

# QAD Trade Activity Management Demonstration Guide

## Overview

This demonstration focuses on QAD Trade Activity Management (TAM) and shows how it will help you effectively plan, manage and track trade promotion activities, providing full visibility into promotional spending. When dealing with complex contracts and pricing arrangements, QAD TAM helps you ensure accurate pricing and eliminate erroneous or fraudulent claims.

Use QAD TAM to manage contracts and contract pricing; including tiered discounts or rebates, and administrative or service fees. Manage buying groups and automatically track membership – not manually, but by electronically uploading regular updates. Similarly you will be able to track indirect sales – electronically loading sales reports and automatically verifying customer membership.

You will also manage all types of promotions in QAD TAM, recording any type of deal or discount, single or multi-tiered. Automated processing helps you manage and validate deductions and claims, automatically flagging incorrect or fraudulent claims and holding them for approval (or refusal).

Everything is documented, providing all the information you need to eliminate disputes. At any point, a user can see everything related to a contract or promotion on an “Activity Center”, providing at-a-glance insights.

QAD TAM is completely integrated with QAD Financials, supporting budgeting and optional automatic accruals with complete multi-currency and taxation support, ensuring you meet regulatory requirements. Complete financial integration simplifies reporting and analysis, and automated calculations and accrual processing speeds up month-end processing and eliminates costly errors.

Customer service improves due to more efficient order handling and better communication of promotional programs. Additionally, electronic import and data validation will help reduce IT costs, while ensuring data consistency, lowering overhead and reducing third party licensing fees.

### Demonstration Scope

In this demonstration you will see how QAD TAM manages the complete life cycle from establishing contracts and promotions; to managing deductions and claims; integrating with financial reporting; and providing complete analytical information to evaluate promotional effectiveness.

You will see how you can use QAD TAM to manage promotional activities as well as contracts and buying groups. Since most companies will not use both, the demonstration is split into two parts: Promotions and Contracts. Both begin with a discussion of business metrics and KPIs.

For promotions, you will see how the system supports all five types of promotional deals – immediate discounts, bonus goods, allocated funds, deferred discounts and scan-backs. You will look at how you will set up promotions and then run through an example. Take a sales order with an immediate discount and bonus goods; calculate earned and unearned discounts; generate accruals, and finally process deductions and claims.

For contracts, you will see how you can manage buying groups and indirect sales through distributors. First look at how the system helps you manage buying groups, contract pricing and fees. Then take an indirect sales report and see how the system automates validation, ensuring distributor charge backs are valid. Calculate earned discounts, create accruals, verify deductions, and manage admin and service fees.

Whether you use QAD TAM to manage promotions, contracts or both, you will see how it will reduce cost and improve profitability by helping you to more effectively manage trade spend; reducing administrative overhead and improving cash flow through automated trade settlement and more effective claim handling.

Rapid – Agile - Effective

# Demonstration - Promotions

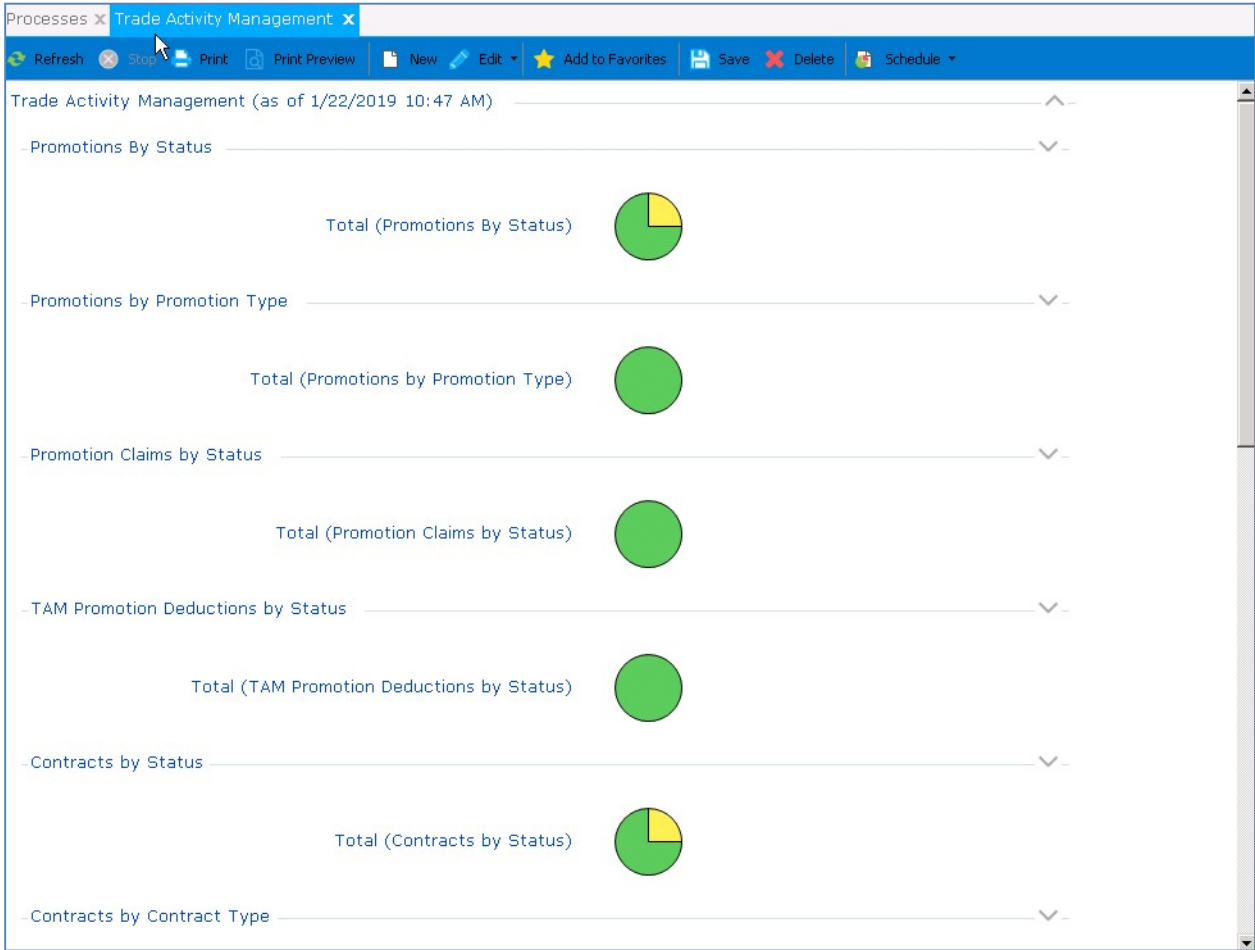
## Metrics

Do you know how well your company is performing in terms of promotions? Poor visibility into promotions can potentially mean higher costs or poorer customer service due to stock outs. Inefficient claim handling means longer Days Sales Outstanding (DSO) and poor cash flow, as well as lower profits because companies pay most claims, even if they aren't earned. They simply don't have time or documentation to refuse charges.

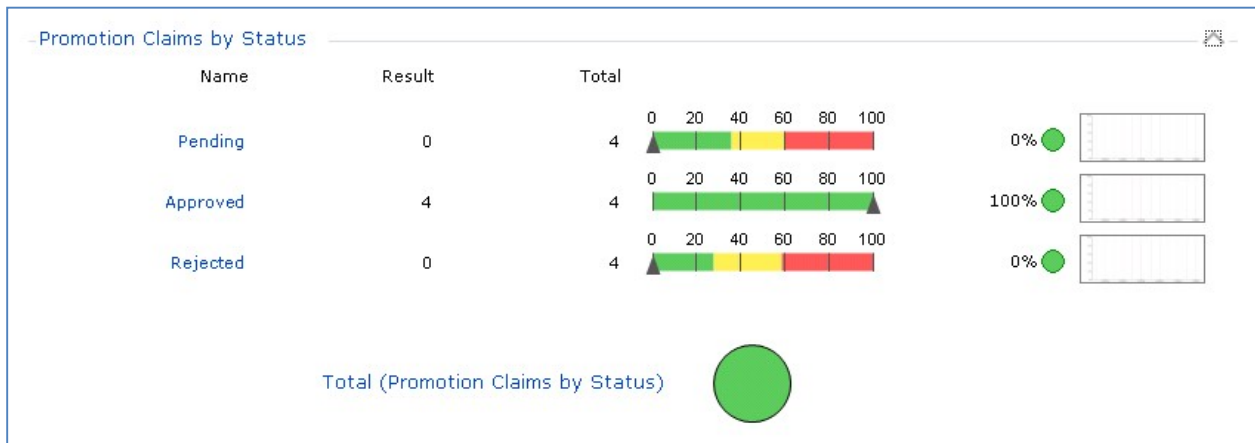
Using QAD TAM you can keep a close watch over critical metrics, using dashboards that can be personalized to the needs of each of your managers or users. Color-coded metrics focus management attention with complete drill-down to underlying details.

## Demo

- 1. Launch QAD Cloud ERP (.NET UI)
- 2. Select **Trade Activity Management** (metric)



- 3. Expand **Promotion Claims by Status**



4. Double-click **Approved**
5. Right-click any Claim Code

**Approved**

Search (Status = 'Approved')

Status equals Approved Search Clear All

Viewing 1 - 4 of 4 Records per page: 100

Claim Code	Description	Status	Customer Code	Sort Name	Buying Group	Promotion	Promotion Deal
CL-00001		Approved	10c5000	Card Dist			
CL-00002	System Generated	Approved			Prem Inc		
CL-00003	System Generated	Approved	10c1000	LTZ Retail		PR-002	AF
CL-00004	System Generated	Approved	10c1004	Price Chopper		PR-002	AF

Review Claim

6. Close window/ tab

### Key Points

- Personalized dashboards
- Color-coded metrics
- Drill-down to details
- One-click access

## Activity Center

The Promotion Activity Center gathers all of the information about promotions in one place. Here you can see all of your promotions. Just click the tabs to see all of the information about a deal, including a summary of claims.

You can look at promotions by customer, item, or earned discount or deal type. Notice that as you change your selection, context-sensitive panels change to display the relevant information.

Select a customer – in this case, Price Chopper – and see all the promotions that you have included them on – a Product Launch promotion and MDF (Marketing Development Funds).

Everything you need to know about a promotion is available, on the screen, exported to a CSV, Excel or pdf file, or printed as a report.

## Demo

1. Select **Promotion Activity Center**
2. Highlight **PR-002**

The screenshot shows the 'Promotion Activity Center' interface. At the top, there are tabs for 'Promotions by Customer', 'Promotions by Item', and 'Promotions by Earned Discount'. Below the tabs is a search bar and a table of promotions. The table has columns for Promotion, Description, Promotion Type, S, Respo, Buy Start, Buy End, Retail, Cur, Entity, P, Budget, and Budget. The promotion PR-002 is highlighted. Below the table, there are tabs for 'Promotion Deal', 'Earned Discount', 'Discount Details', 'TAM Deduction', and 'Claim Totals Browse'. The 'Claim Totals Browse' tab is selected, showing a detailed view of the promotion PR-002 with columns for Promotion, Description, Promotion Type, Deal, Deal Description, Deal Start Date, Deal End Date, Deal Category, and Combina.

Promotion	Description	Promotion Type	S	Respo	Buy Start	Buy End	Retail	Cur	Entity	P	Budget	Budget
PR-001	10% off Juice for Retailers	ProdLaunch	Open		12/1/2018	11/30/2019		USD				
PR-002	Juice In-store Retailer monthly marketing	MDF	Open		12/1/2018	11/30/2019		USD	10usaco			
PR-003	Tiered Juice Rebate for Retailers through	ProdLaunch	Open		12/1/2018	11/30/2019		USD				
PR-004	Buy 10 Juice Get One free - Retailers thro	ProdLaunch	Open		12/1/2018	11/30/2019		USD				

Promotion	Description	Promotion Type	Deal	Deal Description	Deal Start Date	Deal End Date	Deal Category	Combina
PR-002	Juice In-store Retailer monthly marketing costs	MDF	AF	\$1,000 per month through Nov 2019 - premium juice in-store placement	12/1/2018	11/30/2019	Allocated Funds	

3. In middle panel, click **Claim Totals Browse**

Processes x Promotion Activity Center x

Promotions Promotions by Customer Promotions by Item Promotions by Earned Discount

Search

Promotion starts at Search Clear All

Viewing 1 - 7 of 7 Records per page: All

Promotion	Description	Promotion Ty	S	Respo	Buy Star	Buy End	Retail	Retail	Cur	Entity	P	Budget	Budget
PR-001	10% off Juice for Retailers	ProdLaunch	Open		12/1/2018	11/30/2019			USD				
PR-002	Juice In-store Retailer monthly marketing...	MDF	Open		12/1/2018	11/30/2019			USD	10usaco			
PR-003	Tiered Juice Rebate for Retailers through...	ProdLaunch	Open		12/1/2018	11/30/2019			USD				
PR-004	Buy 10 Juice Get One free - Retailers thro...	ProdLaunch	Open		12/1/2018	11/30/2019			USD				

Promotion Deal x Earned Discount x Discount Details x TAM Deduction x Claim Totals Browse x

Viewing 1 - 2 of 2 Records per page: 100

Claim Code	Reference	Claim Date	Agreement	Deal	Accumulate Period End Date	Claim Currency	Amount to Allocate	Tax Amount	Total Amount	Customer Credit Note	Supplier I
CL-00003	PR-002	12/18/2018	PR-002	AF	12/31/2018	USD	1,000.00	0.00	1,000.00	2018/CCNHO/000000002	
CL-00004	PR-002	12/18/2018	PR-002	AF	12/31/2018	USD	1,000.00	0.00	1,000.00	2018/CCNHO/000000003	

Claim Items Browse x

Viewing 1 - 1 of 1 Records per page: 100

Claim Code	Claim Date	Agreement	Deal	Accumulate Period End Date	Item	Description	Claim Qty	UM	Claim Currency	Amount to Allocate	Agreement Currency	Agree
CL-00003	12/18/2018	PR-002	AF	12/31/2018	04001	Fruit Juice	8,333.33	EA	USD	1,000.00	USD	

4. In top panel, click **Promotions by Customer** tab

Note change in middle and bottom panels

5. Highlight **10C1004 Price Chopper**

Processes x Promotion Activity Center x

Promotions Promotions by Customer Promotions by Item Promotions by Earned Discount

Search

Customer equals Search Clear All

Viewing 1 - 88 of 88 Records per page: 100

Customer	Sort Name	Active	Bill To	Class	List Type	Business Relation	Type	Site	Country Code	Region	State	Salesperson 1	Salesperson 2
10C1002B	Houston Automotive Grop	yes		OEM	customer	10-C1002	OTH	10-200	USA	US-W	TX	10SP02	10SP01
10C1003	Pacific Health Care Systems	yes		DIST	customer	10-C1003	DIST	10-100	USA	US-W	CA	10SP01	
10C1004	Price Chopper	yes		WHSL	customer	10-C1004	WHSL	10-400	USA	US-E	NY	10SP02	
10C1005	Rockland Industrial Company	yes		ENDU	customer	10-C1005	ENDU	10-100	USA	US-E	NJ	10SP01	

Promotions by Customer x

Viewing 1 - 7 of 7 Records per page: 100

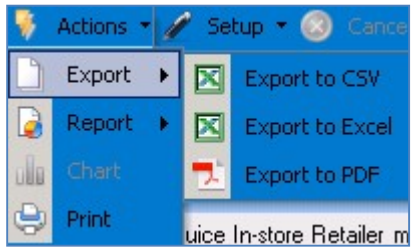
Promotion	Description	Promotion Type	Status	Responsible	Buy Start	Buy End	Retail Start	Retail End	Currency	Entity	Project
PR-001	10% off Juice for Retailers	ProdLaunch	Open		12/1/2018	11/30/2019			USD		
PR-002	Juice In-store Retailer monthly marketing costs	MDF	Open		12/1/2018	11/30/2019			USD	10usaco	
PR-003	Tiered Juice Rebate for Retailers through Nov 2019	ProdLaunch	Open		12/1/2018	11/30/2019			USD		
PR-004	Buy 10 Juice Get One free - Retailers through Nov 2019	ProdLaunch	Open		12/1/2018	11/30/2019			USD		
PR-005	Scan-back Juice in-store savings through Nov 2019	ProdLaunch	Open		12/1/2018	11/30/2019			USD	10USACO	

Promotion Deal x Earned Discount x TAM Subledger by Promotion x Discount Details x TAM Deduction x Claim Totals Browse x

Viewing 1 - 1 of 1 Records per page: 100

Promotion	Deal	Deal Description	Deal Category	Promotion Type	Combination Type	Claim Over Excess	Discount Base	Amount Type	Deal Limit	Deal Reference	Payment Cycle
PR-001	01 Line	10% off juice	Immediate Discount	ProdLaunch	Combina		Discount %		0.00	Juice-Launch	

6. In middle panel, expand **Actions > Export**



## Key Points

- Promotion Activity Center
- Context-sensitive panels
- Export, Report, Print

## Deals & Promotions

TAM supports all of the typical types of deals.

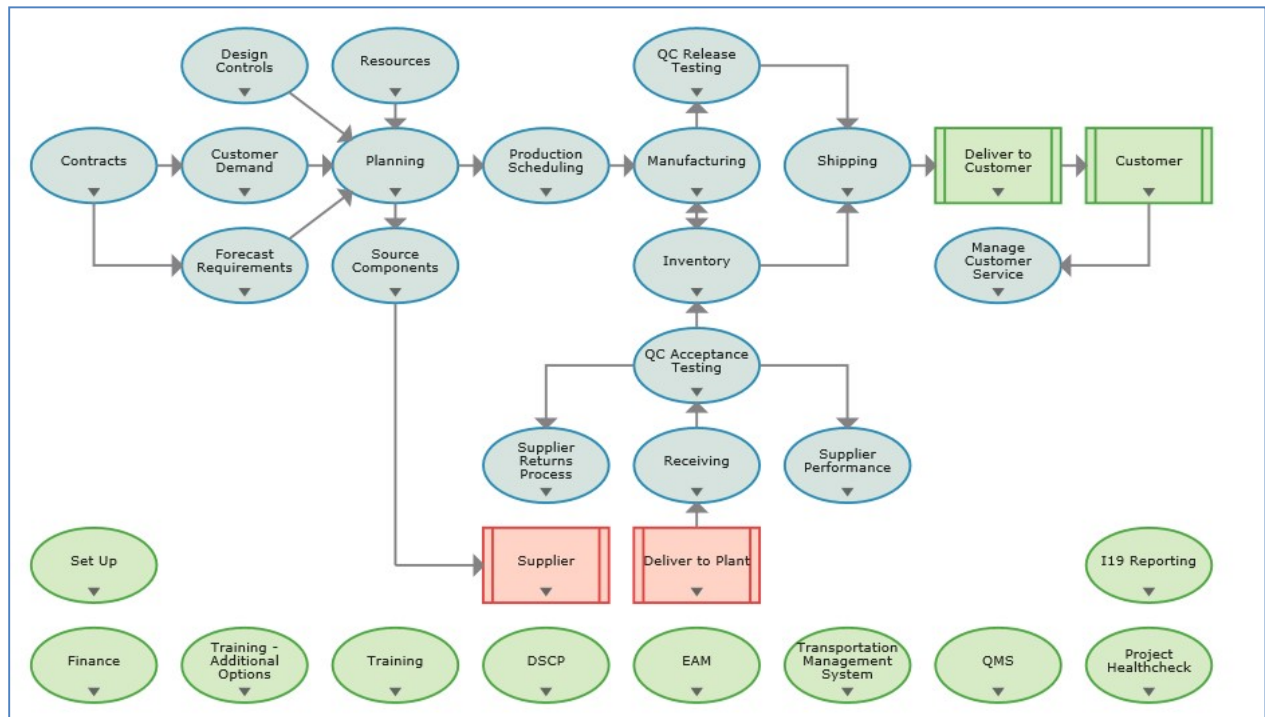
- Allocated funds, often called lump sum or slotting fees, is trade spend not tied directly to sales.
- Bonus goods, such as buy one, get one free.
- Deferred discounts where discounts are tied to direct sales, usually claimed by a customer based on total sales over a period of time.
- Immediate discounts evaluated at the time of order entry and applied immediately.
- Scan-back, a special type of deferred discount offered based on reported (scanned) quantity provided by the customer.

Deals are tied to promotions – for example product launch, contests, sales to reduce inventory, special commissions, discounts, or marketing development – and applied to specific customers or a group.

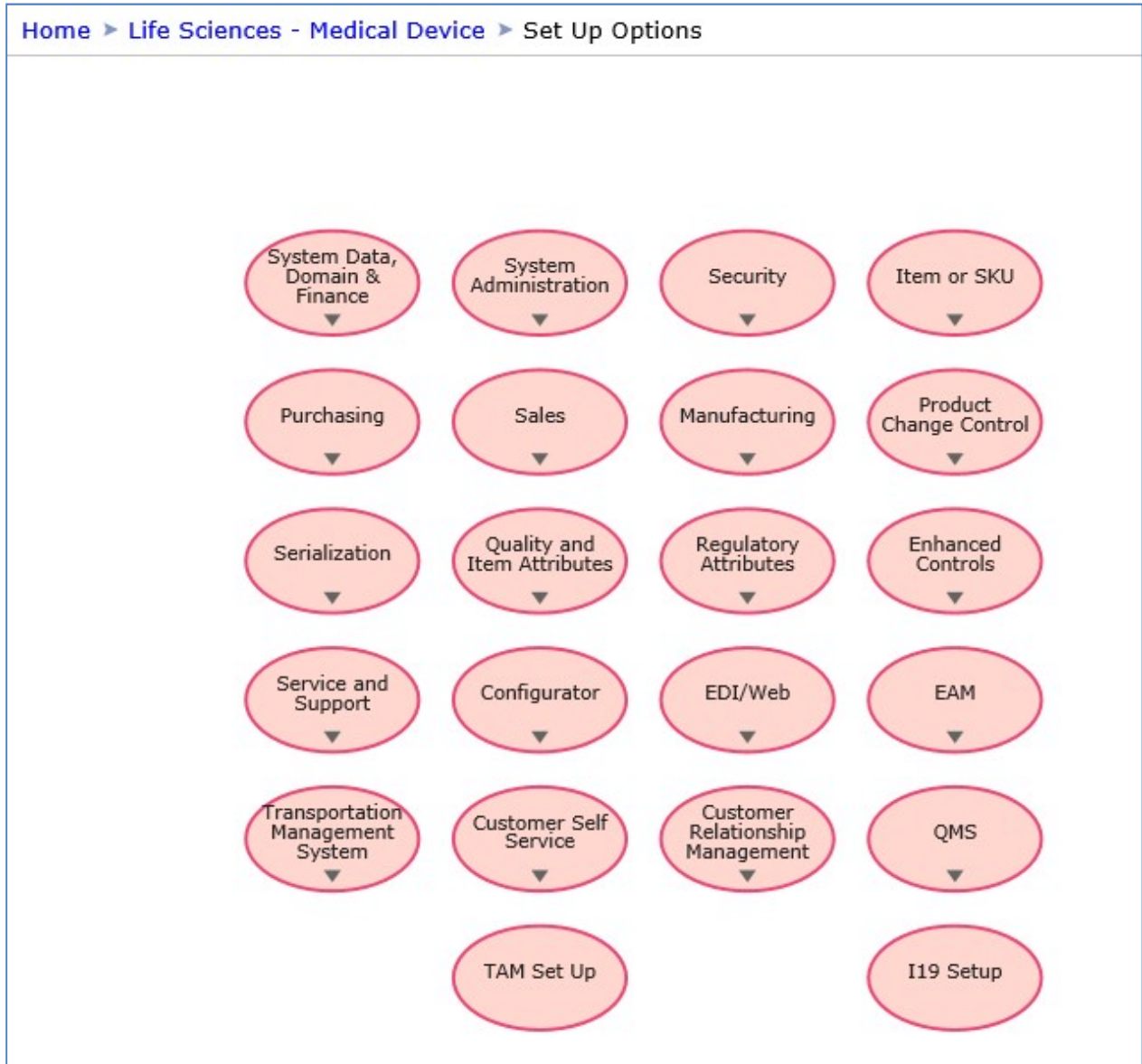
Right now there are five open promotions. Look at any one and you can see how the promotion specifies the applicable customers, items or item groups, deals and values. In this case the deal is a tiered rebate program, set up to increase the rebate after a certain minimum is met. Notice that you specify if this increase applies only to sales over the minimum, or to all sales. QAD TAM gives you the flexibility you need.

