











SOP Reference #: PUR008

Operation/Task:	Vendor Claim Procedure			Equipment:	N/A
Owner:	Purchasing Manager	Date Created:	5/28/14	Department:	Manufacturing Support
		Revision History:	See last page		

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

Purpose: This SOP/work instruction describes the process of managing paper claims.

Step #	Alerts	Step Description - "What to Do"	"How to Do it"	"Why to Do it"
1		Department Manager notifies Purchasing that a problem with materials or service.	Department Manager provides evidence of the suspect material.	So Purchasing has the evidence to initiate a claim with the Vendor.
2		Department Manager completes non-conforming report (CI029)	Locate the form on ENPOINTE intranet and fill in the information. Placing a copy on the load and segregate product.	To be able to identify product that is potentially defective and prevent it from being shipped to the Customer.
3		Purchasing checks to see if Vendor claim is substantiated.	Visually inspect to make sure the claim can be processed as described.	To be able to gather additional information if needed or make suggestion to be able to utilize the existing materials.
4		Complete Vendor Claim Form PUR001	Locate the form on ENPOINTE Intranet and fill in the information: Purchase order, material, size, quantity, reason for claim.	To document cost incurred due to the claim.
5		Notify Vendor of the Claim.	Call or email claim to Vendor.	This will allow the Vendor to start the Claim process with and give guidance on any additional evidence needed and schedule a time to pick up the evidence.
6		Distribute copies of the return form "PUR001"	Copies 1. Purchasing File 2. Accounts Receivable	Communicate costs to be removed from the original job. Accounting will open a new job to move the cost for the claim and will apply the credit when received. Retain a copy of the Vendor Claim for the Vendor Review Team meeting.

Notes:

If a quality concern is found follow Non-conforming Product SOP (NCP001).

Definitions:

Vendor-Any non ENPOINTE Employee performing work requested by ENPOINTE

Revision History	Description of Changes	Requested by	Date
Rev 1	Revised SOP to new format	Rick Hamann	5/28/14
Rev 2	Added Revision History table	Rick Hamann	8/1/16
Rev 3	Updated to current SOP format; branding updates: font, company name; Manager review – no changes	Rick Hamann	4/21
Rev 4	Changed form number in Step 2 What To Do Changed verbiage in Step 2 How To Do It	Rick Hamann	9/7/23