Manage External Returns Description

This workflow is a part of the "Order to Shipment" workflow. What you see in the "Manage External Returns" is the process flow on how various customer master data is changed in SAP and involved stakeholders.

The following Business Areas are involved in the "Manage External Returns" workflow:
- Supply Operations

In the "Manage External Returns" workflow, there are the following Functional Groups:
- Supply Chain Operation
- CSL EMA

The "Manage External Returns" have the following Functions involved in their workflow:
- CSL EMA
- Front Office CSR
- Deployer
- SCO Bagsværd

If you have any questions, comments, changes or need to interact with the accountable of the "Manage External Returns", these are the responsible (Novozymes contact acronyms are applied):
- CBXJ
- AFC

The Resources/Roles involved in the "Manage External Returns" workflow are:
- CSR
- Deployer
- Warehouse

The combined information of the "Manage External Returns" is the following:

Flow Task/Process	Business Area	Functional Group	Function	Responsible	Role
Manage external returns	Supply Operations	Supply Chain Operation	CSL EMA	CBXJ	CSR
Manage external returns	Supply Operations	CSL EMA	Front Office CSR	CBXJ	CSR
Manage external returns	Supply Operations	CSL EMA	Deployer	CBXJ	Deployer
Manage external returns	Supply Operations	Supply Chain Operation	SCO Bagsværd	AFC	Warehouse

Customer	Front office CSR	Deployer (receiving plant)	Warehouse (receiving plant)

Customer request to return product

Complaint results in return of product

"Industry correction" from sales received (only distribution channel 01)

TODO: Variation where customer scraps material (HJUO/RIKN)

Return order needed LINK from change del (also from AccM process where agreed to return stock, e.g. Univare excess stock)

Create return sales order (external and consignment)

"Industry correction" — X — Otherwise — Approve or reject return order

Delete return sales order — Rejected (happens very rarely) — X

Return request rejected

Approved

Enter sales order (replacement) — Replacement order needed — O — Always — Goods received in warehouse

Replacement order created LINK create sales order

Remove delivery block on return order ← Check returned goods [+]

Enter sales order ("Industry correction") → Remove delivery block on return order → Post Goods Received

X — Consignment stock — ○ Consignment stock adjusted

Otherwise

Finalize return postings → ○ Credit note issued

X — "Industry correction"

Otherwise

Notify warehouse

Finalize new sales order and post GI on delivery

Warehouse notified LINK WHS process

"Industry correction" sales order finalised