

FAQ on Post Box and Post Bag

1. How to do new Post Box/Post Bag registration?

Answer:

- A. Go to POS > Miscellaneous Services > Post Box (or Post Bag).
- B. Click on “New Registration” option available on right top corner.
- C. Enter all the details of the customer.
- D. Click on “PAYMENT” button.
- E. Receipt no. will be generated after the completion of the booking and available Post Box (or Post Bag) no. will get displayed.
- F. Go to Back office > Configuration > Post Box/Post Bag Assign.
- G. Enter the Receipt no. in the Registration No. field.
- H. Click on “APPROVE” button.

2. How to renew Post Box/Post Bag?

Answer:

- A. Access DPMS main menu through Supervisor Login.
- B. Open the menu “Postbag/Postbox Booking Report” under Reports section.
- C. Enter the Facility ID of the corresponding post office and enter the booking date and expiry date.
- D. Submit the search operation and all the relevant details would be displayed.
- E. Select the record for the specific post box/bag number. Copy the “Book ID” from the record.
- F. Go to POS renewal screen and enter the copied Book ID in the “Receipt No.” field and continue with the renewal process.

3. How to cancel a Post Box/Post Bag services?

Answer:

- A. Go to POS > Miscellaneous Services > Post Box (or Post Bag).
- B. Click on “Cancel” option.
- C. Enter the Receipt No. (Book ID) in “Receipt No” field and required remarks in “Remarks” field.
- D. Do the “PAYMENT”. After this activity, respective Post Box No. will get cancelled.

4. What is the renewal period of Post Box/Post Bag and what should be done if Post Box/Post Bag has not been renewed within that period?

Answer:

Post Box/Post Bag can only be renewed before 30 days of the expiry date and within 182 days after the expiry date. If user has not renewed the Post Box/Post Bag within grace period (within 182 days after the expiry date), then Post Box/Post Bag cannot be renewed. In such case, cancel the Post Box/Post Bag from POS and request the CEPT DPMS Team, Chennai (dpms.cept@indiapost.gov.in) to send a mail with proper approval to TCS DPMS team (tcs.dopdpms@tcs.com) to make the Post Box/Post Bag in “Available” state so that renewal can be done.

OR

Request the CEPT DPMS Team, Chennai (dpms.cept@indiapost.gov.in) to send a mail to TCS DPMS team (tcs.dopdpms@tcs.com) to change the expiry date as per required renewal period.

- Any data change related to Post Box/Post Bag will be done from SAP DPMS end only after receipt of approval mail from CEPT DPMS Team, Chennai.
- Post Box/Post Bag having

STATUS='A'--> Post Box/Post Bag is in “**Available**” state and only new registration can be done against this Post Box/Post Bag.

STATUS='T'--> Post Box/Post Bag is in “**Temporary Booked**” status. Approve this Post Box/Post Bag from Postal Back Office.

STATUS='B'--> Post Box/Post Bag is in “**Booked**” status. Renewal can be done if Post Box/Post Bag has been expired.

STATUS='R'--> Post Box/Post Bag has been already “**Renewed**”.

5. If the user is doing the new registration and getting error 'There is an error with web service'.

Answer:

- A. Open the DPMS Post Box/Post Bag Report and check the status of the Post Box/Post Bag.
- B. Check the status of Post Box/Post Bag inventory available in the DPMS Report. If Post Box/Post Bag having status “A” are available in the inventory, then new registration is possible. If status of all the Post Box/Post Bags are “T”, “B” or “R”, then new registration will not be possible.
- C. If the Post Box/Post Bag having status “A” are available and still you are getting this error, then raise a ticket in the Service Desk tool with details.

6. While approving the Post Box/Post Bag from Postal Back Office, user is getting error 'No response found from web service'.

Answer:

- A. Open the DPMS Post Box/Post Bag Report and check the status of that Post Box/Post Bag, which should be "T".
- B. Check the Receipt No. which you are entering in Postal Back Office. Enter the correct Receipt No. as per the DPMS Report.
- C. If status of that Post Box/Post Bag is 'T' and Receipt No. is correct but still you are getting the error, then raise a ticket in the Service Desk tool with details.

7. If the user is trying to approve the Post Box/Post Bag from Postal Back Office and getting error 'No book ID found against this Postbox/Postbag'.

Answer:

- A. Check the "Book ID" available against that Post Box which you want to renew in DPMS Report. Enter the correct Book ID (Receipt No.) in Postal Back Office as per the DPMS Report.
- B. Check the status of that Post Box/Post Bag, which should be 'T'.
- C. If status of that Post Box/Post Bag is 'T' and Receipt No. is correct but still user is getting the error, then raise a ticket in the Service Desk tool with details.

8. While doing the renewal of the Post Box/Post Bag, user is getting error 'Postbox has been expired and has not been renewed within grace period'.

Answer:

- A. Check the expiry date of the Post Box/Post Bag from the DPMS Report.
- B. Post Box/Post Bag can only be renewed before 30 days of the expiry date and within 182 days after the expiry date.
- C. In such case, cancel the Post Box/Post Bag from POS and request the CEPT DPMS Team, Chennai (dpms.cept@indiapost.gov.in) to send a mail with proper approval to TCS DPMS team (tcs.dopdpms@tcs.com) to make the Post Box/Post Bag in "Available" state so that renewal can be done. Alternatively, you can request the CEPT DPMS Team, Chennai (dpms.cept@indiapost.gov.in) to send a mail to TCS DPMS team (tcs.dopdpms@tcs.com) to change the expiry date as per required renewal period.
- D. If error persists, raise a ticket in the Service Desk tool with details.

9. While doing the renewal of the Post Box/Post Bag, user is getting error 'Postbox can be renewed before 30 days of the expiry date'.

Answer:

- A. Check the expiry date of the Post Box/Post Bag from the DPMS Report.
- B. Post Box/Post Bag can only be renewed before 30 days of the expiry date from date of expiry. So, try to renew the Post Box/Post Bag as per the procedure.

10. While doing the renewal of the Post Box/Post Bag, user is getting error 'There is an error with web service'.

Answer:

- A. Check the status of the respective Post Box/Post Bag from the DPMS Report.
- B. If status of the Post Box/Post Bag is “B” and it has been expired, then only Post Box/Post Bag can be renewed.
- C. If status of the Post Box/Post Bag is “B” and Post Box/Post Bag has been expired, but still user is getting the error, then raise a ticket in Service Desk tool with details under DPMS.

11. While doing renewal, user is getting error 'No response found from web service'.

Answer:

- A. Check the status of Post Box/Post Bag, which should be “B”.
- B. Check the “Book ID” against the respective Post Box/Post Bag in the DPMS Report and enter the latest “Book ID” (Receipt No.) as per the DPMS Report.
- C. If all the data is correct and still user is getting the error, then raise a ticket in Service Desk tool with details under DPMS.

12. While doing renewal, user is getting error 'No postbox found against this book ID'.

Answer:

- A. Check the “Book ID” available against the Post Box/Post Bag in DPMS Report.
- B. Enter the latest “Book ID” (Receipt No.) for the Post Box/Post Bag as per DPMS Report.
- C. If user is entering the correct “Book ID” and still getting the error, raise a ticket in Service Desk tool with details.