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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:

SOP No	
Module	Customer Relationship Management
Dated	12-08-2025
SOP Title	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

Open URL : **https://app.indiapost.gov.in/customer-selfservice/login** in any of the recommended web browser.
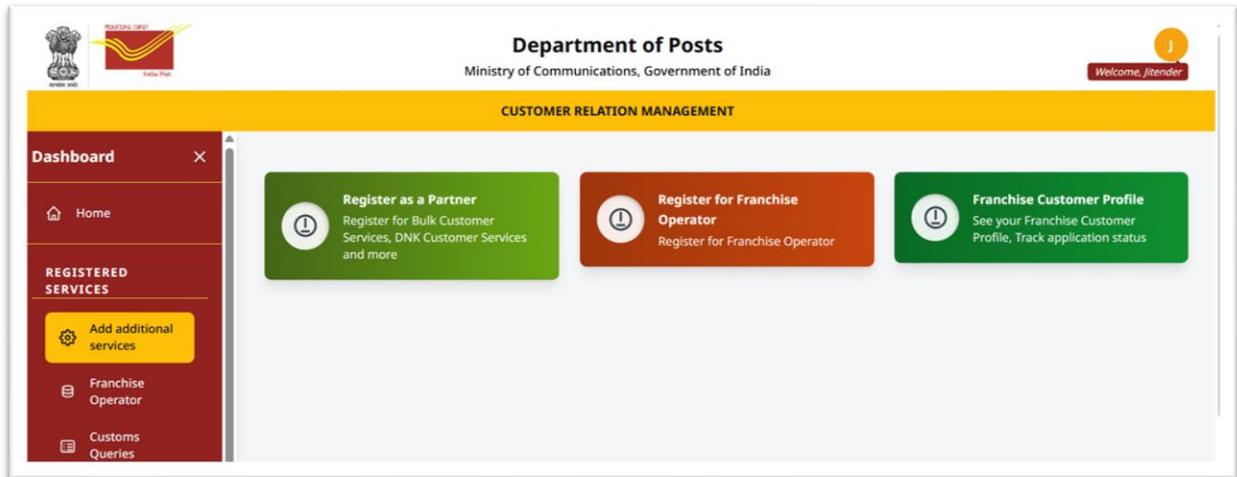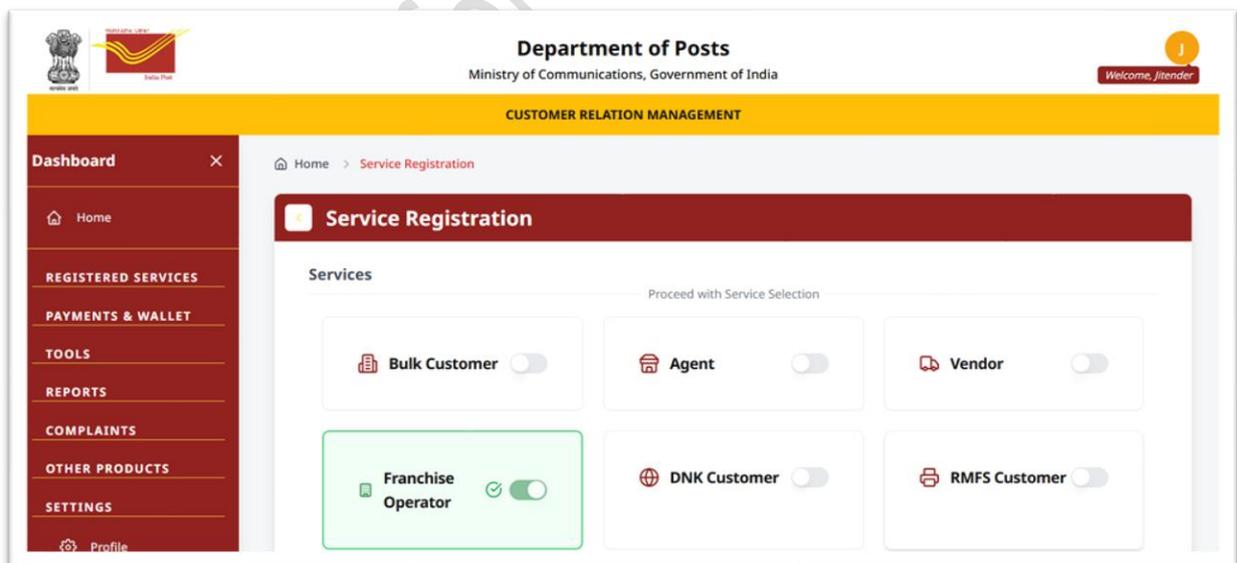
Franchisee to enter their login credentials to login.
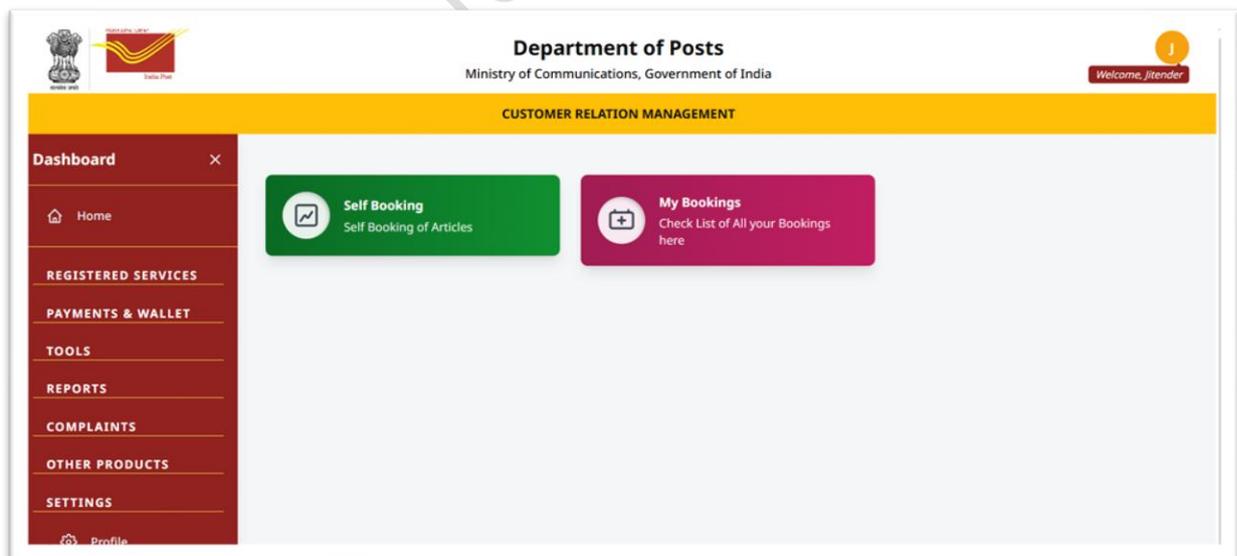
After successful login, Home page of Customer Relationship Management will be displayed.

