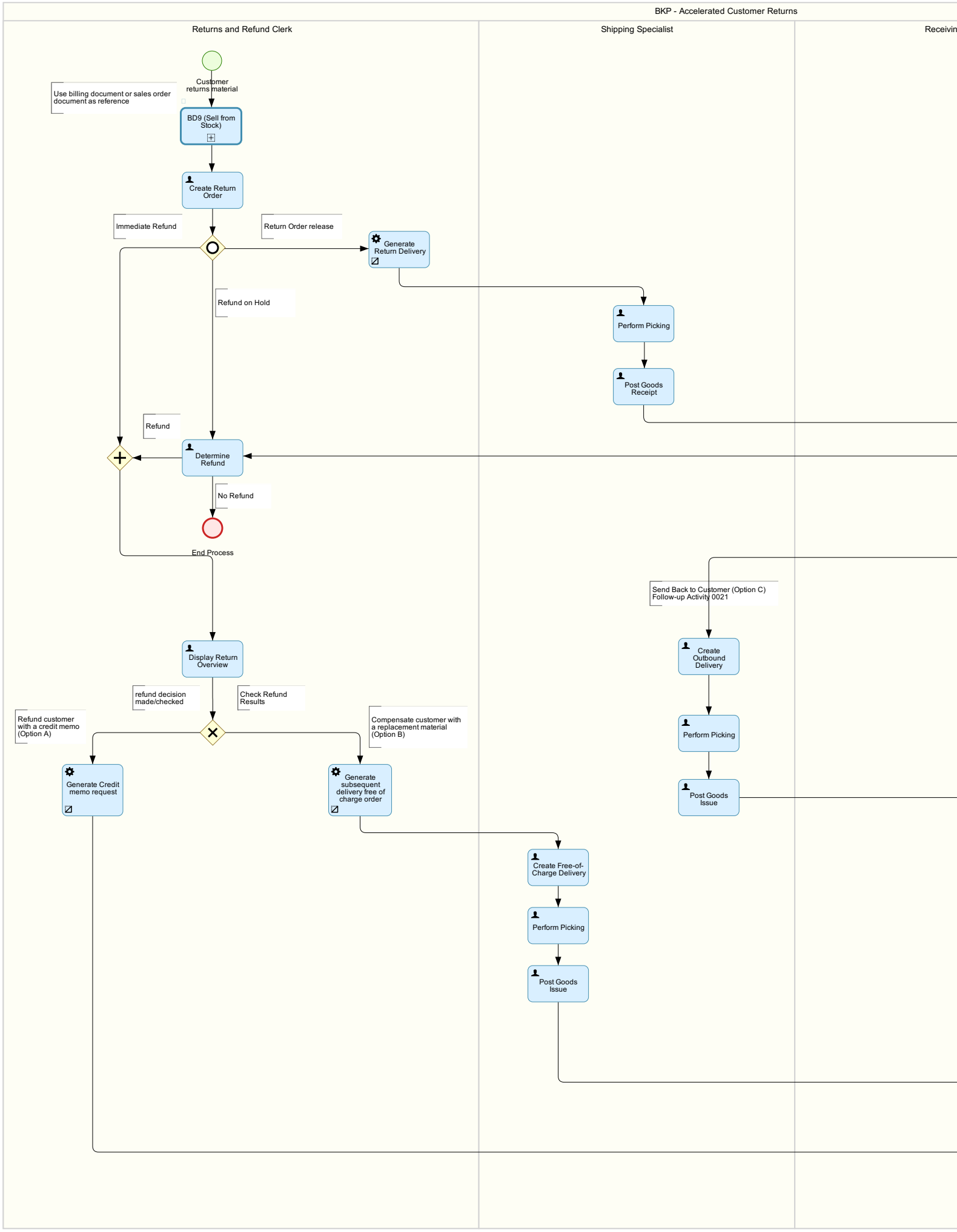
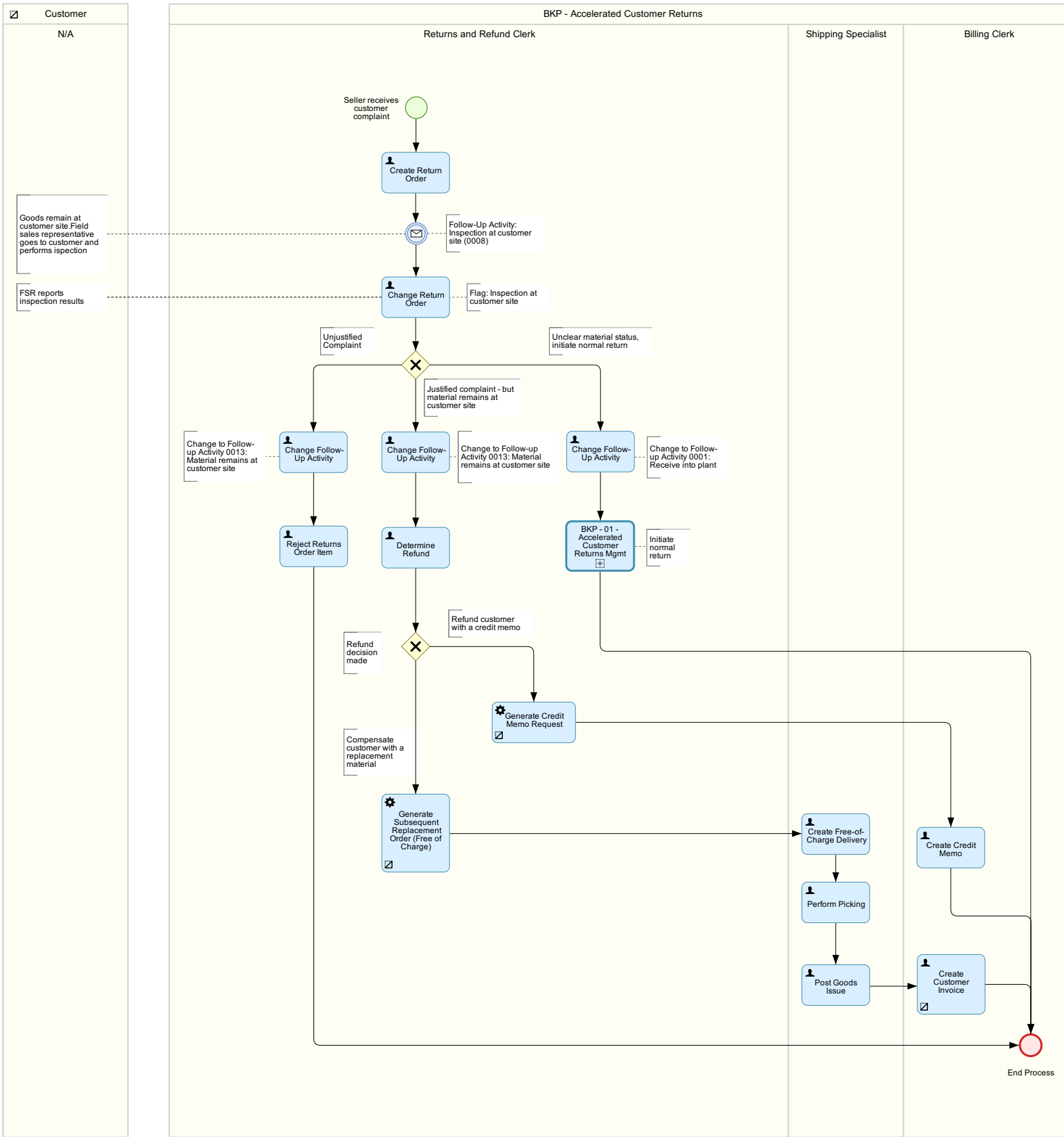
Accelerated Customer Returns (BKP)

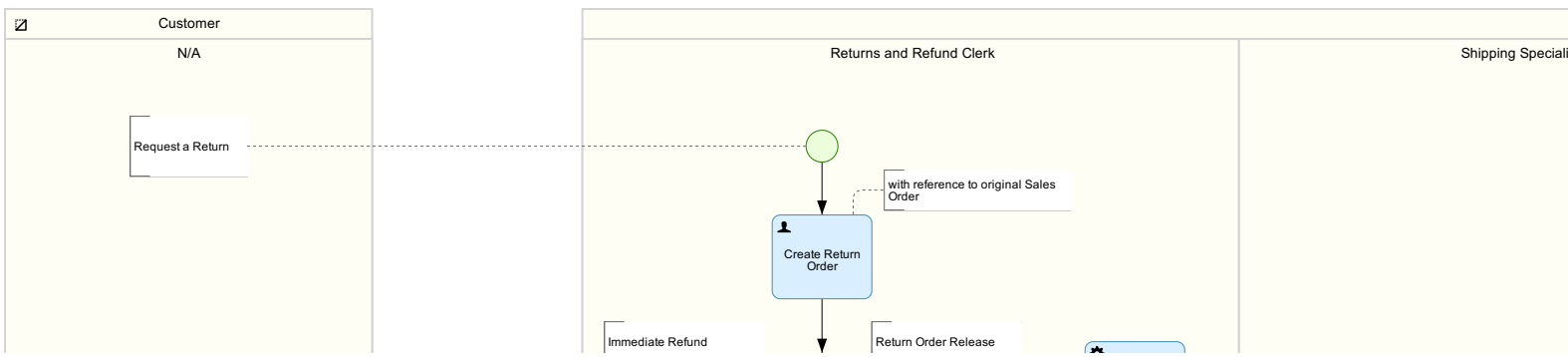
This scope item supports the following processes:

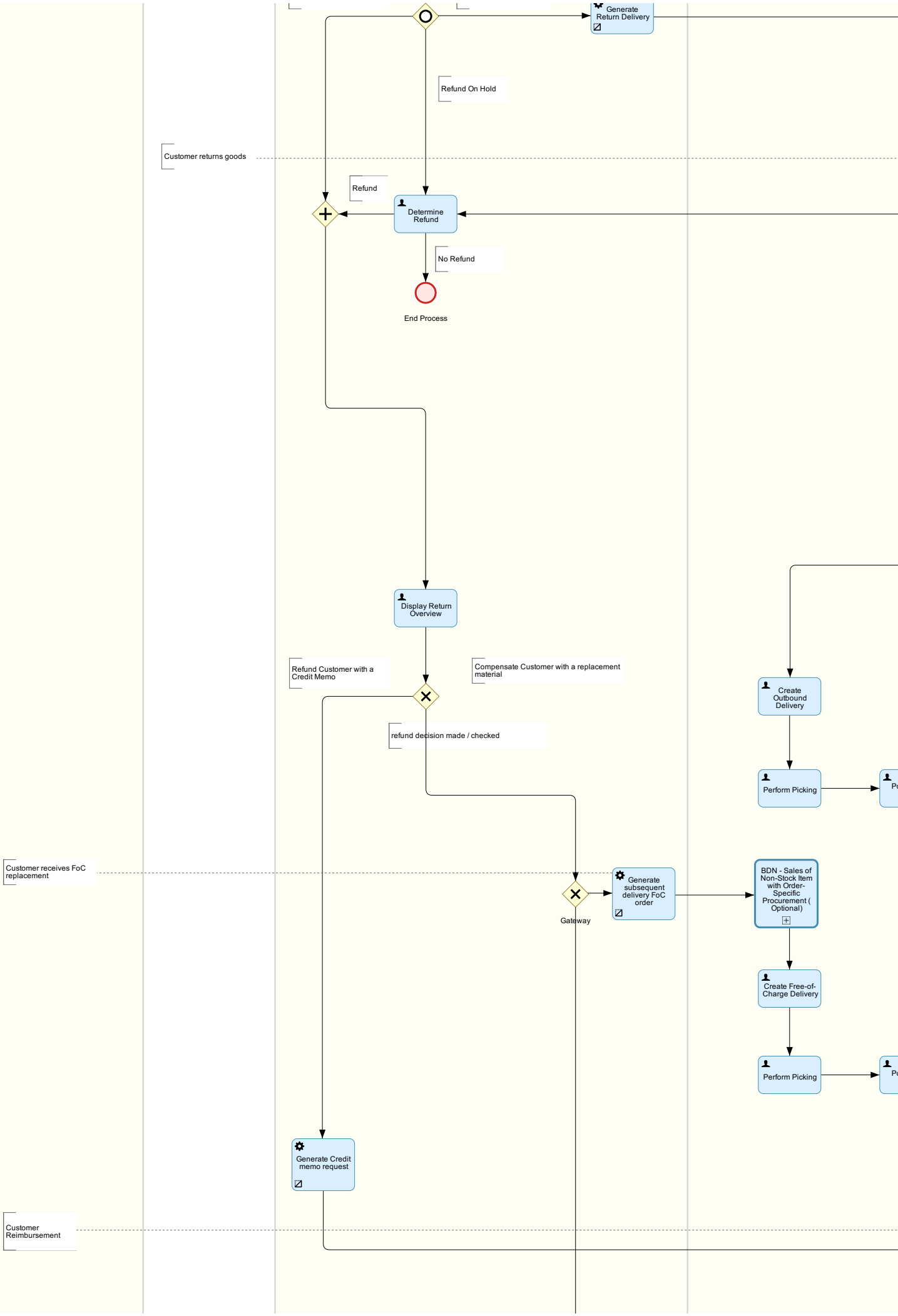
01 - Accelerated Customer Returns Management

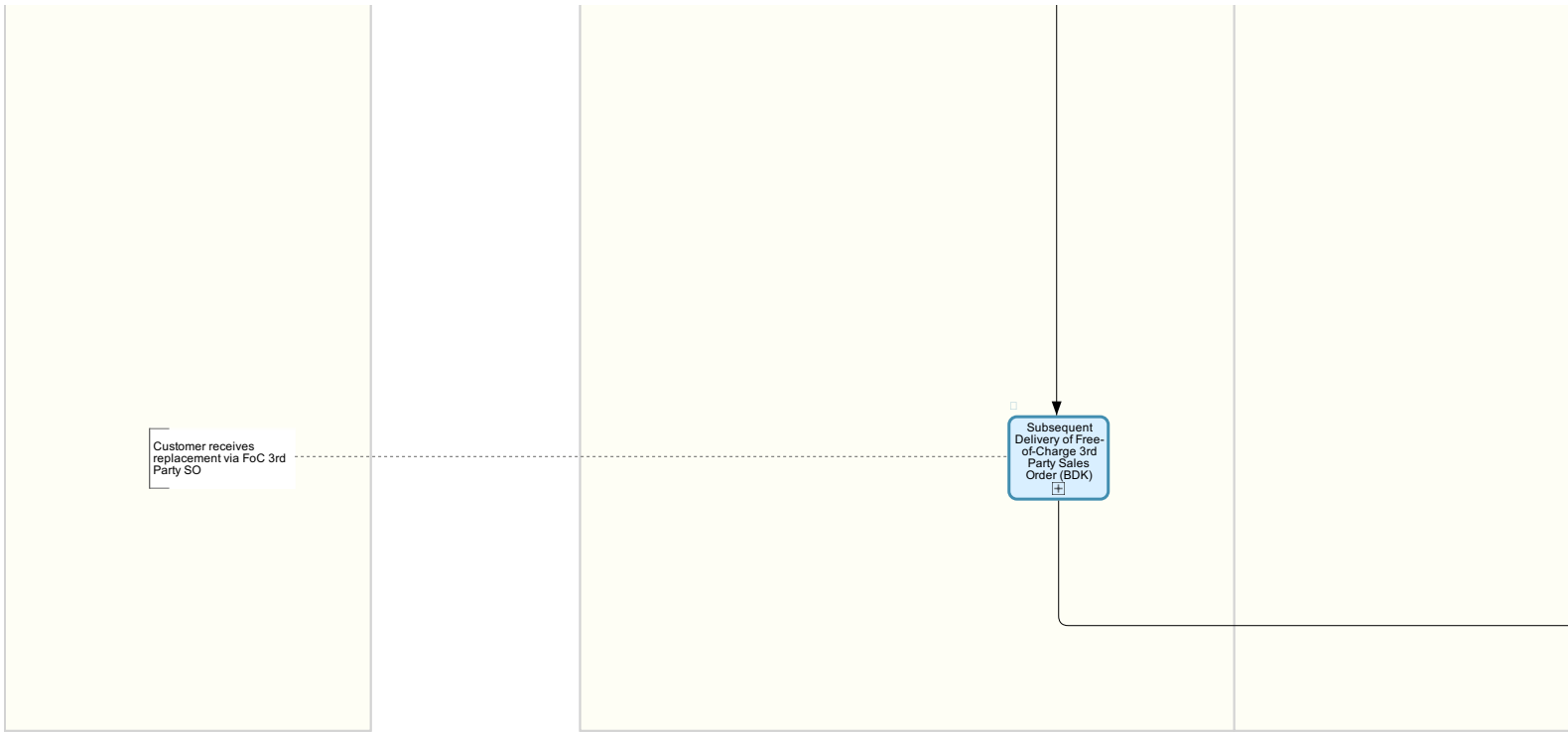

