



Frequently Asked Questions (FAQs)

APT

FOR

Accounts Module



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DISCLAIMER:

The Operational procedure provided in this Operational Guide is just an illustration for the user for using the IT 2.0 Software in an effective manner. If the Reader is having any doubt in the department Rulings and guidelines, he/she should refer to the respective manuals and volumes only. The IT 2.0 Operational Guide should not be sighted as Rulings.



Frequently Asked Questions (FAQs) : Sub Accounts Module

Slip Generation – BO / SO

Q1. What is the purpose of BO Slip Generation?

A1. BO Slip Generation is used to close an Account Bag to a Branch Office (BO). It ensures that all cash, accountable articles, documents, and remittance details are properly recorded before dispatch.

Q2. When does the system prompt for “Start Slip Operation”?

A2. The prompt appears when the user clicks “**BO Slip Generation**” for the first time in a day. Clicking “**Start**” initializes the BO Slip operation.

Q3. Can new documents be added after the BO Slip is generated?

A3. No. Once the BO Slip is generated, no further documents or transactions can be added. The slip is considered final.

Q4. What happens if the cash bag is not closed while generating BO/SO Slip?

A4. The system will display a warning message and ask for confirmation. The Supervisor must ensure cash bag closure before confirming slip generation.

Q5. How can a user preview a BO/SO Slip before generating it?

A5. By clicking “**Preview**”, the slip will be displayed in PDF format. The user can save or print it before final generation.

Q6. What is the difference between BO Slip and SO Slip Generation?

A6. BO Slip is generated by SOs/HO for Branch Offices, while SO Slip is generated by HOs for Sub Offices. Both processes ensure closure of Account Bags with slips, but applicable at different levels.

Bag Opening (SO/BO/HO)

Q7. How is an SO Account Bag opened at HO?

A7. Use the option “**Open SO Account Bag**” under the *Accounts* card. The system lists pending bags. Select the bag and click “**Confirm & Open Account Bag.**”

Q8. What details are displayed while opening an Account Bag?

A8. Bag number, sender office, date, balance, cash bag weight (if applicable), and documents enclosed.



Q9. What action must be taken if there is a discrepancy in an Account Bag?

A9. The discrepancy must be entered in the remarks field while opening the bag. The details will flow into Error Management for review.

Q10. Can BO Bags be opened at HO directly?

A10. Yes. BO Bags sent from BOs can be opened at HO using “**Open BO Bag**” under *Accounts*.

Verification of Daily Accounts

Q11. What is the purpose of Daily Account Verification?

A11. It ensures the correctness of SO/BO daily accounts received electronically and physically before generating summaries or submitting Cash Books.

Q12. Where can a Supervisor verify BO Daily Accounts?

A12. In the *Accounts* card → “**Accounts Verification**” sub-card → “**Verify BO Daily Account.**”

Q13. What status enables the ‘View’ and ‘Verify’ buttons in verification?

A13. When electronic data is in *Received* status, the “**View**” and “**Verify**” buttons are enabled.

Q14. What happens after a BO Daily Account is verified?

A14. The “**Verify**” button changes to “**Verified.**” The system also allows tracking of excluded accounts.

Q15. Can a BO Daily Account be excluded from verification?

A15. Yes. If discrepancies are not resolved, the Supervisor can exclude a BO’s accounts temporarily using the **Exclude** option.

Q16. What are mismatch receipts and payments in Daily Accounts?

A16. These are amounts that do not match system data and require reconciliation through **Mismatch Transactions** or correction entries.

Summaries (BO / SO / HO)



Q17. When is BO Summary generated?

A17. Once all BO Daily Accounts under an SO are verified, the “**View BO Summary**” button is enabled to generate the summary in PDF format.

Q18. Who generates SO Summary?

A18. The Head Post Office generates the SO Summary after verification of all SO accounts.

Q19. Can HO Summary be generated independently?

A19. No. HO Summary generation is linked to *Cash Book Generation*. It can only be generated after Cash Book preparation.

Q20. Can summaries be re-generated after corrections?

A20. Yes. Once mismatches or errors are corrected and verification is redone, a fresh summary can be generated.

Error Management

Q21. What is Error Management in the Accounts module?

