

e-Office- User Manual

e-Office- User Manual

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1. Purpose

The purpose of this manual is to give the user a walkthrough of the process of using the eOffice application. The eOffice application will help the user to manage his/her daily work. This user manual will help the user to proceed on the eOffice application through visual work steps.

2. eOffice Application Login

Step 1: Login

Each Entity Users can login into the eOffice application by accessing specific entity URL

BSCL: <https://ecm.smartcitybhubaneswar.gov.in/egov/loginBSCL.jsp>

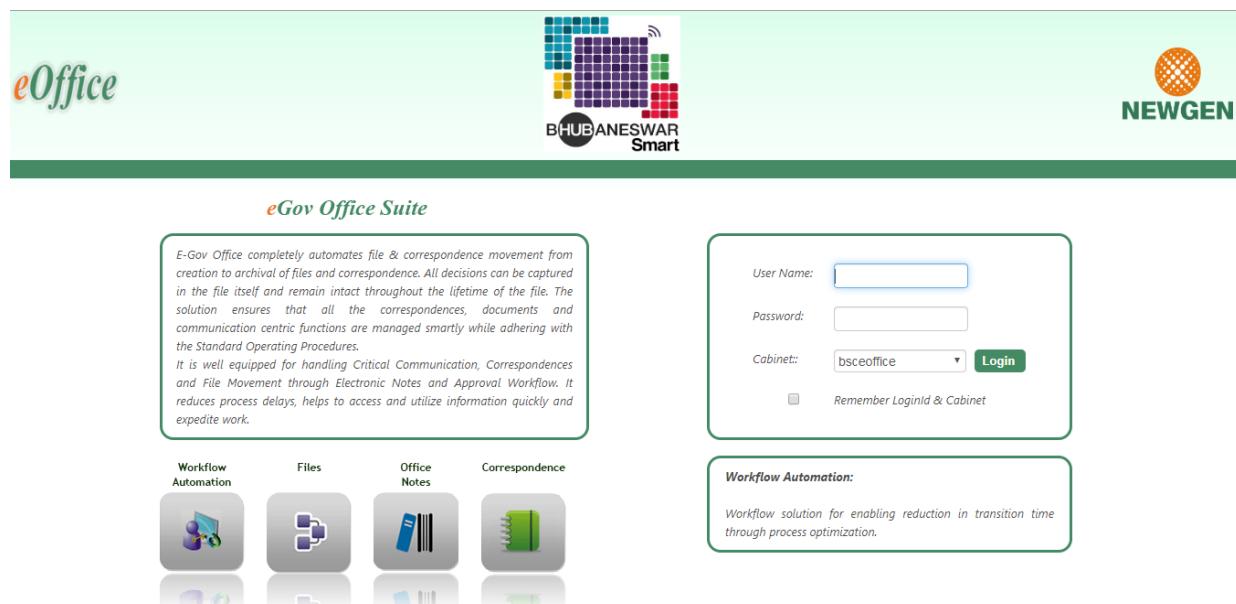
BMC: <https://ecm.smartcitybhubaneswar.gov.in/egov/loginBMC.jsp>

BDA: <https://ecm.smartcitybhubaneswar.gov.in/egov/loginBDA.jsp>

CRUT: <https://ecm.smartcitybhubaneswar.gov.in/egov/loginCRUT.jsp>

User can fill in the credentials using eOffice Username and Password and can click on login button.

BSCL eOFFICE Login Page



The screenshot shows the BSCL eOffice login page. At the top left is the 'eOffice' logo, and at the top right is the 'NEWGEN' logo. Below the header is a section titled 'eGov Office Suite' with a brief description of the system's features. To the right of this is the login form, which includes fields for 'User Name', 'Password', 'Cabinet' (set to 'bscoffice'), and a 'Login' button. There is also a 'Remember LoginId & Cabinet' checkbox. At the bottom left are four icons labeled 'Workflow Automation', 'Files', 'Office Notes', and 'Correspondence'. A separate box at the bottom right contains information about 'Workflow Automation'.

eOffice

NEWGEN

eGov Office Suite

E-Gov Office completely automates file & correspondence movement from creation to archival of files and correspondence. All decisions can be captured in the file itself and remain intact throughout the lifetime of the file. The solution ensures that all the correspondences, documents and communication centric functions are managed smartly while adhering with the Standard Operating Procedures.

It is well equipped for handling Critical Communication, Correspondences and File Movement through Electronic Notes and Approval Workflow. It reduces process delays, helps to access and utilize information quickly and expedite work.

Workflow Automation

Workflow solution for enabling reduction in transition time through process optimization.

User Name:

Password:

Cabinet:

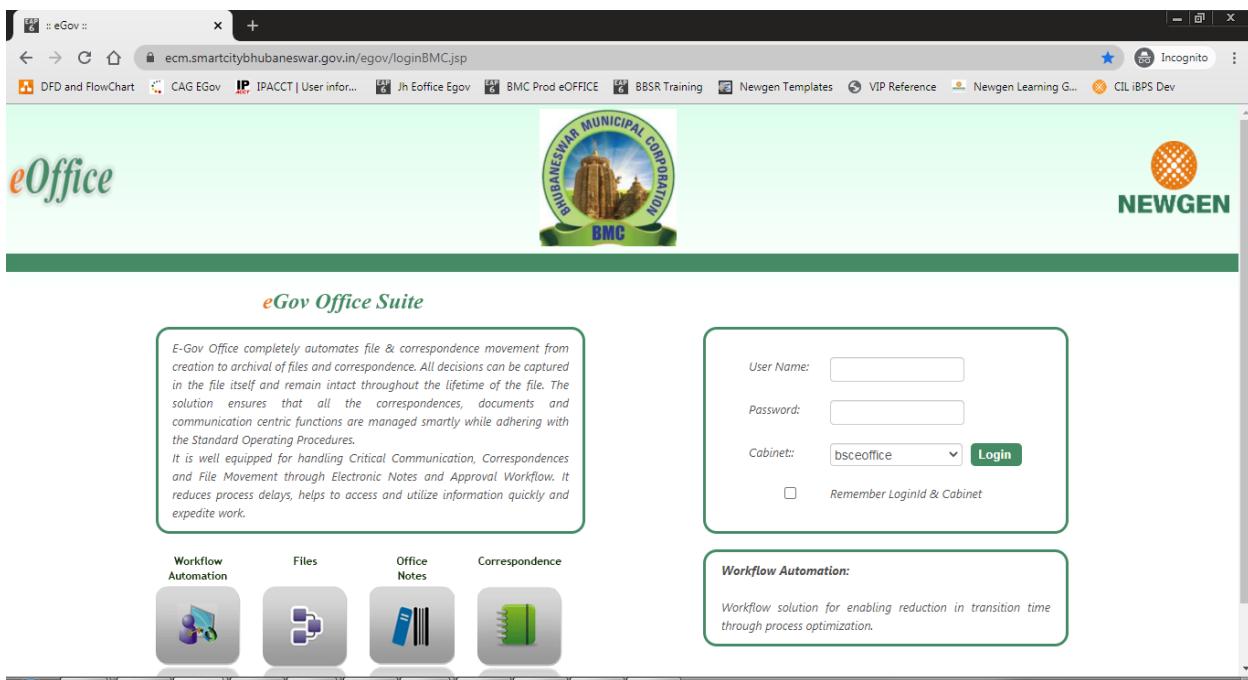
Remember LoginId & Cabinet

Workflow Automation

Workflow solution for enabling reduction in transition time through process optimization.

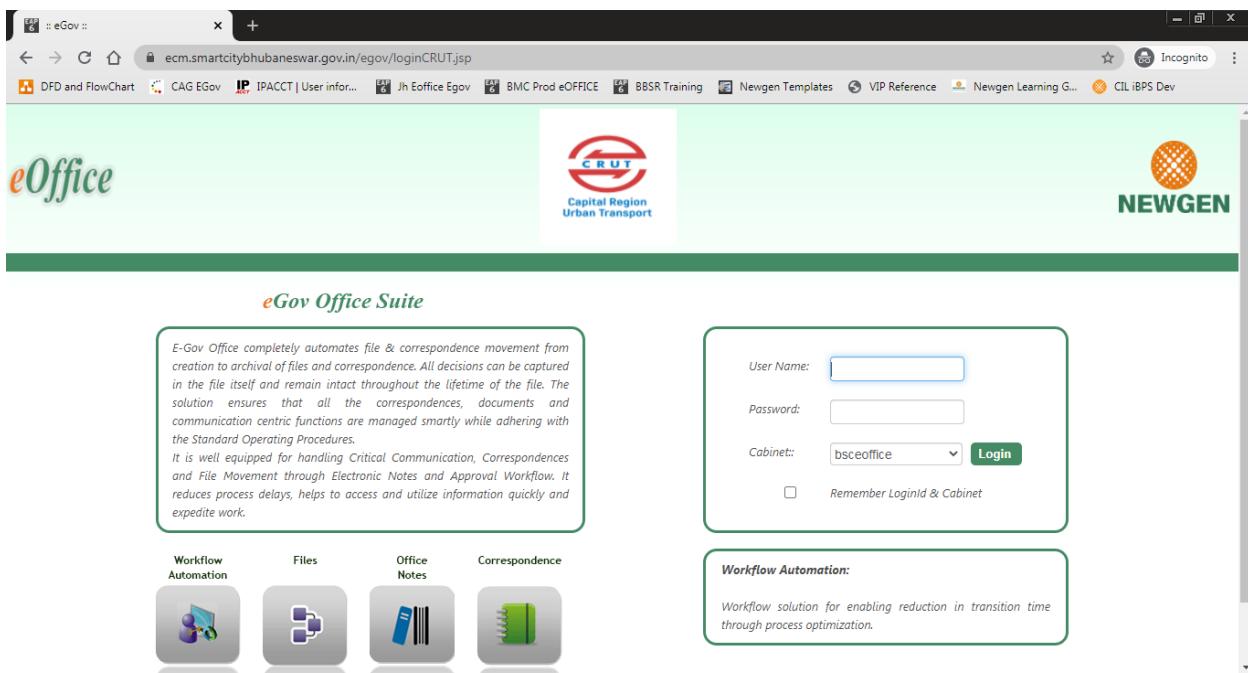
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BMC eOFFICE Login Page



The screenshot shows the BMC eOffice login page. At the top, there's a header bar with various links like DFD and FlowChart, CAG EGov, IPACCT, Jh Eoffice Egov, BMC Prod eOFFICE, BBSR Training, Newgen Templates, VIP Reference, Newgen Learning G..., and CIL iBPS Dev. Below the header is the eOffice logo and the Newgen logo. The main content area has a green header "eGov Office Suite". It contains a descriptive text box about E-Gov Office automation, four icons for Workflow Automation, Files, Office Notes, and Correspondence, and a login form with fields for User Name, Password, Cabinet (set to bsceoffice), and a Remember checkbox. A separate box titled "Workflow Automation" describes it as a solution for reducing transition time through process optimization.

