NISE

नवीन और नवीकरणीय ऊर्जा मंत्रालय
Ministry of New and Renewable Energy

# Reseller FAQ - quick answers to the most common problems

DCR Verification Portal | For Resellers of Solar-Panels

**Find your problem in the list, read the quick answer in the green box, and follow the steps. Still stuck? Raise a ticket with the category shown.**

Built from about 1,500 support tickets raised by resellers in the last 3 months. Questions are in the order resellers asked them most.



Change a certificate 48% · Cancel or return a certificate 14% · I cannot create a certificate 12%

PMSG and national portal errors 8% · Company, users and logo 4% · Warranty, lists and getting help 12%

## Questions

### Change a certificate

**Q1** I need to add or remove panels, or change the customer details on a certificate. What do I do?

**Q2** The Edit icon is missing, or the portal says I cannot edit.

**Q3** I removed a panel by mistake. Can I add it back to the same certificate?

**Q4** I typed a wrong consumer application number, name or mobile number.

**Q5** How do I un-claim a certificate on the PMSG portal so that I can edit it?

### Cancel or return a certificate

**Q6** The customer denied installation, or I made a wrong certificate. Can I cancel or delete it?

**Q7** I sent a B2B certificate to the wrong company, or with wrong panels.

**Q8** The customer sent back only some panels, or the system size changed.

### I cannot create a certificate

**Q9** Item Type is empty, or 'Solar Panels' is not shown.

**Q10** It says 'Panel is not in your stock (not claimed or already sold)'.

**Q11** It says 'Invalid serial number (not manufactured or typographical error)'.

**Q12** I claimed the certificate from my supplier but cannot sell the panels to my customer.

**Q13** The portal shows an error while I press Confirm. What does it mean?

### PMSG and national portal errors

**Q14** My DCR certificate still shows Un-Claimed although I used it on PMSG.

**Q15** PMSG shows 'Certificate is created for A and not for B', error 400, 412 or 'Internal Server Error'.

**Q16** PMSG says 'repeated serial number', 'duplicate serial number' or 'Panel already exists'.

**Q17** The DISCOM rejected the application, or the consumer registered with another vendor. What now?

### Company, users and logo

**Q18** How do I change my company name, GST, PAN or company type?

**Q19** How do I change the address or the logo myself?

**Q20** Someone else issued certificates from my login. How do I protect it?

### Warranty, lists and getting help

**Q21** Where do I get the warranty certificate for my customer?

**Q22** Where is the list of certificates I claimed from my supplier?

**Q23** How do I write a support ticket that gets solved quickly?

## Change a certificate

48% of tickets

Adding or removing panels and correcting customer details are the most common reasons for a ticket.

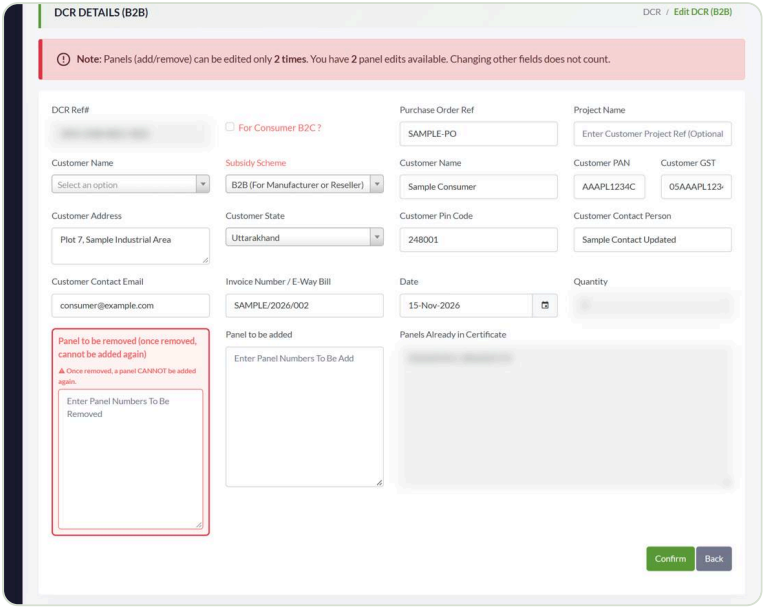
## Q1 I need to add or remove panels, or change the customer details on a certificate. What do I do?

