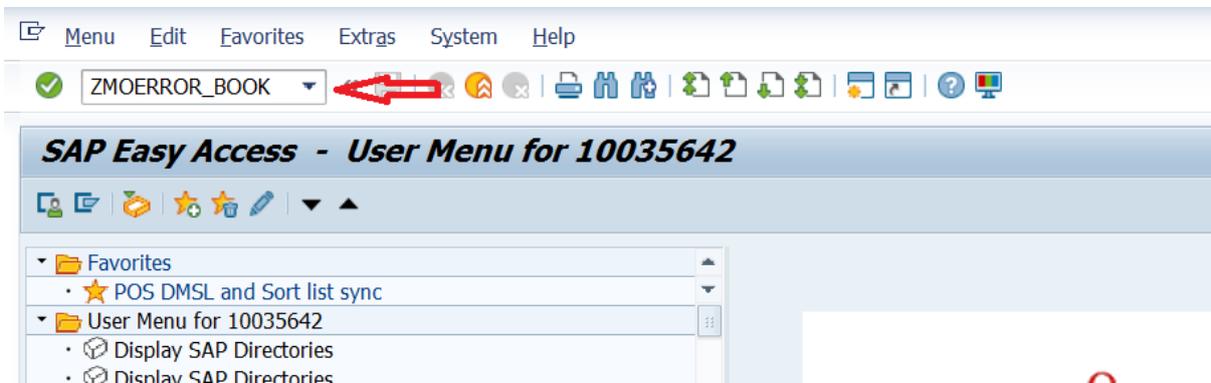


Standard Operating Procedure for usage of Error Book in CSI (Version 1.0)

To monitor and escalate the discrepancies arising in the field units, to the higher ups, in SAP, separate menu has been introduced, with features mentioned below,

1. Divisional level escalation
2. Dashboard for monitoring settlement of error
3. Viewing logs of error book
4. Escalation to Region for pendency more than seven days or as and when required based on the sensitivity of the errors raised in the error extracts
5. Raising Article / Bag discrepancy in SAP by end user.

Menu to use Error book:



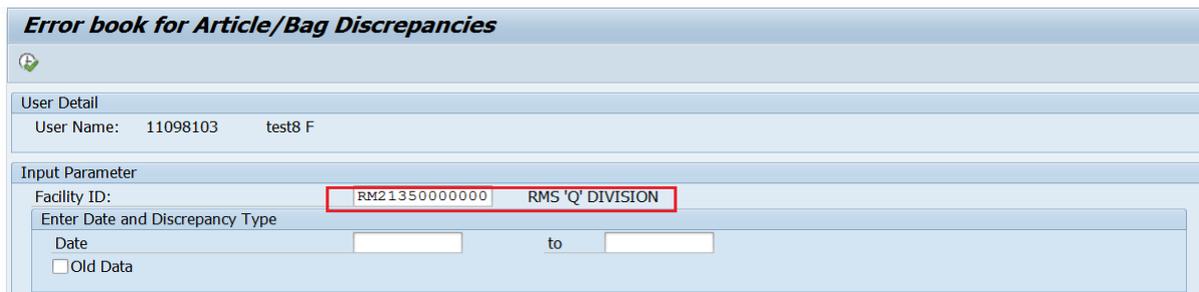
Use T-Code – ZMOERROR_BOOK.

To access this menu, “ERROR_BOOK (YS: ERROR_BOOK)” roles should be assigned to the appropriate users.

1. Dashboard

Based on the input facility ID (i.e., HO / DV / RN / CR) Dashboard will show summary of the disposal of error extracts.

a. Division Level.



Enter the PO/RMS Division facility ID

Error book for Article/Bag Discrepancies

User Detail
User Name: 11098103 test8 F

Input Parameter
Facility ID: RM21350000000 RMS 'Q' DIVISION

Enter Date and Discrepancy Type
Date: 14.03.2022 to 16.03.2022
 Old Data

Please select Article/Bag
 Article
 Bag

Please select Dashboard/Escalation
 Dashboard
 Escalation/Justification
 Display Log

Enter “From Date” and “To Date”

(Note: If the pendency details before the “From date” are also required in addition to the period selected, Select the “Old Data” check box).

