

# Complaints & Returns User Guide

## Definition:

Complaints from customer as explained in presentation are handled in system based on the various scenarios.

Here let's see how standard cycles for various scenarios are run in system in this guide.

We will see one complete cycle and then move on to others

## 1. Subsequent Delivery Free of Charge

In this scenario customer had ordered for 2 PC of item however there was a complaint logged that only one was physically received, hence the remaining one is being sent free of charge.

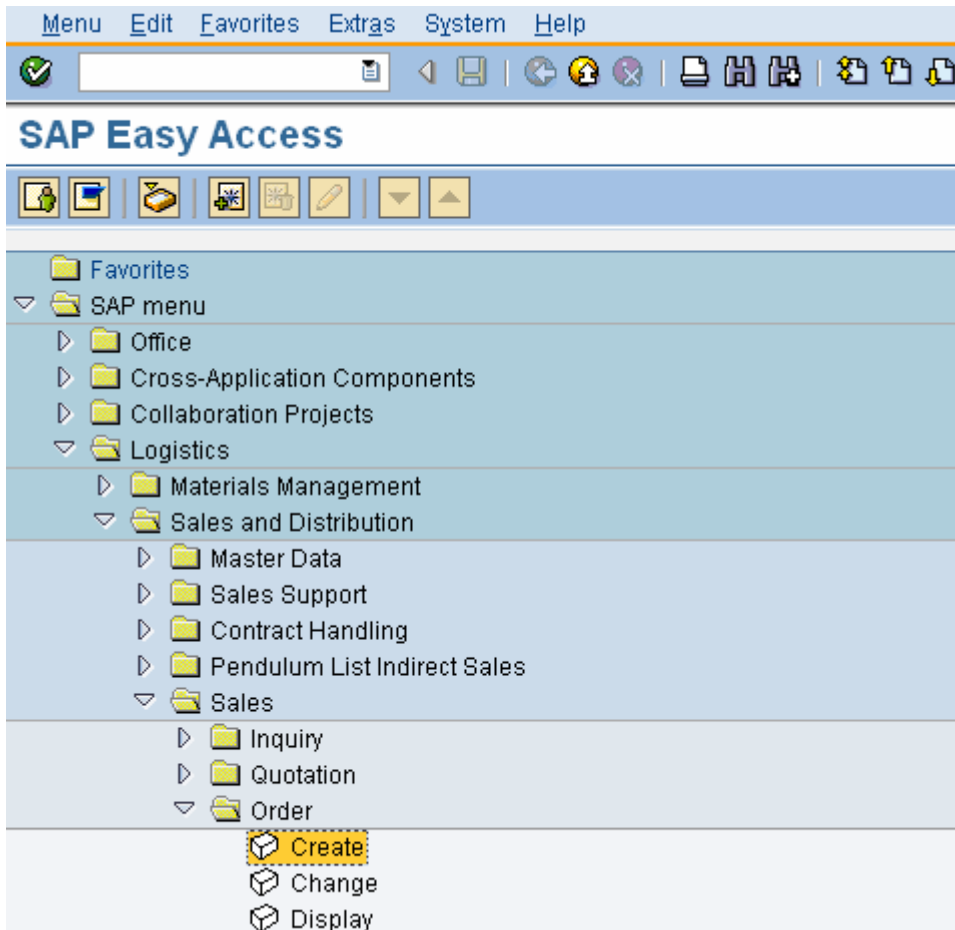
## Prerequisite:

Following master data is required

1. Customer master data.
2. Material master data.
3. Pricing condition records.
4. Existing sales order to be used as reference.

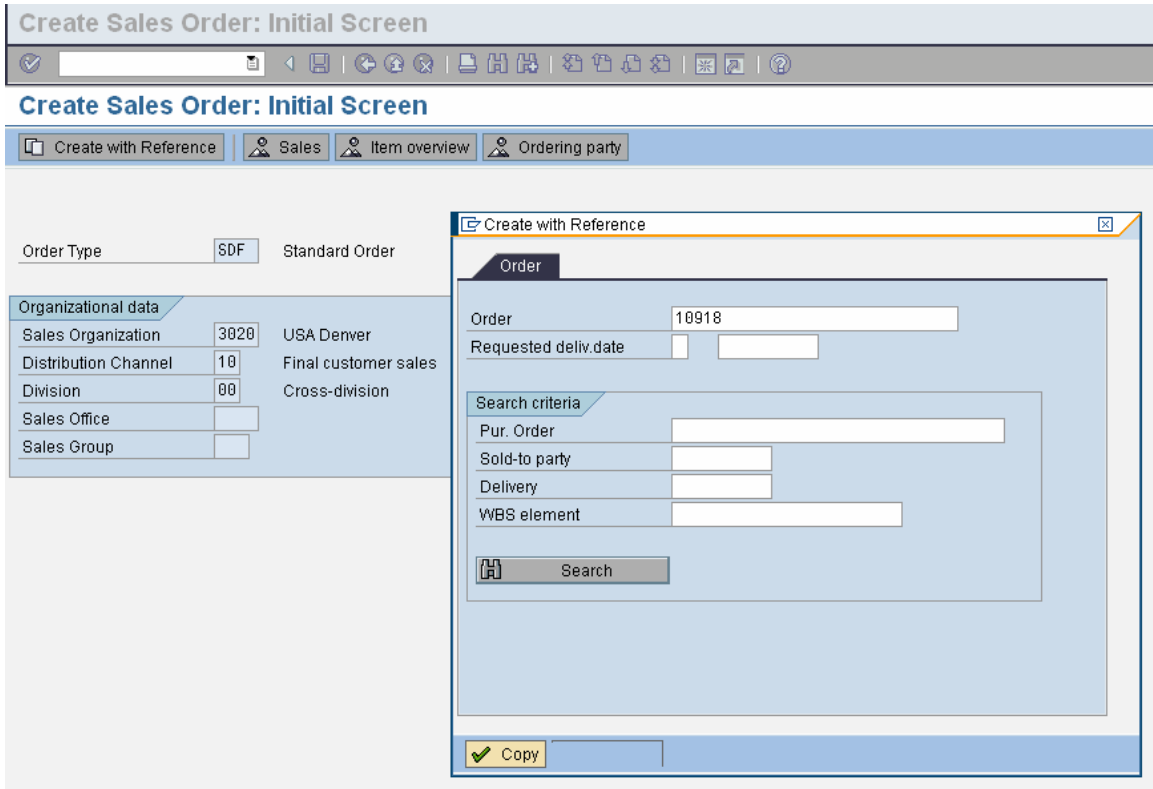
Menu Path:

Logistics → Sales and Distribution → Sales → Order → VA01 -Create



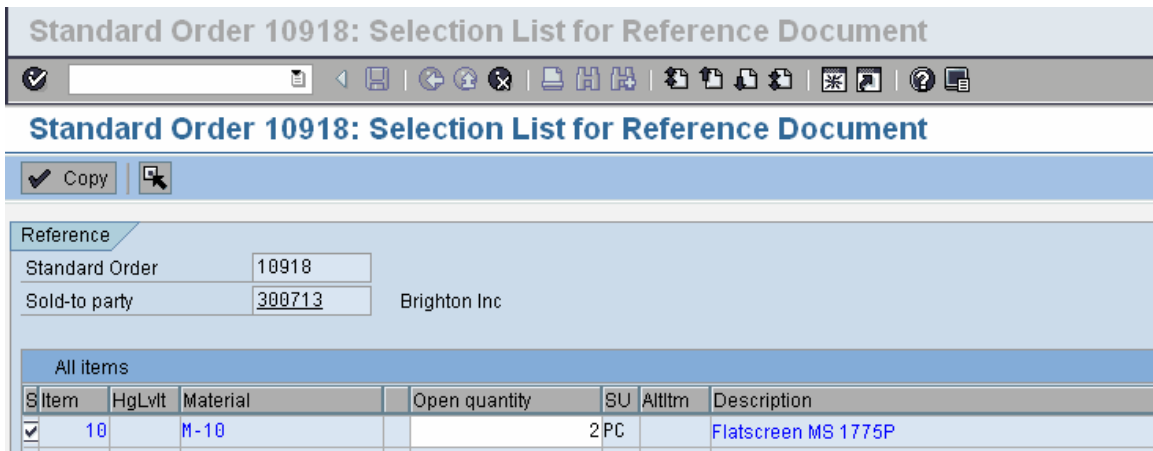
Double click 'VA01 - Create'

Enter Order type, Sales Organization, Distribution Channel & Division and click on  Create with Reference



Sales order no 10918 was created earlier, this is used as reference

Click on **Selection list**



Change quantity to '1' and click on **Copy**

Create Subs.Div.Free of Ch.: Overview

SAP

Create Subs.Div.Free of Ch.: Overview

Subs.Div.Free of Ch.  Net value  USD

Sold-to party  Brighton Inc / 225 SYCAMORE ROAD / VESTAL NY 13850

Ship-to party  Brighton Inc / 225 SYCAMORE ROAD / VESTAL NY 13850

PO Number  PO date

Sales Item overview Item detail Ordering party Procurement Shipping Configuration Reason for rejection

Req. deliv.date  Deliver.Plant

Complete div. Total Weight  K6

Delivery block  Volume

Billing block  Pricing date

Payment terms  Incoterms

Order reason

Sales area  USA Denver, Final customer sales, Cross-division

All items

Item	Material	Order quantity	SU	Description	S	Customer Material Numb	ItCa	DG...	HgLvt	First date	Plnt	Batch
	10 M-10		1 PC	Flatscreen MS 1775P	<input checked="" type="checkbox"/>		KLN			D 21.12.2006	3200	
					<input type="checkbox"/>					D 21.12.2006		
					<input type="checkbox"/>					D 21.12.2006		
					<input type="checkbox"/>					D 21.12.2006		
					<input type="checkbox"/>					D 21.12.2006		

Data is copied on from Sales order, Enter the appropriate order reason

Select item and click on Conditions icon

Create Subs.Div.Free of Ch.: Item Data

Create Subs.Div.Free of Ch.: Item Data

Sales Document Item  Item category  Free of Charge Item

Material  Flatscreen MS 1775P

Sales A Sales B Shipping Billing Document Conditions Account assignment Schedule lines Partners Texts Order Da

