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Session# 102130



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PeopleSoft's RTV Process: It's Not As Scary As You Think!

- PeopleSoft Return to Vendor (RTV) Overview
- Example RTV Stock Return
- 3 Additional Resources
- 4 Questions





PeopleSoft RTV Process – Overview RTV Process

There are a variety of business reasons for initiating a supplier return.

- Defective materials
- Over Shipment
- ☐ Items shipped in error
- ☐ Items are no longer required
- Many more reasons...





PeopleSoft RTV Process – Overview

RTV Process – Reject vs Return

Rejecting an item is different than Returning an item:

- ☐ **Reject** an item during receiving, the item is never recognized as a part of the accepted quantity in the system.
- Return an item using an RTV transaction, the item has already been entered into the system as a part of the accepted quantity.





PeopleSoft RTV Process – Overview RTV Actions

- Return for Credit Returning the items to the supplier without requesting replacements. The system can automatically create a debit memo.
- ☐ Return for Exchange Different item is being substituted in exchange for the original item ordered (Exchange Item A with Item B)
- ☐ Return for Replacement Supplier will ship the same items to replace the original returned goods. You receive these replacements against the original Purchase Order.



PeopleSoft RTV Process – Overview

RTV Configuration

- 1. Define RTV processing options for the Purchasing Business Unit. Relevant fields are RTV Adjust Source, RTV Adjust Fees, and RTV Reopen PO
- 2. Define User Preference options for RTV Streamline processing, personalize and default options for ease of use.
- 3. Define RTV Voucher Build options for the Payables Business Unit (Definition). Create RTV Debit Memo and RTV Adjustment Option (Stage, Create or No Adjustment)

Note: You can override these options at the supplier level

- 4. Define RTV Miscellaneous Charges and Fees that apply to supplier returns
- 5. Define RTV processing options for each supplier (Optional)



PeopleSoft RTV Process – Overview

RTV (Stock) process

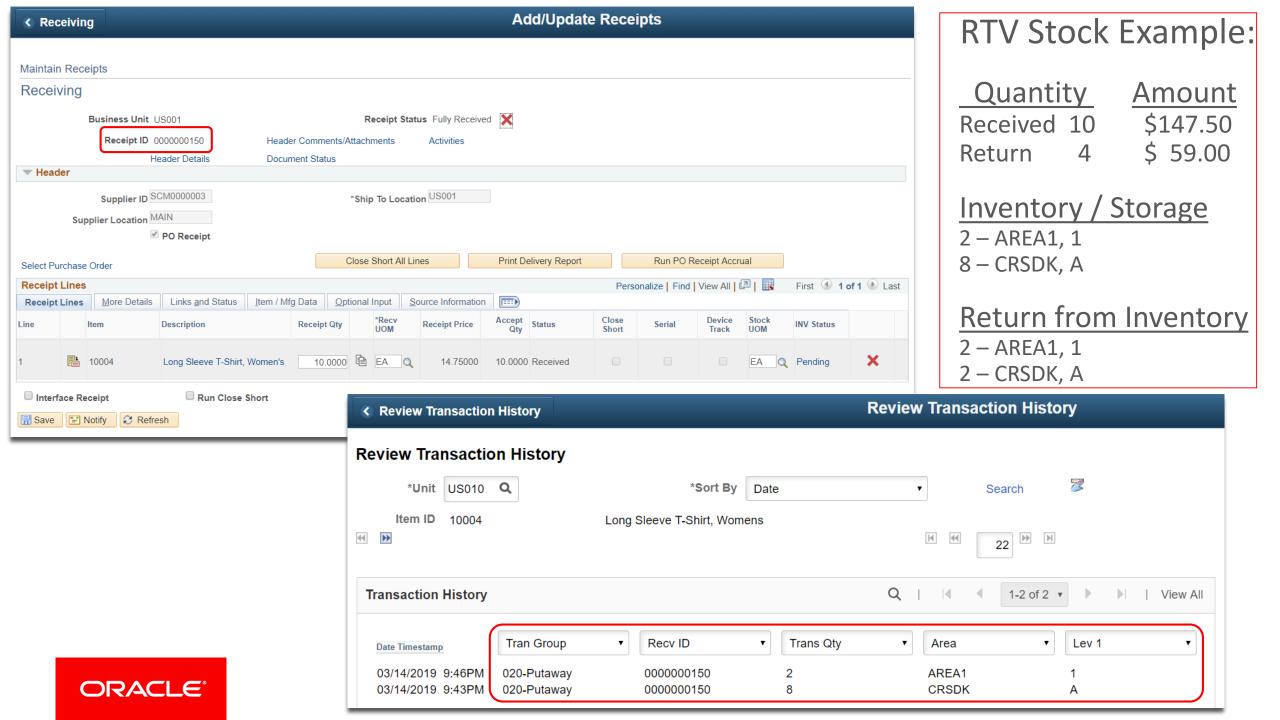
- Determine source (PO and Receipt) to associate with RTV
- 2. Create RTV online from above source
- 3. Ship/Dispatch the Return to Supplier
- 4. Reduce Inventory (Express Issue, Inventory Adjustment or use Streamline process)
- 5. Run Transaction Costing
- 6. Close the RTV (PO_RTVRECON)
- 7. Run Voucher Build (AP_VCHRBLD)
- 8. Create adjustment Voucher in AP

