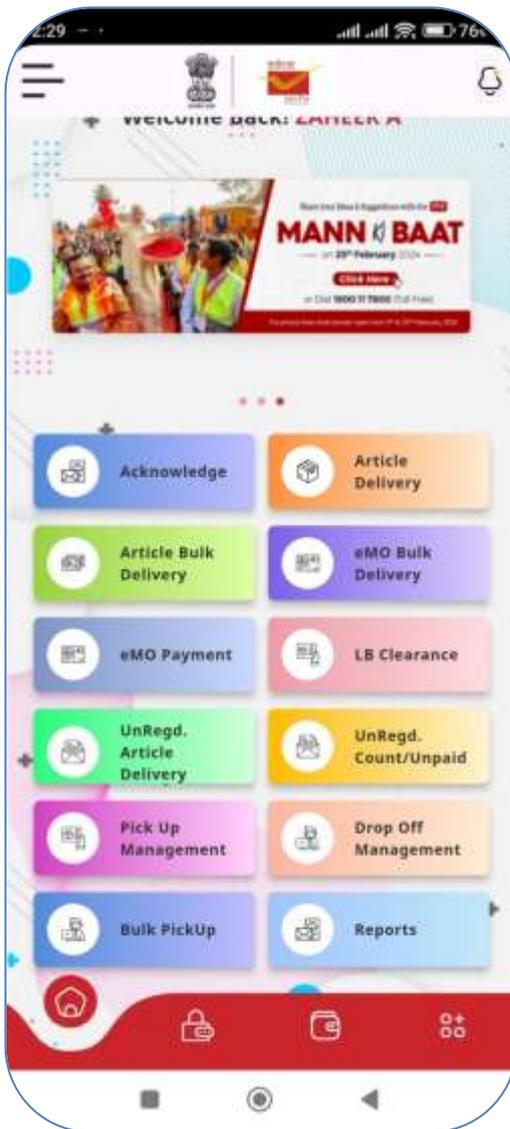




## 8 Door Step Services

**Door Step Services** Mobile Application guide mainly focuses on the common functionality of **Delivery work**. As an alternative of **PDMS Desktop application**, mobile application is also made available. User needs to **login** to **DSS** mobile application and can complete the **Delivery work**. This part elaborates the **unique functionalities DSS Mobile Application**.



- ❖ Acknowledge
- ❖ Article Delivery
- ❖ Article Bulk Delivery
- ❖ Emo Bulk Delivery
- ❖ eMO Payment
- ❖ LB Clearance
- ❖ UnRegd. Article Delivery
- ❖ UnRegd.Count/Unpaid
- ❖ Pickup Management
- ❖ Drop off Management
- ❖ Bulk Pickup
- ❖ Reports



## 8.1 Acknowledge



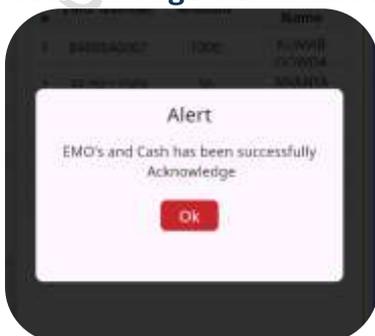
In the **Acknowledgement** screen summary of invoiced all kind of articles and eMOs for delivery in the beat are displayed. Details can be viewed by selecting each kind of articles.

### 8.1.1 Acknowledge Details Screen



On selecting the **article**, details of the **invoiced articles** will be displayed i.e. **Article Number, COD Amount, VPP Amount and VPP Commission**. After detail checking the articles and other details, delivery staff can acknowledge the articles by selecting the **Acknowledge** button.

### Acknowledge Confirmation Screen



The articles acknowledgement **confirmation** message will be displayed.

