

SUPPLIER DELIVERY NOTES (SDN) & CLAIMS

(ENTERPRISE / K8 TRADER)

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INTRODUCTION

The Supplier Delivery Notes (SDN) module has been developed to enhance the functionality of the Goods Receiving and Delivery process in the system. Between the Purchase order and the Goods Receiving has opened a gap, on how to process the incorrect pricing and incorrect quantities of what is delivered. Instead of editing or changing a Purchase Order to accommodate price changes and or incorrect delivery of stock on the system, this module provides for changes to be made and to enable the user to claim the corrections back from the supplier.

A Supplier Delivery Note enables the user to process the SDN GRV in batch format. This allows the user to save the SDN processing and edit it before finally processing the batch.

NOTE: This module is only available for IQ Enterprise / K8 Trader users. In other words, the SDN module will not be available for IQ Business, IQ Accounting or IQ Pos users.

EXAMPLE:

The user has ordered 100 bags of cement at the agreed price of R100 per bag. When the stock was invoiced, 90 bags were invoiced at the price of R110 per bag. Only 80 bags were delivered, of which 5 bags were broken and sent back to the supplier. The SDN module assists the user to capture this whole process in creating a goods receiving for the stock received, and claims for the incorrect prices, incorrect quantities, and the returns.

			Purchase	Order				
IQ TRAINING 1st Floor, Mor 25 Quantum I Techno Park, 7600	onstone Building Road Stellenbosch			Telephone Fax E Mail Vat Registra GRV Date	ation No	021 8800420 021 8800488 451111111 Not received) 3 1 yet	
Purchase Order To ABC Wholesale 45 Orange Road Somerset West				ABC Whole 45 Orange Somerset V	sale Road Vest	Deliver To		\square
7150	Order Date	Order Number	Represent	7150		irder Number		Page
ABC001	12/05/2016	order number	1		PI	URHO117		1 of 1
Item Code BM001	Description Cement PVC 50	Okg	Quantil 100.0	t y Uni DO	t Price 100.00	Disc %	VatAmnt 1 228.07	Line Total 10 000.00





SETUP

The user must ensure that the document types are created, and a Store ID must be completed in the Company Details. Claim Reasons can also be captured in Module Parameters.

COMPANY DETAILS

From the Main menu \rightarrow Utilities \rightarrow Setup \rightarrow Company Details \rightarrow Company Details Tab.

TRAINING						3	
EMail		Extra Charges		Month End			
ompany Details Company Logo Contro	ol Numbers Default Settings (1) Default Settings (2)	Enterprise Settings	Closing Dates	Integration Accounts	Tax Rates	
	Company Name Address Line 1 Address Line 2 Address Line 3 Address Line 4 Postal Code Province Telephone 1 Telephone 2 Fax Number E-Mail Address Tax Number Company Registration Number Bank Nanch Code Bank Account Number Bank Account Type Character Set Language	Demo Data Ist floor, Moonstone Building 2222222 111111 ANSI_CHARSET English (Default)					
	Store ID	Ho45 -654					
	Store Contact Name Store Contact Name Store Region Store Category Store Size \ sqm						
					Acce	ept	

The Store ID is a unique identification that can exist of 25 alpha-numeric characters. Capture the Store ID and click on the Accept button at the bottom of the screen to safe the changes made.

NOTE: A Store Contact Name can be captured if needed.

If the user is still using an older version of IQ Enterprise, prefixes on the document types will need to be created.



To create the user must select Utilities for the main menu \rightarrow Setup \rightarrow Company Details \rightarrow Control Numbers tab.

S TRAINING						08
EMail	E	Extra Charges			Month End	
Company Details Company Logo	Control Numbers Default Settings (1)	Default Settings (2)	Enterprise S	Settings Closing Dates	Integration Accounts	Tax Rates
Control Numbers						
Contr	rol numbers should not be amended unless required. It To enable editing	famendments are re of control numbers, c	quired, please ensi lick the Checkbox l	ure that all users are logged obelow.	out of the system.	
	Enable Editing	Tick For Yes				
	Document Type	Number	Prefix	# Tabs when scanning		
	Invoice	38701	11	0		
	Credit Note	2262 0	RN	0		
	Quote	4887 Q	TE	0		
	Sales Order	62 S	AL	0		
	Purchase Order	231 P	JR	0		
	Job Card	5367 J	ов	0		
	GRV Number	32685 G	RV	0		
	Return Note Number	157 R	TS	0		
	Transfer Number	17 1	RF			
	Transfer Request Number	3 1	RR			
	Receipt No	1442				
	Cheque No	83	$ \longrightarrow$			
	Manufacturing Number	10 M	Select E	nable if it is neo	essarv to chang	ge the
	Batch Number	0 B	Drofiv N	umborg	,	
	Stock Take Number	15	FIEIN	unibers.		
	Deliveries And Collections Number	10 D	EL			
	Sundry Issues and Receipts	5 S	IR			
	Ciam	3 0	A	1		
	Supplier Delivery Note	4 SI	DN			
	Requests For Quote	3 K	-0	1		
	Consolidated Orders Number	0	-			
						ot

Type in a prefix for Claim and one for Supplier Delivery Note, that fits into your prefix structure. Click on Accept to save the changes made.

MODULE PARAMETERS

The system provides for three (3) claim modes: Quantity Claims, Returns and Price Claims.

Reasons for each of the three (3) claim modes must be created.

From the Main menu \rightarrow Utilities \rightarrow Setup \rightarrow Module Parameters \rightarrow General Tab.

Select the Claim and Return Reasons option and click on the Setup button at the bottom of the screen.

N TRAINING			0 0
Debtors	Creditors Stock Ledger General Services Foreign Currency Terminals / Till Mapping Invoice User Defined Table GRV User Defined Table Sales Order User Defined Table Purchase Order User Defined Table Jobcard User Defined Table Quote User Defined Table Sales Representatives	Processing Workshop Email Setup Document Validation Price and Discount Reasons Claim and Return Reasons Company Details User Defined Table FTP Setup Terminal Search Default Workshop User Defined Table	
			Setup



REASON SETUP:



MODE

The user must create reasons for each one of the modes liste

- Quantity Claim Reason: this option will be used for all stock quantities received or invoiced differently from what was ordered. For example: the user has received only 80 items, where the invoice is for 90 items.
- Price Claim Reason: this option will be used for all prices differences between what was ordered and what was invoiced. For example: the invoiced amount per item is R110, but the supplier and user have agreed on a price of R100. Another example is when stock was invoiced but never delivered.
- Return Reason: this option will be used for all stock returned to supplier. For example: when offloading the stock received, the user finds items which were not ordered or some of the items were broken and returned to supplier.

