Frequently Asked Question on GPF Module on PFMS Portal for PAOs:

URL/Website Address https://pfms.nic.in

Helpdesk email id egpf-pfms@gov.in

I Pre-Requisite

1. What are the Pre-requisites for on boarding the online GPF Module, required to be completed in COMPACT?

- General/Basic Information like Name, Date of Birth, Date of Joining Government Service, PAN Number of all GPF subscribers may be verified and updated
- GPF Accounts of subscribers may be made up to date with posting of GPF credit/debit data.
- May be ensured that no GPF bill is pending for pass and payment.
- Voucher Incorporation from PFMS to COMPACT may be done for all Bills.
- Opening Balances of current F.Y. may be verified and interest calculation and finalization of interest for previous year may be completed and data is transferred to next F.Y.
- It may be ensured that any discrepancy, if noticed has been removed before shifting to PFMS.
- May be ensured that GPF Advance recoveries data is correct.
- It may be ensured to register Digital signature Certificate (DSC) in COMPACT.
- Before creating final file, PAO should take backup of the data base and keep it in safe custody as the legacy data needs to be preserved.

II Data creation for GPF module from COMPACT:

2. Is DSC registration mandatory in COMPACT for creation of data file for upload in PFMS, if yes, then explain the process?

Yes. Process flow Please see Page 13 below:

I-Key registration process.docx

3. How to create data from Compact?

Follow the steps explained below **Or refer to the Page 17 below**

Current year GPF data upload_Compact.pptx

a) Complete all the personal details like date of birth, date of joining, date of superannuation, PAN No etc. in compact.
b) Clear all the bills till voucher incorporation or return unwanted tokens

c) Prepare trial file from Compact > GPF > utility Module > PFMS Data exchange > GPF data for EIS option > Trial
d) Upload the Trial file through the option EIS > GPF > Data upload from COMPACT/other system from DH level
e) If the data is correct and the message on uploading the trial files is “File has no severe errors, final file can be uploaded” then prepare the final data by following the above step (c) by selecting option Final in COMPACT.
f) Upload the Final file through the option EIS > GPF > Data upload from COMPACT/other system from DH level
g) Following Reports for uploaded data are available at Data porting Tool-> Capture Legacy System >COMPACT and other system:
    (i) Consolidated report of uploaded data
    (ii) Uploaded data validation reports
    (iii) Checklist of uploaded data (Current Fin Year) – Take print out of the report and keep it for record.
    (iv) Checklist of approved uploaded data

III Mapping of Employees

4. What action to be taken after uploading of data in online system?

Employees uploaded from COMPACT/Other Systems need to be mapped with EIS Employees Basic Data.

5. Who can map the basic data of these employees?

DH in PAO can map the data which needs to be verified by AAO and approved by PAO.

6. On what basis employee can be mapped?

For Mapping of any employee there are many parameters like PAN, Aadhaar, etc. It is advisable to map the employees with PAN as the same is available in both the database.

7. There are two options to map the employees. Which should be preferred?

Multiple Employee Data Mapping option should be exercised first and Single Employee Data Mapping option should be used for rest of the employees.

8. What are the steps to Map the Employees?

a) Mapping of subscribers: Data Porting Tool > COMPACT/Other System > Multiple employee data – Preferable mapping criteria should be PAN.

b) Matched Employees list would appear from Uploaded data and EIS data for mapping.
c) Tick the employees who are to be mapped
d) Click on the map button.
e) Employees would get mapped.
f) Verify and approve the employees at AAO and PAO level

9. PAN available in the uploaded data is incorrect however the same is correct in EIS database. How to map the employee?

This employee can be mapped through Single Employee Data Mapping option. PAN available in EIS will be treated as correct one.

10. Single Employee Data Mapping - Employee is available in uploaded data of COMPACT (subscriber transferred DDO/PAO but GPF balance is yet not transferred) but not available in EIS Data of Present PAO for Mapping. How to map these employees?

Log In at DH Level – Go To - Data porting tools > Capture Data from Legacy System > Single Emp Data Mapping. Click the checkbox in the left Pan list of employees, a dialog box will appear with the message “No Match found”, search other DDOs” on clicking ‘OK’, system will provide the matching employee for mapping. Check the details and map the data if appears correct.

IV Subscription & Schedule posting

11. How can a subscriber change the GPF subscription?

Subscriber can apply for the same through his/her EIS Employee login or he/she can contact the DDO for the same.

12. Salary payment has been done through EIS but schedules are not posted in the subscriber’s ledger card.

These Vouchers will be available at AAO level for verification through the option Verifications > Verifications of Schedules. On selection of voucher and clicking on the verify button, schedule would get posted automatically.

13. How to change subscription of a subscriber who is on deputation?

a) Login at DH level
b) Manual Adjustment > Capture subscription (for employees under deputation).
c) Change the subscription for the required month/year and save the record.

14. Cheque for subscription for employees on deputation has been received. How to post in GPF account of subscriber?

Can be entered through the option Schedules > Manual Schedule Entry through Challan at DH level.

15. Challan not available for entry in the relevant form. What are the reasons for same?

Reasons can be:

a) Challan amount not booked in relevant function head for GPF
b) Challan not entered in correct DDO.
c) Receipt Scroll with encashed flag against that particular challan, is not approved by AAO.

16. What are the solutions for the query against 15 above?

Problem at 15(a) and 15(b) can be resolved by preparing a Transfer Entry in Compilation and Posting of Transfer In through Transfer Entry instead of Challan.

Problem at 15 (c) can be resolved by entry/acceptance of receipt scroll with encashed flag against the desired challan in Compilation. The challan will then be available for entry.

17. How to post the subscriptions where the bill has been passed directly through PFMS instead of EIS?

Can be posted through the option Schedules > **Vouchers executed Directly through PFMS** at DH Level.

V Advances/Withdrawal

18. Can the subscriber apply for Advance or withdrawal from his/her login?

Yes.

19. How could a subscriber who is not familiar with computers, apply for GPF Advance/Withdrawal?

Yes, DDO maker can make the requisite entry on behalf of the subscriber.

20. The subscriber has applied for withdrawal from his login and DDO maker has also been entered on behalf of the subscriber, causing duplicate applications. How it can be rectified?

One entry can be deleted by either of the two i.e. employee or DDO maker by selecting the application and clicking on the delete button.

21. What are the steps for initiating GPF Advance/Withdrawal Bill?

i) Apply by Employee through its Log in or by DDO maker on behalf of the applicant;
ii) Approval of the data by DDO Checker;
iii) Sanction at PD Level;
iv) Availability of Sanction at DDO Maker for Processing and forwarding of Bill to DDO Checker
v) Approval and submission of the bill by DDO checker to PAO
vi) Pass and Payment of the bill by PAO Users

22. A Debit has been passed directly from PFMS, now it is not being reflected in the ledger card of the subscriber. How to post it in Subscriber's ledger card?

DH user can post the same through Schedules->Instruments directly executed through PFMS option. This entry needs to be verified by AAO before getting it part of Reports.

23. Where the Temporary advance bills of GPF processed by CDDOs would appear for pass and payment?

The advance bills processed by CDDO would be available for receiving at CDDO maker.

VI Missing Credit/Debit

24. A debit for a previous financial year has been traced, how to adjust this debit?

Login at DH level – Go To option **Manual Adjustment** > **Missing Debit/Credit**. Select the employee and the instrument for adjustment, after passing it at all three levels, it will be reflected in Ledger card and in Monthly reports->Manual adjustments.

25. A missing credit has been traced, how to post it in ledger of the subscriber?

Login at DH level - Go To option Manual Adjustment > Missing Debit/Credit. Select the employee and the instrument for adjustment, after passing it at all three levels, it will be reflected in Ledger card.

VII Transfer out

26. The employee is not available for transfer out for transferring GPF Balance? Here both the DDOs are preparing salary through EIS.

Employee would be available for transfer of GPF balance only after joining details are verified by the New DDO checker.

27. The employee is not available for transfer out for transferring GPF Balance where the new DDO is not preparing salary through EIS

For transfer of GPF balance of any employee, information regarding joining in new DDO should be available in the database. Since the requisite data is not available, DH can enter the same through the option **> Transfers > Joining details for the employees transferred to non GPF DDO**. These employees will then be available in transfer out form.

