

User Manual

Aptean Food and Beverage ERP

Claims

Product Documentation



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Release notes

Article • 6/24/2026 • 2 min read

To view what's new or changed in each release of the Aptean Claims extension, select the specific release version.

Date	Release version	Description
June 2026	2505.7.0.0	Minor release
May 2026	2505.6.0.0	Minor release
April 2026	2505.5.0.0	Stability release
March 2026	2505.4.0.0	Stability release
February 2026	2505.3.0.0	Stability release
January 2026	2505.2.0.0	Stability release
November 2025	2505.1.0.0	Stability release
October 2025	2505.0.0.0	Feature release
September 2025	2504.0.0.0	Feature release
August 2025	2503.1.0.0	Platform release
July 2025	2503.0.0.0	Feature release
May 2025	2502.1.0.0	Stability release
May 2025	2502.0.0.0	Feature release
May 2025	2501.0.0.0	Feature release
April 2025	2406.5.0.0	Stability release
March 2025	2406.4.0.0	Platform release
February 2025	2406.3.0.0	Stability release
January 2025	2406.2.0.0	Stability release
January 2025	2406.1.0.0	Stability release
October 2024	2406.0.0.0	Feature release
October 2024	2405.0.0.0	Feature release

August 2024	2404.3.0.0	Stability release
August 2024	2404.2.0.0	Stability release
July 2024	2404.1.0.0	Stability release
June 2024	2404.0.0.0	Feature release
June 2024	2403.5.0.0	Stability release
June 2024	2403.4.0.0	Stability release
June 2024	2403.3.0.0	Stability release
June 2024	2403.2.0.0	Stability release
May 2024	2403.1.0.0	Stability release
May 2024	2403.0.0.0	Feature release
April 2024	2402.1.0.0	Stability release
April 2024	2402.0.0.0	Feature release
March 2024	2401.2.0.0	Stability release
March 2024	2401.1.0.0	Stability release
February 2024	2401.0.0.0	Feature release
January 2024	2302.2.0.0	Stability release
November 2023	2302.1.0.0	Stability release
November 2023	2302.0.0.0	Feature release
October 2023	2301.0.0.0	Feature release
September 2023	1.3.115813.0	Stability release
August 2023	1.2.113837.0	Stability release
July 2023	1.1.107135.0	Stability release
June 2023	1.0.106469.0	Stability release
June 2023	1.0.103584.0	Feature release



2505.7.0.0

Release Note • 6/24/2026 • 1 min read

Resolved issues

The following issues have been resolved in this release.

ID	Description
376338	The system fails to use the non-conformance line quantity when creating credit memos, returns, or claims from a non-conformance document and instead uses the original receipt or shipment quantity.
360279	The system fails to calculate document trade lines correctly in sales and purchase return orders created from a claim when the return orders involve partial returns.



2505.6.0.0

Release Note • 5/27/2026 • 1 min read

Resolved issues

The following issue has been resolved in this release.

ID	Description
360281	An error occurs when entering the Claim New Applied Price Unit field value on the Sales Claim and Purchase Claim pages. This issue arises when a sales order or purchase order is shipped or received with the Unit Price or Direct Unit Cost field value set to 0, and the price is updated after delivery, resulting in the claim new applied price unit exceeding the original unit price.



2505.5.0.0

Release Note • 4/22/2026 • 1 min read

Resolved issues

The following issue has been resolved in this release.

ID	Description
347561	An error occurs when executing the Release & Create & Post action on the Sales Claim page when the Combine Documents per Claim toggle is turned on.



2505.4.0.0

Release Note • 3/25/2026 • 1 min read

Enhancements/Modifications

With this release of the Aptean Claims extension, the translation file for the Swedish (sv-SE) language has been updated with standard texts for better readability.



2505.3.0.0

Release Note • 2/25/2026 • 1 min read

Resolved issues

The following issues have been resolved in this release.

ID	Description
354370	Performance issues occur while opening posted sales invoices.
355526	The system fails to display a confirmation dialog on the Sales Claims page when posting is canceled after the related sales return order and sales order are created for the redirect customer.



2505.2.0.0

Release Note • 1/28/2026 • 1 min read

Enhancements/Modifications

With this release of the Aptean Claims extension, the system displays lot entries on the **Quantity To Return Per Lot** page based on the created license plates quantity on the item tracking lines per each lot on the **Item Tracking Lines** page during the purchase claim process. The same feature is available for sales claims. This enhancement addresses the issue reported in bug ID #284750

Resolved issues

The following issues have been resolved in this release.

ID	Description
348048	An error occurs while posting the purchase claim when returning items with both lot and serial number tracking, and the same lot contains multiple serial numbers. This issue arises even though the selected lot and serial numbers are valid.
284750	An error occurs during purchase claims when updating the Quantity to Return field value on the Quantity To Return Per Lot page for items that are tracked by lot and license plate. This issue arises when the system does not correctly recognize quantities split across multiple license plates for the same lot.
325531,330405	The system fails to update the Location Code field value on the Sales Claim page for tracked items.



2505.1.0.0

Release Note • 11/26/2025 • 1 min read

Enhancements/Modifications

With this release of the Aptean Claims extension, the translation file for the Swedish (sv-SE) language has been updated with standard texts for better readability.



2505.0.0.0

Release Note • 10/22/2025 • 1 min read

Enhancements/Modifications

This extension has been updated to ensure interoperability with the recent changes in the Aptean Non Conformances extension. For more information, see [What's new in Non Conformances version, 2504.0.0.0.](#)



2504.0.0.0

Release Note • 9/24/2025 • 1 min read

Resolved issues

The following issue has been resolved in this release.

ID	Description
273080	The system fails to update the Open Sales Claims field value on the General FastTab of the Settlement page even when there are associated open sales claim documents. This issue occurs only when the Accounting Method field value on the Settlement page is set to <i>Pooling</i> and the Aptean Grower Return extension is installed.



2503.1.0.0

Release Note • 8/27/2025 • 1 min read

Enhancements/Modifications

With this release of the Aptean Claims extension, the *NoSeriesManagement* codeunit has been replaced with the standard *No. Series* codeunit on the *PostPurchaseClaimDoc93FDW* and *PostSalesClaimDoc93FDW* codeunits, and the *PurchaseClaimHeader93FDW* and *SalesClaimHeader93FDW* tables, to ensure compatibility with Business Central, version 27.



2503.0.0.0

Release Note • 7/30/2025 • 1 min read

Enhancements/Modifications

This extension has been updated to ensure interoperability with the recent changes in the Aptean Trade Management extension. For more information, see [What's new in Trade Management, version 2506.0.0.0](#).



2502.1.0.0

Release Note • 5/27/2025 • 1 min read

Enhancements/Modifications

With this release of the Aptean Claims extension, the translation file for the Swedish (sv-SE) language has been updated with standard texts for better readability.



2502.0.0.0

Release Note • 5/21/2025 • 1 min read

Enhancements/Modifications

With this release of the Aptean Claims extension, if the Aptean [Lot Management](#) extension is installed, you can create purchase or sales claims directly from the **Recall** card page. For more information, see [Create recalls](#).

Integrations

The Aptean Claims extension has been integrated with the Aptean [Lot Management](#) extension. For more information, see [Integrations](#).



2501.0.0.0

Release Note • 5/7/2025 • 1 min read

Features

With the features added in this release of the Aptean Claims extension, you can configure the sales and purchase price adjustment item charges applied to credit memos. For more information, see [Sales claims](#) and [Purchase claims](#).

UI/UX Changes

The **Sales Price Adjustment Item Charge** and **Purchase Price Adjustment Item Charge** fields have been added to the **General Product Posting Groups** page.



2406.5.0.0

Release Note • 4/23/2025 • 1 min read

Enhancements/Modifications

The translation files for the Swedish (sv-SE) language have been updated with standard texts for better readability.



2406.4.0.0

Release Note • 3/5/2025 • 1 min read

Enhancements/Modifications

With this release of the Aptean Claims extension, common warnings in various objects have been removed or marked as obsolete, as part of a code cleanup activity.



2406.3.0.0

Release Note • 2/5/2025 • 1 min read

Enhancements/Modifications

With this release of the Aptean Claims extension, the translation file for the Chinese (zh-CN) language has been added.



2406.2.0.0

Release Note • 1/27/2025 • 1 min read

Enhancements/Modifications

With this release of the Aptean Claims extension, it is mandatory to install the Aptean [Standard Measurements](#) extension to ensure compatibility and seamless operation for businesses using the Aptean Claims extension.



