Faulty Goods & Claims

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

Supplier Invoice Input

Return to Supplier

Claims system

The flow of SYM-PAC's Faulty Goods & Claims process

POS goods marked as Faulty

Faulty Goods system

Faulty Goods Insert via Faulty Goods system

Claim transaction for short pay

Creditors system

Adjustment Notes matched to Claims

Claim Insert via Claims system

- *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.
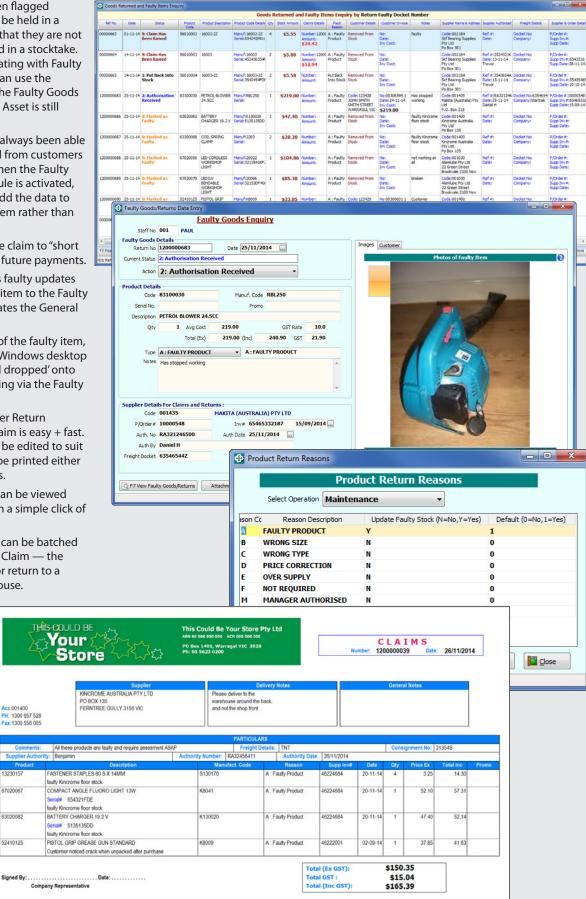- Where a claim is required, it is for a 'single' product code, as well as multiples of that code if required.

- 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.

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- 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.

SYM-PAC Solutions

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