

Claims Module

Best Practice for Using the Claims Module

Debbie Neal



Benefits of Using Claims Module

Benefits of Using Claims Module

- Tracking the Stages of a Claim
- See Revenue Cost of Goods of Claims
- Keeping Claims in Same Area for Monitoring
- Keeping Vendor Credits Separate from Vendor Claim Credits



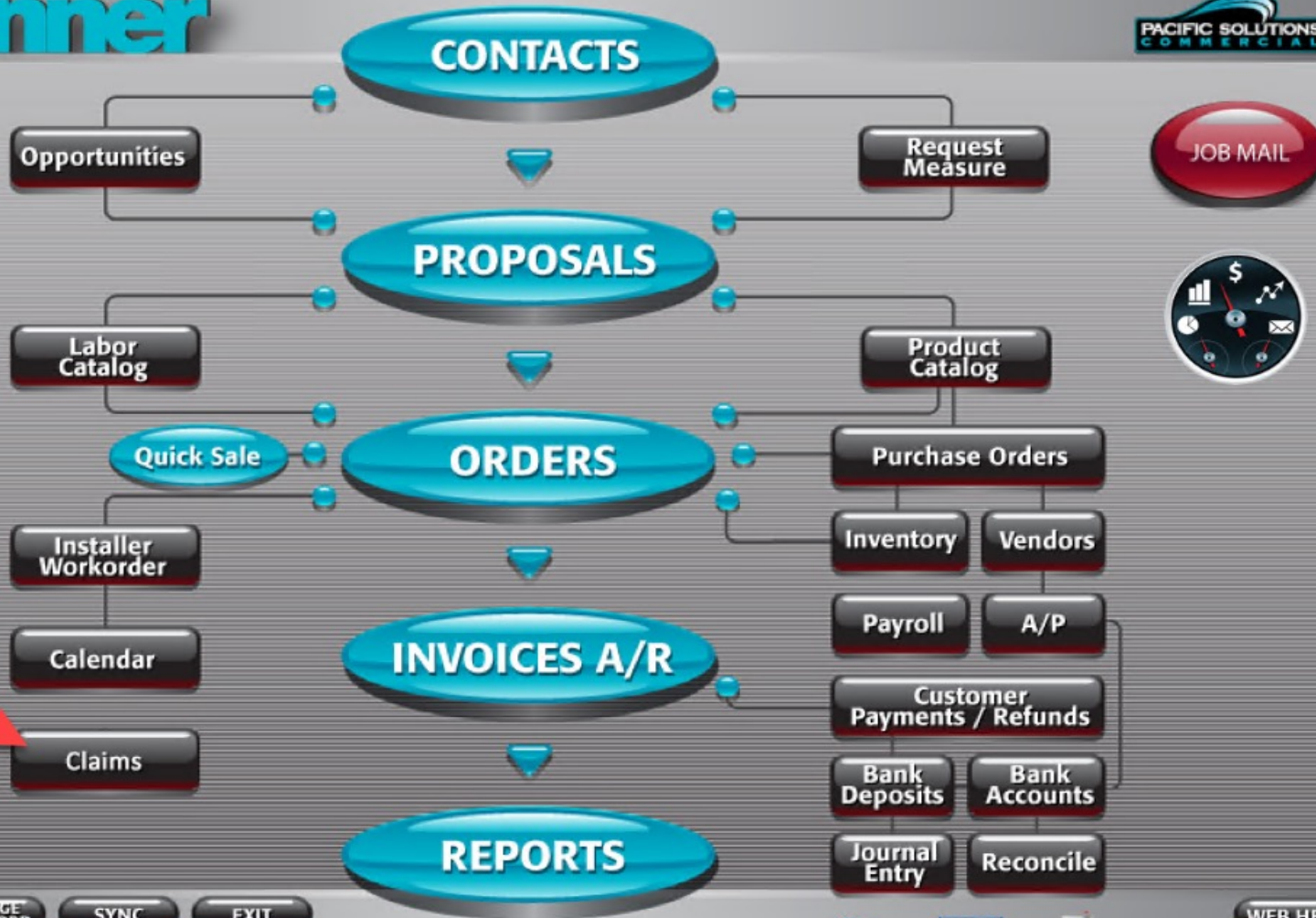
Creating and Processing

New Claims/Best Practice



One Point Floors

JobRunner



- ADMIN
- LOG OUT
- CHANGE PASSWORD
- SYNC
- EXIT



WEB HELP

Complete the Claims Module Form

File Edit View Insert Format Records Scripts Window Help

New Delete Find Find All Print Transfer Claims List Copy Bar Code Web Help

8 of 10 10

Claims Module One Point Floors

Internal Claim # Date

Initiated By

Job Description

Job #

PO #

Sales Person 1

Sales Person 2

Claim Stage

Claim Type

Mill Claim Number

Anticipated Credit Date

Claim Size

Recall Date Time:

Fax
 Email

Name
 Address
 Lot / Suite #
 City, St, Zip
 Phone

Fax
 Email

Name
 Address
 Lot / Suite #
 City, St, Zip
 Phone

Open Closed Date Closed Stock Special Order Create Date / Time

Notes

100 sy was shipped from the vendor damaged. Has black streaks in material.

Notes

100 sy was shipped from the vendor damaged. Has black streaks in material.

