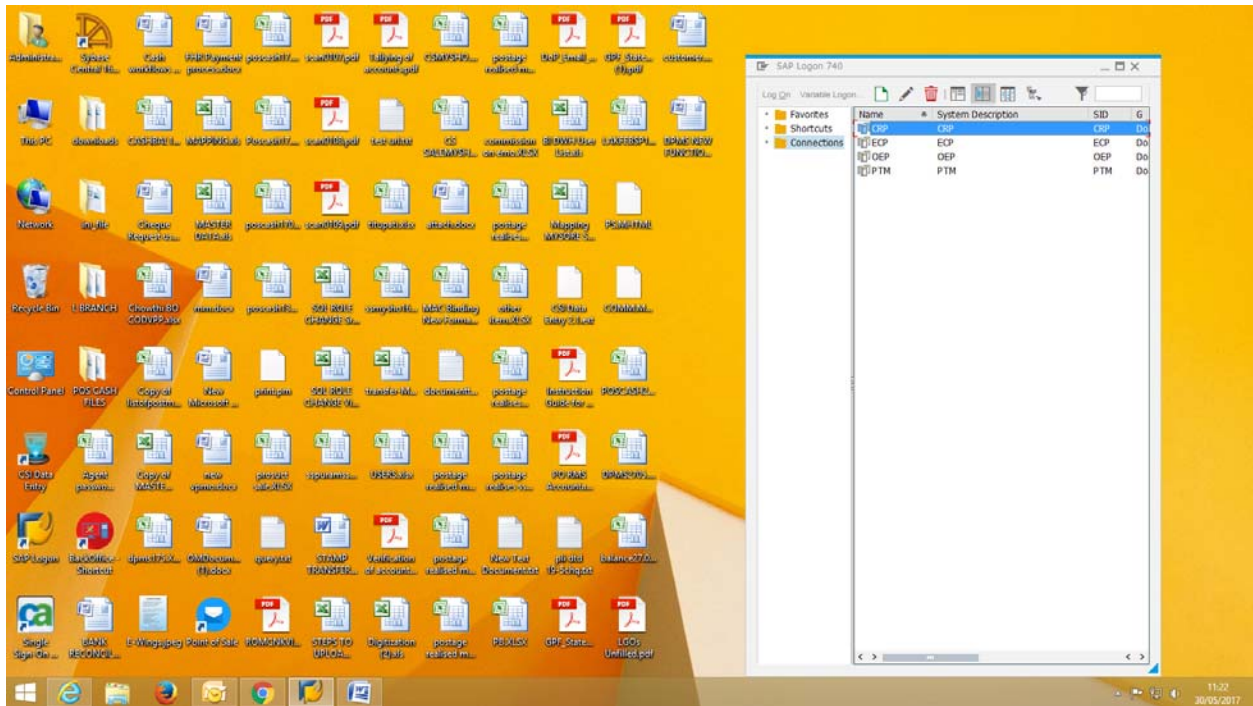
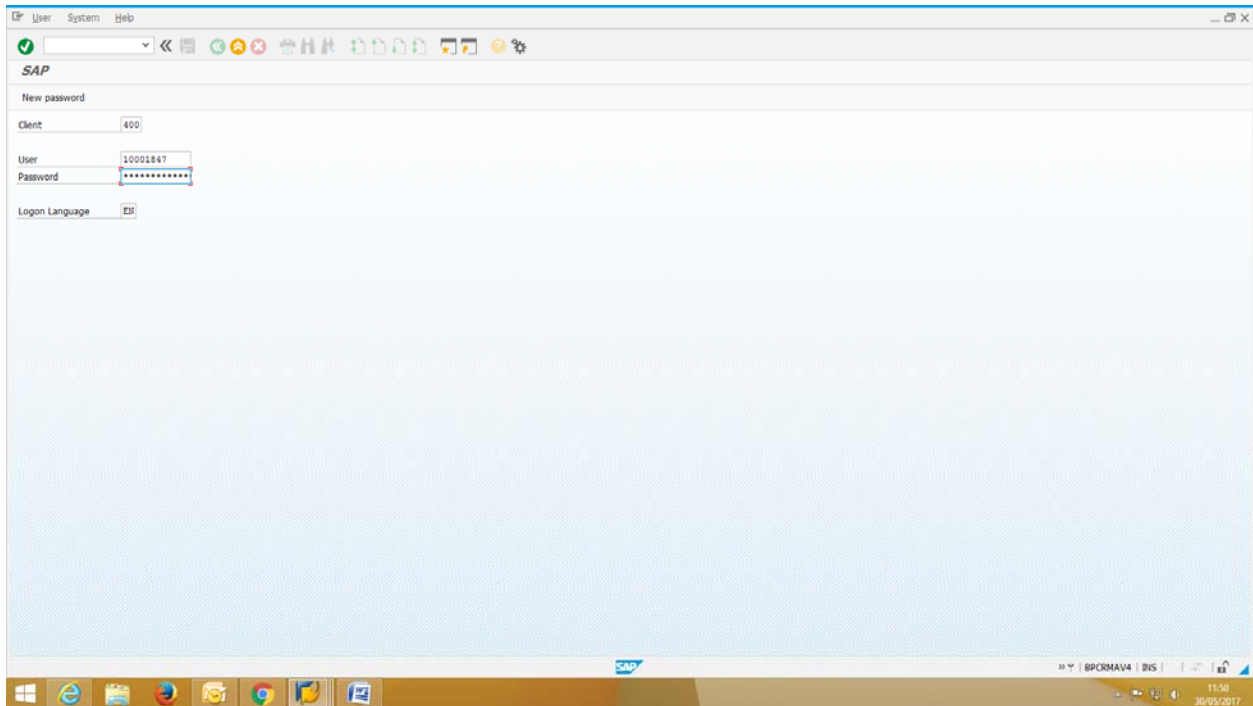


