



# INDEX

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# ABBREVIATIONS

Sl. No.	Abbreviation	Description
1	APT	Advanced Postal Technology
2	FO	Franchise Operator
3	ID	Identification
4	QR	Quick Response
5	SOP	Standard Operating Procedure
6	UPI	Unified Payment Interface
7	URL	Uniform Resource Locator

## Standard Operation Procedure:

<b>SOP No</b>	
<b>Module</b>	Customer Relationship Management
<b>Dated</b>	12-08-2025
<b>SOP Title</b>	Booking of Domestic mails by Franchisee through online portal and Induction in Post Office



## 1 Introduction

Franchise Operators are now required to book the mail articles through customer self service portal of APT. After completion of booking (either bulk or single or both) may be inducted in the linked Post Office through Induction Management.

Franchise Operator should have sufficient balance to book the mail articles. Mail articles booked by Franchise Operator are required to be presented by Franchise Operator by 1700 hrs in the linked Post Office.

This document describes procedure of login, all options available under Franchise Operator Dashboard, procedure of induction of articles presented by Franchise Operator is explained.

**Note :-** At present, only Domestic Mail booking only can be done.

## 2 Franchisee Login

Registered Customer Guest Login

Customer ID

Password

Login

Forgot/Reset Password?  
Forgot Customer ID?  
Dont Have Account?. Register Yourself!

Open URL : <https://app.indiapost.gov.in/customer-selfservice/login> in any of the recommended web browser.



## SOP – Booking of Domestic mails by Franchisee through online portal and Induction in Post Office



Registered Customer Guest Login

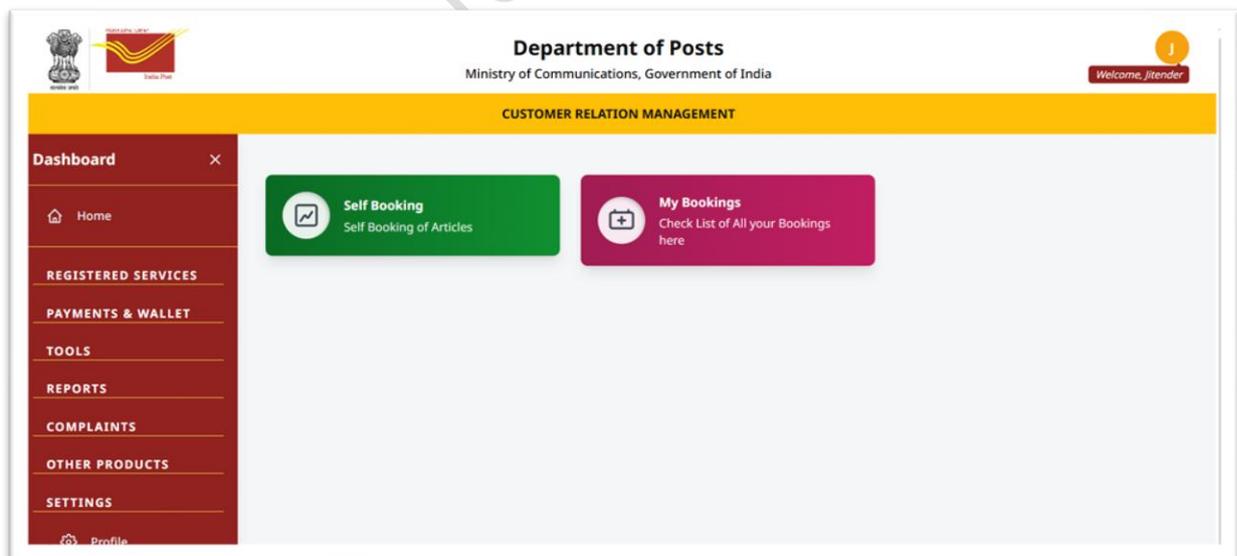
Customer ID  
1121121112

Password  
.....

Login

[Forgot/Reset Password?](#)  
[Forgot Customer ID?](#)  
[Dont Have Account?. Register Yourself!](#)

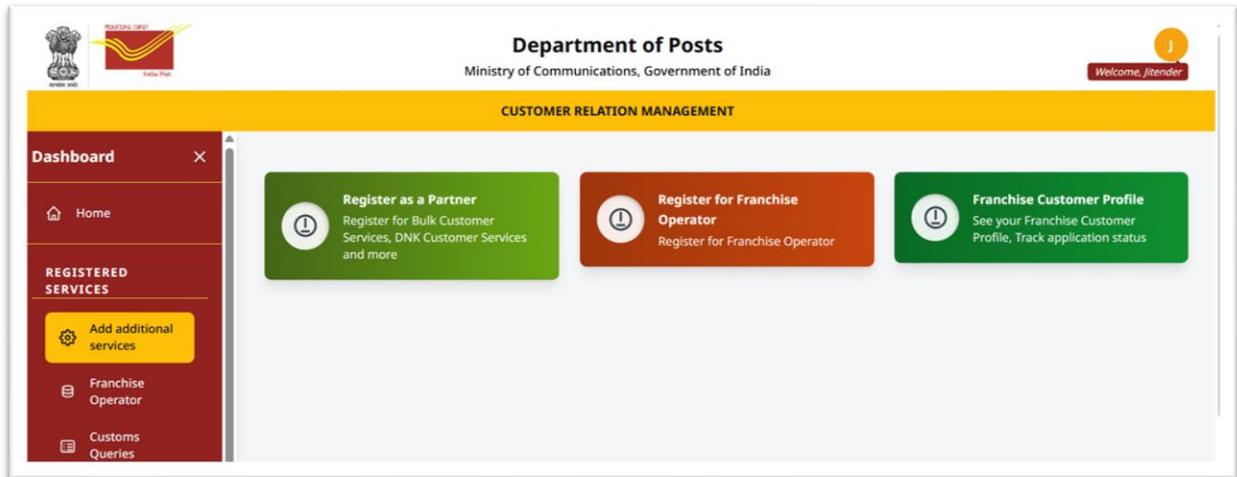
Franchisee to enter their login credentials to login.



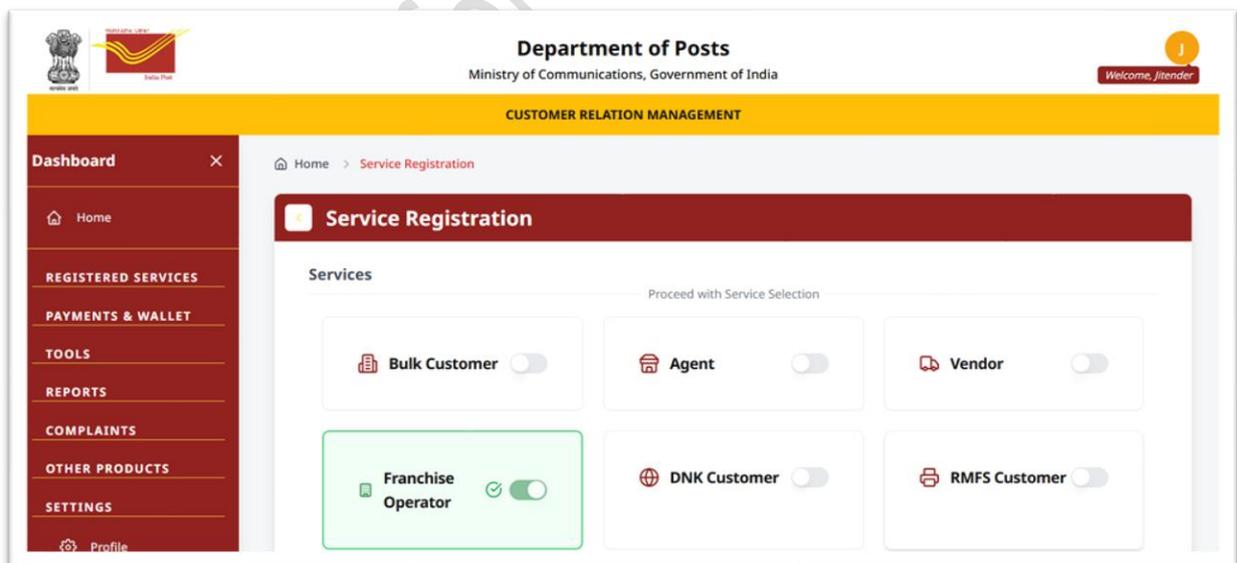
After successful login, Home page of Customer Relationship Management will be displayed.



