

# User Guide on booking of Franked Articles , SOM Capture and payment of Rebate through PoS

## A. **Booking of franked accountable articles**

1. Click on the 'Mail' menu from the Home screen.
2. Choose the respective booking service as per requirement (i.e. Speed Post, Registered Letter, Registered Parcel etc.).
3. Enter weight, (PIN Code incase if Inland Speed Post) in the respective fields.

The screenshot shows the India Post Point of Sale (PoS) interface. At the top, it displays the India Post logo and the text "INDIA POST Point of Sale". Below this, user information is shown: "User Name: Jaya Banerjee(337529) PO Name: Saraswathipuram Counter No:3 Date & Time:20 Feb 2017 03:58:53 PM 0.00". A navigation bar contains icons for "Mail Booking", "International Mail", "Money Remittances", "Product Sales", "e - Payment", "TPO Sales", and "e-Post".

The main section is titled "Inland Speed Post" and contains several input fields:

- Weight\* (gms.)
- PIN\* (FB)
- Pre-paid (dropdown menu)
- Article No (input field)
- Sender Address: Name\* (FB), Address\* (+), City/Dist (FB), State (dropdown), PIN Code\* (FB), Mobile No (FB), E-mail
- Addressee Address: Name\* (FB), Address\* (+), City/Dist\* (FB), State\* (dropdown), PIN Code\* (FB), Mobile No (FB), E-mail
- Insurance checkbox
- Proof of Delivery checkbox

On the right side, there are function buttons: F4 Bill Hold, F5 Add Customer, F6 Additional Info, and F12 PAYMENT. A summary table is displayed:

Postage	0.00
*****	
Net Amt	0.00
*****	
Total Amt	0.00

At the bottom, a receipt summary shows: "Receipt No." (blank), "Date" 20 Feb 2017, "Quantity" 0, and "Total Amount" 0.00. A bottom navigation bar includes buttons for "Back" (Esc), "Cancel" (F2), "Reset" (F3), "Submit" (Enter), and "View" (F11).

4. Choose **Prepaid** mode as **FM** for franked articles.
5. Enter License ID, SOM Number and franked amount for the article in the pop-up window.
6. Click 'OK' to save and continue with the entered details.
7. Enter article number.
8. Fill all the relevant and mandatory fields for sender and Recipient details.
9. Select VAS from the list as applicable.
10. Click on 'Add Customer' to add customer related information if any
11. Click on 'Additional Info' to add additional information like care of postmaster, defense article etc.
12. Press Enter or click on 'submit' to add the current franked article to the cart.

13. Press F12 or click on 'Payment' button
14. If no postage is due, then system completes the booking and prints receipt and label.
15. If excess amount is due, then system navigates to the payment screen.
16. Choose desired payment mode.
17. Once payment is done and 'Amount Due' is zero, then press Enter or click on Submit to complete the transaction. System will then generate the receipt and label.

**Note:** - License ID, SOM Number mentioned in step 5 will be available in the SOM that is brought by the customer along with the franked articles. If the SOM number and License ID is not properly mentioned at the time of booking, validation would not be possible at the time of SOM capture for franked accountable articles.

## B. Capturing SOM (Statement of Mail) for franked articles

1. In POS Back Office, navigate to Configuration -> Franking Machine SOM Capture

**INDIA POST** **Postal Back Office**

PO Name: Saraswathipuram  
User Name: Akshay Garg  
Business Date: 20/02/2017  
Cash In Hand: 0.00

MASTER DATA CONFIGURATION PO OPERATION I P V S DASHBOARD REPORT Welcome Akshay Garg

### Franking Machine-Som Capture

**SOM Details**

License Identifier:   
CRN No:   
SOM Number:   
Date:   
Pin Code:   
Item Reading:

Ascending Reading:   
Descending Reading:   
Batch Value:   
Batch Item Count:   
Error Count:   
Error Value:

Check only for Ordinary Mail

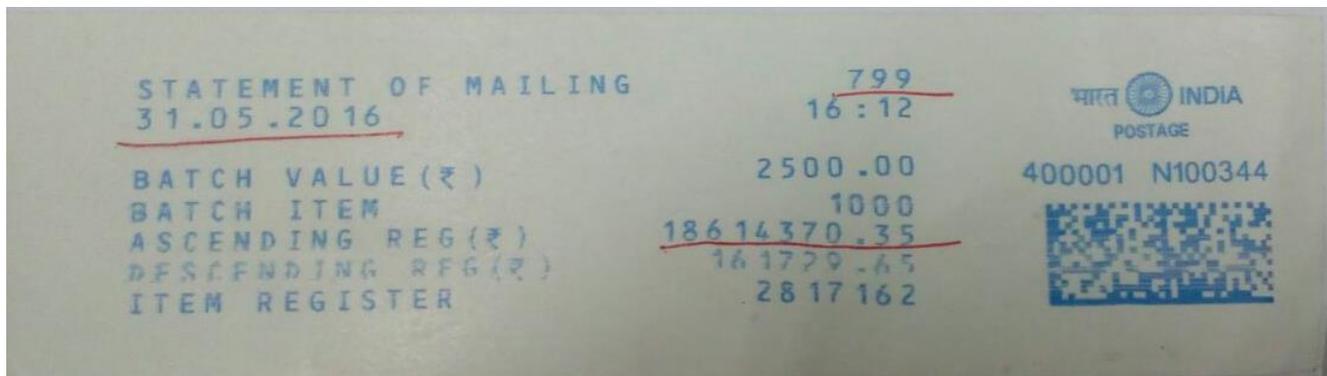
**Client Details for Commercial License**

Add Row Modify Row Delete Row

S.No	Client Name	Valid Article Count	Error Article Count
No content in table			

Cancel Ok

TATA CONSULTANCY SERVICES All Rights Reserved 4:37 PM 2/20/2017



2. To capture SOM for non-accountable (or ordinary articles), mark the 'Check for Ordinary Mail' checkbox, else continue with the next steps.
3. Enter the License Identifier as printed in the SOM slip.
4. Enter the CRN corresponding to the License.
5. Enter the SOM number as printed on the SOM slip.
6. Select the Date using the date-picker. This is the SOM Date as printed in the SOM Slip.
7. Enter the PIN Code. This is the PIN code as printed in the SOM Slip. This PIN Code corresponds to the designated post office.
8. Enter Item Reading - this is the Item Count/Item Register that is printed on the SOM Slip.
9. Enter the Ascending and Descending Reading as printed on the SOM Slip.
10. Enter the Batch Value and Batch Count as printed on SOM Slip.
11. In case of erroneous franked articles, enter the Error Count and Error Value (corresponding to the erroneous articles). If there is no error count, then leave the field blank. Do not enter zero.
12. Click on 'OK' button to capture the concerned SOM and submit the details to SAP.
13. In case of Commercial license, optionally capture the client details (before clicking on OK)
14. Click on 'Add Row', to enter the details of the client for commercial license.
15. Click on 'Modify Row' button, a pop-up window will appear.
16. Enter Client Name, Valid Article Count and Error Article count in the pop-up window.
17. Save the details entered. Repeat the above 2 steps to add details of more clients whose mails are franked using the concerned license.
18. Click on 'Modify Row' button to modify data for any existing row.

19. Click on 'Delete Row' to delete any existing row.
20. Click 'Cancel' to cancel the current transaction and go back to the Home Screen.

### C. **Modifying SOM for franked articles**

To edit the data of captured SOM details, follow the steps detailed below.

1. In POS Back Office, navigate to Configuration -> Franking Machine SOM Edit.
2. Enter the License Identifier, SOM Number and Date for the SOM which must be modified.
3. Click 'Search' to retrieve the details of the SOM
4. Modify the required fields.
5. Check the 'Check only for Ordinary Mail' check box for ordinary article.
6. Click on 'Save' to submit the updated SOM details.
7. Click on 'Add row' to add client details in case of commercial license
8. Click on 'Modify row' to modify existing client details.
9. Click on 'Delete row' to delete existing client details.
10. Click on 'Cancel' to cancel the changes being done and go back to the home screen.

