How-To Guide
SAP NetWeaver
Document Version: 2.0 – 2017-11-30

Process E-Commerce Returns
Typographic Conventions

<table>
<thead>
<tr>
<th>Type Style</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Example</strong></td>
<td>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.</td>
</tr>
<tr>
<td><strong>Example</strong></td>
<td>Emphasized words or expressions.</td>
</tr>
<tr>
<td><strong>EXAMPLE</strong></td>
<td>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.</td>
</tr>
<tr>
<td><strong>Example</strong></td>
<td>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.</td>
</tr>
<tr>
<td><strong>Example</strong></td>
<td>Exact user entry. These are words or characters that you enter in the system exactly as they appear in the documentation.</td>
</tr>
<tr>
<td><strong>&lt;Example&gt;</strong></td>
<td>Variable user entry. Angle brackets indicate that you replace these words and characters with appropriate entries to make entries in the system.</td>
</tr>
<tr>
<td><strong>EXAMPLE</strong></td>
<td>Keys on the keyboard, for example, F2 or ENTER</td>
</tr>
</tbody>
</table>

⚠ Caution

<Put your caution here>

💡 Example

<Put your example here>

ℹ️ Note

<Put your note here>

➡️ Recommendation

<Put your recommendation here>

➡️ Syntax

<Put your syntax here>
## Document History

<table>
<thead>
<tr>
<th>Document Version</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.0</td>
<td>First official release of this guide</td>
</tr>
<tr>
<td>2.0</td>
<td>Update on EWM 9.5 and 9.5 SP02 content (for example, process-oriented storage control in chapter 4.5, access codes in chapter 4.6, extensibility content in chapter 5.5, 5.6, 5.7 and unplanned returns extensibility content in chapter 5.8.)</td>
</tr>
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1 Business Scenario

In the warehouse, you can have a lot of returned products from customers and you want to handle those returns very efficiently, for example, to identify the returned delivery, to inspect the returns, to sort those products based on their conditions into different putaway areas and to trigger follow-up warehouse tasks. Process E-Commerce Returns is an SAP Fiori application to process the returned products.

This guide provides detailed introduction about how to set up the Process E-Commerce Returns in SAP Extended Warehouse Management (EWM) environment.

Target Groups
Technical Consultants
Support Specialists
System Administrators
Solution Consultants
Key Users

2 Background Information

This document describes the configuration necessary to run the e-commerce returns processes on SAP Fiori app. The configuration is based on the standard warehouse W001 with preconfigured business processes. For more information, see Warehouse Management with Preconfigured Processes.

3 Prerequisites

You have installed and correctly configured the following application:

- SAP EWM 9.4 or higher has been set up and integrated with SAP ERP for warehouse operations (different deployment modes are supported).
- SAP FIORI FOR SAP EWM 1.0 or higher

Additional remark for ‘Unplanned Returns’:

- SAP EWM 9.5 or higher has been set up and integrated with SAP ERP EHP8 SP09 or S/4HANA 1610 SPS4 or S/4HANA 1709 SPS2 or higher for warehouse operations (different deployment modes are supported).
- SAP FIORI FOR SAP EWM 1.0 SP06 or higher

You have set up that the inspection document is created at the activation of the delivery as follows:

- In Customizing for SCM Extended Warehouse Management, choose Extended Warehouse Management → Cross-Process Settings → Quality Management → Basics → Warehouse-Dependent Activation of Inspection Object Type.
- Choose Inspection Planning at Activation of Delivery for Action LF field for your warehouse and choose 3 for the IOT field (3 means Q-Inspection Returns Delivery).
- Inbound delivery of the customer returns should be unpacked, that is, there is no planned handling unit in inbound delivery.

You have implemented the standard warehouse W001 with preconfigured business processes, which is the recommended way of getting started with SAP Extended Warehouse Management (EWM). For more information, see Warehouse Management with Preconfigured Processes.

Authorization

Before you use Process E-Commerce Returns, you need to be assigned with SAP_EWM_BCR_WOP_T role in the front-end system.
## 4 Step-by-Step Procedure

A return process includes many warehouse operations. Process E-Commerce Returns application provides the operations that belong to the whole return process. See the following picture for the overall return process:

![Overall Return Process](image)

**Picture 1. Overall Return Process**
This application adds some new functions to the overall process in step 3 and step 4 in the picture above. The other process steps and process activities are existing functionalities.

Here are the process steps in details:

**Step 1: Return order**
Return order is the starting document for the whole process. A return order can be created in one of the following scenarios:
- Customer contacts the customer service to create a return order in SAP ERP or SAP CRM directly and replicate the order to SAP ERP.
- Customer creates a return request in the 3rd party e-commerce platform. Then, the return request is replicated to SAP ERP as return order automatically or manually.

Return order can either be created as the classical type order, for example, order type RE or ARM type, for example, order type: RE2. Afterwards, return delivery is generated automatically or manually and is replicated to SAP EWM.

After the creation of a return order, customer is informed to return the product to the warehouse and to provide the necessary reference information, for example, the return order number, RMA number, contacts information, so that warehouse returns processor can use the reference information to identify the return order.

Starting from EWM 9.5, you can use Process E-Commerce Returns app to process customer returns received without warehouse requests. You do not have to create return orders beforehand. Without getting contact with the customer service or filling a return request on the 3rd party e-commerce platform, customer is asked to provide the sales order so that warehouse returns processor can use the sales order to process. For the details of unplanned returns function, see Process E-Commerce Returns or see [https://help.sap.com/viewer/p/SAP_FIORI](https://help.sap.com/viewer/p/SAP_FIORI) under More SAP Fiori Products for SAP Business Suite-> Next navigation step SAP Fiori 1.0 for SAP Extended Warehouse Management ->Next navigation step->Process E-Commerce Returns.

**Step 2: Receiving in warehouse**
When the express company deliver returned parcels to the warehouse, the receiving office is responsible for assigning the dock door that is close to the work center for returns processing.

The warehouse workers are responsible for unloading the returned products and distribute the parcels to the returns processing work stations based on the workload plan of each work center. These parcels are the work list for the returns processor.

**Step 3: Returns processing in warehouse**
Warehouse returns processor works in the work center with a trolley of parcels to be processed. The processor logs on to the SAP EWM system and launches Process E-Commerce Returns application to start the processing.

The processor prepares some boxes in the sorting bin for product sorting. He or she finds the reference information in a parcel and searches for the related returns order. He or she checks the returned products and scans their bar codes. The application displays the product information, he or she confirms the information, for example, product details and pictures.

After inspecting the products, the processor selects the product whose condition is, for example, new or defect in the application. Depending on the production condition, the application proposes a sorting bin to place the product, for example, sorting bin C01. The processor puts the product into the proposed sorting bin and advances to process another product inside the parcel.

**Step 4: Replace full sorting box**
The returns processor finds the box in the sorting bin is full. He or she puts the box to the handover area for put-away and put in another empty box. If necessary, he or she prints out the HU label and sticks to the box.

**Step 5: Put away execution**
The returns processor comes to the handover area of a finished sorting box to start put-away. He or she logs on to RFUI in the RF device and launches Put-Away by HU application. He or she scans the HU label and executes put-away process for the products inside the box.
Other possible warehouse processes in this step:

- Scrap
- Stock transfer
- Return to vendor

A returned parcel can be sent back to customer after internal or external repairing.

Starting from EWM 9.5, the Process E-Commerce Returns app can support the process-oriented storage control (POSC). With this feature, before the follow-up action is created immediately after the inspection, additional follow-up actions can be created manually by the returns processor while completing the HU (HU is in the work center) on the RF device.

Step 6: Post processing

Customer service agent logs on to SAP EWM system to pull out a list of incomplete return deliveries and confirm the short delivery after communicating with customers. The discrepancies are confirmed to the SAP EWM deliveries and inspection documents are closed. To check the delivery document, log on to SAP EWM warehouse monitor, choose Documents/Inspection, and search for all open inspection documents and navigate to delivery document.

Other processing actions are as follows:

- You can trigger quantity adjustment activity by using process code for short delivery in returns.
- You can also trigger rejection to invalid returns.

Step 7: Refund

Customer service agent logs on to SAP ERP system to check completion status of all the return orders by cross-checking the goods receipt status and inspection results. Then, the agent creates credit memo to make refund to the customer. With SAP ARM, customer service agent can use the refund application to automate the money calculation.

You can have other processes for this step, for example, material replacement.

### 4.1 Configuration of Front-End System

#### 4.1.1 Activate OData Service for Application

The activation of the OData services is required to initially set up the SAP Fiori Launchpad and the SAP Fiori Launchpad designer.

SAP NetWeaver Gateway provides the infrastructure for the OData services used by the SAP Fiori Launchpad and the SAP Fiori apps.

An OData service must be enabled in gateway. This basically establishes a mapping between the technical OData service name and the corresponding back-end service (identified by system alias, namespace, and the external service name).

**Procedure:**

1. Call transaction *Activate and Maintain Services* (/IWFND/MAINT_SERVICE) on front-end system
2. Press *Add Service* button
3. Enter following data:

<table>
<thead>
<tr>
<th>System Alias</th>
<th>Technical Service Name</th>
<th>Version</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;System alias for EWM system&gt;:</td>
<td>/SCWM/CUSTOMER_RETURNS_SRV</td>
<td>1</td>
</tr>
<tr>
<td>&lt;System alias for EWM system&gt;:</td>
<td>/SCWM/USER_DEFAULTPARAMETER_SRV</td>
<td>1</td>
</tr>
</tbody>
</table>

4. Press *Get Services* button
5. Assign a package or choose *Local Object*
6. Press **Execute** button to save the service

### 4.2 Configuration of Quality Inspection

#### 4.2.1 Define Follow-Up Actions

You can use this step to define the follow-up actions. The follow-up actions can be grouped into the follow-up action group for later use in the inspection rule.

**Procedure:**


2. Create the follow-up actions with the following data:

<table>
<thead>
<tr>
<th>FollUpActn</th>
<th>Follow-Up Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>PTWY</td>
<td>Putaway</td>
</tr>
<tr>
<td>SCRP</td>
<td>Scrap</td>
</tr>
<tr>
<td>STO</td>
<td>Stock Transfer</td>
</tr>
<tr>
<td>0005</td>
<td>Return to Vendor</td>
</tr>
</tbody>
</table>

3. Maintain the product condition result for each follow-up action with following data:

<table>
<thead>
<tr>
<th>Warehouse Number</th>
<th>FollUpActn</th>
<th>IOT</th>
<th>Int. Action</th>
<th>NST</th>
<th>Whse Proc. Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;Warehouse No.&gt;</td>
<td>PTWY</td>
<td>3</td>
<td>4 Put Away for Delivery</td>
<td>FF</td>
<td></td>
</tr>
<tr>
<td>&lt;Warehouse No.&gt;</td>
<td>SCRP</td>
<td>3</td>
<td>1 Scraping</td>
<td>BB</td>
<td>P425</td>
</tr>
<tr>
<td>&lt;Warehouse No.&gt;</td>
<td>STO</td>
<td>3</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>&lt;Warehouse No.&gt;</td>
<td>0005</td>
<td>3</td>
<td>6 To Be Performed Externally (IOT3)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

4. Create the code group with following data:

<table>
<thead>
<tr>
<th>Code Group</th>
<th>Description</th>
<th>Lock</th>
</tr>
</thead>
<tbody>
<tr>
<td>CRCG</td>
<td>Customer Returns Code Group</td>
<td></td>
</tr>
</tbody>
</table>

5. Assign the follow-up actions to code group

<table>
<thead>
<tr>
<th>Code Group</th>
<th>Description</th>
<th>FollUpActn</th>
<th>Follow-Up Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>CRCG</td>
<td>Customer Returns Code Group</td>
<td>PTWY</td>
<td>Putaway</td>
</tr>
<tr>
<td>CRCG</td>
<td>Customer Returns Code Group</td>
<td>SCRP</td>
<td>Scrap</td>
</tr>
<tr>
<td>CRCG</td>
<td>Customer Returns Code Group</td>
<td>STO</td>
<td>Stock Transfer</td>
</tr>
<tr>
<td>CRCG</td>
<td>Customer Returns Code Group</td>
<td>0005</td>
<td>Return to Vendor</td>
</tr>
</tbody>
</table>

*Note*

If you want to use the ERP Advanced Returns Management (ARM) function, you must define a same follow-up action supported by ARM and set the internal action to ‘6 To Be Performed Externally’.

