



SUPPLIER DELIVERY NOTES (SDN) & CLAIMS

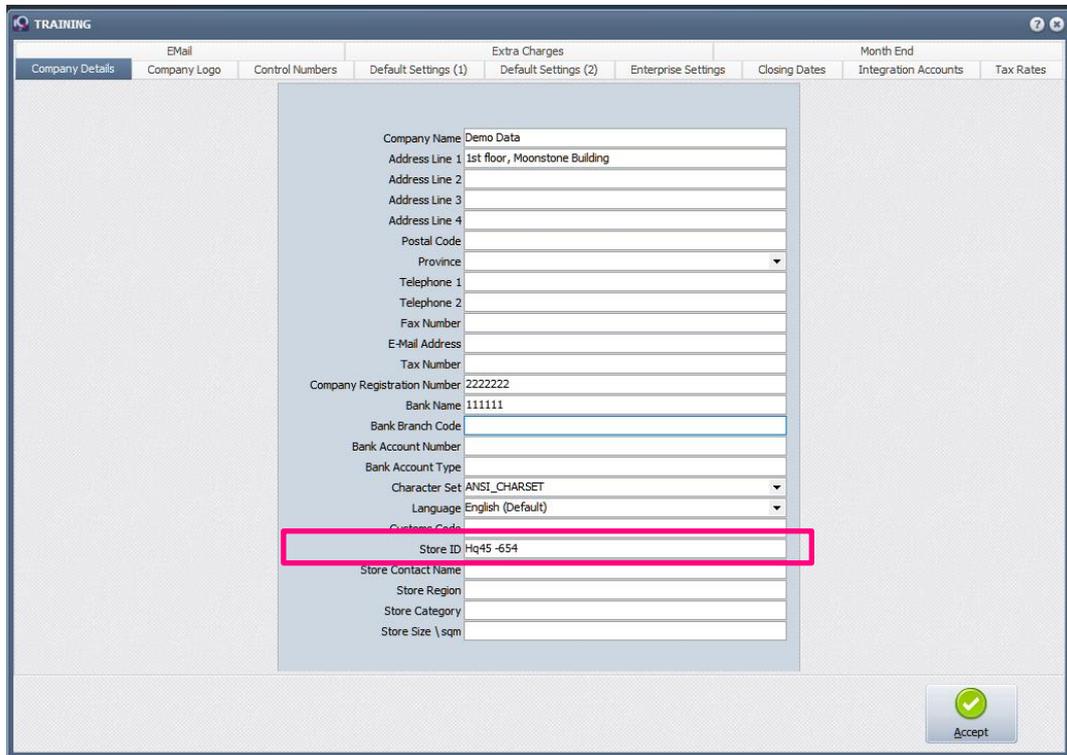
(ENTERPRISE / K8 TRADER)

SETUP

The user must ensure that the document types are created, and a Store ID must be completed in the Company Details. Claim Reasons can also be captured in Module Parameters.

COMPANY DETAILS

From the Main menu → Utilities → Setup → Company Details → Company Details Tab.



The screenshot shows the 'Company Details' form in the IQ Enterprise software. The form is titled 'TRAINING' and has a tabbed interface with 'Company Details' selected. The form contains various fields for company information, including Company Name, Address Lines, Postal Code, Province, Telephone, Fax, E-Mail, Tax, and Bank details. The 'Store ID' field is highlighted with a red rectangle and contains the value 'Hq45 -654'. An 'Accept' button is visible at the bottom right of the form.

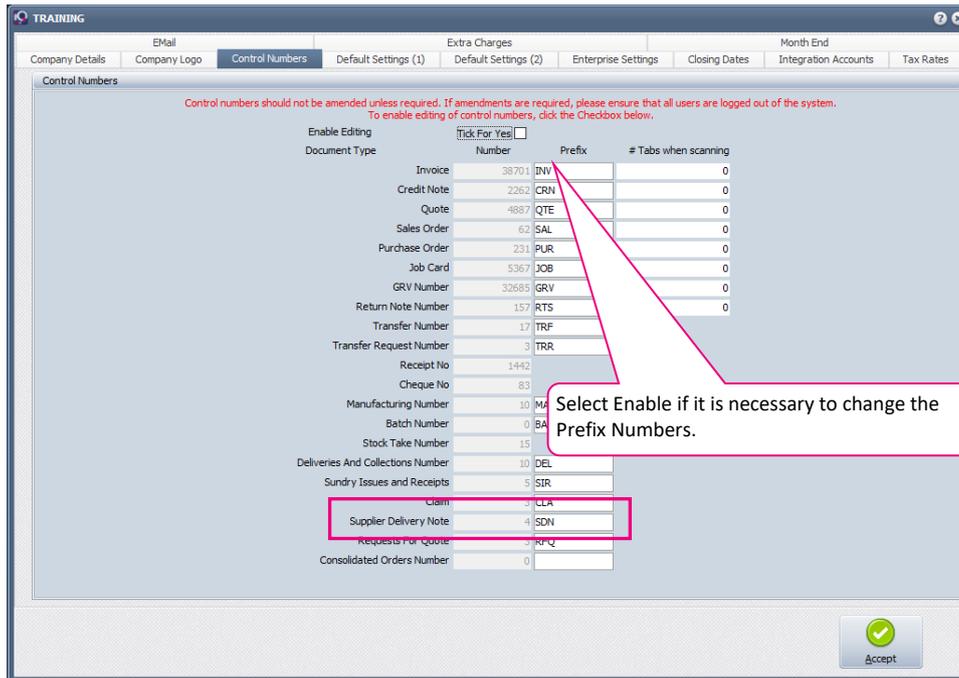
Field	Value
Company Name	Demo Data
Address Line 1	1st floor, Moonstone Building
Address Line 2	
Address Line 3	
Address Line 4	
Postal Code	
Province	
Telephone 1	
Telephone 2	
Fax Number	
E-Mail Address	
Tax Number	
Company Registration Number	2222222
Bank Name	111111
Bank Branch Code	
Bank Account Number	
Bank Account Type	
Character Set	ANSI_CHARSET
Language	English (Default)
Store ID	Hq45 -654
Store Contact Name	
Store Region	
Store Category	
Store Size	\,sqm

The Store ID is a unique identification that can exist of 25 alpha-numeric characters. Capture the Store ID and click on the Accept button at the bottom of the screen to save the changes made.

NOTE: A Store Contact Name can be captured if needed.

If the user is still using an older version of IQ Enterprise, prefixes on the document types will need to be created.

To create the user must select Utilities for the main menu → Setup → Company Details → Control Numbers tab.



Type in a prefix for Claim and one for Supplier Delivery Note, that fits into your prefix structure. Click on Accept to save the changes made.

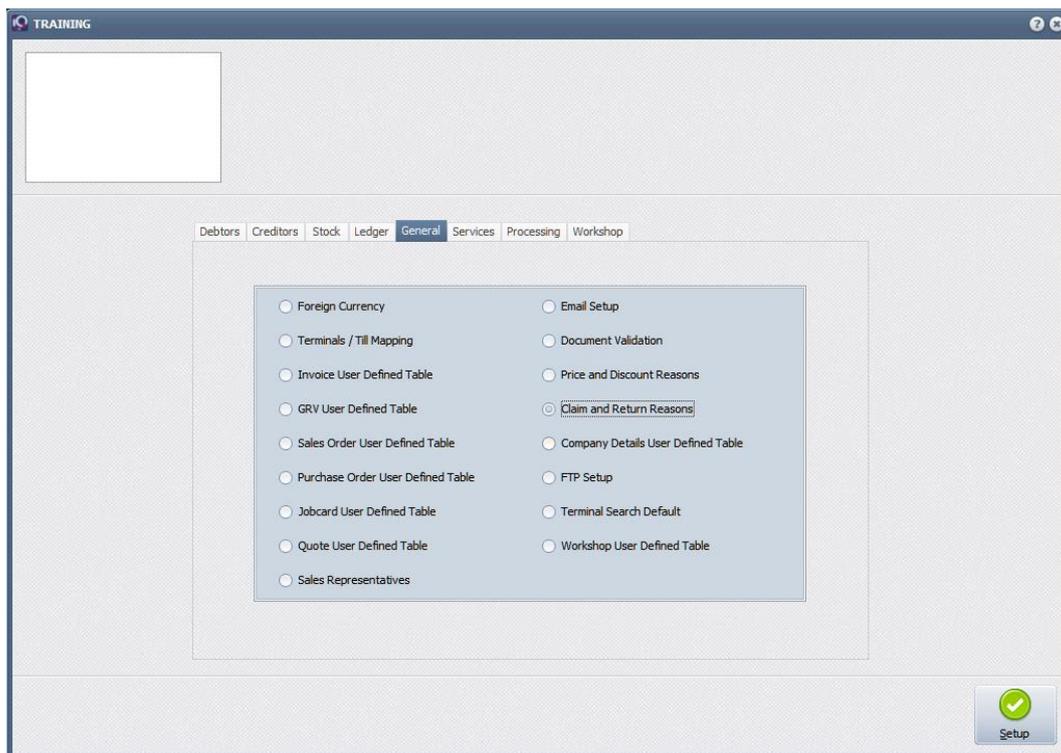
MODULE PARAMETERS

The system provides for three (3) claim modes: Quantity Claims, Returns and Price Claims.

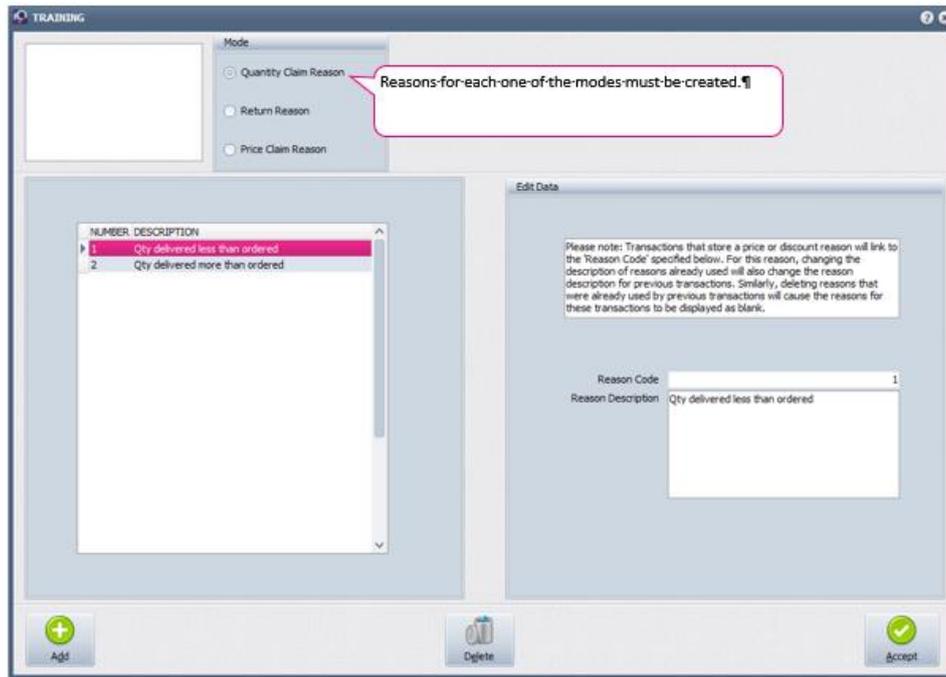
Reasons for each of the three (3) claim modes must be created.

From the Main menu → Utilities → Setup → Module Parameters → General Tab.

