



# Frequently Asked Questions (FAQs)

**APT**

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FOR

## **Pickup and Induction**



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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) : Pickup & Induction**

#### **1. What is the concept of Pickup and Induction Management?**

Pickup and Induction Management is the process of handling mail collection requests, assigning agents for pickup, and integrating collected mail into the mailing system.

#### **2. Who are all can able to login in the portal?**

The following type of customers can able to login in the portal:

- 1) Registered Customer Login
- 2) Guest customer login

#### **3. Do I need to register an account to access the portal as a guest customer?**

No, you do not need to register an account. As a guest customer, you can access the portal using just your mobile number and OTP.

#### **4. What features are available to Guest Customers?**

As a guest customer, you can access the Click and Book feature and use other available online services. However, please note that some personalized features might require registration.

#### **5. I did not receive the OTP. What should I do?**

Ensure that the mobile number entered is correct. If you still do not receive the OTP, you can:

- Check your mobile signal or try again later.
- Click on the “Resend OTP” option if available.
- Contact customer support if the issue persists.

#### **6. Can I log in without entering a mobile number?**

No, you need to provide a valid mobile number to receive the OTP for verification. This ensures secure and accurate login.

#### **7. What is OTP and why do I need to verify it?**

OTP stands for One-Time Password, which is a security feature that ensures only you can access the portal. It's a temporary password sent to your mobile number for verification. After you enter it correctly, your login will be successful.



### 8. How do I know if my OTP has been verified successfully?

After entering the correct OTP and clicking “Verify OTP”, you will be redirected to the home page for guest customers. If you are successfully logged in, you will have access to the portal’s services.

### 9. Do I need to register an account to access the portal as a guest customer?

No, you do not need to register an account. As a guest customer, you can access the portal using just your mobile number and OTP.

### 10. Is my mobile number safe when using the portal?

Yes, your mobile number and OTP are securely processed. We use encryption protocols to protect your information during the login process.

### 11. How can I log in as a Guest Customer?

To log in as a guest customer, follow these steps:

1. Visit the URL: <https://test.cept.gov.in/enterpriseportal>.
2. Click on the “Online Services” option.
3. Select the “Click and Book” option.
4. On the login screen, enter your Mobile Number.
5. Click the “Send OTP” button.
6. You will receive an OTP on your mobile number. Enter the OTP and click “Verify OTP”.
7. Once your OTP is verified, you will be successfully logged in.

### 12. What are the types of articles available for booking for both Registered and Guest customers?

Both Registered and Guest customers are made available to Book-

- Domestic Articles
- International Articles
- Bulk Domestic Articles
- Bulk International Articles
- Bulk Ordinary Articles



### 13. How do I start booking an article?

To begin the booking process, follow these steps:

1. Click on the “Personal Dashboard” button.
2. Click on the “Online Booking” button.
3. Then click on “Book Mail”.
4. Select the “Domestic” button.
5. Choose the “Pick Up” radio button and click on “Enter Pickup Address”.

### 14. How do I enter the pickup address?

After clicking “Enter Pickup Address”, fill in the required fields with the pickup address details.

### 15. How does the system determine which Post Office handles the pickup request?

The pickup request will be routed to the relevant Post Office based on the Pin code you enter in the pickup address. Make sure to enter the correct pin code to ensure the pickup is routed to the right location.

### 16. What information do I need to fill in on the Article Details screen?

In the Article Details section, you will need to:

1. Enter the Destination pin code.
2. Enter the Physical weight of the article.
3. Select the Mail service type.
4. The Article barcode will be auto-generated based on the article type.
5. Choose the Contract ID.
6. Select any non-delivery instructions that apply to your article.

After filling out these details, click “Next” to proceed.

### 17. What should I fill in the Article Address screen?

In the Article Address screen, you will need to fill in the details for the Sender and Recipient addresses.

- You can also search for already saved addresses by using the mobile number associated with the address.
- Carefully read the Declarations provided, then select the Declarations checkbox to accept them.



### 18. How many articles can I book in a single reference ID?

You can book a maximum of 5 articles in a single reference ID.

### 19. Is free Pick up facility is available?

Yes, only if the total booking amount exceeds Rs 500, the articles will be picked up without any pickup charges.

### 20. How to get Payment option after submitting the address details and accepting the declarations?

After submitting the address details and accepting the declarations, click on the “Complete Booking” button. This will take you to the payment screen.

### 21. How do I proceed with payment?

On the payment screen, select the “Contract” option and then click “Yes” to confirm. Once confirmed, the article will be booked.

