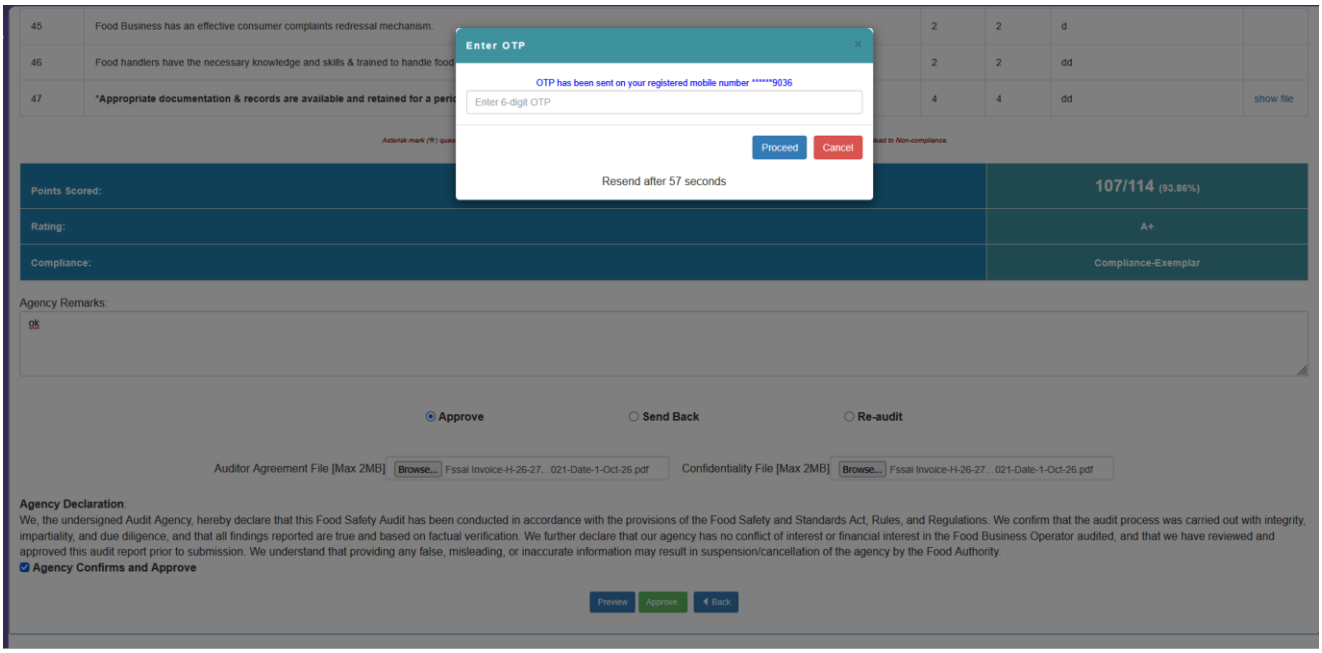


Figure 17. OTP verification prompt for final report submission.

8. Other agency menu options

- Dashboard – view high-level counts of auditors, completed audits, pending approvals, audits pending with auditors, major non-compliance reports and re-audit/rejected cases.
- Personal Info. – view or manage agency profile information, as permitted by the account role.

- Register Auditor – access the auditor registration function and complete the fields required by AMS.
- Show Audit Request – review Requested, Accepted and Rejected audit requests.
- Confirm Audit Payment – verify payment details and receipts submitted by FBOs.
- Confirmed Audit & Assign Audit – review payment-confirmed requests and allocate auditors.
- Payment History – review payment-related records available to the agency.
- Change Password – update the agency account password.

9. Workflow at a glance

1. Login to AMS → Show Audit Request → Requested Audits
2. Review request → Accept or Reject → Confirm the action
3. Accepted Audits → Confirm Audit Payment → Proceed
4. View receipt and verify payment → Accept-payment or Reject → Confirm
5. Confirmed Audit & Assign Audit → Assign Audit to Auditor
6. Review FBO details → Select State/UT sponsorship status → Check auditor pendency → Select auditor → Assign Audit
7. Auditor conducts audit and submits report → Audits for Approval
8. Review checklist, evidence, score, rating and compliance → Enter Agency Remarks
9. Select Approve / Send Back / Re-audit
10. For approval: upload agreement and confidentiality files → accept agency declaration → Preview → Approve
11. Confirm report submission → Enter OTP → Proceed

**********END**********