BKP - Accelerated Customer Returns
Returns and Refund Clerk
Shipping Specialist
Receivin
Customer returns material
Use billing document or sales order document as reference
BD9 (Sell from Stock)
Create Return Order
Immediate Refund
Return Order release
Generate Return Delivery
Refund on Hold
Perform Picking
Post Goods Receipt
Refund
Determine Refund
No Refund
End Process
Send Back to Customer (Option C) Follow-up Activity 0021
Create Outbound Delivery
Perform Picking
Post Goods Issue
Display Return Overview
refund decision made/checked
Check Refund Results
Refund customer with a credit memo (Option A)
Compensate customer with a replacement material (Option B)
Generate Credit memo request
Generate subsequent delivery free of charge order
Create Free-of-Charge Delivery
Perform Picking
Post Goods Issue



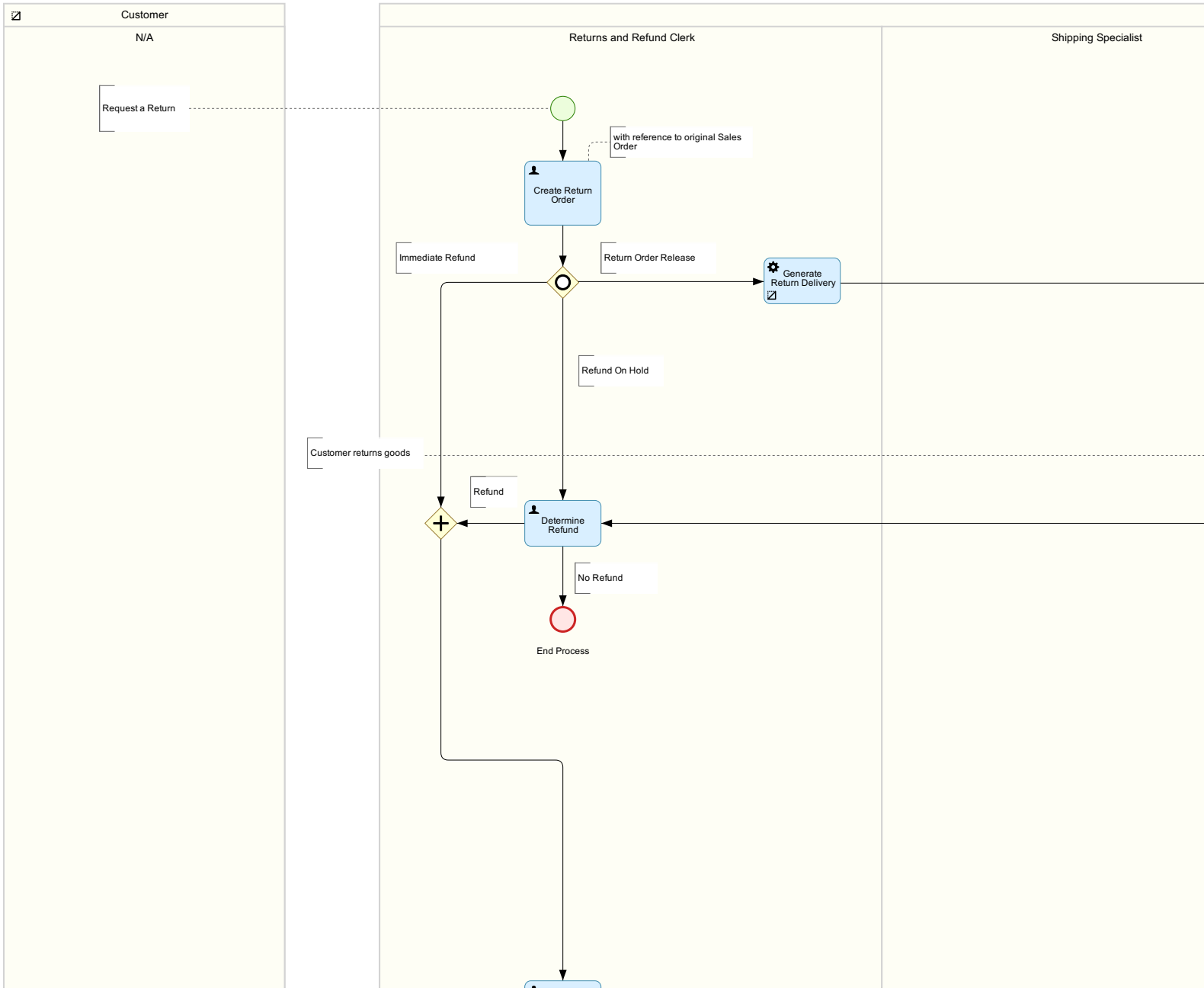
03 - Accelerated Customer Returns Management

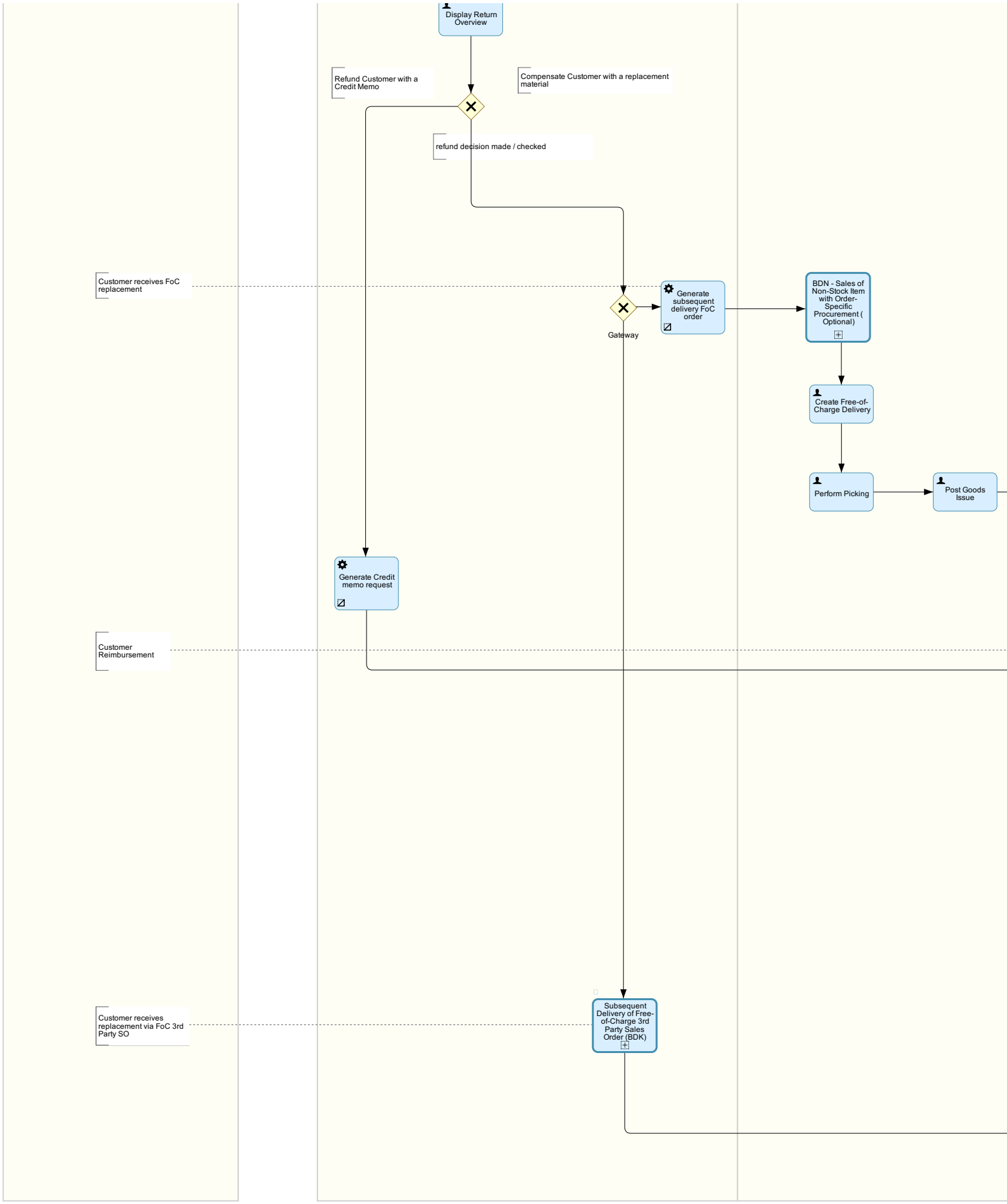



Generate Return Delivery
Refund On Hold
Customer returns goods
Refund
Determine Refund
No Refund
End Process
Display Return Overview
Refund Customer with a Credit Memo
Compensate Customer with a replacement material
refund decision made / checked
Create Outbound Delivery
Perform Picking
Customer receives FoC replacement
Gateway
Generate subsequent delivery FoC order
BDN - Sales of Non-Stock Item with Order-Specific Procurement (Optional)
Create Free-of-Charge Delivery
Perform Picking
Generate Credit memo request
Customer Reimbursement



ARM_refurbishment with production order




Display Return Overview
Refund Customer with a Credit Memo
Compensate Customer with a replacement material
refund decision made / checked
Customer receives FoC replacement
Gateway
Generate subsequent delivery FoC order
BDN - Sales of Non-Stock Item with Order-Specific Procurement (Optional)
Create Free-of-Charge Delivery
Perform Picking
Post Goods Issue
Generate Credit memo request
Customer Reimbursement
Customer receives replacement via FoC 3rd Party SO
Subsequent Delivery of Free-of-Charge 3rd Party Sales Order (BDK)