History

The partially damaged goods was installed in closets and back office until replacement is received. Informed client claim was being initiated to the vendor for replacement

Debbie
9/9/2023 9:11:55 AM

Adding Product ID# in the Products Tab

Claims Module

One Point Floors

8 of 10 10

Internal Claim # 20222 Date 9/18/2023

Initiated By Debbie

Job # 3011

PO #

Sales Person 1 Debbie

Sales Person 2

Claim Stage Completed

Claim Type Manufacturer Defective

Mill Claim Number 8532656565

Anticipated Credit Date Sep 30, 2023

Claim Size \$4000.00

Recall Date 10/3/2023 Time 3:00 PM

Job Description Replacement of Damaged Goods

Contact / Phone

Shaw Industries Claims Department Refresh

12345 Shaw Road Copy All

Dalton GA 98765-4321 Copy Label

Fax

Email Claims@notreallyshaw.com

Job Address Community / Plan

Name Wares Construction LLC

Address 987 South 34th St

Lot / Suite #

City, St, Zip Nashville TN 12345

Phone 123 456-7890

Overview Products Docs Contacts Orders JobMail Forms CRM Activities Directions

All Returned

Prod ID	Quan	Product Type	Manufacturer	Product Description	Color / Item Number	Price Area	Unit	Liked	Returned
45738	100	Carpet	PHILADELPHIA	Neyland li 20 50510	30450 Freedom	\$24.48	SY	✓	✓
Notes	Claim 3011 Damaged Goods								
Notes									

Changing the Claim Status in the Claim Module

Print	Transfer	Claims List	Copy	Bar Code	Web Help
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One Point Floors 8 of 10 10

Internal Claim # Date

Initiated By

Job #

PO #

Sales Person 1

Sales Person 2

Claim Stage

Claim Type

Claim Number

Anticipated Credit Date

Claim Size

Recall Date Time:

Create Date / Time

History

The partially damaged goods was installed in closets and back office until replacement is received. Informed client claim was being initiated to the vendor for replacement

Debbie
9/9/2023 9:11:55 AM

Debbie
9/9/2023 9:00 AM

Ability to Create Client Upgrades from the Claims Module

File Edit View Insert Format Records Scripts Window Help

For **Contact / Phone**

Shaw Industries Claims Department Refresh

12345 Shaw Road Copy All

Dalton GA 98765-4321 Copy Label

Fax Email Claims@notreallyshaw.com

Job Address **Community / Plan**

Name Wares Construction LLC

Address 987 South 34th St

Lot / Suite #

City, St, Zip Nashville TN 12345

Phone 123 456-7890

Sales Person 1 Debbie

Sales Person 2

Claim Stage Completed

Claim Type Manufacturer Defective

Mill Claim Number 8532656565

Anticipated Credit Date Sep 30, 2023

Claim Size \$4000.00

Recall Date 10/3/2023 Time: 3:00 PM

Overview Products Docs Contacts Orders JobMail Forms CRM Activities Directions

Open Closed Date Closed 9/19/2023 Stock Special Order Create Date / Time 9/18/2023 8:23:10 AM

Notes

100 sy was shipped from the vendor damaged. Has black streaks in material.

History

The partially damaged goods was installed in closets and back office until replacement is received. Informed client claim was being initiated to the vendor for replacement

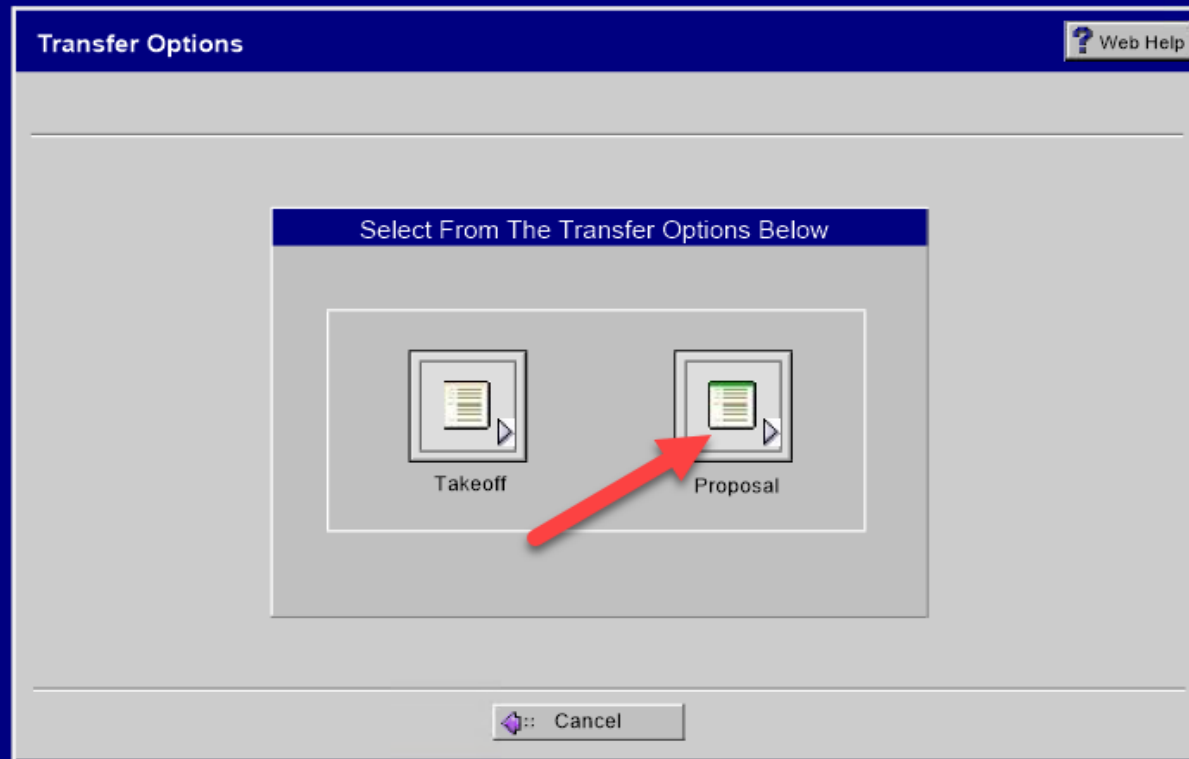
Debbie
9/9/2023 9:11:55 AM

Debbie
9/9/2023 9:09 AM

Installer reported issue with materials.
Debbie
9/9/2023 9:06:28 AM

Proposal #	Date	Sales Person 1	Sold To	Ship To	Grand Total	Job Description
▶ 10519	9/18/2023	Debbie	Shaw Industries	Wares Construction LLC	\$3773.00	Replacement of Damaged Goods
▶ 10524	9/19/2023	Debbie	Wares Construction LLC	Wares Construction LLC	\$517.89	Upgrade Charge from Claim


