



Frequently Asked Questions (FAQs)

APT

On

Booking Solution



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DISCLAIMER

The operational procedure provided in this Operational Guide is just an illustration for the user for using the APT Software in an effective manner. If the reader has any doubt in the department ruling and guidelines, he/she should refer to the respective manuals and volumes only. The APT Operational Guide should not be cited as Rulings.



Frequently Asked Questions in Booking Solution

1. How can the Counter PA access the Booking Solution module?

The Counter PA can access the Booking Solution module through the APT portal by logging in with their credentials and selecting the Booking Solution option from the home page.

2. What are the services provided under the Booking Solution module?

The Booking Solution module provides four services: Mail Booking, Money Remittance, Retail Services, and RMFS.

3. What is the Booking Solution, and what does it consist of?

The Booking Solution is a module in the APT system that facilitates various postal and financial transactions. It consists of the following services:

- Mail Booking – Booking of Speed Post, Parcels etc.
- Money Remittance – Services like Money Orders .
- Retail Services – Sale of postal stationery ,Retail products etc.
- RMFS – Remotely Managed Franking Machine related services.

Quick Book Domestic

4. What is Quick Book Domestic?

Quick Book Domestic is a feature in the Booking Solution module of APT that enables faster and simplified booking of domestic mail items. It allows users to quickly book Speed Post Document, Speed Post parcel by entering minimal details, making the process more efficient and user-friendly.

5. Is providing a mobile number mandatory for Quick Book Domestic booking?

Yes, for Quick Book Domestic booking, providing valid and active mobile number is mandatory to get communication regarding the booked article.

6. Can the 'Booking Module' in APT be used without an internet connection?

No. APT solution is an online application.

7. How is the Booking Reference Number generated?

The Booking Reference Number is automatically generated by the system upon booking of the mail.

8. Does the system generate a unique Booking Reference Number for each booking?

Yes, the system generates a unique Booking Reference Number each time a booking is made.



9. How many booking type options are available by default in the Quick Book module?

There are four booking type options available by default in the Quick Book module: Registered Letter, India Post Parcel, Speed Post Letter, and Speed Post Parcel.

10. What are the uses of Retain Details for Next Booking?

The "Retain Details for Next Booking" option allows users to save sender and receiver details for future bookings, reducing the need for re-entering the same information. This feature enhances efficiency and speeds up the booking process, especially for frequent senders.

11. What are the additional information fields available in the sender and receiver address columns?

The additional information options provided in the sender and receiver address columns include:

Email ID, Mobile Number, GST Number and Alternate Contact Number

These fields help in better tracking, communication, and compliance with regulations.

12. Which service has replaced VPL/VPP services?

VPL/VPP services have been replaced by Cash on Delivery (COD) Retail service.

13. How many options are displayed for weight details?

Weight details options include Physical Weight, Volumetric Weight, and Charged Weight. The Charged Weight is determined based on whichever is higher among Physical and Volumetric Weight.

14. Is there an option available for searching the local offices of the delivery jurisdiction?

To view local offices, go to the Booking module, click on Quick Book, and then click the View Local Offices option to access the local offices details.

15. What is the purpose of the "View Cart" option in the booking module?

The "View Cart" option is enabled to check the saved article details before proceeding with the payment. It allows users to verify, modify, or delete any discrepancies in the booking details before finalizing the transaction.



16. What are the payment modes which are available in the Quick Book module?

There are two payment modes available in the Quick Book module: Cash and UPI/QR.

17. How many printer options are available after booking an article, and what are their names?

Dot Matrix and Thermal

International Mail - Quick Book

18. Can an International Article be booked using the Quick Book option?

Yes, an International Article can be booked under the International Mail - Quick Book option.

19. When should the "Document" option be selected in the mail nature type?

The "Document" option in the mail nature type should be used when the article being sent contains important papers or written content, such as contracts, legal documents, letters, certificates, or any other forms of official/personal documentation.

20. When should the "Gift" option be selected in the mail nature type?

The "Gift" option should be selected in the mail nature type when the article being sent is a gift item.

21. When should the "Return Goods" option be selected in the mail nature type?

The "Return Goods" option should be selected in the mail nature type when the article being sent is being returned to the sender, for some reason requiring it to be sent back to the original location.

22. How can the country name be selected while booking an international article in the Quick Book option?

While booking an international article, click on the country name dropdown menu to select the desired country.

23. By clicking on the "Available Services" column in the International Booking option, how many features are displayed, and what are they?

"Available Services" column in the International Booking option displays four features: Available Services, Features, Valid Dimensions, and Insurance



Options. The user can book the article based on the customer's requirements.

24. Are the Booking Reference ID and Article ID the same?

No, Booking Reference ID and Article ID are not the same. The Booking Reference ID is a unique transaction number generated for each booking, whereas the Article ID is the tracking number assigned to the booked article for shipment and delivery tracking.

25. Is the POD (Proof of Delivery) service available for booking international articles?

Yes, POD service is available only for identified countries.

26. In which unit is the weight of the article measured?

The weight of the article is measured in grams only.

27. What will happen if the Counter PA enters a weight exceeding the maximum allowable limit for the service?

If the Counter PA enters a weight higher than the maximum allowable weight for that service, the system will display an error message and prevent further processing until the weight is corrected within the permissible limit.

28. What happens when the Counter PA clicks on the "Compare and Book" option in the International Mail Quick Book module?

When the Counter PA clicks on the "Compare and Book" option in the International Mail Quick Book module, all suggested services are displayed based on the customer's requirements, allowing the Counter PA to select and book the appropriate service.

29. What are the special features available in the "Suggested Services" option?

The "Suggested Services" option provides recommendations based on factors such as fastest or economical service, destination country, and mode of transportation.

30. What is the difference between the "Fastest" and "Economical" options in suggested services?

The "Fastest" option ensures time-bound delivery with priority handling, while the "Economical" option offers a cost-effective alternative with wider global coverage.



31. How can I check the list of prohibited articles for the USA in the International Quick Book module?

To find prohibited articles for the USA, click on the "**Prohibition of Items**" option in the International Quick Book module. Then, click on '**Click here**' to view the prohibited items for United States of America.

32. Are there any alternative ways to retrieve the sender's address in the booking module?

Yes, there are three ways to retrieve the sender's address: Mobile Number, Email ID, and Customer ID.

33. What does DAC stand for, and what is its purpose?

DAC stands for Delivery Address Code. It is a unique code assigned to the recipient's address to facilitate accurate and efficient mail delivery.

34. Is mobile OTP verification mandatory while booking an international article in the International Quick Book module?

Yes, mobile OTP verification is mandatory while booking an international article in the International Quick Book module.

35. Can an article be booked without providing a zip code of destination country?

No, the article cannot be booked without a zip code of destination country. It is a mandatory for booking.

36. What is the time limit for entering the OTP during the booking process?

The time limit for entering the OTP during the booking process is 30 seconds.

37. What does OTP stand for in the booking process?

OTP stands for One-Time Password.

38. What happens if the OTP is not entered within the stipulated time?

If the OTP is not entered within the stipulated time, it will expire, and the user need to request a new OTP for verification.

39. What is HS code?

HS Code (Harmonized System Code) is an international standardized system of names and numbers used to classify traded products.



40. What is its (HS Code) significance in international shipping?

It helps in customs clearance, taxation, and trade regulation by ensuring uniform classification of goods across different countries.

41. What is the difference between HS Code and HSN Code in international trade?

The HS Code is used worldwide for customs classification, whereas the HSN Code is an extended version used for tax-related purposes, especially under GST.

42. What does HSN stand for?

Harmonized System of Nomenclature

43. How many digits are there in an HS Code?

HS Codes typically have six digits, but some countries extend them to 8 or 10 digits for more specific classification. In the APT solution, an 8-digit HS code is required for proper classification and processing of international shipments.

44. Can an international article be booked without an HS Code in the APT solution?

No, an international article cannot be booked without an HS Code in the APT solution, as it is mandatory for customs classification and processing.

45. Is entering the HS Code description mandatory in the APT solution?

No, after entering the HS Code, the description appears automatically.

46. Is selecting the origin country code mandatory while booking an international article?

Yes, selecting the origin country code mandatory while booking an international article.

47. What happens if the origin country code is not selected while booking an international article?



If the origin country code is not selected while booking an international article, the booking process cannot proceed as it is a mandatory field in APT solution.

48. How many options are available in the "Quantity of Unit" drop-down menu, and what are their names?

There are five options available in the "Quantity of Unit" drop-down menu. They are Piece, Grams, Kilogram, Carat, and Litre.

49. When should the Counter PA select the "Piece" option in the "Quantity of Unit" drop-down menu?

The Counter PA should select the "Piece" option in the "Quantity of Unit" drop-down menu when the item being booked is counted as individual units rather than being measured by weight or volume.

50. When should the Counter PA select the "Gram" option in the "Quantity of Unit" drop-down menu?

The Counter PA should select the "Gram" option in the "Quantity of Unit" drop-down menu when the item being booked is measured in grams, typically for lightweight goods or small consignments where precise weight measurement is required.

51. When should the Counter PA select the "Kilogram" option in the "Quantity of Unit" drop-down menu?

The Counter PA should select the "Kilogram" option in the "Quantity of Unit" drop-down menu when the item being booked weighs 1 kg or more, ensuring accurate weight measurement for larger consignments.

