APT

OPERATIONAL GUIDE

ON

BRANCH POST OFFICE

Centre for Excellence in Postal Technology

Operational

Guide

Advanced Postal Technology (APT)

For

Branch Post Office

INDEX

ABBREVIATIONS

Sl no.	ABBREVIATION	FULL FORM
1.	IT	Information Technology
2.	BO	Branch Office
3.	A/C Bag	Account Bag
4.	IMA	Internal Mobile Application
5.	BPM	Branch Postmaster
6.	ABPM	Assistant Branch Postmaster
7.	LB	Letter Box
8.	AO	Account Office
9.	DAC	Digital Address code
10.	POD	Proof of Delivery
11.	PO	Post Office
12.	ACK	Acknowledgement
13.	VP	Value Payable
14	INS	Insurance
15	eMO	Electronic Money Order
16	MO	Money Order
17.	VAS	Value Added Service
18.	FM	Franking Machine
19.	PS	Postage Stamp
20.	SS	Service Stamp
21.	Doc	Document
22.	SMO	Service Money Order
23.	VPMO	Value payable Money Order
24.	e-Biller	Electronic Biller
25	Src	Source
26	Dst	Destination
27	Misc	Miscellaneous
28	Un Regd.	Unregistered
29	DREAM	Digital Rural Enterprise Application for Mobiles

Operational Guide:

Document Version 1.0 Dated 30.05.2024

Document Version 2.0 Dated 24.07.2024

Document Version 3.0 Dated 07.03.2025

Document Version 4.0 Dated 30.09.2025 (Mobile App Version 1.0.22)

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, they should refer to the respective manuals and volumes only. The IT 2.0 Operational Guide should not be sighted as Rulings.

1   Introduction

Branch Office guide mainly focuses on the common functionality of Branch Post Offices. As an alternative of BO Desktop application, mobile application is also made available. User needs to login to Internal mobile application and can complete the day to day work of BO. This guide elaborates the unique functionalities in each module.

2   Login

"DREAM"- (Digital Rural Enterprise Application for Mobiles) application will be automatically installed (DOP/IPPB/BYOD) Mobile Phones. User needs to Enter his **Employee ID** & **Password** and click on **login**.

3   Day Begin

After login "**Menu cards**" will be displayed.

Click on **Day begin** option to begin the day.
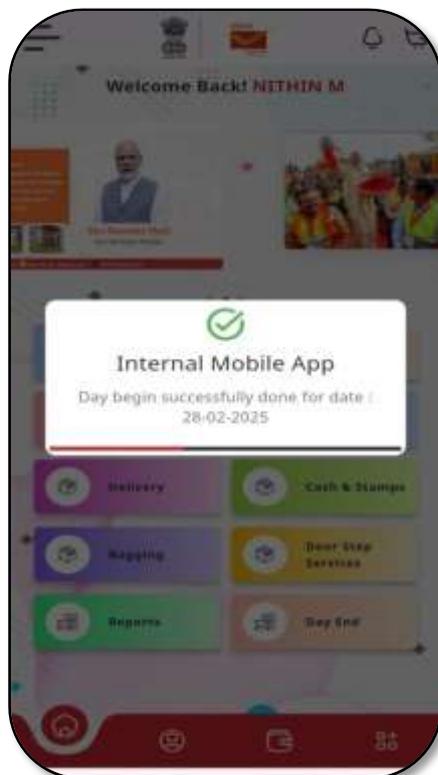
"**Day begin successfully done for date: DD-MM-YYYY**" message will be displayed.

After successful Day begin, the mobile app will show Cards/Sub menus based on the Role of user. These menus can be directly accessible to perform the duties of BPM/ABPM/Daksevak of Sub office.

Click on **Bell Icon** to see the latest notifications, **Cart** button is given to see the saved transactions.

Click on the three **Horizontal lines** present on the top left side of the application to see various options available in the application.
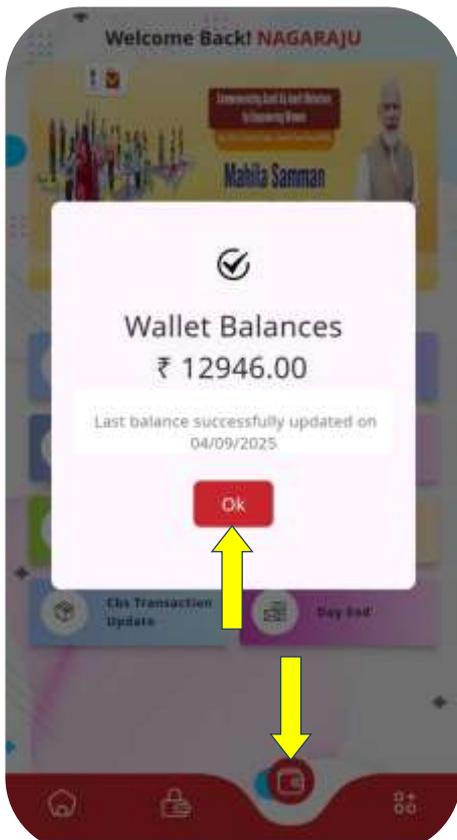
Click on the **Wallet** icon to view the wallet balance of Employee, on clicking on the wallet icon, a screen will open displaying the wallet balance updated as on date. Click on Ok button to close the screen.
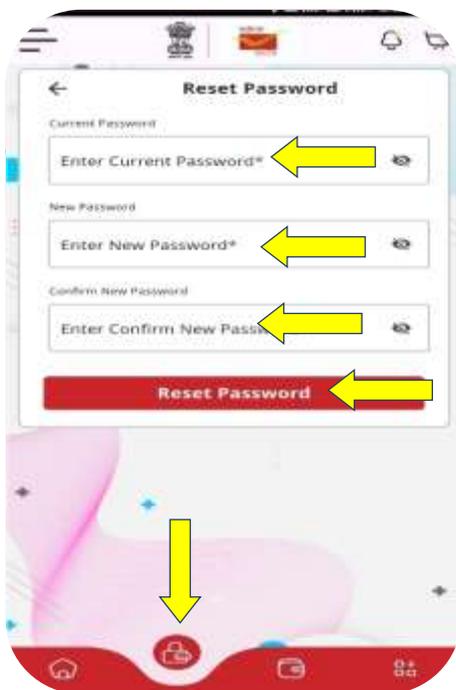
Click on Password change Icon to change the password through OTP, upon clicking Password change Icon, screen will open with options to change password, enter the current password, new password and confirm password and click on Reset Password to change password through OTP.

MANOHARA CUTINHA
UserId -50025717
Designation -Branch Post Master
Office -21106524 - Hosabettu B.O

- Booking
- Bagging
- Cash & Stamps
- Delivery
- Door Step Services
- Core Banking Services
- Postal Life Insurance
- Logout
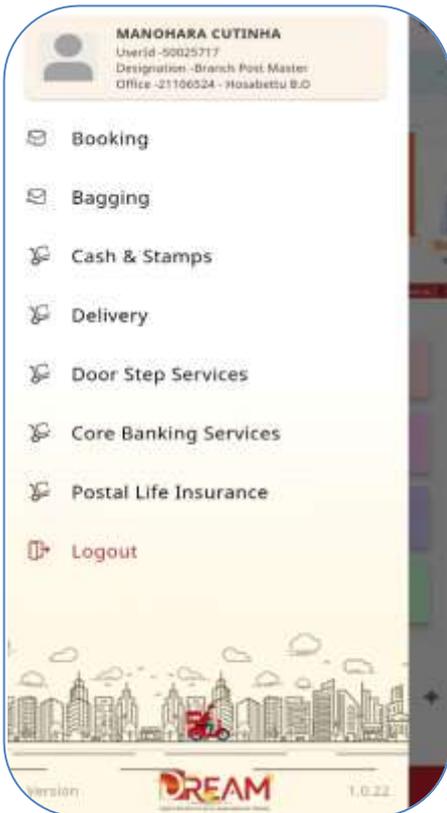
User can see his/her profile details (Kindly ensure correct office details before proceeding for day`s work) along with the various options available for Branch Post Office. Users can select the required options from this screen to perform their duties.

- ➡ Booking
- ➡ Bagging
- ➡ Cash & Stamps
- ➡ Delivery
- ➡ Door Step Services
- ➡ Core Banking Services
- ➡ Postal Life Insurance
- ➡ Logout

4 Booking

After clicking on booking option "**Counter Operations**" screen will be displayed as shown in the screen. Following Menus are available.

- India Post Parcel
- Speed Post Letter
- MO Booking
- Miscellaneous
- Track & Trace
- PINcode Search
- Bulk Upload
- StreeNidhi
- Track & Trace
- Ebiller
- Reports
- Re-Print
- Close Account
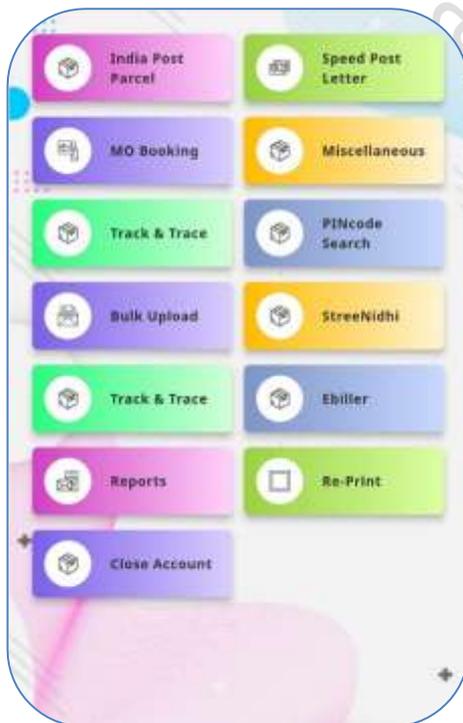
- ➡ India Post Parcel.
- ➡ Speed Post Letter.
- ➡ MO Booking.
- ➡ Miscellaneous.
- ➡ Track and Trace.
- ➡ PIN Code Search.
- ➡ Bulk Upload.
- ➡ StreeNidhi
- ➡ COD Retail MO Booking
- ➡ e-Biller.
- ➡ Reports
- ➡ Reprint
- ➡ Close Account

4.1   India Post Parcel Booking

Enter India Post Register Parcel barcode number manually or click on **scan** symbol or clicks on **fetch** to get the article number automatically.

Further fill all the required fields and click on **Next** button to proceed.

Sender details:

All the sender details, Contact number, Name & address details should be filled and click on **Next** button

If the sender address details entered needs to be retained for next booking, then click on "**Retain Details for Next Booking"** checkbox.

Addressee details:

On clicking **Next** button, Addressee details screen will be displayed. Then enter all the mandatory fields → select address type from drop down → click on submit in order to get the confirmation screen.

Confirm the booking details with the details provided and click on **Book Now** button, to go booking Payment screen
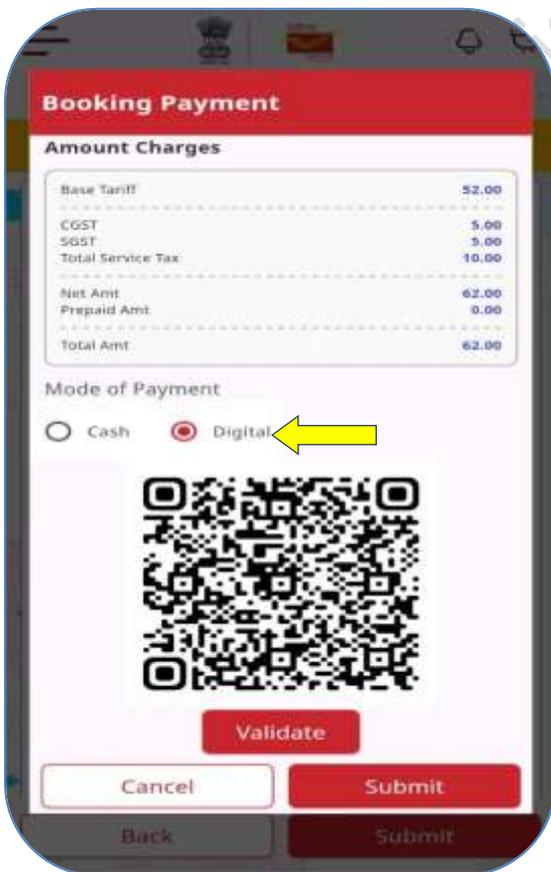
Select the Mode of Payment→ **Cash/Digital**

If mode of payment selected as Digital→ QR Code will be displayed→Customer has to scan & pay.
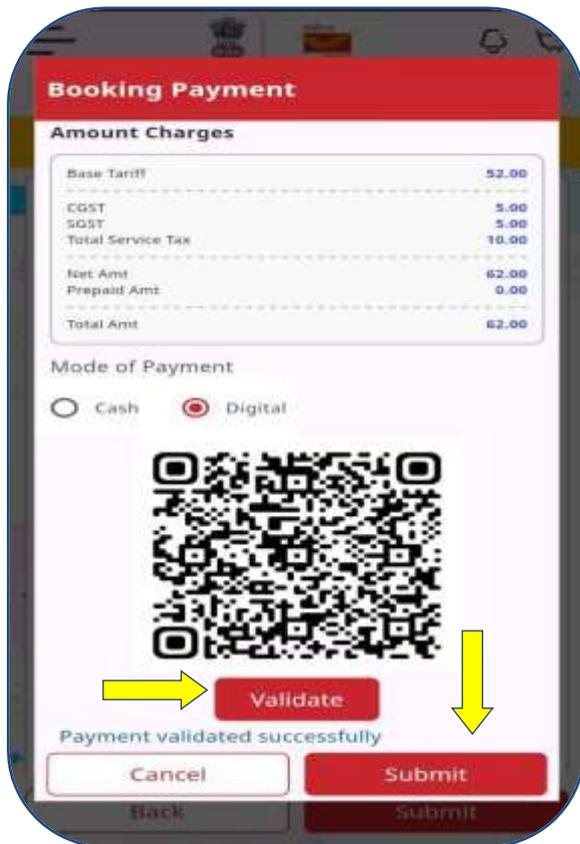
Once the Payment is made by the customer, Click on **Validate Button**.

"**Payment Validated Successfully**" message will be displayed.

Click on **Submit** Button.
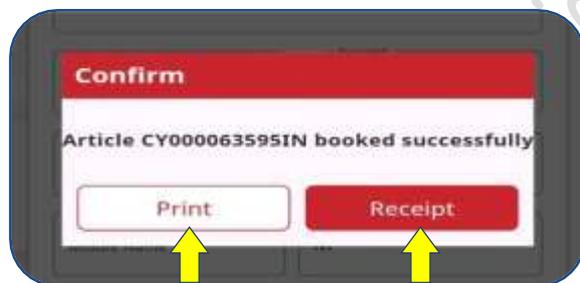
On click of **Submit** button, a Confirmation message "**Article CXXXXXXXXXXIN booked successfully**" Message Will be displayed.

Click on **Print button** to print the Receipt.

Click on **Receipt button**, to view the article booking details.

On Clicking Receipt button, the booking details will be displayed.

4.2 Speed Post Letter
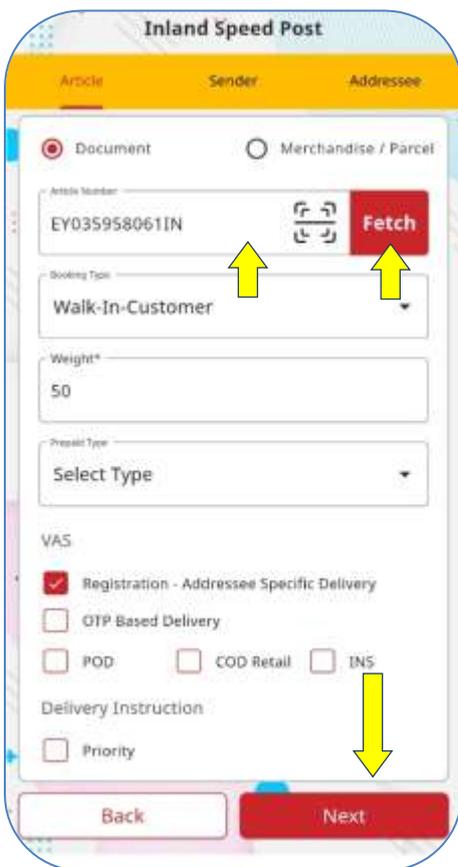
In order to Book Speed Post articles through internal mobile application we need to fill Article Details, Sender Details & Addressee Details.

Select Article Type as **Document/Merchandise** accordingly

Enter the **article number** by typing manually or scanning the barcode or by clicking on **fetch**.

If we click on Booking type → Regular & Bulk options will appear. Select appropriate booking type.

If we click on prepaid type → FM/PS/SS will appear, if the article is not of prepaid type, this option need not to be selected. Under VAS, POD, COD Retail & INS facilities are given. **OTP Based** Delivery & Priority options provided under Additional Details.

Note:- Please select the option **Registration-Addressee specific Delivery** under VAS if customer wishes to opt Registration service.

Sender details:

In sender details BPM needs to fill all the mandatory fields required and click on **next** to enter into Addressee details.

If the sender details saved earlier, enter sender mobile number/ email / DAC/ Customer id and click on **search** icon to get saved data.

BPM required to enter Pin code. Immediately after entering pin code, Delivery office, City/District & State will get **auto fetched** automatically.

Enter all mandatory fields and click on **next** button.

Addressee details:

Enter addressee mobile number/ email / DAC/ Customer id & Click on **search** button to get the saved addressee details.

Enter all mandatory fields like mobile number, Pin code, First name & Last Name, Address line 1 & Address line 2.

Delivery office, City/District & State will be **automatically appeared** after entering the pin code.

Select addressee type from drop down and click on **submit**.

After clicking submit **button**, confirmation screen will be appeared, showing Total amount to be collected, Sender details and Addressee details.

Checking the same with the details provided by the customer, user can click on **Book Now** button.

In the payment screen, calculation and total amount will appear. BPM can choose the payment options as **Cash or Digital**. If cash is selected, collect the cash and click on **submit** button.

If digital is selected, **Dynamic QR Code** will be generated in order to scan the QR and Pay the charges.
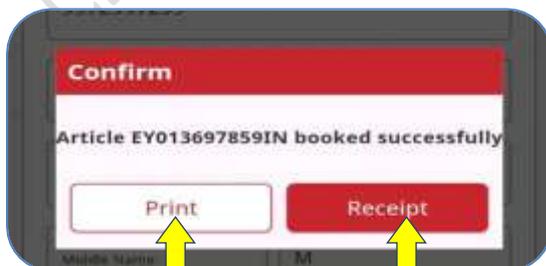
After the successful payment, a confirmation message will be displayed as **"Article EXXXXXXXXXXIN booked successfully."**

4.3 MO Booking
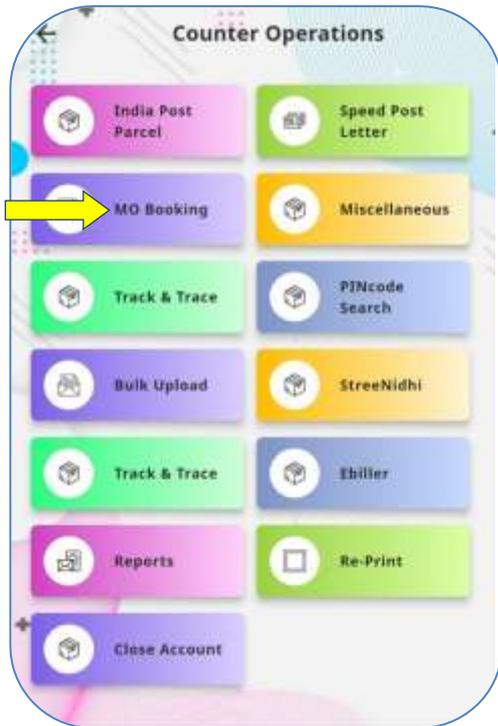
For booking of eMO, click on **MO booking** option under counter operations.
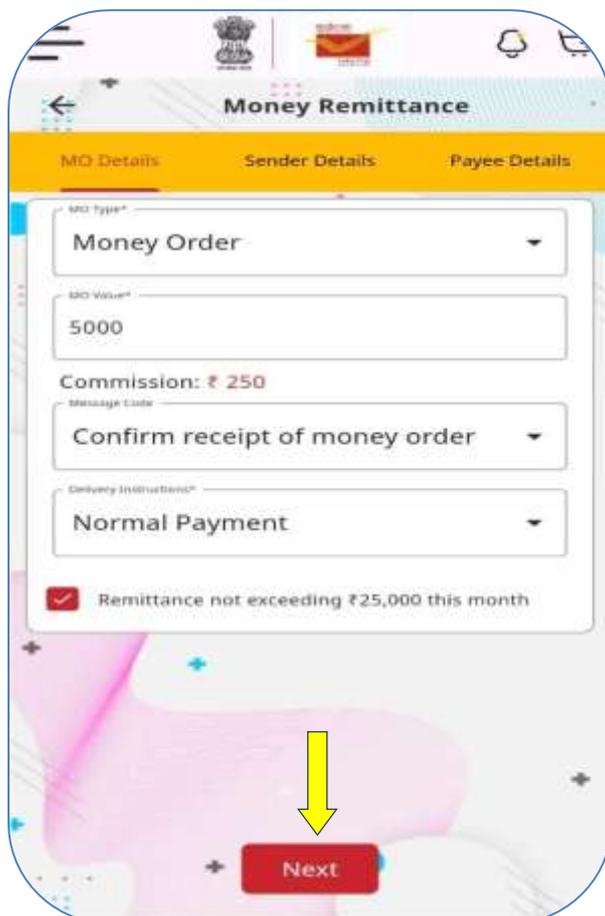
Select **MO type**, and enter **MO Value**,

Select the **Message Code** and **Delivery Instruction**

Tick the checkbox- "**Remittance not exceeding 25,000/- this month.**"

Click on **Next** Button.

Sender details:

In sender details option, enter the **entire mandatory** fields and click on **next** button.

Payee Details:

Enter all the required fields of payee details page and click on **submit** button.

Confirmation of Money order Details:
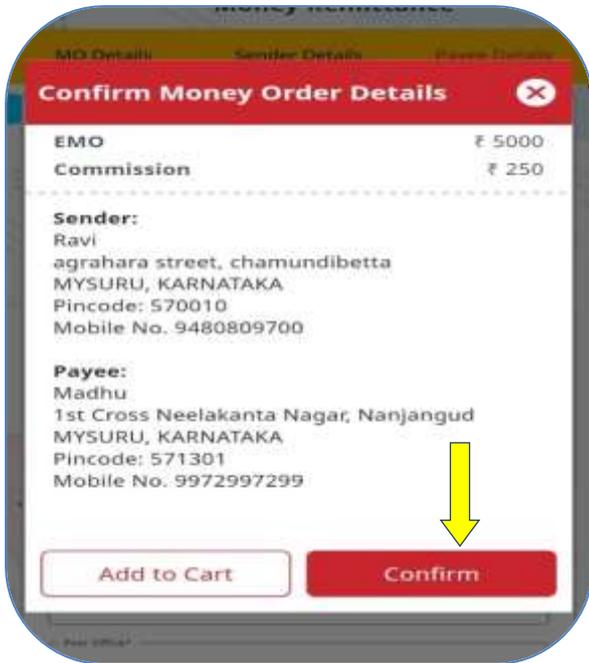
On click of Submit button, **"Confirm Money Order Details"** Screen will be opened.

Check **eMO Value**, **Commission**, Sender & Payee details and click on **Confirm** Button.

Click on **Add to Cart button** to book the eMO later, through Cart.

On click of **Confirm** button, **10 digit PNR** Number will be generated. Click on **OK** button.
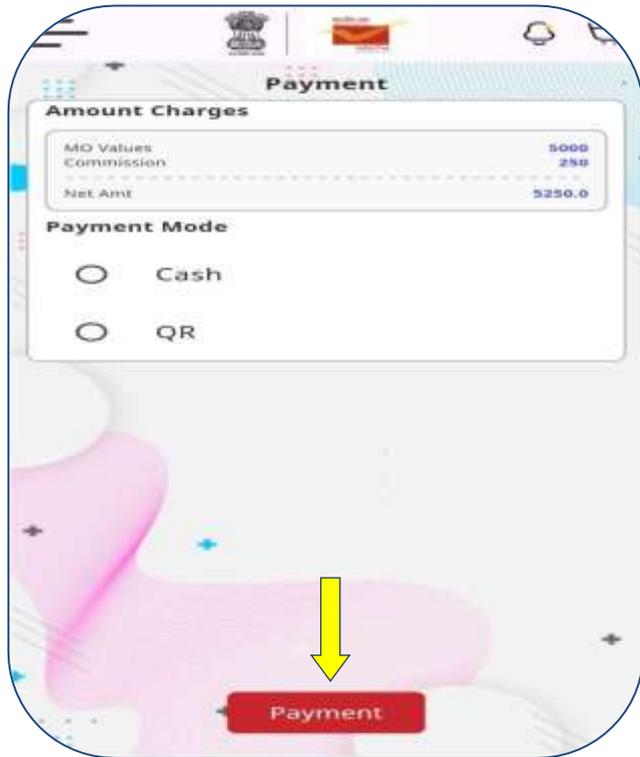
On click of **OK** button, Payment Screen will be opened. Select the Payment Mode as **Cash/QR** and Click on **Payment** button.

On Successful Payment, a message **"Your Payment was Successful" "Money Order Booked successfully"** messages will be displayed.

Click on **Close** button to close the pop up window and return to main booking screen

Click on **Print** button to Print the Receipt.

Click on **Receipt** button to view the booking details.

Receipt Details   ✕

Date	28-02-2025
Time	16:05:29
Office Pin Code	570010
Office Name	Chamundi Betta B.O
PNR No.	4861351635
Service Name	Money Order
MO Value	5000
MO Commission	250
Total	5250
Sender	Ravi
Receiver	Madhu
Delivery Office	Nanjangud H.O
Delivery Pin Code	571301
User Name	NITHIN M

Extract PDF
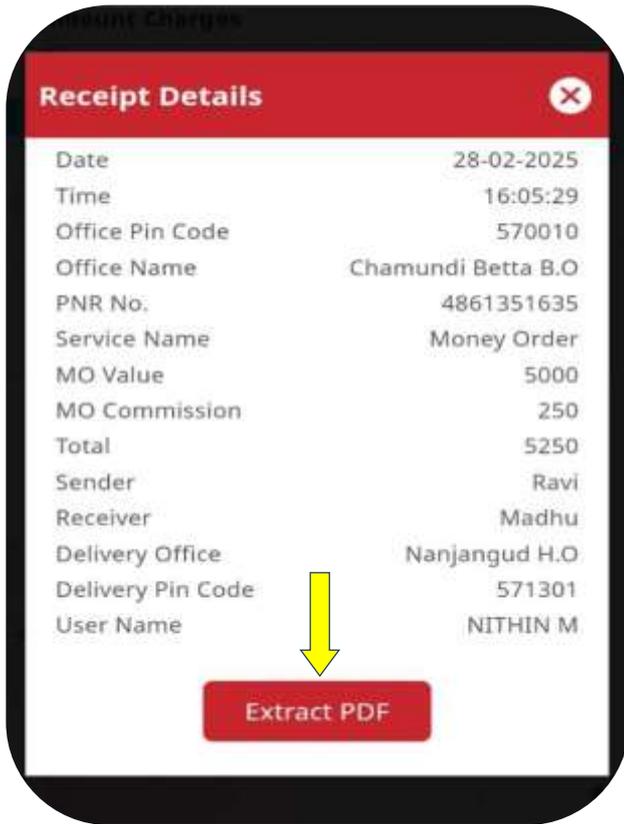
On Click of Receipt button, booking details shown in a separate pop up window. The same can be **extracted to PDF**.

4.4 Miscellaneous

Counter Operations

India Post Parcel

Speed Post Letter

MO Booking   Miscellaneous

Track & Trace

PINcode Search

Bulk Upload

StreeNidhi

Track & Trace

Ebiller

Reports

Re-Print

Close Account

For accounting miscellaneous transactions, Click on **Miscellaneous menu**.

Select the **"Payment Description"** from the dropdown list
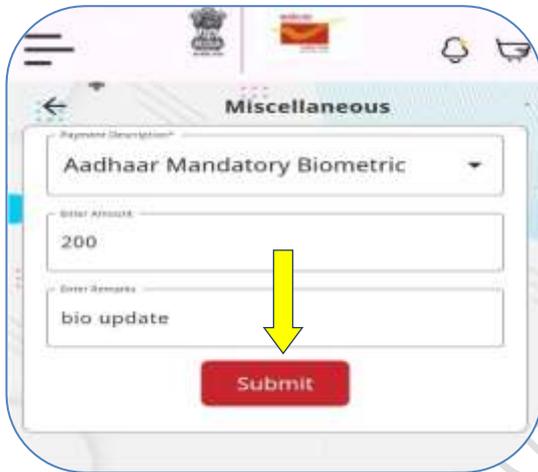
After selecting the Payment Description, Enter the Amount and Remarks then click on **Submit** Button.

An Alert message saying **"Miscellaneous has been successfully added"** will be displayed.

4.5 Track & Trace
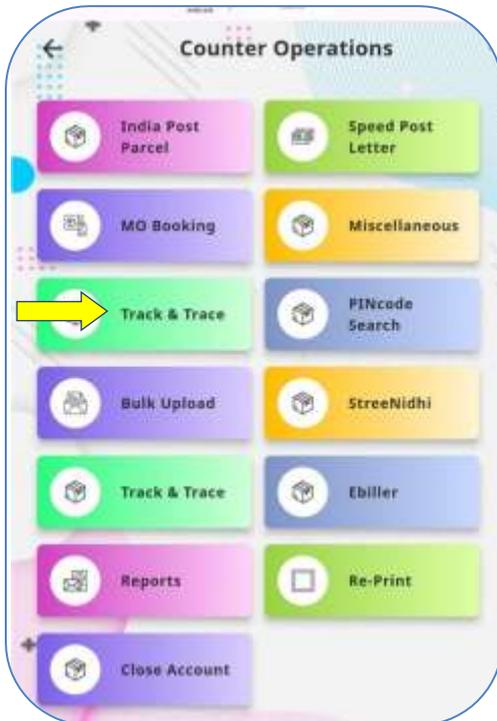
By using Track & Trace menu, BPM can track articles and eMO details.

Click on **Track & Trace** Option.

Select the Track Type **"Articles/MO"**

4.5.1 Article Tracking
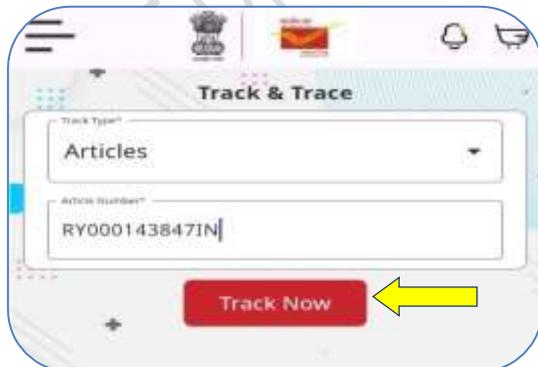
After Selecting the Article Type, Enter the article number and click on **Track Now**

On Clicking **Track Now** Article booking and delivery details will be displayed in the screen.