Transfer the Claim



Optional- Additional Job Type Creation

New Quote Web Help

Select The Quote Options Below


New Quote

Job Type Store Location

Sales Person 2

Carpet
Ceramic
Hardwood
Pacific Solutions
Tile
Vendor Claim
Window Treatments

Cancel

Completing the Claim with Additional Materials and Labor & Transfer to Claim Order

File Edit View Insert Format Records Scripts Window Help

New Delete Find Find All Isolate Print **Transfer** List View Copy Compress Update Template Lock Template Sessions Export Web Help Integrations Audit Tool Settings

Template Sale N/A

Claim **One Point Floors** 1 of 1358

Proposal For Shaw Industries **Contact / Phone** Claims Department
 12345 Shaw Road
 Dalton GA 6765-4321
 Phone 123 456-7890

Ship To **Community / Plan**
 Name Wares Construction LLC
 Location
 Address 887 South 34th St.
 Lot / Suite #
 City, State, Zip Nashville TN 12345
 Phone 123 456-7890

Claim # 20222 Quote # 10519 Customer PO
 Owner
 General Contractor Date 9/18/2023 Plan Date
 Architect Store One Point Floors Entry Person Debbie
 Designer Marketing Source Market Sector
 Project Manager Constant Contact
 Accounting Manager
 Job Start Date
 Line Of Business
 Job Description Replacement of Damaged Goods
 Sales Person 1 Debbie
 Sales Person 2

Entry CRM Activities Upgrades Bundle Alternates Profits Job Mail Forms Sitefotos
 Filter Mat / Lab Filter Product Type Clear Filtering

Type	S Quan	W Quan	Unit	Length Width	ID#	Manufacturer / Product Description	Color / Item Number Area	Import Lines	Sell	Total	Actions
Carpet	100		SY		4573 PHILADELP	Neyland II 20 50510	30450 Freedom		\$24.48	\$2,448.00	
Line# 1	Labor	100	SY	12	8	Carpet	Damaged Area		\$7.00	\$700.00	
Notes	Installer										
Customer											
Labor											
Line# 2	Labor	100	SY			Carpet			\$6.25	\$625.00	
Notes	Take-up Damaged Goods										
Customer											

Information Actions Totals
 Refresh Totals Labor \$1,325.00
 Details/Signature Materials \$2,448.00

[Jump to Line](#)

Changing the Claim Status in the Claim Module

Print	Transfer	Claims List	Copy	Bar Code	Web Help
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One Point Floors 8 of 10 10

Internal Claim # Date

Initiated By

Job #

PO #

Sales Person 1

Sales Person 2

Claim Stage

Claim Type

Claim Number

Anticipated Credit Date

Claim Size

Recall Date Time

Create Date / Time

History

The partially damaged goods was installed in closets and back office until replacement is received. Informed client claim was being initiated to the vendor for replacement

Debbie
9/9/2023 9:11:55 AM

Debbie
9/9/2023 9:00 AM

Process
Claim
Order
w/WO, PO,
Pick Ticket

File Edit View Insert Format Records Scripts Window Help

Delete Find Find All Print Transfer List View Change Order Unlock Template Sessions Export Refresh Web Help Settings

Locked Ordered Work Order Received Scheduled Delivered Verified Invoiced Comm Set Comm Paid Closed N/A Job Start Date Install Complete Mission Control 1 of 1

Claim One Point Floors

Job Start Date:
 Owner:
 General Contractor:
 Architect:
 Designer:
 Project Manager:
 Accounting Manager:
 Line Of Business:
 Job Description: Replacement of Damaged Goods

Project # 3036
 Job # 3036 Customer PO
 Date 8/18/2023 Plan Date
 Store 1 One Point Entry Person Debbie
 Sales Person 1 Debbie 100%
 Sales Person 2

Sold To Shaw Industries 743 12345 Shaw Road Dalton GA 30705-4321 Phone 88765-4321 Fax

Contact / Phone Claims Department

Ship To Wares Construction LLC 887 South 34th St. Nashville TN 37203-1234 Phone 123 456-7890 Fax

City, State, Zip Nashville TN 37203

Phone 123 456-7890 Fax

Cell

Entry CRM Activites Upgrades Bundle Status Profits Chg Orders Job Mail Pick Ticket Forms Project Sitefotos

Filter Mat / Lab Filter Product Type Filter Procurement Filter Job Progress Filter Job Costs Clear Filtering More Lines

Type	S	Quan	W	Quan	Unit	Length	ID#	Product Description	Color / Item Number	Sell	Total	Actions
Carpet	Materials	100			SY		4573	PHILADELPH Neyland II 20 50510	30450 Freedom	\$24.48	\$2,448.00	
Line# 1	Labor	100			SY	12	8	Carpet Install Carpet Glue Down	Damaged Area	\$7.00	\$700.00	
Line# 2	Labor	100			SY			Carpet Take-up Damaged Goods		\$6.25	\$625.00	

Information Actions Totals

Refresh Totals Labor \$1,325.00
 Details / Signature Materials \$2,448.00

Jump to Line

Invoice Claim

File Edit View Insert Format Records Scripts Window Help

Delete Reverse Find Find All Print List View Open Invoices Process Payment Export Edit / Postings Refresh Web Help

Paid Reversed N/A

Invoice **One Point Floors**

Project # 1 1 692

Job # 3036

Customer PO

Sold To **Contact / Phone**

Shaw Industries Claims Department

743

12345 Shaw Road

Dalton GA 308765-4321

Fax

Ship To **Community / Plan**

Name Wares Construction LLC

Location

Address 887 South 34th St.