TRAINING		0	<u> </u>
Claim Details			
Stock Code	BACPLA000		
Barcode	BACPLA000		
Description	BACK PLATE 3 PIECE		
	Quantity	Value Incl. VAT	
Ordered Quantity	4.0	0 160.95	
Invoiced Qty	0.0	0.00	
Delivered Quantity	2.0	0 80.48	
Quantity Claim	-2.0	-80.48	
Claim Beacon	1 🚽 Oty deli	vered less than ordered	
Gaim Reason	-		
Calm Reason	Excluding VAT	Including VAT	
Ordered Price	Excluding VAT 34.9	Including VAT 9 40.24	
Ordered Price	Excluding VAT 34.9 34.9	Including VAT 9 40.24 9 40.24	
Ordered Price Invoiced Price Price Claim	Excluding VAT 34.9 34.9 0.0	Including VAT 9 40.24 9 40.24 0 0.00	
Ordered Price Invoiced Price Price Claim Claim Reason	Excluding VAT 34.9 34.9 0.0	Including VAT 9 40.24 9 40.24 0 0.00	
Ordered Price Invoiced Price Price Claim Claim Reason	Excluding VAT 34.9 0.0 1 Quantity	Including VAT 9 40.24 9 40.24 0 0.00 Value Ind. VAT	
Ordered Price Invoiced Price Price Claim Claim Reason Auto RTS Quantity	Excluding VAT 34.9 0.0 1 Quantity 0.0	Including VAT 9 40.24 9 40.24 0 0.00 Value Ind. VAT 0 0.00	
Ordered Price Invoiced Price Price Claim Claim Reason Auto RTS Quantity Return Reason	Excluding VAT 34.9 34.9 0.0 1 V Quantity 0.0 1 V	Including VAT 9 40.24 9 40.24 0 0.00 Value Incl. VAT 0 0.00	
Ordered Price Invoiced Price Price Claim Claim Reason Auto RTS Quantity Return Reason	Excluding VAT 34.9 34.9 0.0 1 VAT Quantity 0.0 1 VAT	Including VAT 9 40.24 9 40.24 0 0.00 Value Ind. VAT 0 0.00	
Ordered Price Invoiced Price Price Claim Claim Reason Auto RTS Quantity Return Reason	Excluding VAT 34.9 34.9 0.0 1 Quantity 0.0 1 0.0	Including VAT 9 40.24 9 40.24 0 0.000 Value Ind. VAT 0 0.00	
Cridered Price Invoiced Price Price Claim Claim Reason Auto RT5 Quantity Return Reason	Excluding VAT 34.5 34.9 0.0 1 Quantity 0.0 1	Including VAT 9 40.24 9 40.24 0 0 0.00 Value Ind. VAT 0 0.00	
Ordered Price Invoiced Price Price Claim Claim Reason Auto RTS Quantity Return Reason	Excluding VAT 34.5 34.9 0.0 1 Quantity 0.0 1 V	Including VAT 9 40.24 9 40.24 0 0 0.00 Value Ind. VAT 0 0.00	

GRID VIEW

The reasons created for every mode selected, will be listed in the grid view. The view consists of a number and a description for every reason.

EDIT DATA

In the top block, the system warns the user that if the description of an existing reason is changed, it will backdate the reasons on all the previous transactions. If a reason is deleted, the reasons on the transactions will be blank.

The Reason Code and Reason Description of the selected or highlighted reason will appear underneath.



BUTTON FUNCTIONALITY

Select the mode on the Reason Setup, create a code and provide the reason description of that code. Select then the next mode and create reasons for it and select then the last mode and create reasons for it and click on the Accept button at the bottom of the screen to save the reasons.

NOTE: If an existing reason's description must be changed, select the reason from the grid and edit the reason description under Edit. Click on the Accept button to save the changes made. If a reason description is changed, all the transactions where the reason code was previously used, will have the changed description.

ADD

The add option allows the user to add more reasons for the selected mode.

Enter a Reason code and the Reason description and click on Accept to save the new reason.

S TRAINING	00
Mode Quantity Claim Reason Return Reason Price Claim Reason	
NUMBER DESCRIPTION	Edit Data Please note: Transactions that store a price or discount reason will link to the Reason Code specified below. For this reason, changing the description of previous transactions. Similarly, detring reasons that where the transactions to be displayed as blank. Reason Code 2 Reason Description Open Packaging Saye Edits Cancel Edits
Add	Delete

SAVE EDITS

The Save Edits option allows the user to save the new reason as it was entered to the grid. If the Save Edit button is not used, the newly added reason will not be saved to the grid.

CANCEL EDITS

The Cancel Edits option allows the user to discard the information as it was entered the screen and not save it to the grid.

DELETE

The Delete option allows the user to delete an existing reason.

NOTE: If an existing reason is deleted, all the previous transactions will have blank descriptions for the deleted reason code.

ACCEPT

The Accept option allows the user to save the information on the reason mode and exit the Reason Version screen.



From the Main menu \rightarrow Utilities \rightarrow Setup \rightarrow Module Parameters \rightarrow Processing Tab.

Select the Supplier Delivery Note (SDN) option and click on the Setup button at the bottom of the screen.

O Default Tables Setup Vers	sion 2020.3.0.0	8
	Debtors Creditors Stock Ledger General Services Processing Workshop	
	Vouchers Promotions	
	POS Quid: Buttons Single View Quotewerks	
	Supplier Delivery Note (SDN)	
	Setup	

SDN SETTINGS

Disable Claims		
Use Variance	nstead of Claims	
Include in Onl	and Available Calculation	
Hide the 'Orde	r Price', 'Invoice Qty' and 'Invoice Price' (New/Edit)	
Hide 'Discount	Percentage' (New/Edit)	
Hide 'Delivery	Qty' (Process)	

DISABLE CLAIMS	This will disable the Claims popup screen.
USE VARIANCE INSTEAD OF CLAIMS	Use the Variance popup instead of the Claim popup.
INCLUDE IN ONHAND AVAILABLE CALCULATION	The Onhand used for sale will take SDN into account.
HIDE THE 'ORDER PRICE', 'INVOICE QTY' AND 'INVOICE PRICE' (NEW / EDIT)	This will hide the fields on new or editing.

HIDE 'DISCOUNT PERCENTAGE' (NEW / EDIT)	This will hide the fields on new or editing.
HIDE 'DELIVERY QTY' (PROCESS)	This will hide the fields on new or editing.

SUPPLIER DELIVERY NOTES

NOTE: At this stage does the SDN module does not allow the processing of Extra or External Costs on Supplier Delivery Notes. If these costs must be included in the calculation of cost prices of items, the goods must be received via the Goods Receiving in the Processing module.

There are three (3) methods to generate a Supplier Delivery Note.

PROCESSING

From the main menu \rightarrow Processing \rightarrow Supplier Delivery Notes.

цС	IQ Enterp	rise: Co	mpany Nai	me												
	Processing	Deb	otors C	reditors	Stock	Ledger	Utilities	Suppor	t Poin	t of Sale	Workshop	Projects	Windows	Help	Shortcuts	
	nvoicing	Credit	Goods	Returned	Sales	++ Purchase	Quotes	Job	Debtor	Debtor	Creditor	Agent	Request	++ Supplier	Claims	Single
	-	Notes	Receiving	Goods	Orders	Orders		Cards	Receipts Processing	Journals	Journals	Transactions	For Quote	Delivery Note	s	View
	- Hocesing Sumfig Palitien Noter															
														Supplier Della	ci) Hotes	

The following screen will appear:

9 TRAINING										•••
-		Sort Order	Show Which	Select Layou	Legend				Available F	ilters
		 Name Document SDN Document Claim Document Invoiced Date Date Modified 	 Current History 	C Layout 1 Layout 2 Layout 3 Layout 4 Layout 5 Layout 6	Modified PO Partially Processed	Q			Clear Filter	
Supplier Delivery Not	tes - Multiselect [Of	F]								
Name	Document	SDN Do	cument	Invoic Or	derNum		Total	Claim Document	Modified By	Date M ^
1 Time	12525	1		05/11/20			4 6	05.75 3		28/10/202
ACE PLUMBING	81645216	SDN4		28/10/20			40.7	51.35		28/10/202
AXIZ	65161	SDN5		28/10/20			1	75.00		
										Ĵ
Record Count: 3										
Select <u>V</u> isible Fields		Filter	<u>S</u> earch		Progessing		Import	Report		Multiselect



SORT ORDER

The Sort Order allows the user to change the order of the listed SDN transactions, for example if it is sorted by date, the last transaction done will be on the bottom of the list.

SHOW WHICH

The Show Which option allows the user to see different sets of transactions.

CURRENT

The Current option will provide the user with a list of transactions not yet finalised. The Current view also allows the user to modify or process a SDN transaction.

HISTORY

The History option will allow the user to see a list of all finalised SDN transactions.

