59-02/2019-BD&MD
Government of India
Ministry of Communications & IT
Department of Posts
Business Development & Marketing Directorate
Dak Bhawan, New Delhi – 110001

Dated: 22nd/23rd April, 2019

Office Memorandum

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

An SoP has been formulated for handling Speed Post/Express Parcel/Business Parcel Business in BPC 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 BPC Centres immediately. This office letter 57-02/2018-BD&MD (Pt-1) dated 05.02.2019 may also be referred to in this regard.

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

Encl: SoP

(Brajesh Kumar)
General Manager (BD)

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. AD (BD)
XII. Guard File
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Centre for Excellence in Postal Technology, Mysore-570 010
26 APR 2019
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Standard Operating Procedure and Accounting Procedure for setting up and handling business in Bulk Processing Centres (BPCs)

1. General

1.1 A number of pre-mailing activities like folding, insertion, franking, addressing and pasting etc. are required to be completed before a mail article is posted. Large organizations were finding it difficult to carry out these pre-mailing activities. Department of Posts introduced 'Business Post' service in 1996 to offer a comprehensive solution to Corporate/Government Organizations/PSUs and other Corporate houses for their pre-mailing requirements. Besides bringing in additional revenue, this activity is meeting the need of Corporate and bulk mail customers. Business Post services are provided through **Bulk Processing Centres (earlier Business Post Centre)** in the identified Post Offices/Mail Offices across the country.

1.2 Bulk Processing Centres are set up in major cities specially to handle Business Post consignments. Bulk Processing Centres can also be set up in the customer's premises where the mail volumes are very large.

1.3 Business Post offers a range of services as per following rates:

Activity	Charges	
	Un-Accountable articles (in Rs.)	Accountable articles (in Rs.)
Collection from premises	0.30	0.50
Franking	0.40	0.50
Addressing	0.50	0.50
Sealing	0.20	0.20
For Inserting (per insertion)	0.20	0.20
For Folding before insertion	0.10	0.20
For continuous stationery that requires cutting	0.05	0.05
For pasting pre gummed computerized address label	0.05	0.05
Pasting computerized address labels that are not pre-gummed	0.10	0.10
For insertions that are to be matched with address on the envelope	0.15	0.15
Special handling for articles weighing up to 100 grams.	0.30	0.70
Special handling for every additional 100 grams or part	0.20	0.20
Other value additions		

1.4 Bulk Processing Centres process all categories of bulk mail viz Ordinary, Registered, Speed Post. etc. The work in Bulk Processing centres is done on 'Piece Rate Basis'.

1.5 Bulk Processing Centre should be opened at the level of Head Post Office/MDG/Mail Office with the prior approval of CPMG/PMG keeping in view the business potential provided that adequate space, staff and other resources are available in the identified office.

2. Definitions

2.1 **Bulk Processing Centre (BPC)** A Centre which may be a Post Office/RMS unit identified to process bulk mails and its pre-mailing activities, if required by the customer on advance payment basis.

2.2 **Account Office:** Account office is that Office which receives the advance payment from customers, issues bills to BNPL/Advance Customers of Speed Post/Express Parcel/Business Parcel, maintains and settles the account of the customer. BPC itself can be an Account Office. BPC can also link to a Post Office which will be treated as its Account Office.

2.3 **Booking Office:** The booking office from where the articles processed in BPC are booked and dispatched.

2.4 **Book Now Pay later (BNPL):**BNPL is credit facility provided to the contractual customers of Speed Post/Express Parcel/Business Parcel under specific terms and conditions by way of signing an agreement. BPC itself can be a BNPL Centre

3. Eligibility

3.1 All categories of un-accountable/accountable articles as per the specifications prescribed by Department of Posts and the contents of which are not prohibited to be sent by post can be accepted for processing.

4. Handling business

4.1 The customer who desires to avail the specified pre-mailing activities through BPC has to apply to the designated authority in the format prescribed at **Annexure-'A'** for registering as a customer with Department of Posts to avail pre-mailing services.

4.2 The customer while presenting the articles in the BPC or to be picked up from the customer premises will required to credit the applicable Business Post charges and postage in advance in Cash/Cheque/DD/ECS/NEFT as the case may be, with the account office.

4.3 The DD/ Cheques received from the customer will be processed in the same way as other cheques received by that office from the counters/ dependant accounting units. The details of the DD/ Cheques realised along with the unrealised cheques, if any should be returned to the BPC with the schedule received from BPC indicating the date of realisation. In case of dishonour of cheque, the customer concerned should be informed to collect the instrument back.

4.4 On receiving the Business Post charges and applicable postage in advance, required entries with regard to pre-mailing activities opted by the customer will be made in BPC tab in CSI-POS. A receipt in the form of acknowledgement will be generated by the at BPC for the amount received from the customer giving the details of customer name, count of articles, service charges, cheque details and pre-mailing activities chosen.

4.5 The amount received from the customer after realisation of cheque will be apportioned as postage (plus GST in respect of Speed Post articles) and services charges.

4.6 The service charge amount will be credited under Business Post as follows in CSI:-

- *Mails -> Business post -> Select 'Unregistered'/ 'Registered' (difference in franking rate) -> select the pre-mailing activities offered -> match the amount shown with the amount received from the customer -> click submit*

4.7 In case the BPC is equipped with RMFM, the amount of postage will be further processed for recharge of RMFM in POS as per following process:-

- *Customer Service -> Franking Machine -> CRN/Licence No. ->Enter Recharge Amount -> Payment.*

4.8 Receipt so generated will pasted on the RMFM register maintained against the acknowledgement slip.

4.9 Once all the articles are prepared in all respect, articles will be franked with required postage as per weight through attached weighing scale

4.10 Sometimes it is not possible or necessary to have regular staff for handling mails received on seasonal basis, outsider can be engaged in accordance with the instructions issued by Department of Posts from time to time for BPCs on piece rate basis.

