# Global 3000
# Service Pack Note

# Debtors Ledger Credit Claim Processing

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| **Project** | ZD60_000343.docx | |
| **Version** | 1.0 |  |

**INTRODUCTION**

This service pack provides the ability to process and complete credit claims outside of credit note batches.

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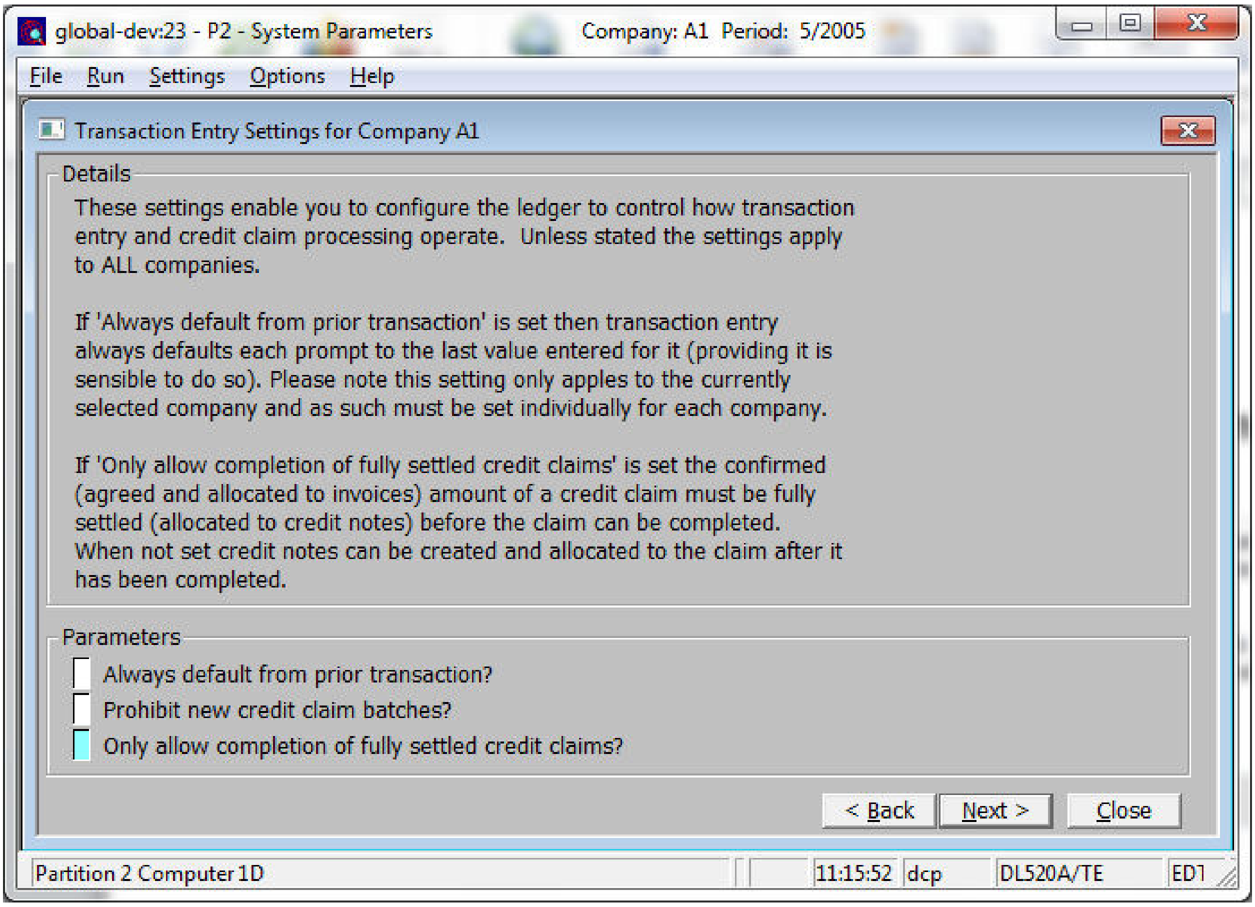
| The following changes have been made:<br><br>A new option named 'Credit Claim Processing' has been added to the transaction entry menu. The new option allows credit claims to be added, amended, deleted, allocated and completed.<br><br>A new setting has been be added to system parameters (transaction entry options). The new option (labelled "Only allow completion of fully settled credit claims") is used to prevent credit claims from being completed unless their agreed claim amount has been fully settled by credit notes. When the new option is not set (the default) credit notes to settle credit claims can be generated as part of the completion process. |
| For further information regarding credit claim processing please see the documentation in service pack note ZD60_000139. |

