

Step-by-step process of DNK Customer Portal Ver 1.3

A. PROCEDURE FOR CUSTOMERS

The DNK Customer Portal is accessible using any browser from the following URL:

<https://dnk.cept.gov.in/customers.web/>

Recommended browsers are:

- Google Chrome
- Mozilla Firefox
- Microsoft Edge

1. REGISTRATION:

DNK Customer Portal will be limited to registered users. First-time users can do self-registration by following the below steps:

- Use any of the Browser viz., Google Chrome, Mozilla Firefox, Microsoft Edge, etc.
- Type the URL: <https://dnk.cept.gov.in/customers.web/>
- The Login page will load by default.

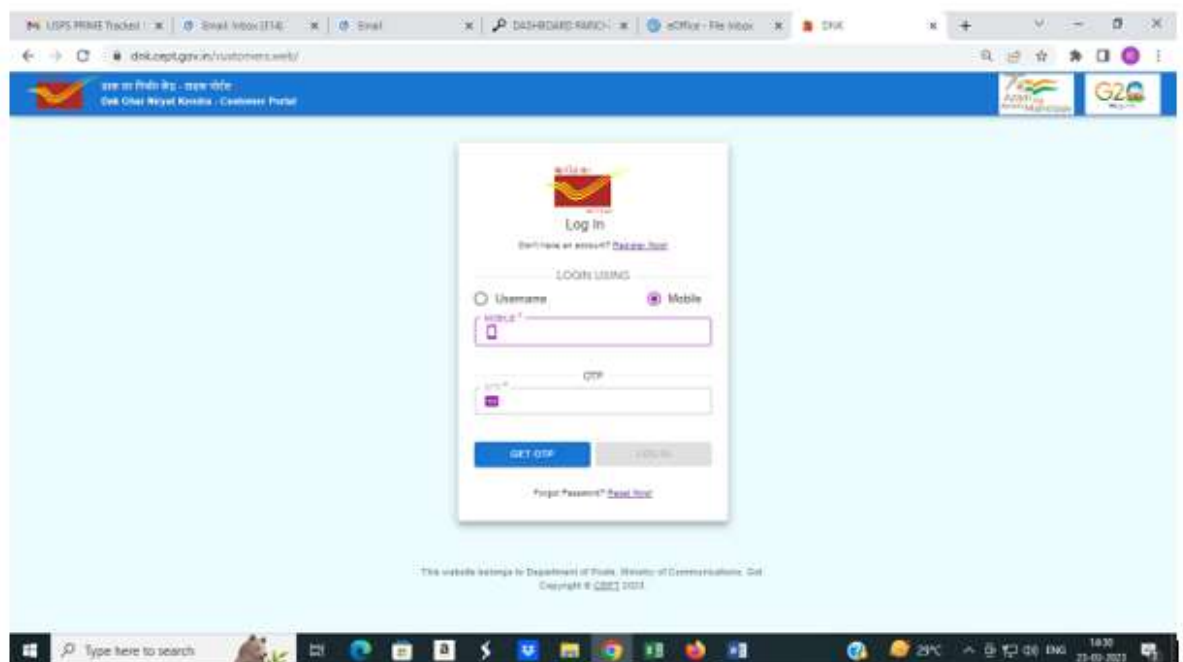
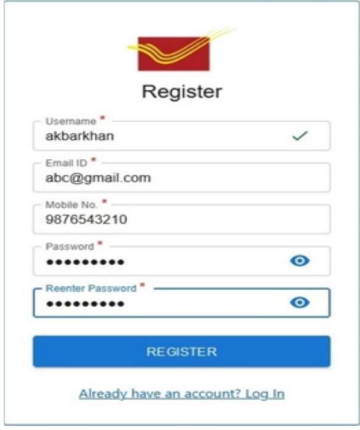


Figure-1: Login page

- iv. Click on – ‘Don’t have an account? [Register Now](#)



The image shows a registration form titled 'Register' with a logo at the top. The form contains five input fields: 'Username' with the value 'akbarkhan' and a green checkmark, 'Email ID' with the value 'abc@gmail.com', 'Mobile No.' with the value '9876543210', 'Password' with masked characters and an eye icon, and 'Reenter Password' with masked characters and an eye icon. Below the fields is a blue 'REGISTER' button. At the bottom, there is a link that says 'Already have an account? Log In'.

Figure-2: Registration screen

- v. The Register page will load.
- vi. Complete the registration by providing valid inputs for user ID (as per choice), e-mail ID, Mobile No, Password and re-enter password for confirmation.
- a. User ID: String of 8-15 characters in lower case
 - b. E-mail ID: Any valid e-mail ID consisting of 15-50 characters
 - c. Mobile No: Any valid mobile number with max. of 10 numeric digits
 - d. Password: Alpha-numeric string of 8-15 characters consisting of one Uppercase alphabet, one lowercase alphabet, one numeric digit and any one special character viz., @, #, \$, %, ^, &, *
- vii. Read the Terms & Conditions and ‘Accept’ them
- viii. Click on Register, which will trigger an OTP to the Mobile No. provided
- ix. Enter the OTP and validate.
- x. Subsequent to successful validation, the registration process is complete and user can access the Customer portal by clicking on login
- xi. A confirmation SMS about the successful registration is also triggered to the Mobile Number provided.

2. LOGIN:

To log in to Customer Portal, follow the below steps:

- i. Use any of the Browser viz., Google Chrome, Mozilla Firefox, Microsoft Edge, etc.
- ii. Type the URL : <https://dnk.cept.gov.in/customers.web/>
- iii. The Login page will load by default.

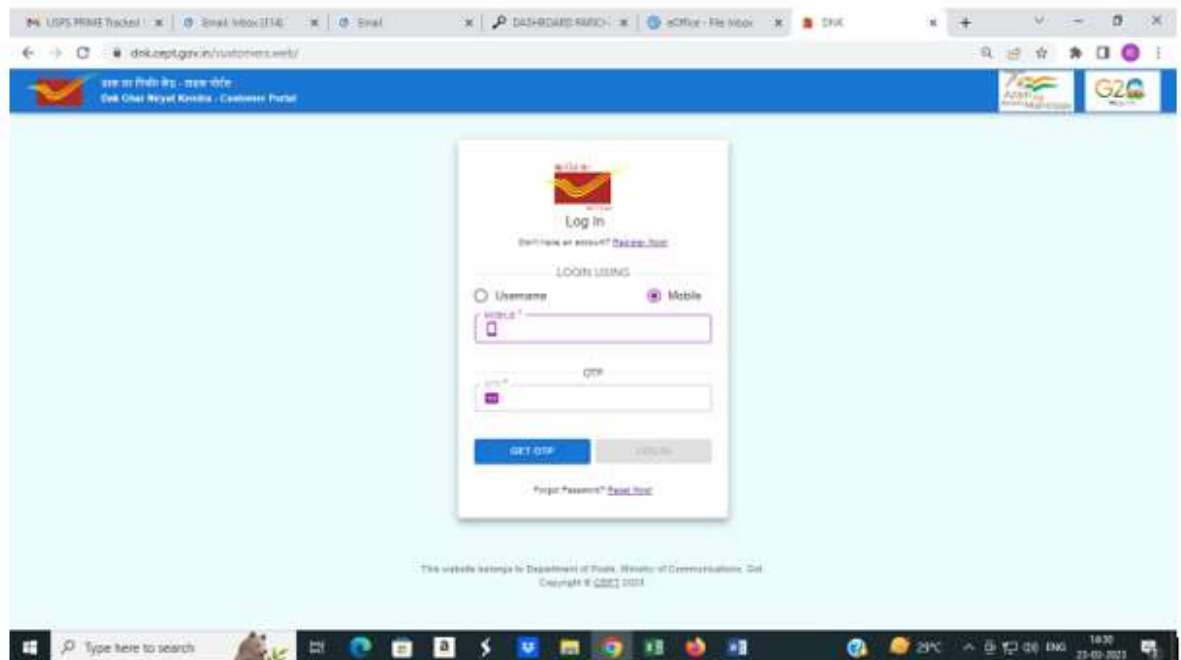


Figure-3: Login screen for DNK Customer Portal

- iv. Customer shall select to login either by User name or by mobile.
- v. Input the Username & Password or registered mobile number
- vi. Click on 'Get OTP' button
- vii. System shall send OTP to registered mobile number.
- viii. Enter OTP
- ix. Click - LOG IN

3. CONTENTS:

There are two menus available to the customer viz., Menu (operations menu) & User menu and a bell icon for Customs query, if any.

3.1 User-Menu options

This menu has three options viz., Manage profile, Change password and Logout.

The screenshot shows a web application interface for a DNK Customer. At the top, there are navigation tabs: BUSINESS DETAILS, BASIC PROFILE, ADDRESS BOOK, and KYC. A dropdown menu is open, showing options: Manage Profile, Change Password, and Logout. The main form area is titled 'BUSINESS DETAILS' and contains the following fields:

- Select Customer Type: Commercial (dropdown)
- IEC Code: 1234567890
- AD Code: (empty)
- GSTIN: 12FGHJKL1345274
- LUT/Bond Details: 257

A blue button labeled 'SAVE / UPDATE' is located at the bottom of the form.

Figure-4: User- menu Options for DNK Customer

3.1.1 Manage Profile

Profile management page is loaded, by default, during first-time login i.e., after successful registration. In case the customer wants to access this page subsequently, then they need to click on the 'Go to Profile' button or by selecting 'Manage Profile' option available under 'Welcome {user name}' menu as shown in Fig-(4) above. This menu allows the Registered customer to save master details as detailed in the next sections.

3.1.1.1 Business details:

The business details of the customer like IEC, AD Code, GSTIN, LUT etc. are captured here.

The screenshot shows the 'BUSINESS DETAILS' screen of the DNK Customer portal. The form includes the following fields:

- Select Customer Type: Commercial
- IEC Code: (empty)
- AD Code: (empty)
- GSTIN: (empty)
- LUT/Bond Details: (empty)

Below the form, there is a section titled 'CSI Contract Details (existing, if any):' containing a table:

Customer ID	Contract ID	Product Type	Validity	Contract Type	Balance
N/A	N/A	N/A	N/A	N/A	N/A

A blue button labeled 'SAVE / UPDATE' is located at the bottom of the form.

Figure-5: Business Details screen for DNK Customer

In addition to above, the details of DoP contracts are also displayed in this page, subject to prior-mapping of the same.

Details of the various fields along with their data-types, mandatory/non-mandatory requirements are as below:

- **Customer Type:** Commercial, is the only option available & enabled by default.
- **IEC Code:** 10 characters (Alphanumeric) Mandatory
- **AD Code:** 14 characters (Alphanumeric) Optional
- **GSTIN:** 15 characters (Alphanumeric) Mandatory
- **LUT/Bond details:** Up to 50 characters (Alphanumeric)
 - LUT Provided by GST Department Optional
 - Bond Provided by concerned Bank Optional
- **Contract Details:** Details for existing DoP contracts which are already mapped with DNK customer are displayed here. Customer can also fetch details for balance available against the respective contract(s).

Once article type is selected in the consignment details page, the details of existing contract(s) viz., customer ID and contract ID shall be displayed automatically at the time of each booking. If no contract is mapped, then the payment mode is shown as cash and the standard Customer ID for Retail is displayed.

Subsequently, the payment will be deducted from the respective contract at the time of induction of articles in Point of Sale (PoS) at PO/DNK Centres.

Note:

1. The details for Customer ID & Contract ID for existing / registered customers of DoP are being configured from back-end presently. Concerned DoP unit viz., DNK/IBC/FPO/DO/RO/CO, as such may please inform the details of DNK Customer to CEPT team (UITeam.cept@indiapost.gov.in).

