



Frequently Asked Questions (FAQs)

APT

FOR

Inventory Management



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DISCLAIMER:

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



Frequently Asked Questions (FAQs) : Inventory Management

1. What is Inventory Management?

Inventory Management refers to the process of ordering, storing, using and selling the department's inventory.

2. What are the various functionalities available in Inventory Management?

The various functionalities that are available under Inventory Management are Raising Indents, Approving Indents, Accept/View Stock, To add locally purchased stock and to view the status of the indent placed.

3. What are the roles required for carrying out tasks in Inventory Management?

Roles required are usually PA, Postmaster, PSD PA and PSD Manager.

4. Who will raise the indent?

Indent will be raised by Operator. Usually the PA who is assigned to raise indent will place the indent.

5. How will Operator place indent?

Operator or the PA who is assigned with role to raise the indent will login to the IT2.0 application. In the main screen, operator will click on Inventory Management card and various sub cards will be visible. Click on Raise Indent – Operator to place indent.

6. What are the types of requests operator can place?

Operator can place two types of stock requests: General Request and Exceptional Request.

7. What are the various types of entries to be selected in General Request?

The user needs to select Warehouse, Main category and category, Sub Category, Product Name, Denomination and Quantity of the stock.

8. Whether the stock details will be visible on adding the product in Stock Request - Operator screen?

Yes. The details of the stock added will be visible in the screen by clicking the Add Product button after selection of the available stock using the drop down menus.

9. What all information is available under Stock Details head?

The stock details such as Stock Name, Quantity, Total Value, Actions will be available under Stock Details Head.



10. What user has to do after confirming the added products under Stock Details head?

The user after confirming all the Stock Details will Place the request by clicking on Place Request button.

11. Whether any confirmation will be given for placing the indent?

Yes, after clicking on Place Request button, system will show a confirmation message along with ID as: Request has been placed against the ID.

12. Where will the indent request placed by Operator flow?

The indent placed by the operator will flow to Supervisor assigned with role.

13. Who will be the Supervisor?

The Supervisor will be an authority assigned to perform supervisory roles. Usually, he will be Postmaster/PSD Manager.

14. What is the role of Supervisor?

Supervisor will authorize the indent raised by Operator.

15. Where will Supervisor authorize the raised indent?

Supervisor will login using his credentials. In the Inventory Management card, he will click on Authorize Raised Indent – Supervisor sub card to authorize indents raised by Operator.

16. How will the Supervisor come to know about the Indents to be authorized?

The indent placed by operator will flow to supervisor for authorization. Supervisor will be able to see the requests placed by Operator under Authorize Raised Indent – Supervisor sub card.

17. Whether the Supervisor is able to see the indent details placed by Operator?

Yes, the Supervisor will be able to see the indent details by clicking on Request ID.

18. How will the Supervisor authorize the indent placed by Operator?

The Supervisor will click on Request ID in the Stock Request – Supervisor screen. Cross verify all the Indent Details and will click on Authorize button to authorize the indent placed by Operator.

19. What Indent Details the Supervisor can see while authorization of the requests placed by Operator?

Indent details such as Request ID, Indent Number, Date, Item Code, Item Name, Denomination, Quantity (Requested), Total Value will be seen by Supervisor.



20. Is there any provision at Supervisor level for cancelling the indent placed by Operator?

Yes, the Supervisor can cancel the indent placed by Operator by clicking on Cancel button.

21. Whether any confirmation will be given after authorizing the indent?

Yes, after clicking on Authorize button, system will show a confirmation message: Indent approved Successfully.

22. Whether any document is generated on authorization of Indent by Supervisor?

Yes, On authorizing indent by Supervisor, Purchase Order will be generated in PDF format.

23. What is Purchase Order?

Purchase Order is a document that is generated on Authorization of Indent by the Supervisor.

24. What information does Purchase Order contain?

Purchase Order is a document that contains all the information about the Stock transfer from one storage location to the other.

25. Where will the indent request authorized by the Supervisor flow?

The indent request placed by the operator at operative level and authorized by the Supervisor at operative level will flow to Operator at warehouse for approval.

26. Who will be the Operator to Approve the Indent after authorization by Supervisor?

The Operator to approve the Indent as Operator will be an authority with roles assigned for the purpose. Usually PA from the Warehouse (PSD) will be the Operator to Approve Indent.