# DL System Parameters – Transaction Entry Options



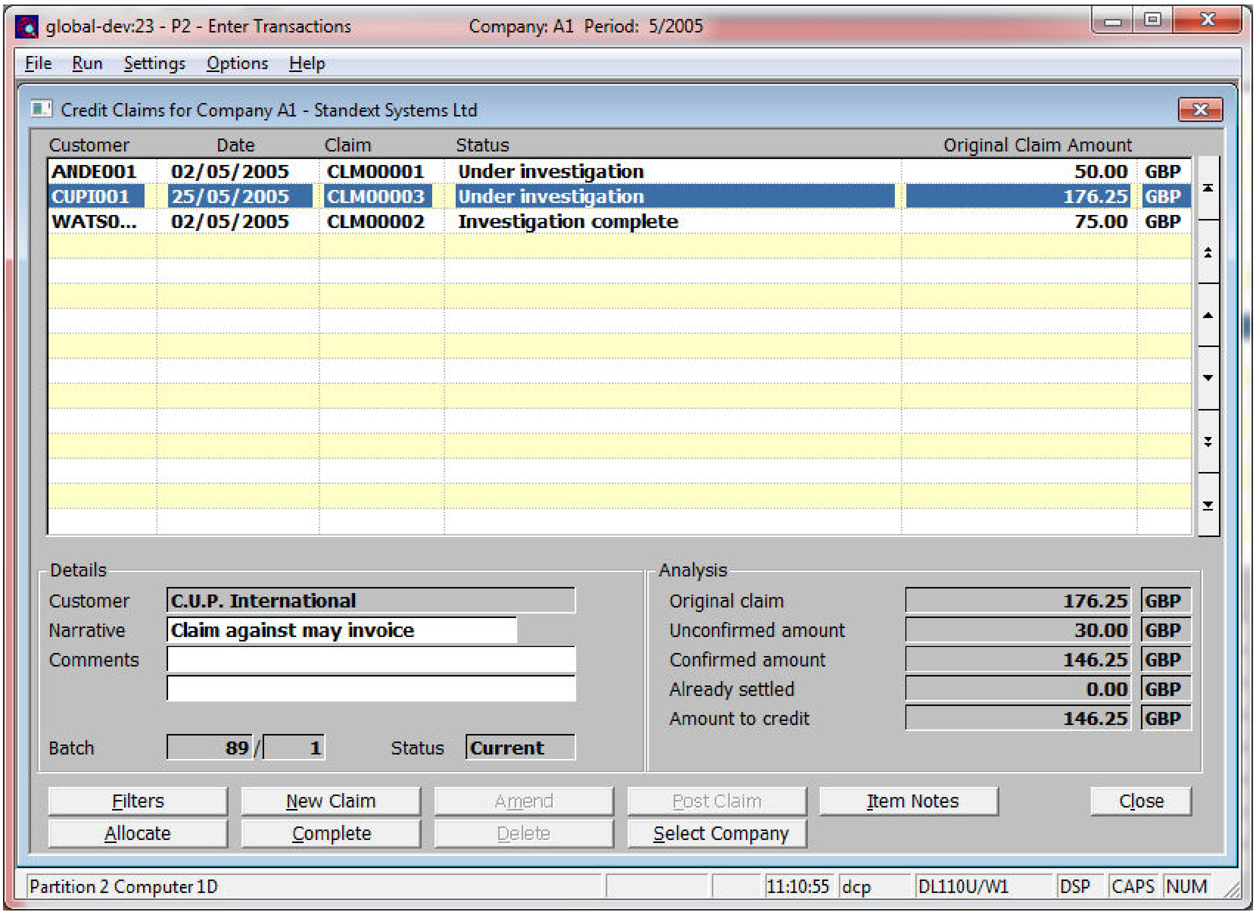

**Only allow completion of fully settled credit claims?**

If this is set then the confirmed (agreed and allocated to invoices) amount of the claim must be fully settled (allocated to credit notes) before the credit claim can be completed.

If this is not set then credit claims with an outstanding amount to credit can be completed. In this case, a new credit note must be entered to satisfy the outstanding amount to credit.

***Note*** The above setting applies to all companies.

# DL Credit Claims Processing – Credit Claims Window




This window appears when you select ‘Credit Claim Processing’ from the ‘Transaction Entry’ menu.

**Purpose** This window lists credit claims and allows those that are not yet complete to be processed to completion. In multi-company systems only claims for the currently selected company are included in the list.

