FAQs ON BNPL PROCESS IN CSI

V1.0
A. **Contract not Available at POS:**

1. **Webservice Error (POS Message “There is an error in Webservice”):**
   a. Check local network viz SAP access, India Post Portal access.
   b. Check webservice status with other BNPL Offices. If not available at other office also raise service desk ticket as the issue will be at Central server.

2. **Customer Details available but not the Contract Details:**
   c. Cross check with other Customer IDs for availability of Contract Details. If Contract available for other customers and missing for one customer: refer B
   d. If Contract details not available for any other customer, crosscheck with other BNPL centers. Raise service desk ticket. This is due to issue at ECP as CRM is up with specific reason.

**Note:** Customer details will be fetched from CRM and Contract details from ECP. If CRM is down, no details shall be fetched at POS. CRM access can be checked in that case.

B. **ACCESS TO CUSTOMER CONTRACT:**

1. **Obtain Contract number** from ZBNPL_NEW from Customer ID, Use VA42-Edit & VA43-View

2. **Contract access authorization:**
   Tcode: VA42 - No authorization
   
   ![You are not authorized to use transaction VA42](image)

   Obtain below Role:

<table>
<thead>
<tr>
<th>Technical name</th>
<th>Im Role Name</th>
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<tbody>
<tr>
<td>YS:SD_CONTRACT_DISPLAY</td>
<td>CONTRACT DISPLAY</td>
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Access Available to VA42, but not for Contract:

Incase not authorized to access Specific Contract Number: Below Error appears:

⚠️ You are not authorised to modify this contract

a. Check Contract Billing office through VA43, Additional Data B tab.
b. Only permanent Employee of Billing Facility ID is allowed to Modify Contract through VA42
c. Login with Billing office user and modify, If no possible raise service desk ticket for changing Billing office to your Office Facility Id.

C. For contract details to be available at POS:

a. Contract ‘Valid TO’ Date should be later than current Date.
b. Correct service to be selected at POS as maintained in Contract Material Group 2’ (service).
c. Booking Office Name should be available at Contract ‘Additional data b’ tab.

Contract is configured through VA41 and can be modified through VA42. VA43 is to view Contract:

1. Contract can be modified through VA42 by the user of Bill rising Facility only.
2. Any can be viewed through VA43. TO Check Bill rising office & other details.

a) Check Contract Validity:

1. Navigate to VA43 with Contract number.
2. Click Sales Tab and Contract end Date should be available.

![Display Contract- BP/EP 40053974: Overview](image)

3. Contract shall not be available at POS on or after Contract End date. Make changes as per agreement through VA42.

b) Check Service mapped to Contract:

1. Navigate to VA43 with Contract number.
2. Scroll Item 10 row to see Material Group 2 selection. Select Correct service at POS and add Cust.
c) **Check Contract Booking Offices:**

1. Copy Navigate to VA43 with Contract number. Double click Item 10

2. Click on Additional Data B tab

3. Those office in the list are authorized to Booked against the contract through POS. Make sure Name of the Office is available next to Facility ID. If not available, Press Enter button after Clicking on Booking Post Office Facility ID.
4. Activity procedure Date Issue while Contract Modification:

The activity procedure date must be larger than the system date

Please follow below steps:

Click on GOTO-> Header-> Contract Data

Make sure Action date is later than current Date, ie Tomorrow Date. Save with required Contract end Date.
D. **Process to Check Advance Customers Discount Credit (After Billing):**

1. Navigate to VA43 with Contract number.
2. Click on Environment, Changes
3. Click on Execute, (Contract number shall be auto filled in Document Text box)
4. Report shall be generated as below:
• User with DOP employee ID 102* denotes Advance customer recharges those processed through ZADVANCE_DEPOSIT.

• Double click on Dates (Date of Transaction) to know the previous Balance and updated balance after recharge. Old Balance of first entry should always be zero (Or 1) which is Target Value Inserted during contract creation. Tcode will be ZADVANCE_DEPOSIT

• Entry with User SAPSD_FF denotes Discount credited against contract. Discount contains Actual Discount (as per Bill) + Tax difference. Tcode: ZADVANCE_CREDIT

• Advance customers Discount+Tax difference should be credited within 7 days of Billing, If no entry with SAPSD_FF user/ not credited, kindly intimate below Email.
salesndist.cept@indiapost.gov.in
E. BILLING AND ACCOUNTS:

- BNPL booking shall be accounted as Revenue only after Billing process completion.
- Accounting Document shall be posted as liability against Customer ID, which is Accounts Receivable. This is done through Billing Process.
- Customer account ledger can be viewed through Tcode FBL5N

1. Customer Id, against which Booking is Done
2. Open Item denotes unpaid Billing documents (RV), unadjusted advances (DZ with Special G/L items), Unpaid COD Articles (DR).
3. Cleared Items denotes: Paid bills (RV), Funds received/paid(DZ), Cleared Advances (DZ with Special G/L items), Paid COD Articles (DR).
4. “All Items” includes Open & Cleared items
5. Customer Advances are Special G/L transactions & other documents are normal Items.
6. “/BNPL” layout may be selected always. Execute to generate the report.
7. Red Items denotes Unpaid (RV, DR). Green denotes paid, settled (Cleared)
8. Assignment is Invoice reference for Discounts as per Bill which is RV document; CQ number in case of DZ, Article number incase for DR & Null for RV billing document.
10. Document Type: RV shall be Billing Document/Discount document, DZ is Payment and DR is COD liability.
11. Document Date is transaction/Billing date.
12. Special G/L shall be W incase of Advance /Recharges.
13. Clearing date will be date of Payment incase of BNPL customer and Date of adjustment for Advance customer.
14. Amount as per billing/payment.
15. Clearing Document will be null for unpaid bills and unadjusted advances.
16. Long Text with SL denotes random POS invoice number, always RV document posted through BNPL billing process shall have SL number is Text.
17. Reference denotes Invoice number as available in Bill output. This can be used to print the bill through VF23.
F. **GENERATE BILL (INVOICE) NUMBER FOR MULTIPLE CUSTOMERS:**

With the Above selections and Posting Date being the Date of Billing, Enter the Customer ID in Multiple selection and execute the report.