



Global 3000 Service Pack Note Disputed Billing

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INTRODUCTION

This service pack updates the disputed billing handling in Debtors Ledger and revises credit claim handling to resolve a number of reported problems.

Disputed Billing (Credit Claims)

This service pack includes a note explaining in detail how to operate the disputed billing features of Global 3000 Debtors Ledger after applying this service pack. The service pack resolves a number of problems, in particular, the inability to remove completed credit claims from the list of open transactions on accounts, the display of a non-zero balance on completed credit claims in Customer Transaction enquiry and prevents entry of negative credit claims which are undefined.

Please note, data set-up program D17882 has been included with the service pack and must be run after the service pack is applied.

DOCUMENTATION CHANGES

Disputed Billing Global 3000 Debtors Ledger offers disputed bill handling for customer accounts that operate in base currency. Ledger facilities for disputed billing are provided in the form of credit claims which can be recorded using standard transaction entry if disputed bill handling is configured in system parameters.

Each credit claim provides a record of a customer report of overcharging. The record identifies the customer, the date on which the report was received and the amount by which the customer claims to have been overcharged.

Once entered, the credit claim needs to be investigated before it can be completed.

Overcharges on invoices that are confirmed by the investigation can be allocated to the claim. This prevents any payment received from the customer from being accidentally allocated to them before the investigation is completed and provides a working total of confirmed claims.

Unallocated credits issued for disputed amounts found during investigation can also be allocated to the claim to reduce to the overall credit requirement arising from the claim.

After investigation, the claim can be completed from the Claims option in the Credit Note Items in Batch window and the information from the completed claim used to construct a credit note covering any credit requirement arising from the claim.

Example A customer is billed for £10,000 and returns a payment of £8,000 plus a debit note for £2,000 with the following schedule: -

Date	Disputed items	Amount
12/08/08	INV00213 invoice for returned goods	£600.00
13/08/08	INV00214 invoice for returned goods	£400.00
14/08/08	INV00215 invoice for goods not received	£1,000.00
	Total overcharged	£2,000.00

To process the debit note you need to: -

Step 1 – Record the claim Use transaction entry to add a credit claim for £2,000 to a credit claims batch:

At this point, the credit claim shows:

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Original claim	£2,000.00
Confirmed amount	£0.00
Unconfirmed amount	£2000.00
Amount already settled	£0.00
Amount to credit	£0.00

Completing the claim (see step 3) in this condition would ask you to confirm that £2000.00 of the original claim is to be rejected and that no credit note is required to cover the claim.

Step 2 – Investigate the schedule

Investigate the schedule provided with the claim and record your findings. You can perform this step from within the credit claims batch while entering the claim or from the Credit Claims window used for credit claim completion (see step 3) in a credit note batch.

In our example, your investigation finds the following: -

a) INV00213 covered two deliveries worth £350 and £250 respectively and only the goods from the first delivery were returned. No credit note was issued for the returned goods.

=> You allocate £350.00 from INV00213 to the credit claim;

b) Credit note CRN00021 was issued for the total value of the goods billed on invoice INV00214 but wasn't allocated.

=> You allocate £400.00 from INV00214 to the credit claim and £400.00 from credit note CRN00021 to the credit claim.

Please note

If the credit note was allocated to the invoice after the customer had been billed, you would either need to de-allocate the credit note & invoice prior to allocating them to the claim or simply don't allocate them to the claim and make a note that £400 of the claim has been settled separately and will remain in the unconfirmed claim amount.

c) The goods invoiced on INV00215 were despatched but there is no record of delivery.

=> You allocate £1,000 from INV00215 to the credit claim.

At this point, the credit claim shows:

Original claim	£2,000.00
Confirmed amount	£1,750.00
Unconfirmed amount	£250.00
Amount already settled	£400.00
Amount to credit	£1,350.00

Completing the claim in this condition would ask you to confirm that £250.00 of the original claim is to be rejected and that £1,350 is to be credited to the customer account.

Please note

When processing the claim, you must NOT allocate the £8,000 payment received with the debit note to the credit claim. If you do so, it will contribute to the amount already settled and reduce the amount to credit correspondingly.

Step 3- Complete the claim

Use the Claims option offered at the customer account prompt when entering credit note batches to complete the claim. Selecting the claims option displays the Credit Claims window described in detail below.

