



Technotalk

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Electronic Transmission of Money Orders (eMO)

This issue of Technotalk is devoted to the electronic transmission of money orders (eMO). This is essentially electronic transmission of ordinary money orders and not a new service. Since the booking of money orders for electronic transmission has to be limited to post offices having connectivity, 100% coverage in one go is not feasible. Also, there are some differences when compared with the manual transmission such as:

- *Standard Communication Messages*
- *No physical transmission of MO Form and return of signed acknowledgement to remitter*
- *Conventional MO Form is not used; only a pay-in slip is used by remitter*
- *MO pay in slip is retained at office of remittance; MO paid voucher is retained at HO of payment*

Hence a separate nomenclature of eMO is used.

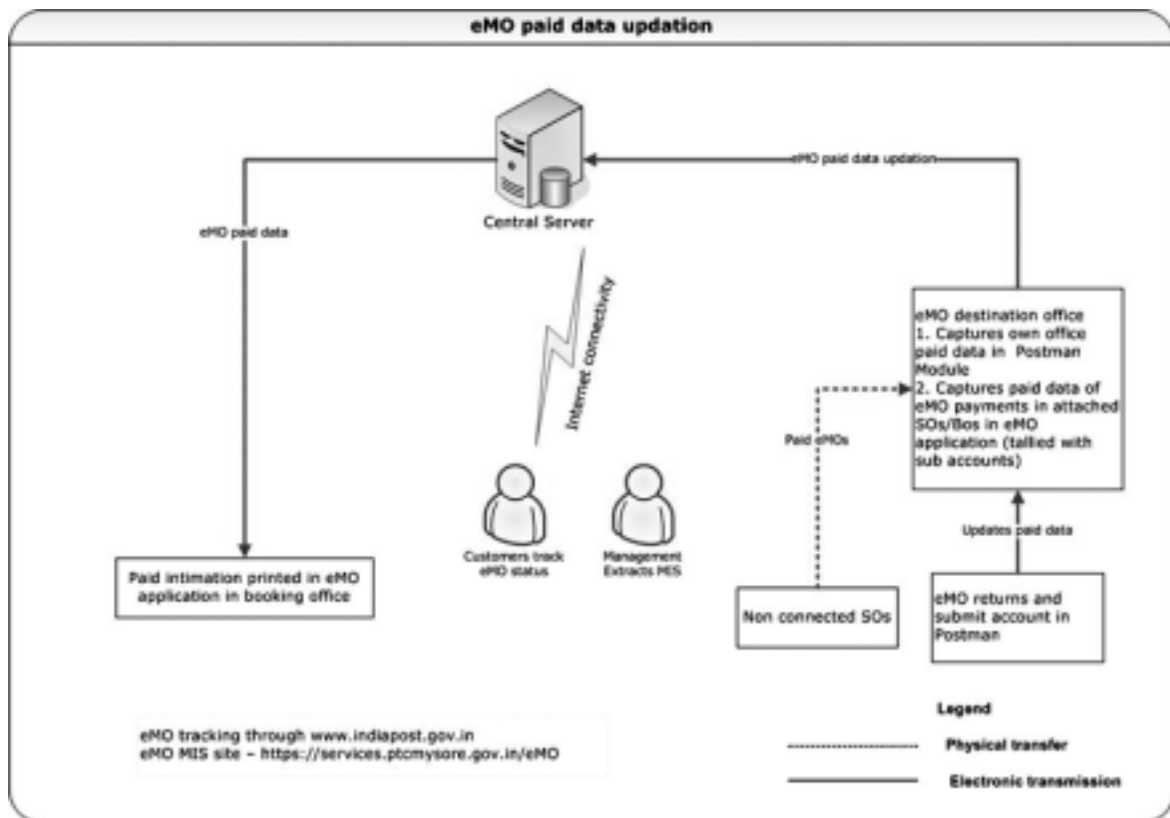
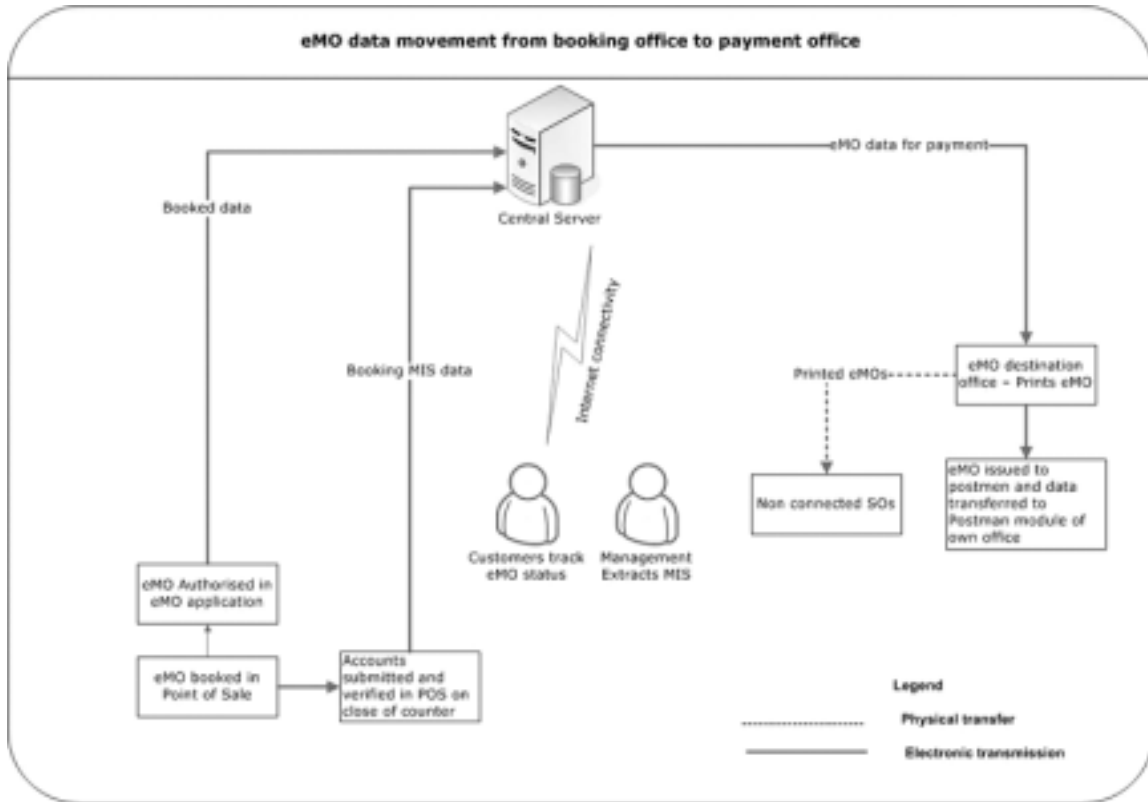
Remitting money from one office and receiving it directly at the office of payment, while retaining our unique door payment service, is an attractive proposition. It not only reduces our transmission costs, but also introduces additional benefits such as:

- *Ability to track money orders through internet*
- *Streamlining and better handling of bulk remittance/payment of money orders.*
- *Payment of money orders within a day of booking anywhere in India.*

It will be possible to realize the benefits fully, only if we are able to implement the system fully and correctly. Since the system is integrated with Meghdoot, it is essential that Meghdoot is implemented fully and in a network. In this issue we are making an attempt to fill in gaps in implementation, based on the first two months' experience.

Introduction

The electronic transmission of money order (eMO) system was commissioned on 10.10.08. This issue of Technotalk is devoted to the eMO implementation issues. It aims to cover the entire gamut of operations leading to accurate accounting and proper updation of MIS information. Also included are guidelines to administrators on installation and troubleshooting procedures. Tips are also provided to effectively utilize the MIS information to track the transaction flow. The eMO Data flow is depicted in the schematic diagrams below.



Registration of offices

It is essential that the registration process is completed properly. The POs have to be identified and prepared for eMO installation. The preparation of the office before registration includes:

- a) Availability of hardware
- b) Connectivity (leased line, broadband or dialup)
- c) Availability of required system software environment. Since eMO is integrated with Meghdoot, the requirements are same as that for Meghdoot. The requirements are reiterated here for the sake of completion
 1. OS: Windows NT/2000/2003 Server in server; Windows 2000/XP or Vista in clients with latest service packs
 2. RDBMS: SQL 2000/2005 in server; Client component in clients with latest service packs
- d) Dot Net framework 2.0 has to be installed in the computer used for communication.
- e) Firewall and updated antivirus software in the computer used for communication. (Windows firewall can be enabled. Since the system is having internet connectivity, live update for antivirus can be enabled).
- f) Meghdoot modules configured in LAN environment (Point of Sale and Postman modules have to be connected to treasury)

The eMO web utility (<https://services.ptcmysore.gov.in/eMO>; it can be accessed through the link 'eMO' on India Post Home Page also.) is used by the divisional administrator to add the office as eMO office and create a user with password for registration. Then the office code, user name and password have to be noted down and used in the client registration in the eMO office concerned. If the office is not registered this way and only web registration is done, it would be incomplete and will result in conflicts.

eMO transactions

eMO transactions include booking of eMOs, their transmission, payment, capture of payment information and proper accounting of booking and payment. The eMO system integrates with Meghdoot for booking and payment of MOs and comes with the following components

- eMO application to authorize the eMOs booked and print the eMOs received for payment and also to handle eMOs of other linked offices
- eMO client which communicates with the central server for data interchange

eMO transactions can be handled in Meghdoot, only if the office is registered through the eMO client and the required files are received from the central server. Only on completion of this, the Point of Sale will have eMO booking option and Postman module will have eMO transaction entry options.