Lot / Suite #

City, State, Zip Nashville TN 372345

Phone 123 456-7890 Cell

Job Description Replacement of Damaged Goods

Date 8/18/2023

Contract #

Store Entry Person

1 One Point Debbie

Sales Person 1 Debbie

Sales Person 2

Itemized CRM Activities Bundle Invoice Job Mail Forms

Type	Record #	Quan	Unit	Product Description	Color / Item Number	Sell	Total
Materials	3036	100.00	SY	PHILADELP Neyland li 20 50510	30450 Freedom Area	\$24.48	\$2,448.00
Labor		100.00	SY	Install Carpet Glue Down	Damaged Area	\$7.00	\$700.00
Line# 1							
Notes Customer							
Materials	3036	100.00	SY	Take-up Damaged Goods		\$6.25	\$625.00
Line# 2							
Notes Customer							

Information Collection Notes

Actions Totals

More Details

Labor	\$1,325.00
Materials	\$2,448.00
Contract Total	\$3,773.00
Retention	

Conditions General Terms Net 30 Follow-up Date

Jump to 1

Print	Transfer	Claims List	Copy	Bar Code	Web Help
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8 of 10

One Point Floors

Internal Claim # Date

Initiated By

Job #

PO #

Sales Person 1

Sales Person 2

Claim Stage **Completed**

Claim Type **Completed**

Claim Number

Anticipated Credit Date

Claim Size

Recall Date Time

JobMail	Forms	CRM Activities	Directions
---------	-------	----------------	------------

Create Date / Time

History

The partially damaged goods was installed in closets and back office until replacement is received. Informed client claim was being initiated to the vendor for replacement

Debbie
9/9/2023 9:11:55 AM

Debbie
9/9/2023 9:00 AM

Changing the Claim Status in the Claim Module



Closing a Claim

Best Practice

Credit
Issued
Distribute
to GL

General Ledger Distribution

Vendor / Payable Information

Vendor: SHAW INDUSTRIES Record #: P9354 Date: 9/19/2023 Total Amount: \$3,773.00

GL Distribution

Acct #	Account Name	Account Type	Amount
1022	Checking Account	Current Asset	
1040	Capital One	Current Liability	
1041	Capital One Spark	Current Liability	
1099	Accounts Receivable Peachtree	Current Asset	
1102	Allowance for Doubtful Accounts	Current Asset	
1115	Retainage	Current Asset	
12002	Inventory RSD	Current Asset	
1400	Prepaid Expenses	Current Asset NP	
2360	Sales Tax Payable	Current Liability	
2362	Sales Tax Prepaid	Current Liability	
2364	Secondary Tax Collected	Current Liability	
2400	Customer Deposits	Current Liability	
2700	Loan from Officer	Current Liability	
500001	Purchases	Purchase	
690001	Suspense/Claims	Expense	\$3,773.00

Balance: \$0.00

Distribute: \$0.00

Records: 1306 of 1306 1306

Bill Credit

Distribute

Unaccepted

Actions:

Print	Transfer	Claims List	Copy	Bar Code	Web Help
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One Point Floors 8 of 10 10

Internal Claim # Date

Initiated By

Job #

PO #

Sales Person 1

Sales Person 2

Claim Stage

Claim Type

Claim Number

Anticipated Credit Date

Claim Size

Recall Date Time

Create Date / Time

History

The partially damaged goods was installed in closets and back office until replacement is received. Informed client claim was being initiated to the vendor for replacement

Debbie
9/9/2023 9:11:55 AM

Debbie
9/9/2023 9:00 AM

Changing the Claim Status in the Claim Module



Process Payment from Claim Invoice

File Edit View Insert Format Records Scripts Window Help

Delete Reverse Find Find All Print List View Open Invoices Process Payment Export Edit / Postings Refresh Web Help

Paid Reversed N/A

Invoice

Invoice #: 1-3438

Sold To Shaw Industries
743
12345 Shaw Road
Dalton, GA 31705-4321

Contact / Phone Claims Department

One Point Floors

Ship To Wares Construction LLC
887 South 34th St.
Nashville, TN 37212
Phone: 123 456-7890
Job Description: Replacement of Damaged Goods

Project # 692

Job # 3036
Customer PO
Date 8/18/2023
Store 1 One Point
Entry Person Debbie
Sales Person 1 Debbie
Sales Person 2

Itemized	CRM Activities	Bundle	Invoice	Job Mail	Forms			More Lines
Type Record #	Quan	Unit	Product Description Labor Description	Color / Item Number Area	Sell	Total		
Carpet	100.00	SY	PHILADELP Neyland II 20 50510	30450 Freedom	\$24.48	\$2,448.00		
3036 Labor	100.00	SY	Install Carpet Glue Down	Damaged Area	\$7.00	\$700.00		
Line# 1 Notes Customer								
Labor	100.00	SY	Take-up Damaged Goods		\$6.25	\$625.00		
Line# 2 Notes Customer								

Process Payment as an Adjustment to GL Account

File Edit View Insert Format Records Scripts Window Help

New Delete Void Find Find All List View Print Refund Report Refresh Web Help

Navigation

261 of 261 261

Transaction # 1851

Payments From Customers

Accepted

Account Shaw Industries

Remitter Shaw Industries

Ref #

Store # / Branch 1 One Point Floors

Chk # / Type Adjustment

Exp. Date

License #

GL Account 690001 - Suspense/Claims

Date 9/19/2023

Auth #

Deposit #

Amount \$3,773.00

Payment Spread Funds Available Refunded

Payment Spread Detail

Job #	Invoice #	Grand Total	Balance	Retention	Discount	Amount Applied	Date Applied	Date Unapplied
3036	I-3438	\$3,773.00	\$0.00	\$0.00	\$0.00	\$3,773.00	9/19/2023	

Sales Deposit Detail

Deposit Balance to Allocate \$0.00

Job #	Balance	Deposit	Add

Current Deposit Detail

Job #	Balance	Deposit

Final Change of the Status of Claim

Claims Module

One Point Floors 8 of 10 10

Internal Claim # 20222 Date 9/18/2023

Initiated By Debbie

Job # 3011

PO #

Sales Person 1 Debbie

Sales Person 2

Claim Stage **Completed**

Claim Type Manufacturer Defective

Mill Claim Number 8532656565

Anticipated Credit Date Sep 30, 2023

Claim Size \$4000.00

Recall Date 10/3/2023 Time 3:00 PM

Job Description Replacement of Damaged Goods

For Shaw Industries Contact / Phone Claims Department Refresh

12345 Shaw Road Copy All

Dalton GA 98765-4321 Copy Label

Email Claims@notreallyshaw.com

Job Address Name Wares Construction LLC

Address 987 South 34th St.

