#### File No. 9-09/2021-PD Government of India Ministry of Communications Department of Posts Parcel Directorate

#### Dated 11<sup>th</sup> April, 2022

#### То

#### All Chief PMsG/PMsG

#### Sub: Provision of Re-call/En-Route return of articles-reg.

This is regarding the functionality of "Re-call/En-Route return request" received from bulk customer for their already booked articles/parcels.

2. In the present CSI environment, the provision to recall an en-route article/parcel through CSI PoS is available only for retail booking where once request is received, data gets synchronized with SAP system and the article is marked as Recalled.

3. Functionality has now been developed in the system whereas bulk customers can initiate the recall request through its corporate id. Further, now the recall request can be initiated for up to 100 articles/parcels at a time. Articles/parcels now can be recalled up to the time they are invoiced to the Postman.

4. The purpose of "Re-call/En-Route return request" functionality is as under:

- (i) Provision has been built in the system to update the status of an article from "Forward" to "Return" based on en-Route request received from the bulk customer.
- (ii) Provision has been built in the system to auto flag the Re-called article/parcels during the handling at intermediate/delivery offices.
- (iii) System will charge Rs. 6/- per article/parcel for this value-add service.

4. In order to assist/sensitize the operational staff as well as the administrative staff (Set Incharge/Manager/IRM/ASRM/SPO) about this functionality of "Recall/en-Route return request", a user manual has been prepared and attached as Annexure for reference and to circulate it among the operative staff.

5. Further, it is requested to issue instructions to all Incharges/ Supervisors of the operative offices to ensure proper handling of Re-call Articles.

Encl: As above.

(Ajay Kumar Roy) Chief General Manager

Copy for information:

- 1) Director, RAKNPA
- 2) DDG (Training), Dak Bhawan, New Delhi-110001 with a request to include this user manual in the training module.
- 3) DDG (MO), Dak Bhawan, New Delhi-110001.
- 4) PTCs- Guwahati, Vadodara, Saharanpur, Darbhanga, Mysuru, Madurai for information and to include this user manual in the training module.
- 5) GM (Operations), CEPT Mysuru with request to upload this User Manual on India Post website under Employee Corner/Orders/Circulars of Division Parcel Directorate.

# **User Manual - Citizens Portal Bulk Article Recall**

## DEPARTMENT OF POSTS

Ministry of Communications, Government of India

Version 1.0

## **About This Manual**

#### Purpose

This manual provides all pertinent information to the India post users to understand the process of customer registration and Bulk Recall.

### **Intended Audience**

This manual is primarily intended for

1. India Post corporate customers

## Prerequisites

Following are the prerequisites for bulk recall process

1. Customer must have a valid contract with India Post

### Introduction

India Post Citizens Portal provides facility to bulk recall the articles online. Users can register on portal with their customer id and contract numbers. Users will be required to login to portal to access Bulk Recall.

## **Customer Registration**

Prerequisites:

User must have a contract with DOP to avail this service.

Steps to register customer on CSI Portal

1. Go to India post home page click on Register > Corporate





#### 2. Customer Registration screen will open.

<ul> <li>Sign In Register</li> </ul>					~	Ŧ	ð	हिन्दी	÷	۹
भारतीय डाक Department of Post Ministry of Commu Government of India	is nications a									ि मिनि स्वमेव जयते
You are here Home>> Link Customers with Population	ortal									
Tools	Customer Registration								Quick	help 💡
Track Your Consignment	* Indicates a required field									
€ Locate Your Post Office	* Customer ID	I								
💏 Find Your Pincode	* Customer Type	Select	Customer ID	¥						
Calculate Your Postage										
			Submit	Cancel						

#### Figure 2. Customer Registration

#### 3. Enter customer id and select the customer type.

India Post	t of Posts Communications It of India ers with Portal			भाष सत्यमेव व
Tools	Customer Registration			Quick help
🛟 Track Your Consignment	* Indicates a required field			
₹ Locate Your Post Office	* Customer ID	300000911		
💏 Find Your Pincode	* Customer Type	Corporate Customers	•	
Galculate Your Postage	* Enter Contract Numbers	Select Biller and COD customer Central govt customer Corporate Customers		
		Franchise Individual customer Outsourcing Agents		
		PSU customer State govt customer		

Figure 3. Customer Registration (Enter Contract Details)

