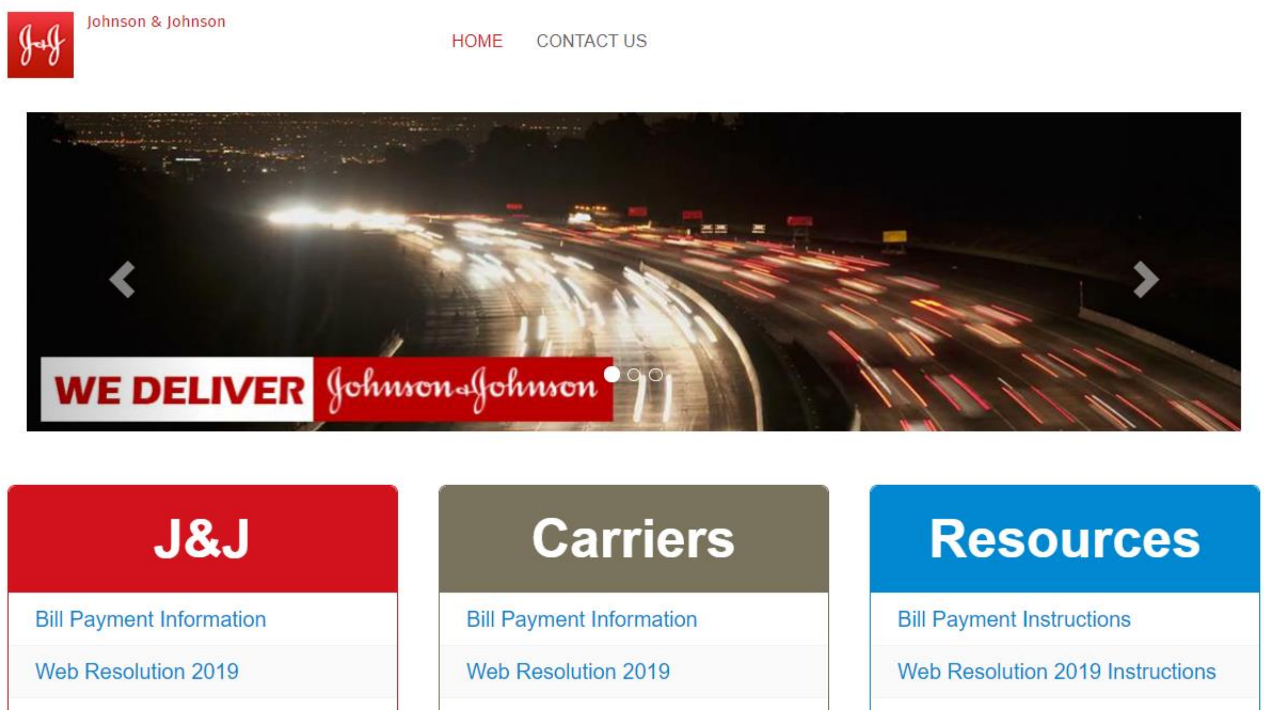
WORK INSTRUCTION NAME
Web Resolution

Compatibility This online application is compatible with the following browsers:

- MS Edge
- IE 9 or IE 11
- Chrome
- FireFox

Access Go to http://jnj.ctlogistics.com/
click: "Web-Resolution 2019"



Login

Use the login details provided by CT Logistics. Once logged in, The Dashboard Summary tab is the default landing page. This may be changed in the "CT User" tab.

If your login is for more than one client or carrier, click on the down arrow, select the client/carrier you will be working on, and click on proceed.

Keep in mind this is a web application, please do not use the back button on your browser. Also, scrolling in and out on your mouse can cause visibility issues.

