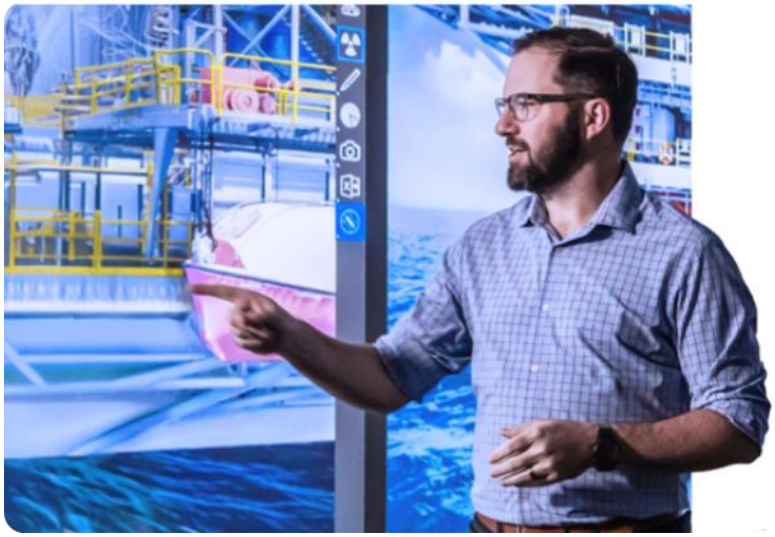
Activities during returns step-by-step instructions MM





Material Management (MM)

Digital Guide

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Learning objectives

In this digital guide, you will learn how to:

- Identify the different types of Purchase Orders (POs) against which the return process can be performed – regular PO and return PO.
- Explain how a new return PO supports the return-to-vendor process.

Overview: Differentiate regular and return purchase orders

In this section, you will learn how to differentiate between regular and return Purchase Orders (POs) in SAP S/4HANA.

Regular and Return PO

Regular PO:

A **regular PO** is a forward procurement document created to buy materials or services from a supplier, initiating the procurement process by formally placing an order.

It typically follows a structured flow, starting with a purchase requisition, followed by purchase order creation, supplier delivery, goods receipt, and invoicing. This process enables the inbound flow of materials into the organization, increases inventory after goods receipt, and establishes a legally binding agreement with the supplier.

Return PO:

A **return PO** is a reverse procurement document used to send materials back to the supplier, typically to return defective, excess, or rejected items or to correct a previous procurement transaction.

Activities during returns step-by-step instructions MM

This process is triggered when goods fail inspection or when an agreement is reached with the supplier to take back the materials and is managed within the **Manage returns to supplier** process. It follows a structured flow that includes identifying the return, creating a return PO or return delivery, shipping the materials back, and completing the necessary financial adjustments. As a result, it creates an outbound flow of materials to the supplier, reduces inventory levels, and reverses or adjusts the original purchase order transaction.

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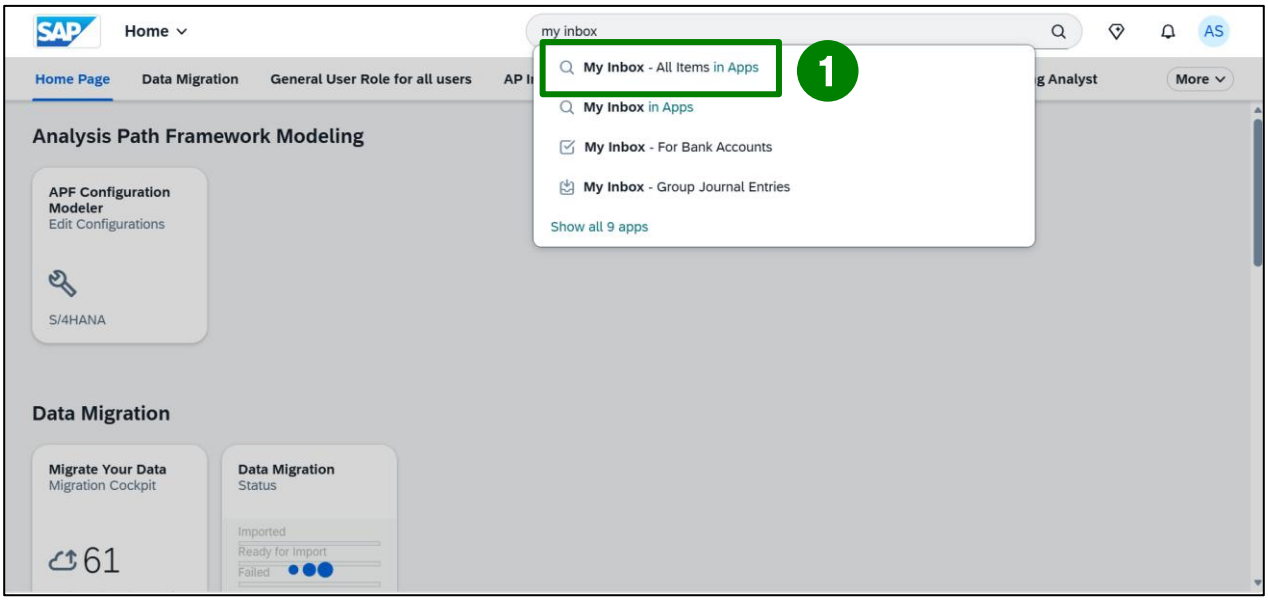
Overview: Steps to confirm return purchase order

In this section, you will learn how to confirm a return PO in SAP S/4HANA.

