

Accelerating Essity's Digital Transformation

RETURN PROCESS



Audience: Essity Suppliers



Direct Materials



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

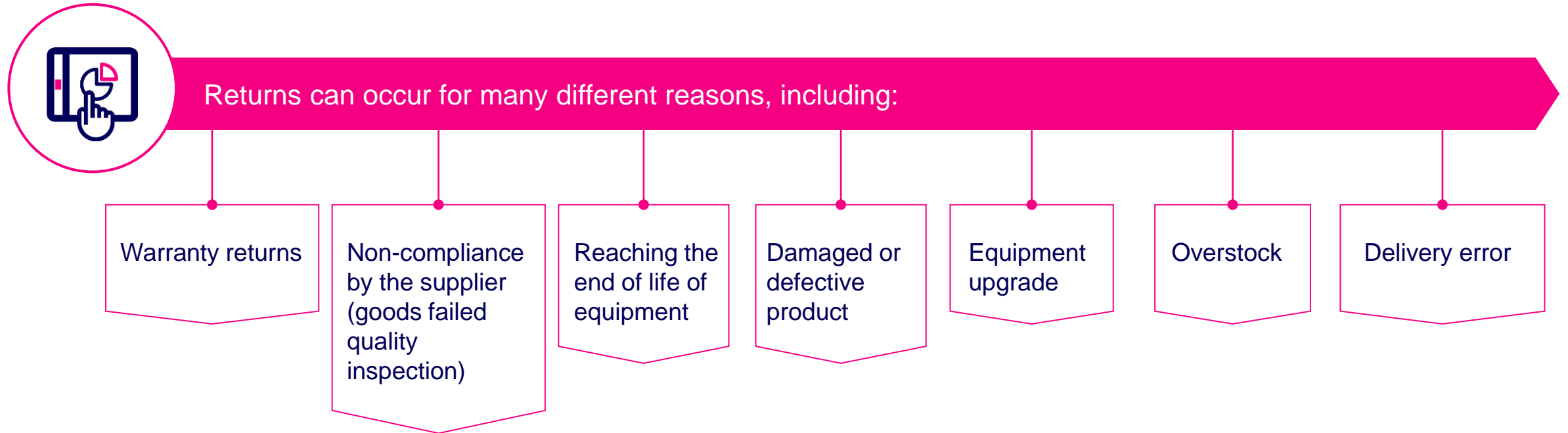
Course Summary



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.



Return Process Topic

Introduction

2

How to view Returned items

Course Summary



Return Process

How to view Returned items(1/2)

The screenshot displays the SAP Business Network interface for viewing returned items. The top navigation bar shows the 'Orders' tab selected, with the 'Orders and Releases' sub-tab active. A search filter box is visible on the left, and a 'Search' button is on the right. Below the search bar, there's a 'Purchase Order' section with tabs for 'Order Detail' and 'Order History'. The 'Order Detail' tab is selected, showing a list of purchase orders. One purchase order is highlighted, showing details like 'From: Essity Hygiene and Health AB', 'To: [redacted]', 'Purchase Order (Returned) 4300000788', and 'Amount: 300.00 EUR'. The 'Related Documents' section at the bottom shows a list of documents, including 'Standard PO' and 'ASN788'.

- 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)

Receipt: 5000000874

DonePrevious

PrintExport xXML

DetailHistory

From:

Essity Health and Hygiene - TEST

Bäckstensgatan-5

405 03 Göteborg

Sweden

To:

Sweden

Phone:

Fax:

Email: john.kemuel.uy.ext@essity.com

Receipt:

Receipt No.: 5000000874

Receipt Date: 10 Aug 2021

Routing Status: Sent


Related Documents: 4300000788

Item	Order Line Number	Part #	Customer Part #	Batch #	Customer Batch #	Packing Slip ID	Packing Slip Date	Qty (Unit)	Delivery Address	Type	Unit Rate	Amount	Status
Purchase Order:													
1	10					ASN788	10 Aug 2021	30.000 MTR	Not Specified	Returned	10.00 EUR	300.00 EUR	
Description: -40													
Comments replace all items													

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

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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
SupplierInfo@essity.com



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



