SOP on Magazine POST

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1. Customer /Contract creation in CRM & SAP :-

i. Customer Creation : 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 drop down 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.

ii. **Contact Person:** 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".

iii. **Contract Creation:**

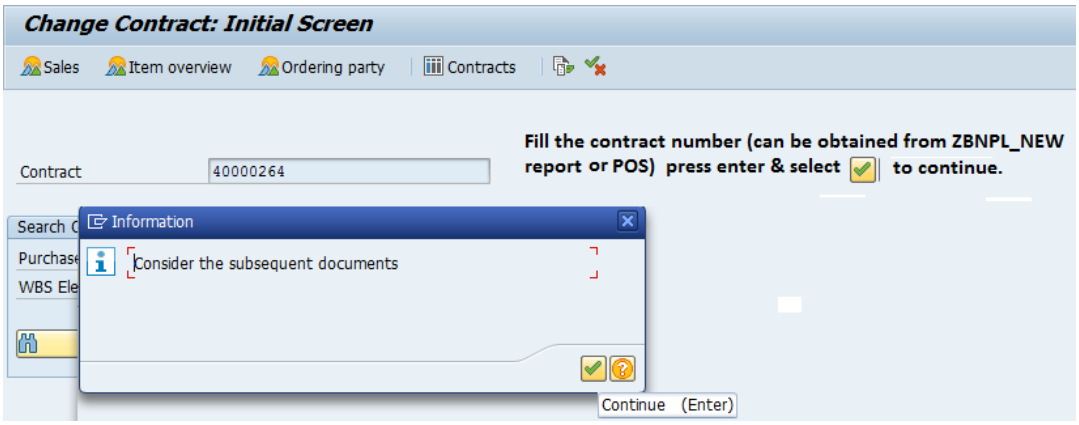
- Enter "ZDOP_MAIN" in the command bar then main screen will be displayed and Select the Sales and Distribution link on the DOP main screens.
- Go to the "Transaction tab" and select "Contract creation".
- By using the T-Code "VA41" in command bar also we can go to contact person creation screen.
- Enter the contract type as "ZBC" Sales Organization as DOPI, Distribution Channel as PS and Division as MO for service description "Magazine Pot".
- Enter the customer code and press enter.
- 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:

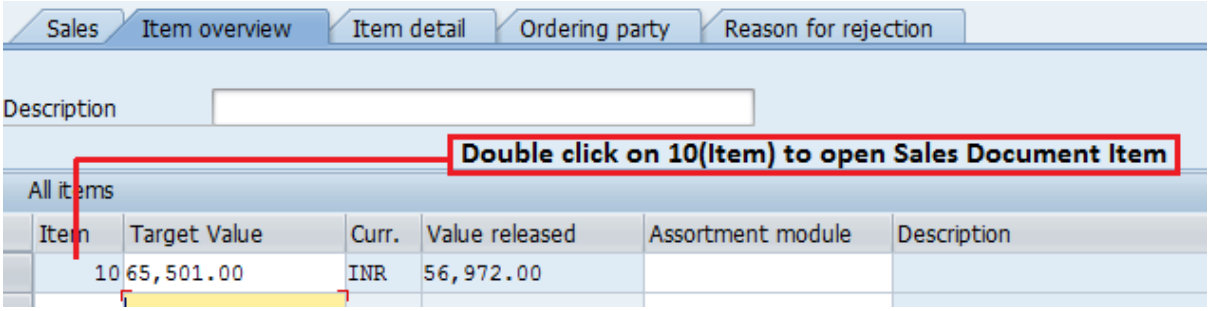
- Under Billing Document tab select Terms of Payment as "ZSP1" (Payable within30 Days) and ZRNP for registered newspaper contract.
- Under Accounting tab mention the Bank Guarantee Amount.
- Enter Bank Branch Name, Memo Date, Memo Number details under order data tab.
- Click on 'F3' Function key and 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"

2. ENABLING PAN INDIA BOOKING:-

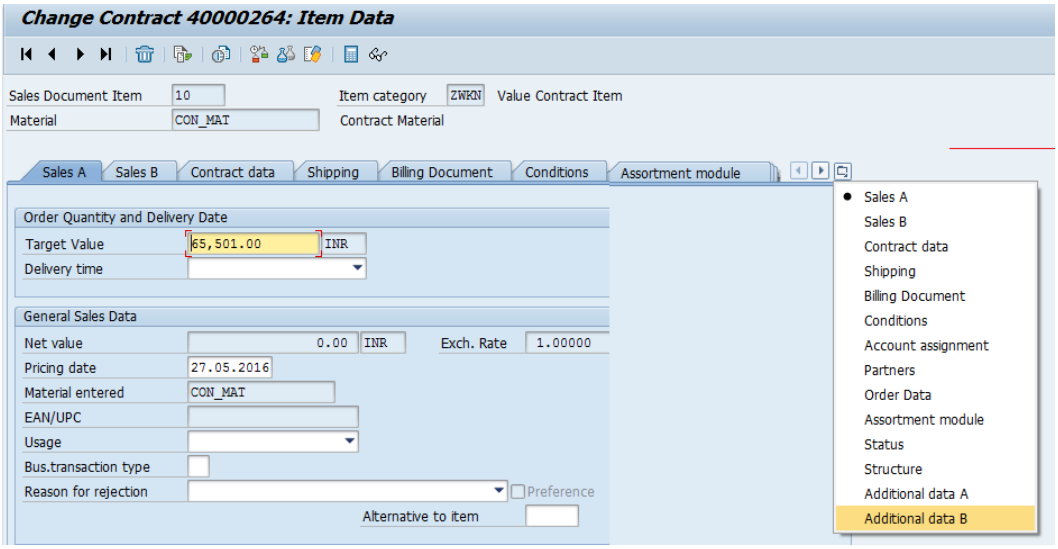
Tcode: VA42 [Accessibile through divisional head login]



