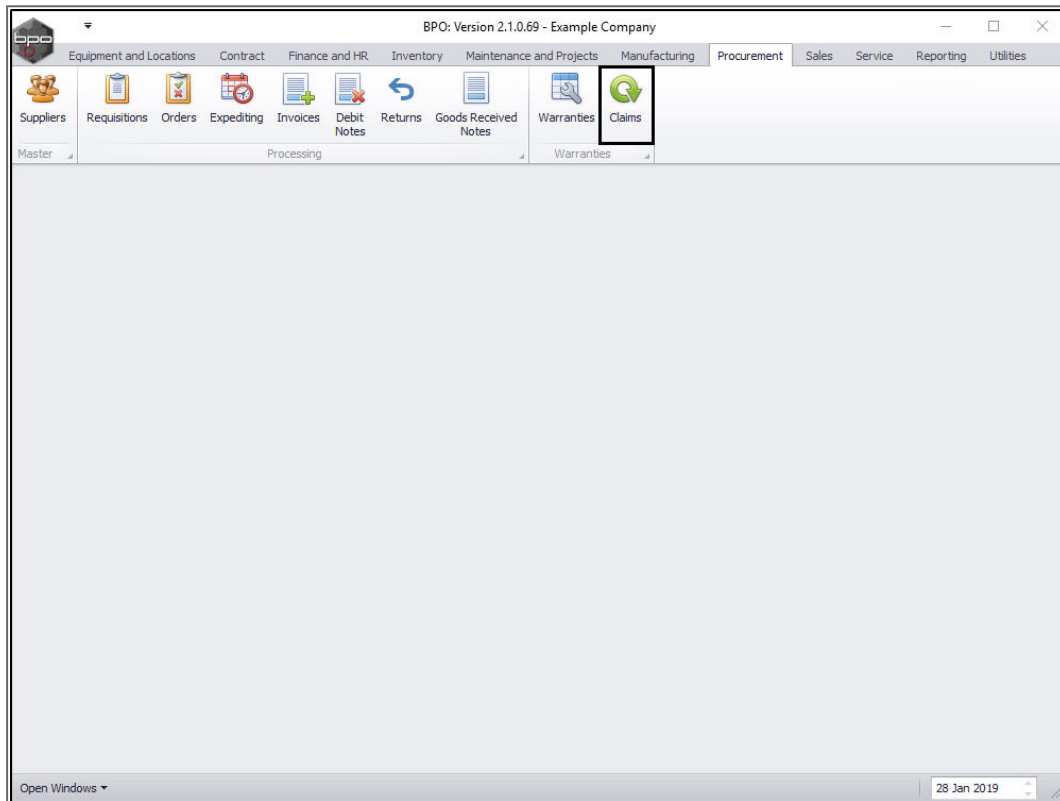


PROCUREMENT

ACCEPT / REJECT A WARRANTY CLAIM

Ribbon Access: *Procurement* > *Claims*



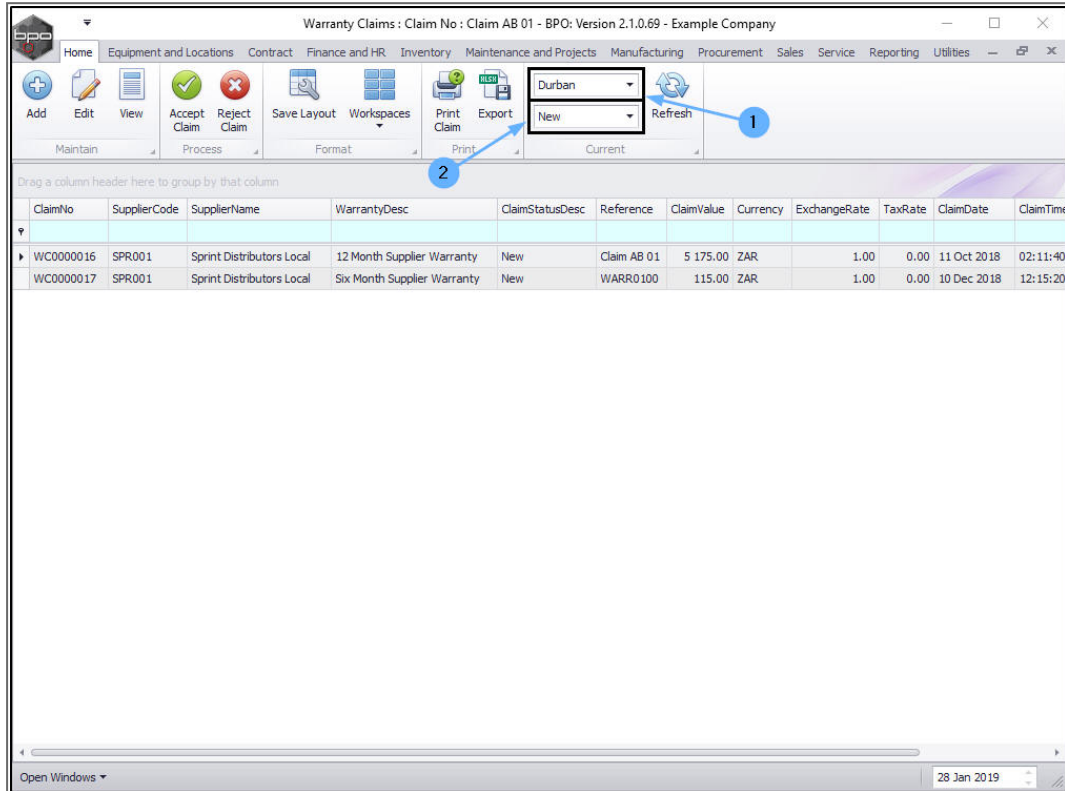
WARRANTY CLAIM LISTING

The **Warranty Claims: Claim No: []** screen will be displayed.

ACCEPT WARRANTY CLAIM

Select the Site and Status

1. Select the **site**.
 - In this image **Durban** has been selected.
2. Select the **status**.
 - This must be set to **New**.