2406.1.0.0

Release Note • 1/24/2025 • 1 min read

Enhancements/Modifications

This extension has been updated to ensure interoperability with the recent changes in the Aptean Standard Measurements extension. To know more, see [Highlights of Standard Measurements, version 2501.0.0.0](#).



2406.0.0.0

Release Note • 10/30/2024 • 1 min read

Features

With this release of the Aptean Claims extension, you can view and open related purchase and sales claims from the **Settlement** page for all accounting methods when you have the Aptean [Grower Return](#) extension installed. To know more, see [What's new in version 2402.0.0.0](#).



2405.0.0.0

Release Note • 10/1/2024 • 1 min read

Enhancements/Modifications

This extension has been updated to ensure interoperability with the Aptean [Trade Management](#) extension, to accomodate the integration with the Aptean [Transport](#) extension. To know more, see [What's new in Trade Management, version 2411.0.0.0](#).



2404.3.0.0

Release Note • 8/29/2024 • 1 min read

Resolved issues

The following issue has been resolved in this release.

ID	Description
225171	The system fails to update the item charge in the Qty. to Assign field on the Purchase Credit Memo page created from a purchase claim. This issue occurs when the purchase claim is created from the Posted Sales Claim page.



2404.2.0.0

Release Note • 8/27/2024 • 1 min read

Resolved issues

The following issue has been resolved in this release.

ID	Description
206462	An error occurs upon executing the Create & Release action on the Purchase Claims page, preventing the creation of a purchase return order. This issue arises when the Aptean Compliance Document extension is installed.



2404.1.0.0

Release Note • 7/5/2024 • 1 min read

Resolved issues

The following issue has been resolved in this release.

ID	Description
210098	The Location Code field on the Purchase Claim page is not correctly updated with the Location Code field value from the Posted Sales Claim page. This issue arises when a purchase claim is created from the Posted Sales Claim page using the Create Purchase Claim action.



2404.0.0.0

Release Note • 6/25/2024 • 1 min read

Enhancements/Modifications

This extension has been updated to ensure interoperability with the recent changes in the Aptean Trade Management extension. To know more, see [What's new in version 2407.0.0.0](#).



2403.5.0.0

Release Note • 6/24/2024 • 1 min read

Resolved issues

The following issue has been resolved in this release.

ID	Description
211518	Upon executing the Get Receipt Lines action on the Purchase Claim page or the Create Claim action on the Purchase Order page, the resulting Claims - Get Purchase Receipt Lines page displays the packaging item lines associated with the item, along with the item line. These packaging item lines are also displayed on the purchase claim lines.



2403.4.0.0

Release Note • 6/24/2024 • 1 min read

Resolved issues

The following issues have been resolved in this release.

ID	Description
211498	An error occurs on the Purchase Claim and Sales Claim pages, when the Claim Unit Price Excl. VAT and Claim Line Amount Excl. VAT fields on the Lines FastTab have <i>zero</i> or blank values. As a result, the associated purchase return order and sales return order are not created.
211977	The Claim Calculation Method field is incorrectly updated on the Purchase Claim or the Sales Claim page when the claim is created via a purchase order or a sales order. This issue occurs when the Claim Calculation Method field value on the Claims Setup page is different from the value on the Purchase Claim or the Sales Claim page.



2403.3.0.0

Release Note • 6/20/2024 • 1 min read

Enhancements/Modifications

With this release of the Aptean Claims extension, integration events have been added to allow the movement of data between the following pages:

- from **Purchase Claim** page to **Purchase Credit Memo** page.
- from **Purchase Claim** to **Purchase Return Order** page.
- from **Sales Claim** page to **Purchase Claim** page.
- from **Sales Claim** page to **Sales Credit Memo** page.
- from **Sales Claim** page to **Sales Return Order** page.



2403.2.0.0

Release Note • 6/11/2024 • 1 min read

Enhancements/Modifications

With this release of the Aptean Claims extension, the character limit for the **Vendor No.** field on the **Purchase Claim** page has been increased from 10 to 20. This enhancement addresses the issue reported in the bug ID #207467.

Resolved issues

The following issues have been resolved in this release.

ID	Description
210097	The Claim Calculation Method field on the Purchase Claim page is incorrectly updated with the <i>New Price</i> option even when the Claim Calculation Method field is set to <i>Claim Price</i> on the Claims Setup page. This issue arises when a purchase claim is created from the Posted Sales Claim page.
207467	An error occurs while changing the Vendor No. field value with a new value of length more than 10 characters on an existing Purchase Claim page. The similar issue has also been addressed on the Posted Purchase Claim page.



2403.1.0.0

Release Note • 5/24/2024 • 1 min read

Enhancements/Modifications

Modifications were made for the Aptean Claims extension to accommodate the following changes:

- Procedures were added to enhance the application interaction, improve upgrade tag management, streamline upgrade and installation processes, and provide additional flexibility by managing upgrades on a **per-company** and **per-database** basis.
- Application Area Refresh: Updates were implemented to improve the application area refresh process by integrating a new procedure into the **Enable** codeunit.
- Improved Management of Install and Upgrade Code: The **Install** and **Upgrade** code units were updated to streamline the handling of installation, reinstallation, and upgrade processes, ensuring smoother transitions and minimizing disruptions during these operations.
- Centralized License Management Procedures: The existing license management codeunit was modified to use centralized license management procedures, further reducing the need for application-specific adjustments.



2403.0.0.0

Release Note • 5/14/2024 • 1 min read

Enhancements/Modifications

With this release of the Aptean Claims extension, you can create claims for sales and purchase documents directly from the **Transport Management** page when integrated with the Aptean Transport extension. To know more, see [What's new in version 2402.0.0.0](#).



2402.1.0.0

Release Note • 4/23/2024 • 1 min read

Enhancements/Modifications

The Dutch translation file has been updated to provide precise translations for field labels, tooltips, and other interface elements, resulting in improved accuracy and an enhanced user experience.



2402.0.0.0

Release Note • 4/17/2024 • 1 min read

Features

With the features added in this release of the Aptean Claims extension, you can:

- Create dump orders. To know more, see [Create dump orders](#).
- Generate claims from purchase orders. To know more, see [Create a claim from the purchase order](#).
- Issue purchase credit memos. To know more, see [Create a purchase credit memo from a sales claim](#).
- Convert sales claims into purchase claims. To know more, see [Create a purchase claim from a sales claim](#).

UI/UX changes

The following UI/UX changes have been made in this release:

- The **Create Purchase Claim** action has been added to the **Sales Claim** page.
- The **Dump Order** FastTab has been added to the **Claims Setup** page.
- The **Dump Orders** FactBox has been added to the **Sales Claim** page.
- The **Issuer Item No.** and **Credit Memo Charge Item** fields have been added to the **General** FastTab of the **Claims Setup** page.



2401.2.0.0

Release Note • 3/6/2024 • 1 min read

Enhancements/Modifications

With this release of the Aptean Claims extension, the issues arising from the indirect permission set have been effectively resolved to ensure the seamless functionality of the extension.



2401.1.0.0

Release Note • 3/5/2024 • 1 min read

Enhancements/Modifications

With this release of the Aptean Claims extension, the **Customer - Order Summary** action on the **Reports** tab within the **Order Processing** module of the **Sales And Marketing** Role Center is deprecated to align with the BC 24 upgrade.

UI/UX changes

The **Finished Sales Claims** action is positioned after the **Customer - Sales List** action on the **Reports** tab within the **Order Processing** module of the **Sales And Marketing** Role Center.



2401.0.0.0

Release Note • 2/7/2024 • 2 min read

Features

With the features added in this release of the Aptean Claims extension, you can change the way the claim line amounts are calculated on the **Purchase/Sales Claim** page.

UI/UX changes

The following UI/UX changes have been made in this release:

- On the **Purchase** and **Sales Claim** pages, the following actions are added to the **Release** action menu:
 - **Release**
 - **Reopen**
 - **Release & Create**
 - **Release & Create & Post**
- On the **Purchase** and **Sales Claim** pages, the following actions are added to the **Post** action menu:
 - **Create**
 - **Post**
 - **Create & Post**
- On the **Purchase** and **Sales Claim** pages, the following fields are added on the **Lines** FastTab:
 - **Original Quantity Expressed in the UoM**
 - **Claim Quantity Expressed in the UoM**
 - **Original Line Disc %**
- The **Claim Calculation Method** field is available on the **Purchase** and **Sales Claim** pages.
- On the **Purchase** and **Sales Claim** pages, the following fields are renamed on the **Lines** FastTab:
 - The **Original Document Price Unit of Measure** field has been renamed to **Original Applied Price Unit of Measure**.
 - The **Original Document Price Unit Price** field has been renamed to **Applied Direct Unit Cost**.
 - The **Claim Document Price Unit of Measure** field has been renamed to **Claim Applied Price Unit of Measure**.
- On the **Purchase Claim** page, the **Claim Document Price Unit Price** field has been renamed to **Claim Applied Price Unit Cost**.
- On the **Sales Claim** page, the **Claim Document Price Unit Price** field has been renamed to **Claim Applied Price Unit Price**.