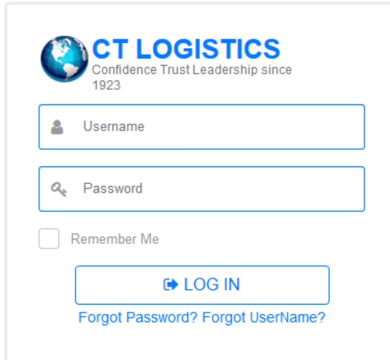
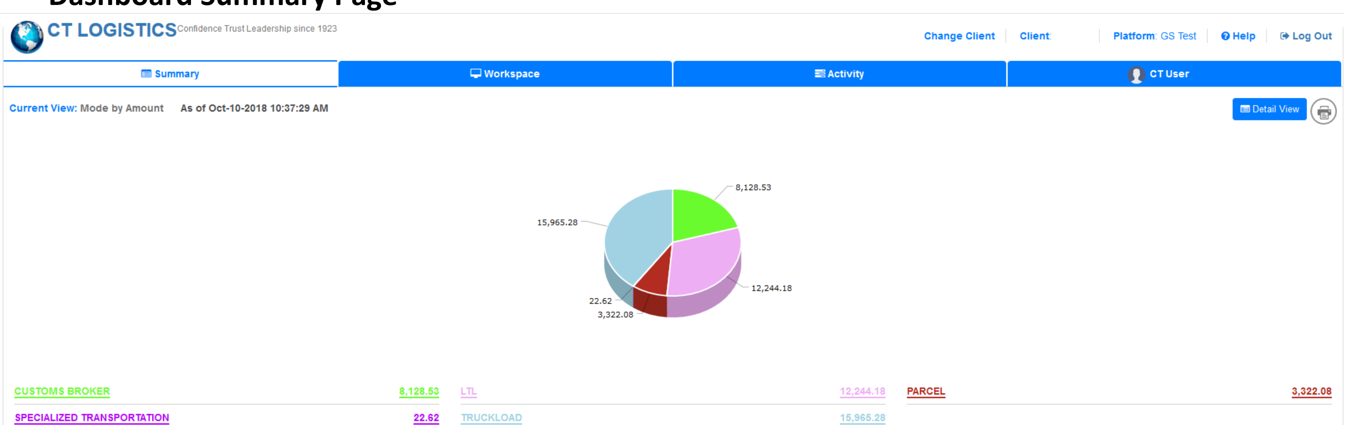


Table of Contents

1. Summary Tab

See invoices in either the **Dashboard Summary (1.a.)** or **Detail Summary (1.b.)** page.

1.a Dashboard Summary Page



Actions:

- Click on hyperlink or graphical section to select invoices which take you to the workspace
- Detail View allows you to switch to the Detail Summary page
- prints the Dashboard Summary page

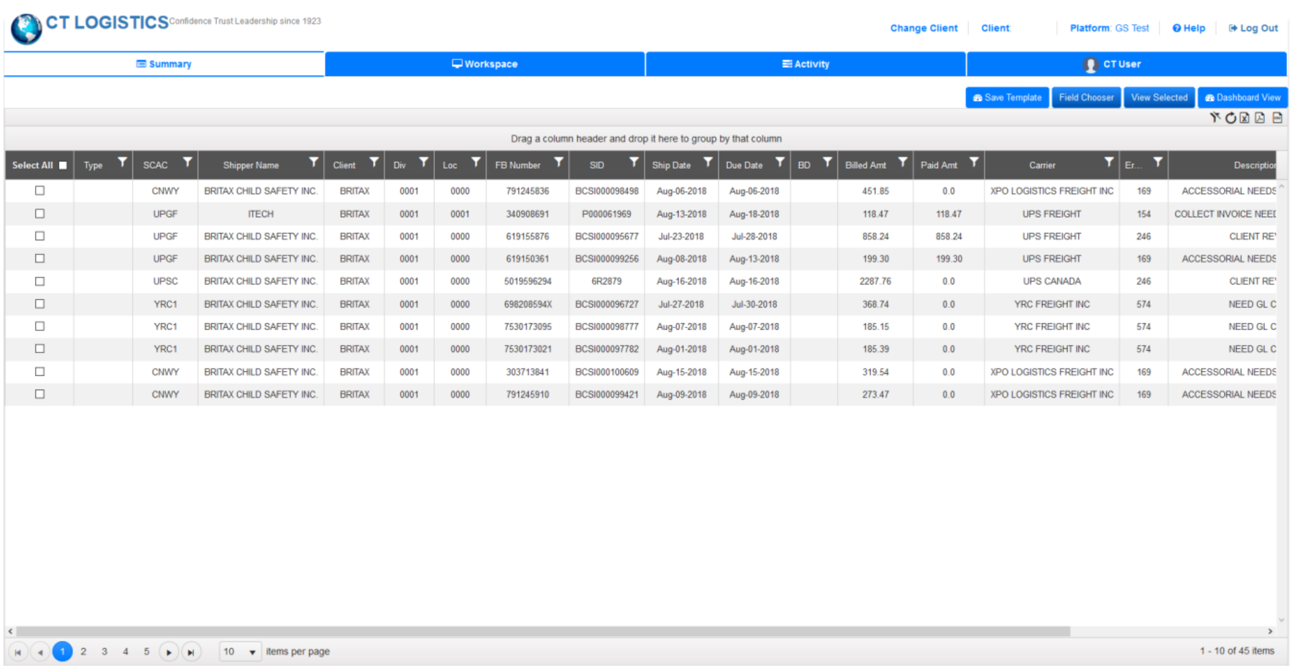
The Dashboard Summary page can be displayed in following views:

- Carrier
- Client
- Days on web
- Bill Type (reason code)
- Mode by Amount
- Mode by Count

The Graph type that the above data can be shown in:

- Pie Chart
- 3D Pie Chart
- Line Graph
- 3D Line Graph
- Stacked Bar
- 3D Stacked Bar

1.b. Detail Summary Page



This view shows more detailed information regarding all invoices that are within Web Resolution.

The Detail Summary page allows users to:

- Click and hold on a column to move and restructure the column
- Drag a column header to group by certain fields
- Click on the column header to sort Ascending or Descending for that column
- Click on within the column header to filter the column by certain criteria
- Use the Field Chooser to select/deselect various fields from the user's view

Fields available for the Detail Summary Page:

Accrued Amount
BD Indicator
Bill to Code
Billed Amount
Carrier
Client
Consignee City
Consignee Code
Consignee Name
Consignee Zip
Currency
Description
Div
Due Date
Error
FB Date
FB Number
Freight Terms
Internal Comment
Loc
Mode
Paid Amount
Receive Date
SCAC
Ship Date
Shipper City
Shipper Code
Shipper Name
Shipper Zip
SID
Type
Web Age

Actions:

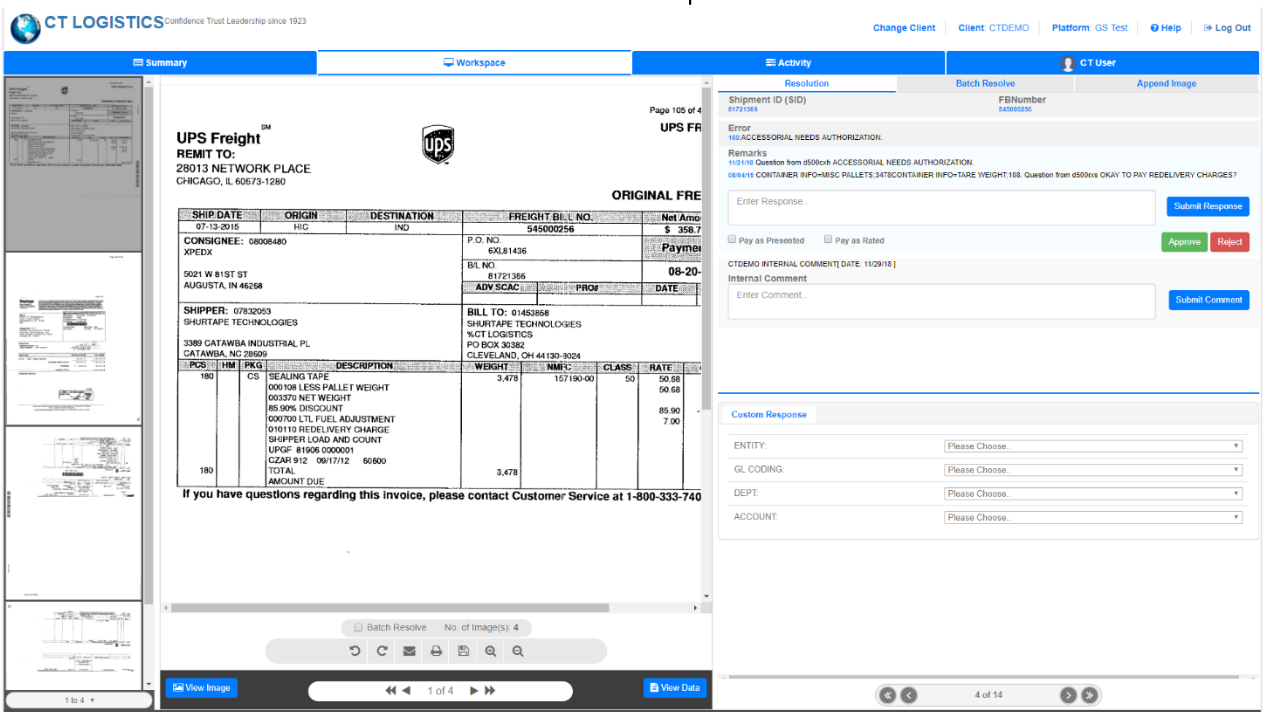
- Click on Save Template to save the sorting and restructuring of the table for future use
- Use Dashboard View to go back to the Dashboard Summary page format
- Refresh the data
- Export the data into an Excel format file
- Export the data into a .pdf format file
- Export the data into a .csv format file

