**Master Service Agreement**

1. Login to email account with below details

RobotokCorporatePune@gmail.com

November@135

1. Read Email with Subject line Master Agreement Details
2. Move the mail to subfolder Agreements
3. Download the attachment and save the pdf file to network folder (private folder)
4. Read the pdf file
5. Extract the below information Company and Client Details
   1. Company and Client Name
   2. Company and Client Type
   3. Company and Client Address
   4. Contact and Client Person
   5. Contact and Client Person EmailId
   6. Support and Client MailId
   7. Company URL
   8. Company and Client Title
   9. SOW number
   10. Signed Date
6. Extract the service details
   1. Service Start and End Date
   2. Service Agreement Details
   3. Service Agreement Costs
   4. Service Type
7. Extract payment details
   1. Milestone
   2. Mode of Payment
   3. Amount
8. Renewal Details (Only if the header of PDF says Renewal else the agreement type is New )
   1. Renewal Start and End Date
   2. Renewal Amount
   3. Renewal Services
9. Open the below URL in chrome browser

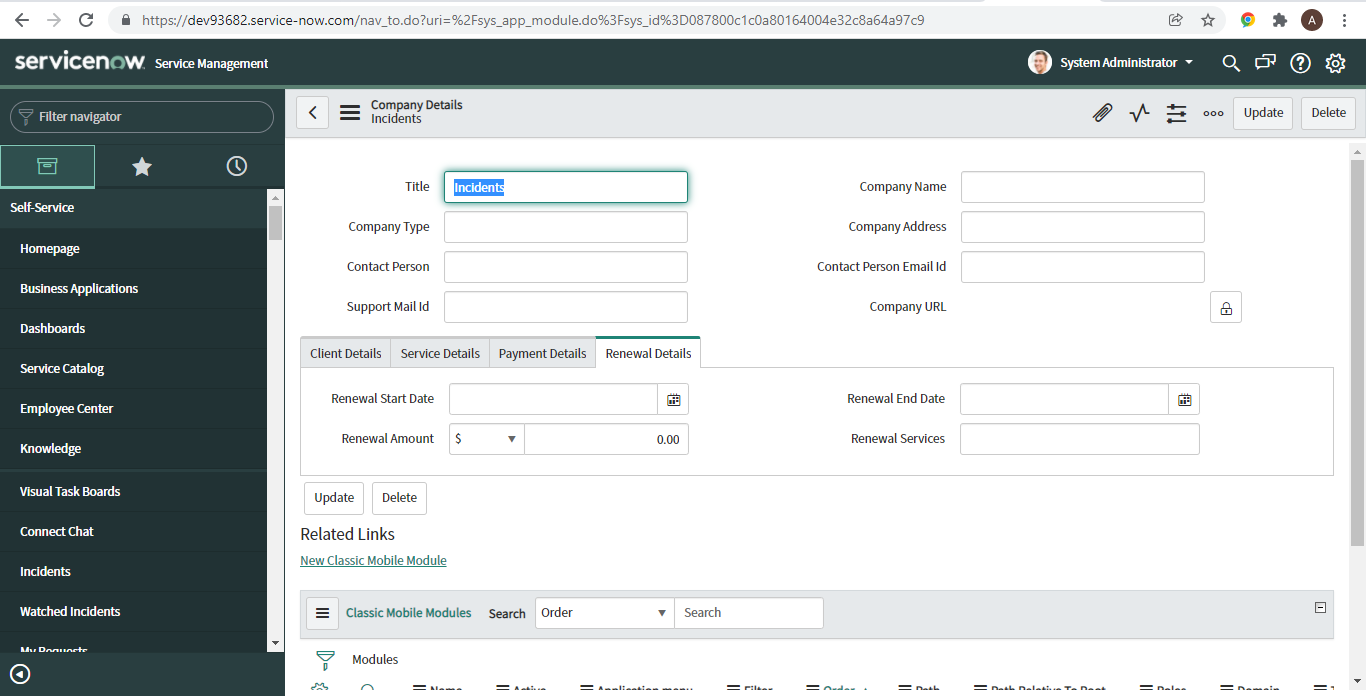
<https://developer.servicenow.com/dev.do>