#### 4. Enter the contract number and click on add.

India Post	sts unications dia Portal		्र संवर्धन जर्भ
Tools	Customer Registration		Quick help 🕐
Track Your Consignment	* Indicates a required field		
€ Locate Your Post Office	* Customer ID	300000911	
💏 Find Your Pincode	* Customer Type	Customer Type	
Calculate Your Postage	Enter Contract Numbers	Add >> 0040000720	
		Submit Cancel	

Figure 4: Customer Registration (Add Contract Number)

Tools	Customer Registration		Quick
🗘 Track Your Consignment	* Indicates a required field		
€ Locate Your Post Office	* Customer ID	300000911	
Find Your Pincode	* Customer Type	Corporate Customers	
Calculate Your Postage	Enter Contract Numbers	Add >> Remove << 0040000720 004001286	
		Submit Cancel	

#### 5. Contract number can also be removed by clicking on Remove.



#### 6. Click on submit button.

You are here Home>> Link Custome	ers with Portal		
Tools	Customer Registration		Quick help
🛟 Track Your Consignment	* Indicates a required field		
옷 Locate Your Post Office	* Customer ID	3000000911	
💏 Find Your Pincode	* Customer Type	Corporate Customers •	
Calculate Your Postage	* Enter Contract Numbers	Add >> 0040000720	
		Submit Cancel	

Figure 2: Customer Registration (Submit Contract Details)

#### 7. Customer details will be displayed, click on Create Portal user

Bost Office	Cusioner ID		300000911					
noode	Cus loner Type		Corporate					
Ar Postage	Rame		STATE BANK					
	Phone							
	Email							
	Registered Address	Detells						
	Address		Lohogaon Rear Canara Bank					
			Saraswalipuram 80					
	County		India					
	Sible		Kamataka					
	CIN/ No McI		Ngruru					
	Pincole		570009					
	Contract Details							
	8.Ko.	Contract Number	AppointTe et	Statuc	Contract Date (dd-mm-yyy)	E	apiry Cale (dd-mm-yyy)	
	1	0940001720	Carload	Adva	01-08-2018	21	-05-2021	
	Subscriptions							
	a News Letter							
								Create Portal User Back

Figure 7: Create Portal User

8. To create portal user enter user id and click on Check availability. If the user id is available then select the contract, enter details and click on Register. User also have the option to subscribe for eNews letter.

	10 LA 10		CORUSER911	6	Check Australia III y	
Ing tour pincose			The Use II is waith			
alculate Your Postage	• Firs I Name		Ur.	* conusr		
	Las I Kame					
	• HINI GUES ION		What is your Birth Place?			
	<ul> <li>Bini Answer</li> </ul>		delhi			
	Contact lie tails					
	Address		Lohogaon Kear Canara Bank			
			Sarasweilpuram 80			
	Country		india.			
	State		Kamalaka			
	City / Distilici		Nysuru			
	Fincade		com.			
			510005			
	* Bnall		dgh@ kcr.com			
	• licelle		•91 243	45+6967		
	User Conitacia					
	8. No. 🥑	Contract Number	Appoint to et	Bilaniu o	Contract Date (dd-mm-(111))	Engling Date (dd-mm-(222))
	·	004000120	Contract	Adam	01-08-2018	2×25-2221
	· uner characters as bis;	layed in Image	211182	s	20162	
	Subscibe					
	in He watte Her					
	I scored forms and Candidore					

Figure 3: Customer Registration (Enter Details)

9. Message with user id will be displayed on screen. The Activation link along with one time password will be sent to the registered email address. Click on the URL to activate the account.

Department of Per Ministry of Comm Government of In	ists iunications dia
	Forta
Tools	Registration Complete
🛟 Track Your Consignment	Your account has been successfully created with userial COPUSED610
€ Locate Your Post Office	The Activation link along with one time password has been sent to your registered email address. Click on the URL to activate your account.
💏 Find Your Pincode	
Calculate Your Postage	

Figure 4: Customer Registration (Complete)

#### 10. After clicking on activation url, the account will be activated.

भारतीय डाक Department of Pos Ministry of Comm Government of Inc	osts nunications ndia	्रम् सत्यम्। जग
You are here Home>> Activate User Account	nt	
Tools	Account Activated	
Track Your Consignment		
Locate Your Post Office	Your Account has been activated with User ID: CORUSR020819	
💏 Find Your Pincode	Close	
Calculate Your Postage		