4.5.2 eMO Tracking

Select the Track Type as **MO** and Enter the **eMO number** and Click on **Track Now** button.

On Clicking Track Now button, eMO booking details will be displayed in the screen.

4.6   PIN code Search
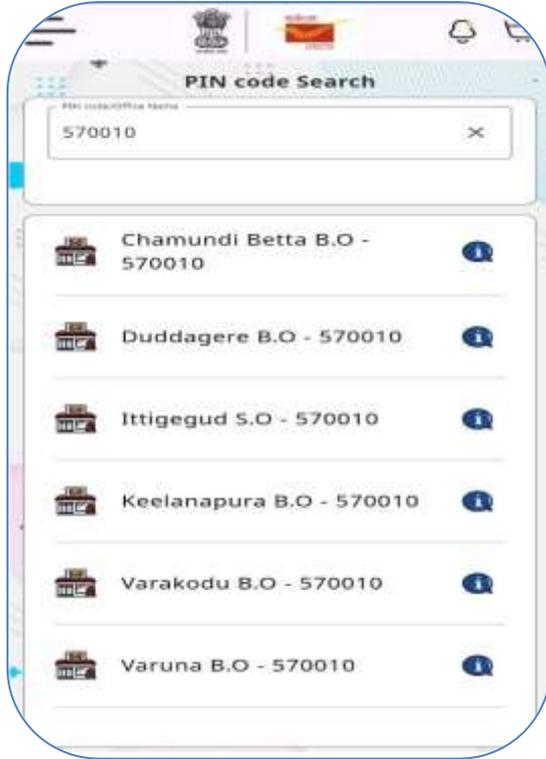
This option can be used by the BPM to search the Pincode of a particular office.

By entering first four digits of **Pincode or office name** search results will be displayed, he can select the appropriate Pincode of HO/SO/BO.
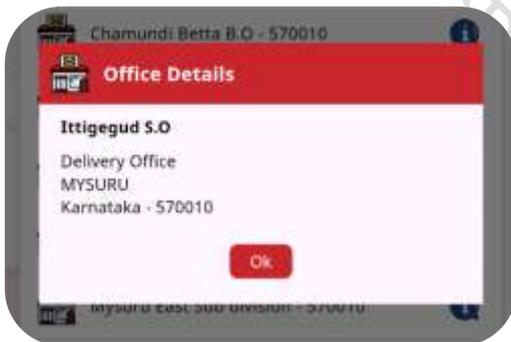
On clicking on search result, a POP screen will be displayed with office details and pincode.

4.7 Bulk Upload
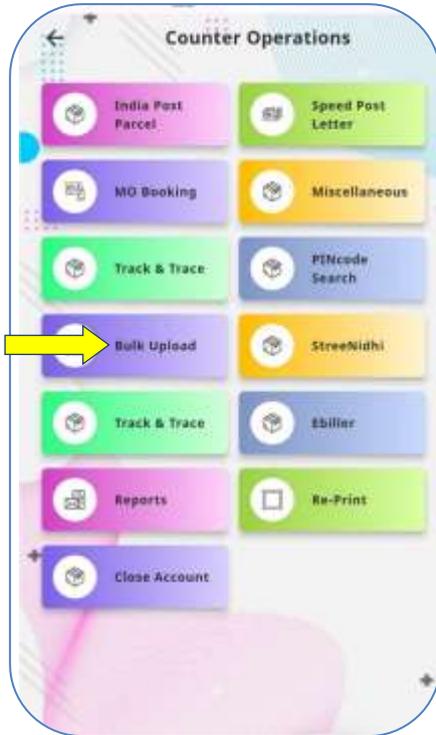
For bulk booking of articles, click on **Bulk Upload** Option.

Select the Mail Category→ **Domestic Mail/International Mail**
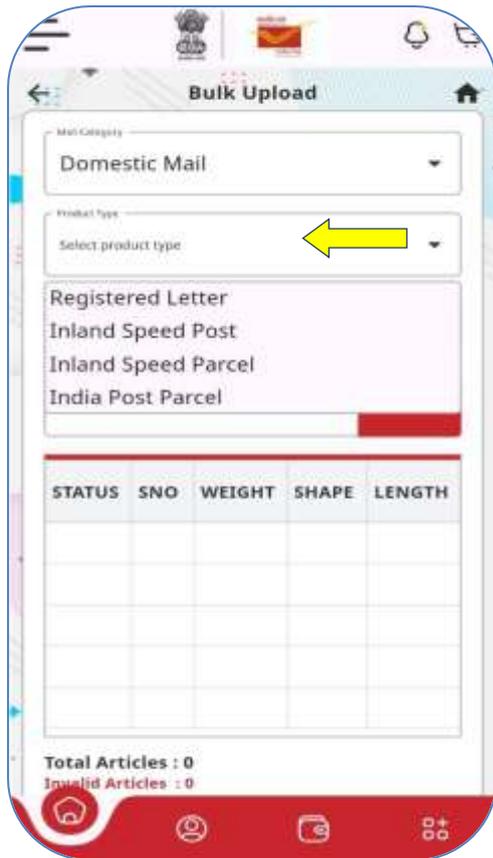
Select the **Product Type** from the Product Type Dropdown list.
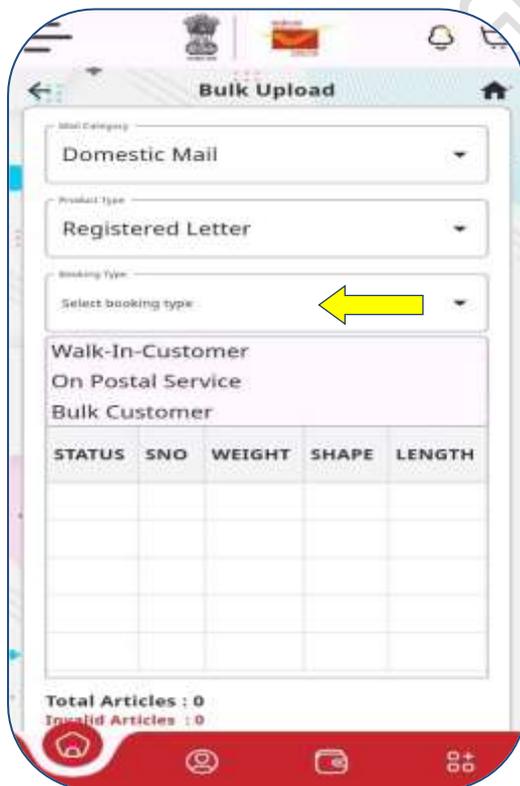
Select the **booking type** from Booking Type Dropdown List.
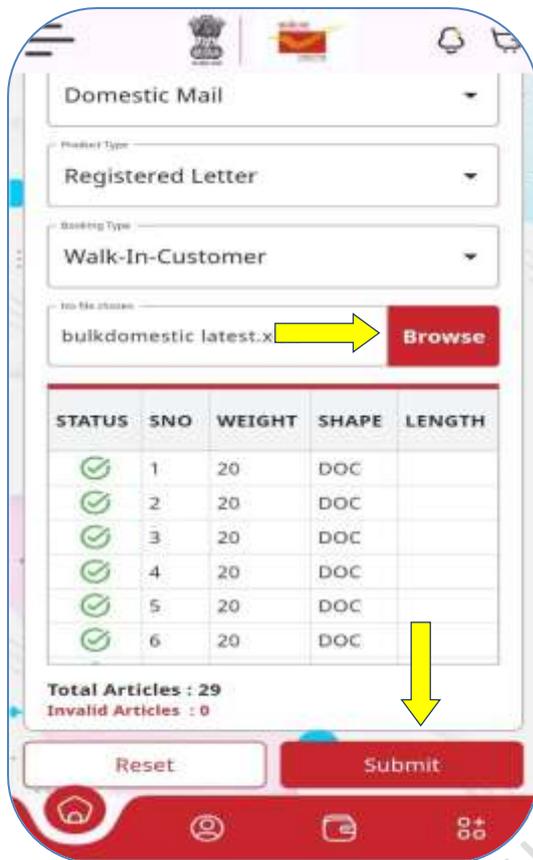
Select the **bulk file** to be uploaded and click on **Submit** Button.

On Click of Submit Button, a Confirmation Pop up will be opened asking **"Do you want to book articles"**.
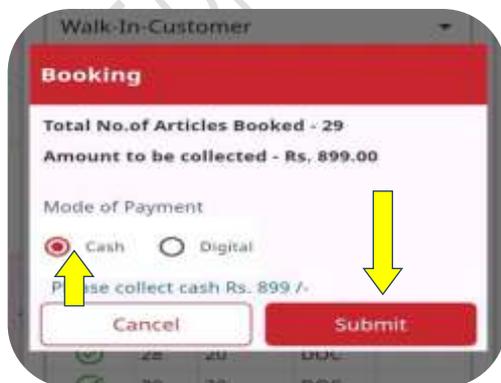
On click of Confirm button, Booking POP up screen will be opened. Select the Mode of Payment **Cash/Digital** and click on **Submit** Button.

On click of Submit button, **"Articles booked successfully"** message will be displayed.

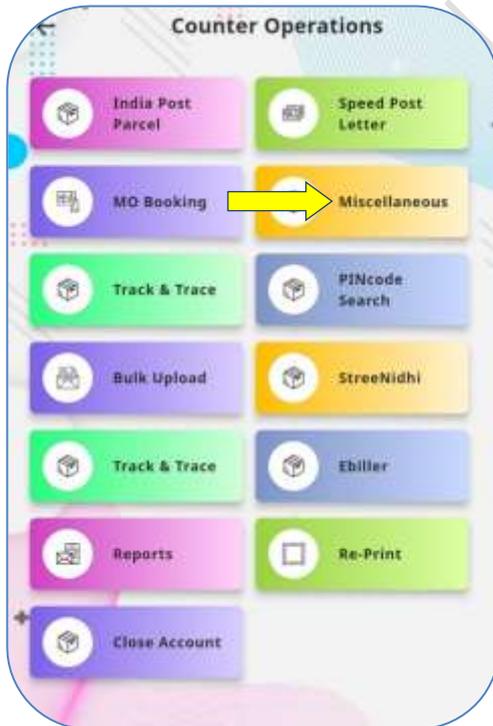Click on **Print** button to print the Receipts**,** Click on **receipt** button to view and save the booking   details.
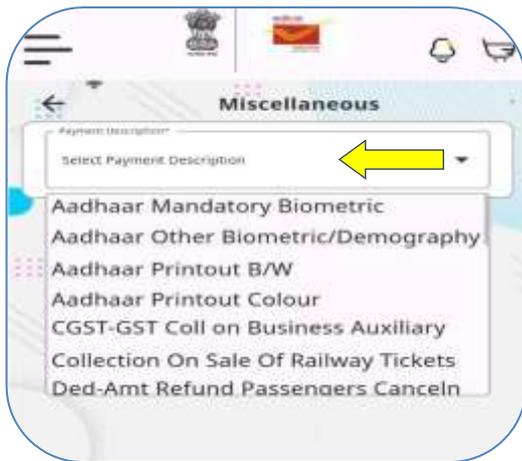
4.8 COD Retail MO Booking
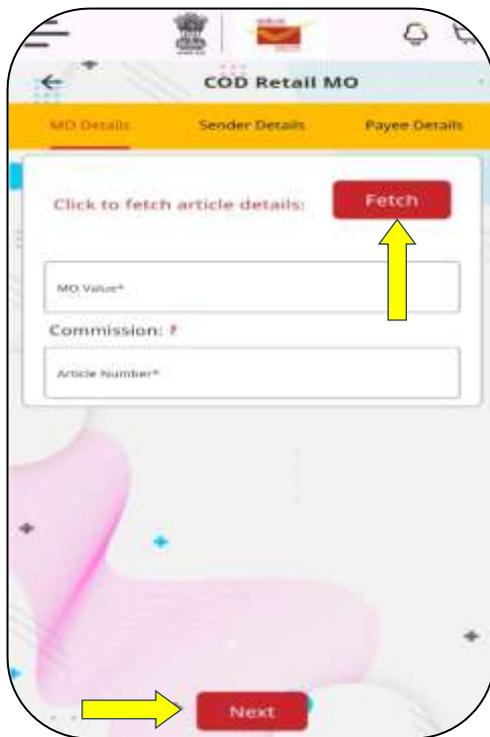
This menu provides user to book delivered COD retail MO.

BPM needs to click on **Fetch** article, The details of the article delivered will be shown on the screen after confirming the details, BPM has to book the MO.
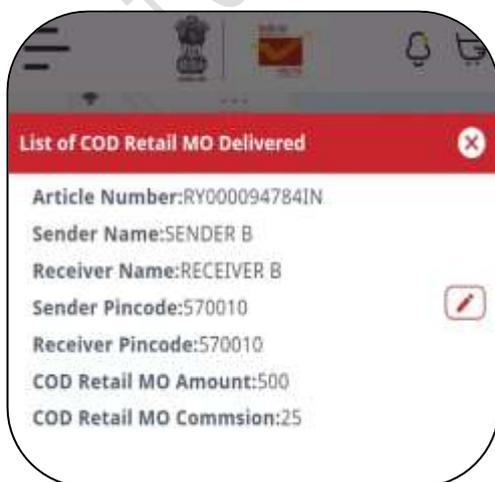
Click on **submit**, all the details of articles will be fetched, confirm the payment details and **book the** MO**.**

4.9 StreeNidhi
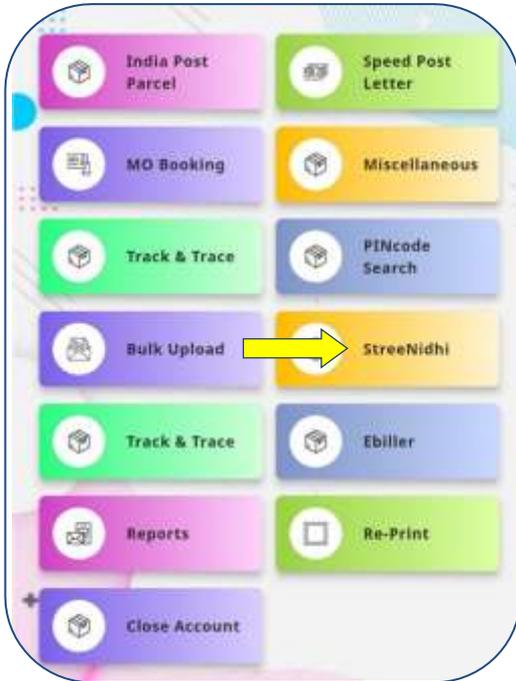
Click on **Streenidhi** option
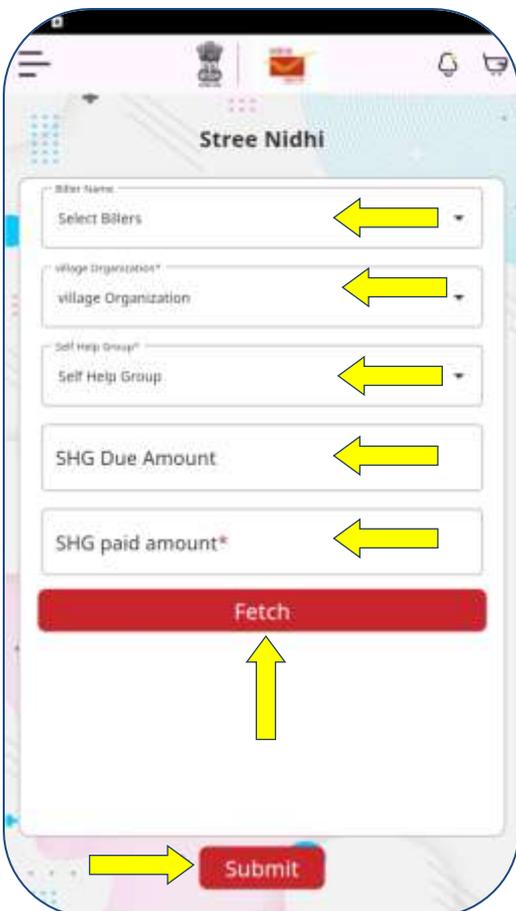
Streenidhi screen will open

Select Biller name as **STREE NIDHI** , Select **Village organisation**, **self help group** on selection **SHG due amount** will appear.

Enter **SHG paid amount** and click on **Fetch** button, then click on **Submit Account** button.

4.10 E-Biller
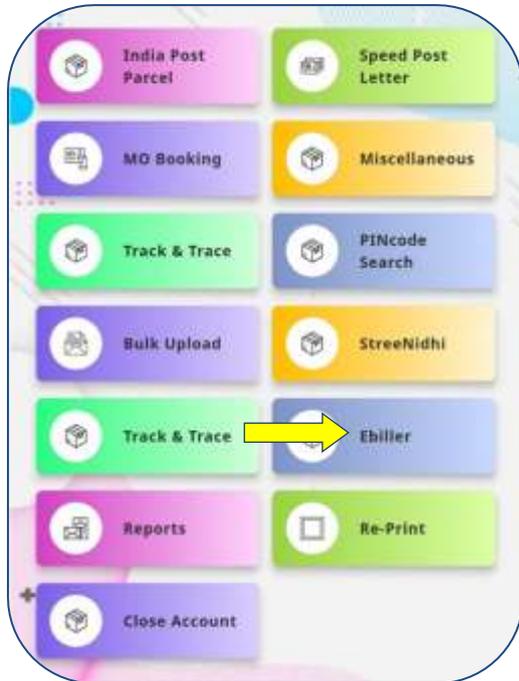
For collection of E-Biller amount, Click on **e-Biller** Option.
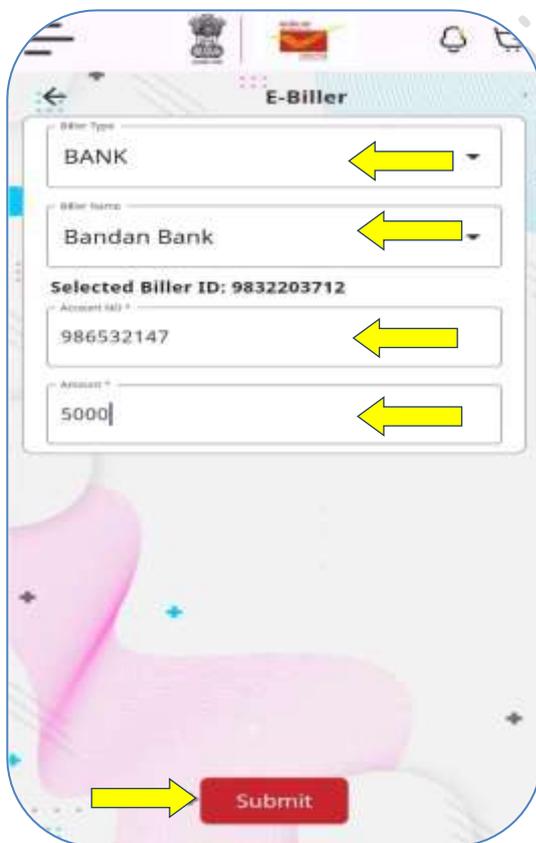
After clicking on e-Biller, user has to select **Biller Type**, **Biller Name** and then enter the **account number** & **amount** as shown in the screen.

After entering all details, click on **Submit** button.
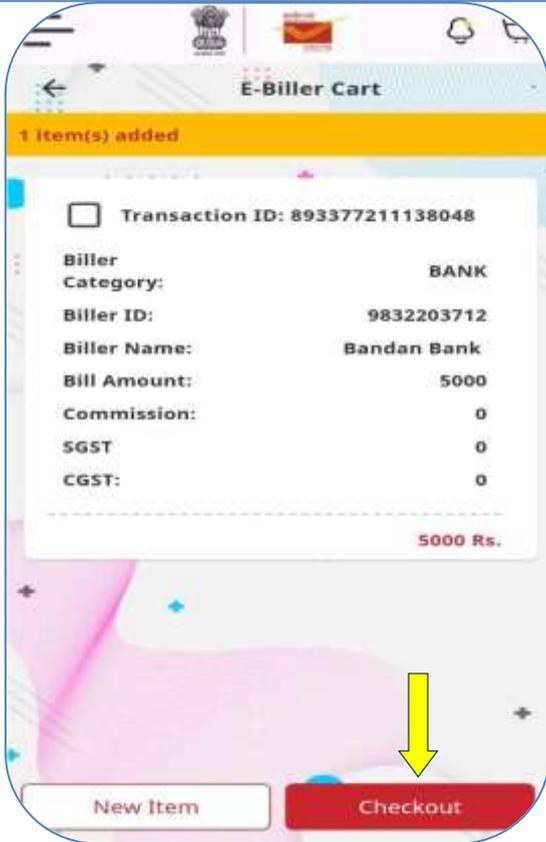
Select the **added transaction** and click on **Checkout** button.

Select the Mode of Payment **Cash/QR** Code Payment and then click on **Payment** button.
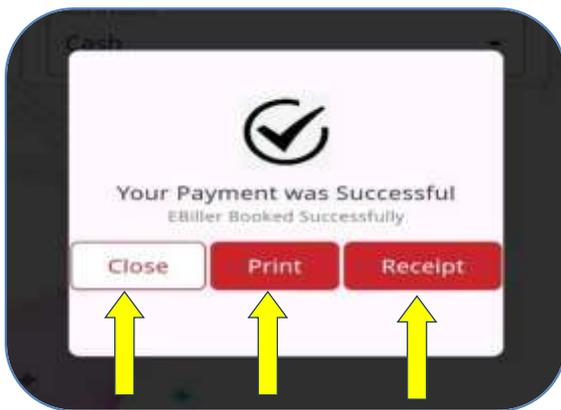
After clicking on Payment button, a message **"Your Payment was Successful, EBiller Booked Successfully"** will be displayed.

Click on **close** button to close the screen click on **Print** button to print the receipt Click on **Receipt** button to view the receipt.

On clicking on Receipt button, booking details will be displayed. These details can be **extracted to PDF**.

4.11 Reports
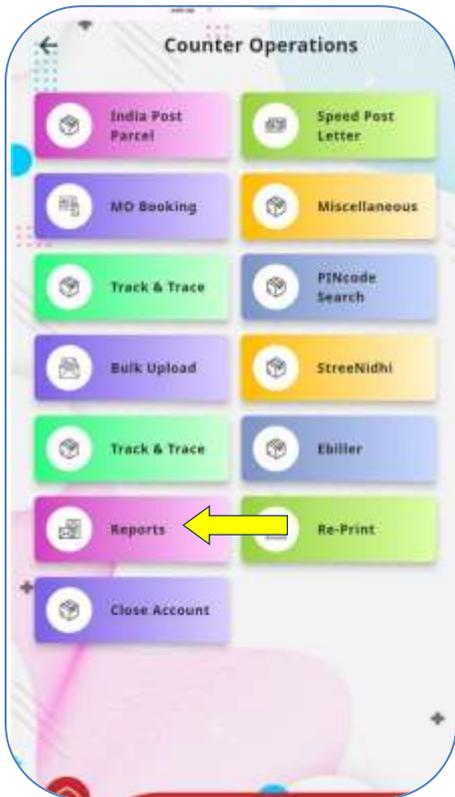
This menu under booking module helps BPM to view various reports Click on **Reports** option.
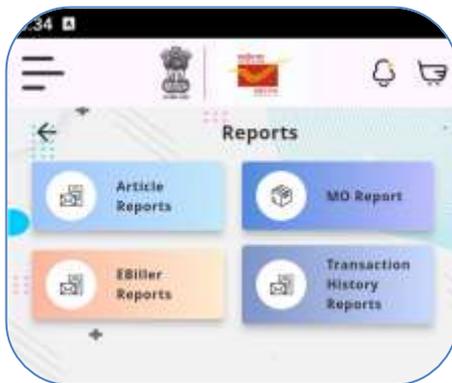
Four categories of Reports are available inside Reports option, such as-

➡ **Articles Reports.**
➡ **MO Report.**
➡ **E Biller Reports**
➡ **Transaction History Reports**

4.11.1 Articles Report
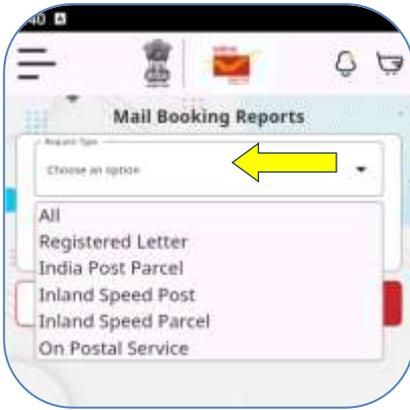
On clicking **Articles report**, user has to select **Request type** from the dropdown list for report generation.
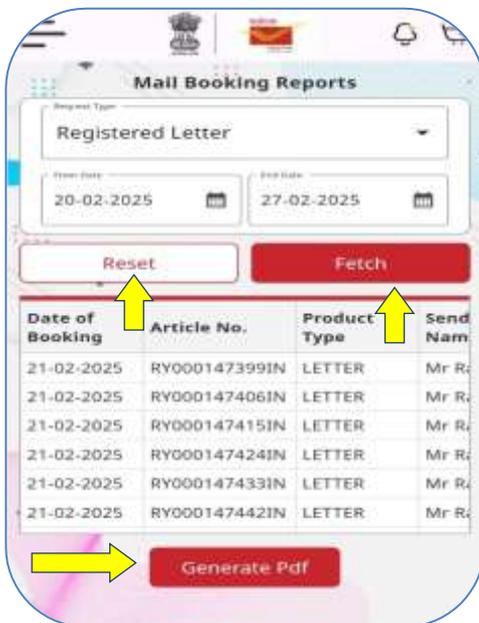
After selecting Request type, Select **From** and **To** dates for which report is needed and click on **Fetch** button.

Report will be fetched and the same can be **exported to PDF**.

4.11.2 MO Report
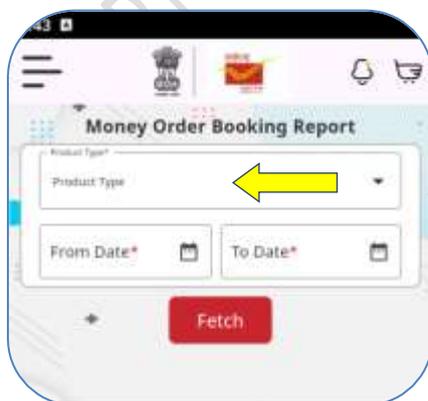
After clicking on MO Report, Select the **Product type** from the Product Type dropdown List
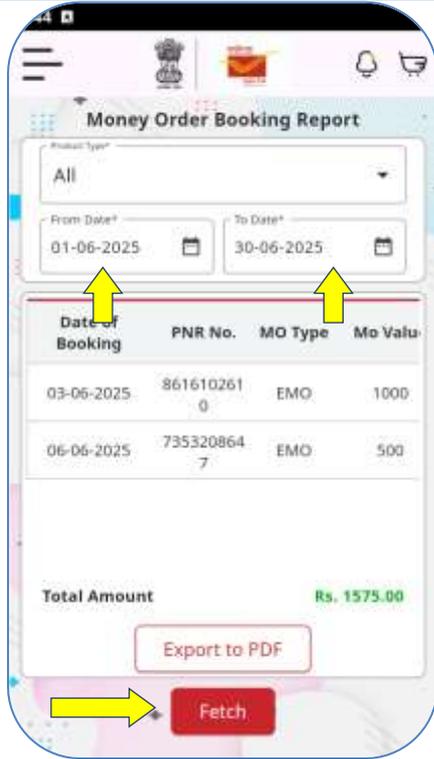
After selecting the Product Type, Select **From** and **TO** date for report needed and click on **Fetch** button.

Report will be displayed and the same can be **exported to PDF**

4.11.3   E Biller Reports

After clicking on E Biller Reports, Select **From** and **TO** Dates for which report is needed and click on **Fetch** button.

On clicking Fetch button report will be displayed and the same can be **exported to PDF**

4.12.4 Transaction History Reports
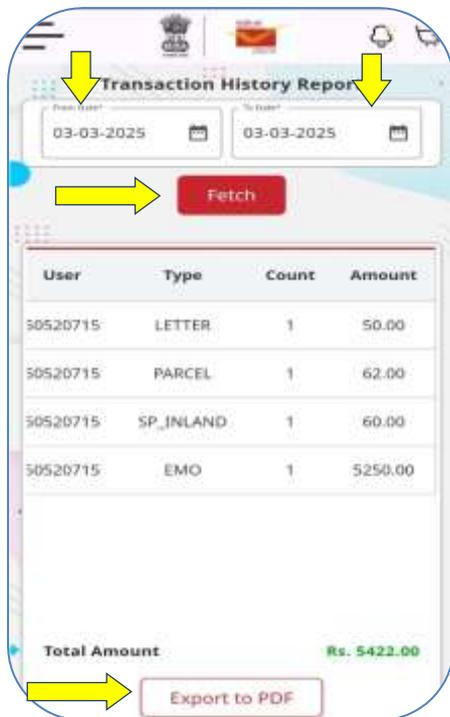
After clicking on **Transaction History** Reports, Select **From** and **TO** Dates for which report is needed and click on **Fetch** button.

On clicking Fetch button report will be displayed and the same can be **exported to PDF**

4.12 Re-print

Reprint option provides for reprinting of receipt for Article and MO booking transactions

Select **Article/eMO** as per requirement.

Enter **Article/eMO** number and click on **Print** option to Print receipt.

4.13 Close Account

BPM can close the counter transactions by using this option.

After clicking on **Close Account**, Account submission page will be opened

Click on **Fetch** Counter Data Button to fetch all booking transaction details.

.

After clicking on Fetch Counter Data, all booking transaction details will be fetched here.

Click on **Close Account** to close the Account for the day.

Once close account is done, BPM will not be allowed to do the transactions further.
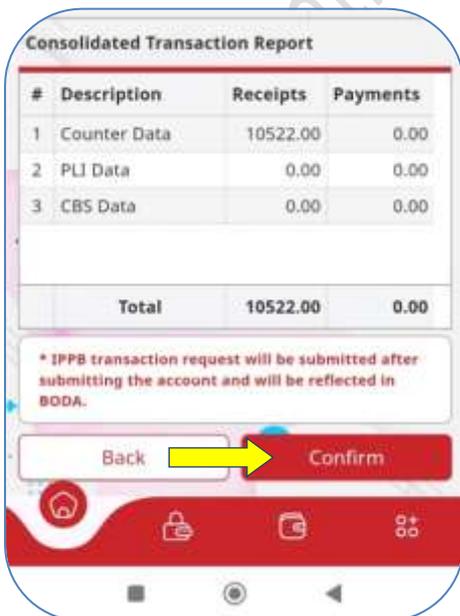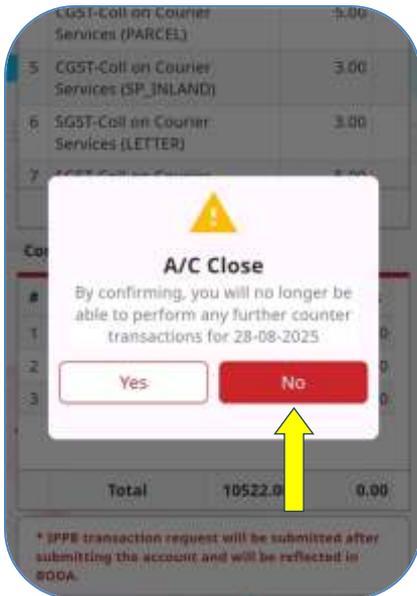
After clicking on Close Account, a Pop-up **message " A/C Close, By Confirming you will no longer be able to perform any further counter transactions for DD-MM-YYY"** will be displayed.