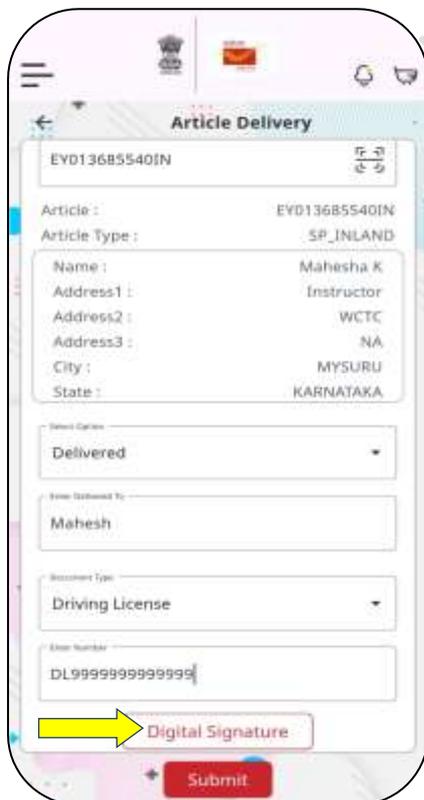


## 8.2 Article Delivery Screen



In **Article Delivery** option, each and every article received for delivery in the beat will be displayed along with receiver's information. Also an option for scanning the articles which are not auto fetched is given on the top of the screen. In that option article's number can be enter by typing or by scanning the article barcode available on the article.

### 8.2.1 Article Delivered Screen



Delivery staff will select the article for delivery. **Article number, type of article, address of the receiver and amount to be collected** if any will be displayed on the screen along with options for updating delivery status as **Delivered** or **Not Delivered**. On selecting the delivered option, input field will be appeared for entering the receiver's name, also type of document collected if any and its number will be displayed. An option for taking Digital Signature also displayed in the bottom of the screen.



### 8.2.2 Article Delivered with Cash and QR payment screen



If any COD articles are available for delivery, two options will be displayed i.e **Cash payment** and **Digital QR**. If cash collected physically enter the cash or if a receiver paid the amount by scanning QR code after collecting the correct amount, complete the process by selecting **Confirm** option. After completion of payment a success message will display on the screen.

### 8.2.3 Article Delivered with Digital Signature Screen



In the **Digital Signature** screen, receiver can sign on the mobile screen. After getting signature delivery staff can complete the process by using **OK** option.

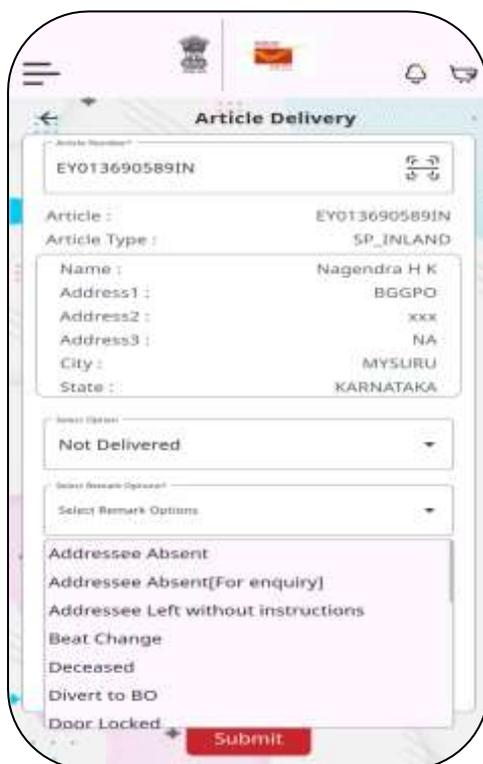


### 8.2.4 Article Delivered Confirmation Screen



A **success message** will display after successful completion of the article delivery process.

