

Implementing SAP S/4HANA Cloud Public Edition, Sales Complaint Processing

OEM: SAP • Duration: 1 Day (8 hrs) • Code: S4HANA-CPE-SALES-COMPLAINT

COURSE MODULES & TOPICS

Understanding Complaint Management Roles and Responsibilities

- Introducing Complaints Management

Using Credit and Debit Memos

- Understanding Credit and Debit Memos
- Using Solution Process: Credit Memo Processing (1EZ)
- Using Solution Process: Debit Memo Processing (1F1)
- Using Solution Process: Invoice Correction with Credit Memo (BKL)

Executing Customer Returns Management (BKP)

- Executing and Running Customer Returns Management (BKP)

Executing Lean Customer Returns (BDD)

- Executing Lean Customer Returns (BDD)

Understanding SAP S/4HANA Cloud Returns Analytics

- Introducing Returns Analytics