QUICK ANSWER

**Look at the Claim Status first. Un-Claimed: edit it yourself in two minutes. Claimed on PMSG: un-claim it on PMSG first (see Q5), then edit.**

1. Open DCR > Sell (B2C - Consumer), or Sell (B2B - Vendor), and search the certificate number.
2. If the status is Un-Claimed, press the pencil icon (Edit).
3. To remove panels type their numbers in 'Panel to be removed'. To add panels type them in 'Panel to be added'; they must be in your stock. Change the customer details if needed.
4. Press Confirm, then Yes. Removed panels return to your stock.
5. Status is Claimed? The portal will not let you edit. Follow Q5 first.

**Remember:** Panels can be added or removed only 2 times for each certificate. Other details can be changed any number of times while it is Un-Claimed.




The Edit screen: the 2-edit notice, the customer details and the panel boxes.

**Still stuck? Raise a ticket** - Category: `B2C Claimed Add Panels / B2C Claimed Remove Panel / B2C Claimed Update Consumer Details`

Write: Certificate number, consumer application number, panel numbers to add or remove, and a screenshot.

## Q2 The Edit icon is missing, or the portal says I cannot edit.

QUICK ANSWER

**There are four usual reasons. Find yours below.**

1. The certificate is Claimed on PMSG. Un-claim it first (Q5). The Edit icon returns afterwards.
2. Both panel edits are used. The portal allows adding or removing panels only 2 times for a certificate. After that the support team also replies that no more panel change is possible, so check the numbers carefully before the second edit.
3. You are in the wrong list. B2C certificates are under Sell (B2C - Consumer) and B2B under Sell (B2B - Vendor). Use the search box.
4. A B2C certificate must keep at least 2 panels after the edit. The portal shows 'For Consumer Certificate (B2C) minimum 2 Qty Required'.

**Still stuck? Raise a ticket** - Category: `B2C Claimed Update Panels`
Write: Certificate number and what you tried.

## Q3 I removed a panel by mistake. Can I add it back to the same certificate?

QUICK ANSWER

**No. A panel removed from a certificate cannot be added back to that same certificate.**

1. The removed panel goes back to your branch stock straight away.
2. You can use it on a new certificate (Sell > Issue to Consumer or Vendor).
3. Before pressing Confirm in Edit, read the 'Panel to be removed' box twice: once removed, it cannot be added again.

### Q4 I typed a wrong consumer application number, name or mobile number.

QUICK ANSWER

**If the certificate is Un-Claimed, correct it in Edit. If it is Claimed on PMSG, un-claim it on PMSG first (Q5).**

1. DCR > Sell (B2C - Consumer) > search the certificate > Edit.
2. Correct the Consumer Application Number exactly as it is on the PMSG or PM-KUSUM portal and in the feasibility report: no space, no changed letter.
3. The mobile number must be exactly 10 digits. Do not type +91 or spaces.
4. Press Confirm, then Yes.

**Remember:** One application number can have only one certificate. Copy the number from the PMSG portal instead of typing it.

**Still stuck? Raise a ticket** - Category: `B2C Claimed Update Consumer Details`
Write: Certificate number, the wrong value and the correct value.

### Q5 How do I un-claim a certificate on the PMSG portal so that I can edit it?

QUICK ANSWER

**A certificate claimed on PMSG can be changed only after it is un-claimed there. Follow these four steps.**

1. Open the PMSG portal and search the consumer application where this DCR certificate was claimed.
2. Go to the Installation step of that application.
3. Click the Delete icon next to the DCR certificate. This marks it Un-Claimed.
4. Come back to the DCR portal. The Edit icon now appears on the certificate (DCR > Sell > search the certificate).

**Remember:** The support team gives these same steps to every reseller. A DCR portal edit is not possible while the certificate is claimed on PMSG.

## Cancel or return a certificate

14% of tickets

A certificate is never cancelled or deleted. You fix it by editing or by returning panels.

## Q6 The customer denied installation, or I made a wrong certificate. Can I cancel or delete it?

QUICK ANSWER

**No certificate can be cancelled or deleted. Edit it and remove the panels, so they come back to your stock.**

1. Un-Claimed certificate: DCR > Sell > search it > Edit, put the panel numbers in 'Panel to be removed', Confirm.
2. Claimed on PMSG: un-claim it on PMSG first (Q5), then edit as above.
3. You cannot remove every panel. A B2C certificate must keep at least 2 panels. If the whole job is cancelled, edit the consumer details and the panels you still hold, and raise a ticket for the rest.

**Still stuck? Raise a ticket** - Category: `Cerificate Return/Cancel B2C`
Write: Certificate number, the reason, and the panel numbers you want back.

