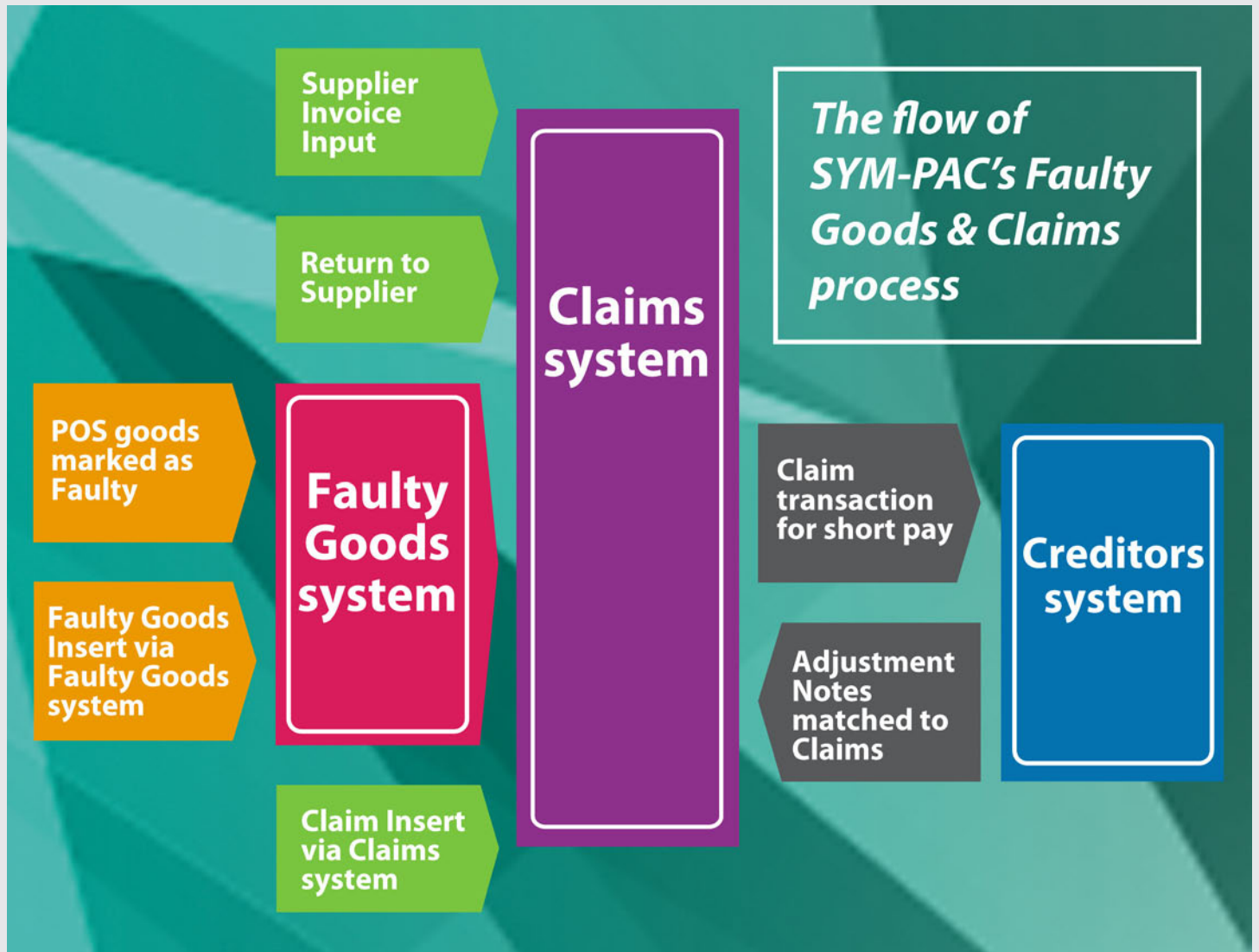




SYM-PAC

# Faulty Goods & Claims

SYM-PAC's Faulty Goods & Claims provides you with in-system tracking of supplier claims



- **Tracking returns from customers can be time consuming + costly.**
- **SYM-PAC's Faulty Goods + Claims module lets you easily provide the necessary information back to the supplier quickly & instantly — via email & PDFs.**
- **Collect and manage the returns process effectively as part of how you do business — taking up best business practice as built into SYM-PAC's process.**

### Stop losing claims!

#### They represent *\*your\** money!

- SYM-PAC's Faulty Goods & Claims system is designed for use wherever the retailer is dealing directly with suppliers.
- The Faulty Goods are treated individually, on a product by product basis.
- Where a claim is required, it is for a 'single' product code, as well as multiples of that code if required.

