

SAP SCC Returns Process Supplier Training Guide

Agenda

Returns Process

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

Returns Process User Portal Interaction

- Overall Considerations
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- View Return Ship Notices
- 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

- 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

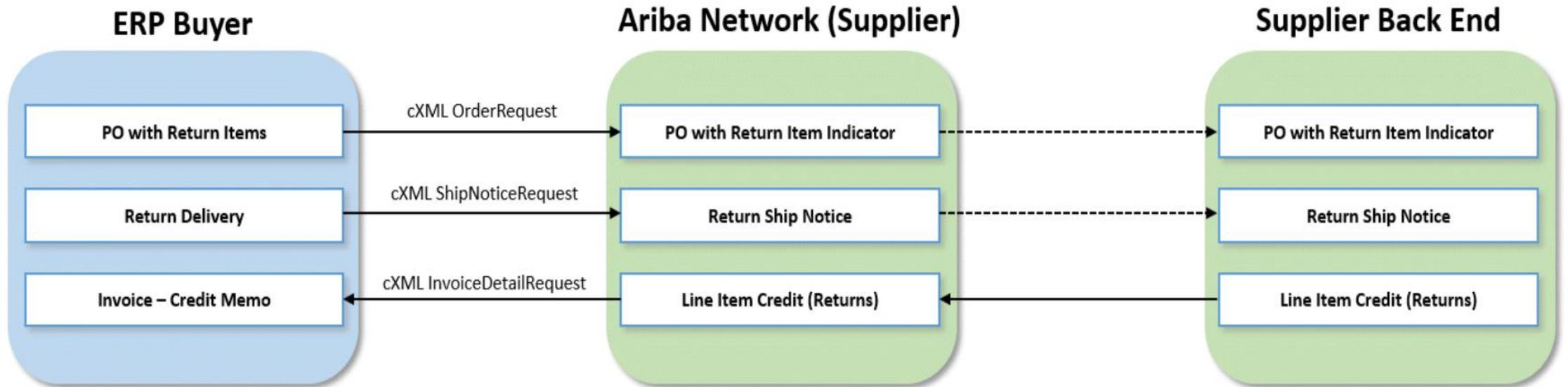
| Document | Description |
|---|--|
| Purchase Order Lines with Return Items | Purchase order that contains a return PO line item (negative quantity will reflect in purchase order) |
| Return Ship Notice (ASN) | Ship Notice sent to supplier from buying organization to alert supplier return items have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



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 memos 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 .\

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. At the top, the header includes the SAP logo, 'Ariba Supply Chain Collaboration', 'Enterprise Account', and a 'TEST MODE' indicator. The navigation menu contains 'Home', 'Enablement', 'Workbench', 'Planning', 'Orders', and 'Fulfillment'. The 'Orders' tab is selected, and the 'Return Items' sub-tab is active. A search filters section is visible, with the following criteria: Customer: Arrow Energy - TEST; Order Number: 455; Show orders by: Creation Date; Date Range: Last 31 days. The search results show 100 items. Below the search filters, a table titled 'Orders and Releases (12)' lists the following items:

| Order Number | Ver | Customer | Inquiries | Ship To Address | Ordering Address | Amount | Date | Order Status | External Document Type | Settlement | Amount Invoiced | Revision | Actions |
|--------------|-----|---------------------|-----------|----------------------------------|---------------------------------------|-----------------|-------------|--------------|------------------------|------------|-----------------|----------|---------|
| 4550000031 | 1 | Arrow Energy - TEST | | Asset South Dalby, QLD Australia | HITEC WELDING PINKENBA, QLD Australia | \$-6,802.92 AUD | 13 Dec 2021 | New | Return PO | Invoice | \$0.00 AUD | Original | Actions |
| 4550000030 | 1 | Arrow Energy - TEST | | Asset South Dalby, QLD Australia | HITEC WELDING PINKENBA, QLD Australia | \$-3,000.00 AUD | 6 Dec 2021 | Returned | Return PO | Invoice | \$0.00 AUD | Original | Actions |
| 4550000029 | 1 | Arrow Energy - TEST | | Asset South Dalby, QLD Australia | HITEC WELDING PINKENBA, QLD Australia | \$-3,000.00 AUD | 6 Dec 2021 | New | Return PO | Invoice | \$0.00 AUD | Original | Actions |

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 'SAP Ariba Supply Chain Collaboration', 'Enterprise Account', and 'TEST MODE'. The main navigation menu has 'Home', 'Enablement', 'Workbench', 'Planning', 'Orders', and 'Fulfillment'. The 'Fulfillment' tab is selected, indicated by a yellow circle '1'. Below this, the 'Extended Collaboration' section is active, with a yellow circle '2' pointing to it. Within 'Extended Collaboration', the 'Return Shipments' sub-tab is selected, marked with a yellow circle '3'. The 'Search Filters' section contains a dropdown for 'Customer' (set to 'All Customers'), a text input for 'Ship Notice #' (marked with a yellow circle '4'), and a 'Date Range' dropdown (set to 'Last 14 days', showing '13 Nov 2019 - 26 Nov 2019'). A 'Routing Status' dropdown is set to 'All'. Below the search filters, the 'Return Ship Notices' table is displayed, with a yellow circle '5' highlighting the first two rows. The table has columns for 'Ship Notice #', 'Customer', 'Order #', and 'Date'.