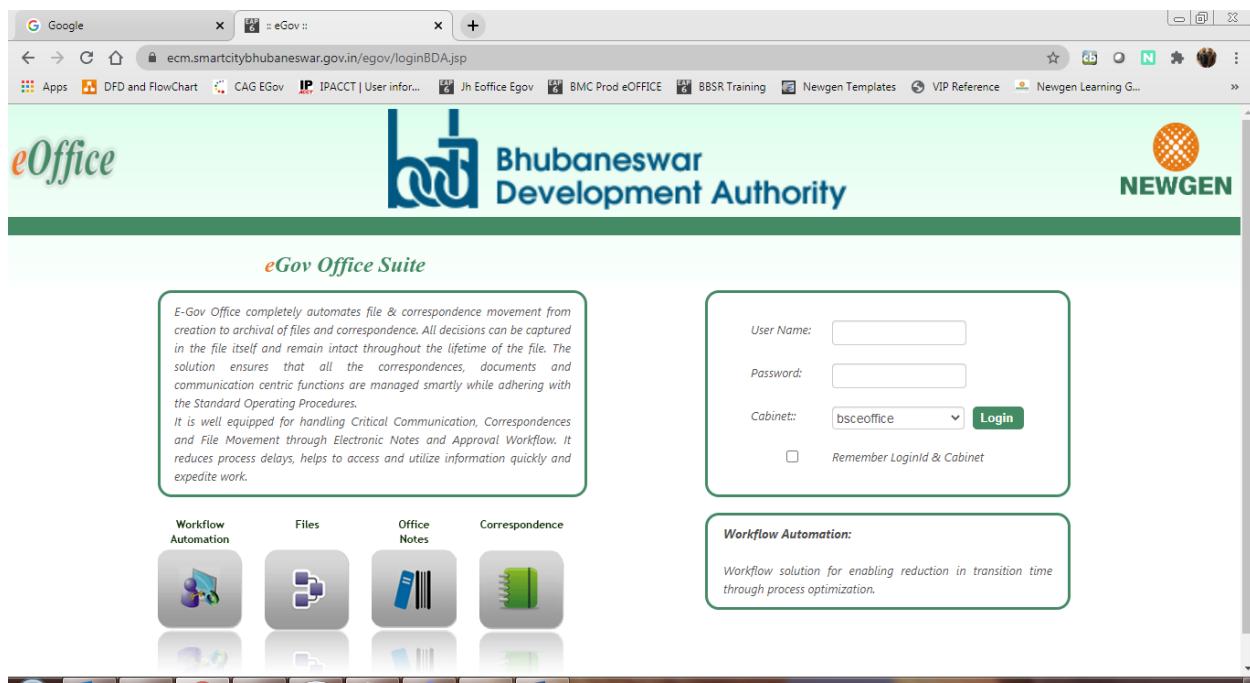
CRUT eOFFICE Login Page



The screenshot shows the CRUT eOffice login page. The layout is similar to the BMC version, with a header bar and the eOffice and Newgen logos. The main content area has a green header "eGov Office Suite". It contains a descriptive text box about E-Gov Office automation, four icons for Workflow Automation, Files, Office Notes, and Correspondence, and a login form with fields for User Name, Password, Cabinet (set to bsceoffice), and a Remember checkbox. A separate box titled "Workflow Automation" describes it as a solution for reducing transition time through process optimization.

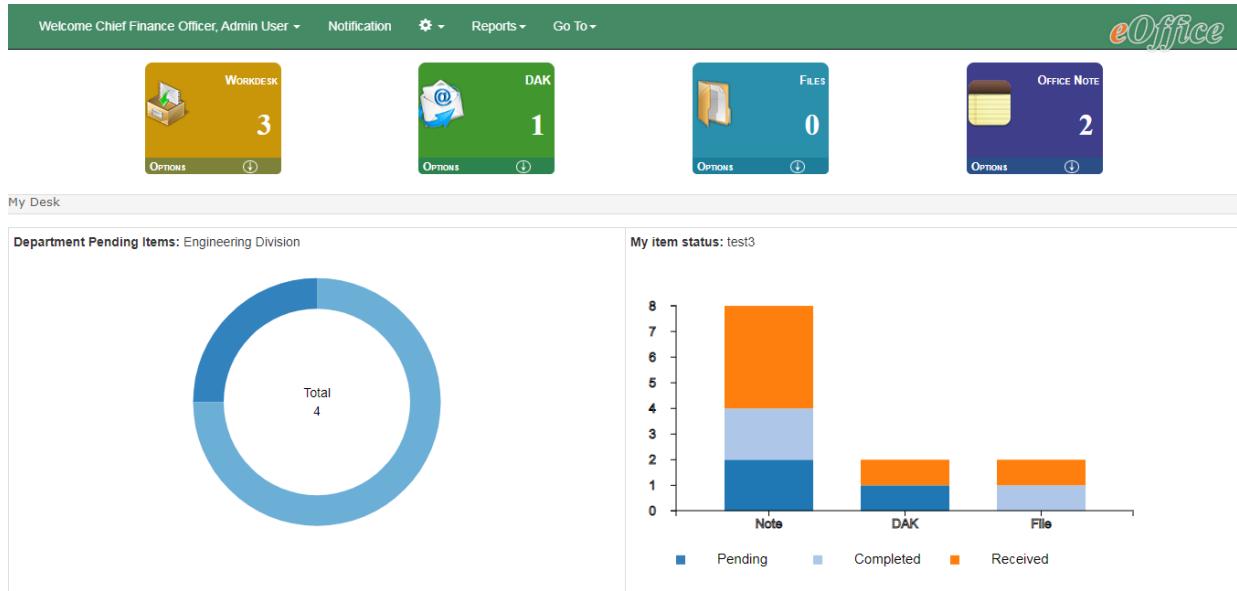
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BDA eOFFICE Login Page



Step 2: User Dashboard

On Successful login, user will be redirected to the 'Dashboard' screen with 'Pending Items' pie chart and 'My Item Details' Bar graph:



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Step3: Workdesk

Click on Workdesk or “Inbox” under “Options” of Workdesk.

It will display all the pending item for the user.

The screenshot shows the e-Office Workdesk interface. At the top, there are four cards: WORKDESK (3), DAK (1), FILES (0), and OFFICE NOTE (2). Below these is a circular dashboard with a blue gradient ring. In the center of the ring, it says "Total 4". To the left of the ring, there is a menu for "My Desk" with options: Department Pending, CC(0), Sort CC Notification, and Dispatch Register. A callout box highlights the "OPTIONS" link next to "WORKDESK". To the right of the ring is a chart titled "My item status: test3" showing the distribution of items by status: Note (Pending: 2, Completed: 2, Received: 4), DAK (Pending: 1, Completed: 1, Received: 1), and File (Pending: 1, Completed: 1, Received: 0).

Click on down arrow beside “Options” of Workdesk, it will open following option

- **Inbox** – It displays the all the pending items of the user as shown below. User can filter the items (by clicking on “Search Inbox”) on File, DAK or Office note. Selecting any option will filter items for that option.

The screenshot shows the e-Office Inbox interface. At the top, there are four cards: WORKDESK (3), DAK (1), FILES (0), and OFFICE NOTE (2). Below these is a table titled "Inbox" showing pending items. The columns include Priority, Reference Number, Subject, Viewed On, From User, From Department, Received On, and a status column. One row is highlighted with a green background. To the right of the table is a search bar labeled "Search Inbox" with a dropdown menu showing "All", "File", "Note", "DAK", and "Received".

Priority	Reference Number	Subject	Viewed On	From User	From Department	Received On	Status
General	20	Testing	2020-01-10 18:00:36	test3	Engineering Division	2020-01-10 04:14:38	Pending
General	CRUT_DAK_2019_P And A Division_1	Testing DAK	2019-12-24 17:48:17	test3	Engineering Division	2019-12-24 11:29:26	DAK
General	1	jgfj	2019-12-24 10:20:57	test3	Engineering Division	2019-12-24 10:20:57	Received

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- Sent Items** – It displays all the items which are forwarded by the user.

Subject	Sent On	With User	With Department	From Department	Initiated By	Initiated On
Testing	2020-01-10 17:44:26	test3	Audit	Engineering Division	test3	2020-01-10 17:44:26
Leave Application	2019-12-24 18:27:14	CRUTASST2	Engineering Division	Engineering Division	CRUTASST2	2019-12-24 04:55:28
FileNo : CRUT/Engineering Division/Smart city project/2019/5:	2019-12-24 18:22:56	CRUTASST2	Engineering Division	Engineering Division	CRUTASST2	2019-12-24 04:49:25
bill of bqs 18	2019-12-24 18:08:07	CRUTASST2	Engineering Division	Engineering Division	test3	2019-12-24 04:36:32
bill of bqs 18	2019-12-24 18:06:30	test3	Audit	Engineering Division	test3	2019-12-24 18:06:30
Testing DAK	2019-12-24 11:28:49	test3	Audit	Engineering Division	test3	2019-12-24 11:28:49
jgfj	2019-12-24 10:20:29	test3	Audit	Engineering Division	test3	2019-12-24 10:20:29
FileNo : CRUT/Engineering Division/mocycle/2019/2:	2019-12-23 18:33:34	test4	Engineering Division	Engineering Division	test3	2019-12-23 18:33:34
test	2019-12-23 18:08:49	test4	Engineering Division	Engineering Division	test3	2019-12-23 17:56:49
test	2019-12-23 17:56:21	test3	Engineering Division	Engineering Division	test3	2019-12-23 17:56:21

< Prev Next >

- CC** – It displays all the items where the items were sent to logged in user by marking them (Logged in user) in CC. Basically, all the CC items are displayed under this “CC” section.

Clicking on any item of CC will display the content of that item but user will not be able to make any action on that item

Subject	Received On	Received From	Department
Sample DAK	2020-04-03 14:11:05	test2	Audit

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- **Sent CC Notification** – All the items which are forwarded by the user to someone marking them in CC will display under this section.

Document Name	Subject	Sent On	Sent To
Sample DAK	Sample DAK	2020-04-03 14:11:05	test6
Vol 2 All Process		2020-01-22 15:18:44	test5

- **Dispatch Register**

Dispatch register lists all the request of dispatch made by the user with their status. User can click on dispatch No. to view the request or enter the dispatch no in “Search” bar to search and view it.

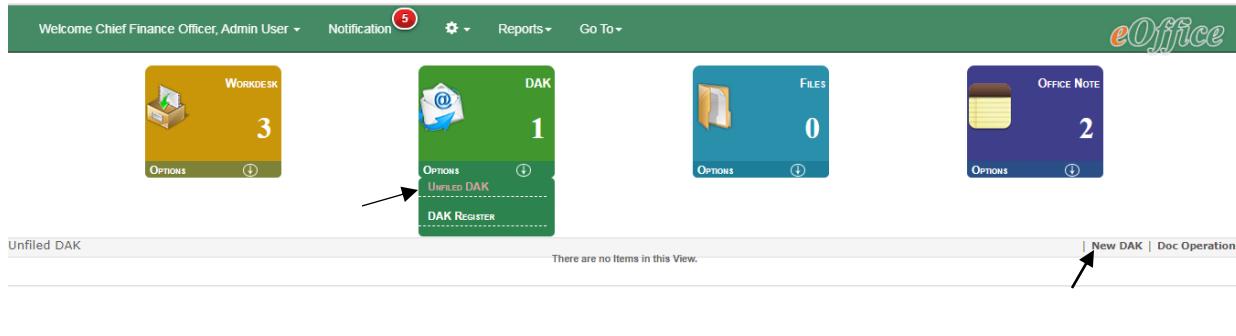
Dispatch ID	Subject	Organization	Dispatch Date/Time	Tracking ID	Tracking Date/Time	Dispatch Mode	Status
BSCL_Dispatch_5	reer	errer	19/04/2019 07:33			Email	Pending
BSCL_Dispatch_4	test	hhd	19/04/2019 07:04			Postal	Pending
BSCL_Dispatch_3	hghghg	ggghhg	19/04/2019 07:01			Courier	Pending

3. DAK Registration & Movement

3.1 DAK Registration

Step 1: Register a New DAK

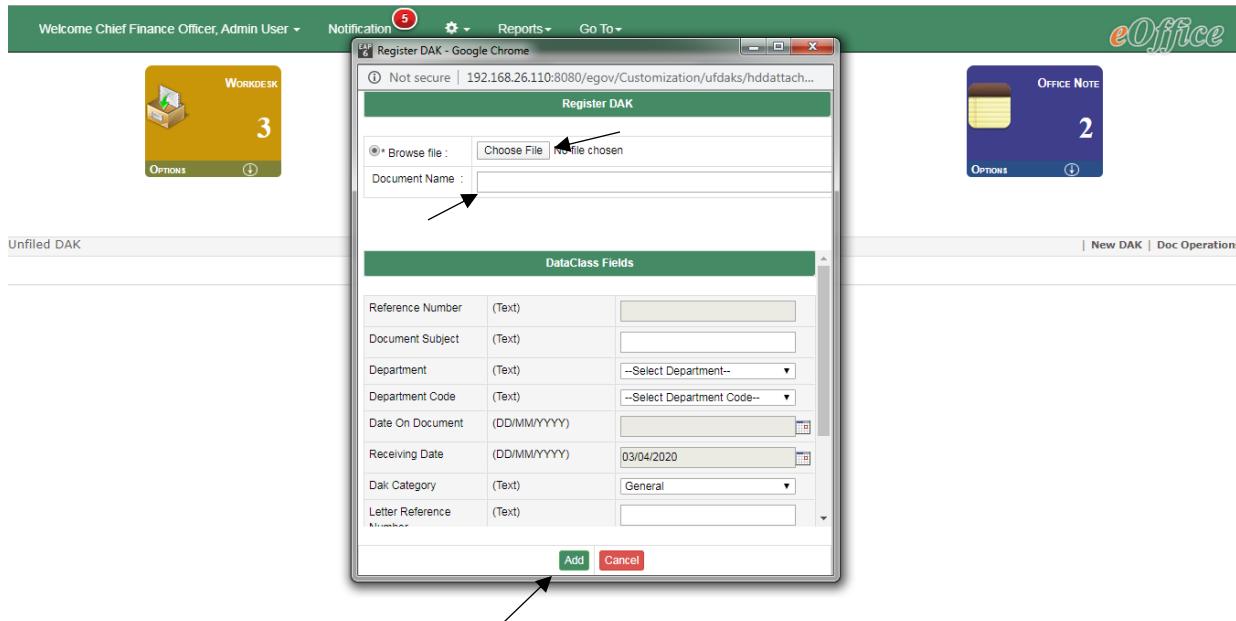
User can click on the Unfiled DAK button in DAK Pane:



On click of 'New DAK' link, user will redirect to the DAK registration page. User should fill in all the metadata related to the DAK on DAK registration page and click on 'Add' button to register a new DAK.