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.
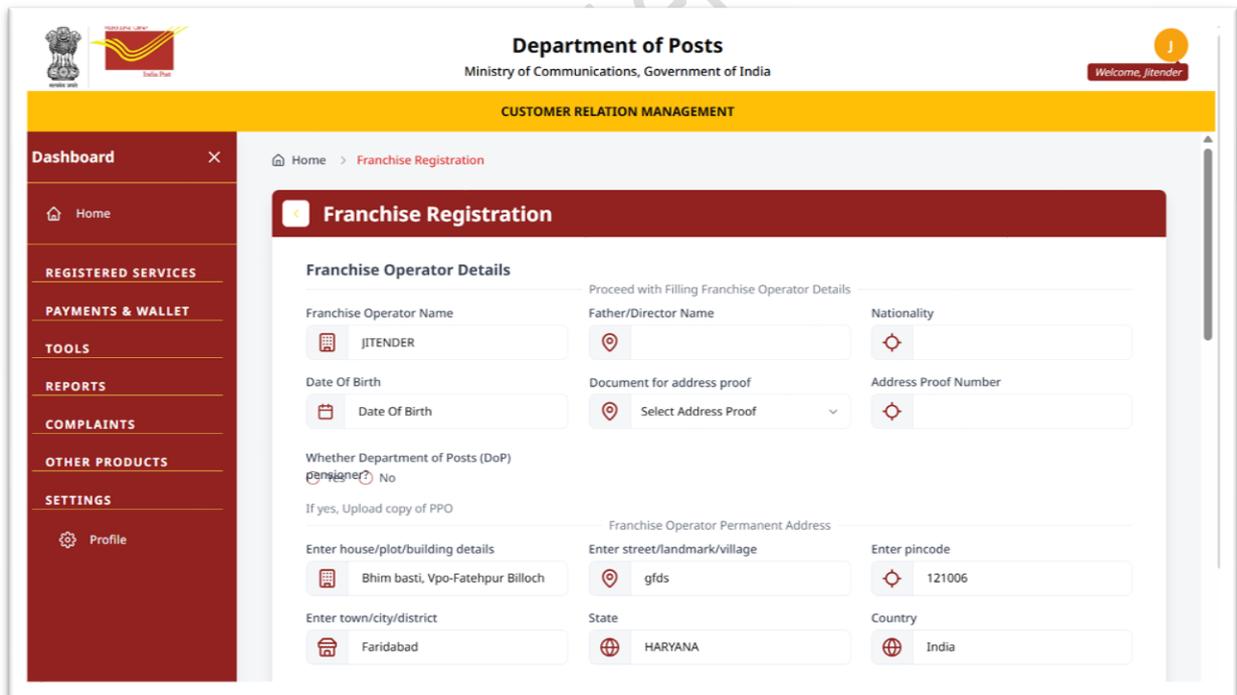

After clicking on 'Register as a partner' card, Franchise Operator need ensure themselves that, 'Franchise Operator' service is enabled.

If logged in user is already a bulk customer, and they wishes 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.

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

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.