Select the Claim and Return Reasons option and click on the Setup button at the bottom of the screen.



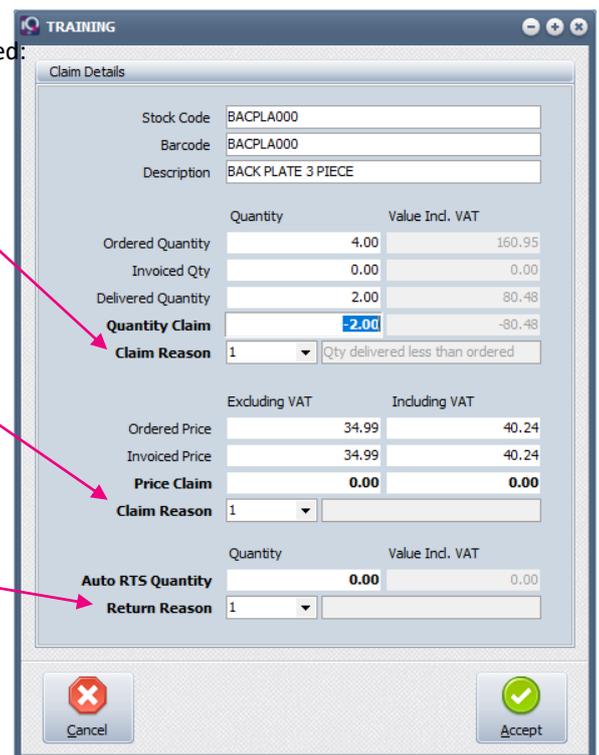
REASON SETUP:



MODE

The user must create reasons for each one of the modes listed:

- **Quantity Claim Reason:** this option will be used for all stock quantities received or invoiced differently from what was ordered. For example: the user has received only 80 items, where the invoice is for 90 items.
- **Price Claim Reason:** this option will be used for all prices differences between what was ordered and what was invoiced. For example: the invoiced amount per item is R110, but the supplier and user have agreed on a price of R100. Another example is when stock was invoiced but never delivered.
- **Return Reason:** this option will be used for all stock returned to supplier. For example: when offloading the stock received, the user finds items which were not ordered or some of the items were broken and returned to supplier.



GRID VIEW

The reasons created for every mode selected, will be listed in the grid view. The view consists of a number and a description for every reason.

EDIT DATA

In the top block, the system warns the user that if the description of an existing reason is changed, it will backdate the reasons on all the previous transactions. If a reason is deleted, the reasons on the transactions will be blank.

The Reason Code and Reason Description of the selected or highlighted reason will appear underneath.

BUTTON FUNCTIONALITY

Select the mode on the Reason Setup, create a code and provide the reason description of that code. Select then the next mode and create reasons for it and select then the last mode and create reasons for it and click on the Accept button at the bottom of the screen to save the reasons.

NOTE: If an existing reason's description must be changed, select the reason from the grid and edit the reason description under Edit. Click on the Accept button to save the changes made. If a reason description is changed, all the transactions where the reason code was previously used, will have the changed description.

ADD

The add option allows the user to add more reasons for the selected mode.

Enter a Reason code and the Reason description and click on Accept to save the new reason.

SAVE EDITS

The Save Edits option allows the user to save the new reason as it was entered to the grid. If the Save Edit button is not used, the newly added reason will not be saved to the grid.

CANCEL EDITS

The Cancel Edits option allows the user to discard the information as it was entered the screen and not save it to the grid.

DELETE

The Delete option allows the user to delete an existing reason.

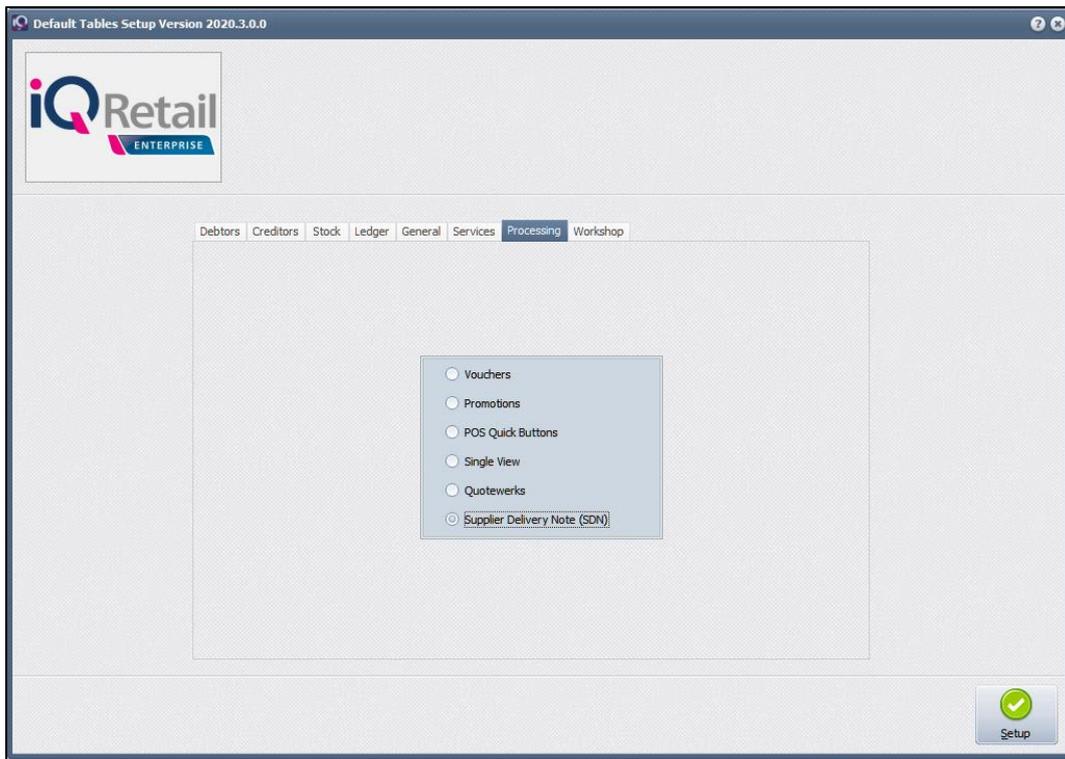
NOTE: If an existing reason is deleted, all the previous transactions will have blank descriptions for the deleted reason code.

ACCEPT

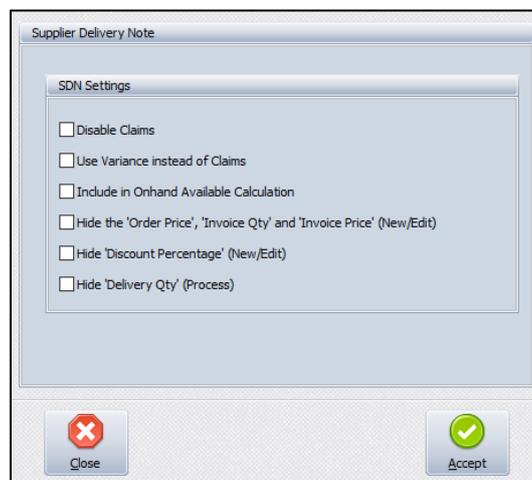
The Accept option allows the user to save the information on the reason mode and exit the Reason Version screen.

From the Main menu → Utilities → Setup → Module Parameters → Processing Tab.

Select the Supplier Delivery Note (SDN) option and click on the Setup button at the bottom of the screen.



SDN SETTINGS



DISABLE CLAIMS	This will disable the Claims popup screen.
USE VARIANCE INSTEAD OF CLAIMS	Use the Variance popup instead of the Claim popup.
INCLUDE IN ONHAND AVAILABLE CALCULATION	The Onhand used for sale will take SDN into account.
HIDE THE 'ORDER PRICE', 'INVOICE QTY' AND 'INVOICE PRICE' (NEW / EDIT)	This will hide the fields on new or editing.

HIDE 'DISCOUNT PERCENTAGE' (NEW / EDIT)	This will hide the fields on new or editing.
HIDE 'DELIVERY QTY' (PROCESS)	This will hide the fields on new or editing.

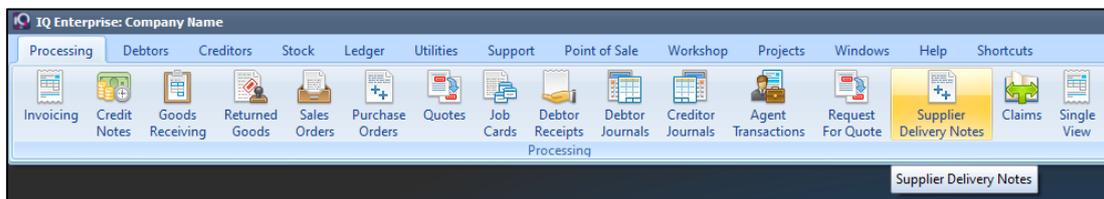
SUPPLIER DELIVERY NOTES

NOTE: At this stage does the SDN module does not allow the processing of Extra or External Costs on Supplier Delivery Notes. If these costs must be included in the calculation of cost prices of items, the goods must be received via the Goods Receiving in the Processing module.

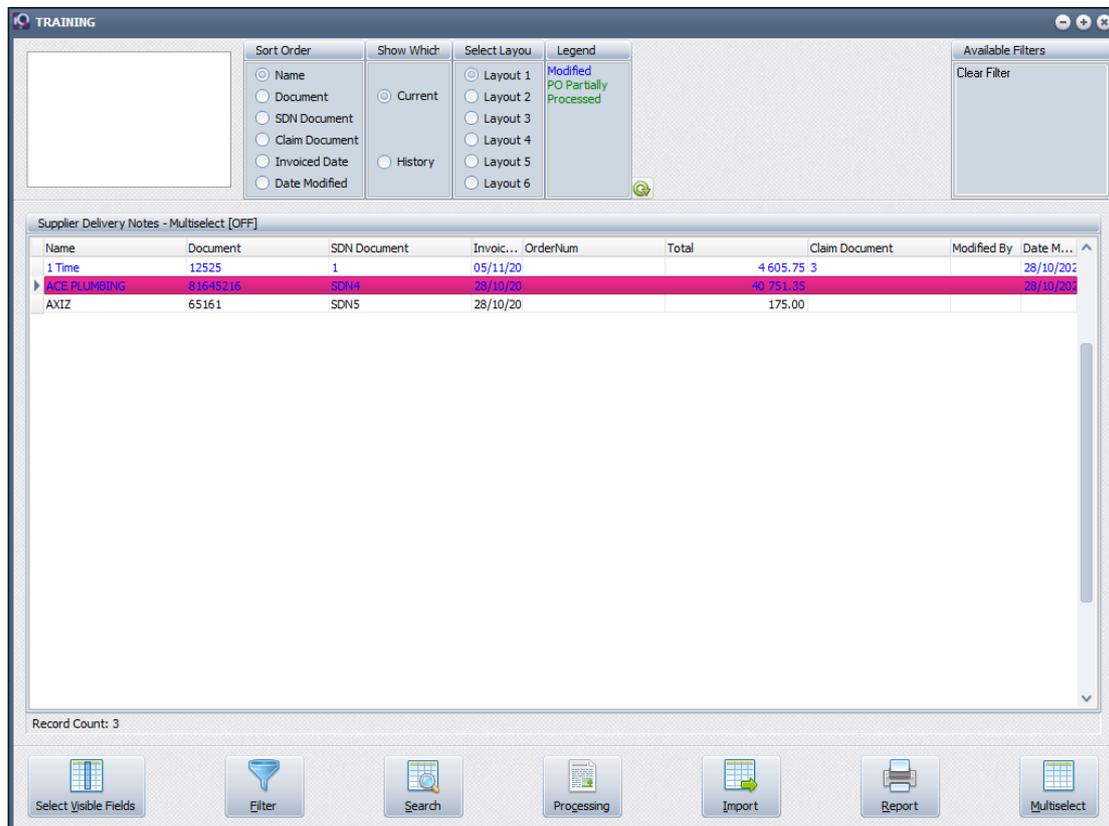
There are three (3) methods to generate a Supplier Delivery Note.

