SAP BUSINESS NETWORK

Returns

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Return item

Return item overview

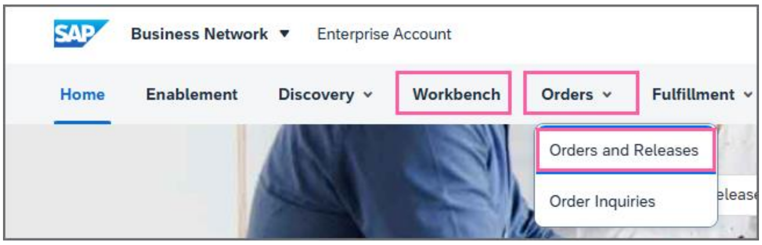
When a customer returns items, you will create a **Credit Memo**.

- If an order includes at least one return item, you cannot confirm or reject the entire order.
- An order confirmation is not required for return items.
- You can cancel a **Credit Memo** in **Sent** status if the customer allows you to cancel invoices.
- The quantity for a **Credit Memo** cannot exceed the return quantity on the order.
- All return items on a **Credit Memo** must be from the same order. You cannot create a **Credit Memo** for return items from multiple orders.

View return items

To view return items:

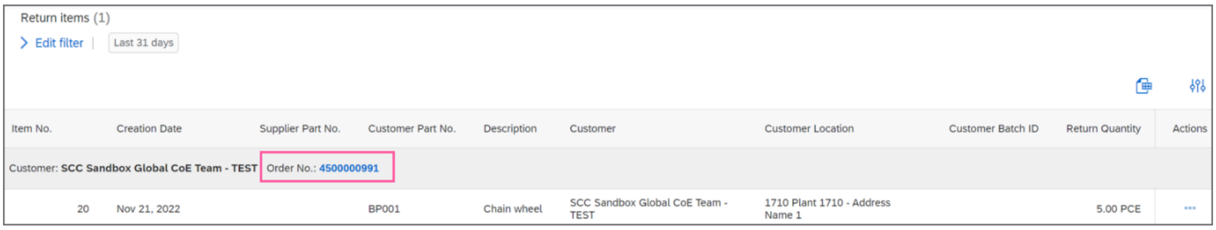
1. Return items can be viewed from either the:
   - **Workbench**; or
   - **Orders** menu, then select **Orders and Releases**.



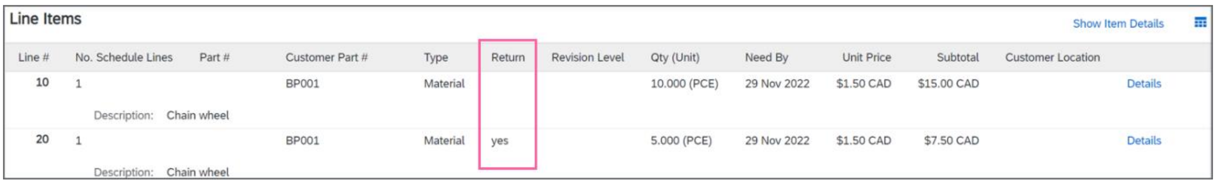
2. Select the **Return Items** tile.

3. Filters can be used to display the relevant purchase orders. In the **Edit filter** section, add relevant criteria, for example **Customers** or **Creation date**. Select **Show more** for more filter options. Select **Apply** to apply the criteria.

4. The system displays any return items that satisfy the filter criteria.



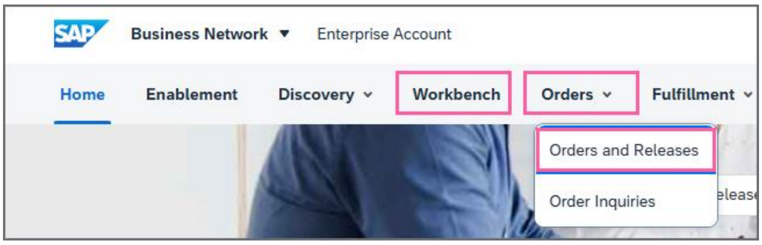
5. Select **Order Number** to open and view a purchase order.
6. Scroll down to the **Line Items** section to review the **Return Item**.