A21. It is a tool to record, monitor, and resolve discrepancies raised during verification of BO/SO accounts.

Q22. What types of errors can be managed under Error Management?

A22. Errors may include cash differences, stamp shortages/excess, IPO mismatches, or account head discrepancies.

Q23. Where can a user access Error Management?

A23. In the *Accounts* card → **Error Management** → **Manage Errors** or **Reports**.

Q24. How does Error Management assist higher offices?

A24. Errors recorded by SOs/BOs can be viewed at HOs and Circle offices for monitoring and necessary corrective action.

Excess Cash Balance (ECB)



Q25. What is ECB Review/Close?

A25. It allows Supervisors to review and close Excess Cash Balance entries submitted by subordinate offices.

Q26. How are ECB liabilities disposed?

A26. The reviewing Supervisor checks details, enters remarks, and clicks “**Add Remarks.**” The system confirms with “**ECB reviewed successfully.**”

Q27. What reports are available under ECB?

A27. ECB reports provide office-wise details of pending and disposed entries for monitoring excess cash balances.

Reports

Q28. What types of reports can be generated under Accounts?

A28. Reports include Cash in Transit, DTR, Accounting Details, ECB Report, Non-receipt of Account Bag, and BO Daily Accounts Exclusion Report.

Q29. Can reports be downloaded for offline analysis?

A29. Yes. Most reports can be downloaded in CSV, Excel, or PDF format.

Q30. What is the purpose of the BO Daily Accounts Exclusion Report?

A30. It provides details of BO accounts excluded from verification, helping Supervisors track and resolve pending cases.

Treasury Operations

Q31. What is Treasury Day End?

A31. It is the process of closing all treasury transactions for the day, consolidating cash book balances, and generating Daily Transaction Report (DTR).

Q32. What happens if there is a mismatch between TCB and DTR during Day End?

A32. The system prompts the Supervisor to enter mismatch entries to reconcile differences.

Q33. What is a Mismatch Transaction?

A33. It is an adjustment entry made when closing balances of Treasury Cash Book (TCB) and DTR do not tally.



Q34. Where can mismatch entries be recorded?

A34. In *Treasury Supervisor login* → Treasury → Tools → **Mismatch Transactions**.

Q35. What is Modify Mismatch used for?

A35. It allows correction of mismatch entries when amounts are wrongly captured as net values instead of separate receipt and payment transactions.

Q36. Can mismatch entries be reconciled later?

A36. Yes. Once entered, mismatch entries must be reconciled to the correct Account Codes in the Account Office.

Q37. What is the purpose of the Reconcile option?

A37. It allows Supervisors to classify mismatch entries into their correct Account Codes (e.g., SB Deposit, SB Withdrawal).

Q38. How does the system confirm reconciliation of a mismatch entry?

A38. Once posted, the system shows “**Data updated successfully**” and removes the entry from the pending mismatch list.

Q39. What is Revert Daily Account Verification?

A39. It is used when discrepancies in OB/CB of BO/SO Summaries or SODA affect Cash Book balances. HO can revert verified accounts for correction.

Q40. What are the three types of Daily Account Reversion?

A40. (i) Revert SO Daily Account,
(ii) Revert SO + BO Daily Accounts,
(iii) Revert BO Daily Account.

Cash Book & Cash Account

Q41. What are the prerequisites for generating Cash Book?

A41. All subordinate office daily accounts must be *Received* and *Verified* before the Cash Book can be generated.

Q42. How is Cash Book generated?

A42. In *Accounts Consolidation* → **Cash Book** → select the date → **Submit to Cash Book**.

Q43. How is Cash Book submitted to PAO?

A43. After Cash Book generation, use **Step 3: Submit Cash Book to PAO**. Confirm submission to complete the process.



Q44. What is Transfer Posting in Cash Book?

A44. It allows reclassification of entries into correct account codes by selecting transaction type (Receipt/Payment) and account details.

Q45. Can reports of transfer postings be generated?

A45. Yes. Transfer Posting reports can be generated for any given period.

Q46. What is Cash Account generation?

A46. After all Cash Books for the month are submitted, the monthly **Cash Account** can be generated and submitted to PAO.

Q47. How is Cash Account submitted?