1. Click on hyper link “Login “ and enter the below credentials

Credential: [Anjali.khandelwal2307@gmail.com](mailto:Anjali.khandelwal2307@gmail.com)

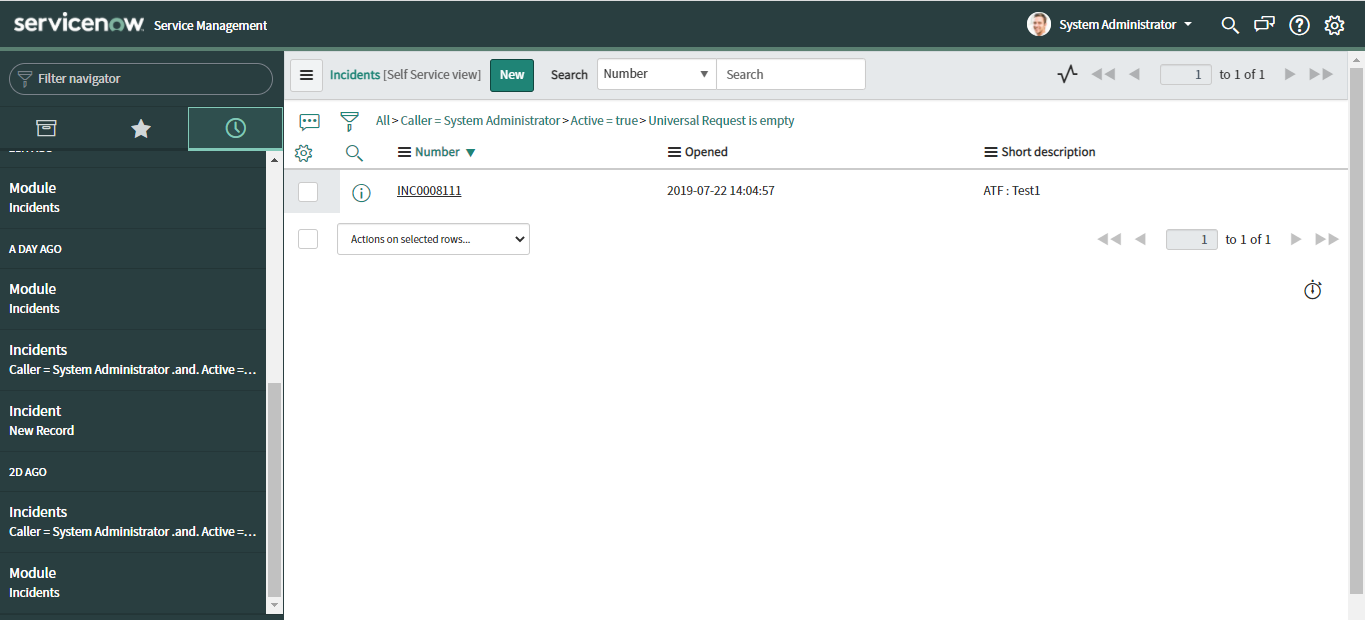
Password: Welcome@123

1. Click on start building or navigate to <https://dev93682.service-now.com/nav_to.do?uri=%2Fsys_app_module.do%3Fsys_id%3D087800c1c0a80164004e32c8a64a97c9>



1. Enter the details captured in step 5 to 8 in above screen and click on update
2. Capture the incidence number created. You should be able to see the created incident in below screen

**URL:** https://dev93682.service-now.com/nav\_to.do?uri=%2Fincident\_list.do%3Fcaller\_id%3Djavascript:gs.getUserID()%255Eactive%253Dtrue%255Euniversal\_requestISEMPTY%26sysparm\_query%3Dcaller\_id%253Djavascript:gs.getUserID()%255Eactive%253Dtrue%255Euniversal\_requestISEMPTY%255EEQ%26sysparm\_view%3Dess



1. Create the excel template with columns SOW, Incident Number ,New, Renew ,Addendum , Status
2. Update the details in the respective columns (Status will have Success or Fail) and save the file.

References :