

9.3 CLOSING A CLAIM

Claiming procedure can be closed in several ways:

- order items will no longer be placed on the claim for undelivered material when you receive the material ordered or when you cancel the order
- after you receive the claimed material from the supplier or an answer to the claim sent, close the claim for delivered material; first remove the reason for the claim from the delivery note or list and then close the delivery note or list (see chapter 3.4.4, 4.1.4, 5.3, 7.3 or 8.3)
- a legal deposit claim that is prepared when a liable institution does not send a legal deposit, will be closed automatically; when entering the received legal deposit material (i.e. when entering items to the list of legal deposit material), the program will automatically check, on the basis of COBISS.XX-ID, if this item type with the status *claim sent* already exists; if it does, the status for this item will automatically change to *received*, and the number of copies will remain 0 (received copies are entered under the newly entered item)
- after you receive from the supplier a new pro-forma invoice, invoice or an answer to the claim sent, close the claim for the received request for payment or invoice; remove the reason for the claim and close the advance or invoice (see chapter 3.3.2 or 3.5.5)

9.3.1 Closing a subsequent claim for received material

When you receive a replacement for the damaged copy from the supplier, close the subsequent claim.

Procedure

1. In the **Item received** class, find and select the item of a delivery note or invoice, or list item.
2. Select the **Object / Close subsequent claim** method.

Status after closing a subsequent claim for received material

Delivery note or list

- *closed*

Delivery note item or list item

- *received*