28. In some cases, transfer out type is Bill and in some it is TE i.e. Transfer Entry. What are the reasons?

Transfer Out type will be TE i.e. Transfer Entry in cases where both the PAOs are enrolled for working in GPF Module on PFMS and Transfer Out type will be Bill where new PAO is not enrolled for GPF on PFMS.

29. How to transfer GPF balance of the employee where both the PAOs are enrolled for GPF?

Steps to be followed are:

a) Check the Ledger Card for updation of details
b) Log in at DH Level – Go to Transfers > Transfer of Balance (Transfer Out) – Information regarding current PAO/DDO, destination PAO/DDO, GPF balance to be transferred out, etc. will be displayed for checking.
c) Transfer out type will be TE i.e. Transfer Entry.
d) The case is to be passed at DH level, verified at AAO level and approved at PAO level
e) At the time of approval of the case at PAO level, system will insert transfer entries in both the PAOs i.e. old and new PAO.

30. How to transfer GPF balance of the employee where destination or new PAO is not enrolled for GPF?

Steps to be followed are:

f) Check the Ledger Card for updation of details
g) Log in at DH Level – Go to Transfers > Transfer of Balance (Transfer Out) – Information regarding current PAO/DDO, destination PAO/DDO, GPF balance to be transferred out, etc. will be displayed for checking.

h) Transfer out type will be Bill and a detailed window would appear for displaying the details of 'C' category cheque to be issued in favour of destination PAO/ merged DDO.
i) The case is to be passed at DH level, verified at AAO level and approved at PAO level.
j) At the time of approval of the case at PAO level, Bill will be available at DH level in "Receive Sanction" in Sanction Module for pass and payment.

31. A transfer out cheque is permanently cancelled in sanction module of PFMS. The Ledger of the subscriber was not updated. How to update the ledger and re-initiate the transfer out?

Log in at AAO level – Go To **verifications > verification of cheque cancellation** – Verify the data. The ledger and other reports would get updated and GPF Account will be available for transfer out.

32. Is there any report for checking the details of the transferred employee for a given period?

Yes. **Reports > Transfer related reports >** Transfer out Register is available in transfer related reports.

33. Can Forwarding letter for Transfer out be generated through the system?

Yes. **Reports > Transfer related reports >** Transfer out Forwarding Letter

34. Can Transfer Out Advice is available for Printing

Yes. **Reports > Transfer related reports >transfer out advice**

VII Transfer in

35. How can Transfer In received through cheque be captured in subscriber's GPF account?

Transfer In received through cheque can be captured through the Option GPF Module **>Transfers >Acceptance of Balance (Manual Entry)**.

36. Challan not available for entry in the relevant form for capture Transfer In. What are the reasons for same?

Reasons can be:

a) Challan amount not booked in relevant function head for GPF
b) Challan not entered in correct DDO.

c) Receipt Scroll with encashed flag against that particular challan, is not approved by AAO.

37. What are the solutions for the query against 36 above?

Problem at 36(a) and 36(b) can be resolved by preparing a Transfer Entry in Compilation and Posting of Transfer In through Transfer Entry instead of Challan.

Problem at 36 (c) can be resolved by entry/acceptance of receipt scroll with encashed flag against the desired challan in Compilation. The challan will then be available for entry.

38. Inadvertently the transfer-in cheque has been entered in other DDO in PFMS. How to post it in correct DDO in GPF Module?

Rectify the mistake by preparing a Transfer Entry in PFMS and Post the Transfer In through Transfer Entry in relevant form.

39. Transfer of GPF balance received against the Subscriber who has already been transferred to other DDO but GPF balance is not yet transferred. How to post the same in the subscriber's GPF Account?

Go to **Transfers >Acceptance of Balance (Manual Entry)**. Select DDO and click on the option **"Transferred Employees"**. Select the subscriber and the instrument and post the transfer in balance.

IX Final settlement

40. What can be the reason for non-availability of the case at DH level for final recasting?

Such Employees will be available only after the DDO maker has submited the case through Final Settlement Initiation option.

41. Is recasting compulsory before final payment?

In the system, it is mandatory to do final recasting before final payment.

42. Where the employee will appear for final settlement?

Log in at DH Level – Final Settlements > Recasting of Account

43. Explain the steps for process for final payment in PAO.

The case will be available at DH level in the option **Final settlement > Recasting > Final,** after initiation of Final settlement at DDO Maker level

a) Data entry at DH level in Recasting form (Data entry is required if the data of previous years is not available in the system);
b) Verification and approval of recasting at AAO and PAO respectively;
c) Final payment authority will be in reports;
d) The data will also be available at DDO Maker level for generation of Bill;
e) Bill Generation at DDO maker and forwarding at DDO Checker level to PAO;
f) Bill will be available for pass and payment in sanction module to PAO Users

44. In which report recasting details are available for view/print after passing the final recasting?

Reports > Final settlement > Recast sheet

45. The procedure for paying final payment through e-payment to nominees of the subscriber may please be explained.

After Initiation of the case at DDO Maker level, the following needs to be done by PAO users:

a. GPF > Final settlement > Recasting of Account at all the three levels;
b. GPF > Final settlement > DLIS Settlement at all the three levels;
c. GPF > Final settlement > Final Payment Authority at all the three levels;
d. After approval of the authorities at PAO level, Data will be available at DDO Maker level for Bill Generation.

46. Is there any report to check how many numbers of cases of final payment is done during a particular period?

The detailed report is available in Reports > Final Settlement Reports > Final Payment Register

47. The recasting has been done but final payment authority is not generating for the employee who died in service. How to generate the Final payment Authority?

Please refer to steps at 45 above

48. From where the DLIS calculation sheet can be printed?

Reports > Final settlement report > DLIS Calculation sheet

X Employee login

49. Can employee change GPF subscription from EIS employee login?

Yes.

50. Can employee apply for advance/withdrawal from EIS employee login?

Yes.

51. Can any employee know about the available GPF Balance in his/her account?

Yes. Current available balance can be seen through Ledger Card of current year.

52. Employee wants to take print out of the Annual Statement. Is the same available at employee log in?

Yes.

XI Reports

53. Following reports are available in GPF Module in reports section:

Sl. No.	Report name
1.	Form CAM-47 (Ledger card)
2.	Form CAM-49 (Annual Statement for GPF)
3.	Broadsheet for GPF
4.	Recast sheet
5.	DLIS Calculation Sheet
6.	Final payment Authority
7.	Final Payment Register
8.	DLIS Register
9.	Transfer in details
10.	Transfer in register
11.	Transfer out register
12.	PAO 8
13.	Transfer Out Forwarding Letter
14.	Advance and Withdrawal Register
15.	Missing Credit/Debit Register

FAQs FOR DDOs On GPF Module

54. Can the subscriber apply for Advance or withdrawal from his/her login?

Yes.

55. How could a subscriber who is not familiar with computers, apply for GPF Advance/Withdrawal?

Yes, DDO maker can make the requisite entry on behalf of the subscriber.

56. The subscriber has applied for withdrawal from his login and DDO maker has also been entered on behalf of the subscriber, causing duplicate applications. How it can be rectified?

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57. What are the steps for initiating GPF Advance/Withdrawal Bill?

- Apply by Employee through its Log in or by DDO maker on behalf of the applicant;
- Approval of the data by DDO Checker;
- Sanction at PD Level;
- Availability of Sanction at DDO Maker for Processing and forwarding of Bill to DDO Checker
- Approval and submission of the bill by DDO checker to PAO

58. What are the steps to be followed by DDO to initiate Final Payment cases who died in service?

The steps are:

a) DDO maker has to enter the family member details in GPF > Final settlement Initiation > Family details
b) Enter the nominee details at DDO maker GPF > Final settlement Initiation > Family details > Nominee's details and Bank details, needs to be approved by DDO checker
Unique code would get generated after verification at PFMS and the payment can be done to nominee's respective bank account.

c) End of Service Details with reason Death to be entered at DDO Maker level Go to EIS Module > Change > End of Service which will need to be verified by the Checker.
d) DDO Maker – Final Settlement Initiation
e) The case will then be available at DH level in PAO for Final Recasting.

59. What are the steps at DDO level for initiating Final Payment case of superannuating employees or who left service due to any other reason other than death?

The steps are:

a) Login at DDO maker - Go to EIS Module > Change > End of Service
b) Verify the details at checker level.

c) DDO Maker - Final Settlement Initiation – Enter the requisite information and submit
d) The case will then be available at DH level in PAO for Final Recasting.