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

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

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.
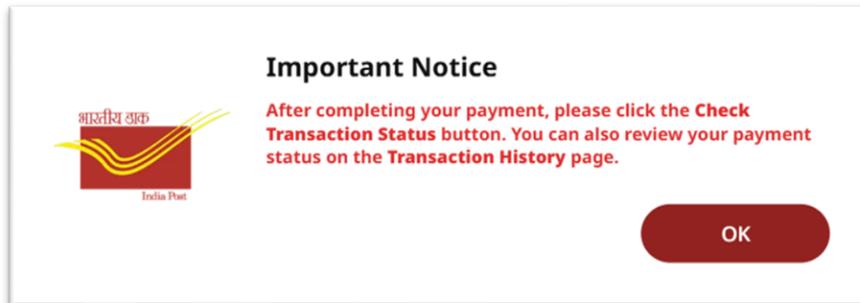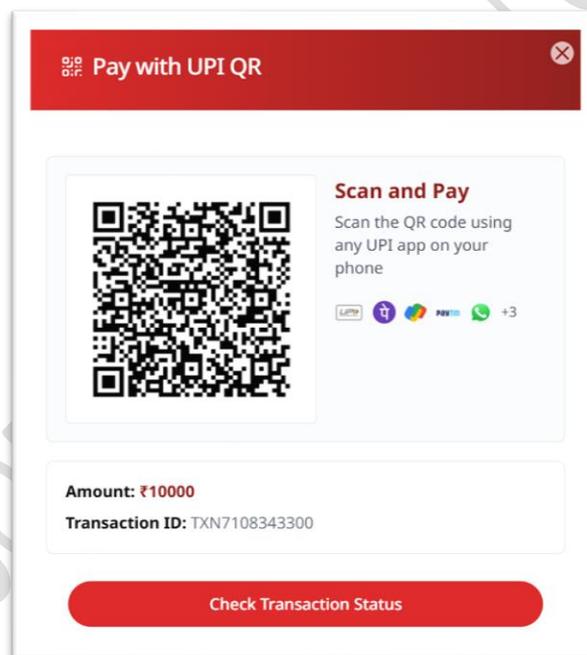

After clicking on 'Proceed to Pay' button, options to choose payment method is shown as above. Presently, only **Pay with QR code** is available. Click on it.

Important Notice

After completing your payment, please click the **Check Transaction Status** button. You can also review your payment status on the **Transaction History** page.

OK

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

Pay with UPI QR

Scan and Pay
Scan the QR code using any UPI app on your phone

Amount: ₹10000
Transaction ID: TXN7108343300

Check Transaction Status

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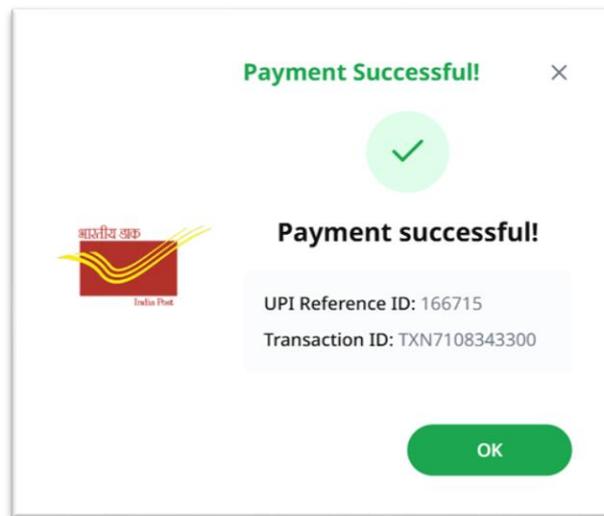
Click on 'Check Transaction Status' button, if payment is successful, pop-up message as shown will be shown. Click on OK button.
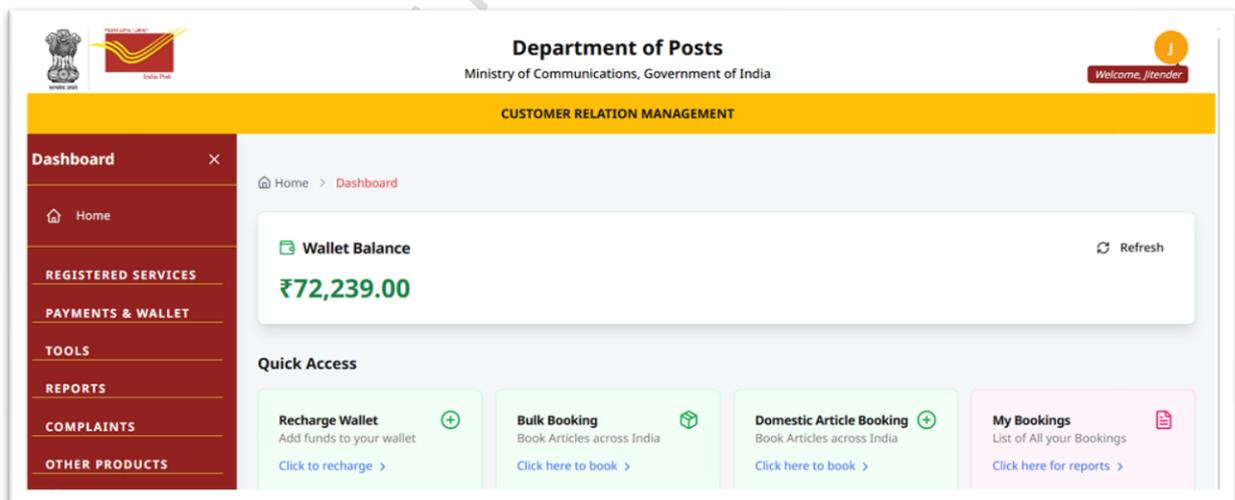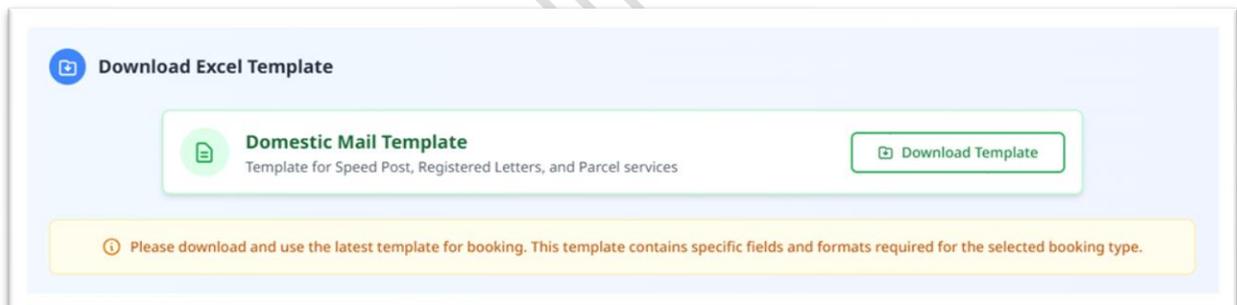

After clicking on 'OK' button, wallet balance will show the updated balance.