Select “Article” or “Bag” Radio button.

Select the “Dashboard” Radio button.

Execute.

Error book for Article/Bag Discrepancies

  **Execute**

User Detail
User Name: 11098103 test8 F

Input Parameter
Facility ID: RM21350000000 RMS 'Q' DIVISION

Enter Date and Discrepancy Type
Date: 14.03.2022 to 16.03.2022
 Old Data

Please select Article/Bag
 Article
 Bag

Please select Dashboard/Escalation
 Dashboard
 Escalation/Justification
 Display Log

Error book for Article/Bag Discrepancies

Article Division Wise

Division	Tot_OUT	Out_Res	Out_Op	Out_Pen<=7	Out_Pen>7	Tot_IN	IN_Res	IN_Op	IN_Pen<=7	IN_Pen>7
RMS 'Q' DIVISION	4	0	4	0	4	2	0	2	0	2

Based on the Facility ID input, dashboard will show a summary as shown above.

To see details by Drill down.

Error book for Article/Bag Discrepancies										
Article Division Wise										
Division	Tot_OUT	Out_Res	Out_Op	Out_Pen<=7	Out_Pen>7	Tot_IN	IN_Res	IN_Op	IN_Pen<=7	IN_Pen>7
RMS 'Q' DIVISION	4	0	4	0	4	2	0	2	0	2

To see office wise summary for the office under the division, click on the Division name.

Error book for Article/Bag Discrepancies										
Article Wise										
Facility id	Tot_OUT	Out_Res	Out_Op	Out_Pen<=7	Out_Pen>7	Tot_IN	IN_Res	IN_Op	IN_Pen<=7	IN_Pen>7
Mysuru PH	4	0	4	0	0	0	0	0	0	0
Arsikere NSH	0	0	0	0	0	2	0	2	0	2

Drill down will be shown with office wise summary,

To see details of the error, click on the respective office name

Error book for Article/Bag Discrepancies										
Facility id	Description	Article number	Article Type	Discrepancy Type	Raised From	Description	Raised Date	Complaint ID	Current Status	Reporting Division
Arsikere NSH		EK098765432IN	Inland Speed Post	Lost	Mysuru NSH		16.03.2022	AX3IN4jpc7jofd8mwxrgKNG	Registered	RMS 'Q' DIVISION S
Arsikere NSH		EK987654124IN	Inland Speed Post	Torn/Open	Mysuru NSH		16.03.2022	AX3IN4jpc7kofdbZyyDZJM0	Registered	RMS 'Q' DIVISION S

Details of all errors raised by the selected office will be shown

To View details of the error's status wise.

Error book for Article/Bag Discrepancies										
Article Division Wise										
Division	Tot_OUT	Out_Res	Out_Op	Out_Pen<=7	Out_Pen>7	Tot_IN	IN_Res	IN_Op	IN_Pen<=7	IN_Pen>7
RMS 'Q' DIVISION	4	0	4	0	4	2	0	2	0	2

Click on the figures under the respective status to view error details therein.

The status of errors escalated/received will be shown with breakups.

- (I) Tot_out – Total errors raised by this Division
- (II) Out_Res – Number of errors settled based on error raised by this Division
- (III) Out_Open – Number of errors pending based on error raised by this Division
- (IV) Out_Pen<=7 – Number of errors pending less than equal to Seven days based on error raised by this Division
- (V) Out_pen>7 – Number of errors pending more than seven days based on error raised by this Division
- (VI) Tot_IN – Total errors received by this Division to give a response.
- (VII) In_Res – Number of errors settled based on the error received by this Division.
- (VIII) In_Open – Number of errors pending based on the error received by this Division.
- (IX) In_Pen<=7 – Number of errors pending less than equal to Seven days based on the error received by this Division.
- (X) In_pen>7 – Number of errors pending more than seven days based on the error received by this Division.