Claims

- The **Buy-from Vendor History** FactBox is available on the **Purchase Claim** and **Purchase Invoices** list pages with the following documents:
 - Claims
 - Posted Claims
 - Return Orders
 - Credit Memos
 - Posted Receipts
 - Pstd. Return Shipments
 - Pstd. Credit Memos
- The **Sell-to Customer Sales History** FactBox is available on the **Sales Claim** and **Sales Invoices** list pages with the following documents:
 - Ongoing Sales Claims
 - Posted Sales Claims
 - Ongoing Sales Return Orders
 - Ongoing Sales Credit Memos
 - Posted Sales Return Receipts
 - Posted Sales Shipments
 - Posted Sales Credit Memos



2302.2.0.0

Release Note • 1/10/2024 • 1 min read

Resolved issues

The following issue has been resolved in this release:

ID	Description
168535	An error occurs when attempting to release Sales Claims while the Combine documents per claim toggle on the Claim Setup page is turned on.



2302.1.0.0

Release Note • 11/20/2023 • 1 min read

Enhancements/Modifications

The German translation files have been updated to provide precise translations for field labels, tooltips, and other interface elements, resulting in improved accuracy and an enhanced user experience.



2302.0.0.0

Release Note • 11/1/2023 • 1 min read

Features

With the features added in this release of the Aptean Claims extension, you can:

- Spilt quantity over lots on the Claims documents. For more information, see [Splitting quantity over lots](#).
- View the posted item tracking lines on the Claims documents. For more information, see [To create sales claim from posted Shipments](#).

UI/UX Changes

The following UI/UX changes have been made in this release:

- The **Lot Tracking** field is added on the **Lines** FastTab of the **Purchase Claim** and **Sales Claim** pages.
- The **Quantity to Return Per Lot** and **Item Tracking Lines** actions are added on the **Lines** FastTab of the **Purchase Claim**, **Sales Claim**, **Posted Sales Claims**, and **Posted Purchase Claims** pages.



2301.0.0.0

Release Note • 10/18/2023 • 1 min read

Features

With the features added in this release of the Aptean Claims extension, you can:

- Change the way the claim line amounts are calculated on the **Purchase/Sales Claim** page.
- Change the units of measure for items in the claims documents to differ from those on the source document.

UI/UX Changes

The following UI/UX change has been made in this release:

- The **New Unit Price** field on the **Purchase/Sales Claims** page is renamed to **Claim Unit Price Excl. VAT**.
- On the **Purchase/Sales Return Order** and **Purchase/Sales Credit Memo** pages the following un-editable fields are available:
 - **Document Price Unit of Measure** (inherited from the **Claim Document Price Unit of Measure** field on the **Purchase/Sales Claim** page)
 - **Document Price Unit Price** (inherited from the **Claim Document Price Unit Price** field on the **Purchase/Sales Claim** page)
 - **Original Item No.**
 - **Original Item Description**
- On the **Purchase Credit Memo** page, the **Direct Unit Cost** and **Line Amount Excl. VAT** fields are available.
- On the **Sales Credit Memo** page, the **Unit Price Excl. VAT** and **Line Amount Excl. VAT** fields are available.



1.3.115813.0

Release Note • 9/4/2023 • 1 min read

Resolved issues

The following issue has been resolved in this release:

ID	Description
142619	The Return Reason Code field is not editable when the Action Type field is set to <i>Credit</i> on the Purchase Claims page.



1.2.113837.0

Release Note • 8/23/2023 • 1 min read

Resolved issues

The following issue has been resolved in this release:

ID	Description
136376	When lines are transferred from the Sales Claims page to the Sales Return Order page, the value in the Return Reason Code field does not get transferred if the line's Action Type is set to <i>Credit</i> .



1.1.107135.0

Release Note • 7/7/2023 • 1 min read

Resolved issues

The following issues have been resolved in this release:

ID	Description
129113	- When a Sales Return Order is created from the Sales Claim for items with Action Type <i>Return</i>, the system fails to inherit the Return Reason Code. - On the Sales Claim page, for items with Action Type <i>Credit</i>, the system restricts the user from editing the Return Reason Code field.



1.0.106469.0

Release Note • 6/30/2023 • 1 min read

Enhancements/Modifications

The Claims extension has been updated for the German language codes [de-DE] and [de-CH] to cater to the German and Swiss markets.



1.0.103584.0

Release Note • 6/2/2023 • 1 min read

Features

You can perform the following activities with the features included in this release:

- Set up the claims process with the necessary price adjustments, return location and document number series.
- Address various aspects of claim handling, such as sales claims involving customer returns and redirects. This commonly occurs when a customer refuses or returns a product, which is then allocated to a different customer.
- Create a purchase claim from the sales claim to return the product returned by the customer to the vendor from whom the product was received.
- Address purchase claims involving vendor penalties and claims. In cases where product quality is a significant concern, vendors may be subject to penalties because of sales claims.
- Create purchase claims for returning the product or adjusting the price paid. This is accomplished by generating a purchase credit memo with an item charge, allowing for seamless tracking and resolution of purchase-related claims.



Introduction

Article • 6/2/2023 • 2 min read

The Aptean Claims (CLA) extension is designed to simplify and streamline the management of credits, returns, and claims on documents within Microsoft Dynamics 365 Business Central. With its comprehensive functionality, this extension supports multiple claims for document lines and consolidates credit documents. It also offers enhanced capabilities for easily creating related documents for purchase and sales claims and effectively managing inventory.

A claim refers to the returns or Return Merchandise Authorization (RMA) processes. It encompasses returning faulty or incorrect products to the vendor and either putting them back into inventory or disposing of them. Additionally, claims involve credits or price adjustments, allowing for the modification of product prices after an order has been shipped. This adjustment can be made due to product quality issues or other valid reasons. Furthermore, claims can be applied partially. They apply to both purchasing and sales scenarios.

The primary goals of the Aptean Claims extension are:

- Facilitate the creation of claims for customers (sales) and vendors (purchase)
- Ensure accurate tracking of item quantities and price adjustments on various documents
- Provide robust functionality for managing sales returns and purchasing credit memos related to the document lines
- Empower businesses to initiate vendor penalties or purchase claims to address any inventory issues from customer claims

With the Aptean Claims extension, you can optimize your organization's claim management processes, improve inventory control, and enhance overall operational efficiency.



Setup

Article • 12/27/2024 • 1 min read

The following setups are required.

- [Manage permission sets](#)
- [Set up claims](#)



Manage permission sets

Article • 12/27/2024 • 3 min read

Permission sets in Business Central define a user's access level to various features and data within this extension.

We provide the following system permission sets:

- Direct
- Indirect

Direct permission sets

Users with this permission set can perform specific actions directly without requiring additional approvals or workflows. These sets include permissions to read, modify, delete, and create data.

The direct permission set ID for this extension is *CLAIMS93FDW*.

Indirect permission sets

Users with this permission set can perform specific actions. This is used in conjunction with other permission sets to allow you to perform certain actions. These permissions typically involve additional conditions or approvals before the action can be completed.

The indirect permission set ID for this extension is *CLAIMSBASIC93FDW*.

User-defined permission sets

In addition to the system permission sets we provide, you can create new permission sets or copy system permission sets and modify or delete access to specific entities according to your requirements. For more information, see [Assign permissions to users and groups](#).

Assign a permission set

1. Select the Search icon , enter **Users**, and then choose the related link.
The **Users** list page opens.
2. Navigate to the username for which you want to assign the permission set and select it.
The **User Card** page opens.
3. On the **User Permission Sets** FastTab, in the **Permission Set** field, enter the valid permission set for this extension.



Claims

The associated fields are automatically updated based on the entered value. The user has the necessary permissions to use the features of the Aptean Claims extension, ensuring secure and role-based access.



Set up claims

Article • 4/17/2024 • 4 min read

You must configure the number series, item charges and location to be used for claim handling on the **Claims Setup** page. The following procedure describes how to set up claims.