### 8.2.5 Article Not Delivered Screen



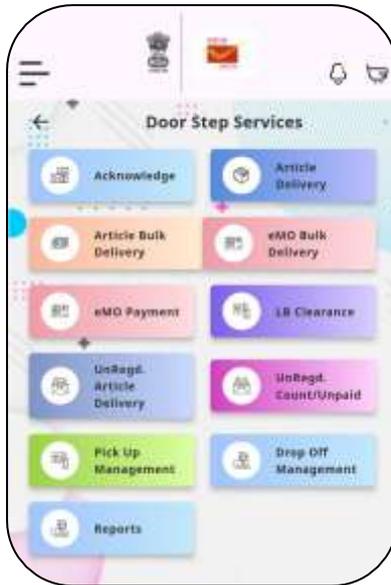
If the article is undelivered the delivery staff will select as **Not Delivered**. On selecting the Undelivered option delivery staff has to select the reasons for undelivered from **Select Remarks Option** dropdown. The remarks available and on selecting it remarks description will get auto update. Available remarks for not delivered are Addressee Absent, Addressee Absent [For Enquiry], Addressee Left without instructions, Beat Change, Deceased, Divert to BO, Door Locked, Insufficient Address, Intimation Delivered, Local Holiday, Mis-sent, No such person in the address, On Addressee Instructions, Payment of charges, Poste Restante, Prohibited Article or Leaky Contents, Recalled, Redirection, Refused and Unclaimed.



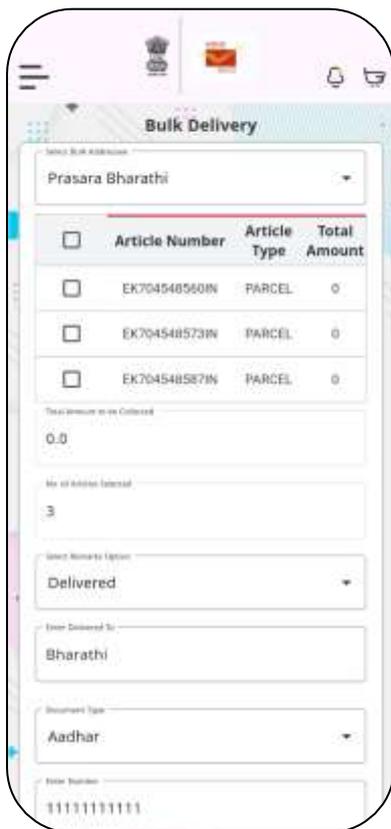
Delivery staff can select the suitable remarks and if the article is redirecting or returning to the sender, a popup window will open to update the PIN CODE. Enter the appropriate PIN CODE and click on **OK** button. Then click on **Submit** button. After submit an alert message will display for confirmation of not delivery.



### 8.3 Article Bulk Delivery



For bulk delivery of the articles, select **Article Bulk Delivery** option.



In the **Bulk Delivery** screen select **Bulk Addressee** option from the dropdown list. On selecting bulk addressee articles will be listed down with details, total amount to be collected. Select the articles to be delivered to bulk addressee. On selecting the articles total number of articles and total amount to be received will be fetched. Select the appropriate remarks for delivery i.e. Delivered or Not Delivered from the dropdown option. On selecting Delivered option, enter name of the receiver, document type received i.e. Aadhaar Card or PAN card or Driving License from the receiver and enter the document number.



Take a digital signature of the receiver using **Digital Signature** option and click on **OK** button.

After taking digital signature click on **Submit** button.



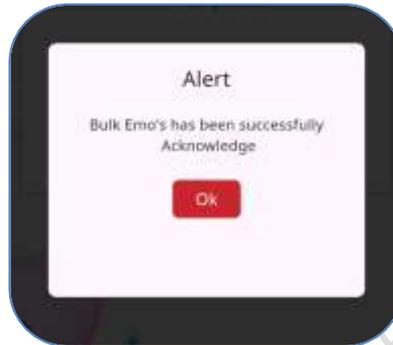
On clicking **Submit** button, a message will be displayed that **Article has been successfully Delivered**. Click on **Ok** to complete the process.