Step 1:- Click on SAP Login from desktop & click on CRP.



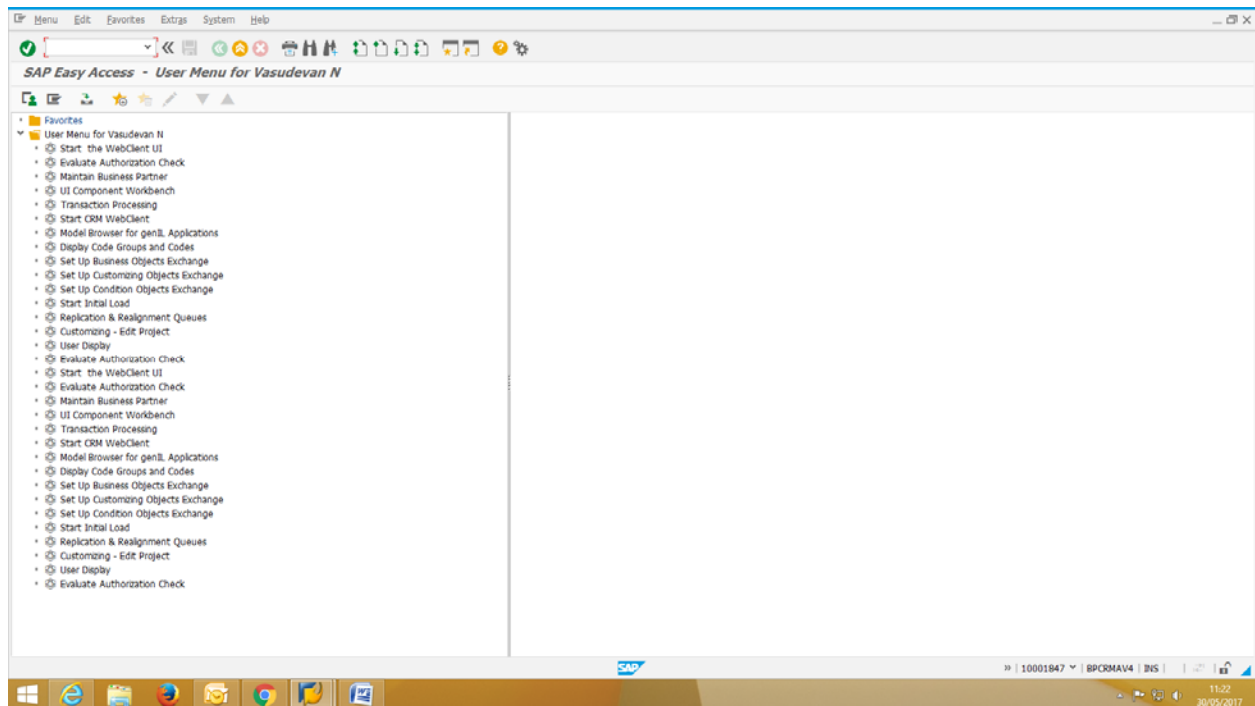
Step:-Login with authorized username & password



