

Steps for Bulk Shipping

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This document provides a step-by-step guide for processing bulk parcel shipments through the India Post Customer Self Service Portal. The process includes preparing parcels, registering as a bulk customer, uploading shipment details, generating labels, and completing the dispatch process.

Pre-Shipment Requirements

Before beginning the online bulk shipping process, ensure the following preparations are completed:

1. Prepare and Pack the Parcels

Ensure that all parcels are properly packed, sealed, and ready for shipment.

2. Verify Receiver Address Details

Make sure the receiver's address information is complete and accurate, including:

- Full Name
- House Number
- Street Name
- City
- State
- PIN Code
- Contact Number

3. Obtain Barcode Stickers (Tracking Labels)

Collect barcode stickers (tracking labels) from your nearest post office.

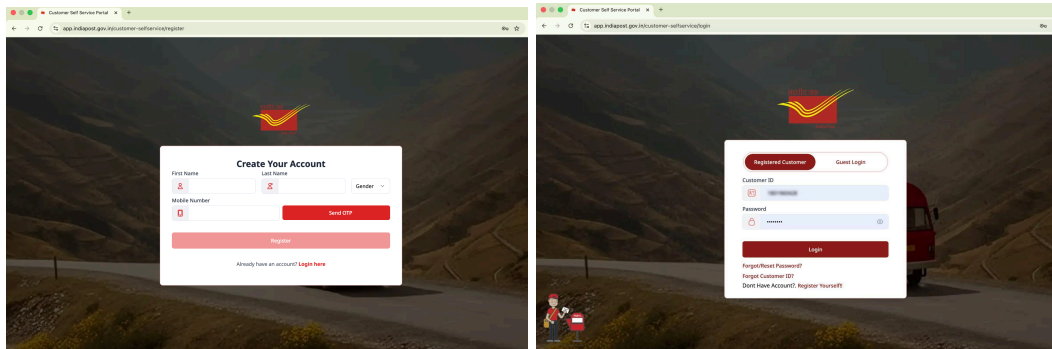
Please note:

- The barcode sticker depends on the type of postal service being used.
- i.e, India Post, Speed Post, Other postal categories

Bulk Shipping Online Process

Step 1: Create an Account or Log In

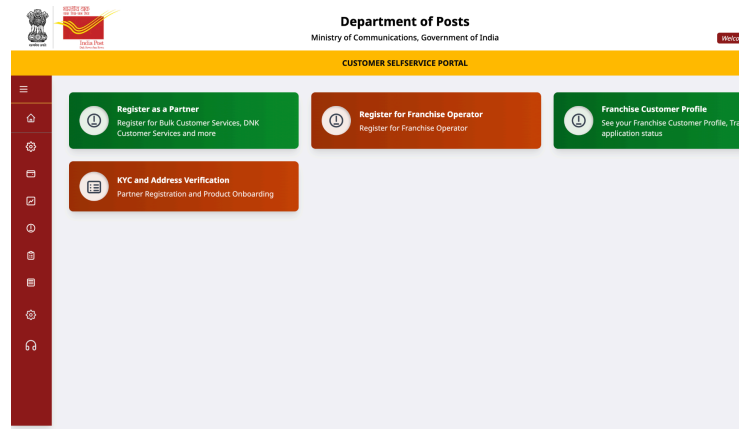
Create an account or log in to the India Post Customer Self Service Portal.



Step 2: Register as a Bulk Customer

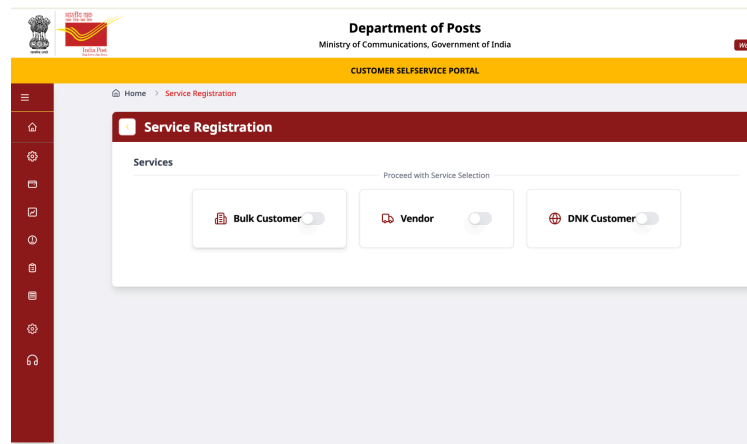
2.1 Go to “Register as a Partner”

Navigate to the registration section.



2.2 Select “Bulk Customer”

Choose the “Bulk Customer” option.



2.3 Fill in the Details and Register

Complete the registration form and submit it.

The screenshot shows the registration form on the Department of Posts Customer Selfservice Portal. The page header includes the Department of Posts logo and the text "Department of Posts, Ministry of Communications, Government of India". The main heading is "CUSTOMER SELFSERVICE PORTAL".

The form is divided into several sections:

- Services:** Three toggle switches are visible: "Bulk Customer" (checked), "Vendor" (unchecked), and "DNK Customer" (unchecked).
- Select Customer Type:** A dropdown menu is set to "Individual".
- E-KYC Details:** Two input fields are present: "Aadhaar Number" and "PAN Card Number". Each field has a "Validate" button next to it.
- Complete your E-KYC:** A section with two "Validate" buttons corresponding to the input fields above.
- Register:** A red button labeled "Register" is located at the bottom right of the form.

At the bottom of the page, there is a small footer: "Designed and Developed by CIPPT © Copyright Department of Posts".

Step 3: Verify Bulk Customer Status

Once registration is complete, your profile will display “Bulk Customer” alongside “Individual”.