Figure 5: Account Activated

11. Go to https://www.indiapost.gov.in/MBE/Pages/RecallBulkArticle.aspx



Figure 6: Sign In

12. User will be redirected to Login screen, enter your user id and one time password and click on Sign In.

	INDIA POST Initia Post Initia of Communication & Information Technology	UTIL worker could
Sign in		
	Sign in to your India Post account To access a range of services: Book Mails Book to send your Letter, Parcel, Documents within India, manage your mails and view transaction history Business solutions Business solutions	Sign in         User ID:*       CORQA700         Password/OTP#:*
	Avail our business mailing services, book bulk mail, request a pickup, manage your account and track delivery status <b>Philately</b> Open and manage philately accounts	#OTP for first time users Don't have an account? Create a new account

Figure 7: Login Page

13. User will be redirected to Change Password screen. Enter one time password as old password and enter new password. User can also refer password policy. Click on Change Password.

HISTRY GRD Interview Communication & Information Technology		
歳 Change Pass	word	
HiTCSLtd14, Press * Old Password * New Password	change your current password before continuing.	
* Confirm New Pass	vord	
Password Policy V	Change Password Reset	

Figure 8: Change Password

- 14. New password will be set. Use this new password to login next time. Click on continue.
- 15. User is successfully created and logged in to CSI Portal.

Hi Amazon2954 V Log Out		~	<b>F</b> A	ð	हिन्दी	ф	٩
भारतीय डाक Department of Pos Ministry of Comm Government of Ind	nts unications ia		A	Azadi <sup>mrit</sup> M	Ka ahotsa	, C	्र यमेव जयते
You are here Home>> RecallBulkArticle							
Tools	Recall Bulk Article						
Track Consignment	Note: You can upload up to 100 article numbers in one single excel sheet. If article is eligble for recall then 6 Rupees will be deducted from Contract Balance.						
Locate Post Office	Uplaod Excel File: Choose file No file chosen Download Template						
8 Find Pincode	Submit						
Galculate Postage							

Figure 14: User Logged in to CSI Portal

## **Bulk Recall**

Prerequisites:

- 1. User must have logged in to Portal with valid credentials.
- 2. User must have a valid excel template filled with Article Numbers booked with the logged in user Customer ID.

#### Steps:

1. User can download the template from page itself.

You are here Home>> RecallBulkArticle	
s	Recall Bulk Article
rack Consignment	Note: You can upload up to 100 article numbers in one single excel sheet. If article is eligible for recall then 6 Rupees will be deducted from Contract Balance.
ocate Post Office	Uplaod Excel File: Choose file No file chosen Download Template
ind Pincode	Submit
alculate Postage	

Figure 15: Navigation to Bulk Recall Page

2. User upload the Excel Template (maximum Article Numbers allowed are 100) and clicks on the Submit Button.

India Post	सत्यमेव	जयते
You are here Home>> RecallBulkArticle		
Tools	Recall Bulk Article	
Track Consignment	Note: You can upload up to 100 article numbers in one single excel sheet. If article is eligble for recall then 6 Rupees will be deducted from Contract Balance.	
€ Locate Post Office	Uplaod Excel File: Choose file RecallBulplate xism Download Template	
Sind Pincode	Submit	
Calculate Postage		
My Profile		

Figure 16: Upload the Template with Article Numbers

## 3. Screen displays the Article Recall Status.

Article Number	Current Status
DC883838511IN	Article cannot be Recalled. Article is not in Receieved Status.
FG883838511IN	Article has been Recalled. Rs.6 has been deducted from Contract Balance
GP883838511IN	Article has been Recalled. Rs.6 has been deducted from Contract Balance
PG883838511IN	Article has been Recalled. Rs.6 has been deducted from Contract Balance

Figure 17: Corporate Recall Request.

4. User can also Export the displayed result to PDF and Excel.

# User Manual – Handling of Recalled Articles in CSI IPVS & DPMS

DEPARTMENT OF POSTS

Ministry of Communications, Government of India

Version 1.0

## **Handling of Recalled Articles in IPVS**

DOP has introduced Article recall functionality from Portal. Articles might be recalled in the mid of the journey as well. In such case if the article reached the sorting hub, while receiving a message will be displayed on the screen as this article is recalled in IPVS Bag Open and Bag Close transactions.