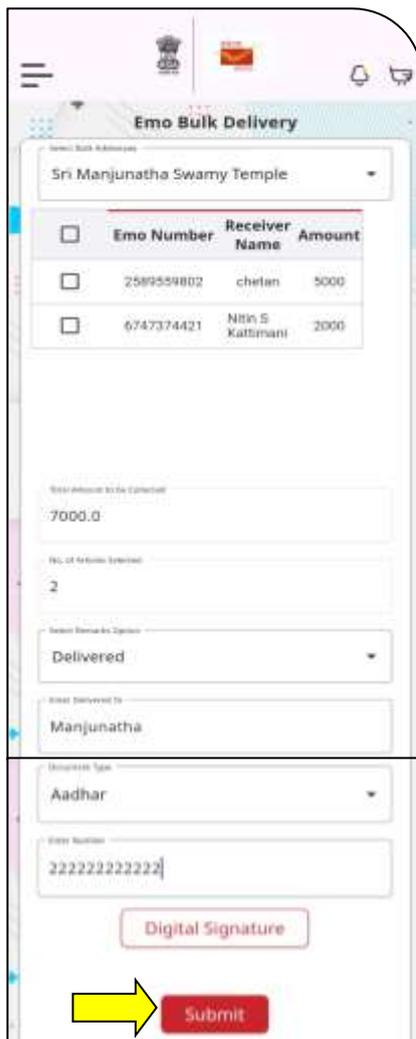
### 8.4 eMO Bulk Payment



Invoiced eMOs for bulk delivery will be displayed on bottom side of the screen. To acknowledge the eM click on **View** button.



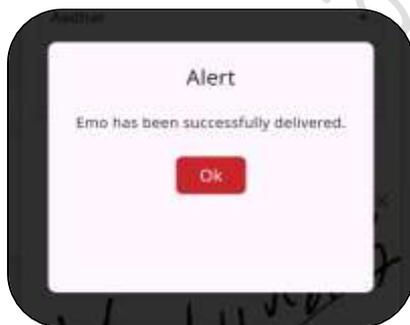
After selecting the article click on Acknowledge button. A success message will be displayed that **Bulk Emo's has been successfully Acknowledge**. Click on button to complete acknowledge process.



For eMO payment to bulk payee select **eMO Bulk Delivery** option from the home screen. On selecting **eMO Bulk Delivery** option, select the appropriate bulk addressee from the drop down option. On selecting the bulk addressee all eMO will be listed along with other details. Select the appropriate remarks for delivery i.e. Delivered or Not Delivered from the dropdown option. On selecting Delivered option, enter name of the receiver, document type received i.e. Aadhaar Card or PAN card or Driving License from the receiver and enter the document number.



Delivery staff will obtain the **digital signature** of the receiver and click on **Submit** button to complete the bulk delivery of eMOs.



A message will be displayed on **completion** of successful bulk delivery of eMO.



### 8.5 EMO Payment



After acknowledging the receipt of eMO and cash, delivery staff will select **eMO Payment** option in the **Door Step Services** screen for making payment of eMO.



On selecting **EMO Delivery** option, a list of eMOs along with name and address of the receiver will be available for delivery. Also input box for entering or scanning the eMO number will be available on the top side of the screen for entering the eMOs which are not auto fetched. Select the eMO for payment.



Emo Number: 5131887748

Amount to be Paid : 400

Name : babu

Address1 : avenue 21

Address2 : sumit city

Address3 : ghziabad

Select Delivery Station: Delivered

Enter Delivered to: Babu

Document Type: Aadhar

Enter Number

Digital Signature

Submit

On selecting the **eMO** for delivery, remarks dropdown option will be displayed for updating the status as **Delivered** or **Not Delivered**. If the delivery staff select as **Delivered**, he has to enter the name of a person who receive the eMO and to select the document type & document number collected from the receiver.

