

Global PSP Project for Indian Embassies and Consulates

Quick Guide – Receive/Reconcile CPPF Passport Consignment screen

User Login

1. Visit Global PSP Office Portal (<https://embassy.passportindia.gov.in>)
2. Enter User ID
3. Press Submit button



Global Passport Seva at Indian Embassies and Consulates

Consular, Passport & Visa Division

Ministry of External Affairs, Government of India

सत्यमेव जयते



User Login

Enter the details to Login

Fields marked with asterisk(*) are mandatory.



User ID*

MISREC5



Submit

User Login (continued..)

1. Choose User Role as 'ReceiptAssistant' for login from the drop down menu
2. Press the Submit button displayed below the chosen User Role



The image shows two web forms. The top form, titled 'User Login', has a header bar with the title. Below it, the text 'Enter the details to Login' is displayed. A red note states 'Fields marked with asterisk(*) are mandatory.' The form contains a key icon, a label 'User ID*', a text input field with the value 'MISREC5', and a blue 'Submit' button. The bottom form, titled 'User Role', has a header bar with the title. Below it, the text 'Please Select Role' is displayed. The form contains a label 'User Role*', a dropdown menu with the value 'ReceiptAssistant' and a downward arrow, and a blue 'Submit' button.

| User Login | |
|---|------------------|
| Enter the details to Login | |
| Fields marked with asterisk(*) are mandatory. | |
|  | User ID* MISREC5 |
| Submit | |

| User Role | |
|--------------------|--------------------|
| Please Select Role | |
| User Role* | ReceiptAssistant ▼ |
| Submit | |

User Login (continued..)

1. Enter the Password
2. Check your User Grid and enter the values for the three alphabets displayed on the screen
3. Enter the characters displayed in the CAPTCHA image
4. Press Submit button



The image shows a web form titled "User Login". It contains several input fields and buttons. The "User ID" field is filled with "MISRECS". The "Password" field is masked with dots. Below the password field, there is a section titled "Please Enter the Values *" with instructions: "For each coordinate listed below, find the value on the grid". It shows a 3x3 grid with letters G, I, F in the first row and dots in the second and third rows. Below this, there is a section titled "Please enter the characters*" with instructions: "Characters are case sensitive". It shows a CAPTCHA image with the text "3TNLBG". Below the CAPTCHA, there is a text input field containing "3TNLBG" and a "Change the picture displayed" link. At the bottom, there is a "Submit" button and two links: "Unlock Account" and "Forgot Login Password".

| User Login | |
|--------------------------------|--|
| Enter Password to Login | |
| User ID* | MISRECS |
| Password* | ***** |
| Please Enter the Values * | For each coordinate listed below, find the value on the grid |
| | G I F |
| | |
| Please enter the characters* | Characters are case sensitive |
| | 3TNLBG |
| | Change the picture displayed |
| | 3TNLBG |
| Submit | |
| Unlock Account | Forgot Login Password |

Receive/Reconcile CPPF Passport Consignment screen

- **Enter Tracking Number** (*of the consignment dispatched from CPPF and received at the Mission/Post*) and press **Search Details** button.
- **Press Next button**

Scan and Upload Documents
Receive/Reconcile CPPF Passport Consignment - Receive/Reconcile CPPF Passport Consignment

Enter Tracking Number

[Search Details](#)

Scan and Upload Documents
Receive/Reconcile CPPF Passport Consignment - Receive/Reconcile CPPF Passport Consignment

Enter Tracking Number

[Search Details](#)

Summary of CPPF Passport Consignment

| Tracking No. | Date of Dispatch(IST) | Total Passports | Postal Delivery Type |
|--------------|-----------------------|-----------------|----------------------------|
| 1234098765 | 10-10-2018 16:10:260 | 2 | International Post/Courier |

[Next](#)

Receive/Reconcile CPPF Passport Consignment *(continued..)*

- Select status of reconciliation as 'Reconciled Successfully' (if all booklets, as displayed on the screen are available in the consignment and are in good physical condition) or 'Reconciled with Error' as applicable for the case
- Enter Remarks and press 'Receive and Store' button. The passports would now be marked as Stored in Safe Custody
- The Safe Custody Assistant role users can retrieve the passports from Safe Custody for the purpose of issuance to the applicant

Scan and Upload Documents

Receive/Reconcile CPPF Passport Consignment -

Receive/Reconcile CPPF Passport Consignment

Enter Tracking Number

1234098765

Search Details

Summary of CPPF Passport Consignment

| Tracking No. | Date of Dispatch(IST) | Total Passports | Postal Delivery Type |
|--------------|-----------------------|-----------------|----------------------------|
| 1234098765 | 10-10-2018 16:10:260 | 2 | International Post/Courier |

