FAQ ON RMFS TRANSACTIONS NOT CREDITED

1. What are the reasons for failure of RMFS transactions?

Failure of RMFS transactions is due to the issues in connectivity between the client system and SAP System/Vendor machine

2. How can the user check whether a transaction is in failed status?

The status of a transaction can be viewed in SAP Franking portal using the "Credit / Recharge Report". Please follow the steps detailed below to view the report.

(a) Login to SAP

(b)Use Tcode zdop_main to get DOP Main screen and click on "Franking"

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(c)The user can view the RMFS portal.

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(d) Click on "Credit / Recharge Report" on the left pane. Please enter the CR Number / Receipt number and click and click on execute.

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(f) Drag the scroll bar to the right hand side. In case of successful transaction the status will be shown as "Completed" in column "Amt Dwn by FM"

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(g) A transaction will be complete only after receipt of acknowledgement for the fund file from the OEM(Franking Machine vendor). Normally fund file will be sent to the OEM at 6 AM onthe next day . Succesful transactions will be shown as "Open" till receipt of acknowledgement from the OEM. Once acknowledgenent is received, the status will be changed as "Completed" in column "Amt Dwn by FM". In case there is undue delay in status getting changed to "Completed", the office of credit may raise a ticket with service desk.

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(h) In case of failed transactions the status will be shown as "Error" in column "Amt Dwn by FM". If the status is "Error" the office of credit has to reverse the transaction through the HO concernced after noting the document number shown agaisnt the "Fin Acct No." and do a fresh recharge.



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- 3. How to check the status of RMFS transactions using Tcode in SAP.
 - (a) Please use the Tcode "zmo_fkg_lic_recharge" in SAP. A data entry form as shown below will appear. Enter the necessary data viz CR Number / Receipt details and then execute .

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(b) The following screen will be shown on execution. Please drag the scrollbar to the right hand side. In case of successful transaction the status will be shown as "Completed" in column "Amt Dwn by FM"."

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