WORK INSTRUCTION NAME Web Resolution

Compatibility This online application is compatible with the following browsers:

- MS Edge
- Chrome

Access Go to <u>http://jnj.ctlogistics.com/</u> click: "Web Resolution"

Johnson&Johnson

CONTACT US



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.

CT LOGISTICS Confidence Trust Leadership since 1923	
🛔 Username	
a, Password	
Remember Me	
DOG IN	
Forgot Password? Forgot UserName?	

Table of Contents

Summary Tab Ana	Pages 2 - 4	
Workspace Tab	Includes Resolution	Pages 5-9
Activity Tab	Personal User Stats	Page 11
CT User Tab	Personalization	Page 12
Toubleshooting		Page 13- 14

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	Client: Platform: GS Test	❷ Help 🛛 🕞 Log Out
🚍 Summary		🖵 Workspace	😂 Activity		🚺 CT User	
Current View: Mode by Amount As of Oct-10-2018 10:37:29 AM		15,945.28 22,62 3,322,08	8,128.53			Detail View 📆
CUSTOMS BROKER	8,128.53	LTL	<u>12,244.18</u>	PARCEL		3,322.08
SPECIALIZED TRANSPORTATION	22.62	TRUCKLOAD	<u>15,965.28</u>			

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

CT LOGISTICS Considence Trust Leadership since 1923 Change Cilent Client Platform: GS Test • Help					🛛 Help 🛛 🕞 Log Out										
	🖃 Sun	nmary				🖵 Worl	kspace			E	Activity		👥 ст	User	
													A Save Template Field Chooser	View Se	lected A Dashboard View
															NON B
							Drag a colum	nn header and dro	p it here to group	by that column					
Select All	Type 🔻 SCAC	; T	Shipper Name 🛛 🍸	Client 🔻	Div 🝸	Loc 🝸	FB Number 📍	SID 🔻	Ship Date 🔻	Due Date 🔻	BD 🝸 Billed Am	Paid Amt	▼ Carrier ▼	Er 🕈	Description
	CN	WY	BRITAX CHILD SAFETY INC.	BRITAX	0001	0000	791245836	BCSI000098498	Aug-06-2018	Aug-06-2018	451.8	5 0.0	XPO LOGISTICS FREIGHT INC	169	ACCESSORIAL NEEDS
	UP	GF	ITECH	BRITAX	0001	0001	340908691	P000061969	Aug-13-2018	Aug-18-2018	118.4	7 118.47	UPS FREIGHT	154	COLLECT INVOICE NEEL
	UP	GF	BRITAX CHILD SAFETY INC.	BRITAX	0001	0000	619155876	BCSI000095677	Jul-23-2018	Jul-28-2018	858.2	4 858.24	UPS FREIGHT	246	CLIENT RE'
	UP	GF	BRITAX CHILD SAFETY INC.	BRITAX	0001	0000	619150361	BCSI000099256	Aug-08-2018	Aug-13-2018	199.3	0 199.30	UPS FREIGHT	169	ACCESSORIAL NEEDS
	UP	SC	BRITAX CHILD SAFETY INC.	BRITAX	0001	0000	5019596294	6R2879	Aug-16-2018	Aug-16-2018	2287.1	6 0.0	UPS CANADA	246	CLIENT RE'
	YR	IC1	BRITAX CHILD SAFETY INC.	BRITAX	0001	0000	698208594X	BCSI000096727	Jul-27-2018	Jul-30-2018	368.7	4 0.0	YRC FREIGHT INC	574	NEED GL C
	YR	IC1	BRITAX CHILD SAFETY INC.	BRITAX	0001	0000	7530173095	BCSI000098777	Aug-07-2018	Aug-07-2018	185.1	5 0.0	YRC FREIGHT INC	574	NEED GL C
	YR	IC1	BRITAX CHILD SAFETY INC.	BRITAX	0001	0000	7530173021	BCSI000097782	Aug-01-2018	Aug-01-2018	185.3	9 0.0	YRC FREIGHT INC	574	NEED GL C
	CN	WY	BRITAX CHILD SAFETY INC.	BRITAX	0001	0000	303713841	BCSI000100609	Aug-15-2018	Aug-15-2018	319.5	4 0.0	XPO LOGISTICS FREIGHT INC	169	ACCESSORIAL NEEDS
	CN	WY	BRITAX CHILD SAFETY INC.	BRITAX	0001	0000	791245910	BCSI000099421	Aug-09-2018	Aug-09-2018	273.4	7 0.0	XPO LOGISTICS FREIGHT INC	169	ACCESSORIAL NEEDS
K (H) (1)	2 3 4 5 () H) 10 🔻 items per pag	e											> 1 - 10 of 45 items

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	Consignee Zip	Internal Comment	Shipper Name		
BD Indicator	Currency	Loc	Shipper Zip		
Bill to Code	Description	Mode	SID		
Flasher de Dansser et al the Official ICO Falder and Castrollad					

Electronic Documents in the Official ISO Folder are Controlled.

Type Web Age

Billed Amount	Div	Paid Amount
Carrier	Due Date	Receive Date
Client	Error	SCAC
Consignee City	FB Date	Ship Date
Consignee Code	FB Number	Shipper City
Consignee Name	Freight Terms	Shipper Code

Actions:

- Save Template Click on to save the sorting and restructuring of the table for future use •
- Multiple templates can be saved. Make sure the template name is meaningful and does not contain any special characters
- Use Bashboard 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 ٠ 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.

