Introduction to SAP Business Network

Return Collaboration
May 2024

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Agenda

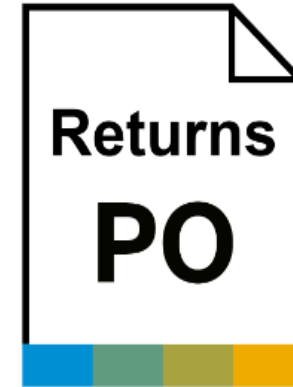NOVARTIS | Reimagining Medicine

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
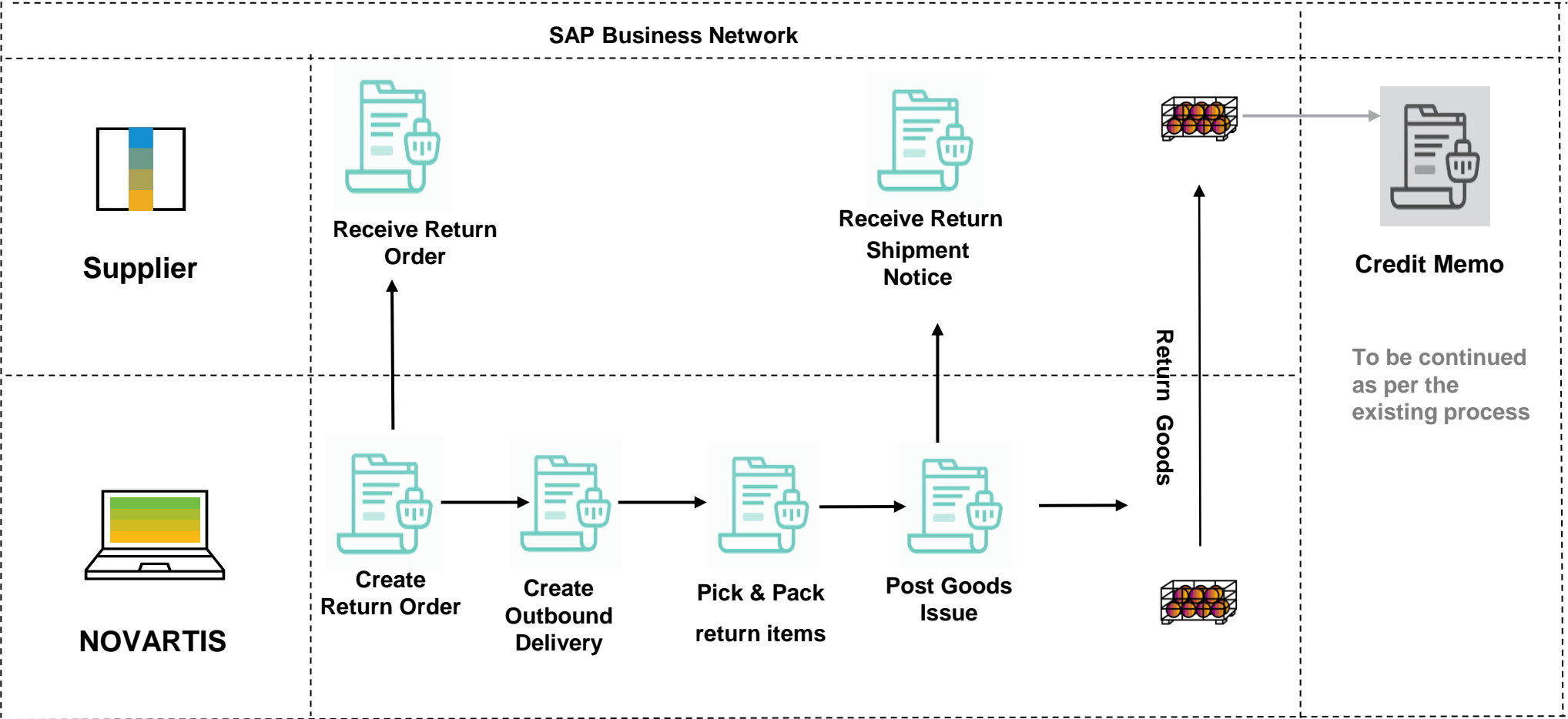
Why are Items Returned?

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

❑ Inferior quality   ❑ Material near end of life

❑ Incorrect material specifications   ❑ Delivery errors

❑ Damaged or defective material   ❑ Excess of stock

Return Collaboration Process Flow

SAP Business Network

Supplier

NOVARTIS

Receive Return Order

Receive Return Shipment Notice

Credit Memo

To be continued as per the existing process

Create Return Order

Create Outbound Delivery

Pick & Pack return items

Post Goods Issue

Return Goods

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.

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.

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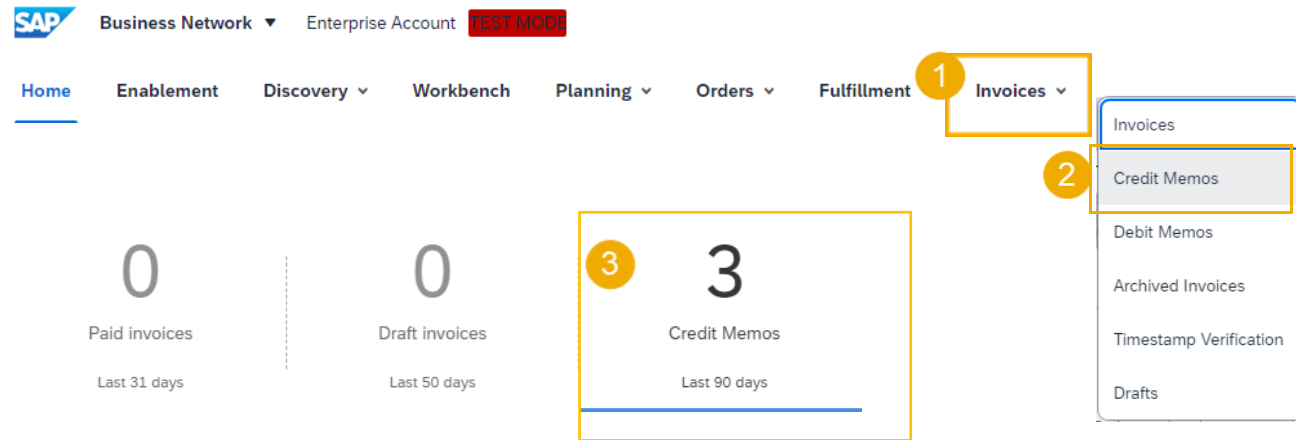
Note* Process for credit Memo will remain as is and you need to continue to sending the credit memo with the existing process. E.g. via email.

	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

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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

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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

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