Completing a claim with a non-zero amount to credit sets up as much information as possible in the next entry in the credit note batch to assist in creating the credit note covering the claim. Net and tax amounts can be automatically set up if the credit covers the whole of a single transaction as in item (c) in the schedule of the example above.

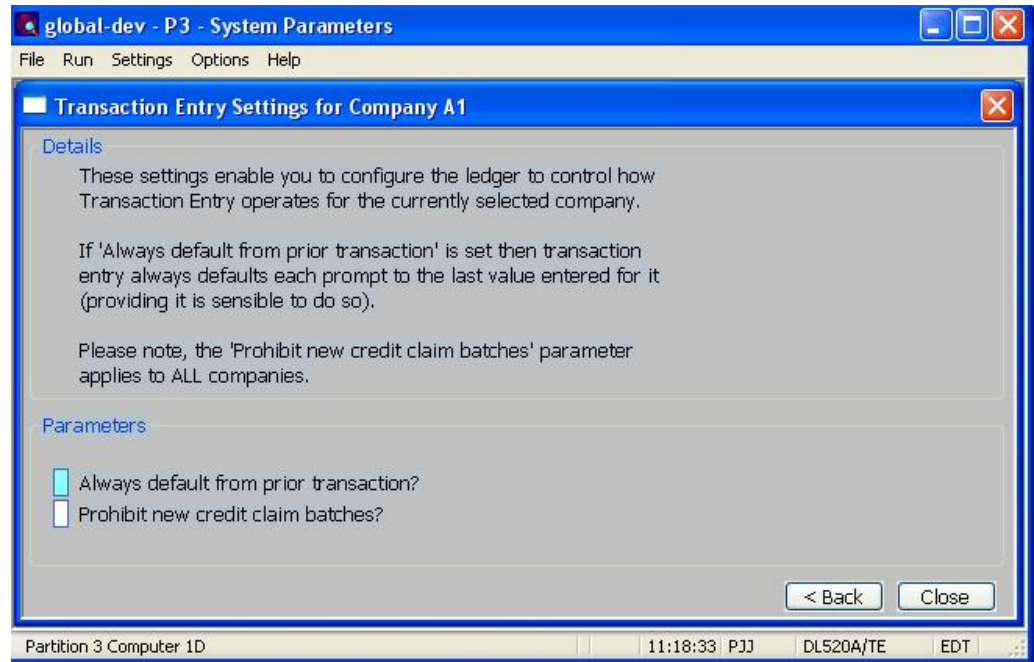
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Consequently some users find it preferable to enter a separate claim for each entry in the schedule so that claim completion produces individual credits for the items in the schedule.

Please note

Claims cannot be completed until the batch containing them has been closed.

**Debtors Ledger –
System Parameters
– Operating Options
– Transaction Entry
Settings**



This window has been extended to include the following configuration parameter intended to help configure new sites to prevent accidental entry of credit claim batches during transaction entry.

**Prohibit new credit
claims batches**

Set this to prevent “Credit Claim” from being accepted as a response to the batch type prompt in transaction entry and to exclude it from the list of valid batch types available at that prompt.

Please note

Setting this parameter prevents entry of credit claim batches through transaction entry for all companies in the ledger.

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Credit Claims

The scrolled portion of the window lists claims which have not yet been completed.

The lower portion of the window displays details of the currently selected claim on the left hand side and provides an analysis of the current state of investigation on the right hand side showing the following: -

Analysis

Original claim *(Display only)* The amount which the customer originally claimed to have been overcharged.

Unconfirmed amount *(Display only)* The original claim less the confirmed claim amount.

Confirmed amount *(Display only)* The total allocated from debit transactions to the claim.

Amount settled *(Display only)* The total allocated from credit transactions to the claim.

Amount to credit *(Display only)* The confirmed claim amount less the amount already settled.

The following options are provided by the window: -

Allocate Use this option to maintain the list of items allocated to the claim.

Complete *(Not for claims in open batches)* Use this option to mark the currently selected claim in the list as complete => Claims Completion window.

Please note Unless processing an historical negative claim (see below), you cannot complete a claim for which the amount already settled exceeds the confirmed claim amount. In such cases, you need to reduce the allocation of amount already settled to match the confirmed claim amount before completing the claim.

On return from the Claims Completion window, if the amount to credit on the completed claim is zero, the next claim in the list is selected.

