Accelerating Essity's Digital Transformation

RETURN PROCESS

Audience: Essity Suppliers

Direct Materials

essity

Return Process

Course Objectives

By the end of this course, you should be able to:

1. List the reasons for Vendor Returns
2. View if the goods were returned

Return Process

Topic

1 **Introduction**

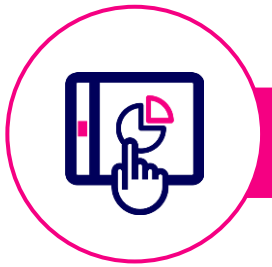
How to view Returned items

Course Summary

Return Process

Introduction

The Returns Process deals with the business process of returning goods back to the vendor. SAP Business Network supports the capability to display returned goods. Essity can return goods that they've purchased from a vendor and receive credit for them. In some cases, Essity may require a replacement for returned items.



Returns can occur for many different reasons, including:

- Warranty returns
- Non-compliance by the supplier (goods failed quality inspection)
- Reaching the end of life of equipment
- Damaged or defective product
- Equipment upgrade
- Overstock
- Delivery error

Return Process

Topic

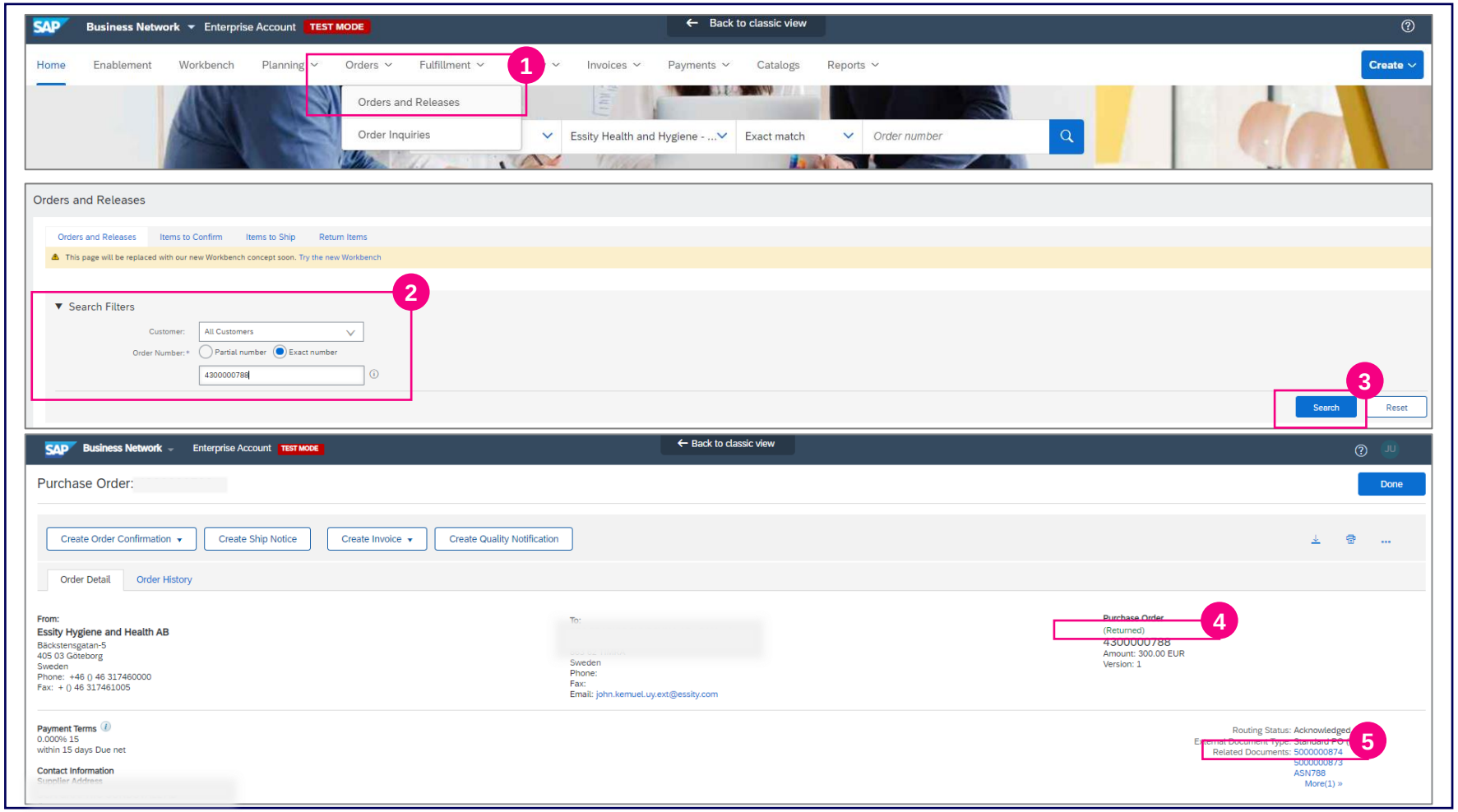
Introduction

2 **How to view Returned items**

Course Summary

Return Process

How to view Returned items(1/2)



1. Go to the **Orders** tab to manage your Purchase Orders.
   Go to the **Orders and Releases** sub-tab.

2. Search filters allow you to search using multiple criteria, expand the search filters by clicking an arrow on the left-hand side of your screen.

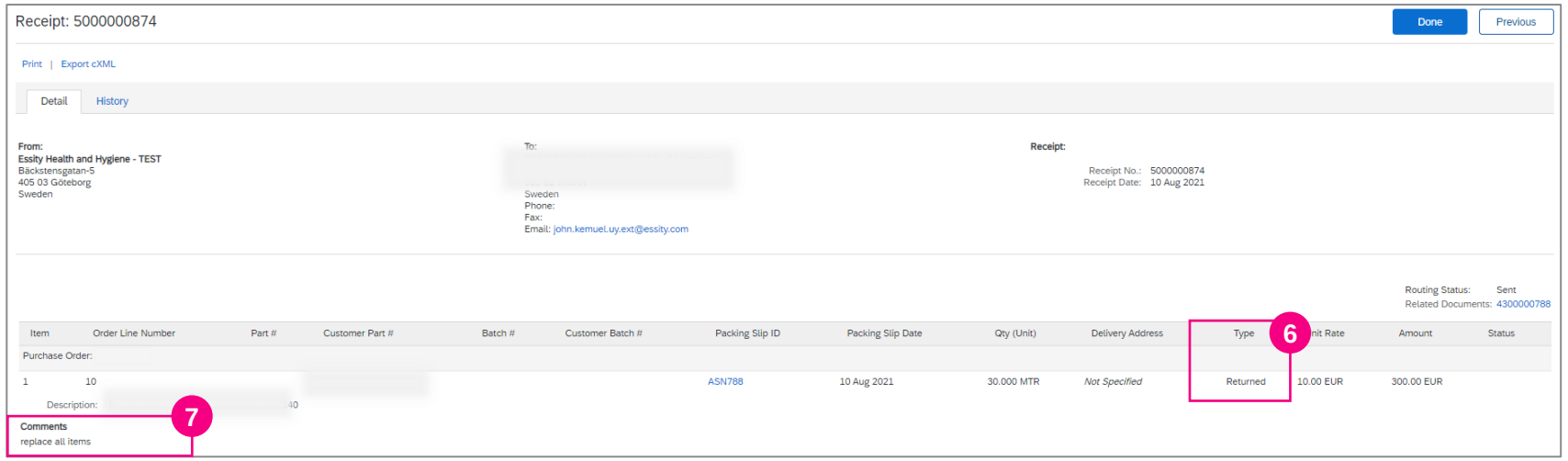
3. Click **Search** button and then click on PO number.

4. In SAP Business Network, purchase order for which full quantity has been returned have an order status **Returned**.

5. The Related Document list will display the return delivery material document from the buyer ERP system.

Return Process

How to view Returned items(2/2)



6 In the material document (goods receipt), the Type column indicates that this item is **Returned**.

7 In the Comments section, the buyer indicates what action supplier must take (e.g. replace all the items, issue credit memo, etc)

NOTE

In the event where Essity would require to replace the items, suppliers can send a new ship notice for the replacement quantities.

Return Process

Topic

Introduction

How to view Returned items

3 **Course Summary**

Return Process

Course Summary

The key points to remember from this course are:

1. Returns can occur for many different reasons, including:
   - Warranty returns
   - Non-compliance by the supplier
   - Reaching the end of life of equipment
   - Damaged or defective product
   - Equipment upgrade
   - Overstock
   - Delivery error

2. In SAP Business Network, purchase order for which full quantity has been returned have an order status **Returned**.

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Questions

Please contact
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Thank you for your participation. Join us in shaping our future!

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