Actions Continued:

- Click on to clear all filters
- At bottom of grid, you have the option to view 5, 10, 20 or all invoices at once.
- Click on the check boxes to select those invoices to view in the workspace and then use View Selected to go to those invoices
  - They must be on your screen and selected to view them.
  - Example: You have 600 invoices. Your setting at bottom is set at 5. You click ‘Select All’, then click “View Selected”. It will then move you to the work space area with only 5 invoices to resolve.
  - Example: You have 600 invoices. Your setting at bottom is set at ‘All’. You click ‘Select All’, then click “View Selected”. It will then move you to the work space area with 600 invoices to resolve.

2. Workspace Tab

The Workspace page is where all resolution actions for invoices are performed.

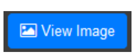


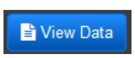
Page Layout

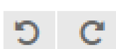
Left Side: Provides the invoice or data for this invoice that the user is currently resolving.

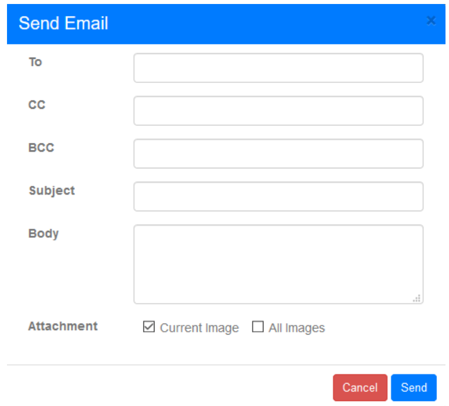
Right Side: The resolution section where all actions for that invoice will occur.

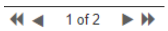
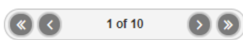
Actions:

- 

 will display images
- 

 will display the detail information that is inputted for this invoice
-  rotate your images clock-wise or counter clockwise in increments of 90 degrees
    - If you flip one page, all pages will flip in your group
-  Email the images. The below pop up box allows the user to email the single image or the entire image batch. There is also the ability to email the view data detail.
    - Please keep in mind there is no validation on who or where this email is sending. If needed, please cc: yourself in email



-  Print the current or all images for the invoice or data detail
-  Save the current or all images for the invoice or the data detail
-  Zoom in or out
-  Scroll through the pages of the invoice currently being resolved or click on the left side thumbnail
    - If it is an EDI invoice and there are no images, then this will appear as 0 of 0.
-  Scroll through the unresolved invoices that you selected

Invoice Resolution - Grey Sub-Tabs on Right Side of Screen

2.a. Resolve a Single Invoice on the Resolution Tab
2.b. Resolve Multiple Invoices on the Batch Resolve Tab.
2.c. Append Image Tab

2.a. Resolution Tab – Single Invoice

Button	Submit Response	Approve	Reject
Text box filled in with the value 'Test'	test	Test; Approved for error codes sent	Test; Rejected for error codes sent
Pay as Presented	Pay as Presented for error codes sent	Pay as Presented; Approved for error codes sent.	You cannot reject if you select Pay as presented or Pay as rated. (alert message popup).
Pay as Rated	Pay as Rated for error codes sent	Pay as Rated; Approved for error codes sent.	You cannot reject if you select Pay as presented or Pay as rated. (alert message popup)

Inputting 'Test' in text box and checking pay as presented	Test; Pay as Presented for error codes sent	Test; Pay as Presented; Approved for error codes sent	You cannot reject if you select Pay as presented or Pay as rated. (alert message popup)
Inputting 'Test' in text box and checking pay as rated	Test; Pay as Rated for error codes sent	Test; Pay as Rated; Approved for error codes sent	You cannot reject if you select Pay as presented or Pay as rated. (alert message popup)
No text in fields and no boxes checked	You must enter a response in order to resolve the bill(s).	Approved for error codes sent.	Reject for error codes sent.

