

2.0 Workflow

Booking Opns	
1	Day Begin > SO SPM / Trr - Try > Tools > Day Begin SPM - Booking - Counter > View Counter Status SPM - Booking - Counter > Allocate Counter to Opr > Emp ID > Counter > Shift > Add Counter (Don't select Shift2, 3 etc) Counter PA - Booking - Counter > Begin ur Shift
2	Day Begin > C Class SO - 1 time DH - Bkg - Counter > Allocate Counter to Opr > Office Name > SPM ID > Counter 1 > Shift 1 > Allot Counter
3	Ca Req & Supply - within Office Counter PA - Booking - Counter > Req Cash > Req Ca from Try > Mode > Value > Confirm SPM / Trr - Try > Ca / Cq > Ca Req > Process / Reject > Demn > Submit HPM / APM - Try - Req Ca > Ca Req > Approve Counter PA - Booking - Counter > Req Ca > Ack Ca from Try > Ack >
4	Inventory Request & Supply - Stamps Counter PA - Counter - Request Inventory Stamps > Req St from Try > Category > Demn > Qty > Add > Submit HO Trr - Try - Inventory Mgmt > Inventory > View Stock - Chk Stock HO Trr - Try - Stamps Txns > Process Issue / Receipt > View & Issue > Modify or Submit Counter PA - Bkg - Counter - Request Inventory Stamps > Receive St from Try > Accept Counter PA - Bkg -Counter - Stock Bal Report > Inventory type > Dt Range > Submit
5	Inventory Request & Supply - IPO - C Class Counter PA - Counter - Request Inventory IPO > Req IPO from Try > Demn > Prefix > From Sl > Qty > To Serial > Add > Submit HO Trr - Try - Inventory Mgmt > Inventory > View Stock - Chk Stock SPM / Trr - Try - IPO > Process IPO Indents > Displays Bal> Add > Process > Confirm Counter PA - Bkg - Counter - Request Inventory IPO > Receive IPO from Try > Accept Counter PA - Bkg -Counter - Stock Bal Report > Inventory type > Dt Range > Submit
6	Quick Book - Domestic Counter PA - Booking - Quick Book Domestic Counter PA - Booking - Quick Book Domestic > View Local Offices Counter PA - Booking - Quick Book Domestic - Sender & Addressee Mobile
7	Quick Book - Intl Counter PA - Booking - Quick Book Domestic > Prohibited Items > Country > HSN Code etc.
8	Direct Booking Card Counter PA - Booking - Book Domestic Mail / Intl Mail
9	Bulk Booking Counter PA - Mail Bkg > Book Bulk Mails > Category > Product > Download & fill up Template > Bkg Type > Product > Upload Excel > Validate > View, Check, Delete > Payment > Export pdf / xl.
10	Book Articles thro Virtual Data Counter PA - Bkg - Counter - Book Articles Virtual Data > Category > View Local Office > Edit / Delete Article Data > Save > Paymet.
11	UTS UnRegd Track Service Counter PA - Bkg - Counter > Mail Bkg > UTS > Bkg Type > Product Type > Count > Customer ID > Bulk Uploadd > Submit. Rs. 5 per Item. Can't Add Weight
12	Money Remittance Counter PA - Bkg - Counter > Domestic MO Bkg > MO Type > Value > Sender & Payee Mobile > Submit
13	Money Remittance - Bulk