PROCESSING

From the main menu → Processing → Supplier Delivery Notes.



The following screen will appear:



SORT ORDER

The Sort Order allows the user to change the order of the listed SDN transactions, for example if it is sorted by date, the last transaction done will be on the bottom of the list.

SHOW WHICH

The Show Which option allows the user to see different sets of transactions.

CURRENT

The Current option will provide the user with a list of transactions not yet finalised. The Current view also allows the user to modify or process a SDN transaction.

HISTORY

The History option will allow the user to see a list of all finalised SDN transactions.

SELECT LAYOUT

The Select Layout option allows the user to design different layouts for the SDN or Purchase order documents, by selecting the layout option and then selecting the SDN or Purchase documents from the Report button.

Only Layout 1 is used at this stage.

Layouts 2 – 6 can be designed where needed.

LEGEND

The information on the Supplier Delivery Notes grid are colour coded.

All the transactions listed in **black** are newly created transactions.

All transactions listed in **blue** are transactions which were edited before and have thus been modified.

All transactions listed in **green** are partially processed purchase orders.

AVAILABLE FILTERS

All filters created and saved for specific information from the Supplier Delivery Notes screen, are listed under available filters. Double click on the filter to activate it and double click on "Clear Filter" to show all information again.

GRID VIEW

Name	Document	SDN Document	Invoiced Date	OrderNum	Total	Claim Document	Modified By	Date Modified
1 Time	12525	1	05/11/20		4 605.75			28/10/20
ACE PLUMBING	81645216	SDN4	28/10/20		-40 751.95			28/10/20
AXIZ	65161	SDN5	28/10/20		175.00			

NAME

The Name displays the supplier's name.

DOCUMENT

The document normally displays the supplier's invoice number.

SDN DOCUMENT

The SDN Document displays is the SDN document number for the transaction.

INVOICE DATE

The Invoice date displays the date on which the SDN is processed.

ORDERNUM

If an existing Purchase Order was imported for processing in the SDN module, the original order number will be displayed in Order-Number column.

TOTAL

The Total displays the total rand value of the transaction.

CLAIM DOCUMENT

If a claim document was processed on the selected SDN, the claim document number will be displayed in the Claim Document column.

MODIFIED BY

The Modified By field displays the user who has modified the SDN transaction the last time.

DATE MODIFIED

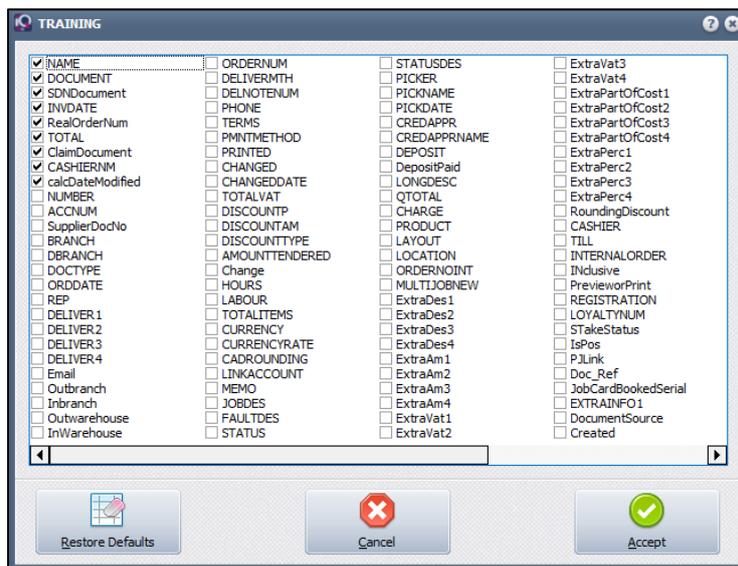
The date modified field displays the last date the selected SDN document was modified.

BUTTON FUNCTIONALITY

The button functionality options available on the Current screen are not all available on the History screen.

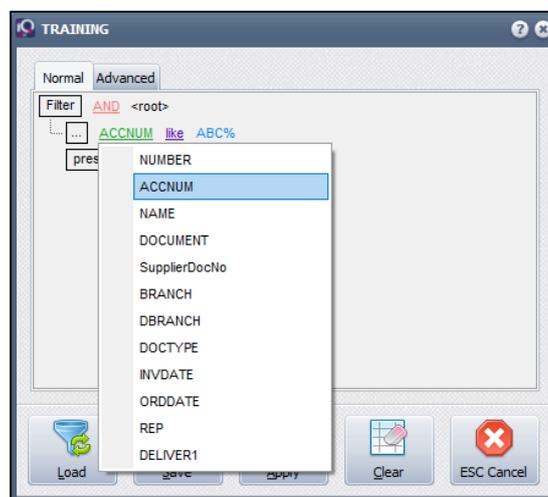


SELECT VISIBLE FIELDS



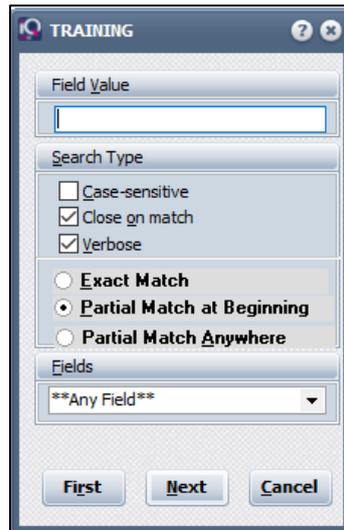
The Select Visible Field option allows the user to select specific or additional fields to display on the Current SDN screen. To select an additional field, tick the box next to the field and click on Accept.

FILTER



The filter option enables the user to filter out specific or certain Supplier Delivery Notes based on the information shown on the SDN screen.

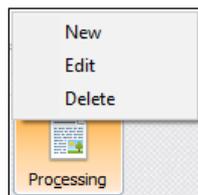
SEARCH



The Search option allows the user to search for information within the Supplier Delivery Notes screen and for any available field.

PROCESS

The Processing option is only available in the Current screen and allows the user the following processes:



NEW

The New option allows the user to create a new SDN. This option will typically be used if the user must receive stock items, where no purchase order was done.

EDIT

The Edit option allows the user to edit any information on an existing SDN transaction.

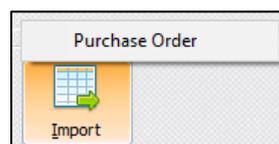
DELETE

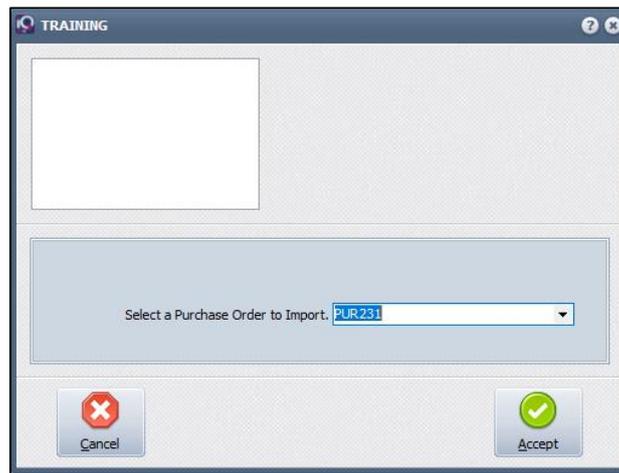
The Delete option allows the user to delete a selected SDN transaction.

NOTE: A SDN transaction can only be deleted from the current screen, if it has not yet been processed.

IMPORT

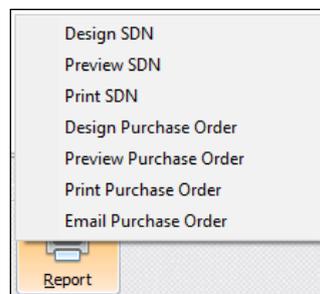
The import option allows the user to import an existing Purchase Order from the Purchase Order list.





Click on the drop down arrow and a list of existing purchase orders will be visible. Select the purchase order that you want to import to the SDN module and click on the OK button. The system will show that the SDN was created and give it a number.

REPORT



The Report option allows the user to design, preview or print either the SDN document or the Purchase Order. It also allows for the purchase order to be emailed to the supplier.

MULTISELECT

The Multiselect option allows the user to select more than one SDN transaction to email or to delete.

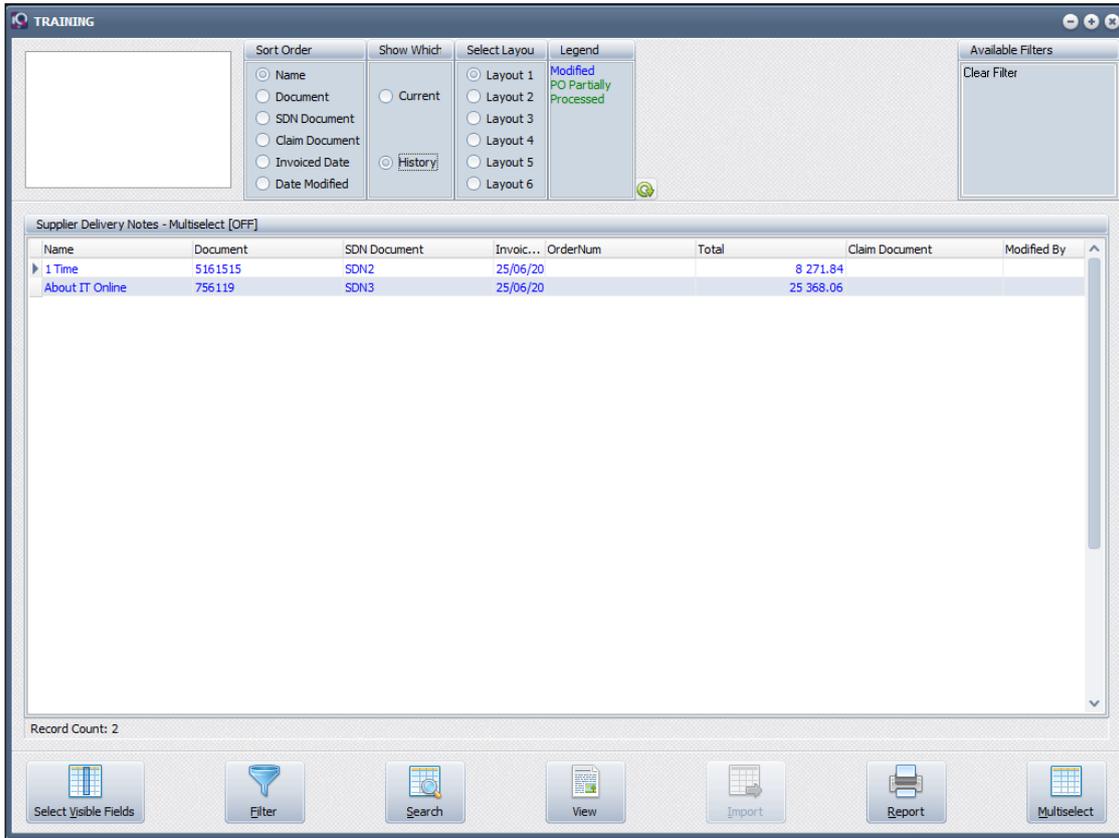
The Multi-select option will allow the user the email functionality. It will not allow the processing of more than one SDN. Click on the Multi-Select button, hold the Ctrl button on the keyboard and left click with the mouse on the SDN transactions to select them, to email them. Each SDN will be sent individually in an email.

