

Introduction to SAP Business Network

Return Collaboration
May 2024

Agenda

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2. [View Return Items](#)
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Introduction to Return Collaboration

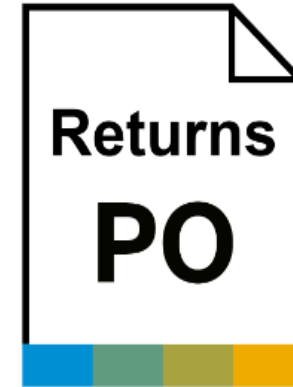
- ❑ The Returns Collaboration deals with the business process of returning goods back to the supplier and then receiving credit for the returned items.
- ❑ The supplier issues a credit to Novartis for the returned items

Why are Items Returned?

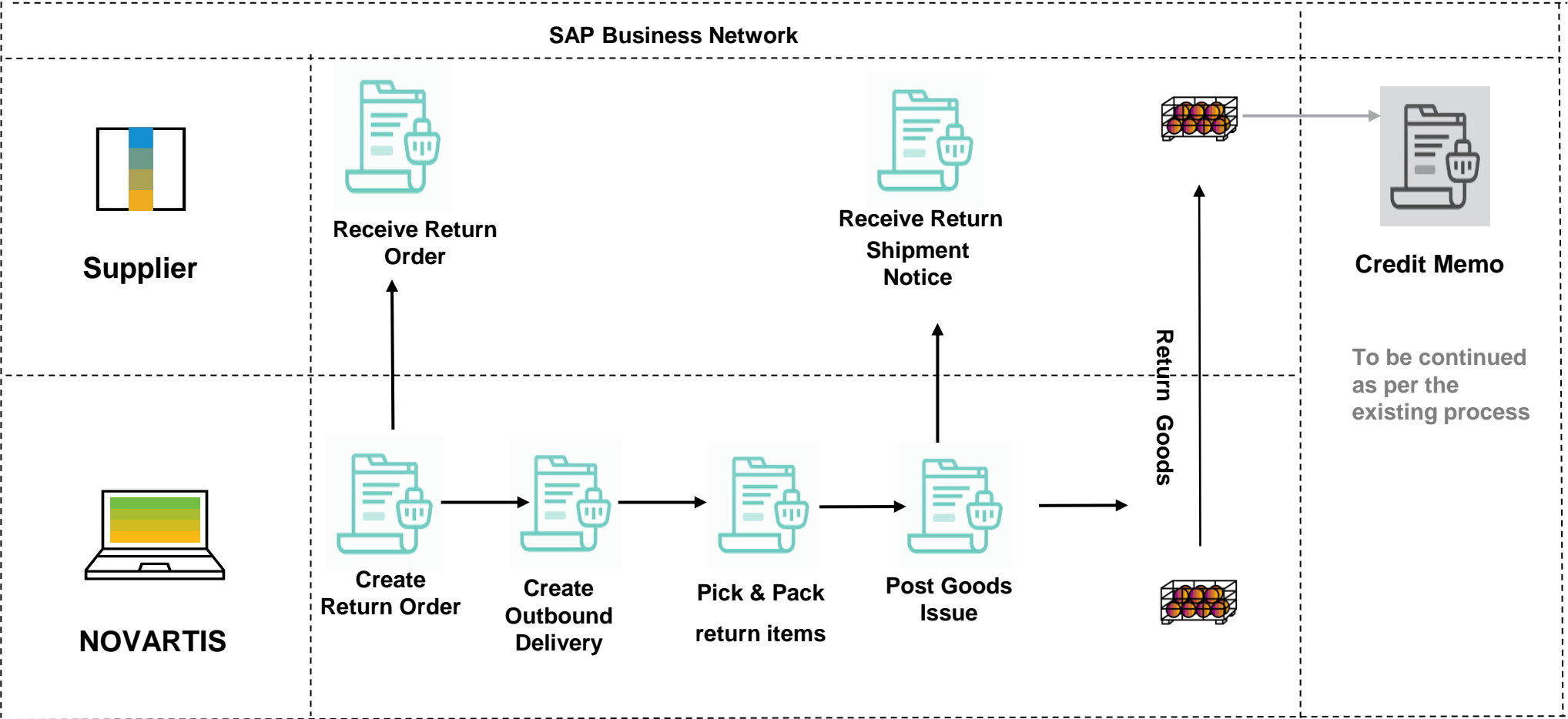
There are many reasons why ordered items may need to be returned, including:



- ❑ 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.

