

## **FAQ ON RMFS TRANSACTIONS NOT CREDITED**

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

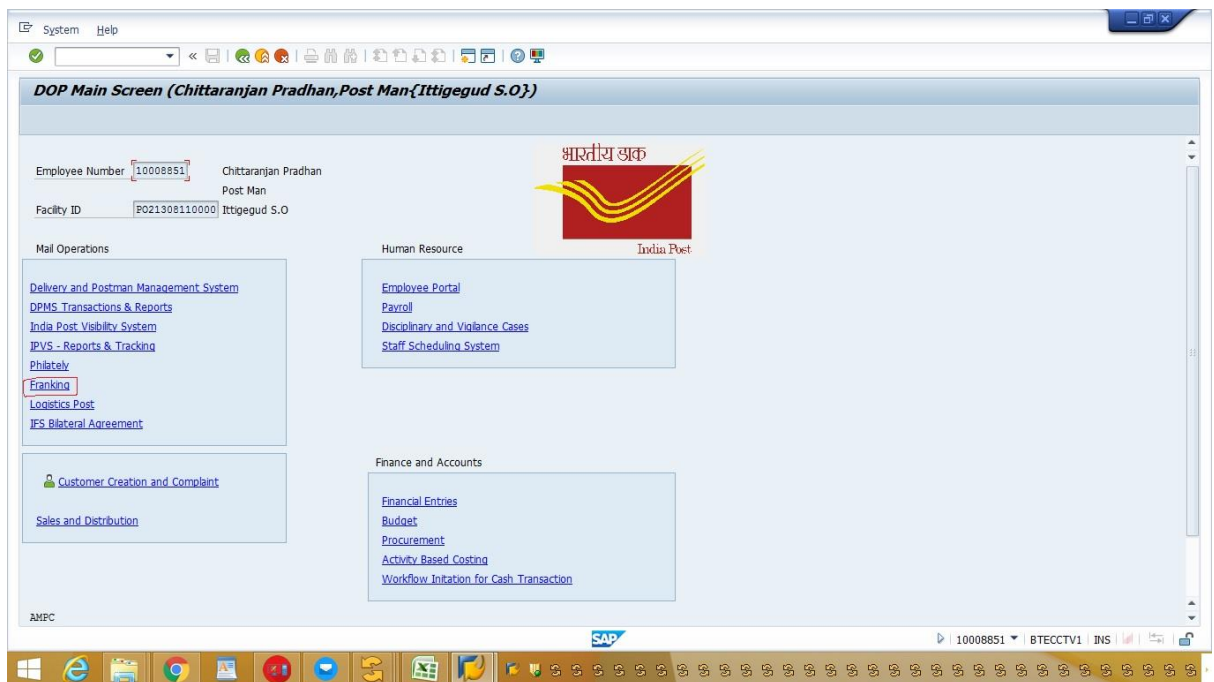
Failure of RMFS transactions is due to the issues in connectivity between the client system and SAP System/Vendor machine