A47. Select the month and year in *Accounts Consolidation* → **Cash Account** → **Submit Cash Account**. Confirm submission when prompted.

Miscellaneous FAQs

Q48. Can a user reprint BO/SO Slips or Account Bag labels?

A48. Yes. Slips and labels are generated in PDF and can be re-printed anytime from the saved files.

Q49. What if the bag weight entered during closure is incorrect?

A49. The Supervisor must cancel the process and re-enter the correct weight before closure.

Q50. How are discrepancies in account codes resolved?

A50. They are entered as errors or mismatch transactions, later reconciled through Error Management or Reconcile options.

Q51. Can subordinate office errors be tracked at Circle/Region level?

A51. Yes. Error Management provides consolidated reports for higher monitoring authorities.

Q52. What if BO/SO Daily Account is not received electronically?

A52. The account cannot be verified. The Supervisor must wait for data transmission or mark the account as excluded temporarily.

Q53. How is stamp or IPO shortages reflected in the system?

A53. Such discrepancies are recorded in **Stamp Error** or **IPO Error** categories under Acknowledgements.



Q54. Can Cash-in-Transit be monitored in Accounts?

A54. Yes. Reports in the *Accounts* module provide details of cash in transit between offices.

Q55. What message confirms successful bag closure?

A55. A pop-up “**Bag Closed Successfully**” confirms closure of an Account Bag.

Q56: What is the purpose of the Sub Accounts Module?

A56: The Sub Accounts Module in the IT 2.0 system is designed to streamline financial transactions, manage account bags, verify daily accounts, and handle cash book submissions for the subordinated offices within Head Post Offices.

Q57: Who is responsible for managing the Sub Accounts Module?

A57: The Sub Account Postal Assistant (PA) is responsible for ensuring correct transmission of Account Bags, timely supply of cash, cheques, stamps, requested by subordinate offices and verifying daily accounts.

Q58: Who is responsible for supervising subordinate offices?

A58: The Postmaster is responsible for checking accounts, ensuring financial accuracy, and reporting any irregularities in subordinate offices.

Q59: What are the key features of the Sub Accounts Module?

A59: Key features include account bag management, error handling, cash book generation, excess cash balance (ECB) management, in the IT 2.0 software.

Q60: How does the Sub Accounts Module improve efficiency?

A60: The module automates account verification, error management, and report generation, reducing manual work and increasing accuracy.

Q61: Can multiple users access the Sub Accounts Module simultaneously?

A61: Yes, The role must be assigned by the Postmaster, and the designated Postal Assistant can access the module using their own credentials.

Q62: How can I generate an SO Slip?

A62: Log in as Sub Accounts PA, navigate to “SO Slip Generation”, option under “Slips & Bags’ sub card and follow the on-screen prompts to generate and print the SO Slip.

Q63: How do I open an Account Bag?

A63: Click on 'Open Account Bag' option available under “Slips & Bag” sub card, select the bag received from the Sub Office, verify its contents, and confirm the opening.

Q64: What happens if an account bag is not received?

A64: The system will flag it as non-received, and a report can be generated under 'Non-Receipt of Account Bag’ under “Reports” sub card.

Q65: How can I track the status of an Account Bag?



A65: Use the 'A/c Bag Status Report' option to check the outward and inward movement of account bags and their receiving status.

Q66: How do Sub Post Offices remit cash to Head Offices?

A66: Cash is remitted either through the postal system (sealed cash bags) or special carriers, with proper recording in the system.

Q67: What is the process for verifying the SO Daily Account?

A67: Navigate to 'Verify SO Daily Account,' select the pending accounts by date/office, review transactions, and click 'Verify Daily Account.'

Q68: How do I submit an HO Summary?

A68: Click “Accounts Verification” sub card, & option 'Submit HO Summary,' select the appropriate date, and confirm the submission to push data into the Cash Book.

Q69: Can I submit previously submitted HO Summary?

A69: No, once submitted it cannot submit once again.

Q70: How do I handle errors in the Sub Accounts Module?

A70: Go to 'Error Management' sub card, select the error entry, review the details, and choose to update or close the error as needed.

Q71: What is the difference between “Error Book Management Service” & Sub Accounts “Error Management”?