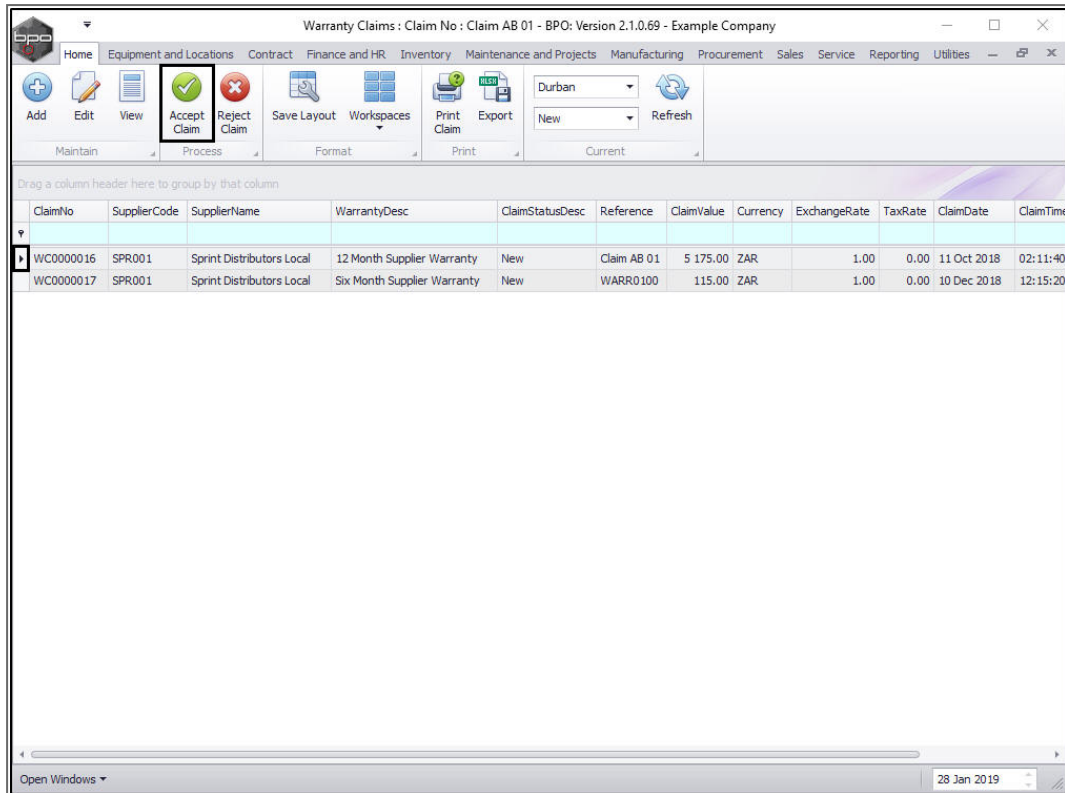


SELECT WARRANTY CLAIM

- Click on the **row selector** in front of the **Claim No** that you wish to **Accept**.