Click on **Yes** to continue the process.

Click on **NO** to return back to previous screen.

After Clicking on Yes, an alert message **"Please do not perform any IPPB Transactions until day end"** will be displayed. Click on **OK** button.
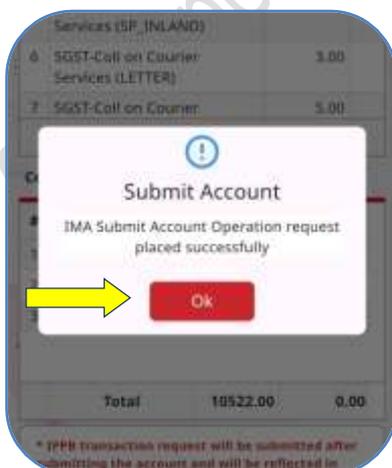
After Clicking on OK, an alert message **"IMA Submit Account Operation request placed successfully"** will appear click on **OK**.

(Close account will be done; user will not be able to do further counter transactions for the day)

4.14 Booking -Flow Chart

Track & Trace

```
Track & Trace
      │
      ▼
Choose Type (Article/MO)
      │
      ▼
Enter Number
      │
      ▼
Track Now
      │
      ▼
View Details
```

PIN Code Search

```
PIN Code Search
      │
      ▼
Enter PIN Code / Office Name
      │
      ▼
View Search Results
      │
      ▼
Select Office Details
```

Bulk Upload

```
Bulk Upload
      │
      ▼
Select Mail Category and Product Type
      │
      ▼
Upload Bulk File
      │
      ▼
Confirm Upload
      │
      ▼
Payment (Cash/Digital QR)
      │
      ▼
Confirmation Message
      │
      ▼
Print/View Receipts
```

COD MO Booking

```
COD MO Booking
      │
      ▼
Fetch Delivered Article
      │
      ▼
Confirm Article & Payment Details
      │
      ▼
Payment (Cash/Digital QR)
      │
      ▼
Confirmation Message
```

StreeNidhi

- Select VO & SHG
- Enter Due Amount
- Submit
- **Confirmation Message**

e-Biller

- Select Biller Type & Name
- Enter Account No. & Amount
- **Confirm Transaction**
- Payment (Cash/Digital QR)
- **Confirmation Message**
- Print/View Receipt

Re-Print

- Enter Article/eMO Number
- Print Receipt

Reports

- Choose Report Type (Articles/MO/E-Biller/History)
- Enter Date Range
- Fetch Report
- View/Export Report

5   Bagging

After clicking on **Bagging management** menu, following options are available:

➥ **Bag Receive**
➥ **Bag Open**
➥ **BO Daily A/C**
➥ **BO Bag Close**
➥ **Bag Despatch**
➥ **Bag Discrepancy**

5.1   Bag Receive

When we click on bag Receive option, the system provides option to select the **schedules**.
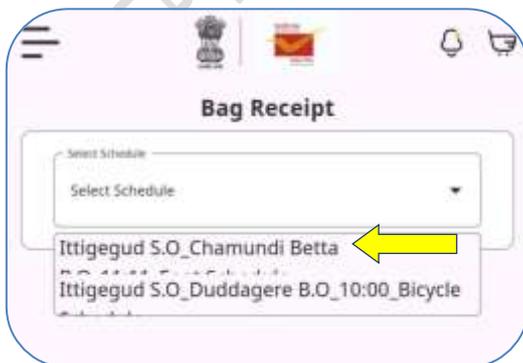
After selecting the schedule, BPM gets beside screen. He will find the **Scanned Bags & Expected Bags**.

There he need to enter the **actual bag number**, **Bag weight** and click on **add**. Then Expected bag will come under Scanned bags, then he can able to receive by just clicking on **Receive Bags**.

.
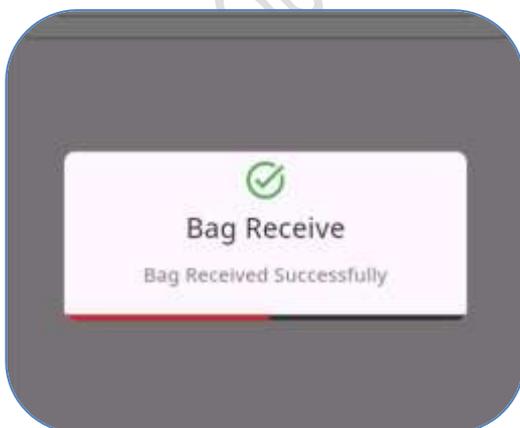
Bag Received Successfully message will appear.

5.2 Bag Open

After receiving of Bag, Click on **Bag open** option. BPM has to select the **date** of Bag receiving under the drop down list of **select date**.

After selecting the date of bag receipt, **Bag ID, BO Slip ID, Amount, Cash bag weight, Stamp details, eMO details and total articles** will be automatically fetched.
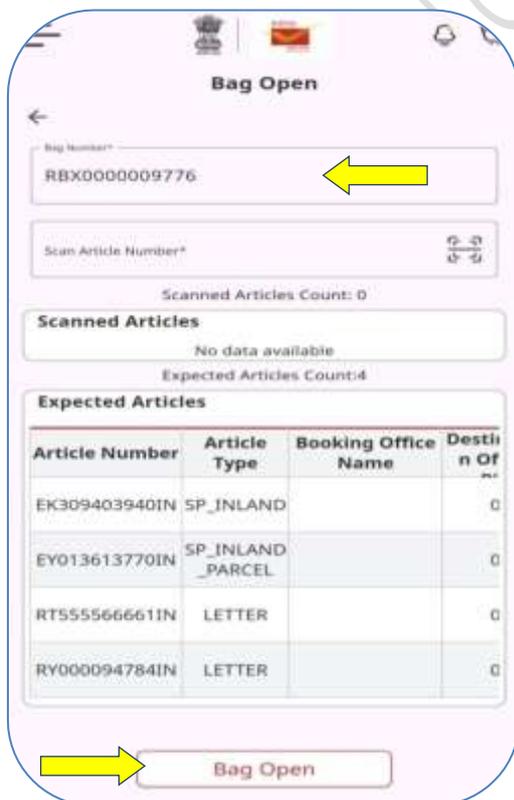
Clicking on next below screen will be opened. There will be **expected articles** that included in the bag. We need to **scan** one by one then those articles will appear in **scanned articles** option.

LBK Number will be auto fetched. Number of articles received in particular bag will be shown under expected articles count as above. Now BPM has to **scan/enter** the **each article** in "**Scan article number**" option& add it separately and then click on "**Bag Open**" menu.

Scanned Articles		
Article Number	**Article Type**	**Booking Off Name**
RT555566661IN	LETTER	
EK309403950IN	5P_INLAND	
EY013613776IN	5P_INLAND	
EK309403940IN	5P_INLAND	
Expected Articles Count:0		
Expected Articles		
No data available		

Bag Open

Click on **Bag open** to open the bag. We can scan the articles other than expected articles and can receive the articles.

Note: - Before clicking on bag open user must scan both expected articles and legacy articles, if any.

Bag Open
5 Bag Opened Successfully

After clicking on "**Bag open**" option a message "**Bag open successfully**" will be displayed as shown.

5.3   Daily Account

For generating the Daily Account BPM has to select the Report Date and click on "**Generate**" option.

Daily Account will be generated.

Daily account will be generated in the **PDF format** as shown above.

DEPARTMENT OF POSTS, INDIA
Branch Office Daily Account

A.C.G-22 (A)
Preservation Period - 2 Yr

To.

Vinobanager Shivamogga S.O   H.O / S.O
(Name of Account Office)

Date Stamp of Branch Office

Office Name: Navile B.O
User Name: VANITHA K N (50024032)
Opening Balance: 18171.0

Generation Date: 28-08-2025 17:12
Report Date:03-06-2025

Min. Balance: 15000		Max. Balance: 30000	
SNo	Details of Transactions	Receipts	Payments
1	PRC-Speed Post	15.00	
2	Sale of Postage Stamps	10.00	
3	PRC-Registered letter/article	22.00	
4	PRC-Registered letter/article	22.00	
5	Commission on Inland Money Orders	50.00	
6	Commission on Inland Money Orders	50.00	
7	Unclassified Receipts	150.00	
8	Deposits(Receipt) from IPPB Customers	5000.00	
9	CGST-Collection on Courier Services	3.00	
10	CGST-Collection on Courier Services	2.00	
11	SGST-Collection on Courier Services	3.00	
12	SGST-Collection on Courier Services	2.00	
13	Cash sent		30000.00
14	Cash received	20000.00	
15	Money Order_ Receipts	1000.00	
16	Money Order_ Receipts	1000.00	
17	Money Order_ Payments		1200.00
18	RSAO_Digital Transactions_online_Debit		26.00
	Total	27329.00	31226.00
	Balance due to Account Office:	0	
	Closing Balance:	14274.00	

Page 1 of 2

In Words:	Fourteen Thousands Two Hundred and Seventy Four Rupees

Stamp Balance	
Category	Balance
Definitive - PUBLIC POSTAGE ST	780.00

ECB Liability	
Liability Type	Amount
Money Order Remaining Unpaid Nos.	3171.0

Transit Cash	Transit Stamp
0.0	0.0

Branch Postmaster, Navile B.O

5.4   BO Bag close
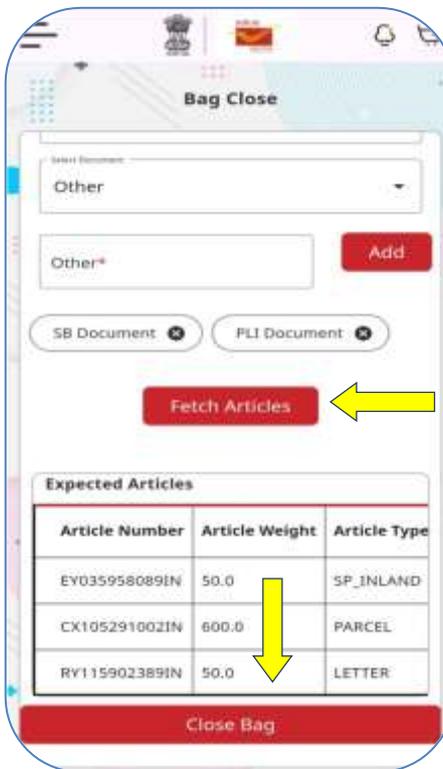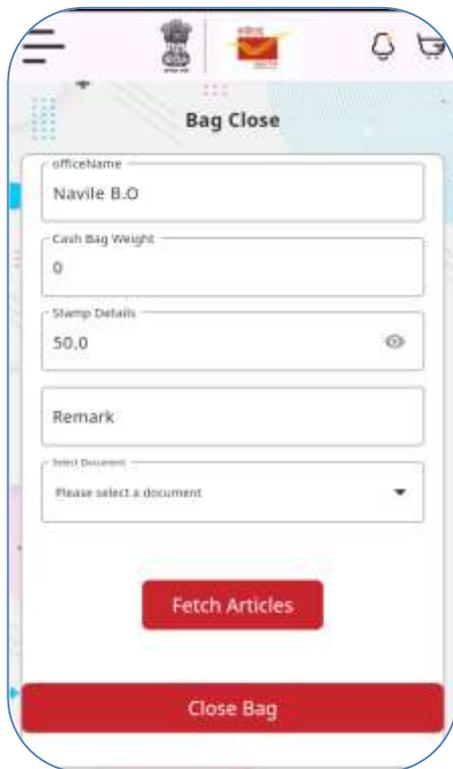
For closing of **BO Bag**, BPM has to enter the **remarks**, select the **documents** (Details of Cash and Stamps remittance will appear as shown) and **Fetch articles**.

The details of articles were booked/ returned will be appeared. click on **close** to close the bag.

On clicking Bag close bag close option opens, scan the bag number and enter the Bag weight then click on **Submit button**.

On clicking Submit button **Bag closed successfully** will appear click on **OK**

5.5 Bag Dispatch
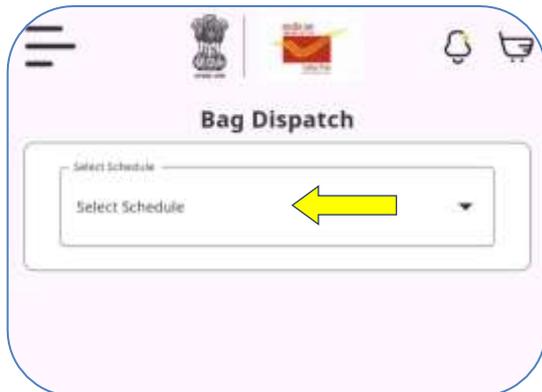
After closing of Bag, dispatch bag is important in order to open the same at SO and to fetch the articles and Cash & Stamp.

Click on **select schedule** and select from drop down.

There we find destination office Name and Bag number.

Bag Dispatch

Select Schedule

Chamundi Betta B.O_Ittigegud S ▾

Destination Office Name

Ittigegud S.O ▾

BagNumber*

Scanned Bags

No data available

Expected Bags Count:18

Expected Bags

Bag Number	Bag Weight	From Office
RBL0000000889	10.0	Chamundi Bet

Dispatch Bag

Select **destination office name** to get expected bags to despatch.

Now just **scan** the **Bag number** or enter manually then Bag number along with weight and **From office** will come under scanned bags head then click on **despatch** in order to despatch the **BO Bag**.

Scanned Bags

Bag Number	Bag Weight	From Office Na
RBL0000000889	10.0	Chamundi Betta

Success!
Bag Dispatched Successfully
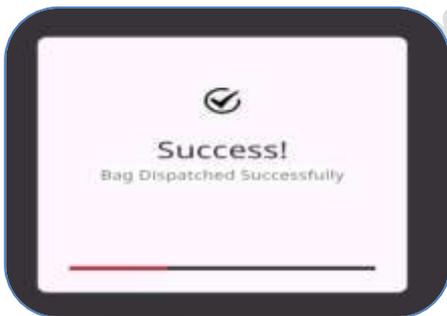
ON clicking Dispatch bag a message will appear as **Bag Dispatched successfully** will appear.

5.6   Bag Discrepancy

This menu provides BPM to perform Error Management related to Articles and Bags. This menu provides three options

a.   **Issue article ER**
b.   **Issue Bag ER**
c.   **View ER's**

We can raise the issues regarding,

i.   **Articles not Received**
ii.   **Articles Excess Received**
iii.   **Articles Mis sent**
iv.   **Articles Damaged**
v.   **Article torn**
vi.   **Prohibited**
vii.   **Postage**
viii. **Addressee Address vanished**

View ER,s facilitates the user to view the Incoming and Out going Errors for particular day.

5.7 Bagging Flow chart

Bag Receive

- Select Schedule (Expected Bags)
- Enter Bag Number & Weight
- Click Add → Move to Scanned Bags
- Click Receive Bags
- Message: Bag Received Successfully

Bag Open

- Select Date of Bag Receipt
- System Fetches Bag ID, BO Slip ID, Cash/Stamp/Article Details
- Scan/Enter Articles → Add to Scanned Articles
- Click Bag Open
- Message: Bag Open Successfully

BO Bag Close

- Enter Remarks & Fetch Articles
- Scan Bag Number & Enter Weight
- Click Submit
- Message: Bag Closed Successfully

Bag Dispatch

- Select Schedule & Destination Office
- Scan/Enter Bag Number & Weight
- Click Dispatch
- Message: Bag Dispatched Successfully

BO Daily A/C

```
BO Daily A/C
      ↓
Select Report Date
      ↓
Click Generate
      ↓
Daily Account Generated in PDF
```

Bag Discrepancy

```
Bag Discrepancy
      ↓
Choose: Issue Article ER / Issue Bag ER / View ERs
      ↓
Raise Issue (Missing, Excess, Damaged, Mis-sent, etc.)
      ↓
Error Logged in System
      ↓
View Incoming/Outgoing Errors
```

6 Cash & Stamps

This option provides BPM to carry out Cash & Stamps transactions.

- **Cash Request**
- **Cash Remittance**
- **Cash Acknowledge**
- **Cash Error Update**
- **Stamp Request**
- **Stamp Error Update**
- **Stamp Acknowledge**
- **Stamp Sales**
- **Cash Remittance Report**
- **Cash Error Report**
- **Stamp Balance**
- **Cash Balance**
- **Stamp Remittance**
- **BPM Cash Transfer**
- **IPPB**
-

6.1 Cash Request
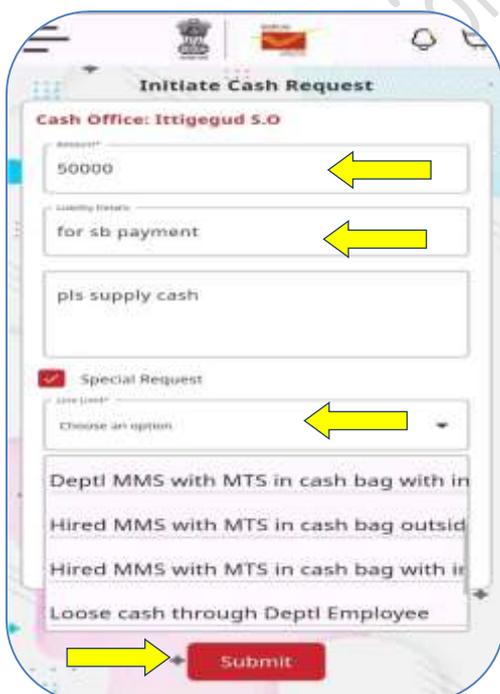
BPM can request cash to AO by using this option.

After clicking on Cash Request, User needs to enter the **amount**, **liability details** and **remarks**.

After this, user can directly click on **submit button** to place the request.

OR

User can tick **Special request**, choose the appropriate option in **Line Limit** dropdown list.

After selecting the appropriate option in Line limit dropdown, Select the **employee name** through whom cash will be received and then click on **Submit button**.

Note:- User can send cash request within cash limit if maximum limit exceeds, user can choose special request under the drop down with various line limits.

On click of **Submit**, a Pop up message **Are you sure? Want to submit request for ₹ XXXXX?** Will be displayed.

Click on **Yes** to continue
Click on **NO** to return back to previous screen.

On click on Yes button, a message **"Success! Cash Request for ₹ XXXXX has been successfully submitted"** will be displayed.

6.2 Cash Remittance

After clicking on Cash remittance, User has to enter the amount which needs to be remitted to AO and enter the remarks, Select the TO office and enter the cash denomination & enter the cash bag weight.

On clicking Cash Denomination button, a separate screen will be opened. Enter appropriate **Denomination** and Click on **Submit** Button.If **special remittance**, then click on **Special Remittance Checkbox**, Select **Line limit**, **Employee name** and then click on **Submit** button.

Note: User can remit cash within cash limit if max limit exceeds, user can choose special request under the drop down with various line limits.

After Clicking on Submit Button. a Pop up message **"Are you Sure? Want to submit remittance for ₹ XXXXX"** will be shown. Click on **Yes** to Continue the Process. Click on **NO** to Return back to Previous screen.On click of Yes, a Success **message "Cash bag closed with ₹ XXXXX successfully"** will be displayed.

6.3 Cash Acknowledge

To acknowledge the cash sent by AO, click on **Cash Acknowledge** menu.

After clicking on Cash Acknowledge, acknowledge transaction screen will be opened where the user needs to select Request type- **Request/Remittance**

Select Request type as- **Request** if the BO has requested cash through the device.

Select Request type as- **Remittance** if the AO has supplied the cash to BO, without BO request through the device.

On selecting the Request type, it will show the **pending requests**, select the transaction enter the **acknowledge amount**

Enter the amount denomination received by clicking on **Denomination** button. & click on **Submit** button.

After entering the denomination, click on **Acknowledge** button.

On clicking a pop up screen saying **"Are you sure? Want to acknowledge for ₹ XXXXX?"**

Click on **Yes** to continue with the process. Click on **No** to return back to previous screen.

On clicking Yes button, **"Success! Amount Acknowledge Successfully"** Message will be displayed.

6.4 Cash Error Update

If the cash received by BPM is more or less than what he has requested then he can Update **Cash error** in this option.

On clicking cash Error Update Cash **error screen** will open
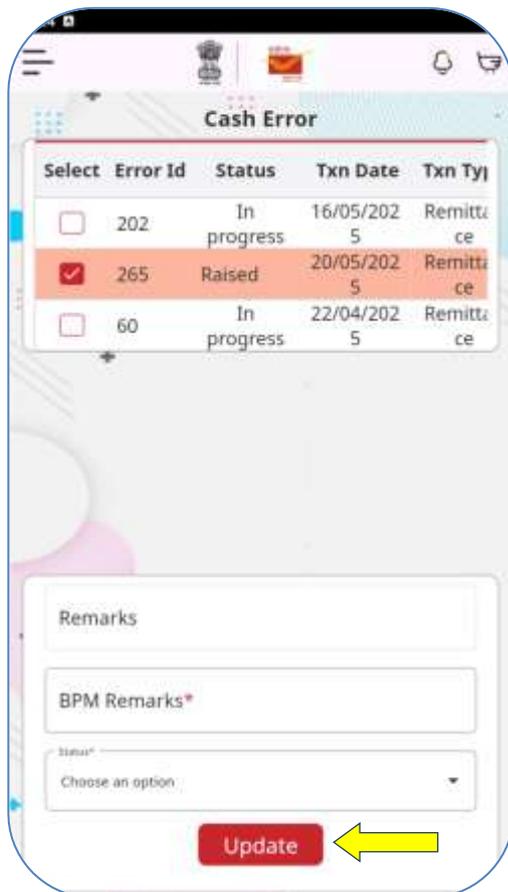
Select the particular **error id**.

Upon selection of error ID, screen will open to update the status of error, BPM can pass his **remarks** and can choose the **status** as in **progress** / **closed** as per error status. And click on **update** button.
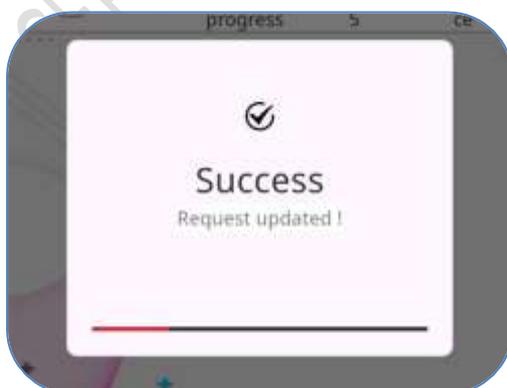
Upon clicking on Update button a success message will appear as **request updated**.

6.5 Stamp Request

BPM can request the AO for supplying the stamps through this option.

After clicking on stamp request, user needs to select the **stamp category**.

After selecting stamp category, select the **stamp type** that needs to be supplied.

Enter the stamp count that needs to be supplied and click on **Add Stamp Details** button.

Click on **clear** button to the date fields.

After entering all stamp details, click on **Submit** Stamp Request Details button.

After clicking on Stamp Request Details, a pop message saying **"Are you sure ? want to submit request for ₹ xxxx ? "** will be shown.

Click on **Yes** to continue the process. Click on **No** to return to previous screen.

On clicking Yes button, a Success message saying **Stamp Request Submitted Successfully** will be displayed.

6.6 Stamp Error Update
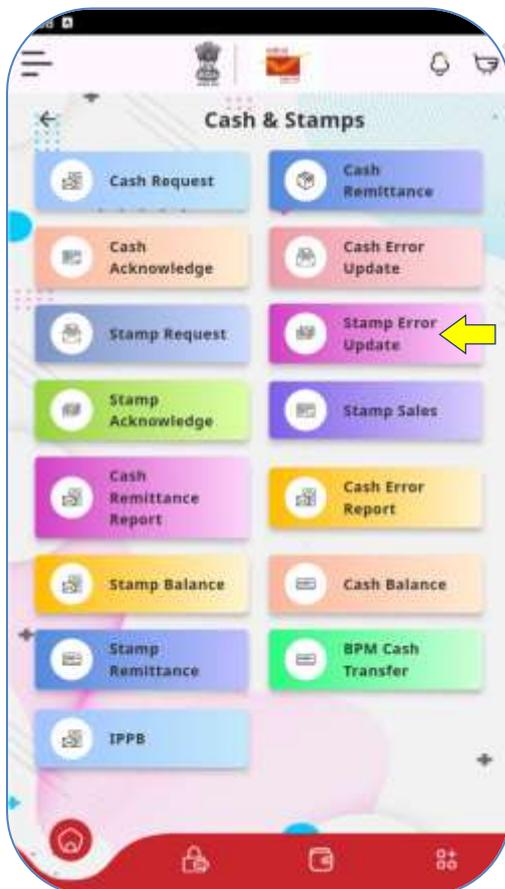
If the stamps received are short or excess than the requested stamps, then the **error** can be updated in this option.

6.7 Stamp Acknowledge

BPM can **acknowledge** the **stamps** requested in this option.
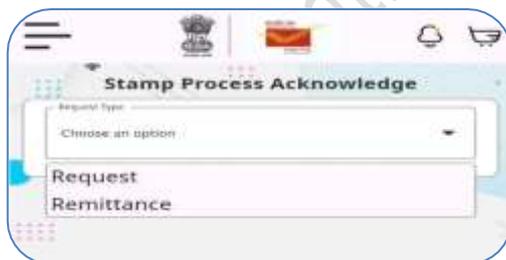
Select the request type- **Request/Remittance**

Select the **request** to be processed and click on **Process** button.

On clicking Process button, a pop up message saying **"Are you sure? Want to acknowledge stamp for ₹ xxxx ?"** will be displayed. Click on **Yes** to continue the process. Click on **No** to return to previous screen.
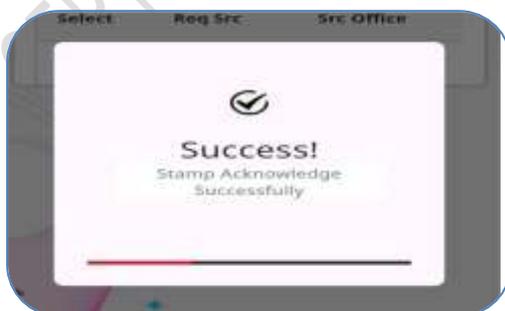
On clicking yes, a success message **"Stamp acknowledge successfully"** will be displayed.

6.8   Stamp Sales.

In this option BPM can **sale** the stamps.
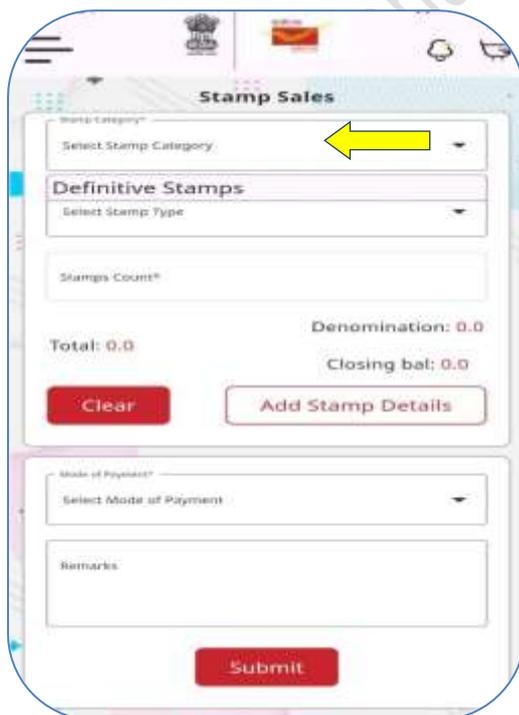
Select **Stamp Category**

Select the **Stamp Type** to be SOLD

Enter the number of stamps to be SOLD and click on **Add Stamp Details** button.

To clear the data selected click on **Clear** button.
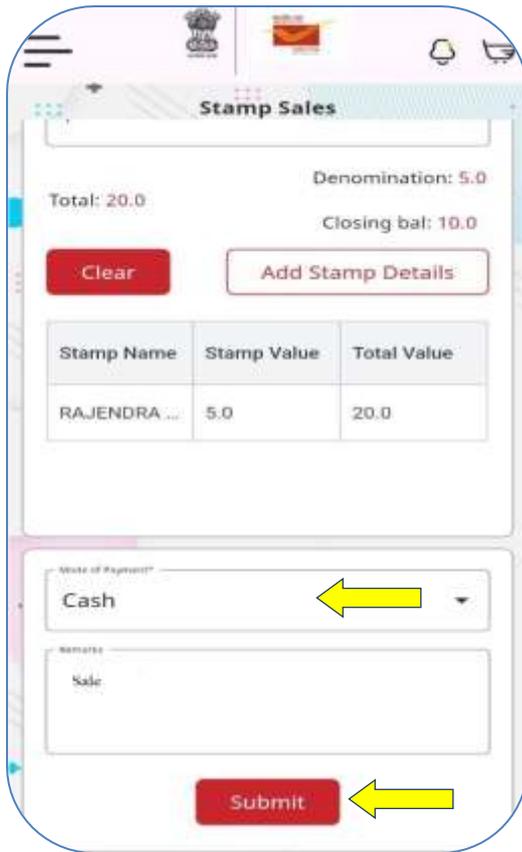
Select the Mode of Payment **Cash/QR**

Click on **Submit** button.

On clicking submit button, a pop up message saying **"Are you sure? Want to submit stamp sale for ₹ xxxx?**

Click on **Yes** to continue the process Click on **NO** to return back to previous screen.
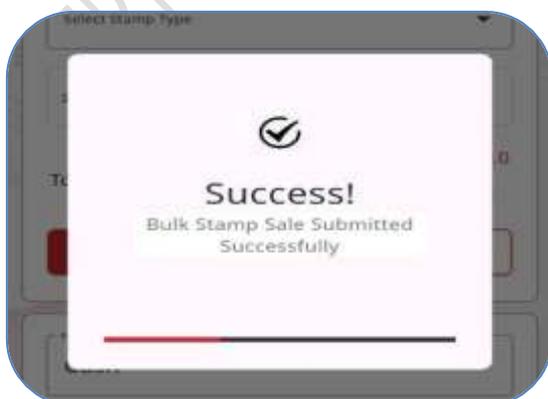
On clicking **Yes**, a success message **"Bulk Stamp Sale Submitted Successfully"** will be displayed.

6.9   Cash Remittance Report

BPM can view the **report** of **cash remitted** to AO using this option.

After clicking on Cash Remittance Report, user has to select **From date** and **TO date** and then click on **Fetch** button.

On click of Fetch button, result will be displayed in tabular form with **transaction status**.