	Counter PA - Bkg - Counter > Domestic MO Bkg - Bulk > Download Template > Customer Type > MO Type > Customer ID > Condition > Next > Per details > Upload File > Payment.
14	Retail Services :
	Counter PA - Bkg - Counter - Retail Services - Stamp sales etc > Submit > Payment
15	Philately
	Counter PA - Bkg - Counter > Retail > Philately > Category, Demn, Qty
16	IPO request to Trr
	Counter PA > Bkg > Counter > Req Inventory IPO > Req IPOs from Try > Select Demn > Prefix > From SI > Qty > To Serial
17	IPO Supply by Trr to Counter
	Trr > Try > IPO Req Status > Select Counter > Req Amt > View > Demn > Prefix > Start SI > Qty > End SI > Add > Process > Confirm
18	Receiving IPOs from Trr
	Counter PA > Bkg > Counter > Receive IPOs from Try >
19	IPO Sale
	Counter PA - Bkg - Counter > Retail > IPO Sale > Demn > Prefix > From Serial > Suffix > To Serial > Submit
20	IPO Payment
	Counter PA - Bkg - Counter > Retail > IPO Payment > Demn > Prefix > From Serial > Suffix > To Serial > Submit > Payment Mode
21	eIPO
	Counter PA - Bkg - Counter > Retail > eIPO > Subject > Ministry > Dept > ID Type > Mobile > Submit
22	ePost
	Counter PA - Bkg - Counter > Retail > ePost > Select Msg Type > Sub Type > File upload > Mobile > Submit
23	Bill Collections
	Counter PA - Bkg - Counter > Retail > Bill Collections > Category > Search Biller > Service Type > Submit
24	Employee Payments
	Counter PA - Bkg - Counter > Retail > Emp Payments > Emp ID > Wage Type to fetch.
25	RMFS
	Counter PA - Bkg - Counter > RMFS > License Creation > fill up all details > Pay Rs. 375
	Counter PA - Bkg - Counter > RMFS > Franking Recharge > License No. & Fetch > Pay > Submit
	Counter PA - Bkg - Counter > RMFS > SOM Capture > License No. & Fetch
	Counter PA - Bkg - Counter > RMFS > Address Change > License No. & Fetch
	Counter PA - Bkg - Counter > RMFS >
26	Stamps Bulk Sales thro Cq
	SO Trr > Try > Stamps & Stationery > Bulk Sales > Category > Description > Count > Add > Mode > Cq > Sold to > Remarks > Cq No > Cq Dt > Submit > Confirm
	HPM - Bank Module > Remittance Mgmt > Cq Remittance > Cq details > Select A/c No. (Select Office) it shd be HO > Send to Bank
	HPM - Bank Module > Remittance Mgmt > Cq Remittance > Realized or Not realized
	HPM - Appl > St Bulk Sales Approve > View > Approve > Confirm > Appd
	HO Trr - Try > Reports > Bulk Sales > Dt > Generate > Print
27	Transfer Ca by PA to Trr
	Counter PA - Bkg - Counter > Reports > Consolidated Report > Date > User > Total Ca
	Above Ca must be tallied with ur Wallet in the Right Top. If any diffrence, pl not to use Wallet Amt.
	Counter PA - Bkg - Counter > Transfer Ca > Ca to Trr / Counter / Supr > Amt > Chk EmplID, Counter, Shift > Submit > Enter Demn > Submit
	Transferred Ca can be checked in - Counter PA - Bkg - Counter > Transfer Ca > View Tfd Ca Status
28	Receipt of Ca by Trr from PA
	Trr - Try > Ca Txn Status > Receive

MO Type >

	Reports
	Counter PA - Bkg > Counter > Reports > Detailed Reports > Date > User > Category > Type > Fetch
30	Accts verify by Super
	HPM / APM - Bkg > Counter > Verify Accts > Select Emp ID > Fetch Acct > Total Receipts & Payments must be tallied. If not difference (+ or -) will show.
31	PA Submit Acct
	Counter PA - Bkg > Counter > Submit Acct > Chk details > Generate Acct > Yes > If Amt s Zero > Verify Accts > Download pdf. If any discepancy, transfer the Amt to Trr > Transfer Ca > Steps n Sl. 28
32	PA Shift End
	Counter PA - Bkg > Counter > End ur Shift > End Shift
33	Shift End - checks by Super
	HPM / APM / SPM - Bkg > Counter > Verify Accts > Select Emp Id > Fetch Acct > If Amt s Zero > Verify Accts > Download pdf. If any discepancy, transfer the Amt to Trr > Transfer Ca > Steps n Sl. 28
	HPM / APM / SPM - Bkg > Counter > View Counter Status > Dt > Check Shift Begin Status > Submit Acct Vfn Status > Submit & Verify Acct ie) must be Green Tick > Shift End Status
34	Forcible Shift End
	HPM / SPM - Bkg > Counter > View Counter Status > View Counter Status > Submit A/c > Fetch A/c > Chk Amt shd be 0 >

	Other txns
35	Drawn Ca from Bank by HO Trr
	Trr - Bank > Bank Drawal > Amt > Submit
	HPM - Try > Cq Txn Status > Check Amt > Approve > Confirm > Enter Emp ID 1 or 2 > Submit
	HPM - Bank > Drawing Mgmt > Cq issue > View details > Check curent Cq SI No. > Issue Cq
36	Remittance Ca to Bank by HO Trr
	Trr - Bank > Bank Remittance > Amt > Demn > Submit
	HPM - Try > Cq Txn Status > Check Amt > Approve > Confirm > Enter Emp ID 1 or 2 > Submit
	HPM - Bank > Remittance Mgmt > Ca Remittance > Remittance Acct > Approve
37	SO cheque indent workflow
	Trr > Misc txn-payment mode cheque
	HO PM - Bank module-cheque issue
	HO SUB accts - Will close and dispatch bag
	SO mails pa-receive bag
	So Sub accts-bag open in sub accts
	SO Spm- Approval of Misc txn
	So trr-cheque disposal
38	Cq request from SO to HO / CO
	SO Trr / SPM - Try > Cq Req >
39	Cq Ack from HO / CO to SO
	SO Trr / SPM - Try > Cq Ack > Ack > Confirm