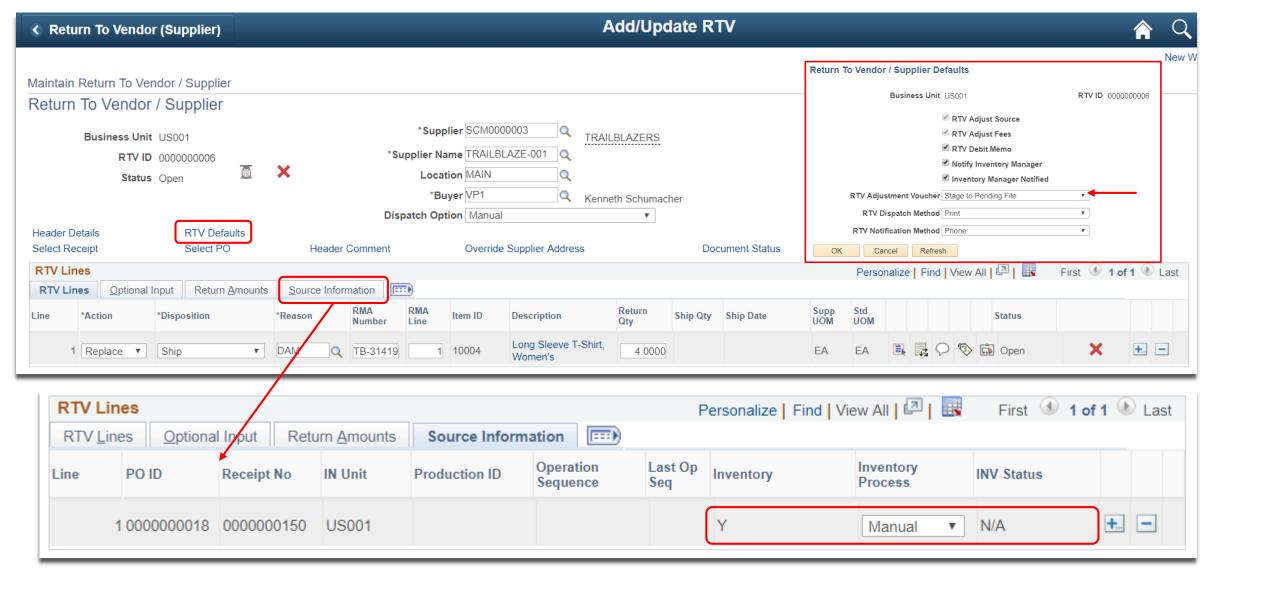
RTV (Non Stock) process

- 1. Determine source (PO and Receipt) to associate with RTV
- 2. Create RTV online from above source
- 3. Ship/Dispatch the Return to Supplier
- 4. Close the RTV (PO_RTVRECON)
- 5. Run Voucher Build (AP_VCHRBLD)
- 6. Create adjustment Voucher in AP











RTV Process

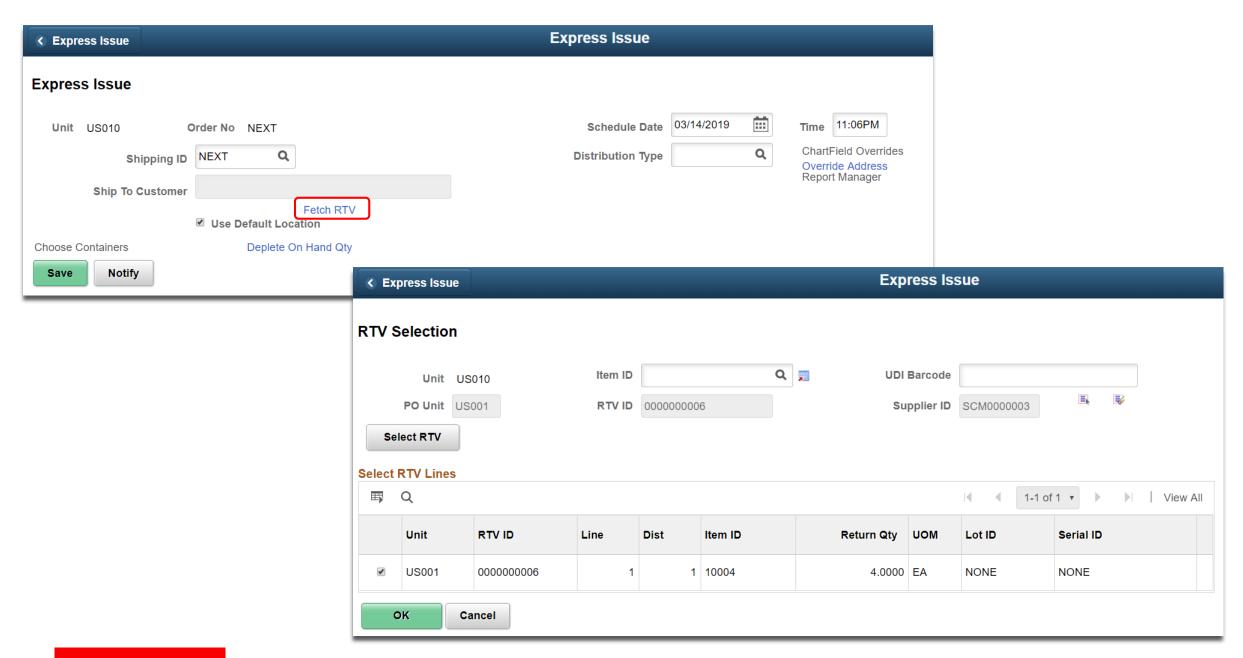
Inventory Process

Express: Select to perform *immediate* RTV Streamline processing for this RTV line. When you use express processing, the system initiates the PeopleSoft Inventory issue (automatic issue) or adjustment (automatic adjustment) when you create data-collection transactions. If the RTV line disposition is Ship, the system creates a material stock request with a status of Shipped to update inventory.