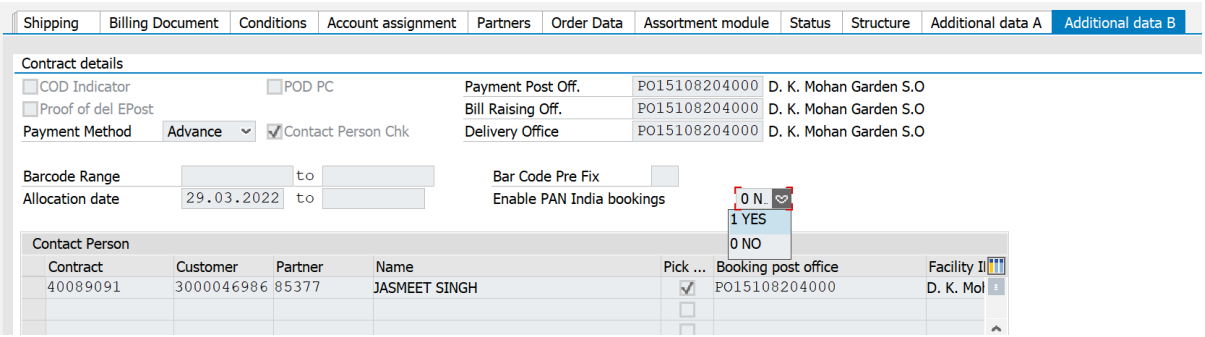
Fill the contract id and press enter to continue. After Entering contract number in VA42, double click on Item 10 box to see contract details.



Click on to open drop down & click on Additional data B option.



Update Enable PAN India Bookings as 1 YES and click save.



3. BILLING PROCESS:-

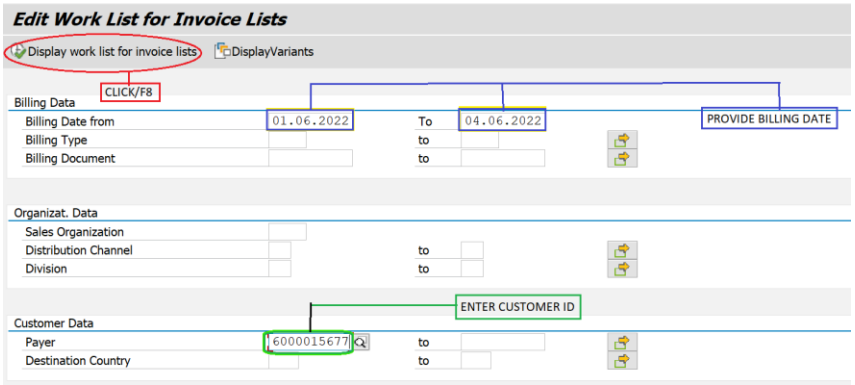
a) Generate invoice (VF24)
b) FINDING BILL INVOICE NUMBER (VF25)
c) PRINT/DISPLAY INVOICE LIST/BILL (VF23)

a) Generate Invoice(On or after 4th Day of subsequent month of Booking):

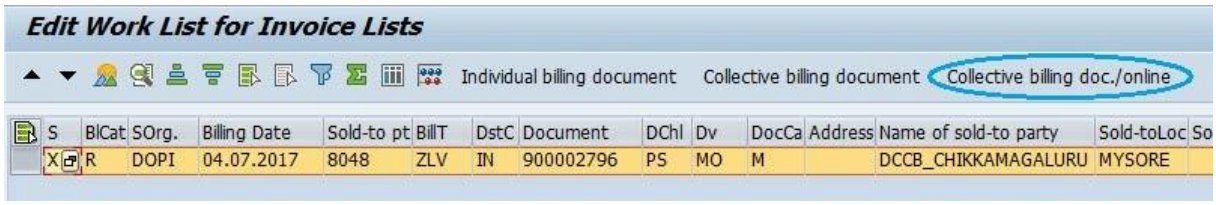
Tcode : VF24

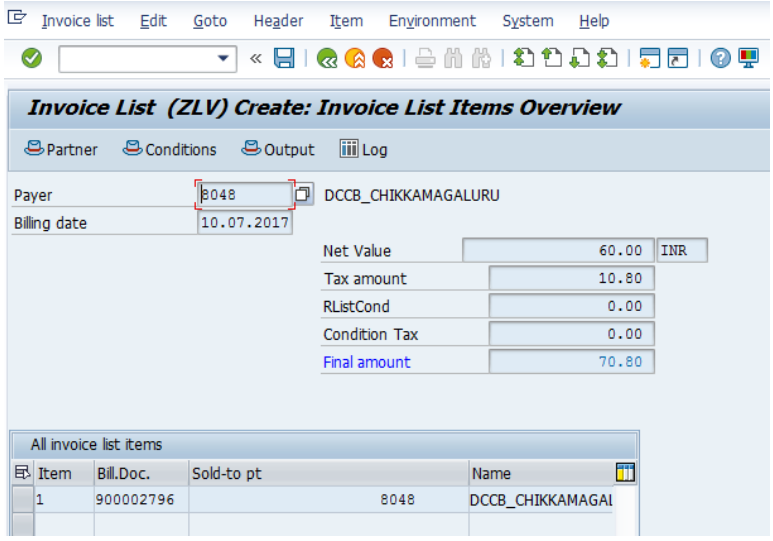
Change the date range and provide the customer id(Payer).

Click Display work list for invoice lists (F8)

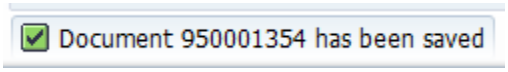


Line items will be displayed in Yellow for selected customer. Click on "Collective billing doc./online"

