



Feature at a Glance

Support for return orders on Ariba Network

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CONFIDENTIAL

Feature at a Glance

Ease of implementation



Low touch / simple

Geographic relevance



Global

Introducing: Support for return orders on Ariba Network

Customer challenge

- Orders with return items were only supported with advanced supply chain licenses

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- With this feature orders with return items will be supported for core network capabilities
- OC will be disabled for return orders
- Email notifications will be enabled for such orders

Experience key benefits

- The feature now allows customers using core network capabilities to utilize the process for orders with return items

Solution area

SAP Ariba Network

Implementation information

- This feature is automatically on for all customers with the applicable solutions but requires **customer configuration**.

Prerequisites and Limitations

None

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Return order support:

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. Earlier this functionality was only supported with supply chain collaboration license.

- Purchase orders with return items is now supported for all buyers and suppliers on the Ariba Network
- Suppliers cannot create Order Confirmation and Ship Notice for purchase orders that have return items created from the user interface, CSV upload as well as integrated scenario.
- Suppliers can create Return Credit Memo for purchase orders that have return items.
- Suppliers can create Invoice for purchase orders that have return items.

Note

- Suppliers can create Invoice only if the business rule Ignore return items when creating an invoice is unchecked.
- If the purchase order contains return items, the purchase order item detail includes the Return Authorization Number.

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Process

1. Log in to your Ariba Network supplier account.
2. Select Inbox > Orders and Releases > Return Items.

Note: You can also create a credit memo for return items on a particular order by opening the order and selecting Create Invoice > Credit Memo for Return Items.
3. To search for a specific return item, click the triangle next to the Search Filters heading, enter the criteria desired, and click Search.
4. Select one or more return items from the same order.
5. Click Credit Memo for Return Items. Note If you selected only one item, you can also select Actions > Credit Memo for Return Items.
6. Enter a Credit Memo #.
7. Click Next to review your memo and submit

Thank you