

# How To – Claims and Returns

## Key Pages

1. Overview
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4. Create a Claim
8. Print Claim Documents
9. Processing a Claim (Job Costing)
10. Process a Credit Note
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## Objective

The Claims module in RFMS works essentially like Order Entry. The difference is that certain fields and general ledger postings have been modified to accommodate the tracking of supplier credits when there is a problem with a job.

The following article explains the best practice for claims, and represents the combined experience of the RFMS team. While many clients have different local needs on how claims are processed, we have found the following recommendations to be best practices.

Claims may arise for several reasons. This document focuses primarily on claims for materials.

## Document Assumptions

This document assumes both ERRM and Sales Tax Accounting have been turned on in the database. Non ERRM and Sales Tax Accounting databases may notice some variations in the screen shots shown in this document to that showing on your screen.

## GL Postings

Here is a summary of the GL postings triggered by the varying activities of processing a claim.

Billing a Claim *	
Debit	Credit
Supplier Claims Due Posts GST Incl.	A/R Unbilled Posts GST Incl.

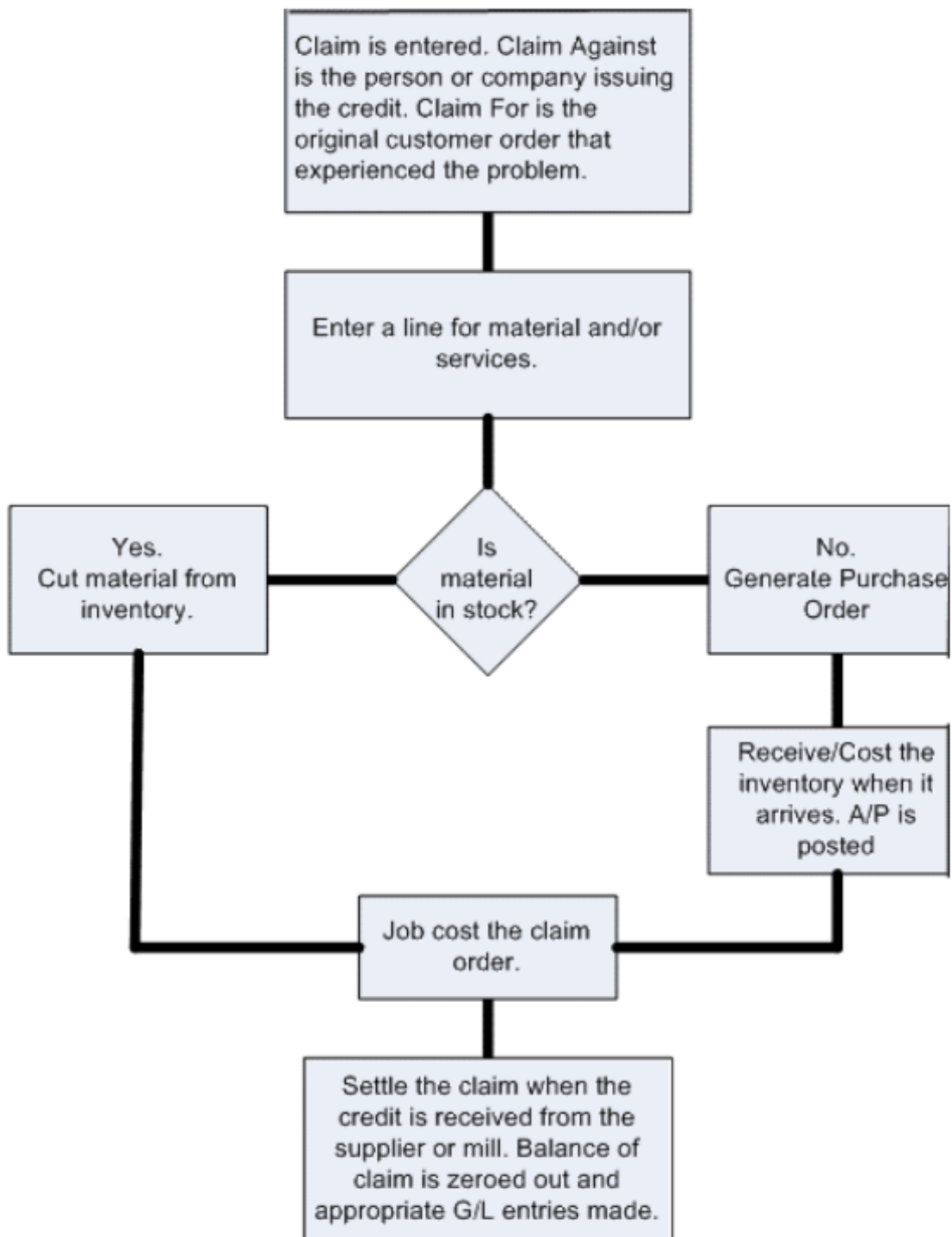
Booking / Jobcosting Claim	
Debit	Credit
A/R Unbilled Posts GST Incl.	Claims In Progress (COS) Posts GST Incl.
Claims In Progress (COS) GST Portion	GST Collected from Sales GST Portion
Cost of Claims Cost of Materials)	Stock on Hand (Cost of Inventory)

Applying a Payment on a Claim Order Entry	
Debit	Credit
Claims In Progress (COS) Posts GST Incl.	Supplier Claims Due (CA) Posts GST Incl.

Supplier Credit Note in AP	
Debit	Credit
Claims In Progress (COS) Posts GST Incl.	Supplier Claims Due (CA) Posts GST Incl.
Accounts Payable (CL) C/Note GST Incl. Value	Cost of Claims (COS) GST