(Updated as on 05th June 2018)

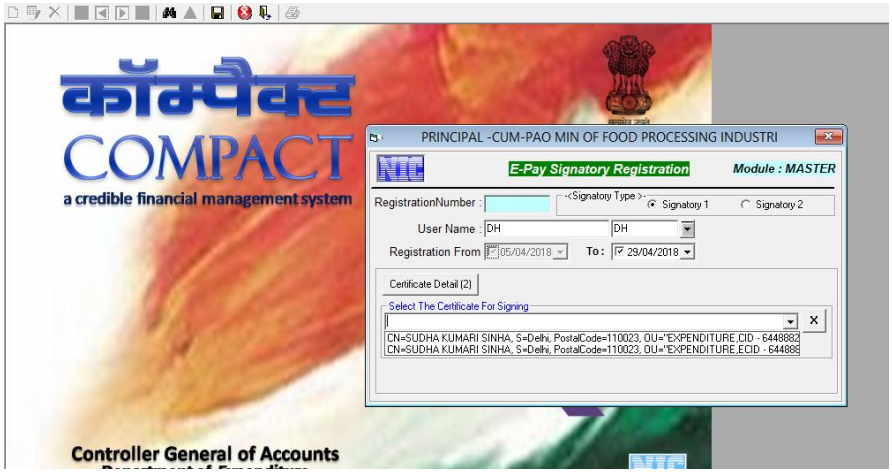
Steps for I-Key Registration for creation of data of GPF from COMPACT to GPF Module of PFMS

1. e-payment signatory registration in compact
2. e-payment signatory registration file upload to GePG
3. Signatory Registration acceptance by PR. AO
4. Signatory Registration Acceptance status downloads & Incorporate into compact.

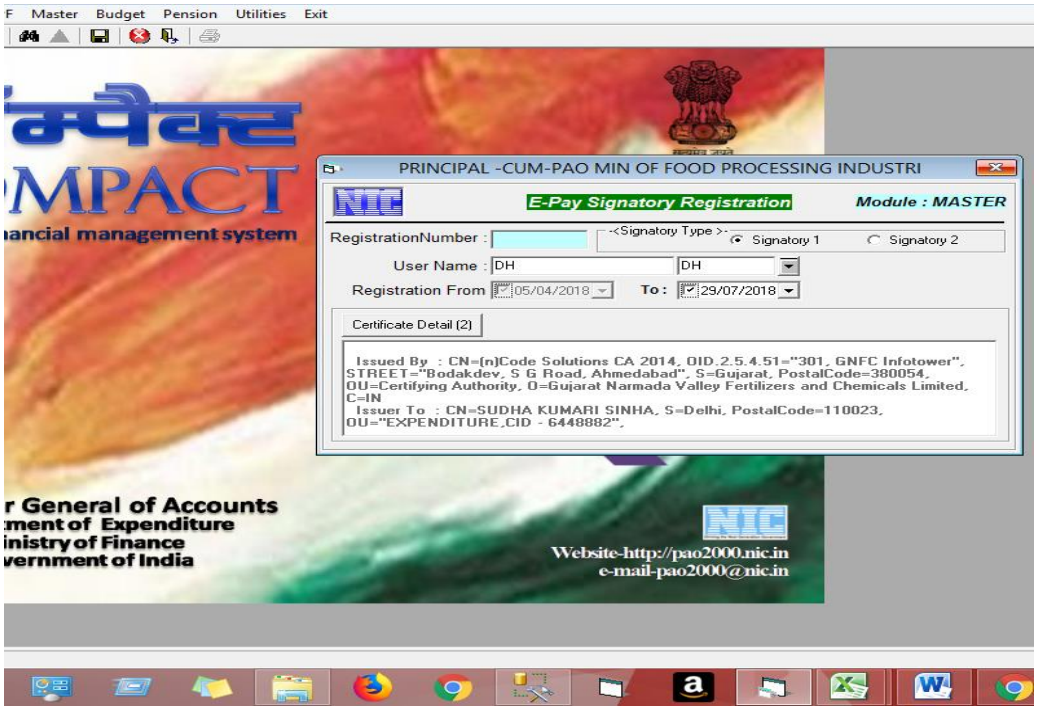
1. e-payment signatory registration in compact

a) Login in COMPACT and select the option Master Module

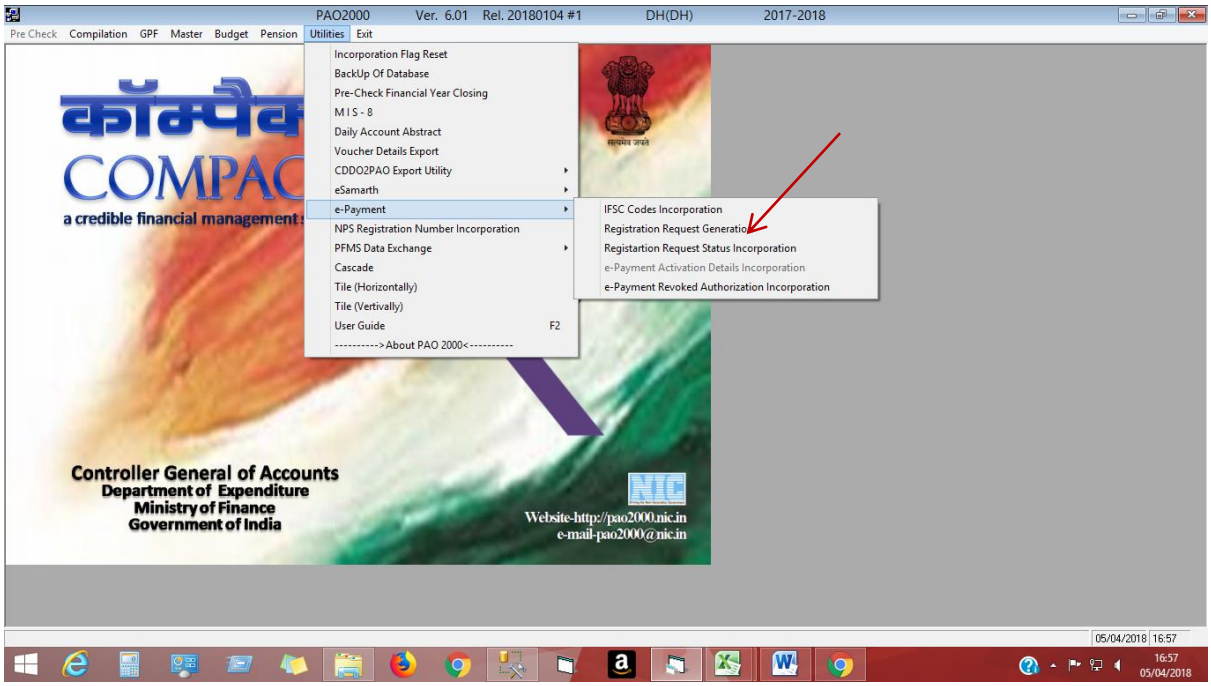
b) After opening the form, insert the I-key and select the certificate shown