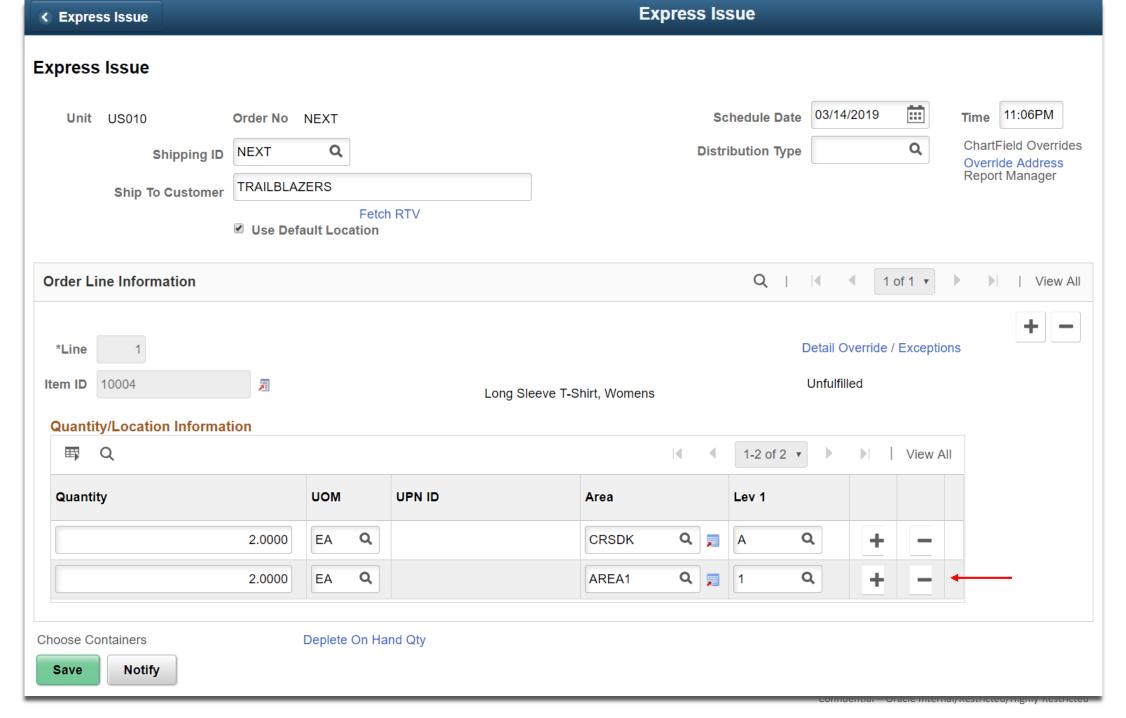
Fulfillment: Select to *schedule* RTV fulfillment processing for this RTV line. This enables you to stage RTV fulfillment processing requests for the PeopleSoft Inventory functionality to process and deplete return quantities. When you use fulfillment processing, the system creates and saves a material stock request transaction in Inventory when you dispatch the RTV. The Fulfillment value is only valid if the Disposition status is Ship.

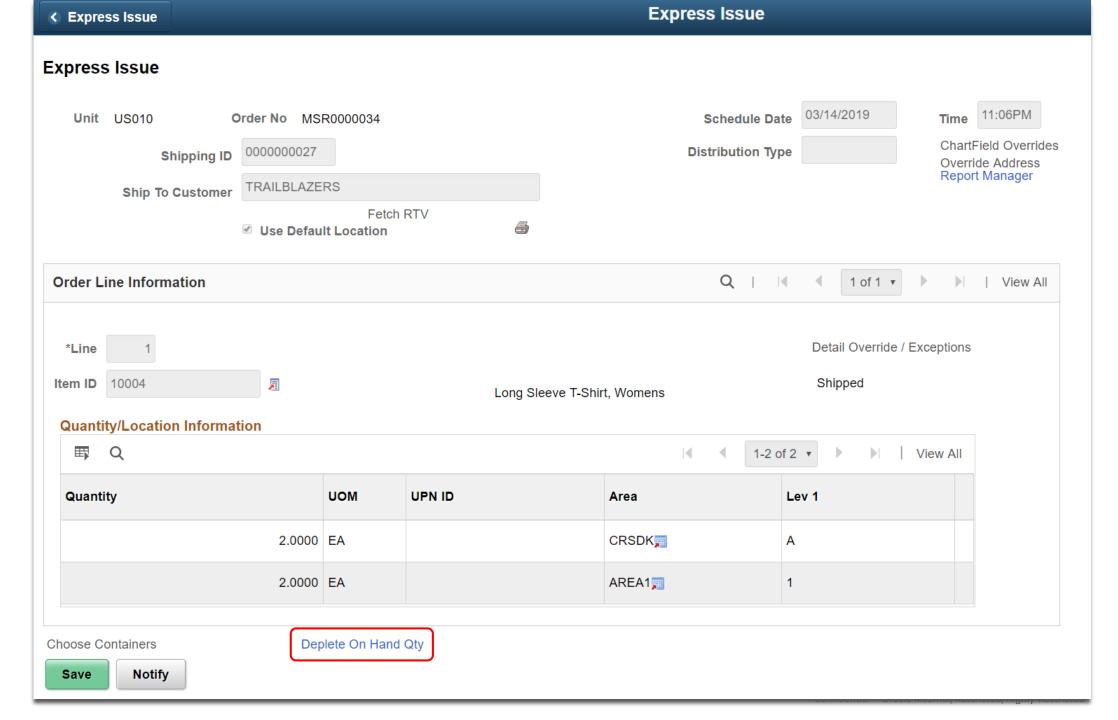
Manual: Indicates that you either *manually* create an Inventory Express Issue component to issue inventory returns that are being shipped to the supplier or the Inventory Adjustment component to adjust balances for inventory returns that are to be destroyed. The system does not automatically update inventory values.