Create a credit memo

To create a **Credit Memo** for return items:

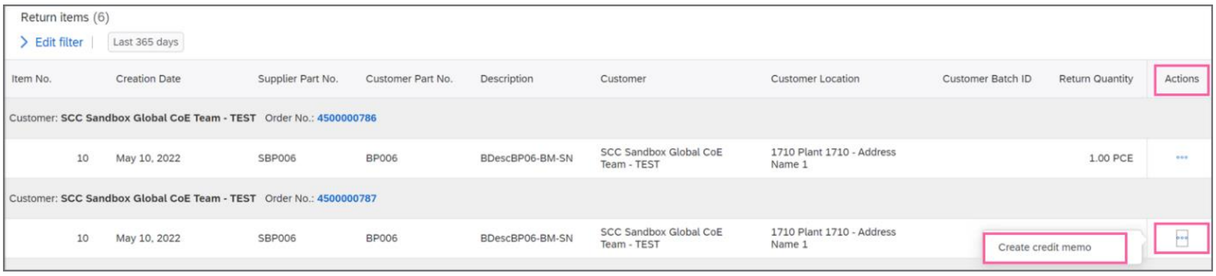
7. Open the list of **Return Items** from either the:
   - **Workbench**; or
   - **Orders** menu, then select **Orders and Releases**.



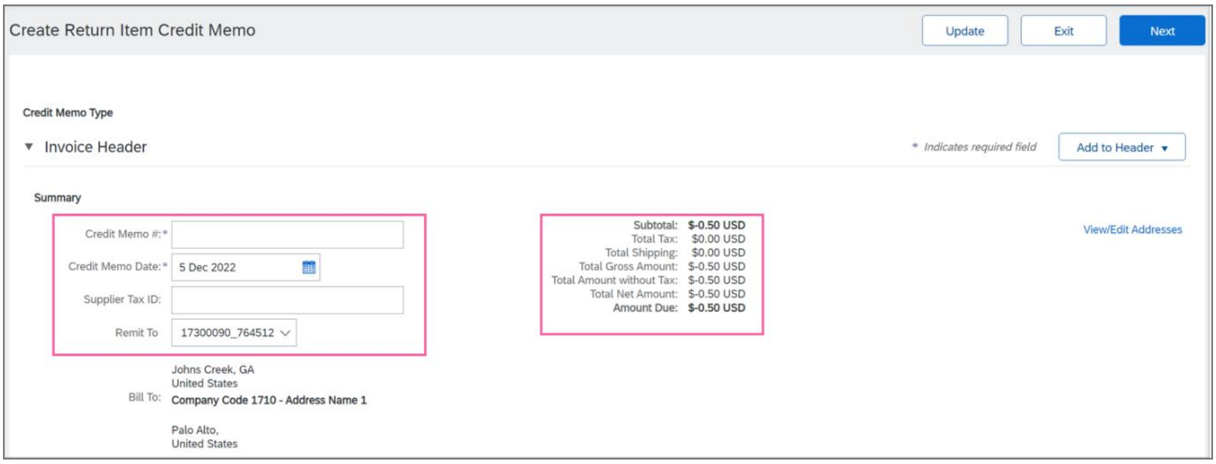
8. Select the **Return Items** tile.

9. Filters can be used to display the relevant purchase orders. In the **Edit filter** section, add relevant criteria, for example **Customers** or **Creation date**. Select **Show more** for more filter options. Select **Apply** to apply the criteria.

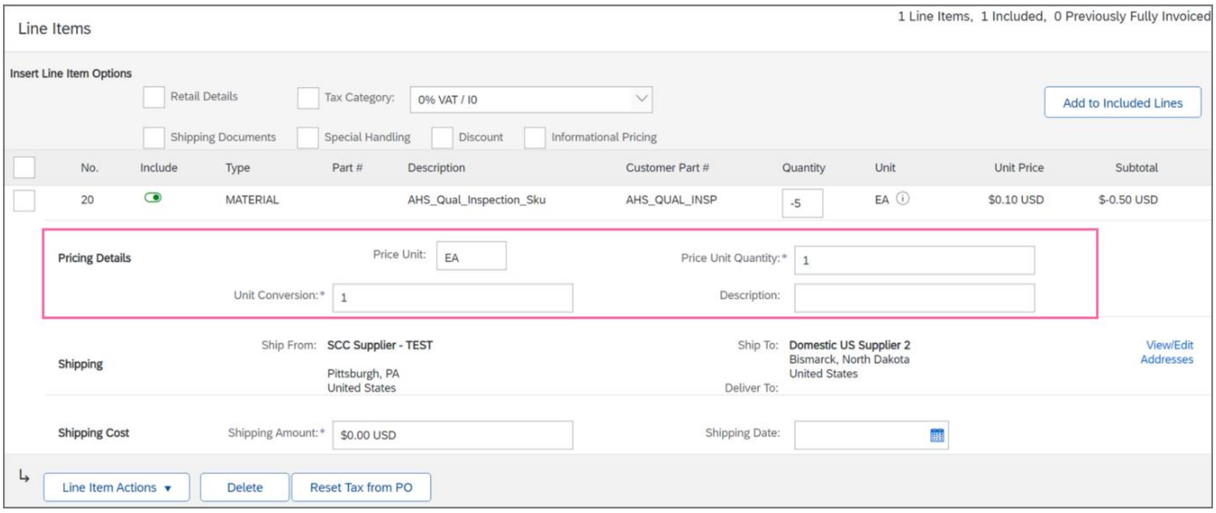
10. The system displays any return items that satisfy the filter criteria.