#### 4.2.2 Define Decision Codes

You can use this step to define the decision codes. The decision codes can be grouped into the decision code group for later use in the inspection rule.

The decision codes will be mapped with the follow-up actions in Chapter 4.1.1. Since the follow-up action is determined by the decision code automatically, only a 1:1 mapping relationship is supported.

**Procedure:**

1. In Customizing for **SCM Extended Warehouse Management**, choose **Extended Warehouse Management → Cross-Process Settings → Quality Management → Result → Define Decision Codes**
2. Create the decision codes with following data:

<table>
<thead>
<tr>
<th>Decision Code</th>
<th>Description</th>
<th>Valuation</th>
<th>QScore</th>
<th>Follow-Up Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>DCPY</td>
<td>New</td>
<td>A Accept</td>
<td></td>
<td>PTWY</td>
</tr>
<tr>
<td>DCSC</td>
<td>Defect</td>
<td>A Accept</td>
<td></td>
<td>SCRP</td>
</tr>
<tr>
<td>DCST</td>
<td>Good as New</td>
<td>A Accept</td>
<td></td>
<td>STO</td>
</tr>
<tr>
<td>DCRV</td>
<td>Return to Vendor</td>
<td>A Accept</td>
<td></td>
<td>0005</td>
</tr>
</tbody>
</table>

3. Assign the decision codes to code group 1

<table>
<thead>
<tr>
<th>Code Group</th>
<th>Description</th>
<th>Decision Code</th>
<th>Description</th>
<th>CodeAuto</th>
</tr>
</thead>
<tbody>
<tr>
<td>CRCG1</td>
<td>Customer Returns Code Group 1</td>
<td>DCPY</td>
<td>New</td>
<td>X</td>
</tr>
<tr>
<td>CRCG1</td>
<td>Customer Returns Code Group 1</td>
<td>DCSC</td>
<td>Defect</td>
<td></td>
</tr>
<tr>
<td>CRCG1</td>
<td>Customer Returns Code Group 1</td>
<td>DCST</td>
<td>Good as New</td>
<td></td>
</tr>
<tr>
<td>CRCG1</td>
<td>Customer Returns Code Group 1</td>
<td>DCRV</td>
<td>Return to Vendor</td>
<td></td>
</tr>
</tbody>
</table>

4. Assign the decision codes to code group 2

<table>
<thead>
<tr>
<th>Code Group</th>
<th>Description</th>
<th>Decision Code</th>
<th>Description</th>
<th>CodeAuto</th>
</tr>
</thead>
<tbody>
<tr>
<td>CRCG2</td>
<td>Customer Returns Code Group 2</td>
<td>DCSC</td>
<td>Defect</td>
<td>X</td>
</tr>
<tr>
<td>CRCG2</td>
<td>Customer Returns Code Group 2</td>
<td>DCST</td>
<td>Good as New</td>
<td></td>
</tr>
</tbody>
</table>

Note

The decision code and follow-up action mapping must be 1:1 relationship.
If CodeAuto is set, the decision code will be selected on Fiori UI by default.
If you want to use ERP ARM function (return order type RE), only one decision code group is allowed.

4.2.3 Define Defect

You can use this step to define defect (reasons for return). The defects are grouped into the code group for later use in the inspection rule.

Procedure:
1. In Customizing for SCM Extended Warehouse Management, choose Extended Warehouse Management → Cross-Process Settings → Quality Management → Result → Determine Error Codes and Efforts

2. Create the defect with the following data:

<table>
<thead>
<tr>
<th>Defect</th>
<th>Defect Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>IP</td>
<td>Incorrect Product</td>
</tr>
<tr>
<td>WC</td>
<td>Wrong Color</td>
</tr>
<tr>
<td>IS</td>
<td>Incorrect Size</td>
</tr>
<tr>
<td>OZ</td>
<td>Others</td>
</tr>
</tbody>
</table>

3. Create the defect group with the following data:

<table>
<thead>
<tr>
<th>Warehouse Number</th>
<th>Defect Grp</th>
<th>Defect Group Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;Warehouse No.&gt;</td>
<td>CRDG</td>
<td>Customer Returns Defect Group</td>
</tr>
</tbody>
</table>

4. Assign the defects to the defect group

<table>
<thead>
<tr>
<th>Warehouse No.</th>
<th>Defect Group</th>
<th>Defect</th>
<th>Defect Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;Warehouse No.&gt;</td>
<td>CRDG</td>
<td>IP</td>
<td>Incorrect Product</td>
</tr>
<tr>
<td>&lt;Warehouse No.&gt;</td>
<td>CRDG</td>
<td>WC</td>
<td>Wrong Color</td>
</tr>
<tr>
<td>&lt;Warehouse No.&gt;</td>
<td>CRDG</td>
<td>IS</td>
<td>Incorrect Size</td>
</tr>
<tr>
<td>&lt;Warehouse No.&gt;</td>
<td>CRDG</td>
<td>OZ</td>
<td>Others</td>
</tr>
</tbody>
</table>
4.2.4 Define Catalog Filter

Procedure:
2. Set catalog /SCWM/DEFECT under SFTCR finding type as Master Catalog.
3. Create the catalog filter under SFTCR finding type with the following data:

<table>
<thead>
<tr>
<th>Finding Type</th>
<th>Catalog Filter</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>SFTCR</td>
<td>CRCF</td>
<td>Customer Returns Catalog Filter</td>
</tr>
</tbody>
</table>

4. Maintain the values with the following data:

<table>
<thead>
<tr>
<th>Finding Type</th>
<th>Catalog Filter</th>
<th>Filter Value</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>SFTCR</td>
<td>CRCF</td>
<td>/SCWM/DEFECT</td>
<td>CRDG</td>
</tr>
</tbody>
</table>

4.2.5 Maintain Inspection Rule

Procedure:
1. In SAP Easy Access for SCM Extended Warehouse Management, choose Extended Warehouse Management → Master Data → Quality Management → Maintain Inspection Rule
2. Create inspection rules with the following data in your warehouse:

<table>
<thead>
<tr>
<th>Document Type</th>
<th>Item Type</th>
<th>Product</th>
<th>Inspection Procedure</th>
<th>Code Group</th>
<th>Code Group Item</th>
<th>Finding Type</th>
<th>Catalog Filter</th>
<th>Number Range</th>
</tr>
</thead>
<tbody>
<tr>
<td>IRET</td>
<td>IRET</td>
<td>PROD-M01</td>
<td>C</td>
<td>CRCG1</td>
<td>CRCG1</td>
<td>SFTCR</td>
<td>CRCF</td>
<td>SIOT3</td>
</tr>
<tr>
<td>IRET</td>
<td>IRET</td>
<td></td>
<td></td>
<td>CRCG2</td>
<td>CRCG2</td>
<td>SFTCR</td>
<td>CRCF</td>
<td>SIOT3</td>
</tr>
</tbody>
</table>

4.2.6 Define Follow-Up Actions in ERP

If you have configured that inspection results of product condition are reported to ERP, you can use this step to define the same follow-up actions in SAP ERP.

Procedure:
1. In Customizing for Logistics Execution, choose SAP EWM Integration → Customer Returns Processing → Returns Inspection → Maintain Catalogs → Edit Catalogs
2. Choose I (Follow-Up Activity - SPM Returns) catalog and press ENTER
3. Create the code group with the following data:

<table>
<thead>
<tr>
<th>Code grp</th>
<th>Short text</th>
<th>Status of code group</th>
</tr>
</thead>
<tbody>
<tr>
<td>CRCG</td>
<td>Customer Returns Code Group</td>
<td>Released</td>
</tr>
</tbody>
</table>

4. Assign the follow-up actions to code group:

<table>
<thead>
<tr>
<th>Code</th>
<th>Short text for code</th>
</tr>
</thead>
<tbody>
<tr>
<td>PTWY</td>
<td>Putaway</td>
</tr>
<tr>
<td>SCR</td>
<td>Scrap</td>
</tr>
<tr>
<td>STO</td>
<td>Stock Transfer</td>
</tr>
<tr>
<td>RVND</td>
<td>Return to Vendor</td>
</tr>
</tbody>
</table>
4.2.7 Define Decision Codes in ERP

If you have configured that inspection results of product condition are reported to ERP, you can use this step to define the same inspection codes in ERP.

Procedure:
1. In Customizing for Logistics Execution, choose SAP EWM Integration → Customer Returns Processing → Returns Inspection → Maintain Catalogs → Edit Catalogs
2. Choose F (Decision - SPM Returns) catalog and press ENTER
3. Create the code group with the following data:

<table>
<thead>
<tr>
<th>Code grp</th>
<th>Short text</th>
<th>Status of code group</th>
</tr>
</thead>
<tbody>
<tr>
<td>CRCG1</td>
<td>Customer Returns Code Group</td>
<td>Released</td>
</tr>
</tbody>
</table>

4. Assign the decision codes to code group

<table>
<thead>
<tr>
<th>Code</th>
<th>Short text for code</th>
</tr>
</thead>
<tbody>
<tr>
<td>DCPY</td>
<td>New</td>
</tr>
<tr>
<td>DCSC</td>
<td>Defect</td>
</tr>
<tr>
<td>SCST</td>
<td>Good as New</td>
</tr>
<tr>
<td>DCRV</td>
<td>Return to Vendor</td>
</tr>
</tbody>
</table>

4.2.8 Define Defects in ERP

If you have configured that quality inspection results are reported to ERP, you can use this step to define the same defects in ERP.

