

From: **Santosh Rajkumar Haranashe** <Santosh.Rajkumar@posiflexindia.com>  
To: **Goa IT** <goa.it@travelfoodservices.com>; **Posiflex Care1** <Posiflexcare1@posiflexindia.com>; **Syed Chand Basha** <chand@posiflexindia.com>  
CC: **Santosh Yadav** <santosh.yadav@travelfoodservices.com>; **Pooja P** <Posiflexcare7@posiflexindia.com>; **Rajeshwari J** <Posiflexcare2@posiflexindia.com>; **Kamalaksha P** <Kamalaksha.P@posiflexindia.com>; **Manish Sharma** <manish@posiflexindia.com>; **Pradeep G Patole** <pradeep@posiflexindia.com>; **Elangovan K** <elangovan.k@posiflexindia.com>; **Madhuri Sunil Ghuge** <Madhuri.Ghuge@posiflexindia.com>  
Subject: RE: Travel Food Services Private Limited - Screen touch issue - Goa - PCID240557909 / PCID240557910 / PCID240557911 / PCID240557912  
Date: 10.05.2024 05:52:53 (+02:00)  
Attachments: PI - Travel Food Services Private Limited.pdf (2 pages)

**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Dear @Goa IT,

Please find the attached PI and confirm for the same.

**1800 103 1245** | **Santosh Rajkumar Haranashe**  
Service Coordinator  
(M) 7900139713, (T) 022 42290943

**From:** Goa IT <goa.it@travelfoodservices.com>  
**Sent:** Friday, May 10, 2024 10:35 AM  
**To:** Posiflex Care1 <Posiflexcare1@posiflexindia.com>; Syed Chand Basha <chand@posiflexindia.com>  
**Cc:** Santosh Yadav <santosh.yadav@travelfoodservices.com>; Pooja P <Posiflexcare7@posiflexindia.com>; Rajeshwari J <Posiflexcare2@posiflexindia.com>; Kamalaksha P <Kamalaksha.P@posiflexindia.com>; Manish Sharma <manish@posiflexindia.com>; Pradeep G Patole <pradeep@posiflexindia.com>; Elangovan K <elangovan.k@posiflexindia.com>; Madhuri Sunil Ghuge <Madhuri.Ghuge@posiflexindia.com>; Santosh Rajkumar Haranashe <Santosh.Rajkumar@posiflexindia.com>  
**Subject:** Re: Travel Food Services Private Limited - Screen touch issue - Goa - PCID240557909 / PCID240557910 / PCID240557911 / PCID240557912

Dear Team,

Please send bill invoice in proper pdf format

Regards,  
Nagaraj Talwar

Get [Outlook for Android](#)

**From:** Posiflex Care1 <Posiflexcare1@posiflexindia.com>  
**Sent:** Thursday, May 9, 2024 5:34:28 PM  
**To:** Syed Chand Basha <chand@posiflexindia.com>; Goa IT <goa.it@travelfoodservices.com>  
**Cc:** Santosh Yadav <santosh.yadav@travelfoodservices.com>; Pooja P <Posiflexcare7@posiflexindia.com>; Rajeshwari J <Posiflexcare2@posiflexindia.com>; Kamalaksha P <Kamalaksha.P@posiflexindia.com>; Manish Sharma <manish@posiflexindia.com>; Pradeep G Patole <pradeep@posiflexindia.com>; Elangovan K <elangovan.k@posiflexindia.com>; Madhuri Sunil Ghuge <Madhuri.Ghuge@posiflexindia.com>; Santosh Rajkumar Haranashe <Santosh.Rajkumar@posiflexindia.com>  
**Subject:** RE: Travel Food Services Private Limited - Screen touch issue - Goa - PCID240557909 / PCID240557910 / PCID240557911 / PCID240557912

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Dear Nagaraj,

Please make the service charges payment.

