



Optimizing Reverse Logistics with SAP ERP: SAP PRESS Essentials #76

Srivathsan Narayanan

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Whether you're a consultant or manager, this is the book you need to master reverse logistics. You'll learn how to configure and use SAP ERP to optimize reverse logistics processes, so you can streamline your processes and help your businesses perform more efficiently. You'll focus on the configuration processes, rather than the actual transactions, with this practical reference guide for returns, repairs, and refurbishment processes.

You'll start off with a general introduction to Reverse Logistics: what it is, and what business processes are related to it. From there, you'll move on to learn how to use SAP ERP with regards to the different types of returns. The author then discusses rework and refurbishment, and you'll learn how to process these efficiently. The second part of the book discusses repair processes, warranty claims, and equipment and serial number processes.

Step-by-step instructions, real-world examples, and tips are provided throughout, to help you maximize your reverse logistics processes.

Topic Highlights

- Reverse Logistics Overview
- The Returns Process
- Rework & Refurbishment
- The Repair Process
- Warranty Claims Processing
- Serial Numbers
- Equipment Master Management

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