

# Introduction to SAP Business Network

Return Collaboration  
May 2024

# Agenda

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2. [View Return Items](#)
3. [View Return Ship Notices](#)
4. [View Credit Memo for Returns Items](#)

# Introduction to Return Collaboration

- ❑ The Returns Collaboration deals with the business process of returning goods back to the supplier and then receiving credit for the returned items.
- ❑ The supplier issues a credit to Novartis for the returned items

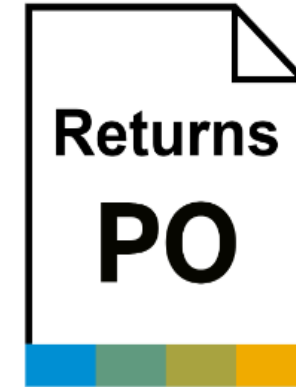
## Why are Items Returned?

There are many reasons why ordered items may need to be returned, including:

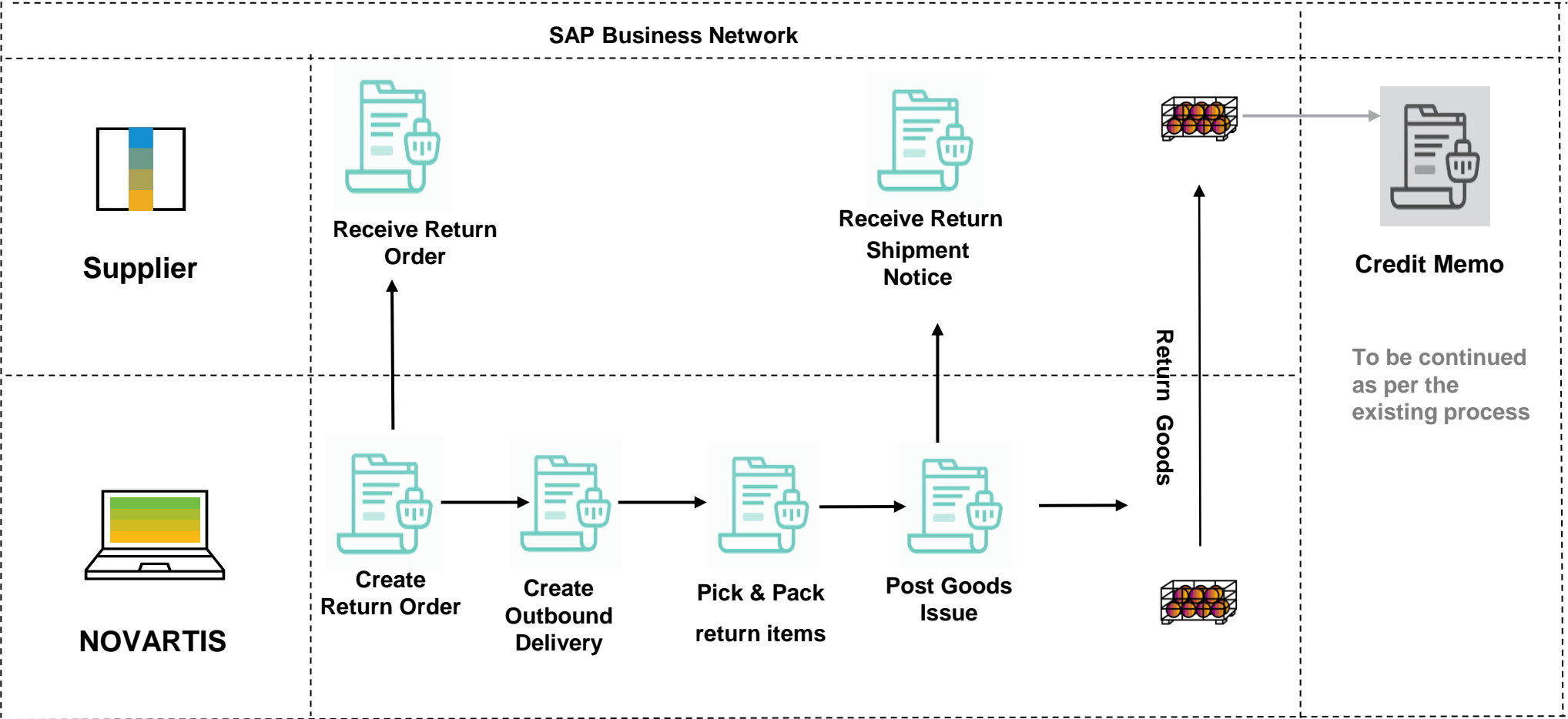


- ❑ Inferior quality
- ❑ Incorrect material specifications
- ❑ Damaged or defective material