### 3 Pre-requisites before proceeding booking as Franchise Operator



In left side panel, click on “Add Additional Services” under ‘Registered Services’ and click on ‘Register as a partner’ card.



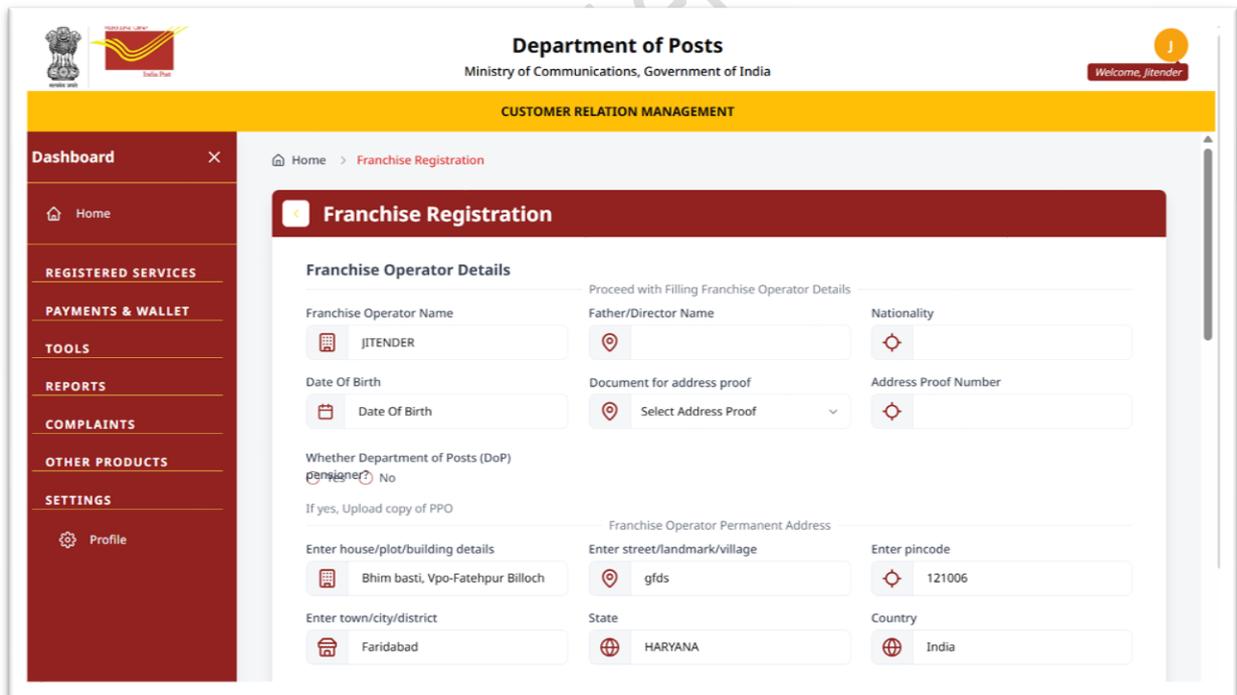
After clicking on ‘Register as a partner’ card, Franchise Operator need ensure themselves that, ‘Franchise Operator’ service is enabled.



## SOP – Booking of Domestic mails by Franchisee through online portal and Induction in Post Office



If logged in user is already a bulk customer, and they wish to register themselves as Franchise Operator, they need to click on 'Register for Franchise Operator' card.



Franchise Registration page under Registered Services → Register for Franchise Operator will be displayed.



## SOP – Booking of Domestic mails by Franchisee through online portal and Induction in Post Office



**Note :-** Before proceeding booking, pre-requisite is franchise operator should have sufficient balance in wallet. Procedure to view current wallet balance and recharge wallet is explained in **Sl. Nos. 4.1 and 4.2** of this document.

### 4 Franchise Operator Dashboard

The screenshot shows the Franchise Operator Dashboard. At the top, it displays the Department of Posts logo and the Ministry of Communications, Government of India. A welcome message 'Welcome, Jitender' is visible in the top right corner. The main content area is titled 'CUSTOMER RELATION MANAGEMENT' and shows the 'Dashboard' page. The dashboard includes a 'Wallet Balance' section with a balance of ₹72,239.00 and a 'Refresh' button. Below this is a 'Quick Access' section with four cards: 'Recharge Wallet' (Add funds to your wallet), 'Bulk Booking' (Book Articles across India), 'Domestic Article Booking' (Book Articles across India), and 'My Bookings' (List of All your Bookings). The left sidebar contains navigation options: Home, Registered Services, Add additional services, Franchise Operator, Customs Queries, and View Replies to Queries.

Click on **'Franchise Operator'** side panel option under **'Registered Services'** category to view the Franchise Operator dashboard. Franchise Operator dashboard has following information / options;

- ➔ Wallet Balance
- ➔ Recharge Wallet
- ➔ Bulk Booking
- ➔ Domestic Article Booking
- ➔ My Bookings



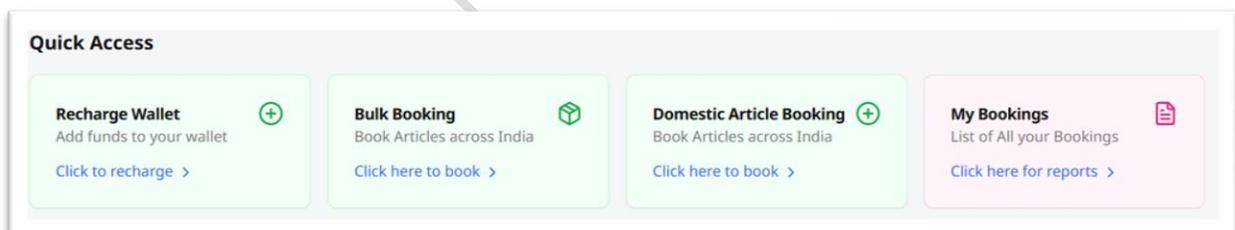
## 4.1 Wallet Balance



In the dashboard, current wallet balance widget shows the current available balance in the wallet. Provision of 'Refresh' is given to refresh and view updated current wallet balance.

**Note :** - Pre-requisite to proceed with booking is Franchise Operator (FO) is to have sufficient balance in the wallet.

## 4.2 Recharge Wallet



Click on 'Recharge Wallet' option under 'Quick Access' widget of Franchise Operator dashboard.



## SOP – Booking of Domestic mails by Franchisee through online portal and Induction in Post Office



The screenshot shows the 'Department of Posts' Customer Relation Management interface. The header includes the India Post logo, the text 'Department of Posts Ministry of Communications, Government of India', and a user profile 'Welcome, Jitender'. A yellow navigation bar contains 'CUSTOMER RELATION MANAGEMENT'. A dark red sidebar menu on the left lists options: Dashboard, Home, REGISTERED SERVICES, PAYMENTS & WALLET, TOOLS, REPORTS, COMPLAINTS, OTHER PRODUCTS, SETTINGS, and Profile. The main content area shows a 'Wallet Balance' of ₹62,239.00 with a 'Refresh' button. Below it is the 'Recharge Wallet' section with the instruction 'Enter amount (Min:1000|Max:50000|Multiple of 100)'. The input field is empty, and there are 'Cancel' and 'Proceed to Payment' buttons at the bottom.

After clicking on 'Recharge Wallet' option, page as shown above will appear.

This screenshot is identical to the previous one, but the 'Recharge Wallet' input field now contains the number '1000'. The 'Proceed to Payment' button is highlighted in a darker red color, indicating it is the next step in the process.

Enter the amount of recharge to the wallet and click on 'Proceed to Payment' button.



**Payment Details**

Purpose: **Wallet Recharge**

Amount: **₹ 10000**

Amount in words:  
**Ten thousand rupees only**

← Cancel **Proceed to Pay**

After clicking on **‘Proceed to Payment’** button, dialogue box as shown above will appear. Confirm the amount shown in figures and words and click on **‘Proceed to Pay’** button.

