

User manual on refund of balance at credit of Franking Machine user on cancellation of the licence at OEM end

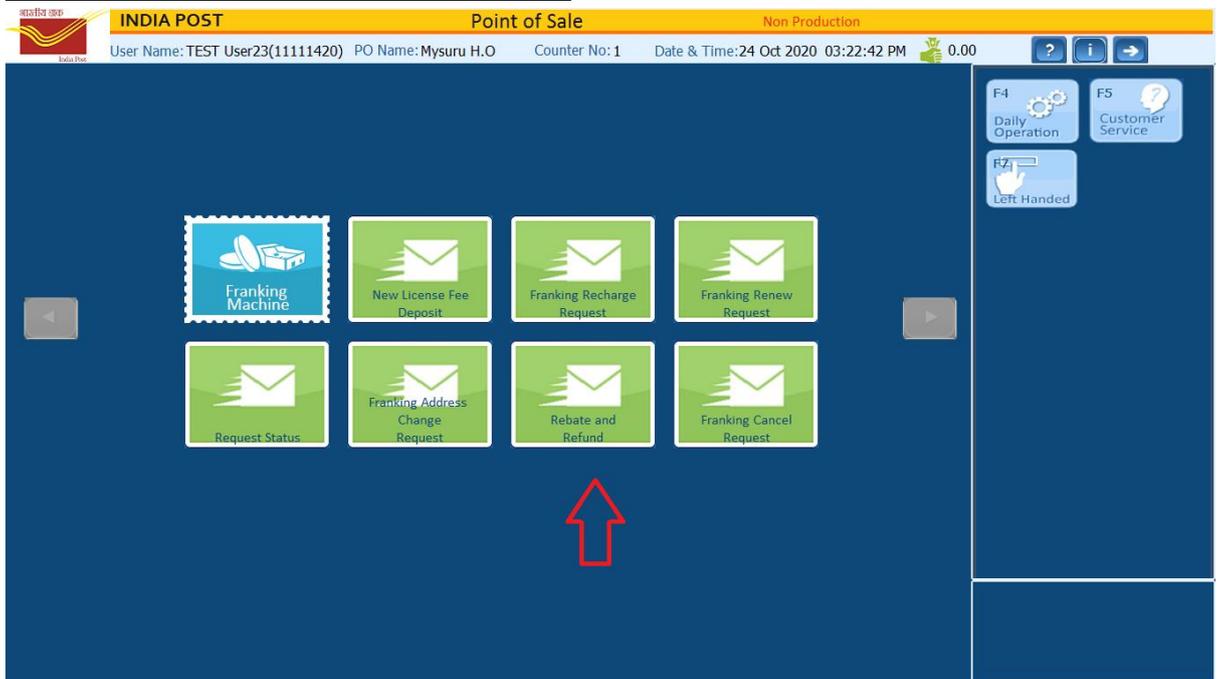
Prerequisites

- The FM licence should be cancelled at OEM end by raising a cancellation request in PoS with reason “FM Cancellation” or “PSD Faulty”
- The status of the FM license can be checked using the T code “ZMO_FKG_LICENSES”. In the report columns “License Status Desc” and “FM Status Desc” should be showing “Cancelled” status.
- The last SOM should be available and descending meter reading should agree with the figure shown in column “Desc Register Reading” in the report “List of Franking Licenses” generated using the T code “ZMO_FKG_LICENSES”.

1. Log on to POS and select “Franking Machine”



2. Select “Rebate and Refund” in the next screen



User manual on refund of balance at credit of Franking Machine

3. Select “Refund” radio button and Refund reason as “Franking Refund License Cancelation” . Provide CR Number and Licence ID and select mode of payment and enter the amount to be refunded. The amount refunded should be equal to the “Descending meter reading “ on the last SOM . In case any amount is pending to be downloaded by the FMU , such amount will be shown under the column head “ Rem Funds with RMFS “ in “List of Franking Licenses” report available at the Franking portal using the T code ZMOFKG . Such amount remaining in RMFS server can also be refunded after ascertaining the balance at OEM server from the FM vendor.

INDIA POST Point of Sale Non Production
User Name: TEST User23(11111420) PO Name: Mysuru H.O Counter No:1 Date & Time:25 Oct 2020 04:17:22 PM 0.00

Rebate and Refund

Rebate Type: Usage Pre Sorting Refund
Refund Reason: Franking Refund - License Cancellation

License: CRN/License No. KN0600001 License Identifier N800002

Rebate/Refund Details: Old SOM No. [] Old Ascending Register Reading []
New SOM No. [] New Ascending Register Reading []
Mail Value [] Total Consumption []
ACG 67 Receipt No. [] No. Of Articles []

Payment Details: Rate of Rebate [] Mode of Payment: Cheque
Amount (Rs.) 80000

Receipt No. FM0000020011603622659 Date 25 Oct 2020 Quantity 0 Total Amount 80000.00