- ❑ Material near end of life
- ❑ Delivery errors
- ❑ Excess of stock



# Return Collaboration Process Flow

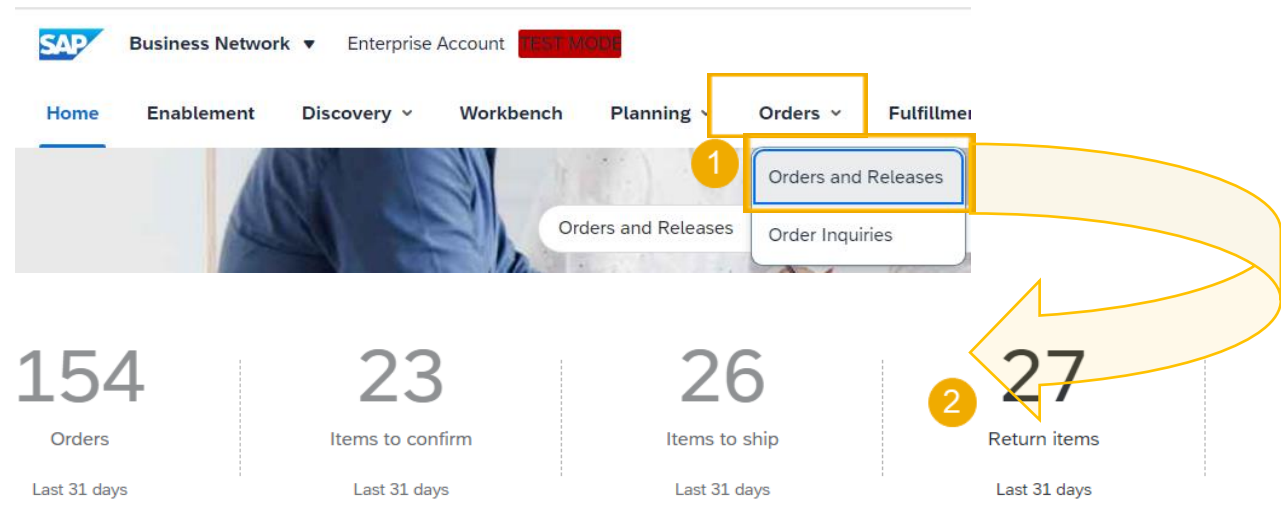


# Returns Process Documents

Document	Description
Return Order	Purchase order that contains a return items.
Return Ship Notice (ASN)	Ship Notice sent to supplier from Novartis to alert supplier return items have been shipped
Credit Memo for Return Order	Credit memo submitted against return order

# View Return Items

1. From Dashboard, Navigate to **Orders>Orders and Releases**:
2. Select the **Return items** tile.
3. Click on the **Order number**.
4. On the PO screen, go to the Line Items section to view the Return Item.



Item No.	Creation Date ↓	Supplier Part No.	Customer Part No.	Description	Customer	Customer Location
Customer: Novartis - TEST Order No.: 4500004234						
10	Apr 26, 2024		00000000000833445	DICLOFENAC SODIUM FINE/DS.042	Novartis - TEST	TR10 Return Vendor Customer SOYEE SINGAPORE

## Line Items

Line #	No. Schedule Lines	Part #	Customer Part #	Type	Return	Revision Level	Qty (Unit)	Need By	Unit Price	Subtotal	Customer Location
10	1		00000000000833445	Material	yes		1.000 (KGM)	29 Apr 2024	324.74 TRY	324.74 TRY	Details

