SAP BUSINESS NETWORK RETURNS PROCESS

Supplier Guide


Synlait

RETURNS PROCESS PORTAL USER

Overall Considerations

- If an order includes at least one return item, you cannot confirm or reject the entire order.
- Order Confirmation is not required return items.
- 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

View Return Items

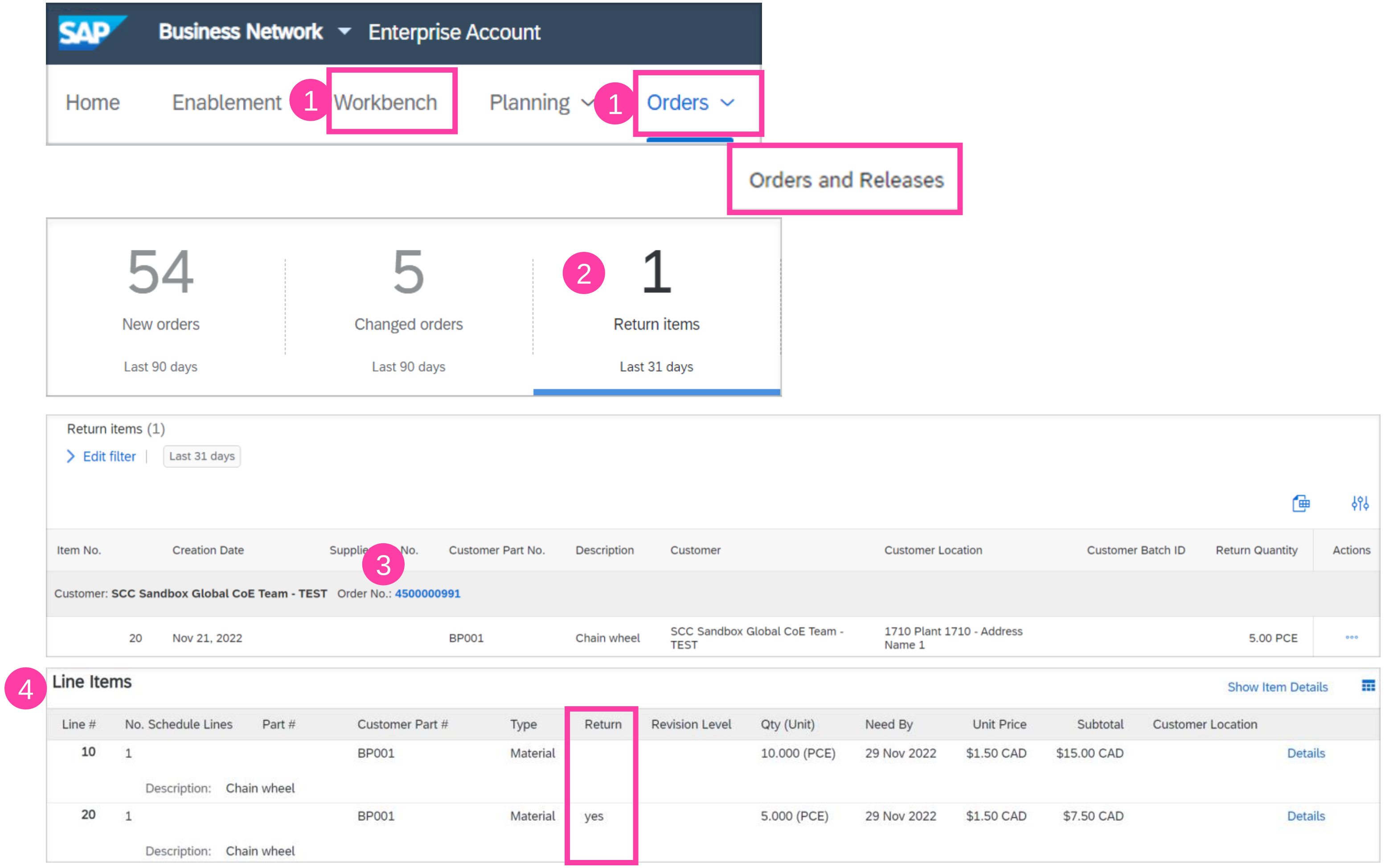
1. To access a Return PO Line Item, click on the **Workbench** or **Orders > Orders and Releases**

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 more info on how to manage your workbench and create specific tiles please refer to General Functionality Guide.