- The system is uniquely configured so that journals to the General Ledger module will be created appropriately based upon the options selected within the administrator settings at startup.
- Items can be marked as faulty in two ways — either by using the Faulty Goods & Claims system to mark the item, or alternatively at Point of Sale where returned items are marked as faulty.

Once goods have been flagged as faulty, they should be held in a 'quarantined' area so that they are not inadvertently counted in a stocktake. Where a store is operating with Faulty Goods control, they can use the General Ledger and the Faulty Goods report to indicate the Asset is still under their control.

**SYM-PAC** users have always been able to flag items returned from customers as faulty. However, when the Faulty Goods & Claims module is activated, the POS system will add the data to the Faulty Goods system rather than Stock on Hand.

You can opt to use the claim to "short pay" your creditor for future payments.

Marking the goods as faulty updates the Stock, moves the item to the Faulty Goods area, and updates the General Ledger to reflect this.

Photos can be taken of the faulty item, simply copied to the Windows desktop — and then 'drag and dropped' onto the form when inserting via the Faulty Goods system.

Printing of the Supplier Return Documentation or Claim is easy + fast. Text on the claim can be edited to suit as required, and can be printed either with or without prices.

Outstanding Claims can be viewed easily at any time with a simple click of the mouse.

Various Faulty Goods can be batched together to form one Claim — the method to be used for return to a Buying Group Warehouse.

When the supplier has issued an adjustment note, simply match the claim when processing it.

Ref No	Date	Status	Product Code	Product Description	Product Code Details	Qty	Stock Amount	Claims Details	Fault Reason	Customer Details	Customer Invoice	Notes	Supplier Name & Address	Ref #:	Docket No:	Supplier's Order Ref:
00000663	01-11-14	Claim Has Been Raised	56010002	16002-ZZ	ManuF: 16002-ZZ Serial: 454242941	4	\$5.55	Number: 12000 Amount: \$24.42	A: Faulty Product	Removed From Stock	No Date Inv Cost:	faulty	Code: 002384 SKF Bearing Supplies Pty Ltd Po Box 301	Ref #: 3524324 Date: 13-11-14	Docket No: Company:	P/Order #: Supp Inv #: Date: 28-11-14
00000664	14-11-14	Claim Has Been Raised	56010003	16003	ManuF: 16003 Serial: 454242954	2	\$5.88	Number: 12000 Amount: \$12.94	A: Faulty Product	Removed From Stock	No Date Inv Cost:		Code: 002384 SKF Bearing Supplies Pty Ltd Po Box 301	Ref #: 3524324 Date: 13-11-14	Docket No: Company:	P/Order #: Supp Inv #: Date: 28-11-14
00000665	14-11-14	Put Back Into Stock	56010004	16003-ZZ	ManuF: 16003-ZZ Serial: 454242957	2	\$5.58	Number: Amount:	Put Back Into Stock	Removed From Stock	No Date Inv Cost:		Code: 002384 SKF Bearing Supplies Pty Ltd Po Box 301	Ref #: 35436544 Date: 13-11-14	Docket No: Company:	P/Order #: Supp Inv #: Date: 10-10-14
1200000683	25-11-14	Authorisation Received	83100030	PETROL BLOWER 24.5CC	ManuF: RBL250 Serial:	1	\$219.00	Number: Amount:	A: Faulty Product	Code: 123428 204H SMITH STREET WARRAGULA VIC	No: 00306599 Date: 24-11-14 Inv Cost: \$219.00	Has stopped working	Code: 001435 HAKITA (Australia) Pty Ltd P.O. Box 215 Brookvale 2100 NSW	Ref #: RA321246 Date: 13-11-14	Docket No: Company: Daniel H	P/Order #: 10000548 Supp Inv #: 65465322 Date: 15-09-14
1200000686	25-11-14	Marked as Faulty	63020082	BATTERY CHARGER 19.2V	ManuF: K130020 Serial: 5135135DD	1	\$47.40	Number: Amount:	A: Faulty Product	Removed From Stock	No Date Inv Cost:	faulty Kinrome floor stock	Code: 001400 Kinrome Australia Pty Ltd Po Box 135	Ref #:	Docket No: Company:	P/Order #: Supp Inv #: Date:
1200000687	25-11-14	Marked as Faulty	63300088	COIL SPRING CLAMP	ManuF: 2203	2	\$28.20	Number: Amount:	A: Faulty Product	Removed From Stock	No Date Inv Cost:	faulty Kinrome floor stock	Code: 001400 Kinrome Australia Pty Ltd Po Box 135	Ref #:	Docket No: Company:	P/Order #: Supp Inv #: Date:
1200000688	25-11-14	Marked as Faulty	67020096	LED CONDENSED WORKSHOP LIGHT	ManuF: 20022 Serial: 21138490P	1	\$104.86	Number: Amount:	A: Faulty Product	Removed From Stock	No Date Inv Cost:	net working at all	Code: 001020 Alimak Pty Ltd 22 Green Street Brookvale 2100 NSW	Ref #:	Docket No: Company:	P/Order #: Supp Inv #: Date:
1200000689	25-11-14	Marked as Faulty	67020079	LED/UV BENDABLE WORKSHOP LIGHT	ManuF: 20066 Serial: 321530F4G	1	\$85.30	Number: Amount:	A: Faulty Product	Removed From Stock	No Date Inv Cost:	broken	Code: 001030 Alimak Pty Ltd 22 Green Street Brookvale 2100 NSW	Ref #:	Docket No: Company:	P/Order #: Supp Inv #: Date:
1200000690	25-11-14	Marked as Faulty	52410125	PISTOL GRIP	ManuF: RA8009	1	\$32.85	Number: Amount:	A: Faulty Product	Code: 123429	No: 00306601 Customer:		Code: 001400	Ref #:	Docket No: Company:	P/Order #:


### Faulty Goods Enquiry

Staff No: 001 PAUL

Faulty Goods Details  
 Return No: 120000683 Date: 25/11/2014  
 Current Status: 2: Authorisation Received  
 Action: 2: Authorisation Received

Product Details  
 Code: 83100030 ManuF. Code: RBL250  
 Serial No.: Description: PETROL BLOWER 24.5CC  
 Qty: 1 Avg Cost: 219.00 GST Rate: 10.0  
 Total (Ex) 219.00 (Inc) 240.90 GST 21.90  
 Type: A: FAULTY PRODUCT A: FAULTY PRODUCT  
 Notes: Has stopped working


Supplier Details For Claims and Returns:  
 Code: 001435 HAKITA (AUSTRALIA) PTY LTD  
 P/Order #: 10000548 Inv #: 6546532187 15/09/2014  
 Auth. No: RA321246500 Auth Date: 25/11/2014  
 Auth By: Daniel H  
 Freight Docket: 63546544Z

Images Customer  
 Photos of Faulty Item  


### Product Return Reasons

Select Operation: Maintenance

Reason Code	Reason Description	Update Faulty Stock (N=No, Y=Yes)	Default (0=No, 1=Yes)
A	FAULTY PRODUCT	Y	1
B	WRONG SIZE	N	0
C	WRONG TYPE	N	0
D	PRICE CORRECTION	N	0
E	OVER SUPPLY	N	0
F	NOT REQUIRED	N	0
M	MANAGER AUTHORISED	N	0



This Could Be Your Store Pty Ltd  
 ABN 69 999 999 999 ACN 060 999 999  
 PO Box 1461, Warragul VIC 3829  
 Ph: 03 5623 6200

**CLAIMS**  
 Number: 120000039 Date: 26/11/2014

Acc: 001400  
PH: 1300 657 528  
Fax: 1300 556 005

**Supplier**  
KINROME AUSTRALIA PTY LTD  
PO BOX 135  
FERNTREE GULLY 3156 VIC

**Delivery Notes**  
Please deliver to the warehouse around the back, and not the shop front

**General Notes**

PARTICULARS										
Comments:	All these products are faulty and require assessment ASAP			Freight Details:	TNT	Consignment No:		31354S		
Supplier Authority:	Benjamin	Authority Number:	RA32456411	Authority Date:	26/11/2014					
Product	Description	Manufact. Code	Reason	Supp Inv#	Date	Qty	Price Ex	Total Inc	Promo	
13230157	FASTENER STAPLES 80 S X 14MM faulty Kinrome floor stock	S130176	A: Faulty Product	46224684	20-11-14	4	3.25	14.30		
67020087	COMPACT ANGLE FLUORO LIGHT 13W Serial# 654321FDE faulty Kinrome floor stock	K8041	A: Faulty Product	46224684	20-11-14	1	52.10	57.31		
63020082	BATTERY CHARGER 19.2V Serial# 5135135DD faulty Kinrome floor stock	K130020	A: Faulty Product	46224684	20-11-14	1	47.40	52.14		
52410125	PISTOL GRIP GREASE GUN STANDARD Customer noticed crack when unpacked after purchase	K8009	A: Faulty Product	46222001	02-09-14	1	37.85	41.63		

Signed By: ..... Date: .....  
 Company Representative

Total (Ex GST): **\$150.35**  
 Total GST: **\$15.04**  
 Total (Inc GST): **\$165.39**



**SYM-PAC Solutions**  
 Sales 1800 796 722 | www.sympac.com.au  
 we listen we innovate we deliver

Solutions to  
 get on with  
 business

