

[CRM-243] [Claims] BNP - Fulfillment - UF Claims & Disputes Created: 09/29/23 Updated: 10/10/23

Status:	New	Priority:	Major
Project:	CRM	Assignee:	jim.huang
Component/s:	None	Votes:	0
Affects Version/s:	None		
Fix Version/s:	None		
Type:	Story		
Reporter:	Bassel Matta		
Resolution:	Unresolved		
Labels:	BNP, Claims, Disputes, UF		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original Estimate:	Not Specified		

Attachments:			
Issue Links:	Relates relates to CRM-169 [Claims] BNP Claims - Master New		
Story Points:	0		
Test Hours:	0		
Dev Hours:	0		

Description

Search & Filters Function:

Claim & Dispute Management

Search Request #

08/17/2023 - 08/31/2023

Filters

Status

Claim Type

Category

Account Name

Reset

Save

Apply

TICKET #	CLAIM DATE	ACCOUNT ID/NAME	STATUS	CATEGORY	FACILITY	CLAIM TYPE	SUPPORTING	INVOICE AMOUNT	DISPUTE A
PROO000014	08/02/2023	Evanston	New	Dispute	Joliet	Compliance Charge	Download	\$770.00	\$120.00
PROO000013	08/02/2023	Flyers Skate zone	Pending Controller Approval	Claim	Buena Park	Loss/Damage	Download	\$770.00	\$200.00
PROO000012	08/02/2023	Gillig Livermore	Pending Supporting Documents	Claim	Joliet	Freight Charge	Download	\$158.00	\$120.00
PROO000011	08/01/2023	Gillig Livermore	Final Approved	Dispute	Buena Park	Detention/Dry Run	Download	\$1,320.00	\$120.00
PROO000010	08/01/2023	Flyers Skate zone	View Details	Dispute	Buena Park	Detention/Dry Run	Download	\$1,320.00	\$200.00
PROO000009	08/01/2023	Flyers Skate zone	New	Claim	Joliet	Compliance Charge	Download	\$770.00	\$120.00

100 Results

Show: 10 < 1 >

Date Filter:

Claim & Dispute Management

Search Request #

08/17/2023 - 08/31/2023

Filters

Status

Claim Type

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PROO0000012	08/02/2023	Gillig Livermore	Pending Supporting Documents	Claim	Joliet	Freight Charge	Download	\$158.00	\$120.00
PROO0000011	08/01/2023	Gillig Livermore	Final Approved	Dispute	Buena Park	Detention/Dry Run	Download	\$1,320.00	\$120.00
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PROO0000009	08/01/2023	Flyers Skate zone	New	Claim	Joliet	Compliance Charge	Download	\$770.00	\$120.00
PROO0000008	07/31/2023	Evanston	User Updated	Claim	Buena Park	Loss/Damage	Download	\$158.00	\$200.00
PROO0000007	07/31/2023	Evanston	Final Denied	Claim	Joliet	Loss/Damage	Download	\$158.00	\$200.00
PROO0000006	07/31/2023	Flyers Skate zone	View Details	Dispute	Buena Park	Freight Charge	Download	\$770.00	\$120.00
PROO0000005	07/30/2023	Gillig Livermore	New	Dispute	Buena Park	Compliance Charge	Download	\$1,320.00	\$200.00

Filters:

Filter - Status: Once the user clicks on the Status dropdown menu they should be able to see the options below, if they select an option and click "Apply" then they will be able to see the claims with that specific status.

New: when a new claim is submitted by the user but no one from BNP or internal claims team have looked at it yet or modified it.

On the frontend on the client portal for the customer, it will show status as "New".

Pending Operations Approval: this is the first step, once a claim is created it will not be assigned to the operations team so they can approve/denial/request docs for the claim

On the frontend on the client portal for the customer, it will show status as "Processing".

Pending Controller Approval: when a claim/dispute is approved by the operations, it will then automatically get assigned to Controller to approve/deny the claim/dispute.

On the frontend on the client portal for the customer, it will show status as "Processing".

