

9.2 SUBMITTING AND SENDING A CLAIM

Edit the claim, e.g. enter the note relating to the claim and perform the control printout before submitting the claim.

The sending address is transferred from the database of partners; you can change it.

When submitting a claim, the current date will be automatically recorded as the submission date. Then either print out the claim or send it to the supplier by e-mail, depending on the selected sending method.

Procedure

1. In the **Claim for undelivered material** class or in the **Claim for received material** class, find and select the claim.

Either in the **Advance** class or in the **Invoice** class, find and select the advance payment or invoice, for which you have prepared a claim.

2. Select either the **Object / Submit and send** method (for claims for undelivered or received material) or the **Object / Submit and send claim** method (for advance payments and invoices).

The **Overview and sending of created report** window will open, from where you can send claims to predefined or changed destinations. In the *Basic Guidelines COBISS3 User Manual* you can find how to send a report (see chapter 4.5).

Status after submitting and sending a claim

Claim for undelivered material or claim for received material

- *submitted*

Advance or invoice

- *claim sent*

Options

You can simultaneously send all the claims prepared. Highlight either the **Claim for undelivered material** class or the **Claim for received material** class and select the **Class / Submit and send** method.

What to do next

When you receive the material or the supplier's answer to your claim, close the claiming procedure.