A71: In “Error Book Management Service” the general errors can be raised. i.e. Bag related errors, Article related errors, Counter related errors etc. But Sub Accounts “Error Management” dedicated only to the issues related to Sub Accounts & Account/SO/BO bags.

Q72: Can errors be edited after being updated?

A72: Yes, but only by authorized personnel. i.e. Postmaster, Sub Postmaster, Sub Accounts P.A

Q73: What are common errors in the Sub Accounts Module?

A73: Common errors include incorrect transaction postings, missing account bag details, and discrepancies in cash entries.

Q74: How do I generate the Cash Book?

A74: Select “Accounts Consolidation” sub card, click on 'Generate Cash Book,' option, enter the required date, and generate the report, which can be saved or printed.

Q75: In what interval does the Cash Book need to be generated?

A75: The Cash Book should be generated daily to ensure accurate financial records and timely submission to PAO.

Q76: What is the process for submitting the Cash Book to PAO?



A76: Click 'Submit Cash Book to PAO' under “Accounts Consolidation” sub card, select the required date, and confirm the submission.

Q77: Can I review a submitted Cash Book?

A77: Yes, previously submitted Cash Books can be accessed from reports.

Q78: What should be done if excess cash is held at a Post Office?

A78: If cash exceeds the authorized balance, an Excess Cash Balance (ECB) Memo should be generated and submitted to the Head Office.

Q79: How do I generate an ECB memo?

A79: Navigate to “ECB Management” sub card click on 'Generate ECB' option, select the date, enter liability particulars, and submit the memo.

Q80: What happens if the ECB memo not generated?

A80: If the ECB memo is not generated before the day end, the next day it will not be possible to perform 'Day Begin,' and the system will display an error message prompting the user to generate the ECB for the previous day.

Q81: How can I view previous ECB memos?

A81: Click on 'Previous ECB Memos' under “ECB Management” sub card select the date range, and generate the report.

Q82: What happens if an ECB is not reviewed?

A82: It remains pending in the system and appears in the 'Pending ECB' report till reviewed.

Q83: How is cash-in-transit tracked?

A83: Cash remittances are tracked via the **Cash in Transit** report in the system, ensuring all transactions are accounted for.

Q84: How do I generate a “Cash in Transit” Report?

A84: Select 'Cash in Transit' in “Report” sub card, enter the date range, and generate the report for pending cash transactions.

Q85: What is Cash in Transit?

A85: Cash in Transit refers to the cash that has been remitted or received but has not yet been acknowledged in the system. This report helps track pending cash transactions between Head Post Offices and Subordinate Offices.

Q86: How do I check non-received account bags?

A86: Use the 'Non-Receipt of Account Bag' option under “Report” sub card to generate a list of unreceived bags by date.

Q87: How do I generate a BO Slip?



A87: Click on 'BO Slip Generation' under "Slips & Bags" sub card verify the required details, and generate the slip. The slip will be available in PDF format for printing.

Q88: How do I close an Account Bag?

A88: Click 'Close Account Bag', enter the required details, and submit the bag for transmission to the Head Office (HO).

Q89: How often should close Account Bag?

A89: The Account Bag should be closed daily after completing all financial transactions and before dispatching it to the Head Office (HO).

Q90: How do I open an Account Bag received from HO?

A90: Use the 'Open Account Bag' option, verify its contents, and confirm its receipt in the system.

Q91: How can I track the status of an Account Bag?

A91: Use '**A/c Bag Status Report**' to track the inward and outward movement of Account Bags.

Q92: What should I do if an Account Bag is not received?

A92: Generate a '**Non-Receipt of Account Bag**' report to track missing bags and take further action.

Q93: What should be included in an Account Bag?

A93: An Account Bag should contain the S.O. slip, cash remittances, Indian Postal Orders, Cheques, transaction reports, and any supporting documents.

Q94: What should be done if an Account Bag is missing items?

A94: The discrepancy should be reported immediately to the Head Postmaster, and an investigation should be conducted.

Q95: What is the process for verifying BO Daily Accounts?

A95: Click 'Verify BO Daily Account', select the pending accounts, review the transactions, and click 'Verify'.

Q96: How do I generate a Summary View?

A96: Click 'Summary View', select the required date, and generate the report in PDF format.