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# Supplier Credit Claims

Category	Inventory
Course	Payables
Version	1.1
Client	Generic
Software	2.14.100



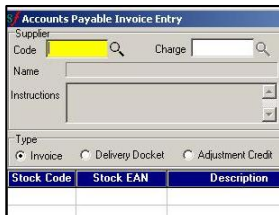
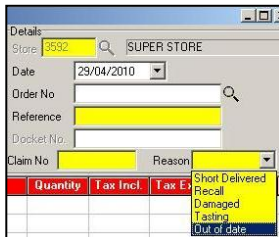


Raise a supplier credit claim whenever you need to claim a refund from the supplier. This may be because:

- the supplier over-charged you (in quantity) or invoiced you for products not ordered that you don't want
- the products are damaged, on recall, or out-of-date.

**Hints and Tips**

- ✓ If you identify a credit claim, call the supplier immediately.
- ✓ Raise a claim if you've been **over-charged but short-supplied**. The supplier may:
  - give you a refund (credit note)
  - send the missing stock (this invoice will have a zero cost. You should have already done a stock adjustment (to keep SOH correct in the interim), so you'll process the invoice as normal so that SOH increases correctly.
- ✓ The supplier will send/fax you or your Head Office:
  - A **Stock Return Authorisation** (SRA) number or form, if the stock is being returned.
  - an **Adjustment Note**, listing the product, quantity, and price of the refund.
- ✓ Don't use the SUREfire Credit Claim function:
  - to record a **dollar over-charge**, it's only used for quantity adjustments
  - if your Head Office processes all invoices and credits.
  - if your business permits you to raise a **stock adjustment** instead of a credit note; both functions reduce the SOH, but a credit provides a better paper trail as it's saved against the suppliers account (on the **Transaction** tab).
- ✓ If you're claiming products off the same invoice for different **reasons**, you have to create separate claims for each reason; add a unique extension to the **Reference** each time, e.g. CR1000881-R1, CR1000881-R2.

**Procedure to Record a Credit Note Claim**

1.	<p><b>To raise a claim:</b> outside of the invoicing process</p> <p>when you're processing an electronic invoice</p>	<p><b>then:</b> obtain the invoice # the product will be claimed against. Either:</p> <ul style="list-style-type: none"> <li>• open the <b>Payables</b> - &gt; <b>Account</b> -&gt; <b>Transaction</b> tab, OR</li> <li>• run the <b>Reports</b> -&gt; <b>Stock</b> -&gt; <b>Invoice Detail</b> report (enter the stock code &amp; supplier code).</li> </ul> <p>From the BOS <b>Payables</b> menu, select <b>Transactions</b>. Go to step 2.</p> <p>on the Invoice Discrepancy screen, click . Go to step 4.</p>	
2.	<p>In the <b>Supplier Code</b> field type, or click  to search for, the supplier's code.</p> <p><i>*The <b>Charge</b> field is populated with the supplier, unless a billing supplier has been saved against the suppliers AP record.*</i></p>		
3.	Select the <b>Type</b> option <b>Adjustment Credit</b> .		
4.	<p>In the <b>Reference</b> field, type [CR], followed by the invoice number; e.g. CR1000881.</p> <p><i>*If you've already raised a claim for this supplier and reference, you'll be adding to the existing claim but only SOH of the added products changes.*</i></p>		
5.	In the <b>Claim No.</b> field, type the SRA no. (if provided) or another unique number.		
6.	In the <b>Reason</b> field, select the claim reason.		
7.	<p>In the <b>Stock Code</b> or <b>Code</b> field scan, type, or search for the stock code, EAN, or manufacturer code to claim.</p> <p><i>*An error is displayed if you add a product not sourced from the supplier on the claim.*</i></p>		
			

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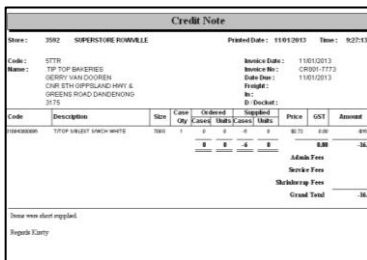
**Hints and Tips**

- ✓ Double-click in a blank **Code** row to search for a product by description and supplier.



- ✓ The system tries to match the product number entered in the following order: EAN, stock code, and then manufacturer code.

- ✓ **Comments** don't usually display anywhere in SUREfire. However, there's a report template available that prints the comments at the end the claim; contact SUREfire Support if you'd like this template installed.



- ✓ SOH is reduced once you've saved the claim.
- ✓ If the goods will be returned to the supplier, include a copy of the SRA form.
- ✓ The saved claim is listed in the supplier's record; **Payables** menu -> **Accounts** -> **Transactions** tab.

8.	Press <b>Tab</b> or <b>Enter</b> if you typed the code.									
9.	In the <b>Quantity</b> field, type the cases or cases.units being claimed. <i>*The system auto-populates a minus sign.*</i> <i>*If you're only claiming units and not the entire case (when <b>Case</b> qty is greater than 1), change the <b>Unit</b> to [1] so that the <b>Quantity</b> entered reflects units; check the <b>Ext Qty</b> is correct.*</i>									
10.	In the <b>Comments</b> field, type any relevant notes. <i>*See Hints and Tips.*</i>									
11.	<table border="1"> <tr> <td><b>If:</b></td> <td><b>then:</b></td> </tr> <tr> <td>you have more products to claim</td> <td>return to step 7.</td> </tr> <tr> <td>you type an incorrect entry</td> <td>either overwrite the entry and press <b>Enter</b>, OR change the <b>Quantity</b> to [0] (it will be removed when you save).</td> </tr> <tr> <td>you're finished</td> <td>go to step 12.</td> </tr> </table>		<b>If:</b>	<b>then:</b>	you have more products to claim	return to step 7.	you type an incorrect entry	either overwrite the entry and press <b>Enter</b> , OR change the <b>Quantity</b> to [0] (it will be removed when you save).	you're finished	go to step 12.
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12.	Click									
13.	Click <b>OK</b> to continue.									
	<i>*Discounts don't apply to this procedure.*</i>									
14.	Click <b>Yes</b> to print the claim.									
	<i>*Keep this on-hand and follow-up with the supplier until you receive their adjustment note.*</i>									
15.	Click									
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