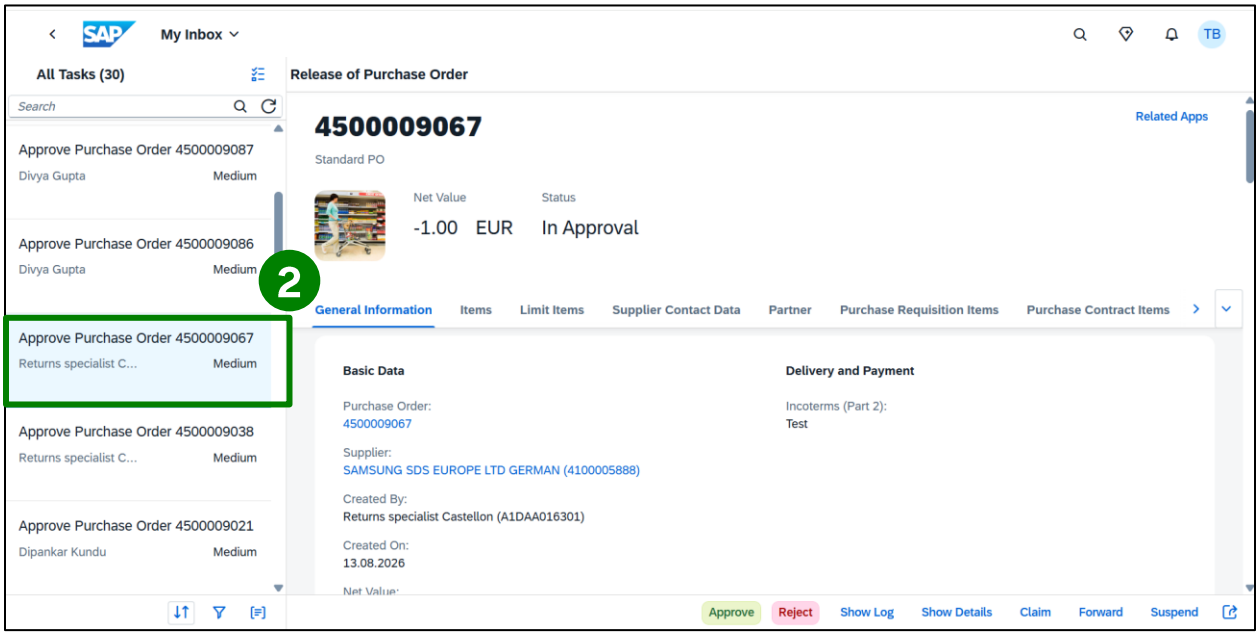
Step instructions

Note: Once the return PO is created in SAP S/4HANA, a notification is sent to the buyers for approval in the **My Inbox** Fiori app.

Step 1: Navigate to the **My Inbox** Fiori app**.**



Step 2: Click the **Approve Purchase Order #** notification for the required PO number in the **All Tasks** section.

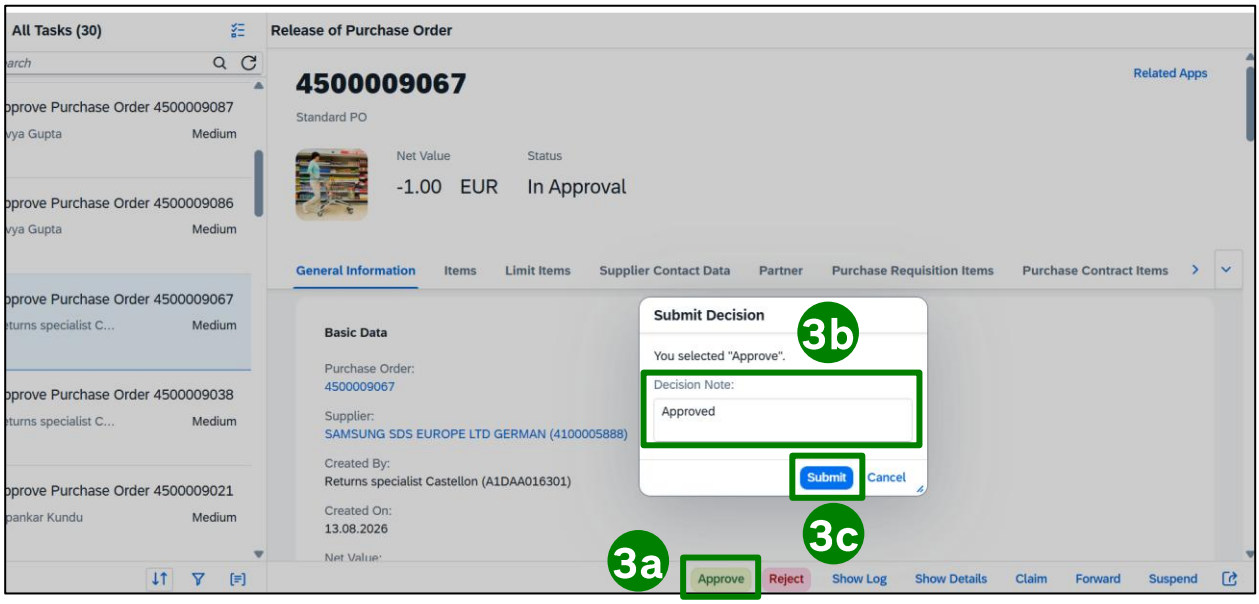


Step 3: The buyer approves the PO by completing the following steps:

a. Click the **Approve** button.

b. Enter a comment in the **Decision Note** field, if needed.

c. Click the **Submit** button.



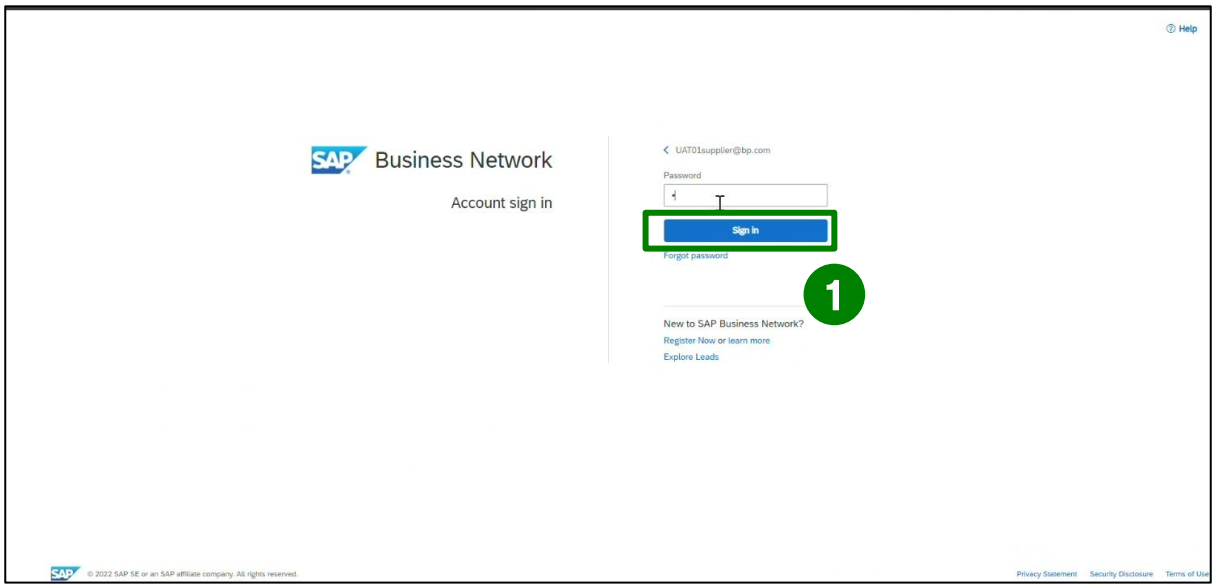
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Overview: SBN navigation to identify for return purchase order