27. How will the Operator at Warehouse approve the received indents authorized by Supervisor at operative level?

The Operator at Warehouse will login using his credentials. In the Inventory management, he will click on Approve Indent – Operator sub card. To approve the received indents, user will cross verify all the Indent Details and will click on Submit button.

28. What indent details the Operator can see while approval of the indents authorized by Supervisor at operative level?

Indent details such as Request ID, Indent Number, From Office, To Office, Date, Item Code, Item Name, Denomination, Quantity (Requested), Quantity (Available), Quantity (Approved), Total Value will be seen by Operator while approval of indent.



29. Is there any provision at Operator level (at Warehouse) for cancelling the indent authorized by Supervisor (at Operative level)?

Yes, the Operator at warehouse can cancel the indent authorized by Supervisor (at operative level) by clicking on Cancel button.

30. Whether any confirmation will be given for authorizing the indent?

Yes, after clicking on Submit button, system will show a confirmation message: Indent Submitted for approval Successfully.

31. Where will the indent request Approved by Operator at Warehouse level flow?

The indent request approved by the operator at Warehouse level will flow to Supervisor at Warehouse level for Authorization.

32. Who will be the Supervisor at Warehouse level to Authorize the Indent request approved by the Operator at Warehouse level?

The Supervisor at Warehouse level to Authorize Indent Request approved by Operator at Warehouse level will be an authority with roles assigned for the purpose. Usually Manager of the Warehouse (PSD) will be the Supervisor at Warehouse level.

33. How will the Supervisor at Warehouse authorize the indent requests approved by Operator at Warehouse level?

The Supervisor at Warehouse will login using his credentials. In the Inventory management, he will click on Authorize Approved Indent – Supervisor sub card. To Authorize the indents approved by the Operator, user will cross verify all the Indent Details and will click on Submit button.

34. What indent details the Supervisor can see while Authorizing the approved indents?

Indent details such as Request ID, Indent Number, From Office, To Office, Date, Item Code, Item Name, Denomination, Quantity (Requested), Quantity (Available), Quantity (Approved), Total Value will be seen by Supervisor while Authorization of Approved indents.

35. Is there any provision at Supervisor level (at Warehouse) for cancelling the indent approved by Operator (at Warehouse level)?

Yes, the Supervisor at Warehouse can cancel the indent approved by Operator (at Warehouse level) by clicking on Cancel button.

36. Whether any confirmation will be given for authorizing the approved indent?

Yes, after clicking on Submit button, system will show a confirmation message: Indent approved Successfully.



37. What document will be generated after authorizing the approved indent by Supervisor at Warehouse level?

Invoice will be generated after authorizing the approved indent by Supervisor

38. What is Invoice?

Invoice is a document that is generated on Authorizing the approved indent by the Supervisor at Warehouse level.

39. What information does the Invoice contain?

Invoice is a document that contains information about the Item/stock that has been transferred from warehouse to the Operative Post Offices.

40. Is there provision to take Printout of the Invoice?

Yes, there is provision to take printout of the invoice by clicking on Print button provided for the purpose.

41. Is there Acknowledgement portion in the Invoice?

Yes, there is Acknowledgement portion in the Invoice.

42. What is the purpose of Acknowledgement portion in the Invoice?

Acknowledgement portion in the Invoice is to certify that the items that are invoiced are checked on receipt by the recipient and found correctly in good condition. Acknowledgement portion will be signed and returned to the Warehouse for their office records.

43. Where will the approved indent request Authorized by Supervisor at Warehouse level flow?

Approved Indent Request Authorized by Supervisor at Warehouse level will flow to Operator at Operative office level for accepting the indent as Stock for their office.

44. Who will accept the Stock?

Operator at Operative office level will accept the Stock.

45. How will Operator accept the Stock?

Operator will login to the IT2.0 application. Click on Inventory Management Card. In the Inventory Management screen, Click on Accept Stock – Operator card to accept the Stock.

46. Whether any confirmation will be given on accepting the Stock?

Yes, message: Stock received Successfully will appear.

47. Whether Supervisor is required to authorize the stock accepted by the Operator?

Yes, Supervisor will authorize the Stock accepted by the Operator.



48. How will Supervisor authorize the Stock accepted by the Operator?

Supervisor will login to IT2.0 application. Click on Inventory Management card. In the Inventory Management screen, click on Accept Stock – Supervisor sub card to authorize the stock accepted by the Operator.

49. Whether any confirmation will be given on authorizing the Stock accepted by Operator?

Yes, message: Stock Received Successfully will appear.

50. Is there any option to view the available Stock?

Yes, option to view Stock is available.

