Frequently Asked Questions (FAQs)

APT

FOR

Philately Bureau

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DISCLAIMER:

The Operational procedure provided in this Operational Guide is just an illustration for the user for using the IT 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.

1. **How can I access Philately Operations in the APT 2.0 application?**

Philately Operations can be accessed through the 'Philately' card in the APT 2.0 application.

2. **What sub-cards are available under Philately?**

The Philately card displays sub-cards such as PDA Management, Treasurer Management, Product Management, MIS Reports, Supervisor, PDA Data Entry – Legacy, and PDA Legacy Data Report.

3. **What operations can I perform in PDA Management?**

In PDA Management, users can open, recharge, and close PDA accounts, modify dispatch frequency, view PDA information, manage categories, transfer accounts, and handle dispatches.

4. **How do I open a Domestic PDA account?**

Select the Domestic option, enter Basic Details, Address Details, and Categories, choose the Philately Bureau, click Submit, and the system generates a PDA Account Number with a prompt to recharge Rs.200.

5. **How do I open an International PDA account?**

Select the International option, enter the customer and address details, select categories, choose Mumbai GPO Philately Bureau, click Submit, and the system generates a PDA Account Number with a prompt to recharge Rs.1000.

6. **How do I recharge a PDA account?**

After opening a PDA account, the application redirects to the PDA Recharge screen, where you can enter the PDA Account Number to complete the recharge.

7. **How can I add or remove categories in a PDA account?**

Select the Category and Sub-Category and click Add to include them, or click Delete under Action to remove any entry.

8. Can the Bureau for an International PDA be changed?

No, all International PDA accounts are handled exclusively by Mumbai GPO Philately Bureau under the Maharashtra Circle.

9. How do I recharge a PDA account?

PDA accounts can be recharged by clicking the 'PDA Recharge' option, entering the PDA Number, fetching account details, entering the recharge amount, selecting a payment method (Cash or UPI/QR), making the payment, and printing the receipt.

10. How can I view or update PDA information?

Click the 'PDA Information' option to view account details, including name, balance, mobile number, email, and status. Mobile number and email can be updated using the 'Change Mobile/eMail' button and clicking Update. Supervisor verification is required for mobile updates.

11. How do I close a PDA account?

Select 'PDA Close', fetch account details, enter closure and refund details, preview the information, and submit the request. Closure requests must be approved under the Supervisor card via the 'PDA Closure Approval' option.

12. How can I transfer a PDA account?

Use the 'PDA Transfer' option to fetch account details, select the target office and bureau, provide the transfer reason, and submit. Transfers must be verified in the Supervisor card under 'PDA Transfer Approval' for both outgoing and incoming transfers.

13. How do I process PDA dispatches?

Select 'PDA Dispatch' to manage dispatches using options such as Dispatch Pending, Generate Article Booking Report, Update Article Number, or Dispatch Completed. Add products, submit for approval, and track articles as needed.

14. How is PDA dispatch verified?

Dispatches created by PB Operators are verified via the Supervisor card under 'Dispatch Verification'. Dispatch IDs can be approved or disapproved, and reports can be generated for completed dispatches.

15. How can I update the dispatch frequency for a PDA account?

Click 'PDA Dispatch Frequency Modification', fetch account details, select the new frequency, and submit. The system confirms with a 'Frequency Updated Successfully' message.

16. How can I modify categories in a PDA account?

Click the 'PDA Category Modification' option, enter the PDA Number, fetch details, delete existing categories or add new ones, and click Submit. The modification will be sent to the Supervisor for verification.

17. How does the Supervisor verify PDA category modifications?

The Supervisor clicks 'PDA Account Category Modification Verification,' fetches the PDA details, reviews the modifications, deletes any unnecessary entries if needed, and either approves or disapproves the changes. Approval shows a successful modification message.

18. What is the purpose of Treasurer Management?

The Treasurer Management sub-card is used to manage stock, facilitate cash transfers and receipts, and submit accounts. Operations include accepting stock, placing PDA indents, stock remittance, cash transfer/receive, stock transfer to users, accepting stock from users, and submitting accounts.

19. How do I place a PDA stock indent?

Click 'Place PDA Indent,' select the Category and Product, enter the quantity, and click Submit. Repeat for additional products and click 'Place Indent.' The indent must be verified by the Supervisor before processing.

20. How is stock remittance done?

Click 'Stock Remittance,' select the Category and Product, enter the quantity, and click Submit. The transfer must be approved by the Supervisor under 'Stock Remittance Approval.'

21. How do I transfer or receive cash from the Treasury?

Click 'Cash Transfer/Receive,' select the required option, enter the amount, and submit. The cash transfer must be verified and approved by the Supervisor before it is accepted in the Treasury module.