Reminder:

- This is approving for that specific error code. For example: If invoice goes to the web for approval of an accessorial, and you approve it, it will not approve the entire invoice. It will only approve that specific reason that the invoice was sent to the web unless specifically stated in your comments.

2.b. Batch Resolve Tab – Multiple Invoices

Actions:

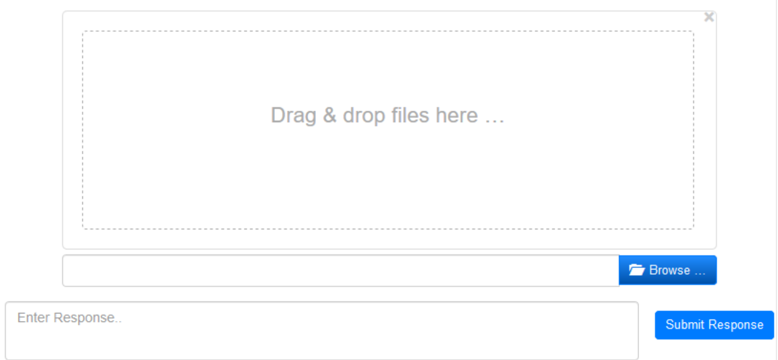
- To Batch Resolve a group of invoices, simply click on the Batch Resolve on the left-hand side below the image/data. This automatically changes your right-hand side to the batch resolve tab.
- Batch Resolve(All) can be checked to populate all invoices selected within the batch to be batch resolved

Button	Submit Response	Approve	Reject
Text box filled in with the value 'Test'	test	Test; Approved for error codes sent	Test; Rejected for error codes sent
Pay as Presented	Pay as Presented for error codes sent	Pay as Presented; Approved for error codes sent.	You cannot reject if you select Pay as presented or Pay as rated. (alert message popup).
Pay as Rated	Pay as Rated for error codes sent	Pay as Rated; Approved for error codes sent.	You cannot reject if you select Pay as presented or Pay as rated. (alert message popup)

Inputting 'Test' in text box and checking pay as presented	Test; Pay as Presented for error codes sent	Test; Pay as Presented; Approved for error codes sent	You cannot reject if you select Pay as presented or Pay as rated. (alert message popup)
Inputting 'Test' in text box and checking pay as rated	Test; Pay as Rated for error codes sent	Test; Pay as Rated; Approved for error codes sent	You cannot reject if you select Pay as presented or Pay as rated. (alert message popup)
No text in fields and no boxes checked	You must enter a response in order to resolve the bill(s).	Approved for error codes sent.	Reject for error codes sent.

2.c. Append Image Tab Append images to the current invoice.

Actions: Images may be dragged into the frame or browse within your computer to locate it.



Append the following types of files in maximum size of 1MB:

- .jpg
- .tif
- .txt
- .pdf
- .msg

If the appended image is in an acceptable format: will appear within the image.

If the appended image is not in an acceptable format: will appear within the image.

- If you see the , please scroll down within the image window to see the reason.

