

Claim not available when item marked Damaged

- **Product:** Voyager
-

Problem symptoms

Mark item 'Damaged' and need to generate claim or return, but claim and return options unavailable

Cause

Voyager sees "Damaged" as internal mark option (i.e., not vendor-related mark reason). Therefore, claim is not offered as an option.

Return is not an option until item is Received.

Resolution

For claim to be available, mark item 'claim' first. Then in the problem list, set reason as 'Damaged.'

- **Article last edited:** 23-Mar-2015