



Frequently Asked Questions (FAQs)

APT

FOR

Postal Accounts Office



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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) : PAO Accounts Module

FAQs on User Login

1. What is the password policy?

Password must contain:

- ❖ At least **one uppercase** letter
- ❖ At least **one lowercase** letter
- ❖ At least **one special character**
- ❖ At least **one digit**
- ❖ Length between **8 to 30 characters**

2. What should I do if I forget my password?

Click on the Forgot/Reset Password link on the login page, enter your Employee ID, and follow the OTP verification process to reset your password.



Treasury Module

3. What is the purpose of the Treasury Module in the PAO system?

The Treasury Module facilitates critical financial operations such as:

- Posting cash transactions
- Drawing cash from the bank and Remitting the Cash to Bank
- Creating and processing cheque requests (including those from other modules like Payroll)
- Disposing of cheques
- Acknowledging cheques

4. What prerequisites must be completed before using the Treasury Module?

Before initiating any transactions, the PAO must:

- Set Minimum and Maximum Cash Limits
- Map the PAO to the Designated Bank, including:
- Recording the IFSC Code of the linked bank
- Defining the Bank Credit Limit

5. What are 'Day Begin' and 'Day End' operations?

Day Begin: Must be initiated at the start of the working day. No transactions can be processed until this step is completed.

Day End: Closes the day's operations.

Must be initiated after all transactions for the day are completed.



6. Can multiple users access the Treasury Module?

Yes, access to specific Treasury operations is role-based.

Permissions are assigned using the Role Management Module, which controls who can:

- Create transactions
- Approve or dispose of cheques
- Access bank-related functionalities

7. Can the Treasury Module process cheque requests from other modules like Payroll?

Yes, the module supports integration with other systems. Cheque requests raised from the **Payroll Module** (or others) can be processed seamlessly within the Treasury Module.

8. Who can configure the minimum and maximum cash limits and map the bank to a PAO?

Only the Treasury Divisional Head is authorized to perform this configuration.

9. Where can the configuration be done?

The configuration is done under the Treasury card by navigating through the Tools sub-card and selecting the Office Details option.

10. What details need to be entered during the configuration?

The Treasury Divisional Head has to select the PAO from the office drop-down, enter the minimum and maximum cash amounts, provide the effective date in the valid from field, and specify the transit duration.

11. How is the PAO mapped to the bank?

The PAO is mapped to a bank by selecting the bank from the Bank or Office drop-down, entering the IFSC code of the designated bank, and mentioning the bank credit limit.

12. What happens after entering the details?

Once all details are filled in, the Treasury Divisional Head adds them and confirms the entry, after which the office details are successfully updated in the system.

13. What is the effect of adding the office details?

After office details are added, users with the roles of Treasury Operator and Treasury Supervisor become enabled to process transactions such as cash transactions, cash withdrawals, cash remittances, cheque issuance, and other treasury-related activities.

14. Who is responsible for initiating the Day Begin in the Treasury module?

The Treasury Supervisor is responsible for initiating the Day Begin.



15. Why is the Day Begin important?

Day Begin must be initiated before processing or creating any transaction in the Treasury module.

16. How is the Day End handled if it was missed earlier?

The user can click the Day End button, and the system will process the Day End for the previous date before initiating the Day Begin for the current date.

17. What is the purpose of the Bank sub-card?

The Bank sub-card is used by the PAO to draw cash from the bank and to remit cash to the bank.

18. What is the Bank Drawl option used for?

The Bank Drawl option is specifically used to draw cash from the bank.

19. Is a cheque required for Bank Drawl?

Yes, a cheque must be assigned against the transaction initiated under Bank Drawl.

20. What needs to happen after the cheque is assigned?

The transaction must be approved, and the assigned cheque should be marked as Cheque Disposal.

21. Who approves the cheque?

The approval is carried out under Treasury Approvals by the Supervisor login.

22. How is the cheque issued?

It is issued through the Bank Module under Drawings Management → Cheque Issue.

