



# Frequently Asked Questions (FAQs)

APT

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## Delivery Module



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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) : Delivery Module**

#### **1. What is a 'Force-Shift End' in the Post Office Delivery Branch?**

A 'Force-Shift End' is a special process used to close the previous day's transactions in a Delivery Post Office when the regular 'Shift-End' was not performed before the end of the day. It allows the Post Office Supervisor to close the previous day and proceed with the current day's 'Shift-Begin' process.

#### **2. Why is a 'Force-Shift End' required?**

If the 'Shift-End' for the Delivery Post Office is not performed on the previous day, users will not be able to start the current day's 'Shift-Begin'. Therefore, it becomes necessary to complete the 'Shift-End' for the previous day using the 'Force-Shift End' option to ensure smooth operations.

#### **3. Who can perform a 'Force-Shift End'?**

The Post Office Supervisor is responsible for performing the 'Force-Shift End'. They must log into the application with their credentials to initiate the process.

#### **4. Can an operator begin the work in Postman and Delivery Management Card by himself?**

No, Supervisor has to begin the Shift from the sub card Shift Begin/Shift End.

#### **5. Can an operator begin the Shift in Delivery and Postman Management card?**

No, It is the role of the Supervisor to begin the Shift.

#### **6. What information is required for a 'Force-Shift End'?**

Once the 'Force-Shift End' tab is opened, the Supervisor must fill in the 'Office ID', 'Office Name', and the 'Force Shift End Date'. Additionally, a reason for why the previous day's 'Shift End' was not performed must be provided.

#### **7. What should be done if a beat shows incomplete status?**

If any Postman beats show incomplete status for 'Treasury Approval', 'Submit Account', or 'EOD', the 'Beat EOD' option will be disabled. The Supervisor must review these discrepancies and take necessary actions to complete them.



### 8. How do I complete the 'Force-Shift End' process?

Once all the pending beats have been processed, the Supervisor can click on the “Force Shift End” button. A confirmation message will appear, and after clicking ‘Confirm’, a message will be displayed stating “Force-Shift End Done Successfully”, completing the process.

### 9. Who has the authority of Managing Batch and Beat?

Delivery Supervisor has the authority of Managing Batch and Beat.

### 10. Where is Beat and Batch management option available?

Beat and Batch management option is available in the ‘Postman and Delivery Management card. It is accessible only to the Delivery Supervisor.

### 11. How to create a Batch for delivery?

Batch Management option is available under the sub card Batch-Beat Management. Click on Batch management to explore the options. Click on Create option/tab, Office ID and Office Name are auto populated, select a batch from the drop down and select ‘Start and End’ time and click on ‘Create Batch’. Batch will be created.

### 12. How to change/modify the Batch timings?

Batch timings can be modified from the option/tab ‘View/Modify’ available under the Batch Management under the sub card Batch-Beat Management. Click on ‘View/Modify’ option, Office ID and Office name is shown click on ‘Fetch Data’ button. Batch details will be displayed, click on ‘Edit’ button under the ‘Action’ column against the batch. A pop up window opens, change the Start and End Time and click on ‘Submit’ button.

### 13. How to delete a Batch created for Delivery?

Option to ‘Delete’ a batch is available in the Batch management option from the ‘Batch-Beat Management’ sub card. Click on Delete tab from the Batch Management option. Office ID and Office Name is automatically shown. Click on ‘Fetch Data’ to get the data. Delete button is provided against the Batch click on ‘Delete’ button.



### 14. What are 'Beat Arrangement' and 'Additional Beat Mapping' in the 'Postman and Delivery Management' system?

'Beat Arrangement' and 'Additional Beat Mapping' are processes used by the Delivery Supervisor to manage and modify delivery beat allocations. 'Additional Beat Mapping' allows for temporary adjustments when a Postman is on leave, while 'Beat Arrangement' involves more permanent changes or reverts to original mappings.

### 15. What does the 'Additional Beat Mapping' process look like in practice?

For example, if Postman 'SO PM 4' takes a 2-day leave, you can assign Postman 'SO PM 5' to cover Beat\_04 while retaining their original assignment to Beat\_05. This way, 'SO PM 5' handles deliveries for both beats temporarily.

### 16. How do I revert or cancel a temporary beat arrangement?

To revert a temporary beat arrangement: 1.Go to the 'Beat Arrangement' tab. 2.Select the 'Batch ID' from the dropdown menu and click 'Fetch.' 3.Click the 'Beat Arrangement' button next to the Beat number you wish to revert (e.g., Beat\_04). 4.A window will appear where you select the delivery staff type ('Postman'), then choose the original Postman from the dropdown. 5.Enter any remarks in the 'Remarks' box. 6.Click 'Submit' to revert the beat assignment. A confirmation message "Beat Arrangement made successfully" will appear.

### 17. Can the 'Beat Arrangement' tab be used for other purposes?

- Yes, apart from cancelling additional beat mappings, the 'Beat Arrangement' tab can also be used for:
  - Periodical Beat Rotation: To rotate beats periodically among Postmen.
  - Replacement Mapping: To assign a new Postman or GDS to beats previously held by transferred, promoted, or retired staff.