11. Locate the relevant item.
12. For the item, select **Actions (...)**, and select **Create credit memo**.
13. In the **Invoice Header** section, complete the information as required.



14. The **Subtotal** and **Amount Due** displays as a negative value.
15. Scroll down to the **Line Items** section and review the line items.



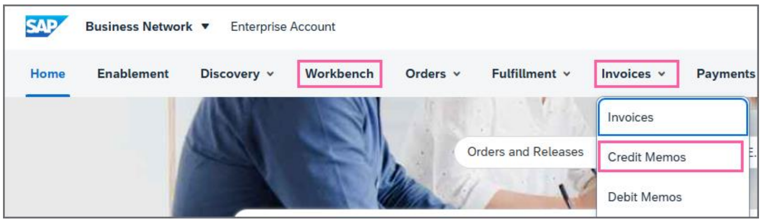
16. Adjust **Pricing Details** as required, for example where the returned items were damaged.
17. Select **Next**.
18. Review the **Credit Memo** and select one the following:

- **Previous** – Return to the previous screen.
- **Submit** – Send the credit memo to the customer.
- **Exit** – Leave the page without saving any changes.

View submitted credit memos

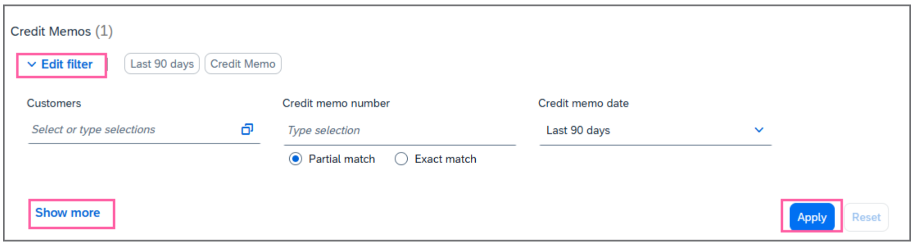
To view credit memos:

19. Credit memos can be viewed from either the:
    - **Workbench**; or
    - **Invoices** menu, then select **Credit Memos**.

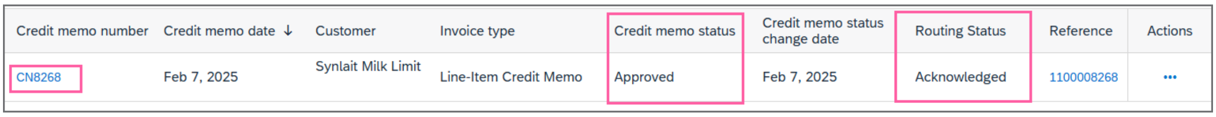


20. Select the **Credit Memos** tile.

21. Filters can be used to display the relevant purchase orders. In the **Edit filter** section, add relevant criteria, for example **Customers** or **Creation date**. Select **Show more** for more filter options. Select **Apply** to apply the criteria.



22. The system displays any credit memos that satisfy the filter criteria.



Credit memo number	Credit memo date ↓	Customer	Invoice type	Credit memo status	Credit memo status change date	Routing Status	Reference	Actions
CN8268	Feb 7, 2025	Synlait Milk Limit	Line-Item Credit Memo	Approved	Feb 7, 2025	Acknowledged	1100008268	•••

23. **Note**: The following section on Status information gives more information on **Credit memo status** (refer to Invoice status) and **Routing status**.

24. Select **Credit Memo Number** to open and view a credit memo.

Status information

Invoice status

The **Invoice Status** (or Credit memo status) field identifies 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 happens 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. This 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.

Routing status

The **Routing Status** field identifies 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 have 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.