Digital Signature

Babu

Ok

**Digital signature** option given for taking the receiver's signature.

Alert

Emo Returns Taken Successfully

Ok

After successful delivery of eMO a message will be displayed as **“Emo has been successfully delivered”**.



### 8.6 Non delivery of EMO Payment



If eMO is not delivered remarks should be selected as **Not Delivered** from the dropdown option. On selecting **Not Delivered** option, reason for non-delivery should be selected from the **Select Remarks Option** dropdown field. Reasons for non-delivery will be available as mentioned in the non-delivery details of the articles and same procedure will be followed for eMO also.

### 8.7 LB Clearance



This option helps BPM/ABPM to **scan** and **clear** the letter box.



After scanning he needs to enter the number of **ordinary articles** found in the letter box and click on **submit**.



### 8.8 Unregistered Articles Delivery

Option used to deliver the ordinary Articles with barcode.



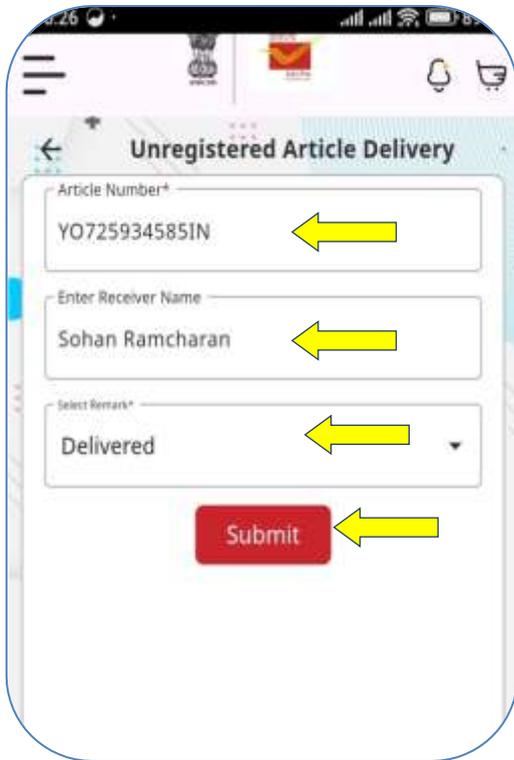
Click on **Unregd. Article Delivery** option



Invoiced Unregistered Articles will appear as shown, click on **individual Article** to dispose the Article.



### 8.8.1 Delivery of Unregistered Article.

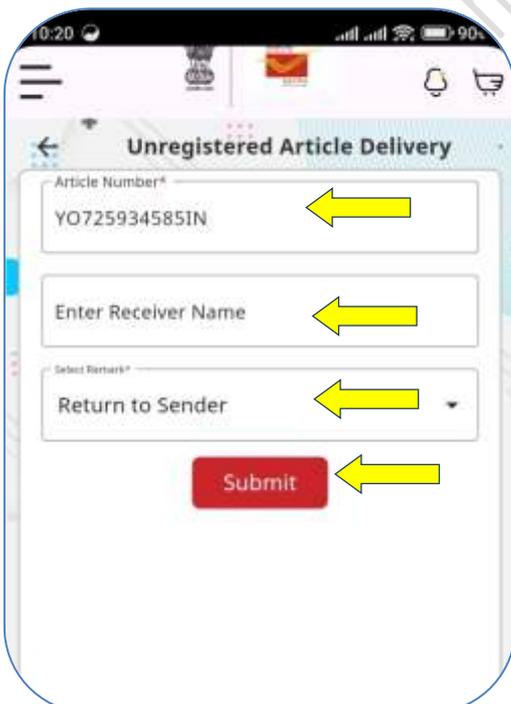


Select the Individual Article, **Enter Receiver Name**, and **Select Remarks as Delivered**, then Click on **Submit** button.



On clicking submit button a Success message will appear as shown.

### 8.8.2 Non-Delivery of Unregistered Articles.



Select the **Individual Article**, Select **remarks** as Either **Return to sender** or **Redirected** as per requirement then click on **Submit** button.