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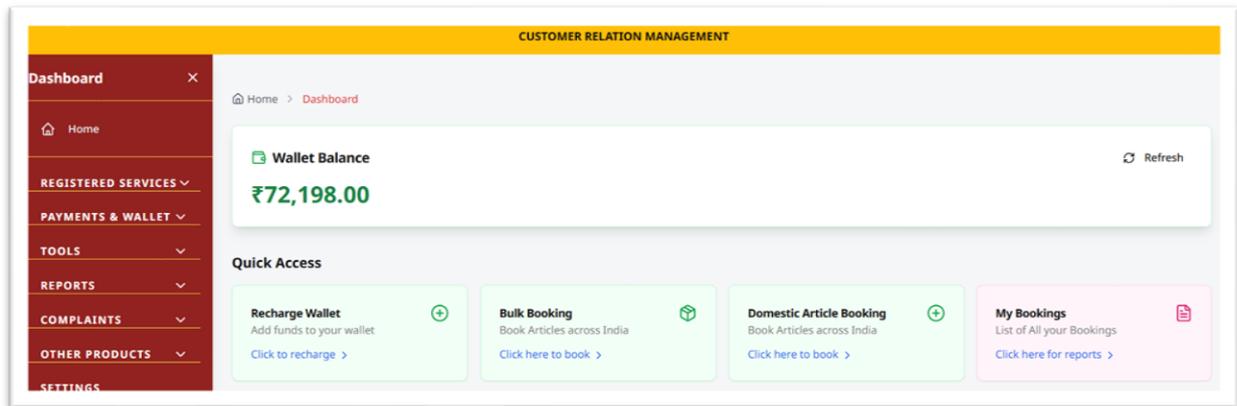
Under 'Quick Access' widget of Franchise Operator dashboard, click on **'Bulk Booking'** option.

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.

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.

Option to choose excel template file will be shown.
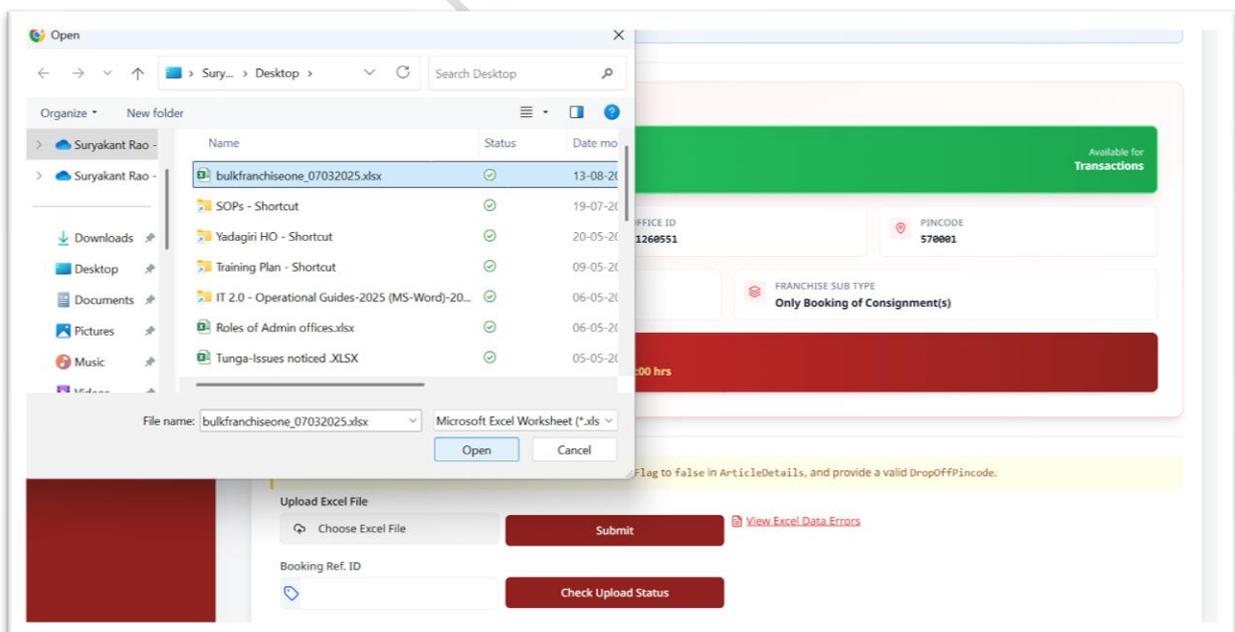
Browse and choose the excel template kept ready with booking data

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.

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

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

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'**.