The Multi-select option also allows the user to delete selected SDN's. Click on the Multi-Select button, hold the Ctrl button on the keyboard and left click with the mouse on the SDN's to select those ones that need to be deleted. Click on the Delete button on the keyboard. The system will prompt the user to ensure if the selected SDN documents should be deleted.

Once a SDN transaction has been processed, the SDN document moves automatically from the Current screen to the History screen.

HISTORY VIEW

The buttons at the bottom of the HISTORY screen have the same functionality as they had on the Current screen, except that the Import button is greyed out and the Process button is replaced with a View button.

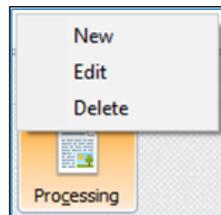


VIEW

The view option allows the user to view the SDN or Claim document for a selected SDN transaction.

GENERATING A NEW SDN

From the IQ main menu → Processing → Supplier Delivery Notes.



Click on the Processing button at the bottom of the screen and select the New option.

The following screen will appear:

Code	Description	Order Qty	Order Price	Invoice Qty	Invoice Price	Disc %	Delivered Qty
ADA02	ST LAB USB TO PARALLEL ADAPTER		50.00	65.00	45.00	100.88	0.00
ADA05	DELL DisplayPort - VGA		12.00	385.00	0.00	320.85	0.00
*			0.00	0.00	0.00	0.00	0.00

ACCOUNT DETAILS

ACCOUNT NO

Click on the Drop-down arrow at the end of the field and select the account for the appropriate supplier.

The selected supplier’s information will appear under account details.

DETAILS

Once the account number of the supplier has been selected, the supplier’s information will appear underneath the number.

DETAILS

DOCUMENT DATE

The Document date displays the date the SDN transaction is processed.

RECEIVED DATE

The Received date displays the date when the stock goods were received.

SUPPLIER INVOICE NO

The Supplier Invoice Number is the unique document number found on the invoice received from the supplier.

SDN DOCUMENT

Once the SDN transaction is saved, the SDN Document number is automatically generated and entered this field.

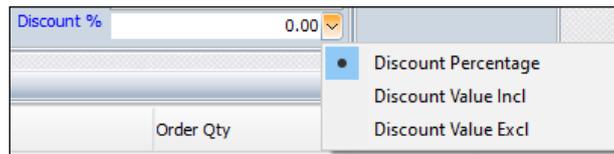
ORDER DOCUMENT

If this document should refer to a specific order number, the order number can be entered in this field.

If a purchase order is imported, the order number of that original order will appear in this field.

DISCOUNT %

The Discount % is the total discount received from the supplier for this whole SDN transaction or document.

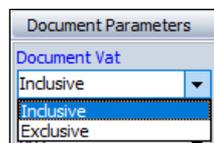


There are three (3) ways in which the discount can be displayed:

- Discount Percentage
- Discount Value (VAT Included)
- Discount Value (VAT Excluded)

DOCUMENT PARAMETERS

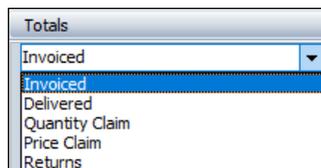
DOCUMENT VAT



The user has the option to choose if the cost prices captured in this document, are inclusive or exclusive of VAT.

TOTALS

The user has the option to select which totals are to be displayed. There are five (5) totals available to be displayed for each document: Invoiced, Delivered, Quantity Claim, Price Claim and Returns.



Select the totals to be displayed from the down arrow next to the field. If there was for example no Price Claim for the selected SDN, the totals would reflect as zero (0).

GOODS TOTAL

The Goods Total will reflect the total rand value of the goods, exclusive of VAT.

DISCOUNT AMOUNT

The Discount Amount is the total rand value of the discount received from the supplier.

VAT AMOUNT

The Vat Amount reflects the total VAT for the selected transaction.

TOTAL QUANTITY

The Total Quantity reflects the total quantity of stock items received in this transaction.

TOTAL

The Total reflects the total rand value for the stock items received, inclusive of VAT. The ideal is that this total and the total on the supplier's invoice should be the same.

SDN ITEMS GRID VIEW

Supplier Delivery Note Items							
Code	Description	Order Qty	Order Price	Invoice Qty	Invoice Price	Disc %	Delivered Qty

If a new SDN is created where no purchase order was imported, each item received from the supplier has to be captured in order to receive the item into stock. The user has to enter the price differences and quantities, to ensure that the stock and cost prices are correct.

NOTE: If a Purchase Order is imported, the item codes, description, order quantities and order prices will appear on the grid.

CODE

The Code reflects the stock item number of the item received from the supplier. The item number can be scanned, typed or selected from the stock list by clicking on the down arrow in the field.

NOTE: If the item code doesn't exist in the stock master file, the user will have to create the new stock item in Stock Maintenance first before the item can be received.

DESCRIPTION

Once the Stock item code has been entered, the description of the item will appear.

ORDER QTY

For a newly created SDN, without an imported purchase order, the order quantity field will be empty.

ORDER PRICE

If the user has agreed with the supplier on a set order price, this price must be entered this field. If there was no previous agreement and the user does want to receive the stock, the order price will be the same as the price on the supplier's invoice.

NOTE: If the Order Price is left out (blank) when capturing a new SDN, a claim will be generated for the whole invoiced amount.

INVOICE QTY

The Invoice Quantity is the quantity as seen on the supplier's invoice.

INVOICE PRICE

The Invoice Price is the unit price for the item, as reflected on the supplier's invoice. The moment the invoice price is different from the order price, a claim will be created, and the Claim Detail screen will appear. The system will not allow the user to continue without entering the reason for the price difference

DISC %

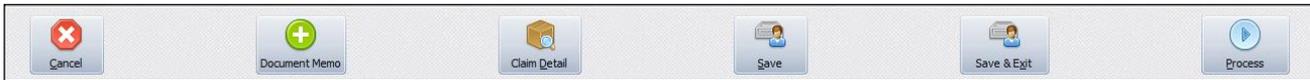
If there is a discount receivable on the specific line item, the discount percentage must be entered this field.

DELIVERED QTY

The Delivered Quantity is the quantity of the specific stock item which will be taken into stock. If the delivered quantity is for example less than the invoiced quantity, a claim will be generated.

If the Delivered Quantity is less than the ordered quantity, the system will show the SDN as partially processed.

BUTTON FUNCTIONALITY



CANCEL

The cancel option allows the user to close the SDN without saving changes made.

DOCUMENT MEMO

The Document Memo allows the user to create a narrative for the entire document. For example, if something extra must be added to remember about this document.

CLAIM DETAIL

	Quantity	Value Inc. VAT
Ordered Quantity	4.00	160.95
Invoiced Qty	0.00	0.00
Delivered Quantity	2.00	80.48
Quantity Claim	-2.00	-80.48
Claim Reason	1 Qty delivered less than ordered	

	Excluding VAT	Including VAT
Ordered Price	34.99	40.24
Invoiced Price	34.99	40.24
Price Claim	0.00	0.00
Claim Reason	1	

	Quantity	Value Inc. VAT
Auto RTS Quantity	0.00	0.00
Return Reason	1	

There will be a Claim Detail Capture screen for every entry on the SDN document.

The Claim Detail option allows the user to select reasons for any quantities or prices to be claimed.

The Claim Detail Capture screen will also be used to capture if stock was returned to the supplier.

SAVE

The Save option allows the user to save any progress made on the document. This is ideal if it is a long SDN document that needs to be captured.

SAVE & EXIT

The save & Exit option allows the user to save all the information already captured on the SDN and to exit it, without processing the SDN. This allows the user to edit the SDN document again and add to it or to make changes to it, before it is processed.

PROCESS

Once the delivery note or the invoice from the supplier, has been compared with the information captured in the SDN document, the SDN can be processed by clicking on the Process button.

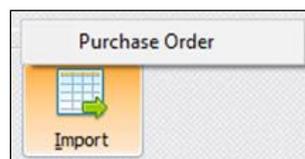
The Process option allows the user to Process the SDN document. This will create the necessary GRV, Claims and Returns.

NOTE: Claims are created but need to be processed in the Claims module under Processing.

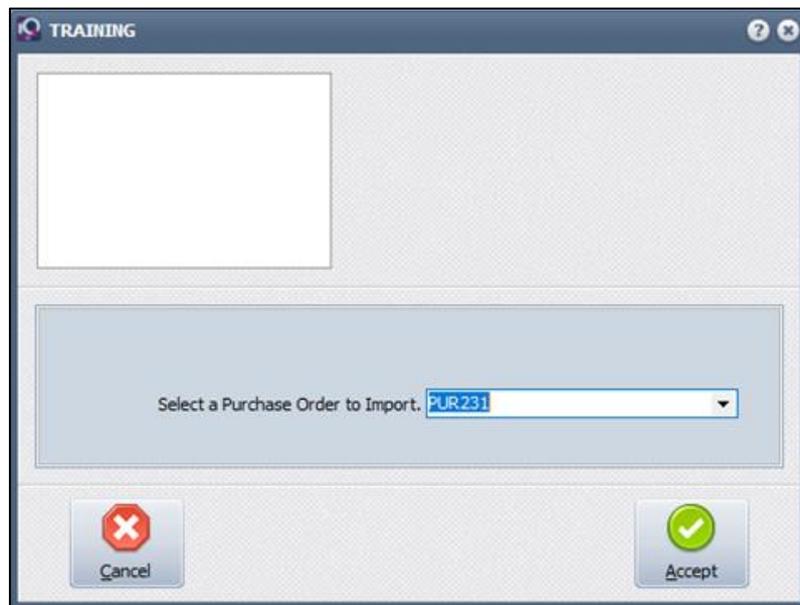
NOTE: Once the SDN is processed, the system will move the document to History.

IMPORT A PURCHASE ORDER TO SDN

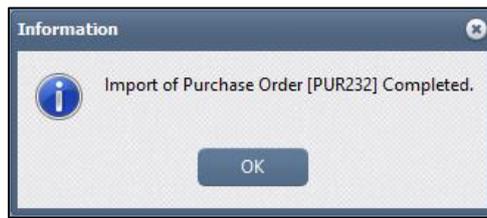
From the main menu → Processing → Supplier Delivery Notes.



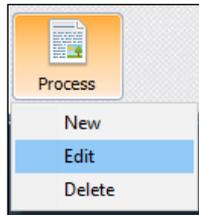
Click on the Import button at the bottom of the Supplier Delivery Notes screen and select the Purchase Order option.



When the user clicks on the down arrow next to the field, a list of all available or unprocessed Purchase Orders will appear. Select the appropriate order and click on Accept to select it and click on Accept again to import it.