6.10 Cash Error Report

BPM can view the **Cash Error Report** using this option.

After clicking on Cash Error Report, user has to select **From date** and **TO date** and then click on **Fetch** button.

On click of Fetch button, result will be displayed in tabular form with **transaction status**.

6.11 Stamp Balance

BPM can view the **Stamp Balance** of his office using this option.
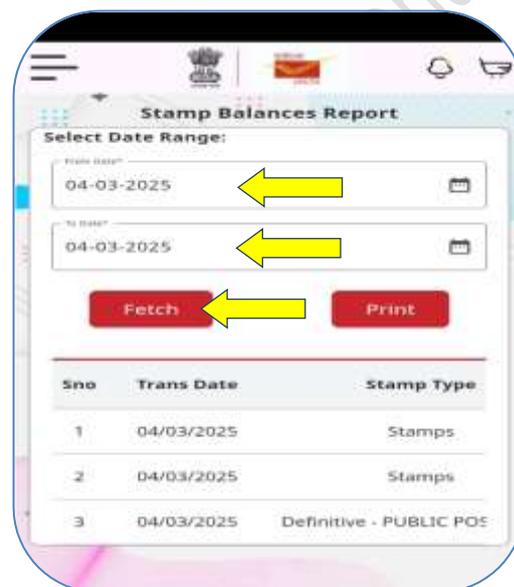
After clicking on Stamp Balance, user has to select **From date** and **TO date** and then click on **Fetch** button.

On click of Fetch button, result will be displayed in tabular form with available **stamp balances**.

User also has the option to **print** this stamp balance report.

6.12 Cash Balance
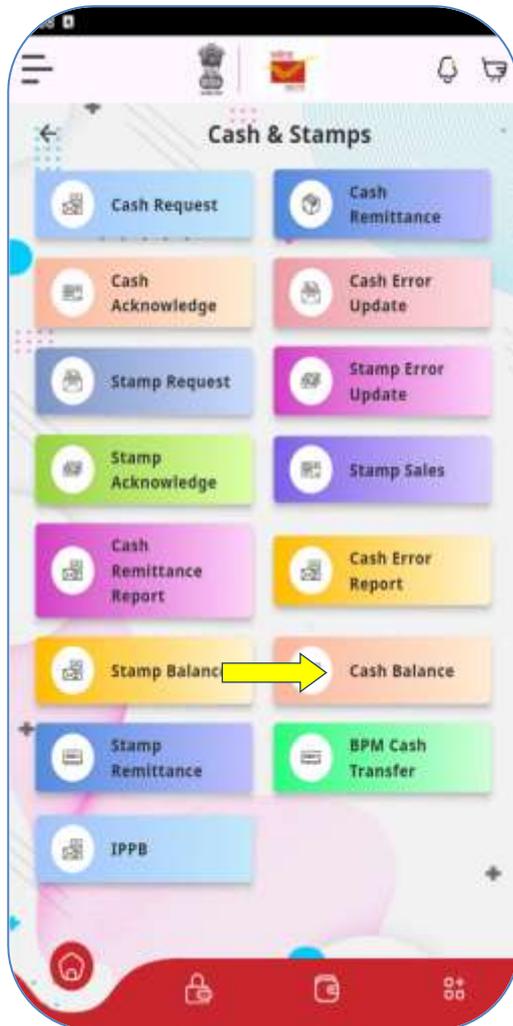
BPM can view the **Cash Balance** of his office using this option.

After clicking on Cash Balance, user has to select **From date and TO date** and then click on **Fetch** button.

On click of Fetch button, result will be displayed in tabular form with **Cash balances**.

User also has the option to **print** this Cash balance report.

6.13 Stamp Remittance

Using Stamp Remittance option, BPM can **remit** the **Stamps** to AO.
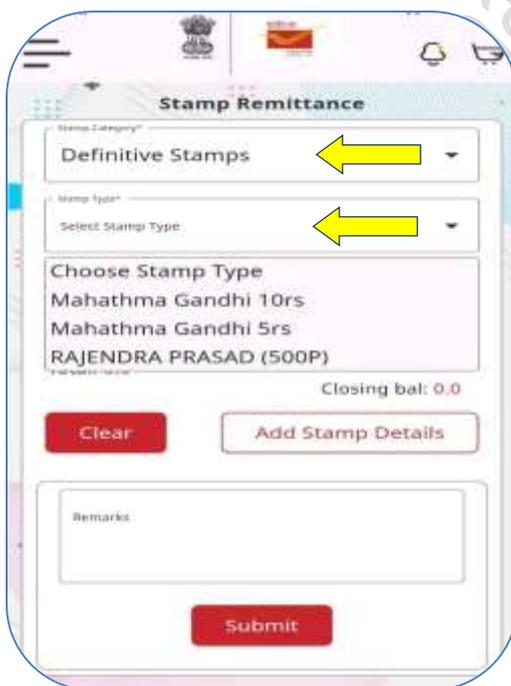
After clicking on Stamp Remittance, User has to select **Stamp Category & Stamp Type**.
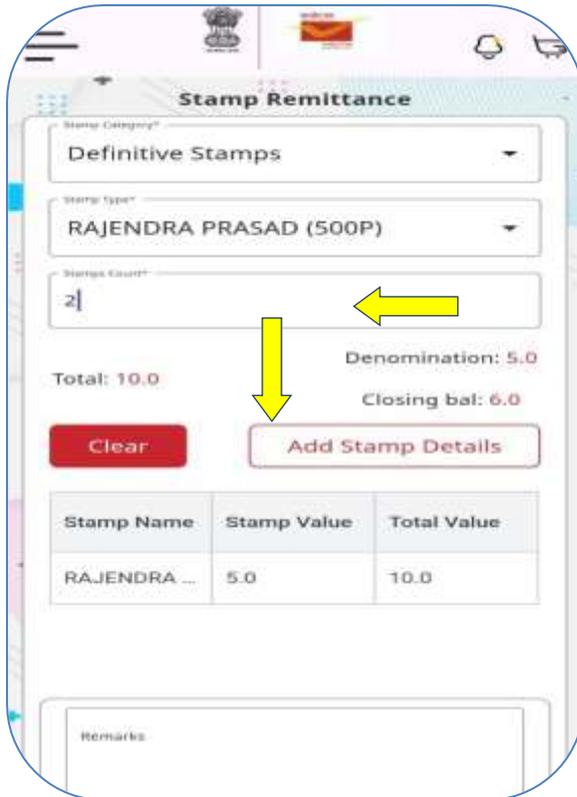
Enter the **Stamp Count** that needs to be remitted and click on **Add Stamp Details** button.

After adding Stamp details click on Submit button.

On clicking Submit button, a pop message **saying " Are you Sure? Want t o remit ₹ xxx?"** along with Yes & NO buttons will be displayed. Click on **Yes** to continue the process. Click on **NO** to return back to previous screen.

On click of **Yes** button, a success message **"Stamp Remittance Submitted Successfully"** will be displayed.

6.14 BPM Cash Transfer

BPM can **transfer** the **office cash** balance to his **substitute employee** and **vice versa** using this option.
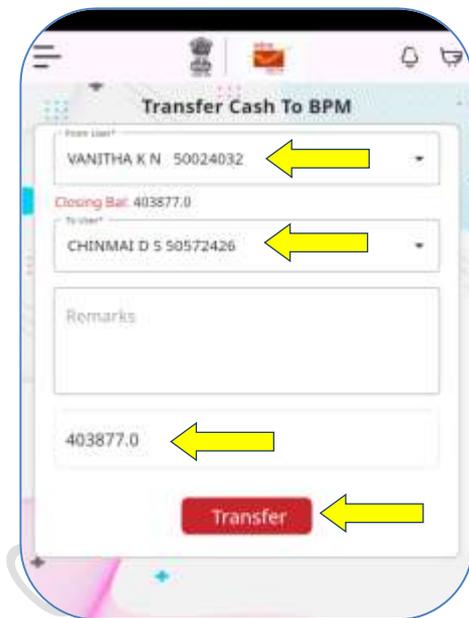
Select **from user** and **to user** pass necessary **remarks** and click on **Transfer** button.

Click on **Yes** button to transfer cash.

A **success message** will appear as shown.

6.15 IPPB

BPM can **fetch** the **IPPB transaction** data for previous days, using this option.

Select the **date** and click on **Fetch Ippb Transactions** button to fetch IPPB data.

6.16 Cash & Stamp -Flow Chart

```
        ┌──────────────┐
        │ Cash Request │
        └──────┬───────┘
               ↓
┌─────────────────────────────────────┐
│ Enter Amount, Liability Details &    │
│ Remarks                              │
└──────────────┬──────────────────────┘
               ↓
┌─────────────────────────────────────────┐
│ Optional: Tick Special Request, Select   │
│ Line Limit, Employee Name                │
└──────────────┬──────────────────────────┘
               ↓
        ┌──────────────┐
        │ Click Submit │
        └──────┬───────┘
               ↓
┌──────────────────────────────┐
│ Pop-up: Confirm Submission   │
└──────────────┬───────────────┘
               ↓
┌──────────────────────────────────────┐
│ Message: Cash Request Submitted      │
│ Successfully                         │
└──────────────────────────────────────┘
```

```
        ┌────────────────┐
        │ Cash Remittance│
        └───────┬────────┘
                ↓
┌──────────────────────────────────────┐
│ Enter Amount, Remarks, To Office     │
└──────────────┬───────────────────────┘
               ↓
┌──────────────────────────────────────┐
│ Enter Cash Denominations & Bag Weight│
└──────────────┬───────────────────────┘
               ↓
┌──────────────────────────────────────────────┐
│ Optional: Special Remittance → Select Line    │
│ Limit, Employee                               │
└──────────────┬───────────────────────────────┘
               ↓
        ┌──────────────┐
        │ Click Submit │
        └──────┬───────┘
               ↓
┌──────────────────────────────┐
│ Pop-up: Confirm Remittance   │
└──────────────┬───────────────┘
               ↓
┌──────────────────────────────────────┐
│ Message: Cash Bag Closed Successfully│
└──────────────────────────────────────┘
```

```
        ┌──────────────────┐
        │ Cash Acknowledge │
        └────────┬─────────┘
                 ↓
┌───────────────────────────────────────┐
│ Select Request Type (Request/Remittance)│
└──────────────┬────────────────────────┘
               ↓
┌──────────────────────────────┐
│ Select Pending Transaction   │
└──────────────┬───────────────┘
               ↓
┌─────────────────────────────────────────┐
│ Enter Acknowledge Amount & Denominations│
└──────────────┬──────────────────────────┘
               ↓
┌──────────────────────────────┐
│ Click Submit & Acknowledge   │
└──────────────┬───────────────┘
               ↓
┌──────────────────────────────┐
│ Pop-up: Confirm Acknowledge  │
└──────────────┬───────────────┘
               ↓
┌──────────────────────────────────────┐
│ Message: Amount Acknowledged         │
│ Successfully                         │
└──────────────────────────────────────┘
```

```
        ┌──────────────────┐
        │ Cash Error Update│
        └────────┬─────────┘
                 ↓
┌──────────────────────────────┐
│ Select Error ID              │
└──────────────┬───────────────┘
               ↓
┌──────────────────────────────┐
│ Enter Remarks                │
└──────────────┬───────────────┘
               ↓
┌──────────────────────────────────────┐
│ Update Status (In Progress/Closed)   │
└──────────────┬───────────────────────┘
               ↓
┌──────────────────────────────┐
│ Click Update                 │
└──────────────┬───────────────┘
               ↓
┌──────────────────────────────────────┐
│ Message: Request Updated Successfully│
└──────────────────────────────────────┘
```

Stamp Request

```
Stamp Request
      ↓
Select Stamp Category & Type
      ↓
Enter Stamp Count
      ↓
Click Add Stamp Details
      ↓
Click Submit
      ↓
Pop-up: Confirm Stamp Request
      ↓
Message: Stamp Request Submitted Successfully
```

Stamp Error Update

```
Stamp Error Update
      ↓
Select Error ID
      ↓
Update Status/Remarks
      ↓
Click Update
      ↓
Message: Stamp Error Updated Successfully
```

Stamp Acknowledge

```
Stamp Acknowledge
      ↓
Select Request Type (Request/Remittance)
      ↓
Select Pending Request
      ↓
Click Process
      ↓
Pop-up: Confirm Acknowledge
      ↓
Message: Stamp Acknowledged Successfully
```

Stamp Sales

```
Stamp Sales
      ↓
Select Stamp Category & Type
      ↓
Enter Quantity
      ↓
Click Add Stamp Details
      ↓
Select Payment Mode (Cash/QR)
      ↓
Click Submit
      ↓
Pop-up: Confirm Stamp Sale
      ↓
Message: Stamp Sale Submitted Successfully
```

Cash Remittance Report

```
Cash Remittance Report
        │
        ▼
Select From & To Date
        │
        ▼
   Click Fetch
        │
        ▼
View Results in Table
```

Cash Error Report

```
Cash Error Report
        │
        ▼
Select From & To Date
        │
        ▼
   Click Fetch
        │
        ▼
View Results in Table
```

Stamp Balance

```
Stamp Balance
        │
        ▼
Select From & To Date
        │
        ▼
   Click Fetch
        │
        ▼
View Results in Table
        │
        ▼
Option: Print Report
```

Cash Balance

```
Cash Balance
        │
        ▼
Select From & To Date
        │
        ▼
   Click Fetch
        │
        ▼
View Results in Table
        │
        ▼
Option: Print Report
```

Stamp Remittance

Stamp Remittance
↓
Select Stamp Category & Type
↓
Enter Stamp Count
↓
Click Add Stamp Details
↓
Click Submit
↓
Pop-up: Confirm Stamp Remittance
↓
Message: Stamp Remittance Submitted Successfully

BPM Cash Transfer

BPM Cash Transfer
↓
Select From User & To User
↓
Enter Remarks
↓
Click Transfer
↓
Pop-up: Confirm Transfer
↓
Message: Cash Transfer Successful

IPPB

IPPB
↓
Select Date
↓
Click Fetch IPPB Transactions
↓
View Results
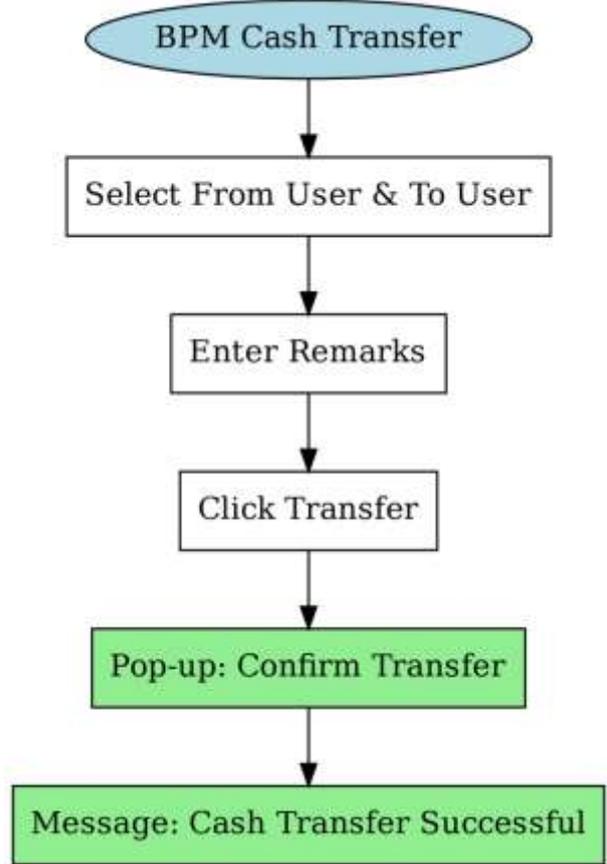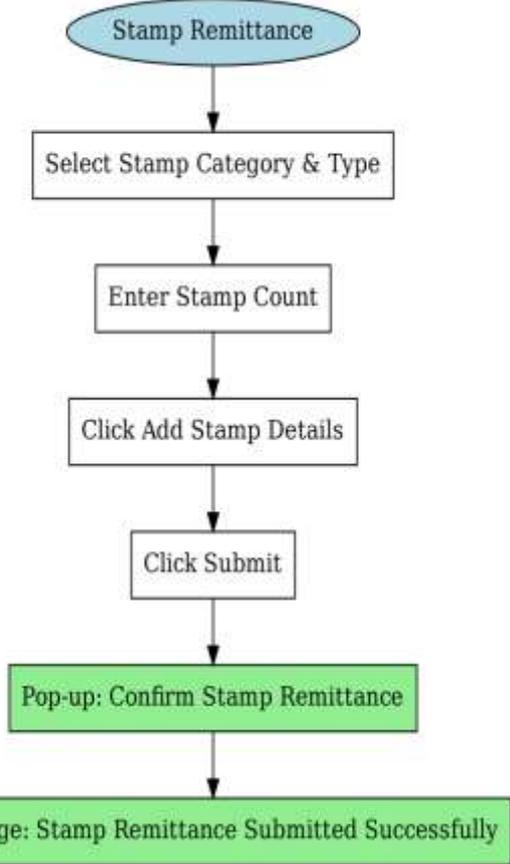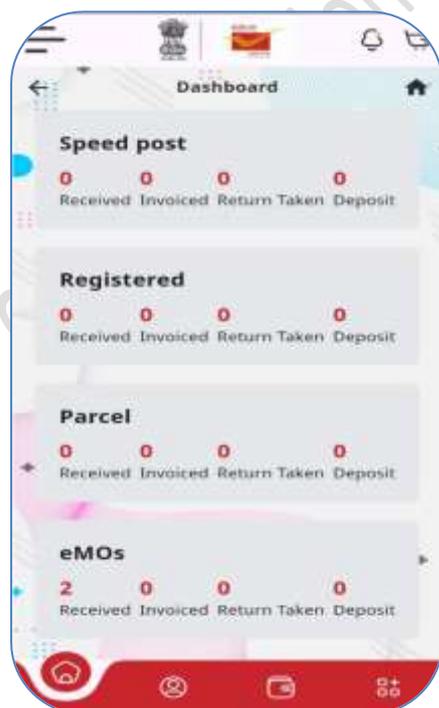
7 Delivery

This option enables GDS to perform **Delivery duties** at Branch office.

➡ **Dashboard.**
➡ **Invoice.**
➡ **Un Registered Article**
➡ **Return.**
➡ **Receive/Print eMOs.**
➡ **To be invoiced.**
➡ **In Deposit**
➡ **Generate Manifest**
➡ **Reports.**

7.1 Dash Board

Click on **Dashboard** option to view the **articles status**.
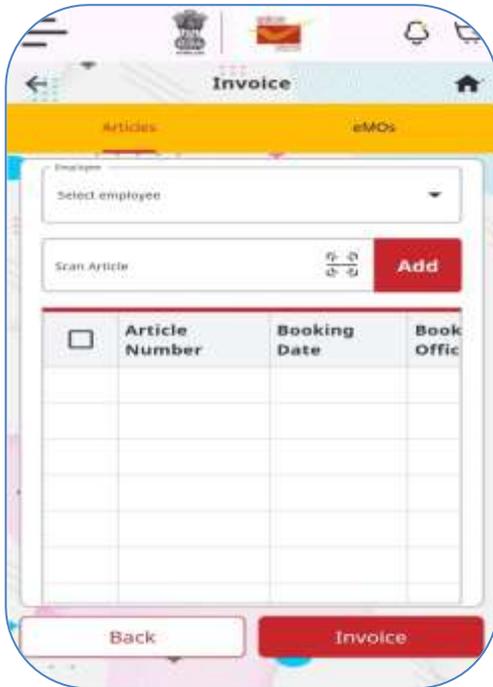
We can view weather the articles/eMOs in received status, invoiced status, return taken status and in deposit status.
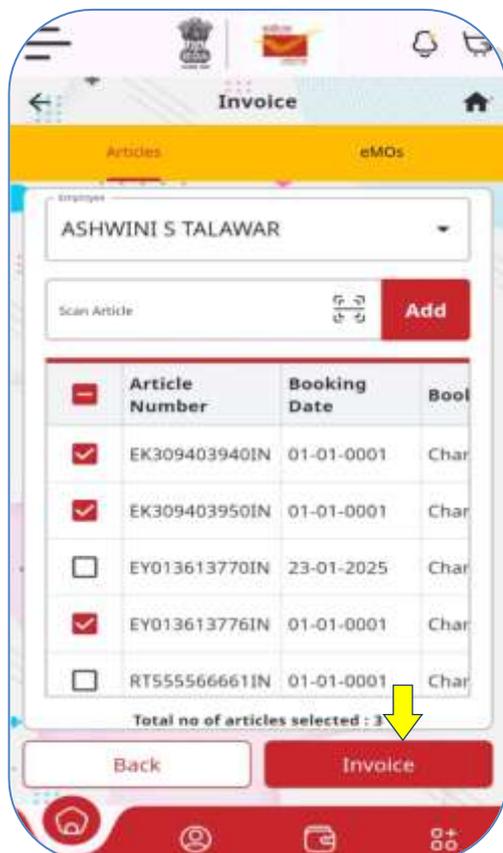
7.2 Invoice

This option provides BPM to **invoice articles** and **eMOs**.

7.2.1 Articles Invoice

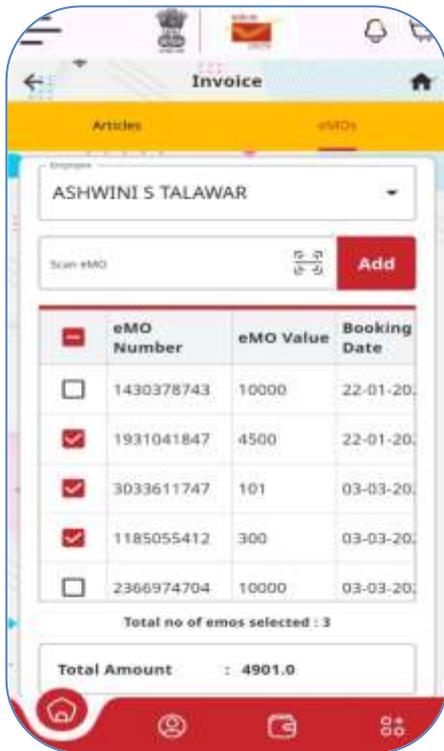BPM has to click on **select employee** option.

Select the **articles** that you want to invoice for ABPM/Delivery staff and click on **invoice** then pop-up will come to **confirm** the same.

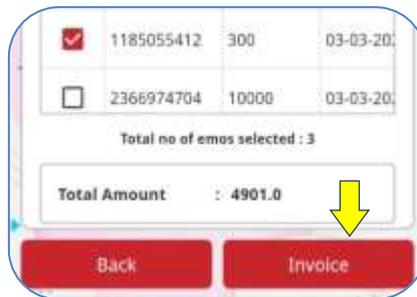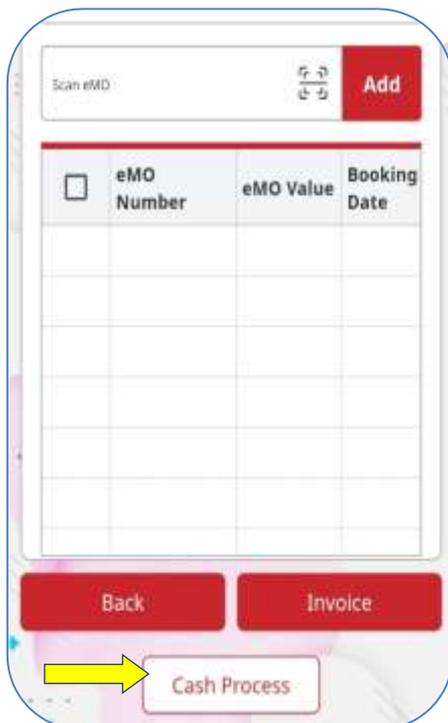**Article invoice message will appear as shown**

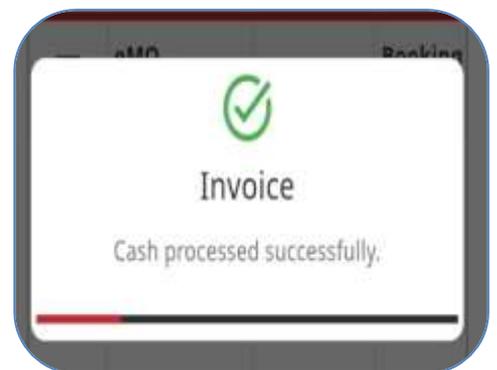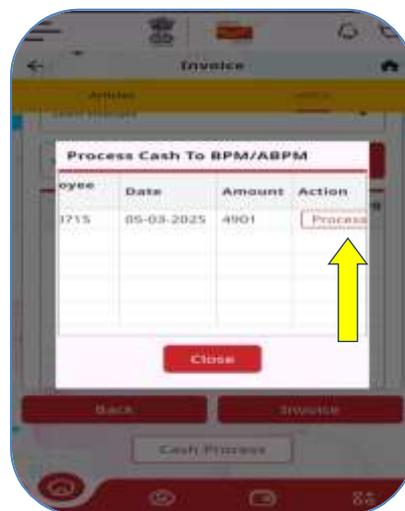### 7.2.2 eMOs Invoice

First we need to **select the** employee. Then select the **eMOs** in the list or **scan** using scan option. After selection click on **invoice** eMO.

After invoicing of eMOs now cash to be given to ABPM in order for payment of eMOs.

Click on **cash process**, there it shows **amount** to be given to ABPM and then click on **process** to compelet the transaction.
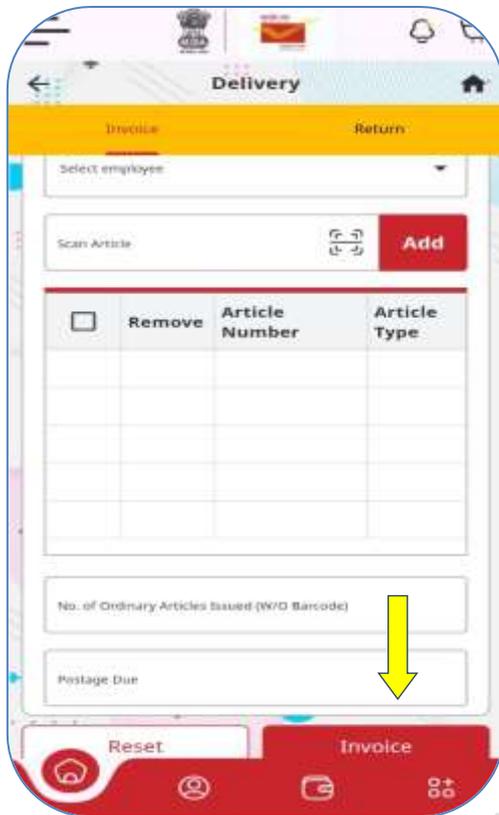
7.3 Unregistered Article

There are two options under this menu, **Invoice** and **Returns**

7.3.1 Invoice

By clicking this option BPM can invoice ordinary articles with barcode and is able to account the ordinary articles without barcode also.

Postage due amount can also be accounted and collected by ABPM using this option.

Scan the Ordinary Articles with Barcode.
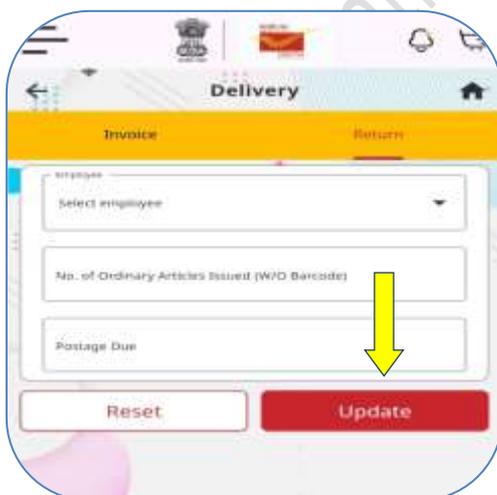
Enter the **Number of Articles** without Barcodes.

Enter the **Unpaid amount** , if any.

Click on **Invoice** Button.

7.3.2 Returns

Returns of the invoiced articles will be taken using this option.

Select the **employee** using drop down. Then take returns of **Ordinary articles** and **postage due** amount collected during beat.

Click on **Update** button.

7.4 Returns

BPM gets 3 options in this menu.

i. **Modify**
ii. **Confirm**
iii. **Submit**

By using these three options BPM can take returns of ABPM or window delivered articles.

Click on **modify**, Select **employee** form the drop down.

BPM can take returns of **articles/eMOs** invoiced. If returns already taken by ABPM, BPM is able to **Modify** the remarks using this option.

Click on **select employee**, from the drop down BPM select the name of the ABPM. It shows the articles and eMO details present with that employee.

Click on **edit** symbol below the action icon in order to confirm the remarks.
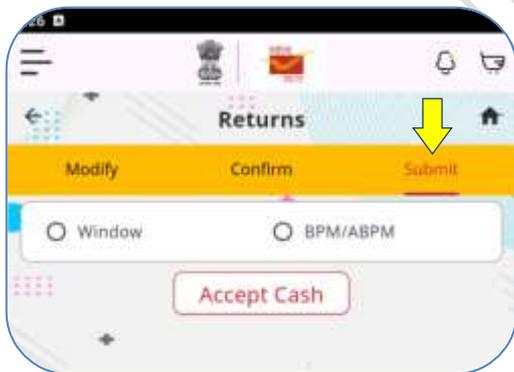
Submit option under returns provides BPM to perform the cash submission for cash collected at **Window/Beat**.
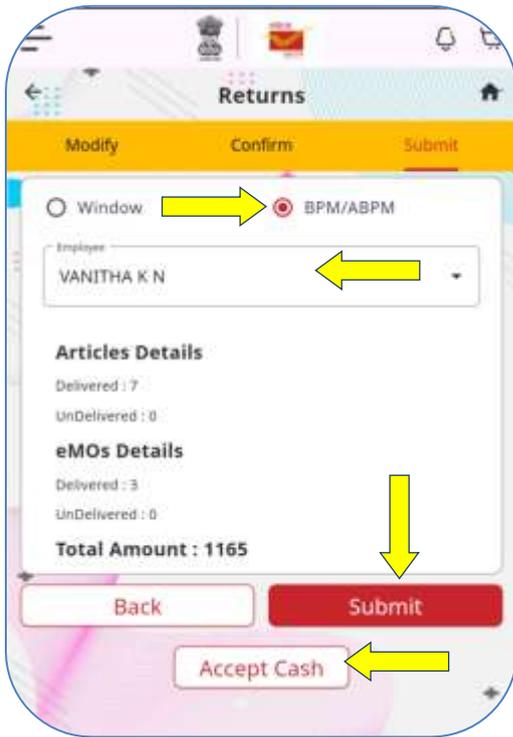
Click on **BPM/ABPM** option for ABPM, select the **employee**, this will fetch the Delivery and cash details related to selected employee.