## Demo

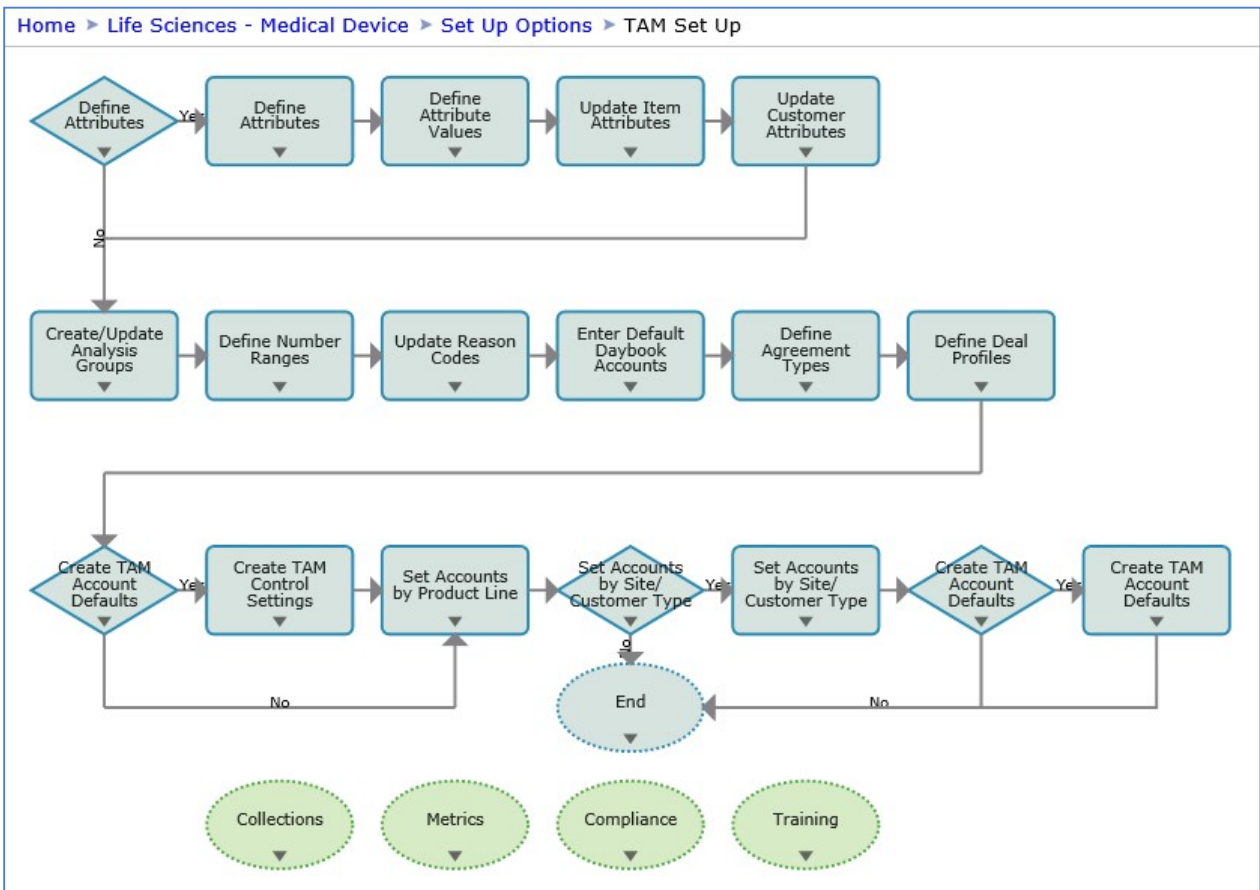
1. On Process Map, click **Easy On Boarding <your industry>**



2. Click **Set Up**



3. Click **TAM Set Up**



4. Click **Define Deal Profiles**
5. Click Deal Category heading to sort

Processes x Deal Profile Maintenance x

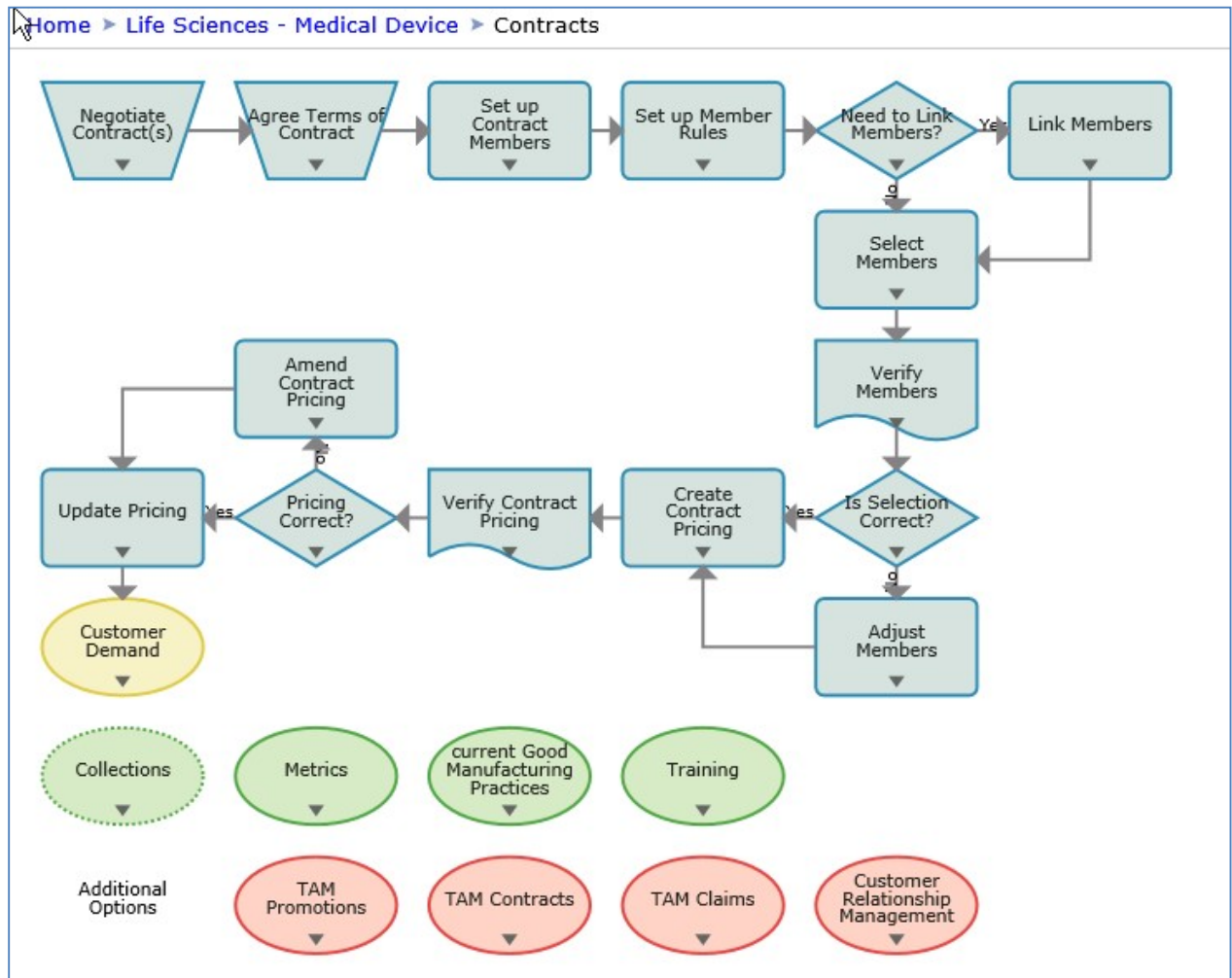
Actions Setup Cancel Add to Favorites Create Modify Delete

Search Deal Profile starts at Search Clear All

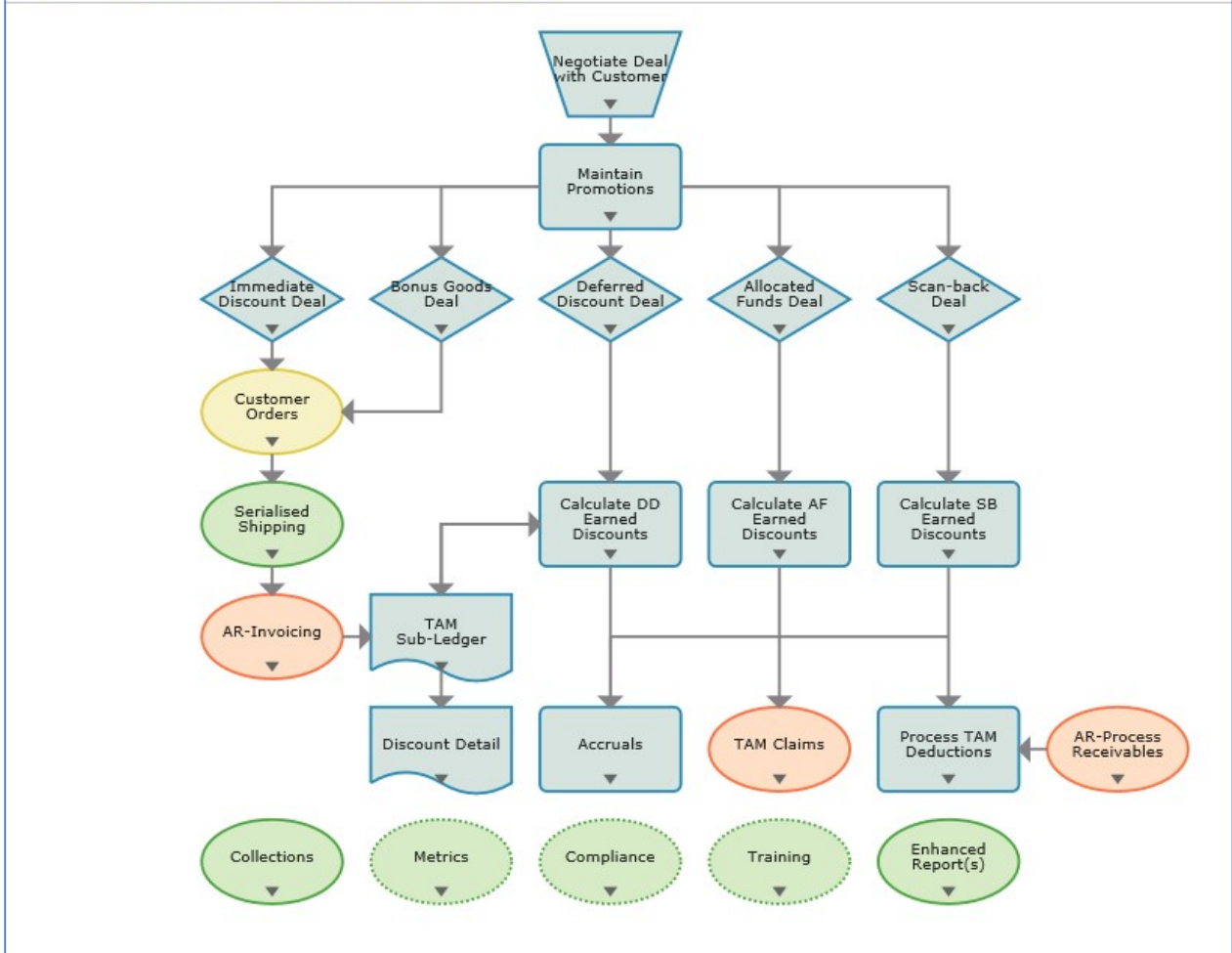
Viewing 1 - 15 Records per page: 100

Deal Profile	Description	Active	Deal Category	Amount Type	Discount Base	All Items	Quantity Type	Spread Method	System Generate Claims	Apply Current
AF	Allocated Fund	Yes	Allocated Funds			No	Even Spread		Yes	
LS	Lump Sum	Yes	Allocated Funds			No	Even Spread		Yes	
BOGO	Buy One Get One Free	Yes	Bonus Goods	Net Price		No			No	
Distributor Contract	Distributor Contract Pricing	Yes	Contract Pricing	Net Price		No	Quantity		No	
Master Agreement	Master Agreement Contract Pricing	Yes	Contract Pricing	Net Price		No	Quantity		Yes	
One-Off Contract	One-Off Member Contract Pricing Deal	Yes	Contract Pricing	Net Price		No	Quantity		No	
Specialty Contract	Specialty Distributor Contract pricing	Yes	Contract Pricing	Net Price		No	Quantity		No	
Admin Fee	BPO Admin Fee for use on Contracts Only	Yes	Deferred Discount	Discount %	Net Price	No	Amount	Even Spread	Yes	
BB\$	Billback \$ AR Claim upon Cust Request	Yes	Deferred Discount	Discount Amt	Net Price	No	Quantity	Even Spread	No	
Dist Service Fee	Distributor Service Fee	Yes	Deferred Discount	Discount %	Net Price	No	Amount	Even Spread	No	
One-Off Deferred	One-Off Deferred Incentive Deal	Yes	Deferred Discount	Discount %	Net Price	No	Amount	Even Spread	Yes	
Rebate	Rebate	Yes	Deferred Discount	Discount %	Net Price	No	Amount	Even Spread	No	
OI Line	Off-Invoice Line Level Discount	Yes	Immediate Discount	Discount %		No	Amount	Even Spread	No	
OI Order	Off-Invoice Overall Order Level Discount	Yes	Immediate Discount	Discount %		No	Amount	Even Spread	No	
Scan	Scan-back deal	Yes	Scan-back	Discount Amt		No		Even Spread	No	

6. In breadcrumb, click <your industry> to return to main process map
7. Click **Contracts**



8. Click **TAM Promotions**



### 9. Click **Maintain Promotions**

Processes X Promotion Maintenance X

Actions Setup Cancel Add to Favorites

Search Promotion starts at Search Clear All

Viewing 1 - 7 Records per page: 100

Promotion	Description	Promotion Type	Status	Responsible	Buy Start	Buy End	Retail Start	Retail End	Entity	Currency	Project
PR-001	10% off Juice for Retailers	Prod.Launch	Open		12/1/2018	11/30/2019				USD	
PR-002	Juice In-store Retailer monthly marketing costs	MDF	Open		12/1/2018	11/30/2019			10usaco	USD	
PR-003	Tiered Juice Rebate for Retailers through Nov 2019	Prod.Launch	Open		12/1/2018	11/30/2019				USD	
PR-004	Buy 10 Juice Get One free - Retailers through Nov 2019	Prod.Launch	Open		12/1/2018	11/30/2019				USD	
PR-005	Scan-back Juice in-store savings through Nov 2019	Prod.Launch	Open		12/1/2018	11/30/2019			10USACO	USD	
PR-006	10% off Olive Oil for Retailers	Prod.Launch	Open		12/1/2018	11/30/2019				USD	
PR-007	Buy 10 Olive Oil Get One free - Retailers through Nov 2019	Prod.Launch	Open		12/1/2018	11/30/2019				USD	

### 10. Double-click **PR-003**

Print Preview Attach

General Customers Deals Comments

Responsible [ ] [ ]

All Customers

Project Code [ ]

Budget Code [ ] [ ]

Budget Topic [ ] [ ]

Promotion PR-003 Status Open

Description Tiered Juice Rebate for Retailers through Nov 2019

Promotion Type ProdLaunch New Product Launch

Buy Dates 12/01/2018 11/30/2019 Retail Dates [ ] [ ]

Currency USD US Dollar

Entity [ ] [ ]

11. Click **Customers** tab

General Customers Deals Comments

Drag a column header here to group by that column.

Group	Customer	Name	Type
	10c1000	LTZ Retail	
	10c1004	Price Chopper	

12. Click **Deals** tab

General Customers Deals Comments

Deal	Description	Deal Category
Rebate	Tiered Juice Rebate through Nov 2019	Deferred Discount

13. Double-click **Rebate**

Deferred Discount

Deal Rebate Description Tiered Juice Rebate through Nov 2019

Deal Category Deferred Discount Deal Reference Juice-Launch

Details Default Deal Values and Items

Amount Type	Discount %	Quantity Type	Amount
Payment Method	Customer Credit Note	Payment Cycle	Current
Discount Base	Net Price	All Items	<input type="checkbox"/>
Claim Over Excess	Error	System Generate Claims	<input type="checkbox"/>
Tax Level	Non-taxable	Deal Limit	0.00
Pay To	[ ]	Fixed UM	<input type="checkbox"/>

14. Click **Default Deal Values and Items** tab

Details: Default Deal Values and Items

Accumulation Period: Promotion

Apply Current Tier to Previous Sales:

Default Planned Qty: 200,000.00

Total Planned Qty: 200,000.00

Spread Method: Even Spread

Discount Estimate Total:

Min Amount	Discount %
0.00	1.00
100,000.00	1.50

Selected	Item	Group	Description	Planned Qty	UM	Discount %	Discount Estimate	Tax Class	Product Line
<input checked="" type="checkbox"/>		Juice	Juice dynamic it.	200,000.00		0.00			

15. Click **Close** 2 times

16. Close tabs


### Key Points

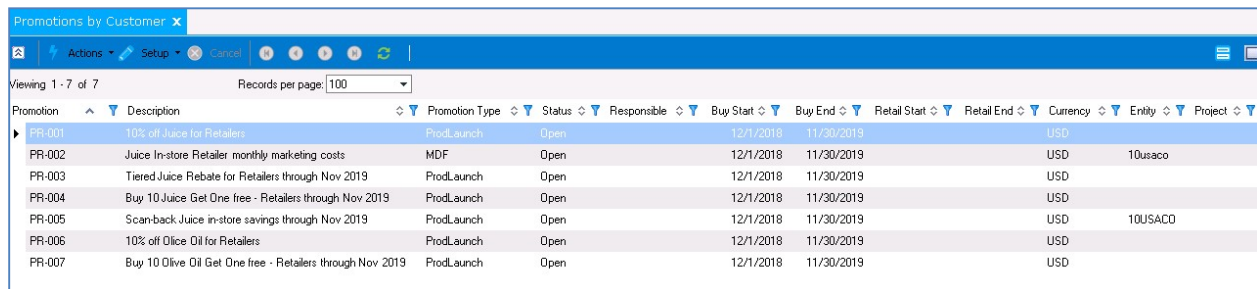
- Multiple deal types
- Multiple promotions
  - Customers and Deals
  - By item or item group
  - Tiered rebates, optionally apply retroactively

## Deals by Customer

In this example, there are five different promotions for juice, and this customer participates in all five. Two of these deal types – immediate discounts (PR-001) and bonus goods (PR-004) – will be applied immediately as you enter a sales order.

### Demo

1. Click **Promotion Activity Center** tab
2. In top panel, click **Promotions by Customer** tab
3. Highlight Customer **10C1004**
4. In top right, click Collapse  icon



Promotion	Description	Promotion Type	Status	Responsible	Buy Start	Buy End	Retail Start	Retail End	Currency	Entity	Project
PR-001	10% off Juice for Retailers	ProdLaunch	Open		12/1/2018	11/30/2019			USD		
PR-002	Juice In-store Retailer monthly marketing costs	MDF	Open		12/1/2018	11/30/2019			USD	10usaco	
PR-003	Tiered Juice Rebate for Retailers through Nov 2019	ProdLaunch	Open		12/1/2018	11/30/2019			USD		
PR-004	Buy 10 Juice Get One free - Retailers through Nov 2019	ProdLaunch	Open		12/1/2018	11/30/2019			USD		
PR-005	Scan-back Juice in-store savings through Nov 2019	ProdLaunch	Open		12/1/2018	11/30/2019			USD	10USACC	
PR-006	10% off Olive Oil for Retailers	ProdLaunch	Open		12/1/2018	11/30/2019			USD		
PR-007	Buy 10 Olive Oil Get One free - Retailers through Nov 2019	ProdLaunch	Open		12/1/2018	11/30/2019			USD		

### Key Points

- Multiple deals per customer
- Immediate or deferred

## Sales Orders

Let's run through an example so that you can see how the system helps you manage all types of deals and promotions.

Sign in as a CSR, working from a browser – perhaps in a remote call center. Built in screen configuration allows the user (or administrator) to easily tailor their entry screens to match business processes; adding or removing information. Here we want to show Bonus Offers, so before we process the order, go ahead and add this to the screen.

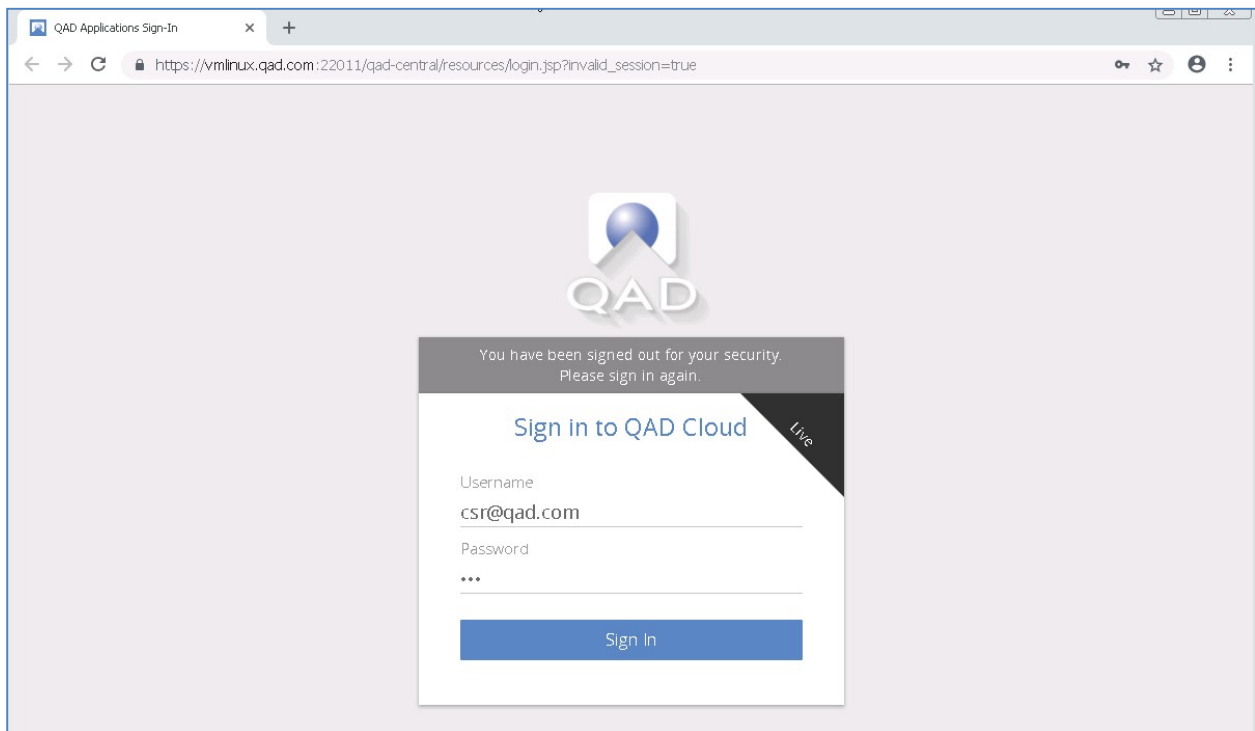
Now enter a sales order for a customer that participates in all five types of deals associated with the product launch for a new juice product. Two of these deal types – immediate discounts (PR-001) and bonus goods (PR-004) – are applied immediately as you enter the sales order.

See how the discount is automatically set to 10% and you are prompted to offer your customer the Buy 10 get 1 free offer?

Once you accept the offer, notice how the system automatically adds a zero-price line item for the bonus goods.

