

**F.No. 9-11/2021-PD
Government of India
Ministry of Communications
Department of Posts
(Parcel Directorate)**

**Malcha Marg Post office Complex,
Chanakyapuri, New Delhi-110021
Dated: 12th December, 2023**

To

**All Chief Postmasters General
All Postmasters General**

Sub: Provision to capture complete details of shipments at the time of booking of Bulk Customer/Corporate Customers - reg.

This is regarding provision of capturing of complete details of shipments (Inland Speed Post/Speed Post Parcel/Business Parcel) tendered by bulk customers at the time of booking.


2. In this regard it is updated that following additional fields have been enabled in CSI-PoS for capturing at the time of booking of Inland Speed Post/Speed Post Parcel/Business Parcel tendered by bulk customers:

- I. **Alternative return address (3rd address if Return address is different from sender address)**- In view of the requests received from existing bulk customers, provision has been made in the system where alternate return address or 3rd address will be captured for all such shipments at the time of booking where the sender address is different from return address. For this provision charges will be applicable as per scenarios mentioned in **Annexure**.
- II. **Delivery Address type- Office/Home**- In order to make delivery operations more efficient, provision in the system has been made where the delivery address type will be captured in the system at the time booking. Based on the delivery address type, delivery operations on weekends/odd hours can be planned.
- III. **Specific Date & Time window for delivery**- Provision has been made in the system where any bulk customer can share the specific date and time of delivery at the time of booking. This feature will help to reduce the return cases happening due to non-availability of addressee or COD amount. These three time slots i.e., 9AM-2PM, 2PM-5PM and 5PM-8PM will be available at the time of booking and delivery.
- IV. **Dimensions of shipments**- In order to calculate the volumetric weight of all the shipments given by bulk customers, provision has been made in system where dimensional parameters of shipments will be captured at the time of

booking so that volumetric weight can be calculated by the system and postage can be charged on higher weight.

3. It is requested that these additional functionalities may be brought to the notice of all existing customers as well as to marketing teams for further apprising to prospective customers. Besides, booking staff of bulk booking centres may also be sensitized about the changes in PoS. Copy of the updated excel upload template is also attached for information of all the booking locations.

Enclosures: As above.


(Kushal Vashist)
General Manager (Operations)

Copy to:

1. Sr.PPS to DG, Postal Services, Dak Bhawan, New Delhi-110001
2. PPS to Member (Operations), Dak Bhawan, New Delhi-110001
3. DDG (MO), Dak Bhawan, New Delhi-110001
4. General Manager, CEPT, Bengaluru for information and to upload on India Post website at employee corner under Circulars, Rules and latest orders.

Annexure

With reference to the provision of capturing alternate address (3rd address) in case Return address is different from sender address, there will be 04 scenarios where delivery at alternate address will be made. Charges for applicable for delivery at alternate address at 04 scenarios will be:

- a. **Item booked as TD and delivered at alternate address within the city (within TD limit of Booking office)**- In this scenario, no charges to be levied on the Customer and charges to be configured as "0".
- b. **Item booked as TD and delivered at alternate address outside the city (outside TD limit of Booking office)** – In this scenario if a Parcel is booked as TD and delivered at alternate address outside the TD limit of booking office, charges to be calculated (Postage to be charged from booking location to alternate address – Postage paid for TD booking). For instance- One TD Speed Post Parcel booked in Delhi for an addressee in Delhi itself by a customer declaring alternate return address of Bengaluru. At the time of booking, customer will be charged with local tariff. If the article could not be delivered to the addressee in Delhi, it will travel up to Bengaluru for delivery to the alternate return address. The difference between the tariff chargeable for an article from 'Place of Addressee (place of booking) i.e., Delhi ' to alternate return address the customer i.e., Bengaluru' (which is other than place of booking) and tariff actually paid i.e., local tariff will be realized as 'Charges for alternate delivery' from the Customer and to be added in the monthly bill of customer.
- c. **Item booked as NTD and delivered at alternate address within the city (within TD limit of delivery office)**- In this scenario, no charges to be levied on the Customer and charges to be configured as "0".
- d. **Item booked as NTD and delivered at alternate address outside the city (outside TD limit of delivery office)**- In this scenario if a Parcel is booked as NTD and delivered at alternate address outside the TD limit of delivery office, charges to be calculated will be 50% of the applicable postage from Place of delivery to alternate delivery address. For instance- One NTD Speed Post Parcel booked in Delhi for an addressee in Mysuru by a customer declaring alternate return address of Bengaluru. If the article could not be delivered to the addressee in Mysuru, it will have to travel up to Bengaluru for delivery to the alternate return address. In this scenario, 50 % of the tariff i.e., Mysuru to Bengaluru will be realized as charges for alternate delivery from the Customer and to will be added in the monthly bill of customer.

2. GST will be applicable on the alternate charges. The charges for delivery at alternate address will be applicable on Speed Post Documents, Speed Post Parcel and Business Parcel booked by contractual customers of DoP and will be included in the monthly invoice of contractual customer. No rebate will be given on the alternate address charges.

Illustration:

- I. Examples for all use cases as mentioned in Para (a) to Para (d) is as under for 01 Speed Post Parcel weighing 500 gm.

Scenario	Origin Pincode (A)	Destination Pincode (B)	Alternate Address Pincode (C)	Charge to be taken in Rs. for alternate delivery
(a)	110001	110005	110003	0
(b)	110001	110005	560001	50(80-30)
(c)	110001	570001	570009	0
(d)	110001	570001	560001	25(50/2)

- II. Examples for all use cases as mentioned in Para (a) to Para (d) is as under for 01 Business Parcel weighing 2000 gm.

Scenario	Origin Pincode (A)	Destination Pincode (B)	Alternate Address Pincode (C)	Charge to be taken in Rs. for alternate delivery
(a)	110001	110005	110003	0
(b)	110001	110005	560001	60(105-45)
(c)	110001	570001	570009	0
(d)	110001	570001	560001	40 (80/2)
