

### **Procedure for Log In to ticketing menu**

- Login- uts
- Password- uts
- Enter operator ID and Password.
- Enter imprest cash and commencing stock number.
- Enter TID number if POS is available.
- Select serial printer(for UTS cum PRS) & parallel for UTS location.

### **Procedure for Log In to UTS/ATVM reporting menu**

- Login – utsb
- Password – utsb
- Login- utsrepwr
- Password- Utsrepwr(only first letter capital )
- Select appropriate option( UTS, ATVM , old reports etc.)
- Select [1] – Daily, [2] – Periodical and [3]- Monthly [0] Exit.
- In case of monthly/periodical report enter first date of that month/period.
- There are 3 periods viz: 01 to 10, 11 to 20 and 21 to last day of month.
- Daily reports to be printed example: 1, 2, 3, 13, 17, 18, 19 & 27.

### **Procedure for creating UTS/ATVM Ids and Binding POS with UTS terminal**

(    accessing dba utilities for UTS/ATVM/POS/JTBS/YTSK/STBA)

- Login:- utsb
- Password:- utsb
  - o Note:- It is an example for mahesana station, other locations/stations use their own station code.
- Login id:- utsdbawr
- Password:- Utsdbawr(only first letter capital)
- Enter terminal no.:- **MSH01C**( For UTS)/**MSH01**(For ATVM/SMC)
  1. USER Management/maintenance ( to Create UTS Ids)
    - [1] User Definition management-UDM(**to Create UTS Ids**)  
Enter UTS Admin ID and password  
{1} Add a new user record. ( To create new ID)  
Type ID  
Type password

Type full name of employee

Type, O(for operator ID), S(for supervisor ID),  
A(for admin ID)

Note:-Create only one ADMIN ID at a station.

{2} Modify an existing User ( To change password)

Enter user ID

Enter new password

Select user Type (O,S,A)

{3}Delete an existing user( To delete a ID from STN)

select a reason for delete ID (1-Transfer, 2-Suspend,  
3-Sickleave, 4-Cashdebar, 5-misc)

[2] Terminal Definition management-TDM

2. JTBS/YTSK ADMIN

3. STBS ADMIN UTILITY

4. HALT STATION UTILITY

5. **POSDBA UTILITY ( For Binding POS to UTS terminal)**

Enter UTS Admin ID and password

[1] Manage POS Operations.

{1} Insert POS Detail and assign to terminal.

-Service Provider Code is:-**HIP**

-set default payment mode POS:- **N**

-Use in integrated mode:- **Y**

{2} Assign and enable POS to terminal.

{3} Un-assign POS from Terminal.

- To delete Old POS detail from station then assign new POS  
detail using option no.01

{4} Enable payment through POS for a terminal

{5} Disable payment through POS for a terminal

[4] View POS detail ( To view binded POS details for location)

6. USER Management/maintenance TVM ( **to Create ATVM Ids**)

i) User Definition management-UDM(to Create ATVM Ids)

Enter ATVM Admin ID and Pasword

All procedure same as UTS ID

ii)Terminal Definition management-TDM

0. Exit

**Procedure for Balance Sheet Login**

- Login – utsb
- Password – utsb
- Login – bsusrwr
- Password – **B**susrwr
- Enter Admin ID

### **For JTBS operator to login**

Local> c utswr

Login: utsusrwr

Password: **U**tsusrwr

### **UTS Functions**

- Use option 1 for ticket booking
- Use , key for NIT. NIT should be done immediately after issue of ticket. Else do special cancellation by option no 3.
- Supervisory ID required for special cancellation and in case of mismatch.
- Option no 4 for intermediate summary.
- Option no 5 to be used for change of roll.
- Option no 6 to be used at end of shift for generating DTC. While logging out, press Y for print ITC remark and press N for change password remark.
- Press . key for going in to main menu.
- Press Esc key for viewing last 20 transactions.
- Press Num Lock key for issuing single PF ticket.
- Use O – ordinary, E – express and S – superfast.