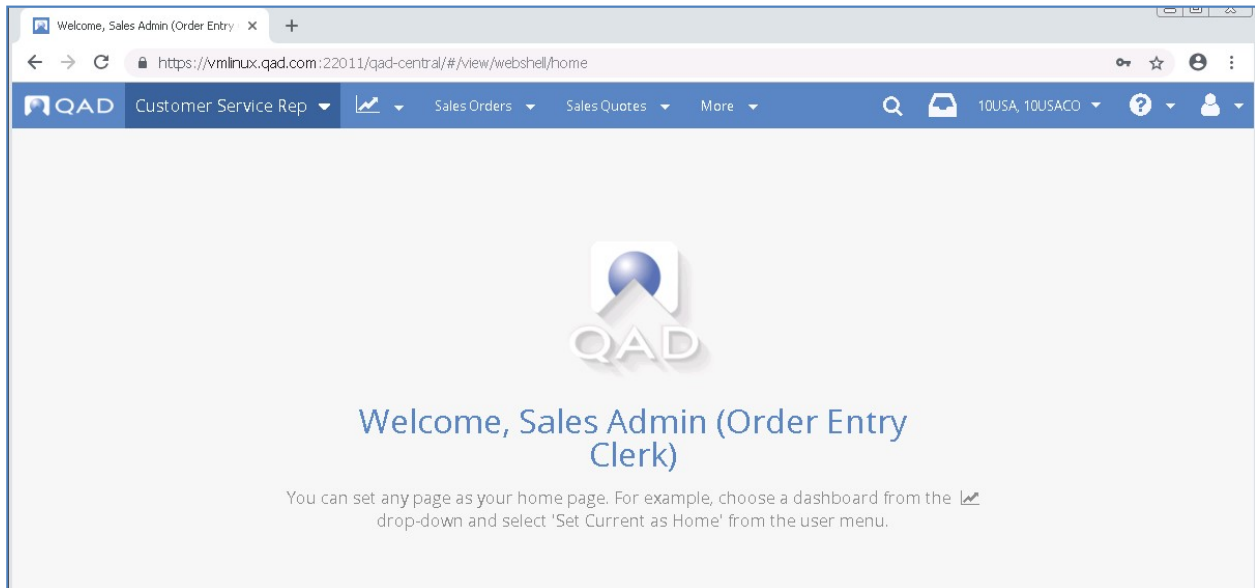
### Demo

1. Launch Web UI
2. Enter Username [csr@qad.com](mailto:csr@qad.com), Password qad

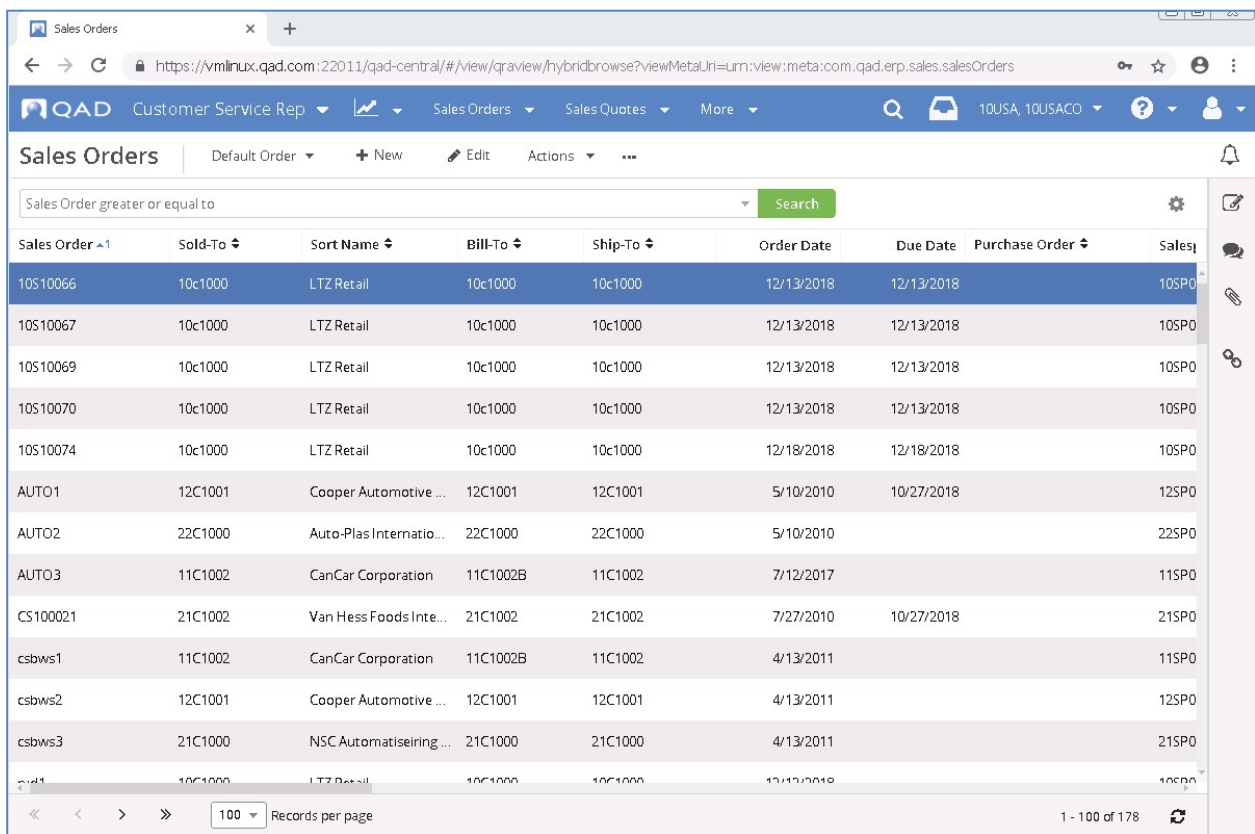


3. Click **Sign In**

#### 4. Select Role **Customer Service Rep**



#### 5. In Sales Orders drop-down, select **Sales Orders**



#### 6. Click **+ New**

Sales Orders

Default Order ▾ + New Actions ▾ ⋮

Sales Order ▲1 Sold-To ▾

Sales Order	Sold-To
10S10066	10c1000
10S10067	10c1000
10S10069	10c1000
10S10070	10c1000
10S10074	10c1000
AUTO1	12C1001
AUTO2	22C1000
AUTO3	11C1002
CS100021	21C1002
csbws1	11C1002
csbws2	12C1001
csbws3	21C1000
rvd1	10C1000

Sold-To:

Ship-To:

Number Format:

Order:  Revision:

Purchase Order:

Order Date:

Required Date:

Promise Date:

Pricing Date:

Remarks:

Confirmed:

Taxable:

Entered By: CSR

Order Options

Detail Allocations:

Consignment:

Save

7. Click Settings  icon

8. Expand **Order Lines**

Configure Panels

- Main
- Order Lines
  - Order Lines
    - Max Display Lines
  - Bonus Offers
- Shipping
- Billing
- Salespersons
- Totals
- Notes

9. Check **Bonus Offers**

10. Click **Apply**

11. Enter Sold-To **10C1004**

12. Check **Detail Allocations**

10C1004 Price Chopper  
Sold-To Order 0.00 USD Show More  
Order Total

Main Order Lines Shipping Billing Salespersons Totals Notes

Main

Sold-To 10C1004  
Price Chopper  
501 Duaneburg Road  
Schenectady, NY 12306  
USA - TAX PURPOSE

Order Date 1/22/2019  
Required Date  
Promise Date  
Pricing Date  
Remarks

Ship-To 10C1004  
Price Chopper

Number Format  
Order Revision 0  
Purchase Order

Confirmed   
Taxable   
Entered By CSR

Order Options  
Detail Allocations   
Consignment

Save Cancel

13. In **Order Lines** panel, click **+ New**

14. Enter Line **1**, Item **04001**, Quantity **10,000**

Order Lines

+ New Edit Delete Details More

Line	Item	Description	Qty Ordered	Line UM
1	04001	Fruit Juice	10000.0	EA

New Line Done Cancel

15. Tab to Discount – note 10% discount applied

Line UM	Required Date	Confirmed	List Price	Discount
EA	1/23/2019	Yes	1.29	10.00

16. Click **Done**

17. In Bonus Offers, highlight **Buy 10 Get 1 Free**

Offer	Promotion Code	Promotion Description	Promotion Deal
Buy 10 Get 1 Free	PR-004	Buy 10 Juice Get One free - Retailer...	BOGO

18. Click **Details**

Sales Orders 10510078 > Bonus Offers

**Bonus Good Offers** | Default View

10C1004 Price Chopper	10510078	11,610.00 USD
Sold-To	Order	Order Subtotal

Offer: Buy 10 Get 1 Free

Promotion Code: PR-004 Buy 10 Juice Get One free - Retailers through Nov 2

Promotion Deal: BOGO Juice Giveaway

Action: Select one or more of the following bonus items.

Line	Item	Description	UM	Bonus Qty
<input checked="" type="checkbox"/>	04001	Fruit Juice	EA	1,000.0

19. Click **Save**

20. Click **Close**

21. In Order Lines, point out line 2, zero price

Order Lines

+ New Edit Delete Details More ▾

Line	Item	Description	Qty Ordered	Line UM
1	04001	Fruit Juice	10,000.0	EA
2	04001	Fruit Juice	1,000.0	EA

1 - 2 of 2

Bonus Offers

Details More ▾

Offer	Promotion Code	Promotion Description	Promotion Deal
Buy 10 Get 1 Free	PR-004	Buy 10 Juice Get One free - Retaile...	BOGO

22. Click **Save**

### Key Points

- Automatically applies immediate deals
  - Immediate discounts (line or order-based)
  - Bonus goods

## Ship and Invoice

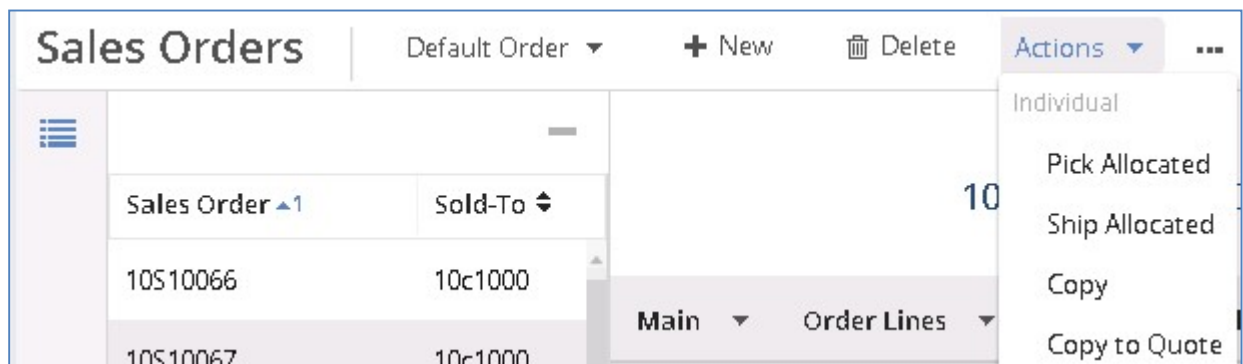
Not only do you provide great customer service, when you ship and invoice this order, the system automatically calculates and posts the promotional expense to the appropriate accounts, giving you immediate visibility into promotional costs.

Here we took the short way – assuming that the CSR ships and invoices – but in most companies the process is likely to be more complex. No matter the process, you ultimately end up with an invoice and this creates all of the appropriate general ledger transactions.

You can even set up the system to maintain details by Supplementary Analysis Field (SAF), offering you multiple ways to slice and dice your promotional activities.

### Demo

1. Click **Actions** drop-down



2. Select **Ship Allocated**

Sales Order 10510078 > Ship Allocated

## Ship Allocated

Shipper | Ship Items | Workflow Options | ⚙️

Shipping Group   
 Inventory Movement Code    
 Ship Via  FEDERAL EXPRESS  
 Carrier    
 Carrier Account   
 Carrier Shipment Reference    
 Payment Type

Incoterms    
 Mode of Transport  BLANK   
 Vehicle ID    
 Document Format  Shipper Document Forma   
 Consolidate Shipments   
 Total Pallets   
 Ship Date

More ▾

<input checked="" type="checkbox"/>	Line	Item	Description	Site	Qty Ordered	Qty To Ship	UM
<input checked="" type="checkbox"/>	1	04001	Fruit Juice	10-400	10,000.0	10,000.0	EA

3. In Workflow Options, select **Invoice Now**

Invoice

Print Shipper

4. Click **Submit**

Messages

Shipment Successful. Shipper ID SH0122190001

5. Click **OK**

6. In Invoice, Workflow Options, select **Print Invoice**

Sales Order 10510078 > Invoice

## Invoice

Invoice   Order Lines to Invoice   **Workflow Options**   ⚙️

▼ Invoice

Effective Date  📅

▼ Order Lines to Invoice

More ▼

Line	Order	Item	Description	Quantity Ordered	Qty to Invoice	Line
1	10510078	04001	Fruit Juice	10,000.0	10,000.0	EA
2	10510078	04001	Fruit Juice	1,000.0	1,000.0	EA

1 - 2 of 2

▼ Workflow Options

Print Invoice

**Submit**   Cancel

7. Click **Submit**

Messages

**i** Invoice complete; Invoice Number: 2019/CINV000000002

**OK**

8. Click **OK**

Sales Order 10S10078 > Invoice 2019/CINV000000002

### Invoice Print or Reprint

Default Report ▾ Schedule ▾ ...

> Settings

▼ Filter Reset

Invoice Number	equals	2019/CINV00000000	Q	⌘	-		+	×
Sales Order	equals		Q	⌘	-		+	×
Ship Date	equals		📅	⌘	-		+	×
Site	equals		Q	⌘	-		+	×
Sold-To	equals		Q	⌘	-		+	×
Bill To	equals		Q	⌘	-		+	×
Ship To	equals		Q	⌘	-		+	×
Invoice Date	equals		📅	⌘	-		+	×
Daybook	equals		Q	⌘	-		+	×
Batch	equals		Q	⌘	-		+	×
Language ID	equals		Q	⌘	-		+	×
Print in Selected ...	equals	No		⌘	-		+	×
Reprint	equals	No		⌘	-		+	×

Run

9. Click **Run**

10. Switch back to .NET UI session

11. Select 25.15.2.1 **GL Transactions View**

12. Enter **Posting Date equals today, Daybook equals CINV**

Processes x GL Transactions View x

Actions ▾ Setup ▾ Cancel [H] [←] [→] [H] [↺] [↻] Add to Favorites Stored Searches ▾

Search ((Daybook Code = 'CINV') and (Posting Date = 1/22/2019))

Daybook Code equals CINV Q + - Search Clear All

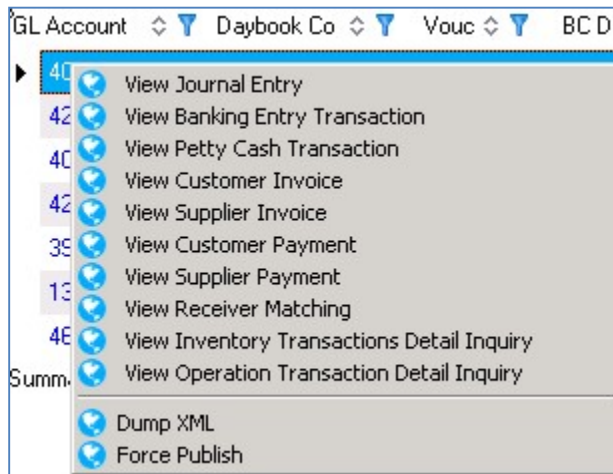
Posting Date equals 1/22/2019 📅 + -

Viewing 1 - 7 of 7 Records per page: 100

GL Account	Daybook Co	Youn	BC D	BC Cr	SC Cr	SC D	Sub-Account C	Cost Center Co	C	Description
4000	CINV	000000002	0.00	12,900.00	12,900.00	0.00	Mech		USD	Posted Invoice
4200	CINV	000000002	1,290.00	0.00	0.00	1,290.00	Mech		USD	Posted Invoice
4000	CINV	000000002	0.00	1,290.00	1,290.00	0.00	Mech		USD	Posted Invoice
4200	CINV	000000002	129.00	0.00	0.00	129.00	Mech		USD	Posted Invoice
3920	CINV	000000002	1,161.00	0.00	0.00	1,161.00	Cons		USD	Posted Invoice
1300	CINV	000000002	12,441.50	0.00	0.00	12,441.50	Gserv		USD	Posted Invoice
4691	CINV	000000002	0.00	831.50	831.50	0.00			USD	Posted Invoice

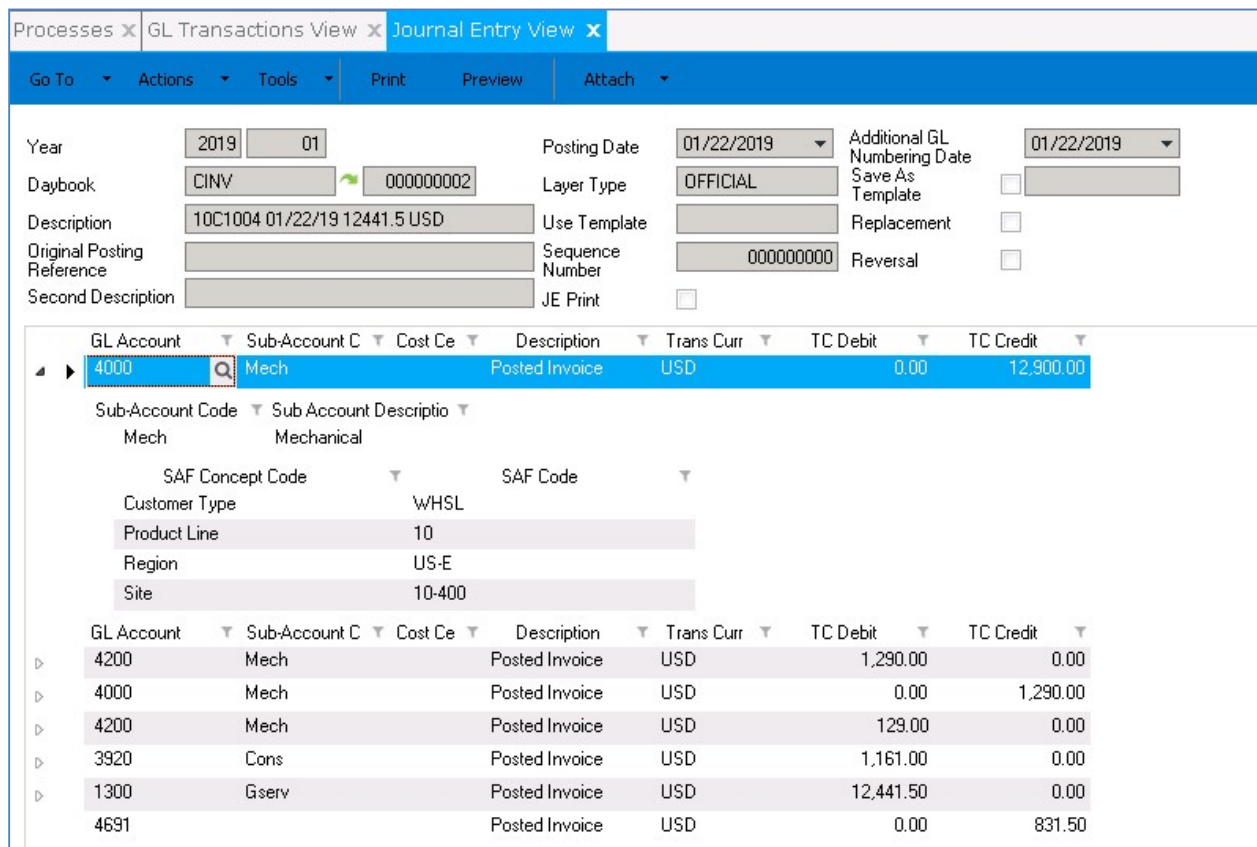
Summaries: Sum = 15,0... Sum = 15,0...

13. Right-click any line



14. Select **View Journal Entry** - Note multiple expense accounts

15. Expand any line - Note multiple SAF codes



16. Close tabs

### Key Points

- Calculates promotional costs
- Posts to General Ledger
- Tracks Supplementary Analysis Fields (SAF)

## Deferred Deals

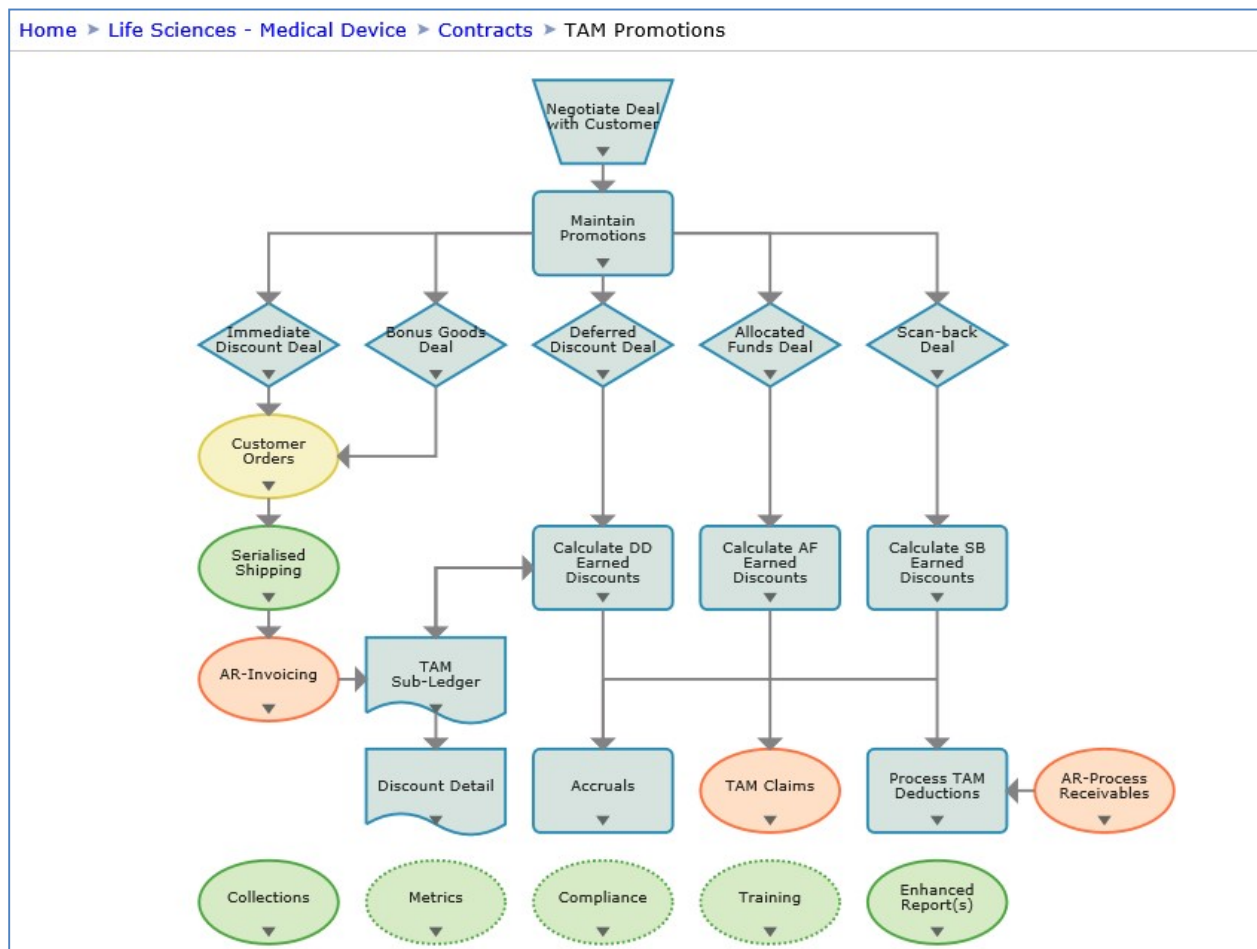
Other deal types, like rebates, are calculated after products are shipped and invoiced.

When you run the Earned Discount calculations – nightly for Deferred Discounts and perhaps monthly for Allocated Funds and Scan-Backs – the system creates Earned Discount records in the system, basically granting these discounts.

One of the deals (PR-003) offered a discount off of net invoice, creating a 1% earned rebate on this sale.

## Demo

1. In Processes, **TAM Promotions**



2. Click **Calculate DD Earned Discounts**

Note: there is no UI for this or the next two because they usually run in batch.

3. Click **Calculate AF Earned Discounts**
4. Click **Calculate SB Earned Discount**
5. Click **Promotion Activity Center** tab

6. In top panel, click **Promotions by Earned Discount** tab

Promotion	Deal	Entity	Buy Start	Buy End	Retail Start	Retail End	Customer	Sort Name	Accumulation Date	Accumulation Period End Date	TC Earned Discount	Transaction Currency
PR-002	AF	10usaco	12/1/2018	11/30/2019			10c1000	LTZ Retail	12/1/2018	12/31/2018	1,000.00	USD
PR-002	AF	10usaco	12/1/2018	11/30/2019			10c1000	LTZ Retail	1/1/2019	1/31/2019	1,000.00	USD
PR-002	AF	10usaco	12/1/2018	11/30/2019			10c1004	Price Chopper	12/1/2018	12/31/2018	1,000.00	USD
PR-002	AF	10usaco	12/1/2018	11/30/2019			10c1004	Price Chopper	1/1/2019	1/31/2019	1,000.00	USD
PR-003	Rebate	10USACD	12/1/2018	11/30/2019			10c1000	LTZ Retail	12/4/2018	11/30/2019	3,483.00	USD
PR-003	Rebate	10USACD	12/1/2018	11/30/2019			10C1004	Price Chopper	1/22/2019	11/30/2019	116.10	USD
PR-005	Scan	10USACD	12/1/2018	11/30/2019			10c1000	LTZ Retail	12/1/2018	12/31/2018	416.67	USD
PR-005	Scan	10USACD	12/1/2018	11/30/2019			10c1000	LTZ Retail	1/1/2019	1/31/2019	416.67	USD
PR-005	Scan	10USACD	12/1/2018	11/30/2019			10c1004	Price Chopper	12/1/2018	12/31/2018	416.67	USD

7. Search **Promotion equals PR-003**

8. Highlight customer **10C1004**

9. In middle panel, click **Earned Discount** tab

Promotion	Deal	Entity	Buy Start	Buy End	Retail Start	Retail End	Customer	Sort Name	Accumulation Date	Accumulation Period End Date	TC Earned Discount	Transaction Currency
PR-003	Rebate	10USACD	12/1/2018	11/30/2019			10c1000	LTZ Retail	12/4/2018	11/30/2019	3,483.00	USD
PR-003	Rebate	10USACD	12/1/2018	11/30/2019			10C1004	Price Chopper	1/22/2019	11/30/2019	116.10	USD

Customer	Sort Name	Item	Description	Unit of Measure	Promotion	Deal	Accumulation Period End Date	Transaction Currency	TC Earned Discount	TC Qualifying	TC Acc
10C1004	Price Chopper	04001	Fruit Juice 750 ml Bottle	EA	PR-003	Rebate	11/30/2019	USD	116.10	11,610.00	

**Key Points**

- Deferred deals calculate after ship/invoice
- Batch transactions calculate Earned Discounts
  - Deferred Discounts (DD)
  - Allocated Funds (AF)
  - Scan-Backs (SB)

## Accruals

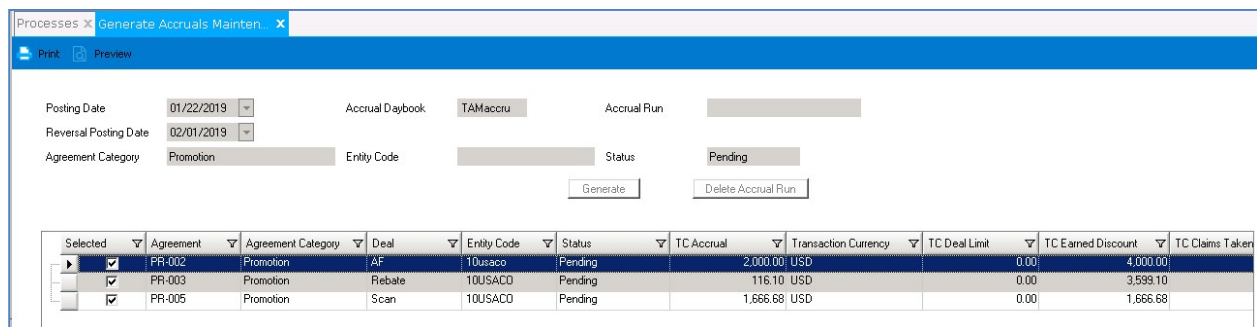
Note that these earned discounts are not posted to the general ledger. It is up to you to create the accrual. Without TAM you would have to do this manually – a very time-consuming and error-prone process.

