

57-02/2018-BD&MD (Pt-1)
Government of India
Ministry of Communications & IT
Department of Posts
Business Development & Marketing Directorate
Dak Bhawan, New Delhi – 110001

Dated: 6 February, 2019

Office Memorandum

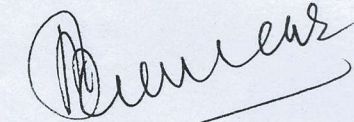
Subject: Regarding formulation of Standard Operating Procedure for Speed Post/Express Parcel/Business Parcel Business in BNPL Centres.

An SoP has been formulated for handling Speed Post/Express Parcel/Business Parcel Business in BNPL Centres in CSI environment. A copy of the same is enclosed.

2. This SoP would come into force with immediate effect. Circles/Regions are requested to bring this to the notice of all concerned and to ensure roll out of CSI in all BNPL handling Centres, by 15.02.2019.

3. This issues with the approval of the Competent Authority.

Encl: SoP

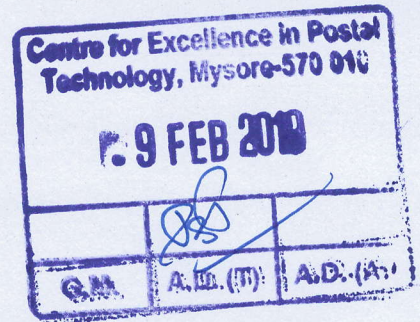


(Brajesh Kumar)
General Manager (BD)
L/o General Manager (SP&M)

All Heads of Circle/Addl. DG APS
All Heads of Regions

Copy to

- i. DG (Post)
- ii. Additional DG (Coordiantion)
- iii. All Members Postal Services Board
- iv. CGM (BD&MD)/CGM (PLI)/CGM Parcel Directorate
- v. AS&FA/Sr. DDG (PAF)
- vi. All DDGs in Postal Directorate
- vii. All GMs in BD&MD and PLI Directorate/GM CEPT Mysore
- viii. Director, Rafi Ahmed Kidwai National Postal Academy, Ghaziabad
- ix. Director, All Postal Training Centres
- x. Director CEPT Mysore for publishing on Department's web site
- xi. Guard File
- xii. Office Copy



STANDARD OPERATING PROCEDURE FOR HANDLING SPEED POST/EXPRESS PARCEL/BUSINESS PARCEL BUSINESS IN BNPL CENTRES/BPCs

1. General

- 1.1 Speed Post provides time-bound and express delivery of letters and parcels weighing upto 35 kg. Speed Post articles would be transported by fastest means including Air. Speed Post service is available for both retail as well as bulk/corporate customers. Speed Post service for corporate customers is provided at identified offices on signing of an agreement whereas retail customers can avail this facility from identified Post Office/RMS Offices across the country.
- 1.2 Express Parcel and Business Parcel was introduced with effect from 02-12-2013. Express Parcel service is available to both retail as well as business (corporate) customers. It is an air express parcel product providing time bound delivery of parcels. These parcels are transmitted through air or any other fastest mean available. Minimum chargeable weight for which Express Parcel consignments can be booked is 0.5 Kg. Maximum weight of Express Parcel consignments which can be booked across the Post Office counter by a retail customer is 20 Kg. Maximum weight of Express Parcel consignments which can be booked by a contractual (business/ corporate) customer at identified centres is 35 Kg. All Express Parcel consignments shall be given door step delivery irrespective of its weight. Business/ Corporate customers are also provided pick-up facility from their premises
- 1.3 Business Parcel is a contractual service, designed to suit requirement of business customers for an economical and reliable distribution solution. It provides an economical distribution solution to its customers using surface transmission modes. Minimum chargeable weight for which Business Parcel consignments will be booked is 2 Kg. Maximum weight of Business Parcel consignments which shall be booked by a contractual (business/ corporate) customer is 35 Kg. All Business Parcel consignments shall be given door step delivery irrespective of its weight. Business/ Corporate customers are provided pick-up facility from their premises.
- 1.3 The dimension of article shall be in accordance with the size prescribed for letters and parcels in The Indian Post Office Rules, 1933. Only regular shape articles (cuboids/ cylindrical) shall be accepted for booking.
- 1.4 The following value additions are provided to Contractual Customers:
- Pick-up.
 - Credit facility under Book Now Pay Later (BNPL) scheme.
 - Volume based discount.
 - Cash-on- Delivery facility.
 - MIS and account management.
- 1.6 The compensation in case of delay in delivery within published service standards and damage/loss of article or contents will be governed in accordance with instructions issued from time to time.

1.7 Instructions issued vide BD &MD O.M. No. 10-23/2013-BD&MD dated 24th January, 2017 regarding operational mechanism and discount structure be referred to in this context. A copy of same is enclosed as **Annexure-E**.

