

SAP BUSINESS NETWORK

Returns

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Return item

Return item overview

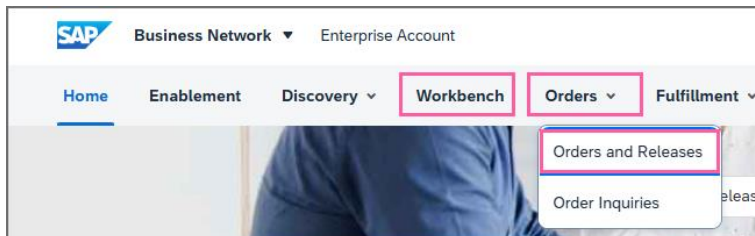
When a customer returns items, you will create a **Credit Memo**.

- 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.

Item No.	Creation Date	Supplier Part No.	Customer Part No.	Description	Customer	Customer Location	Customer Batch ID	Return Quantity	Actions
20	Nov 21, 2022	BP001	BP001	Chain wheel	SCC Sandbox Global CoE Team - TEST	1710 Plant 1710 - Address Name 1		5.00 PCE	...

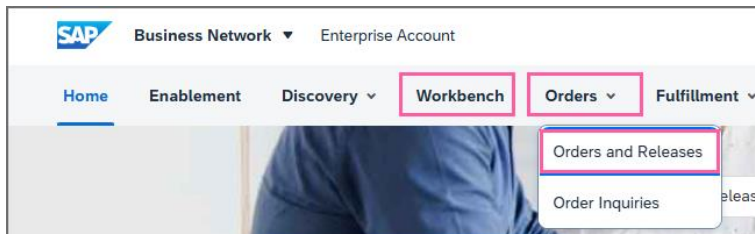
5. Select **Order Number** to open and view a purchase order.
6. Scroll down to the **Line Items** section to review the **Return Item**.

Line #	No. Schedule Lines	Part #	Customer Part #	Type	Return	Revision Level	Qty (Unit)	Need By	Unit Price	Subtotal	Customer Location
10	1		BP001	Material	yes		10.000 (PCE)	29 Nov 2022	\$1.50 CAD	\$15.00 CAD	Details
Description: Chain wheel											
20	1		BP001	Material	yes		5.000 (PCE)	29 Nov 2022	\$1.50 CAD	\$7.50 CAD	Details
Description: Chain wheel											

Create a credit memo

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

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



- Select the **Return Items** tile.



- 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.

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

Item No.	Creation Date	Supplier Part No.	Customer Part No.	Description	Customer	Customer Location	Customer Batch ID	Return Quantity	Actions
10	May 10, 2022	SBP006	BP006	BDescBP06-BM-SN	SCC Sandbox Global CoE Team - TEST	1710 Plant 1710 - Address Name 1		1.00 PCE	...
10	May 10, 2022	SBP006	BP006	BDescBP06-BM-SN	SCC Sandbox Global CoE Team - TEST	1710 Plant 1710 - Address Name 1			Create credit memo

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

Create Return Item Credit Memo Update Exit Next

Credit Memo Type

▼ Invoice Header * Indicates required field Add to Header ▼

Summary

Credit Memo #:

Credit Memo Date: 5 Dec 2022

Supplier Tax ID:

Remit To: 17300090_764512 ▼

Johns Creek, GA
United States
Bill To: Company Code 1710 - Address Name 1

Palo Alto,
United States

Subtotal: **-\$0.50 USD**
Total Tax: \$0.00 USD
Total Shipping: \$0.00 USD
Total Gross Amount: **-\$0.50 USD**
Total Amount without Tax: **-\$0.50 USD**
Total Net Amount: **-\$0.50 USD**
Amount Due: **-\$0.50 USD**

[View/Edit Addresses](#)

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

Line Items 1 Line Items, 1 Included, 0 Previously Fully Invoiced

Insert Line Item Options

☐ Retail Details ☐ Tax Category: 0% VAT / IO Add to Included Lines

☐ Shipping Documents ☐ Special Handling ☐ Discount ☐ Informational Pricing

No.	Include	Type	Part #	Description	Customer Part #	Quantity	Unit	Unit Price	Subtotal
20	<input checked="" type="checkbox"/>	MATERIAL		AHS_Qual_Inspection_Sku	AHS_QUAL_INSP	-5	EA ①	\$0.10 USD	-\$0.50 USD

Pricing Details

Price Unit: EA Price Unit Quantity: 1

Unit Conversion: 1 Description:

Shipping

Ship From: SCC Supplier - TEST
Pittsburgh, PA
United States

Ship To: Domestic US Supplier 2
Bismarck, North Dakota
United States

Deliver To: [View/Edit Addresses](#)

Shipping Cost

Shipping Amount: \$0.00 USD Shipping Date:

Line Item Actions ▼ Delete Reset Tax from PO

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.

Create Return Item Credit Memo Update Exit Next

Credit Memo Type

▼ Invoice Header * Indicates required field Add to Header ▼

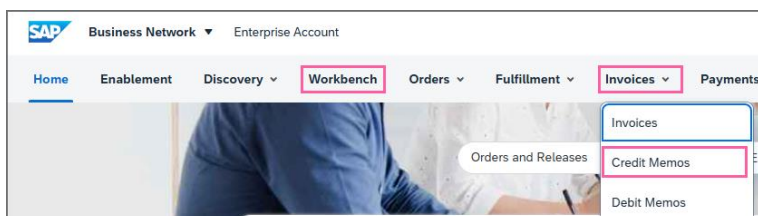
Summary

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.