



SAP Ariba 

INPEX Returns Process Supplier Training Guide

PUBLIC

Agenda

Returns Process

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

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- Overall Considerations
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- Credit Memo for Return Items

Appendix

Returns Process

In this Chapter You Will Learn About ...

- ... 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.
- 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
- 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.
- Return PO's are also used for processing of rebates and / or retrospective volume discounts. This process will not require the physical returning of goods.

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)
Line Item Credit Memo for Return Item (Credit Note)	Line item credit memo submitted against return purchase order line items

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

... how to submit line item credit memo's against return purchase order line items

Returns Process Portal User Interaction

Overall Considerations

- At INPEX there will not be a combination of normal and returns line items on the same PO.
- Return PO's will not require an order confirmation
- 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 is flagged for Evaluated Receipt Settlement (ERS) 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**.

Tip: Choose “INPEX Australia” as the Customer to select only INPEX related orders

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 'Orders' tab is selected in the main navigation. The 'Orders and Releases' section is active, with the 'Return Items' sub-tab selected. The search filters section includes fields for Customer (All Customers), Order Number, Part No., and Customer Part No., along with Creation Date, Start Date, End Date, and View. The search results table shows two items for INPEX Australia - TEST, both with Order Number 480000066. A 'Credit Memo for Return Items' button is located at the bottom of the results.

Order Number ↑	Item	Date	Part #	Customer Part #	Description	Customer	Customer Batch ID	Actions
480000066	10	30 May 2021		10113987	VALVE,CHK,ABACUS,200-327XP-2B-AG,DN200	INPEX Australia - TEST		Actions
480000066	20	30 May 2021		10113987	VALVE,CHK,ABACUS,200-327XP-2B-AG,DN200	INPEX Australia - TEST		Actions

Returns Process Portal Interaction

Identify Returns PO items pending Credit Memo submission

1. Choose **Orders**.
2. Choose **Return items** tab
3. Select “INPEX Australia” as **Customer**
4. Choose a **PO Creation Date** window
5. Choose “Only return Items that can be Credited” in **View** dropdown
6. Choose **Search**
7. Click on the required Returns PO open the PO to view details.

Note: You can only submit a Credit Memo for Return Items when the PO status is **Returned**. This status is achieved by INPEX processing the goods movement for the returns PO.

You cannot submit a Credit Memo for PO items that are flagged as ERS(RCTI): INPEX will generate and transmit the Credit Memo via the Ariba Network.

The screenshot displays the SAP Returns Process Portal interface. The navigation bar at the top includes 'Home', 'Enablement', 'Workbench', 'Orders', 'Fulfillment', 'Quality', 'Invoices', 'Payments', 'Catalogs', and 'More'. The 'Orders' menu is highlighted with a circled '1'. Below the navigation bar, the 'Orders and Releases' section is active, with the 'Return Items' tab selected, indicated by a circled '2'. The search filters section contains several input fields: 'Customer' (set to 'All Customers', circled '3'), 'Order Number', 'Part No.', and 'Customer Part No.', each with a 'Look Up' button. The 'Creation Date' dropdown is set to 'Other'. The 'Start Date' and 'End Date' fields are set to '1 Mar 2021' and '31 Mar 2021' respectively, circled '4'. The 'View' dropdown is set to 'Only return items that can be credited', circled '5'. A 'Show Advanced Filters' link is visible below the search filters. At the bottom right of the search section, the 'Number of Results' is set to '500', and there are 'Search' and 'Reset' buttons, circled '6'. Below the search section, a table titled 'Return Items (4)' is displayed. The table has columns for 'Order Number', 'Item', 'Date', 'Part #', 'Customer Part #', 'Description', 'Customer', 'Customer Batch ID', 'Return Quantity', and 'Actions'. Two items are listed in the table, circled '7':

Order Number	Item	Date	Part #	Customer Part #	Description	Customer	Customer Batch ID	Return Quantity	Actions
4800000055	10	3 Mar 2021		10093548	STUDBOLT,660A,1-1/2X270,8UN,2X660A NUT	INPEX Australia - TEST		10 (EA)	Actions
4800000055	20	3 Mar 2021		10093547	THERMOWELL,OKAZAKI,TW20FP-U400-T60-A1301	INPEX Australia - TEST		10 (EA)	Actions

Returns Process Portal Interaction

Create a Credit Memo for Returns Items 1

1. Select one or more return items from the same order.
2. Click the **Credit Memo for Return Items** button.
3. If you selected only one item, you could select **Actions > Credit Memo for Return Items**.
4. Check that the Returns PO has the Status of **Returned**
5. Alternatively, choose **Create Invoice → Credit Memo for Return Items** on the PO to capture the credit note/memo

Return Items (4)

