

# eMO - Frequently asked questions

1. How to find the unpaid eMOs available at any office?

Answer: Enter zemo\_unpaid- ->enter the facility id- ->Any date range of 30 days can be entered- ->execute.

2. Can we see the unpaid emos at any of the office?

Answer: Yes.

3. When the remitter complaints at the booking office about non receipt of money order by the payee, what are the checks to be done by the booking office?

Answer: Booking office should track the emo events in zmoipvs / India post tracking. If the emo is shown as received at a particular post office, then the availability/status(printed/invoiced/onhold etc) of that eMO can be confirmed with the unpaid eMO report of the destination office (zemo\_unpaid- ->select the facility id of that destination office- ->select the date of receipt (as per trackandtrace). The office should be instructed to further process the Emo.

4. What is the action to be performed by the destination office for any eMO complaints?

Answer :

- a.) EMOs destined to CSI location

{i} Initially, eMO to be tracked in IPVS/Indiapost tracking for time period of 120days. Further, the destination office should check the eMO in the eMO unpaid report (zemo\_unpaid) selecting the received date (as per track and trace). The status of the eMO at the destination office will be shown in the report.

{ii} Further login to the dpms application- ->eMO view/update option- ->enter the received date in the from date and to date range- -> press enter. To find the particular eMO, click find option and enter the eMO number and click ok in the page displayed. The eMO details will be displayed.

Alternatively, the availability of the eMO can be checked in window delivery option also.

{iii} Destination offices can also check the paid details of an EMO for which data not available in {i} & {ii} using T-Code FAGLL03.

Execute T-Code fagll03 → G/L Account (8878100070) → Custom Selections (Ctrl+F1) → New Field Selection (F5) → G/L Account Line Items → Assignment → Put EMO NO to be checked → click on save → Execute

- b.) EMOs destined to NON CSI location

Initially EMO can be tracked in India post tracking. Further the destination office will check the status of EMOs which are unpaid in below link.

[https://mis.cept.gov.in/General/emo\\_status.aspx](https://mis.cept.gov.in/General/emo_status.aspx)

5. What are the checks to be done by the postmaster before EOD for ensuring VPMO is booked for the VP articles delivered?

Answer: Before EOD, the daily account should be checked. If VP is delivered and VPMO is not booked, then only a single entry in the receipt side as "Value Payable Post clearing account" will be available. If VPMO is booked, then 3 entries viz "Receipt side: Value Payable Post clearing account, eMO issue /commission and Payment side: Value Payable Post clearing account" would be available in the daily account.

So, if only one entry (VP clearing account) is available in the receipt side, then postmaster should ensure to book the VPMO for VP delivered. This activity is important as the VPMO has to be booked on the same day of VP article delivery. System will not allow booking of VPMO on a later date. Further before EOD, the supervisor has to confirm booking of VPMOs for all VP articles delivered on the day by viewing VPMO Booking Report.

6. If redirected eMO is available in unpaid eMO report of the redirecting office and not available in view/update screen of the destination office, what is the action to be taken by the redirecting office? | e The redirected/RTS eMO has not reached the destination post office.

Answer: This happens when the approval of the supervisor is pending (not done) for the redirected eMO. The supervisor should approve the redirection.

7. What is the date range to be entered for viewing RTS eMO?

Answer: The received date as shown in the unpaid eMO report should be entered in the from date range for viewing the RTS eMO.

8. An eMO is appearing in the unpaid eMO report but not available for printing/invoicing to postman. What is the further course of action?

Answer : The date range in the view/update screen needs to be selected correctly. The received date shown in the unpaid eMO report for that eMO should be entered in the date range selection of view/update screen.

9. If the eMO is destined for non csi office and shown as picked by payment office, what is the action to be done by the non csi office?

Answer : It means the eMO is already received at the destination. It can be verified in the ENQUIRY option in the eMO module. It should come for printing and disposal. If the eMO is not available in enquiry option, please contact CEPT, Mysore with eMO client folder.

10. If the eMO is shown as received at data centre and not received by the non csi office, what is the procedure?

Answer : From the divisional login, request resend option to be executed.

**FAQ for Redirection of eMOs done through the option "REDIRECTION" under EMO MAILS INDIVIDUAL MENU IN DPMS :**

11. QUESTION: The Emos which have already been redirected are still appearing in the list of unpaid emos shown by zemo\_unpaid. How to clear such emos?

Answer: Whenever an emo is redirected using the option “REDIRECTION” under EMO MAILS INDIVIDUAL Menu, supervisor approval is mandatory. If the supervisor approval is not done, the emo will not be available in the origin office and the redirected office. It would be available in the supervisor approval screen. Once the Emos are approved, it would not appear in the list of unpaid emos shown by zemo\_unpaid.

12. QUESTION: What are to the steps to be followed to complete the supervisor approval for redirected emo?

Answer:

Step 1: In DPMS, click the menu “Supervisor Approval-Redirected and Returned eMOs” and select “Redirect” option and press enter. EMOs pending for approval will be displayed.

