

FAQs Related to MSME Globalmart Portal (Part-I)

1. What is MSME Globalmart and how it is different from other B2B Portals?

MSME Globalmart (www.msmemart.com) is Business-to-Business (B2B) web portal, which helps MSMEs in Market access through online presence by showcasing their products and services. Portal acts as a facilitator by connecting Buyers and Suppliers together for up scaling their business. It is owned by NSIC (The National Small Industries Corporation) a Govt. of India enterprise under Ministry of MSME.

It is a non-transactional B2B Portal which Facilitates MSMEs participation in Public Procurement by providing keyword based unlimited Tender and Award of Contract information. It also provides Business Solutions from Third Party Service Providers.

The services of the portal are available through Annual Membership.

Difference between MSME Globalmart Portal and MSME Registration?

MSME Globalmart is a B2B portal of NSIC and MSME Registration is procedure for getting business identification through issuance of Udyam Registration by the Ministry of MSME, Govt of India.

2. What are the feature of membership of MSME Globalmart Portal?

Few membership features, beneficial to MSME are mentioned here as under:-

- Create Digital Presence within Minutes: Create your company webpage in minutes through advance template without any technical knowledge & become discoverable to millions of buyers globally.
- Showcase Products and Services 24x7 * : Showcase unlimited products & Services virtually 24x7 and get access to global market.
- Keyword based Unlimited Tender Alert * : Get keyword based unlimited tender alerts in your inbox based on your business profile.
- Award of Contract (AOC) Information * : Get detailed information on Tenders Awarded in past including information on L-1.
- Business Trade Leads (Buy / Sell) * : Get connected to prospective buyers & find relevant trade leads.
- Start a Franchise, Subcontracting & Distribution Opportunities: Offer / avail sub-contracting, franchise & distributorship business opportunities to start / grow your business.
- Special Offer on MSME Business Solutions: Special Discounts for MSME Globalmart members on various business solutions through empanelled service providers.

Additional Features / Provisions:

- Post Discount & Bulk Offers - * Post attractive offers on products
- Enquiry - * Send enquiry to specific supplier / products
- Request for Quotations - * RFQ for all your sourcing needs
- Price Alert Watch - Watch for Price alert
- Events & Exhibitions - Get information on upcoming Events

3. What type of membership are offered on MSME Globalmart?

Basic Membership- This membership offers Limited Services & access for 30 days Free Trial. Features marked in (*) will be inactive for Basic Membership after 30 days trial period.

Gold Membership (without subsidy) - The services offered under this membership is paid in nature and is available for 1 year at a payment of Rs 6000+ GST for fresh membership and Rs. 5000+GST, if renewal, is done within 30 days of membership expiry date.

Gold Membership with subsidy for Micro Enterprises: The services offered under this membership is paid in nature with an offer of 75% Subsidy to Micro units under PMS Scheme on Plan amount of Rs 6000+ GST

Gold Membership with subsidy for SC/ST MSEs - The services offered under this membership is paid in nature with an offer of 80% Subsidy to Micro & Small Enterprises under NSSH Scheme on Plan amount of Rs 6000+ GST

4. How to take MSME Globalmart Membership?

MSME Mart Membership can be subscribed directly online or offline through NSIC branches across India.

For online membership visit :- <http://www.msmemart.com/membership>
OR for offline membership visit the link <https://nsic.co.in/Corporate/SearchBranch> to identify nearest Branch of NSIC.

5. What all can I do on the portal as a Buyer?

As a Buyer, you get a host of functionality to fulfill your every requirement:

- Post your requirement
- Search Suppliers
- Trade Alert Watch
- Recently added products : Get Alerts for New Product added
- Rating & Reviews: Get the Ratings about supplier based on past history, Ratings based on Delivery and Customer Satisfaction & Recently added products.
- Request for quotation tool

6. What all can I do on the portal as a Seller?

As a Seller you get a host of functionality to fulfill your every requirement:

- Visibility to global Buyers
- Post Discount & Bulk offers
- Post Products with descriptions
- Business leads : Create a business/trade lead
- Tenders: Access to unlimited tenders
- Price Check with competitors: Check prices of product by multiple vendors.
- Business Alliances : Start a Business, offer Distributorship, offer product Franchise and offer Sales Agency
- Web Catalogues: Web development tool for Web Catalogues, Logo, and Create Business profile.