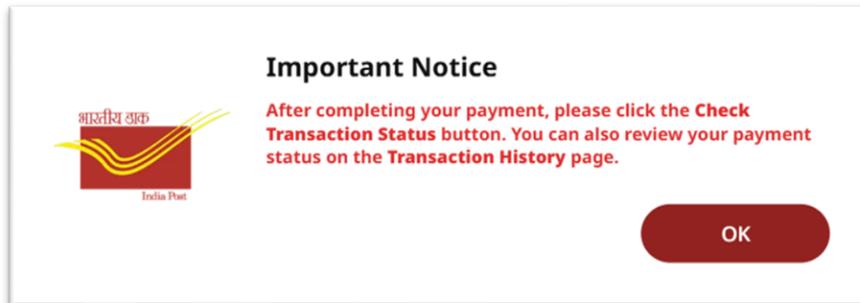
**Choose Payment Method**

Payable Now : **₹10000**

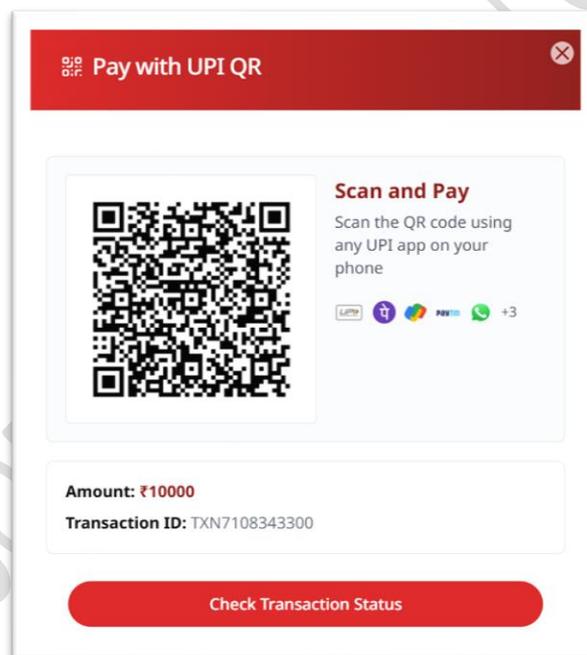
**Pay with QR Code**

+3

After clicking on **‘Proceed to Pay’** button, options to choose payment method is shown as above. Presently, only **Pay with QR code** is available. Click on it.



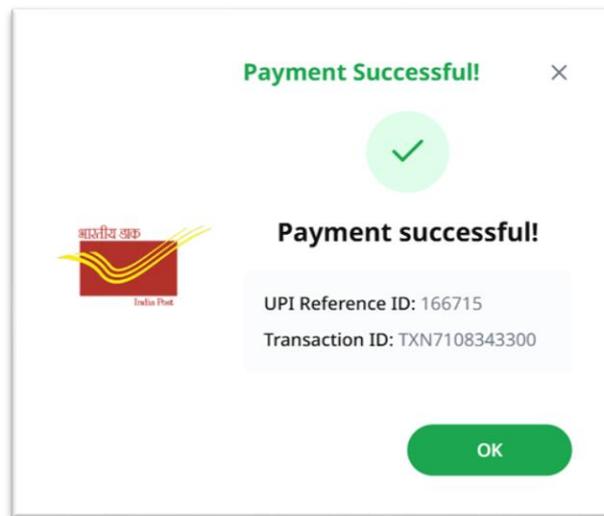
After clicking on Pay with QR code, an Important Notice as above will get displayed. Click on OK button.



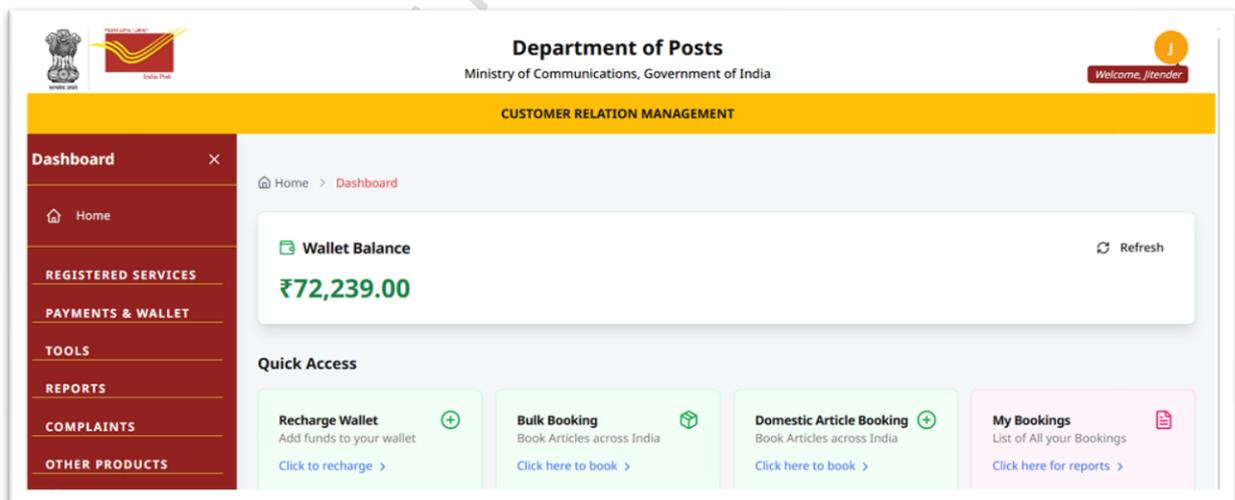
Dynamic QR code with amount and Transaction ID will be displayed. FO can scan the QR code using any UPI app on their phone and after successful payment, click on '**Check Transaction Status**' button to check the status.



## SOP – Booking of Domestic mails by Franchisee through online portal and Induction in Post Office



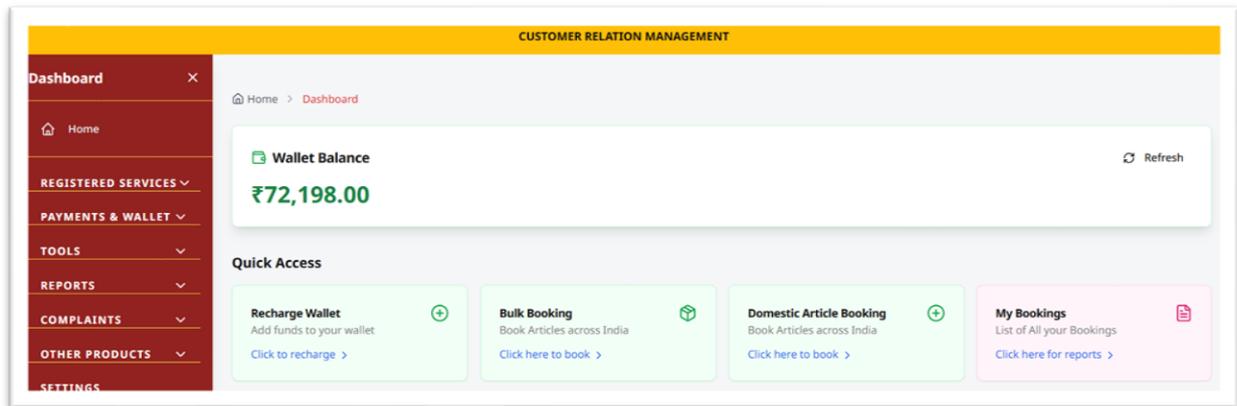
Click on 'Check Transaction Status' button, if payment is successful, pop-up message as shown will be shown. Click on OK button.



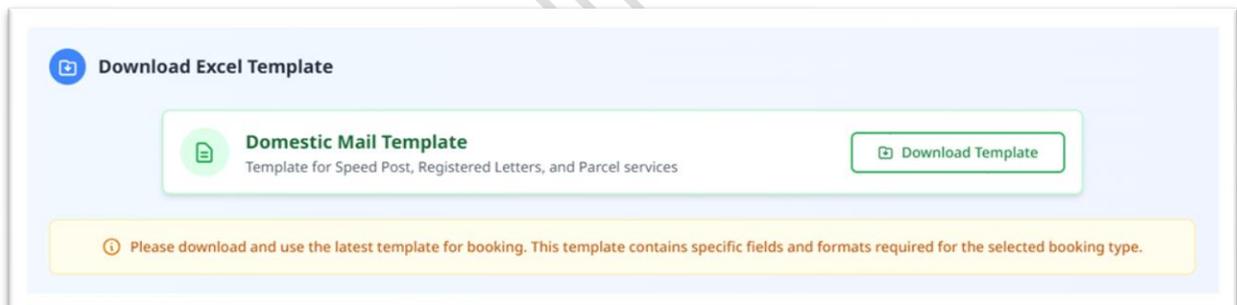
After clicking on 'OK' button, wallet balance will show the updated balance.