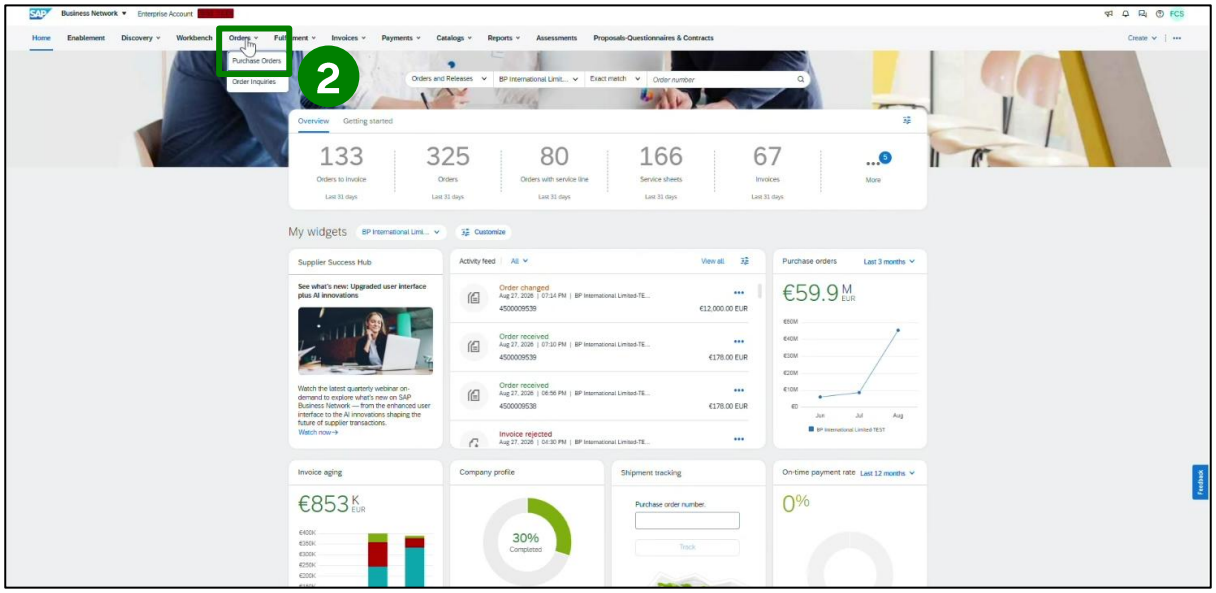
In this section, you will learn how a supplier can identify a return PO in SAP Business Network (SBN).

Step instructions

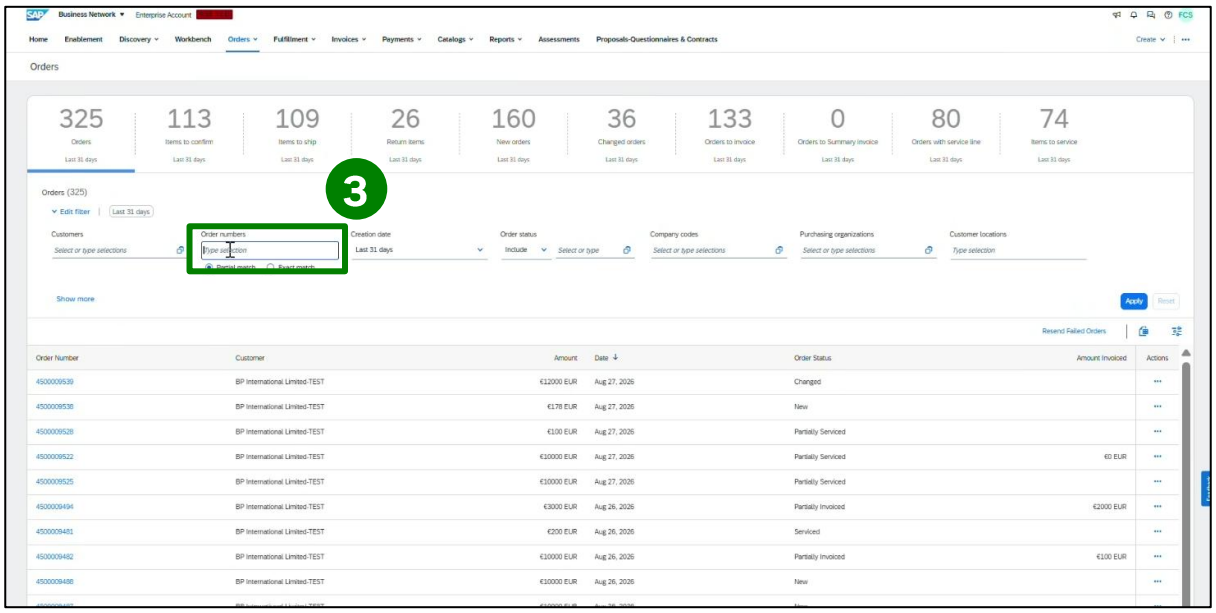
Step 1: Log in to SBN as a supplier.