### *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.

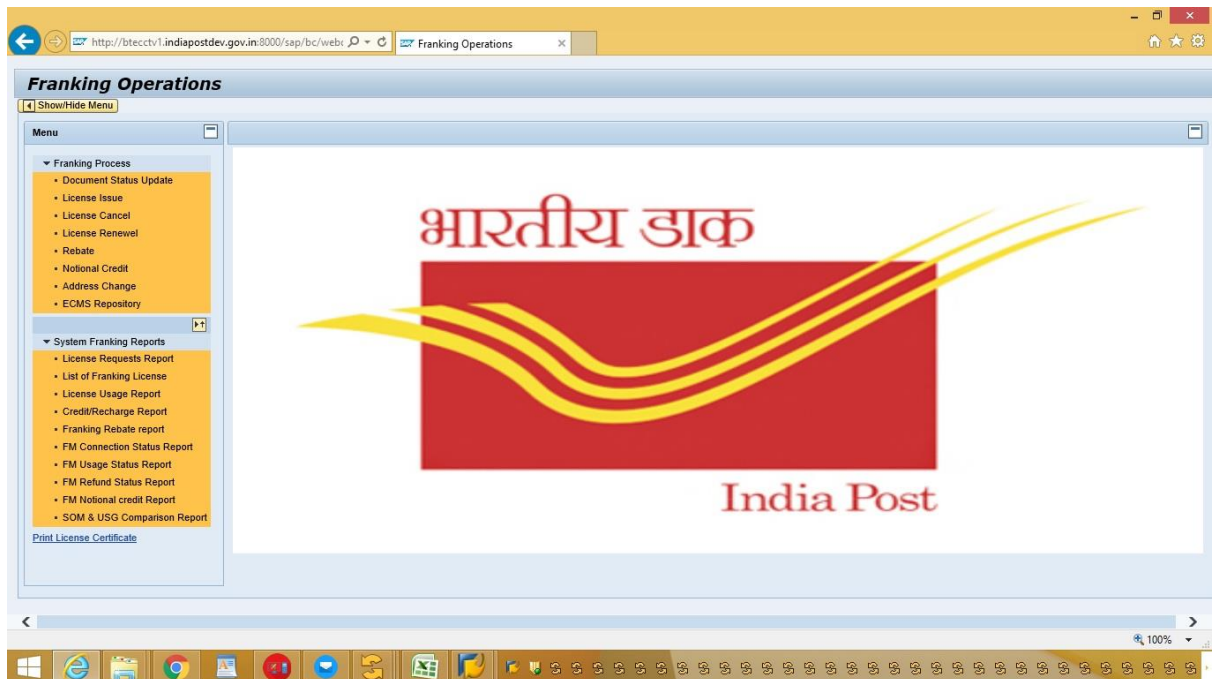
(a) Login to SAP

(b) Use Tcode zdop\_main to get DOP Main screen and click on "Franking"