### 4.3 Bulk Booking



Under 'Quick Access' widget of Franchise Operator dashboard, click on '**Bulk Booking**' option.



Domestic Mail template to be downloaded and booking data may be entered in the template and kept ready for bulk booking.

**Note :** - Please download and **use the latest template** for booking. This template contains specific fields and formats required for the selected booking type.



## SOP – Booking of Domestic mails by Franchisee through online portal and Induction in Post Office



**Bulk Booking**

# Booking Reference: 6000000013082521221      Booking Type: NCOM      Customer ID: 1121121112

**Booking Information**

Mail Category \*      Booking Type \*      Product Type \*

Domestic Mail      Franchise Customer      Inland Speed Post

**Download Excel Template**

**Domestic Mail Template**  
Template for Speed Post, Registered Letters, and Parcel services

- ✓ Inland Speed Post
- Registered Letter
- India Post Parcel Retail
- Speed Post Parcel

After clicking on '**Bulk Booking**' option, Select Mail Category (At present only Domestic Mail can be selected), select Booking Type as 'Franchise Customer' and select 'Product Type' from the drop-down list. Then Booking Reference will be generated. Scroll down the page.

**Note :** - Franchise Operator to proceed booking only after generation of booking reference.

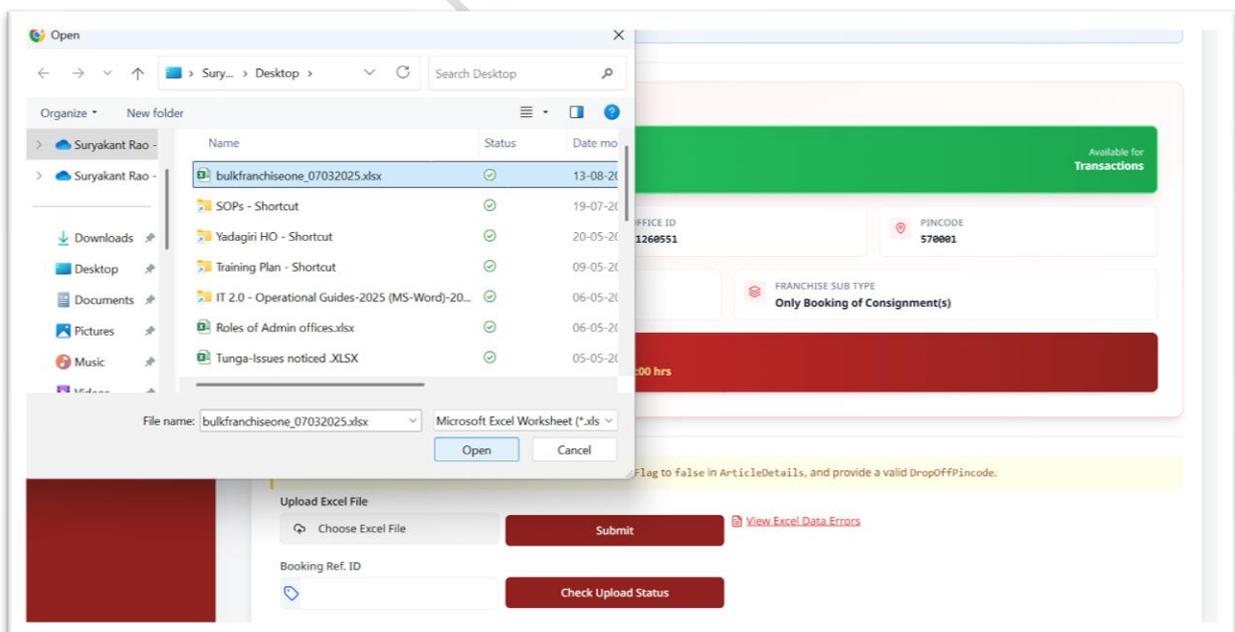


## SOP – Booking of Domestic mails by Franchisee through online portal and Induction in Post Office



The screenshot displays a user interface for booking domestic mails. At the top, a green bar shows the 'Current Wallet Balance' as ₹72198, with a note 'Available for Transactions'. Below this, office details are listed: 'OFFICE NAME: Mysuru HO', 'OFFICE ID: 21260551', and 'PINCODE: 570001'. The 'FRANCHISE TYPE' is 'Individual / Proprietor' and the 'FRANCHISE SUB TYPE' is 'Only Booking of Consignment(s)'. A red banner contains an 'Important Reminder' to drop off the article before 17:00 hrs. A yellow warning message states: 'Please leave the PickupAddress tab empty, set Pickup Address Flag to false in ArticleDetails, and provide a valid DropOffPincode.' The 'Upload Excel File' section includes a 'Choose Excel File' button, a 'Submit' button, and a 'View Excel Data Errors' link. Below, a 'Booking Ref. ID' field has a 'Check Upload Status' button. At the bottom right, there are 'Reset' and 'Cancel' buttons.

Option to choose excel template file will be shown.



Browse and choose the excel template kept ready with booking data



## SOP – Booking of Domestic mails by Franchisee through online portal and Induction in Post Office



⚠ Please leave the PickupAddress tab empty, set Pickup Address Flag to false in ArticleDetails, and provide a valid DropOffPincode.

Upload Excel File

[View Excel Data Errors](#)

✓ bulkfranchiseone\_07032025.xlsx

Booking Ref. ID

After selecting the desired template file, file name chosen will be shown. If the excel file contains errors, same can be viewed by clicking on 'View Excel Data Errors' and processed. Enter Booking Ref. ID and click on '**Submit**' button.

✓ **Job Initiated Successfully**

**Booking Reference No:** 6000000013082538551

Please note down this booking reference number for future reference.

After clicking on 'Submit' button, pop-up as shown above will be displayed.

⚠ Please leave the PickupAddress tab empty, set Pickup Address Flag to false in ArticleDetails, and provide a valid DropOffPincode.

Upload Excel File

[View Excel Data Errors](#)

✓ bulkfranchiseone\_07032025.xlsx

Booking Ref. ID

Date	Booking Ref. ID	Details	Amount	Status	Actions
13-08-2025	6000000013082538551	Success: 3/3, Fail: 0 Processed: 100%	₹ 694	Success	<input type="button" value="Pay"/>

Rows per page: 10 ▾ 1-1 of 1 |< < > >|

Details as shown above will appear. Click on '**Pay**' button.



## SOP – Booking of Domestic mails by Franchisee through online portal and Induction in Post Office



Dialogue box to select payment method will be shown. Click on **‘Franchise Wallet’**

After clicking on **‘Franchise Wallet’**, available balance, payment amount, after payment are shown as above. To confirm payment from Franchise Wallet, click on **‘Confirm Payment’**.