Lot / Suite #

City, St, Zip Nashville TN 12345

Phone 123 456-7890

Community / Plan

Overview Products Docs Contacts Orders JobMail Foms CRM Activities Directions

Open Closed Date Closed 9/19/2023 Stock Special Order Create Date / Time 9/18/2023 8:23:10 AM

Notes
100 sy was shipped from the vendor damaged. Has black streaks in material.

Notes
100 sy was shipped from the vendor damaged. Has black streaks in material.

History
The partially damaged goods was installed in closets and back office until replacement is received. Informed client claim was being initiated to the vendor for replacement
Debbie
9/9/2023 9:11:55 AM



Tracking a Claim

Best Practice

From Claim Module Use the Find in Tool Bar

File Edit View Insert Format Records Scripts Window Help

New Delete **Find** Find All Print Transfer Claims List Copy Bar Code Web Help

Claims Module *One Point Floors* 8 of 10 10

Internal Claim # 20222 Date 9/18/2023

Initiated By Debbie

Job # 3011

PO #

Sales Person 1 Debbie

Sales Person 2

Claim Stage Completed

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Mill Claim Number 8532656565

Anticipated Credit Date Sep 30, 2023

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Recall Date 10/3/2023 Time: 3:00 PM

Job Description Replacement of Damaged Goods

For **Contact / Phone**

Shaw Industries Claims Department Refresh

12345 Shaw Road

Dalton GA 98765-4321 Copy All Copy Label

Fax

Email Claims@notreallyshaw.com

Job Address **Community / Plan**

Name Wares Construction LLC

Address 987 South 34th St.

Lot / Suite #

City, St, Zip Nashville TN 12345

Phone 123 456-7890

Overview Products Docs Contacts Orders JobMail Forms CRM Activities Directions

Open Closed Date Closed 9/19/2023 Stock Special Order Create Date / Time 9/18/2023 8:23:10 AM

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History

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Debbie

9/9/2023 9:11:55 AM

Ability to Use Multiple Search Fields

Find

Store # / Name	<input type="text" value="1"/>	Int. Claim #	<input type="text"/>
Name	<input type="text"/>	Date	<input type="text"/>
Address / Lot / Suite	<input type="text"/>	Sales Person	<input type="text"/>
City, St, Zip	<input type="text"/>	Entry Person	<input type="text"/>
Phone	<input type="text"/>	Initiated By	<input type="text"/>
Claim Stage	<input type="radio"/> Open <input type="radio"/> Closed	Mill Claim #	<input type="text"/>
	Completed	Claim Type	<input type="text"/>
	In Process		
	Pending		
	Vendor Credit Pending		


Additional Information

Age Demographic	Create Date / Time	Modification Date / Time	Market Segment	Opportunity Source
<input type="text"/>	<input type="text"/>	<input type="text"/>	Designer	<input type="text"/>
Stock / SO	Product Interest	Won / Lost / Suspended	Won / Loss Reason	
<input type="checkbox"/> Stock <input checked="" type="checkbox"/> Special Order	<input type="text"/>	<input type="text"/>	<input type="text"/>	
Customer Type	Bid Deadline			
<input type="radio"/> New <input type="radio"/> Repeat	<input type="text"/>			

From Claim Module Use the Claim List in the Tool Bar

Claims Module

One Point Floors



8 of 10 10

Internal Claim # 20222 Date 9/18/2023

Initiated By Debbie

Job # 3011

PO #

Sales Person 1 Debbie

Sales Person 2

Claim Stage Completed

Claim Type Manufacturer Defective

Mill Claim Number 8532656565

Anticipated Credit Date Sep 30, 2023

Claim Size \$4000.00

Recall Date 10/3/2023 Time: 3:00 PM

Job Description

For **Contact / Phone**

Shaw Industries Claims Department Refresh

12345 Shaw Road

Dalton GA 98765-4321 Copy All Copy Label

Fax

Email Claims@notreallyshaw.com

Job Address **Community / Plan**

Name Wares Construction LLC

Address 987 South 34th St

Lot / Suite #

City, St, Zip Nashville TN 12345

Phone 123 456-7890

Overview Products Docs Contacts Orders JobMail Forms CRM Activities Directions

Open Closed Date Closed 9/19/2023 Stock Special Order Create Date / Time 9/18/2023 8:23:10 AM

Notes

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Notes

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History

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Debbie
9/9/2023 9:11:55 AM

From Claims List Options

- Closed Claims
- Open Claims
- Export
- Additional Find

File Edit View Insert Format Records Scripts Window Help

Return Open **Closed** Find Export

CLAIMS - Closed

Sales Person	Job Description	Recall Date / Time	Last Contacted	Phone	Sold to	Ship to	Anticip. Credit Date	Claim Size	Claim Stage	Claim Type	Date / Time
▶ Dave Hill			3/5/2017		JIM BILLINGS	GENE BUTLER		\$4,818.00	Completed		1/22/2015 1:24 PM
▶ Davey Jones					JIM BILLINGS	GENE BUTLER			Completed	Color/Size	2/26/2017 1:20:09 PM
▶ David Young					Duluth Construction Co		5/1/2017	\$9,594.75	Completed	Color/Size	4/27/2017 2:14:53 PM
▶ Debbie	Replacement of		9/9/2023		Shaw Industries	Wares Construction	9/30/2023		Completed	Manufacturer	9/18/2023 8:23:10 AM
Grand Total (4)								\$14,412.75			

