Digital Payment Solution for Collection of COD Payment

New Features:

1. Added COD Delivery functionality through QR mode (UPI Payment)

   The Customer can now pay the COD amount through UPI from the QR displayed in the app while delivering COD articles.
   The Postman can also deliver COD through cash mode in cases like - if the customer gives cash/payment fails/server doesn't respond etc.,

   Note: Before Installation, ensure all the previous articles are synced and clear if any articles are pending in the Returns Not Taken section of the app.

Standard Operating Procedure for new feature

1. After scanning the article, the Postman/user should select the article type as COD. Only COD articles are to be entered and not VPP/VPL articles. While delivering COD articles and click on TAKE RETURNS. Please note that COD cannot be delivered in bulk, COD must be delivered as a single article.
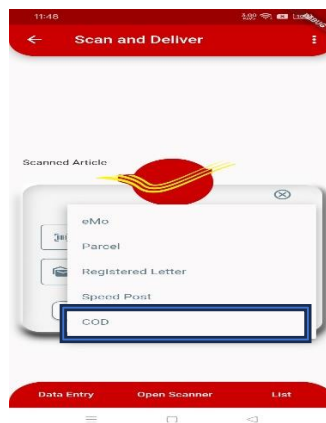
2. If the article is undelivered there is no change in the existing flow.

3. If the article is delivered, the user selects the Delivered option in the Article Status field and then two radio buttons appear for the user to select the mode of delivery as 'cash' or 'QR'.
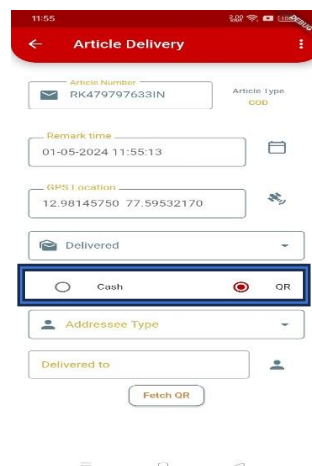
4. **In cash mode** - The user should enter the amount on the COD article and select addressee type and the fill the Delivered to field. Then click on Done.
   a. The user will be prompted to confirm the collection of cash from the customer
   b. On clicking 'Yes', he will be prompted to take final returns as per the existing procedure.

5. **In QR mode** – The user should enter the Addressee type and delivered to field and click on the Fetch QR button provided to fetch the QR code for payment.


   a. If there is data available in the server for the scanned article the QR will be generated otherwise the user will be prompted to deliver the article in cash mode. User should select the cash Radio button and proceed with the cash mode.

i. On successful generation of QR the Postman/User should show the QR to the customer for payment. If there is no data available in the server, error will be shown as below and user will be prompted to deliver through cash mode.