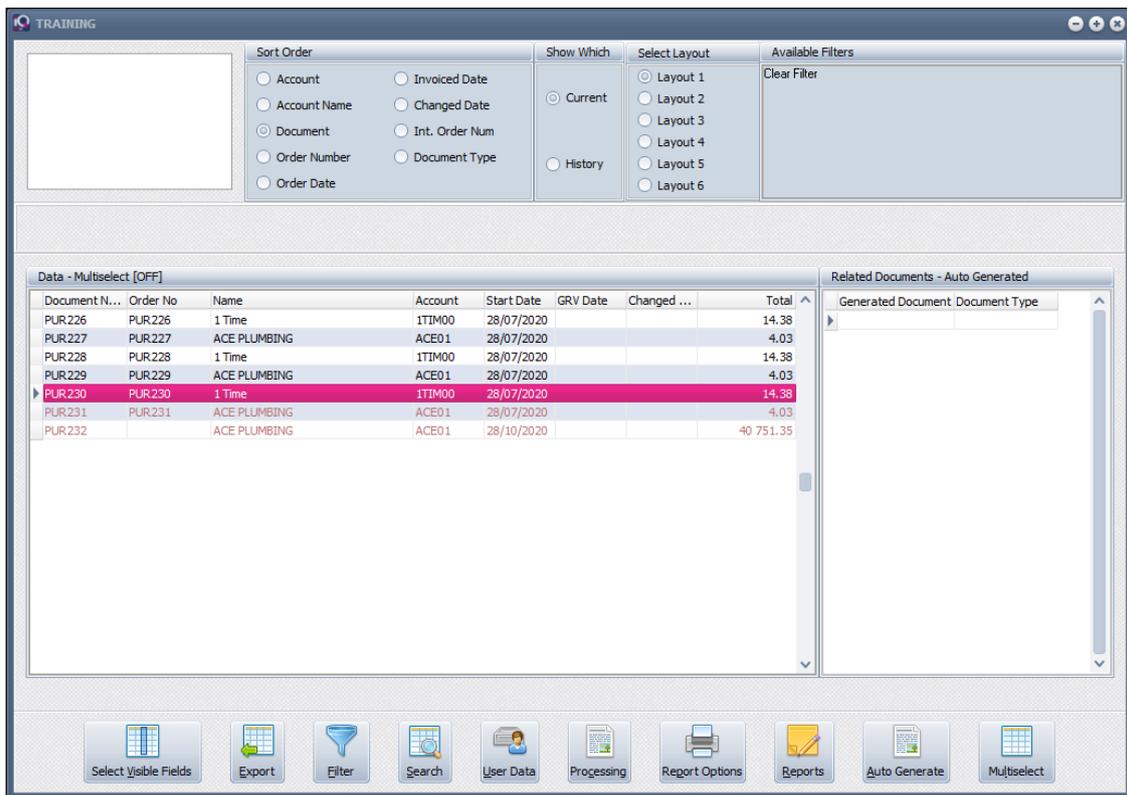
The system will inform the user that the import of the selected Purchase Order is completed.



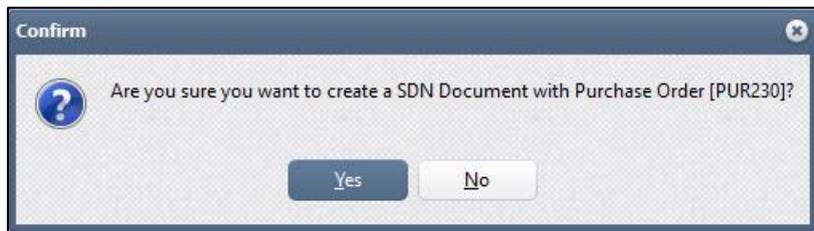
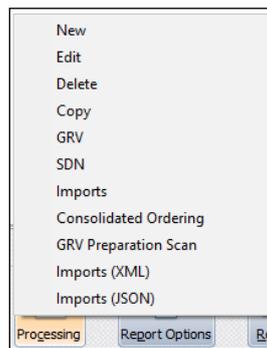
The user can now edit the selected SDN and capture the required information to process the SDN.

CONVERTING PURCHASE ORDER TO SDN

From the main menu → Processing → Purchase Orders.

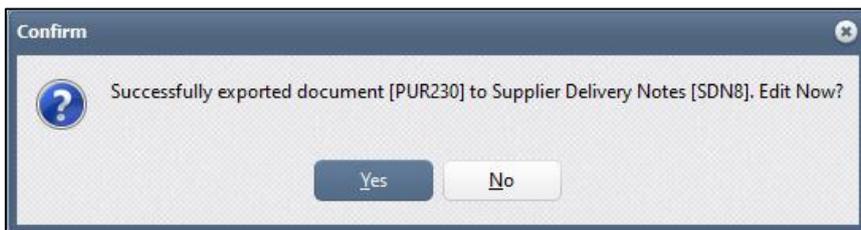


Select the applicable Purchase Order, click on the processing button and select the SDN process.



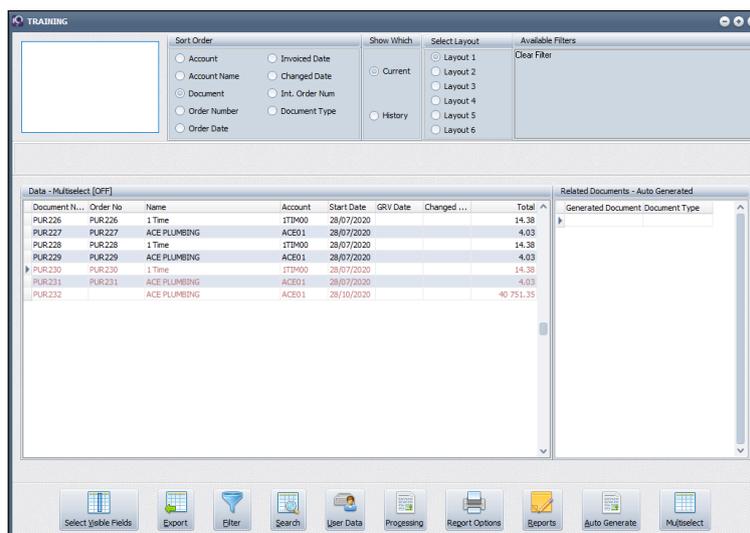
The user will be prompted to ensure the correct purchase order was selected to create the SDN document from. Click on Yes to continue.

Another message will appear to prompt the user that the selected purchase order has been exported to Supplier Delivery Notes and if the user would like to edit it now or not. The new SDN document number is also provided.



Click on Yes if the SDN should be edited now, or No if it should be edited later.

After this process has been completed, the purchase order selected will be colour coded **Brown** as a SDN and will no longer be accessed through the Purchase Order module. (See below)



NOTE: Once a Purchase Order has been processed to an SDN, the purchase order can't be edited nor GRV'ed from the Purchase Order screen. The user must go to the SDN screen to carry on with the processing of the document.

NOTE: Once the SDN document has completely been processed in the SDN module, the purchase order will be moved to History.

CLAIMS

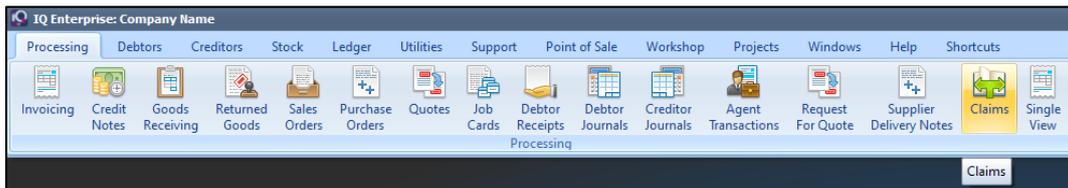
The Claims module works hand in hand with the Suppliers Delivery Notes module. All the Claims generated in the SDN module, have been sent to the Claims module. The user will have to process these Claims in the Claims module to finalize the SDN transaction.

NOTE: At this stage, Claims can only be generated through the SDN module, the system will not allow the user to create any new Claims on their own.

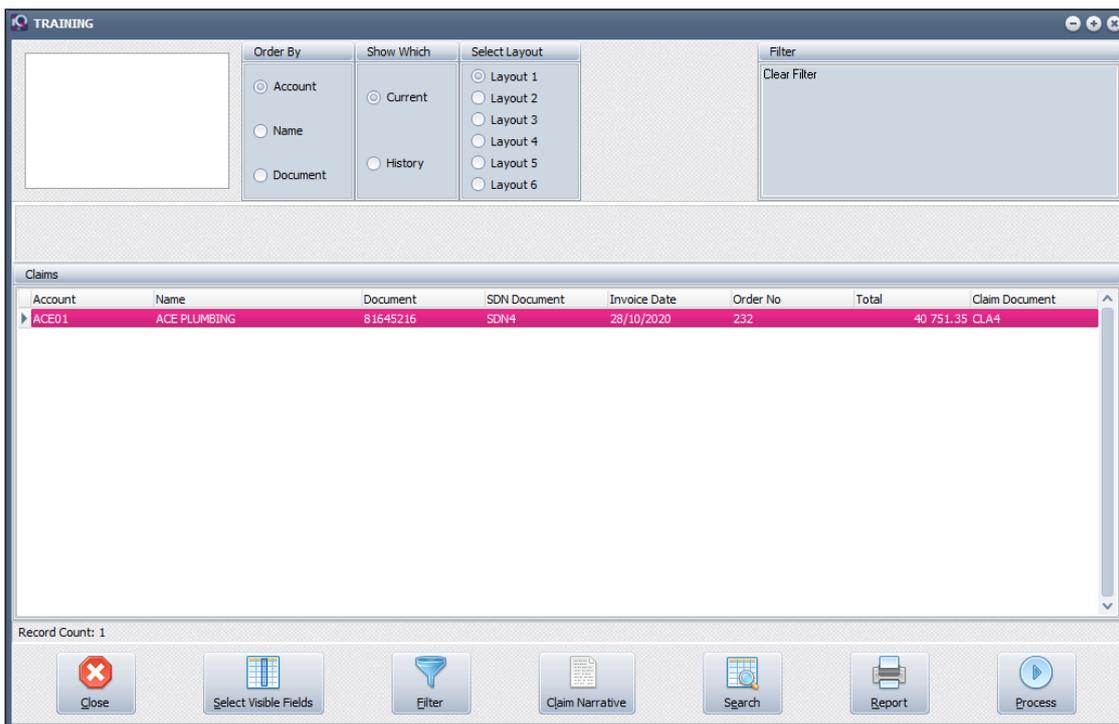
SETUP

The setup for Claims is the same as for Supplier Delivery Notes. No further setup is required.

EDITING CLAIMS



From the IQ main menu → Processing → Claims.



ORDER BY

The Order By allows the user to change the order of the listed Claim transactions. Claims can be sorted in Account, Name or Document order.

SHOW WHICH

The Show Which option allows the user to see different sets of transactions.

CURRENT

The Current option will provide the user with a list of transactions not yet finalised. The Current view also allows the user to modify or process a Claim transaction.

HISTORY

The History option will allow the user to see a list of all finalised Claim transactions.

SELECT LAYOUT

The Select Layout option allows the user to design different layouts for the Claim documents, by selecting the layout option and then selecting to preview or print the Claim documents from the Report button.

Only Layout 1 is used at this stage.

Layouts 2 – 6 can be designed where needed.

FILTER

All filters created and saved for specific information from the Claims screen, are listed under available filters. Double click on the filter to activate it and double click on "Clear Filter" to show all information again.

GRID VIEW

ACCOUNT

The Account field displays the supplier's account number on the user's system.