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

➡ Download Receipt
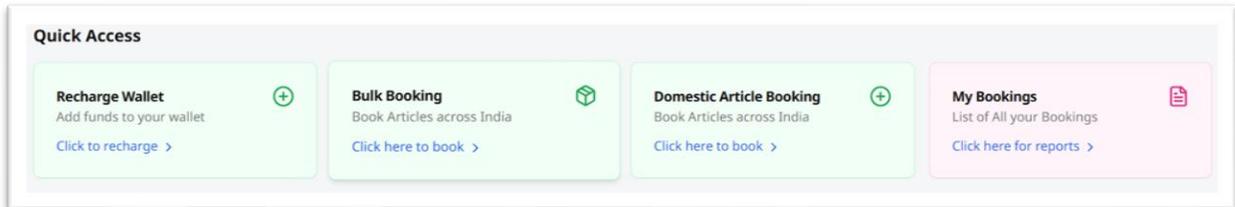➡ Download Excel
➡ Download Address Label

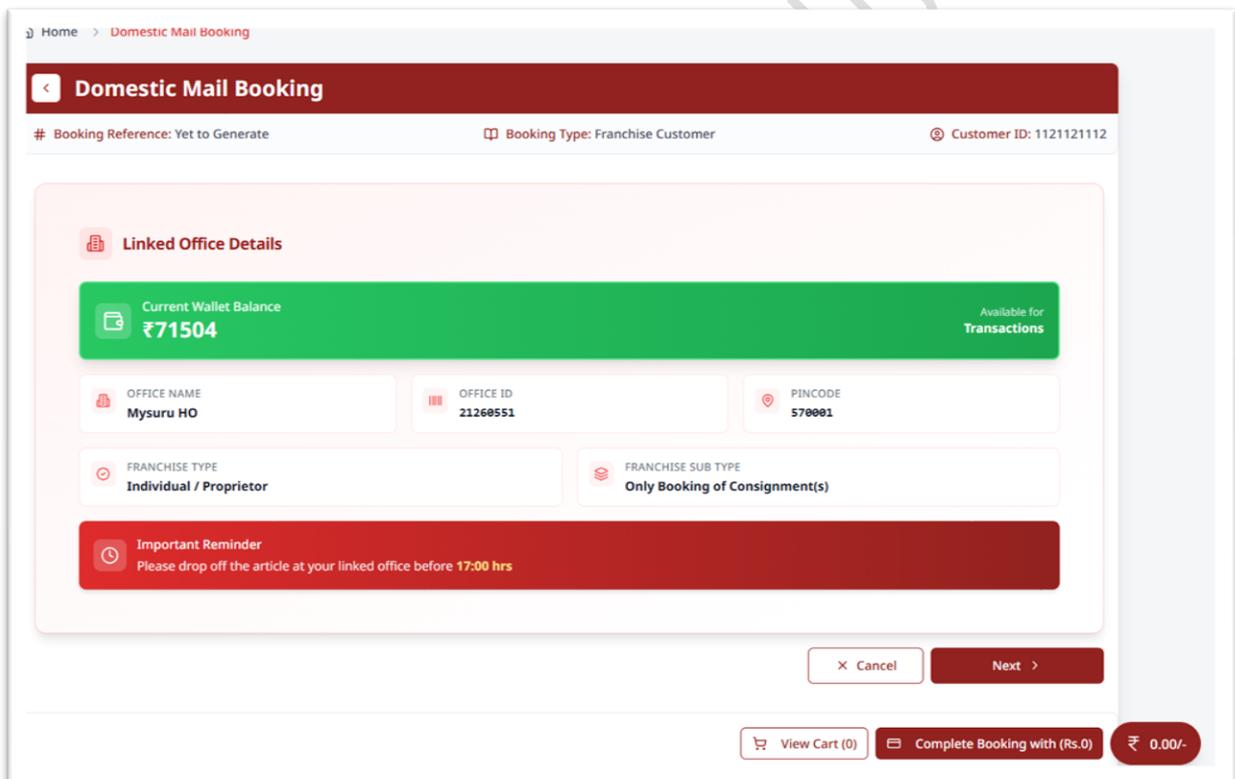Sample of **'Download Receipt'** after completion of bulk booking.

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.

Fill-in / select Article Information and Service selection.

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

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

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

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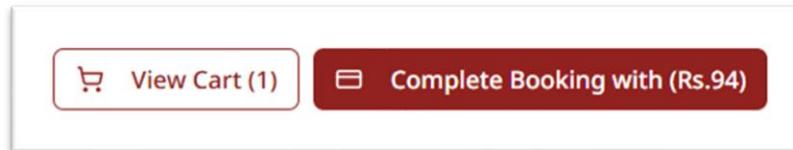
Number of articles added / available in cart and option to complete the booking with the available articles in cart will be shown as above.
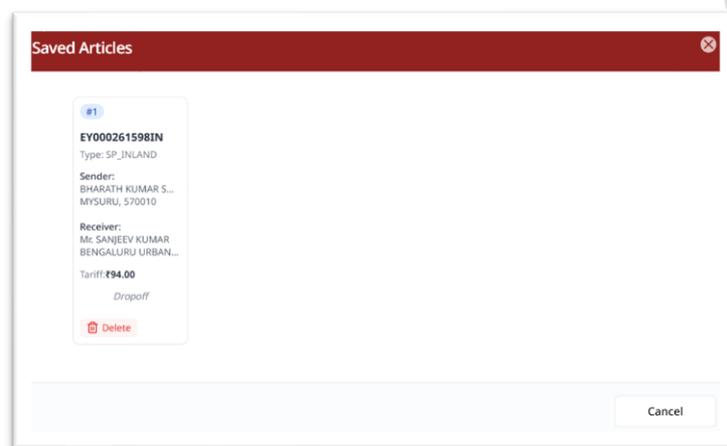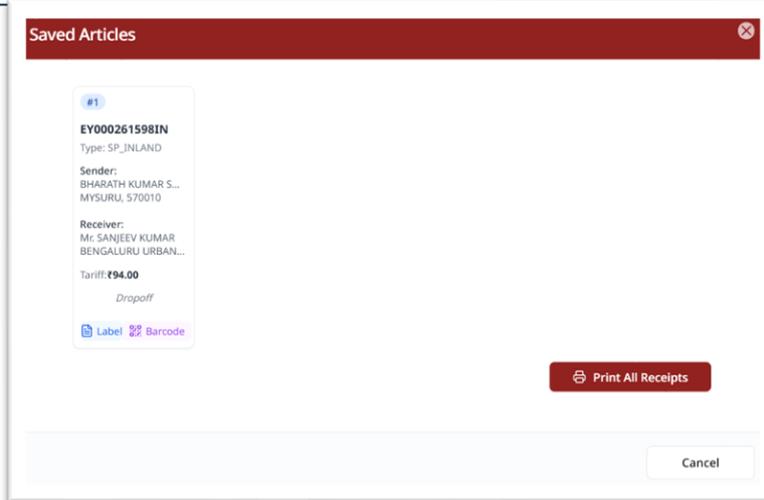