Pending Supporting Documents: when someone from internal team claims department request more documents from the customer, the ticket will still be assigned to the same party in BNP but it will have a new status that is listed above so that way we know that there is some missing documents and we have requested them from the user to upload on the client portal.

On the frontend on the client portal for the customer, it will show status as "Processing".

User Updated: if the user upload new documents that we have requested so we can review, then it will be under "User Updated" so that way someone from BNP claims department who is assigned to the claim can go back and see that the user has uploaded these documents that internal user has requested in the step above.

On the frontend on the client portal for the customer, it will show status as "Processing".

Final Approval: if the claim/dispute is finally approved by "Controller" (Janet) then it will be assigned this tag, and the user on the frontend will know that the claim has been approved for a \$XX.xx amount that the internal user in BNP approves.

On the frontend on the client portal for the customer, it will show status as "Approved".

Final Denied: if the claim is denied by the last approval party, it will get this status.

On the frontend on the client portal for the customer, it will show status as "Denied".

unis

Account Receivable Invoice User Management User Role Permission Report Account Management Claims & Disputes

Claim & Dispute Management

Export + Create claim request

Search Request #

08/17/2023 - 08/31/2023

Filters

Status

Claim Type

Category

Account Name

Reset

Save

Apply

New

Pending Operations Approval

Pending Controller Approval

Pending Supporting Documents

Final Approved

Final Denied

User Updated

ACCOUNT ID/NAME	STATUS	CATEGORY	FACILITY	CLAIM TYPE	SUPPORTING	INVOICE AMOUNT	DISPUTE A
Cvanston	New	Dispute	Joliet	Compliance Charge	Download	\$770.00	\$120.00
Flyers Skate zone	Pending Controller Approval	Claim	Buena Park	Loss/Damage	Download	\$770.00	\$200.00
Gilling Livermore	Pending Supporting Documents	Claim	Joliet	Freight Charge	Download	\$158.00	\$120.00
Gilling Livermore	Final Approved	Dispute	Buena Park	Detention/Dry Run	Download	\$1,320.00	\$120.00
PRO0000010	View Details	Dispute	Buena Park	Detention/Dry Run	Download	\$1,320.00	\$200.00
PRO0000009	New	Claim	Joliet	Compliance Charge	Download	\$770.00	\$120.00

100 Results

Show: 10 < 1 >

Note: If it is a claim, sometimes it is not linked to a specific invoice, so we don't know the invoice amount to show in the table above, so we can put "N/A" or \$0.00 since there is no value for it.

Note: For "View Details" it will show if the dispute has more than 1 line item in it. Lets say there is a dispute that has 3 line items and each of them has different status, then we will just show "view details" and when the user clicks on it, then we will open the popup of "view data" so the user can see the breakdown of all the line items.

Note: For Approval, when an internal user approves and put an amount in the "Approved Claim Amount" field, this value should carry to the next step in the workflow but it should still be editable so the next person in the workflow can make the necessary modifications to the amount if needed.

HANDLING PICK per Pallet

Denied

Shipped Date: 12/7/2022

HANDLING ORDER PROCESSING per Order, Outbound Shipmethod, TL

Approved

Shipped Date: 12/7/2022

Shipped Date

12/7/2022

Invoice Amount

\$28.70

Line Item / Description

HANDLING PICK per Pallet

Claim / Dispute Reason

Lorem ipsum dolor sit amet consectetur. Non iaculis sagittis est fusce elementum.

Dispute amount

\$28.70

Approved credit amount *

\$200.00

Change Status *

Denied

Approved

Request more documents

Status Reason *

Settlement

Description *

Lorem ipsum dolor sit amet consectetur. Non iaculis sagittis est fusce elem

Manual Assign To

Select

Operations

Controller (Marla)

Final UT (Raul)

Cancel

Confirm

Filter - Claim Type: Once internal user clicks here, they can filter claims/disputes based on a specific type that the user selected on the client portal.

Claim & Dispute Management

Export + Create claim request

Search Request #

08/17/2023 - 08/31/2023

Filters

Filter what type of claims/disputes to search for.