2. For mapping of Contract details by CEPT, the following information is required along with screen shots for Business Profile & SAP Customer Balance report
- (i) DNK User name
 - (ii) CSI Customer ID
 - (iii) CSI Contract ID
 - (iv) Article Type (EMS/ITPS/Foreign Parcel/Foreign letters) for which the contract is created .
 - (v) Booking office facility ID
 - (vi) Contract begin & End date
 - (vii) Contract Type – (BNPL/Advance) along with balance available for advance

Validation of IEC:

Validation of IEC code with the information available in DGFT systems is introduced and the IEC registration details viz., name, address, city, pincode, PAN etc are displayed in case of successful validation. These details are then updated as default profile address in the DNK portal.

Note: Validation of IEC registered mobile number obtained from DGFT system is also being made (work in progress) by triggering OTP. In case the status check (suspended, blacklisted, cancelled, etc) or validation of IEC registered mobile number fails, then the DNK booking options will not be enabled until the IEC status is updated in DGFT system.

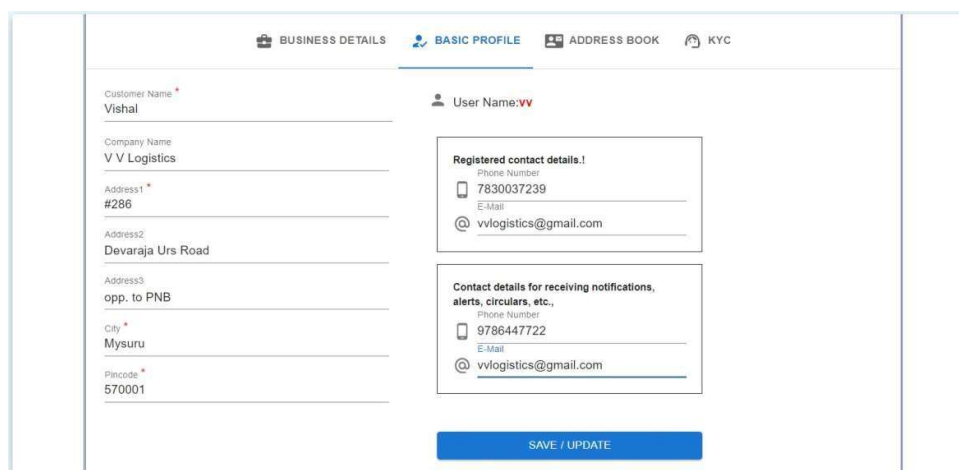
The screenshot displays a web interface for business profile management. A modal window titled "IEC Details registered at DGFT Portal" is centered on the screen. The modal lists the following details: Entity Name, Add1, Add2, City, Pincode, and PAN. Below this list, a note states: "The above details will be saved as default profile address." In the background, the portal form is visible, showing a "Select Customer Type" dropdown set to "Commercial", an "IEC Code" field with the value "2345689789", and an "AD Code" field with the value "12345678". Below these fields is a section for "CSI Contract Details (existing, if any):" which contains a table with columns for Customer ID, Contract, and Contract Type. The table has one row with "N/A" in all three columns.

Customer ID	Contract	Contract Type
N/A	N/A	N/A

Figure-6: Validation of IEC and address

2.1.1.2 Basic Profile:

Basic Profile like Name, Company Name, Address, City, Pin code, etc. captured from DGFT systems are displayed here. In case the customer address does not match with the DGFT system details, they may update their address in IEC through DGFT portal.



The screenshot displays the 'BASIC PROFILE' tab within a web application. The top navigation bar includes 'BUSINESS DETAILS', 'BASIC PROFILE' (active), 'ADDRESS BOOK', and 'KYC'. The form is divided into two main sections. The left section contains input fields for 'Customer Name' (Vishal), 'Company Name' (V V Logistics), 'Address1' (#286), 'Address2' (Devaraja Urs Road), 'Address3' (opp. to PNB), 'City' (Mysuru), and 'Pincode' (570001). The right section, titled 'User Name: vv', contains two boxes. The first box, 'Registered contact details.', shows 'Phone Number' (7830037239) and 'E-Mail' (vvlogistics@gmail.com). The second box, 'Contact details for receiving notifications, alerts, circulars, etc.', shows 'Phone Number' (9786447722) and 'E-Mail' (vvlogistics@gmail.com). A blue 'SAVE / UPDATE' button is located at the bottom right of the form.

Figure-7: Basic Profile options for DNK Customer

Contact no. & email ID captured separately during Registration process are also shown here. Further, provision is being made available to add alternate Contact no. & email ID to receive the alerts, notifications, etc separately. This can be different from the Registered Contact No. & e-Mail ID.

3.1.1.3 Address book:

Address Book option allows the customer to save details of both Sender's address (viz., Branch-wise, Location-wise, etc.) and Recipient's address (Country-wise, company-wise, etc) using a reference for each address. These references can then be used by the customer to auto-populate the address details at the time of booking of articles.

Address Reference *

Customer Name * Company Name

Address1 * Address2 Address3 City *

Pincode Select Country * Phone Number * Email *

This website belongs to Department of Posts, Ministry of Communications, Govt.

Figure-8: Address Book options for DNK Customer

3.1.1.4 KYC:

This menu item allows the Registered customer to upload the KYC documents relating to their business viz., IEC, AD Code, GSTIN, Others viz., Aadhar, etc

Government of India, Department of Posts | Directorate General of Foreign Trade | DNK

डाक घर निर्यात केंद्र - ग्राहक पोर्टल
Dak Ghar Niryat Kendra - Customer Portal

Session Timer : 59:55

WELCOME RAVIDEWA

Import Export Code(IEC)
AD Code
GSTIN
Others

Document issued By: Date of Issue: dd-mm-yyyy No file chosen
File should be Pdf and Max. Size is 1MB

DocumentNumber	DocumentIssue/ExpiryDate
ADC	
IEC: 1234567890	2022-07-07
GST: 1234567890	
IEC:	

Figure – 9: Select KYC documents

Click on drop down list - 'Select KYC document', select the type of KYC document like import export code (IEC), AD Code, GSTIN & Others.

For uploading documents not available in dropdown list viz., letter of undertaking (LUT), Export Licence, Bond, Aadhar or any other KYC documents, the exporter may select the option "Others" and enter details of the document in the 'description' textbox.

Government of India, Department of Commerce, Directorate General of Foreign Trade, DNK

dnk.cept.gov.in/customers.web/ProfileManagement

डाक घर निर्यात केंद्र - ग्राहक पोर्टल
Dak Ghar Niryat Kendra - Customer Portal

Session Timer : 54:22

WELCOME RAVIDEWA

BUSINESS DETAILS BASIC PROFILE ADDRESS BOOK KYC

Select KYC Document: Others

Description:

Document Number: Document issued By: Date of issue: dd-mm-yyyy

Choose File No file chosen

File should be .Pdf and Max. Size is 1MB

Details of Documents Uploaded:

DocumentType	DocumentNumber	DocumentIssue/ExpiryDate
ADC		
IEC	1234567890	
GST	1234567890	2022-07-07
IEC		

Figure-10: Upload of documents other than IEC, GSTIN & AD Code

Government of India, Department of Commerce, Directorate General of Foreign Trade, DNK

dnk.cept.gov.in/customers.web/ProfileManagement

डाक घर निर्यात केंद्र - ग्राहक पोर्टल
Dak Ghar Niryat Kendra - Customer Portal

Session Timer : 46:44

WELCOME RAVIDEWA

BUSINESS DETAILS BASIC PROFILE ADDRESS BOOK KYC

Select KYC Document: Import Export Code(IEC)

Document Number: 1234567890

Document issued By: Date of issue: dd-mm-yyyy

Choose File No file chosen

File should be .Pdf and Max. Size is 1MB

Details of Documents Uploaded:


DocumentType	DocumentNumber	DocumentIssue/ExpiryDate
ADC		
IEC	1234567890	
GST	1234567890	2022-07-07
IEC		

Figure-11: KYC document upload options for DNK Customer

After selection of documents exporter needs to fill up the following:

- **Document Number-** Fill Import Export Code (IEC), Goods & Service Tax identification Number (GSTIN), Authorized dealer Code (AD Code), Letter of Undertaking Number (LUT), Aadhar Number etc.
- **Document issued by –** Designation of the issuing authority
- **Date of Issue-** Issue Date of the issue of the document. In case of

documents which do not contain Date of issue, other available dates like Date of Expiry can be entered.

- **Choose File** – On Clicking choose file, system will ask file location and allow to selection of file to upload. Then click on the icon  .

A confirmation message is shown after the document is uploaded successfully and details of document uploaded will be also shown in the list below.

Note-1: The booking options will be enabled only after uploading of atleast one mandatory KYC document viz., IEC or GSTIN.

Note-2: LUT number is allotted financial year wise. So, in the beginning of each financial year, customer has to update it in Business profile and upload the LUT document as KYC.

3.1.2 Dashboard:

Once the profile updation is complete, Dashboard will be the first page to be displayed after user login. A view of Dashboard information is as shown below:

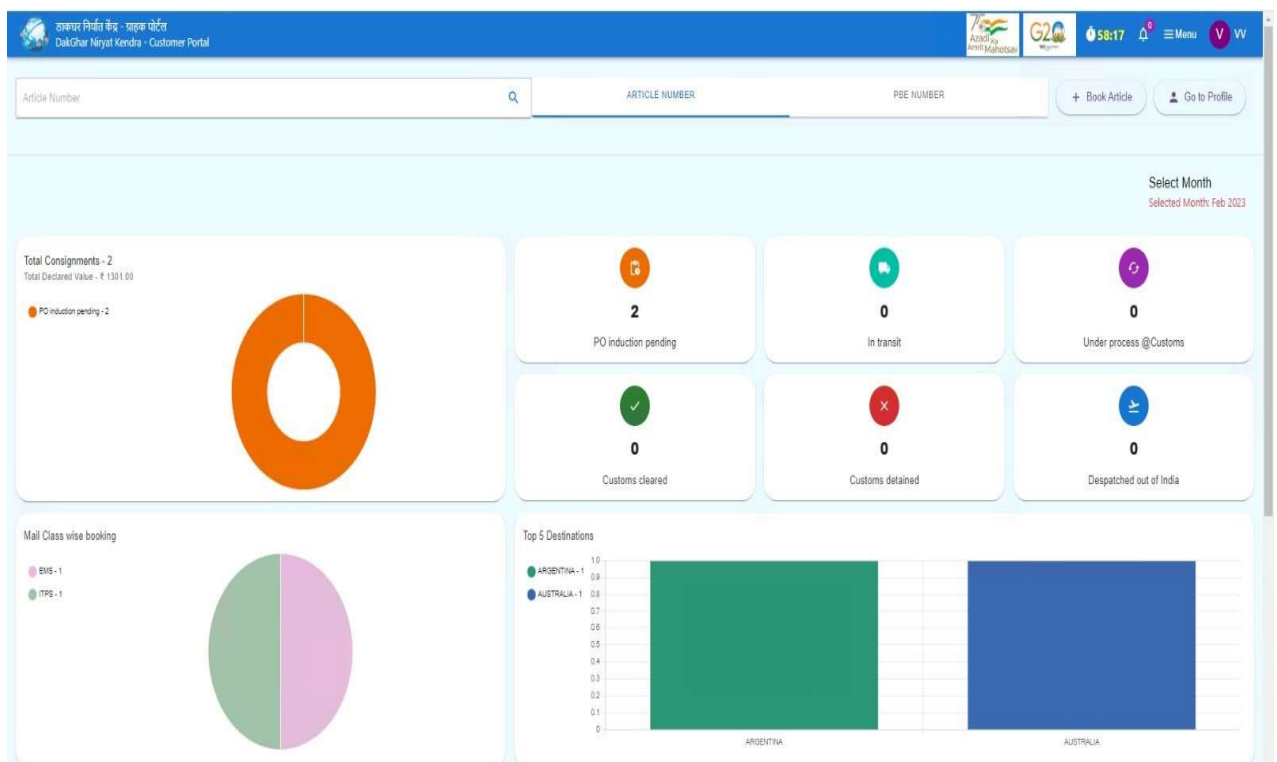


Figure-12: Screenshot showing dash board page of DNK

The dashboard consists of information for:

➤ Individual Consignment search

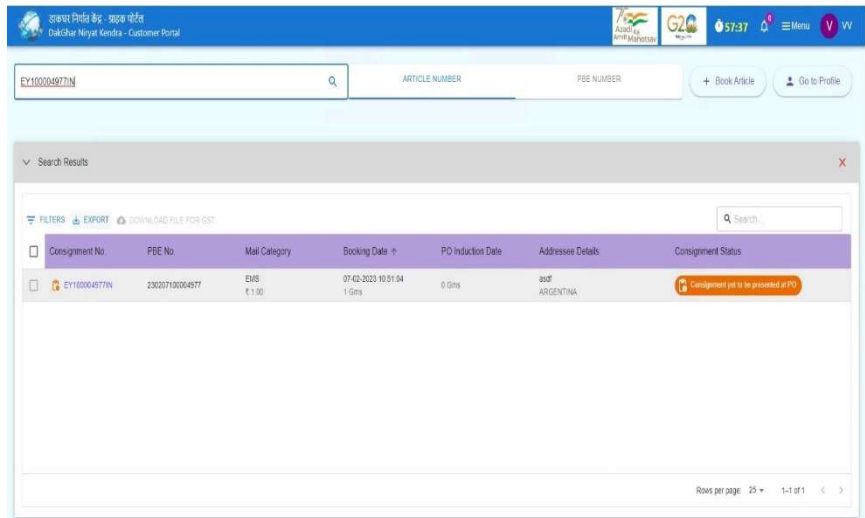
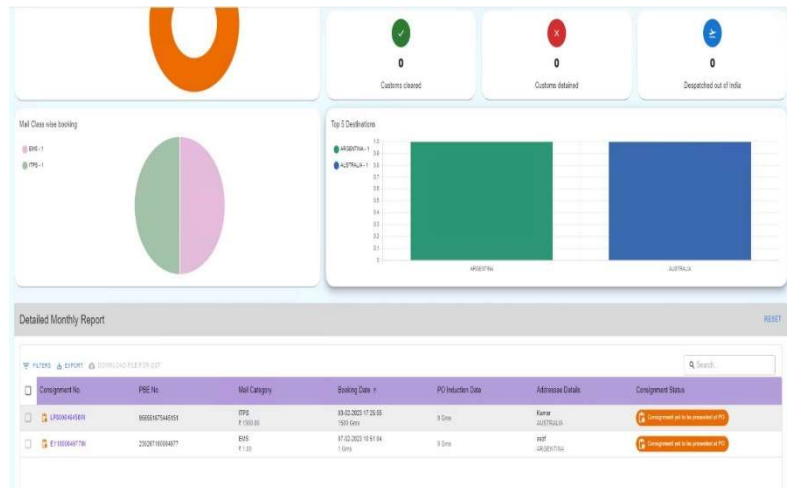


Figure-13: Screenshot showing individual consignment search dash board page of DNK

- Selection for Month & Year for which data is displayed
- Consignments analysis
 - PO Induction pending
 - In Transit
 - Under process with Customs
 - Cleared by Customs
 - Detained by Customs
 - Consignments dispatched outside India
- Booking Analysis - Mail class wise
- Booking Analysis - Top 5 countries
- Detailed Report
 - ✓ With details of Consignments
 - ✓ Options for filtering details based on Consignment No, PBE No, Mail Category, Booking Date, Date of Induction at PO/IBC/DNK, Addressee/Country, Consignment Status
 - ✓ Editing the declaration data (until submission of consignment to Customs)
 - ✓ Export options for CSV file

✓ Downloading of File for uploading in GST portal



✓ Track Consignment

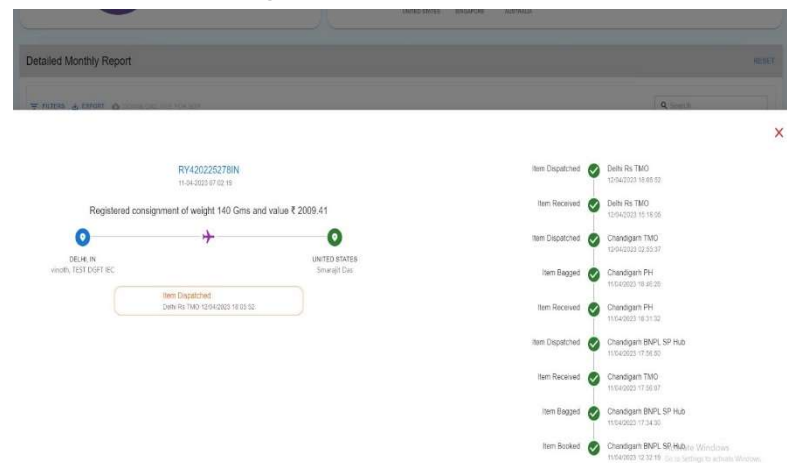


Figure-14: Screenshot showing Tracking

3.1.3 Logout:

To logout or to login again, the customer may click on LOGOUT option available under 'Welcome {user name}' menu option.

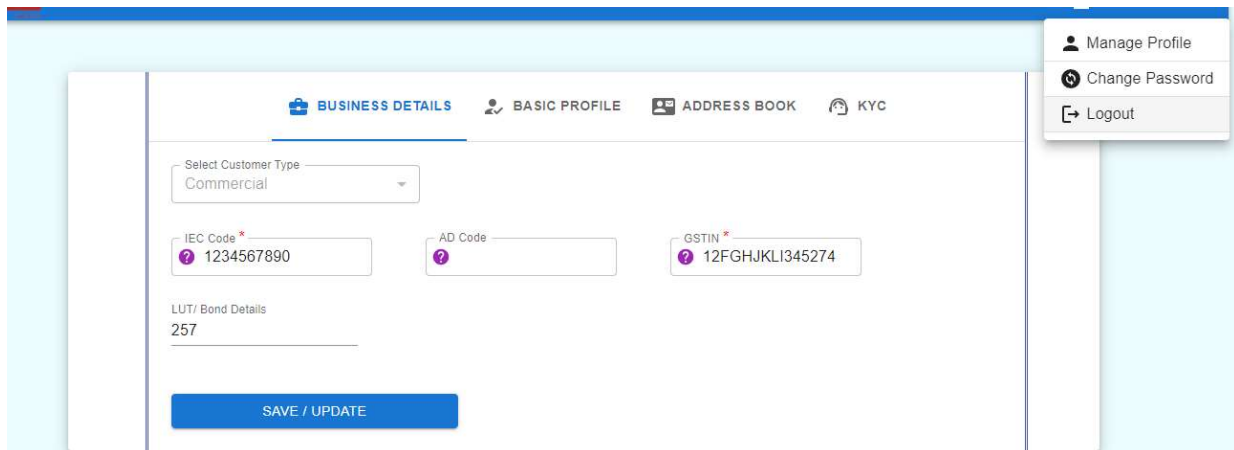


Figure-15: Logout option for DNK Customer

3.2 Menu options(operations):

This Menu contains options for Registered Customer to do the Article booking, upload documents, print CN 23/Harmonized Label / PBE forms/Invoice/Address label, bulk upload and History.

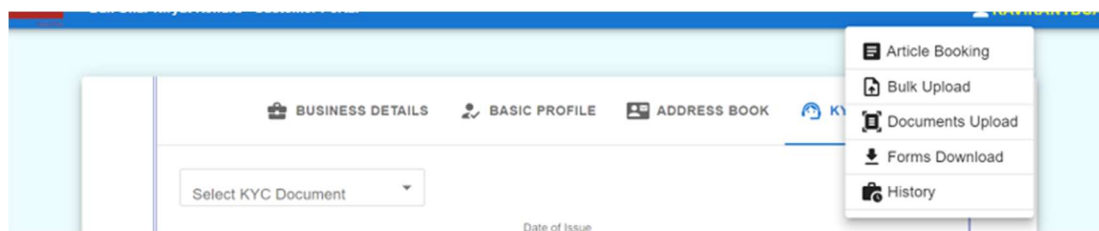


Figure-16: Menu options for DNK Customer

Options available to the DNK customer are:

- Article Booking (Individual booking via Data entry)
- Bulk upload (using Excel template)
- Documents Upload
- Forms Download
- History

3.2.1 Article booking (Via data entry):

This menu allows the Registered Customer to manually enter the details relating to the article.

3.2.1.1

On clicking “Article booking “sub menu, Customer gets the below screen

Figure-17: Article Booking screen for DNK Customer

The initial Booking Screen provides options for Enquiry of Services, their availability, information relating to Prohibitions & Restrictions, Tariff Calculator (optional), etc.

Figure-18: Article Booking screen for DNK Customer

Exporter has to select the country name from drop down list and click on the “Check” button. System displays the list of services available as per below screen shot.

Product Type	Weight (Max)[Gms]	Insured (Max)[INR]
International EMS Merchandise	31500	0
International EMS Document	31500	0
International Regd. Small Packet	2000	0
International Air Parcel	20000	100000
International Regd. Letter	2000	0
International Tracked Packet Service 2000	2000	0

Figure-19: Screen showing the availability of service after selection of country.

If services are not available for a specific country, then system shows the below screen:

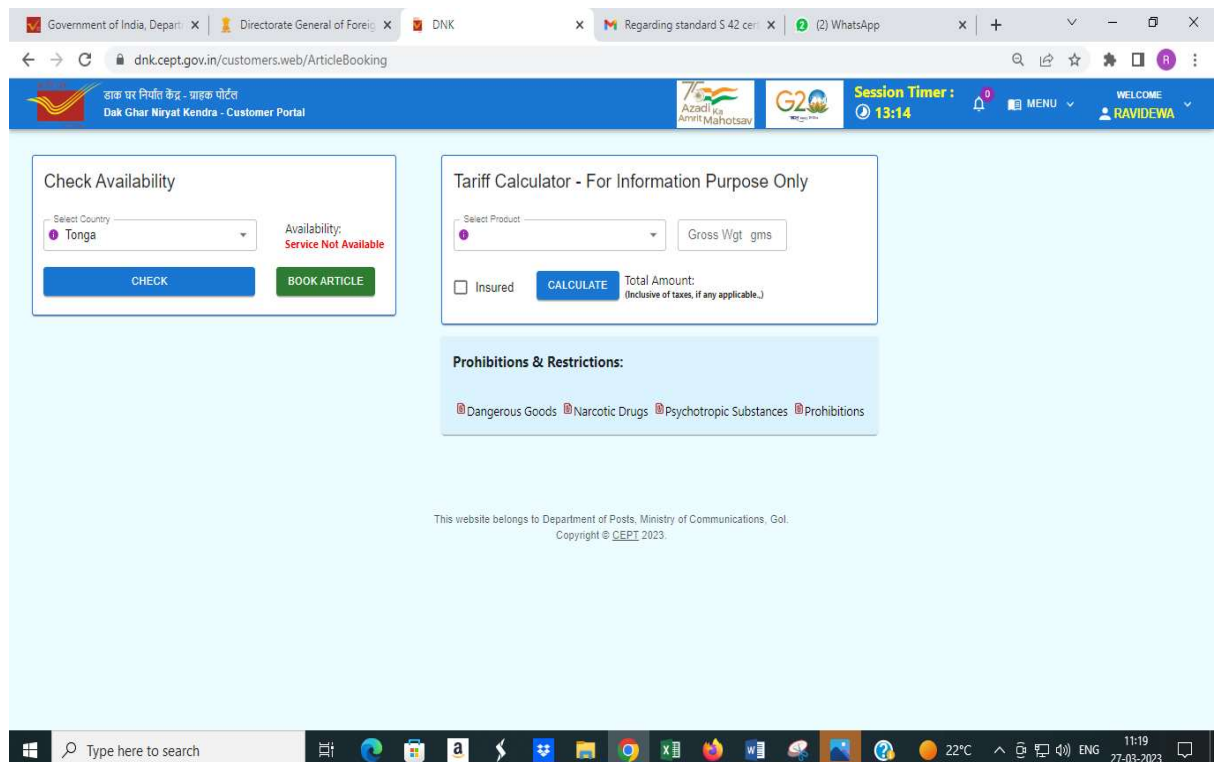


Figure-20: Screen showing the non-availability of service after selection of country

