

# Claims and Credits Training Document (for Foodstuffs North Island suppliers)

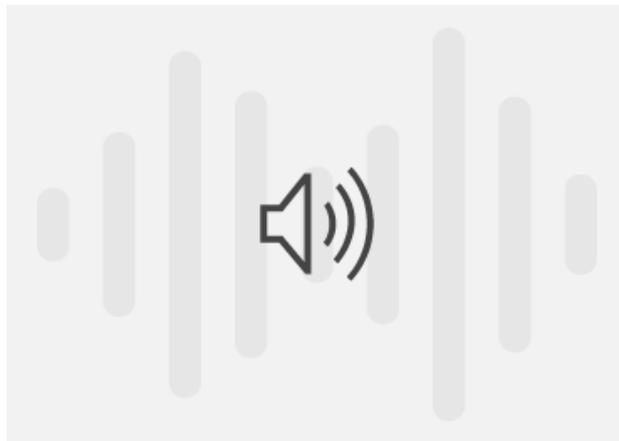


## How to use this training document

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*This document is created as a guide both to first time users and for users to be able to reference in the future.*

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<https://sway.office.com/IBOa6YAsh7ybXaBF#content=jmRhov0vygPkew>

*1 - Use the play button for more information*

You can begin from the top and go to each topic to use as a coherent training manual or skip through to a specific topic.

If at any point you want to skip through the Training document, click the small black and white list icon on the bottom right of the screen.





This Training Document will cover:

1. **Intro**
2. **Overview**
3. **What is a Credit Note/Claim?**
4. **Claims and Credits Dashboard**
5. **Locating the tool in the eXchange**
6. **B2B Suppliers**
7. **Web-based suppliers**
8. **Using the Search function**
9. **Accepting/Rejecting claims**
10. **FAQ's**
11. **Contacts**

## What is a Claim?

**\*\*This feature is used only for/by FSNi stores\*\***

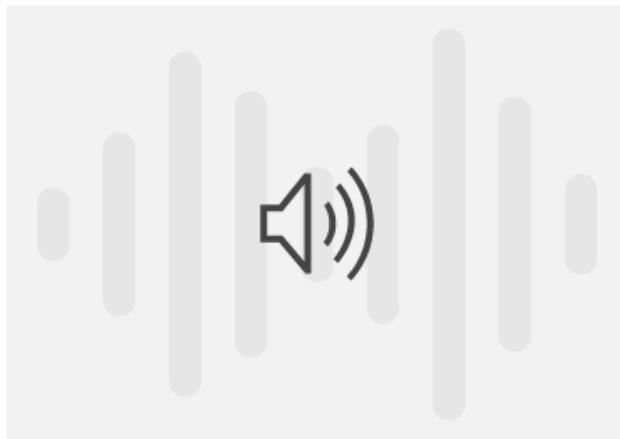
A **Claim** is used by stores (PNS/4SQ/NW) as a request for a credit from the supplier.

A Claim will be generated for one of the following reasons:

- **Quantity Discrepancy:**
  - The quantity of goods received differs from the amount ordered on the PO.
- **Price Discrepancy:**
  - The list price on the PO for the product differs from the list price invoiced for the product.
- **Sundry Credit Note Request**
  - For example: dated or damaged products that are not physically returned (using **Fiori** app for claims **NOT** covered by MDA)

CNR's raised by stores will appear under **Claims**.

You can view a **Credit Note** you have submitted to the eXchange, under **Credit Notes**.



<https://sway.office.com/IBOa6YAsh7ybXaBF#content=74glMVEksTnrup>

## Navigating the Claims and Credits Dashboard

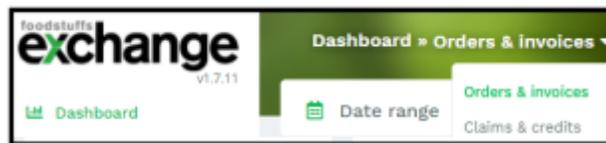


### Locating the Dashboard

Select **Dashboard** from the left hand menu, then click **Orders & invoices** ↓ to find **Claims & Credits**

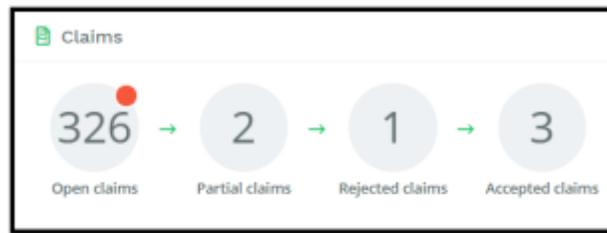
The landing page will show you **all claims** that are open and require action.

