

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

Dated 11th April, 2022

To

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

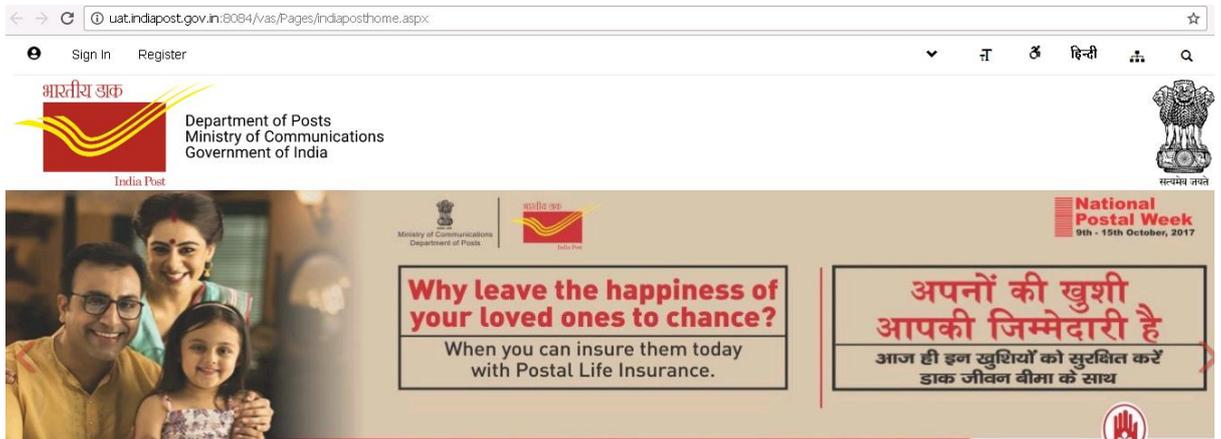


Figure 1: Corporate Registration Link

2. Customer Registration screen will open.

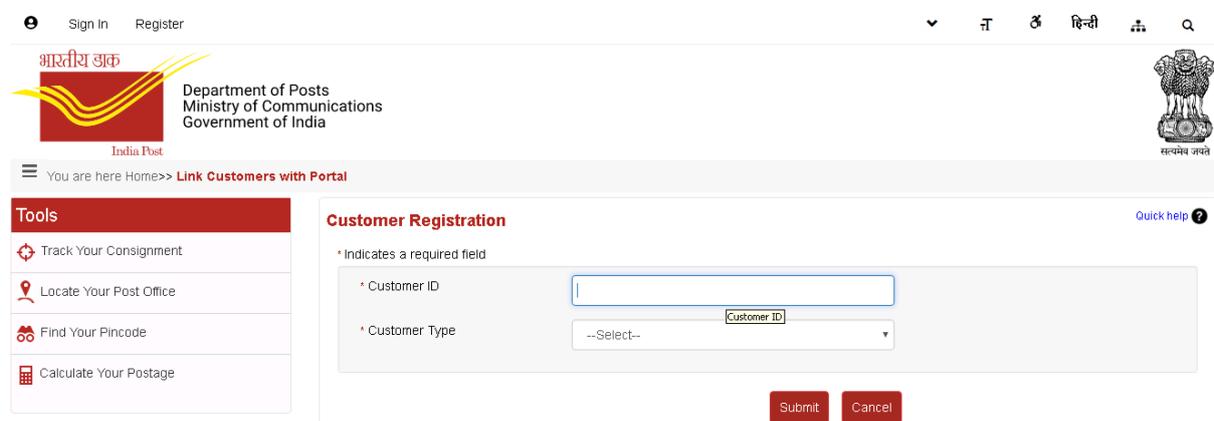


Figure 2. Customer Registration

3. Enter customer id and select the customer type.

The screenshot shows the 'Customer Registration' form on the India Post portal. The header includes the India Post logo and the text 'Department of Posts, Ministry of Communications, Government of India'. A navigation bar shows 'You are here Home >> Link Customers with Portal'. On the left, a 'Tools' sidebar lists: Track Your Consignment, Locate Your Post Office, Find Your Pincode, and Calculate Your Postage. The main form area is titled 'Customer Registration' and includes a 'Quick help' link. A note states '* Indicates a required field'. The 'Customer ID' field contains '3000000911'. The 'Customer Type' dropdown menu is open, showing options: Corporate Customers (selected), --Select--, Biller and COD customer, Central govt customer, Franchise, Individual customer, Outsourcing Agents, PSU customer, and State govt customer. The 'Enter Contract Numbers' field is empty.