NAME

The Name field displays the Supplier's name.

DOCUMENT

The Document field displays the supplier's invoice number, as it was entered while processing the SDN transaction.

SDN DOCUMENT

The SDN document field displays the related SDN document number for the selected transaction.

INVOICE DATE

The Invoice Date field displays the date when the SDN transaction was processed.

ORDER NO

If a Purchase Order was imported to the SDN module for processing, the Order No field displays the imported purchase order.

TOTAL

The Total field displays the total rand value for the selected claim.

CLAIM DOCUMENT

The Claim document displays the document number for each claim as it was created in the SDN module.

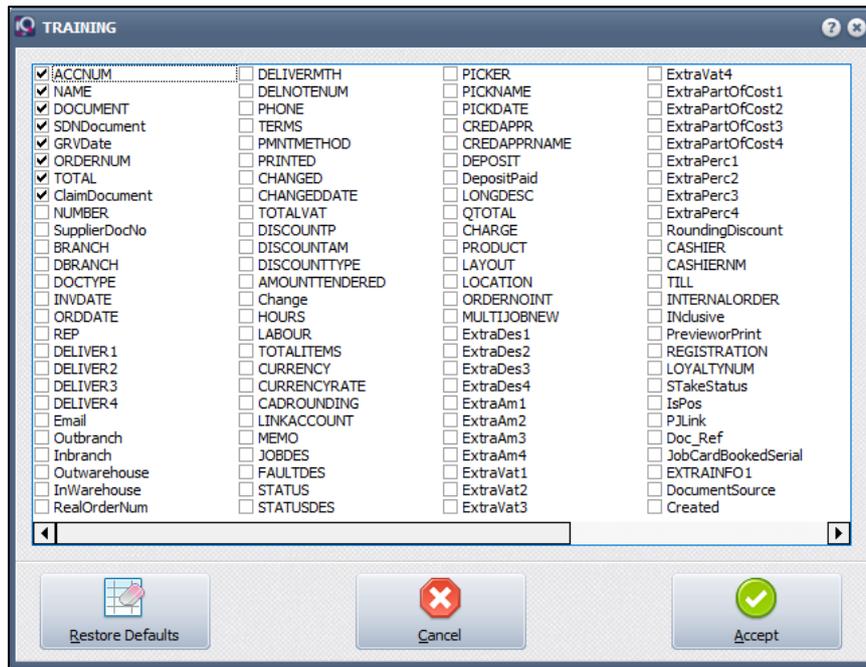
BUTTON FUNCTIONALITY



CLOSE

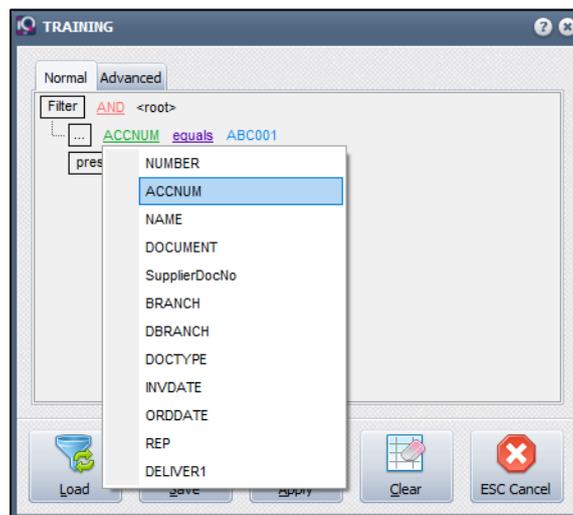
The Close option allows the user to close the Claims screen.

SELECT VISIBLE FIELDS



The Select Visible Field option allows the user to select specific or additional fields to be displayed on the Current or History Claims screen. To select an additional field, tick the box next to the field and click on Accept.

FILTER



The filter option enables the user to filter out specific or certain Claims based on the information shown on the Claims screen.

CLAIM NARRATIVE

The Claim Narrative will display the additional information entered in the Supplier Delivery Note, under document memo.

If no additional information was entered, an error message will appear stating that there is “No reason assigned for this claim”.

SEARCH

The Search option allows the user to search for information within the Claims screen and for any available field.

REPORT

The Report option allows the user to design, preview or print the Claim document.

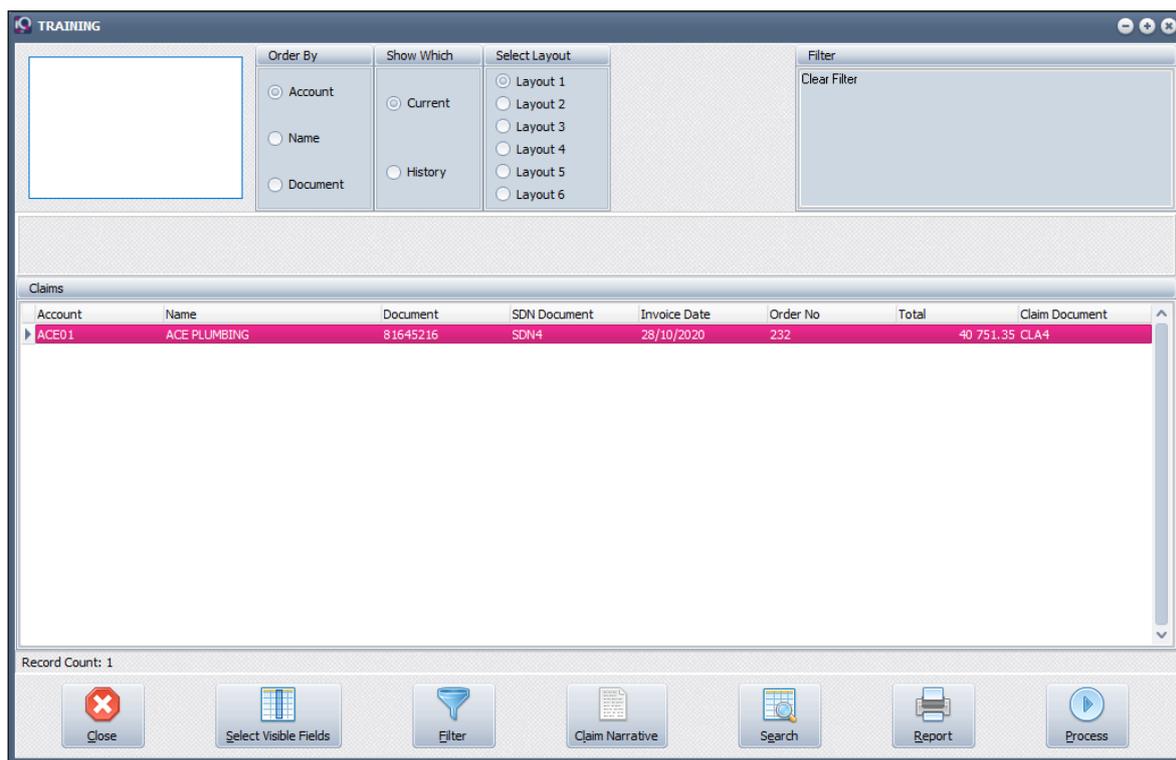
PROCESS

The Process option allows the user to process the selected Claim.

NOTE: The user has the option to process every Claim type separately or all the Claim types can be processed at once, providing the necessary paperwork is in order.

PROCESSING A CLAIM

To Process a claim, the user needs to go from the IQ main menu → Processing → Claims.



Select the Claim which needs to be processed and click on the Process button bottom right.

The Claim Items screen will appear:

Code	Description	Order Qty	Invoice Qty	Delivered Qty	Claimed Qty/Amo...	Claim Reason
AD401	CHRONOS ADAPTER USB TO SERIAL	5.00	0.00	4.00	-4.00	Qty delivered less than ordered
APPLD1	APPLE IPAD 64GB	4.00	0.00	3.00	-3.00	Qty delivered less than ordered
BACPLA000	BACK PLATE 3 PIECE	4.00	0.00	2.00	-2.00	Qty delivered less than ordered

VIEW CLAIM TYPE

The View Claim Type allows the user to filter which claims to be displayed on the screen: the user can choose to see All Claims, Quantity Claims, Price Claims or Auto RTS (Returns to Supplier).

ACCOUNT DETAILS

The Account Details display the account number, name and address of the supplier who will receive the claims listed.

DETAILS

DOCUMENT DATE

The Document Date displays the date this Claim transaction is processed.

RECEIVED DATE

The Received Date displays the date the SDN transaction was processed.

RETURN DATE

The Return Date displays the date the Auto Return to Supplier (RTS) was processed.

SUPPLIER INVOICE NO

The Supplier Invoice No displays the invoice number the user has entered when processing the SDN transaction.

DOCUMENT

The Document displays the SDN number of the transaction for the selected Claim.

ORDER DOCUMENT

If a Purchase order was imported to process the SDN transaction, the Order Document will display that purchase order number.

CLAIM DOCUMENT

A Claim document is created for each claim when the SDN is processed. The Claim Document displays the Claim Number of the selected transaction.

LEGEND



The claim items on the Claim Items grid, are colour coded:

- All Claims listed in Green, are **Quantity Claims**.
- All Claims listed in Maroon, are **Price Claims**.
- All Claims listed in Yellow, are **Auto Returns**.
- All Claims listed in Grey, are already **Processed**.

CLAIM ITEMS GRID

NOTE: All the information as displayed in the Claim Items grid, have been brought from the SDN process and can't be edited.

NOTE: Created Claims can't be deleted. They can only be moved from the Current to the History screen, when they are fully processed.

CODE

The Item Code on which the claim was created.

DESCRIPTION

Description of the Item on which the claim was created.

ORDER QTY

The Quantity of Stock items ordered.

INVOICE QTY

The Quantity of the stock item which was invoiced.

DELIVERED QTY

The Quantity of the stock item which was delivered or received.

CLAIMED QTY/AMOUNT

The Quantity of the stock item which is claimed or returned to the supplier, or the rand value for the price claim.

CLAIM REASON

The reasons for the claims, as they were selected from the list of reasons for each type of claim.

BUTTON FUNCTIONALITY

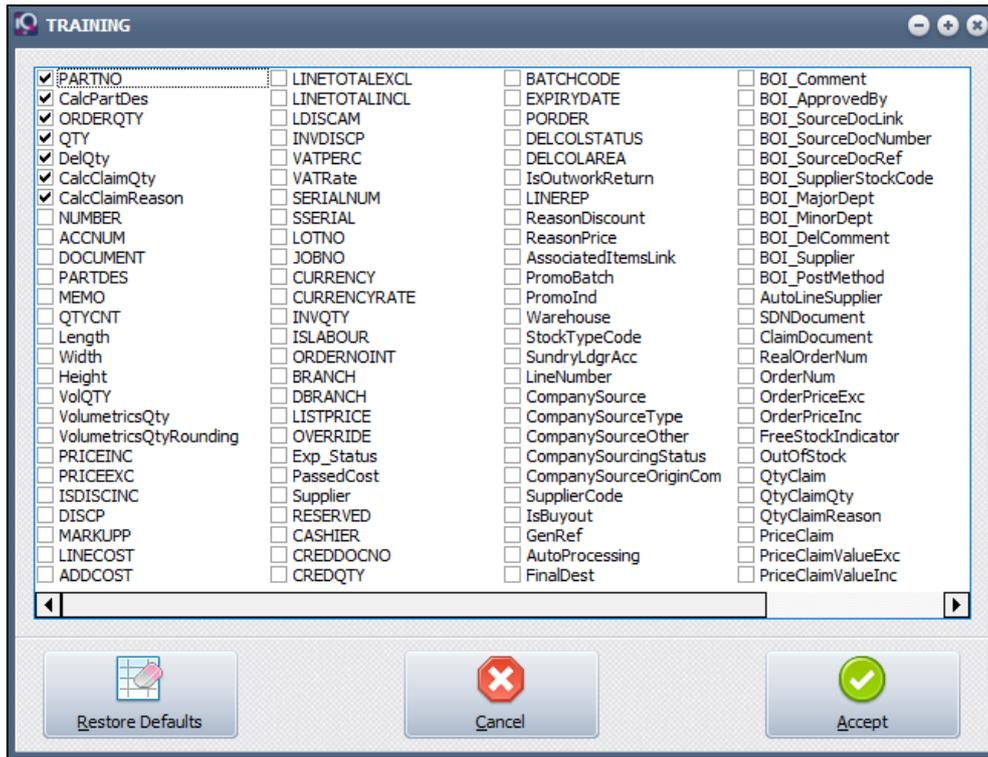
CANCEL

The Cancel option allows the user to close the Claims Items screen, without processing or saving

SEARCH

The Search option allows the user to search for information within the Claim Items screen and for any available field.