ii. The postman should confirm if the amount on the COD article matches with the amount for which QR is generated from the Customer and then proceed with the transaction.
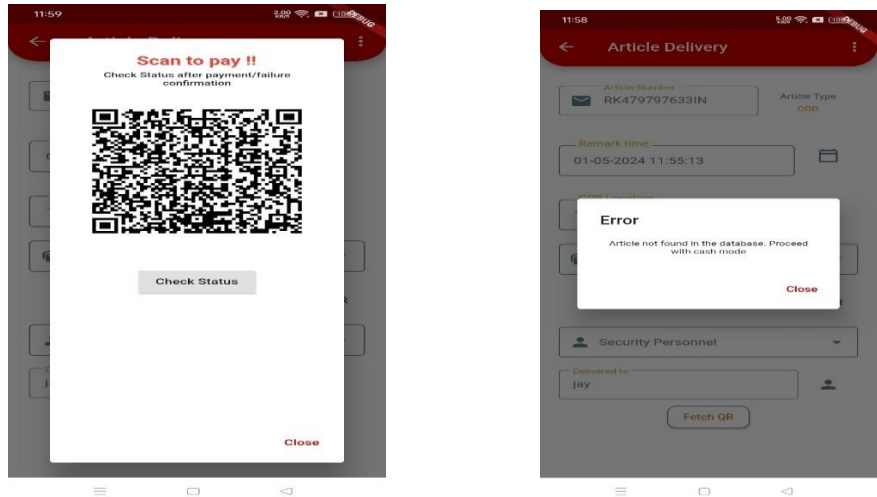
b. On confirmation from the customer regarding the status of payment, the Postman/User should click on the Check Status button provided in the same screen to fetch the transaction status. User to click on check status only after the customer confirms the payment status. The User/Delivery Agent should compulsorily check the Check Status before moving on. Even if the user tries to fetch status before transaction, it prompts the user to inform the customer to complete the transaction.
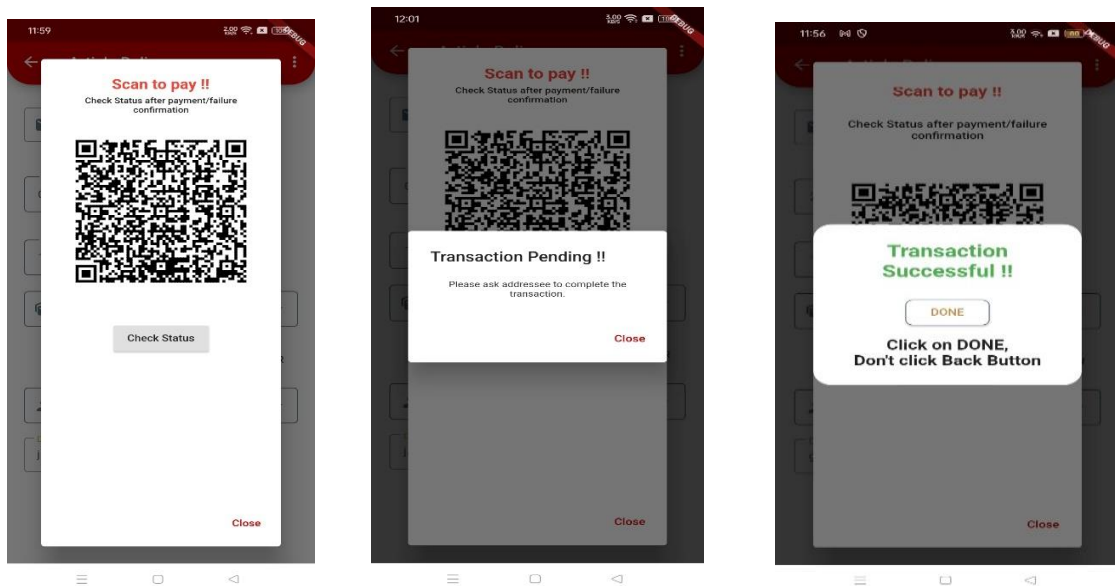
c. If the payment is success, the user will be prompted to complete the transaction and returns by clicking on DONE button. Without this step the transaction is incomplete and payment status will be not be updated in the app if this step is not done. <mark>The user should NOT close the app at this step, this results in loss of payment/article data.</mark>
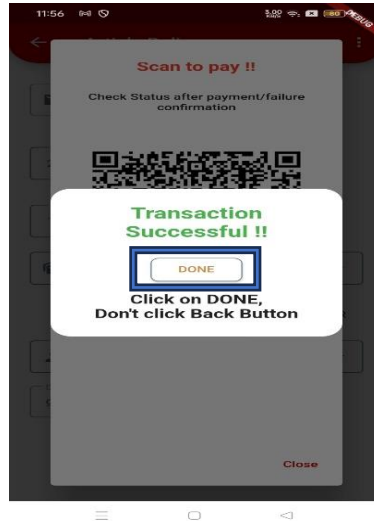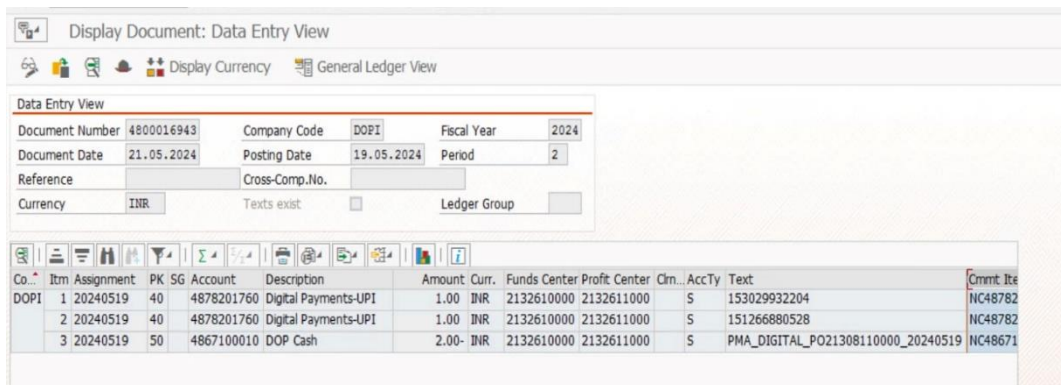