FAQs on Subsidy offered to Micro and SC-ST units **(Part-I.a)**

1. What is the Adoption of e-commerce Platform of Procurement and Marketing Scheme for Micro Enterprises?

To promote adoption of E-commerce platform among Micro Enterprises / Micro Units under the Procurement & Marketing Scheme, Ministry of MSME is offering 75% Financial Assistance or maximum of Rs.25000/- (excluding applicable taxes) whichever is less per financial year to Micro Enterprises on MSME Global Mart portal - www.msmemart.com.

A video to know more about Micro Enterprise being offered 75% subsidy on registration in MSME Global Mart Portal (Hindi) can be access by clicking <https://www.youtube.com/embed/-ALTSuf4P08>

2. What is the aim / objective of Adoption of e-commerce Platform of Procurement and Marketing Scheme for Micro Enterprises?

- To exhibit maximum Micro units on MSME Global Mart portal to increase their visibility and discoverability by bringing them online.
- To provide handholding Support to MSMEs facing challenge in showcasing their products or services on digital space.
- To contribute and support the growing "Make in India Economy"
- To contribute in achieving the Prime Minister vision of 'Vocal for local' by making Indian MSMEs discoverable to the prospective buyers.

3. How much financial assistance is provided and for what all purposes?

The financial assistance may be provided 75% of paid amount by Micro Enterprises subject to maximum Rs. 25,000/- (excluding applicable taxes), whichever is less per financial to new as well as renewal beneficiaries on annual membership fee /subscription fee / contingency expenses (photography, cataloguing, advertising etc.) for selling their products or services by Micro Enterprises (up to 10 new products) through e-commerce portal "MSME Global Mart" being operated by National Small industries Corporation.

4. What is the eligibility to avail this Scheme / Subsidy?

All Micro Enterprises / Units with Valid Udyam Registration.

5. Can the scheme be availed by both Manufacturing & Service Unit?

Yes, the scheme can be availed by both Manufacturing & Service Unit as long as it is a micro unit with valid Udyam Registration.

6. I don't have a valid registration, but I want to avail the scheme?

In order to avail the scheme, one must have a valid Udyam certificate registered under the Micro Unit

7. Is this scheme for existing members or new members of MSME Global Mart and how can I avail it?

The scheme is applicable for both New / Fresh and Existing / Renewal members of MSME Global Mart. If you are free member on MSME Global Mart, you can avail this scheme with a valid Udyam certificate. If you are Gold member on MSME Global Mart, you can avail this scheme at the time of renewal. However, other contingency expenses (photography, cataloguing, advertising etc.) can be availed by you now, if not availed already.

8. How will this scheme benefit to a Micro Unit for e-commerce portal MSME Global Mart?

MSME Global Mart (www.msmemart.com) is a Business to Business (B2B) e-Marketing portal of National Small Industries Corporation (NSIC), a Government of India Enterprise under Ministry of Micro Small and Medium Enterprises, facilitating Online Marketing Support to Micro, Small and Medium Enterprises (MSMEs) to grow their business online, through below features:-

- Create Digital Presence within Minutes Showcase Products & Services 24x7
- Keyword based Unlimited Tender alerts in your Inbox
- Award of Contract (AOC) Information of Tenders Awarded in Past
- Country Specific Global Tender Notices from World Bank, United Nations, ILO etc
- Business Trade Leads (Buy / Sell)
- Franchise, Subcontracting & Distribution Opportunities Special Offers on MSME Business Solutions
- Get information on upcoming Events and Exhibition

9. How many times can I avail this subsidy?

This subsidy can be availed once a year per Micro Unit / Enterprise having a valid Udyam certificate.

10. How can I avail the benefit of this scheme?

To avail the benefit, you can visit online <https://www.msmemart.com/membership> or visit nearest NSIC field office with valid Udyam copy.

11. Till when this scheme is valid?

The scheme is valid upto FY 2025-26.

12. What is the subsidy offered to SC-ST ?

80% Subsidy to SC-ST MSEs are offered to on fresh and renewal of membership in MSME Globalmart under SC-ST Hub Scheme.

FAQs Related to Promotion / Advertisement related MSME Globalmart Portal (Part-I.b)

1. What is MSME Global Mart Promotional Plan?

It is a "Value Added Service" of MSME Global Mart Portal offering enriched proposition of Advertising Products & Services / Finding Right Suppliers for their Sourcing needs on MSME Global Mart portal to Targeted Database.