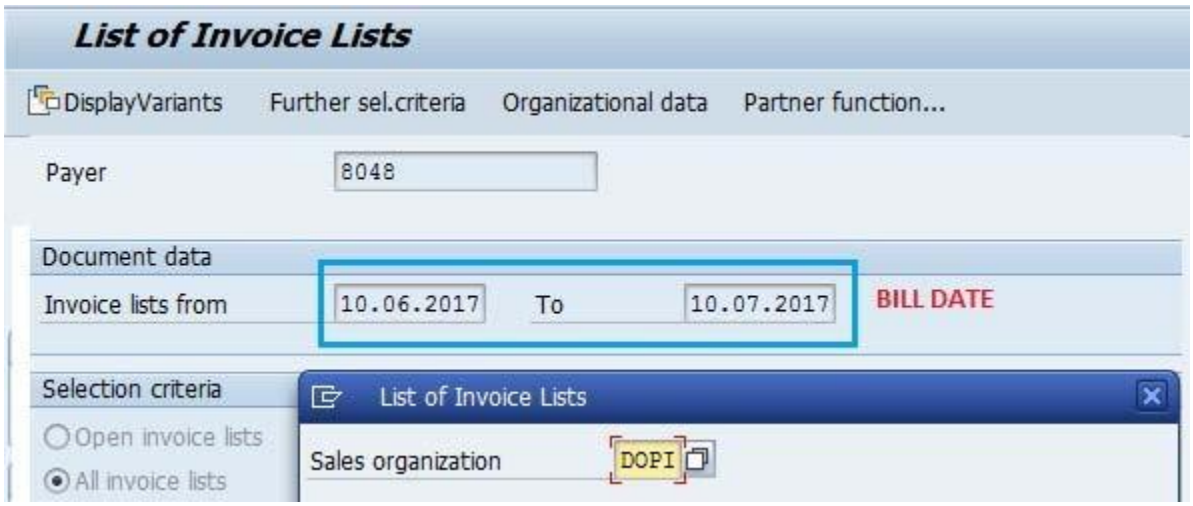




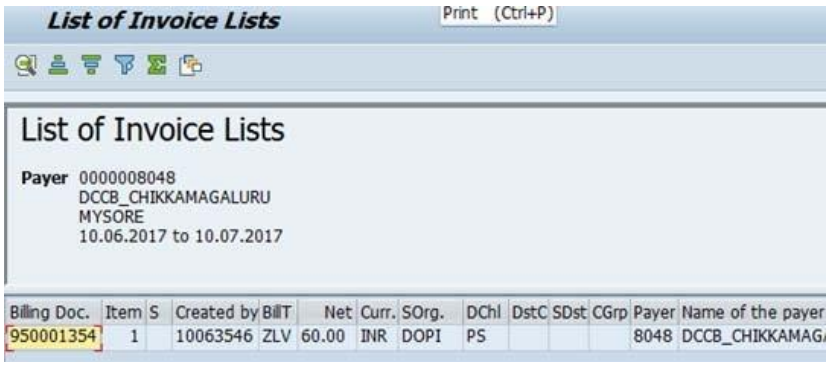
Click on Save to generate the invoice for the selected customer. An invoice number will be generated which can be noted down for reference.



b) FINDING BILL INVOICE NUMBER: Tcode : VF25

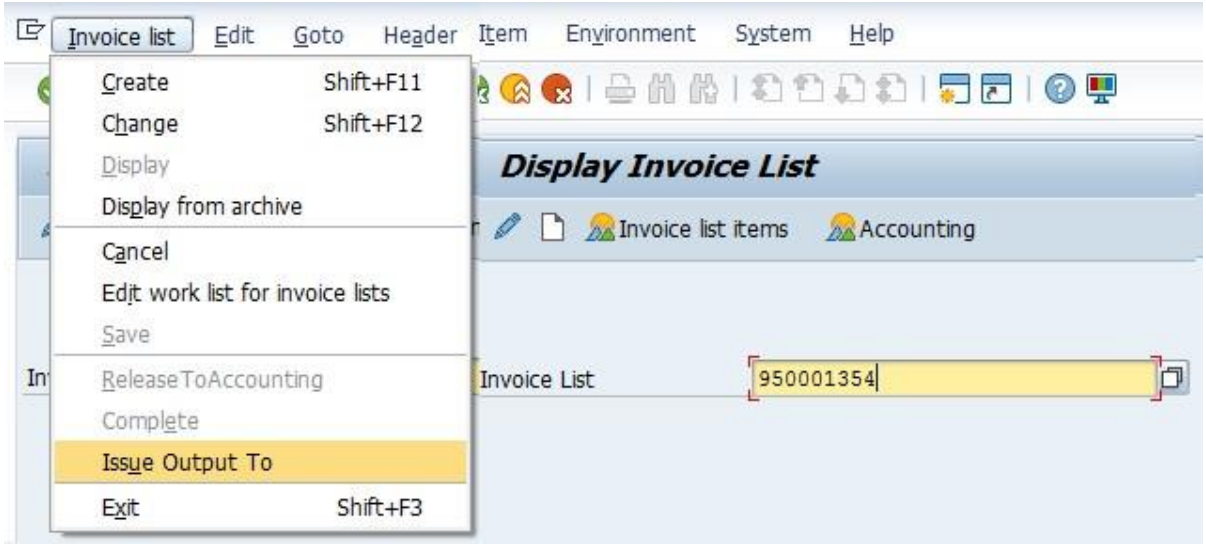


Enter the customer ID, Enter Date of Billing (VF24 date) & press Enter. Enter DOPI in sales organization to see the list of Invoice generated for selected customer in the date range.



Billing Doc 950001354 in this case can be printed in transaction VF23.