When clicked on 'View Cart' button, details of saved articles to cart will be shown in a pop-up window. Click on cancel. To complete the booking with the available articles in cart, click on '**Complete booking with <booking amount>'** button.
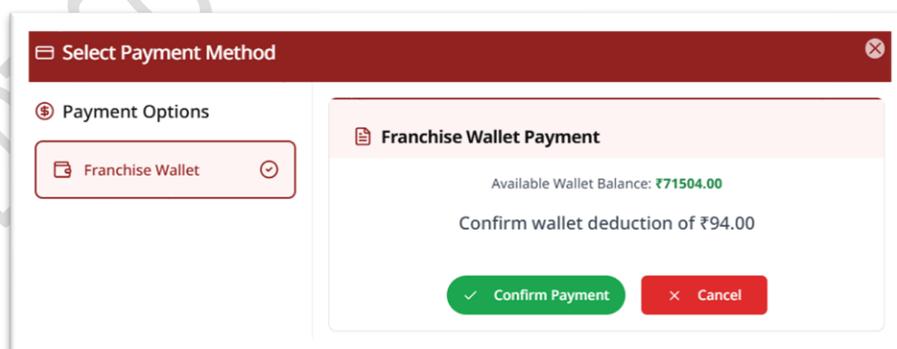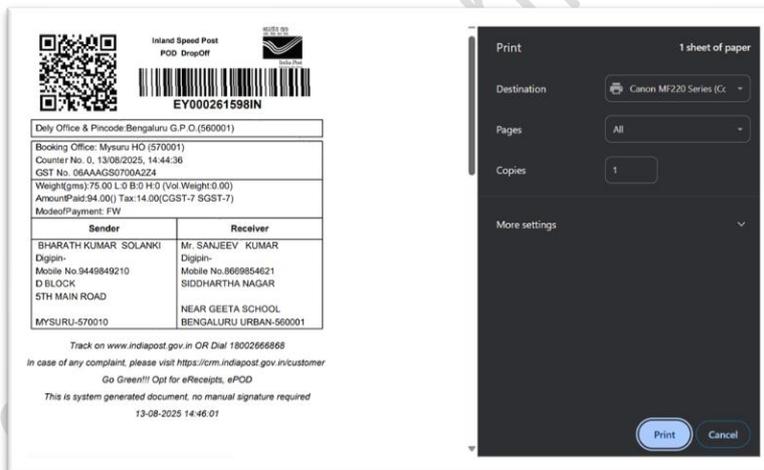

Next, select payment method dialogue box shown. Select payment option as 'Franchise Wallet' and click on '**Confirm Payment'.**
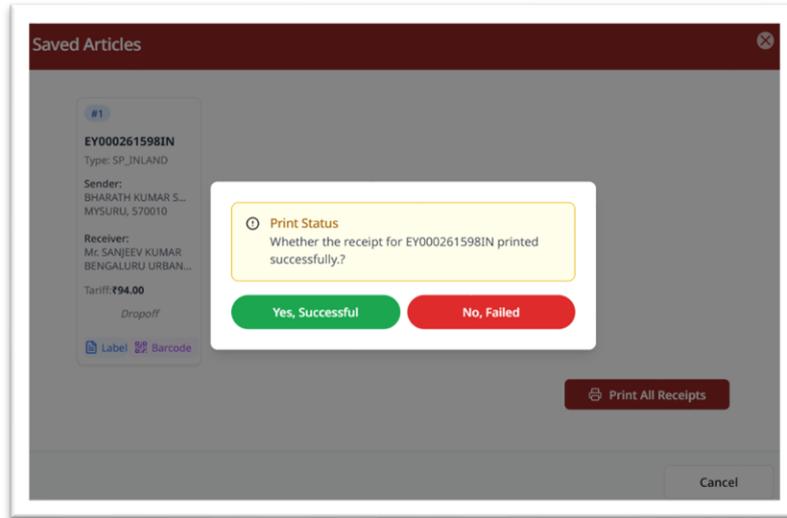
After clicking on '**Confirm Payment',** articles booked and option to print receipt will be shown as above. Click on **'Print all receipts'** button.
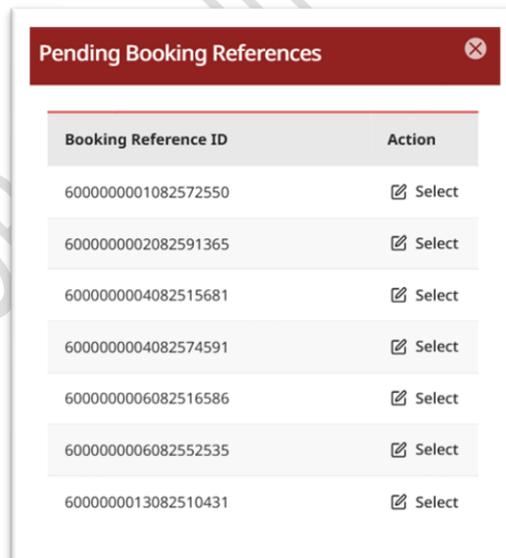

Sample receipt after completion of booking

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

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

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.