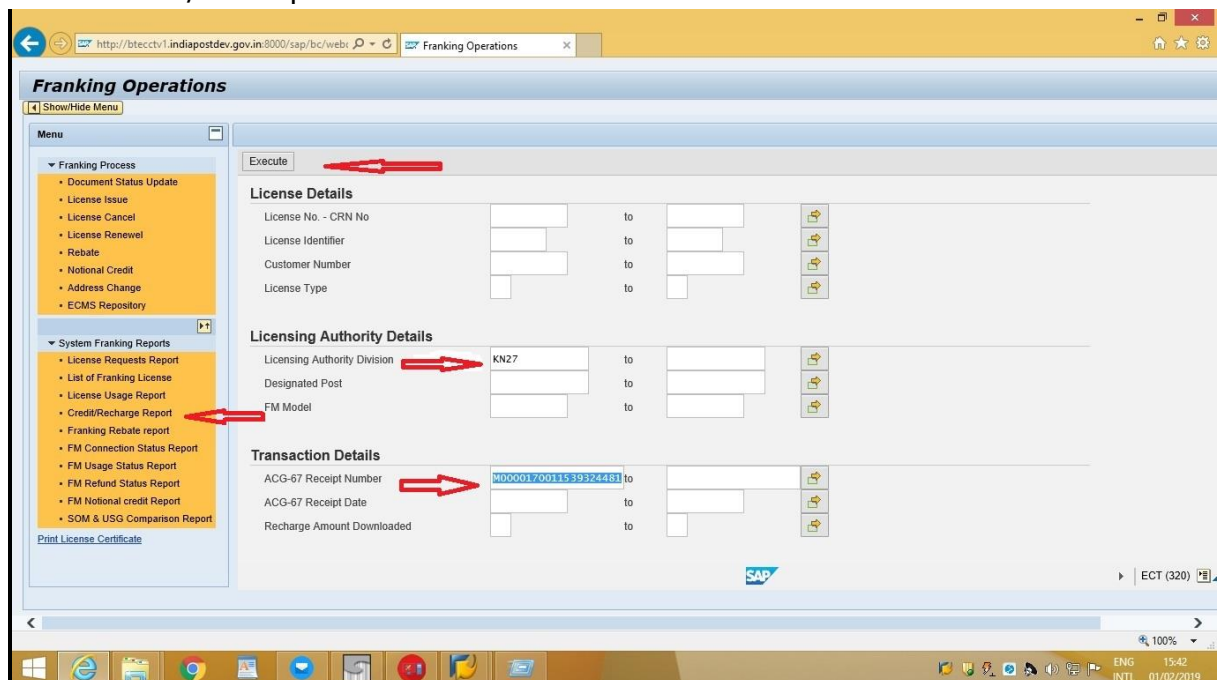


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(c) The user can view the RMFS portal.



(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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(e) The user will get a report as shown below.

The screenshot displays the SAP Franking Operations interface. The left sidebar contains a menu with options like 'Franking Process' and 'System Franking Reports'. The main area shows a table with the following data:

Acq Rcpt No.	Customer Number	Licensee Name	License Identifier	License No. - CRN No	License Type	Lic Type Desc	Distribution
FM0000170011539324481	4000032433	ANIL	P123456	KN2702359	01	Individual	PS

The bottom of the screen shows the Windows taskbar with various application icons and the system clock indicating 15:37 on 01/02/2019.

(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"

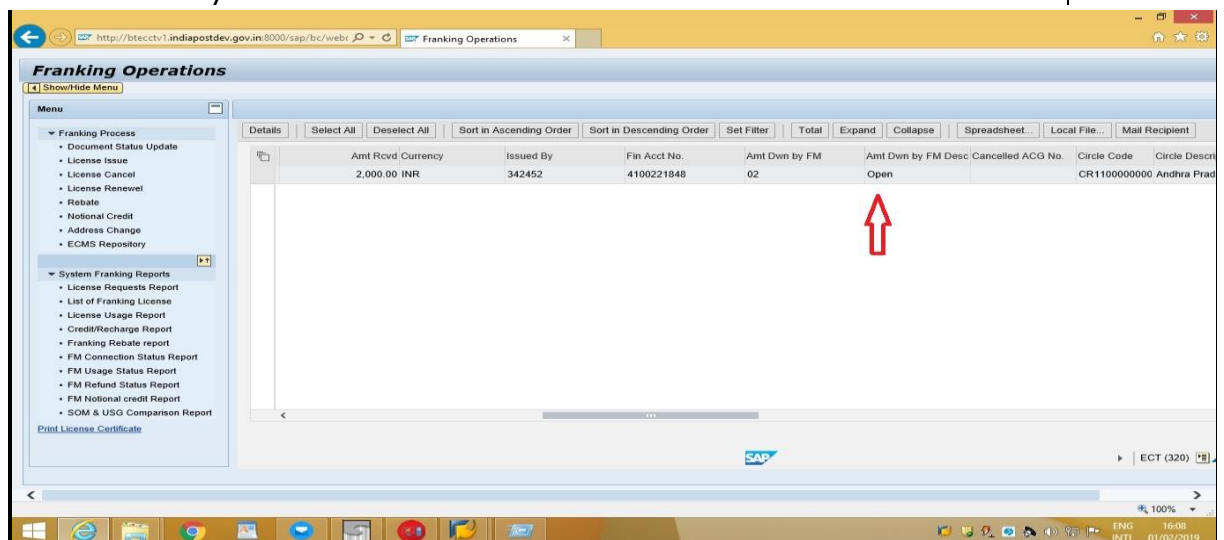
This screenshot shows the same SAP Franking Operations interface, but with the table scrolled to the right. The table now includes additional columns, and the 'Amt Dwn by FM' column for the transaction is marked as 'Completed'. A red arrow points to this 'Completed' status.

Amt Rcvd Currency	Issued By	Fin Acct No.	Amt Dwn by FM	Amt Dwn by FM Desc	Cancelled ACQ No.	Circle Code	Circle D
10,000.00 INR	10009309	4100114266	03	Completed		CR2100000000	Karnat

The bottom of the screen shows the Windows taskbar with various application icons and the system clock indicating 15:38 on 01/02/2019.