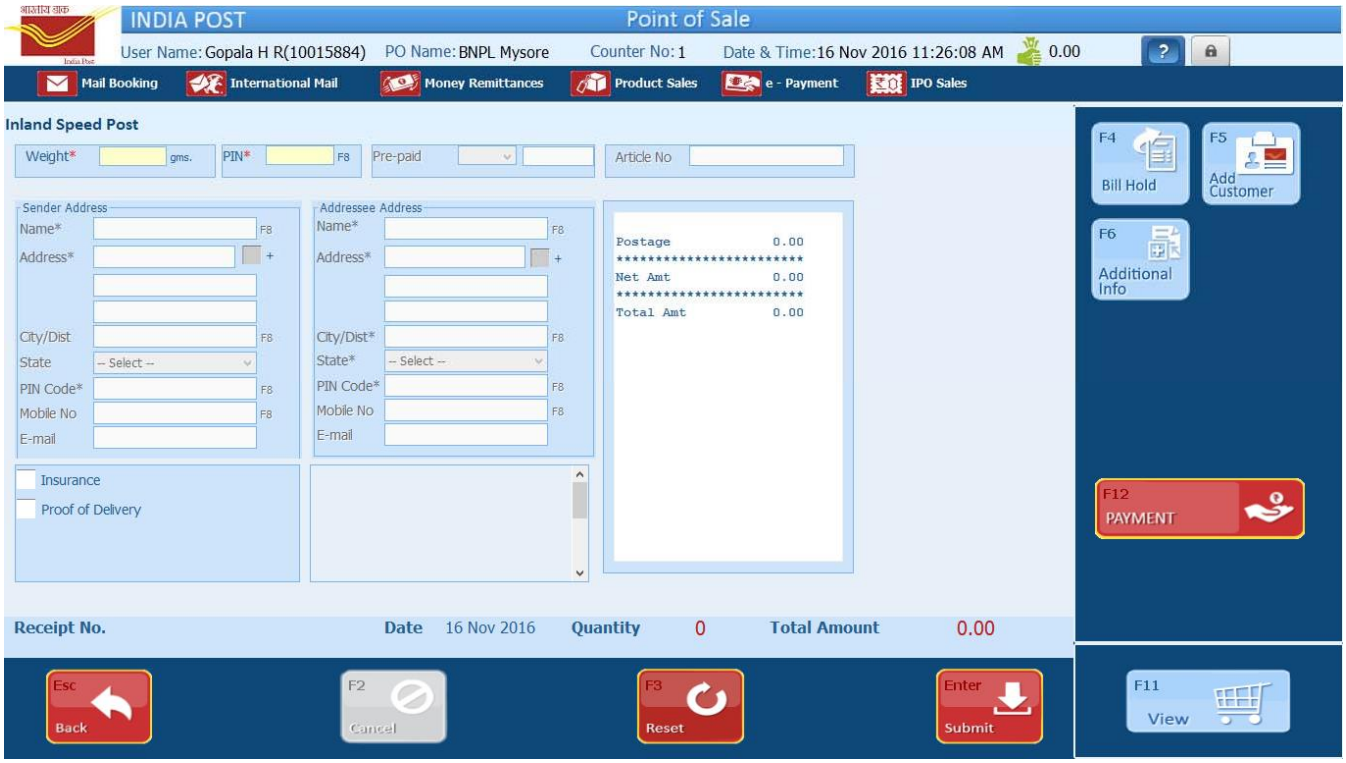
c) **PRINT/DISPLAY INVOICE LIST(BILL): Tcode : VF23**



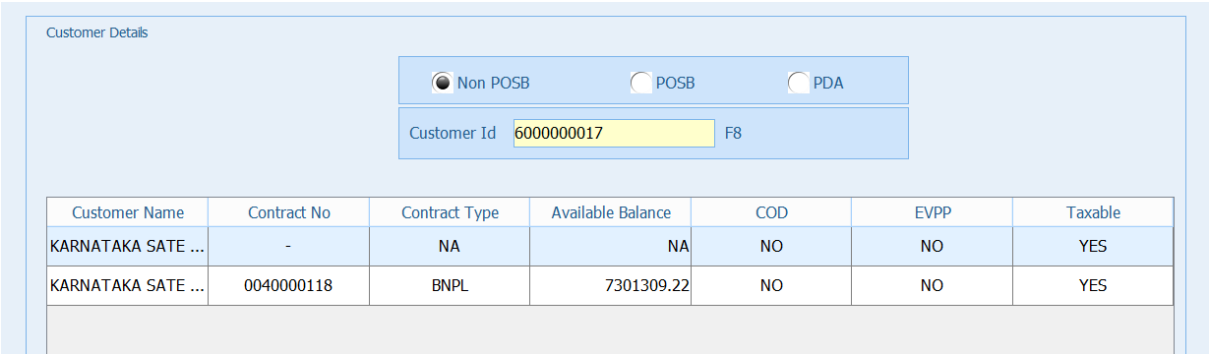
Enter the Invoice number retrieved in VF25, click on Invoice list drop drown & select Issue Output To

iv) BULK BOOKING :-

BULK CUSTOMER BOOKING:

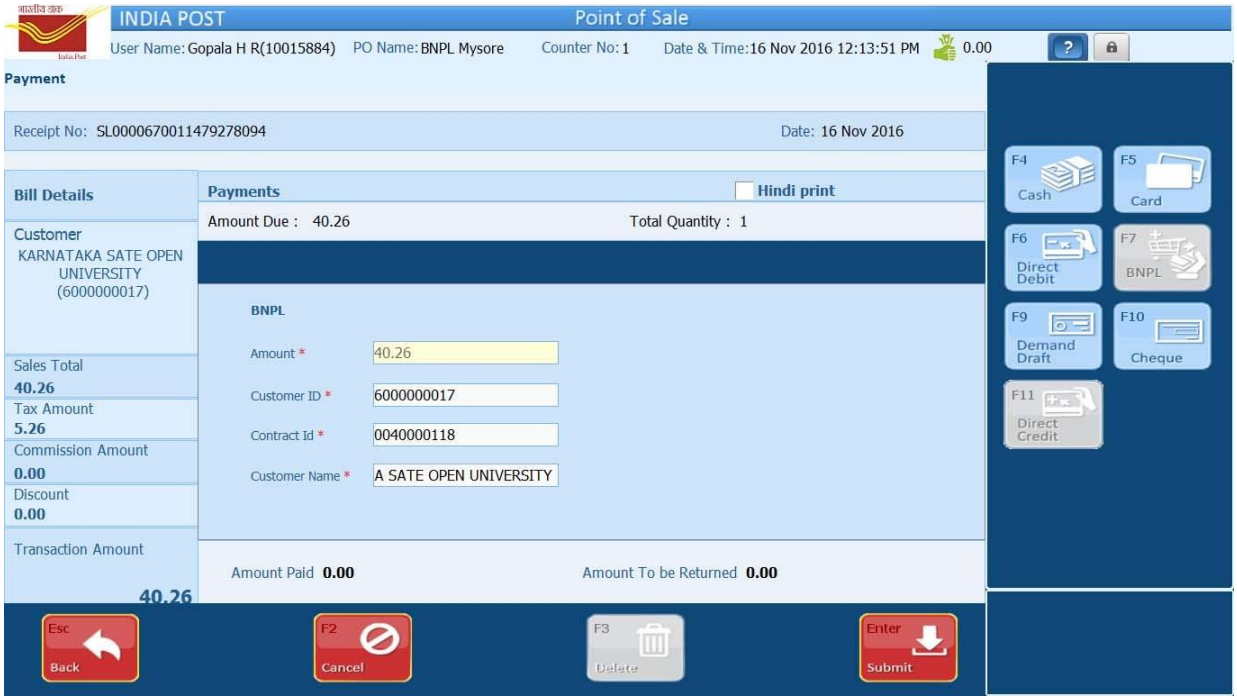


- All customer are identified with Customer-ID , contract will be created based on service availed.
- Add Customer (F5) to select the customer prior to booking after selecting any service in POS.
- Select Non POSB , Enter Customer ID and press F8 to display Customer name & available contract. Details of the customer will be displayed. Select the row with Contract number.