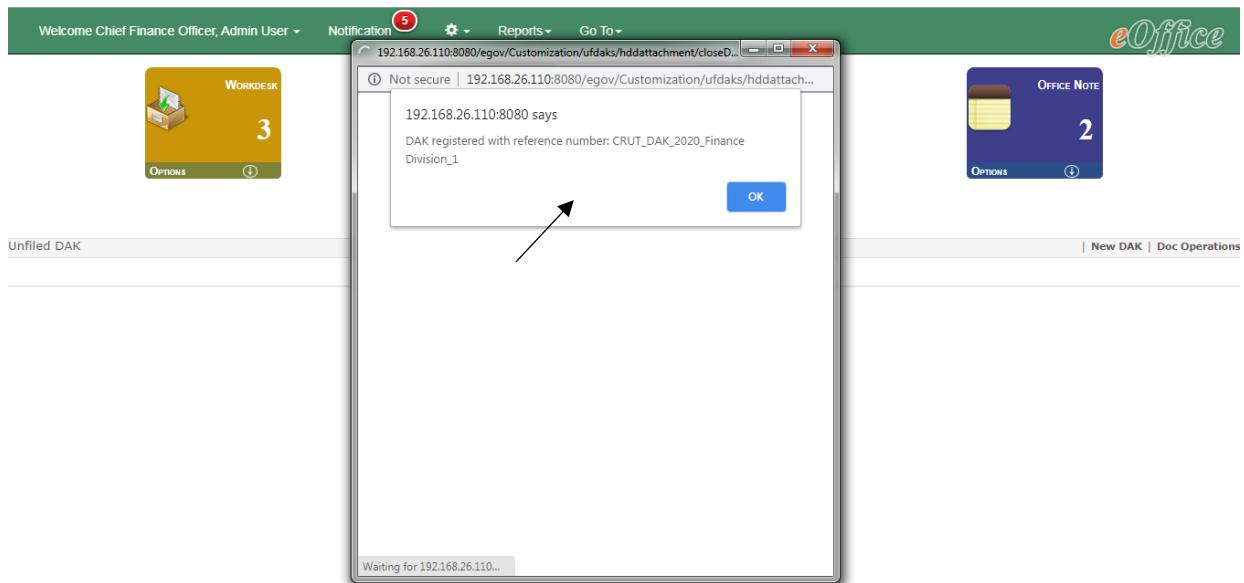
A popup opens to register the DAK. Choose and add the scanned DAK by clicking "Choose File". By default, the document name is the name of the scanned document. User can rename the document name by editing in the "Document name".

Fill in the indexing information below and Click "Add" button. Follow the same steps if there are multiple DAK to be registered.



Once the DAK is registered, the system displays the message.

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On click of 'OK' button the successfully registered DAK will be displayed (with entered metadata as DAK Properties) on the Unfiled DAK page.

A screenshot of the "Unfiled DAK" page. The top navigation bar is identical to the previous screenshot. Below the navigation, there are four icons: "WORKDESK" (yellow, 3 items), "DAK" (green, 1 item), "FILES" (blue, 0 items), and "OFFICE NOTE" (purple, 2 items). The main content area is titled "Unfiled DAK" and contains a table with the following data:

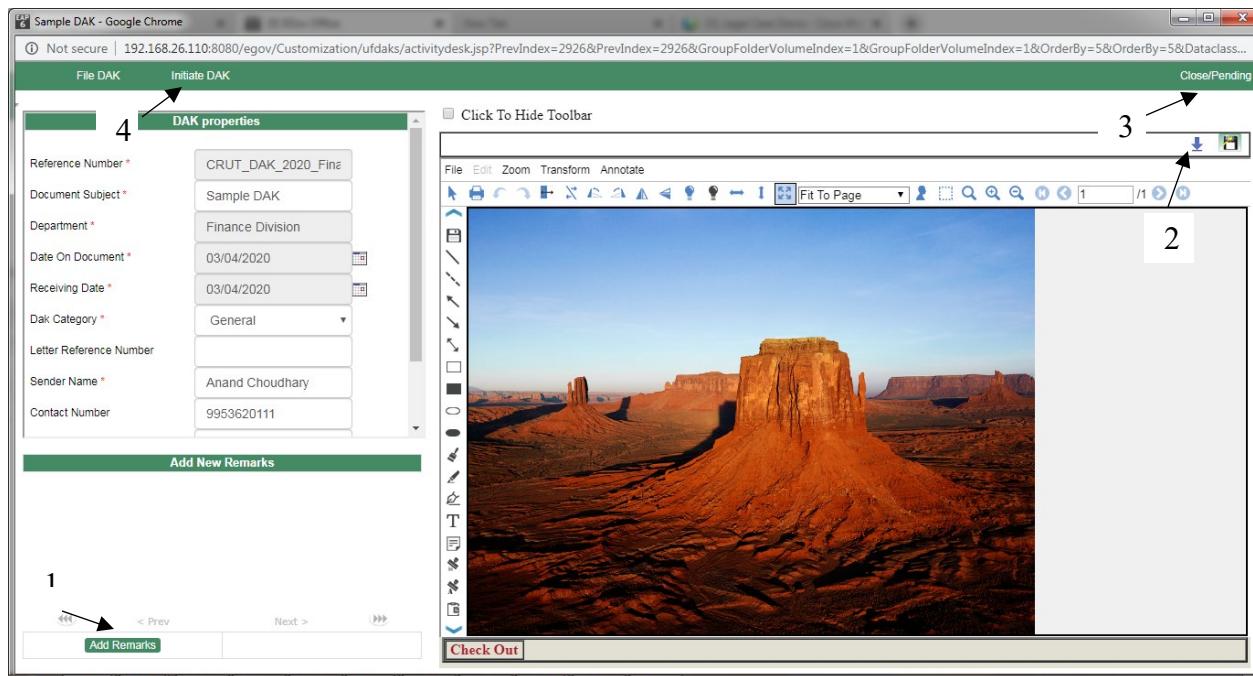
Reference Number	Modified Date	Document Name	Document Subject	Department	Letter Reference Number	Sender Name	Date On Document	Receiving Date	Dak Category
CRUT_DAK_2020_Finance Division_1	2020-04-03 02:31:27	Sample DAK	Sample DAK	Finance Division		Anand Choudhary	2020-04-03 12:00:00	2020-04-03 12:00:00	General

Below the table are two small buttons: "< Prev" and "Next >".

3.2 DAK Movement

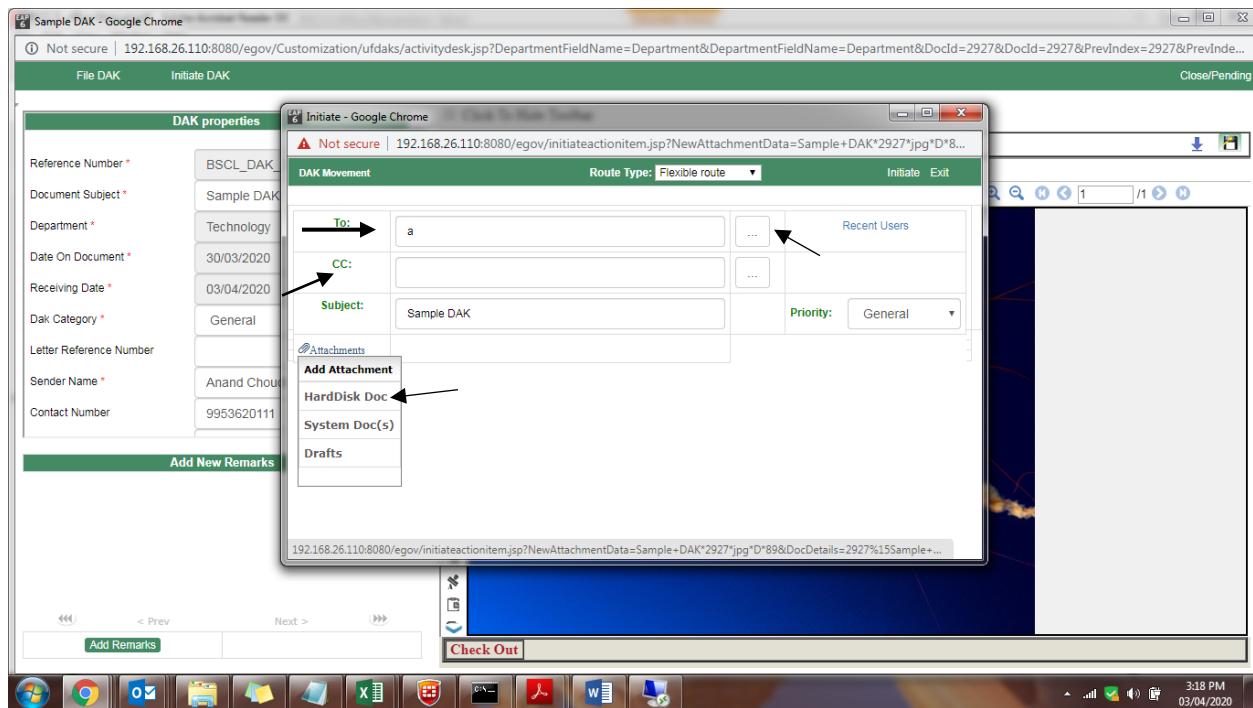
Clicking on any registered DAK will open the below screen.