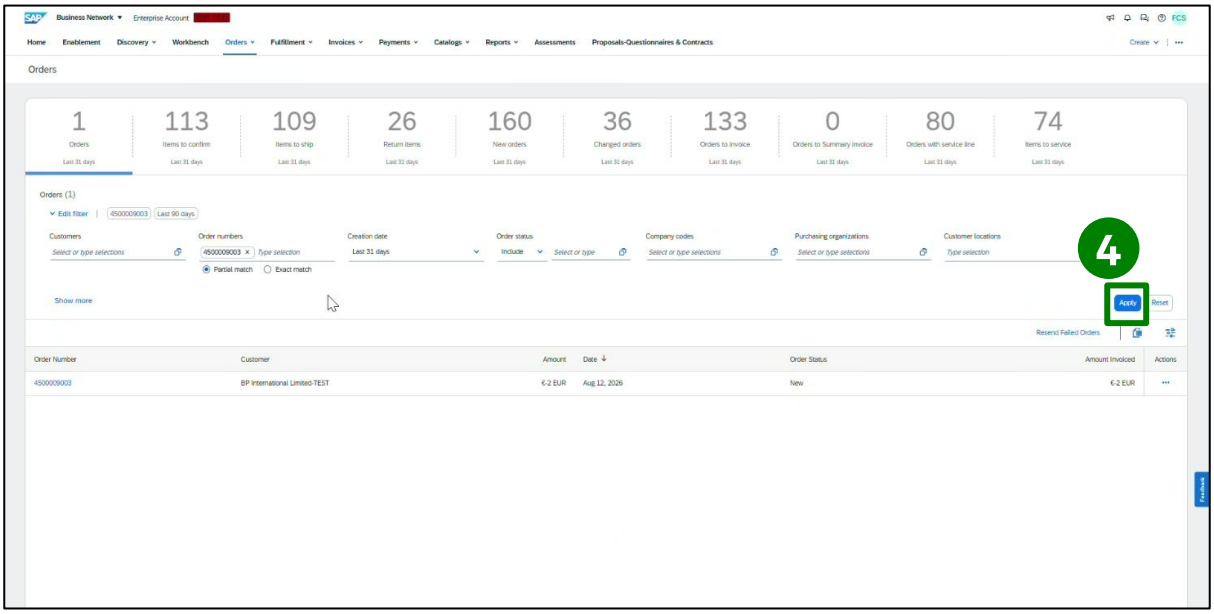
Step 2: The Business Network screen is displayed. Click the **Orders** tab and select the **Purchase Orders** option from the drop-down menu.



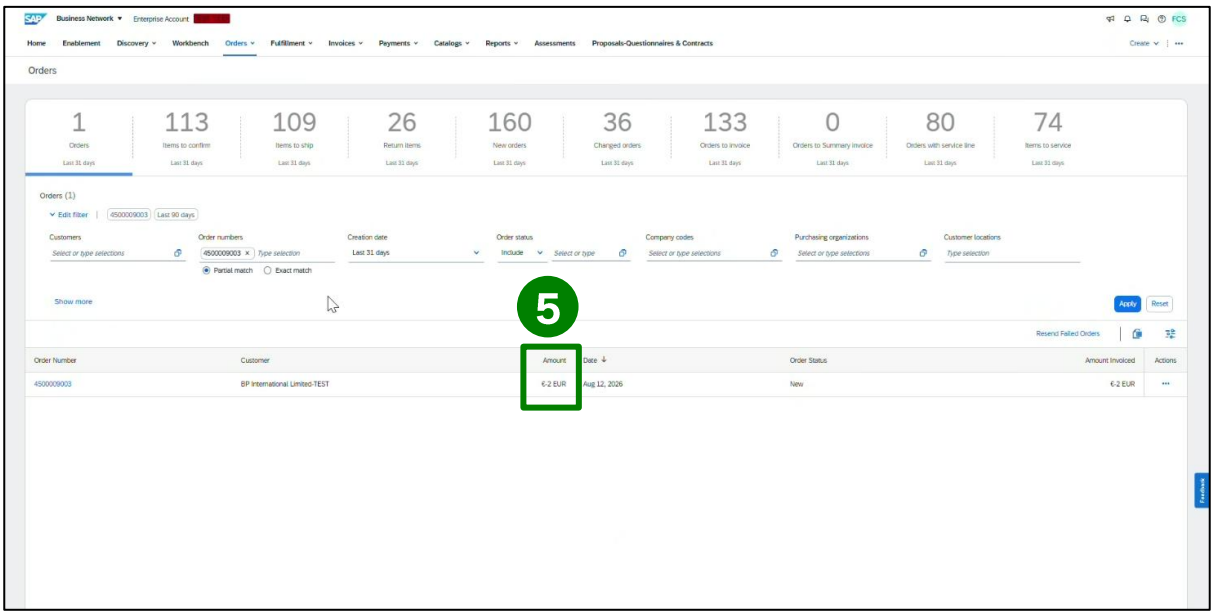
Step 3: The **Orders** screen is displayed. Enter the return PO number in the **Order numbers** field.



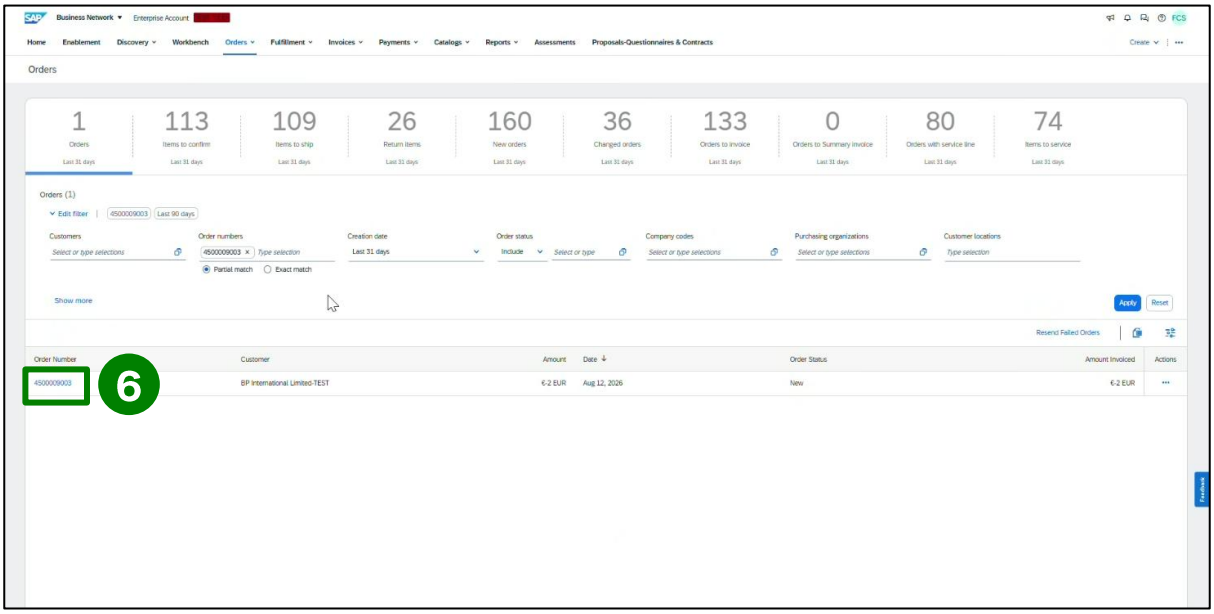
Step 4: Click the **Apply** button.