2. Who can Avail MSME Global Mart Promotional Plan/ ?

MSME Global Mart Promotional Plan can be availed by following :

1. Corporates
2. Institution
3. Event Organizer
4. Large Corporates
5. PSU's
6. Financial Institution
7. MSMEs

3. What are the benefits of MSME Global Mart Promotional Plan?

Promotional Plan Benefits are :

1. Reach millions registered/visitor MSMEs of the portal.
2. Reap benefits of Targeted Advertising
3. Ease of connecting with Relevant Suppliers
4. Ease of promoting products and services with promotional tools.
5. Get benefits of NSIC credibility
6. Find suppliers for all your sourcing needs.

4. What are Plans under Promotional Plan / Advertisement Plan ?

The 3 Promotional Plans are :

A. Home Page Plan : This will be the main plan offering opportunity to Corporates to promote their products and services on the most prime space of the portal i.e., Home Page of the portal as per the duration opted by them.

B. Category Page Plan : This plan offers opportunity to Corporates to promote their business on this page matching to their products and services, out of 87 products.

C. Trade Lead Page Plan : Trade Lead Page of MSME Global Mart offers the opportunity for Corporates to promote their specific requirements on Trade Lead page of the portal.

5. What are fees for Plans under Promotional Plan ?

The fees for Promotional plan are as follows :

S.No.	Plan Package	Home page	Category Page	Trade lead Page
	Amount in INR (Excluding GST)			
1	Monthly	25,000/-	15,000/-	10,000/-
2	Quarterly	67,500/- (with 10% discount over Monthly Plan)	40,500/- (with 10% discount over Monthly Plan)	27,000/- (with 10% discount over Monthly Plan)
3.	Half Yearly	1,12,500/- (with 25% discount over Monthly Plan)	67,500/- (with 25% discount over Monthly Plan)	45,000/- (with 25% discount over Monthly Plan)
4.	Yearly	2,10,000/- (with 30% discount over Monthly Plan)	1,26,000/- (with 30% discount over Monthly Plan)	84,000/- (with 30% discount over Monthly Plan)

Click on the link for promotion / Advertisement
<https://www.msmemart.com/advertise-with-us>

FAQs Related to ICT Digital Solution (Part-I.c)

1. What is ICT digital Solution feature in MSME Global Mart?

In order to facilitate MSMEs in terms of Technology adoption and achieve higher business efficiencies, business automation and compliances, NSIC operates as an aggregator and facilitator of ICT Enabled Digital Services to MSMEs on transparent and affordable prices by way of on-boarding various service providers offering different products/ services, that are required by MSMEs for adopting the digital ways of managing their businesses.

2. What are the benefits with ICT digital Solution feature in MSME GlobalMart

- Digital requirements served through NSIC without any hassle of searching for reliable service providers.
- MSMEs will be getting special offer through the aggregation of bulk requirements on the services of identified categories & eliminating dealers and distributors.

3. What are Sub-Categories of ICT Enabled Digital Services and Scope for Service Providers?

Sub-Categories of ICT Enabled Digital Services and Scope for Service Providers are :

- Software Services (Such as ERP, Accounting, Manufacturing Design, Regulatory Compliance including GST, other software packages etc
- Cloud Services [Platform as a Service (PaaS), Software as a Service (SaaS)]
- Digital Infrastructure (IaaS, Hardware, Smart devices]
- Artificial Intelligence Solutions
- Internet of Things (IoT) and Machine to Machine (M2M) solutions
- B2B and B2C E-Commerce Solutions
- Other ICT Enabled Digital Services

4. Who are present Empanelled Service Providers?

M/s Dun & Bradstreet Information Service India Pvt. Ltd. Is Empanelled Service Providers, providing solutions with their product such as DUNS Registered Solutions, D&B iAccess, D&B Hoovers , D&B Credit.

5. How MSMEs can avail the ICT Enabled Digital Services ?

- Apply either online on MSME Mart portal (<https://msmemart.com/DigitalServices>) or offline at the branch offices / NTSCs for products/services offered by NSIC by way of filling a Customer Application Form (CAF) and making full payment of products/services chosen by them after referring to the Product-and-Price (P&P) List of empanelled service providers.
- The payment may be accepted in any electronic form such as BHIM UPI, RTGS, IPMS, etc. or by way of pay order, demand draft etc.
- NSIC, through its field offices, would arrange for fulfilment of the requirement of MSMEs, as filled in the CAF, through the concerned Service Provider. Payment to such Service Providers would be released by NSIC field offices after receipt of proof of such fulfilment.
- Link to download common application format for offline registering for availing Digital ICT Solutions is as follows :
https://nsic.co.in/PDFs/DigitalServices/DSF_Customer_Application_Form_17072023.pdf

FAQs Related to Service of MSME GlobalMart (Part-I.d)

1. What is Tenders Section?

It is a notification service, part of the MSME Mart Portal that keeps Gold members acquainted with the latest information on Tenders floated by various Government agencies (Central and State), Public Sector, Autonomous Bodies etc.