- BNPL booking cannot be made by Selecting Customer row without contract number.
- Available balance in contract corresponds to available credit for BNPL & available balance for advance customers.
- After adding customer, Sender address will be auto filled in POS booking screen. After completing all bookings [which can be viewed in cart(F11)], select Payment(F12) option.
- POS Detailed report shall display Customer ID for which Booking is made.
- Confirm Customer details with number of bookings in the Payment window
- If Contract is selected, BNPL Mode of payment is selected b default.
- For a contractual customer, any payment mode other than BNPL should not be accepted.

Submit to complete payment(BNPL Mode of payment is selected b default).

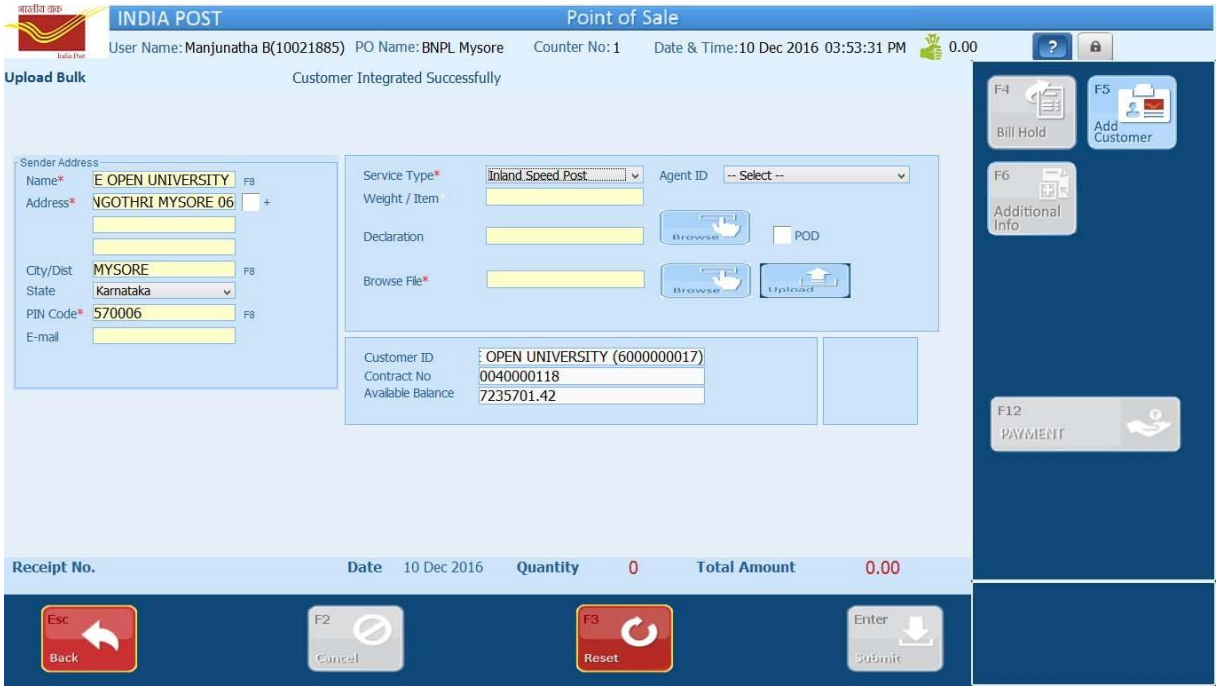


Note:

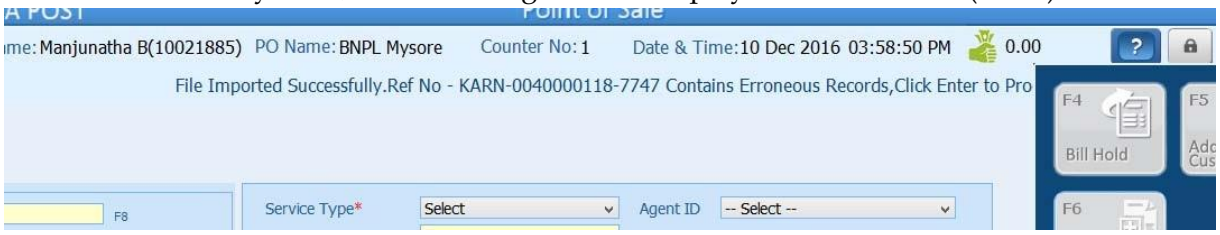
1. Bulk Customer booking requires active network connection (Web Service).
2. Booking procedure is same for advance customers & BNPL customers. Prepaid booking to be avoided.
3. Customer cannot be searched in add customer option. Hence Customer ID list must be available with the operator.
4. Article booked to bulk customer can be cancelled. Cancel transaction is available after booking & before closing of article. Payment mode cannot be changed after booking is confirmed.
5. Contract Bookings with cash mode shall be treated as BNPL Bookings for all purpose and leads to POS CAH GL non zero. So donot select cash mode with contract..

BULK EXCEL UPLOAD:

Bulk excel upload can be made through POS in Business Service Upload Bulk option.