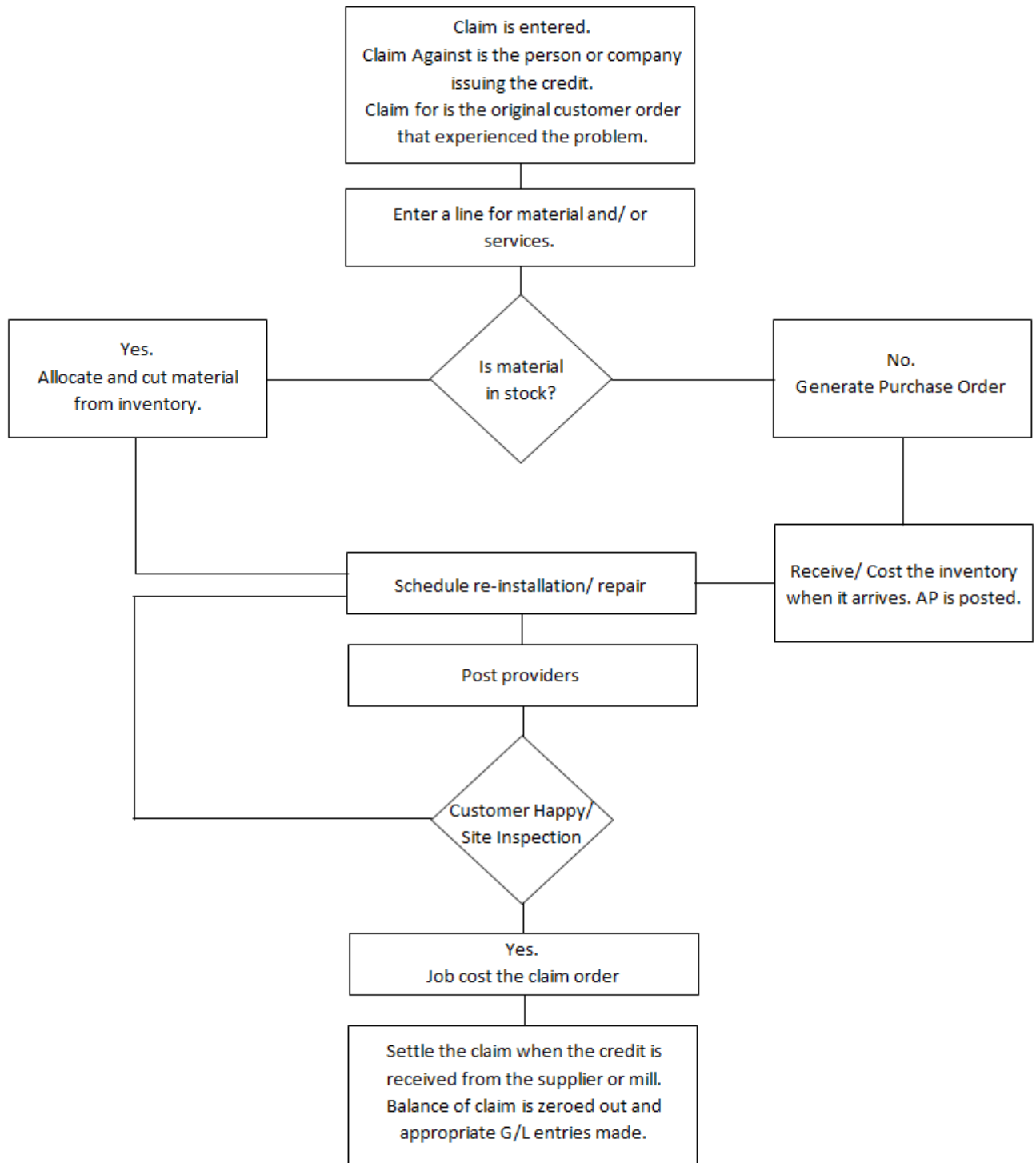
# How To – Claims and Returns

## The Basic Workflow – Materials Only



# How To – Claims and Returns

## The Basic Workflow – Including Install



# How To – Claims and Returns

## Preparing to Create a Claim

The claim creation process starts with determining the status of the material in question. Has it been installed? Is it still in the warehouse? Will the materials be returned to the supplier or disposed? Answering these questions will help determine what detail is required to raise a claim.

### Various Claim examples

1. Material has not been sold and is currently in the warehouse: Create a Claim and allocate the materials.
2. Material has been reserved for a customer but is still in the warehouse: Unassign the material on the order so the materials become available to pull through to the claim.
3. Material has been installed: Whether the order is still to be job costed or has been job costed. Complete the processing of the job as normal and raise a claim for the replacement product and install.

In any of the scenarios above, are the faulty/damaged materials being shipped back to the supplier? If so, create a line on the order for goods return (likely a service line). This is for information only as likely the freight will be freight forward payable by the supplier. In the event it is not freight forward include a freight line on the order as a charge back to the supplier.

NB: In the instance where the product has been installed, and the product is to be returned to the supplier, insert a negative inventory line for the faulty product to return it to inventory. Then it can be allocated to the claim.

## Add a Claim

*For the purpose of this document, this customer order is to the claim source. The carpet has been reserved for the job, but it has been found faulty by the warehouse team.*

*As this product will not be dispatched for install, the first thing to do is to change the order line status back to none. This will make the carpet available in inventory, to be assigned to the claim to be created.*

Line #	Style	Product Code	Roll/Item Number	Color/Description	Status	Group	Requested Install Store
01	#ST00725001	CAVALCADE	POPPYSEED	3.66	25.00	25.00 LM	99.00
81		LAVING - KICK ON CARPET			25.00 LM	42.50	1,962.50 None
81		PULL UP - CARPET AND UND			25.00 LM	12.50	312.50 None
86		TRIM INSTALLATION			2.00 EA	16.00	32.00 None

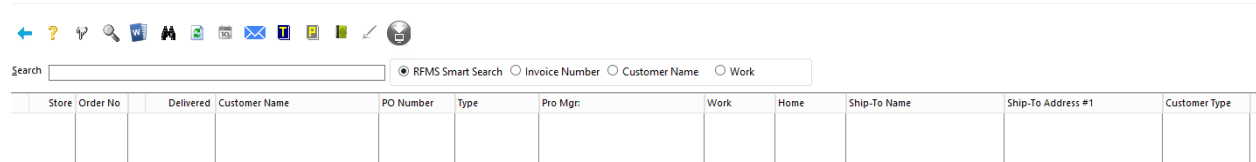
Go to > Order Entry > File > Claims, to be returned with the following screen.

To create a new Claim, click on the Green + icon at the top of the screen.

Store	Claim #	Claim Against	Claim For	Claim Date	Processed	Purchase Order	Total	Balance Due	Claim Invoice	Telephone #1	Est. Del. Date

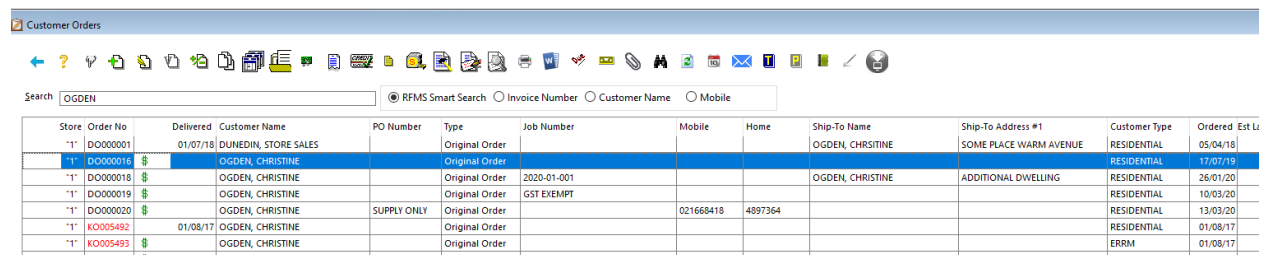
# How To – Claims and Returns

RFMS will prompt you to link the claim to an existing order in Order Entry. Use the search field to find the appropriate order.

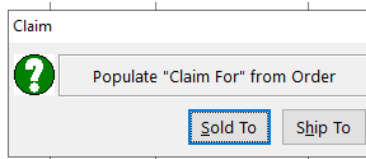


For this example, I have searched on the Name "Ogden" and RFMS returned all orders where Ogden appears.

Highlight the line and either click on or double click on the line to bring forward to Claim as shown in following screen shot.



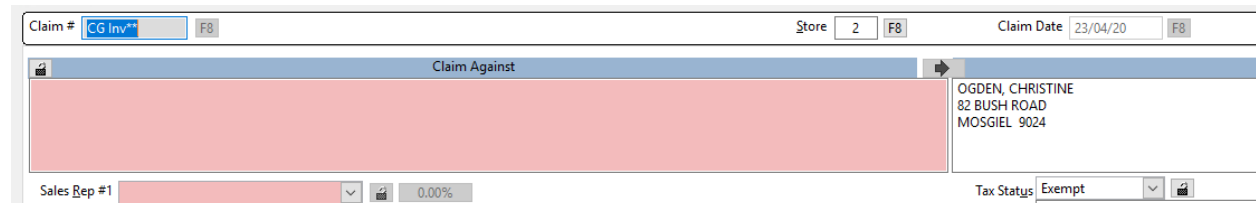
NB: RFMS may ask you to 'Populate "Claim For" from Order, giving the options 'Sold To' and 'Ship To.'



If you are going to use the claim to also claim back and manage re-installation, select 'Ship To.' Otherwise, select 'Sold To.' This can be changed if the wrong option is selected – Double click in the 'Claim For' box, and re-select the address.

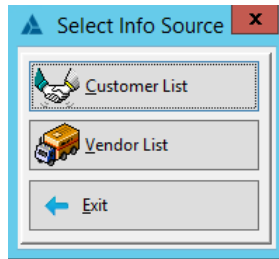
In this example, we are selecting 'Sold To' as the product has not been installed, and we are not claiming back-reinstall costs.

Next, choose who is responsible for paying the monies due on this Claim – Double click in the 'Claim Against' box:



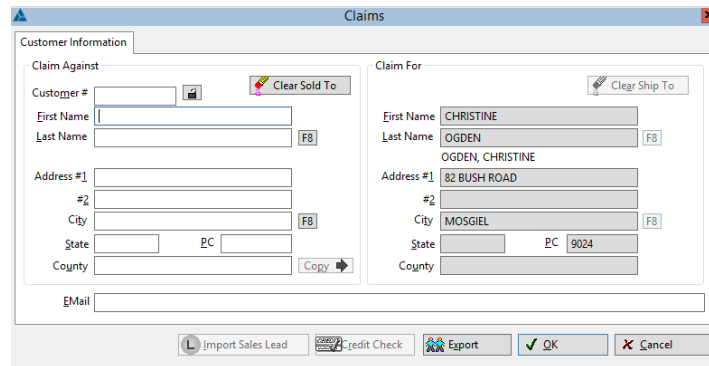
## How To – Claims and Returns

Select who you will claim against:

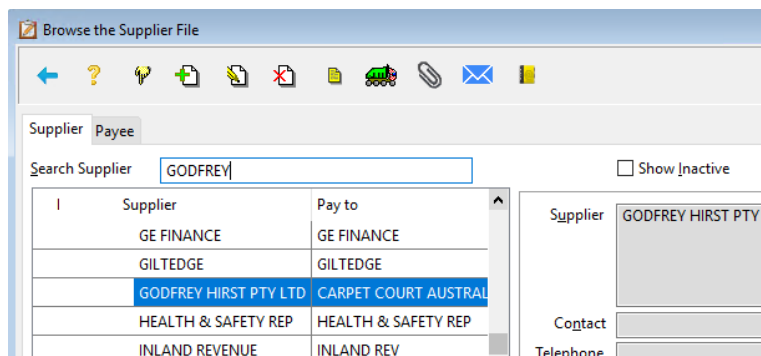


- Use 'Customer List' when you are raising a claim against a customer.
- Use 'Vendor List' when you are raising a claim against a supplier or installer.

*NB: If you are presented with this window, use the F8 button next to 'Last Name' to select claim source:*



Search for, and highlight the Supplier/Customer you want to use, then either double click on the line or use the Selection Finger to bring the Supplier details through to the Claim



Supplier	Pay to
GE FINANCE	GE FINANCE
GILTEDGE	GILTEDGE
<b>GODFREY HIRST PTY LTD</b>	<b>CARPET COURT AUSTRAL</b>
HEALTH & SAFETY REP	HEALTH & SAFETY REP
INLAND REVENUE	INLAND REV

*In this example, we are claiming against the supplier; we have selected 'Vendor List,' and have searched for & double clicked on 'Godfrey Hirst.'*

# How To – Claims and Returns

Enter the Sales Rep, and change the Tax Status to Taxable so it appears in the GST section of the GST Report.

Next add material & service lines to claim. Insert lines as you would for a customer order; go to roll and/ or item inventory to specifically choose the product being claimed for.

*NB: Likely the materials will be at cost. For installation services charge the supplier the true cost to reinstall.*

*In this example, only the faulty carpet is added as it has not been installed. NB: the roll is allocated from inventory.*

Once the claim is created in RFMS, make sure to contact the supplier and complete any Supplier documentation required (e.g. a supplier claim notification, return authorization and the like). It is good business practice to attach these forms to the RFMS claim, and to add notes as appropriate.

Once the Claim is approved, use the PO Number field to detail any Supplier Claim Authorisation number, and email the Claim to the Supplier if necessary.

**CLAIM**

<b>Claim Against</b>	<b>Claim For</b>
GODFREY HIRST AUSTRALIA PTY LTD 3/81 GUTHRIE STREET OSBORNE PARK, WA 6017	CHRISTINE OGDEN TEST CUSTOMER DUNEDIN
<b>Claim Date</b>	<b>Mobile</b>
13/03/20	03 5225 0222
<b>PO Number</b>	<b>Claim Number</b>
	CL000001

Custom Claim Message that could detail the issue. This claim could be sent to the appropriate person along with any other paperwork and photos

When you get the return authority from the supplier and are preparing the materials for pick up, print the picking ticket with instructions to the warehouse team.

