



Government of India
Ministry of Communications
Department of Posts



OPERATIONAL GUIDE

FOR

RAILWAY MAIL SERVICE

Centre for Excellence in Postal Technology



Operational Guide

Advanced Postal Technology (APT)

FOR

Railway Mail Service



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CEPT Training Material - Only for internal use



ABBREVIATIONS

Sl. No.	Abbreviation	Description
1	APT	Advanced Postal Technology
2	OTP	One Time Password
3	TOTP	Time based One Time Password
4	HRO	Head Record Office
5	SRO	Sub Record Office
6	DML	Due Mail List
7	ML	Mail List
8	HSA	Head Sorting Assistant
9	PNOP	Parcel Network Optimization Project
10	DTR	Daily Transaction Report
11	TCB	Treasurer's Cash Book
12	CB	Closing Balance
13	COD	Cash On Delivery
14	CODR	Cash On Delivery Retail
15	POD	Proof Of Delivery
16	PIDPI	Public Interest Disclosure & Protection Informer
17	INS	Insured
18	BNPL	Book Now Pay Later



Operational Guide :

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DISCLAIMER

The operational procedure provided in this Operational Guide is just an illustration for the user for using the APT software solution in an effective manner. If the reader has any doubt in the Department ruling and guidelines, he/she should refer to the



respective manuals and volumes only. The APT Operational Guide should not be cited as Rulings.

1 Introduction

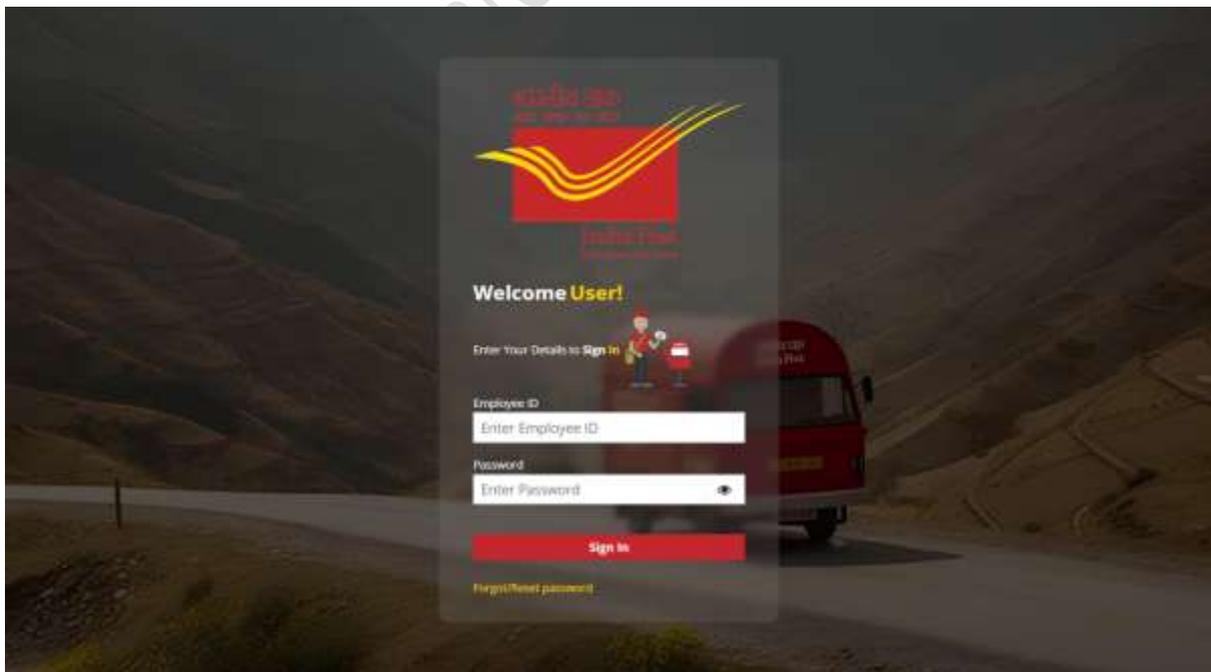
This Operation Guide covers all operations related to all operations of Railway Mail Service. The Operation guide includes Pre- Mail operations, Mail Operations, Counter Operations and Accounting procedure at RMS units.

2 User Login

Production / Live URL: <https://app.cept.gov.in/employeeportal>

Login Details:

- ➔ **Login ID:** Use your Employee ID.
- ➔ **Default Password:**





Note: Upon login with default password, user may be prompted to change password. When prompted, user needs to change the password other than default password as per password policy and subsequently login with changed password.

Welcome User!

Enter Your Details to **Sign In**

Employee ID
Enter Employee ID

Password
Enter Password

Sign In

[Forgot/Reset password](#)

Then onwards user can reset password using password reset link available in the login page.

Mobile number updation is compulsory for resetting password

Verify Mobile

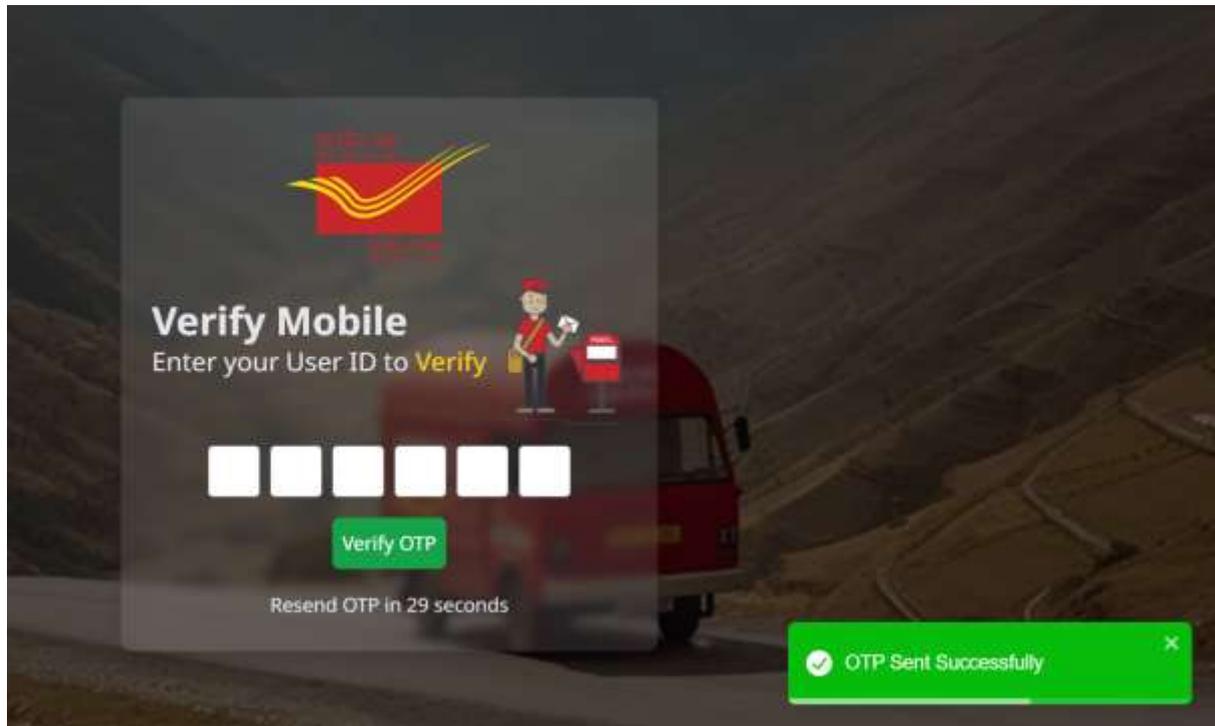
Enter your User ID to **Verify**

Employee ID/User Name

Send OTP



After clicking on “Forgot / Reset Password”, user will be prompted to enter Employee ID, after entering employee ID, click on “Send OTP” button.



After click on “Send OTP” button, OTP will be sent to the registered mobile number of the employee. User need to enter enter OTP and click on “Verify OTP”.



After the OTP is validated, a flash pop-up as shown will appear and user will be prompted to change / reset password.



Change Password
Enter your New password
Now!!

New Password
.....

Re-enter Password
.....

Change Password

User will be prompted to enter new password and re-enter new password. After entering them, click on “Change Password” button. A confirmation pop-up about change of password will appear on screen.

Choose your OTP method

- Authenticator App (TOTP)
- Mobile OTP

Use APT TOTP for 2FA. You can download the app in the next screen if required.

OTP will be sent to registered mobile for User ID:
10062140

Continue

[« Back to Login](#)

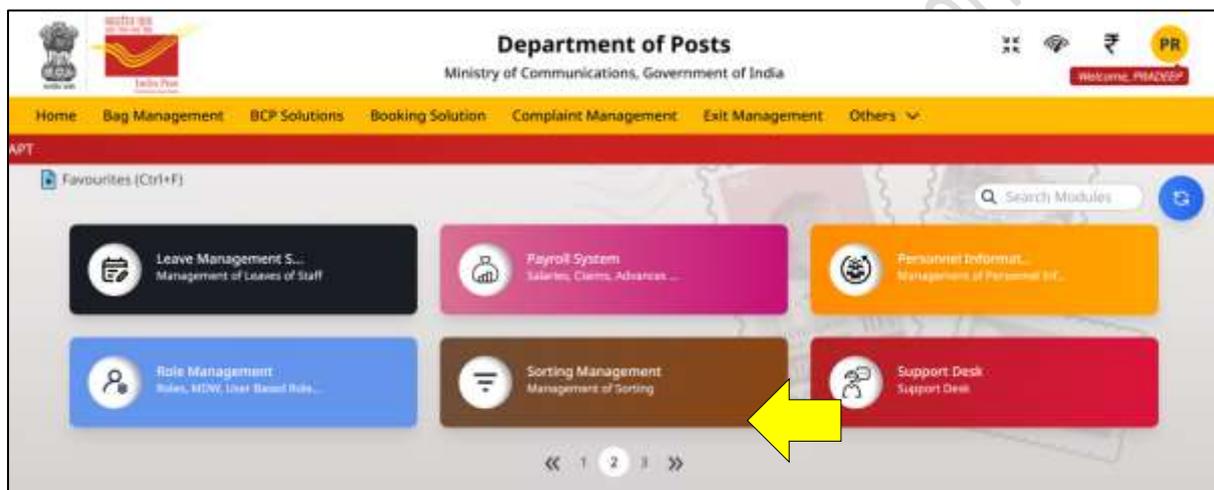


After entering Employee ID and Password and clicking on 'Sign In', user will be prompted to choose OTP authentication method for two factor Authentication. Available options to choose are (1) Authenticator App (TOTP) (2) Mobile OTP. User to choose the desired option and click on 'Continue' to Sign In.

Note : - (1) Please note that, user need to install APT-TOTP mobile app to generate TOTP on the app (2) OTP will be sent to registered mobile number of the user.

3 Work Allocation

Any Record Officer (HRO/SRO/RO) or an official nominated for the purpose will do the Work Allocation of staff under jurisdiction of the Record Office for the Mail Offices on daily basis. Click on the 'Sorting Management' card.

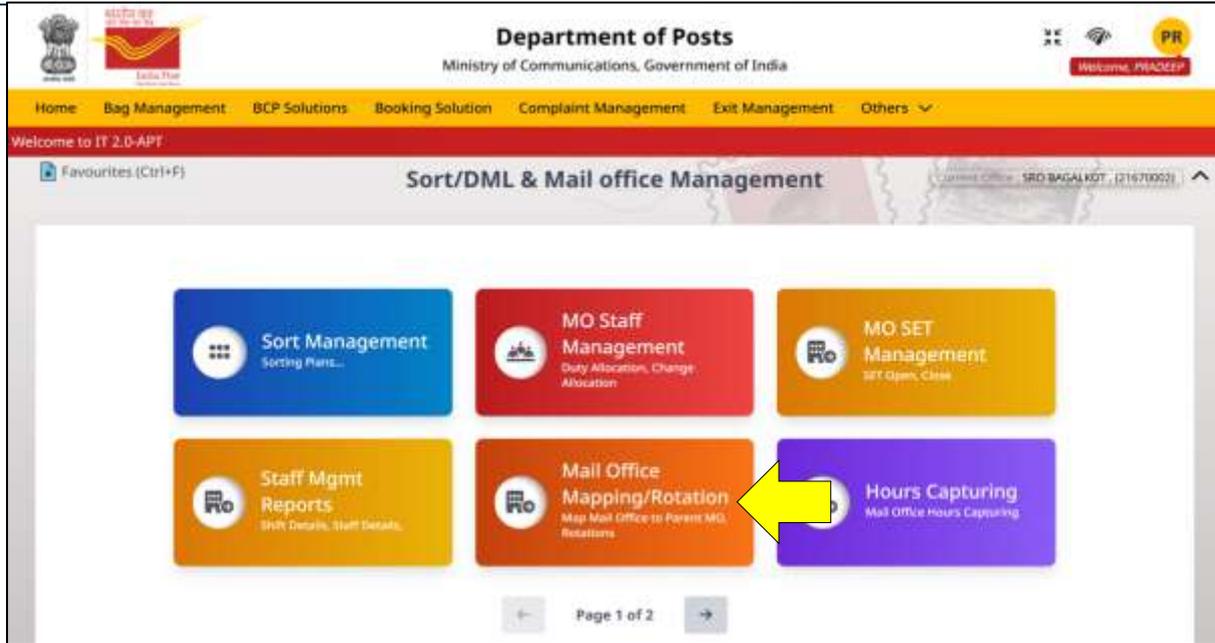


'Sort/DML & Mail Office Management' screen will be opened on clicking 'Sorting Management' card.

3.1 Preparation of duty rotation list (Roaster preparation)



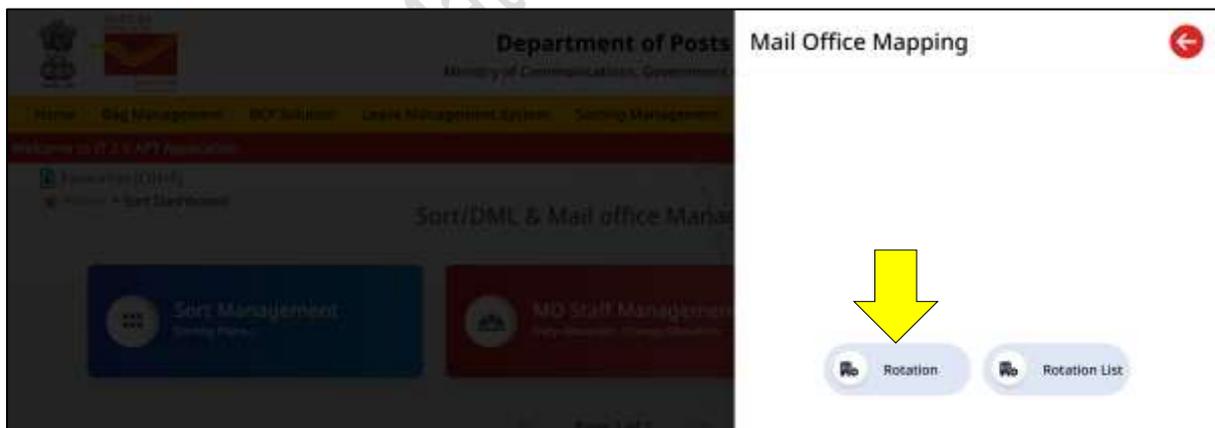
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For preparation of Rotation List (Roaster) click on 'Mail Office Mapping/Rotation' sub-card.

The following two options will be displayed on the right side of the screen:

- Rotation
- Rotation List



Click on 'Rotation' option.



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Home Bag Management BCP Solutions Booking Solution Complaint Management Exit Management Others

Welcome to IT 2.0-APT

Favourites (Ctrl+F)

Mail Office Rotation

Select Mail office: Bagalkot Sorting LZU
 Select Set Number: SET1
 Select Rotation: Mail Office
 To Date: 04-09-2025
 Preferred Branch*: Bagalkot PH
 Preferred Branch Set*: SET1
 Weekly Off: Sunday
 Add

The 'Mail Office Rotation' screen will be displayed upon clicking the 'Rotation' option. In this screen, select the Mail Office from 'Select Mail Office', the set number from 'Select Set Number', the type of rotation from 'Select Rotation', and the end date of the arrangement from 'To Date'. Choose the employee name and ID from the dropdown, branch of Mail Office from 'Preferred Branch', the set number of the mail office branch from 'Preferred Branch Set', the work assignment from 'Select Assignments', and mark the weekly off from 'Select Weekly Off'. Then, click the 'Add' button.

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Home Bag Management BCP Solutions Booking Solution Complaint Management Exit Management Others

Welcome to IT 2.0-APT

Favourites (Ctrl+F)

Mail Office Rotation

Select Mail office: Bagalkot Sorting LZU
 Select Set Number: SET1
 Select Rotation: Mail Office
 To Date: 04-09-2025
 Preferred Branch*: Bagalkot PH
 Preferred Branch Set*: SET1
 Weekly Off: Sunday
 Add

Sr No	Rotation ID	Rotation Type	Employee ID	Employee Name	Designation	Allocated Office ID	Allocated Office	Set Number	From Date	To Date	Duty From Time	Duty To Time	Duty Weekly Off	Edit	Delete
1	626	MO	10046264	MOHAN JGPPA, DESARAT TI	Sorting Assistant	21440002	Bagalkot PH	SET1	03-09-2025	04-09-2025	05:00	14:00	Sunday		

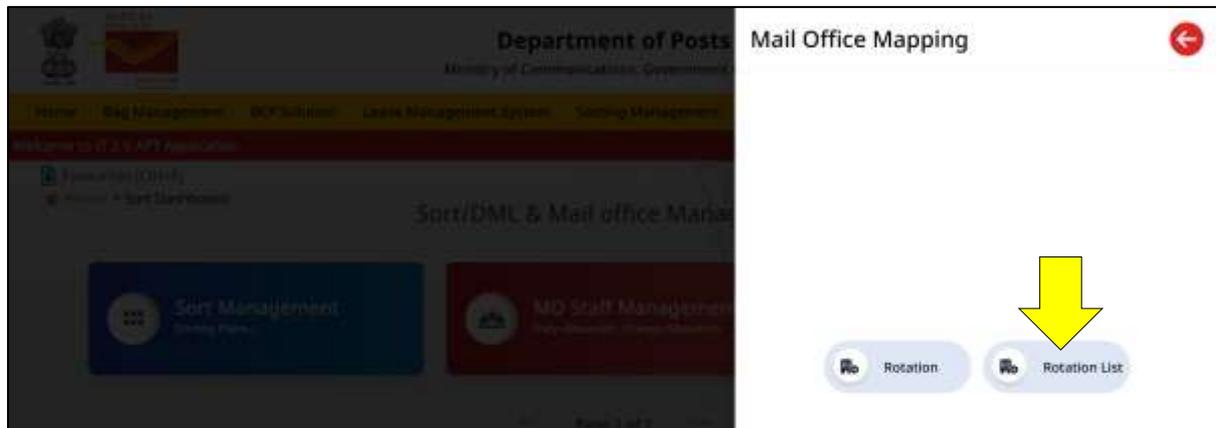
Rotation added successfully



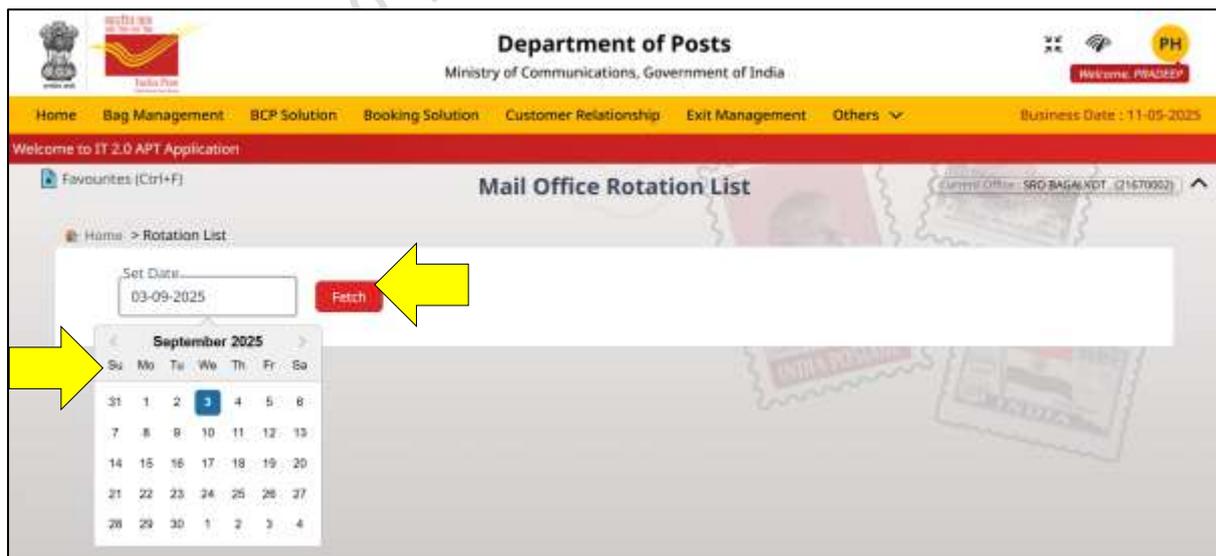
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On clicking 'Add' button, name of the user will be added to the Rotation List and a success message will be displayed on the right bottom corner of the page.



To view the already prepared rotation list, click on 'Rotation List', a 'Mail Office Rotation List' page will open.



In the 'Mail Office Rotation List' page' select the date for which the Rotation List need to view. Click on 'Fetch' button.



Employee ID	Employee Name	Designation	Allocated Office ID	Allocated Office	Set Number	From Date	To Date	Duty From Time	Duty To Time	Duty Weekly Off
10046264	MOHAN JOGEPRA DIBSABATTI	Sorting Assistant	21440002	Bagekoi PH	SET1	03-09-2025	04-09-2025	05:00	14:00	Sunday
10046154	YMAVAK MAHADEV KAMAKDEI	Sorting Assistant	21630005	Bagekoi Sorting LDU	SET1	03-09-2025	30-09-2025	05:00	08:30	Sunday
10046266	MURALEDHAR SHARIFAO KULKARNI	Sorting Assistant	21630005	Bagekoi Sorting LDU	SET1	03-09-2025	30-09-2025	05:00	08:30	Sunday
10291427	LAXMIBAI SHANKRAPPAL HULEJOL	Multi Tasking Staff	21630005	Bagekoi Sorting LDU	SET1	03-09-2025	30-09-2025	05:00	08:30	Sunday

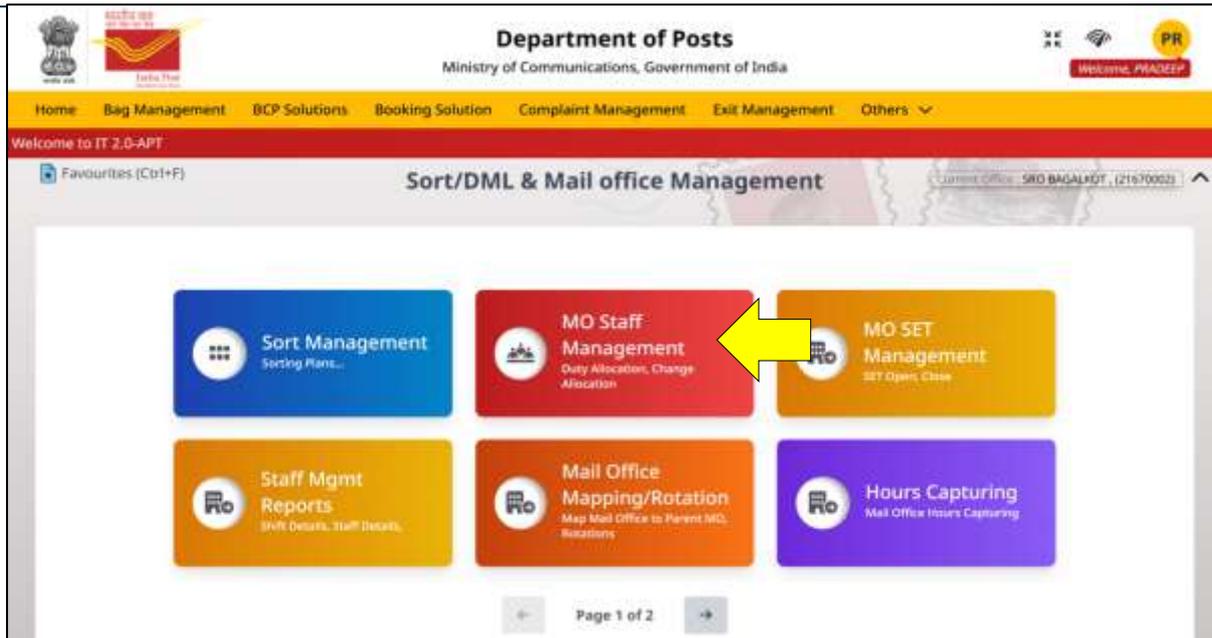
On clicking 'Fetch' button, Rotation List for the selected date of all the staff under the respective Record Office will be displayed in the above format which includes the columns viz. 'Employee ID', 'Employee Name', 'Designation', 'Allocated Office ID', 'Set Number', 'From Date', 'To Date', 'Duty From Time', 'Duty Weekly Off'.

This allows users to view the detailed Rotation List of duty allocation for the selected date in a structured and comprehensive manner. Also Search all columns option will help to search the employees in the Rotation List by typing name or employee ID.

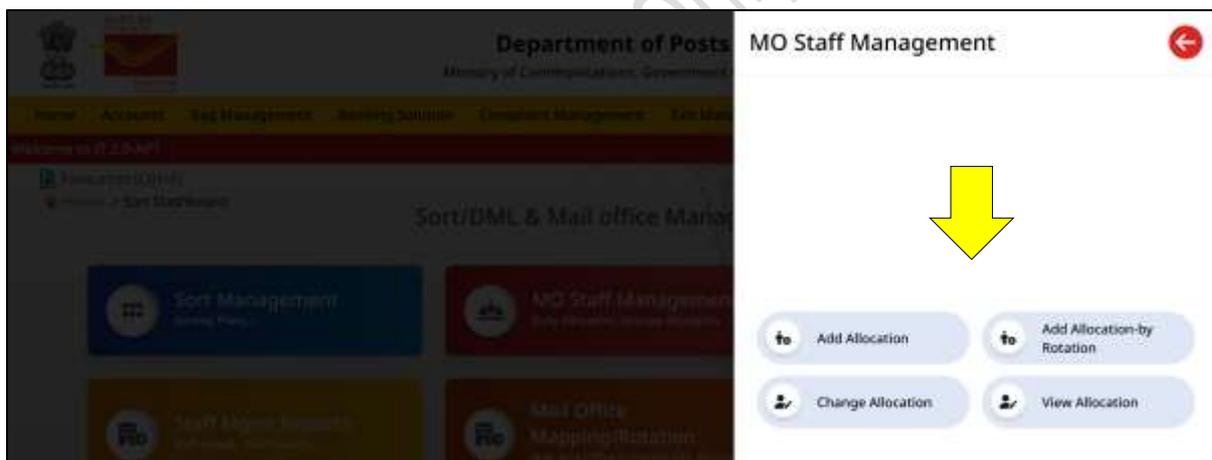
3.2 Adding work allocation



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In the 'Sort/DML & Mail Office Management' screen, click on the 'MO Staff Management' sub-card.



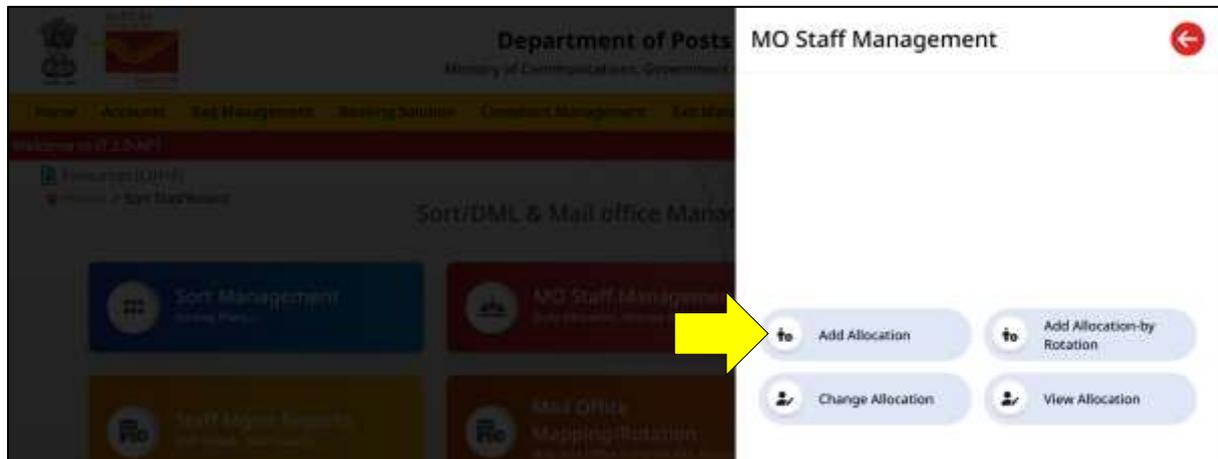
Upon clicking the 'MO Staff Management' sub-card, the following four options will appear on the right side of the screen:

- Add Allocation
- Add Allocation- by Rotation
- Change Allocation
- View Allocation



3.2.1 Add allocation without Rotation List

For adding the work allocation without rotation list, click on ‘Add Allocation’ option.



‘Add Duty Allocation’ screen will be displayed.



Select the Mail Office name from the ‘Select Mail Office’ dropdown option. Choose the set number from ‘Select Set Number’ dropdown option. Select the Date and click on ‘Create Duty List’ button.



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Upon clicking ‘Create Duty List’ button, ‘Duty List ID’ will be generated. In this screen, choose the employee name from the dropdown, Mail Office from ‘Select Mail Office’, the set number from ‘Select Set Number’, date of the set from ‘Date of Set’, from & to time and ‘Work Allocation’. Then, click the ‘Add’ button to add the selected sequence to the Duty List.

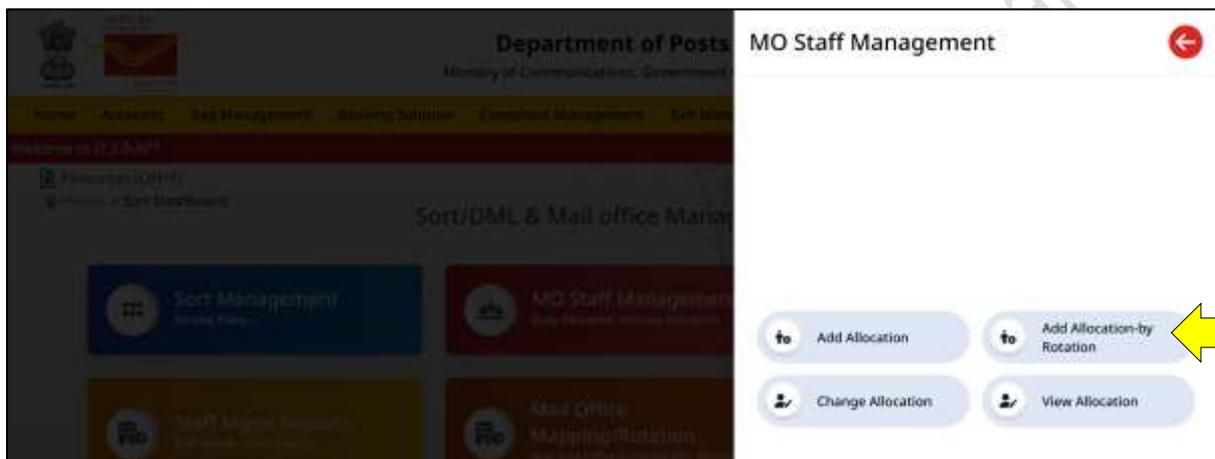
Employee Name	Employee ID	Office ID	Office Name	SET	Designation	Duty From	Duty To	Work Assignment	Total Hours
MALLIKARJUN BASARPA	10946473	21440002	Bagalokot PH	SET1	Sorting Assistant	05-09-2025 06:00	05-09-2025 14:00	SORTING	08:00
SURESH MURUGESHA ATHANI	10835923	21440002	Bagalokot PH	SET1	Sorting Assistant	05-09-2025 05:00	05-09-2025 14:00	SORTING	09:00

Upon clicking the ‘Add’ button for each official, the official will be added to the list with details in the columns viz. ‘Employee Name’, ‘Employee ID’, ‘Office ID’, ‘Office Name’, ‘SET’, ‘Designation’, ‘Duty From’, ‘Duty To’, ‘Work Assignment’ and ‘Total Hours’. After adding the arrangement, click on ‘Submit’ button.

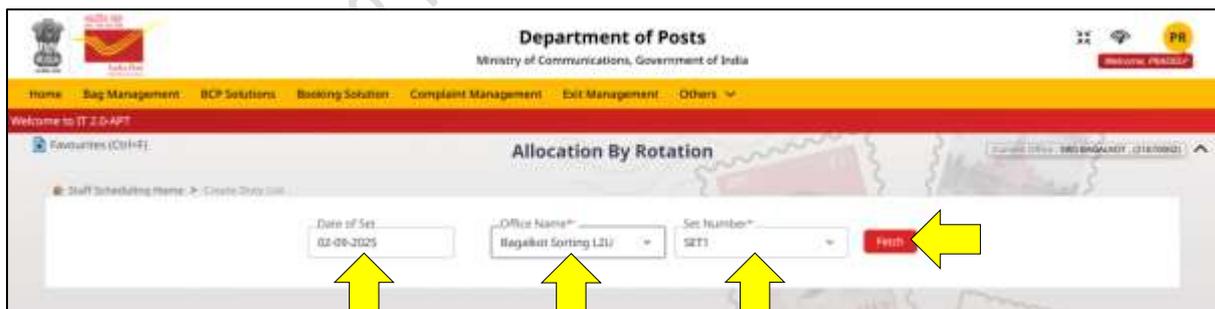


Upon clicking the ‘Submit’ button, allocation will be completed and the above success message will be displayed on the right corner of the screen.

3.2.2 Add allocation using Rotation List



For performing work allocation using the pre-prepared Rotation List (please refer SI No. 3.1 for Rotation List), click on ‘Add Allocation-by Rotation’ option.



Upon clicking the ‘Add Allocation-by Rotation’ option, the ‘Allocation By Rotation’ screen will be displayed. On this screen, select the date of the set from the ‘Date of Set’ option, choose the name of the office for which the work allocation is being done from the ‘Office Name’ option, and select the set from the ‘Set Number’ option. Then, click the ‘Fetch’ button.



Sr No	Edit	Employee Name	Employee ID	Designation	Selected Branch	Selected Branch ID	Branch Set No	Duty From	Duty To	Work Assignment	Total Hours	Delete
1		VINAYAK MAHADEV KAMAKERI	10048154	Sorting Assistant	Bagalkot Sorting LZU	21483005	SET1	04-08-2025 05:00	04-08-2025 08:30	SORTING ASSISTANT	04:00	

Upon clicking 'Fetch' button, 'Duty List ID' will be generated and pre-prepared Rotation Duty list for the date with respect to the selected Mail Office and Set will be displayed in the table containing the columns viz. 'Serial Number', 'Edit', 'Employee Name', 'Employee ID', 'Designation', 'Selected Branch ID', 'Branch Set No', 'Duty from', 'Duty To', 'Work Assignment', 'Total Hours' and 'Delete'. For editing the rotation list, click on the icon under 'Edit' column and for deleting the entry click on the delete icon under 'Delete' column.

Employee Name	Employee ID	Employee Designation	Parent Office id	Parent office Set Number
VINAYAK MAHADEV KAMAKERI	10048154	Sorting Assistant	21483005	SET1

Office Name**	Duty From	Duty To	Actual Hours*
Bagalkot Sorting LZU	04/08/2025 05:00	04/08/2025 08:30	03:30

Upon clicking the icon under 'Edit' column, 'Edit Employee Duty' window will open. In this screen, Office/Branch can be edited by selecting the name of the office/ branch



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under the 'Office name' dropdown option, select the correct date and time. Click on 'Change' button.

Sr. No.	Id	Employee Name	Employee Id	Designation	Selected Branch	Selected Branch ID	Branch Set No	Duty From	Duty To	Work Allocation	Total Hours	Delete
1		SHAYAK MAHADEV KAMARATHI	103M154	Sorting Assistant	Bagalkot ICH	2180001	SET1	04-09-2025 05:00	04-09-2025 08:30	SORTING ASSISTANT	03.30	
2		MEGHALECHA R BABURAO KULKARNI	103M296	Sorting Assistant	Bagalkot Sorting...	2180001	SET1	04-09-2025 05:00	04-09-2025 08:30	SORTING ASSISTANT	03.30	
3		LAKSHMI SHAKUNTHALA A HULUNI	102Y1427	Mult. Tasking Staff	Bagalkot Sorting...	2180001	SET1	04-09-2025 05:00	04-09-2025 08:30	SORTING ASSISTANT	03.30	

For adding officials to the already prepared Rotation List click on 'Add New' button.

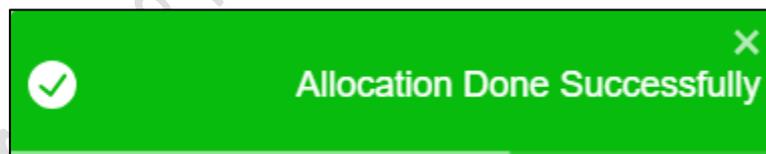
10035929 SURESH MURIGEPP... Resource: DOP Select Mail office/Branch: Bagalkot ICH Select Set Number: SET1
Employee Designation: Sorting Assistant Date of Set: 04-09-2025 From: 05:00 AM To: 08:30 AM Work Allocation: SORTING ASSISTANT
Add Cancel

Upon clicking the 'Add New' button, a form will pop up for adding new officials to the Rotation List. In the form, select the employee name, choose the mail office or branch from the 'Select Mail Office/Branch' dropdown, select the set number from the 'Select Set Number' option, ensure that the date and time of the allocation are correct, and select the appropriate work allocation. Finally, click the 'Add' button to save the entry.



Sr. No.	Edit	Employee Name	Employee ID	Designation	Selected Branch	Selected Branch ID	Branch Set No.	Duty From	Duty To	Work assignment	Total Hours	Delete
1		SHYAMAK MAHADEV KAMAKHJI	193M154	Sorting Assistant	Bagal Kot (CH)	2180001	SET1	04-09-2025 05:00	04-09-2025 08:30	SORTING ASSISTANT	03:30	
2		BEJALDEHA P BABURAO KUTIAJI	193M296	Sorting Assistant	Bagal Kot Sorting...	2180001	SET1	04-09-2025 05:00	04-09-2025 08:30	SORTING ASSISTANT	03:30	
3		SHAMSOORAM A HUSSAIN	10201427	Mult. Tasking Staff	Bagal Kot Sorting...	2180001	SET1	04-09-2025 05:00	04-09-2025 08:30	SORTING ASSISTANT	03:30	
4		SURESH MURUGEPPA AVMNJ	18038429	Sorting Assistant	Bagal Kot (CH)	2180001	SET1	04-09-2025 05:00	04-09-2025 08:30	SORTING	03:30	

Upon clicking the 'Add' button in the pop-up form, newly added officials will be displayed to the allocation list. After adding all officials to the allocation, click the 'Submit' button.

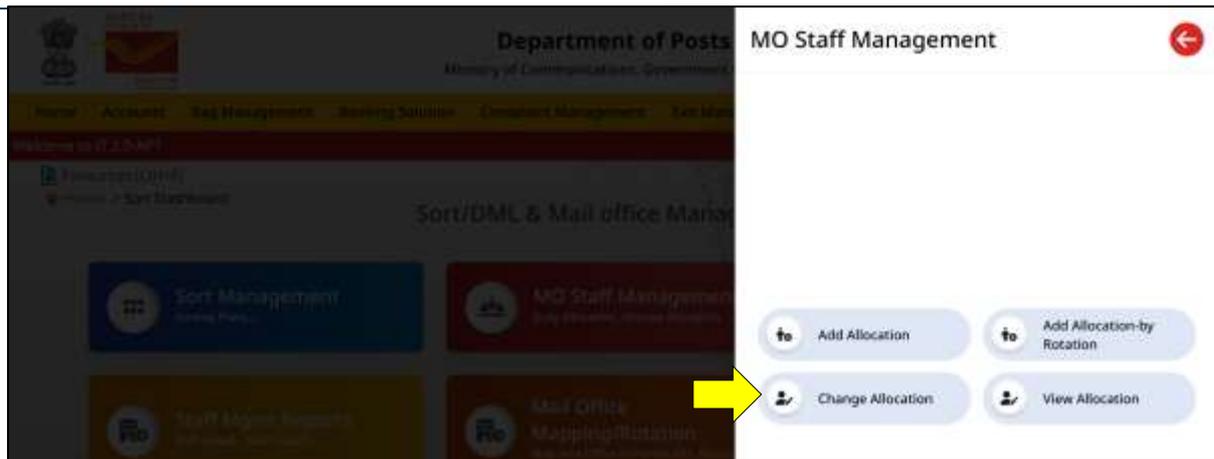


Upon clicking the Submit button allocation will be completed and a success message will display on the right bottom corner of the screen.

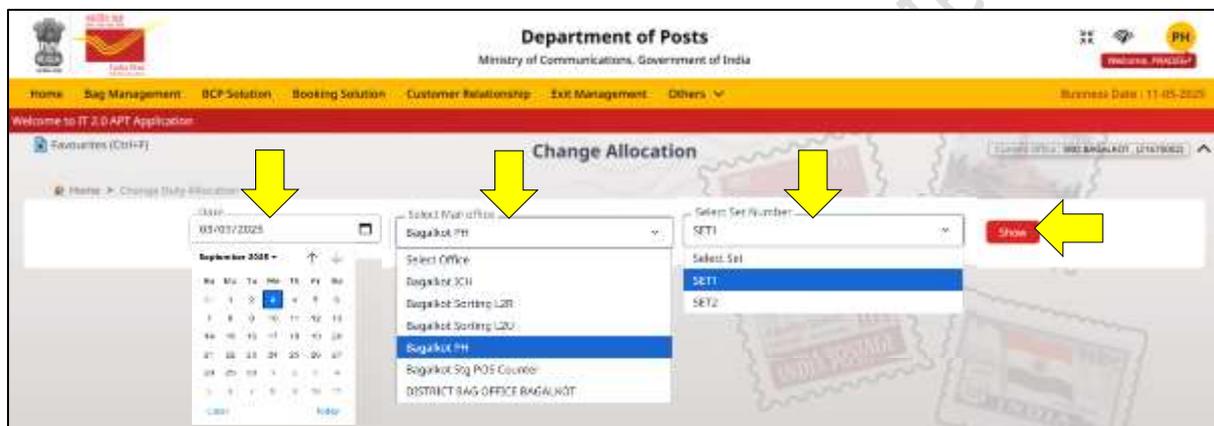
3.3 Changing work allocation



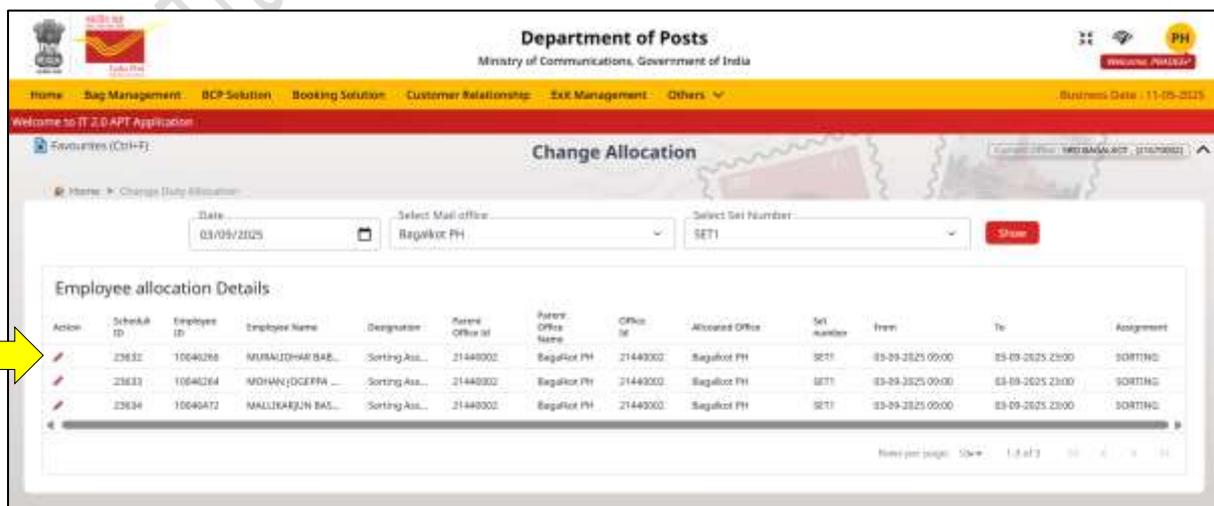
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For changing the allocation, click ‘Change Allocation’ option.



Upon clicking the ‘Change Allocation’ option, the corresponding screen will appear. In this screen, select the date from the ‘Date’ option, choose the office name from the ‘Select Mail Office’ dropdown, and select the set from the ‘Select Set Number’ dropdown. Then, click the ‘Show’ button.





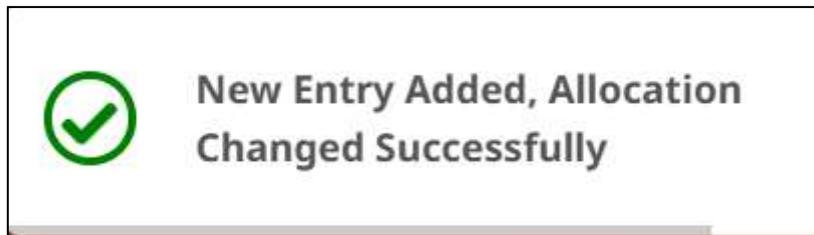
Upon clicking the ‘Show’ button, employee allocation details will display in the table having columns viz. ‘Action’, ‘Schedule ID’, ‘Employee ID’, ‘Employee Name’, ‘Designation’, ‘Parent Office ID’, ‘Parent Office Name’, ‘Office ID’, ‘Allocated Office’, ‘Set Number’, ‘From’ & ‘To’ date and ‘Assignment’. Click on ‘Edit’ icon against the official name whose allocation is to be changed.

The screenshot shows the 'Change Allocation' form with the following fields: Employee Name (MURALIDHAR BABURAO KULKARNI), Employee ID (10046266), Select Parent Office (Bagalkot PH), Select Mail office/branch (Bagalkot PH), Designation (Sorting Assistant), Date of Set (03-09-2025), From (09:00 AM), To (11:00 PM), and Work Assignment. A red 'Update' button is located at the bottom right. A large yellow arrow points from the 'Update' button to the 'Select Office' dropdown menu, which is open and shows a list of offices including Bagalkot ICH, Bagalkot Sorting L2R, Bagalkot Sorting L2U, Bagalkot PH, Bagalkot Stg POS Counter, DISTRICT BAG OFFICE BAGALKOT, and Bagalkot ICH.

Upon clicking ‘Edit’ icon, a form will be popped up for entering the changes. Select the parent mail office from the ‘Select Parent Office’ drop down option, select the new mail office or branch of a mail office from ‘Select Mail office/Branch’, select the date from ‘Date of Set’ option, select the duty timings from the ‘From’ & ‘To’ options and select

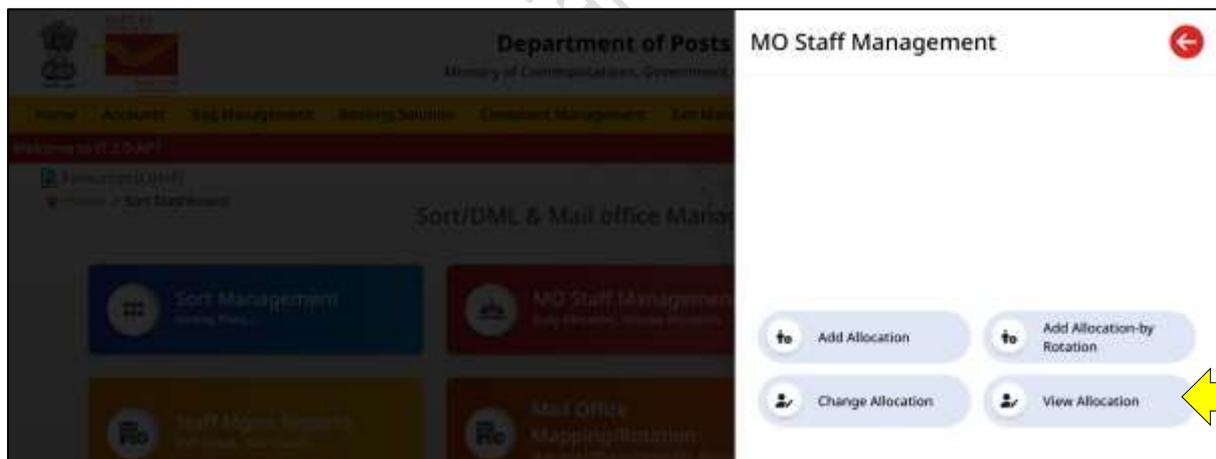


assignment from 'Work Assignment' dropdown option. Click on 'Update' button to complete the changes in Duty Allocation.



Upon clicking 'Update' button, a success message will be appeared on the right bottom corner of the screen.

3.4 View and print work allocation



For view and take printout of the Duty allocation, click on 'View Allocation' option.



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Home Bag Management BCP Solution Booking Solution Customer Relationships Ex Management Others

Welcome to IT 3.0 APT Application

Favourites (Ctrl+F)

View Duty Allocation

Home > View Duty Allocation

Date: 04/09/2025

Select Mail office: Bagalkot Sorting LZU

Select Set Number: SE71

Show

OR

Enter Duty List ID: 80545

Show

Upon clicking 'View Allocation' option, 'View Duty Allocation' screen will be displayed. In this screen select date from the 'Date' option, mail office name from 'Select Mail office' dropdown option and set from 'Select Set Number' dropdown option or enter the duty list ID at 'Enter Duty List ID' field. Click on 'Show' button.

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Home Bag Management BCP Solution Booking Solution Customer Relationships Ex Management Others

Welcome to IT 3.0 APT Application

Favourites (Ctrl+F)

View Duty Allocation

Home > View Duty Allocation

Date: 04/09/2025

Select Mail office: Bagalkot Sorting LZU

Select Set Number: SE71

Show

OR

Enter Duty List ID: 80545

Show

Sr No.	Office Name	Set No	Employee ID	Employee Name	Employee Designation	Duty Assigned From	Duty Assigned To	Weekly Off	Hours Allocated	Duty Assignment
1	Bagalkot ICH	SE71	10048154	VISHAL MAHADEV KAMARDE	Sorting Assistant	04-09-2025	04-09-2025	Thursday	3:30	SORTING ASSISTANT
2	Bagalkot Sorting LZU	SE71	10046266	MURALIDHAR BABURAO KURKAPR	Sorting Assistant	04-09-2025	04-09-2025	Thursday	3:30	SORTING ASSISTANT
3	Bagalkot Sorting LZU	SE71	10291427	LAXMIBAI SHANKARAPPA HULYM	Mule Tackling Staff	04-09-2025	04-09-2025	Thursday	3:30	SORTING ASSISTANT
4	Bagalkot ICH	SE71	10018929	SURESH MURUGESHA ATHANI	Sorting Assistant	04-09-2025	04-09-2025	Thursday	3:30	SORTING ASSISTANT

Rows per page: 10 of 4

Print PDF Cancel



Upon clicking ‘Show’ button, duty list will be displayed in tabular format with columns viz. ‘Sr No’, ‘Office Name’, ‘Set No’, ‘Employee Name’, ‘Employee Designation’, ‘Duty Assigned From’, ‘Duty Assigned To’, ‘Weekly Off’, ‘Hours Allocated’ and ‘Duty Assigned’. Click ‘Print PDF’ button to download duty list in a PDF format.

Department of Posts, India
O/o SRO BAGALKOT-587101
Duty List of Bagalkot Sorting L2U
Date of Set : 04-09-2025 Set Name : SET1

SrNo	Branch / Office	Assignment	From	To	Hours	Designation	Name Of Employee	Sign
1	Bagalkot ICH	SORTING AS-SISTANT	04-09-2025 05:00	04-09-2025 08:30	3:30	Sorting Assistant	VINAYAK MAHADEV KAMAKERI (10046154)	
2	Bagalkot Sorting L2U	SORTING AS-SISTANT	04-09-2025 05:00	04-09-2025 08:30	3:30	Sorting Assistant	MURALIDHAR BABURAO KULKARNI (10046266)	
3	Bagalkot Sorting L2U	SORTING AS-SISTANT	04-09-2025 05:00	04-09-2025 08:30	3:30	Multi Tasking Staff	LAXMIBAI SHANKRAPPA-HULYAL (10291427)	
4	Bagalkot ICH	SORTING	04-09-2025 05:00	04-09-2025 08:30	3:30	Sorting Assistant	SURESH MURIGEPPA ATHANI (10035929)	

Total Hours Allocated : 14:00

Upon clicking the ‘Print PDF’ button, the duty list will be downloaded in PDF format and will be ready for printing. The Duty List will contain the columns of ‘SrNo’, ‘Branch/Office’, ‘Assignment’, ‘From’ & ‘To’, ‘Hours’, ‘Designation’, ‘Name Of Employee’, ‘Sign’ and also total hours allocated at end of the report.

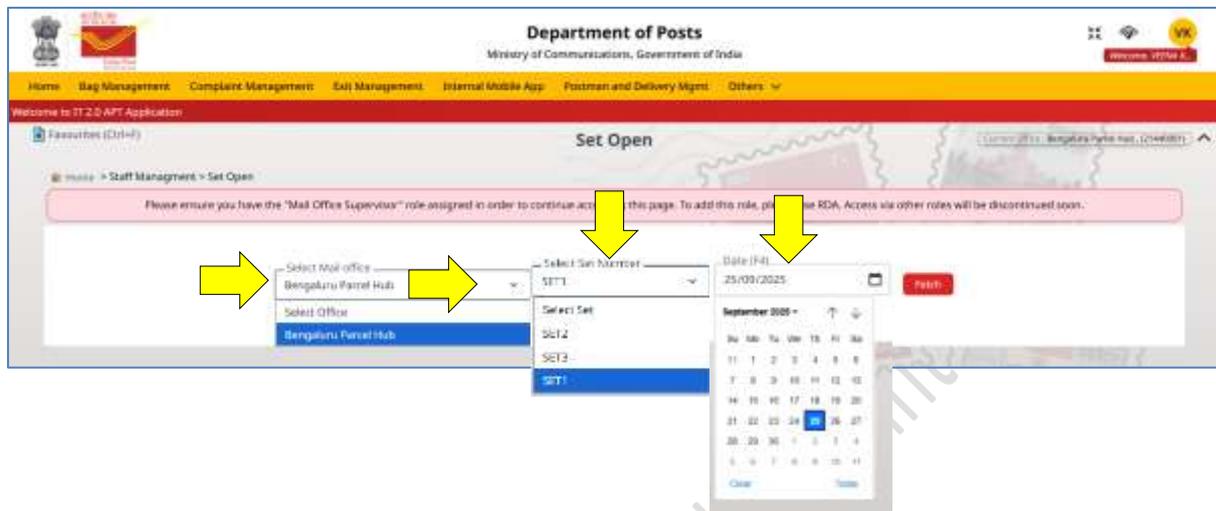
4 Set open for Mail Office



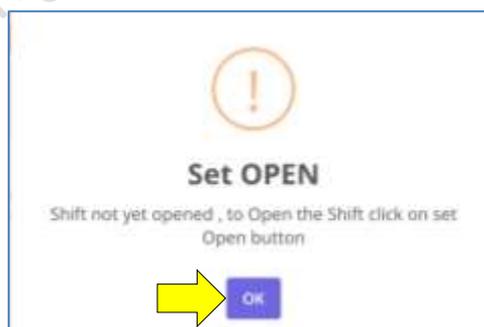


Using **MO Staff Management** sub card under **Sorting Management** card, two options will be available. For opening the set click on **Set Open-MO** option.

4.1 Set Open



Upon clicking the **Set Open-MO** option, set open page will be displayed. In the screen, select the Mail office from **Select Mail Office** dropdown option for which set need to be opened. Upon selecting the mail office, click on **Select set number dropdown** option and select the set number. Select the date of the set from **Date** dropdown option.



After Clicking on **Fetch** option, the message will popup as **Set Open**, Shift not yet opened, click on **OK** to proceed further.



Operational Guide – Railway Mail Service



Department of Posts
Ministry of Communications, Government of India

Home | Bag Management | Complaint Management | Mail Management | Internal Mobile App | Postman and Delivery Mgmt | Others

Welcome to DT 2.0 APT Application

Facilities (Ctrl+F)

Set Open

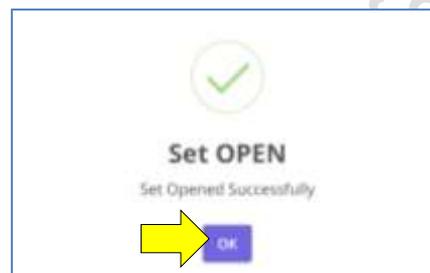
Please ensure you have the "Mail Office Supervisor" role assigned in order to continue accessing this page. To add this role, please use RDA. Access via other roles will be discontinued soon.

Select Mail office: Bengaluru Parcel Hub | Select Set Number: SCT1 | Date (P/R): 23/09/2025

Set details not found

Set Open | Cancel

After Clicking on **OK** then new window will appear for opening the Set then **Set Open** Option should be clicked.



After clicking on **Set OPEN** button, one more message will appear on the screen as **Set OPEN Set Opened Successfully**. Click on **OK** button.



Operational Guide – Railway Mail Service



Upon clicking the **OK** button, the following details will appear in the screen like **Set Status, Allocation Details, Expected Work load** and **Transfer From Pre Set**.

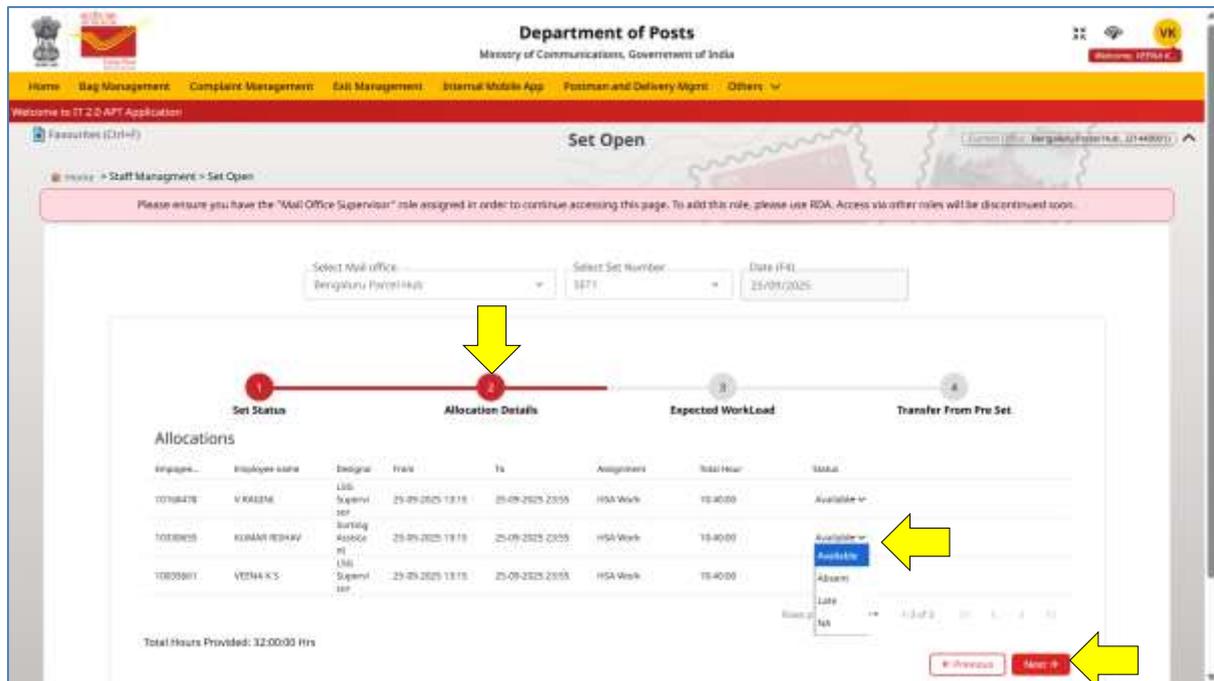
When the Set status is highlighted it indicates that it is in Set Status screen and the details of Set Status will appear below on the screen i:e

Set Name:
Set Opened At:
Set Closed At:

Click on **Next** button from **Set Status**.



4.2 Confirmation of the officials assigned for the duty



After Clicking on **Next** button from **Set Status** to **Allocation Details** the following details will appear on the below of the screen at **Allocation** header.

Employee ID, - Individual ID for login the application.

Employee Name – Name of the Employee

Designation, - Designation of the Employee

From, - Time from when the shift is beginning

To - Time of ending the Shift.

Assignment - Role assigned to the employee

Total hour - Total working hours allotted

Status - Whether the staff is available, absent or Late.

Click on **Next** button from **Allocation Details** to **Expected Work Load**.

In the **Status** the HSA can mark the attendance as absent or Late or NA (Not available).



1 Set Status **2** Allocation Details **3** Expected WorkLoad **4** Transfer From Pre Set

By Despatch By Closing

Expected bags

Bag Number	From Office	To Office	Bag Weight	Bag Type	No of Art
SPB000000221	Krishna Raja Na...	Mysuru PH	500	SP	4
CPB000006681	Mangaluru PH	Mysuru PH	100	PL	1
CPB000009981	Mangaluru PH	Mysuru PH	900	PL	0
CPB000009001	Mangaluru Airp...	Mysuru PH	100	PL	1
CPB000009841	Mangaluru PH	Mysuru PH	2300	IB	2
CPX000000157	Bilikere S.D	Mysuru PH	5100	IB	1
CPX000000158	Bilikere S.D	Mysuru PH	300	IB	1

Rows per page: 10x 1-7 of 7

Total Expected Bags : 7
Total Expected Article :10

← Previous Next →

After clicking on **Next** button from **Allocation Details** to **Expected Workload** the details will appear on the below of the screen with two options i:e **By Despatch** and **By Closing**. Expected bags can be viewed on despatch and closing basis.

4.3 Receipt of bags transferred from preceding set

Department of Posts
Ministry of Communications, Government of India

Home Bag Management Booking Solution Exit Management Sorting Management Support Desk Others

Welcome to FT 2.0 APT Application

Set Open

Select Mail office: Bagalokt PH Select Set Number: SET1 Date (PR): 09/01/2025

1 Set Status **2** Allocation Details **3** Expected WorkLoad **4** Transfer From Pre Set

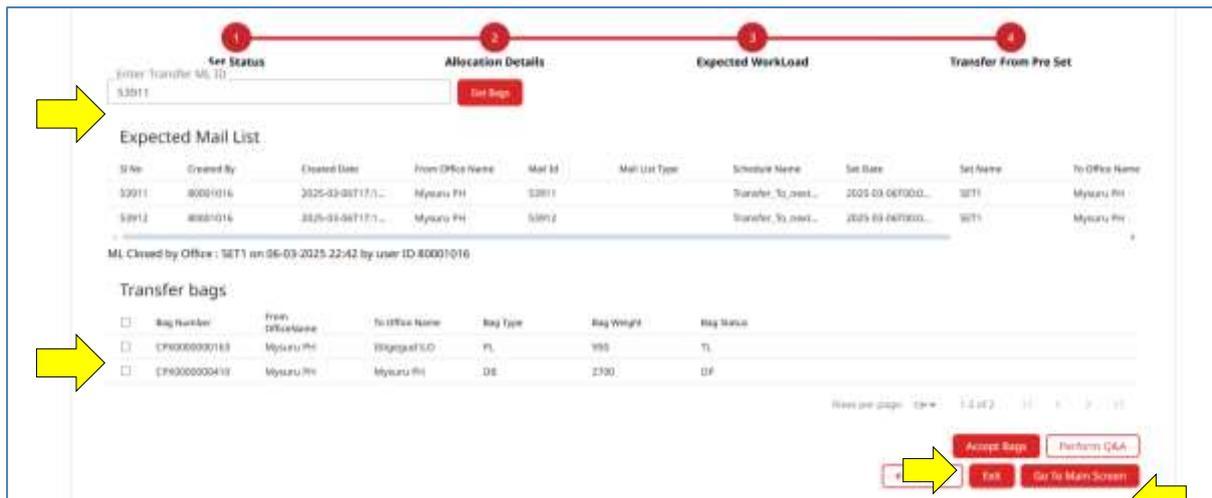
Enter Transfer ML ID **Get Bags**

Expected Mail List

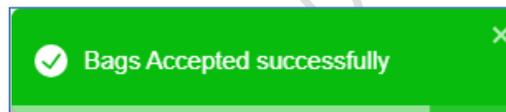
Sl No	Created By	Created Date	From Office Name	Mail Id	Mail List Type	Schedule Name	Set Date	Set Name
60675	10946272	10/01/2025 18:4...	Bagalokt PH	60675		Transfer_To_next...	10/01/2025 09:3...	SET1

← Previous Exit Go To Main Screen

The details of the bags available from previous set will be available under **Expected Mail List** header. The details of the **ML Id** should be entered at the **Enter Transfer ML ID** and **Get bags** button should be clicked for accepting the bags.