### 22. How can I print labels, barcodes, and receipts?

After completing the booking:

- Click on the “Print Label” button to print the article’s label.
- Click on the “Print Barcode” button to print the article’s barcode.
- If you need the receipts, click on the “Print All Receipts” button to print all receipts related to the booking.

### 23. How do I confirm successful printing of the receipt?

After printing the label, barcode, and receipts, click on the “Yes, Successful” button to confirm the successful printing of the receipt.

### 24. Can I make changes to the booking after confirming?

Once the booking process is complete and the payment is confirmed, changes to the booking may not be possible. Please review all details carefully before confirming your booking.

### 25. Are there any charges for pickup?

If your total booking amount crosses Rs 500, articles will be picked up without any additional pickup charges. Otherwise, pickup charges may apply.



### 26. What if I need to cancel my booking?

If you need to cancel your booking, please contact customer support or refer to the cancellation policy provided by the system.

### 27. Can I track my article after booking?

Tracking options may be available depending on the mail service type chosen. Check the tracking options under your Personal Dashboard or through the mail service provider.

### 28. How do I start the Domestic Mail booking process?

Click on the “Book Mail” button, then select the “Domestic” option to start your booking.

### 29. What is the first step in booking a Domestic Mail?

The first step is to click on the “Pick Up” radio button, followed by clicking on the “Enter Pickup Address” button.

### 30. How do I enter the pickup address for my mail?

After clicking “Enter Pickup Address,” fill in the pickup address, confirm the pick-up date, and select the time slot for the pickup.

### 31. What happens after I enter my pickup details?

The pickup request will be routed to the Post Office based on the pin code you enter. Once everything is filled, click the “Save” button to confirm the address.

### 32. What details do I need to enter for the article?

You will need to enter the destination pin code, physical weight of the item, and select the appropriate mail service type. The article barcode will be auto-generated based on the type of article.

### 33. What is the “Suggested services” screen?

Once you enter the weight and pin code details, a “Suggested Services” screen will appear. Here, you can select the service that best fits your needs.

### 34. How do I choose delivery and non-delivery instructions?

Select the non-delivery instructions and delivery instructions as per your preference, and enter the volumetric weight details.



### 35. What information do I need to fill in under the “Sender” and “Recipient” sections?

You must provide accurate details for both the sender's and recipient's address, and select the appropriate declarations. Once this is done, click on the “Submit” button.

### 36. How do I finalize my booking and to get the payment option?

After filling in all necessary details, click on the “Complete Booking” button to proceed to payment.

### 37. What payment options are available for Domestic Mail booking?

You can select “UPI/QR” as the payment option during the payment process.

### 38. How do I confirm my payment?

After making the payment, click on the “Verify Payment” button to confirm the payment.

### 39. What happens after I verify my payment?

Once the payment is verified, your article will be booked, and the details will be displayed as confirmation.

### 40. Can I track my Domestic Mail after booking?

You can track the status of your domestic mail by using the tracking number provided upon booking.

### 41. What if I encounter any issues during the booking process?

If you face any issues, please reach out to customer support for assistance.

## FAQ for International Mail Booking (Registered Customer)

### 42. How do I begin the International Mail booking process as a registered customer?

Start by clicking on the “Personal Dashboard” button, followed by the “Online Booking” button, and then select the “International” option.

### 43. Where can I get the details of “Prohibited & Restricted Articles” in the International Mail Booking screen?

Once the International Mail Booking screen opens, you can view details about prohibited and restricted articles in the “Prohibited & Restricted Articles” section.



### 44. What is the information available in the International Mail booking screen?

The booking screen consists of four main sections: Product Information, Shipping Information, Shipment Details, and Payment.

### 45. What are the available booking options for International Mail?

There are three booking options available based on the type of article:

- i. Documents
- ii. Commercial/E-Commerce
- iii. Non-Commercial

### 46. How do I book an International Mail as a Document?

To book as a Document, click on the “Document” tab, select the “Pick Up” option, and click on “Enter Pickup Address.” Enter the pickup address correctly, select the destination country from the dropdown, choose the desired service, and click on the “Proceed for Booking” button.

### 47. How do I select the destination country and service for booking?

After selecting the “Pick Up” option, choose the destination country from the dropdown menu. The available services will be listed. Select the service you want, and then click on the “Proceed for Booking” button to move forward.

### 48. What happens after I click on “Proceed for Booking”?

After clicking “Proceed for Booking,” the Shipping Information screen will open, where you need to enter both the sender’s and receiver’s addresses correctly. Make sure to fill in all mandatory fields to proceed.

### 49. What is the purpose of Shipment Details section?

In the Shipment Details section, add any sub-piece details of the article as necessary. This may include additional information about the contents of the shipment.