	Bag Mgmt
1	Bag Receive
	PA - Bag Mgmt > Bag Mgmt > Bagging Opns > Bag Receive > Schedule / Mail List ID / Arriaval ID > Fetch > Bag No > Weight > Add > Fetch > Expected Bags > Scan Bags > Receive Bags
2	Bag Open
	PA - Bag Mgmt > Bag Mgmt > Bagging Opns > Bag Open > Bag No > Fetch > Expected Articles > Scanned Articles > Save Draft / Bag Open
	In C Class - Ins Bags receiving, opening, closing validation is not available.
3	Ins - Bkg vfn by Supervisor
	HPM / APM - Bkg > Counter > Insured Article Auth > Domestic Articles > Check Status > Select Article > Enter Revised Wt > Click on Green Tick

4	Bag Close - Fetch from Counter PA - Bag Mgmt > Bag Mgmt > Bagging Opns > Fetch from Counter > Select particular Counter or All or Induction or Delivery Br or BO Articles > Fetch > Select Articles > Accept Articles > Accepted
5	Station Bag Close PA - Bag Mgmt > Bag Mgmt > Bagging Opns > Station Bag Close > Select Office > Select Dely Type as Station > Expected Articles > Scanned Articles > Save Draft > Close Bag > Bag No. > Weght > Close Bag & Print Manifest or Clsoe Bag with System Generated Label
6	Bag Close - TD & NTD PA - Bag Mgmt > Bag Mgmt > Bagging Opns > Bag Close at PO > Office > Bag Type > Dely Type > Fetch > Expected Articles > Scanned Articles > Add > Save Draft > Close Bag > Bag No. > Bag Wt > Close Bag and Print Manifest > Close Bag with System Generated Label
7	Ins - Bag Closing by PA PA - Bag Mgmt > Bag Mgmt > Bagging Opns > Bag Close at PO > Office > Bag Type > Dely Type > Fetch > Expected Articles > Scanned Articles > Add > Save Draft > Close Bag > Bag No. > Bag Wt > Close Bag and Print Manifest > Close Bag with System Generated Label Select Insured Flag, if it is a Ins Bag
8	Ins - Closing vfn by Supervisor HPM / SPM - Bag Mgmt > Supr > Ins Article Vfn - Close > Pending> Fetch > Select All > Approve / Hold
9	Ins - Closing Bag vfn by Supervisor HPM / SPM - Bag Mgmt > Supr > Ins Bag Vfn - Close > Pending> Fetch > Select All > Approve / Hold
10	Bag Close at PO PA - Bag Mgmt > Bag Mgmt > Bagging Opns > Bag Close at PO > Select To Office > Bag Type > Delivery Type > Bag No.> Add > Expected Bags > Scanned Bags > Bag Wt > Add > Save Draft > Dispatch Bags > Mail List
11	Bag Dispatch PA - Bag Mgmt > Bag Mgmt > Bagging Opns > Bag Dispatch > Select Schedule > Expected Bags > Scanned Bags > Bag Wt > Add > Save Draft > Dispatch Bags > Mail List
12	Booking & Dispatch Abstract PA - Bag Mgmt > Bagging >

	PDMS
1	Postman Shift Begin by HPM / APM / SPM HPM / APM - Bag Mgmng > Shift Begin
2	Bag Receive by PA PA - Bag Mgmng > Dely Opns > Bag Receipt > Bagging Opns > Bag Receive > Schedule > Mail List ID > Arrival ID> Fetch > Bag No. > Bag Wt > Expected bags > Scanned Bags > Save Draft > Receive Bags If Station Bag means Bag Receive is not required. Straightaway go to Bag Open.
3	Bag Open by PA PA - Bag Mgmng > Dely Opns > Bag Open > Bag No. > Fetch > Expected Articles > Scanned Articles > Save Draft > Receive Bags
4	Invoicing Articles to Pman by Dely PA PA - PDMS > Dely Opns > to be Invoiced > Chk Articles > Invoice > Channel > Product > Batch > Beat > Enter Barcode> Enter > Save > Print Delivery Slip
5	MO Cash appls Super Opns > PM Ca for Payment > Batch > Beat > Fetch > Approve
6	Ca from Trr to Pman Trr > Try > Ca Txn Status > Process > Demn > Submit Mobile App - Postman
7	Invoice Articles by Delivery PA