52. When should the Counter PA select the "Carat" option in the "Quantity of Unit" drop-down menu?

The Counter PA should select the "Carat" option in the "Quantity of Unit" drop-down menu when booking precious stones, diamonds, or other gemstones, as their weight is typically measured in carats.

53. When should the Counter PA select the "Litre" option in the "Quantity of Unit" drop-down menu?



The Counter PA should select the "Litre" option in the "Quantity of Unit" drop-down menu when booking liquid items, such as perfumes, oils, or other fluid-based products, as their quantity is measured in litres.

54. Is selecting the "Quantity of Unit" mandatory while booking an international article?

Yes, selecting the Quantity of Unit mandatory while booking an international article.

55. In which currency should the item value be entered while booking an international article?

While booking an international article, the item value should be entered in Indian Rupees (INR).

56. Is it mandatory for the piece count, piece weight, and piece amount to match while booking an international article?

Yes, the piece count, piece weight, and piece amount must match while booking an international article to ensure accurate declaration and compliance with shipping regulations.

57. What is considered as Normal Delivery?

Normal Delivery refers to the standard method of delivering an article directly to the recipient's provided address.

58. What is meant by Post Restante delivery?

Post Restante is a service where the mail is held at the destination post office until the recipient collects it. It is useful for travellers or individuals without a permanent address in the destination area.

59. How many Non-delivery instructions are available, and what are they?

There are three types of Non-delivery instructions: Abandoned, RTS- Non Priority and RTS- Priority.

60. What is the meaning of "Abandoned" in the context of international article booking?

If the customer provides a declaration of non-delivery instruction as "Abandoned," the article can be destroyed if it is not delivered.



61. What is the meaning of "RTS- Non Priority" in the context of international article booking?

"RTS- Non Priority" in the context of international article booking means that the Return to Sender (RTS) process will be initiated, but the article will not be given priority handling. It will be returned based on the standard processing time rather than expedited delivery.

62. What is the meaning of "RTS- Priority" in the context of international article booking?

"RTS-Priority" in the context of international article booking means that the Return to Sender (RTS) process will be initiated with priority handling. The article will be returned to the sender as quickly as possible, ensuring faster processing and delivery compared to non-priority RTS.

63. Is the selection of a Non-Delivery Instruction mandatory while booking an international article?

Yes, the selection of a Non-Delivery Instruction is mandatory while booking an international article to ensure proper handling if the article is undelivered.

64. What is the difference between a Booking Reference ID and an Article Number?

The Booking Reference ID is a system-generated unique identifier assigned to each booking transaction and reference purposes. The Article Number, on the other hand, is a barcode-generated number that uniquely identifies the physical mail item and is used for tracking its movement and delivery status.

65. How many print options are available after booking an international article in Quick Book International, and what are they?

There are four print options available: Print Label, Print C.D. Form, Print Barcode, and Print All Receipts.

66. What does CD Form stand for in the context of international article booking?

CD Form stands for Customs Declaration Form.

67. Is the Customs Declaration Form mandatory while booking an international article?



Yes, the Customs Declaration Form is mandatory while booking an international article.

68. What details are included in the Customs Declaration Form while booking an international article?

The Customs Declaration Form includes the following details:

- Sender and Receiver Information – Name, address, and contact details.
- Article Details – Description of contents, quantity, weight, and value.
- HS Code – Harmonized System Code for item classification.
- Country of Origin – The country where the goods were manufactured.
- Mode of Transmission – Air, Surface, or other available options.
- Non-Delivery Instructions – Return to Sender, Abandon, or Redirect.
- Declaration by Sender – A statement ensuring that the item does not contain prohibited goods.
- Signature – Signature of the sender for compliance and verification and etc.

69. What is the purpose of a label, and why is it printed while booking an article?

The purpose of a label is to provide essential information about the article being shipped, such as the sender's and recipient's details. It also includes barcodes for tracking and handling. The label is printed to ensure proper identification, smooth processing, and accurate delivery of the item. It serves as a key element for sorting and tracking the article through the postal system.

70. What is the purpose of a barcode, and why is it printed while booking an article?

The barcodes are auto-generated during the booking process, and affixing the barcode to the article is mandatory. This barcode ensures that the article can be tracked accurately throughout its journey, from dispatch to delivery. It enables efficient sorting, routing, and handling, reducing errors and improving the overall speed and reliability of the delivery process.

Mail Booking:

71. What is the purpose of the Mail Booking module?



The Mail Booking module allows the Counter PA to book Domestic, International, Bulk-Mail, Book Articles (Virtual Data), and Unregistered Track Services.

Book Domestic Mail:

72. How many options are there in mail booking Card?

There are five options are there in mail booking card: namely Book domestic mail, Book international Mail, Book bulk mails, Bulk Booking (Temporal), Book article (Virtual Data) and Unregistered Track Service.

73. Is the 'Origin Pincode' editable in domestic mail booking?

No, the 'Origin Pincode' is not editable in domestic mail booking. It is automatically populated based on booking office pin code and cannot be changed manually.

74. What is the purpose of the destination pincode option in domestic mail booking?

The destination pincode option in domestic mail booking is used to enter the postal code of the delivery address, helping to determine the correct delivery route, service, and ensure accurate delivery of the article.

75. How many customer types are available in the "Customer Type" option in Domestic Mail Booking? Name them.

There are five customer type options available:

- Walk-in Customer
- On Postal Services
- Registered Bulk Customer
- On Indian Government Services
- PIDPI

76. What does PIDPI stand for in Domestic Mail Booking?

PIDPI stands for Public Interest Disclosure and Protection of Informers.

77. What happens if the Counter PA enters an insurance amount above the prescribed limit set by the department?



If the Counter PA enters an insurance amount above the prescribed limit set by the department, the system will display an error message and will not allow the booking to proceed until the insurance amount is corrected within the allowed limit.

78. What happens if the Booking Reference Number is not generated during the booking process?

If the Booking Reference Number is not generated, the booking process will be incomplete, and the article will not be booked successfully. The Counter PA must check for system errors, internet connectivity, or retry the booking process to ensure the reference number is generated.

79. Is the GSTIN number mandatory while booking mail?

No, the GSTIN number is not mandatory while booking mail. It is an optional field.

80. Is the selection of address type mandatory while booking mail?

Yes, the selection of address type is mandatory while booking mail.

81. Is any indication provided for mandatory and non-mandatory fields while entering sender and receiver details?

Yes, mandatory fields are indicated with a star (*) mark while entering sender and receiver details. Non-mandatory fields do not have this mark.

82. Does the APT solution provide any uniqueness while generating barcodes?

Yes, uniqueness is provided by the APT solution while generating barcodes. Barcodes are automatically generated based on the selected product type.

83. How many 'delivery instructions' are provided in Domestic Mail Booking? Name them.

There are ten (10) delivery instructions provided in Domestic Mail Booking:

Aadhaar Authenticated Delivery

Normal Delivery

Open Delivery

OTP-Based Delivery

OTP-Based Delivery with Aadhaar Authentication



Scheduled Delivery

Scheduled Delivery with Aadhaar Authentication

Scheduled Delivery with OTP

Scheduled Delivery with OTP & Aadhaar Authentication

Smart Parcel Delivery System

84. Is the selection of a delivery instruction mandatory while booking domestic mail?

No, the selection of a delivery instruction is not mandatory while booking domestic mail. It is a value-added service provided by the department.

85. What is the purpose of the delivery instructions provided by the department?

The purpose of the delivery instructions provided by the department is to offer customers customized delivery options based on their preferences. These instructions ensure secure, scheduled, and authenticated deliveries, enhancing service efficiency and customer satisfaction.

86. What is Aadhaar Authenticated Delivery?

Aadhaar Authenticated Delivery is a delivery method where the recipient's Aadhaar number is verified at the time of delivery using biometric authentication or an OTP-based Aadhaar verification system. This ensures that the article is handed over only to the intended recipient, enhancing security and preventing fraudulent deliveries.

87. What are the prerequisites for choosing Aadhaar Authenticated Delivery?

The sender must provide Aadhaar number/ Virtual ID of recipient at the time of booking to avail the Aadhaar Authenticated Delivery service.

88. What is Open Delivery when chosen by the customer?

Open Delivery is a service where the recipient is allowed to open the parcel before accepting it. This ensures that the contents are as expected before confirming receipt. If the item is damaged or incorrect, the recipient can refuse to accept the delivery.

89. What is OTP-Based Delivery?

OTP-Based Delivery is a secure delivery method where the recipient must provide a One-Time Password (OTP) sent to their registered mobile number at the time of delivery. This ensures that the parcel is handed over only to the



intended recipient, enhancing security and preventing unauthorized deliveries.

90. Is OTP-Based Delivery linked only to a mobile number, or are there other options such as email?

OTP-Based Delivery is linked only to the registered mobile number **provided by the customer at the time of booking. Email is not an option for receiving the OTP.**

91. Who receives the OTP in OTP-Based Delivery – the sender or the recipient?

The recipient receives the OTP in OTP-Based Delivery.

92. What is OTP-Based Delivery with Aadhaar Authentication?

OTP-Based Delivery with Aadhaar Authentication is a secure delivery method where the recipient must provide both a One-Time Password (OTP) sent to their registered mobile number and undergo Aadhaar authentication (biometric or OTP-based) at the time of delivery. This ensures enhanced security and confirms the recipient's identity before handing over the article.

93. What are the prerequisites for choosing OTP-Based Delivery with Aadhaar Authentication?

The customer must provide their Aadhaar number/ Virtual ID at the time of booking to avail of the OTP-Based Delivery Aadhaar Authenticated service.

94. What is Scheduled Delivery when chosen by the customer while booking the article?

Scheduled Delivery is a service where the customer can choose a specific date and time for the delivery of their article at the time of booking. This ensures that the recipient receives the parcel at their preferred time, enhancing convenience and delivery efficiency.

95. How can the Counter PA select Scheduled Delivery while booking an article?

The Counter PA can select Scheduled Delivery while booking an article by choosing the Scheduled Delivery option from the Delivery Instructions



dropdown menu and then selecting the preferred date and time for delivery as per the customer's request.

96. What is Scheduled Delivery with Aadhaar Authentication?

Scheduled Delivery with Aadhaar Authentication is a service where the customer selects a specific date and time slot for delivery, and the recipient must provide Aadhaar authentication (biometric or OTP-based) at the time of delivery to verify their identity before receiving the article.

97. What is Scheduled Delivery with OTP?

Scheduled Delivery with OTP is a service where the customer selects a specific date and time slot for delivery, and the recipient must provide a One-Time Password (OTP) sent to their registered mobile number at the time of delivery to verify their identity before receiving the article.

98. What is Scheduled Delivery with OTP & Aadhaar Authentication?

Scheduled Delivery with OTP & Aadhaar Authentication is a secure delivery service where the customer selects a specific date and time slot for delivery. At the time of delivery, the recipient must provide both:

A One-Time Password (OTP) sent to their registered mobile number.

Aadhaar Authentication (biometric or OTP-based verification). This ensures enhanced security and verifies the recipient's identity before handing over the article.

99. What is Smart Parcel Delivery?

Smart Parcel Delivery is an advanced delivery method where parcels are securely stored in automated parcel lockers or self-service kiosks. This service enhances security and flexibility for recipients.

Book International Mail:



100. What happens if the Counter PA mistakenly enters numeric data in the Name column?

If the Counter PA mistakenly enters numeric data in the Name column, the system will display an error message and will not allow the booking to proceed until the correct alphabetical name is entered.

Book Bulk Mails:

101. What is the purpose of Bulk Book Mail booking?

The Bulk Book Mail option is used for booking multiple articles in a single transaction, making the process efficient and time-saving. It is beneficial for businesses, government offices, and organizations that need to send large volumes of mail while ensuring accurate data entry and streamlined processing.

102. How many customer type are there in Bulk Book mail?

There are three 'customer type' options available in bulk book mail: Registered Bulk Customer, Walk-in Customer and On Postal Services.

103. How can the template be downloaded in the Bulk Book Mail option?

Download the template in the Bulk Book Mail option, follow these steps:

Go to the Bulk Book Mail section.

Click on the "Template 1 and Template 2" option. Fill in the required booking details in the template and upload it for bulk booking.

104. In which format is the template available in Bulk Book Mail?

The template in Bulk Book Mail is available in .xls format.

105. What is the difference between Template 1 and Template 2 in Bulk Book Mail?

Template 1: Consists of basic details required for booking, such as sender and recipient information, article weight, and service type.

Template 2: Includes all details from Template 1 along with an alternative address option for cases where multiple delivery addresses need to be provided.



106. Is an individual receipt generated after booking in the Bulk Book Mail option?

No, an individual receipt is not generated after booking in the Bulk Book Mail option. Instead, a PDF report containing the details of all booked articles is generated.

107. How many Booking Reference IDs are generated while booking in the Bulk Book Mail option?

A single Booking Reference ID is generated for the entire bulk booking, regardless of the number of articles booked.

Book Articles (Virtual Data):

108. What is "Book Articles (Virtual Data)" in the mailing process?

Book Articles (Virtual Data) is a feature that allows users to pre-book articles digitally without physically presenting them at the counter. The data is uploaded in advance, and the actual mailing process is completed later when the articles are physically handed over for dispatch. This helps streamline bulk mailing operations and reduces waiting time at the counter.

109. How many categories are available in "Book Articles (Virtual Data)"?

There are two categories in Book Articles (Virtual Data): Domestic Mail and International Mail.

110. How many articles can be booked at a time in Book Articles (Virtual Data) entry?

Only one article can be booked at a time in Book Articles (Virtual Data) entry.

111. Is any modification allowed while using Book Articles (Virtual Data)?

Yes, modifications are allowed while booking Book Articles (Virtual Data) before final submission. The user can edit details such as address, weight, and service type if needed.

112. When the Booking reference number generated?

The user can generate Booking reference number by using booking book article (Virtual Data).



113. Whether any online payment options available by using Book Articles (Virtual Data)?

No, the customer can pay amount in counter only.

114. Whether any print receipts available after booking articles (Virtual Data)?

No, Counter PA can be generate booking report after booking articles (Virtual Data).

Money Remittance:

115. What is a Money Order?

A Money Order is a secure financial service provided by postal department that allows individuals to send and receive money from one location to another. It is commonly used for domestic and international remittances, ensuring that funds reach the recipient safely.

Domestic Money Order:

116. How many Money Order (MO) types are available in Domestic Money Order?

There are six types of Money Orders (MO) available in Domestic Money Order.

117. What are the types of Money Orders (MO) available in Domestic Money Order?

The following types of Domestic Money Orders are available as shown below:

CM Relief Fund Money Order

COD Money Order (Cash on Delivery MO)

Electronic Money Order



PM CARES Money Order

PM Relief Fund Money Order

Service Money Order

118. What is a CM Relief Fund Money Order?

A CM Relief Fund Money Order is used to send financial contributions to the Chief Minister's Relief Fund to support disaster relief and welfare activities.

119. What is a COD Money Order?

A COD (Cash on Delivery) Money Order is a service used by businesses and e-commerce platforms to collect payment from customers upon delivery of goods.

120. What is an Electronic Money Order?

An Electronic Money Order (eMO) is a digital money transfer service that allows individuals to send money quickly and securely through the postal network.

121. What is a PM CARES Money Order?

A PM CARES Money Order is used for sending donations to the Prime Minister's Citizen Assistance and Relief in Emergency Situations (PM CARES) Fund.

122. What is a PM Relief Fund Money Order?

A PM Relief Fund Money Order is used to send financial aid to the Prime Minister's Relief Fund, which provides assistance to victims of natural disasters and emergencies.

123. What is a Service Money Order?

A Service Money Order is used by government departments and organizations to send payments or remittances for official purposes.

124. What is the minimum and maximum amount that can be booked for a money order?

The minimum amount that can be booked for a money order is Rs. 1, and the maximum amount for each money order is Rs. 10,000.



125. What happens if the user enters an amount exceeding the prescribed limit while booking a money order?

If the user enters an amount exceeding the prescribed limit while booking a money order, the system will not allow the transaction to proceed and will display an error message.

126. Can a customer book a money order with a fractional amount?

No, a customer cannot book a money order with a fractional amount. Only whole numbers are allowed.

127. How many message codes are available while booking a Money Order, and is the selection of a message code mandatory?

There are 22 message codes available while booking a Money Order, and selecting a message code is not mandatory.

128. How many delivery instructions are available in the Money Order booking menu, and what are their names?

There are two delivery instructions available in the Money Order booking menu: Normal Payment and Aadhaar-Based Payment.

129. What is the purpose of the Many-to-One option in the Money Order booking window?

Many-to-One in the Money Order booking window means that the sender is the same, but the recipients (addressees) are multiple. This feature allows a single sender to send money to multiple recipients in a streamlined manner.

130. Is any additional declaration required while booking a Money Order?

The customer must provide the following declaration while booking a Money Order:

"I declare that the remittance to this payee for this month is not exceeding Rs. 25,000/-."

This ensures compliance with the prescribed transaction limits.

131. What is the difference between the Sender Address and the Payee Address in Money Order booking?

Sender Address: The person or entity sending the money. It includes the sender's name, address, and contact details.



Payee Address: The recipient (beneficiary) who will receive the money. It includes the payee's name, address, and contact details.

In simple terms, the sender is the one who initiates the transaction, while the payee is the one who receives the money.

132. How many digits are there in an Electronic Money Order (eMO) booking receipt?

An Electronic Money Order (eMO) booking receipt **contains** 10 digits.

133. What is PNR in terms of Money Order booking?

PNR (Payment Notification Reference) in **Money Order booking** is a unique reference number **generated for each transaction**. It helps in tracking, verifying, and processing **the payment details of the Money Order**.

Domestic Money Order Booking-Bulk:

134. What is Domestic Money Order Booking Bulk?

Domestic Money Order Booking Bulk **is a service that allows customers, especially businesses and organizations, to book multiple money orders in a single transaction**. This feature helps in **efficiently processing bulk payments, such as salary disbursements, government payouts, and fund transfers to multiple recipients at once**.

135. How many pages are there in the Domestic Money Order Booking Bulk process, and what are the steps?

There are two steps in the Domestic Money Order Booking Bulk process:

Step One: Select Customer Type and MO Type.

Step Two: Enter Sender Address Details, Upload the File, and perform Validation before submission.

136. Is the Domestic Money Order Booking Bulk service available for On Government Services?

No, this service is only available for Walk-in Customers and Registered Bulk Customers. It is not provided for On Government Services.

137. How many payment modes are available for Domestic Money Order Booking Bulk?

The available payment modes are: Cash, UPI and Cheque.