a. If the payment fails/ transaction timed out – The user will be alerted accordingly and will be prompted to deliver the article through cash mode and take final returns.
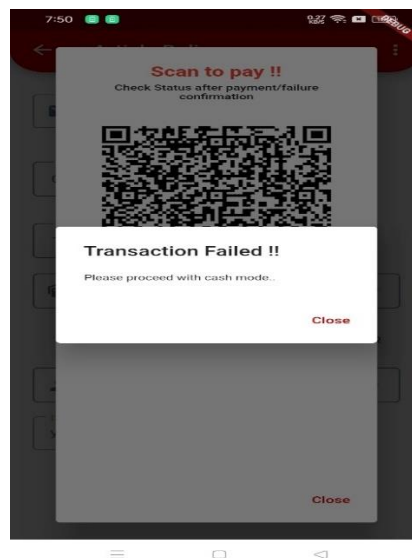
Post Delivery Process - Accounting

1) At the day end, Postman will submit its return at Delivery office. All delivered COD parcels will be treated as "Cash" delivered. (The Articles delivered through QR are also to be treated as cash delivered but cash will not be handed over to Treasurer by the Postman).

2) A summary of delivered articles will be generated in PMA app (COD Abstract Report and COD Delivery Report) where COD value collected through cash and through UPI will be categorized. The Despatch Clerk/Mails PA/Treasurer to check and compare the COD Abstract Report, COD Delivery Report, DPMS delivery slip and amount collected thoroughly before taking returns/collecting amount from Postman.

3) Postmen will submit the cash collected to Treasury.

4) Treasury will take the Postmen beat return and do the EOD. Once EOD is done liability document for delivered COD parcels will be generated and payment will be available against the biller id of customer.

5) The GL entries will reflect in the GL as mentioned in the image below on the payment side of Daily Account on the next day. On the day of delivery, the cash will be excess in the Daily account and the next day the same will reflect on the payment side in the below mentioned GL.

Reports

Two reports are made available for the field offices in the PMA MIS website (https://mis.cept.gov.in/Pma/PMA_COD.aspx).

1. **PMA-COD Report – https://mis.cept.gov.in/pma/PMA_COD.aspx**

This report will show the following data from Office level to Circle level. The Beat level data is available only in the app.

Postman Beat no.	Total		Delivered			
	Articles issued for delivery	COD Amount issued for collection	Articles delivered	COD Amount Collected through digital mode	COD Amount Collected through Cash	Total COD Amount collected
Beat						

2. **PMA-CSI Postings Report – https://mis.cept.gov.in/pma/PMA_Postings_COD.aspx**

This Report contains the status of payment posting for individual office as mentioned below

Post Office Name	Digital Amount Posted from PMA to CSI	Payment Document Number	Status (Successful/Failed)

The Report also contains the amount and number of successful postings in CSI for Division, Region and Circle level.

APP Level Reports:

1. COD Abstract Report
   At app level a COD abstract Report is provided for beat wise COD Report. The Report contains the article number, delivery status, mode of delivery and amount collected if the article is delivered, for undelivered articles the mode of delivery and amount fields will be Not Applicable i.e., NA. A summary of the articles Invoiced, delivered, mode of payment etc., will be summarised in the end of the report.

2. COD Delivery Slip
   A separate delivery slip is provided for the COD articles with all the fields as COD abstract report, please note that in mode of payment field the TranId will be displayed for articles delivered through QR code/UPI, for articles delivered through cash, cash will be displayed.

   Please refer to the images for further reference.