Error book for Article/Bag Discrepancies											
Facility id	Description	Article number	Article Type	Discrepancy Type	Raised From	Description	Raised Date	Complaint ID	Current Status	Reporting Division	Reporting
Talakad S.O		CK5465129541N	Registered Parcel	Excess Received	Mysuru PH		14.03.2022	AX3IN4jpc7joeyOHpF87VLW	Registered	RMS 'Q' DIVISION	South Ka
Talakad S.O		CK5465129681N	Registered Parcel	Excess Received	Mysuru PH		14.03.2022	AX3IN4jpc7joeyOHpMlsVLW	Registered	RMS 'Q' DIVISION	South Ka
Talakad S.O		CK713250261IN	Registered Parcel	Not Received	Mysuru PH		14.03.2022	AX3IN4jpc7joeyOHpn7(VLW	Registered	RMS 'Q' DIVISION	South Ka
Bengaluru NSH		EK5465129991N	EMS Document	Torn/Open	Mysuru PH		16.03.2022	AX3IN4jpc7kofeVKNj70000	Registered	RMS 'Q' DIVISION	South Ka

b. To get Dashboard based on the Circle Facility id Input

Error book for Article/Bag Discrepancies	
	
User Detail	
User Name:	10035642 10035642
Input Parameter	
Facility ID:	<input type="text" value="CR2100000000"/> Karnataka Circle
Enter Date and Discrepancy Type	
Date	<input type="text" value="14.03.2022"/> to <input type="text" value="16.03.2022"/>
<input type="checkbox"/> Old Data	
Please select Article/Bag	
<input checked="" type="radio"/> Article <input type="radio"/> Bag	

Enter the Circle Facility ID

Error book for Article/Bag Discrepancies

Article Circle Wise

Circle	Tot_OUT	Out_Res	Out_Op	Out_Pen<=7	Out_Pen>7	Tot_IN	IN_Res	IN_Op	IN_Pen<=7	IN_Pen>7
Karnataka Circle	251	0	251	0	251	109	0	109	0	109

It will show Circle wise summary. To drill down to Region, click on Circle Name.

Error book for Article/Bag Discrepancies

Article Region Wise

Region	Tot_OUT	Out_Res	Out_Op	Out_Pen<=7	Out_Pen>7	Tot_IN	IN_Res	IN_Op	IN_Pen<=7	IN_Pen>7
Bengaluru HQ Region	0	0	0	0	0	3	0	3	0	3
South Karnataka Region	251	0	251	0	251	106	0	106	0	106

The report will show summaries for all Regions under that Circle. To drill down to Division, click on Region Name.

Error book for Article/Bag Discrepancies

Article Division Wise

Division	Tot_OUT	Out_Res	Out_Op	Out_Pen<=7	Out_Pen>7	Tot_IN	IN_Res	IN_Op	IN_Pen<=7	IN_Pen>7
BANGALORE GPO DIVISION	0	0	0	0	0	2	0	2	0	2
RMS BG Division	0	0	0	0	0	1	0	1	0	1

The report will show summaries for all Divisions under that Region. Further drill down will be the same as explained for Division Dashboard.

2. Escalation by Division

Escalations can be made only between Division/s to Division/s.

Error book for Article/Bag Discrepancies

User Detail
 User Name: 11098103 test8 F

Input Parameter
 Facility ID: **RM21350000000** **RMS 'Q' DIVISION**
 Enter Date and Discrepancy Type
 Date to
 Old Data

Enter the Division Facility ID

Enter “From Date” and “To Date”

If the user wants to get pendency details before the “From date”. Select the “Old Data” check box. (Same as in Division Monitoring Dashboard)

Select “Article” or “Bag” Radio button.

Select the “Escalation / Justification” Radio button

Execute.

Error book for Article/Bag Discrepancies

 **Execute**

User Detail
User Name: 11098103 test8 F

Input Parameter
Facility ID: RM21350000000 RMS 'Q' DIVISION

Enter Date and Discrepancy Type
Date: 14.03.2022 to 16.03.2022
 Old Data

Please select Artcle/Bag
 Article
 Bag

Please select Dashboard/Escalation
 Dashboard
 Escalation/Justification
 Display Log