Using TAM the system generates accruals and optionally posts them to the GL for you; going through all of the open promotions and calculating the amounts. Notice here that it included the other two promotions: Allocated Funds for the monthly marketing costs and Scan-Back savings based on anticipated volume.

Run this in Pending status as often as you like to simply show you what you have out there, without generating any GL entry. Then, typically at the end of the month, run this with status Approved to post the accrual. Note that each deal type can post to a different account, helping you easily calculate costs and compare to budget.

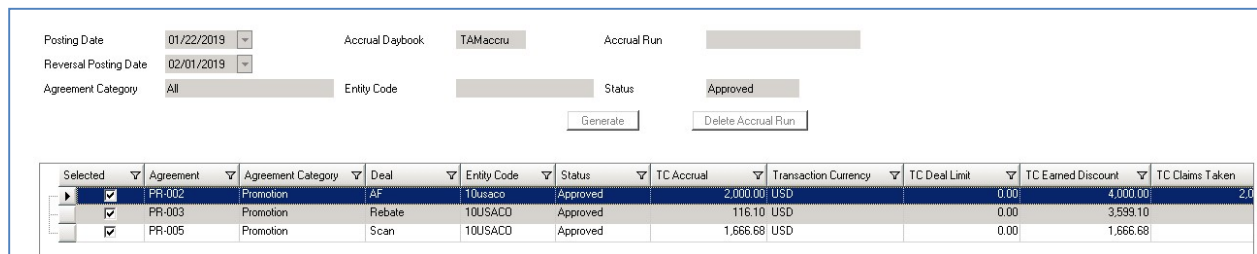
## Demo

1. On Process Map, click **Accruals**
2. Enter Agreement Category **PROMOTION**, Status **PENDING**
3. Click **Generate**



Selected	Agreement	Agreement Category	Deal	Entity Code	Status	TC Accrual	Transaction Currency	TC Deal Limit	TC Earned Discount	TC Claims Taken
<input checked="" type="checkbox"/>	PR-002	Promotion	AF	10usaco	Pending	2,000.00	USD	0.00	4,000.00	2,000.00
<input checked="" type="checkbox"/>	PR-003	Promotion	Rebate	10USACO	Pending	116.10	USD	0.00	3,593.10	116.10
<input checked="" type="checkbox"/>	PR-005	Promotion	Scan	10USACO	Pending	1,666.68	USD	0.00	1,666.68	1,666.68

4. Click **Clear**
5. Enter Agreement Category **PROMOTION**, Status **APPROVED**
6. Click **Generate**



Selected	Agreement	Agreement Category	Deal	Entity Code	Status	TC Accrual	Transaction Currency	TC Deal Limit	TC Earned Discount	TC Claims Taken
<input checked="" type="checkbox"/>	PR-002	Promotion	AF	10usaco	Approved	2,000.00	USD	0.00	4,000.00	2,000.00
<input checked="" type="checkbox"/>	PR-003	Promotion	Rebate	10USACO	Approved	116.10	USD	0.00	3,593.10	116.10
<input checked="" type="checkbox"/>	PR-005	Promotion	Scan	10USACO	Approved	1,666.68	USD	0.00	1,666.68	1,666.68

7. Click **Save**
8. Click **Close**
9. Select 25.15.2.1 **GL Transactions View**

## 10. Search Daybook equals TAMaccru

Notice reversing entry posts the first of the following month.

Processes x GL Transactions View x

Actions Setup Cancel Add to Favorites Stored Searches

Search (Daybook Code = TAMaccru)

Daybook Code equals TAMaccru Search Clear All

Posting Date equals

Viewing 1 - 8 of 8 Records per page: 100

GL Account	Daybook Co	Vouc	BC Debit	BC Credit	SC Credit	SC Debit	Sub-Account C	Cost Center	C	Description
3910	TAMaccru	000000001	2,000.00	0.00	0.00	2,000.00	Cons		USD	00001 PR-002 AF
3920	TAMaccru	000000001	116.10	0.00	0.00	116.10	Cons		USD	00001 PR-003 Rebate
5350	TAMaccru	000000001	0.00	3,782.78	3,782.78	0.00		Mfg	USD	TAM System Accruals 00001
3920	TAMaccru	000000001	1,666.68	0.00	0.00	1,666.68	Cons		USD	00001 PR-005 Scan
3910	TAMaccru	000000002	0.00	2,000.00	2,000.00	0.00	Cons		USD	00001 PR-002 AF
3920	TAMaccru	000000002	0.00	116.10	116.10	0.00	Cons		USD	00001 PR-003 Rebate
5350	TAMaccru	000000002	3,782.78	0.00	0.00	3,782.78		Mfg	USD	TAM System Accruals 00001
3920	TAMaccru	000000002	0.00	1,666.68	1,666.68	0.00	Cons		USD	00001 PR-005 Scan
Summaries:			Sum = 7,565.56	Sum = 7,565.56						

## 11. Close tabs

### Key Points

- Automates accrual calculations
- Optional two step process – review then save
- Post Accrual this month; Reversal 1<sup>st</sup> day of next month
- Speeds up month-end closing

## Deductions

Now look at the Accounts Receivable process and what happens when you receive a customer payment.

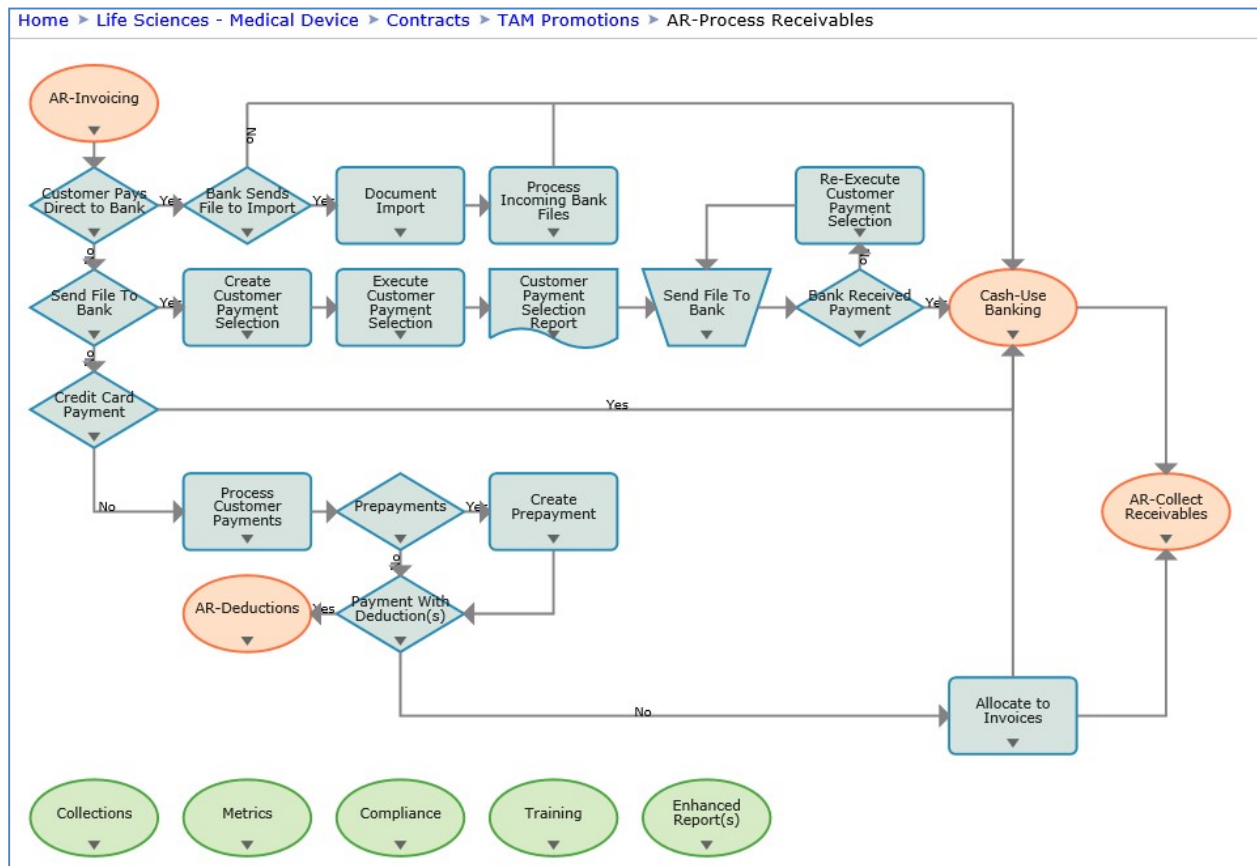
In this example of a rebate, the customer may simply deduct the expected amount from the amount they send you, often called a "short pay". When you process the payment you flag the shortage amount as a deduction. This goes into a holding account pending approval.

Then you can use TAM Deduction Review to look at open deductions and resolve them against open promotional or contract deals. Only then will both the invoice and related deduction be flagged as Closed.

No longer will you just simply write off whatever deduction the customer chooses to take. You can quickly and easily determine if this is a valid deduction, and you will have the documentation you need to go back to the customer when it is incorrect.

## Demo

1. On Process Map, click **AR-Process Receivables**



2. Click **Process Customer Payments** (or select 27.6.4.1)
3. Enter Customer **10C1004**, Amount **\$12,383.90**

Processes X Customer Payment Create X

Go To Actions Tools Print Preview Attach

Customer  
 Customer 10C1004 Business Relation 10-C1004  
 Name Price Chopper

Bank  
 Bank GL Account 1100 Own Bank Number 55667342  
 Bank Number PC5698009 Payment Format CUST-CHECK

Amount 12,383.90 USD Reference  
 Difference Amount 0.00 Subtype Manual  
 Difference Type For Collection

Year/Number 2019 000000001 Due Date 01/22/2019  
 Last Printed Date Creation Date 01/22/2019  
 Times Printed 0 Allocate

4. Click **Allocate**
5. Click **Search**
6. Check Invoice \$**12441.50**

**Customer Payment - Allocate**

Go To Tools Print Preview Attach

Posting Date: 01/22/2019

Prepay - Balance  
 Amount to Allocate: 12,383.90 CR Balance: 57.60 DR

Deduction  
 Amount Allocated: 12,441.50 DR Difference Allowed:

Search for Invoices

Customer: 10C1004 Include All Entities:   
 Business Relation: 10-C1004 Amount: 0.00 USD  
 Invoice Reference: Operators/Margin: = 0.00  
 Shipper: Payment Reference:  
 Group Name: Sold To:  
 Year/Daybook/Voucher: 0 0  
 Purchase Order: Search

Business Relati	Invoice/Paym	Reference	Shipper	Due Date	Disc	Invoi	Balance	C	Cu	F	TC Alloc
10-C1004	Invoice	2018/CINV/0000002		12/02/2018	10/03/	10/03/	30,401.33	D	USD	<input type="checkbox"/>	
10-C1004	Invoice	2018/CINV/0000003		01/11/2019	11/12/	11/12/	60,361.84	D	USD	<input type="checkbox"/>	
10-C1004	Credit Note	2018/CCNHO/00000		02/16/2019	12/18/	12/18/	1,000.00	C	USD	<input type="checkbox"/>	
10-C1004	Invoice	2019/CINV/0000000	SH01221900	03/23/2019	01/22/	01/22/	12,441.50	D	USD	<input checked="" type="checkbox"/>	

OK Close

- Click **Deduction** button
- Enter Deduction Description **Short-pay rebate**, Deduction Category Code **TAM**

**Customer Payment - Deduction**

Go To Tools Print Preview Attach

Business Relation: 10-C1004

Customer: 10C1004

Deduction Description: Short Pay Rebate

Customer Reference:

Sub-Account: Gserv

Cost Center:

Project:

TC Deduction Amount: 57.60 USD

Deduction Category: TAM

Deduction Status: Pending

OK Close

9. Click **OK**

Business Relati	Invoice/Paym	Reference	Shipper	Due Date	Disc	Invoi	Balance	Cu	F	TC Alloc
10-C1004	Invoice	2018/CINV/0000002		12/02/2018	10/03/	10/03/	30,401.33	D	USD	<input type="checkbox"/>
10-C1004	Invoice	2018/CINV/0000003		01/11/2019	11/12/	11/12/	60,361.84	D	USD	<input type="checkbox"/>
10-C1004	Credit Note	2018/CCNHO/00000		02/16/2019	12/18/	12/18/	1,000.00	C	USD	<input type="checkbox"/>
▶ 10-C1004	Invoice	2019/CINV/0000000	SH01221900	03/23/2019	01/22/	01/22/	12,441.50	D	USD	<input checked="" type="checkbox"/>
10-C1004	Deduction	Short Pay Rebate					57.60	D	USD	<input checked="" type="checkbox"/>

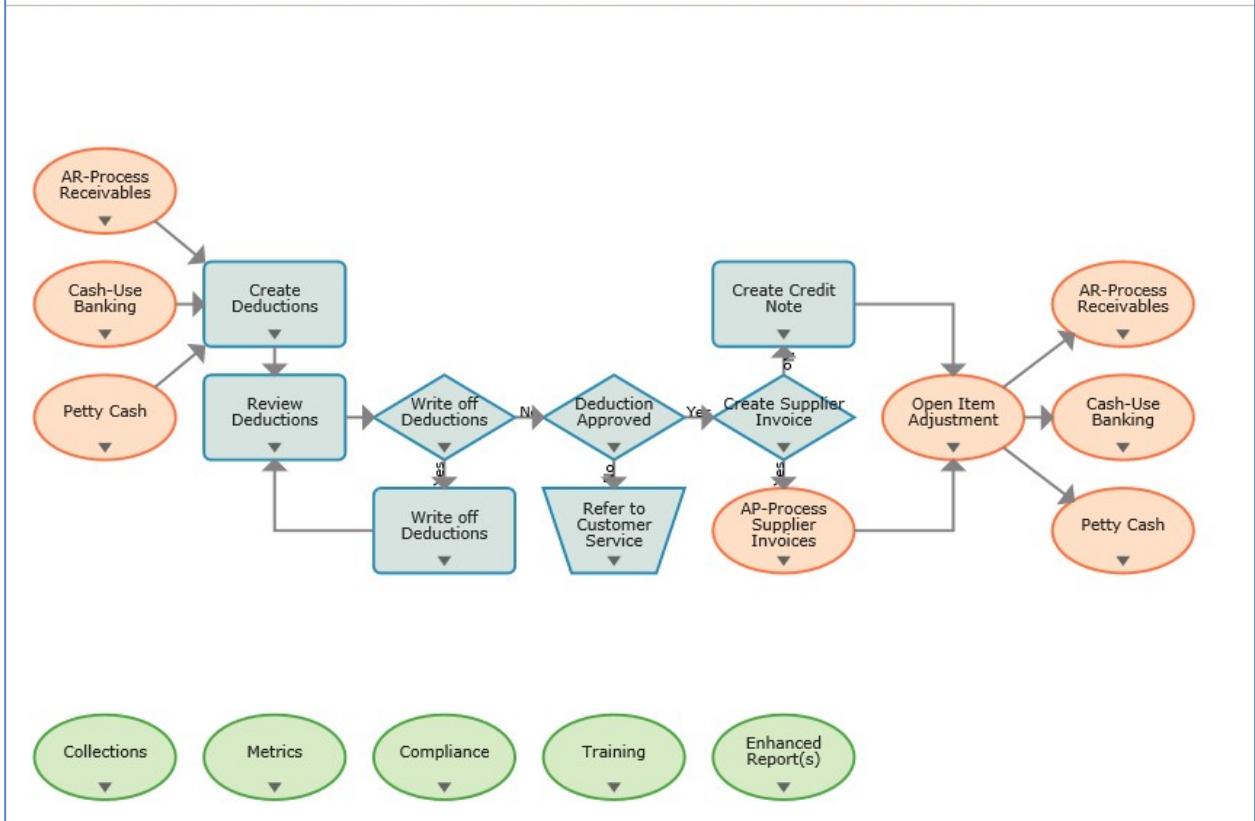
OK Close

10. Click **OK**

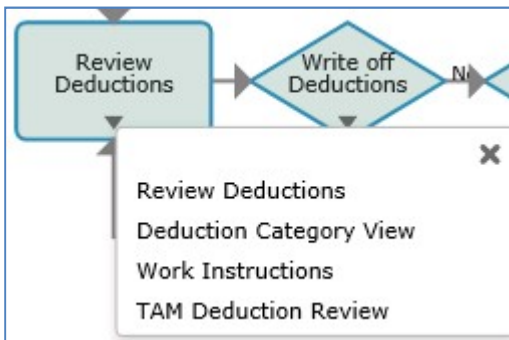
11. Click **Save**

12. Click **Close**

13. On Process Map, click **AR-Deductions**



14. In Review Deductions, click drop-down Tooltip



15. Click **TAM Deduction Review**

16. Enter Customer **10C1004**

17. Click **Search**

Processes x TAM Deduction Review x

Print Preview

Customer: 10C1004  
 Deduction Category Code:   
 Deduction Category Type:   
 Deduction Amount: 0.00 USD  
 Comment:   
 Customer Reference:   
 Deduction Dates:   
 Entity: 10CORPCONS 10USACO  
 Deduction Status: APPROVEDCREDIT, APPROVEDFORWRITEOFF, CREDITED, **PENDING**, REJECTED

Search

Select	Customer	Name	Description	TC Invoice Amount (DR)	Currency	Posting Date	Year	Voucher	Daybook	Entity	BC Invoice Amount (DR)	SC Inv
<input checked="" type="checkbox"/>	10C1004	Price Chopper	2019/ARPAY/00000...	57.60	USD	01/22/2019	2019	1	DedDB	10USACO	57.60	

TC Invoice Amount (DR) 57.60  
 Total Amount Of Lines 57.60 Balance USD

Category	Description	Type	Deduction Status	TC Deducti	Currency	Create Date	Posting Date	Approve/Reject Comment	Approve/Reject Date	Comments	Customer R
TAM	TAM Deduction Categ.	PROMOTI...	PENDING	57.60	USD	01/22/2019	01/22/2019				

Save Close

18. In middle frame, check **Select**

Select	Customer	Name	Description	TC Invoice Amount (DR)	Currency	Posting Date	Year	Voucher	Daybook	Entity	BC Invoice Amount (DR)	SC Inv
<input checked="" type="checkbox"/>	10C1004	Price Chopper	2019/ARPAY/00000...	57.60	USD	01/22/2019	2019	1	DedDB	10USACO	57.60	

19. In bottom frame, double-click line to open

20. Check **PR-003 (\$116.10)**

Deduction Details

TC Amount 57.60  
 Total Amount Earned Discounts 57.60 Balance 0.00 USD

Agreement	Agreement Descip	Deal	Description	Agreeme	Acco	Accum	Agree	Earned Discou	Open Balance	TC Open Bala	Deal Limit	F	TC Amount T
<input checked="" type="checkbox"/>	PR-003	Tiered Juice Rebate...	Tiered Juice Rebate...	Promotion	3920	11/30/2019	USD	116.10	116.10	116.10	0.00	<input checked="" type="checkbox"/>	57.60
<input type="checkbox"/>	PR-002	Juice In-store Retale...	\$1,000 per month thr...	Promotion	3910	01/31/2019	USD	1,000.00	1,000.00	1,000.00	0.00	<input type="checkbox"/>	0.00
<input type="checkbox"/>	PR-002	Juice In-store Retale...	\$1,000 per month thr...	Promotion	3910	12/31/2018	USD	1,000.00	0.00	0.00	0.00	<input type="checkbox"/>	0.00
<input type="checkbox"/>	PR-005	Scan-back Juice in-s...	5 cent Scan-back Jui...	Promotion	3920	12/31/2018	USD	416.67	416.67	416.67	0.00	<input type="checkbox"/>	0.00
<input type="checkbox"/>	PR-005	Scan-back Juice in-s...	5 cent Scan-back Jui...	Promotion	3920	01/31/2019	USD	416.67	416.67	416.67	0.00	<input type="checkbox"/>	0.00

21. Click **OK**

22. In bottom frame, click **Deduction Status** drop-down

Select	Customer	Name	Description	TC Invoice Amount (DR)	Currency	Posting Date	Year	Voucher	Daybook	Entity	BC Invoice Amount (DR)	SC Inv
<input checked="" type="checkbox"/>	10C1004	Price Chopper	2019/ARPAY/00000...	57.60	USD	01/22/2019	2019		1	DedDB	10USACO	57.60

TC Invoice Amount (DR) 57.60  
Total Amount Of Lines 57.60 Balance USD

Category	Description	Type	Deduction Status	TC Deducti	Currency	Create Date	Posting Date	Approve/Reject Comment	Approve/Reject Date	Comments	Customer R
TAM	TAM Deducton Categ...	PROMOTI...	APPROVEDFORWRIT...	57.60	USD	01/22/2019	01/22/2019		01/22/2019		

APPROVEDCREDIT  
APPROVEDFORWRITEOFF  
CREDITED  
PENDING  
REJECTED

Save Close

23. Select **APPROVEDFORWRITEOFF**

24. Click **Save**

25. Click **Close**

26. On Process Map, click **AR-Process Receivables**

27. Click **Collections > Customer Activity Dashboard**

28. Double-click customer **10C1004**

29. Click **Invoices** tab

30. Enter Status **Closed**

Customer: 10C1004 Currency: USD Entity: 10CORPCONS  
Business Relation: 10-C1004 Entity: 10USACO  
Name: Price Chopper Entity: 11CANCO

Credit Details Activity **Invoices** Payments Address Info Comments

Start Date: 10/24/2018 End Date: 01/22/2019 Status: Closed

Drag a column header here to group by that column

Invoice Number	Invoice Date	Due Date	Discount Due Date	Open	Currency	BC Original Amount	TC Original Amount	BC
2019/CINV/0000000002	01/22/2019	03/23/2019	01/22/2019	<input checked="" type="checkbox"/>	USD	12.441.50	12.441.50	
2019/DedDB/0000000001	01/22/2019	03/23/2019	01/22/2019	<input type="checkbox"/>	USD	57.60	57.60	

Save Close

## Key Points

- Create Deduction during payment processing
- Require Approval/Matching to write-off
- Validates claim accuracy

## Claims

Other claims you will initiate.

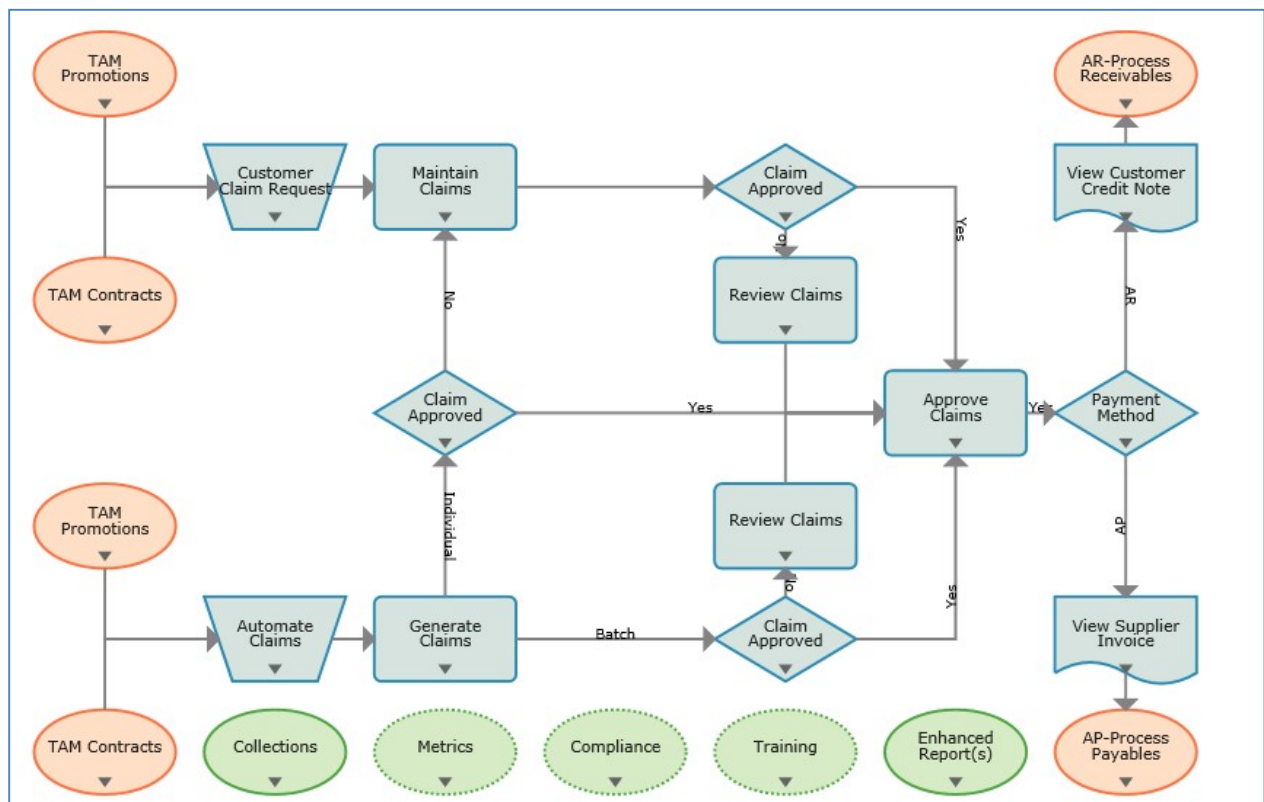
QAD TAM saves hundreds of hours of administrative time and eliminates data entry errors by letting you automatically generate claims for open promotions. Run it first as Pending (don't save - just run it to see what's out there), and then if you like it, rerun it as Approved. That's all there is to it.