1. Select the Search icon , enter **Claims Setup**, and then choose the related link. The **Claims Setup** page opens.
2. On the **Claims Setup** page, on the **General** FastTab, in the **Sales Price Adjustment Item Charge** field, select the required option to specify an item charge that will be used to handle the price adjustment process in the sales claim. With this setting, the line **Type** field is set as *Charge (Item)* for claims on the **Sales Return Order** page.
3. In the **Purchasing Price Adjustment Item Charge** field, select the required option to specify an item charge that will be used to handle the price adjustment process in the purchase claim. This setting sets the line **Type** field as *Charge (Item)* for claims on the **Purchase Return Order** page.
4. In the **Charge Assignment Method** field, select one of the following methods to distribute the item charge assignment on the purchase return order when the document has more than one line of type Item. The available methods are:

Option	Description
<i>Equally</i>	This method assigns the item charges equally between the lines.
<i>By Amount</i>	This method assigns the item charges based on the number of items associated with the claim.
<i>By Weight</i>	This method assigns costs based on the product's weight associated with the claim.
<i>By Volume</i>	This method assigns costs based on the volume of the product associated with the claim.

5. In the **Return Location Code** field, select the location to place the products returned by the customers.
6. Turn on the **Combine Documents** toggle to create Return documents while choosing the **Action Type** on the **Claims** page as *Return* or *Credit*. When you choose *Credit*, the Return documents are created with the charged item.
If you proceed by turning off the **Combine Documents** toggle and choose the **Action Type** as *Return* on the **Claims** page, it leads to the creation of Return documents. When you choose the **Action Type** as *Credit*, it leads to the creation of Credit Memos.
7. In the **Claim Calculation Method** field, choose a price calculation method for the Claims documents. The calculations on the Claim documents take place based on the following formulas:

Claim Calculation Method	Action Type	Formula
<i>New Price</i>	<i>Return</i>	• Claim Unit Price Excl. VAT = Claim Applied Price Unit * Claim Quantity Expressed in the UoM



		- Claim Applied Price Unit = Claim Unit Price Excl. VAT/Claim Quantity Expressed in the UoM - Claim Line Amount Excl. Tax = Claim Unit Price Excl. VAT * Action Quantity - Amount = Action Qty. Qty. Expressed in UoM Claim New Applied Price Unit
New Price	Credit	- Claim Unit Price Excl. VAT = Claim Applied Price Unit * Claim Quantity Expressed in the UoM - Claim Line Amount Excl. Tax = Action Quantity <i>Claim Quantity Expressed in the UoM</i> Claim New Applied Price Unit - Amount = Action Qty. Qty. Expressed in UoM (Applied Direct Unit Cost – Claim New Applied Price Unit)
Claim Price	Return or Credit	- Claim Unit Price Excl. VAT = Claim Applied Price Unit * Claim Quantity Expressed in the UoM - Claim Applied Price Unit = Claim Unit Price Excl. VAT/Claim Quantity Expressed in the UoM - Claim Line Amount Excl. Tax = Claim Unit Price Excl. VAT * Action Quantity

 Note

- When you choose the **Claim Calculation Method** as *Claim Price*, the **Amount** field will not be available in the lines on the Claims documents.
- An error occurs while releasing the **Purchase** or **Sales Claim** when you choose the **Claim Calculation Method** as *New Price* and the **Action Type** as *Return*, or the **Claim Calculation Method** is *Claim Price*, and the **Action Type** is selected as *Return* or *Credit* along with the **Claim Line Amount Excl. Tax** as zero.
- An error occurs while releasing the **Purchase Claim** or **Sales Claim** when you choose the **Claim Calculation Method** as *New Price*, the **Action Type** as *Credit*, with the **Amount** as zero.

18. In the **Issuer Item No.** field, enter the number of the non-inventory item that will be used on the purchase credit memo documents generated for the issuers.

19. In the **Credit Memo Charge Item** field, select the item charge that will be inserted in the purchase credit memos created from the sales documents.

You can either utilize the identical item charge specified in the purchase price adjustment field or opt for an alternative charge item.

20. On the **No. Series** FastTab, fill in the required fields.

21. On the **Dump Order** FastTab, fill in the following fields:



Field	Description
Dump Customer No.	Enter the unique code assigned to the customer that will be used for dump orders.
Dump Customer Name	Specifies the name of the customer that will be used for dump orders. This is automatically updated based on the defined customer number.
Dump Price set to Zero	Specify whether you want to set the price of the dumped item to zero. When the toggle is turned on, the unit price in the dump sales order is set to zero. If the toggle is turned off, the price from the claim is used.



Purchase claims

Article • 1/28/2026 • 10 min read

The Purchase Claim functionality allows you to create and manage purchase claims for returning items purchased from the vendor or adjusting the purchase prices. You can track and manage issues related to defective products, shipping errors, or other problems arising during purchase.

To create a purchase claim from purchase receipts

- 1. Select the search icon , enter **Purchase Claims**, and then choose the related link.
The **Purchase Claims** list page opens.
- 2. On the action bar, select **New** to create a new entry.
- 3. On the **Purchase Claim** card, on the **General** FastTab, fill in the following fields.

Field	Description
No.	Select the number series from the No. Series list to generate a unique claim number for the document.
Vendor No.	Select the number of the vendor who returns the items.
Vendor Name 2	If there is an additional name for the vendor, you can enter it in this field to differentiate the vendor’s name from another vendor with a similar name.
Vendor Name	This field is automatically updated with the name of the selected vendor.
Vendor Cr. Memo No.	This field is editable. If it is not filled in manually, it will be updated automatically once the purchase claim is released or posted. It is the number that the vendor uses for the credit memo you are creating in the purchase return order or credit memo related to the claim. You cannot have the same vendor credit memo number for more than one document of the same vendor.
Posting Date	Specifies the work date on which the purchase claim and the related purchase documents are posted is updated automatically. You can modify this date before posting the claim. Modifying the posting date will also change the posting date in all the related documents.
Document Date	The Document Date reflects the value selected in the Posting Date field. You can change the value if required.
Status	Indicates whether the document is <i>Open</i> or <i>Released</i> .



Claim Calculation Method	This field specifies the price calculation method specified in the Claim Calculation Method field on the Claim Setup page. You cannot change the value if a purchase related document is already created with the existing value from Claims.
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4. On the **Lines** FastTab, on the action bar, click **Get Receipt Lines** to view the list of all the purchase receipt lines of the selected vendor.

5. On the **Claims - Get Purchase Receipt Lines** page,

- Turn on the **Show Reversible Lines Only** toggle to display all the available receipt lines to be reversed on the posted purchase invoice.
Only the remaining quantities purchased from the specific receipt can be returned. Some of these items may have been sold to customers, while others may have been returned to the vendor. For example, on a posted purchase invoice with an original quantity of 20, if 15 items have already been sold, the quantity that is available to be reversed is 5.
- The **Posted Receipts** field specifies the total number of posted receipts lines related to the selected vendor.
- Select the receipt lines to add them to the purchase claim lines, and then click **OK**.

The system will notify when the Claims contains:

- Items that are partially applied.
- Items that are fully applied.
- Same item from the same receipt included in another claim for that vendor.

6. On the Purchase Claim page, on the **Lines** FastTab , the following fields are updated automatically:

Field	Description
Item No.	Specifies the number of the purchased item for which you are creating the claim with direct unit cost.
Description	Describes the name of the item for which you are creating a claim.
Location Code	Specifies the inventory location at which the items are received and stored. This value is inherited from the receipt.
Original Quantity	Specifies the total number of items originally purchased from the vendor. This value is inherited from the receipt.
Original Unit Price	Specifies the price per item originally purchased from the vendor. This value is inherited from the receipt.
Original Unit Price Excl. VAT	Specifies the price per unit, excluding tax, originally purchased from the vendor. This value is inherited from the receipt.