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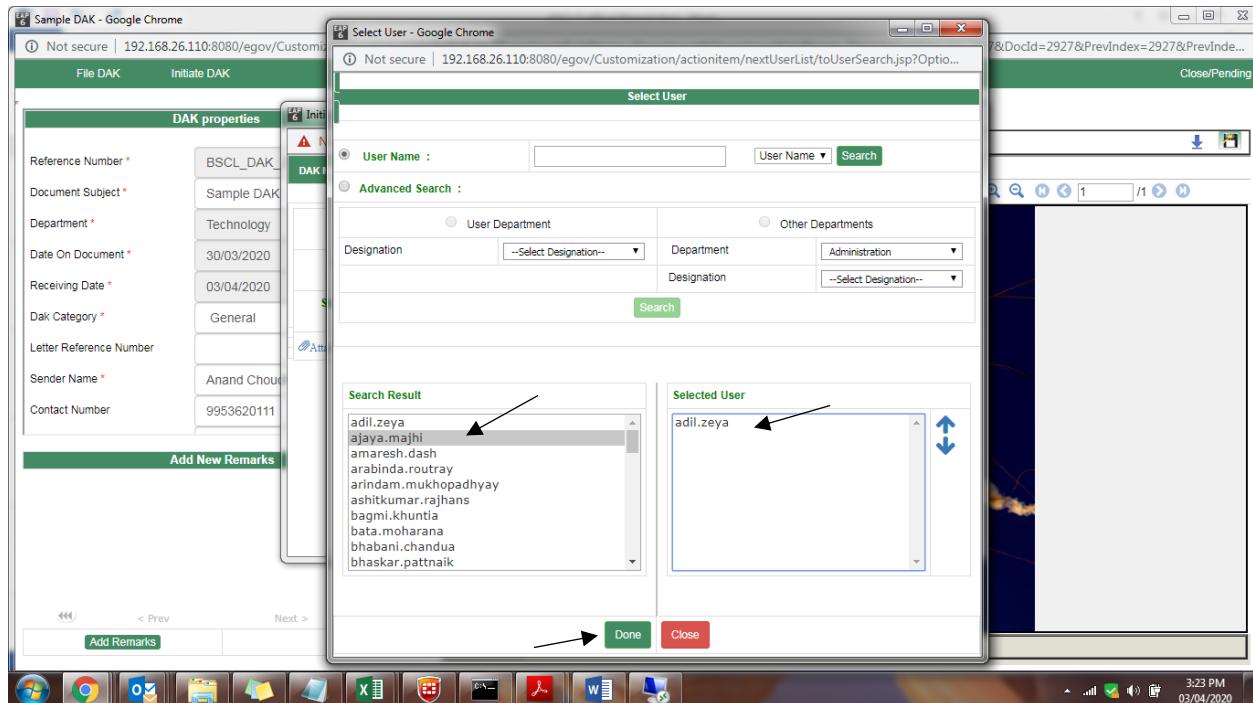


1. Click “Add Remark” to write a remark. User can input his remark in the text box which appears after clicking new. After writing the remark, click on “Save” to save the remark.
2. User can download the document by clicking on Download button as shown in image above.
3. Click on “Close” to close the DAK.
4. Click on “Initiate DAK” to forward/initiate the DAK to other user. Below screen opens once you click on “Initiate DAK”.
5. User can type the name of the other user to whom this DAK needs to be forwarded. System filters based on the name typed in the box.
6. User can add additional document also while forwarding the DAK using “Attachment” option.
7. User can add other user name in “CC” who needs to be informed about the DAK.
8. After selection of User, Click “Initiate” to move the DAK.

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The “...” will open the advance search where user can search other user based on department, designation, first name etc. (as shown below). Double click on search result to make it a “Selected User” and click “Done”. This “...” option is present for both “To” and “CC”.

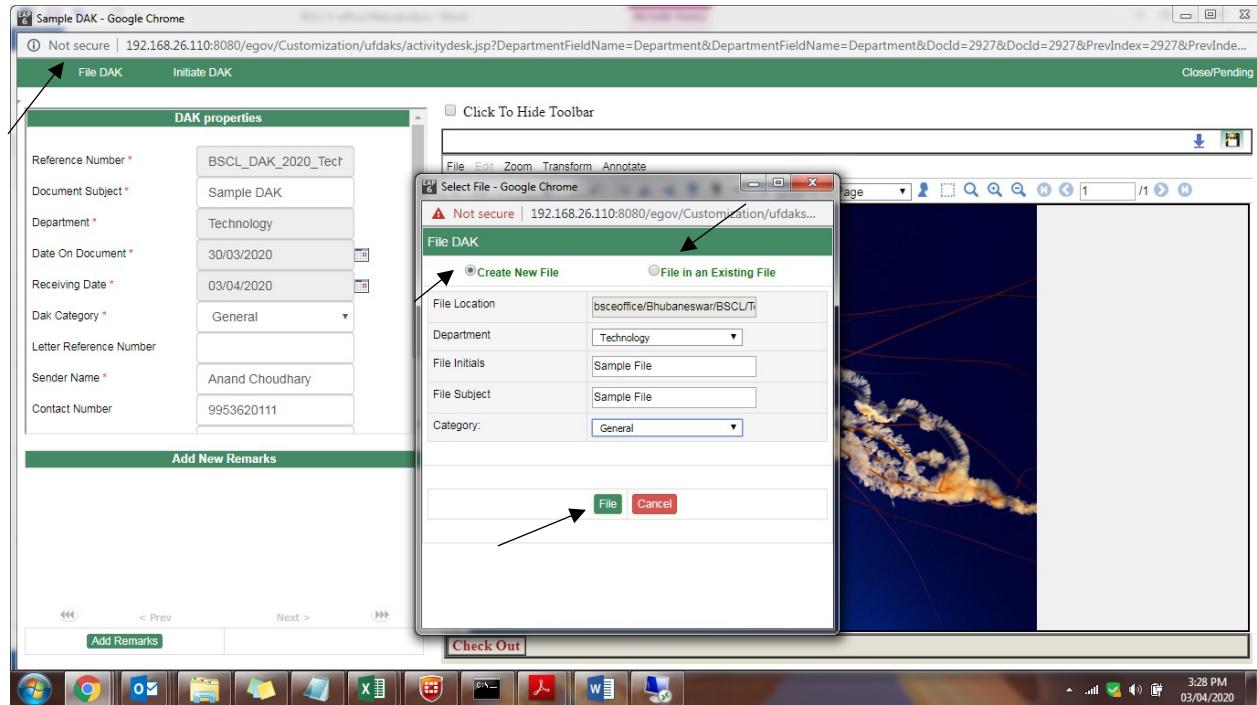


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3.3 File a DAK

DAK can be filed after registration using “File DAK” or through “Complete DAK”.

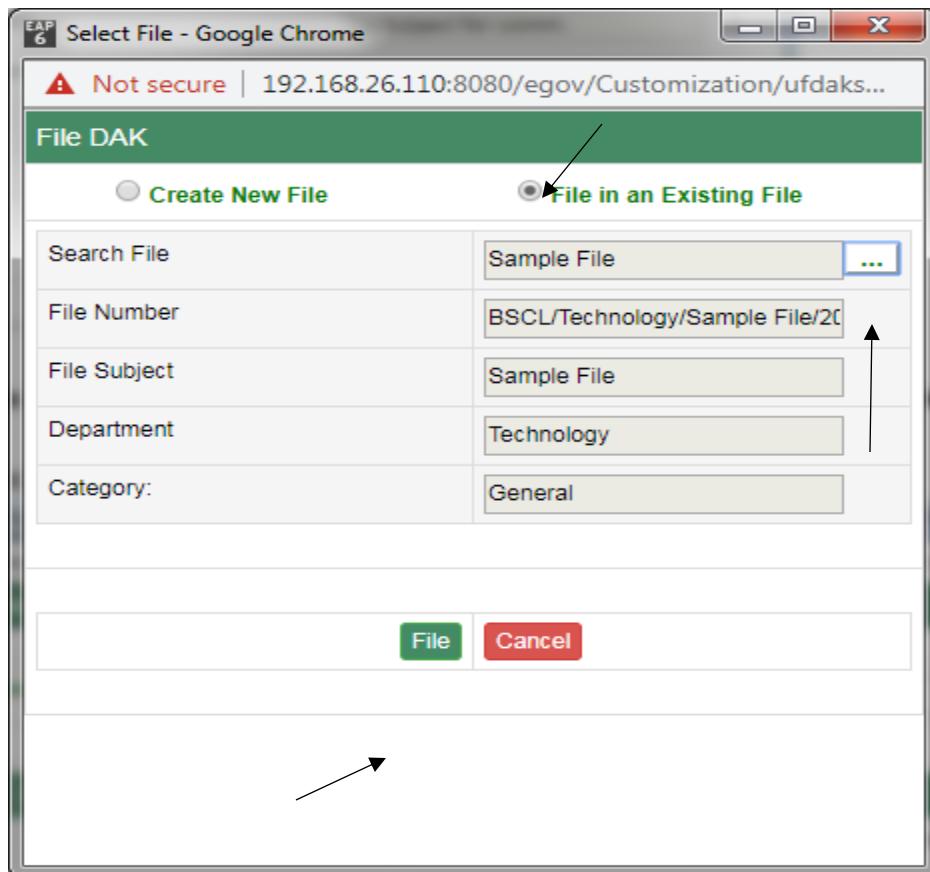
User can either create a new File by filling all the details or file the DAK in an existing file as shown below.



For new File, click on “Create New File” and fill the required details – Department, File Initials, and File Subject. Post filling the details click “File”.



To file the DAK in an existing file, click on “File in an existing File” and click on “...”. A window will open to search the file. Search and select the file. Finally click “File”.



Please note: If no parameter is given and clicked on search, the system will list all the files user has access to.

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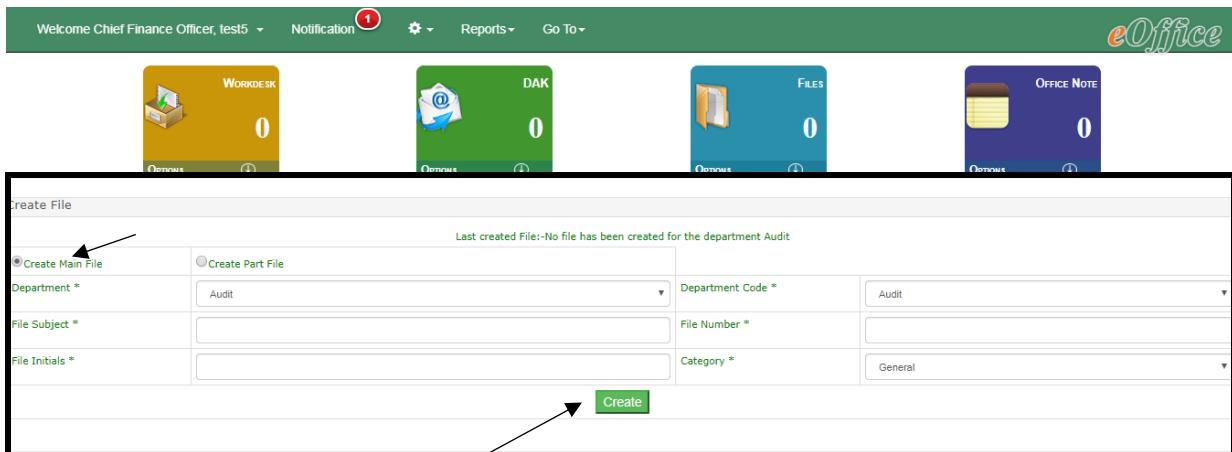
To file a DAK by "Complete DAK", follow the below steps.

1. Click on "Complete DAK".
2. Click on "Select File".
3. Click on "File in an existing File".
4. Click on " ".
5. Search the file either by File number or File subject and Click "Search". If no parameter is given and clicked on search, the system will list all the files user has access to.
6. Click on "Radio button" beside the File Number.
7. Click "Done".
8. Click "Done" again.
9. Click "Send" and DAK will be filed.