SAP Business Network Enterprise Account TEST MODE

Home Enablement Discovery Workbench Planning **Orders** Fulfillment

Orders and Releases Order Inquiries

154 Orders Last 31 days

23 Items to confirm Last 31 days

26 Items to ship Last 31 days

27 Return items Last 31 days

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

| 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

View Return Ship Notices

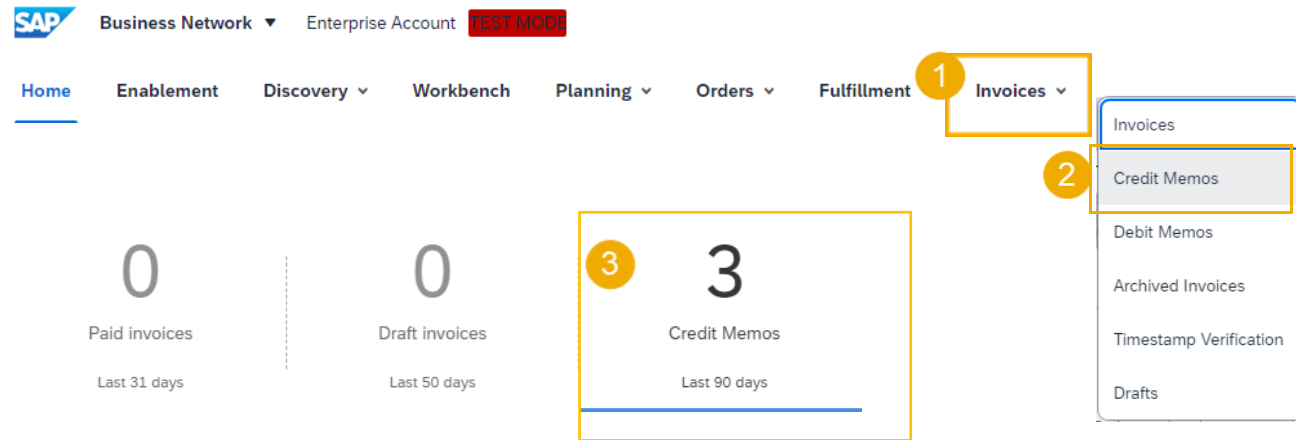
1. To view your Return Ship Notice, click on the **Fulfillment** tab.
2. Select **Extended Collaboration** from the dropdown list.
3. Click on the **Return Shipments** sub-tab to view all return shipment notices.
4. You can use search filters to look for specific return items. Recommended to search with 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' as the selected option. Below this, the 'Return Shipments' sub-tab is selected. The search filters section includes a 'Customer' dropdown set to 'All Customers', a 'Routing Status' dropdown set to 'All', a 'Ship Notice No.' field, a 'Date Range' dropdown set to 'Other', and date pickers for 'Start Date' (24 May 2024) and 'End Date' (24 Jun 2024). The search results table shows one entry for ship notice 8000023486.

| 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 |
|--------------------|--------------------|-----------------|-----------------------|--------------------|--------------------------------|----------------|------------|
| 4 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

Note* - For any technical queries related to onboarding and SBN please reach out to contact.elink@novartis.com

For specific queries related to the PO like prices, incoterms etc. please reach out to Novartis Business POC mentioned on the PO

When to reach out to contact.elink@novartis.com?

- ✓ Purchase orders are missing in my Ariba Account
- ✓ Cannot locate invitation email from Novartis
- ✓ Error when submitting ASN(Advance Shipping notification) with pack item
- ✓ ASN status is failed/queued
- ✓ Need assistance with SCC training materials

- ✗ You are not satisfied with the content in the PO - please contact [PO creator](#)
- ✗ Increase PO value - please contact [PO creator](#)
- ✗ PO created for wrong entity - please contact [PO creator](#)
- ✗ Missing PO lines - please contact [PO creator](#)
- ✗ PO was canceled - please contact [PO creator](#)