

SAP SCC Returns Process Supplier Training Guide

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Public



Agenda

Returns Process

- Introduction
- Returns Process Documents
- Returns Process Workflow Diagram
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- View Goods Receipts for Returns Shipments

Appendix

Returns Process

In this Chapter You Will Learn About ...

- ... the benefits of using Returns Process functionality
- ... the Returns Process documents and their description
- ... the Returns Process documents workflow
- ... the modes of documents integration and automation

Introduction

- Ariba Network supports the capability to process return orders. Buyers can return goods that they've purchased from a vendor and receive credit for them. Purchase orders can now include return items, that is, items that are being returned to the supplier.
- Returns can occur for many different reasons, including:
 - Warranty
 - 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 items can be included on regular orders. To process return items, you can create a line-level credit memo called a Return Item Credit Memo. The Return Item Credit Memo is always PO-based. You can create a Return Item Credit Memo only for return items on a single order.

Returns Process Documents

Document	Description
Purchase Order Lines with Return Items	Purchase order that contains a return PO line item (negative quantity will reflect in purchase order)
Return Ship Notice (ASN)	Ship Notice sent to supplier from buying organization to alert supplier return items have been shipped
Line Item Credit Memo for Return Item (Invoice)	Line item credit memo submitted against return purchase order line items
Finish Good Receipt	Customer confirmation of final product receipt

Returns Process Workflow

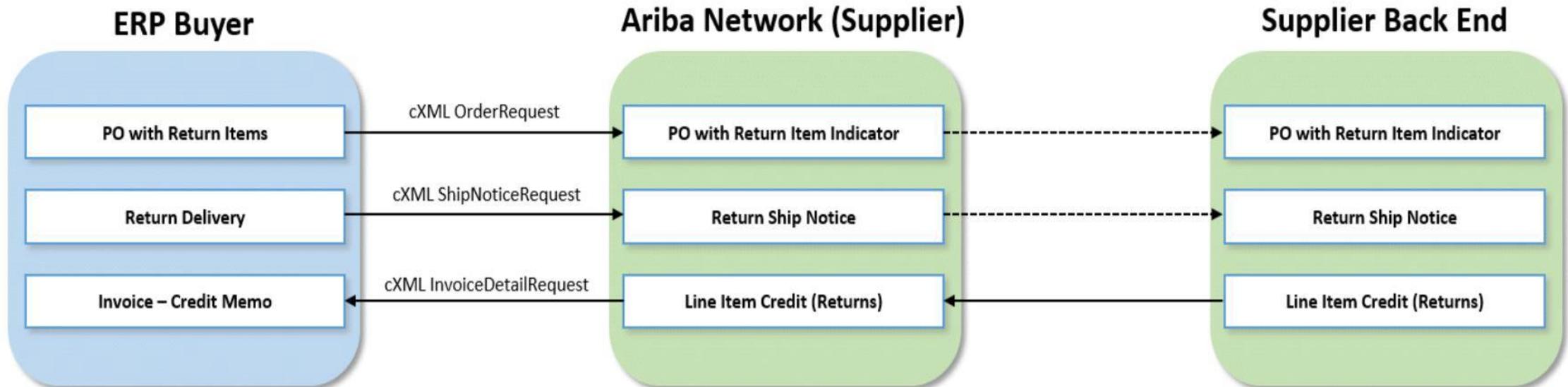
Workflow process for returns

The following describes the workflow for the returns process:

1. The buyer requests a Returned Material Authorization (RMA) from the supplier. The RMA process is managed outside the Ariba Network.
2. The supplier authorizes the RMA.
3. The buyer submits a return purchase order to the supplier. The return purchase order references the RMA number.
4. The buyer submits a Return Ship Notice to the supplier, and ships the goods to the supplier's location.
5. The supplier creates a Credit Memo for Return Items to reimburse the buyer for the returned goods.
6. In the credit memo, the supplier edits the price for return items that were damaged.

Buyer

**Supplier / Contract
Manufacturer**



Different modes of Integration/ Automation

Ariba allows you to work /integrate in different modes within the system

- **Portal:** The Supplier works online through its Web Browser.
- **Full System Integration:** Suppliers electronically integrate their system(s) to the Network.

Returns Process Portal User Interaction

In this Chapter You Will Learn About ...

... the parts of Returns Process

... how to manage orders with returns line items

Returns Process Portal User Interaction

Overall Considerations

- If an order includes at least one return item, you cannot confirm or reject the entire order.
- When you confirm individual line items, only regular items are flipped to the Order Confirmation; return items are not flipped.

Returns Process Portal Interaction



Returns Process Portal Interaction

View Return Items

1. To access a Return PO Line Item, click on the **Orders** tab of your supplier account.
2. Select **Orders and Releases**.
3. Click on the **Return Items** sub-tab.
4. Use the specific search criteria to populate return items. Advanced filters allow more refined search.
5. To view the return item, click on the order number.

