

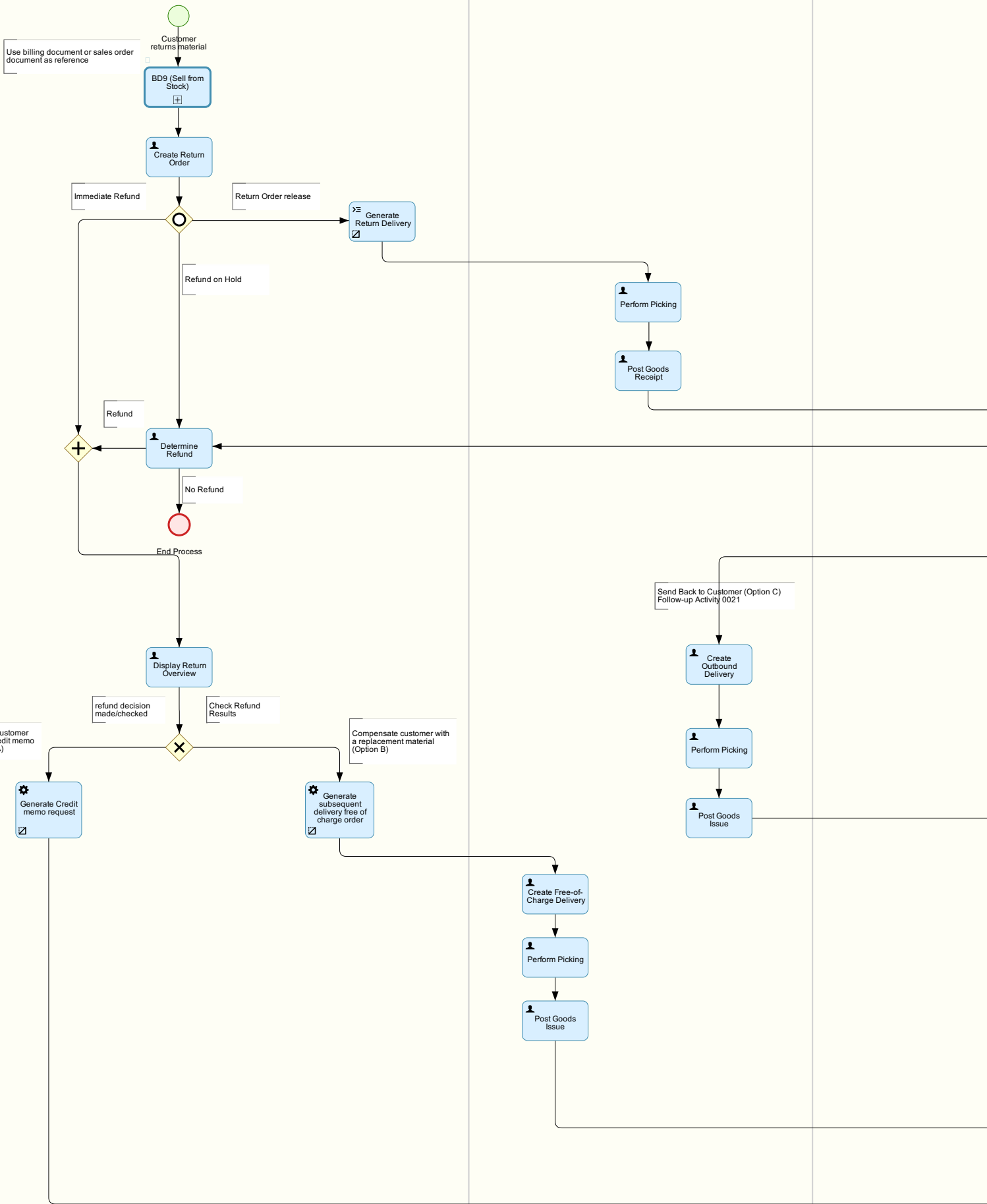
Accelerated Customer Returns (BKP)

