WORK INSTRUCTION NAME Web Resolution

Compatibility This online application is compatible with the following browsers:

- MS Edge
 - IE 9 or IE 11

- Chrome
- FireFox





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.

	CTLOGISTICS Confidence Trust Leadership since 1923
4	Username
a,	Password
	Remember Me
	C LOG IN
	Forgot Password? Forgot UserName?

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1. Summary Tab

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

1.a Dashboard Summary Page

CT LOGISTICSConfidence Trust Leadership since 1923		Change (Client: Platform: GS Test O Help O Log Out
🚍 Summary	🖵 Workspace	≅ Activity	👔 CT User
Current View: Mode by Amount As of Oct-10-2018 10:37:29 AM	15,965.28 22,62 3,322.08	6,128.53	Detail View 🛞
CUSTOMS BROKER 8,128	.53 LTL	12,244.18 PARCEL	<u>3,322.08</u>
SPECIALIZED TRANSPORTATION 22	.62 TRUCKLOAD	15,965.28	

Actions:

- Click on hyperlink or graphical section to select invoices which take you to the workspace
- 💿 prints the Dashboard Summary page

The Dashboard Summary page can be displayed in following views:

- Bill Type (reason code)
 - Mode by Amount
 - Mode by Count
- Electronic Documents in the Official ISO Folder are Controlled.

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Carrier

Client

Days on web

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

Start All Type SCAC Shipper Name Client Dail FBI All Start All Dail Dail <thdail< th=""> Dail <thdail< th=""> <thd< th=""><th>۲۰ و ک ک Descrip ACCESSORIAL NEE</th></thd<></thdail<></thdail<>	۲۰ و ک ک Descrip ACCESSORIAL NEE
Het All Type Stock Stoper Hame Client Div Loc FB Number Stop Stop Stop Date Dip Date T Bill Anny Art Pad Ant Client Client Er. T CHWY BRTAX CHILD SAFETY NC. BRTAX 0001 0000 79124535 BCS00095498 Aug-06-2018 Aug-06-2018 451.85 0.0 XPO LOGISTICS FREIGHT NC. 169 UPGF ITECH BRTAX. 0001 0001 340906691 Aug-06-2018 Aug-06-2018 419.87.0 118.47 UPS FREIGHT NC. 169 UPGF BRTAX.CHILD SAFETY INC. BRTAX 0001 0001 340906991 Aug-13-2018 Aug-18-2018 419.87.0 118.47 UPS FREIGHT 154 UPGF BRTAX.CHILD SAFETY INC. BRTAX 0001 0000 619155876 BCS000095677 Jul-23-2018 Jul-23-2018 48.82.4 B58.2.4 UPS FREIGHT 24.5	Descrip
Image: Type V SCAC V Shipper Name Classet V Dav Tope V SED V Ship Date V Dec Tate V Dec Tate V Bit V Dec Tate V	ACCESSORIAL NEE
UPGF ITECH BRTAX 0001 0001 34098691 P000051999 Aug-13-2018 Aug-18-2018 118.47 UPS FREIGHT 154 UPGF BRTAX CHILD SAFETY INC BRTAX 0001 0000 619155876 BS200095677 Jul-23-2018 Jul-23-2018 589.24 005 FREIGHT 246	
UPGF BRTAX CHILD SAFETY INC. BRTAX 0001 0000 619155876 BCS100095677 Jul-23-2018 Jul-28-2018 858.24 UPS FREIGHT 246	
	COLLECT INVOICE NE
UPGF BRITAX CHILD SAFETY INC BRITAX 0001 0000 619150361 BCS1000099256 Aup-08-2018 Aup-13-2018 199.30 199.30 UPS FREIGHT 169	CLIENT F
	ACCESSORIAL NEE
UPSC BRITAX CHLD SAFETY INC. BRITAX 0001 0000 5015596294 GR2879 Aug-16-2018 Aug-16-2018 2287.76 0.0 UPSC CANADA 246	CLIENT F
YRC1 BRITAX CHILD SAFETY INC. BRITAX 0001 00000 698208594X BCS000096727 Jul-27-2018 Jul-30-2018 368.74 0.0 YRC FREIGHT INC 574	NEED GI
Image: Design and the second	NEED GI
Image: Name of the state of the st	NEED GI
CNWY BRTAX CHLD SAFETY INC. BRTAX 0001 0000 30371341 BCS000100609 Aug-15-2018 Aug-15-2018 319-54 0.0 XPO LOGISTICS FREIGHT INC 199	ACCESSORIAL NEE
CNWY BRITAX CHILD SAFETY INC. BRITAX 0001 0000 791245910 BCS000099421 Aug-09-2018 Aug-09-2018 273.47 0.0 XPO LOGISTICS FREIGHT INC 159	ACCESSORIAL NEE

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

Actions:

- Click on to save the sorting and restructuring of the table for future use
- Use ^{A Dashboard View} to go back to the Dashboard Summary page format
- CREFRESH 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 ¹ 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.