ACCEPT WARRANTY CLAIM

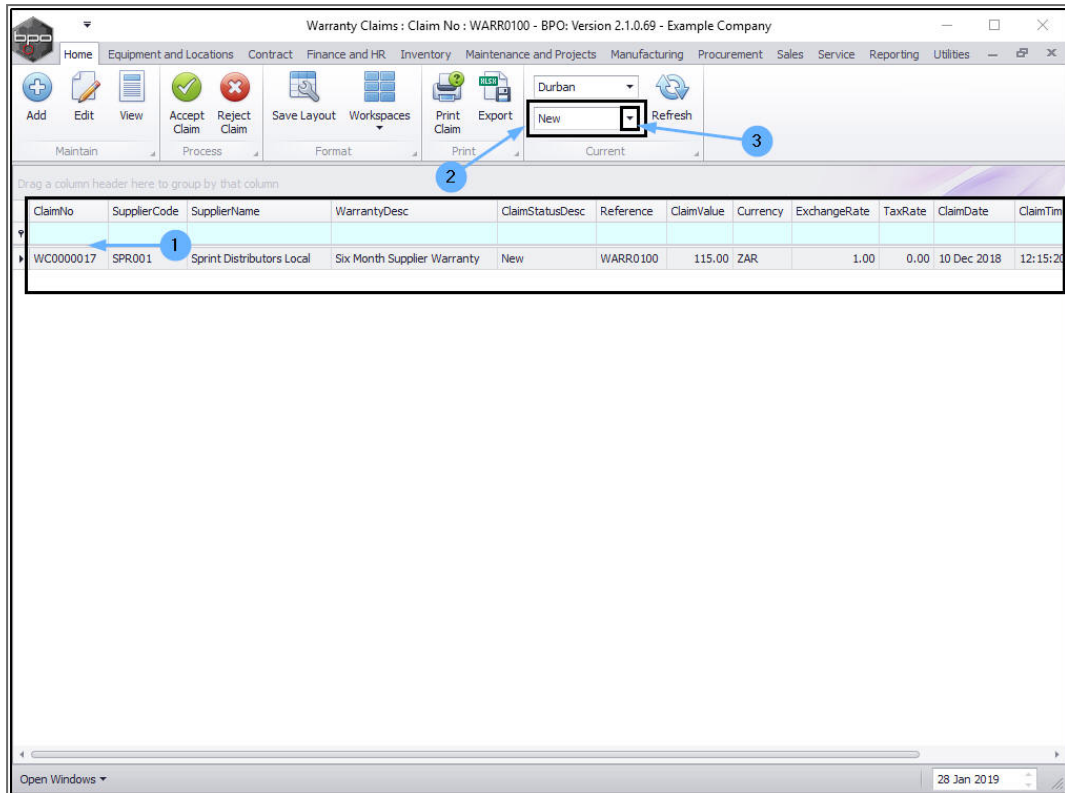
- Click on **Accept Claim**



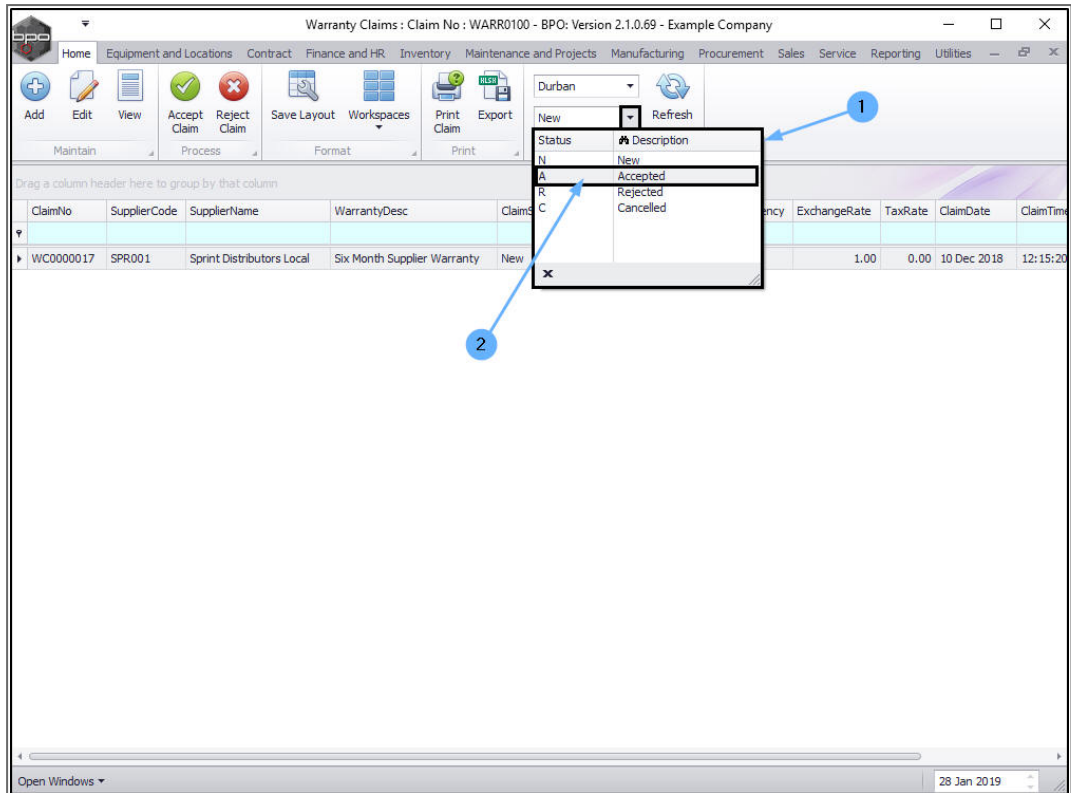
1. The selected claim will be **removed** from the Warranty Claims screen where