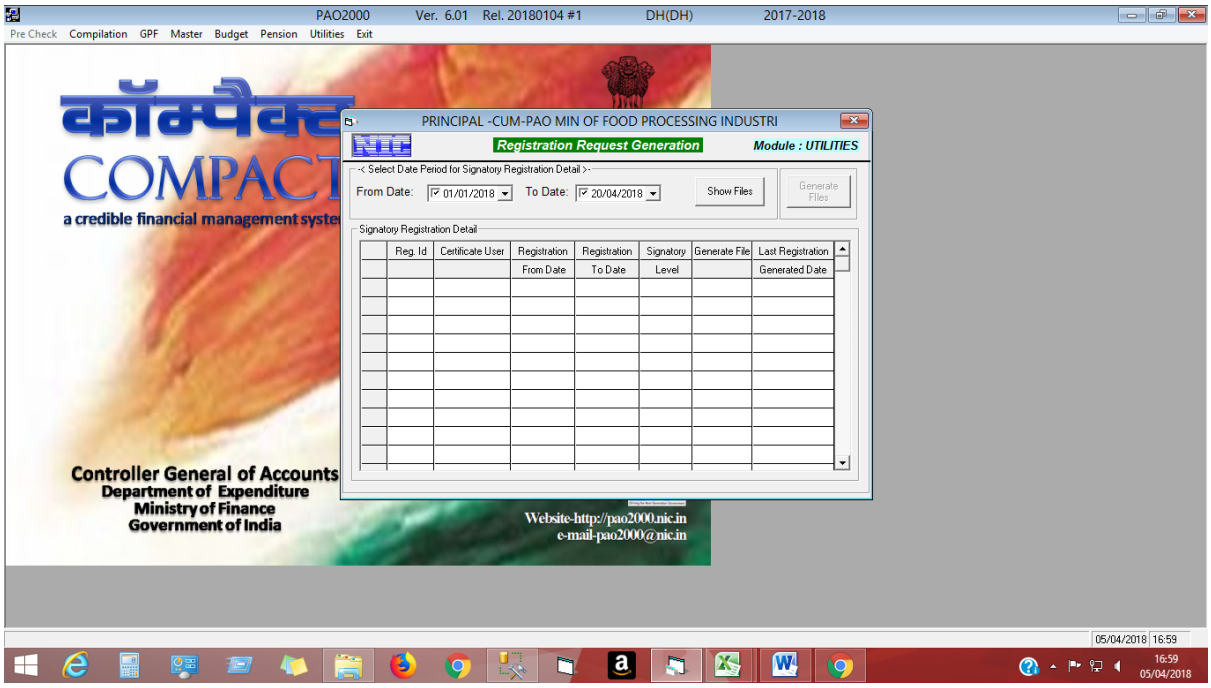
(c)



(d) Go to Utility module-> e-Payment->Registration Request Generation

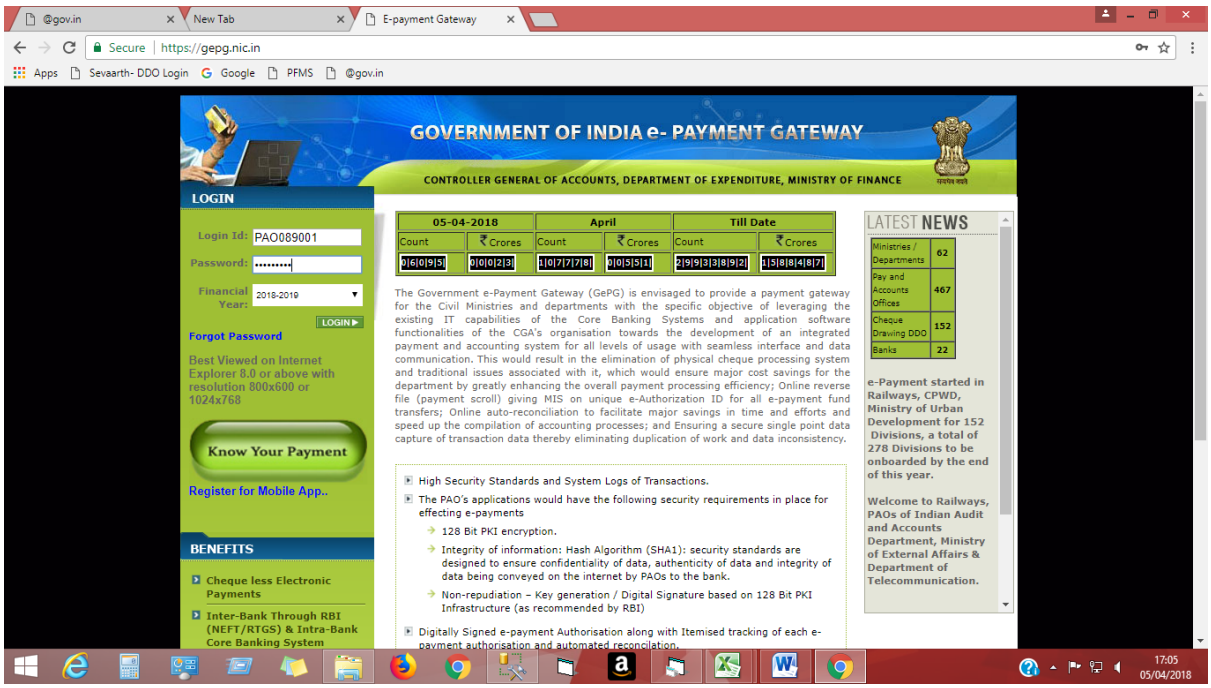


(e) Select the period and click on “show files” and select the file.



STEP II - e-payment signatory registration file upload to GePG

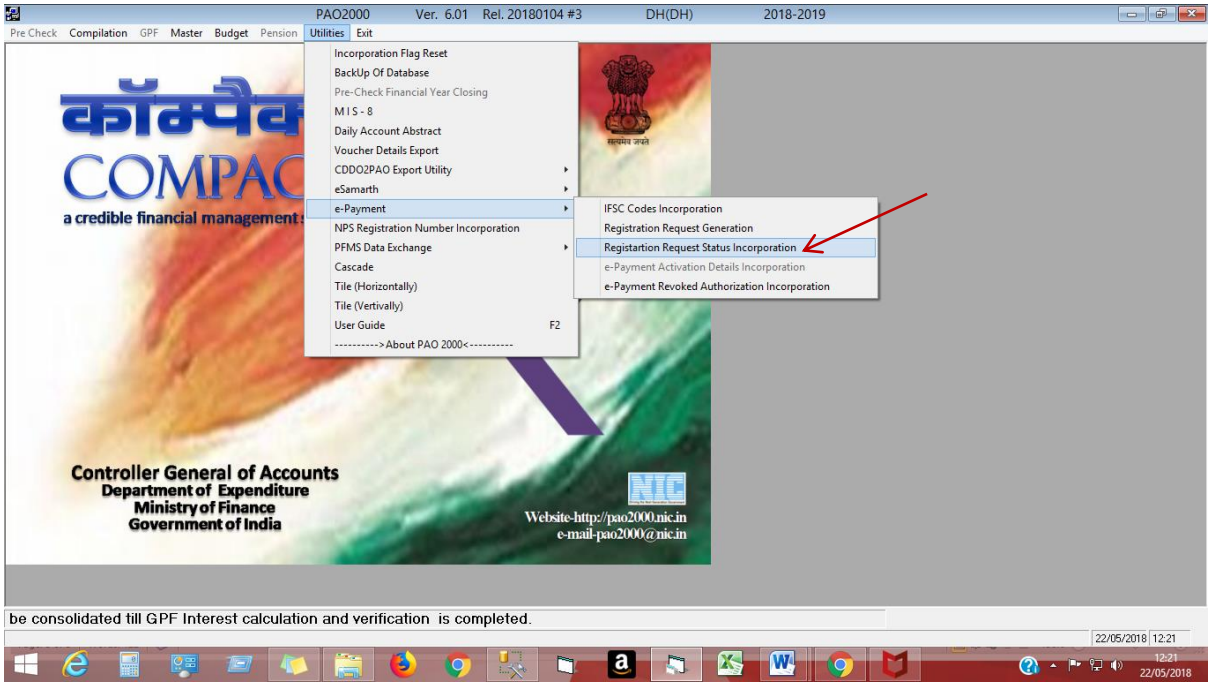
Upload the file generated above by login in GEPG.nic.in



STEP III - Signatory Registration acceptance by PR. AO

STEP –IV - Signatory Registration Acceptance status downloads & Incorporate into compact.