Procedure:
1. In Customizing for Logistics Execution, choose SAP EWM Integration → Customer Returns Processing → Returns Inspection → Maintain Catalogs → Edit Catalogs
2. Choose G (Defect - SPM Returns) catalog and press ENTER
3. Create the code group with the following data:

<table>
<thead>
<tr>
<th>Code grp</th>
<th>Short text</th>
<th>Status of code group</th>
</tr>
</thead>
<tbody>
<tr>
<td>CRDG</td>
<td>Customer Returns Defect Group</td>
<td>Released</td>
</tr>
</tbody>
</table>

4. Assign the defect codes to code group

<table>
<thead>
<tr>
<th>Code</th>
<th>Short text for code</th>
</tr>
</thead>
<tbody>
<tr>
<td>IP</td>
<td>Incorrect Product</td>
</tr>
<tr>
<td>IS</td>
<td>Incorrect Size</td>
</tr>
<tr>
<td>WC</td>
<td>Wrong Color</td>
</tr>
<tr>
<td>OZ</td>
<td>Others</td>
</tr>
</tbody>
</table>

4.2.9 Define Text Type in ERP

Procedure:
1. In Customizing for Sales and Distribution, choose Basic Functions → Text Control → Define Text Types
2. Choose Sales Document: Item text object and choose Text Types button.
3. Create a new text ID with following data:

<table>
<thead>
<tr>
<th>Text ID</th>
<th>ID Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>RETO</td>
<td>General Returns Text</td>
</tr>
</tbody>
</table>

4. Go back to Customizing Text Determination screen.

5. Choose Sales Document: Item text object and choose Change button.

6. Assign a new text ID to text procedure 01.

<table>
<thead>
<tr>
<th>SeqNo</th>
<th>ID</th>
<th>Refer/Duplicate</th>
<th>Text is obligat.</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;SeqNo&gt;</td>
<td>RETO</td>
<td>X</td>
<td>Text is not obligatory</td>
</tr>
</tbody>
</table>

Note: First, check the mapped text procedure of the item category you used, then assign the text ID

7. Go back to Customizing Text Determination screen.

8. Choose Delivery: Item text object and choose Change button.

9. Create a new access sequence with the following data:

<table>
<thead>
<tr>
<th>Access sequence</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;sequence&gt; e.g. 50</td>
<td>Returns Text</td>
</tr>
</tbody>
</table>

10. Assign the text ID to the access sequence with the following data:

<table>
<thead>
<tr>
<th>SeqNo</th>
<th>Text object</th>
<th>Text Object Description</th>
<th>ID</th>
<th>ID Description</th>
<th>All Language</th>
<th>Requirement</th>
</tr>
</thead>
<tbody>
<tr>
<td>10</td>
<td>VBBP</td>
<td>Sales Item texts</td>
<td>RETO</td>
<td>General Returns Text</td>
<td>X</td>
<td>50</td>
</tr>
</tbody>
</table>

11. Assign a new text ID to text procedure 02

<table>
<thead>
<tr>
<th>SeqNo</th>
<th>ID</th>
<th>Refer/Duplicate</th>
<th>Text is obligat.</th>
<th>Access Seq.</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;SeqNo&gt;</td>
<td>RETO</td>
<td></td>
<td>Text is not obligatory</td>
<td>&lt;sequence&gt; e.g. 50</td>
</tr>
</tbody>
</table>

Note: First, check the mapped text procedure of the item category you used, then assign the text ID

4.3 Configuration of Work Center

The storage type T820 in W001 warehouse model has been extended for the product condition inspection work center.
Work center section design

The setup of a work center depends on the requirement of both sorting and handover for follow-up execution. The typical options to set up the sections are as follows:

Option 1:
- Goods Receipt Section
- Inbound Section – specific for each work center. For sortation of returned products based on different product condition decisions
- Outbound Section – specific for each work center or shared between work centers for handover of the sorted products in HU after HU is full. The following warehouse activities will be based on the outbound section.

Note
The following setup is for this option and the outbound section is shared between work centers.

Option 2:
- Goods Receipt Section
- Outbound Section – specific for each work center for sortation of returned products based on different product condition decisions. The following warehouse activities will be based on the outbound section.
Bin Design of Work Center

The following typical sorting setup is supported:

- Sort the returned products based on the follow-up activities determined from product condition decisions.
- Sort the returned products based on the put-away areas (with put-away consolidation group).
- Customized logic with the BAdI implementation (please refer to Chapter 5 for more information).

Based on the sorting requirement, you can further decide the bin layout in work center.

- You can set up a sorting bin to put the sorted products: one sorting bin per put-away consolidation group or per follow-up activity. You can decide whether the bin should be in inbound section or directly on outbound section.
- You can decide whether to set up handover bins in work center to hand over the sorted products for the follow-up activity execution.
  - With separated handover bin
    Handover HU by HU with sorting bin in inbound section and handover bin in outbound section. You check whether the HU in sorting bin is full and ready for handover. If yes, you manually move the HU to the outbound section.
  - Without separated handover bin
    Sorted products for handover are directly placed in sorting bin in outbound section. The warehouse worker will have more responsibility in the follow-up activity execution and have to check whether the HU in handover bin is full and ready for execution regularly.
- You can decide whether to set up the handover bins to be shared in outbound section for across group of work centers or to be set up only for individual work center. For more information, please refer to the Chapter 4.2.
- You can also decide to sort the products directly into specific bin outside of a work center, for example, to put the products with defects into scrap zone directly.

Determination logic flow of intermediate destination

With the bin setup and configuration, after you have selected the product condition in Condition field on the Process E-Commerce Returns application, the system will show in the intermediate determination with the location where you can place the product immediately.
Process E-Commerce Returns
Step-by-Step Procedure

Consolidation Group Determination

User Decide on Conditions

Determine Follow-up Action

Determine Internal Follow-up Action

4 - Putaway for delivery

Found

Simulate Putaway

Determine Final Putaway Bin

Determine CG for Sorting

Not Found

Use Follow-up Action as CG

Found

Intermediate Destination Determination

Determine Sorting Bin with Same CG

Found

Not Found

Show Bin Verification

Show Description of Follow-up Action

CG: Consolidation Group
WPT: Warehouse Process Type
WC: Workcenter

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i Note

When the follow-up action is to put away the products, the system will do a simulation run for the put-away to find the put-away bin. The simulation run is based on the processed delivery item’s total quantity. However, you can inspect only a partial quantity. Thus, the put-away bin determined from the simulation run and real put-away for the partial quantity of the delivery item will be inconsistent. In case different consolidation groups are assigned to these put-away bins, products will be put into wrong sorting bin. This will cause the inefficiency of later processing.

When you are determining sorting bin with consolidation group, if two sorting bins are found, one in inbound section and the other in outbound section, the system will use the bin in inbound section.

4.3.1  Change Storage Type

The setting of HU requirement for storage type T820 has to be switched off. Otherwise, the whole process will not work properly.

Procedure:

1. In Customizing for SCM Extended Warehouse Management, choose Extended Warehouse Management → Master Data → Define Storage Type
2. Set HU Requirement for storage type T820 of your warehouse to HU Allowed but not a Requirement.

4.3.2  Define Activity for Sorting

You can use this step to define an activity for sortation. The bin (in inbound section) sorting later will be based on the activity.

Procedure:

1. In Customizing for SCM Extended Warehouse Management, choose Extended Warehouse Management → Master Data → Activity Areas → Activities → Define Activities
2. Create the activity with the following data:

<table>
<thead>
<tr>
<th>Warehouse No.</th>
<th>Activity</th>
<th>Description</th>
<th>Process Cat.</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;Warehouse No.&gt;</td>
<td>RIIS</td>
<td>Return Sorting</td>
<td>3</td>
</tr>
</tbody>
</table>

4.3.3  Define Warehouse Process Type for Sorting

When you are doing the sorting, inspected products will be repacked into the HU in inbound section. You can use this step to define a warehouse process type for repacking.

Procedure:

2. Copy warehouse process type from P340 to P344 and change activity to RIIS.

4.3.4  Define Work Centers

You can use this step to define the product condition work center.

1. In Customizing for SCM Extended Warehouse Management, choose Extended Warehouse Management → Master Data → Define Storage Section.
2. Create the inbound sections with the following data:

<table>
<thead>
<tr>
<th>WhN</th>
<th>Typ</th>
<th>Sec</th>
<th>Description</th>
</tr>
</thead>
</table>
3. Create the outbound sections with the following data:

<table>
<thead>
<tr>
<th>WhN</th>
<th>Typ</th>
<th>Sec</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;Warehouse No.&gt;</td>
<td>T820</td>
<td>S104</td>
<td>Outbound Section</td>
</tr>
</tbody>
</table>


5. Create a work center with the following data:

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Warehouse No.</td>
<td>&lt;Warehouse No.&gt;</td>
</tr>
<tr>
<td>Work Center</td>
<td>WC01</td>
</tr>
<tr>
<td>Storage Type</td>
<td>T820</td>
</tr>
<tr>
<td>Inbound Section</td>
<td>S004</td>
</tr>
<tr>
<td>Outbnd Section</td>
<td>S104</td>
</tr>
<tr>
<td>Repack WPT</td>
<td>P344</td>
</tr>
<tr>
<td>Work Center Layout</td>
<td>QICR</td>
</tr>
<tr>
<td>PrintDetermProc</td>
<td>OHUPR</td>
</tr>
<tr>
<td>Save Action</td>
<td>X</td>
</tr>
<tr>
<td>Check Consol. Grp</td>
<td>No Check</td>
</tr>
<tr>
<td>Check Stop on Route</td>
<td>No Check</td>
</tr>
<tr>
<td>Repack Activ. WTs</td>
<td>Repacking Active WT Allowed</td>
</tr>
</tbody>
</table>

6. Create another work center with the following data:

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Warehouse No.</td>
<td>&lt;Warehouse No.&gt;</td>
</tr>
<tr>
<td>Work Center</td>
<td>WC02</td>
</tr>
<tr>
<td>Storage Type</td>
<td>T820</td>
</tr>
<tr>
<td>Inbound Section</td>
<td>S005</td>
</tr>
<tr>
<td>Outbnd Section</td>
<td>S104</td>
</tr>
<tr>
<td>Repack WPT</td>
<td>P344</td>
</tr>
<tr>
<td>Work Center Layout</td>
<td>QICR</td>
</tr>
<tr>
<td>PrintDetermProc</td>
<td>OHUPR</td>
</tr>
<tr>
<td>Save Action</td>
<td>X</td>
</tr>
<tr>
<td>Check Consol. Grp</td>
<td>No Check</td>
</tr>
<tr>
<td>Check Stop on Route</td>
<td>No Check</td>
</tr>
<tr>
<td>Repack Activ. WTs</td>
<td>Repacking Active WT Allowed</td>
</tr>
</tbody>
</table>


8. Maintain the storage bin for the work centers.

Note

According to the setup of preconfigured warehouse, the storage bin is also for goods receipt staging (for standard setup of T820, the storage bin is QUAL=I01).
4.3.5 Define Storage Bins of Work Center

You use this step to define the storage bins in inbound sections and in the shared outbound section.

- Different aisles mean different work centers.
- Stack 1, level 1 means to place products with product condition decision “stock transfer” and the system proposes B01.
- Stack 2, level 1 means to place products with product condition decision “return to vendor” and the system proposes B02.
- Stack 1&2, level 2 means to place products with product condition decision “putaway” and the system proposes C01 or C02 based on the final putaway destination.

Procedure:

1. In SAP Easy Access for SCM Extended Warehouse Management, choose Extended Warehouse Management → Master Data → Storage Bin → Create Storage Bin.

2. Create the sorting bins with the following data:

<table>
<thead>
<tr>
<th>Warehouse No.</th>
<th>Storage Bin</th>
<th>Storage Type</th>
<th>Storage Section</th>
<th>Verification</th>
<th>Aisle</th>
<th>Stack</th>
<th>Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;Warehouse No.&gt;</td>
<td>WC01-B01</td>
<td>T820</td>
<td>S004</td>
<td>B01</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>&lt;Warehouse No.&gt;</td>
<td>WC01-B02</td>
<td>T820</td>
<td>S004</td>
<td>B02</td>
<td>1</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>&lt;Warehouse No.&gt;</td>
<td>WC01-C01</td>
<td>T820</td>
<td>S004</td>
<td>C01</td>
<td>1</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>&lt;Warehouse No.&gt;</td>
<td>WC01-C02</td>
<td>T820</td>
<td>S004</td>
<td>C02</td>
<td>1</td>
<td>2</td>
<td>2</td>
</tr>
</tbody>
</table>

3. Create the handover bins with the following data:

<table>
<thead>
<tr>
<th>Warehouse No.</th>
<th>Storage Bin</th>
<th>Storage Type</th>
<th>Storage Section</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;Warehouse No.&gt;</td>
<td>PTWY-ZONE</td>
<td>T820</td>
<td>S104</td>
</tr>
<tr>
<td>&lt;Warehouse No.&gt;</td>
<td>RVND-ZONE</td>
<td>T820</td>
<td>S104</td>
</tr>
<tr>
<td>&lt;Warehouse No.&gt;</td>
<td>STO-ZONE</td>
<td>T820</td>
<td>S104</td>
</tr>
</tbody>
</table>

4.3.6 Define Number Range Interval for Consolidation Group

You can use this step to define a letter-based number range interval for consolidation group.