Once the user is confirmed about the availability of services, they can proceed with the booking by clicking on 'Book Article' button and capture the article details as shown below

3.2.1.2 Consignment Details

In case an exporter needs to send 5 books and 4 pencils, then the number of types of item in this consignment will be


Star denotes mandatory field

On clicking this, system will show the description about input

The screenshot shows the 'Consignment Details' form. It includes fields for 'Select Product' (International EMS Merch...), 'Select Category of Item' (Sale of Goods), 'Payment Mode' (against Contract - 0040157691), 'No of Types of Items in Consignment' (1), 'Gross Weight' (1000 Gms), 'Total Value' (1000 INR), 'SDR Value' (9.50 SDR), 'Insurance' (600), 'Instructions, in case of Non-Delivery', 'No. of License, Invoice, Certificate' (Lic., Inv., Cert.), 'Select PBE', 'DoP Customer ID' (3000052291), 'DoP Contract No' (0040157691), 'Customer Type List' (Commercial), 'IEC Code' (1234567890), 'AD Code', 'GSTIN' (29ABCDE12345678), 'Sender's Customs Ref No/ IOSS/ ...', 'Receiver's Import Ref No/ tax cod...', 'Self Filing', 'Customs Broker Name', 'Customs Broker Address', and 'Customs Broker Licence Number'. There are 'HOME' and 'NEXT' buttons at the bottom. Annotations include a star icon indicating mandatory fields, a tooltip for the 'No of Types of Items in Consignment' field, and a description for the 'Instructions, in case of Non-Delivery' field.

Figure-21: Consignment Details screen

Note:-

- (i) * sign shows the mandatory fields. Customer has to opt PBE-III/PBE-IV based on e-commerce/other export.
- (ii) On clicking tool tip  sign on each field, system shall indicate the description about the input.
- (iii) Customer ID & Contract ID of a contractual customer shall be reflected after mapping of the existing contract, which are also available in the "Business Details" page.
- (iv) IEC, GSTIN, AD Code shall be as per entry made by customer in "Business Details" page.
- (v) IOSS number shall be entered against 'Sender's Customs reference' number. It is required if the export is being done to the countries of European Union.
- (vi) E-commerce means the order is received through e-market place. In this scenario, exporter has to choose PBE-III.
- (vii) If the exporter get order by other mode (other than e-market

place), then he has to choose PBE-IV

Instruction for how to fill Consignments details

1. First Customer need to select products from drop down menu.

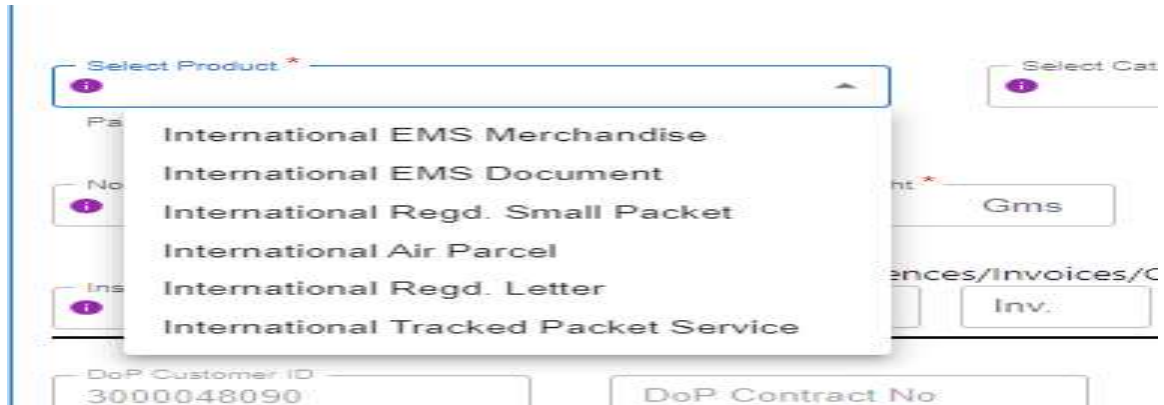


Figure-22: Showing the name of available product for a selected country.

2. Select Category of items from drop down menu.



Figure-20: Showing the Category of item.

3. Number of Types items in a consignment- Let an exporter need to send 5 book and 4 pencils, then number of types of item in consignment will be 2

4. Gross weight – Weight of Parcel with Packaging.

5. Value - Total value of all items inside the consignments. Let an exporter need to send 5 book and 4 pencils, then total price of 5 books and 4 pencils has to be mentioned here.

6. SDR Value – System is converting it automatically. Customer need not to enter anything.

7. Instructions in case of non-delivery – Please select, abandoned, priority or Non priority. For return of letter/Parcel, you may be charged for returned fee. If you select abandoned, article will be not returned to you, in case of non-delivery.

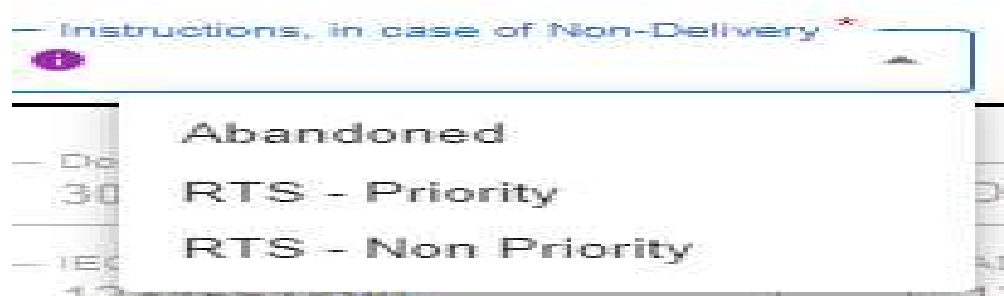


Figure-23: Showing the instruction, in case of non-delivery.

8. Number of invoices /Licenses/Certificates - Please provide number of invoices attached for the item inside the consignments. If a single invoice is prepared for all items inside a consignment, then put 1. If separate invoice for each type of item is issued, then put the exact number of invoices.

9. License means manufacturing license- If you are manufacturer of the any item for which license is required, then in such cases you may export only after having the manufacturing license. If a package/Consignment/ Parcel contains manufactured items (viz drugs, tobacco etc), then upload such licenses on portal through “documents upload options” against the article id and mention here only the number of licenses. Check how many items in a consignment required licenses, fill this column accordingly.

Certificates means,” No Objection Certificate “from the competent authority. For example, if you are sending drugs, you need NOC from Assistant Drugs Controller (ADC). Similarly, there are some items for which you need NOC. For export you need to upload NOC on the customer portal through “Document Upload option” against the article id. Suppose you have put spices, drugs & Tea in one consignment for export, you need 3 NOC, one from Spice Board of India, Second from ADC and Third from Tea Board of India. In this case you need to put number of certificates as 3 at the time of booking.

Please Note that India Post is exchanging these data with India

Customs and destination Customs electronically. However, the uploaded documents are visible only to Indian Customs. You need to attach physical copy of invoice, certificates and Licenses in such a way that it can be visible for the destination customs without opening of your consignments /Parcel.

10. Select PBE – There are two types of export, one is through e-commerce and other is than e-commerce. Export through E-commerce means seller and buyers are connected through e-commerce platform and buyers are ordering through e-commerce website. In this case, Order Id, Payment ID is available to exporters on e market place. If the export is without involvement of e-commerce platform, it is called export other than e-commerce. Based on the type of export, Customs has prescribed forms for filing of Postal Bill of Export (PBE), as shown below:

PBE filing method	Export Type	PBE Form Type
Manual	eCommerce	PBE-I
	Other than eCommerce	PBE-II
Electronic	eCommerce	PBE-III
	Other than eCommerce	PBE-IV

Since filling of PBE for exports through the DNK portal falls under electronic mode, the exporter needs to opt either PBE-III or PBE-IV based on export type viz., e-commerce /other than e-commerce.

11. DOP Customer ID – In Department of Posts (DoP), customer may enter into contract for availing Advance payment facility /Book now pay later (BNPL) facility. Such customers are known as contractual customer, BNPL facility is available only for Express Mail Service (EMS), while advance payment facility is available for all products i.e. foreign letters, foreign parcel, EMS & International Tracked Packet Service (ITPS). For every contractual customer, DoP creates one customer ID. Under this customer ID, product wise contract ID is created.

If a contractual customer is registering on customer portal, then such customer ID and contract ID is updated by CEPT for backend. Once updated, system will start adjustment of postage from advance deposit amount or started listed under BNPL.

The default customer ID (3000048090) is displayed by DNK portal. For all non-contractual customer, this default customer ID shall be

displayed.

Sender's Customs Reference Number – This is IOSS Number. It is required/mandatory when something are exported to European Union.

13. Self-Filing- Exporter has to opt “Yes”

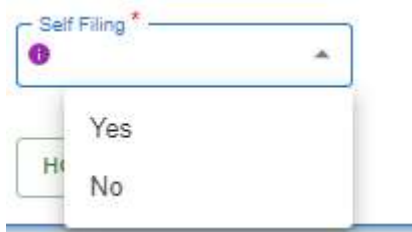


Figure-24: Showing the option for self-filing.

3.2.1.3 Details of Sender / Recipient -The NEXT screen allows the user to enter details of addresses for the Sender & Recipient as shown below:

A screenshot of a web form titled 'Sender & Recipient Details'. The form is divided into two main sections: 'Sender Details' and 'Receiver Details'. Each section has an 'Address Book Reference' dropdown menu. The 'Sender Details' section is for 'vin1' and the 'Receiver Details' section is for 'vin3'. Both sections contain fields for Name, Company/ House Name, Address1, Address2, City, Pincode, Country, Contact No, and Email. The 'Sender Details' fields are populated with: Name: Vishal, Company/ House Name: VV Logistics, Address1: #286, Address2: D Urs Road, City: Mysuru, Pincode: 570001, Country: IN, Contact No: 9876543210, Email: vvlogistics@gmail.com. The 'Receiver Details' fields are populated with: Name: George, Company/ House Name: US Logistics, Address1: 2105, Address2: Street 110, City: New York, Zipcode: NY123Z, Country: US, Contact No: 1206553487, Email: uslogistics@msn.com. At the bottom of the form, there are two buttons: 'BACK' and 'NEXT'.

Figure-25: Capturing Sender & Recipient details

Note-1: The Address Book Reference (both for Sender & Recipient) enables the user to select and auto-populate the details.

Note-2: Sender details means consigner/exporter details.

Note-3: Receiver details means consignee/addressee/recipient's details

Note-4: If Customer put 3 to 4 character of the recipient's city, system shall show probable post code.

Note-5: In address 1, the name & Number of Apartment/ Building/ House, Name of premises / Locality shall be mentioned. In address 2 , the Name/Number of Road/Street should be mentioned.

Post Code – Post code should be mentioned correctly. One can also search postcode on below link

<https://worldpostalcode.com/>

3.2.1.4 Piece Details –

After clicking next button, customer has to enter the details of each type of item inside the package.