23. What must be done after cheque issuance?

The cheque must be marked as Cheque Disposal.

24. What is the Bank Remittance option used for?

It is used to record remittance of cash to the bank.

25. What details are entered for Bank Remittance?

Amount, remarks, and denomination.

26. Who approves Bank Remittance?

The Treasury Supervisor approves it under Cash Approval (SRC).

27. Is a report available for Bank Remittance?

Yes, it can be generated and printed in PDF format.



28. What is Misc Transactions used for?

It is used by PAO to process cash and cheque bills.

29. Are requests from other modules processed under Misc Transactions?

No, they are processed through Cheque Process (Txn).

30. Who creates Misc Transactions?

Treasury Operator creates them.

31. Who approves Misc Transactions?

Treasury Supervisor approves them.

32. How is a Receipt in Cash mode created?

Operator selects Transaction Type Receipt, Mode Cash, enters details, and submits.

33. Who approves a Receipt in Cash mode?

Treasury Supervisor approves under Misc Transactions Approval.

34. How is a Payment in Cash mode created?

Operator selects Transaction Type Payment, Mode Cash, enters details, and submits.

35. Who approves a Payment in Cash mode?

Treasury Supervisor approves under Misc Transactions Approval.

36. How is a Receipt in Cheque mode created?

Operator enters cheque details, amount, and submits.

37. What does the Supervisor do after a Cheque Receipt is created?

Supervisor forwards the cheque for realization.

38. Where is the forwarded cheque handled?

In Bank Module under Cheque Remittance.

39. How is a cheque marked as realized?

Bank Module user marks it as Realized after credit confirmation.

40. What does the Supervisor do after realization?

Supervisor approves the transaction under Misc Transactions Approval.

41. How is a Payment in Cheque mode created?

Operator enters payee details, account code, amount, and submits.

42. What does the Supervisor do after Payment Cheque is created?

Supervisor forwards it for cheque issuance.



43. Where is the cheque issued?

In Bank Module under Cheque Issue.

44. What completes the Payment Cheque cycle?

Supervisor approves the transaction under Misc Transactions Approval.

45. What is Cheque Process (Txn) used for?

It is used to process cheque transactions from other modules like Treasury and Payroll.

46. What is the flow of Cheque Process (Txn)?

Treasury-Cheque Process (Txn) → Bank Module Cheque Issue → Treasury-Cheques Disposal.

47. What happens in Cheque Process (Txn)?

Pending transactions are processed and confirmed.

48. What happens after cheque issue?

Cheque must be disposed in Treasury under Cheques Disposal.

49. What is Accounting Entry Cancellation used for?

To cancel accounting entries in DTR that originated outside Treasury Module.

50. What is Day End used for?

To close daily financial activities and reconcile TCB CB with DTR CB.

51. What is Cash Transfer used for?

To transfer cash between Treasurers.

52. What is Request Bank Credit used for?

To request additional bank credit within limits.

53. Who approves additional bank credit requests?

Treasury Divisional Head.

54. What is Assign Cash to Treasurer used for?

To allocate cash to Treasurer before starting transactions.

55. What is Bank Credit Limit option used for?

To set the bank drawl limit.

56. What is Day End Reversal used for?

To revert completed Day End for further transactions.

57. What is Exceptional Working Day used for?

To enable transactions on holidays.



58. What is Office Details option used for?

To configure PAO details including min/max cash, bank mapping, IFSC, and credit limits.

Sub-Accounts

59. Where do you generate the Cash Book?

Under Accounts Consolidation → Cash Book.

60. What does the Cash Book dashboard display?

Work Days, Cash Books not generated, Cash Books generated, and Cash Books submitted to PAO (with date-wise status).

61. When is the "Submit to Cashbook" button enabled?

Only when all subordinate offices' Daily Accounts are received and verified.

62. What happens after clicking "Submit to Cashbook"?

The Cash Book for that date is generated in PDF format.