SELECT LAYOUT

The Select Layout option allows the user to design different layouts for the SDN or Purchase order documents, by selecting the layout option and then selecting the SDN or Purchase documents from the Report button.

Only Layout 1 is used at this stage.

Layouts 2 – 6 can be designed where needed.

LEGEND

The information on the Supplier Delivery Notes grid are colour coded.

All the transactions listed in **black** are newly created transactions.

All transactions listed in **blue** are transactions which were edited before and have thus been modified.

All transactions listed in green are partially processed purchase orders.

AVAILABLE FILTERS

All filters created and saved for specific information from the Supplier Delivery Notes screen, are listed under available filters. Double click on the filter to activate it and double click on "Clear Filter" to show all information again.



GRID VIEW

RAINING										008
		Sort Order	Show Which	Select Layou	Legend				Available F	Filters
		Name Document SDN Document Claim Document Invoiced Date Date Modified	 Current History 	 Layout 1 Layout 2 Layout 3 Layout 4 Layout 5 Layout 6 	PO Partially Processed	@			Llear Hilter	
Supplier Delivery Note	s - Multiselect [OFI	F]		terrate 0	la di un		Total	dein Desement	Madified Du	Data M. La
1 Time	12525	SDN D0	cument	05/11/20	Jerivum		Iotal	Claim Document	Modified By	Date M A
ACE PLUMBING	81645216	SDN4		28/10/20			40	751.35		28/10/202
AXIZ	65161	SDN5		28/10/20				175.00		
										~
Record Count: 3		_								
Select <u>V</u> isible Fields		Eilter	<u>S</u> earch		Processing		Import	Report		Multiselect

NAME

The Name displays the supplier's name.

DOCUMENT

The document normally displays the supplier's invoice number.

SDN DOCUMENT

The SDN Document displays is the SDN document number for the transaction.

INVOICE DATE

The Invoice date displays the date on which the SDN is processed.

ORDERNUM

If an existing Purchase Order was imported for processing in the SDN module, the original order number will be displayed in Order-Number column.

TOTAL

The Total displays the total rand value of the transaction.

CLAIM DOCUMENT

If a claim document was processed on the selected SDN, the claim document number will be displayed in the Claim Document column.



MODIFIED BY

The Modified By field displays the user who has modified the SDN transaction the last time.

DATE MODIFIED

The date modified field displays the last date the selected SDN document was modified.

BUTTON FUNCTIONALITY

The button functionality options available on the Current screen are not all available on the History screen.

Select <u>V</u> isible Fields	Eilter	Search	Processing	Import	<u>R</u> eport	Multiselect

SELECT VISIBLE FIELDS

		STATUSDES	ExtraVat3
DOCUMENT			ExtraVat4
SDNDocument	DELNOTENUM		ExtraPartOfCost1
INVDATE	PHONE	PICKDATE	ExtraPartOfCost2
RealOrderNum	TERMS	CREDAPPR	ExtraPartOfCost3
TOTAL	PMNTMETHOD	CREDAPPRNAME	ExtraPartOfCost4
ClaimDocument	PRINTED	DEPOSIT	ExtraPerc1
CASHIERNM	CHANGED	DepositPaid	ExtraPerc2
calcDateModified	CHANGEDDATE	LONGDESC	ExtraPerc3
NUMBER	TOTALVAT	OTOTAL	ExtraPerc4
ACCNUM	DISCOUNTP	CHARGE	RoundingDiscount
SupplierDocNo	DISCOUNTAM	PRODUCT	CASHIER
BRANCH	DISCOUNTTYPE	LAYOUT	TILL
DBRANCH	AMOUNTTENDERED	LOCATION	INTERNALORDER
DOCTYPE	Change	ORDERNOINT	INclusive
ORDDATE	HOURS	MULTIJOBNEW	PrevieworPrint
REP	LABOUR	ExtraDes1	REGISTRATION
DELIVER 1	TOTALITEMS	ExtraDes2	LOYALTYNUM
DELIVER2	CURRENCY	ExtraDes3	STakeStatus
DELIVER3	CURRENCYRATE	ExtraDes4	IsPos
DELIVER4	CADROUNDING	ExtraAm1	PJLink
Email	LINKACCOUNT	ExtraAm2	Doc Ref
Outbranch	MEMO	ExtraAm3	JobCardBookedSerial
Inbranch	JOBDES	ExtraAm4	EXTRAINFO1
Outwarehouse	FAULTDES	ExtraVat1	DocumentSource
InWarehouse	STATUS	ExtraVat2	Created
đ			

The Select Visible Field option allows the user to select specific or additional fields to display on the Current SDN screen. To select an additional field, tick the box next to the field and click on Accept.

FILTER



The filter option enables the user to filter out specific or certain Supplier Delivery Notes based on the information shown on the SDN screen.



SEARCH

🖸 TRAINING 🛛 😨 😵
Field <u>V</u> alue
Search Type
☐ <u>C</u> ase-sensitive ✓ Close on match ✓ <u>V</u> erbose
 Exact Match ● Partial Match at Beginning
Partial Match <u>Anywhere</u> Fields
Any Field
Fi <u>r</u> st <u>N</u> ext <u>Cancel</u>

The Search option allows the user to search for information within the Supplier Delivery Notes screen and for any available field.

PROCESS

The Processing option is only available in the Current screen and allows the user the following processes:

New	
Edit	
Delete	
Processing	

NEW

The New option allows the user to create a new SDN. This option will typically be used if the user must receive stock items, where no purchase order was done.

EDIT

The Edit option allows the user to edit any information on an existing SDN transaction.

DELETE

The Delete option allows the user to delete a selected SDN transaction.

NOTE: A SDN transaction can only be deleted from the current screen, if it has not yet been processed.

IMPORT

The import option allows the user to import an existing Purchase Order from the Purchase Order list.





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Click on the drop down arrow and a list of existing purchase orders will be visible. Select the purchase order that you want to import to the SDN module and click on the OK button. The system will show that the SDN was created and give it a number.

REPORT

Design	Design SDN						
Preview	Preview SDN						
Print SE	Print SDN						
Design	Design Purchase Order						
Preview	Preview Purchase Order						
Print Purchase Order							
Email Purchase Order							
<u>R</u> eport							

The Report option allows the user to design, preview or print either the SDN document or the Purchase Order. It also allows for the purchase order to be emailed to the supplier.

MULTISELECT

The Multiselect option allows the user to select more than one SDN transaction to email or to delete.

The Multi-select option will allow the user the email functionality. It will not allow the processing of more than one SDN. Click on the Multi-Select button, hold the Ctrl button on the keyboard and left click with the mouse on the SDN transactions to select them, to email them. Each SDN will be sent individually in an email.

The Multi-select option also allows the user to delete selected SDN's. Click on the Multi-Select button, hold the Ctrl button on the keyboard and left click with the mouse on the SDN's to select those ones that need to be deleted. Click on the Delete button on the keyboard. The system will prompt the user to ensure if the selected SDN documents should be deleted.

Once a SDN transaction has been processed, the SDN document moves automatically from the Current screen to the History screen.

HISTORY VIEW

The buttons at the bottom of the HISTORY screen have the same functionality as they had on the Current screen, except that the Import button is greyed out and the Process button is replaced with a View button.

S TRAINING				008
	Sort Order Show Which Name Document Claim Document Invoiced Date Date Modified	Select Layou Legend © Layout 1 Modified PO Partially Processed Layout 3 Clayout 4 Clayout 5 Clayout 6		Available Filters Clear Filter
Supplier Delivery Notes - Multiselect [OFF	- 1			
Name Document 1 Time 5161515 About IT Online 756119	SDN Document SDN2 SDN3	Invoic OrderNum 25/06/20 25/06/20	Total Claim Document 8 271.84 25 368.06	Modified By
Select Yisible Fields	Filter Search	View	Import Report	Multiselect

VIEW

The view option allows the user to view the SDN or Claim document for a selected SDN transaction.