Booking individual eMOs

eMOs are booked in Point of Sale once the office is registered as explained above. eMOs can be booked only to pin codes covered by Registered eMO offices.

To book the eMO, use the menu **Financials – Money order – eMoneyOrder** working as operator in Point of Sale. Once the eMO is booked this way, the transfer of cash and submit account are done as in the case of other Point of Sale transactions. The receipt number allotted for eMO is an 18 digit unique PNR number.

The basis of sorting is the PIN Code of the destination eMO Office. Capture of the correct PIN Code at the time of booking is important. Customers also need to be aware of the importance of using the correct PIN Code. Hence the following sentence maybe printed in the eMO remittance form **"THIS MO WILL BE TRANSMITTED ELECTRONICALLY, PLEASE CHECK THE CORRECTNESS OF THE PINCODE TO AVOID DELAY"**. The message is to be printed in bold and in the local language.

Booking of one-to-many and many-to-one MOs is covered in a later section of this bulletin.

Authorisation of eMOs

After booking, the eMOs have to be authorized by the Supervisor in the eMO application. Once eMOs are booked, the Point of Sale PA has to transfer the eMO remittance form to the Supervisor. The Supervisor has

to login to eMO application. Immediately on login, the status of MOs pending for authorization, transmission and printing will be displayed through a message box which can be closed. The menu **Authorisation – eMOs Authorisation** is used by the Supervisor to authorize the booked eMOs. In the authorization window that comes up, the option **Other MOs** has to be chosen and the MOs fetched. The MOs listed can be selected and authorized one by one. **The Supervisor has the option to modify the data entered by operator except the amount.** Wrong PIN Code also can be corrected by the Supervisor before transmission.

Please ensure that the eMOs are authorized as and when booked, to transmit the data immediately and also to avoid last minute rush at the end of the day.

Cancellation of eMOs

If an eMO is wrongly booked, such MO can be cancelled like any other Point of Sale transaction, by the administrator, but before the transaction is either authorized in eMO application by Supervisor or before the submit accounts is done, whichever happens earlier.

Booking of eMOs to Bulk Payees (Many to one)

Configuration - The bulk payees are created by divisional administrators of the payment (destination) eMO office concerned, through the eMO web utility. The process of creation involves two steps – creation of bulk payee and the payee purpose code. The divisional administrator has to furnish the Bulk payee name, address, select payment office, enter email ID, phone number and mobile number, select the applicable date and submit. Once the bulk payee is created, the divisional administrator has to select the bulk payee, enter the purpose and submit for updation of purpose at central server. The Bulk Payee created will be available to all eMO offices in the country for booking. Hence the divisional administrators will have to be careful while creating and selecting the bulk payee name which ought to be unique and easily identifiable.

It will be a good idea for Circles to publicize the Bulk Payees created in their Divisions for the information of all eMO offices.

Bulk payees are updated in all the eMO offices and are available for selection when the **Bulk Payee** option is selected in the eMO transaction form in Point of Sale by operator.

The booking process is the same as for individual eMOs. **The Supervisor has to select Bulk payees option while authorizing the MOs to authorize this category of eMOs.**

Booking of bulk eMOs presented by Bulk Remitters (One to Many)

Configuration - Bulk remitters have to be created in the web site by the divisional administrators of the remitting eMO office concerned. The administrator has to furnish the name, address, Pincode, email ID, mobile number and telephone number, select the eMO booking office and the date from which the remitter is available for booking and click **Submit** button to complete the process.

On such creation, the eMO office concerned will get the bulk remitter configuration file in the next call.

Booking - For booking bulk eMOs, the remitters need not present individual eMO remittance forms. Data of bulk eMOs can be obtained either in XML or text format. The data format is given below

Field Name	Data type	Length
Amount	Numeric	4 digits (Maximum limit 5000 rupees)
AddresseeName	string	35
AddresseeAddress1	string	35
AddresseeAddress2	string	35
AddresseeAddress3	string	35
AddresseeAddress4	string	35
AddresseeAddress5	string	35
AddresseePin	Numeric	6
Communication	string	200
RemitterReference	string	30

The information can be sent in the form of XML Document with tags as the field names specified as above. The file should not contain the character '&'

The information can also be sent in the form of text document with | as delimiter.

Such data obtained can be uploaded by the operator in Point of Sale using the option **Financials – Money order – upload bulk MO data** and in the **uploading MO data** dialog box selecting the option E money order.