2. How and where can I access the Tenders Information?

To ease the usage, all tenders are divided into Tenders by State, Tender by Industry, Tender by Sector, Tender by Value and Reference no. One can easily understand by visiting the URL <http://www.msmemart.com/tenders>.

Also, a notification about the tenders, relevant to the company is sent through e-mail on the registered email address.

3. Tender notification not received ?

1. Check your registered email id or spam folder.
2. Check whether same email id is provided at the time of registration
3. Mark tenders@msmemart.com as trusted email id

If still not received, email at info@msmemart.com or call at 8527271130 / 011-26926275

4. Login Issues or Login details not received?

A. Check your registered email id or spam folder

B. Check whether same email id is provided at the time of registration

If still not received, email at info@msmemart.com or call at 8527271130/ 011-26926275. Or contact your branch if registration has been done through NSIC branch.

#Userid and password cannot be changed

5. How to get Tax Invoice of Registration / Renewal of account?

Contact your branch if registration has been done through NSIC branch, if registered directly online, Email your request to info@msmemart.com or call at 8527271130 or 011-26926275.

6. How to Change the account details like name, contact details, person details, address, email id, category etc?

Contact your branch if registration has been done through NSIC branch, if registered directly online, Email your request to info@msmemart.com or call at 8527271130 / 011-26926275.

Incase, SC/ST & Micro Entrepreneurs applies for subsidy, the name, contact details, person details, address, email id, category etc. will be auto filled from Udyam.

7. How many products we can upload in one single day?

No limit

8. Products added are not displayed on the portal?

Contact your branch if registration has been done through NSIC branch, if registered directly online, Email your request to info@msmemart.com or call at 8527271130 or 011-26926275.

9. Data mismatch (member's userid already exist)

Contact your branch if registration has been done through NSIC branch, if registered directly online, Email your request to info@msmemart.com or call at 8527271130 or 011-26926275 .

10. Invalid user Id and password

Please use forgot password link and enter registered email to retrieve your details. Contact your branch if registration has been done through NSIC branch, if registered directly online, Email your request to info@msmemart.com or call at 8527271130 or 011-26926275.

11. How long does it take to activate the services after making payment?

24-48 hrs

12. How do I upload images for HOME page and images for PRODUCTS page?

Go to My Webstore option and click on Add/Edit about us for uploading images on Homepage and for uploading images for Product page go to Manage Products and click on Post products or modify products.

13. Getting wrong enquiries and having no relevance with our products

1. Check if right keywords have been provided at the time of registration
2. Keywords should be comma(,) separated

Eg- If a Company is into providing AMC of Computer hardware & Software then:-

Right keywords-"computersoftwareamc", "computerhardwareamc"

Wrong keywords-"computerhardware","computersoftware","AMC"

3. Change keywords by going on Account Details option and click on Business Information and then go to Keywords field.

If problem still persists, contact your branch if registration has been done through NSIC branch for changes or email at info@msmemart.com or call at 8527271130 or 011-26926275, if it is not same then Email at info@msmemart.com or call at 8527271130 or 011-26926275.

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14. How to renew/upgrade membership?

If registration has been done online by the unit can renew their account on their own by visiting this link <http://msmemart.com/member/login/index/renew>. If a registration is done through offline mode by NSIC branch then request to concerned branch can be made by the unit to renew its membership.

For upgrading Free membership to Gold, unit can directly avail Gold membership from this link: - <http://msmemart.com/membership>

15. What are Advance / timely Renewal Benefits?

If a Gold member renew its account within 30 days of grace period from the date of expiry, then they can renew membership at Rs 5000 plus GST else renewal after expiry of 30 days grace period will cost them Rs.6000 plus GST. Members can also renew their account days in advance before the expiry of their membership.

16. Unable to register/Renew membership plan?

Contact your branch if registration has been done through NSIC branch, if registered directly online, Email your request to info@msmemart.com or call at 8527271130 / 011-26926275

17. MSME Mart Registration Payment Failed?

Kindly refer failed transaction link send on member's registered email id. If not resolved email at info@msmemart.com or call at 8527271130 or 011-26926275