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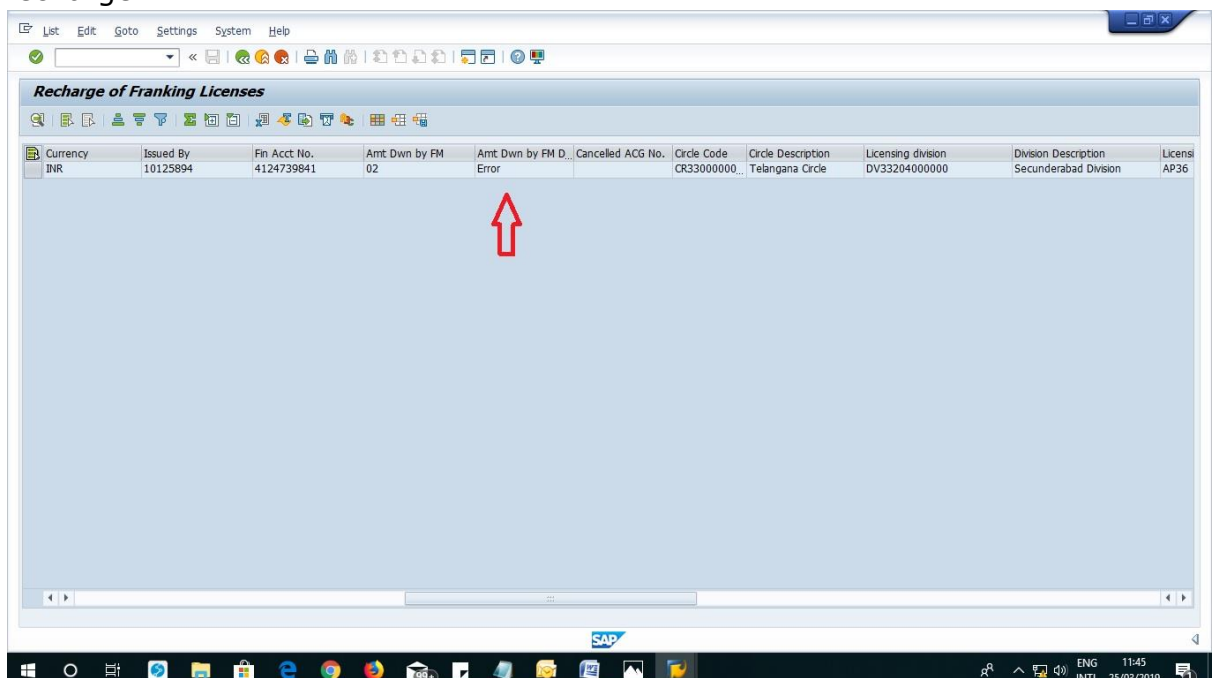
- (g) A transaction will be complete only after receipt of acknowledgement for the fund file from the OEM( Franking Machine vendor). Normally fund file will be sent to the OEM at 6 AM on the next day . Successful transactions will be shown as "Open" till receipt of acknowledgement from the OEM. Once acknowledgement 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.



The screenshot shows the SAP Franking Operations interface. The main table displays transaction details. A red arrow points to the 'Amt Dwn by FM' column, which shows the status 'Open'.

Amt Rcvd Currency	Issued By	Fin Acct No.	Amt Dwn by FM	Amt Dwn by FM Desc	Cancelled ACG No.	Circle Code	Circle Description
2,000.00 INR	342452	4100221848	02	Open		CR1100000000	Andhra Pradesh

- (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 concerned after noting the document number shown against the "Fin Acct No." and do a fresh recharge.



The screenshot shows the SAP Recharge of Franking Licenses interface. The main table displays transaction details. A red arrow points to the 'Amt Dwn by FM' column, which shows the status 'Error'.