GENERATING A NEW SDN

From the IQ main menu \rightarrow Processing \rightarrow Supplier Delivery Notes.



Click on the Processing button at the bottom of the screen and select the New option.



The following screen will appear:

😡 TRAINING										⊖ ⊕ 8
	Account Details	Details		Document Par	ameters				Totals	
	Account No 123456789 👻	Document Date	21/10/2020 ~	Document Vat		Order Num			Invoiced	-
	IQRETAIL	Received Date	~	Indusive	•				Goods Total	7 295.40
		Supplier Invoice No	185165165	Document Ware	house				Discount Amnt	
		SDN Document		001	•				Vat Amount	1 094.31
		Order Document							Total Quantity	45.00
		Discount %	0.00 ~						Total	8 389.71
Supplier Delivery Note Items										
Code	Description		Order Qty	Order Price	Invoice Qt	y	Invoice Price	Disc %	Delivered (Qty ^
ADA02	ST LAB USB TO PARALLEL ADAPT	'ER	50.00	65.00		45.00	100.8	в	0.00	0.00
ADA05	DELL DisplayPort - VGA		12.00	385.00		0.00	320.8	5	0.00	0.00
*	*		0.00	0.00		0.00	0.0	D	0.00	0.00
Record Count: 2					1					
	Document Memo	Claim Det	ai	<u>S</u> ave			Save & E	i <u>x</u> it		Process

ACCOUNT DETAILS

ACCOUNT NO

Click on the Drop-down arrow at the end of the field and select the account for the appropriate supplier.

The selected supplier's information will appear under account details.

DETAILS

Once the account number of the supplier has been selected, the supplier's information will appear underneath the number.

DETAILS

DOCUMENT DATE

The Document date displays the date the SDN transaction is processed.

RECEIVED DATE

The Received date displays the date when the stock goods were received.

SUPPLIER INVOICE NO

The Supplier Invoice Number is the unique document number found on the invoice received from the supplier.

SDN DOCUMENT

Once the SDN transaction is saved, the SDN Document number is automatically generated and entered this field.

ORDER DOCUMENT

If this document should refer to a specific order number, the order number can be entered in this field.

If a purchase order is imported, the order number of that original order will appear in this field.



DISCOUNT %

The Discount % is the total discount received from the supplier for this whole SDN transaction or document.

Discount %	0.00		
		٠	Discount Percentage
			Discount Value Incl
	Order Qty		Discount Value Excl

There are three (3) ways in which the discount can be displayed:

- Discount Percentage
- Discount Value (VAT Included)
- Discount Value (VAT Excluded)

DOCUMENT PARAMETERS

DOCUMENT VAT

Document Parameters					
Document Vat					
Inclusive	-				
Inclusive					
Exclusive	_				

The user has the option to choose if the cost prices captured in this document, are inclusive or exclusive of VAT.

TOTALS

The user has the option to select which totals are to be displayed. There are five (5) totals available to be displayed for each document: Invoiced, Delivered, Quantity Claim, Price Claim and Returns.

Totals	
Invoiced	-
Invoiced Delivered Quantity Claim Price Claim Returns	

Select the totals to be displayed from the down arrow next to the field. If there was for example no Price Claim for the selected SDN, the totals would reflect as zero (0).

GOODS TOTAL

The Goods Total will reflect the total rand value of the goods, exclusive of VAT.

DISCOUNT AMOUNT

The Discount Amount is the total rand value of the discount received from the supplier.

VAT AMOUNT

The Vat Amount reflects the total VAT for the selected transaction.



TOTAL QUANTITY

The Total Quantity reflects the total quantity of stock items received in this transaction.

TOTAL

The Total reflects the total rand value for the stock items received, inclusive of VAT. The ideal is that this total and the total on the supplier's invoice should be the same.

SDN ITEMS GRID VIEW

Code Description Order Qty Order Price Invoice Qty Invoice Price Disc % Delivered Qty	Supplier Delivery Note Items							
	Code	Description	Order Qty	Order Price	Invoice Qty	Invoice Price	Disc %	Delivered Qty

If a new SDN is created where no purchase order was imported, each item received from the supplier has to be captured in order to receive the item into stock. The user has to enter the price differences and quantities, to ensure that the stock and cost prices are correct.

NOTE: If a Purchase Order is imported, the item codes, description, order quantities and order prices will appear on the grid.

CODE

The Code reflects the stock item number of the item received from the supplier. The item number can be scanned, typed or selected from the stock list by clicking on the down arrow in the field.

NOTE: If the item code doesn't exist in the stock master file, the user will have to create the new stock item in Stock Maintenance first before the item can be received.

DESCRIPTION

Once the Stock item code has been entered, the description of the item will appear.

ORDER QTY

For a newly created SDN, without an imported purchase order, the order quantity field will be empty.

ORDER PRICE

If the user has agreed with the supplier on a set order price, this price must be entered this field. If there was no previous agreement and the user does want to receive the stock, the order price will be the same as the price on the supplier's invoice.

NOTE: If the Order Price is left out (blank) when capturing a new SDN, a claim will be generated for the whole invoiced amount.

INVOICE QTY

The Invoice Quantity is the quantity as seen on the supplier's invoice.

INVOICE PRICE

The Invoice Price is the unit price for the item, as reflected on the supplier's invoice. The moment the invoice price is different from the order price, a claim will be created, and the Claim Detail screen will appear. The system will not allow the user to continue without entering the reason for the price difference

DISC %

If there is a discount receivable on the specific line item, the discount percentage must be entered this field.



DELIVERED QTY

The Delivered Quantity is the quantity of the specific stock item which will be taken into stock. If the delivered quantity is for example less than the invoiced quantity, a claim will be generated.

If the Delivered Quantity is less than the ordered quantity, the system will show the SDN as partially processed.

BUTTON FUNCTIONALITY



CANCEL

The cancel option allows the user to close the SDN without saving changes made.

DOCUMENT MEMO

The Document Memo allows the user to create a narrative for the entire document. For example, if something extra must be added to remember about this document.

CLAIM DETAIL

Stock Code	BACPLA000		
Barcode	BACPLA000		
Description	BACK PLATE 3	PIECE	
	Quantity		Value Incl. VAT
Ordered Quantity		4.00	160.95
Invoiced Qty		0.00	0.00
Delivered Quantity		2.00	80.48
Quantity Claim		-2.00	-80.48
Claim Reason	1 💌	Qty delive	red less than ordered
	Excluding VAT		Including VAT
Ordered Price		34.99	40.24
Invoiced Price		34.99	40.24
Price Claim		0.00	0.00
Claim Reason	1 💌		
	Quantity		Value Incl. VAT
Auto RTS Quantity		0.00	0.00
Return Reason	1 💌		

There will be a Claim Detail Capture screen for every entry on the SDN document.

The Claim Detail option allows the user to select reasons for any quantities or prices to be claimed.

The Claim Detail Capture screen will also be used to capture if stock was returned to the supplier.

SAVE

The Save option allows the user to save any progress made on the document. This is ideal if it is a long SDN document that needs to be captured.

SAVE & EXIT

The save & Exit option allows the user to save all the information already captured on the SDN and to exit it, without processing the SDN. This allows the user to edit the SDN document again and add to it or to make changes to it, before it is processed.

PROCESS

Once the delivery note or the invoice from the supplier, has been compared with the information captured in the SDN document, the SDN can be processed by clicking on the Process button.

The Process option allows the user to Process the SDN document. This will create the necessary GRV, Claims and Returns.

NOTE: Claims are created but need to be processed in the Claims module under Processing.