#### Process:

Enter the transaction ZMOIPVS and go to IPVS main screen. After Bag receive transaction was performed, click on Bag Open transaction, and scan the Bag ID.

India Post Visibili	ity Sys	stem - Main S	5 <i>c</i> ı	reen			User name: Sat
Transactions		Reports		Forms		Bag Miscellaneous	Article Miscellaneous
Bags Receive Bag Open Bag Close Bag Roopen Bags Dispatch Bags Dispatch Cancel Insured Bag Verification Insured Article Verification Deposit Bag Close Bulk Addressee Bag Dispatch Bulk Addressee Bag Delivery Con Bulk Addressee Article Return	firmation	Bags Received         Articles Received         Virtual Sort         Bags Dispatched         Articles Dispatched         Expected Workload         Bag Discrepancy         Article Discrepancy         Office Abstract         Consolidate Abstract         Insured Article         Late Bags         Transmission Analysi         Set Discrepancy         Bags Missing Scans	8	Print Bags Receive F Print Bag Manifest Print Bags Dispatch Print Mail List	Report	Capture Bag Damage Report Bag Lost Set Bag Priority Bag Barcode Change Capture Carrier Dispatch Bag Deletion DB Set Change Change Bag Status Unlock Bag ID Bag Discrepancy	Set Article Priority Capture Article Damage Article Barcode Change Report Article Lost Article Destination Pincode Change Report Article Found Article Type Modification Altering an Opened Bag Electronic Proof Of Delivery Recall Article Label Generation Article Discrepancy
Sort Programs		Due Mail Sort list		Master Data		Tracking Information	
National Sort Programs		<u>Dispatch Schedules</u> <u>Receive Schedules</u> <u>Sort List</u>		IPVS Configuration		Bag Tracking Bag Tracking (3 Months) Article Tracking OER Article Tracking	

## Normal Bag Open:

Bag Open							
Bag Details							
* Office ID MO21150 * Bag ID Source Article Number	1000553		CCRC Bags r Create	Bengaluru ready to Ope rd By	<u>:n</u>		Set NSHA
Expected Articles							Scanned Articles
View: [Standard View]	Export 4					<u> 2</u> 7.	View: [Standard View]  View: Landard View]  View: View: Standard View]
Bag Open Bag Details * Office ID M02115000 * Bag ID RBK756979 Source Mysuru CRC	0553] 7437] 5 L1R		CCRC Beng Bags ready Created By	ialuru <u>to Open</u> [Satyan	arayana Madara	pu	Set NSHA
Article Number			Enter				
Expected Articles							Scanned Articles
View: [Standard View]	▼ Export ∡					<u>8</u> 5.	View: [Standard View] Export A Check Append Row
Bag ID / Article Number RK475345363IN RK475345377IN	Booking Office Mysuru South S.O Mysuru South S.O	Article type Registered Letter Registered Letter	Article Weight 0.050 0.050	To Pincode 570017 570017	Insured Flag	Priority	Bag ID / Article Number Facility ID Description Article type
							Scanned Articles Count 0 Total Articles 2 Total Articles Weight

Then start scanning the Articles. If any article is recalled, it will display the messages on the screen as mentioned below.

Bag O	pen																
Bag Details																	
* Office ID * Bag ID Source Article Numl	Office ID     MO21150000553     CCRC Bengaluru     Set     NSHA       Bag ID     RBK7569797437     Bags ready to Open     Set       varce     Mysuru CRC LIR     Created By     Satyanarayana Madarapu																
RK47534537	7IN Article is Re	called		Line													
Expected A	ticles								Sca	nned Articles							
View: [Star	idard View]	▼ Export ∡					25		Vie	ew: [Standard View]	•	Export / Check	k Append Ro	w Insert Row Dele	te Row		
Bag ID	Article Number	Booking Office	Article type	Article Weight	To Pincode	Insured Flag	Priority			Bag ID / Article Number	Facil	ity ID Description	Article type	Article/Bag Weight	To Pincode	Insured Flag	Priority
RK4753	45363IN	Mysuru South S.O	Registered Letter	0.050	570017					RK475345377IN	Mysu	ru South S.O	Registered	0.050	570017		
Bag O	ben																