Click on **Submit** Account, then click on **Accept cash** option to receive the cash back from ABPM.
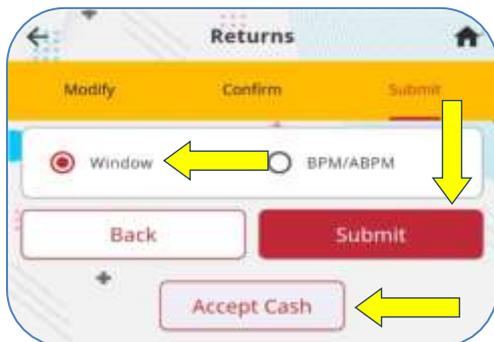
Click on **Window** option for window delivery submit, then click on **Submit** button.

Click on **Accept cash** button to receive the window delivery collected amount.
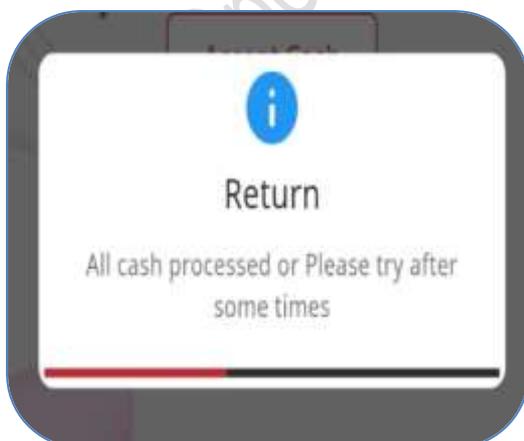
A **success message** will appear as show.

7.5 Receive/Print eMOs
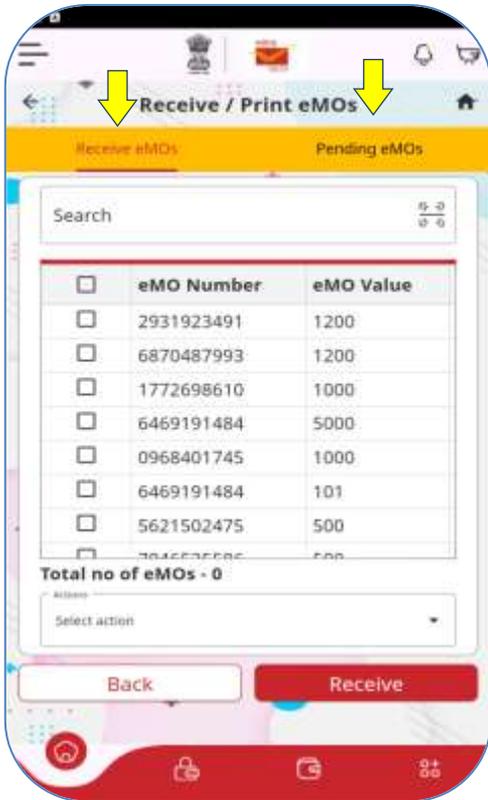
This menu helps us in **receiving** and **clearing** pending **eMOs**. BPM needs to select the **eMO number** and **action**.

There are two actions available in **Receive eMOs**. BPM can take **print** or **show** the available eMO as **Missent**.
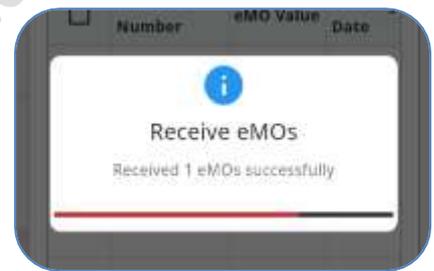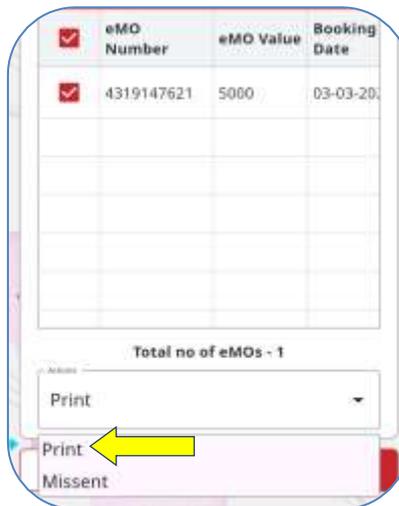
If we click on **print** then eMO will be printed in **PDF format** and message will be pop up as **Received** 1 **eMOs** successfully.
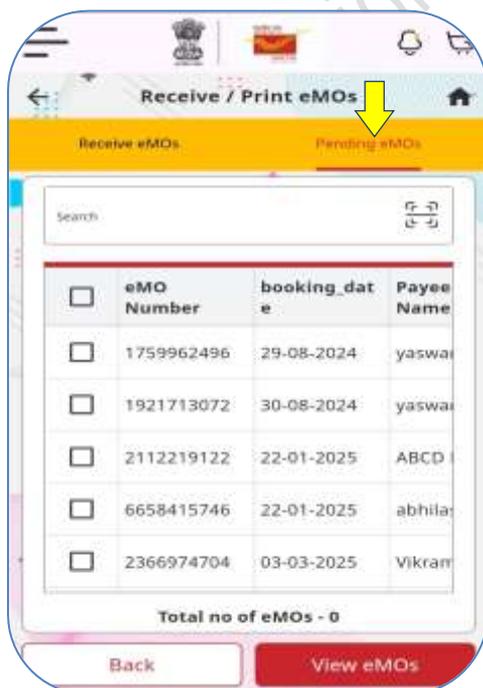
This option provides the pending eMOs that are invoiced to BPMs/ABPMs.

By selecting a particular **eMO** BPM can view the eMO.

A sample of eMO print is shown below.

Department of Posts
Ministry of Communications, Government of India
eMO Payment
Duplicate Print

Message : Hearty congratulations on success in examination

- Postman to detach here -

Remitter's Name and Address
raghav
main road,main road
MYSURU
570010
7073061288

Payee's Name and Address
yaswanth
dgfsdfg,dsfgdsfgdsfg
adr 3
MYSURU
570010
9898989898

Redirected From :
Reason :

EMO NUMBER : 1759962496 DATED
For Rs .5000.00 (in words) Five Thousand Only

SIGNATURE OF EMDA*

SIGNATURE OF POSTMANSTER*

*(Authentication of eMO from (Payment))

[MO DATE STAMP]

Received rupees .... (in words)..

.... on ....

[ROUND MO STAMP]   [OBLONG MO STAMP]

Signature of Payee

Signature of Witness / Identifier

Signature of Paying Official

- eMO Acknowledgement -
eMO Acknowledgement

Remitter's Address
raghav
main road,main road
MYSURU
Pincode 570010
REFERENCE :

eMO Number :
1759962496
Booking Date : 29-08-2024 10:46:27
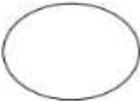
[DATE STAMP]

Received rupees .... (in words)..

.... on ....

Signature of Payee

7.6 To be invoiced
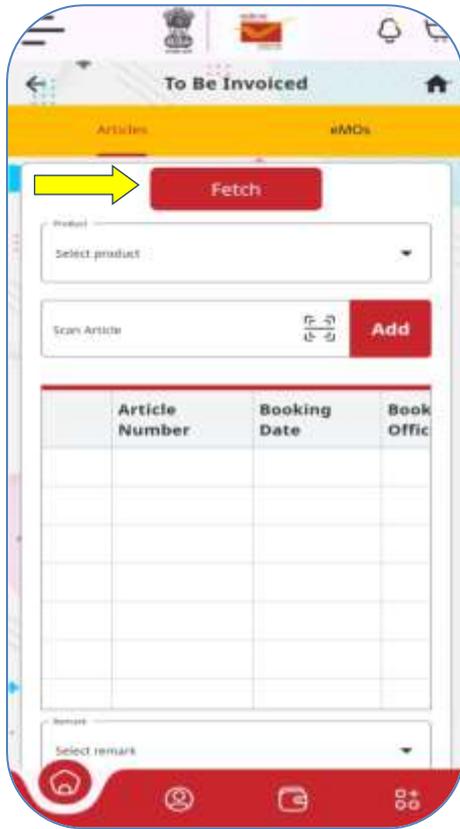
This option used by BPM to **invoice** left out articles/eMO during invoicing of articles to ABPM.

BPM must click on **Fetch** to find out left out articles.
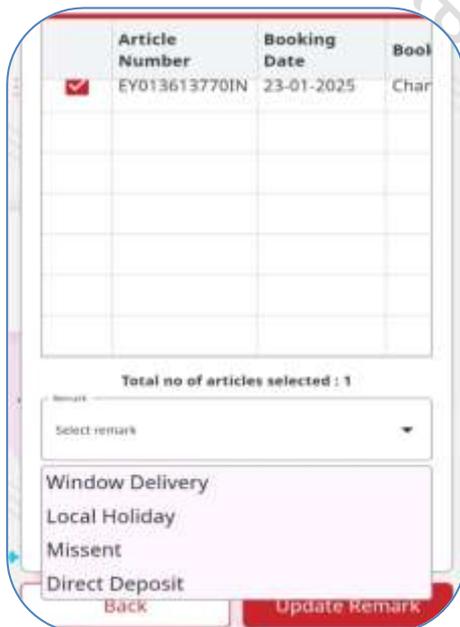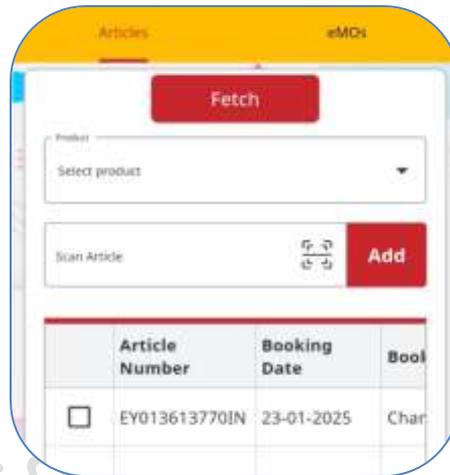
Select the **article** and click on **select remark** option. It will show four different remarks. Choose the option accordingly.

If BPM choose **window delivery**, the below screen will come. BPM need to enter the **particulars** and take **signature** of the addressee and can show **window delivery** of article.

After entering all the details BPM need to **select** the Mode of payment **cash** or **digital** and click on **submit** in order to complete the successful transaction.

In the same way left out eMOs can also be fetched and show remarks.

7.7 In deposit
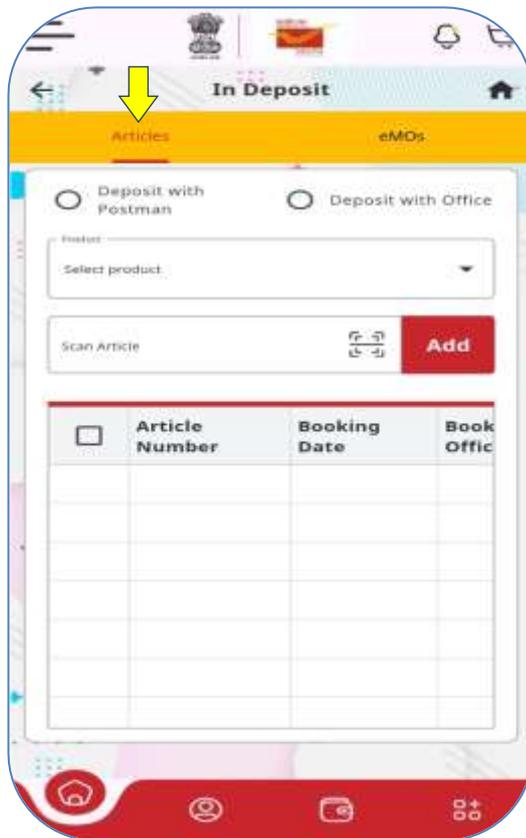
This option provides to get the previously deposited articles/eMOs with ABPM/office.

If BPM choose the option **Deposit with Postman**, he will get the screen as shown below.
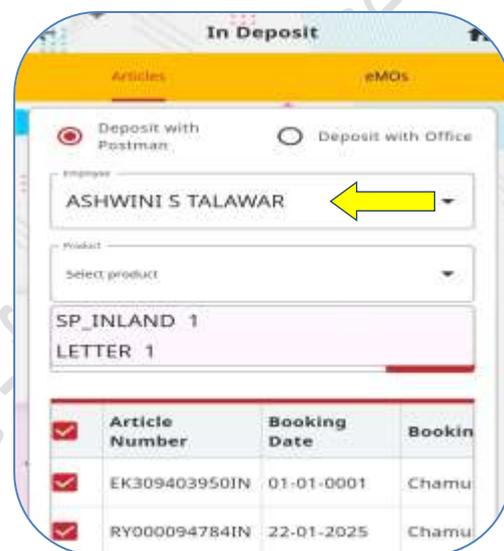
There will be two options, **RESET & Re INVOICE**.

After clicking Re invoice articles will be invoiced to beat.

Reset option is there to **reset** the selection and to re invoice.
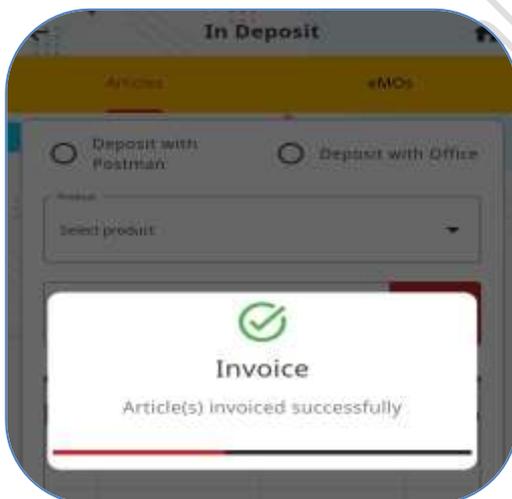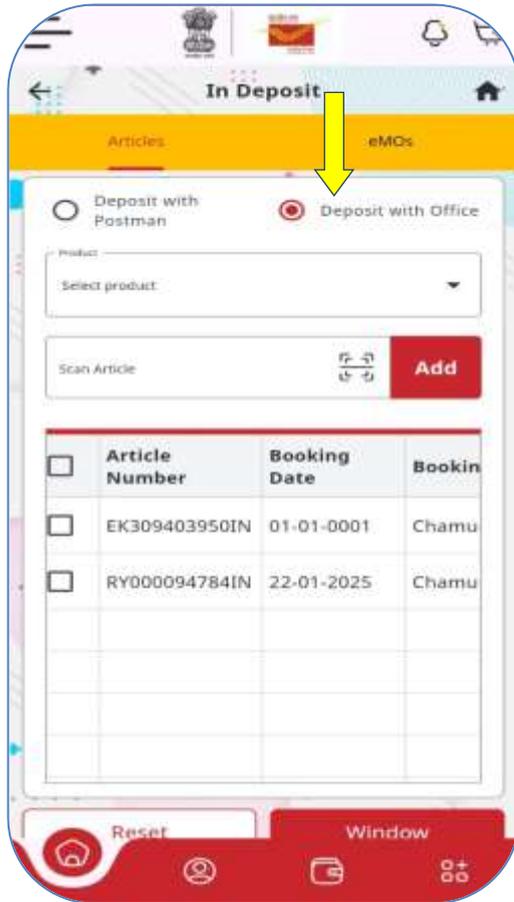
BPM can choose the option **Deposit with office** in order to show window delivery of the deposited articles.

Select the articles and click on **window** in order to show the window delivery.

Enter the addressee details and click on **submit** to complete the process.

Like the same eMOs in deposit can be re invoiced or can be shown as window delivered using this option.

7.8 Generate Manifest

This option provides BPM to get delivery manifest of articles/eMOs invoiced to Beat/BO.

BPM needs to select **action** and **employee** and click on **generate** to view and print the manifest.

7.9 Reports

This menu provides BPM to get **reports** related to Delivery.
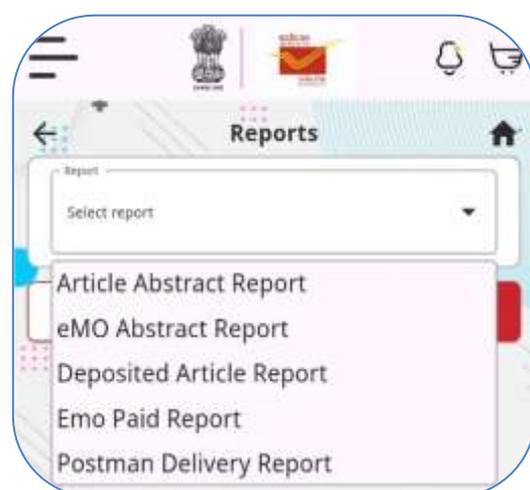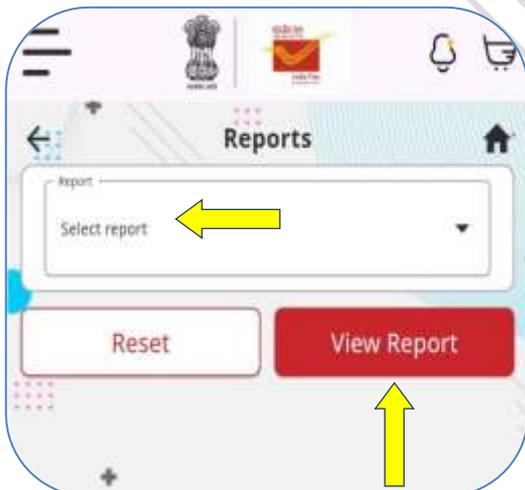
BPM needs to select the **report type** and then click on **view report**. Few reports are generated and shown in the next slide.

Article Abstract Report

Article Abstract Report For 06-03-2025

Attributes	Count
Deposit on previous day	0
Articles received today	0
Issued to BPM/ABPM	0
TOTAL ARTICLES ISSUED	0
Number of articles delivered by BPM/ABPM	1
Number of articles delivered through window	3
TOTAL ARTICLES DELIVERED	4
Number of articles redirected	0
Number of articles returned to sender	0
Number of articles in deposit today	0

eMO Abstract Report For 06-03-2025

Attributes	Count
Deposit on previous day	1
eMOs received today	0
eMOs printed today	0
eMOs Pending for printing till date	0
Issued to BPM/ABPM	0
Total eMOs Issued	0
eMOs paid by BPM/ABPM	1
eMOs paid by window	0
Total eMOs paid at the office id	1
eMOs redirected	0
eMOs returned to sender	0
eMOs in deposit today	1

Download Pdf

7.10 Delivery -Flow Chart

```
         Dashboard
            │
            ▼
     ┌──────────────┐
     │Click Dashboard│
     └──────────────┘
            │
            ▼
┌────────────────────────────────────────────┐
│View Status: Received, Invoiced, Return Taken,│
│              In Deposit                      │
└────────────────────────────────────────────┘
```

```
      Articles Invoice
            │
            ▼
     ┌──────────────┐
     │Select Employee│
     └──────────────┘
            │
            ▼
     ┌──────────────┐
     │Select Articles│
     └──────────────┘
            │
            ▼
     ┌──────────────┐
     │ Click Invoice │
     └──────────────┘
            │
            ▼
  ┌─────────────────────┐
  │Pop-up: Confirm Invoice│
  └─────────────────────┘
            │
            ▼
  ┌──────────────────────────────┐
  │Message: Article Invoice Successful│
  └──────────────────────────────┘
```

```
       eMOs Invoice
            │
            ▼
     ┌──────────────┐
     │Select Employee│
     └──────────────┘
            │
            ▼
     ┌──────────────┐
     │Select/Scan eMOs│
     └──────────────┘
            │
            ▼
     ┌──────────────┐
     │Click Invoice eMO│
     └──────────────┘
            │
            ▼
┌───────────────────────────┐
│Click Cash Process (Amount to ABPM)│
└───────────────────────────┘
            │
            ▼
     ┌──────────────┐
     │ Click Process │
     └──────────────┘
            │
            ▼
┌──────────────────────────────┐
│Message: eMO Invoice Successful│
└──────────────────────────────┘
```

```
    Unregistered Article - Invoice
            │
            ▼
┌───────────────────────────────┐
│Scan Ordinary Articles with Barcode│
└───────────────────────────────┘
            │
            ▼
┌──────────────────────────────────┐
│Enter Count of Articles without Barcode│
└──────────────────────────────────┘
            │
            ▼
┌─────────────────────────┐
│Enter Unpaid Amount (if any)│
└─────────────────────────┘
            │
            ▼
     ┌──────────────┐
     │ Click Invoice │
     └──────────────┘
            │
            ▼
┌─────────────────────────────────┐
│Message: Unregistered Articles Invoiced│
└─────────────────────────────────┘
```

Unregistered Article - Returns

Select Employee
↓
Take Returns of Ordinary Articles & Postage Due
↓
Click Update
↓
Message: Returns Updated Successfully

Returns

Click Modify → Select Employee
↓
View Articles/eMOs Invoiced
↓
Edit Remarks → Confirm
↓
Click Submit → Select BPM/ABPM/Window Option
↓
Accept Cash from Employee or Window
↓
Message: Returns Submitted Successfully

Receive / Print eMOs

Select eMO Number
↓
Choose Action: Print / Mark Missent
↓
If Print → Generate PDF
↓
Message: eMO Received Successfully

To be Invoiced

Click Fetch to View Left Out Articles/eMOs
↓
Select Article → Add Remark (e.g., Window Delivery)
↓
Enter Delivery Particulars & Signature
↓
Select Payment Mode (Cash/Digital)
↓
Click Submit
↓
Message: Transaction Completed

In Deposit

```
In Deposit
   │
   ▼
Choose Deposit with Postman → Options: Reset / Re-Invoice
   │
   ▼
Re-Invoice Articles to Beat OR Reset
   │
   ▼
Choose Deposit with Office → Window Delivery
   │
   ▼
Enter Addressee Details → Submit
   │
   ▼
Message: In-Deposit Process Completed
```

Generate Manifest

```
Generate Manifest
   │
   ▼
Select Action & Employee
   │
   ▼
Click Generate
   │
   ▼
View & Print Manifest
```

Delivery Reports

```
Delivery Reports
   │
   ▼
Select Report Type
   │
   ▼
Click View Report
   │
   ▼
Report Displayed
```

8 Door Step Services

Door Step Services Mobile Application guide mainly focuses on the common functionality of **Delivery work**. As an alternative of **PDMS Desktop application**, mobile application is also made available. User needs to **login** to **DSS** mobile application and can complete the **Delivery work**. This part elaborates the **unique functionalities DSS Mobile Application**.
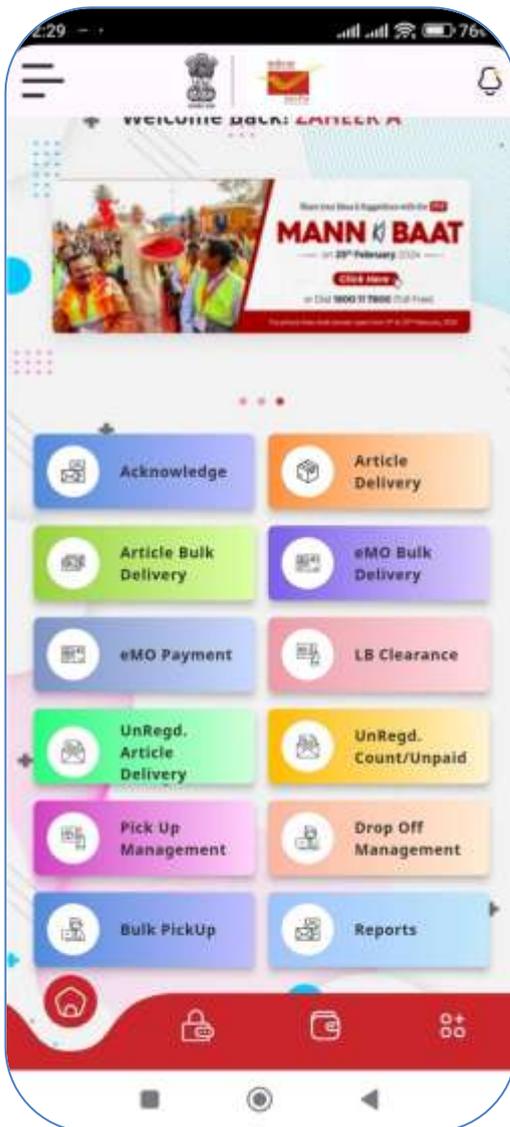
- ❖ **Acknowledge**
- ❖ **Article Delivery**
- ❖ **Article Bulk Delivery**
- ❖ **Emo Bulk Delivery**
- ❖ **eMO Payment**
- ❖ **LB Clearance**
- ❖ **UnRegd. Article Delivery**
- ❖ **UnRegd.Count/Unpaid**
- ❖ **Pickup Management**
- ❖ **Drop off Management**
- ❖ **Bulk Pickup**
- ❖ **Reports**

8.1 Acknowledge

In the **Acknowledgement** screen summary of invoiced all kind of articles and eMOs for delivery in the beat are displayed. Details can be viewed by selecting each kind of articles.

8.1.1 Acknowledge Details Screen

On selecting the **article**, details of the **invoiced articles** will be displayed i.e. **Article Number, COD Amount, VPP Amount and VPP Commission.** After detail checking for articles and other details, delivery staff can acknowledge the articles by selecting the **Acknowledge** button.

Acknowledge Confirmation Screen
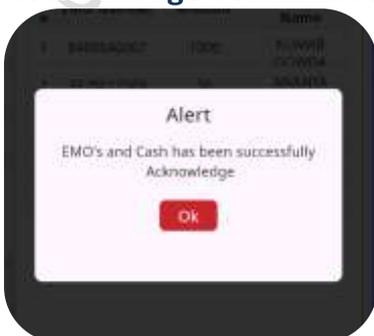
The articles acknowledgement **confirmation** message will be displayed.

8.2 Article Delivery Screen

In **Article Delivery** option, each and every article received for delivery in the beat will be displayed along with receiver's information. Also an option for scanning the articles which are not auto fetched is given on the top of the screen. In that option article's number can be enter by typing or by scanning the article barcode available on the article.

8.2.1 Article Delivered Screen
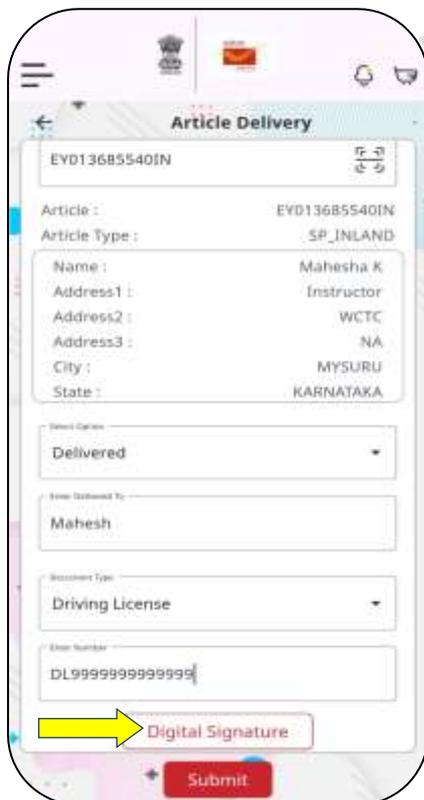
Delivery staff will select the article for delivery. **Article number, type of article, address of the receiver and amount to be collected** if any will be displayed on the screen along with options for updating delivery status as **Delivered** or **Not Delivered**. On selecting the delivered option, input field will be appeared for entering the receiver's name, also type of document collected if any and its number will be displayed. An option for taking Digital Signature also displayed in the bottom of the screen.

8.2.2 Article Delivered with Cash and QR payment screen

If any COD articles are available for delivery, two options will be displayed i.e **Cash payment** and **Digital QR**. If cash collected physically enter the cash or if a receiver paid the amount by scanning QR code after collecting the correct amount, complete the process by selecting **Confirm** option. After completion of payment a success message will display on the screen.

8.2.3 Article Delivered with Digital Signature Screen

In the **Digital Signature** screen, receiver can sign on the mobile screen. After getting signature delivery staff can complete the process by using **OK** option.

8.2.4 Article Delivered Confirmation Screen

A **success message** will display after successful completion of the article delivery process.

8.2.5 Article Not Delivered Screen
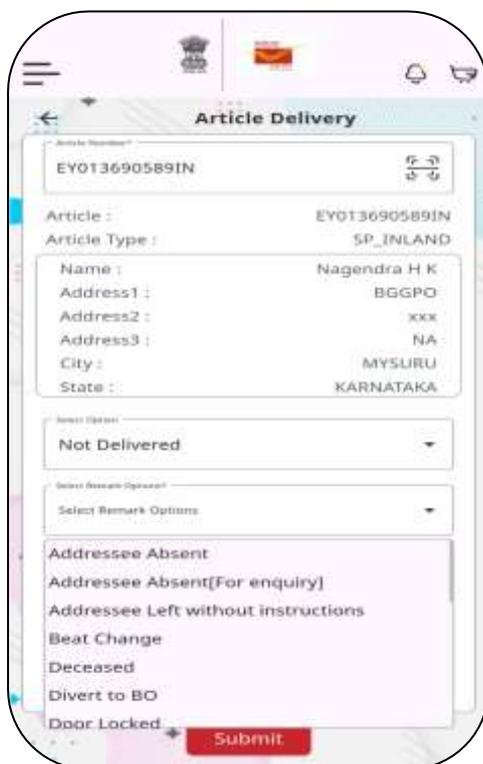
If the article is undelivered the delivery staff will select as **Not Delivered.** On selecting the Undelivered option delivery staff has to select the reasons for undelivered from **Select Remarks Option** dropdown. The remarks available and on selecting it remarks description will get auto update. Available remarks for not delivered are Addressee Absent, Addressee Absent [For Enquiry], Addressee Left without instructions, Beat Change, Deceased, Divert to BO, Door Locked, Insufficient Address, Intimation Delivered, Local Holiday, Mis-sent, No such person in the address, On Addressee Instructions, Payment of charges, Poste Restante, Prohibited Article or Leaky Contents, Recalled, Redirection, Refused and Unclaimed.
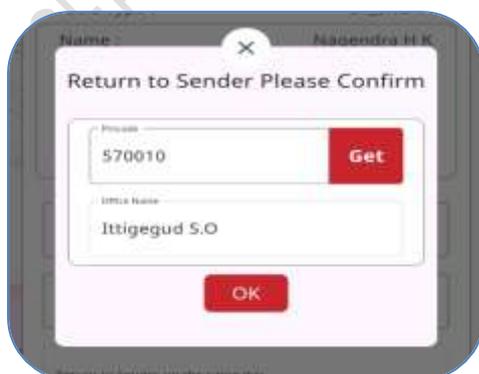
Delivery staff can select the suitable remarks and if the article is redirecting or returning to the sender, a popup window will open to update the PIN CODE. Enter the appropriate PIN CODE and click on **OK** button. Then click on **Submit** button. After submit an alert message will display for confirmation of not delivery.