	PDMS - Dely > To be Invoiced > Product > Update Remarks
	PDMS - Dely > Invoice > Channel > Product > Batch > Beat > Fetch > If not Auto Sort then Enter Barcode n Scan Article physically > Save > Print Dely Slip
8	Process in App
	IMA - Chk ur Batch & Beat
	IMA - Ack - Select Category > Chk Article & click Ack
	IMA - Ack - Select Cash > Chk Cash & click Ack
	IMA > Chk Wallet Bal
	IMA - Article Dely > Select Article > Option > Name> Option > Sign > Submit > Lat Long
	IMA - eMO Payment > Select Category > Chk > Ack
	IMA - Article Dely > Select Article > Option > Name> Option > Sign > Submit > Lat Long
	IMA - UTS > Select Article > Option > Name> Option > Sign > Submit > Lat Long
	IMA - Reports > Article Reports > Remarks Given & Pdg > pdf Print
	IMA - Reports > Reports Count > Category
	IMA- Pickup Mgmt >
	IMA - Drop Off Mgmt >
	IMA - LB Clearance > Scan LB Barcode or LB ID > Submit
9	Undelivered Articles
	PDMS - Dely > Returns > Channel > Product > Batch > Beat > Fetch > Pdg for Confirmation > Check Remark > Update Remarks
10	eMOs
	PDMS - Dely > Returns > Channel > Product > Batch > Beat > Fetch > Pdg for Confirmation > Check Remark > Update Remarks
11	If unable to show Returns by Postman
	PDMS - Dely > Returns > Channel > Product > Batch > Beat > Fetch > Pdg for Returns > Select Remark > Update Remarks
12	Unpaid Confirmation by PA / APM
	Dely PA / APM - PDMS > Dely Opns > Take Returns > Channel > Product > Bach > Beat > Fetch > Pdg fro Confirmation or Scan Barcode > Select Remarks > Update Remarks
13	Receiving Cash by Trr from Pman
	Trr > Try > Cash Status > Check Beat No > Process
14	Submit Accts - Beat wise
	PDMS - Dely > Submit Acct > Channel > Batch > Beat > Fetch > Select row > Save
15	Shift End
	HPM / APM - PDMS - Shift End > Chk Returns not taken > Status of Beats > Pl check Try Appl Status & Submit Acct Status should be GREEN > Submit
16	Postman Beat Mapping by Supervisor
	HPM / APM - PDMS > Beat Mapping > Beat Mapping > Emp Type > Emp Name > Batch > Beat > Remarks > Save

	PIS
1	Apply Leave
	Any Cadre > LMS > Self Service > Apply Leave > Type of Leave > Type of Leave> Date > Prefix & Suffix > Reasons > Permission to leave HQrs > Mobile > Station > Address > Submit
2	Leave Forwarding Authority - HoO
	HPM / SPM > LMS > Forward Lve > Forward Lve > Approve
3	Leave Approve / Reject by HoO / DH
	HPM / SPM / DH > LMS > Approve Lve > Approve / Reject Leave (count) > View details > Select Remark > Options a. Allot Office, b. Add Substitute, c. Approve Lve w/o Substitute > If Option a. means select Office, b means Select Office > Emp ID > Date > Add, Option c means Under Office Arrangement > Comments > Approve
4	Leave Cancel

	Any Cadre - can Cancel Lve a. Before Appl & b. After Appl - LMS > Self Service > Leave Cancel > Type of Leave > Cancel
5	Leave Curtail
	Any Cadre - LMS > Self Service > Leave Curtail > Type of Leave > Cancel
6	Leave Curtail / Cancel by HoO / DH
	HPM / SPM / DH > LMS > Approve Lve > Approve / Reject Leave (count) > View details > Select Remark > Options a. Allot Office, b. Add Substitute, c. Approve Lve w/o Substitute > If Option a. means select Office, b means Select Office > Emp ID > Date > Add, Option c means Under Office Arrangement > Comments > Approve
7	Employee Payments
	PA - ESS > Emp Payment System > ESS > a. Know urself > View b. Advances > Type of Adv > Amt > Date > Upload > Submit c. Reimbursements > Type of Reimb > Amt > Date > Upload > Remarks > Submit d.EL Encashment > LTC > Days> Remarks > Verify e. GPF Adv > f. GPF Wdl > g. IT Declaration > Select Section > Amt > Remarks > Upload> Submit h. Pay Slip > Month > Year > Generate i. LTC > Spouse s Employed> Type > Block > Submit j. Reports
8	PIS
	PA - ESS > PIS> a. Emp Profile> Personal Details b. AIPR > Fill up > Submit c. NoC > Apply for NOC > Type of NOC > Upload > Submit d.Intimation to Dept > Intimation > Upload file > Submit e. APAR > Process APAR