1.8 The following discount structure will be available to contractual customers of Speed Post and Express Parcel/Business Parcel whether they avail credit facility or advance deposit facility or make the payment at the time of booking:

Monthly Revenue	Discount rate	
	Speed Post (Domestic)	Express/Business Parcel
Rs 50,001/- to 5,00,000/-	10 %	7 %
Rs 5,00,001/- to 25,00,000/-	15 %	10 %
Rs 25,00,001/- to 100,00,000/-	20 %	13 %
Rs 100,00,001/- to 500,00,000/-	25 %	16 %
Above Rs 500,00,000/-	30 %	20 %

1.8.1 1% additional discount will be offered to those contractual customers who either avail advance deposit facility or make payment at the time of booking. In case monthly revenue is more than Rs. 25 lac, additional discount for such customers will be 2%.

1.8.2 The above mentioned discount would be offered to the customers provided that the Post booking data is made available to the booking office by the customer in electronic format as prescribed. In respect of booking data received with a paper manifest only without soft copy, the discount amount offered to the contractual customer would be reduced by half.

1.9 There are one time customers who presents good number of articles for booking across the counter. The following discount may be offered to such customers:

Daily Revenue	Discount rate for Speed Post/ Express Parcel
Rs 2,000/- to 1,00,000/-	5%
Above Rs. 1,00,000/-	10%

2. Definitions:

2.1 **Contractual Customer:** Contractual Customer as "anyone who provides Rs. 10,000/- worth of Speed Post or Express/Business Parcel business separately in a calendar month at a booking Office.

2.2 **Booking Office:** The booking office from where the customer books Speed Post/Express Parcel/Business Parcel articles under BNPL/Advance Payment/Payment at the time of booking.

2.3 **Account Office:** Account office is that Office which raises the bill, checks the same, maintains and settles the account of the customer. Booking offices i.e. BNPL booking Centre itself can be an Account Office. In some cases, BNPL Centre can link to a Post Office which will be treated as its Account Office.

3. **Eligibility:**

- 3.1 Any Contractual Customer is eligible to avail BNPL facility provided who enters into an agreement with Department of Posts for BNPL facility as prescribed in BD & MD O.M. No. 10-23/2013-BD&MD dated 24th January, 2017.

4. **Customer Registration:**

- 4.1 The Contractual customer choosing to avail BNPL facility would identify the Booking Office from where he/she would render the Speed Post/Express Parcel/Business Parcel articles for booking.
- 4.2 The Contractual customer choosing to avail BNPL/Advance Payment facility, would apply to the designated authority in the prescribed format in BD&MD OM No. 10-23/2013-BD&MD dated 24th January, 2017).
- 4.3 The designated authority will forward the application along with relevant documents to the approving authority through respective Divisional Head. A register will be maintained at Divisional Office in the format given at "**Annexure –A**".
- 4.4 The approving authority will examine the case. If the case is found fit in all respects, he approving authority will allot a BNPL/Advance customer code as the case may be and inform the respective Divisional Head with a copy to designated authority concerned and customer.
- 4.5 On approval, the designated authority will enter into an agreement with the customer and obtain the Bank Guarantee as prescribed in office OM No. 10-23/2013-BD&MD dated 24th January, 2017.
- 4.6 The Divisional Head will create Customer, Contact Person and Contract by logging in CRM (Customer Relationship Management) portal using his/her credentials. The Booking offices where the customer can avail the booking facility needs to be configured in the contract. The approved/permissible credit limit for the customer should also be configured in the system. The Customer ID and Contract ID should be communicated to the respective Designated Authority/booking offices and customer along with the excel file format prescribed for bulk booking.
- 4.7 The date of agreement with customer/date of renewal of agreement will be updated against each customer in CRM portal invariably by Divisional Head to enable system to know the payment particulars. Divisional office will make necessary entry in relevant column in the format given at "**Annexure –A**".
- 4.8 In case of Advance Deposit Customer, the Designated Authority shall enter Posting Date, Customer ID, Contract No, Item, Payment Mode, Amount to recharge in SAP ECP. A receipt shall be generated and will be given to customer in lieu of payment received from him.