138. Is money order authorization required after booking a Money Order?

Yes, money authorization is required after booking a Money Order to ensure that the transaction is verified and processed successfully before dispatch.

139. Are there any modification options available in the Money Order Authorization process?

No, there is no modification option in the Money Order Authorization process. Only the Reject option is available, along with a Remarks field. The supervisor can either accept or reject the Money Order based on verification.

140. What happens after the supervisor accepts or rejects the Money Order?

If the supervisor accepts the Money Order, it is processed for payment and dispatched accordingly.

If a Money Order is rejected by the supervisor, the Counter PA can rebook the Money Order using the "Is Rebooking for Rejected Money Orders" option.

141. In which document format should the file be uploaded for Bulk Money Order Booking?

The file for Bulk Money Order Booking should be uploaded in Excel (.xls) format.

Retail Services:

142. What does Retail Service mean in the Department of Posts?

Retail Service in the Department of Posts refers to various non-mail services offered at post offices, including: Bill Payments, Sale of Forms, Postal Stationery Sales, Third-Party Services. Retail Services enhance the customer experience by offering additional facilities beyond traditional mail and banking services.

Stamps and Stationery Sales:

143. What are the different categories available in the Stamp Sale category dropdown menu?

The categories in the list are based on the user's balance, including options such as Definitive Stamps.



144. Does the balance of stamps appear in the Stamp Sale option?

The balance of a stamp is shown after selecting the category and denomination.

145. Is there any provision to sell stamps above the available balance?

What will happen if the Counter PA enters a higher quantity?

No, there is no provision to sell stamps beyond the available balance. If the Counter PA enters a higher quantity, the system will not allow the transaction to proceed.

146. How many modes of payment are available for the sale of stamps at the counter?

There are two modes of payment available for the sale of stamps at the counter: Cash and UPI/QR.

147. Is the sale of philatelic stamps available at all counters?

No, the sale of philatelic stamps is available only at designated counters authorized for philately services.

Philately Stamps Sale:

148. Is the sale of Definitive Stamps and Philatelic Stamps available at the counter?

Definitive Stamps are available for sale at all postal counters.

Philatelic Stamps are available only at designated counters authorized for philately services.

IPO Sale:

149. How many denominations are available for the sale of IPO (Indian Postal Order)?

There are four denominations available for the sale of IPO: ₹10, ₹20, ₹50 and ₹100

150. Is entering the IPO prefix and suffix mandatory while selling an IPO?



Yes, entering the IPO prefix and suffix is mandatory. After selecting the denomination, the available stock will automatically appear, and the user can issue the IPO based on the displayed stock.

151. What should the Counter PA check while selling an IPO?

Before selling an IPO, the Counter PA must first check the balance using the Inventory Balance option. Only after confirming the availability of stock should the Counter PA proceed with the IPO Sale transaction.

152. Is it possible to sell multiple IPOs from the main page?

Yes, multiple IPO sales are possible. The user must modify the to serial number option for each IPO before issuing the sale.

153. What are the mandatory entries required by the Counter PA while issuing an IPO?

The following entries are mandatory while issuing an IPO:

Selection of IPO Denomination – Choose the correct IPO value.

Prefix – Enter the IPO prefix as per the stock.

From Serial Number – Specify the starting serial number of the IPO.

To Serial Number – Enter the ending serial number based on the quantity being issued.

Payment Mode – Select the appropriate payment method (Cash/UPI).

All these fields must be correctly filled to successfully complete the IPO sale transaction.

154. Is there a Bulk Sale option available for the sale of IPOs?

No, there is no difference between Single Sale and Bulk Sale of IPOs. In both cases, the user must select the denomination, prefix, and serial numbers to issue the IPOs. The process remains the same regardless of the quantity being sold.

IPO Payment:

155. What is IPO Payment?

IPO Payment refers to the process of encashing an Indian Postal Order (IPO) at a designated post office. The recipient of the IPO can present it for payment,



and the amount mentioned on the IPO is given to them after verification. The payment is processed based on the serial number, prefix, and validity of the IPO.

156. How many types of IPO denominations are available in the IPO Payment option?

There are eight IPO denominations available in the IPO Payment option: ₹1, ₹2, ₹5, ₹7, ₹10, ₹20, ₹50, ₹100

157. Is IPO validation required while making an IPO payment?

Yes, IPO validation is required before processing the payment. The system verifies the serial number, prefix, denomination, and validity of the IPO to ensure authenticity before making the payment.

Bill Collections:

158. What is bill collection in retail post?

Bill collection in retail post refers to the process of accepting payments for various utility bills, such as electricity, water, gas, telephone, and other services, at post office counters. Customers can conveniently pay their bills, and the post office acts as a collection agent for service providers.

159. What options are available for selecting a biller?

Users must choose a biller category from the dropdown menu and enter text to search for a specific biller before proceeding with payment.

160. How can a biller be fetched for payment processing?

After selecting a biller category and entering relevant details, users need to click the "Fetch biller" button to retrieve the biller's information.

161. How can a user complete the bill collection process in the retail post system?

To complete the bill collection process, follow these steps:

- Select the appropriate Biller Category from the dropdown menu.
- Enter the biller's name or relevant details in the search field.
- Click the "Fetch biller" button to retrieve the bill details.



- Verify the fetched bill details, including the amount and customer information.
- Proceed with the payment using the available payment options.
- Confirm the transaction and generate a receipt for the customer as proof of payment.

Retail Services-Misc:

162. What is the purpose of the "Retail Services" section in the postal system?

The "Retail Services" section provides various postal and non-postal services, including Business Reply Permits, Direct Post, Earnest Money Deposit, Media Post, Postal Identification Cards, Post Bags, Post Boxes, and special services like Rakhi Post and Tiranga sales.

163. How do I select a retail service for processing?

You need to choose the appropriate service type from the dropdown menu and proceed with the relevant details for the selected service.

164. How do I access Retail Services?

Click on 'Retail Services' from the 'Booking Solution' card to access available services.

165. How do I make a payment for retail services?

After adding transactions to the cart, proceed to the payment gateway and complete the transaction.

166. Can I modify a retail service transaction after booking?

No, modifications are not allowed after submission.

167. How is the booking reference number generated?

It is automatically generated by the system upon successful transaction submission.

168. Where can I find my booking reference number?

Booking reference available in receipt.



169. What happens if counter PA enter incorrect details while booking a service?

The transaction cannot be modified after submission; you may need to rebook with correct details.

170. How do I print a receipt for my transaction?

No, after payment, the system generates a receipt that can be printed immediately. However, the reprint option is not available once the transaction is closed.

Employee Payment:

171. What is the purpose of the "Employee Due Payments" section?

Employee Due Payment refers to the process of handling payments related to employee dues after receiving funds from the Drawing and Disbursing Officer (DDO). This option allows for the repayment of discrepancies or other monetary adjustments.

172. Can multiple wage types be selected at once?

No, only one wage type can be selected at a time per transaction.

173. What happens after selecting the wage type and entering the Employee ID?

After selecting the wage type and entering the Employee ID, clicking "Fetch Employee Dues" retrieves the pending dues for that specific employee.

RMFS:

174. What is RMFS?

RMFS stands for Remotely Managed Franking System. It is a modern digital franking system used by postal services to facilitate pre-paid postage. Unlike traditional franking machines, RMFS is managed centrally, allowing users to purchase and recharge franking credits online. This system ensures secure, accurate, and efficient processing of postal charges while reducing the chances of misuse or fraud.



175. Are there any other options available related to the Remotely Managed Franking System (RMFS) apart from the listed ones?

No, there are no other options available related to RMFS apart from the listed ones.

Franking License Creation:

176. Is it mandatory to create a Franking License to avail franking-related transactions at the counter?

Yes, Franking License creation is mandatory for availing franking-related transactions at the counter.

177. When is the Booking Reference Number generated on the Franking License Creation page?

The BRN number is generated first after opening the Franking License Creation option.

178. How many license type options are there in Franking License Creation? Name them.

There are four license type options available in Franking License Creation:

- Individual
- Commercial
- Departmental
- Departmental (CC)

179. What is the Individual license type in Franking License Creation?

The Individual license type is for personal use, allowing individuals to avail franking services for their needs.

180. What is the Commercial license type in Franking License Creation?

The Commercial license type is meant for businesses and organizations that require franking services for bulk mailing.

181. What is the Departmental license type in Franking License Creation?

The Departmental license type is specifically for government departments to use franking services for official purposes.



182. What is the Departmental (CC) license type in Franking License Creation?

The Departmental (CC) license type is for specific government departments that operate under a Cost Center for controlled franking usage.

183. What should be done if the customer is an existing contractual customer?

In the Customer Details section, select "Existing Customer" as "Yes", then enter the Customer ID, and the details will be automatically fetched.

184. How many sections are mandatory for completing the Franking License creation?

The mandatory sections for completing the Franking License creation are License Details, Customer Details, and Location Details.

185. What does OEM stand for?

OEM stands for Original Equipment Manufacturer.

186. How many OEMs are available in Franking License creation? Name them.

There are two OEMs available in Franking License creation:

- Neopost, France
- Pitney Bowes Inc

187. Is the selection of an OEM mandatory for Franking License creation?

Yes, the selection of an OEM is mandatory. Without selecting an OEM, it is not possible to create a Franking License.

188. What is the FM Model in RMFS (Remotely Managed Franking System)?

The FM Model in RMFS refers to the Franking Machine Model approved for use in the Remotely Managed Franking System. These models are provided by authorized OEMs (Original Equipment Manufacturers) and are used for secure and automated franking of postal articles.

189. How many FM models are available when selecting "Neopost, France" as the OEM in RMFS? Name them.



There are three FM models available under the Neopost, France OEM in RMFS. They are: DM 100i, DM 130i and DM 140i.

190. How many FM models are available when selecting "Pitney Bowes Inc" as the OEM in RMFS? Name them.

There are seven FM models available under the "Pitney Bowes Inc" OEM in RMFS. They are: IJ25, IJ40, IJ50, IJ70, IJ80, IJ90 and IJ110.

191. What is an FM Vendor?

An FM Vendor (Franking Machine Vendor) is a company or manufacturer that supplies and maintains franking machines used for postage metering. These vendors provide the necessary hardware and software to ensure accurate and secure processing of postal transactions.

192. What does "License Identifier" mean in RMFS?

In RMFS (Remotely Managed Franking System), the License Identifier is a unique number assigned to a franking license. It helps in tracking, managing, and verifying the franking license details within the system.

193. How much amount needs to be collected while creating an RMFS?

An amount of ₹375 is required to be collected while creating a Remotely Managed Franking System (RMFS) license.

194. What should the Counter PA do after filling all three sections in the RMFS process?

After completing the three mandatory sections—License Details, Customer Details, and Location Details—the Counter PA should click on the "Submit" button to proceed with the franking license creation.

195. How many payment modes are available for creating an RMFS license? Name them.

There are three payment modes available for RMFS license creation: Cash, UPI/QR and Cheque.

196. After the successful creation of an RMFS license, does the customer receive any information?



Yes, after successfully creating an RMFS license, the customer will be sent a notification or confirmation regarding the license details via SMS.

197. How many digits are available in the License Identifier in RMFS?

The License Identifier must start with a capital letter followed by six digits, making it a total of seven characters.

198. What happens after the RMFS license is created by the Counter PA?

After creation by the Counter PA, the request needs to be verified and approved by the Head of the Division before further processing.

199. How does the Divisional Head verify the RMFS license?

After logging in, the Divisional Head must navigate to Booking Solution > Counter Operation > Franking Divisional Supervision to verify the RMFS license.

200. How many options are available under DO Approval of Requests?

Name them.

There are four options available under DO Approval of Requests:

- License Creation Request
- Cancellation Request
- Miscellaneous Request
- Renewal Request

201. How is the 'License Creation Request' process carried out in the Divisional Head login?

In the Divisional Head login, follow these steps for the 'License Creation Request' process:

- Select the radio button "License Creation Request."
- Choose the "Pending" option in the License Creation Request dropdown.
- Click on the "Fetch" button to retrieve detailed information.
- Click on the "View" option in the 'Action' menu. Based on the License Reference ID, the detailed information will be fetched.
- Check all the details of the customer and tick the checkbox for "Genuineness of the applicant/Model of the machine is checked."



- Once the "Approve" and "Reject" buttons are automatically enabled, click on the "Approve" button to proceed.
- After approval, the Franking License ID is generated successfully.

Franking SOM Capture:

202. What does Franking SOM capture?

Franking SOM captures details related to the franking machine, including the license information, machine model, OEM details, payment information, and customer details for record-keeping and verification.

203. What does SOM stand for in Franking?

SOM stands for "Statements of Mail" in Franking.

204. What is mandatory for capturing SOM in Franking?

The Franking License Number is mandatory for capturing SOM in Franking.

205. What should the user do after entering the Franking License number?

The user should click on the "Fetch" button to retrieve the details.

206. What mandatory details must be entered while capturing SOM details?

License Number, Date, Pincode, Batch Value, Batch Item Count, and New Descending Reading are mandatory fields.

207. Which field is automatically populated when fetching SOM details?

The Old SOM Number, Old Ascending Reading, Old Descending Reading, and Item Reading fields are auto-populated.

208. What does "Batch Value" mean in SOM capture?

"Batch Value" refers to the total monetary value of the franking impressions made in a particular batch. It represents the amount processed through the franking machine for a specific set of mail items.

209. What does "Batch Item Count" mean in SOM capture?

"Batch Item Count" refers to the total number of mail items processed in a particular batch using the franking machine. It indicates the quantity of items included in the franking transaction.



210. What happens after the Counter PA submits the SOM capture? Is there any approval option?

Yes, after submission, the Counter Supervisor must verify the SOM capture. Only after successful verification by the supervisor is the process considered complete.

211. How does the Counter Supervisor verify the SOM capture?

The Supervisor logs in and navigates to Booking Solution.

- Click on Counter Operation.
- Select Franking Office Supervisor.
- Click on SOM Capture Request.
- In the SOM Capture Request dropdown menu, select Pending Request.
- Click on Fetch to retrieve the details automatically.
- Click on View in the Action Menu to display the SOM capture details.
- After verifying the details, the Supervisor can approve the process.

212. What message is displayed after the Supervisor successfully approves the SOM capture?

After the Supervisor approves the SOM capture, the system displays the message "SOM Authorization Successfully".

Franking Address Change:

213. What is Franking Address Change?

Franking Address Change is the process of updating the registered address associated with a Franking License. This is required when the customer relocates or needs to correct the address details.

214. What are the two options available for Address Change in Franking License?

The two options available for Address Change in Franking License are:

- Same Licensing Authority & Same Designated Post Office



➤ Same Licensing Authority & Different Designated Post Office

215. What should the user do after entering the Franking License ID for Address Change?

The user must update the Franking Machine Location Details and then click on the "Submit" button to proceed with the address change request.

216. What should the user do after entering the Franking License ID for Address Change?

The user must update the Franking Machine Location Details and then click on the "Submit" button to proceed with the address change request.

217. What message is displayed after successfully submitting the address change request?

The message "Request submitted successfully!! with reference number: 96539" is displayed.

218. What is the next procedure after the Counter PA initiates the address change request? Is any verification needed?

Yes, after the Counter PA initiates the address change request, it needs to be verified and approved by the Divisional Head under the "Franking Divisional Supervision" module.

219. What is the procedure for the Divisional Head to approve the Franking Machine address change request?

The Divisional Head must log in and follow these steps:

- Click on Booking Solution.
- Select Franking Divisional Supervisor.
- A new window will open; select the Miscellaneous Request radio button.
- Choose Pending Request in the Miscellaneous Request option.
- Click on Fetch to retrieve the details.
- Click on View in the action menu to check all the details.
- After verification, click on Approve to finalize the request.



Franking Cancel:

220. What is Franking Cancellation?

Franking Cancellation refers to the process of cancelling an existing Franking License when it is no longer required by the customer.

221. How many cancellation options are available in Franking Cancellation, and what are they?

There are four cancellation options available:

- PSD Faulty
- License Cancellation
- FM Cancellation
- Address Change with Change of Licensing Authority

222. After cancellation is initiated by the Counter PA, is there any approval or reject option available?

Yes, the Divisional Head can approve or reject the request.

223. Are there any modification options available after the initiation of the cancel franking request by the Counter PA?

No, modification is not available, but the Divisional Head can reject the application.

Franking Rebate:

224. What is Franking Rebate?

Franking Rebate is a discount or concession offered on postal charges when using a franking machine for bulk mailing, encouraging businesses to use franking instead of traditional postage stamps.

225. After initiation of franking rebate by the Counter PA, is any verification needed by the Supervisor?

Yes, the Counter PA's action should be verified using the Supervisor Franking Verification.



Franking Recharge:

226. What is Franking Recharge?

Franking Recharge is the process of adding funds to a franking machine to continue stamping mail. This ensures that the machine has sufficient balance for processing postal transactions.

227. How to make a Franking Recharge?

The Counter PA has to click on the "Franking Recharge" option, then enter the License Number. The details of the Franking Machine (FM) will be displayed for further processing.

228. How many recharge type options are available in Franking Recharge?

There are two recharge type options available: First Recharge and Subsequent Recharge.

229. What does First Recharge mean in Franking Recharge?

First Recharge refers to the initial recharge done at the time of issuing a new Franking License.

230. What does Subsequent Recharge mean in Franking Recharge?

Subsequent Recharge refers to any additional recharges done after the first recharge to continue using the franking machine.

231. Is there a minimum amount required for the first recharge initiated by the Counter PA?

Yes, a minimum amount of ₹2000 is required for the first recharge.

232. What is the minimum amount required for a subsequent recharge in franking?

The minimum amount required for a subsequent recharge is ₹1000.

233. What are the available payment modes for franking recharge?

The available payment modes for franking recharge are Cash, UPI/QR, and Cheque.



234. Is there any verification option available for franking recharge?

No, there is no verification option available for franking recharge.

Franking Renewal:

235. What is Franking Renewal?

Franking Renewal is the process of extending the validity of an existing franking license to continue using the franking machine for postal transactions.

236. How much does Franking Renewal cost? Is this amount shown by default?

After entering the license number, all details, including the renewal amount, are displayed by default and are not editable. The cost for Franking Renewal is ₹375/-.

237. Is any verification required for Franking Renewal?

Yes, Franking Renewal requires verification by the Divisional Head.

Franking Refund:

238. What is Franking Refund?

Franking Refund is the process of reimbursing the balance amount available in the Franking Machine when the customer requests a refund due to reasons such as Error.