Figure 3. Customer Registration (Enter Contract Details)

4. Enter the contract number and click on add.

This screenshot shows the 'Customer Registration' form with the 'Enter Contract Numbers' section active. The 'Customer ID' field still contains '3000000911'. The 'Customer Type' dropdown is now closed. The 'Enter Contract Numbers' section features an empty input field, an 'Add >>' button, and a 'Remove <<' button. A contract number '0040000720' is shown in a separate box. At the bottom of the form, there are 'Submit' and 'Cancel' buttons. The rest of the page layout, including the header and sidebar, remains the same as in Figure 3.

Figure 4: Customer Registration (Add Contract Number)

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

The screenshot shows the 'Customer Registration' form. On the left is a 'Tools' sidebar with options: Track Your Consignment, Locate Your Post Office, Find Your Pincode, and Calculate Your Postage. The main form has the following fields:

- Customer ID: 3000000911
- Customer Type: Corporate Customers
- Enter Contract Numbers: A list containing 0040000720 and 004001286. The 'Remove <<' button is highlighted with a red box.

 At the bottom are 'Submit' and 'Cancel' buttons.

Figure 5: Customer Registration (Remove Contract Number)

6. Click on submit button.

This screenshot is similar to Figure 5 but shows the 'Submit' button highlighted with a green box. The 'Remove <<' button is no longer highlighted.

Figure 2: Customer Registration (Submit Contract Details)

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

The screenshot displays the customer details page. On the left is a 'Post Office' sidebar. The main form contains:

- Customer ID: 3000000911
- Customer Type: Corporate
- Name: STATE BANK
- Phone:
- Email:
- Registered Address Details:
 - Address: Lohagan Rural Canada Bank, State Westpouah, IA
 - Country: India
 - State: Karnataka
 - City / District: Mysuru
 - Pincode: 570003
- Contract Details Table:

S. No.	Contract Number	Account Type	Status	Contract Date (dd-mm-yyyy)	Expiry Date (dd-mm-yyyy)
1	0040000720	Current	Active	01-08-2018	01-08-2021

 At the bottom right, the 'Create Portal User' button is highlighted with a green box.

Figure 7: Create Portal User

- 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.

The screenshot shows a registration form with the following sections:

- Personal Details:** First Name, Last Name, Min/Question, Min/Answer.
- Contact Details:** Address, Country, State, City/District, Pincode, Email, Mobile.
- User Contact:** A table with columns: S.No., Contract Number, Account Type, Status, Contract Date (dd-mm-yyyy), and Expiry Date (dd-mm-yyyy).
- Subscription:** A checkbox for 'eNews Letter'.

Figure 3: Customer Registration (Enter Details)

- 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.

The screenshot shows the India Post website interface with the following elements:

- Header:** Department of Posts, Ministry of Communications, Government of India. Logo of India Post and the national emblem.
- Navigation:** You are here Home >> Link Customers with Portal.
- Tools Sidebar:**
 - Track Your Consignment
 - Locate Your Post Office
 - Find Your Pincode
 - Calculate Your Postage
- Registration Complete Message:**

Registration Complete

Your account has been successfully created with userid **CORUSERS910**

The Activation link along with one time password has been sent to your registered email address. Click on the URL to activate your account.

Figure 4: Customer Registration (Complete)