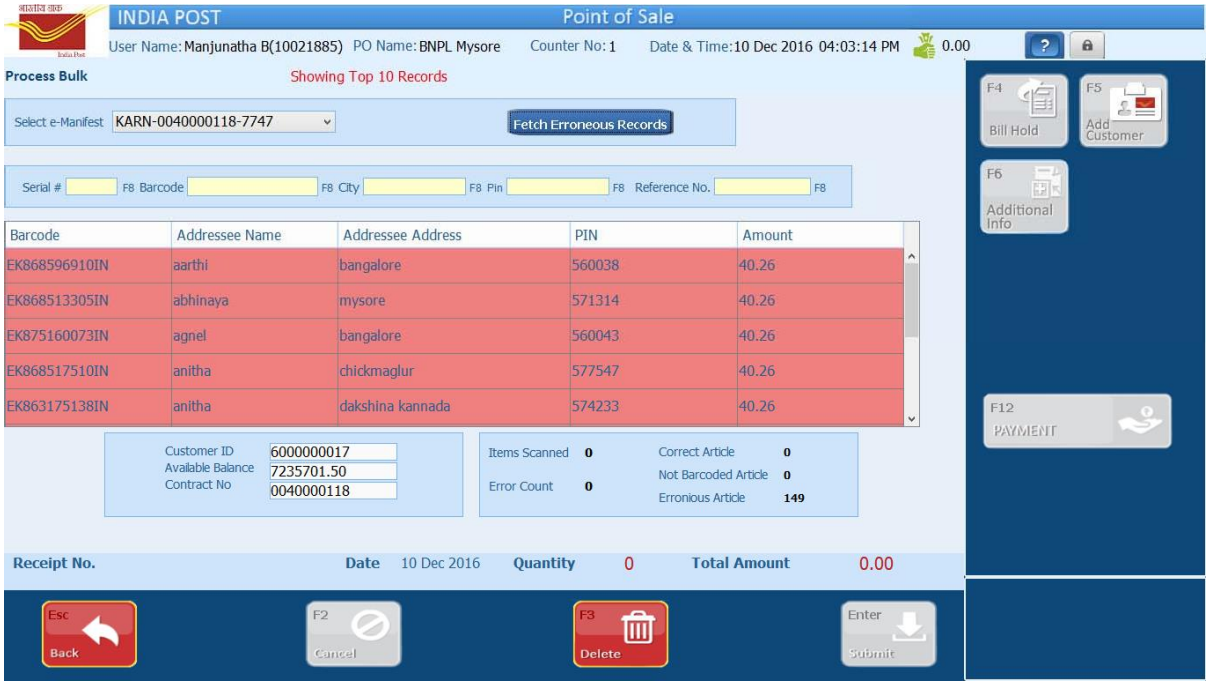


- Select Service type viz Inland Speed Post, Express Parcel and add the customer.
- Check POD box if all the articles to be uploaded are attached with POD.
- Browse for the excel file prepared in required format & select upload.
- All the articles inside file will be processed. In case of no errors, application prompts to continue of Payment (F12).
- In case of any error, below message will be displayed. Select Submit(Enter) button to continue.



- All the Erroneous records need to be processed individually before booking the same.
- A reference number will be created after successful import which can be accessed directly by pressing Enter or navigating to Business Service Process Bulk option.
- Uploaded file cannot be deleted if any single erroneous article is processed.
- Processing of correct articles is not required.
- Erroneous articles can be fetched 10 items at a time & can be processed by selecting each article.
- Partially processed upload cannot be deleted & can be processed any number of times based on the availability of the article.

- Booking can be confirmed for correct / partially processed records by proceeding for payment only after processing at least 1 error record in the below screen.



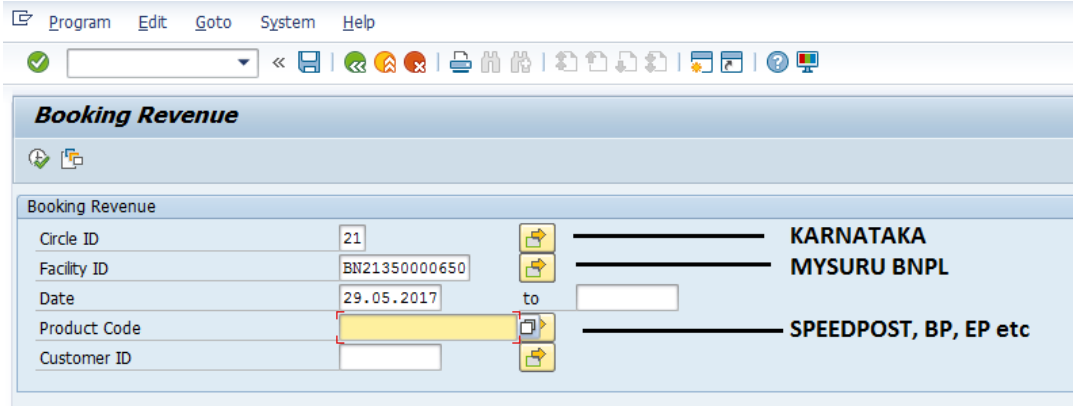
- A pop up will be displayed marking the error in red which can be corrected for processing.
- Payment screen remains same as normal bulk booking.
- Separate template available for Prepaid domestic, International Articles.
- City name of the PIN should match with the name in POS database, hence refer the excel for CITY name correction if any before uploading to reduce error correction time.
- Incase error is "Please select propr file", copy the template from below link and copy the Article data without changing header and upload.
- Procedure for uploading bulk excel for prepaid articles is same, but upload option & excel sheet format is different. Business Service Upload Prepaid Bulk option
- Bulk excel formats can be obtained in any machine where POS counter is installed by navigating to below link

  C:\POS\Application\Counter\build\help\html\help_files\BULK_UPD

V.BNPL REPORTS :-

All BNPL operation viz Reporting, Billing, Payments other than booking & closing of articles will be done through SAP ECP application. Data will be available only if Mobilink Synchronisation is successful in POS server machine & processed in SAP server.