### **List of Registers**

- DTC cum cash summary.
- Private cash
- Assurance register
- NIT
- Cancellation
- Equipment service register.
- Special cancellation
- Fluctuation
- Mismatch register
- Debit register
- Sr.TIA/CMI inspection register
- Ticket stock register
- CR and TR.
- T & P register.

- IDBI cash Pickup register
- Equipment failure register.
- Any other registers as required since above list is indicative only.

### **Trouble Shooting**

- Failures can happen because of 3 reasons. S & T i.e. link failure, Electrical i.e. UPS failure and equipment failure i.e. thin client, keyboard, monitor or printer.
- To check S & T connectivity, "link up" should appear at bottom of the screen. Also light at the back of thin client should be flashing.
- Equipments should never be used without UPS supply.
- Check date and time appearing on left and right side at the bottom of the screen. They should be same. If different, then lodge complain with vendor and contact UTS console for updating the date.
- For login issues or any such technical matter contact UTS console.
- Equipments should be rotated every 2 months for better utilization.
- Regular service of printers to be done every 2 months.

### **Some important complain numbers/E-mail Ids**

#### **Thin client(BREEZ),key boards and monitors (NEW Supply)**

18004199842/ [breeze@breezeinnovations.com](mailto:breeze@breezeinnovations.com)

Engg. Name- Md. [Ahsan-08291595422/ahsan@breezeinnovations.com](mailto:Ahsan-08291595422@ahsan@breezeinnovations.com)

Amar [Shankar-9716729269/amar@breezeinnovations.com](mailto:Shankar-9716729269@amar@breezeinnovations.com)

#### **Thin client,key boards and monitors (Thin PC)**

Google Form link For Complain Log:- <https://forms.gle/jYqygusUDVcK4top9>

Engg. Name:- Umesh Gupta-9004316841.

Deepak - 7348725351

#### **POS machines and refund cases**

- [pos.fs@hitachi-payments.com](mailto:pos.fs@hitachi-payments.com) / 18604250767 (POS machine issue)
- [posrefund@irctc.co.in](mailto:posrefund@irctc.co.in) ( Only refund related issue)
- [srecorp@sbipayments.com](mailto:srecorp@sbipayments.com) (refund related issue)

POS refund cases format

| Transaction Detail |         |         |         |         |                 |        |              | Refund Detail Through CRIS |      |
|--------------------|---------|---------|---------|---------|-----------------|--------|--------------|----------------------------|------|
| Sr. No.            | PNR No. | TID No. | MID No. | RRN No. | Masked card no. | Amount | Booking date | Amount                     | Date |
|                    |         |         |         |         |                 |        |              |                            |      |

## Printers

- 18004250011/01139001600 (EPSON)
- [callog@epsonindia.in](mailto:callog@epsonindia.in) (EPSON)
- [service@eid.epson.co.in](mailto:service@eid.epson.co.in) (EPSON)
- 9731033886/9740566307(TVS)
- 7448804201 (TVS-Whatsapp)
- 08163500400/04466888888/ 18004254566/08162214600 (TVS)
- [support@tvs-e.in](mailto:support@tvs-e.in) and oemsupport@tvs-e.in (TVS)

## ATVM

- noc@forbestechsys.com/ 1800 103 6465 (Forbes)
- [customercare@lipi.in](mailto:customercare@lipi.in) ,1800-266-2777 (Lipi)
- 1800113233, 01143064306, ashok.sikka@agmatel.com (Agmatel)
- 8130290159, [Rajeev@agamatel.com](mailto:Rajeev@agamatel.com)(Agmatel)
- 8130290185, ravinder@agmatel.com(Agmatel)

1. In case of link failure, contact S & T department.
2. In case of UPS failure contact electrical department.
3. For UTS connectivity/login problem or any other query, contact UTS console CCG on following number:  
Auto – 09022524, 09022534 & CUG- 9004490978.
4. For division assistance, contact on 44225/ 9724093988/8271252919.
5. **Coaching Cell** ADI Division Email ID- utsprscelladi@gmail.com