After booking the bulk eMO, the Supervisor of eMO application has to authorize these for further transmission

Transmission of eMOs

The eMOs booked in Point of Sale and authorized in eMO application will be transmitted in the normal course through the eMO client. The Supervisor of eMO application however gets a message of the number of eMOs pending for transmission on login. The report of this is also available to the Supervisor on using the menu **Reports – List of eMOs pending for Transmission**.

The transmission of eMO is independent of submit accounts.

MIS of eMOs booked

Each office has to access the eMO site through the quick links in the India Post website, use the user name **dop** and password **eMO** to login and ascertain the availability of booked MO data on the subsequent day to the date of transaction (preferably) to confirm correct transmission. This is because, the MIS will appear only after the submit accounts is done and verified in Point of Sale.

Payment of eMOs

Configuring payment offices

On installation of the application and completion of registration, the eMO application will be updated by the central server with all the connected office Pin codes. The Supervisor has to enter the names of SOs attached and map them to the pin codes concerned for convenience during printing and dispatch of the eMOs.

The eMO system will transmit the eMOs booked to the payment office. In respect of offices that are not connected, the eMOs will be received by the HO concerned. If an SO is initially identified as a non connected office and later converted as eMO office, the eMO system will automatically delete the office from the attached office list of the HO and direct the eMO to the office concerned.

Printing of eMOs received

The eMO application will give a message of the number of MOs pending for printing when the PA logs in to the eMO module. The responsibility for printing the MO is with the PA who can use the menu **Tools – Printing of eMOs**. The operator has to print the eMOs periodically as the messages are received and not to accumulate these for the end of the day.

The eMO can be either printed in a pre-printed form or on an A4 sheet paper. Use of LaserJet or inkjet printer will ensure that the bar code images are printed clearly. This will come in handy at the time of capturing payment information – just scanning the barcode would be sufficient.

Re-printing of eMOs

If for any reason, the eMO printed once needs to be printed again, the supervisor can do so by selecting the menu option **Transactions – Reprinting of eMOs**, select the office, the PNR number, enter the reason and click print.

Transfer of eMOs to non connected offices

The eMOs for the non connected offices have to be dispatched with the list generated using the menu **Tools – Dispatch List to Payment Offices**. This is a manual process.

Payment of eMOs at the office

The eMOs have to be issued to postmen for payment like other MOs in the Postman module. The data of eMOs for payment will be available in the Postman module on printing the concerned MOs.

Entrusting of eMOs

In the Postman module of connected eMO office, the operator can select the eMOs for issue to postmen using the menu **Invoicing – eMoneyorders – eMOs for payment – Post sorting** and from the list of eMOs received, select the eMOs for each beat and click OK. The Supervisor can transfer eMO data to treasury as in the case of ordinary MOs by using the menu **eMO payments**. Treasurer pays MO cash in the usual course upon such transfers. Other transactions in case of eMOs are similar to ordinary MOs.

Returns of eMOs

Returns for eMOs are taken in the same manner as ordinary MOs. The paid details of the eMOs will be updated in the central server upon submit accounts and there is no need to enter payment data for these eMOs in the eMO application.

Printing of intimation of paid eMOs

The eMO paid intimation has to be generated for intimation to remitter by the operator in eMO application using the menu **Tools – eMO paid intimation**. Such intimations are to be printed at the booking office and delivered to remitter.

eMOs paid by attached sub offices

In case of attached offices to which eMOs are sent for payment, paid data has to be updated, based on the paid information received through the paid lists.

The operator has to use the menu **Data entry – SO eMOs paid entry**, select the office, the HO date, the PNR number of the eMO, the payment date and the SO daily account date in which the payment data is incorporated and click OK button.

The operator has to reconcile the eMO paid figure(total) with the entry in SO daily account using the menu **Tools – SO eMO paid details**, set right discrepancies, if any and click **Verify** button on completion.

The Supervisor should verify this using the menu **Authorisation – SO eMO paid verification**.

Handling eMOs for bulk payees

Bulk payees are created by divisional administrators selecting appropriate payment offices. Such bulk payees are available for booking eMOs in Point of sale of eMO offices. eMOs for the bulk payee will not be printed and only a payment list is generated. The operator generates the list using the menu **Tools – Bulk Payment List**. From the list of PNR numbers of eMOs displayed, the operator has the option to accept or remove any of the eMOs. Now the Supervisor can authorize the bulk list and transfer the data to treasury using the menu **Authorisation – Bulk Payment Authorisation**. The treasurer can now issue cheque for the total amount payable to the Bulk Payee according to the list generated.

Redirection of eMOs

eMOs which cannot be paid and have to be redirected owing to various reasons can be redirected by the operator using the menu **Data Entry – eMOs redirection**. For eMOs redirected in Postman Module the operator has to give the new address details. Such redirections will have to be authorized by the Supervisor using the menu **Authorisation – Redirected eMOs authorization**.