Error Book Details:Articlewise

Facilityid	Des	Raised From	Office Dis type	Raised Date	Complaint Id	Art Type	Article Id	Remarks	Current Status	Action	Curr
Talakad S.O	Mysuru PH	Excess Received	14.03.2022	AX3IN4jpc7joeyOHpF87VLW	Registered Parcel	CK546512954IN	Created	Registered			Myst
Talakad S.O	Mysuru PH	Excess Received	14.03.2022	AX3IN4jpc7joeyOHpMlsVLW	Registered Parcel	CK546512968IN	Created	Registered	Escalate to Division		Myst
Talakad S.O	Mysuru PH	Not Received	14.03.2022	AX3IN4jpc7joeyOHpn7{VLW	Registered Parcel	CK713250261IN	Created	Registered	Division responded		Myst
Arsikere NSH	Mysuru NSH	Lost	16.03.2022	AX3IN4jpc7jofdf8mwrgKNG	Inland Speed Post	EK098765432IN	Update	Registered	Response not proper		Myst
Arsikere NSH	Mysuru NSH	Torn/Open	16.03.2022	AX3IN4jpc7kofdbzyyDZJM0	Inland Speed Post	EK987654124IN	Barcod	Registered	Revised response give		Myst
									Escalate to region		Myst

Details of the error, as shown above, will be displayed on the screen.

Important headings users should know:

- Facility Description:** Office Name to which an error was raised.
- Raised from Office:** Office Name who had raised the error.

3. **Remarks:** This will show the latest remark. User may update their remark by deleting the old ones.
4. **Current Status:** This will show the latest Action taken. Based on the selection of 'Action', the status will get updated.
5. **Action:**
 - I. **Escalate to Division:** To initiate escalation to other divisions.
 - II. **Division Responded:** When Division is giving a response for the error raised by another Division.
 - III. **Response not proper:** When reply for the response is not satisfactory.
 - IV. **Revised Response given:** When Division is giving a reply for 'Response not proper' in 'Current status'.
 - V. **Escalated to Region:** If any escalation is pending more than seven days / more important, whether outward or inward without response/resolve, pendency will be informed to the Regional office of the defaulted Division and copied to that Division.
- Note:** For sending emails to Region/Division, email ID should be made available in the facility Master for Region and Division for the which reply/response not received, then an email will be triggered to defaulted Region office and Division.
6. **Resolved:** Closing of Error discrepancy /complaint.
7. **Current Division:** This will show the latest Division Name who had responded. So, users should update the remarks and select the Action only if the Current Division name is other than their Division Name.

Update Remark Button: When a user is escalating/responding to the error by selecting the appropriate 'Action' and providing proper 'Remarks', they must click the 'Update Remark' button to save the information. After clicking on 'Update Remark' the user can't be able to modify the 'Action'/ 'Remarks'.

To ease the process sorting provision available for all the headers (i.e., Article ID, Current Facility ID, etc). Concerned Division have to escalate / response only for which Current facility is other than their division.

Error Book Details:Articlewise

FacilityId	Des	Raised From	Dis type	Raised Date	Complaint Id	Art Type	Article Id	Remarks	Current	Action	Current Facility
Talakad S.O		Mysuru PH	Excess Received	14.03.2022	AX3IN4jpc7joeyOHpF87VLW	Registered Parcel	CK546512954IN	Ok	Escalate	late to Division	RMS 'Q' DIVI...
Talakad S.O		Mysuru PH	Excess Received	14.03.2022	AX3IN4jpc7joeyOHpMlsVLW	Registered Parcel	CK546512968IN	Created	Register		Mysuru PH
Talakad S.O		Mysuru PH	Not Received	14.03.2022	AX3IN4jpc7joeyOHpn7{VLW	Registered Parcel	CK713250261IN	Created	Register		Mysuru PH
Arsikere NSH		Mysuru NSH	Lost	16.03.2022	AX3IN4jpc7jofd8mwrgKNG	Inland Speed Post	EK098765432IN	Update	Register		Mysuru NSH
Arsikere NSH		Mysuru NSH	Torn/Open	16.03.2022	AX3IN4jpc7kofdbZyyDZJM0	Inland Speed Post	EK987654124IN	Barcod	Register		Mysuru NSH
Bengaluru NSH		Mysuru PH	Torn/Open	16.03.2022	AX3IN4jpc7kofevKNj70000	EMS Document	EK546512999IN	Receive	Register		Mysuru PH

First select the proper “Action” status in “Action” column.