5. Booking

- 5.1 All the Speed Post/Express Parcel/Business Parcel booking of Contractual Customers shall be made through CSI- POS Software only. No manual booking is allowed.
- 5.2 The Contractual Customer shall provide the articles along with booking data in the MS-Excel format prescribed for bulk booking. Alternatively, the soft copy can be exchanged remotely (.xml format). CEPT will provide necessary support to the customer for remote exchange of booking data through central server.
- 5.3 In respect of bulk booking data received with a paper manifest only without soft copy, the booking office will prepare the excel file/make the necessary data entry of these articles in booking software. Booking office shall issue a provisional receipt to the customer in lieu of number of article in the format annexed as **Annexure-B**. The discount offered to these customers would be reduced to half.
- 5.4 Speed Post/Express Parcel/Business Parcel articles presented by Contractual Customer shall bear following information on the face of the article:
- **'Speed Post/Express Parcel/Business Parcel'** as the case may be in superscription
 - Full name & address of the addressee with PIN code and Mobile No.(if any)
 - Full name & address of sender and Mobile Number, if any
 - Barcode sticker pasted/printed as per allotted series by the booking office, if any.
 - BNPL Code/Customer ID as allotted by the Department of Posts
 - Weight of article
- 5.5 The customer will furnish the following declaration alongwith articles:
"I hereby certify that the articles presented for booking does not contain any dangerous or prohibited goods according to Indian Post Office Act/ Indian Post Rules."
- 5.6 Before uploading the softcopy provided by the customer, the booking PA shall check with the physical articles to verify the actual weight of articles (physical or volumetric as the case may be) and the destination PINCODE with that noted on the manifest provided by sender and also check all the articles to ensure that information as mentioned in para (5.6) above is furnished on the article.
- 5.9 Once articles are physically verified the same will be booked in the system and transferred to the dispatch branch for further processing and dispatch.
- 5.10 No individual (article-wise) receipt shall be generated for booking of articles handed over by the Contractual Customers. The consolidated receipt generated for the booking in CSI-POS should be printed and signed by the supervisor. A copy of the same should be supplied to the customer, Divisional Office, Office of bill payment and one office copy should be retained till the preservation period.

6. Dispatch

- 6.1 In case of Speed Post, BNPL Centers if authorised, considering the volume, will close direct bags to National Sorting Hubs/Intra-Circle Hubs/identified delivery Post Offices. Necessary direction in this regard will be issued by MB Division from time to time.
- 6.2 In other cases, BNPL offices will send all the articles to the concerned Sorting Hub for further processing.

7. Billing

- 7.1 All the booking of Contractual Customers shall be made on CSI-POS module.
- 7.2 The bills shall be generated by the designated billing office through SAP and copies of the monthly bill shall be forwarded to all the concerned viz. Customer, Divisional Office, Post Office where the Customer desires to make payment, Head Post Office of payment Post Office, Approving Authority immediately. The SOP issued from time to time, for generating the bills in CSI-system should be followed.
- 7.3 After payment, the date, mode of payment and payment particulars will be updated in the SAP to implement subsequent billing and penalty as prescribed from time to time.
- 7.4 In respect of Sub Post Office/MDG/RMS units for which the account is settled by the Divisional office concerned (refer para 9 of the New Discount Structure and operational mechanism issued by OM no. 10-23/2013-BD&MD dated 24th January, 2017) the following procedure will be followed:
 - 7.4.1 These Offices shall generate the bill/s through SAP in four copies and send three copies to the Divisional Office.
 - 7.4.2 Divisional Office will raise the bill with the customer by sending one copy each to the customer and Account Office. On receipt of bill amount, the Account Office will update the payment particulars and account for the same in relevant Head of Account and intimate the same to Divisional Office.
 - 7.4.3 The following particulars on the second copy of bill which will send to the office of booking/office that prepared the bill:
 - Date of payment,
 - Mode of payment (cheque/DD/UCR/adjustment with advance),
 - Cheque/DD/UCR particulars (date of realization of amount)
 - If the payment received by revoking Bank Guarantee, particulars of the same
 - If the penal interest is charged on bill, particulars of the same
- 7.5 Divisional office, being the administrative wing will watch whether payment has been received correctly from the customer. A monthly report will be prepared for outstanding amount with the customers as per the format prescribed in **Annexure-C** and forwarded to

all the booking office/BNPL offices with a copy to Circle Office on a monthly basis by the 20th day of the month.

8. Payment options

8.1 **Payment at the time of booking:** Corporate customers who does not want to avail either credit facility or advance deposit account facility for booking of their Express/ Business Parcel articles, can make the payment at the time of booking. In such cases articles shall be prepaid either by Cash or NEFT/ECS as the case may be, if NEFT/ECS facility is available.

8.2 **Advance Deposit facility:** Customer may opt to avail advance deposit facility. In such a case, Divisional Office will take necessary action to create Customer, Contact person and Contract in CRM as detailed in Para-4 above. The amount of advance can be deposited in the designated Post Office. After confirmation of the credit particulars, Only the Divisional Office should credit the advance deposit amount in the CRM portal for Advance customer. Once balance in the account is approaching the threshold limit, customer will get it recharged. Such accounts can be recharged by paying either in cash, cheque/Demand Draft (subject to realization). Alternatively, Customer can deposit the amount directly in designated Post Office account through ECS/ RTGS/ NEFT (subject to realization), if facility is available. Customers will also be provided applicable discount as prescribed from time to time.