On clicking submit button a Success message will appear as shown.



### 8.9 Unregistered count Unpaid.

Option is used to account the number of unregistered articles delivered, and to account the collected unpaid amount on unregistered Articles.



Click on **Unregd.Count/Unpaid** option.



Screen will show the Acknowledged ordinary articles and unpaid amount, if any.

Enter the **Number of Articles delivered, total postage amount collected, number of Articles Dispatched and Amount of postage due on dispatched articles.**

Then click on **Submit** button.



A Success message will appear as shown.

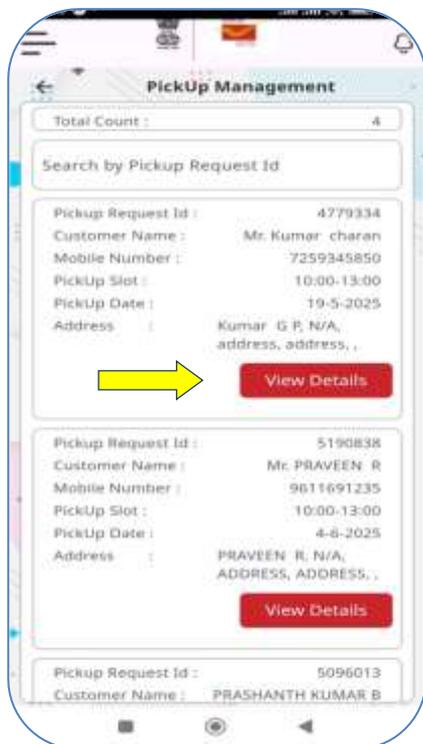


### 8.10 Pickup Management

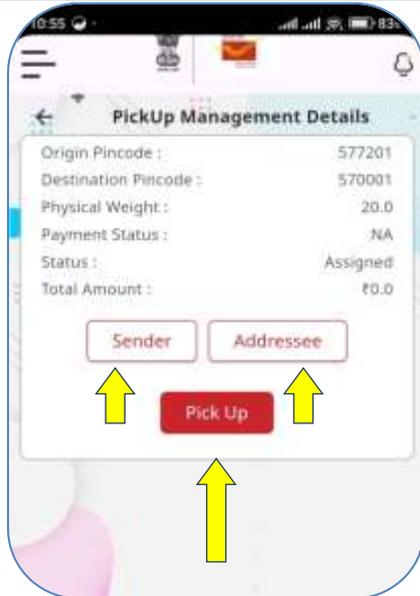
Pickup management option is used to pick up the Articles from door step of the customers for induction purpose.



Click on **Pickup Management** option.



Pickup Management screen will open, screen contains pick up requests assigned to logged in user, click on **view details** to view the request details.



Request details screen will appear as shown, user can **view** the **Sender** and **Addressee** details by clicking on **respective icons**.



Click on **Pick up button** to process the request

A success message will appear

as shown.

### 8.11 Bulk Pickup

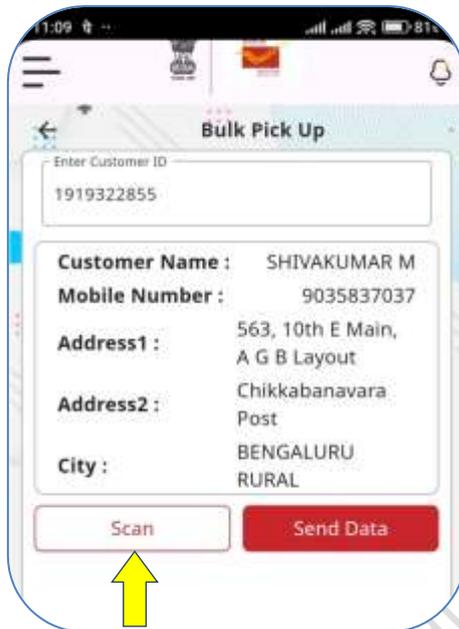
Bulk pickup option is used to Process the pickup request from Bulk customers based on customer ID.