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

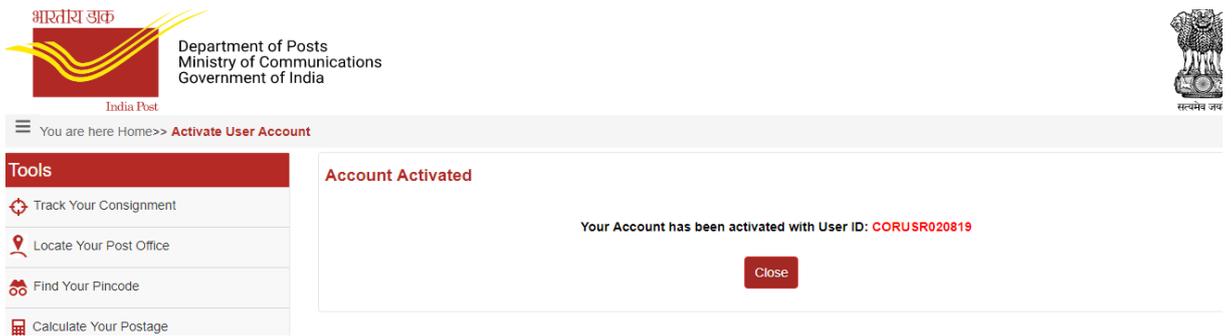


Figure 5: Account Activated

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

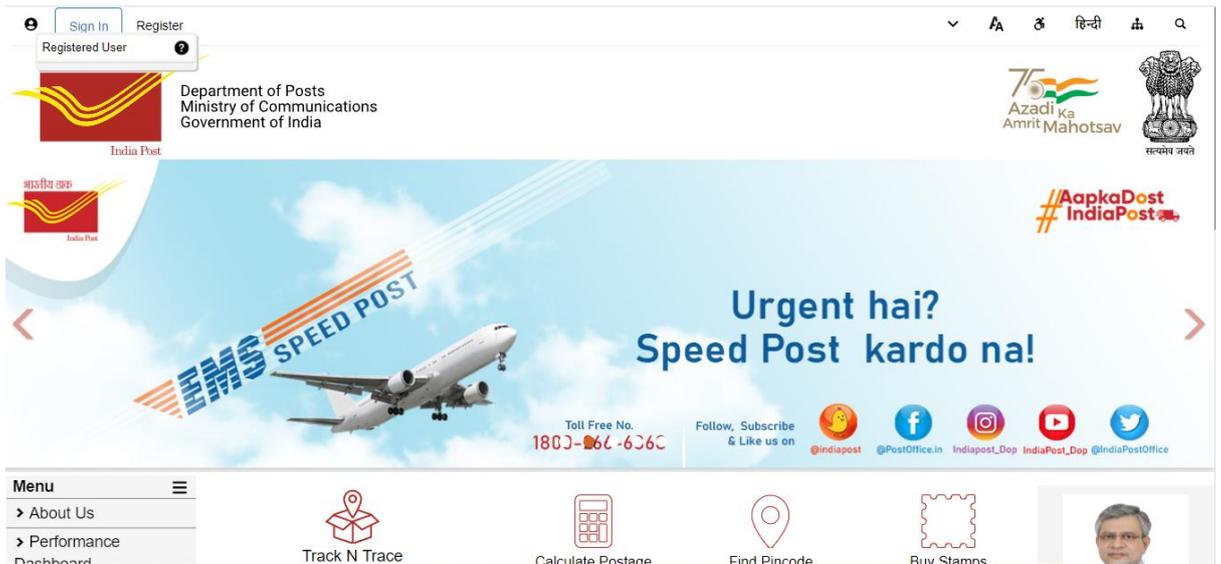


Figure 6: Sign In

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



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

Avail our business mailing services, book bulk mail, request a pickup, manage your account and track delivery status

Philately

Open and manage philately accounts

Sign in

User ID:*

Password/OTP#:*

[Sign In](#) [Forgot Password?](#)

#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.