Detailed Booking report of the Booking Unit:

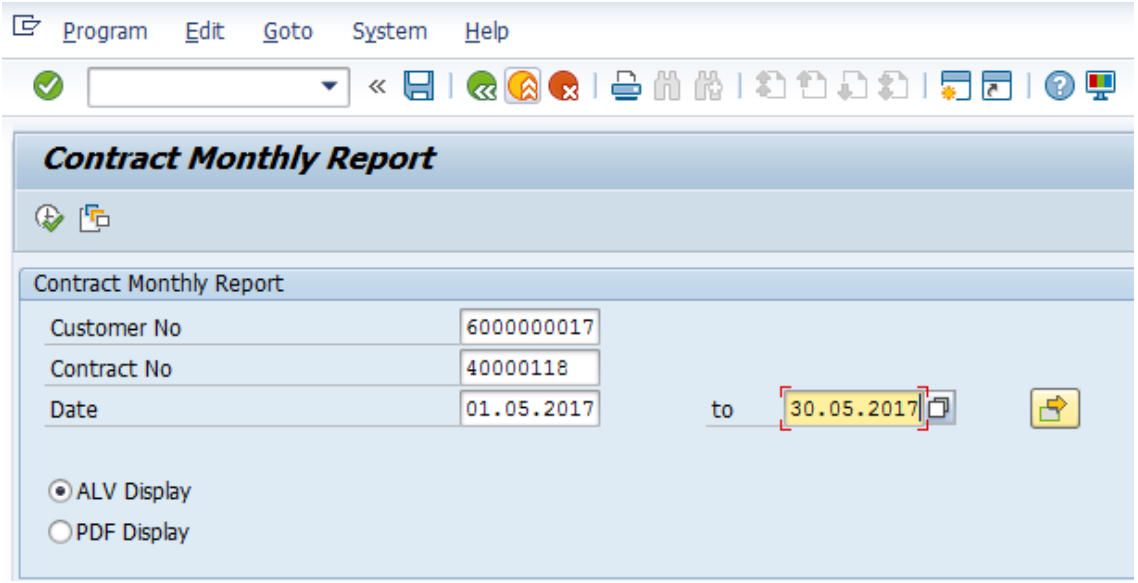


Tcode : ZREV

Execute (F8) the report with all the relevant entries to see details of bookings made in your facility for all the services made through POS.

Customer wise Detailed Booking report:

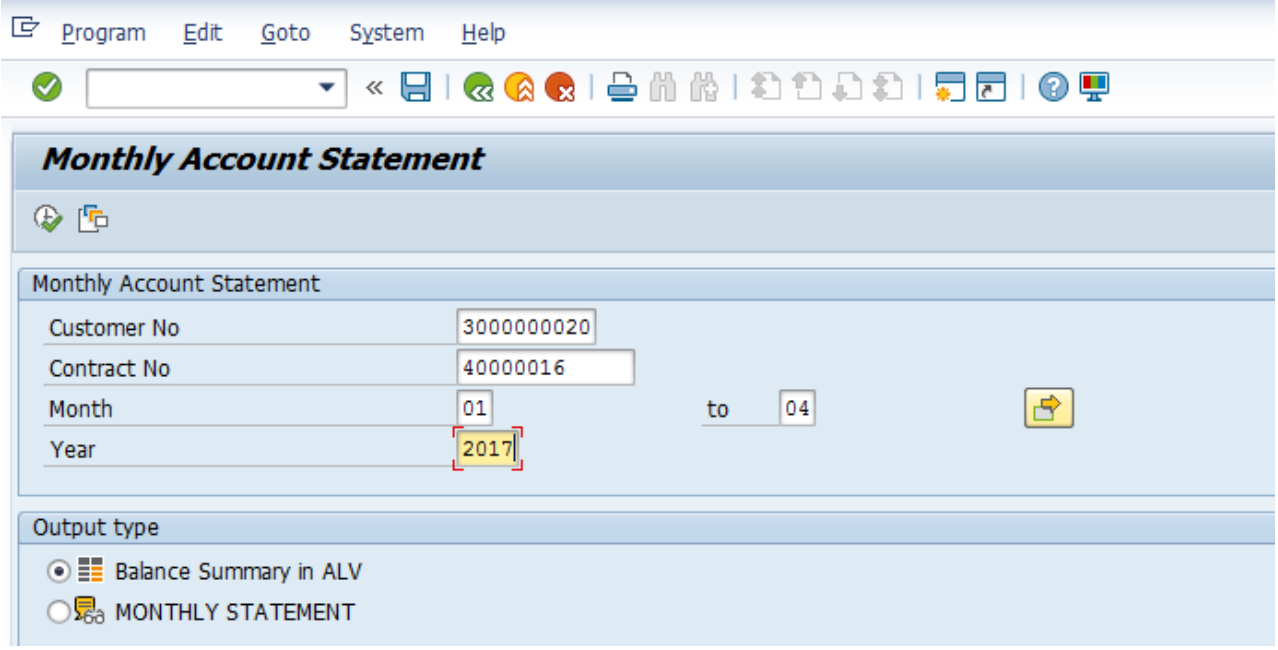
Tcode : ZBNPL_NEW



Alv can be exported to excel sheet, to print the file select pdf & execute(F8) the transaction

Report for advance customer transactions:

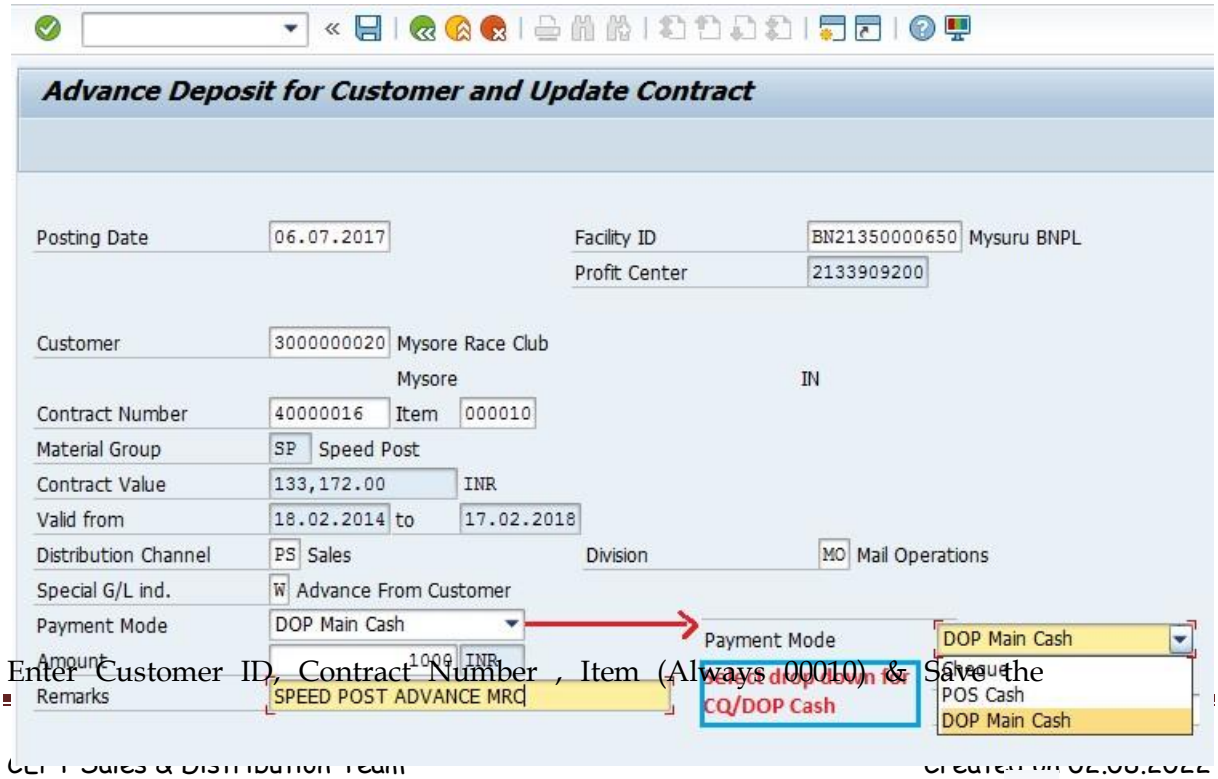
Tcode : ZADVANCE



- Balance summary provides balances & deductions date wise for selected month.
- Monthly statement provides consolidated credits, debits with opening & closing balances for any month.

Advance deposit:

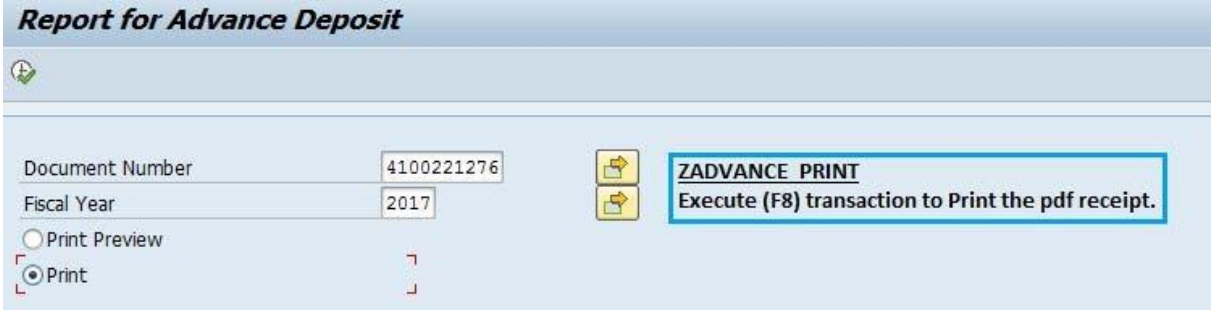
Tcode : ZADVANCE_DEPOSIT



Enter Customer ID, Contract Number , Item (Always 00010) & Save the

Transaction (Cntrl + S) to recharge. Document number will be created upon Save.
Balance can be seen instantly in POS.

Advance deposit receipt:



Tcode : ZADVANCE_PRINT

List of Customers as per Booking office:

Tcode : ZCUSTCON

Enter Booking office Facility ID to fetch list of Customer IDs authorised to book through POS

Customer Contract Balances:

Tcode : ZCONIN

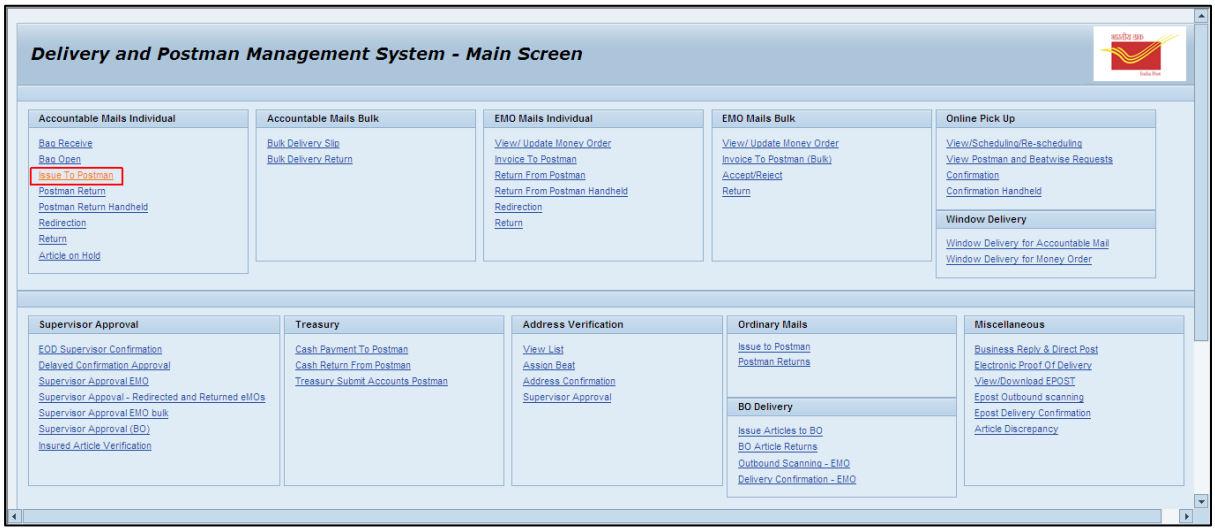
Enter Customer Id to see Current Balance(As per POS Web service) Target Value+ Total recharge till Date.

Value released: Total Amount till last Billing

Balance = Target Value- Value released- Current Month Bookings (Unbilled as per zbnpl_new report)

VI. DELIVERY THROUGH SAP DPMS :

Magazine Post articles to be treated as other accountable mails for processing in SAP DPMS. Magazine post articles can be delivered through Postman, Window and BO invoicing.



VII. MIS DASHBOARD :-

Circle wise MIS on Booking and delivery based on customer ID made available in "MIS.CEPT.GOV.IN".