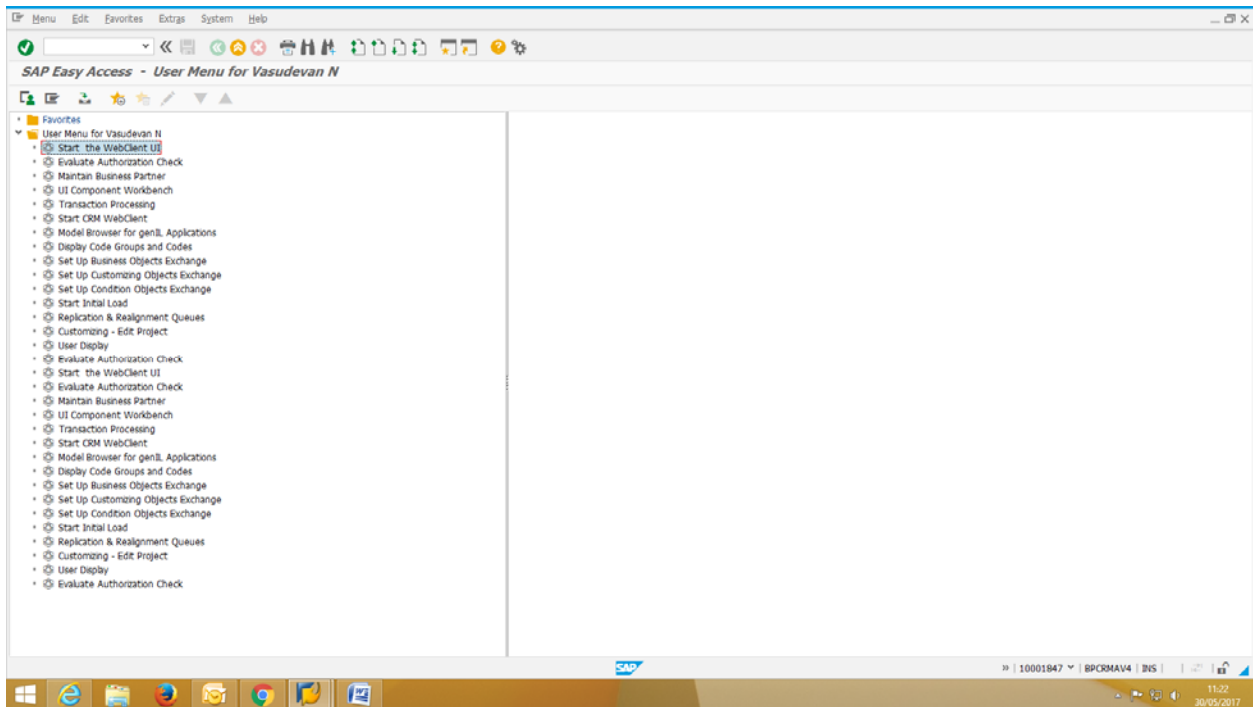
Following roles must be available for CRM access:

1. CRM\_COMPLAINT\_HANDLER
2. CRM\_CUSTOMER\_CREATION
3. DOP\_COMMON\_ROLE
4. SAP\_CRM\_UIU\_IC\_AGENT

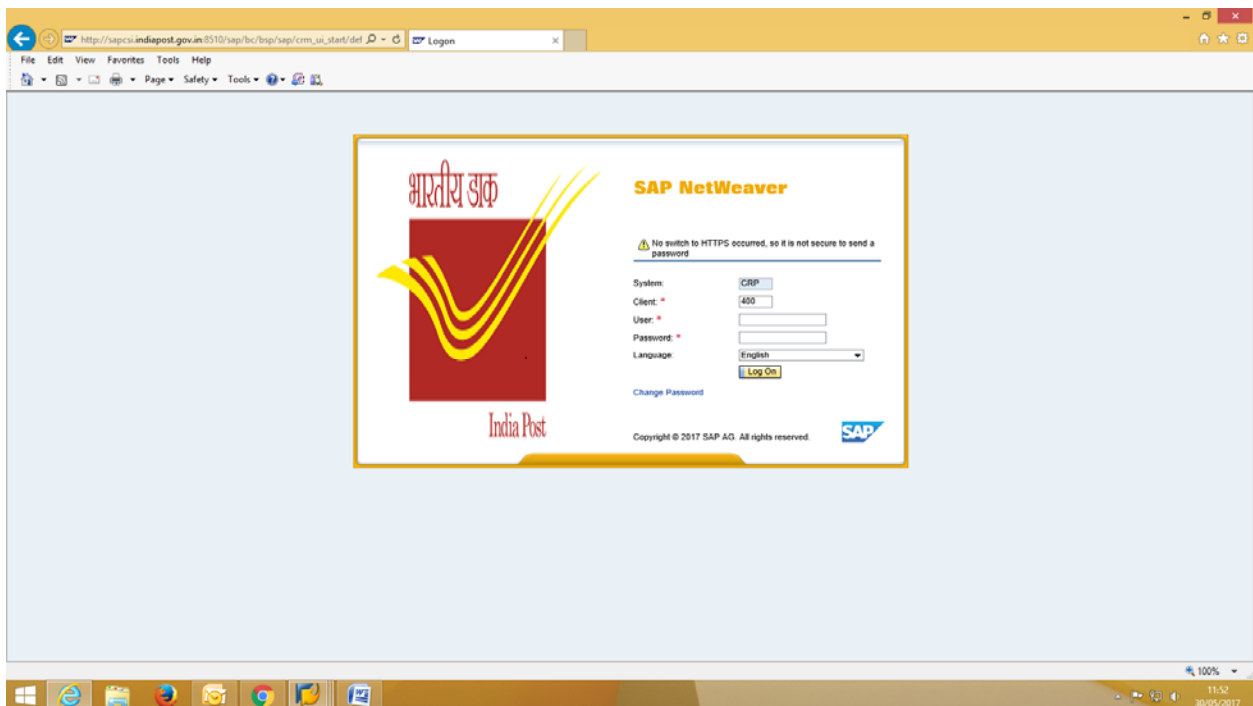
Step 3:-You'll be logged in to CRM.