The screenshot shows the profile page on the India Post Customer Selfservice Portal. The page header includes the Department of Posts logo and the text "Department of Posts, Ministry of Communications, Government of India". The main heading is "CUSTOMER SELFSERVICE PORTAL".

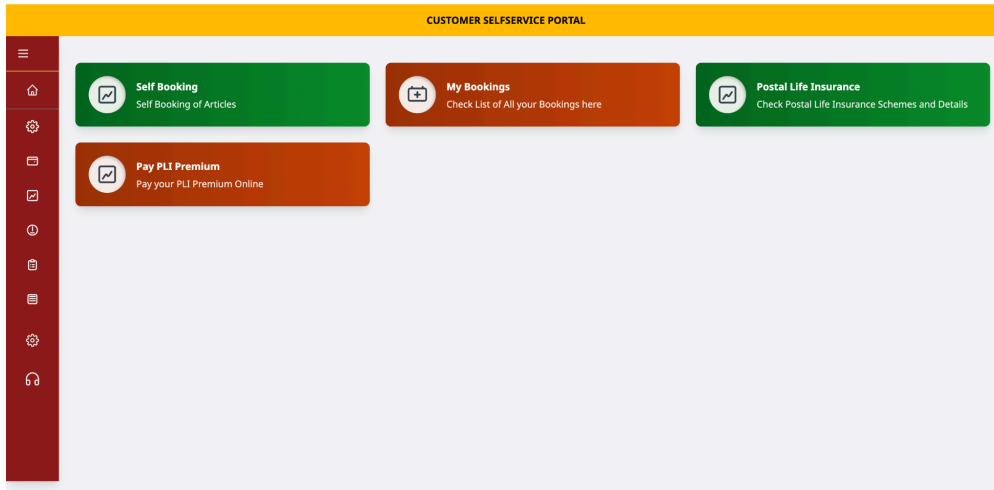
The profile information is displayed in a modal window with the following details:

- Customer ID::** [Blurred]
- Mobile Number::** [Blurred]
- Registered for::** Two buttons are shown: "Individual" (blue) and "Bulk Customer" (red).
- View Wallet Balance/Recharge:** A blue button with a wallet icon.
- Log out:** A red button with a right-pointing arrow icon.

The modal window also features the India Post logo at the top and a close button (X) in the top right corner.

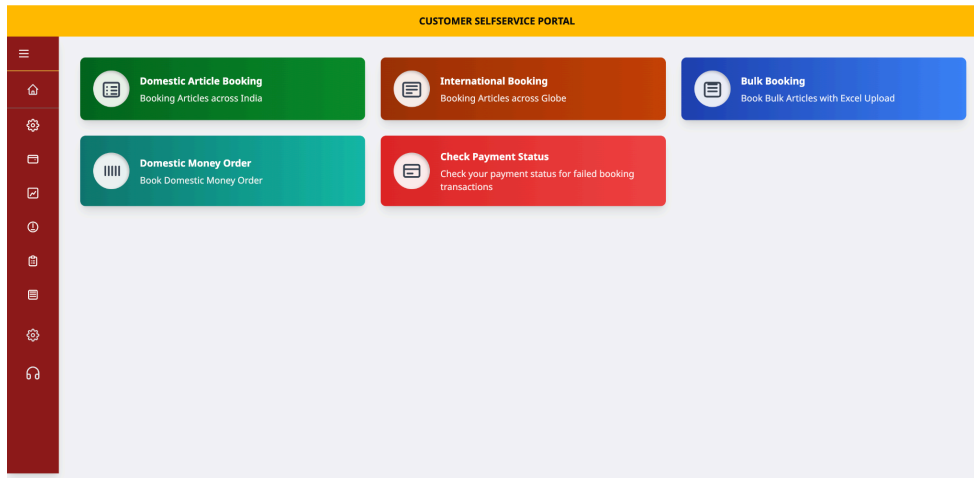
Step 4: Go to Self Booking

Navigate to the “Self Booking” section.



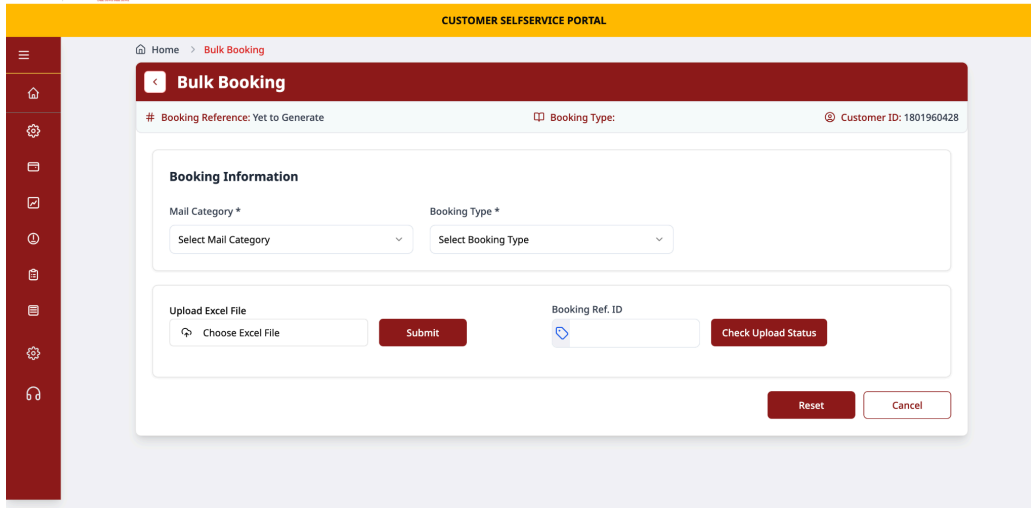
Step 5: Open Bulk Booking

Select the “Bulk Booking” option.