The screenshot displays the SAP Ariba Supply Chain Collaboration portal interface. At the top, the header includes the SAP logo, 'Ariba Supply Chain Collaboration', 'Enterprise Account', and a 'TEST MODE' indicator. Below the header is a navigation menu with tabs for 'Home', 'Enablement', 'Workbench', 'Planning', 'Orders', and 'Fulfillment'. The 'Orders' tab is selected and highlighted.

Under the 'Orders' tab, the 'Orders and Releases' section is active. Within this section, the 'Return Items' sub-tab is selected. The interface shows a search filter section with the following fields:

- Customer: All Customers (dropdown)
- Order Number: (text input)
- Part No.: (text input with 'Look Up' button)
- Customer Part No.: (text input with 'Look Up' button)
- Creation Date: Other (dropdown)
- Start Date: 29 Apr 2020 (calendar icon)
- End Date: 6 Jun 2020 (calendar icon)
- View: Only return items that can be credited (dropdown)

At the bottom of the search filters, there is a 'Show Advanced Filters' link, a 'Number of Results' dropdown set to 500, and 'Search' and 'Reset' buttons.

Below the search filters, a table titled 'Return Items (2)' is displayed. The table has the following columns: Order Number, Item, Date, Part #, Customer Part #, Description, Customer, Customer Batch ID, and Return Quantity. Two items are listed:

Order Number	Item	Date	Part #	Customer Part #	Description	Customer	Customer Batch ID	Return Quantity
4500074710	10	21 Nov 2019	RS-TEMP-10S	JMM-DSD-001	Copper Wire Coaxial - 25 LB Roll			10 (EA)
4500074554	10	20 Nov 2019	RS-TEMP-10S	JMM-DSD-001	Copper Wire Coaxial - 25 LB Roll			10 (EA)

At the bottom of the table, there is a 'Credit Memo for Return Items' button.

Returns Process Portal Interaction

View Return Ship Notices

1. To view your Return Ship Notice, click on the **Fulfillment** tab.
2. Select the **Extended Collaboration** from the dropdown list.
3. Click on the **Return Shipments** sub-tab to view all return shipment notices.
4. Use the specific search criteria to populate return items.
5. To view the return ship notice, click on its number.

The screenshot displays the SAP Ariba Supply Chain Collaboration portal interface. The top navigation bar shows 'SAP Ariba Supply Chain Collaboration' and 'Enterprise Account TEST MODE'. The 'Fulfillment' tab is selected in the secondary navigation bar. The 'Return Shipments' sub-tab is selected under the 'Extended Collaboration' section. The search filter section includes fields for 'Customer' (All Customers), 'Ship Notice #' (empty), and 'Date Range' (Last 14 days, 13 Nov 2019 - 26 Nov 2019). The 'Return Ship Notices' table is shown below, with the first two rows highlighted.

Ship Notice #	Customer	Order #	Date
80019209		4500074710	21 Nov 2019 2:20:04 PM
80019207		4500074554	20 Nov 2019 9:15:45 PM

Returns Process Portal Interaction

View Goods Receipts for Returns Shipments

1. To view receipts sent to customer, click on **Fulfillment/ Goods Receipts**.

The screenshot shows the SAP Ariba Supply Chain Collaboration portal interface. The top navigation bar includes the SAP logo, 'Ariba Supply Chain Collaboration', 'Enterprise Account', and a 'TEST MODE' indicator. Below this, a secondary navigation bar contains links for 'Home', 'Enablement', 'Workbench', 'Planning', 'Orders', and 'Fulfillment'. A yellow circle with the number '1' highlights the 'Fulfillment' link, which has a dropdown menu open showing 'Goods Receipts' as the selected option.

Below the navigation, the 'Goods Receipts' section is displayed. It features a 'Search Filters' button and a summary of 'Goods Receipts (71)'. A table lists the following data:

Receipt Number	Reference
171050000016312021	4500003720
171050000016302021	4500003718
171050000016292021	4500003717

Appendix

Routing Statuses

The **Routing Status** field describes whether your invoice made it to your customer's invoice processing system.

- **Failed** - This status means that the invoice didn't follow your customer's invoicing rules. Failed invoices aren't sent to your customer's invoice processing system. You can edit and resubmit a failed invoice.
- **Obsoleted** - After you cancel an invoice or edit and resubmit an invoice, the original invoice moves to **Obsoleted** status to indicate that you don't need to take any further action on the original invoice. Once an invoice has this routing status, you can't make any changes to it.
- **Queued** - Ariba Network is in the process of sending the invoice to your customer. Contact Ariba Customer Support if your invoice remains in this status for more than 30 minutes.
- **Sent** - Ariba Network sent the invoice to your customer, but your customer hasn't yet acknowledged that they received the invoice. If your invoice stays in this status for a while, contact your customer to see what needs to happen next. If your customer allows it, you can cancel an invoice with this routing status.
- **Acknowledged** - The invoice reached your customer's invoice processing system. **Acknowledged** is the final routing status for invoices.

Thank you.