Qty  PC Net  USD

Tax

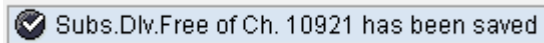
CnTy	Name	Amount	Crcy	per	U...	Condition value	Curr.	Num...	OUn	CCon...	Un	Condition value	CdC.
	Gross	0.00	USD	1	PC	0.00	USD	0	PC	0	PC	0.00	
	Rebate Basis	0.00	USD	1	PC	0.00	USD	0	PC	0	PC	0.00	
	Net Value for Item	0.00	USD	1	PC	0.00	USD	0	PC	0	PC	0.00	
	Net value 2	0.00	USD	1	PC	0.00	USD	0	PC	0	PC	0.00	
	Total	0.00	USD	1	PC	0.00	USD	0	PC	0	PC	0.00	
	Total	0.00	USD	1	PC	0.00	USD	0	PC	0	PC	0.00	
	VPRS Cost	382.50	USD	1	PC	382.50	USD	1	PC	1	PC	0.00	
	EDI1 Cust.expected price		USD	1	PC	0.00	USD	1	PC	1	PC	0.00	
	EDI2 Cust.expected value	0.00	USD			0.00	USD	0		0		0.00	

Price for item is not charged as pricing is not applicable for item category KLN.

Click on  to go back to overview screen.

Click on  to save order.

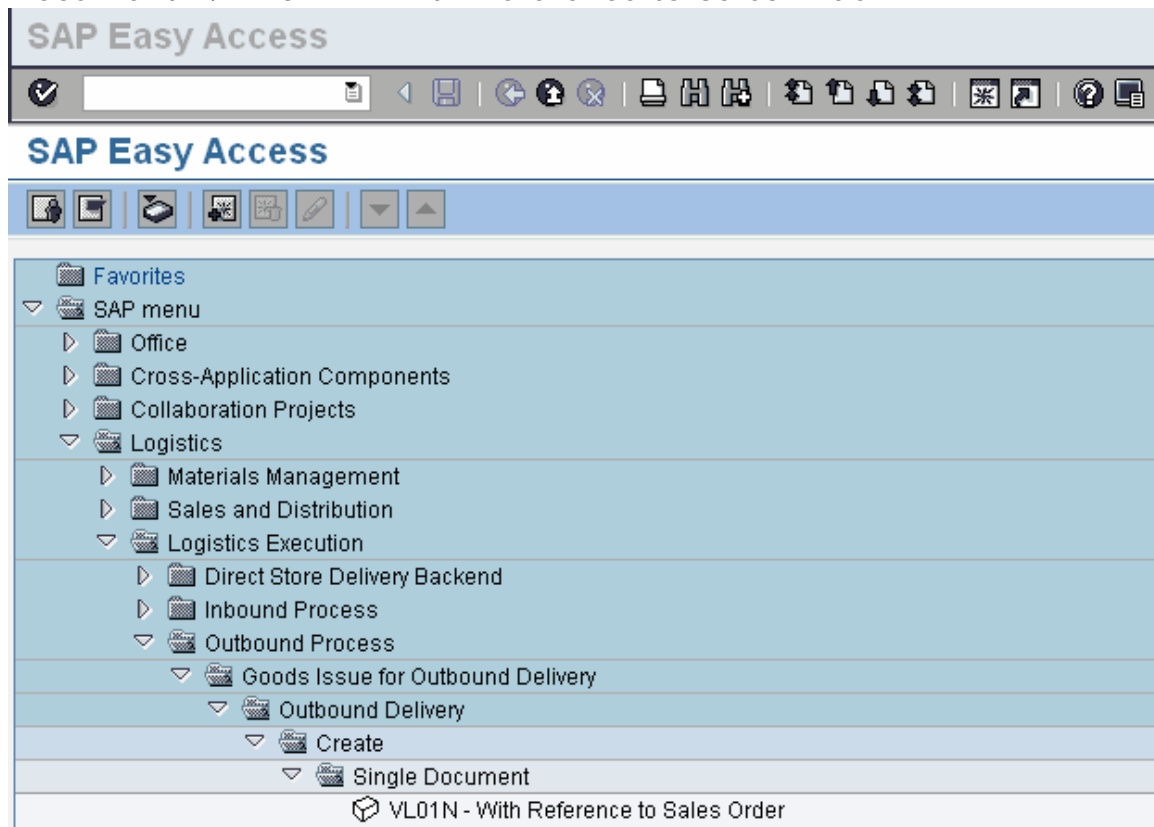
Following message is displayed.



Next step is Delivery for complaint item.

Menu Path:

Logistics → Sales and Distribution → Logistics Execution → Outbound Process → Goods Issue for Outbound delivery → Create → Single Document → VL01N – With Reference to Sales Rrder



### Create Outbound Delivery with Order Reference

With Order Reference | W/o Order Reference | Post goods

Shipping point  Shipping Point Atlanta

**Sales order data**

Selection date   
 Order   
 From item   
 To item

**Predefine delivery type**

Delivery Type

Click 

### Delivery Create: Overview

Outbound deliv.   
 Ship-to party  Brighton Inc / 225 SYCAMORE ROAD / VESTAL NY 13850

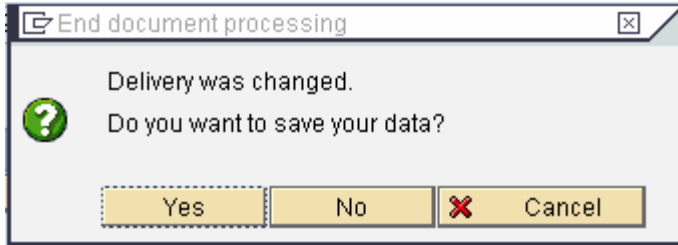
Document Date

Item Overview | **Picking** | Loading | Transport | Status Overview | Goods Movement Data

Pick Date/Time   OvrllPickStatus  Not yet picked  
 Warehouse No.  Lean warehouse Atla... OverallIVMStatus  WM Trnsf order reqd

Item	Material	PInt	SLoc	Delivery quantity	SU	Pick quantity	SU	Batch	B...	Docu. Batc...	PV	Mat.av.dt.	Matl ...
10	M-10	3200	0001	1	PC	0	PC				A	21.12.2006	00:00...