22. How do I submit accounts?

Click 'Submit Account,' select the date, fetch details, review the receipts and payments, and click 'Submit Account.' A confirmation message will indicate successful submission.

23. What is Submit Account Verification?

Submit Account Verification allows a Supervisor to review and verify accounts submitted by a Philately Operator.

24. How does a Supervisor verify a submitted account?

The Supervisor goes to the Submit Account Verification option under the Supervisor Card, selects the date and Pending under options, and clicks Fetch Details. The submitted accounts appear on the screen, and the Supervisor can process them by choosing Approve or Disapprove.

25. How does a Philately Operator transfer stock to another user?

The operator selects Stock Transfer to User, chooses the recipient, and the Employee ID and Designation are automatically displayed. The operator selects the Category, Product Name, and Denomination, which auto-populates the actual quantity. The quantity to transfer is entered, items are added, and after completing all entries, the transfer is submitted.

26. How does the Supervisor approve a stock transfer?

The Supervisor accesses User Stock Transfer Approval, selects Pending for Approval from the Remittance Type column, views the transfer details, and decides to approve or disapprove.

27. How does the recipient accept the transferred stock?

The recipient navigates to Accept Stock from User, views the transfer details, and clicks Accept to complete the receipt.

28. How can products be searched in the system?

Product Management allows users to search products using the Product Search option. Stock in the Bureau is displayed with details such as Product Name, Category, PDA Stock, Portal Stock, Stock Category, and an Action column. Users can type part of the product name in the search box and click View to see complete details.

29. How can stock availability be checked?

The Stock Availability option provides similar information as Product Search but includes the ability to download the data in CSV or Excel format.

30. How are Philately sales conducted?

The Philately Sale option allows users to select Category, Sub-Category, Product Name, and Denomination. The quantity is entered, and the amount is auto-calculated.

Products are added to the selection list, submitted, and payment is made either by Cash or UPI/QR. Receipts are printed after payment confirmation.

31. What is Material Merge Settings and how does it work?

Material Merge Settings allows merging two or more products into a single product, such as converting a First Day Cover into a Cancelled First Day Cover. The operator selects the base product, the stamp to merge, enters the merged product name, Date of Release, and remarks, and clicks Submit.

32. How is the quantity of a merged product updated?

After creating a merged product, its quantity is entered using the Raise Quantity option, selecting the merged product and submitting the quantity.

33. How are stamps received from the Security Press?

The process begins with the Inventory Operator placing a procurement indent, selecting the vendor, products, and quantity, and clicking Place Request.

34. How is a procurement request approved?

The Inventory Supervisor reviews the procurement request under Procurement Request Verification and authorizes it, generating a Purchase Order.

35. How is received stock processed?

The Inventory Operator enters the received quantity in Procurement Receipt and clicks Receive Indent. The Supervisor verifies and approves the received stock, generating an Inventory Receipt invoice.

36. How are indents placed and approved?

The Philately Inventory PA raises an indent for required stamps, which is approved by the Supervisor. The Inventory Operator supplies the requested stock, and the Supervisor authorizes the supply.

37. How is received stock verified and accepted?

The Inventory PA receives the supplied stock and clicks Receive, exempting items if necessary. The Supervisor then approves the received stock. The Treasurer finally receives the stamps in the Treasury module and confirms successful receipt.

38. What types of MIS reports are available?

MIS reports include PDA Inter Branch Recharges, PDA Intra Branch Recharges, Stock Report, Refunds Report, PDA Dispatch Report, EOD PDA Balance Report, PDA New

Accounts Opened, PDA Demand, PDA Closure, Indent History, PDA Transfer, Counter Sales, and PDA Ledger.

39. How are MIS reports used?

Reports provide details of recharges, stock, refunds, dispatches, account balances, new accounts, demand, closures, indents, transfers, sales, and PDA ledgers. Reports can also be exported in Excel or PDF formats.

40. What functions does the Supervisor perform in the system?

Supervisors verify transactions created by the Philately Bureau Operator, including indents, dispatches, mobile and email updates, PDA closures, transfers, stock remittance, and cash transfers. Mobile and email updates made by the PB Operator are approved under the Mobile/Email Updation option.

41. How is legacy PDA data entered?

Legacy PDA Data Entry is used to update accounts migrated from IT 1.0 to APT. Users fetch accounts with pending data entry, update address, categories, state, and bureau, and submit the data.

42. How can legacy PDA reports be generated?

PDA Legacy Data Report allows generation of reports for legacy accounts, unmapped bureaus, mapped bureaus, and individual PDA ledger details.