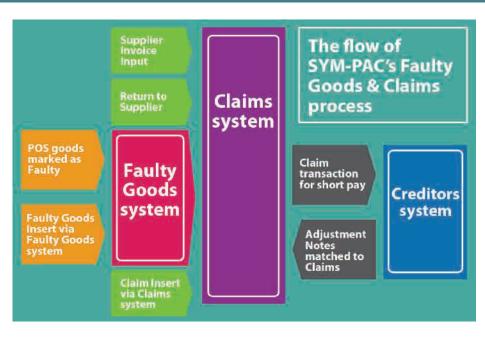


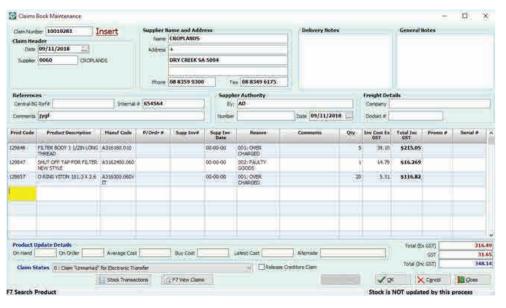
Faulty Goods & Claims

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

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







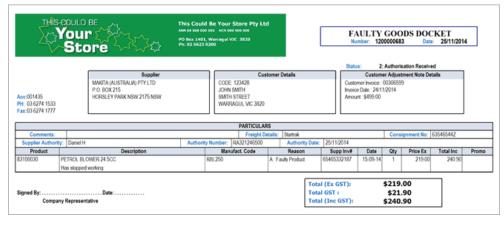
- + Sympac's Faulty Goods
 + Claims module lets you
 easily provide the necessary
 information back to the
 supplier quickly & instantly —
 via email & PDFs.
- Collect and manage the returns process effectively as part of how you do business

 taking up best business
 practice as built into

 Sympac's process.

Stop losing claims! They represent *your* monev!

- → 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 reflects 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.