8.3 **Credit facility:** Willing customers may opt to avail Credit facility for booking fulfilling the conditions and criterion prescribed for same (refer OM No. 10-23/2013-BD&MD dated 24th January, 2017). Monthly bills will be generated for the articles booked in a particular month and customer is required to make the payment by the prescribed time. Such payments may be made either in cash or through Cheque/Demand Draft. Alternatively, Customer can deposit the amount directly in designated Post Office account through ECS/ RTGS/ NEFT, if facility is available. Customers will also be provided applicable discount as prescribed from time to time.

In case the revenue equivalent to bank guarantee of a customer is getting exhausted before completion of month, part bill can be generated and issued to customer for settlement. Further bookings will be accepted only after payment of part bill or enhancement of bank guarantee.

8.4 In case of deposit made by cheque/DD/ECS/RTGS/NEFT, the date of realization of amount into Government account will be taken as date of deposit

9. Accounting Procedure

9.1 Head of Accounts:-

The Revenue realised from BNPL will be classified under the Existing Head of Accounts already opened /allotted for Speed Post/Express Parcel/Business Parcel.

9.2 Role of different units of the Department relating to the BNPL facility as far as Accounting Procedure is concerned are given below.

(a) Role of Booking Office

- i. The Booking office shall maintain a separate Register **(Annexure-D)** for all Contractual Customers in which separate pages will be allotted for each customer. Day-to-day transactions for booking of Speed Post articles will be incorporated customer-wise into their respective accounts. The pages of the register are to be numbered serially.
- ii. The booking office will prepare monthly Bill (four copies) in respect of revenue to be realised under the scheme customer-wise. The booking Office will forward the copy of bill to Customer, Divisional Office, Post Office where the customer/ biller has desired to make the payment and one copy to HO.. Concerned HO will send the bill in turn to Circle PAO along with monthly cash account for further necessary action.

(b) Role of Account Office/Circle Office/Postal Account Office:

All information are available in SAP for viewing by Accounts Officer, CO & DAP.

10. The procedure for GST, reflection of BNPL Speed Post revenue realized in PO Accounts will be same as in case for Speed Post service.

11. Preservation / Inspection of records

- 11.1 All the records pertaining to the BNPL scheme will be preserved for two years after the closure of the account.
- 11.2 The inspecting officer will check the register **(Annexure-C)** maintained at the office of designated authority. He/She will check that all the monthly account is being maintained properly or not.
- 11.5 The inspecting officer will check the consolidated bill and the check that the designated authority raising the bill in time or not.
- 11.6 The inspecting officer will check the status of account, whether all the payments have been made in time or not. In cases of default, whether the penalty imposed was correct or not (the inspecting officer shall check 2 to 3 such default cases selected randomly).
- 11.7 In case of non payment of the outstanding amount, whether the bank guarantee has been invoked by the designated authority of Speed Post booking office in time or not.

Register to be maintained at Office of Divisional Office

Sl. No.	Name & Address of Applicant	Application received from Customer on (Date)	Status					If approved BNPL account no. allotted	Remarks
			Office and designation of approving authority	Date of forwarding the application to approving authority	Date of receipt of application from approving authority	Approved / Rejected with reasons	Date of communication of acceptance/rejection send to the customer		

(Signature of Supervisor/Manager)

(Signature of PA)

Format of provisional receipt issued in lieu of number of article received from bulk customer

No.	Date: ____ / ____ / ____		Name of Office: _____		
Customer ID and Name _____					
Customer Type BNPL/Advance Payment					
Received following articles (No. of articles):					
Speed Post	Non-CoD	CoD	Insured	Total	Bar Code Number _____ to _____
Express Parcel/Business Parcel	Non-CoD	CoD	Insured	Total	Bar Code Number _____ to _____
<p>This is a provisional receipt and is being issued to _____ (name of customer and ID) in lieu of receipt of number of articles on dated _____ in _____ (name of BNPL Office). Receipt of articles do not mean as articles have been booked on the day of receipt. The articles will be booked after examination in respect of size and weight (physical or volumetric).</p>					
Name of the issuing office					
Name _____					
Designation _____					
Date _____					

Monthly Account of *(Name of Customer)* for the month of _____

Sl. No.	Name of Customer	BNPL Account Number	Amount outstanding	Payment received	Net amount Due	Remarks

(Signature of Incharge of Billing office alongwith seal)

Daily account of Customer (*Name of Customer*) of dated _____**BNPL Customer**

Date	Name of Customer	BNPL Account Number	No. of articles rendered by the customer	Total postage	GST applicable	Data received in soft copy (Y/N)	Total Amount due	Remarks

Advance Customer

Date	Name of Customer	Account Number	Amount Deposited and date	No. of articles rendered by the customer	Total postage	GST applicable	Data received in soft copy (Y/N)	Amount	Remarks

(Signature of Incharge of Billing office alongwith seal)