# How To – Claims and Returns

Page 1  
13/03/20  
11:47AM

**Picking Ticket**  
DUNEDIN STORE

**Invoice:**  
CL000001

<b>Sold To</b> GODFREY HIRST AUSTRALIA PTY LTD 3/81 GUTHRIE STREET OSBORNE PARK, WA 6017	<b>Ship To</b> OGDEN, CHRISTINE TEST CUSTOMER DUNEDIN
---	--

**Pick Date:**  
13/03/20

Customer Purchase Order: Mobile : 03 5225 0222  
Sales Representative: CHRISTINE OGDEN  
Paid in Full: No

Prod Code	Roll/Item No.	Width	Beginning Amount	Amount Required	Ending Amount	Units	Status	Location	Store	Sign
01	*Line # 0001 #ST007250001	CAVALCADE/POPPYSEED 3.66	4,800.00	25.00	4,775.00		CUT		*0*	

PO# #ST00725 - Line 0001

Total Shipping Weight: 0.0

Picking Ticket Instructions

prepare return of roll to GH. Return Authority Number is RA5629. GH will pick up the roll today.

Once the product is ready for dispatch print the Delivery Ticket and include with the materials. You will want to add notes to the Delivery Ticket so the Supplier Warehouse knows required information to process the return (particularly the return authority number).

Page 1  
13/03/20  
11:50AM

**Delivery Ticket**  
DUNEDIN STORE

For: 13/03/20

<b>Sold To</b> GODFREY HIRST AUSTRALIA PTY LTD 3/81 GUTHRIE STREET OSBORNE PARK, WA 6017	<b>Ship To</b> OGDEN, CHRISTINE TEST CUSTOMER DUNEDIN
---	--

**Invoice**  
CL000001  
GODFREY HIRST

Customer Purchase Order: Job Number: D0000016  
Sales Representative: CHRISTINE OGDEN Mobile : 03 5225 0222

Code	Roll/Item No.	Width	Amount	Units	Location	Store	Sign
01	*Line # 0001 #ST007250001	CAVALCADE/POPPYSEED 3.66	25.00	LM		*0*	

Vendor PO: #ST007250001

Delivery Ticket Instructions

Return to Supplier, Supplier Address

Return Authority RA5629

With the materials dispatched, adjust notes if necessary and email Claim to supplier

DUNEDIN STORE  
AVENUE PLACE  
DUNEDIN, WA 6714  
Telephone: 01 4452 5819 Fax: 01 4452 5819

Page 1  
CL000001

**CLAIM**

<b>Claim Against</b> GODFREY HIRST AUSTRALIA PTY LTD 3/81 GUTHRIE STREET OSBORNE PARK, WA 6017	<b>Claim For</b> CHRISTINE OGDEN TEST CUSTOMER DUNEDIN
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<b>Claim Date</b> 13/03/20	<b>Mobile</b> 03 5225 0222	<b>PO Number</b> RA5629	<b>Claim Number</b> CL000001
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Materials claimed under GH claim reference: xxxxx dispatched from warehouse today 13/03/2020 on return authority RA5629

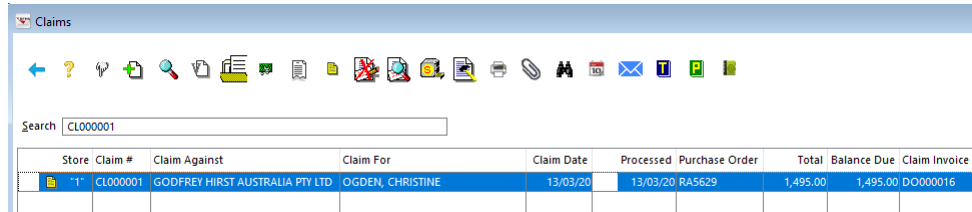
We await your credit note in payment of this balance due.



# How To – Claims and Returns

## Processing a Claim

Processing a claim is the order entry equivalent of job costing. The only differences are the General Ledger accounts used for posting the transaction. A date will appear in the 'Processed' column on the browse screen:



Store	Claim #	Claim Against	Claim For	Claim Date	Processed	Purchase Order	Total	Balance Due	Claim Invoice
1*	CL000001	GODFREY HIRST AUSTRALIA PTY LTD	OGDEN, CHRISTINE	13/03/20	13/03/20	RA5629	1,495.00	1,495.00	DO000016

**Best Practice:** Claims should be processed (job costed) upon completion of the job, not when the credit note is received.

- For claims created for product NOT installed, the claim should be processed (job costed) once the claim is created.
- For claims created for product & re-install costs, the claim should be processed (job costed) once the installer has finished, and any inspections the store normally does are completed.

**NB: Many clients report waiting to process until the credit has been received. RFMS comments as follows.**

- 1.0 RFMS recommends you recognise revenue in the month the work is completed not based on when the Supplier settles the claim (this is a collections issue). Processing immediately, accurately reflects the Claim process in the financial statements. You should discuss any delay with your financial advisor to ensure you are not contravening any revenue recognition laws.
- 2.0 Processing the claim on completion will ensure proper aging of your Claims and these can be reviewed with the Supplier Representative each time they visit your store.
- 3.0 An accurate representation of the true cost of claims needs to be presented to management. If the company spent \$X-00 on fixing the issue but the Supply only pays \$Y-00, management needs to be aware of the shortfall. Adjusting the claim to the amount of the credit hides the true cost of the claim. No client waits to see what the customer decides to pay and changes the order to match before job costing – claims should be no different.

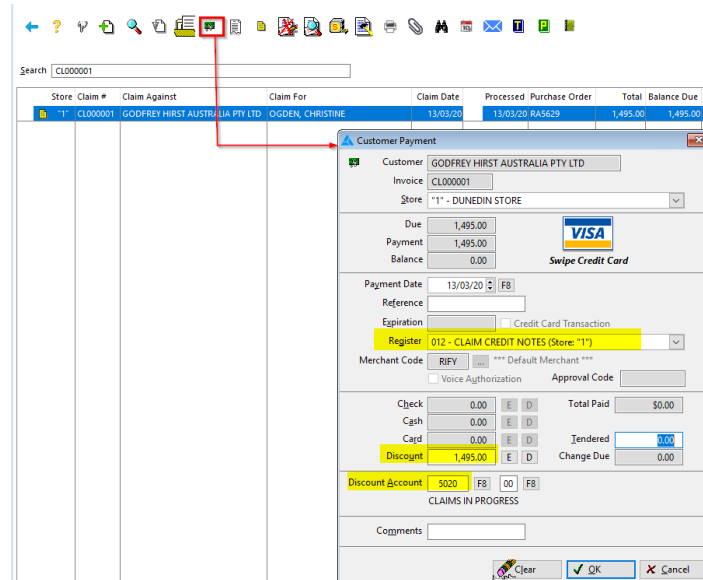
Here is the GL journal activity for your review:

Claim Postings from "Processing the Sale"				
GL Ac.t	GL Account Name	Debit	Credit	Notes
1350	MILL CLAIMS DUE	\$1,495.00	\$ -	Claims Value GST inclusive
5020	CLAIMS IN PROGRESS	\$ -	\$1,495.00	Claims Value GST inclusive
5020	CLAIMS IN PROGRESS	\$ 195.00	\$ -	Claims GST Value
2302	GST SALES	\$ -	\$ 195.00	Claim GST Collected
1301	STOCK ON HAND	\$ -	\$1,300.00	Cost of materials being returned to the supplier
5030	COST OF CLAIMS	\$1,300.00	\$ -	Materials assigned to the Claim