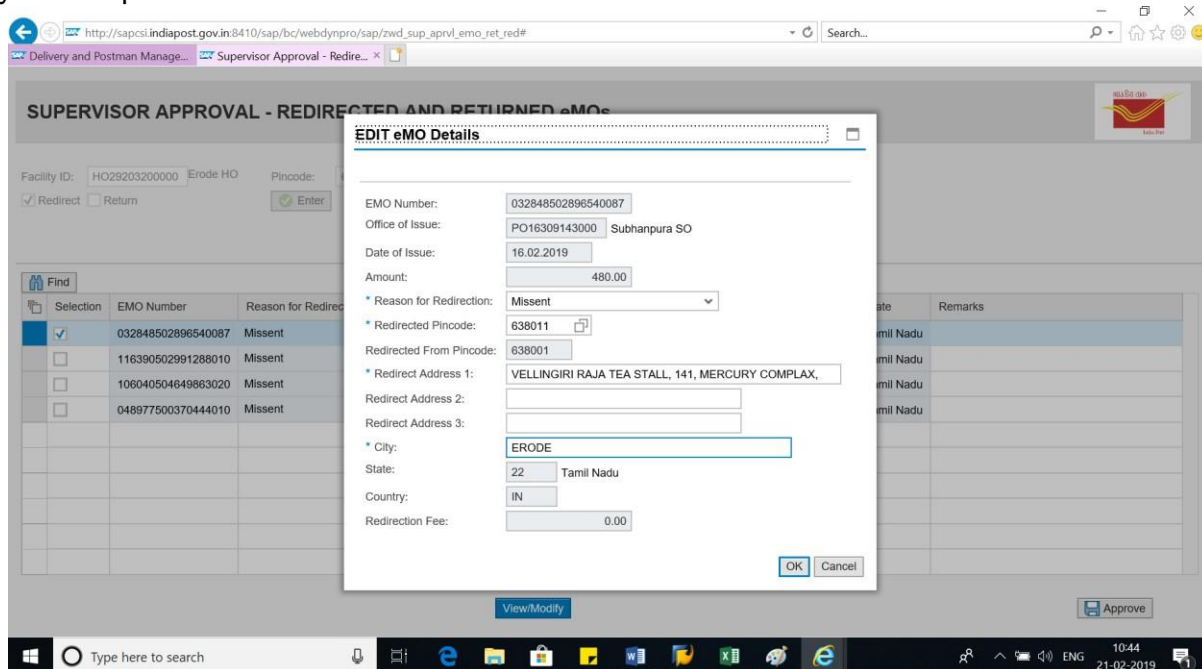
**SUPERVISOR APPROVAL - REDIRECTED AND RETURNED eMOs**

