|  |  |
| --- | --- |
|  |  |
| Test Script  SAP S/4HANA - 17-09-20 | public |
| Accelerated Customer Returns (BKP\_DE) |

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# Purpose

1.Return to seller: In reference to the original billing document or sales document a return order is created. Once saved, a return delivery is automatically generated. After receiving the goods they are inspected at the warehouse. The user can influence when the refunding documents are created: either directly, when releasing a return order or after the inspection. Finally the user can decide on the compensation type for the customer: either shipping a replacement or paying a credit memo.

2.Return to seller with inspection at customer site: The user decides to perform the inspection at the customer site before initiating a physical return.

3.Return to supplier via seller: After lean inspection at seller, it is requested to send goods back to supplier. The supplier decides on the refund towards the vendor, while the vendor decides on the compensation type towards the customer.

The progress of the return process can be monitored using returns overview.

This document provides a detailed procedure for testing this scope item after solution activation, reflecting the predefined scope of the solution. Each process step, report, or item is covered in its own section, providing the system interactions (test steps) in a table view. Steps that are not in scope of the process but are needed for testing are marked accordingly. Project-specific steps must be added.

# Prerequisites

This section summarizes all the prerequisites for conducting the test in terms of systems, users, master data, organizational data, other test data and business conditions.

## System Access

|  |  |
| --- | --- |
| System | Details |
| System | Accessible via SAP Fiori launchpad. Your system administrator provides you with the URL to access the various apps assigned to your role. |

## Roles

Assign the following business roles to your individual test users. Alternatively, if available, you can create business roles using the following spaces with pages and predefined apps for the SAP Fiori launchpad and assign the business roles to your individual test users.

Note These roles or spaces are examples provided by SAP. You can use them as templates to create your own roles or spaces.

For more information about business roles, refer to Assigning business roles to a user in the [Administration Guide to Implementation of SAP S/4HANA with SAP Best Practices](https://help.sap.com/viewer/S4HANA2020_AdminGuide) .

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Name (Role) | ID (Role) | Description (Space) | ID (Space) | Log On |
| Purchaser | SAP\_BR\_PURCHASER | Operational Purchasing | SAP\_BR\_PURCHASER |  |
| Inventory Manager | SAP\_BR\_INVENTORY\_MANAGER | Inventory Management | SAP\_BR\_INVENTORY\_MANAGER |  |
| Internal Sales Representative | SAP\_BR\_INTERNAL\_SALES\_REP | Internal Sales | SAP\_BR\_INTERNAL\_SALES\_REP |  |
| Returns and Refund Clerk | SAP\_BR\_RETURNS\_REFUND\_CLERK |  |  |  |
| Shipping Specialist | SAP\_BR\_SHIPPING\_SPECIALIST | Shipping | SAP\_BR\_SHIPPING\_SPECIALIST |  |
| Receiving Specialist | SAP\_BR\_RECEIVING\_SPECIALIST | Receiving | SAP\_BR\_RECEIVING\_SPECIALIST |  |
| Billing Clerk | SAP\_BR\_BILLING\_CLERK | Billing | SAP\_BR\_BILLING\_CLERK |  |
| Accounts Payable Accountant - Procurement | SAP\_BR\_AP\_ACCOUNTANT\_PROCUREMT |  |  |  |
| Internal Sales Representative | SAP\_BR\_INTERNAL\_SALES\_REP | Internal Sales | SAP\_BR\_INTERNAL\_SALES\_REP |  |
| Sales Manager | SAP\_BR\_SALES\_MANAGER | Sales Management | SAP\_BR\_SALES\_MANAGER |  |
| Business Process Specialist | SAP\_BR\_BUSINESS\_PROCESS\_SPEC |  |  |  |
| Configuration Expert - Business Process Configuration | SAP\_BR\_BPC\_EXPERT |  |  |  |
| Administrator | SAP\_BR\_ADMINISTRATOR |  |  |  |

## Master Data, Organizational Data, and Other Data

SAP Best Practices Standard Values based on new global template will be used once available. In the table you still see the master data used for the current baseline.

Essential master and organizational data were created in your SAP S/4HANA 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 master data consists of standardized SAP Best Practices default values, and enables you to go through the process steps of this scope item.

Note Additional Master Data (Default Values)

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

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

Note Using Your Own Master Data

You can also use customized values for any material or organizational data for which you have created master data.

The organizational structure and master data of your company has been created in your system during activation. The organizational structure reflects the structure of your company. The master data represents materials, customers, and vendors, for example, depending on the operational focus of your company.

Use your own master data or the following sample data to go through the test procedure.

|  |  |  |  |
| --- | --- | --- | --- |
| Data | Sample Value | Details | Comments |
| Material | TG11 | Trading Good for Reg. Trading (MRP planning)  No Serial no.; no batch. |  |
| Material | TG10 | Trad.Good 10,PD,Third Party  Trading Good for regular Trading (MRP planning) with item category group CBOR  No Serial no.; no batch. |  |
| Material | TG13 | Trad.Good 13,Reorder Point,Thrd Party  Trading Good for Regular Trading (reorder point planning) with item category group CBNA  No batch. |  |
| Material | TG12 | Trading material with item category group CBUK (bought in item)  No batch. |  |
| Material | CM-FL-V00 | Forklift | Only use if you have activated Make-to-Order Production with Variant Configuration (1YT) scope item. |
| Sold-to Party | 10100003 | Customer domestic 03 |  |
| Ship-to Party | 10100003 | Customer domestic 03 |  |
| Payer | 10100003 | Customer domestic 03 |  |
| Supplier | 10300006 | Inlandslieferant DE 6 (Retouren) |  |
| Plant | 1010  1020 |  |  |
| Storage Location | 101A  102A  101R |  |  |
| Shipping Point | 1010  101R |  |  |
| Sales Organization | 1010 |  |  |
| Distribution Channel | 10 |  |  |
| Division | 00 |  |  |
| Plant | 1020 |  | Serves for cross-plant material replacement functionality |
| Storage Location | 102A |  |

For more information on creating master data objects, see the following [Master Data Scripts (MDS)](https://support.sap.com/content/dam/SAAP/Sol_Pack/BP_OP_ENTPR/BP_OP_ENTPR_S4HANA2020_7_Master_Data_EN_XX.htm)

Table 1: Master Data Script Reference

|  |  |
| --- | --- |
| Master Data ID | Description |
| BNF | Create Product Master of Type "Trading Good" |
| BND | Create Customer Master |

## Business Conditions

Before this scope item can be tested, the following business conditions must be met.

|  |  |
| --- | --- |
| Scope Item | Business Condition |
| BD9 - Sell from Stock | Before running this test script, complete all activities in test script BD9 using master data, which is listed in the previous section [Master Data, Organizational Data, and Other Data](#unique_5) [page ] 7 and note down the created document numbers of sales order and billing document for further use. |
| BD3 - Sales Processing using Third-Party with Shipping Notification | Before running this test script, complete all activities in test script BD3 using master data, which is listed in the previous section [Master Data, Organizational Data, and Other Data](#unique_5) [page ] 7 and note down the created document numbers of sales order and billing document for further use. |
| BDK - Sales Processing using Third-Party without Shipping Notification | Before running this test script, complete all activities in test script BDK using master data, which is listed in the previous section [Master Data, Organizational Data, and Other Data](#unique_5) [page ] 7 and note down the created document numbers of sales order and billing document for further use. |
| BDN - Sales of Non-Stock Item with Order-Specific Procurement | Before running this test script, complete all activities in test script BDN using master data, which is listed in the previous section [Master Data, Organizational Data, and Other Data](#unique_5) [page ] 7 and note down the created document numbers of sales order and bill-ing document for further use. |

## Additional Manual Configuration

Before you can test this scope item, you must have completed the additional configuration steps that are described in the Set-Up Instructions for this scope item. These configuration steps are specific for your implementation and include mandatory settings that are not delivered by SAP and must be created by you. For more information, refer to the Set-Up Instructions for this scope item on [SAP Best Practices Explorer](https://rapid.sap.com/bp) (https://rapid.sap.com/bp/#/browse/scopeitems/<enter the scope item ID>).

Cross-plant material replacement is one optional functionality of this scope item. If your return process needs this functionality please execute this chapter to set up 2nd suppying plant and relevant assignment.

## Preliminary Steps

### Create Info Records

Purpose

This process step shows you how to create info records.

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Pass / Fail / Comment |
| 1 | Log On | Log on to the SAP Fiori launchpad as a Purchaser. | The SAP Fiori launchpad displays. |  |
| 2 | Access the App | Open Manage Purchasing Info Records (F1982). | The Manage Purchasing Info Records screen displays. |  |
| 3 | Open New Purchasing Info Records | Choose Create on the right corner of the screen. | The New Purchasing Info Record screen displays. |  |
| 4 | Enter Header Data | Go to Header tab, make the following entries:  Purchasing Info Record Category: Standard  Purchasing Organization: 1010  Supplier: 10300006  Material: TG11  Plant: 1010  Purchasing Group: 001 | Header data is added. |  |
| 5 | Enter Delivery and Quantity Data | Go to Delivery and Quantity tab, and make the following entries:  Delivery Time in Days: <Delivery Time>, for example, <1>  Under Delivery Tolerance in %: <Under Delivery Tolerance>, for example, <10>  Over Delivery Tolerance in %: <Over Delivery Tolerance>, for example, <10>  Tax Code: V1  Order Unit: <Order Unit>, for example, <PC>  Standard Order Quantity: <Standard Order Quantity>, for example, <1>  On the lower right, and lower left sides of the screen, check the following entry boxes if necessary:  Unlimited Delivery: <Checked>  Goods-Receipt-Based Invoice Verification: <Checked>  No Evaluated Receipt Settlement: <Checked>  Order Acknowledgment Requirement: <Checked> | Delivery and Quantity data is added. |  |
| 6 | Enter Condition Data | Go to Conditons tab, choose + (Add). Enter the following data:  Valid From: <Valid from Date>  Amount: 12.00  Pricing Unit: <Pricing Unit>, for example, <1>  Valid to: <Valid to Date>  Currency: EUR  Choose Apply. | Condition data is added. |  |
| 7 | Save | Choose Save. | You saved a Purchasing Info. Record. |  |
| 8 | Repeat the Same Steps and Create Three New Info Records | Repeat the same steps and create three new info records with below two sets of master data:   1. Supplier: 10300006, Material: TG10 2. Supplier: 10300006, Material: TG13 3. Supplier: 10300006, Material: TG14 |  |  |

Result

The Purchasing info records are created.

### Set Initial Stock for Material

Purpose

This process step shows you how to set initial stock to execute this scope item.

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Comments |
| 1 | Log On | Log on to the SAP Fiori launchpad as a Warehouse Clerk. | The SAP Fiori launchpad displays. |  |
| 2 | Access App | Open Post Goods Movement (MIGO). It only displays this way if it was your last transaction. So the action for the user should be to select Reference Document for MIGO Transaction > Other. | The Goods Receipt Other screen displays. |  |
| 3 | Input Movement Type | Make the following entry and choose Enter.   * Executable Action in Transaction MIGO: Goods Receipt * Reference Document for MIGO Transaction: Other |  |  |
| 4 | Edit Material | On the Goods Receipt Other Screen: Material tab, make the following entry, and choose Enter:   * Material : TG10, TG11, TG13 |  |  |
| 5 | Edit Quantity Data | On the Goods Receipt Other Screen: Quantity tab, make the following entry, and choose Enter:   * Qty in Unit of Entry: 1000 * Unit of Entry: <PC> |  |  |
| 6 | Enter the Goods Receipt Other Screen: Where Tab | On the Goods Receipt Other Screen: Where tab, make the following entries and choose Enter:   * Movement Type: 561 (Receipt per initial entry of stock balances into unrestricted use) * Plant: <Enter a Plant> * Storage Location: <Enter a Storage Location> |  |  |
| 7 | Enter the Goods Receipt Other Screen: Batch Tab | On the Goods Receipt Other Screen: Batch tab, make the following entry and choose Enter:   * Date of Manufacture: <Enter the Current Date or a Date in the Past> | Only relevant for batch relevant materials. |  |
| 8 | Save Your Entries | Choose Post. |  |  |

Financial Postings

|  |  |  |
| --- | --- | --- |
| Material | Debited Accounts | Credited Accounts |
| Trading Good (HAWA) | 13600000  Inventory TradingGd | 39912000  Inv Init SF&amp;Fin Bal |

### Create Condition Records (Optional)

Purpose

In case you have finetuned the access sequence of SAP pre-shipped condition types, the relative condition records should be created accordingly.

You can find general information on how to create master data objects in the following [Master Data Scripts (MDS)](https://support.sap.com/content/dam/SAAP/Sol_Pack/BP_OP_ENTPR/BP_OP_ENTPR_S4HANA2020_7_Master_Data_EN_XX.htm) :

Table 2: Master Data Script Reference

|  |  |
| --- | --- |
| Master Data ID | Description |
| BET | Create Sales Pricing Condition |

### Preliminary Steps for Return Order Approval (Optional)

#### Define and Assign Approval Reasons

Test Administration

Customer project: Fill in the project-specific parts.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | <X.XX> | Tester Name |  | Testing Date | Enter a test date. |
| Business Role(s) |  | | | | |
| Responsibility | <State the Service Provider, Customer or Joint Service Provider and Customer> | | | Duration | Enter a duration. |

Purpose

In this activity, you define and assign approval reason for return in backend IMG.

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Pass / Fail / Comment |
| 1 | Access the Activity | SAP IMG Path:  SPRO > Sales and Distribution > Basic Functions > Document Approvals > Define Reasons for Approval Requests |  |  |
| 2 | Define Approval Request Reason for Return | On the Change View “Define Reasons for Approval Requests”: Overview screen, choose New Entries, make the following data and choose Save:   * Approval Request Reason ID: for example: ZRE1 * Approval Request Reason: for example: Returns | Approval reason for return is defined. |  |
| 3 | Access the Activity | Choose Back to navigate to IMG screen, choose the following IMG path:  SPRO > Sales and Distribution > Basic Functions > Document Approvals > Assign Reasons for Approval Requests |  |  |
| 4 | Assign Approval Request Reason for Return | On the Change View “Assign Reasons for Approval Requests”: Overview screen, choose New Entries, make the following data and choose Save.   * Document Category: H * Approval Request Reason: for example: ZRE1 | Approval request reason for return is assigned to document category. |  |

#### Implement Cloud BADI

Test Administration

Customer project: Fill in the project-specific parts.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | <X.XX> | Tester Name |  | Testing Date | Enter a test date. |
| Business Role(s) |  | | | | |
| Responsibility | <State the Service Provider, Customer or Joint Service Provider and Customer> | | | Duration | Enter a duration. |

Purpose

The Business Add-In (BAdI) SD\_APM\_SET\_APPROVAL\_REASON is called whenever a sales document is saved by a business user. It determines whether a sales document needs to be sent to an approver and, if so, sets an approval request reason on sales document header level.

This means that if you want to use the workflow for the approval of sales documents, implementing this BAdI is a prerequisite. In the Manage Sales Document Work-flows app, you then define additional preconditions and approval steps.

When the system sets an approval request reason for a sales document, the approval workflow is triggered automatically.