## Q7 I sent a B2B certificate to the wrong company, or with wrong panels.

QUICK ANSWER

**Not claimed yet: edit it. Already claimed by the buyer: ask the buyer to return it, then make a new one.**

1. Check the status in DCR > Sell (B2B - Vendor).
2. Un-Claimed: press Edit, change the company details or put wrong panels in 'Panel to be removed', Confirm.
3. Claimed by the buyer: the buyer opens DCR > Claimed, presses Return on that certificate and selects the panels. They come back to your stock.
4. Then issue a new, correct B2B certificate.

**Remember:** If the buyer has already sold the panels on, the buyer's stock no longer holds them and they cannot be returned.

**Still stuck? Raise a ticket** - Category: `Cerificate Return/Cancel B2B`
Write: Certificate number, buyer name and what went wrong.

### Q8 The customer sent back only some panels, or the system size changed.

QUICK ANSWER

**Edit the certificate: remove the returned panels, and add the new ones if the size grew. Remember the limit of 2 panel edits.**

1. Un-Claimed: Edit > 'Panel to be removed' for returned panels, 'Panel to be added' for new ones, in one go (this counts as one edit).
2. Claimed on PMSG: un-claim first (Q5).
3. Make both changes together so you do not use up both edits.

**Remember:** Each time you press Confirm after adding or removing panels counts as one panel edit, however many panels you change.

## I cannot create a certificate

12% of tickets

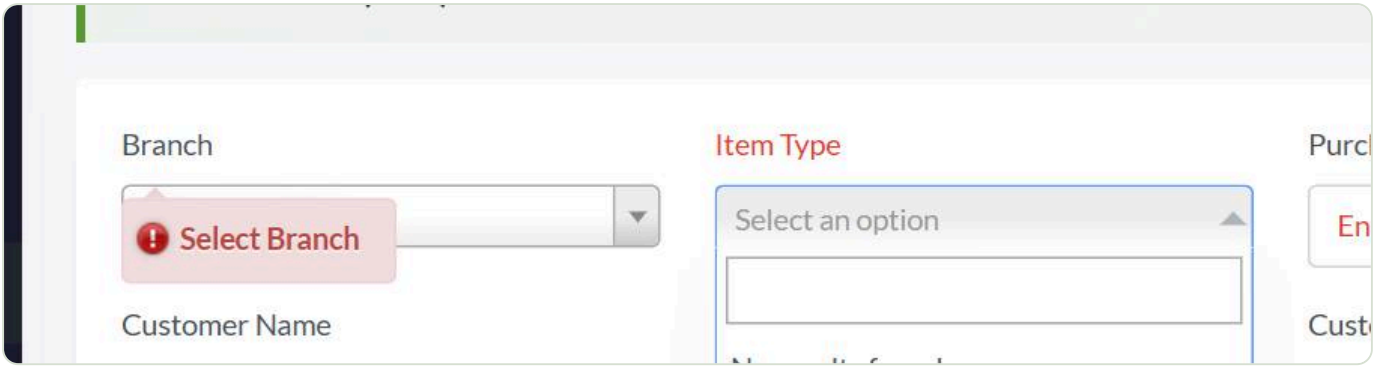
Almost every case is stock: panels not claimed, already sold, or in another branch.

## Q9 Item Type is empty, or 'Solar Panels' is not shown.

QUICK ANSWER

**Item Type shows only stock that is more than zero in the Branch you chose. Choose the Branch first, then check your stock.**

1. Choose the Branch first. Without it the portal says 'Select Branch'.
2. Check your stock: DCR > Internal Stock Credit > Stock Summary. Is there a Solar Panels row with quantity above zero in that branch?
3. Quantity is zero because you have not claimed the certificate your supplier sent: open DCR > Unclaimed and claim it (see the Reseller guide, step 6).
4. The stock may be in another branch: choose that branch, or use Branch Transfer.
5. All panels may already be sold or returned. Then there is nothing left to sell.




No Branch chosen: 'Select Branch'. Item Type then says 'No results found'.