Facility ID: HO29203200000 Erode HO Pincode: 638001 Date: 21.02.2019

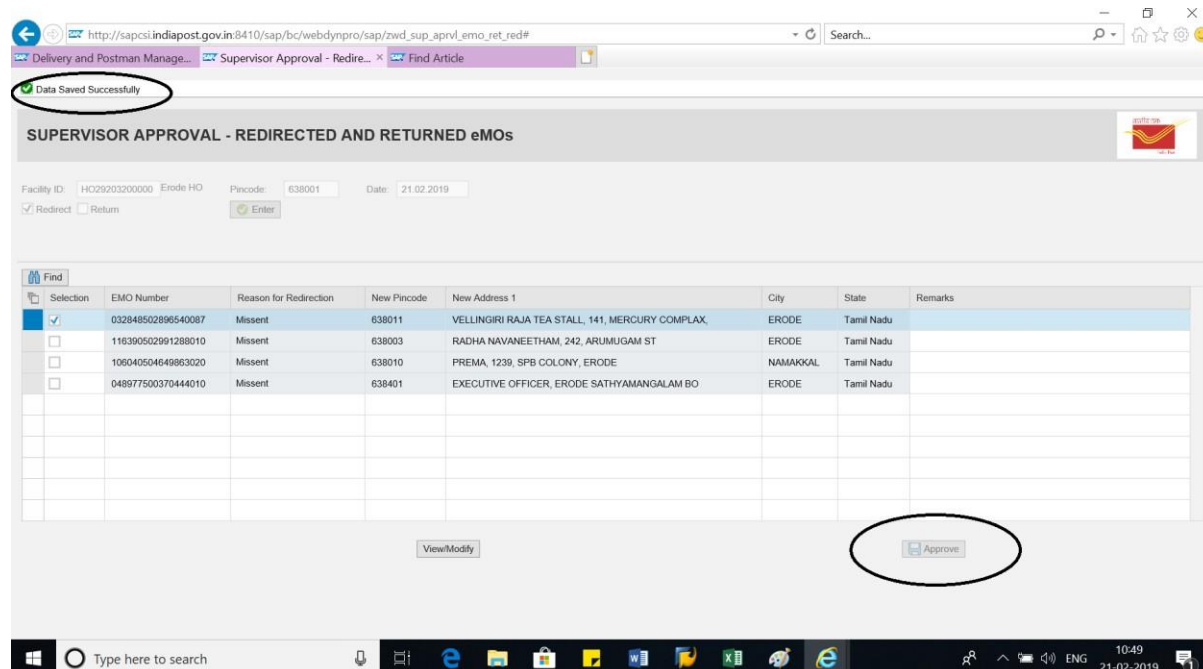
Redirect  Return

Selection	EMO Number	Reason for Redirection	New Pincode	New Address 1	City	State	Remarks
<input type="checkbox"/>	032848502896540087	Missent	638011	VELLINGIRI RAJA TEA STALL, 141, MERCURY COMPLAX,	ERODE	Tamil Nadu	
<input type="checkbox"/>	116390502991288010	Missent	638003	RADHA NAVANEETHAM, 242, ARUMUGAM ST	ERODE	Tamil Nadu	
<input type="checkbox"/>	108040504649863020	Missent	638010	PREMA, 1239, SPB COLONY, ERODE	NAMAKKAL	Tamil Nadu	
<input type="checkbox"/>	048977500370444010	Missent	638401	EXECUTIVE OFFICER, ERODE SATHYAMANGALAM BO	ERODE	Tamil Nadu	

Step 2: Supervisor has to select the eMOs displayed for approval and click view/modify button. Complete details of the eMO redirected will be displayed. Supervisor can EDIT the entries made by the delivery PA if required and click the OK button.

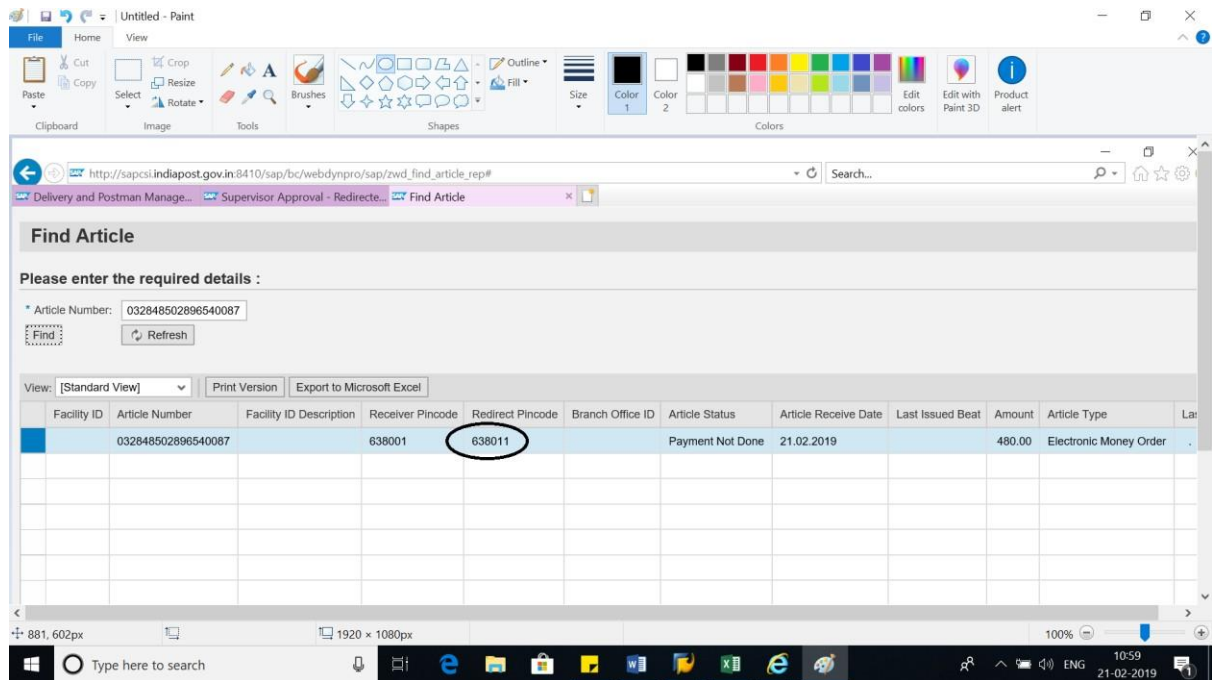


Step 3: Select the verified EMO and click approve button at the bottom. Once approval done, data will be saved successfully.



13. QUESTION: How to check whether an emo has been redirected successfully?

Step 1: Check the status of the same EMO in the "FIND ARTICLE" option. Redirected PINCODE column will be updated with the redirected office PINCODE.



14. QUESTION: Some of the Emos which were redirected in the earlier dates and the supervisor approval was not done are currently not available for approval and is showing in the list of unpaid emos byzemo\_unpaid.

ANSWER: Supervisor approval for all redirected Emos should be done on the same day without fail. For the past cases appropriate ticket needs to be raised in the service desk. If the count of such cases is high, details of the EMOs to be shared as attachment with the ticket raised.

If all the above procedures have been executed, eMO is still not available for processing, a ticket can be raised in the service desk and for further queries [dpms.cept@indiapost.gov.in](mailto:dpms.cept@indiapost.gov.in) can be contacted.