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Pass / Fail / Comment |
| 1 | Log On | Log on to the SAP Fiori launchpad as a Administrator. | The SAP Fiori launchpad displays. |  |
| 2 | Access the App | Open Custom Fields and Logic (F1481). | The Custom Fields and Logic screen displays. |  |
| 3 | Navigate to Custom Logic | Choose Custom Logic in top menu bar. | Enhancement Implementations section displays. |  |
| 4 | Create Enhancement Implementation | Choose Create. | New Enhancement Implementation dialog box appears. |  |
| Make the following entries and choose Create.   * Business Context: Sales: Sales Document * BAdI Description: Set Approval Request Reasons: for Sales Documents * Implementation Description: for example: Set Approval Reason for quotation * Implementation ID: Generated by default | Draft Logic section displays. |  |
| 5 | Add Coding | Choose Draft, implement your logic in Draft Logic section,  for example:  if salesdocument-sddocumentcategory = 'H' and   salesdocument-totalnetamount > 1000.   salesdocapprovalreason = 'ZRE1'.   return.  end if. |  |  |
| 6 | Save and Publish | Choose Save Draft.  Choose Publish. | Custom logic is published. |  |

#### Manage Teams and Responsibilities

Test Administration

Customer project: Fill in the project-specific parts.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | <X.XX> | Tester Name |  | Testing Date | Enter a test date. |
| Business Role(s) |  | | | | |
| Responsibility | <State the Service Provider, Customer or Joint Service Provider and Customer> | | | Duration | Enter a duration. |

Purpose

In this activity, you maintain the teams and responsibilities for quotation workflow.

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Pass / Fail / Comment |
| 1 | Log On | Log on to the SAP Fiori launchpad as a Business Process Specialist. | The SAP Fiori launchpad displays. |  |
| 2 | Access the App | Open Manage Teams and Responsibilities (F2412). | The Manage Teams and Responsibilities screen displays. |  |
| 3 | Create A New Team | Choose Create Team. | The Team screen displays. |  |
| 4 | Enter General Information | Make the following entries and press enter.   * Name: SD\_RETURN\_APPROVAL * Description: Customer Return Approval * Status: Ready to Use * Type: SALES |  |  |
| 5 | Add Team Members | In Team Members, choose Add. | The Select: Business User screen displays. |  |
|  |  | Add 1st approver:  From the Items section, select the following Business Partner and choose OK.  Last Name: Internal Sales Representative. | Team members Internal Sales Representative and Sales Manager are added |  |
|  |  | Add 2nd approver:  From the Items section, select the following Business Partner and choose OK.  Last Name: Sales Manager |  |  |
| 6 | Add Function to Team Members | Choose F4 in the Functions field, from the Select: Functions window, choose the appropriate entries and choose OK, for example:  CMR1LVLA (Sales Document Approver - Level 1)for Internal Sales Representative  CMR2LVLA (Sales Document Approver - Level 2) for Sales Manager |  |  |
| 7 | Save | Choose Save. | User created a new team and appropriate function(s) have been assigned to the business user(s) to be configured as approver(s). |  |

#### Set Up Workflow

Test Administration

Customer project: Fill in the project-specific parts.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | <X.XX> | Tester Name |  | Testing Date | Enter a test date. |
| Business Role(s) |  | | | | |
| Responsibility | <State the Service Provider, Customer or Joint Service Provider and Customer> | | | Duration | Enter a duration. |

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Pass / Fail / Comment |
| 1 | Log On | Log on to the SAP Fiori launchpad as a Configuration Expert - Business Process Configuration. | The SAP Fiori launchpad displays. |  |
| 2 | Access the App | Open Manage Sales Document Workflows (F3014). | The Manage Workflow screen displays. |  |
| 3 | Create Workflow | Choose Workflow for Customer Returns next to Workflow.  Choose Add.  If the workflow has already be defined, please skip step 4 to 7. | The New Workflow window displays. |  |
| 4 | Maintain General Data | Make the following entries.  In the Header tab,  Workflow Name: Customer Returns Workflow |  |  |
| 5 | Set Preconditions | Make the following entries and press Save: Start Conditions: Sales documents type is CBAR | Precondition is set. |  |
| 6 | Add Step | From the Steps section, choose Add. | New step screen displays. |  |
|  |  | Make the following entries:  In the Header tab:  Step Name: Return Order Approval  Step Type: Release of Customer Return  Assignment By: Role  Role: Customer Return Approver - Level 2  Step to be completed by: One of the recipients  In the Exception Handling tab:  Name: Rework Requested  Required Action: Rework of Customer Return  Action Result: Restart workflow  Choose Add to append this step to the workflow. | Step is created.  System supports multiple-level approval, you can add more steps to design different roles to approve return order with ‘step conditions’. |  |
| 7 | Activate Workflow | Choose Back to the Manage Workflows screen, see the created workflow and choose Activate. | The workflow is activated. |  |

# Overview Table

This scope item consists of several process steps provided in the table below.

|  |  |  |  |
| --- | --- | --- | --- |
| Process Step | Business Role | Transaction/App | Expected Results |
| Scenario 1: Goods are Returned to Seller | | | |
| [Create Return Order](#unique_17) [page ] 25 | Returns and Refund Clerk | Manage Customer Returns (F1708) | Return order is created. |
| [Process Return Order Approval (Optional)](#unique_18) [page ] 29 | | | |
| [Withdraw from Approval](#unique_19) [page ] 29 | Returns and Refund Clerk | Manage Customer Returns (F1708) | Return order is withdrawed for further change before approval. |
| [Approve/Reject/Rework Return Order](#unique_20) [page ] 30 | Sales Manager | My Inbox - All Items (F2097) | Approval decision is made. |
| [Rework Return Order](#unique_21) [page ] 32 | | | |
| [Change Return Order](#unique_22) [page ] 32 | Returns and Refund Clerk | Manage Customer Returns (F1708) | Return order is changed. |
| [Set Rework Done](#unique_23) [page ] 33 | Returns and Refund Clerk | My Inbox - All Items (F2097) | Rework Done status is set. |
| [Release the Reworked Return Order](#unique_24) [page ] 34 | Sales Manager | My Inbox - All Items (F2097) | The reworked return order is released. |
| [Execute Picking](#unique_25) [page ] 35 | Shipping Specialist | My Outbound Delivery Monitor (VL06O) | Picking is done for the return delivery. |
| [Post Goods Receipt](#unique_26) [page ] 37 | Shipping Specialist | My Outbound Delivery Monitor (VL06O) | The goods receipt is posted for return delivery. |
| [Perform Material Inspection](#unique_27) [page ] 38 | Receiving Specialist | Enter Inspection Results - From Warehouse (MSR\_INSPWH) | Inspection results are recorded. |
| [Determine Refund](#unique_28) [page ] 40 | Returns and Refund Clerk | Manage Customer Returns (F1708) | Refund determination is checked or triggered. |
| [Display Return Overview](#unique_29) [page ] 42 | Returns and Refund Clerk | Manage Customer Returns (F1708) | Document flow is displayed. |
| Refund Customer with Credit Memo | | | |
| [Create Credit Memo](#unique_30) [page ] 44 | Billing Clerk | Create Billing Documents (F0798) | Credit memo is created. |
| Refund Customer with Replacement Product | | | |
| [Create Free-of-Charge Delivery](#unique_31)  [page ] 47 | Shipping Specialist | Create Outbound Deliveries - From Sales Orders (F0869A) | Replacement delivery is created. |
| [Execute Picking](#unique_32) [page ] 48 | Shipping Specialist | My Outbound Delivery Monitor (VL06O) | Picking is done. |
| [Post Goods Issue](#unique_33) [page ] 49 | Shipping Specialist | My Outbound Delivery Monitor (VL06O) | Goods issue is posted for delivery. |
| [Create Pro-forma Invoice](#unique_34) [page ] 51 | Billing Clerk | Create Billing Documents (F0798) | Pro-forma invoice is created. |
| [Create Customer Invoice](#unique_35) [page ] 53 | Billing Clerk | Create Billing Documents (F0798) | Customer invoice is created. |
| Scenario 2: Goods are Inspected at Customer Site | | | |
| [Create Return Order](#unique_36) [page ] 58 | Returns and Refund Clerk | Manage Customer Returns (F1708) | Return sales order is created. |
| [Change Return Order](#unique_37) [page ] 60 | Returns and Refund Clerk | Manage Customer Returns (F1708) | Inspection result is recorded, subsequent document is created for some cases. |
| Refund Customer with Credit Memo | | | |
| [Create Credit Memo](#unique_38)  [page ] 64 | Billing Clerk | Create Billing Documents (F0798) | Credit memo is created. |
| Refund Customer with Replacement Product | | | |
| [Create Free-of-Charge Delivery](#unique_39)  [page ] 66 | Shipping Specialist | Create Outbound Deliveries - From Sales Orders (F0869A) | Delivery free of charge is created. |
| [Execute Picking](#unique_40) [page ] 68 | Shipping Specialist | My Outbound Delivery Monitor (VL06O) | Picking is done. |
| [Post Goods Issue](#unique_41) [page ] 69 | Shipping Specialist | My Outbound Delivery Monitor (VL06O) | Goods issue is posted for delivery. |
| [Create Pro-forma Invoice](#unique_42) [page ] 71 | Billing Clerk | Create Billing Documents (F0798) | Pro-forma invoice is created. |
| [Create Customer Invoice](#unique_43) [page ] 73 | Billing Clerk | Create Billing Documents (F0798) | Customer invoice is created. |
| [Initiate Normal Return](#unique_44)  [page ] 74 | | | |
| Scenario 3: Goods are Returned to Supplier via Seller | | | |
| [Create Return Order](#unique_45) [page ] 75 | Returns and Refund Clerk | Manage Customer Returns (F1708) |  |
| [Execute Picking](#unique_46) [page ] 79 | Shipping Specialist | My Outbound Delivery Monitor (VL06O) | Picking is done for the return delivery. |
| [Post Goods Receipt](#unique_47) [page ] 80 | Shipping Specialist | My Outbound Delivery Monitor (VL06O) | The goods receipt is posted for return delivery. |
| [Perform Material Inspection](#unique_48) [page ] 81 | Receiving Specialist | Enter Inspection Results - From Warehouse (MSR\_INSPWH) | Inspection result is recorded, subsequent material document is created. |
| [Determine Refund](#unique_49) [page ] 83 | Returns and Refund Clerk | Manage Customer Returns (F1708) | Refund decision is made. |
| [Display Return Overview](#unique_50) [page ] 85 | Returns and Refund Clerk | Manage Customer Returns (F1708) | Document flow is displayed. |
| Refund Customer with Credit Memo (Option A) | | | |
| [Create Credit Memo](#unique_51) [page ] 86 | Billing Clerk | Create Billing Documents (F0798) | Credit memo is created. |
| Refund Customer with Replacement Material (Option B) | | | |
| [Create Free-of-Charge Delivery](#unique_52) [page ] 89 | Shipping Specialist | Create Outbound Deliveries - From Sales Orders (F0869A) | Replacement delivery is created. |
| [Execute Picking](#unique_53) [page ] 90 | Shipping Specialist | My Outbound Delivery Monitor (VL06O) | Goods issue is posted for delivery. |
| [Post Goods Issue](#unique_54) [page ] 92 | Shipping Specialist | My Outbound Delivery Monitor (VL06O) | Goods issue is posted for delivery. |
| [Create Pro-forma Invoice](#unique_55) [page ] 93 | Billing Clerk | Create Billing Documents (F0798) | Pro-forma invoice is created. |
| [Create Customer Invoice](#unique_56) [page ] 96 | Billing Clerk | Create Billing Documents (F0798) | The Outbound delivery is created. |
| Return Goods to Supplier via Seller | | | |
| [Create Outbound Delivery](#unique_57) [page ] 98 | Shipping Specialist | My Purchase Orders Due for Delivery | The Outbound delivery is created. |
| [Perform Picking and Post Goods Issue](#unique_58) [page ] 100 | Shipping Specialist | Change Outbound Delivery (VL02N) | The outbound delivery is posted. |
| [Create Supplier Credit Memo](#unique_59) [page ] 101 | Accounts Payable Accountant | Create Supplier Invoice - Advanced (MIRO) | Credit Memo Invoice Receipt is posted. |

# Test Procedures

This section describes test procedures for each process step that belongs to this scope item.

The test should take around Enter a duration, example, 60 minutes. The Enterprise search function provides a central entry point for finding business objects in your company from different sources using a single search request, such as: Apps, fact sheets for business objects. From the data found, you can go directly to the respective apps and fact sheets to display, edit the data or find related objects.

How to access and check a fact sheet:

* Log on to the SAP Fiori Launchpad using the respective user example, Internal Sales Representative.
* Access the Enterprise Search Bar and choose the magnifying glass button in the upper right corner.
* The Enterprise Search bar is displayed, two filter fields appear left to the search button. Enter your search criteria and choose the business object type, example: Customer Returns from dropdown menu in first field, enter customer return order number in second field and choose Search, The sales order is listed.
* Choose the sales order number link, the system navigates to fact sheet screen and return order-related information is integrated and summarized in one Fiori page. You can get detailed data via choosing the corresponding links.

There are fact sheets available for the following objects (Visible depending on the assigned role):

* Sales (return) order
* Quotation
* Billing document
* Credit Memo
* Debit Memo
* Customer 360 Fact sheet

## Scenario 1: Goods are Returned to Seller

### Create Return Order

Test Administration

Customer project: Fill in the project-specific parts.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | <X.XX> | Tester Name |  | Testing Date | Enter a test date. |
| Business Role(s) |  | | | | |
| Responsibility | <State the Service Provider, Customer or Joint Service Provider and Customer> | | | Duration | Enter a duration. |

Purpose

This process step shows you how to create a return order.

Prerequisite

You must have billing document, pro-forma invoice or sales order as reference (refer to [Business Conditions](#unique_6) [page ] 9).

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Pass / Fail / Comment |
| 1 | Log On | Log on to the SAP Fiori launchpad as a Returns and Refund Clerk. | The SAP Fiori launchpad displays. |  |
| 2 | Access the App | Open Manage Customer Returns (F1708). | The Manage Customer Returns screen displays. |  |
| 3 | Create Customer Return | Choose Create. | The Create Customer Return with Reference screen displays. |  |
| 4 | Enter Data | Use Adapt Filters to add SD Document field if it is hidden.  Enter the following selection criteria in the filter bar and choose Go:  Sales Document: <sales order number or billing document number, or pro-forma invoice number which are created previously> | Billing (sales) documents are displayed in the Reference Documents table. |  |
| 5 | Choose Create | Choose Create in the billing (sales) document entry. | The dialog box Create Return from Invoice (Sales) appears. |  |
| 6 | Enter Data | Enter the following data and choose Create:  Return Reason: for example, Customer ordered too much  Quantity: <quantity to be returned> | Return order is created.  System navigates to Edit Customer Return screen. |  |
| The user can influence the point in time when the refunding document must be created: Either immediately when the return order is saved and released or at a later point of time. Combination of the refund setting determines follow-up document creation. System provides four options for your reference. Choose one among them to continue: | | | | |
| 9 | Option 1: Execute Refund with Credit Memo Immediately | In the Item area, Refund Details column, enter the following data or action:  Refund Type: Credit Memo  Refund Code: <select one from down-drop list>, for example, 10%.  Refund deduction (condition type DRE1) is determined auto-matically based on the refund code entered.  Condition records for DRE1 can be maintained using the Set Material Prices – Sales app. For more details, refer to master data script Create Sales Pricing Condition (BET).  Refund Immediately: <select>  Choose Save and Release. | Return order is created.  If return order approval is not triggered, return delivery and credit memo request are generated automatically.  Otherwise, return order status shows as below:  Approval status = In Approval  Release status = Not Released  Subsequent documents will be created after return order is approved. |  |
|  | Option 2: Execute Refund with Replacement Product Immediately | In the Item area, Refund Details column, enter the following data or action:  Refund Type: Replacement Product  Note Refund code is only relevant to Credit Memo, it will be invisible if you have chosen Replacement Product in field Refund type.  Refund Immediately: <select>  Choose Save and Release. | Return order is created.  If return order approval is not triggered, return delivery and credit memo request are generated automatically.  Otherwise, return order status shows as below:  Approval status = In Approval  Release status = Not Released  Subsequent documents will be created after return order is approved. |  |
|  | Option 3: Refund on Hold, Choose Credit Memo as Temporary Refund Type | In the Refund area, enter the following data or action:  Refund Type: Credit Memo  Refund Code: <Select one from down-drop list>, for example, 10%.  Refund Immediately: <keep blank>  Choose Save and Release. | Return order is created.  If return order approval is not triggered, return delivery and credit memo request are generated automatically.  Otherwise, return order status shows as below:  Approval status = In Approval  Release status = Not Released  Subsequent documents will be created after return order is approved. |  |
|  | Option 4: Refund on Hold, Choose Replacement Product as Temporary Refund Type | In the Refund area, enter the following data or action:  Refund Type: Replacement Product  Refund Immediately: <keep blank>  Choose Save and Release. | Return order is created.  If return order approval is not triggered, return delivery and credit memo request are generated automatically.  Otherwise, return order status shows as below:  Approval status = In Approval  Release status = Not Released  Subsequent documents will be created after return order is approved. |  |
| 10 | Check Process Flow | On the Manage Customer Returns (F1708) screen, choose arrow at end of the item. | The Display Customer Return screen displays. |  |
|  |  | In the Process Flow area, check dependent documents in process flow. Make a note of the follow-up document numbers for further use.  If you need to delete return sales order, execute below steps after its subsequent documents are deleted:  On the Manage Customer Returns screen, select your return order and choose Delete. | The dependent document(s) display(s). |  |

If freight was maintained in previous delivery document header and material was partly returned regarding billing document, please check (or change if necessary) freight amount for condition type YBHD in the header(s) of return order (and credit memo request document if it is generated automatically) using the role Internal Sales Representative (SAP\_BR\_INTERNAL\_SALES\_REP) and the Change Sales Order tile.