Error Book Details:Articlewise

FacilityId	Des	Raised From	Office Dis type	Raised Date	Complaint Id	Art Type	Article Id	Remarks	Current Status	Action
Talakad S.O		Mysuru PH	Excess Received	14.03.2022	AX3IN4jpc7joeyOHpF87VLW	Registered Parcel	CK546512954IN		Registered	Escalate to Division
Talakad S.O		Mysuru PH	Excess Received	14.03.2022	AX3IN4jpc7joeyOHpMlsVLW	Registered Parcel	CK546512968IN	Created	Registered	
Talakad S.O		Mysuru PH	Not Received	14.03.2022	AX3IN4jpc7joeyOHpn7{VLW	Registered Parcel	CK713250261IN	Created	Registered	
Arsikere NSH		Mysuru NSH	Lost	16.03.2022	AX3IN4jpc7jofd8mwrgKNG	Inland Speed Post	EK098765432IN	Update	Registered	
Arsikere NSH		Mysuru NSH	Torn/Open	16.03.2022	AX3IN4jpc7kofdbZyyDZJM0	Inland Speed Post	EK987654124IN	Barcod	Registered	
Bengaluru NSH		Mysuru PH	Torn/Open	16.03.2022	AX3IN4jpc7kofevKNj70000	EMS Document	EK546512999IN	Receive	Registered	

Enter proper remarks by deleting existing remarks in “Remarks” column.

Error Book Details:Articlewise

FacilityId	Des	Raised From	Office Dis type	Raised Date	Complaint Id	Art Type	Article Id	Remarks	Current Status	Action
Talakad S.O		Mysuru PH	Excess Received	14.03.2022	AX3IN4jpc7joeyOHpF87VLW	Registered Parcel	CK546512954IN	Ok	Registered	Escalate to Division
Talakad S.O		Mysuru PH	Excess Received	14.03.2022	AX3IN4jpc7joeyOHpMlsVLW	Registered Parcel	CK546512968IN	Created	Registered	
Talakad S.O		Mysuru PH	Not Received	14.03.2022	AX3IN4jpc7joeyOHpn7{VLW	Registered Parcel	CK713250261IN	Created	Registered	
Arsikere NSH		Mysuru NSH	Lost	16.03.2022	AX3IN4jpc7jofd8mwrgKNG	Inland Speed Post	EK098765432IN	Update	Registered	
Arsikere NSH		Mysuru NSH	Torn/Open	16.03.2022	AX3IN4jpc7kofdbZyyDZJM0	Inland Speed Post	EK987654124IN	Barcod	Registered	
Bengaluru NSH		Mysuru PH	Torn/Open	16.03.2022	AX3IN4jpc7kofevKNj70000	EMS Document	EK546512999IN	Receive	Registered	

After entering proper action and remarks, click on “Update Remarks”. It will pop up a message to confirm the update.

Click on OK, if the information is correct or click Cancel otherwise

On successful update of Action remarks, Users’ Facility ID will be displayed under “Current facility ID” and the response updated under “Action” will be moved to “Current Status”.

3. Display log.

Please select Article/Bag

Article
 Bag

Please select Dashboard/Escalation

Dashboard
 Escalation/Justification
 Display Log

Complaint id:

Article ID:

This option will help to know the communications made between Divisions. An Event log can be viewed based on Complaint ID / Article ID / Bag ID.

Error book for Article/Bag Discrepancies							
ARTICLE NUMBER	REMARKS	Date	Time	User Name	Facility Id	Status	
CK546512954IN	Ok	24.03.2022	16:47:38	test8 F	RMS 'Q' DIVISION	Escalate to Division	
CK546512954IN	Created	14.03.2022	17:13:50	USER51 K51	Mysuru PH	Registered	

Log will be displayed with above said information.

5. Raising Article / Bag discrepancy in SAP by end user.

In SAP discrepancies are captured by two ways.

- I. Auto capturing of error by system.
- II. Capturing error through date entry.

I. Auto capturing of error by system.

In SAP already provision made to capture error for below said events:

- a. Excess receipt
- b. Short Sent.