Procedure:


2. Enter warehouse number and choose Change Intervals.

3. Create a new number range interval with the following data:

<table>
<thead>
<tr>
<th>No</th>
<th>From No.</th>
<th>To Number</th>
<th>External Assignment</th>
</tr>
</thead>
<tbody>
<tr>
<td>e.g. ‘05’</td>
<td>AAAAAAA</td>
<td>ZZZZZZZ</td>
<td>X</td>
</tr>
</tbody>
</table>


5. Create a new assignment with the following data:

| Warehouse No. | Typ | No. Range |
**4.3.7 Assign the Consolidation Group for Sorting**

You can use this step to assign the consolidation group to the activity area of the putaway destination. You can also use this step to assign the consolidation group to the activity area of product condition work center. Procedure:

1. In Customizing for *SCM Extended Warehouse Management*, choose *Extended Warehouse Management → Master Data → Activity Areas → Assign Storage Bins to Activity Areas*

2. Assign consolidation group `PTWY_SM` to all entries of activity area A001

3. Assign consolidation group `PTWY_L` to all entries of activity area A002

4. Create the new assignments with the following data:

<table>
<thead>
<tr>
<th>Warehouse No.</th>
<th>Activity Area</th>
<th>Storage Type</th>
<th>Aisle Start</th>
<th>Aisle End</th>
<th>Stack Start</th>
<th>Stack End</th>
<th>Level Start</th>
<th>Level End</th>
<th>Cons. Grp</th>
</tr>
</thead>
<tbody>
<tr>
<td><code>&lt;Warehouse No.&gt;</code></td>
<td>A001</td>
<td>T820</td>
<td>1</td>
<td>9</td>
<td>1</td>
<td>1</td>
<td>2</td>
<td>2</td>
<td>PTWY_SM</td>
</tr>
<tr>
<td><code>&lt;Warehouse No.&gt;</code></td>
<td>A002</td>
<td>T820</td>
<td>1</td>
<td>9</td>
<td>2</td>
<td>2</td>
<td>2</td>
<td>2</td>
<td>PTWY_L</td>
</tr>
<tr>
<td><code>&lt;Warehouse No.&gt;</code></td>
<td>T820</td>
<td>T820</td>
<td>1</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>STO</td>
</tr>
<tr>
<td><code>&lt;Warehouse No.&gt;</code></td>
<td>T820</td>
<td>T820</td>
<td>1</td>
<td>2</td>
<td>2</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td>0005</td>
</tr>
</tbody>
</table>

5. In Customizing for *SCM Extended Warehouse Management*, choose *Extended Warehouse Management → Master Data → Activity Areas → Define Sort Sequence for Activity Area*

6. Create the new entries with the following data:

<table>
<thead>
<tr>
<th>Warehouse No.</th>
<th>Activity Area</th>
<th>Activity</th>
<th>Sequence No.</th>
<th>Storage Type</th>
</tr>
</thead>
<tbody>
<tr>
<td><code>&lt;Warehouse No.&gt;</code></td>
<td>A001</td>
<td>RIIS</td>
<td><code>&lt;Sequence No.&gt;</code></td>
<td>T820</td>
</tr>
<tr>
<td><code>&lt;Warehouse No.&gt;</code></td>
<td>A002</td>
<td>RIIS</td>
<td><code>&lt;Sequence No.&gt;</code></td>
<td>T820</td>
</tr>
<tr>
<td><code>&lt;Warehouse No.&gt;</code></td>
<td>T820</td>
<td>RIIS</td>
<td><code>&lt;Sequence No.&gt;</code></td>
<td>T820</td>
</tr>
</tbody>
</table>

Note that the *Sequence No.* should be the same as that in step 4.


8. Create bin sorting with following input and press *Execute*:

<table>
<thead>
<tr>
<th>Warehouse No.</th>
<th>Activity Area</th>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td><code>&lt;Warehouse No.&gt;</code></td>
<td>A001</td>
<td>PTWY</td>
</tr>
<tr>
<td><code>&lt;Warehouse No.&gt;</code></td>
<td>A001</td>
<td>RIIS</td>
</tr>
<tr>
<td><code>&lt;Warehouse No.&gt;</code></td>
<td>A002</td>
<td>PTWY</td>
</tr>
<tr>
<td><code>&lt;Warehouse No.&gt;</code></td>
<td>A002</td>
<td>RIIS</td>
</tr>
<tr>
<td><code>&lt;Warehouse No.&gt;</code></td>
<td>T820</td>
<td>RIIS</td>
</tr>
</tbody>
</table>

**4.3.8 Define HU Label Printing for Sorting Bin**

You can use this step to define the condition records for HU printing for your work centers. Here we use printing of HU with packaging material `EUROPALLET` as an example.
Starting from EWM 9.5, the Process E-Commerce Returns application has a new view to manage bins of the work center. The application can also support the creation and moving of HU. The printing of HU can be triggered at HU creation and, alternatively, the user can trigger the printing manually.

Procedure:
1. In SAP Easy Access for SCM Extended Warehouse Management, choose Extended Warehouse Management → Work Scheduling → Print → Settings → Create Condition Records for Printing (HUs)
2. Enter application PHU, maintenance group PHU and choose Execute (F8)
3. Choose Key Combination (Condition Table), press Create with reference
4. Select condition table SAPH002
5. Create the condition record for work center WC01 with the following data:

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Condition Type</td>
<td>OHU1</td>
</tr>
<tr>
<td>HU Type</td>
<td>E1</td>
</tr>
<tr>
<td>Warehouse Number</td>
<td>&lt;Warehouse No.&gt;</td>
</tr>
<tr>
<td>HU Step</td>
<td>I</td>
</tr>
<tr>
<td>Packaging Material</td>
<td>EUROPALLET</td>
</tr>
<tr>
<td>Work Center</td>
<td>WC01</td>
</tr>
<tr>
<td>Form</td>
<td>/SCWM/HU_LABEL</td>
</tr>
<tr>
<td>Printer</td>
<td>&lt;printer&gt;, e.g. LP01</td>
</tr>
<tr>
<td>Spool Data</td>
<td>01</td>
</tr>
<tr>
<td>PPF: Name of Action Definition</td>
<td>HU_LABEL_GENERAL_AND_RF</td>
</tr>
</tbody>
</table>

6. Create the condition record for work center WC02 with the following data:

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Condition Type</td>
<td>OHU1</td>
</tr>
<tr>
<td>HU Type</td>
<td>E1</td>
</tr>
<tr>
<td>Warehouse Number</td>
<td>&lt;Warehouse No.&gt;</td>
</tr>
<tr>
<td>HU Step</td>
<td>P</td>
</tr>
<tr>
<td>Packaging Material</td>
<td>EUROPALLET</td>
</tr>
<tr>
<td>Work Center</td>
<td>WC02</td>
</tr>
<tr>
<td>Form</td>
<td>/SCWM/HU_LABEL</td>
</tr>
<tr>
<td>Printer</td>
<td>&lt;printer&gt;, e.g. LP01</td>
</tr>
<tr>
<td>Spool Data</td>
<td>01</td>
</tr>
<tr>
<td>PPF: Name of Action Definition</td>
<td>HU_LABEL_GENERAL_AND_RF</td>
</tr>
</tbody>
</table>
### 4.3.9 Change Warehouse Process Type for Putaway

When products are put away to the final bins, only the content of the sorting HU are put away. The sorting HUs are not put away.

**Procedure:**

1. In Customizing for *SCM Extended Warehouse Management*, choose *Extended Warehouse Management → Cross-Process Settings → Warehouse Task → Define Warehouse Process Type*

2. Set Control f. HU Pick for warehouse process type P430 of your warehouse to 3 Only adopt content (mat. + lower-level HUs) into pick HU

### 4.4 Configure Unplanned Returns Processes

Starting from EWM 9.5, unplanned returns function is supported, that is, you can process customer returns received without warehouse requests in Process E-Commerce Returns app.

If you want to use this function, please implement the settings below:

**Note**

Unplanned returns process only works with ERP Advanced Returns Management. To use ERP Advanced Returns Management, make sure business function ‘OPS_ADVRETURNS_1’ and ‘OPS_ADVRETURNS_2’ are activated.

### 4.4.1 Implement BC Set

**Procedure**


2. Enter BC Set /SCWM/DLV_INBOUND_RET_UNPLANNED and choose *Activate*

3. Choose *Do Not Overwrite Default Values* and *Expert Mode* and choose *Activate*
4.4.2  Determine Document Type

The inbound deliveries for unplanned returns are created locally. You can use this step to determine the document type to be used to create the inbound delivery. You can disable the unplanned returns functionality by skipping the configuration of document type determination.

Procedure:

1. In Customizing for SCM Extended Warehouse Management, choose Extended Warehouse Management → Goods Receipt Process → Inbound Delivery → Determine Document Types for Inbound Delivery Creation

   2. Create a new entry with the following data:

      | Warehouse Number | BusProc          | Doc. Type |
      |------------------|------------------|-----------|
      | <Warehouse No.>  | R1 Unplanned Returns | IRUP      |

4.4.3  Determine Warehouse Process Type

Procedure:

1. In Customizing for SCM Extended Warehouse Management, choose Extended Warehouse Management → Cross-Process Settings → Warehouse Task → Determine Warehouse Process Type

   2. Determine warehouse process ‘P430’ by document type ‘IRUP’

4.4.4  Assign Availability Group

The inbound deliveries for unplanned returns use the determined warehouse process type’s availability group to determine the stock types of returned products.

Procedure:

1. In Customizing for SCM Extended Warehouse Management, choose Extended Warehouse Management → Cross-Process Settings → Warehouse Task → Define Warehouse Process Type

   2. Maintain ‘Availability Group’ to be ‘002’ for warehouse process type ‘P430’

4.4.5  Define Number Range for Return Orders

The inbound delivery for an unplanned return persist a temporary return order ID in the EWM delivery item. Later, this return order ID is transferred to SAP ERP and is used for SAP ERP return order creation. Thus, the number range defined in EWM for return orders must be consistent with the external number range of the return order type in SAP ERP.

Procedure:

1. For SAP ERP, in Customizing for Sales and Distribution, choose Sales → Sales Documents → Sales Document Header → Define Sales Document Types

2. Record the external number range for used sales document type, e.g. ‘RE2’, and record the delivery type

3. In SAP ERP, in Customizing for Sales and Distribution, choose Sales → Sales Document → Sales Document Header → Define Number Ranges for Sales Documents
4. Record ‘From Number’ and ‘To Number’ of the number range in step 2

5. In SAP EWM, in Customizing for SCM Extended Warehouse Management, choose Extended Warehouse Management → Interfaces → ERP Integration → Delivery Processing → Define Number Ranges for Return Orders

6. Maintain a number range, e.g. ‘01’, with same valued defined for ‘From Number’ and ‘To Number’ in step 4

i Note
System considers the sales document type with flag ‘Advanced Returns Management Active’ in Customizing Sales and Distribution → Sales → Advanced Returns Management → Activate Advanced Returns Management for Returns Order Types. If there are multiple sales document types, system considers the first one.

### 4.4.6 Define Number Range for Return Deliveries

The inbound delivery for an unplanned returns persist a temporary return delivery ID in the EWM delivery item. Later, this return delivery ID is transferred to SAP ERP and is used for SAP ERP return delivery creation. Thus, the number range defined in SAP EWM for return deliveries must consistent with the external number range of the delivery type in SAP ERP.

Procedure:

1. For SAP ERP, in Customizing for Logistics Execution, choose Shipping → Deliveries → Define Delivery Types

2. Record the external number range for used delivery type noted in chapter 4.4.5, e.g. ‘LR2’

3. In Customizing for Logistics Execution, choose Shipping → Deliveries → Define Number Ranges for Deliveries

4. Record ‘From Number’ and ‘To Number’ of the number range in step 2

5. In SAP EWM, in Customizing for SCM Extended Warehouse Management, choose Extended Warehouse Management → Interfaces → ERP Integration → Delivery Processing → Define Number Ranges for ERP Deliveries

6. Maintain a number range, e.g. ‘03’, with same ‘From Number’ and ‘To Number’ in step 4

### 4.4.7 Assign Number Ranges

You can use this step to assign the number ranges for return orders and return deliveries in SAP EWM.

