

Mass Creation of Customer Returns (4HT)

Bot Capability and Feature Highlights

THE PROBLEM

In many B2B scenarios, Return Clerks get return requests in the form of Excel files attached to emails sent by customers. The Return Clerks must then identify the corresponding sales order and transfer the data manually and individually to SAP S/4HANA Cloud to create a return.

This is a time-consuming and tedious process, adding unnecessary effort to the Return Clerk.

BOT SKILL DESCRIPTION

- Bot reads completed return creation forms contained in a predefined folder.
- Bot transfers data from the return creation forms to SAP S/4HANA Cloud to create a return order.
- Bot sends an error report and relevant log files to specified recipients via email.

BUSINESS VALUE – BENEFITS

- Automate return creation in SAP S/4HANA Cloud.
- Perform return creation in less time with reduced error.
- Allow Return Clerks to scale up and focus on other high-priority tasks.