63. How is the Cash Book submitted to PAO?

Click Step 3: Submit Cashbook to PAO → Select date → Submit Cashbook.

64. What confirmation appears after submission?

Pop-up: Cashbook Submitted successfully.

65. When can transfer entry posting be done?

Only after Cash Book generation for a date.

66. How to post a transfer entry?

Accounts Consolidation → Transfer Posting → Select date, transaction type, account code → Fetch Amount → Select transaction → Assign to new account code.

67. Can reports of transfer postings be generated?

Yes, via Reports on the Transfer Posting screen.

68. When can a Cash Account be generated?



After generation and submission of all Cash Books in a month.

69. Where is the Cash Account generated?

Accounts Consolidation → Cash Account.

70. How is the Cash Account generated?

Select year & month → View Cash Account → PDF is generated.

71. How is the Cash Account submitted to PAO?

Select year & month → Submit Cash Account → Confirm in pop-up.

Bank Module

72. What is the Bank Module used for?

It manages government banking transactions, cheque issuance, and reconciliation.

73. How are debit and credit transactions reconciled?

By matching them with account schedules and bank scrolls.

74. Can DDO and PAO bank account details be managed here?

Yes, their account details are configured and maintained.

75. Does the module handle cheque books?

Yes, it manages and acknowledges cheque books issued for drawings.

76. Does it support RBI Put Through statements?

Yes, for accurate settlement of government receipts and payments.

77. What are the roles at DDO level?

Bank Reconciliation Operator and Supervisor.

78. What are the roles at PAO level?

PAO Bank Reconciliation Operator and Supervisor.

79. What sub-cards are available?

Drawings Management, Remittance Management, Scroll & Put-through, Reconciliation, Configuration, and Reports.

80. Can issued cheques be cancelled?



Yes, if they are not yet reconciled.

81. What happens when a cheque is cancelled?

The system automatically reissues a new cheque.

82. What is Cheque Writeback?

It is marking a cheque un-presented for over three months as Writeback by the PAO.

83. What is a Spoiled Cheque?

It refers to marking unused cheques as spoiled in the system.

84. Can a new cheque be issued against a Writeback cheque?

Yes, by using the Reissue Writeback Cheque option.

85. What is the Remittance Management sub-card used for?

To record credits to the Post Office Bank Account via cheques or electronic mode.

86. Who can access Remittance Management options?

Supervisor has access to all options; Operator has access to all except Online Remittance.

87. What is Cheque Remittance Manual Entry?

It records cheques for realization not received from other modules.

88. How is a manually entered cheque processed?

Enter cheque details → Click Send to Bank → Confirm → Mark as Realized after credit verification.

89. What is the Cheque Remittance option?

It handles cheques populated automatically from other modules for realization.

90. How is a cheque marked as realized?

Click Realized → Mark as Realized → Confirm → Status updates to Realized.

91. What is Cash Remittance?

It is used when DDO or PAO remits cash to multiple Remittance Bank Accounts.

92. What is Online Remittance?

It records electronic credits (NEFT/RTGS/UPI) to the Remittance Bank Account.

93. How is an Online Remittance recorded?

Enter Transaction Date, UTR Number, Amount, Remittance Account → Submit → Confirm → Transaction added.

94. What is the Scroll & Put Through sub-card used for?



To upload Drawings and Remittance scrolls at DDO level, PAO focal branch scrolls, and RBI Put Through statements.

95. What options are available at DDO level?

Drawings Scroll Data Entry, Drawings Scroll Upload, Remittance Scroll Data Entry, Remittance Scroll Upload.

96. What options are available at PAO level?

Focal Branch Drawings Scroll Upload, Focal Branch Remittance Scroll Upload, RBI Put Through Statement.

97. How is Drawings Scroll Data entered manually?

Select Scroll Date → Scroll Number → Scroll Amount → Add Scroll Data → Enter Cheque details → Confirm & Submit.