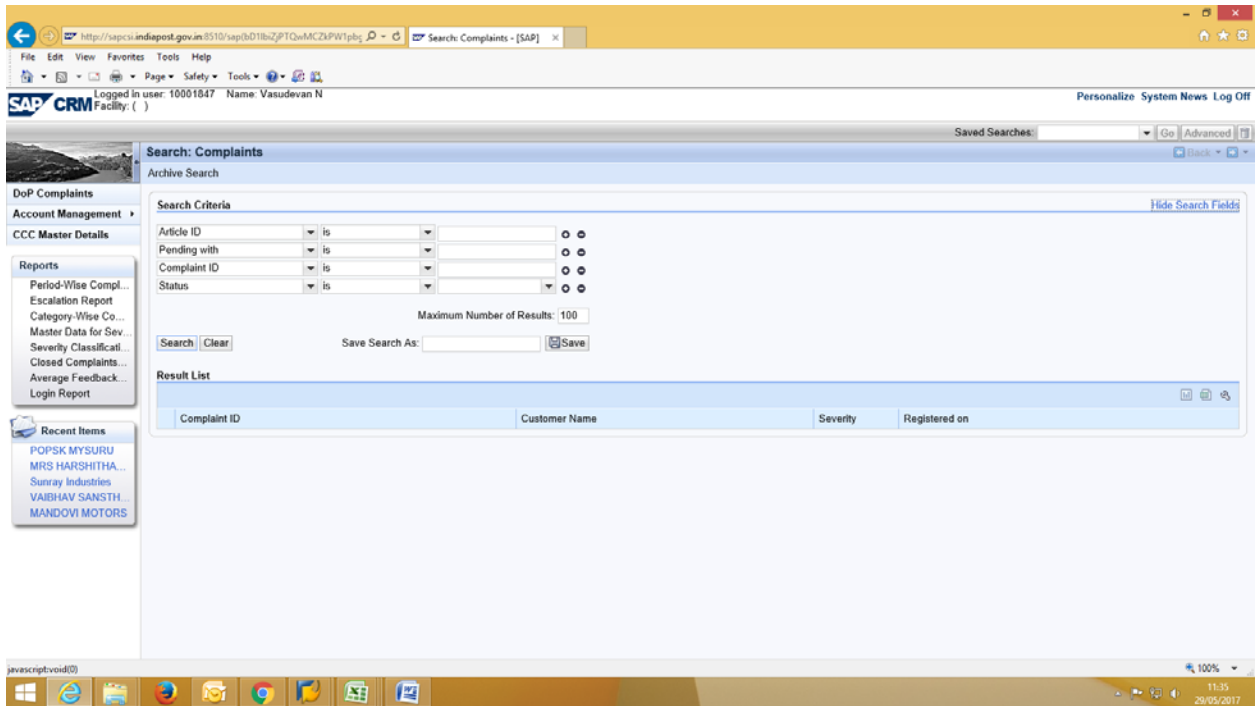
Step 4:-Click Start the webclient UI



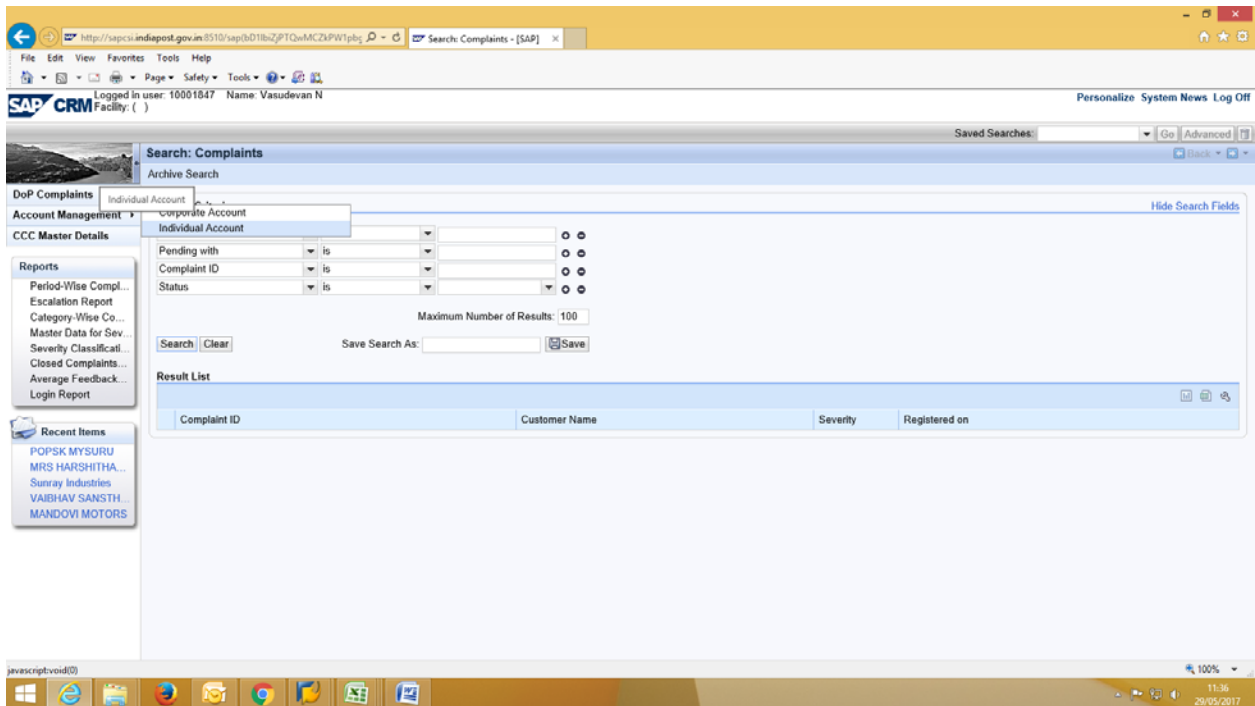
Step 5:-It will redirect to CRM webpage, login with same credentials again