2. the status is set to **New**.

VIEW WARRANTY CLAIM IN ACCEPTED STATUS

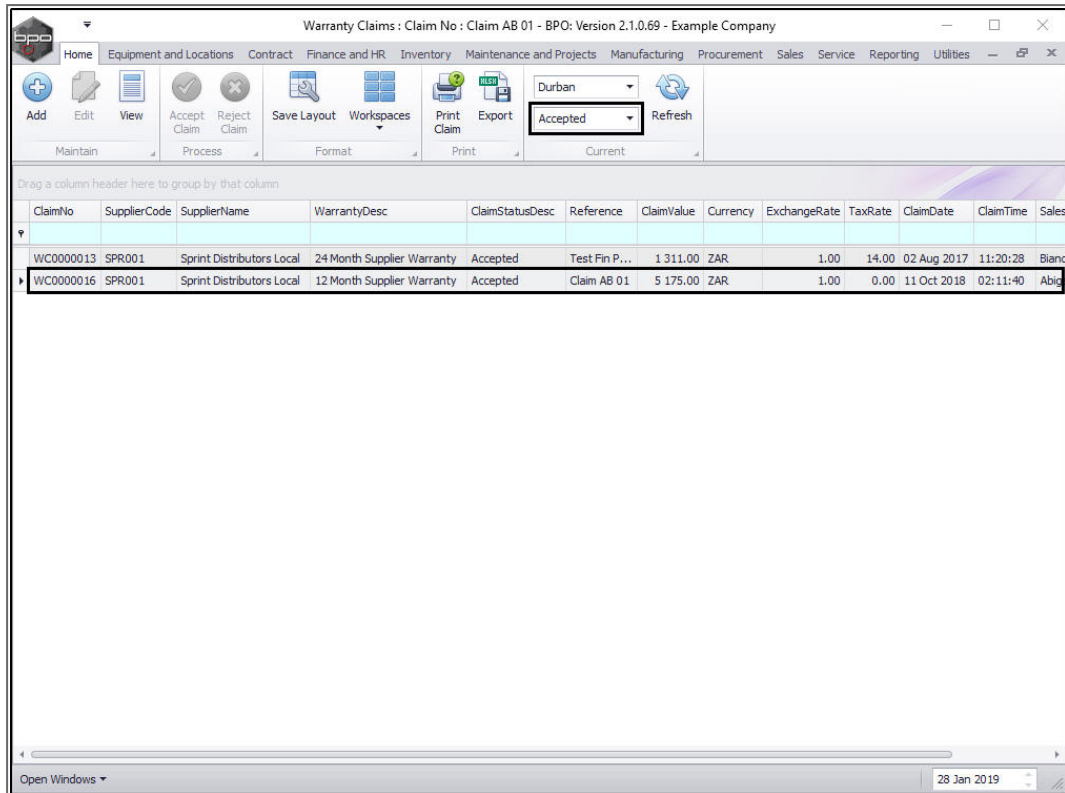
3. Click on the **drop-down arrow** in the **Status** field.