Download the signatory registration acceptance status and incorporate the file through option registration Request status incorporation



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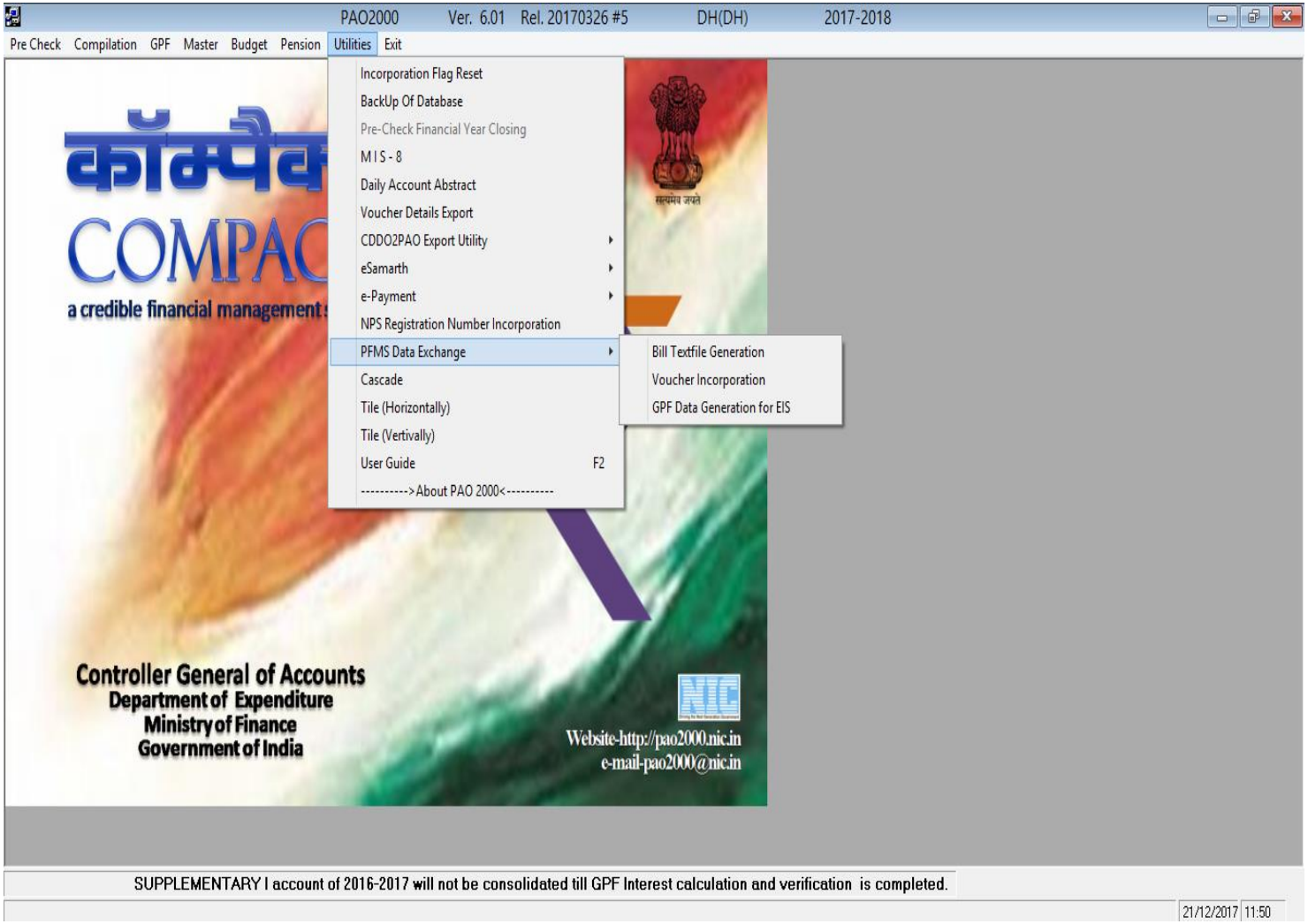
Process Flow for Creation of GPF Data File from Compact

Creation of Temporary GPF data file

- Log in COMPACT
- Goto UTILITY Module
- Select the option – PFMS Data Exchange
- Click on the option – GPF Data Generation for EIS

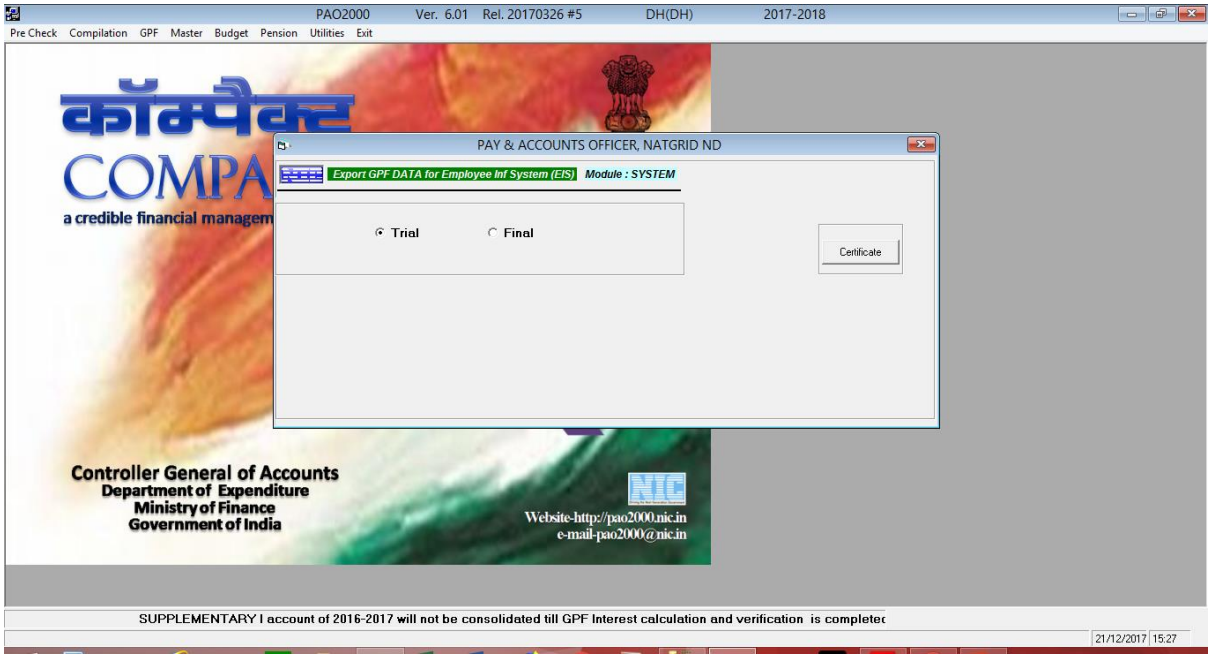

PAO2000 Ver. 6.01 Rel. 20170326 #5 DH(DH) 2017-2018
Pre Check
Compilation
GPF
Master
Budget
Pension
Utilities
Exit
Incorporation Flag Reset
BackUp Of Database
Pre-Check Financial Year Closing
M I S - 8
Daily Account Abstract
Voucher Details Export
CDDO2PAO Export Utility
eSamarth
e-Payment
NPS Registration Number Incorporation
PFMS Data Exchange
Cascade
Tile (Horizontally)
Tile (Vertivally)
User Guide F2
----------> About PAO 2000<----------
Bill Textfile Generation
Voucher Incorporation
GPF Data Generation for EIS
a credible financial management
Controller General of Accounts
Department of Expenditure
Ministry of Finance
Government of India
Website-http://pao2000.nic.in
e-mail-pao2000@nic.in
SUPPLEMENTARY I account of 2016-2017 will not be consolidated till GPF Interest calculation and verification is completed.
21/12/2017 11:50