239. How many Franking Refund request options are available? Name them.

There are four Franking Refund request options available:

- Error Impression
- License Cancellation
- License Not Approved
- Renewal Not Approved

240. What is an Error Impression in Franking Refund?



An Error Impression occurs when a franking machine prints an incorrect impression due to operational mistakes or technical issues, making the amount eligible for a refund.

241. What is License Cancellation in Franking Refund?

License Cancellation refers to the process of cancelling an issued franking license, after which the remaining balance in the franking machine may be refunded.

242. What is "License Not Approved" in Franking Refund?

"License Not Approved" refers to a situation where a franking license application is rejected, and the applicant can request a refund of the amount paid.

243. What is "Renewal Not Approved" in Franking Refund?

"Renewal Not Approved" refers to a situation where the franking license renewal request is rejected, allowing the applicant to request a refund of the renewal fee paid.

244. How can the Counter PA initiate a Franking Refund request?

The Counter PA needs to click on the "Franking Refund" option, then select the "Refund Request" option, enter the License Number, and click on "Fetch" to display the details. After that, the amount is entered in the Payment Details section, and click on submit option, the request is submitted.

245. Is any authorization needed after the Counter PA initiates the Franking Refund request?

Yes, the Counter Supervisor must authorize the request; only then will the request be completed.

RMFS Authorised transactions:

246. What is Payment of Authorized Transactions in RMFS?

Payment of Authorized Transactions in RMFS includes two options: Rebate Requests and Refund Requests. This option is enabled only after the supervisor has completed the verification process.

247. How to initiate Payment of Authorized Transactions in RMFS?



The Counter PA selects the "Rebate Requests" radio button, then chooses "Pending" in the dropdown menu of the rebate request and clicks on "Fetch." After the transaction details are displayed, the PA clicks on "Make Payment" in the action menu, selects the payment method as cash, and submits to complete the process.

248. How many payment modes are available in RMFS Authorized Transactions?

Only Cash is available as the payment mode.

Counter Operations:

249. What is Counter Operation, and why is this option provided?

Counter Operation is a feature that allows counter staff to manage various financial and operational tasks efficiently. This option is provided to handle daily transactions, inventory management, and reporting.

Begin Your Shift:

250. Why is the "Begin Your Shift" option provided?

The "Begin Your Shift" option is provided to allow the counter PA to start their daily operations. It ensures that all transactions performed during the shift are recorded systematically, enabling proper tracking of activities and accountability.

251. What happens if the Counter PA does not perform the "Begin Your Shift" option?

If the Counter PA does not doing the "Begin Your Shift" option, they will not be able to perform any transactions or operations at the counter.

252. How is the "Begin Your Shift" option enabled?

The "Begin Your Shift" option is enabled only after the Counter Supervisor allocates the counter to the user.

253. What is the difference between before and after beginning the shift?

Before beginning the shift, no operations can be performed. After beginning the shift, all options such as Request Inventory-Stamps, Request Cash, Request Inventory-IPO, View Inventory, Stock Balance Report, Transfer Cash, Article Enquiry, Domestic MO Inquiry, RMFS - Reports, Reports, Submit Account, and End Your Shift are enabled.



254. Can the "Begin Your Shift" option be performed multiple times?

No, the "Begin Your Shift" option can only be performed once per shift.

Request Inventory-Stamps:

255. What is the purpose of requesting stamps from the treasurer for counter sale?

The Counter PA requests stamps from the treasurer to maintain sufficient stock for selling stamps at the counter.

256. How many radio buttons are available while using the Request Inventory Stamps option? Name them.

There are four radio buttons available:

- Request Stamps from Treasury
- Pending Stamps from Treasury
- Receive Stamps from Treasury
- Status of Stamps Requests

257. What is the "Pending Stamps from Treasury" option in Request Inventory Stamps?

The "Pending Stamps from Treasury" option allows the user to view stamp requests that have been placed but are yet to be processed or received from the treasury.

258. What is the "Receive Stamps from Treasury" option in Request Inventory Stamps?

The "Receive Stamps from Treasury" option allows the user to acknowledge and accept the stamps that have been issued by the treasury, completing the request process.

259. What is the "Status of Stamps Requests" option in Request Inventory Stamps?

The "Status of Stamps Requests" option allows users to track the current status of their stamp requests, including whether they are pending, approved, or received from the treasury.

Request Cash:



260. What is the "Request Cash" option?

The "Request Cash" option allows the Counter PA to request cash from the treasurer for making transactions at the counter.

261. What is "Request Cash From Treasury" in the Request Cash option?

"Request Cash From Treasury" allows the Counter PA to request cash from the treasury for counter transactions.

262. What is "Cash Requests Pending with Treasury" in the Request Cash option?

"Cash Requests Pending with Treasury" displays all cash requests that have been made by the Counter PA but are yet to be approved or processed by the treasury.

263. What is "Cash Requests Status" in the Request Cash option?

"Cash Requests Status" allows the user to check the current status of all submitted cash requests, including whether they are approved, pending, or rejected by the treasury.

264. What is "Acknowledge Cash Received From Treasury" in the Request Cash option?

"Acknowledge Cash Received From Treasury" is an option where the counter PA confirms the receipt of cash issued by the treasury, ensuring proper record-keeping and accountability.

265. What is "Acknowledge Cash Received From Counter" in the Request Cash option?

"Acknowledge Cash Received From Counter" is an option where the recipient confirms receiving cash from another counter, ensuring proper documentation and accountability of cash transactions.

Request Inventory - IPO:

266. What is "IPO Inventory Request"?

"IPO Inventory Request" is an option that allows the counter PA to request Indian Postal Orders (IPO) from the treasury for counter sale.



- 267. What is "Request IPOs from Treasury" in IPO Inventory Request?**
"Request IPOs from Treasury" allows the counter PA to request IPO (Indian Postal Order) inventory from the treasury for counter sale.
- 268. What is "Pending IPOs from Treasury" in IPO Inventory Request?**
"Pending IPOs from Treasury" displays the IPO requests that have been made by the counter PA but are yet to be processed or approved by the treasury.
- 269. What is "Receive IPOs from Treasury" in IPO Inventory Request?**
"Receive IPOs from Treasury" allows the counter PA to acknowledge and confirm the receipt of IPOs that were requested from the treasury.
- 270. What is "Status of IPOs Requests" in IPO Inventory Request?**
"Status of IPOs Requests" enables the counter PA to track the current status of IPO requests, including approved, pending, or completed requests from the treasury.
- 271. Can the counter PA make multiple requests for stamps and IPOs?**
Yes, the counter PA can make multiple requests for stamps and IPOs.
- 272. Is there an option for advance stamp issuance for delivery staff in APT?**
No, there is no option for advance stamp issuance for delivery staff in APT.

View Inventory:

- 273. What is the purpose of the View Inventory option?**
The View Inventory option is provided to check the available stock of stamps and IPOs in the counter.
- 274. How can a user view inventory stock?**
The Counter PA can view inventory stock by using the Inventory Stock option, selecting "Stamp" or "IPO" from the drop-down menu, and the available stock will be fetched.
- 275. Is there a download option available for inventory stock? In which formats can the Counter PA download it?**



Yes, the Counter PA can download the inventory stock in PDF and Excel formats.

Stock Balance Report:

276. What is the Stock Balance Register?

The Stock Balance Register is a record that displays the available stock of stamps and IPOs in the system.

277. How does the Counter PA perform the Stock Balance Register menu?

The Counter PA needs to click on the Stock Balance Register menu, select the inventory type as Stamp/IPO from the dropdown menu, choose the date range using the "From" and "To" date options, and then click on Submit to access the report.

278. Can the Counter PA generate a backdated report in the Stock Balance Register?

Yes, the Counter PA can generate a backdated report by selecting the required date range in the "From" and "To" date options.

279. What is the difference between View Inventory Stock and Stock Balance Register?

- View Inventory Stock allows the Counter PA to check the current available stock of Stamps and IPOs in real-time.
- Stock Balance Register provides a detailed report of stock transactions, including past records, by selecting a date range.

280. Can a user view another user's Stock Balance Report using this menu?

No, a user can only view their own Stock Balance Report and not that of other users.

281. Does the Stock Balance Register option provide a Cash Balance Report?

No, the Stock Balance Register option does not provide a Cash Balance Report.



Transfer Cash:

282. What is the purpose of the Transfer Cash option?

The Transfer Cash option is used by the Counter PA to transfer cash to another counter or the treasury as needed.

283. How many radio button options are available in the Transfer Cash menu?

There are two radio button options: Transfer Cash and View Transferred Cash Status.

284. What is the purpose Counter to Treasury option in Transfer Cash?

The Counter to Treasury option allows the counter PA to transfer excess cash from the counter to the treasury for safe handling and record-keeping.

285. What is the purpose Counter to Counter option in Transfer Cash?

The Counter to Counter option allows cash to be transferred between two counters within the same office for operational needs.

286. What is the purpose Counter to Supervisor option in Transfer Cash?

The Counter to Supervisor option allows the counter PA to transfer cash to the supervisor for safe handling or further processing.

287. What happens if the Counter PA mistakenly enters an amount higher than the available balance in the Transfer Cash option?

Entering an amount higher than the available balance is not possible, as the system restricts such entries.

288. Is there a delete option available if the Counter PA enters the wrong amount in the Transfer Cash option?

No, there is no delete option provided.