1. The Status drop-down *menu* will be displayed.
2. Click on **A-Accepted** in this list.



- The claim can now be found in the **Warranty Claims: Claim No: []** screen where the **status** is set to **Accepted**.



REJECT WARRANTY CLAIM

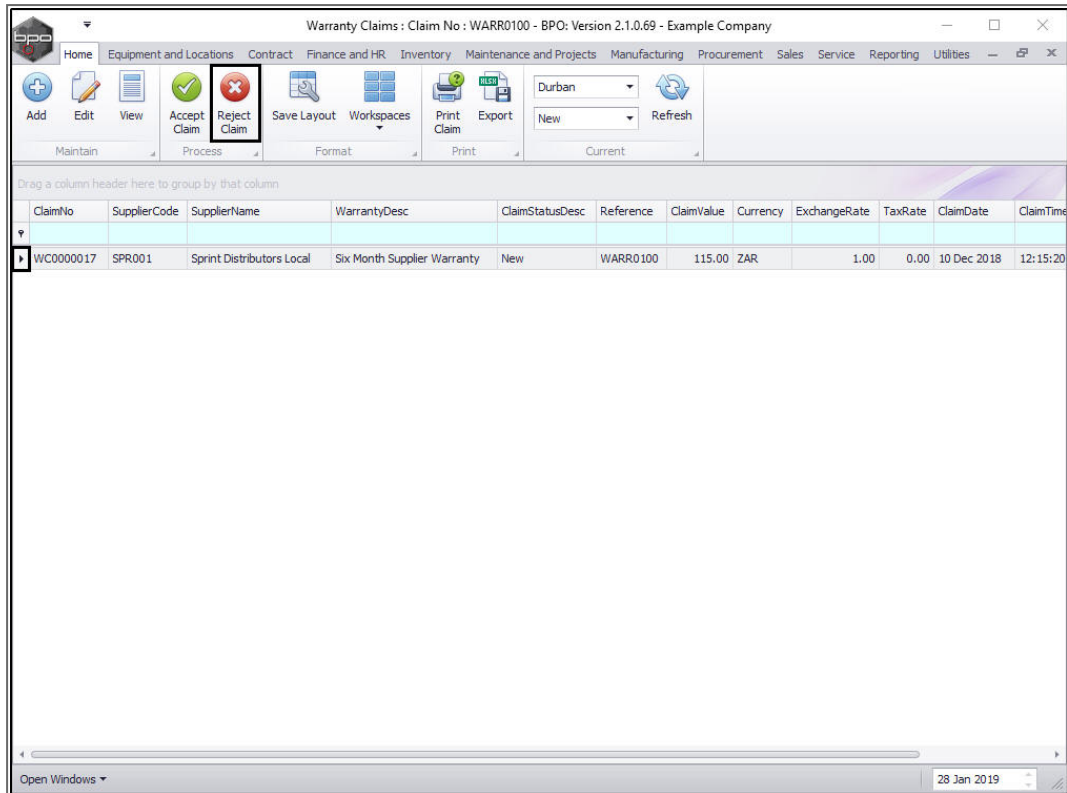
In the *Warranty Claims: Claim No: []* screen,