*The dashboard is just for display and is not interactive.*



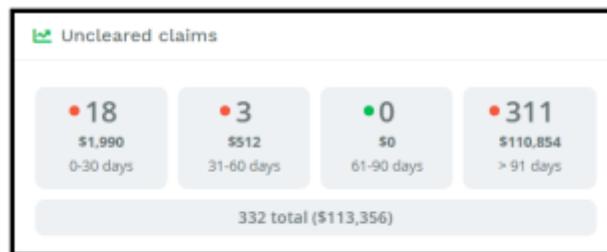
You can update the **date range** (searches by claim **issue** date) if you would like to look at a specific period.

## Claims Display



## Claims

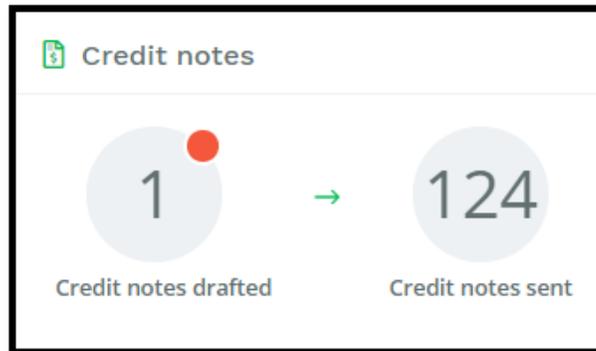
- In the Dashboard you'll see the following bubbles:
  - **Open claims** - Outstanding claims to be actioned
  - **Partial claims** - Claims that have been partially accepted/reject
  - **Rejected claims** - Claims that have been rejected in full
  - **Accepted claims** - Claims that have been accepted in full



## Uncleared Claims

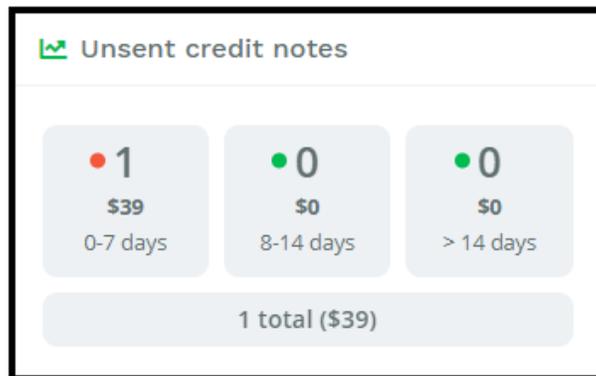
- This section shows the aging of uncleared claims; below are a few reasons your claim can show as open:
  - Stores have not yet received a credit note
  - There is a possibility that the store has received your credit note, but it has not yet been matched in SAP
  - If you rejected a claim in part/fully, the stores still need to take the appropriate action and close the claim
- Common reasons for uncleared claims
  - The credit does not reference the underlying claim
  - The claim number is not quoted on the credit note
  - If it has been partly paid and the store disputes the rejection

## Credit Notes Display



## Credit Notes

- **Credit Notes Drafted (Web Suppliers Only - not B2B)** - for users who create their **Credit Notes** in the eXchange, you'll see the number of draft Credit Notes which have not yet been processed.
  - **Web Suppliers** - you can now create a **Credit Note** from an existing **Claim** [akin to creating an invoice off of a PO]
- **Credit Notes Sent** - all the **Credit Notes** sent to Foodstuffs