You can also enter claims manually, for example when you require the customer to submit paperwork before you will accept their claim. This is common for scan-back deals where the customer (i.e., retailer) reports scanned sales back to the manufacturer. When you add a new claim, the system automatically lists all the promotional deals this customer participates in so you will know immediately if their claim is valid.

Depending on your internal processes, you may enter a claim as pending and go through an approval step, or simply set it to Approved. This creates a customer credit note.

## Demo

1. On Process Map breadcrumb, click **TAM Promotions**
2. Click **TAM Claims**



3. Click **Generate Claims**
4. Enter Agreement Category **Promotion**, Status **PENDING**
5. Click **Generate**

Selected	Claim	Amount to Allocate	Tax Amount	Total Amount	Claim	Customer	Buying Group	Agreement C	Agreement	Description	Deal	Descr
<input checked="" type="checkbox"/>		1,000.00	0.00	1,000.00 USD	10c1000			Promotion	PR-002	Juice In-store R...	AF	\$1,000
<input checked="" type="checkbox"/>		1,000.00	0.00	1,000.00 USD	10c1004			Promotion	PR-002	Juice In-store R...	AF	\$1,000

6. Click **Close** (without saving)
7. Click **Maintain Claims**
8. Click **Create**
9. Enter Customer **10C1004**
10. In Promotion drop-down, select **PR-005**

11. Click **Claim Amount** tab
12. Enter Claim Amount **714.29**, Status **Approved**
13. In first PR-005 line, check **Full**
14. In bottom frame, check **Full**

Claim Status: **Approved**

Claim Header | Claim Amount | Comments

Claim Amount: 714.29 | Allocated Amount: 714.29  
 Taxable:  | Tax Amount: 0.00  
 Balance: 0.00 | Total Amount: 714.29

Agreement	Description	Deal	Accum P	Agreement C	ED Amount	ED Open B	CC Open	Tax Level	Full	Amount to Alloca
PR-005	Scan-back Juice...	Scan	12/31/2018	USD	416.67	416.67	416.67	Non-taxable	<input checked="" type="checkbox"/>	416.6
PR-005	Scan-back Juice...	Scan	01/31/2019	USD	416.67	416.67	416.67	Non-taxable	<input checked="" type="checkbox"/>	297.6

Amount to Allocate: 297.62 | Item Allocated: 297.62  
 Balance: 0.00

Item	Description	Product Line	Open Qty	UM	Claim Qty	Claim UM	ED Open B	CC Open	Full	Amount to Alloca	Tax Cl
04001	Fruit Juice	10	8,333.33	EA	5,952.35	EA	416.67	416.67	<input type="checkbox"/>	297.62	

Save and Create | **Save** | Close

15. Click **Save, Close**

16. Select **Customer Activity Dashboard** tab

17. On Invoices tab, enter Status **Open**

Customer: 10C1004 | Currency: USD | Apply  
 Business Relation: 10-C1004 | Entity: 10CDRPCONS  
 Name: Price Chopper | Entity: 10USACD, 11CANCO, 11NACONS

Credit Details | Activity | **Invoices** | Payments | Address Info | Comments

Start Date: 01/22/2019 | End Date: 01/22/2019 | Status: **Open**

Drag a column header here to group by that column

Invoice Number	Invoice Date	Due Date	Discount Due Date	Open	Currency	BC Original Amount	TC Original Amount	BC Open Amount
CL-00005	01/22/2019	03/23/2019	01/22/2019	<input checked="" type="checkbox"/>	USD	-416.67	-416.67	-416.67
CL-00005	01/22/2019	03/23/2019	01/22/2019	<input checked="" type="checkbox"/>	USD	-297.62	-297.62	-297.62

### Key Points

- Automatic or Manual claims
- Validates claims against open promotions
- Create credit note

# Demonstration - Contracts

## Metrics

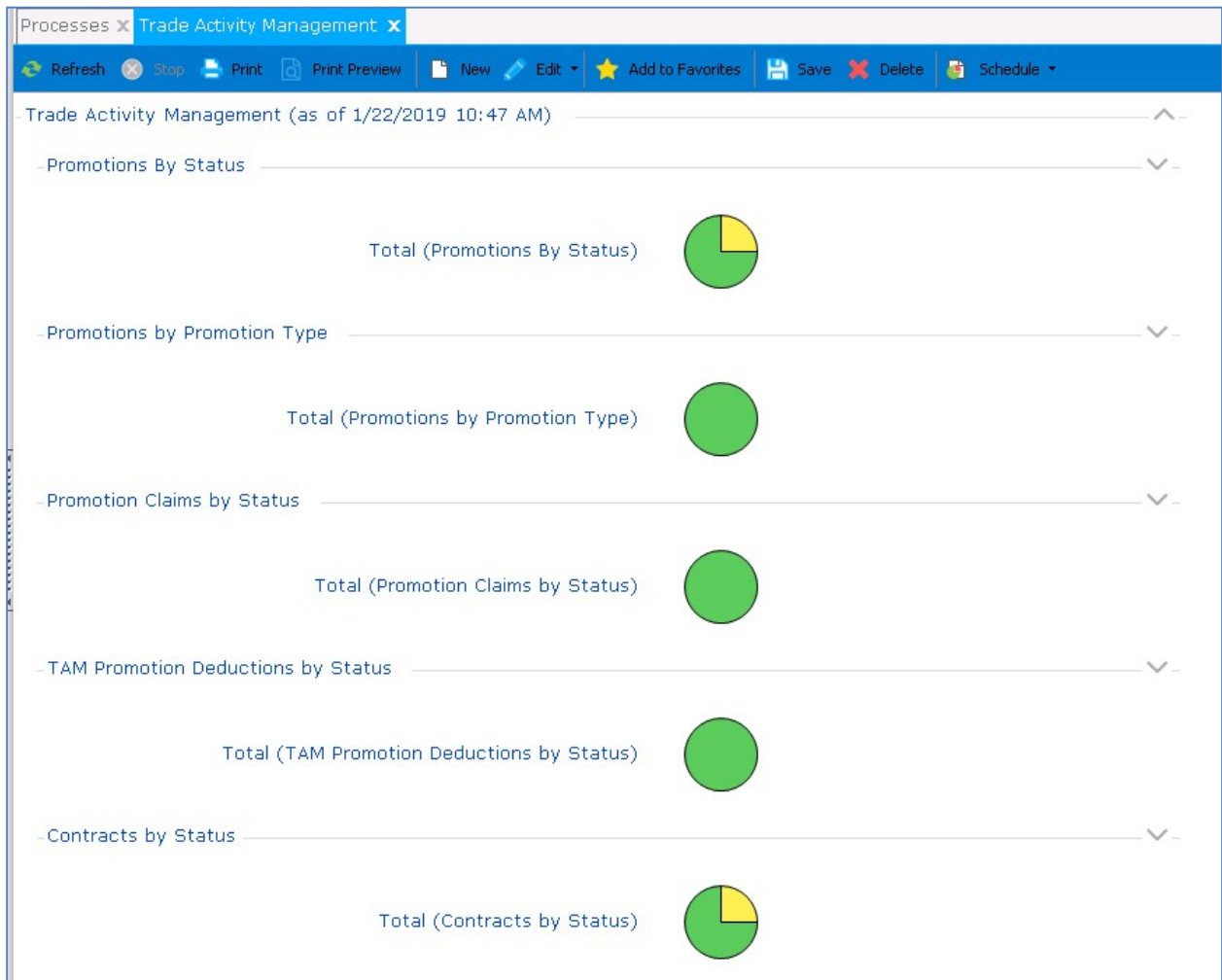
Do you know how well your company is performing in terms of managing claims? How many claims are rejected? Or are you just paying whatever your resellers claim? What is this costing you?

Given the volume and the amount of change in buying group membership, it is almost impossible to efficiently manage claims and properly identify fraudulent ones. In most companies this is a highly time-consuming manual process, and one they just can't keep up with.

With QAD TAM, companies will get electronic updates of buying group members and use automated trade settlement to quickly process earned discounts and immediately flag errors or bogus claims – focusing time and attention where it needs to be. Rather than blindly paying every claim, you will now have the documentation you need to dispute fraudulent claims. Companies find that after do this a few times, bad claims start to decline. This can mean hundreds of thousands of dollars – right on the bottom line!!!

## Demo

1. Select **Trade Activity Management** (metric)



2. Scroll-down

-Contract Claims by Status

Total (Contract Claims by Status)

-TAM Contract Deductions by Status

Total (TAM Contract Deductions by Status)

-Claims by Status

Total (Claims by Status)

-Approved vs. Rejected Claims

Total (Approved vs. Rejected Claims)

-TAM Deductions by Status

Total (TAM Deductions by Status)

-Approved vs. Rejected Deductions

Total (Approved vs. Rejected Deductions)

### 3. Expand **Approved vs. Rejected Claims**

Approved vs. Rejected Claims

Name	Result	Total	Progress	Percentage
Approved	4	4		100%
Rejected	0	4		0%

Total (Approved vs. Rejected Claims)

### 4. Double-click **Approved**

Approved

Actions Setup Cancel

Search (Status = 'Approved')

Status equals Approved Search Clear All

Viewing 1 - 5 of 5 Records per page: 100

Claim Code	Reference	Customer	Sort Name	Status	Claim Currency	Claim Amount	Tax Amount
CL-00001		10c5000	Card Dist	Approved	USD	1,250.00	0.00
CL-00002	PREM-PU-1221			Approved	USD	525.00	0.00
CL-00003	PR-002	10c1000	LTZ Retail	Approved	USD	1,000.00	0.00
CL-00004	PR-002	10c1004	Price Chopper	Approved	USD	1,000.00	0.00
CL-00005		10C1004	Price Chopper	Approved	USD	714.29	0.00

5. Close tab

### Key Points

- Personalized dashboards
- Color-coded metrics
- Drill down to details

## Activity Center

The Contract Activity Center gathers all of the information about contracts in one place. Here you can see distributor contracts and master agreements with buying groups like Premiere.

Just click the tabs to see all of the information about a contract, including each of the deals – contract pricing, service or admin fees – as well as details on earned discounts, deductions, claims and contract history.

You can look at contracts by customer, buying group, member or item. Notice that as you change your selection, context-sensitive panels change to display the relevant information.

Select a buying group – in this case, Premiere – and see all the members of this buying group. Alternatively, select a member and see what buying group it belongs to.

## Demo

### 1. Select **TAM Contract Activity Center**

The screenshot displays the TAM Contract Activity Center interface. At the top, there are tabs for 'TAM Contracts', 'Contracts by Customer', 'Contracts by Buying Group', 'Contracts by Member', and 'Contracts by Item'. Below the tabs is a search bar with a dropdown for 'Contract Code' and a 'starts at' field. The main area shows a table of contracts with columns for Contract Code, Description, Contract Type, Status, Buying Group, Customer, Buy Start, Buy End, Expire Date, Retail Start, Retail End, Currency, and Entity. The table lists several contracts, including CARD-PU-0120, PREM-MI-1120, PREM-OTC-1120, and PREM-PU-1221. Below the table, there are several tabs for 'Contract Deal', 'Contract Earned Discount Total Browse', 'Contract Earned Discount Browse', 'TAM Contract History Browse', 'TAM Deduction', and 'Claim Totals Browse'. The 'TAM Contract History Browse' tab is active, showing a table with columns for Contract, Deal, Description, Deal Start Date, Deal End Date, Deal Category, Entity, Combination Type, Claim Over Excess, Discount Base, and Amount Type. The table shows details for the CARD-PU-0120 contract, including a deal for 'Dist Service Fee' and another for 'Card Dist 5% Service Fee'. At the bottom, there is a section for 'No records found' with a search bar and a table with columns for Invoice Number, Sales Order Line, Invoice Date, Contract Code, Deal, Deal Start Date, Deal End Date, Indirect Address, Customer, Customer Type, Sales Order, Order Date, and Item.

### 2. In Contracts tab, highlight **PREM-PU-1221**

TAM Contracts | Contracts by Customer | Contracts by Buying Group | Contracts by Member | Contracts by Item

Search  
Contract Code starts at Search Clear All

Viewing 1 - 6 of 6 Records per page: 100

Contract Code	Description	Contract Type	Status	Buying Group	Customer	Buy Start	Buy End	Expire Date	Retail Start	Retail End	Currency	Entity
CARD-PU-0120	Card Dist Portable Ultrasound Contract	Distributor Contract	Open		10c5000	12/1/2018	12/31/2021				USD	
PREM-MI-1120	Prem Inc Miniature Implant Contract	Master Agreement	Open	Prem Inc		12/1/2018	11/30/2020				USD	
PREM-OTC-1120	Prem Inc OTC Pills Contract	Master Agreement	Open	Prem Inc		12/1/2018	11/30/2020				USD	
PREM-PU-1221	Prem Inc Portable Ultrasound Contract	Master Agreement	Open	Prem Inc		12/1/2018	12/31/2021				USD	

Contract Deal | Contract Earned Discount Total Browse | Contract Earned Discount Browse | TAM Contract History Browse | TAM Deduction | Claim Totals Browse

Viewing 1 - 2 of 2 Records per page: 100

Contract	Deal	Description	Deal Start Date	Deal End Date	Deal Category	Entity	Combination Type	Claim Over Excess	Discount Base	Amount Type
PREM-PU-1221	Admin Fee	Prem Inc 3% Admin Fee	12/1/2018	12/31/2021	Deferred Discount			Error	Net Price	Discount %
PREM-PU-1221	Master Agreement	Prem Inc Member Portable Ultrasound Pricing	12/1/2018	12/31/2021	Contract Pricing	10USACO	Exclusive	Error		Net Price

3. In top panel, click **Contracts by Buying Group**

Note change in middle and bottom panels

Processes | TAM Contract Activity Cent... | TAM Contracts | Contracts by Customer | Contracts by Buying Group | Contracts by Member | Contracts by Item

Search  
Buying Group starts at Search Clear All

Viewing 1 - 1 of 1 Records per page: 100

Buying Group	Description	Active	Supplier
Prem Inc	Prem Inc	Yes	10c5000

Customer Pricing Contracts | Buying Group Membership

Viewing 1 - 3 of 3 Records per page: 100

Contract Code	Description	Contract Type	Status	Buying Group	Customer	Buy Start	Buy End	Expire Date	Retail Start	Retail End	Currency	Entity
PREM-MI-1120	Prem Inc Miniature Implant Contract	Master Agreement	Open	Prem Inc		12/1/2018	11/30/2020				USD	
PREM-OTC-1120	Prem Inc OTC Pills Contract	Master Agreement	Open	Prem Inc		12/1/2018	11/30/2020				USD	

Contract Deal | Contract Earned Discount Total Browse | TAM Contract History Browse | TAM Deduction | Claim Totals Browse

Viewing 1 - 2 of 2 Records per page: 100

Contract	Contract Type	Deal	Description	Deal Start Date	Deal End Date	Deal Category	Entity	Combination Type	Claim Over Excess	Discount Base
PREM-MI-1120	Master Agreement	Admin Fee	Prem Inc 3% Admin Fee Miniature Implants	12/1/2018	11/30/2020	Deferred Discount			Error	Net Price
PREM-MI-1120	Master Agreement	Master Agreement	Prem Inc Member Miniature Implants Prici...	12/1/2018	11/30/2020	Contract Pricing	10USACO	Exclusive	Error	

4. In middle panel, click **Buying Group Membership** tab

Customer Pricing Contracts | Buying Group Membership

Viewing 1 - 2 of 2 Records per page: 100

Buying Group	Description	Group ID	Start Date	End Date	Preferred	Name	Name 2	Search Name	Address	Address 2	Address 3	Zip Code
Prem Inc	Prem Inc	PREM-AHCL	1/1/2017		Yes	Apris HC-Littleton	Apris HC-Littleton		7910 Shaffer Pkwy			80127-0000
Prem Inc	Prem Inc	PREM-PHCS	1/1/2017		Yes	Pacific-HC		Pacific Healthcare Systems	600 Calle de Los Caminos			90212

5. In top panel, click **Contracts by Member** tab

TAM Contract Activity Cent. x

TAM Contracts | Contracts by Customer | Contracts by Buying Group | **Contracts by Member** | Contracts by Item

Actions | Setup | Cancel | Add to Favorites

Search

Name starts at Search Clear All

Viewing 1 - 2 of 2 Records per page: 100

Name	Name 2	Search Name	Address	Address 2	Address 3	Zip Code	City	State	County	Country	Address Format	Telephone	Fax
Apria HC-Littleton	Apria HC-Littleton		7910 Shaffer Pkwy			80127-0000	Littleton	CO		USA	Alter		
Pacific-HC	Pacific Healthcare Systems		600 Calle de Los Caminos			90212	Los Angeles	CA	Los Angeles	USA	Alter	805 555-2342	

Contracts by Customer x

Actions | Setup | Cancel

Viewing 1 - 3 of 3 Records per page: 100

Contract	Description	Contract Type	Status	Buying Group	Customer Code	Responsible	Buy Start	Buy End	Retail Start	Retail End	Currency	Entity
PREM-MI-1120	Prem Inc Miniature Implant Contract	Master Agreement	Open				12/1/2018	11/30/2020			USD	
PREM-DTC-112...	Prem Inc DTC Pills Contract	Master Agreement	Open				12/1/2018	11/30/2020			USD	
PREM-PU-1221	Prem Inc Portable Ultrasound Contr...	Master Agreement	Open				12/1/2018	12/31/2021			USD	

Contract Deal x TAM Contract History Browse x Indirect Sales Line Browse x TAM Deduction x

Actions | Setup | Cancel

Viewing 1 - 2 of 2 Records per page: 100

Contract	Contract Type	Deal	Description	Deal Start Date	Deal End Date	Deal Category	Entity	Combination Type	Claim Over Excess	Discount Base
PREM-MI-1120	Master Agreement	Admin Fee	Prem Inc 3% Admin Fee Miniature Implants	12/1/2018	11/30/2020	Deferred Discount			Error	Net Price
PREM-MI-1120	Master Agreement	Master Agreement	Prem Inc Member Miniature Implants Prici...	12/1/2018	11/30/2020	Contract Pricing	10USACD	Exclusive	Error	

## Key Points

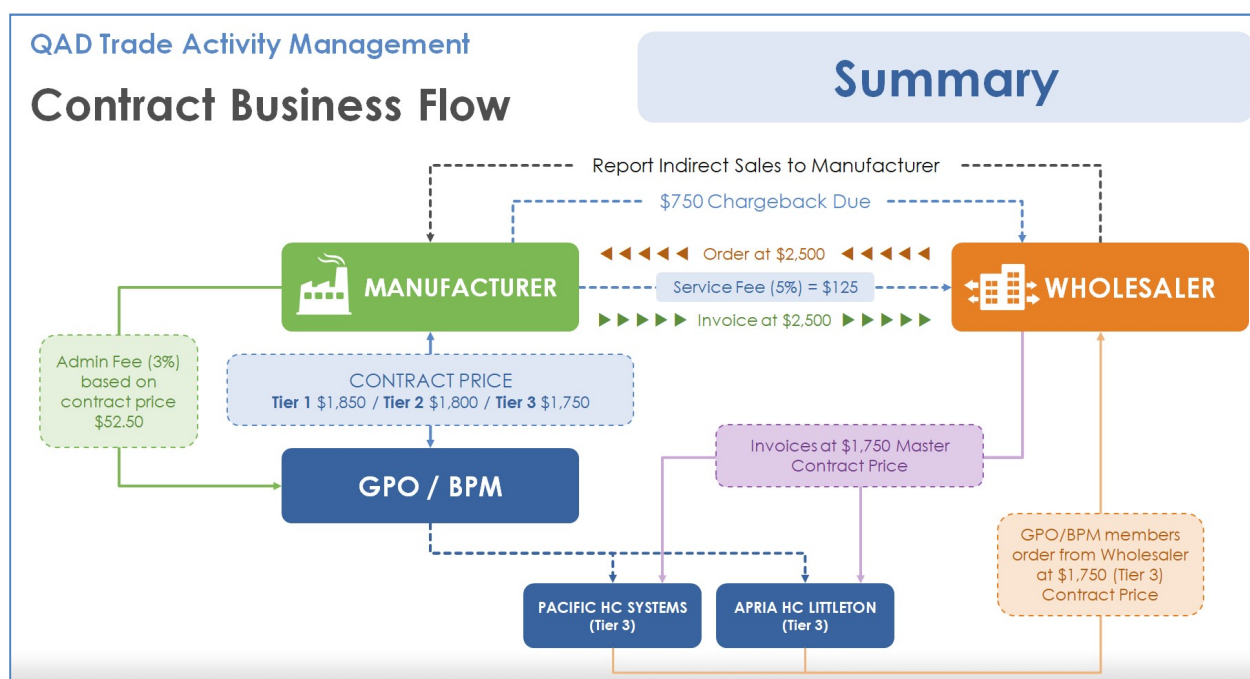
- TAM Contract Activity Center
- Context-sensitive panels

## Indirect Customers

These relationships can be quite complex, especially when you sell products indirectly through a variety of distributors, wholesalers or other resellers, each with their own negotiated price. These resellers may also receive promotional funds or service fees, incenting them to sell and service your product.

Often indirect customers will belong to a Buying Group (Consumer Products, Food & Beverage) or a Group Purchasing Organization (Life Sciences). These entities exist to leverage the purchasing power of a group of businesses to obtain discounts from vendors based on the collective buying power of the group members. These better prices are recorded on a contract, and the contract price is the price at which the indirect customer can buy the product – regardless of whether they buy it from you or through a reseller.

This may be easiest to illustrate with an example:



Card Dist is a reseller. They buy the specified product (in this case, an ultrasound device) from the manufacturer (QMI) for \$2500. They receive a 5% service fee based on this negotiated price (\$125) for each product sold (regardless of the sale price).

Prem Inc is a buying group. They have negotiated tiered pricing for their members – for tier 1 the product price is \$1,850, tier 2 \$1,800 and tier 3 \$1,750. Prem Inc receives a 3% administrative fee from QMI.

In the example:

1. Card Dist buys an ultrasound from QMI at their discounted list price of \$2,500

2. A member of the Prem Inc buying group that qualifies for a tier 3 price of \$1,750 buys product from Card Dist.
3. Card Dist ships and invoices the customer for \$1,750 and submits a chargeback to QMI for the \$750 difference
4. Card Dist is also entitled to a 5% service fee - \$125
5. Prem Inc is entitled to a 3% admin fee - \$52.50

As you can see, even this simple example can quickly get complicated. How can you quickly verify that the chargeback Card Inc sends is valid? How do you know the buyer is still a member of the Prem Inc buying group? Is this item on the contract and do they actually still qualify for a tier 3 price?

These validations and many more is what QAD TAM does for you, allowing you to quickly approve the lines that match and focus your time on the ones which do not.

Let's see how this works using the system.

### **Key Points**

- Manage complex relationships
- Manage negotiated pricing, service and admin fees
- Validate pricing and membership

## Buying Groups and Contracts

TAM keeps track of buying group members. Here there are only a few loaded, but in real life there will be thousands, all loaded electronically with regular electronic updates. Along with all of the address information and membership start and end dates, the system also tracks the pricing tier. The system uses this along with the buying group contract to determine the pricing.