Click on Subsequent Functions → Create Transfer Order



Click on 'Yes'

Here delivery requires a transfer order, which will be confirmed, and then Post Goods Issue of delivery posted.

There is no Billing document generated in this case as complaint item is delivered on basis of delivery document.

## 2. Returns

In this scenario customer complains that goods sent were faulty and sends back the goods. A return order is created with reference to original billing document and investigated. Return delivery is created and goods are taken back in block stock.

A credit memo is created with reference to Return order and customer is credited.

### Prerequisite:

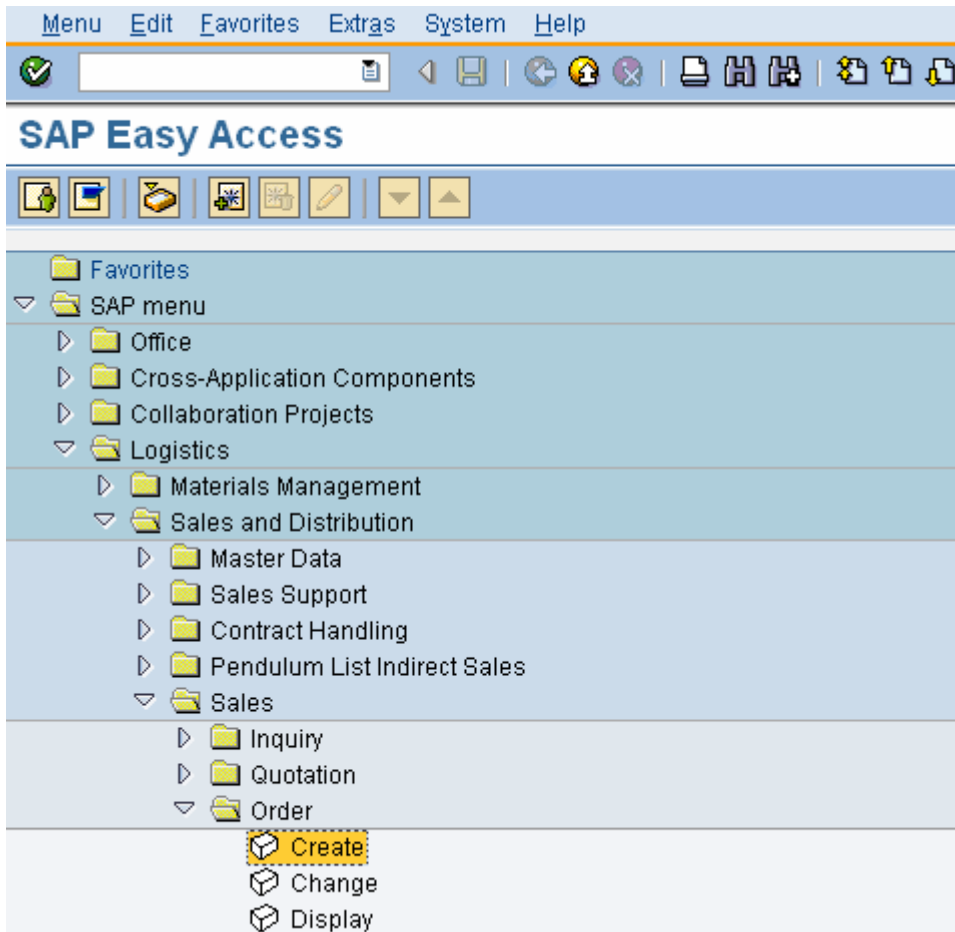
Following master data is required

1. Customer master data.
2. Material master data.
3. Pricing condition records.
4. Existing billing document to be used as reference.


Menu Path:

Logistics → Sales and Distribution → Sales → Order → VA01 -Create





Double click 'VA01 - Create'

Enter Order type 'RE" and click on  Create with Reference

**Create Sales Order: Initial Screen**

Order Type: RE

Organizational data

- Sales Organization
- Distribution Channel
- Division
- Sales Office
- Sales Group

**Create with Reference**

BillIDoc

Billing Document: 90035185

Copy Selection list

Click on **Selection list**

**Create with Reference**

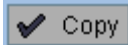
Copy Position

Ref. Invoice: 90035185

All items

Item	Description	Open quantity	Billing date	Billed quantity
10	Flatscreen MS 1775P	2	21.12.2006	2

Click on



**Create Returns: Overview**

Net value 1,334.00 USD

Sold-to party 300713 Brighton Inc / 225 SYCAMORE ROAD / VESTAL NY 13850

Ship-to party 300713 Brighton Inc / 225 SYCAMORE ROAD / VESTAL NY 13850

PO Number 90035185 PO date

Req. deliv. date D 21.12.2006

Complete div. Total Weight 41.00 KG

Delivery block Volume 0.000

Billing block 08 Check credit memo Pricing date 21.12.2006

Payment terms ZB01 14 Days 3%, 30/2... Incoterms FOB From the Plant


Order reason 102 Damaged in transit

Sales area 3020 / 10 / 00 USA Denver, Final customer sales, Cross-division

Item	Material	Order quantity	SU	Description	S	Customer Material Numb	ItCa	DG...	HgLvIt	First date
	10M-10		2PC	Flatscreen MS 1775P	<input type="checkbox"/>		REN			021.12.2006
					<input type="checkbox"/>					021.12.2006
					<input type="checkbox"/>					021.12.2006
					<input type="checkbox"/>					021.12.2006
					<input type="checkbox"/>					021.12.2006

Enter the PO number for reference and Order reason

Click on  to save the return order.