SELECT WARRANTY CLAIM

1. Click on the *row selector* in front of the *Claim No* that you wish to *reject*.

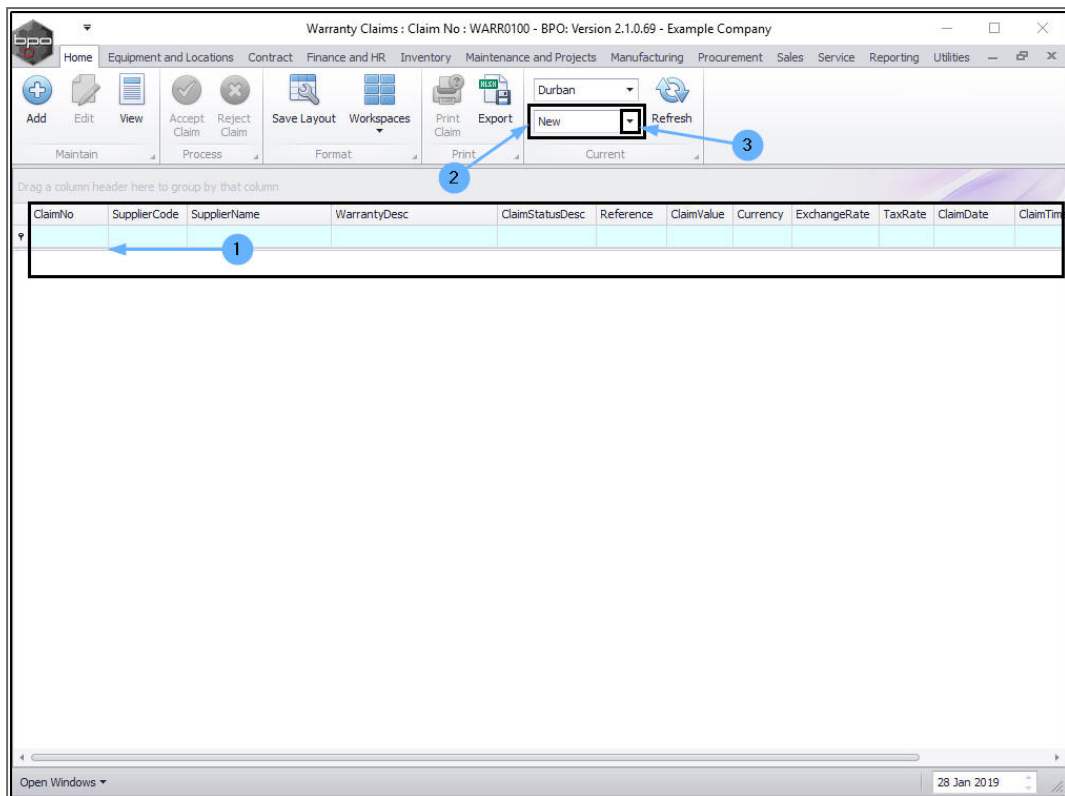
REJECT WARRANTY CLAIM

Click on *Reject Claim*.



VIEW WARRANTY CLAIM IN REJECTED STATUS

1. The selected claim will be **removed** from the **Warranty Claims** screen where
2. the status is set to **New**.
3. Click on the **drop-down arrow** in the **Status** field.



Warranty Claims : Claim No : WARR0100 - BPO: Version 2.1.0.69 - Example Company

Home Equipment and Locations Contract Finance and HR Inventory Maintenance and Projects Manufacturing Procurement Sales Service Reporting Utilities

Add Edit View Accept Claim Reject Claim Save Layout Workspaces Print Claim Export Refresh