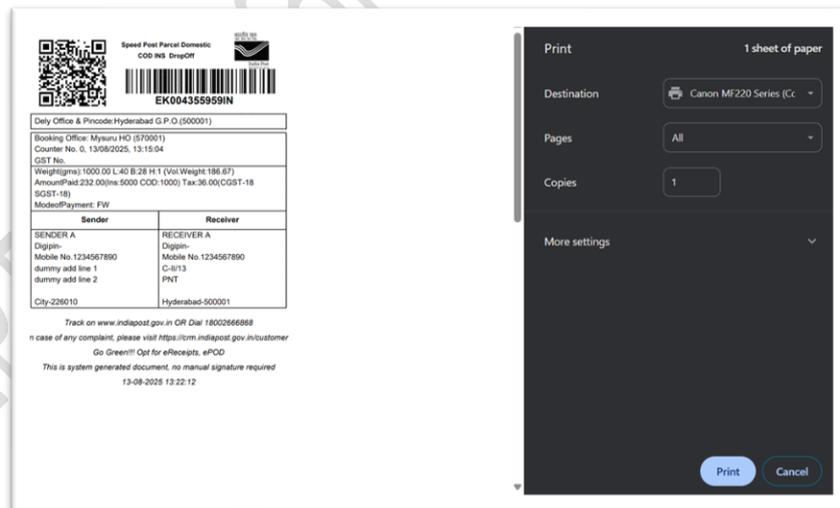Against each article booked, provision to print 'Receipt' and 'Label' are provided.
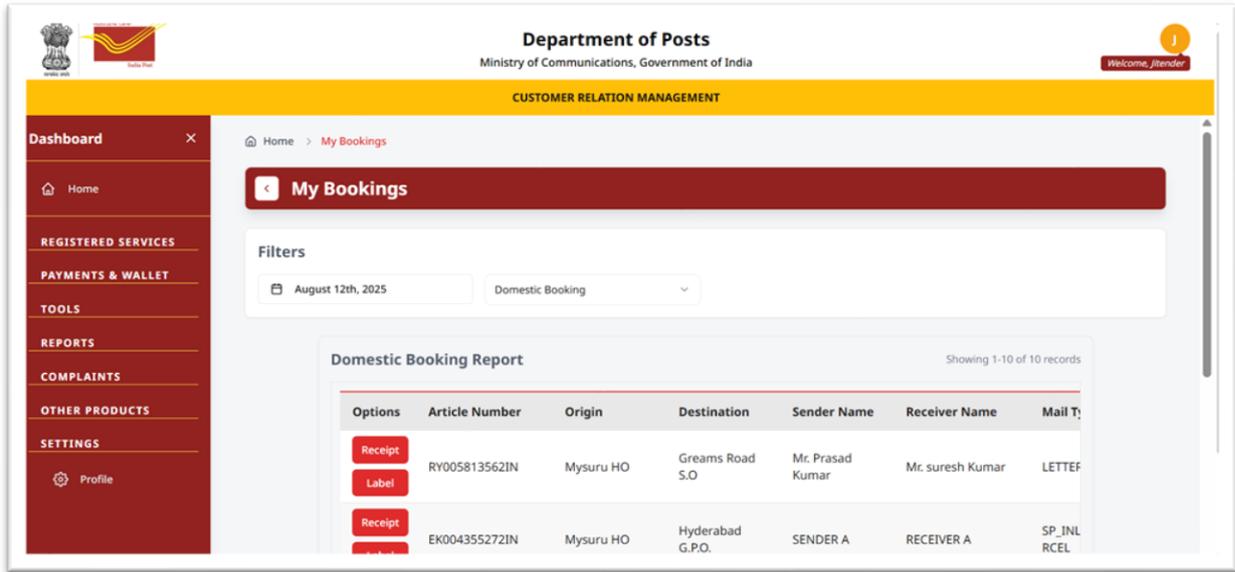
Click on either 'Receipt' or 'Label' against the desired article as per the requirement to print the receipt or label as the case may be.