Esc Back, F2 Cancel, F3 Reset, Enter Submit

4. Click on submit... The message as seen in the screenshot will be shown. (Type of transaction is wrongly shown as “Franking Rebate” ...this issue will be solved in the next release of PoS)

Franking Machine

Rebate Type: Usage Pre Sorting Refund
Refund Reason: Franking Refund - License Cancellation

License: CRN/License No. KN1200009 License Identifier P672018

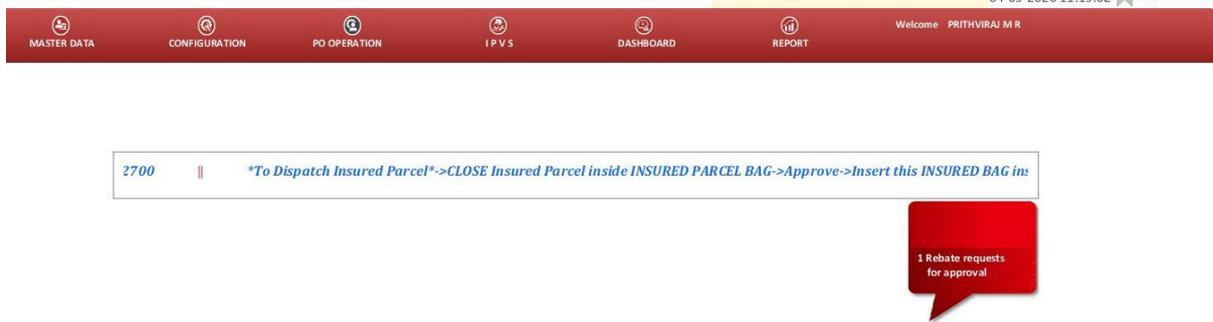
Rebate/Refund Details: Old SOM No. [] Old Ascending Register Reading []
New SOM No. [] New Ascending Register Reading []
Mail Value [] Total Consumption []
ACG 67 Receipt No. [] No. Of Articles []

Payment Details: Rate of Rebate [] Mode of Payment: Cheque
Amount (Rs.) 1549

Franking Creation Dialog: Franking Rebate Request Submitted. Invoice No.:- FM0039320101599198641 Amount:- 1549.00

Receipt No. FM0039320101599198641 Date 04 Sep 2020 Quantity 0 Total Amount 1549.00

5. A popup for Supervisor approval will be shown in PoS Back office



6. On selection the following window will be shown

Franking Approval >

Sl. No.	Receipt No	CNR No. / ACG Receipt No.	Amount	Booking Time
1	FM0039320101599198641	KN1200009	1549	11:24:53 AM



7. Request Details can be viewed by clicking on the "Details" button and click on OK

The 'Request Details' popup window contains the following sections:

- Rebate Type:** Type: Refund; Refund Reason: Franking Refund - License Canc
- License Details:** CRN/License No: KN1200009; Licence Identifier: P672018
- Rebate/Refund Details:** Old Som No., New Som No., Mail Value, Acg 67 Receipt, Old Ascending Register, New Ascending Register, Total Consumption, No. of Articles (all fields are empty).
- Payment Details:** Rate of Rebate Amount: 1549; Mode Of Payment: Cheque

An 'Ok' button is located at the bottom center of the popup.

8. Credit memo will be generated number will be displayed.

Franking Approval > Credit Memo Number:- 0910933619

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

Cancel Reject Approve Details

9. Payment authorisation is to be done by the Supervisor in POS BO under Franking -> Payment. On selection the payment authorisation window as shown below will be shown.

INDIA POST India Post

Postal Back Office

PO Name Mysuru H.O
User Name TEST User23
Business Date 23/09/2020
Cash In Hand 0.00