	Order Number ↑	Item	Date	Part #	Customer Part #	Description	Customer	Customer Batch ID	Return Quantity	Actions
1	<input type="checkbox"/>	4800000055	10	3 Mar 2021	10093548	STUDBOLT,660A,1-1/2X270,8UN,2X660A NUT	INPEX Australia - TEST		10 (EA)	Actions ▾ Credit Memo for Return Items
	<input type="checkbox"/>	4800000055	20	3 Mar 2021	10093547	THERMOWELL,OKAZAKI,TW20FP-U400-T60-A1301	INPEX Australia - TEST			
	<input type="checkbox"/>	4800000056	10	7 Mar 2021	10093548	STUDBOLT,660A,1-1/2X270,8UN,2X660A NUT	INPEX Australia - TEST		10 (EA)	Actions ▾
	<input type="checkbox"/>	4800000057	10	7 Mar 2021	10093548	STUDBOLT,660A,1-1/2X270,8UN,2X660A NUT	INPEX Australia - TEST		10 (EA)	Actions ▾

2. Credit Memo for Return Items

Purchase Order: 4800000056 Done

Create Order Confirmation ▾ Create Ship Notice Create Invoice ▾ Create Quality Notification

Order Detail Order History

5. Credit Memo for Return Items

INPEX

From:
INPEX Operations Australia Pty Ltd
St Georges Terrace-100
Perth WA 6000
Australia
Phone: + () 08 6213 6000
Fax:
As agent for and on behalf of the IJV ICHTHYS LNG PTY LTD

To:
INPEX SCC TEST VENDOR
100 St Georges Tce
Perth Western Australia 6000
Australia
Phone: +61 (222) 2332333
Fax:
Email: sushil.kumar@inpe.com.au

4. Purchase Order
(+ Returned)
4800000056
Amount: \$-100.00 AUD
Version: 5 (Previous Version)

Payment Terms ⓘ
0.000% 30
Within 30 days due net

Routing Status: Acknowledged
External Document Type: Returns Vendor PO (ZRET)
Related Documents: 4900005496

Returns Process Portal Interaction

Create a Credit Memo for Returns Items 2

1. Enter all information marked with an asterisk (*) to successfully complete the process.
2. Choose a valid **Remit To** ID to match the bank account you need payment into.
3. The subtotal will reflect a negative value.
4. Provide a mandatory reason/comment for Credit Memo

The screenshot shows the 'Create Return Item Credit Memo' interface. At the top right are buttons for 'Update', 'Exit', and 'Next'. Below is the 'Credit Memo Type' section with a dropdown for 'Invoice Header' and an 'Add to Header' button. A 'Summary' section contains several fields: 'Credit Memo #' (marked with a 1), 'Credit Memo Date' (30 May 2021), 'Supplier Tax ID', and 'Remit To' (100 St Georges Terrace, marked with a 2). To the right, a summary box shows 'Subtotal: \$-5,000.00 AUD', 'Total Tax: \$500.00 AUD', and 'Amount Due: \$-4,500.00 AUD' (marked with a 3). Below this is the 'Bill To' information for 'INPEX Operations Australia Pty Ltd'. At the bottom, a 'Comment' section has a text area for 'Reason for Credit Memo' (marked with a 4).

Returns Process Portal Interaction

Create a Credit Memo for Returns Items 3

Perform following for all items on the Credit Memo

1. Confirm that the Tax Rate is correct (10% or 0%)
2. In the line items section : Copy the **Subtotal** value (Control C)
3. Per line : Past (Control V) the subtotal value of the line, into the **Taxable Amount** field in the Tax section.
4. Choose **Next** to continue with this submission

Note: A Return's PO will have a negative value.

Update
Exit
Next

2 Line Items, 2 Included, 0 Previously Fully Invoiced

Line Items

Insert Line Item Options Add to Included Lines

Tax Category: 10% GST Shipping Documents Special Handling Discount

No.	Include	Type	Part #	Description	Customer Part #	Quantity	Unit	Unit Price	Subtotal
10	<input checked="" type="checkbox"/>	MATERIAL		VALVE,CHK,ABACUS,200-327XP-2B-AG,DN200	10113987	-1	EA	\$2,500.00 AUD	\$-2,500.00 AUD

Pricing Details

Unit Conversion: 1 Price Unit: EA Description: 1

Tax

Category:	GST	Taxable Amount:	
Location:		Tax Rate Type:	
Description:		Rate(%):	10
Regime:		Tax Amount:	\$250.00 AUD

2 Line Items, 2 Included, 0 Previously Fully Invoiced

Line Items

Insert Line Item Options Add to Included Lines

Tax Category: 10% GST Shipping Documents Special Handling Discount

No.	Include	Type	Part #	Description	Customer Part #	Quantity	Unit	Unit Price	Subtotal
10	<input checked="" type="checkbox"/>	MATERIAL		VALVE,CHK,ABACUS,200-327XP-2B-AG,DN200	10113987	-1	EA	\$2,500.00 AUD	\$-2,500.00 AUD

Pricing Details

Unit Conversion: 1 Price Unit: EA Description: 1

Tax

Category:	10% GST	Taxable Amount:	\$-2,500.00 AUD
Location:		Tax Rate Type:	
Description:		Rate(%):	10
Regime:		Tax Amount:	\$-250.00 AUD
		Exempt Detail:	(no value)

Returns Process Portal Interaction

Create a Credit Memo for Returns Items 4

Verify the Summary of the Credit Memo.