98. How is Drawings Scroll uploaded?

Use Excel template → Select Scroll Date, Number, Drawings A/c → Choose file → Submit → Confirm.

99. How is Remittance Scroll Data entered manually?

Select Scroll Date → Scroll Number → Scroll Amount → Add Scroll Data → Enter transaction details → Confirm & Submit.

100. How is Remittance Scroll uploaded?

Use Excel template → Select Scroll Date, Number, Remittance A/c → Choose file → Submit → Confirm.

101. How is Focal Branch Drawings Scroll uploaded?

Select Scroll Date → Scroll Number → Choose Txt/CSV file → Import → Confirm & Upload.

102. How is Focal Branch Remittance Scroll uploaded?

Select Scroll Date → Scroll Number → Choose Txt/CSV file → Import → Confirm & Upload.

103. What confirmation messages appear?

“Scroll Data Submitted Successfully”, “Drawings data uploaded successfully”, “Remittance data submitted successfully”.

104. What is the RBI Put Through Statement?

A monthly statement from RBI showing total receipts and payments for each bank branch under a PAO’s jurisdiction.

105. How to upload it?

- Select RBI Put Through Statement.
- Download the sample template (Excel).
- Choose file → Verify data → Confirm & Upload.



- Message: “Put through Statement data uploaded successfully.”

106. What is reconciliation?

Matching transactions in Drawings/Remittance Schedules with Bank Scrolls.

107. Types of reconciliation?

Automatic: Exact match; just confirm and

Manual: For mismatches; select rows → Match → Submit & Confirm.

108. Levels of reconciliation:*?**

DDO: Drawings/Remittance Reconciliation & Manual Reconciliation.

PAO: Drawings/Remittance Reconciliation with Focal Branch scrolls.

Put Through Reconciliation: Focal Branch scrolls matched with RBI Put through Statement.

PAO Module

109. What is the purpose of the PAO Module?

The PAO Module is designed for the Postal Accounts Office to verify Cash Books and Cash Accounts, create and verify Transfer Entries, raise and handle PAO objections, and submit data to PFMS, while also providing essential reports for monitoring these operations.

110. What roles exist in the PAO Module, and how do they differ?

There are two roles: PAO User and PAO Supervisor. The PAO User can raise objections and perform most operational tasks, while the PAO Supervisor can verify Transfer Postings and Raised Objections but cannot raise objections.

111. How can the Daily Cash Book be verified?

The Daily Cash Book can be verified by selecting the required date in the “Verify Daily Cash Book” option, fetching the data, viewing the Cash Book, clicking verify, and confirming the verification.

112. How can pending Cash Books be submitted to PFMS?

Pending Cash Books can be submitted to PFMS by using the “Pending Cash Book” option, selecting the date range, fetching the details, clicking “Submit to PFMS,” and confirming the submission.

113. How is the Cash Account verified?



The Cash Account is verified by selecting the month in the “Verify Cash Account” option, fetching the data, viewing the Cash Account details, and clicking the verify button.

114. How is a Transfer Entry Posting created?

A Transfer Entry Posting is created by selecting the Head of Account, entering the DDO ID, amount, transfer type, and remarks, adding all required entries, and then posting the entries by confirming the generated warning message.

115. How is a Transfer Entry Posting verified?

Transfer Entry Postings are verified by selecting the date range in the “Verify Transfer Entry Posting” option, fetching the entries, viewing the details, entering remarks, and approving the entries.

116. How are Transfer Entries submitted to PFMS?

Transfer Entries are submitted to PFMS by selecting the date range in the “Transfer Entries to PFMS” option, viewing the transfer details, clicking “Submit to PFMS,” and confirming the submission.

117. How are DDO Transfer Entries verified?

DDO Transfer Entries are verified by selecting entries either based on date or all pending, viewing the transfer details, entering remarks, and approving the entries.

118. How are PAO Objections raised?

PAO Objections are raised by selecting the DDO ID, entering the objection description, optionally uploading a file, submitting the objection, and confirming the submission.