New Type Category Account Name Reset Save Apply

TICKET #	CLAIM DATE	ACCOUNT ID/NAME	STATUS	CATEGORY	FACILITY	CLAIM TYPE	SUPPORTING	INVOICE AMOUNT	DISPUTE AMOUNT
PRO0000014	08/02/2023	Evanston	New	Compliance Charge	Joliet	Compliance Charge	Download	\$770.00	\$120.00
PRO0000013	08/02/2023	Flyers Skate zone	Pending Controller Approval	Claim	Buena Park	Loss/Damage	Download	\$770.00	\$200.00
PRO0000012	08/02/2023	Gillig Livermore	Pending Supporting Documents	Claim	Joliet	Freight Charge	Download	\$158.00	\$120.00
PRO0000011	08/01/2023	Gillig Livermore	Final Approved	Dispute	Buena Park	Detention/Dry Run	Download	\$1,320.00	\$120.00
PRO0000010	08/01/2023	Flyers Skate zone	View Details	Dispute	Buena Park	Detention/Dry Run	Download	\$1,320.00	\$200.00
PRO0000009	08/01/2023	Flyers Skate zone	New	Claim	Joliet	Compliance Charge	Download	\$770.00	\$120.00

100 Results Show: 10 < 1 >

Filter - Category: Once internal user clicks here, they can filter if they want to see claims or disputes based on a specific type that the user selected on the client portal. Since we have merged both claims and disputes in one department for UF, then we want to give the option for the internal BNP user to filter if this is a claim or dispute.

Claim & Dispute Management

Export + Create claim request

Search Request # 08/17/2023 - 08/31/2023 Filters

New Compliance Charge Category Account Name Reset Save Apply

Claim Dispute

TICKET #	CLAIM DATE	ACCOUNT ID/NAME	STATUS	CATEGORY	FACILITY	CLAIM TYPE	SUPPORTING	INVOICE AMOUNT	DISPUTE AMOUNT
PRO0000014	08/02/2023	Evanston	New	Compliance Charge	Joliet	Compliance Charge	Download	\$770.00	\$120.00
PRO0000013	08/02/2023	Flyers Skate zone	Pending Controller Approval	Claim	Buena Park	Loss/Damage	Download	\$770.00	\$200.00
PRO0000012	08/02/2023	Gillig Livermore	Pending Supporting Documents	Claim	Joliet	Freight Charge	Download	\$158.00	\$120.00
PRO0000011	08/01/2023	Gillig Livermore	Final Approved	Dispute	Buena Park	Detention/Dry Run	Download	\$1,320.00	\$120.00
PRO0000010	08/01/2023	Flyers Skate zone	View Details	Dispute	Buena Park	Detention/Dry Run	Download	\$1,320.00	\$200.00
PRO0000009	08/01/2023	Flyers Skate zone	New	Claim	Joliet	Compliance Charge	Download	\$770.00	\$120.00

100 Results Show: 10 < 1 >

This is where the customer selects the claim type on the frontend on the client portal:

Claims & Disputes > File New Claim > Fulfillment > Claims/Disputes:

< Back X

What type of dispute are you looking to file?

Please select your dispute type

File a new claim

A claim can be not linked to a specific invoice

File a dispute for an open Invoice

Dispute is linked to a specific open invoice

Next

Filter - Account name: user can select claims and disputes coming from a specific customer account.

Claim & Dispute Management

Export + Create claim request

Search Request # 08/17/2023 - 08/31/2023 Filters

New Compliance Charge Claim Account Name Reset Save Apply

make blue when user hover

TICKET #	CLAIM DATE	ACCOUNT ID/NAME	STATUS	CATEGORY	FACILITY	CLAIM TYPE	SUPPORTING	INVOICE AMOUNT	DISPUTE AMOUNT
		11986 - Waukegan							
		11997 - Chicago N Kimball							
		12067 - Flyers Skate Zone							