NOTE: Once the SDN is processed, the system will move the document to History.

IMPORT A PURCHASE ORDER TO SDN

From the main menu \rightarrow Processing \rightarrow Supplier Delivery Notes.

Purchase	Order
Import	

Click on the Import button at the bottom of the Supplier Delivery Notes screen and select the Purchase Order option.



When the user clicks on the down arrow next to the field, a list of all available or unprocessed Purchase Orders will appear. Select the appropriate order and click on Accept to select it and click on Accept again to import it.



The system will inform the user that the import of the selected Purchase Order is completed.

Process	
New	
Edit	
Delete	

The user can now edit the selected SDN and capture the required information to process the SDN.

CONVERTING PURCHASE ORDER TO SDN

From the main menu \rightarrow Processing \rightarrow Purchase Orders.

🔦 TRAINING									9 8 8
		Sort Order		Ĭ	Show Which	Select Layout	Available	Filters	
		Account Account Name Document Order Number Order Date	Invoiced Da Changed D Int. Order I Document	ate Iate Num Type	 Current History 	C Layout 1 Layout 2 Layout 3 Layout 4 Layout 5 Layout 6	Clear Filter		
Data - Multisele	ct [OFF]							Related Documents - Auto Generated	
Document N	. Order No	Name	Account	Start Date	GRV Date	Changed	Total ^	Generated Document Document Type	
PUR226	PUR226	1 TIME	111M00	28/07/2020)		14.38		
PUR227	PUR227	ACE PLUMBING	ACEUI	28/07/2020))		4.03		
PUR228	PUR228	ACE PLUMBING	ACED1	28/07/2020)		4.03		
PUR 230	PUR229	1 Time	1000	28/07/2020	י ו		14.38		
PUR231	PUR231	ACE PLUMBING	ACE01	28/07/2020)		4.03		
PUR232	10/4201	ACE PLUMBING	ACE01	28/10/2020)		40 751.35		
							•		~
Selec	t <u>V</u> isible Fields	Export Filter	Eearch	User Data	Processin	Report Op	tions	as Auto Generate Multiselect	

Select the applicable Purchase Order, click on the processing button and select the SDN process.





The user will be prompted to ensure the correct purchase order was selected to create the SDN document from. Click on Yes to continue.

Another message will appear to prompt the user that the selected purchase order has been exported to Supplier Delivery Notes and if the user would like to edit it now or not. The new SDN document number is also provided.



Click on Yes if the SDN should be edited now, or No if it should be edited later.

After this process has been completed, the purchase order selected will be colour coded Brown as a SDN and will no longer be accessed through the Purchase Order module. (See below)

TRAINING								•
		Sort Order			Show Which	Select Layout	Available	e Filters
		Account Account Name Document Order Number Order Date	Invoiced Da Changed D Int. Order Document	ate ate Num Fype	 Current History 	Layout 1 Layout 2 Layout 3 Layout 4 Layout 5 Layout 6	Clear Filer	1
Data - Multiseleo	ct [OFF]							Related Documents - Auto Generated
Document N	Order No	Name	Account	Start Date	GRV Date	Changed	Total 🔨	Generated Document Document Type
PUR226	PUR226	1 Time	1TIM00	28/07/2020	1		14.38	b
PUR227	PUR227	ACE PLUMBING	ACE01	28/07/2020)		4.03	
PUR228	PUR228	1 Time	1TIM00	28/07/2020	1		14.38	
PUR229	PUR229	ACE PLUMBING	ACE01	28/07/2020)		4.03	
PUR230	PUR230	1 Time	1TIM00	28/07/2020			14.38	
PUR231	PUR231	ACE PLUMBING	ACE01	28/07/2020			4.03	
Select	t Visible Fields	Export Elter	Search	User Data	Progessing	Report Opti	ons Report	ts Auto Generate Multiselect

NOTE: Once a Purchase Order has been processed to an SDN, the purchase order can't be edited nor GRV'ed from the Purchase Order screen. The user must go to the SDN screen to carry on with the processing of the document.

NOTE: Once the SDN document has completely been processed in the SDN module, the purchase order will be moved to History.



CLAIMS

The Claims module works hand in hand with the Suppliers Delivery Notes module. All the Claims generated in the SDN module, have been sent to the Claims module. The user will have to process these Claims in the Claims module to finalize the SDN transaction.

NOTE: At this stage, Claims can only be generated through the SDN module, the system will not allow the user to create any new Claims on their own.

SETUP

The setup for Claims is the same as for Supplier Delivery Notes. No further setup is required.

EDITING CLAIMS



From the IQ main menu \rightarrow Processing \rightarrow Claims.

😡 TRAINING								e	
-		Order By	Show Which	Select Layout		Filter			
		 Account 	 Current 	 Layout 1 Layout 2 		Clear Filter			
		O Name		 Layout 3 Layout 4 					
		Ocument	History	Layout 5					
Claima									
Claims	Name		Degument	CDN Degrament	Inveise Date	Order No.	Tatal	Claim Degument	
ACCOUNT	ACE DI LIMPINO		21645216	SDN Document	28/10/2020	222	10tai	Claim Document	_ î l
									~
Record Count: 1			7						
Close	Selec	t Visible Fields	Eilter	Cļaim N	arrative	Search	Report	Process	J

ORDER BY

The Order By allows the user to change the order of the listed Claim transactions. Claims can be sorted in Account, Name or Document order.



SHOW WHICH

The Show Which option allows the user to see different sets of transactions.

CURRENT

The Current option will provide the user with a list of transactions not yet finalised. The Current view also allows the user to modify or process a Claim transaction.

HISTORY

The History option will allow the user to see a list of all finalised Claim transactions.

SELECT LAYOUT

The Select Layout option allows the user to design different layouts for the Claim documents, by selecting the layout option and then selecting to preview or print the Claim documents from the Report button.

Only Layout 1 is used at this stage.

Layouts 2-6 can be designed where needed.

FILTER

All filters created and saved for specific information from the Claims screen, are listed under available filters. Double click on the filter to activate it and double click on "Clear Filter" to show all information again.

GRID VIEW

ACCOUNT

The Account field displays the supplier's account number on the user's system.

NAME

The Name field displays the Supplier's name.

DOCUMENT

The Document field displays the supplier's invoice number, as it was entered while processing the SDN transaction.

SDN DOCUMENT

The SDN document field displays the related SDN document number for the selected transaction.

INVOICE DATE

The Invoice Date field displays the date when the SDN transaction was processed.

ORDER NO

If a Purchase Order was imported to the SDN module for processing, the Order No field displays the imported purchase order.

TOTAL

The Total field displays the total rand value for the selected claim.

CLAIM DOCUMENT

The Claim document displays the document number for each claim as it was created in the SDN module.



BUTTON FUNCTIONALITY



CLOSE

The Close option allows the user to close the Claims screen.

SELECT VISIBLE FIELDS



The Select Visible Field option allows the user to select specific or additional fields to be displayed on the Current or History Claims screen. To select an additional field, tick the box next to the field and click on Accept.

FILTER



The filter option enables the user to filter out specific or certain Claims based on the information shown on the Claims screen.



CLAIM NARRATIVE

The Claim Narrative will display the additional information entered in the Supplier Delivery Note, under document memo.

If no additional information was entered, an error message will appear stating that there is "No reason assigned for this claim".

SEARCH

The Search option allows the user to search for information within the Claims screen and for any available field.

REPORT

The Report option allows the user to design, preview or print the Claim document.

PROCESS

The Process option allows the user to process the selected Claim.

NOTE: The user has the option to process every Claim type separately or all the Claim types can be processed at once, providing the necessary paperwork is in order.

PROCESSING A CLAIM

To Process a claim, the user needs to go from the IQ main menu \rightarrow Processing \rightarrow Claims.