Retransmission of eMO message

The option to retransmit the eMO has been provided to facilitate receiving and printing eMOs of past dates due to various reasons. The option is available for the divisional administrator in the web site furnishing valid reason for such retransmission. The central server will retransmit the messages usually after one hour. If the PNR numbers are already available in the local database, the retransmission request will be rejected.

Since this is a critical option, the report of such requests will be available for regional offices to monitor.

In view of the criticality of this and other options, the divisional administrators are advised to not part with their password to other offices and secure the same and also to perform their tasks personally.

What is to be done if?

1. Destination eMO office PIN Code is not available to the eMO booking office.
Call the server to download pin code data
2. The printer malfunctions at the time of printing of eMO.
The Supervisor can generate duplicate - use the menu **Transactions-Reprinting of eMOs**
3. eMO account head is not seen in sub accounts
Download the eMOAccountHeadSolution.zip file, extract and rename the file eMOAccountHeadSolution as **eMOAccountHeadSolution.exe** and execute the same after daybegin in sub accounts.
This can be used for two instances – One to create account head if not already created and the other to rectify wrong heads of account created
4. Individual MOs are received for Bulk Payees in addition to MOs booked using 'Bulk payee' option
Use the option for conversion of ordinary eMO to bulk eMO. Option is available for operator under **Tools – Add ordinary MOs to bulk payees**
5. Booking office name and audit not appearing in printed eMOs?
The reason is that the office database is not completely updated with pin code data. Solution as in 1 above applies for such cases also.

Installation issues

As discussed initially, this application blends with Meghdoot and so it is vital that for eMO to work correctly, the corresponding Meghdoot applications should also be properly upgraded as suggested in the installation CD and the links have to be correctly built. This automatically ensures smooth functioning of eMO. Here, the installation issues are discussed starting with Meghdoot in a nutshell and for details, the administrators will have to consult the installation CDs and readme files shipped along with the various patches.

- The Meghdoot environment has to be upgraded to Meghdoot 6.5 latest release (shipped on 11 Sep 08) and also the latest patches for individual applications available in the ftp site have to be downloaded and applied on the respective applications and databases as required. Please note that the eMO software and the eMO communication client contained in this CD should not be used, since the software has been modified before the launch of eMO in Oct 08.
- Copy the latest **eMO.exe** available in the ftp site and paste it to the eMO application folder replacing the current exe file; Further, the EMO30102008.exl file has to be executed through the Script tool – download the patch from ftp site of PTC Mysore – (<ftp://ftp.ptcinfo.org/Meghdootv6.5/eMO>)
- Latest communication client has to be downloaded from eMO site by the divisional administrator. If already installed, the existing one has to be uninstalled and the latest downloaded eMO client has to be installed
- Copy the new **Postman.exe** from the Postman folder in the patch dated 4.11.2008 and paste it to the Postman folder in Postman application and run the Postman29102008.exl file through script tool. Further, the emodelivery.dll file available in the Postman folder should be copied to the Postman installation path overwriting the existing file and registered with the dll registration process.
- If some of the offices have problems with the eMO account head, download the eMO Accounthead solution zip file, extract and proceed as guided, after day begin is done in sub accounts, to get the relevant account heads

Following up the eMO MIS

The MIS page of eMO is built to provide exhaustive first hand information on the adoption and effective use of the eMO software aimed at providing efficient and quick service to customers. The various analyses provided can track the performance of the system in the offices in each segment of the operation to give the feedback on the exact cause of any errors or inefficiencies requiring immediate correction. Below is the list of reports available and their use. They can be used as a follow up tool to maximize usage of the system

General MIS

The general MIS provides option to track an eMO as well to ascertain the transaction totals. This can be used by all offices to track the transaction details as has been explained earlier.

Office registration status

Registration of the PO with the central server has become a crucial step in successful transmission of eMO data. Steps in this direction are already explained. To see the progress of registration of offices, the report **Offices – Registered POs** can be viewed. These reports can be circle, region or division specific and can also be PO specific. The list of registered eMO offices can also be consulted using the menu **View – Registered eMOs**. Here, the last column showing date of registration will be blank if the office has not registered itself after web registration. The Pincodes of offices and the corresponding payment office can be viewed using menu **View – Pincodes**.