RETURNS PROCESS

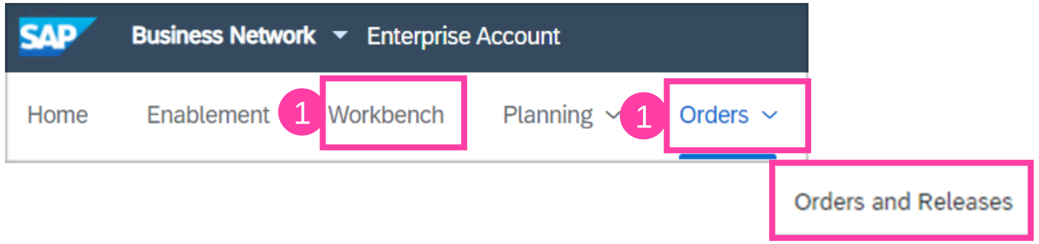
Create a Credit Memo for Returns Items

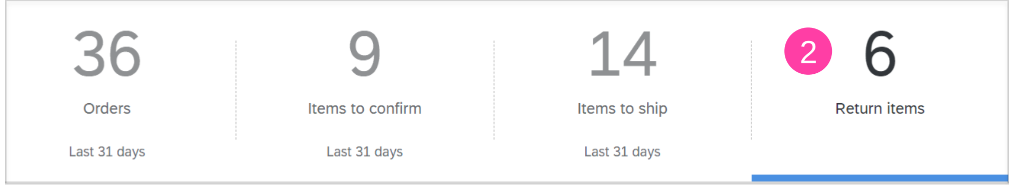
1. To create a Credit Memo, click on **Workbench** or **Orders** > **Orders and Releases** tab.

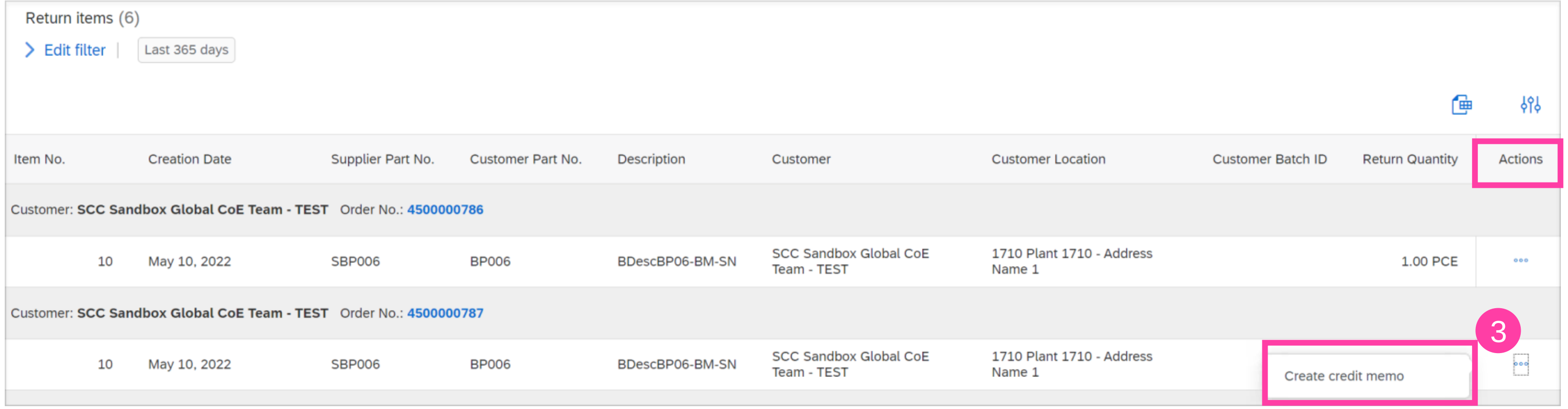
2. Click on the **Return Items** tile.

3. Click on ◦◦◦ under Actions to create a credit memo.

Note: For more info on how to manage your workbench and create specific tiles please refer to General Functionality Guide.