	SConfidence Trust Leadership since 1923			Change Client	Client: CTDEMO Platform: (GS Test 🛛 🛛 Help 🔹 Log Out
🖽 s	ummary	- Workspace		≕ Activity	🜔 GT (User
			A	Resolution	Batch Resolve	Append Image
			Page 105 of 4	Shipment ID (SID) 61721346	FBNumber 545010256	
TERMINAL CONTRACTOR OF THE OWNER	UPS Freight	c	UPS FR	Error 168: ACCESSORIAL NEEDS AUTHORIZATION.		
1 31	REMIT TO: 28013 NETWORK PLACE CHICAGO II 60673-1280	2		Remarks 11/21/18 Question from d500cxh ACCESSORIAL NEEDS AUTHO 08/94/19 CONTAINER INFO+MISC PALLETS;3478CONTAINER	DRIZATION. INFO=TARE WEIGHT;108. Question from d500rxe	OKAY TO PAY REDELIVERY CHARGES?
		OF	IGINAL FRE	Enter Response		Submit Response
	SHIP DATE ORIGIN DESTINATION 07-13-2015 HIC IND	FREIGHT BILL NO. 545000256	Net Amo \$ 358.7			
	CONSIGNEE: 08008480 XPEDX	P.O. NO. 6XL81436	Paymei	Pay as Presented Pay as Rated		Approve Reject
	5021 W 81ST ST	B/L NO. 81721356	08-20-	CTDEMO INTERNAL COMMENT[DATE: 11/29/18] Internal Comment		
Tran metanometanon	AUGUSTA, IN 46268	ADV SCAC	DATE	Enter Comment		Submit Comment
MARTIN AND AND AND AND AND AND AND AND AND AN	SHIPPER: 07832053 SHURTAPE TECHNOLOGIES	BILL TO: 01453858 SHURTAPE TECHNOLOGIES				
10.27 and 10.2	3389 CATAWBA INDUSTRIAL PL CATAWBA, NC 28609	PO BOX 30382 CLEVELAND, OH 44130-8024				
Marcola and American Street St	PCS HM PKG DESCRIPTION 180 CS SEALING TAPE	WEIGHT NMI-C CLAS 3,478 157190-00	50 50.68			
	000108 LESS PALLET WEIGHT 003370 NET WEIGHT 85.006 DISCOUNT		50.68			
	000700 LTL FUEL ADJUSTMENT 010110 REDELIVERY CHARGE		7.00	Custom Response		
	SHIPPER LOAD AND COUNT UPGF 81906 0000001 C720 010 001/2010 000001			ENTITY:	Please Choose	٣
The second secon	180 TOTAL AMOUNT DUE	3,478		GL CODING:	Please Choose	¥
	If you have questions regarding this invoice, ple	ase contact Customer Service at	1-800-333-740	DEPT:	Please Choose	٣
*				ACCOUNT:	Please Choose	٣
2000 C			-			
And Street William Constraints	Batch Resolve	No. of Image(s): 4	,			
and the second sec	5 C 🖬 🖯	B Q Q				
1 to 4 🔻	View Image 41 4 10	[4 ► ₩	P View Data	00	4 of 14 🔊 🔊	Ð

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:

- View Image
 will display images
- View Data 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			×
То			
cc			
BCC			
Subject			
Body			
Attachment	Current Image All Images		.11
		Cancel	Send

Electronic Documents in the Official ISO Folder are Controlled.

- 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(AII) 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.

		×
	Drag & drop files here	
		🗁 Browse
er Response		Submit Respor

Append the following types of files in maximum size of 4MB:

.jpg
.tif
.pdf
.msg

**Image name must NOT have spaces or special characters in it. **

If the appended image is in an acceptable format:

will appear within the image.

will appear within the image.

If the appended image is not in an acceptable format:

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

0

	Web Tool.docx (621.65 KB)	Web Tool.docx (621.65 KB)						
	 Invalid extension for file files are supported. 	Web Tool.docx". Only "j	pg, jpeg, png, p	df, tiff, tif, txt, eml, mso	j" ×			
	0	聞 Remove	• • Append	Append / Resolve	🗁 Browse			
The ability to (delete) the image from the group is located on the image					CTLogistics.jpg (14.12 KB)			

Additional Actions:

images that are within the drag and drop area

Electronic Documents in the Official ISO Folder are Controlled.

- 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

Tab

OK

• Confirmation will be given once an image is appended

Image Appended for error codes sent.

3. Activity

	STICS	Confidence Trust Leadership sin	ce 1923				Change Clien	Client: Platform:	GS Test 🛛 Help 🕞 Log Out
	📾 Summary			🖵 Workspace		Rctivity		💽 CT User	
									۲ ۵ ۵ ۵ ۵ ۲
Drag a column header and drop it here to group by that column									
	T	Display Name	۲	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 ¹ 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

Details	
SID Number	FB Number
P000062012	340910172

4. CT User Tab

🖾 Summary	🖵 Workspace	S Activity	CT User
unch Page	Date Format	Time Format	
Dashboard Summary	v Mar-14-2012	✓ 01:30:55 PM	
ange Password	Confirm Password	Templates	
Change Password	Confirm Password	Submit Password Default	
Display View	Graph Type	Image Display Cou	int
Days on Web	✓ 3D Pie Chart	~ 20	

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
 - 3D Line Graph
 - Stacked Bar
 - o 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",



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

					Revision 5			
Manage Add-ons					x			
View and manage your Internet Explorer add-ons								
Add-on Types	Name	Publisher	Status	Architecture	Load tir 🔺			
👸 Toolbars and Extensions	Adobe Systems Incorporated			=				
Search Providers	Shockwave Flash Object	Enabled	32-bit and					
Accelerators	Adobe Systems, Incorporated	Fredelard	22 bit and					
STracking Protection	McAfee Inc	Enabled	52-bit and					
Spelling Correction	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 McAfee WebAdvisor	McAfee, LLC	Disabled	32-bit and	-			
All add-ons 👻	<		District					
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 extensions								