RAINING								•	00
	Order By	Show Which	Select Layout			Filter			
	 Account 	O Current	Layout 1 Layout 2 Layout 3			Clear Filter			
	 Name Document 		Clayout 5						
Claims									
Account Name		Document	SDN Document	Invoice Date	Orde	r No T	otal	Claim Document	
Record Count: 1									
	t Visible Fields	- Eilter	Cļaim N	larrative	S <u>e</u> arch		Report	Process	

Select the Claim which needs to be processed and click on the Process button bottom right.

The Claim Items screen will appear:

TRAINING										00
	View Claim Type A All A Quantity Claim Price Claim Auto RTS	Account Details Account No ACE01 Iame and Address Details ACE PLUMBING		Details Supplier Invoice N Documen Order Documen Claim Documen	o it it	81645216 SDN4 232 CLA4	Date Details Document Date Received Date Return Date	28/10/2020 28/10/2020 28/10/2020	< < <	Legend Quantity Claim Price Claim Auto RTS Processed
Claim Items - Multiselect [OFF]		Order Otu	Investo Otv	Delivered Otv	Claimed Otu/A	Claim Dages			
CON1 APPLED1 BACPLA000	CHRONOS ADAPTER LES APPLE IPAD 6408 BACK PLATE 3 PIECE	TO SERIAL	5	00 0.00 00 0.00 00 0.00	4.0 3.0 2.0	0	-1.00 Qty delivere -3.00 Qty delivere -2.00	d less than ordered		
Record Count: 3	Sgarch		Select Visible Fields	8	yjew Narr	ative		Multiselect		Process

VIEW CLAIM TYPE

The View Claim Type allows the user to filter which claims to be displayed on the screen: the user can choose to see All Claims, Quantity Claims, Price Claims or Auto RTS (Returns to Supplier).

ACCOUNT DETAILS

The Account Details display the account number, name and address of the supplier who will receive the claims listed.

DETAILS

DOCUMENT DATE

The Document Date displays the date this Claim transaction is processed.

RECEIVED DATE

The Received Date displays the date the SDN transaction was processed.

RETURN DATE

The Return Date displays the date the Auto Return to Supplier (RTS) was processed.

SUPPLIER INVOICE NO

The Supplier Invoice No displays the invoice number the user has entered when processing the SDN transaction.

DOCUMENT

The Document displays the SDN number of the transaction for the selected Claim.

ORDER DOCUMENT

If a Purchase order was imported to process the SDN transaction, the Order Document will display that purchase order number.



CLAIM DOCUMENT

A Claim document is created for each claim when the SDN is processed. The Claim Document displays the Claim Number of the selected transaction.

LEGEND

Legend
Quantity Claim
Price Claim
Auto RTS
Processed

The claim items on the Claim Items grid, are colour coded:

- All Claims listed in Green, are Quantity Claims.
- All Claims listed in Maroon, are Price Claims.
- All Claims listed in Yellow, are Auto Returns.
- All Claims listed in Grey, are already Processed.

CLAIM ITEMS GRID

NOTE: All the information as displayed in the Claim Items grid, have been brought from the SDN process and can't be edited.

NOTE: Created Claims can't be deleted. They can only be moved from the Current to the History screen, when they are fully processed.

CODE

The Item Code on which the claim was created.

DESCRIPTION

Description of the Item on which the claim was created.

ORDER QTY

The Quantity of Stock items ordered.

INVOICE QTY

The Quantity of the stock item which was invoiced.

DELIVERED QTY

The Quantity of the stock item which was delivered or received.

CLAIMED QTY/AMOUNT

The Quantity of the stock item which is claimed or returned to the supplier, or the rand value for the price claim.

CLAIM REASON

The reasons for the claims, as they were selected from the list of reasons for each type of claim.



BUTTON FUNCTIONALITY

CANCEL

The Cancel option allows the user to close the Claims Items screen, without processing or saving

SEARCH

The Search option allows the user to search for information within the Claim Items screen and for any available field.

SELECT VISIBLE FIELDS

			000
	LINETOTALEXCL LINETOTALINCL LDISCAM INVDISCP VATPERC VATPERC VATRATE SERIALNUM SERIAL LOTNO CURRENCY CURRENCYRATE INVQTY ISLABOUR ORDERNOINT BRANCH DBRANCH DBRANCH DBRANCH DBRANCH DBRANCH DBRANCH COVERRIDE OVERRIDE Suppier RESERVED CASHIER CREDDOCNO	BATCHCODE EXPIRYDATE PORDER DELCOLSTATUS DELCOLAREA ISOUtworkReturn LINEREP ReasonDrice AssociatedItemsLink PromoBatch PromoInd Warehouse StockTypeCode SundryLdgrAcc LineNumber CompanySourceType CompanySourceType CompanySourceOther CompanySourceOther CompanySourceOther CompanySourceOther CompanySourceOther CompanySourceOther CompanySourceOther CompanySourceOther CompanySourceOther CompanySourceOther CompanySourceOther CompanySourceOther CompanySourceOther SupplierCode IsBuyout GenRef AutoProcessing	BOI_Comment BOI_ApprovedBy BOI_SourceDocLink BOI_SourceDocRef BOI_SupplerStockCode BOI_MajorDept BOI_DelComment BOI_SupplierStockCode BOI_MajorDept BOI_DelComment BOI_Supplier BOI_PostMethod AutoLineSupplier SDNDocument ClaimDocument RealOrderNum OrderPriceExc OrderPriceEnc FreeStockIndicator OutOfStock QtyClaimQty QtyClaimReason PriceClaimValueExc
Restore Defaults			<u>A</u> ccept

The Select Visible Field option allows the user to select specific or additional fields to display on the Current Claim Items screen. To select an additional field, tick the box next to the field and click on Accept.

VIEW NARRATIVE

The View Narrative will display the Claim Narrative entered in the Supplier Delivery Note under document memo.

If no narrative was entered, an error message will appear stating that there is "No reason assigned for this claim".

MULTISELECT

The Multi-select option also allows the user to process selected Claim Items. Click on the Multi-Select button, hold the Ctrl button on the keyboard and left click with the mouse on the Claim Items to select those ones that need to be processed. Click on the process button and select which items to process.



PROCESS

The Process option allows the user to process All the claims for the specific Claim Document or to process only the selected items for the Claim document. In other words, the user has the option to process each Claim type when the necessary paperwork is received from the supplier.



Once the claim is processed, an information message will appear to inform the user that the Claim document was successfully processed.



NOTE: Claims can't be deleted. The claim document will remain on the Current Claim view, until it is completely processed.



PROCESSING OF EXAMPLE

The user has ordered 100 bags of cement at the agreed price of R100 per bag. When the stock was invoiced, 90 bags were invoiced at the price of R110 per bag. Only 80 bags were delivered, of which 5 bags were broken and sent back to the supplier. The SDN module assists the user to capture this whole process in creating a goods receiving for the stock received, and claims for the incorrect prices, incorrect quantities and the returns.