### 50. What are mandatory fields in the Shipping Information section?

The mandatory fields in the Shipping Information section include both the sender’s and receiver’s address details. Ensure all required fields are filled before clicking “Next.”



### 51. How do I make a payment for my International Mail booking?

After completing the shipment details, proceed to the Payment section to finalize your payment. Select your preferred payment method and follow the instructions provided.

### 52. Can I track my International Mail shipment after booking?

Yes, after booking your International Mail, you will receive a tracking number, which you can use to track the shipment status.

### 53. Where can I find information about prohibited and restricted items?

Information about prohibited and restricted items is available in the “Prohibited & Restricted Articles” section of the International Mail Booking screen.

### 54. What should I do if I encounter any issues during the International Mail booking process?

If you face any issues, please contact customer support for assistance in resolving the problem.

### FAQ for International Mail Booking (Post Sub-piece Details)

### 55. What happens when my article is added to the cart?

Once the article is added to the cart, you will be asked if you want to book another article. Click on “Yes” to book another article or click on “No” to proceed with the current booking.

### 56. What payment options are available for completing the booking?

Select the “UPI/QR” option to proceed with the payment. A QR code will be generated for payment.

### 57. How do I confirm the payment after making it?

After completing the payment, click on the “Verify Payment” button to confirm your payment.

### 58. Can I print a receipt for my booking?

Yes, you can print the receipt by clicking on the “Print Receipt” button.

### 59. How do I print the CN 23 form for my article?

If needed, click on the “CN 23” button to print the CN 23 form for customs declaration.



### 60. How do I print the address label for my article?

To print the address label, click on the “Print Address Label” button.

### 61. Can I provide feedback for my booking experience?

Yes, after completing the booking, you will be asked to provide a star rating for the overall experience, pricing, and support. You can also provide additional feedback on your booking experience.

### 62. Can I modify my booking after it has been confirmed?

Once your booking is confirmed and payment is processed, changes to the booking may not be possible. For assistance, contact customer support.

### 63. What should I do if I encounter any issues during the booking process?

If you experience any issues during the booking process, reach out to customer support for assistance.

### 64. How to book international articles for Guest Customer?

Kindly follow the same procedures as explained in International Mail Booking Registered Customer.

### 65. How do I start a Bulk Mail Booking?

- To begin, log into your account and click on the “Personal Dashboard” button.
- Then, click on the “Online Booking” button and select “Bulk”.

### 66. How do I book a Domestic Bulk Mail in Bulk Mail Booking?

- In the Bulk Mail section, select “Domestic Mail” under the Mail category.
- You will be given an option to download templates. Choose between the Basic Template or the Template with Alternate Address based on your needs.

### 67. How do I upload the filled-in template for booking?

- After filling in the required details in the downloaded template, upload it to the system.
- Click on the “Validate” button to verify the template.

### 68. How can I get confirmed the uploaded template is correct?

If the file is valid, a File Validation Success message will appear, confirming that your uploaded data is correct.



### 69. How do I proceed with payment after validation?

After the file is validated, click on the “Make Payment” button to proceed to the payment section.

### 70. What payment methods are available?

You can choose to make the payment either via QR Payment or through your Contract.

### 71. What happens after I complete the payment?

After successful payment, a Bulk Booking Receipt will be generated. This receipt will confirm the completion of your booking.

### 72. How can I check if my payment was successful?

Once the payment is completed, the system will generate a confirmation receipt that includes all the relevant details of your bulk mail booking.

### 73. Is an International mail can be booked under bulk booking option?

Yes, an International mail can be booked under bulk booking option.

### 74. What are the modes of payment for bulk customers?

Following are the modes of payment for bulk customers:

1. QR Payment
2. Contract

### 75. Is an ordinary mail can be booked under bulk booking option?

Yes, an ordinary mail can be booked under bulk booking option.

### 76. Where the template for bulk booking is available?

The template for bulk booking is available Download Excel Template.

### 77. Who will assign pickup requests to the agents to Pick up Agents?

Concerned post office will assign pickup requests to the agents to Pick up Agents.

### 78. How can I view all pickup requests?

To view all requests, click on the “Total Requests” sub-card. The Pickup Requests screen will display all requests, irrespective of their current status.



### 79. Can I filter the requests based on a specific time period?

Yes, you can filter the requests for a specific period by specifying From and To dates. This allows you to generate reports for particular time frames

### 80. How do I view the details of a specific pickup request?

To view the details of a pickup request, simply click the “View” icon next to the request. This will open up the details of the selected request.