If requested delivery date is reached and delivery document has not been created, warning information delivery issue will show in process flow as a reminder. Once delivery document is generated later, such alert will disappear.

### Process Return Order Approval (Optional)

Only relevant if below conditions are fulfilled:

1. Preliminary steps of returns approval are performed, details see chapter [Preliminary Steps for Return Order Approval (Optional)](#unique_11)  [page ] 14.
2. Total amount of the return order is not less than 1000.

#### Withdraw from Approval

Test Administration

Customer project: Fill in the project-specific parts.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | <X.XX> | Tester Name |  | Testing Date | Enter a test date. |
| Business Role(s) |  | | | | |
| Responsibility | <State the Service Provider, Customer or Joint Service Provider and Customer> | | | Duration | Enter a duration. |

Purpose

In this activity, return order creator withdraws the return order waiting for approval and do some necessary change.

Prerequisites

The approver doesn’t approve return order which keeps In Approval as approval status.

Procedure

|  |  |  |  |
| --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Pass / Fail / Comment |
| 1 | Log On | Log on to the SAP Fiori launchpad as a Returns and Refund Clerk. | The SAP Fiori launchpad displays. |
| 2 | Access the App | Open Manage Customer Returns (F1708). | The Manage Customer Returns screen displays. |
| 3 | Navigate to Sales Quotation Screen | Select your return order with approval status ‘In Approval’ and choose Withdraw Approval Request.  Choose Withdraw to confirm the information Withdraw customer return XXXX from the approval process?  Do necessary change in editable fields, e.g.: Quantity, choose Save and Release. | The Edit Customer Return screen displays.  Approval status is changed to In Approval. |

#### Approve/Reject/Rework Return Order

Test Administration

Customer project: Fill in the project-specific parts.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | <X.XX> | Tester Name |  | Testing Date | Enter a test date. |
| Business Role(s) |  | | | | |
| Responsibility | <State the Service Provider, Customer or Joint Service Provider and Customer> | | | Duration | Enter a duration. |

Purpose

In this activity, sales manager makes approval decision: release, reject or request rework.

Prerequisites

Approval status of the return order is In Approval.

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Results | Pass / Fail / Comment |
| 1 | Log On | Log on to the SAP Fiori launchpad as a Sales Manager. | The SAP Fiori launchpad displays. |  |
| 2 | Access the App | Open My Inbox - All Items (F2097).  You can also choose Notifications on top-right corner to navigate to My Inbox screen | The My Inbox screen displays. |  |
| 3 | Refresh | Choose Refresh if necessary. | Inbox is refreshed |  |
| 4 | Approve/Reject/Rework quotation | You receive the notification of the quotation. Choose one from the following options, input the comment if necessary.  Option 1: Release  Option 2: Reject  Option 3: Request rework | The dialog box Submit Decision displays. |  |
| 5 | Submit | Enter some comments and choose Submit | Based on above decisions, choose next steps accordingly:  Release:  Return delivery is generated, credit memo request/replamcent order is created automatically if checkbox Refund Immediately is selected in [Create Return Order](#unique_17) [page ] 25, next perform [Execute Picking](#unique_25) [page ] 35.  Reject: the whole process ends, no sub-sequent step is needed.  Request Rework: go to chapter Rework Return Order |  |

#### Rework Return Order

Only relevant if the workflow is set as Request rework by sales manager previously.

##### Change Return Order

Test Administration

Customer project: Fill in the project-specific parts.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | <X.XX> | Tester Name |  | Testing Date | Enter a test date. |
| Business Role(s) |  | | | | |
| Responsibility | <State the Service Provider, Customer or Joint Service Provider and Customer> | | | Duration | Enter a duration. |

Purpose

In this activity, return order creator changes the return order.

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Results | Pass / Fail / Comment |
| 1 | Log On | Log on to the SAP Fiori launchpad as a Returns and Refund Clerk. | The SAP Fiori launchpad displays. |  |
| 2 | Access the App | Open Manage Customer Returns (F1708). | The Manage Customer Returns screen displays. |  |
| 3 | Search for Reurn Order | Enter search terms in filter bar, and choose Go.  For example: enter return order number in Customer Return field. | Return order is displayed in result list. |  |
| 4 | Navigate to Return Order Screen | Select the return order and choose Edit. |  |  |
| 5 | Change Return Order | Make the following entries and choose Enter:  Order Quantity <Quantity>. For example, 50 |  |  |
| 6 | Save | Save your entries. |  |  |

##### Set Rework Done

Test Administration

Customer project: Fill in the project-specific parts.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | <X.XX> | Tester Name |  | Testing Date | Enter a test date. |
| Business Role(s) |  | | | | |
| Responsibility | <State the Service Provider, Customer or Joint Service Provider and Customer> | | | Duration | Enter a duration. |

Purpose

In this activity, return order creator sets rework done in My Inbox.

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Results | Pass / Fail / Comment |
| 1 | Log On | Log on to the SAP Fiori launchpad as a Returns and Refund Clerk. | The SAP Fiori launchpad displays. |  |
| 2 | Receive notification | You will receive a notification in the Notification section.  Choose My Inbox - All Items (F2097) app to proceed to the notification or click on the notification in the Notification section. | The Inbox window displays. |  |
| 3 | Refresh | Choose Refresh if necessary. | Inbox is refreshed. |  |
| 4 | Check the items | Check the inbox items, and choose Rework Done. | Set item to rework completed. |  |

##### Release the Reworked Return Order

Test Administration

Customer project: Fill in the project-specific parts.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | <X.XX> | Tester Name |  | Testing Date | Enter a test date. |
| Business Role(s) |  | | | | |
| Responsibility | <State the Service Provider, Customer or Joint Service Provider and Customer> | | | Duration | Enter a duration. |

Purpose

In this activity, sales manager releases the reworked return order.

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Results | Pass / Fail / Comment |
| 1 | Log On | Log on to the SAP Fiori launchpad as a Sales Manager. | The SAP Fiori launchpad displays. |  |
| 2 | Receive notification | You will receive a notification in the notification section.  Choose My Inbox - All Items (F2097) app to proceed to the notification or click on the notification in the notification section. | The My Inbox window displays. |  |
| 3 | Refresh | Choose Refresh if necessary. | Inbox is refreshed |  |
| 4 | Approve quotation | You will receive the notification of the reworked quotation. Choose Release and input the comment if necessary. Choose Submit. | The reworked return order is released. |  |

### Execute Picking

Test Administration

Customer project: Fill in the project-specific parts.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | <X.XX> | Tester Name |  | Testing Date | Enter a test date. |
| Business Role(s) |  | | | | |
| Responsibility | <State the Service Provider, Customer or Joint Service Provider and Customer> | | | Duration | Enter a duration. |

Purpose

In this activity, picking is done for return delivery created previously. This process step shows you how to perform picking.

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Pass / Fail / Comment |
| 1 | Log On | Log on to the SAP Fiori launchpad as a Shipping Specialist. | The SAP Fiori launchpad displays. |  |
| 2 | Access the App | Open My Outbound Delivery Monitor (VL06O). |  |  |
| 3 | Choose Picking | Choose For Picking. |  |  |
| 4 | Enter Shipping Point | Make the following entries and choose Execute:   * Shipping Point: 101R |  |  |
| 5 | Change Outbound Deliveries | On the Day’s Workload for Picking screen, select your delivery number and choose Change Outbound Deliveries. |  |  |
| 6 | Enter Picked Quantity | On the Picking tab, input quantity equal to delivery quantity in the Picked Qty field. |  |  |
| 7 | Choose Enter | Press Enter. |  |  |
| 8 | Save | Choose Save. | The delivery is picked. |  |

### Post Goods Receipt

Test Administration

Customer project: Fill in the project-specific parts.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | <X.XX> | Tester Name |  | Testing Date | Enter a test date. |
| Business Role(s) |  | | | | |
| Responsibility | <State the Service Provider, Customer or Joint Service Provider and Customer> | | | Duration | Enter a duration. |

Purpose

When the returned material is received, goods receipt is posted for return delivery. This process step shows you how to post a goods receipt.

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Pass / Fail / Comment |
| 1 | Log On | Log on to the SAP Fiori launchpad as a Shipping Specialist. | The SAP Fiori launchpad displays. |  |
| 2 | Access the App | Open My Outbound Delivery Monitor (VL06O). |  |  |
| 3 | Choose Good Issue | Choose For Goods Issue. |  |  |
| 4 | Enter Shipping Point | Make the following entries and choose Execute:  Shipping Point: 101R. |  |  |
| 5 | Post Good Issue | Mark the relevant delivery and choose Post Goods Issue. Choose date of today from the dialog box. | The goods issue is posted. |  |

### Perform Material Inspection

The material inspection takes place after the returned goods have been received in the warehouse. The further handling of the returned goods is decided.

Test Administration

Customer project: Fill in the project-specific parts.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | <X.XX> | Tester Name |  | Testing Date | Enter a test date. |
| Business Role(s) |  | | | | |
| Responsibility | <State the Service Provider, Customer or Joint Service Provider and Customer> | | | Duration | Enter a duration. |

Purpose

The material inspection takes place after the returned goods have been received in the warehouse. The further handling of the returned goods is decided. This process step shows you how to perform material inspection.

Prerequisite

The returned goods are received.

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Pass / Fail / Comment |
| 1 | Log On | Log on to the SAP Fiori launchpad as a Receiving Specialist. | The SAP Fiori launchpad displays. |  |
| 2 | Access the App | Open Enter Inspection Results - From Warehouse (MSR\_INSPWH). | The Worklist Selection of Deliveries screen displays. |  |
| 3 | Maintain Selection Criteria | Enter the following entries and choose Execute:  Delivery Items Waiting for Inspection: <select>  Delivery: <enter return delivery number> | The Change: Material Inspection in Warehouse for Delivery screen displays. |  |
| 4 | Choose Item Tab | Choose Item tab. |  |  |
| 5 | Maintain Inspection Result | In the Inspection Result subarea, enter the following data, and press Enter:  Inspection Code: <enter inspection code>  Inspected Quantity: <enter inspected quantity>  If the Confirmation of Redetermination dialog box appears, choose Yes to confirm.  For Send back to customer scenario, Inspection Code: 0004 Decision not possible. |  |  |
| 6 | Maintain Follow-up Activity | In the Logistical Follow-up subarea, enter the following data and press Enter:  Follow-up Activity: <enter follow-up activity>  Note Choose appropriate follow-up activity according to inspection code. For example, choose follow-up activity Transfer to Free Available Stock responding to inspection code 0001.  For Send back to customer scenario, Follow-Up Activity: 0021 Send Back to Customer |  |  |
| 7 | Check Inspection Status | On the Header tab, in the Basic Data subarea, Inspection Status shows Inspected, which means all received materials are inspected completely. | All received materials are inspected completely. |  |
| 8 | Save and Confirm | Choose Save and Confirm. | Inspection result is recorded, and goods movement is posted accordingly. |  |

### Determine Refund

Test Administration

Customer project: Fill in the project-specific parts.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | <X.XX> | Tester Name |  | Testing Date | Enter a test date. |
| Business Role(s) |  | | | | |
| Responsibility | <State the Service Provider, Customer or Joint Service Provider and Customer> | | | Duration | Enter a duration. |

Purpose

In this activity, refund decision is made or checked: either refund the customer with a credit memo or compensate with a replacement product. For Repair business, you may choose No Refund if no refund for customer.

Prerequisite

For cross-plant material replacement functionality, please ensure 2nd organizational entities including plant 1020/shipping point 1020/storage location 102A and relevant as-signment are set up correctly, detailed please see chapter [Additional Manual Configuration](#unique_7) [page ] 10.

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Pass / Fail / Comment |
| 1 | Log On | Log on to the SAP Fiori launchpad as a Returns and Refund Clerk. | The SAP Fiori launchpad displays. |  |
| 2 | Access the App | Open Manage Customer Returns (F1708). | The Manage Customer Returns screen displays. |  |
| 3 | Search for Return Order | Choose Show Filter Bar if it is hidden. Enter the following data and choose Go:   * Customer Return : <return sales order number 6XXXXXXX> | Return order is found and displayed. |  |
| 4 | Navigate to Determine Refund Screen | Select the return order entry and choose Determine Refund. | The Determine Refund screen displays. |  |
| 5 | Check Refund Progress | In the upper area, check percentage number in the field Refund Progress and then take next action accordingly:  <100%: Refund determination is not completed. Go to Section A and then Section B.  100%: Refund determination is completed. Skip Section A and go to Section B. |  |  |
| Section A: Refund is determined with reference to product inspection results | Option 1: Credit Memo | On the Items to Be Refunded tab, choose Change Refund in the Refund Details column for the return item.  Enter the following data:  Refund Type: Credit Memo  Extent of Refund: <a percentage number>, for example, 10% Refund  Choose OK.  Select the item and choose Release Selected Items.  Note For send back to customer scenario, enter the following data:  Refund Type: No Refund  CMR Rejection Reason: 59 Damaged by customer | Refund setting is maintained, and credit memo request document is created in background. |  |
| Option 2: Product Replacement | On the Items to Be Refunded tab, choose Change Refund in Refund Details column for the return item.  Enter the following data:  Refund Type: Replacement Product  Replacement Product: <Product>  Supplying Plant: 1010 (same to returned plant) or 1020 (Second plant)  Replacement UoM: <Quantity> / PC  Choose OK.  Select the item and choose Release Selected Items.  By default, replacement material is same to returned product and supplying plant is same to returned plant.  System also supports cross-plant product replacement and different product replacement. | Refund setting is maintained, and replacement order document is created in background. |  |
| Section B: Check refund determination result | Check refund results | On the Completed Items tab, refund result is displayed. Follow-up document number is shown in Refund Details column. Make a note of document number for further use. You can click the created document number to check detailed information. | The refund result displays. |  |

### Display Return Overview

Test Administration

Customer project: Fill in the project-specific parts.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | <X.XX> | Tester Name |  | Testing Date | Enter a test date. |
| Business Role(s) |  | | | | |
| Responsibility | <State the Service Provider, Customer or Joint Service Provider and Customer> | | | Duration | Enter a duration. |

Purpose

This process step shows you how to check the progress of return process. All dependent documents are available in process flow.