1. Choose **Submit** to send the Credit memo to INPEX

Arriba Network Supplier

service.ariba.com/SCMSupplier.aw/125009068/aw?awh=r8lawssk=bHwooYgX#b0

SAP Arriba Supply Chain Collaboration

1

Create Return Item Credit Memo

Previous Submit Exit

Confirm and submit the return item credit memo. It will not be electronically signed according to the countries of origin and destination of invoice. The document's originating country is:Australia. The document's destination country is:Australia. If you want your invoices to be stored in the Arriba long term document archiving, you can subscribe to an archiving service. Note that you will also be able to archive old invoices once you subscribe to the archiving service.

Line-Item Credit Memo

Credit Memo Number: ERTER34344	Subtotal: \$-5,000.00 AUD
Credit Memo Date: Sunday 30 May 2021 6:39 PM GMT+08:00	Total Tax: \$-500.00 AUD
Original Invoice Number:	Amount Due: \$-5,500.00 AUD
Original Invoice Date:	
Original Purchase Order: 4800000066	

REMIT TO: INPEX SCC TEST VENDOR Postal Address: 100 St Georges Terrace Perth WAU 6000 Australia Remit To ID: ERT-AUD Tax ID of Supplier: 2343434	BILL TO: INPEX Operations Australia Pty Ltd Postal Address: St Georges Terrace-100 Perth WA 6000 Australia Address ID: 2100	SUPPLIER: INPEX SCC TEST VENDOR Postal Address: 100 St Georges Perth WAU 6000 Australia
BILL FROM: INPEX SCC TEST VENDOR Postal Address: 100 St Georges Perth WAU 6000 Australia	CUSTOMER: INPEX Operations Australia Pty Ltd Postal Address: St Georges Terrace-100 Perth WA 6000 Australia Address ID: 2100	WIRE PAYMENT TO BANK: Australia and New Zealand Banking Group Limited / Cloverdale Account Name: INPEX SCC TEST VENDOR Account Type: Savings Branch Name: Australia and New Zealand Banking Group Limited / Cloverdale Account ID: 836749999 SWIFT Code: ANZBAU3MXXX

SHIPPING INFORMATION:

SHIP FROM:	SHIP TO:
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Returns Process Portal Interaction

View Submitted Credit Memo for Returns Items

1. To view submitted credit memo's, click on the **Invoices** tab of your supplier account.
2. Select **Credit Memos** from the dropdown list.
3. Enter specific **Search Filters**, as required, to restrict the search.
4. Set Type as **Credit Memo**.
5. Review search results, including Routing and Invoice statuses (see full list of statuses in [Appendix](#)).
6. To open a Credit Memo, click on the required **Invoice #**.

The screenshot shows the SAP Business Network Enterprise Account interface. The top navigation bar includes 'Home', 'Enablement', 'Workbench', 'Planning', 'Invoices', and 'Credit Memos'. The 'Invoices' tab is selected, and a dropdown menu shows 'Credit Memos' as the chosen option. Below the navigation, the 'Search Filters' section is expanded, showing various search criteria: 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, submitted on 9 Nov 2019 for \$-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.

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 after fixing the cause of the error.
- **Obsoleted** - After you cancel an invoice or edit and resubmit an invoice, the original invoice status changes to **Obsoleted**. No further action can be performed against this Obsoleted document.
- **Queued** - This status implies that the Ariba Network is in the process of sending the invoice to INPEX. Contact Ariba Customer Support if your invoice remains in this status for longer than 30 minutes.
- **Sent** - This status implies that the Ariba Network sent the invoice to your customer, but INPEX has not yet acknowledged receipt of the invoice. Contact Ariba Customer Support if your invoice remains in this status for longer than 30 minutes.
- **Acknowledged** - The status implies that the invoice has passed all INPEX's validation criteria and been posted successfully. This is the final routing status for an invoices.

Invoice Statuses

The **Invoice Status** field indicates that the invoice is in the approval and payment process.

- **Canceled** - Where the supplier has canceled the invoice. No further changes can be made to the invoice.
- **Sent** - This status indicates that INPEX has received the invoice, but it is still subject to the approval. If your invoice stays in this status for a while, contact your customer to see what needs to happen next.
- **Rejected** - The invoice failed INPEX validation on the Ariba Network, or INPEX rejected the invoice in back-end system. You can edit and resubmit a rejected invoice.
- **Approved** - Successfully processed invoices will attract an **Approved** status. No changes are possible to this document in the Approved.
- **Paid** - INPEX has paid the invoice or is in the process of issuing payment.

Thank you.

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