Next

2 items found, displaying all items.1

| Sr. No. | Mission/Post | Passport Issue Date | Passport Number | File No. | Applicant Name |
|---------|---------------|---------------------|-----------------|-----------------|---------------------|
| 1 | Italy - Milan | 15-09-2018 | B1123553 | UK1079000054018 | CHANDAN KUMAR SUMAN |
| 2 | Italy - Milan | 01-10-2018 | B1123498 | IT1069000073818 | KANAK GUPTA |

Status of Reconciliation of Displayed List
with Physically Received Passport
Booklets: *

☒ Reconciled Successfully ☐ Reconciled with Error

Remarks *

RECONCILED SUCCESSFULLY|

427

Characters Remaining

Receive and Store

Review Safe Custody Transactions

- Login using SafeCustodyAssistant/equivalent role
- Click on Review Safe Custody Transactions link
- Enter Passport Number (*i.e. stored in safe custody after reconciliation*)
- Press Search button to view details

[Search Application](#)
[Change Address/Initiate PV Request](#)
[Review Cancellation List](#)
[Change Delivery Mode](#)
[Change Applicant Details](#)
[Review Safe Custody Transactions](#) ▾
[Log Inward Communication](#)
[Close Pending Files](#)

Retrieve From Safe Custody

Passport Number

B1123553

×

Search

[View Safe Custody records](#)

[Store In Safe Custody](#)

[Search Application](#)
[Change Address/Initiate PV Request](#)
[Review Cancellation List](#)
[Change Delivery Mode](#)
[Change Applicant Details](#)
[Review Safe Custody Transactions](#) ▾
[Log Inward Communication](#)
[Close Pending Files](#)

Retrieve From Safe Custody

Passport Number

B1123553

×

Search

[View Safe Custody records](#)

[Store In Safe Custody](#)

Officials Action

| | | | |
|----------------------|---|---------------------|-------------|
| Applicant Name | CHANDAN KUMAR SUMAN | | |
| File Number | UK1079000054018 | Passport Number | B1123553 |
| Place Of Issue | Milan | Date Of Issue | 15/09/2018 |
| Travel Document Type | Ordinary | Safe Custody Number | S/IT1/43/18 |
| Storage Date | 10/10/2018 | Storage Reason | Others |
| Storage Remarks | (Reconciled Successfully) RECONCILED SUCCESSFULLY | | |
| Action Taken* | <div>▼</div> | | |
| Remarks* | <div></div> | | |

Retrieve

Review Safe Custody Transactions (continued...)

- Choose Action Taken as 'Send to Dispatch' or 'Send for Counter Delivery' (as per the applicable Passport Delivery Mode) if passport is to be issued to the applicant.

Note: Head-Consular (Role: MissionHead) users can change the Passport Delivery Mode using their 'Change Delivery Mode' screen

- Enter appropriate Remarks and press Retrieve button. The passport would now appear in Dispatch Assistant/Counter Delivery Assistant users' worklist as per the selection made under Action Taken column

[Search Application](#)
[Change Address/Initiate PV Request](#)
[Review Cancellation List](#)
[Change Delivery Mode](#)
[Change Applicant Details](#)
[Review Safe Custody Transactions](#) ▾
[Log Inward Communication](#)
[Close Pending Files](#)

Retrieve From Safe Custody

Passport Number

B1123553

Search

[View Safe Custody records](#)

[Store In Safe Custody](#)

Officials Action

| | | | |
|----------------------|---|---------------------|-------------|
| Applicant Name | CHANDAN KUMAR SUMAN | | |
| File Number | UK1079000054018 | Passport Number | B1123553 |
| Place Of Issue | Milan | Date Of Issue | 15/09/2018 |
| Travel Document Type | Ordinary | Safe Custody Number | S/IT1/43/18 |
| Storage Date | 10/10/2018 | Storage Reason | Others |
| Storage Remarks | (Reconciled Successfully) RECONCILED SUCCESSFULLY | | |
| Action Taken* | <div>Send to Dispatch ▾</div> | | |
| Remarks* | <div>SEND TO DISPATCH SECTION</div> | | |

Retrieve

**In case of additional information or clarification, please
contact Global PSP Support Team at**

Email : global.psp@tcs.com

Phone : +91-0120-672-9595/96

Mobile : +91-730-351-9595

Thank You