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step | Test Step Name | Instruction | Expected Result | Comments |
| 1 | Log on | Log on to the SAP Fiori launchpad as a Returns and Refund Clerk. | The SAP Fiori launchpad displays. |  |
| 2 | Access the App | Open Manage Customer Returns (F1708). | The Manage Customer Returns screen displays. |  |
| 3 | Search for Return Order | Choose Show Filter Bar if it is hidden. Enter the following data and choose Go:  Customer Return: <return sales order number 6XXXXXXX> | Return order is found and displayed. |  |
| 4 | Order Overview | Click the created return sales order number 6XXXXXXX and choose Display Customer Return. | The Display Accelerated Return 6XXXXXXX: Overview screen displays. |  |
| 5 | Document Flow | On Returns tab, choose Returns Overview in Returns Control area. | The Returns Overview for Returns Order 6XXXXXXX - 10 screen displays. |  |
| 6 | Check Document Flow | In Document Number column, make a note of follow-up document number(s) of credit memo request or replacement order (subsequent delivery free of charge) for further use.  For material TG14with material replacement as refund, also search and note down the purchase requisition number following below way:  Choose the Replacement order and choose the link Display Sales Order Without Change, on Display Replacement Deliv. Order: Overview screen, double click the item in All Items table, purchase requisition number is displayed in purchase requisition column on Schedule Lines tab.  For send back to customer scenario, make a note of follow-up document number of Send Back to Customer/Outbound delivery for further use. |  |  |

After you have completed this activity:

Option A: If credit memo request is generated, go to the Refund Customer with Credit Memo chapter.

Option B: If replacement order is generated, go to the Refund Customer with Replacement Material chapter.

Option C: If outbound delivery for sending back to customer is generated, go to the Send Back to Customer chapter.

### Refund Customer with Credit Memo (Option A)

#### Create Credit Memo

Test Administration

Customer project: Fill in the project-specific parts.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | <X.XX> | Tester Name |  | Testing Date | Enter a test date. |
| Business Role(s) |  | | | | |
| Responsibility | <State the Service Provider, Customer or Joint Service Provider and Customer> | | | Duration | Enter a duration. |

Purpose

This process step shows you how to create a credit memo.

Procedure

Table 3: Create Billing Document

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Comments |
| 1 | Log On | Log on to the SAP Fiori launchpad as a Billing Clerk. | The SAP Fiori launchpad displays. |  |
| 2 | Access the App | Open Create Billing Documents (F0798). | The Create Billing Document screen displays. |  |
| 3 | Define Billing Setting | Choose Billing Settings in the bottom bar.  Switch on the following settings:   * Set billing date and type before billing * Create separate billing document for each item of billing due list * Automatically post billing documents * Display billing document after creation |  |  |
| 4 | Search for Billing List | In the search condition, enter criteria if necessary. | SD document(s) display(s) in the result. |  |
| 5 | Choose SD Document | Select the row of credit memo request document recorded previously and choose Create. | The Create Billing Documents (F0798) screen displays. |  |
| 6 | Maintain Billing Type and Date | Choose billing type Credit Memo (G2) and maintain billing date, such as the current date, and then choose OK. | The draft billing document with ID Sxxxxxxxx displays. |  |
| 7 | Save Billing Document | On the Billing Document (F1901) screen, choose Save. The draft version billing document with ID Sxxxxxxxx turns into a saved billing document with ID xxxxxxxx. Make a note of the billing document number: \_\_\_\_\_\_\_\_\_\_. | Final credit memo is generated. |  |

Table 4: Manage Billing Documents

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Comments |
| 1 | Access the App | Open Manage Billing Documents (F0797). | The Manage Billing Documents screen displays. |  |
| 2 | Search Billing Document | Enter the billing document number recorded previously in the Billing Document (F1901) field, and press Enter. | The billing document which is created previously displays. |  |
| 3 | Display Billing Document | Select the billing document item, and choose Display. | The billing document displays. |  |
| 4 | Check Output Condition | On the Billing Document (F1901) screen, go to the last assignment block, Output Items. | There is one entry in the item and the output type is BILLING\_DOCUMENT. |  |
| 5 | Display Print Preview | On the Billing Document (F1901) screen, choose Preview. | Preview for PDF document displays. |  |
| 6 | Cancel Billing Document (Optional) | On the Billing Document (F1901) screen, select a certain billing document and choose Cancel Billing Document. | A log displays the following message: Billing Document Canceled. |  |
| 7 | Update new Attachment (Optional) | In the Edit mode, you can add, delete, and update the attachments. Save your changes by choosing Save in the footer bar. |  |  |
| 8 | Update new Text (Optional) | In the Edit mode, you can add, delete, and update the texts. Save your changes by choosing Save in the footer bar. |  |  |

### Refund Customer with Replacement Product (Option B)

In case replacement order is relevant to product TG14 (with item category group CBUK – bought in item), the process order specific procurement is triggered after replacement order is generated, after receiving product from the supplier, seller send it as replacement product to customer.

Complete the following chapters mentioned in Sales of Non-Stock Item with Order-Specific Procurement (BDN) test script using the master data listed below:

* Create Purchase Order
* Approve and Release Purchase Order (Optional)
* Post Goods Receipt
* Enter Vendor Invoice

|  |  |
| --- | --- |
| Master Data | Sample Value |
| Material | TG14 |
| Supplier | 10300006 |

#### Create Free-of-Charge Delivery

Test Administration

Customer project: Fill in the project-specific parts.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | <X.XX> | Tester Name |  | Testing Date | Enter a test date. |
| Business Role(s) |  | | | | |
| Responsibility | <State the Service Provider, Customer or Joint Service Provider and Customer> | | | Duration | Enter a duration. |

Purpose

This process step shows you how a replacement delivery free of charge is created with reference to replacement order.

Prerequisite

Replacement order is created.

For material TG14, previous process Order Specific Procurement is completed.

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Pass / Fail / Comment |
| 1 | Log On | Log on to the SAP Fiori launchpad as a Shipping Specialist. | The SAP Fiori launchpad displays. |  |
| 2 | Access the App | Open Create Outbound Deliveries - From Sales Orders (F0869A). | The Create Outbound Deliveries - From Sales Orders screen displays. |  |
| 3 | Search Sales Order | Make the following entries and choose Go:  Shipping Point: 1010 or 1020  Planned Creation Date: <delivery selection date>  Order: <replacement order number created previously> |  |  |
| 4 | Create Delivery | Select your items and choose Create Deliveries. |  |  |
| 5 | Check Details | Choose Display Log. | The Analyze Delivery Log screen displays. Delivery is created successfully with delivery number shown on the Deliveries tab. |  |

#### Execute Picking

Test Administration

Customer project: Fill in the project-specific parts.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | <X.XX> | Tester Name |  | Testing Date | Enter a test date. |
| Business Role(s) |  | | | | |
| Responsibility | <State the Service Provider, Customer or Joint Service Provider and Customer> | | | Duration | Enter a duration. |

Purpose

The picking process involves taking goods from a storage location and staging the right quantity in a picking area where the goods are prepared for shipping. This process step shows you how to perform picking.

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Pass / Fail / Comment |
| 1 | Log On | Log on to the SAP Fiori launchpad as a Shipping Specialist. |  |  |
| 2 | Access the App | Open My Outbound Delivery Monitor (VL06O). |  |  |
| 3 | Choose Picking | Choose For Picking. |  |  |
| 4 | Enter Data | Make the following entries, and choose Execute:  Shipping Point: 1010 or 1020  Only Picking without WM: <select the checkbox> |  |  |
| 5 | Change Outbound Deliveries | On the Day’s Workload for Picking screen, select your delivery note and choose Change Outbound Deliveries. |  |  |
| 6 | Enter Picked Quantity | On the Picking tab, enter the following data:  Picked Qty: <equal to delivery quantity> |  |  |
| 7 | Enter | Press Enter. |  |  |
| 8 | Save | Choose Save. | The delivery has been picked. |  |

#### Post Goods Issue

Test Administration

Customer project: Fill in the project-specific parts.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | <X.XX> | Tester Name |  | Testing Date | Enter a test date. |
| Business Role(s) |  | | | | |
| Responsibility | <State the Service Provider, Customer or Joint Service Provider and Customer> | | | Duration | Enter a duration. |

Purpose

This process step shows you how to post a goods issue.

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Pass / Fail / Comment |
| 1 | Log On | Log on to the SAP Fiori launchpad as a Shipping Specialist. | The SAP Fiori launchpad displays. |  |
| 2 | Access the App | Open My Outbound Delivery Monitor (VL06O). |  |  |
| 3 | Choose Good Issue | Choose For Goods Issue. |  |  |
| 4 | Enter Shipping Point | Make the following entries and choose Execute:  Shipping Point: 1010 or 1020 |  |  |
| 5 | Post Good Issue | Mark the relevant delivery and choose Post Goods Issue. Select today’s date and choose Continue in the dialog box. | The goods issue is posted. |  |

Financial Postings

|  |  |  |  |
| --- | --- | --- | --- |
| Material | Debited Account | Credited Account | Cost Element / CO Object |
| Trading Good (HAWA) | 51600000  Consptn Trde Gds | 13600000  Inventory TradingGd | none |

Printing Form

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Pass / Fail / Comment |
| 1 | Log On | Log on to the SAP Fiori launchpad as a Shipping Specialist. | The SAP Fiori launchpad displays. |  |
| 2 | Access the App | Open Display Outbound Delivery (VL03N). | The Display Outbound Delivery screen displays. |  |
| 3 | Issue Delivery Output | On the Display Outbound Delivery (VL03N) screen, enter the Delivery number and choose Continue. From the Delivery xxxxxxxx Display: Overview screen, choose More > Extras > Delivery Output > Output Control | The Delivery: Output screen is displayed. |  |
| 4 | Print Preview | On the Delivery: Output screen, select the line with the Output Type Delivery Note and choose Display PDF Document. | A preview of the print document is displayed. |  |
| 5 | Print Delivery Note | From the preview of the document, choose Print. | The delivery note is posted. |  |

#### Create Pro-forma Invoice

Test Administration

Customer project: Fill in the project-specific parts.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | <X.XX> | Tester Name |  | Testing Date | Enter a test date. |
| Business Role(s) |  | | | | |
| Responsibility | <State the Service Provider, Customer or Joint Service Provider and Customer> | | | Duration | Enter a duration. |

Purpose

This process step shows you how to create a Pro-forma invoice with reference to delivery.

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Pass / Fail / Comment |
| 1 | Log On | Log on to the SAP Fiori launchpad as a Billing Clerk. | The SAP Fiori launchpad displays. |  |
| 2 | Access the App | Open Create Billing Documents (F0798). | The Create Billing Documents (F0798) screen displays. |  |
| 3 | Define Billing Setting | Choose Billing Settings at the right bottom of the screen. Turn all of these settings into ON and then choose OK:   * Enter billing data before billing * Separate billing documents for each billing due list item * Automatically post billing documents * Display billing document after creation |  |  |
| 4 | Search for Billing List | In the search condition, use criteria if necessary. | Sales document(s) displays in the result. |  |
| 5 | Choose Individual Billing Document | Select the row of delivery document created previously and choose Create. |  |  |
| 6 | Maintain Billing Type and Billing Date | Choose the billing type Invoice (F8)and billing date, such as the current date, and then choose OK. | The draft billing document with ID Sxxxxxxxx displays. |  |
| 7 | Save Billing Document | On the Billing Document (F1901) screen, choose Save and billing date, such as the current date, and then choose. The draft version billing document with ID Sxxxxxxxx turns into a saved billing document with ID xxxxxxxx. Make a note of the billing document number: \_\_\_\_\_\_\_\_\_\_. | Pro-forma invoice is generated. |  |

Note Alternatively, it is supported to create pro-forma (type F5) with reference to replacement order.

#### Create Customer Invoice

Test Administration

Customer project: Fill in the project-specific parts.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | <X.XX> | Tester Name |  | Testing Date | Enter a test date. |
| Business Role(s) |  | | | | |
| Responsibility | <State the Service Provider, Customer or Joint Service Provider and Customer> | | | Duration | Enter a duration. |

Purpose

This process step shows you how to create ‘F2’ type of invoice, and transfer costs to accounting accordingly.

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Pass / Fail / Comment |
| 1 | Log On | Log on to the SAP Fiori launchpad as a Billing Clerk. | The SAP Fiori launchpad displays. |  |
| 2 | Access the App | Open Create Billing Documents (F0798). | The Create Billing Documents (F0798) screen displays. |  |
| 3 | Define Billing Setting | Choose Billing Settings at the right bottom of the screen. Turn all of these settings into ON and then choose OK:   * Enter billing data before billing * Separate billing documents for each billing due list item * Automatically post billing documents * Display billing document after creation |  |  |
| 4 | Search for billing list | In the search condition, use criteria if necessary. | Sales document(s) displays in the result. |  |
| 5 | Choose Individual Billing Document | Select the row of delivery document created previously and choose Create. |  |  |
| 6 | Maintain Billing Type and Billing Date | Choose billing type Invoice (F2) and maintain Billing date, such as the current date, and then choose OK. | The draft billing document with ID Sxxxxxxxx displays. |  |
| 7 | Save Billing Document | In the Billing Document (F1901) screen, choose Save. The draft version billing document with ID Sxxxxxxxx turns into a saved billing document with ID xxxxxxxx. Make a note of the billing document number: \_\_\_\_\_\_\_\_\_\_. | Customer invoice is generated. |  |

Financial Postings

|  |  |  |
| --- | --- | --- |
| Material | Debited Accounts | Credited Accounts |
| Trading Good (HAWA) | 44002000  Sales Disc Domestic | 41000000  Rev Domestic Prod |

Manage Billing Documents

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Pass / Fail / Comment |
| 1 | Access the App | Open Manage Billing Documents (F0797). | The Manage Billing Document screen displays. |  |
| 2 | Search the Billing Document Created in Previous Step | Input the pro-forma invoice number recorded in the previous step.  Press Enter. | The billing document created in the previous step displays. |  |
| 3 | Display the Billing Document | Select the billing document item and choose Display. | The billing document displays. |  |
| 4 | Check Output Condition | On the Billing Document (F1901) screen, choose the last assignment block, Output Items. | There is one entry in the item and the output type is BILLING\_DOCUMENT. |  |
| 5 | Display Print Preview | On the Billing Document (F1901) screen, choose Preview. | Preview for PDF document displays. |  |
| 6 | Cancel Billing Document (Optional) | Select certain billing document and choose Cancel Billing Docs. | Log displayed: Billing Document Canceled. |  |
| 7 | Update New attachment (optional) | In the Edit mode, you can add, delete, and update the attachments. Choose Save to save your changes in the footer bar. |  |  |
| 8 | Update New Text (optional) | In the Edit mode, you can add, delete, and update these texts. Choose Save to save your changes in the footer bar. |  |  |

### Send Back to Customer (Option C)

#### Execute Picking

Test Administration

Customer project: Fill in the project-specific parts.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | <X.XX> | Tester Name |  | Testing Date | Enter a test date. |
| Business Role(s) |  | | | | |
| Responsibility | <State the Service Provider, Customer or Joint Service Provider and Customer> | | | Duration | Enter a duration. |

Purpose

The picking process involves taking goods from a storage location and staging the right quantity in a picking area where the goods are prepared for shipping. This process step shows you how to perform picking.

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Comments |
| 1 | Log On | Log on to the SAP Fiori launchpad as a Shipping Specialist. | The SAP Fiori launchpad displays. |  |
| 2 | Access the App | Open My Outbound Delivery Monitor (VL06O). | The Outbound Delivery Monitor screen displays. |  |
| 3 | For Picking | On the Outbound Delivery Monitor screen, choose For Picking. |  |  |
| 4 | Enter Data | On the Outbound Deliveries for Picking (VL06P) screen, make the following entry:  Shipping Point: 1010 |  |  |
| 5 | Select the Only Picking without WM checkbox and choose Execute | Select the Only Picking without WM checkbox and choose Execute. |  |  |
| 6 | Select the Outbound Delivery | On the Day’s Workload for Picking screen. Select your outbound delivery and choose Change Outbound Delivery (VL02N). |  |  |
| 7 | Input Picked Quantity | On the Return to Customer xxxxxxxx change: Overview screen, choose Picking. Input quantity in the Picked Qty field. | Picking status is set to complete if picked quantity and delivery quantity is equal. Deviations in quantity can be solved by the function Copy Picked Quantity as Delivery Quantity. |  |
| 8 | Save Document | Choose Save. |  |  |

#### Posting Goods Issue

Test Administration

Customer project: Fill in the project-specific parts.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | <X.XX> | Tester Name |  | Testing Date | Enter a test date. |
| Business Role(s) |  | | | | |
| Responsibility | <State the Service Provider, Customer or Joint Service Provider and Customer> | | | Duration | Enter a duration. |

Purpose

This process step shows you how to post a goods issue.

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Comments |
| 1 | Log On | Log on to the SAP Fiori launchpad as a Shipping Specialist. | The SAP Fiori launchpad displays. |  |
| 2 | Access the App | Open My Outbound Delivery Monitor (VL06O). | The Outbound Delivery Monitor screen displays. |  |
| 3 | Open Outbound Delivery Monitor | Choose For Goods Issue. Make the following entry and choose Execute.  Shipping Point: 1010 |  |  |
| 4 | Post Goods Issue | Select the relevant delivery and choose Post Goods Issue. Choose today’s date and choose Continue in the dialog box. | The goods issue is posted. |  |

## Scenario 2: Goods are Inspected at Customer Site

Context

In this scenario, goods are inspected at customer site firstly, follow-up actions are taken depending on inspection result:

* Option 1: Customer complaint is unjustified; return is reject without refund; material remains at customer site.
* Option 2: Customer complaint is justified; seller refunds customer with credit memo; product remains at customer site.
* Option 3: Customer complaint is justified; seller refunds customer with replacement product; product remains at customer site.
* Option 4: Material status is unclear; material is returned to seller’s stock for further inspection; refund decision is made later: credit memo or replacement material.

### Create Return Order

Test Administration

Customer project: Fill in the project-specific parts.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | <X.XX> | Tester Name |  | Testing Date | Enter a test date. |
| Business Role(s) |  | | | | |
| Responsibility | <State the Service Provider, Customer or Joint Service Provider and Customer> | | | Duration | Enter a duration. |

Purpose

This process step shows you how to create return sales order, and material inspection is performed at customer site firstly.

Prerequisites

Goods were shipped to customer by seller or third-party supplier, sales order number, and billing document number are noted down.

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Pass / Fail / Comment |
| 1 | Log On | Log on to the SAP Fiori launchpad as a Returns and Refund Clerk. | The SAP Fiori launchpad displays. |  |
| 2 | Access the App | Open Manage Customer Returns (F1708). | The Manage Customer Returns (F1708) screen displays. |  |
| 3 | Navigate to New Customer Return Screen | Choose Create. | The New Customer Return screen displays. |  |
| 4 | Search for Billing (sales) Document to be Referenced | Use Adapt Filters to add the SD Document field if it is hidden.  Enter the following selection criteria in filter bar and choose Go:   * SD Document: <sales order number or billing document number, which are created previously> | Billing (sales) documents are displayed in the Reference Documents table. |  |
| 5 | Choose Create | Choose Create in the billing (sales) document entry. | The dialog box Create Return from Invoice (Sales) appears. |  |
| 6 | Enter Return Reason and Quantity | Enter the following data and choose Create:   * Return Reason: for example, Customer ordered too much   Items area:   * Quantity: <quantity to be returned> | Return order is created.  System navigates to Edit Customer Return screen. |  |
| 7 | Navigate to Follow-up Activities Screen | On the right-top corner of screen, choose Follow-up Activities. | The Follow-up Activities screen displays. |  |
| 8 | Maintain Follow-up Activity | Enter the following data and choose Save:   * Follow-Up Activity: Inspection at Customer Site (0008) | Follow-up activity information is maintained. |  |
| 9 | Save Return Sales Order | On the Edit Customer Return screen, choose Save. | Return sales order is updated. |  |

If return order approval is triggered, next complete return order approval with reference to [Process Return Order Approval (Optional)](#unique_18) [page ] 29.

### Change Return Order

Test Administration

Customer project: Fill in the project-specific parts.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | <X.XX> | Tester Name |  | Testing Date | Enter a test date. |
| Business Role(s) |  | | | | |
| Responsibility | <State the Service Provider, Customer or Joint Service Provider and Customer> | | | Duration | Enter a duration. |

Purpose

Inspection result at customer site is recorded, follow-up activity is specified, refund parameters are set. This process step shows you how to change return order.

Prerequisites

Field sales representative went to customer site to perform inspection.

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Pass / Fail / Comment |
| 1 | Log On | Log on to the SAP Fiori launchpad as a Returns and Refund Clerk. | The SAP Fiori launchpad displays. |  |
| 2 | Access the App | Open Manage Customer Returns (F1708). | The Manage Customer Returns (F1708) screen displays. |  |
| 3 | Search for Return Order | Choose Show Filter Bar if it is hidden.  Enter the following data and choose Go:   * Customer Return: <return sales order number 6XXXXXXX> | Return order is found and displayed. |  |
| 4 | Item Details | Choose the arrow at the end of the item. | The Display Customer Return screen displays. |  |
| 5 | Edit | On the right-top corner of screen, choose Edit. | The Edit Customer Return screen displays. |  |
| 6 | Follow-up Activities | On the right-top corner of screen, choose Follow-up Activities. | The Follow-up Activities screen displays. |  |
| According to inspection result and alignment with customer, choose one among the following options to continue: | | | | |
| 7 | Option 1: Customer complaint is unjustified, return is rejected without refund | On the Follow-up Activities screen, enter the following data and choose Save:  Follow-Up Activity: Product Remains at Customer Site (0013)  Inspection Results: Not OK  Inspection Comments: <Meaningful texts>  On the Edit Customer Return screen, in the Items area, select the item and choose Reject.  In the Select Reason for Rejection dialog box, enter the following data and choose OK:  Reason for Rejection: <Available reason>, for example, 62 Rejected by Selling Company  Choose Save and Release. | Return sales order is released; refund requirement is refused; no further action will be taken. |  |
|  | Option 2: Customer complaint is justified, product remains at customer site, seller refunds customer with credit memo | On the Follow-up Activities screen, enter the following data and choose Save:  Follow-Up Activity: Product Remains at Customer Site (0013)  Inspection Results: Partly OK  Inspection Comments: <Meaningful texts>  On the Edit Customer Return screen, in the Items area, enter the following data or action in the Refund Details column:  Refund Type: Credit Memo  Refund Code: <select one from down-drop list>, for example, 10%.  Refund Immediately:<select>  Choose Save and Release.  On the Manage Customer Returns screen, choose the arrow at the end of the item.  On the Display Customer Return screen, in the Process Flow area, make a note of follow-up document number of credit memo request for further use. | Return order is released; credit memo request is generated automatically. Next execute the Refund Customer with Credit Memo chapter. |  |
|  | Option 3: Customer complaint is justified, product remains at customer site, seller refunds customer with replacement material | On the Follow-up Activities screen, enter the following data and choose Save:  Follow-Up Activity: Product Remains at Customer Site (0013)  Inspection Results: Not OK  Inspection Comments: <Meaningful texts>  On the Edit Customer Return screen, in the Items area, enter the following data or action in the Refund Details column:  Refund Type: Replacement Product  Refund Immediately: <select>  Choose Save and Release.  On the Manage Customer Return screen, choose the arrow at the end of the item.  On the Display Customer Return screen, in the Process Flow area, make a note of follow-up document number of replacement order for further use. | Return order is released, subsequence replacement order (SDF or delivery free of charge order) is generated automatically. Next execute the Refund Customer with Replacement Material chapter. |  |
|  | Option 4: Material status is unclear, material will be returned to seller’s stock for further inspection | On the Follow-up Activities screen, enter the following data and choose Save:  Follow-Up Activity: Receive into plant (0001)  Inspection Results: Decision not possible  Inspected at Customer Site: <Select>  Inspection Comments: <Meaningful texts>  On the Edit Customer Return screen, in the Items area, enter the following data or action in the Refund Details column:  Refund Type: Replacement Product or Credit Memo  Refund Code: <choose one percentage number>, for example, 030 30% Refund if choosing Credit memo as refund type previously.  Refund Immediately: De-select  Choose Save and Release.  On the Manage Customer Return screen, choose the arrow at the end of the item.  On the Display Customer Return screen, in the Process Flow area, make a note of subsequent return delivery (Adv. Returns Delivery) number for further use. | Return order is released, return delivery is generated automatically. Next execute the Initiate Normal Return chapter. |  |

### Refund Customer with Credit Memo

#### Create Credit Memo

Test Administration

Customer project: Fill in the project-specific parts.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | <X.XX> | Tester Name |  | Testing Date | Enter a test date. |
| Business Role(s) |  | | | | |
| Responsibility | <State the Service Provider, Customer or Joint Service Provider and Customer> | | | Duration | Enter a duration. |

Purpose

This process step shows you how to create a credit memo from a credit memo request.

Prerequisite

Option 2 in [Change Return Order](#unique_37) activity is completed, credit memo request is created previously.

Procedure

Table 5: Create Billing Document

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Pass / Fail / Comment |
| 1 | Log On | Log on to the SAP Fiori launchpad as a Billing Clerk. | The SAP Fiori launchpad displays. |  |
| 2 | Access the App | Open Create Billing Documents (F0798). | The Create Billing Document screen displays. |  |
| 3 | Define Billing Setting | Choose Billing Setting in the bottom bar. Switch on the following settings:   * Set billing date and type before billing. * Create separate billing document for each item of billing due list. * Automatically post billing documents. * Display billing document after creation. |  |  |
| 4 | Search for Billing List | In the search condition, enter criteria if necessary. | SD document(s) displays in the result. |  |
| 5 | Choose SD Document | Select the row of credit memo request document recorded previously and choose Create. | The Create Billing Documents (F0798) screen displays. |  |
| 6 | Maintain Billing Type and Billing Date | Choose billing type Credit Memo (G2) and maintain billing date, such as the current date, and then choose OK. | The draft billing document with ID Sxxxxxxxx displays. |  |
| 7 | Save Billing Document | On the Billing Document (F1901) screen, choose Save. The draft version billing document with ID Sxxxxxxxx turns into a saved billing document with ID xxxxxxxx. Make a note of the billing document number: \_\_\_\_\_\_\_\_\_\_. | Credit memo is generated. |  |

Table 6: Manage Billing Documents

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Pass / Fail / Comment |
| 1 | Access the App | Open Manage Billing Documents (F0797). | The Manage Billing Documents (F0797) screen displays. |  |
| 2 | Search Billing Document | Enter the billing document number recorded previously in the Billing Document (F1901) field and press Enter. | The billing document created previously displays. |  |
| 3 | Display Billing Document | Select the billing document item, and choose Display. | The billing document displays. |  |
| 4 | Check Output Condition | On the Billing Document (F1901) screen, go to the last assignment block - Output Items. | There is one entry in the item and the output type is BILLING\_DOCUMENT. |  |
| 5 | Display Print Preview | On the Billing Document (F1901) screen, choose Preview. | Preview for PDF document displays. |  |
| 6 | Cancel Billing Document (Optional) | On the Billing Document (F1901) screen, select a certain billing document and choose Cancel Billing Document. | A log displays the following message: Billing Document Canceled. |  |
| 7 | Update New Attachment (Optional) | In the Edit mode, you can add, delete, and update the attachments. Save your changes by choosing Save in the footer bar. |  |  |
| 8 | Update New Text (Optional) | In the Edit mode, you can add, delete, and update the texts. Save your changes by choosing Save in the footer bar. |  |  |

### Refund Customer with Replacement Material

#### Create Free-of-Charge Delivery

Test Administration

Customer project: Fill in the project-specific parts.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | <X.XX> | Tester Name |  | Testing Date | Enter a test date. |
| Business Role(s) |  | | | | |
| Responsibility | <State the Service Provider, Customer or Joint Service Provider and Customer> | | | Duration | Enter a duration. |

Purpose

This process step shows you how to create a free-of-charge delivery with reference to SDF (replacement order) document.

Prerequisite

Option 3 in activity 4.2.2 [Change Return Order](#unique_37) [page ] 60 is completed, and subsequence free of charge delivery (replacement order) is created.

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Pass / Fail / Comment |
| 1 | Log On | Log on to the SAP Fiori launchpad as a Shipping Specialist. | The SAP Fiori launchpad displays. |  |
| 2 | Access the App | Open Create Outbound Deliveries - From Sales Orders (F0869A). | The Create Outbound Deliveries - From Sales Orders screen displays. |  |
| 3 | Search Sales Order | Make the following entries and choose Go:  Shipping Point: 1010  Planned Creation Date: <delivery selection date>  Order: <replacement order number created previously> |  |  |
| 4 | Create Delivery | Select your replacement order item(s) and choose Create Deliveries. |  |  |
| 5 | Check Details | Choose Display Log. | The Analyze Delivery Log screen displays. Delivery is created successfully with delivery number shown on the Deliveries tab. |  |

#### Execute Picking

Test Administration

Customer project: Fill in the project-specific parts.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | <X.XX> | Tester Name |  | Testing Date | Enter a test date. |
| Business Role(s) |  | | | | |
| Responsibility | <State the Service Provider, Customer or Joint Service Provider and Customer> | | | Duration | Enter a duration. |

Purpose

The picking process involves taking goods from a storage location and staging the right quantity in a picking area where the goods are prepared for shipping. This process step shows you how to perform picking.

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Pass / Fail / Comment |
| 1 | Log On | Log on to the SAP Fiori launchpad as a Shipping Specialist. | The SAP Fiori launchpad displays. |  |
| 2 | Access the App | Open My Outbound Delivery Monitor (VL06O). |  |  |
| 3 | Choose Picking | Choose For Picking. |  |  |
| 4 | Enter Shipping Point | Make the following entries, and choose Execute:  Shipping Point: 1010  Only Picking without WM: <Check the checkbox> |  |  |
| 5 | Change Outbound Deliveries | On the Day’s Workload for Picking screen, select your delivery note and choose Change Outbound Deliveries. |  |  |
| 6 | Enter Picked Quantity | On the Picking tab, enter the following data:  Picked Qty: <Equal to delivery Qty> |  |  |
| 7 | Enter | Press Enter. |  |  |
| 8 | Save | Choose Save. | The delivery is picked. |  |

#### Post Goods Issue

Test Administration

Customer project: Fill in the project-specific parts.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | <X.XX> | Tester Name |  | Testing Date | Enter a test date. |
| Business Role(s) |  | | | | |
| Responsibility | <State the Service Provider, Customer or Joint Service Provider and Customer> | | | Duration | Enter a duration. |

Purpose

This process step shows you how to post a goods issue.