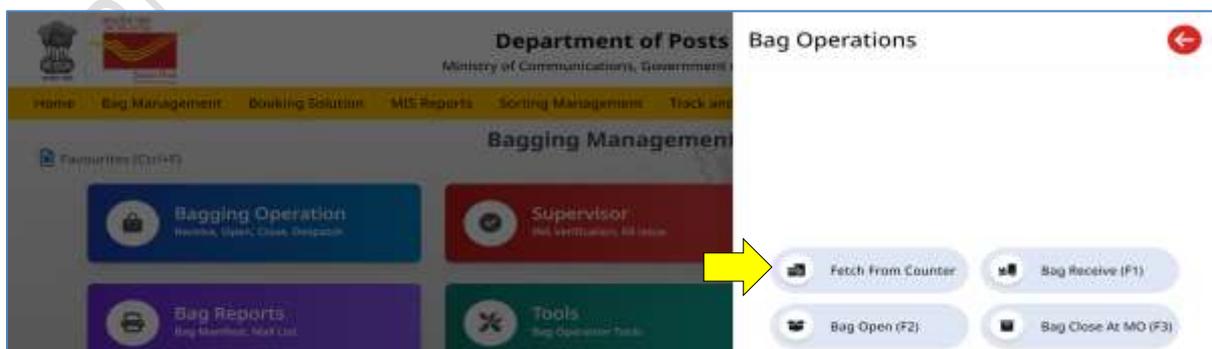
After entering the **ML ID**, the bags available under the particular ML will reflect under **Transfer bags** header. Click on the check box of the **Bag number** under **Transfer Bags** header and click on **Accept Bags** button for receiving the bags as virtually reflected. Click on **Perform QA** button for accepting bags by scanning the transferred bags from previous set.



After clicking on **Accept Bags** button a message will pop up as **Bags accepted Successfully**, then click on **Exit** or **Go to Main Screen**.

5 Mail Operations

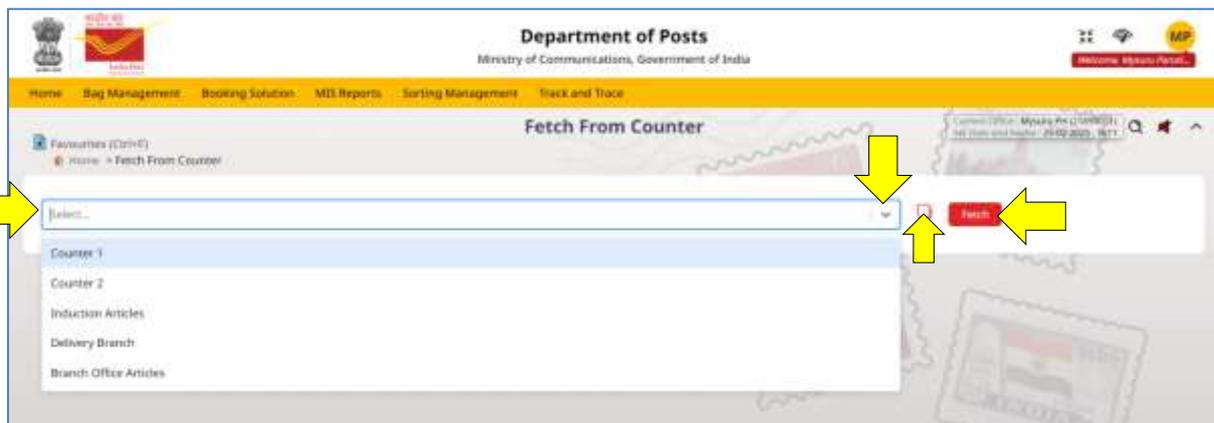
5.1 Fetching of articles from booking counter



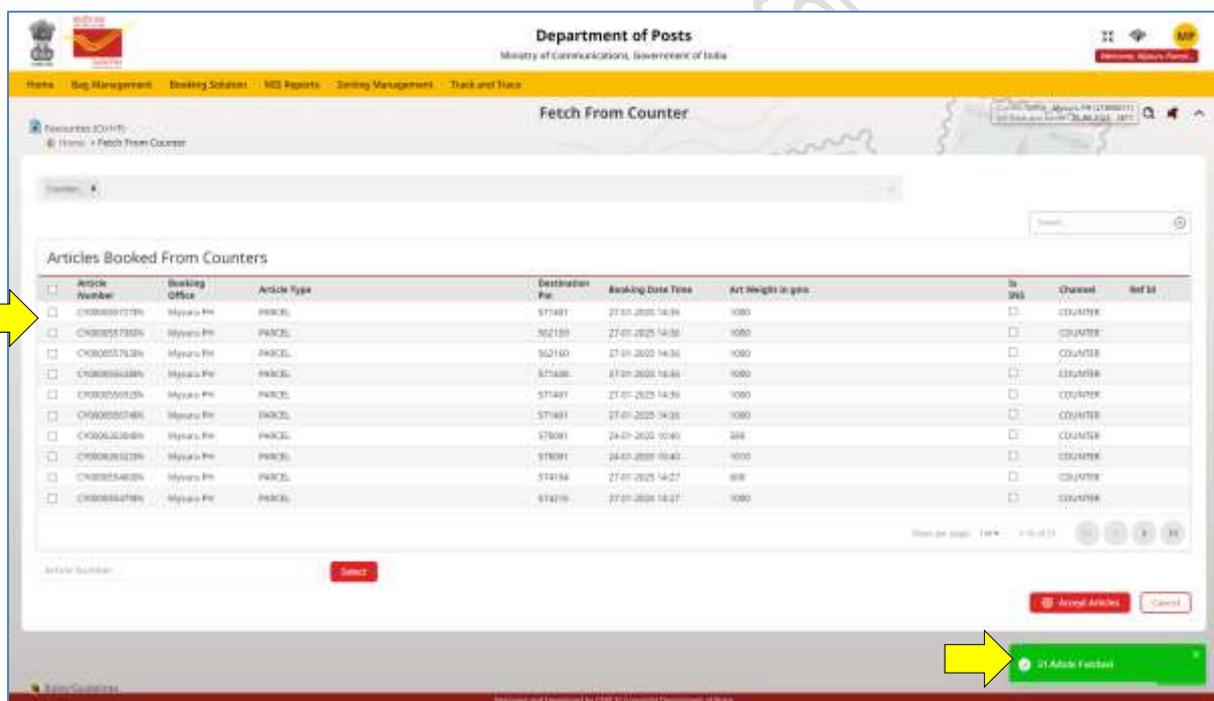
“Fetch From Counter” is used for the articles which are booked within the same office counter.



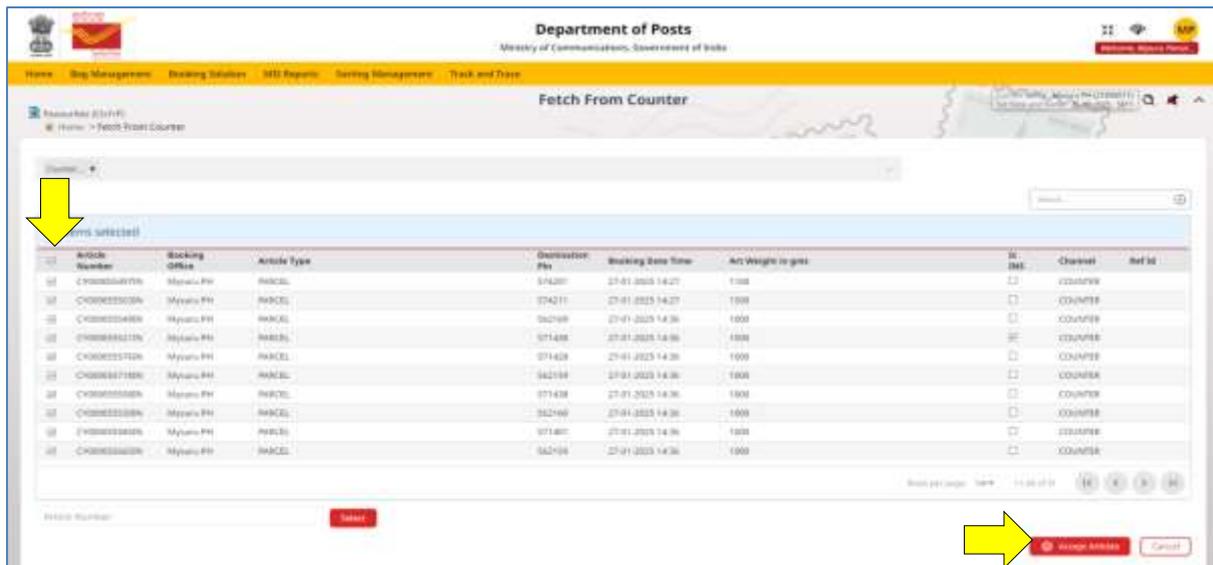
Operational Guide – Railway Mail Service



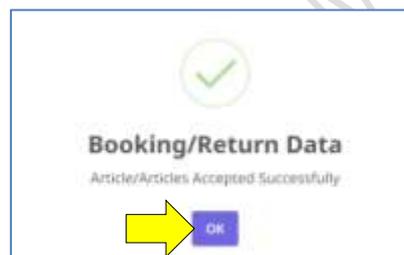
By clicking the drop down arrow key the details of the counters allotted will reflect. Any particular counter to be selected or select all option can be clicked for selecting all counters. Click on **Fetch** button.



After clicking the **fetch** from counter option, the data which are booked at the counter will be **fetched** and a pop will generate as **Articles Fetched**.

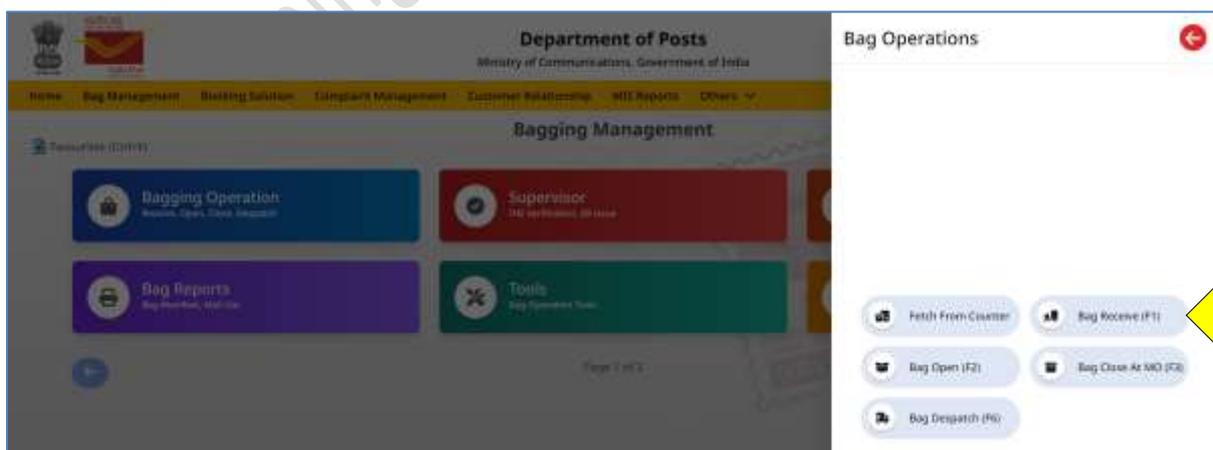


The fetched data needs to be selected by selecting the check box and also an option is available for scanning the articles. Upon selecting or scanning the articles, **accept articles** option should be clicked for accepting the articles.



The **booking** articles which are selected will be accepted as shown in the above image.

5.2 Bag Receiving



Bag Receive option is used for the articles which are closed and despatched by various Mail office/Post Offices for further processing.



Operational Guide – Railway Mail Service



Department of Posts
Ministry of Communications, Government of India

Home Bag Management Barcode and Label Mngmt. Device Registration Exit Management Payroll System Others

Welcome to IT 2.0-APT

Favourites (Ctrl+F)

Bag Receipt

Mail List ID: 3356

Fetch

BENGALURU
Malahanka Satellite Town S.O.

For receiving the bags pertaining to the specific Mail List, enter the ML ID at the space available at 'Mail List ID' option.

Upon selecting the schedule or entering the appropriate Mail List ID, click on **Fetch** button.

Department of Posts
Ministry of Communications, Government of India

Home Bag Management Barcode and Label Mngmt. Device Registration Exit Management Payroll System Others

Welcome to IT 2.0-APT

Favourites (Ctrl+F)

Bag Receipt

Select Schedule: 170203-Bengaluru G.P.O., Bengaluru Parcel Hub, 1

Mail List ID: 3356

Arrival ID: [Blank]

Fetch

Bag Number: [Blank] Bag Weight(kgs): [Blank] Add

Scanned Bags

ScheduleName	Bag Number	Weight	Receiver Type	Receiver From
Bengaluru G.P.O., Ben...	CBK301401530	12.6...	Received For Forward	Nelamuri
Bengaluru G.P.O., Ben...	CBK3016872676	2.81...	Received For Forward	Nelamuri
Bengaluru G.P.O., Ben...	CBK9002942816	4.5 Kgs	Received For Forward	Murthi
Bengaluru G.P.O., Ben...	CBK3017738966	3000...	Retained For Oper...	Nelamuri

Expected Bags

Bag Number	Despatched By	Closed From Office	Closed To Office	Date of Despatch
CBK0002040981	Mumbai PH			18-09-2025 14:07
CBK3014031829	Nelamuriga S...			18-09-2025 14:30
CBK3011743358	Training Comm...	Training Command IAF S.O	Bengaluru Parcel Hub	18-09-2025 14:31
BBK7017528063	Training Comm...	Training Command IAF S.O	Bengaluru NSH	18-09-2025 14:38

Rows per page: 10

Fetch

Fetch Here BND

Save Draft

Refresh Bags

Cancel

Upon clicking the **Fetch** button, **Bag Receipt** page will open. In the page expected bags to be received vide the entered schedule or Mail List ID will be listed down on the right side of the screen under the heading **Expected Bags** and the details of the bags will be shown under the columns viz. Bag Number, Despatched By (Office), Closed from Office, Closed To Office, Date of Despatch. Scan the bags at **Bag Number** option.



Upon scanning the bags the bag numbers will be shifted from **expected bags** table to **scanned bags** table with details under the columns viz. Schedule Name, Bag Number, Weight, Recive Type, received F rom . Total scanned bags count will be shown at **Scan count** option. Also the scanned bags can be downloaded in excel format by clicking the download icon which is available in the Scanned bags table.

If the bag numbers are entered manually by typing at the **Bag Number** option, bag weight can be entered at **Bag Weight** option or the weight can be fetched by clicking the **weighing scale** icon given at **Bag weight** option. Upon entering the weight, click on the **Add** button to add the bags to the Scanned Bags list.

Fetch from RFID option is given for fetching the bag details from RF ID reader.

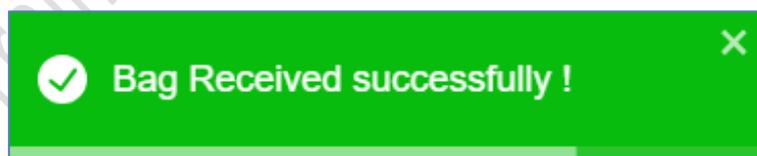
Purposde of bags received can be changed i.e. for opening or forwarding. The purpose can be changed individually or in bulk. To change the purpose indivisually click on the dropdown option **Receive Type**. Upon clicking the **Receive Type** dropdown option, the following two options will be displayed:

- ➔ Received for Open
- ➔ Received for Forward

Choose the appropriate option. To change the purpose in bulk select the bags and click on the check option against the following options:

- ➔ Bulk Open
- ➔ Bulk Forward

After scanning the bags click on the **Save Draft** button to save the svcanned bags for the future use. Upon completion of bags scanning click on **Receive Bags** button to complete the Bag receive process.



Upon clicking the Receive Bags button, a success message will be displayed as **Bag Received successfully !** will be displayed on the right bottom corner of the screen.



5.2.1 Receipt of Legacy Bags

While receiving bags that are not closed or processed in the APT application, a pop-up will appear after scanning the bag number on the Bag Receive screen.

Legacy Bag Receive [X]

Select From Office:

Bag Type:

Received For:

Bag Weight:

Add

Legacy Bag Receive [X]

Select From Office: [v]

- G K V K S.O
- Yelahanka Satellite Town S.O
- Singanayakanahalli S.O
- H A Farm S.O
- Training Command IAF S.O
- Sahakaranagar S.O
- Yelahanka S.O
- 1 CBPO (CRC)
- 1 CBPO PH
- 1CBPO NSH
- 2 CBPO (CRC)
- 2 CBPO PH
- 2CBPO NSH
- A F Station Yelahanka S.O



Click on the **Select From Office** dropdown option, all offices will be listed down. Select the appropriate from office.

Account Bag
Bulk Bag
Branch office Bag
Camp Bag
D bag
Deposit Bag
Insured Parcel
Eblue dart
L SD Bag
M Bag
Magazine Post Bag
L Ordinary Mail
Parcel Bag
PSD Bag
Register Post
Parcel Bag
Received For
Open
Bag Weight
1
Add

Upon selecting the **from office** name, click on the **Bag Type** dropdown option and select the appropriate bag type.

Legacy Bag Receive

Select From Office
G K V K S.O

Bag Type
Parcel Bag

Received For
Open

Forward
Add



Upon selecting the **bag type**, click on the **Received For** dropdown option. Two options will be available i.e. **Open** and **Forward**. Select the appropriate purpose of receipt.

The screenshot shows a 'Legacy Bag Receive' form with the following fields and values:

- Select From Office: G K V K S.O
- Bag Type: Parcel Bag
- Received For: Open
- Bag Weight: 0.96g

There is a red 'Add' button at the bottom left. A yellow arrow points to the 'Add' button, and another yellow arrow points to the 'Bag Weight' input field.

Upon selecting the received for purpose, enter the accurate weight of the bag and click on **Add** button.

The screenshot shows the 'Department of Posts' Bag Receipt interface. The 'Add' button from the previous form is now visible in the 'Bag Receipt' section. A yellow arrow points to the 'Add' button. The interface displays two tables:

Scanned Bags				
Schedule Name	Bag Number	Weight	Received Type	Received From
Bengaluru - MM/Dev...	CBK23003881	0.96	Received For Open	G K V K S.O

Expected Bags					
Bag Number	Despatched By	Classed from Office	Classed To office	Date of Despatch	Bag Type
DBK30173868	Nelamangala S...	Nelamangala Industrial Estate S.O	Bengaluru Parcel Hub	18-09-2025 14:21	PL
DBM002042810	Mumbai PH			18-09-2025 14:07	PL
DBM00204888	Mumbai PH			18-09-2025 14:07	PL
DBK3016872676	Nelamangala S...			18-09-2025 14:30	PL
DBK3014231625	Nelamangala S...			18-09-2025 14:30	PL

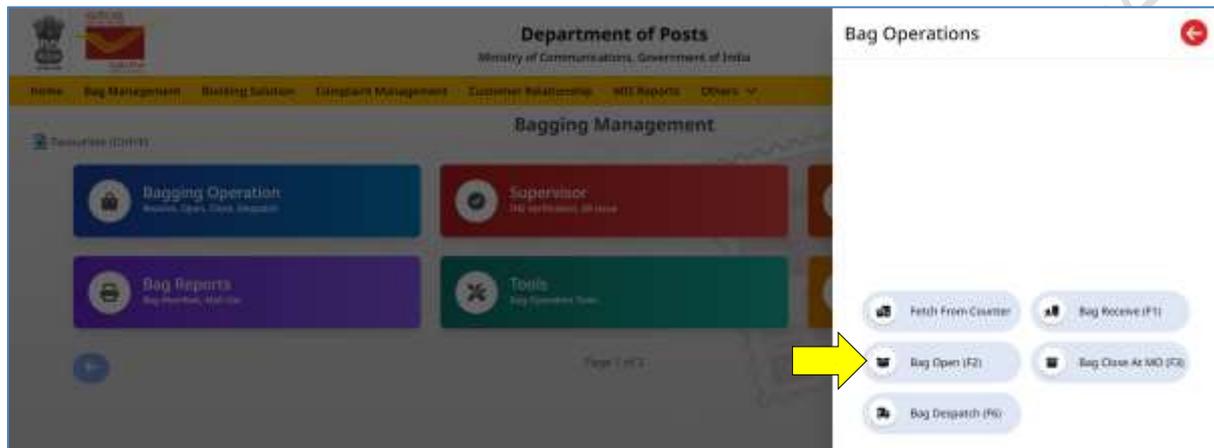
At the bottom right, there are buttons for 'Save Draft', 'Received Bags', 'Cancel', and 'Close'. A yellow arrow points to the 'Close' button.

Upon clicking the **Add** button, the bag will be added to the Scanned Bag table and will be shown on the right side of the screen.



For deleting the scanned bag, select the bag/s from the scanned bags list. Upon selecting the bag/s **Delete** button will appear on the bottom of the screen. Click on the **Delete** button to delete the bag/s from the scanned list.

5.3 Bag Opening



For bag opening click the **Bag Open** option or use **F2** key.



Upon clicking the **Bag Open** option, the above screen will be opened. In the **Bag Number** option scan the bag number to be opened. Click on **Fetch** button. The bags which are received and to be opened list can be viewed by clicking **Expected Bags** link.

The 'Expected Bags' window displays a table with the following data:

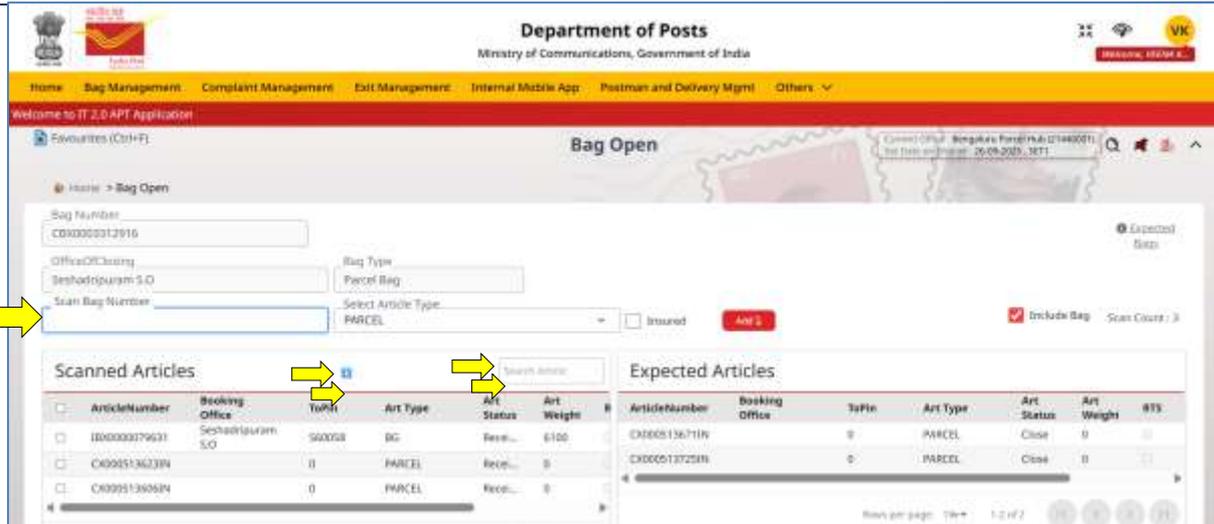
Bag Number	From Office	Bag Type	Count
CB100022016	Mangaluru BM...	PL	4
CB420140210	Bengaluru City...	PL	8
CB420140210	Bengaluru City...	PL	8
CB420108320	Bengaluru Tre...	PL	1
CB3001071884	Bengaluru Tre...	PL	8
CB3000732012	Bengaluru Tre...	PL	2
CB4200037501	Nayak 553	PL	1



Upon clicking the **Expected Bags** link Expected bags for open will be displayed as above with details of Bag Number, From Office, Bag Type and count of articles.

The screenshot displays the 'Bag Open' interface. At the top, it shows the Department of Posts logo and navigation links. The main area contains a form with fields for Bag Number, Office/Posting, Bag Type, Scan Article Number, and Select Article Type. There is an 'Add' button and a 'Fetch' button. Below the form are two tables: 'Scanned Articles' and 'Expected Articles'. The 'Expected Articles' table has columns for ArticleNumber, Booking Office, To/From, Art Type, Art Status, Art Weight, and RTS. The 'Scanned Articles' table has columns for ArticleNumber, Booking Office, To/From, Art Type, Art Status, and Art Weight. A 'Scan Count' is shown as 2. At the bottom, there are buttons for 'Save Draft', 'Bag Open', and 'Cancel'.

Once the bag numbers are scanned in **Bag Number** option and when **Fetch** button is clicked, the electronic data of the articles which are available will appear on the right side of the screen under **“Expected Articles”** header. The articles which are included inside a particular bag should be scanned individually in **Scan Article Number** option and after scanning all these articles will appear on the left side of the screen under **‘Scanned Articles’** header. Total scanned articles count will be shown at **Scan Count** option. In case of legacy INS articles, scan the article at **Scan Article Number** option, select the article type **Select Article Type** dropdown option, in case of insured article, select the check box of **Insured** and click on **Add** button.



In case of receiving the INS Bag, select the **Include Bag** option and scan the bag at **Scan Bag Number** option.

Scanned articles/bags can be downloaded using the download icon given in the **Scanned Articles** table. For searching and deleting the scanned article/bag click at **Search Article** option.



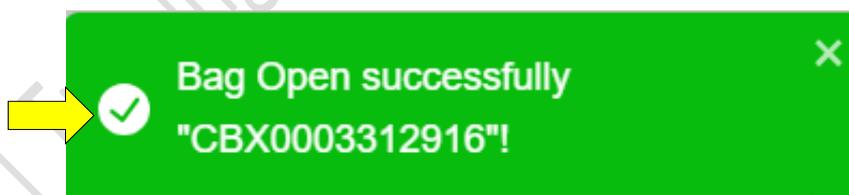
Upon bag clicking at **Search Article** option, a pop-up will appear. Scan the article at **Article Number** option and click on **Delete** button. After clicking the Delete button, the scanned article will be deleted.



Article Number	Booking Office	To/PN	Art Type	Art Status	Art Weight
IB4000079632	Seshadripuram S.O	560058	BG	Receiv...	930
CBX00479510N	Seshadripuram S.O	570010	PARCEL	Receiv...	550
CBX00479170N	Seshadripuram S.O	570010	PARCEL	Receiv...	750

To save the scanned articles for continuing the bag opening process later, click on the **Save Draft** button. Upon clicking the **Save Draft** button a success message will be appeared on the top right corner of the screen.

After scanning all the articles click on **Bag Open** button.



Upon clicking the **Bag Open** option, a pop up message will appear as **Bag Open Successfully** along with Bag Number.

5.3.1 INS Parcel Bag Receive verification by HSA/Supervisor

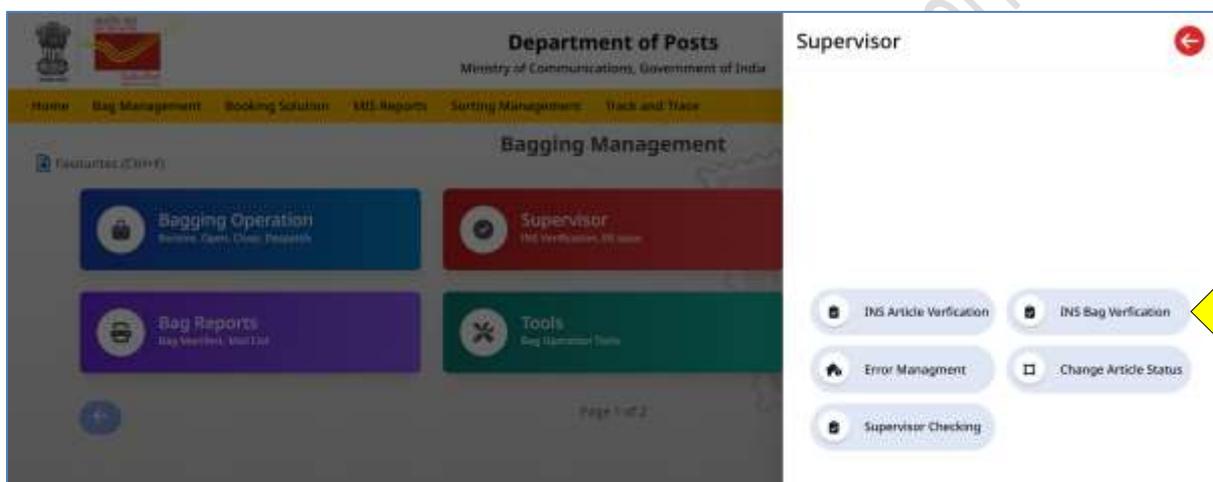
In case of receipt of INS parcel bag, the same should be verified by the HSA/Supervisor.



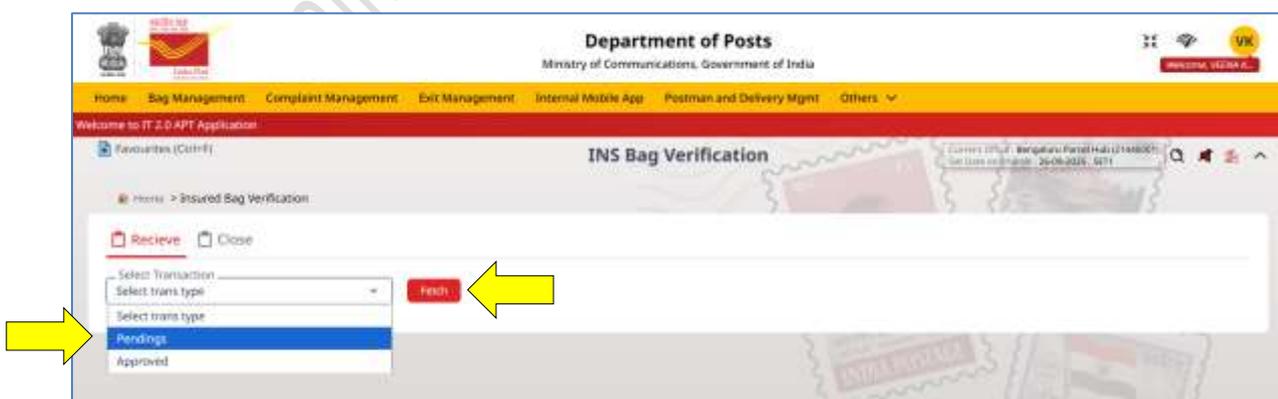
Operational Guide – Railway Mail Service



Click on **Supervisor** sub-card in the **Bagging Management** card.



Upon clicking **Supervisor** sub-card, five options will be displayed on the right side of the screen. Click on the **INS Bag verification** option for verifying the Insured bags.



Upon clicking the **INS Bag verification** option, the above screen will be opened. In the screen Receive option will be already selected default. Click on the **Select Transaction** dropdown option. The following two options will be listed down:

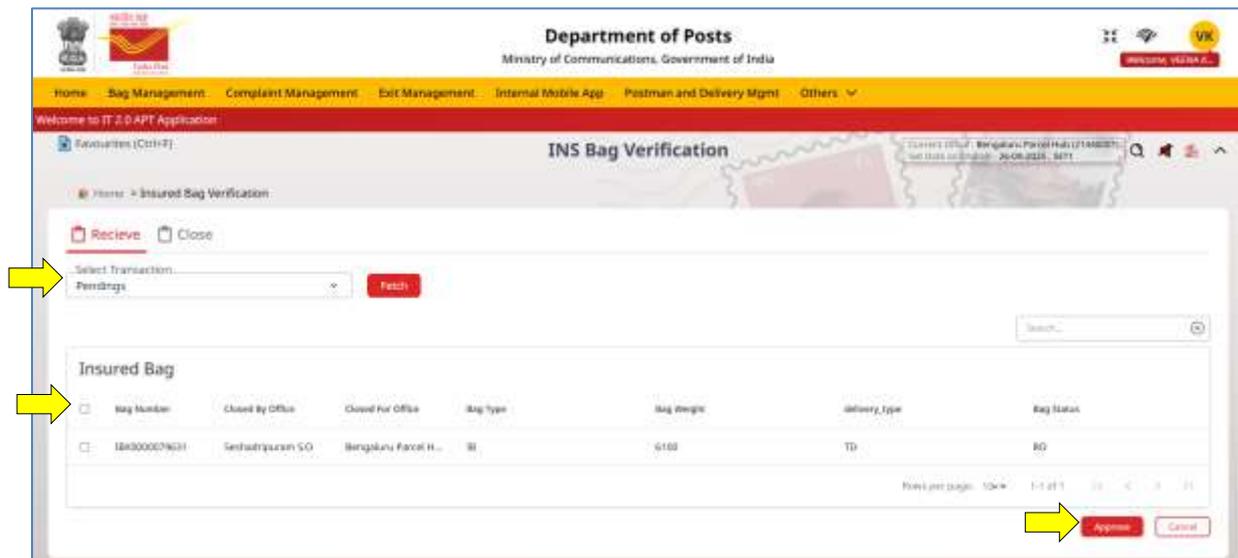
- ➔ Pendings



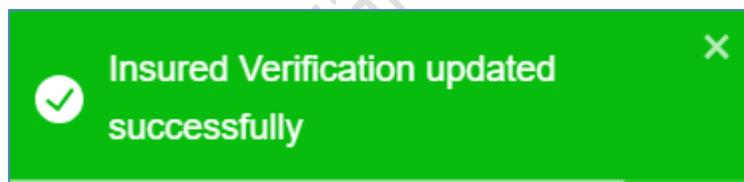
➔ Approved

For approving the INS bags, click on **Pendings** option.

To view the already approved INS Bags, click on **Approved** option.



Upon clicking **Pendings** option, the INS Parcel bags which are received and pending for verification will be listed. All bags can be selected once by selecting the **check box on the top**. Individual bags can be selected by scanning the bag number at **Search** option. After selecting the bag, click on **Approve** button.



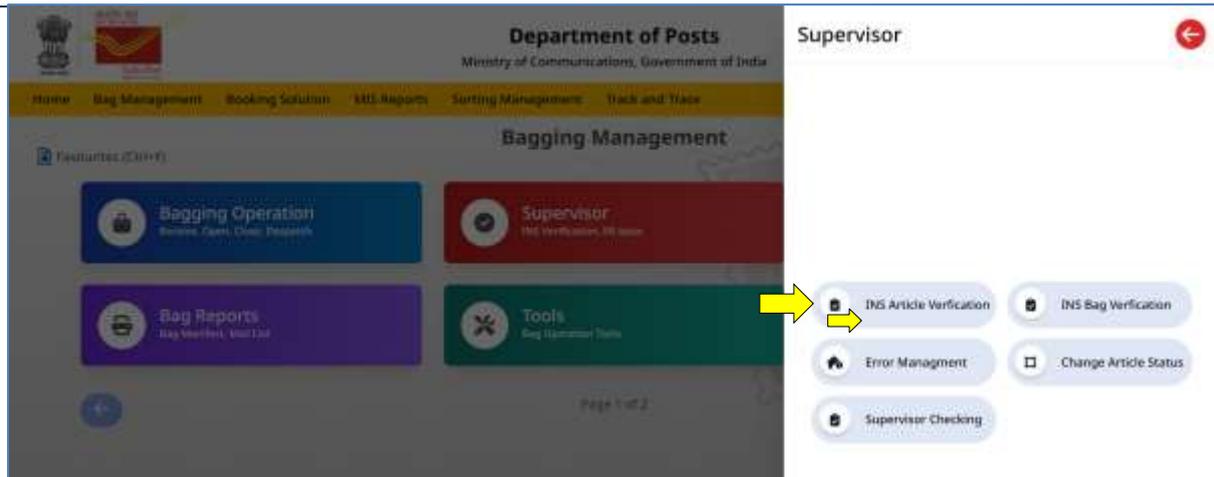
Upon clicking the **Approve** button, a success message will be appeared on the right bottom corner of the screen.

5.3.2 INS Articles receive verification by HSA/Supervisor

- ➔ After INS Parcel bag verification, the bag will be opened in the Bag Open option-please refer SI No. 5.3.
- ➔ In case of INS letter after receiving the letter, the same will be directly available for HSA/Supervisor verification.



Operational Guide – Railway Mail Service



HSA/Supervisor will click on **INS Article verification** option for INS article verification.

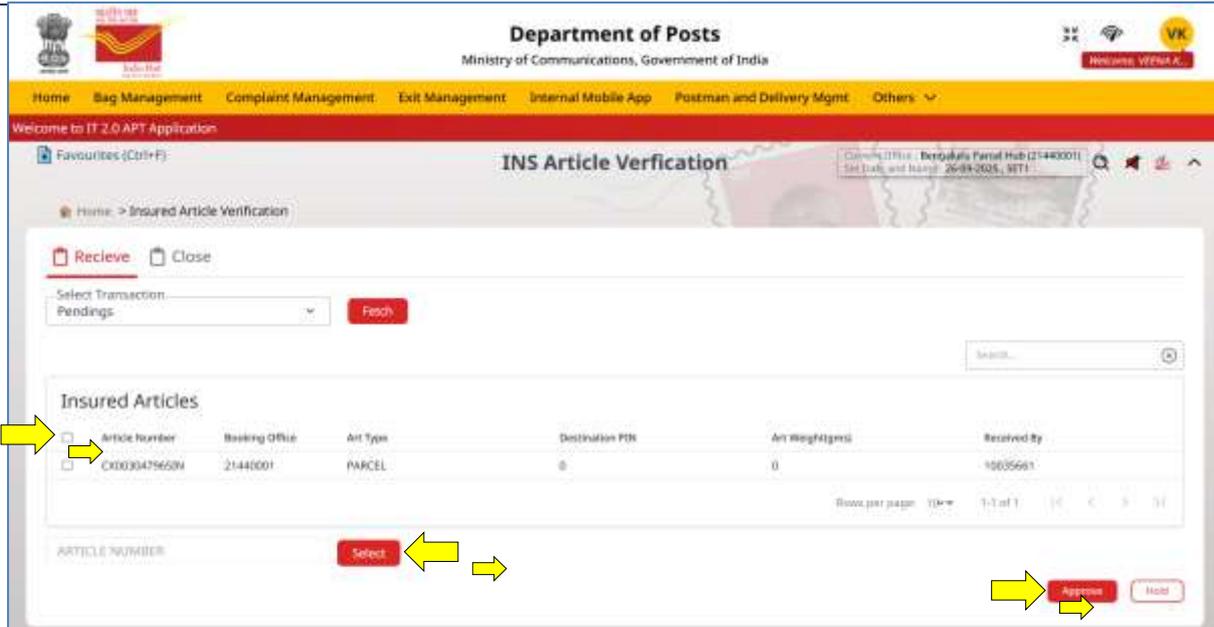


Upon clicking the **INS Article verification** option, **INS Article Verification** screen will be appeared. In the screen **Receive** option will be already selected default. **Click on the Select Transaction dropdown option. The following two options will be listed down:**

- Pendings
- Approved

For approving the INS articles, click on **Pendings** option.

To view the already approved INS articles, click on **Approved** option.



Upon clicking the **Pendings** option, the INS articles which are pending for verification will be listed down. In the screen select all articles by clicking the check box available at top side of the **Insured Articles** table.

For searching the article scan the INS article at **Search** option on the right side of the screen.

For selecting the individual article, scan the article at **ARTICLE NUMBER** option available below the Insured Articles table. If the article numbers need to be typed, type the article number at **ARTICLE NUMBER** option and click on **Select** button.

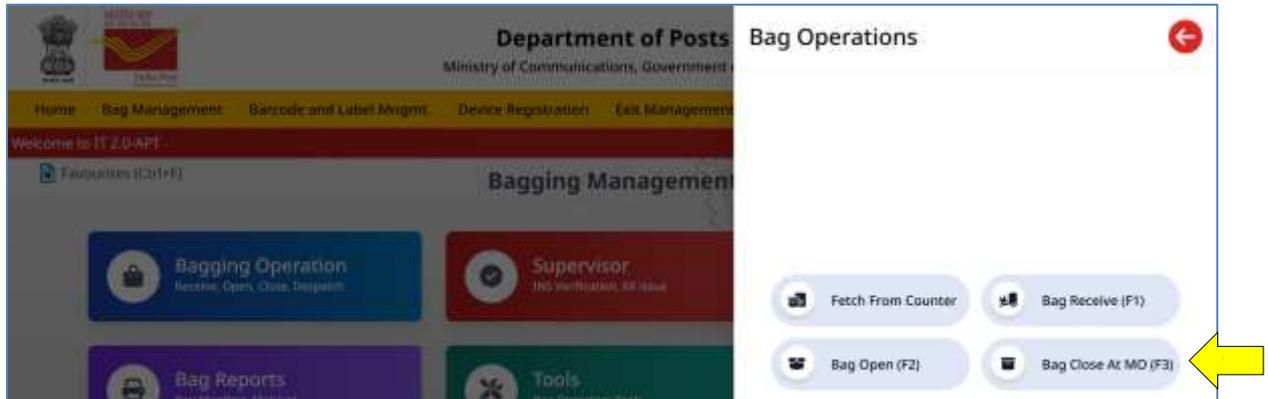
After selecting the article click on the **Approve** button for completing the INS article receive verification.

Upon clicking the **Approve** button, a success message will appear on the right bottom corner of the screen.



5.4 Bag Closing

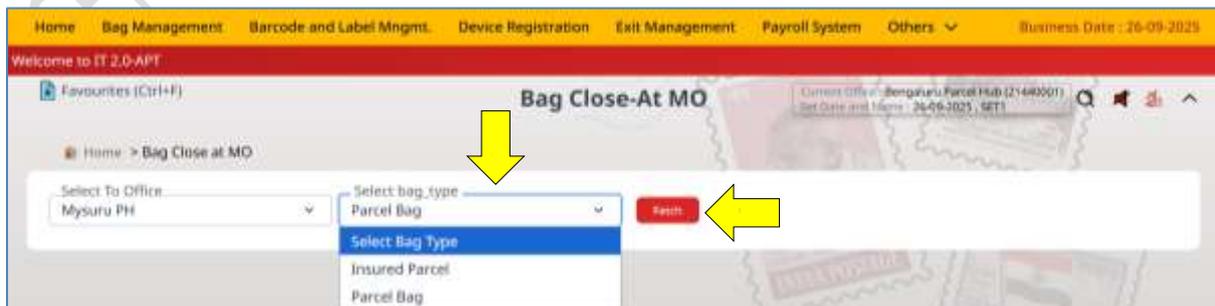
5.4.1 Closing of bag



For closing bags, click on the **Bag Close at MO** option or use **F3** key.



Upon clicking the **Bag Close at MO** option, the above screen will display. Select the to office name from **Select To Office** dropdown option.





Operational Guide – Railway Mail Service



Upon selecting the to office name, select the bag type from **Select Bag Type** dropdown option and click on the **Fetch** button.

Department of Posts
Ministry of Communications, Government of India

Home | Bag Management | Barcode and Label Mngmt. | Device Registration | Exit Management | Payroll System | Others

Welcome to IT 2.0-APT

Bag Close-At MO

Select To Office: Mysuru FH | Select bag_type: Parcel Bag | Select Article Type: FGN_AIR_PARCEL

Insured Add Include Bag | Scan Count: 2 | Bag Count: 0

Scanned Articles

Article Number	Booking Office	ToPin	Art Type	Art Weight	INS
CY5637172581N	Bengaluru GP...	571401	PARCEL	420	<input type="checkbox"/>
CK3677484510N	Singarayakana...	571121	PARCEL	320	<input type="checkbox"/>

Total Art Weight(kgs) : 0.740

Expected Articles

Article Number	Booking Office	ToPin	Art Type	Art Weight	INS
EE4713295551N	Chandmury S.O	571104	PARCEL	570	<input type="checkbox"/>
CY6620674710N	Bengaluru GP...	571401	PARCEL	750	<input type="checkbox"/>
ID0530778001N	Supreme Court...	571607	PARCEL	2145	<input type="checkbox"/>

Buttons: Save Draft, Close Bag, Cancel

Upon clicking the Fetch button, the articles which are available for the selected office will appear based on the booking Pincodes at the right side of the screen under **Expected Articles** header. Scan the article one by one at **Article Number** option the same will be shifted to the right side of the screen under the head **Scanned Articles**.

Department of Posts
Ministry of Communications, Government of India

Home | Bag Management | Complaint Management | Exit Management | Internal Mobile App | Postman and Delivery Mgmt. | Others

Welcome to IT 2.0 APT Application

Bag Open

Bag Number: CBK000312917 | Office/Posting: Seshadripuram S.O | Bag Type: Parcel Bag

Scan Bag Number: | Select Article Type: PARCEL | Insured Add Include Bag Scan Count: 3

Scanned Articles

Article Number	Booking Office	ToPin	Art Type	Art Status	Art Weight
IBK0000079632	Seshadripuram S.O	560058	SG	Recel...	900
CK800479510N	Seshadripuram S.O	570010	PARCEL	Recel...	500
CK800479170N	Seshadripuram S.O	570010	PARCEL	Recel...	750

Total Art Weight(kgs): 0.000

Expected Articles

There are no records to display

Buttons: Save Draft, Close Bag, Cancel, Refresh



In case of INS Parcel bag, click on **Include Bag** option and scan the bag number at **Scan Bag Number** option. Total number of Articles/Bags will be shown at **Scan Count** option.



Click on the **Save Draft** button to save the articles. Upon clicking the **Save Draft** button, scanned articles will be saved and a success message will be displayed on the top right corner of the screen.

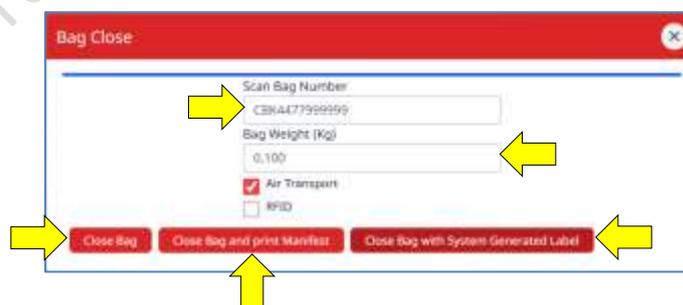
For downloading the scanned articles, click on the **download** icon. Upon clicking the **download** icon scanned articles data will be downloaded in **excel** format.

For deleting the scanned articles, select the articles and click on **Delete** button. Articles can also be deleted by scanning the article at **Scan Article** option.



Upon scanning the article, the above window will be popped up. Scan the article number to be deleted at Article Number option and click on the Delete button. Upon clicking the Delete button, the article will be deleted from the scanned articles list.

After scanning all the articles and INS Parcel bag if in case of INS parcel at Scan Article/Scan Bag option, click on **Close Bag** button.



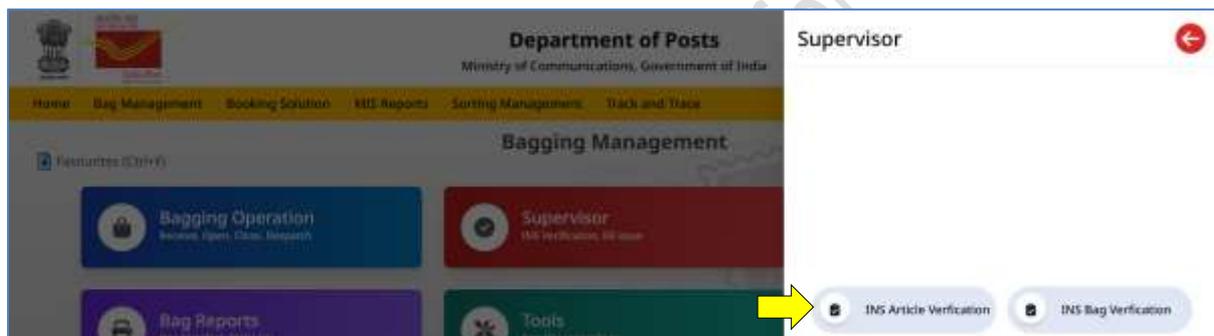
Upon clicking **Close Bag** button, the above window will pop-up. Scan pre-printed barcode at **Scan Bag Number** option. Bag weight will be automatically fetched at **Bag weight** option in KGs. In case of air lift, click on the **Air Transport** option and for adding the RFID information click on the **RFID** and enter the RFID details.



5.4.2 INS Articles close verification by HSA/Supervisor

INS article if any should be verified by the HSA/Supervisor. If in case of INS Parcel a separate INS Parcel bag should be closed and the same should be inserted in the Parcel Bag.

For INS article verification, open the **Supervisor** sub-card under **Bagging Management** card.



Upon opening the **Supervisor** sub-card, five options will be displayed on the right side of the screen. Click on the **INS Article verification** option for verifying the Insured articles.



Upon clicking **INS Article verification** option, **INS Article Verification** window will appear. In the screen two options will appear i.e. **Receive** and **Close**. Select the **Close**



option. Upon selecting **Close** option, under **Select Transaction** dropdown option the following options will appear:

- ➔ **Hold**
- ➔ **Pendings**
- ➔ **Close Approved**

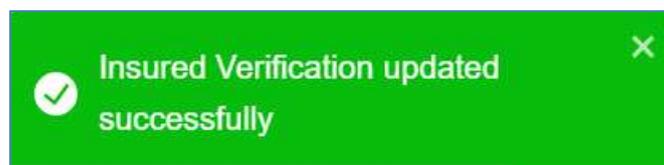
For verification of INS articles which are hold from verification, click on **Hold** option. INS articles hold from verification will be displayed and the same can be verified.

Click on **Pendings** option for verification of INS articles.

The screenshot shows the 'INS Article Verification' interface. At the top, there's a navigation bar with 'Department of Posts' and 'Ministry of Communications, Government of India'. Below that, there are tabs for 'Home', 'Bag Management', 'Complaint Management', 'Exit Management', 'Internal Mobile App', 'Postman and Delivery Mgmt', and 'Others'. The main content area is titled 'INS Article Verification' and includes a search bar, a 'Fetch' button, and a table with one item selected. The table columns are Article Number, Booking Office, Art Type, Destination PIN, Art Weight(gms), Shift/PO Date, and Received By. The selected item is: Article Number: C00090475650N, Booking Office: 21440001, Art Type: PARCEL, Destination PIN: 560032, Art Weight(gms): 0, Shift/PO Date: 2025-09-26, Received By: 10035661. Below the table, there is a 'Select' button and an 'ARTICLE NUMBER' input field. At the bottom right, there are 'Approve', 'Hold', and 'Cancel' buttons. Yellow arrows point to the 'Close' button, the search bar, the 'Select' button, and the 'Approve' button.

Upon clicking the **Pendings** option, INS articles pending for verification will listed down with details in columns viz. Article Number, Booking Office, Article type, Article Type, Destination PIN, Article Weight, Shift/PO Date and Received By.

Select the article by selecting the check box against the article. Also article can be select by scanning the article at **ARTICLE NUMBER** option. Upon selecting the article, click on **Approve** button to complete the INS article verification.



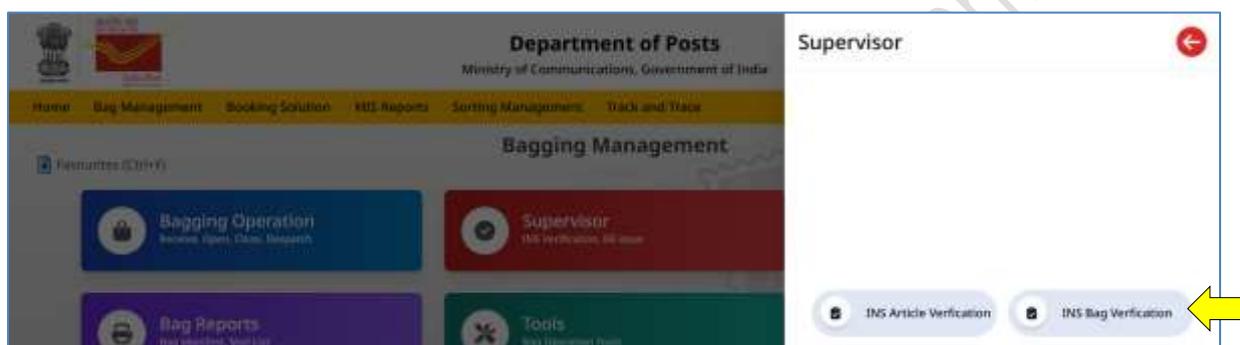


Upon clicking the **Approve** button, a success message will appear on the right bottom corner of the screen.

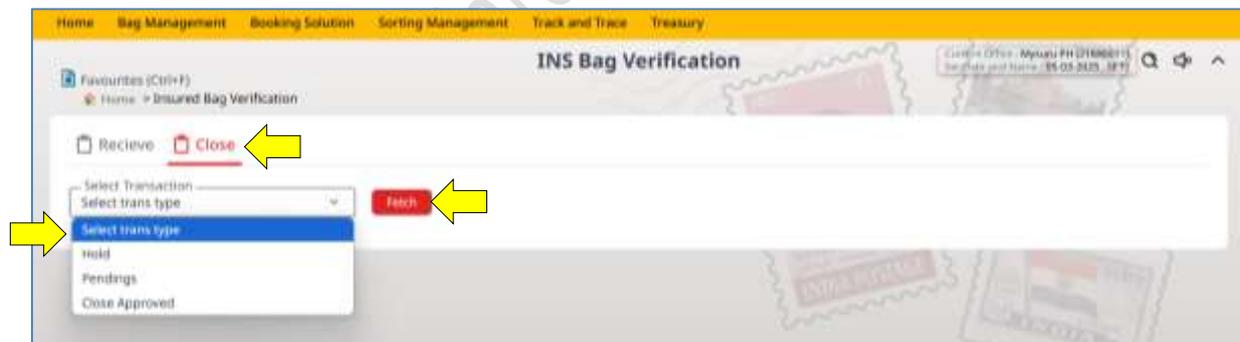
For holding the article from verification click on the **Hold** option.

To view the verified INS articles, click on the **Close Approved** option.

5.4.3 INS Parcel Bag Close verification by HSA/Supervisor



For verifying the INS bag click on **INS Bag verification** option.



Upon clicking the **INS Bag verification** option, the above screen will be opened. In the screen two options will display i.e. **Receive** and **Close**. Select Click on the **Select Transaction** dropdown option. The following two options will be listed down:

- ➔ Pendings
- ➔ Approved

For approving the INS bags, click on **Pendings** option.

To view the already approved INS Bags, click on **Approved** option.

5.4.4 Closing of Transit Bag



Operational Guide – Railway Mail Service



Home Bag Management Booking Solution

Welcome to IT 2.0 APT Application

Favourites (Ctrl+F)

Bag Close-At MO

Current Office: Bengaluru NSH (21460001)
Set Date and Time: 24-09-2025, SET1

Home -> Bag Close at MO

Select To Office: Bengaluru City TMO

Select bag_type: Transit

Fetch

In the **Bag Close- At MO** screen, select the office name from **Select To Office** dropdown option, to which the Transit Bag is closing. Upon selecting the office, choose the bag type as **Transit** from the **Select bag type** drop down option. Click on **Fetch** button.

Home Bag Management Booking Solution

Welcome to IT 2.0 APT Application

Favourites (Ctrl+F)

Bag Close-At MO

Current Office: Bengaluru NSH (21460001)
Set Date and Time: 24-09-2025, SET1

Home -> Bag Close at MO

Select To Office: Bengaluru City TMO

Select bag_type: Transit

Bag Number

Add

Scanned Bags

Bag Number	Closed By Office	Closed For Office	Bag Type	Bag Closed Date
EB00002322441	Bengaluru NSH	Mumbai NSH	SP	
EB00002322448	Bengaluru NSH	Chennai NSH	SP	
EB00002322450	Bengaluru NSH	Kolkata NSH	SP	

Expected Bags

Bag Number	Closed By Office	Closed For Office	Bag Type	Bag Closed Date	Del
EB00002322452	Bengaluru NSH	New Delhi NSH	SP		<input type="checkbox"/>
EB00002322455	Bengaluru NSH	Hyderabad NSH	SP		<input type="checkbox"/>

Rows per page: 10 1 of 2

Scan Count: Total Bags Weight:

Save Draft Close Transit Bag Cancel

Rules/Guidelines

Designed and Developed by CPPI © Copyright Department of Posts

Upon clicking the '**Fetch**' button, the above screen will be displayed. In the screen the bags already closed by the set will be shown on the right side of the screen under the heading '**Expected Bags**'. Scan the bags one by one at 'Bag Number' option.

On clicking the '**Save Draft**' button, the scanned bags will be saved. After completing the bag scanning, click on '**Close Transit Bag**' button.

Transit Bag Close

Scan Bag Number: EBX6677667766

Bag Weight (gms): 0.240

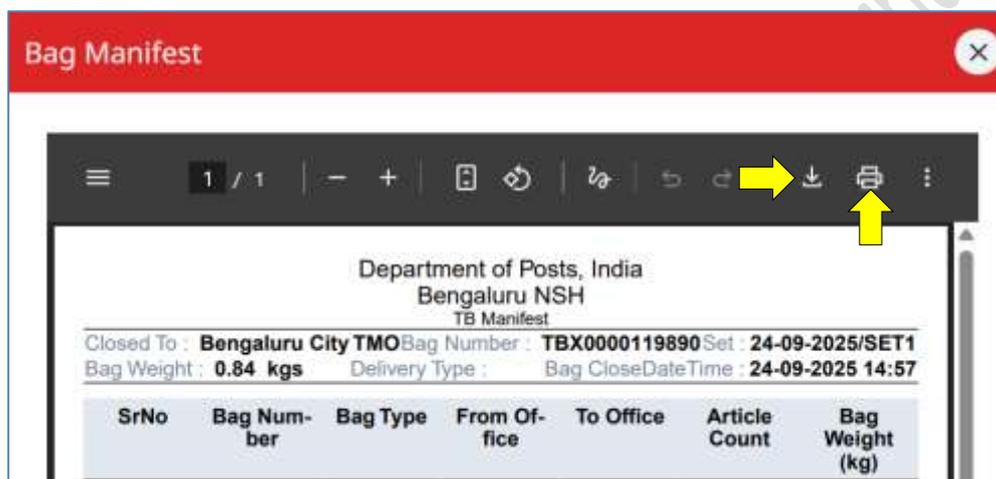
Air Transport

Close Bag Close Bag and print Manifest Close Bag with System Generated Label

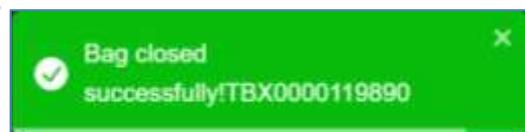


Upon clicking the 'Close Transit Bag' button, the above screen will pop-up. Scan the bag number at 'Scan Bag Number' option if pre-printed bag label is available, weight of the bag will be shown automatically at 'Bag Weight (gms)' option, check the 'Air Transport' box if the bag is lifetable by air. Upon entering bag number, the following three options are available for bag closing:

- ➔ Click on 'Close Bag' button to close the bag but the manifest will not be generated.
- ➔ Click on 'Close Bag and print Manifest' button to close the bag and to get print of manifest.
- ➔ Click on the 'Close Bag with System Generated Label' to close the bag along with auto generated bag label and to print the bag manifest.



Upon clicking on the appropriate button, bag will be closed and manifest will be generated. The same can be downloaded as PDF by clicking the **download** icon and also click on the **Print** icon to print the manifest.



Also a success message will be displayed on the right bottom corner of the screen.



Operational Guide – Railway Mail Service



Department of Posts, India Bengaluru NSH TB Manifest						
Closed To : Bengaluru City TMO Bag Number : TBX0000119890 Set : 24-09-2025/SET1						
Bag Weight : 0.84 kgs Delivery Type : Bag CloseDateTime : 24-09-2025 14:57						
SrNo	Bag Number	Bag Type	From Office	To Office	Article Count	Bag Weight (kg)
1	EBX0002322441SP		Bengaluru NSH	Mumbai NSH	1	0.1
2	EBX0002322448SP		Bengaluru NSH	Chennai NSH	3	0.1
3	EBX0002322450SP		Bengaluru NSH	Kolkata NSH	2	0.18
4	EBX0002322452SP		Bengaluru NSH	New Delhi NSH	2	0.18
5	EBX0002322455SP		Bengaluru NSH	Hyderabad NSH	2	0.18
						No Bags : 5
						Total : 5
Bag Closed By (10168463)		Supervisor			Bag opened By	

The generated TB Manifest will contain the following details:

- O/o Closing
- Closed To Office
- Bag Number
- Set and Date of the Office
- Total Weight of the Bags
- Bag Closed Date and Time
- Bag Numbers of the Contents
- Bag Type
- From and To Office
- Total Article Count in the Inner Bags
- Bag Weight of the Inner Bags

Additionally, the manifest includes the bag-closing official's EID, as well as spaces for the supervisor's name and the signature of the official who closed the TB.



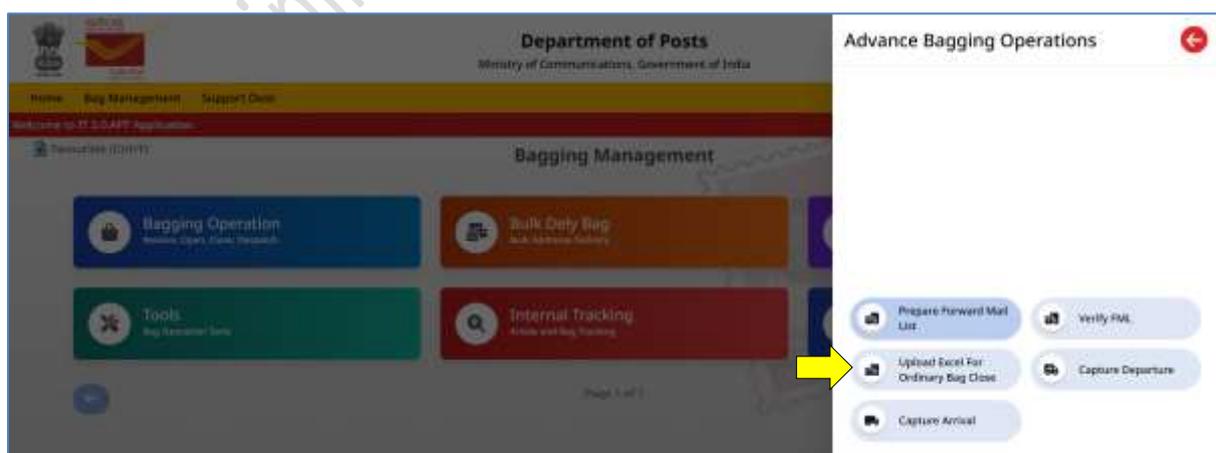
Along with the manifest, auto generated bag label will be downloaded for printing. The bag label contains Bag closed to office name, QD and 2D barcode, Bag Number, Bag weight, date and time of bag closed, count of contents of the bag and name and set of the from office.

5.4.5 Ordinary bag bulk closing

Ordinary bags can be closed in bulk to avoid delay in bag closing.



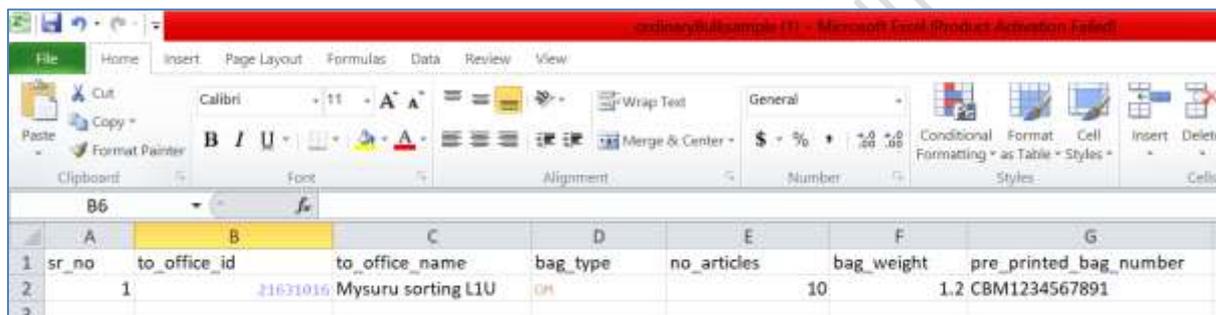
For closing bulk ordinary bags, click on ‘Advance Bagging Operation’ sub card in the ‘Bagging Management’.