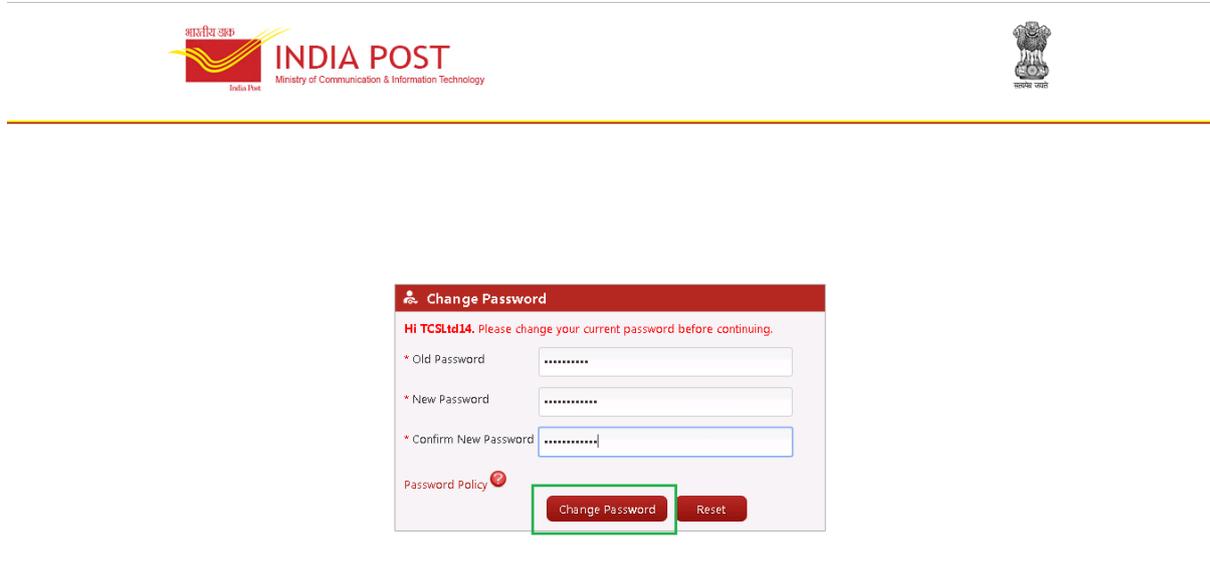


Figure 8: Change Password

- 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.

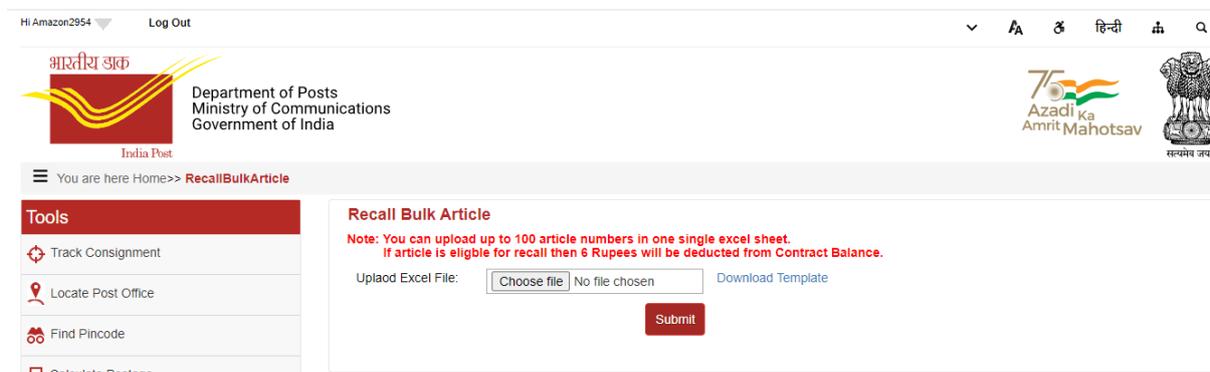


Figure 14: User Logged in to CSI Portal

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.



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.



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 Received 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 Visibility System - Main Screen **User name: Satya**

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 Bag Delivery Confirmation 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

Normal Bag Open:

Bag Open

Bag Details

* Office ID: MO21150000553 CCRC Bengaluru Set: NSHA

* Bag ID: [Bags ready to Open](#)

Source: Created By:

Article Number:

Expected Articles

View: [Standard View] | Export

Bag ID / Article Number	Booking Office	Article type	Article Weight	To Pincode	Insured Flag	Priority

Scanned Articles

View: [Standard View] | Export | Check | Append Row | Ins

Bag ID / Article Number	Facility ID Description	Article type	Arti

Bag Open

Bag Details

* Office ID: MO21150000553 CCRC Bengaluru Set: NSHA

* Bag ID: RBK7569797437 [Bags ready to Open](#)

Source: Mysuru CRC L1R Created By: Satyanarayana Madarapu

Article Number:

Expected Articles

View: [Standard View] | Export

Bag ID / Article Number	Booking Office	Article type	Article Weight	To Pincode	Insured Flag	Priority
RK475345363IN	Mysuru South S.O	Registered Letter	0.050	570017	<input type="checkbox"/>	<input type="checkbox"/>
RK475345377IN	Mysuru South S.O	Registered Letter	0.050	570017	<input type="checkbox"/>	<input type="checkbox"/>

Scanned Articles

View: [Standard View] | Export | Check | Append Row | Ins

Bag ID / Article Number	Facility ID Description	Article type	Arti

Scanned Articles Count 0 Total Articles 2 Total Articles Weight Kg

Bag Open Operations

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

Bag Open

Bag Details

Office ID: MO2115000553 CCRC Bengaluru Set: NSHA
Bag ID: RBK7569797437 [Bags ready to Open](#)
Source: Mysuru CRC L1R Created By: Satyanarayana Madarapu
Article Number:
RK475345377IN Article is Recalled