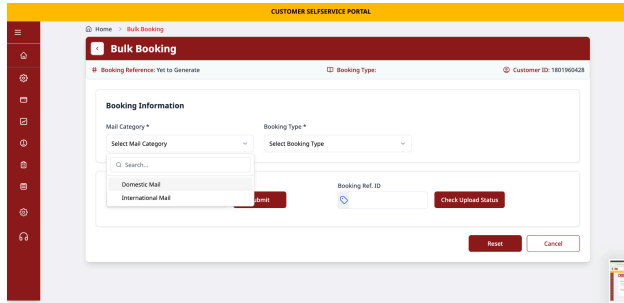


Step 6: Fill in the Booking Information

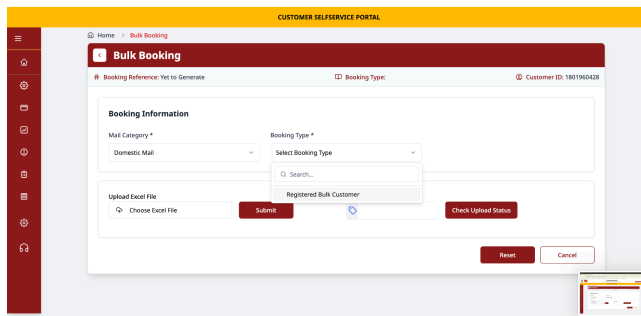
Enter the required booking details:



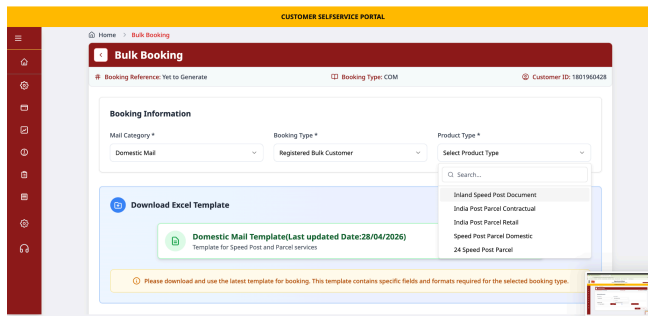
1. Mail Category



2. Booking Type



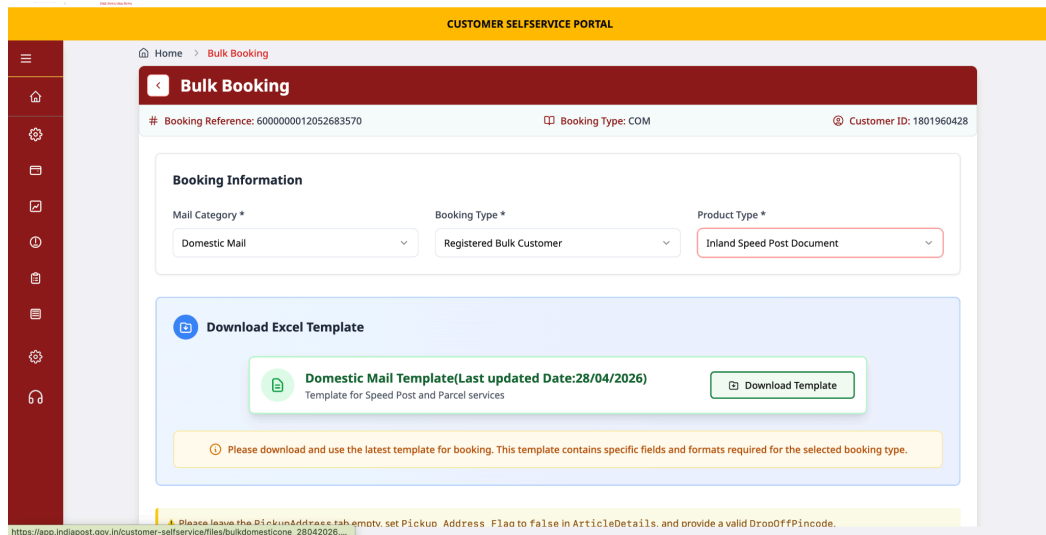
3. Product Type



Step 7: Download the Excel Sheet

Download the Excel template provided on the portal.