Bag Details									
Office ID     MO2115000553     CCRC Bengaluru     set     NSHA       Bag ID     RBK7569797437     Bags ready to Open     Instance       Mysuru CRC LLR     Created By     Satyanarayana Madarapu       irticle Number     Enter       K475345383N     Article Is Recalled									
Expected Articles		Scanned Articles							
View: [Standard View]  View: Labort	2,	View: [Standard View]   Export  Che	ck Append Row Insert Row Delete	e Row					
Bag ID / Article Number Booking Office Article type Article W	eight To Pincode Insured Flag Priority	Bag ID / Article Number Facility ID Description	n Article type Article/Bag Weight	To Pincode Insured Flag Priority Bag De					
		RK475345363IN Mysuru South S.O	Registered 0.050	570017					
		RK475345377IN Mysuru South S.O	Registered 0.050	570017					

#### Legacy Bag Open:

Bag Open	
Bag Details	
* Office ID MO21350000564     * Bag ID Source Article Number	Mysuru CRC L1R Set NSHA Bags ready to Open Created By Enter
Expected Articles	Scanned Articles
View: [Standard View] Export	Qp         View: [[Standard View]         ▼         Export ⊿         Check         Append Row         Insert
Bag ID / Article Number Booking Office Article type Article We	/eight To Pincode Insured Flag Priority 📄 Bag ID / Article Number Facility ID Description Article type Article/B

Bag Details         * Office ID       M021350000564       Mysuru CRC L1R         * Bag ID       RBT2402202330         Bag received from       Chennai GPO BPC       PC29107000650         * Article Type       REGISTERED POST       ▼         Article Details       ✓       Enter         View:       [Standard View]       ▼       Export ⊿         Bag ID / Article Number       Article type       Article type       Insured Flag         Bag ID / Article Number       Article type       Article/Bag Weight       To Pincode       Insured Flag         Image: Scanned Articles Count       0       Image: Scanned Articles Count       Image: Scanned Articles Count       Image: Scanned Articles Count       Image: Scanned Count       Image	Legacy Ba	ag Op	pen			
* Office ID MO21350000564 Mysuru CRC L1R * Bag ID RBT2402202330 Bag received from Chennai GPO BPC PC29107000650 * Article Type REGISTERED POST ✓ Article Number Enter	Bag Details					
Article Details          View: [Standard View] Export a         Bag ID / Article Number       Article type         Article/Bag Weight       To Pincode         Insured Flag	* Office ID * Bag ID Bag received from * Article Type Article Number	MO21350 RBT2402 Chennai ( REGISTE	000564 202330 GPO BPC RED POST	Mys PC2	uru CRC L1R 29107000650 nter	
View: [[Standard View]]       Export ⊿         Bag ID / Article Number       Article type       Article/Bag Weight       To Pincode       Insured Flag         Insured Flag       Insured Flag       Insured Flag       Insured Flag         Insured Flag       Insured Flag       Insured Flag         Insured Flag       Insured Flag       Insured Flag         Insured Flag       Insured Flag       Insured Flag         Insured Flag       Insured Flag       Insured Flag         Insured Flag       Insured Flag       Insured Flag         Insured Flag       Insured Flag       Insured Flag         Insured Flag       Insured Flag       Insured Flag         Insured Flag       Insured Flag       Insured Flag         Insured Flag       Insured Flag       Insured Flag         Insured Flag       Insured Flag       Insured Flag         Insured Flag       Insured Flag       Insured Flag         Insured Flag       Insured Flag       Insured Flag         Insured Flag       Insured Flag       Insured Flag         Insured Flag       Insured Flag       Insured Flag         Insured Flag       Insured Flag       Insured Flag         Insured Flag       Insured Flag       Insured Flag <td>Article Details</td> <td></td> <td></td> <td></td> <td></td> <td></td>	Article Details					
Bag ID / Article Number       Article type       Article/Bag Weight       To Pincode       Insured Flag         Insured Flag       Insured Flag       Insured Flag       Insured Flag         Insured Flag       Insured Flag       Insured Flag         Insured Flag       Insured Flag       Insured Flag         Insured Flag       Insured Flag       Insured Flag         Insured Flag       Insured Flag       Insured Flag         Insured Flag       Insured Flag       Insured Flag         Insured Flag       Insured Flag       Insured Flag         Insured Flag       Insured Flag       Insured Flag         Insured Flag       Insured Flag       Insured Flag         Insured Flag       Insured Flag       Insured Flag         Insured Flag       Insured Flag       Insured Flag         Insured Flag       Insured Flag       Insured Flag         Insured Flag       Insured Flag       Insured Flag         Insured Flag       Insured Flag       Insured Flag         Insured Flag       Insured Flag       Insured Flag         Insured Flag       Insured Flag       Insured Flag         Insured Flag       Insured Flag       Insured Flag         Insured Flag       Insured Flag       Insure	View: [Standard V	/iew]	- Export	a -		
Scanned Articles Count 0	Bag ID / Article	e Number	Article type	Article/Bag Weight	To Pincode	Insured Flag
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	R Delete	Save as [	Death 6	Clear Save as Draff		hmit