8.3 Article Bulk Delivery
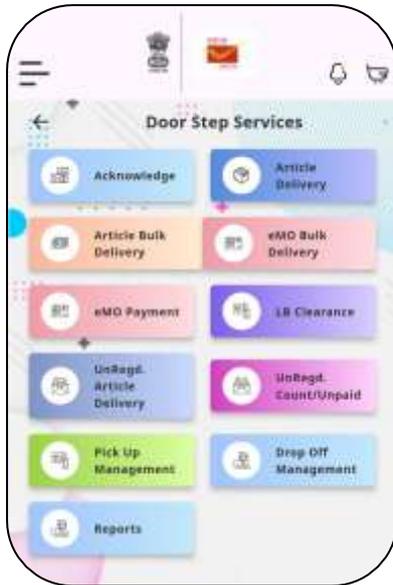
For bulk delivery of the articles, select **Article Bulk Delivery** option.
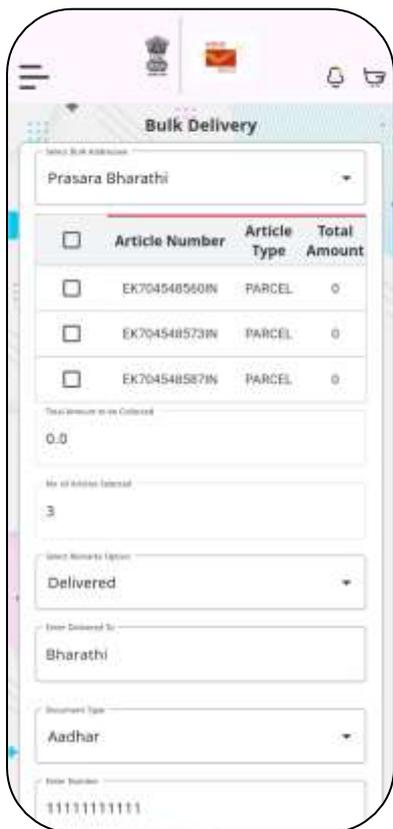
In the **Bulk Delivery** screen select **Bulk Addressee** option from the dropdown list. On selecting bulk addressee articles will be listed down with details, total amount to be collected. Select the articles to be delivered to bulk addressee. On selecting the articles total number of articles and total amount to be received will be fetched. Select the appropriate remarks for delivery i.e. Delivered or Not Delivered from the dropdown option. On selecting Delivered option, enter name of the receiver, document type received i.e. Aadhaar Card or PAN card or Driving License from the receiver and enter the document number.

Take a digital signature of the receiver using **Digital Signature** option and click on **OK** button.

After taking digital signature click on **Submit** button.

On clicking **Submit** button, a message will be displayed that **Article has been successfully Delivered**. Click on **Ok** to complete the process.

8.4 eMO Bulk Payment

Invoiced eMOs for bulk delivery will be displayed on the bottom side of the screen. To acknowledge the eMO click on **View** button.
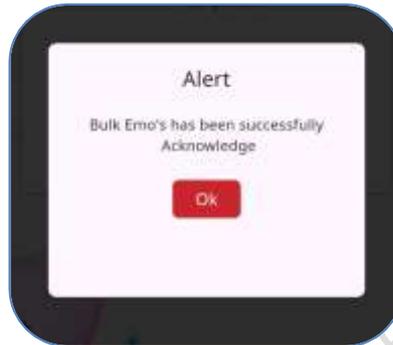
After selecting the article click on Acknowledge button. A success message will be displayed that **Bulk Emo's has been successfully Acknowledge.** Click on button to complete acknowledge process.
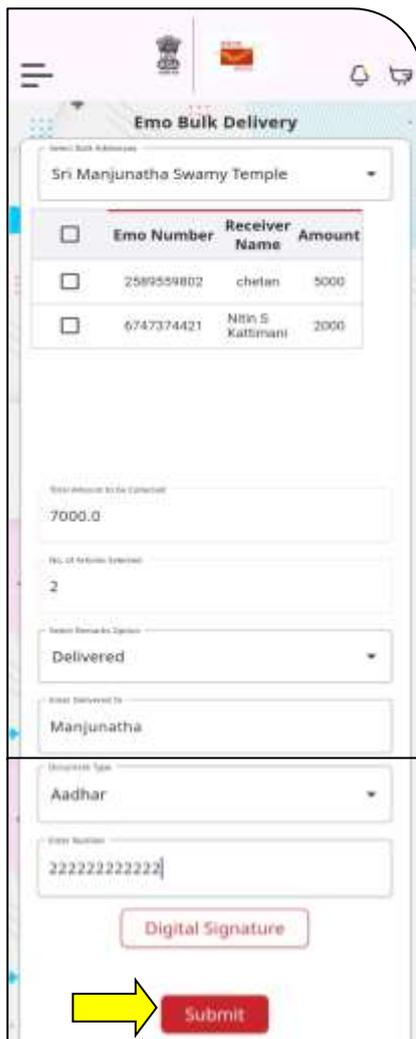
For eMO payment to bulk payee select **eMO Bulk Delivery** option from the home screen. On selecting **eMO Bulk Delivery** option, select the appropriate bulk addressee from the drop down option. On selecting the bulk addressee all eMO will be listed along with other details. Select the appropriate remarks for delivery i.e. Delivered or Not Delivered from the dropdown option. On selecting Delivered option, enter name of the receiver, document type received i.e. Aadhaar Card or PAN card or Driving License from the receiver and enter the document number.

Delivery staff will obtain the **digital signature** of the receiver and click on **Submit** button to complete the bulk delivery of eMOs.
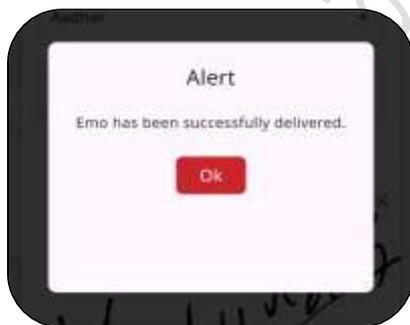
A message will be displayed on **completion** of successful bulk delivery of eMO.

8.5 EMO Payment

After acknowledging the receipt of eMO and cash, delivery staff will select **eMO Payment** option in the **Door Step Services** screen for making payment of eMO.
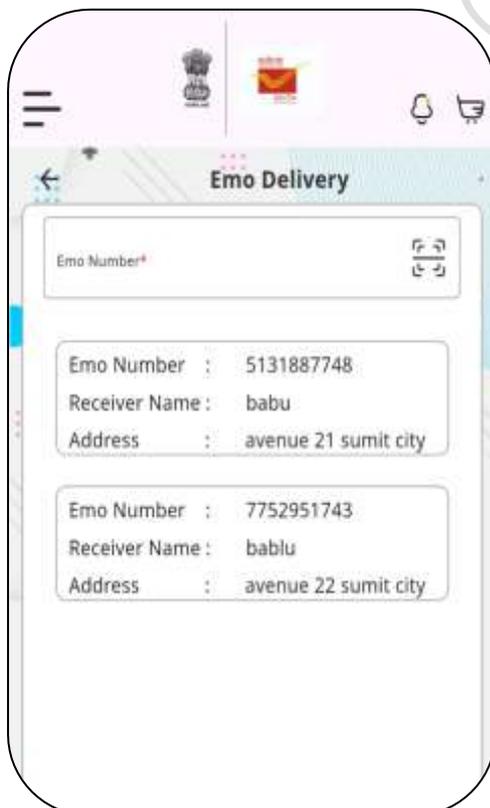
On selecting **EMO Delivery** option, a list of eMOs along with name and address of the receiver will be available for delivery. Also input box for entering or scanning the eMO number will be available on the top side of the screen for entering the eMOs which are not auto fetched. Select the eMO for payment.

On selecting the **eMO** for delivery, remarks dropdown option will be displayed for updating the status as **Delivered** or **Not Delivered.** If the delivery staff select as **Delivered**, he has to enter the name of a person who receive the eMO and to select the document type & document number collected from the receiver.

Digital signature option given for taking the receiver's signature.

After successful delivery of eMO a message will be displayed as **"Emo has been successfully delivered"**.

8.6 Non delivery of EMO Payment

If eMO is not delivered remarks should be selected as **Not Delivered** from the dropdown option. On selecting **Not Delivered** option, reason for non-delivery should be selected from the **Select Remarks Option** dropdown field. Reasons for non-delivery will be available as mentioned in the non-delivery details of the articles and same procedure will be followed for eMO also.

8.7 LB Clearance

This option helps BPM/ABPM to **scan** and **clear** the letter box.

After scanning he needs to enter the number of **ordinary articles** found in the letter box and click on **submit**.

8.8 Unregistered Articles Delivery

Option used to deliver the ordinary Articles with barcode.

Click on **Unregd**. **Article Delivery** option
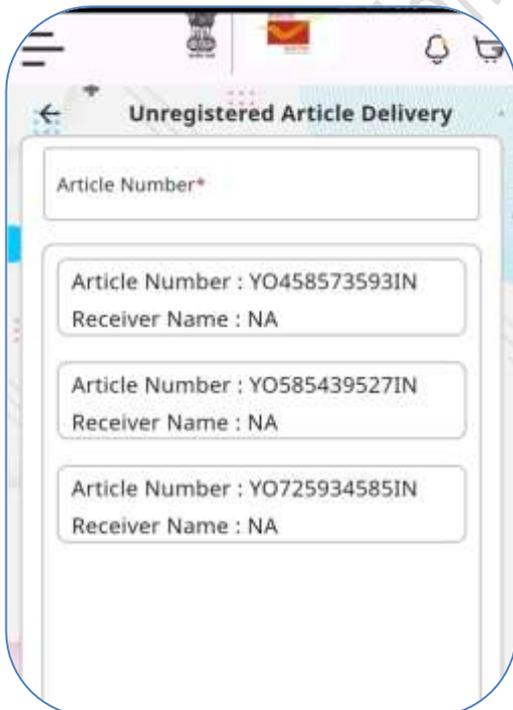
Invoiced Unregistered Articles will appear as shown, click on **individual Article** to dispose the Article.

8.8.1 Delivery of Unregistered Article.
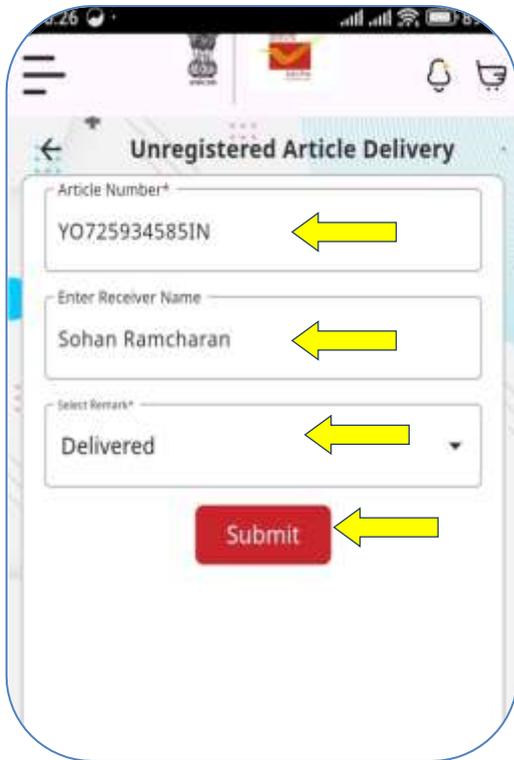
Select the Individual Article**, Enter Receiver Name, and Select Remarks as Delivered,** then Click on **Submit** button.

On clicking submit button a Success message will appear as shown.

8.8.2 Non-Delivery of Unregistered Articles.
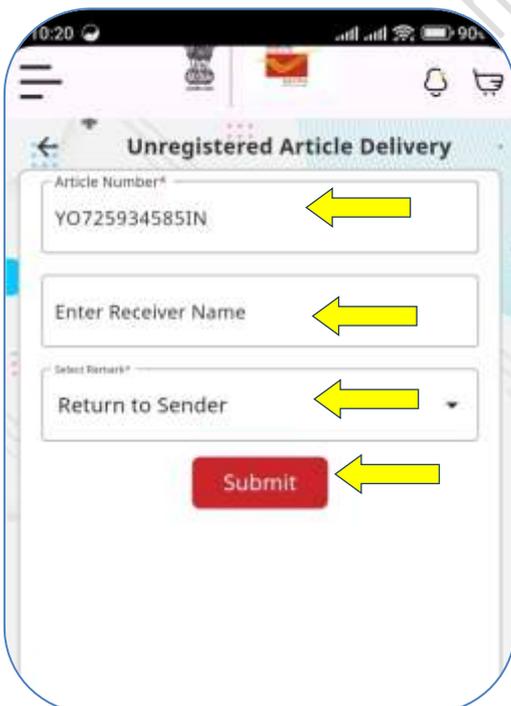
Select the **Individual Article**, Select **remarks** as Either **Return to sender** or **Redirected** asper requirement then click on **Submit** button.

On clicking submit button a Success message will appear as shown.

8.9 Unregistered count Unpaid.

Option is used to account the number of unregistered articles delivered, and to account the collected unpaid amount on unregistered Articles.

Click on **Unregd.Count/Unpaid** option.

Screen will show the Acknowledged ordinary articles and unpaid amount, if any.

Enter the **Number of Articles delivered, total postage amount collected, number of Articles Dispatched and Amount of postage due on dispatched articles**.

Then click on **Submit** button.

A Success message will appear as shown.

8.10 Pickup Management

Pickup management option is used to pick up the Articles from door step of the customers for induction purpose.

Click on **Pickup Management** option.
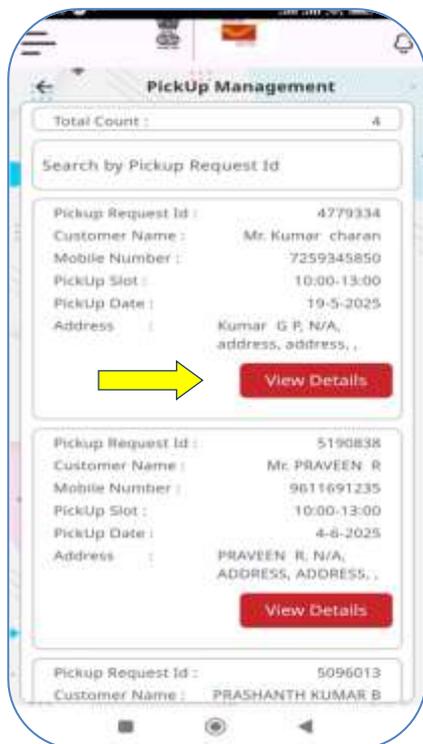
Pickup Management screen will open, screen contains pick up requests assigned to logged in user, click on **view details** to view the request details.
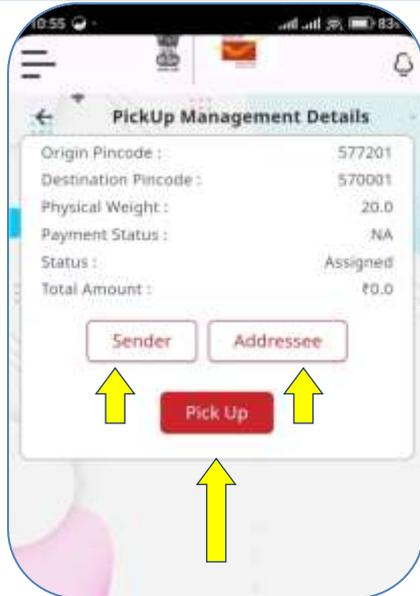
Request details screen will appear as shown, user can **view** the **Sender** and **Addressee** details by clicking on **respective icons**.

Click on **Pick up button** to process the request

A success message will appear as shown.

8.11 Bulk Pickup

Bulk pickup option is used to Process the pickup request from Bulk customers based on customer ID.

Click on **Bulk Pickup** option.

Enter **Customer ID**
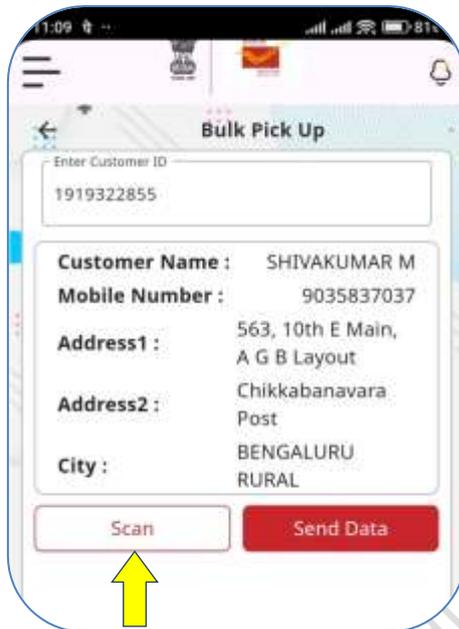
Customer Details will appear as shown, Click on **Scan button** to scan the Articles for pickup.

After scanning all the Articles **Click on Send Data** option.

A confirmation message will appear as shown , please click on **Yes** button to continue.

A success message will appear for successful processing of request. Click on **OK** button.

8.12 Reports

In the **Reports** option different types of reports can be generated i.e.

- ❖ **Article Reports**
- ❖ **eMO Reports**
- ❖ **LB Report**
- ❖ **Statistics**
- ❖ **Track & Trace**
- ❖ **PIN code/ PO Search**

8.12.1 Article Reports

On selecting **Article Reports** option, a dropdown option will be available with two options i.e. **Remarks Given** and **Remarks Pending**.

On selecting **Remarks Given** option, delivery staff should select report date and choose **Generate** button.

Remarks given report will be generated in this format with details of Sl No, Article Number, Article Type, is VPP/COD, Remarks and Invoice Date along with office and also delivery staff details. Report will be generated in **PDF format**.

On selecting Remarks Pending option a report will be generated in PDF with details of Article Number, Article Type, isVPP/COD, Invoice Date.

8.12.2 eMO Reports

eMO details can be generated using **eMO Reports** option. On selecting **eMO Reports** option, a dropdown option will be available two options i.e. Remarks Given and Remarks Pending.
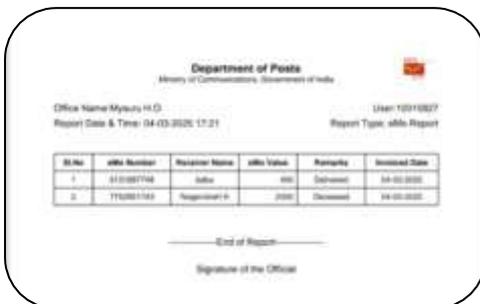
On selecting Remarks Given a **PDF** will be generated which contains the details like eMO Number, Receiver Name, eMO Value, Remarks and Invoiced Date.

8.12.3 LB Report

This report gives **information about the Letter Box clearance**.

Department of Posts
Ministry of Communications, Government of India

Office Name: Sagar H.O

User: 10298970

Report Date & Time: 01-09-2025 14:26

Report Type: LB Clearance Report

Sl.No	Letterbox Id	Letters Count	Office Name	Location	Clearance Time
1	577401000001	8	Sagar H.O	opp Post office	05:27 PM
2	577401000002	3	Sagar H.O	opp Post office	05:27 PM
3	577401000003	8	Sagar H.O	Sagar medical	05:29 PM
4	577401000004	53	Sagar H.O	Court	05:29 PM
5	577401000005	4	Sagar H.O	OLD Busstand	05:29 PM
6	577401000006	210	Sagar H.O	KEB	05:30 PM
7	577401000008	1	Sagar H.O	Market S.O	05:30 PM
8	577401000011	3	Sagar H.O	Ambedkar circle	05:30 PM
9	577401000012	2	Sagar H.O	havyaka finance	05:31 PM
10	577401000013	4	Sagar H.O	Mother Teresa ciecle	05:31 PM

----------------End of Report----------------

Click on **LB report**, then select the **date** and click on **Generate** button, it will generate the **pdf** file containing **LB clearance report**

8.12.4 Statistics

In the **Reports** option, Statistics card will be available.

On clicking Statistics option two tabs will display i.e. Article Reports Count and eMO Reports Count.

On clicking **Article Reports Count** option/**eMO Reports Count** option screen will show the statistics as shown.

8.12.5 Track & Trace
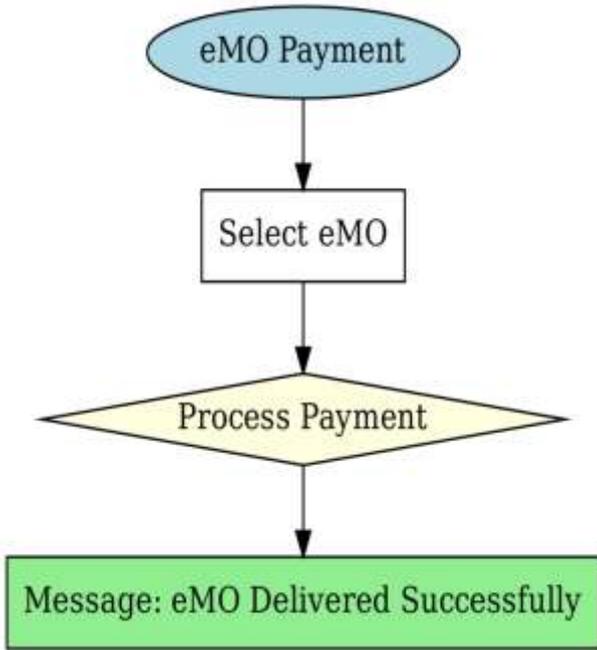Please refer chapter 4.7

8.12.6 PIN code/PO Search
Please refer Chapter 4.8

8.13
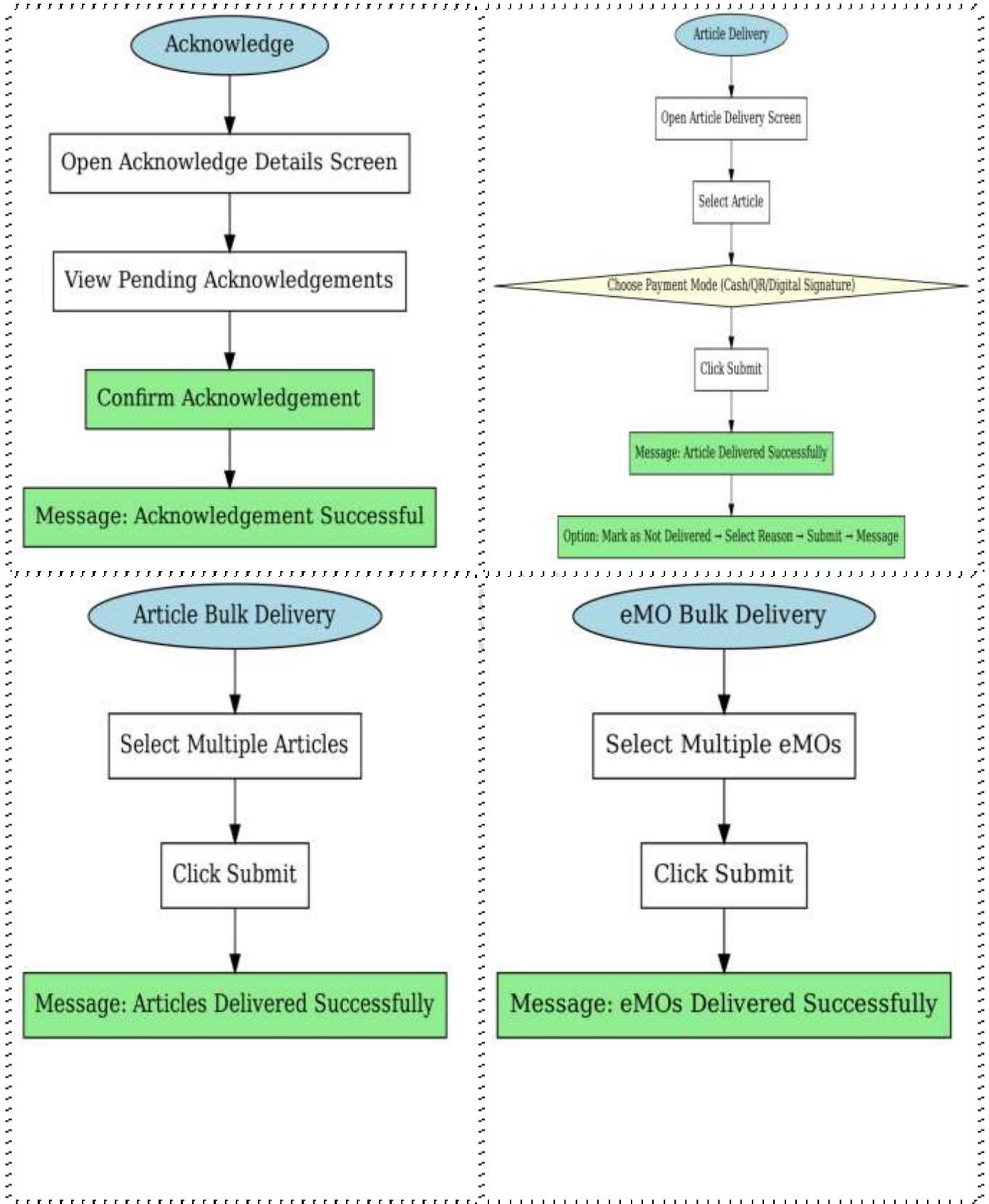
Door Step Services -Flow Chart

eMO Payment

```
eMO Payment
      │
      ▼
  Select eMO
      │
      ▼
 Process Payment
      │
      ▼
Message: eMO Delivered Successfully
```

Non-Delivery of eMO Payment

```
Non-Delivery of eMO Payment
      │
      ▼
  Select eMO
      │
      ▼
Select Remarks: Not Delivered
      │
      ▼
Choose Reason from Dropdown
      │
      ▼
  Click Submit
      │
      ▼
Message: eMO Marked as Not Delivered
```

Unregistered Article Delivery

```
Unregistered Article Delivery
      │
      ▼
View Invoiced Unregistered Articles
      │
      ▼
Select Article → Enter Receiver Name
      │
      ▼
Select Remarks (Delivered/Return/Redirect)
      │
      ▼
  Click Submit
      │
      ▼
Message: Unregistered Article Processed
```

Unregistered Count / Unpaid

```
Unregistered Count / Unpaid
      │
      ▼
Open Count/Unpaid Screen
      │
      ▼
Enter Delivered Articles Count
      │
      ▼
Enter Total Postage Collected
      │
      ▼
Enter Dispatched Articles Count & Postage Due
      │
      ▼
  Click Submit
      │
      ▼
Message: Count/Unpaid Recorded Successfully
```

Pickup Management

View Assigned Pickup Requests

↓

Click View Details → View Sender/Addressee Info

↓

Click Pickup Button

↓

Message: Pickup Completed Successfully

Bulk Pickup

Enter Customer ID

↓

View Customer Details

↓

Scan Articles for Pickup

↓

Click Send Data

↓

Pop-up: Confirm

↓

Message: Bulk Pickup Processed Successfully

Reports

Choose Report Type (Article/eMO/LB/Statistics/Track & Trace/PIN Search)

↓

Select Date Range

↓

Click Generate/View

↓

Report Displayed / Exported

9 Core Banking Services

Core Banking Services option enables the BPM to perform various **Savings Bank** related transactions. The BPM can perform below listed Transactions using **CBS** option.
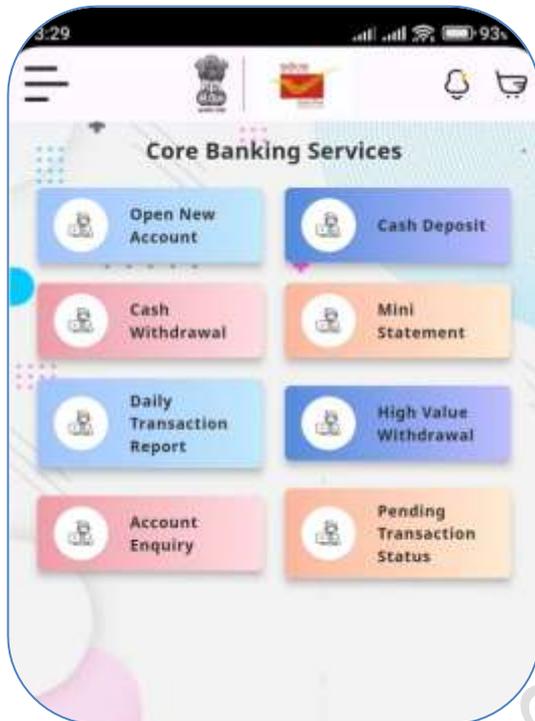
- ➢ **Open New Account.**
- ➢ **Cash Deposit.**
- ➢ **Cash Withdrawal.**
- ➢ **Mini Statement.**
- ➢ **Daily Transaction Report.**
- ➢ **High Value Withdrawal.**
- ➢ **Account Enquiry.**
- ➢ **Pending Transaction status.**

9.1 Open New Account

BPM can open various types account such as

- ➢ **Savings Bank**
- ➢ **Recurring Deposit**
- ➢ **Term Deposit**
- ➢ **Sukanya Samruddi Account**
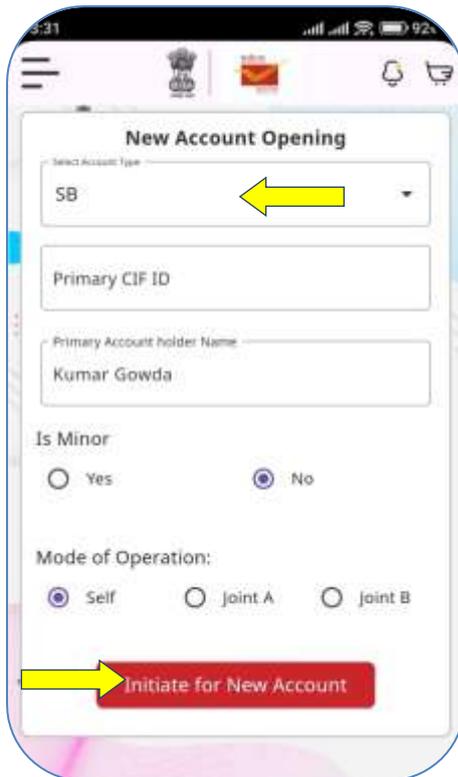
Select Account type as **SB**, Fill in the **Primary Account holder name**, For Minor Account select Is minor as **yes** otherwise select as **No**.

Three Modes of operations are available – **Self (Individual Account), Joint A and Joint B account. Select the options accordingly.**

Then click on **Initiate for New Account**.
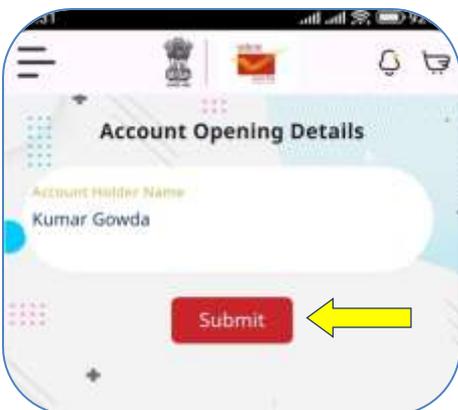
Next click on **Submit** button.
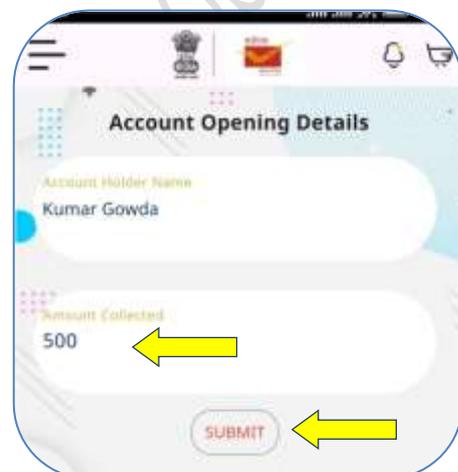
Enter the **Amount collected** then click on **Submit** button.

