

Manage Internal Returns Description

This workflow is a part of the "Order to Shipment" workflow. What you see in the "Manage Internal Returns" is the process flow on how various customer master data is changed in SAP and involved stakeholders.

The following Business Areas are involved in the "Manage Internal Returns" workflow:

- Supply Operations

In the "Manage Internal Returns" workflow, there are the following Functional Groups:

- Global Planning
- Supply Chain Operation

The "Manage Internal Returns" have the following Functions involved in their workflow:

- Global Planning
- CSL EMA
- SCO Bagsværd

If you have any questions, comments, changes or need to interact with the accountable of the "Manage Internal Returns", these are the responsible (Novozymes contact acronyms are applied):

- RSH
- MOSH
- MOSH/CBXJ
- CBXJ
- AFC

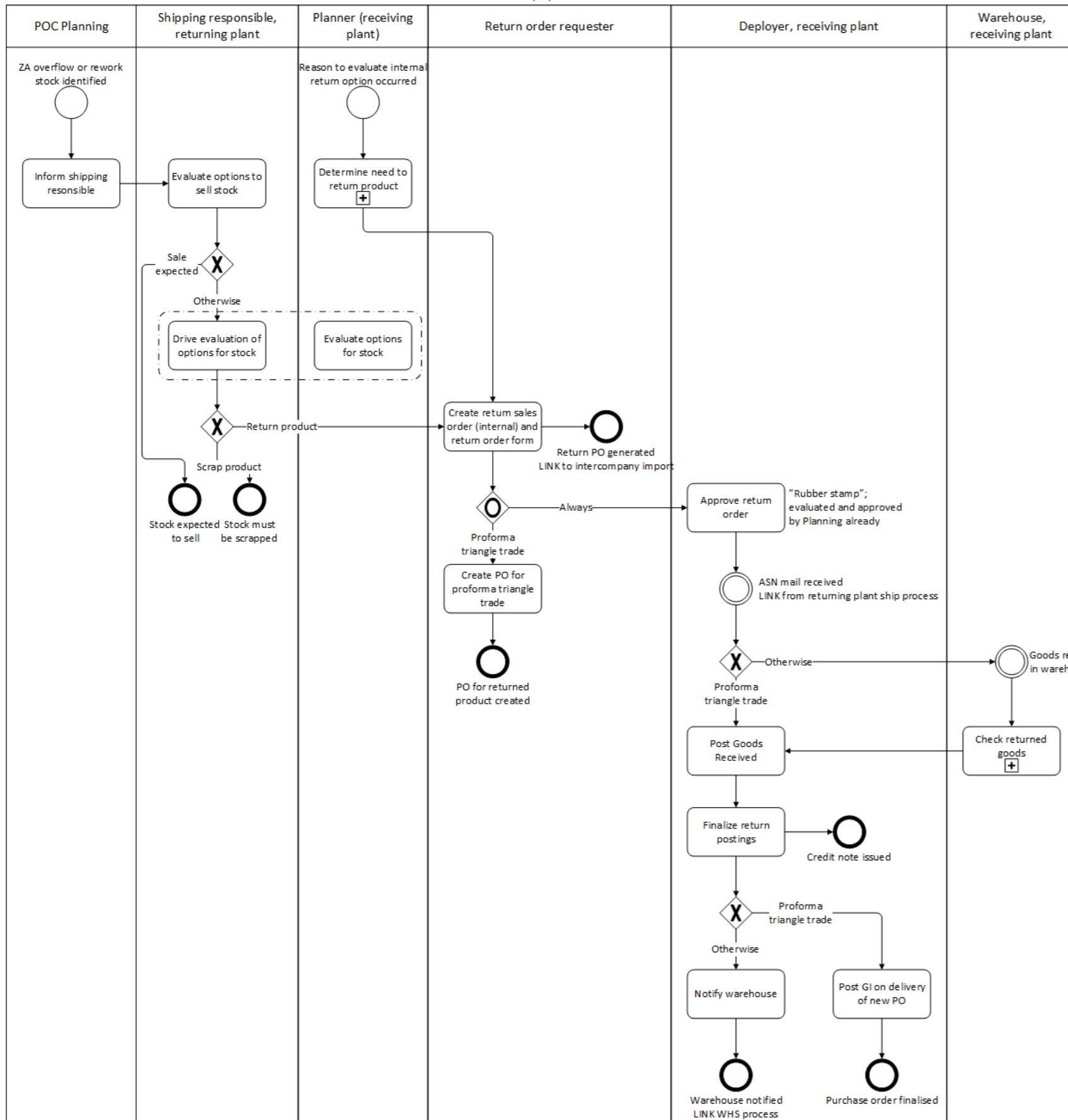
The Resources/Roles involved in the "Manage Internal Returns" workflow are:

- GCC-Planning
- Demand Planner
- Planner, Deployer, CSR
- Shipping Responsible
- Deployer
- Warehouse

The combined information of the "Manage Internal Returns" is the following:

Flow Task/Process	Business Area	Functional Group	Function	Responsible	Role
Manage internal returns	Supply Operations	Global Planning	Global Planning	RSH	GCC-Planning
Manage internal returns	Supply Operations	Global Planning	Global Planning	MOSH	Demand Planner
Manage internal returns	Supply Operations	Global Planning	Global Planning	MOSH/CBXJ	Planner, Deployer, CSR
Manage internal returns	Supply Operations	Supply Chain Operation	CSL EMA	CBXJ	Shipping Responsible
Manage internal returns	Supply Operations	Supply Chain Operation	CSL EMA	CBXJ	Deployer
Manage internal returns	Supply Operations	Supply Chain Operation	SCO Bagsværd	AFC	Warehouse

Could be CSR, Planner, Deployer



NOTE:
The return process flow is valid also for returns from other plants than ZA and to other plants than plant 1000, only the SOPs are different.

Other receiving plants do not use return POs and make "Delivery without ref"