Click on **Bulk Pickup** option.



Enter **Customer ID**



Customer Details will appear as shown, Click on **Scan button** to scan the Articles for pickup.



After scanning all the Articles **Click on Send Data** option.



A confirmation message will appear as shown , please click on **Yes** button to continue.



A success message will appear for successful processing of request. Click on **OK** button.



### 8.12 Reports



In the **Reports** option different types of reports can be generated i.e.

- ❖ **Article Reports**
- ❖ **eMO Reports**
- ❖ **LB Report**
- ❖ **Statistics**
- ❖ **Track & Trace**
- ❖ **PIN code/ PO Search**

#### 8.12.1 Article Reports



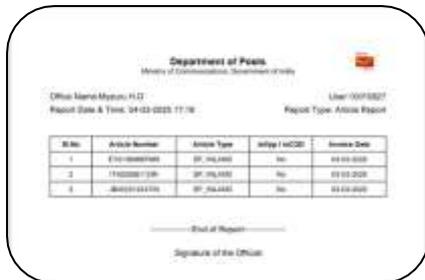
On selecting **Article Reports** option, a dropdown option will be available with two options i.e. **Remarks Given** and **Remarks Pending**.



On selecting **Remarks Given** option, delivery staff should select report date and choose **Generate** button.



Remarks given report will be generated in this format with details of Sl No, Article Number, Article Type, is VPP/COD, Remarks and Invoice Date along with office and also delivery staff details. Report will be generated in **PDF format**.



On selecting Remarks Pending option a report will be generated in PDF with details of Article Number, Article Type, isVPP/COD, Invoice Date.

### 8.12.2 eMO Reports



eMO details can be generated using **eMO Reports** option. On selecting **eMO Reports** option, a dropdown option will be available two options i.e. Remarks Given and Remarks Pending.



On selecting Remarks Given a **PDF** will be generated which contains the details like eMO Number, Receiver Name, eMO Value, Remarks and Invoiced Date.



### 8.12.3 LB Report

This report gives information about the Letter Box clearance.



**Department of Posts**  
Ministry of Communications, Government of India

Office Name: Sagar H.O User: 10298970  
Report Date & Time: 01-09-2025 14:26 Report Type: LB Clearance Report

Sl.No	Letterbox Id	Letters Count	Office Name	Location	Clearance Time
1	577401000001	8	Sagar H.O	opp Post office	05:27 PM
2	577401000002	3	Sagar H.O	opp Post office	05:27 PM
3	577401000003	8	Sagar H.O	Sagar medical	05:29 PM
4	577401000004	53	Sagar H.O	Court	05:29 PM
5	577401000005	4	Sagar H.O	OLD Busstand	05:29 PM
6	577401000006	210	Sagar H.O	KEB	05:30 PM
7	577401000008	1	Sagar H.O	Market S.O	05:30 PM
8	577401000011	3	Sagar H.O	Ambedkar circle	05:30 PM
9	577401000012	2	Sagar H.O	havyaka finance	05:31 PM
10	577401000013	4	Sagar H.O	Mother Teresa circle	05:31 PM

-----End of Report-----

Click on **LB report**, then select the **date** and click on **Generate** button, it will generate the **pdf** file containing **LB clearance report**



### 8.12.4 Statistics



In the **Reports** option, Statistics card will be available.



On clicking Statistics option two tabs will display i.e. Article Reports Count and eMO Reports Count.



On clicking **Article Reports Count** option/**eMO Reports Count** option screen will show the statistics as shown.