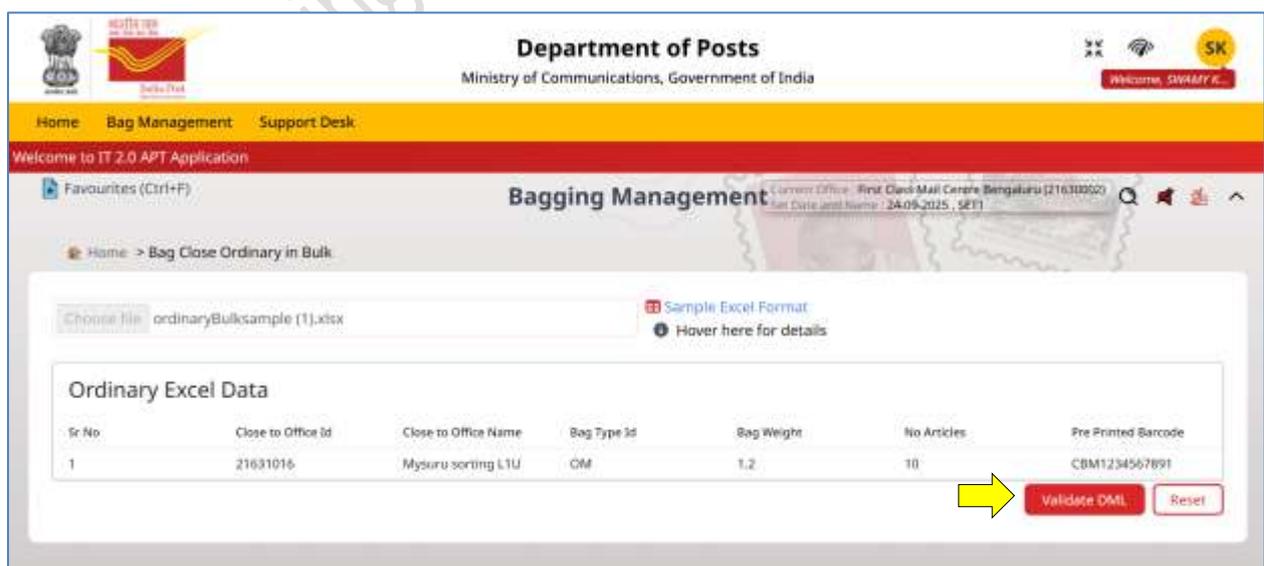
Upon clicking the **Advance Bagging Operation** sub card, five options will be displayed on the right side of the screen. Click on **Upload Excel for Ordinary Bag Close** option.



Upon clicking the **Upload Excel for Ordinary Bag Close** option, the above screen will be displayed on the screen. For getting the excel format of the template, click on the **Sample Excel Format** link.



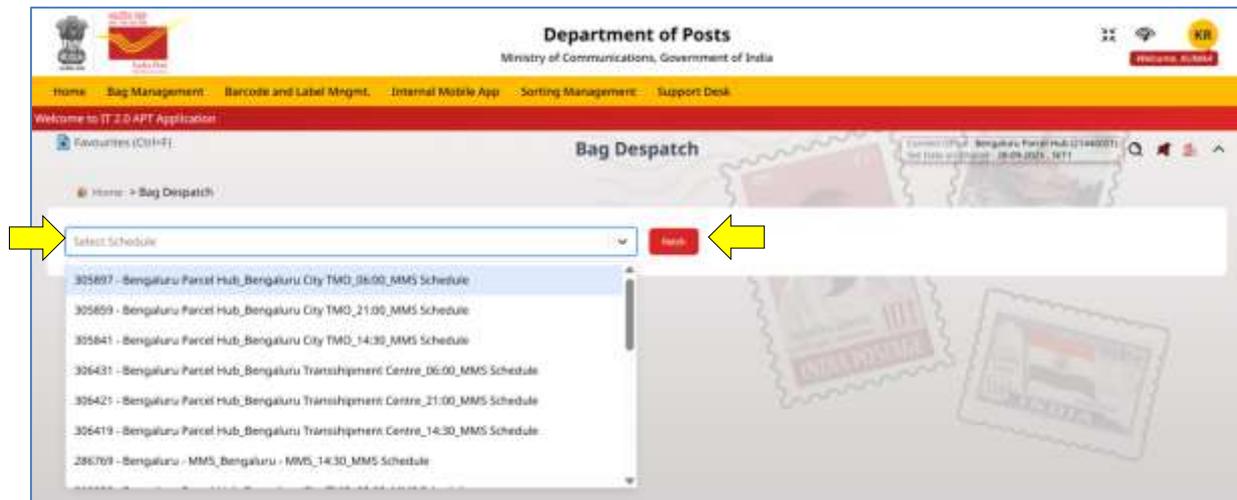
Upon clicking the **Sample Excel Format** link, the above excel format will be generated.



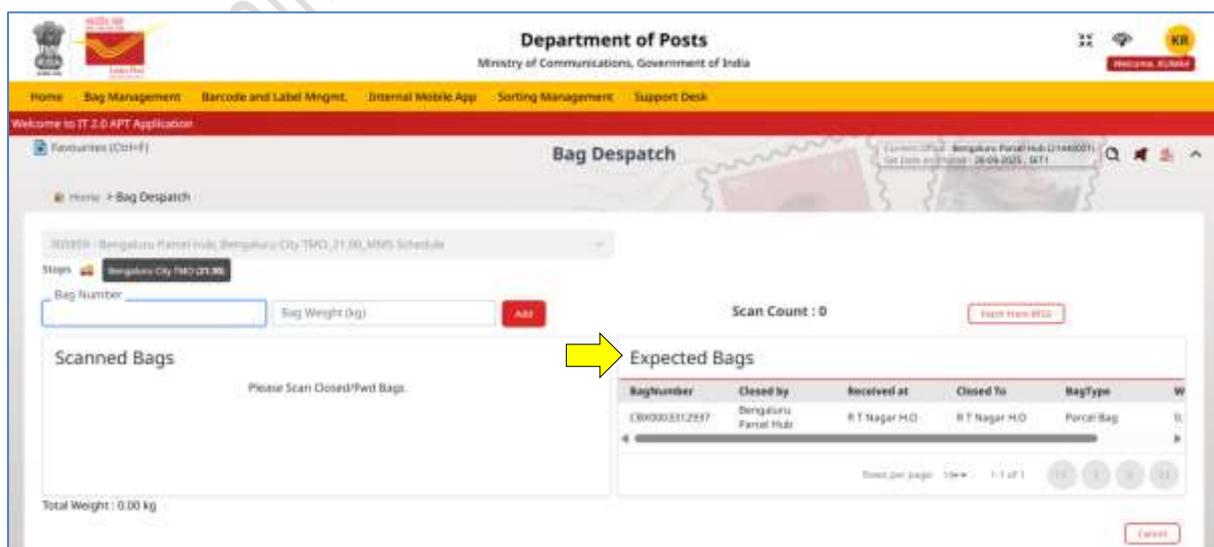


Fill up the template with the required details of bags. Choose the duly filled excel file using **Choose file** option. Click on **Validate Excel File Content** button. Upon clicking the **Validate Excel File Content** button, the above screen will be displayed. After cross checking the data uploaded, click on **Validate DML**.

5.5 Bag Despatch

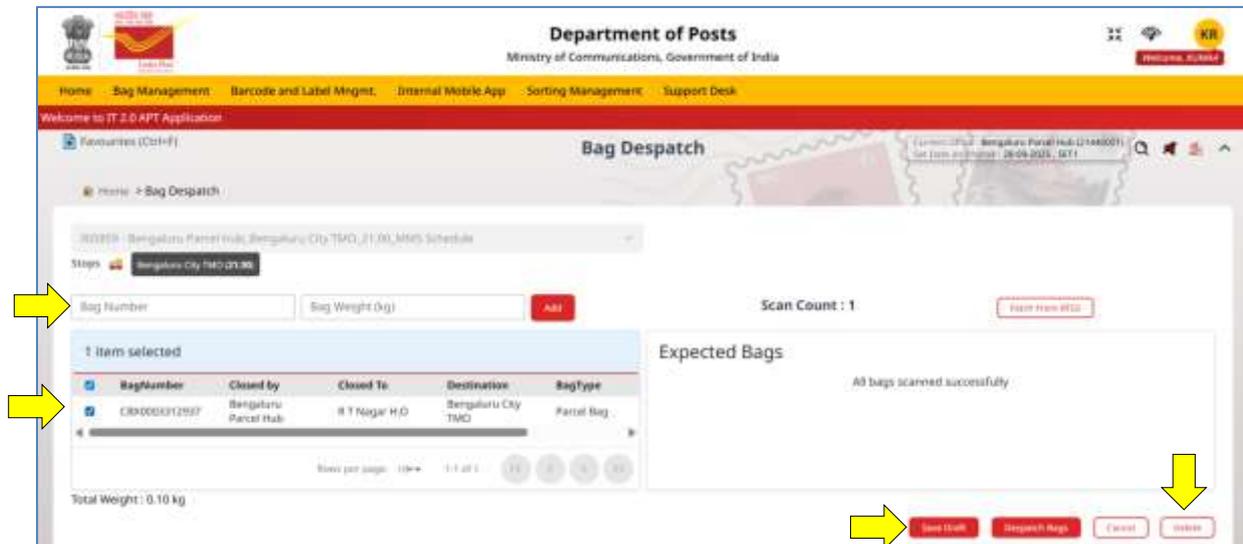


When **Bag despatch** option is clicked, a new window will appear as shown in the image. After selecting the **Select Schedule** option a drop down will appear with the schedules which are created. One of the schedule to be selected and **Fetch** option should be clicked.





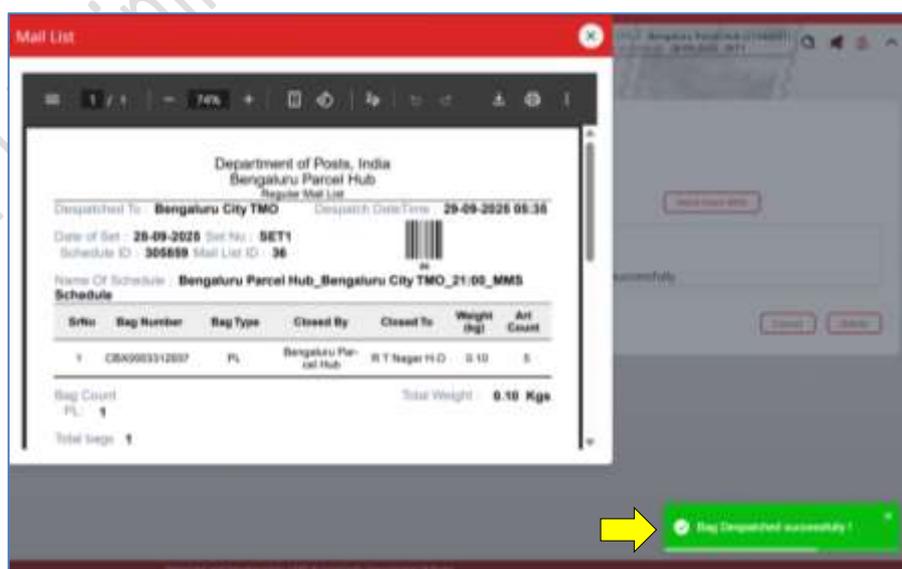
After clicking on **Fetch** option the closed bags data which are available for the selected office will appear on the right side of the screen under **Expected Bags** header.



The bags needs to be scanned individually at the **Bag Number** option, all the bags will appear at the left side of the screen under **Scanned Bags** header.

SAVE DRAFT – If there are more bags to be scanned at a different interval of time **Save Draft** option can be used for saving the data scanned.

For deleting the scanned bags select the bag from the Scanned Bags table and click on the **Delete** button.

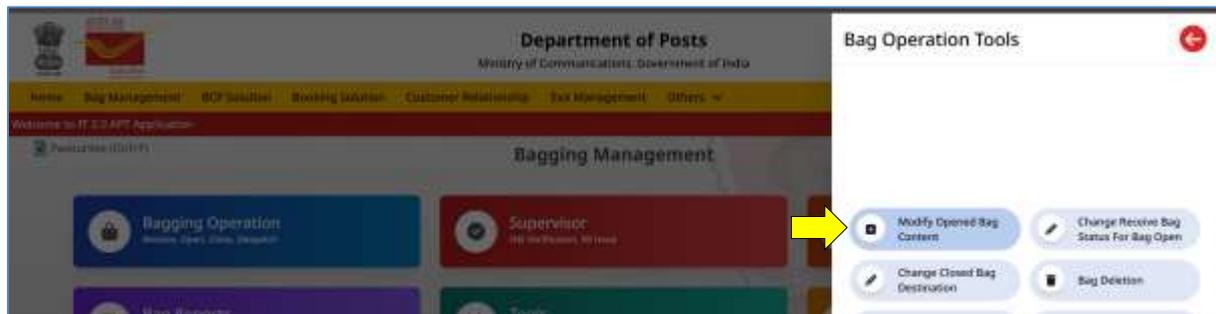




After clicking the **Despatch Bags** option, new screen will appear with **Mail List** for taking print out with a **Mail list ID** and details of **bag numbers** and a popup as **Bag Despatched Successfully** will appear.

5.6 Other operations related to Articles and Bags

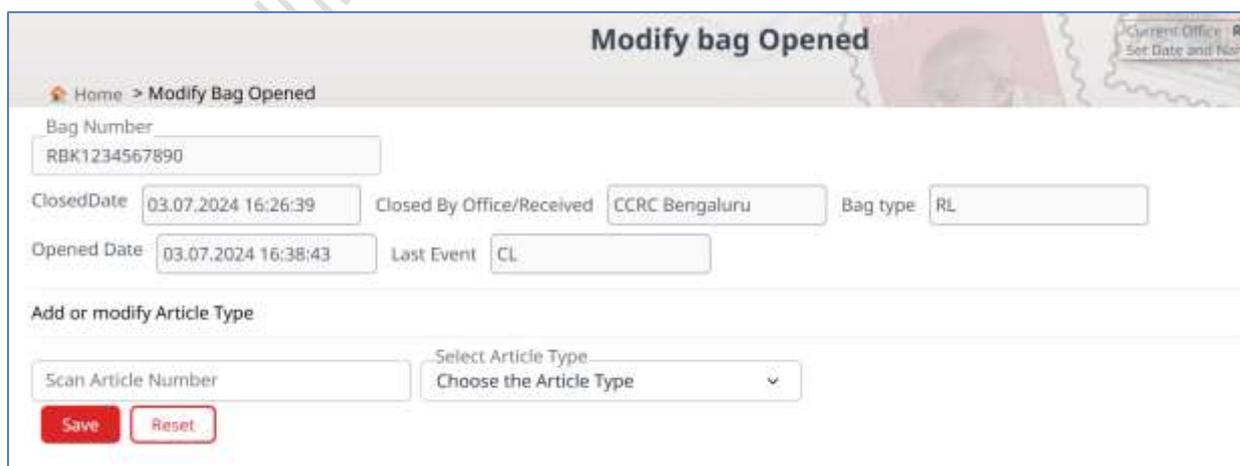
5.6.1 Modification of Opened Bag



Click **Modify Opened Bag Content** Option.



Scan/Enter the Bag Number and Click **Fetch**.



System displays the Bag details.



Add or modify Article Type

Scan Article Number: RY000005793IN

Select Article Type: Register Post Document

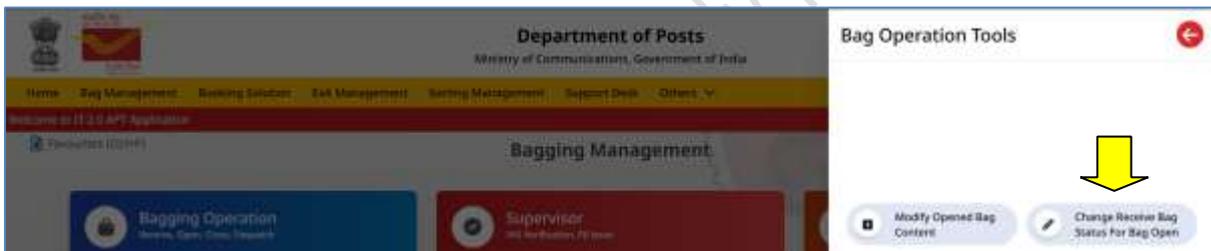
Buttons: Save, Reset

Enter/Scan the **Article Number**, Select **Article Type** and Click **Save**.



System displays the message as **Bag opened content Modified successfully** and Click **OK**.

5.6.2 Change Received Bag Status for Bag Open.



The **Change Receive Bag Status for Bag Open** Option is used to change the status of the Bag which is yet to be opened. Select the **Change Bag Status for Bag Open** Option.

Home > Change Bag Status

Scan Bag Number: RBK0000000345

Buttons: Fetch

Scan/Enter the **Bag Number** and Click **Fetch**.



Home > Change Bag Status

Scan Bag Number: RBK0000000345

Change Status

Bag Number: RBK0000000345 Closed By Office: 21070552 Bag type: RL

Closed by Office: Rajajinagar H.O Closed For Office: CCRC Bengaluru ClosedDate: 02.07.2024 18:18:19 Bag Status: CL

System displays the complete event of the Bag. Click **Change Status**.



Message will be displayed **Bag Status Changed successfully**.

5.6.3 Change Closed Bag Destination.



The **Change Bag Destination** Option is used to Change the Destination of the Closed Bag which is not yet dispatched.

Click '**Change Bag Destination**' Option.



Operational Guide – Railway Mail Service



Home > Change Bag Destination

Scan Bag Number
RBK0000000345

Fetch

Enter/Scan the '**Bag Number**' and Click '**Fetch**'. System displays the complete details of the Bag.

Home > Change Bag Destination

Scan Bag Number
RBK0000000345

Bag Number RBK0000000345 Closed By User

Closed For Office CCRC Bengaluru ClosedDate

Insured

Select To Office
Rajajinagar H.O

Select To Office
Rajajinagar H.O

Hampankatta S.O

CCRC Bengaluru

Bengaluru NSH

Change

Select '**To Office**' from drop-down and Click '**Change**'.

dev.cept.g... says

Bag Destination Changed successfully

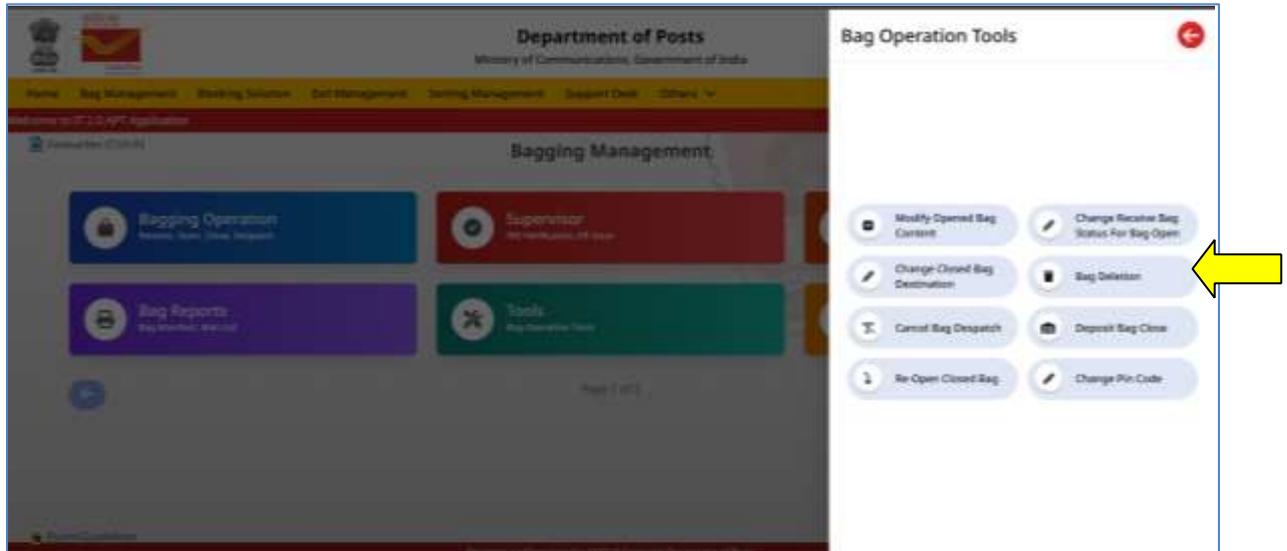
OK

Message will be displayed '**Bag Destination Changed successfully**' and Click '**OK**'.



5.6.4 Deletion of the closed bag.

The Menu '**Bag Deletion**' is used to delete the Closed Bag.



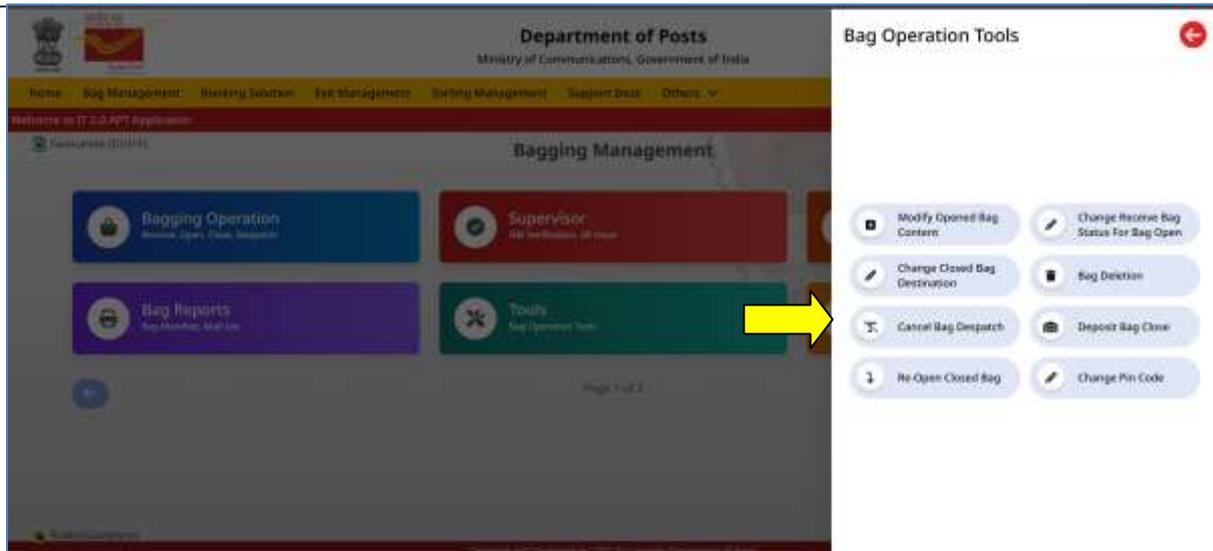
Select Menu '**Bag Deletion**'.



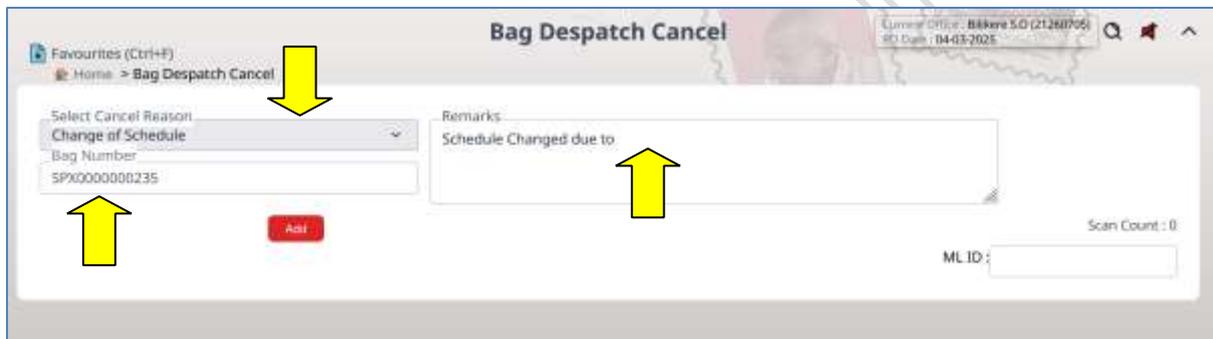
Enter/Scan Bag Number and Click '**Fetch**'.

5.6.5 Bag dispatch cancellation

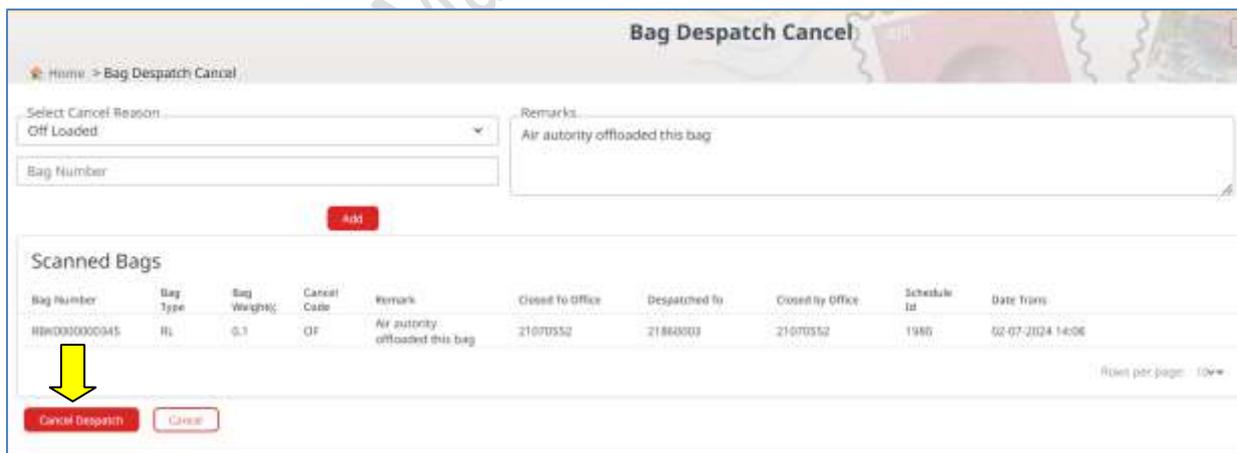
The 'Cancel Bag Despatch' option is used to revoke the dispatch of a bag recorded in the system.



Click **'Cancel Bag Despatch'** Option.



Select Cancel Reason from drop-down, Enter the **'Bag Number'** and **'Remarks'**. Enter/Scan **'Bag Number'** and Click **'Add'**.



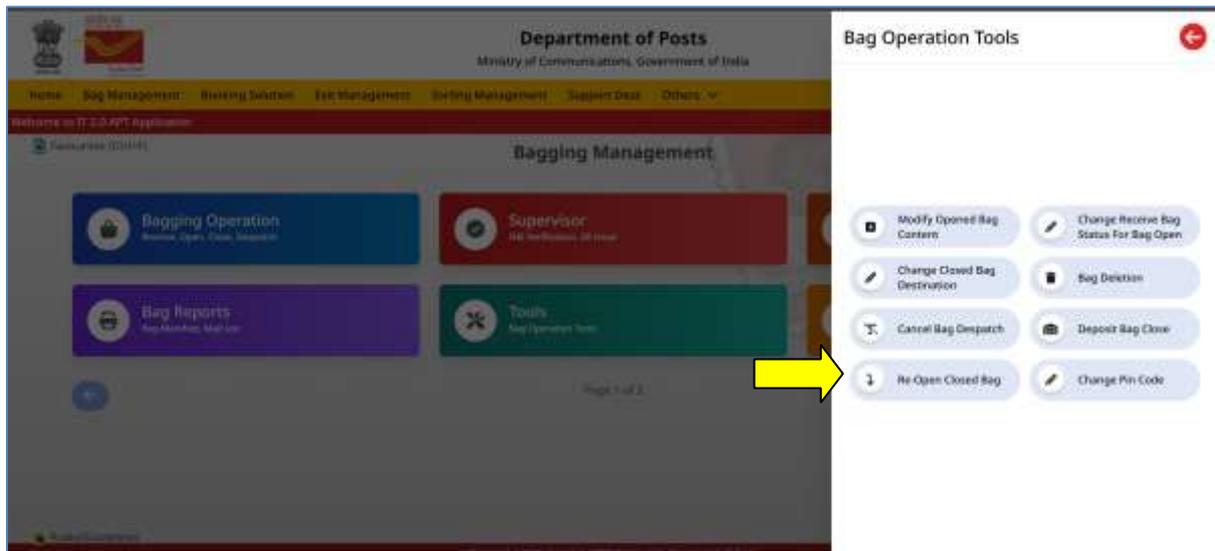
Upon clicking **'Add'** button, application displays the Despatched Bag Details under **'Scanned Bags'**.

Click **'Cancel Despatch'** to cancel the Despatch of Bag.



5.6.6 Reopening of the Closed Bag

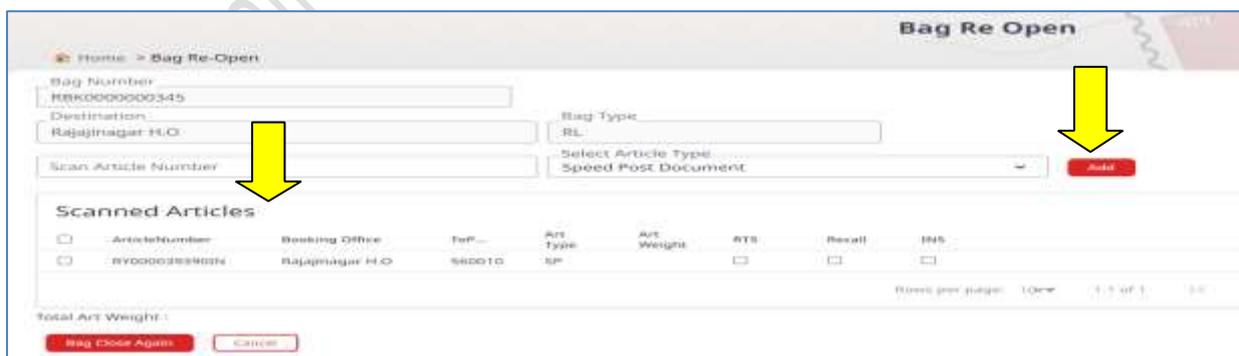
The '**Re-Open Closed Bag**' option allows users to reopen a closed bag that has not yet been dispatched, add any additional articles if needed, and then reclose it.



Click '**Re-open Closed Bag**' option.



Enter/Scan the '**Bag Number**' and Click '**Fetch**'.



Application displays the number of Articles available in the Bag and allows add/delete the articles.



Article Number	Booking Office	ToP...	Art Type	Art Weight	RTS	Recall	INS
EY000030784IN	Rajajinagar H.D	560010	SP		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Enter/Scan the 'Article Number'; Select the 'Article Type' from drop-down and Click 'Add'.

Article Number	Booking Office	ToP...	Art Type	Art Weight	RTS	Recall	INS
<input checked="" type="checkbox"/>	EY000030784IN	Rajajinagar H.D	560010	SP	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	EY000030784IN		0	SP	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Select the 'Articles' and Click 'Bag Close again'. (If required, selected article may also be 'Deleted' by Clicking 'Delete')

gov.in says
Bag Closed Again successfully! undefined

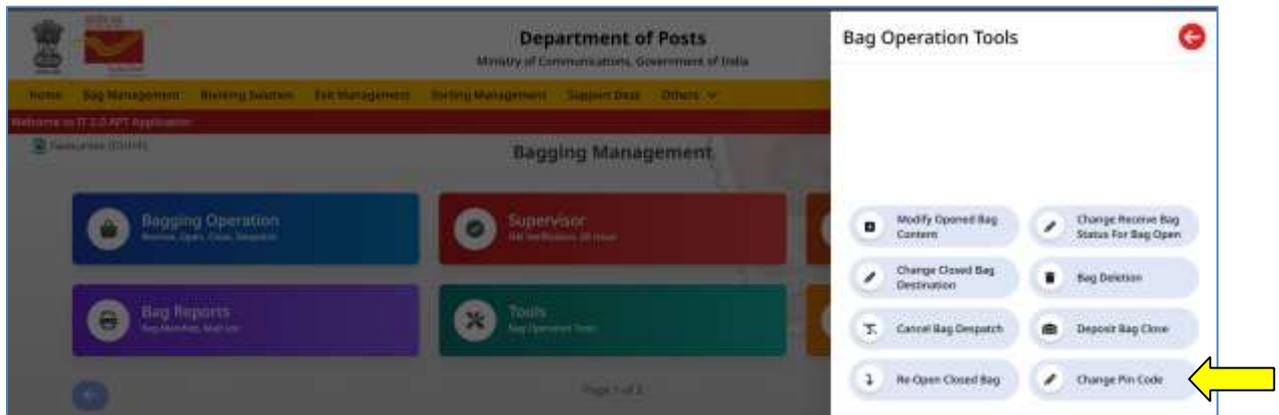
OK

Message will be displayed 'Bag Closed Again successfully' and Click 'OK'.

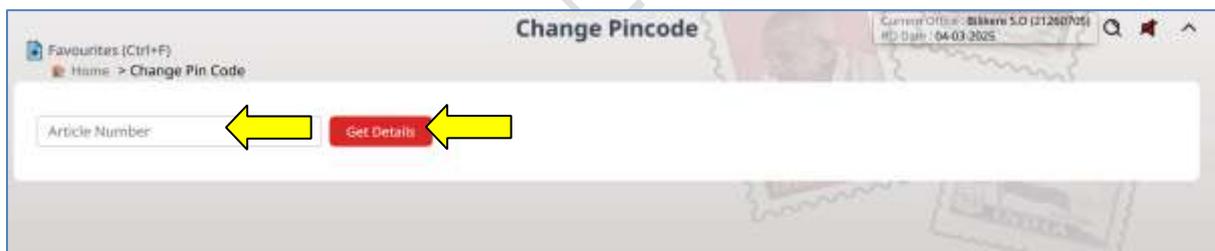


5.6.7 Article PINCODE changing

To modify the destination PIN code of a booked article, users can select the '**Change Pincode**' option.



Click 'Change PIN Code' Option.



Upon clicking the '**Change PIN Code**' option, user needs to input the Article Number and click the '**Get Details**' button.



Upon clicking the '**Get Details**' button, application displays the Booked Article Details. User needs to enter the new PIN code.



Booked At	Booked On	Destinati Pincode	Article Type	Insurei
Bilikere S.O	23-01-2025 09:41	570010	LETTER	<input type="checkbox"/>

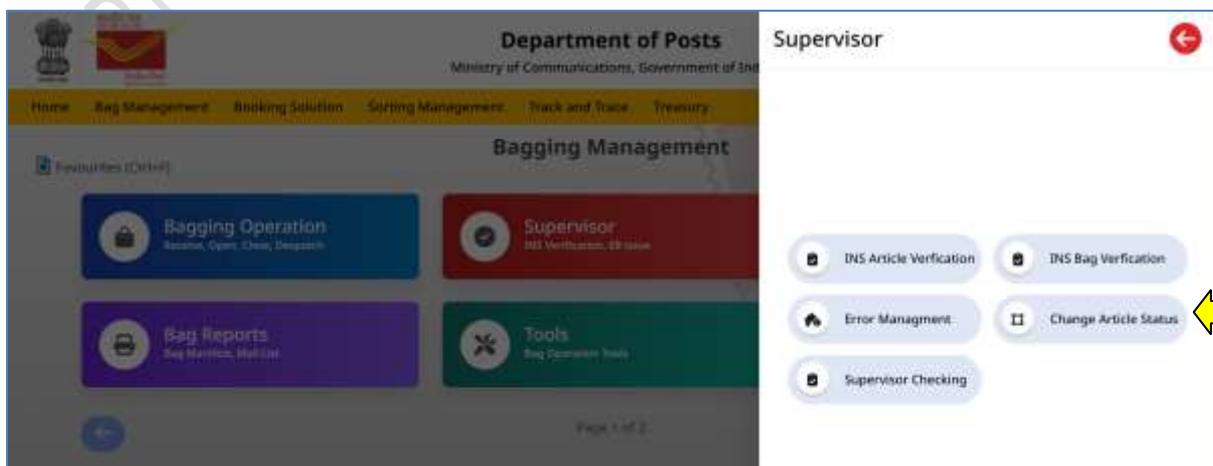
Enter the 'PIN Code' and click the 'Change PIN Code' button.



Upon clicking the 'Change PIN Code' button, application displays the message as 'resource updated successfully' and the PIN Code of the article will get updated.

5.6.8 Changing article status

The **Change Article Status** option allows users to mark articles or parcels as 'Pending', indicating that they will be handled manually. Articles marked as 'Pending' in the application are recorded in the **Discrepancy Report** for tracking and review.





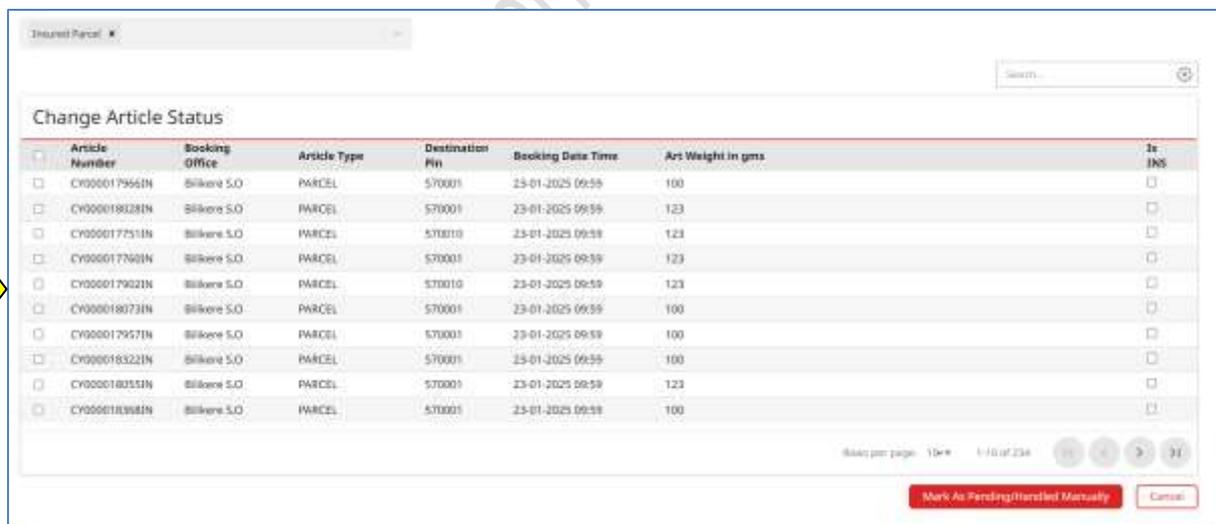
Click the **'Change Article Status'** option.



The User needs to select the **'Bag Type'** or **'Article type'**



Click **'Fetch'** button.

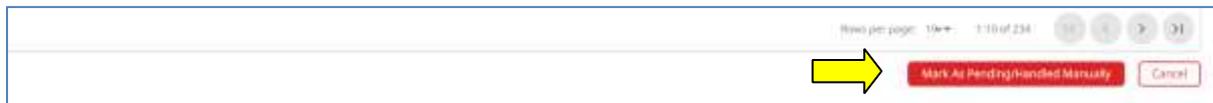


Upon clicking the **'Fetch'** button, application displays the details as available in the above image.





Select the article or Parcel which needs to be marked as **'Pending'**.



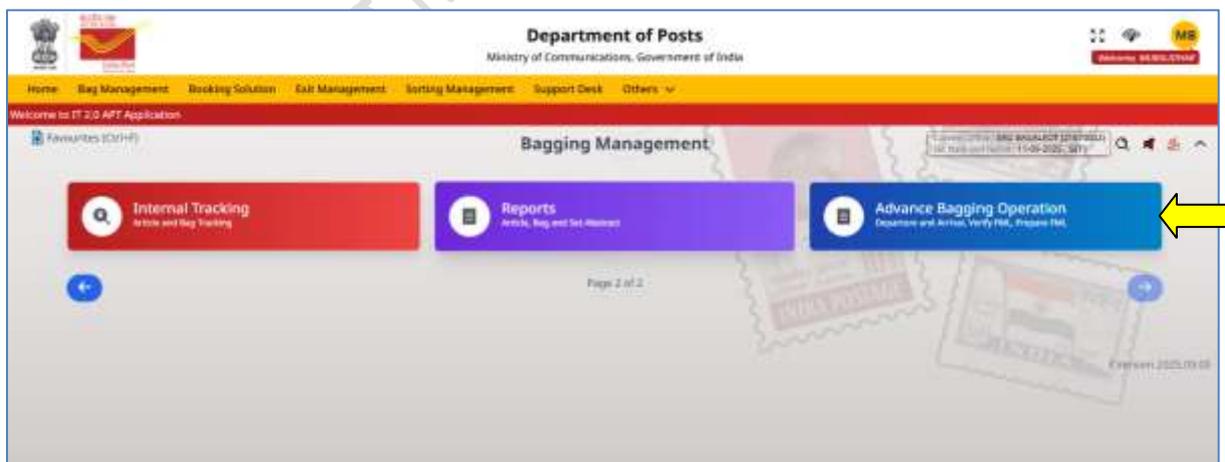
Click **'Mark as Pending/Handled Manually'** button.



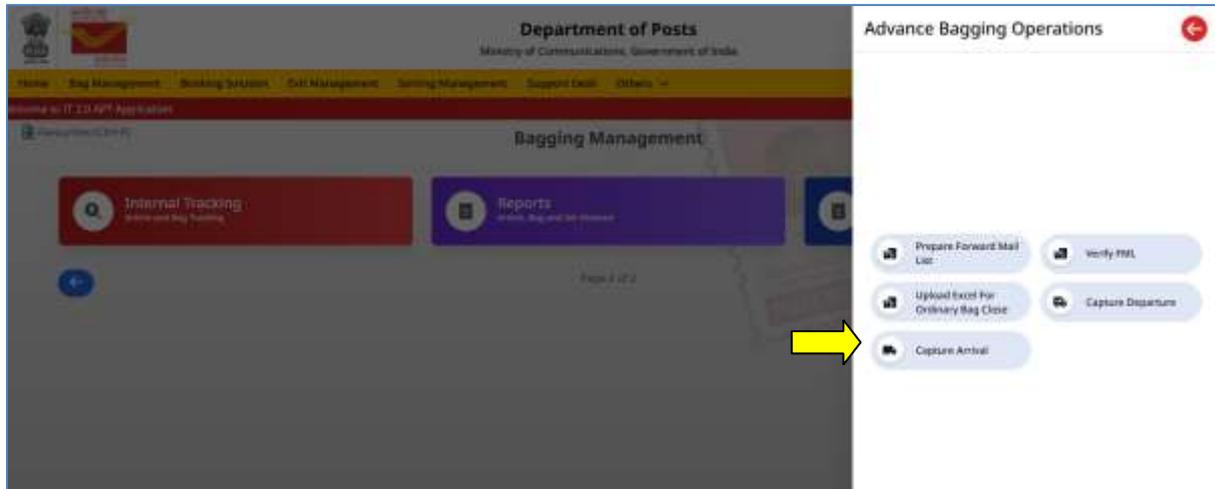
Upon clicking the **'Mark as Pending/Handled Manually'** button, the application displays the message as **'Article Status Changed'**.

Click **'OK'** button.

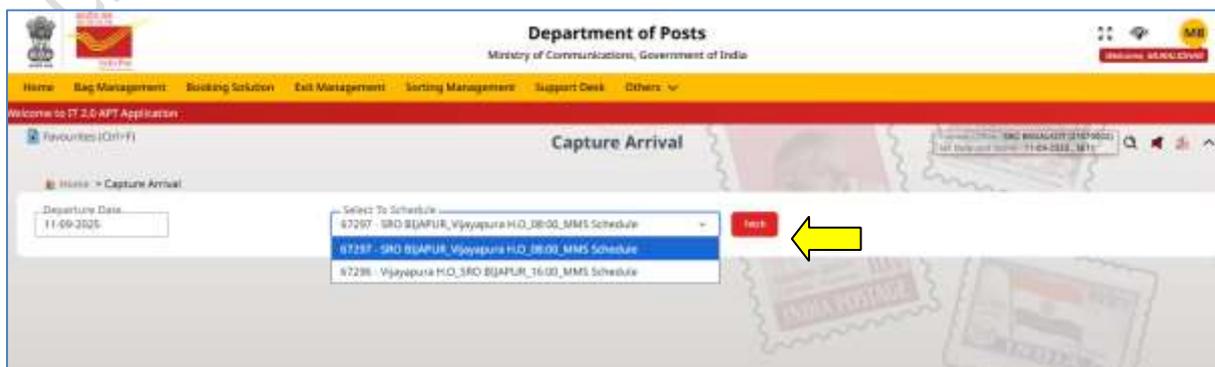
5.6.9 Capture Arrival



Click on **Advance Bagging Operation** there are few options which are displayed below.



After Clicking the **Advance Bagging Operation** click on **Capture Arrival** for capturing the details of the bags despatched from previous office by selecting the date and the appropriate schedule.



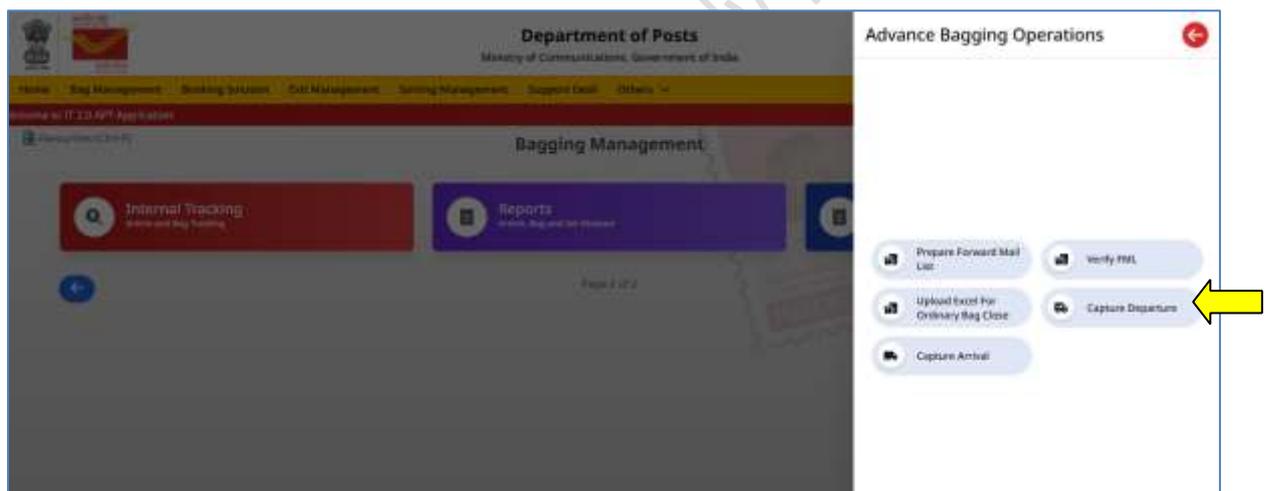


Upon clicking the Fetch button , page will appear for updating the Schedule arrival data. Update the information and click on Submit to capture the actual arrival data.

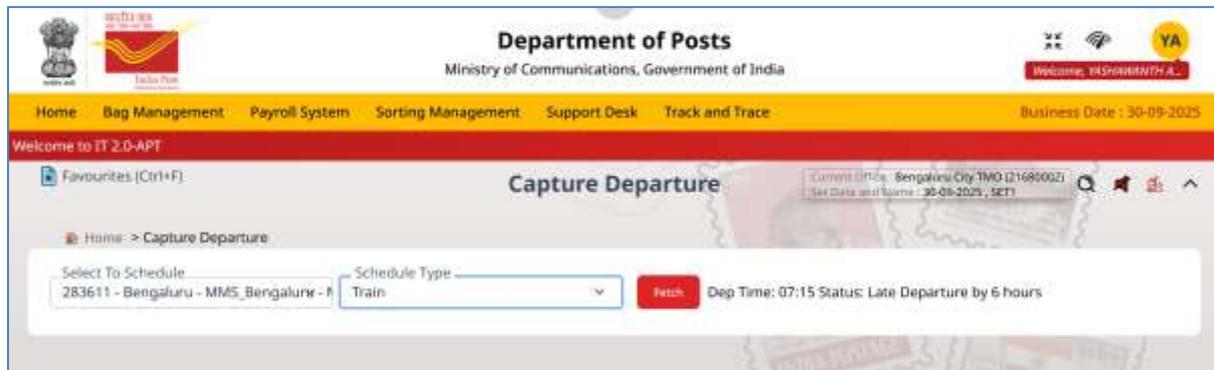
5.6.10 Capture Departure



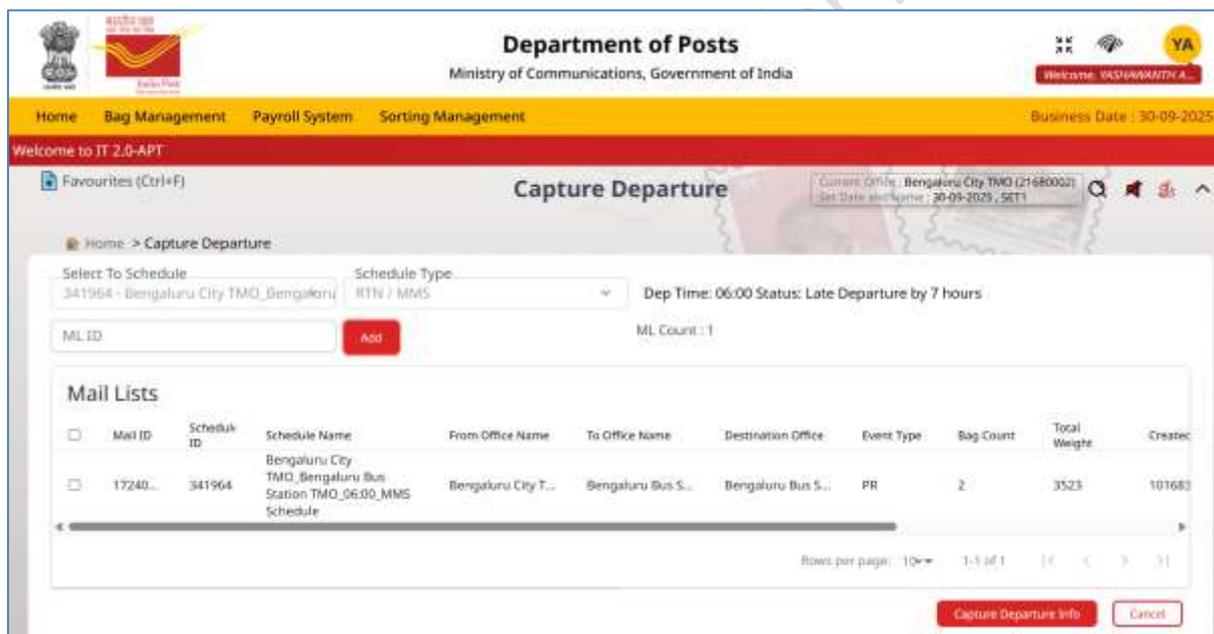
Click on **Advance Bagging Operation** there are few options which are displayed below



After Clicking the **Advance Bagging Operation** click on **Capture Departure** for dispatching the bags.



Upon clicking the **Capture Departure** option, select the schedule from the dropdown option, select schedule type from the dropdown option and click on **Fetch** button.



Upon clicking the Fetch button, above screen will displayed. In the screen enter the ML ID and click on Add button. Upon clicking the Add button, Mail List details will be displayed and click on Capture Departure Info button to capture the departure details.



Departure Capture

TripID	33	Fetch	
Vehicle No	KA 04 RG 6666	Driver Name	CHALAKA
Bags Loaded	200	Seal Bolt Id	BOLT20252525

Upon clicking the Capture Departure Info button the above screen will pop-up enter the actual information of departure and click on submit. Upon clicking the submit button Departure details will be captured and updated in the system.

5.7 Bulk addressee bags operation

Department of Posts
Ministry of Communications, Government of India

HOME BAG OPERATIONS BAG REPORTS TRACK AND TRACE

Bag Close - Bulk Delivery

Select Customer: Select Bulk Dely Customer Delivery Pin Code Fetch

5.7.1 Bulk Addressee Bag Close

After clicking on **Bulk Addressee Bag Close** option, the user should select the Bulk Delivery Customer from the dropdown menu of Select Customer. Pin-code will be auto fetched at **Delivery Pin Code**. Then click on **“Fetch”** option.



Operational Guide – Railway Mail Service



Department of Posts
Ministry of Communications, Government of India

HOME BAG OPERATIONS BAG REPORTS TRACK AND TRACE

Bag Close - Bulk Delivery

Select Customer: Ganesh Siri Delivery Pin Code: 800007

Article Number: Scan Count: 1

Scanned Articles							Expected Articles					
ArticleNumber	Booking Office	TnPin	Art. Type	Art. Weight	RTS	Recall	ArticleNumber	Booking Office	TnPin	Art. Type	Art. Weight	RTS
<input type="checkbox"/>	ABC1234567891	Booking Office A	654321	AT	15.75	<input type="checkbox"/>	ED000000001IN			SI		<input type="checkbox"/>

Total Art. Weight:

After Clicking on **Fetch** option, the articles which are available for the particular selected customer will appear at the right side of the screen under **Expected articles** header. The user should scan the articles individually at the Article Number option and should click on “**Close Bag**”.

Department of Posts
Ministry of Communications, Government of India

HOME BAG OPERATIONS BAG REPORTS TRACK AND TRACE

Bag Close - Bulk Delivery

Select Customer: Ganesh Siri

Article Number:

1 item selected

ArticleNumber	Booking Office	TnPin	Art. Type	Art. Weight	RTS
<input checked="" type="checkbox"/>	ABC1234567891	Booking Office A	654321	AT	15.75

Total Art. Weight:

Bag Close

Scan Bag Number:

Bag Weight in grams:



After clicking on “**Close Bag**” button, new window will appear and the user has to click on “**Close Bag**” with System Generated Bag Number. Then the system will automatically generate Bag Manifest and auto generate Bag label.

5.7.2 Bulk Addressee Bag Despatch

The procedure of **Bag Despatch** to be followed for **Bulk Addressee Bag Despatch**.

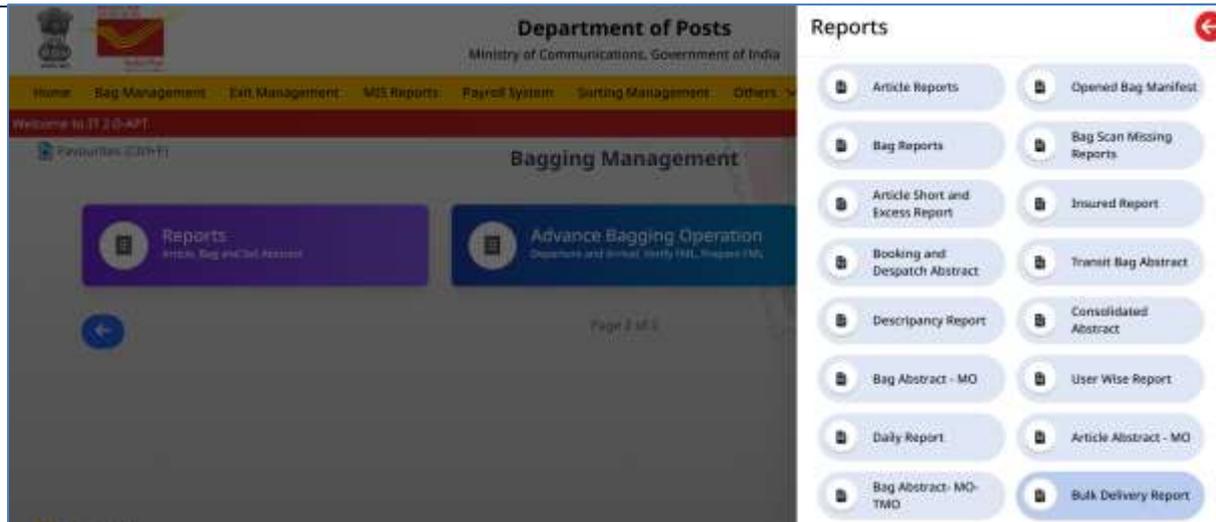
5.7.3 Bulk Addressee Bag Delivery Confirmation

After Selecting the **Bulk Addressee Bag Delivery Confirmation** the Postman staff identified for bulk delivery will produce the delivery slip. Based on the delivery confirmation, the Supervisor will select the Set from **Select Set Name** option and select the date in **Date of Set** option and **Fetch** button should be clicked. The details will fetch and the Supervisor will update the delivery information.

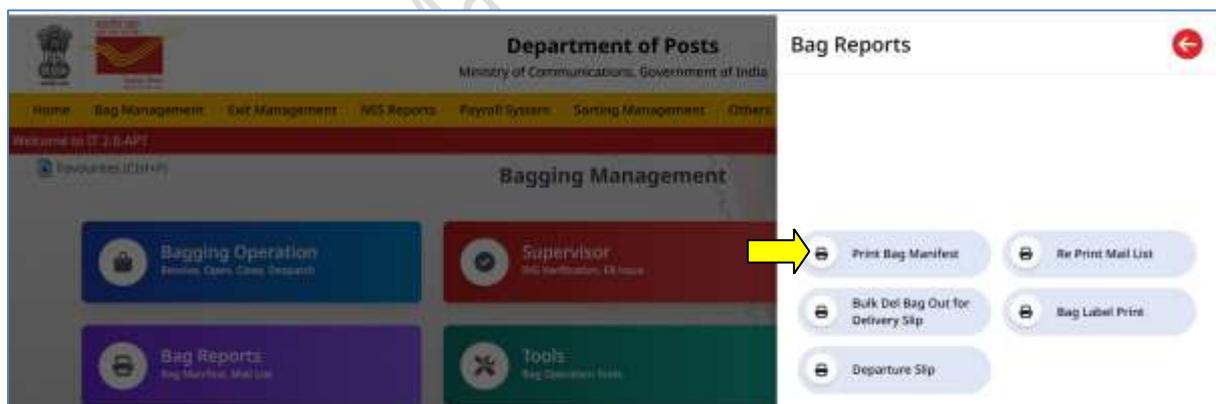
5.8 Various Reports related to Mail Office.

5.8.1 Re-print of Reports

The '**Reports**' sub-card allows users to generate various reports related to bags and articles. Additionally, users can access and generate abstract reports and discrepancy reports for detailed analysis and record-keeping.



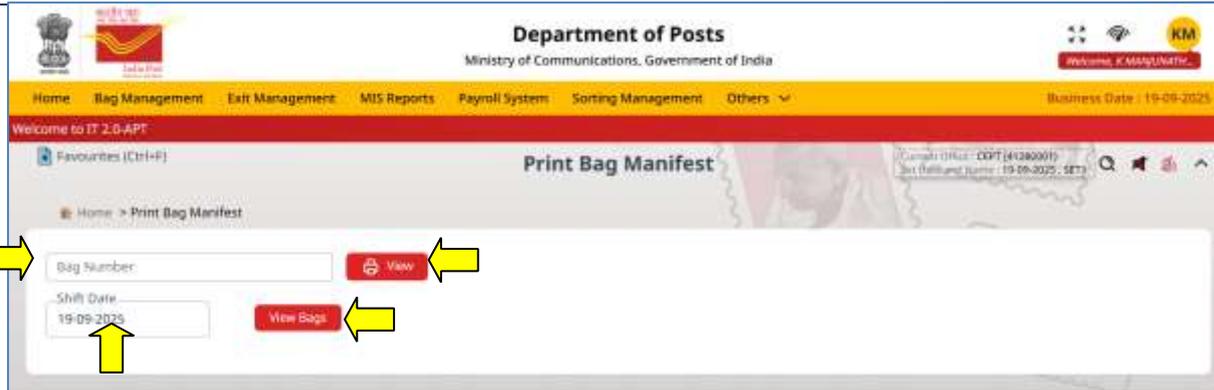
5.8.1.1 Re-print of Bag Manifest



This option is used for regenerating a report called '**Print Bag Manifest**', which lists the article or parcel numbers along with the total number of consignments which are included in the bag.

Click '**Print Bag Manifest**' Option.

(a)The user needs to input the 'Bag Number' in the 'Bag Number' field.



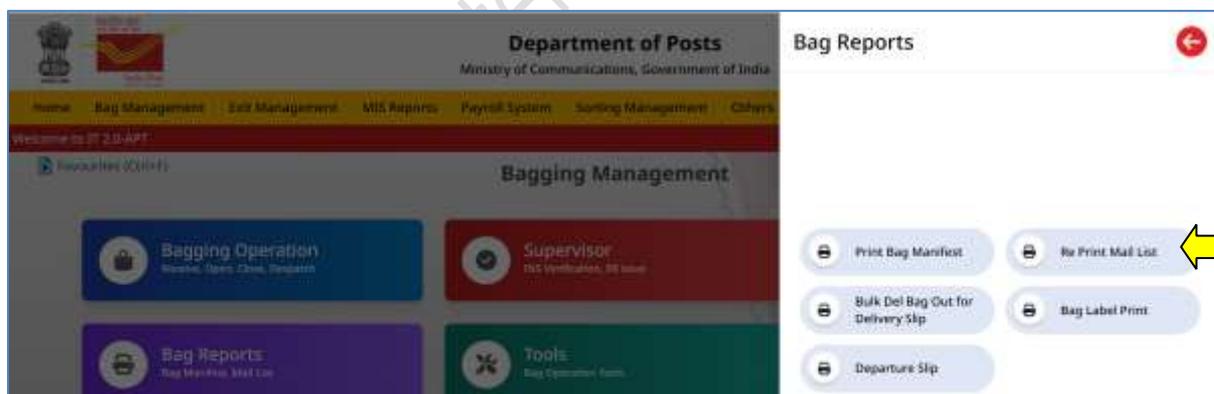
When clicking the **Print Bag Manifest** Option, new screen will be displayed where the user needs to input the '**Bag Number**' if the user knows it.

OR User can also choose the **Shift Date** and Click '**View Bags**' button.

5.8.1.2 Re-print of Mail List

Whenever a bag is dispatched using the '**Bag Dispatch**' option, the application automatically generates a '**Mail List**' report. The **Mail list** report provides details of the total number of bags which are included in the corresponding **Mail List ID**.

If user need to reprint the mail list, they can use the '**Re-Print Mail List**' option.



Click '**Re-Print Mail List**' Option.

When the '**Re-Print Mail List**' option is selected, the '**Bagging Management**' screen appears, allowing users to enter multiple Mail List IDs, separated by commas.

OR

Choose the date and Click '**View MailLists**' button. Application displays all the Mail Lists which are generated against the given Date.

(a)The user needs to input the 'Mail List ID' in the 'Mail List' field.





Operational Guide – Railway Mail Service



Bagging Management

Current Office: Bilikere S.O (21260705)
RD Date: 04-03-2025

Favourites (Ctrl+F)
Home > Print Mail List

Mail List ID: 53873 **Print** OR Multiple Mail List ID can pass e.g. 123,234

Date: 04/03/2025 **View MailLists**

Enter the **'Mail List ID'** and Click **'Print'** button.

Mail List

Department of Posts, India
Bilikere S.O
Regular Mail List

Despatched To : Mysuru NSH Despatch DateTime : 04-03-2025 10:22

Date of Set : 04-03-2025 Set No : SET1
Schedule ID : 146 Mail List ID : 53873

Name Of Schedule : DTE Saraswathipuram H.O Mysuru NSH 21:21 MMS Schedule

SrNo	BagNumber	BagType	ClosedBy	ClosedTo	Weight	Art Count
1	SPX000000235	SP	Bilikere S.O	Mysuru NSH	0.45	3

Bag Count
SP: 1
Total bags 1

Total Weight : 0.45 Kgs

Bags Despatched By (10041070) Supervisor Bags Received By

Mail List will be generated.

(b) If the user doesn't have the Mail list ID/s, then the date shall be selected and click **'View MailLists'** button.

Bagging Management

Current Office: Bilikere S.O (21260705)
RD Date: 04-03-2025

Favourites (Ctrl+F)
Home > Print Mail List

Mail List ID: **Print** OR Multiple Mail List ID can pass e.g. 123,234

Date: 04/03/2025 **View MailLists**

Choose **'Date'** and click **'View MailLists'** button.



MailListID	Schedule ID	Name Of Schedule	To Office	To Office ID	Set Name	Print
53873	146	DTE_Saraswathipuram H.O_Mysuru NSH_21:21_MMS ...	Mysuru NSH	21860009	SET1	

Upon clicking the **'View MailLists'** button, application displays all the Mail Lists dispatched for the selected date with details as shown above.