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
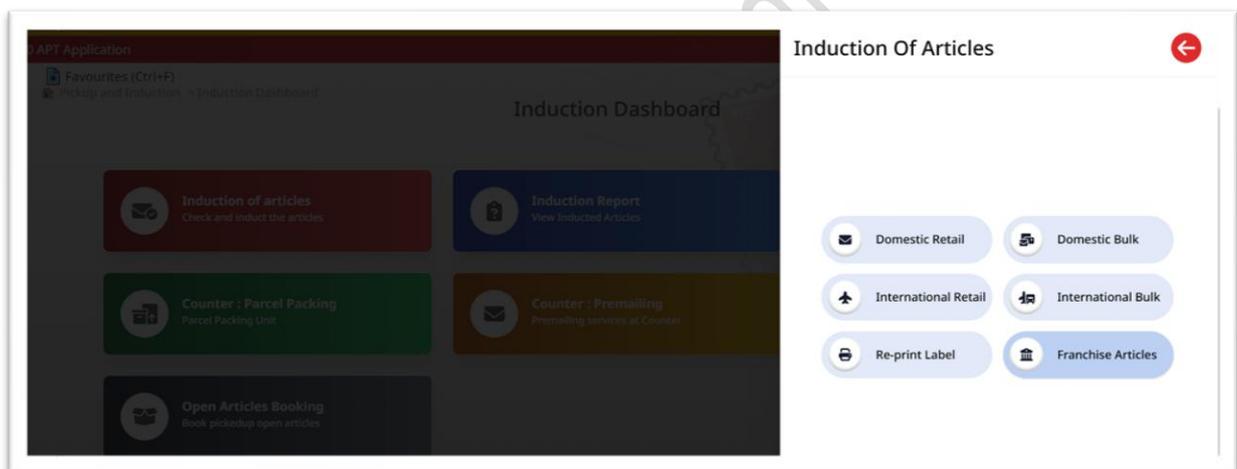

Access **'Pickup Management'** card in the home screen.

Click on **'Induction Management'** sub cart.

Click on **'Induction of articles'** sub card.

Select **'Franchise Articles'** side panel option.

Select desired franchise from the drop down list.

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.

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

Against each booked article, provision to induct, modify weight, prepayment value, address are available.
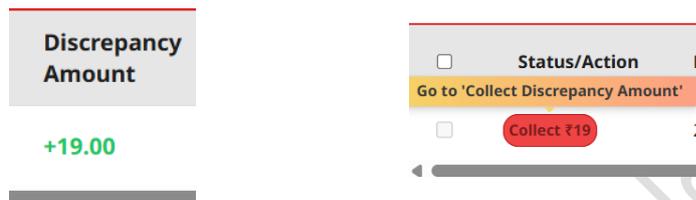
After modification of weight, prepayment value etc., in case discrepancy amount changed to non-zero amount, same needs to be collected from the franchise wallet before inducting article. In such cases, under 'Status / Action' column header, amount to be collected will be shown.
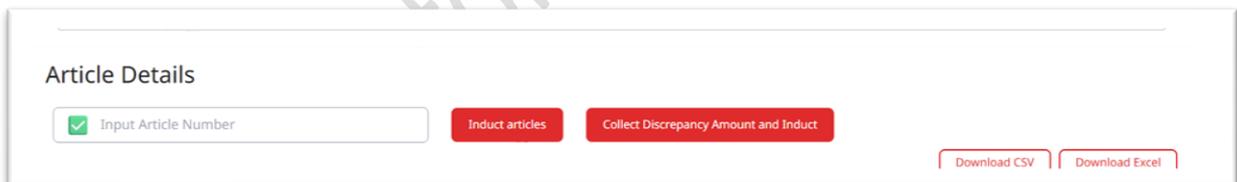
Select the article for which discrepancy amount showing non-zero amount and click on **'Collet Discrepancy Amount and Induct'**

Select Payment Method

Total Discrepancy to Collect: ₹**41.00/-**
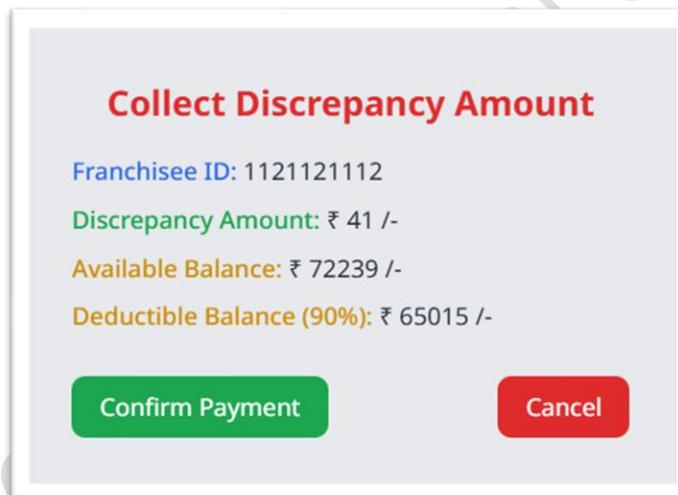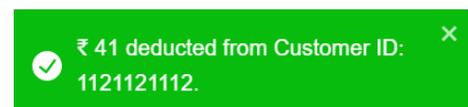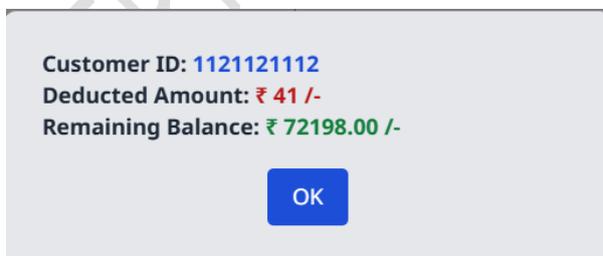
📃 Deduct from Franchise Wallet

Cancel

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

Collect Discrepancy Amount

Franchisee ID: 1121121112

Discrepancy Amount: ₹ 41 /-

Available Balance: ₹ 72239 /-

Deductible Balance (90%): ₹ 65015 /-

Confirm Payment   Cancel

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

Customer ID: 1121121112
Deducted Amount: ₹ 41 /-
Remaining Balance: ₹ 72198.00 /-

OK

✓ ₹ 41 deducted from Customer ID: 1121121112.   ×

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

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.

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

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