online
23-09-2020 15:42:52 D
23-09-2020 15:42:46 H

Welcome TEST User23

Franking Payment >

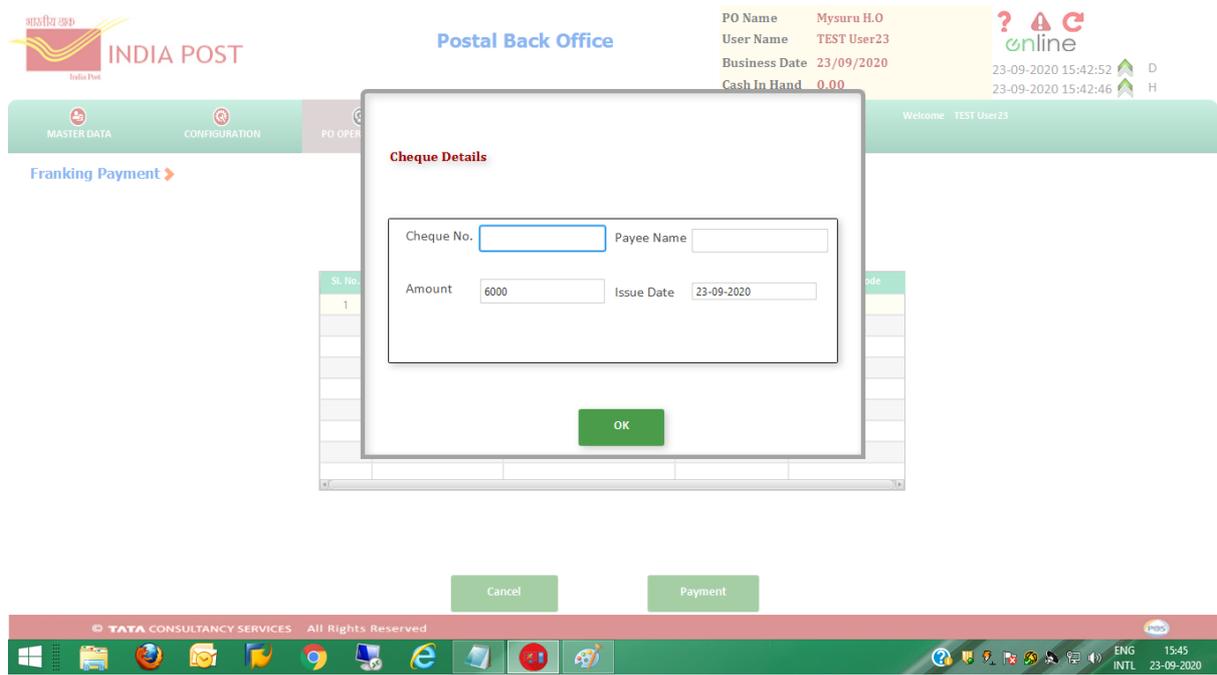
SL. No.	Receipt No	Credit Memo Number	Amount	Payment Mode
1	FM0000020011600759075	0910015516	6000	Cheque

Cancel Payment

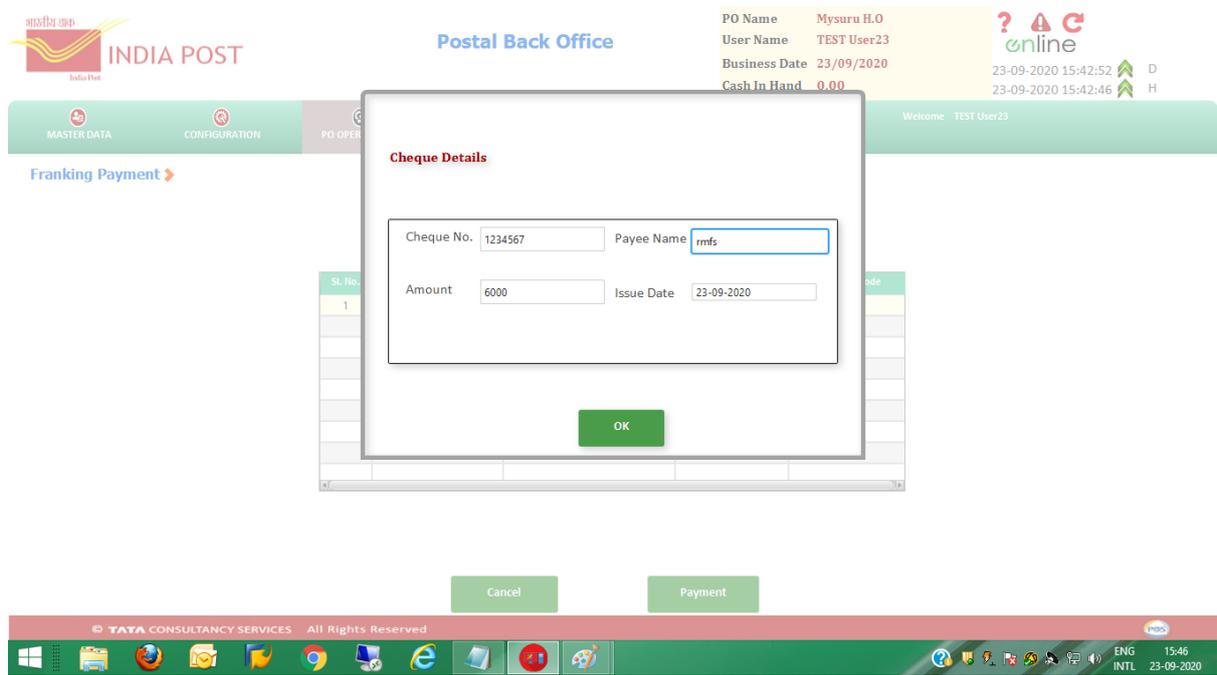
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ENG INTL 15:45 23-09-2020

10. On clicking "Payment button " the following window for providing cheque details will be shown



11. Provide the cheque details and click on OK



The user has to check the document number in SAP using T code FBL5N and process the document using F-58. Once the payment document is posted, cheque can be issued using FCH5.