BO Opns in IMA	
1	Day Begin
	SPM - Try > Day Begin. If not perform Forcible Shift End
2	Invoicing Ca to BO for Payments like eMO etc
	HPM / APM / SPM - PDMS > Shift Begin
	Dely PA / SPM - Try > Ca Remittance > Select BO > Enter Ca > Demn > Submit
	Dely PA / SPM - Try > Ca / Cq > Cash Bag > Select BO > Submit
3	Invoicing Accountable Articles to BO
	Dely PA / SPM - PDMS > Dely Opns > To be Invoiced > Check Products > Invoice > Channel > Product 1. A/c'ble Article & 2. eMOs > Select BO > Fetch Data or Scan Article > Enter > Select > Save .> Print Mail List for A/c'ble Article & eMOs. For Article details / change > Click on RED PEN Mark > Modify details if requires
	Sub A/c / SPM - Sub A/c > BO Slip Generation > Start > Click BO / Article / eMO & check Article / eMO Details > List of Docs > Preview > Chk all details includng CB > Generate Slip > Confirm > Print & Save BO Slip > View > Clsoe Bag > Bag No. > Wt in Gms > Submit & Close A/c bag > Print Label > Print & Save pdf
	Mails PA / SPM - Bag Mgmt > Bagging Opns > Bag Dispatch > Select Schedule > Fetch > Expected Bags > Enter Bag No. n Scanned Bags > Enter / Scan Bag Barcode > Bat Wt in Kgs > Add> Select & Click Dispatch Bags > Mail List Print & Save.
4	BO functionalities with IMA App
	Download latest IMA App - Login as BPM Emp ID
	Bagging > Bag Receive > Select Schedule> Bag ID in Expected Bags > Enter Bag ID in Bag No. field > Receive Bags
	Bagging > Bag Open > Select Dt > Next >
5	Cash Ack
	Ca & Stamps > Ca Ack > Type as Request > Ack

	Delivery
	Click on Acknowledge > Ack Cash, Articles, eMOs etc one by one
	Delivery > Delivery > To Be Invoiced > Fetch
	Delivery > Dashboard > All Types of Articles will display
	Delivery > Invoice > Select Emp Name > Barcode > Invoice
	Same for eMO, UTS
	Delivery > Return > Select Emp Name > Barcode > Return Remarks > Submit
	Same for eMO, UTS
	Delivery > In Deposit > Check Undelivered Articles & Unpaid eMOs
7	Booking
	Regd Letter > Click on Fetch > Auto Barcode > Bkg Type > Weight > Prepaid > VAS > Dely mode > Next > Sender details Mobile > Addressee details Mobile > Add Card or Book Now > Print Receipt > Check Wallet Bal
	Same above for Booking of Speed
	MO Bkg > MO Type > Value > Msg Code > Dely instructions > Declaration > Next > Sender details Mobile > Addressee details Mobile > Add Card or Book Now > Print Receipt > Check Wallet Bal
	Counter Opns > eBiller, COD Retail MO Bkg, Misc, Track & Trace
	Counter Opns > Close Acct > Fetch Counter Data > Close A/c >
8	Ca, Stamp Indent to AO
	Ca & Stamps> Ca Req > Amt > Liability details > Spl Req if any > Submit
9	Ca Remittance to BO
	Ca & Stamps> Ca Remittance > Amt > To Office > Demn > Wt > Spl Remittance > Select Emp > Submit
10	Ca Bal at BO
	Ca & Stamps> Ca Bal > Dt > Fetch > Print
11	St Bal at BO
	Ca & Stamps> St Bal > Dt > Fetch > Print
12	Closing of A/c Bag
	Bagging > BO Bag Close> Cash Bag Wt > Stamps > Remark > Document > Fetch Articles > Close Bag
	Bagging > Bag Dispatch > Bag ID > Dispatch
13	Reports
	Reports > Counter Reports, Ca & Stamps Reprots, Delivery, Bagging Reports
14	Day End
	Day End >

End