 Returns 60000091 has been saved

Next Step is to create the return delivery to take material in stock

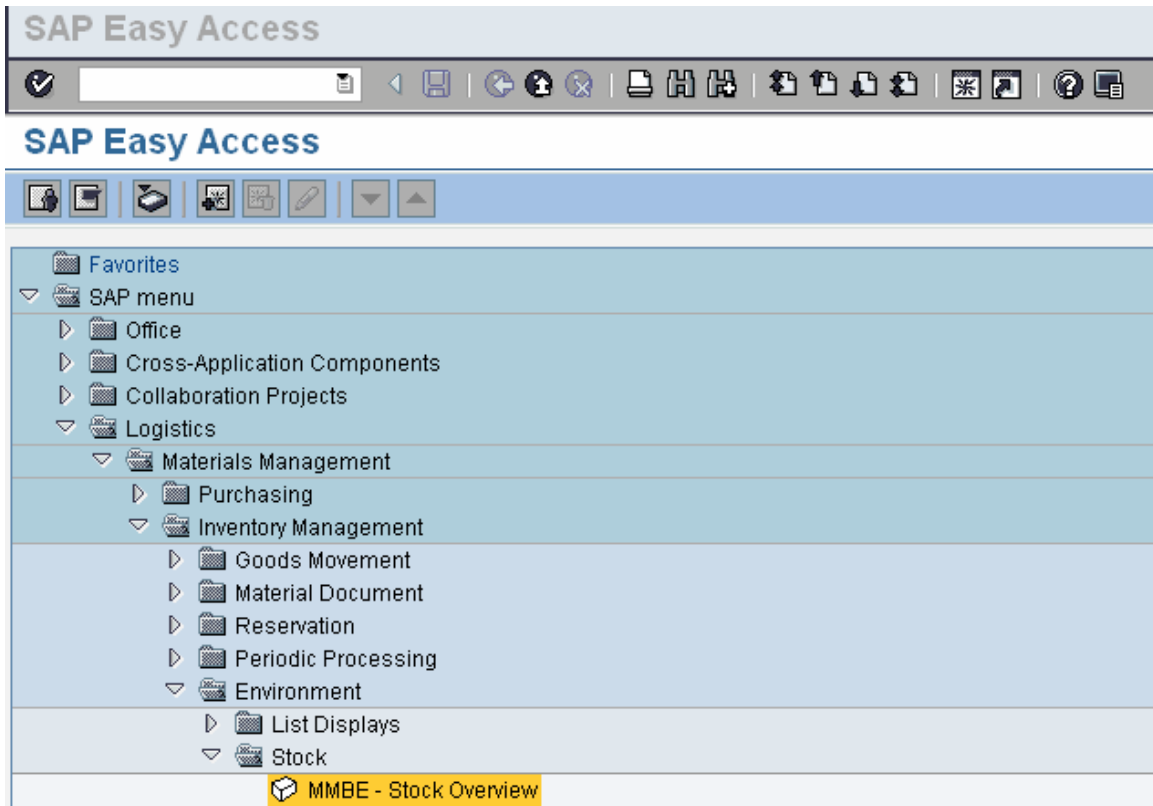
Menu Path:

Logistics → Sales and Distribution → Logistics Execution → Outbound Process → Goods Issue for Outbound delivery → Create → Single Document → VL01N – With Reference to Sales order



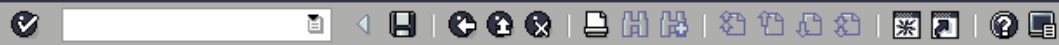


Logistics → Materials Management → Inventory Management → Environment → Stock → MMBE – Stock Overview.




Double click 'MMBE – Stock Overview'




## Stock Overview: Company Code/Plant/Storage Location/Batch



## Stock Overview: Company Code/Plant/Storage Location/Batch




**Database selections**

Material	M-10			
Plant	3200	to		
Storage location	0001	to		
Batch		to		

**Stock Type Selection**

Also Select Special Stocks  
 Also Select Stock Commitments

**List Display**

Special Stock Indicator		to		
Display Version	1			
Display Unit of Measure				

No Zero Stock Lines  
 Decimal Place as per Unit

**Selection of Display Levels**

- Company Code
- Plant
- Storage Location
- Batch
- Special Stock

Click on 

Stock Overview: Basic List

Selection

Material	M-10	Flatscreen MS 1775P
Matl Type	HAWA	Trading goods
Unit of Meas.	PC	Base Unit of Meas. PC

Stock Overview

Detailed Display

Client/Company Code/Plant/Storage Location/Batch/Special Stock	Transfer (SLoc)	GR blocked stock	Schd.for delivery	Returns
▼ Total			68.000	2.000
▼ 3000 IDES US INC			68.000	2.000
▼ 3200 Atlanta			68.000	2.000
0001 Warehouse 0001			68.000	2.000

The display shows returns quantity of 2 PC. The following options exist for material

1. If Stock is inspected and found ok, it is taken back in 'Unrestricted Use' via material movement in transaction MB1B.
2. If Stock is inspected and found damaged it can be scrapped or kept in Blocked stock for scrapping later.