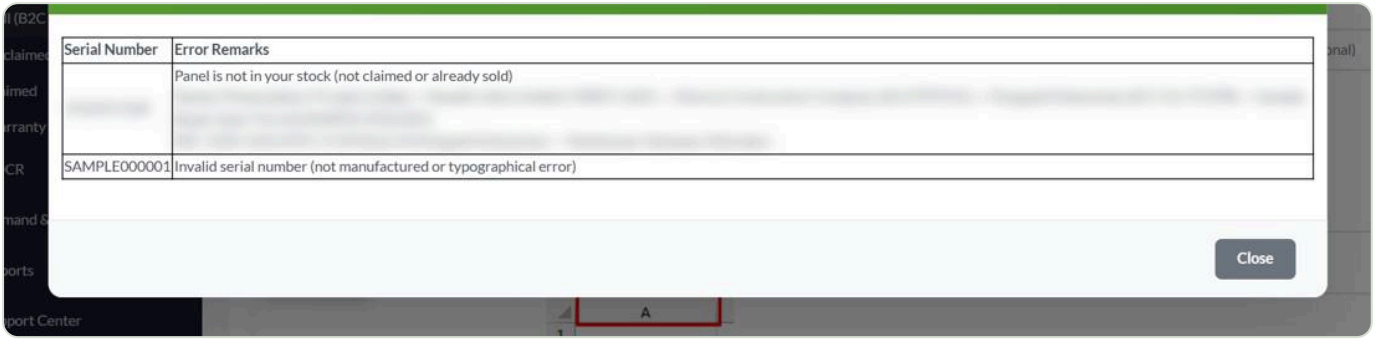
**Still stuck? Raise a ticket** - Category: `Item Type Not Visible`
Write: A screenshot of Stock Summary and of the Unclaimed list.

## Q10 It says 'Panel is not in your stock (not claimed or already sold)'.

QUICK ANSWER

**The portal checks every panel number against the stock of the chosen branch. Read the reason in the Error window, then fix that one cause.**

1. Not claimed yet: look in DCR > Unclaimed. Claim the certificate first. If it is not there, your supplier has not issued the certificate yet: ask the supplier.
2. Already sold: the lines under the message show the path of the panel: who made, sold and claimed it, and which certificate it is on. That tells you where it was used.
3. Wrong branch: the panel is in another branch of yours. Change the Branch and try again.
4. Invoice date too early: the panel reached your stock after your invoice date. Change the invoice date to the day it reached you or later.
5. To recheck any panel: Dashboard > Search Panel > type the number > Search.




The Error window lists each number with its reason and, for sold panels, its path.

**Still stuck? Raise a ticket** - Category: `Panel Serial Number Not In Stock`
Write: The panel numbers, your branch, and a screenshot of the Error window.

## Q11 It says 'Invalid serial number (not manufactured or typographical error)'.

QUICK ANSWER

**The number does not exist in the portal. Almost always it is a typing mistake or a hidden character.**

1. Compare each character with the label on the panel. Watch 0 and O, 1 and I.
2. Type the number by hand instead of pasting it. Pasting can bring a special character or a space.
3. Use one number on each line, with no commas or dashes you added yourself.
4. Still invalid: the manufacturer may not have issued that panel yet. Ask the manufacturer or supplier.

**Still stuck? Raise a ticket** - Category: `Panel Serial Number Not In Stock`
Write: The number, a photo of the panel label and your supplier name.

## Q12 I claimed the certificate from my supplier but cannot sell the panels to my customer.

QUICK ANSWER

**Check four things in this order.**

1. Branch: choose the branch you credited the panels into when you claimed.
2. Stock: DCR > Internal Stock Credit > Stock Summary must show the quantity (Q9).
3. Panel numbers: they must be panels of that certificate and not already sold (Q10).
4. Quantity: it must equal the number of panel numbers you typed.

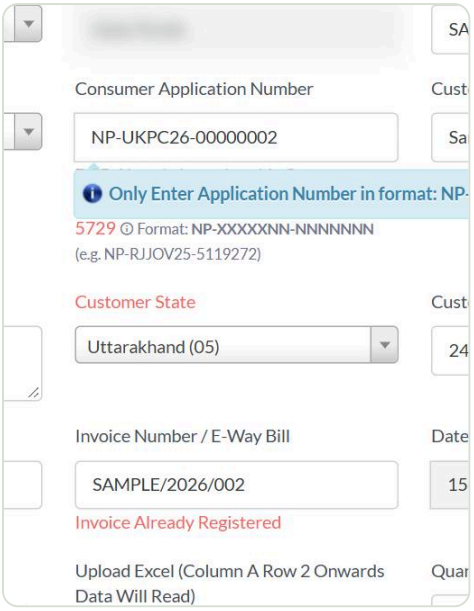
**Still stuck? Raise a ticket** - Category: `Cannot create DCR Certificate`
Write: The error message exactly as shown, and a screenshot.