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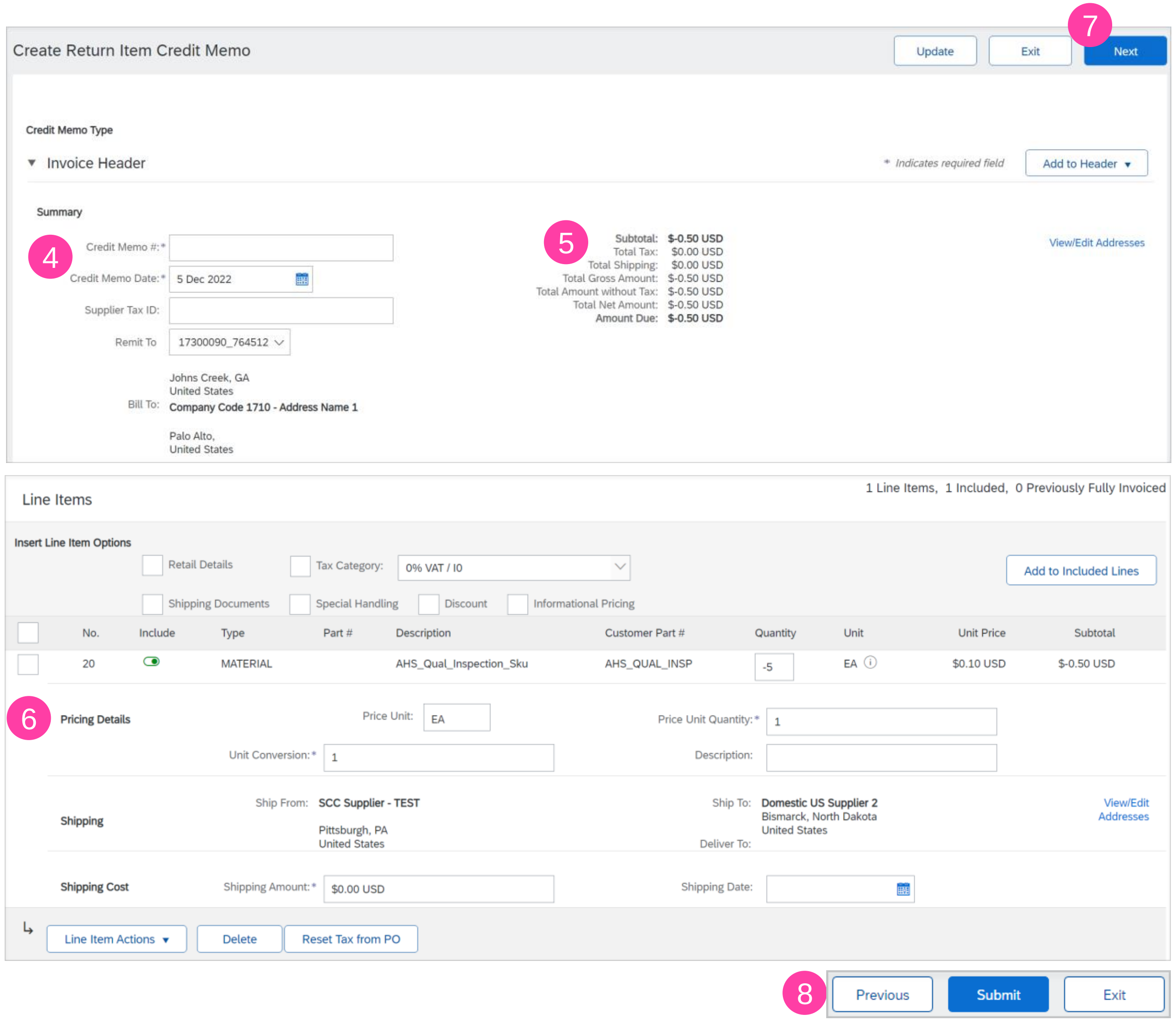
Create a Credit Memo for Returns Items

4. Enter all information marked with an asterisk to successfully move forward.
5. The **subtotal** will reflect a negative value.
6. If any return items were damaged, adjust the **Price** to the actual return value for the items.
7. Click **Next** to review your credit memo.
8. 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.**



