



**Sales return process**

### **Objective : Bring visibility in the system about sales return cases**

**Purpose : ASM /RSM would be taking HOD approvals via work-flow and further notification will be given to concern sales & commercial team .**

**Processes steps :**

- 1) ASM/RSM would be raising request for sales return / cancellation and provide below inputs in the screen :**
  - **Invoice number which needs to be return / cancelled**
  - **Reason of cancellation**
  - **Remarks /comments if necessary**
- 2) Once request is submitted by ASM , it will go to RSM & then HOD for approval and if request is submitted by RSM then it will be approved by HOD**
- 3) Post HOD approval , it will be received by commercial team who would be validating the request from commercial perspective.**
- 4) Commercial team will decide that whether invoice needs to be cancelled or sales return needs to done**

ASM

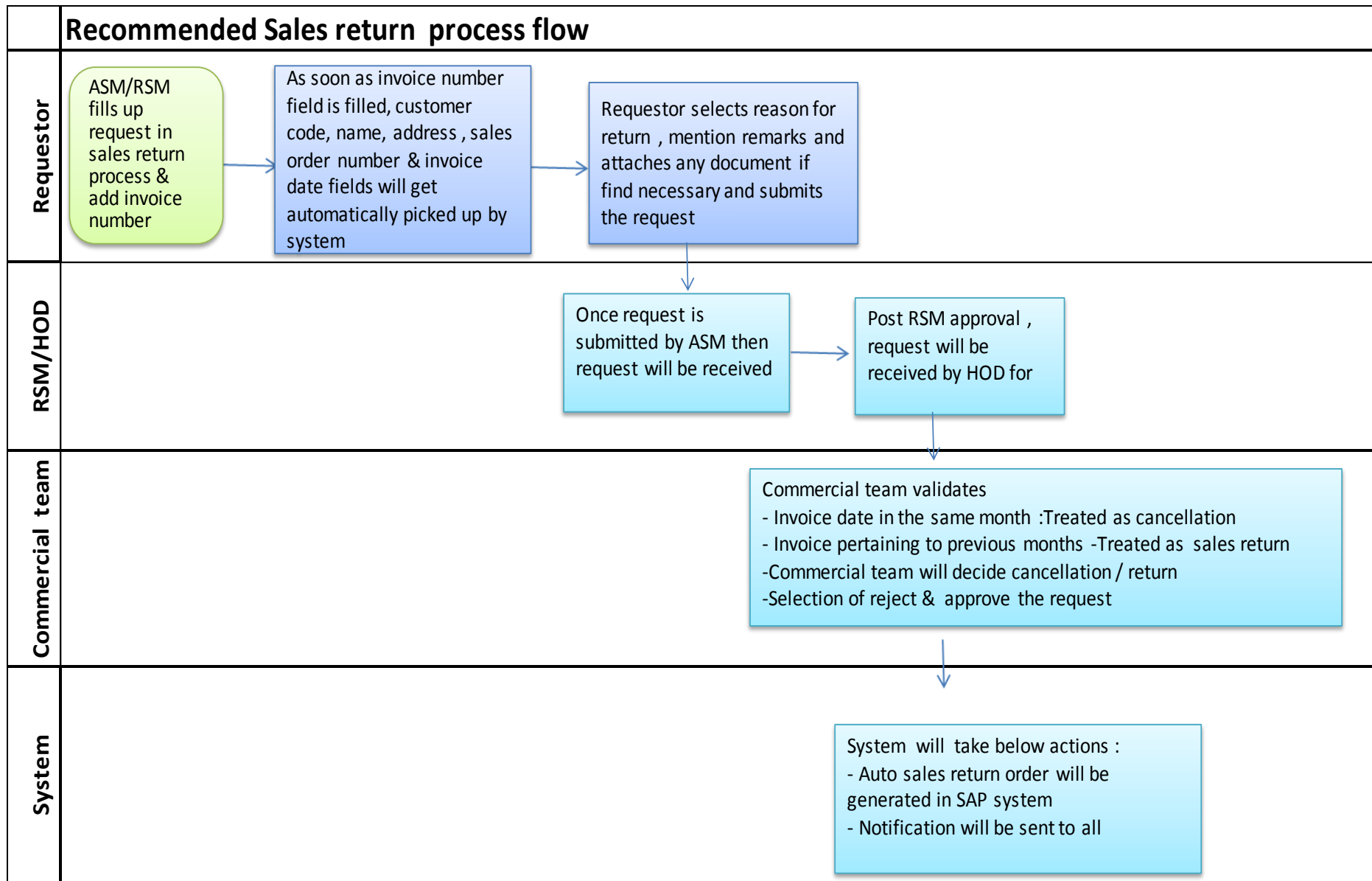
RSM

HOD

### Exceptions to Skelta Sales return process

- ❖ Excise invoices will be out of scope.
- ❖ System will not be having the intelligence to identify the case of invoice cancellation ( Return in same month) or Sales return ( Return in other months except same month .

