

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

- + Tracking returns from customers can be time consuming + costly.



Product Code	Product Description	Hand Code	P/Order #	Supp Inv#	Supp Inv Date	Reason	Comments	Qty	Inv Cost Ex GST	Total Inc GST	Promo #	Serial #
129848	FILTER BODY 1 1/2IN LONG THREAD	A316180.010			09-00-00	001: OVER CHARGED		5	39.20	\$215.05		
129847	SHUT OFF TAP FOR FILTERS NEW STYLE	A316290.060			00-00-00	002: FAULTY GOODS		1	14.79	\$16.269		
129857	O RING VITON 3D1.3 X 2.6 IT	A316300.060V			09-00-00	001: OVER CHARGED		30	5.31	\$116.82		

- + Sympac'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 Sympac's process.

Stop losing claims! They represent *your* money!

PARTICULARS		Comments	Supplier Authority	Authority Number	Authority Date	Freight Details	Startsk	Consignment No	
Product	Description	Manufact Code	Reason	Supp Inv#	Date	Qty	Price Ex	Total Inc	Promo
8310030	PETROL BLOWER 24 SCC Has stopped working	RBL250	A: Faulty Product	6546532187	15-09-14	1	219.00	240.90	

Total (Ex GST): \$219.00
Total GST : \$21.90
Total (Inc GST): \$240.90

- + Sympac'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.

+ Sympac 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.

Prod Code	Product Description	Manuf Code	P/Ord #	Supp Inv#	Supp Inv Date	Reason	Comments	Qty	Inv Cost Ex GST	Total Inc GST	Promo #	Serial #
129848	FILTER BODY 1 1/2IN LONG THREAD	A316180.010			05-00-00	001: OVER CHARGED		5	39.10	\$215.05		
129847	SHUT OFF TAP FOR FILTER NEW STYLE	A3162400.060			00-00-00	002: FAULTY GOODS		1	14.79	\$16.269		
129857	O RING VITON 101.3 x 2.6	A316300.050VIT			00-00-00	001: OVER CHARGED		30	5.31	\$116.82		

PARTICULARS										
Comments	Supplier Authority	Authority Number	Freight Details	Startak	Authority Date	Consignment No				
	Daniel H	RA321246500			25/11/2014	635465442				
Product	Description	Manufact Code	Reason	Supp Inv#	Date	Qty	Price Ex	Total Inc	Promo	
83100030	PETROL BLOWER 24 SCC Has stopped working	RBL250	A. Faulty Product	65465332187	15-09-14	1	219.00	240.90		

Signed By: Date:
Company Representative

Total (Ex GST):	\$219.00
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