Procedure:

1. In Customizing for SCM Extended Warehouse Management, choose Extended Warehouse Management → Interfaces → ERP Integration → Delivery Processing → Control Message Processing Dependent on Recipient

2. Create a new entry with the following data:

<table>
<thead>
<tr>
<th>Business System</th>
<th>Doc. Type ERP</th>
<th>HU Parameter</th>
<th>Delivery Interv</th>
<th>ItmNO.Increment</th>
<th>Split Profile</th>
<th>Return Order Interv.</th>
</tr>
</thead>
<tbody>
<tr>
<td>IRUP</td>
<td>Report HU Data</td>
<td>&lt;NR&gt;, e.g. ‘03’</td>
<td>10</td>
<td></td>
<td></td>
<td>&lt;NR&gt;, e.g. ‘01’</td>
</tr>
</tbody>
</table>
4.4.8 Define Return Reasons

You can use this step to define the return reasons in SAP EWM. The reason codes must be consistent with the reason codes in SAP ERP side in chapter 4.4.11.

Procedure:
2. Create new entries with the following data:

<table>
<thead>
<tr>
<th>Reason</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>001</td>
<td>Bought too much</td>
</tr>
<tr>
<td>002</td>
<td>Defective</td>
</tr>
<tr>
<td>003</td>
<td>Picking error</td>
</tr>
</tbody>
</table>

4.4.9 Define External QM Catalog

If you have configured that inspection results of product condition are reported to SAP ERP, you can use this step to define the external QM catalog. The catalog must be consistent with the catalog specified in SAP ERP for Advanced Returns Management in chapter 4.4.14.

Procedure:
1. In Customizing for SCM Extended Warehouse Management, choose Extended Warehouse Management → Cross-Process Settings → Quality Management → Basics → Warehouse-Dependent Activation of Inspection Object Type
2. Maintain the external QM catalog, e.g. ‘P’, for inspection object type ‘3’

4.4.10 Map Date Types

Inbound deliveries for unplanned returns use the delivery creation date and time as the delivery date and time.

Procedure:
1. In Customizing for SCM Extended Warehouse Management, choose Extended Warehouse Management → Interfaces → ERP Integration → Delivery Processing → Map Date Types from ERP system to EWM
2. Create a new entry with the following data:

<table>
<thead>
<tr>
<th>Business System</th>
<th>DType ERP</th>
<th>Doc. Type</th>
<th>Item Type</th>
<th>Start Date</th>
<th>End Date</th>
<th>Conf.D/T</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>WSHDRLFDAT</td>
<td>IRUP</td>
<td>X</td>
<td>TDELIVERY</td>
<td></td>
<td>Do Not Confirm Date/Time</td>
</tr>
</tbody>
</table>

4.4.11 Maintain Inspection Rule

Procedure:
4. Create inspection rules with the following data in your warehouse:
### 4.4.12 Define Return Reasons in SAP ERP

You can use this step to define the return reasons in SAP ERP. The reason codes must be consistent with the reason codes in SAP EWM described in chapter 4.4.8.

**Procedure:**

1. In Customizing for Sales and Distribution, choose Sales → Advanced Returns Management → Define Return Reasons for Customer Returns

2. Create new entries with the following data:

<table>
<thead>
<tr>
<th>Ret. Reason</th>
<th>Return Reason Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>001</td>
<td>Bought too much</td>
</tr>
<tr>
<td>002</td>
<td>Defective</td>
</tr>
<tr>
<td>003</td>
<td>Picking error</td>
</tr>
</tbody>
</table>

### 4.4.13 Configure Default Values for Return Orders in SAP ERP

You can use this step to configure the default values when creating the return orders in SAP ERP.

**Procedure:**

1. In Customizing for Sales and Distribution, choose Sales → Advanced Returns Management → Configure Default Values for Returns Orders

2. Create a new entry with the following data:

<table>
<thead>
<tr>
<th>Plant</th>
<th>Act.</th>
<th>Mat. Rec.</th>
<th>Refund</th>
<th>Refund Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;Plant&gt;</td>
<td>0001</td>
<td>X</td>
<td>R By Credit Memo Request</td>
<td>Credit Memo</td>
</tr>
</tbody>
</table>

**Note**

You can define the default values according to your real business requirement.

### 4.4.14 Define Decision Codes in SAP ERP

You can use this step to define the catalog, code group and decision codes when processing Advanced Returns Management. The objects must be consistent with ones in SAP EWM described in chapter 4.2.2.

**Procedure:**

1. In Customizing for Sales and Distribution, choose Sales → Advanced Returns Management → Material Inspection → Basic Settings → Define and Configure Catalog for Inspection Codes

2. Choose Activity 'Define Catalogs'

3. Create a new entry with the following data:

| Catalog | Short text | Keyword | Selected sets allowed | Deactivate | Follow-up action |
4. Go one step back and choose Activity ‘Edit Catalogs’, enter catalog and Code group ‘*’

5. Create a new code group ‘CRCG1’ with released status

6. Create the inspection codes with the following data:

<table>
<thead>
<tr>
<th>Code</th>
<th>Short text for code</th>
</tr>
</thead>
<tbody>
<tr>
<td>DCPY</td>
<td>New</td>
</tr>
<tr>
<td>DCRV</td>
<td>Return to Vendor</td>
</tr>
<tr>
<td>DCSC</td>
<td>Scrap</td>
</tr>
<tr>
<td>DCST</td>
<td>Good as New</td>
</tr>
</tbody>
</table>

### 4.4.15 Assign Catalog to Catalog Profile in SAP ERP

You can use this step to assign the catalog to the catalog profile for SPM returns.

**Procedure:**

1. In Customizing for Logistics Execution, choose Service Parts Management (SPM) ➔ Complaints and Returns (SPM) ➔ Returns Inspection ➔ Define Catalog Profile

2. Choose catalog profile ‘SPMRETURN’ and add the new catalog

### 4.4.16 Set Catalog and Code Group in SAP ERP

You can use step to specify the catalog and code group for material inspection in Advanced Returns Management process.

**Procedure:**

3. In Customizing for Sales and Distribution, choose Sales ➔ Advanced Returns Management ➔ Material Inspection ➔ Basic Settings ➔ Specify Catalog and Code Group for Material Inspection

4. Set the catalog, e.g. ‘P’, and code group ‘CRCG1’ with code group ‘*’

### 4.4.17 Define Number Ranges for Advanced Returns Process IDs in SAP ERP

**Procedure:**

1. In Customizing for Sales and Distribution, choose Sales ➔ Advanced Returns Management ➔ Define Number Ranges for Advanced Returns Process IDs

2. Create an entry with following data:

<table>
<thead>
<tr>
<th>Number Range</th>
<th>From No.</th>
<th>To Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>01</td>
<td>00000000001</td>
<td>99999999999</td>
</tr>
</tbody>
</table>
4.4.18 Configure Automatic Creation of Credit Memo Request

If you use credit memo request to refund the returns, you can use this step to configure the automatic creation of credit memo request when the inspection result of the returns is transferred to SAP ERP.

Procedure:

1. In Customizing for Logistics – General, choose Advanced Returns Management → Customer Returns → Configure Default Values for Returns Refund Codes (New)

2. Create the entries with following data:

<table>
<thead>
<tr>
<th>Inspection Code</th>
<th>Return Reason</th>
<th>Follow-Up Activity</th>
<th>CMR Rejection Reason</th>
<th>Refund Code</th>
<th>Rel. CMR</th>
</tr>
</thead>
<tbody>
<tr>
<td>DCPY 001</td>
<td>001</td>
<td>0011 Transfer to Free Available Stock</td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>DCPY 003</td>
<td>003</td>
<td>0011 Transfer to Free Available Stock</td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>DCSC 002</td>
<td>002</td>
<td>0012 Transfer to Scrap</td>
<td></td>
<td></td>
<td>X</td>
</tr>
</tbody>
</table>

Note

In this guide, the configuration for the Advanced Returns Management process - return to vendor is not documented with details. Please refer to the Advanced Returns Management consultant for detailed configuration.

4.4.19 Define Incompleteness Procedure

The SAP delivered return order type ‘RE2’ requires to enter order reason (not return reason) when you are creating the return order. As the unplanned returns process creates the return orders automatically and you have no chance to specify the order reason, You can use the incompleteness procedure to neglect the order reason.

Procedure:

1. In Customizing for Sales and Distribution, choose Basic Functions → Log of Incomplete Items → Define Incompleteness Procedures

2. Choose group ‘A - Sales – Header’

3. Copy incompleteness procedure 14 – Credit Memo to a new incompleteness procedure, e.g. ‘99 – Unplanned Returns’ with all the entries copied.

4. Choose the new incompleteness procedure and delete the entry for order reason

5. In Customizing for Sales and Distribution, choose Basic Functions → Log of Incomplete Items → Assign Incompleteness Procedures → Assign procedures to the sales document types

6. Assign the new incompleteness procedure to the return order type, e.g. ‘RE2’

7. Assign the new incompleteness procedure to the credit memo request type, e.g. ‘GA2’

Note

You can check the default credit memo request type for your return order type in Customizing for Sales and Distribution under Sales → Advanced Returns Management → Activate Advanced Returns Management for Returns Order Types
4.4.20 Disable Automatic Delivery Creation for Sales Document Type in SAP ERP

It shall be make sure that the automatic delivery creation for the SAP delivered return order type 'RE2' is disabled. The delivery creation is triggered by the message sent from EWM to ERP.

Procedure:

1. In Customizing for Sales and Distribution, choose Sales → Sales Documents → Sales Documents Header → Define Sales Document Types
2. Make sure the 'Immediate delivery' is set to empty for order type 'RE2'

4.5 Configure Product Master Data

The Fiori application supports the display of product image and the inspection advice. The image and inspection advice can be specific to product ID, UoM and batch.

You can use the following steps to implement the image and inspection advice for the products. You can refer to SAP Note 2293572 for the BAdI implementation.

4.5.1 Define Product Image (Optional)

You can use BAdI: Data Retrieval for Product Detail View (/SCWM/EX_RE_DLVQIEITEM) to change the data that is used for information displayed on the UI. With the implementation of this BAdI and method CHANGE_DLVQIEITEM under interface /SCWM/IP_EX_DLVQIEITEM_SET, you can map the image with product information (for example, UoM, Batch).

PROD_IMG field is to bind the image URLs.

4.5.2 Define Inspection Advice (Optional)

You can use the BAdI: Data Retrieval for Product Detail View (/SCWM/EX_RE_DLVQIEITEM) with the implementation of BAdI /SCWM/EX_RE_DLVQIEITEM and method CHANGE_DLVQIEITEM under interface /SCWM/IP_EX_DLVQIEITEM_SET, you can also map the inspection advice with product information (for example, UoM, Batch).

ADVICE field is to bind the inspection advice.

4.6 Configure Process-Oriented Storage Control (POSC)

Starting from EWM 9.5, the Process E-Commerce Returns application supports the process-oriented storage control. The storage process and corresponding step are taken over to the HU header. With this feature, before the follow-up action is created immediately after the inspection, additional follow-up actions can be created manually by the returns processor while completing the HU (HU is in the work center) on the RF device.

Note: Currently the bin determination logic does not take into consideration of the storage process of the sorting HU on the bin. Thus, if one sorting HU already has the storage process and a product with different storage process (determined from delivery item’s warehouse process type) is determined to put into this sorting HU, the system always keeps the first storage process. If you want the bin determination logic to consider the storage process and propose new sorting HU for different storage process, please follow chapter 5.1 and implement your own logic.