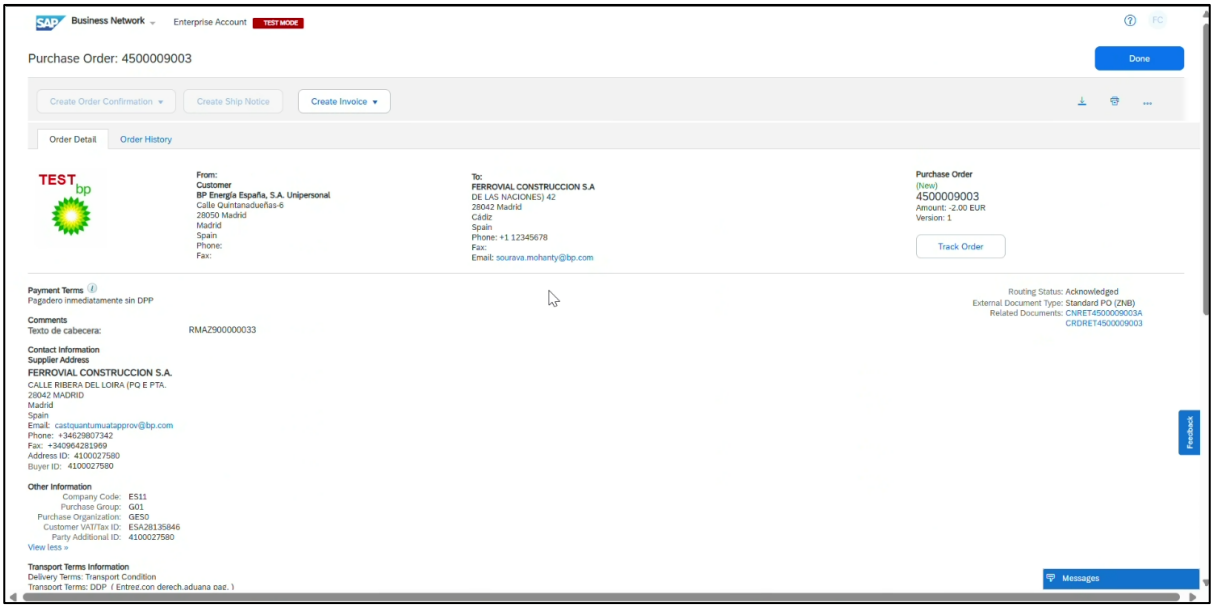
Step 5: If the **Amount** for approved PO is negative, the supplier can identify it as a return PO.



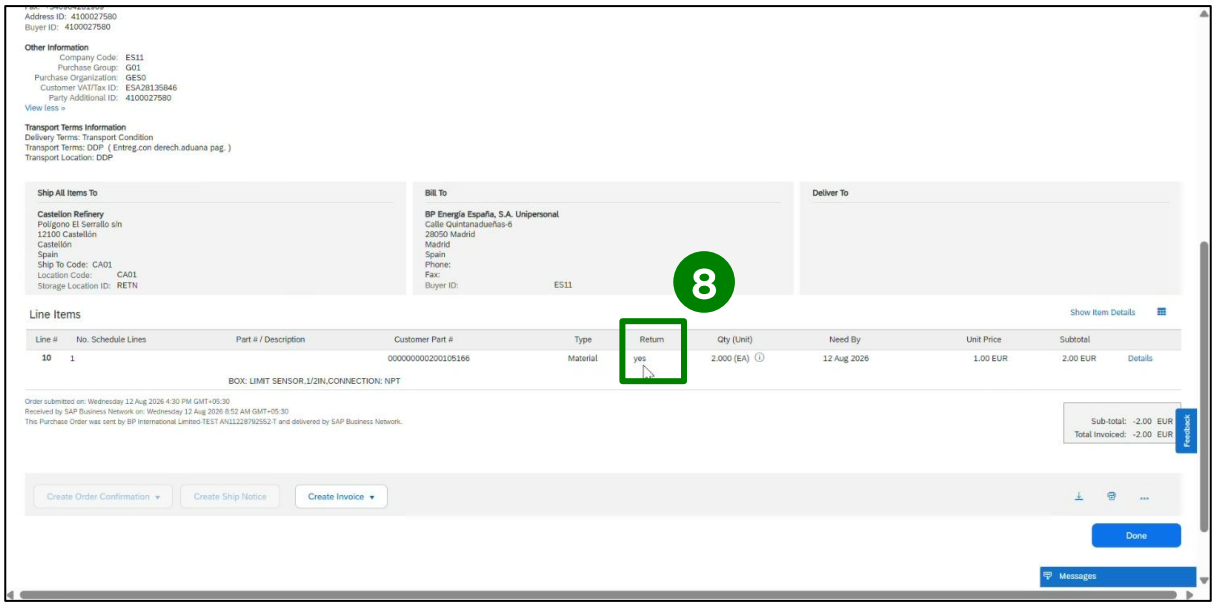
Step 6: Click the **Order Number** to view PO details.



Step 7: The PO details are displayed.



Step 8: Verify that the **Return** indicator is set to **yes** for return POs.



