How to submit a Stock Loss Claim

3 days ago · Updated

Start each month by generating a Stock Report from your Reports page in the Seller Portal. This report provides a comprehensive overview of the previous month's stock movements within the Takealot Distribution Centers.

Apply a filter to the report to identify any products that have incurred losses during this period. This will allow you to see which items are eligible for a claim. We encourage you to submit a claim for reimbursement for these units promptly.

Please follow the steps outlined carefully to assess any losses in your stock and correctly prepare your invoice for submission to Takealot.com. Submitting your claims monthly streamlines the process and ensures you are compensated promptly.

Step 1: Filter your Stock Recon Report for stock losses and Determine which products are Eligible for Reimbursement

- Download your most recent Stock Report from the Reports page
- Apply filters to all columns (Select all "Ctrl + A" and select the filter in the ribbon)
- Filter the column 'warehouse_down_adjustments' for everything with a value greater than 0

- This enables a view of all products that suffered losses during the specified period.

Step 2: Prepare your invoice to Takealot.com

Make sure the following details are visible on your invoice

- Company Name: TakealotOnline(RF) (Pty) Ltd
- Company Registration Number: 2010/020248/07
- Physical Address:

12th Floor

10 Rua Vasco Da Gama Plain

Foreshore

Cape Town

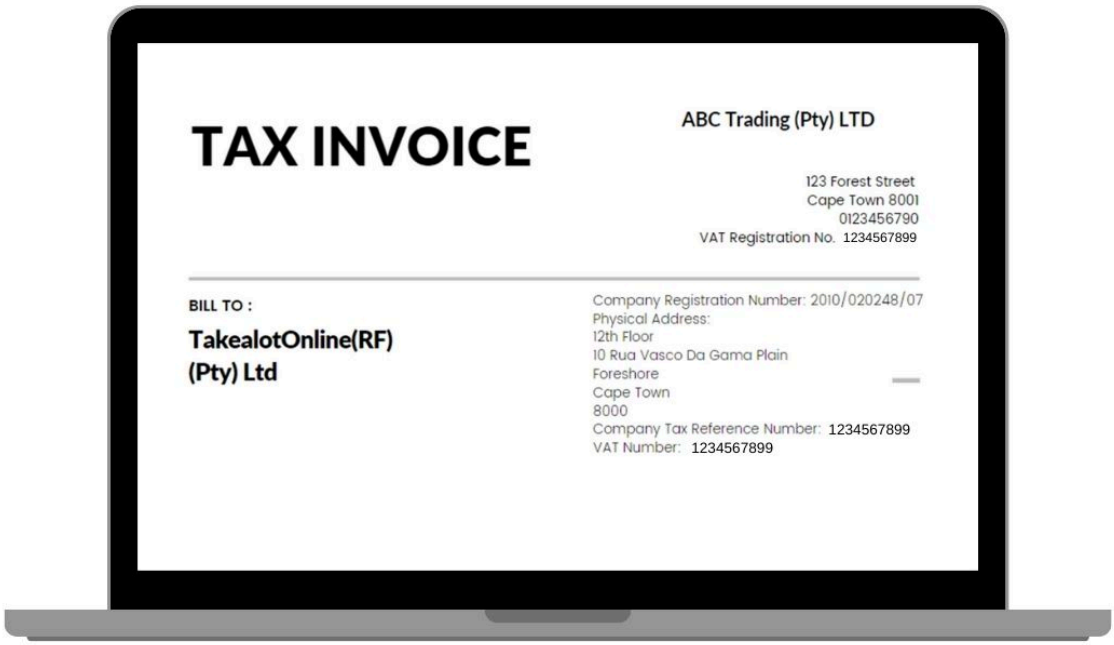
8000

- Company Tax Reference Number: 9910006148
- Vat Number: 4470208333
- Contains the words "**Tax Invoice**", "**VAT Invoice**", or "**Invoice.**"
- Name, address and VAT registration number of the seller (if VAT registered ONLY)
- Name, address and where the recipient is a vendor, the recipient's VAT registration number
- Serial number and date of issue of invoice

The detail on your invoice must include all the necessary details below:

- TSINs (tsin_id)
- Description of the product (product_title)
- The unit count eligible for reimbursement (warehouse_down_adjustments)
- The total value/s to be reimbursed (total_claim_value)
- Calculate and include the total for the invoice (sum of the total_claim_value column)

Please see Takealot's example of the information that must be added to the invoice:



TAX INVOICE

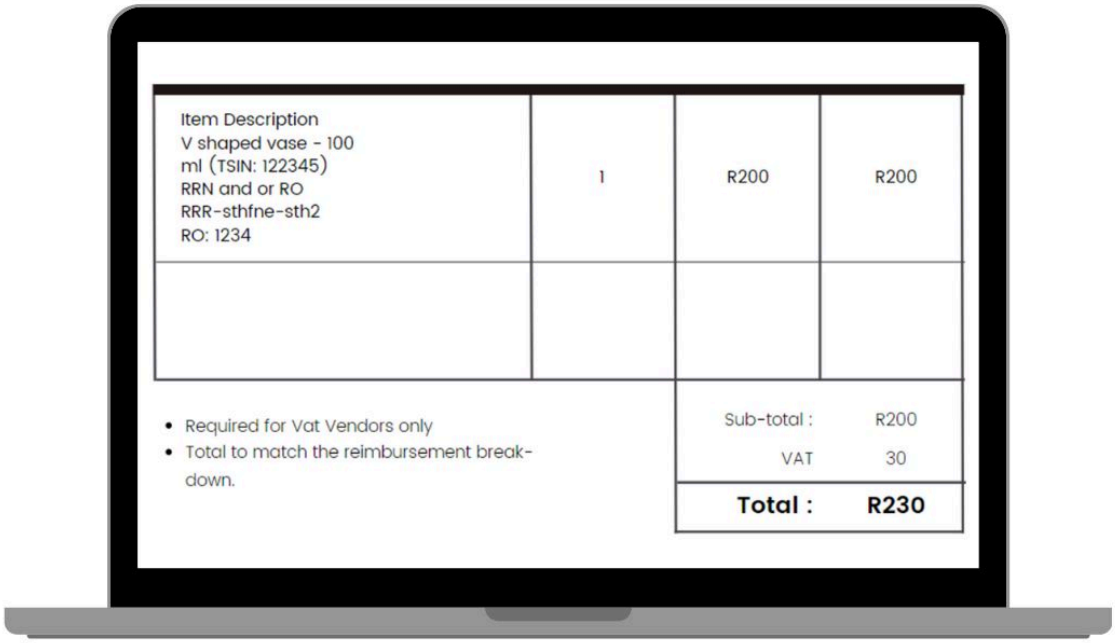
ABC Trading (Pty) LTD

123 Forest Street
Cape Town 8001
0123456790
VAT Registration No. 1234567899

BILL TO :

TakealotOnline(RF) (Pty) Ltd

Company Registration Number: 2010/020248/07
Physical Address:
12th Floor
10 Rua Vasco Da Gama Plain
Foreshore
Cape Town
8000
Company Tax Reference Number: 1234567899
VAT Number: 1234567899



Item Description V shaped vase - 100 ml (TSIN: 122345) RRN and or RO RRR-sthfne-sth2 RO: 1234	1	R200	R200

- Required for Vat Vendors only
- Total to match the reimbursement break-down.

Sub-total :	R200
VAT	30
Total :	**R230**

Step 3: Submit to Takealot.com:

Once verified and finalised, submit your claim by logging a ticket to Seller Support via the Contact Form using the path below:

Stock Reconciliation > I need to be reimbursed for missing stock

Please ensure you attach your invoice **AND** the stock report you are claiming from (do not rename the file)

Upon receipt of your invoice, Seller Support will validate the reimbursement totals and other invoice requirements. Once validated, they will process your reimbursement, which will appear on your Transactions page with the Transaction Type “Stock Loss Payment”.

Adhering to these steps helps streamline the claim submission process and facilitate prompt processing by Takealot.com. This ensures efficient resolution and timely financial transactions related to any stock loss for the period in question.

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takealot com