

No. 16-05/2020-PD Part(2)
Government of India
Department of Posts
(Parcel Directorate)

Malcha Marg Post Office Complex
Chanakyapuri, New Delhi-110021
Dated: 12.07.2024

To

The CPMsG,
All Circles

Sub: Regarding SOP for handling of exception cases of Cash on Delivery (COD) remittance issue.

This has reference to issue of non CoD remittance raised by bulk customers i.e M/s Amazon, M/s Shiprocket etc. Bulk customers have intimated that despite CoD articles being delivered/cash collected from addressee, CoD remittance is pending against those articles.

2. On examining the matter, it was found that there are 04 scenarios where COD operations are being affected:

- i. Articles booked as COD, delivered as COD but payment liability document not created at delivery offices and as a result payment is not reflecting in biller ID of the COD customer at payment office. Booking data/delivery confirmation is available in track & trace.
- ii. Articles booked as COD, delivered as non-COD but payment has been collected from addressee. Booking data/delivery confirmation is available in track & trace.
- iii. Articles booked as COD, delivered as non-COD but payment has been collected from addressee. Booking data or delivery confirmation is not available in track & trace.
- iv. Articles booked as non-COD, delivered as non-COD but payment has been collected from addressee. Booking data/delivery confirmation is available/not-available in track & trace.

3. To process the COD payment for Speed Post Parcels as mentioned in the categories above, a Standard Operating Procedure (**Annexure-I**) has been devised to be followed by Delivery office (SO/HO/NDC/Account office of BO). **This SOP can also be followed for Business Parcel COD (BPCOD), but to ensure, it is accounted for with the corresponding BPCOD General Ledger (GL).** However, this SOP will not be applicable for Return/Redirected COD articles.

4. Delivery Circles to ensure keep record of articles processed and separately to be shared with Payment office.

5. Further, Payment Circles to exercise due diligence while making COD payment to the customers to avoid any duplicate/excess payment and COD commission deducted appropriately.

This issues with approval of competent authority.

Encl: Annexure -I


(G D Gupta)
Assistant Director-II

Standard Operating Procedure (SOP) for handling of exception cases of Cash on Deliver (COD) remittance issues (Speed Post Parcels).

1. There are 04 scenarios where COD operations are being affected:
 - i. Articles booked as COD, delivered as COD but payment liability document not created at delivery offices and as a result payment is not reflecting in biller ID of the COD customer at payment office. Booking data/delivery confirmation is available in track & trace.
 - ii. Articles booked as COD, delivered as non-COD but payment has been collected from addressee. Booking data/delivery confirmation is available in track & trace.
 - iii. Articles booked as COD, delivered as non-COD but payment has been collected from addressee. Booking data or delivery confirmation is not available in track & trace.
 - iv. Articles booked as non-COD, delivered as non-COD but payment has been collected from addressee. Booking data/delivery confirmation is available/not-available in track & trace.
2. To process the COD payment for parcels as mentioned in the category (i), the process to be followed by delivery office(SO/HO/NDC/Account office of BO) is as under:
 - a. **Use Zartdata T-code in SAP/CSI.**
 - b. **Select "DARPAN" option under Program Selections.**
 - c. **Enter the CoD article number in the text box placed against the "CoD article ID".**
 - d. **Click on "Execute" tab.**
 - e. **Article details will be appeared with status of article, posting required, CoD, Booking office, article type, Biller ID, value and Event Office.**
 - f. **Click on "YES" link, flashed under the posting required column.**
 - g. **Once the "YES" link is clicked, the document liability will be generated automatically.**
 - h. **Payment data will be available in biller id of the cod customer.**

3.1 A. To process the COD payment for parcels as mentioned in the category (II) process to be followed by delivery office (SO/HO/NDC/Account office of BO) is as under:

- a. **Use Zartdata T-code in SAP/CSI.**
- b. **Select "DARPAN" option under Program Selections.**
- c. **Enter the CoD article number in the text box placed against the "CoD articleID".**
- d. **Click on "Execute" tab.**
- e. **Article details will be appeared with status of article, posting required, CoD, Booking office, article type, Biller ID, value and Event Office.**
- f. **Click on "YES" link mentioned under the posting required column.**
- g. **Once the "YES" link is clicked, the document liability will be generated automatically.**
- h. **Payment data will be available in biller id of the cod customer.**

B. If process as mentioned in 3.1 is not updating the payment document is not getting created due to change of article type at the invoicing in DPMS, following process to be followed by delivery offices (SO/HO/NDC/Account office of BO):

- a. **Doc Type: SK**
- b. **Document Date and Posting Date to be Delivered/Cash collected Date.**
- c. **Debit (40) DOP cash GL**
- d. **Credit (50) GL 8844601251(GROSS AMT REALIZED FROM SPP COD SERVICE)***
- e. **Article ID to be entered in Assignment Field and Save to create Document.**
- f. **Post another Document with Doc Type: DR**
- g. **Document Date and Posting Date to be Delivered/Cash collected Date.**
- h. **Debit (40) GL 8844601251(GROSS AMT REALIZED FROM SPP COD SERVICE)***
- i. **Credit (11) COD Customer ID (10 Digit customer ID)**
- j. **Article ID to be entered in Assignment Field and Save to create Document.**
- k. **Raise Error Entry with 2 document numbers.**
- l. **For all the GL line items, Amount to be entered shall be COD Value of the article i.e., Cash Collected.**

3.2 To process the COD payment for parcels as mentioned in the category (III) & (IV) process to be followed by delivery offices (SO/HO/NDC/Account office of BO) is as under:

- a. **Doc Type: SK**
- b. **Document Date and Posting Date to be Delivered/Cash collected Date.**
- c. **Debit (40) DOP cash GL**
- d. **Credit (50) GL 8844601251(GROSS AMT REALIZED FROM SPP COD SERVICE)***
- e. **Article ID to be entered in Assignment Field and Save to create Document.**
- f. **Post another Document with Doc Type: DR**
- g. **Document Date and Posting Date to be Delivered/Cash collected Date.**
- h. **Debit (40) GL 8844601251(GROSS AMT REALIZED FROM SPP COD SERVICE)***
- i. **Credit (11) COD Customer ID (10 Digit customer ID)**
- j. **Article ID to be entered in Assignment Field and Save to create Document.**
- k. **Raise Error Entry with 2 document numbers.**
- l. **For all the GL line items, Amount to be entered shall be COD Value of the article i.e., Cash Collected.**

Note: 1. * For processing BPCOD articles, same process outlined in this SOP can be followed but, it must be ensured that it is accounted for with corresponding BPCOD General Ledger (GL).

2. Office should ensure that Daily Sync and High Sync are run successfully before EOD to avoid any double entry issue.
3. Due diligence to be exercised while processing to avoid any duplicate/excess payment. Records may be kept for the same and to be shared with Payment office.