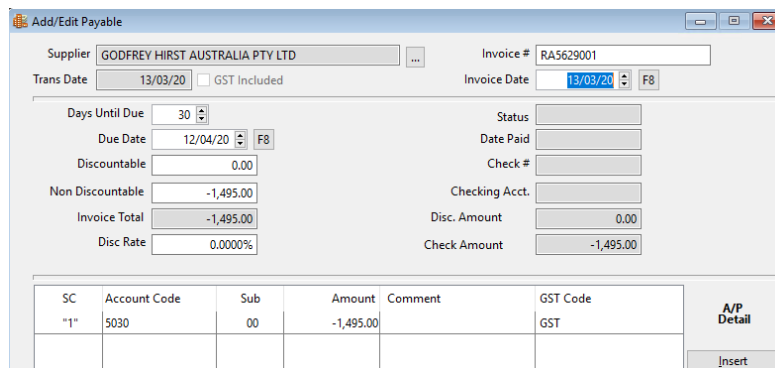
# How To – Claims and Returns

## Processing the Credit Note

When you receive the credit note from the supplier process a payment on the claim:

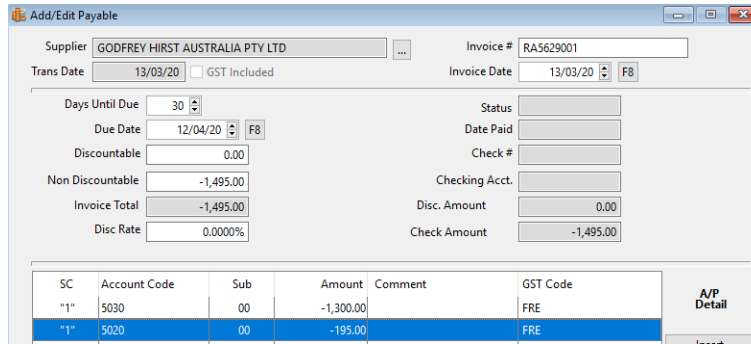


Once the payment has been applied, the Add/Edit Payable screen will show and the GL dissection will show one line posting the GST inclusive portion to the Cost of Claims account.



Modify the GL dissection and post the GST exclusive portion to the Cost of Claims account and the GST value to the Claims in Progress account.

# How To – Claims and Returns



SC	Account Code	Sub	Amount	Comment	GST Code	A/P Detail
"1"	5030	00	-1,300.00		FRE	
"1"	5020	00	-195.00		FRE	

After the payment, the GL journal activity looks like this:

<b>Supplier Credits Due</b>	<b>Debit</b>	<b>Credit</b>
Post a Receipt. C/Note Value GST Incl.		\$ 1,495.00
<b>Claims in Process</b>	<b>Debit</b>	<b>Credit</b>
Post a Receipt	\$ 1,495.00	
AP Credit Note GST Incl.		\$ 195.00
<b>Cost of Claims</b>	<b>Debit</b>	<b>Credit</b>
AP Credit Note		\$ 1,300.00
<b>Trade Creditors</b>	<b>Debit</b>	<b>Credit</b>
AP Credit Note GST Incl.	\$ 1,495.00	

## Claim Variations

Following are some additional notes for other claim scenarios.

## Purchase Replacement Material

- Create the purchase order on the line within the claim.
- Notify the Supplier the material being ordered is REPLACEMENT and request it be inspected prior to shipping. The sidemark should be JOB NAME/REPLACEMENT and note the Purchase Order with any important notes (e.g. shipping instructions, noting this is a replacement order for a CLAIM etc.).

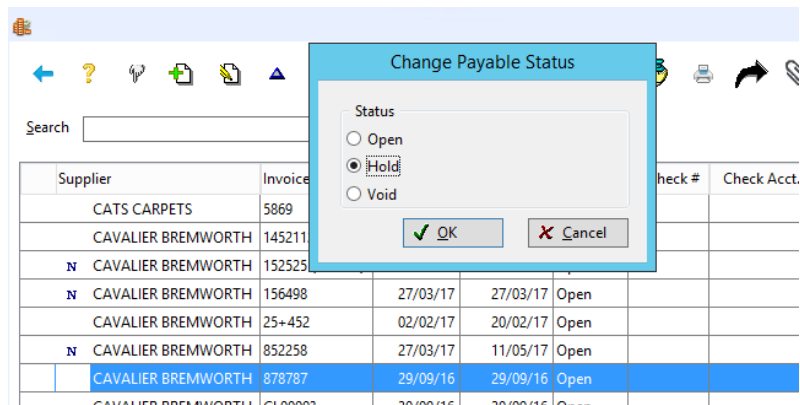
## Receive and Inspect Replacement Material

- When the reordered material arrives, it should be inspected to ensure the same defect is not present in the reordered material.
- Any material purchased for a claim should be stored separately from all other materials and clearly marked as a replacement, this will help prevent confusion by staff in trying to sell or use materials for another job.

## How To – Claims and Returns

### Put AP Invoice on Hold

A copy of the PO and shipping document should be provided to AP clearly marked CLAIM on the paperwork to notify them to put the replacement invoice on hold until a credit is received.



The AP should show HOLD instead of Open

CAVALIER BREMWORTH	878787	29/09/16	29/09/16	Hold			1,947.00
CAVALIER BREMWORTH	156498	27/03/17	27/03/17	Open			500.00

### Schedule Job

Complete this step as you normally would.

### Print Picking Ticket – Create Work Order

Return or dispose of defective materials?

### Return Materials

RFMS suggests the following action points if the faulty material is to be returned to supplier.

1. Return authorisation and instructions should be documented using Internal Notes on the claim including the return authorisation number, shipping instructions and any other relevant details.
2. Copy and paste these details to the Picking Ticket instructions when generating the document for the warehouse to prepare materials for the suppliers preferred return method
3. When the material is picked up the freighter must sign any return documents provided by the supplier and the picking ticket to show material was taken (If you use Customer Pick-Up then it would be good to have your Freight Company sign for the materials)

### Dispose of Materials

Remember to add the cost of disposal to your claim.