If the Mail List needs to be printed, then click **'Print'** button.

Mail List

Department of Posts, India
Bilikere S.O
Regular Mail List

Despatched To : Mysuru NSH Despatch DateTime : 04-03-2025 10:22

Date of Set : 04-03-2025 Set No : SET1
Schedule ID : 146 Mail List ID : 53873

Name Of Schedule : DTE_Saraswathipuram H.O Mysuru NSH 21:21 MMS Schedule

SrNo	BagNumber	BagType	ClosedBy	ClosedTo	Weight	Art Count
1	SPX0000000235	SP	Bilikere S.O	Mysuru NSH	0.45	3

Bag Count Total Weight : 0.45 Kgs
SP: 1

Total bags 1

Bags Despatched By Supervisor Bags Received By
(10041070)

Upon clicking **'Print'** button, Mail List will be opened in PDF format.

5.8.1.3 Re-print of Bag Label

When a bag is closed using the **'Bag Close at PO'** option by **selecting 'Close Bag with System Generated Label'**, the application automatically generates a Bag Label with a unique Bag Number.

If the user needs to reprint the Bag Label, they can use **the 'Bag Label Reprint'** option.



When the '**Bag Label Print**' option is selected, the '**Bag Label reprint**' screen appears, allowing users to enter multiple bag number, separated by commas.

OR

Choose the date and Click '**View Bags**' button. Application displays all the Bag Numbers which are generated against the given Date.

(a)The user needs to input the 'Bag Number/s' in the 'Bag Number' field.



Enter Bag Number/s and click '**Print**' button.



Upon clicking '**Print**' button, the Bag Label will be generated as shown above.

(b) If the user doesn't have the Bag Number/s, then the date shall be selected and click '**View Bags**' button.



Current Office: Bilikere S.O (21260705)
EO Date: 04-03-2025

Bag Number: SPX0000000235 [Print]

Date of Set: 04-03-2025 [View Bags]

Select the **'Date'** and click **'View Bags'** button.

Sr No	Bag Number	Closed To	Bag Type	Delivery Type	Print
1	SPX0000000235	Mysuru NSH	SP	TD	[Print]

Upon clicking the **'View Bags'** button, application displays the Bag Number and its details where the user can click **'Print'** button to print the Bag Label.

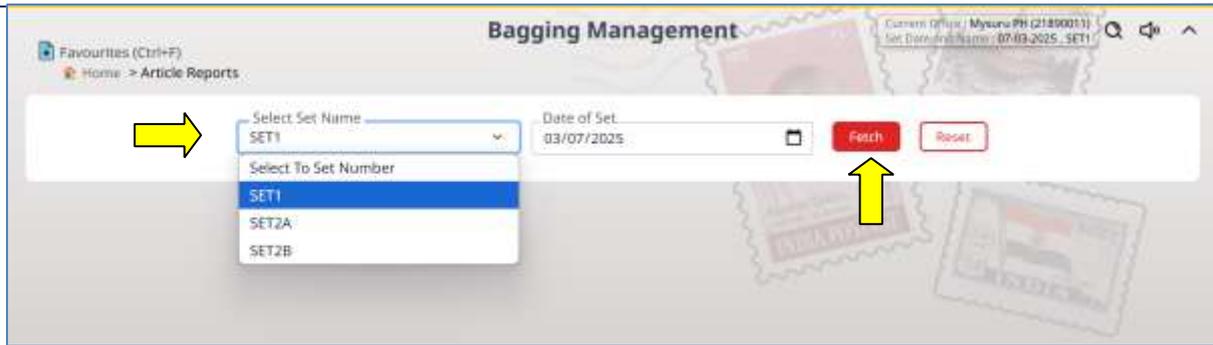


5.8.2 Bulk Delivery Report

Daily Report Article Abstract - MO

Bag Abstract- MO- TMO Bulk Delivery Report

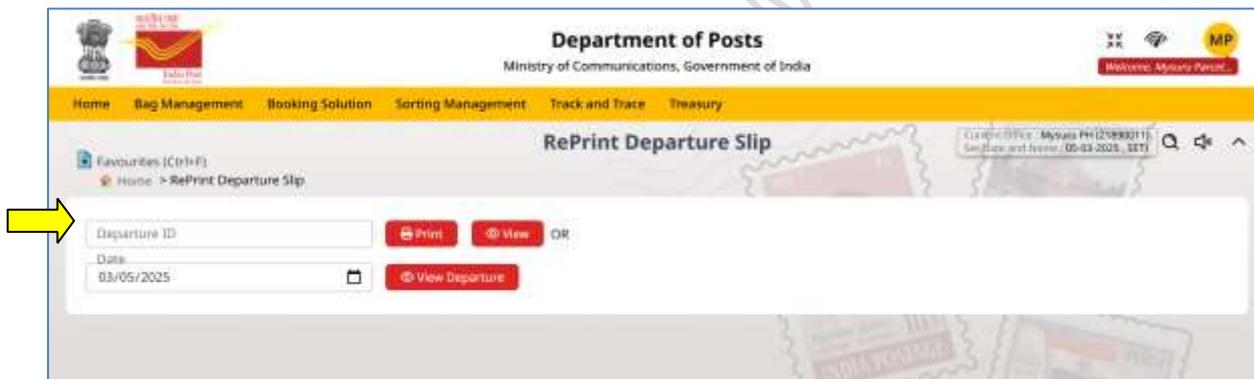
The Bulk Delivery Report at Mail Office Report provides the data on the number of articles delivered to the particular customer for the chosen date.



Select the **Set Name** and **Date** and Click '**Show Report**' button.

Upon clicking '**Show Report**' button, the application displays the Report where the user can download the report into PDF by clicking the 'Download PDF' button.

5.8.3 Departure Slip



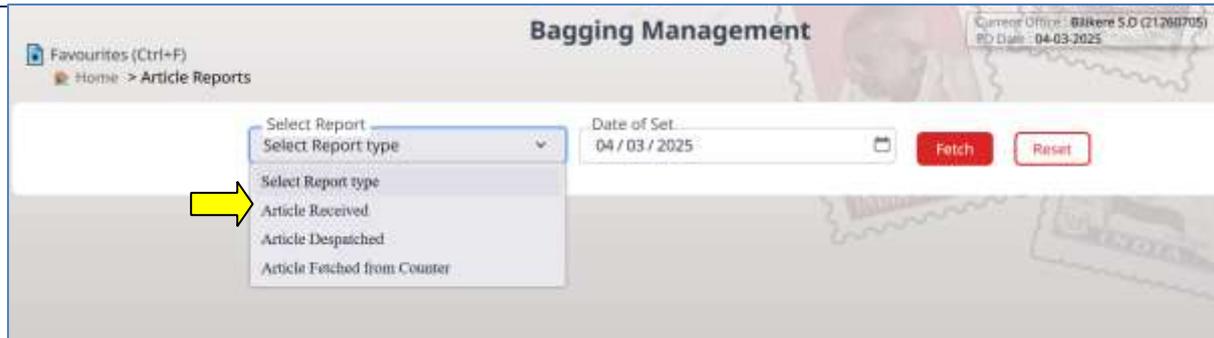
This regenerates and prints the Mail List which are despatched already by entering the Mail list ID no in the **Departure ID** option or by selecting the date from the **Date** option.

5.8.4 Article Reports

The '**Article Reports**' option generates report on the number of articles **received**, **dispatched**, and **collected from the counter** for further transmission.



Click the '**Article Reports**' option.

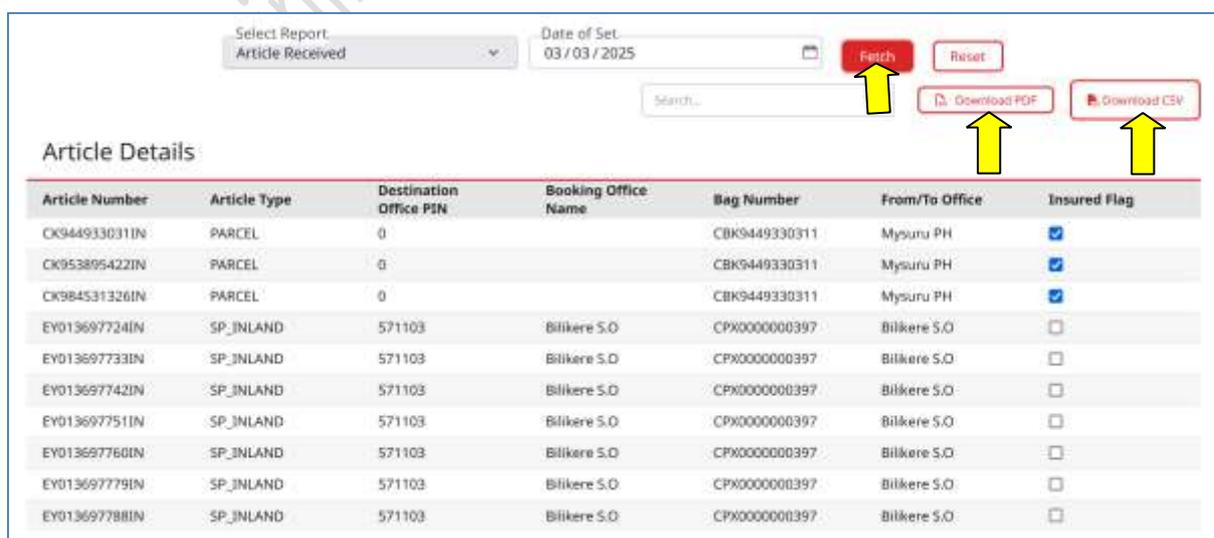


When the '**Article Reports**' option is selected, the user must choose the '**Report Type**' from the drop-down menu and specify the **date**.

(a) Article Received



Select the Report as '**Article received**' and Select the '**Date**'.
Click '**Fetch**' button.





Upon clicking **'Fetch'** button, the application displays the number of Articles received for Bagging or further transmission.

In addition, the Application also displays the details such as **'Article Number'**, **'Article Type'**, **'Destination Office PIN'**, **'Booking Office Name'**, **'Bag Number'**, **'From/To Office'** and **'Insured Flag'**.

The user also has the option to download the report in PDF or CSV (Excel) format.

(b) Article Despatched

Select Report: Article Despatched | Date of Set: 03/03/2025

Fetch | Reset | Search... | Download PDF | Download CSV

Article Number	Article Type	Destination Office PIN	Booking Office Name	Bag Number	From/To Office	Insured Flag
EY013697724IN	SP_INLAND	571103	Bilkere S.O	CP90000000397	Bilkere S.O	<input type="checkbox"/>
EY013697733IN	SP_INLAND	571103	Bilkere S.O	CP90000000397	Bilkere S.O	<input type="checkbox"/>
EY013697742IN	SP_INLAND	571103	Bilkere S.O	CP90000000397	Bilkere S.O	<input type="checkbox"/>
EY013697751IN	SP_INLAND	571103	Bilkere S.O	CP90000000397	Bilkere S.O	<input type="checkbox"/>
EY013697760IN	SP_INLAND	571103	Bilkere S.O	CP90000000397	Bilkere S.O	<input type="checkbox"/>
EY013697779IN	SP_INLAND	571103	Bilkere S.O	CP90000000397	Bilkere S.O	<input type="checkbox"/>
EY013697788IN	SP_INLAND	571103	Bilkere S.O	CP90000000397	Bilkere S.O	<input type="checkbox"/>
EY013697797IN	SP_INLAND	571103	Bilkere S.O	CP90000000397	Bilkere S.O	<input type="checkbox"/>
EY013697804IN	SP_INLAND	571103	Bilkere S.O	CP90000000397	Bilkere S.O	<input type="checkbox"/>
EY013697813IN	SP_INLAND	571103	Bilkere S.O	CP90000000397	Bilkere S.O	<input type="checkbox"/>

Select the report as **'Article Despatched'** and choose the **'Date'**. Click **'Fetch'** button. Upon clicking the **'Fetch'** button, application displays the information on number of Articles Despatched along with details such as **'Article Number'**, **'Article Type'**, **'Destination Office PIN'**, **'Booking Office Name'**, **'Bag Number'**, **'From/To Office'** and **'Insured Flag indication'**.

The user also has the option to download the report in PDF or CSV (Excel) format.

(c) Article Fetched from Counter

Select Report: Article Fetched from Counter | Date of Set: 03/03/2025

Fetch | Reset | Search... | Download PDF | Download CSV

Article Number	Article Type	Destination Office PIN	Booking Office Name	Bag Number	From/To Office	Insured Flag
RY000178505IN	LETTER	560032	Bilkere S.O			<input type="checkbox"/>
RY000178480IN	LETTER	560032	Bilkere S.O			<input type="checkbox"/>
RY000178499IN	LETTER	560032	Bilkere S.O			<input type="checkbox"/>
RY000178550IN	LETTER	560032	Bilkere S.O			<input type="checkbox"/>
RY000178471IN	LETTER	560032	Bilkere S.O			<input type="checkbox"/>
RY000178514IN	LETTER	560032	Bilkere S.O			<input type="checkbox"/>
RY000178523IN	LETTER	560032	Bilkere S.O			<input type="checkbox"/>
RY000178578IN	LETTER	560032	Bilkere S.O			<input type="checkbox"/>
RY000178541IN	LETTER	560032	Bilkere S.O			<input type="checkbox"/>



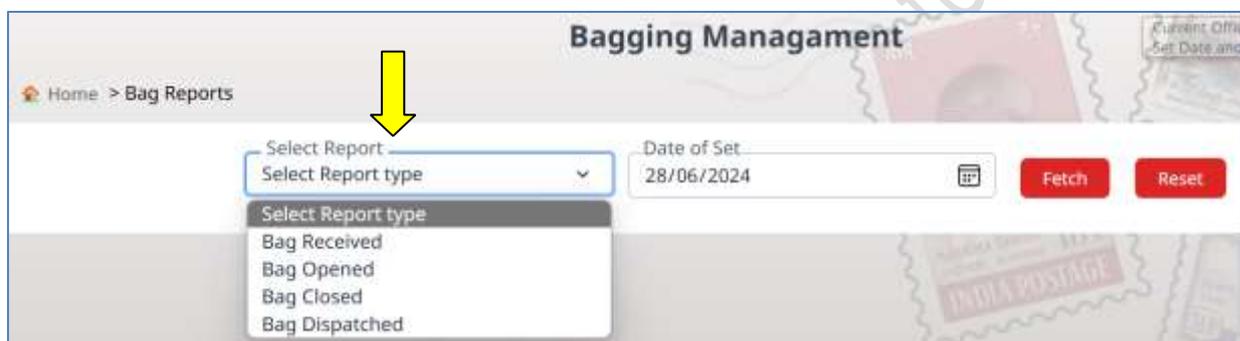
Select the report as **‘Article Fetched from counter’** and choose the **‘Date’**. Click **‘Fetch’** button.

Upon clicking the **‘Fetch’** button, application displays the information on number of Articles fetched from Counter along with details such as **‘Article Number’**, **‘Article Type’**, **‘Destination Office PIN’**, **‘Booking Office Name’**, **‘Bag Number’**, **‘From/To Office’** and **‘Insured Flag indication’**.

The user also has the option to download the report in PDF or CSV (Excel) format.

5.8.5 Bag Reports

The **‘Bag Reports’** option generates report on the number of Bags **received, opened, closed** and **dispatched**.



(a) Bag Received

The Bag Received report displays the number of bags received at the office for the selected date.



Select Report-**‘Bag Received’**; Select the **‘Date’** and Click **‘Fetch’**.



The screenshot shows the 'Bagging Management' interface. At the top right, it displays 'Current Office: Rajajinagar H.O. (21070552)' and 'Set Date and Name: 20-06-2024, SET1'. Below this, there's a navigation bar with 'Home > Bag Reports'. The main area has a 'Select Report' dropdown menu set to 'Bag Received' and a 'Date of Set' field with '19/06/2024'. To the right of the date field is a 'Fetch' button and a 'Reset' button. Below these are search and filter icons, and two buttons: 'Download PDF' and 'Download CSV', both highlighted with yellow arrows. A table titled 'Bag Details' is shown below, with columns for Bag Number, Bag Type, From Office, To Office, Bag Weight, Transaction date, and Insured Flag.

Bag Number	Bag Type	From Office	To Office	Bag Weight	Transaction date	Insured Flag
RBL0000000632	RL	CCRC Bengaluru	Rajajinagar H.O	101	19/06/2024 20:25	No
RBL0000000639	RL	CCRC Bengaluru	Rajajinagar H.O	850	19/06/2024 22:01	No
RBL0000000620	SP	Bengaluru NSH	Rajajinagar H.O	2000	19/06/2024 17:06	No
RBL0000000621	RL	Mysuru H.O	Rajajinagar H.O	1703.93	19/06/2024 17:24	No
RBL0000000626	RL	CCRC Bengaluru	Rajajinagar H.O	140	19/06/2024 18:35	No

Upon clicking on 'Fetch' button, application displays the details such as 'Bag Number', 'Bag Type', 'From Office', 'To Office', 'Bag Weight', 'Transaction Date' and 'Insured Flag'.

The generated Report can be downloaded either in 'PDF' or 'CSV'.

(b) Bag Opened

The Bag Opened report displays the number of bags opened at the office for the selected date.

The screenshot shows the 'Bagging Management' interface. At the top right, it displays 'Current Office: Rajajinagar H.O. (21070552)' and 'Set Date and Name: 20-06-2024, SET1'. Below this, there's a navigation bar with 'Home > Bag Reports'. The main area has a 'Select Report' dropdown menu set to 'Bag Opened' and a 'Date of Set' field with '19/06/2024'. To the right of the date field is a 'Fetch' button and a 'Reset' button. Below these are search and filter icons. Yellow arrows point to the 'Bag Opened' dropdown, the 'Fetch' button, and the 'Date of Set' field.

Select Report- 'Bag Opened'; Select the 'Date' and Click 'Fetch'.



Home -> Bag Reports

Select Report: Bag Opened

Date of Set: 19/06/2024

Reset

Search...

Download PDF

Download CSV

Bag Details

Bag Number	Bag Type	From Office	To Office	Bag Weight	Transaction date	Insured Flag
RBL0000000620	SP	Bengaluru NSH	Rajajinagar H.O	0	19/06/2024 17:06	No
RBL0000000632	RL	CCRC Bengaluru	Rajajinagar H.O	0	19/06/2024 20:26	No
RBL0000000639	RL	CCRC Bengaluru	Rajajinagar H.O	0	19/06/2024 22:02	No
RBL0000000626	RL	CCRC Bengaluru	Rajajinagar H.O	0	19/06/2024 18:36	No

Rows per page: 10 1-4 of 4

Upon clicking on 'Fetch' button, application displays the details such as 'Bag Number', 'Bag Type', 'From Office', 'To Office', 'Bag Weight', 'Transaction Date' and 'Insured Flag'.

The generated Report can be downloaded either in 'PDF' or 'CSV'.

(c) Bag Closed

The Bag Closed report contains the number of Bags Closed at the office for the selected or given date.

Home -> Bag Reports

Select Report: Bag Closed

Date of Set: 19/06/2024

Fetch

Reset

Select Report- 'Bag Closed'; Select the 'Date' and Click 'Fetch'.



Operational Guide – Railway Mail Service



The screenshot shows the 'Bagging Management' interface. At the top, it says 'Home > Bag Reports'. Below this, there is a 'Select Report' dropdown menu set to 'Bag Closed' and a 'Date of Set' field with the date '19/06/2024'. To the right of these fields are 'Reset', 'Download PDF', and 'Download CSV' buttons. Below the filters is a table titled 'Bag Details' with the following data:

Bag Number	Bag Type	From Office	To Office	Bag Weight	Transaction date	Insured Flag
RBL000000627	SP	Rajajinagar H.O	Bengaluru NSH	220	19/06/2024 18:55	No
RBL000000628	SP	Rajajinagar H.O	Bengaluru NSH	220	19/06/2024 19:48	No

Upon clicking on '**Fetch**' button, application displays the details such as '**Bag Number**', '**Bag Type**', '**From Office**', '**To Office**', '**Bag Weight**', '**Transaction Date**' and '**Insured Flag**'.

The generated Report can be downloaded either in 'PDF' or 'CSV'.

(d) Bag Dispatched

The Bag Dispatched report contains the number of Bags Dispatched by the Office for the chosen date

The screenshot shows the 'Bagging Management' interface. The 'Select Report' dropdown menu is set to 'Bag Dispatched'. The 'Date of Set' field is set to '19/06/2024'. The 'Fetch' button is highlighted with a yellow arrow, indicating the next step in the process.

Select Report- '**Bag Dispatched**'; Select the '**Date**' and Click '**Fetch**'.

The screenshot shows the 'Bagging Management' interface. The 'Select Report' dropdown menu is set to 'Bag Dispatched'. The 'Date of Set' field is set to '19/06/2024'. Below the filters is a table titled 'Bag Details' with the following data:

Bag Number	Bag Type	From Office	To Office	Bag Weight	Transaction date	Insured Flag
RBL000000627	SP	Rajajinagar H.O	Bengaluru NSH	220	19/06/2024 19:58	No
RBL000000623	SP	Rajajinagar H.O	Bengaluru NSH	366	19/06/2024 17:58	No
RBL000000624	SP	Rajajinagar H.O	Bengaluru NSH	200	19/06/2024 17:59	No

At the bottom right of the table, it says 'Rows per page: 10' and '1-3 of 3'.



Upon clicking on '**Fetch**' button, application displays the details such as '**Bag Number**', '**Bag Type**', '**From Office**', '**To Office**', '**Bag Weight**', '**Transaction Date**' and '**Insured Flag**'.

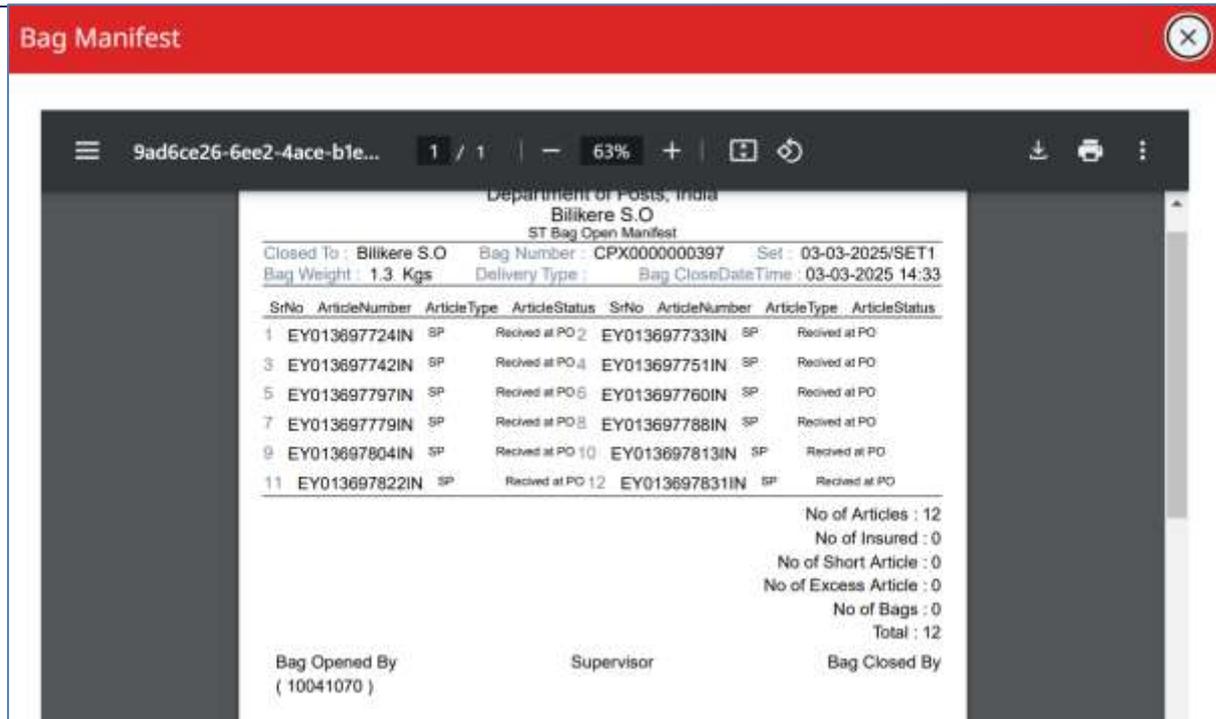
The generated Report can be downloaded either in 'PDF' or 'CSV'.

5.8.6 Opened Bag Manifest

Upon receipt of any Bag, the bag will be opened, revealing the articles along with the Manifest report. If the user needs to re-print this report, they can select the '**Opened Bag Manifest**' option to generate the Bag Manifest.

The screenshot shows a web browser window with the title 'Print Opened Bag Manifest'. The browser's address bar contains the URL 'Print Opened Bag Manifest'. Below the address bar, there is a search bar labeled 'Bag Number' with the value 'CPX000000397' entered. To the right of the search bar is a red button labeled 'View'. A yellow arrow points to the 'View' button, and another yellow arrow points to the search bar.

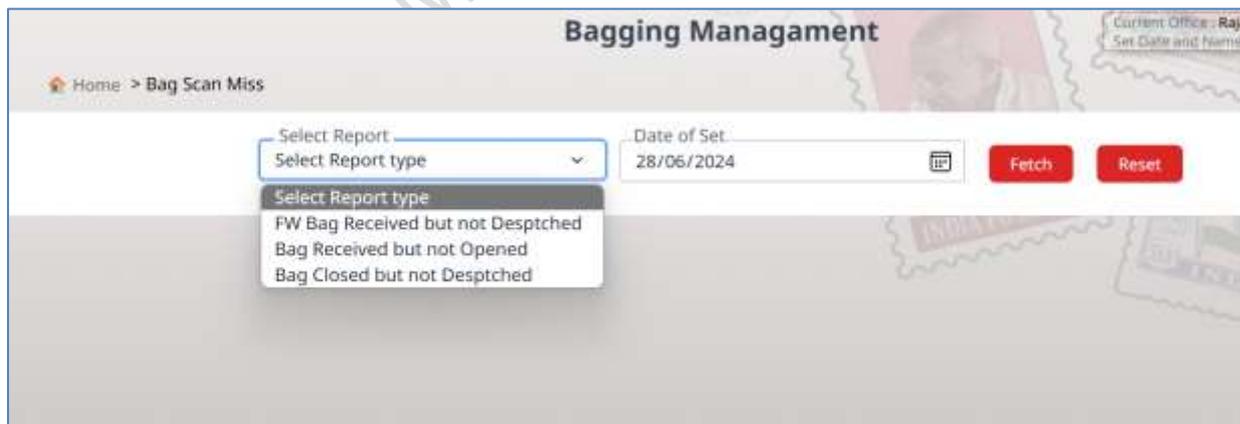
Enter the **Bag Number** and Click '**View**' button.



Upon clicking the **‘View’** button, the Manifest report will be generated in the PDF format.

5.8.7 Bag Scanning Missing Reports

The Menu **‘Bag Scan Missing report’** contains the following reports such as **‘FW Bag Received but not Despatched’**, **‘Bag Received but not Opened’** and **‘Bag Closed but not Despatched’**.

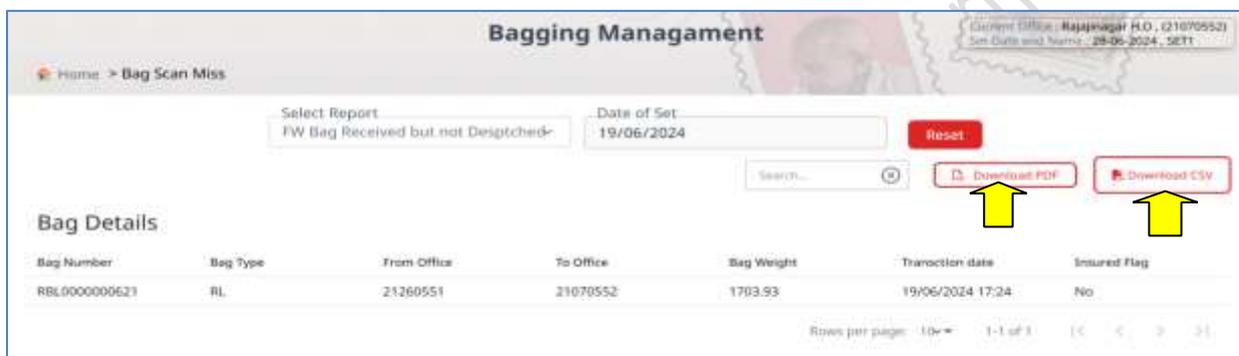


(a) FW Bag Received but not Despatched

The FW Bag **‘Received but not Despatched’** Report contains the data in respect to number of Forward Bags Received at the respective office but not despatched for the selected Date.



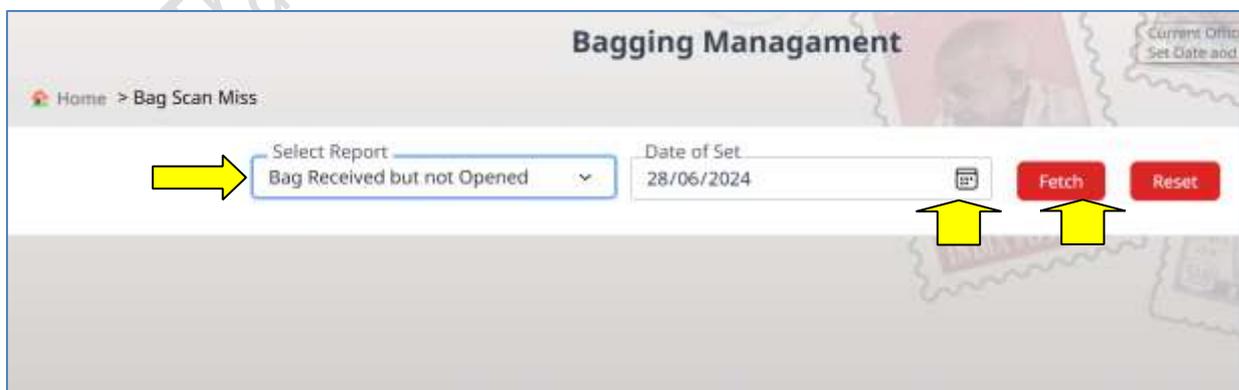
Select '**FW Bag Received but not Despatched**', Select '**Date**', Click '**Fetch**'.



The Report will be generated. Generated Report can be downloaded in 'PDF' or 'CSV format'.

(b) Bag Received but not Opened

The '**Bag received but not Opened**' report contains the data in respect to Bag Received but not opened by the office for the selected or given Date.



Select Bag '**Received but not opened**', Select '**Date**', Click '**Fetch**'.



Home > Bag Scan Miss

Select Report: Bag Received but not Opened

Date of Set: 28/06/2024

Reset

Search...

Download PDF

Download CSV

Bag Details

Bag Number	Bag Type	From Office	To Office	Bag Weight	Transaction date	Insured Flag
RBL0000000695	RL	21611001	21070552	100	28/06/2024 19:59	No

Rows per page: 10 | 1-1 of 1

Report will be generated. Generated report can be downloaded in 'PDF' or 'CSV' format.

(c) Bag Closed but not Despatched

The '**Bag Closed but not Despatched**' report contains the data in respect to number of Bags Closed but not Despatched in the respective office for the selected or given Date.

Home > Bag Scan Miss

Select Report: Bag Closed but not Despatched

Date of Set: 19/06/2024

Fetch

Reset

Select Report '**Bag Closed but not Despatched**': Select '**Date**', Click '**Fetch**'.

Home > Bag Scan Miss

Select Report: Bag Closed but not Despatched

Date of Set: 19/06/2024

Reset

Search...

Download PDF

Download CSV

Bag Details

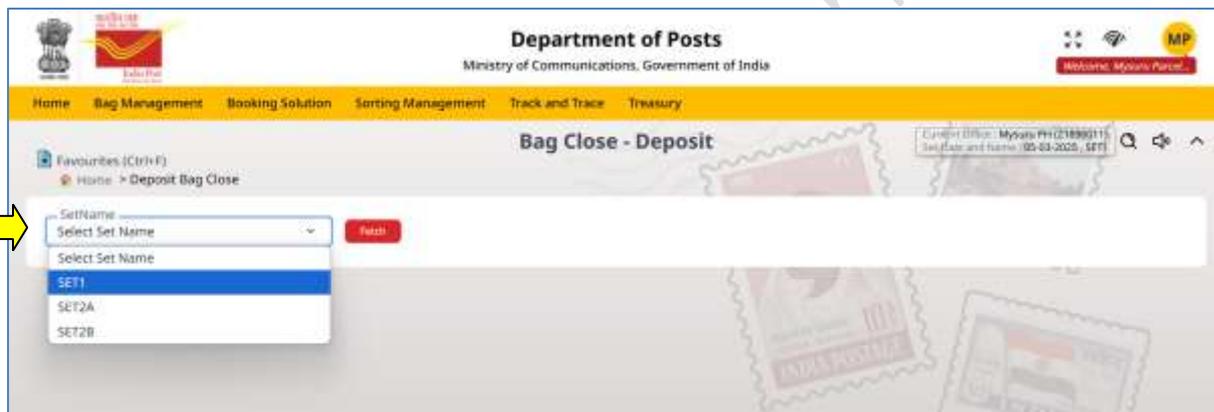
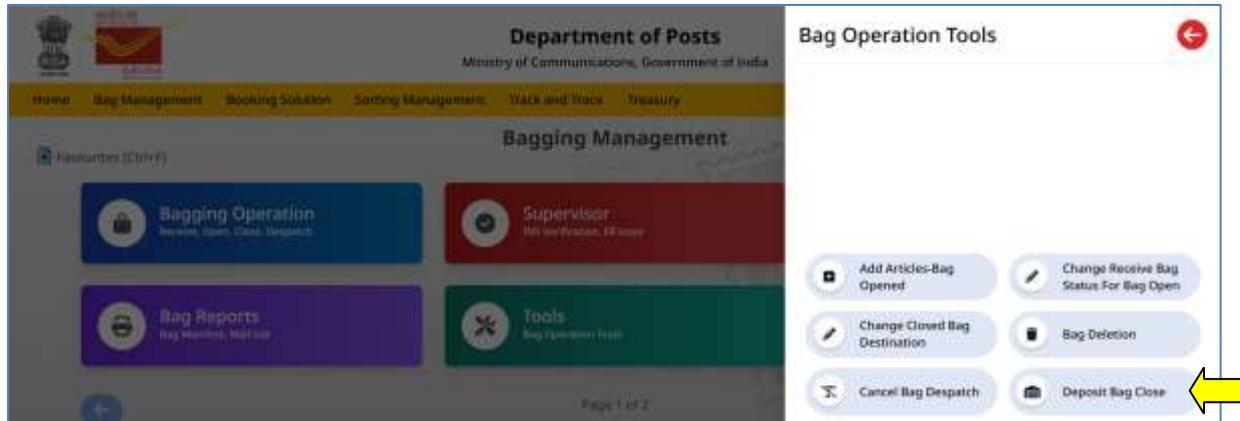
Bag Number	Bag Type	From Office	To Office	Bag Weight	Transaction date	Insured Flag
RBL0000000628	SP	21070552	21860003	220	19/06/2024 19:48	No
EBK2345879233	SP	21070552	21860003	220	19/06/2024 18:46	No
EBK9876543222	SP	21070552	21860003	2200	19/06/2024 18:51	No

Rows per page: 10 | 1-3 of 3

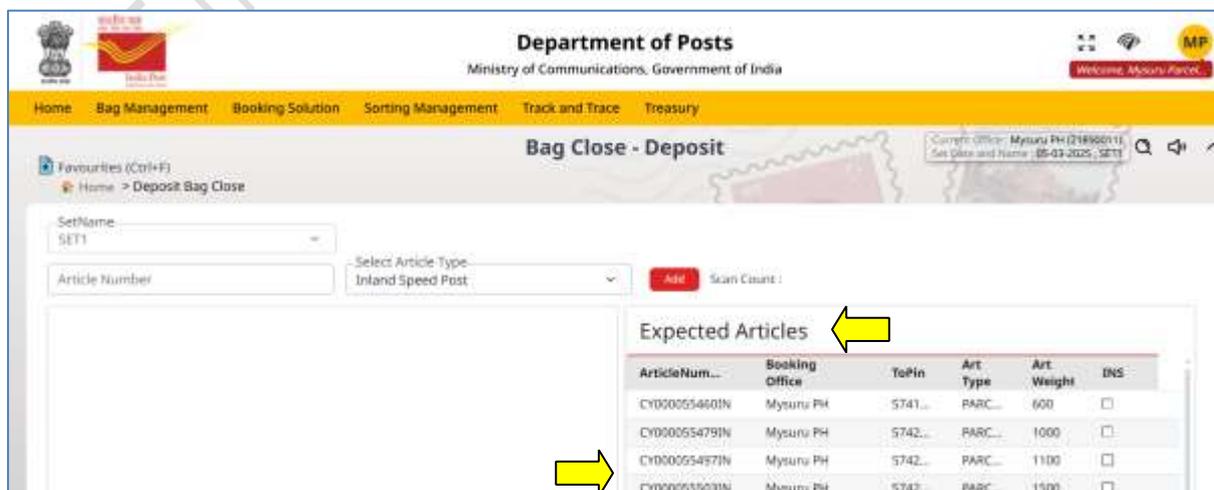


Report will be generated and can be downloaded in 'PDF' or 'CSV' format.

5.9 Deposit Bag Closing

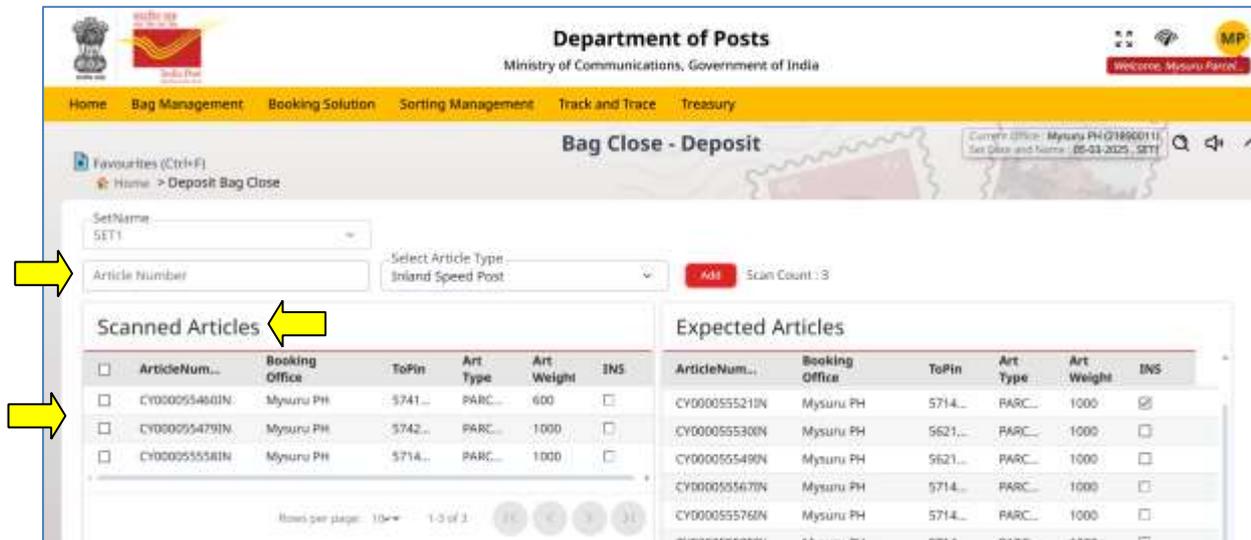


The '**Deposit Bag Close**' option is used for closing the articles which could not be despatched in a set which receives it. All these articles will be despatched to next set by using **Deposit Bag close** option for handled it in a next set for processing.

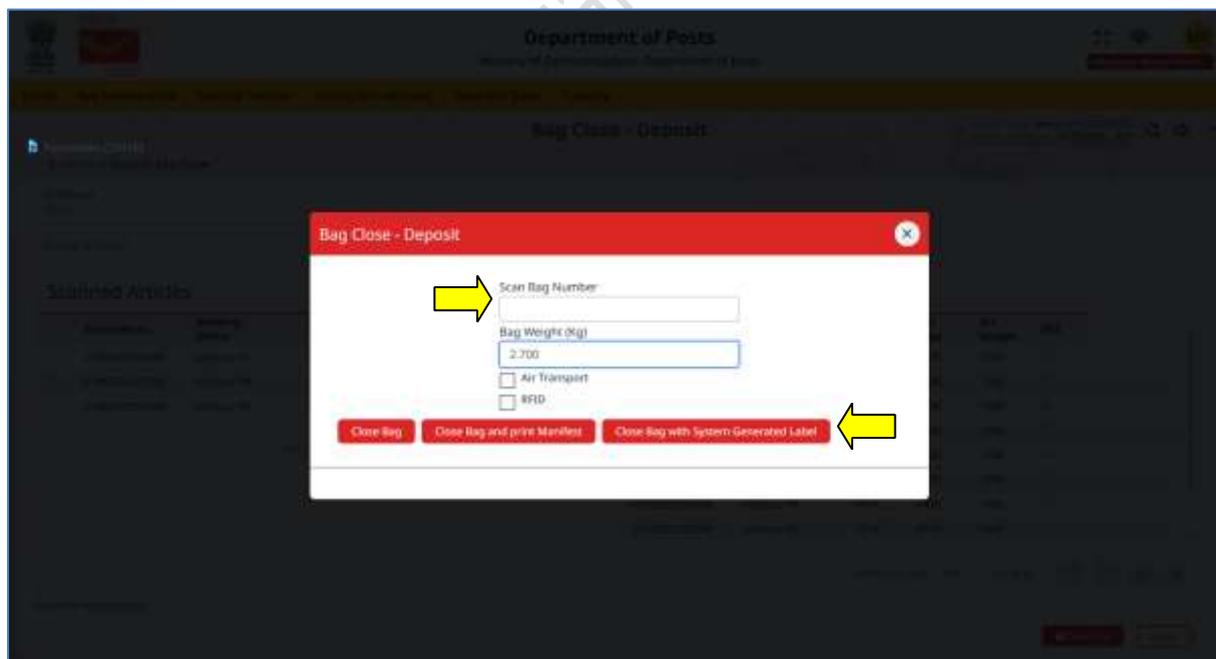




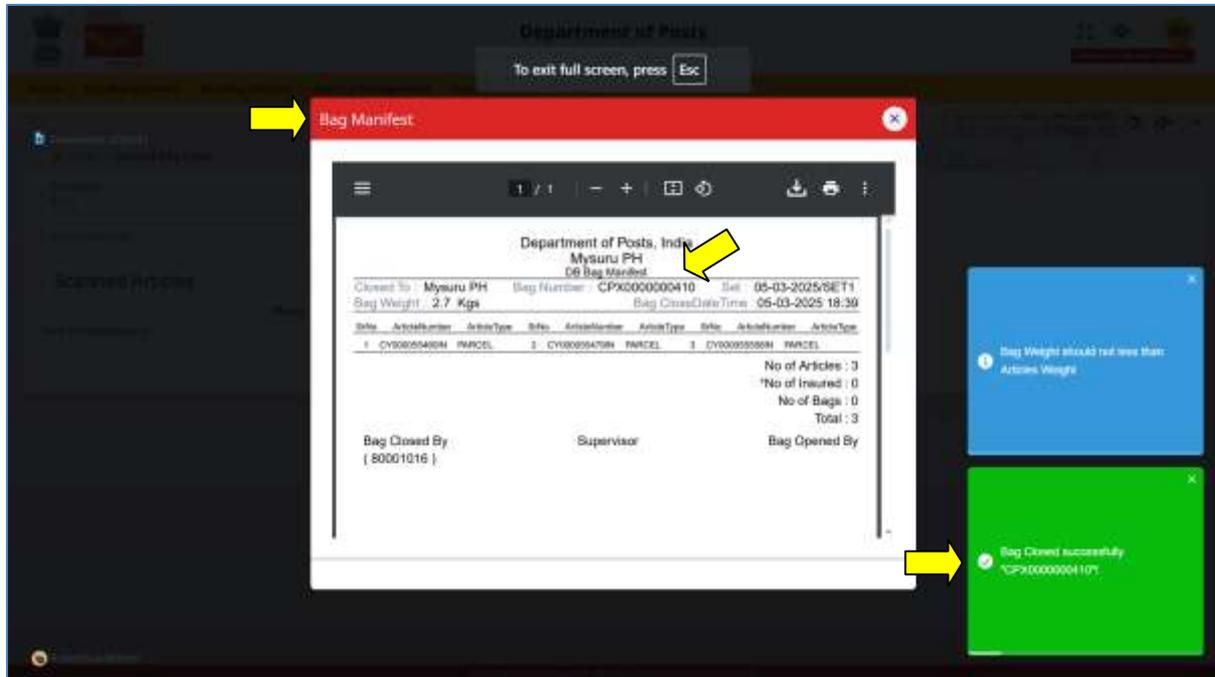
The articles which are available for closing to next set will reflect on the right side of the screen under **Expected Articles** header.



The article number needs to be scanned individually at the **Article Number** option, all the articles which are scanned will reflect on the left side of the screen under **Scanned Articles** header



After scanning of bags and when **Close bag** button is clicked the **Bag Close Deposit** screen will appear. Bag Label can be entered manually at the **Scan Bag Number** option or **Close bag with System Generated Label** can be clicked for generating the bag labels automatically.



After clicking of **Close bag with System Generated Label** button the bag manifest screen will appear with the details of the articles which are included in the **Deposit bag** with a specific **bag number** and a message will pop up as **Bag Closed Successfully**.

5.10 Error Management in the Mail Office

- The **'Error Management'** option allows users to report errors related to articles and bags. Users can also track and review reported errors using the **View ER** tab or by searching with the **Error ID**.



The Error Management is configured with Four tabs, namely:-

- Issue Article ER
- Issue Bag ER
- View ERs
- View ERs by ID



(a) Issue Article ER

The **Issue Article ER** tab is used to record discrepancies or errors identified in an article or parcel or eMO (at Post Office)

The screenshot shows the 'Issue Article ER' form with the following fields and buttons:

- Article Number:** RYDSD1784031N
- Article Description:** Article Mis sent
- Discrepancy Details:** Testing
- Bag Number:** CP4000000399
- Article Weight while Booking:** 20
- Current Article Weight:** 20
- Received From Office:** Mysuru NSH
- Buttons:** Issue Article ER, Issue Bag ER, View ER's, View ER's by Id, Browse, Submit, Cancel

Yellow arrows in the image point to the Article Number, Article Description, Discrepancy Details, Bag Number, Article Weight while Booking, Current Article Weight, Received From Office, and the Submit button.

Enter '**Article Number**', '**Bag Number**', and Select '**Received from Office**' from drop-down.

Select Article '**Discrepancy**' from drop-down.

Enter '**Article Weight**' as per booking receipt and Current '**Article Weight**'.

The '**Discrepancy Details**' shall be filled and if user needs to attach any file, then the '**Browse**' button shall be used to attach the document.

Click '**Submit**'.



 Department of Posts, India
Bilikere S.O
Article Error Report 

Date : 04/03/2025

Error No : 166630 / Mysuru NSH 

Sub : Article Mis sent : Bag No.CPX0000000399 Article No.RY000178603IN

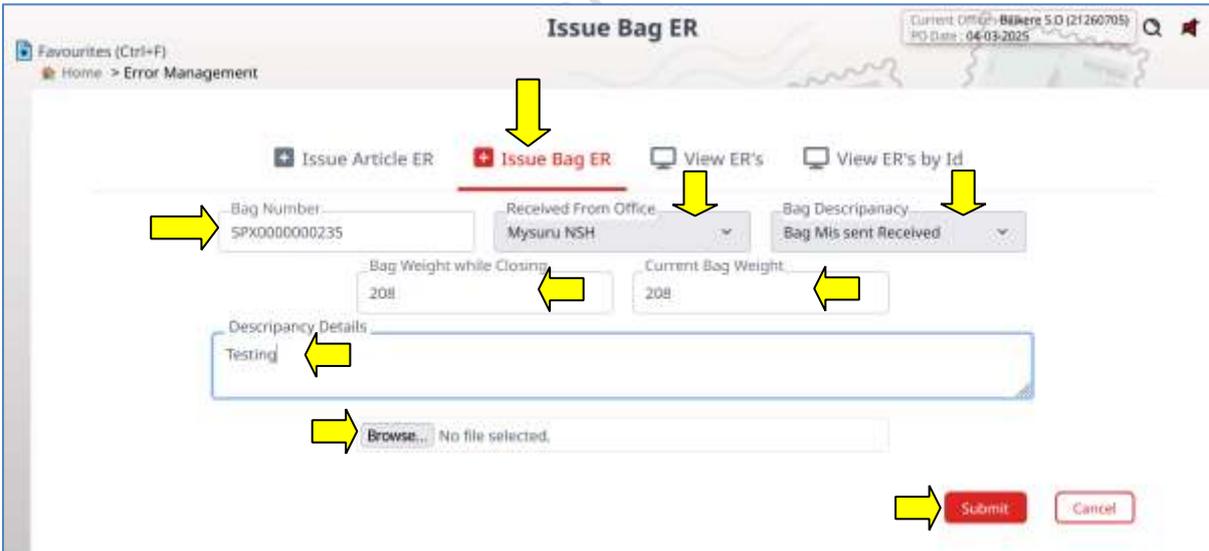
Error Description : Testing
Article Weight before : 20 gms
Article Weight After : 20 gms
This is for your information and necessary action.

Supervisor
2025-03-04

Article Error Report will generate in PDF format.

(b) Issue Bag ER

The **Issue Bag ER** tab is used to record discrepancies or errors identified in a Bag.



The screenshot shows the 'Issue Bag ER' form with the following fields and values:

- Bag Number: SPX0000000235
- Received From Office: Mysuru NSH
- Bag Discrepancy: Bag Mis sent Received
- Bag Weight while Closing: 208
- Current Bag Weight: 208
- Discrepancy Details: Testing
- Buttons: Browse... (No file selected), Submit, Cancel

Enter '**Bag Number**', select '**Received from Office**' from drop-down;

Select the Bag '**Discrepancy type**',

Enter '**Bag weight while closing**' and '**Current Bag Weight**'.

The '**Discrepancy Details**' shall be filled and if user needs to attach any file, then the '**Browse**' button shall be used to attach the document.

Click '**Submit**' button.



Department of Posts, India
Bilikere S.O / SET1
Bag Error Report ←

Date :04/03/2025

Error No :166631/Mysuru NSH ←

Error Sub : Bag Mis sent Received Bag No.SPX0000000235 Article No.SPX0000000235

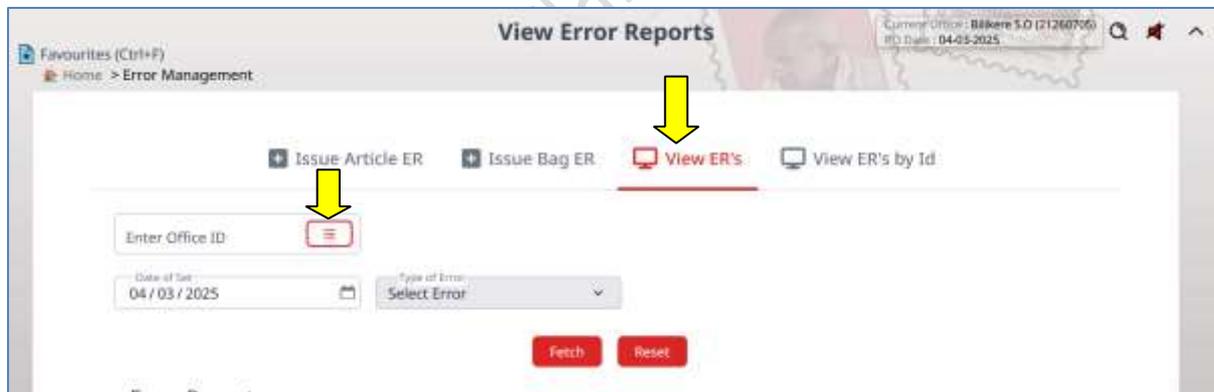
It is reported that, Testing
Bag Weight before : 208 gms
Bag Weight After : 208 gms
This is for your information and necessary action Please.

S.P.M./H.S.A./Supervisor
Bilikere S.O / SET1
2025-03-04

Bag Error Report will generate in PDF format.

(c) View ER's

The office wise error raised report can be viewed in the '**View ER's**' tab.



Enter the **Office ID**.



Office Select

Enter Pincode

OR

Enter Min Four Char of Office Name (*Case Sensitive)
Office

Click on Row to select office

Office Name ▲	Office Id	Office Type	Pin Code
Mysuru CRC L1R	21631015	RMO	570001
Mysuru Division	21260000	PDN	570026
Mysuru East Sub di...	21260203	SDO	570001
Mysuru Fort S.O	21260740	SPO	570004
Mysuru H.O	21260551	HPO	570001
Mysuru Law Courts...	21260741	SPO	570005
Mysuru NSH	21860009	NSH	570001

The **Office ID** can be entered by clicking select icon. Upon clicking the select icon, user needs to input the Office **Pincode** or **Office name**.
After Clicking the **Fetch** button, System will display the result.

View Error Reports

Current Office: **Balkere S.O (21260705)**
RD Date: 04-03-2025

Home > Error Management

Enter Office ID Mysuru NSH

Select Set Number:

Date of Set: Type of Error:

Select the **Enter Office ID** by clicking the dropdown icon.
Select Set Number, Date of Set.
Type of Error shall be selected from the drop-down.
Click **Fetch**.



Fetch **Reset**

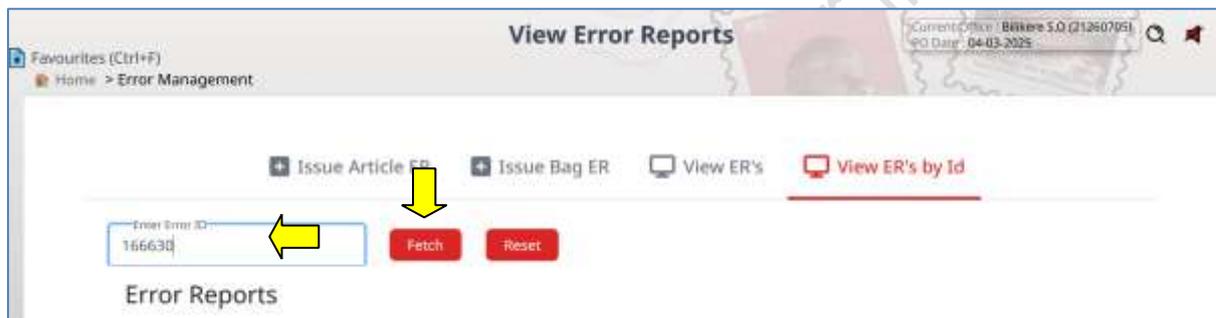
Error Reports ←

ER No	Bag/Art Number	Bag Number	Office A	Error type	Error Details	Weight before	Weight After
166630	RY000178603IN	CPX0000000399	Mysuru NSH	51	Testing	20	20
166631	SPX0000000235	SPX0000000235	Mysuru NSH	63	Testing	208	208

Upon clicking **Fetch** button, Number of Error available will be displayed as **Error Report**.

(d) View ER's by ID

The '**View ERs by ID**' tab allows users to retrieve an error entry by entering the Error Entry Number.



Enter '**Error ID**' and click '**Fetch**' button.



Upon clicking '**Fetch**' button, application displays the associated details of Error ID. The user can view the details in PDF format by clicking '**View Error**' button under '**Action**' column.

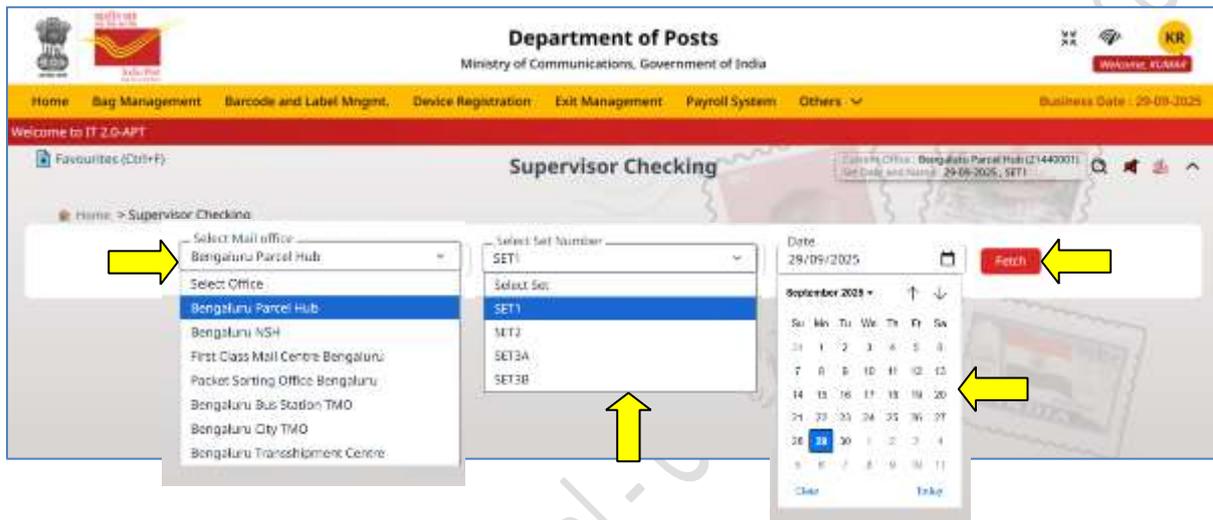
5.11 Checking of Bags by HSA/Supervisor



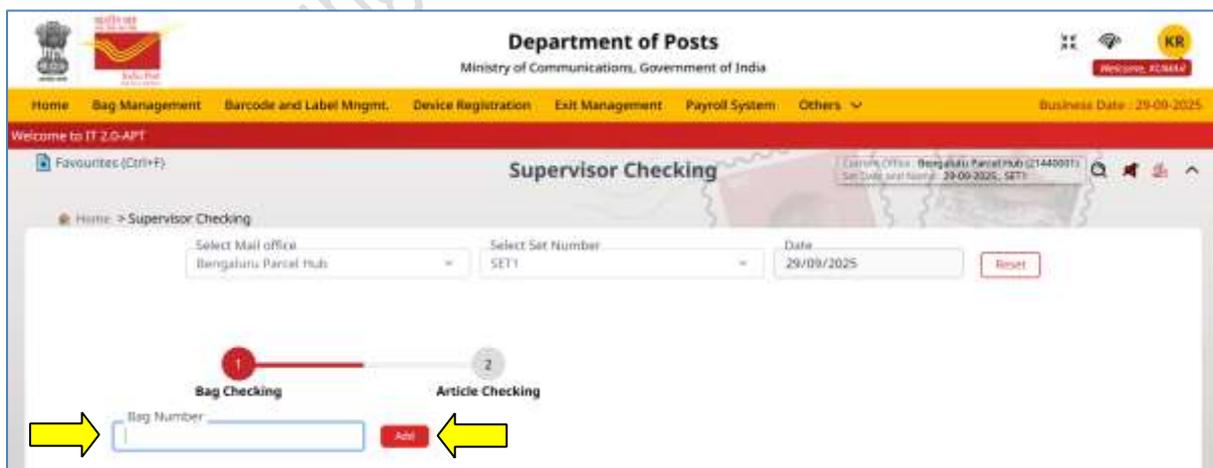
Operational Guide – Railway Mail Service



In the **Bagging management** card under **Supervisor** sub card, five options will be displayed. Click on the **Supervisor Checking** button.



Upon clicking **Supervisor Checking** button, Supervisor Checking screen will be opened. Select office name from Select mail office drop down option, select set number from Select Set Number dropdown option, select Date from the calendar and click on **Fetch** button.



Upon clicking the **Fetch** button, the above screen will open. Scan the Bag Number at the option given and click on **Add** button.



Enter No of Mis Sent Articles

No of Articles

Upon clicking the **Add** button, the above window will pop-up. Enter the number of mis sent articles and click on **OK** button.

Home Bag Management Barcode and Label Mngmt. Device Registration Exit Management Payroll System Others Business Date : 29-09-2025

Welcome to IT 2.0-APT

Supervisor Checking

Select Mail office: Bengaluru Parcel Hub Select Set Number: SET1 Date: 29/09/2025

1 Bag Checking 2 Article Checking

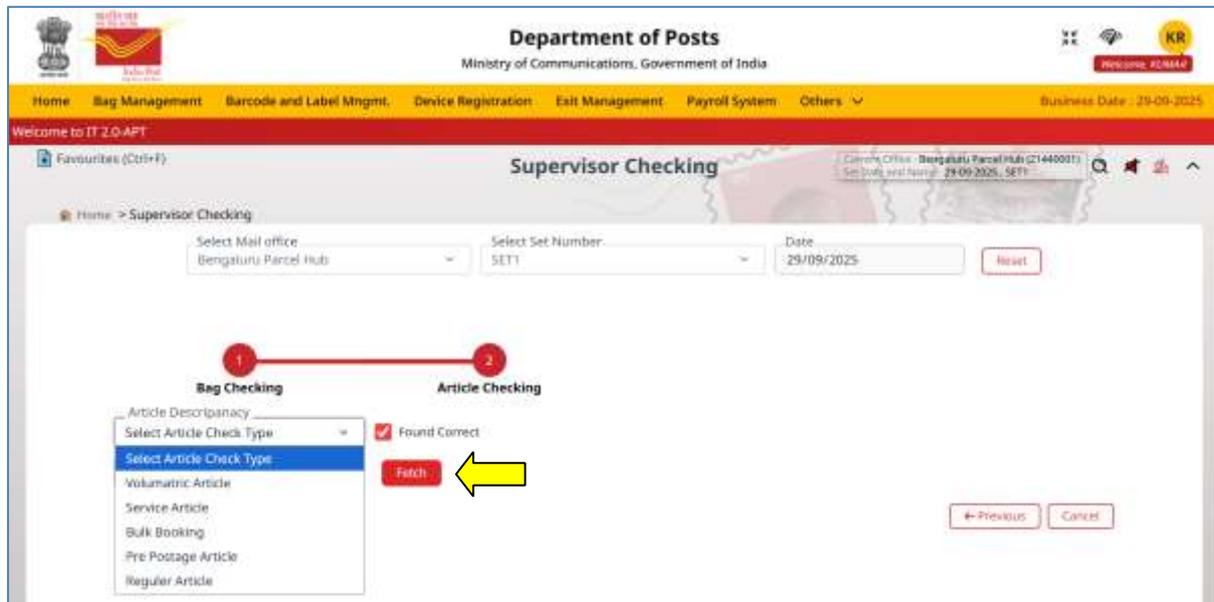
Bag Number

Sr No	Bag Number	Bag Type	to Office	Transaction Time	No of Mis-Sent	Insured	Created By
1	CB000966950	PL	1 CBPO PH	29-09-2025 14:06	0	<input type="checkbox"/>	10192771

Total Mis Sent : 0



Upon clicking the **OK** button details of the Bag checked will be shown as above. Click on **Next** button.



Upon clicking the **Next** button, Article checking screen will open. In the screen click on Article Discrepancy dropdown option. Some issues related to the article will be listed down. Select the appropriate option from the dropdown list. Also a check box for marking as Found correct will be available.



Operational Guide – Railway Mail Service



Select Mail office: Bengaluru Parcel Hub | Select Set Number: SET1 | Date: 29/09/2025 |

1 ————— 2

Bag Checking | **Article Checking**

Article Description: Regular Article | Found Correct

Article Number: |

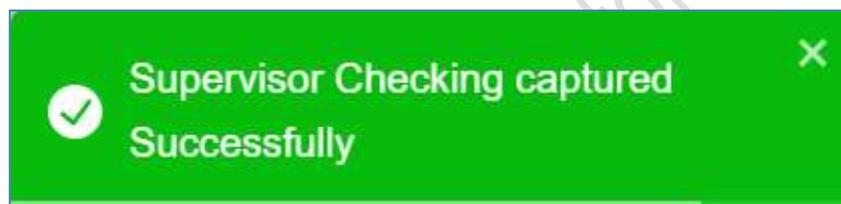
Article Checking Data

Article Number	Booking Office	Article Type	Article Check Type	Destination Pin	Article Weight
EL651638820N	BNPL NSH Thiruvananth...	SP_INLAND_PARCEL	Regular Article	900056	504

Total Article : 1

| |

Upon selecting the option from dropdown, scan the article number and click on **Fetch** button. Details of the verified article will be displayed. Click on **Submit** button.



Upon clicking the **Submit** button, checking process will be completed and a success message will be displayed on the right bottom corner.

6 PNOP

Parcel Network Optimization Project is basically used in the platform of Parcel Hub offices. Basically when an article is scanned it will identify the specific bin where the article to be sorted (Work Station).

