

INV-5c Page | 1 of 2

Category	Inventory
Course	Payables
Version	1.1
Client	Generic
Software	2.14.100

Supplier Credit Claims

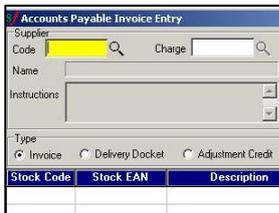
Raise a supplier credit claim whenever you need to claim a refund from the supplier. This may be because:

- 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- the products are damaged, on recall, or out-of-date.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.

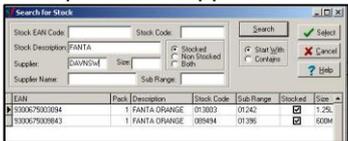
Procedure to Record a Credit Note Claim

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

INV5c Page | 2 of 2

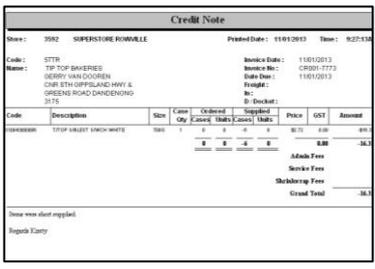
Hints and Tips

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