### Q13 The portal shows an error while I press Confirm. What does it mean?

QUICK ANSWER

**Each message points to one field. This table tells what to do.**

1. 'DCR Already Issued to this Consumer. Existing DCR Ref#...': that application number already has a certificate. Search the number in the B2C list (DCR > Sell (B2C - Consumer) > Search box) to find it, and edit that one.
2. 'Invoice Already Registered': the invoice number was used before. Type a new one.
3. 'Quantity entered: X, but serial numbers entered: Y': make the quantity equal to the count of numbers. Duplicate numbers are listed in the message.
4. 'Panel already added earlier': the number is twice in the list or already added: remove the repeat.
5. 'Panel has been scrapped': the panel is marked scrapped and cannot be sold.
6. Mobile number error: type exactly 10 digits, no spaces and no +91.
7. 'Required Fields Missing': Remarks and the red-marked fields are compulsory.




A reused application number and a reused invoice number are refused with these messages.

## PMSG and national portal errors

8% of tickets

These errors come from the PMSG portal. The DCR portal cannot see PMSG's own data.

## Q14 My DCR certificate still shows Un-Claimed although I used it on PMSG.

QUICK ANSWER

**The status changes to Claimed only when the certificate is submitted on the PMSG portal against the correct consumer application number.**

1. Open the certificate in DCR > Sell (B2C - Consumer) and copy its Consumer Application Number.
2. On PMSG, open that same application and submit the DCR certificate number in the Installation step.
3. If PMSG accepts it, the DCR portal shows Claimed. If the numbers differ, correct the application number in Edit (Q4) and submit again.

**Still stuck? Raise a ticket** - Category: `B2C Un-Claimed PMSG`
Write: Certificate number, application number and the PMSG screen.

## Q15 PMSG shows 'Certificate is created for A and not for B', error 400, 412 or 'Internal Server Error'.

QUICK ANSWER

**Nearly always the application number in the certificate is not the one PMSG expects.**

1. Compare the Consumer Application Number on the certificate with the number in the feasibility report or the PMSG application. Look for a space, a missing letter or a swapped digit.
2. Un-Claimed: Edit the certificate and correct it (Q4). Claimed: un-claim on PMSG first (Q5).
3. Check the consumer mobile number is 10 digits. A 9-digit number has caused 'Internal Server Error'.
4. Submit again on PMSG.

**Still stuck? Raise a ticket** - Category: `B2C National Portal Error 412`
Write: The exact PMSG message with a screenshot, and the application number you searched.

### Q16 PMSG says 'repeated serial number', 'duplicate serial number' or 'Panel already exists'.

QUICK ANSWER

**This check is done by PMSG, not by the DCR portal. The DCR portal does not hold PMSG's repeated-number data, so only PMSG can clear it.**

1. Call PMSG customer support on 15555 and give the application number and the repeated panel number.
2. Inside the DCR portal a panel that was already used on another certificate cannot be sold again, so a number accepted here was not used twice in DCR.
3. If PMSG tells you the number really is wrong, correct it with Edit (Un-Claimed) or after un-claiming (Q5).

**Still stuck? Raise a ticket** - Category: `B2C Claimed PMSG Repeated Number`

Write: Only if PMSG says the number is wrong: certificate number, panel number, PMSG message.

### Q17 The DISCOM rejected the application, or the consumer registered with another vendor. What now?

QUICK ANSWER

**The certificate stays; you change it. Un-claim it on PMSG, then edit the application number, consumer or panels so they can be reused.**

1. Un-claim on PMSG (Q5).
2. Edit the certificate: change the consumer details to the new application, or remove the panels to put them back in stock (Q6).
3. Make a new certificate for the new application with those panels if needed.

**Still stuck? Raise a ticket** - Category: `B2C Claimed, DISCOM Rejected / B2C Claimed DCR Created by Other Vendor`

Write: Certificate number, both application numbers and the reason.

## Company, users and logo

4% of tickets

Some changes you make yourself; the company name, PAN and type need the support team.

### Q18 How do I change my company name, GST, PAN or company type?

QUICK ANSWER

**Name, GST and company type: raise a ticket with the new document. PAN: a different PAN needs a new registration.**

1. Support Center > Submit a Support Ticket > category 'Company Profile Updating'.
2. Attach the new GST certificate (for a name or GST change) and say clearly what the new name is.
3. Wrong company type (for example you registered as a developer and do not see the DCR menu): ask for the correct type in the same ticket.
4. A different PAN cannot be edited. The support team asks for a fresh registration with the new PAN and GST.