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Pass / Fail / Comment |
| 1 | Log On | Log on to the SAP Fiori launchpad as a Shipping Specialist. | The SAP Fiori launchpad displays. |  |
| 2 | Access the App | Open My Outbound Delivery Monitor (VL06O). |  |  |
| 3 | Choose Good Issue | Choose For Goods Issue. |  |  |
| 4 | Enter Shipping point | Make the following entries and choose Execute:  Shipping Point: 1010 |  |  |
| 5 | Post Goods Issue | Mark the relevant delivery and choose Post Goods Issue. Select today’s date and choose Continue in the dialog box. | The goods issue is posted |  |

Financial Postings

|  |  |  |  |
| --- | --- | --- | --- |
| Material | Debited Account | Credited Account | Cost Element / CO Object |
| Trading Good (HAWA) | 51600000  Consptn Trde Gds | 13600000  Inventory TradingGd | none |

Printing Form

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Pass / Fail / Comment |
| 1 | Log On | Log on to the SAP Fiori launchpad as a Shipping Specialist. | The SAP Fiori launchpad displays. |  |
| 2 | Access the App | Open Display Outbound Delivery (VL03N). | The Display Outbound Delivery (VL03N) screen displays. |  |
| 3 | Issue Delivery Output | On the Display Outbound Delivery (VL03N) screen, enter the Delivery number . Choose More > Outbound Delivery > Issue Delivery Output > Print Preview | The Delivery: Output screen is displayed. |  |
| 4 | Print Preview | On the Delivery: Output screen, select the line with the Output Type Delivery Note and choose Display PDF Document. | A preview of the print document is displayed. |  |
| 5 | Print Delivery Note | From the preview of the document, choose Print. | The delivery note is posted. |  |

#### Create Pro-forma Invoice

Test Administration

Customer project: Fill in the project-specific parts.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | <X.XX> | Tester Name |  | Testing Date | Enter a test date. |
| Business Role(s) |  | | | | |
| Responsibility | <State the Service Provider, Customer or Joint Service Provider and Customer> | | | Duration | Enter a duration. |

Purpose

This process step shows you how to create a pro-forma invoice with reference to delivery.

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Pass / Fail / Comment |
| 1 | Log On | Log on to the SAP Fiori launchpad as a Billing Clerk. | The SAP Fiori launchpad displays. |  |
| 2 | Access the App | Open Create Billing Documents (F0798). | The Create Billing Documents (F0798) screen displays. |  |
| 3 | Define Billing Setting | Choose Billing Settings on the right bottom of the screen. Turn all of these settings into ON and choose OK:   * Enter billing data before billing * Separate billing documents for each billing due list item * Automatically post billing documents * Display billing document after creation |  |  |
| 4 | Search for Billing List | In the search condition, use criteria if necessary. | Sales document(s) displays in the result. |  |
| 5 | Choose Individual Billing Document | Select the row of delivery document created previously and choose Create. |  |  |
| 6 | Maintain Billing Type and Billing Date | Choose the billing type Invoice (F8) and billing date, such as the current date, then choose OK. | The draft billing document with ID Sxxxxxxxx displays. |  |
| 7 | Save Billing Document | On the Billing Document (F1901) screen, choose Save. The draft version billing document with ID Sxxxxxxxx turns into a saved billing document with ID xxxxxxxx. Make a note of the billing document number: \_\_\_\_\_\_\_\_\_\_. | Pro-forma invoice is generated. |  |

Alternatively, it is supported to create pro-forma (type F5) with reference to replacement order.

#### Create Customer Invoice

Test Administration

Customer project: Fill in the project-specific parts.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | <X.XX> | Tester Name |  | Testing Date | Enter a test date. |
| Business Role(s) |  | | | | |
| Responsibility | <State the Service Provider, Customer or Joint Service Provider and Customer> | | | Duration | Enter a duration. |

Purpose

This process step shows you how to create ‘F2’ type of invoice, and costs are transferred to accounting accordingly.

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Pass / Fail / Comment |
| 1 | Log On | Log on to the SAP Fiori launchpad as a Billing Clerk. | The SAP Fiori launchpad displays. |  |
| 2 | Access the App | Open Create Billing Documents (F0798). | The Create Billing Documents (F0798) screen displays. |  |
| 3 | Define Billing Setting | Choose Billing Settings on the right bottom of the screen. Turn all of these settings into ON and choose OK:   * Enter billing data before billing * Separate billing documents for each billing due list item * Automatically post billing documents * Display billing document after creation |  |  |
| 4 | Search for Billing List | In the search condition, use criteria if necessary. | Sales document(s) displays in the result. |  |
| 5 | Choose Individual Billing Document | Select the row of delivery document created previously and choose Create. |  |  |
| 6 | Maintain Billing Type and Billing Date | Choose billing type Invoice (F2) and maintain Billing date, such as the current date, and then choose OK. | The draft billing document with ID Sxxxxxxxx displays. |  |
| 7 | Save Billing Document | In the Billing Document (F1901) screen, choose Save. The draft version billing document with ID Sxxxxxxxx turns into a saved billing document with ID xxxxxxxx. Make a note of the billing document number: \_\_\_\_\_\_\_\_\_\_. | Customer invoice is generated. |  |

Financial Postings

|  |  |  |
| --- | --- | --- |
| Material | Debited Accounts | Credited Accounts |
| Trading Good (HAWA) | 44002000  Sales Disc Domestic | 41000000  Rev Domestic Prod |

### Initiate Normal Return

Purpose

In the case that material status is unclear after inspection at customer site, they will be returned to seller’s stock for further inspection, refund decision will be made later.

Prerequisite

Option 4 in the activity [Change Return Order](#unique_37) [page ] 60 is completed, return delivery is created previously.

Procedure

Complete the following activities described in the Scenario 1: Goods are Returned to Seller section:

* [Execute Picking](#unique_25) [page ] 35
* [Post Goods Receipt](#unique_26) [page ] 37
* [Perform Material Inspection](#unique_27) [page ] 38
* [Determine Refund](#unique_28) [page ] 40
* [Display Return Overview](#unique_29) [page ] 42
* or

## Scenario 3: Goods are Returned to Supplier via Seller

### Create Return Order

Test Administration

Customer project: Fill in the project-specific parts.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | <X.XX> | Tester Name |  | Testing Date | Enter a test date. |
| Business Role(s) |  | | | | |
| Responsibility | <State the Service Provider, Customer or Joint Service Provider and Customer> | | | Duration | Enter a duration. |

Purpose

This process step shows you how to create a return order.

Prerequisites

You must have billing document, pro-forma invoice or sales order as reference (refer to [Business Conditions](#unique_6) [page ] 9).

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Pass / Fail / Comment |
| 1 | Log On | Log on to the SAP Fiori launchpad as a Returns and Refund Clerk. | The SAP Fiori launchpad displays. |  |
| 2 | Access the App | Open Manage Customer Returns (F1708). | The Manage Customer Returns (F1708) screen displays. |  |
| 3 | Create Customer Return with Reference | Choose Create. | The Create Customer Return with Reference screen displays. |  |
| 4 | SD Document Data | Use Adapt Filters to add the SD Document field if it is hidden.  Enter the following selection criteria in filter bar and choose Go:   * SD Document: <sales order number or billing document number, which are created previously> | Billing (sales) documents are displayed in the Reference Documents table. |  |
| 5 | Create | Choose Create in the billing (sales) document entry. | The dialog box Create Return from Invoice (Sales) appears. |  |
| 6 | Enter Return Reason and Quantity | Enter the following data and choose Create:   * Return Reason: for example, Customer ordered too much   Items area:   * Quantity: <quantity to be returned> | Return order is created.  System navigates to Edit Customer Return screen. |  |
| 7 | Navigate to Follow-up Activities Screen | On the top right corner of the screen, choose Follow-up Activities. | The Follow-up Activities screen displays. |  |
| 8 | Check follow-up Activity | Check Receive into Plant (0001) is maintained in the Follow-Up Activity column.  Choose Back. | The Edit Customer Return screen displays. |  |
| The user can influence the point in time when the refunding document must be created: Either immediately when the return order is saved and released or at a later point of time. Combination of the refund setting determines follow-up document creation. System provides four options for your reference. Choose one among them to continue: | | | | |
| 9 | Option 1: Execute Refund with Credit Memo Immediately | In the Item area, Refund Details column, enter the following data or action:  Refund Type: Credit Memo  Refund Code: <select one from down-drop list>, for example, 10%.  Refund Immediately: <select>  Choose Save and Release. | Return order is created.  If return order approval is not triggered, return delivery and credit memo request are generated automatically.  Otherwise, return order status shows as below:  Approval status = In Approval  Release status = Not Released  Subsequent documents will be created after return order is approved. |  |
|  | Option 2: Execute Refund with Replacement Product Immediately | In the Item area, Refund Details column, enter the following data or action:  Refund Type: Replacement Product  Note Refund code is only relevant to Credit Memo, it is invisible if you have chosen Replacement Product in field Refund type.  Refund Immediately: <select>  Choose Save and Release. | Return order is created.  If return order approval is not triggered, return delivery and credit memo request are generated automatically.  Otherwise, return order status shows as below:  Approval status = In Approval  Release status = Not Released  Subsequent documents will be created after return order is approved. |
|  | Option 3: Refund on Hold, Choose Credit Memo as Temporary Refund Type | In the Refund area, enter the following data or action:  Refund Type: Credit Memo  Refund Code: <Select one from down-drop list>, for example, 10%.  Refund Immediately: <keep blank>  Choose Save and Release. | Return order is created.  If return order approval is not triggered, return delivery and credit memo request are generated automatically.  Otherwise, return order status shows as below:  Approval status = In Approval  Release status = Not Released  Subsequent documents will be created after return order is approved. |
|  | Option 4: Refund on Hold, Choose Replacement Product as Temporary Refund Type | In the Refund area, enter the following data or action:  Refund Type: Replacement Product  Refund Immediately: <keep blank>  Choose Save and Release. | Return order is created.  If return order approval is not triggered, return delivery and credit memo request are generated automatically.  Otherwise, return order status shows as below:  Approval status = In Approval  Release status = Not Released  Subsequent documents will be created after return order is approved. |
| 10 | Check Process Flow | On the Manage Customer Returns (F1708) screen, choose arrow at end of the item. | The Display Customer Return screen displays. |  |
| In the Process Flow area, check dependent documents in process flow. Make a note of the follow-up document numbers for further use. | The dependent document(s) display(s). |  |

If freight was maintained in previous delivery document header and material was partly returned regarding billing document, please check (or change if necessary) freight amount for condition type YBHD in the header(s) of return order (and credit memo request document if it is generated automatically) using the role Internal Sales Representative (SAP\_BR\_INTERNAL\_SALES\_REP) and the Change Sales Order tile. If requested delivery date is reached and delivery document has not been created, warning information delivery issue shows in process flow as a reminder. Once delivery document is generated later, such alert disappears.

If return order approval is triggered, next complete return order approval with reference to [Process Return Order Approval (Optional)](#unique_18) [page ] 29.

### Execute Picking

Test Administration

Customer project: Fill in the project-specific parts.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | <X.XX> | Tester Name |  | Testing Date | Enter a test date. |
| Business Role(s) |  | | | | |
| Responsibility | <State the Service Provider, Customer or Joint Service Provider and Customer> | | | Duration | Enter a duration. |

Purpose

This process step shows you how to perform picking for return delivery.

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Pass / Fail / Comment |
| 1 | Log On | Log on to the SAP Fiori launchpad as a Shipping Specialist. | The SAP Fiori launchpad displays. |  |
| 2 | Access the App | Open My Outbound Delivery Monitor (VL06O). | The Outbound Delivery Monitor screen displays. |  |
| 3 | Choose Picking | Choose For Picking. |  |  |
| 4 | Enter Shipping Point | Make the following entries and choose Execute:   * Shipping Point: for example, 101R. |  |  |
| 5 | Change Outbound Deliveries | On the Day's Workload for Picking screen, select your delivery number and choose Change Outbound Deliveries. |  |  |
| 6 | Enter Picked Quantity | On the Picking tab, input quantity equal to delivery quantity in the Picked Qty field. |  |  |
| 7 | Enter | Choose Enter. |  |  |
| 8 | Save | Choose Save. | The delivery is picked. |  |

### Post Goods Receipt

Test Administration

Customer project: Fill in the project-specific parts.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | <X.XX> | Tester Name |  | Testing Date | Enter a test date. |
| Business Role(s) |  | | | | |
| Responsibility | <State the Service Provider, Customer or Joint Service Provider and Customer> | | | Duration | Enter a duration. |

Purpose

This process step shows you how to post a goods receipt when the returned material is received.

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Pass / Fail / Comment |
| 1 | Log On | Log on to the SAP Fiori launchpad as a Shipping Specialist. | The SAP Fiori launchpad displays. |  |
| 2 | Access the App | Open My Outbound Delivery Monitor (VL06O). |  |  |
| 3 | Choose Good Issue | Choose For Goods Issue. |  |  |
| 4 | Enter Shipping Point | Make the following entries and choose Execute:   * Shipping Point: for example, 101R |  |  |
| 5 | Post Good Issue | Mark the relevant delivery and choose Post Goods Issue. Choose today’s date from the dialog box. | The goods issue is posted. |  |

### Perform Material Inspection

Test Administration

Customer project: Fill in the project-specific parts.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | <X.XX> | Tester Name |  | Testing Date | Enter a test date. |
| Business Role(s) |  | | | | |
| Responsibility | <State the Service Provider, Customer or Joint Service Provider and Customer> | | | Duration | Enter a duration. |

Purpose

This process step shows you how to perform material inspection after the warehouse received the returned goods. The further handling of the returned goods is decided.

Prerequisite

The returned goods are received.

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Pass / Fail / Comment |
| 1 | Log On | Log on to the SAP Fiori launchpad as a Receiving Specialist. | The SAP Fiori launchpad displays. |  |
| 2 | Access the App | Open Enter Inspection Results - From Warehouse (MSR\_INSPWH). | The Worklist Selection of Deliveries screen displays. |  |
| 3 | Maintain Selection Criteria | Enter the following entries and choose Execute:  Delivery Items Waiting for Inspection: <select>  Delivery: <enter return delivery number> | The Change: Material Inspection in Warehouse for Delivery screen displays. |  |
| 4 | Item | Choose the Item tab. |  |  |
| 5 | Maintain Inspection Result | In the Inspection Result subarea, enter the following data and press Enter:  Inspection Code: <enter inspection code>  Inspected Quantity: <enter inspected quantity>  If the Confirmation of Redetermination dialog box appears, choose Yes to confirm. |  |  |
| 6 | Maintain Follow-up Activity | In the Logistical Follow-Up subarea, enter the following data and press Enter:  Follow-Up Activity: 0005 Ship to Supplier  Supplier : <enter Supplier>, for example, 10300006 |  |  |
| 7 | Check Inspection Status | On the Header tab, in the Basic Data subarea, Inspection Status shows Inspected, which means all received materials are inspected completely. | All received materials are inspected completely. |  |
| 8 | Save and Confirm | Choose Save and Confirm. | Inspection result is recorded, and goods movement is posted accordingly. |  |

### Determine Refund

Test Administration

Customer project: Fill in the project-specific parts.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | <X.XX> | Tester Name |  | Testing Date | Enter a test date. |
| Business Role(s) |  | | | | |
| Responsibility | <State the Service Provider, Customer or Joint Service Provider and Customer> | | | Duration | Enter a duration. |

Purpose

This process step shows you how to make or check a refund decision. You can either refund the customer with a credit memo or compensate him or her with replacement product.