Step 6:-Login page will appear as below.



Step 7:-Click on account management & select individual or corporate account



Step 7:-Corporate customer creation->enter full name,account group, address line 1, address line2, city, pincode, country,region,language,post office.

The screenshot shows the 'Corporate Account: New' form in SAP CRM. The form is populated with the following data:

- ID: 300006895
- First Name: XYZ ENTERPRISES
- Last Name: (empty)
- Account Group: Corporate Customers
- Customer Type 1: (empty)
- Customer Type 2 (SNET): (empty)
- Customer Type 3 (PNET): (empty)
- Customer Type 4 (EMO): (empty)
- Delete/Block: (empty)
- Address Line 1: 1234, 1ST CROSS
- Address Line 2: YADAVAGIRI
- Address Line 3: (empty)
- Legacy Customer: (empty)
- City: MYSURU
- Postal Code: 570020
- Country: IN (India)
- Region: 10 (Karnataka)
- Language: EN (English)
- Phone: (empty)
- E-Mail: (empty)
- Post Office: PO21308135000

Below the form, there are two tables:

Sales Area Data				
Actions	Sales Organization	Distribution Channel	Division	Template
	Sales Organization DOPI	Sales		Mail Operations
	Sales Organization DOPI	Sales	Mail Operations	Mail Operations

Tax Classification						
Actions	Country ID	Country	Tax Type ID	Tax Type	Tax Group ID	Tax Group
	IN	India	ZSER	Service Tax	FULL	Full tax
	IN	India	ZSCB	Sw Bharat Cess	FULL	Full tax

Step 8:- Click on save it will prompt to select sales area & tax.

The screenshot shows the same 'Corporate Account: New' form as in Step 7. The 'Save' button is highlighted, and a tooltip 'Division, Click to sort or filter' is visible over the 'Division' column in the 'Sales Area Data' table. The 'Tax Classification' table is also visible, showing the same data as in Step 7.

Step 9:- Select sales area & tax. Click save button customer account is created.

The screenshot shows the SAP CRM 'Corporate Account: New' form. The browser address bar indicates the URL: <http://sapcs.indiapost.gov.in:8510/sap/bD11bZ/P1QwMCZkPW1pbj>. The user is logged in as 'Vasudevan N'.

**Corporate Account: New**

Save Cancel

Account Details Edit

**General Data**

ID: 3000006895  
First Name: XYZ ENTERPRISES  
Last Name:   
Account Group: Corporate Customers  
Customer Type 1:   
Customer Type 2 (SNET):   
Customer Type 3 (PNET):   
Customer Type 4 (EMO):   
Delete/Block:   
Notes:   
Main Address and Communication Data

Address Line 1: 1234, 1ST CROSS  
Address Line 2: YADAVAGIRI  
Address Line 3:   
Legacy Customer:   
City: MYSURU  
Postal Code: 570020  
Country: IN India  
Region: 10 Karnataka  
Language: EN English  
Phone:   
E-Mail:   
Post Office: POZ1308135000

**Sales Area Data** Change Template

Actions	Sales Organization	Distribution Channel	Division	Template
	Sales Organization DOPI	Sales		Mail Operations
	Sales Organization DOPI	Sales	Mail Operations	Mail Operations

Recent Items: POPSK MYSURU, MRS HARSHITHA..., Sunray Industries, VAIBHAV SANSTH, MANDIVI MOTORS

System tray: 11:35, 30/05/2017