9.3 CLOSING A CLAIM

The claiming procedure can be closed in the following ways:

- the issue will no longer be placed on the claim for undelivered issues when you record, during the serials check-in, that the issue has been received or that it has not been published
- you close a claim for the received document regarding advance payment or invoice after you have received a new pro-forma invoice, invoice or supplier's answer to the claim sent; remove the reason for claim in the advance or invoice and close the advance or invoice (see chapter *3.6.2* or *3.7.2*)