4. File Creation & Movement

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4.1 Create Main File



Welcome Chief Finance Officer, test5 ▾ Notification 1

WORKDESK DAK FILES OFFICE NOTE

Create File

Last created File:-No file has been created for the department Audit

Create Main File Create Part File

Department * Audit Department Code * Audit

File Subject * File Number *

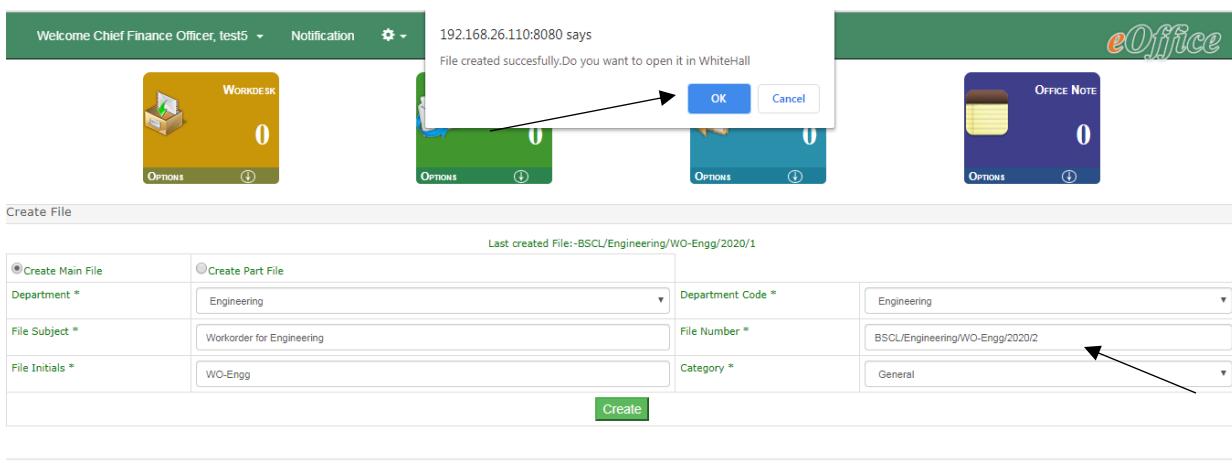
File Initials * Category *

General

Create

On Click of “Create” file gets created with the File Number (system generated) and system provides user the option of opening the file. The File Number is in the Format – **BSCL/Department Name/File Initial/Year/Serial No**

Example of File Number shown below for Engineering - BSCL/Engineering/WO-Engg/2018/5
Where “WO-Engg” is the File Initial and Department is “Engineering” with Year as “2018” and Serial No is “5”



Welcome Chief Finance Officer, test5 ▾ Notification

WORKDESK DAK FILES OFFICE NOTE

192.168.26.110:8080 says
File created successfully. Do you want to open it in WhiteHall

OK Cancel

Create File

Last created File:-BSCL/Engineering/WO-Engg/2020/1

Create Main File Create Part File

Department * Engineering Department Code * Engineering

File Subject * Workorder for Engineering File Number * BSCL/Engineering/WO-Engg/2020/2

File Initials * WO-Engg Category *

General

Create

A blank file is created with 3 tabs

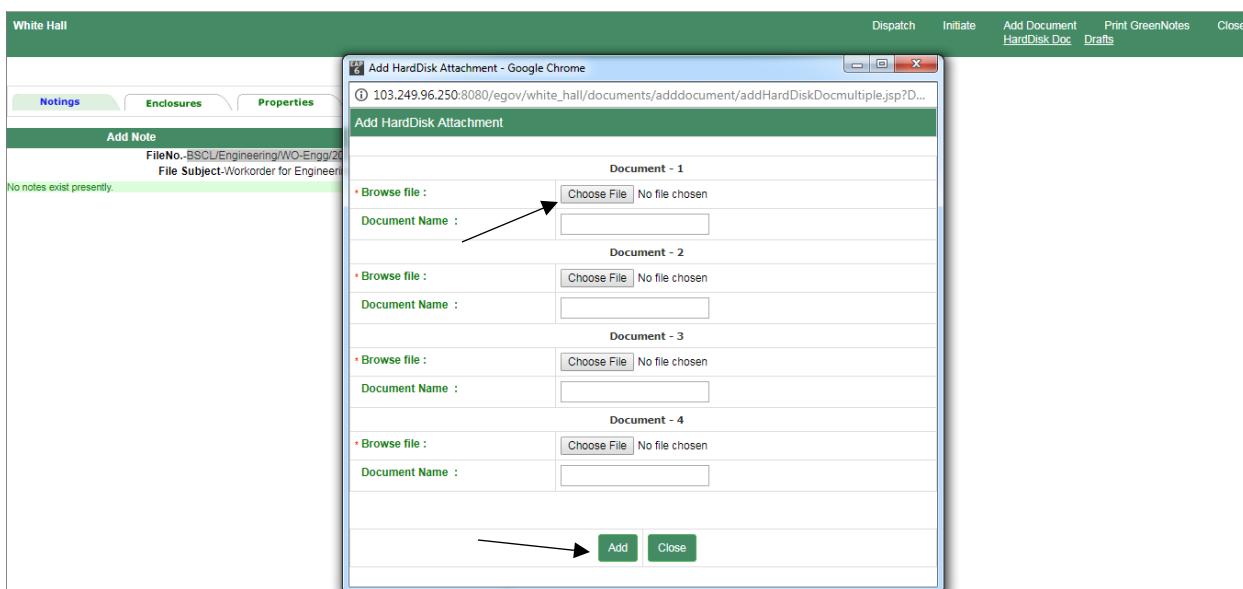
- a. **Notings** – All the noteheets are present under this tab. User can add a new note and view all the previously added notesheets.
- b. **Enclosures** – All the correspondences and document will be displayed under this tab.
- c. **Properties** – This tab displays the File information.

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User can add document to the file by clicking “Add Document” and click on “HardDisk Doc”



A popup opens where user can add the document to be attached to the file and click “Add”.



The attached document will become part of enclosures. Click on radio button, as shown below, to view the document on the right side on the document viewer.

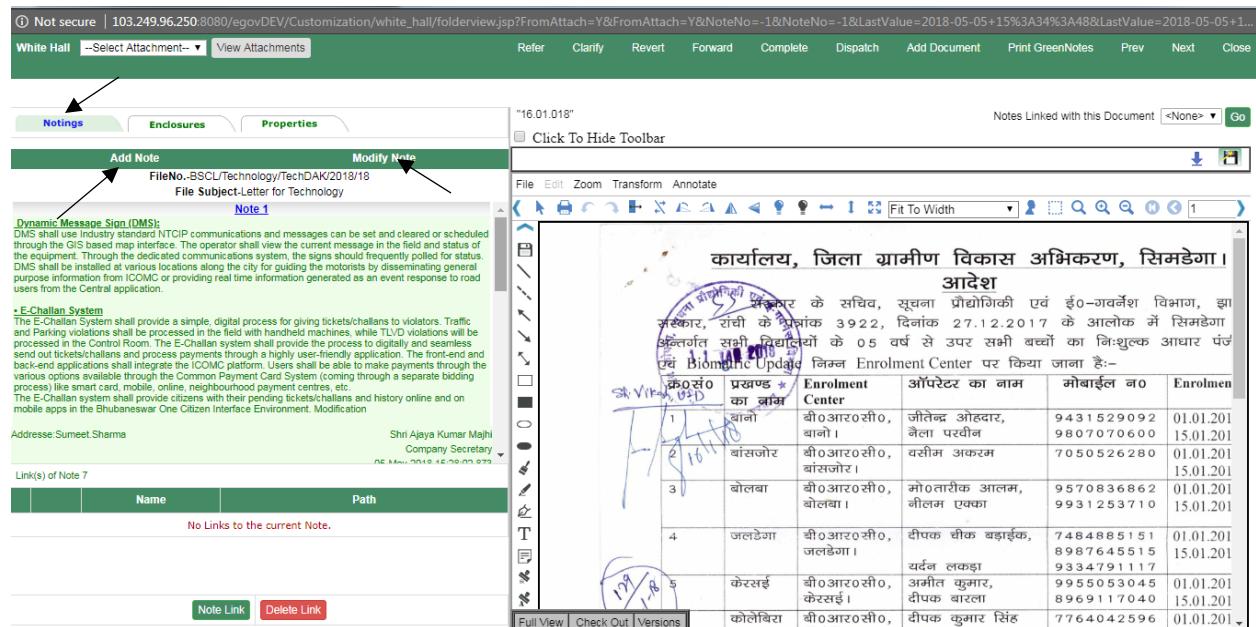
Sr. No.	प्रयोग का वार्ता	Enrolment Center	ऑपरेटर का नाम	मोबाइल नं	Enrolmen
1	बालबा	बी०आर०सी०,	जीतेन्द्र ओहूदार, बालबा।	9 431 529 092 9 807 070 600	01.01.201 15.01.201
2	बासजोर	बी०आर०सी०,	वर्षीम अकर्म बासजोर।	7 050 526 280	01.01.201 15.01.201
3	बालबा	बी०आर०सी०, बालबा।	मो०तारीक आलम, बीलम एवका	9 570 836 862 9 931 253 710	01.01.201 15.01.201
4	जलडेगा	बी०आर०सी०,	दीपक सीक बडाईक,	7 484 885 151	01.01.201

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To add a NoteSheet in a file, follow the following steps

1. Click on “Notings” tab.
2. Click on “Add Note” to add a new note or “Modify Note” to modify an earlier created note.

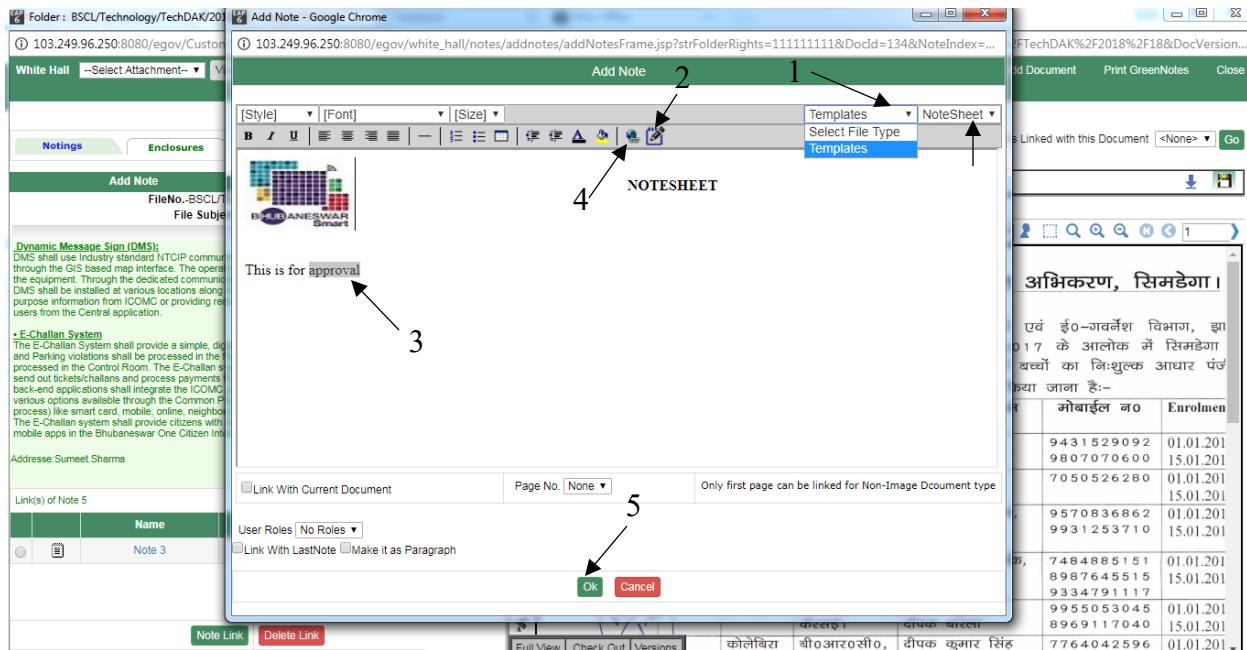
Please note – “Modify Note” will only modify the current note which was added by the user and the file is not forwarded to next user after adding the note.