Piece Details

Please specify the item, Don't mention vague as clothes

Product Details Quantity * 4 Units Pieces HSCODE 61099090 Product Description T Shirt	Details of Parcels Invoice Number P/RT-232 Invoice Date dd-mm-yyyy Gross Weight (Gms) * 200 Net Weight (Gms) * 200	Value under Section 14 Customs Act FOB Currency * Indian rupee Value in Currency 1000 Exchange Rate 1 Amount(INR) 1000.000	Customs Duties Export Duty Rate 0 Export Duty Amount 0 Cess Rate 0 Cess Amount 0
Tax/ Commercial Invoice CTH 61099090 Invoice No P/RT-232 Invoice Date dd-mm-yyyy SI No of item invoice 1 Value 1000	GST Details IGST Rate IGST Amount Compensation Rate Compensation Amount LUT/ Bond Details * Yes	Ecommerce Particulars Ecommerce * Yes URL www.Gopal.com Payment bin ID 23564869 SKU No 12	ADD PIECES

Figure-26: Capturing Sub-Piece details

The Piece Details screen allows the user to enter details of the multiple sub-pieces contained inside the article. This data is also important w.r.t Postal Bill of Export (PBE) requirements. The CTH & HS Code is replicated. Invoice number is replicated in Parcel details & Tax invoice column. The currency as notified by CBIC can be selected from drop down menu. The conversion of value in INR is automated based on exchange rate. After entering details of each type of item customer has

to click “Add Pieces”.

Note:-

- (i) While entering the value of sub pieces, it should be ensured that the sum of the value of sub pieces should not more than the value of Parcel.
- (ii) While entering the value of sub pieces, it should be ensured that the sum of the weight of sub pieces should not more than the weight of Parcel.
- (iii) The gross weight of any item should not be more than 10% of the Net weight.
- (iv) FOB value should not be more than the invoice value.

Possible errors in filling piece details	
Details of error/issue	Action to be taken
Weight of Sub pieces does not match	The sum of the gross weight of all sub pieces should be not be more than the weight of the parcel/Article
Value of Sub pieces does not match	The sum of the value of all sub pieces should not be more than the total value of the parcel/Article
Invalid post Code	Check the format and length of post code
Description does not match with HS Code/CTH	Check and enter proper HS code
ITCH code not applicable for restricted policy	Click OK and Proceed
DGFT registration data not available	Check and upload the IEC document and then proceed.

3.2.1.5 Provision to check HS code by product description-

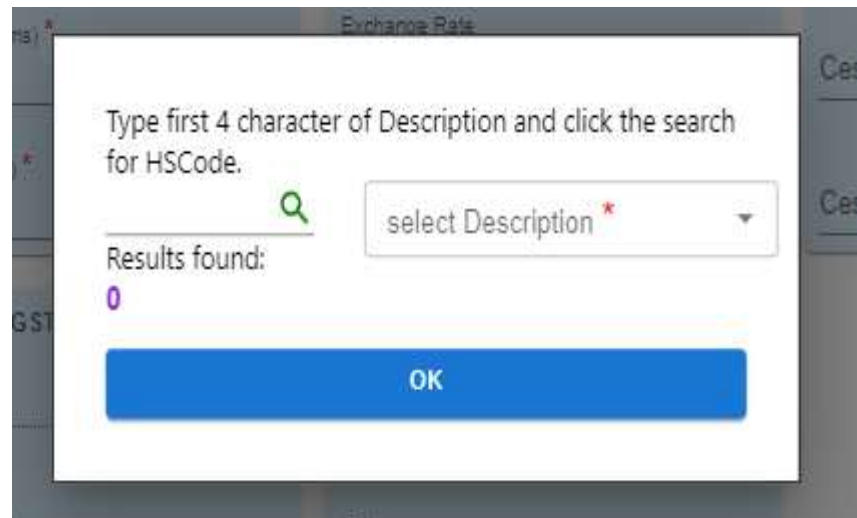


Figure-27: Search option for HS Code

There is a search option against HS code. Clicking on this option, system allows to enter any four character of the description and click search button.

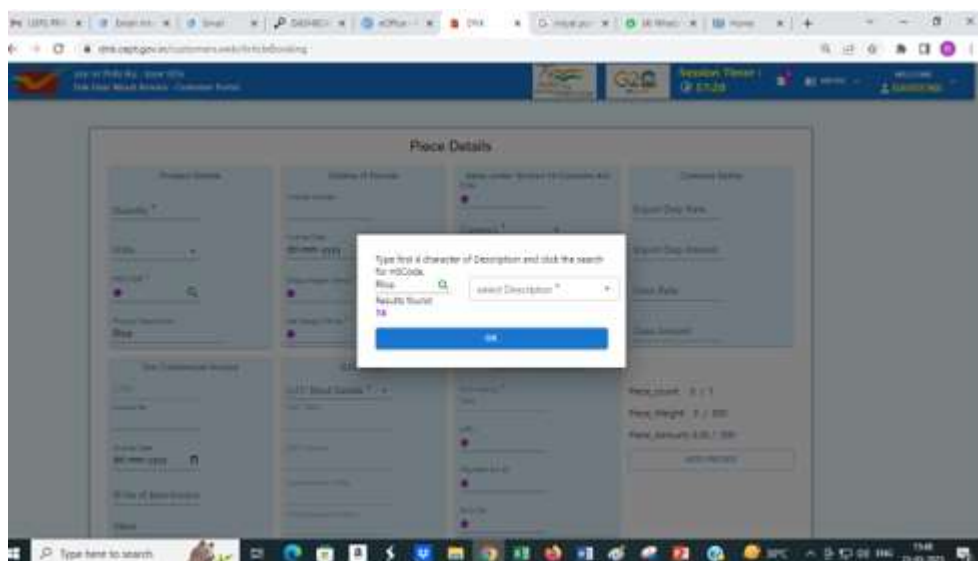


Figure-28: System shall display number of results found

On clicking the arrow 'select description "System shall show the list of product. After selection of product, system provide HS Code.

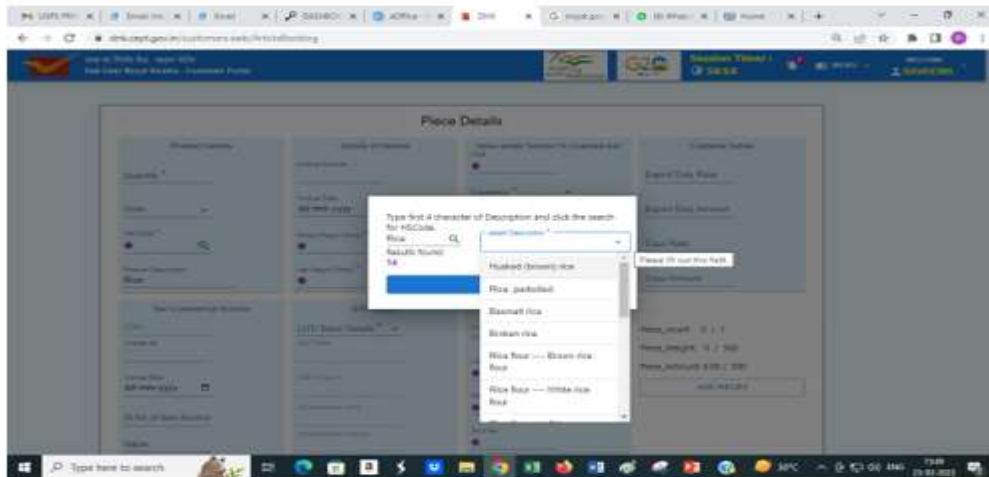


Figure-29: System shall display name of Products.

3.2.1.6 After entering details of each type of pieces of a Package, customer clicks Next button. The NEXT screen allows the user to select the relevant Declarations related to the Export.

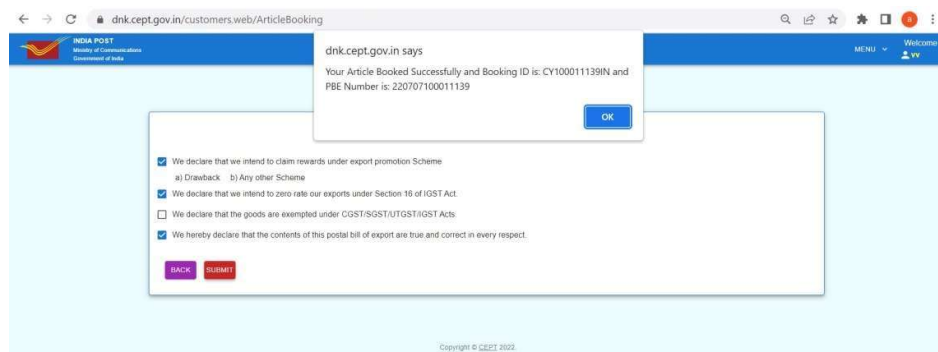


Figure-30: Capturing Declarations

On Submission of data and its successful validation, a pop-up is displayed with details of the Article ID & PBE Number.

 A screenshot of the 'CUSTOMS DECLARATION' form (CN 22/23) for India Post. The form is divided into several sections:

- FROM:** Designated Operator (India Post), Name: Vishal, Business: V V Logistics, Street: 428/D Uns Road, Opp. FFB, Postcode: 520001, Country: INDIA.
- TO:** Name: George, Business: US Logistics, Street: 2105 Street 110, Postcode: NY1232, City: New York, Country: US.
- Details:** Detailed description of Contents (3): Cotton Clothes, Quantity (2): 25, Net Weight (in Grams) (3): 1000, Total gross weight (4): 2000, Total value (5): 2000, Country of Origin of Goods (6): INDIA.
- Category of Item (10):** Sale of Goods.
- Comments (11):** (e.g. goods subject to quarantine/sanitary/phytosanitary inspection or other restrictions).
- License (12):** No. of license(s), **Certificate (13):** No. of certificate(s), **Invoice (14):** No. of invoice.
- Declaration:** I certify that the particulars given in this customs declaration are correct and that this item does not contain any dangerous article prohibited by legislation or by postal or customs regulations.
- Sender's instruction in case of non-delivery: RTS - Priority.**
- Signature:** Date and sender's signature (15), Declaration by addressee, I have received the parcel declared on this form. Date and addressee's signature.

Figure-31: Printing Customs Declaration Form (CN 22/23)

3.2.2 Bulk Upload (using excel template):

Bulk Upload option enables the user to fast-track the booking process for multiple articles using an excel template, a sample of which is made available as a link in this screen. User may download the format of excel Sheet.

The Excel Template file is divided into 2 sheets, viz.,

- i. Information Sheet: This sheet gives information about the data requirements.
- ii. Article Details Sheet: This sheet should be filled up with actual details of article and its Sub-Pieces.

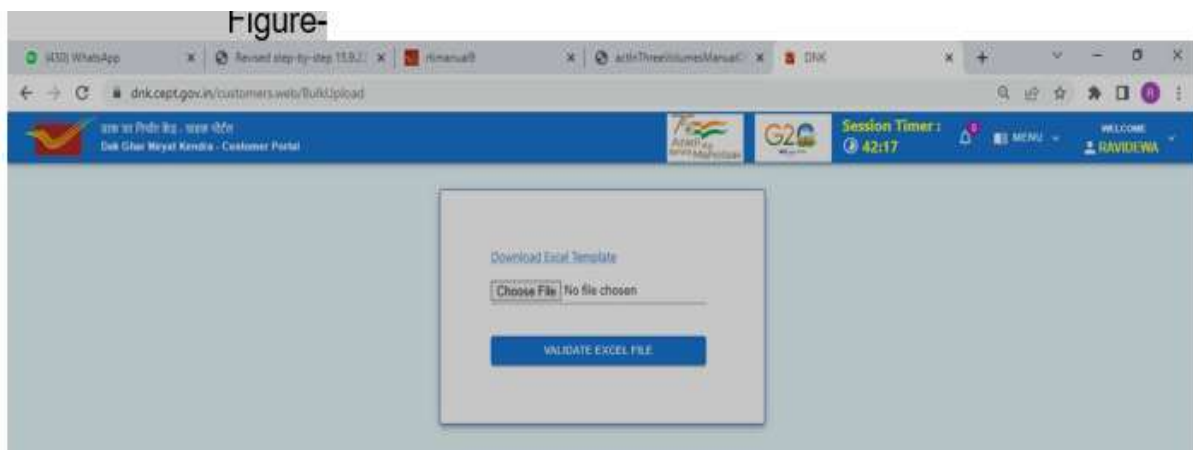


Figure-32: Download Excel Sheet Format & Validating the Excel template

The screenshot shows the same web browser window as Figure-32, but with the 'Choose File' button clicked. The text field now displays 'excel_template (1).xlsx'. Below the validation box, there is a green button labeled 'UPLOAD EXCEL FILE' and a table with the following data:

Sender Ref No.	Article Type	Addressee Name	Addressee City	Addressee Country
✓ 1	FT	Jack	Austin	US

At the bottom right of the table, there is a pagination control showing 'Rows per page: 100' and '1-1 of 1'.

approved PBE. After booking, Customer may download Address label, Harmonized label/ CN 22/CN 23 forms and Invoice based on entered data. Once the Customs clears the article/export items in Customs portal and article dispatched from OE to destination, the Registered Customer will be able to download the approved PBE relating to the booked article using this menu option.