Article Enquiry:

289. What is the purpose of the Article Enquiry option?



The Article Enquiry option allows users to track and check the status of domestic and international articles in the system.

290. How to track an article using the Article Enquiry option?

To track an article, the user needs to enter the article number in the Article Enquiry option and click on the "Submit" button. The system will then display the current status and tracking details of the article.

291. Is it mandatory to enter the article number, including the prefix and suffix, for tracking?

Yes, entering the complete 13-digit alphanumeric article number, including the prefix and suffix, is mandatory for tracking article details.

Article Cancellation:

292. What is the purpose of Article Cancellation?

The purpose of Article Cancellation is to allow the counter PA to cancel an incorrectly booked article before dispatch, ensuring accurate records and preventing incorrect deliveries.

293. How to cancel an article?

The counter PA should click on the "Article Cancellation" option, enter the article number in the provided field, and click on "Check Status." After the details are fetched, verify the information and click on "Cancel Article" to complete the cancellation process.

294. Does the amount of the article get reduced in the wallet balance after cancellation?

No, Refund not eligible once article is cancelled.

295. Is any verification required for article cancellation?

Yes, there is supervisor verification required for article cancellation.

296. What are the prerequisites for canceling an article?

After clicking on "Check Status," a new window will open. If the "Eligible for Cancellation" option is available in a green-shaded area, then the article can be canceled; otherwise, it cannot be canceled.



Domestic MO Inquiry:

297. What is purpose for Domestic MO Inquiry option?

Domestic MO Inquiry is an option that allows users to check the status and details of domestic money orders.

298. How can a user perform a Domestic MO Inquiry?

The user needs to enter the Money Order (MO) number in the designated field and click on the "Search" button to fetch the details of the MO.

299. Does the Money Order (MO) number have any prefix or suffix?

No, the Domestic MO booking number consists of a 10-digit numeric value without any prefix or suffix.

300. Is article tracking possible using the Domestic Money Order (MO) inquiry option?

No, article tracking is not possible using the Domestic MO inquiry option.

301. Is multiple MO inquiry possible using the Domestic Money Order option?

No, the user can track only a single MO at a time.

302. Does the Domestic Money Order inquiry option provide only that office's information or the entire office's MO tracking information?

This option provides MO tracking information for all offices.

303. What is the difference between Domestic MO Inquiry and Article Enquiry?

Domestic MO Inquiry is used to track Money Orders (MO) using a 10-digit numeric number, while Article Enquiry is used to track postal articles using a 13-digit alphanumeric number. MO Inquiry tracks only MOs, and Article Enquiry tracks only articles.

RMFS - Reports:



304. What is the purpose of RMFS Reports?

RMFS reports are specifically related to transactions and activities of the Remotely Managed Franking System.

305. What is the purpose of the "FM License Possessed by Customer" option?

This option allows users to check the details of franking machine licenses owned by customers. As shown in the image, it displays information such as RMFS License Number, License Identifier, Customer Name, Location City, and the validity period (Valid From - Valid To).

306. What details are displayed under the "License Usage Pattern" option?

The "License Usage Pattern" option displays the following details for a given franking machine license:

- RMFS License Number
- License Identifier
- SOM Date
- Ascending Reading
- Descending Reading
- SOM Number

These details help track the usage pattern of a customer's franking machine over time.

307. What details are displayed under the "License Recharged Details" option?

The "License Recharged Details" option displays the following information related to the recharge of a franking machine license:

- License Number
- Recharge ID
- Recharge Amount
- Recharge Date
- Mode of Payment

These details help track the recharge transactions of a customer's franking machine license.



308. What details are displayed under the "Franking Machine Balance" option?

The "Franking Machine Balance" option provides information about the current balance status of a franking machine license. It includes the following details:

- License Number – Identifies the franking machine license.
- License Identifier – Unique identifier for the license.
- Customer Name – Name of the customer (In this case, "a").
- SOM NO – Statement of Machine (SOM) number.
- SOM Captured DATE – Date on which the SOM was recorded.
- Balance As Per SOM – The remaining balance available in the franking machine.
- Office ID – The unique identification number of the office.

These details help in tracking the available balance in the franking machine for postal transactions.

Reports:

309. What is the purpose of the Reports option?

The Reports option allows the Counter PA to generate all Booking Solution Module related reports, providing insights into transactions and operations.

310. Who can generate reports using this option?

The Counter PA can generate reports related to booking solutions.

311. What types of reports can be generated?

Reports can include Consolidated Reports and Detailed Reports based on user requirement generated.

312. What filters can be applied while generating a report?

Users can filter reports based on date range, user, category, and product type to get specific data.

313. What do the "Reset" and "Cancel" buttons do?

Reset: Clears all the selected fields and allows the user to enter new values.



Cancel: Exits or returns to the previous screen without generating a report.

314. What does "Consolidated Report" mean?

A Consolidated Report is a summary report that combines multiple data points into a single comprehensive document, providing an overview of transactions or activities.

315. How is a Consolidated Report different from a Detailed Report?

A Consolidated Report **provides** a summary of data, whereas a Detailed Report **includes** individual transactions with in-depth information.

316. Why is a Consolidated Report important?

It helps in quick decision-making, tracking overall performance, and simplifying data analysis without going through extensive details.

317. Why is a Detailed Report important?

It helps in error detection, auditing, and tracking individual transactions to ensure transparency and accuracy in operations.

318. Is a user-wise report available?

Yes, a user-wise report is available, allowing reports to be generated based on specific users.

319. How many categories are available in the Detailed Report option?

There are five categories available in the Detailed Report option.

320. Can the user select multiple categories at the same time?

No, the user must choose one category at a time from the available options.

321. What is the purpose of these categories in the Detailed Report?

These categories allow the Counter PA to generate reports based on specific booking solution modules, making it easier to analyze and track transactions.

322. Is the selection of a date range mandatory for generating reports?

Yes, selecting a date range is mandatory for generating reports. However, the current date (today's date) is already set by default.



323. Can the user modify the default date range?

Yes, the user can change both the "From" and "To" dates as per their requirement.

Submit Accounts:

324. What is the purpose of the "Submit Account" option?

The "Submit Account" option is used to finalize and submit financial transactions, ensuring that all recorded transactions are properly accounted for.

325. Who is responsible for submitting the account?

The counter PA (Postal Assistant) is responsible for submitting the account.

326. When should the account be submitted?

The account should be submitted at the end of the day or after completing all booking and transaction activities.

327. What happens after submitting the account?

Once the account is submitted, the transactions are locked for further modifications, and reports can be generated for record-keeping.

328. How can the Counter PA submit the account?

The Counter PA can submit the account by clicking on the "Submit Account" option.

329. What happens after clicking on "Submit Account"?

A confirmation message appears: "Do you want to Generate the Account? Note: Previous entries, if any, will be lost if the account is regenerated." Then click on OK.

330. What should the Counter PA consider before confirming?

The Counter PA should ensure all entries are correct because regenerating the account will erase previous entries.

331. Can the submitted account be modified later?



No, once the account is submitted, modifications are not allowed unless regenerated, which will remove previous data.

332. How many options are available after clicking on "Submit Account"?

There are three options available:

- Generate Account
- Transfer Cash
- Add Miscellaneous Receipt & Payment Details

333. What is the purpose of the "Generate Account" option?

The "Generate Account" option allows the Counter PA to generate a new account summary based on transactions.

334. What does the "Transfer Cash" option do?

The "Transfer Cash" option facilitates the transfer of counter cash to the Treasury and ensures acknowledgment by the Treasurer before submitting accounts.

335. Why is the "Add Miscellaneous Receipt & Payment Details" option useful?

This option enables the Counter PA to include any additional receipts or payment details before finalizing the account submission.

336. What is the purpose of the "Submit Account" option?

The "Submit Account" option allows the Counter PA to finalize and submit the account after ensuring that receipts and payments match.

337. When can the Counter PA submit the account?

The Counter PA can submit the account only after verifying that the total receipts and total payments are equal, with no differences.

338. What happens if there is a difference between receipts and payments?

If there is a difference, the Counter PA must resolve the discrepancy before submitting the account.

339. How can we account CBS/IPPB transactions?

CBS transactions are accounted under wallet adjustments.



340. When will the submit account data incorporate in DTR?

On performing Shift end the submit account data will be incorporated into DTR.

End Your Shift:

341. What is the purpose of the "End Your Shift" option?

The "End Your Shift" option allows the Counter PA to officially close their shift after completing all transactions, submitting accounts, and ensuring all financial reconciliations are done.

342. When should the "End Your Shift" option be used?

It should be used at the end of the working shift once all receipts, payments, and account submissions are completed.

343. What happens after clicking "End Your Shift"?

The system verifies that all necessary actions, such as submitting accounts and transferring cash, are completed before allowing the shift to close.

344. What happens after the Counter PA initiates the "End Your Shift" option?

After the shift is ended, the Counter PA cannot perform any further transactions.

345. Is any transaction allowed after the shift has ended?

No, once the shift is ended, all transaction-related options are disabled, and further operations are not allowed.

346. Can the Counter PA reopen the shift after ending it?

No, the shift cannot be reopened. A new shift must be started in the next working session.



Counter Supervisor < Booking Solution < Counter Operation:

347. How many options are available in the Counter Operations menu for the Counter Supervisor?

There are 14 options available for the Counter Supervisor in the Counter Operations menu.

348. Whether the new counter can be created in APT?

Counter can be created by using the option create new environment.