Creation of Temporary GPF data file

Select Trial option

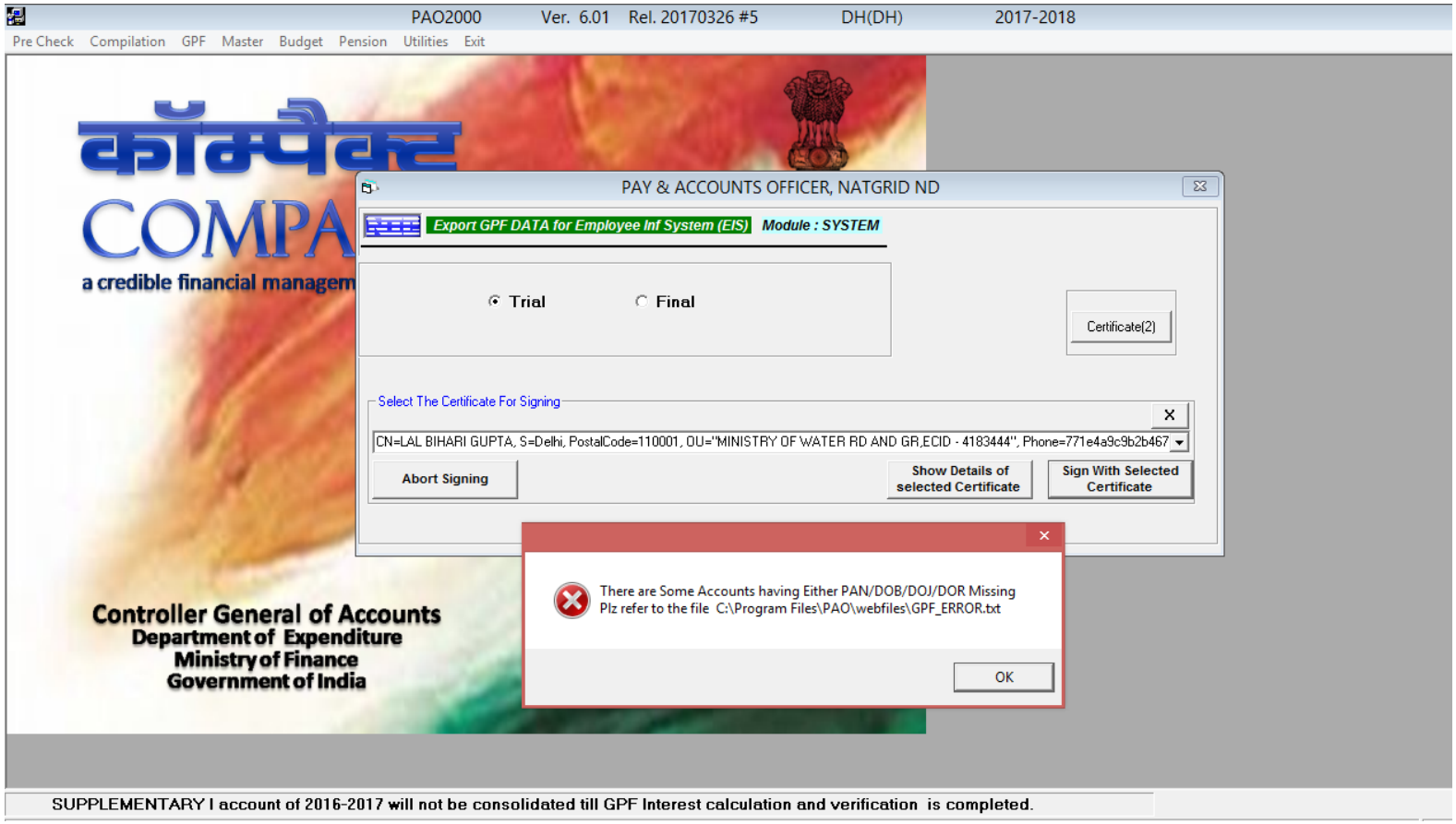
Insert USB Token

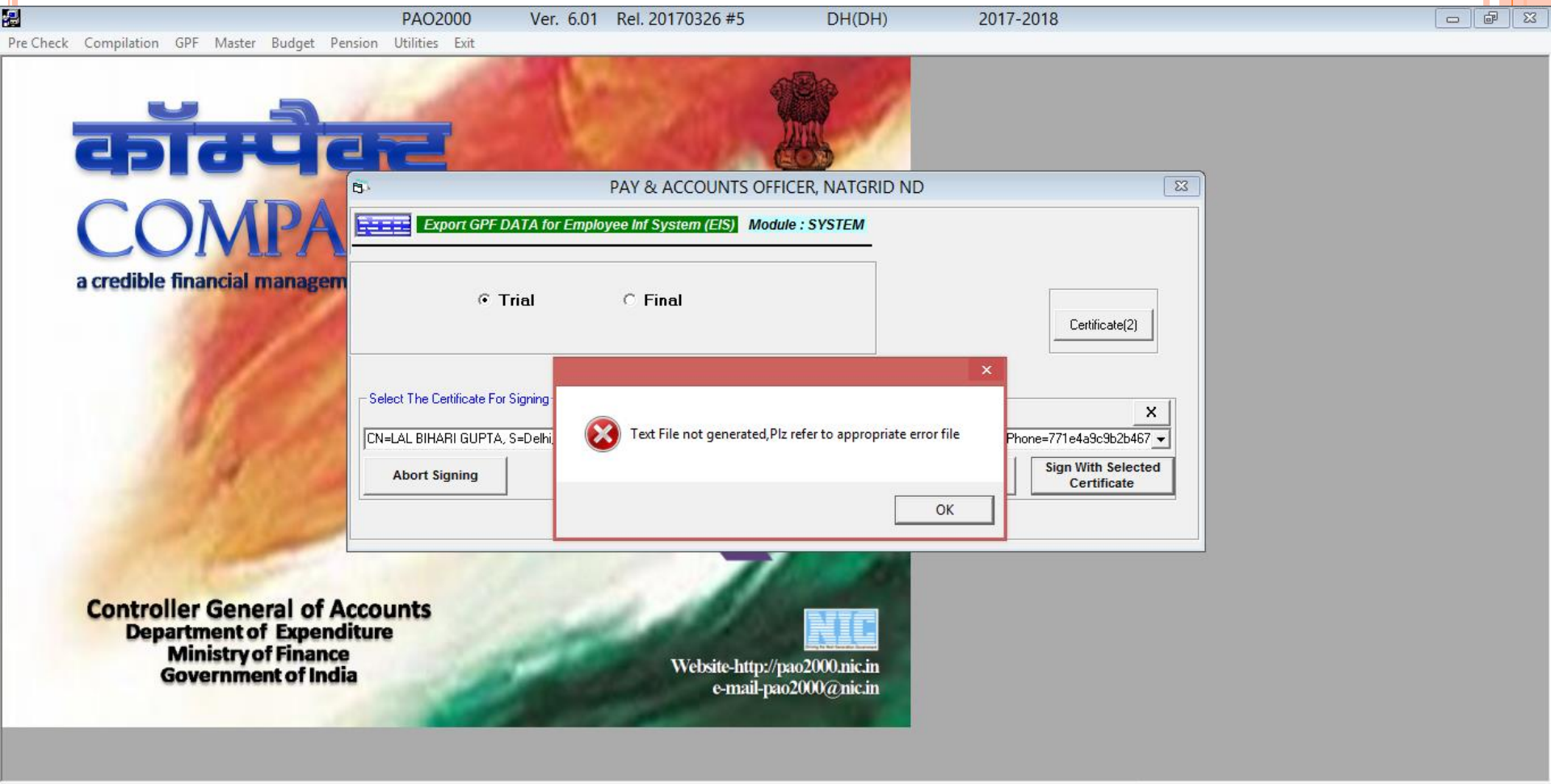
Select the certificate and click

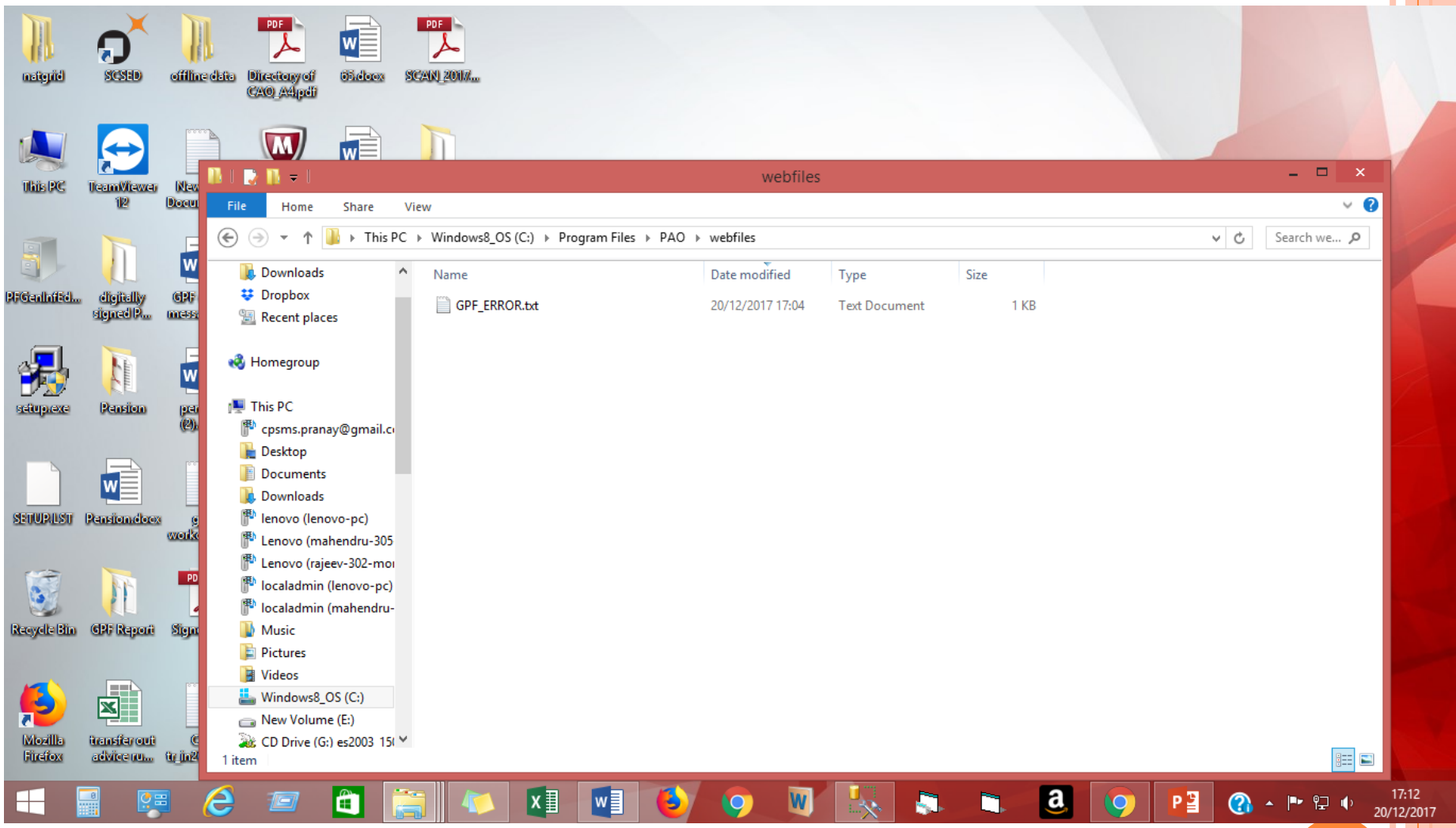

PAO2000 Ver. 6.01 Rel. 20170326 #5 DH(DH) 2017-2018
Pre Check Compilation GPF Master Budget Pension Utilities Exit
कॉम्पैक्ट
COMPA
a credible financial managem
PAY & ACCOUNTS OFFICER, NATGRID ND
Export GPF DATA for Employee Inf System (EIS)
Module : SYSTEM
Trial
Final
Certificate
Controller General of Accounts
Department of Expenditure
Ministry of Finance
Government of India
NIC
Website-http://pao2000.nic.in
e-mail-pao2000@nic.in
SUPPLEMENTARY I account of 2016-2017 will not be consolidated till GPF Interest calculation and verification is completed
21/12/2017 15:27

CREATION OF TEMPORARY FILE

- Error is thrown if data is not completely updated & data file would not be generated
- Error file would be generated


PAO2000 Ver. 6.01 Rel. 20170326 #5 DH(DH) 2017-2018
Pre Check Compilation GPF Master Budget Pension Utilities Exit
कॉम्पैक्ट
COMPA
a credible financial managem
Controller General of Accounts
Department of Expenditure
Ministry of Finance
Government of India
PAY & ACCOUNTS OFFICER, NATGRID ND
Export GPF DATA for Employee Inf System (EIS)
Module : SYSTEM
Trial
Final
Certificate(2)
Select The Certificate For Signing
CN=LAL BIHARI GUPTA, S=Delhi, PostalCode=110001, OU="MINISTRY OF WATER RD AND GR,ECID - 4183444", Phone=771e4a9c9b2b467
Abort Signing