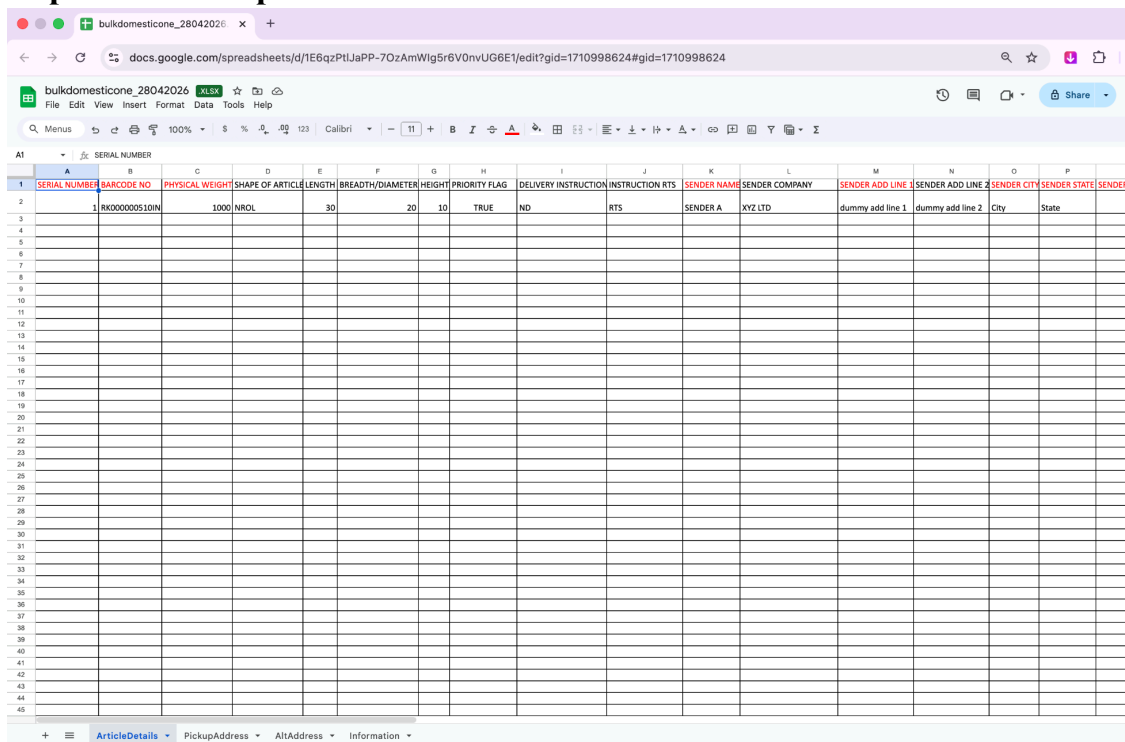
Important: The format may be updated periodically, so always download the latest version before filling in the details.



The screenshot shows the 'Bulk Booking' page on the 'CUSTOMER SELF-SERVICE PORTAL'. The page includes a navigation menu on the left and a main content area. The main content area has a header with 'Bulk Booking' and a sub-header with booking details: Booking Reference: 6000000012052683570, Booking Type: COM, and Customer ID: 1801960428. Below this is a 'Booking Information' section with three dropdown menus: Mail Category * (Domestic Mail), Booking Type * (Registered Bulk Customer), and Product Type * (Inland Speed Post Document). A prominent blue box contains a 'Download Excel Template' button and a message: 'Domestic Mail Template (Last updated Date: 28/04/2026) Template for Speed Post and Parcel services'. A yellow warning box below states: 'Please download and use the latest template for booking. This template contains specific fields and formats required for the selected booking type.'

Filling the Excel Sheet

Step 8: Enter Shipment Information



The screenshot shows a Google Sheet titled 'bulkdomesticone_28042026'. The sheet contains a table with columns for shipment details. The first row is a header row, and the second row contains sample data. The table is as follows:

SERIAL NUMBER	BARCODE NO	PHYSICAL WEIGHT	SHAPE OF ARTICLE	LENGTH	BREADTH/DIAMETER	HEIGHT	PRIORITY FLAG	DELIVERY INSTRUCTION	INSTRUCTION RTS	SENDER NAME	SENDER COMPANY	SENDER ADD LINE 1	SENDER ADD LINE 2	SENDER CITY	SENDER STATE	SENDER
1	RK00000510IN	1000	NRDL	30	20	10	TRUE	NO	RTS	SENDER A	XYZ LTD	dummy add line 1	dummy add line 2	City	State	
2																
3																
4																
5																
6																
7																
8																
9																
10																
11																
12																
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44																
45																

8.1 Fill Only Yellow Highlighted Fields

Mandatory fields are highlighted in yellow.

1	SERIAL NUMBER	SA CODE NO	PHYSICAL WEIGHT	SHAPE OF ARTICLE	LENGTH	BREADTH/DIAMETER	HEIGHT	PRIORITY FLAG	DELIVERY INSTRUCTION	INSTRUCTION RTS	SENDER NAME	SENDER COMPANY	SENDER ADD LINE 1
2	1	R000000100N	1000	NBDL	30	20	30	TRUE	ND	RTS	SENDER A	KYZ LTD	Dummy add line 1

1	SENDER ADD LINE 1	SENDER ADD LINE 2	SENDER CITY	SENDER STATE	SENDER PINCODE	SENDER EMAIL ID	SENDER ALT CONTACT	SENDER EYE SENDER TAX	RECEIVER NAME	RECEIVER COMPANY	RECEIVER ADD LINE 1	RECEIVER ADD LINE 2
2	Dummy add line 1	Dummy add line 2	City	State	110001	sender@sender.com	1234567890	4032402041 G	RECEIVER A	ABC LTD	C-6/11	PNT

1	RECEIVER ADD LINE 1	RECEIVER ADD LINE 2	RECEIVER CITY	RECEIVER STATE	RECEIVER PINCODE	RECEIVER EMAIL ID	RECEIVER ALT CONTACT	RECEIVER TAX REF	ALT ADDRESS FLAG	PICKUP ADDRESS FLAG	DROP OFF PINCODE
2	C-10/11	PNT	Hyderabad	Telangana	600552	receiver@receiver.com	4032400812	CUUPR3109E	FALSE	FALSE	60

1	PICKUP ADDRESS FLAG	DROP OFF PINCODE	DROPOFF/PICKUP OFFICE ID	SENDER MOBILE NO	RECEIVER MOBILE NO
2	FALSE	600001	1234567890	1234567890	

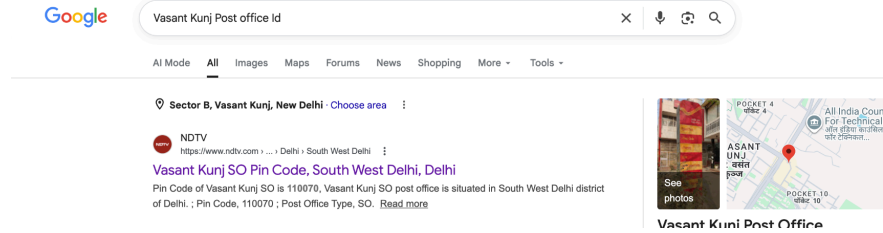
8.2 Fill Green Highlighted Fields if Applicable

8.3 Leave Unnecessary Fields Blank

The remaining fields are not mandatory and may be left blank.