The validations which are available in SOM Capture screen are: -

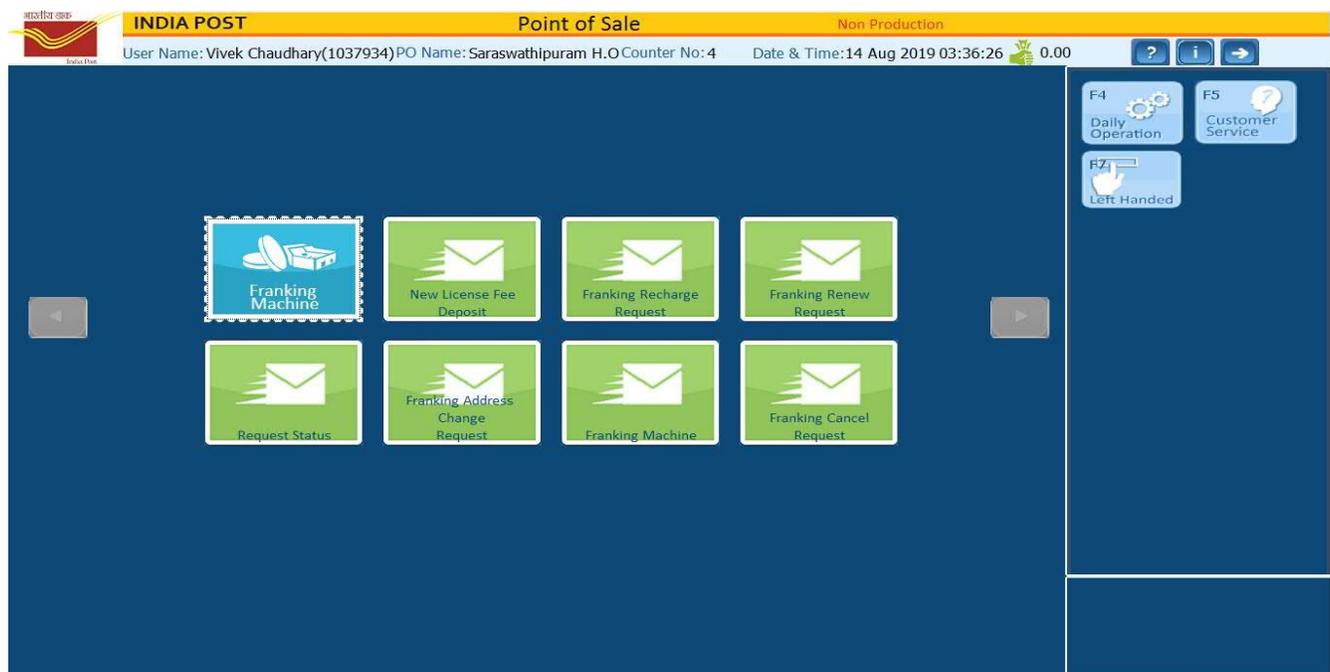
FIELD NAME	VALIDATION
SOM Number	If some SOM has already been captured against that CRN or license number, then Latest SOM number = Last SOM +1
Item Register	If some SOM has already been captured against that CRN or license number, then Latest Item Register=Last Item Register+Latest Batch Count
Batch value	If some SOM has already been captured against that CRN or license number, then Latest Batch Value=Latest Ascending Register - Last Ascending Register
Batch Count	For non-ordinary articles, Latest Batch count-Latest Error count = Item booked against that SOM and license

Note: -SOM capture and Edit would not be possible in case the system is in offline mode as these functionalities invoke web service.

## D. Rebate payment procedure

### **Rebate request from POS:** -

1. Click on the 'Franking machine' menu from the Home screen.
2. Click on the 'Rebate and Refund' option available under 'Franking machine' main menu.
3. Select the 'Usage' or 'Presorting' radio button as per your choice. By default, 'Usage' radio button is selected.
4. Enter the License no and License identifier.
5. Enter Old SOM number, New SOM number, Old Ascending register reading, New Ascending register reading.
6. Select mode of payment from the available drop down.
7. Other details will be displayed automatically.
8. Click on 'Submit' Receipt number will get generated. Click on 'Yes', you will get navigated to home screen.