If you want to use the process-oriented storage control, please configure with following customizing activities.
4.6.1 Define Storage Process

You can use this step to define the storage process, which defines how the products are moved in the warehouse. The storage process is later assigned to the warehouse process type for the inbound delivery item.

Procedure:


2. Create a storage process with following data:

<table>
<thead>
<tr>
<th>Warehouse Number</th>
<th>Storage Process</th>
<th>Description</th>
<th>Direction</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;Warehouse No.&gt;</td>
<td>POSC</td>
<td>Return Process with POSC</td>
<td>Putaway</td>
</tr>
</tbody>
</table>

3. Choose the storage process and press Assign Storage Process Step

4. Assign the storage process steps with following data:

<table>
<thead>
<tr>
<th>Sequence Number</th>
<th>Step</th>
<th>Auto. WT</th>
<th>Prod/HU WT</th>
<th>Duration</th>
<th>Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>QIS</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>IPT1</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Note: in the example above, steps QIS and IPT1 from preconfigured warehouse are reused. It is also possible to create a new external storage process step for the inspection step. However, the new external storage process step must be created with internal process step ‘QIS’ and this new external storage process must be placed as the first step in the storage process.

4.6.2 Maintain External Step for the Work Center

You can use this step to maintain the external step for the inspection for the work centers.

Procedure:

1. In Customizing for SCM Extended Warehouse Management, choose Extended Warehouse Management → Master Data → Work Center → Define Work Center

2. Maintain the external step with following data:

<table>
<thead>
<tr>
<th>Warehouse No.</th>
<th>Work Center</th>
<th>External Step</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;Warehouse No.&gt;</td>
<td>WC01</td>
<td>QIS</td>
<td>......</td>
</tr>
</tbody>
</table>

4.6.3 Assign Storage Process to Warehouse Process Type

You can use this step to assign the storage process to the warehouse process type for the inbound delivery item.

Procedure:

1. In Customizing for SCM Extended Warehouse Management, choose Extended Warehouse Management → Cross-Process Settings → Warehouse Task → Define Warehouse Process Type

2. Maintain the storage process POSC to the warehouse process type which is used by the inbound delivery item
4.7  Configure Access Codes

Starting from EWM 9.5, the Process E-Commerce Returns application supports scanning various access codes. This feature can enable the actions on the application without a manual input, thus the processing speed can be accelerated.

Following actions can be realized by scanning access codes without your manual input:

1. Input product ID
2. Input EAN/Additional EAN
3. Increase/decrease quantity
4. Input serial numbers
5. Press OK on serial number screen
6. Choose condition
7. Multiple select reasons for planned returns
8. Select return reason for unplanned returns
9. Close item
10. Close parcel
11. Customer defined actions

Note: The close item action can be triggered by scanning the sorting HU label, the sorting bin ID and the external access code for ‘Close Item’.

4.7.1  Define Internal Access Codes for Semantic Values

Some actions on the Process E-Commerce Returns application are defined from the EWM system. The actions include condition (decision) code and reason code. The definition of these access codes needs to meet the defined format. This step shows how to maintain the access codes for the condition and reason.

Procedure:


   2. Maintain the internal access codes with following data:

<table>
<thead>
<tr>
<th>Warehouse Number</th>
<th>Prefix</th>
<th>Semantic Value</th>
<th>Bus. Cont.</th>
<th>Semantic Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;Warehouse No.&gt;</td>
<td>&lt;prefix&gt;</td>
<td>DCPY</td>
<td>QM</td>
<td>CONDITION</td>
<td>New</td>
</tr>
<tr>
<td>&lt;Warehouse No.&gt;</td>
<td>e.g. 'QM_'</td>
<td>DCSC</td>
<td>QM</td>
<td>CONDITION</td>
<td>Defect</td>
</tr>
<tr>
<td>&lt;Warehouse No.&gt;</td>
<td>e.g. 'QM_'</td>
<td>DCST</td>
<td>QM</td>
<td>CONDITION</td>
<td>Good as New</td>
</tr>
<tr>
<td>&lt;Warehouse No.&gt;</td>
<td>e.g. 'QM_'</td>
<td>DCRV</td>
<td>QM</td>
<td>CONDITION</td>
<td>Return to Vendor</td>
</tr>
<tr>
<td>&lt;Warehouse No.&gt;</td>
<td>e.g. 'QM_'</td>
<td>IP</td>
<td>QM</td>
<td>REASON</td>
<td>Incorrect Product</td>
</tr>
<tr>
<td>&lt;Warehouse No.&gt;</td>
<td>e.g. 'QM_'</td>
<td>WC</td>
<td>QM</td>
<td>REASON</td>
<td>Wrong Color</td>
</tr>
<tr>
<td>&lt;Warehouse No.&gt;</td>
<td>e.g. 'QM_'</td>
<td>IS</td>
<td>QM</td>
<td>REASON</td>
<td>Incorrect Size</td>
</tr>
<tr>
<td>&lt;Warehouse No.&gt;</td>
<td>e.g. 'QM_'</td>
<td>OZ</td>
<td>QM</td>
<td>REASON</td>
<td>Others</td>
</tr>
<tr>
<td>&lt;Warehouse No.&gt;</td>
<td>e.g. 'QM_'</td>
<td>001</td>
<td>QM</td>
<td>ARM_RSN</td>
<td>Bought too much</td>
</tr>
<tr>
<td>&lt;Warehouse No.&gt;</td>
<td>e.g. 'QM_'</td>
<td>002</td>
<td>QM</td>
<td>ARM_RSN</td>
<td>Defective</td>
</tr>
<tr>
<td>&lt;Warehouse No.&gt;</td>
<td>e.g. 'QM_'</td>
<td>003</td>
<td>QM</td>
<td>ARM_RSN</td>
<td>Picking error</td>
</tr>
</tbody>
</table>

Notes: the internal access codes are automatically generated by the combination of the prefix and the semantic value. The semantic value needs to be the same as codes defined in chapter 4.2.2 and 4.2.3 and 4.4.1.
4.7.2 Define External Access Codes

You can use this step to define the external access codes. The external access codes can be used in the Process E-Commerce Returns application.

For each external access code, a step needs to be assigned. The steps are I1, I2 and I3.

- I1 means the external access codes are called on the application detailed screen and product has not been selected.
- I2 means the external access codes are called on the application detailed screen and specific product has been selected.
- I3 means the serial number screen.

The codes can be printed out and stuck on the work station for the return clerk to scan. The same external access codes can be maintained with different steps to trigger different actions.

For example, you have defined an external access code ‘OK’. In different steps, ‘OK’ can trigger the following different actions:

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>I1</td>
<td>To close parcel</td>
</tr>
<tr>
<td>I2</td>
<td>To close item</td>
</tr>
<tr>
<td>I3</td>
<td>To continue</td>
</tr>
</tbody>
</table>

The internal access codes for conditions and reasons used in this step refers to the ones created in last chapter.

Procedure:

1. In Customizing for *SCM Extended Warehouse Management*, choose *Extended Warehouse Management → Cross-Process Settings → Access Codes → Define External Access Codes → Create External Access Codes*

2. Create an application with following data:

<table>
<thead>
<tr>
<th>Warehouse Number</th>
<th>App Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;Warehouse No.&gt;</td>
<td>CURE</td>
<td>Returns Application</td>
</tr>
</tbody>
</table>

3. Choose the application and select *Define External Access Codes*

4. Maintain the external access codes with following data:

<table>
<thead>
<tr>
<th>External Access Code</th>
<th>Step</th>
<th>Internal Access Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;code1&gt; e.g. DECREASE</td>
<td>I2</td>
<td>DEC_QUANTITY</td>
<td>Decrease Quantity</td>
</tr>
<tr>
<td>&lt;code2&gt; e.g. INCREASE</td>
<td>I2</td>
<td>INC_QUANTITY</td>
<td>Increase Quantity</td>
</tr>
<tr>
<td>&lt;code3&gt; e.g. OK</td>
<td>I1</td>
<td>CLOSE_PARCEL</td>
<td>Close Parcel</td>
</tr>
<tr>
<td>&lt;code4&gt; e.g. OK</td>
<td>I2</td>
<td>CLOSE_ITEM</td>
<td>Close Item</td>
</tr>
<tr>
<td>&lt;code5&gt; e.g. OK</td>
<td>I3</td>
<td>CHOOSE_SN</td>
<td>Choose Serial Number</td>
</tr>
<tr>
<td>&lt;code6&gt; e.g. QM_DCPY</td>
<td>I2</td>
<td>e.g. QM_DCPY</td>
<td>Condition: New</td>
</tr>
<tr>
<td>&lt;code7&gt; e.g. QM_DCSC</td>
<td>I2</td>
<td>e.g. QM_DCSC</td>
<td>Condition: Defect</td>
</tr>
<tr>
<td>&lt;code8&gt; e.g. QM_DCST</td>
<td>I2</td>
<td>e.g. QM_DCST</td>
<td>Condition: Good as New</td>
</tr>
<tr>
<td>&lt;code9&gt; e.g. QM_DCRV</td>
<td>I2</td>
<td>e.g. QM_DCRV</td>
<td>Condition: Return Vendor</td>
</tr>
<tr>
<td>&lt;code10&gt; e.g. QM_IP</td>
<td>I2</td>
<td>e.g. QM_IP</td>
<td>Reason: Incorrect Product</td>
</tr>
<tr>
<td>&lt;code11&gt; e.g. QM_WC</td>
<td>I2</td>
<td>e.g. QM_WC</td>
<td>Reason: Wrong Color</td>
</tr>
<tr>
<td>&lt;code12&gt; e.g. QM_IS</td>
<td>I2</td>
<td>e.g. QM_IS</td>
<td>Reason: Incorrect Size</td>
</tr>
<tr>
<td>&lt;code13&gt; e.g. QM_OZ</td>
<td>I2</td>
<td>e.g. QM_OZ</td>
<td>Reason: Others</td>
</tr>
<tr>
<td>&lt;code14&gt; e.g. QM_001</td>
<td>I2</td>
<td>e.g. QM_001</td>
<td>Return Reason: Bought too much</td>
</tr>
<tr>
<td>&lt;code15&gt; e.g. QM_002</td>
<td>I2</td>
<td>e.g. QM_002</td>
<td>Return Reason: Defective</td>
</tr>
</tbody>
</table>
4.7.3 Support Barcode

Process E-Commerce Returns application can also support to decode the GS1-128 barcode to get product EAN or serial number. For the setting of barcode including barcode type, application identifier etc.in Customizing SCM Extended Warehouse Management → Extended Warehouse Management → Mobile Data Entry → Maintain Bar Code Specification

5 Extensibility

With the help of BAdIs, you can implement their specific logics for the Process E-commerce Returns application. The BAdIs are in enhancement spot /SCWM/ES_RETURNS_EXT and also available at path: IMG → SCM Extended Warehouse Management → Extended Warehouse Management → Business Add-Ins (BAdIs) for Extended Warehouse Management → Good Receipt Process → Returns for E-Commerce.

5.1 Sorting Bin Determination

BAdI /SCWM/EX_RE_BIN_DETERMINE can be used to implement customer own logic to determine the sorting bin. For standard logic of bin determination, please refer to Chapter 4.2.

The corresponding interface /SCWM/IF_EX_BIN_DETERMINE has the following methods:

- **DETERMINE_BIN**
  You write your own logic to determine the sorting bin and description of sorting bin.

- **CHANGE_BIN_DISPLAY**
  You write your own logic to determine the description of sorting bin on Fiori UI.

- **IS_CUST_DETERMINE_BIN**
  It returns a flag. If the flag is 'X', the implemented method DETERMINE_BIN will be executed. If the flag is '' (empty), the implemented method CHANGE_BIN_DISPLAY will be executed.