PRO0000014	08/02/2023	Evanston	New	Dispute	J	12080 - Gillig Livermore	Jad	\$770.00	\$120.00
PRO0000013	08/02/2023	Flyers Skate zone	Pending Controller Approval	Claim	E	ACME FOOD SALES INC	Jad	\$770.00	\$200.00
PRO0000012	08/02/2023	Gillig Livermore	Pending Supporting Documents	Claim	Joliet	Freight Charge	Download	\$158.00	\$120.00
PRO0000011	08/01/2023	Gillig Livermore	Final Approved	Dispute	Buena Park	Detention/Dry Run	Download	\$1,320.00	\$120.00
PRO0000010	08/01/2023	Flyers Skate zone	View Details	Dispute	Buena Park	Detention/Dry Run	Download	\$1,320.00	\$200.00
PRO0000009	08/01/2023	Flyers Skate zone	New	Claim	Joliet	Compliance Charge	Download	\$770.00	\$120.00

100 Results

Show: 10 < 1 >

Main dashboard columns:

TICKET #	CLAIM DATE	ACCOUNT ID/NAME	STATUS	CATEGORY	FACILITY	CLAIM TYPE	SUPPORTING	INVOICE AMOUNT	DISPUTE A
PRO0000014	08/02/2023	Evanston	New	Dispute	Joliet	Compliance Charge	Download	\$770.00	\$120.00
PRO0000013	08/02/2023	Flyers Skate zone	Pending Controller Approval	Claim	Buena Park	Loss/Damage	Download	\$770.00	\$200.00
PRO0000012	08/02/2023	Gillig Livermore	Pending Supporting Documents	Claim	Joliet	Freight Charge	Download	\$158.00	\$120.00
PRO0000011	08/01/2023	Gillig Livermore	Final Approved	Dispute	Buena Park	Detention/Dry Run	Download	\$1,320.00	\$120.00
PRO0000010	08/01/2023	Flyers Skate zone	View Details	Dispute	Buena Park	Detention/Dry Run	Download	\$1,320.00	\$200.00
PRO0000009	08/01/2023	Flyers Skate zone	New	Claim	Joliet	Compliance Charge	Download	\$770.00	\$120.00
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PRO0000007	07/31/2023	Evanston	Final Denied	Claim	Joliet	Loss/Damage	Download	\$158.00	\$200.00
PRO0000006	07/31/2023	Flyers Skate zone	View Details	Dispute	Buena Park	Freight Charge	Download	\$770.00	\$120.00
PRO0000005	07/30/2023	Gillig Livermore	New	Dispute	Buena Park	Compliance Charge	Download	\$1,320.00	\$200.00

100 Results

Show: 10 < 1 >

mixed claims and disputes of fulfillment

All of the data and columns data shown in the image above are from the user on client portal. They enter this info when they are creating the claims and disputes, then all the data will get mapped to here. A lot of the data they do not enter, it is set automatically based on the selections they make on the client portal claims pages.

The TICKET # is created automatically. In the case of a dispute, we will use the INVOICE # of the dispute as the ticket number. So when the user is filing a dispute on the client portal frontend and they select a INVOICE #, then the INVOICE # will be shown here. However in the case that the user is filing a fulfillment claim, which is NOT linked to a specific invoice, then the TICKET # will be generated automatically by the BNP system. The claim number on the frontend on the client portal could be mapped to the backend number in BNP, the numbers should match.

Sometimes the "Account Name" will be auto-filled if the account is for 1 customer, and is not a master account. Then we already know that this account is only for 1 customer. However if it is a master account and there is a lot of accounts under the same account then we will map the account name from the dropdown selection. Please refer to the mapping guide to see where we get the "Account name" from if it is a master account.

When "View Data" is clicked on dispute:

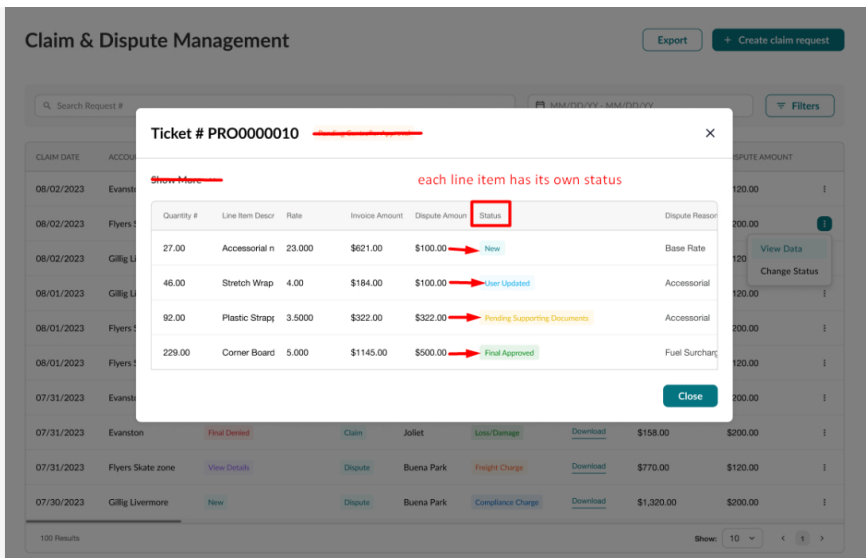
CLAIM DATE	ACCOUNT ID/NAME	STATUS	CATEGORY	FACILITY	CLAIM TYPE	SUPPORTING	INVOICE AMOUNT	DISPUTE AMOUNT
08/02/2023	Evanston	New	Dispute	Joliet	Compliance Charge	Download	\$770.00	\$120.00
08/02/2023	Flyers Skate zone	Pending Controller Approval	Claim	Buena Park	Loss/Damage	Download	\$770.00	\$200.00
08/02/2023	Gillig Livermore	Pending Supporting Documents	Claim	Joliet	Freight Charge	Download	\$158.00	\$120.00
08/01/2023	Gillig Livermore	Final Approved	Dispute	Buena Park	Detention/Dry Run	Download	\$1,320.00	\$120.00
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07/31/2023	Evanston	User Updated	Claim	Buena Park	Loss/Damage	Download	\$158.00	\$200.00
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07/30/2023	Gillig Livermore	New	Dispute	Buena Park	Compliance Charge	Download	\$1,320.00	\$200.00