Expected Articles

View: [Standard View] Export

Bag ID / Article Number	Booking Office	Article type	Article Weight	To Pincode	Insured Flag	Priority
RK475345363IN	Mysuru South S.O	Registered Letter	0.050	570017	<input type="checkbox"/>	<input type="checkbox"/>

Scanned Articles

View: [Standard View] Export Check Append Row Insert Row Delete Row

Bag ID / Article Number	Facility ID Description	Article type	Article/Bag Weight	To Pincode	Insured Flag	Priority
RK475345377IN	Mysuru South S.O	Registered...	0.050	570017	<input type="checkbox"/>	<input type="checkbox"/>

Bag Open

Bag Details

Office ID: MO2115000553 CCRC Bengaluru Set: NSHA
Bag ID: RBK7569797437 [Bags ready to Open](#)
Source: Mysuru CRC L1R Created By: Satyanarayana Madarapu
Article Number:
RK475345363IN Article is Recalled

Expected Articles

View: [Standard View] Export

Bag ID / Article Number	Booking Office	Article type	Article Weight	To Pincode	Insured Flag	Priority
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Scanned Articles

View: [Standard View] Export Check Append Row Insert Row Delete Row

Bag ID / Article Number	Facility ID Description	Article type	Article/Bag Weight	To Pincode	Insured Flag	Priority	Bag Det
RK475345363IN	Mysuru South S.O	Registered...	0.050	570017	<input type="checkbox"/>	<input type="checkbox"/>	
RK475345377IN	Mysuru South S.O	Registered...	0.050	570017	<input type="checkbox"/>	<input type="checkbox"/>	

Legacy Bag Open:

Bag Open

Bag Details

* Office ID: MO21350000564 Mysuru CRC L1R Set: NSHA
* Bag ID: [Bags ready to Open](#)
Source: Created By:
Article Number:

Expected Articles **Scanned Articles**

View: [Standard View] | Export

Bag ID / Article Number	Booking Office	Article type	Article Weight	To Pincode	Insured Flag	Priority

Bag ID / Article Number	Facility ID Description	Article type	Article/Ba

Legacy Bag Open

Bag Details

* Office ID: MO21350000564 Mysuru CRC L1R
* Bag ID: RBT2402202330
Bag received from: Chennai GPO BPC PC29107000650
* Article Type: REGISTERED POST
Article Number:

Article Details

View: [Standard View] | Export

Bag ID / Article Number	Article type	Article/Bag Weight	To Pincode	Insured Flag

Scanned Articles Count 0

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

India Post Visibility System Bag receive Bag Open

Legacy Bag Open

Bag Details

* Office ID: MO21350000564 Mysuru CRC L1R
* Bag ID: RBT2402202330
Bag received from: Chennai GPO BPC PC29107000650
* Article Type: REGISTERED POST
Article Number:
Article is Recalled

Article Details

View: [Standard View] Export

Bag ID / Article Number	Article type	Article/Bag Weight	To Pincode	Insured Flag	Priority	Bag D
RK475345363IN	REGISTERED POST	0.000		<input type="checkbox"/>	<input type="checkbox"/>	

Scanned Articles Count 1

Legacy Bag Open

Bag Details

* Office ID Mysuru CRC L1R
* Bag ID
Bag received from PC29107000650
* Article Type
Article Number
Article is Recalled

Article Details

View: |

Bag ID / Article Number	Article type	Article/Bag Weight	To Pincode	Insured Flag	Priority	Bag Des
RK475345363IN	REGISTERED POST	0.000		<input type="checkbox"/>	<input type="checkbox"/>	
RK475345377IN	REGISTERED POST	0.000		<input type="checkbox"/>	<input type="checkbox"/>	

Scanned 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 System - Main Screen **User name: Satya**

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 Bag Delivery Confirmation 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

Bag Close

Bag Details

Destination: CCRC Bengaluru Origin: Mysuru CRC L1R Bag Type: Registered Set: NSHA

Destination Pincode: 560023

Article Number:

Expected Article Details

View: [Standard View] Export

Bag ID / Article Number	Article Type	Insured Flag	Priority	To Pincode	Article Weight

Scanned Article Details

View: [Standard View] Export

Bag ID / Article Number	Article Type	Insured Flag	Priority	To Pincode	Article Weight

