

SAP Business Network for SCC

Returns Process
Supplier Training Guide



Agenda

Returns Process

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- Returns Process Documents
- Returns Process Workflow Diagram
- Different Modes of Integration/ Automation

Returns Process User Portal Interaction

- Overall Considerations
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- Credit Memo for Return Items
- 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

- SAP Business 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

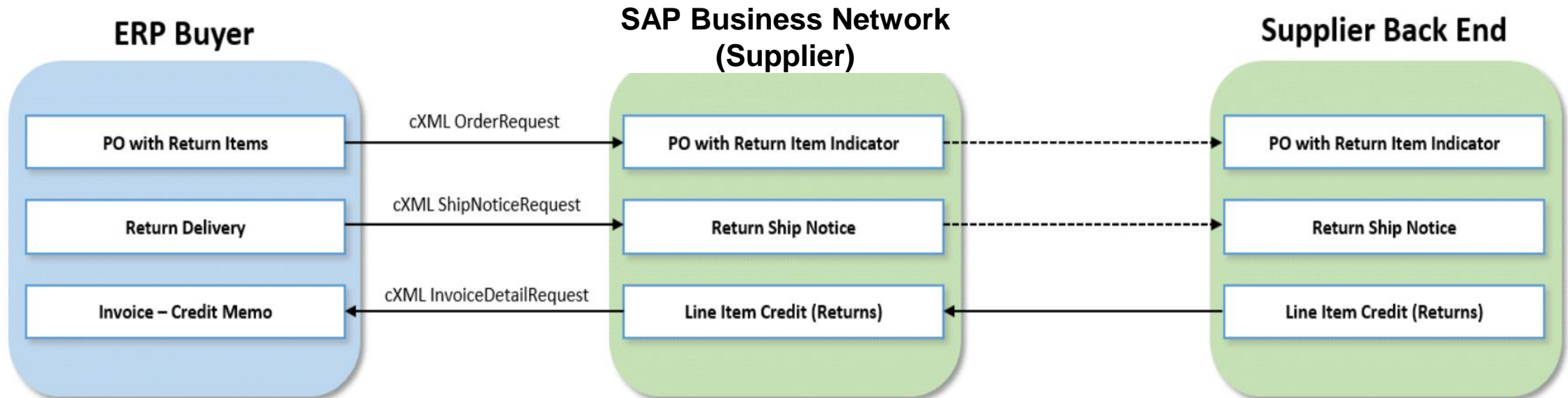
Document	Description
Purchase Order Lines with Return Items	Purchase order that contains a return PO line item (negative quantity will reflect in purchase order)
Return Ship Notice (ASN)	Ship Notice sent to supplier from buying organization to alert supplier return items have been shipped
Line Item Credit 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 SAP Business 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.



Different modes of Integration/ Automation

SAP Business Network 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

... how to submit line item credit memo's against return purchase order 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.
- You can cancel a Return Item Credit Memo in Sent status if the buyer allows them to cancel invoices.
- The quantity for a credit memo for return items cannot exceed the return quantity on the order.
- All return items on a Return Item Credit Memo must be from the same order. You cannot create a Return Item Credit Memo for return items from multiple orders.
- If a return item or the entire order is flagged for Evaluated Receipt Settlement (ERS) or the order does not allow SAP Business Network invoicing, then a credit memo cannot be created for that return item.

Returns Process Portal Interaction



Create a Credit Memo

View Submitted Credit Memo

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. The top navigation bar includes the SAP logo, 'Ariba Supply Chain Collaboration', 'Enterprise Account', and 'TEST MODE'. Below this, a menu bar contains 'Home', 'Enablement', 'Workbench', 'Planning', 'Orders', and 'Fulfillment'. The 'Orders' tab is selected, leading to the 'Orders and Releases' section. Within this section, the 'Return Items' sub-tab is active. A search filter section is visible, containing fields for 'Customer' (set to 'All Customers'), 'Order Number', 'Part No.', and 'Customer Part No.', along with 'Look Up' buttons. Date filters for 'Start Date' (29 Apr 2020) and 'End Date' (6 Jun 2020) are also present, along with a 'View' dropdown set to 'Only return items that can be credited'. A 'Search' button and a 'Reset' button are located at the bottom right of the filter section. Below the filters, a table titled 'Return Items (2)' is displayed. The table has columns for 'Order Number', 'Item', 'Date', 'Part #', 'Customer Part #', 'Description', 'Customer', 'Customer Batch ID', and 'Return Quantity'. Two items are listed: one with Order Number 4500074710 and another with Order Number 4500074554. A 'Credit Memo for Return Items' button is located at the bottom left of the table.