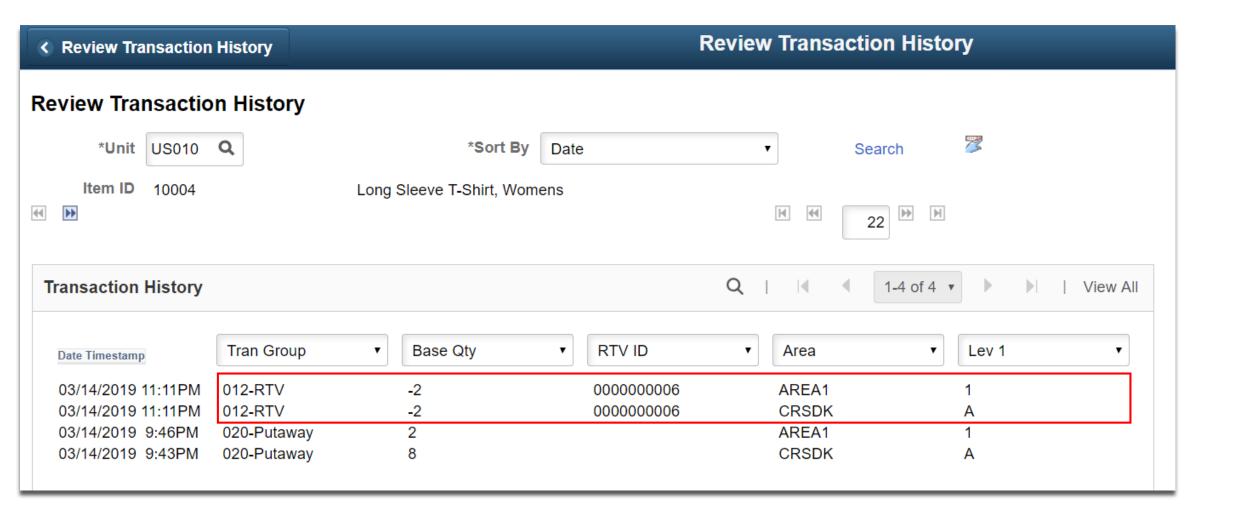




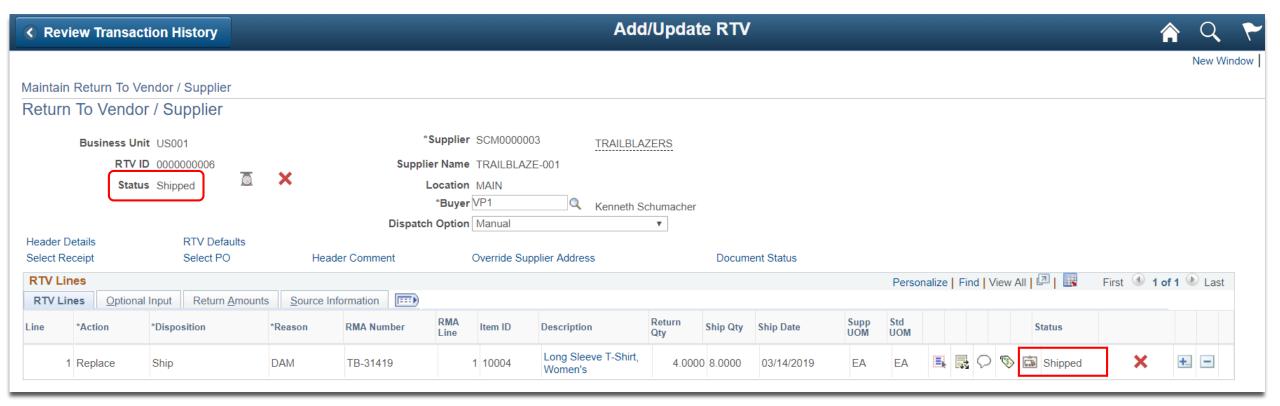






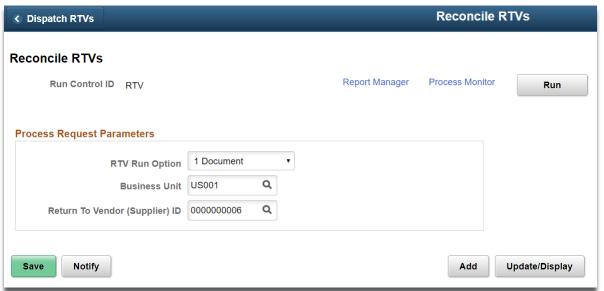






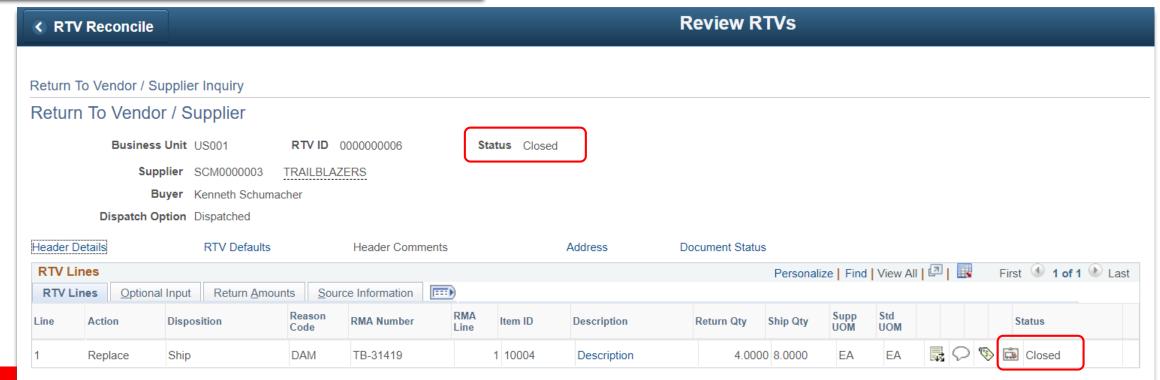