4.11 Separate record will be maintained in respect of franked mails i.e. (a) when customer produce articles already franked by its own RMFS, and (b) when articles are franked at BPC with Departmental Franking Machine.

5. BOOKING OF ARTICLES.

5.1 **Un-Accountable Articles**: Un-accountable articles will be sorted, bagged and dispatched as per DMSL and Schedules.

5.2 **Accountable Articles**: After franking, all registered articles will be booked in CSI POS in "Prepaid Bulk upload" option under "Business Services" provided that soft data is made available by customer. If soft data is not provided then article will be booked as per detailed procedure for Individual Article Booking.

5.3 **Speed Post articles**: After completion of all the pre-mailing activities, if the Speed Post contractual customer is registered with BPC the articles will be booked in POS against

respective Customer ID otherwise the articles will be forwarded to concerned BNPL Centre with soft copy of booking data in prescribed excel format for booking in accordance with the procedure prescribed for handling BNPL business. In case the booking data is not received from customer, the discount offered to the contractual customer would be reduced by half.

6. Dispatch

6.1 Once the pre-mailing activities are over, the articles will be transferred to sorting branch for sorting according to MNOP pattern and dispatched to the Hub/ Delivery office as the case may be. The sorted bundles will be sent to the linked L1/ L2 offices as usual if the designated BPC is not permitted to close direct bags to the delivery offices.

7. Cash Transfer

7.1 At the end of the day, the entire cash collected at the counter will be handed over to the mapped HO/SO. The step by step login in POS by the counter PA and in back office by the Supervisor is indicated below:-

Counter PA: *Daily Operation-> Balance ->Transfer-> Supervisor -> Amount entry-> Submit*

Supervisor: *PO Operation-> Supervisor approval-> click the amount and approve – approve – send cash to F &A – Make Denomination -> click Add ->Submit*

7.2 In case, the BPC is functioning in different facility, the cash may be transferred through SAP with T Code zffv50.

- *Initiate request -> User profit centre -> Amount -> posting date -> excess cash transfer -> Enter*
- *Excess cash request approval -> Office Post Master -> Submit*

8. Payment options

8.1 The customer should pay the amount in advance through Cash/ Cheque/ DD or ECS/NEFT, as the case may be.

9. Accounting Procedure

9.1 All remittances made to HO or designated Account office are entered giving customer-wise particulars of receipts issued for the amounts received from various customers and total collections for the day. A list comprising the following information will be prepared in duplicate and a copy of same along with a copy of receipt will be sent to HO or Account Offices where cash is remitted.

Sl. No	Receipt No	Name of the customer	Postage	Service charges	Total amount

9.2 Amount received from the customer will be apportioned as postage and service charge. Postage will be credited into franking machine/respective GL Code of respective product and service charge will be credited under GL Code 1101030100, for which 10 digit document number is issued by the HO. GST, if applicable will be credited under appropriate GL Code.

9.3 Monthly report apportioning the postage amount deposited into RMFM is given to the accounting office. The accounting office will add the revenues from pre-mailing activities and registered post and classify under Business Post. The concerned HO will give the schedule to PAO for transferring to the relevant Head of Accounts.

10. Preservation/ Inspection of Records

10.1 All the records will be preserved for two years.

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(Supriyo Ghosh)
Director (MB)

(Abhisekh Kumar Singh)
Director, Parcel Directorate

(B.P. Sridevi)
DDG (Technology)

(Adnan Ahmed)
DDG (PO)

(Nirmaljit Singh)
General Manager (SP&M)

(Rajnish Kumar Jenaw)
DDG (B&A)

Annexure-A

Application for availing pre-mailing services

To,

The Manager/In-charge
BPC _____

_____

_____

Sir/ Madam,

I would like to avail following services of the Department of Posts and to be registered as bulk (contractual) customer

Nature of the firm	Government/Registered/ Partnership/ Sole proprietor/ individual/ others (please specify)	
Category of articles for which pre-mailing services are required	☐ Accoutable ☐ Un-accountable	
Number of articles	Accountable - Un-accountable -	
Pre-mailing activities required	Collection from premises	
	Franking	
	Addressing	
	Sealing	
	For Inserting (per insertion)	
	For Folding before insertion	
	For continuous stationery that requires cutting	
	For pasting pre gummed computerized address label	
	Pasting computerized address labels that are not pre-gummed	
	For insertions that are to be matched with address on the envelope	
	Special handling for articles weighing up to 100 grams.	
	Special handling for every additional 100 grams or part	
	Other value addition	
If Speed Post Contractual Customer, Customer Id	BNPL/Advance Deposit	
Name of office identified for bulk booking		
Mode of Payment of Service Charge and Postage	☐ Cash ☐ Cheque/DD ☐ ECS/NEFT	
PAN/ TIN/ CIN/ Aadhaar Card*		
Registered Office*		
Address where articles will be generated		
Address of correspondence		
Contact details	Name: Complete address with PIN Code: Ph. No. Tel No. Mobile No. Email id:	
Any other facility required (please specify)#		
Date:	Place:	Authorised Signatory*:

Nirmaljit Singh 22.1.15

Ryriam B.P.C.

For Office Use

a) It is certified that the information as given above have been verified with the supporting documents and found correct

b) Recommended for

c) Not Recommended due to following reasons (strike-off if not applicable):-

(i)

(ii)

Signature of Manager/In-Charge BPC with stamp