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	Stratus Atlantic		10 (EA)
4500074554	10	20 Nov 2019	RS-TEMP-10S	JMM-DSD-001	Copper Wire Coaxial - 25 LB Roll	Stratus Atlantic		10 (EA)

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 interface. The top navigation bar includes the SAP logo, 'Ariba Supply Chain Collaboration', 'Enterprise Account', and a 'TEST MODE' indicator. The main navigation menu has tabs for 'Home', 'Enablement', 'Workbench', 'Planning', 'Orders', and 'Fulfillment'. The 'Fulfillment' tab is selected and highlighted with a blue underline and a yellow circle labeled '1'. Below this, a dropdown menu shows 'Extended Collaboration' selected, with a yellow circle labeled '2'. Underneath, a sub-tab bar contains 'Multi-Tier Orders', 'Component Inventory', 'Component Shipments', 'Return Shipments', 'Consignment Movements', and 'Multi-Tier Shipments'. The 'Return Shipments' sub-tab is selected, with a yellow circle labeled '3'. Below the sub-tab bar is a 'Search Filters' section with a yellow circle labeled '4'. It includes a 'Customer' dropdown set to 'All Customers', a 'Ship Notice #' input field, a 'Date Range' dropdown set to 'Last 14 days' (showing '13 Nov 2019 - 26 Nov 2019'), and a 'Routing Status' dropdown set to 'All'. At the bottom, a table titled 'Return Ship Notices' has a yellow circle labeled '5' around the first two rows. The table columns are 'Ship Notice #', 'Customer', 'Order #', and 'Date'.

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

Returns Process Portal Interaction

Create a Credit Memo for Returns Items 1

1. To create a Credit Memo, click on the **Orders** tab of your supplier account.
2. Select **Orders and Releases** from the dropdown list.
3. Click on the **Return Items** sub-tab.
4. Select one or more return items from the same order.
5. Click the **Credit Memo for Return Items** button.
6. If you selected only one item, you can also select **Actions > Credit Memo for Return Items**.

The screenshot displays the SAP Ariba Supply Chain Collaboration portal interface. The top navigation bar includes the SAP logo, 'Ariba Supply Chain Collaboration', 'Enterprise Account', and 'TEST MODE'. Below this, a secondary navigation bar contains 'Home', 'Enablement', 'Workbench', 'Planning', 'Orders', and 'Fulfillment'. The 'Orders' tab is selected, and a dropdown menu is open, showing 'Orders and Releases' as the selected option. Below this, a sub-tab bar shows 'Orders and Releases', 'Items to Confirm', 'Items to Ship', and 'Return Items'. The 'Return Items' sub-tab is active. A search filter section is visible below the sub-tabs. The main content area displays a table titled 'Return Items (2)'. The table has columns for 'Order Number', 'Item', 'Date', 'Part #', 'Customer Part #', 'Quantity', and 'Actions'. Two items are listed: one with Order Number 4500074710 and Item 10, and another with Order Number 4500074554 and Item 10. A checkbox is checked for the first item. A button labeled 'Credit Memo for Return Items' is highlighted in a yellow box, and another button with the same label is highlighted in a blue box. A 'Credit Memo for Return Items' button is also highlighted in a yellow box in the 'Actions' column of the first row.

	Order Number	Item	Date	Part #	Customer Part #	Quantity	Actions
<input checked="" type="checkbox"/>	4500074710	10	21 Nov 2019	RS-TEMP-10S			Credit Memo for Return Items Actions
<input type="checkbox"/>	4500074554	10	20 Nov 2019	RS-TEMP-10S	JMM-USU-001	10 (EA)	Actions

Returns Process Portal Interaction

Create a Credit Memo for Returns Items 2

1. Enter all information marked with an asterisk to successfully move forward.
2. The subtotal will reflect a negative value.
3. If any return items were damaged, adjust the **Price** to the actual return value for the items.
4. Click **Next** to review your memo.
5. Do one of the following:
 - To make further changes, click **Previous**.
 - To submit your changes, click **Submit**.
 - To exit without saving any changes, click **Exit**.

Create Return Item Credit Memo

[Update](#) [Exit](#) [Next](#)

! Please correct the following errors and resubmit
! This customer does not accept this line item credit memo with quantity adjustment based on its identified country of origin.