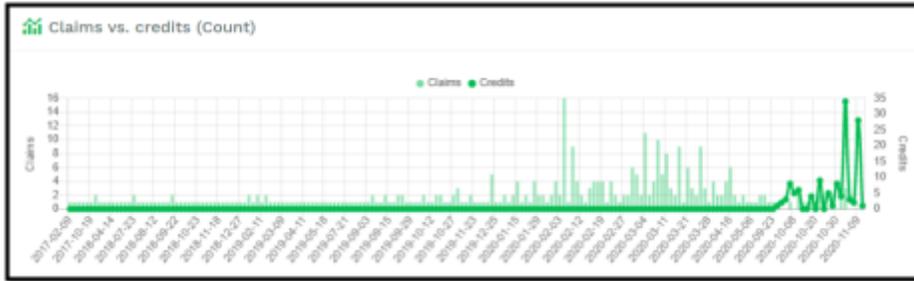


## Unsent credit notes

- This section gives a count of all unsent credit notes broken down by age

## Graphs

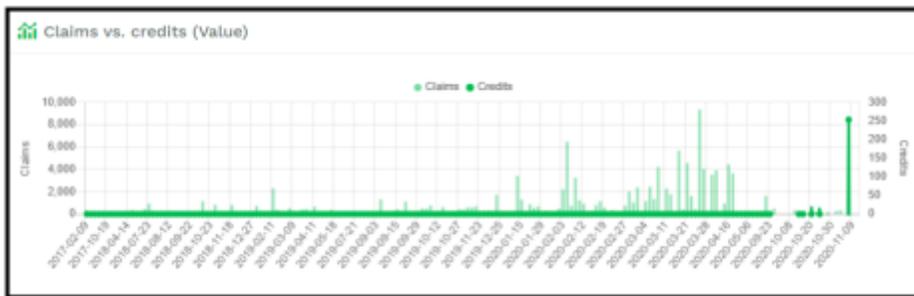
### Claims vs Credit (counts)



This graph shows the number of claims (light green) over the number of sent credit notes (dark green)

- Both cleared and uncleared claims are included

### Claims vs Credit (value)



This graph shows the dollar value of claims over the dollar value of sent credit notes

- Both cleared and uncleared claims are included

### Price vs Quantity Claims (counts)

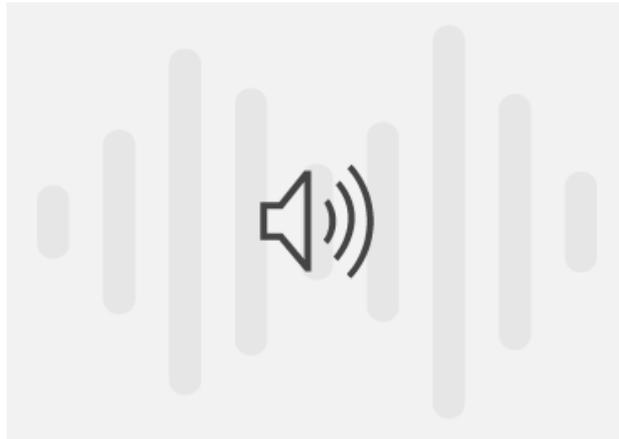


This graph shows the number of quantity claims over the number of price claims

- Both cleared and uncleared claims are included
- Any claims that are raised due to a quantity discrepancy are **Quantity** claims
- Any claims that are raised due to a pricing discrepancy are **Price** claims

Locating the new feature in the eXchange

Claims and credits is now it's own menu item



<https://sway.office.com/IB0a6YAsh7ybXaBF#content=7GZMaylI5qKW72>



## Claims & credits



Dashboard



Purchase orders



Invoices



Claims & credits



Products



Document tracking



Company admin



# Claims & credits

## Claims & credits

### Credits from Foodstuffs

Search claims and credits

Filter by			
Search for	Claims	Banner	
Claim no.		Supplier	
From date		Region	Foodstuffs (North Island) Ltd - 123
To date		Supplier status	All
Claim reason	All	Foodstuffs status	All
		Store	

[Search](#) [Reset](#) [Export Results](#)

Can't see **Claims and Credits** OR **Invoices**?

 Invoices

 Claims & credits

There are two possible reasons you might be unable to see these two options:

- *Your company* is not enabled for **Web Invoicing**:
  - If you would like to get your company enabled, contact [FSAccounts.Payable@foodstuffs.co.nz](mailto:FSAccounts.Payable@foodstuffs.co.nz)<sup>1</sup> to learn how to get set up.
    - Review this document<sup>2</sup> for more information on requirements to get setup.
- *Your user profile* is not enabled to see invoices:
  - Any user **with Admin rights** can update your profile (see below)

Can't make changes in **Claims and Credits**?