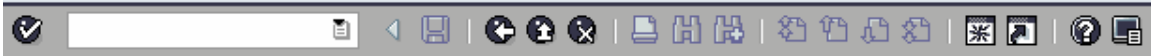
Next step is to Issue Credit memo to Customer.

Menu Path:

Logistics → Sales and Distribution → Sales → Order → VA02 - Change



## Change Sales Order: Initial Screen




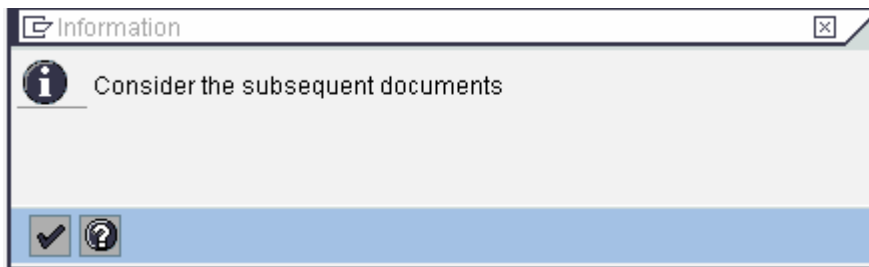
## Change Sales Order: Initial Screen




Order

Search Criteria	
Purchase Order No.	<input type="text"/>
Sold-to party	<input type="text"/>
Delivery	<input type="text"/>
Billing Document	<input type="text"/>
WBS Element	<input type="text"/>

Enter Return Order number and Click 



Click on 

## Change Returns 60000091: Overview

Change Returns 60000091: Overview

Orders

Returns 60000091 Net value 1,334.00 USD

Sold-to party 300713 Brighton Inc / 225 SYCAMORE ROAD / VESTAL NY 13850

Ship-to party 300713 Brighton Inc / 225 SYCAMORE ROAD / VESTAL NY 13850

PO Number 90035185 PO date

Sales Item overview Item detail Ordering party Procurement Shipping Configuration Reason for rejection

Req. deliv.date D 21.12.2006

Complete delv. Total Weight 41.00 KG

Delivery block Volume 0.000

Billing block 08 Check credit memo Pricing date 21.12.2006

Payment terms ZB01 14 Days 3%, 30/2... Incoterms FOB From the Plant

Order reason 102 Damaged in transit

Sales area 3020 / 10 / 00 USA Denver, Final customer sales, Cross-division

All items

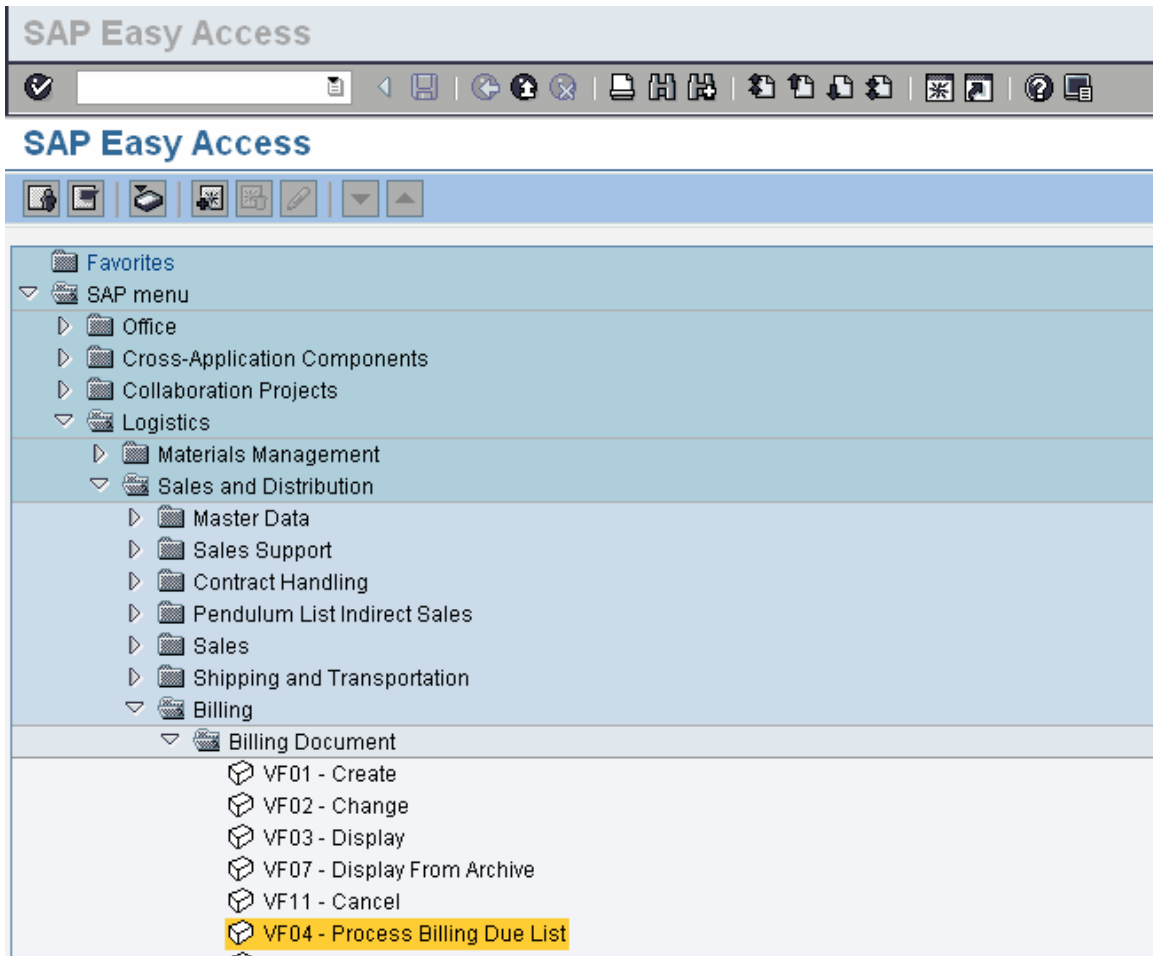
Item	Material	Order quantity	SU	Description	S	Customer Material Numb	ItCa	DG...	HgLvt
	10M-10	2	PC	Flatscreen MS 1775P	<input type="checkbox"/>		REN		0

