Intercompany Process for Customer Returns (2F4)

This scope item supports the following processes:

Intercompany Process for Customer Returns

Returns and Refunds Clerk (Ordering Company)

1MX - Intercompany Sales Order...

Gateway

1HO - Intercompany Sales Order...

Create Return order to delivering plant

J55 - Profitability and Cost Analysis

Return Order released

Create Return delivery to delivering CC plant

Immediate Refund

Determine Refund

Generate Customer Credit Memo Request

Customer gets Credit Memo

J55 - Profitability and Cost Analysis

Compensate customer with replacement material

Generate subsequent delivery free of charge

J55 - Profitability and Cost Analysis

Billing Clerk (Ordering Company)

Create Customer Credit Memo

Create documents for Accounts Receivable / General Ledger / Profitability Segment

J55 - Profitability and Cost Analysis

J59 - Accounts Receivable

J58 - Accounting and Financial Close

Create Customer Invoice

Create documents for Accounts Receivable / General Ledger / Profitability Segment

J55 - Profitability and Cost Analysis

J59 - Accounts Receivable

J58 - Accounting and Financial Close

System

Send IC Credit Memo via IDOC to Ordering Company

Incoming IDOC creates IC documents for Accounts Payable / General Ledger / Profitability Segment in Ordering Company

J55 - Profitability and Cost Analysis

J60 - Accounts Payable

J58 - Accounting and Financial Close

J55 - Profitability and Cost Analysis

J58 - Accounting and Financial Close

Send IC Invoice via IDOC to Ordering Company

Incoming IDOC creates IC documents for Accounts Payable / General Ledger / Profitability Segment in Ordering Company

J55 - Profitability and Cost Analysis

J60 - Accounts Payable

J58 - Accounting and Financial Close

Shipping Specialist (Receiving Plant)

Post Goods Receipt

J55 - Profitability and Cost Analysis

J58 - Accounting and Financial Close

Create Delivery Free of Charge

Perform Picking

Post Goods Issue