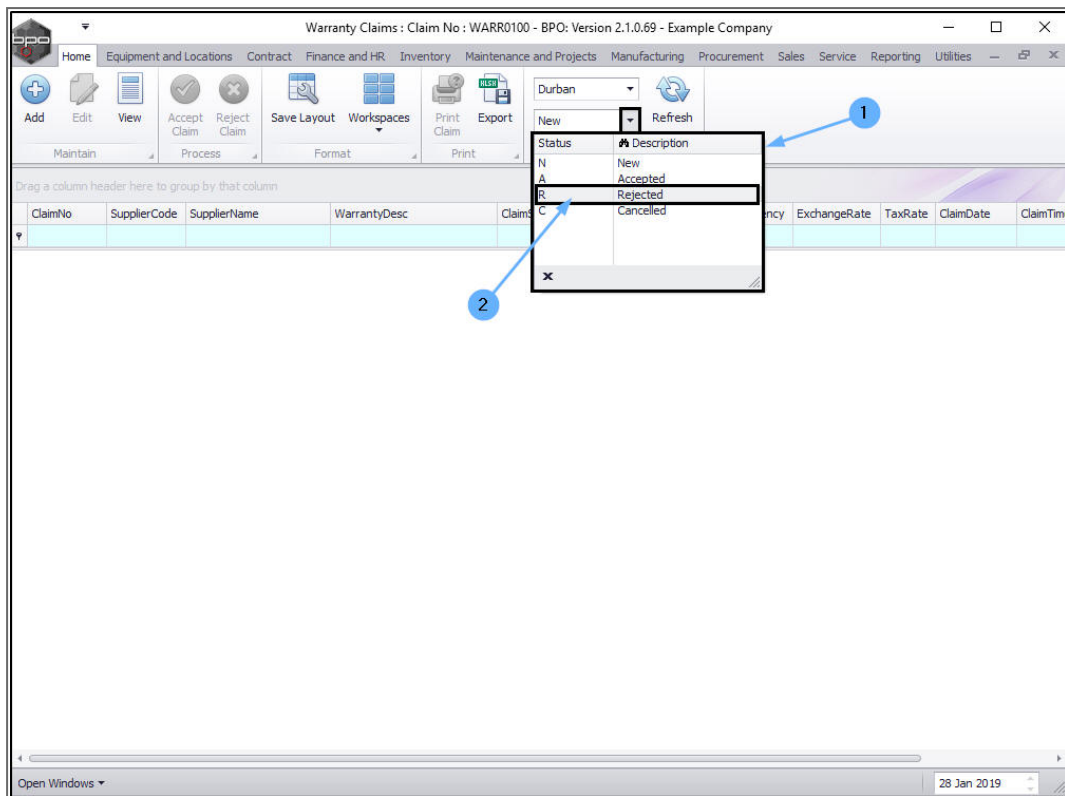
Maintain Process Format Print Current

Drag a column header here to group by that column

ClaimNo	SupplierCode	SupplierName	WarrantyDesc	ClaimStatusDesc	Reference	ClaimValue	Currency	ExchangeRate	TaxRate	ClaimDate	ClaimTime

Open Windows 28 Jan 2019

1. The Status drop-down *menu* will be displayed.
2. Click on ***R-Rejected*** in this list.



- The claim can now be found in the **Warranty Claims: Claim No: []** screen where the **status** is set to **Rejected**.

Warranty Claims : Claim No : test - BPO: Version 2.1.0.69 - Example Company

Home Equipment and Locations Contract Finance and HR Inventory Maintenance and Projects Manufacturing Procurement Sales Service Reporting Utilities

Add Edit View Accept Claim Reject Claim Save Layout Workspaces Print Claim Export Durban Rejected Refresh

Maintain Process Format Print Current

Drag a column header here to group by that column

ClaimNo	SupplierCode	SupplierName	WarrantyDesc	ClaimStatusDesc	Reference	ClaimValue	Currency	ExchangeRate	TaxRate	ClaimDate	ClaimTime
WC0000014	SPR001	Sprint Distributors Local	24 Month Supplier Warranty	Rejected	test	412.41	ZAR	1.00	14.00	02 Aug 2017	11:32:27
WC0000015	SPR001	Sprint Distributors Local	24 Month Supplier Warranty	Rejected	test	609.33	ZAR	1.00	14.00	07 Aug 2017	11:13:40
WC0000017	SPR001	Sprint Distributors Local	Six Month Supplier Warranty	Rejected	WARR0100	115.00	ZAR	1.00	0.00	10 Dec 2018	12:15:28

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