

yaveon



# Yaveon 365 Incident Management

Expand Incident Management  
in Business Central

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Microsoft  
Partner

# Everything at a Glance.

## Product

- Product: ERP
- Basis: Microsoft Dynamics 365 Business Central
- Company size: Small and medium-sized companies
- Industries: Chemicals, pharmaceuticals, biotechnology, cosmetics, food, medical technology

## The Three Most Important Advantages:

- Centralized recording: Complaints or incidents of any kind can be recorded centrally in Business Central and further processed from there. Supply chain issues are fully integrated with Business Central, to enable seamless monitoring.
- Time-saving automation: An incident document refers to an internal report when a problem is detected, or the report was made by a customer or supplier. The system automatically transfers the data of items and lots from the origin document to the incident document.
- Satisfied customers and suppliers: After evaluation and the determination of necessary actions, a return order or credit memo is generated for the customer or vendor to ensure a long-term positive working relationship.

# How Does This Work Exactly?

## The Features.

### Create an Incident

An incident document refers to an internal report when a problem is detected, or the report was made by a customer or vendor. The data of items and lots can be automatically retrieved from the document of origin, e. g., an inspection order or a posted purchase delivery can be transferred to the incident document.

### Create Follow-Up Documents

After reviewing and defining necessary action, a return order or credit memo is generated for the customer or vendor if necessary. The incident document can now be closed.

### Assign Information About the Incident

You can easily add all necessary information to the incident document. Use incident types to classify the incident and specify possible costs. In addition, return reasons, complaint causes, and the general description of the incident can help to pinpoint the reasons for the incident. Assign error codes and add a detailed description for each item or lot information. Then assign immediate, corrective, and preventive actions to solve the problem, or address the issue.

Posted Purchase Receipt

107225 · Le Clerk Promotions

Home

Receipt

Actions

Related

Fewer options

Print

Create Incident

Create Incident (Action)

Other

General

Show more

No.107225

Buy-from

Document Date1/18/2024

Buy-from Vendor No.KD0080

NameLe Clerk Promotions

Requested Receipt Date

Buy-from Contact No.KT000216

Address16 Rue de Foulons

Promised Receipt Date

Address 2

CityStrasbourg

Quote No.

Post Code67200

Order No.106342

Vendor Order No.

Country/RegionFR

Vendor Shipment No.

Order Address Code

ContactJanine Le Clerk

No. Printed0

Purchaser CodeDSM

Posting Date1/18/2024

Responsibility Center

Lines

Manage

Functions

Line

New Line

Delete Line

| Type | No.      | Item Reference No. | Description | Location Code | Quantity | Receipt Date | Unit of Measure Code | Quantity Invoiced | Planned Receipt Date | Expected Receipt Date | Order Date | Delivery Status  |
|------|----------|--------------------|-------------|---------------|----------|--------------|----------------------|-------------------|----------------------|-----------------------|------------|------------------|
| Item | E1200000 |                    | Sylold      | BERLIN        | 1,200    | 1/18/2024    | KG                   | 1,200             | 1/18/2024            | 1/18/2024             | 1/18/2024  | Complete deli... |

Create Incident

Incident Card

IM000001

Actions

Related

Source Document TypeNone

Target Document TypeNone

General Incident Desc.

Source Document No.

Target Document No.

Actions

New Line

Delete Line

| Action Code | Action Description | Act...<br>com...                    | Action to be<br>completed<br>until | Action<br>completed<br>at | Correction/Pr...<br>Action Code | Correction/Prevention Action<br>Description | Cor...<br>Act...<br>com... | Correction...<br>Action to be<br>completed<br>until | Correction...<br>Action<br>completed<br>at | Rel...<br>Just...        | R |
|-------------|--------------------|-------------------------------------|------------------------------------|---------------------------|---------------------------------|---------------------------------------------|----------------------------|-----------------------------------------------------|--------------------------------------------|--------------------------|---|
| LBLOCK      | Block Lot          | <input checked="" type="checkbox"/> |                                    | 1/18/2024                 | C_MAT_STOR...                   | Improve Material Storage                    | <input type="checkbox"/>   | 5/12/2024                                           |                                            | <input type="checkbox"/> |   |

Lines

New Line

Delete Line

ProBatch Item Tracing

Inventory Summary

Error Codes

| Type | No.      | Description     | Var...<br>Code | Serial<br>No. | Lot No.        | Package No. | External Lot<br>Number | Location Code | Quantity | Unit of<br>Measure Code |
|------|----------|-----------------|----------------|---------------|----------------|-------------|------------------------|---------------|----------|-------------------------|
| Item | C1000001 | VAR/COLOUR blue |                |               | LOT000139/D... |             |                        |               | 125      | L                       |

Miscellaneous

Details

Attachments (0)

Incident Error Code

| Code | Details           | Que |
|------|-------------------|-----|
| PACK | Packaging damaged |     |

Incident Card

Purchase Credit Memo

1004 · Le Clerk Promotions

Home Prepare Request Approval Credit Memo More options

Post Release Apply Entries... PB365 Header Texts PB365 Footer Texts

**General**

Vendor Name ..... Le Clerk Promotions Due Date ..... 1/18/2024 Vendor Authorization ...  
Contact ..... Janine Le Clerk Expected Receipt Date .. Vendor Cr. Memo No. \*  
Status ..... Open

Lines Manage Functions Line

New Line Delete Line Insert Ext. Texts Dimensions Deferral Schedule Redistribute Account Allocations

| Type             | No.           | Description                       | Location Code | Quantity | Unit of Measure Code | Direct Unit Cost Excl. VAT | Tax Area Code | Tax Group Code | Line Discount % | Lir |
|------------------|---------------|-----------------------------------|---------------|----------|----------------------|----------------------------|---------------|----------------|-----------------|-----|
| → Charge (ite... | PUR-INCIDE... | Purchase Discount due to Incident | BERLIN        | 1,000    | KG                   | 4.22                       |               |                |                 |     |
| Charge (ite...   | PUR-INCIDE... | Purchase Discount due to Incident | BERLIN        | 200      | KG                   | 4.22                       |               |                |                 |     |
|                  |               |                                   |               |          |                      |                            |               |                |                 |     |
|                  |               |                                   |               |          |                      |                            |               |                |                 |     |
|                  |               |                                   |               |          |                      |                            |               |                |                 |     |

Subtotal Excl. VAT (EUR) ..... 5,064.00 Invoice Discount % ..... 0 Total VAT (EUR) ..... 0.00  
Inv. Discount Amount... ..... 0.00 Total Excl. VAT (EUR) .... 5,064.00 Total Incl. VAT (EUR) .... 5,064.00



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