Description: DICLOFENAC SODIUM FINE/DS.042

**Note\***- For detailed steps on viewing the PO please refer to the PO Collaboration guide

# View Return Ship Notices

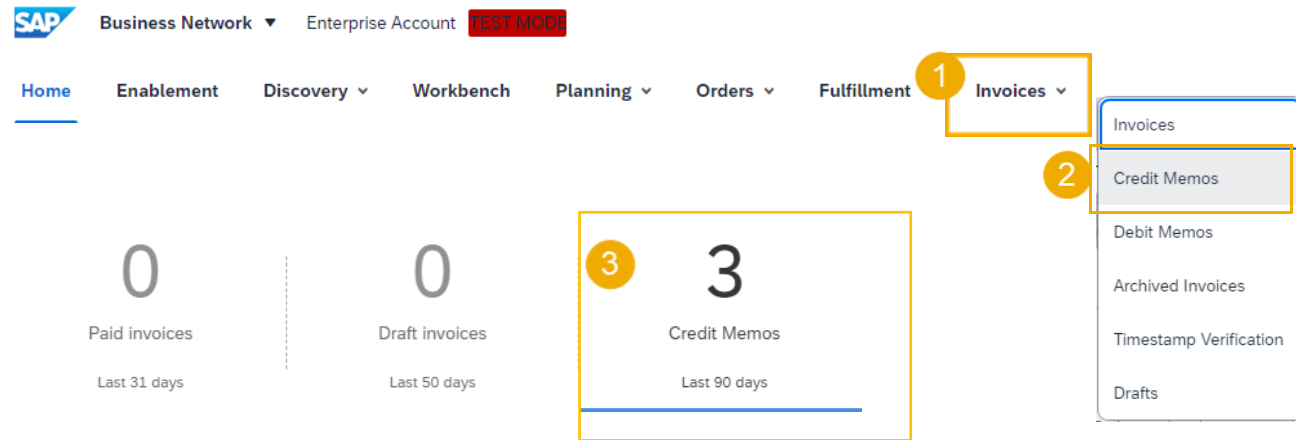
1. To view your Return Ship Notice, click on the **Fulfillment** tab.
2. Select **Extended Collaboration** from the dropdown list.
3. Click on the **Return Shipments** sub-tab to view all return shipment notices.
4. You can use search filters to look for specific return items. Recommended to search with Customer name, Start date and end date.
5. To view the return ship notice, click on its number under ship notice no.

The screenshot displays the SAP Business Network interface. The navigation bar at the top includes 'Home', 'Enablement', 'Discovery', 'Workbench', 'Planning', 'Orders', and 'Fulfillment'. The 'Fulfillment' dropdown menu is open, showing 'Extended Collaboration' selected. Below this, the 'Return Shipments' sub-tab is selected. The search filters section includes 'Customer: All Customers', 'Routing Status: All', 'Ship Notice No.', 'Date Range: Other', 'Start Date: 24 May 2024', and 'End Date: 24 Jun 2024'. The 'Number of Results' is set to 100. The table below shows a single result for a Return Ship Notice.

Ship Notice No.	Customer	Order No.	Date	Routing Status
8000023486	Novartis - TEST	4500004527	31 May 2024 5:38:38 PM	Sent

# View Credit Memo for Returns Items

1. To view credit memo, click on the **Invoices** tab.
2. Select **Credit Memos** from the dropdown list.
3. Click on the **Credit Memos** tile.
4. To open a Credit Memo, click on its number.



Note\* Process for credit Memo will remain as is and you need to continue to sending the credit memo with the existing process. E.g. via email.

Credit memo number	Credit memo date ↓	Customer	Invoice type	Credit memo status	Credit memo status change date	Routing Status	Reference
TEST1_CM	May 7, 2024	Novartis - TEST	Line-Item Credit Memo	Sent	May 7, 2024	Sent	4500004234
TET_CM	May 7, 2024	Novartis - TEST	Line-Item Credit Memo	Sent	May 7, 2024	Sent	4500004250
12324	May 2, 2024	Novartis - TEST	Line-Item Credit Memo	Sent	May 2, 2024	Acknowledged	4500004220



# Thank you