Allocate counter to Operator:

349. What is the purpose of the "Allocate Counter to Operator" option?

The "Allocate Counter to Operator" option allows the Counter Supervisor to assign a counter to an operator. This ensures that the designated operator can perform transactions and operations at the assigned counter.

350. Can a Counter PA perform work at the counter without being assigned a counter?

No, a Counter PA cannot perform work at the counter without being assigned a counter by the Counter Supervisor. Counter allocation is mandatory for any transactions or operations.

351. How does a Supervisor allocate a counter to a Counter PA?

The Supervisor clicks on the Counter Allocation option, selects the Employee Name from the Employee ID dropdown menu, selects the Counter ID, selects the Shift ID, sets the Counter Start Time, and clicks on Allot Counter to complete the allocation process.

352. How can the Counter Supervisor confirm whether a counter has been allocated to a user?

After allocation, all the relevant details, such as Employee Name, Counter ID, Shift ID, and Counter Start Time, will be displayed on the screen, confirming the successful allocation.

353. Is there a deletion option available if the Counter Supervisor wrongly allocates a counter?



No, deletion is not allowed. However, modification can be done using the Counter Allocation - Modification option.

View Counter status:

354. How to find if "Submit & Verify Account" is pending for a user?

If the "Submit & Verify Account" status is pending for a user, the right-mark (✓) option will be enabled instead of being disabled. The supervisor can complete the verification by clicking on this option.

355. What should the supervisor do if the "Shift End Status" shows as pending?

If the "Shift End Status" is pending, the supervisor can use the "Forcible Shift End" option to manually end the shift.

356. Is the selection of a date range mandatory while using the "View Counter Status" option?

Yes, selecting a date range is mandatory to fetch and display the counter status for the specified period.

Create New Counters and Shift:

357. What is the purpose of the "Create New Counters and Shift" option?

The "Create New Counters and Shift" option allows the supervisor to set up new counters and assign shifts for operations, ensuring proper allocation of work to employees.

358. How to create a new counter and shift?

To create a new counter and shift, follow these steps:

- Enter the Office ID.
- Specify the Counter Number.
- Select the Shift Number from the dropdown menu.
- Set the Shift Duration (e.g., 8, 12, 24 hours).
- Enter the Shift Begin Time (e.g., 08:00 AM).
- Enter the Shift End Time (e.g., 16:00 PM).
- Fill in Service Details and Device Details as required.



- Click on the Save button to create the counter and shift.

If needed, use the Reset button to clear the form and start over.

Modify Counter Allocation:

359. What is the purpose of the "Modify Counter Allocation" option?

The "Modify Counter Allocation" option is used for:

- Correcting mistakes in counter allocation if a wrong counter, shift, or employee was assigned.
- Updating counter assignments in case of changes in operational requirements.
- Reassigning counters to different employees as needed.
- Ensuring smooth workflow by allowing necessary modifications without deleting the allocation.
- Managing shifts effectively by adjusting shift timings or counter assignments when required.

360. How to modify counter allocation?

- Go to the "Counter Allocation - Modification" section.
- Click on Modify button it is in action menu.
- Select the employee by Employee ID.
- Choose the new Counter ID from the dropdown (e.g., changing to Counter ID 3).
- Select the appropriate Shift ID from the dropdown (e.g., Shift ID 2).
- Set the new Counter Start Time (e.g., 03/04/2025, 09:56 AM).
- Click on the "Modify Counter" button to apply the changes.

Transfer Cash Supervisor:

361. What is the purpose of the "Transfer Cash - Supervisor" option?

The "Transfer Cash - Supervisor" option allows the counter supervisor to transfer cash to treasurer. This ensures smooth cash management.

362. How many radio button options are available in the "Transfer Cash - Supervisor" menu?

There are two radio button options available:



Transfer Cash – To initiate cash transfer to treasurer.

View Transferred Cash Status – To check the status of previously transferred cash transactions.

363. What is the purpose of the "Acknowledge Cash From Counter" option?

The "Acknowledge Cash From Counter" option allows the supervisor to confirm and verify the cash received from a counter. This ensures that the transferred cash amount is correctly recorded and acknowledged in the system.

Franking Office Supervisor:

364. What is the purpose of the "Franking Office Supervisor" screen?

This screen allows the supervisor to approve or authorize various requests, such as SOM Capture Requests, Rebate Requests, and Refund Requests.

365. How can a supervisor approve an SOM Capture Request?

The supervisor can follow these steps to approve an SOM Capture Request:

- Click on Franking Office Supervisor.
- Select the SOM Capture Request radio button.
- From the SOM Capture Request dropdown menu, select Pending Request.
- Click on the Fetch button to retrieve the request details.
- Review all the details carefully.
- Click on the Verify button to approve the request.

366. How can a supervisor approve a Rebate Request?

The supervisor can follow these steps to approve an Rebate Request:

- Click on Franking Office Supervisor.
- Select the Rebate Request radio button.
- From the Rebate Request dropdown menu, select Pending Request.
- Click on the Fetch button to retrieve the request details.
- Review all the details carefully.
- Click on the Verify button to approve the request.



367. What happens after verification?

Once the supervisor verifies the request, the Rebate Request is approved and processed accordingly.

Article Cancellation Authorization:

368. What is Article Cancellation Authorization?

Article Cancellation Authorization is the process where a supervisor or authorized personnel approves or rejects the cancellation of an article.

369. How many types of articles can be cancelled by the supervisor?

The supervisor can cancel three types of articles:

- Domestic Articles – Articles sent within the country.
- APS Articles – Articles related to the Army Postal Service.
- International Articles – Articles sent to or received from foreign countries.

370. What happens after an article is cancelled?

The system updates the article status as cancelled, and any further actions like refunds or reversals are processed as per postal guidelines.

371. How can a supervisor check the status of cancelled articles?

The supervisor can select the booking date and click on the "Check Status" button to view cancelled articles pending authorization.

372. What actions can the supervisor take on cancelled articles?

Based on the image, the supervisor has the following options:

- Approve the cancellation (Green checkmark button)
- Reject the cancellation (Red cross button)
- View details of the article (Blue eye button)

Authorize Money Order:

373. What is the purpose of the "Authorize Money Order" option?



The "Authorize Money Order" option allows the supervisor to approve or reject money orders before they are processed for payment or dispatch.

374. Why is authorization required for money orders?

Authorization ensures that only valid and verified transactions are processed, preventing fraud and errors in money order disbursement.

375. Who is responsible for authorizing money orders?

A designated Counter supervisor or authorized personnel in the system is responsible for reviewing and approving money orders.

376. How many options are available after clicking on Money Order Authorization?

There are two options available:

- Authorize – Approves the money order for processing.
- Reject for Rebooking – Rejects the money order and sends it back for rebooking.

377. What happens when the "Reject for Rebooking" option is selected?

The money order is sent back for corrections or rebooking before it can be processed again.

378. Why would a supervisor reject a money order for rebooking?

A money order may be rejected for reasons such as incorrect details, insufficient funds, or validation errors that need correction.

379. Is a rejection remark mandatory while selecting "Reject for Rebooking"?

Yes, a rejection remark is mandatory when rejecting a money order for rebooking.

380. What happens if the rejection remark is not provided?

The system may not allow the rejection to proceed without entering a valid remark.

Article Enquiry:



381. What is the purpose of the Article Enquiry option in the Supervisor role?

The Article Enquiry option allows the supervisor to track and view the status of postal articles booked at their office or under their jurisdiction.

382. Does this option provide delivery details?

Yes, it provides booking, transit, and delivery status information of the article.

383. What type of articles can be tracked using this option?

All types of articles such as Speed Post, Registered Post, and other accountable articles can be tracked.

Article Cancellation:

384. Is the Article Cancellation option available to the Counter Supervisor as well?

Yes, the Article Cancellation option is available to the Counter Supervisor.

385. Does the Supervisor need to verify their own cancellations?

No, if the Supervisor directly cancels the article, no further authorization is required.

386. Is there a difference in process based on the role in article cancellation?

Yes. PA cancels → Supervisor must authorize.

Supervisor cancels → No authorization needed.

Domestic MO Inquiry:

387. What is the purpose of the Domestic MO Inquiry option for the Supervisor?

The Domestic MO Inquiry option allows the Counter Supervisor to track and verify the status of Domestic Money Orders (MO) booked at any office. It helps ensure proper delivery and provides transparency in MO transactions.

RMFS-Reports:



388. What is the purpose of RMFS – Reports under the Supervisor option?

The RMFS – Reports option allows the Counter Supervisor to monitor and generate reports related to the Remotely Managed Franking System (RMFS), including license usage, recharge history, and franking machine balances, helping ensure accountability and compliance.

Reports:

389. What is the purpose of the All-Counter Report in the Supervisor option?

The All Counter Report allows the Counter Supervisor to view consolidated booking and transaction reports from all counters within the office. It helps in monitoring overall performance, verifying transactions, and ensuring accurate end-of-day reconciliation.

Verify Accounts:

390. What is the purpose of the Verify Accounts option in the Counter Supervisor menu?

The Verify Accounts option allows the Counter Supervisor to review and verify the submit accounts submitted by the Counter PAs. This ensures that all transactions, receipts, and payments are correctly incorporated to daily accounts.

391. Is any modification allowed after account verification by the Supervisor?

No, once the Supervisor verifies the account, no further modifications are allowed. The account is considered finalized after verification.