In Claims
List-Open
View
Claim
Status

SC1v10 (2CC59C)

File Edit View Insert Format Records Scripts Window Help

CLAIMS - Open												
Sales Person	Job Description	Recall Date / Time	Last Contacted	Phone	Sold to	Ship to	Anticip. Credit Date	Claim Size	Claim Stage	Claim Type	Date / Time	
Celine	Carpet mfg defect -				Mannington Commercial	Jill's House	11/17/2021	\$5,000.00	In Process	Carpet restretch	11/17/2021 10:15:11 AM	
Celine	Carpet mfg defect -		11/17/2021		Mannington Commercial	Jill's House	11/17/2021	\$5,200.00	In Process	Carpet restretch	11/17/2021 10:26:29 AM	
Celine	TESTING CLAIM				Mannington Commercial	City View Church	9/1/2022	\$5,000.00	Vendor Credit	Material Defect	9/1/2022 11:19:22 AM	
Debbie	Cove Base Color				Mannington Commercial	ABC CONSTRUCTION	12/12/2022		Pending	Shipping	12/12/2022 1:18:17 PM	
Debbie					DalTile	Wares Construction	9/19/2023		Pending	Color/Size	9/19/2023 11:32:34 AM	
Debbie					Mannington Commercial	Mannington	9/19/2023		Pending	Color/Size	9/19/2023 12:15:01 PM	
Grand Total (6)								\$7,600				

Reports
Type
Written
By
Adding Job
Type

File Edit View Insert Format Records Scripts Window Help

Reset Report
Report
Web Help

<ul style="list-style-type: none"> Accounting Analysis Commissions Flooring Financial Inventory <li style="background-color: #004a99; color: white; padding: 2px;">Job Costing Opportunity Sales Sales Analysis Walk In 	<ul style="list-style-type: none"> ➤ Billing Worksheet (As of Date) ➤ Job Cost Detail Report ➤ Job Cost Detail Report (As of Date) ➤ Job Progress (Contract Detail) ➤ Job Progress (Contract Written) ➤ Job Progress (Not Assigned Inventory) ➤ Job Progress (Not Delivered) ➤ Job Progress (Not Invoiced) ➤ Job Progress (Not Invoiced) ➤ Job Progress (Not Locked) ➤ Job Progress (Not Scheduled) ➤ Job Progress (Open) ➤ Job Progress As Of Date ➤ Job Progress By Date ➤ Job Progress Custom ➤ Labor Over / Under Billing ➤ Labor Sold By Labor Type (Written) ➤ Market Sector (Written) ➤ Parts Report ➤ Products Sold / Custom (Written) ➤ Products Sold By Item # / Color (Written) 	<ul style="list-style-type: none"> ➤ Products Sold By Manufacturer (Written) ➤ Products Sold By Product Type (Written) ➤ Project Cost Report ➤ Sales By City & Zip (Written) ➤ Sales By Customer (Written) <li style="background-color: #004a99; color: white; padding: 2px;">➤ Sales By Job Type (Written) ➤ Sales By Member Ref (Written) ➤ Sales by Product Detail (Written) ➤ Sales by Product Summary (Written) ➤ Sales Chronologically (Written) ➤ Total Sales (Written) (Personnel)
--	---	--

Date Selection

Search Period

Date Range

From

To

Store / Location

Check Sales People to Include Check All Uncheck All

Reset Report Generate Report

+
Navigator
Customer
Opportunity
Proposal
Jobs
PO
Installer Workorder
Customer Payments
Bank Accounts
Inventory