Original Unit of Measure	Specifies the Unit of Measure for the item, as stated on the item line of the receipt.
Original Applied Price Unit of Measure	Specifies the Unit of Measure used by the vendor to price the item. If this value differs from the UoM on the item line of the receipt, it is inherited from the Applied Purchase Price and Discount page for that item line.
Original Quantity Expressed in the UoM	Specifies the number of units (expressed in the unit of measure code) are linked to the number of units as specified in the field Quantity Expressed in the Base Unit of Measure .
Applied Direct Unit Cost	Specifies the item's price for the Unit of Measure used by the vendor for pricing. If this value differs from the price on the relevant item line on the receipt, it is inherited from the Applied Purchase Price and Discount page for that item line.
Original Line Amount Excl. VAT	Specifies the net amount, excluding any invoice discount amount, that was to be paid for items on the line, as stated in the purchase order.
Claim Applied Price Unit of Measure	Specifies the Unit of Measure used by the vendor to set the price for the item. This can differ from the claim unit of measure. This field has the same value as the Original Document Price Unit of Measure .
Claim Quantity Expressed in the UoM	Specifies the number of units (expressed in the unit of measure code) are linked to the number of units as specified in the Quantity Expressed in the Base Unit of Measure field.
Amount	Specifies the price difference between the original price and the claim unit price. This field will be available only for items with the Claim Calculation Method chosen as <i>New Price</i> .
Document Type	Specifies the type of document from which the receipt lines are retrieved.
Receipt No.	Specifies the document number of the selected document type.
Receipt Line No.	Specifies the receipt line number, updated from the Purchase Receipt Lines page.
Pstd. Sales Claim No.	Specifies the number of the related Posted Sales Claim line. Here, the purchase claim is initiated from a posted sales claim where the customer has returned products purchased from this vendor.



Pstd. Sales Claim Line No.	Specifies the number of related posted sales claim lines.
Document Created	Specifies if the claim line is already included in the related Purchase Return Order or Purchase Credit Memo. It prevents duplication of credit or the items that will be returned.
Claim Unit of Measure	Specifies the unit of measure for which the Claim Unit Price Excl. VAT is set. By default, the value for this field is the same as the Original Unit of Measure field.

 Note

If there is any discount applied in the **Purchase Order** or **Sales Order**, the same applies in the **Original Line Disc %** field on the respective Claims document. When you change the Claim Unit Price, the Claim Line Amount is calculated along with the discount.

13. On the **Lines** FastTab on the **Purchase Claim** page, the following fields must be filled in manually.

Field	Description
Action Type	You must specify the action requested for the claim. <i>Credit</i> – Indicates that a credit must be generated for the customer's returned or cancelled purchases, overpayments, or any other cause. <i>Return</i> – Indicates that the customer wants to return a product for a refund or replacement.
Action Quantity	Specifies the quantity of items the vendor should credit/return to the customers. This value is the same as the Remaining Quantity on the Purchase Receipt Lines. This field is editable. You can modify this field if you need to do a partial claim. You cannot add a higher value than the remaining amount.
Claim New Applied Price Unit	Specifies the price for the unit of measure used by the vendor when setting the unit price. When this field is updated, the Claim Unit Price Excl. VAT is automatically updated. The formula applied for the calculation of this value is: <i>Claim New Applied Price Unit = Claim Unit Price Excl. VAT / Claim Quantity Expressed in the UoM</i> The value should not be greater than the Original Applied Price Unit Cost. It also should not be a negative value.



Return Reason Code

You must specify the unique identification code of the return reason for the claim. This can be selected only if you select Return in the Action Type field.

14. In the **Claim Unit Price Excl. VAT** field, the value is generated based on the option chosen in the **Claim Calculation Method** field. To learn more, see [Step 7 of Claim Setup](#).

Note

- When the **Price Unit of Measure** and the **Unit of Measure** are the same, then the values in the **Claim Unit Price excl. VAT** and the **Claim Document Price Unit Price** will be same.
- The **Original Qty expressed in UoM** and the **Original Qty expressed in UoM** fields are only visible when the [Aptean Advanced Pricing \(APR\)](#) extension is installed.
- The **Claim Unit of Measure**, **Claim Applied Price Unit of Measure**, and **Claim Quantity Expressed in the UoM** are personalized fields.

Releasing the Purchase Claim

Once you complete filling all the fields on the Purchase Claim page, you can choose the following actions on the action bar:

Action	Results
Release > Release	Release the Purchase Claim.
Release > Release & Create	Release the claim and create purchase related document with the amounts and quantities specified in the claim document.
Release > Release & Create & Post	Release the claim document, as well as create the purchase related documents and then post them along with the claim document.
Release > Reopen	Reopen the claim and its related documents to change it after it has been released. Released claims have the Released status and must be opened before they can be changed.

Note

When you post a **Purchase Claim** with the Warehouse Management location along with related documents by choosing **Release > Release & Create & Post**, the documents will not be posted if you click **Yes** on the confirmation screen. This occurs because the system lacks the feature for automatic creation of Warehouse Receipt and Pick. However, the Purchase Claim is posted when you click **No** on the confirmation screen. You cannot make any changes to the Purchase Claim after it is posted.



You cannot release the Purchase Claim if,

- The **Action Type** is not defined for all the items.
- **Claim Unit Price Excl. VAT** is not defined for Credit Items.
- Any mandatory information is not filled in standard purchase documents, managed by the standard release of the system. In this case, the system will initiate a rollback.

On the **Purchase Invoice list** page, on the **Buy-from Vendor History** FactBox, you can view the following documents:

- Claims
- Posted Claims
- Return Orders
- Credit Memos
- Posted Receipts
- Posted Return Shipments
- Posted Credit Memos

On the **Receipt Information** FactBox, you can view the original quantity, actionable quantity, original unit price, and amount associated with the selected purchase claim lines. This helps you view the data without navigating to the posted purchase receipt. This data is updated dynamically.

The system updates the **Gen. Prod. Posting Group** field value on the **Item Ledger Entry** page based on the configuration in the **Purchasing Price Adjustment Item Charge** field on the **General Product Posting Groups** page.

Note

- In the **Purchasing Price Adjustment Item Charge** field, you can select the required option to specify an item charge that is used to handle the price adjustment process in the sales claim. With this setting, the line **Type** field is set as *Charge (Item)* for claims on the **Purchase Return Order** page.
- If the **Purchasing Price Adjustment Item Charge** field value on the **General Product Posting Groups** page is blank, the system updates the **Gen. Prod. Posting Group** field value on the **Item Ledger Entry** page based on the **Gen. Prod. Posting Group** field value on the **Claims Setup** page. This is only applicable if the **Document Type** field value is set to *Purchase Credit Memo* on the **Value Entries** page linked to **Item Ledger Entry** page.

Item Tracking Lines

In the **Action Type** field, when you choose *Credit*, the **Item Tracking Lines** action is enabled on the **Lines** FastTab. Select it to open the **Posted Tracking Lines** page opens with the Posted Purchase Receipt Item Tracking Lines.



When you choose *Return* in the **Action Type** field, a **Purchase Return Order** is created and released for all lines. The **Item Tracking Lines** are included automatically.

Splitting quantity over lots

You can create **Purchase Return Orders** and **Sales Return Orders** with multiple lots by splitting the quantity of items into different lots before releasing the respective Claims document. Follow the below steps:

1. On the **Purchase Claim** page, in the **Action Type** field, choose *Return*.
The **Quantity to Return Per Lot** action is enabled on the **Lines** FastTab.
2. Choose the **Quantity to Return Per Lot** action.
3. On the **Quantity to Return Per Lot** page, fill in the required fields.
On the **Purchase Claim** page, on the **Lines** FastTab, the **Lot Tracking** field is automatically updated as *Complete*. This occurs only when the value in the **Qty. to Return** field matches the value in the **Action Quantity** field.

Note

The system displays lot entries on the **Quantity To Return Per Lot** page based on the created license plates quantity in the item tracking lines per each lot on the **Item Tracking Lines** page during the purchase claim process.

This feature is also available for Sales Claim.

Posted purchase claim

A Posted Purchase Claim refers to a purchase claim that is finalized and processed. Once a purchase claim is posted, it indicates that the claim has gone through the necessary approvals and adjustments and any applicable refunds or adjustments have been issued.

1. Select the Search icon , enter **Posted Purchase Claims**, and then choose the related link. The Posted Purchase Claims page opens.
2. Select and click the required **No.** to open the **Posted Purchase Claim** page. The **Purchase Claim No.** specifies the number of the purchase claim from which the posted claim was created. The **Pstd. Sales Claim No.** and **Pstd. Sales Claim Line No.** are inherited from the purchase claim in cases where it was initiated from Posted Sales Claim.
3. On the action bar, click **Related** > **Posted Sales Claim**, **Posted Purchase Return Shipments**, or **Posted Purchase Credit Memos** to view the related documents. The system assigns a new number to the posted purchase claim while maintaining the reference to the original document in the **Purchase Claim No.** field. This allows for establishing a relationship with all the associated documents.