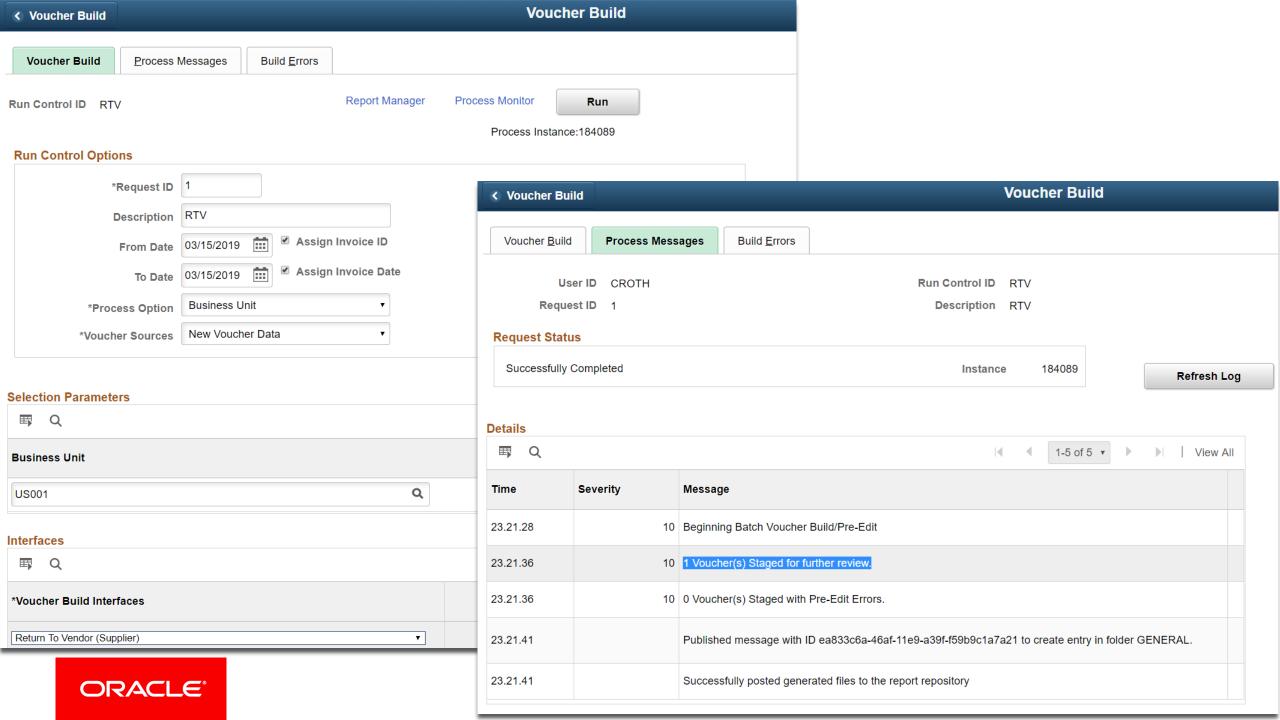




Reconcile RTV

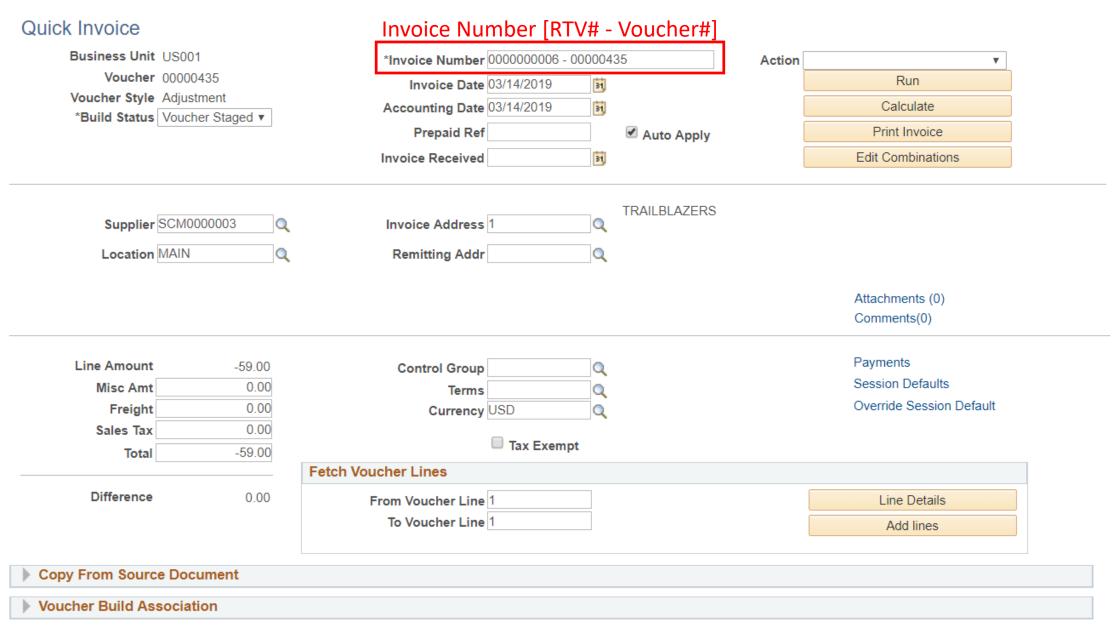
- 1. RTV Status must be 'Shipped'
- 2. Updates RTV Status to "Closed"
- 3. Closed RTV's are eligible for Voucher Build





