






Operation/Task:	Vendor-Mill Claims			Equipment:	N/A
Owner:	Accounts Receivable Manager	Date Prepared:	6/12/15	Department Responsibilities:	
		Revision History:	See last page		

ALERTS (see below): Critical Step  Quality Check  Tip  Team Safety 

Purpose: This SOP/work instruction documents procedures for vendor/mill claims.

Step #	Alerts	Step Description - "What to Do"	"How to Do it"	"Why to Do it"
1		<p>Purchasing creates a ENPOINTE Vendor Claim Report or ENPOINTE Mill Claim Report PUR002.</p> <p>The form is provided to the Vendor or Paper Supplier and then given to Accounting.</p> <p>Accounting opens a vendor/mill claim job. If the vendor pays with a check the payment is processed through A/R cash receipts. If the vendor issues a credit memo AP enters and provides credit memo copy to AR so the job can be zero billed.</p>	<ul style="list-style-type: none"> Purchasing creates a ENPOINTE Vendor Claim Report PUR001 or a ENPOINTE Mill Claim Report PUR002 with pertinent information regarding the claim and requests. The form is provided to the Vendor or Paper Supplier and then given to Accounting. Accounting opens a vendor/mill claim job ticket, using the vendor name as the customer, ENPOINTE as the salesperson, use Vendor Claim or Mill Claim as the product code (as appropriate) and a brief description of the claim. Purchasing indicates the labor time, shipping and/or other material that need to be transferred from the 'original' job to the vendor / mill Claim job. The vendor/mill claim job is closed. If the vendor pays with a check the payment is processed through A/R cash receipts. If the vendor issues a credit memo AP enters and provides credit memo copy to AR so the job can be zero billed. 	Vendor / Mill Claims are created to recoupe costs from a Vendor or Mill due to additional costs incurred on ENPOINTE Jobs due to an issue

Notes:

Definitions:

Revision History	Description of Changes	Requested by	Date
Rev 1	Revised SOP to new format	Jan Hemmelgarn	6/12/15
Rev 2	Added Revision History table	Jan Hemmelgarn	8/1/16
Rev 3	Updated gray header bar, changed owner to Accounts Receivable Manager, changed GLS references to ENPOINTE	Cristi Oakvik	3/9/21

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