Currency	Issued By	Fin Acct No.	Amt Dwn by FM	Amt Dwn by FM Desc	Cancelled ACG No.	Circle Code	Circle Description	Licensing division	Division Description	Licence
INR	10125894	4124739841	02	Error		CR3300000000	Telangana Circle	DV33204000000	Secunderabad Division	AP36

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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 .

**Recharge of Franking Licenses**

**License Details**

License No. - CRN No to  
License Identifier to  
Customer Number to  
License Type to

**Licensing Authority Details**

Licensing Authority Division 20127 to  
Designated Post to  
FM Model to

**Transaction Details**

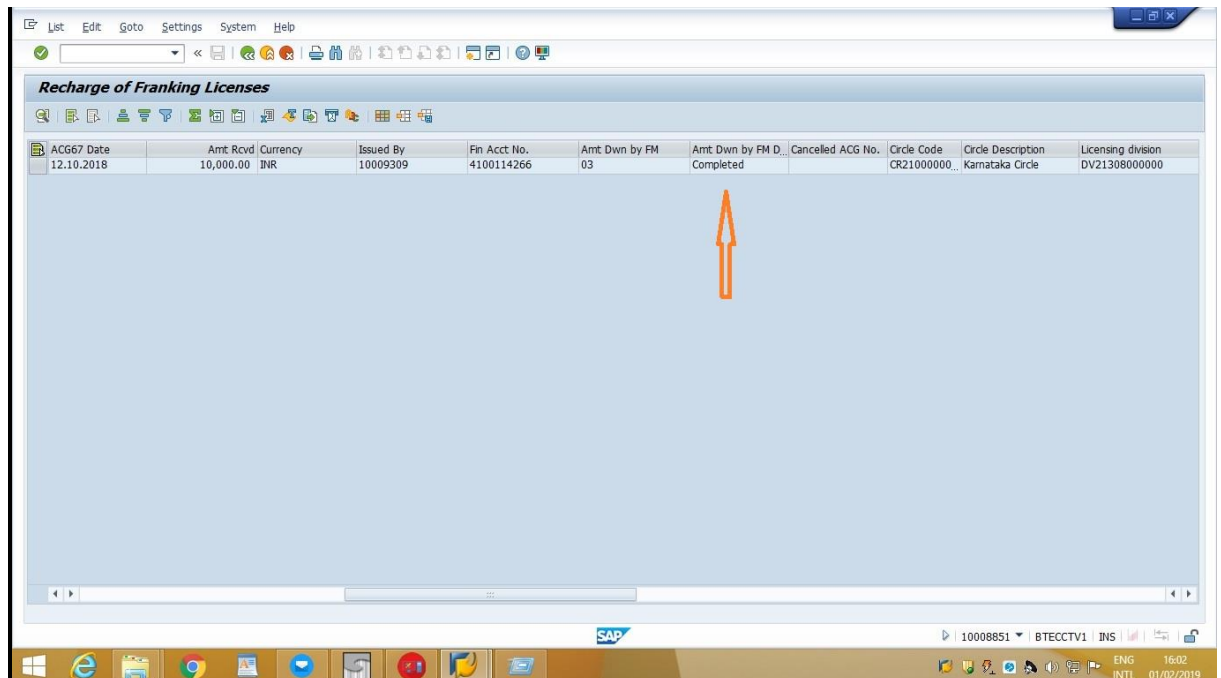
ACG-67 Receipt Number FM000017001153932 to  
ACG-67 Receipt Date to  
Recharge Amount Downloaded to

- (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".

**Recharge of Franking Licenses**

Acp Rcpt No.	Customer Number	Licensee Name	License Identifier	License No. - CRN No	License Type	Lic Type Desc	Distribution Channel	ACG67 Date	Amt. Rcvd
FM0000170011539324481	4000032433	ANIL	P123456	KN2702359	01	Individual	PS	12.10.2018	10,000.00

