FAQs on eOffice

Question **What are the actions that can be performed on yellow note?**
Answer   Edit, Discard and Confirm

Question **What are the details available after the file is sent?**
Answer   File number, Subject, Sent to, Sent on, Due on.

Question **What are the different modes for sending the reply in DISPATCH BY SELF option in eFile?**
Answer   By post and by mail

Question **What are the fields that comprise the subject of a file?**
Answer   Description, Main-category, Sub-category

Question **What are the various file heads used in file number?**
Answer   Basic heads, primary heads, secondary heads and tertiary heads

Question **Can a receipt be deleted after the receipt number is generated?**
Answer   No

Question **How can an auto acknowledgement be sent to the sender of the DAK?**
Answer   Through Email or Mobile in Contact Details while Diarization

Question **In which format a scanned letter should be uploaded into eFile?**
Answer   .pdf

Question **What is a preferred list?**
Answer   Selected people in the contact list to whom user regularly sends the file/receipts

Question **Where can a receipt be found if it is not sent after the number is generated?**
Answer   Receipts --> Created

Question **What is a Yellow Note?**
Answer   Note sent to the higher authority for correction/discussion

Question **What is the use of File Inbox?**
Answer   To receive the files which are sent to the user

Question **What to do if a receipt/file is wrongly sent to a user and is not yet opened/read by him?**
Answer   Click the pullback option corresponding to the particular receipt/file.

Question **Which page opens after Edit tab is clicked?**
Answer   Cover page of file

Question **Who can Dispatch an Issue in eFile?**
Answer   Self and CRU

Question **Which action enables a user to mark the receipt to the person from whom it has been received the receipt?**
Answer   Send Back

Question **Which metadata fields cannot be edited after the receipt is moved?**
Answer   Diary Date, Delivery Mode and Receipt Number

Question **Which module allows a user to create a receipt in eFile?**
Answer   Receipts --> Browse and Diarize

Question	**Could multiple attachments in a mail be diarized in one receipt?**
Answer	Yes
Question	**For who all the user could set a FOLLOW UP to an issue?**
Answer	Self and Section
Question	**What are the separators used in the Non-SFS file number?**
Answer	- , 0 , ()
Question	**A file closing/re-opening request is available with the APPROVER in which folder?**
Answer	Approval Requests
Question	**A receipt attached in correspondence side of a file, can be detached after file movement'. This statement is True or False.**
Answer	FALSE
Question	**From where can a FOLLOW UP to an issue be created?**
Answer	While dispatching an Issue
Question	**From where can a user modify an acknowledgement while diarization?**
Answer	Personalised Acknowledgement
Question	**From where can the user send multiple receipts to another user?**
Answer	All of the options
Question	**From where could a receipt be pushed for email diarization?**
Answer	NIC email icon at the portal
Question	**From which modules can an acknowledgement be generated against a receipt?**
Answer	Sent and Created
Question	**A receipt can be 'Put in a file' from?**
Answer	Inbox and Created
Question	**How many types of Priorities are available while sending a file?**
Answer	3
Question	**MIS stands for?**
Answer	Management Information System
Question	**Can a approved DRAFT be deleted from file?**
Answer	No
Question	**Can parking parking due date be extended?**
Answer	Yes
Question	**How can a folder be deleted?**
Answer	Move To --> Manage Folder --> Delete
Question	**How can a folder be renamed?**
Answer	Move To --> Manage Folder --> Rename
Question	**Is the scanned .pdf file copied when a copy of the receipt is made?**
Answer	No
Question	**Which receipts cannot be edited?**
Answer	Receipts marked in CC
Question	**Is any special role/privilege required to close a receipt?**
Answer	No
Question	**Draft content can be prepared by**

Answer   All of above

Question   **Which of the following is correct**

Answer   Draft can be edited till it gets approved

Question   **File once sent can be pulled back by the sender anytime**

Answer   FALSE

Question   **File created in non SFS mode but not sent to anyone will be available in**

Answer   Created Folder

Question   **Once Receipt is digitized, editing cannot be done in which of the following metadata fields**

Answer   Diary date

Question   **Received generated can be put in an existing file only**

Answer   FALSE

Question   **Receipts created but not sent are available in**

Answer   Created Folder

Question   **Receipts created by a user can be closed by any user**

Answer   TRUE

Question   **While diarizing a receipt, generate and copy option is for**

Answer   To copy the metadeta details for reuse, when multiple receipts are received from same sender

Question   **Advance search can be used for**

Answer   for sent and received receipts

Question   **What are the various file heads used in file number?**

Answer   Basic heads, primary heads, secondary heads and tertiary heads

Question   **Can a receipt be deleted after the receipt number is generated?**

Answer   No