**8.12.5 Track & Trace**

Please refer chapter 4.7

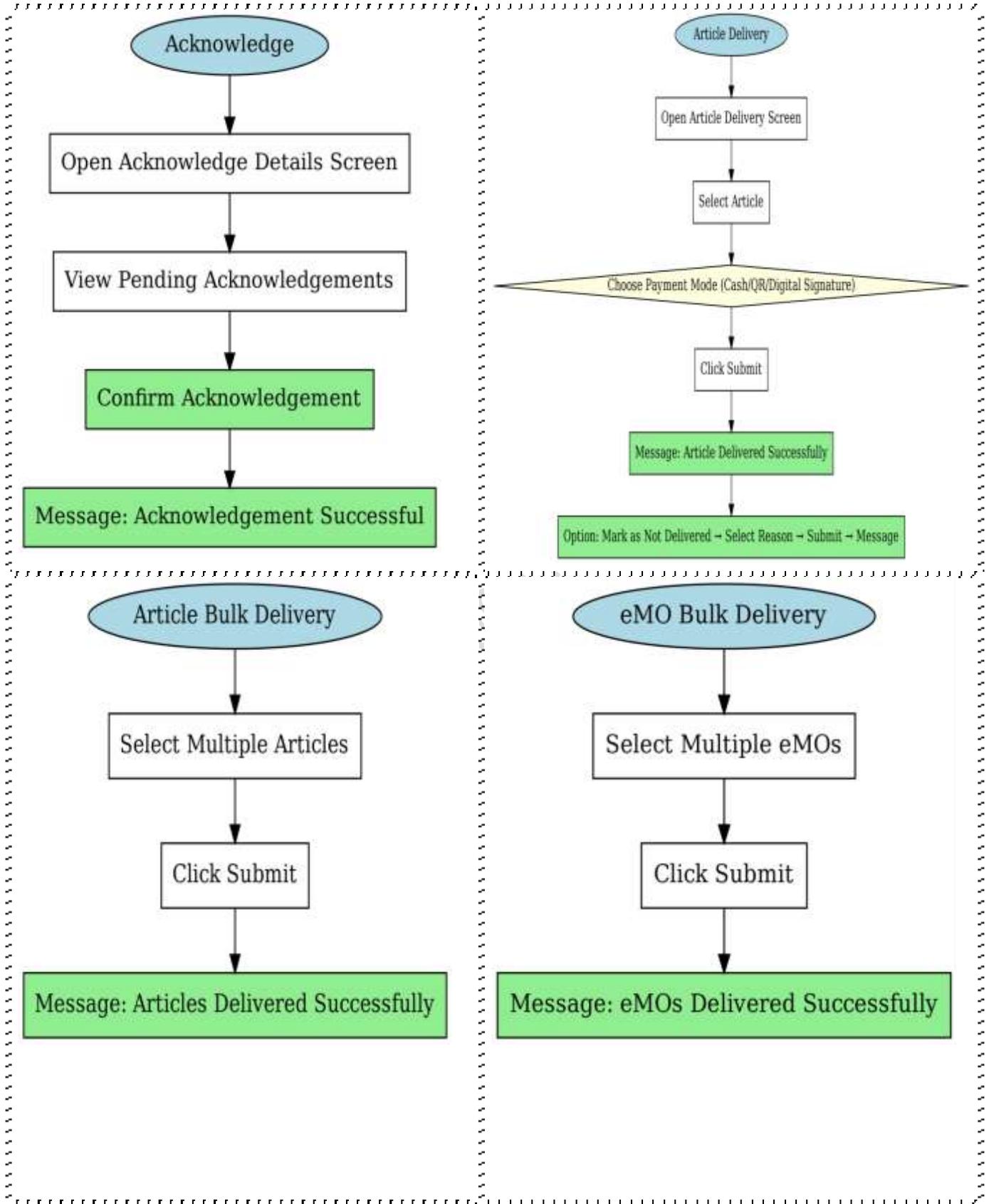
**8.12.6 PIN code/PO Search**

Please refer Chapter 4.8

CEPT Operational Guide - for Internal Use Only



8.13



Door Step Services -Flow Chart