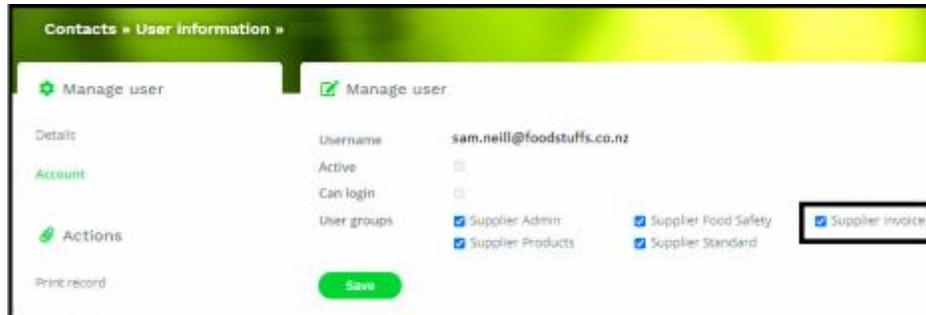
**Admin users** need to go to **Contacts**, search for the respective employee, select **Account**, tick "Supplier Invoice" and hit **Save**.

<sup>1</sup><mailto:FSAccounts.Payable@foodstuffs.co.nz>

<sup>2</sup><https://www.foodstuffs-exchange.co.nz/assets/documents/FSNI-docs/Document-Guidelines-for-CT-Suppliers.pdf?vid=3>

\*please note: this feature will only work for exchange accounts that are setup to invoice through the exchange\*

\*\*only one person per company will be able to access a claim/credit at a time\*\*



## B2B Suppliers

If you are a **B2B supplier**, you will action the credit notes in your system. You are also able to still log into the exchange and *view* all items in the claims and credits area.

If you send a credit note for a total amount for the claim, the status of the claim will be automatically updated to **Accepted**.

If you need to **Reject** a line or the claim in full, you'll need to log onto the exchange and do this manually - as you'll still need to provide a reason as to why you are rejecting.

## Web-based Suppliers (Non-B2B Suppliers)

If you have not been setup as a B2B supplier, then you are a **Web based supplier**.

If you wish to get setup as a B2B supplier, click here<sup>3</sup>.

Suppliers who email their documents direct to FSNI can still view the claims that stores generate, but depending on settings may not be able to actively Accept and Decline items.

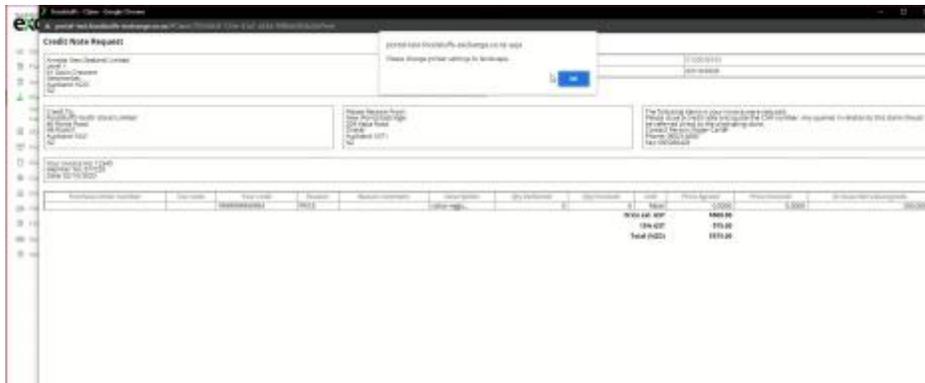
You will be able to print these claims.

**Credit notes that are produced and emailed to FSNI won't show the credit note number against these claims in the exchange.**

See video below for an example on how to search and print out your claim.

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<sup>3</sup><https://forms.office.com/Pages/ResponsePage.aspx?id=omxf1-JFfUG3dwdDPwVvx6OXnZEKOKVFNUprktc3LxdpUQTdDOFFLN0hXMkZaRzBRNEc2QlJDNFNQWS4u&wdLOR=c40306243-0D36-4E29-B098-D182FAB69013>



<https://sway.office.com/IBOa6YAsh7ybXaBF#content=Ne5UqtSMFSw6fw>

## Using the Search feature



- You can begin your search by selecting either **Claims** or **Credit Notes**,
- You can search by leaving all fields blank and clicking the **Search** button.
- You can also narrow your search by clicking between different claim reasons: **All**, **Price**, **Quantity**, **Price & Quantity** or **Return**
- You can also print to pdf by clicking into the claim and selecting the **Print** button

Claims and credits

Search claims and credits

Filter by

Search for:

From date:

To date:

From month:

Search

Reset

Export results

Generate a credit note

Showing 4 claims

Claim number	Supplier	Item	Claim amount	Supplier status	Applicable date	Issue date	Credit status
5108252659	Arrows New Zealand Ltd	Castrol Motor Oil	11.00	Accepted	09/04	10 Oct 2016	
48800048	Arrows New Zealand Ltd	Super Top In Case	12.00	Accepted	09/04	11 Oct 2016	
48800049	Arrows New Zealand Ltd	Super Top In Case	100.00	Accepted	09/04	11 Oct 2016	
74200000	Arrows New Zealand Ltd	Brands Hatch Superbike	6.21	Accepted	09/04	11 Oct 2016	