Date	Booking Ref. ID	Details	Amount	Status	Actions
13-08-2025	6000000013082538551	Success: 3/3, Fail: 0 Processed: 100%	₹ 694 Paid	Success	<a href="#">Download Receipt</a> <a href="#">Download Excel</a> <a href="#">Download Address Label</a>

After clicking on **‘Confirm Payment’**, following options will be shown ;

- ➔ Download Receipt
- ➔ Download Excel
- ➔ Download Address Label



## SOP – Booking of Domestic mails by Franchisee through online portal and Induction in Post Office



### Department Of Posts

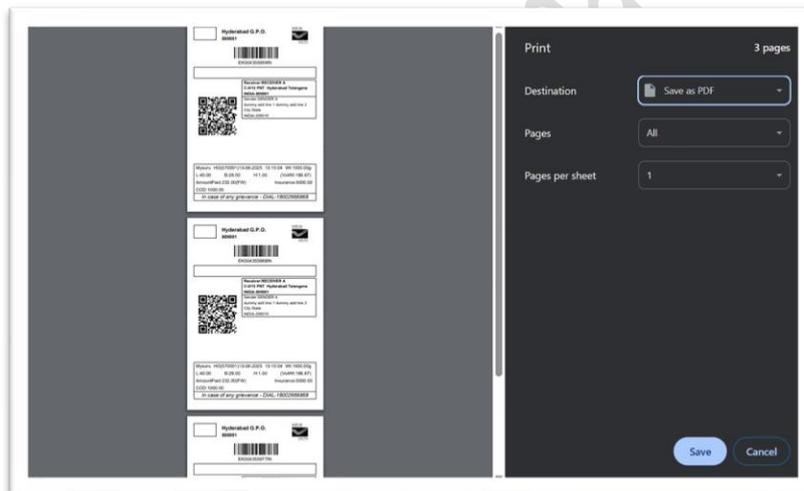
#### Bulk Booking Receipt

<b>Booking Ref. ID.</b>	: 6000000013082538551	<b>Base Tariff (incl. VAS)</b>	: 588.00
<b>Booking Office</b>	: Self Service Portal	<b>Discount</b>	: 0.00
<b>Booking Date/Time</b>	: 13/08/2025, 13:17:13	<b>Base After Discount (incl. VAS)</b>	: 588.00
<b>User</b>	: 1121121112	<b>CGST</b>	: 53.00
<b>Product Type</b>	: SP_INLAND	<b>SGST</b>	: 53.00
<b>Mode of Payment</b>	: Franchise Wallet	<b>Prepaid Amount</b>	: 0.00
<b>Customer ID</b>	: 1121121112	<b>Net Amount</b>	: 694.00
<b>Contract ID</b>	:		

Track on [www.indiapost.gov.in](http://www.indiapost.gov.in) or Dial 18002666868

Sl.No	Article No	Sl.No	Article No	Sl.No	Article No	Sl.No	Article No	Sl.No	Article No
1	EK004355959IN	2	EK004355968IN	3	EK004355977IN				

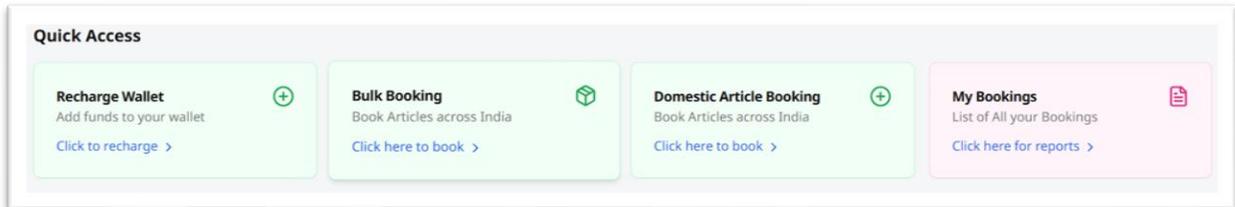
Sample of 'Download Receipt' after completion of bulk booking.



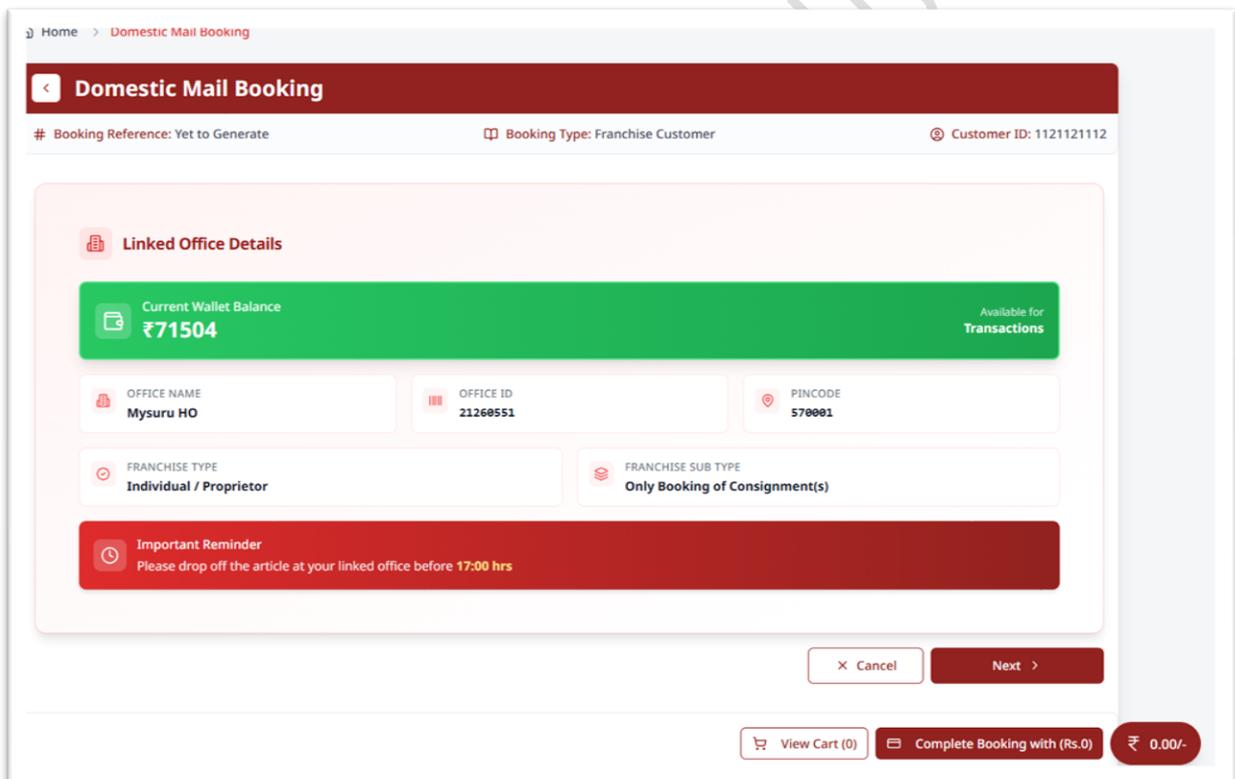
Sample of 'Download Receipt' after completion of bulk booking.



## 4.4 Domestic Article Booking



Under 'Quick Access' widget of Franchise Operator dashboard, click on '**Domestic Article Booking**' option.



After clicking on '**Domestic Article Booking**' option, page as shown above will appear.



## SOP – Booking of Domestic mails by Franchisee through online portal and Induction in Post Office



**Article Information**

Origin Pincode*	Origin PO Name	Destination Pincode*	Destination PO Name	Phy. Weight (in gms)*
570001	Mysuru HO	560001	Bengaluru G.P.O.	75

**Service Selection**

Booking Type*	Mail Service Type*	Article Barcode	<input type="checkbox"/> Prepaid
	Inland Speed Post	EY000261598IN	

**Inland Speed Post** ₹ 82.00/-

Fill-in / select Article Information and Service selection.

**Inland Speed Post**

Volumetric Weight Calculation

Mail Shape\*  
Document (Envelope)

Volumetric Weight Formula:  
Charged weight is the higher of volumetric weight or physical weight.

Value Added Services

<b>Delivery Instructions</b> Delivery Type Normal Delivery	<b>Insurance Details</b> <input type="checkbox"/> Insurance	<input checked="" type="checkbox"/> POD(Proof Of Delivery)
--	--	--

× Cancel   Next >

View Cart (0)   Complete Booking with (Rs.0)   ₹ 94.00/-

Select / Fill-in other related information depending upon selection of mail service type and click on **'Next'**



## SOP – Booking of Domestic mails by Franchisee through online portal and Induction in Post Office



### Sender Information

**Search & Address Type**

Enter Mobile No/Cust ID/Email ID

Select address type

**Personal Details**

Title

Enter first name\*

Enter middle name

Enter last name

Enter mobile number\*

Enter email address

**Address Details**

Enter company name

Enter address line 1\*

Enter address line 2

Enter landmark

Sender Pincode\*

City/District\*

State/Union Territory\*

DAC

Retain details for next booking

₹ 94.00/-

Enter all mandatory and necessary information under 'Sender Information' section.