100 Results

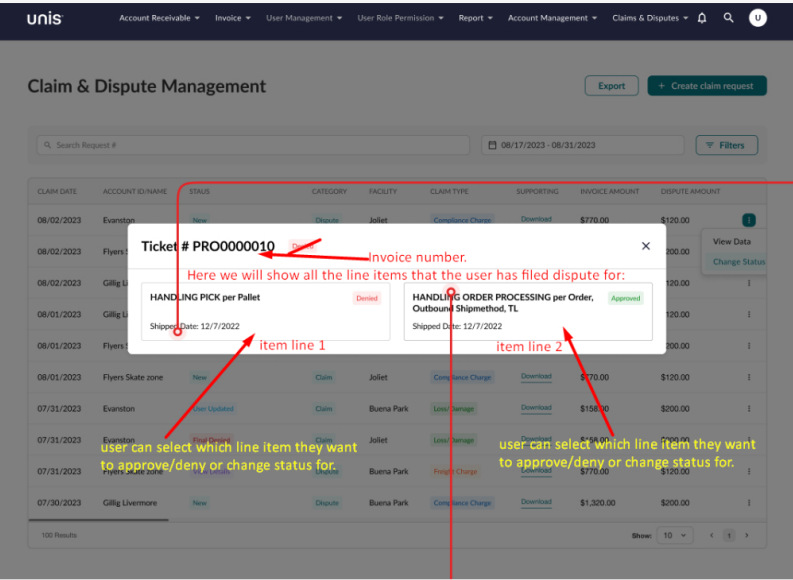
Show: 10 < 1 >

View Data

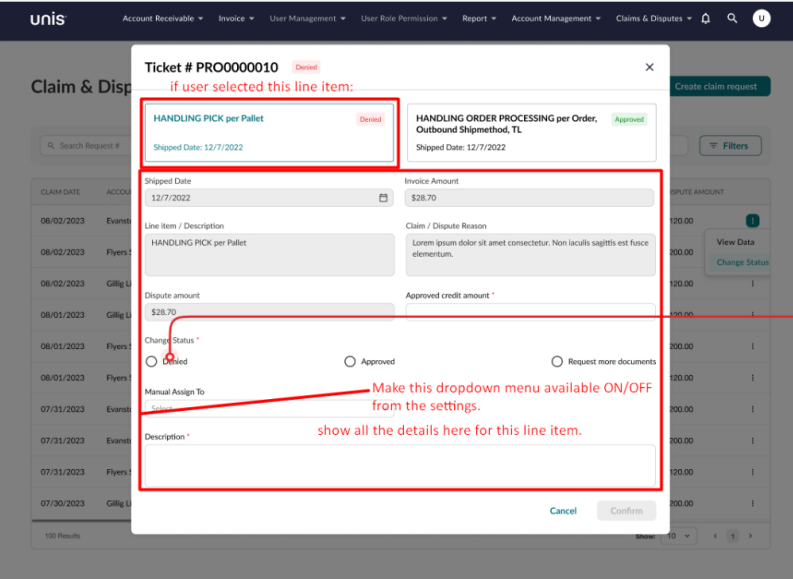
Change Status



When "Change Status" is clicked on dispute:



After the user select:



When "View Data" is clicked on claim:

Each claim can have a different fields when "view data" is clicked, it depends if it is:

- Compliance charge

- Loss/damage

-Freight charge

- Detention run

Each of these claims have their own fields, so we will only show the fields that are related to the claim, please refer to the fields and find then on the claims client portal frontend.

<https://www.figma.com/file/D7Kiy8SNoWGyQkl3Y2Ytqv/Client-Portal-V2?type=design&node-id=699-6307&mode=design&t=2A4Mj9d9N4vxlkpW-0>

The screenshot displays a web application interface. At the top, a navigation bar features the 'unis' logo and a series of menu items: 'Account Receivable', 'Invoice', 'User Management', 'User Role Permission', 'Report', 'Payment Management', 'Claims & Disputes', and a user profile icon. A sidebar on the left is partially visible, showing a 'Claim & Dispute' section. The main content area is dominated by a modal window titled 'Ticket # PRO0000010'. This modal has a red border and contains a form with various fields. Red annotations are present: an arrow points to the ticket number 'PRO0000010', and another points to the status 'Pending Controller Approval'. The form fields are organized into two columns. The left column includes 'Customer ID' (DLPD00002), 'Po #' (123456), 'Ship to' (TESTER), 'Location' (UT-Grand Prairie), 'Address' (2250 Lion Country Parkway, Suite 100, Grand Prairie, TX 75051, UNITED STATES), 'Description' (Lorem ipsum dolor sit amet consectetur. Non laculis sagittis est fusce elementum.), 'Email' (Tester@unisco.com), and 'Phone Number' (1234567890). The right column includes 'Customer Name' (DELTA ELECTRONICS (America) LTD - NEW), 'Reference Number', 'Shipped Date' (08-08-2023), 'Claim amount' (\$28.70), 'Signature' (with a handwritten signature), and 'Name' (Tester). At the bottom of the modal, there is a 'Close' button. The background of the application is slightly dimmed, showing a table of claims and a sidebar with a 'Create claim request' button and a 'Filters' button.

Clicking the "Close" button or the "X" at the top of the popup, will close the popup and show the main dashboard claims and disputes.

When "Change Status" is clicked on claim:

Ticket # PRO0000010 Submitted

Shipped Date: 12/7/2022

Invoice Amount: \$28.70

Line Item / Description: HANDLING PICK per Pallet

Claims / Dispute Reason: Lorem ipsum dolor sit amet consectetur. Non lacus sagittis est fuisse elementum.

Dispute amount: \$28.70

Approved credit amount: \$28.70

Change Status *

☐ Disputed ☒ Approved ☐ Request more documents

Manual Assign To: Select

Description *

Make this field available when the user click "approved", so the user can enter the approved amount.

Cancel Confirm

We will currently disable the "Manual Assign To" dropdown menu but we will have it in admin settings to allow it in the future.

We will currently disable the "Status Reason" dropdown menu but we will have it in admin settings to allow it in the future.

Workflow:

