



Frequently Asked Questions (FAQs)

APT

FOR

**BAG
MANAGEMENT**



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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) : Bag Management

1. What is Bag Management?

Bag Management is a main card through which the entire operations of Receipt, Closing, Despatch involves. Apart from that, it also contains Internal Tracking, Bag reports, Bulk Delivery Bagging, Advance Bagging and Reports options

2. Whether the articles from other office can be fetched by Using “Fetch from Counter” Option.

No, the articles which are booked from its own facility will reflect in the “Fetch from Counter” option.

3. Whether individual counter should be selected for fetching the booked articles.

No, Multiple counters can be selected for fetching the articles booked from counter.

4. While receiving the bag selection of particular schedule is mandatory?

Yes, only if particular schedule is selected the closed bag data will be available which will reflect while selecting.

5. While receiving the bags without saving can the bags be received?

Yes, without clicking saving button also bags can be received. .

6. Even if the bag is not in the expected list, can we receive the bag?

Yes, bag can be received as legacy option, even if it is not in the expected list

7. Will the legacy bag receipt data (From Office) will automatically fetch?

No, from office should be selected from ‘Source From Office’ option.

8. Whether the bags can be deleted if it is entered wrongly?

Yes, if the bags are entered wrongly it should be selected and deleted.

9. While opening the bag, even if the articles are not available in the expected articles column, can it be received?

Yes, even if the articles data is not available in the expected column. It can be received by scanning the barcode affixed on the articles/parcels.

10. What is the reason for non-availability of data in expected articles column?

There might be the chances of missing the closing scan from the preceding office.



11. What is the reason for non-availability of data in expected articles column?

There might be the chances of missing the closing scan from the preceding office.

12. While closing the bag, is it mandatory to select the type of the bag Insured/Normal?

Yes, selection of type of the bag while closing is mandatory .

13. Without entering/scanning the bag number manually, What is the other option of generating the bag label?

Yes, bag number can be generated manually by selecting the option “Close Bag with System Generated Label”.

14. While selecting the bag type, delivery type (TD/NTD) should be selected?

Yes, selection of delivery type is mandatory.

15. The articles booked to be delivered within the same destination should be Close bag option?

No, For the articles to be delivered within the same destination should use Station bag Closing option.

16. While despatching the bags selection of particular schedule is mandatory?

Yes, selection of particular destination is mandatory for despatching the bags.

17. Suppose if a bag to be despatched is not in the expected list, can it be despatched?

Yes, even though the bag which is not in the expected list can be despatched by entering/scanning in Scan “Bag Number” option.

18. After Scanning the bags in a particular schedule, can it be saved?

Yes, save draft can be used for saving the scanned bags data.

19. Can an INS article be closed without verification?

No, INS article should be verified by the Supervisor before closing the bag by using “Close Approval” option

20. Can an INS article receive without verification?

No Supervisor should give a command “Receive Approved” for receiving the INS article.

21. Can an Ins article be kept on hold?

Yes, INS article can be kept on Hold for a specific reason by the Supervisor under.



22. Can INS article be kept on pending?

Yes, INS article can be kept on pending for specific reason by the Supervisor.

23. What are the options available in Close tab option under INS Article verification

There are three options available

- a) Hold
- b) Pending
- c) Close Approval

24. Can INS bag be closed without verification?

No, INS bags can be closed only after verified by the Supervisor.

25. Can INS bag be kept on pending?

Yes, INS bag can be kept on pending for specific reason by the Supervisor.

26. Can INS article be kept on Hold?

Yes, INS Bag can be kept on pending for specific reason by the Supervisor.

27. Can an error raised by the staff be viewed to the Public?

No, error raised by the public cannot be viewed.

28. What are the options available for the user to raise errors under Error Management?

- a) Issue Article ER
- b) Issue Bar ER
- c) View ERs
- d) View ERs by ID

29. What are the columns to be filled while raising an error for Article discrepancy?

Article Number, Bag Number 'Received From Office', Discrepancy, Article Weight, and any file to attach if required.

30. After raising an error, how will the information be displayed?

Yes, error report will be generated in pdf format with an error Number and Name of the office from which the error raised.

31. What option should be used to raise error w.r.t Articles?

"Issue Article ER" under Error Management options should be used.

32. What option should be used to raise error w.r.t Bag?

"Issue Bag ER" under Error Management options should be used.

33. What option should be used to View ER's?

"View ERs" under Error Management options should be used.

34. What option should be used to View the errors?

"View ERs" under Error Management options should be used.



35. What are the columns to be filled for viewing the errors raised?

Office ID should be entered, Date of error raised, Set Number and type of error should be selected

36. Can an error raised be checked by using ID?

“Yes, Error raised can be checked by entering the Error ID

37. What option should be used to check the error raised by individual users?

“View ERs by ID” under Error Management options should be used.

38. What are the columns to be filled for viewing the errors raised by Ids?

“Enter Error ID” – error ID should be entered and Fetch command should be clicked.

39. What do you mean by Change Article Status?

“Change Article Status” is an option under Bag Management in Supervisor sub card which allows to change the type of the articles/parcels which are booked within the same office.

40. What is the purpose of Supervisory Checking?

“Supervisory Checking” is used for checking the status of the Articles/Bags.

41. What are the details and in which are the columns to be filled for supervisory checking?

The Mail office should be selected and particular SET should be selected and Specific date for which the details are required should be selected. After all the details are selected, Article or Bag number which needs to be checked should be entered.

42. What are the options available under Bag Reports?

“Print Bag Manifest” Re-Print Bag Mail List, Bag Label Print and Departure Slip.

43. What is the options used for reprinting Bag Manifest?

“Print Bag Manifest” option under Bag Reports Sub card in Bag Management Main Card.

44. What is the option used for Re-Printing Bag Mail List?

“Re-Print Mail list” option under Bag Reports Sub card in Bag Management Main Card.

45. What is the option used for Bag Label Print?

“Bag Label Print” option under Bag Reports Sub card in Bag Management Main Card.

46. What is the option used for Departure Slip?

“Departure Slip” option under Bag Reports Sub card in Bag Management Main Card.



47. What are the fields to be entered for reprinting bag manifest?

There are two options for viewing the Bag Manifest.

- a) By entering the Bag Number
- b) By entering the PO Date

48. What are the fields to be entered for reprinting Mail List?

“There are two options for viewing the Mail List and re printing the Mail List.

- a) By entering the Mail list ID.
- b) By selecting the date.

49. What are the fields to be entered for reprinting Mail List?

“There are two options for viewing the Mail List and re printing the Mail List.

- a) By entering the Mail list ID.
- b) By selecting the date.

50. What are the fields to be entered for reprinting Bag Label?

“There are two options for re printing the Bag Label.

- a) By entering the Bag Number.
- b) By entering the Date.

51. What are the fields to be entered for reprinting the Departure Slip?

“There are two options for viewing the Departure List and re printing the Departure Slip.

- a) By entering the Departure ID.
- b) By selecting the date.

52. What are the options available under Tools in Bag Management?

- a) Add Articles Bag Opened
- b) Change Receive Bag Status for Bag Open
- c) Change Closed Bag Destination
- d) Bag Deletion
- e) Cancel Bag Despatch
- f) Deposit Bag close
- g) Re-Open Closed Bag
- h) Change Pin Code



53. If an article is missed while scanning, can it be added at later stage?

“Yes, Article can be added by using “Add Article – Bag Opened” option.

54. What are the columns for adding/ modifying the article?

“Yes, Article can be added by using “Add Article – Bag Opened” option and Bag Number to be entered in Bag Number column.

55. Can the type of the article be changed?

“Yes, Article type can be changed by using “Add Article – Bag Opened” option. After entering the Bag Number, the options of entering Article number will appear and then the Article Type needs to be selected.

56. If a forward bag status needs to be changed what option should be used?

“Change Receive Bag Status for Bag Open” option should be used for changing the bag status.

57. What is the purpose of using Change Receive Bag Status for Bag Open?

This option is used to open a forward bag which is received at the source destination.

58. Why is Change Bag destination option used?

“Change Bag Destination” option is used for changing closed bag destination.

59. Which is the option used for changing the closed bag Destination?

“Change Bag Destination” option under Tools Sub card in Bag Management Main card.

60. Which option is used to delete the Closed bag?

“Bag Deletion” option under Tools sub card in Bag Management Main card.

61. What are the columns to be entered for deleting the closed bag?

Under Tools sub card when Bag Deletion option is clicked a screen will appear with the option “Scan Bag Number”. After entering/scanning the bag number when fetch command is clicked, the bag number will be deleted.

62. What is the option used for cancelling the bag which is despatched?

“Cancel Bag Despatch” option under Tools sub card in Bag Management Main card.

63. Can the despatched bag be cancelled?

Yes, despatched bag can be cancelled.

64. What are the columns to be entered for cancelling the despatch of bags?

The reason for cancelling the bag should be selected by selecting the option



“Select Cancel Reason” and remarks to be entered and bag number should be scanned / entered, then add option should be clicked.

65. What is Deposit Bag close?

The '**Deposit Bag Close**' option is used for closing the articles which could not be despatched in a set which receives it.

66. Which option is used for closing Deposit Bag?

“Deposit Bag Close” option under Tools Sub card in Bag Management main card.

67. Can the Deposit Bag close used for closing bag to other office?

No Deposit Bag Close option is used for closing the bag only to next set.

68. Whether articles which are available for closing the Deposit Close bag will appear when Deposit Bag Close option is used?

Yes the articles which are available for closing a Deposit Bag Close will appear under the Expected Articles header.

69. Whether a separate bag number will be there for closing a Deposit Close bag?

Yes, the process involved in closing a bag is same as closing a Deposit Bag Close.

70. Whether a Close bag with System Generated Label available for Deposit Close bag?

Yes, Close bag with System Generated Label option can be used for closing a Deposit Close Bag.

71. Can the bag once received be reopened for addition/deletion of the article?

Yes, the articles can be added/deleted by using a Re-open Closed Bag option.

72. What are the entries to be made for reopening the bag once received?

Bag number needs to be scanned / entered in the “Bag Number” option in “**Re-open closed Bag**” option in Tools sub card under Bag Management main card.

73. When the Bag number is entered for adding an article whether articles available in the bag will display?

Yes, the articles which are already available inside the bag will be displayed.

74. How can an article be deleted when the bag is already closed?

When “**Re-Open Closed Bag**” option is used, by entering the bag number the articles available inside the bag will be displayed. Among the displayed list, the article which needs to be deleted should be selected and delete option should be clicked.

75. Can the article pin code booked at the counter be changed?

Yes. The article pin code can be changed by using “Change Pin code” option.



76. What is the purpose of Internal Tracking?

Internal Tracking is the sub card which is used for tracking the Articles and Bags. It allows the users to monitor the status and movement of the article/bag.

77. What are the options available in Internal tracking?

Article Tracking and Bag Tracking.

78. While tracking an article what are the stages which reflect on the screen?

After entering the consignment number, the following details will reflect on the screen

- a) Real time tracking updates
- b) Article Event
- c) From Office
- d) To /At Office
- e) Bag number in which the articles are closed
- f) Created By

79. While tracking a bag what are the stages which reflect on the screen?

After entering the bag number, the following details will reflect on the screen

- a) Real time tracking updates
- b) Status of the bag condition
- c) From / To details of the office
- d) Mail List ID
- e) Scheduled number
- f) Name of the schedules
- g) Created By

80. How to view Article reports?

Under “Bag management” main card, in Reports sub-card Article report option is available.

81. What are the options available in Article reports?

- a) Article Received
- c) Article Despatched
- d) Article Fetched from Counter

82. What are the columns available when Article received option is selected?

Article Number
Article Type
Destination Office PIN
Booking Office Name
Bag Number
From / To Office



Insured Flag

83. Can the Article Received report be exported?

Yes, the report can be exported in PDF format or CSV format.

84. What are the columns available when Article Despatched option is selected?

Article Number
Article Type
Destination Office PIN
Booking Office Name
Bag Number
From / To Office
Insured Flag

85. Can the Article Despatched report be exported?

Yes, the report can be exported in PDF format or CSV format.

86. What are the columns available when Article Fetched From counter option is selected?

Article Number
Article Type
Destination Office PIN
Booking Office Name
Bag Number
From / To Office
Insured Flag

87. Can the Article Fetched From counter report be exported?

Yes, the report can be exported in PDF format or CSV format.

88. What are the Reports available for viewing under Bag Report?

- a) Bag Received
- c) Bag Opened
- d) Bag Closed
- e) Bag Despatched

89. What are the columns available when Bag Received option is selected?

Bag Number
Bag Type
From Office
To Office
Bag Weight
Transaction Date
Insured Flag



90. Can the Bag Received report be exported?

Yes, the report can be exported in PDF format or CSV format.

91. What are the columns available when Bag Opened option is selected?

Bag Number
Bag Type
From Office
To Office
Bag Weight
Transaction Date
Insured Flag

92. Can the Bag Opened report be exported?

Yes, the report can be exported in PDF format or CSV format.

93. What are the columns available when Bag Closed option is selected?

Bag Number
Bag Type
From Office
To Office
Bag Weight
Transaction Date
Insured Flag

94. Can the Bag Closed report be exported?

Yes, the report can be exported in PDF format or CSV format.

95. What are the columns available when Bag Despatched option is selected?

Bag Number
Bag Type
From Office
To Office
Bag Weight
Transaction Date
Insured Flag

96. Can the Bag Despatched report be exported?

Yes, the report can be exported in PDF format or CSV format.

97. What does the Article Short and Excess Report show?

The 'Article Short and Excess Report' provides data on the number of articles received short or in excess in a particular bag for the selected date.

98. What are the columns to be filled for viewing Article Short?

The Date of the SET to be selected and when Fetch button should be clicked.



99. Can the Article Short report be exported?

Yes, the report can be downloaded in PDF format or CSV format.

100. Can the Excess report be exported?

Yes, the report can be exported in PDF format or CSV format.

101. What details are available when Booking and Despatch report is selected?

The **Mails Booking and Despatch Report** provides a detailed summary of mail transactions, including the **Opening Balance** of articles at the start of the selected date, the **Closing Balance** at the end, and the total number of articles **fetched** and **dispatched** during the specified date

102. Can the booking and despatch report be downloaded?

Yes, the report can be exported in PDF format.

103. What is Discrepancy Report?

The Discrepancy Report retrieves data on the number of articles marked as 'Pending' and those are handled manually.

104. What details to be filled for viewing Discrepancy Report?

“Date of the Set” should be entered and when fetch button is clicked the report will be available.

105. Can the Discrepancy Report be downloaded?

Yes, the report can be downloaded in PDF format or CSV format

106. What is Bag Abstract - MO?

The Bag Abstract at Mail Office Report provides the data on the number of Bags received and the number of articles dispatched for the chosen date.

107. What details to be filled for viewing Bag Abstract?

The Specific Set number should be selected from “Select Set Name” and “Date of the Set” should be selected and when “Show Report” is clicked the Bag Abstract report can be viewed.

108. What is Article Abstract - MO?

The Article Abstract at Mail Office Report provides the data on the number of articles received and the number of articles dispatched for the chosen date.

109. What details to be filled for viewing Article Abstract?

The Specific Set number should be selected from “Select Set Name” and “Date of the Set” should be selected and when “Show Report” is clicked the Article Abstract report can be viewed.



110. Can the Bag Abstract Report be downloaded?

Yes, the report can be downloaded in PDF format or CSV format

111. Can the Article Abstract Report be downloaded?

Yes, the report can be downloaded in PDF format or CSV format

112. What is Bulk Delivery Report?

The Bulk Delivery Report at Mail Office Report provides the data on the number of articles delivered to the particular customer for the chosen date

113. What are the columns to be entered for viewing Bulk Delivery Report?

The Specific Set Name should be selected from “Select Set Name” and “Date of the Set” should be selected and when “Fetch” button is clicked the Bulk Report can be viewed.

114. Can the Bulk Delivery Report be downloaded?

Yes, the report can be downloaded in PDF format.

115. What is productivity Report?

The Productivity Report at Mail Office Report provides the details of the performance of the User / Set

116. Can the Productivity Report be downloaded?

Yes, the report can be downloaded in PDF format.

117. Can the Bulk Delivery Report be downloaded?

Yes, the report can be downloaded in PDF format.

118. What is Departure Report?

It Captures the details of all mailbags dispatched from the Dispatching office. It includes the information such as bag numbers, destination and despatch time.

119. What is Arrival Report?

The arrival report records the details of mailbags that have arrived at the destination office from other location/office

120. What is Print Opened Bag Manifest?

It is the option used for reprinting the “Opened Bag Manifest”

121. What are the reports available under Bag Scan Missing Report?

The Bag Scan Missing Reports contains the following reports.

- a) FW Bag Received but not Despatched
- b) Bag Received but not Opened
- c) Bag Closed but not Despatched.



122. What details will be available under FW Bag Received but not Despatched?

The “**FW bag Received but not Despatched**” report contains the data in respect to number of forward bags received at the respective office but not despatched for the selected date.

123. What details will be available under Bag Received but not Opened?

The “**Bag received but not Opened**” report contains the data in respect to Bag Received but not opened by the office for the selected or given Date.

124. What details will be available under Bag Closed but not Despatched?

The “**The ‘Bag Closed but not Despatched**” report contains the data in respect to number of Bags Closed but not Despatched in the respective office for the selected or given Date.

125. What details will be available under Insured Report?

The “**Insured Report**” contains the Data on number of Insured Articles or Bags Received and Despatched.

126. What details will be available under Transit Bag Abstract?

The “**Transit Bag Abstract**” is a summary report that provides key details about bags in transit. It includes essential information such as the bag ID, origin, destination etc.

127. What details will be available under Consolidate Abstract?

The “**Consolidate Abstract**” is a summary report that provides details of the articles and bags handled by the users of the Set.

128. What details will be available under Bag Abstract?

The “**Bag Abstract**” is a report that provides details of the total number bags received and despatched in the set.

129. What details will be available under Throughput report?

The “**Throughput Report**” is a report that provides details of the articles and bags which are handled in a set in hour basis.

130. Can a bag be directly delivered to the addressee from the Mail office?

Yes, if the articles are more to a particular addressee, a special provision can be made to deliver the bag directly to addressee instead of routing through the Delivery Post Office.

131. For the articles receiving under PNOP, whether the offices needs to be assigned to the stations?



Yes, before receiving the articles the stations needs to be configured w.r.t the bin wise.

132. Whether more than one station can the articles be added?

Yes, more than one work station the articles can be added and fetch command should be clicked.

133. While closing an office under PNOP Close bag, whether the articles available will display for closing?

Yes, the articles which are available for a particular office will display

134. Why the forward ML option is used?

This option is used for preparing the advance bagging at the despatching office.

135. Whether the schedules of the other office need to be selected for preparing Forward ML?

Yes while preparing the forward ML the schedules of the next office should be selected and bags needs to be scanned.

136. What is the expansion of NSH?

National Sorting Hub.

137. What is the expansion of ICH?

Intra-Circle Hub.

138. Can Division Head able to take printouts of Bag Manifest and Mail List?

Yes. Division Head can able to take printouts of Bag Manifest and Mail List.

139. What is the procedure for Division Head to take printouts of Bag Manifest?

Click on Bag Management card ⇒ Click on Bag Reports ⇒ Click on Print Bag Manifest ⇒ Select the Current Office in the option top right side of the screen ⇒ Scan Bag Number if you have Bag Number and click on View button or select Shift date & select set number and click on View Bags button ⇒ Click on Print button.

140. What is the procedure for Division Head to take printouts of Mail List?

Click on Bag Management card ⇒ Click on Bag Reports ⇒ Click on Re-Print Mail List ⇒ Select the Current Office in the option top right side of the screen ⇒ Enter Mail List ID & click on Print button or select date & click on View Mail Lists button.



141. What kind of articles reports can be taken in Division Head login?

- Articles Received
- Articles Despatched
- Articles Fetched from Counter

142. How to take the article received report in Division Head login?

Click on Bag Management card ⇒ Click on Reports ⇒ Click on Article Reports ⇒ Select Set number ⇒ Select Set Date ⇒ Click on Fetch button

143. How to take the article despatched report in Division Head login?

Click on Bag Management card ⇒ Click on Reports ⇒ Click on Article Despatched ⇒ Select Set number ⇒ Select Set Date ⇒ Click on Fetch button

144. How to take the article fetched from counter report in Division Head login?

Click on Bag Management card ⇒ Click on Reports ⇒ Click on Article Fetched from counter ⇒ Select Set number ⇒ Select Set Date ⇒ Click on Fetch button

145. What kind of articles reports can be taken in Division Head login?

- Bag Received
- Bag Opened
- Bag Closed
- Bag Despatched

146. How to take the bag received report in Division Head login?

Click on Bag Management card ⇒ Click on Reports ⇒ Click on Bag Received ⇒ Select Set number ⇒ Select Set Date ⇒ Click on Fetch button

147. How to take the bag opened report in Division Head login?

Click on Bag Management card ⇒ Click on Reports ⇒ Click on Bag Opened ⇒ Select Set number ⇒ Select Set Date ⇒ Click on Fetch button

148. How to take the bag closed report in Division Head login?

Click on Bag Management card ⇒ Click on Reports ⇒ Click on Bag Closed ⇒ Select Set number ⇒ Select Set Date ⇒ Click on Fetch button

149. How to take the bag despatched report in Division Head login?

Click on Bag Management card ⇒ Click on Reports ⇒ Click on Bag Despatched ⇒ Select Set number ⇒ Select Set Date ⇒ Click on Fetch button



150. How to take printout of opened bags manifest in Division Head login?

Click on Bag Management card ⇒ Click on Reports ⇒ Click on Opened Bag Manifest ⇒ Select Set number ⇒ Select Set Date ⇒ Click on Fetch button

151. Can Division Head able to view and take printouts of Insured Articles Reports? If yes how?

Yes, Click on Bag Management card ⇒ Click on Reports ⇒ Click on Insured Reports ⇒ Select type as Article ⇒ Select Set Date ⇒ Click on Fetch button

152. Can Division Head able to view and take printouts of Insured Bags Reports? If yes, how?

Yes, Click on Bag Management card ⇒ Click on Reports ⇒ Click on Insured Reports ⇒ Select Set Date ⇒ Click on Fetch button

153. What are the reports can be generated in the login of Division Head?

In the login of Division Head, following reports will be available:

- Articles Report
- Bag Report
- Article Short and Excess Report
- Booking and Despatch Abstract
- Discrepancy Report
- Bag Abstract – MO
- Article Abstract – MO
- Bulk Delivery Report
- Productivity Report
- Departure/Arrival report
- Opened Bag Manifest
- Bag Scanning Missing report
- Insured Report
- Transit Bag Abstract
- Consolidated Abstract
- Daily Report
- Bag Abstract – MO- TMO
- Throughput Report
- User Productivity Report

154. In Divisional Head login, is special bags processing option is available?

Yes, in Admin/Supply Bag Close sub-card special bag can be closed and despatched to the concerned office.

155. In Divisional Head login, is camp bags processing option is available?

Yes, in Admin/Supply Bag Close sub-card camp bag can be closed and despatched to the concerned office.

156. How to supply the stock items to the units from Division Office?

In the Division Office login using the option Admin/Supply Bag Close card supply bag can be closed. While closing the supply bag, Inventory request number will



FAQs on Bag Management



be auto generated and the bag can be closed. The same can be despatched using the option “Despatch Admin Bag”.

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