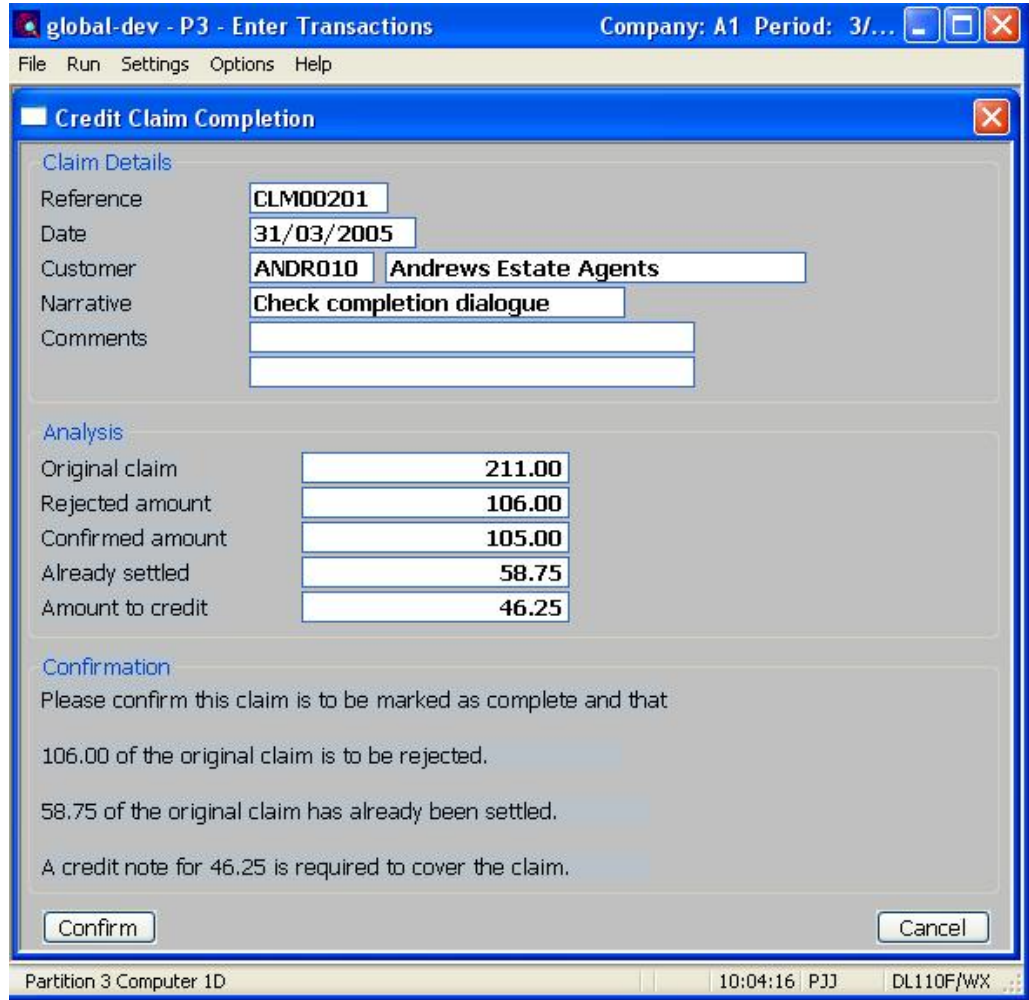
If the amount to credit on the completed claim is non-zero, details of the completed claim are returned to the credit note transaction entry window for inclusion in the credit note currently being created.

Please note Net, VAT and settlement discount details of the credit note can only be set automatically in cases where the amount to credit on a completed claim covers the total value of one and only one transaction.

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Exit => Credit Note Transaction Entry

Credit Claim Completion



This window prompts for confirmation that completion a claim selected in the Credit Claims window is to proceed. Details of the claim are displayed in the Claim Details box at the top of the window. Results from the investigation of the claim shown in the Analysis box in the centre of the window include the following: -

Analysis

- Original claim** *(Display only)* The amount which the customer originally claimed to have been overcharged.
- Rejected amount** *(Display only)* The original claim less the confirmed claim amount.
- Confirmed amount** *(Display only)* The total allocated from debit transactions to the claim.
- Already settled** *(Display only)* The total allocated from credit transactions to the claim.
- Amount to credit** *(Display only)* The confirmed claim amount less the amount already settled.