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Pass / Fail / Comment |
| 1 | Log On | Log on to the SAP Fiori launchpad as a Returns and Refund Clerk. | The SAP Fiori launchpad displays. |  |
| 2 | Access the App | Open Manage Customer Returns (F1708). | The Manage Customer Returns (F1708) screen displays. |  |
| 3 | Search for Return Order | Choose Show Filter Bar if it is hidden. Enter the following data and choose Go:  Customer Return : <return sales order number 6XXXXXXX> | Return order is found and displayed. |  |
| 4 | Navigate to Determine Refund Screen | Select the return order entry and choose Determine Refund. | The Determine Refund screen displays. |  |
| 5 | Check Refund Progress | In the upper area, check percentage number in the field Refund Progress and then take next action accordingly:  <100%: Refund determination is not completed. Go to Section A and then Section B.  100%: Refund determination is completed. Skip Section A and go to Section B. |  |  |
| Section A: Refund is Determined with Reference to Material Inspection Results | Option 1: Credit Memo | On the Items to Be Refunded tab, choose Change Refund in the Refund Details column for the return item.  Enter the following data:  Refund Type: Credit Memo  Extent of Refund: <a percentage number>, for example, 10% Refund  Choose OK.  Select the item and choose Release Selected Items. | Refund setting is maintained, and credit memo request document is created in background. |  |
| Option 2: Material Replacement | On the Items to Be Refunded tab, choose Change Refund in Refund Details column for the return item.  Enter the following data:  Replacement Product: <Material>  Supplying Plant: <Plant>  Replacement UoM: <Quantity> / PC  Choose OK.  Select the item and choose Release Selected Items. | Refund setting is maintained, and replacement order document is created in background. |  |
| Section B: Check Refund Determination Result | Check Refund Results | On the Completed Items tab, refund result is displayed. Follow-up document number is shown in Refund Details column. Make a note of document number for further use. You can click the created document number to check detailed information. | The refund result displays. |  |

### Display Return Overview

Test Administration

Customer project: Fill in the project-specific parts.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | <X.XX> | Tester Name |  | Testing Date | Enter a test date. |
| Business Role(s) |  | | | | |
| Responsibility | <State the Service Provider, Customer or Joint Service Provider and Customer> | | | Duration | Enter a duration. |

Purpose

This process step shows you how to check the return process' progress. You may see all dependent documents are available in process flow.

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step | Test Step Name | Instruction | Expected Result | Comments |
| 1 | Log On | Log on to the SAP Fiori launchpad as a Returns and Refund Clerk. | The SAP Fiori launchpad displays. |  |
| 2 | Access the App | Open Manage Customer Returns (F1708). | The Manage Customer Returns (F1708) screen displays. |  |
| 3 | Search for Return Order | Choose Show Filter Bar if it is hidden. Enter the following data and choose Go:  Customer Order: <return sales order number 6XXXXXXX> | Return order is found and displayed. |  |
| 4 | Navigate to Order Overview Screen | Click the created return sales order number 6XXXXXXX and choose Display Customer Return. | The Display Accelerated Return 6XXXXXXX: Overview screen displays. |  |
| 5 | Navigate to Document Flow Screen | On Returns tab, choose Returns Overview in Returns Control area. | The Returns Overview for Returns Order 6XXXXXXX - 10 screen displays. |  |
| 6 | Check Document Flow | In Document Number column, make a note of follow-up document number(s) for further use:   * Credit memo request or replacement order (subsequent delivery free of charge):\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ * For material TG14with material replacement as refund, also search and note down the purchase requisition number following below way:   Choose the replacement order and choose Display Sales Order Without Charge. On the new screen, double click the item in All Items table, then the purchase requisition number displays in purchase requisition column on the Schedule Lines tab.   * Returns Purchase Order: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |  |  |

After you have completed this activity, choose option A or option B, then perform all steps in chapter Return Goods to Supplier via Seller:

Option A: If credit memo request is generated, go to the Refund Customer with Credit Memo chapter.

Option B: If replacement order is generated, go to the Refund Customer with Replacement Material chapter.

### Refund Customer with Credit Memo (Option A)

#### Create Credit Memo

Test Administration

Customer project: Fill in the project-specific parts.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | <X.XX> | Tester Name |  | Testing Date | Enter a test date. |
| Business Role(s) |  | | | | |
| Responsibility | <State the Service Provider, Customer or Joint Service Provider and Customer> | | | Duration | Enter a duration. |

Purpose

This process step shows you how to create a credit memo.

Procedure

Table 7: Create Billing Document

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Comments |
| 1 | Log On | Log on to the SAP Fiori launchpad as a Billing Clerk. | The SAP Fiori launchpad displays. |  |
| 2 | Access the App | Open Create Billing Documents (F0798). | The Create Billing Document screen displays. |  |
| 3 | Define Billing Setting | Choose Billing Settings in the bottom bar. Switch on the following settings:   * Set billing date and type before billing * Create separate billing document for each item of billing due list * Automatically post billing documents * Display billing document after creation |  |  |
| 4 | Search for Billing List | In the search condition, enter criteria if necessary. | SD document(s) display(s) in the result. |  |
| 5 | Choose SD Document | Select the row of credit memo request document recorded previously and choose Create. | The Create Billing Documents (F0798) screen displays. |  |
| 6 | Maintain Billing Type and Billing Date | Choose billing type Credit Memo (G2) and maintain billing date, such as the current date, and then choose OK. | The draft billing document with ID Sxxxxxxxx displays. |  |
| 7 | Save Billing Document | On the Billing Document (F1901) screen, choose Save. The draft version billing document with ID Sxxxxxxxx turns into a saved billing document with ID xxxxxxxx. Make a note of the billing document number: \_\_\_\_\_\_\_\_\_\_. | Final credit memo is generated. |  |

Table 8: Manage billing documents

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Comments |
| 1 | Access the app | Open Manage Billing Documents (F0797). | The Manage Billing Documents (F0797) screen displays. |  |
| 2 | Search for the Billing Document | Enter the billing document number recorded previously in the Billing Document field, and press Enter. | The billing document which is created previously displays. |  |
| 3 | Display the Billing Document | Select the billing document item, and choose Display. | The billing document displays. |  |
| 4 | Check Output Condition | On the Billing Document screen, go to the last assignment block, Output Items. | There is one entry in the item and the output type is BILLING\_DOCUMENT. |  |
| 5 | Display Print Preview | On the Billing Document screen, choose Preview. | Preview for PDF document displays. |  |
| 6 | Cancel Billing Document (Optional) | On the Billing Document screen, select a certain billing document and choose Cancel Billing Document. | A log displays the following message: Billing Document Canceled. |  |
| 7 | Update New Attachment (Optional) | In the Edit mode, you can add, delete, and update the attachments. Save your changes by choosing Save in the footer bar. |  |  |
| 8 | Update New Text (Optional) | In the Edit mode, you can add, delete, and update the texts. Save your changes by choosing Save in the footer bar. |  |  |

### Refund Customer with Replacement Product (Option B)

In case replacement order is relevant to material TG14 (with item category group CBUK – bought in item), the process order specific procurement is triggered after replace-ment order is generated, after receiving material from the supplier, seller send it as replacement material to customer.

Complete the following chapters mentioned in Sales of Non-Stock Item with Order-Specific Procurement (BDN) test script using the master data listed below:

* Create Purchase Order
* Approve and Release Purchase Order (Optional)
* Post Goods Receipt
* Enter Vendor Invoice

#### Create Free-of-Charge Delivery

Test Administration

Customer project: Fill in the project-specific parts.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | <X.XX> | Tester Name |  | Testing Date | Enter a test date. |
| Business Role(s) |  | | | | |
| Responsibility | <State the Service Provider, Customer or Joint Service Provider and Customer> | | | Duration | Enter a duration. |

Purpose

This process step shows you how to create a free-of-charge replacement delivery with reference to replacement order.

Prerequisite

Replacement order is created.

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Pass / Fail / Comment |
| 1 | Log On | Log on to the SAP Fiori launchpad as a Shipping Specialist. | The SAP Fiori launchpad displays. |  |
| 2 | Access the App | Open Create Outbound Deliveries - From Sales Orders (F0869A). | The Create Outbound Deliveries screen displays. |  |
| 3 | Search Sales Order | Make the following entries and choose Continue:  Shipping point: 1010.  Planned Creation Date: <Delivery selection date>  Order: <Replacement order number created previously> |  |  |
| 4 | Create Delivery | Select your items and choose Create Deliveries. | Delivery is created with a number \_\_\_\_\_\_\_\_\_\_\_\_\_\_ |  |
| 5 | Check Details | Choose Display Log. | The Analyze Delivery Log screen displays. Delivery is created successfully with delivery number shown on the Deliveries tab. |  |

#### Execute Picking

Test Administration

Customer project: Fill in the project-specific parts.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | <X.XX> | Tester Name |  | Testing Date | Enter a test date. |
| Business Role(s) |  | | | | |
| Responsibility | <State the Service Provider, Customer or Joint Service Provider and Customer> | | | Duration | Enter a duration. |

Purpose

The picking process involves taking goods from a storage location and staging the right quantity in a picking area where the goods are prepared for shipping. This process step shows you how to perform picking.

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Pass / Fail / Comment |
| 1 | Log On | Log on to the SAP Fiori launchpad as a Shipping Specialist. | The SAP Fiori launchpad displays. |  |
| 2 | Access the App | Open My Outbound Delivery Monitor (VL06O). |  |  |
| 3 | Choose Picking | Choose For Picking. |  |  |
| 4 | Enter Shipping Point | Make the following entries and choose Execute:   * Shipping Point: for example, 101R. * Only Picking without WM: <select the checkbox> |  |  |
| 5 | Change Outbound Deliveries | On the Day's Workload for Picking screen, select your delivery number and choose Change Outbound Deliveries. |  |  |
| 6 | Enter Picked Quantity | On the Picking tab, input quantity equal to delivery quantity in the Picked Qty field. |  |  |
| 7 | Choose Enter | Choose Enter. |  |  |
| 8 | Save | Choose Save. | The delivery has been picked. |  |

#### Post Goods Issue

Test Administration

Customer project: Fill in the project-specific parts.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | <X.XX> | Tester Name |  | Testing Date | Enter a test date. |
| Business Role(s) |  | | | | |
| Responsibility | <State the Service Provider, Customer or Joint Service Provider and Customer> | | | Duration | Enter a duration. |

Purpose

This process step shows you how to post a goods issue.

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Pass / Fail / Comment |
| 1 | Log On | Log on to the SAP Fiori launchpad as a Shipping Specialist. | The SAP Fiori launchpad displays. |  |
| 2 | Access the App | Open My Outbound Delivery Monitor (VL06O). |  |  |
| 3 | Choose Good Issue | Choose For Goods Issue. |  |  |
| 4 | Enter Shipping point | Make the following entries and choose Execute:  Shipping Point: 1010 |  |  |
| 5 | Post Good Issue | Mark the relevant delivery and choose Post Goods Issue. Select today’s date and choose Continue in the dialog box. | The goods issue is posted |  |

Financial Postings

|  |  |  |  |
| --- | --- | --- | --- |
| Material | Debited Account | Credited Account | Cost Element / CO Object |
| Trading Good (HAWA) | 51600000  Consptn Trde Gds | 13600000  Inventory TradingGd | none |

Printing Form

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Pass / Fail / Comment |
| 1 | Log On | Log on to the SAP Fiori launchpad as a Shipping Specialist. | The SAP Fiori launchpad displays. |  |
| 2 | Access the App | Open Display Outbound Delivery (VL03N). | The Display Outbound Delivery (VL03N) screen displays. |  |
| 3 | Issue Delivery Output | On the Display Outbound Delivery (VL03N) screen, enter the Delivery number and choose Continue. From the Delivery xxxxxxxx Display: Overview screen, choose More > Extras > Delivery Output > Output Control . | The Delivery: Output screen is displayed. |  |
| 4 | Print Preview | On the Delivery: Output screen, select the line with the Output Type Delivery Note and choose Display PDF Document. | A preview of the print document displays. |  |
| 5 | Print Delivery Note | From the preview of the document, choose Print. | The delivery note is posted. |  |

#### Create Pro-forma Invoice

Test Administration

Customer project: Fill in the project-specific parts.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | <X.XX> | Tester Name |  | Testing Date | Enter a test date. |
| Business Role(s) |  | | | | |
| Responsibility | <State the Service Provider, Customer or Joint Service Provider and Customer> | | | Duration | Enter a duration. |

Purpose

This process step shows you how to create a pro-forma invoice with reference to delivery.

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Pass / Fail / Comment |
| 1 | Log On | Log on to the SAP Fiori launchpad as a Billing Clerk. | The SAP Fiori launchpad displays. |  |
| 2 | Access the App | Open Create Billing Documents (F0798). | The Create Billing Documents (F0798) screen displays. |  |
| 3 | Define Billing Setting | Choose Billing Settings at the right bottom of the screen. Turn all of these settings into ON and choose OK:   * Enter billing data before billing * Separate billing documents for each billing due list item * Automatically post billing documents * Display billing document after creation |  |  |
| 4 | Search for Billing List | In the search condition, use criteria if necessary. | Sales document(s) displays in the result. |  |
| 5 | Choose Individual Billing Document | Select the row of delivery document created previously and choose Create. |  |  |
| 6 | Maintain Billing Type and Billing Date | Choose the billing type Invoice (F8) and billing date, such as the current date, then choose OK. | The draft billing document with ID Sxxxxxxxx displays. |  |
| 7 | Save Billing Document | In the Billing Document screen, choose Save. The draft version billing document with ID Sxxxxxxxx turns into a saved billing document with ID xxxxxxxx. Make a note of the billing document number: \_\_\_\_\_\_\_\_\_\_. | Pro-forma invoice is generated. |  |

Alternatively, it is supported to create pro-forma (type F5) with reference to replacement order.

Manage Billing Documents

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Pass / Fail / Comment |
| 1 | Access the App | Open Manage Billing Documents (F0797). | The Manage Billing Document screen displays. |  |
| 2 | Search the Billing Document Created in Previous Step | Input the pro-forma invoice number recorded in the previous step.  Press Enter. | The billing document created in the previous step displays. |  |
| 3 | Display the Billing Document | Select the billing document item and choose Display. | The billing document displays. |  |
| 4 | Check Output Condition | On the Billing Document (F1901) screen, choose the last assignment block, Output Items. | There is one entry in the item and the output type is BILLING\_DOCUMENT. |  |
| 5 | Display Print Preview | On the Billing Document (F1901) screen, choose Preview. | Preview for PDF document displays. |  |
| 6 | Update New Attachment (Optional) | In the Edit mode, you can add, delete, and update the attachments. Choose Save to save your changes in the footer bar. |  |  |
| 7 | Update New Text (Optional) | In the Edit mode, you can add, delete, and update these texts. Choose Save to save your changes in the footer bar. |  |  |

#### Create Customer Invoice

Test Administration

Customer project: Fill in the project-specific parts.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | <X.XX> | Tester Name |  | Testing Date | Enter a test date. |
| Business Role(s) |  | | | | |
| Responsibility | <State the Service Provider, Customer or Joint Service Provider and Customer> | | | Duration | Enter a duration. |

Purpose

This process step shows you how t create‘F2’ type of invoice, and costs are transferred to accounting accordingly.