### 81. Can I modify a pickup request?

Yes, you can modify a pickup request. To do so, click on the “Edit” icon next to the request. You will be able to alter the schedule slot and assign or modify the pickup agent for the request.

### 82. What changes can I make while editing a pickup request?

When editing, you can:

- Alter the schedule slot of the request.
- Assign or change the pickup agent for the request if it is already assigned.

### 83. Can I see a success message after submitting modifications?

Yes, after submitting any changes to the pickup request, a success message will be displayed to confirm that your modifications have been applied successfully.

### 84. Is there any way to see the status of a request without making modifications?

Yes, you can simply view the details of any request by clicking on the “View” icon. This will allow you to see all the details without making any edits.

### 85. What is the "Unassigned Requests" option?

The “Unassigned Requests” option allows you to view all the pickup requests that are pending assignment at a particular post office. These are requests that have not yet been assigned to a pickup agent

### 86. How can I view the unassigned requests?

To view the unassigned requests, click on the “Unassigned Requests” sub-card. This will display all requests that are currently unassigned.



### 87. Can I filter unassigned requests by a specific time period?

Yes, you can filter the unassigned requests by specifying a From and To date range. This allows you to view unassigned requests within a specific time frame.

### 88. How do I view the details of an unassigned request?

To view the details of a specific unassigned request, click on the “View” icon next to the request. This will open the detailed information for that request.

### 89. Can I modify an unassigned request?

Yes, you can modify an unassigned request. Click on the “Edit” icon next to the request to make changes.

### 90. What changes can I make while editing an unassigned request?

While editing the request, you can:

- Alter the pickup slot for the request.
- Transfer the request to another office within the same division if the request does not belong to the user’s office.

### 91. Can I view the request details without editing them?

Yes, you can view the details of an unassigned request by clicking the “View” icon without making any edits.

### 92. What is the meaning of Assigned Requests?

This is an option used to see the Assigned Requests that are ready for pickup at post office.

### 93. What is the meaning of Picked up Requests?

Picked up Requests is an option used to view the Picked up request that are ready for Induction at post office.

### 94. Where can we details of View and Cancel the Pickup requests at post office?

This option is used to View and Cancel the Pickup requests at post office using Pickup History option.

### 95. What is the role of Pickup Agent?

After Successful Assignment of Article Pickup Request by the respective Post Office, Pickup Agent needs to perform Article pickup through Internal Mobile Application (IMA App).



### 96. Using which card Pickup Agent can initiate pick up process in IMA app?

Using “Pickup Management” card Pickup Agent can initiate pick up process in IMA app.

### 97. Where can we get sender details in IMA app?

Using *Sender* button can we get sender details in IMA app.

### 98. Where can we get receiver details in IMA app?

Using *Receiver* button can we get sender details in IMA app.

### 99. What is the meaning of Induction Management?

Induction Management deals with management of Article Induction at Post office. After successful pickup of Article by the Pickup Agent, articles will be brought to the post office for Induction (booking).

### 100. What are the functions available under Induction Management?

Induction Dashboard contains Five Sub cards Such as,

- Induction of Articles
- Induction Report
- Counter Reports
- Counter: Parcel Packing
- Counter: Pre mailing.

### 101. What are the types of articles can be process using Induction function?

Following are the types of articles can be process using Induction function

- Domestic Retail.
- Domestic Bulk
- International Retail
- International Bulk

### 102. What is the meaning of Drop-off of Articles?

Customer Books the Articles through Drop off option and brings the Articles to post office without availing Pickup Service. Article brought to the Post office will be inducted by concerned post office through Induction Management.



### 103. How to Book the Drop-Off Articles?

The Procedure for booking of Drop off Articles is same as Procedures for booking for Pickup Articles, for all types of Articles and for All types of Customers.

### 104. What is the procedure for Induction of Drop off Articles?

Kindly refer “Induction Management” Chapter for Drop off Article Induction Procedure.

### 105. How to transfer the cash collected in Pickup and Induction management to treasury?

Using Transfer Cash card the cash collected in Pickup and Induction management can be transferred to treasury.

### 106. What is the purpose of Tally Account?

The Tally Account facilitates to check the amount collected from tallied with the amount transferred to treasury.

### 107. How to verify accounts by Supervisor?

Supervisor can verify accounts by using Verify Account card.

### 108. What is the Role of Divisional office in Pickup and Induction?

Divisional head can monitor the Pickup and Induction pendency at Divisional level, Post office wise through -Pickup Reports and Induction Reports

### 109. Where the reports can be generated in Pickup and Induction Management?

The reports can be generated in Pickup and Induction Management using Pickup Reports and Induction Reports card.