## SOP – Booking of Domestic mails by Franchisee through online portal and Induction in Post Office



### Recipient Information

Search & Address Type

Enter Mobile No/Cust ID/Email ID:   Select address type:

Personal Details

Title:  Enter first name\*:

Enter middle name:  Enter last name:

Enter mobile number\*:  Enter email address:

Address Details

Enter company name:  Enter address line 1\*:  Enter address line 2:

Enter landmark:  Recipient Pincode\*:  City/District\*:

State/Union Territory\*:  DAC:

Retain details for next booking

Declarations ₹ 94.00/-

Enter all mandatory and necessary information under 'Recipient Information' section.

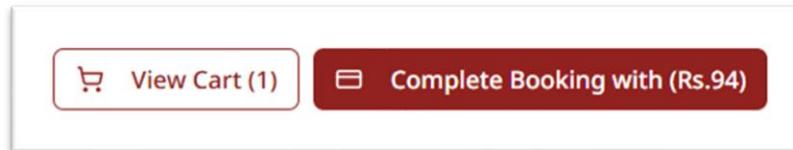
Declarations

I declare that the shipment does not contain any prohibited or restricted items

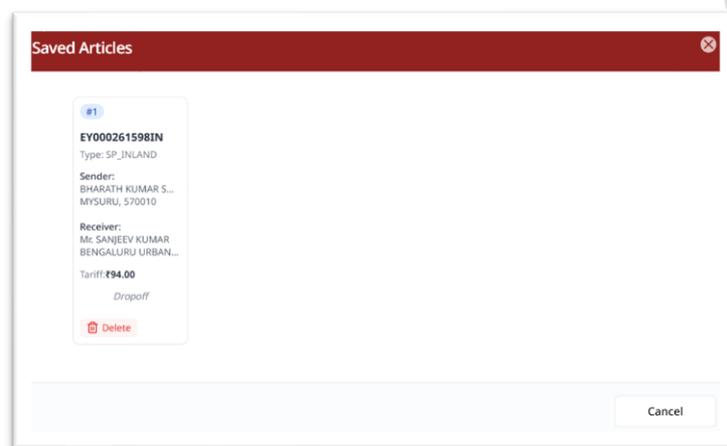
I accept the applicable terms & conditions

₹ 94.00/-

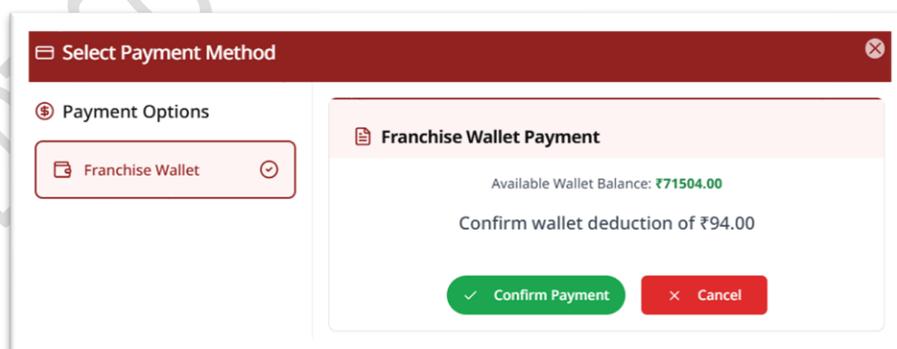
Tick 'Declarations' and click on '**Submit**' button to add the article to cart. After validation of booking data, mail article will be added to cart.



Number of articles added / available in cart and option to complete the booking with the available articles in cart will be shown as above.



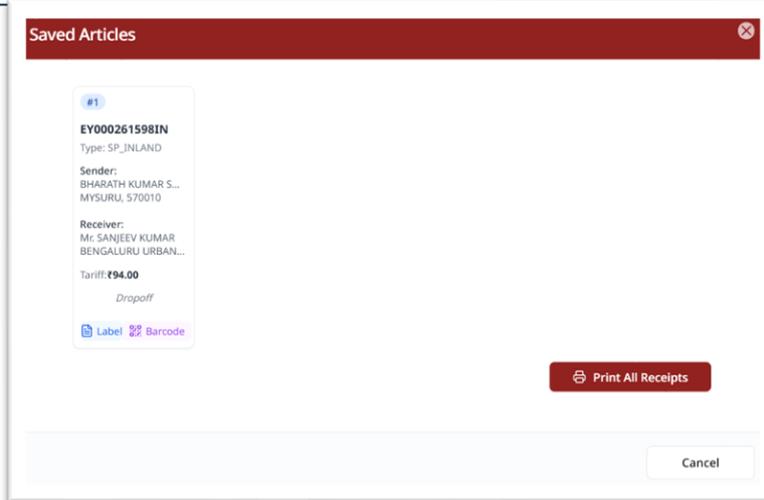
When clicked on 'View Cart' button, details of saved articles to cart will be shown in a pop-up window. Click on cancel. To complete the booking with the available articles in cart, click on '**Complete booking with <booking amount>**' button.



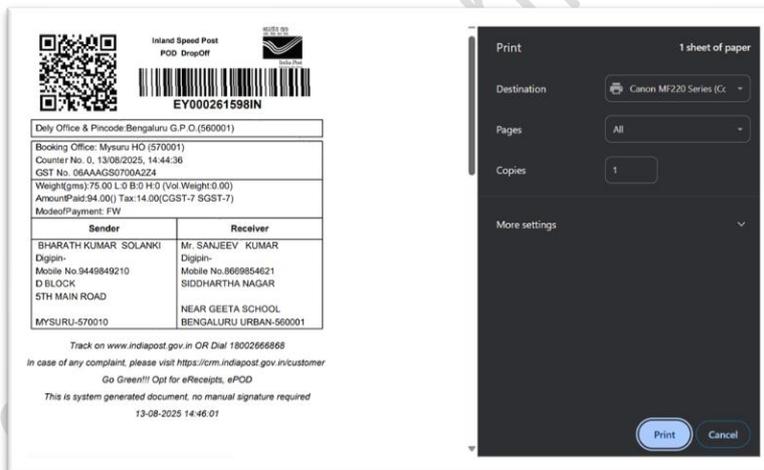
Next, select payment method dialogue box shown. Select payment option as 'Franchise Wallet' and click on '**Confirm Payment**'.



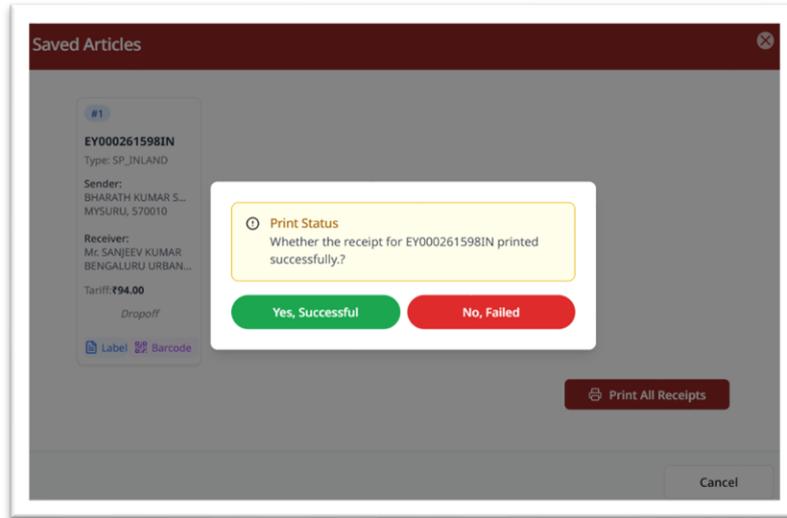
## SOP – Booking of Domestic mails by Franchisee through online portal and Induction in Post Office



After clicking on '**Confirm Payment**', articles booked and option to print receipt will be shown as above. Click on '**Print all receipts**' button.

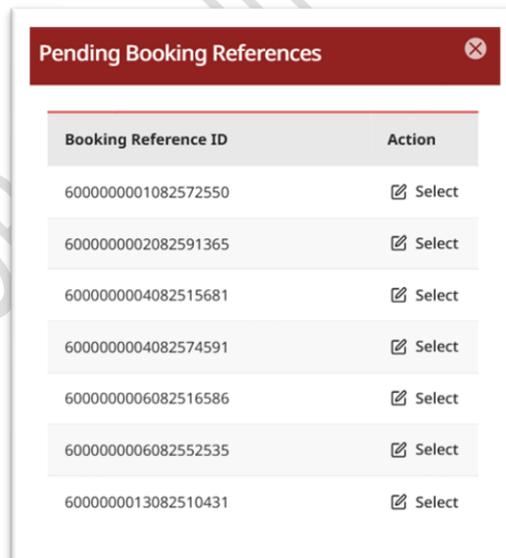


Sample receipt after completion of booking



After printing receipts, dialogue box as shown will appear. To confirm printing of all receipts successfully, click on **‘Yes Successful’**.