119. How are Raised Objections verified?

Raised Objections are verified by fetching the pending objections, viewing the objection details, entering remarks, approving the objection, and confirming the approval.

120. How are Pending PAO Objections handled?

Pending PAO Objections are handled by replying to objections pending at PAO, submitting remarks, or closing the objection if required, while objections pending at DDO are handled by submitting remarks and confirming the addition of remarks.

121. How are PrAO Objections handled?

PrAO Objections are handled by entering remarks and submitting them; objections pending at PrAO are those waiting for PrAO review after PAO reply, while objections pending at PAO are awaiting a response from the PAO.



122. What reports are available in the PAO Module?

Reports include PrAO Objections Report, PAO Objections Report, Transfer Entry Report, DDO Transfer Entries Report, PFMS Generated Report, and Cash Book/Cash Account Report, each of which can be filtered by status such as Closed, Pending, Approval Pending, or Rejected.

123. Can reports be downloaded?

Reports can be downloaded in PDF or Excel format wherever applicable, and some reports provide PFMS Unique IDs with the option to update pending statuses to Success.

Exit Management

124. What is the purpose of the Exit Management module?

The Exit Management module manages all activities related to employee retirement, voluntary retirement, or resignation, including submission of exit requests, creation of leave encashment, commutation processing, pension ID generation, sanction memo issuance, and other pension-related tasks at designated levels.

125. What are the roles defined for Exit Management at the PAO level?

The roles include Exit Processing Authority (OA/JA/SA) for processing exit requests and creating leave encashments, Exit Management Supervisor/Service Book Authority (DH) for verifying requests, forwarding them to PAO, creating commutations, and approving leave encashments, Pension Approving Authority/Checker (AO) at PAO for verifying requests, generating Pension ID and sanction memos, and Pension Data Modification/Addition Maker and Checker for adding, modifying, and verifying pensioner data.

126. How are exit requests processed?

Exit requests are processed in stages: the Exit Processing Authority first verifies employee details, documents, and generates the calculation sheet; the Exit



Management Supervisor/Service Book Authority reviews and forwards the request to PAO; and the Pension Approving Authority/Checker at PAO verifies, approves, and generates the Pension ID.

127. How is the Pension ID generated?

After the exit request is verified by PAO, the Pension Approving Authority/Checker generates an 8-digit Pension ID, which will be used for all future pension payments including commutation.

128. How are sanction memos generated?

The PAO generates various sanction memos such as Commutation Memo, Gratuity Memo, GPF Memo, and CGEGIS Memo through the “Generate Sanction Memos” option, approves them, and forwards them to the DDO for payment to the employee.

129. How is Leave Encashment handled?

Leave Encashment is created by the Exit Processing Authority by selecting the employee, calculating EL and HPL encashment, and submitting the request, which is then approved by the Exit Management Supervisor/Service Book Authority.

130. How is the Commutation process carried out?

The Commutation process is performed in two phases: creation by the DO/PAO or Exit Management Supervisor, and verification/approval by the Pension Approving Authority/Checker at PAO, after which the commutation request is successfully approved.

131. What functions are available under Pension Master Data Management?

Pension Master Data Management allows users to view DDO-wise pensioner data, add or modify pensioner details (by Maker), approve added or modified data (by Checker), manage commutations, and search pensioners using Pension ID or PPO number.

132. How is pensioner data added or modified?

A Maker adds or modifies pensioner data by selecting the DDO, entering relevant personal and pension details, and submitting the request, which must then be verified and approved by the Checker.

133. How are commutations added or verified?

Commutation details can be added or modified by a Maker by selecting the DDO, entering commutation amounts and dates, saving the record, and subsequently verified by the Checker for approval.

134. How can pensioner information be searched across India?



FAQs on Dak Sewa Mobile Application



The PAN India Pensioner Search option allows users to retrieve pensioner details by entering either the Pension ID or PPO Number, displaying all relevant information.

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