**Still stuck? Raise a ticket** - Category: `Company Profile Updating`
Write: The new GST certificate and the exact new name.

### Q19 How do I change the address or the logo myself?

QUICK ANSWER

**Both are on the Branch page. No ticket is needed.**

1. Address: Branch > Branch list > the pencil icon on your branch > Address > Save and Return.
2. Logo: Branch > click the round picture under Company Logo > choose a JPG or PNG up to 4 MB > Save.
3. A new GST address of the company is also changed here.

### Q20 Someone else issued certificates from my login. How do I protect it?

QUICK ANSWER

**Never share the admin login. Give every employee their own user, so you can see and stop who did what.**

1. Users > open the user list and switch off anyone who should no longer have access.
2. Change your own password: left menu > Change Password.
3. Add each employee: Users > Add User. Use Is Admin only for people who may manage users and branches.
4. Raise a ticket under 'General Query' with the certificate numbers you do not recognise.

**Still stuck? Raise a ticket** - Category: `General Query`
Write: The certificate numbers you do not recognise and the dates.

## Warranty, lists and getting help

12% of tickets

Warranty, where to find a list, and how to write a ticket that is solved in one reply.

## Q21 Where do I get the warranty certificate for my customer?

QUICK ANSWER

**The manufacturer updates warranty details on its own portal. You cannot create them.**

1. Ask the manufacturer or supplier to update the warranty details for your panels.
2. Once they update it, the warranty details show on the portal and go with the DCR certificate: DCR > Warranty Certificate.

**Still stuck? Raise a ticket** - Category: `Warranty Certificate`
Write: Only if the manufacturer says it is already updated: certificate number.

## Q22 Where is the list of certificates I claimed from my supplier?

QUICK ANSWER

**DCR > Claimed. Certificates waiting for you are in DCR > Unclaimed.**

1. Claimed: certificates you have already claimed. Use the search box and the filters in the header row.
2. Unclaimed: certificates sent to you that you have not claimed yet. Claim them to get stock.
3. Your sales are in DCR > Sell (B2B - Vendor) and Sell (B2C - Consumer).

## Q23 How do I write a support ticket that gets solved quickly?

QUICK ANSWER

**Pick the right category, write the details in the first message, and answer the reply. Tickets with no answer from you are closed.**

1. Support Center > Submit a Support Ticket. Choose the Support Category that matches (the table below).
2. Write: what you want done, the DCR certificate number, the consumer application number, the panel numbers, and the exact error text.
3. Attach a screenshot of the error, and of the PMSG screen if it is a PMSG problem.
4. Do not send a blank ticket. The support team will ask you for a summary first, and that costs a day.
5. In a hurry? Call the DCR support number 7041452290 (Monday to Saturday, 9:30 AM to 7:00 PM) and keep the certificate number ready.

**Remember:** Support email: support@dcrverificationportal.com

# Which category to choose for a ticket

| Problem | Support Category |
|---|---|

| | |
|---|---|
| Add panels to a claimed certificate | `B2C Claimed Add Panels` |
| Remove panels from a claimed certificate | `B2C Claimed Remove Panel` |
| Change panels of a claimed certificate | `B2C Claimed Update Panels` |
| Change consumer name, mobile or application number | `B2C Claimed Update Consumer Details` |
| Return or cancel a B2C certificate | `Cerificate Return/Cancel B2C` |
| Return or cancel a B2B certificate | `Cerificate Return/Cancel B2B` |
| Customer denied installation | `B2C Claimed Customer Denied Installation` |
| DISCOM rejected the application | `B2C Claimed, DISCOM Rejected` |
| Certificate created by another vendor | `B2C Claimed DCR Created by Other Vendor` |
| PMSG says repeated or duplicate serial number | `B2C Claimed PMSG Repeated Number` |
| PMSG error 400 or 412 | `B2C National Portal Error 412` |
| Status Un-Claimed although used on PMSG | `B2C Un-Claimed PMSG` |
| Cannot create a certificate | `Cannot create DCR Certificate` |
| Item Type not shown | `Item Type Not Visible` |
| Panel not in stock | `Panel Serial Number Not In Stock` |
| Change company name, GST or type | `Company Profile Updating` |
| Warranty certificate | `Warranty Certificate` |
| Anything else | `General Query / Others` |

Need help? DCR support 7041452290 (Mon-Sat, 9:30 AM - 7:00 PM) | support@dcrverificationportal.com | PMSG customer support 15555