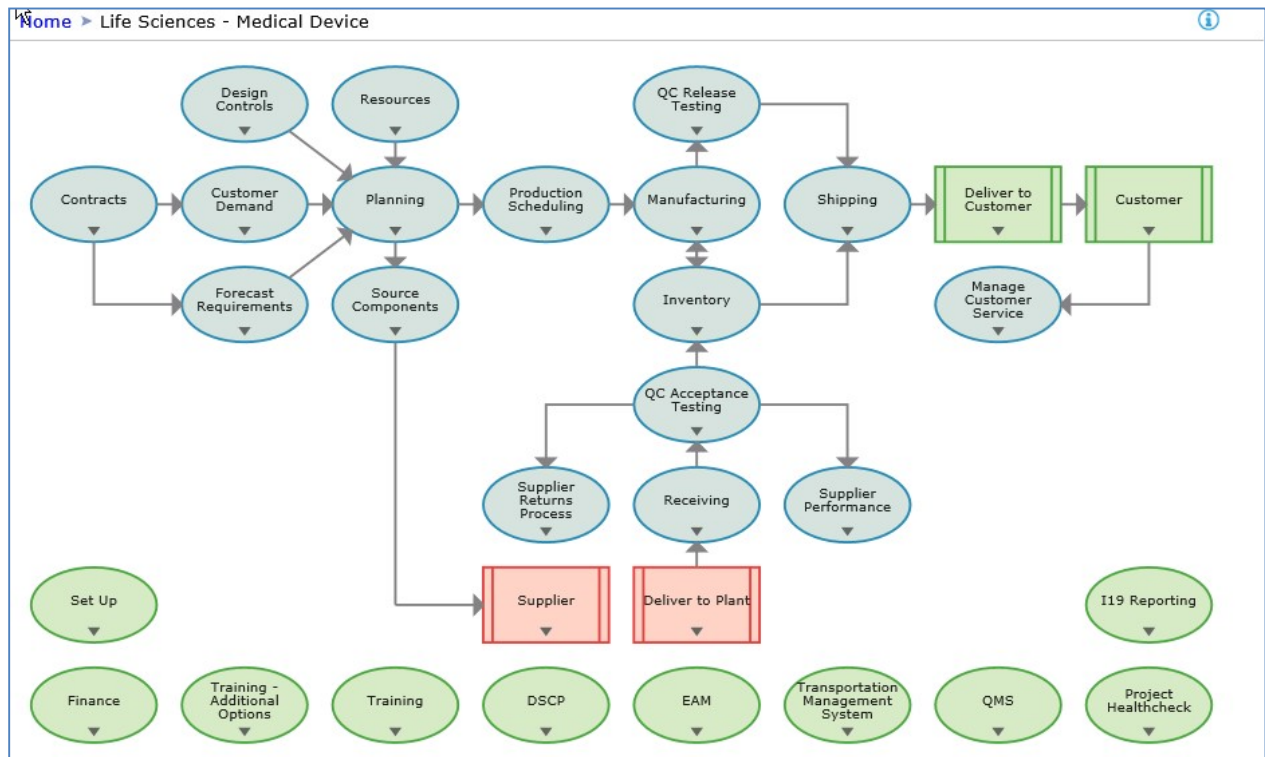
Here you see the contract with Prem Inc for specific items with specific pricing for each tier - 1, 2 and 3.

This contract also specifies an Admin fee. Note the payment method is via Supplier Invoice and the system will generate claims automatically.

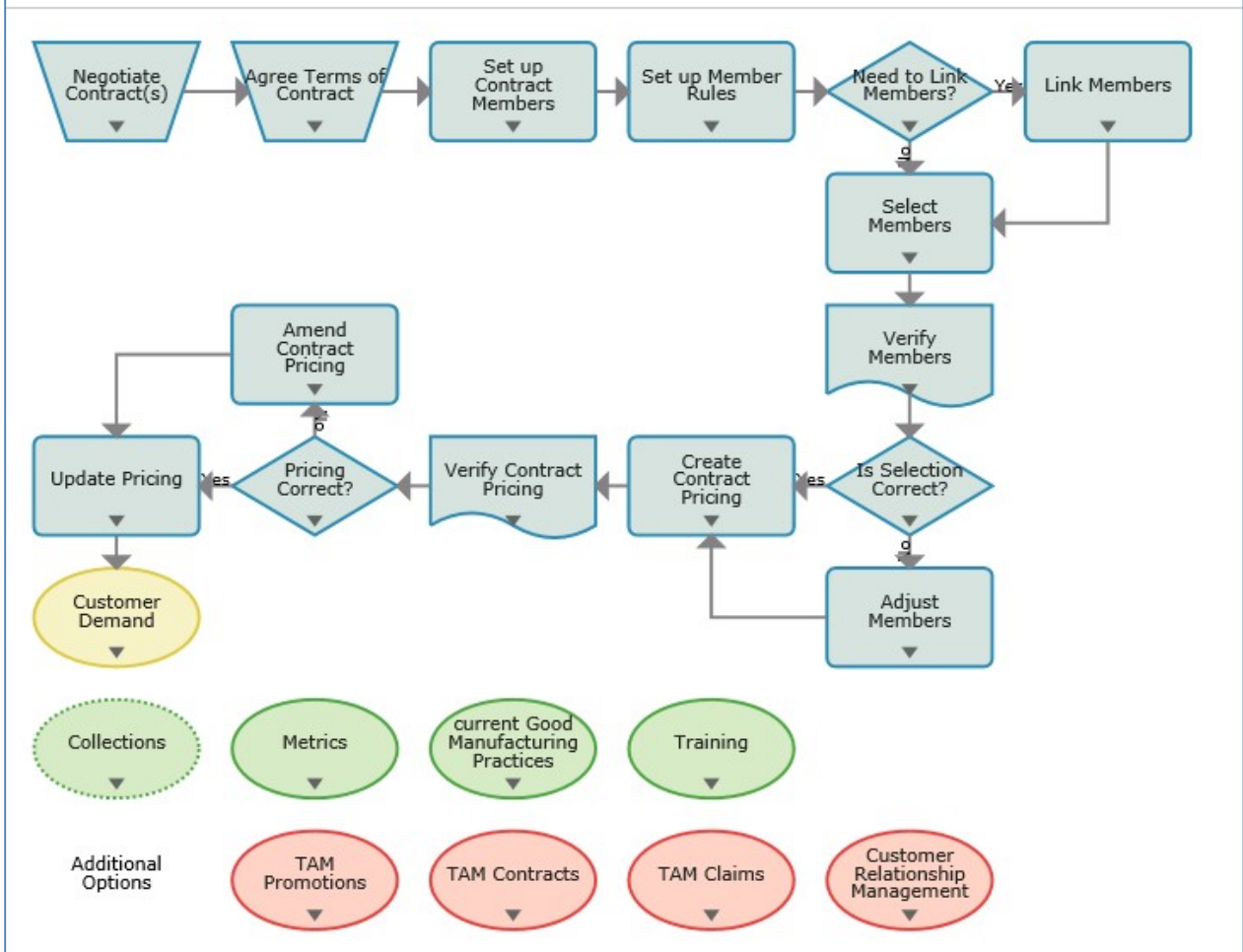
Similarly the Card Dist contract lays out all the details of their agreement with you, with specific items, pricing and fees. But here, the service fee is paid by credit note rather than by creating a supplier invoice.

## Demo

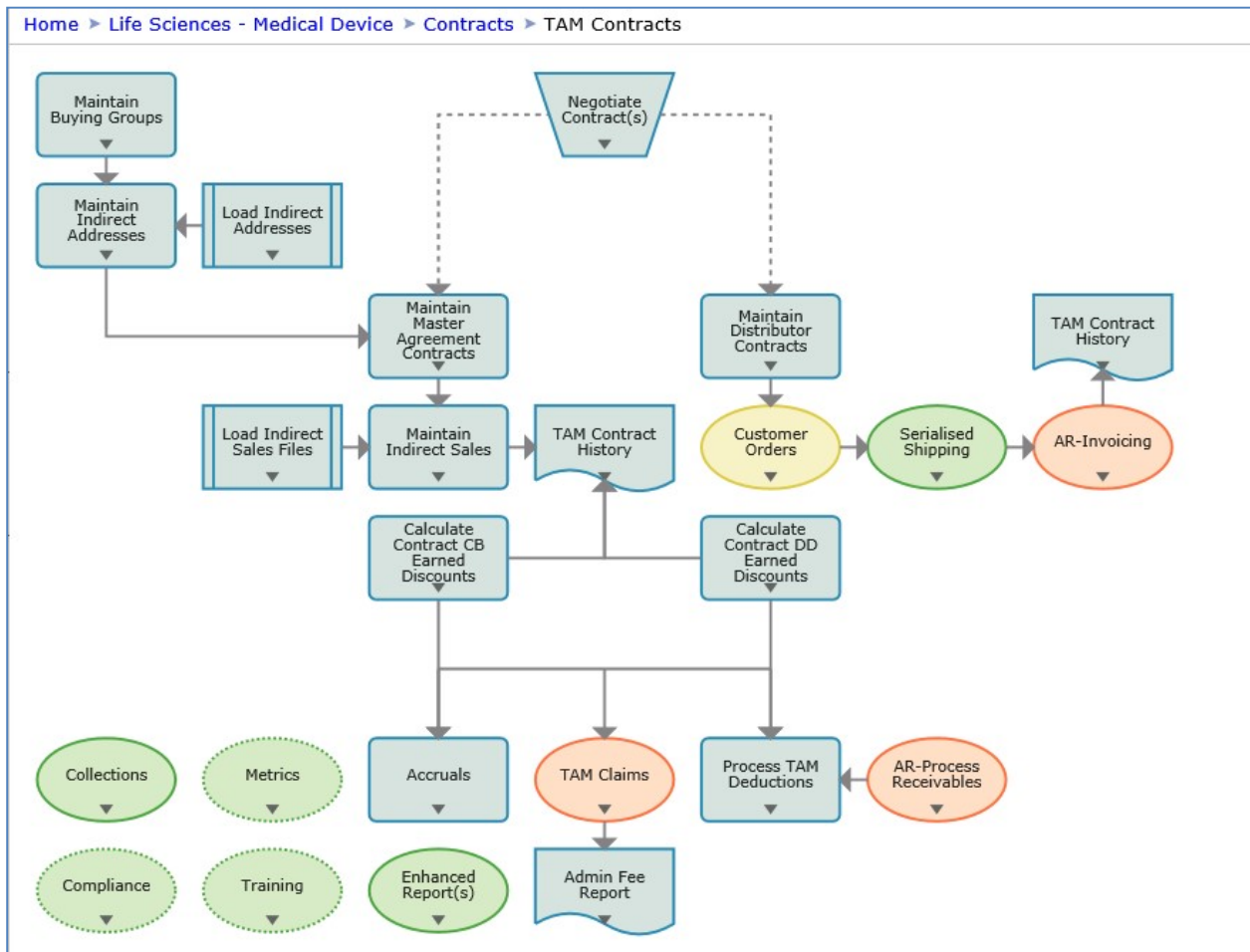
1. On Process Map, click **Easy On Boarding <your industry>**



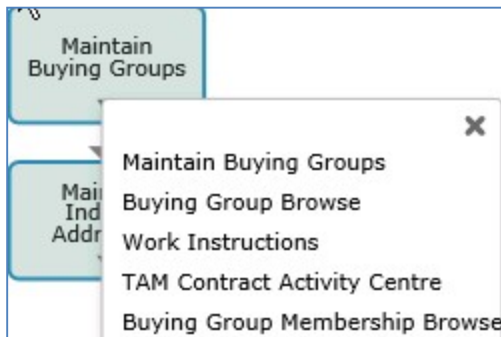
2. Click **Contracts**



3. Click **TAM Contracts**



4. In **Maintain Buying Groups**, click Tooltip drop-down



5. Select **Buying Group Membership Browse**

Processes X Buying Group Membership ... X

Actions Setup Cancel Add to Favorites

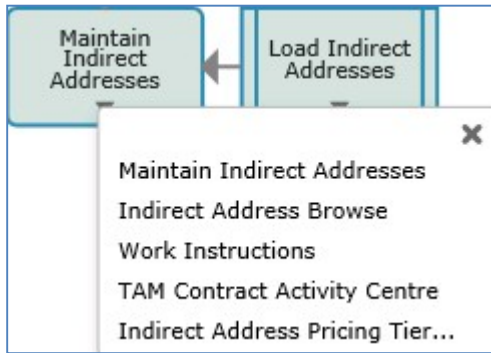
Search

Buying Group starts at Search Clear All

Viewing 1 - 2 of 2 Records per page: 100

Buying Group	Description	Group ID	Start Date	End Date	Preferred	Name	Name 2	Search Name	Address	Address 2	Address 3	Zip Code
Prem Inc	Prem Inc	PREM-AHCL	1/1/2017		Yes	Apris-HCL Littleton	Apris-HCL Littleton		7910 Shaffer Pkwy			80127-0000
Prem Inc	Prem Inc	PREM-PHCS	1/1/2017		Yes	Pacific-HC	Pacific Healthcare Systems		600 Calle de Los Caminos			90212

6. In **Maintain Indirect Addresses**, click Tooltip drop-down



7. Select **Indirect Address Pricing Tier Browse**

Processes X Indirect Address Pricing Ti. X

Actions Setup Cancel Add to Favorites

Search

Name starts at Search Clear All

Viewing 1 - 2 of 2 Records per page: 100

Name	Name 2	Search Name	Address	Address 2	Address 3	Zip Code	City	State	County	Country	HIN	GLN	DEA	Prefer
Apria HCL-Littleton	Apria HCL-Littleton		7910 Shafter Pkwy			80127-0000	Littleton	CO		USA	123422222	2345623444444	BB1234567	Prem
Pacific-HC	Pacific Healthcare Systems		600 Calle de Los Caminos			90212	Los Angeles	CA	Los Angeles	USA	123422223	2345623444445	BB1211111	Prem

8. Scroll-right

HIN	GLN	DEA	Preferred Buying Group	Description	Group ID	Start Date	End Date	Pricing Tier	Start Date	End Date
123422222	2345623444444	BB1234567	Prem Inc	Prem Inc	PREM-AHCL	1/1/2017		3	1/1/2018	
123422223	2345623444445	BB1211111	Prem Inc	Prem Inc	PREM-PHCS	1/1/2017		3	1/1/2018	

9. On process map, click **Maintain Master Agreement Contracts**

Processes X TAM Contract Maintenance X

Actions Setup Cancel Add to Favorites Create Modify Delete

Search

Contract starts at Search Clear All

Viewing 1 - 6 Records per page: 100

Contract	Description	Contract Type	Status	Buying Group	Customer	Buy Start	Buy End	Expire Date	Retail Start	Retail End	Currency	Entity
CARD-MI-1120	Card Dist Miniature Implants Contract	Distributor Contract	Open		10c5000	12/1/2018	11/30/2019				USD	
CARD-OTC-1120	Card Dist OTC Pills Contract	Distributor Contract	Open		10c5000	12/1/2018	11/30/2020				USD	
CARD-PU-0120	Card Dist Portable Ultrasound Contract	Distributor Contract	Open		10c5000	12/1/2018	12/31/2021				USD	
PREM-MI-1120	Prem Inc Miniature Implant Contract	Master Agreement	Open	Prem Inc		12/1/2018	11/30/2020				USD	
PREM-OTC-1120	Prem Inc OTC Pills Contract	Master Agreement	Open	Prem Inc		12/1/2018	11/30/2020				USD	
PREM-PU-1221	Prem Inc Portable Ultrasound Contract	Master Agreement	Open	Prem Inc		12/1/2018	12/31/2021				USD	

10. Double-click **PREM-PU-1221**

Print Preview Attach

Contract: PREM-PU-1221 Status: Open

Description: Prem Inc Portable Ultrasound Contract

Contract Type: Master Agreement Master Agreement Contract

Customer: [Redacted]

Buying Group: Prem Inc Prem Inc

Buy Dates: 12/01/2018 12/31/2021 Expire Date: [Redacted]

Origination Contract: [Redacted] Retail Dates: [Redacted]

Currency: USD US Dollar

Entity: [Redacted]

General Customers Members Items Deals

Responsible: [Redacted]

All Members:  All Items:

Project Code: [Redacted]

Budget Code: [Redacted]

Budget Topic: [Redacted]

Reference: [Redacted]

Copy Save Close

11. Click **Items** tab

General Customers Members **Items** Deals

Drag a column header here to group by that column.

Group	Item	Name	Type
	01041	Portable 10mhz Ultras...	
	01042	Portable 500khz Ultras...	

12. Click **Deals** tab

General Customers Members Items **Deals**

Deal	Description	Category	Deal Start	Deal End
Admin Fee	Prem Inc 3% Admin Fee	Deferred Discount		
Master Agreeeme...	Prem Inc Member Portable Ultr...	Contract Pricing	12/01/2018	

13. Double-click **Master Agreement**

**Contract Pricing**

Deal: Master Agreement  
 Description: Prem Inc Member Portable Ultrasound Pricing  
 Category: Contract Pricing

Details | Tiers

Indirect Sales Entity: 10USACO  
 Quantity Type: Quantity  
 Payment Method: Customer Credit Note  
 Claim Over Excess: Error  
 Combination Type: Exclusive  
 Pricing Point: Indirect  
 Chargeback:

Discount Level: Line  
 Amount Type: Net Price  
 Payment Cycle: Current  
 Deal Limit: 0.00  
 Pricing Tiers: 3  
 System Generate Claims:

14. Click **Tiers** tab

Details | Tiers

Item	Name	Line	UM	Expire Date	Start Date	End Date	Min Qty	Tier 1	Tier 2	Tier 3
01041	Portable 10mhz Ultra...	10	EA		12/01/2018		0.00	1,850.00	1,800.00	
01042	Portable 500khz Ultr...	10	EA							

15. Click **Close**

16. Double-click **Admin Fee**

**Deferred Discount**

Deal: Admin Fee  
 Description: Prem Inc 3% Admin Fee  
 Category: Deferred Discount

Details | Tiers | Exceptions

Quantity Type: Amount  
 Discount Base: Net Price  
 Payment Method: Supplier Invoice  
 Claim Over Excess: Error  
 Pay To: Prem Inc  
 Sales Basis: Member  
 Fee Pricing Point: Member

Amount Type: Discount %  
 Buy Unit of Measure:  
 Payment Cycle: Current  
 System Generate Claims:   
 Deal Limit: 0.00  
 Deal Reference:

17. Click **Close**

## 18. Click **Close**

Processes X TAM Contract Maintenance X

Actions Setup Cancel Add to Favorites Create Modify Delete

Search Contract starts at Search Clear All

Viewing 1 - 6 Records per page: 100

Contract	Description	Contract Type	Status	Buying Group	Customer	Buy Start	Buy End	Expire Date	Retail Start	Retail End	Currency	Entity
CARD-MI-1120	Card Dist Miniature Implants Contract	Distributor Contract	Open		10c5000	12/1/2018	11/30/2019				USD	
CARD-OTC-1120	Card Dist OTC Pills Contract	Distributor Contract	Open		10c5000	12/1/2018	11/30/2020				USD	
CARD-PU-0120	Card Dist Portable Ultrasound Contract	Distributor Contract	Open		10c5000	12/1/2018	12/31/2021				USD	
PREM-MI-1120	Prem Inc Miniature Implant Contract	Master Agreement	Open	Prem Inc		12/1/2018	11/30/2020				USD	
PREM-OTC-1120	Prem Inc OTC Pills Contract	Master Agreement	Open	Prem Inc		12/1/2018	11/30/2020				USD	
PREM-PU-1221	Prem Inc Portable Ultrasound Contract	Master Agreement	Open	Prem Inc		12/1/2018	12/31/2021				USD	

## 19. Double-click **CARD-PU-0120**

Print Preview Attach

Contract: CARD-PU-0120 Status: Open

Description: Card Dist Portable Ultrasound Contract

Contract Type: Distributor Contract

Customer: 10c5000 Card Distributing

Buying Group:

Buy Dates: 12/01/2018 12/31/2021 Expire Date:

Origination Contract: Retail Dates:

Currency: USD US Dollar

Entity:

General Customers Members Items Deals

Responsible:

All Members:  All Items:

Project Code:

Budget Code:

Budget Topic:

Reference:

Copy Save Close

## 20. Click **Deals** tab

General Customers Members Items Deals

Deal	Description	Category	Deal Start	Deal End
Dist Service Fee	Card Dist 5% Service Fee	Deferred Discount		
Distributor Contr...	Card Dist Portable Ultrasound...	Contract Pricing	12/01/2018	

## 21. Double-click **Distributor Contract**

**Contract Pricing**

Deal: Distributor Contract

Description: Card Dist Portable Ultrasound Contract Price

Category: Contract Pricing

Details | Tiers

Indirect Sales Entity		Discount Level	Line
Quantity Type	Quantity	Amount Type	Net Price
Payment Method		Payment Cycle	
Claim Over Excess		Deal Limit	0.00
Combination Type	Exclusive	Pricing Tiers	1
Pricing Point	Direct	System Generate Claims	<input type="checkbox"/>
Chargeback	<input type="checkbox"/>		

22. Click **Tiers** tab

**Contract Pricing**

Deal: Distributor Contract

Description: Card Dist Portable Ultrasound Contract Price

Category: Contract Pricing

Details | Tiers

Item	Name	Line	UM	Expire Date	Start Date	End Date	Min Qty	Tier 1
01041	Portable 10mhz Ultra...	10	EA		12/01/2018		0.00	2,500.00
01042	Portable 500khz Ultr...	10	EA					

23. Click **Close**

24. Double-click **Distributor fee**

Deal: Dist Service Fee

Description: Card Dist 5% Service Fee

Category: Deferred Discount

Details | Tiers | Exceptions

Quantity Type	Amount	Amount Type	Discount %
Discount Base	Net Price	Buy Unit of Measure	
Payment Method	Customer Credit Note	Payment Cycle	Current
Claim Over Excess	Error	System Generate Claims	<input checked="" type="checkbox"/>
Pay To		Deal Limit	0.00
Sales Basis	Member	Deal Reference	
Fee Pricing Point	Customer		

OK Close

25. Click **Close**

26. Click **Close**

27. Close tabs

### Key Points

- Electronic update on buying group membership and tier
- Buying group contracts with tiered pricing
- Distributor pricing
- Admin and Service fees
  - Paid by supplier invoice or credit note

## Indirect Sales reporting

When you sell through distributors, typically they will send you a sales report – often referred to as a sales-trace or chargeback file - weekly or monthly. Here is a simple example from Card Dist with just four lines, but typically these will be thousands of lines long; far too big to audit manually.

You will notice that Card Dist is reporting valid sales on line 1; 10 units to a member of the Prem Inc buying group at \$17,500 and they are claiming a \$7,500 chargeback. However, line 3 they are claiming a \$9,250 chargeback - \$1,750 more than they have earned. The system will flag this immediately!

The last line is for a sale made to a customer that is not in the buying group – another issue the system will point out.

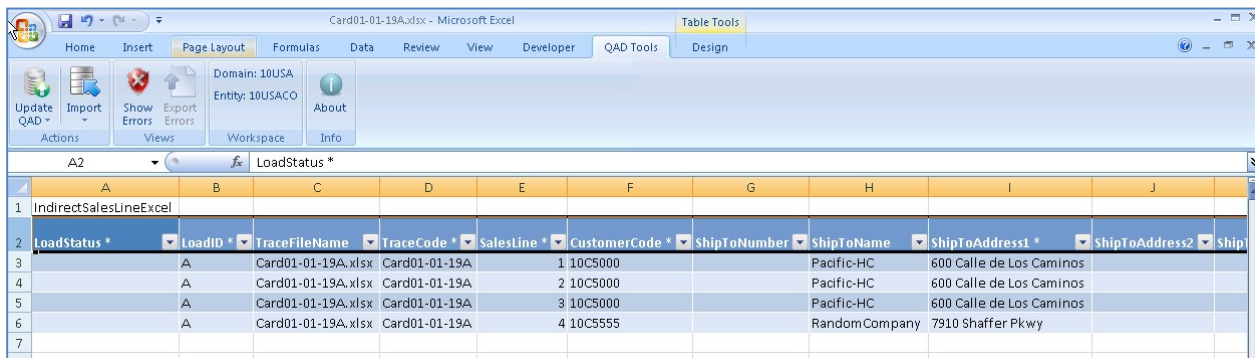
You will get these files and load them electronically. The system validates each line during the load and sets the status, indicating if there is an issue. You can review the results and quickly approve all the lines that passed matching. Once again, think of a thousand line file – all you do is filter the ones that passed and approve – then come back and review all of the ones that failed.

Now you can dedicate your time to real issues and you will have the documentation you need to dispute erroneous or fraudulent claims.