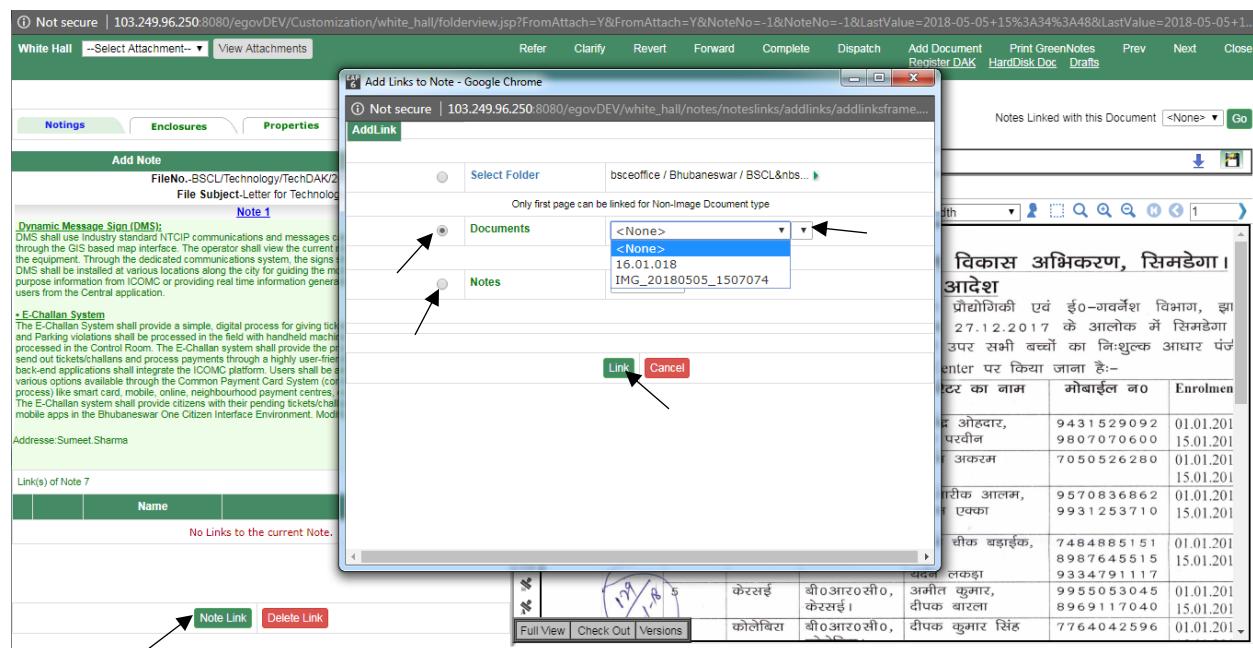
“Add Note” or “Modify Note” will open the editor. Follow the steps to add or modify the note.

1. Select the “Templates” and then select “NoteSheet”.
2. Click on “Edit Mode” icon and place the cursor on editor to type the noting.
3. If a document need to be hyperlinked, select the text.
4. Click on Hyperlink button to link the document to that particular text. The user can only link the document which is being added to the document.
5. After completing the noting, click on “Ok”

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To Link a note to a particular document or a previous note, click on “Note Link”. Select the “Documents” or “Notes” to link. The dropdown in front of them will list the documents or notes. Select it and click “Link”.



4.2 Create Part File

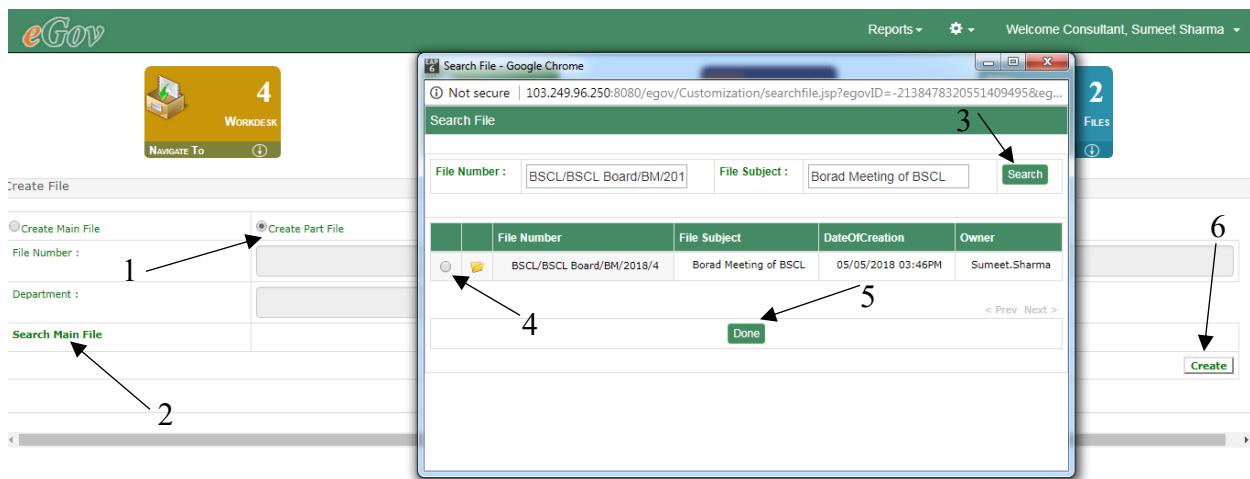
To create a part file, follow these steps

1. Click on “Create Part File”.

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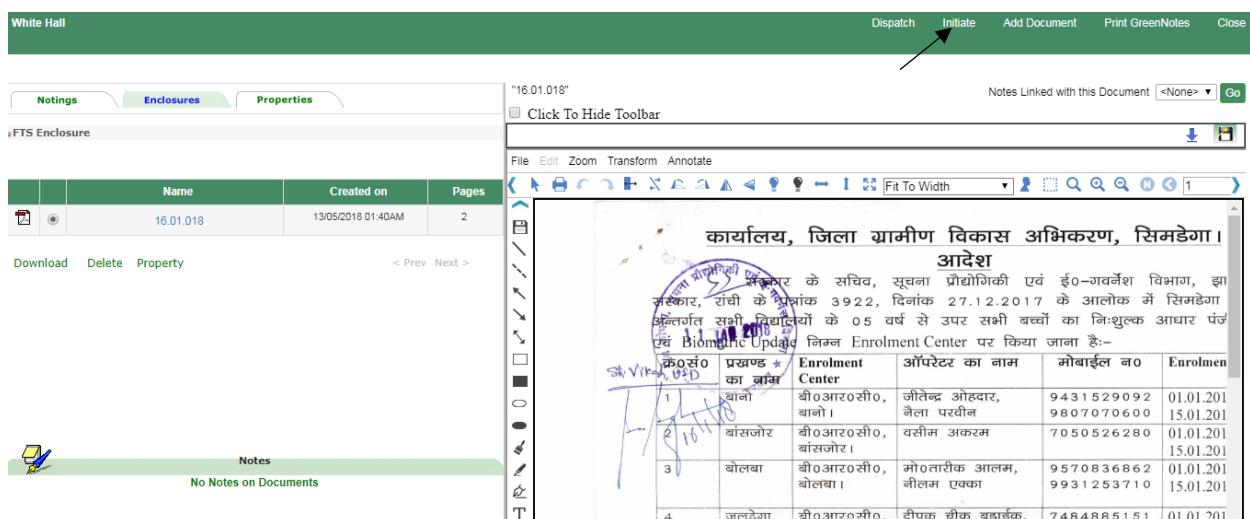
2. Click on “Search main File”.
3. A window will open. Search the Main file and click “Search”.
4. Click on Radio button beside the File Number.
5. Click “Done”
6. And finally click “Create”.

The part file of the main file will be created.



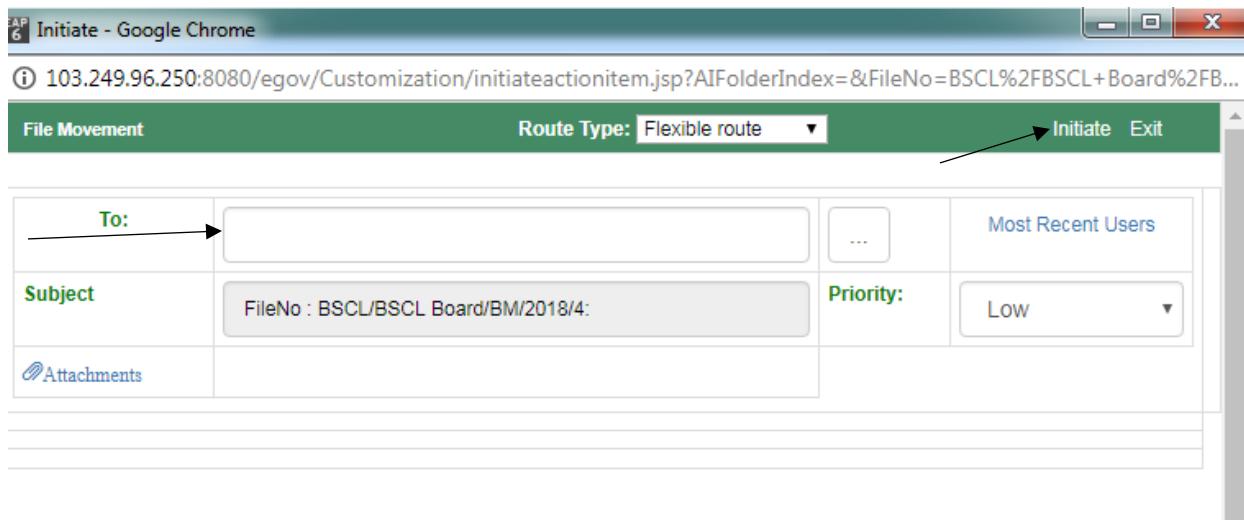
4.3 Initiating the File

Click on “Initiate” to start the movement of the file.



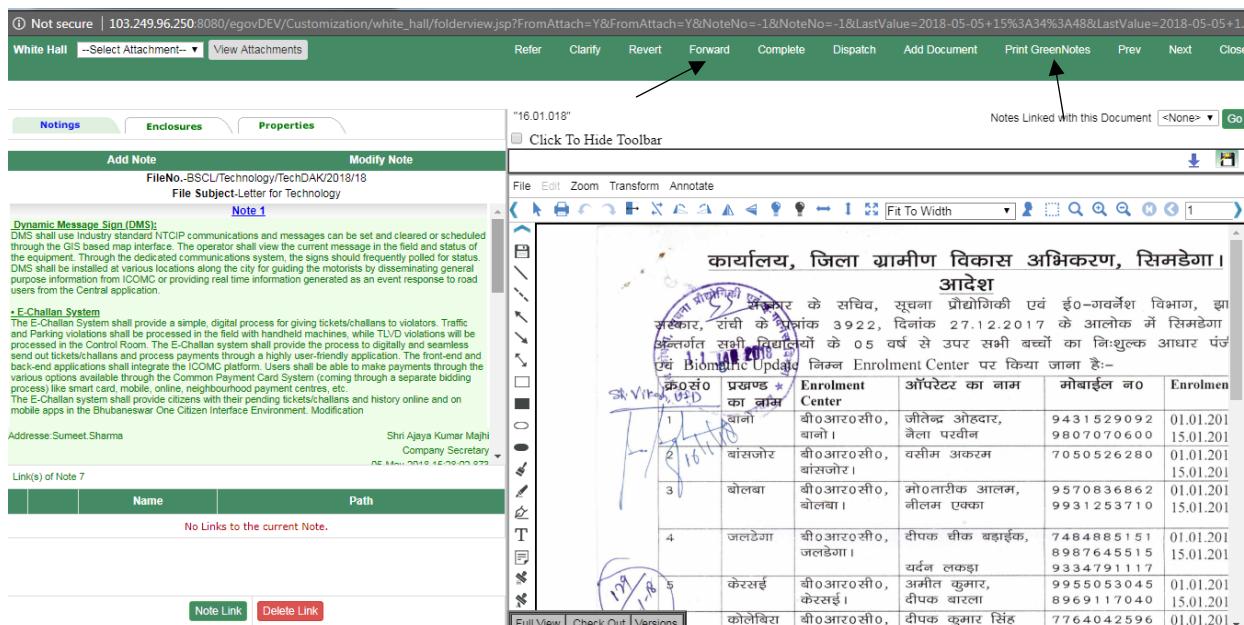
A window will open where user needs to select the user to whom the file needs to be initiated. After selecting the user, click on “Initiate”.

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4.4 Forwarding the File

To “forward” the file, click on “forward” and same screen as initiate the file will be opened. User needs to select the other user to whom the file needs to be send.