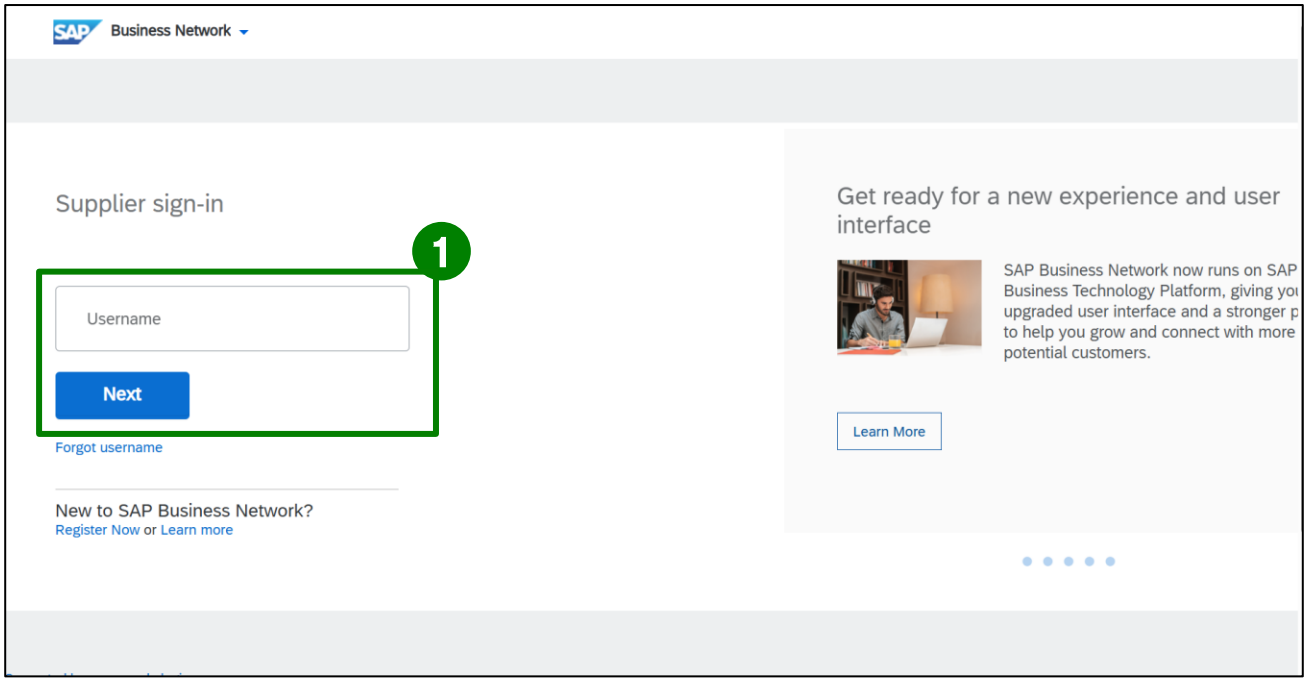
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Overview: Submit a credit invoice in SBN

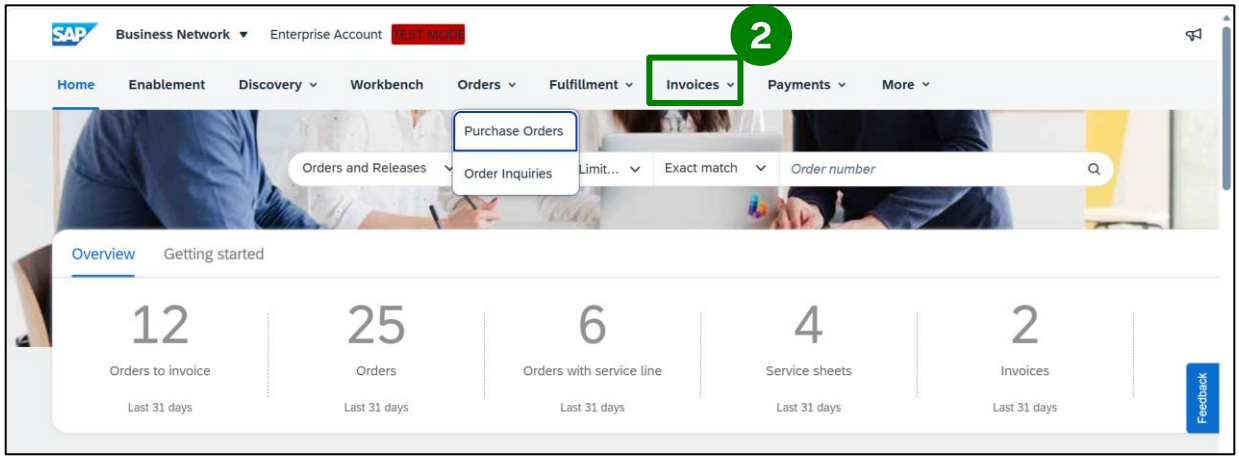
In this section, you will learn how to a supplier will submit a credit invoice through the Supplier Business Network (SBN).

Step instructions

Step 1: Log in to SBN as a supplier.



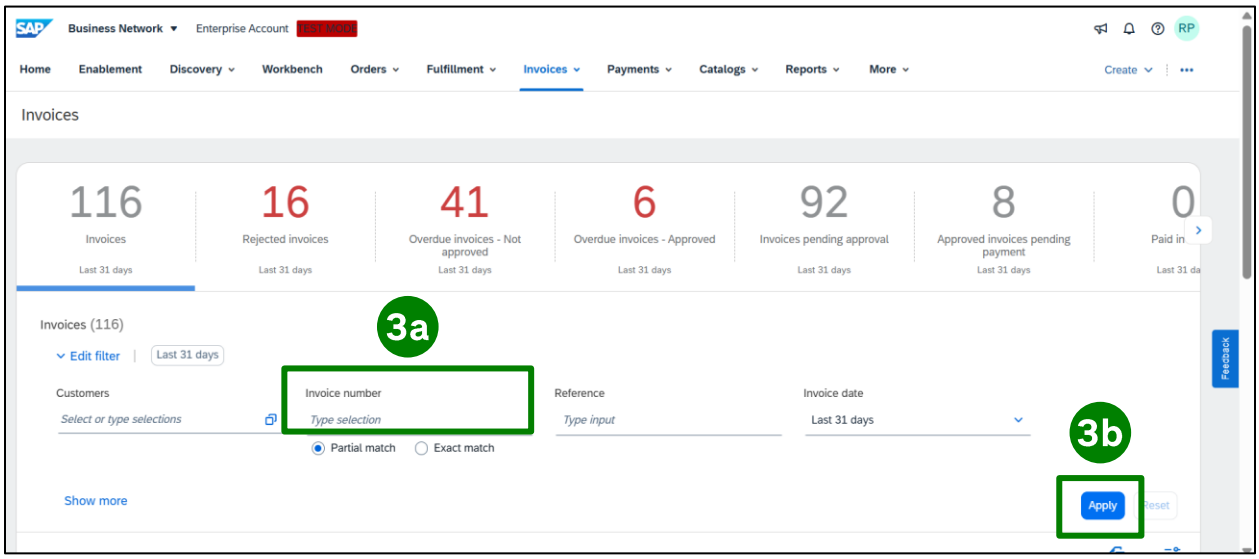
Step 2: The **Business Network** is displayed. Click the **Invoices** tab.



