# Frequently Asked Questions (FAQs)

## APT

FOR

# Customer Relationship Management for Customers

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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 is having any doubt in the department Rulings and guidelines, he/she should refer to the respective manuals and volumes only. The APT Operational Guide should not be sighted as Rulings.

# Frequently Asked Questions (FAQs) : Customer Relationship Management (Customers)

**Q1. Who can access the India Post Customer Self-Service Portal?**

The portal can be accessed by Guest Users and Registered Customers. Open Customers can also visit the portal, but only for the purpose of registering themselves either as Guest Users or Registered Customers.

**Q2. How do I access the portal?**

You can access the portal by visiting the official India Post website at www.indiapost.gov.in and clicking on the Customer Login symbol available at the top right corner, or you can go directly to the portal through this link.

**Q3. Which browsers are recommended?**

The portal works best on Google Chrome and Microsoft Edge.

**Q4. How can I log in as a Guest User?**

To log in as a Guest User, you need to click on the Guest Login option, enter your valid 10-digit mobile number, and click on Send OTP. You will then receive a 6-digit OTP on your mobile, which you should enter in the given field and then click on Verify OTP.

**Q5. What happens during my first Guest login?**

When you log in as a Guest User for the very first time, you will be asked to enter your name and email address. For all future logins using the same mobile number, these details will not be required again.

**Q6. How do Registered Customers log in?**

Registered Customers can log in by entering their 10-digit Customer ID, their password, and then clicking on the Login button.

**Q7. What if I forget my password?**

If you forget your password, you should click on the Forgot / Reset Password link available under the Registered Customer login section. You can then reset your password by entering either your Customer ID, registered mobile number, or PAN number. An OTP will be sent to your registered mobile number or email address, which you must verify before setting a new password.

### Q8. What if I forget my Customer ID?

If you forget your Customer ID, you should click on the Forgot Customer ID link. You can retrieve your ID by entering either your registered mobile number or your registered email address. An OTP will be sent, and once verified, your 10-digit Customer ID will be displayed.

### Q9. Who needs to register?

Customers such as bulk customers, vendors, agents, RMFS customers, DNK customers, and others who wish to obtain a unique 10-digit Customer ID in order to access services, create and maintain contracts, and use the customised track and trace features are required to register.

### Q10. How do I register as a new customer?

To register as a new customer, you need to click on the Register Yourself option under Registered Customer login. You will be asked to enter your first name, last name, and gender, and then provide a valid 10-digit mobile number that has not been registered earlier. Once you click on Send OTP, an OTP will be sent to your mobile. After verifying the OTP, you will be asked to provide your email address, postal address, and PIN code. Once all details are entered, you should click on Register to complete the process.

### Q11. What if my mobile number or email is already registered?

If the mobile number or email address you enter is already registered with India Post, a message will appear on the screen informing you about it. You will then need to use a different mobile number or email address to complete the registration.

### Q12. What happens after successful registration?

Once the registration is completed successfully, you will receive a 10-digit Customer ID and a default password. This Customer ID and password can be used for logging into the portal. The default password is "Dop@1234".

### Q13. What is the default password for first-time login?

The default password for first-time login is Dop@1234.

### Q14. What is the password policy for setting a new password?

When setting a new password, you must follow the India Post password policy, which requires a strong combination of characters.

## Q15. What should I do if OTP is not received?

If you do not receive an OTP, you should make sure that you are using your registered mobile number or registered email address. You should also check your mobile network connectivity or your spam and junk folders in case the OTP email was filtered there.

## Q16. What is DNK Customer Login?

DNK Customer Login is meant for Dakghar Niryat Kendra (DNK) customers who access services related to export and import through a separate login option.

## Q17. How does a Registered Customer log in?

A Registered Customer should open the India Post Customer Self-Service Portal and select the login type as Registered Customer, which is the default option. The customer should then enter the valid 10-digit Customer ID along with the corresponding password and click on the login button.

## Q18. What is the default password for new or existing customers?

Newly registered customers and existing registered customers who have a 10-digit Customer ID can log in with the default password "Dop@1234". It is strongly recommended that they change the password immediately after the first login.

## Q19. What is shown on the home page after successful login?

After logging in successfully, the home page displays two cards called Self Booking and My Bookings.

## Q20. What options are available in the left-side panel dashboard?

The left-side panel dashboard includes Home, Registered Services, Payments & Wallet, Tools, Reports, Complaints, Other Products, Settings, and Profile icons. Except for Home and Profile icons, all other options have an expandable symbol to show sub-options.