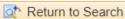
RTV Inquiry

Quick Invoice













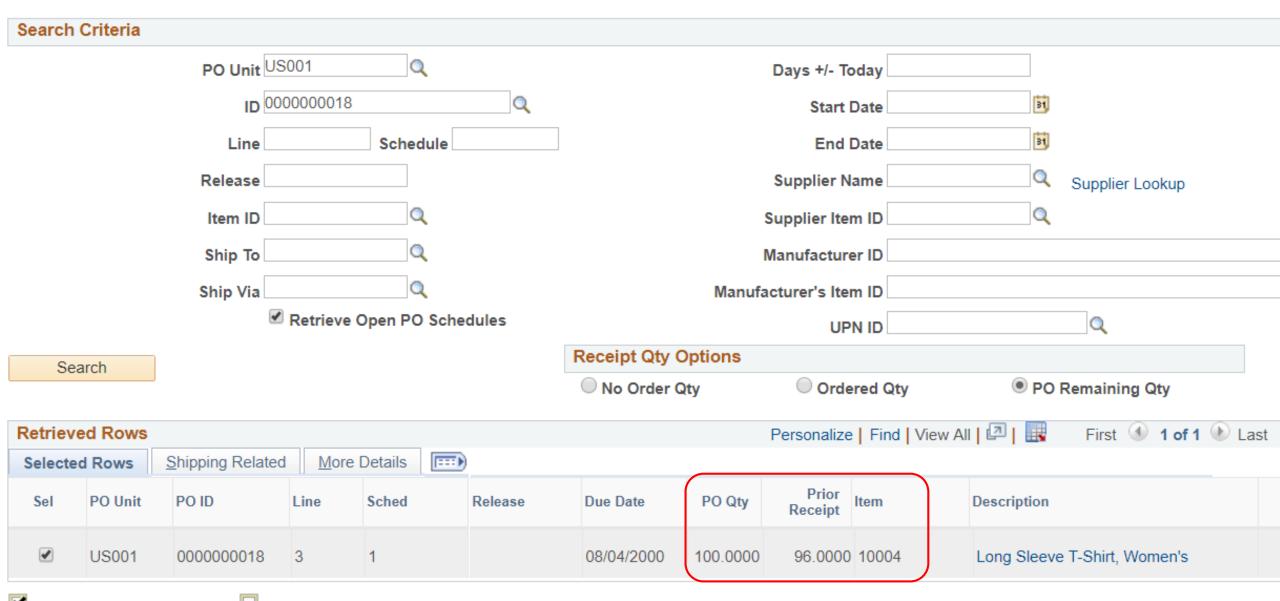


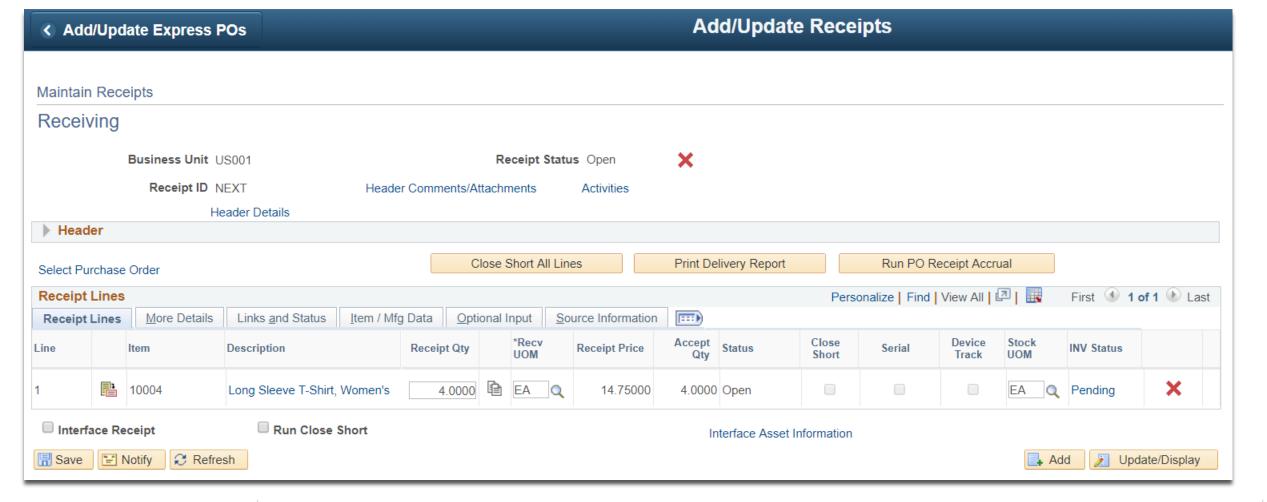


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Add/Update Receipts

Select Purchase Order









RTV Process – Review

RTV (Stock) process

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RTV Process

Additional Resources - My Oracle Support

Non inclusive list:

- Return To Vendor(RTV) Frequently Asked Questions(FAQ) (<u>Doc ID 1083458.1</u>)
- Troubleshooting Return to Vendor (RTV) Issues (Doc ID 1390643.1)
- How To Close a Return to Vendor (RTV) with Action Exchange (<u>Doc ID 2044855.1</u>)
- RTV Express Issue Process Errors (Doc ID 1508436.1)