SELECT VISIBLE FIELDS



The Select Visible Field option allows the user to select specific or additional fields to display on the Current Claim Items screen. To select an additional field, tick the box next to the field and click on Accept.

VIEW NARRATIVE

The View Narrative will display the Claim Narrative entered in the Supplier Delivery Note under document memo.

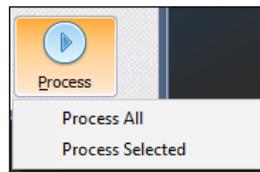
If no narrative was entered, an error message will appear stating that there is “No reason assigned for this claim”.

MULTISELECT

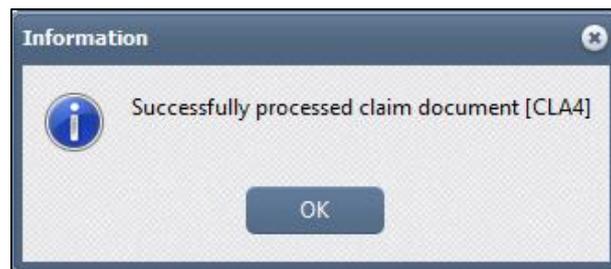
The Multi-select option also allows the user to process selected Claim Items. Click on the Multi-Select button, hold the Ctrl button on the keyboard and left click with the mouse on the Claim Items to select those ones that need to be processed. Click on the process button and select which items to process.

PROCESS

The Process option allows the user to process All the claims for the specific Claim Document or to process only the selected items for the Claim document. In other words, the user has the option to process each Claim type when the necessary paperwork is received from the supplier.



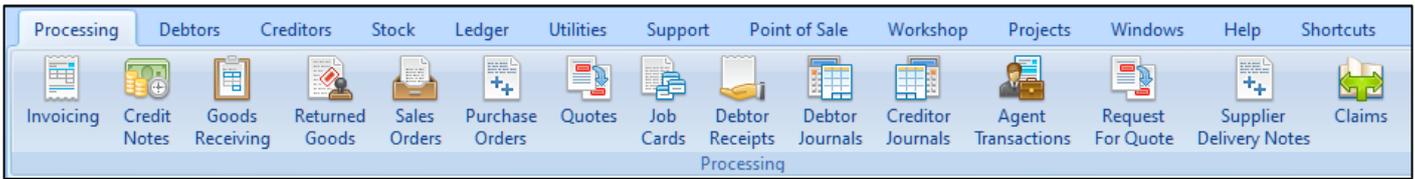
Once the claim is processed, an information message will appear to inform the user that the Claim document was successfully processed.



NOTE: Claims can't be deleted. The claim document will remain on the Current Claim view, until it is completely processed.

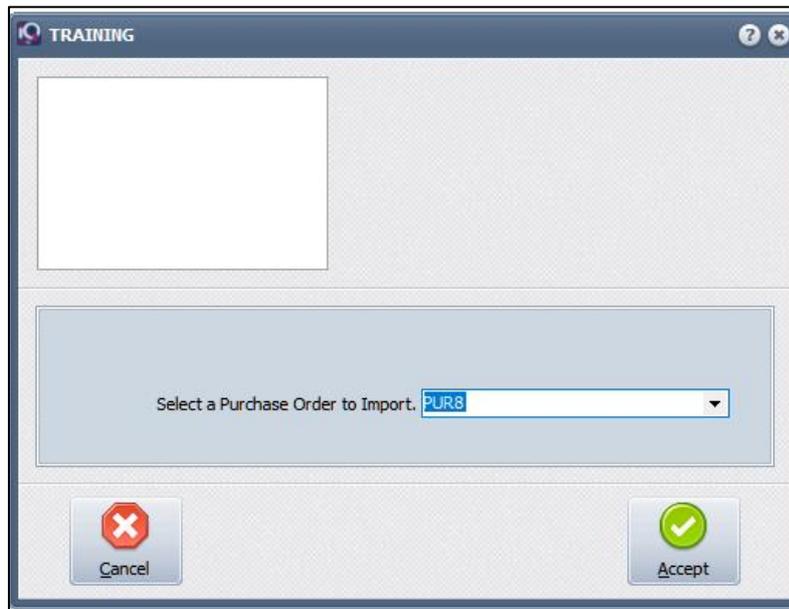
PROCESSING SUPPLIER DELIVERY NOTE

The Purchase Order PURHO117 has already been created. The user can either import the Purchase Order to The SDN module, or convert it to a SDN document from the Purchase Order module.

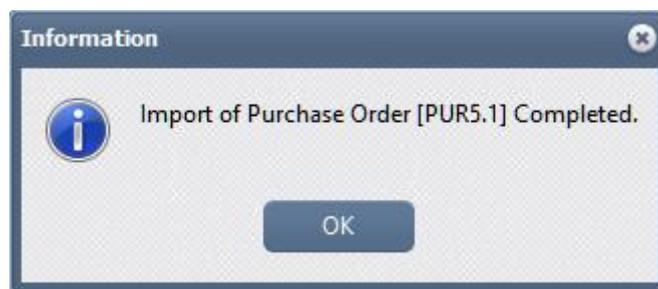


For this example we are using the Import of the Purchase Order option.

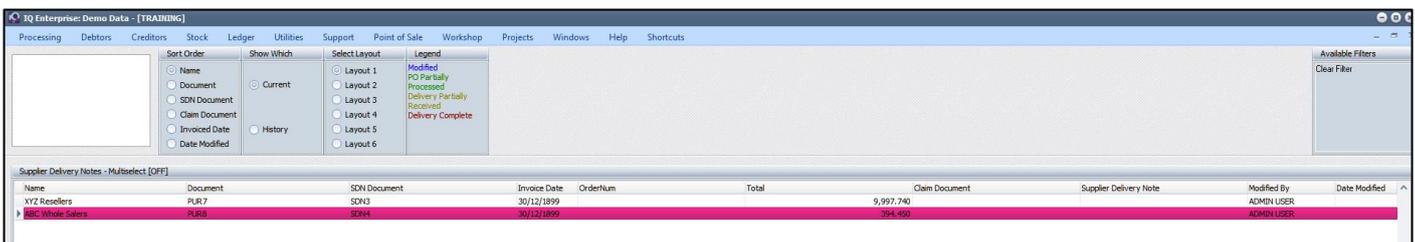
From the main menu → Processing → Supplier Delivery Notes → Import Button → select Purchase Order.



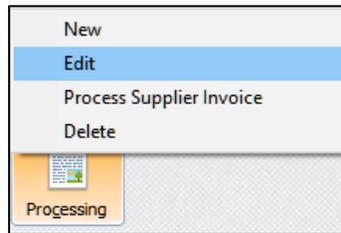
Select the appropriate Purchase Order from the list of available Purchase Orders and click on Accept and Accept again for the import process.



The user is notified that the Purchase Order PURHO117 has been imported.



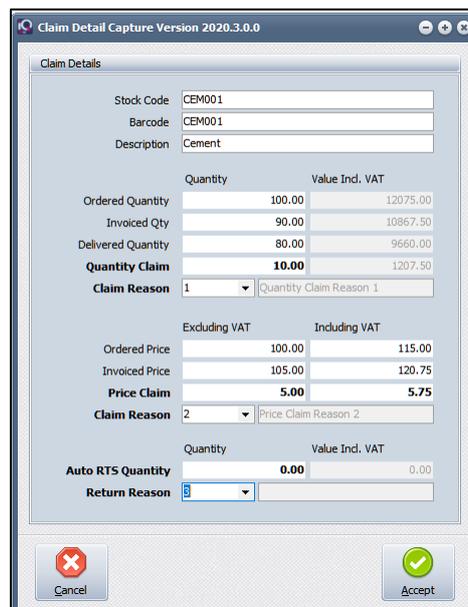
Select the appropriate SDN document from the list on the SDN screen → Processing → Edit.



Capture the dates and the Supplier Invoice No on the top of the document and if needed the Document Vat can be changed.



For our example: Order Quantity = 100, Order Price = R100 (these amounts were brought from the Purchase Order). The quantity on the invoice is 90 and their unit price is R110, but only 80 items are delivered. Capture all this on the SDN item line and at press enter at the end of the line. Click on the Claim Details button to display the Capture Details.



The claim Detail screen will appear. It shows a Claim Quantity of 10 for the 10 items that were invoiced, but not delivered. The user will have to select the reason for the Quantity claim from the drop-down menu at the Claim Reason field.

The claim detail screen also shows a Price Claim for the R10 difference between the order price and the invoice price. The user will have to select the reason for the Price Claim from the drop-down menu at the Claim Reason field.

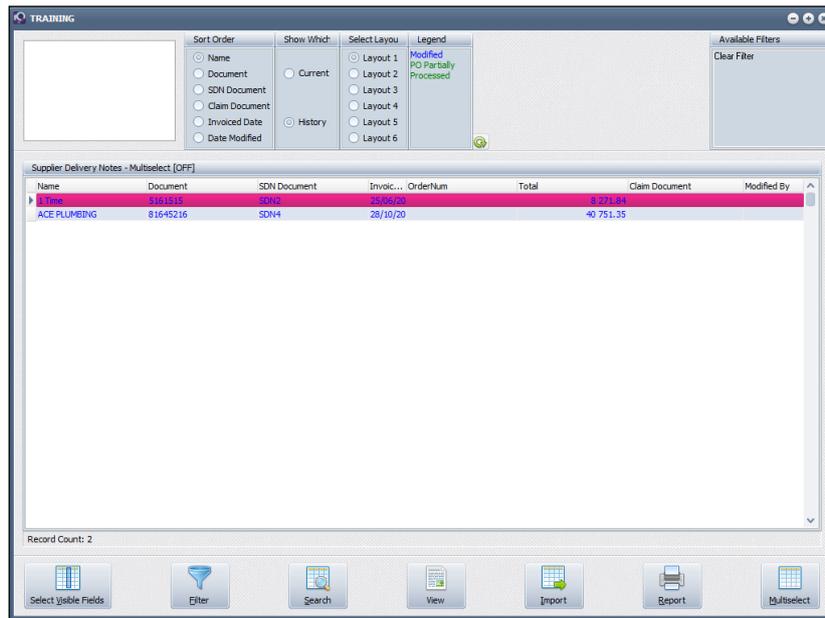
At the bottom of the screen at the Auto RTS Quantity, the user will capture the 5 items that were returned to the supplier, due to break of packaging. Again, the correct reason must be selected.