***Note*** This function is only available at sites configured to allow the entry of credit claims.

*The prompts are:*

**Original claim** *(Display only)* The (gross) amount by 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.

***Note*** It is not possible to 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.

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

*The buttons are:*

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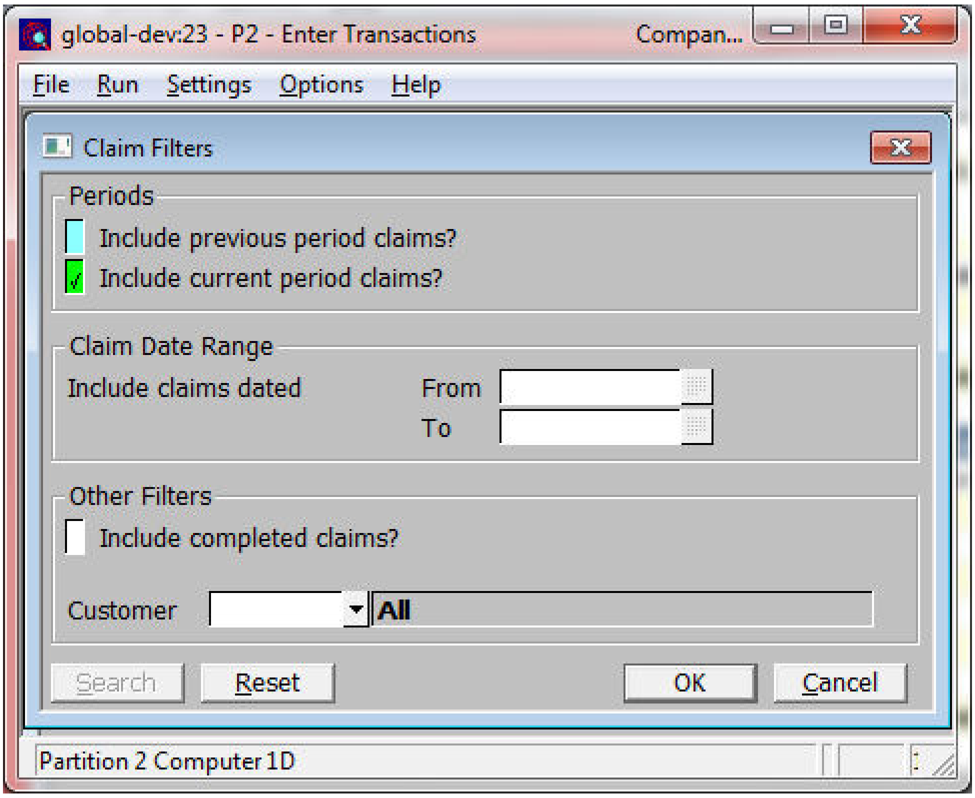
| **Filters** | Press this to control the claims listed in the window, for example to limit the list of claims to only those for a particular customer or to include historical claims. |
| ***Note*** | Selections made via the ‘Filters’ button are only retained until you exit credit claims processing, they are not saved. Furthermore, every time credit claims processing is run the list of claims reverts back to the default state which is to include all outstanding claims. |
| **New Claim** | Use this to create a new credit claim. |
| **Amend** | *(Not available for claims that have already been completed or have any allocations)* Use this option to update the currently selected claim. The narrative, comments and gross amount of the claim can be updated. |
| **Post Claim** | Use this option to post the batch containing the claim. |
| ***Note*** | If the batch contains multiple claims they will all be posted. |
| **Item Notes** | *(Only available at sites configured to use the extension database)* This allows the notes for the current claim to be viewed and updated. If the current claim already has notes an indicator (the hi-lighted text ‘Item Notes’) is displayed to show this. |
| **Allocate** | Use this option to maintain the list of items allocated to the claim. |
| **Complete** | *(Not available for claims that have already been completed)* Use this option to mark the currently selected claim in the list as complete (via the Claims Completion window). On return if there is an amount to credit on the completed claim (and the system is configured to allow it) details of the completed claim are passed to credit note entry so that a new credit note can be created. |
| **Delete** | *(Not available for posted claims)* Use this option to delete the currently selected claim. |
| **Select Company** | *(Only available if more than one company is in use)* Use this option to change the currently selected company. |

# DL Credit Claims Processing – Filters Window




This window appears when you press the ‘Filters’ button in the Credit Claims window.

**Purpose** This window enables you to enter criteria by which you can restrict the list of claims displayed in the Credit Claims window.

***Note*** Selections made in this window are only retained until you exit credit claims processing, they are not saved. Furthermore, every time credit claims processing is run the list of claims reverts back to the default state which is to include all outstanding claims.

*The prompts are:*

**Include previous period claims?** Set this to include claims entered in periods earlier than the current period in the list.

**Include current period claims?** Set this to include claims entered in the current period in the list.

**Include completed claims?** Set this to include credit claims that have been completed.

**Date range** If you want to limit the list of claims by their date, enter a range of dates here. Any claims with dated outside the range will be excluded from the list.

**Customer** If you want to restrict the list of claims to those for a particular customer, enter the customer’s account code here. A search is available.