Credit Memo Type

▼ Invoice Header

Summary

1 Credit Memo #: *

Credit Memo Date: * 26 Nov 2019

Supplier Tax ID: 765254311

Remit To: Main DEKALB

2 Subtotal: **-\$350.00 USD**
Total Tax: \$0.00 USD
Total Gross Amount: **-\$350.00 USD**
Total Net Amount: **-\$350.00 USD**
Amount Due: **-\$350.00 USD**

Line Items 1 Line Items, 1 Includ

6

Insert Line Item Options

Tax Category: 0% exempt / exempt Shipping Documents Special Handling Discount

<input type="checkbox"/>	No.	Include	Type	Part #	Description	Customer Part #	Quantity	Unit	Unit Price
<input type="checkbox"/>	10	<input checked="" type="checkbox"/>	MATERIAL	RS-TEMP-10S	Copper Wire Coaxial - 25 LB Roll	JMM-DSD-001	-10	EA	\$35.00 USD

3 Pricing Details

Price Unit: * EA

Unit Conversion: * 1

Price Unit Quantity: * 1

Description:

↳ [Line Item Actions](#) [Delete](#)

5 [Previous](#) [Submit](#) [Exit](#)

Returns Process Portal Interaction

View Submitted Credit Memo for Returns Items

1. To view submitted credit memo, click on the **Invoices** tab of your supplier account.
2. Select **Invoices** or **Credit Memos** from the dropdown list.
3. Use the specific search criteria to ease the search.
4. Set Type as **Credit Memo**.
5. Review search results, including Routing and Invoice statuses (more in [Appendix](#)).
6. To open a Credit Memo, click on its number.

The screenshot displays the SAP Business Network portal interface. At the top, the navigation bar includes 'Home', 'Enablement', 'Workbench', 'Planning', and 'Invoices'. The 'Invoices' dropdown menu is open, showing 'Invoices' and 'Credit Memos'. The search filters section includes fields for Customer (All Customers), Invoice Number, Order Number, Date Range (Last 90 days), Min. Amount, Max. Amount, External Invoice Number, Status (All), and Type (Credit Memo). The search results table shows one result for a Line-Item Credit Memo with Invoice # BMCMtst11919, Reference 5322000033, and Amount \$-438.48 USD. The Routing Status is Acknowledged and the Invoice Status is Sent. The interface also includes a 'Search' button and a 'Number of Results' dropdown set to 100.

5 Invoices (1)

Type	Invoice #	Customer	Reference	Submit Method	Submitted By	Origin	Self Billing	Source Doc	Date ↓	Amount	Routing Status ⓘ	Invoice Status ⓘ
Line-Item Credit Memo	BMCMtst11919		5322000033	Online	Supplier	Supplier	No	Order	9 Nov 2019	\$-438.48 USD	Acknowledged	Sent

Buttons: Create Line-Item Credit Memo, Create Line-Item Debit Memo, Edit, Copy, Create Non-PO Invoice

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 'TEST MODE'. Below this, a secondary navigation bar contains links for 'Home', 'Enablement', 'Workbench', 'Planning', 'Orders', and 'Fulfillment'. The 'Fulfillment' link is highlighted with a blue underline and a yellow circle containing the number '1'. A dropdown menu is open under 'Fulfillment', showing 'Goods Receipts' as the selected option.

Below the navigation bar, the 'Goods Receipts' section is displayed. It features a 'Search Filters' button and a title 'Goods Receipts (71)'. A table lists three receipt entries:

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** - SAP Business Network is in the process of sending the invoice to your customer. Contact SAP Customer Support if your invoice remains in this status for more than 30 minutes.
- **Sent** - SAP Business 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.

Invoice Statuses

The **Invoice Status** field lets you know where your customer is in the invoice approval and payment process. The turnaround time for an invoice to move between statuses, such as from **Sent** to **Approved**, depends on your customer's internal processes.

- **Canceled** - You canceled the invoice and can't make any further changes to it.
- **Sent** - Your customer received the invoice but hasn't approved or rejected it. 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 invoice status.
- **Rejected** - The invoice failed validation on SAP Business Network, or your customer rejected the invoice in their invoice processing system. You can edit and resubmit a rejected invoice.
- **Approved** - If the invoice doesn't have any errors, your customer approves the invoice for payment, which changes the invoice status to **Approved**. After an invoice reaches **Approved** status, you can't make changes to it. You'll need to send a credit memo if you made a mistake.
- **Paid** - Your customer paid the invoice or is in the process of issuing payment.

Thank you.

Contact information:

