1. **<u>CUSTOMER CREATION</u> :** Login to CRM (customer relationship management) screen by entering user ID and Password

   ➢ Select the Business role as "ZINT_DOP_EMP_DOP Internal Employees"
   ➢ Select the Account Management
   ➢ Select the corporate account
   ➢ Enter the mandatory fields like First name ,Account group, Address line, City, postal code, country, Region ,language, post office and click on the save button
   ➢ select the "New from template" button from the Sales Area Data
   ➢ Select the Corporate Customer Template From the dropdown and click ok button
   ➢ Select the First option with Division as Mail Operations, Distribution Channel as Sales and Sales organization as Sales Organization DOPI
   ➢ In the organization tab we need to select the district respectively.
   ➢ If you need to change the data, click on the Own data and edit the data and save it.
   ➢ Go to the Tax Area Classification Enter the Taxes types "JTX1, JTX2, JTX3, JTX4, ZEDC, ZKST, ZSCB, and ZSER" Depending upon the type of the Customer
   ➢ Click on the save Button and Customer id is generated.

2. **<u>CONTACT PERSON:</u>** Log on to the SAP screen Enter user id and password.

   ➢ Enter "ZDOP_MAIN "in the command bar then main screen will be displayed and Select the Sales and Distribution link on the DOP main screen.
   ➢ Go to the "Master data tab" and select "Contact person creation".
   ➢ By using the T-Code "VAP1" in command bar also we can go to contact person creation screen.
   ➢ Enter *the customer number* that you have been created.
   ➢ Enter ***Department(nothing but district) first name and last name*** and then go to business address tab and enter name, street/house number, postcode, city, country, region and other required information and click on the Plus button in the street address tab and fill district in the district field.
   ➢ Click on save button contact person will be created with unique id.
   ➢ For changing the existing details use T-Code "VAP2" and for the display of existing details use T-Code "VAP3".

3. **<u>CONTRACT CREATION</u>** :

   ➢ Enter "ZDOP_MAIN" in the command bar then main screen will be displayed and Select the Sales and Distribution link on the DOP main screens.
   ➢ Go to the "Transaction tab" and select "Contract creation".
   ➢ By using the T-Code "VA41" in command bar also we can go to contact person creation screen.

- Enter the contract type Depending on the contract from below order matrix, Sales Organization as DOPI, Distribution Channel as PS and Division as MO.
- Enter the customer code and press enter.

Order Type MATRIX

Service Description	Material Group2	Product Code	Contract Type	Release Order Type
Speed Post	SP	SP_INLAND	ZVC	ZVR
Express Parcel	EP	EXPRESS_PARCEL	ZBC	ZBR
Business Parcel	BP	BUSINESS_PARCEL	ZBC	ZBR
Business Reply Speed Post	BR	BRSP	ZVC	ZVR
Registered Newspaper	RN	R_NP	ZGN	ZAM

- Enter the target value depending on the customer's business

  Note: For advance customer target value should be 1.
- *CON_MAT is used as a material for all type of contracts.*
- Contract Start Date can be changed. Select Z2, Z3, Z4 from F4 help in case the duration is more than 1 year.
- Select Material Group 2 as the service which DOP is providing.
- Select "Goto" option in the Menu Bar, select "Head" option and in that select "Billing" option as shown:
- *Under Billing Document tab select Terms of Payment as "ZSP1" (Payable within 30 Days) and ZRNP for registered newspaper contract.*
- Under Accounting tab mention the Bank Guarantee Amount.
- Enter Bank Branch Name, Memo Date, Memo Number details under order data tab.
- Click on 'F3'Function key and Select the Item
- Now select "Goto" option in the Menu Bar, select "Item" option, in that select "More" option and then select "Additional Data B"
- Under Additional Data B tab select the Payment Method depending on the customer select 'BNPL' or 'Advance' .
- Under Additional Data B, mention the Payment Post Office, Bill Raising office.
- Under Additional Data B, select the contact person and Booking Post Office and Click on Save Button Contract number will be generated.
- For changing the existing details use T-Code "VA42" and for the display of existing details use T-Code "VA43" .