Then start scanning the Articles. If any article is recalled, it will display the messages on the screen as mentioned below.

	ay Op						
Bag Details							
Office ID	MO21350	0000564	Mysuru CRC L1R				
Bag ID	Chennai (	GPO BPC	DC20107000650				
Article Type	REGISTE	RED POST	▼				
rticle Number			Enter				
Article is Recalled							
Article Details							
Anticle Details							
(							
View: [Standard V	/iew]	Export a					
View: Standard V	/iew] e Number	✓ Export ∡ Article type	Article/Bag Weight	To Pincode	Insured Flag	Priority	В
View: [Standard V Bag ID / Article BK475345363	/iew] e Number	Article type	Article/Bag Weight	To Pincode	Insured Flag	Priority	В
View: [[Standard V Bag ID / Article RK475345363	/iew] e Number IN	Export      Article type     REGISTERED POST	Article/Bag Weight	To Pincode	Insured Flag	Priority	В
View: [[Standard V Bag ID / Article RK475345363	/iew] e Number IN	Article type REGISTERED POST	Article/Bag Weight 0.000	To Pincode	Insured Flag	Priority	В
View: [[Standard \ Bag ID / Article RK475345363	/iew] e Number IN	Article type REGISTERED POST	Article/Bag Weight 0.000	To Pincode	Insured Flag	Priority	В
View: [[Standard V Bag ID / Article RK475345363	/iew] e Number IN	Article type REGISTERED POST	Article/Bag Weight 0.000	To Pincode	Insured Flag	Priority	B
View: [[Standard V Bag ID / Article RK475345363	/iew] e Number IN	Article type REGISTERED POST	Article/Bag Weight 0.000	To Pincode	Insured Flag	Priority	В
View: [[Standard \ Bag ID / Article RK475345363	/iew] > Number IN	Article type REGISTERED POST	Article/Bag Weight 0.000	To Pincode	Insured Flag	Priority	В
View: [[Standard V Bag ID / Article RK475345363	/iew] e Number IN	Article type REGISTERED POST	Article/Bag Weight 0.000	To Pincode	Insured Flag	Priority	B
View: [[Standard \ Bag ID / Article RK475345363	/iew] e Number IN	Article type REGISTERED POST	Article/Bag Weight 0.000	To Pincode	Insured Flag	Priority	B
View: [[Standard \ Bag ID / Article RK475345363	/iew] > Number IN	Article type REGISTERED POST	Article/Bag Weight 0.000	To Pincode	Insured Flag	Priority	В
View: [[Standard V Bag ID / Article RK475345363]	/iew] e Number IN	Article type REGISTERED POST	Article/Bag Weight 0.000	To Pincode	Insured Flag	Priority	В
View: [[Standard \ Bag ID / Article RK475345363]	Number	Article type REGISTERED POST	Article/Bag Weight 0.000	To Pincode	Insured Flag	Priority	E

ag Details						
Diffice ID MO2135 Bag ID RBT2402	2202330	Mysuru CRC L1R				
g received from Chennai	GPO BPC	PC29107000650				
Article Type REGIST	ERED POST	<b>_</b>				
ticle Number		Enter				
rticle is Recalled						
rticle Details						
View: [Standard View]	▼   Export ∡					
Bag ID / Article Number	Article type	Article/Bag Weight	To Pincode	Insured Flag	Priority	Ba
RK475345363IN	REGISTERED POST	0.000				
RK475345377IN	REGISTERED POST	0.000				
_						
anned Articles Count 2						
anned Articles Count 2						

## **Bag Close Transaction:**

Go to Bag Close transaction in ZMOIPVS main screen and select the destination office. It will display the Articles which are supposed to be closed in a Bag in the screen as below.

