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Icons

Icon	Meaning
	Caution
	Example
	Note
	Recommendation
	Syntax
	External Process
	Business Process Alternative/Decision Choice

Typographic Conventions

Type Style	Description
Example text	Words or characters that appear on the screen. These include field names, screen titles, pushbuttons as well as menu names, paths and options.
	Cross-references to other documentation.
Example text	Emphasized words or phrases in body text, titles of graphics and tables.
EXAMPLE TEXT	Names of elements in the system. These include report names, program names, transaction codes, table names, and individual key words of a programming language, when surrounded by body text, for example, SELECT and INCLUDE.
`Example text`	Screen output. This includes file and directory names and their paths, messages, source code, names of variables and parameters as well as names of installation, upgrade and database tools.
`EXAMPLE TEXT`	Keys on the keyboard, for example, function keys (such as `F2`) or the `ENTER` key.
`Example text`	Exact user entry. These are words or characters that you enter in the system exactly as they appear in the documentation.
`<Example text>`	Variable user entry. Pointed brackets indicate that you replace these words and characters with appropriate entries.

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Returns and Complaints

1 Purpose

This scenario describes the sales order returns processing. The process starts with a returned sales order with reference to the original invoice for the goods. An RMA document is printed, and forwarded to the customer to be attached to the incoming goods. The goods are shipped back, a return delivery is created with reference to the RMA, and the material is moved into returned stock. The returned stock location is set to non-MRP relevant. The goods are inspected, and a decision made as to whether they should be returned to stock, or scrapped. A credit memo is created from the billing run, and posted to the customers account.

2 Prerequisites

2.1 Master Data and Organizational Data

Default Values

Essential master and organizational data was created in your ERP system in the implementation phase, such as the data that reflects the organizational structure of your company and master data that suits its operational focus, for example, master data for materials, vendors, and customers.

This business process is enabled with organization-specific master data, examples of which are provided in the next section.

Additional Default Values

You can test the scenario with other SAP Best Practices default values that have the same characteristics.

Check your SAP ECC system to find out which other material master data exists.

Using Your Own Master Data

You can also use customized values for any material or organizational data for which you have created master data. For more information on how to create master data, see the Master Data Procedures documentation.

Use the following master data in the process steps described in this document:

Master / Org. Data	Value	Master / Org. Data Details	Comments
Material	H11	Trading Good for Reg. Trading (MRP planning) **no Serial no.; no batch**	See sections *Business Conditions* and *Preliminary Steps*.
Material	H12	Trading Good for Reg. Trading (reorder point planning) **no Serial no.; no batch**	See sections *Business Conditions* and *Preliminary Steps*.
Material	H20	Trading Good for Reg. Trading (reorder point planning)	Only use if you have activated the building block *Serial Number Management (126)*.

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