## Q21. Can the side panel be collapsed or expanded?

Yes, the side panel can be collapsed by clicking on the X symbol in front of the Dashboard, and it can be expanded again by clicking on the expand symbol.

### Q22. How can I view my profile and logout?

You can view your profile by clicking on the Profile icon at the top right corner of the home page. A dialogue box will appear displaying your name, Customer ID, mobile number, and the services you are registered for. If you have any "Advance" type contract, you will also see the option to view or recharge your wallet balance. The same profile box also contains the Logout button for both registered and guest customers.

### Q23. What happens when I click on the Home icon in the dashboard?

When you click on the Home icon, the home page is displayed again, showing the Self Booking and My Bookings cards.

### Q24. What is the Self Booking card used for?

The Self Booking card allows you to book different services. Once clicked, it displays five sub-cards: Domestic Article Booking, International Booking, Bulk Booking, Domestic Money Order, and Check Payment Status.

### Q25. How do I book a domestic article?

You can book a domestic article either through the Pick Up method or the Drop Off method. In the Pick Up method, the article is collected from your address, while in the Drop Off method, you must present the article at a post office of your choice.

### Q26. How do I book using the Pick Up method?

To book using Pick Up, you should first enter your pickup address. If you allow location access, your latitude and longitude will be captured automatically. You can search for a saved address or enter a new one manually. You then need to select a pickup date, which can be either the current day or the next day, and a pickup time slot, which can be between 10:00–13:00 hrs or 13:00–16:00 hrs. After agreeing to the terms and conditions, your pickup address will be saved. Then you must enter the destination PIN code, the weight of the article, and choose a suitable service with its applicable tariff. Additional details such as article dimensions and value-added services like insurance or proof of delivery may also be provided.

### Q27. Is there any weight restriction for Pick Up booking?

Yes, the maximum allowable weight for a booking with pickup is 5 kg. If more than 5 kg is entered, a message will be displayed.

### Q28. How do I book using the Drop Off method?

To book using Drop Off, you must select the Drop Off PIN code, after which the drop off office will be auto-populated. You must then agree to the terms and conditions. Next, you need to enter article details such as destination PIN code, weight, service type, and contract ID if applicable. You must also provide sender and recipient information. After agreeing to the declarations and conditions, you can submit the booking. Each article added will appear in the cart, and you may book more articles if required. Once ready, you can complete the booking by selecting a payment method. After confirming the payment, you will be able to view, print, or save the labels, barcodes, and receipts.

### Q29. How do I book an international article?

To book an international article, you should click on the International Booking sub-card. The booking process has four stages: Product, Shipping, Details, and Payment.

### Q30. What needs to be selected in the Product stage?

In the Product stage, you must select whether the article is a Document or Non-Commercial Goods. You should then enter the package weight and mail type, and select either the Pick Up or Drop Off method.

### Q31. How do I select the destination country?

In the Destination Country section, you can select from a list of around 246 countries arranged alphabetically with their country codes. You can scroll through the pages, use the navigation buttons, or search by typing part of the country name. If a service is unavailable for a selected country, a message will appear. If it is available, you will see a list of service types with features, and you can click on Proceed for Booking.

### Q32. What happens after selecting the service type?

A unique booking reference ID will be generated, and the applicable tariff will be displayed. You then need to provide package details, followed by sender and recipient details.

### Q33. How do I provide item details for customs?

You must add details of all sub-piece items in the consignment, including their HSN codes. You can search for HSN codes by product name or code. Each item's details must be added, and the total count of items should match the number of pieces in the consignment.

**Q34. What is the final step in international booking?**

In the Payment stage, you must tick the declarations and generate a barcode for the consignment. You can then view the total tariff or its detailed break-up. Once payment is completed, the booking is confirmed.

**Q35. What information needs to be entered in the Sender Details section while booking a Domestic Money Order?**

In the Sender Details section, the customer must enter the name, address, city, state, mobile number, and email address of the sender. Mandatory fields are marked with an asterisk, and all essential details must be correctly entered.

**Q36. What information is required in the Recipient Details section of the Domestic Money Order form?**

In the Recipient Details section, the customer must enter the name, address, city, state, mobile number, and email address of the recipient. As with the sender, mandatory fields are marked with an asterisk.

**Q37. What declaration must be agreed upon before submitting a Domestic Money Order?**

Before submitting, the customer must agree to the declaration that the information provided is correct and that the transaction complies with India Post rules, including confirming acceptance of the terms and conditions.