You can view the **Item No.**, **Quantity Returned**, and the **Total Value Credited** for each item in the lines on the **Claim Information** FactBox on the **Posted Purchase Receipt** page.

Finished purchase claims report

You can generate and print a Finished Purchase Claims report which includes the records of the posted purchase claims along with the posting date, action type, return reason code, and other required filters.

To access the report, select the Search icon  , enter **Finished Purchase Claims**, and then choose the related link. You can filter the information based on Vendor, Item, Action type or add new filters from the table.

 **Note**

The packaging items are available for selection on the purchase claim. If you do not select them in the claim, they will be calculated in the created purchase return order.



Sales claims

Article • 5/7/2025 • 11 min read

A Sales Claim is a document that manages a customer or buyer’s request for a return, refund, or resolution of a product or service purchased. A variety of customer complaints, including product flaws, shipping errors, or other problems that impact the customer's experience with the good or service, can give rise to the creation of sales claims.

To create sales claim from posted Shipments

- 1. Select the Search icon , enter **Sales Claims**, and then choose the related link. The Sales Claims list page opens.
- 2. On the action bar, select **New** to create a new entry.
- 3. On the **Sales Claim** card, on the **General** FastTab, fill in the following fields.

Field	Description
No.	Select the number series from the No. Series list to generate a unique claim number for the document.
Customer No.	Select the number of the customer who initiated the claim.
Customer Name	This field is automatically updated with the name of the selected customer.
Customer Name 2	If there is an additional name for the customer, you can enter it in this field to differentiate the customer’s name from another customer with a similar name.
Redirect Customer No.	Select the customers to whom the claim should be redirected with a lower price. The redirected customer must be different from the customer, so the above-selected customer will not be displayed here.
Redirect Customer Name	This field is updated automatically with the name of the customer to whom the claim will be redirected.
External Document No.	Enter any reference number that the customer may have included with their claim.
Status	Indicates whether the document is <i>Open</i> or <i>Released</i> .
Document Date	This field reflects the value selected in the Posting Date field. You can change the value if required.
Posting Date	Specifies the work date on which the sales claim is posted. This field is updated automatically.



4. On the **Lines** FastTab, on the action bar, click **Get Shipment Lines**, to view the list of all the sales shipment lines of the selected customer. You can return only the remaining quantities shipped from that specific Shipment. Some of these items could be returned from the customer.
- Turn on the **Show Reversible Lines Only** toggle to display all the available shipment lines to be reversed or returned on the posted sales invoice. For example, on a posted sales invoice with an original quantity of 20, if 15 items have already been sold, the quantity that is available to be reversed is 5.
 - The **Posted shipments** field specifies the total number of posted shipment lines related to the selected customer.
 - Select the shipment lines to add them to the sales claim lines and select **OK**.

 Note

The system will notify when the claim contains the following:

- Items that are partially applied.
- Items that are fully applied.
- Same item from the same shipment included in another claim for that customer.

5. On the **Lines** FastTab on the **Sales Claim** page, the following fields are updated automatically:

Field	Description
Item No.	Specifies the number of the sold item for which you create the claim with direct unit cost.
Description	Describes the name of the item for which you are creating a claim.
Location Code	Specifies the code for the location where you want the items to be placed when they are received. This value is inherited from the related shipment. The value in this field will be specified based on the following conditions: • When you choose the Action Type as <i>Return</i>, the Location Code is updated with the Return Location specified on the Claim Setup page. • When the Action Type is chosen as <i>Credit</i>, the Location Code reflects the default inventory location.
Original Quantity	Specifies the total number of items sold from the shipment.



Original Unit Price	Specifies the price per item from the shipment.
Original Unit Price Excl. VAT	Specifies the price per unit, excluding tax, as stated on the shipment.
Original Unit of Measure	Specifies the Unit of Measure for the item, as stated on the item line of the shipment.
Original Applied Price Unit of Measure	Specifies the Unit of Measure used to price the item. If this value differs from the UoM on the item line of the shipment, it is inherited from the Applied Sales Price and Discount page for that item line.
Original Quantity Expressed in the UoM	Specifies how many units (expressed in the unit of measure code) are linked to the number of units as specified in the field Quantity Expressed in the Base Unit of Measure .
Applied Direct Unit Price	Specifies the item's price for the Unit of Measure used while setting the item's pricing. If this value differs from the price on the relevant item line on the shipment, it is inherited from the Applied Sales Price and Discount page for that item line.
Original Line Amount Excl. VAT	Specifies the net amount, excluding any invoice discount amount, that was to be paid for items on the line, as stated in the sales order.
Claim Applied Price Unit of Measure	Specifies the Unit of Measure used to set the price for the item. This can differ from the claim unit of measure. This field has the same value as the Original Document Price Unit of Measure .
Claim Quantity Expressed in the UoM	Specifies how many units (expressed in the unit of measure code) are linked to the number of units as specified in the Quantity Expressed in the Base Unit of Measure field.
Action Quantity	Specifies the quantity of items the customer should credit/return to the vendors. This field is editable. You can modify this field if you need to do a partial claim. You cannot add a higher value than the remaining amount.
Shipment No.	Specifies the document number of the selected document type.
Shipment Line No.	Specifies the number of the shipment line from where items were copied.



Document Created	Specifies if the claim line is already included in the related Sales Return Order or Sales Credit Memo. It prevents duplication of the items that will be returned.
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6. On the **Lines** FastTab on the **Sales Claim** page, the following fields must be filled in manually.

Field	Description
Action Type	You must specify the action requested for the claim. • Credit: Indicates that a credit must be generated for the customer's returned or cancelled purchases, overpayments, or any other cause. • Return: Indicates that the customer wants to return a product for a refund or replacement.
Return Action	Specifies the return type available only for the returned products.
Amount	Specifies the total price for the credit/return quantity.
Return Reason Code	You must specify the unique identification code of the return reason for the claim. This can be selected only if you select <i>Return</i> in the Action Type field. The <i>Default Location Code</i> for the selected return reason code will be updated in the Location Code field.

To know more about **Claim Unit Price Excl. VAT**, **Claim Unit of Measure**, **Claim New Applied Price Unit**, and **Claim Line Amount Excl. VAT** fields, see [Purchase Claims](#).

7. Once you complete filling all the fields on the **Sales Claim** page, you can choose the following actions on the action bar:

Action	Results
Release > Release	Release the Sales Claim.
Release > Release & Create	Release the claim and create sales related document with the amounts and quantities specified in the claim document.
Release > Release & Create & Post	Release the claim document, as well as create the sales related documents and then post them along with the claim document.
Release > Reopen	Reopen the claim and its related documents to change the values after it is released. Released claims have the Released status and must be opened before they can be changed.



 Note

On the **Claim Setup** page, on the **General** FastTab, in the **Return Location Code** field, choose a Warehouse Management location. This enables you to post the **Sales Claim** with Warehouse Management location along with related documents by choosing **Release > Release & Create & Post**. On the confirmation screen, when you choose **Yes**, the documents will not be posted. This occurs because the system lacks the feature for automatic creation of Warehouse Receipt and Pick. However, the Sales Claim is posted when you click **No**. You cannot make any changes in the Sales Claim after it is posted.

On the **Sales Credit Memo** page, on the **Lines** FastTab, on the action bar, select **Lines > Item Charge Assignment** to view the item charge assignment for all credit lines inserted in Sales Claim based on the method selected in Claim Setup.

 Note

- You cannot release a Sales Claim if,
- The Action Type is not defined for all the items.
- New Unit Price is not defined for *Credit* Items.
- Any mandatory information is not filled in standard sales documents, managed by the standard release of the system. In this case, the system will initiate a rollback.

On the **Sales Invoices** list page, you can view the following documents from the **Sell-to Customer Sales History** FactBox:

- Ongoing Sales Claims
- Posted Sales Claims
- Ongoing Sales Return Orders
- Ongoing Sales Credit Memos
- Posted Sales Return Receipts
- Posted Sales Shipment
- Posted Sales Credit Memos

On the **Shipment Information** FactBox, you can view the original quantity, actionable quantity, original unit price, and amount associated with the selected purchase claim lines. This helps you view the data without navigating to the posted sales shipment. This data is updated dynamically.

The system updates the **Gen. Prod. Posting Group** field value on the **Item Ledger Entry** page based on the configuration in the **Sales Price Adjustment Item Charge** field on the **General Product Posting Groups** page.