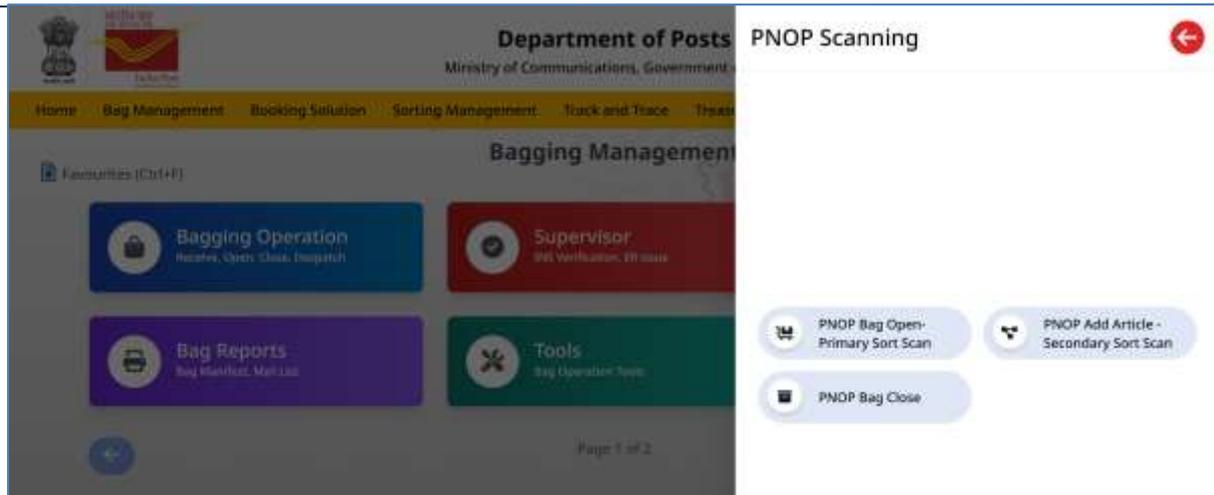
Department of Posts
Ministry of Communications, Government of India

HOME | BAG OPERATIONS | BAG REPORTS | TRACK AND TRACE

Bagging Management

Division Office: Bengaluru NSH - 12190003 | Set Date and No: 2024-09-09 | SET1

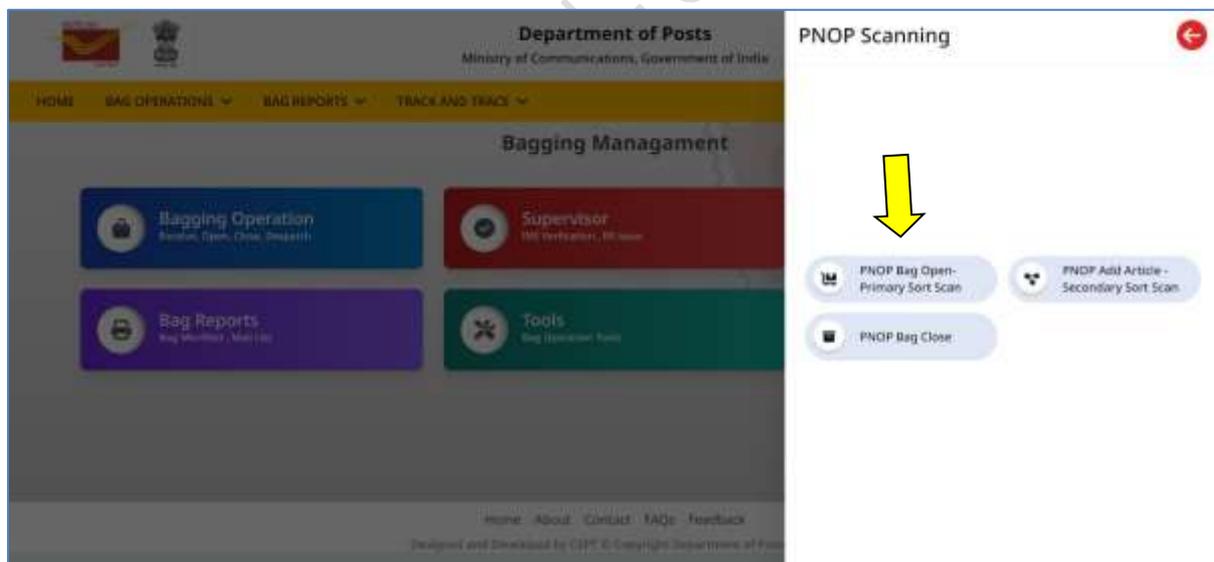
- Bagging Operation: Receive, Open, Close, Dispatch
- Supervisor: NO Verification, FR Issue
- Bulk Dely Bag: Bulk Address Delivery
- Bag Reports: Bag Mached, Mail Ltr
- Tools: Bag Operation Tools
- PNOP: Primary Scan, Secondary Scan



When PNOP sub card is clicked the following options will appear:

1. PNOP Bag Open-Primary Sort Scan
2. PNOP Add-Article Secondary Sort Scan
3. PNOP Bag Close

6.1 PNOP Bag Open-Primary Sort Scan





Operational Guide – Railway Mail Service



When **Primary bag Open Primary Sort Scan** option is clicked a new window will appear with the option of opening the bag by scanning /entering the bag number in the **Bag Number** Option and **Fetch** button should be clicked.

Department of Posts
Ministry of Communications, Government of India

Home Bag Management Booking Solution Sorting Management Track and Trace Treasury

PNOP-Bag Open

Current Office: Mysuru PH(21886011), Set Date and Time: 06-03-2025, SET1

Favourites (Ctrl+F)
Home > PNOP Primary Sort SAS

Bag Number: CFB000010781
OfficeOfClosing: PTC Campus S.D
Bag Type: PL
Scan Article Number: Enter Pin Code
Select Article Type: Inland Speed Post

Scanned Articles
There are no records to display

Expected Articles

ArticleNumber	Booking Office	ToPin	Art Type	Art Weight	RTS	Recal
CX000123265IN		0	PARCEL	0	<input type="checkbox"/>	<input type="checkbox"/>
CX000123415IN		0	BUJSL	0	<input type="checkbox"/>	<input type="checkbox"/>
CX000123574IN		0	BUJSL	0	<input type="checkbox"/>	<input type="checkbox"/>
EY000389546IN		0	SP_IN	0	<input type="checkbox"/>	<input type="checkbox"/>

After Clicking on the **Fetch** button the articles which are included in the bag will appear under the **Expected Articles** header.

Department of Posts
Ministry of Communications, Government of India

Home Bag Management Booking Solution Sorting Management Track and Trace Treasury

PNOP-Bag Open

Current Office: Mysuru PH(21886011), Set Date and Time: 06-03-2025, SET1

Favourites (Ctrl+F)
Home > PNOP Primary Sort SAS

Bag Number: CFB000010781
OfficeOfClosing: PTC Campus S.D
Bag Type: PL
Scan Article Number: CX000123265IN
Enter Pin Code: 0
Select Article Type: Inland Speed Post

Scanned Articles
There are no records to display

Expected Articles

ArticleNumber	Booking Office	ToPin	Art Type	Art Weight	RTS	Recal
CX000123265IN		0	PARCEL	0	<input type="checkbox"/>	<input type="checkbox"/>
CX000123415IN		0				
CX000123574IN		0				
EY000389546IN		0				

Despatch To :
Work Station :

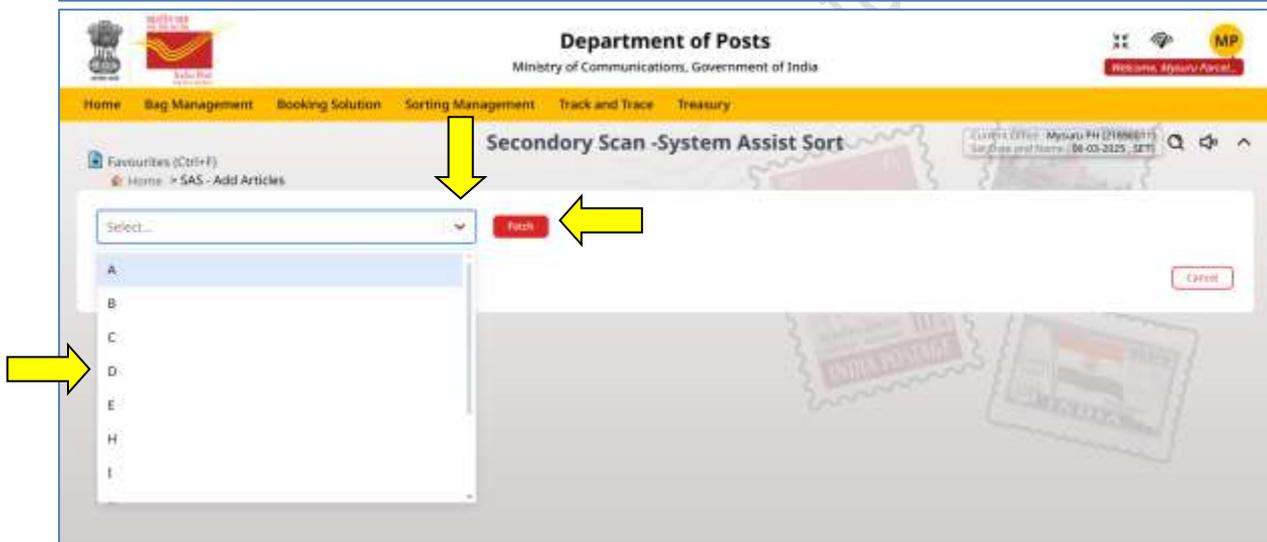
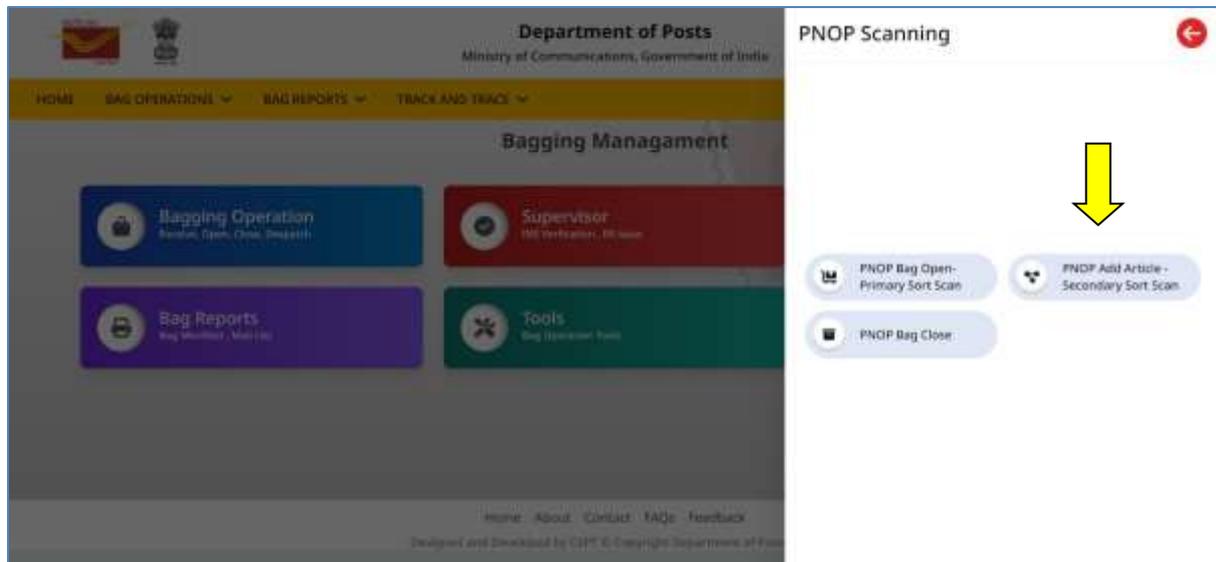
Row per page: 10

Each articles should be scanned in the **Scan Article Number** option and **add** button should be clicked. The articles will appear under **Scanned Articles** header. Then a pop up will appear as **Despatch to Work Station**.

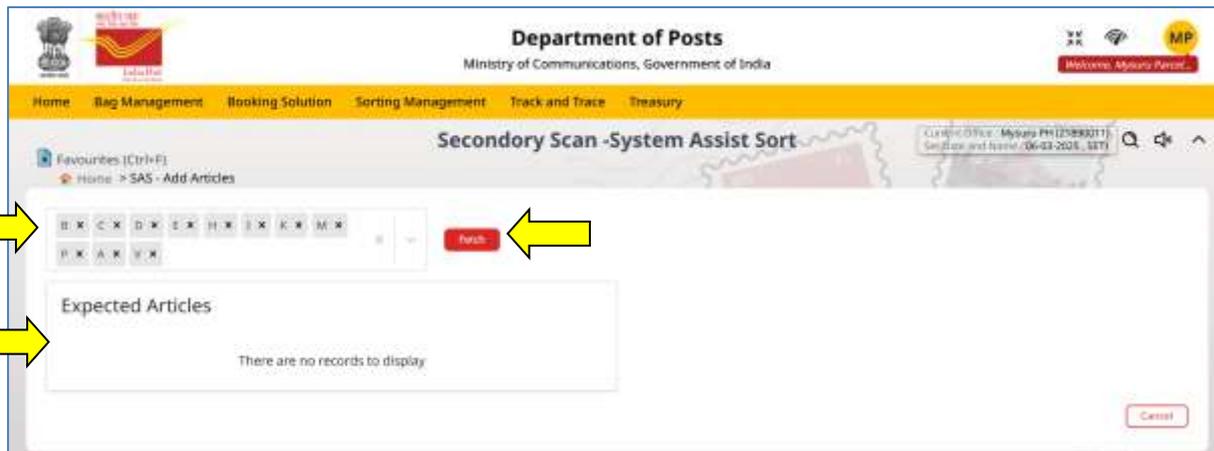
(Note: Pre configurations should be done before scanning of articles)



6.2 PNOP Add-Article Secondary Sort Scan

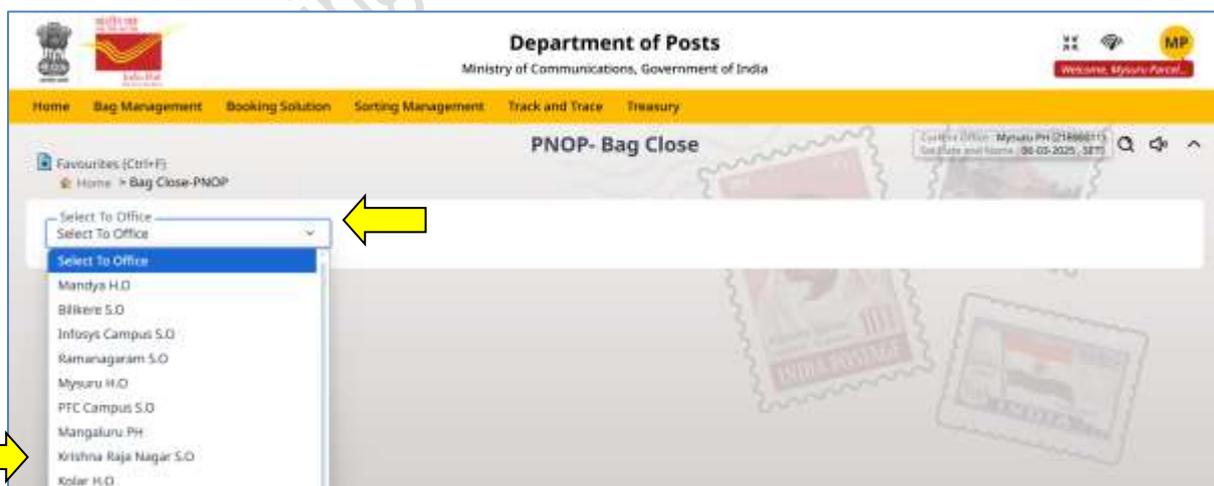
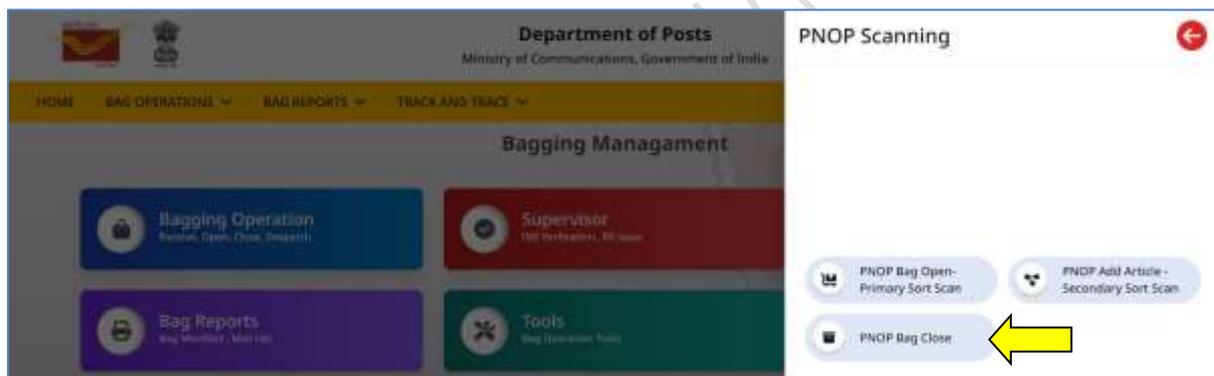


When **PNOP Add-Article Secondary Sort Scan** option is clicked a new window will appear with the option of adding the articles by selecting the particular work Station and **Fetch** button should be clicked.



When **Fetch** button is clicked, the articles which are sorted to the bins/work station will appear under the **Expected Articles** header.

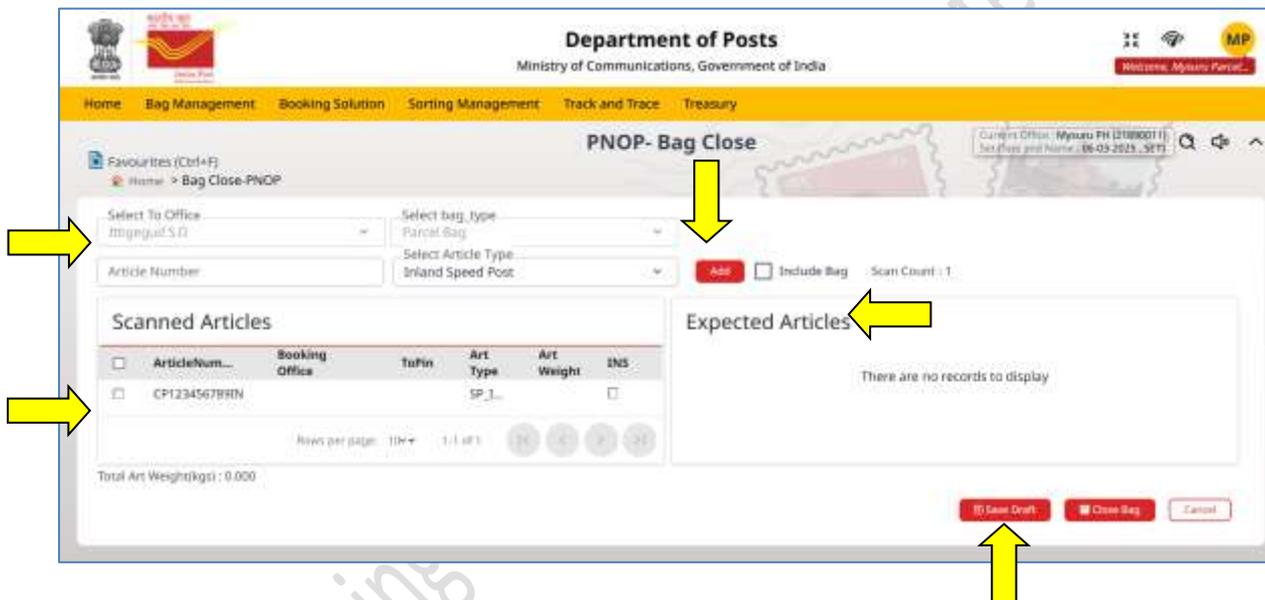
6.3 PNOP Bag Close



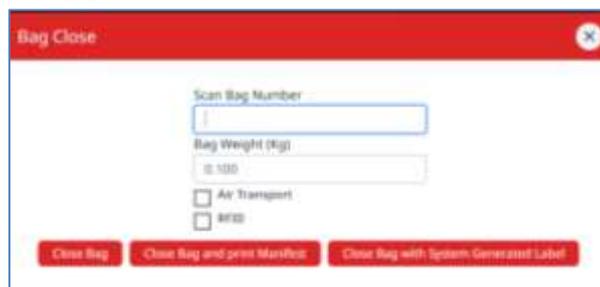
When **PNOP Bag Close** option is clicked a new window will appear for selecting the office from **Select to Office** option.



After Selecting the office, **bag_Type** should be selected and **Fetch** button should be clicked.



The articles which are available for the selected office will appear at the **Expected Articles** header. And the articles which are available should be scanned individually at **Article Number** option and when **add** button is clicked. The scanned articles will appear under **Scanned Articles** header. After scanning of all articles Close bag button should be clicked for closing the bag.





When close button is clicked a new window will appear as **Bag close**. Bag number can be entered manually at **Scan Bag Number** option or **Close Bag with System Generated Label** option can be used for generating the bag label automatically.

7 Counter operations in RMS



Head Sorting Assistant or Supervisor of the set will click on 'Booking management' card for performing counter operations.



Upon clicking 'Booking Solution' card, 'Booking Solutions' screen will be displayed. In the 'Booking Solutions' screen, click on 'Counter operations' sub-card.



On clicking the 'Counter Operations' sub card, relevant options will be displayed on the right hand side of the screen.

7.1 Creation of counter for mail office



Click on the 'Create New Environment' option to create the counter for Mail Office.





On clicking the ‘Create New Environment’ option, the ‘Create New Environment and Shift’ screen will open, displaying office details such as ‘Office Name’, ‘Address’, ‘City’, ‘State’, ‘Pincode’, and ‘Total Counters’.

To create a counter in the ‘Modify Environment Details’ form, select the counter's start date from the ‘Valid From’ field and the end date from the ‘Valid To’ field. Choose the status of the counter by selecting ‘Yes’ or ‘No’ from the ‘Is Permanent Counter’ dropdown. Set the night counter status using the ‘Is Night Counter’ dropdown by choosing ‘Yes’ or ‘No’, and confirm the extended counter status from the ‘Is Extended Counter’ dropdown. The counter number will be auto-fetched, but it can be modified if needed. Click on the ‘Shift Number’ dropdown to view and select from the available options: 1, 2, or 3. Then, click on the ‘Shift Duration’ dropdown and choose the appropriate duration: 8, 12, or 24 hours. Finally, set the counter’s standard timings using the ‘Shift Begin Time’ and ‘Shift End Time’ fields. Select the type of service from ‘Service Details’ dropdown option and details from the ‘Device Details’ dropdown option. Click on ‘Save’ button to complete the counter creation process. For a fresh form, click the ‘Reset’ button.



Operational Guide – Railway Mail Service



Environment Details available in the office

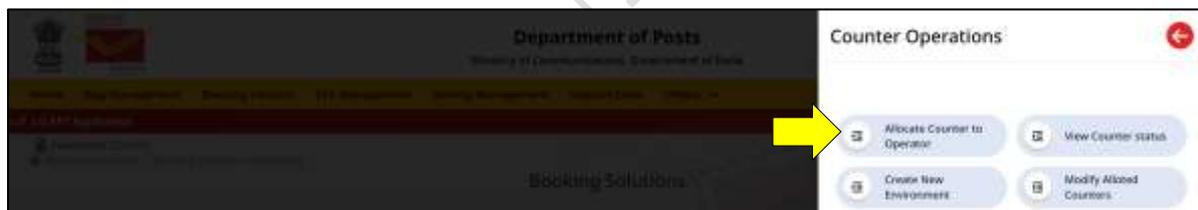
Counter No	Shift No	Shift Begin Time	Shift End Time	Shift Duration	Night Counter	Extended Counter	Permanent Counter	SBI POS Device	View Details	Action
1	1	5:00 AM	8:40 PM	N/A	No	No	Yes	N/A	View	Modify
1	2	5:00 AM	8:40 PM	N/A	No	No	Yes	N/A	View	Modify
2	1	5:00 AM	8:40 PM	N/A	No	No	Yes	N/A	View	Modify
2	2	5:00 AM	8:40 PM	N/A	No	No	Yes	N/A	View	Modify

Rows per page: 10 | 1 of 4

If any counters have already been created, their details will be displayed in a tabular format with the following columns:

‘Counter No’, ‘Shift No’, ‘Shift Begin Time’, ‘Shift End Time’, ‘Shift Duration’, ‘Night Counter’, ‘Extended Counter’, ‘Permanent Counter’, ‘SBI POS Device’, ‘View Details’, and ‘Action’. To view the details of a counter, click the ‘View’ button; to edit the details, click the ‘Modify’ button.

7.2 Counter Allocation



Click on ‘Allocate Counter to Operator’ option.

Counter Allocation

Office Name: Sogalkot Sorting LBU

Employee ID: 10035829 - SURESH MURIGERPA ATHANI

Counter ID: 1

Shift ID: 2

Counter Start Time: 04/09/2025 10:42 AM

Counters Allotted to Employees

There are no records to display

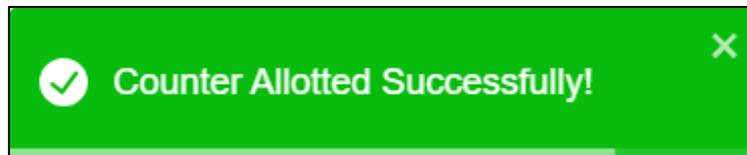
Allocate Counter

Upon clicking the ‘Allocate Counter to Operator’ option, the ‘Counter Allocation’ screen will be displayed. In this screen, select the ‘Office Name’, ‘Employee ID’, ‘Counter ID’,



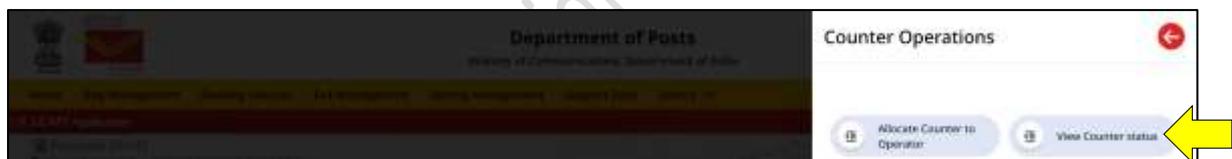
and ‘Shift ID’. The counter start time will be displayed automatically. Then, click the ‘Allot Counter’ button.

Once a counter is allocated, the details will be displayed under the section titled ‘Counter Allocated to Employees’.



Upon clicking the ‘Allot Counter’ button, a success message will be displayed on the right top corner of the screen.

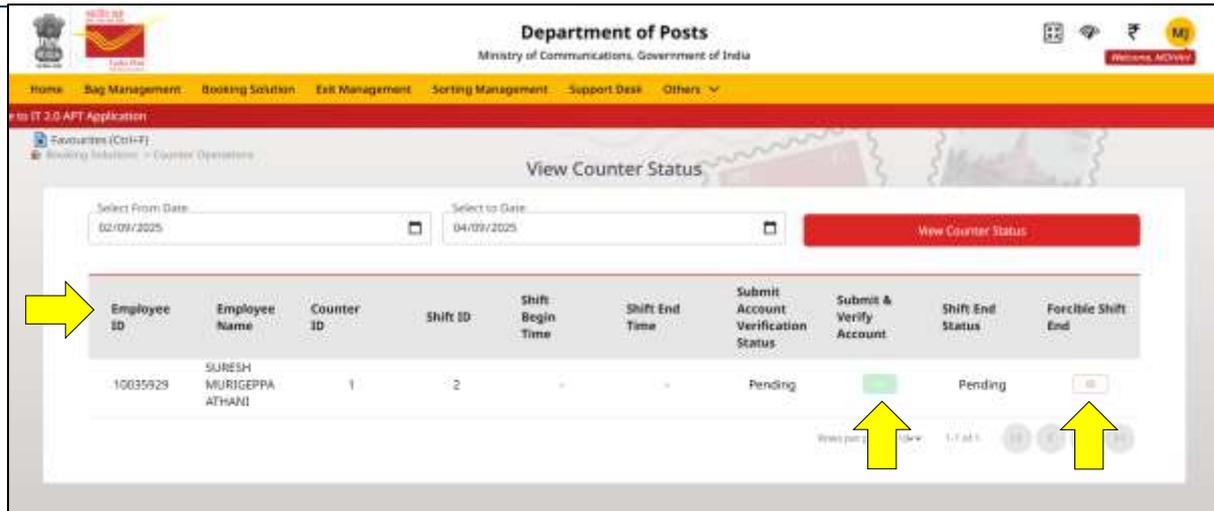
7.3 View counter status



To view the status of the counter click on ‘View Counter Status’ option.

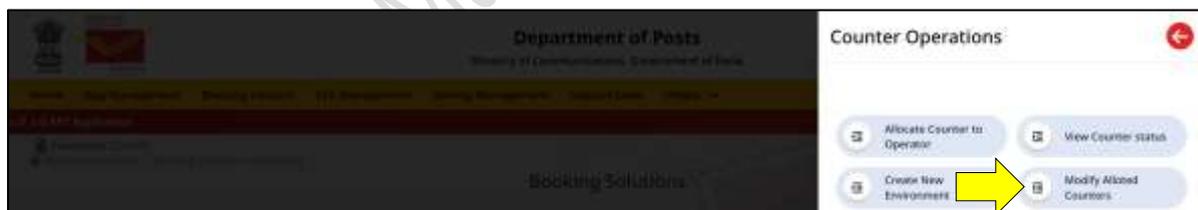


In the View Counter Status screen select the ‘from’ & ‘to’ date and click on ‘View Counter Status’ button.



Upon clicking 'View Counter Status' button, details of the counters will be displayed with details of 'Employee ID', 'Employee name', 'Counter ID', 'Shift ID', 'Shift End Time', 'Submit Account Verification Status', option for 'Submit & Verify Account', 'Shift End Status' and option for 'Forcible Shift End'.

7.4 Modification of allotted counter



For modifying the already allotted counter click on the 'Modify Allotted Counters' option.



Operational Guide – Railway Mail Service



Department of Posts
Ministry of Communications, Government of India

Home Bag Management Booking Solution Exit Management Sorting Management Support Desk Others

Home to IT 3.0 APT Application

Favourites (Ctrl+F)

Routing Solution - Counter Operations

Counter Allocation - Modification

Counters Allotted to Employees

Employee Name	Employee ID	Counter ID	Shift Number	Shift Begin	Shift End	Action	Shift Start Time	Shift End Time
BASAVARAJ JAKKAPPA DHANAKASHIR UR	10046156	1	1	Not Done	Not Done	Modify	10-09-2025, 12:39:00 pm	

Rows per page: 10x 1 of 1

Upon clicking the 'Modify Allotted Counters' option, the above screen will be displayed. Details of the counter will be displayed viz. 'Employee Name', 'Employee ID', 'Counter ID', 'Shift Number', 'Shift begin', 'Shift End', 'Action', 'Shift Start Time', 'Shift End Time'. To modify the allotted counter click on 'Modify' button.

Counter Modification

Employee ID: 10046156 Counter ID: 2 Shift ID: 2

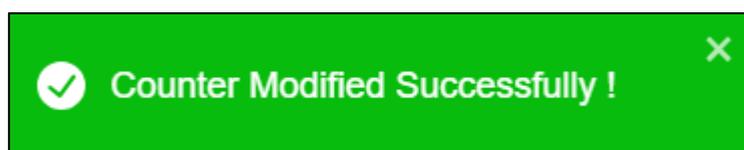
Counter Start Time: 10/09/2025 12:52 PM

September 2025

12 02 PM

Modify Counter

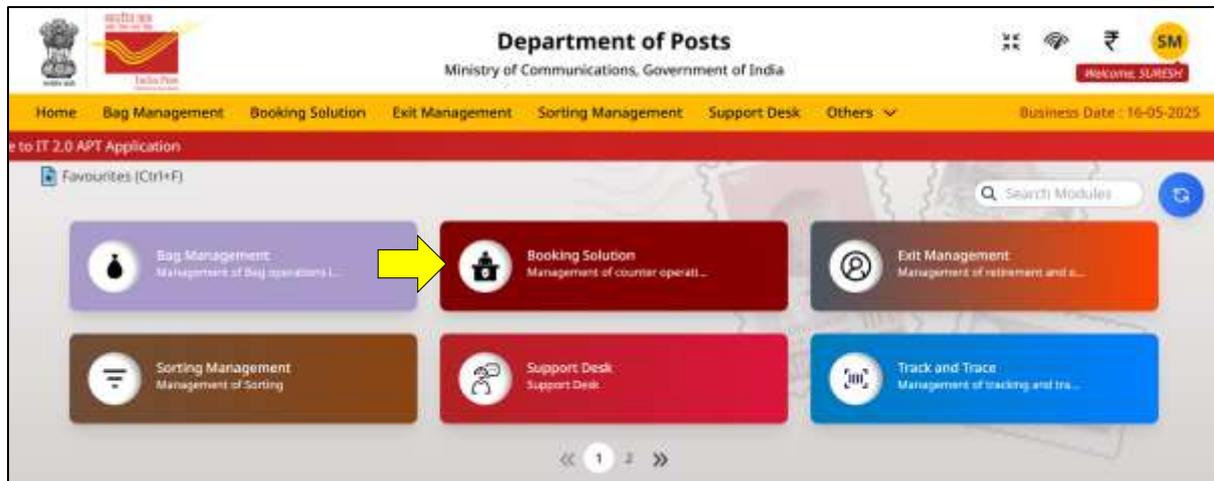
Upon clicking 'Modify' button, 'Counter Modification' form will pop-up. In the form employee ID will be auto fetched. Changes can be made in counter ID, shift ID and counter start date and time. After made all required changes, click on 'Modify Counter' button.



On clicking 'Modify Counter' button, a success message will appear on the top right corner of the screen.



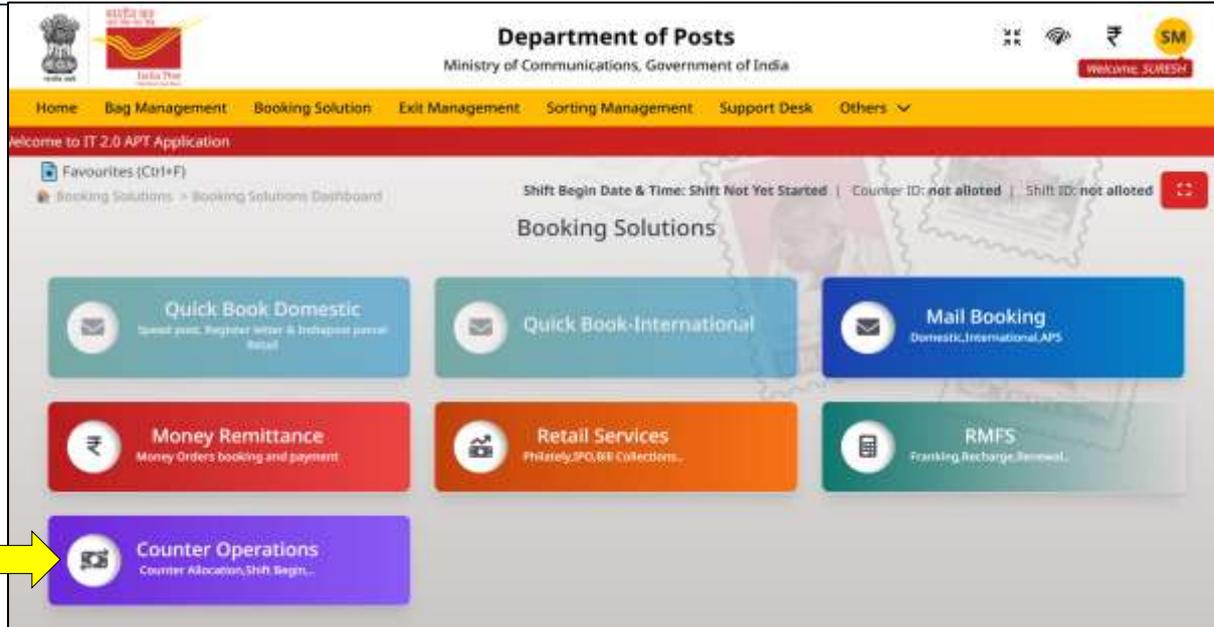
7.5 Shift Begin of counter



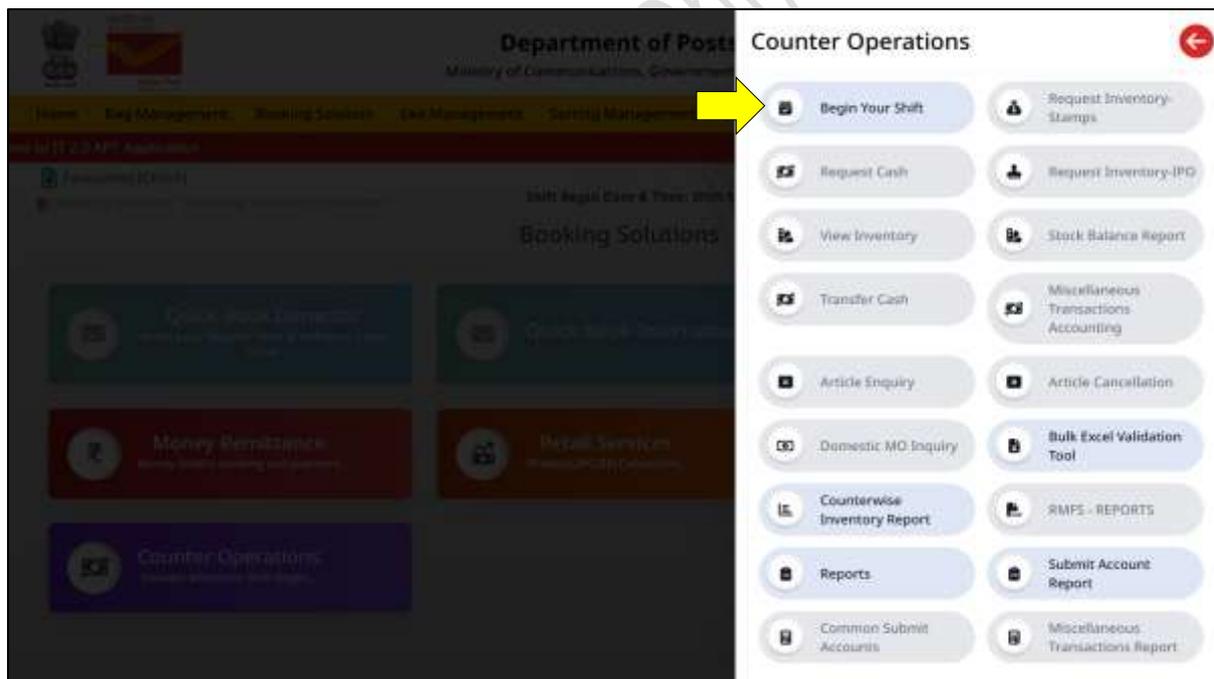
Official allotted to the counter will login using his credentials. Click on 'Booking Solution' card.



Operational Guide – Railway Mail Service



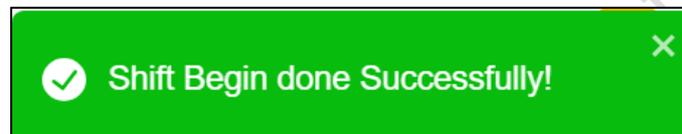
On clicking the Booking Solutions card the above screen will be displayed. But the sub cards are shown blur. Click on 'Counter Operations' sub-card.



On clicking 'Counter Operations' sub-card, few options will be displayed on the right side of the screen. Click on 'Begin Your Shift' option.



Upon clicking 'Begin Your Shift' option, 'Employee ID', 'Counter ID' and 'Shift ID' will be displayed. Click on 'Begin Shift' button.



Upon clicking the 'Begin Shift' button, a success message will be displayed on the top right corner of the screen.

7.6 Booking of articles

Booking across the counter are dealt in two categories.

- ➔ Domestic articles
- ➔ International articles

7.6.1 Domestic article booking

Domestic articles can be individually booked in two methods.

- ➔ Quick Booking
- ➔ Mail Booking

Counter operator can access the sub cards related to booking by clicking on booking solution card.



7.6.1.1 Quick booking

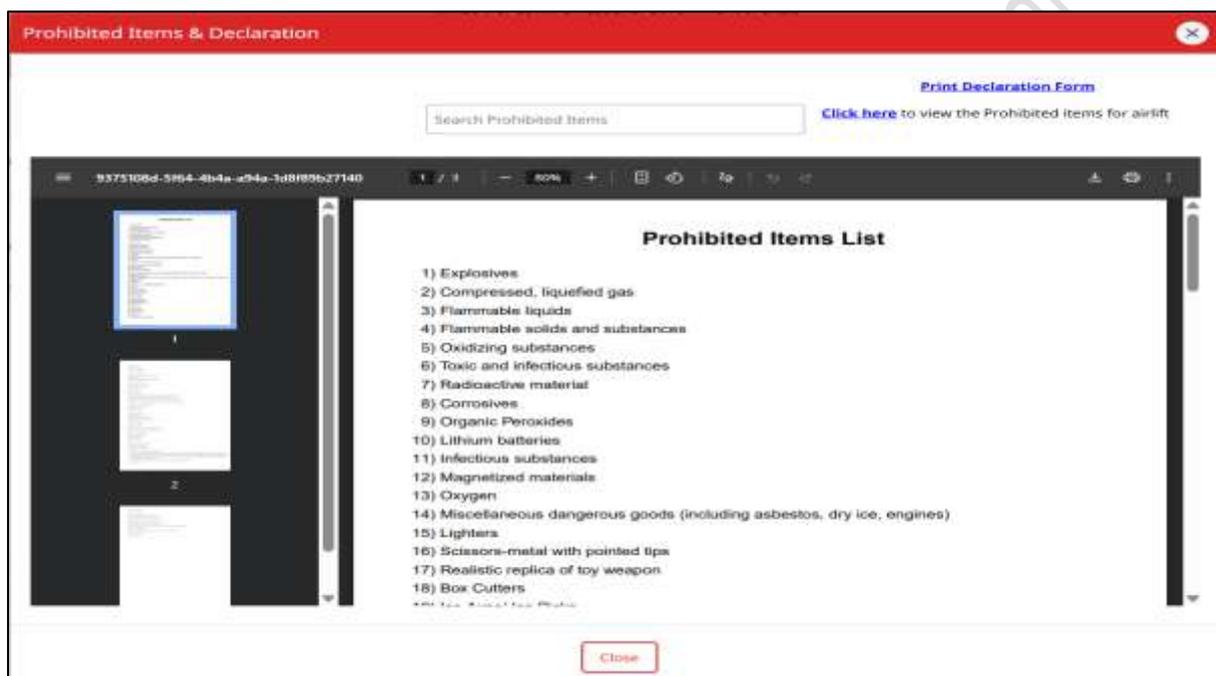
Upon clicking on the Quick booking domestic sub card, the Counter operator can book Register Letter/ India Post Parcel, Speed Post Letter, Speed Post Parcel in a single window. Link for booking Money Order and booking of other mail products is also available.

Clicking on Quick Book Domestic will open a new window as shown above. There are three features in the said screen

- ➔ Capture Dimensions
- ➔ Prohibited items
- ➔ View local offices



Capture dimensions hyperlink is an option provided to the counter operator to capture the booking item dimensions by using the dimensions reader. The initial ground distance which is a standard distance from the ground can be fixed by entering in the set ground distance field. Once this is fixed and the dimensions of the article can be capture by scanning the article and clicking on the capture and calculate button. On capture and calculating the dimensions of the article the volumetric weight of the article will be automatically captured.



The prohibited items hyperlink is another option in the booking screen where the counter operator is made available with the list of the types of items which are prohibited for booking and transmission. The hyperlink also gives the information about the prohibited items which are prohibited by the airlines for transmission. This list may be referred before booking of any item.



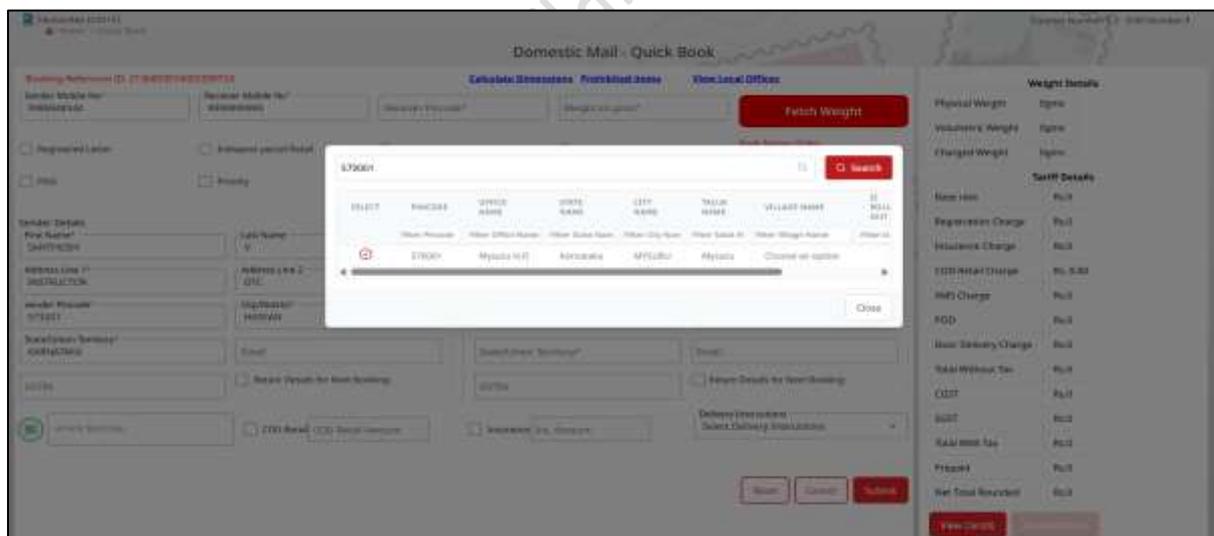
Local offices for the source pincode 573201

Office Name	Pincode	Office Type
Hassan H.O.	573201	HPO
Hassan H.O.	573201	HPO
Hassan H.O.	573201	HPO
District Office S.O.	573201	SPO
Channarayana Extn S.O.	573201	SPO
Eastern Extn S.O.	573201	SPO
Pension Mohalla S.O.	573201	SPO
Sarbhajpet Hassan S.O.	573201	SPO
K R Puram Ext Hassan S.O.	573201	SPO
Vidyanagar Hassan S.O.	573202	SPO

Rows per page: 10 | 1 of 10

Close

The view local offices hyperlink is another option in the booking screen where the counter operator is made available with the list of local offices, and which enables the end user to decide the booking for concession rates with respect to speed post items.



The counter operator shall enter the sender's and receiver's mobile numbers along with the receiver's pin code. In addition, they shall enter the weight of the article. The 'booking reference' number is generated automatically. If the weighing scale is connected to the desktop and the device is allocated to the counter then the counter operator can be able to fetch the weight of the article directly by clicking on the Fetch weight button.



Considering the weight of the article, the booking of the same can be processed. If the weight of the article is less than 500 grams, the article can be booked as Speed Post or the registered post and if the same is more than the 500 grams the article can be booked as the Speed Post parcel or the India post parcel.

The end user can also select POD if the acknowledgement is attached to the article. If the article is affixed with any prepaid mode like Postage stamp, service stamp or franked impression can be captured by selecting the type of prepayment and the amount can be captured in the amount field which is against the prepaid type.

If the article is booked under parcel category, the article dimension needs to capture to calculate the volumetric weight of the article by selecting the mail shape of the article. In Mail shape, if box form is selected the length, breadth and the height of the article must be measured and entered and if the roll form is selected the length and the diameter of the article must be captured.

The detailed sender and receiver address can be captured in the fields provided. The first name, address line 1 and PIN Code of the addresses are mandatory fields. Based on the PIN Code the city name and the district is auto captured for booking of articles. A provision to capture the address of the sender and the receiver is provided by clicking on the fetch address button. If address is wrongly fetched, a reset button is provided to reset or clear the fetched address.

Optional fields are provided to capture the e-mail address and the GSTIN of the sender and the addressee.



Operational Guide – Railway Mail Service



Value added services like COD, CODR, Insurance can be selected if the sender requests for the services. Additionally, other services options can be selected for the speed post category booking. The delivery instructions which can be selected while booking are OTP delivery, Scheduled delivery and Aadhaar authenticated delivery. Based on the type of article booking and the value-added services, the tariff will be automatically calculated which needs to be collected from the customer.

If multiple articles are booked, the counter operator can click on the submit button and continuously booking can be done.

Article ID	Article Type	Charged Weight	Sender Name	Receiver Name	Destination Pincode	Action
EH3359H748EN	SP_INLAND	500	SANTHOSH V	SPM	570001	Delete

The booked articles will be available in cart which can be viewed by clicking on view button and if any wrong booking is done, the same can be deleted by clicking on delete button.

Select Payment Method

Cash

UPI/QR

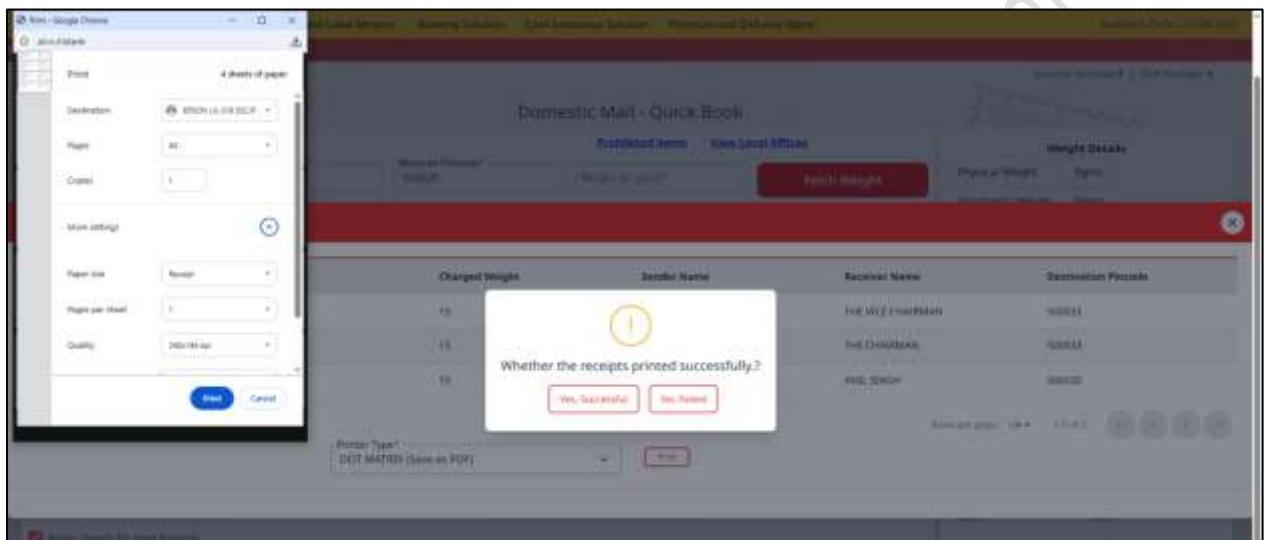
Confirm Amount Collected Rs 70 ?

Once the counter operator confirms that all the articles are correctly booked, click on payment button. Upon clicking on payment button, the possible payment modes available are through cash/ QR payment. If cash is selected, the booking amount will be received through as cash from the customer. If QR mode is selected, the amount will be paid through the digital modes.





Once the amount is successfully received, a pop up message “Amount collected successfully” will be displayed for payment confirmation.



Once the payment is successfully received, the receipts will be generated for individual articles. The receipts are printed through three different printing methods.

- ➔ (Dot matrix) Save as pdf
- ➔ (Dot matrix) Save to printer
- ➔ Thermal



Operational Guide – Railway Mail Service



The screenshot shows the 'Domestic Mail Booking' form. The 'Article Details' section includes 'Origin Pincode*' (570010) and 'Destination Pincode*' (560020). The 'Address Details' section includes 'PO Name' (Seshadripuram S.O) and 'Physical Weight (in gms)*' (1000). The 'Booking Type*' is set to 'Walk in Customer' and 'Mail Service Type*' is 'Select Mail Service Type'. A 'Prepaid' checkbox is present. A 'Post' button is visible at the bottom right. A message 'There are no records to display' is shown in the center.

After clicking on Domestic Mail Booking the above screen is displayed. Enter Origin Pin code. The features which are available for counter operators include Compare and Book, Prohibited Items and View Local Offices.

This screenshot is identical to the previous one, but with a yellow arrow pointing to the 'Compare and Book' link in the top right corner of the form area.

Click on Compare and Book for analyse the available service.

The screenshot shows the 'Suggested Services' pop-up window. It contains two service cards: 'Speed Post Parcel Domestic (fastest)' priced at ₹41/- and 'Indiapost parcel Retail (economic)' priced at ₹62/-.

After clicking on compare and book the system provides information about all the services available in the pop-up window open as above, click on customer desired service.



Operational Guide – Railway Mail Service



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Home Bag Management Bank Module Barcode and Label Mngmt. BCP Solution Booking Solution Others

Home > Domestic Mail Booking

Favourites (Ctrl+F)

Domestic Mail Booking

Counter Number: 1 Shift Number: 1

#BookingReference: 2126072126022585301

Compare and Book Prohibited Items **View Local Offices**

1

Article Details

Origin Pincode* 570010 Destination Pincode* 560020

Booking Type* Walk-in Customer

Mail Service Type* Speed Post Parcel Domestic

2

Address Details

PO Name Seshadripuram S.O. Physical Weight (in gms)* 1000

Article Barcode EY013695842JH

Priority

Prepaid

Click on View Local Office for check on same pin code offices.

Local offices for the source pincode 570010

Office Name	Pincode	Office Type
Krishna Rajendra Circle S.O	570001	SPO
Mandimohalla S.O	570001	SPO
Mysuru H.O	570001	HPO
Vani Vilas Mohalla S.O	570002	SPO
Gokulam S.O	570002	SPO
Naganahalli B.O	570003	BPO
Note Mudran Nagar S.O	570003	SPO
Siddalingapura B.O	570003	BPO
Lakshimpuram S.O (Mysuru)	570004	SPO

After clicking on View Local Offices new pop-up window open as above, check the customer Pin code.

Department of Posts
Ministry of Communications, Government of India

Home Bag Management Bank Module Barcode and Label Mngmt. BCP Solution Booking Solution Others

Home > Domestic Mail Booking

Favourites (Ctrl+F)

Domestic Mail Booking

Counter Number: 1 Shift Number: 1

#BookingReference: 2126072126022585301

Compare and Book Prohibited Items **View Local Offices**

1

Article Details

Origin Pincode* 570010 Destination Pincode* 560020

Booking Type* Walk-in Customer

Mail Service Type* Speed Post Parcel Domestic

2

Address Details

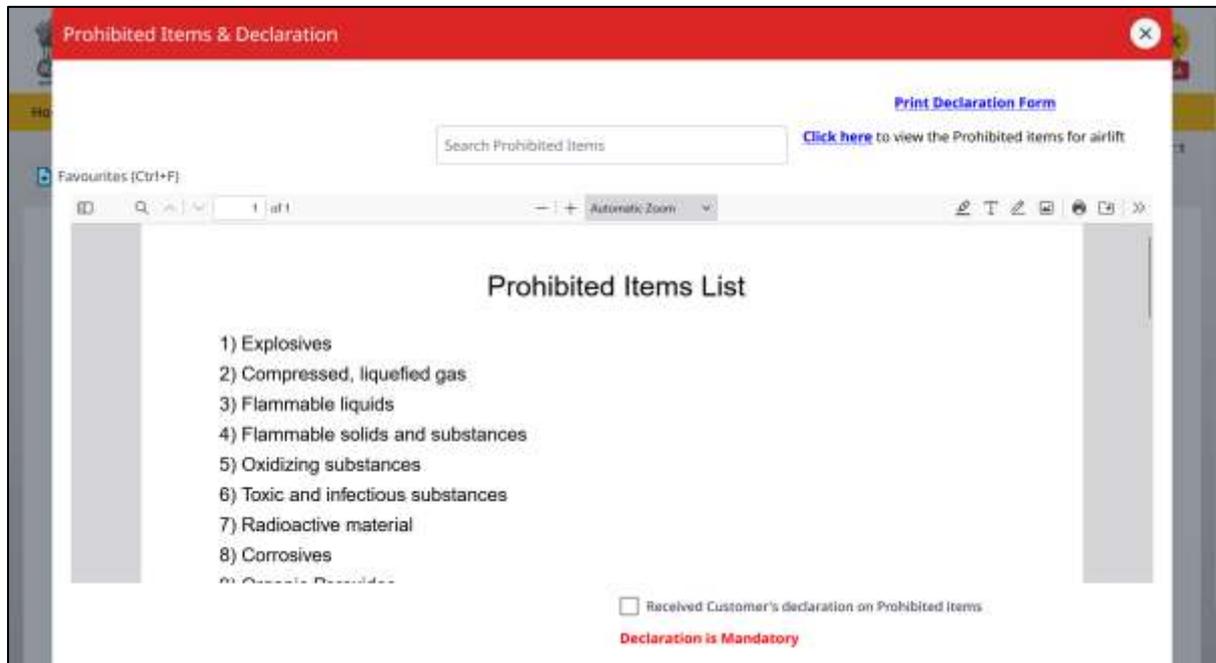
PO Name Seshadripuram S.O. Physical Weight (in gms)* 1000

Article Barcode EY013695842JH

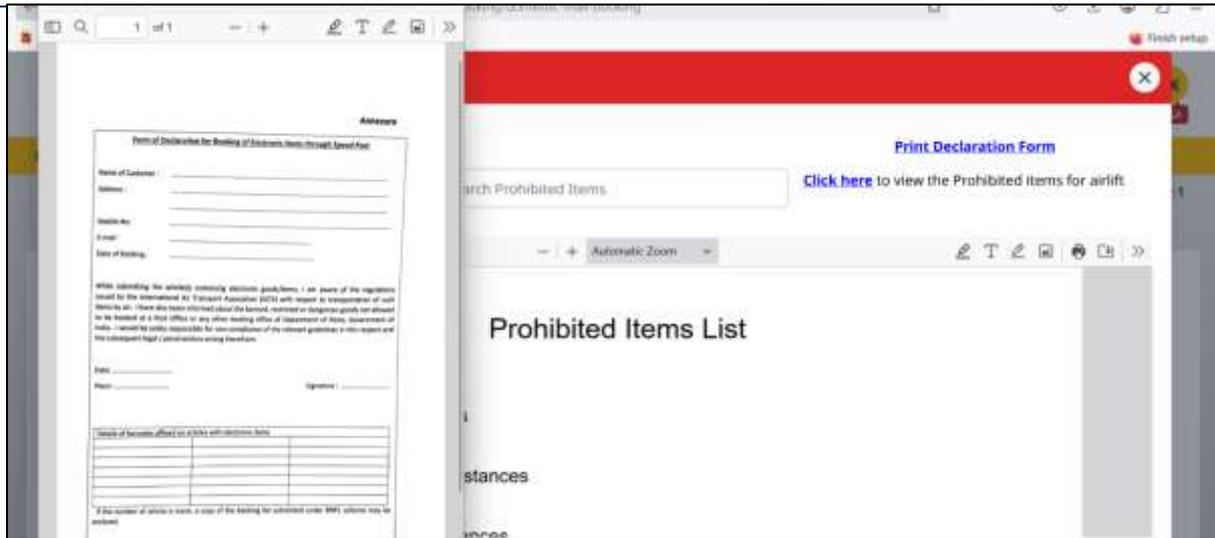
Priority



Click on Prohibited Items to view the list of prohibited items. The declaration form is also available in the prohibited item list screen which is to be attached with the parcel booking.



Click on Print Declaration Form to print the form of Declaration for Booking of parcel items. This screen also includes the list of prohibited items for the airlift.



The Declaration Form is shown as above.



Select Booking type based on customer type under the dropdown menu available i.e. Walk-in Customer, On Postal Service, Registered Bulk Customer, On Indian Government Service and PIDPI.



The screenshot shows the 'Domestic Mail Booking' form. It is divided into two main sections: 'Article Details' and 'Address Details'. The 'Article Details' section includes fields for 'Origin Pincode' (570010), 'Destination Pincode' (580029), 'Booking Type' (On Postal Service), 'Mail Service Type' (Registered Letter), and checkboxes for 'Registered Letter' options like 'POD/Ack' and 'Insurance'. The 'Address Details' section includes 'PO Name' (Hubballi Traffic Island S.O), 'Physical Weight (in gms)' (100), and 'Article Barcode' (R70001565290N). A yellow arrow points to the 'Next' button. Below the form is a summary table:

Base rate	Regn Fee	Total	CGST	SGST	Net(Rounded)
25.00	17.00	42.00	0	0	0

Select On Postal Services if any official communications to be done from the Department of Posts. Net amount to be collected will be '0' (zero).

This screenshot shows the 'Domestic Mail Booking' form for a 'Registered Bulk Customer'. The 'Booking Type' is set to 'Registered Bulk Customer'. The 'Mail Service Type' is 'Registered Letter'. The 'Registered Bulk Customer' section includes fields for 'Customer ID', 'Contract ID' (with a dropdown menu), and 'Non Delivery Instruction' (with a dropdown menu). A yellow arrow points to the 'Contract ID' dropdown. Below the form is a summary table:

Base rate	Regn Fee	Total	CGST	SGST	Total	Net(Rounded)
25.00	17.00	42.00	4.00	4.00	50.00	50

If customer is Registered Bulk customer, select Booking Type Registered Bulk Customer from the drop down menu of Booking Type, Enter the valid Customer ID, select "Contract ID" from drop down menu and also select Non Delivery Instructions if required.



Base rate	Regn Fee	Total	CGST	SGST	Total	Net(Rounded)
25.00	17.00	42.00	4.00	4.00	50.00	50

Select on On Indian Government Services if sender address is any Central government offices.

Base rate	Regn Fee	Total	CGST	SGST	Total	Net(Rounded)
25.00	17.00	42.00	4.00	4.00	50.00	50

Select on PIDPI if sender address is any Public Interest Disclosure and Protection of Informer customers.



The screenshot shows the 'Domestic Mail Booking' form with the following details:

- Article Details:** Origin Pincode: 570010, Destination Pincode: 580029, Mail Service Type: Registered Letter.
- Address Details:** PO Name: Hubballi Traffic Island S.O, Physical Weight (In gms): 400, Article Barcode: RY0001565381N.
- Booking Type:** Walk-in Customer (highlighted with a yellow arrow).
- Options:** Prepaid, Registered Letter, COD Retail, POD/Ack, Insurance.
- Summary Table:**

Base rate	Regn Fee	Total	CGST	SGST	Total	Net(Rounded)
100.00	17.00	117.00	11.00	11.00	139.00	139

Buttons: View Cart(0), Next, Payment (Rs. 139)

Select Walk in Customer for retail customer in the Booking Type dropdown menu as above,

The screenshot shows the 'Domestic Mail Booking' form with the 'Mail Service Type' dropdown menu open. The dropdown menu lists the following options:

- Select Mail Service Type
- Inland Speed Post
- Registered Letter
- Registered Book Post
- Registered Periodical Post
- Blind Literature
- Registered ILC
- Registered Post Card

The 'Booking Type' is set to 'Walk-in Customer' (highlighted with a yellow arrow).

Buttons: View Cart(0), Next, Payment (Rs. 139)

Select the Mail service type as Inland Speed Post, Speed Post Parcel Domestic, Registered Letter, India post Parcel Retail, Registered Book Post, Registered Periodical Post, Blind Literature, Registered ILC, Gyan Post and Registered Post Card based on customer requirement.



Inland Speed Post:

The screenshot shows the 'Domestic Mail Booking' form. It is divided into 'Article Details' and 'Address Details' sections. The 'Article Details' section includes fields for Origin Pincode (570010), Destination Pincode (580029), Booking Type (Walk-in Customer), Mail Service Type (Inland Speed Post), Prepaid (checked), and Prepaid Type (Postage Stamps). The 'Address Details' section includes PO Name (Hubballi Traffic Island S.O), Article Barcode (EY0136987500N), Physical Weight (400), and Prepaid Amount (10). There are also checkboxes for Priority, Insurance, and POD/Ack. A 'Next' button is visible at the bottom right.

On Selecting Mail Service Type as 'Inland Speed Post',

This screenshot shows the 'Prepaid Type' dropdown menu expanded. A yellow arrow points to the dropdown. The menu options are: Postage Stamps, Select Prepaid Type, Franking Machine, Postage Stamps, and Service Stamps. The 'Prepaid' checkbox is checked. The 'Insurance' checkbox is also checked. The 'Prepaid Amount' field contains the value 10. Below the form is a summary table and a 'Next' button.