8.4 Leave the rest of the sheets as it is

8.a You can get Drop off Pincode and Drop off Office by simply searching on google searching your pincode and area post office.



8.b Keep Address Lines Within Character Limit

Ensure that both Address Line 1 and Address Line 2 are within 30 characters each. Exceeding the limit may result in rejection.

Step 9: Entering Barcode Information

AJ:AJ fx DROPOFF/PICKUP OFFICE ID				
	A	B	C	D
1	SERIAL NUMBER	BARCODE NO	PHYSICAL WEIGHT	SHAPE OF ARTICLE
2	1	RK000000510IN	1000	NROL
3				
4				
5				
6				
7				
8				
9				
10				
11				
12				
13				
14				
15				
16				
17				
18				
19				
20				
21				
22				

9.1 Obtain Barcode Stickers

You may request barcode sticker sets for bulk shipping from your nearest post office.



9.2 Use Correct Barcode Type

The barcode sticker must match the postal service category being used (e.g., India Post, Speed Post, etc.).

9.3 Recheck Barcode Numbers

Verify that the barcode number entered in the Excel sheet matches the barcode pasted on the parcel.



Step 10: Upload the Excel File

After completing the Excel sheet, upload the file and submit it on the portal.

CUSTOMER SELFSERVICE PORTAL

Download Excel Template

Domestic Mail Template (Last updated Date: 28/04/2026)
Template for Speed Post and Parcel services

Please download and use the latest template for booking. This template contains specific fields and formats required for the selected booking type.

Please leave the PickupAddress tab empty, set Pickup Address Flag to false in ArticleDetails, and provide a valid DropOffPincode.

Upload Excel File

Choose Excel File

Submit

Booking Ref. ID

Check Upload Status

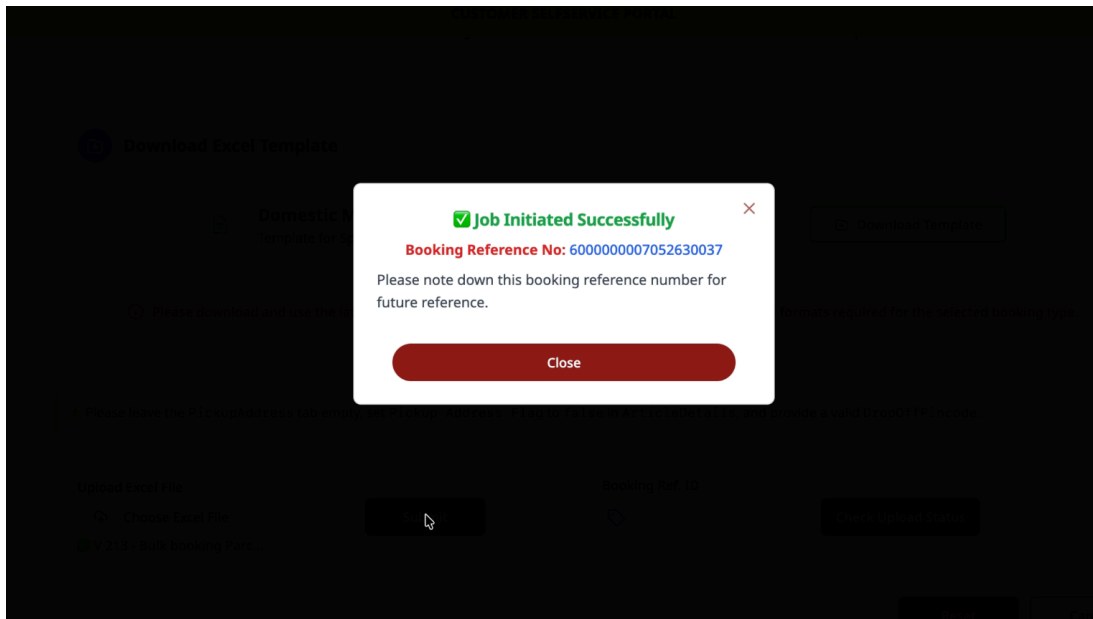
V 213 - Bulk booking Parc...

Reset

Cancel

Step 11: You will receive a Booking Reference No.

Save it for future reference



Validation and Error Checking

Step 12: First Round of Validation

The system performs an initial check for:

- Invalid article lengths
- Incorrect number formats
- Empty mandatory fields

Step 13: Correct and Reupload Errors

If errors are detected, correct them in the Excel sheet and upload the file again.

Step 14: Second Round of Validation

The second validation checks:

- Barcode Numbers
- PIN Codes
- City Information
- Other shipment details

Step 15: Resolve Validation Errors

If errors remain, correct the Excel sheet and reupload it.

Sometimes the system may show PIN code errors even when the information appears correct.

