



SAP Ariba 

Feature at a Glance

Return Policy Manager

Dan Schunk, SAP Ariba
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CONFIDENTIAL

 **Run Simple**

Feature at a Glance

Introducing: Return Policy Manager

Ease of implementation

Low touch / simple

Geographic relevance

Global

Customer challenge

Today if a Spotbuy item needs to be returned, the end user doesn't immediately have access to the return policy or visibility to the steps needed to get the item returned.

Meet that challenge with **SAP Ariba**

This feature allows the procurement admin to specify a custom message for their end user on how to handle returns for exchange or refund for items purchased in Spotbuy. The return policy will be included in the Order Confirmation (OC) and Advanced Ship Notice (ASN) emails that the end-user gets for each Spot Buy order.

Experience key benefits

End users will now be presented with the return policy when they receive fulfillment information (order confirmation and ship notices) from their suppliers.

Solution area

SAP Ariba Buying
SAP Ariba Catalogs
Guided Buying

Implementation information

This feature is "on" by default. No action is required to utilize this feature.

Prerequisites and Limitations

Spotbuy needs to be enabled.

Feature at a Glance

Introducing: Return Policy Manager

Spot Buy admin

← Go To Dashboard

HOME SOURCING PROCUREMENT **CATALOG** MORE...▼

Dashboard

Tools

Reconciliation

Work Queue

Reporting

Preferred

Setup

Marketplace

eBay

Mercado Libre

Unite

Spot Buy suppliers

Network Suppliers

Default Card

Notifications

Restrictions

Buyer options

Labels

Setup - Notifications

Notifications are sent to end-users (buyers) and admins for order status and errors.

Settings

Admin Email Setup

Specify recipient email addresses for specific error occurrence (use ',' as separator).

Restricted Item Request:	r.cangco@sap.com,n.seraphim@sap.com
	Edit Recipients
eBay Account Error:	siva.konda@sap.com,n.seraphim@sap.com
	Edit Recipients
Spot Buy help	n.seraphim@sap.com
	Edit Recipients

When order status notifications are turned on, email notifications are sent to users for order receipt confirmation, order rejection by seller,

Order Status Emails

Notification: ON

Status Email Messages

Default Messages

Returns Process Message

Please contact your procurement help desk regarding returns for refunds or exchanges

Country and Language Specific Messages

[+ Add a country](#)

The return policy manager is configured in the Spot Buy admin UI

Feature at a Glance

Introducing: Return Policy Manager

Return policies are configured by country/language.

View by Country Reset

Returns Process Message

Please contact your procurement help USA desk to process returns for refunds

Message updated successfully. ✕

Feb 5, 2018

Spot Buy - Order Status Update

Dear Spot Buy user,

Thank you for using Spot Buy. The supplier has received your order. You will receive further details when the supplier uploads the shipping information.

Order Number:	4401130898
Ship to:	PANAMERICAN Sargento Cabral 3770 edificio 1, Piso 2 Buenos Aires, Munro 01-B1605DII AR
Returns:	Please contact your procurement help desk to process returns for refunds

The return policy will be visible on any fulfillment information that is sent by the Spot Buy supplier