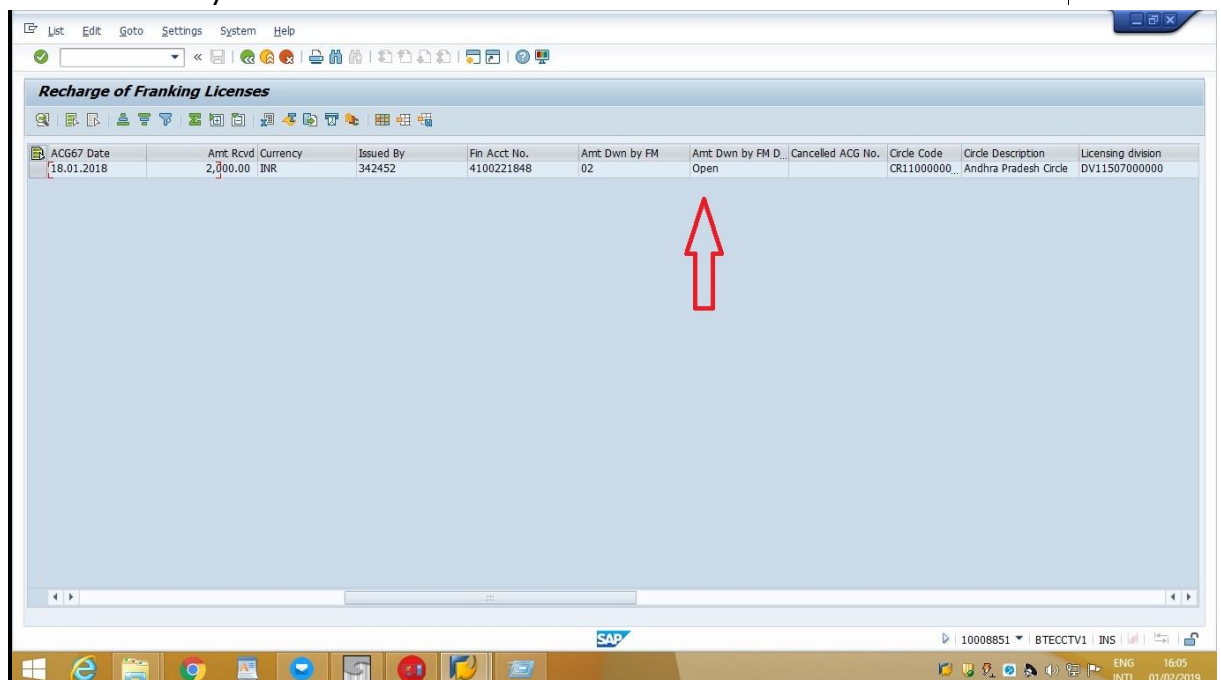
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The screenshot shows the SAP 'Recharge of Franking Licenses' table. The table has columns: ACG67 Date, Amt Rcvd, Currency, Issued By, Fin Acct No., Amt Dwn by FM, Amt Dwn by FM D..., Cancelled ACG No., Circle Code, Circle Description, and Licensing division. The first row shows a transaction dated 12.10.2018 for 10,000.00 INR, issued by 10009309, with account number 4100114266. The 'Amt Dwn by FM' column shows '03' and 'Completed'. An orange arrow points to the 'Completed' status.

ACG67 Date	Amt Rcvd	Currency	Issued By	Fin Acct No.	Amt Dwn by FM	Amt Dwn by FM D...	Cancelled ACG No.	Circle Code	Circle Description	Licensing division
12.10.2018	10,000.00	INR	10009309	4100114266	03	Completed		CR21000000...	Karnataka Circle	DV2130800000

- (c) A transaction will be complete only after receipt of acknowledgement of the fund file from the OEM( Franking Machine vendor). Normally fund file will be sent to the OEM at 6 AM on the next day . Successful transactions will be shown as "Open" till receipt of acknowledgement from the OEM. Once acknowledgement 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.