The message displayed in the confirmation box at the bottom of the window is constructed as follows: -

“Please confirm this claim is to be marked as complete and that”

(If the unconfirmed claim amount is zero) “the claim is to be accepted in full”

(If the rejected amount is non-zero) “<unconfirmed claim amount> of the original claim is to be rejected”

(If the amount already settled is non-zero) “<amount settled> of the original claim has already been settled”

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(If the amount to credit is zero) “No credit note is required to cover the claim.”

(If the amount to credit is non-zero) “A credit note for <amount to credit> is required to cover the claim.”

If you do not confirm completion, the claim remains under investigation and you are returned to the Credit Claims window.

If you confirm completion and no credit note is required to cover the claim, the claim is marked as both investigated and complete and you are returned to the claims window.

If you confirm completion and a credit note is required to cover the claim, the claim is marked as investigated and you are returned to the Credit Note Transaction Entry window to enter details of the required credit note. When the credit note batch is closed, the fully allocated claim is then marked as complete.

Please note For investigated claims requiring a credit note, the balance of the customer’s account is only altered once the credit note details for the amount to credit have been recorded.

Negative Claims

One of the problems resolved by this service pack was that Global 3000 Debtors Ledger used to allow negative amounts to be entered on credit claims. This was variously misinterpreted as a means of recording customer reported undercharges, discovery of excess prior settlement during claims investigation and customer claims relating to accidental overpayment, none of which form part of the Global 3000 Debtors Ledger Disputed Billing function.

To avoid future problems, entry of negative amounts for credit claims has been prohibited by this service pack. Negative credit claims that exist at the time of applying the service pack can be viewed and completed using the new Claims window although the amounts shown in such cases may result in a negative amount to credit, which must be resolved before the claim can be completed.

Enquiries on claims

Credit claims in transaction enquiries are displayed with status set to one of the following:

- “Unpo” (unposted) for credit claims that have been entered but are still in an open batch and have an original amount that can be altered;
- “Unco” (Unconfirmed) for credit claims that are in a closed batch and have a fixed original amount but on which the confirmed amount, amount already settled and amount to credit can still be altered during investigation;
- “Outs” (outstanding) for credit claims for which investigation has been completed and the confirmed amount, amount already settled and amount to credit have been fixed. Such claims still have an open balance either because the credit note allocated to cover the amount to credit is still in an open batch or the credit note was altered and no longer covers the entire amount to credit upheld on the claim.
- “Done” (done) for credit claims for which investigation has been completed and the full amount to credit, if any, has been allocated.
- “Arch” (archived) for credit claims with status “DONE” at close period.

As with other transaction types, done and archived claims can be returned to an outstanding status by allocating debits up to the fixed amount to credit determined by the initial investigation.

Original

For all credit claims, transaction enquiries show the original amount of the claim in the original column.

Balances and Outstanding amounts

For credit claims under investigation (status UNPO or UNCO) the balance shown for the credit claim is the confirmed amount less the amount already settled determined by the investigation thus far. The outstanding amount shown for such claim is the original amount of the claim less the balance i.e. the unconfirmed amount.

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Once investigation has been completed (status OUTS) the balance shown for a credit claim is the amount to credit that resulted from the investigation less any amounts credited plus any amounts debited subsequent to completion.

However, because completing the investigation effectively wrote off any unconfirmed amount still on the claim, the outstanding amount shown for the transaction is simply its balance.

For fully processed credit claims (status DONE or ARCH) the balance and outstanding amounts shown are 0.00.

Drill Down => Claim Details

Claim Details

This window is displayed when the drill down option is selected for a credit claim in the customer transaction enquiry window.

Customer account, address and company details are displayed on the left hand side of the window along with reference information from the selected claim.

Details of the claim are displayed in the box at the top right hand side of the window. Results from investigation of the claim appear in the Analysis box displayed in the bottom right hand side of the window.

Status The current status of the claim is shown at the top of the Claim Details box and is set to one of the following: -

- Under investigation;
- Investigation complete;
- Credit allocated/claim complete.

Analysis The analysis box contains the following:

Original claim The amount which the customer originally claimed to have been overcharged.

Rejected amount *(Appears if the claim has status completed)* The unconfirmed portion of the claim rejected when the claim was completed.

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Unconfirmed amount *(Appears if the claim does not have status completed)* The original amount of the claim less any amount confirmed excluding any amount already settled.

Confirmed amount The total allocated from debit transactions to the claim.

Already settled The total allocated from credit transactions to the claim.

Amount to credit The confirmed claim amount less the amount already settled.

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