**Q38. How does a customer verify the details of a Domestic Money Order before final submission?**

After entering all the required details, the customer should click on the Preview button. This opens a preview screen showing the details of the sender, recipient, and money order, which must be reviewed carefully before submission.

**Q39. How is the commission for a Domestic Money Order calculated?**

The commission is automatically calculated by the system based on the amount entered, and the total payable amount including the commission is displayed on the screen.

**Q40. How does a customer make payment for a Domestic Money Order?**

After confirming the preview details, the customer clicks on the Payment button. The system will then display the available payment options, such as Internet Banking, Debit Card, Credit Card, or Wallet Balance, depending on the customer type.

**Q41. What confirmation is provided after successful payment of a Domestic Money Order?**

Once the payment is completed successfully, a confirmation screen will appear displaying the transaction details and a Money Order booking reference number. A receipt can also be generated and saved or printed for records.

**Q42. What happens if the payment for a Domestic Money Order fails?**

If the payment fails, the system will display a failure message and the transaction will not be completed. The customer may attempt the payment again or check the payment status later using the Check Payment Status option.

**Q43. How can a customer check the status of a Money Order or booking payment?**

The customer can click on the Check Payment Status sub-card under Self Booking, enter the relevant booking reference or transaction ID, and then view the updated status of the payment.

**Q45. How can a customer track a consignment in the portal?**

A customer can track a consignment by clicking on Track Consignment under the Tools panel, entering one or more article numbers in the Article Numbers field, and then clicking on the Track Articles button to view tracking results.

**Q46. What details are displayed after tracking a consignment?**

The tracking results are displayed in a tabular format showing the status and last event for each article, and customers can scroll horizontally for more details.

**Q47. How can detailed event history of a consignment be viewed?**

A customer can click on the Expand button under the Actions column against the desired article to view detailed event history with date and time, which can be scrolled vertically for more details.

**Q48. How can a customer search for a specific consignment when multiple article numbers are tracked together?**

When multiple articles are tracked, the customer can enter the article number in the search field provided in the results section to filter and view details for that specific article.

### Q49. How does the Find Pincode option work in the portal?

When the Find Pincode option is clicked, the India Post website opens in a new tab, where the Locate Post Office section can be accessed using three methods which are By Pincode, By State and District, and By Office Name.

### Q50. How can a customer find a PIN code by State and District?

The customer must select the state or union territory and district from the drop-down list, enter the captcha code, validate it, and click the Search button to get a list of all post offices with their PIN codes.

### Q51. How can a customer find a PIN code using the Office Name method?

The customer must enter a few characters of the post office name, validate the captcha code, and click the Search button to display a list of matching post offices with their PIN codes.

### Q52. What information is shown when a post office name is clicked in the Find Pincode option?

When the post office name is clicked, details such as Contact Information, Location, and Administrative Details of that office are displayed.

### Q53. How does the Locate Post Office option work in the portal?

Locate Post Office also opens the India Post website in a new tab where customers can search using three methods which are By Pincode, By State and District, and By Office Name.

### Q54. What is the process to locate a post office by Pincode?

The customer needs to enter a six-digit Pincode, validate the captcha, and then click the Search button to see all post offices corresponding to that Pincode.

### Q55. What is the process to locate a post office by State and District?

The customer must select state or union territory and district from the drop-down fields, validate the captcha, and click the Search button to view a list of all post offices along with their PIN code and city name.

### Q56. What information is displayed when locating a post office using the Office Name option?

When a customer searches by Office Name and clicks Search after captcha validation, the system displays a list of post offices with names matching the entered characters.

**Q57. What details are displayed after selecting a post office in the Locate Post Office option?**

The system displays Contact Information, Location, and Administrative Details of the selected post office.

**Q58. What is the purpose of the Calculate Postage option in the portal?**

The Calculate Postage option allows customers to calculate postage charges for domestic and international mail articles by selecting the article type, entering the origin and destination PIN code, weight, and dimensions in case of parcels.

**Q59. What happens after clicking on Get Available Services in Calculate Postage?**

The system displays available service types along with the calculated tariff, and a Book button is provided against each service.

**Q60. How can a customer confirm booking after calculating postage?**

By clicking on the Book button against the desired service type and confirming the pop-up, the customer is redirected to the booking screen if already logged in, or else to the login page.