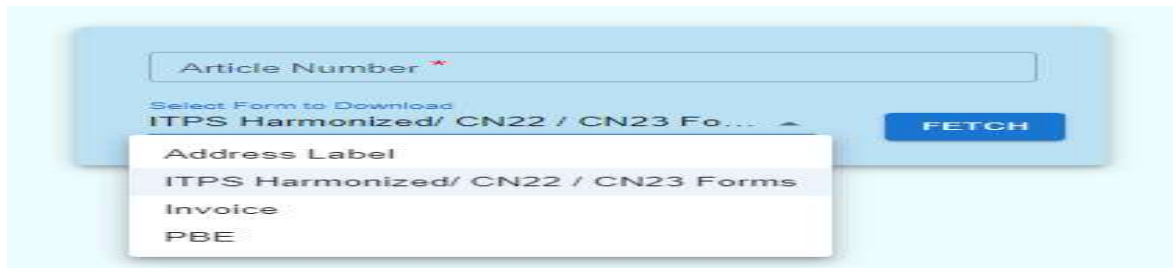
A screenshot of a web interface for downloading forms. It features a text input field labeled 'Article Number' with a red asterisk. Below the input field is a dropdown menu titled 'Select Form to Download' with the text 'ITPS Harmonized/ CN22 / CN23 Fo...'. The dropdown menu is open, showing four options: 'Address Label', 'ITPS Harmonized/ CN22 / CN23 Forms', 'Invoice', and 'PBE'. To the right of the dropdown is a blue button labeled 'FETCH'.

Figure-35: Printing of forms relating to articles

Note:-

1. The user should also note that this option allows print of relevant forms only for the article which have actually been booked by them.
2. The PBE form is allowed for print only after it has been cleared by the Customs authorities and the article has been successfully sent out of the country.

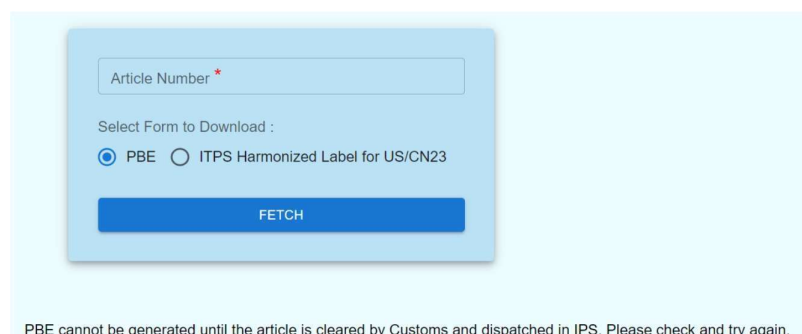
A screenshot of a web interface for downloading forms. It features a text input field labeled 'Article Number' with a red asterisk. Below the input field is a section titled 'Select Form to Download :'. This section contains two radio buttons: 'PBE' (which is selected) and 'ITPS Harmonized Label for US/CN23'. Below the radio buttons is a blue button labeled 'FETCH'. At the bottom of the interface, there is a message: 'PBE cannot be generated until the article is cleared by Customs and dispatched in IPS. Please check and try again.'

Figure-36: Printing of PBE form (Let export order) is not allowed prior to Customs Clearance. Customer may print USPS Harmonized label /CN 22/CN 23, address slip & invoice.

FORM-I
(see regulation 4)
Postal Bill of Export – I (PBE - I)
(For export of goods through E-Commerce)
(To be submitted in duplicate)

Bill of Export No. and date	Foreign Post office code	Name of Exporter	Address of Exporter	EC	State code	GSTIN or as applicable	AO code (if applicable)	Details of Customs Broker	Name and address
220615400003612		Vishal	House No 477 (Laxmibai Nagar)	1111014215			0038726500063		null/null
Declarations									Yes/No as applicable
We declare that we intend to claim rewards under Merchandise Exports from India Scheme (MEIS) for export through Chennai / Mumbai / Delhi FPO only.									Yes

Figure-37: Printing of PBE form after customs clearance & dispatch of consignment

Note – In case customs clearance is pending in customs portal or dispatch from OE is pending, System shall not allow to print PBE. Error will show as “PBE not yet generated, kindly try after sometime”

3.2.5 History:

The customer can access the details and status of articles booked through this option. The booking, tracking, article detail and customs details can be viewed for each article. Tracking details and Customs details will be available only for those articles, which are inducted in the post office. Article details contains name and address of the sender and addressee, weight, value etc.

डाक घर निर्यात केंद्र - ग्राहक पोर्टल
Dak Ghar Niryat Kendra - Customer Portal

WELCOME
RAVIKANTBCA

Enter Number of Articles: **FETCH**

1 to 99

Figure-38: Entering number of articles to fetch details

The number of articles is to be entered to fetch the details.

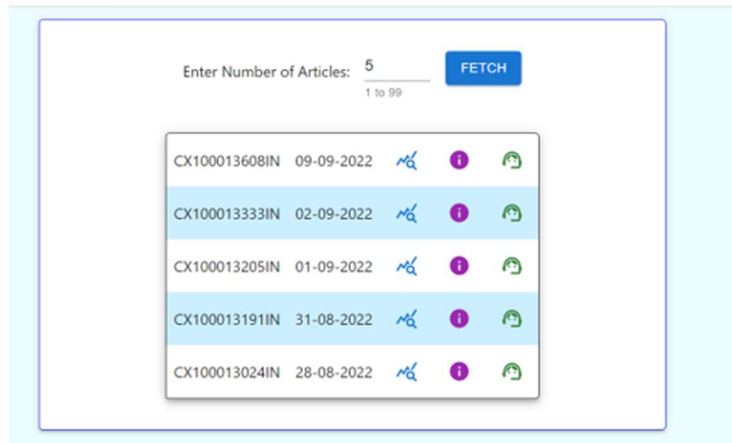


Figure-39 System display the details of articles (article number & date)

There are three icon against each article.  icon shows tracking,  icon shows article details and  icon shows Customs details of the article.

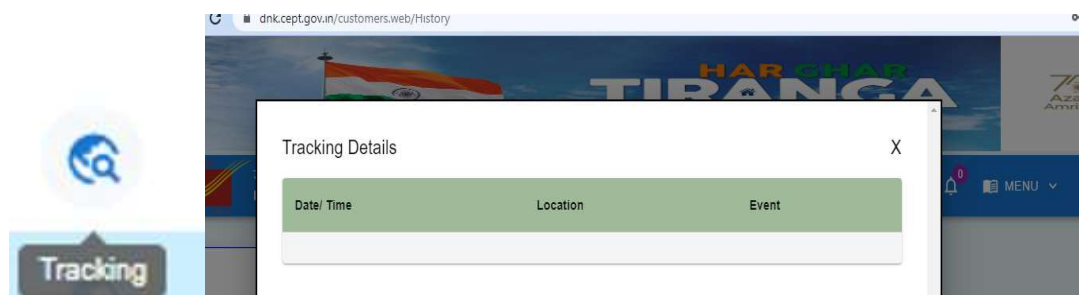


Figure-40: System display the Tracking (Date, Time, Location and Events)

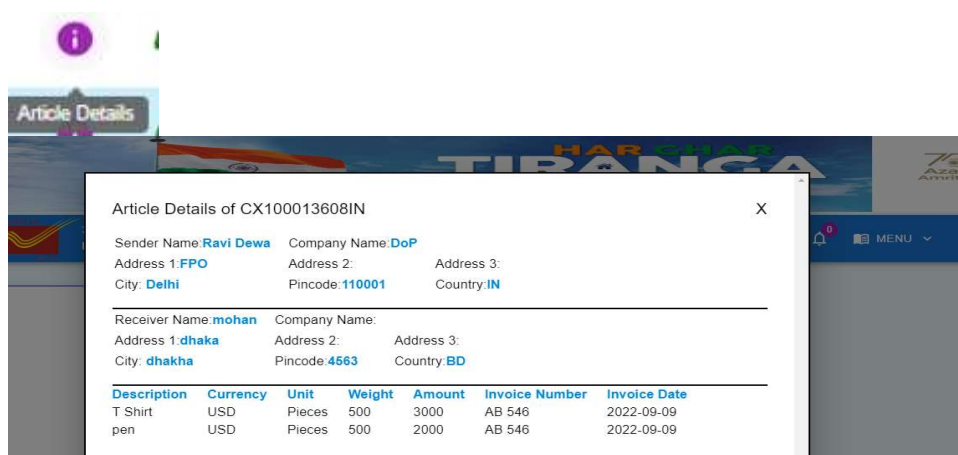


Figure-41 System display the Article details (Sender name & address, Receiver name & address, and piece details)

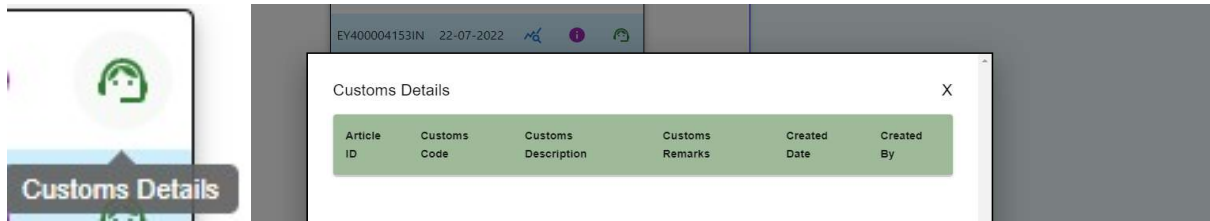


Figure-42: System display the Customs details (Article ID and Customs remarks)

3.3 Bell Icon- Customs query system

If any document/information is required by the Customs, it will be notified in Customer portal through the bell icon. On clicking the notification, the message will be visible. The link to upload the additional document and space for mentioning the information will be reflected.