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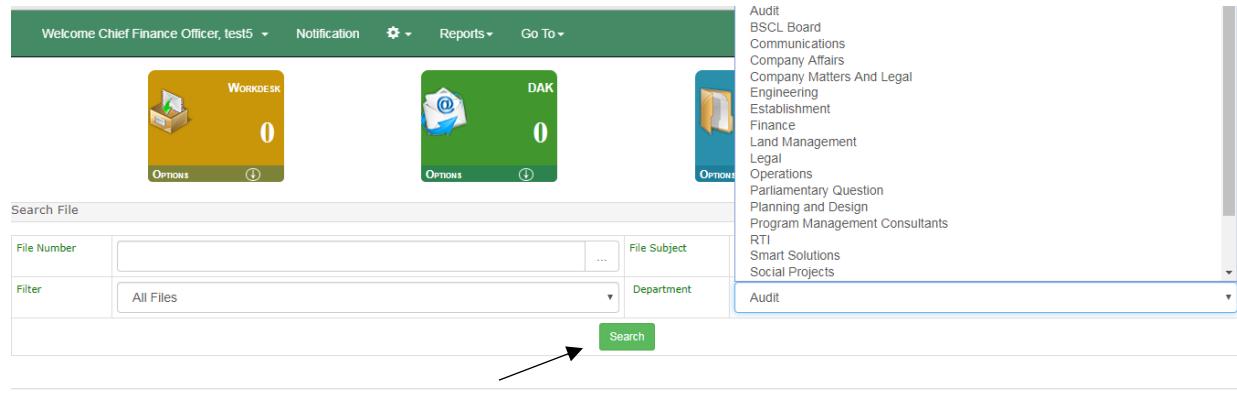
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Apart from “Forward”, user can do the following

- Revert – The earlier user who sent the file to current user will be send back the file.
- Clarify – The users who have made action on file earlier will be shown to send back the file.
- Refer – The user can refer the file to other user.
- Print Green Notes – user can print all the Notesheet or selected Notesheet for printing.

4.5 Search File

Click on “Search File” under “Options” of “Files”. Enter the search information to search a file and click on “Search”



The searched file will be listed as shown below. Click on the radio button beside the File and click on “File operation to view the “Movement Slip” of the file. Movement slip will display the where the file has been moved and current status of the file.

	File Number	FileInitials	File Subject	Department	Creation Date	Owner
<input checked="" type="radio"/>	BSCL/Technology/Sample File/2020/1	Sample File	Sample File	Technology	2020-04-03 02:58:42	test5

< Prev Next >

4.6 File Register

Click on “File Register” under “Options” of “Files”. It will list all the files on which user has the rights. The Files folder with a mark on the folder are the files which are in process with other user. The user can view the file but cannot make any action on it.

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The screenshot shows the e-Office dashboard. At the top, there are four main modules: WORKDESK (yellow), DAK (green), FILES (blue), and OFFICE NOTE (purple). The FILES module has a red notification badge with the number '1'. Below the modules is a table titled 'File Register' with columns: File Number, File Initials, File Subject, Department, Creation Date, and Owner. Three rows of data are listed:

	File Number	File Initials	File Subject	Department	Creation Date	Owner
1	BSCL/Engineering/WO-Engg/2020/1	WO-Engg	Workorder for Engineering	Engineering	2020-04-03 03:21:08	test5
2	BSCL/Engineering/WO-Engg/2020/2	WO-Engg	Workorder for Engineering	Engineering	2020-04-03 03:21:51	test5
3	BSCL/Technology/Sample File/2020/1	Sample File	Sample File	Technology	2020-04-03 02:58:42	test5

At the bottom left are navigation buttons: < Prev and Next >.

5. Office Note Creation & Movement

5.1 Office Note/Letter Creation

To create an Office Note/Letter, click on “Create New” under Office Note.

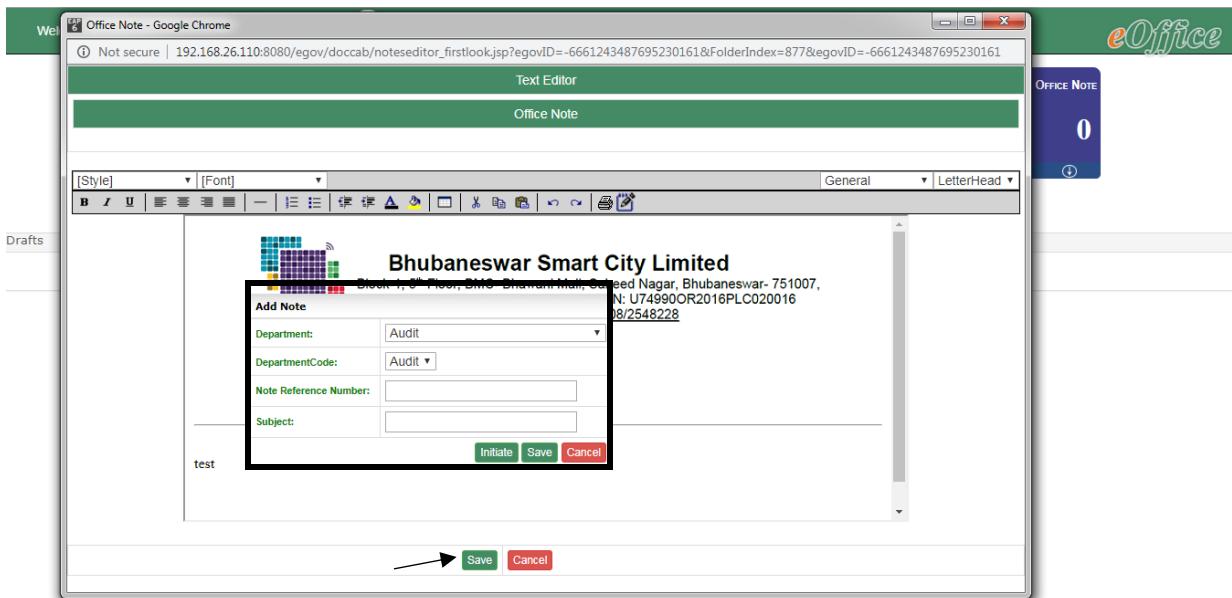
The screenshot shows the e-Office dashboard with the OFFICE NOTE module open. A black arrow points to the 'CREATE NEW' option in the dropdown menu. Below the module, a message says 'There are no items in this View.'

A rich text editor window opens where user can create the office note/letter.

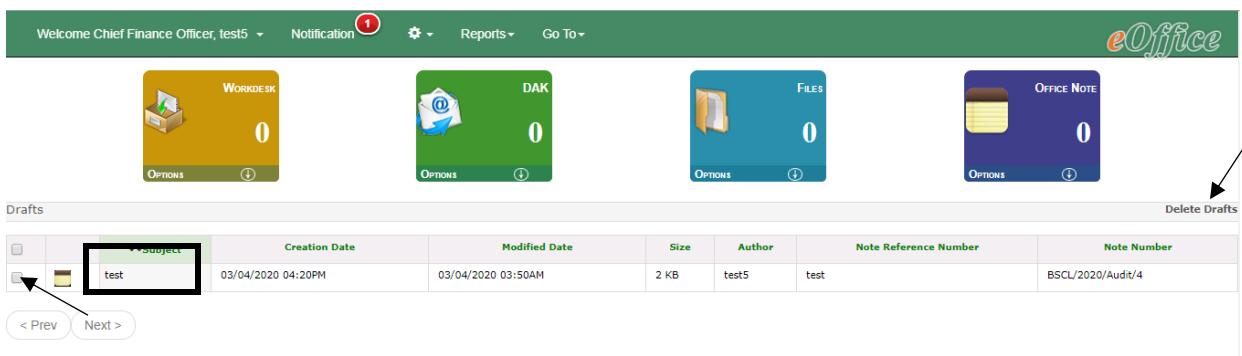
Click on the dropdown and select “General”. Now select the “LetterHead”. User can create the letter in editor

The screenshot shows a rich text editor window titled 'Office Note - Google Chrome'. The editor has a toolbar at the top with style and font options. A black arrow points to the 'General' dropdown in the toolbar. Another black arrow points to the 'Letter Head' dropdown. The main content area contains the logo of 'Bhubaneswar Smart City Limited' and its address: Block-1, 5th Floor, BMC- Bhawani Mall, Saheed Nagar, Bhubaneswar- 751007, E-mail Id:bbsr.bsc@gmail.com, CIN: U74990OR2016PLC020016 Ph. No.: 2548408/2548228. At the bottom, there are 'Save' and 'Cancel' buttons.

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The Office Note/Letter will be in “Drafts” of “Office Note” section. User can delete the drafted Office note by clicking on checkbox beside the office note and click “Delete Drafts”.

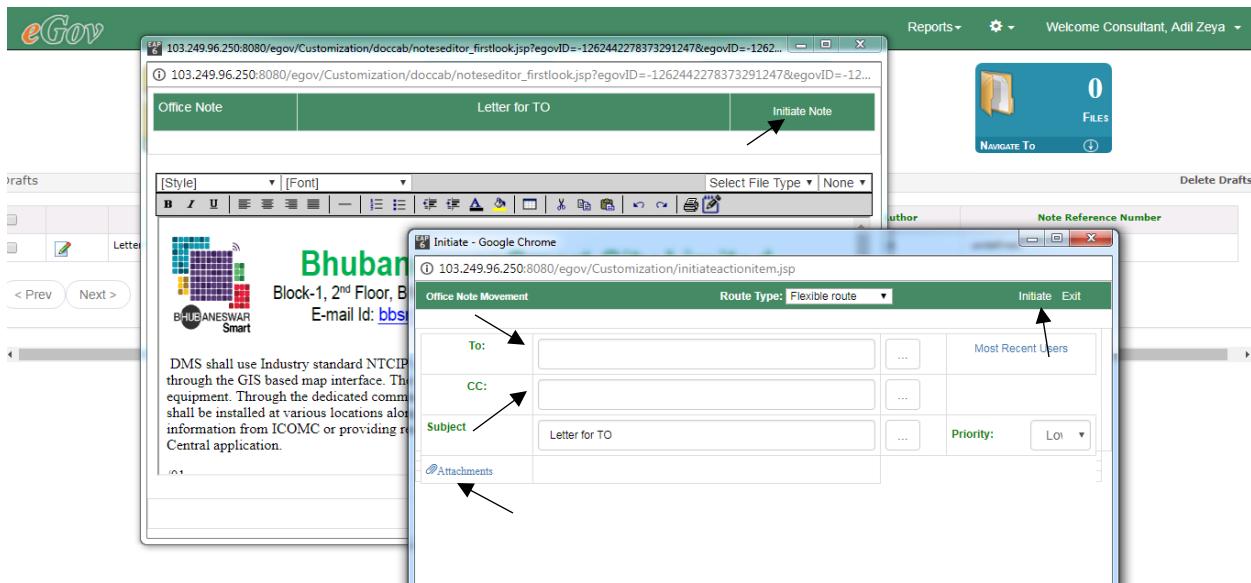


5.2 Initiate Office Note/Letter

For initiating the Office Note/Letter, open the saved office note and click on “Initiate”. The process of initiating is same as DAK initiating.

Select the user to whom the Office Note/Letter needs to be sent.

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5.3 Forward Office Note/Letter

Before forwarding the Office Note/Letter, user needs to add comments to it. If user needs to modify the office note/letter, then click “Edit Template” and make the changes and click “Save”. Once user completes its action, Click on “Forward Note”. The process of forward note is similar to DAK movement.

The User having the approval rights will have “Approve” button enabled. Once that user clicks on “Approve” button, the letter will have “Approved” marked in bold with the letter.

User can also perform the following if he has the following rights

1. Approve
2. Undo Approve
3. Reject
4. Undo Reject.

Apart from “Forward”, user can do the following

- a. Revert – The earlier user who sent the office note/letter to current user will be send back the office note/letter.
- b. Clarify – The users who have made action on file earlier will be shown to send back the office note/letter.
- c. Refer Note– The user can refer the office note/letter to other user.