Show Details of selected Certificate
Sign With Selected Certificate
There are Some Accounts having Either PAN/DOB/DOJ/DOR Missing
Plz refer to the file C:\Program Files\PAO\webfiles\GPF_ERROR.txt
OK
SUPPLEMENTARY I account of 2016-2017 will not be consolidated till GPF Interest calculation and verification is completed.


PAO2000 Ver. 6.01 Rel. 20170326 #5 DH(DH) 2017-2018
Pre Check Compilation GPF Master Budget Pension Utilities Exit
कॉम्पैक्ट
COMPA
a credible financial managem
PAY & ACCOUNTS OFFICER, NATGRID ND
Export GPF DATA for Employee Inf System (EIS)
Module : SYSTEM
Trial
Final
Certificate(2)
Select The Certificate For Signing
CN=LAL BIHARI GUPTA, S=Delhi,
Phone=771e4a9c9b2b467
Abort Signing
Sign With Selected Certificate
Text File not generated,Plz refer to appropriate error file
OK
Controller General of Accounts
Department of Expenditure
Ministry of Finance
Government of India
Website-http://pao2000.nic.in
e-mail-pao2000@nic.in
calculation and verification is completed.
20/12/2017 17:11


webfiles
File
Home
Share
View
This PC › Windows8_OS (C:) › Program Files › PAO › webfiles
Search we...
Downloads
Dropbox
Recent places
Homegroup
This PC
cpsms.pranay@gmail.c
Desktop
Documents
Downloads
lenovo (lenovo-pc)
Lenovo (mahendru-305
Lenovo (rajeev-302-mo
localadmin (lenovo-pc)
localadmin (mahendru-
Music
Pictures
Videos
Windows8_OS (C:)
New Volume (E:)
CD Drive (G:) es2003 15
Name
Date modified
Type
Size
GPF_ERROR.txt
20/12/2017 17:04
Text Document
1 KB
1 item
17:12
20/12/2017