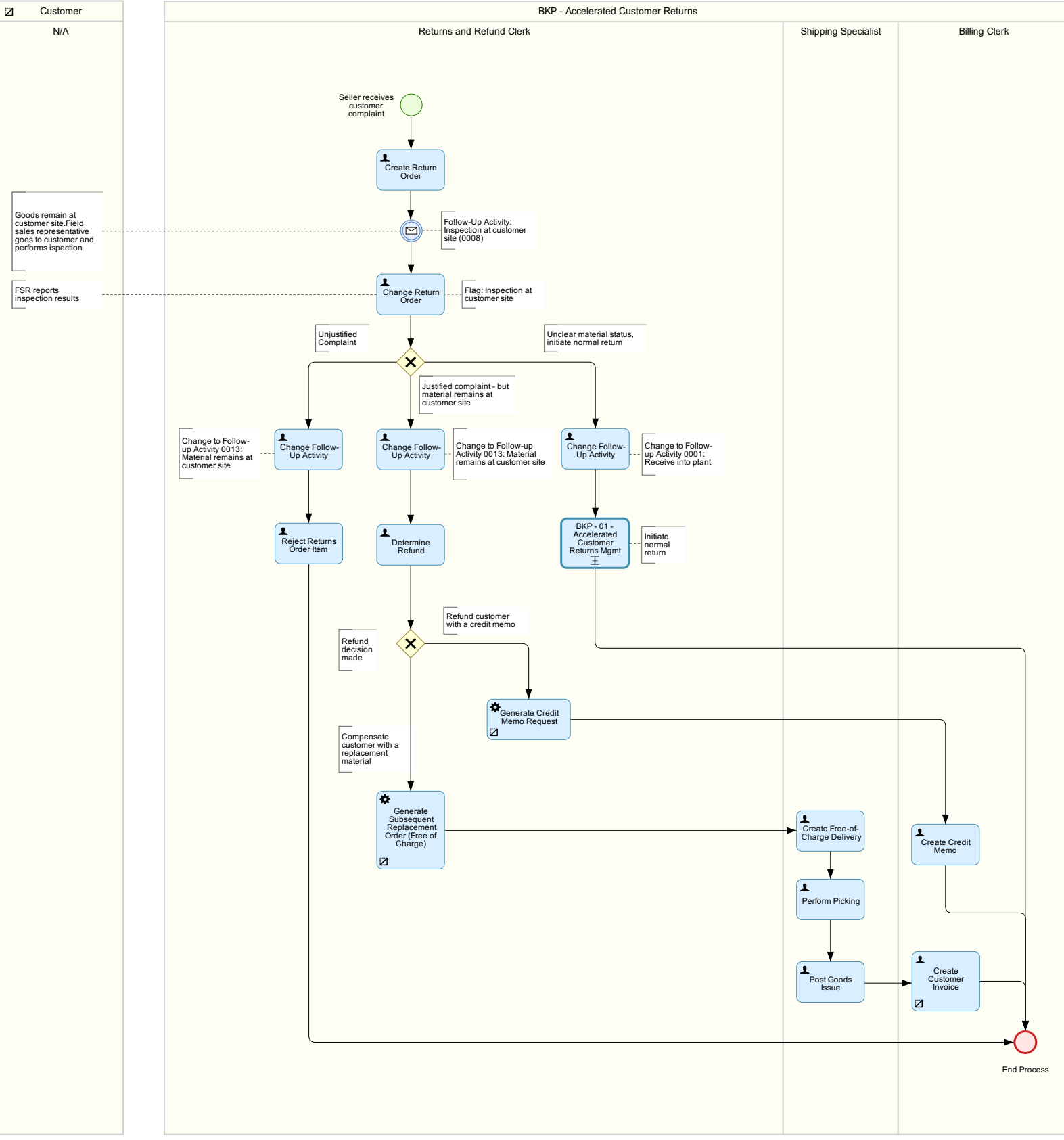
This scope item supports the following processes:

01 - Accelerated Customer Returns Management

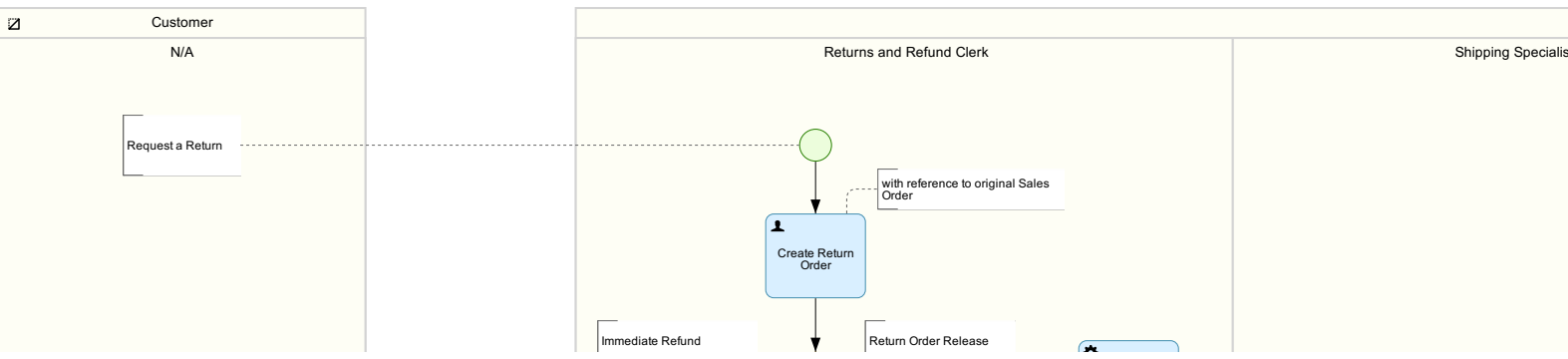
Returns and Refund Clerk

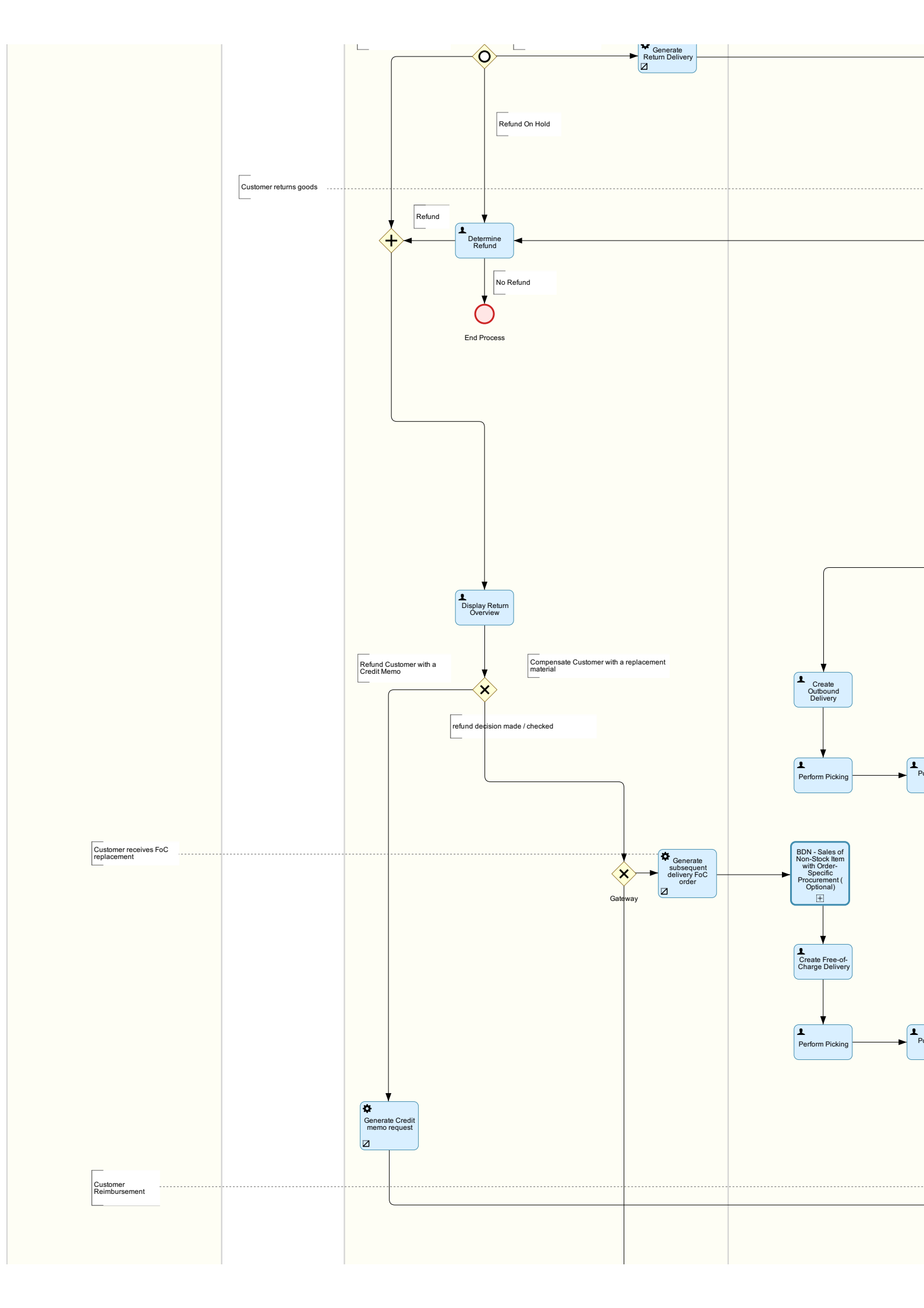
Shipping Specialist





03 - Accelerated Customer Returns Management





Customer returns goods

Refund

Refund On Hold

No Refund

End Process

Refund Customer with a Credit Memo

Compensate Customer with a replacement material

refund decision made / checked

Gateway

Customer receives FoC replacement

Customer Reimbursement

Generate Return Delivery

Determine Refund

Display Return Overview

Generate Credit memo request

Generate subsequent delivery FoC order

Create Outbound Delivery

Perform Picking

BDN - Sales of Non-Stock Item with Order-Specific Procurement (Optional)

Create Free-of-Charge Delivery

Perform Picking

Customer receives replacement via FoC 3rd Party SO

Subsequent Delivery of Free-of-Charge 3rd Party Sales Order (BDK)

ARM refurbishment with production order