### 18. Can we replace the mapped beat with another postman?

Yes, mapped beat can be cancelled using the option 'Beat Arrangement'. The beat can be replaced with the other Postman from the Beat Arrangement.

### 19. How to cancel a mapped beat?

Mapped beat can be cancelled using the tab 'Delete Mapping' from the 'Beat Mapping' card. Office ID is shown select the Batch, Click on Fetch button, on clicking Fetch all mapped beats are displayed on the screen. Click on Delete button against the beat to be cancelled or deleted.



### 20. How to perform 'Beat Rotation'?

Periodic beat rotation can be performed using the option 'Beat Arrangement' from 'Beat Mapping' Card.

### 21. If a postman is transferred out, how to replace the beat with a new postman or GDS?

The option for replacing a postman for a beat is available in the 'Beat Management' tab of the 'Beat Mapping' card. On selecting the 'Beat arrangement', office ID is shown. Click on Fetch button to fetch the beat details. Click on Beat Arrangement against each employee ID.

### 22. Can an eMO be redirected without printing?

Yes, under the Receive eMO options, Fetch the eMO data, select the eMO to be redirected and select the option as Redirect from the Operation head. Enter the redirection details and click on Redirect eMO.

### 23. What is Quick Action options provided under Postman and Delivery Management?

It is a short cut provided for monitoring of accountable mails kept pending for more than 7 days.

### 24. Where can we check the articles pending in BO?

Articles pending in BOs can be checked in 'Quick Action' option.

### 25. Who will create Bulk Delivery Addressee?

Bulk Delivery Addressee can be created by a user who has been assigned with the role of Customer Relationship Management-Supervisor. After successful creation of Bulk Delivery Addressee, supervisor of concerned delivery Post Office to map the Bulk Addressee to the concerned delivery beat for generation of Special Delivery Slip.

### 26. Who performs the Postman Cash Approval for EMO?

The Delivery Supervisor is responsible for performing the cash approval for EMOs after invoicing.

### 27. What is the use of Postman Sorting sub card?

Postman Sorting sub card is used to auto sort the articles based on the Digital Address Code. It is a futuristic option.



### 28. Whether PA has to take returns of the articles invoiced to postman?

If Postman uses Internal Mobile App and takes returns of the articles invoiced to his beat then PA need not to take the returns. PA has to just confirm the returns taken.

### 29. Can we edit the remarks for the articles return taken by the postman/PA?

Remarks for the return taken for the article can be edited under the Supervisor login of the Postman and Delivery Management card.

### 30. Who is allowed to modify the remarks for articles?

The Delivery Supervisor can modify the remarks using their login credentials under the "Supervisor Operations" tab.

### 31. When can the Delivery Supervisor modify Article return remarks?

The modification can only be done if "Submit Account" and "Beat EOD" have not been performed for the day. After Beat EOD, no modifications are allowed.

### 32. Can the Delivery Supervisor modify the remark after Beat EOD?

No, after Beat EOD, the remarks for any articles cannot be modified.

### 33. Who can modify the eMO return remarks?

The Delivery Supervisor can modify the remarks using their login under the "Supervisor Operations" tab.

### 34. What is Submit Accounts?

Submit Accounts is a crucial process that must be performed by the Delivery Operator/ Supervisor at the end of each day for all beats. It ensures that daily data is reflected in the Daily Account or HO Summary.

### 35. Who is responsible for performing Beat Submit Accounts?

The Delivery Operator/Supervisor is responsible for performing Submit Account for each beat available at the office.

### 36. What does the tab 'To be Invoiced' means?

This tab shows the number of articles received and pending for invoice.

### 37. What is the purpose of Beat Delete ?

When a Beat is Abolished, the deletion of beat can be done under this option.



### 38. How can we check the beat history?

Click the Beat Mapping History option/tab in the Beat Mapping card. Select the Batch, Beat number, 'From and To' date for the period for which the details required. Details of all postman assigned to a particular beat is displayed.

### 39. Where is article abstract report available?

Article abstract report is available in the Reports Sub card of the Postman and delivery management card. Click on Reports to access the option article abstract report.

### 40. Where is Undelivered articles report is available?

Undelivered article report is available in the sub card Reports. Click on Subcard Reports from the card Postman and Delivery Management to access the option. Select the desired report from the drop down list available from the report.

### 41. Whether eMO can be reprinted?

Yes, eMO can be reprinted from the View eMO option. All pending eMOs can be viewed and print can be taken.

### 42. How can we identify the copy of eMO payment form is reprinted?

Reprinted eMO will have a watermark of 'Duplicate' printed in the payment form.

### 43. Who performs the Postman Cash Approval for EMO?

The Delivery Supervisor is responsible for performing the cash approval for EMOs after invoicing.

### 44. What must happen before the Treasurer can issue cash?

The Supervisor must approve the invoiced eMOs. Only after the Supervisor's approval can the Treasurer process the cash request.