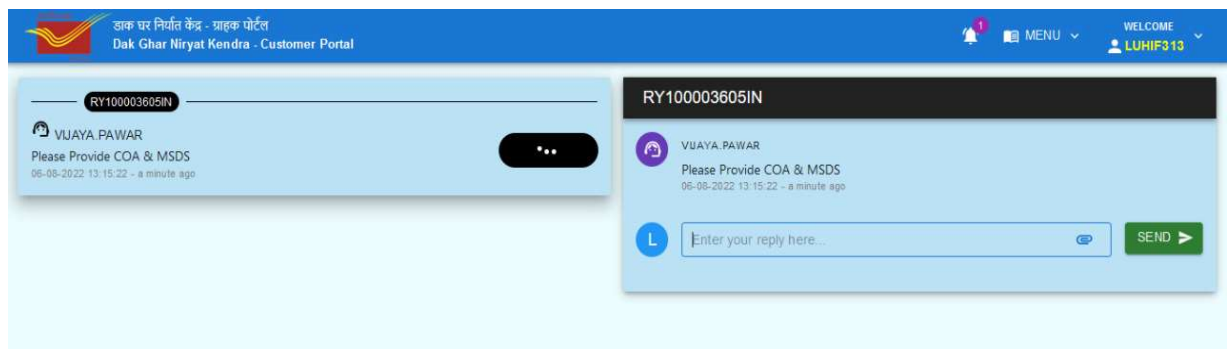


Figure-43: Replying to Customs query through portal

3.4 Provision of Timer

The provision of timer is made which enforces logout in case the customer is unable to attend the portal for a longer time.

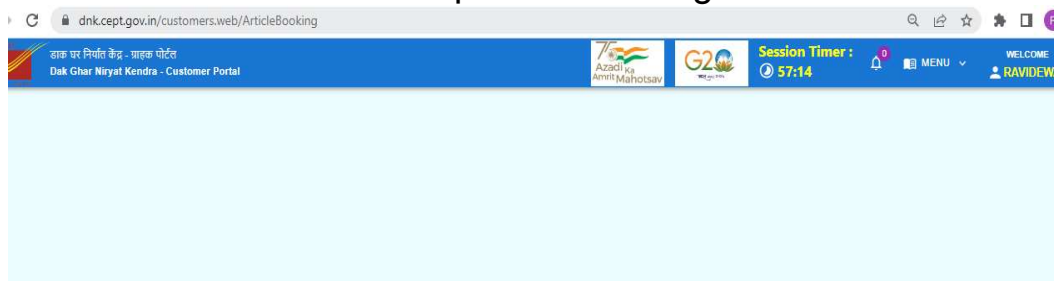


Figure-44 Provision of Timer

How to Bulk Upload

Click menu option and system shows option like Article booking, Bulk Upload, document upload, Forms download, History

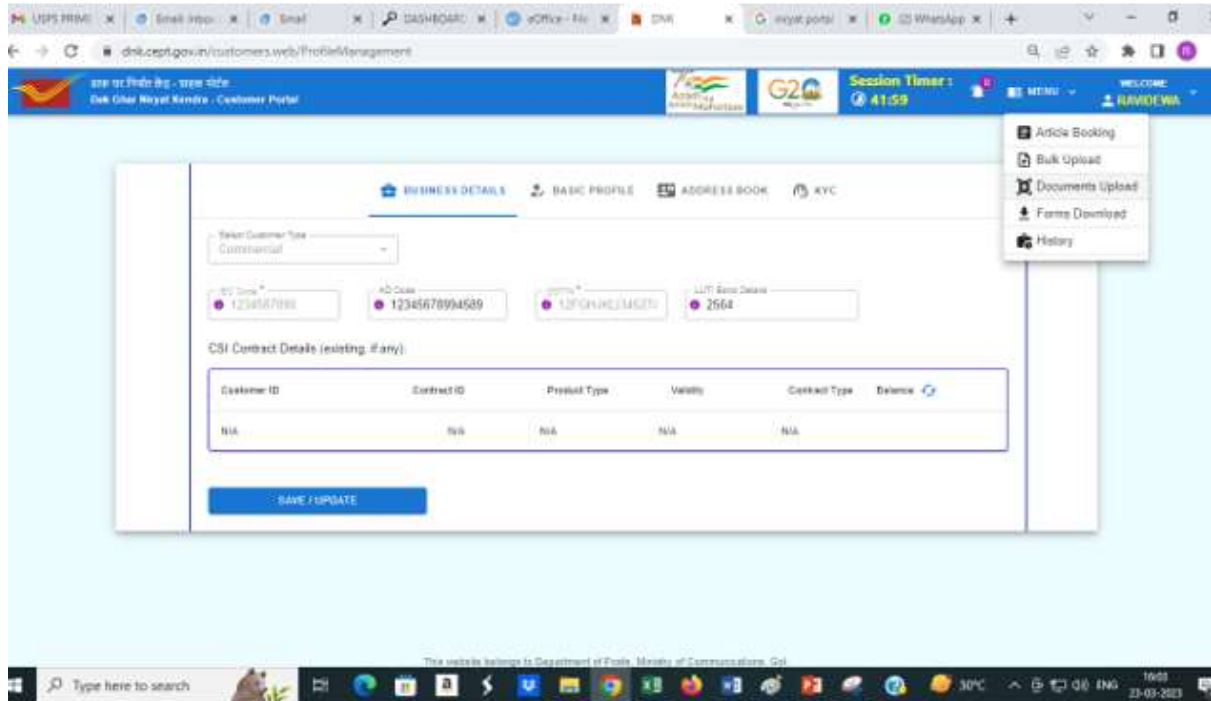


Figure-45: Menu option shows bulk upload option

1. Click Bulk Upload

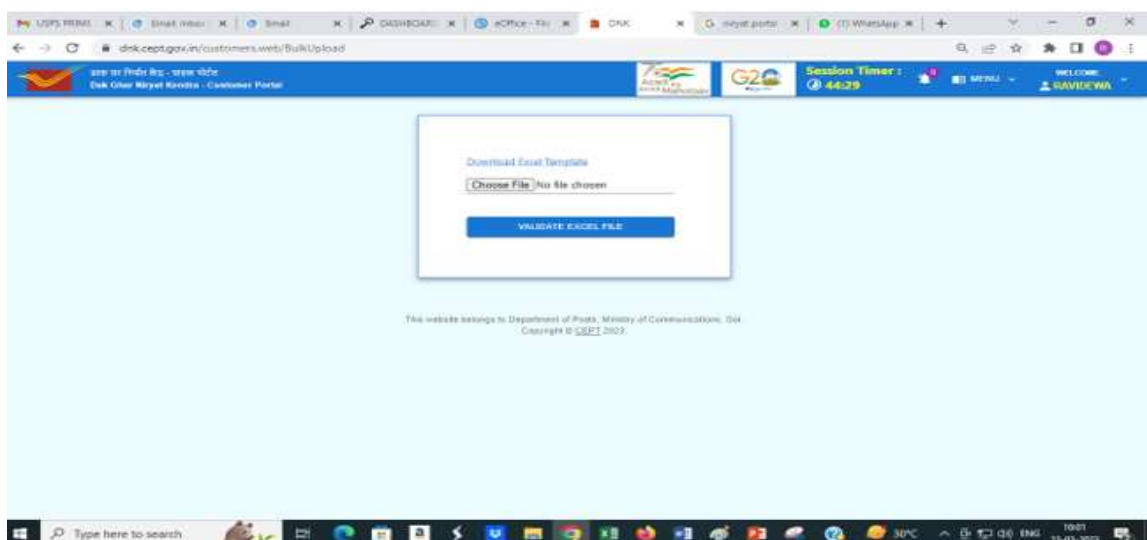


Figure-46: Option to download Excel Format

Note-1: Exporter can download the excel sheet (format) by clicking “download the templates”. The excel format has 2 sheets. The first sheet contains the information sheet. Details of required codes are available in

the first sheet. Where second sheet for filling details. Exporter has to fill the information in second sheet.

Note-2: The ID and the sender ref field should be filled with a unique number and has to be same for all the sub-pieces for a particular article.

	A	B	C	D	E	F	G
1	id	senderref	articletype	producttype	servicecat	articleweight	nondeliveryinst
2	1	123032023	FP	11	A	15000	P
3	2	223032023	FP	11	A	15000	P
4	2	223032023	FP	11	A	15000	P
5	3	323032023	FP	11	A	20000	P
6	3	323032023	FP	11	A	20000	P
7	3	323032023	FP	11	A	20000	P
8							

In the above example, three articles need to be booked in DNK portal using a bulk upload provision. The first article contains only one item. The second and Third article contains two and three items respectively.

The details of items in an article must be entered in separate rows with the same id and reference ID. Hence, the details of the two items kept in the second article are entered with the same id and reference Id. Likewise, the details of the three items kept in the third article are entered in three separate rows with a unique id and sender ref.

totalval	decl1	decl2	decl3	hscode	prd_desc	prd_qt	cou	prd_gri	prd_v	origi	invoic	prd_inv	ceco	ecom	url	ecom	tax_inv	d	ta	tax_inv
10000	Yes	No	Yes	12345678	plastic container	PIECES	10	14000	14000	IN	a1	23-03-2023	1	www.AZ.com	1	1246	23-03-2023	1		10000
15000	Yes	No	Yes	87654321	mixer	PIECES	1	4000	4000	IN	12345	23-03-2023	1	www.AZ.com	1	2234	23-03-2023	1		7000
15000	Yes	No	Yes	87654321	grinder	PIECES	1	10000	10000	IN	12345	23-03-2023	1	www.AZ.com	1	2234	23-03-2023	2		8000
9000	Yes	No	Yes	23456789	cotton tshirts	PIECES	15	10000	10000	IN	az2456	23-03-2023	1	www.AZ.com	1	8888	23-03-2023	1		3000
9000	Yes	No	Yes	23456789	cotton socks	PIECES	5	5000	5000	IN	az2456	23-03-2023	1	www.AZ.com	1	8888	23-03-2023	2		4000
9000	Yes	No	Yes	23456789	synthetic sarees	PIECES	8	4000	4000	IN	az2456	23-03-2023	1	www.AZ.com	1	8888	23-03-2023	3		2000

Note-3: After feeding the data in excel, customer has to click choose file. (A sample filled excel sheet is available on https://docs.google.com/spreadsheets/d/1DXKBcv70_TlbJtQXCUC2uUX9EjHlSetm-0ucd7uJSE/edit?usp=sharing)Once file is chosen, Customer has to click “validate”.

System will show the information as below-

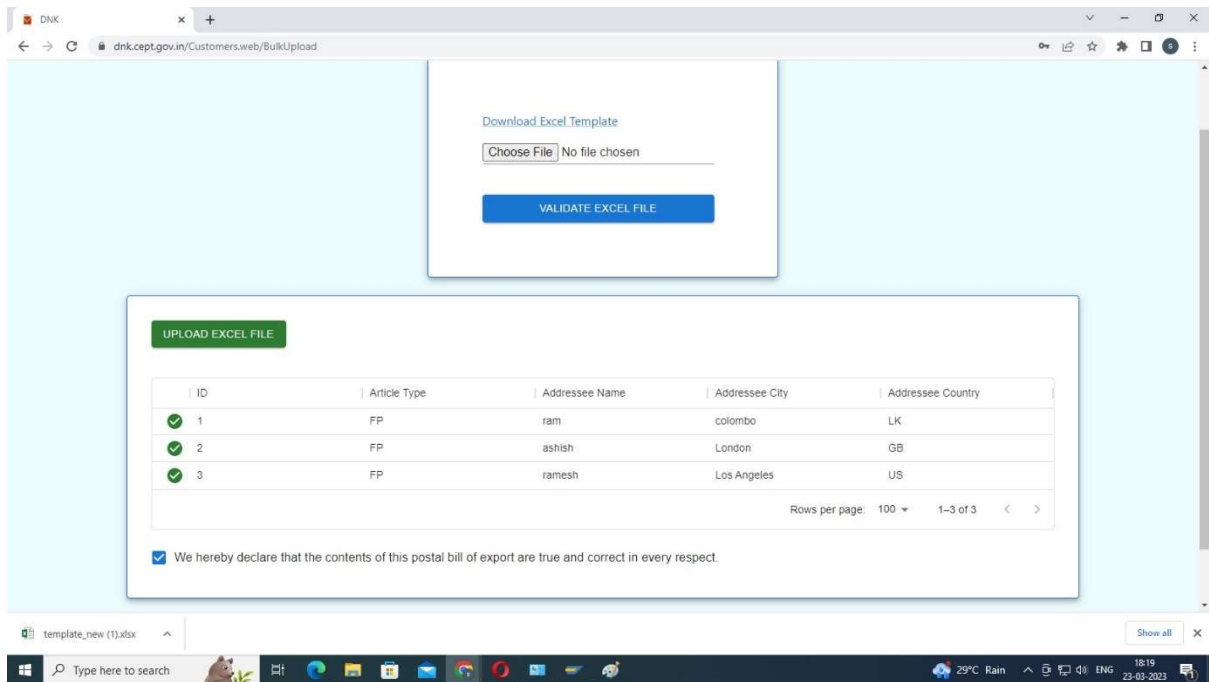


Figure-47: After choosing excel file and clicking validate option, system will show the details as above

Note-4 After checking all details customer need to tick (select) check box and click upload excel file. System will generate article ID against each article.