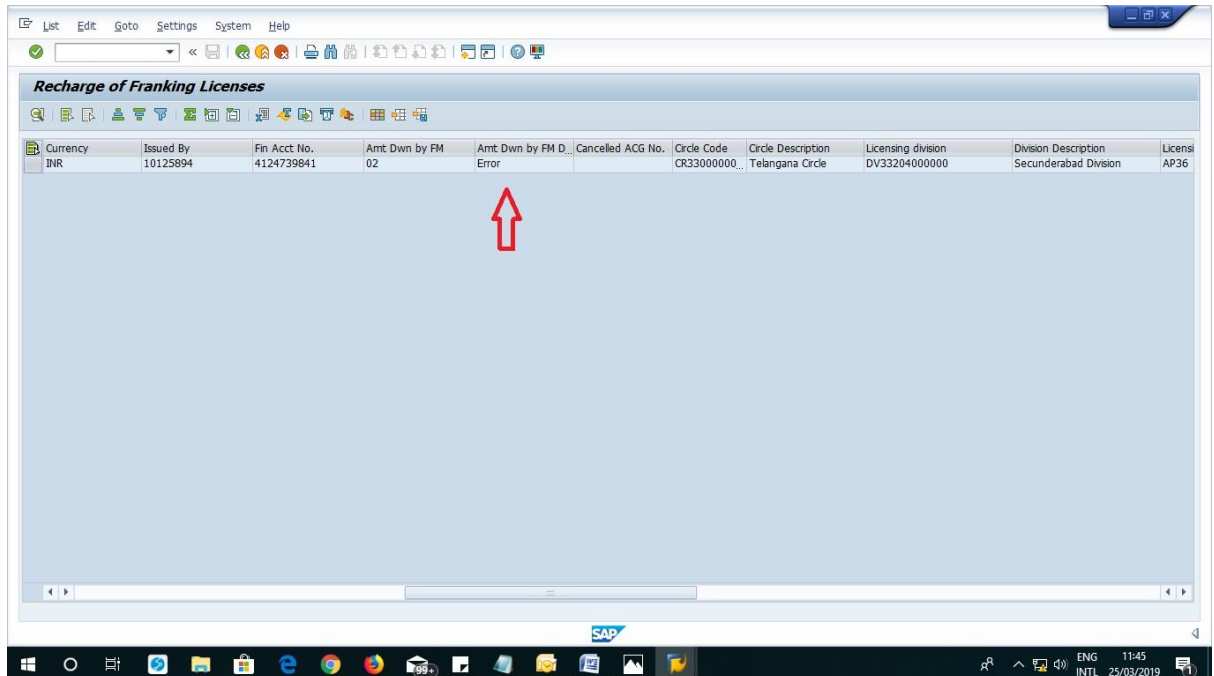
The screenshot shows the SAP 'Recharge of Franking Licenses' table. The table has columns: ACG67 Date, Amt Rcvd, Currency, Issued By, Fin Acct No., Amt Dwn by FM, Amt Dwn by FM D..., Cancelled ACG No., Circle Code, Circle Description, and Licensing division. The first row shows a transaction dated 18.01.2018 for 2,000.00 INR, issued by 342452, with account number 4100221848. The 'Amt Dwn by FM' column shows '02' and 'Open'. A red arrow points to the 'Open' status.

ACG67 Date	Amt Rcvd	Currency	Issued By	Fin Acct No.	Amt Dwn by FM	Amt Dwn by FM D...	Cancelled ACG No.	Circle Code	Circle Description	Licensing division
18.01.2018	2,000.00	INR	342452	4100221848	02	Open		CR11000000...	Andhra Pradesh Circle	DV1150700000



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(d) 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 concerned after noting the document number shown against the "Fin Acct No." through the HO concerned and do a fresh recharge..



The screenshot shows the SAP 'Recharge of Franking Licenses' transaction. The table below displays the transaction details. A red arrow points to the 'Amt Dwn by FM' column, which contains the value 'Error'.

Currency	Issued By	Fin Acct No.	Amt Dwn by FM	Amt Dwn by FM D...	Cancelled ACG No.	Circle Code	Circle Description	Licensing division	Division Description	Licensi
INR	10125894	4124739841	02	Error		CR33000000...	Telangana Circle	DV33204000000	Secunderabad Division	AP36