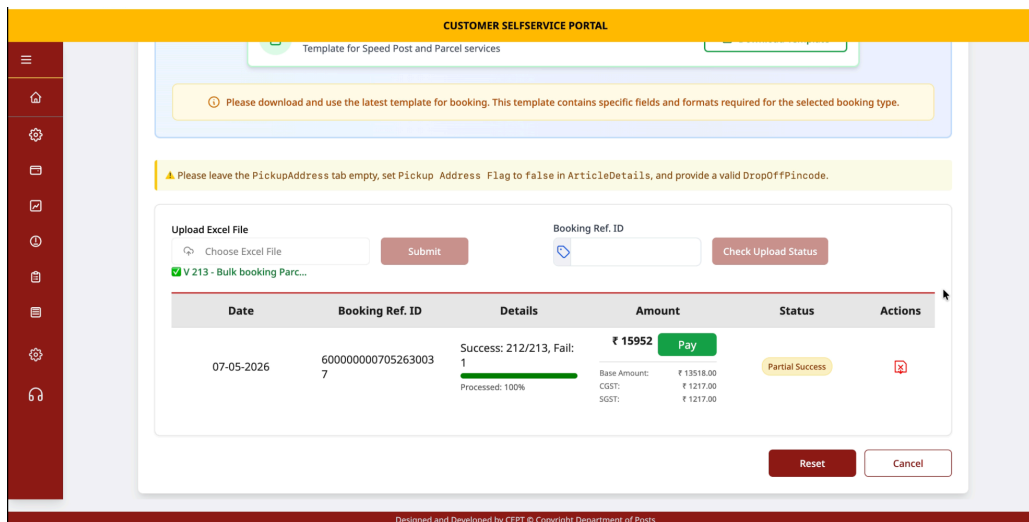
In such cases:

1. Check whether another nearby PIN code is valid for the same area.
2. Ship the parcel manually if required.
3. Consult the local post office to understand how the issue can be resolved for future shipments.

Payment Process

Step 16: Proceed to Payment

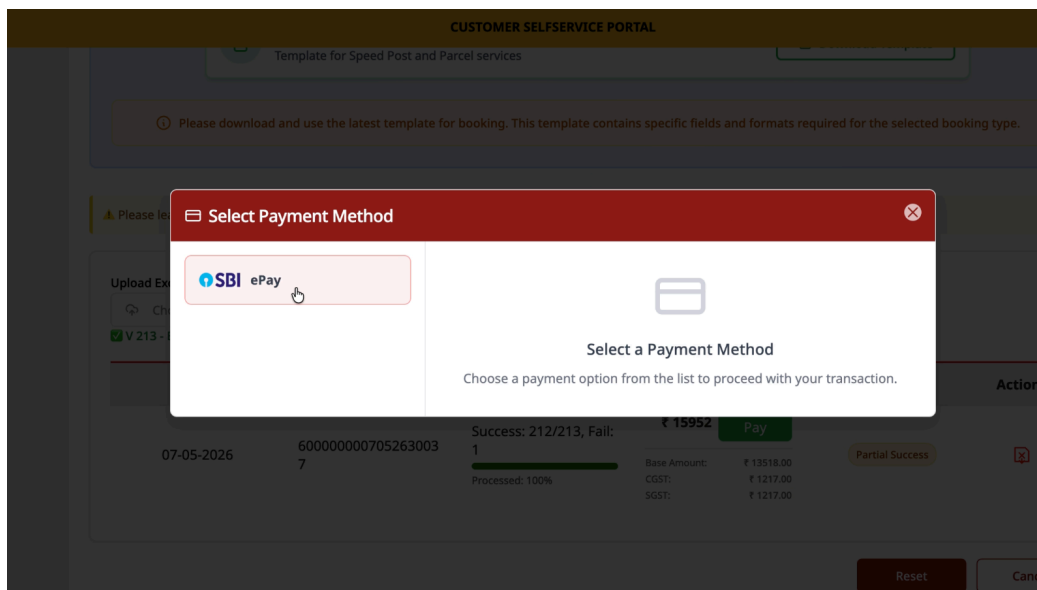
Once the upload is fully successful, proceed with payment.

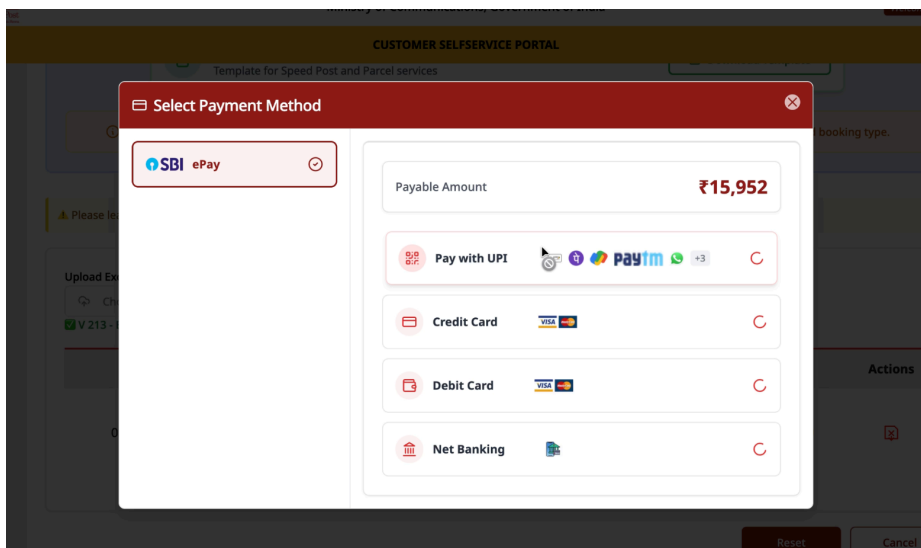


Step 17: Complete Payment

Payment can be made through:

- Bank Transfer
- UPI





SBI ePay Following channel(s) is/are unavailable during mentioned time:
• Indian Overseas Bank - Retail And Corporate (NB) From: 2026-05-06 14:01:32 To: 2026-05-09 14:06:32

Payment Details

UPI QR

Please select UPI payment option

Pay Now Cancel

Please Note:
Additional charges may apply for payments made via Credit Card, Credit Line or Pre-Paid Instruments using UPI.