Click on Accept to save the Claim Detail information. The user will not be able to process the SDN if the appropriated reasons for the claims have not been selected.

NOTE: The user can at any time while working on the SDN screen, save the information already captured and Exit it, to edit it again at a later stage before processing it.

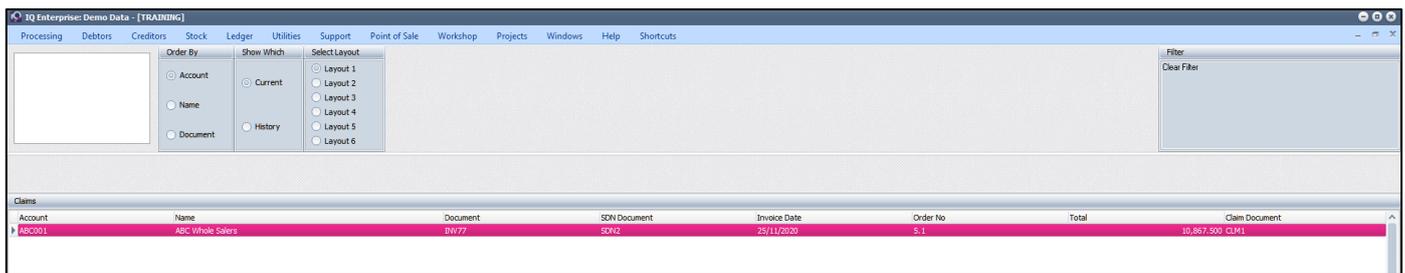
Goods Received Voucher																										
IQ TRAINING 1st Floor, Moonstone Building 25 Quantum Road Techno Park, Stellenbosch 7600			*** Copy of Original ***																							
Supplier ABC Wholesale 45 Orange Road Somerset West 7150			Telephone 021 8800420 Fax 021 8800488 E Mail Vat Registration No 45111111111 Invoice Date 30/04/2016																							
Deliver To ABC Wholesale 45 Orange Road Somerset West 7150																										
Account No	GRV Date	Order Number	Representative	GRV Number	Page																					
ABC001	30/04/2016	117	1	ABCINV1234	1 of 1																					
Item Code	Description	Quantity	Unit Price	Disc %	Vat %	Line Total																				
BM001	Cement PVC 50kg	90.00	96.49	0.00%	14.00%	8 684.21																				
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td>Extra Charges</td> <td></td> </tr> <tr> <td>No Description</td> <td style="text-align: right;">0.00</td> </tr> </table>		Extra Charges		No Description	0.00	No Description	0.00	No Description	0.00	No Description	0.00	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: center;">Number of Items</td> </tr> <tr> <td style="text-align: center;">90</td> </tr> </table>		Number of Items	90	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td>Subtotal (Exclusive)</td> <td style="text-align: right;">8 684.21</td> </tr> <tr> <td>Discount</td> <td style="text-align: right;">0.00</td> </tr> <tr> <td>Vat</td> <td style="text-align: right;">1 215.79</td> </tr> <tr> <td>Total</td> <td style="text-align: right;">9 900.00</td> </tr> </table>			Subtotal (Exclusive)	8 684.21	Discount	0.00	Vat	1 215.79	Total	9 900.00
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Vat	1 215.79																									
Total	9 900.00																									
Created: 18/05/2016 11:48:05																										
																										

Once the SDN has been completely processed, the SDN document is moved to the SDN History screen.

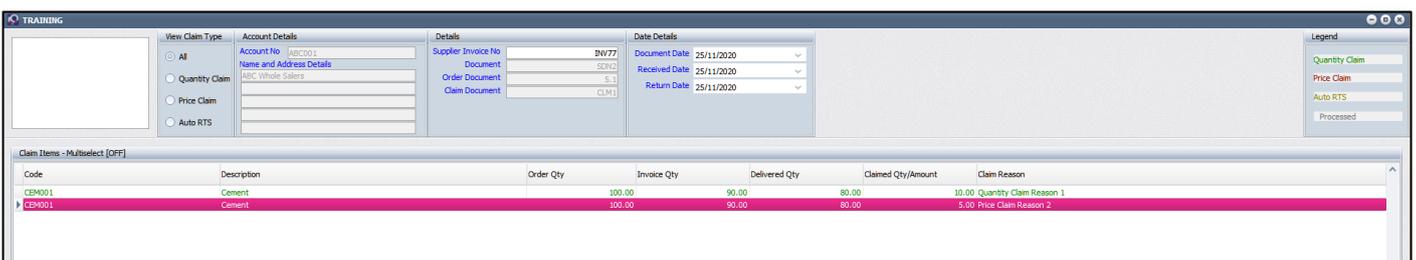


The SDN will only be completely processed, once all the Claim types are also processed.

From the IQ main menu → Processing → Claims.



Select the appropriate Claim from the list of outstanding Claims and click on the Process button or double click on the claim.



The user has the option to process all the claim types for the Claim document at once, or specific lines can be selected and processed separately.

The following transactions were done to process the claims:

AUTO RETURN TO SENDER

A Goods Returned was done for the 5 stock items at R110 each that were returned to the supplier, due to the break in packaging.

Goods Returned																								
IQ TRAINING 1st Floor, Moonstone Building 25 Quantum Road Techno Park, Stellenbosch 7600			*** Copy of Original ***																					
Supplier ABC Whole sale 45 Orange Road Somerset West 7150			Telephone 021 8800420 Fax 021 8800488 E Mail Vat Registration No 45 111111111 Invoice Date 18/05/2016																					
Deliver To ABC Whole sale 45 Orange Road Somerset West 7150																								
Account No	GRV Date	Order Number	Representative	GRV Number	Page																			
ABC001	18/05/2016	117	1	RTSHO27	1 of 1																			
Item Code	Description	Quantity	Unit Price	Disc %	Vat %	Line Total																		
BM001	Cement PVC 50kg	5.00	96.49	0.00%	14.00%	482.46																		
<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">Extra Charges</td> <td></td> </tr> <tr> <td>No Description</td> <td style="text-align: right;">0.00</td> </tr> </table>		Extra Charges		No Description	0.00	No Description	0.00	No Description	0.00	No Description	0.00	Number of Items 5		<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 70%;">Subtotal (Exclusive)</td> <td style="text-align: right;">482.46</td> </tr> <tr> <td>Discount</td> <td style="text-align: right;">0.00</td> </tr> <tr> <td>Vat</td> <td style="text-align: right;">67.54</td> </tr> <tr> <td>Total</td> <td style="text-align: right;">550.00</td> </tr> </table>			Subtotal (Exclusive)	482.46	Discount	0.00	Vat	67.54	Total	550.00
Extra Charges																								
No Description	0.00																							
No Description	0.00																							
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No Description	0.00																							
Subtotal (Exclusive)	482.46																							
Discount	0.00																							
Vat	67.54																							
Total	550.00																							
Created: 18/05/2016 12:04: 24																								

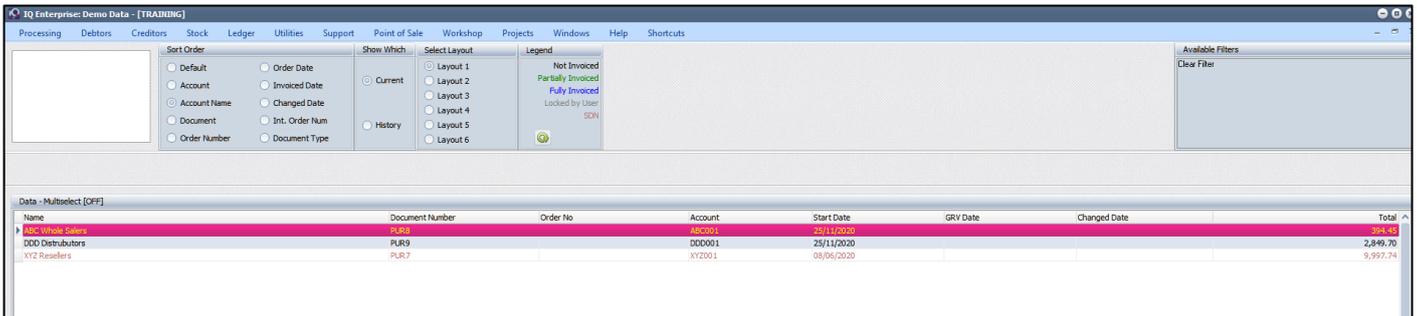
QUANTITY CLAIM

Another Goods Returned was done for the 10 items that were invoiced at R110, but not delivered.

Goods Returned																								
IQ TRAINING 1st Floor, Moonstone Building 25 Quantum Road Techno Park, Stellenbosch 7600			*** Copy of Original ***																					
			Telephone 021 8800420 Fax 021 8800488 E Mail Vat Registration No 45 111111111 Invoice Date 18/05/2016																					
Supplier			Deliver To																					
ABC Wholesale 45 Orange Road Somerset West 7150			ABC Wholesale 45 Orange Road Somerset West 7150																					
Account No	GRV Date	Order Number	Representative	GRV Number	Page																			
ABC001	18/05/2016	117	1	RTSHO28	1 of 1																			
Item Code	Description	Quantity	Unit Price	Disc %	Vat %	Line Total																		
BM001	Cement PVC 50kg	10.00	96.48	0.00%	14.00%	964.91																		
<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;">Extra Charges</td> <td style="width: 20%;"></td> </tr> <tr> <td>No Description</td> <td style="text-align: right;">0.00</td> </tr> </table>		Extra Charges		No Description	0.00	No Description	0.00	No Description	0.00	No Description	0.00	Number of Items 10		<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;">Subtotal (Exclusive)</td> <td style="width: 20%; text-align: right;">964.91</td> </tr> <tr> <td>Discount</td> <td style="text-align: right;">0.00</td> </tr> <tr> <td>Vat</td> <td style="text-align: right;">135.09</td> </tr> <tr> <td>Total</td> <td style="text-align: right;">1 100.00</td> </tr> </table>			Subtotal (Exclusive)	964.91	Discount	0.00	Vat	135.09	Total	1 100.00
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No Description	0.00																							
No Description	0.00																							
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No Description	0.00																							
Subtotal (Exclusive)	964.91																							
Discount	0.00																							
Vat	135.09																							
Total	1 100.00																							
																								
Created: 18/05/2016 12:24:41																								

OUTSTANDING PURCHASE ORDER

Because only 90 out of the 100 items that were ordered, were invoiced, there are still 10 items available on the purchase order.



Purchase Order

IQ TRAINING 1st Floor, Moonstone Building 25 Quantum Road Techno Park, Stellenbosch 7600	Telephone 021 8800420 Fax 021 8800488 E Mail Vat Registration No 45111111111 GRV Date Not received yet
Purchase Order From ABC Wholesale 45 Orange Road Somerset West 7150	Deliver To ABC Wholesale 45 Orange Road Somerset West 7150

Account No	Order Date	Order Number	Representative	Order Number	Page
ABC001	12/05/2016		1	PURHO117	1 of 1

Item Code	Description	Original Qty	Outstanding	Unit Price	Disc %	VatAmnt	Line Total
BM001	CementPVC 50kg	100.00	10.00	87.72		122.81	877.19

The user has a few options of what to do with the partially invoiced purchase order, either delete it, process a grv or import the outstanding purchase order again to SDN to process.

--- End of Document ---