5.2 Product Image and Inspection Advice

BAdI /SCWM/EX_RE_DLVQIEITEM can be used to implement the image and inspection advice for the products. For more information, please refer to Chapter 4.3.

5.3 Comment Persistence

Currently inspection comment is persisted on the text of corresponding delivery item. BAdI /SCWM/EX_RE_NOTE can be used to implement your own logic to persist comment, for example, into a local table.

5.4 Reference Number Identification

Currently RMA, return order and ERP delivery can be used as the reference number to identify the correct to-be processed items.

You can use this BAdI /SCWM/EX_RE_REFER_NUMBER in the following cases:

When standard unplanned returns is not enabled, BAdI can be used to extend the reference number scope. Meanwhile, in the exception case of unplanned return, BAdI /SCWM/EX_RE_REFER_NUMBER can also be implemented to trigger the generation of return order and return delivery in SAP ERP or SAP CRM system.

When standard unplanned returns is enabled, BAdI /SCWM/EX_RE_REFER_NUMBER can be used to extend the reference number scope. Meanwhile, if system does not find corresponding sales order with reference number as sales order number, BAdI /SCWM/EX_RE_REFER_NUMBER can also be implemented to trigger the generation of return order and return delivery in SAP ERP or SAP CRM system.
The corresponding interface /SCWM/IFREFER_NUMBER has the following methods:

- **QUERY_EXTEND**
  To extend the reference number scope

- **PROCESS_UNKNOWNREFERNUM**
  You write own logic to handle unplanned return scenario

## 5.5 Labor Management

Currently Labor Management cannot be used for Process E-Commerce Returns application, and actual execution time of warehouse order cannot be recorded because the warehouse orders generated in the application are immediately confirmed. BAdI /SCWM/EX_LM_EWL_IC_WO can be used to enhance the specific logic for such warehouse orders. It has following methods:

- **CHECK_IMMEDIATELY_CONF**
  To check whether Immediately Confirmed WOs are allowed

- **GET_LM_INFO**
  To get obligatory LM Information for Warehouse Order, so that actually execution time could be recorded for WOs

This BAdI is only available on EWM 9.5 or higher versions. Example implementation is provided by SAP.

## 5.6 Customer Defined Access Code

Customers can their own define access code, e.g. printing of the product label on the product inspection screen. To achieve this, following steps need to be done:

1. Define an internal access code for printing on product inspection screen in customizing SCM Extended Warehouse Management → Extended Warehouse Management → Cross-Process Settings → Access Codes → Basics → Define Internal Access Codes For Applications
2. Define the external access code as described in chapter 4.6.2

## 5.7 UI Extension

The user interface of the Process E-Commerce Returns app can be enhanced. Customer can add additional information on the inspection screen, including the header information and the product inspection information. For details, please refer to How To Extend User Interface of Process E-commerce Returns in How-To Guides for SAP EWM.

## 5.8 Extensibility for Unplanned Returns Process

### 5.8.1 Determine Original System for Sales Orders

Currently the original logical system for the sales order is determined from the warehouse’s default party entitled to dispose. The default party entitled to dispose has the logical system with identification type ‘CRM011’ in the business partner master.

You can use your own logic to determine the original system of sales orders using BAdI: Determination of Original System for Sales Orders (BAdI /SCWM/EX_RE_LOGSYS_DETERMINE) in Customizing for Extended Warehouse Management under Business Add-Ins (BAdIs) for Extended Warehouse Management → Interfaces → ERP Integration → Unplanned Returns.
5.8.2 Prepare Data for Inbound Delivery Creation

You can use this BAdI: Data Retrieval and Preparation for Return Delivery (/SCWM/EX_RE_UPLD_DATA_PREPARE) to retrieve data of sales orders and prepare data for the system to create return deliveries for unplanned returns in Customizing for Extended Warehouse Management under Business Add-Ins (BAdIs) for Extended Warehouse Management → Interfaces → ERP Integration → Unplanned Returns.

This BAdI can be used to implement your own logic for the inbound delivery creation both on the inbound delivery header level and the item level.

5.8.3 Change Stock Type and Special Stock Indicator

Currently the stock type is determined by the availability group of the warehouse process type, the location-dependent stock type ‘BB’ and the stock type role ‘N Normal Stock’. And the special stock indicator is hard-coded with ‘E’, which means the delivery item is with sales order stock and return order and item is attached to the delivery item.

You can use BAdI: Change of Stock Types and Special Stock Indicators (BAdI /SCWM/EX_RE_STOCK_TYPE) to change the default logic in Customizing for Extended Warehouse Management under Business Add-Ins (BAdIs) for Extended Warehouse Management → Interfaces → ERP Integration → Unplanned Returns.

Note

If you do not use the special stock indicator ‘E’, the ERP Advanced Returns Management setting must be adjusted. The following Customizing activities are relevant:

- IMG → Logistics Execution → Shipping → Deliveries → Define Item Category Determination in Deliveries
- IMG → Logistics – General → Advanced Returns Management → Customer Returns → Specify Requirement Types for Non-Valuated Returns Stock
- IMG → Sales and Distribution → Basic Functions → Availability Check and Transfer of Requirements → Transfer of Requirements → Define Requirements Classes
- IMG → Sales and Distribution → Basic Functions → Availability Check and Transfer of Requirements → Transfer of Requirements → Define Requirements Types

5.8.4 Creation of Return Order & Return Delivery in ERP

After the goods receipt status of inbound delivery is with ‘Complete’ status, EWM sends out the messages to create return order and return delivery on ERP side. You can use the following BAdIs to attach customer-specific data to ERP messages before sending them to ERP.

- BAdI: Creation of Return Orders in ERP System (BAdI /SCWM/EX_ERP_MAPOUT_RO_CREATE) can be implemented to attach customer-specific data to the message for the creation of a return order in ERP.
- BAdI: Creation of Return Deliveries in ERP System (BAdI /SCWM/EX_ERP_MAPOUT_RD_CREATE) can be implemented to attach customer-specific data to the message for the creation of a return delivery in ERP

Appendix

Appendix A - E-Commerce Returns Process Steps

Desktop Preparation: Time Zone Setup

The time zone of your browser needs to be set up as the same as the SAP EWM warehouse time zone. Otherwise, search result via delivery date on Fiori UI could be wrong.

Procedure:
1. In SAP Easy Access for SCM Extended Warehouse Management, choose Extended Warehouse Management → Master Data → Maintain Supply Chain Unit

2. Check the time zone of supply chain unit for your warehouse

3. (Take Windows 8 for example) Choose Control Panel → Date and Time → Change time zone, adjust the time zone of your laptop

Main Process Steps

<table>
<thead>
<tr>
<th>Step</th>
<th>Step description</th>
<th>Input data</th>
<th>Expected result</th>
</tr>
</thead>
</table>
| 1.   | EWM Create sorting HUs | 1. Start transaction /SCWM/QINSP and enter:  
- Warehouse Number: <Warehouse No.>  
- Work Center: WC01  
2. Under Create HU tab, enter the following data:  
- Pack. Material: EUROPALLET  
- HU/Storage Bin: WC01-B01  
- Number of HUs: 1  
3. Choose Execute  
4. Follow the same steps to create one HU for each bin under inbound section | ➢ Each bin under inbound section has HU assigned.  
➢ HU labels are printed and attached to the HUs. |

Note
Starting from EWM 9.5, this step can be done on the Fiori application.

<table>
<thead>
<tr>
<th>Step</th>
<th>Step description</th>
<th>Input data</th>
<th>Expected result</th>
</tr>
</thead>
</table>
| 2.   | ERP Create return order | 1. Start transaction VA01  
2. Enter the following data:  
- Order Type: RE  
- Sales Organization: 0001  
- Distribution Channel: 01  
- Division: 01  
3. Choose ENTER  
4. Enter the following data:  
- Sold-to Party: e.g. CUST004  
- Order reason  
5. Choose ENTER  
6. Enter the item data:  
- Material: PROD-S01  
- Order Quantity: 2 EA  
- Plant: PL01  
- Storage Location: AFS | ➢ A return order with 3 delivery items has been created.  
➢ The return delivery is created automatically and sent to EWM.  
➢ Note down the return order number. |
<table>
<thead>
<tr>
<th>Step</th>
<th>Step description</th>
<th>Input data</th>
<th>Expected result</th>
</tr>
</thead>
</table>

**7.** Enter a second item data:
- Material: PROD-M01
- Order Quantity: 1 EA
- Plant: PL01
- Storage Location: AFS

**8.** Enter a third item data:
- Material: PROD-L01
- Order Quantity: 1 EA
- Plant: PL01
- Storage Location: AFS

**9.** Save the return order

Note: general returns text can be maintained under ‘Texts’ tab of the order item

---

### 3. Start the Fiori Launchpad from Business Client 6.0

Click the Fiori Tile: *Process E-Commerce Returns.*

➢ Initial screen of the FIORI app. E-Commerce Returns appear.

### 4. Fiori Set User Preference

1. Choose **Default User → User Parameter**
2. Set the following data:
   - Warehouse Number: <Warehouse No.>
   - Work Center: WC01
3. Save the setting

### 5. Fiori Identify return order

1. Input the return order with reference number
2. Press ENTER

➢ A new screen will show.
➢ Check the return order related information is consistent.
➢ Check progress bar is 0/3.
➢ Check product input is possible.
➢ Check **Close Item** button cannot be pressed.

### 6. Fiori Inspect first item

1. Input product **PROD-S01**
2. Press ENTER
3. Push the add button to raise the quantity to 2
4. Multiple select the reason

   i **Note**
   It is also possible to keep the quantity to 1 and inspect partially.

➢ Check the product image is shown.
➢ Check default quantity ‘1’ is proposed.
➢ Check UoM is consistent.
➢ Check following quality options are available:
   - New – default
   - Defect
   - Good as New
   - Return to Vendor
<table>
<thead>
<tr>
<th>Step</th>
<th>Step description</th>
<th>Input data</th>
<th>Expected result</th>
</tr>
</thead>
</table>
| 7.   | Fiori Close the item | 1. Enter note: Warehouse Clerk: Label is fine  
2. Click Intermediate Destination button or the Close Item button in the bottom | ➢ Check reasons are shown and can be multiple selected.  
➢ Check intermediate destination C01 is proposed when default decision is New.  
➢ Check inspection advice is shown.  
➢ Check note is ‘Service Clerk: Label is dirty’ and can be input. |
| 8.   | Fiori Inspect second item | 1. Input product PROD-M01  
2. Press ENTER  
3. Select the reason  
4. Enter some comment  
   i Note PROD-M01 is by default a security item, it shall be scrapped. | ➢ Check all 3 items are displayed and consistent.  
➢ Check condition status is consistent.  
➢ Check Process button is disable for inspected items.  
➢ Check screen for product detail is shown after clicking Process. |
| 9.   | Fiori Close the item | 1. Click Intermediate Destination button or the Close Item button in the bottom | ➢ Check all 3 items are displayed and consistent.  
➢ Check condition status is consistent.  
➢ Check Process button is disable for inspected items.  
➢ Check screen for product detail is shown after clicking Process. |
| 10.  | Fiori Check all item status | 1. Click All Items at the bottom area  
2. Check all items  
3. Set the third item and click Process | ➢ The screen for entering product ID is shown.  
➢ Check the progress bar shows 1/3. |
| 11.  | Fiori Inspect third item | 1. Check the inspection screen | ➢ Check intermediate destination C02 is proposed when default decision is New. |
| 12.  | Fiori Close the item | 1. Click the Intermediate Destination button or the Close Item button in the bottom | ➢ The screen for product detail is shown.  
➢ Check the progress bar shows 3/3. |
<p>| 13.  | Fiori Close the parcel | Click Close Parcel button in the bottom | ➢ The screen for product detail is shown. |</p>
<table>
<thead>
<tr>
<th>Step</th>
<th>Step description</th>
<th>Input data</th>
<th>Expected result</th>
</tr>
</thead>
</table>
| **14.** | EWM Check inspection result and comment | 1. Start transaction /SCWM/PRDI  
2. Search with the return delivery as ERP document  
3. Check the EWM delivery goods receipt status  
4. Select the delivery item for PROD-S01 and PROD-M01, in the details area below, switch to the **Texts** tab to check the comment  
5. Select one delivery item and click ➔ **Display Quality Inspection (Item)**  
6. Do the same for other delivery items | ➢ Check the goods receipt status is **Completed**.  
➢ Check the comment is **persisted**  
➢ Check the inspection document status is QI04.  
➢ Check the inspection element is created and decision is consistent.  
➢ Check the (multiple) findings under inspection element are persisted.  
➢ Check Follow-Up Action is PTWY when decision is **New**.  
➢ Check Follow-Up Action is **Scrap** when decision is **Defect**. |
| **15.** | EWM Print HU label and move the HU from inbound section to outbound section | 1. Start transaction /SCWM/QINSP and enter:  
2. Warehouse Number: <Warehouse No.>  
3. Work Center: WC01  
4. Drag the HU on bin with suffix C01 and C02 to bin PTWY under outbound section  
**Note**  
• The outbound section is the shared section between different inspection work centers. It is an area for further warehouse activities.  
• Starting from EWM 9.5, this step can be done on the Fiori application. | ➢ Check the HU on bin with Suffix C01 and C02 with correct product/quantity packed.  
➢ Note down the HUs for further warehouse activity. |
| **16.** | EWM Putaway the products | 1. Start transaction /SCWM/RFUI and enter:  
• Whse. No.: <Warehouse No.>  
• Resource: FLT1 or your own resource  
• DefPresDvc: PD01  
2. Choose menu Inbound Processes ➔ Putaway ➔ Putaway by HU  
3. Enter the first HU and follow the steps to confirm | ➢ The putaway WTs are confirmed. |
### Step Description