Order Summary
Kindly note Order No.
Order No.: AyKeu7Y24WbKgtTbwpOF
Merchant Name: DEPARTMENT OF POSTS

Amount: 15952.00
Processing fee:
GST:
Total:
APM ID: PG_TRAN_396

You can check the transaction status using the following link - [Click Here](#)

SBI ePay

Scan UPI QR

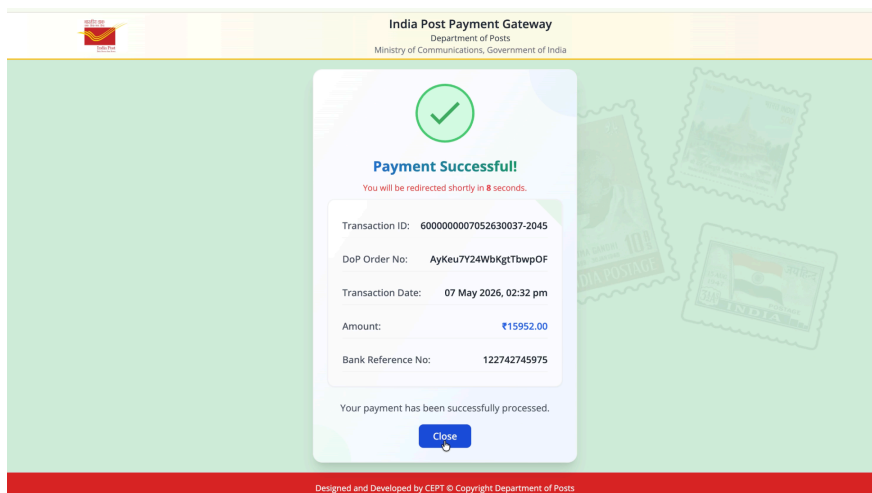
Don't press the back button.
Please wait...
Your transaction is in process.

4 Minutes 58 Seconds
Time left to complete the transaction

Scan the above QR code in any UPI app to make the payment. Please wait while your transaction is in process. Do not refresh or click back button.

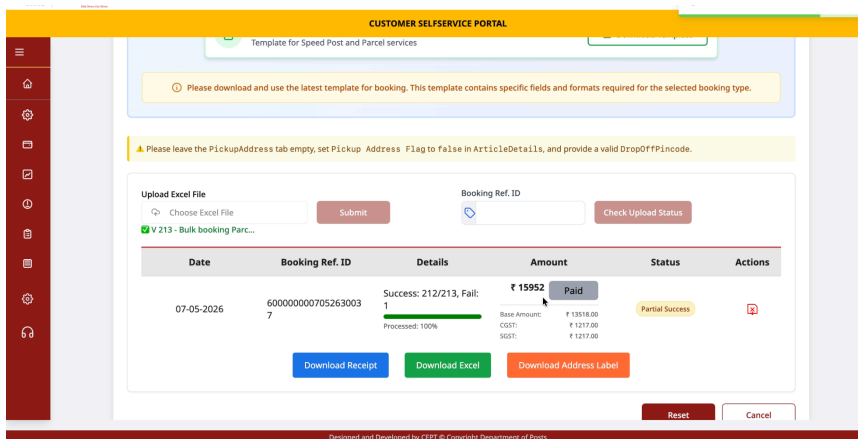
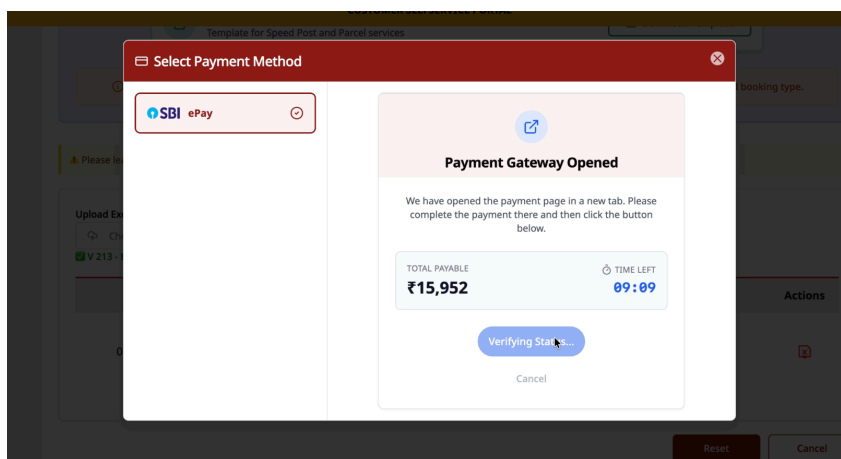
Step 18: Receive Payment Confirmation

After successful payment, a confirmation message will be displayed.



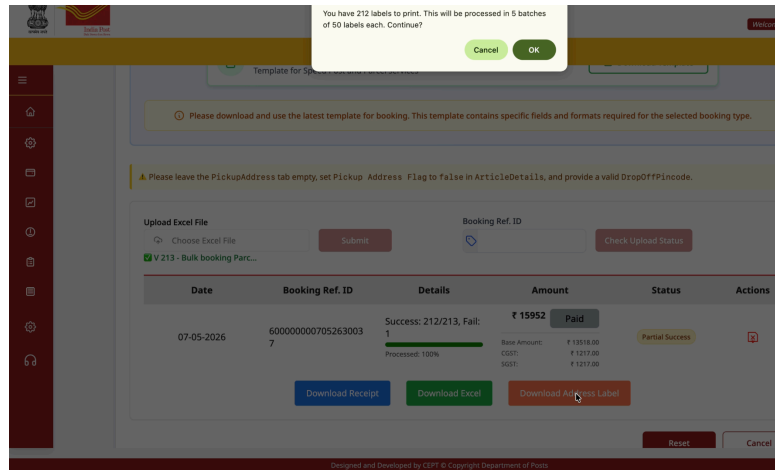
Step 19: Verify Payment Status

You will be redirected back to the portal, where the shipment status should display as "Paid".