Base rate	Ins Fee	Total	CGST	SGST	Total	Prepaid	Net(Rounded)
60.00	28.00	88.00	8.00	8.00	104.00	10.00	94

Tick Prepaid if the customer has affixed stamps on the article.

Three options are available under the drop down menu of Prepaid Type option based on the type of stamps affixed by the customer. If the article has franking impression, then select Franking Machine, suppose Postage stamps are affixed then select the Prepaid Type as Postage Stamps and If Service stamps are affixed on the articles, then select Service Stamps. And enter the amount in the Prepaid Amount field.



#BookingReference-212607210002542711

[Compare and Book](#) [Prohibited Items](#) [View Local Offices](#)

Article Details **Address Details**

Origin Pincode* 570010 Destination Pincode* 580029 PO Name Hubballi Traffic Island S.D Physical Weight (in gms)* 400

Booking Type* Walk-in Customer Mail Service Type* Inland Speed Post Article Barcode EY0136987501N Priority

Prepaid Prepaid Type Postage Stamps Prepaid Amount 10

Inland Speed Post
Mail Shape Document (Envelope) POD/Ack Insurance
Select Mail Shape
Box Type (Non Roll Form)
Document (Envelope)
Roll Form/Cylinder

[Next](#)

Select Mail Shape either “Box Type (Non-roll form)”, Document (Envelope) and “Roll Form/Cylinder” from the drop down menu.

Inland Speed Post
Mail Shape Box Type (Non Roll Form) length(cm)* 10 width(cm)* 10 height(cm)* 10 Vol. Wt(gms)* 0 Charged Wt(gms) 400

Delivery Instructions: Select Delivery Instrn POD/Ack Insurance

[Next](#)

Base rate	Total	COST	SGST	Total	Prepaid	Net(Rounded)
60.00	60.00	5.00	5.00	70.00	10.00	60

[View Cart\(0\)](#) [Payment \(Rs.0\)](#)

[Rules/Guidelines](#)

Mention Length, width, height in cm, volumetric weight and charged weight automatically calculated.



Operational Guide – Railway Mail Service



Article Details

Destination Pincode*
029

Service Type*
Inland Speed Post

Mail Type
Postage Stamps

width(cm)*
10

height(cm)*
10

Vol. Wt(gms)
0

Insurance

Address Details

PO Name
Hubballi Traffic Island S.O

Physical Weight (in gms)*
400

Article Barcode
EY013698750IN

Prepaid Amount
10

Priority

Charged Wt(gms)
400

Next

Select Delivery Instruction as per customer requirement, details shown as above.

Booking Type*
Walk-in Customer

Mail Service Type*
Inland Speed Post

Article Barcode
EY013698750IN

Prepaid

Prepaid Type
Postage Stamps

Prepaid Amount
10

Priority

Inland Speed Post

Mail Shape
Box Type (Non I)

length(cm)*
10

width(cm)*
10

height(cm)*
10

Vol. Wt(gms)
0

Charged Wt(gms)
400

Delivery Instructions
Normal Delivery

POD/Ack

Insurance

Insurance Type
DOP

Ins. Amount
300

Next

Base rate	Ins Fee	Total	CGST	SGST	Total	Prepaid	Net(Rounded)
60.00	28.00	88.00	8.00	8.00	104.00	10.00	94

View Cart(0)

Payment(0.00)

Tick on POD/Ack, if customer desires and Tick Insurance & select Insurance Type as DOP also enter Insurance amount. Then Click on Next button.

Registered Letter:



Operational Guide – Railway Mail Service



Domestic Mail Booking

#BookingReference:2126072103032542711

Compare and Book Prohibited Items View Local Offices

Article Details

Origin Pincode* 570010 Destination Pincode* 580029

Booking Type* Walk-in Customer Mail Service Type* Registered Letter Article Barcode RY0001608900N

Prepaid Prepaid Type Postage Stamps Prepaid Amount 10

Address Details

PC Name Hubballi Traffic Island S.O Physical Weight (in gms)* 400

Priority

Registered Letter

COD Retail COD Retail Amount 100 Insurance Insurance Type DOP

Ins. Amount 100

Next

Base rate	Regn Fee	Ins Fee	COD Retail ...	Total	CGST	SGST	Total	Prepaid	Net(Rounded)
100.00	17.00	10.00	5.00	132.00	12.00	12.00	156.00	10.00	146

View Cart(0) Payment(26.2)

Select the Mail service type as Registered Letter to book a register letter, Article barcode number is generated automatically. Tick “Prepaid” if the customer has pre applied stamps on the article. Select the value-added services like COD Retail, POD/Ack, and Insurance and enter the amount, as per the customer requirement. Then Click on “Next” button.

Registered Book Post:

Domestic Mail Booking

#BookingReference:2126072103032510092

Compare and Book Prohibited Items View Local Offices

Article Details

Origin Pincode* 570010 Destination Pincode* 580029

Booking Type* Walk-in Customer Mail Service Type* Registered Book Post Article Barcode RY0001610050N

Prepaid Prepaid Type Postage Stamps Prepaid Amount 10

Address Details

PC Name Hubballi Traffic Island S.O Physical Weight (in gms)* 400

Priority

Registered Book Post

Mail Shape length(cm)* 15 width(cm)* 15 height(cm)* 15 Vol. Wt(gms) 0 Charged Wt(gms) 400

COD Retail POD/Ack Air Mail Service

Next

Base rate	Regn Fee	Ack/POD	AMS	Total	CGST	SGST	Total	Prepaid	Net(Rounded)
25.00	17.00	3.00	9.00	54.00	5.00	5.00	64.00	10.00	54

View Cart(0) Payment(16.2)



Operational Guide – Railway Mail Service



Select the Registered Book Post from the drop-down menu of Mail Service type if customer wants to send book post with registration. If customer wants value added services i.e. COD and POD/Ack options are available. Click on Air Mail Service if demanded by the customer, then click on “Next”.

Registered Periodical Post:

The screenshot shows the 'DOMESTIC MAIL BOOKING' interface. The 'Mail Service Type' dropdown menu is set to 'Registered Periodical Post'. The 'Prepaid' checkbox is checked, and the 'Prepaid Type' is 'Postage Stamps'. The 'Registered Periodical Post' section includes fields for Mail Shape (Box Type: Non-F), Length (15), Width (15), Height (15), Vol. Wt (0), and Charged Wt (400). The 'Value of Periodical' is 200. The 'COD Retail', 'POD/Ack', and 'Air Mail Service' checkboxes are checked. A yellow arrow points to the 'Registered Periodical Post' option in the 'Mail Service Type' dropdown, and another yellow arrow points to the 'Next' button.

Base rate	Regn Fee	Ack/POD	AMS	Total	CGST	SGST	Total	Prepaid	Net(Rounded)
35.00	17.00	3.00	9.00	64.00	6.00	6.00	76.00	10.00	66

Select the Registered Periodical Post from the drop-down menu of Mail Service type if customer wants to send Book Packet Periodicals with registration. If customer wants value added services i.e. COD and POD/Ack options are available.

Click on Air Mail Service if demanded by the customer. Enter Value of periodical then click on “Next”.

Blind Literature:



Operational Guide – Railway Mail Service



Home > Domestic Mail Booking

Counter Number:1 | Shift Number:1

Favourites (Ctrl+F)

Domestic Mail Booking

#BookingReference-2126072103032510090

Compare and Book Prohibited Items View Local Offices

1 2

Article Details

Origin Pincode* 570010 Destination Pincode* 580029

Booking Type* Walk-in Customer Mail Service Type* Blind Literature

Prepaid Type Postage Stamps

Prepaid Prepaid Type Postage Stamps

Blind Literature

POD/Ack Air Mail Service

Address Details

PO Name Hubballi Traffic Island S.O Physical Weight (in gms)* 400

Article Barcode RY0001610320N

Prepaid Amount 10

Priority

Next

Base rate	AMS	Total	CGST	SGST	Total	Prepaid	Net(Rounded)
0.00	9.00	9.00	1.00	1.00	11.00	10.00	1

View Cart(0) Register (0/2)

Rules/Guidelines

Select Blind Literature from the drop-down menu under Mail Service Type to register the Blind Literature articles. Air Mail service charge applied if, mode of transmission by Air.

Registered ILC:

Home > Domestic Mail Booking

Counter Number:1 | Shift Number:1

Favourites (Ctrl+F)

Domestic Mail Booking

#BookingReference-2126072103032510090

Compare and Book Prohibited Items View Local Offices

1 2

Article Details

Origin Pincode* 570010 Destination Pincode* 580029

Booking Type* Walk-in Customer Mail Service Type* Registered ILC

Prepaid Type Postage Stamps

Prepaid Prepaid Type Postage Stamps

Registered ILC

POD/Ack Privately Printed

Address Details

PO Name Hubballi Traffic Island S.O Physical Weight (in gms)* 5

Article Barcode RY0001610691N

Prepaid Amount 5

Priority

Next

Base rate	Regn Fee	Ack/POD	Total	CGST	SGST	Total	Prepaid	Net(Rounded)
2.50	17.00	3.00	22.50	0.00	0.00	22.50	5.00	18

View Cart(0) Register (0/2)

Rules/Guidelines

ILC can be sent by Registration under this option select Registered ILC from the drop-down menu available in Mail Service Type Option. Value added services such as POD/Ack are available.

Counter operator can book privately manufactured ILC (Maximum weight of ILC is not more than 5 grams), Tick on “Privately Printed”. If the counter clicks Privately Printed, the amount of ILC is added to the net amount. Then click on “Next”.



Registered Post Card:

#BookingReference: 2126072103032510090

Compare and Book Prohibited items View Local Offices

Article Details

Origin Pincode* 570010 Destination Pincode* 580029

Booking Type* Walk-in Customer Mail Service Type* Registered Post Card

Prepaid

Registered Post Card

POD/Ack

Next

Base rate	Regn Fee	Ack/POD	Total	CGST	SGST	Total	Net(Rounded)
0.50	17.00	3.00	20.50	0.00	0.00	20.50	21

View Cart(0) Register (0/0)

Post card can be sent by Registration under this option select Registered Post Card from the drop-down menu available in Mail Service Type Option. Value added service such as POD/Ack available. Click on 'Next'.

#BookingReference: 2126072103032510090

Compare and Book Prohibited items View Local Offices

Article Details

Origin Pincode* 570010 Destination Pincode* 580029

Booking Type* Walk-in Customer Mail Service Type* Speed Post Parcel Domestic

Prepaid Prepaid Type Postage Stamps Prepaid Amount 10

Speed Post Parcel Domestic

Mail Shape Box Type (Non-roll form) length(cm)* 15 width(cm)* 15 height(cm)* 15 Vol. Wt(gms) 0 Charged Wt(gms) 700

Delivery Instructions Select Delivery Instr* POD/Ack Insurance Insurance Type DDP Ins. Amount 500

Next

Base rate	Ins Fee	Total	CGST	SGST	Total	Prepaid	Net(Rounded)
35.00	28.00	63.00	6.00	6.00	75.00	10.00	65

View Cart(0) Register (0/0)

Select the Mail service type as Speed Post Parcel Domestic for booking of Speed Post Parcel. Select Mail Shape either “Box Type (Non-roll form)” or “Roll Form/Cylinder” from the drop-down menu. Mention Length, width, height in mm, volumetric weight is automatically calculated. Select “Delivery Instruction” as per customer requirement.



Operational Guide – Railway Mail Service



Base rate	Regn Fee	Ins Fee	AMS	Total	CGST	SGST	Total	Net(Rounded)
35.00	17.00	10.00	13.00	75.00	7.00	7.00	89.00	89

Select the Mail service type as India post Parcel Retail for booking of Parcel as registered above 500 grams. Select “Mail Shape” either “Box Type (Non-roll form)” or “Roll Form/Cylinder” from the drop-down menu. Mention Length, width, height in cm, volumetric weight is automatically calculated. Value added service such as COD Retail, POD/Ack and Insurance services are available if customer desires. Click on ‘Next’.

Sender Details		Recipient Details	
Mobile No/Email/Cust.ID 9742917071	Search	Mobile No/Email/Cust.ID 8762152580	Search
Address Type* Office	Title Select	Address Type* Home	Title Select
First Name* Rajesh	Middle Name	First Name* Nitin	Middle Name
Last Name* Kudalaji	Address Line 1* House Number 9	Last Name* Kattimani	Address Line 1* Near Girani chahla

On clicking Next button, new window will be open as ‘Address Details’ to enter the address details of the sender and receiver. For a new customer enter all mandatory and optional fields i.e., Name, Address, Pin code, Mobile number.



Operational Guide – Railway Mail Service



Rate type	Fee type	Total	DDT	DDT	Total	Prepaid	Net(Revenue)
SRD	SRD	108.00	18.00	18.00	136.00	18.00	118

Tick the “Retain Details for Next Booking” check box to save the sender/receiver details for future booking. And click on Submit button.

There are no records to display

Submitted Successfully

After clicking Submit button. A message “Submitted Successfully” is shown on the bottom right corner of the screen.



Operational Guide – Railway Mail Service



After clicking Submit button view cart option is enabled. Click on View cart button to check the details of all articles booked.

Click on Payment button to make payment by confirming the various charges.

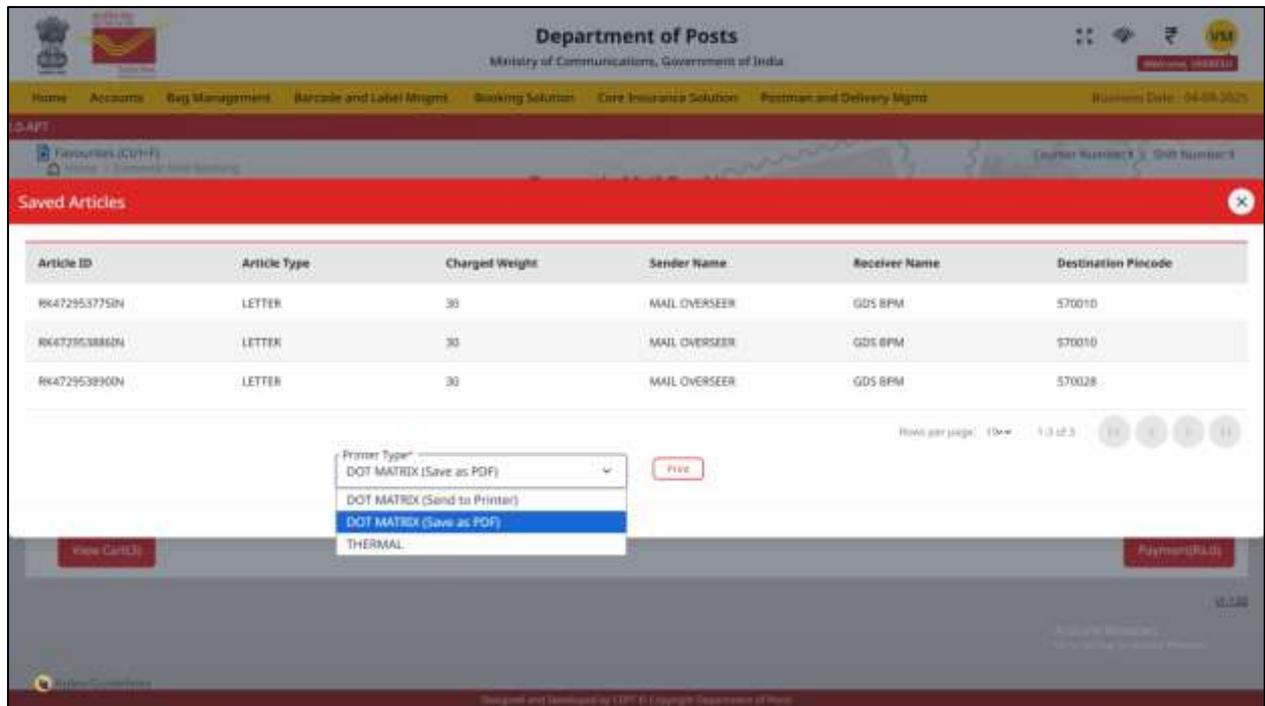
New window will open after clicking on payment button. Select Payment Mode, if mode of payment is selected as UPI/QR, dynamic QR code is generated. Customer must pay the amount by using Dynamic QR. Counter operator shall confirm the amount collected and click on Verify Payment button.



Operational Guide – Railway Mail Service



If payment mode is Cash, Click on Cash option. Amount to be collected is displayed, after confirming the amount Click on Yes button.



Once the payment is successfully received, the receipts will be generated for individual articles. The receipts are printed through three different printing methods.

- ➔ (Dot matrix) Save as pdf
- ➔ (Dot matrix) Save to printer
- ➔ Thermal



Dot matrix (Save as pdf and save to printer) options are used to print receipts through dot matrix settings. Server settings must be made to print receipts by using the save to printer option. Receipt can also be printed through thermal printer using thermal option.



7.6.2 International article booking

International articles can be individually booked in two methods.

- ➔ Quick Booking
- ➔ Mail Booking

Counter operator can access the sub cards related to booking by clicking on booking solution card.

7.6.2.1 Quick booking

Counter operator can book international articles by entering all the details in a single screen by using the quick booking international sub card.

The screenshot displays the 'International Mail - Quick Book' interface. It features a top navigation bar with 'Department of Posts' and 'Ministry of Communications, Government of India'. The main form is organized into four primary sections: 'Booking Reference', 'Sender Details', 'Receiver Details', and 'Tariff Details'. The 'Booking Reference' section contains dropdowns for 'Mail Nature Type' (set to 'Document'), 'Country Name', and 'Mail Service Type', along with a 'Weight' field and a 'Fetch Weight' button. The 'Sender Details' section includes a 'Search Address' button and fields for 'Address Type', 'Title', 'First Name', 'Last Name', 'Address Line 1', 'Address Line 2', 'Sender Phone', 'City/District', 'Company', 'State/Union Territory', 'Country Code', 'PIN', 'SCIN Code', 'QBR', and 'Email'. The 'Receiver Details' section includes fields for 'Address Type', 'Title', 'First Name', 'Last Name', 'Address Line 1', 'Address Line 2', 'Zipcode', 'City', 'District', 'Company', 'State/Province', 'Country', 'Country Code', 'PIN Code', 'Mobile Number', 'Email', and 'Post/Service Number'. The 'Tariff Details' section on the right shows calculated values for 'Insurance', 'Base rate', 'Total VMS Charges', 'GST', and 'Net Amount (Rounded)'. A 'Fetch Weight' button is prominently displayed in the Booking Reference section.

Upon clicking on the Quick booking international sub card, the counter operator needs to select the few parameters. Depending on the parameters the tariff of the item is calculated. The parameters are

- ➔ Mail nature type
- ➔ Country name
- ➔ Customer type
- ➔ Mode of transmission



Operational Guide – Railway Mail Service



Mail Nature Type* Document Commercial Sample Document Gift Others (Transaction Not covered by Part I) Returned Goods Sale of Goods	Customer Type* Walk-In Customer - Non Commercial Walk-In Customer - Non Commercial Registered Bulk Customer - Non Commercial On Indian Government Service On Postal Service	Mode of Transmission* By Air By Air By Sea By Surface By Surface Air Lift (SAL)
--	---	---

Depending on the mail nature type, weight and the country name, all the available services afforded will be displayed. The above screens show the different mail natures, customer types and the mode of transmission options available for booking of the items. The above options are selected as per the customer service requirements.

Available Services	Features	Insurance (Max. Amount)
<input type="checkbox"/> International Air Parcel	Max. Weight: 20 KG	0
<input type="checkbox"/> International Blind Literature	Max. Weight: 7 KG	0
<input type="checkbox"/> International Registered Letter	Max. Weight: 2 KG	0
<input type="checkbox"/> International Speed Post Document	Max. Weight: 30 KG	100000
<input type="checkbox"/> International Tracked Packet Service	Max. Weight: 2 KG	0
<input type="checkbox"/> Registered International M Bag	Max. Weight: 30 KG	0
<input type="checkbox"/> Registered International Printed Papers	Max. Weight: 2 KG	0

On selecting the mail nature type and the country name from the drop-downs. The available services with maximum weight of transmission and the maximum insurance amount will be displayed. Depending on the customer requirement, the service may be selected.

International Mail - Quick Book				Tariff Details			
Booking Reference ID: 2136003515092570680							
Mail Nature Type* Document	Weight (gm)* 1000	<input type="button" value="Fetch Weight"/>	Country Name* United Kingdom - GB	Mail Service Type* International Speed Post Doc	DESCRIPTION	AMOUNT	
Article ID* EYD13402802IN	Customer Type* Walk-In Customer - Non Com	<input type="checkbox"/> Service Available	Mode of Transmission* By Air	Declared Value (INR)* 100	Base rate	2235.00	
Non-Del. Instructions* RTS-Priority	<input type="checkbox"/> POD	<input checked="" type="checkbox"/> Prepaid	Prepaid Type* Postage Stamps		Total VAS Charges	20.00	
Prepaid Value* 25	<input checked="" type="checkbox"/> Insurance	Insurance Type* DOP	Insurance Value*		Total(Excl. GST)	2255.00	
<input type="button" value="Compare and Book"/> <input type="button" value="Prohibited Items"/>						CGST	203.00
						SGST	203.00
						IGST	0.00
						UTGST	0.00
						Total(Incl. GST)	2661.00
						Duties	0.00
						Prepaid	35.00
						Net Amount (Rounded)	2616.00

Based on the requirements of the customer, the counter operator can select the value-added services like POD and Insurance. If the customer has made prepayment of postage. The counter operator can select the postage stamp and franking impression. If customer has opted for insurance, the insurance type as DOP with the insurance amount needs to be entered to opt for the insurance service.



After entering all details the tariff amount will be calculated as per the services opted. The counter operator is provided with the two hyperlinks with corresponding benefits.

- ➔ Compare and Book
- ➔ Prohibited items

Weight(gms)*	Country Name*	Mail Service Type*
Suggested Services		
International Registered Letter (popular) Country: United Kingdom Mode Of Transmission: AMS ₹1368/-	International Air Parcel (economic) Country: United Kingdom Mode Of Transmission: AMS ₹2177/-	International Speed Post Document (fastest) Country: United Kingdom Mode Of Transmission: AMS ₹2637/-

On clicking on compare and book hyperlink, the tariff of all other available services will calculate and displayed in one single screen. This helps the counter operator and the customer to know all the available services with tariffs.

[Print Declaration Form](#)

Search Prohibited Items [Click here](#) to view the Prohibited items for airlift

[Click here](#) to view the Prohibited items for United Kingdom

Prohibited Items List

- 1) Explosives
- 2) Compressed, liquefied gas
- 3) Flammable liquids
- 4) Flammable solids and substances
- 5) Oxidizing substances
- 6) Toxic and infectious substances
- 7) Radioactive material
- 8) Corrosives
- 9) Organic Peroxides
- 10) Lithium batteries
- 11) Infectious substances

The prohibited items hyperlink is another option in the booking screen where the counter operator is made available with the list of the types of items which are prohibited for booking and transmission in India and as well as the destination country. The hyperlink also gives the information about the prohibited items which are



prohibited by the airlines for transmission. This list may be referred before booking of any item.

Sender Details		Receiver Details	
MobileNo/eMailID/Cust.LID 9986948344	<input type="button" value="Search Address"/>	Address Type Home	Title Choose an option
Address Type* Home	Title Choose an option	First Name* TEST	Last Name TEST
First Name* SANTHOSH	Last Name V	Address Line 1* TEST	Address Line 2 TEST
Address Line 1* INSTRUCTOR	Address Line 2 DTC HASSAN	Zipcode TEST	City* LONDON
Sender Pincode* 573115	City/District* HASSAN	Postcode Format : AABA 9, A9 9AA, AA9 9AA, A99 9AA, A9A 9AA, AA9A 9AA, AA99 9AA	
State/Union Territory* KARNATAKA	Country* INDIA	District LONDON	State/Province* LONDON
Country Code* IN	ISDN Code 0091	Country* United Kingdom	Country Code* GB
Mobile Number* 9986948344	Email TEST	ISDN Code TEST	Mobile Number TEST
DAC TEST	Fax/Alternate Number TEST	Email TEST	DAC TEST
Tax/Customs/IOSS RefNo TEST	KYC Reference No. TEST	Fax/Alternate Number TEST	Tax Importer Ref. Number TEST
Order Reference No. TEST	GSTIN TEST	KYC Reference No. TEST	<input type="checkbox"/> Retain Address for Next Booking
<input type="checkbox"/> Foreigner	<input type="checkbox"/> Retain Address for Next Booking		

Enter address details of Sender and Receiver and click on **“Retain address for next booking”** to save the address into the DB. If customer is repeated customer then enter the Mobile No. of Sender/Receiver in the top of the box provided and click on **‘Search Address’** to fetch the already saved address. The counter operator is also provided with additional options to capture the DAC, KYC reference number, TAX/Customs ref number, email address and the GSTIN number while booking the article.

Mobile OTP Verification	
MOBILE NO* 9986948344	OTP* 123456
<input type="button" value="Generate"/>	<input type="button" value="Verify OTP"/>
OTP Generation Failed.	Verification Successful.
Content Category Select Parcel Category	<input type="checkbox"/> Customer has submitted the Customer Declaration Form (CDF-I)
	Declaration is Mandatory
<input type="button" value="Reset"/>	<input type="button" value="Cancel"/> <input type="button" value="Submit"/>

The mobile OTP verification for the international article booking is mandatory activity. The senders mobile number will be authenticated by entering the OTP sent to the entered sender mobile number.

<input checked="" type="checkbox"/> Foreigner	Passport Number*
---	------------------

Select Parcel Category
Books / Documents
Fashion & Apparel
Sport Equipments
Electronics
House Hold Items
Medicines
Others
Select Parcel Category



If the sender is a foreign customer, the check box against the foreigner must be selected. Once selected the passport number must be mandatory received from the sender.

Once the sender is authenticated, the declaration and the parcel category type must be selected from the drop-down.

Select Payment Method

Cash

QR Payment

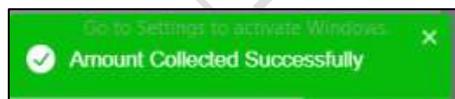
Confirm Cash Amount Collected Rs.2637.00 ?

Yes No

The booking amount can be collected from the customer in two payment modes.

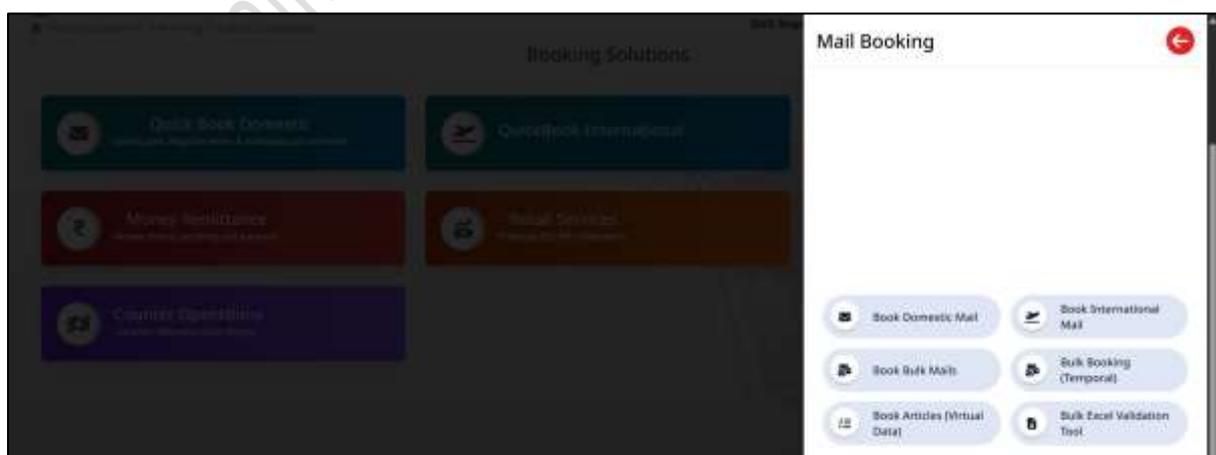
- ➔ Cash
- ➔ QR Payment

If cash is collected from the customer, cash option needs to be selected and click on Yes button to complete the booking operation. If QR payment is selected, the dynamic is generated. The customer must pay the generated QR and the same must be verified.



Once the amount is collected all required receipts and CN22/CN23 forms are generated. The receipts and the forms are printed using the available formats.

7.6.2.2 Mail Booking



Upon clicking on the Mail booking sub card and booking international mail, the Counter operator can book all type of accountable article categories to destined countries in a single window.



International Mail Booking

Product Information Shipping Information Payment

Booking Reference ID:

Mail Nature Type*
Document

Weight in gms*

Fetch Weight

Country Name*
Select a country

Next

Similar to quick booking international, the mail nature type must be selected in the drop-down menu. Enter weight of the article. The destined country must also be selected. Based on the all the above information, the available services will be displayed.

International Mail Booking

Product Information Shipping Information Shipment Details Payment

Booking Reference ID:

Mail Nature Type*
Gift

Weight in gms*
1000

Fetch Weight

Country Name*
United Kingdom - GB

Service Available

SELECT	AVAILABLE SERVICES	FEATURES	INSURANCE
<input type="checkbox"/>	International Air Parcel	Max. Weight: 20 KG	N/A
<input type="checkbox"/>	International Speed Post Document Merchandise	Max. Weight: 30 KG	Max.Amc: Rs.100000
<input type="checkbox"/>	International Tracked Packet Service	Max. Weight: 5 KG	N/A
<input type="checkbox"/>	Registered International Small Packet	Max. Weight: 2 KG	N/A

Next

Select the appropriate service which is as required by the customer.



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International Mail Booking

Course Number: 5 | Shift Number: 1

1 Product Information 2 Shipping Information 3 Shipment Details 4 Payment

Booking Reference ID: 2190003519092594544

Mail Nature Type*
Gift

Weight in gms*
1000

Compare and Book
Fetch Weight

Prohibited Items
Country Name*
United Kingdom - GB
✓ Service Available

Mail Service Type*
International Speed Post Docu

Mail Transport Category*
By Air

Non Delivery Instructions*
RTS-Non Priority

Customer Type*
Walk-in Customer - Non-Comm

Total Declared Value (INR)*
1000

No. of Quantity units*
2

Prepaid

POD

Insurance

Mail Shape
Box Type (non Roll Form)

Length (cm)
10

Width (cm)
10

Height (cm)
10

Base Tariff
2235.00

CGST
201.00

SGST
201.00

Total Tariff
2637.00

Net Amount
2637.00

Next

Similar to quick booking international, the mail transport category, non delivery instruction and customer type must be selected. For booking a document type mail nature type the declared value can be Rs 100/- as the maximum value and for the other type of document type mail nature type the exact item declared value must be entered in the total declared value field. In addition to all the above details, as per the requirements of the customer other Value added services may be included with the booking detail. The prepaid amount, POD and the insurance are the value added services which may be included as per the requirements of the customer. Click on next button.



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1 Product Information 2 Shipping Information 3 Shipment Details 4 Payment

Booking Reference ID: 210000351992584544

Sender Details

MobileNo/Email/CustID: 9986948344

Address Type: Office Title: Select a title

First Name: SANTHOSH Node Name:

Last Name: V Address line1: INSTRUCTOR

Address line2: DTC Address line3:

Company Name: City: HASSAN

District: State/Union Territory: KARNATAKA

Pincode: 573201 Country: INDIA

Country Code: IN ISO code: 0091 Email:

Mobile Number: 9986948344 Email Alternate Number:

DAC:

Receiver Details

Address Type: Home Title: Mr.

First Name: TEST Mobile Name:

Last Name: Address line1: TEST

Address line2: Address line3:

City: LONDON District:

Province/State: LONDON Zip code:

Postcode Format: A99A 0, A9 9AA, AA0 9AA, A09 BAA, AB0 9AA, AA0A 9AA, AA00 9AA

Country: United Kingdom Country Code: GB

ISO Code: Mobile Number:

Email: DAC:

Prohibited items

Enter address details of Sender and Receiver and click on “Retain address for next booking” to save the address into the DB. If customer is repeated customer, then enter the Mobile No. of Sender/Receiver in the top of the box provided and click on ‘**Search Address**’ to fetch the already saved address.

Mobile OTP Verification

MOBILE NO: 9986948344

OTP Generation Failed.

OTP: 123456

Verification Successful.

Enter the mobile number and click on ‘**Send OTP**’ option. Enter the OTP shared by the customer and validate the same. On validating, click on next button.



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Department of Posts
Ministry of Communications, Government of India

Home | Bag Management | Booking Solution | Complaints Management | Core Insurance Solution | Customer Relationship | Others

Business Date: 12-09-2020

Resource: 32144

Work: International Mail Booking

Shipment Number: 1 | Sub-shipment: 1

International Mail Booking

Booking Reference ID: 219000190208044

Product Information | **Shipping Information** | **Shipment Details** | **Payment**

HS Code: 85042211 | Item Description: Chilly Powder | Sub - Piece Detail: Origin Country Code: India | Quantity Unit: Piece

Item Count: 1 | Item Value (INR): 500 | Item Gross Weight: 500 | Item Net Weight: 495

Piece Count: 1 / 2 | Piece Weight: 500 / 1000 | Piece Amount: 500 / 1000

[Add Sub-piece Data](#)

ACTIONS	HS CODE	ITEM DESCRIPTION	ITEM ORIGIN COUNTRY	ITEM COUNT	ITEM VALUE	CURRENCY	ITEM GROSS WEIGHT (IN GMS)	ITEM NET WEIGHT
	81101120	Sweaters and cardigans	IN	1	500	INR	500	495

[Back](#) [Next](#)

Enter the HS Code (Which helps to identify the content easily to the destination country) by enter the item code or the can be searched on the entering the material name. Automatically 'Item Description' appeared after entering HS Code. Select 'Origin Country Code' of the content in the dropdown menu. Select Quantity Unit as provided by the customer. Enter total Item Count and Item Value (INR). Mention Item Gross Weight (in gms) and Item Net Weight in the appropriate fields must be entered in the given fields and click on Add Sub-piece Data.

Piece Count: 2 / 2 | Piece Weight: 1000 / 1000 | Piece Amount: 1000 / 1000

[Add Sub-piece Data](#)

ACTIONS	HS CODE	ITEM DESCRIPTION	ITEM ORIGIN COUNTRY	ITEM COUNT	ITEM VALUE	CURRENCY	ITEM GROSS WEIGHT (IN GMS)	ITEM NET WEIGHT
	81101120	Sweaters and cardigans	IN	1	500	INR	500	495
	09042211	Chilly Powder	IN	1	500	INR	500	495

[Back](#) [Next](#)

After clicking on Add Sub-piece Data all mentioned details added in the bottom also piece count, piece weight and piece amount changed into red to green colour if matches. Delete option is available as above under the Action menu.



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International Mail Booking

1 Product Information 2 Shipping Information 3 Shipment Details 4 Payment

Booking Reference ID: 2136003519092584544

Barcode: EY0134028160N

Content Category: Select Parcel Category

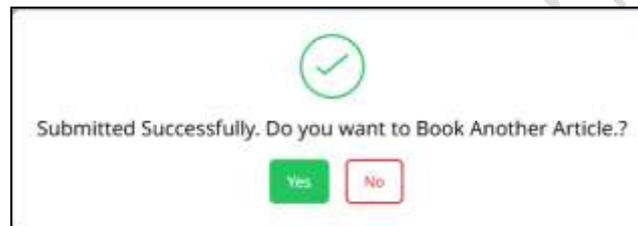
Books / Document
Fashion & Apparel
Sport Equipment's
Electronics
House Hold Items
Medicines
Others

Customer has submitted the Customer Declaration Form (CDF-D)

Declaration is Mandatory

Get Barcode Print Labels and Forms Back Reset Cancel Submit

The booking barcode may be scanned. Select the content category and click on the customer declaration. Click on submit button.



On successful booking of item, a pop-up message appears to allow the counter operator to book another item. If another article needs to be booked, click on yes button or click on no button.

BOOKING REF ID	ARTICLE ID	SENDER NAME	BASE TARIFF	STATUS	ACTIONS
2136003519092584544	EY0134028160N	SANTHOSH	2235	BOOKED	

To view the item booked details, click on view cart button. Click on payment button.

Select Payment Method

Cash

QR Payment

Confirm Cash Amount Collected Rs.2637?

Yes No



The booking amount can be collected from the customer in two payment modes.

- ➔ Cash
- ➔ QR Payment

If cash is collected from the customer, cash option needs to be selected and click on Yes button to complete the booking operation.

Select Payment Method

Cash

QR Payment

Pay with UPI/QR

Scan QR code to pay Rs. 2637.00

Transaction id:2136003519092584544

Waiting for Payment QR generation...

If QR payment is selected, the dynamic is generated. The customer must pay the generated QR and the same must be verified.

Print Labels and Forms

CN22

Address Label

Print Barcode

OK Cancel

Print all receipts and forms (CN22/CN23) which needs to be attached with the article.



7.6.3 BNPL/Advance article booking

The screenshot shows the 'Domestic Mail Booking' interface. It is divided into two main sections: 'Article Details' and 'Address Details'.
Article Details: Includes fields for Origin Pincode (571301), Destination Pincode (560011), Customer Type (Registered Bulk Customer), and Mail Service Type (Inland Speed Post). A 'Fetch Weight' button is present.
Address Details: Includes fields for PO Name (Marathi Sevanganj 5.0), Weight (30), and Article Barcode (EY0099180EN).
Registered Bulk Customer: Includes fields for Customer ID (128258131), Contract ID (4123854), and Non-Delivery Instruction (Select Non-Delivery Instruction).
Inland Speed Post: Includes Mail Shape (Document (Envelope)), Delivery Instructions (Select Delivery Instructions), and checkboxes for POD, Insurance, and Return Service.
Summary Table:

Base rate	Total	CGST	SGST	Total	Net(Rounded)
15.00	15.00	3.00	3.00	21.00	21

All BNPL, BPC and all BNPL booking offices can book the BNPL and advance article using the book domestic mail option under mail booking sub card. Destination pin code and weight of the article need to be entered. Select customer type as registered bulk customer. Also select the corresponding mail service type.

On selecting registered bulk customer and the depending on the mail service type the registered active contract will be displayed in the contract ID field. Select the corresponding contract ID.

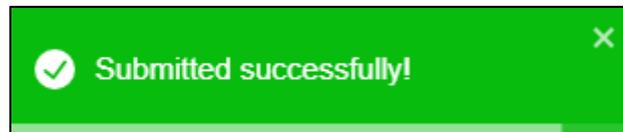
Similar to domestic mail booking, the mail shape needs to be selected. The dimension of item needs to be entered. Click on next button.

The screenshot shows the 'Domestic Mail Booking' interface with 'Sender Details' and 'Recipient Details' sections.
Sender Details: Includes fields for Mobile No./Email/Cell ID (880048244), Address Type (Office), Title (Select), First Name (SANTHOSH), Last Name (K), Address Line 1 (INSTRUMENT), Address Line 2 (DTC), Company Name, City/District (HASSAN), Mobile Number (988484824), and PIN (571301).
Recipient Details: Includes fields for Mobile No./Email/Cell ID (900099900), Address Type (Office), Title (Select), First Name (SIVA), Last Name, Address Line 1 (88 0040), Address Line 2 (BANGALORE), Address Line 3, Recipient Pincode (560011), City/District (BENGALURU URBAN), State/Union Territory (KARNATAKA), Mobile Number (988484824), and PIN (571301).
Buttons: Back, Next, Cancel, Submit.
Summary Table:

Base rate	Total	CGST	SGST	Total	Net(Rounded)
15.00	15.00	3.00	3.00	21.00	21



On clicking Next button, new window will be open as 'Address Details' to enter the address details of the sender and receiver. For a new customer enter all mandatory and optional fields i.e., Name, Address, Pin code, Mobile number. Click on submit button.



The booked item will be added to cart. Once all the items are booked, click on payment button.



On clicking on the payment button, there are three payment modes. For deduction from the contract amount, select contract as the payment mode. On selecting the contract payment mode, the contract ID with the amount to be deducted will be displayed. On confirmation of the booked amount click on the yes button.



On clicking on yes button, the contract amount will be deducted and the same will be displayed in the pop-up message with the balance contract amount. The receipts and the forms can be printed on accepting the contract amount.

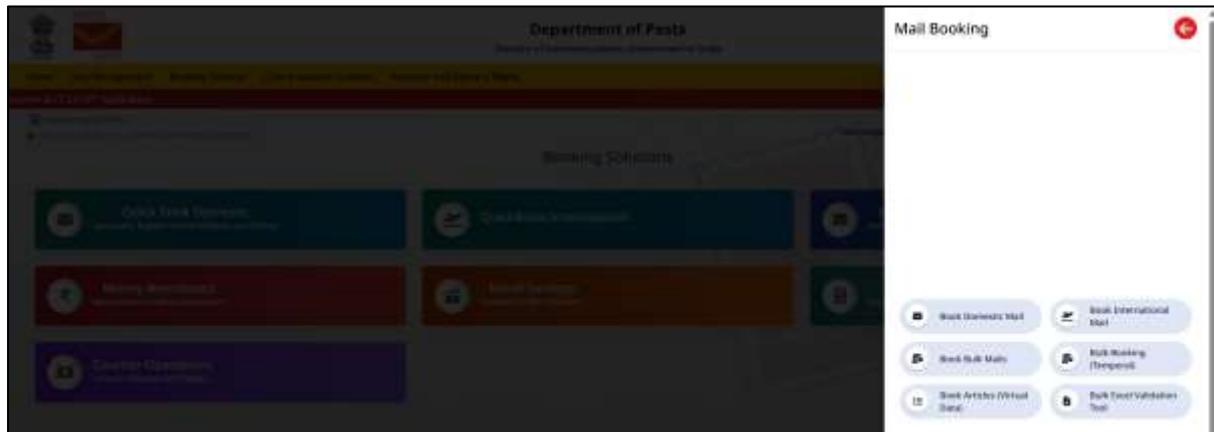
7.6.4 Booking through Bulk upload

The previous followed procedure is to book the articles individually. There are options to book domestic and international articles through bulk upload as well. This option is used to book huge numbers of articles in a single excel upload file. The major requirement for this option is the predefined templates to be shared by the bulk

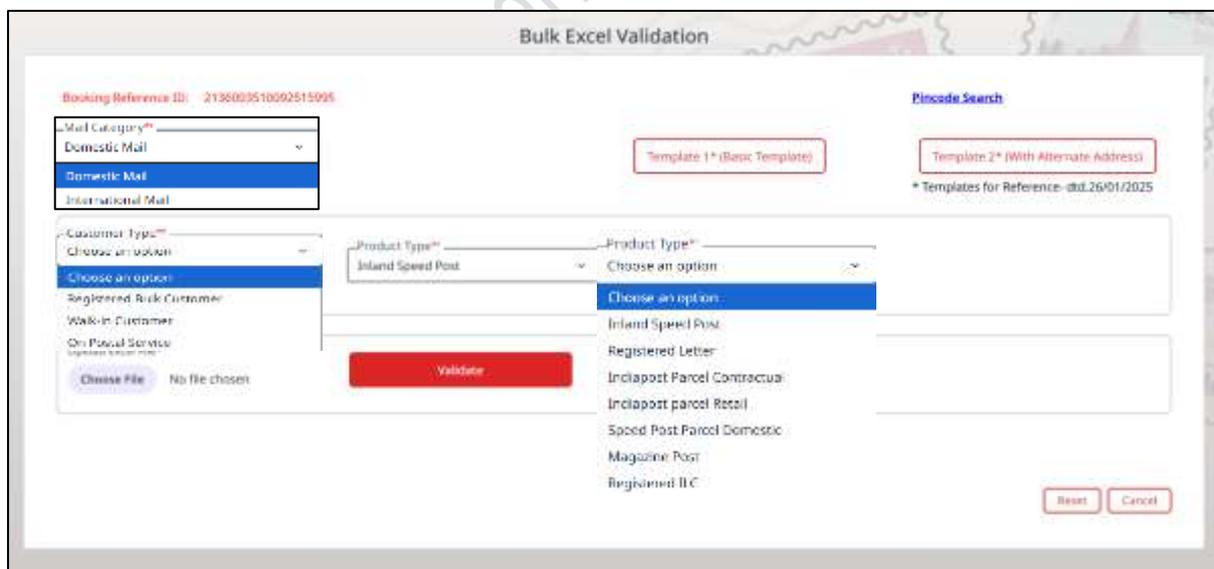


customers using which the articles can be booked in a single booking, and a single bulk receipt will be given to the customer.

7.6.4.1 Bulk Excel Validation Tool



The booking of items is done using the predefined templates in the excel file format. The templates need to be validated before going for the actual upload. If any errors or the wrong upload is placed in the actual booking, then the booking can not be processed. Hence before proceeding for the upload, the upload file needs to be validated in the bulk excel validation tool. This option can be accessed in the counter operations sub card or in the mail booking sub card. This option is provided even for the supervisor to validate the upload file.



This option is used to validate both domestic and international excel upload file. On selecting the mail category, the predefined templates will be made available to the counter operator. The user can make use of the template to generate one excel to upload the bulk items. The template are of two types

- ➔ Template 1 (Basic template)



→ Template 2 (With alternate address)

Template 1 is a basic template where the returned to sender will be the senders address.

Template 2 is a template with a provision where the returned to sender article will be of the alternate address.

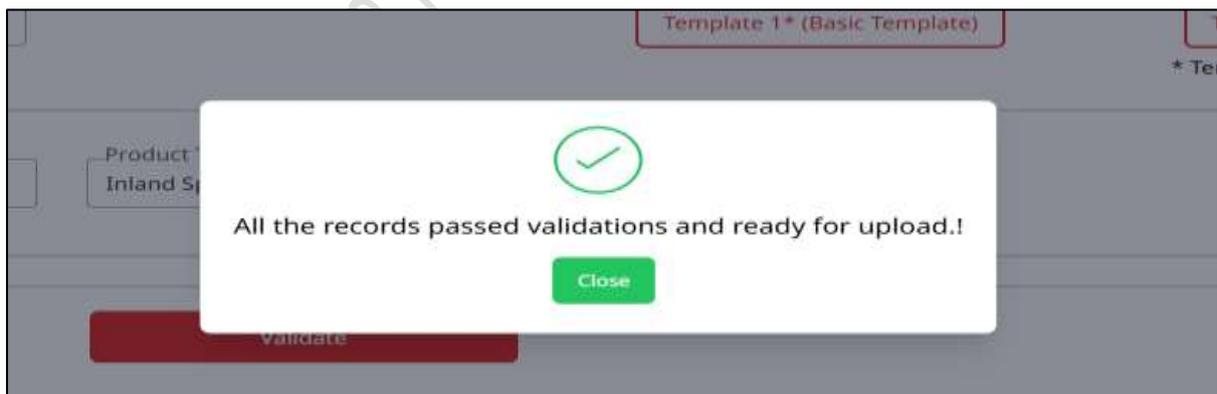
Select the customer type and the product type from the drop-down menu. Upload the bulk excel template and click on validate button.

Excel Data with Errors
Number of sheets with errors: 1
Total rows with errors: 12
Total number of errors: 12
Sheet Name: Articles

8	EY123456789IN ArticleNumber is a required field	100	DOC				TRUE
9	EY123456789IN ArticleNumber is a required field	100	DOC				TRUE
10	EY123456789IN ArticleNumber is a required field	100	DOC				TRUE
11	EY123456789IN ArticleNumber is a required field	100	DOC				TRUE
12	EY123456789IN ArticleNumber is a required field	100	DOC				TRUE

Buttons: Submit, Close

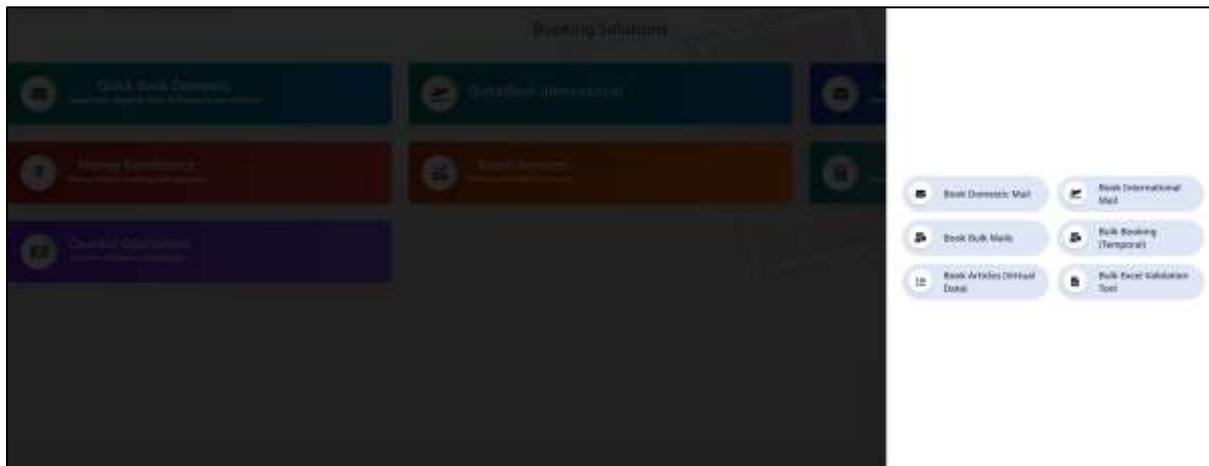
If any error is found in the excel template, the error screen will be displayed and the correction for the same may be given in the template for booking of items.



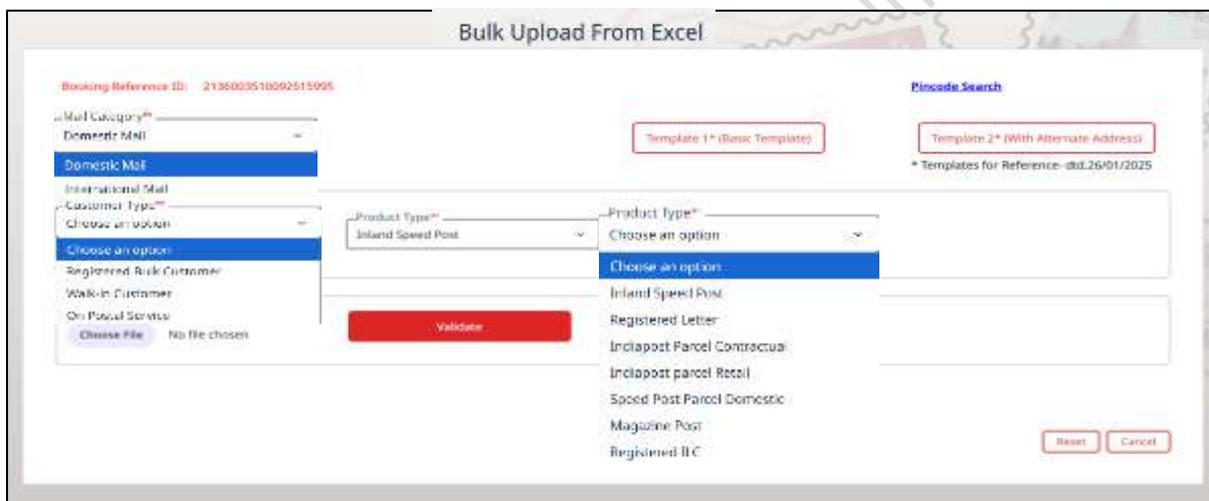
If the uploaded file is not having any error, the pop-up message “All records passed validation and ready to upload” will be displayed.



7.6.4.2 Book Bulk Mails



Counter operator can book Bulk mail using this option, to access Click on Book Bulk Mails option,



On clicking the Book Bulk Mails option, a new window will open as shown above. Select **the Mail Category** from the drop-down menu as required by the customer. The above images depict the domestic bulk mail booking. The bulk booking is also enabled for the registered bulk customers i.e. BNPL/Advance customers and also for postal services. On selecting the customer type the product type will be made available. The corresponding product type may be selected. The validated bulk upload excel file may be uploaded. Click on validate button.



Bulk Upload From Excel

Booking Reference ID: [Blank] Pincode Search: [Blank]

Mail Category*: International Mail

Customer Type*: Choose an option

Product Type*: Choose an option

Product Type* dropdown options: Choose an option, EMS Document, EMS Merchandise, International Registered Letter, International Air Parcel, International Tracked Parcel Service, Registered International Small Parcel, Registered International M Bag, Registered International Printed Papers, International Third Literature

Submit

On clicking the Book Bulk Mails option, a new window will open as shown above. Select **the Mail Category** from the drop-down menu as required by the customer. The above images depict the international bulk mail booking. The bulk booking is also enabled for booking the registered bulk customers i.e. BNPL/Advance customers and the postal services. On selecting the customer type the product type will be made available. The corresponding product type may be selected. The validated bulk upload excel file may be uploaded. Click on validate button.

Bulk Upload From Excel

Booking Reference ID: 2138603310092507958 Pincode Search: [Blank]

Mail Category*: Domestic Mail

Customer Type*: Registered Bulk Customer

Product Type*: Inland Speed Post

CUSTOMER ID*: 138295k33T

Select Contract*: 41726854 - Advance

Soft Copy:

Customer Details*

CUSTOMER NAME	SANTHOSH V
CONTRACT ID	41726854
CONTRACT TYPE	ADVANCE
AVAILABLE WALLET BALANCE	89572
COO CUSTOMER	YES
SRITH	123ABCPT1234N123

On selecting the registered bulk customer, the customer ID and the available contract for the booking of registered product must be selected. The details of the entered customer will be displayed for confirmation.



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Self Copy

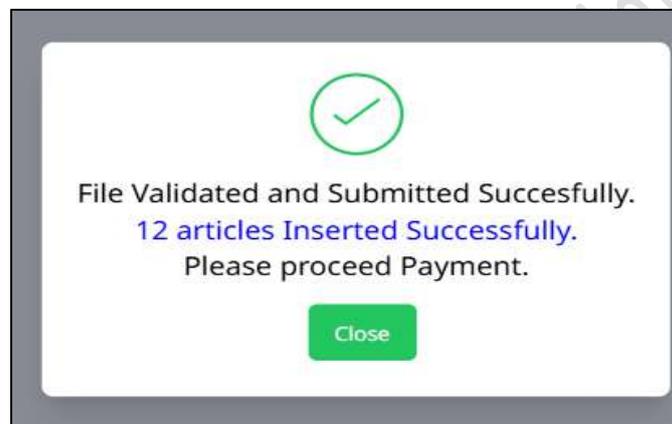
Customer Details*

CUSTOMER NAME	: SRINIOJAN V
CONTRACT ID	: 41728894
CONTRACT TYPE	: ADVANCE
AVAILABLE WALLET BALANCE	: 48372
COD CUSTOMER	: YES
GSTIN	: 33ABCN123AN123

Upload Excel File*

bulkdome...025 (1).xlsx

Upload the validated bulk excel template. Click on submit button.



Once all the file is successfully uploaded, the message “File validated and submitted successfully” will be displayed with the number of articles booked details.

Upload Excel File*

bulkdome...025 (1).xlsx

Balance after this transaction: Rs. 48746.00

The booked items will be available in cart. To view the items click on the view cart button.



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Booking Ref. ID	Article ID	Base Tariff (Incl. VAS)	Prepaid	Status	Actions
2136003510002587908	EY123456779IN	45.00	0	BOOKED	
2136003510002587908	EY123456780IN	45.00	0	BOOKED	
2136003510002587908	EY123456786IN	45.00	0	BOOKED	
2136003510002587908	EY123456787IN	45.00	0	BOOKED	
2136003510002587908	EY123456782IN	45.00	0	BOOKED	
2136003510002587908	EY123456783IN	45.00	0	BOOKED	
2136003510002587908	EY123456789IN	45.00	0	BOOKED	
2136003510002587908	EY123456789IN	35.00	0	BOOKED	
2136003510002587908	EY123456788IN	45.00	0	BOOKED	
2136003510002587908	EY123456784IN	45.00	0	BOOKED	

The articles will be displayed as in the above screen. The article may be deleted if found wrongly booked.

Select Payment Method

Contract

Cash

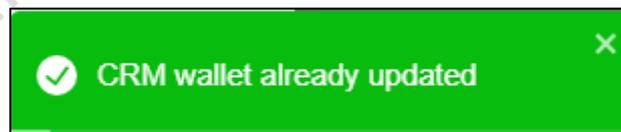
QR Payment

Confirm Contract deduction Amount Rs.626.00

Yes No

Customer ID	Contract ID	Deductable Amount
1282958331	41726854	626

Click on payment button, if the article is booked by individual cash and the QR payment may be made. If the article is booked by the bulk customer, the contract may be selected, and the amount will be debited from the contract ledger.



CRM wallet updated message will be displayed on debiting from the contract ledger.



7.6.4.3 Bulk Booking (Temporal)

Similar to bulk booking mails, the bulk booking temporal option is used to book bulk mails. The bulk booking temporal option is used to book huge number of domestic and international mails using the bulk excel upload file.

On clicking the Book Bulk (Temporal) option, a new window will open as shown above. Select the **Mail Category** from the drop-down menu as required by the customer. The above images depict the domestic bulk mail booking. The bulk booking is also enabled for the registered bulk customers i.e. BNPL/Advance customers and also for postal services. On selecting the customer type the product type will be made available. The



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corresponding product type may be selected. The validated bulk upload excel file may be uploaded. Click on submit button.

Bulk Upload From Excel (Temporal)

Booking Reference ID: [Field]

Mail Category*: [International Mail]

Customer Type*: [Registered Bulk Customer]

Product Type*: [EMS Document]

Product Type*: [EMS Document, EMS Merchandise, International Regd Letter, International Air Parcel, International Tracked Parcel Service, Registered International Small Parcel, Registered International M Bag, Registered International Printed Papers, International Board Literature]

Pincode Search: [Template* (Basic Template)]

* Templates for Reference: dtd.30/07/2025

Choose File: No file chosen

Submit

Fetch Details*

* Fetch details for indexed transaction

Reset Cancel

On clicking the Book Bulk (Temporal) option, a new window will open as shown above. Select the **Mail Category** from the drop-down menu as required by the customer. The above images depict the international bulk mail booking. The bulk booking is also enabled for booking the registered bulk customers i.e. BNPL/Advance customers and the postal services. On selecting the customer type the product type will be made available. The corresponding product type may be selected. The validated bulk upload excel file may be uploaded. Click on submit button.

Booking Reference ID: 2130031090500245

Pincode Search: [Template* (Basic Template)], [Template* (Domestic Address)]

* Templates for Reference: dtd.26/07/2025

Mail Category*: [Domestic Mail]

Customer Type*: [Registered Bulk Customer]

Product Type*: [International Speed Post]

Contract ID*: 42096831

Contract Type*: [Domestic]

Send Contact*: 4165714 - BNPL

Self Copy

Customer Details*

CUSTOMER NAME	: 300110094
CONTRACT ID	: 4165714
CONTRACT TYPE	: BNPL
AVAILABLE WALLET BALANCE	: 89940708
COD CUSTOMER	: YES
BSN	: JARACCT10001204

Upload Excel File*

Choose File: BulkUpload_0011.xlsx

Submit

Fetch Details*

* Fetch details for indexed transaction

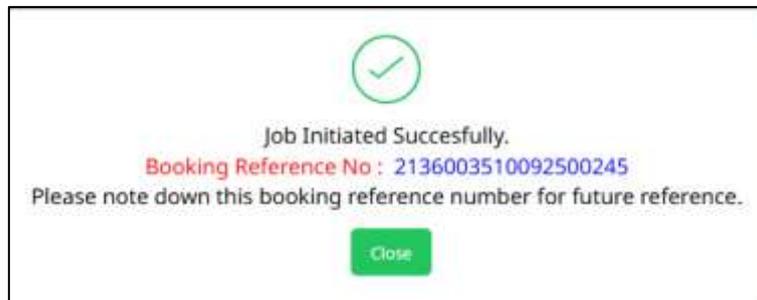
Reset Cancel



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On selecting the registered bulk customer, the customer ID and the available contract for the booking of registered product must be selected. The details of the entered customer will be displayed for confirmation. Upload the validated bulk excel file.



On uploading the excel file, a booking reference number will be generated and a pop-up message “Job Initiated successfully” will be displayed.

Upload Excel File*

Choose File No file chosen Submit

Booking Ref. ID* Fetch Details*

* Fetch details for initiated transaction

Date	Booking Ref. ID	Details	Amount
10-09-2025	2136003510092500245	Success: 2/2, Fail: 0 Progress: 100%	₹ 94 Pay

Rows per page: 10 1/1 of 1

The job will be processed in the backend and the success/failure status will be displayed on entering and fetching the booking reference number. If the amount is to be paid by the customer, the amount details will be shown to collect through cash/QR/Contract modes.

Select Payment Method

Contract Cash QR Payment

Confirm Contract deduction Amount Rs.94.00

Yes No

Customer ID	Contract ID	Deductible Amount
1282958331	41605714	94

Click on payment button, if the article is booked by individual cash and the QR payment may be made. If the article is booked by the bulk customer, the contract may be selected, and the amount will be debited from the contract ledger.



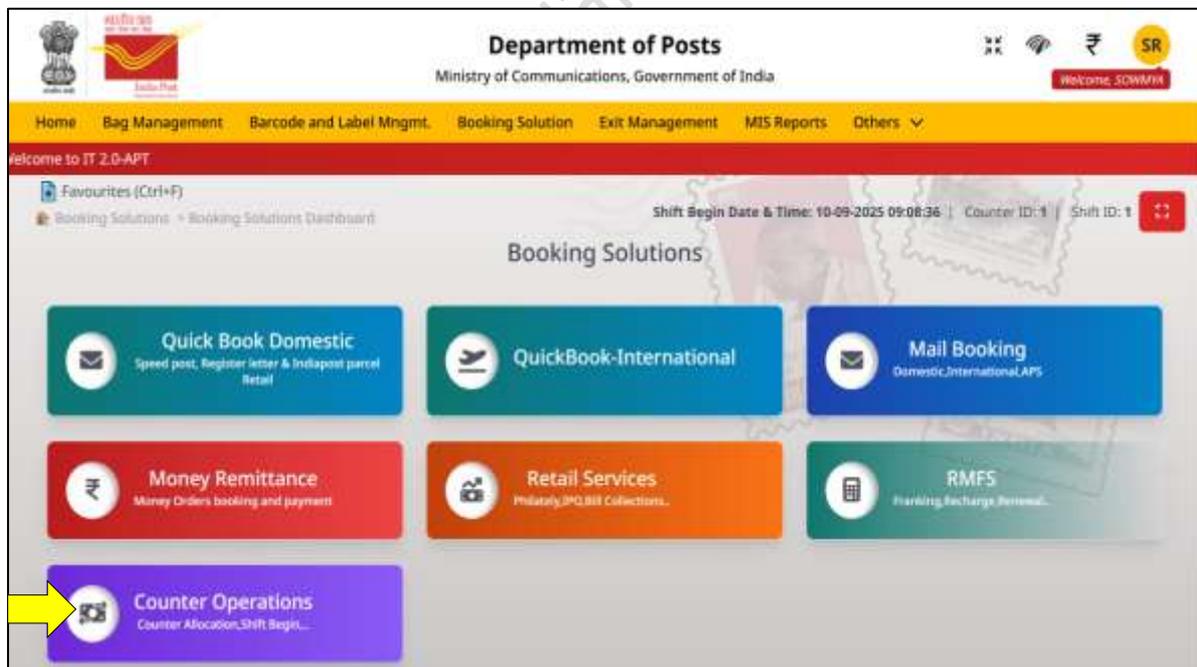
✓ CRM wallet already updated

CRM wallet updated message will be displayed on debiting from the contract ledger.

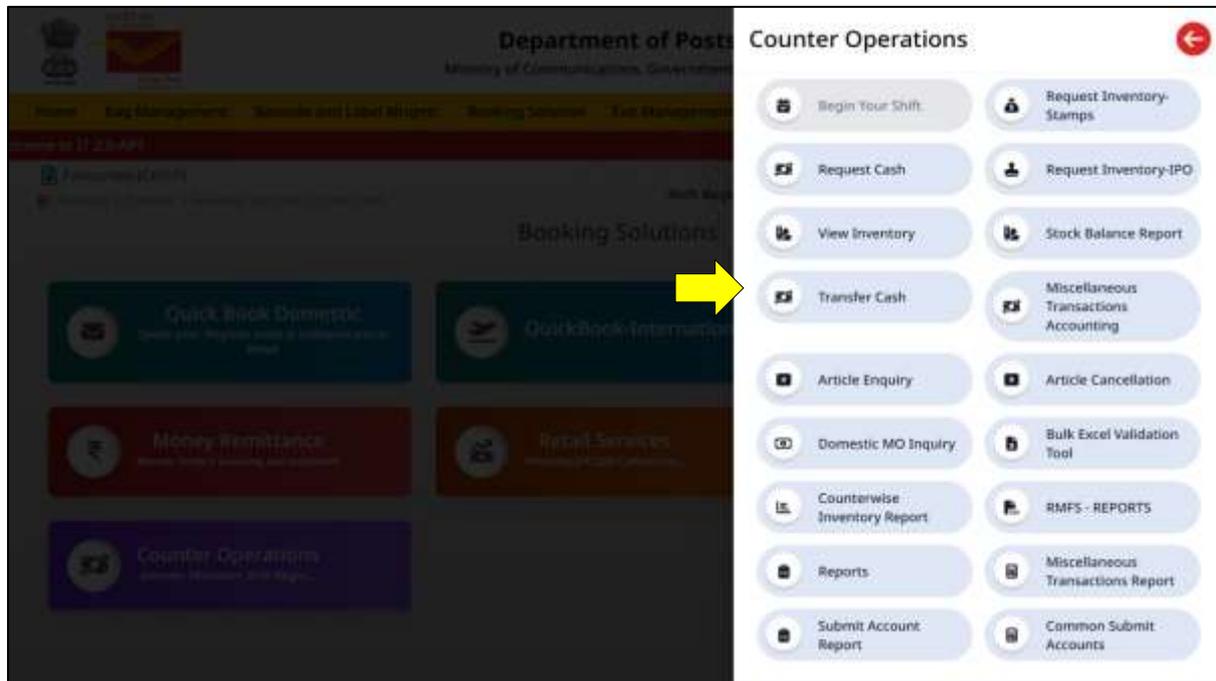
7.7 Transfer of cash from counter to treasury



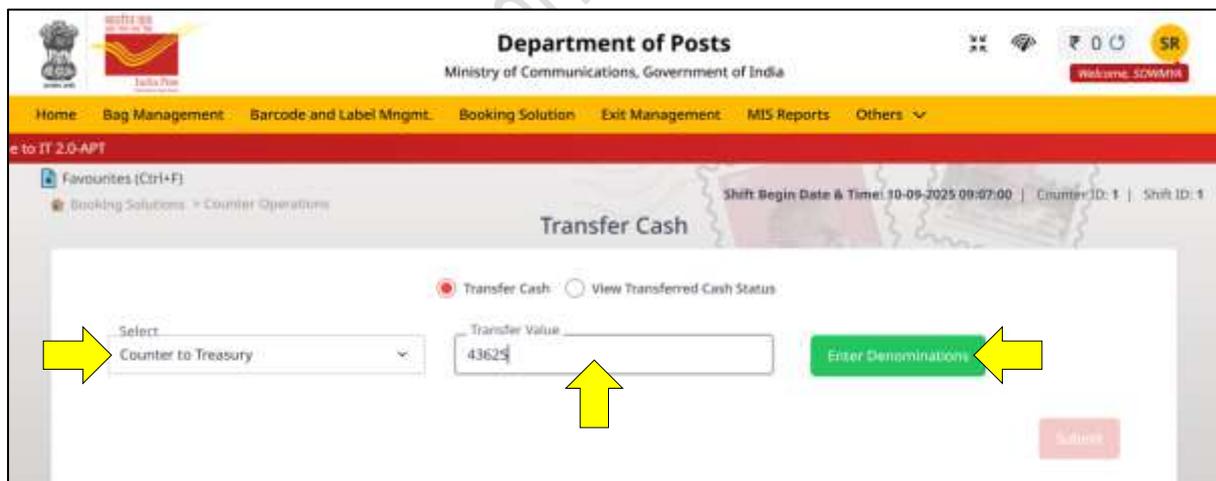
After completion of booking process, click on 'Booking Solutions' card.



Upon clicking 'Booking Solution' card, relevant sub-cards will be displayed on the screen. Click on Counter Operations sub-card.



Click on 'Transfer Cash' option to transfer cash collected at the counter.



Upon clicking the on 'Transfer Cash' option, the above screen will be displayed. In the screen select the option as 'Counter to Treasury', enter amount to be transferred at 'Transfer Value' option. Click on the 'Enter Denomination' button.



Transfer Value Information

Transfer Value: 43625
Entered Denominations Value: 0

Currency Type	Denomination	Number of Notes/Coins	Value
Coin	0.01		0
Coin	0.5		0
Coin	1		0
Coin	5		0
Coin	10		0
Note	10		0
Note	20		0
Note	50		0
Note	100		0
Note	200		0

Rows per page: 10 1-10 of 11



Upon clicking the 'Enter Denomination' button, the above screen will display. Enter the denomination of the cash to be transferred to treasury. Click on 'Submit Denominations' button.

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Transfer Cash

Shift Begin Date & Time: 10-09-2025 09:07:00 | Counter ID: 1 | Shift ID: 1

Transfer Cash View Transferred Cash Status

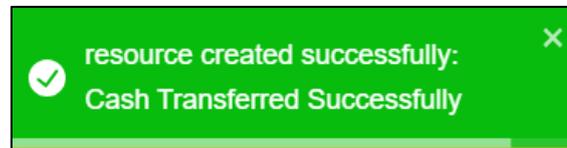
Select: Counter to Treasury | Transfer Value: 43625 | **Enter Denominations**

Currency Type	Denomination	Number of Notes/Coins	Value
Coin	1	43625	43625

Rows per page: 10 1-1 of 1

Submit

Upon clicking 'Submit Denominations' button, details of the amount will be shown with details of 'Currency Type', 'Denomination', 'Number of Notes/Coin', 'Value'. Click on 'Submit' button.

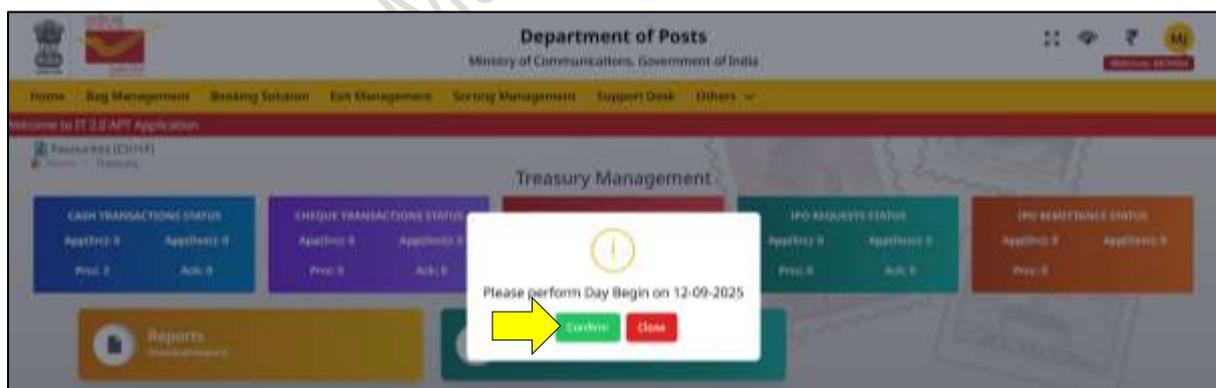


Upon clicking 'Submit' button, a success message will be displayed on the top right corner of the screen.

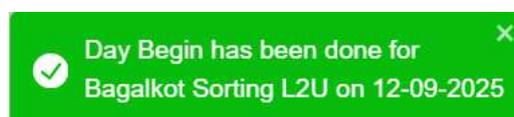
7.8 Receipt of cash by counter operator in Treasury module



HSA/Counter Supervisor will begin the day for Treasury. Click on 'Treasury' card.



Upon clicking 'Treasury' card, a message will pop-up by saying 'Please perform Day Begin on dd-mm-yyyy' with two buttons i.e. 'Confirm' and 'Close'. Click on 'Confirm' button to begin the day.

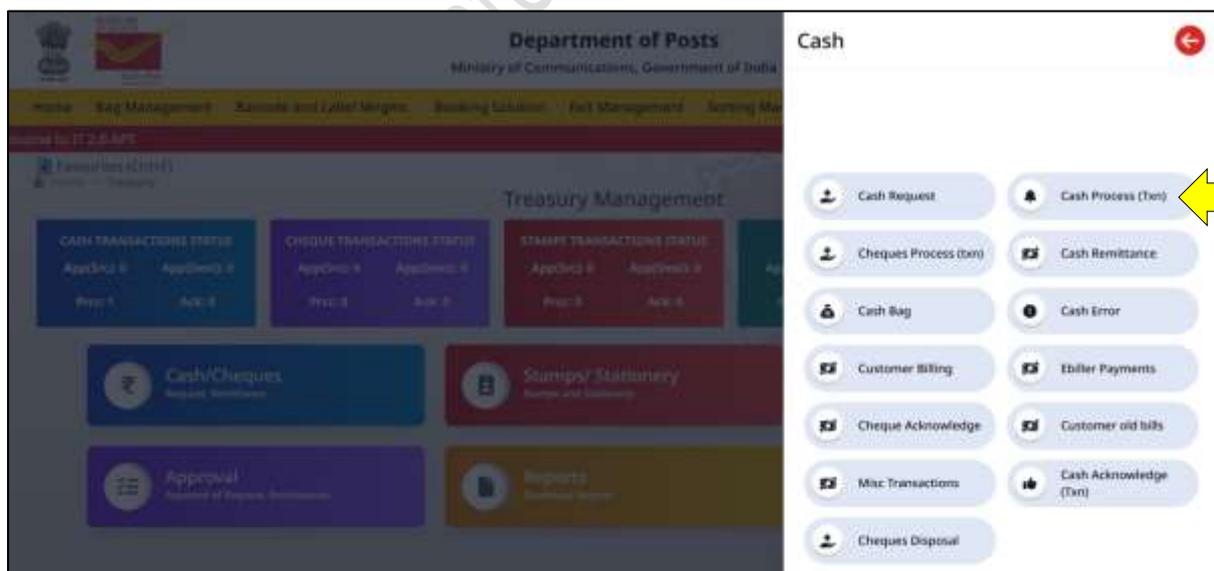




Upon clicking 'Confirm' button, a success message will be displayed.



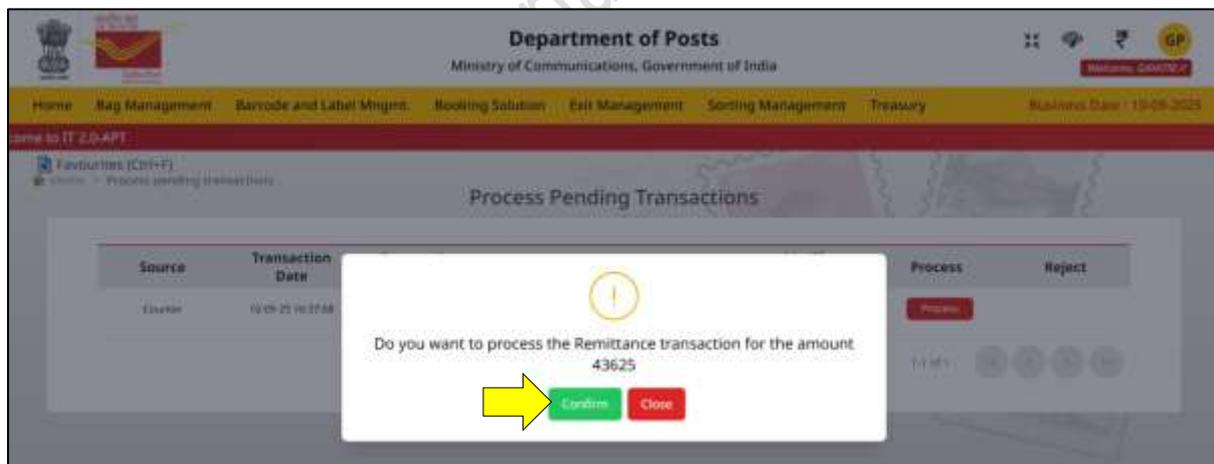
Upon clicking the 'Confirm' button, 'Treasury Management' screen will open. In the treasury dashboard under the heading 'Cash Transaction Status' count of pending transaction will be shown against 'Prcc'. For receiving the cash, click on 'Prcc'. Or else click on 'Cash/Cheques' sub card.



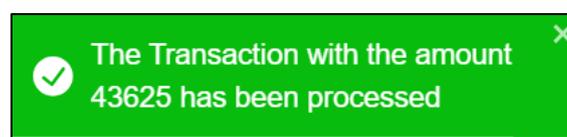
Upon clicking 'Cash/Cheques' sub card, options related to Cash or Cheque will be shown on the right side of the screen. Click on 'Cash Process (Txn)' option.



Upon clicking 'Cash Process (Txn)' option, 'Process pending Transactions' page will be opened. Details of the transaction will be shown in a tabular format with columns viz. 'Source', 'Transaction Date', 'Transaction Date', 'Transaction type', 'Amount', 'Details', 'Modify Amount', 'Process' and 'Reject'. Click on 'Process' button



Upon clicking 'Process' button, a pop-up will displayed with message 'Do you want to process the Remittance transaction for the amount Rs. XXXXX' along with two buttons 'Confirm' and 'Close'. Click on 'Confirm' button.



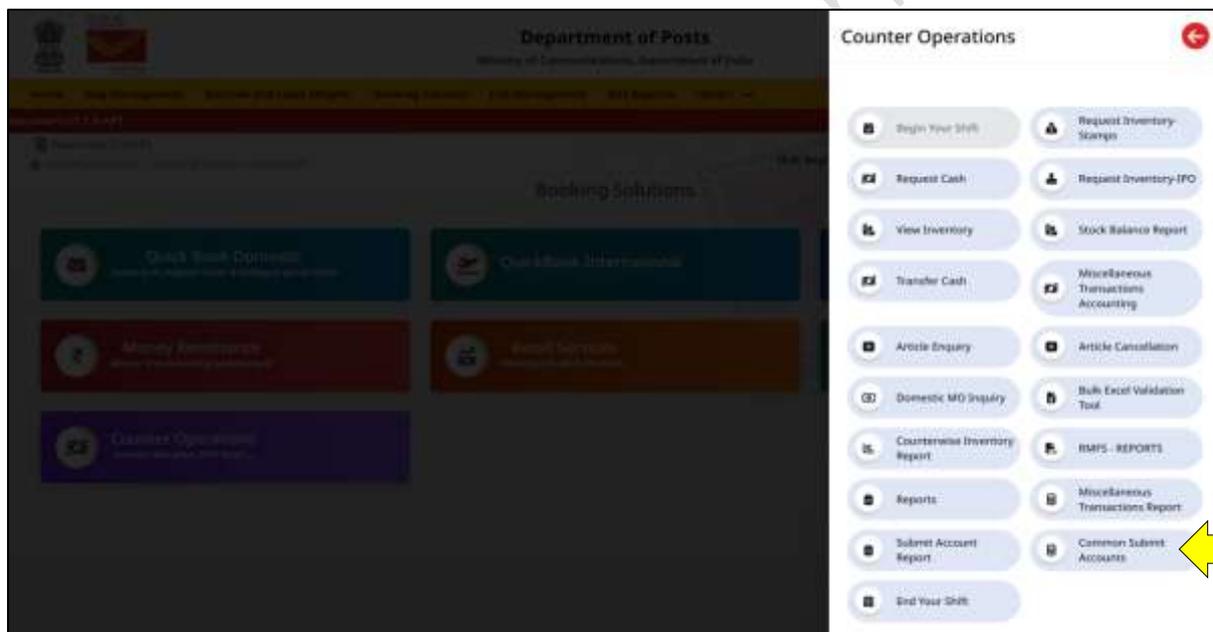


Upon clicking 'Confirm' button, a success message will be displayed on the right bottom corner of the screen. Cash will be received at treasury and the wallet balance will be increased.

7.9 Submit Account

7.9.1 Submit Account by counter operator

After ensuring that the amount collected at the counter is transferred to the treasury and received by the HSA/Supervisor in the treasury module, go to Counter Operations (Booking Solutions -> Counter Operations).



Click on the 'Common Submit Accounts' option.



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Common Submit Accounts

Employee ID: 10269014 Counter ID: Shift ID:

Generate Account **Check Status** **Fetch Account**

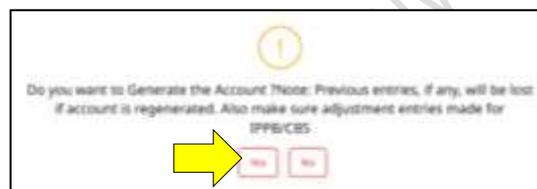
***Make sure manual adjustment entries are made for IPPB/CBS transactions to reflect in Submit Accounts. Then only proceed for generate accounts.**

***Adjustment entries for PLE/RPLE will be fetched automatically when you generate and fetch accounts. Hence dont do any manual entry for PLE/RPLE.**

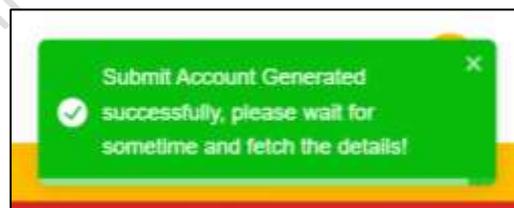
Instructions

1. Click on **Generate Accounts** to start account submission in the background.
2. Click on check status to know submit accounts completion status, once completed, click **Fetch Accounts** to retrieve the results. Otherwise click on refresh and wait for completion.
3. If both steps succeed, verify entries under **Receipts and Payments**. If mismatched please do reconciliation to make submit account as zero(0). Also if any transactions are not fetched please wait for data flow to happen and perform generate accounts, check status and fetch account again.
4. Also make sure adjustment entries are made for **IPPB/CBS** transactions to **reflect in Submit Accounts**.
5. Once the difference is **Zero**, download the PDF and click **Submit Accounts** to finalize.

Upon clicking 'Common Submit Accounts' option, the above screen will open. Click on 'Generate Account' button to generate the account.



Upon clicking the 'Generate Account' button, a pop-up message will appear with two buttons: 'Yes' and 'No,' asking, 'Do you want to generate the account?' Click on the 'Yes' button.



Upon clicking 'Yes' button, a success message will be appeared on the top right corner of the screen.



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Home to IT 3.0-APT

Financials (Ctrl+F)

Banking Solutions Counter Operations

Shift Begin Date & Time: 10-09-2025, 09:30:00 am | Counter ID: 1 | Shift ID: 1

Common Submit Accounts

Employee ID: 10269014 | Office ID: | Shift ID: |

Generate Account | Check Status | Fetch Account

***Make sure manual adjustment entries are made for IPPB/CBS transactions to reflect in Submit Accounts. Then only proceed for generate accounts.**

***Adjustment entries for PLS/RPLI will be fetched automatically when you generate and fetch accounts. Hence dont do any manual entry for PLS/RPLI.**

Instructions

1. Click on **Generate Accounts** to start account submission in the background.
2. Click on check status to know submit accounts completion status, once completed, click **Fetch Accounts** to retrieve the results. Otherwise click on refresh and wait for completion.
3. If both steps succeed, verify entries under **Receipts and Payments**. If mismatched please do reconciliation to make submit account as zero(). Also if any transactions are not fetched please wait for data flow to happen and perform generate accounts, check status and fetch account again.
4. Also make sure adjustment entries are made for **IPPB/CBS transactions to reflect in Submit Accounts**.
5. Once the difference is **Zero**, download the PDF and click **Submit Accounts** to finalize.

To check the status of Account Generation, click on 'Check Status' button.

Status of Submit Account Requests

Status of Submit Account requests

Employee ID	Office ID	Counter No.	Shift No.	Submit Request...	Remarks
10269014	21400007	1	1	10/09/2025	Running

Refresh

Records per page: 10 | 1 of 1

Upon clicking the 'Check Status' button, a pop-up window will open displaying the status of the submitted account along with the following details: Employee ID, Office ID, Counter No., Shift No., Submit Request Date, and Remarks (Status). A 'Refresh' button will also be available.

If the status in the 'Remarks' column shows as 'Running', click the 'Refresh' button.



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The screenshot shows the 'Common Submit Accounts' page. At the top right, two green success messages are visible: 'Data refreshed successfully!' and 'Submit account request details fetched successfully!'. A modal window titled 'Status of Submit Account Requests' is open, displaying a table with the following data:

Employee ID	Office ID	Counter No.	Shift No.	Submit Request...	Remarks
10269014	21460007	1	1	10/09/2025	Completed

A yellow arrow points to the 'Completed' status in the 'Remarks' column.

Upon clicking 'Refresh' button, a success messages will pop-up on the top right corner of the screen. Also status of Submit account request will be shown as 'Completed' in the 'Remarks' column.

The screenshot shows the 'Common Submit Accounts' page with a form and instructions. The form contains the following fields and buttons:

Employee ID	Counter ID	Shift ID
10269014	1	1
Generate Account	Check Status	Fetch Account

A yellow arrow points to the 'Fetch Account' button. To the right, the 'Instructions' section reads:

1. Click on **Generate Accounts** to start account submission in the background.
2. Click on check status to know submit accounts completion status, once completed, click **Fetch Accounts** to retrieve the results. Otherwise click on refresh and wait for completion.
3. If both steps succeed, verify entries under **Bezoins and Elements**.

Click on 'Fetch Account' button to fetch the Submit Account.



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Resources (DRIF)

Shift Begin Date & Time: 16-08-2025, 09:07:00 am | Counter ID: 1 | Shift ID: 1

Common Submit Accounts

Employee ID: 10299014 | Counter ID: 1 | Shift ID: 1

[Generate Account](#) [Check Status](#) [Fetch Account](#)

***Make sure manual adjustment entries are made for IPPB/CBS transactions to reflect in Submit Accounts. Then only proceed for generate accounts.**

***Adjustment entries for PLL/RPLI will be fetched automatically when you generate and fetch accounts. Hence dont do any manual entry for PLL/RPLI.**

Instructions

1. Click on **Generate Accounts** to start account submission in the background.
2. Click on check status to know submit accounts completion status, once completed, click **Fetch Accounts** to retrieve the results. Otherwise click on refresh and wait for completion.
3. If both steps succeed, verify entries under **Receipts and Payments**. If mismatched please do reconciliation to make submit account as zero(0). Also if any transactions are not fetched please wait for data flow to happen and perform generate accounts, check status and fetch account again.
4. Also make sure adjustment entries are made for **IPPB/CBS** transactions to **reflect in Submit Accounts**.
5. Once the difference is **Zero**, download the PDF and click **Submit Accounts** to finalize.

Part-A

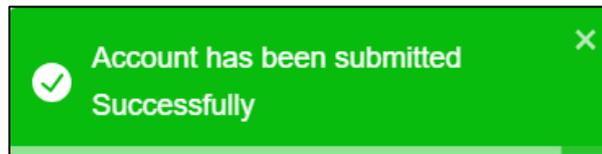
Receipts			Payments		
Serial No.	Account Head Description	Amount Collected	Serial No.	Account Head Description	Amount Collected
1	PRC for Registered Letter/Article	₹3,001.00	1	Wallet Adjustment_Payments	₹8,700.00
2	POD Fee	₹1,130.00	2	Deduct Prepaid Postage stamps affixed on articles	₹66.00
3	CGST-Coll on Courier Services	₹373.00	3	QR Adj	₹50.00
4	SGST-Coll on Courier Services	₹373.00	4	Deduct Prepaid Postage stamps affixed on articles	₹177.00
5	PRC-India Post Parcel	₹51,082.00	5	QR Adj	₹668.00
6	POD Fee	₹10.00	6	Cash Transferred	₹56,612.00
7	CGST-Coll on Courier Services	₹4,597.00	7	Deduct Prepaid Postage stamps affixed on articles	₹125.00
8	SGST-Coll on Courier Services	₹4,597.00	8	QR Adj	₹164.00
9	PRC-Speed Post	₹700.00	9	QR Adj	₹70.00
10	CGST-Coll on Courier Services	₹62.00			
11	SGST-Coll on Courier Services	₹62.00			
12	PRC-Speed Post Parcel	₹565.00			
13	CGST-Coll on Courier Services	₹51.00			
14	SGST-Coll on Courier Services	₹51.00			
Total Receipts		₹66,634.00	Total Payments		₹66,634.00
Receipts and Payments Difference			₹0.00		

Part-B

Receipts			Payments		
Serial No.	Account Head Description	Amount Collected	Serial No.	Account Head Description	Amount Collected
	Nil Transaction			Nil Transaction	
Total Receipts		₹0.00	Total Payments		₹0.00
Receipts and Payments Difference			₹0.00		

[Download PDF](#) [Submit Account](#)

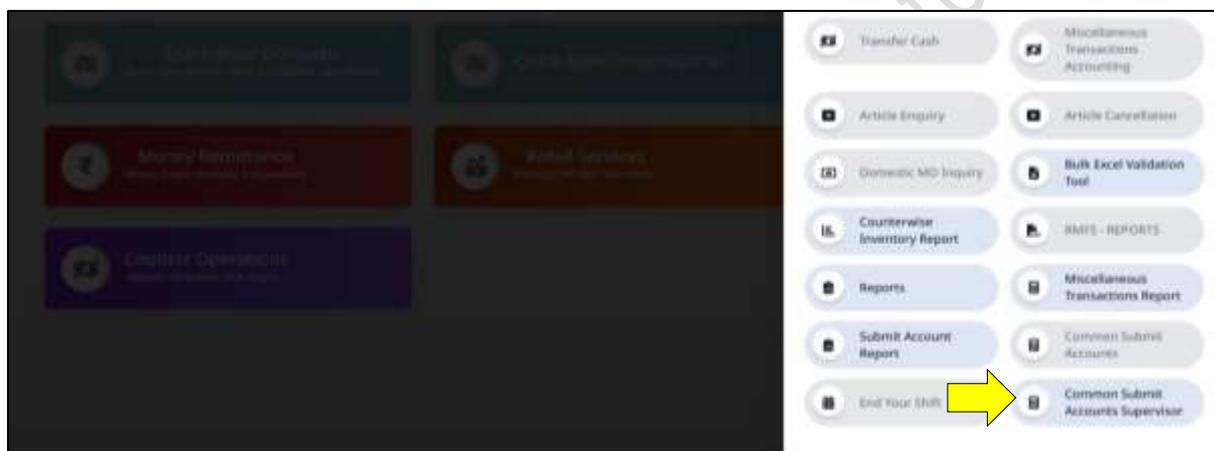
Upon clicking the 'Fetch Account' button, Submit Account will be generated. Click on 'Download PDF' to download the Submit Account in PDF format. If the 'Receipts and Payments difference' is NIL, click on 'Submit Account' button.



Upon clicking 'Submit Account' button, account will be submitted for verification and a success message will be displayed on the top right corner of the screen.

7.9.2 Submit Account verification by HSA/Supervisor

HSA/Supervisor should verify the Submit Account of the counter operator in Counter Operations (Booking Solutions -> Counter Operations).



Click on 'Common Submit Accounts Supervisor' option.



Upon clicking the 'Common Submit Accounts Supervisor' option, above screen will be displayed. Select the employee ID from the 'Employee ID' dropdown option, 'Counter ID' and 'Shift ID' will be fetched. Click on the 'Fetch Account' button.



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Welcome GANESH

Home Bag Management Barcode and Label Mngmt. Booking Solution Exit Management Sorting Management Treasury

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Favourites (Ctrl+F)
Booking Solutions > Counter Operators

Common Submit Accounts

Employee ID: 10269014 - SOWMYA R Counter ID: 1 Shift ID: 1 [Fetch Account](#)

Part-A

Receipts			Payments		
Serial No.	Account Head Description	Amount Collected	Serial No.	Account Head Description	Amount Collected
1	PRC for Registered Letter/Article	₹3,001.00	1	Wallet Adjustment_Payments	₹8,700.00
2	POD Fee	₹1,130.00	2	Deduct Prepaid Postage stamps affixed on articles	₹66.00
3	CGST-Coll on Courier Services	₹373.00	3	QR Adj	₹50.00
4	SGST-Coll on Courier Services	₹373.00	4	Deduct Prepaid Postage stamps affixed on articles	₹177.00
5	PRC-India Post Parcel	₹51,062.00	5	QR Adj	₹666.00
6	POD Fee	₹10.00	6	Cash Transferred	₹56,612.00
7	CGST-Coll on Courier Services	₹4,597.00	7	Deduct Prepaid Postage stamps affixed on articles	₹129.00
8	SGST-Coll on Courier Services	₹4,597.00	8	QR Adj	₹164.00
9	PRC-Speed Post	₹700.00	9	QR Adj	₹70.00
10	CGST-Coll on Courier Services	₹62.00			
11	SGST-Coll on Courier Services	₹62.00			
12	PRC-Speed Post Parcel	₹565.00			
13	CGST-Coll on Courier Services	₹51.00			
14	SGST-Coll on Courier Services	₹51.00			
Total Receipts		₹66,634.00	Total Payments		₹66,634.00
Receipts and Payments Difference			₹0.00		

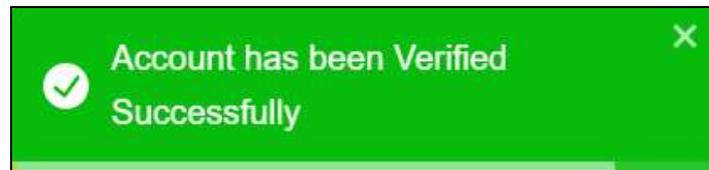
Part-B

Receipts			Payments		
Serial No.	Account Head Description	Amount Collected	Serial No.	Account Head Description	Amount Collected
Nil Transaction			Nil Transaction		
Total Receipts		₹0.00	Total Payments		₹0.00
Receipts and Payments Difference			₹0.00		

[Download PDF](#) [Verify Accounts](#)

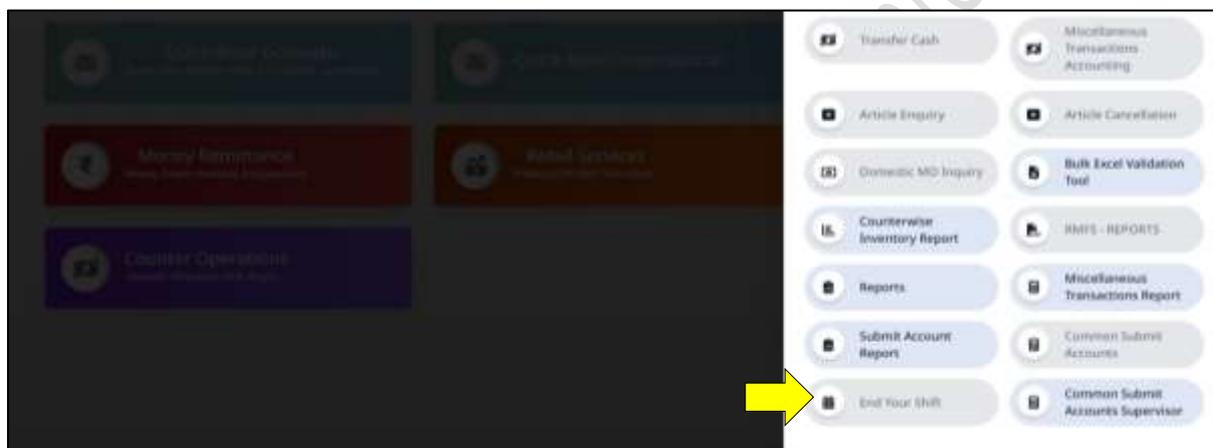
Background and Developed by EPPT © Copyright Department of Posts

Upon clicking the 'Fetch Account' button, submit account of the counter operator will be fetched. Click on Download PDF to download the submit account in PDF format. Click on 'Verify Accounts' button to verify the submit accounts.

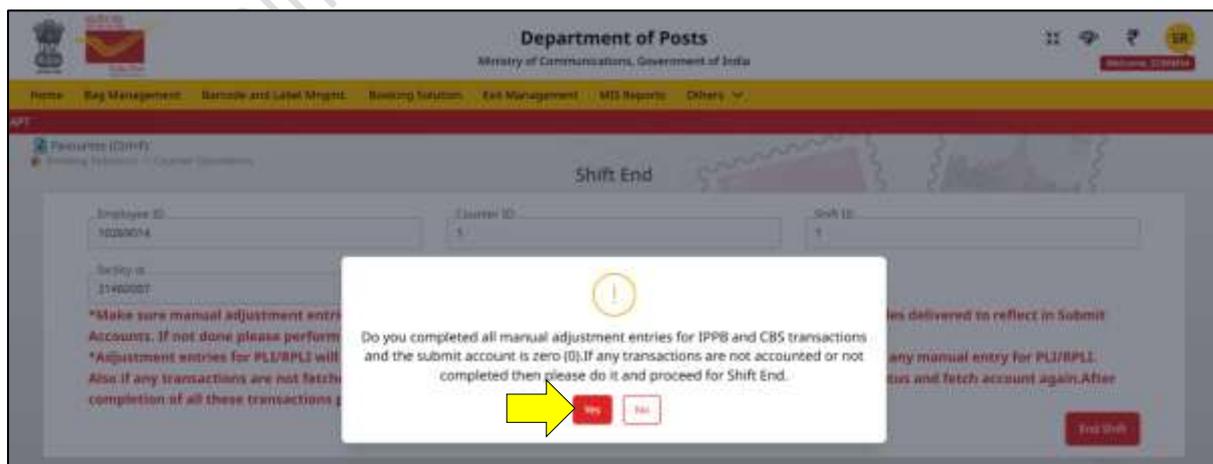


Upon clicking 'Verify Accounts' button, account verification will be completed and a success message will be displayed on top right corner of the screen.

7.10 Ending shift of the counter

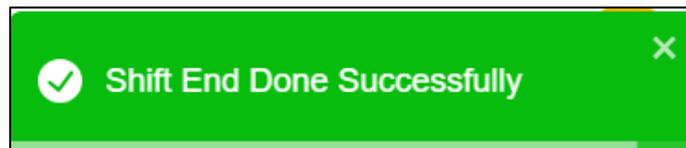


Once the HSA/Supervisor has completed the Submit Account verification, click on the 'End Your Shift' option to initiate the shift end.





Upon clicking the ‘End Your Shift’ option Shift End screen will be opened along with a pop-up by asking confirmation about completion of all manual adjustment entries. Click on ‘Yes’ button.



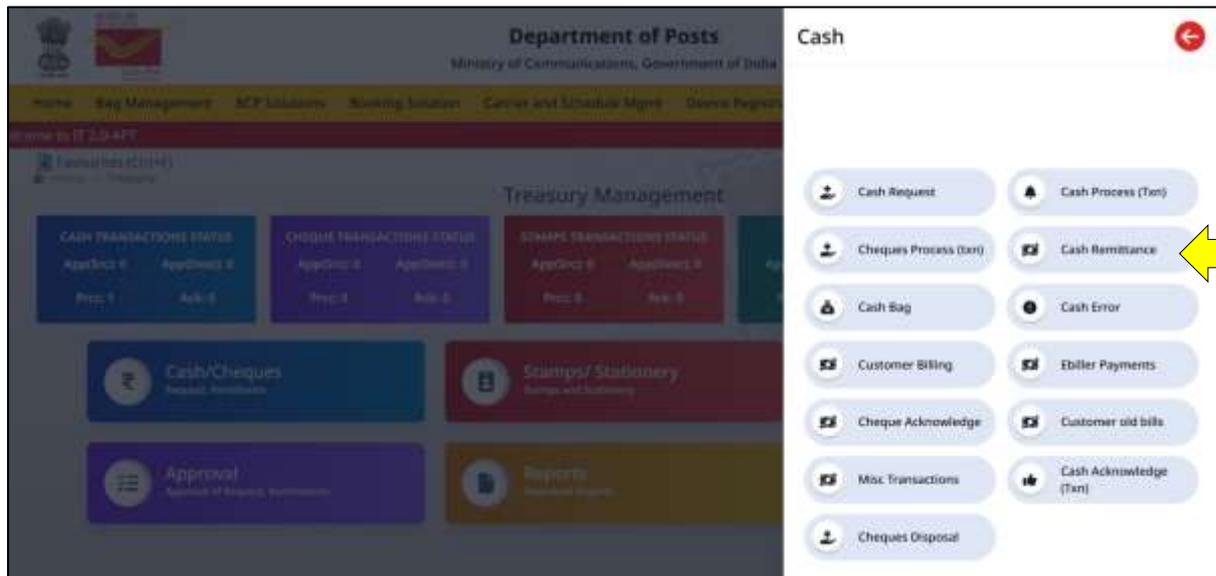
Upon clicking on ‘Yes’ button, shift will be ended and a success message will be displayed on the top right corner of the screen.

7.11 Transfer of cash from Mail Office to Record office

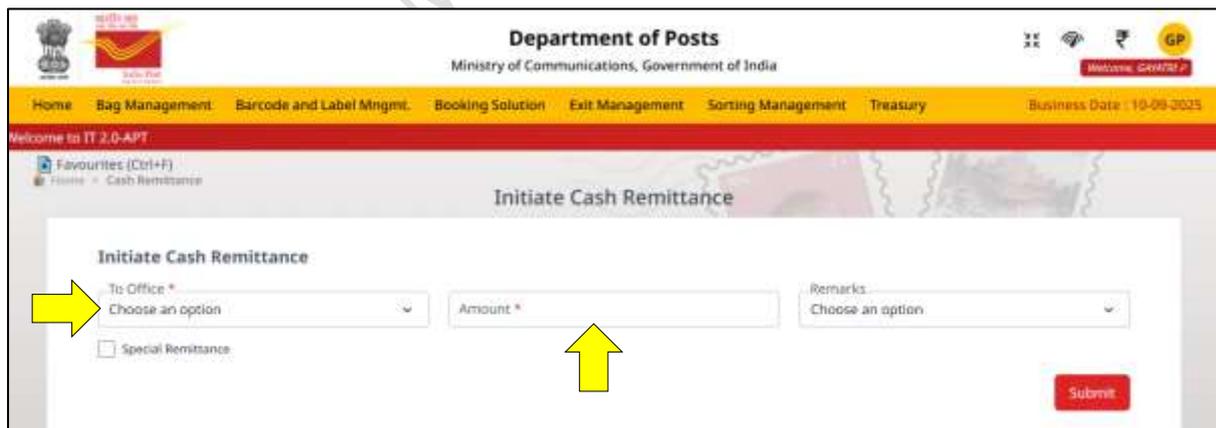
For transferring the cash from Mail Office to Record Office (HRO/SRO/RO) as a preparatory task, Divisional Head should map Record Office as a Cash Office for the Mail Office. The procedure for mapping of Cash Office is explained in the Operation Guide of Division Head.



In the counter operator login, in the Treasury module, click on ‘Cash/Cheques’ sub-card.



Upon clicking on 'Cash/Cheques' sub-card the above options will be displayed on the right side of the screen. Click on 'Cash remittance' option.



Upon clicking on 'Cash remittance' option, 'Initiate Cash Remittance' screen will be open. In the screen, select relevant Record office (HRO/SRO/RO) from 'To Office' drop down option, enter the amount in the 'Amount' input space.



Currency Type	Denomination	No. of Notes/Coins	Value
Coin	0.01		
Coin	0.5		
Coin	1	25	25
Coin	5		
Coin	10		
Note	10		
Note	20		
Note	50		
Note	100	1	100
Note	200		
Note	500	87	43500

Total: 43625

Rows per page: 20* 1-11 of 11

 **Submit**

Upon entering the amount a pop-up window will be opened for entering the denomination. Enter the correct denomination and click on 'Submit' button.

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Initiate Cash Remittance

Initiate Cash Remittance

To Office * SRD MYSORE
Amount * 43625
Remarks Choose an option

Special Remittance
Line Limit * Choose an option
Employee ID 1 * Choose an option

Line Limit: N/A

Currency Type	Denomination	No. of Notes/Coins	Value
Coin	0.01		
Coin	0.5		
Coin	1		
Coin	5		



Upon clicking on 'Submit' button, choose the appropriate Remarks as 'Others'.

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Home Bag Management Barcode and Label Mngmt. Booking Solution Exit Management Sorting Management Treasury Business Date : 10-09-2025

Initiate Cash Remittance

To Office *
SRD MYSORE

Amount *
43625

Remarks
Others

Liability
CASH

Special Remittance

Line Limit *
Choose an option

Employee ID 1 *
Choose an option

Employee ID 2
Choose an option

Line Limit: N/A

Currency Type	Denomination	No. of Notes/Coins	Value
₹	₹1		
₹	₹5		
₹	₹1		

Upon choosing remarks as 'Others', a new option will be given for entering Liability. Enter the proper liability description in the given field. Select the 'Special Remittance'.



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Choose an option

- Account bag handed over to carrier in weightment system or road transport
- Cash through BPM or ABPM or Dak Sewak accompanied by another BPM or ABPM or Dak Sewak
- Cash through Branch Postmaster or Assistant Branch Postmaster or Dak Sewak
- Cash through departmental employee accompanied by another departmental employee
- Departmental MMS with Multi Tasking Staff MTS in addition to driver for conveyance of cash in cash bags enclosed in account bag
- Hired MMS with Multi Tasking Staff MTS in addition to driver for conveyance of cash in cash bags enclosed in account bag outside city limits
- Hired MMS with Multi Tasking Staff MTS in addition to driver for conveyance of cash in cash bags enclosed in account bag within city limits
- Loose cash through departmental employee.**
- RMS section or Railways by TVP through cash bag enclosed in account bag
- Under Armed Escort

Choose an option Choose an option Choose an option

Line Limit: N/A

Currency Type	Denomination	No. of Notes/Coins	Value
Coin	0.01		
Coin	0.5		
Coin	1		

Upon selecting the 'Special Remittance' option, choose the appropriate option from the dropdown of 'Line Limit' (preferably 'Loose cash through departmental employee').

to IT 2.0-APT

Favourites (C/IFF)

Home Cash Remittance

Initiate Cash Remittance

To Office *
SRD MYSORE

Liability
CASH

Special Remittance

Line Limit *
Loose cash through departmental employee

Line Limit: 500000

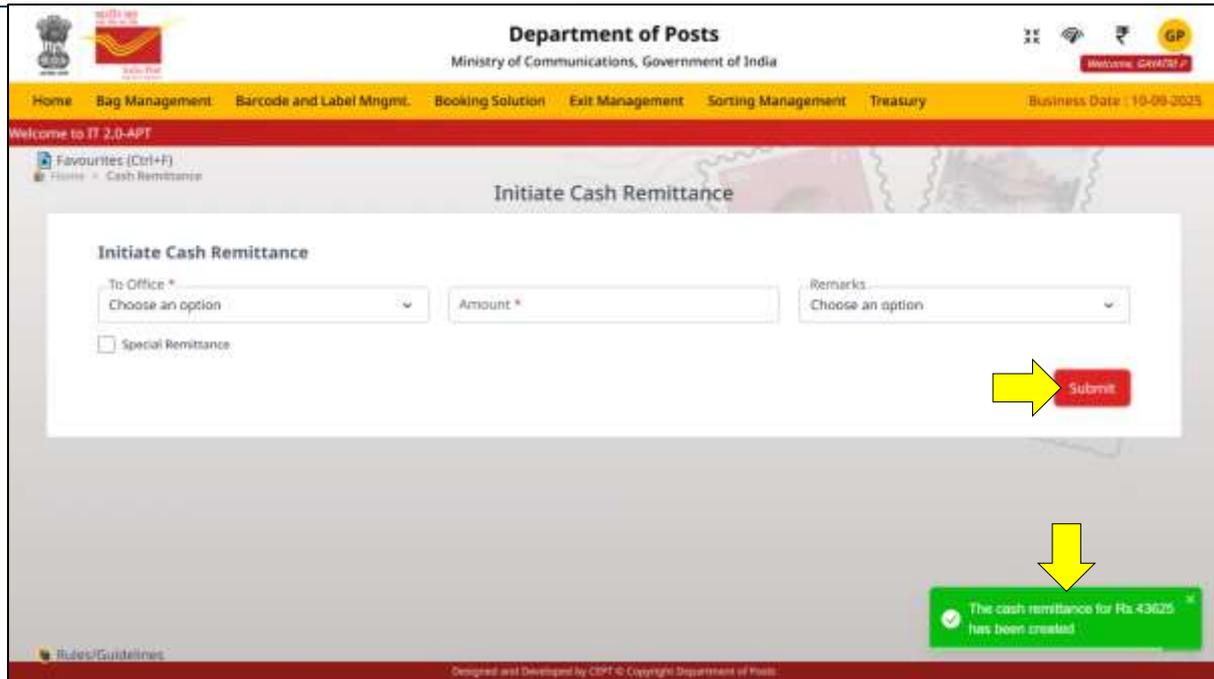
Choose an option

- 10322380-A MARI ANTHONY-Multi Tasking Staff
- 10042163-A N SURIYAKUMAR-LSG RMS
- 10143152-AKILA C-Sorting Assistant
- 10356813-Arutha B R-Multi Tasking Staff
- 10268367-ARIF PASHA S K-Sorting Assistant
- 10269010-ASHWINI A M-Sorting Assistant
- 10041958-B C HEMAVATHI-Multi Tasking Staff
- 10042062-B R PRAMODNAYKA-Sorting Assistant
- 10042077-B S RAJASHEKARAMURTHY-Sorting Assistant
- 10295438-BASAVARAJA K-Sorting Assistant
- 10268976-BASAVARAJU M-Sorting Assistant
- 10296021-BHARAVI C-Sorting Assistant
- 10290596-BHARATHI MANJU GONDA-Mail Guard
- 10317717-BRUNDA Y-Multi Tasking Staff
- 10042013-C C MANJAPPA-Mail Guard

Choose an option Choose an option

Currency Type	Denomination	No. of Notes/Coins	Value
Coin	0.01		
Coin	0.5		
Coin	1		

Upon selecting the line item, choose the employee from the list with whom the cash is being remitted.

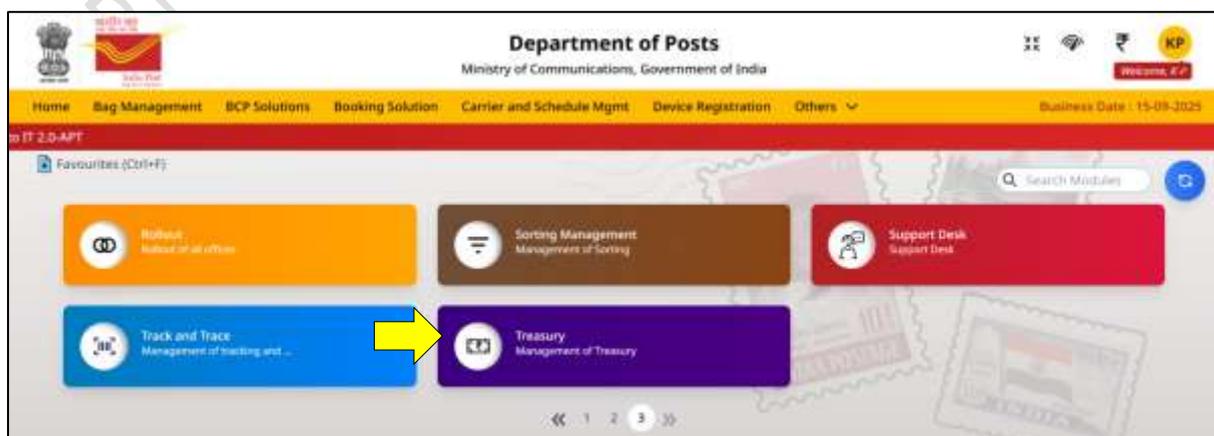


After selecting the employee name, click the ‘Submit’ button. The cash will be remitted to the Record Office, and a success message will appear in the bottom-right corner of the screen.

7.12 Transfer of cash from Record Office to mapped Post Office

Prior to transfer cash from Record Office (HRO/SRO/RO) to the mapped Post Office, the respective Post Office should be mapped as Cash Office to the Record Office by the Circle Office.

7.12.1 Initiate cash transfer

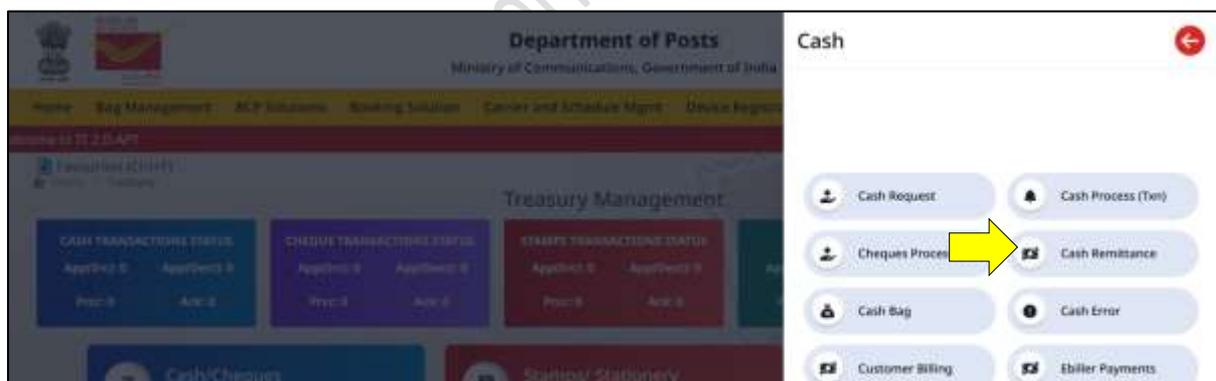




For transferring cash to the mapped Post Office, click on ‘Treasury’ card.



Upon clicking the ‘Treasury’ card, Treasury Management screen will be opened. In the screen click on ‘Cash/Cheque’ sub-card.



Upon clicking ‘Cash/Cheque’ sub-card, few options will be displayed on the right side of the screen. Click on ‘Cash Remittance’ option.



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Favourites (Ctrl+F)
Home Cash Remittance

Initiate Cash Remittance

To Office *
Mysuru H.D.
Choose an option
Mysuru H.D.
Mysuru NSH

Amount *
62281

Remarks
Excess Cash Remittance

Employee ID 1 *
10041943-GOWRAMMA-Multi Tasking Staff

Employee ID 2
Choose an option

Upon clicking 'Cash Remittance' option, 'Initiate Cash Remittance' screen will open. In the screen choose a Post Office name to which the cash is being remitted and enter the amount.

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Home Bag Management BCP Solutions Booking Solution Carrier and Schedule Mgmt Complaint Management Others Business Date : 18-09-2025

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Favourites (Ctrl+F)
Home Cash Remittance

Initiate Cash Remittance

To Office *
Mysuru H.D.

Amount *
62281

Remarks
Excess Cash Remittance
Choose an option
Excess Cash Remittance
Cash Remittance as per Request
Others

Special Remittance

Line Limit *
Loose cash through departmental employee

Employee ID 1 *
10041943-GOWRAMMA-Multi Tasking Staff

Select the remark as 'Excess Cash Remittance' from the 'Remarks' dropdown option. Choose the line limit as 'Loose cash through departmental employee'. Select the employee from 'Employee ID' option.



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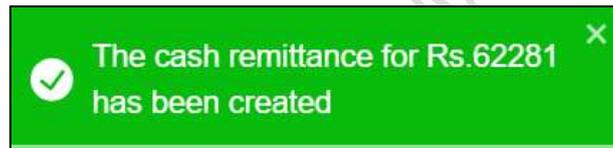


Currency Type	Denomination	No. of Notes/Coins	Value
Coin	0.01	<input type="text"/>	
Coin	0.5	<input type="text"/>	
Coin	1	<input type="text" value="1"/>	1
Coin	5	<input type="text"/>	
Coin	10	<input type="text"/>	
Note	10	<input type="text" value="1"/>	10
Note	20	<input type="text" value="1"/>	20
Note	50	<input type="text" value="5"/>	250
Note	100	<input type="text" value="83"/>	8300
Note	200	<input type="text" value="6"/>	1200
Note	500	<input type="text" value="105"/>	52500

Total: 62281

Rows per page: 19 1-11 of 11

Enter the denomination of the cash. Click on 'Submit' button.



Upon clicking on 'Submit' button, a success message will be displayed on the right bottom corner of the screen.



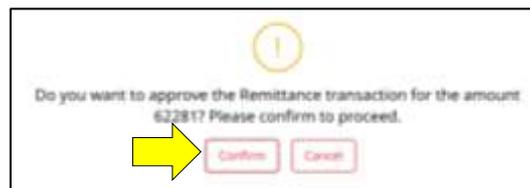
7.12.2 Approve cash transfer



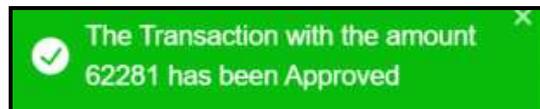
In the Treasury Management, in the dash board under the head 'CASH TRANSACTION STATUS', click on 'Appr(Src)'.



In the Treasury Management, in the dash. Upon clicking the **Src Approve Pending Transactions** screen will open. In the screen check the amount and click on **Approve** button.



Upon clicking the **Approve** button, a pop-up window will open by asking for confirmation. Click on **Confirm** button to complete the cash transfer approve process.



Upon clicking the Confirm button, a success message will be displayed on the right bottom corner of the screen and the amount will be transferred to the mapped Post Office.

8 Accounting procedure

8.1 Generation of DTR

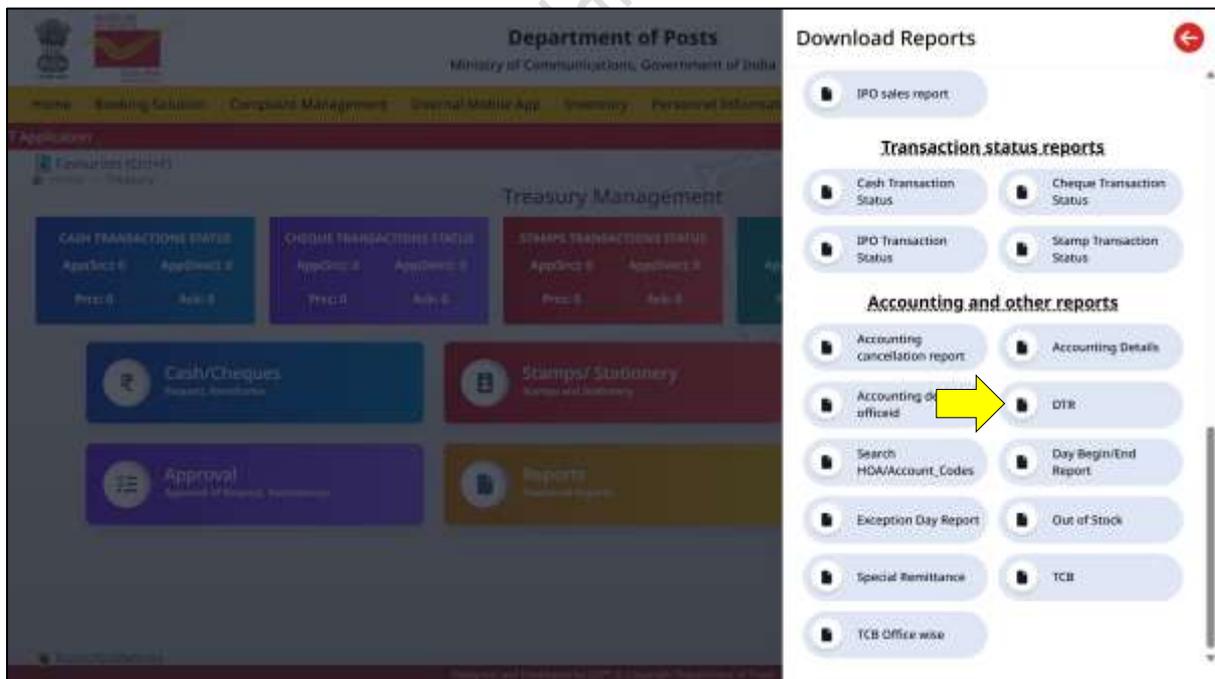
Any booking offices under the control of RMS Division i.e. BNPL Centre, Patrika Channel, Booking counter, BPC, Magazine Post & Logistic Post Centre and Sub Record Offices should generate DTR.



For generating DTR click on **Treasury** card.



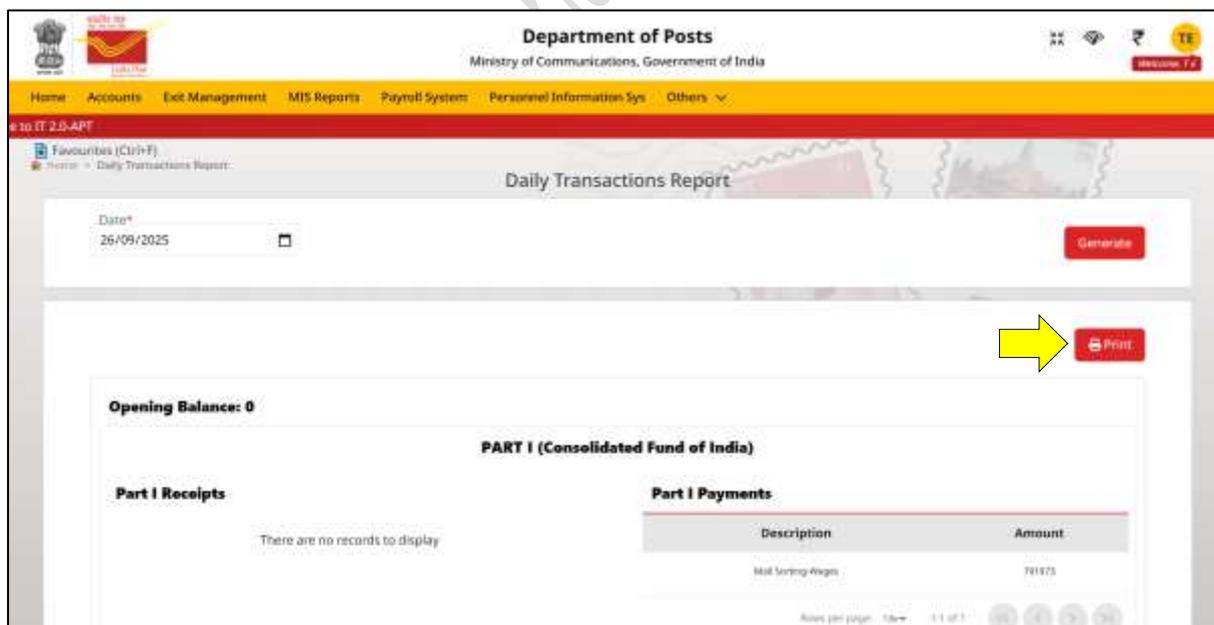
Upon Clicking the **Treasury** card, a dashboard along with few sub-cards will be opened. Click on the **Reports** sub card.



Upon clicking the **Reports** sub-card few options will be opened. Under the head **Accounting and other reports**, click on **DTR** option.



Upon clicking the **DTR** option, **Daily Transaction Report** screen will be opened. In the screen select the business **Date** and click on **Generate** button.



Upon clicking the **Generate** button, DTR will be generated and will be available for printing. Click **Print** button to print the DTR.



CEPT Training Material - Only for internal use



Operational Guide – Railway Mail Service



Department of Posts India

Daily Transactions Report
Report Date: 29-09-2025

Office: Mysuru NSH (21460007)

Generation Date:30-09-2025 : 10:49:47

User: SOWMYA R (10269014)

Min Balance: 1.00
Opening Balance: 0.00

Max Balance: 1,000.00

PART I (Consolidated Fund of India)			
S.No	Details of Transactions	Receipts	Payments
1	PRC-Speed Post	1,990.00	
2	Deduct Prepaid Postage stamps affixed on articles		1,252.00
3	PRC-Speed Post Parcel	3,270.00	
4	PRC- India Post Parcel-Retail	3,864.00	
5	PRC-Registered letter/article	17,339.00	
6	Acknowledgement/POID charges	6,830.00	
Total		33,293.00	1,252.00



Department of Posts India

Daily Transactions Report
Report Date: 29-09-2025

Office: Mysuru NSH (21460007)

Generation Date:30-09-2025 : 10:49:47

User: SOWMYA R (10269014)

PART III (Public Account)			
S.No	Details of Transactions	Receipts	Payments
7	CGST-Collection on Courier Services	2,997.00	
8	SGST-Collection on Courier Services	2,997.00	
9	Cash sent		34,468.00
10	RSAO_Digital Transactions_PO Debit		3,567.00
Total		5,994.00	38,035.00

Part I Receipts:	33,293.00	Part I Payments:	1,252.00
Part III Receipts:	5,994.00	Part III Payments:	38,035.00
Total Receipts:	39,287.00	Total Payments:	39,287.00
Closing Balance			0.00



Department of Posts India

Daily Transactions Report
Report Date: 29-09-2025

Office: Mysuru NSH (21460007)

Generation Date:30-09-2025 : 10:49:47

User: SOWMYA R (10269014)

Closing Balance Details

Item Name	Amount
Cash	0.00
Cash in Transit	34,468.00
Stamp Details	
Total	

Treasurer,
Mysuru NSH

Supervisor,
Mysuru NSH



Part I of DTR contains the **Receipt** and **Payment** transactions related to the **Consolidated Fund Of India**. (Govt. Of India receipts and payments)

Part II of DTR contains the **Receipt** and **Payment** transactions related to the **Public Accounts**.

8.2 Submission DTR to Account Office

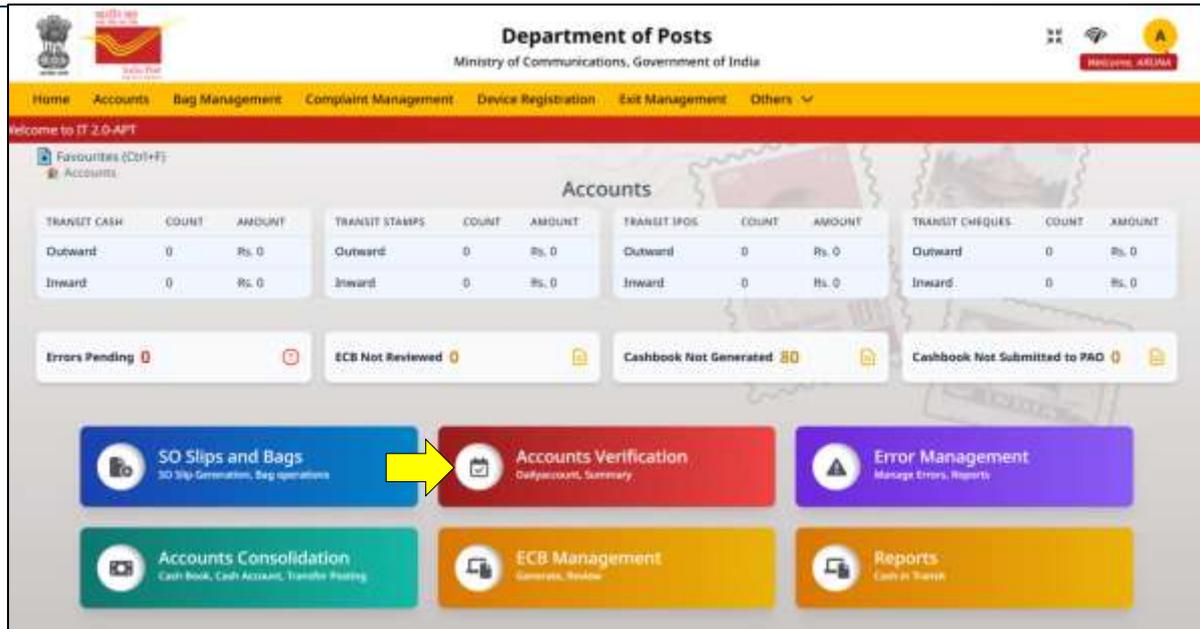
Generated DTR CB should tally with TCB CB on daily basis. The same should submit to the Head Record Office for verification.

8.3 Account verification

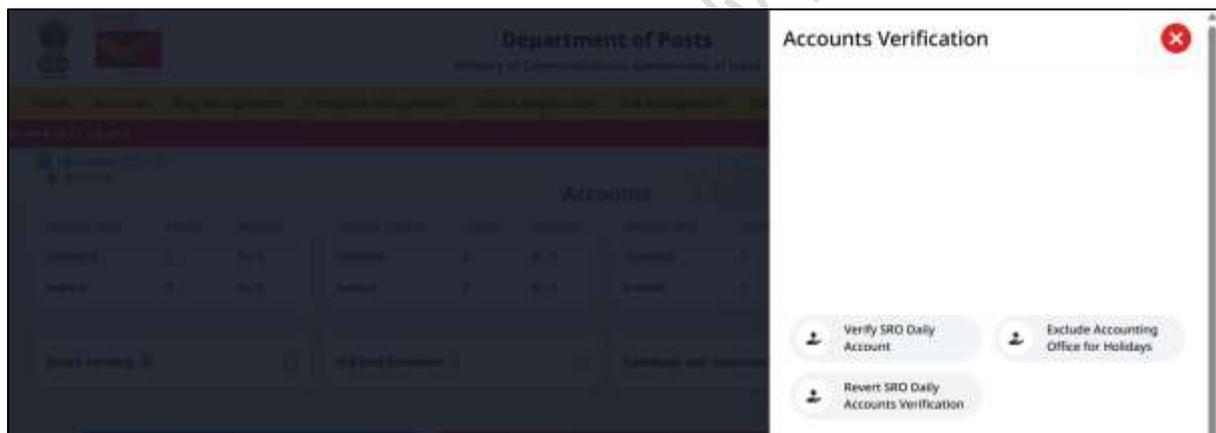
For the Head Record Officer to verify the accounts, the roles of Sub Accounts Operator and Sub Accounts Supervisor should be assigned beforehand.



For Accounts verification click on **Accounts** card.



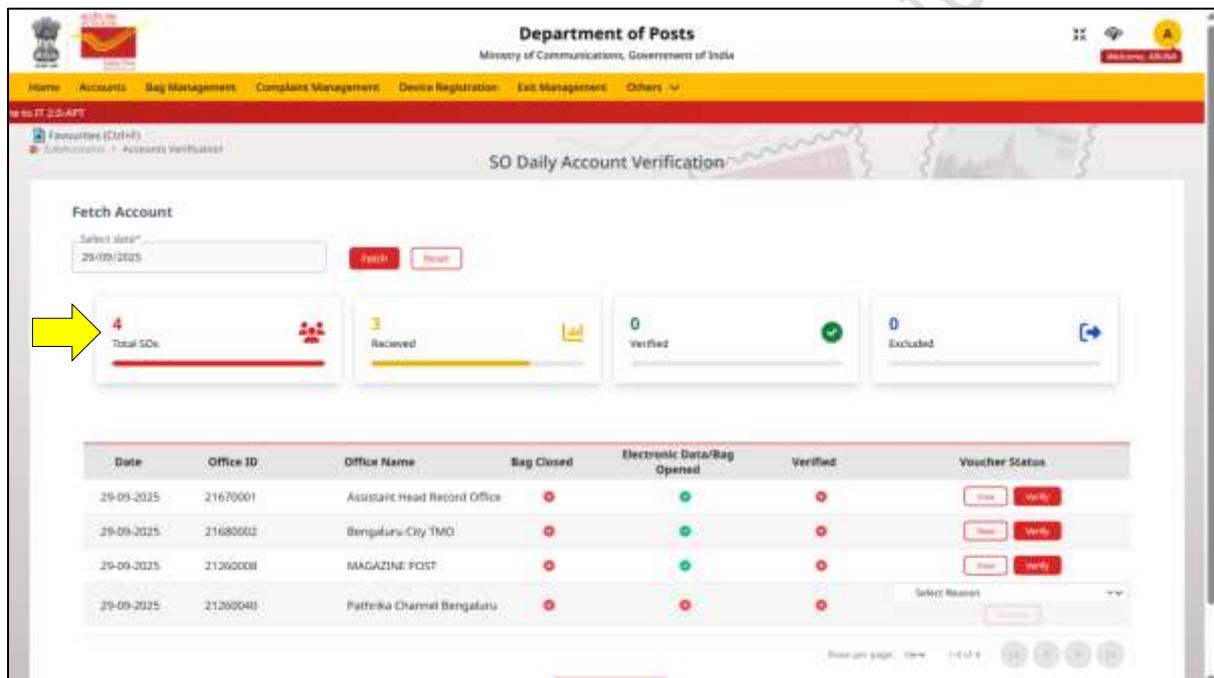
Upon clicking the **Accounts** card, few sub cards and a dash board will be displayed. Click on the **Accounts verification** card.



Upon clicking the **Accounts verification** card, three options will be displayed on the right side of the screen. Click on **Verify SRO Daily Account** option.



Upon clicking the **Verify SRO Daily Account** option daily account verification screen will open. In the screen choose the date from **Select date** option. Click on **Fetch** button.



Upon clicking the **Fetch** button. A dashboard with offices available for Account Verification will be available in a tabular format with columns i.e. date, Office ID, Office name, Bag Closed, Electronic Date/Bag Opened, Verified and Voucher Status. Under Electronic Data/Bag Opened indications of data flow will be shown. To view the Daily Account details of the office click on **View** button.



8.4 Mismatch entry Reconciliation

8.4.1 Modify Mismatch

The screenshot shows the 'SO Daily Account Verification' interface. At the top, there is a 'Fetch Account' section with a date selector set to '24-09-2025' and 'Fetch' and 'Reset' buttons. Below this are four summary cards: 'Total SOs' (30), 'Received' (1), 'Verified' (0), and 'Excluded' (0). The main part of the interface is a table with the following data:

Date	Office ID	Office Name	Bag Closed	Electronic Data/Bag Opened	Verified	Voucher Status
24-09-2025	21600105	Government Electric Factory S.O	⊘	⊘	⊘	Select Reason
24-09-2025	21600108	HSR Layout S.O	⊘	⊘	⊘	Select Reason
24-09-2025	21600115	Kengeri S.O	⊘	⊘	⊘	Select Reason
24-09-2025	21600117	Koramangala I Block S.O	⊘	⊘	⊘	Select Reason
24-09-2025	21600118	Koramangala S.O	⊘	⊘	⊘	Select Reason
24-09-2025	21600119	Koramangala VI Bk S.O	⊘	⊘	⊘	Select Reason
24-09-2025	21600121	Kumbalagode S.O	⊘	⊙	⊘	Select Reason

If there is a **difference between the closing balance of the Treasury Cash Book (TCB) and the Daily Transaction Report (DTR)** while performing the **Treasury Day End**, the system will prompt the user to enter a **Mismatch entry**.

In some cases, the user may have entered the **net mismatch amount** instead of entering it separately as **Receipt mismatch** and **Payment mismatch**. Such entries require correction using the **Modify Mismatch** option.

Once the **Electronic Data** is received, the **View** and **Verify** buttons will be enabled, allowing the **Head Record Officer** to proceed with verifying the Daily Accounts.

The screenshot shows the 'Account Mismatch Reconciliation' window. It contains a table with the following data:

Account Code	Account Code Description	Receipt (R)/ Payment (P)	Amount	Remarks	Actions
8671002400	CBE Data Receipts Mismatch	R	50263	Mismatch transaction	Modify Mismatch, Reconcile
8671003600	Other Data Receipts Mismatch	R	10500	Mismatch transaction	Modify Mismatch, Reconcile

At the bottom right, there is a pagination control showing 'Rows per page: 10' and '1 of 2'.



Upon clicking the **‘Verify’** button, the system opens the **Account Mismatch Reconciliation** window. In this screen, the **Head Record Officer** can review all mismatch entries.

Each entry displays the following details: Account Code, Account Code Description, Receipt (R) / Payment (P) type, Amount and Remarks.

The Supervisor is given two options:

- **Modify Mismatch** (to correct the entry)
- **Reconcile** (to finalize without changes)

Mismatch Account Code	Mismatch Account	Receipt (R) / Payment (P)	Amount
8671002400	CBS Data Receipts Mismatch	R	50263.00

Enter the Account Code and Amount below:

Mismatch Account Code*
Choose an option

Amount*

Add Reset

After selecting **Modify Mismatch**, the system opens the **Account Mismatch Addition** window. In this screen, the following details are displayed at the top for reference: Mismatch Account Code, Mismatch Account, Receipt (R) / Payment (P) type and Mismatch Amount.

Below, the Supervisor is prompted to **enter the corrected mismatch entries**.

Two input fields are provided:

- **Mismatch Account Code** (drop-down selection)
- **Amount** (to be entered manually)
- The **Head Record Officer** must **choose the correct Account Code** from the drop-down list. This list includes the option **Other Data Receipts Mismatch**.

Once the appropriate **Mismatch Account Code** is selected, the Head Record Officer can proceed to enter the **actual mismatch amount** for that category (receipt), instead of using the earlier net figure.



Mismatch Account Code	Mismatch Account	Receipt (R) /Payment (P)	Amount
8671002400	CBS Data Receipts Mismatch	R	50263.00

Enter the Account Code and Amount below:

Mismatch Account Code*
8671002400 - CBS Data Receipts Mismatch

Amount*
25000

Add **Reset**

Add Mismatch

For instance, in this screen, the **Head Record Officer** has selected the correct **Account Code** – **8671002400 – CBS Data Receipts Mismatch** from the drop-down list. After selecting the proper **Mismatch Account Code**, the user must enter the **remaining receipt amount**, excluding the amount already entered during the mismatch entry.

➔ **Example:** The **Total CBS Receipt** is **₹75,263**, out of which a **net amount of ₹50,263** was already added in the mismatch entry. Therefore, the **remaining ₹25,000** is to be entered in the **Amount** field.

Once the value is entered, click on the **“Add”** button to include this entry.

Mismatch Account Code	Mismatch Account	Receipt (R) /Payment (P)	Amount
8671002400	CBS Data Receipts Mismatch	R	50263.00

Enter the Account Code and Amount below:

Mismatch Account Code*
Choose an option

Amount*

Add **Reset**

Sl No	Account Code	Account Code Description	Receipt (R) /Payment (P)	Amount	Action
1	8671002400	CBS Data Receipts Mismatch	R	25000.00	

Existing Receipts	New Receipts Entered	Total Mismatch Receipts (Existing + New Receipts)	Existing Payments	New Payments Entered	Total Mismatch Payments (Existing + New Payments)
50263.00	25000.00	75263.00	0.00	0.00	0.00

Add Mismatch

Once the entry is added, it will be displayed in the table below. At this stage, the **“Add Mismatch”** button is not highlighted because the user has not yet entered the **Payment-side Mismatch Code**.



Account Mismatch Addition

Mismatch Account Code	Mismatch Account	Receipt (R) / Payment (P)	Amount
8671002400	CBS Data Receipts Mismatch	R	50263.00

Enter the Account Code and Amount below:

Mismatch Account Code*
Choose an option

Amount*

Add **Reset**

Sr No	Account Code	Account Code Description	Receipt (R) / Payment (P)	Amount	Action
1	8671002400	CBS Data Receipts Mismatch	R	25000.00	
2	8671002600	CBS Data Payments Mismatch	P	25000.00	

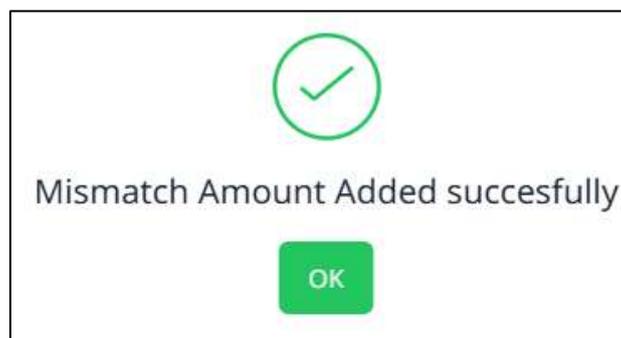
Existing Receipts	New Receipts Entered	Total Mismatch Receipts (Existing + New Receipts)	Existing Payments	New Payments Entered	Total Mismatch Payments (Existing + New Payments)
50263.00	25000.00	75263.00	0.00	25000.00	25000.00

Add Mismatch

Once the **payment-side mismatch entry** is added by the **Head Record Officer**, the transaction gets balanced since both the **receipt** and **payment** entries are now captured. At this stage, the **“Add Mismatch”** button will be highlighted. After carefully scrutinizing the modified mismatch entries, the user can proceed by clicking on the **“Add Mismatch”** button.



Upon clicking the **“Add Mismatch”** button, a confirmation pop-up message will be displayed. To proceed with saving the modified mismatch entries, click on **“Yes”**.





On confirming the pop-up message, the system will display a success message “**Mismatch Amount Added successfully**”.

Account Code	Account Code Description	Receipt (R)/ Payment (P)	Amount	Remarks	Actions
8671002400	CBS Data Receipts Mismatch	R	50263	Mismatch transaction	Modify Mismatch Reconcile
8671003600	Other Data Receipts Mismatch	R	10500	Mismatch transaction	Modify Mismatch Reconcile
8671002400	CBS Data Receipts Mismatch	R	25000	Mismatch addition by Subaccounts	Modify Mismatch Reconcile
8671002600	CBS Data Payments Mismatch	P	25000	Mismatch addition by Subaccounts	Modify Mismatch Reconcile

The user can observe that earlier only two mismatch entries were available in the **Account Mismatch Reconciliation** table. After performing the **Modify Mismatch** process, two additional entries have been added. Now, these entire mismatch entries displayed in the table must be **reconciled to the correct account codes** to ensure proper balancing of Treasury accounts.

8.4.2 Mismatch Reconciliation

Account Code	Account Code Description	Receipt (R)/ Payment (P)	Amount	Remarks	Actions
8671002400	CBS Data Receipts Mismatch	R	50263	Mismatch transaction	Modify Mismatch Reconcile
8671003600	Other Data Receipts Mismatch	R	10500	Mismatch transaction	Modify Mismatch Reconcile
8671002400	CBS Data Receipts Mismatch	R	25000	Mismatch addition by Subaccounts	Modify Mismatch Reconcile
8671002600	CBS Data Payments Mismatch	P	25000	Mismatch addition by Subaccounts	Modify Mismatch Reconcile

Now, all these **four mismatch entries** listed in the *Account Mismatch Reconciliation* table are to be reconciled to their **appropriate Account Codes**. To initiate the reconciliation process, the *Head Record Officer* needs to click on the **Reconcile** button provided against each mismatch entry.



Account Mismatch Reconciliation Posting

Account Code	Mismatch Account	Receipt (R) /Payment (P)	Amount to be Reconciled
8671002400	CBS Data Receipts Mismatch	R	50263.00

Enter the Account Code and Reconciliation Amount below:

Mismatch Account Code*
Choose an option

Account Code@Description

Account Code Description

Amount*

Remarks*

Balance amount to be entered: 50263.00

Now, the mismatch amount of ₹50,263 (CBS Data Receipts Mismatch) needs to be reconciled into the **SB Deposit Account Code**.

➡ To proceed, click on the **Mismatch Account Code** drop-down menu.

Account Mismatch Reconciliation Posting

Account Code	Mismatch Account	Receipt (R) /Payment (P)	Amount to be Reconciled
8671002400	CBS Data Receipts Mismatch	R	50263.00

Enter the Account Code and Reconciliation Amount below:

Mismatch Account Code*
Choose an option

Account Code@Description

Account Code Description

Remarks*

Balance amount to be entered: 50263.00

From the **Mismatch Account Code** drop-down, choose the correct account code.



The screenshot shows the 'Account Mismatch Reconciliation Posting' window. At the top, there is a table with the following data:

Account Code	Mismatch Account	Receipt (R) / Payment (P)	Amount to be Reconciled
8671002400	CBS Data Receipts Mismatch	R	50263.00

Below the table, the form prompts the user to 'Enter the Account Code and Reconciliation Amount below:'. The 'Mismatch Account Code*' dropdown is set to '8671002400 - CBS Data Receipts Mismatch'. The 'Account Code*' dropdown is set to '8001000100 - Post Office Savings Bank Account - Receipts'. The 'Amount*' field is empty. There are 'Add' and 'Reset' buttons. At the bottom, it says 'Balance amount to be entered: 50263.00'.

In the “**Account Code**” field, type a few characters of the required account code. The system will automatically display all matching account codes. From the displayed list, select the **correct Account Code** to which the mismatch entry needs to be reconciled.

The screenshot shows the 'Account Mismatch Reconciliation Posting' window with the form filled out. The table at the top remains the same. In the form below, the 'Account Code*' dropdown is now set to '8001000100'. The 'Account Code Description' field is populated with 'Post Office Savings Bank Account -Receipts'. The 'Amount*' field is now filled with '50263'. The 'Remarks*' field is filled with 'deposit'. The 'Add' and 'Reset' buttons are still present. At the bottom, it says 'Balance amount to be entered: 50263.00'.

Once the **Account Code** is selected, the **Account Code Description** field will be auto-filled by the system. Enter the **Amount** to be classified into the chosen account code, then provide suitable **Remarks**. After completing the details, click on the “**Add**” button to include the transaction.



Account Mismatch Reconciliation Posting

Account Code	Mismatch Account	Receipt (R) /Payment (P)	Amount to be Reconciled
8671002400	CBS Data Receipts Mismatch	R	50263.00

Enter the Account Code and Reconciliation Amount below:

Mismatch Account Code*
8671002400 - CBS Data Receipts Mismatch

Account Code/Description

Account Code Description

Amount*

Remarks*

Add **Reset**

Balance amount to be entered: 0.00

Sl No	Account Code	Account Code Description	Amount	Remarks	Action
1	8001000100	Post Office Savings Bank Account - Receipts	50263.00	sb deposit	

Post

The added transaction will be displayed in the table as shown above. If the entered **Amount** matches the **Amount to be Reconciled** for the selected **Mismatch Account Code**, the **“Post”** button will be highlighted. If it does not match, the user must continue adding all necessary transaction particulars until the total added transaction amount tallies with the **Amount to be Reconciled**. Once the amounts are balanced, click on the **“Post”** button to proceed.

Mismatch Account Code*
8671002400 - CBS Data Receipts Mismatch

Account Code/Description

Account Code Description

Amount*

Are you sure you want to post the transaction?

YES **NO**

Balance amount to be entered: 0.00

Sl No	Account Code	Account Code Description	Amount	Remarks	Action
1	8001000100	Post Office Savings Bank Account - Receipts	50263.00	sb deposit	

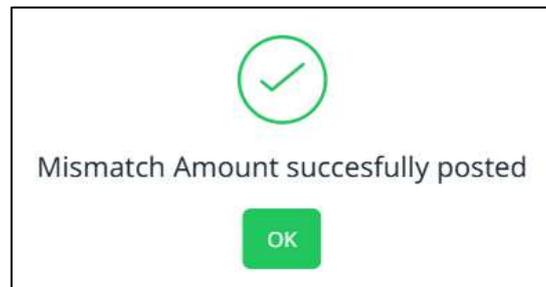
Post



On clicking **Post**, the system prompts a confirmation message:

“Are you sure you want to post the transaction?”

The user must carefully review and then click **Yes** to confirm reconciliation.



On successful posting, the system displays a confirmation message: **“Mismatch Amount successfully posted”**.

This indicates that the mismatch entry has been successfully reconciled to the correct account code.

Account Code	Account Code Description	Receipt (R)/ Payment (P)	Amount	Remarks	Actions
8671003600	Other Data Receipts Mismatch	R	10500	Mismatch transaction	Modify Mismatch Reconcile
8671002400	CBS Data Receipts Mismatch	R	25000	Mismatch addition by Subaccounts	Modify Mismatch Reconcile
8671002600	CBS Data Payments Mismatch	P	25000	Mismatch addition by Subaccounts	Modify Mismatch Reconcile

Once the mismatch amount is successfully **posted (reconciled)**, it will no longer appear in the list of pending mismatch entries. As shown above, the reconciled entry has disappeared from the list. Now, the user must proceed to reconcile the remaining three mismatch entries by following the same process explained in the earlier steps.

Click on **Reconcile** button against ‘Other Data Receipts Mismatch’ of ₹10,500.



Account Mismatch Reconciliation Posting

Account Code	Mismatch Account	Receipt (R) /Payment (P)	Amount to be Reconciled
8671003600	Other Data Receipts Mismatch	R	10500.00

Enter the Account Code and Reconciliation Amount below:

Mismatch Account Code*
Choose an option
Choose an option
8671002400 - CBS Data Receipts Mismatch
8671002800 - PLD/RPLI Data Receipts Mismatch
8671003200 - JFFE Data Receipts Mismatch
8671003600 - Other Data Receipts Mismatch

Account Code Description

Remarks*

Add Reset

Balance amount to be entered: 10500.00

To reconcile *Other Data Receipts Mismatch* of ₹10,500, click on the **Mismatch Account Code** dropdown. From the list, select the appropriate mismatch account code (8671003600 – Other Data Receipts Mismatch).

Account Mismatch Reconciliation Posting

Account Code	Mismatch Account	Receipt (R) /Payment (P)	Amount to be Reconciled
8671003600	Other Data Receipts Mismatch	R	10500.00

Enter the Account Code and Reconciliation Amount below:

Mismatch Account Code*
8671003600 - Other Data Receipts Mismatch

Account Code Description

Account Code*
money o

1201004000 - Commission on Inland Money Orders
8781000100 - Money Order, Receipts

Amount*

Add Reset

Balance amount to be entered: 10500.00

In the **Account Code** field, type a few characters (e.g., “money o”) to search for the relevant account. The system will display all related account codes. From the list, select the correct one.



Operational Guide – Railway Mail Service



Account Mismatch Reconciliation Posting

Account Code	Mismatch Account	Receipt (R) /Payment (P)	Amount to be Reconciled
8671003600	Other Data Receipts Mismatch	R	10500.00

Enter the Account Code and Reconciliation Amount below:

Mismatch Account Code*
8671003600 - Other Data Receipts Mismatch

Account Code@Description
8781000100 Money Order_ Receipts

Amount*
10000

Remarks*
emo booking

Add **Reset**

Balance amount to be entered: 10500.00

Post

Here, the Head Record Officer has selected **8781000100 – Money Order Receipts** as the correct account code. In the **Amount** field, ₹10,000 has been entered, and remarks are added as “emo booking.” Then click the **Add** button.

Account Mismatch Reconciliation Posting

Account Code	Mismatch Account	Receipt (R) /Payment (P)	Amount to be Reconciled
8671003600	Other Data Receipts Mismatch	R	10500.00

Enter the Account Code and Reconciliation Amount below:

Mismatch Account Code*
8671003600 - Other Data Receipts Mismatch

Account Code@Description
8781000100 Money Order_ Receipts

Amount*
10000

Remarks*
emo booking

Add **Reset**

Balance amount to be entered: 500.00

Sl No	Account Code	Account Code Description	Amount	Remarks	Action
1	8781000100	Money Order_ Receipts	10000.00	emo booking	

Post



Operational Guide – Railway Mail Service



Once added, the entry will appear in the table below. Notice that the balance amount to be entered is now ₹500 (since only ₹10,000 has been mapped out of ₹10,500). The user must add another transaction to complete the reconciliation.

Account Mismatch Reconciliation Posting

Account Code	Mismatch Account	Receipt (R) / Payment (P)	Amount to be Reconciled
8671003600	Other Data Receipts Mismatch	R	10500.00

Enter the Account Code and Reconciliation Amount below:

Mismatch Account Code*
8671003600 - Other Data Receipts Mismatch

Account Code Description

Amount*

Remarks*

Balance amount to be entered: 0.00

Sl No	Account Code	Account Code Description	Amount	Remarks	Action
1	8781000100	Money Order_ Receipts	10000.00	ems booking	<input type="button" value="✖"/>
2	1201004000	Commission on Inland Money Orders	500.00	ems booked	<input type="button" value="✖"/>

Now, the remaining ₹500 is reconciled by selecting **1201004000 – Commission on Inland Money Orders**. After reconciliation entries are added, click the **Post** button.



Are you sure you want to post the transaction?

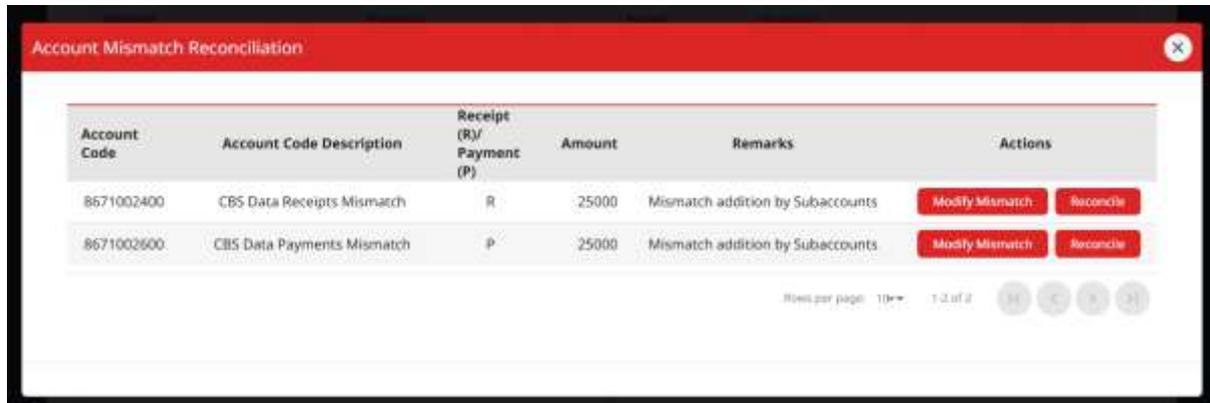
A confirmation message appears: “Are you sure you want to post the transaction?” Review carefully and then click **Yes**.



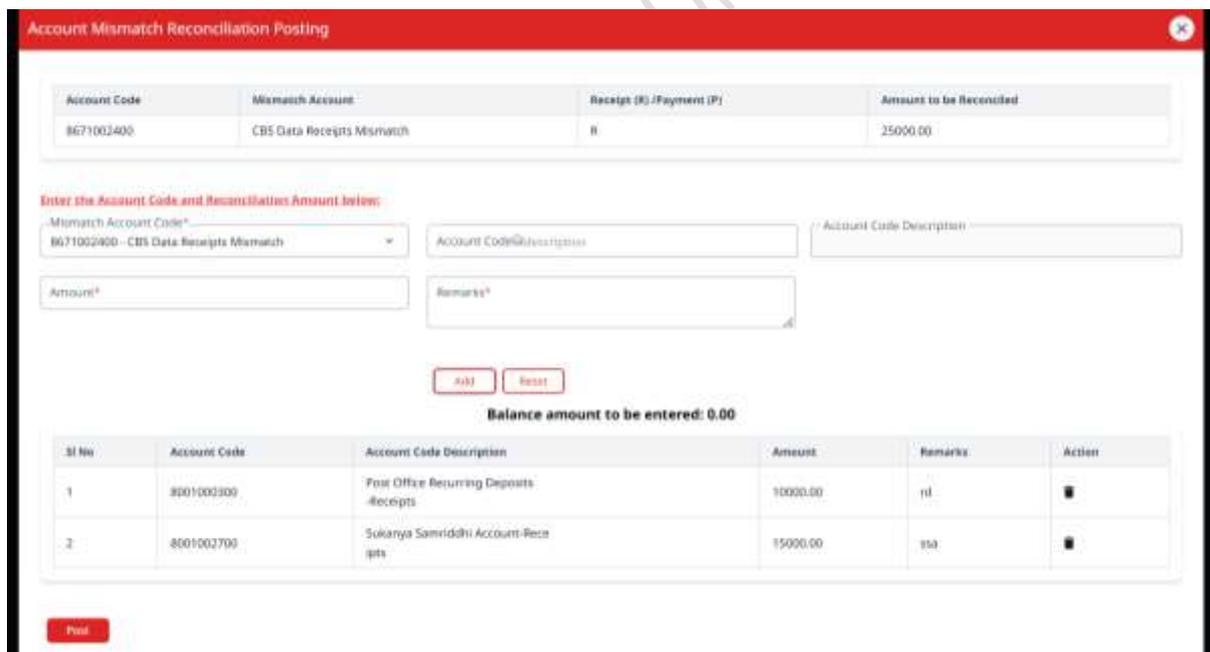
Mismatch Amount succesfully posted



On confirmation, the system shows a green message: **“Mismatch Amount successfully posted.”** This indicates that the ₹10,500 mismatch has been reconciled and removed from pending mismatches.



Now, the **Account Mismatch Reconciliation** screen refreshes. You can see that the ₹10,500 entry has been removed, and only the remaining mismatches are displayed (CBS Data Receipts Mismatch ₹25,000 and CBS Data Payments Mismatch ₹25,000). The next step is to reconcile these pending entries one by one.



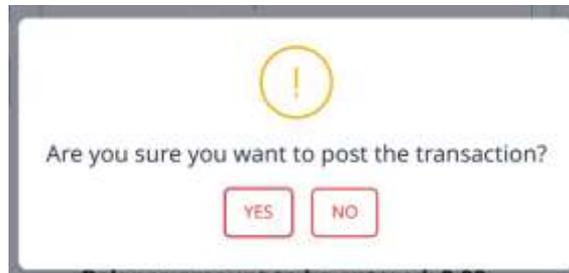
The system shows the reconciliation screen for mismatch amount ₹25,000 under *CBS Data Receipts Mismatch*.

The Head Record Officer has already classified this mismatch amount into two correct account heads as explained in the previous steps. For example:

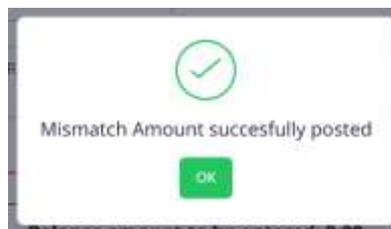
- ₹10,000 → **Post Office Recurring Deposits – Receipts (RD)**



- ₹15,000 → Sukanya Samridhi Account – Receipts (SSA)
Since the balance amount to be entered is now **0.00**, the **Post** button is enabled.
The user should now click on **Post** to finalize the reconciliation.



On clicking the **Post** button, the system displays a confirmation message: **“Are you sure you want to post the transaction?”** The user must carefully review the entries, and then click **Yes** to confirm posting.



After confirmation, the system displays a success message: **“Mismatch Amount successfully posted”**. Click on **OK** to proceed.

Account Code	Account Code Description	Receipt (R)/ Payment (P)	Amount	Remarks	Actions
8671002600	CBS Data Payments Mismatch	P	25000	Mismatch addition by Subaccounts	Modify Mismatch Reconcile

Items per page: 10 of 1 1 of 1

The system now returns to the list of pending mismatch entries. Only one entry remains: **₹25,000**
To reconcile this, click on the **Reconcile** button against the mismatch entry.



Account Mismatch Reconciliation Posting

Account Code	Mismatch Account	Receipt (R) /Payment (P)	Amount to be Reconciled
8671002600	CBS Data Payments Mismatch	P	25000.00

Enter the Account Code and Reconciliation Amount below:

Mismatch Account Code*
8671002600 - CBS Data Payments Mismatch

Account Code Description

Amount*

Remarks*

Balance amount to be entered: 0.00

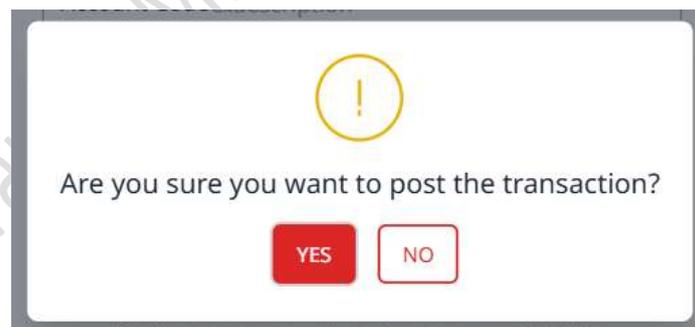
Sl No	Account Code	Account Code Description	Amount	Remarks	Action
1	8001000200	Post Office Savings Bank Account - Payments	25000.00	sb withdrawal	<input type="button" value="Delete"/>

The reconciliation posting screen for ₹25,000 opens.

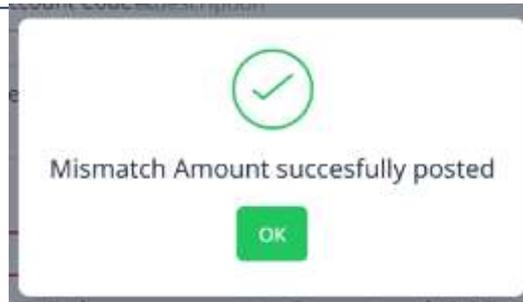
Here, the Head Record Officer has classified the mismatch under:

- **Account Code: 8001000200 – Post Office Savings Bank Account – Payments**
- **Amount: ₹25,000**
- **Remarks: SB Withdrawal**

As the balance amount to be entered is **0.00**, the **Post** button becomes enabled. Click on **Post** to proceed.



A confirmation pop-up is displayed: **“Are you sure you want to post the transaction?”**
The user must review and click **Yes** to confirm posting.



Once confirmed, the system displays the success message:

- “Mismatch Amount successfully posted”**, Click on **OK** to complete the process.
- With this, all mismatch entries for the day have been reconciled and cleared.

SO Daily Account verification

DAILY ACCOUNT OF Kumbalagodu S.O(Office ID :21660121) dated 24-09-2025

Opening Balance	Actual Receipts	Mismatch Receipts	Total Receipts	Actual Payments	Mismatch Payments	Total Payments	Closing Balance
0	0	60763	60763	0	0	0	60763

RECEIPTS

SELECT	DESCRIPTION	ACCOUNT CODE	AMOUNT
<input type="radio"/>	CBS Data_Receipts_Mismatch	8671002400	50263
<input type="radio"/>	Other Data_Receipts_Mismatch	8671003600	10500

PAYMENTS

SELECT	DESCRIPTION	ACCOUNT CODE	AMOUNT
--------	-------------	--------------	--------

Verify

After clicking the **OK** button, the system redirects the user to the **SO Daily Account Verification** screen. To refresh the data, the user must click on the **close icon** provided in the top-right corner and return to the same page. Once refreshed, the screen will display the updated details, including **Actual Receipts, Mismatch Receipts, Actual Payments, and Mismatch Payments**, as shown in the image below.



SO Daily Account verification

DAILY ACCOUNT OF Kumbalagodu S.O.(Office ID :21660121) dated 24-09-2025

Opening Balance	Actual Receipts	Mismatch Receipts	Total Receipts	Actual Payments	Mismatch Payments	Total Payments	Closing Balance
0	85763	110763	196526	25000	110763	135763	60763

RECEIPTS

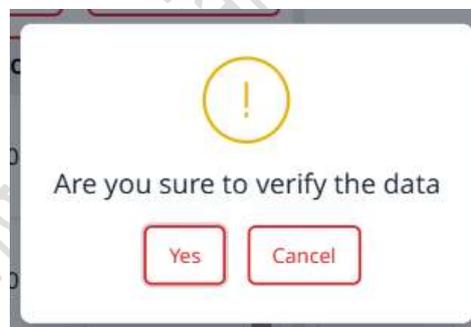
SELECT	DESCRIPTION	ACCOUNT CODE	AMOUNT
<input type="checkbox"/>	Commission on Inland Money Orders	1201004000	500
<input type="checkbox"/>	Post Office Savings Bank Account - Receipts	8001000100	50263
<input type="checkbox"/>	Post Office Recurring Deposits - Receipts	8001000300	10000
<input type="checkbox"/>	Sukanya Samridhi Account- Receipts	8001002700	15000

PAYMENTS

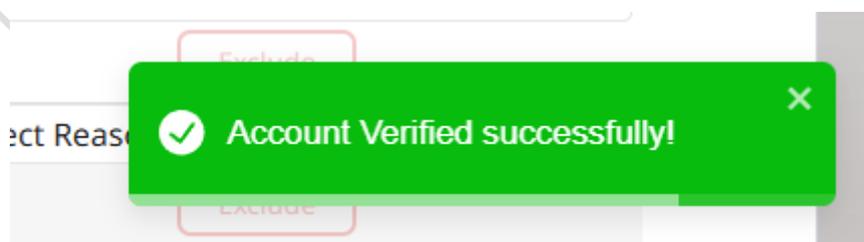
SELECT	DESCRIPTION	ACCOUNT CODE	AMOUNT
<input type="checkbox"/>	Post Office Savings Bank Account - Payments	8001000200	25000
<input type="checkbox"/>	CBS Data_Receipts_Mismatch_Cleared	8671002500	75263
<input type="checkbox"/>	CBS Data_Payments_Mismatch	8671002600	25000
<input type="checkbox"/>	Other Data_Receipts_Mismatch_Cleared	8671003700	10500

Verify

Once the user is satisfied with the classification of the Daily Accounts, user can click on the **Verify** button.



System will throw you a pop-up message to confirm the verification. Click on **Yes**.



A pop-up message “**Account Verified successfully!**” will be displayed as shown in the above image.



Operational Guide – Railway Mail Service



SO Daily Account Verification

Fetch Account

Select Date: 24-09-2025

Fetch Cancel

30 Total SOs

0 Received

1 Verified

0 Excluded

Date	Office ID	Office Name	Bag Closed	Electronic Data/Bag Opened	Verified	Voucher Status
24-09-2025	21660105	Goverment Electric factory S.O	●	●	●	Select Reason
24-09-2025	21660106	HSR Layout S.O	●	●	●	Select Reason
24-09-2025	21660115	Kengeri S.O	●	●	●	Select Reason
24-09-2025	21660117	Koramangala 1 Block S.O	●	●	●	Select Reason
24-09-2025	21660118	Koramangala S.O	●	●	●	Select Reason
24-09-2025	21660119	Koramangala VI Bk S.O	●	●	●	Select Reason
24-09-2025	21660121	Kumbalagodu S.O	●	●	●	Verified
24-09-2025	21660124	Mavalli S.O	●	●	●	Select Reason
24-09-2025	21660093	Nayondahalli S.O	●	●	●	Select Reason

Once the verification of Daily account of a SO is completed, then '**Voucher status**' will be changed to '**Verified**' as shown in the above image.

SO Daily Account

DAILY ACCOUNT OF Bengaluru City TMD (Office ID :21680002) dated 25-09-2025

Opening Balance	Actual Receipts	Mismatch Receipts	Total Receipts	Actual Payments	Mismatch Payments	Total Payments	Closing Balance
284	530	0	530	530	0	530	284

RECEIPTS

DESCRIPTION	ACCOUNT CODE	AMOUNT
PRC-Speed Post	1201009600	70
PRC-Speed Post Parcel	1201003400	360
Acknowledgement/POSD charges	1201011100	20
CGST-Collection on Courier Services	8661000100	40
SGST-Collection on Courier Services	8661000200	40

PAYMENTS

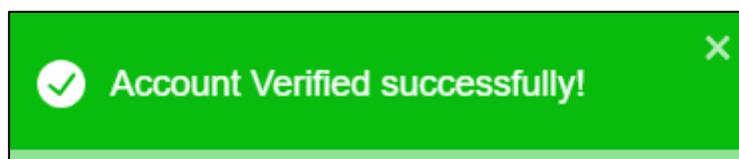
DESCRIPTION	ACCOUNT CODE	AMOUNT
RSAD_Digital Transactions_PO_Debit	8782000100	530

Upon clicking the View button, Daily Account of the selected office will be displayed with details of Opening Balance, Receipts, Payments and Closing Balance.

To verify the daily Accounts click on **Verify** button in the **Daily Account Verification** screen.



Upon clicking the **Verify** button a pop-up window will open by asking **Are you sure to verify the data**. Click on **Yes** button.



Upon clicking the **Yes** button accounts will be verified and a success message will be displayed on the right bottom of the screen.



If any office need to be excluded from account verification, select the reason for excluding from the dropdown option.



Upon selecting the reason, click on the Exclude button.



Operational Guide – Railway Mail Service



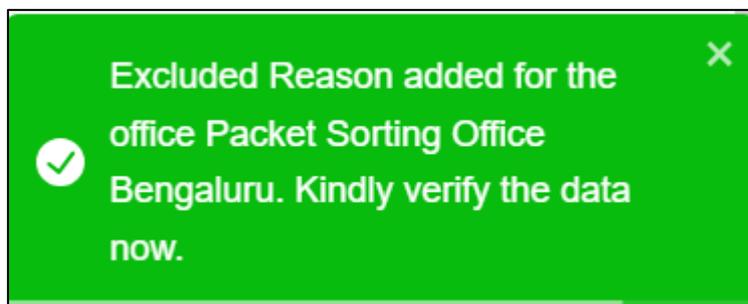
Are you sure to exclude the office data from receipt.



Confirm

Cancel

Upon clicking the **exclude** button a pop-up window will be opened for confirmation of the exemption from account verification. Click on **Confirm** button.



Upon clicking the **Confirm** button, a success message of exclude submission will be displayed on the bottom right corner of the screen.

Opening Balance	Actual Receipts	Mismatch Receipts	Total Receipts	Actual Payments	Mismatch Payments	Total Payments	Closing Balance
0	0	0	0	0	0	0	0

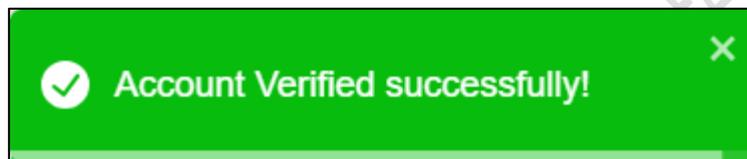
This office is excluded from Accounting. Receipt and Payment are set to 0, and Opening and Closing Balances are the same. Click Verify to complete the process.

Verify

Upon clicking the **Confirm** button, Daily Account of the selected office will be displayed on the screen and ensure the electronic data of the office is NIL and click on **Verify** button.



Upon clicking the **Verify** button, window will pop-up for confirmation of verifying the exclude the office from account verification. Click on **Yes** button.



Upon clicking the Yes button, a success message will be displayed on the right bottom corner of the screen.



After verification of office, excluding status will be shown as **Excluded and Verified**. Also **View SO Summary** button will be highlighted after completion of the account verification of all the offices. Click on the **View SO Summary** button.



Department of Posts India
SUMMARY OF SUBORDINATE OFFICES

HO Name (Office ID)	Head Record Office Bengaluru (21370001)
Report Date	29-09-2025

Total Receipts

Sl No	Account Code	Account Code Description	Amount
Total Receipts			

Total Payments

Sl No	Account Code	Account Code Description	Amount
Total Payments			



Department of Posts India
SUMMARY OF SUBORDINATE OFFICES

HO Name (Office ID)	Head Record Office Bengaluru (21370001)
Report Date	29-09-2025

CONSOLIDATION

Opening Balance of Subordinate Offices	Rs. 6,78,519.00 (Rupees Six Lakh Seventy-Eight Thousand Five Hundred and Nineteen only)
Receipts	Rs. 0.00 (Rupees Zero only)
Payments	Rs. 0.00 (Rupees Zero only)
Closing Balance of Subordinate Offices	Rs. 6,78,519.00 (Rupees Six Lakh Seventy-Eight Thousand Five Hundred and Nineteen only)

Date	Office	Opening Balance	Receipts	Payments	Closing Balance
29-09-2025	MAGAZINE POST	0.00	0.00	0.00	0.00
29-09-2025	NSH Bengaluru Counter	0.00	0.00	0.00	0.00
29-09-2025	Bengaluru Parcel Hub	0.00	0.00	0.00	0.00
29-09-2025	Bengaluru NSH	0.00	0.00	0.00	0.00
29-09-2025	First Class Mail Centre Bengaluru	6,78,519.00	0.00	0.00	6,78,519.00

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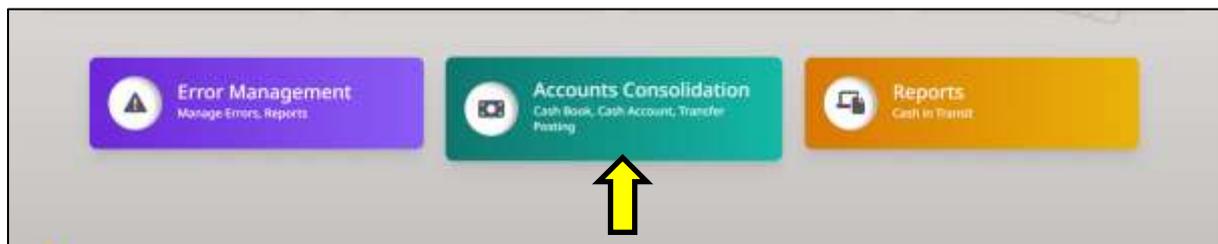
Date	Office	Opening Balance	Receipts	Payments	Closing Balance
29-09-2025	Packet Sorting Office Bengaluru	0.00	0.00	0.00	0.00
29-09-2025	Assistant Head Record Office	0.00	0.00	0.00	0.00
29-09-2025	Bengaluru Bus Station TMO	0.00	0.00	0.00	0.00
29-09-2025	Bengaluru City TMO	0.00	0.00	0.00	0.00
29-09-2025	Bengaluru Transshipment Centre	0.00	0.00	0.00	0.00



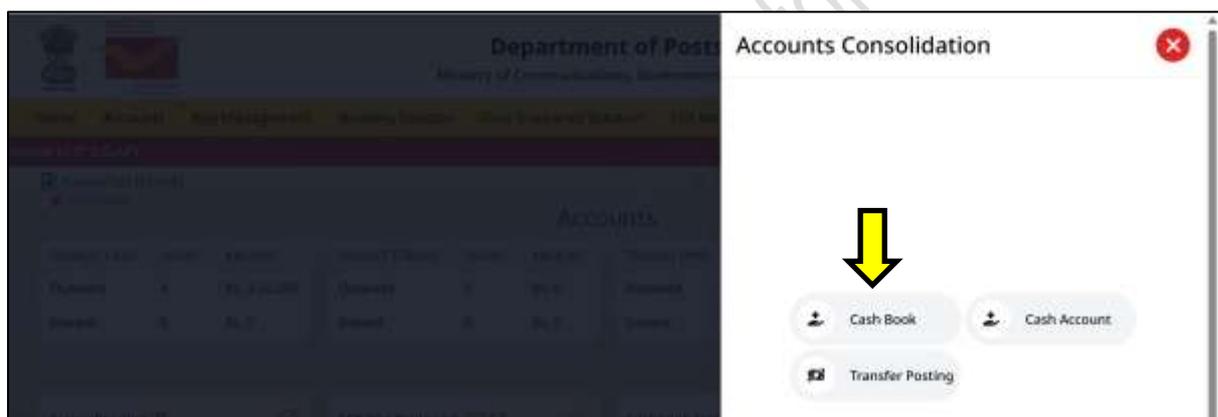
Upon clicking the **View SO Summary** button, So Summary will be generated in PDF format and will be ready for download and to print.

8.5 Cash Book & Cash Account Generation and Submission

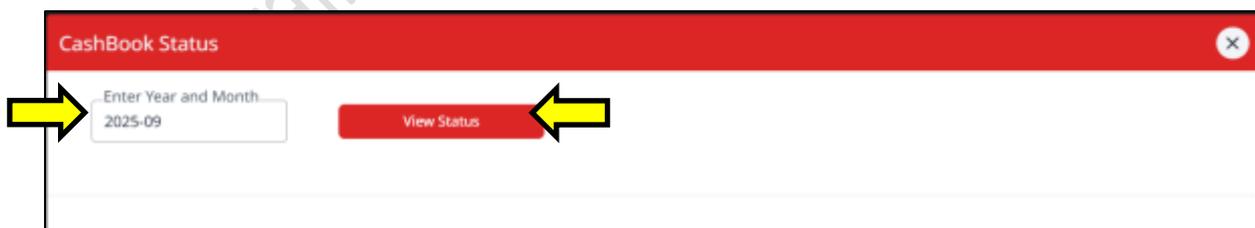
8.5.1 Cash Book Generation



To generate a *Cash Book*, click '**Accounts Consolidation**' in the Accounts card.



Click on '**Cash Book**' option.



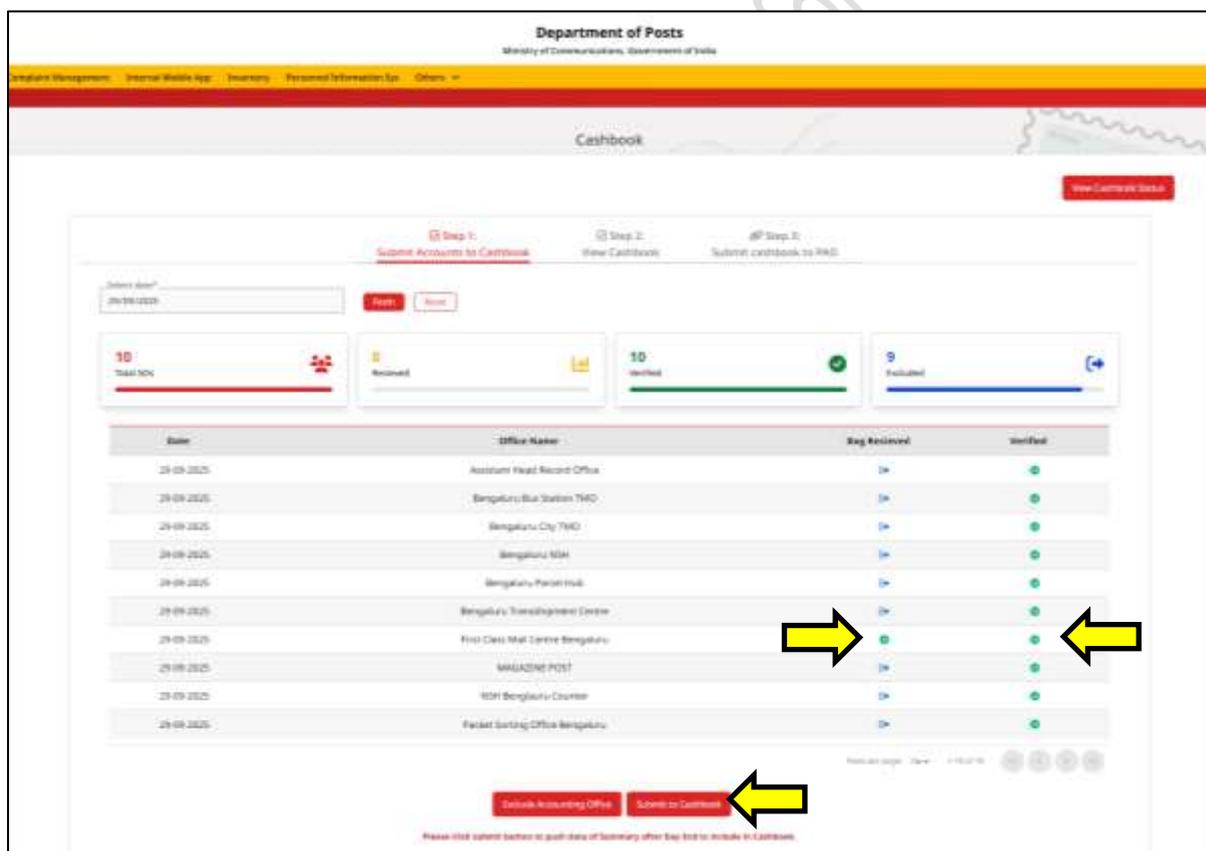
On clicking '**Cash Book**', the system will display the Cash Book generation dashboard showing **No. of Work Days**, **No. of Cash Books not generated**, **No. of Cash Books generated**, and **No. of Cash Books submitted to PAO**. Date-wise cash book generation and submission to PAO can also be checked. Close the window to open the **View Cash Book Status** screen.



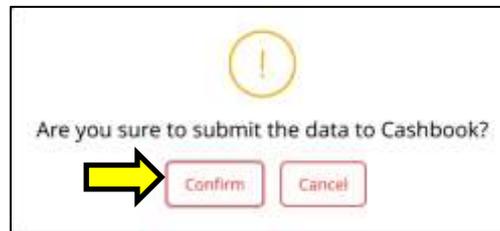
Operational Guide – Railway Mail Service



To initiate submission of accounts to the Cash Book, select the date and click '**Fetch**'.



To generate the Cashbook, all the 'Daily Accounts' from the subordinate offices are to be in *received* and *verified* status, otherwise '**Submit to Cashbook**' button will not be highlighted. Click on the 'Submit to Cashbook' button.



Upon clicking the **Submit to Cashbook** button, message will pop-up with two option. Click on **Confirm** button to generate the **Cash Book**.

Department of Posts India
Cash Book of Hassan H.O
Cashbook Date: 30-06-2025

PART I - RECEIPTS

Account Code	Acct Description	HO Amount	SO Amount	BO Amount	Total	Prog. Total	Grand Total
1201000100	Postage Realized in Cash for Ordinary Services	106	0	0	106	106	212
1201000400	Custom Duty Postage fee/redirection fee	42	162	0	204	348	552
1201000600	PRC-Speed Post	965	3,525	0	4,490	25,385	27,875
1201001200	Sale of Postage Stamps	10,500	1,229.5	0	11,729.5	1,44,757	1,56,486.5
1201002500	PRC-Remotely Managed Flanking Machine	2,800	0	0	2,800	4,953	7,753
1201002700	PRC -International Express-Annual Service	0	0	0	0	5,840	5,840

Once the verified accounts are submitted by clicking '**Submit to Cashbook**', the Cash Book for that date will be generated in PDF format as above.

8.5.2 Submission of Cashbook to PAO





Once the Cash Book is generated for a date, it may be submitted to PAO. Click **'Step 3: Submit Cashbook to PAO'**, select the date, and click **'Submit Cashbook'**.

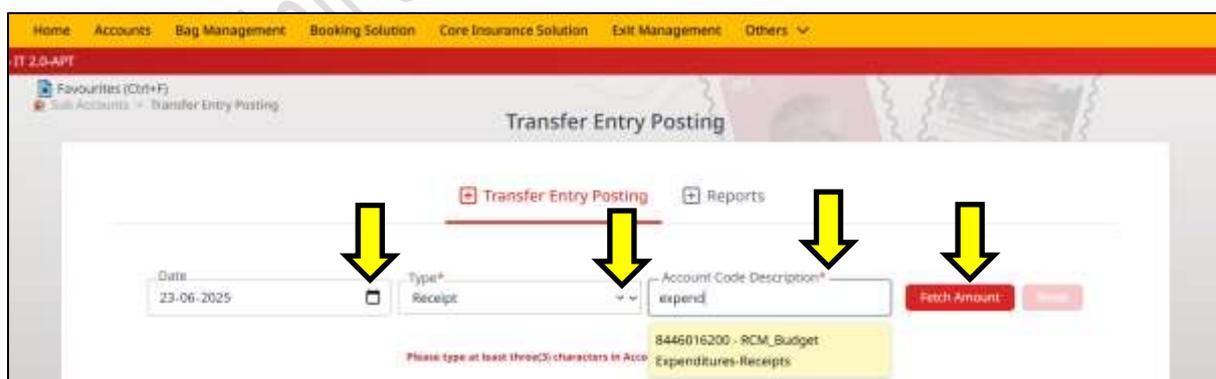


On clicking **'Submit Cashbook'**, a confirmation pop-up will appear. Click **'Confirm'** to submit the Cash Book to PAO. On submission of cash book to PAO, a pop-up message **'Cashbook Submitted successfully'** appears for confirmation.

8.5.3 Transfer Postings



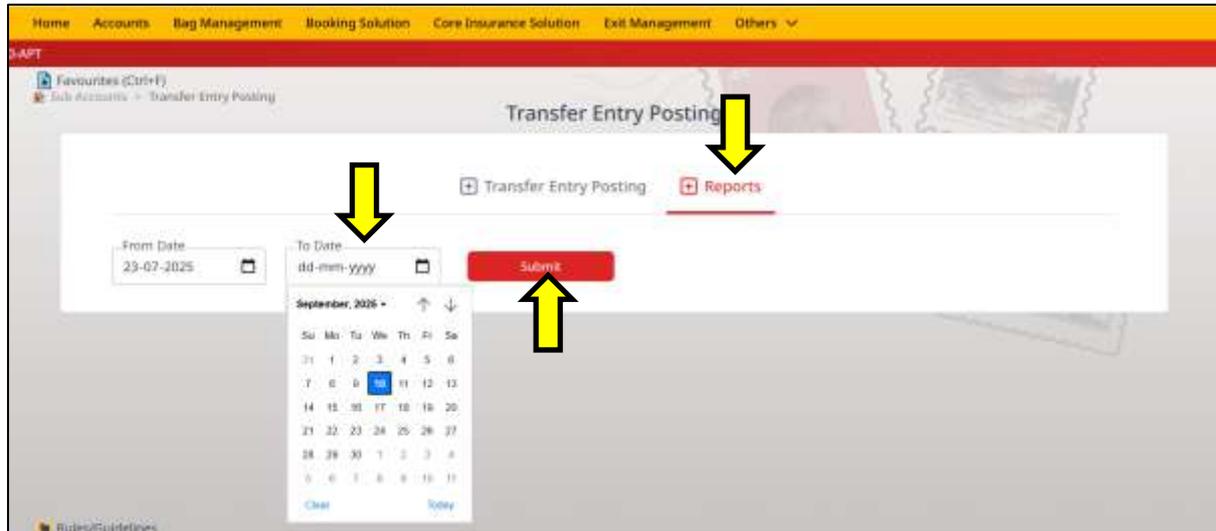
Transfer entry posting can be done only after generation of the Cash Book for a date. Click **'Transfer Posting'** under **'Accounts Consolidation'**.



On clicking **'Transfer Posting'**, select the date, transaction type (Receipt or Payment), and enter the **Account Code Description**. Based on the description, the system will display relevant account codes. Select the correct account code and click **'Fetch Amount'**. The system will display transactions for the selected date and account code.

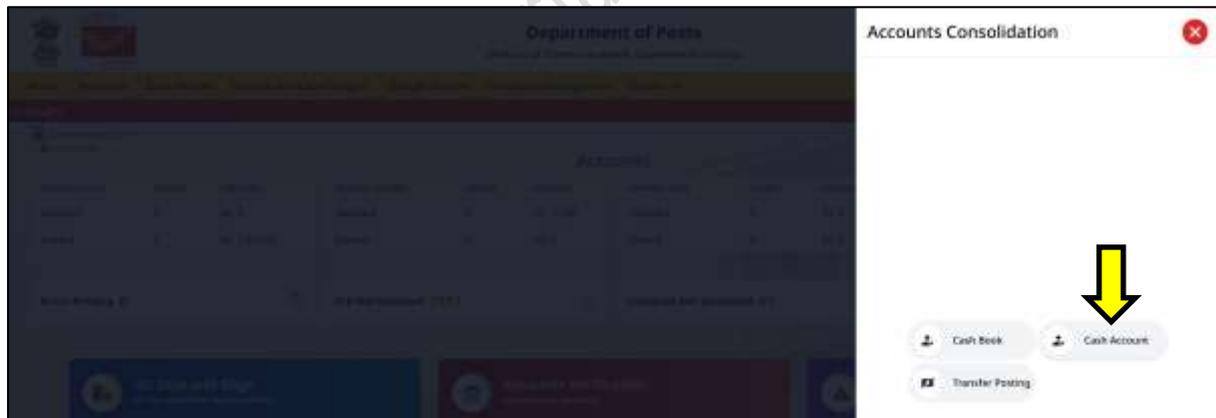


Select a transaction and assign it to the desired new account code to post the transfer entry.



Reports of transfer postings over a period can be generated using **'Reports'** on the Transfer Posting screen.

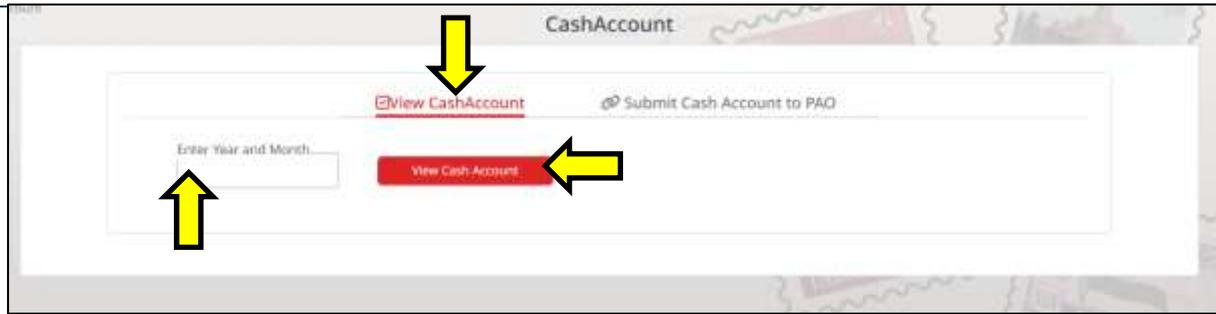
8.5.4 Cash Account



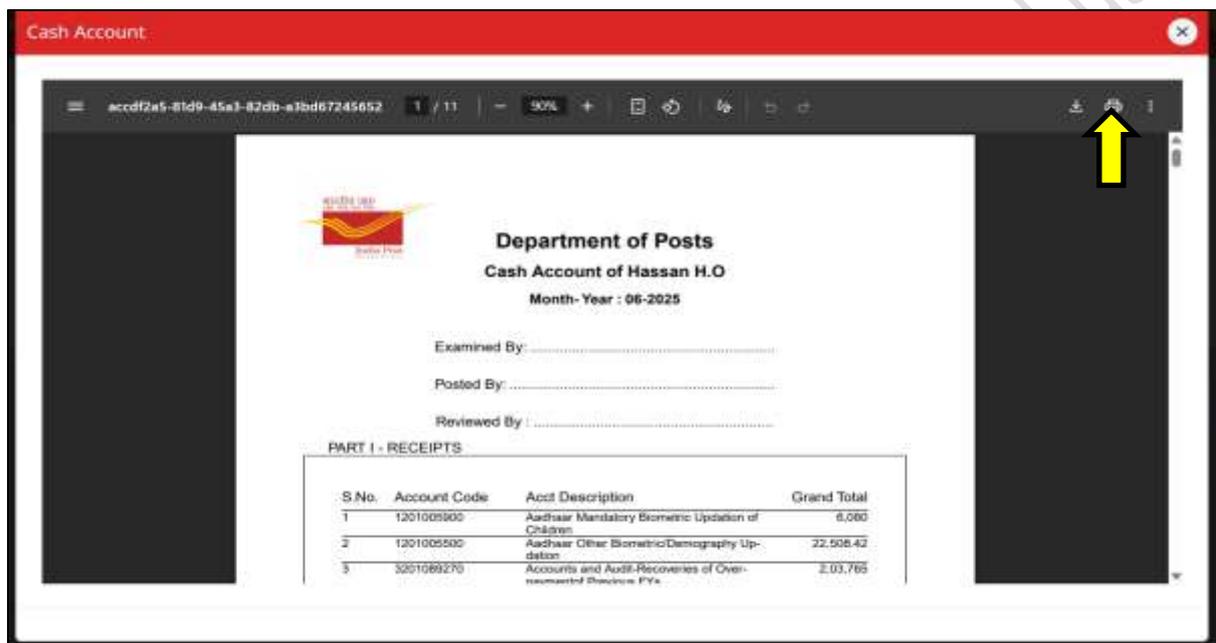
After generation and submission of all Cash Books in a month, the **'Cash Account'** can be generated and submitted to PAO. Click **'Cash Account'** under **'Accounts Consolidation'**.



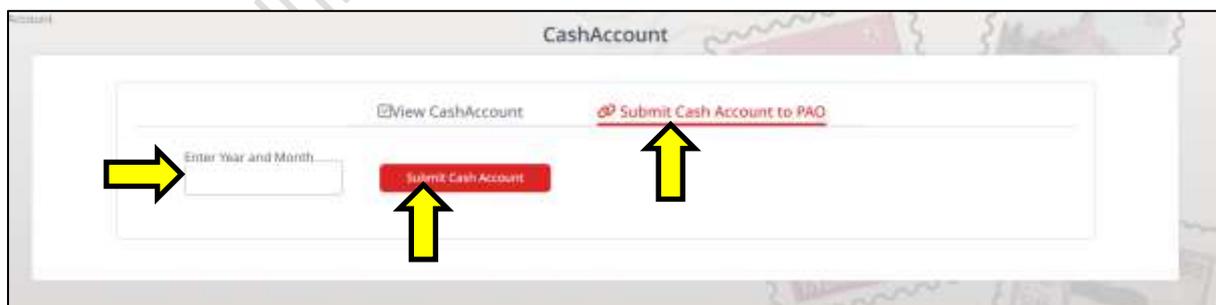
Operational Guide – Railway Mail Service



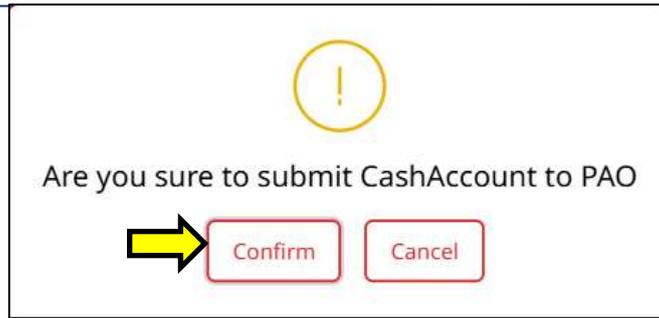
Select the year and month and click **'View Cash Account'**.



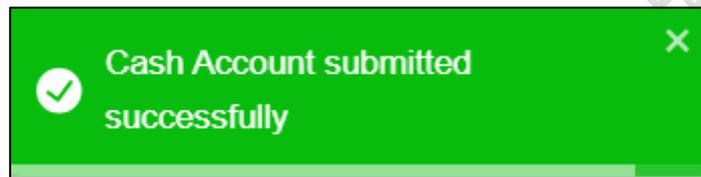
The Cash Account will be generated in PDF format, which can be printed or saved.



Submit the generated Cash Account to PAO by selecting the year and month and clicking **'Submit Cash Account'**.



On clicking '**Submit Cash Account**', a confirmation pop-up will appear. Click '**Confirm**' to submit.



On clicking the '**Confirm**' button, 'Cash Account' will be submitted to the PAO.



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