Article Count 0 Bag Count 0 Total Articles Weight Kgs

Bag 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 L1R Bag Type: Registered Set: NSHA

Destination Pincode: 560023

Article Number:

RK475345377IN article is Recalled

Expected Article Details

View: [Standard View] Export

Bag ID / Article Number	Article Type	Insured Flag	Priority	To Pincode	Article Weight

Scanned Article Details

View: [Standard View] Export

Bag ID / Article Number	Article Type	Insured Flag	Priority	To Pincode	Article Weight
RK475345377IN	Registered Letter	<input type="checkbox"/>	<input type="checkbox"/>	570017	0.050

Article Count 1 Bag Count 0 Total Articles Weight 0.050 Kgs

Bag Close Operations

Bag Close

Bag Details

Destination Origin Bag Type Set

Destination Pincode

Article Number

RK475345363IN article is Recalled

Expected Article Details

View: Export

Bag ID / Article Number	Article Type	Insured Flag	Priority	To Pincode	Article Weight

Scanned Article Details

View: Export

Bag ID / Article Number	Article Type	Insured Flag	Priority	To Pincode	Article Weight
RK475345377IN	Registered Letter	<input type="checkbox"/>	<input type="checkbox"/>	570017	0.050
RK475345363IN	Registered Letter	<input type="checkbox"/>	<input type="checkbox"/>	570017	0.050

Article Count 2 Bag Count 0 Total Articles Weight 0.100 Kgs

Bag Close Operations

Bag Close

Bag Details

Destination Origin Bag Type

Destination Pincode

Article Number

RK475345363IN article is Recalled

Expected Article Details

View: Export

Bag ID / Article Number	Article Type	Insured Flag	Priority	To Pincode	Article Weight

Scanned Article Details

Bag Close



Bag RBK7569797437 Closed successfully

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:

! This Article has been recalled/ Stop Delivery

ISSUE TO POSTMAN

Facility ID: PO21308110000 Ittigegud S.O | Shift No: GEN2 | Batch ID: BATCH1 | 00:00:00-00:00:00 | Beat ID: B3 | Ittigegud S.O-B3 **Get Scanned data**

Pincode: 570010 | Invoiced Date: 07.04.2022 | Time: 15:41:41 | Employee ID: 10000325 | BEAT 3

Article Number: RK578674649IN **Enter**

! This Article has been recalled/ Stop Delivery

WINDOW/OPEN DELIVERY FOR ACCOUNTABLE ARTICLE

Input Data

Facility ID: PO21308110000 Ittigegud S.O | Date: 07.04.2022 | Article Number: RK578674649IN

Pincode: 570010 | Employee ID: TCS978782 | Himanshu S **Enter**

! This Article has been recalled/ Stop Delivery

ISSUE ARTICLES TO BO

PO ID: PO21308110000 Ittigegud S.O | BO ID: BO21308110001 Chamundi Betta B.O | BO Issue Date: 07.04.2022 **Fetch data**

Pincode: 570010 | BO Employee ID: 10000851 | K | Time: 15:48:56

Article Number: RK578674649IN **Enter**

! This Article has been recalled/ Stop Delivery

ISSUE ARTICLES TO BO FOR RICT

PO ID: PO21308110000 Ittigegud S.O | BO ID: BO21308110001 Chamundi Betta B.O | BO Issue Date: 07.04.2022 **Fetch data**

Pincode: 570010 | BO Employee ID: 10000851 | K | Time: 15:49:50

Article Number: RK578674649IN **Enter** | BO Bag ID: | Schedule ID: |

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

ARTICLE RETURN 

Facility ID: Ittigegud S.O | Pincode: | Return Date:

Article number: | Article Receive Date: | Issuing Office:

Reason for Return:

Selection	Article Number	Article Description	Issue Date of article	Status	Reason for return	Pincode	Return Address
<input type="checkbox"/>	RK578674649IN	Registered Parcel	07.04.2022	Recall	Insufficient Address	570001	MYSURU Karnataka India

Data Saved Successfully

ARTICLE RETURN 

Facility ID: Ittigegud S.O | Pincode: | Return Date:

Article number: | Article Receive Date: | Issuing Office:

Reason for Return:

Selection	Article Number	Article Description	Issue Date of article	Status	Reason for return	Pincode	Return Address
<input type="checkbox"/>	RK578674649IN	Registered Parcel	07.04.2022	Recall	Insufficient Address	570001	MYSURU Karnataka India

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