

# POC on Returns Processing

**Applies to:** SAP 5.0

## Summary

This is a POC in which we deal with returns. When a complaint has been raised by a customer against a product and if a return needs to happen, how this should happen in this scenario is being demonstrated here. When a return is raised against an item, its new category gets determined. The configuration steps required are given in this POC.

The objective behind this document is to consolidate all the pieces of information which are scattered all across and put that as part of a single consolidated document so that it's a starting point to System Analysts who want to work in this space. I am not claiming anything new in this POC but just want to consolidate all those SAP configurations which are required to do.

**Author:** Rakesh Kumar Jain

**Company:** Intel Technology India Pvt. Ltd.

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## Author Bio



I am Rakesh Kumar Jain, working for Intel Technology India Pvt. Ltd. I am currently working as a System Analyst in CRM. I am currently working on the Service module.

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## Objective

This is a POC in which we deal with returns. When a complaint has been raised by a customer against a product and if a return needs to happen, how this should happen in this scenario is being demonstrated here. When a return is raised against an item, its new category gets determined. The configuration steps required are given in this POC.

## Prerequisites

1. Z09C is a copy of CRMC transaction.
2. Item Category Z9PR<sup>1</sup> and Z9SR<sup>2</sup> are setup.
3. Z09CFITEM is action profile which already exists. The user is free to use his / her own action profile.

## Assumption

The pricing and billing information have not been considered for the Item Category Z09R

## Procedure

1. Use the following navigation option to access the Define Item Categories

|                  |   |
|------------------|---|
| Transaction Code | SPRO  |
| IMG Path         | IMG→Customer Relationship Management→Transactions→Basic Settings→Define Item Categories |

2. Search the Item Category REN and click on Copy As button and copy the item as Item Category = Z09R and Description = Z09 Returns Request. Copy all dependent entries.
3. In the Item Category Z09R change the following under Definition of Item Categories:
  - Under the Section General uncheck the checkbox against Relev. Wgt/vol.
  - Under the Section Profiles:
    - Text Determination Procedure = Z09TDI. [This could be any of your procedure also]
    - Partner Determination Procedure = <blank>
    - Org Data Profile = <blank>
4. Click on Assignment of Business Transaction Categories. Choose Transaction Category = Sales. Double click on Customizing Items.
  - Under the Section Billing Data/Credit :
    - Bill. Relevance = Not Relevant for Billing.
  - Under the Section Pricing Relevance :
    - Pricing Relevance = Checkbox is unchecked.
    - Pricing Indicator= Inactive
5. Use the following navigation option to access the Define Item Category Determination

|                  |   |
|------------------|---|
| Transaction Code | SPRO  |
| IMG Path         | IMG→Customer Relationship Management→Transactions→Basic Settings→Define Item Category Determination |

6. Click on New Entries button and save the following details:
  - Transaction Typ : Z09C
  - Item Cat. Group :
  - Item Cat. Usage : Returns Request (RETR)
  - Main Item Cat. : Z9PR
  - Item Category : Z09R
7. Click on New Entries button and save the following details:
  - Transaction Typ : Z09C
  - Item Cat. Group : Sales Item (NORM)

- Item Cat. Usage : Returns Request (RETR)  
 Main Item Cat. : Z9PR  
 Item Category : Z09R
8. Click on New Entries button and save the following details:  
 Transaction Typ : Z09C  
 Item Cat. Group :  
 Item Cat. Usage : Returns Request (RETR)  
 Main Item Cat. : Z9SR  
 Item Category : Z09R
9. Click on New Entries button and save the following details:  
 Transaction Typ : Z09C  
 Item Cat. Group : Sales Item (NORM)  
 Item Cat. Usage : Returns Request (RETR)  
 Main Item Cat. : Z9SR  
 Item Category : Z09R

10. Use the following navigation option to access the copy control for Item Category

|                  |  |
|------------------|--|
| Transaction Code | SPRO   |
| IMG Path         | IMG→Customer Relationship Management→Transactions→Basic Settings→Copying Control for Business Transactions→Define copy control for Item Categories |

11. Choose the line SourceCatg = COMP, TargetItmCatg = REN. Click on Copy As button and Enter the following and save the changes:
- Source Item Category = Z9PR
  - Target Item Category = Z09R
  - Copy Conditions = Do not copy conditions
12. Choose the line SourceCatg = COMP, TargetItmCatg = REN. Click on Copy As button and Enter the following and save the changes:
- Source Item Category = Z9SR
  - Target Item Category = Z09R
  - Copy Conditions = Do not copy conditions

13. Use the following navigation option to access the Define Conditions for Actions

|                  |   |
|------------------|---|
| Transaction Code | SPRO  |
| IMG Path         | IMG→Customer Relationship Management→Basic Functions→Actions→Actions in Transactions→Change Actions and Conditions→Define Action Profiles and Actions |

14. Click on Technical Names. Choose Z09CFITEM. Double click on it. On the right hand side choose the button Create and choose Returns Request. Save and Transport the changes.
15. Use the following navigation option to access the Define Conditions for Actions

|                  |   |
|------------------|---|
| Transaction Code | SPRO  |
| IMG Path         | IMG→Customer Relationship Management→Basic Functions→Actions→Actions in Transactions→Change Actions and Conditions→Define Condition |

16. Search the action profile = Z09CFITEM. Click on Action Definition. Click on Change Button. Uncheck the checkbox against the action Z09RETURN\_REQ and make it as Active. Save and Transport the changes.

17. Now login to SAP GUI or ICWebclient. Create a complaint and associate an item to it. Just click on the Return Button. The Return item category for the Product gets determined based on the against the item for which the complaint was raised.

## Result

The returns management is now configured.

## Note:

<sup>1</sup> Steps to setup Item Category Z9PR :

Go to the Path IMG→Customer Relationship Management→Transactions→Basic Settings→Define Item Categories

Select

Transaction Type = CRMC.  
Item Cat. Group = <blank>  
Item Cat. Usage = <blank>  
Main Item Catg = <blank>  
Item Category = COMP

Copy As:

Transaction Type = Z09C  
Item Cat. Group = <blank>  
Item Cat. Usage = <blank>  
Main Item Catg = <blank>  
Item Category = Z9PR

<sup>2</sup> Steps to setup Item Category Z9SR :

Go to the Path IMG→Customer Relationship Management→Transactions→Basic Settings→Define Item Categories

Select

Transaction Type = CRMC  
Item Cat. Group = Service Product  
Item Cat. Usage = Debit Memo  
Main Item Catg = COMS  
Item Category = L2S

Copy As:

Transaction Type = Z09C  
Item Cat. Group = Service Product  
Item Cat. Usage = <blank>  
Main Item Catg = <blank>  
Item Category = Z9PR

## Related Content

[http://help.sap.com/saphelp\\_crm50/helpdata/en/48/b8a51355a2484599b5f03914046094/frameset.htm](http://help.sap.com/saphelp_crm50/helpdata/en/48/b8a51355a2484599b5f03914046094/frameset.htm)

[http://help.sap.com/saphelp\\_crm50/helpdata/en/8a/7ee342599e5904e10000000a155106/frameset.htm](http://help.sap.com/saphelp_crm50/helpdata/en/8a/7ee342599e5904e10000000a155106/frameset.htm)

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