II. Capturing error through data entry.

To enable user to raise error through system (ie. Apart from system generated error) in IPVS main screen below options provided

- a. Report Article Discrepancy
- b. Capture Bag Discrepancy

a. Report Article Discrepancy

In this screen there is no validation with the SAP data, it will capture the information fed by the user and push it to error book. To use this option user should keep following information. * Article Number, * Article Number, * Discrepancy Type, * Escalation to (i.e. Office Name who had dispatched that article), * Remarks, Bag Number

* - Mandatory field

Note : As validation is there user have to be more conscious while entering the information.

The screenshot shows the 'Report Article Discrepancy' form. The 'Input Data' section includes fields for Office ID (PH21350000763), Discrepancy Type (dropdown), Escalate To Office (dropdown), Bag ID, Article Type (dropdown), and Article ID. The 'Discrepancy Type' dropdown is open, showing options: Damaged, Force Majeure, Lost, Not Received, Excess Received, Prohibited, Restricted, and Torn/Open. Below this is the 'Article Details' table with columns: Article No, Article, Source Office, Destination Office, Discrepancy Type, and Set Number. There is also a 'Remarks' field and an 'Update' button.

Select Discrepancy Type

The screenshot shows the 'Report Article Discrepancy' form. The 'Input Data' section includes fields for Office ID (PH21350000763), Discrepancy Type (Force Majeure), Escalate To Office (dropdown), Bag ID, Article Type (dropdown), and Article ID. The 'Escalate To Office' dropdown is open, showing options: Akkur S.O (Nagapattinam), Alanahalli S.O, Bannimantap S.O, Bannur S.O, Belagavi PH, Belagavi Sorting LZU, Belavadi S.O, Bengaluru NSH, Bengaluru Parcel Hub, Bettadapura S.O, and Bangalore S.O. Below this is the 'Article Details' table with columns: Article No, Article, Source Office, Destination Office, Discrepancy Type, and Set Number. There is also a 'Remarks' field and an 'Update' button.

Based on the Dispatch/ Receipt schedule office names will be shown in the Drop down menu.

Report Article Discrepancy

Input Data

* Office ID: PH21350000763 Mysuru PH Set: SMS1

* Discrepancy Type: Force Majeure

Escalate To Office: Belavadi S.O

Bag ID: CBK2015487898

Article Type: Registered Parcel

* Article ID: CK342342392IN

Article Details

Article No	Article Type	Bag ID	Source Office	Destination Office	Discrepancy Type	Set Number

Remarks

Enter the Bag ID (Not mandatory) , Article Type and article number.

Report Article Discrepancy

Input Data

* Office ID: PH21350000763 Mysuru PH Set: SMS1

* Discrepancy Type: Force Majeure

Escalate To Office: Belavadi S.O

Bag ID: CBK2015487898

Article Type: Registered Parcel

* Article ID: CK342342392IN

Article Details

Article No	Article Type	Bag ID	Source Office	Destination Office	Discrepancy Type	Set Number
CK342342392IN	Registered Parcel	CBK2015487898	Mysuru PH	Belavadi S.O	Force Majeure	SMS1

* Remarks: Article Received in Damaged condition with weight 20grams

Details will show in Grid View.

Enter remarks (Reason for raising the error).

Click on “Update” Button.

b. Capture Bag Discrepancy

In this screen there is no validation with the SAP data, it will capture the information fed by the user and push it to error book. To use this option user should keep following information. * Bag Number, * Discrepancy Type, * Escalation to (ie. Office Name who had dispatched that article), * Remarks.

* - Mandatory field

Note : As validation is not there user have to be more conscious while entering the information.

Select Discrepancy type
Based on the Dispatch/ Receipt schedule office names will be shown in the Drop down menu.

Enter the “Bag ID”
Click on “Enter” button

Bag ID	Discrepancy Type	Source Office	Destination Office	Set Number
CBK2101478965	Not Recieved	Mysuru PH	Akkur S.O (Nagapattinam)	SMS1

Details will be shown in Grid view.
Click on “Capture Discrepancy” button.

In “Comments” enter the remarks.
In “Weight” enter the weight.
Click on “Submit” to Save. “Cancel” to exit without saving.

Last updated on 30-03-2022