



## **SAP-ERP** Implementation



## User Manual for Customer Portal Customer Refund Process



#### **Version History**

No.	Date	Author	Remarks
1	06-June-2024	TCS SD Team	Initial Version





### Contents

1	Cus	tomer Portal Dashboard – Home Page	. 3
2	Cus	tomer Portal Dashboard – Self Registration	. 3
	2.1	Customer Portal Dashboard – Self Registration	.4
	2.2	Customer Portal Dashboard – Self Registration (OTP Details)	.4
	2.3	Customer Portal Dashboard – Self Registration (User Registered)	. 5
	2.4	Customer Portal Dashboard – Self Registration (Initial Password)	. 5
	2.5	Customer Portal Dashboard – Self Registration (Reset Password)	. 6
3	Cus	tomer Portal Dashboard – Password Management	. 6
	3.1	Customer Portal Dashboard – Self Registration (Reset Password)	. 7
4	Cus	tomer Portal Dashboard – Login Screen	. 8
	4.1	Customer Portal Dashboard – Login Screen 2	. 8
5	Cus	tomer Portal Dashboard – Home Screen	.9
	5.1.	1 Customer Portal Dashboard – Refund Process	9





## 1 Customer Portal Dashboard – Home Page







## 2.1 Customer Portal Dashboard – Self Registration

SALE HOUS STELLT EART		
Customer Portal Manual	Weld	come to SAIL IISCO STEEL PLANT
FAQ		CALL LICCO STELL DI ANT
Contact Us		SAIL IISCO STEEL PLANT
	सेल SAIL	Self Registration
		Application ID:
		1000002805
		Customer Name: KONARK TAR -PRODUCTS(P)LTD
		Customer GSTIN: 19AABCK3385L1Z3
	International Const	Contact No: 3432554616
	Indue () Skil Dieei	Registered Email ID: NA
	107	Addross: DURGARUP WEST RENGAL

# 2.2 Customer Portal Dashboard – Self Registration (OTP Details)

IP	IISCO Customer PortalImage: Image: Image								
	External Email – Be cautious while opening any links or attachments.								
	Dear Sir/Madam,								
	Thank you for using Self Registration Application. The OTP is 639801and your customer code is 1000123819								
	Warm Regards, Dealing Officer SAIL ISP								
	Completed. Thank you! Here is the information.								
	← Reply → Forward								

Page **4** of **11** 





## 2.3 Customer Portal Dashboard – Self Registration (User Registered)

AIL IISCO STEEL PLANT	Web	
Customer Portal Manual		
AQ		SAIL USCO STEEL DI ANT
Contact Us		SAIL IISCO STEEL PLANT Self Registration
	HIM SAIL	Application ID:
		1000123819
		Back Remark : User Registered in Portal and
	Made of SAIL Steel	ID

## 2.4 Customer Portal Dashboard – Self Registration (Initial Password)

Forget Password Link 🦉 🗸	$\oplus_{\sim}$
IP IISCO Customer Portal To: Sabyasachi Ghosh	(:) 록
External Email – Be cautious while opening ar Dear Sir/Madam,	iy links or attachments.
Thank you for using Self Registration Applicat password is :MA\$@44vdflr	tion.Your customer code is 1000123819and
Warm Regards, Dealing Officer SAIL ISP	
Thank you! Completed. Received, thank yo	u.
$\leftarrow$ Reply $ ightarrow$ Forward	
	Page <b>5</b> of <b>1</b> 1





#### 2.5 Customer Portal Dashboard - Self Registration (Reset Password)



## **3 Customer Portal Dashboard – Password Management**

Password Management System to Reset the Password. User needs to Specify Customer code and Email Id maintained in Customer Master.







ОК

Validates with the entered Email Id and Email Id maintained in Customer Master. If both Email Ids matched, then New Password is sent.

devep.sailisp.co.in says

New Password has been sent to your Registered Email ID.

### 3.1 Customer Portal Dashboard – Self Registration (Reset Password)

7.

SAP NetWeaver	
Change Password *	
Copyright @ SAP AG. All Rights Reserved.	SAP





## 4 Customer Portal Dashboard – Login Screen



#### 4.1 Customer Portal Dashboard – Login Screen 2

After successfully logon to EP server, the user will be redirected to the ECC Server, where user needs to login again using their Customer Code and OTP sent to Customer E-Mail and Mobile Number maintained in the Customer Master.

SAP				Search:	٩	New Session	SAP Store	Log off
Hack Forward      History Favorites Per     History Favorites     Per     A    Second Secon	sonalize View Help				We	Icome: , KONARK	TAR -PRODUC	TS(P)LTD
Customer Dashboard								
Customer Dashboard								
Customer Dashboard > Customer Dashboard							Full Screen	Options -
SAP		Au	uthentication					
					Customer	<sup>-</sup> Code		
		Customer ID: Enter OTP:	Validate Send OTP		10	-P	)	
						Pa	ge <b>8</b> o	of <b>1</b> 1





#### 5 Customer Portal Dashboard – Home Screen

After successfully logon, Customer Name, Address, Contact No. E-Mail Id, Bank Details are displayed. Also End Customer can view their Financial Year Data, Winning Bid Details (Auctions), Offer details (Contracts), Orders, Dispatches, and Invoices with in real-time. Yellow highlighted is the Customer Refund Process.



#### 5.1.1 Customer Portal Dashboard – Refund Process

By clicking on the Refund Process, User can view their Total Active Orders, Refund Requested and Refund Completed. Upon the status of the Offer/Delivery Order user can Initiate Refund.