You can delete bad claims or adjust the amount

## Demo

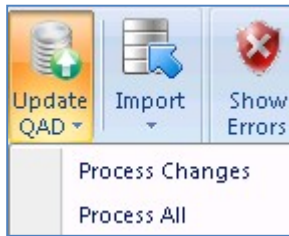
### 1. Open **Excel > Card01-01-01A.xls**



LoadStatus *	LoadID *	TraceFileName	TraceCode *	SalesLine *	CustomerCode *	ShipToNumber	ShipToName	ShipToAddress1 *	ShipToAddress2	ShipToAddress3
	A	Card01-01-19A.xlsx	Card01-01-19A	1	10C5000		Pacific-HC	600 Calle de Los Caminos		
	A	Card01-01-19A.xlsx	Card01-01-19A	2	10C5000		Pacific-HC	600 Calle de Los Caminos		
	A	Card01-01-19A.xlsx	Card01-01-19A	3	10C5000		Pacific-HC	600 Calle de Los Caminos		
	A	Card01-01-19A.xlsx	Card01-01-19A	4	10C5555		Random Company	7910 Shaffer Pkwy		

### 2. In Ribbon, select **QAD Tools** tab

### 3. Click **Update QAD**

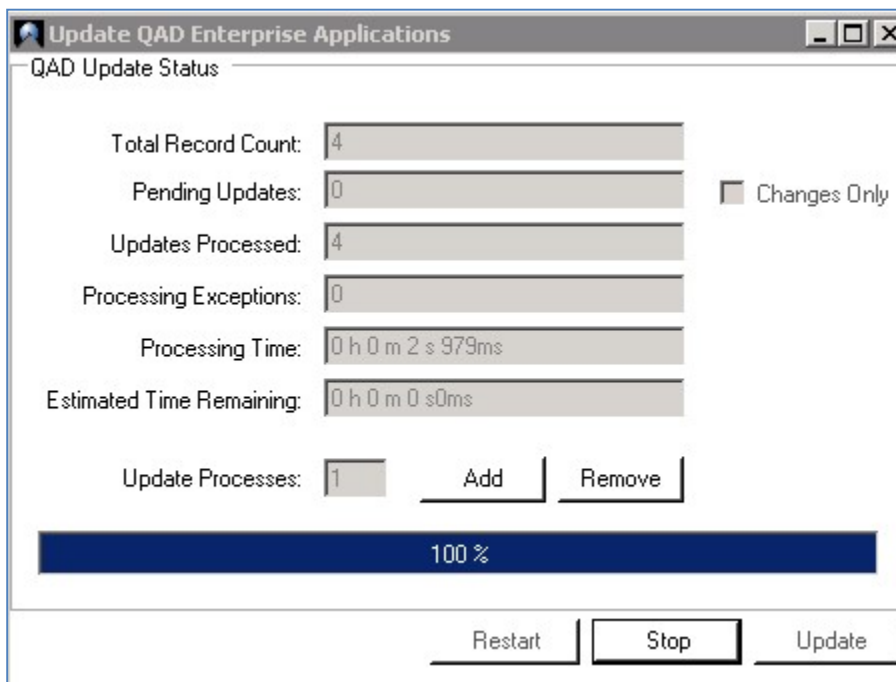


4. Select **Process All**



5. Enter User **mfg**, Password **<blank>**

6. Click **OK**



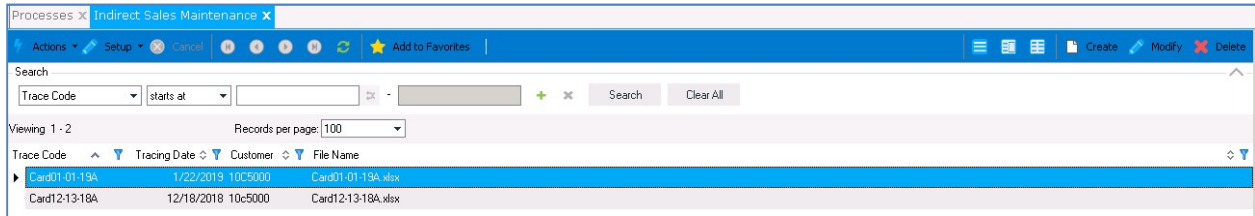
7. Click **Yes**

Note. Column A Saved Successfully / Invalid Customer.

	LoadStatus *	LoadID *	TraceFileName	TraceCode *	SalesLine *	CustomerCode *	ShipToNumber	ShipToName	ShipToAddress1 *	ShipToAddress2	ShipToAddress3
2											
3	Saved Successfully	A	Card01-01-19A.xlsx	Card01-01-19A	1	10C5000		Pacific-HC	600 Calle de Los Caminos		
4	Saved Successfully	A	Card01-01-19A.xlsx	Card01-01-19A	2	10C5000		Pacific-HC	600 Calle de Los Caminos		
5	Saved Successfully	A	Card01-01-19A.xlsx	Card01-01-19A	3	10C5000		Pacific-HC	600 Calle de Los Caminos		
6	Invalid Customer	A	Card01-01-19A.xlsx	Card01-01-19A	4	10C5555		Random Company	7910 Shaffer Pkwy		
7											

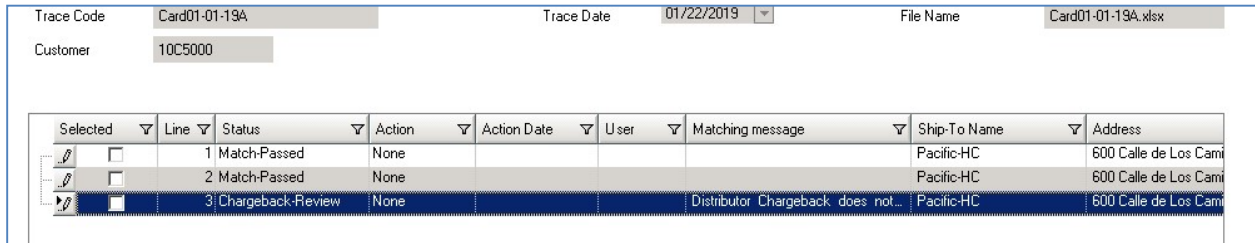
8. Maximize QAD Enterprise Applications

9. On Process Map, click **Maintain Indirect Sales**

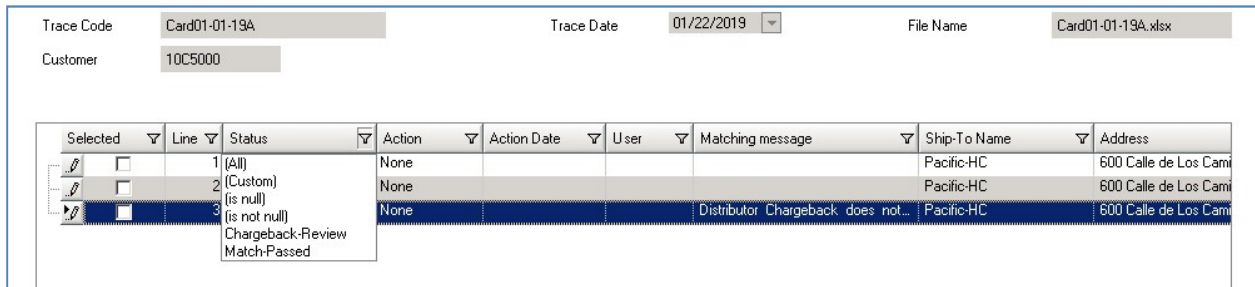


10. Double-click **CARD01-01-19A**

11. Click **Modify** button

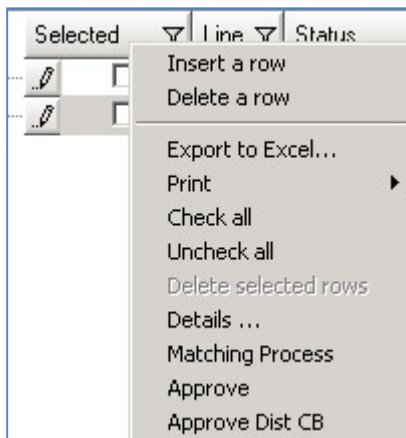


12. In Status, click drop-down



13. Select **Match-Passed**

14. Right-click **Selected**,



15. Select **Check All**



16. Right-click either line

Selected	Line	Status	Action	Ac
<input checked="" type="checkbox"/>	1	Match-Passed	None	
<input checked="" type="checkbox"/>	2	Match-Passed		

- Insert a row
- Delete a row
- Export to Excel...
- Print
- Check all
- Uncheck all
- Delete selected rows
- Details ...
- Matching Process
- Approve
- Approve Dist CB

17. Select **Approve**

Selected	Line	Status	Action	Action Date	User	Matching message	Ship-To Name	Address
<input checked="" type="checkbox"/>	1	Match-Passed	Approve	01/22/2019	demo		Pacific-HC	600 Calle de Los Cami
<input checked="" type="checkbox"/>	2	Match-Passed	Approve	01/22/2019	demo		Pacific-HC	600 Calle de Los Cami

18. Click **Save**

19. Click **Close**

20. Double-click **CARD01-01-19A**

Trace Code:       Trace Date:       File Name:

Customer:

Selected	Line	Status	Action	Action Date	User	Matching message	Ship-To Name	Address
<input type="checkbox"/>	1	Approved	None	01/22/2019	demo		Pacific-HC	600 Calle de Los Cami
<input type="checkbox"/>	2	Approved	None	01/22/2019	demo		Pacific-HC	600 Calle de Los Cami
<input checked="" type="checkbox"/>	3	Chargeback-Review	None			Distributor Chargeback does not...	Pacific-HC	600 Calle de Los Cami

21. Double-click Line 3 **Chargeback Review**

Indirect Sales Line Detail

Print Preview

Line: 3 Status: Chargeback-Review

Ship-To Number: [Redacted] Matching message: Distributor Chargeback does not equal Extended Chargeback

Ship-To Name: Pacific-HC

Address Info | Indirect Sales | Chargeback

Ship To:		Bill To:	
Name	[Redacted]	Name	[Redacted]
Address	600 Calle de Los Caminos [Redacted] [Redacted]	Address	[Redacted] [Redacted] [Redacted]
Zip	90212 City Los Angeles	Zip	[Redacted] City [Redacted]
County	Los Angeles	County	[Redacted]
State	CA Country USA	State	[Redacted] Country [Redacted]
Indirect Address Name	Pacific-HC	Region	[Redacted]
Trace Buying Group	Prem Inc	Buying Group	Prem Inc
Group ID	PREM-PHCS	Pricing Tier	3
HIN	123422223	GLN	[Redacted]
DEA	[Redacted]	IDN	[Redacted]

OK Close

22. Click **Chargeback** tab

Note the discrepancy in the chargeback amount – optionally can correct it and approve.

Indirect Sales Line Detail

Print Preview

Line: 3 Status: Chargeback-Review  
 Ship-To Number: [Redacted] Matching message: Distributor Chargeback does not equal Extended Chargeback  
 Ship-To Name: Pacific-HC

Address Info Indirect Sales Chargeback

Trace Contract	[Redacted]	Contract	PREM-PU-1221
Trace Dist Contract	[Redacted]	Distributor Contract	CARD-PU-0120
Trace Dist Unit Price	0.00	Entity	10USACO
Trace Contract Unit Price	0.00	Distributor Unit Price	2,500.00
Distributor Chargeback	9,250.00	Contract Unit Price	1,750.00
Discrepancy	1,750.00	Extended Chargeback	7,500.00
Trace Contract UM	[Redacted]	Chargeback Per Unit	750.00
		Contract UM	EA
		Chargeback Quantity	10.00
		Dispute Quantity	0.00

OK Close

23. Enter Distributor Chargeback **7,500**

Address Info Indirect Sales Chargeback

Trace Contract	[Redacted]	Contract	PREM-PU-1221
Trace Dist Contract	[Redacted]	Distributor Contract	CARD-PU-0120
Trace Dist Unit Price	0.00	Entity	10USACO
Trace Contract Unit Price	0.00	Distributor Unit Price	2,500.00
Distributor Chargeback	7,500	Contract Unit Price	1,750.00
Discrepancy	1,750.00	Extended Chargeback	7,500.00
Trace Contract UM	[Redacted]	Chargeback Per Unit	750.00
		Contract UM	EA
		Chargeback Quantity	10.00
		Dispute Quantity	0.00

24. Click **OK**

Trace Code: Card01-01-19A Trace Date: 01/22/2019 File Name: Card01-01-19A.xlsx  
 Customer: 10C5000

Selected	Line	Status	Action	Action Date	User	Matching message	Ship-To Name	Address
<input type="checkbox"/>	1	Approved	None	01/22/2019	demo		Pacific-HC	600 Calle de Los Cami
<input type="checkbox"/>	2	Approved	None	01/22/2019	demo		Pacific-HC	600 Calle de Los Cami
<input checked="" type="checkbox"/>	3	Match-Passed	None				Pacific-HC	600 Calle de Los Cami

25. Click **Save**

26. In line 3, check **Selected**

27. Right-click **Approve**

Selected	Line	Status	Action	Action Date	User	Matching message	Ship-To Name	Address
<input type="checkbox"/>	1	Approved	None	01/22/2019	demo		Pacific-HC	600 Calle de Los Cami
<input type="checkbox"/>	2	Approved	None	01/22/2019	demo		Pacific-HC	600 Calle de Los Cami
<input checked="" type="checkbox"/>	3	Match-Passed	Approve	01/22/2019	demo		Pacific-HC	600 Calle de Los Cami

28. Click **Save**

29. Click **Close**

30. Close tab

### Key Points

- Electronic load
- Automatic validation
- Quickly approve valid chargebacks
- Focus attention on invalid items
- Complete audit trail

## Earned Discounts

So far, you have taken the file the distributor sent you and approved valid lines, however, you haven't actually created earned discounts. Typically the process will be to post invoices at night, then load indirect sales, approve them the next day and at the end of the day run the earned discount calculations.

Running the Contract CB (Chargeback) and DD (Deferred Discounts) Earned Discount Calculation programs creates Earned Discount records in the system, basically granting these discounts. You'll see how they are claimed in the next step.

### Demo

1. Click **TAM Contract Activity Center** tab
2. In top panel, click **TAM Contracts** tab
3. Highlight **CARD-PU-0120**
4. In middle panel, click **Contract Earned Discount Total Browse** tab

The screenshot shows the TAM Contract Activity Center interface. The top panel has tabs for 'TAM Contracts', 'Contracts by Customer', 'Contracts by Buying Group', 'Contracts by Member', and 'Contracts by Item'. The 'TAM Contracts' tab is active. Below the tabs is a search bar with 'Contract Code' and 'starts at' filters. A table lists contracts with columns for Contract Code, Description, Contract Type, Status, Buying Group, Customer, Buy Start, Buy End, Expire Date, Retail Start, Retail End, Currency, and Entity. The 'CARD-PU-0120' contract is highlighted in blue. Below the table is a navigation bar with tabs for 'Contract Deal', 'Contract Earned Discount Total Browse', 'Contract Earned Discount Browse', 'TAM Contract History Browse', 'TAM Deduction', and 'Claim Totals Browse'. The 'Contract Earned Discount Total Browse' tab is active.

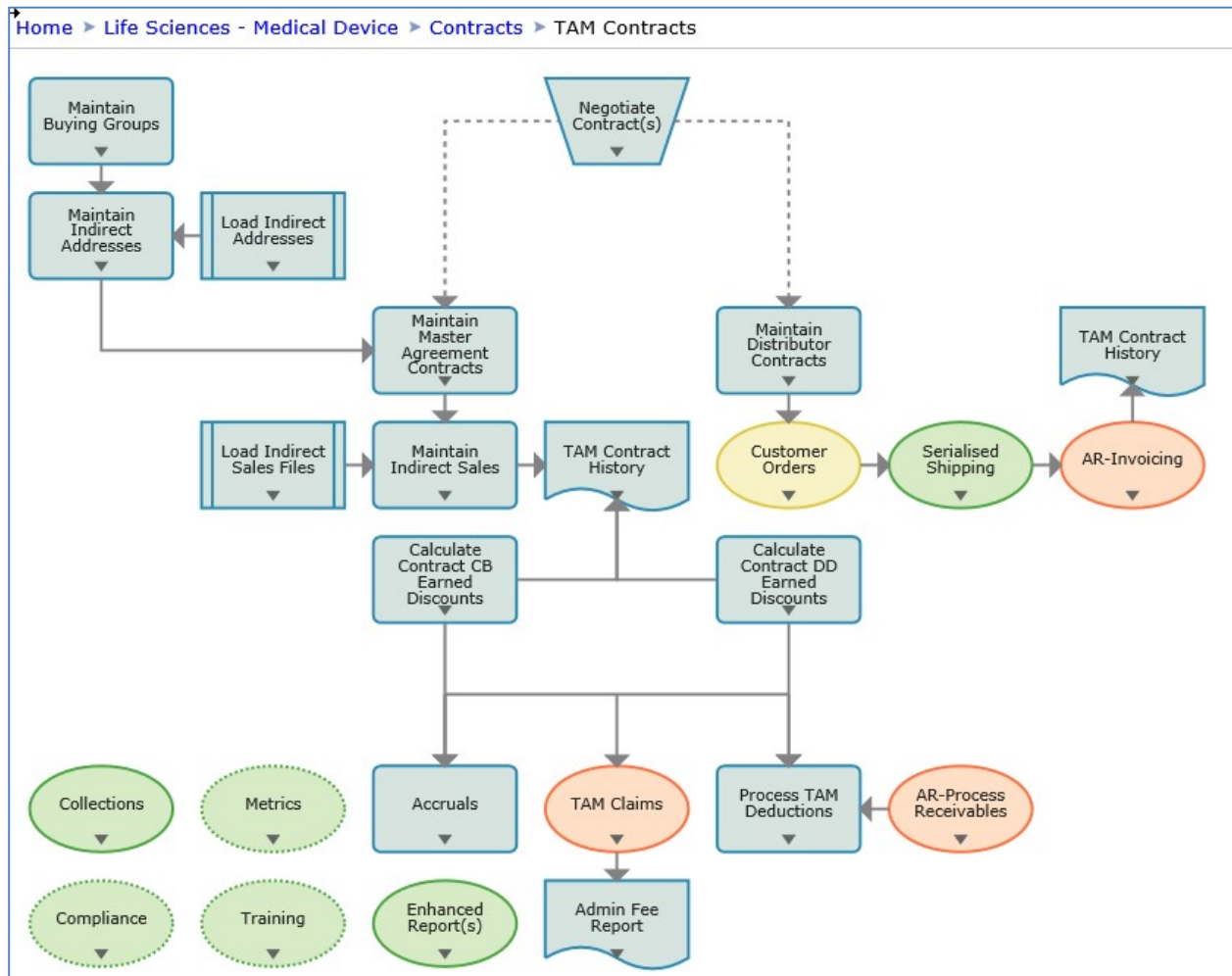
Contract Code	Description	Contract Type	Status	Buying Group	Customer	Buy Start	Buy End	Expire Date	Retail Start	Retail End	Currency	Entity
CARD-MI-1120	Card Diet Miniature Implants Contract	Distributor Contract	Open		10c5000	12/1/2018	11/30/2019				USD	
CARD-OTC-1120	Card Diet OTC Pills Contract	Distributor Contract	Open		10c5000	12/1/2018	11/30/2020				USD	
CARD-PU-0120	Card Diet Portable Ultrasound Contract	Distributor Contract	Open		10c5000	12/1/2018	12/31/2021				USD	
PREM-MI-1120	Prem Inc Miniature Implant Contract	Master Agreement	Open	Prem Inc		12/1/2018	11/30/2020				USD	

5. In middle panel, click **Contract Earned Discount Browse** tab

The screenshot shows the TAM Contract Earned Discount Browse interface. The top panel has tabs for 'Contract Deal', 'Contract Earned Discount Total Browse', 'Contract Earned Discount Browse', 'TAM Contract History Browse', 'TAM Deduction', and 'Claim Totals Browse'. The 'Contract Earned Discount Browse' tab is active. Below the tabs is a navigation bar with columns for 'Accumulate Period End Date', 'Customer Code', 'Entity', 'Pay To', 'Date Earned', 'Invoice', 'TC Sales', 'Transaction Currency', 'BC Sales', 'Base Currency', 'SC Sales', and 'Statutory Currency'. A table lists earned discounts with columns for Accumulate Period End Date, Customer Code, Entity, Pay To, Date Earned, Invoice, TC Sales, Transaction Currency, BC Sales, Base Currency, SC Sales, and Statutory Currency. The first record is highlighted in blue.

Accumulate Period End Date	Customer Code	Entity	Pay To	Date Earned	Invoice	TC Sales	Transaction Currency	BC Sales	Base Currency	SC Sales	Statutory Currency
12/31/2021	10c5000	10USACD	10c5000	12/13/2018	Card121318N1	25,000.00	USD	25,000.00	USD	25,000.00	

6. Click **Processes** tab



7. Click **Calculate Contract CB Earned Discounts**

Note: there is no UI for this or the next one.

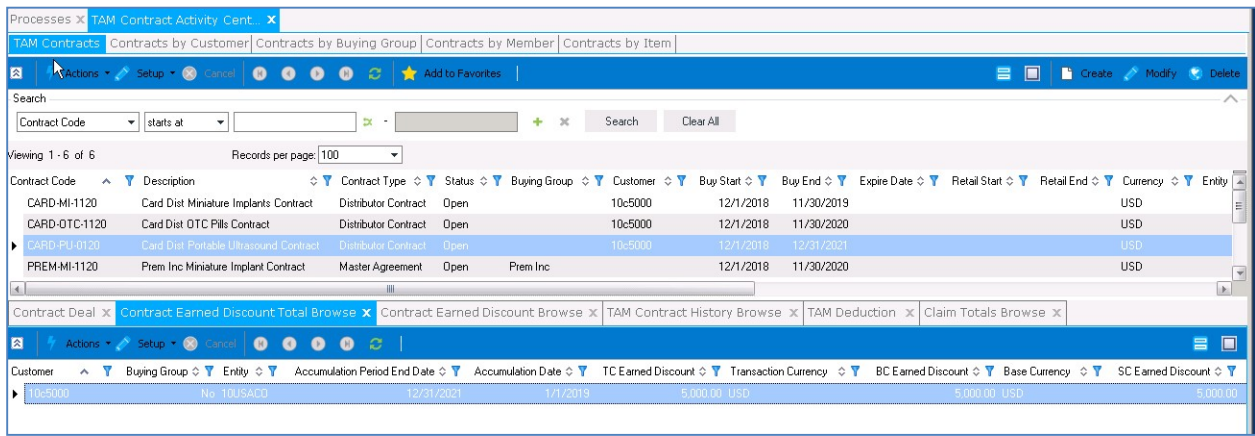
8. Click **Calculate Contract DD Earned Discounts**

9. Click **TAM Contract Activity Center** tab

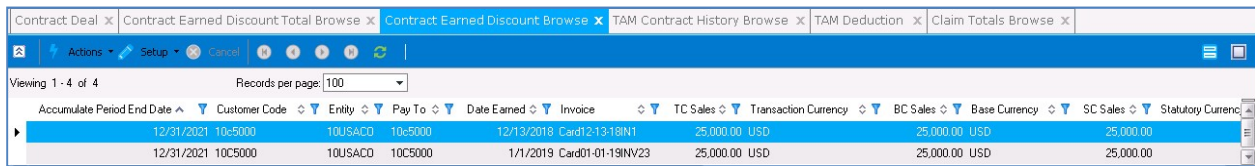
10. Click Search to refresh

11. Highlight **CARD-PU-0120**

12. In middle panel, click **Contract Earned Discount Browse** tab



13. In middle panel, click **Contract Earned Discount Total Browse** tab



## Key Points

- Batch transactions calculate earned discounts
  - Chargebacks (CB)
  - Deferred Discounts (DD)

## Accruals

Note that these earned discounts are not posted to the general ledger. It is up to you to create the accrual. Without TAM you would have to do this manually – a very time-consuming and error-prone process.

Using TAM the system generates accruals and optionally posts them to the GL for you; going through all of the contract activity and calculating the amounts.

Run this in Pending status as often as you like to simply show you what you have out there, without generating any GL entry. Then, typically at the end of the month, run this with status Approved to post the accrual. Note that each deal type can post to a different account, helping you easily calculate costs and compare to budget.

## Demo

1. On Process Map, click **Accruals**
2. Enter Agreement Category **CONTRACT**, Status **PENDING**
3. Click **Generate**

The screenshot shows the 'Generate Accruals' interface. The 'Posting Date' is 01/22/2019, 'Reversal Posting Date' is 02/01/2019, and 'Accrual Daybook' is TAMaccru. The 'Agreement Category' is set to 'Contract' and 'Status' is 'Pending'. A table below shows three rows of data:

Selected	Agreement	Agreement Category	Deal	Entity Code	Status	TC Accrual	Transaction Currency	TC Deal Limit	TC Earned Discount	TC Claims Taken
<input checked="" type="checkbox"/>	CARD-PU-0120	Contract	Dist Service Fee	10USACO	Pending	3,750.00	USD	0.00	5,000.00	
<input checked="" type="checkbox"/>	PREM-PU-1221	Contract	Admin Fee	10USACO	Pending	1,575.00	USD	0.00	2,100.00	
<input checked="" type="checkbox"/>	PREM-PU-1221	Contract	Master Agree...	10USACO	Pending	22,500.00	USD	0.00	30,000.00	

4. Click **Clear**
5. Enter Agreement Category **CONTRACT**, Status **APPROVED**
6. Click **Generate**

The screenshot shows the 'Generate Accruals' interface with the 'Status' set to 'Approved'. The table below shows the same three rows of data as the previous screenshot, but with the status changed to 'Approved':

Selected	Agreement	Agreement Category	Deal	Entity Code	Status	TC Accrual	Transaction Currency	TC Deal Limit	TC Earned Discount	TC Claims Taken
<input checked="" type="checkbox"/>	CARD-PU-0120	Contract	Dist Service Fee	10USACO	Approved	3,750.00	USD	0.00	5,000.00	1.2
<input checked="" type="checkbox"/>	PREM-PU-1221	Contract	Admin Fee	10USACO	Approved	1,575.00	USD	0.00	2,100.00	5
<input checked="" type="checkbox"/>	PREM-PU-1221	Contract	Master Agree...	10USACO	Approved	22,500.00	USD	0.00	30,000.00	

7. Click **Save**
8. Click **Close**
9. Select 25.15.2.1 **GL Transactions View**
10. Search **Daybook equals TAMaccru**

Note: if you did the promotions demonstration, you will see an accrual from this as well

3922	TAMaccru	00000003	3,750.00	0.00	0.00	3,750.00	Mech	USD	00002	CARD-PU-0120	Diat S	
3922	TAMaccru	00000003	1,575.00	0.00	0.00	1,575.00	Mech	USD	00002	PREM-PU-1221	Admin F	
5350	TAMaccru	00000003	0.00	27,825.00	27,825.00	0.00		Mfg	USD	TAM System	Accruals: 00002	
3922	TAMaccru	00000003	22,500.00	0.00	0.00	22,500.00	Mech	USD	00002	PREM-PU-1221	Maste	
3922	TAMaccru	00000004	0.00	3,750.00	3,750.00	0.00		Mech	USD	00002	CARD-PU-0120	Diat S
3922	TAMaccru	00000004	0.00	1,575.00	1,575.00	0.00		Mech	USD	00002	PREM-PU-1221	Admin F
5350	TAMaccru	00000004	27,825.00	0.00	0.00	27,825.00		Mfg	USD	TAM System	Accruals: 00002	
3922	TAMaccru	00000004	0.00	22,500.00	22,500.00	0.00		Mech	USD	00002	PREM-PU-1221	Maste

## 11. Close tab

### Key Points

- Automates accrual calculations
- Optional two step process – review then save
- Posts Accrual this month; Reversal 1<sup>st</sup> day of next month
- Speeds up month-end closing

## Payments

Now look at the Accounts Receivable process and what happens when you receive a payment from a distributor or reseller.

