Return Order Processing for Sales Kits (5CX)

This scope item supports the following processes:

Return Order Processing for Sales Kits

Returns and Refund Clerk

Shipping Specialist

Receiving

Customer
returns material

Use billing document or sales order
document as reference

BD9 (Sell from
Stock)

Create Return
Order

Immediate Refund

Return Order release

Generate
Return Delivery

Perform Picking

Refund on Hold

Post Goods
Receipt

Refund

Determine
Refund

No Refund

End Process

Display Return
Overview

Refund customer
with a credit memo

Generate Credit
memo request