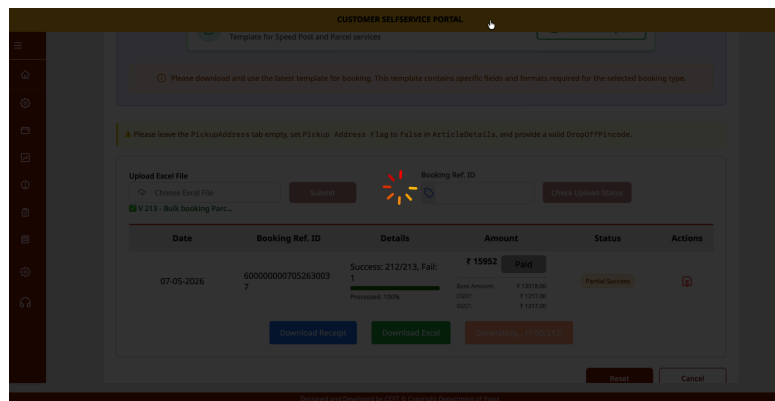
Label Generation and Printing

Step 20: Download Address Labels



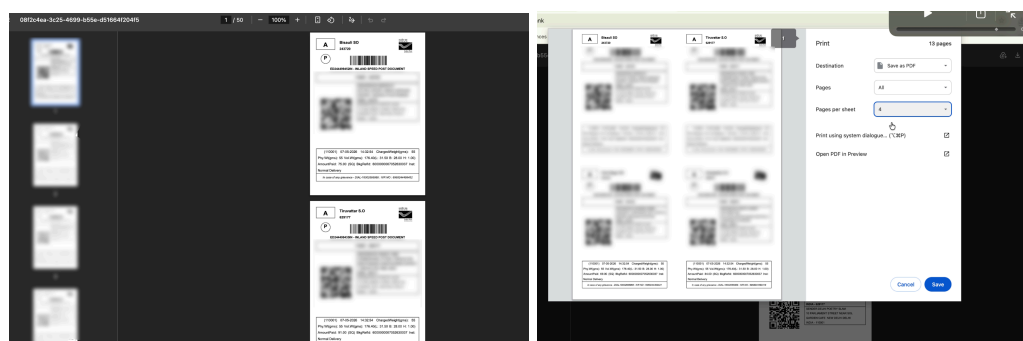
20.1 Label Generation Limit

The portal can generate only 50 labels at a time. If you have more than 50 parcels, labels will be generated in batches of 50.



20.2 Be Patient

Label generation may take some time. Please be patient during the process.



Based on practical experience, I would recommend to Download each generated label batch immediately after it is generated. And close the tab after downloading. This seems to help the system begin generating the next batch immediately.

Step 21: Download Receipt and Excel File

You may download:

- The shipment receipt
- The uploaded Excel file (if required)

CUSTOMER SELF-SERVICE PORTAL

Template for Speed Post and Parcel services

Please download and use the latest template for booking. This template contains specific fields and formats required for the selected booking type.

Please leave the PickupAddress tab empty, set Pickup Address Flag to false in ArticleDetails, and provide a valid DropOffPincode.

Upload Excel File: Choose Excel File [Submit] Booking Ref. ID: [Check Upload Status]

✓ V 213 - Bulk booking Parc...

Date	Booking Ref. ID	Details	Amount	Status	Actions
07-05-2026	600000000705263003 7	Success: 212/213, Fail: 1 Processed: 100%	₹ 15952 Paid Base Amount: ₹ 13518.00 CGST: ₹ 1217.00 SGST: ₹ 1217.00	Partial Success	Download Receipt, Download Excel, Download Address Label

Reset Cancel

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BulkReceipt_6000000007052630037.pdf Open with Adobe Acrobat

Department Of Posts
Bulk Booking Receipt

Booking Ref. ID.	: 6000000007052630037	Base Tariff (incl. VAS)	: 13518.00
Booking Office	: Self Service Portal	Discount	: 0.00
Booking Date/Time	: 07/05/2026, 14:31:42	Base After Discount (incl. VAS)	13518.00
User	: 1801960428	CGST	: 1217.00
Product Type	: SP_INLAND_DOC	SGST	: 1217.00
Mode of Payment	: Online	Prepaid Amount	: 0.00
Customer ID	: 1801960428	Total Export Duty	: 0.00
Contract ID	:	Net Amount	: 15952.00

Track on www.indiapost.gov.in or Dial 18002666868

Sl.No	Article No	Sl.No	Article No	Sl.No	Article No	Sl.No	Article No	Sl.No	Article No
1	ED244499452IN	2	ED244499435IN	3	ED244499421IN	4	ED244499418IN	5	ED244499404IN
6	ED244499395IN	7	ED244499381IN	8	ED244499449IN	9	ED244499378IN	10	ED244499364IN
11	ED244499355IN	12	ED244499333IN	13	ED244499347IN	14	ED244499466IN	15	ED244499470IN

Step 22: Print and Attach Labels

Print the downloaded labels and securely attach them to the corresponding parcels.



Final Dispatch

Step 23: Submit Parcels at the Post Office

Drop the parcels at any nearby post office.

Inform the staff that:

- It is a bulk shipment
- All booking details have already been completed online through the portal
- Show the receipt as proof if asked.