The ability to 🗑 (delete) the image from the group is located on the image

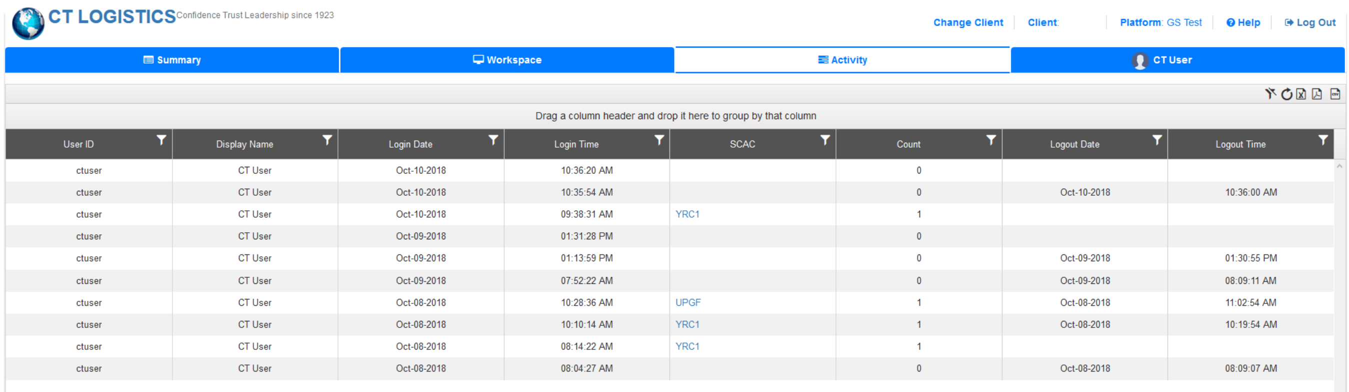
Additional Actions:

- Remove images that are within the drag and drop area
- Append images that are within the drag and drop area
- Append / Resolve allows the images to append and also send the invoice to CT with that resolution
- Submit Response can be used to send a custom response after the image is appended and will send the invoice to CT
- Confirmation will be given once an image is appended

Image Appended for error codes sent.

OK

3. Activity Tab

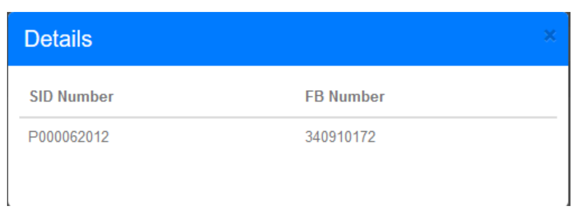


User ID	Display Name	Login Date	Login Time	SCAC	Count	Logout Date	Logout Time
ctuser	CT User	Oct-10-2018	10:36:20 AM		0		
ctuser	CT User	Oct-10-2018	10:35:54 AM		0	Oct-10-2018	10:36:00 AM
ctuser	CT User	Oct-10-2018	09:38:31 AM	YRC1	1		
ctuser	CT User	Oct-09-2018	01:31:28 PM		0		
ctuser	CT User	Oct-09-2018	01:13:59 PM		0	Oct-09-2018	01:30:55 PM
ctuser	CT User	Oct-09-2018	07:52:22 AM		0	Oct-09-2018	08:09:11 AM
ctuser	CT User	Oct-08-2018	10:28:36 AM	UPGF	1	Oct-08-2018	11:02:54 AM
ctuser	CT User	Oct-08-2018	10:10:14 AM	YRC1	1	Oct-08-2018	10:19:54 AM
ctuser	CT User	Oct-08-2018	08:14:22 AM	YRC1	1		
ctuser	CT User	Oct-08-2018	08:04:27 AM		0	Oct-08-2018	08:09:07 AM

The Activity tab will display all activity for that user for the last 30 days.

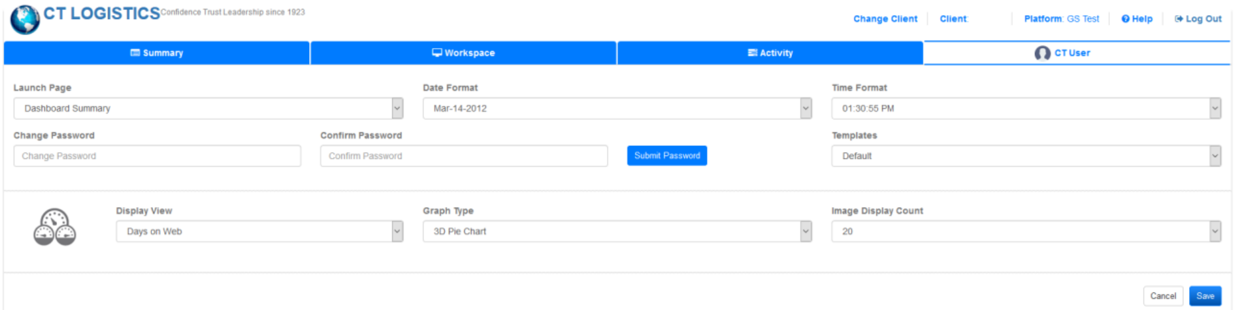
Actions:

- Click and hold on a column to move and restructure the columns
- Drag a column header to group by certain fields
- Click on the column header to sort Ascending or Descending on that column
- Click on within the column header to filter the table by certain criteria
- Click on to clear all filters
- Refresh data
- Export data into excel file
- Export data into a .pdf format
- Export data into a .csv format
- Click on the hyperlink in the SCAC column to see details as shown below



SID Number	FB Number
P000062012	340910172

4. CT User Tab



Functionality:

- Determine launch page: Activity, Profile, Dashboard or Detail tab
- Change password
  - Password should contain a minimum of five & maximum of ten characters, at least one uppercase letter, at least one lowercase letter, one number and one special character.
- Set your preferred date format
- Adjust time into the following formats:
  - 01:30:55 PM
  - 13:30:55
  - 1:30:55 PM

- Change back to a ‘Default’ Template for the detail summary tab view
- Choose the default display view for Dashboard Summary:
  - Carrier
  - Client
  - Days on web
  - Bill Type
  - Mode by Amount
  - Mode by Count

- Choose the default graph type that the above data is shown in:
  - Pie Chart
  - 3D Pie Chart
  - Line Graph
  - 3D Line Graph
  - Stacked Bar
  - 3D Stacked Bar

- Choose your Image Display View (thumbnails in workspace):
  - 5
  - 10
  - 15
  - 20

○

5. Troubleshooting

Certain Fields are not displaying within the Field Chooser of Detail Summary

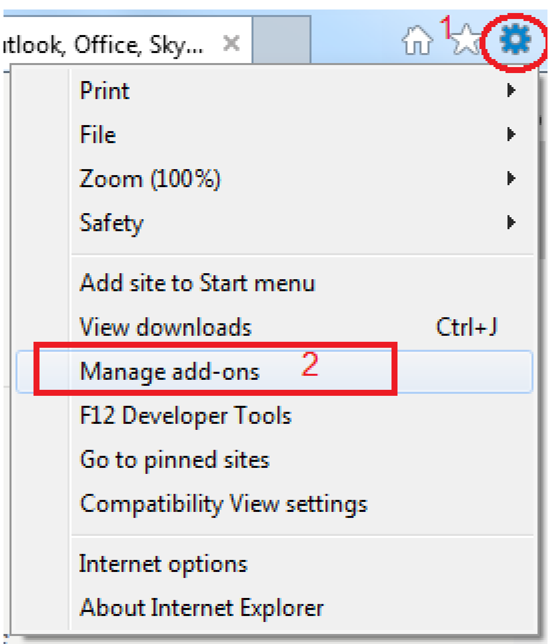
Step 1: Go to User Profile Page
Step 2: Go to Templates and click 'default'
Step 3: Click Save
Step 4: Field should now appear in the detail summary page.
Step 5: Redesign user defined template as needed.