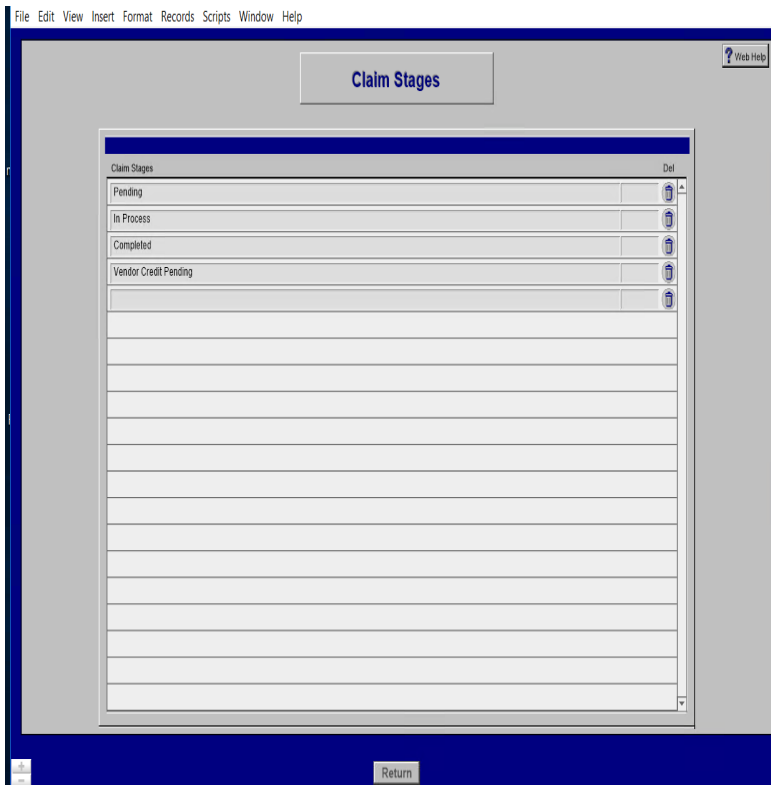
Setting Up for Claims

Best Practice

Setting Up Claim Stages & Claim Types

- Admin>Value List>Claim Stages

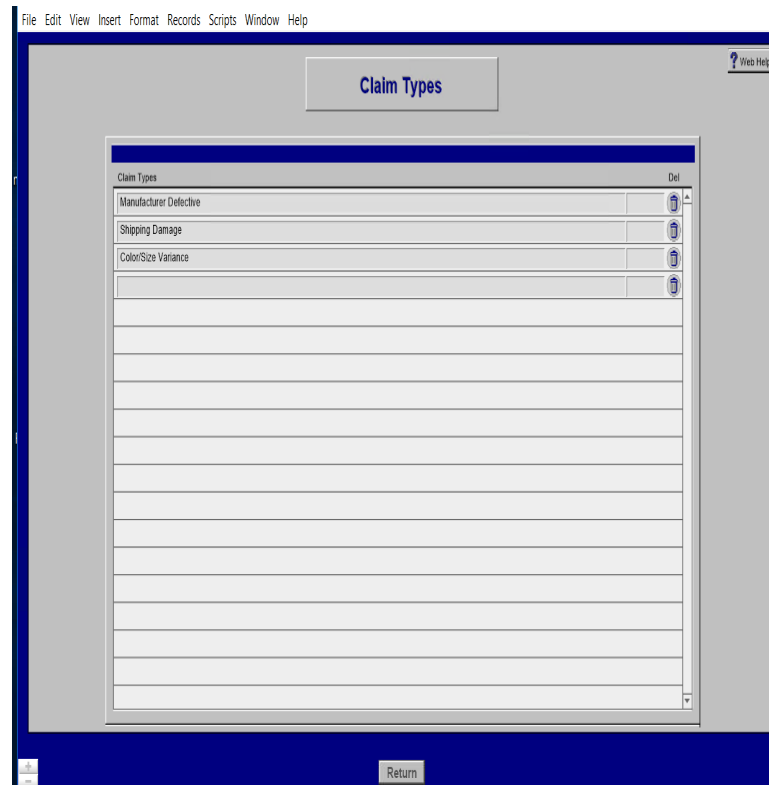
- Admin>Value List>Claim Types



The screenshot shows the 'Claim Stages' configuration window. At the top, there is a menu bar with 'File', 'Edit', 'View', 'Insert', 'Format', 'Records', 'Scripts', 'Window', and 'Help'. Below the menu bar is a title bar with 'Claim Stages' and a 'Web Help' button. The main area contains a table with the following data:

Claim Stages	Del
Pending	
In Process	
Completed	
Vendor Credit Pending	

At the bottom of the window, there is a 'Return' button.



The screenshot shows the 'Claim Types' configuration window. At the top, there is a menu bar with 'File', 'Edit', 'View', 'Insert', 'Format', 'Records', 'Scripts', 'Window', and 'Help'. Below the menu bar is a title bar with 'Claim Types' and a 'Web Help' button. The main area contains a table with the following data:

Claim Types	Del
Manufacturer Defective	
Shipping Damage	
Color/Size Variance	

At the bottom of the window, there is a 'Return' button.

Creating GL Accounts for Claims

Admin > Ledger Accounts



General Ledger Accounts Find Find All Print Export

Acct #	Branch	Acct Name	Acct Type
236706	06	Secondary Tax Prepaid	Current Liability
2380		Income Taxes Payable	Current Liability
2400		Customer Deposits	Current Liability
2500		Current Portion Long-Term Debt	Current Liability
2600		Line of Credit	Current Liability
2700		Loan from Officer	Current Liability
2800		Installer Retention	Fixed Liability
2801		Dakota Smith Retention	Current Liability
2802		Tile Tech Retention	Current Liability
2803		Dallas Beller Retention	Current Liability
2804		Dean McDean Retention	Current Liability
2805		Billy Smith Retention	Fixed Liability
2806		Project Labor Retention Account	Current Liability
2810		Old retainage balances	Current Liability
3560		Retained Earnings	R Equity
3920		Paid-in Capital	Equity
3930		Common Stock	Equity
3940		Dividends Paid	Equity
3950		Draw	Equity
405001	01	Job Cost Contra Account	Income
405002	02	Job Cost Contra Account	Sale
410001	01	Interest Income	Income
410002	02	Interest Income	Income
420001	01	Other Income	Income
420002	02	Other Income	Income
450001	01	Sales	R Sale
450002	02	Sales	Sale
450006	06	Sales PacSolTraining	Sale
4510		Revenue Recognition Adj	Sale
460001	01	Sales Discounts	R Sale
460002	02	Sales Discounts	Sale
470001	01	Claims	Sale
500000	00	Combined Purchases	Purchase
500001	01	Purchases	R Purchase
500002	02	Purchases	Purchase
500006	06	Purchases PacSolTraining	Purchase
50005		Vendor Restocking Fees	Purchase
500101	01	Purchases - Labor	Purchase
500102	02	Purchases - Labor	Purchase
500106	06	Purchases - Labor PacSolTraining	Purchase
500201	01	Misc Job Costs	Purchase

PS2v10 (2CC59C) General Ledger Account

Account # 470001 LIST Automatic Listing

Name Claims

Account Type Sale Non Posting

Payment Account

Branch 01 One Point Floors Holdback

Sub-Account

Cancel Delete

Store Information

Tax Authorities

MG ID: 1513 Version: v23b8.1 Licensed

Mapping GL Accounts for Claims

Admin > Store Information

File Edit View Insert Format Records Scripts Window Help

01

Store Information

Web Help

Store Information		
Store Name One Point Floors		
Address 22822 Granite Way Suite		
City Laguna Hills	St. CA	Zip Code 92653
Phone 1 949-297-3760	Phone 2	
Fax 949-297-3761	Store Manager	
Fed Tax ID 20-2117280	State Tax ID	
Franchise Acct Name JobRunner	Franchise Acct Number	
Store Identification # LH	Corporation Identifier	