<https://sway.office.com/IBOa6YAsh7ybXaBF#content=y69adMJEa9ka1K>

Claims » 5108252659

Wellington Gilmours (305501)

Claim no. 5108252659

Issue date 13 Jul 2017

Purchasing Department

Invoice number 100368

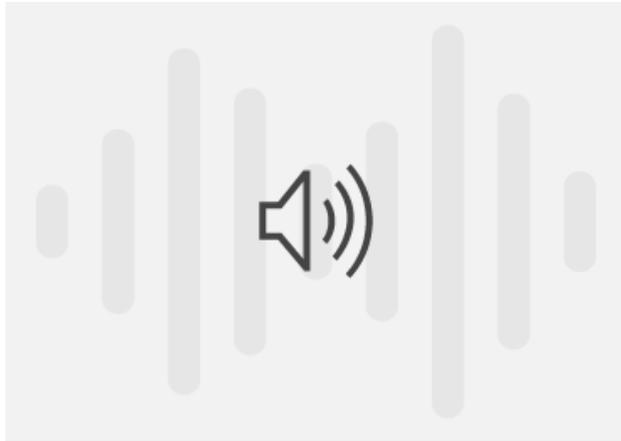
Currency NZD

Print

## Accepting/Rejecting Claims

You have the ability to click **Accept all**, **Reject all**, or **decide line by line**.

The **status** of the Claim will remain **Open** until changes are made.

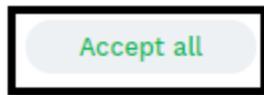


<https://sway.office.com/IBOa6YAsh7ybXaBF#content=J8bKVp703Ht8jY>

### Accepting all

Should you **Accept all**, then that's all you have to do.

The **status** will be updated to **Accepted** and it will be cleared from your worklist.



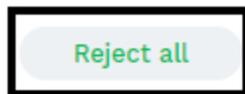
### Rejecting all or specific lines

Should you **Reject all**, then that will reject all lines and will trigger an email notification **to the store**.

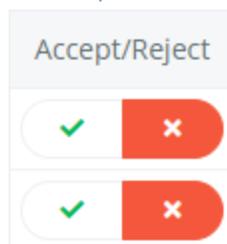
The **status** of the Claim will then be updated to **Rejected**.

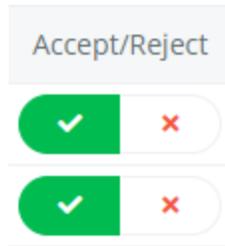
You can also **Accept/Reject** at the end of each line.

- If you **Reject** at least one line, the **status** of the Claim will be updated to **Partial**.
  - You will be prompted to enter a reason for your rejection (per line), then an email will go out to the relevant store user who raised the original claim.



### Selecting Accept vs Selecting Reject - line by line





## FAQ's



Below are the most common questions we are asked and their respective answers:

- You can find more information about how to use the eXchange here.<sup>4</sup>
- Only one person per company will be able to access a claim/credit at one time.
- The DDN process will remain the same
- Processing Pricing and/or Quantity claims will still be processed as you have done, just through the eXchange now. Once the credit note is received in the exchange, the exchange will automatically update the status of the claim depending on whether it has been paid in full or partially.

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<sup>4</sup><https://suppliers.foodstuffs.co.nz/>

- If you have already sent credit notes for claims, once the stores have received those credit notes and matched them against the relevant claims, these claims will show as “cleared” and drop off from the exchange.

## Contacts

- If you feel there has been a mistake with a PO/CNR/Invoice:
  - **Contact the relevant store directly**
- Should you experience issues with viewing Claims and Credits, please contact:
  - **FSAccounts.Receivable@foodstuffs.co.nz**<sup>5</sup>
- For additional assistance using the eXchange or navigating other features, please contact us at:
  - **supplierhelp@foodstuffs.co.nz**<sup>6</sup>

**foodstuffs** NORTH  
ISLAND

**FOODSTUFFS**  
South Island 

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<sup>5</sup><mailto:FSAccounts.Receivable@foodstuffs.co.nz>

<sup>6</sup><mailto:supplierhelp@foodstuffs.co.nz>