AB March	C WH	IOLESALE					ABC	Wholesale		Deli	very	Note
INVO	DICE #A	BCINV1234								Order Date Order #	March 31 PURHO1	, 2016 13.1
Bill To	0		S	nip To					De	Customer ID	100 ABC1234	15
Custo	omer	IQ Training	Re	ecipient	IQ Training	one Building			D	espatch Date elivey Method	March 31 [UPS]	, 2016
Addre	Address 1st Floor, Moonstone Building, 25 Quantum Road, Technopark, Stellenbosch, 7600 25 Quantum Road, Technopark, Stellenbosch, 7600 25 Quantum Road, Technopark, Stellenbosch, 7600 Phone 0218800420 0218800420				Shipping Address Invoice Address IO Training IO Training 14 Floor, Moonstone Building 1st Floor, Moonstone Source S				s e Building			
Paym	Payment Due April 30, 2016 Delivery Date March 30, 2016 Salesperson Janny Green Shipping Method Truck 10 T			Technopark, Stellenbosch Technopark, Stellenbosch 0218800420 0218800420								
Paym	ent Terms	30 days	SI	nipping Terms	2 Day		Item#	Description		Ordered	Delivered	Outstanding
Qty.	item#	Description		Unit Price	Discount	Line Total		# Only 80 received - 5 br	oken : sent back with truck.			10
90	BM001	Cement PVC 50kg		110.00 (Incl)	0	9900.00		Delivered by:	Received By:		Date:	
								Lamos	Piec		31/1	2/2016
					Total Discount	.00		113				
					Subtotal	8684.10						
					Sales Tax	1215.90						
					Total	9900.00						



PROCESSING SUPPLIER DELIVERY NOTE

The Purchase Order PURHO117 has already been created. The user can either import the Purchase Order to The SDN module, or convert it to a SDN document from the Purchase Order module.

Pr	rocessing	Deb	tors (Creditors	Stock	Ledger	Utilities	Suppor	t Point	t of Sale	Workshop	Projects	Windows	Help S	hortcuts
Inv	roicing	Credit Notes	Goods Receiving	Returned Goods	Sales Orders	Purchase Orders	Quotes	Job Cards	Debtor Receipts Processing	Debtor Journals	Creditor Journals	Agent Transactions	Request For Quote	Supplier Delivery Notes	Claims

For this example we are using the Import of the Purchase Order option.

From the main menu \rightarrow Processing \rightarrow Supplier Delivery Notes \rightarrow Import Button \rightarrow select Purchase Order.

	00
Select a Purchase Order to Import. PUR8	
Cancel	Accept

Select the appropriate Purchase Order from the list of available Purchase Orders and click on Accept and Accept again for the import process.



The user is notified that the Purchase Order PURHO117 has been imported.

😡 IQ Enterprise: Demo Data - [TF	RAINING]				• • •
Processing Debtors Cred	litors Stock Ledger Utili	ies Support Point of Sale Worksho	p Projects Windows Help Shortcu	its	_ # C
	Sort Order Show Which	Select Layout Legend			Available Filters
	Name Document SDN Document Gaim Document Invoiced Date Date Modified	Layout 1 Polarially Layout 2 Processed Layout 3 Delivery Portally Received Layout 4 Delivery Complete Layout 5 Layout 6			Clear Filter
Supplier Delivery Notes - Multiselect	[OFF]				
Name	Document	SDN Document	Invoice Date OrderNum	Total Claim Document	Supplier Delivery Note Modified By Date Modified A
XYZ Resellers	PUR7	SDN3	30/12/1899	9,997.740	ADMIN USER
ABC Whole Salers	PUR8	SDN4	30/12/1899	394.450	ADMIN USER



Select the appropriate SDN document from the list on the SDN screen \rightarrow Processing \rightarrow Edit.

New	
Edit	
Process	Supplier Invoice
Delete	
Pro <u>c</u> essing	

Capture the dates and the Supplier Invoice No on the top of the document and if needed the Document Vat can be changed.

S TRAINING						
Acco	unt Details	Details	Document Parameters		Totals	
Account	int No ABC001 +	Document Date 25/11/2020	 Document Vat 	Order Num	Invoiced	•
	Whole Salers	Received Date	Exclusive •		Goods Total	
		Suppler Delivery Note			Discount Amnt	
		Supplier Invoice No II	487		Vat Amount	
		SDN Document	DN4		Total Quantity	
		Order Document	8		Total	
		Discount % 0	0 🖂			

For our example: Order Quantity = 100, Order Price = R100 (these amounts were brought from the Purchase Order). The quantity on the invoice is 90 and their unit price is R110, but only 80 items are delivered. Capture all this on the SDN item line and at press enter at the end of the line. Click on the Claim Details button to display the Capture Details.

Claim Detail Capture Ver	sion 2020.3.0.0		• •
Claim Details			
Shade Cada	CEM001		
Barcode	CEM001		
Description	Cement		
Description	Cement		
	Quantity	Valu	e Ind. VAT
Ordered Quantity		100.00	12075.00
Invoiced Qty		90.00	10867.50
Delivered Quantity		80.00	9660.00
Quantity Claim		10.00	1207.50
Claim Reason	1 🔻	Quantity Claim	Reason 1
	Excluding VAT	Ind	luding VAT
Ordered Price		100.00	115.00
Invoiced Price		105.00	120.75
Price Claim		5.00	5.75
Claim Reason	2 🔻	Price Claim Rea	ason 2
	Quantity	Valu	e Incl. VAT
Auto RTS Quantity		0.00	0.00
Return Reason	3 👻		

The claim Detail screen will appear. It shows a Claim Quantity of 10 for the 10 items that were invoiced, but not delivered. The user will have to select the reason for the Quantity claim from the drop-down menu at the Claim Reason field.

The claim detail screen also shows a Price Claim for the R10 difference between the order price and the invoice price. The user will have to select the reason for the Price Claim from the drop-down menu at the Claim Reason field.

At the bottom of the screen at the Auto RTS Quantity, the user will capture the 5 items that were returned to the supplier, due to break of packaging. Again, the correct reason must be selected.

Click on Accept to save the Claim Detail information. The user will not be able to process the SDN if the appropriated reasons for the claims have not been selected.

NOTE: The user can at any time while working on the SDN screen, save the information already captured and Exit it, to edit it again at a later stage before processing it.

		(Goods Received Vouc	her			
IQ TR AINING 1st Floor, Moor 25 Quantum Ro Techno Park, S 7600 ABC Whole sale 45 Orange Roa Somerset West 7150	nstone Building bad tellenbosch Supplier d		Teleph Fax E Mail Vat Re Invoic ABC V 45 On Some 7150	*** Co one gistration No e Date /hole sale ange Road rset West	py of Orig 021 8800420 021 8800488 45 11 11 11 11 30 / 04 / 2016 Deliver To	inal **	*
Account No	GRV Date	Order Num ber	Representative	G	RVNumber		Page
ABC 001	30/04/2016	117	1	Δ	BCINV1234.		1 of
tem Code	Description		Quantity	Unit Price	Disc %	Vat%	Line Tota
SM 001	Cement PVC 50k		90.00	96.49	0.00%	14.00%	8 684.2
Extra Charges No Description No Description		0.00	Number of Items	Subtot Discou Vat	al (Exclusive) Int		8 684.21 0.00 1 215.79
No Description		0.00	90	Total			9 90 0.00

Once the SDN has been completely processed, the SDN document is moved to the SDN History screen.

9	TRAINING								•	• •
		Sort	Order Show Which lame locument DN Document Jaim Document mvoiced Date loate Modified	Select Layout 1 Layout 1 Layout 2 Layout 3 Layout 4 Layout 5 Layout 6	Legend Modified PO Partially Processed	G			Available Filters Clear Filter	
	Supplier Delivery Notes - N	Aultiselect [OFF]								
	Name	Document 5161515	SDN Document	Invoic	OrderNum	Total	Claim	Document	Modified By	<u> </u>
	ACE PLUMBING	81645216	SDN2 SDN4	28/10/20			40 751.35			
										~
	Record Count: 2									
	Select Visible Fields	Filter	<u>S</u> earc	1	View	Impo	et	Report	Multisel	ect

The SDN will only be completely processed, once all the Claim types are also processed.

From the IQ main menu \rightarrow Processing \rightarrow Claims.