In this example of chargeback, the reseller may simply deduct the expected amount from the amount they send you, often called a "short pay".

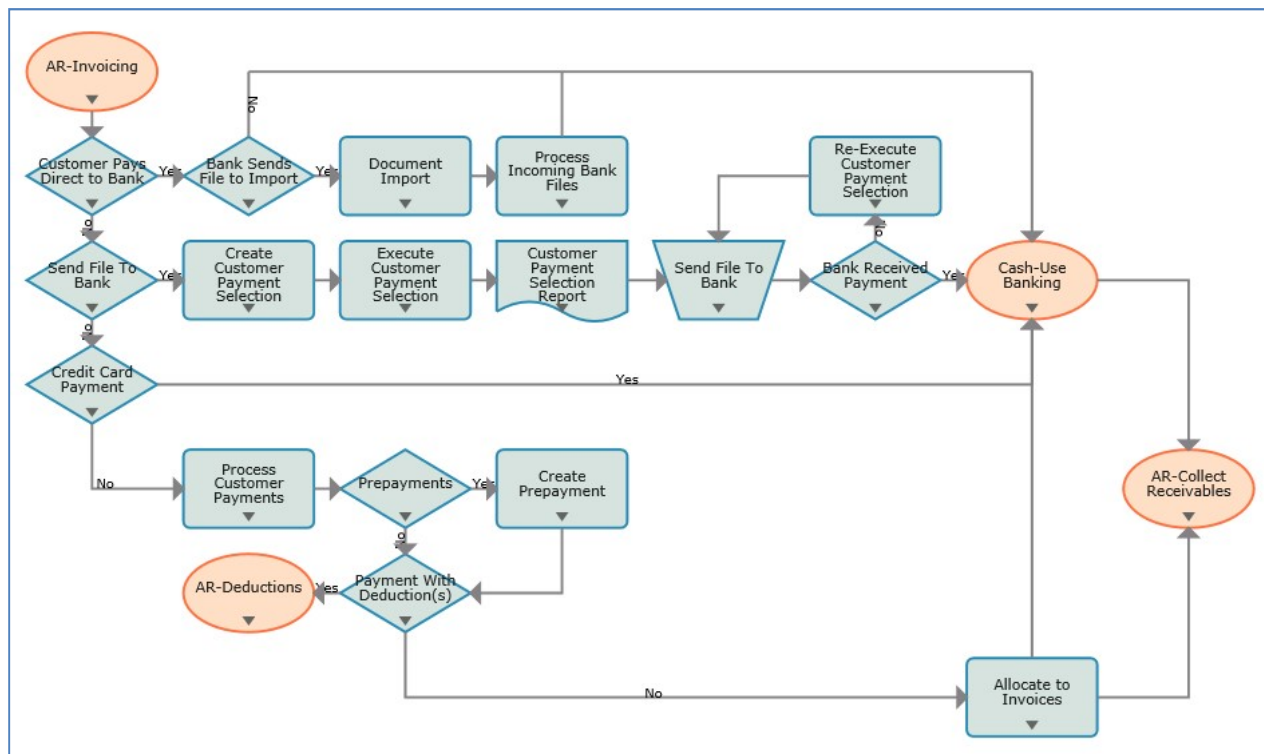
Go back to the example – the distributor sold 10 units at \$1750 each, but you charged them \$2500 each. That means they are expecting to pay you only \$17,500, less the 5% service fee of \$1,250, so they will remit \$16,250. You expect to get \$25,000 but they remit \$16,250; the amount they owe less the chargeback of \$7,500 and the service fees of \$1,250.

When you process the payment, you flag the shortage amount as a deduction. This goes into a holding account pending approval. Use TAM Deduction Review to look at open deductions and match them against open promotional or contract deals. Only then will both the invoice and related deduction be flagged as Closed.

No longer will you just simply write off whatever amount the distributor claims. You can quickly and easily determine if this is a valid deduction, and you will have the documentation you need to go back to them when it is incorrect.

## Demo

1. On Process Map, click **AR-Process Receivables**



2. Click **Process Customer Payments**
3. Enter Customer **10C5000**, Amount **\$16,250**

Processes x Customer Payment Create x

Go To Actions Tools Print Preview Attach

Customer

Customer 10C5000 Business Relation 10-C5000  
 Name Card Distributing

Bank

Bank GL Account 1100 Own Bank Number 55667342  
 Bank Number 123123 Payment Format CUST-CHECK

Amount 16,250 USD Reference  
 Difference Amount 0.00 Subtype Manual  
 Difference Type Status For Collection

Year/Number 2019 000000002 Due Date 01/22/2019  
 Last Printed Date Creation Date 01/22/2019  
 Times Printed 0 Allocate

4. Click **Allocate**
5. Click **Search**
6. Check Invoice **\$25,000**

Posting Date 01/22/2019

Prepay Balance

Amount to Allocate 16,250.00 CR Balance 8,750.00 DR  
 Deduction Amount Allocated 25,000.00 DR Difference Allowed

Search for Invoices

Customer 10C5000 Include All Entities  
 Business Relation 10-C5000 Amount 0.00 USD  
 Invoice Reference Operators/Margin = 0.00  
 Shipper Payment Reference  
 Group Name Sold To  
 Year/Daybook/Voucher 0 0  
 Purchase Order Search

Business Relati	Invoice/Paym	Reference	Shipper	Due Date	Disc	Invoi	Balance	Cu	F	TC Alloc
10-C5000	Invoice	2019/CINV/0000000		01/10/2019	01/10/	01/10/	25,000.00	D	USD	<input checked="" type="checkbox"/>

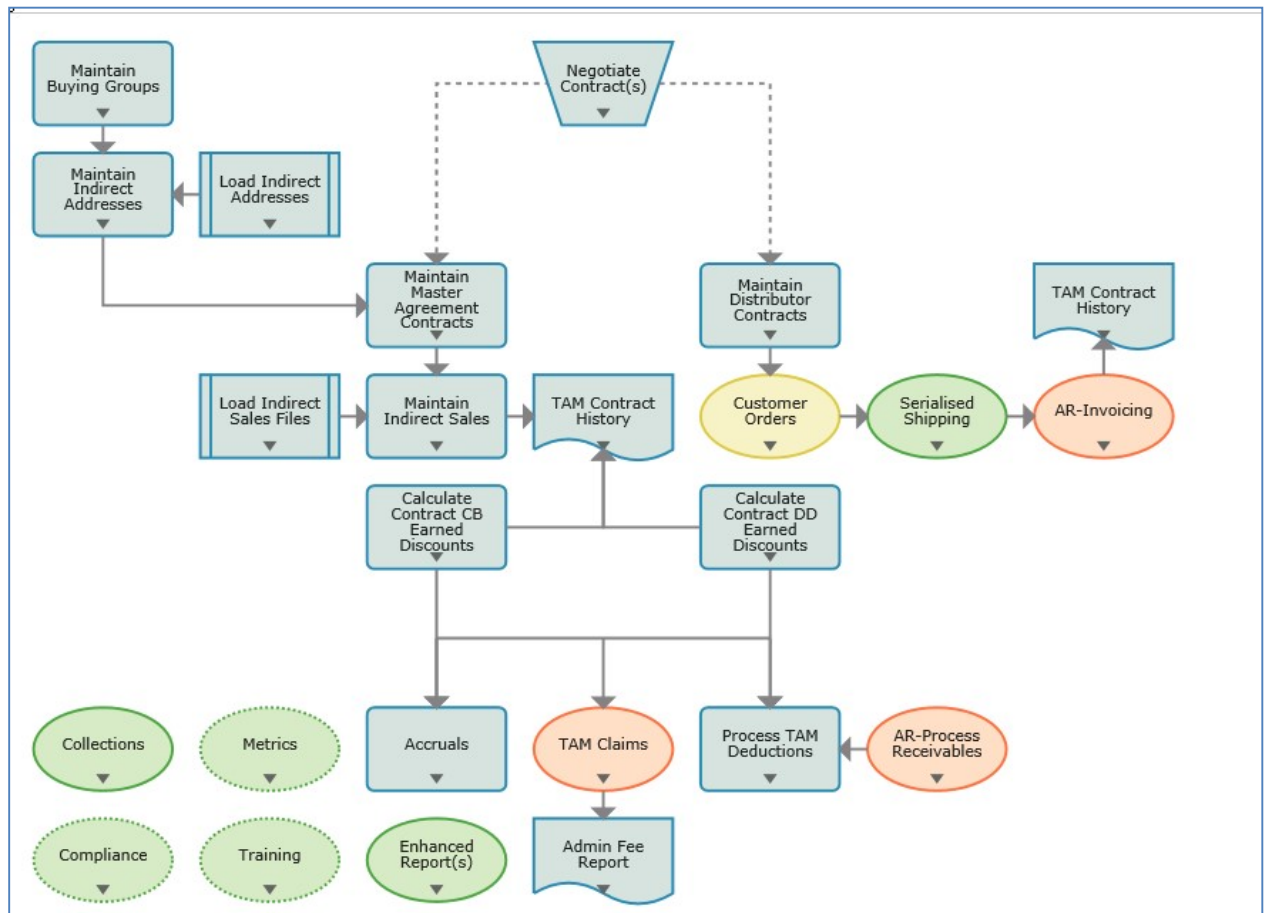
7. Click **Deduction** button
8. Enter Deduction Description **CB + Svc Fee**, Deduction Category Code **TAM**

Business Relation	<input type="text" value="10-C5000"/>	<input type="button" value="Q"/>
Customer	<input type="text" value="10C5000"/>	<input type="button" value="Q"/>
Deduction Description	<input type="text" value="CB + Svc Fee"/>	
Customer Reference	<input type="text"/>	
Sub-Account	<input type="text" value="Gserv"/>	<input type="button" value="Q"/>
Cost Center	<input type="text"/>	<input type="button" value="Q"/>
Project	<input type="text"/>	<input type="button" value="Q"/>
TC Deduction Amount	<input type="text" value="8,750.00"/>	<input type="button" value="USD"/>
Deduction Category	<input type="text" value="TAM"/>	<input type="button" value="Q"/>
Deduction Status	<input type="text" value="Pending"/>	<input type="button" value="v"/>

9. Click **OK**

Business Relation	<input type="text" value="10-C5000"/>	<input type="button" value="Q"/>
Customer	<input type="text" value="10C5000"/>	<input type="button" value="Q"/>
Deduction Description	<input type="text" value="CB + Svc Fee"/>	
Customer Reference	<input type="text"/>	
Sub-Account	<input type="text" value="Gserv"/>	<input type="button" value="Q"/>
Cost Center	<input type="text"/>	<input type="button" value="Q"/>
Project	<input type="text"/>	<input type="button" value="Q"/>
TC Deduction Amount	<input type="text" value="8,750.00"/>	<input type="button" value="USD"/>
Deduction Category	<input type="text" value="TAM"/>	<input type="button" value="Q"/>
Deduction Status	<input type="text" value="Pending"/>	<input type="button" value="v"/>

10. Click **OK**
11. Click **Save**
12. Click **Close**
13. In Process Map breadcrumb, click **TAM Contracts**



14. Click **Process TAM Deductions**
15. Enter Customer **10C5000, Pending**
16. Click **Search**

Processes x TAM Deduction Review x

Print Preview

Customer: 10C5000 Entity: 10CORPCONS 10USACO

Deduction Category Code: [ ] Deduction Category Type: [ ]

Deduction Amount: 0.00 USD Deduction Status: APPROVEDCREDIT, APPROVEDFORWRITEOFF, CREDITED, PENDING, REJECTED

Comment: [ ] Customer Reference: [ ] Deduction Dates: [ ] [ ]

[ Search ]

Select	Customer	Name	Description	TC Invoice Amount (DR)	Currency	Posting Date	Year	Voucher	Daybook	Entity	BC Invoice Amount (DR)	SC Inv
<input checked="" type="checkbox"/>	10C5000	Card Distributing	2019/ARPAY/00000...	8,750.00	USD	01/22/2019	2019	3	DedDB	10USACO	8,750.00	

TC Invoice Amount (DR): 8,750.00

Total Amount Of Lines: 8,750.00 Balance: [ ] USD

Category	Description	Type	Deduction Status	TC Deducti	Currency	Create Date	Posting Date	Approve/Reject Comment	Approve/Reject Date	Comments	Customer R
TAM	TAM Deduction Categ...	PROMOTI...	PENDING	8,750.00	USD	01/22/2019	01/22/2019				

[ Save ] [ Close ]

17. In middle frame, check **Select**

Select	Customer	Name	Description	TC Invoice Amount (DR)	Currency	Posting Date	Year	Voucher	Daybook	Entity	BC Invoice Amount (DR)	SC Inv
<input checked="" type="checkbox"/>	10C5000	Card Distributing	2019/ARPAY/00000...	8,750.00	USD	01/22/2019	2019	3	DedDB	10USACO	8,750.00	

18. In bottom frame, double-click line to open

Deduction Details

TC Amount: 8,750.00

Total Amount Earned Discounts: 0.000 Balance: 8,750.00 USD

Agreement	Agreement Descrip	Deal	Description	Agreeme	Acco	Accum	Agree	Earned Discou	Open Balance	TC Open Bala	Deal Limit	F	TC Amount T
PREM-FU...	Prem Inc Portable UL...	Master Agree...	Prem Inc Member Po...	Contract	3922	12/31/2021	USD	30,000.00	22,500.00	22,500.00	0.00	<input type="checkbox"/>	0.00
CARD-PU-0...	Card Dist Portable UL...	Dist Service...	Card Dist 5% Servic...	Contract	3922	12/31/2021	USD	5,000.00	3,750.00	3,750.00	0.00	<input type="checkbox"/>	0.00

19. In both lines, check **Full**

Agreement	Agreement Descrip	Deal	Description	Agreeme	Acco	Accum	Agree	Earned Discou	Open Balance	TC Open Bala	Deal Limit	F	TC Amount T
PREM-FU...	Prem Inc Portable UL...	Master Agree...	Prem Inc Member Po...	Contract	3922	12/31/2021	USD	30,000.00	22,500.00	22,500.00	0.00	<input checked="" type="checkbox"/>	8,750.00
CARD-PU-0...	Card Dist Portable UL...	Dist Service...	Card Dist 5% Servic...	Contract	3922	12/31/2021	USD	5,000.00	3,750.00	3,750.00	0.00	<input checked="" type="checkbox"/>	0.00

20. Click **OK**

TC Invoice Amount (DR): 8,750.00

Total Amount Of Lines: 8,750.00 Balance: [ ] USD

Category	Description	Type	Deduction Status	TC Deducti	Currency	Create Date	Posting Date	Approve/Reject Comment	Approve/Reject Date	Comments	Customer R
TAM	TAM Deduction Categ...	PROMOTI...	PENDING	8,750.00	USD	01/22/2019					

APPROVEDCREDIT  
APPROVEDFORWRITEOFF  
CREDITED  
PENDING  
REJECTED

21. In bottom frame, enter Deduction Status **APPROVEDFORWRITEOFF**

22. Click **Save**

23. Click **Close**

24. On Process Map, click **AR-Process Receivables > Collections > Customer Activity Dashboard**

25. Double-click customer **10C5000**

26. Click **Invoices** tab

27. Enter Status **Closed**

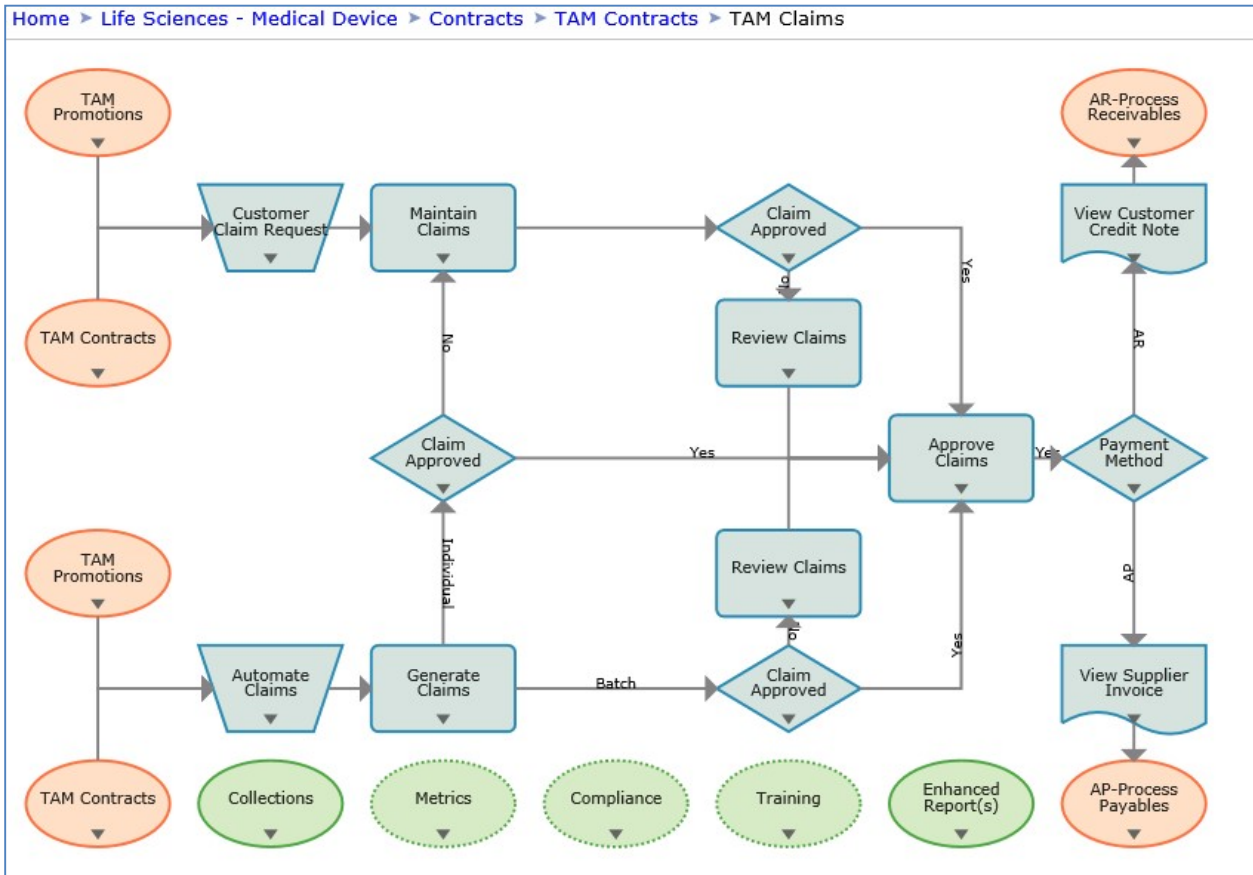
The screenshot displays the 'Invoices' tab for customer 10C5000. The interface includes a header with tabs for 'Credit Details', 'Activity', 'Invoices', 'Payments', 'Address Info', and 'Comments'. Below the tabs, there are filters for 'Start Date' (01/22/2019), 'End Date' (01/22/2019), and 'Status' (Closed). A table of invoices is shown with the following data:

Invoice Number	Invoice Date	Due Date	Discount Due Date	Open	Currency	BC Original Amount	TC Original Amount	BC Open A
2019/DedDB/000000003	01/22/2019	03/23/2019	01/22/2019	■	USD	8,750.00	8,750.00	

### Key Points

- Create Deduction during payment processing
- Require Approval/Matching to write-off
- Validates claim accuracy





4. Click **Generate Claims**
5. Enter Status **PENDING**, Buying Group **Prem Inc**
6. Click **Generate**

Processes x Generate Claims Maintena... x

Print Preview

Entity:

Customer:

Agreement Category:

Deal Category:

Responsible:

Status:

Customer Group:

Promotion:

Contract:

Claim Run:

Buying Group:

Promotion Deal:

Contract Deal:

Selected	Claim	Amount to Allocate	Tax Amount	Total Amount	Claim	Customer	Buying Group	Agreement C	Agreement	Description	Deal	Descri
<input checked="" type="checkbox"/>		1,575.00	0.00	1,575.00 USD		Prem Inc	Prem Inc	Contract	PREM-PU-1221	Prem Inc Portabl. Admin Fee	Prem I	

7. Enter Status **APPROVED**, Buying Group **Prem Inc**
8. Click **Generate**

Entity:  Status: **Approved** Claim Run:

Customer:  Customer Group:  Buying Group:

Agreement Category: **All** Promotion:  Promotion Deal:

Deal Category:  Contract:  Contract Deal:

Responsible:

Selected	Claim	Amount to Allocate	Tax Amount	Total Amount	Claim	Customer	Buying Group	Agreement C	Agreement	Description	Deal	Descri
<input checked="" type="checkbox"/>		1,575.00	0.00	1,575.00	USD		Prem Inc	Contract	PREM-PU-1221	Prem Inc Portabl	Admin Fee	Prem

9. Click **Save**
10. Click **Close**
11. Click **TAM Contract Activity Center** tab
12. In top panel, select **TAM Contracts** tab
13. Highlight **PREM-PU-1221**
14. In middle panel, click **Contract Earned Discount Total Browse** tab
15. Highlight **Prem Inc**
16. In bottom panel, click **Claim Totals** tab

Processes x TAM Contract Activity Cent. x

TAM Contracts | Contracts by Customer | Contracts by Buying Group | Contracts by Member | Contracts by Item

Search: Contract Code starts at  Search Clear All

Viewing 1 - 6 of 6 Records per page: 100

Contract Code	Description	Contract Type	Status	Buying Group	Customer	Buy Start	Buy End	Expire Date	Retail Start	Retail End	Currency	Entity
PREM-MI-1120	Prem Inc Miniature Implant Contract	Master Agreement	Open	Prem Inc		12/1/2018	11/30/2020				USD	
PREM-OTC-1120	Prem Inc OTC Pills Contract	Master Agreement	Open	Prem Inc		12/1/2018	11/30/2020				USD	
PREM-PU-1221	Prem Inc Portable Ultrasound Contract	Master Agreement	Open	Prem Inc		12/1/2018	12/31/2021				USD	

Contract Deal x **Contract Earned Discount Total Browse** x Contract Earned Discount Browse x TAM Contract History Browse x TAM Deduction x Claim Totals Browse x

Viewing 1 - 2 of 2 Records per page: 100

Customer	Buying Group	Entity	Accumulation Period End Date	Accumulation Date	TC Earned Discount	Transaction Currency	BC Earned Discount	Base Currency	SC Earned Discount
10c5000	No	10USACD	12/31/2021		30,000.00	USD	30,000.00	USD	30,000.00
Prem Inc	Yes	10USACD	12/31/2021	1/1/2019	2,100.00	USD	2,100.00	USD	2,100.00

TAM Contract History Browse x TAM Deduction x **Claim Totals Browse** x

Viewing 1 - 2 of 2 Records per page: 100

Claim Code	Reference	Claim Date	Agreement	Deal	Accumulate Period End Date	Claim Currency	Amount to Allocate	Tax Amount	Total Amount	Customer Credit Note	Supplier
CL-00002	PREM-PU-1221	12/18/2018	PREM-PU-1221	Admin Fee	12/31/2021	USD	525.00	0.00	525.00		2018 / S
CL-00006	PREM-PU-1221	1/22/2019	PREM-PU-1221	Admin Fee	12/31/2021	USD	1,575.00	0.00	1,575.00		2019 / S

17. In Process Map, select **AP-Process Payables**
18. Click Collections > **Supplier Activity Dashboard**
19. Double-click Supplier **10S5000**
20. Click **Invoices** tab

## Key Points

- Automatically calculate administrative and service fees
- Two step process – Review then Approve

## Closing

In closing, by using QAD Trade Activity Management you will ensure accurate pricing and eliminate fraudulent charges, while more effectively managing trade spend – resulting in increased revenue and margins. You will also improve cash flow by automating trade settlement and more effectively handling claims.

Complete financial integration simplifies reporting and analysis, and automated calculations and accrual processing speeds up month-end processing, while eliminating errors.

Customer service improves due to more efficient order handling and better communication of promotional programs. Additionally, electronic import and data validation will help reduce IT costs, while ensuring data consistency, lowering overhead and reducing third party licensing fees.

That's Next Generation ERP.

Rapid – Agile - Effective