	Confidence Trust Leadership since 1923				Change	Client Client: CTDEMO Platform	GS Test 🛛 😧 Help 🕞 Log Out
•	Summary	🖵 Workspace			Activity	🚺 c1	User
	● UPS Freight REMIT TO:	UPS		Page 105 of 4 UPS FR	Resolution Shipment ID (SID) Error INSTACESSORIAL NEEDS AUTHORIZATION. Remarks	Batch Resolve FBNumber 54505256	Append Image
	2013 NETWORK PLACE CHICAGO, IL. 60673-1280 SHIP DATE 07:132015 NIC CONSIGNET: 0009400 XVEXX S021 W 915 T AUGUSTA, IN 4629 SHIPPER: 0782003 BHATTAPE TECHNOLOUES SHIPPER: 0782003 BHATTAPE TECHNOLOUES SHIPPER: 0782003 BHATTAPE TECHNOLOUES SHIPPER: 0782003 BHATTAPE TECHNOLOUES	ND PO NC 69434	PRERAIT BILL NO. 545000256 81436 21366 21366 21367 PROF 2143858 FETCHNOLOGUES 10382 0382 00382 0384	NGINAL FRE Net Amo \$ 358.7 Paymei 08-20- DATE	Itanii Quesin ke difee A COSSORIA LEED seent corrinate No-Mac Pullet's Arcon Enter Response. Pay as Presented Pay as lated or teelo wirelwak coment puter travels Internal Comment.		A GRAY TO PAY REDELIVERY CHARGES? Etidmill Response Approve Reject Etidmil Commerce
	180 CS SEALING T 003370 kEF 003370 kEF 003370 kEF 000700 LTL 000700 LTL 000700 LTL 000710 DTL 010110 REE SUPPER L UPGF 8100 CZAR 912 TOTAL 180 TOTAL AMOUNT D	APE 3, WEIGHT 3, WEIGHT 0, COUNT 0, FUEL ADJUSTMENT FUEL ADJUSTMENT 0, EUVERTY CHARGE 0, AD AND COUNT 6, 6,000001 0, 06/17/12 60500 3,	478 157190-00 5	50 50,68 50,68 85,90 7.00	Custom Response ENTITY: GL COUING: DEPT: ACCOUNT:	Please Choose Please Choose Please Choose Please Choose	र • • •
	Ka Wee Image	. Batch Resolve No of Image(s) C 정 윤 원 원 Q 《네 10/4 ▶》	e	View Data	00	4 of 14 💽	

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:

- vill 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

Send Email	3
То	
cc	
BCC	
Subject	
Body	
Attachment	یز. Current image ال All images ا
	Cancel

- 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.
- Control of 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)

Electronic Documents in the Official ISO Folder are Controlled.

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.

		*
	Drag & drop files here	
	2	Browse
Enter Response		Submit Respons

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

- .jpg .tif •
- .pdf
 .msg
- If the appended image is in an acceptable format:
- If the appended image is not in an acceptable format:
- will appear within the image.

.txt

- will appear within the image.
- \circ If you see the ullet , please scroll down within the image window to see the reason.

	Web Tool.docx (621.65 KB) Invalid extension for file "Web Tool.do files are supported.	ıdf, tiff, tif, txt, eml, m:	sg" ×			
	0	🛱 Remove	Append	• Append / Resolve	🗁 Browse	
The ability to	e image	CTLogistics.jpg (14.12 KB)	Â			

Additional Actions:

- 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.

3. Activity

ОК	Tab
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	Summary		🖵 Work	space			📰 Ac	tivity			🚺 СТ Из	er
												кQ
				Drag a column heade	er and drop	it here to group by that	column					
User ID	T Display Name	▼ Login Date	T	Login Time	T	SCAC	T	Count	T	Logout Date	T	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 ³ to clear all filters
- Calibratic 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

Details		
SID Number	FB Number	
P000062012	340910172	

4. CT User Tab

🖾 Summary	🖵 Workspace	Si Activity	CT User
aunch Page	Date Format	Time Format	
Dashboard Summary	v Mar-14-2012	v 01:30:55 PM	
hange Password	Confirm Password	Templates	
Change Password	Confirm Password	Submit Password Default	
Display View	Graph Type	Image Display	Count
Display View Days on Web	SD Pie Chart	20	Count
	OD FIG ORMA		

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:
 - o 01:30:55 PM
 - o **13:30:55**
 - o 1:30:55 PM
- Change back to a 'Default' Template for the detail summary tab view
- Choose the default display view for Dashboard Summary:
 - o Carrier
 - o Client
 - Days on web
 - o Bill Type
 - Mode by Amount
 - Mode by Count
- Choose the default graph type that the above data is shown in:
 - Pie Chart
 - o 3D Pie Chart
 - Line Graph
 - o 3D Line Graph
 - Stacked Bar
 - 3D Stacked Bar
- Choose your Image Display View (thumbnails in workspace):
 - o 5
 - o **10**
 - o **15**
 - o 20

0

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",

ıtlook,	Office, Sky ×	⊕¹☆(♥				
-	Print	•				
	File	+				
	Zoom (100%)	+				
	Safety	•				
	Add site to Start menu					
	View downloads	Ctrl+J				
	Manage add-ons 2					
	F12 Developer Tools					
	Go to pinned sites					
	Compatibility View settings					
	Internet options					
	About Internet Explorer					

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

Manage Add-ons					x
View and manage your Internet Explor	er add-ons				
Add-on Types	Name	Publisher	Status	Architecture	Load tir 🔺
Toolbars and Extensions	Adobe Systems Incorporated				=
Search Providers	Shockwave Flash Object	Adobe Systems Incorpor	Enabled	32-bit and	
Accelerators	Adobe Systems, Incorporated				
STracking Protection	Adobe PDF Reader	Adobe Systems, Incorpo	Enabled	32-bit and	
ABC Spelling Correction	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
Show:	McAfee, LLC				
All add-ons 👻	McAfee WebAdvisor	McAfee, LLC	Disabled	32-bit and	
Adobe PDF Reader Adobe Systems, Incorporated					
Version: 19.10.20064.310990 File date: Tuesday, December 0 More information	Type: 4, 2018, 2:50 PM Search for	ActiveX Control this add-on via default searc	:h provider		Disable
Find more toolbars and extensions Learn more about toolbars and extension	ions				Close