Note

- In the **Sales Price Adjustment Item Charge** field, you can select the required option to specify an item charge that is used to handle the price adjustment process in the sales claim. With this setting, the line **Type** field is set as *Charge (Item)* for claims on the **Sales Return Order** page.
- If the **Sales Price Adjustment Item Charge** field value on the **General Product Posting Groups** page is blank, the system updates the **Gen. Prod. Posting Group** field value on the **Item Ledger Entry** page based on the **Gen. Prod. Posting Group** field value on the **Claims Setup** page. This is only applicable if the **Document Type** field value is set to *Sales Credit Memo* on the **Value Entries** page linked to **Item Ledger Entry** page.

To create sales claim and redirect it to another customer

After creating a sales claim, you can redirect it to another customer. To do this, on the **Sales Claim** page, you must fill in the **Redirect Customer No.** and **Redirect Customer Name** fields.

On the **Lines** FastTab, the **Action** field will automatically display *Return*, and it is not editable. Only the **Action Quantity**, **New Unit Price**, **Amount**, and **Return Reason Code** fields are editable.

After releasing the sales claim, on the action bar, select **Post** to post the sales claim.

Posting the Sales Claim creates the Sales Order with the redirected customer, inheriting all the item tracking lines. Then it posts the sales order and the sales claim.

Note

You can't make any changes to the Sales Claim after it is posted.

If the Customer Credit Memo No. is entered in the claim, and the claim is associated with a sales return order and a credit memo, the system will automatically fill in the Customer Credit Memo No. as follows: Customer Credit Memo No. -1 for the return order and Customer Credit Memo No. -2 for the credit memo.

If the Customer Credit Memo No. is not provided, the system will add the Customer Cr Memo No. automatically to sales documents before they are posted: Claim No. -1 for the return order and Claim No. -2 for the credit memo.

Posted sales claim

A Posted Sales Claim refers to a sales claim that has been processed and finalized. It represents the completion of the resolution process for a customer's claim or complaint regarding a product or service purchased from a company.



1. Select the Search icon , enter **Posted Sales Claims**, and then choose the related link. The **Posted Sales Claims** page opens.
2. Select and click the required **No.** to open the **Posted Sales Claim** page.
3. On the action bar, click **Related** > **Purchase Claims** or **Posted Purchase Claim** (It can be viewed only after creating the purchase claim). These documents can be viewed only when the purchase claim is created from the return receipts of a sales claim.
4. On the action bar, click **Related** > **Posted Sales Return Receipts**, **Posted Sales Credit Memos**, **Posted Sales Invoice**, or **Posted Sales Shipment** to view the related documents.
5. On the **Posted Sales Claim** page, on the **Lines** FastTab, select the item lines that you wish to return and then select **Create Purchase Claim**; this results in creating the purchase claims. For more information, see [To create purchase claim from return receipts of a sales claim](#).

 Note

The **Document Type** for the above-mentioned purchase claims will be the *Return Receipt*.

After posting the Sales claim, navigate to the **Posted Sales Claim** page. On the action bar, select **Sales Claim**. However, no documents will be available as they will appear within the **Posted Sales Claim** instead.

The system assigns a new number to the posted sales claim while maintaining the reference to the original document in the **Sales Claim No.** field. This allows for establishing a relationship with all the associated documents.

You can view the **Item No.**, **Quantity Returned**, and **Total Value Credited** for each item in the lines on the **Claim Information** FactBox on the **Posted Sales Shipment** page.

Finished sales claims report

You can generate and print a Finished Sales Claims report which includes the records of the posted sales claims along with the posting date, action type, return reason code, and other required filters. To access the report, select the Search icon , enter **Finished Sales Claims**, and then choose the related link. You can filter the information based on Customer, Item, and Action type or add new filters from the table.

To create purchase claim from return receipts of a sales claim

You can directly create a purchase claim from the posted sales claim. The products returned by the customer can be returned directly to the vendor from whom they were purchased.



1. On the **Posted Sales Claim** page, on the **Lines** FastTab, select the lines that contain items to be returned to the vendor.
2. On the action bar, click **Create Purchase Claim**.

This action is performed only if the vendor is identified for that item. If multiple lines have different vendors, the system creates different purchase claims for each vendor.

Note

The **Document Type** on the Purchase Claim created from the return receipt of the Sales Claim will be *Return Receipt*.

The Item Tracking Lines will also be automatically inherited when the purchase claim is released. On the **Purchase Claim** page, on the action bar, click **Related** > **Posted Sales Claim** to view the related documents. You cannot view this option while creating the purchase claim from purchase receipts.

When the purchase claim is created from the return receipts of the sales claim, the **Pstd. Sales Claim No.** and **Pstd. Sales Claim Line No.** fields on the **Lines** FastTab on the **Purchase Claim** page will get updated automatically.

Note

The packaging items are not inherited from the sales order; instead, they will be calculated based on the returned quantity in the created sales return order.



Create a dump order

Article • 4/17/2024 • 5 min read

A dump order is a sales order type designed to streamline the sale of returned items by automatically assigning them to a predefined dump customer. These orders are used to get the inventory returned from the customer out of the warehouse, facilitating efficient inventory management and ensuring smoother operations.

Additionally, for businesses, dump orders aid in inventory management efficiency, reduce order processing complexity, and enhance overall supply chain flexibility.

You can create a dump order with this feature. The following procedure describes how to perform this activity.

1. Select the Search icon , enter **Sales Orders**, and then choose the related link.
The **Sales Orders** list page opens.
2. Select the preferred **No.**
The **Sales Order** card page opens.
3. On the action bar, select **Home > Create Warehouse Shipment**.
The system displays a dialog box confirming the creation of the shipment document.
4. Click **OK**.
The system redirects you to the associated warehouse shipment.
5. On the action bar, select **Home > Post > Post**.
The system displays a dialog box.
6. Click **OK**.
The warehouse document is posted.
7. Select the Search icon , enter **Sales Claims**, and then choose the related link.
The **Sales Claims** list page opens.
8. On the action bar, select **New**.
The **Sales Claims** card page opens.
9. On the **General** FastTab, enter **Customer No.**
10. On the **Lines** FastTab, select the **Get Shipment Lines** action.
The **Get Shipment Lines** page opens.
11. Select the desired **Document No.** and click **OK**.
12. On the action bar, select **Release > Release & Create**.

Note

Upon executing the **Release & Create & Post** action, the system generates the associated sales return order and automatically posts both the claim document and the sales return order.



The system displays a dialog box.

13. Click **Yes**.

The system redirects you to the associated sales return order.

14. On the action bar, select **Home > Post > Post**.

The system displays a dialog box.

15. Select **Receive and Invoice** and click **OK**.

The system displays a dialog box confirming the posting of the sales return order.

You can also access the associated posted sales credit memo by selecting **Yes** in the dialog box.

Note

You must post the associated sales return order to process the dump order.

16. On the action bar, select **Create Dump Order > Create Dump Order**.

Note

- You can create dump orders by executing the **Create Dump Order** action exclusively on the **Sales Claim** page.
- For dump orders to be valid, both the **Action Type** and **Return Action** fields must be set to *Return* and *Dump*, respectively.
- You cannot create a dump order again if one has already been created.

The system displays a dialog box.

17. Click **Yes**.

The system redirects you to the associated sales order.

Note

On the **Sales Claim** card page, the **Dump Orders** FactBox displays the total number of dump orders generated for a particular customer and the dump order number.



Create a claim from the purchase order

Article • 4/17/2024 • 3 min read

Creating a claim document directly from a purchase order streamlines issue resolution, reducing financial risks and improving vendor relationships. It enhances transparency, accountability, and operational efficiency, resulting in cost savings.

With this feature, you can create a claim document directly from the purchase order. The following procedure describes how to perform this activity.

1. Select the Search icon , enter **Purchase Orders**, and then choose the related link.
The **Purchase Orders** list page opens.
2. Select the desired **No.**
The **Purchase Order** card page opens.
3. On the action bar, select **Home** > **Create Whse. Receipt**.
The system displays a dialog box confirming the creation of the warehouse receipt.
4. Click **OK**.
The system redirects you to the associated warehouse receipt.
5. On the action bar, select **Home** > **Post Receipt**.
The system displays a dialog box.
6. Click **Yes**.
You can configure the related documents according to the advanced warehouse setup or transactions.
Once the configuration is done, the system redirects you to the purchase order page.

Note

You must configure the associated documents based on advanced warehouse transactions setup for the defined location.

7. On the action bar, select **Home** > **Create Claim**.
The **Get Purchase Receipt Lines** page opens.
8. Select the desired **Receipt Line No.** and click **OK**.
The system displays a dialog box to confirm whether you want to open the associated claim document.
9. Click **Yes**.
The system redirects you to the associated purchase claim document.