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Pass / Fail / Comment |
| 1 | Log On | Log on to the SAP Fiori launchpad as a Billing Clerk. | The SAP Fiori launchpad displays. |  |
| 2 | Access the App | Open Create Billing Documents (F0798). | The Create Billing Documents (F0798) screen displays. |  |
| 3 | Define Billing Setting | Choose Billing Settings at the right bottom of the screen. Turn all of these settings into ON and then choose OK:   * Enter billing data before billing * Separate billing documents for each billing due list item * Automatically post billing documents * Display billing document after creation |  |  |
| 4 | Search for Billing List | In the search condition, use criteria if necessary. | Sales document(s) displays in the result. |  |
| 5 | Choose Individual Billing Document | Select the row of delivery document created previously and choose Create. |  |  |
| 6 | Maintain Billing Type and Billing Date | Choose billing type Invoice (F2) and maintain Billing date, such as the current date, and then choose OK. | The draft billing document with ID Sxxxxxxxx displays. |  |
| 7 | Save Billing Document | In the Billing Document (F1901) screen, choose Save. The draft version billing document with ID Sxxxxxxxx turns into a saved billing document with ID xxxxxxxx. Make a note of the billing document number: \_\_\_\_\_\_\_\_\_\_. | Customer invoice is generated. |  |

Financial Postings

|  |  |  |
| --- | --- | --- |
| Material | Debited Accounts | Credited Accounts |
| Trading Good (HAWA) | 44002000  Sales Disc Domestic | 41000000  Rev Domestic Prod |

Manage Billing Documents

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Pass / Fail / Comment |
| 1 | Access the App | Open Manage Billing Documents (F0797). | The Manage Billing Document screen displays. |  |
| 2 | Search the Billing Document Created in Previous Step | Input the pro-forma invoice number recorded in the previous step.  Press Enter. | The billing document created in the previous step displays. |  |
| 3 | Display the Billing Document | Select the billing document item and choose Display. | The billing document displays. |  |
| 4 | Check Output Condition | On the Billing Document (F1901) screen, choose the last assignment block, Output Items. | There is one entry in the item and the output type is BILLING\_DOCUMENT. |  |
| 5 | Display Print Preview | On the Billing Document (F1901) screen, choose Preview. | Preview for PDF document displays. |  |
| 6 | Cancel Billing Document (Optional) | Select certain billing document and choose Cancel Billing Docs. | Log displayed: Billing Document Canceled. |  |
| 7 | Update New attachment (Optional) | In the Edit mode, you can add, delete, and update the attachments. Choose Save to save your changes in the footer bar. |  |  |
| 8 | Update New Text (Optional) | In the Edit mode, you can add, delete, and update these texts. Choose Save to save your changes in the footer bar. |  |  |

### Return Goods to Supplier via Seller

#### Create Outbound Delivery

Test Administration

Customer project: Fill in the project-specific parts.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | <X.XX> | Tester Name |  | Testing Date | Enter a test date. |
| Business Role(s) |  | | | | |
| Responsibility | <State the Service Provider, Customer or Joint Service Provider and Customer> | | | Duration | Enter a duration. |

Purpose

This process step shows you how to create outbound delivery.

Prerequisite

Return purchase order is created in chapter [Perform Material Inspection](#unique_48) [page ] 81, its number is noted down in chapter [Display Return Overview](#unique_50) [page ] 85.

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Pass / Fail / Comment |
| 1 | Log On | Log on to the SAP Fiori launchpad as a Shipping Specialist. | The SAP Fiori launchpad displays. |  |
| 2 | Access the App | Open My Purchase Orders Due for Delivery. | The Purchase Orders, Fast Display screen displays. |  |
| 3 | Enter Data | In the head area:  Shipping Point: 101R  Delivery creation dates (From): <delivery creation From date> Delete the default date  Delivery creation dates (To) <delivery creation To date> Delete the default date  Calc Rule: <calculation rule>, for example, 2.  Go to the Purchase Orders Tab and make the following entries then choose Execute:  Purchasing Document: Enter a Purchase order that created in step: [Display Return Overview](#unique_50) [page ] 85. | Activities Due for Shipping "Purchase Orders, Fast Display" screen displays. PO due for delivery is listed. |  |
| 4 | Create A Delivery | Select the line of purchase order from the list.  Choose Background to create delivery in Background. | Activities Due for Shipping "Purchase Orders, Fast Display" screen displays. |  |
| 5 | Check Delivery Number | Choose More > Show/Hide Delivery, and note down the return delivery number shown in the Document field. | A return delivery is created. |  |

#### Perform Picking and Post Goods Issue

Test Administration

Customer project: Fill in the project-specific parts.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | <X.XX> | Tester Name |  | Testing Date | Enter a test date. |
| Business Role(s) |  | | | | |
| Responsibility | <State the Service Provider, Customer or Joint Service Provider and Customer> | | | Duration | Enter a duration. |

Purpose

This process step shows you how to perform picking, to ship retuned material back to the supplier, and to post a goods issue.

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Pass / Fail / Comment |
| 1 | Log On | Log on to the SAP Fiori launchpad as a Shipping Specialist. | The SAP Fiori launchpad displays. |  |
| 2 | Access the App | Open Change Outbound Delivery (VL02N). | The Change Outbound Delivery (VL02N) screen displays. |  |
| 3 | Enter Delivery Number | On the Change Outbound Delivery (VL02N) screen, make the following entry and choose Enter.  Outbound Delivery: Enter an Outbound delivery that created in last step: [Create Outbound Delivery](#unique_57) [page ] 98 | The Returns (Pur. Ord.) XXXXXXXX Change: Overview screen displays. |  |
| 4 | Enter Picking Data | On the Returns (Pur. Ord.) XXXXXXXX Change: Overview screen, choose the Picking tab, make the following entries:  Picked quantity: <picked quantity>  Choose Save . | The system shows the message: Returns (Pur.Ord.) xxxxxxxx has been saved. The screen return to Change Outbound Delivery (VL02N) screen. |  |
| 5 | Post Goods Issue | On the Change Outbound Delivery (VL02N) screen, choose Post Goods Issue. | Returns (Pur.Ord.) 8XXXXXXX has been saved. |  |

#### Create Supplier Credit Memo

Test Administration

Customer project: Fill in the project-specific parts.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | <X.XX> | Tester Name |  | Testing Date | Enter a test date. |
| Business Role(s) |  | | | | |
| Responsibility | <State the Service Provider, Customer or Joint Service Provider and Customer> | | | Duration | Enter a duration. |

Purpose

This process step shows you how to create a supplier credit memo.

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Pass / Fail / Comment |
| 1 | Log On | Log on to the SAP Fiori launchpad using as an Accounts Payable Accountant - Procurement. | The SAP Fiori launchpad displays. |  |
| 2 | Enter Company Code | Open Create Supplier Invoice - Advanced (MIRO). Make following entries and choose Enter.   * Company Code: 1010   Company code can only be edited by choosing More > Edit > Switch | The Create Supplier Invoice screen displays. |  |
| 3 | Enter General Data | Transaction: < Credit Memo>  Go to Basic Data tab:   * Invoice date: <Today> * Posting Date: <Today> * Reference: <Fill the Reference Information> * Tax Code: same to the tax code in return PO * Calculate Tax: <Selected> * Tax Amount: <value in return PO Calculate Tax> | The Enter Incoming Invoice: Company Code XXXX screen displays. |  |
| 4 | Find Purchase Order References | Go to PO Reference tab, make the following entries:  Reference Document Category :  <Purchase Order/Scheduling Agreement>  Purchase Order: <Enter a PO you created previously>  Choose Enter. |  |  |
| 5 | Check the Purchase Order Items Data | Check Amount, Quantity, and Tax Code. | The Purchase Order Item table displays. The amount and the quantity correspond to the values of the Goods Issue. |  |
| 6 | Simulate Credit Memo and Check Messages | Choose Simulate (Ctrl+Shift+F7).  If there are no differences (or if the value is within the defined tolerance), a new Simulation screen appears. You can check the simulation results. |  |  |
| 7 | Post Credit Memo | Choose Post. | The Invoice is posted. The system displays the message Document no. 51xxxxxxxx created. |  |

# Appendix

## Process Integration

The process to be tested in this test script is part of a chain of integrated processes.

## Limitations

Please consider the following limitations when using Accelerated Returns Management (BKP) with sales document type CBAR:

- In case a return order should be created without reference, please use App ‘Create Sales Orders – VA01’ with sales document type CBAR

- In case no explicit inspection by the Receiving Specialist is required since an upfront inspection is done by Returns and Refund Clerk, please use App ‘Create Sales Orders – VA01’ with sales document CBAR, while setting among others follow-up activity 0002 with inspection code

## Scheduling Job (Alternative)

### Job Scheduling for Delivery Creation (Alternative)

Test Administration

Customer project: Fill in the project-specific parts.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | <X.XX> | Tester Name |  | Testing Date | Enter a test date. |
| Business Role(s) |  | | | | |
| Responsibility | <State the Service Provider, Customer or Joint Service Provider and Customer> | | | Duration | Enter a duration. |

Purpose

This process step shows you how to schedule a background job for creating outbound deliveries.

This app can be used as an alternative instead of the manual creation of outbound deliveries.

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Pass / Fail / Comment |
| 1 | Log On | Log on to the SAP Fiori launchpad as a Shipping Specialist. | The SAP Fiori launchpad displays. |  |
| 2 | Access the App | Open Schedule Delivery Creation (F2228). | The Application Jobs screen displays. The app automatically shows the history of application jobs. |  |
| 3 | Create Delivery Creation Schedule | Choose New to define a new job. | The New Job screen displays. The Job Template should be defaulted as Schedule Delivery Creation. |  |
| 4 | Job Parameters | Define scheduling options and parameters for the batch job if necessary, then choose Check. | The system displays the message Go ahead and schedule the job. |  |
| 5 | Schedule | Choose Schedule. | A delivery creation job is scheduled. Screen goes back to Application Jobs. |  |
| 6 | Check Delivery Creation Job Log | On the Application Jobs screen, after job item’s status turned to Finish, choose Status symbol in the Log column.  Note Choose the Magnifier, and the job list will refresh. | The job log details displays. |  |

### Job Scheduling for Goods Issue Deliveries (Alternative)

Test Administration

Customer project: Fill in the project-specific parts.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | <X.XX> | Tester Name |  | Testing Date | Enter a test date. |
| Business Role(s) |  | | | | |
| Responsibility | <State the Service Provider, Customer or Joint Service Provider and Customer> | | | Duration | Enter a duration. |

Purpose

This process step shows you how to schedule a background job for goods issue posting with reference to outbound deliveries.

This app can be used as an alternative instead of the manual goods issue posting for outbound deliveries.

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Pass / Fail / Comment |
| 1 | Log On | Log on to the SAP Fiori launchpad as a Shipping Specialist. | The SAP Fiori launchpad displays. |  |
| 2 | Access the App | Open Schedule Goods Issue For Deliveries (F2259). | The Application Jobs screen displays. The app automatically shows the history of application jobs. |  |
| 3 | Create Goods Issue Deliveries Schedule | Choose New to define a new job. | The New Job screen displays. The Job Template should be defaulted as Schedule goods issue for Deliveries. |  |
| 4 | Job Parameters | Define scheduling options and parameters for the batch job if necessary, then choose Check. | The system displays the message Go ahead and schedule the job. |  |
| 5 | Schedule | Choose Schedule. | A schedule goods issue for deliveries job is scheduled. The screen goes back to Application Jobs. |  |
| 6 | Check Goods Issue Deliveries Job Log | On the Application Jobs screen, after job item’s status turned to Finish, choose Status symbol in the Log column.  Note Choose the Magnifier, and the job list will refresh. | The job log details are displayed. |  |

### Job Scheduling for Billing Creation (Alternative)

Test Administration

Customer project: Fill in the project-specific parts.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | <X.XX> | Tester Name |  | Testing Date | Enter a test date. |
| Business Role(s) |  | | | | |
| Responsibility | <State the Service Provider, Customer or Joint Service Provider and Customer> | | | Duration | Enter a duration. |

Purpose

This process step shows you how to schedule a background job for creation billing documents.

This app can be used as an alternative instead of the manual creation of billing documents.

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Pass / Fail / Comment |
| 1 | Log On | Log on to the SAP Fiori launchpad as a . | The SAP Fiori launchpad displays. |  |
| 2 | Access the App | Open Schedule Billing Creation (F1519). | The Application Jobs screen displays. The app automatically shows the history of application jobs. |  |
| 3 | Create Billing Creation Schedule | Choose New to define a new job for billing creation. | The New Job screen displays. Job Template should default as Schedule Billing Creation. |  |
| 4 | Job Parameters | Define scheduling options and parameters for the batch job if necessary.  Choose Check. | The system displays the message Go ahead and schedule the job. |  |
| 5 | Schedule | Choose Schedule. | A billing creation job is scheduled. Screen goes back to Application Jobs. |  |
| 6 | Check Billing Creation Job Log | On the Application Jobs screen, after job item’s status turned to Finish, choose Job Log.  Note Choose the Magnifier, and the job list will refresh. | The log details display. |  |

### Job Scheduling for Billing Release (Alternative)

Test Administration

Customer project: Fill in the project-specific parts.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | <X.XX> | Tester Name |  | Testing Date | Enter a test date. |
| Business Role(s) |  | | | | |
| Responsibility | <State the Service Provider, Customer or Joint Service Provider and Customer> | | | Duration | Enter a duration. |

Purpose

This process step shows you how to schedule a background job for release billing documents to accounting.

This app can be used as an alternative instead of the manual release to accounting for billing documents.

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Pass / Fail / Comment |
| 1 | Log On | Log on to the SAP Fiori launchpad as a Billing Clerk. | The SAP Fiori launchpad displays. |  |
| 2 | Access the App | Open Schedule Billing Release (F1518). | The Application Jobs screen displays. The app automatically shows the history of application jobs. |  |
| 3 | Create Billing Release Schedule | Choose New to define a new job for billing creation. | The New Job screen displays. Job Template defaultly should be Schedule Billing Release. |  |
| 4 | Job Parameters | Define scheduling options and parameters for the batch job if necessary.  Choose Check. | The system displays the message Go ahead and schedule the job. |  |
| 5 | Schedule | Choose Schedule. | A billing release job is scheduled. Return to Application Jobs. |  |
| 6 | Check Billing Release Job Log | On the Application Jobs screen, after job item’s status turned to Finish, choose Job Log.  Note Choose Magnifier, and the job list will refresh. | The log details displays. |  |

### Job Scheduling for Billing Output (Alternative)

Test Administration

Customer project: Fill in the project-specific parts.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Test Case ID | <X.XX> | Tester Name |  | Testing Date | Enter a test date. |
| Business Role(s) |  | | | | |
| Responsibility | <State the Service Provider, Customer or Joint Service Provider and Customer> | | | Duration | Enter a duration. |

Purpose

This process step shows you how to schedule a background job for when and how billing documents are sent to customer.

Procedure

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Test Step # | Test Step Name | Instruction | Expected Result | Pass / Fail / Comment |
| 1 | Log On | Log on to the SAP Fiori launchpad as a Billing Clerk. | The SAP Fiori launchpad displays. |  |
| 2 | Access the App | Open Schedule Billing Output (F1510). | The Application Jobs screen displays. The app automatically shows the history of application jobs. |  |
| 3 | Create Billing Output Schedule | Choose New to define a new job for billing creation. | The New Job screen displays. Job Template should default as Schedule Billing Output. |  |
| 4 | Job Parameters | Define scheduling options and parameters for the batch job if necessary.  Choose Check. | The system displays the message Go ahead and schedule the job. |  |
| 5 | Schedule | Choose Schedule. | A billing release job is scheduled. Return to Application Jobs. |  |
| 6 | Check Billing Output Job Log | On the Application Jobs screen, after job item’s status turned to Finish, choose Job Log.  Note Choose Magnifier, and the job list will refresh. | The log details display. |  |

## Succeeding Processes

After completing the activities in this test script, you can continue testing the following business processes:

|  |  |
| --- | --- |
| Process | Business Condition |
| Sales Order Fulfillment Monitoring (BKK) (optional) | Using the master data from this document, complete the following activities described in the test script:   * Review sections: Incomplete SD Documents (deliveries) and Review Outbound Deliveries for Goods Issue |

Typographic Conventions

|  |  |
| --- | --- |
| Type Style | Description |
| Example | Words or characters quoted from the screen. These include field names, screen titles, pushbuttons labels, menu names, menu paths, and menu options.  Textual cross-references to other documents. |
| Example | Emphasized words or expressions. |
| EXAMPLE | Technical names of system objects. These include report names, program names, transaction codes, table names, and key concepts of a programming language when they are surrounded by body text, for example, SELECT and INCLUDE. |
| Example | Output on the screen. This includes file and directory names and their paths, messages, names of variables and parameters, source text, and names of installation, upgrade and database tools. |
| Example | Exact user entry. These are words or characters that you enter in the system exactly as they appear in the documentation. |
| <Example> | Variable user entry. Angle brackets indicate that you replace these words and characters with appropriate entries to make entries in the system. |
| EXAMPLE | Keys on the keyboard, for example, F2 or ENTER. |

|  |
| --- |
|  |
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