**Q61. What options are available under the Reports section in the portal?**

The Reports section has three options which are Articles Reports, Analytics, and COD Bills Report.

**Q62. What types of reports are available under Articles Reports?**

Articles Reports provides three types of reports which are Booking Report, Delivery Report, and Last Event Report.

**Q63. How can a customer generate a Booking Report?**

The customer must select the From Date, To Date, and Contract ID or Type, and then click on Get My Articles to view a list of articles booked during that period.

**Q64. How can a customer generate a Delivery Report?**

The customer must select the From Date, To Date, and Contract ID or Type, and then click on Get My Articles to view a list of delivered articles during the selected period.

**Q65. What information is displayed in a Last Event Report?**

The Last Event Report shows articles booked during the selected period with their latest status such as Item Delivered or Out for Delivery under the Status column.

**Q66. What is shown in the Analytics section of Reports?**

Analytics displays summary data such as articles booked, delivered, undelivered, and average transit time for Town Delivery and Non-Town Delivery articles, which can be viewed either in Table View or Cards View.

**Q67. How can a customer view COD Bills Report?**

The customer must select From Date and To Date and click on Get My Articles to view COD contract payment details in tabular format.

**Q68. What message is shown if a customer has no COD contracts while generating COD Bills Report?**

If no COD contracts exist for the customer, a flash pop-up message appears stating "Dear customer! No booking data found."

**Q69. What options are available under the Complaints section of the portal?**

Register Complaint, and My Complaints.

**Q70. How can a customer register a bulk complaint?**

A customer can register a bulk complaint by downloading the excel template provided in Register Bulk Complaint, filling it with the required details, uploading the file using Choose File, and clicking on Upload File.

**Q71. How can a customer register an individual complaint?**

The customer can register an individual complaint by clicking on Register Complaint, selecting the appropriate Category, Service, and Type, entering the complaint details, filling in complainant details, attaching optional supporting documents, entering the captcha, and clicking on Register Complaint.

**Q72. What confirmation is provided after registering a complaint?**

After successful registration, a unique 10-digit complaint ID is generated, and a pop-up message is displayed with the complaint ID.

**Q73. What is the Complaint Management Dashboard?**

The Complaint Management Dashboard is a page showing options such as Complaint Registration, Track Complaint, My Complaints, Bulk Complaint Registration, and View Bulk Complaint Status.

**Q74. How can a customer track a registered complaint?**

A customer can track a complaint by selecting Track Complaint from the dashboard, entering the criteria such as complaint ID or article number, validating the captcha, and clicking Search to view details of the complaint and its routing history.

**Q75. How can a customer view complaints they have lodged earlier?**

A customer can click on My Complaints in the dashboard to view all lodged complaints. Complaints are shown with different colour codes for status, and detailed information can be accessed by clicking the Details button.

**Q76. What is the process to register bulk complaints from the dashboard?**

The process is the same as Register Bulk Complaint in the Complaints section, where the customer downloads and uploads the complaint template.

**Q77. How can a customer view the status of bulk complaints?**

By clicking on View Bulk Complaint Status in the dashboard, the customer can check the uploaded bulk complaints' status.

**Q78. What options are available under the Other Products section of the portal?**

The Other Products section has three options which are Buy Stamp, Banking Scheme Details, and PLI Bonus Calculation.

**Q79. What happens when a customer selects Buy Stamp under Other Products?**

When a customer selects Buy Stamp, the portal redirects to the Philately website, where they can purchase stamps and stationery or open a Philately Deposit Account.

**Q80. What details are available under Banking Scheme Details?**

The Banking Scheme Details option redirects to a page listing various National Savings Schemes, ECS details, IPPB information, Net Banking, and Doorstep Services, along with features, interest rates, and scheme guidelines.

**Q81. How can a customer access IPPB or Net Banking details from Banking Scheme Details?**

On selecting IPPB or Net Banking tabs, the page provides information along with link buttons that redirect the customer to the respective official websites.

**Q82. What information is available under the PLI Bonus Calculation option?**

The PLI Bonus Calculation option redirects to a page providing details about Postal Life Insurance and Rural Postal Life Insurance, along with premium payment facilities and a link to navigate to the PLI website.

**Q83. What is the purpose of the Settings section in the portal?**

The Settings section provides the Profile option where customers can view and update their personal, contact, and address details.

**Q84. How can a customer update their profile in the portal?**

The customer can edit details such as personal information, mobile number, email, or address by clicking the respective edit links, making the changes, and then clicking Update Profile to save the information.