**POSIFLEX** | **Rajeshwari J**  
Service Toll Free | Customer Support Executive  
**1800 103 1245** | (M) 8296937444, (T) 080 40782700

**From:** Posiflex Care1  
**Sent:** 08 May 2024 17:39  
**To:** Syed Chand Basha <chand@posiflexindia.com>; 'Goa IT' <goa.it@travelfoodservices.com>  
**Cc:** 'Santosh Yadav' <santosh.yadav@travelfoodservices.com>; Pooja P <Posiflexcare7@posiflexindia.com>; Rajeshwari J <Posiflexcare2@posiflexindia.com>; Kamalaksha P <Kamalaksha.P@posiflexindia.com>; Manish Sharma <manish@posiflexindia.com>; Pradeep G Patole <pradeep@posiflexindia.com>; Elangovan K <elangovan.k@posiflexindia.com>; Madhuri Sunil Ghuge <Madhuri.Ghuge@posiflexindia.com>; Santosh Rajkumar Haranashe <Santosh.Rajkumar@posiflexindia.com>  
**Subject:** RE: Travel Food Services Private Limited - Screen touch issue - Goa - PCID240557909 / PCID240557910 / PCID240557911 / PCID240557912

Dear Nagaraj,

Please make the service charges payment to align engineer.

**POSIFLEX** | **Rajeshwari J**  
Service Toll Free | Customer Support Executive  
**1800 103 1245** | (M) 8296937444, (T) 080 40782700

**From:** Posiflex Care1  
**Sent:** 07 May 2024 16:35  
**To:** Syed Chand Basha <[chand@posiflexindia.com](mailto:chand@posiflexindia.com)>; Goa IT <[goa.it@travelfoodservices.com](mailto:goa.it@travelfoodservices.com)>  
**Cc:** Santosh Yadav <[santosh.yadav@travelfoodservices.com](mailto:santosh.yadav@travelfoodservices.com)>; Pooja P <[Posiflexcare7@posiflexindia.com](mailto:Posiflexcare7@posiflexindia.com)>; Rajeshwari J <[Posiflexcare2@posiflexindia.com](mailto:Posiflexcare2@posiflexindia.com)>; Kamalaksha P <[Kamalaksha.P@posiflexindia.com](mailto:Kamalaksha.P@posiflexindia.com)>; Manish Sharma <[manish@posiflexindia.com](mailto:manish@posiflexindia.com)>; Pradeep G Patole <[pradeep@posiflexindia.com](mailto:pradeep@posiflexindia.com)>; Elangovan K <[elangovan.k@posiflexindia.com](mailto:elangovan.k@posiflexindia.com)>; Madhuri Sunil Ghuge <[Madhuri.Ghuge@posiflexindia.com](mailto:Madhuri.Ghuge@posiflexindia.com)>; Santosh Rajkumar Haranashe <[Santosh.Rajkumar@posiflexindia.com](mailto:Santosh.Rajkumar@posiflexindia.com)>  
**Subject:** RE: Travel Food Services Private Limited - Screen touch issue - Goa - PCID240557909 / PCID240557910 / PCID240557911 / PCID240557912

Dear Nagaraj,

Please make the service charges payment to align engineer.



Service Toll Free  
1800 103 1245

**Rajeshwari J**  
Customer Support Executive  
(M) 8296937444, (T) 080 40782700

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**From:** Posiflex Care1  
**Sent:** 06 May 2024 15:33  
**To:** Syed Chand Basha <[chand@posiflexindia.com](mailto:chand@posiflexindia.com)>; Goa IT <[goa.it@travelfoodservices.com](mailto:goa.it@travelfoodservices.com)>  
**Cc:** Santosh Yadav <[santosh.yadav@travelfoodservices.com](mailto:santosh.yadav@travelfoodservices.com)>; Pooja P <[Posiflexcare7@posiflexindia.com](mailto:Posiflexcare7@posiflexindia.com)>; Rajeshwari J <[Posiflexcare2@posiflexindia.com](mailto:Posiflexcare2@posiflexindia.com)>; Kamalaksha P <[Kamalaksha.P@posiflexindia.com](mailto:Kamalaksha.P@posiflexindia.com)>; Manish Sharma <[manish@posiflexindia.com](mailto:manish@posiflexindia.com)>; Pradeep G Patole <[pradeep@posiflexindia.com](mailto:pradeep@posiflexindia.com)>; Elangovan K <[elangovan.k@posiflexindia.com](mailto:elangovan.k@posiflexindia.com)>; Madhuri Sunil Ghuge <[Madhuri.Ghuge@posiflexindia.com](mailto:Madhuri.Ghuge@posiflexindia.com)>; Santosh Rajkumar Haranashe <[Santosh.Rajkumar@posiflexindia.com](mailto:Santosh.Rajkumar@posiflexindia.com)>  
**Subject:** RE: Travel Food Services Private Limited - Screen touch issue - Goa - PCID240557909 / PCID240557910 / PCID240557911 / PCID240557912