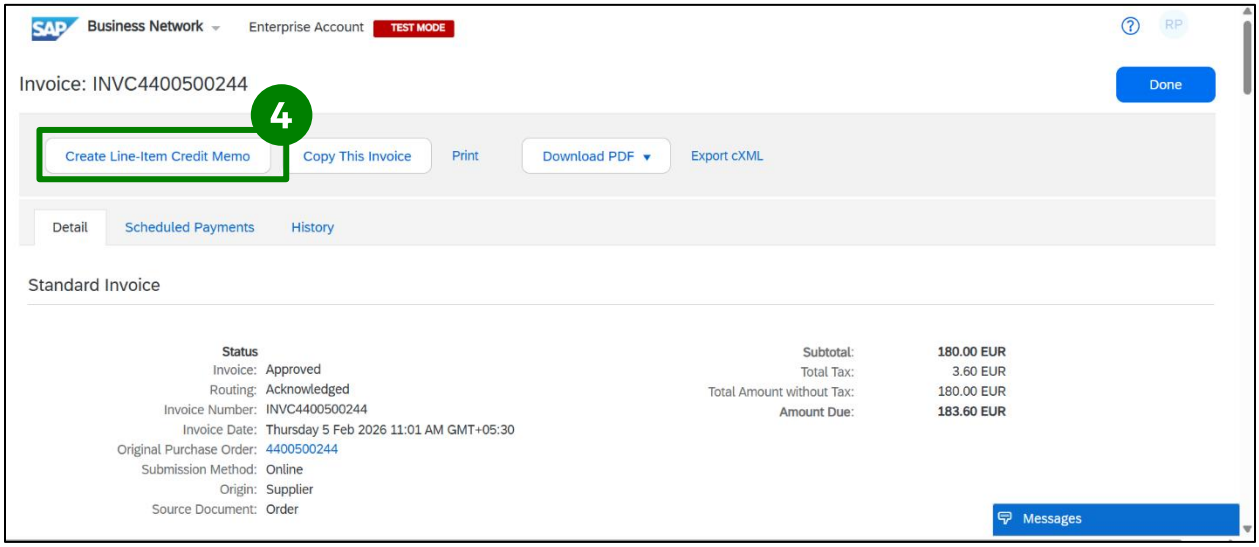
Step 3: The **Invoices** screen is displayed. Complete the following steps:

a. Enter the required invoice number in the **Invoice number** field.

b. Click the **Apply** button.

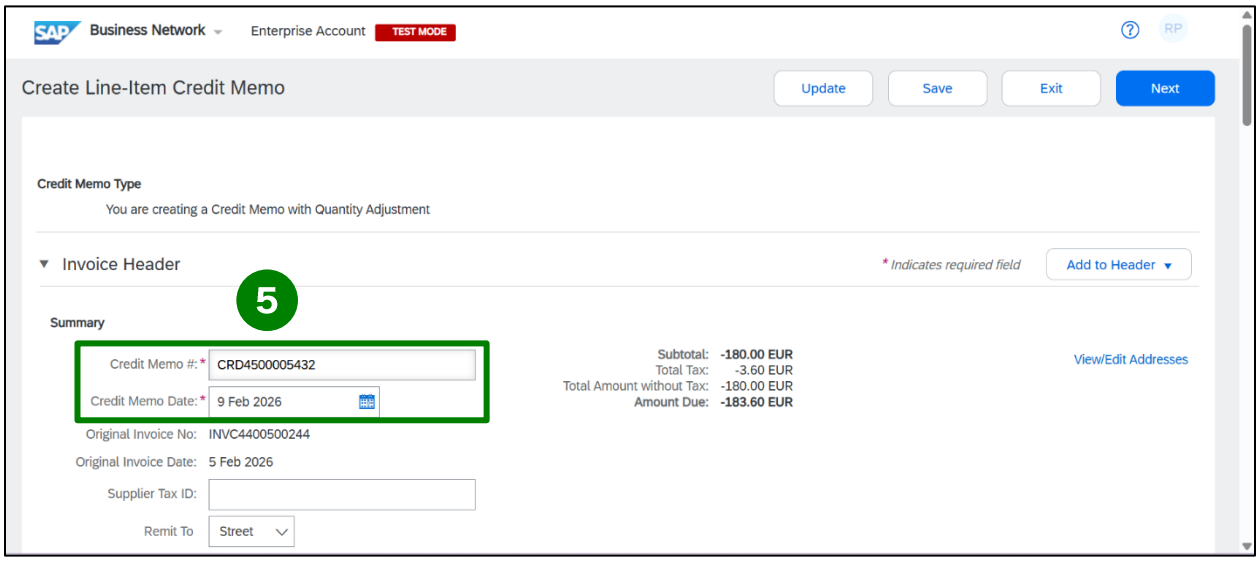


Step 4: The **Invoice: #** screen is displayed. Click the **Create Line-Item Credit Memo** button.