51. How to view the available Stock?

In the Inventory Management screen, View Stock card is available. Click on View Stock card to view the stock.

52. Is there any option to view the Indent Status?

Yes, option to view Indent Status is available.

53. How to view the Indent Status?

In the Inventory Management screen, Indent Status card is available. Click on Indent Status card to view the Indent Status.

54. What are the different options available to view the Indent Status?

Indent Status can be viewed in two methods: Report by Office ID and Request by Request ID.

55. Is there any option in Inventory Management to create a new material?

Yes, Material Creation option is available in Inventory management. In the Inventory Management, a card Material Creation is provided which may be used for creation of new material.

56. Is there any option in Inventory Management to add Stock to office without indent?

Yes, option to add locally purchased Stock without indent is provided in Inventory Management.

57. Who has to process locally purchased Stock?

Operator has to first add and process the locally purchased Stock using Stock w/o Indent – Operator sub card available in Inventory Management screen.



Placing Indents

Q58. What is the purpose of raising an indent in the Inventory module?

A58. Raising an indent allows a Post Office to request stock (stamps, IPOs, stationery, etc.) from the designated warehouse or Supply Depot (PSD).

Q59. How can an Operator raise an indent in the system?

A59. Navigate to *Inventory* card → **Inventory sub-card** → **Raise Indent – Operator**. Select the warehouse, product category, and required items, then click **Place Request**.

Q60. What happens once an indent is raised?

A60. A unique **Request ID** is generated. This indent must be authorized by the Supervisor before stock is issued.

Q61. Can an indent be cancelled after submission?

A61. Yes. The Supervisor can view the indent details and cancel it if discrepancies are found before approval.

Indent Approval

Q62. Who authorizes an indent after it is raised by the Operator?

A62. The Supervisor (e.g., Postmaster) with the **Inventory Supervisor role** is responsible for authorizing raised indents.

Q63. How does the Supervisor authorize an indent?

A63. Go to *Inventory Management* → **Authorize Raised Indent** → select the Request ID → verify details → click **Authorize**.

Q64. What confirmation message is displayed after successful indent authorization?

A64. The system shows “**Indent placed successfully.**”

Accepting Indents / Stock

Q65. How does an Operator accept stock received from PSD?

A65. Navigate to *Inventory* → **Accept Stock – Operator** → select Request Indent No. → verify stock details → enter serial numbers (if applicable) → click **Receive**.



Q66. What message confirms that stock has been successfully accepted by the Operator?

A66. The system displays “**Stock received successfully!**”

Q67. Why must the Supervisor also accept stock after the Operator?

A67. Supervisor approval validates the receipt, updates stock balances, and ensures accountability for the items received.

Q68. What details are displayed in the Supervisor’s Accept Stock screen?

A68. Details include Request ID, Item Code, Item Name, Denomination, Quantity requested/approved, Serial No., and Total Value.

Locally Purchased Stock

Q69. Can locally purchased stock (e.g., stationery, packing material) be added to inventory?

A69. Yes. Operators can add locally procured items using **Stock w/o Indent – Operator**.

Q70. How does the Supervisor approve locally added stock?

A70. In *Inventory Management* → **Stock w/o Indent – Supervisor**. Select the indent number, verify details, and click **Update Stock**.

Q71. What confirmation is shown after Supervisor approval of local purchases?

A71. The system displays “**Stock updated successfully!**”

Indent Status & Reports

Q72. What is the purpose of the Indent Status option?

A72. It allows both Operators and Supervisors to track raised indents, their approval status, transit details, and completion.

Q73. What filters are available under Indent Status reports?

A73. Filters include Report by Office ID (Current/Other Offices), Report by Request ID, Date range, and Status (Requested/Transit/Received/Cancelled).

Q74. Can Indent Status reports be exported?

A74. Yes. Reports can be downloaded in **CSV or Excel** formats for record-keeping and analysis.



Reprinting & Viewing Stock

Q75. What documents can be reprinted in Inventory Management?

A75. Users can reprint **Invoices** and **Purchase Orders** by selecting **Re-Print** and entering the Indent Request ID.

Q76. How can the stock of other offices be viewed?

A76. In **View Stock**, choose **View Office-wise Stock (Other Offices)** → select Circle, Region, Division, and Office → click **Fetch**.

Q77. What details are displayed in the Stock Report of the current office?

A77. The Stock Report shows Product Code, Product Name, Category, Value, and Stock Quantity of the logged-in office.

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