### Post Provider Records

Complete this step as you normally work

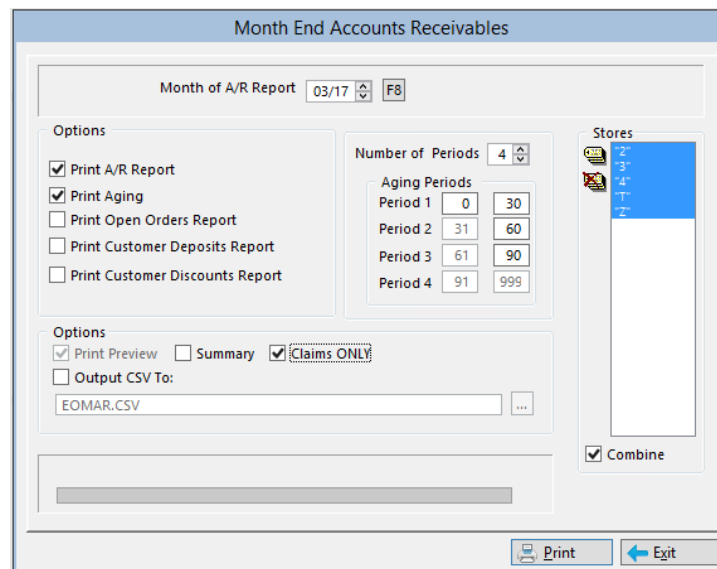
## How To – Claims and Returns

**Best Practice:** All materials brought from a jobsite for a return as well as any new materials purchased for a claim should be marked with a special bin location in RFMS. This will allow for quick inventory reconciliation, locating of claims materials and prevent staff from selling materials earmarked for a claim.

### Balancing Claims

Include Claims in your month end reconciliation to ensure your Claims Module stays in balance with your General Ledger accounts. The month end report to use is the AR Report for Claims only.

Go to Accounting > File > Month End > A/R Reports



Month of A/R Report: 03/17 F8

Options:

- Print A/R Report
- Print Aging
- Print Open Orders Report
- Print Customer Deposits Report
- Print Customer Discounts Report

Options:

- Print Preview
- Summary
- Claims ONLY
- Output CSV To: EOMAR.CSV

Number of Periods: 4

Period	Days	Days
Period 1	0	30
Period 2	31	60
Period 3	61	90
Period 4	91	999

Stores:

- Combine

Buttons: Print, Exit

This report will show the balances owing on the Processed (or closed claims)

Check the Print Open Orders Report, Check Claims only and this will print a list of all open Claims and show the payments made against them. The payments total should match off to the Supplier Credits applied to Open Claims. These payment will also show in the Supplier Credits Due Account.

**IMPORTANT:** The sum of the balance owing on the Claims AR listing less the credits paid on Open Claims should sum to the balance of the Supplier Credits Due Account in the Balance Sheet.

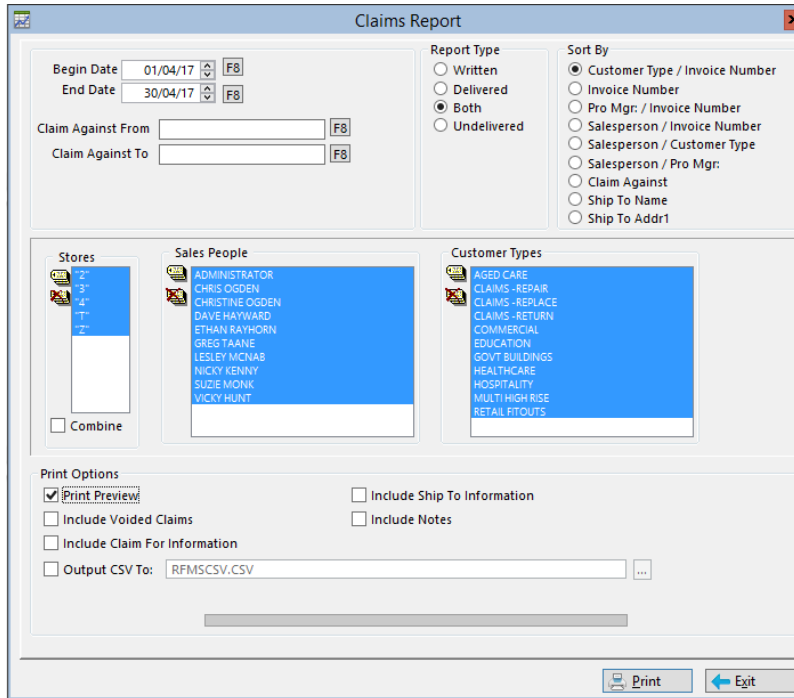
# How To – Claims and Returns

## Claim Reports

### The Claims Report

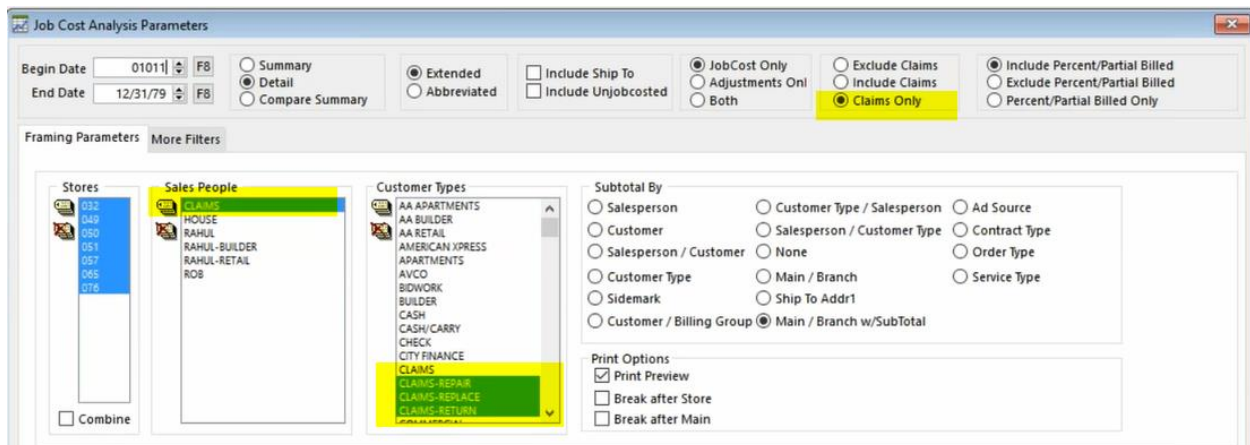
Sales Reports > File > Claims Report

Tracks trends by Supplier, Installer, Product Code, Date Range, Customer or Customer Type