Discrepancies in eMOs booked and accounted

While the eMO transmission takes place on authorization in eMO application, the MIS gets updated only after the account submission and verification in Point of Sale. This is important since we have to ensure that the booked and transmitted eMOs are accounted for in the PO. To ascertain the gaps on this count (chances may be that submit accounts is not done in Point of Sale) a comparison may be drawn between the eMOs booked and those booked and accounted, for any division and POs thereunder using the transaction option **eMOs booked** and **eMOs booked and accounted** in the General MIS page. Discrepancies on this count would mean that on a particular day submit account is not done correctly in an office or Point of sale is not integrated with treasury.

eMOs not received report

This report accessed using the menu **Reports – eMOs Not Received** in the MIS main page gives the list of eMOs yet to be received for payment in the paying office. In other words the eMOs are stranded in the Central server, waiting to be downloaded by the destination eMO office. Such instances have to be identified and reasons for non receipt have to be identified and tackled. Some of the reasons and the solutions are:

Reason	Solution
Connectivity for the office might be lost (the office is not able to connect to the central server due to its connectivity being down)	Restore connectivity through internet service provider in case of broadband & NIC in case of National Postal Network.
eMO office is not using the correct communication software	Use communication client that is available for download in the eMO web site by the Divisional administrator
The communication software has been corrupted due to virus problem.	Clean the system and reinstall the communication software
The office is registered on the web site, but the office registration has not been done.	The client registration has to be done in the office.

Immediate solution to this problem has to be there as delay will result in hold up of MO data at the central server.

eMOs not printed report

This report accessed using the menu **Reports – eMOs Not Printed**, presents the instances of non printing of eMOs at the payment office. Since these are cases of eMOs received at the destination eMO office and not printed, the concerned postal division has to follow up these instances and ensure that each office prints eMOs received at the earliest and there is no backlog. Ideally, there should be no backlog at the end of the day. Reasons for such backlog which may be due to failure of printers etc., have to be attended to quickly.

eMOs not paid report

This report shows the MOs awaiting entry of paid data at the payment office. The payment office has to implement postman module to handle payment transactions and once returns are taken and submit accounts done, paid data at the payment office automatically gets updated.

For the other non computerized linked offices, paid data have to be captured on receipt of paid vouchers with lists in the eMO application (not Postman module). Moreover, it is important that the eMO payment data is entered in the Sub Accounts. Only then the eMO is considered to be paid and the MIS gets updated.

eMO Printed Analysis

This report shows the delays in printing of eMOs received, ranging from less than 1 day to more than 7 days. The divisional administration can track reasons for such delays and after isolating genuine causes, slackness, if any, will have to be suitably noticed.

eMO Paid Analysis

Similar to the previous report, delays in payment of eMOs printed can be analysed and delays, if any, beyond the reasonable time(transit days in respect of attached SOs) have to be overcome.

eMO unpaid Analysis

This report gives the combined output of the three reports discussed earlier i.e., eMOs not received, eMOs not printed and eMOs not paid. This report can be initially generated circle wise but can later be broken down to regions and divisions to trace the PO wise break up of pendency.

Some troubleshooting tips for administrators

You can find below the action to be taken on various aspects of eMO maintenance.

1. In the eMO client folder, the config.xml file should contain web server address as <https://services.ptcmysore.gov.in/emo/>. If you notice any other entry, the installation is old one. In such cases, install the latest eMO client (downloadable from eMO web utility).
2. Similarly, the emocommunication.exe.config file should contain entry 'emomsg.ptcmysore.gov.in'. If other entries are found, action as in 1 above should be taken
3. RXD folder in eMO client folder should contain only two folders namely **Data** and **RXD1**. If any zip files are pending in RXD even after repeated updation attempts, contact PTC Mysore for getting solution
4. TXD folder should contain only TXD1 folder. If TXD folder contains any zip files contact PTC Mysore for solution
5. In the **Logs** folder, if the log file contains message 'Load index was outside the bounds of array' it appears that the eMO database was not created with latest eMO application. To overcome this, run the patch released on 4.11.08
6. If you find any error message with <unzipping> in error log folder, contact PTC Mysore for solution immediately
7. Database server should not be restarted or connectivity should not be disturbed when eMO client is running
8. eMO database once created should never be dropped. If, in any case, database is dropped or file deletion is done, requests for solutions should be routed through the RO concerned to PTC Mysore, due to the risk of double payment involved in such situations.

9. eMO database should be backed up daily and stored in media outside the server
10. If there is a need to change or format the system where the eMO client is running, the TXD,RXD folders and config.xml file have to be backed up and restored immediately after reinstallation. If the client is changed, then reregister the office in the web using the hardware change option and from the client.
11. The message "Unable to find version of the Runtime" comes when the eMO client is infected with virus. Clean the system and reinstall the package. To avoid recurrence, ensure that the system containing the communication client is protected with a standard anti virus software, which is updated on a daily basis.
12. In case you get messages 'could not find Pincode', 'payment offices are not available', 'Selected office is not an eMO enabled office' while trying to book eMO, call the server and confirm if data is available; If still the data is not available, contact PTC with details
13. In the Postman module, in the frame 'Is Account submission compulsory?' under **My office – environment** (for Supervisor), the option **Yes** has to be selected to prevent day end without taking returns. If this is not done, deposit articles will not appear automatically the next day for delivery
14. If the eMO database crashes and is restored, the office has to first complete the registration process. Then the Divisional administrator can use the option of retransmission of data for getting the data that might have been lost. This option should be used only after calling the server for about 3 times so that volume of data to be resent can be minimized.

eMO FAQs

Q 1: How to register eMO office with central server?