India Post Visibility Sy	stem - Main Sc	reen		User name: Saty
Transactions	Reports	Forms	Bag Miscellaneous	Article Miscellaneous
Bags Receive         Bag Open         Bag Close         Bag Reopen         Bags Dispatch         Bags Dispatch Cancel         Insured Bag Verification         Insured Article Verification         Deposit Bag Close         Bulk Addressee Bag Dispatch         Bulk Addressee Article Return	Bags Received         Articles Received         Virtual Sort         Bags Dispatched         Articles Dispatched         Expected Workload         Bag Discrepancy         Article Discrepancy         Office Abstract         Consolidate Abstract         Insured Article         Late Bags         Transmission Analysis         Set Discrepancy         Bags Missing Scans	Print Bags Receive Report Print Bag Manifest Print Bags Dispatch Report Print Mail List	Capture Bag Damage Report Bag Lost Set Bag Priority Bag Barcode Change Capture Carrier Dispatch Bag Deletion DB Set Change Change Bag Status Unlock Bag ID Bag Discrepancy	Set Article Priority Capture Article Damage Article Barcode Change Report Article Lost Article Destination Pincode Change Report Article Found Article Type Modification Altering an Opened Bag Electronic Proof Of Delivery Recall Article Label Generation Article Discrepancy
Sort Programs	Due Mail Sort list	Master Data	Tracking Information	
National Sort Programs	Dispatch Schedules Receive Schedules Sort List	IPVS Configuration	Bag Tracking Bag Tracking (3 Months) Article Tracking OER Article Tracking	

ag Details estination CCRC Bengaluru Origin Mysur estination Pincode 560023 rticle Number Enter	J CRC L1R	Bag Type Registered	Set NSHA
Expected Article Details	Scanned Article Details		
View: [[Standard View]  View] Export	2 View: [Standard View]	Export 4	
	Article Count () Bag Count	0 Total Articles Weight Kgs	
ag Close Operations			

If any recalled articles are available while scanning the articles it will display a message on the screen as below.

Bag Close	
Bag Details	
Destination CCRC Bengaluru Origin Mysuru CRC L Destination Pincode 560023 Article Number Enter RK475345377IN article is Recalled	L1R Bag Type Registered Set NSHA
Expected Article Details	Scanned Article Details
View: [[Standard View] View] Export a	View: [[Standard View]  Views: [[Standard View]  Views: [[Standard View]  Views: []
Bag ID / Article Number Article Type Insured Flag Priority To Pincode Article Weight	Bag ID / Article Number Article Type Insured Flag Priority To Pincode Article Weight
	RK4/53453//IN Registered Letter 5/001/ 0.050
	Article Count 1 Bag Count 0 Total Articles Weight 0.050 Kgs
Bag Close Operations	
Tolete Save as Draft Finish	

Bag Close	
Bag Details	
Destination CCRC Bengaluru Origin Mysuru CRC L14 Destination Pincode 560023 Article Number Enter RK4753463631N article is Recalled	Bag Type Registered Set NSHA
Expected Article Details	Scanned Article Details
View: [Standard View] Export _ 2	View: [Standard View] Export 4
Bag ID / Article Number Article Type Insured Flag Priority To Pincode Article Weight	Image: The second sec
	RK475345377IN Registered Letter 570017 0.050
	Article Count 2 Bag Count 0 Total Articles Weight 0.100 Kgs
Bag Close Operations	
Tolete Save as Draft	

Bag Close										
Bag Details										
Destination Destination Pincode Article Number RK475345363IN artic	CCRC Bengaluru 560023 le is Recalled			Origin	Mysuru CRC L	1R		Bag Type	Registered	
Expected Article Det View: [Standard Vie	tails w] V Export	4			Bag Close	Scanned	Article Details			
Bag ID / Article M	Number Article Type	Insured Flag	Priority To	Pincode Arl	ic i	Bag RBK75697	797437 Closed sucess	fully		Prio
									Ok	

## **Handling of Recalled Articles in DPMS**

If any article is received in DPMS and then it is recalled from portal then while issuing the articles via Issue to Postman Screen, Window delivery Screen, Issue to BO screen and Issue to BO RICT screen error will be shown which will stop the further delivery of article as shown below:

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So, in this case if Recall message appears then that article can be directly returned through Direct Article Return Screen as shown below:

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Then the same article can be bagged in via POS back office which is already functionality present in system.