| Ship Notice # | Customer | Order # | Date |
|---------------|------------|------------|------------------------|
| 80019209 | [REDACTED] | 4500074710 | 21 Nov 2019 2:20:04 PM |
| 80019207 | [REDACTED] | 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 interface. The top navigation bar includes the SAP logo, 'Ariba Supply Chain Collaboration', 'Enterprise Account', and a 'TEST MODE' indicator. Below this, a menu contains 'Home', 'Enablement', 'Workbench', 'Planning', 'Orders', and 'Fulfillment'. The 'Orders' tab is selected, and a dropdown menu is open, highlighting 'Orders and Releases' (marked with a yellow circle 2). Below the menu, there are sub-tabs: 'Orders and Releases', 'Items to Confirm', 'Items to Ship', and 'Return Items' (marked with a yellow circle 3). A 'Search Filters' section is visible. The main content area shows 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 date 21 Nov 2019, and another with order number 4500074554 and date 20 Nov 2019. The first item is selected (checked box, marked with a yellow circle 4). A yellow box highlights the 'Credit Memo for Return Items' button in the 'Actions' column of the first row (marked with a yellow circle 6). Below the table, a button labeled 'Credit Memo for Return Items' is visible (marked with a yellow circle 5).

| | 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 |
| <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**.
 - Check **Tax Category** and use the drop down to select from the displayed options. Click **Add to Included Lines**.

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

Insert Line Item Options

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

| No. | Include | Type | Part # | Description | Customer Part # | Quantity | Unit | Unit Price |
|-----|-------------------------------------|----------|-------------|----------------------------------|-----------------|----------|------|-------------|
| 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

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Submit

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 shows the SAP Business Network portal interface. At the top, the navigation bar includes 'Home', 'Enablement', 'Workbench', 'Planning', 'Invoices', and 'Credit Memos'. 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). There are checkboxes for 'Show Invoices Submitted from the Customer's System' and 'Show only Invoices with Invoice Addendums'. The search results table shows one result for a Line-Item Credit Memo with Invoice # BMCMtst11919, Reference 5322000033, Submitted By Supplier, Origin Supplier, Self Billing No, Source Doc Order, Date 9 Nov 2019, and Amount \$-438.48 USD. The Routing Status is Acknowledged and the Invoice Status is Sent. Below the table are buttons for 'Create Line-Item Credit Memo', 'Create Line-Item Debit Memo', 'Edit', 'Copy', and 'Create Non-PO Invoice'.

Search Filters

Customer: All Customers

Invoice Number:

Partial number Exact number

Order Number:

Date Range: Last 90 days

Min. Amount:

Max. Amount:

External Invoice Number:

Status: All

Type: Credit Memo

Show Invoices Submitted from the Customer's System.

Show only Invoices with Invoice Addendums.

Number of Results: 100

Search

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 |

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[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 Arrow Energy, 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'. 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, the 'Goods Receipts' section is displayed. It features a 'Search Filters' button and a heading '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 Arrow Energy's invoice processing system.

- **Failed** - This status means that the invoice didn't follow your Arrow Energy's invoicing rules. Failed invoices aren't sent to your Arrow Energy'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 Arrow Energy. Contact Ariba Arrow Energy Support if your invoice remains in this status for more than 30 minutes.
- **Sent** - Ariba Network sent the invoice to your Arrow Energy, but your Arrow Energy hasn't yet acknowledged that they received the invoice. If your invoice stays in this status for a while, contact your Arrow Energy to see what needs to happen next. If your Arrow Energy allows it, you can cancel an invoice with this routing status.
- **Acknowledged** - The invoice reached your Arrow Energy's invoice processing system. **Acknowledged** is the final routing status for invoices.

Invoice Statuses

The **Invoice Status** field lets you know where your Arrow Energy 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 Arrow Energy's internal processes.

- **Canceled** - You canceled the invoice and can't make any further changes to it.
- **Sent** - Your Arrow Energy received the invoice but hasn't approved or rejected it. If your invoice stays in this status for a while, contact your Arrow Energy to see what needs to happen next. If your Arrow Energy allows it, you can cancel an invoice with this invoice status.
- **Rejected** - The invoice failed validation on Ariba Network, or your Arrow Energy 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 Arrow Energy 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 Arrow Energy paid the invoice or is in the process of issuing payment.

Thank you.

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