Dear Nagaraj,

Please make the service charges payment to align engineer.



Service Toll Free  
1800 103 1245

**Rajeshwari J**  
Customer Support Executive  
(M) 8296937444, (T) 080 40782700

---

**From:** Syed Chand Basha <[chand@posiflexindia.com](mailto:chand@posiflexindia.com)>  
**Sent:** 03 May 2024 15:06  
**To:** Goa IT <[goa.it@travelfoodservices.com](mailto:goa.it@travelfoodservices.com)>  
**Cc:** Santosh Yadav <[santosh.yadav@travelfoodservices.com](mailto:santosh.yadav@travelfoodservices.com)>; Pooja P <[Posiflexcare7@posiflexindia.com](mailto:Posiflexcare7@posiflexindia.com)>; Posiflex Care1 <[Posiflexcare1@posiflexindia.com](mailto:Posiflexcare1@posiflexindia.com)>; Rajeshwari J <[Posiflexcare2@posiflexindia.com](mailto:Posiflexcare2@posiflexindia.com)>; Kamalaksha P <[Kamalaksha.P@posiflexindia.com](mailto:Kamalaksha.P@posiflexindia.com)>; Manish Sharma <[manish@posiflexindia.com](mailto:manish@posiflexindia.com)>; Pradeep G Patole <[pradeep@posiflexindia.com](mailto:pradeep@posiflexindia.com)>; Elangovan K <[elangovan.k@posiflexindia.com](mailto:elangovan.k@posiflexindia.com)>; Madhuri Sunil Ghuge <[Madhuri.Ghuge@posiflexindia.com](mailto:Madhuri.Ghuge@posiflexindia.com)>; Santosh Rajkumar Haranashe <[Santosh.Rajkumar@posiflexindia.com](mailto:Santosh.Rajkumar@posiflexindia.com)>  
**Subject:** RE: Travel Food Services Private Limited - Screen touch issue - Goa - PCID240557909 / PCID240557910 / PCID240557911 / PCID240557912

Dear Nagaraj,

As per Mr. Nagaraj touch not working taken remote connection transfer touch driver installed the same but calibration window not opening may be issue with touch panel to analyse the same. Please make the service charges payment to align engineer. **Note – Spare cost will be extra.**



Service Toll Free  
1800 103 1245

**Syed Chand Basha**  
Sr.Executive- Tech Support  
(M) 9036112346, (T) 080 40782700

---

**From:** Posiflex Service Desk <[servicedesk@posiflexindia.com](mailto:servicedesk@posiflexindia.com)>  
**Sent:** Friday, May 3, 2024 1:44 PM  
**To:** Goa IT <[goa.it@travelfoodservices.com](mailto:goa.it@travelfoodservices.com)>  
**Cc:** Santosh Yadav <[santosh.yadav@travelfoodservices.com](mailto:santosh.yadav@travelfoodservices.com)>; Pooja P <[Posiflexcare7@posiflexindia.com](mailto:Posiflexcare7@posiflexindia.com)>; Posiflex Care1 <[Posiflexcare1@posiflexindia.com](mailto:Posiflexcare1@posiflexindia.com)>; Rajeshwari J <[Posiflexcare2@posiflexindia.com](mailto:Posiflexcare2@posiflexindia.com)>; Kamalaksha P <[Kamalaksha.P@posiflexindia.com](mailto:Kamalaksha.P@posiflexindia.com)>; Manish Sharma <[manish@posiflexindia.com](mailto:manish@posiflexindia.com)>; Pradeep G Patole <[pradeep@posiflexindia.com](mailto:pradeep@posiflexindia.com)>; Syed Chand Basha <[chand@posiflexindia.com](mailto:chand@posiflexindia.com)>; Elangovan K <[elangovan.k@posiflexindia.com](mailto:elangovan.k@posiflexindia.com)>; Madhuri Sunil Ghuge <[Madhuri.Ghuge@posiflexindia.com](mailto:Madhuri.Ghuge@posiflexindia.com)>; Santosh Rajkumar Haranashe <[Santosh.Rajkumar@posiflexindia.com](mailto:Santosh.Rajkumar@posiflexindia.com)>  
**Subject:** RE: Travel Food Services Private Limited - Screen touch issue - Goa - PCID240557909 / PCID240557910 / PCID240557911 / PCID240557912

Dear Nagaraj,

Warm greetings from Posiflex!

We regret to inform you that the provided serial number is currently not covered under warranty. if you require any necessary service, it will be on a chargeable basis.

If, by any chance, you have acquired a special warranty pack, we kindly request you to share the purchase invoice copy with us for re-verification of the warranty details.

To offer immediate support, we have initiated a call registration with the reference number mentioned below. Our dedicated team is ready to provide telephonic assistance. In the event that the issue persists, and upon your confirmation, we will proceed with arranging an engineer for an on-site visit. Kindly confirm the applicable service charges.

Dear Online support team,  
Please find below details and do the needful.

Below are the service charges:

Call id	Model	SL no	Description	HSN Code	Unit Price	Qty	Sub Total	GST	Tax Amount	Line Total
PCID240557909	XT-4215E	XTI52316	Service Charges	998713	1500	4	6000	18%	1080	7080
PCID240557910		XTI43862								
PCID240557911		XTI80653								
PCID240557912		XTI43825								

Additionally, please note that if any spare parts are required to resolve the issue, spare charges will be applied separately as applicable.

We genuinely appreciate your understanding in this matter and remain at your service for any further assistance.

Please share the billing/shipping address with GST#.

Payment Term: - 100% in advance.

Bank Details

Bank Name	Citi Bank, N.A.
Bank Branch	M.G. Road
Bank A/c	0713403008
A/c Name	Posiflex Technology India Pvt Ltd.,
A/c Type	CC A/c
Bank Address	M.G. Road, Bangalore – 560001
Type of A/c	Cash Credit
MICR No.	560037002
IFSC Code	CITI0000004

1800 103 1245 | Namratha N  
Service coordinator  
(M) 9880042706, (T) 080 40782700

**From:** Goa IT <[goa.it@travelfoodservices.com](mailto:goa.it@travelfoodservices.com)>  
**Sent:** 03 May 2024 13:00  
**To:** Posiflex Service Desk <[servicedesk@posiflexindia.com](mailto:servicedesk@posiflexindia.com)>  
**Cc:** Santosh Yadav <[santosh.yadav@travelfoodservices.com](mailto:santosh.yadav@travelfoodservices.com)>; Pooja P <[Posiflexcare7@posiflexindia.com](mailto:Posiflexcare7@posiflexindia.com)>; Posiflex Care1 <[Posiflexcare1@posiflexindia.com](mailto:Posiflexcare1@posiflexindia.com)>; Rajeshwari J <[Posiflexcare2@posiflexindia.com](mailto:Posiflexcare2@posiflexindia.com)>  
**Subject:** RE: Screen touch issue

Dear Team,

As requested address is given below

Nagaraj Talwar(IT Dept)  
Travel Food services pvt ltd  
Goa Dabolim International Aiport  
Airport road Dabolim vasco da gama  
South goa – 403801  
Mobile:8147717094/8657505205