Ans: The registration involves two steps

- The divisional administrator has to register the office first in the website for an office identified as eMO office and note down the user name and password created; A print out of the user name and password can be generated and sent to the office
- Next, the eMO client has to be installed in an identified client system in the eMO office which is connected through broadband, internet or National Postal Network (WAN). Ensure that this system is protected with Windows Firewall and an updated anti virus software. The eMO client exe has to be run, the server names for various databases entered, the user name and password as created in the web entered and registration attempted
- Open the eMO client folder in the installation path and run the **RegisterCaCft.exe**. This is for registration of security certificate in your system.

Now, enter the current time and next minute as the calling hour and click OK button to call the server. The eMO client will call the server and download the required configuration files which will take some time.

It is only after this that you can run the eMO application and also get eMO menus in Point of Sale and Postman modules of the office registered.

Q 2: How to check whether the PO registration status of an office is complete?

Ans: The registration status can be pursued comparing the web and PO registration status in the reports option of eMO web site

Q 3: What are the various web links for eMO?

Ans: The eMO site is <https://services.ptcmysore.gov.in/eMO>. PTC Mysore also runs a training site for PTCs and WTCs. The web link is <http://epmttrg.ptcinfo.org:888>. The user Id and passwords for the training site have been communicated to the PTCs & WTCs. India Post website provides quick links to these sites. Further the main page of the India Post website also facilitates tracking of the status of eMO.

Q 4: The office is registered but the eMO messages are not being received. What can be the solution?

Ans: This may be due to the use of the eMO application and client installed with the Meghdoot 6.5 Beta CD supplied for Project Arrow offices in Aug 08, before the release of Meghdoot 6.5. Such offices will have to install the application afresh using the setup in the PTC Mysore FTP site and should also apply all the latest patches available in the ftp site of PTC Mysore.

Q 5: While list of eMOs for dispatch to attached offices can be generated, such list cannot be generated for the local office for transfer to delivery branch for issue to Postmen. Why?

Ans: The data of eMOs for the eMO office will be transferred to Postman module straightaway from where the respective MOs can be issued to Postmen and further transactions handled in the usual course. So, no list is generated here. It is essential that in eMO office Postman module is also installed and used.

Q 6: How can an eMO be redirected?

Ans: The eMO received for payment which could not be paid can be redirected, using the redirection option available in the application. Such redirection has to be authorized by the Supervisor using the menu **Data Entry – eMOs redirection**. Suitable remarks have to be made on the voucher and retained in the office.

Q 7: How can we update the paid status of eMOs sent to attached offices?

Ans: The attached offices will forward the paid vouchers in the usual course after payment along with the daily account. The subaccounts branch should correctly post the payment data of such MOs under the eMO head.

The eMO paid data of these MOs will have to be captured in the eMO application(menu **Data entry – SO eMOs paid entry**) and their tallying with the subaccounts figure(menu: **Tools – SO eMO paid details**) to be ensured by the operator. The Supervisor has to then verify the payment data captured (menu: **Authorisation – SO eMO paid verification**).

For proper classification of eMO paid data and tallying, the supervisor should configure the SO code as in sub accounts branch to the concerned attached office.

Q 8: The eMO booked in Point of Sale is authorized in the eMO application by the Supervisor but the MIS data is not immediately available in the MIS. What is the reason?

Ans: The eMO system is designed to transmit the eMO data to payment office immediately on verification by Supervisor in eMO application. The MIS will reflect the data only on proper submission of accounts by Point of Sale PA and verification by Supervisor. Until this is not done, the MIS will not show the figure. 'Booked' MIS will show the data immediately whereas 'Booked and Accounted' MIS will show the data only after submit account is done.

The transmission process is designed to spread the eMO traffic throughout the day and hasten transmission whereas MIS updation is an end of the day process.

So, it is reiterated that for eMO to be successful, all Meghdoot modules have to be implemented correctly.

Q 9: Why should the sub office SO codes be mapped in eMO application?

Ans: The eMOs paid data as entered in daily accounts have to be compared with the data entry of eMOs paid as entered in eMO application. The mapping of SO codes is for this purpose.

The correct process would be to first configure payment office names and then proceed with the SO code mapping.

Q 10:What should be done when the PC through which eMO client was working has to be changed?

Ans: The office has to be registered in the web using the hardware change option. Then in the Post office, eMO client has to be installed and configured.