Errors or Website not appearing like the instructions

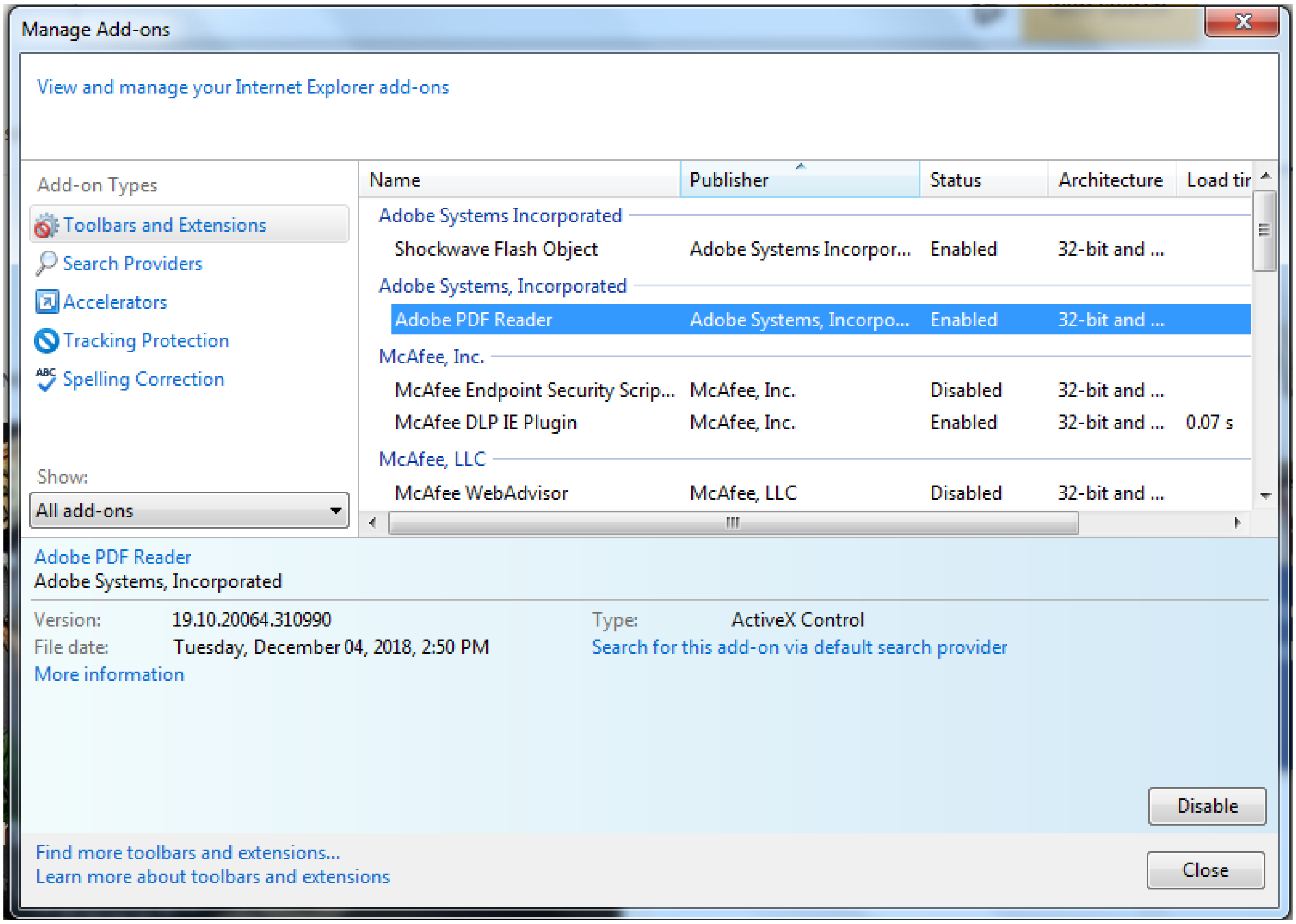
Please check the browser that you are using and clear out the browser cache. Please contact your CT associate if you need assistance to clear cache in your respective browser.

Receiving Error Messages in IE appending images

Step 1- Open IE and go to Settings.
Step 2- Click on "Manage add-ons",



Step 3- Select "Adobe PDF Reader" and Disable it.


Manage Add-ons
View and manage your Internet Explorer add-ons
Add-on Types
Toolbars and Extensions
Search Providers
Accelerators
Tracking Protection
Spelling Correction
Show:
All add-ons
Name
Publisher
Status
Architecture
Load tir
Adobe Systems Incorporated
Shockwave Flash Object
Adobe Systems Incorpor...
Enabled
32-bit and ...
Adobe Systems, Incorporated
Adobe PDF Reader
Adobe Systems, Incorpo...
Enabled
32-bit and ...
McAfee, Inc.
McAfee Endpoint Security Scrip...
McAfee, Inc.
Disabled
32-bit and ...
McAfee DLP IE Plugin
McAfee, Inc.
Enabled
32-bit and ...
0.07 s
McAfee, LLC
McAfee WebAdvisor
McAfee, LLC
Disabled
32-bit and ...
Adobe PDF Reader
Adobe Systems, Incorporated
Version:
19.10.20064.310990
File date:
Tuesday, December 04, 2018, 2:50 PM
More information
Type:
ActiveX Control
Search for this add-on via default search provider
Disable
Find more toolbars and extensions...
Learn more about toolbars and extensions
Close