FOLLOWING IN ← 2 STREAMS

Supply Chain Management - PSFT (MOSC)

in PeopleSoft (MOSC) ~

Overview Content People Subspaces Actions -About Manage ▼ \equiv **CATEGORIES** DOCUMENTS (78) ALL CONTENT (2652) DISCUSSIONS (2019) IDEAS (555) Cost Management Filter by action: None Filter by shared content Inventory Mobile Inventory RTV Sort by latest activity: newest first ▼ FILTER BY TAG 1 2 < > Order Management Other Products TITLE **AUTHOR** LATEST ACTIVITY VIEWS Purchasing **RTV Dispatch** KiranR June 18 2019 4:03 AM 25 Services Procurement Strategic Sourcing RTV - Reconciliation 20 KiranR May 29 2019 10:37 AM Supplier Contract Management Supplier Lifecycle 9.2 RTV - Exchange **1**1 -KiranR 39 2 May 21 2019 4:16 PM Management Webcasts RTV error message of, "Field is Required: RTV_LN_DISTRIB -**1**2 -Dan Rotermund May 8 2019 4:02 AM 17 ACCOUNT" eProcurement eSupplier ConnectionVSupplier 9.2 Purchasing - RTV ů-KiranR April 26 2019 4:01 AM 27 Portal Receiving power users cannot use Process Return functionality February 5 2019 2:17 PM 37 Varunprasad on eProcurement 40 ACTIVE

ACTIONS

Start a discussion

Upload a file

Write a document

Create an idea

Cancel a reconciled RTV

Issue for RTV

A new Distribution Type for 012 RTV is not listed in Express

Ability to edit/cancel Return to Vendor (RTV) entry after it has

been Shipped or Closed 60 ACTIVE

Amy Cashion

Joey R.

3610627

May 1 2018 7:18 AM

August 6 2018 8:25 AM

April 12 2018 10:57 AM

28

77

20

12 -

Customer Questions

Question: Can you prevent or disable actions on a page based upon security roles?

Reasoning: Requesters should not have access to a portion of a page. When the requester clicks the Ship RTV button, the RTV is prematurely closed, and no further updates can be performed.

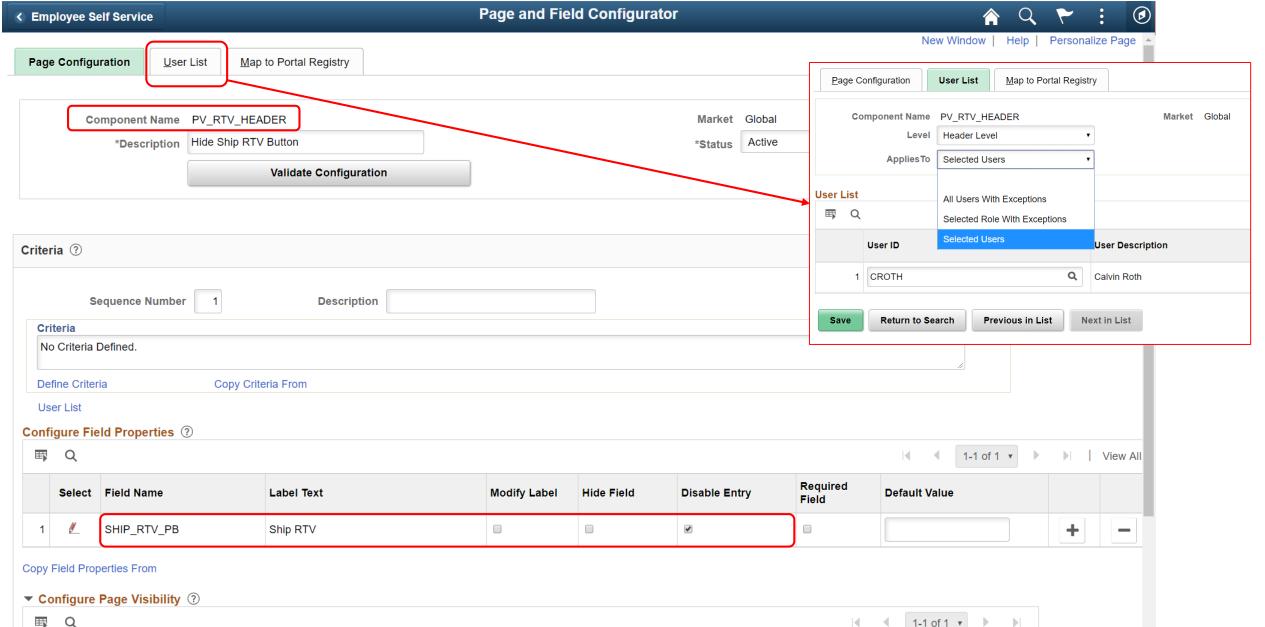
The screen below is part of the entry page for RTVs from Manage Requisitions.

| | • | , , | O | | O |
|-------------------------------------|------------------------------|------------|---|----------------------------------|---|
| Shipment and Supplier Informati | on | | (| | |
| If you have shipped the returned qu | antity to the supplier, plea | ase click: | | Ship RTV | |
| Ship Via | ~ | | | | |
| Supplier: CITY ELECTRIC SUPP | PLY COMPANY | | | | |
| | | | | Save Return To Vendor (Supplier) | |
| | | | | | |