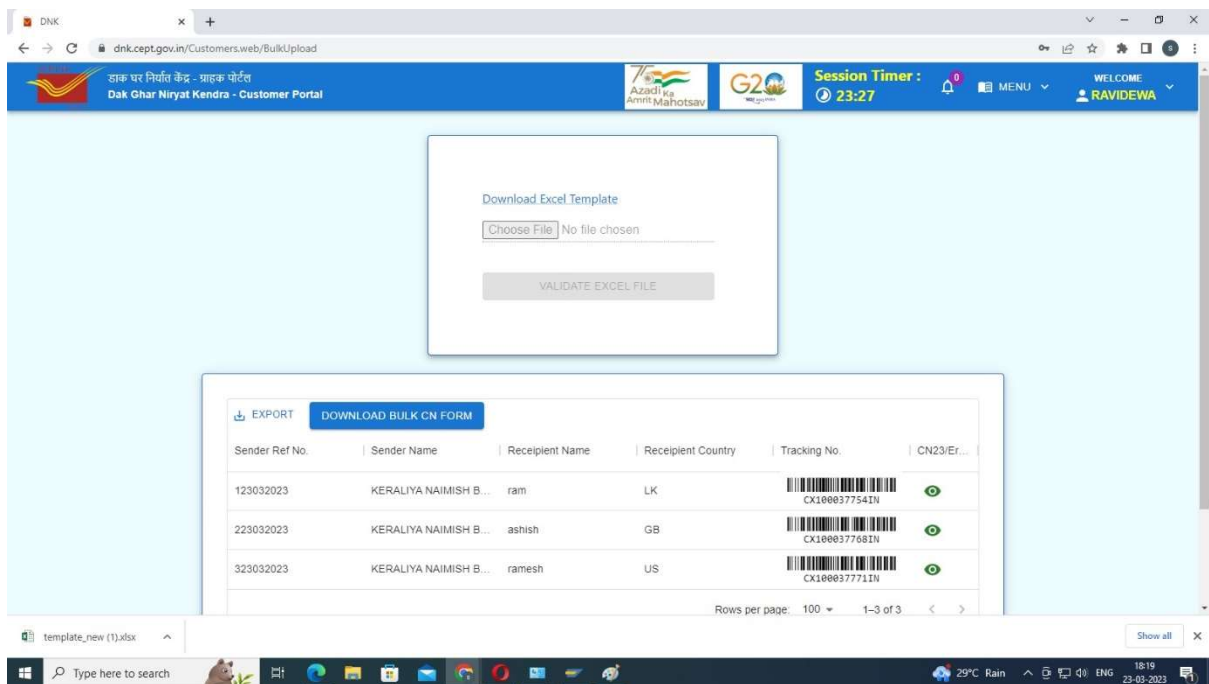


Figure 48 – Showing article id of each article of excel sheet.

Note-5: Customer may download CN 22/CN 23 of each item.

Note-6: Now customer has to upload invoice, Licenses, Certificates or any other required documents against each item.

Note-7: There is no limit of number of items that may upload through one excel file.

Note-8: Customer may select different services for the different items under one excel sheet.

Note-9: 2-digit ISO code for all Countries are mentioned as under-

S.No	Code	Name	S.No	Code	Name
1	AC	ASCENSION ISLAND	129	LA	Lao People's Democratic Republic
2	AD	Andorra	130	LB	Lebanon
3	AE	United Arab Emirates	131	LC	Saint Lucia
4	AF	Afghanistan	132	LI	Liechtenstein
5	AG	Antigua and Barbuda	133	LK	Sri Lanka
6	AI	Anguilla	134	LR	Liberia
7	AL	Albania	135	LS	Lesotho
8	AM	Armenia	136	LT	Lithuania
9	AN	NETHERLANDS ANTILLES	137	LU	Luxembourg
10	AO	Angola	138	LV	Latvia
11	AQ	Antarctica	139	LY	Libya
12	AR	Argentina	140	MA	Morocco
13	AS	American Samoa	141	MC	Monaco
14	AT	Austria	142	MD	Moldova (the Republic of)
15	AU	Australia	143	ME	Montenegro
16	AW	Aruba	144	MF	Saint Martin (French part)
17	AX	Aland Islands	145	MG	Madagascar
18	AZ	Azerbaijan	146	MH	Marshall Islands (the)
19	BA	Bosnia and Herzegovina	147	MK	North Macedonia
20	BB	Barbados	148	ML	Mali
21	BD	Bangladesh	149	MM	Myanmar
22	BE	Belgium	150	MN	Mongolia
23	BF	Burkina Faso	151	MO	Macao

24	BG	Bulgaria	152	MP	Northern Mariana Islands (the)
25	BH	Bahrain	153	MQ	Martinique
26	BI	Burundi	154	MR	Mauritania
27	BJ	Benin	155	MS	Montserrat
28	BL	Saint Barthelemy	156	MT	Malta
29	BM	Bermuda	157	MU	Mauritius
30	BN	Brunei Darussalam	158	MV	Maldives
31	BO	Bolivia	159	MW	Malawi
32	BQ	Bonaire, Sint Eustatius and Saba	160	MX	Mexico
33	BR	Brazil	161	MY	Malaysia
34	BS	Bahamas (the)	162	MZ	Mozambique
35	BT	Bhutan	163	NA	Namibia
36	BV	Bouvet Island	164	NC	New Caledonia
37	BW	Botswana	165	NE	Niger (the)
38	BY	Belarus	166	NF	Norfolk Island
39	BZ	Belize	167	NG	Nigeria
40	CA	Canada	168	NI	Nicaragua
41	CC	Cocos (Keeling) Islands (the)	169	NL	Netherlands (the)
42	CD	Congo (the Democratic Republic of the)	170	NO	Norway
43	CF	Central African Republic (the)	171	NP	Nepal
44	CG	Congo (the)	172	NR	Nauru
45	CH	Switzerland	173	NU	Niue
46	CI	Cote d'Ivoire	174	NZ	New Zealand
47	CK	Cook Islands (the)	175	OM	Oman
48	CL	Chile	176	PA	Panama
49	CM	Cameroon	177	PE	Peru
50	CN	China	178	PF	French Polynesia
51	CO	Colombia	179	PG	Papua New Guinea
52	CR	Costa Rica	180	PH	Philippines (the)
53	CS	SERBIA & MONTENEGRO	181	PK	Pakistan
54	CU	Cuba	182	PL	Poland
55	CV	Cabo Verde	183	PM	Saint Pierre and Miquelon
56	CW	Curacao	184	PN	Pitcairn
57	CX	Christmas Island	185	PR	Puerto Rico

58	CY	Cyprus	186	PS	Palestine, State of
59	CZ	Czechia	187	PT	Portugal
60	DE	Germany	188	PW	Palau
61	DJ	Djibouti	189	PY	Paraguay
62	DK	Denmark	190	QA	Qatar
63	DM	Dominica	191	QM	BOSNIA REP SRPSKA
64	DO	Dominican Republic (the)	192	QN	BOSNIA
65	DZ	Algeria	193	RE	Reunion
66	EC	Ecuador	194	RO	Romania
67	EE	Estonia	195	RS	Serbia
68	EG	Egypt	196	RU	Russian Federation (the)
69	EH	Western Sahara*	197	RW	Rwanda
70	ER	Eritrea	198	SA	Saudi Arabia
71	ES	Spain	199	SB	Solomon Islands
72	ET	Ethiopia	200	SC	Seychelles
73	FI	Finland	201	SD	Sudan (the)
74	FJ	Fiji	202	SE	Sweden
75	FK	Falkland Islands (the) [Malvinas]	203	SG	Singapore
76	FM	Micronesia (Federated States of)	204	SH	Saint Helena, Ascension and Tristan da Cunha
77	FO	Faroe Islands (the)	205	SI	Slovenia
78	FR	France	206	SJ	Svalbard and Jan Mayen
79	GA	Gabon	207	SK	Slovakia
80	GB	United Kingdom of Great Britain and Northern Ireland	208	SL	Sierra Leone
81	GD	Grenada	209	SM	San Marino
82	GE	Georgia	210	SN	Senegal
83	GF	French Guiana	211	SO	Somalia
84	GG	Guernsey	212	SR	Suriname
85	GH	Ghana	213	SS	South Sudan
86	GI	Gibraltar	214	ST	Sao Tome and Principe
87	GL	Greenland	215	SV	El Salvador
88	GM	Gambia (the)	216	SX	Sint Maarten (Dutch part)
89	GN	Guinea	217	SY	Syrian Arab Republic (the)

90	GP	Guadeloupe	218	SZ	Eswatini
91	GQ	Equatorial Guinea	219	TA	TRISTAN DA CUNHA
92	GR	Greece	220	TC	Turks and Caicos Islands (the)
93	GS	South Georgia and the South Sandwich Islands	221	TD	Chad
94	GT	Guatemala	222	TF	French Southern Territories (the)
95	GU	Guam	223	TG	Togo
96	GW	Guinea-Bissau	224	TH	Thailand
97	GY	Guyana	225	TJ	Tajikistan
98	HK	Hong Kong	226	TK	Tokelau
99	HM	Heard Island and McDonald Islands	227	TL	Timor-Leste
100	HN	Honduras	228	TM	Turkmenistan
101	HR	Croatia	229	TN	Tunisia
102	HT	Haiti	230	TO	Tonga
103	HU	Hungary	231	TR	Turkey
104	ID	Indonesia	232	TT	Trinidad and Tobago
105	IE	Ireland	233	TV	Tuvalu
106	IL	Israel	234	TW	Taiwan (Province of China)
107	IM	Isle of Man	235	TZ	Tanzania, the United Republic of
108	IN	India	236	UA	Ukraine
109	IO	British Indian Ocean Territory (the)	237	UG	Uganda
110	IQ	Iraq	238	UM	United States Minor Outlying Islands (the)
111	IR	Iran (Islamic Republic of)	239	US	United States of America (the)
112	IS	Iceland	240	UY	Uruguay
113	IT	Italy	241	UZ	Uzbekistan
114	JE	Jersey	242	VA	Holy See (the)
115	JM	Jamaica	243	VC	Saint Vincent and the Grenadines
116	JO	Jordan	244	VE	Venezuela (Bolivarian Republic of)
117	JP	Japan	245	VG	Virgin Islands (British)
118	KE	Kenya	246	VI	Virgin Islands (U.S.)

119	KG	Kyrgyzstan	247	VN	Viet Nam
120	KH	Cambodia	248	VU	Vanuatu
121	KI	Kiribati	249	WF	Wallis and Futuna
122	KM	Comoros (the)	250	WS	Samoa
123	KN	Saint Kitts and Nevis	251	XZ	KOSOVO -temporary-
124	KP	Korea (the Democratic People's Republic of)	252	YE	Yemen
125	KR	Korea (the Republic of)	253	YT	Mayotte
126	KW	Kuwait	254	ZA	South Africa
127	KY	Cayman Islands (the)	255	ZM	Zambia
128	KZ	Kazakhstan	256	ZW	Zimbabwe