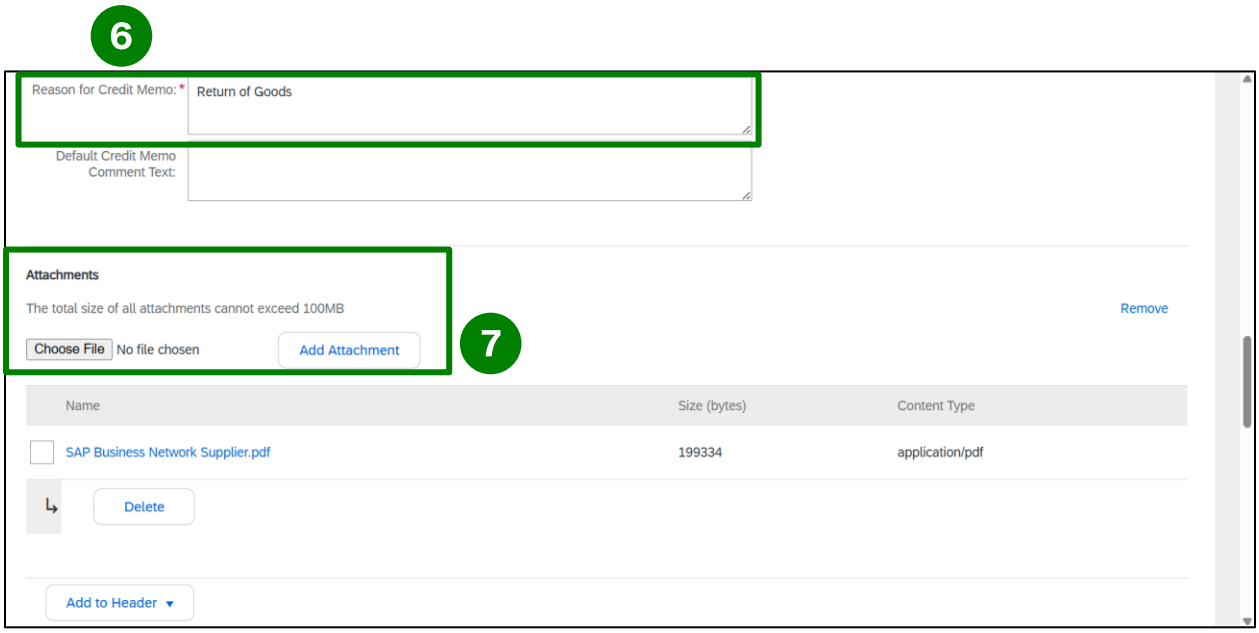
Step 5: The **Create Line-Item Credit Memo** screen is displayed. Enter details in the following fields:

- **Credit Memo**
- **Credit Memo Date**

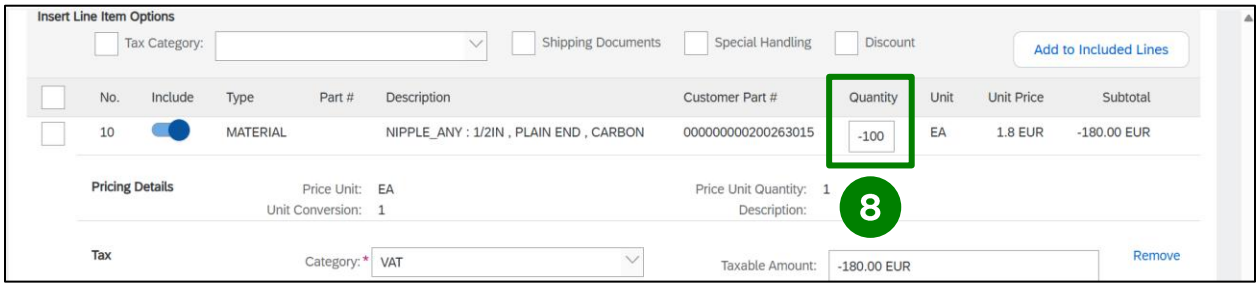


Step 6: Enter the required comments in the **Reason for Credit Memo** field.

Step 7: Attach any supporting documents in the **Attachments** section, such as a return note or buyer confirmation, if required.



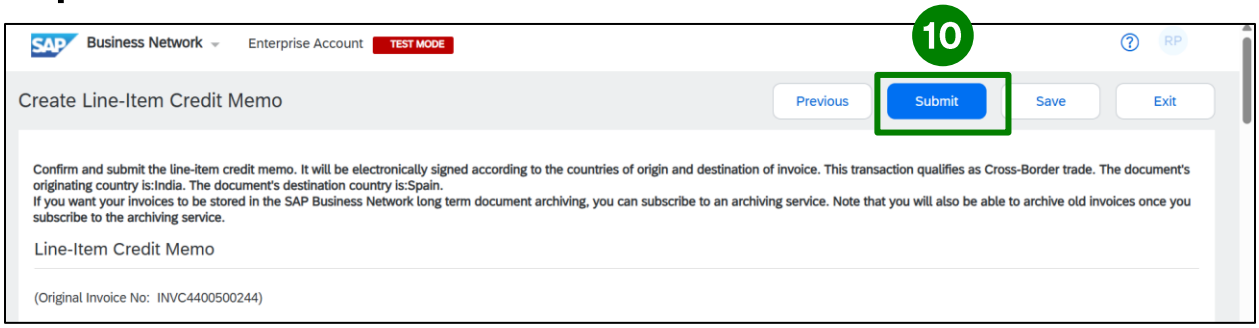
Step 8 (Optional): Update the quantity in the **Quantity** field to create a partial credit note, if applicable.



Step 9: Click the **Next** button to run the SBN business rule checks.

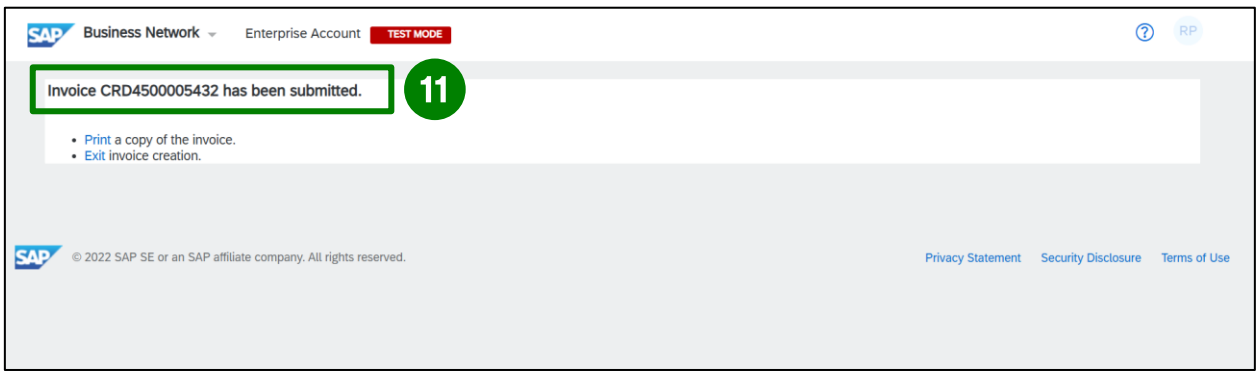


Step 10: Click the **Submit** button.



Step 11: The credit memo reference number is displayed, confirming that the credit memo was submitted successfully.

Note: the reference number for tracking and future reference.



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