### The Job Cost Analysis Report

Sales Reports > File > Profitability > Job Cost Analysis

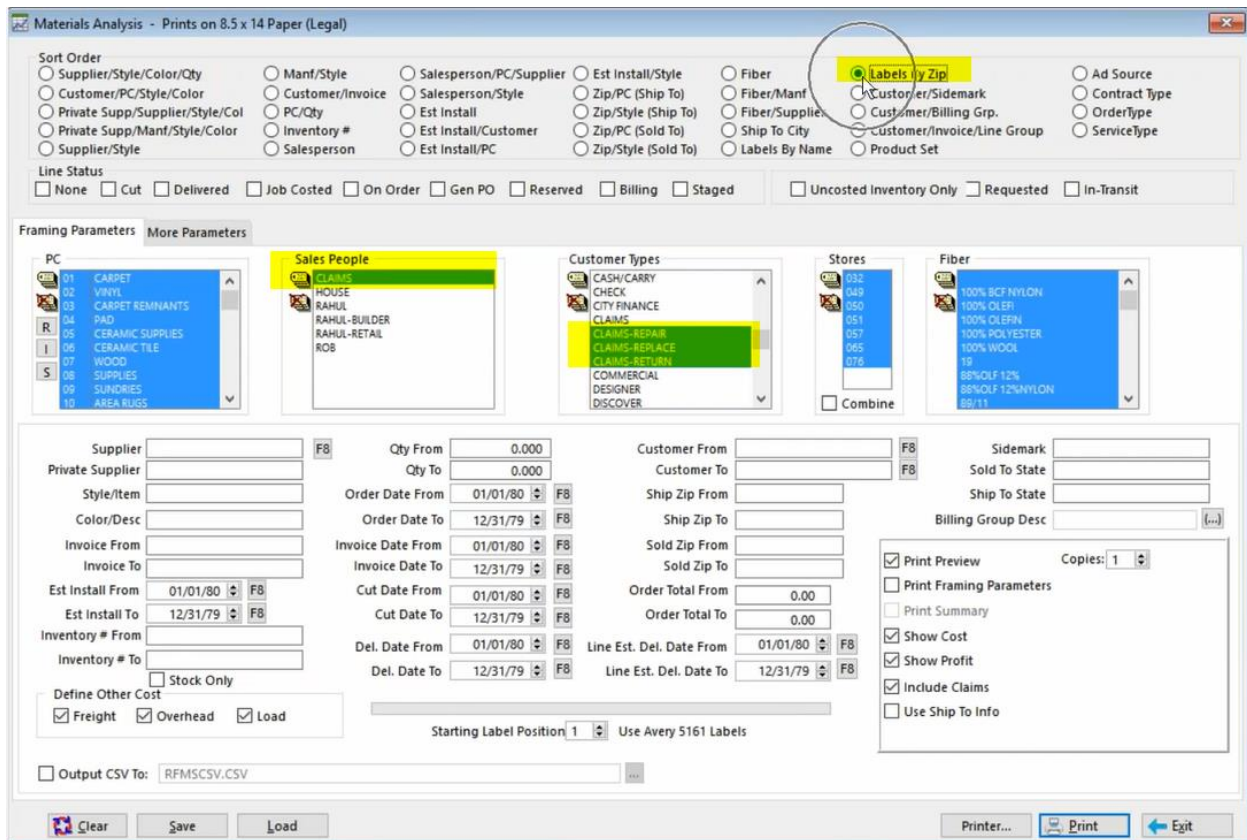


This will show the profitability of our claims over time. You might want to track Claims over time by Salesperson (are they overselling product performance?), or by Customer (in terms of builder work, are we being asked to replace materials because they are asking us to install too soon and the other trades are spoiling it).

# How To – Claims and Returns

## Material Analysis Report

Sales Reports > File > Material Analysis > Orders



Materials Analysis - Prints on 8.5 x 14 Paper (Legal)

Sort Order

Supplier/Style/Color/Qty

Customer/PC/Style/Color

Private Supp/Supplier/Style/Col

Private Supp/Manf/Style/Color

Supplier/Style

Manf/Style

Customer/Invoice

PC/Qty

Inventory #

Salesperson

Salesperson/PC/Supplier

Salesperson/Style

Est Install

Est Install/Customer

Est Install/PC

Zip/PC (Ship To)

Zip/Style (Ship To)

Zip/PC (Sold To)

Zip/Style (Sold To)

Fiber

Fiber/Manf

Fiber/Supplier

Ship To City

Labels By Name

Labels by Zip

Customer/Sidemark

Customer/Billing Grp.

Customer/Invoice/Line Group

Product Set

Ad Source

Contract Type

OrderType

ServiceType

Line Status

None  Cut  Delivered  Job Costed  On Order  Gen PO  Reserved  Billing  Staged  Uncosted Inventory Only  Requested  In-Transit

Framing Parameters More Parameters

PC

01 CARPET

02 VINYL

03 CARPET REMNANTS

04 PAD

05 CERAMIC SUPPLIES

06 CERAMIC TILE

07 WOOD

08 SUPPLIES

09 SUNDRIES

10 AREA RUGS

Sales People

CLAIMS

HOUSE

RAHUL

RAHUL-BUILDER

RAHUL-RETAIL

ROB

Customer Types

CASH/CARRY

CHECK

CITY FINANCE

CLAIMS

CLAIMS-REPAIR

CLAIMS-REPLACE

CLAIMS-RETURN

COMMERCIAL DESIGNER

DISCOVER

Stores

032

040

050

051

057

065

076

Combine

Fiber

100% BCF NYLON

100% OLEF

100% OLEFN

100% POLYESTER

100% WOOL

10

88%OLF 12%

88%OLF 12%NYLON

89/11

Supplier F8 Qty From 0.000 Customer From F8 Sidemark

Private Supplier Qty To 0.000 Customer To F8 Sold To State

Style/Item Order Date From 01/01/80 F8 Ship Zip From

Color/Desc Order Date To 12/31/79 F8 Ship Zip To

Invoice From Invoice Date From 01/01/80 F8 Sold Zip From

Invoice To Invoice Date To 12/31/79 F8 Sold Zip To

Est Install From 01/01/80 F8 Order Total From 0.00

Est Install To 12/31/79 F8 Order Total To 0.00

Inventory # From Cut Date From 01/01/80 F8

Inventory # To Cut Date To 12/31/79 F8

Del. Date From 01/01/80 F8 Line Est. Del. Date From 01/01/80 F8

Del. Date To 12/31/79 F8 Line Est. Del. Date To 12/31/79 F8

Define Other Cost

Stock Only

Freight  Overhead  Load

Starting Label Position 1 Use Avery 5161 Labels

Output CSV To: RFMSCSV.CSV

Print Preview Copies: 1

Print Framing Parameters

Print Summary

Show Cost

Show Profit

Include Claims

Use Ship To Info

Clear Save Load Printer... Print Exit

If you have your claims set up as highlighted then can create several reports and even pull labels so you can send Claim clients something as a thank you with gift voucher or the like.

*NB: you can save Material Analysis parameters for future claims reporting.*

# How To – Claims and Returns

## Commonly Asked Questions

### What do I do when I have no existing Customer Order to attach the Claim to?

In the event this happens create a dummy order. For example, if you want to make a claim for some inventory still in the warehouse you may create an order called 2020 Stock Order Claim or, Godfrey Hirst Faulty Materials. You only need to generate an order header without lines. You will still be able to attach a claim to this order.

### What do I do if the Supplier Pays Less than the full Claim value?

If the amount of the credit is less than the total of the claim it should be resubmitted to the supplier for further processing.

If the supplier is not going to pay the full amount, then there will be a balance owing that will need writing off.

In the first instance apply the credit note payment received from the supplier. This will leave a balance owing on the Claim.

Change the GL dissection on the Credit note and post the GST exclusive value to Cost of Claims and the GST portion to Claims in process.

Return to the claim and post a second payment for the remaining balance. Change the AP to zero. The GL distribution will be

- Credit the GST portion to Claims in Process
- Credit the GST Exclusive value to Cost of Claims
- Debit the GST Inclusive amount to a separate Claims Expense account. This is the cost of claims expense borne by the company.

### What do I do if the Supplier Denies the Claim?

To write off a claim balance post a payment on the claim to clear the balance. The GL distribution will be

- Credit the GST portion to Claims in Process
- Credit the GST Exclusive value to Cost of Claims
- Debit the GST Inclusive amount to a separate Claims Expense Account. This is the cost of claims expense borne by the company.

### How do I to process a Payment rather than a credit note?

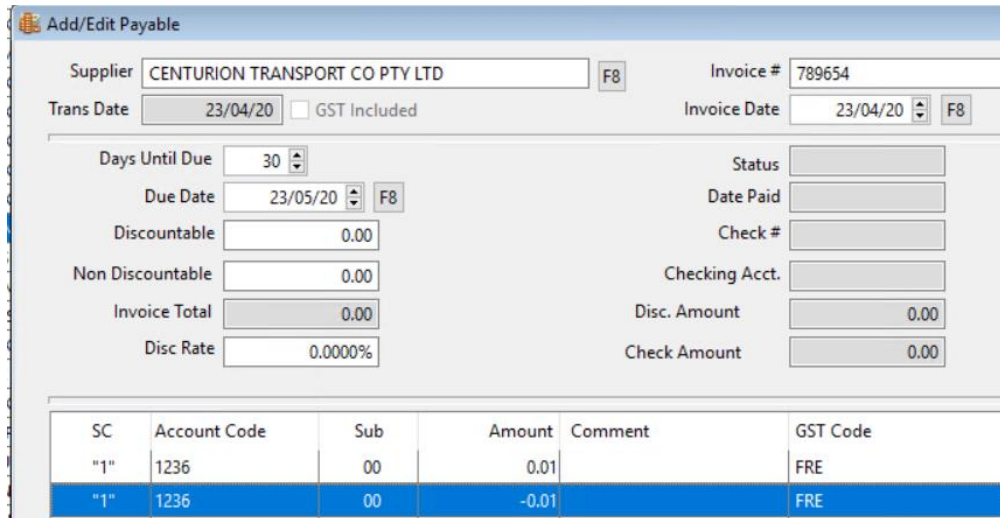
In the event you receive a payment instead of a credit note, process the payment in claims the same as a credit note except change the Discount Account code a clearing account rather than Supplier Claims Due.

Payment Date	23/04/20	F8		
Reference				
Expiration		<input type="checkbox"/>	Credit Card Transaction	
Register	012 - CLAIM CREDIT NOTES (Store: "1")			
Merchant Code	RIFY		*** Default Merchant ***	
<input type="checkbox"/>	Voice Authorization		Approval Code	
Check	0.00	E	D	Total Paid \$0.00
Cash	0.00	E	D	
Card	0.00	E	D	Tendered 0.00
Discount	342.71	E	D	Change Due 0.00
Discount Account	1236	F8	00	F8
	MISC CLEARING ACCOUNT			



# How To – Claims and Returns

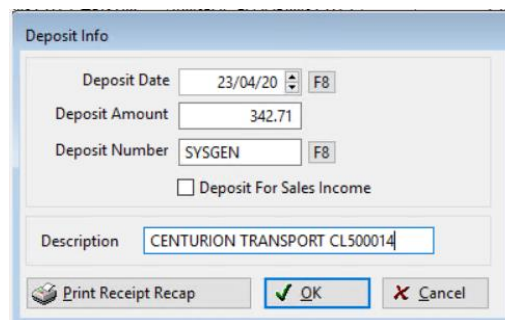
Once in the AP Screen change the Credit Note value to zero and change the GL dissection line to zero by creating a positive and negative post as shown below



Supplier: CENTURION TRANSPORT CO PTY LTD F8 Invoice #: 789654  
 Trans Date: 23/04/20 GST Included Invoice Date: 23/04/20 F8  
 Days Until Due: 30 Status:   
 Due Date: 23/05/20 F8 Date Paid:   
 Discountable: 0.00 Check #:   
 Non Discountable: 0.00 Checking Acct.:   
 Invoice Total: 0.00 Disc. Amount: 0.00  
 Disc Rate: 0.0000% Check Amount: 0.00

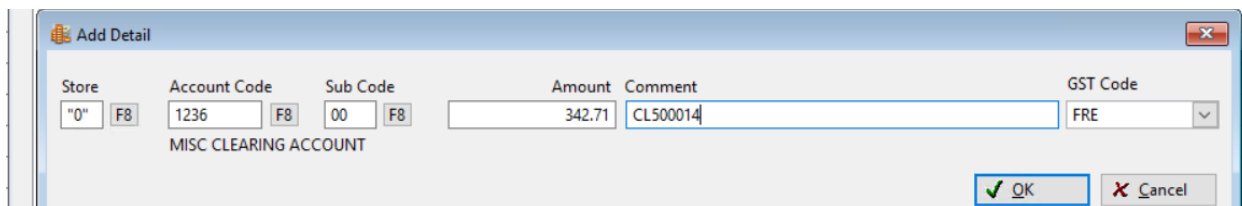
SC	Account Code	Sub	Amount	Comment	GST Code
"1"	1236	00	0.01		FRE
"1"	1236	00	-0.01		FRE

When you post the deposit in the bank you will uncheck Deposit for Sales Income and type in the Claim Payment details in the Description box.



Deposit Info  
 Deposit Date: 23/04/20 F8  
 Deposit Amount: 342.71  
 Deposit Number: SYSGEN F8  
 Deposit For Sales Income  
 Description: CENTURION TRANSPORT CL500014  
 Print Receipt Recap OK Cancel

The GL distribution will be the same chosen when processing the payment in the Claims module (in this example 1236 Misc. Clearing Account)



Store	Account Code	Sub Code	Amount	Comment	GST Code
"0" F8	1236 F8	00 F8	342.71	CL500014	FRE

MISC CLEARING ACCOUNT  
 OK Cancel

This is what will show as the deposit in the bank register

Dep	23/04/20	DEPOSIT (S02437)	CENTURION TRANSPORT CL500014	342.71
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