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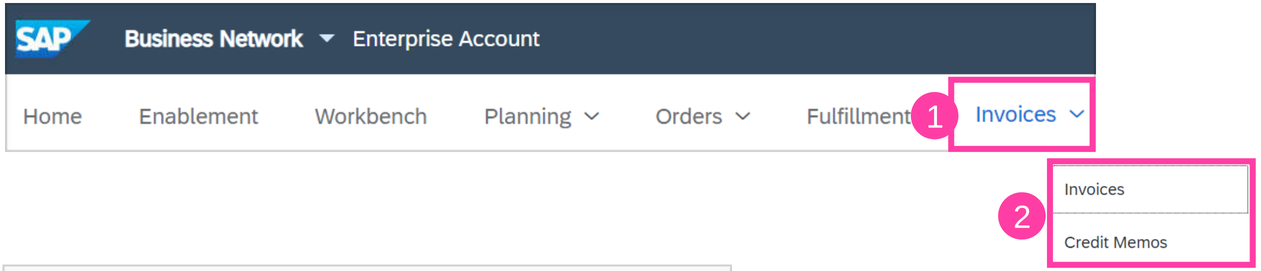
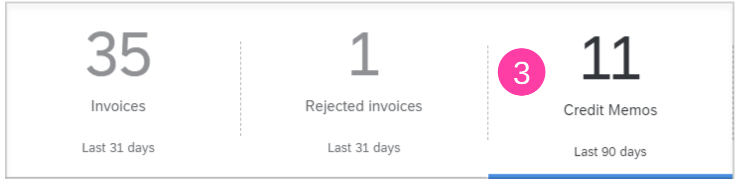
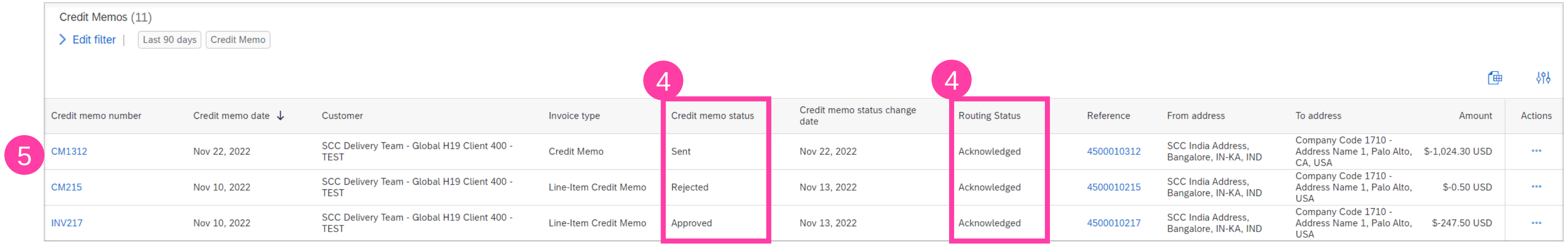
View Submitted Credit Memo for Returns Items

1. To view submitted credit memo, click on the **Invoices** tab.
2. Select **Invoices or Credit Memos** from the dropdown list.
3. Click on the **Credit Memos** tile.
4. Review the results, including Routing and Invoice statuses (more in Appendix).
5. To open a Credit Memo, click on its number.







Credit memo number	Credit memo date	Customer	Invoice type	Credit memo status	Credit memo status change date	Routing Status	Reference	From address	To address	Amount	Actions
CM1312	Nov 22, 2022	SCC Delivery Team - Global H19 Client 400 - TEST	Credit Memo	Sent	Nov 22, 2022	Acknowledged	4500010312	SCC India Address, Bangalore, IN-KA, IND	Company Code 1710 - Address Name 1, Palo Alto, CA, USA	$-1,024.30 USD	···
CM215	Nov 10, 2022	SCC Delivery Team - Global H19 Client 400 - TEST	Line-Item Credit Memo	Rejected	Nov 13, 2022	Acknowledged	4500010215	SCC India Address, Bangalore, IN-KA, IND	Company Code 1710 - Address Name 1, Palo Alto, USA	$-0.50 USD	···
INV217	Nov 10, 2022	SCC Delivery Team - Global H19 Client 400 - TEST	Line-Item Credit Memo	Approved	Nov 13, 2022	Acknowledged	4500010217	SCC India Address, Bangalore, IN-KA, IND	Company Code 1710 - Address Name 1, Palo Alto, USA	$-247.50 USD	···

STATUS

Information

Routing Status

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.
- **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** - SAP Business Network is in the process of sending the invoice to your customer. Contact SAP Customer Support if your invoice remains in this status for more than 30 minutes.
- **Sent** - SAP Business Network sent the invoice to your customer, but your customer hasn't yet acknowledged that they received the invoice. If your invoice stays in this status for a while, contact your customer to see what needs to happen next. If your customer allows it, you can cancel an invoice with this routing status.
- **Acknowledged** - The invoice reached your customer's invoice processing system. Acknowledged is the final routing status for invoices.

Invoice Status

The **Invoice Status** field lets you know where your customer 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 customer's internal processes

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

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