Warehouse Locations	
Multiple Ship To Locations	Default Del
Mission Carpet	<input checked="" type="checkbox"/>
New Warehouse	<input type="checkbox"/>
One Point Floors	<input type="checkbox"/>
TEST	<input type="checkbox"/>
TJ'S FLOOR COVERING	<input type="checkbox"/>
WILL CALL	<input type="checkbox"/>

GL Sales Accounts	
GL Sales Account	
450001 - Sales	
GL Sales (Claims) Account	
470001 - Claims	

GL Purchase Accounts	
GL Material Purchase Account	
500001 - Purchases	
GL Labor Purchase Account	
500101 - Purchases - Labor	
GL Purchase (Claims) Account	
510001 - Claims	
500000 - Combined Purchases	
500001 - Purchases	
500002 - Purchases	
500006 - Purchases PacSolTraining	
50005 - Vendor Restocking Fees	
500101 - Purchases - Labor	
500102 - Purchases - Labor	
500106 - Purchases - Labor PacSolTraining	
500201 - Misc Job Costs	
500202 - Misc Job Costs	
500301 - Misc Job Credits	
500302 - Misc Job Credits	
501001 - Purchase Discounts	
502001 - Use Tax Accrual	
502002 - USE/PST Tax Accrual	
510001 - Claims	
600001 - Wages Expense	

Default Google From Address
Enter Address (ex. 1111 Main Street, San Diego, CA 92128)

Store Print Option
 Original Modern

Online Ordering Lock

Creating Vendor as a Customer/Contact



File Edit View Insert Format Records Scripts Window Help

New Delete Find Find All Print Transfer Quick Sale List View Edit Account Copy **Accept** Merge Export Statement Web Help Update

Customers Detail

Navigation: 1 of 1 78

Customer Information / Billing Address

Acct Name: Shaw Industries
 Company: [Empty]
 Address: 12345 Shaw Road
 City, St, Zip: Dalton GA 98765-4321
 Tax Code: Tax Exempt Customers ID: 743

Contact Type

Customer Owner Facility Manager
 General Contractor / Buyer Designer Accounting Manager
 Architect Project Manager

Referred By / Member

Name: (unmatched) Scan ID
 Cmpy: [Empty]

Accepted

Phone Accounting Email / URL Communities & Plans Notes Sales History Open Invoices CRM Activities Docs Opportunities **Guest** Directions Maintenance On Line

Phone Type	Area Code	Number	Ext	Email (Required)
Home / Company				Claims@notreallyshaw.com
Fax				

Look behind Email / URL tab for addresses prior to update.

Terms: Net 30
 Credit Limit: [Empty]
 ID Status: [Empty]

SIC Code: [Empty]
 Sales: [Empty]
 Person: [Empty]
 Project Manager: [Empty]
 Account Manager: [Empty]

Contacts Ship To's Proposal Address

Title / Job Description	Contact Name	Area Code	Number	Ext	Cell	Fax	Email

Navigator Opportunity Takeoff Proposal Jobs PO Invoices A/R Customer Payments Calendar Vendors

Rev Rec Claim Posting in Invoice



File Edit View Insert Format Records Scripts Window Help

Return

Edit Invoice Header

General Information

Sold To	<input type="text" value="Mannington Commercial"/>	Project #	<input type="text" value="3039"/>
		Invoice #	<input type="text" value="13440"/>
		Contract #	<input type="text"/>
Terms	<input type="text" value="Net 30"/>	Date	<input type="text" value="9/20/2023"/>
		Customer PO	<input type="text"/>
		Store # / Name	<input type="text" value="1 One Point Floors"/>

Cancel Proceed

GL Postings and Paid Tax Information

GL Spread

Date Posted	Date Created	Date Expired	Status	GL Number	GL Name	GL Type	Debit	Credit
9/20/2023	9/20/2023		Unpaid	1100	Accounts Receivable	Current Asset	\$2,520.00	
9/20/2023	9/20/2023			1115	Retainage	Current Asset	\$280.00	
9/20/2023	9/20/2023			470001	Claims	Sale		\$2,800.00

Taxes Paid Information For Silent Use

Paid Date	State / Country	Amount	County / Province	Amount	City	Amount	Misc 1	Amount	Misc 2	Amount	Taxable COGs
Totals	State / Country		County / Province		City		Misc 1		Misc 2		

Non-Rev Rec Claim Posting in Invoice

File Edit View Insert Format Records Scripts Window Help

Return

Edit Invoice Header

General Information

Sold To	<input type="text" value="Shaw Industries"/>	Project #	<input type="text" value="3036"/>
Terms	<input type="text" value="Net 30"/>	Invoice #	<input type="text" value="-3438"/>
		Contract #	<input type="text"/>
		Date	<input type="text" value="9/18/2023"/>
		Customer PO	<input type="text"/>
		Store # / Name	<input type="text" value="1 One Point Floors"/>

GL Postings and Paid Tax Information

GL Spread

Date Posted	Date Created	Date Expired	Status	GL Number	GL Name	GL Type	Debit	Credit
9/18/2023	9/18/2023	9/19/2023	Paid	1100	Accounts Receivable	Current Asset	\$3,773.00	
9/18/2023	9/18/2023			470001	Claims	Sale		\$3,773.00
9/18/2023	9/18/2023			1200	Inventory	Current Asset		\$1,958.00
9/18/2023	9/18/2023			510001	Claims	Purchase	\$1,958.00	

Taxes Paid Information For Tax Exempt

Paid Date	State / Country	Amount	County / Province	Amount	City	Amount	Misc 1	Amount	Misc 2	Amount	Taxable COGs
Totals	State / Country		County / Province		City		Misc 1		Misc 2		

See you tomorrow at Breakfast 8:00 – 9:00 am

Followed by: General Session in Griffin Ballroom
Starting at 9:00 am