

FAQ on PO Begin and PO End

1) How to do PO Begin?

Ans:

- Open Back Office Application.
- Log in with your user id and password.
- Click on "PO Operation".
- Select "PO Begin".
- Check "Last Business Date".
- Check "Current Business Date", which should be equal to Today's date.
- If both are correct, then only click on save button.

The screenshot displays the 'Postal Back Office' application interface. At the top, the 'INDIA POST' logo is on the left, and the 'Postal Back Office' title is in the center. On the right, a yellow box shows user details: PO Name (Bengaluru G.P.O.), User Name (Test Data), Business Date, and Cash In Hand (0.00). Below this, a green navigation bar contains icons for MASTER DATA, CONFIGURATION, PO OPERATION (selected), I P V S, DASHBOARD, and REPORT. A green bar at the bottom contains the text 'PO Begin' with a right arrow. Below the navigation bar, the 'PO Begin' form is shown. It has three input fields: 'Last Business Date' (21-02-2019), 'Current Business Date' (22-02-2019), and 'PO Begin Time' (10:59:08 AM). There are 'Cancel (F4)' and 'Save (Ctrl+S)' buttons. Red callout boxes with arrows point to the date fields with the text: 'Check last business date.', 'Check Current business date.', and 'If "Last Business Date" and "Current Business Date" same. Click Save'.

2) What to do if Current business date is not today's date?

Ans: Check system date of the database server. Change the system date of the server to today's date. Then follow the steps to do PO Begin.

3) What to do if PO begin has been done in future date?

Ans: Log a ticket in service desk as a 'Request' and wait for assistance.

4) How to do PO Account Submission?

Ans: Check the current business date. Kindly remember, once PO accounts Submission is done, counter PA cannot work in that business date.

The process is as follows:

- A. Open Back Office Application.
- B. Log in with your user id and password.
- C. Click on "PO Operation".
- D. Select "PO Account Submission".
- E. Check "Current Business Date", which should be equal to Today's date.
- F. Click on "Submit" button.

- 5) While doing PO Account Submission getting error as 'There are some active users who have not ended their shifts.'

Ans: Navigate to "Force Shift End Summary" and check for the active shifts. System will show the users who have not done Shift End from the counters. Kindly intimate the counter PA to do shift end. Alternatively, Supervisor can do force shift end from here.

- 6) While doing PO account submission getting error as '<Few> bags are yet to be closed'

Ans: Navigate to IPVS → Reassign Bag. Check the user id under which the bags are opened. Now, ask the respective user to close or delete the pending bags under 'Close Bag' or 'Reopen Bag' option. Alternatively, if the user has IPVS roles, then he can reassign the bag to his/her user id. Then user can perform the close or delete bag operation under 'Close Bag' or 'Reopen Bag' option.

- 7) While doing PO account submission getting error as '<Few> articles are yet to be bagged'.

Ans: Navigate to IPVS → Mark Pending Articles. Select all articles from 'Booked Articles' side and click on 'Mark as Pending'. Alternatively, the articles can be closed and dispatched.

- 8) While doing PO account submission getting error as 'Transfer <some amount> left with you'.

Ans: Navigate to PO Operation → Send Cash to F&A. Transfer the amount left in Cash in hand to F&A.

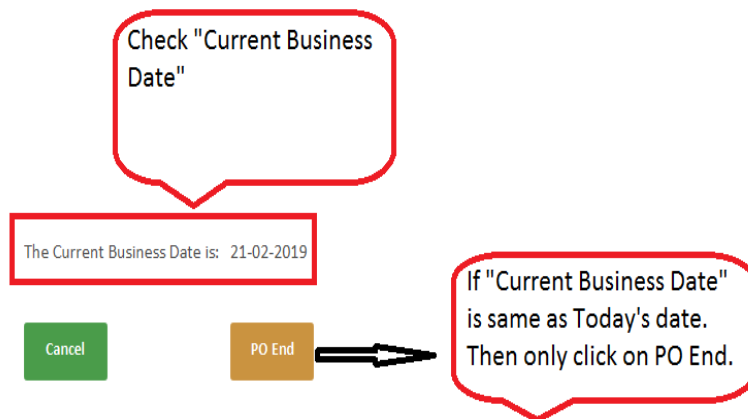
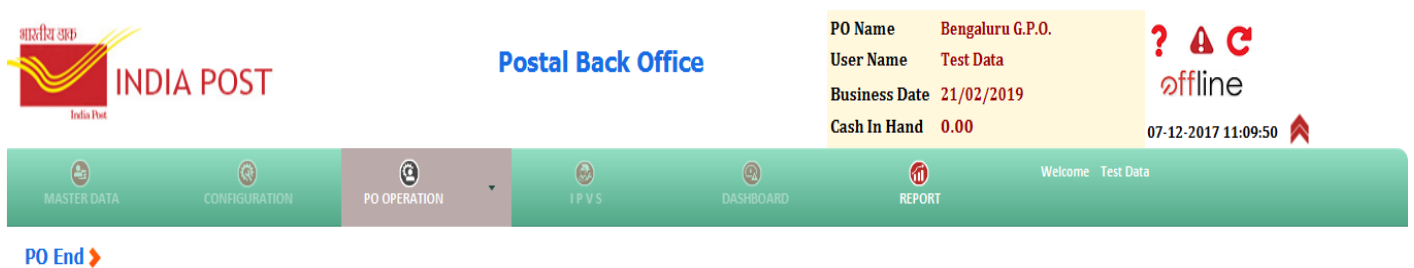
- 9) What to do if mistakenly PO Account Submission has been by Supervisor for the current Business date?

Ans: Log a ticket in Service Desk as a 'Request' and wait for assistance.

10) How to do PO End?

Ans:

- A. Open Back office Application.
- B. Log in with your user id and password.
- C. Click on "PO Operation".
- D. Select "PO End" (Assuming PO Account Submission is already done).
- E. Check "Current Business Date", which should be equal to Today's date.
- F. If "Current Business Date", is correct then only click on "PO End" Button.



11) What to do if mistakenly PO End has been done by Supervisor for the current Business date?

Ans: Log a ticket in Service Desk as a 'Request' and wait for assistance.

12) How to operate NSH/BNPL hubs where users works in multiple shifts?

Ans: The Supervisor of **first shift should do 'PO Begin'**. Then Supervisor should allocate counters to the counter operators. Counter operators will open their shifts and after doing all the operation will perform Submit Account. Once Supervisor approves, counter PA will close the shift. Supervisor of the 1st shift will **not** perform 'PO Account Submission' or 'PO End'.

The Supervisor of 2nd shift will **not** perform 'PO Begin' as PO Begin has already been done. The Supervisor will only allocate counters to the counter operators. Counter operators will open their shifts and after doing all the operation will perform Submit Account. Once supervisor approves, counter PA will close the shift. Supervisor of the 2nd shift will **not** perform 'PO Account Submission' or 'PO End'.

The Supervisor of 3rd shift will **not** perform 'PO Begin' as PO Begin has already been done. The Supervisor will only allocate counters to the counter operators. Counter operators will open their shifts and after doing all the operations will perform Submit Account. Once Supervisor approves, counter PA will close the shift. Then the Supervisor of the **3rd shift will perform 'PO Account Submission'** followed by '**PO End**'.

So the Supervisor of **1st shift will perform 'PO Begin'** and Supervisor of **last shift will perform 'PO Account Submission' and 'PO End'**.