Similarly, you can also create sales claim documents from sales orders.



 Note

To create a claim from the order, the associated receipt/shipment document must exist.



Create an issuer credit memo from a sales claim

Article • 4/17/2024 • 2 min read

Creating a purchase credit memo against an issuer empowers users to rectify errors, resolve disputes, and manage accounts payable effectively. This enhances cash flow and customer satisfaction while streamlining financial management processes.

With this feature, you can create a purchase credit memo against the issuer. The following procedure describes how to perform this activity.

1. Select the Search icon , enter **Sales Claims**, and then choose the related link.
The **Sales Claims** list page opens.
2. Select the desired **No.**
The **Sales Claim** card page opens.
3. On the **Lines** FastTab, enter the **Issuer Type** and **Issuer No.**

Note

- When the **Issuer Type** field is set to *Own Logistics* or *Vendor*, you can enter a vendor number in the **Issuer No.** field.
- If the **Issuer Type** field is set to *Shipping Agent*, you can enter the associated shipping agent code; the associated vendor will automatically populate.
- If the **Issuer Type** is empty or set to *Own Logistics*, the **Issuer No.** field remains empty.

Ensure the sales claim document has been processed and the sales return order has been posted.

4. On the **Lines** FastTab, select the **Create Issuer Credit Memo** action.
The issuer credit memo is created.

Note

The **Vendor No.** is inherited from the **Issuer No.** defined in the sales claim document. The **Item No.** is inherited from the **Claims Setup** page for the **Item Type** set as *Non-inventory*.



Create a purchase credit memo from a sales claim

Article • 3/19/2025 • 3 min read

With this feature, you can create a purchase credit memo from a sales claim. The following procedure describes how to perform this activity.

1. Select the Search icon , enter **Sales Claims**, and then choose the related link.

The **Sales Claims** list page opens.

2. Select the desired **No.**

The **Sales Claim** card page opens.

3. On the **General** FastTab, in the **Customer Name** field, enter the relevant value.

4. On the **Lines** FastTab, in the **Item No.** field, enter the relevant value.

5. In the **Location Code** field, enter the relevant code.

The vendor is determined based on inbound transactions associated with the specific lot used for the item.

6. In the **Action Type** field, select *Credit*.

7. On the **Lines** FastTab, on the action bar, select **Quantity to Return per Lot**.

Note

This action is active only when the **Action Type** field value is set to *Credit*.

The **Quantity To Return Per Lot** page opens.

8. The **Quantity to Return** field value is automatically updated. However, you can modify the field value. This field value gets inherited from the **Action Quantity** field value in the sales claims lines.

9. On the action bar, select **Create Purchase Credit Memo**.

The **Sales To Purchase Selection** page opens.

This page displays entries based on combinations of **Item No.**, **Vendor No.**, and **Lot No.** field values. You can choose an entry based on the specific lot linked to the particular vendor.

10. Select the preferred entry and click **OK**.

The system displays a dialog box confirming the creation of the purchase credit memo.

11. Click **Yes**.

The system redirects you to the associated purchase credit memo.

Note

The system inherits the **Item charge** configured in the setup for each claim line.



Create a purchase return order from a sales claim

Article • 3/19/2025 • 3 min read

With this feature, you can create a purchase return memo from a sales claim. The following procedure describes how to perform this activity.

1. Select the Search icon , enter **Sales Claims**, and then choose the related link.

The **Sales Claims** list page opens.

2. Select the desired **No.**

The **Sales Claim** card page opens.

3. On the **General** FastTab, in the **Customer Name** field, enter the relevant value.

4. On the **Lines** FastTab, in the **Item No.** field, enter the relevant value.

5. In the **Location Code** field, enter the relevant code.

The vendor is determined based on inbound transactions associated with the specific lot used for the item.

6. In the **Action Type** field, select *Return*.

7. On the **Lines** FastTab, on the action bar, select **Quantity to Return per Lot**.

Note

This action is active only when the **Action Type** field value is set to *Return*.

The **Quantity To Return Per Lot** page opens.

8. The **Quantity to Return** field value is automatically updated. However, you can modify the field value. This field value gets inherited from the **Action Quantity** field value in the sales claims lines.

9. On the action bar, select **Create Purchase Return Order**.

The **Sales To Purchase Selection** page opens.

This page displays entries based on combinations of **Item No.**, **Vendor No.**, and **Lot No.** field values. You can choose an entry based on the specific lot linked to the particular vendor.

10. Select the preferred entry and click **OK**.

The system displays a dialog box confirming the creation of the purchase return order.

11. Click **Yes**.

The system redirects you to the associated purchase return order.



Create a purchase claim from a sales claim

Article • 4/17/2024 • 3 min read

Creating a purchase claim from a sales claim streamlines dispute resolution by enabling sellers to directly address customer concerns about purchased products or services, enhancing efficiency, customer satisfaction, and buyer-seller relationships.

With this feature, you can create a purchase claim from a sales claim. The following procedure describes how to perform this activity.

1. Select the Search icon , enter **Sales Claims**, and then choose the related link.
The **Sales Claims** list page opens.
2. Select the desired **No.**
The **Sales Claim** card page opens.
3. On the **Lines** FastTab, enter the **Item No.**
4. In the **Location Code** field, enter the relevant code.
The vendor is determined based on inbound transactions associated with the specific lot used for the item.
Ensure the associated sales return order is posted.
5. On the **Lines** FastTab, select **Create Purchase Claim** action.
The **Sales To Purchase Selection** page opens.
This page displays entries based on combinations of **Item No.**, **Vendor No.**, and **Lot No.** field values. You can choose an entry based on the specific lot linked to the particular vendor.
6. Select the preferred entry and click **OK**.
The system displays a dialog box confirming the creation of the purchase claims.
7. Click **Yes**.
The system redirects you to the associated purchase claim.

Note

A purchase claim document is generated for each source vendor associated with the lot assigned to the sales claim.



Claim split

Article • 4/17/2024 • 3 min read

The claim split feature streamlines the handling of returned items within sales claims by enabling the creation of new sales orders using a redirect customer number. It reduces manual intervention, ensuring smoother customer service and efficient inventory and sales process management.

With this feature, you can create sales credit memos and sales return orders from the specific sales order. The following procedure describes how to perform this activity.

1. Select the Search icon , enter **Sales Claims**, and then choose the related link.
The **Sales Claims** page opens.
2. Select the desired **No.**
The **Sales Claim** card page opens.
3. On the **General** FastTab, in the **Customer No.** field, enter the relevant value.
4. In the **Redirect Customer No.** field, select the customer number for which you want to create a sales order.
5. On the **Lines** FastTab, select the **Get Shipment Lines** action.
The **Claims- Get Shipment Lines** page opens.
6. Select the preferred **Document No.** and click **OK**.
The system updated the **Lines** FastTab accordingly.
7. In the **Action Type** field, select *Return* or *Credit* for each line item.
8. On the action bar, select **Release** > **Release & Create**.
The system creates associated sales return orders and sales credit memos for line items with **Action Type** set as *Return* and *Credit*, respectively.

Note

The system creates a new sales order for the customer defined in the **Redirect Customer No.** field for only line items for which the **Action Type** is set with *Return*.



Integrations

Article • 8/8/2025 • 1 min read

The Aptean Claims extension has been integrated with the following extensions:

- [Aptean Lot Management](#)
- [Aptean Transport](#)
- [Aptean Trade Management](#)



Aptean Lot Management

Article • 5/21/2025 • 1 min read

When the Aptean Claims extension is used in conjunction with the Aptean [Lot Management](#) extension, you can create purchase or sales claims directly from the **Recall** card page. For more information, see [Create recalls](#).



Aptean Transport

Article • 5/21/2025 • 1 min read

When the Aptean Claims extension is used in conjunction with the Aptean [Transport](#) extension, you can use the *Shipping Agent Code* option in the **Issuer Type** field on the **Sales Claim** page. Additionally, when configuring shipping agents, you can use the configured vendor number on the **Sales Claim** page.



Aptean Trade Management

Article • 8/8/2025 • 1 min read

When the Aptean Claims extension is used in conjunction with the Aptean [Trade Management](#) extension, when the **Non-Reversible** toggle is turned on for a trade plan, the system excludes trade costs associated with the trade plan when creating return orders, ensuring that costs which should not be reversed are excluded from reversal. For more information, see [Set up trade plans](#).

