






Closing/Resolving an Issue

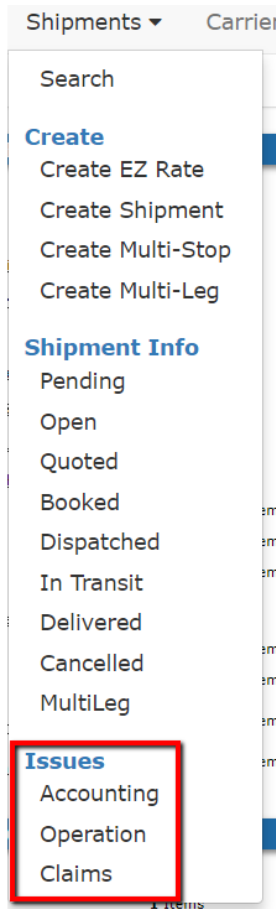
Issues are created to document critical problems within the Shipment. Issues can fall into three categories

- Accounting – Invoice doesn't match what was quoted
- Claims – product was damaged, lost or stolen
- Operation – Carrier performance issues or internal issues processing the shipment

Locate the Issues within the system. Users can navigate to the issues from the Manage Issues section of their Home Screen

SHIPMENT ISSUES		
	<u>View Accounting Issues</u>	2 Items
	<u>View Operation Issues</u>	0 Items
	<u>View Claims</u>	2 Items

Or the issues section of their Shipments drop down



Select the appropriate issue type to see the results in the table view. Locate the appropriate BOL in question and select “Details”

EZ MULTI FULL	Action	Check All	BOL #	PRO #	PO #	Pay Type	Invoice ID #	Billing ID #	Freight Bill Status	Origin	Dest.	Bill To Name	Pickup	Deliver
(X)	Details	<input type="checkbox"/>	BWS1810100016			Prepaid			Not Invoiced	Josh Store Berea OH, 44017	Pulaski Petes Pulaski TN, 38478	Josh Bill To	04/19/2018	04/23/2018
(X)	Details	<input type="checkbox"/>	BWS1810900001			Prepaid			Not Invoiced	Josh Store Berea OH, 44017	Pulaski Petes Pulaski TN, 38478	Josh Bill To	04/19/2018	04/23/2018

When the Shipment is opened your issue details will be located in the Notes section. Select the “Resolve” button to the far right. This will open a dialogue box for your resolution details.



		Add Note
	Owner	
	Joshua Welch	Resolve
	Joshua Welch	
	Joshua Welch	
	Joshua Welch	

After entering the details of the resolution select “Resolve Issue”

Notes Add Note

The carrier has covered the cost of damages on these goods.

Public Private

Resolve Issue Cancel

This issue will now be marked as “Resolved” in the Notes section and will no longer appear in the Issues buckets.

		Add Note
	Owner	
	Joshua Welch	Resolved
	Joshua Welch	Resolved

SHIPMENT ISSUES

- View Accounting Issues** 2 Items
- View Operation Issues** 0 Items
- View Claims** 1 Items