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**INDIA POST** Point of Sale Non Production  
User Name: Vivek Chaudhary(1037934) PO Name: Saraswathipuram H.O Counter No: 4 Date & Time: 14 Aug 2019 03:23:01 0.00

**Franking Machine**

Rebate Type  
 Usage  Pre Sorting  Refund  
Refund Reason: Select

License  
CRN/License No. MH3200003 License Identifier P000004

Rebate/Refund Details  
Old SOM No. 100003 Old Ascending Register Reading 9500  
New SOM No. 100004 New Ascending Register Reading 10000  
Mail Value Total Consumption 500.00  
ACG 67 Receipt No. No. Of Articles

Payment Details  
Rate of Rebate 3 Mode of Payment Cash  
Amount (Rs.) 15.00

Receipt No. FM0000190041565776247 Date 14 Aug 2019 Quantity 0 Total Amount 15.00

Esc Back F2 Cancel F3 Reset Enter Submit

### Rebate request approval from PoS Back Office: -

1. Go to PoS back office.
2. Click on Rebate request notification.
3. window shown below will open with the details.

**INDIA POST** Postal Back Office  
PO Name: Saraswathipuram H.O  
User Name: Vivek Chaudhary  
Business Date: 14/08/2019  
Cash In Hand: 0.00  
offline  
09-08-2019 18:05:59

MASTER DATA CONFIGURATION PO OPERATION E P V S DASHBOARD REPORT

Vivek Chaudhary

Mexico, Niger, Panama Rep., Papua New Guinea, Saudi Arabia, Sri Lanka, Sweden and Tunisia. International Air Mail Services (I)

1 Rebate requests for payment

1 Counters have Less Amount

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4. Select the row and Click on 'Approve' button.

5. After clicking on 'Approve' button, wait for some time. One CMM No will get generated.

The screenshot shows the 'Postal Back Office' interface. At the top, there is a header with the India Post logo, the text 'Postal Back Office', and user information: PO Name: Saraswathipuram H.O, User Name: Vivek Chaudhary, Business Date: 14/08/2019, Cash In Hand: 0.00. A status bar indicates 'offline' and the time '09-08-2019 18:05:59'. Below the header is a navigation menu with options: MASTER DATA, CONFIGURATION, PO OPERATION, I P V S, DASHBOARD, and REPORT. The 'PO OPERATION' menu is expanded to show 'Franking Approval'. The main content area contains a table with the following data:

Sl. No.	Receipt No	CNR No. / ACG Receipt No.	Amount	Booking Time
1	FM0000190041565775882	MH3200003	45.00	03:18:03 PM

Below the table are four buttons: Cancel, Reject, Approve, and Details.

(In case of network issue, user will get web service error after clicking on approve)

The screenshot shows the 'Postal Back Office' interface after a network issue. The header and navigation menu are the same as in the previous screenshot. The main content area contains a table with the following data:

Sl. No.	Receipt No	CNR No. / ACG Receipt No.	Amount	Booking Time
No content in table				

Below the table are four buttons: Cancel, Reject, Approve, and Details. A 'Credit Memo Number:- 0090030558' is displayed above the table.

6. Click on 'Cancel'. You will get navigated to home screen.

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7. Click on 'Rebate request' notification.

8. A window as shown below will be shown with all the details including CMM No.

The screenshot shows the 'Postal Back Office' interface. At the top left is the 'INDIA POST' logo. The top right displays user information: PO Name: Saraswathipuram H.O, User Name: Vivek Chaudhary, Business Date: 14/08/2019, Cash In Hand: 0.00. A status bar indicates 'offline' and the time '09-08-2019 18:05:59'. A navigation menu includes MASTER DATA, CONFIGURATION, PO OPERATION, I P V S, DASHBOARD, and REPORT. Below the menu, a 'Franking Payment' link is visible. The main area contains a table with the following data:

Sl. No.	Receipt No	Credit Memo Number	Amount	Payment Mode
1	FM0000190041565776247	0090030559	15.00	Cash

Below the table are two buttons: 'Cancel' and 'Payment'. At the bottom, a red footer bar contains '© TATA CONSULTANCY SERVICES All Rights Reserved' and a small logo.

9. Select the row and Click on 'Payment'.

10. You will get the message 'Transaction is successful'.

This screenshot shows the same 'Postal Back Office' interface after a payment action. The user information and navigation menu remain the same. A message 'Transaction is successful' is displayed in the center of the screen. The table below the message is empty and contains the text 'No content in table'.

Sl. No.	Receipt No	Credit Memo Number	Amount	Payment Mode
No content in table				

Below the table are two buttons: 'Cancel' and 'Payment'.