Q 11:What should be done when a eMO office (S.O) is not working?

Ans: The divisional administrator has an option to disable such offices temporarily by logging in to the emo site and using the menu **Configure » Disable-Enable eMO** whereby the eMO traffic will go to the HO and such eMOs can be handled by the HO as for other non eMO sub offices. Once the SO is brought online, the divisional administrator can enable the office again to channelise eMO traffic as usual.

Responsibilities of the Divisional Administrator

(It is important that the Divisional administrator option is operated by the Divisional office and not delegated to the HO.)

1. Ensuring that eMO office is ready for operation.
2. Download eMO client.exe(communication module) from eMO site And use the same in eMO office at the time of installation (One time job)

3. Web registration of eMO office and passing user details to eMO office for PO registration
4. If the eMO office is not in a position to download MOs and print them, the divisional administrator has to temporarily to disable the eMO office to divert the eMO traffic to HO.
5. Creation of Bulk Payee (Many-to-one)
 - a. The customer has to be first contacted to explain the new system of electronic transmission. There is no requirement of the bulk payee's consent for creation of the bulk payee since the instructions are to use only electronic transmission wherever there is connectivity. However, it is important that we explain to the customer that in the new system there will be no individual MO forms and the bulk payee will be getting a list of MOs instead. Also, the remitters will not be getting individual signed acknowledgment.
 - b. Most importantly, we need to collect the payment purposes, which have to be configured at the time of creating the bulk payee. The bulk payee gets the list of MOs according to the payment purposes.
 - c. The name given to the Bulk Payee is very important, since the booking office has to select from a big list of bulk payees at the time of booking. The name should start with a key word which has maximum recall. Eg starting with 'Executive Officer', 'Secretary' etc should be avoided. Instead of 'Executive Officer TTD' or 'EO TTD', 'TTD' or 'Tirumala Tirupati Dewasthanam' is
 - c. The name given to the Bulk Payee is very important, since the booking office has to select from a big list of bulk payees at the time of booking. The name should start with a key word which has maximum recall. Eg starting with 'Executive Officer', 'Secretary' etc should be avoided. Instead of 'Executive Officer TTD' or 'EO TTD', 'TTD' or 'Tirumala Tirupati Dewasthanam' is preferable.
 - d. Every Circle could publicize the list of bulk payees for better adoption. The list of bulk payees of each circle is currently provided in the eMO site. Currently, the following bulk payees are available

Name	Address	City/Town	Pincode	eMO Office	Circle
EO TIRUMALA TIRUPATI DEVASTHANAM	TIRUMALA TIRUPATI DEVASTHANAM	TIRUPATI	517501	Tirupati ho	ANDHRA PRADESH
DHARMASTHALSHRI D VEERENDRA HEGGADE	DHARMADHIKARI	DHARMASTHALA	574216	Dharmasthala	KARNATAKA
KUKKE SHREE SUBRAMANYA TEMPLE	SUBRAMANYA	SUBRAMANYA	574238	Subramanya	KARNATAKA
SRI MOOKAMBIKA	KOLLUR	KOLLUR	576220	Kundapura	KARNATAKA
MANAGER	SHRI GAJANAN MAHARAJ	SHEGAONDT-BULDANA SHEGAON	444203	Shegaon	MAHARASHTRA
SHRI SAI BABA SANSTHAN	SHIRDI	SHIRDI	423109	Shrirampur ho	MAHARASHTRA
SAI BABA SANSTHAN	SHIRDI	SHIRDI	423109	Shirdi so	MAHARASHTRA
MOTHER	SRI AUROBINDO ASHRAM	PONDICHERRY	605001	Pondicherry ho	TAMILNADU
MOTHER SERVICE SOCIETY	NO 4	VENKATANAGAR	605011	Venkata nagar	TAMILNADU
JESUS CALLS	PRAYER TOWER	R A PURAM CHENNAI	600028	Raja annamalaipuram	TAMILNADU
THE THASILDHAR	TONDIARPET TALUK	PARKTOWN	600003	Park town	TAMILNADU
GOD TV	ANNANAGAR	ANNANAGAR	600040	Anna nagar	TAMILNADU
EXECUTIVE OFFICER	ARULMIGU DHANDAYUTHAPANI SWAMY TIRUKOVIL	TAMILNADU PALANI HO	624001	Dindigul	TAMILNADU

6. Request for retransmission of eMOs – to be carefully used only when there is absolute necessity

Help Desk Info:

PTC help desk service is now provided through www.sahuliyat.com

Contact details of software centre PTC Mysore.

Email id:

ptcdesk@hotmail.com;

ptcdesk@gmail.com; ptchelpdesk@rediffmail.com

Telephone number: 0821 – 2449015

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