Account opening **Transaction successful** screen will open as shown click on **print** option to take print out then click on **back** button to complete the process.

Note: - All categories of Accounts will be opened by following the same procedure as shown above.

9.2 Cash Deposit

Cash Deposit option is used to **Accept deposits** towards **SB, RD and SSA** Accounts at Branch offices.

Click on **Cash Deposit** option
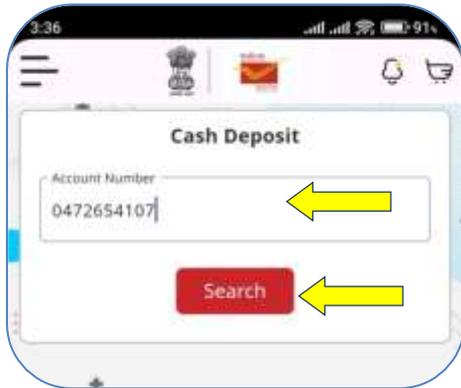
Cash deposit screen will open enter the **account number** and click on **search** button.
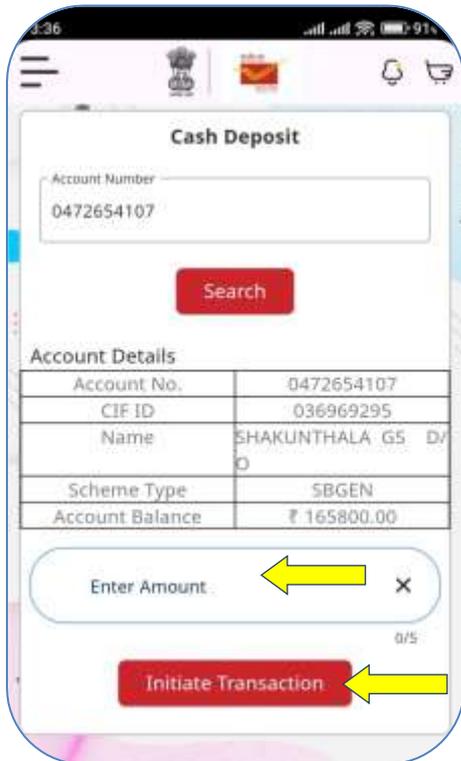
Account Details screen will open, enter the **deposit amount** and click on **Initiate Transaction**.
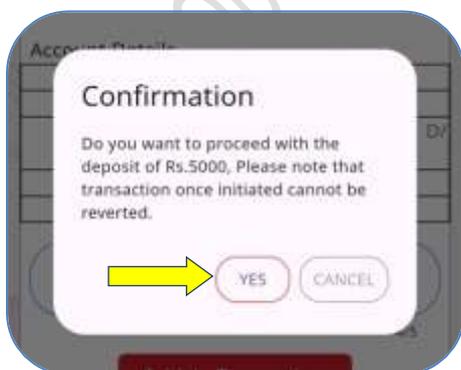
A confirmation screen will open with amount of deposit, click on **Yes** button to proceed
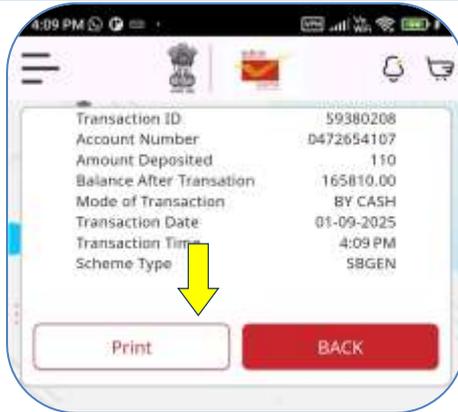
Deposit transaction success screen will appear as shown, click on **Print** option to take printout and click on **back** button to complete the process.

Note :-(Same process will be followed for RD Deposit and SSA Deposit Also)

9.3 Cash Withdrawal
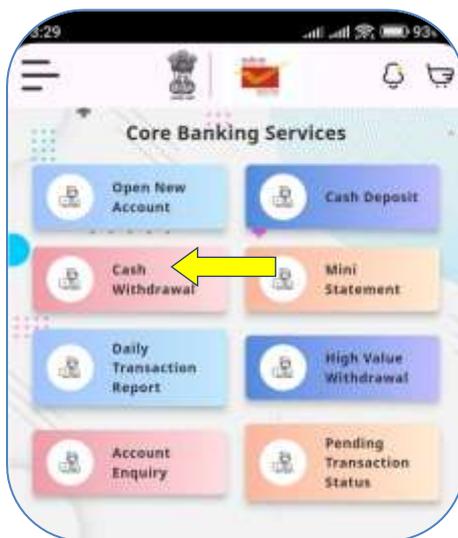
Cash Withdrawal option is used to allow savings account withdrawal at branch office.

Click on **Cash Withdrawal** option
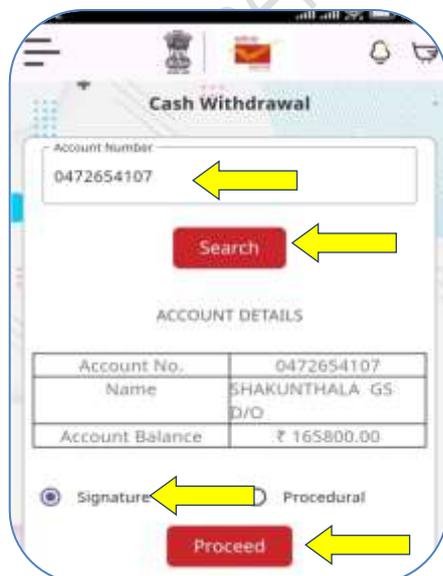
Cash withdrawal screen will open, enter the **account number** and click on **search** button.

Account details screen will open with details as shown, click on **signature** button.

Click on confirm button. Tab for entering amount will appear, enter the **amount** of **withdrawal** and click on **Initiate Transaction**.

Cash withdrawal transaction success screen will appear as shown click on **print** option to take print out, click on **Back** button to complete the process.

9.4 Mini Statement
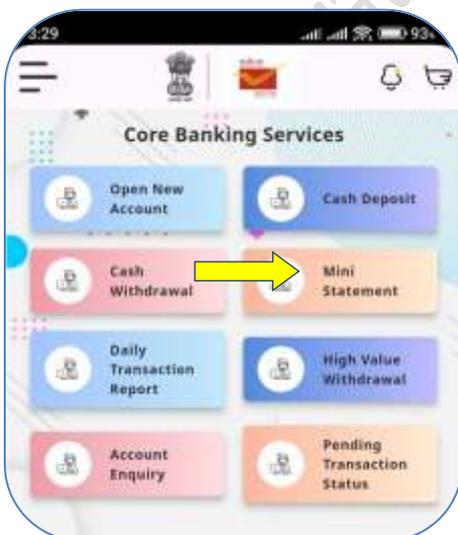
Mini statement option provides **for generation of account statement.**

Mini statement screen will open, enter the **Account number** and click on **Proceed** button.

Account details screen will open, click on **Fetch Min statement** option.

Account statement will be fetched as shown, click on **Print** option to take print out, click on **Back button** to complete the process.

9.5 Daily Transaction Report

Daily Transaction reports provides for generation of Transactions report for a particular time period.
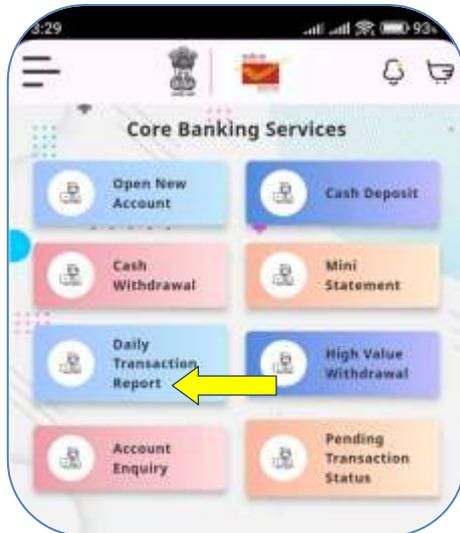
Click on **Daily Transaction Report**
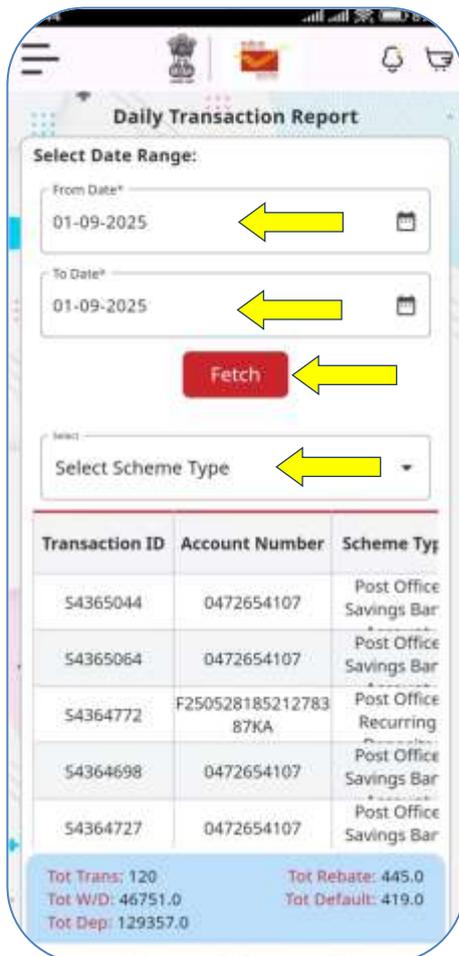
Select **from date and to date** from calendar and click on **Fetch** button.

Detailed transaction report will be fetched for selected period; report can be viewed category wise also.

Consolidated figures will appear at the bottom of the report.

9.6 High Value Withdrawal

High value withdrawal option provides for raising requests for withdrawals above **Rs 20000**, and processing of approved requests.
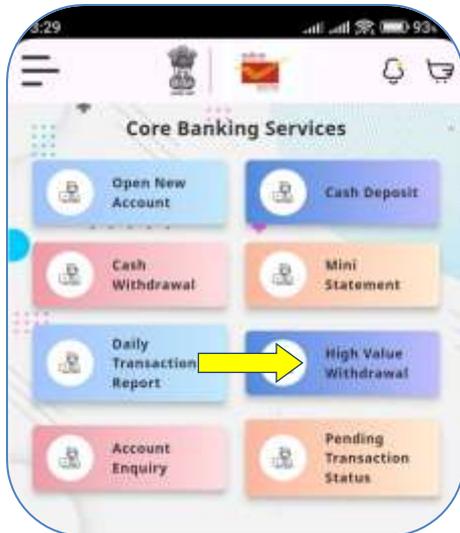
Click on **High value withdrawal** option.
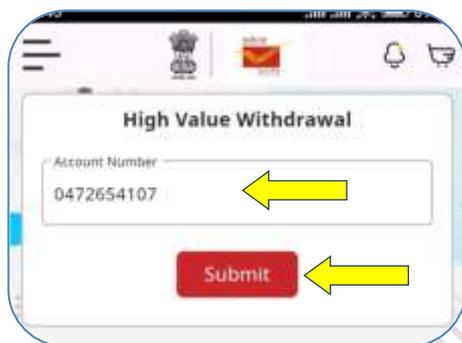
High value withdrawal screen will open, enter the **account number** and click on **Submit** button.

Account details screen will open click on **New Request** button to raise request for high value withdrawal.

Enter the **request amount** and click on **Create new request**. On clicking Create new request, success message will appear as shown, click on **Print** option to take printout or click on **Back button** to complete the process.

9.7 Process of High value request.

Click on **Enquiry** button to process the already raised requests.
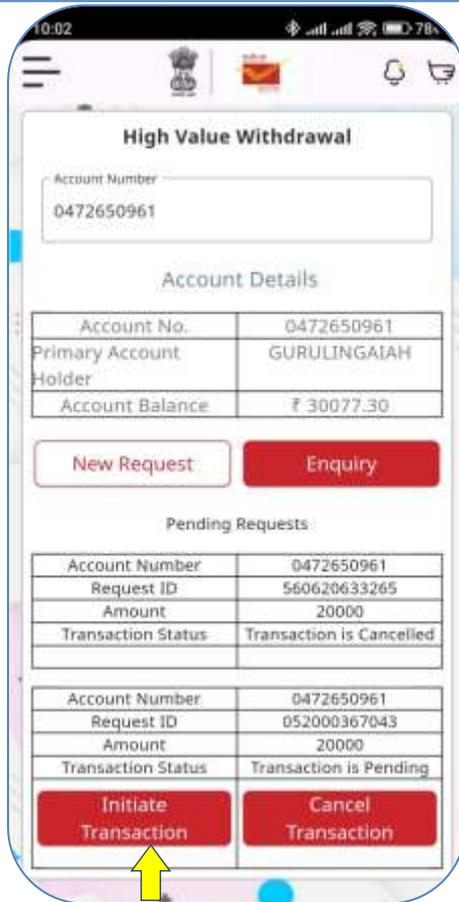
Click on **Initiate Transaction** button to proceed for withdrawal or else click on **Cancel Transaction** to cancel the high value withdrawal request.

9.8 Account Enquiry

Account enquiry option provides for searching the status of Account opening requests through Reference number or date.
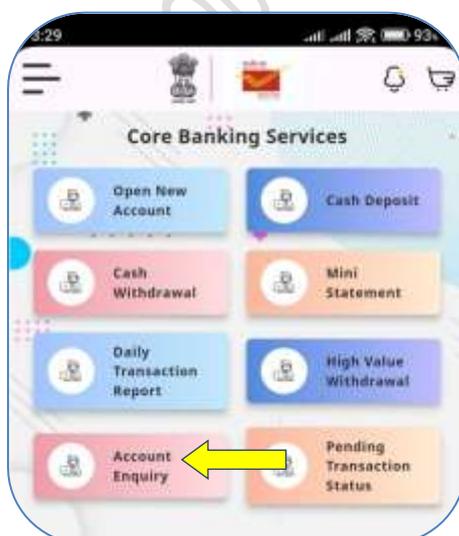
Click on **Account Enquiry** option.
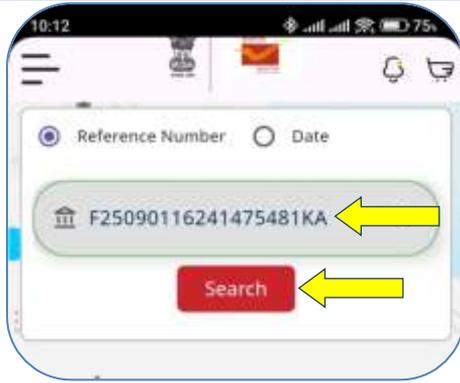
Enter **Reference number** or select the **date** and click on **Search** button.

9.9 Pending Transaction Status

Pending transaction status enables the user to check and update the status of any savings bank transaction.
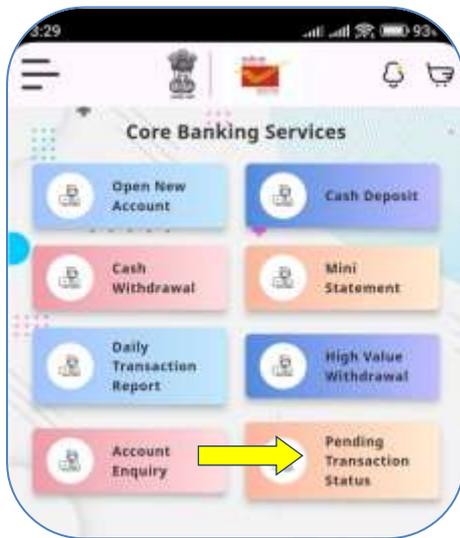
Click **on Pending Transaction** status option.
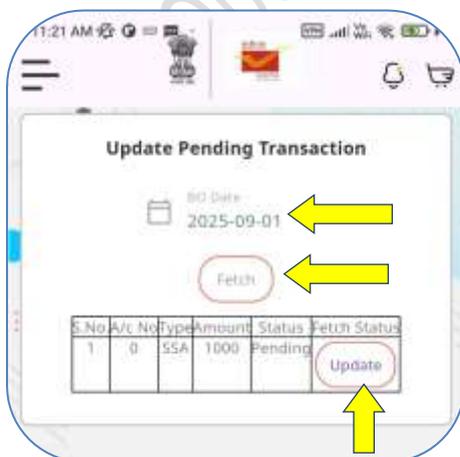
Select **B O date** and click on **Fetch** button, transaction details along with status will appear, click on **Update button** to update the status of Transaction.

9.10 Core Banking Services -Flow Chart
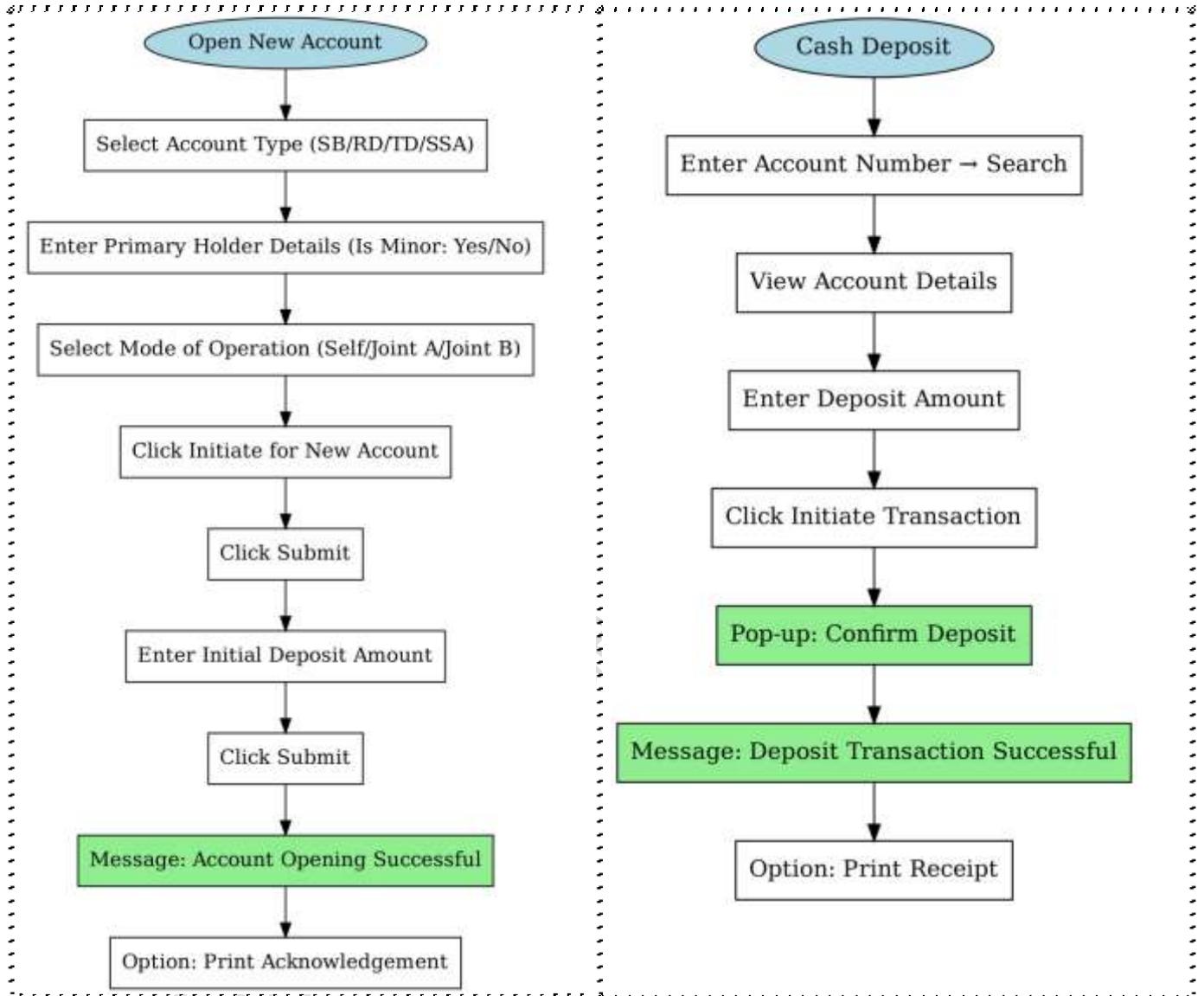
Cash Withdrawal

Enter Account Number → Search

↓

View Account Details

↓

Verify Signature

↓

Enter Withdrawal Amount

↓

Click Initiate Transaction

↓

Message: Withdrawal Transaction Successful

↓

Option: Print Receipt

Mini Statement

Enter Account Number

↓

Click Proceed

↓

View Account Details

↓

Click Fetch Mini Statement

↓

View Statement

↓

Option: Print Statement

Daily Transaction Report

Daily Transaction Report
↓
Select From Date & To Date
↓
Click Fetch
↓
View Transaction Report
↓
View Category-wise Details
↓
View Consolidated Figures

High Value Withdrawal

High Value Withdrawal
↓
Enter Account Number → Submit
↓
View Account Details
↓
Click New Request
↓
Enter Request Amount
↓
Click Create New Request
↓
Message: Request Created Successfully
↓
Option: Print/Back

Process High Value Request

Process High Value Request
↓
Click Enquiry
↓
Select Request
↓
Click Initiate Transaction OR Cancel
↓
Message: Request Processed/Cancelled

Account Enquiry

Account Enquiry
↓
Enter Reference Number or Date
↓
Click Search
↓
View Account Request Status

Pending Transaction Status

Pending Transaction Status
↓
Select BO Date
↓
Click Fetch
↓
View Pending Transactions
↓
Click Update to Modify Status

10 Postal Life Insurance

Postal Life Insurance option provides the user for performing the below mentioned Insurance operations at Branch office.

- ➡ **Collection (Premium Collection)**
- ➡ **New Business Quotes**
- ➡ **Proposal Indexing**
- ➡ **Policy search**
- ➡ **Quote Generation**
- ➡ **Service Request Indexing**
- ➡ **Insurance Reports**
- ➡ **Status Requests**
- ➡ **Transaction Update**

10.1 Collection

Collection option provides for collection of Renewal premium as well as duplicate Printing of Receipts.

Click on **Collection** option.

Select **Collection** from drop down list, select collection type as **renewal premium**, enter **Policy Number**, enter **Mobile number** then click on **Search** button.

Policy detail will be displayed as shown, enter the number of **Instalments** then click on **Calculate** button.
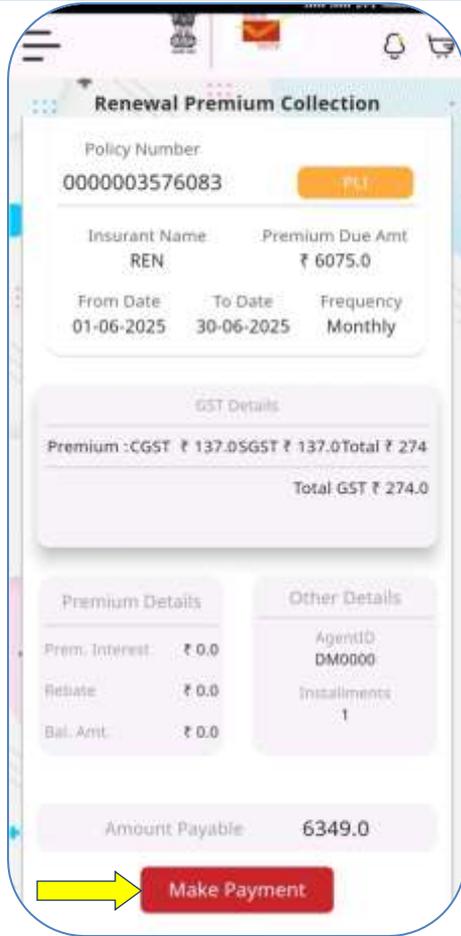
On clicking calculate button, **premium details** will be shown as per screen, Click on **Make payment** option to proceed.
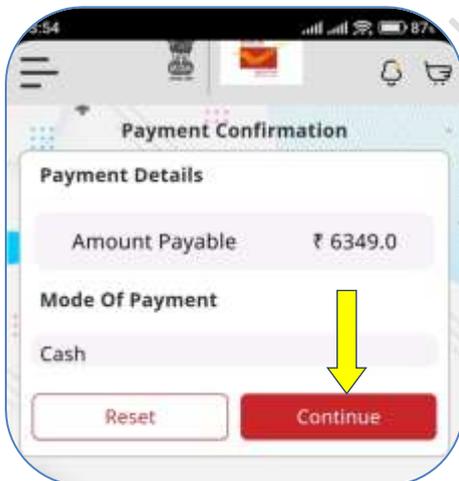
Payment details will be shown, click on **continue** button to proceed.
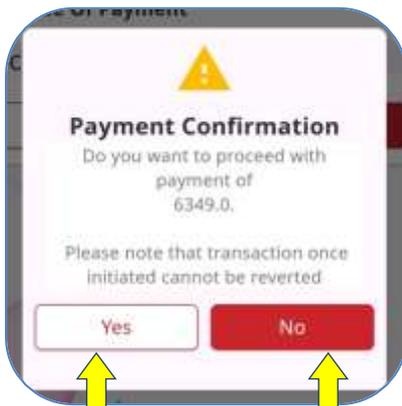
Payment Confirmation screen will open, click on **Yes** button to proceed, **NO** button to cancel the transaction.

Payment details transaction submitted successfully screen will open, Click on **Print** button to print the Receipt and click on **continue** button complete the process.

Send SMS option is provided to send the payment details SMS to customer.

10.2 New Business Quotes

New Business Quotes option enables the user to generate new Business quotes both for PLI as well as RPLI.
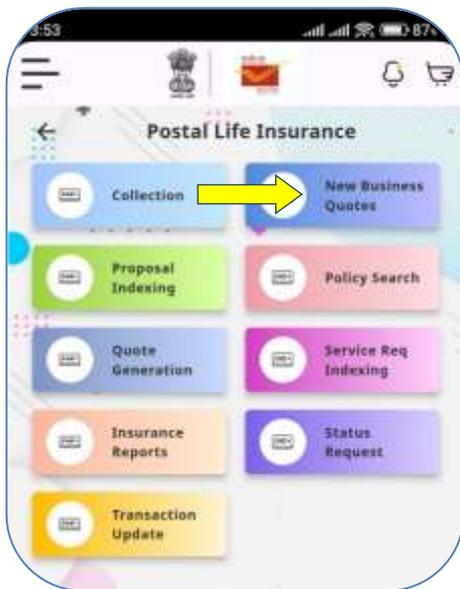
Click **on New Business Quotes** option.
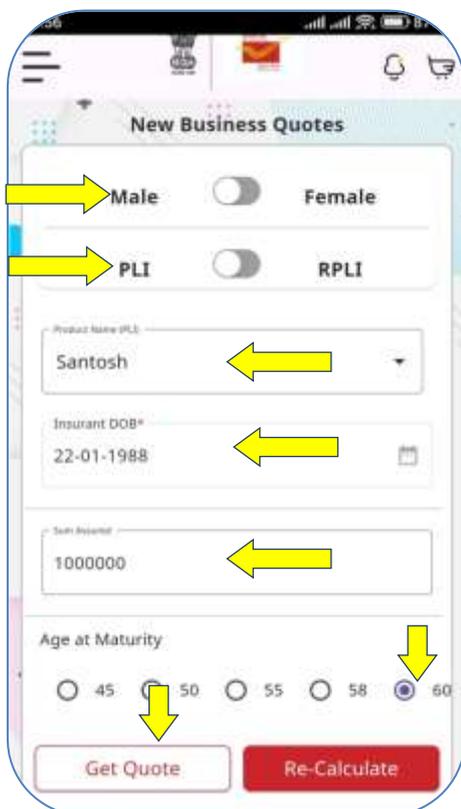
Select gender as **Male/Female**, Select **Product category as PLI/RPLI,** after selection of Product type select the **Product name** (all categories of policies made available), Enter Insurant **Date of Birth,** enter **Sum Assured**, Select **Age at maturity** and then click on **get quote**.
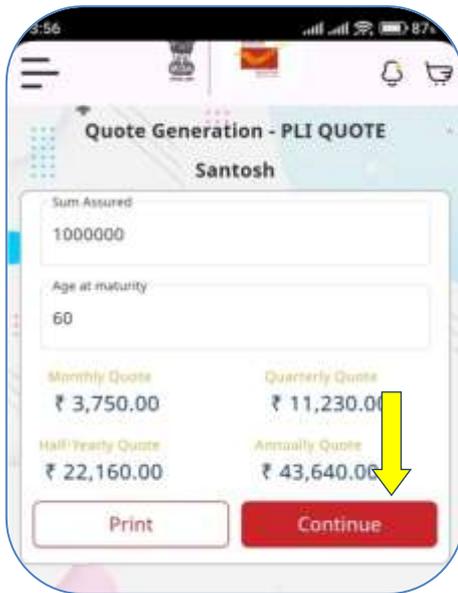
Based on the criteria, Business quote will be generated as shown. Click on **Print** button to Print the report or else click on **continue** button to complete the process.

10.3 Proposal Indexing

Proposal indexing option enables the user to Index the new business proposal for data entry purpose.
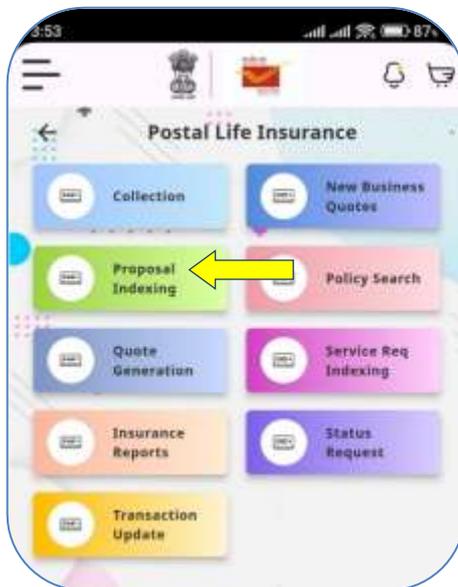
Click on **Proposal Indexing** option.

Select Product category as **PLI/RPLI**, Select **appropriate product name** among available list.

Then Click on **Next** button.

Fill in the Insurant Details such as **Name**, **Date of Birth**. Select **Gender**. Enter **sum assured amount**, select **Premium frequency** and **Age at maturity**. Click on **calculate** button.

Premium amount, GST and Total premium will be calculated. Click on **Submit** button to proceed.

Click on **Pay Premium button** to collect the Premium amount.