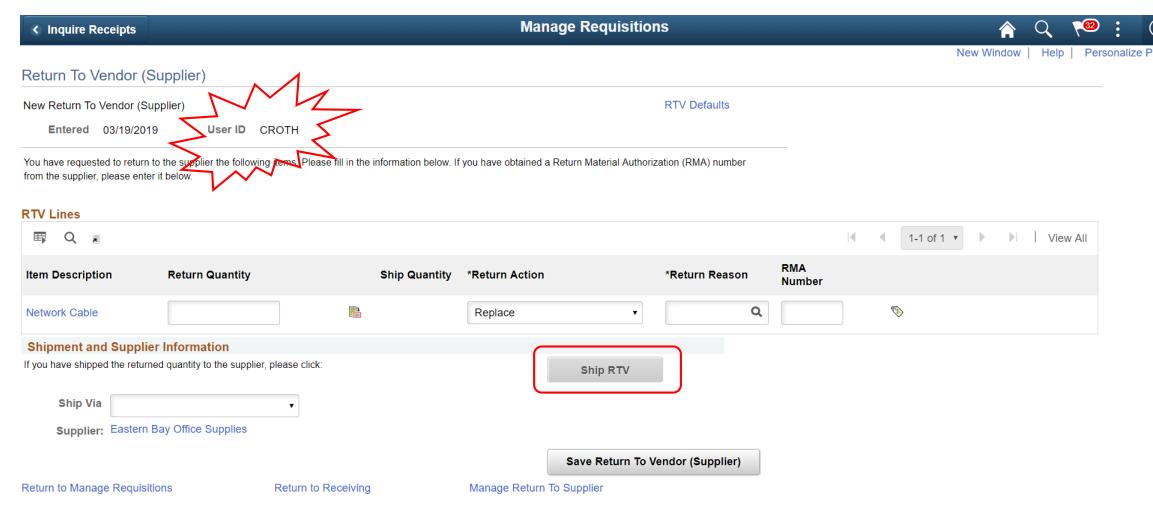




Page & Field Configurator – Disable Ship RTV

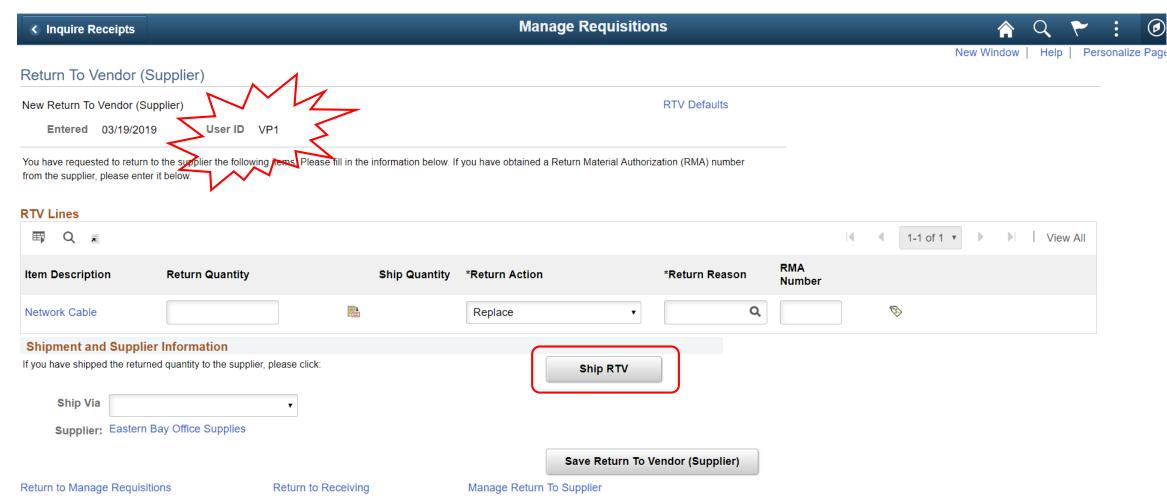


Page & Field Configurator – Disable Ship RTV





Page & Field Configurator – Disable Ship RTV





Customer Questions

Question: Is there configuration to remove the 'Exchange' option as a Return Action?

Reasoning: When a requester selects the Exchange option, this requires the buyer to create another line on the purchase order for the new item and the new item must be received. The additional step has made this process cumbersome.

Response: Return Actions are not configurable values. Use Application Designer to inactive the 'Exchange' value

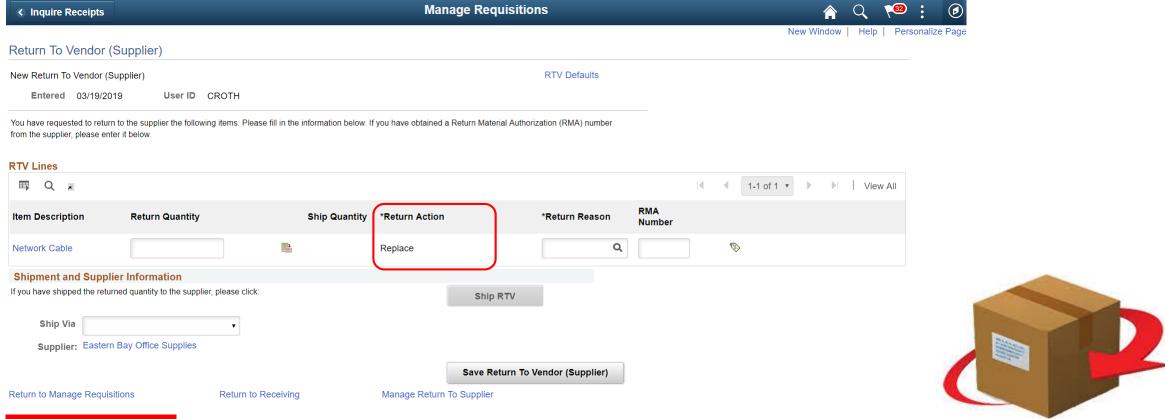
Page and Field Configurator will not remove a value but it could help by defaulting a value and disabling the field.





Customer Questions

Example: Page and Field Configurator – Disable field using a default value





PeopleSoft's ERP Product Team Panel Discussion

Upcoming Session – 102170

PeopleSoft ERP Panel Discussion

Thursday, July 18
3:00 PM – 4:00 PM
International Ballroom E







Upcoming RTV Webinar HIUG – Monthly Webinar

PeopleSoft RTV Process Wednesday, August 22 Time: TBD

For more details: Bob.block@oracle.com









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