#### 4.5 Pending booking references



After selecting ‘Domestic Article Booking’, in case any previous booking references are pending, a dialogue box as shown will appear. Select the desired booking reference and proceed to capture the pending details and complete the pending transaction. Else close the dialogue box to proceed with fresh booking.



## 4.6 My Bookings

**Quick Access**

- Recharge Wallet**  
Add funds to your wallet  
[Click to recharge >](#)
- Bulk Booking**  
Book Articles across India  
[Click here to book >](#)
- Domestic Article Booking**  
Book Articles across India  
[Click here to book >](#)
- My Bookings**  
List of All your Bookings  
[Click here for reports >](#)

Click on 'My Bookings' option under 'Quick Access' widget.

**My Bookings**

**Filters**

August 13th, 2025 Domestic Booking

**Domestic Booking Report** Showing 1-3 of 3 records

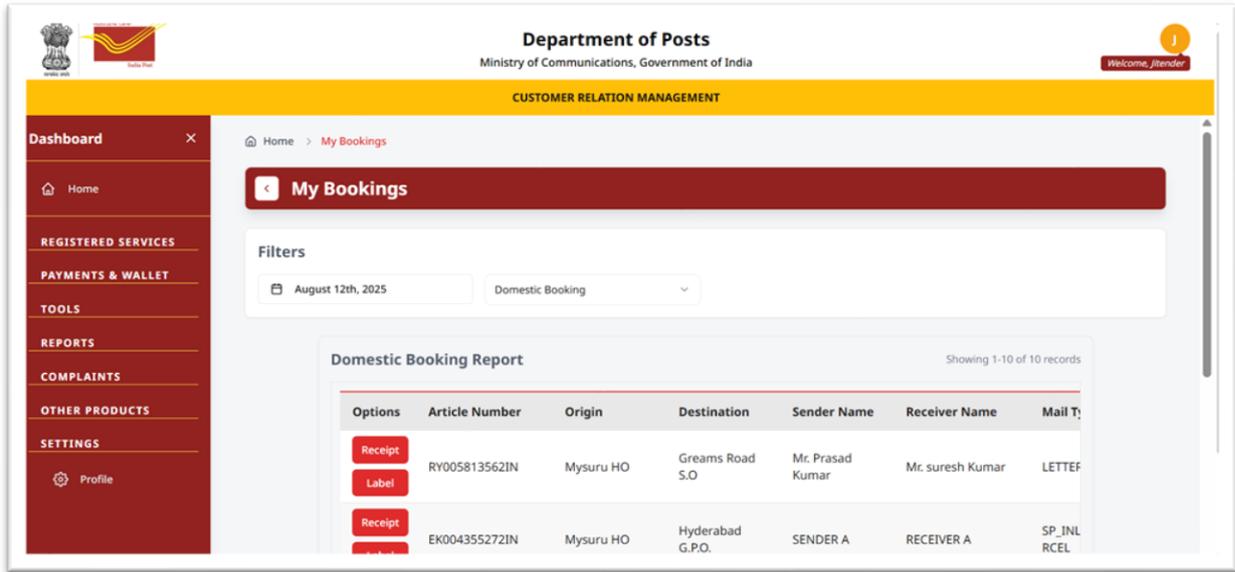
Options	Article Number	Origin	Destination	Sender Name	Receiver Name	Mail Type
<a href="#">Receipt</a> <a href="#">Label</a>	EK004355959IN	Mysuru HO	Hyderabad G.P.O.	SENDER A	RECEIVER A	SP_INLRCEL
<a href="#">Receipt</a> <a href="#">Label</a>	EK004355968IN	Mysuru HO	Hyderabad G.P.O.	SENDER A	RECEIVER A	SP_INLRCEL
<a href="#">Receipt</a> <a href="#">Label</a>	EK004355977IN	Mysuru HO	Hyderabad G.P.O.	SENDER A	RECEIVER A	SP_INLRCEL

Click on 'My Bookings' option, select the date of booking and mail article type from the Filters to view the booking details as per the filters applied.

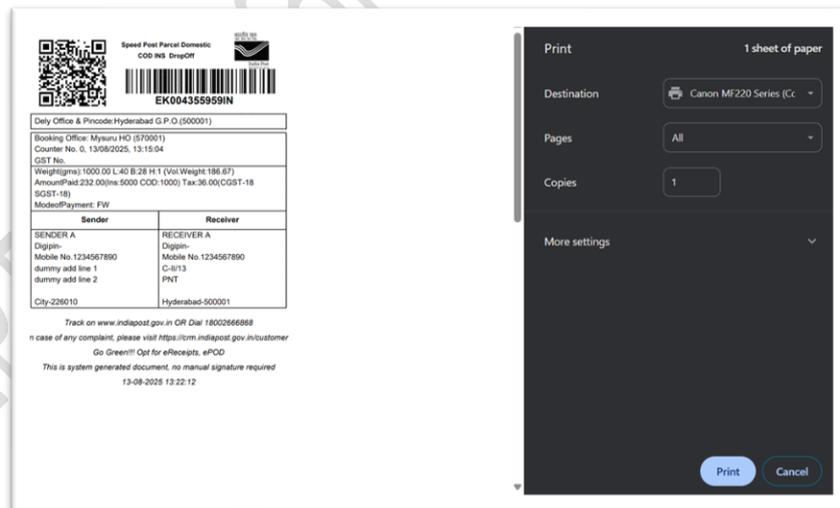
Against each article booked, provision to print 'Receipt' and 'Label' are provided.



# SOP – Booking of Domestic mails by Franchisee through online portal and Induction in Post Office



Click on either 'Receipt' or 'Label' against the desired article as per the requirement to print the receipt or label as the case may be.



Sample 'Receipt'



## 5 Procedure of induction of articles presented by Franchise Operator after booking in online portal in the linked Post Office

### 5.1 Pickup Management → Induction Management → Induction of Articles → Franchise Articles



Access 'Pickup Management' card in the home screen.



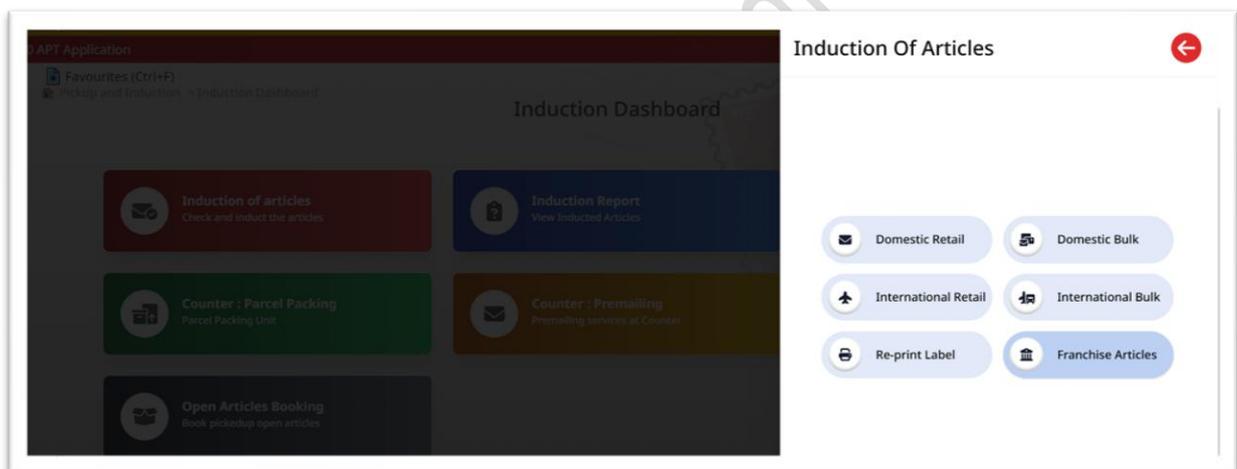
Click on 'Induction Management' sub cart.