***Note*** On exit from this window the Credit Claims window is refreshed based on criteria entered here.

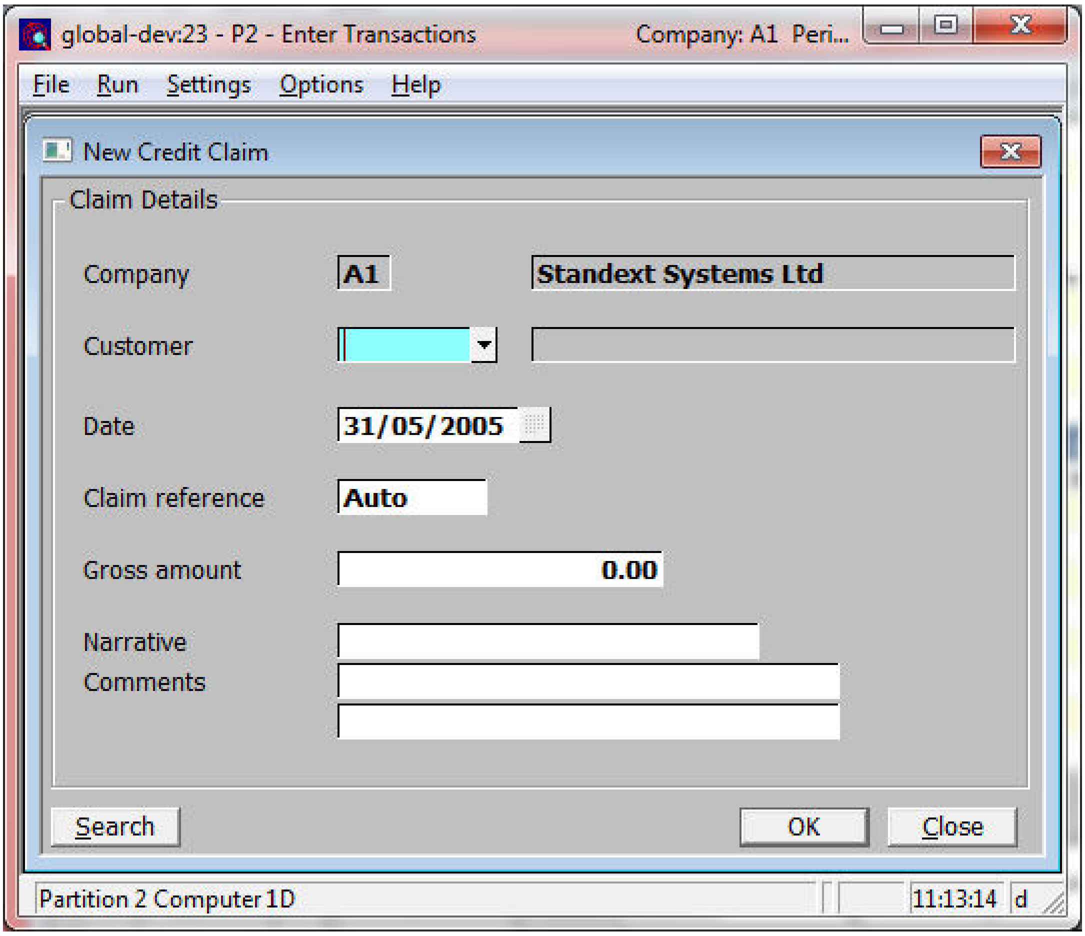
*Buttons:*

**Search** When pressed this will initiate a look-up search if one is available.

**Reset** When this is pressed the filters criteria is reset back to its default state which is to include all current and future period batches.

**Close** This exits the window and returns to the claims window which is refreshed based on the criteria entered here.

# DL Credit Claims Processing – New Claims Window




This window appears when you press the ‘New Claim’ button in the Credit Claims window.

**Purpose** This window enables you to create a new credit claim.

*The prompts are:*

**Customer** Enter the account code for the customer making the claim; you can only enter claims for customers that trade in the selected company’s base currency. A search is available.

***Note*** If the customer is a branch account its head office account is displayed in its place and the branch details are shown below it.

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| **Date** | Enter the date of the claim. This must not be later than the end of the selected period. The default is either today, or the end of the selected period, whichever is earlier. |
| **Claim reference** | If the system is configured to automatically generate claim references then this is set by the system and skipped. Otherwise, enter a unique reference for the claim. |
| **Gross amount** | Enter the gross amount (in company base currency) the customer is disputing. |
| **Narrative** | Enter a narrative for the claim. |
| **Comments** | One or two additional lines of narrative or comments for the claim. |

*Buttons:*

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| **Search** | When pressed this will initiate a look-up search if one is available. |
| **OK** | When this is pressed you are asked to confirm that the new claim is to be created. Once you confirm the new claim is to be created you are returned to the credit claims window. |
| ***Note*** | When you confirm that the new claim is to be created a new claims batch will be created to contain it. |
| **Cancel** | This exits the window and returns to the Claims window **without** creating the new claim. |