# Recommended sales return process flow



## Log-in details

**Login Credentials :**

**User Id :**

**Password:**

**Link with LAN :**

**Link with Data Card :**

# Request screen

http://192.168.1.36/SalesReturnProcess/SalesReturnRequest.aspx - Windows Internet Explorer

http://192.168.1.36/SalesReturnProcess/SalesReturnRequest.aspx

File Edit View Favorites Tools Help

Favorites Suggested Sites abouttabs (2) abouttabs Google MSN India - Hotmail, Ne... Web Slice Gallery

http://192.168.1.36/SalesReturnProcess/SalesRetu...

**FUJIFILM** Sales Return Process

Welcome **Asif Arshad [ MEDICAL ]**

**Admin** **Reports**

**News**

**Sales Return Request**

Click to Show Search..

Date	5/27/2014	Request Number	SRT-MD0520141116
Division	MEDICAL	Location	North / Haryana / Gurgaon
Requestor Name	Asif Arshad		
Invoice Number	<input type="text" value="Type here to search"/>	Invoice Date	
Customer Code		Customer Name	
Address		Sales Order Number	
Reason Code	<input type="text" value="Select"/>	Remarks	<input type="text" value=""/> <a href="#">Attach here</a>

**Submit** **Save** **Cancel**

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Internet | Protected Mode: On

2:21 PM  
5/27/2014

Please add invoice number to be cancelled/returned

## Post submission process steps

- ❖ Once request has been submitted by ASM/Territory in charge then it will go for RSM & HOD approval
- ❖ Post HOD approval , it will be received by commercial team who will select whether it is a case of cancellation or sales return
- ❖ Commercial team will take decision on the basis of case to case and select cancel/return as the case may be and approve in the system.
- ❖ As soon as commercial team approves, system passes auto return sales order in SAP system and notification will go to all concern persons involved in the request

# Request track screen

The screenshot shows a web browser window displaying the Fujifilm Sales Return Process application. The browser address bar shows the URL: <http://192.168.1.36/SalesReturnProcess/TrackRei>. The application header includes the Fujifilm logo, the title "Sales Return Process", and a user welcome message: "Welcome Asif Arshad [ MEDICAL ]".

The main content area is titled "Search Sales Return Request:" and contains search filters for Request No., Customer Name, Invoice Number, From Date, and To Date, along with a "Search" button. Below the search filters is a table listing sales return requests.

Request Number	Requestor Name	Customer Code	Customer Name	Reason	Invoice Number	SalesOrder	History	Detail	Approvals
SRT-MD0320144746	Asif Arshad	0001005315	KIRAN MEDICAL SYSTEMS LTD.	Damaged	1210441872	0010072503	<a href="#">View</a>	<a href="#">View</a>	<a href="#">Show</a>
SRT-MD0320144153	Asif Arshad	0001005315	KIRAN MEDICAL SYSTEMS LTD.	Damaged	1210441864	0010072419	<a href="#">View</a>	<a href="#">View</a>	<a href="#">Show</a>
SRT-MD0320145523	Asif Arshad	0001005017	VJAY B. BHARODIYA	Damaged	1210441842	0010071629	<a href="#">View</a>	<a href="#">View</a>	<a href="#">Show</a>
SRT-MD0320141077	Asif Arshad	0001000584	MEDALL HEALTHCARE PVT. LTD.	Damaged	1210841231	0010069028	<a href="#">View</a>	<a href="#">View</a>	<a href="#">Show</a>
SRT-MD0320145504	Asif Arshad	0001007869	Dr Anil Kumar Gupta	Damaged	1210640327	0010068190	<a href="#">View</a>	<a href="#">View</a>	<a href="#">Show</a>
SRT-MD0320147562	Asif Arshad	0001000068	Christian Medical College	Damaged	1210742332	0010064979	<a href="#">View</a>	<a href="#">View</a>	<a href="#">Show</a>
SRT-MD0320141086	Asif Arshad	0001000809	ELITE	Damaged	1210142172	0010065102	<a href="#">View</a>	<a href="#">View</a>	<a href="#">Show</a>
SRT-MD0320141525	Asif Arshad	0001008305	DR. KAMLESHBHAI T. GURJAR	Damaged	1210441526	0010064928	<a href="#">View</a>	<a href="#">View</a>	<a href="#">Show</a>
SRT-MD0320140356	Asif Arshad	0001000845	Anita Medical Systems Pvt. Ltd.	Damaged	1210173311	0010067635	<a href="#">View</a>	<a href="#">View</a>	<a href="#">Show</a>
SRT-MD0320141526	Asif Arshad	0001004411	DR. R. R. KHANDELWAL	Damaged	1210441473	0010063741	<a href="#">View</a>	<a href="#">View</a>	<a href="#">Show</a>

At the bottom of the table, it says: "Change page: < 1 2 > | Displaying page 1 of 2, items 1 to 10 of 11."

The footer of the application includes links for "FAQ's | Privacy Policy | Terms of Use | Contact Us" and "Powered by Skelta BPM © Fujifilm India".

Sales return can be tracked through this screen



**Thank you**