### 45. What is the purpose of modifying eMO return remarks?

The purpose is to correct any incorrect eMO delivery return remarks that were mistakenly updated by the Delivery PA or Delivery Staff.

### 46. Who can modify the eMO return remarks?

The Delivery Supervisor can modify the remarks using their login under the "Supervisor Operations" tab.



### 47. When can the eMO return remarks be modified?

The modification can be done only if "Submit Account" has *not* been performed for the day. After the Submit Account process, modifications are not allowed.

### 48. Can the Supervisor modify eMO remarks after the Submit Account process?

No, after the Submit Account process, eMO remarks cannot be modified.

### 49. What confirmation messages appear during the process?

A pop-up asks, "Do you want to process the request transaction for the amount so and so?"

After confirming, a message appears: "Success: The Transaction with the amount 'so and so' has been processed."

### 50. Can the supervisor modify any details of the EMOs?

No, the supervisor's role is only to approve the EMOs. Other options like "Modify Remark for EMO" are available under the same "Supervisor Operations" tab if needed.

### 51. Can the Treasurer cancel the transaction?

Yes, the Treasurer can cancel the transaction at any point before confirming by clicking the "Cancel" button.

### 52. What is the purpose of receiving cash from the Postman?

The Treasurer receives cash from the Postman or Delivery Staff to settle their accounts after their deliveries are completed.

### 53. What is 'Pending for Confirmation' option while taking returns?

The returns taken by Postman through the DSS App, must be confirmed by the delivery PA. PA has to click on the Pending for Confirmation to confirm the remarks provided by the postman on the article as well. Only undelivered articles remarks will fetch in the option.

### 54. What is 'Pending for Returns' options used?

If articles are shown in 'Pending for Returns' option then returns for those articles to be taken manually by the delivery PA.



### 55. How to show window delivery of the article?

Window delivery option is available in 'In deposit' option of Delivery Operations sub card from the Postman and Delivery Management Card.

### 56. How to invoice the deposit articles to beat postman?

To invoice the deposit articles to the postman click on the 'In Deposit' option from the Delivery Management sub card. Select the Deposit channel as Deposit with Postman, Select Batch, Beat and click on Fetch. All deposit articles will be displayed, select the articles to be invoiced and click on 'Reinvoice' button.

### 57. Can a Postman change the remarks of the article once submitted.

No, Postman cannot change the remarks of the article once submitted in DSS. Postman can only submit once.

### 58. If postman submits with wrong non delivery remarks for the articles in IMA, how can it be modified?

Delivery Supervisor has an option to modify the remarks submitted by the postman in DSS.

### 59. How to invoice ordinary articles?

Ordinary articles can be invoiced by selecting the batch and beat. Total Number of ordinary articles and Postage Due can be entered and on clicking on Save it will be invoiced.

### 60. Whether ordinary articles returns needs to be taken?

Yes, If Ordinary articles are invoiced, then returns have to be taken.

### 61. Whether ordinary articles returns are available ?

Yes, if ordinary articles are invoiced, then returns have to be taken by updating total number of articles delivered and Amount collected.

### 62. How to invoice articles to Branch Post Offices?

Articles can be invoiced to Branch post offices in the same manner as it is invoiced to the beat. Invoice tab is available under the Postman and Delivery Management sub card. Select the Channel Branch Post Office, Select Branch Office from the drop down list and click on Fetch Data to fetch the article numbers. Select the articles to be invoiced or scan the articles and click on 'Save' button.



### 63. Is there any option to scan ordinary articles to Branch Post Offices?

No, we cannot scan ordinary articles to Branch Post Offices. No provision is made to scan ordinary articles to BO.

### 64. What is CN 15 form?

A CN-15 form is a customs declaration label primarily used for international postal packages. It serves as a return label, indicating the address where a package should be sent back to the sender if it cannot be delivered due to customs issues or other reasons.

### 65. How to generate CN 15 form?

To generate a CN-15 form, the Delivery PA needs to select the "Misc" tab, choose "Print CN-15 Form" from the "Operations" drop-down list, and click "Generate CN-15 Form".

### 66. Whether CN 15 form is used in all post offices?

No, CN 15 form is used only in foreign post offices.

### 67. Where is article/EMO tracking option provided?

Article tracking can be done in Postman and delivery management sub card. Under the tab Misc, select the 'Article Tracking' or 'eMO Tracking' option to track.

### 68. How to Handle Bulk Emo Payment?

In EMO VIEW/PRINT option the EMOs will be available. Under the column Operation, use the option "Print and Map to Bulk Payee". Under Invoice - Bulk Customer – EMO, Fetch the eMOs and then Save. After the confirmed list is received back from the Bulk payee, take returns under returns option. For those EMOs shown as paid, Supervisor approval must be given under Supervisor Operations for cash or cheque. The payment has to be processed by Treasurer and approved by the Supervisor. Once approved issue cheque in Bank Module.

### 69. How to Search CODMO?

Select Search CODMO Number option under Misc in Delivery Operations and enter the COD Retail article number.