## SOP – Booking of Domestic mails by Franchisee through online portal and Induction in Post Office



Click on 'Induction of articles' sub card.



Select 'Franchise Articles' side panel option.



Select desired franchise from the drop down list.



## SOP – Booking of Domestic mails by Franchisee through online portal and Induction in Post Office

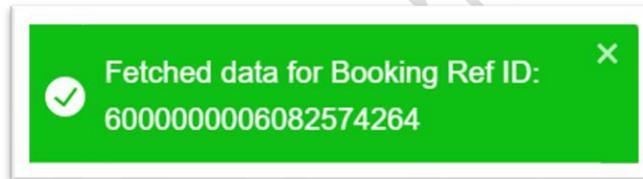


Choose an option

- 2126055112082545974
- 6000000012082555072
- 600000001082564986
- 2126055112082572623
- 6000000011082535300
- 6000000010082560314
- 6000000008082538736
- 2126055107082526400
- 2126055107082539411
- 6000000007082529181
- 3145071206082599126
- 6000000006082574264
- 6000000004082554323
- 6000000002082524768
- 6000000002082507838
- 6000000002082568219
- 6000000001082564981

Fetch Bookings

Select the desired booking reference ID from the drop down list and click on **'Fetch Bookings'** button.



After clicking on **'Fetch Bookings'** button, a flash pop-up as shown above will appear.

Select Franchisee

Franchisee: 1121121112 - Jitender

Select Booking Ref ID

Booking Ref ID: 2126055112082545974

Article Details

Input Article Number  Induct articles  Collect Discrepancy Amount and Induct

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<input type="checkbox"/>	Status/Action	Bkg Ref ID	Pickup Request Id	Customer ID	Article ID	Article Type	From	Destination Pincode	Weight (in gm)
<input type="checkbox"/>	Ready to Induct	2126055112082545974		1121121112	RY005813576IN	LETTER	570001	600006	300.00

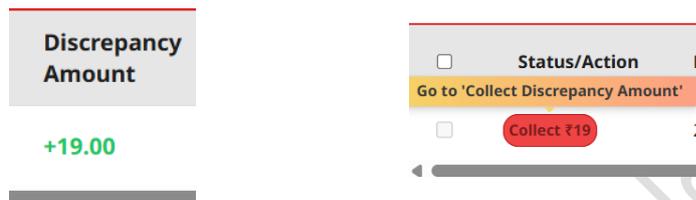
Booking details under the selected booking reference ID will be shown.



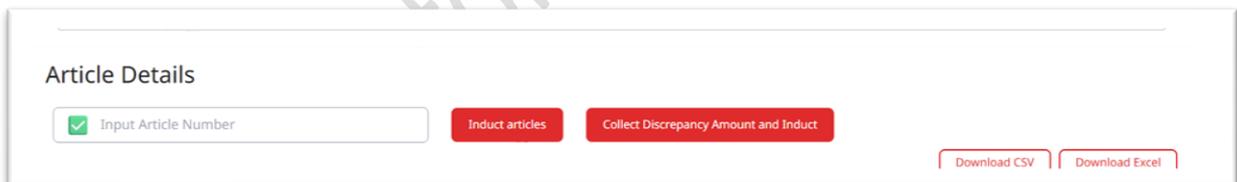
## SOP – Booking of Domestic mails by Franchisee through online portal and Induction in Post Office



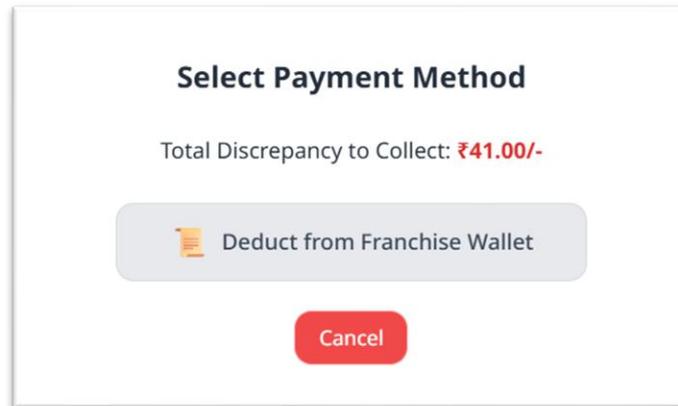
Against each booked article, provision to induct, modify weight, prepayment value, address are available.



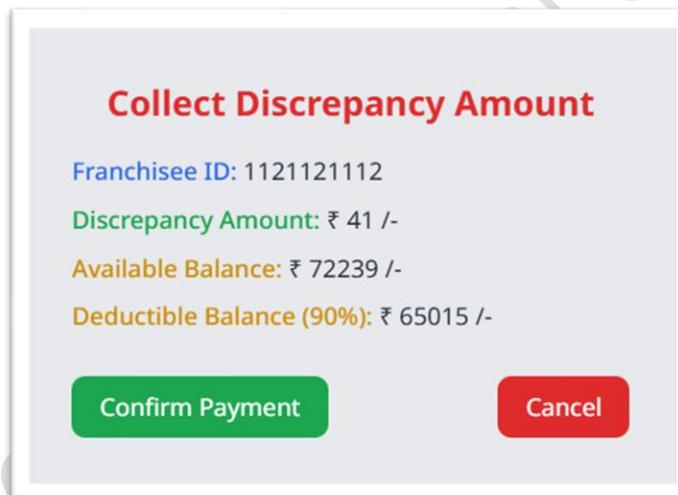
After modification of weight, prepayment value etc., in case discrepancy amount changed to non-zero amount, same needs to be collected from the franchise wallet before inducting article. In such cases, under 'Status / Action' column header, amount to be collected will be shown.



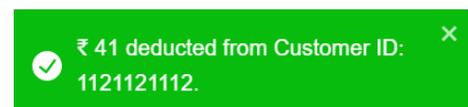
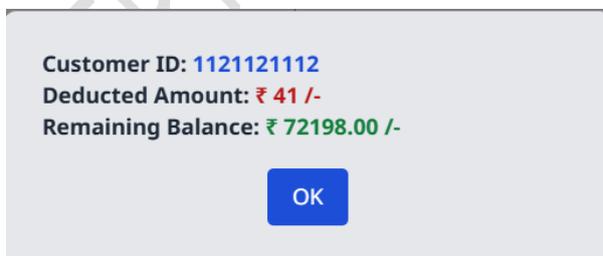
Select the article for which discrepancy amount showing non-zero amount and click on **'Collect Discrepancy Amount and Induct'**



A dialogue box as shown above will appear. Click on **'Deduct from Franchise Wallet'** option.



A dialogue box as shown above will appear. Click on **'Confirm Payment'** option.



Pop-up and flash pop-up as shown above will be displayed.



## SOP – Booking of Domestic mails by Franchisee through online portal and Induction in Post Office



**Article Details**

Selected articles : 1

Input Article Number

Induct articles

Collect Discrepancy Amount and Induct

Download CSV
Download Excel

<input checked="" type="checkbox"/>	Status/Action	Bkg Ref ID	Pickup Request Id	Customer ID	Article ID	Article Type	From	Destination Pincode	Weight (in gms)
<input checked="" type="checkbox"/>	Ready to Induct	2126055112082572623		1121121112	RY005813562IN COD: ₹2000/- INS: ₹2000/-	LETTER	570001	600006	30.00

Select all articles for which status / Action is ‘Ready to Induct’, total number of selected articles will be shown to confirm click on ‘**Induct Articles**’ button.



A flash pop-up message as shown above will appear.

A Greams Road S.O  
600006

RY005813576IN

MYSURU-GREAMS

Receiver: Sam Raghul  
old road new st CHENNAI TAMIL  
NADU  
-600006  
 Sender: Suresh Kumar  
old road new st CHENNAI TAMIL  
NADU  
INDIA-600006

Mysuru H.O (570001) 2025-08-12 18:10:57  
 Weight(gms):350.00 L:0 B:0 H:0 (Vol.Weight:0.00)  
 AmountPaid:Rs127.00(FW)  
 In case of any grievance - DIAL-18002666868

Print 1 page

Destination Save as PDF

Pages All

Pages per sheet 1

Save
Cancel

Provision to print receipt / label in the linked post office after induction is also available.

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