🧟 IQ Enterpris	se: Demo Dal	ita - [TRAINI	ING]														008
Processing	Debtors	Creditors	Stock	Ledger	Utilities	Support	Point of Sale	Workshop	Projects	Windows	Help	Shortcuts					_ = ×
		C	Order By	Show Wh	hich	Select Layout										Filter	
			Account			O Layout 1										Clear Filter	
			- Headan	 Curre 	ent	Layout 2											
			O Name			Layout 3											
			0			Layout 4											
			O Document	O Histo	xy i	C Layout 5											
						C Layout 6											
Claims																	
Account			Name					Document			SDN Doo	ument	Invoice Date	Order No	Total	Claim Document	^
ABC001			ABC Whole Sa	lers				INV77			SDN2		25/11/2020	5.1		10,867.500 CLM1	

Select the appropriate Claim from the list of outstanding Claims and click on the Process button or double click on the claim.

RAINING										000
	View Claim Type	Account Details	Details		Date Details					Legend
	Al Quantity Claim Price Claim Auto RTS	Accuration [BCD01] Name and Address Details AGC Whole Salers	Suppler Invoice No III Document Order Document Claim Document	INV77 SDN2 5.1 CLM1	Document Date 25/11/2020 Received Date 25/11/2020 Return Date 25/11/2020	* * *				Quantity Claim Price Claim Auto RTS Processed
Claim Items - Multiselect [OFF]										
Code	D	escription	Order Qty		Invoice Qty	Delivered Qty		Claimed Qty/Amount	Claim Reason	^
CEM001	c	ement		100.0	90.00		80.00	10.0	0 Quantity Claim Reason 1	
CEM001	c	ement		100.0	00 90.00)	80.00	5.0	10 Price Claim Reason 2	

The user has the option to process all the claim types for the Claim document at once, or specific lines can be selected and processed separately.

The following transactions were done to process the claims:



AUTO RETURN TO SENDER

A Goods Returned was done for the 5 stock items at R110 each that were returned to the supplier, due to the break in packaging.

			Goods Returned		
IQ TR AINING 1st Floor, Moo 25 Quantum R Techno Park, 5 7600 ABC Whole sale 45 Orange Ros Somerset Wes 7150	onstone Building toad Sbellenbosch Supplier é ad		Goods Returned Telepho Fax E Mail Vat Reg Invoice ABC Wr 45 Orar Somers 7150	*** Copy of Origine 021 8800420 021 8800488 istration No 4511111111 Date 18/05/2016 Deliver To nole sale uge Road set West	nal ***
Account No ABC001	GRV Date 18/05/2016	Order Num ber 117	r Representative	GRV Number RTSH027	Page 1 of 1
Item Code BM001	Description Cement PVC 5	Jkg	Quantity 5.00	Unit Price Disc % 96.49 0.00%	Vat % Line Total 14.00% 482.46
Extra Charges No Description No Description No Description No Description		0.00 0.00 0.00 0.00	Number of Items	Subtotal (Exclusive) Discount Vat Total	482.46 0.00 67.54 550.00
		C	reated: 18/05/2016 12:04:	24	

QUANTITY CLAIM

Another Goods Returned was done for the 10 items that were invoiced at R110, but not delivered.

			Goods Returned			
IQ TR AINING 1st Floor, Moo 25 Quantum R Techno Park, 5 7600 ABC Whole sale 45 Orange Ros Somerset Wes 7150	instone Building load Stellenbosch Supplier e ad		Goods R eturned Telep Fax E Mai Vat R Invoi ABC 45 0 Som 7150	*** Cop hone egistration No ce Date Whole sale range Road erset West	y of Origin 021 8800420 021 8800488 45 11 11 11 11 18/05/2016 Deliver To	nal ***
Account No	GRV Date	Order Number	Representative	0	RVNumber	Pag
ABC 001	18/05/2016	117	1	R	TSH028	1 of
tem Code	Description		Quantity	Unit Price	Disc %	Vat% Line Tot
M001	Cement PVC 50	kg	10.00	96.49	0.00%	14.00% 964.9
Extra Charges No Description No Description No Description		0.00 0.00	Number of Items	Subtot Discou Vat	al (Exclusive) Int	964.91 0.00 135.09
			10	Taket		1 100 00



PRICE CLAIM

A Goods Returned was done for the 75 items received at the wrong price of R110 each.

			Goods R e	turned				
IQ TR AINING 1st Floor, Moo 25 Quantum R Techno Park, 5 7600 ABC Whole salk 45 Orange Ros Somerset Wes 21 50	onstone Building Goad Stellenbosch Supplier e ad st			*** Telephone Fax E Mail Vat Registra Invoice Dab ABC Whole 45 Orange Somerset V 21 50	** Copy ation No e sale Road West	y of Origin 021 8800 420 021 8800 488 45 11 11 11 11 18/05 / 2016 Deliver To	nal ***	
				- <u> </u>				
Account No	Account No GRV Date Order Num b		ber Representative		G	RVNumber		Page
ABC 001	18/05/2016	117	1		RT	SH029		1 of 1
Item Code	Description	Description		ity Un	nit Price	Disc %	Vat%	Line Total
Extra Charges			Number of	Items	Subtota	l (Exclusive)		7 236.84
No Description		0.00			Discour	t		0.00
No Description		0.00			Vat			1 013 16
No Description No Description		0.00 0.00	75		Total			8 250.00
L			Created: 18/05/20	16 12:55:37	L		iC	Retail



PRICE CLAIM

And a new Goods Receiving document for the 80 items received, at the correct price of R100 each.

			Goods Recei	ved Vouch	êr			
IQ TR AINING 1st Floor, Moo 25 Quantum R Techno Park, S 7600 ABC Whole sale 45 Orange Ros Somerset Wes 7150	soad Stellenbosch Supplier			Telepho Fax E Mail Vat Reg Invoice ABC WH 45 Oran Somers 7150	*** Cop ne istration No Date nole sale nge Road set West	Dy of Orig 021 8800 420 021 8800 488 45 11111111 18/05 / 2016 Deliver To	inal **	*
Account No	GRV Date	Ord er Num be	er Represe	ntative	G	RVNumber		Page
ABC 001	C001 18/05/2016 117		1		A	AB CINV1234*		
Item Code	Description		Quar	ntity	Unit Price	Disc %	Vat%	Line Total
BM001	Cement PVC 50	kg	8	80.00	88.00	0.00%	14.00%	7 040.00
Extra Charges No Description No Description		0.00	Number o	of Items	Subtota	al (Exclusive) nt		7 040.00 0.00
No Description No Description		0.00 0.00	80		Total			985.60 8 02 5.60
			Created: 18/05/	2016 12:58:	11		iC	Retail

Only after all the claim types have been processed, will the claim document be sucessfully processed and moved to the Claim History screen.

OUTSTANDING PURCHASE ORDER

Because only 90 out of the 100 items that were ordered, were invoiced, there are still 10 items available on the purchase order.



			Pur	chase Order					
IQ TRAINING 1st Floor, Moonstone Building 25 Quantum Road Techno Park, Stellenbosch 7600				Telepho Fax E Mail Vat Reg GRV Dat	Telephone021 8800420Fax021 8800488E MailVat Registration No4511111111GRV DateNot received yet				
Purchase Order From				Deliver To					
ABC Wholesa 45 Orange Ro Somerset We 7150	le vad st			ABC Wh 45 Orar Somers 7150	olesale nge Road et West				
Account No	Order Date	Order Number	Rep	resentative	0	rder Number		Page	
ABC001	12/05/2016		1		PURHO117		1 of 1		
Item Code	Description	Original	Qty	Outstanding	Unit Price	Disc %	VatAmnt	Line Total	
BM001	CementPVC 50k	g 100	0.00	10.00	87.72		122.81	877.19	

The user has a few options of what to do with the partially invoiced purchase order, either delete it, process a grv or import the outstanding purchase order again to SDN to process.

--- End of Document ---