SAP											
						Refund					
											👪 Home
🗐 Offe	ers								11	10	3
								Total	Active Offers Re	fund Requested Ref	und Complete
		SALES ORDER No	ORDER DATE	ORDER VALID DATE	OFFER/CONTRACT N	o. OFFER/CONTRACT DAT	PRODUCT DESC		ORDER QTY	DELIVERED QTY	BALANCE G
<ul> <li>Initia</li> </ul>	ate Refund	1100000415	12.03.2020	03.04.2020	1850000585	12.03.2020			0,000	119,000	119,0
Initial	ate Refund	1100000419	11.04.2020	31.10.2025	1850000580	28.02.2020	NARROW PARAL	LEL BEAM SCRAP	10.000,000	0,000	10.000,0
O Initi	ate Refund	1100000421	24.04.2020	25.04.2020	1850000584	05.03.2020	NARROW PARAL	LEL BEAM SCRAP	10,000	0,000	10,0
Initial	ate Refund	1100000491	29.03.2023	09.06.2024	1850000702	29.03.2023			0,000	0,800	0,8
Initial	ate Refund	1100000495	10.05.2023	09.06.2024	1850000706	10.05.2023	NARROW PARAL	LEL BEAM SCRAP	20,000	48,000	28,0
Initial	ate Refund	1100000498	10.05.2023	31.12.2024	1850000709	10.05.2023	NARROW PARAL	LEL BEAM SCRAP	10,000	9,500	0,5
Initial	ate Refund	1100000499	11.05.2023	30.11.2024	1850000710	11.05.2023	NARROW PARAL	LEL BEAM SCRAP	10,000	9,000	1,0
Initial	ate Refund	1100000500	11.05.2023	30.11.2024	1850000711	11.05.2023	NARROW PARAL	LEL BEAM SCRAP	15,000	14,000	1,0
Initial	ate Refund	1100000501	11.05.2023	30.11.2024	1850000712	11.05.2023	NARROW PARAL	LEL BEAM SCRAP	12,000	9,000	3,0
O Initi	ate Refund	1100000502	13.07.2023	13.07.2023	1850000713	18.05.2023			0,000	5,000	5,0
E Rec	quests										
2030	29.03.	2023 STEEL SCR	AP	100,	118,000	SDFSDF	0,00 0,0	00 12.222,00	0,00		Intiated
2024		NARROW F	ARALLEL BEAM	SCRAP 30,	000,000	DSFDGFDG	0,00 0,0	00 232.323,00	0,00		Intiated
2024	10.05.	2023 NARROW F	ARALLEL BEAM	SCRAP 20,	10,000	234DSFSD	0,00 0,0	00 234.234,00	0,00 cc	(VXCV	Intiated
2026	09.05.	2024 NARROW F	ARALLEL BEAM	SCRAP 500,	10,000	713301MUK123 5.00	0,00 12.000,0	00 17.000,00	0,00 RE	FUND TEST2	Completed





Once the user Initiate Refund, below Screen will be there. Where users check their Offer/Delivery Order details and their Bank A/C No. User required to provide the Total Claim Amount. EMD\_SD Claim, Advance Claim and Other Claims are optional.

🚦 Home						
Refund Application Date 05.06.2024 Status Not Initiated						
Customer Name: AGR ENTERPRISES						
Offer Date: 10.05.2023						
Sales Order date: 10.05.2023						
Last Lifted On: 10.05.2023						
Sales Order Qty: 50,000						
Bank A/C No: 713301MUK123						
Advance Claim: 0,00						
Other Claim: 0,00						
Return Initiate						

Once User Initiate Refund, below Screen will be there. Here the Status will be Initiated, and a message will be there "Saved Successfully"

	NO.						
SAP	Refund						
	1	Home					
Refund Application No 100000010	Refund Application Date 05.06.2024 Status Initiated						
Customer Code: 1000001212	Customer Name: AGR ENTERPRISES						
Offer No: 1850000708	Offer Date: 10.05.2023						
Sales Order No: 1100000497	Sales Order date: 10.05.2023						
Sales Order Validity: 30.11.2024	Last Lifted On: 10.05.2023						
Material Details: NARROW PARALLEL BEAM SCRAP	Sales Order Qty: 50,000						
Despatched Qty: 45,000	Bank A/C No: 713301MUK123						
EMD_SD Claim: 0,00	Advance Claim: 0,00						
Total Claim: 7.140,00	Other Claim: 0,00						
Remarks: Please initiate refund							
		Retur					





#### When user Click on Return, User can view the Status of their Refund request.

Reque	ests										
2030	29.03.2023	STEEL SCRAP	100,000	118,000	SDFSDF	0,00	0,00	12.222,00	0,00		Intiated
2024		NARROW PARALLEL BEAM SCRAP	30,000	0,000	DSFDGFDG	0,00	0,00	232.323,00	0,00		Intiated
2024	10.05.2023	NARROW PARALLEL BEAM SCRAP	20,000	10,000	234DSFSD	0,00	0,00	234.234,00	0,00	CCXVXCV	Intiated
2026	09.05.2024	NARROW PARALLEL BEAM SCRAP	500,000	10,000	713301MUK123	5.000,00	12.000,00	17.000,00	0,00	REFUND TEST2	Completed
2029	07.05.2024		0,000	9,000	739879374921	50.000,00	5.000,00	50.000,00	5.000,00	REFUND TEST	Completed
2026	10.05.2024	NARROW PARALLEL BEAM SCRAP	12,000	8,100	713301MUK123	10.000,00	25.000,00	10.000,00	25.000,00	test phase 2	Completed
2024	10.05.2023	NARROW PARALLEL BEAM SCRAP	50,000	45,000	713301MUK123	0,00	0,00	7.140,00	0,00	Please initiate refund	Initiated