<table>
<thead>
<tr>
<th>Step</th>
<th>Step description</th>
<th>Input data</th>
<th>Expected result</th>
</tr>
</thead>
<tbody>
<tr>
<td>4.</td>
<td>Enter the second HU and follow the steps to confirm</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

#### Monitoring and Post Processing

<table>
<thead>
<tr>
<th>Step</th>
<th>Step description</th>
<th>Input data</th>
<th>Expected result</th>
</tr>
</thead>
</table>
| 1.   | EWM List fully processed returns. | 1. Start transaction /SCWM/MON and enter:  
- Warehouse Number: `<Warehouse No.>`  
- Monitor: SAP  
2. Double click on monitor node: `Documents/Inspection`.  
3. Input selections:  
  - Insp. Material: 3  
  - Insp.Doc. – System Status: QI04  
  - Release Date(Insp. Document): `<today’s date>`  
  - Document Type: IRET  
4. Choose **Execute** | ➢ System lists all the fully processed return items. |
| 1.   | EWM List partially processed returns. | 5. Double click on monitor node: `Documents/Inspection`.  
6. Input selections:  
  - Insp. Material: 3  
  - Insp.Doc. – System Status: QI02  
  - Release Date(Insp. Document): `<today’s date>`  
  - Document Type: IRET  
7. Choose **Execute** | ➢ System lists all the partially processed return items. |
| 2.   | EWM Under delivery handling. | 8. Click on **Select all** button  
9. Choose **Navigate to** | ➢ System shows all the under deliveries to be checked.  
➢ Use the process code to process the under delivery if necessary. |

#### Other Process Variants

1. **Unplanned returns**  
   Unplanned returns happen when customer sends back the product without informing the service department. Thus, no return order has been created in the SAP ERP or SAP CRM system.
For unplanned returns, you have to put aside the products for further clarification, for example, check whether return order and ERP delivery is created as expected. If unplanned return is confirmed, service department will be informed to create the return order and return delivery in SAP ERP or SAP CRM system. Alternatively, BAdI /SCWM/EX_REREFER_NUMBER can be implemented to trigger the generation of return order and return delivery in ERP or CRM system.

2. Missing reference number
   When there is no reference label in the parcel or part of the label is unrecognizable, you can use the search help of the reference number to identify the correct to-be-processed item. In the search result, after you have selected the specific row, the system will navigate to the processing screen.

   The search criteria includes:
   - RMA, Return order number, ERP delivery number
   - Customer name, Ship from city, Postal code (Ship-From Party)
   - Product contained
   - Delivery date

   After search, system will list the attributes of matched result:
   - RMA, Return order number, ERP delivery number
   - Customer ID, Customer name, Ship from city, Postal code (Ship-From Party)
   - Number of items, 1st contained product ID, Product Description
   - Delivery date

3. Wrong or additional product
   Compared with the created return order, customer may send back wrong product or additional products.

   When wrong product or additional products are received, you first need to check correct reference number is entered. If wrong or additional products are confirmed, service department will be informed to add an additional item for the wrong product or adjust the product quantity for the additional products. A new return delivery will also be created.

   For wrong products, you can use the reference number search help to identify the correct to-be-processed items. For additional products, you need to process the items separately according to the quantity of products in each delivery.

4. Missing product label
   In case the product ID or product EAN is not available or cannot be recognized, you can copy any item from the all items view for further processing.

Potential Error Handling

1. Error Message: No result found
   Symptom
   Return order is used as the reference number to identify the processed items. Even the return order is input correctly, but there is no result shown.
   The message can be raised in step 5 of the main process steps.

   Root Cause
   If RMA generation is activated for the sales document type, RMA is generated and transferred when return delivery is created. In this case, EWM stores RMA instead of return order as the reference document. As there is no return order information at EWM side, it is not possible to identify the items by return order.

   Solution
   As the RMA is the concatenation of return order and order item number, ‘*’ can be added behind the return order as the reference number to identify.

2. Error Message: Multiple results found; please use value help
   Symptom
   After return order has been entered, system shows this message.
   The message can be raised in step 5 of the main process steps.
Root Cause
The return order has multiple return deliveries to be processed. System cannot identify the exact delivery for further processing.

Solution
Use search help for reference number and choose a specific delivery with returned product.

3. **Error Message:** There are delivery items with no inspection documents
   **Symptom**
   Correct reference number has been entered and return order has been identified. However, no item exists on the *All Items* screen and system shows this message. The message can be raised in step 5 of the main process steps.
   **Root Cause**
   A potential cause for this issue is that for customizing *Warehouse-Dependent Activation of Inspection Object Type*, action LF ‘1 Inspection Planning At Activation of Delivery’ has not been set for IOT ’3’*(Q-Inspection Returns Delivery)* for your warehouse.
   **Solution**
   It is a limitation of e-commerce return app. In order to use the app, action LF ‘1 Inspection Planning At Activation of Delivery has to be set for IOT ’3’*(Q-Inspection Returns Delivery)* for your warehouse.

4. **Error Message:** External follow-up action not allowed due to missing ERP function
   **Symptom**
   After you have pressed *Close Item* button or the intermediate destination, the system shows this message.
   The message can be raised in step 7 of the main process steps.
   **Root Cause**
   If internal action of the follow-up action (1:1 mapping with the quality decision) is set to ‘6 To Be Performed Externally (IOT3)’, the quality result needs to be sent back to ERP for further processing.
   However, quality confirmation for returns is set to ‘1 Do Not Communicate Inspection Result to ERP’ in *IMG → SCM Extended Warehouse Management → Extended Warehouse Management → Interfaces → ERP Integration → General Settings → Set Control Parameters for ERP Version Control*.
   **Solution**
   Set condition confirmation for returns to *Quality Confirmations for Returns*. Then, go back to the reference number input screen and do the steps again.

5. **Error Message:** There are no handling units at the current intermediate destination
   **Symptom**
   After you have pressed *Close Item* button or the intermediate destination, system shows this message.
   The message can be raised in step 7 of the main process steps.
   **Root Cause**
   There is no HU placed under the sorting bin.
   **Solution**
   Create an HU under the sorting bin. Then, press *Close Item* button or the intermediate destination again.

6. **Error Message:** Maximum weight/volume (incl. tolerance) for HUXXX was exceed by XXX
   **Symptom**
   After you have pressed *Close Item* button or the intermediate destination, system shows this message.
   The message can be raised in step 7 of the main process steps.
   **Root Cause**
   Capacity check is enabled for the packaging material for the HU under sorting bin. By putting into the product with specified quantity, capacity check will fail.
   **Solution**
Either disable the capacity check for the used packaging material or move out the full HU and create a new HU under the sorting bin. Then, press Close Item button or the intermediate destination again.

7. Message: Products of item packed without goods receipt processing
Symptom
After return order has been entered and system navigates to the inspection screen, system shows this message. The message can be raised in step 5 of the main process.

Root Cause
The delivery item is packed manually into the HU and no goods receipt has been posted.

Solution
It is a limitation of e-commerce return app. In order to use the app, posting goods receipt has to be done if the delivery item has been partially/fully packed manually/automatically.

8. Error: there are block queues in transaction SMQ2, the queue starts with prefix 'WMQF'
Symptom
Process oriented storage control is not used and the sorting HUs stay in the outbound section of the work center. There are no warehouse tasks for moving them. Additionally, you may find block queues with prefix 'WMQF'

Root Cause
Starting from EWM 9.5 or EWM 9.4 with note 2531329 implemented, follow-up action is created in an asynchronous way to improve performance. The follow-up action creation may fail.

Solution
If the queue in SMQ2 shows error, then fix the error according to the message. Then execute the queue again. Additionally, you can use message queue group /SCWM/QI01 to check error messages while processing both planned and unplanned returns in SAP Warehouse Management Monitor under Tools→Message Queue Monitoring.

**Appendix B – More Information**

**Related Links**

**Important SAP Notes**

<table>
<thead>
<tr>
<th>SAP Note Number</th>
<th>Implementation System</th>
<th>Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>2293572</td>
<td>EWM</td>
<td>Provides instruction in the BAdI to insert product image and inspection advice for product detail view of the app. See Chapter 4.3.</td>
</tr>
<tr>
<td>2300927</td>
<td>ERP</td>
<td>Fixes the issue of incorrect RMA number in returns delivery created via immediate delivery.</td>
</tr>
<tr>
<td>2303531</td>
<td>EWM</td>
<td>Bug fixing and enhancement for E-Commerce Returns</td>
</tr>
<tr>
<td>2601715</td>
<td>ERP</td>
<td>ECC Notes to Enable Unplanned Returns Feature</td>
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</tbody>
</table>
### Related Document

<table>
<thead>
<tr>
<th>Document Title</th>
<th>Link</th>
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<tbody>
<tr>
<td>Pre-configured warehouse process: Customer Returns with Quality Inspection</td>
<td></td>
<td>You can find the solution manager content with following path: Help.sap.com → SAP Extended Warehouse Management → How-to-Guides</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Solution Manager Content: 104 Customer Returns with Quality Inspection</td>
</tr>
<tr>
<td>Advanced Returns Management</td>
<td>Advanced returns management</td>
<td>You can find in ERP documentation in help.sap.com</td>
</tr>
<tr>
<td>Activate Enhanced Returns Processing</td>
<td></td>
<td>You can find the documentation for IMG activity in ERP: IMG → Logistics Execution → SAP EWM Integration → Customer Returns Processing → Activate Enhanced Returns Processing</td>
</tr>
<tr>
<td>Configuration of Customer Returns with Quality Inspection</td>
<td>Configuration of Customer Returns with Quality Inspection</td>
<td>You can use this configuration process in this returns processes supported by SAP EWM.</td>
</tr>
</tbody>
</table>