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Note/Decision Name : Traffic

Note/Decision Content

Bhubaneswar Smart City Limited
Block-1, 2nd Floor, BMC- Bhawani Mall, Saheed Nagar, Bhubaneswar- 751007,
E-mail Id: bbsr.bsc@gmail.com | CIN: U74990OR2016PLC020016

To-CEO,Kishan kumar
sub-Regarding traffic
all explanation

Comments Added By :biswakalyan.nayak at Tue May 08 16:27:26 IST 2018

forward

Comments Added By :adil.zeya at Sat May 12 22:22:52 IST 2018

Add Comments Edit Template Approve Undo Approve Reject Undo Reject

Print

User can also print this office Note/Letter by clicking on “print” as shown above.

5.4 Complete Office Note/Letter

To Complete Office Note/Letter, click on “Complete Note”. A window will open where user needs to “Select File”. After selecting the file, click on “Send” button. The Office Note/Letter will be become the part of “Enclosure” of the file.

Note/Decision Name :

Note/Decision Content

Bhubane
Block-1, 2nd Floor, BMC
E-mail Id: bbsr.bsc@gmail.com

To-CEO,Kishan kumar
sub-Regarding traffic
all explanation

Comments Added By :biswakalyan.nayak at Tue May 08 16:27:26 IST 2018

forward

Comments Added By :adil.zeya at Sat May 12 22:22:52 IST 2018

File Note Select File

Tracksheet

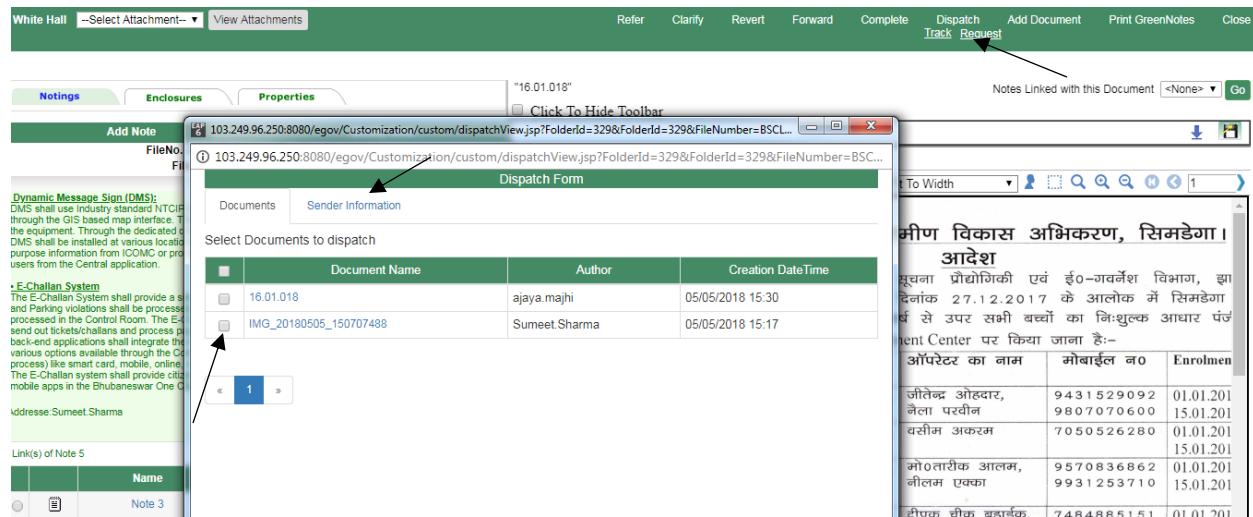
Date	Time	Action	From Whom	To Whom
2018-05-08	16:27:26	Initiate	biswakalyan.nayak	adil.zeya
2018-05-12	22:23:08	Forward	adil.zeya	Sumeet.Sharma

Add Comments Edit Template Approve Undo Approve Reject Undo Reject

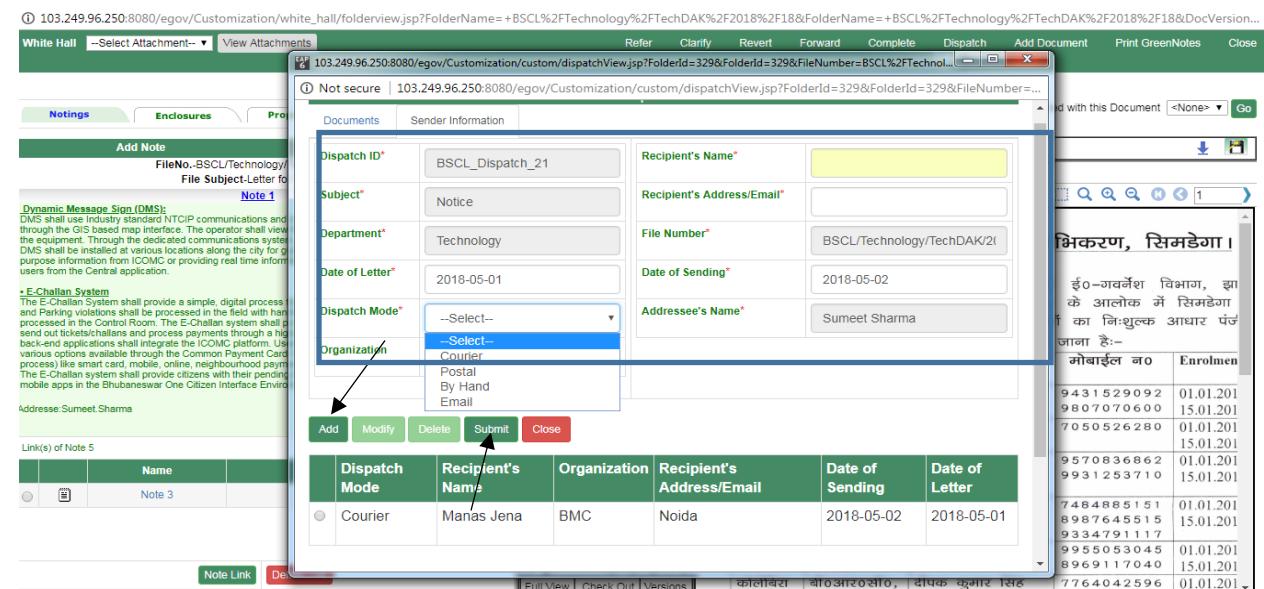
6. Dispatch Request and Tracking

6.1 Dispatch Request

Dispatching a document can only be done through File. Open a file from which a document needs to be dispatched. Click on “Request” under “Dispatch”.



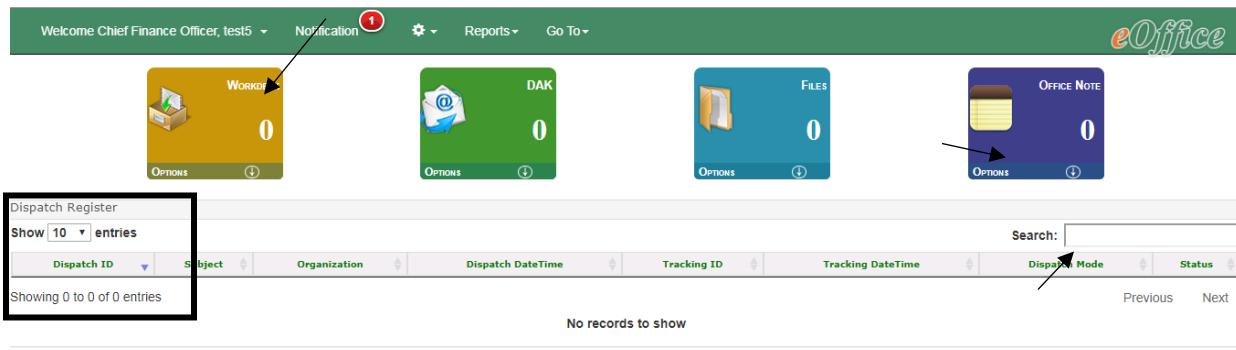
Select the document which needs to be dispatched. Multiple documents can be selected for dispatch. After selecting the document, click on “Sender Information” to fill in the sender details. U



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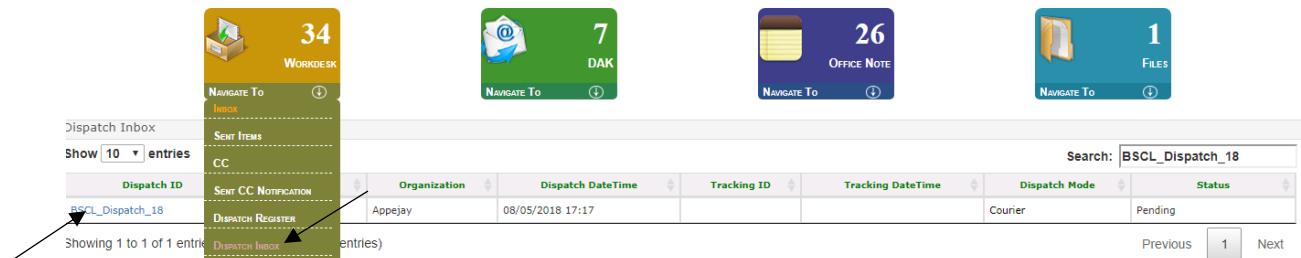
6.2 Dispatch Register

User can track the Dispatch request from “Dispatch Register”. It is under “Options” of “Workdesk”. Dispatch register lists all the request of dispatch made by the user with their status. User can click on dispatch No. to view the request or enter the dispatch no in “Search” bar to search and view it.

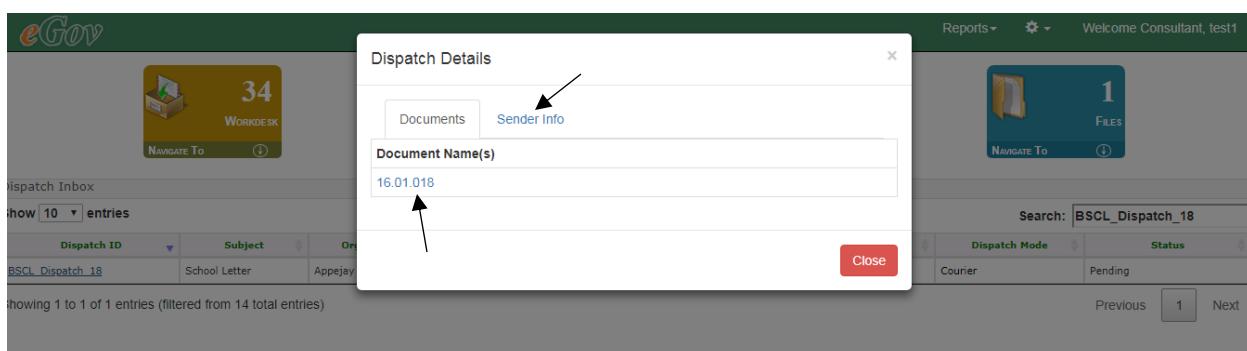


6.3 Dispatch Inbox

User incharge of Dispatch will have a “Dispatch Inbox” in “Options” of Workdesk. All the dispatch to be made will be listed under this option.



User to click on distich ID to open the request. Click on the document to view and download the document. Now click on “Sender Information”. User to click “Acknowledge” first and after that user can update the status of the dispatch request.



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The screenshot shows two panels of the e-Office application. The left panel displays the Dispatch Details for a specific entry:

Organization	Courier
Dispatch Date	Appejay
Addressee's Name	Sumeet Sharma
Recipient Name	Ankit Bhasin
Recipient's Address/Email	Noida
Subject	School Letter
Department	Technology
File Number	BSCL/Technology/TechDAK/2018/18
Date of Sending	2018-05-08
Date of Letter	2018-05-08
Courier No.	
Courier Date	
Status	Acknowledge

The right panel shows the Dispatch List with one entry:

Dispatch Mode	Status
Courier	Pending

A green arrow points from the "Acknowledge" button in the Dispatch Details panel to the "Status" column in the Dispatch List panel.

After “Acknowledge”, Dispatch user can update the status of the dispatch by providing the details.

The screenshot shows the same two panels as the previous one. The left panel displays the Dispatch Details, and the right panel shows the Dispatch List. A blue box highlights the "Status" row in the Dispatch Details table, which is currently set to "Acknowledged". A dropdown menu is open over the "Status" field, showing the following options:

- Select-
- To Be Dispatched
- Dispatched
- Complete