Remove the Billing block '08 – Check credit memo' and click on 

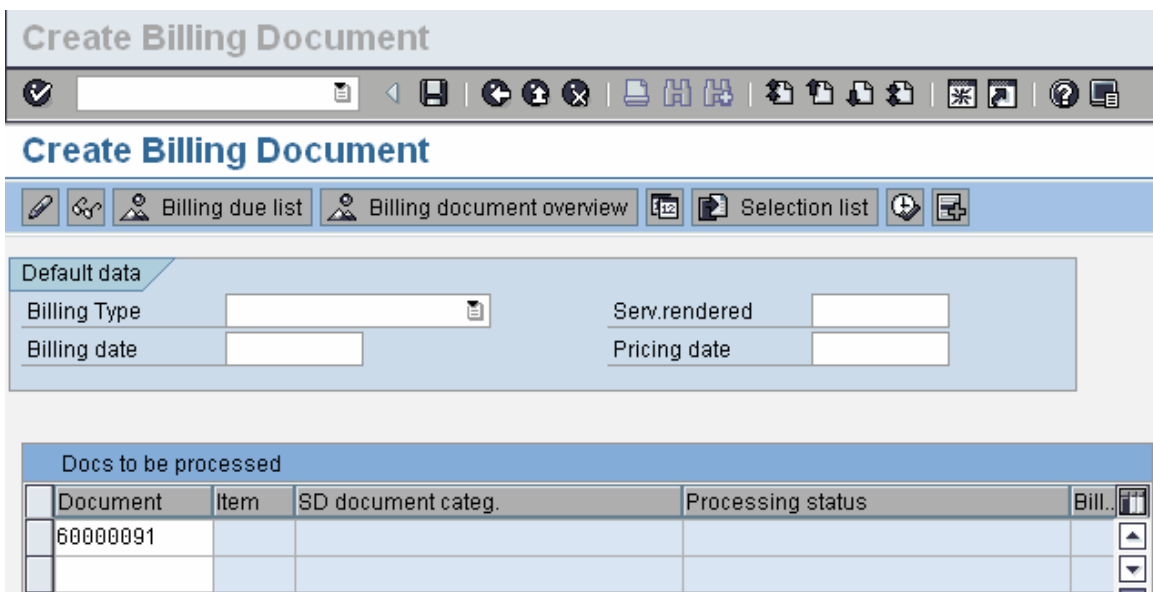
Next is creation of Credit Memo


Menu Path:

Logistics → Sales and Distribution → Billing → Billing Document → VF01 – Create

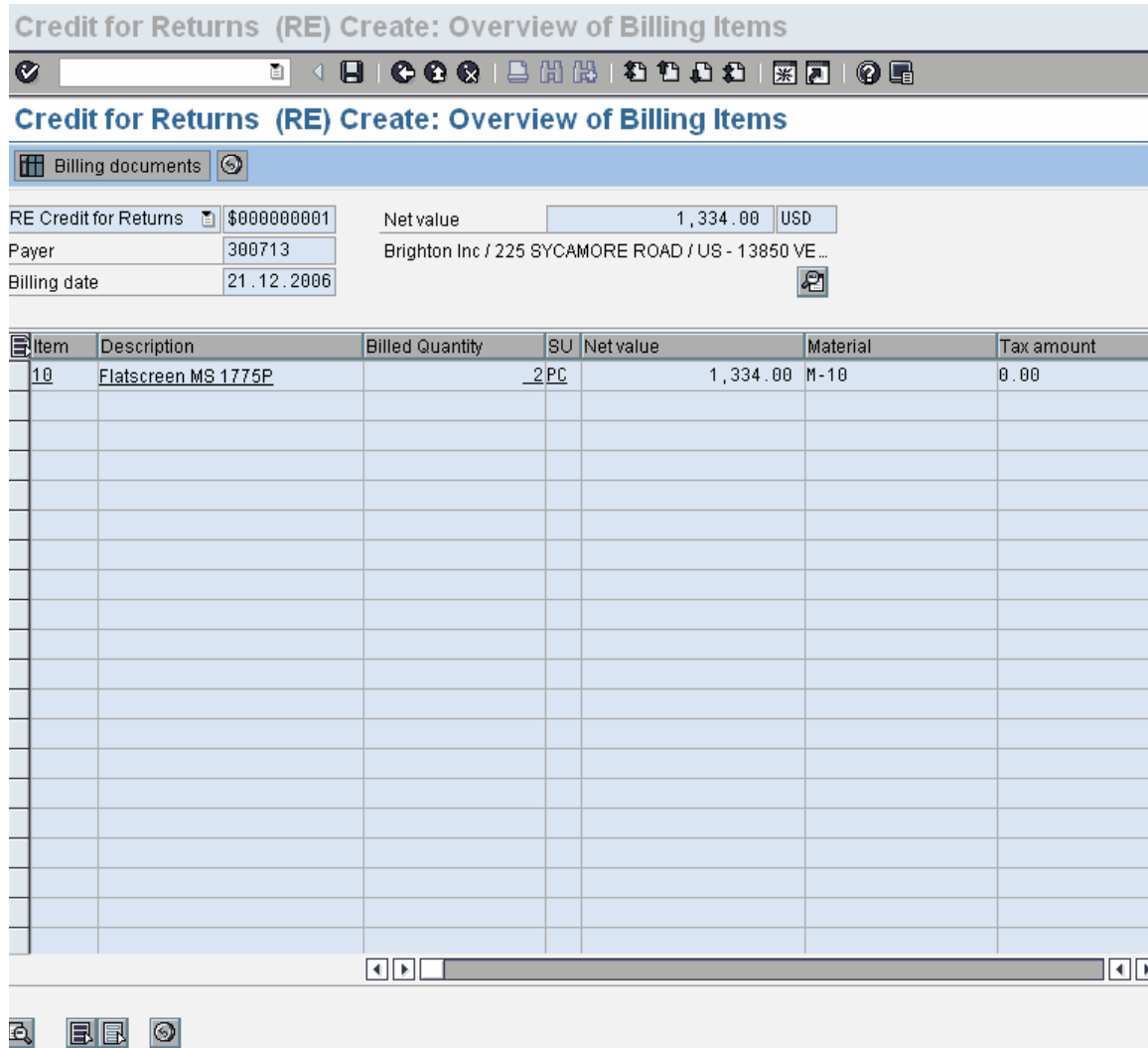


Double click 'VF01 – Create'





Enter the Return order number and click on 

'RE – Credit for Returns' is Billing type used for creating the credit memo in standard system.



The screenshot shows the SAP 'Credit for Returns (RE) Create: Overview of Billing Items' window. At the top, there's a title bar and a toolbar. Below that, a sub-header reads 'Credit for Returns (RE) Create: Overview of Billing Items'. A 'Billing documents' button is visible. The main area contains several data fields: 'RE Credit for Returns' with value '\$000000001', 'Net value' with '1,334.00' and currency 'USD', 'Payer' with '300713', and 'Billing date' with '21.12.2006'. The payer address is also shown as 'Brighton Inc / 225 SYCAMORE ROAD / US - 13850 VE...'. Below the fields is a table with columns: Item, Description, Billed Quantity, SU, Net value, Material, and Tax amount. The first row contains: '10', 'Flatscreen MS 1775P', '2 PC', '1,334.00', 'M-10', and '0.00'. The table has multiple empty rows below. At the bottom, there's a status bar and a small toolbar with icons for search, print, and help.

Check for amount and click on  to save Credit Memo.

 Document 90035187 has been saved

Go to Display Billing Document menu option to check on Accounting document.

Display Billing Document

Display Billing Document

Billing items Accounting

Billing document 90035187

More Search Criteria

Document Number	<input type="text"/>
Company Code	<input type="text"/>
Fiscal Year	<input type="text"/>
Reference	<input type="text"/>

Search

Click on Accounting

List of Documents in Accounting

Documents in Accounting

Object type text	Doc. Number
Accounting document	0100000009
Profit center doc.	0000270827
Spec. purpose ledger	1000269941
Controlling Document	0200062653
Profitab. Analysis	0100046769

Original document

Click on Accounting Document number '0100000009' and click on

Document Overview - Display

Document Overview - Display

Doc.type : RV ( Billing doc.transfer ) Normal document

Doc. Number 100000009 Company code 3000 Fiscal year 2006  
 Doc. date 21.12.2006 Posting date 21.12.2006 Period 12  
 Ref.doc. 0090035185  
 Doc.currency USD

Itm	PK	CoCd	Account	Account short text	Amount in LC	LCurr	Amount	Crcy	LC2 amount	LCur2	Cost Ctr
1	11	3000	300713	Brighton Inc	1,334.00-	USD	1,334.00-	USD			
2	40	3000	800000	Sales revenues - dom	1,334.00	USD	1,334.00	USD			
*		3000					0.00	USD			
**							0.00	USD			

Here as seen above Customer account is credited and Sales revenue is debited.

The cycle for Credit Memo request & Debit Memo request is similar to Returns minus the step for Return delivery creation.

The Standard order type used for Credit Memo request is 'CR' and for Debit Memo request is 'DR'.