Enter the **Amount** to be collected, and click on **Make Payment** option.
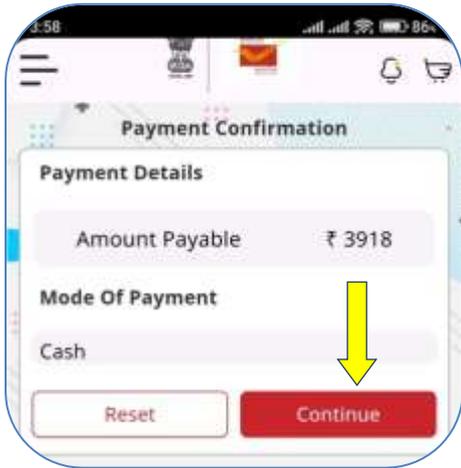
Payment Confirmation screen will open, click on **Continue** button to proceed further.

Again Payment confirmation screen will open, click on **Yes** button to proceed and **No** button to revert back.
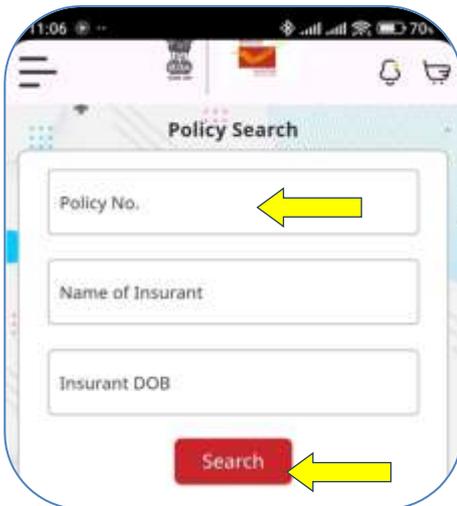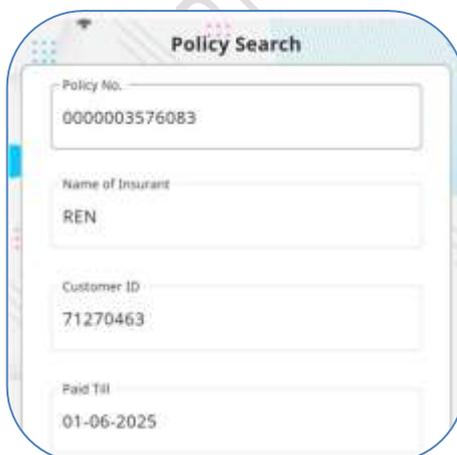
10.4 Policy Search

Policy search option enables the user to view the details policy through policy number.

Click on **Policy Search** option.

Enter **Policy number** and click on **Search** button.

Policy details will be visible as shown below.

Policy Search	Premium Due Amount	SGST
Policy No.	₹ 6075.0	₹ 137.0
0000003576083		
Name of Insurant	Premium Interest	Total GST
REN	₹ 0.0	₹ 274
Customer ID	Rebate	Total Amount
71270463	₹ 0.0	₹ 6349.0
Paid Till	CGST	Reset
01-06-2025	₹ 137.0	

10.5 Quote Generation

Quote generation option enables the user to generate quotations for Surrender, Loan and Revival/Reinstatement.

Click on **Quote Generation** option.
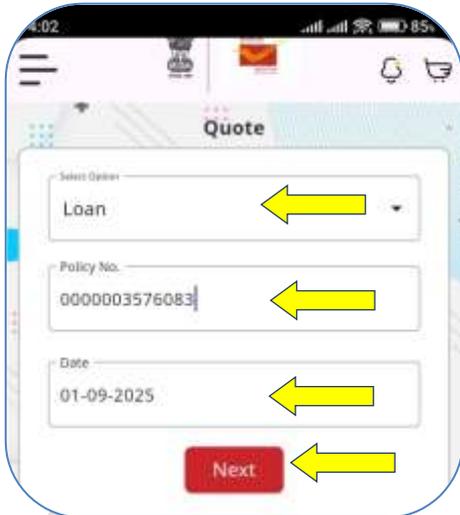
Select the **required option** from drop down list and enter **policy number** after that click on **next** button to generate required quote.
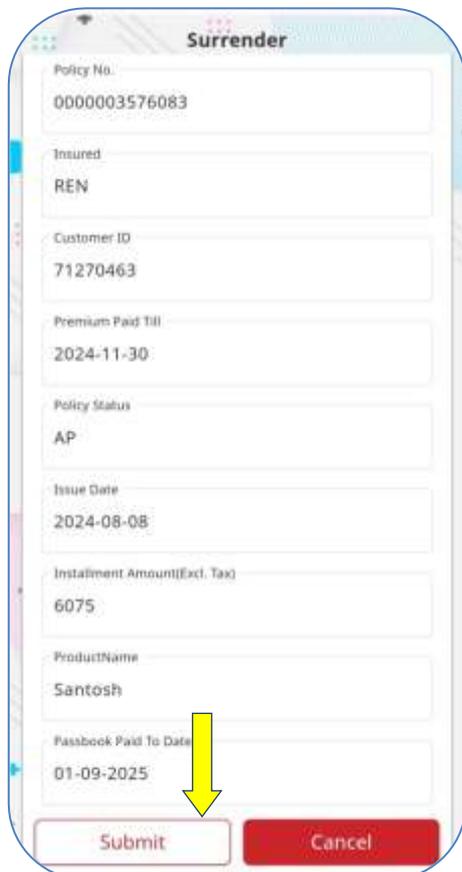
10.6 Service Request Indexing

Service request indexing enables the user to raise various services requests such as , **Loan ,Surrender, Death claim, Maturity Claim, Commutation, Conversion, Reduced Paid up, Revival and Survival claim.**

Click on **Service Request Indexing** option.

Select the **Service type** and **enter policy number**, on entering policy number, policy details will be shown.

Click on **Submit** button to raise the service request for selected service for the selected policy.

Note:- Same procedure will be followed for all types of services listed under Service request Index option.
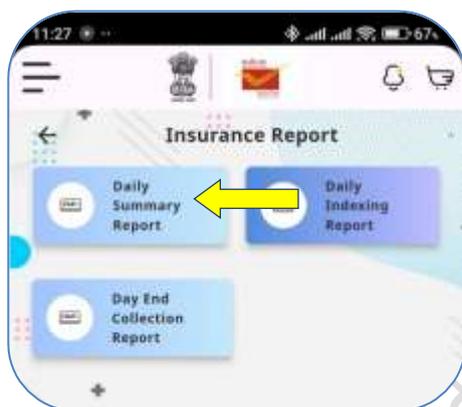
10.7 Insurance Reports

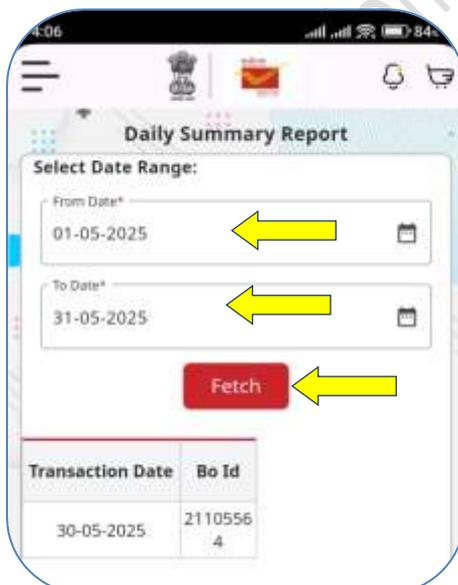Three categories of reports are available under Insurance Reports option-

➡ **Daily Summary Report.**
➡ **Daily Indexing Report.**
➡ **Day end Collection Report**

10.7.1 Daily Summary Report.

Daily Summary report enables the user to generate the Summary report of Daily transactions.
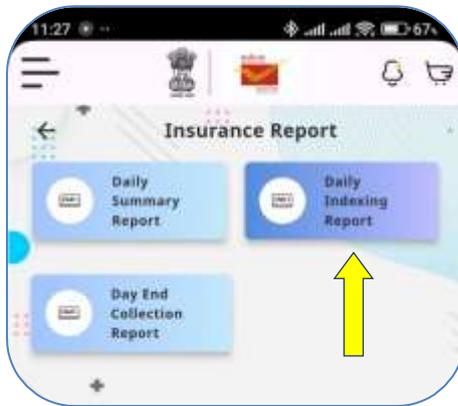
Click on **Daily Summary report** option.

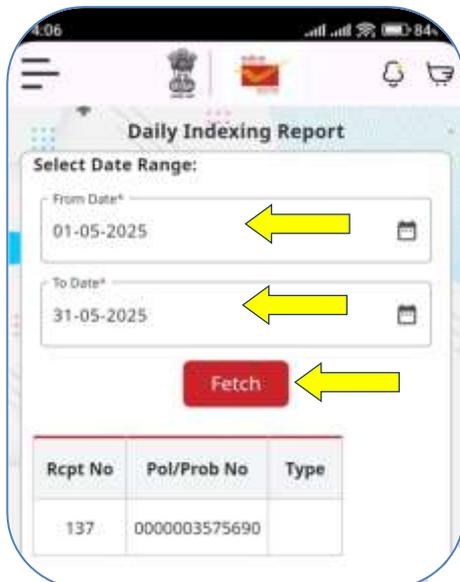Select the **Date range** and click on **Fetch** button to fetch the summary report.

10.7.2 Daily Indexing Report.

Daily Indexing report enables the user to generate report of Policy and service requests indexing for particular period.

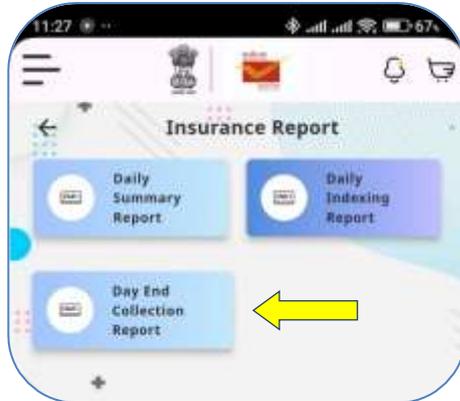Click on **Daily Indexing Report** option.

Select the **Date range** and click on **Fetch** button to fetch the Daily Indexing report.
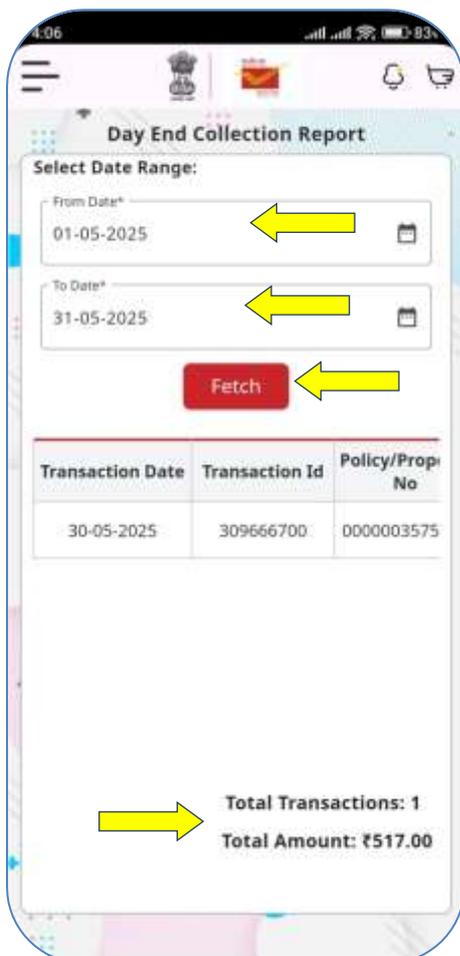
10.7.3 Day end Collection Report.

Day end collection report enables the user to generate daily collection report for particular period of time.


Click on **Day end Collection Report** option.

Select the **Date range** and click on **fetch** button to fetch the Day end collection report.

Total number of transactions and Total Amount will be available at the bottom of the Report.

10.8 Status Request

Status Request enables the user to check the status of New proposals as well as Claims.

Click on **Status Request** option.

Two options are available such as **Proposal status and Claims status.**

Select the appropriate option and enter **proposal/policy number** and click on **Submit** button.

Details will be fetched as shown.

10.9 Transaction Update

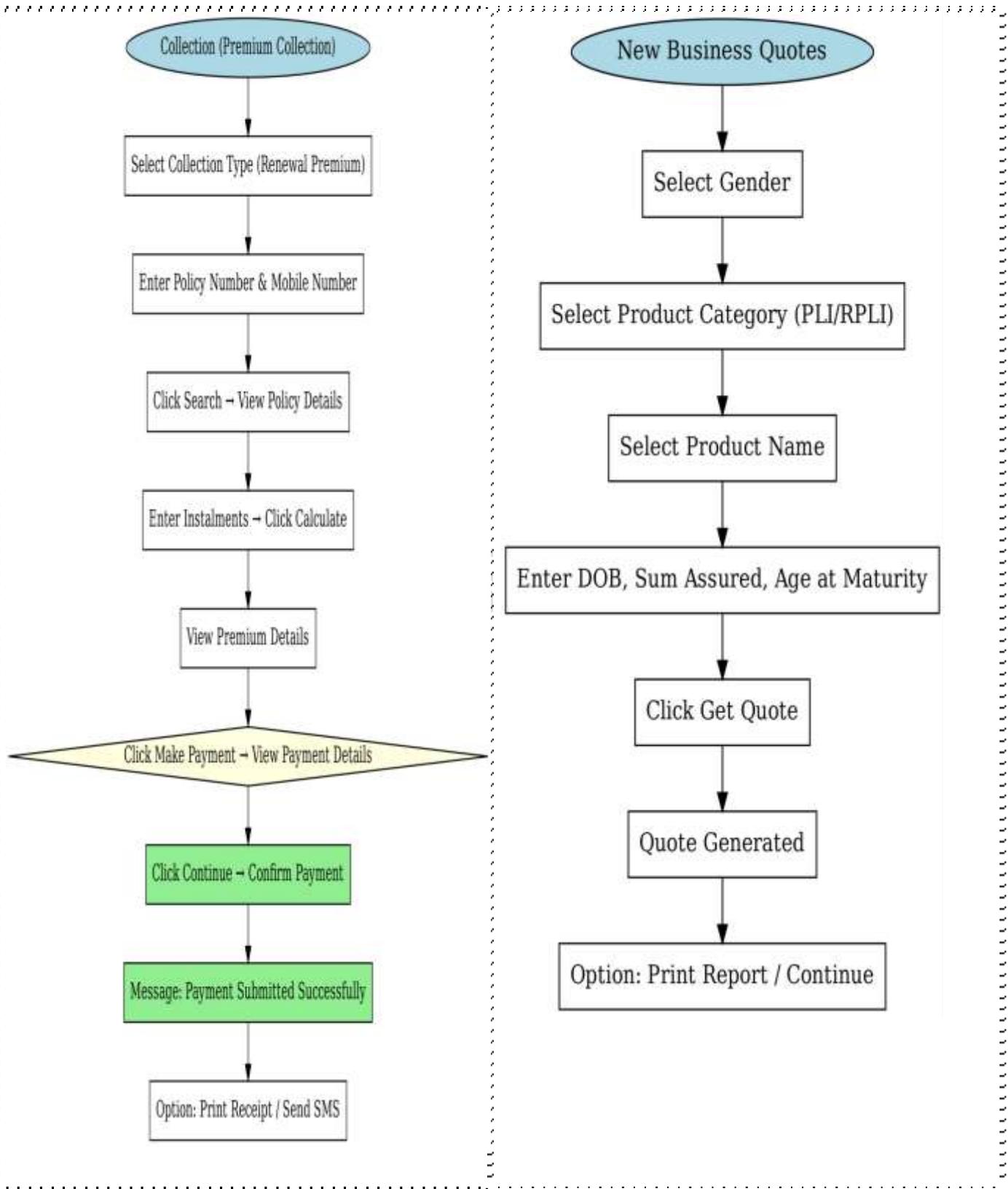**Transaction Update** option enables the users to check and update the status of Transactions.
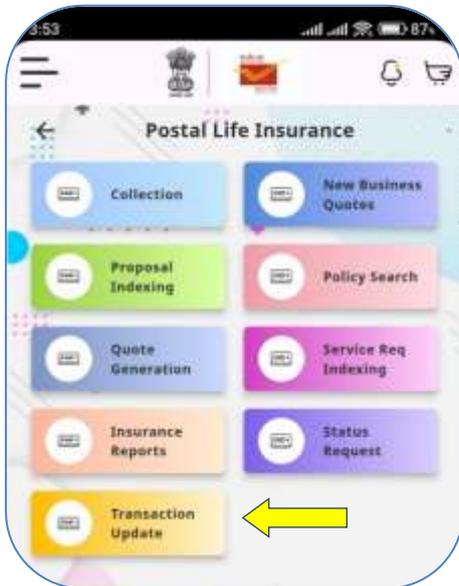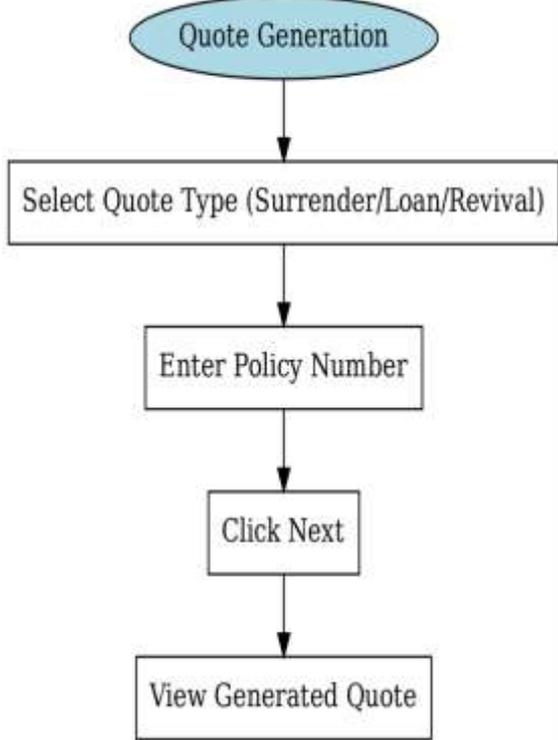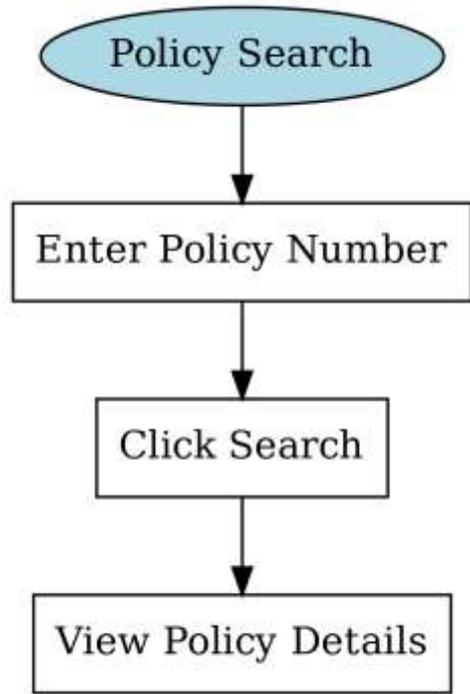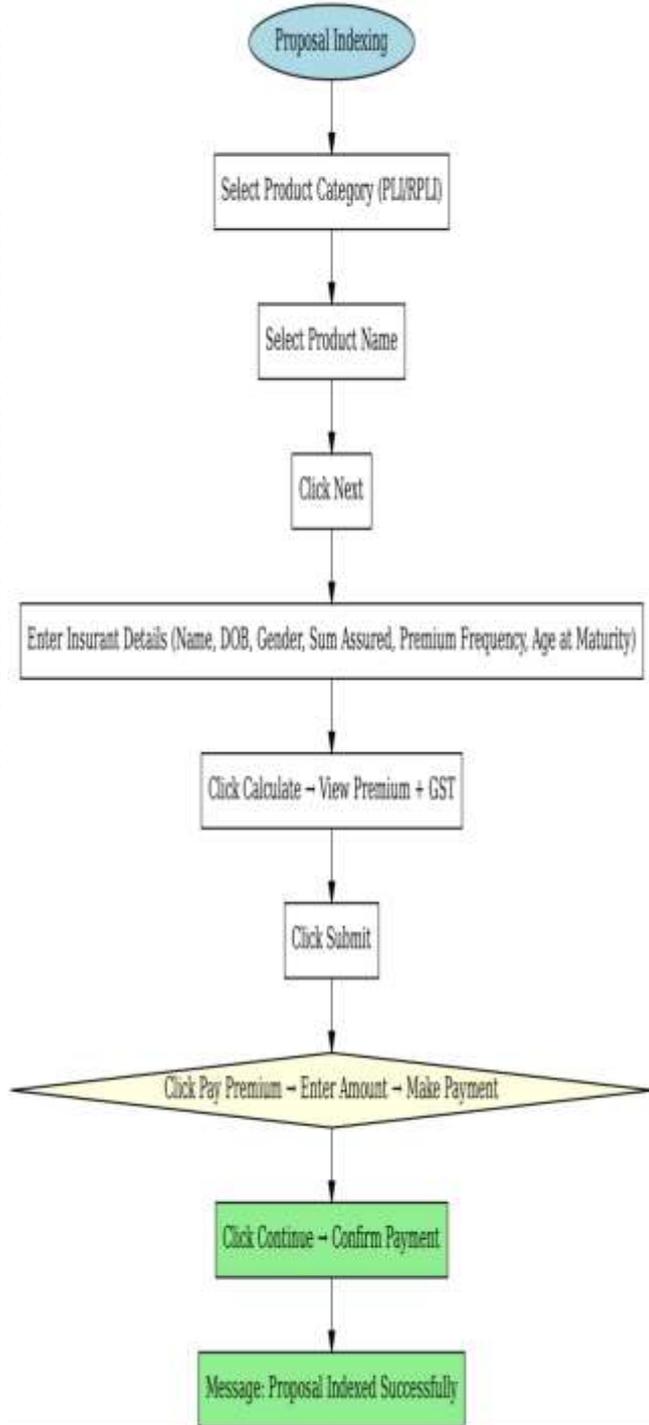
Click **on Transaction Update** option.

Present day`s **dates** will be automatically updated and click on **Fetch** button to fetch the Transaction status.
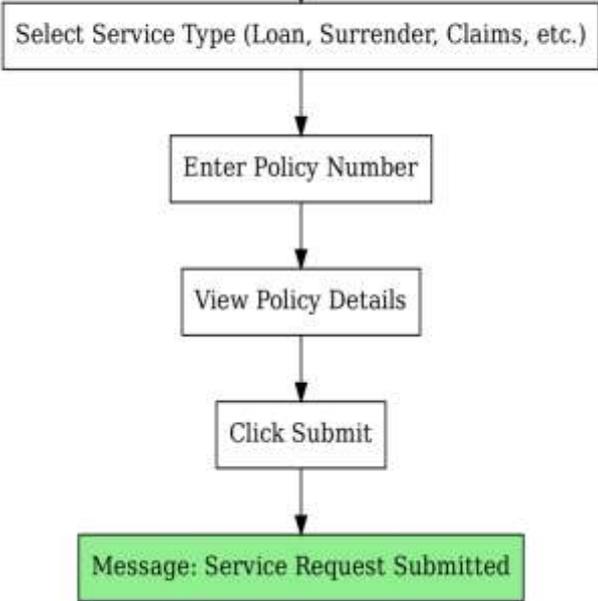
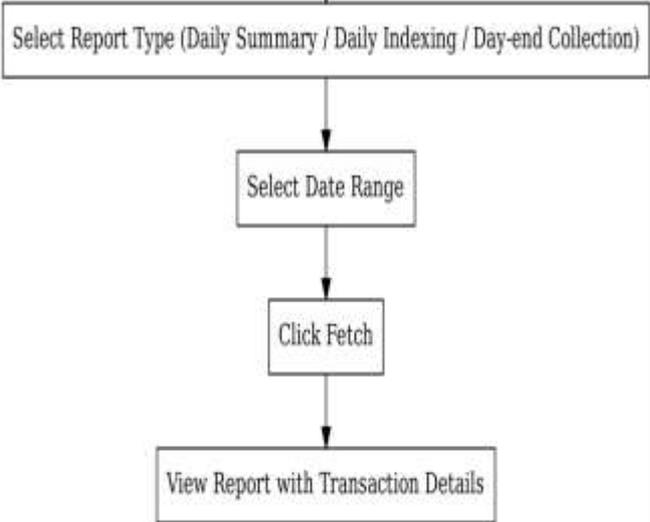## 10.10 Postal Life Insurance -Flow Chart

Proposal Indexing

Proposal Indexing
↓
Select Product Category (PLI/RPLI)
↓
Select Product Name
↓
Click Next
↓
Enter Insurant Details (Name, DOB, Gender, Sum Assured, Premium Frequency, Age at Maturity)
↓
Click Calculate → View Premium + GST
↓
Click Submit
↓
Click Pay Premium → Enter Amount → Make Payment
↓
Click Continue → Confirm Payment
↓
Message: Proposal Indexed Successfully

Policy Search

Policy Search
↓
Enter Policy Number
↓
Click Search
↓
View Policy Details

Quote Generation

Quote Generation
↓
Select Quote Type (Surrender/Loan/Revival)
↓
Enter Policy Number
↓
Click Next
↓
View Generated Quote

Service Request Indexing

Select Service Type (Loan, Surrender, Claims, etc.)

↓

Enter Policy Number

↓

View Policy Details

↓

Click Submit

↓

Message: Service Request Submitted

Insurance Reports

Select Report Type (Daily Summary / Daily Indexing / Day-end Collection)

↓

Select Date Range

↓

Click Fetch

↓

View Report with Transaction Details

Status Request

Select Status Type (Proposal / Claims)

↓

Enter Proposal/Policy Number

↓

Click Submit

↓

View Status Details

Transaction Update

Open Transaction Update Screen

↓

Date Auto-Filled

↓

Click Fetch

↓

View Transaction Status

↓

Click Update if Required

11 Day End

After completion of All work including CBS and IPPB, BPM needs to do **B O day end**. Before doing day end user needs to confirm whether the **Account is closed, B O bag is closed** and **Delivery Submit has been done, BO Bag Closed and Despatched, VPMO Booked; if any and ECB liability entered; if.**

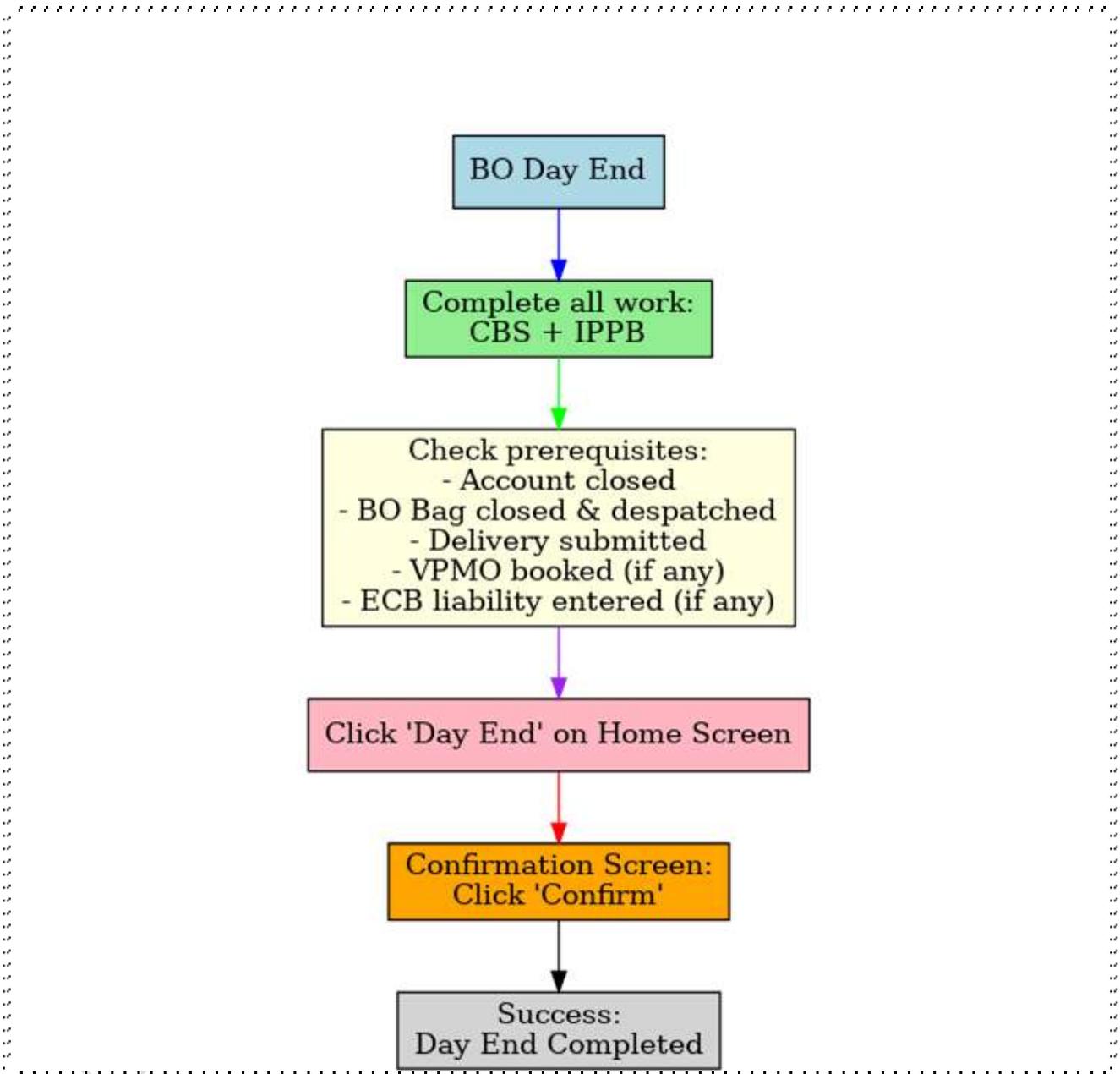Click on **Day end option** in home screen.
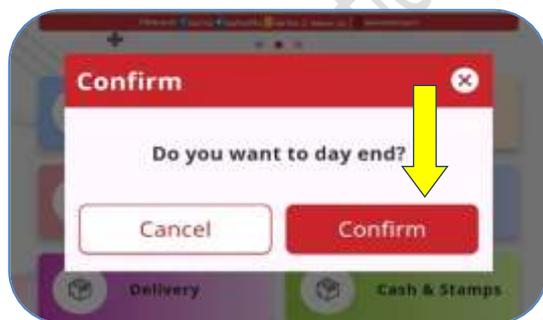
A confirmation screen will appear asking for Day end confirmation, click on **Confirm** button to proceed.
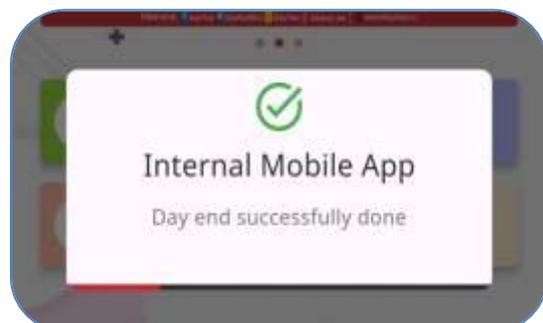
A Success Screen will appear for day end process completion

11.1 Day end -Flow Chart

END

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