Thanks and Regards,

**Nagaraj Talwar**  
Travel Food Services Pvt. Ltd.  
Goa International Airport,  
Mobile: +8147717094 / 8657505205  
Website: [www.travelfoodservices.com](http://www.travelfoodservices.com)  
[www.k-hospitality.com](http://www.k-hospitality.com)



**From:** Posiflex Service Desk <[servicedesk@posiflexindia.com](mailto:servicedesk@posiflexindia.com)>  
**Sent:** 03-05-2024 9:54 AM  
**To:** Goa IT <[goa.it@travelfoodservices.com](mailto:goa.it@travelfoodservices.com)>  
**Cc:** Santosh Yadav <[santosh.yadav@travelfoodservices.com](mailto:santosh.yadav@travelfoodservices.com)>; Pooja P <[Posiflexcare7@posiflexindia.com](mailto:Posiflexcare7@posiflexindia.com)>; Posiflex Care1 <[Posiflexcare1@posiflexindia.com](mailto:Posiflexcare1@posiflexindia.com)>; Rajeshwari J <[Posiflexcare2@posiflexindia.com](mailto:Posiflexcare2@posiflexindia.com)>  
**Subject:** RE: Screen touch issue

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Dear Sir,

Kindly share us the complete address with pin code.

1800 103 1245 | Namratha N  
Service coordinator  
(M) 9880042706, (T) 080 40782700

**From:** Goa IT <[goa.it@travelfoodservices.com](mailto:goa.it@travelfoodservices.com)>

**Sent:** 02 May 2024 19:35

**To:** Posiflex Service Desk <[servicedesk@posiflexindia.com](mailto:servicedesk@posiflexindia.com)>

**Cc:** Syed Chand Basha <[chand@posiflexindia.com](mailto:chand@posiflexindia.com)>; Madhuri Sunil Ghuge <[Madhuri.Ghughe@posiflexindia.com](mailto:Madhuri.Ghughe@posiflexindia.com)>; Santosh Yadav <[santosh.yadav@travelfoodservices.com](mailto:santosh.yadav@travelfoodservices.com)>; Syed Chand Basha <[chand@posiflexindia.com](mailto:chand@posiflexindia.com)>

**Subject:** Screen touch issue

Dear Team,

The below mention pos machines having a touch issue unable to use the touch screen please need your support here to get the issue resolved asap..

SL NO	MAKE	MODEL NO	SERIAL NUMBER
1	POSIFLEX	XT 4215	XTI52316
2	POSIFLEX	XT 4215	XTI43862
3	POSIFLEX	XT 4215	XTI80653
4	POSIFLEX	XT 4215	XTI43825

Thanks and Regards,

**Nagaraj Talwar**

Travel Food Services Pvt. Ltd.

Goa International Airport,

Mobile: +8147717094 / 8657505205

Website: [www.travelfoodservices.com](http://www.travelfoodservices.com)

[www.k-hospitality.com](http://www.k-hospitality.com)



Creating memories and inspiring happiness through food, since 1972





## Travel Food Services Private Limited

Posiflex Technology (India) Pvt Ltd,

#7/3, 3rd Floor, Jeet Dynasty

Swamy Vivekananda Road,

Nagavarapalya, Bengaluru-560093

Ph: +91 80 40782700

email: sales@posiflexindia.com

Karnataka

29AACCP3181C1ZL

Mr.

Ph

### Quotation

Quote #

1

From Sales Manager Name

Manish Sharma

Date

10-May-24

Executive MBL #

7900139713

Rev Date

S.no

Model/Part #

HSN CODE

Description

Price

Qty

GST Ta

Amount

Rs.

Rs.

1

XT-4215E

998713

Service Charges - XT152316 -  
XT143862 - XT180653 - XT143825

₹ 1,500

4

18%

₹ 7,080

₹ 6,000

Supply Terms:

Total

₹ 7,080.00

Delivery

7 to 9 working days from the date of order confirmation

Payment Terms

30 Days

Sales tax

As mentioned above

Warranty

3 Month

Remarks

Executive Name: Santosh RH