Error File

GPF_ERROR.txt - Notepad

File Edit Format View Help

```
NAT-033|DEVENDRA SINGH|APZPS1880E|DOB Missing|10/09/1987 |31/01/2025 |
NAT-035|RITA SHARMA|PAN Missing|04/04/1966 |02/06/1986 |30/04/2026 |
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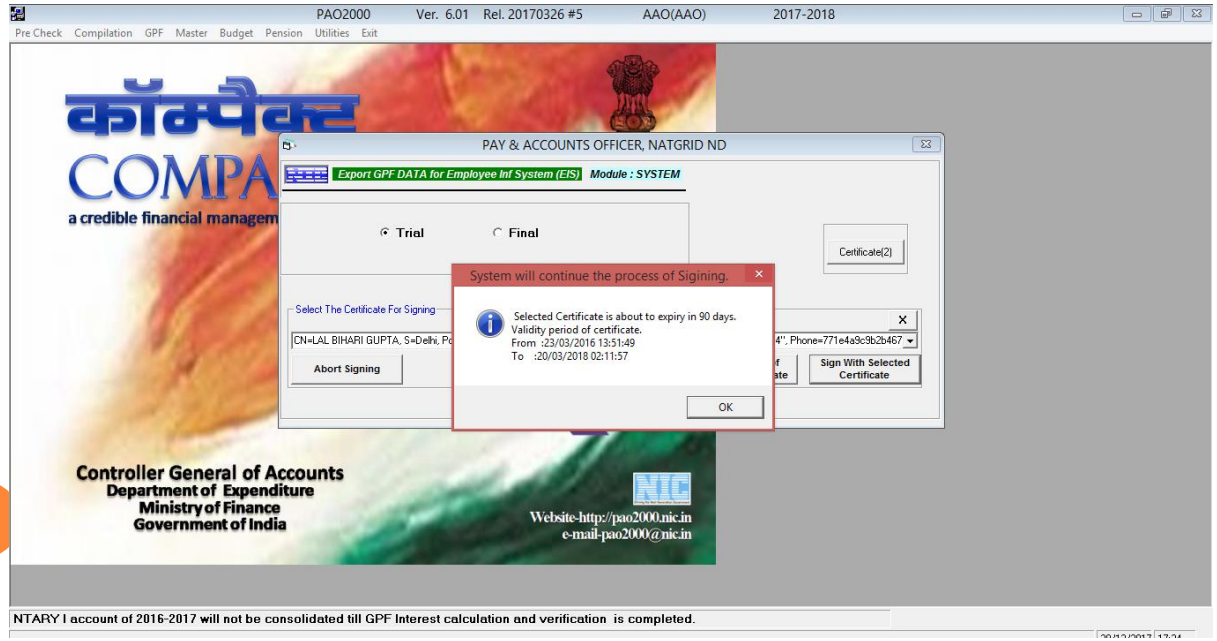
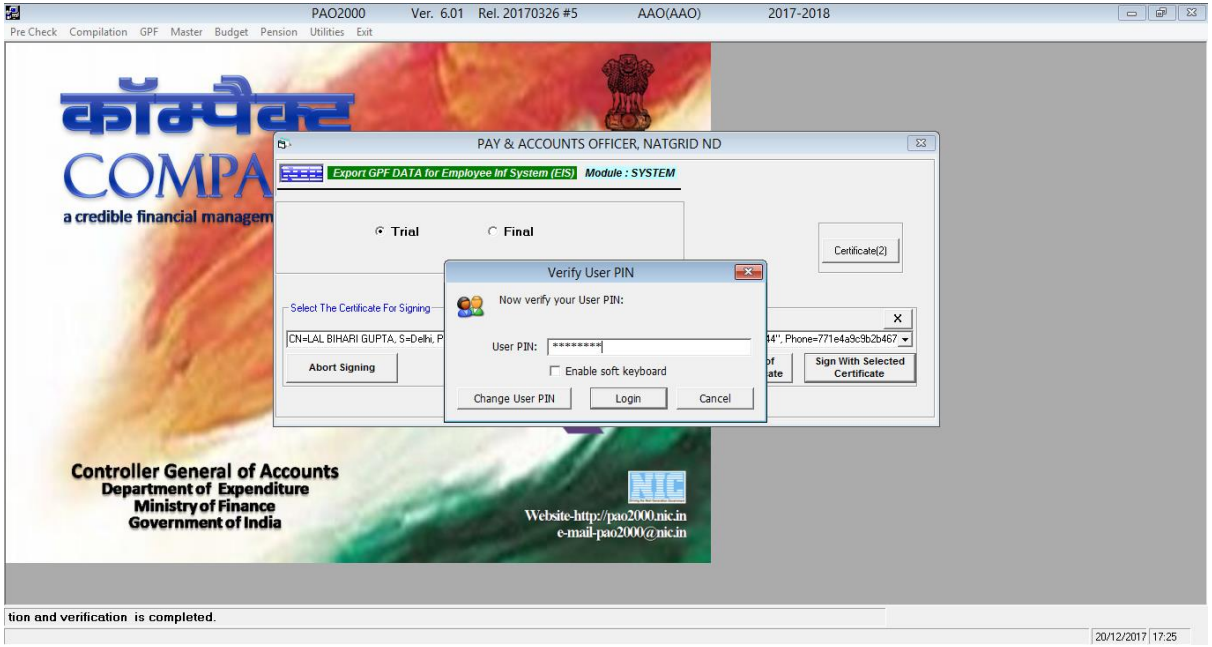
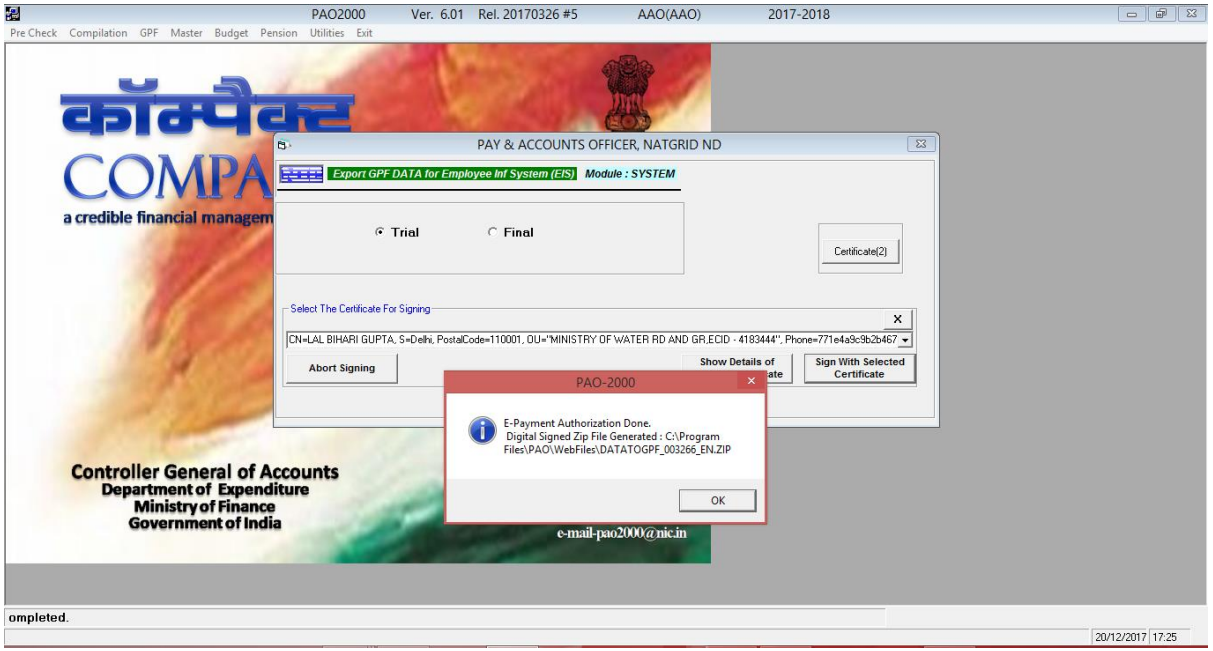
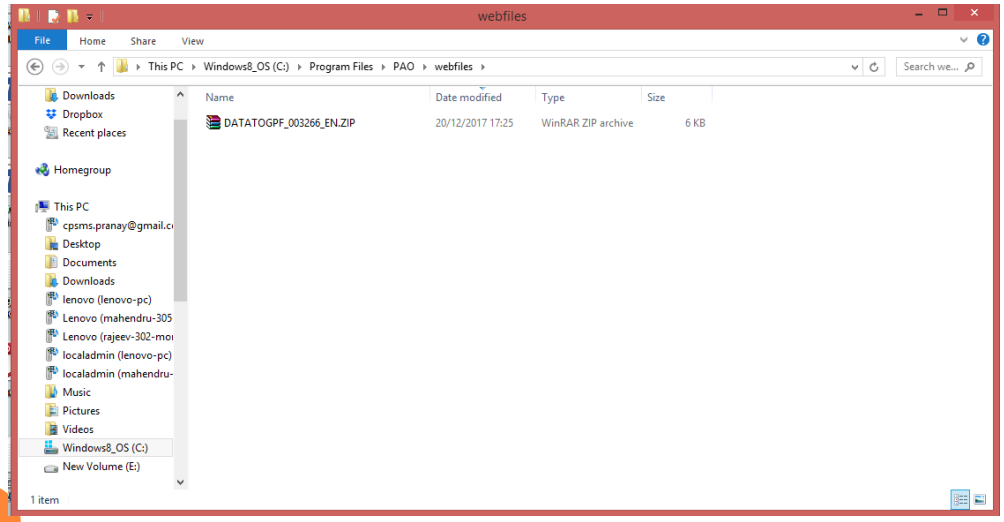
Data file generation




PAO2000 Ver. 6.01 Rel. 20170326 #5 AAO(AAO) 2017-2018
Pre Check Compilation GPF Master Budget Pension Utilities Exit
कॉम्पैक्ट
COMPA
a credible financial managem
PAY & ACCOUNTS OFFICER, NATGRID ND
Export GPF DATA for Employee Inf System (EIS)
Module : SYSTEM
Trial
Final
Certificate(2)
Verify User PIN
Now verify your User PIN:
User PIN:
Enable soft keyboard
Change User PIN
Login
Cancel
Select The Certificate For Signing
Abort Signing
Sign With Selected Certificate
Controller General of Accounts
Department of Expenditure
Ministry of Finance
Government of India
NIC
Website-http://pao2000.nic.in
e-mail-pao2000@nic.in
tion and verification is completed.
20/12/2017 17:25


PAO2000 Ver. 6.01 Rel. 20170326 #5 AAO(AAO) 2017-2018
Pre Check Compilation GPF Master Budget Pension Utilities Exit
कॉम्पैक्ट
COMPA
a credible financial managem
Controller General of Accounts
Department of Expenditure
Ministry of Finance
Government of India
e-mail-pao2000@nic.in
PAY & ACCOUNTS OFFICER, NATGRID ND
Export GPF DATA for Employee Inf System (EIS)
Module : SYSTEM
Trial
Final
Certificate(2)
Select The Certificate For Signing
CN=LAL BIHARI GUPTA, S=Delhi, PostalCode=110001, OU="MINISTRY OF WATER RD AND GR,ECID - 4183444", Phone=771e4a9c9b2b467
Abort Signing
Show Details of
Sign With Selected Certificate
PAO-2000
E-Payment Authorization Done.
Digital Signed Zip File Generated : C:\Program Files\PAO\WebFiles\DATATOGPF_003266_EN.ZIP
OK
ompleted.
20/12/2017 17:25

Temporary Data file generated for upload