

Uploading of Claim Supporting Documents

A new feature has been added to the Claims system on Track and Trace that will allow stores, suppliers and DC's to upload supporting documents to be stored against *any type of claim*. These documents will then be visible to all parties when the claims are opened. The documents may be of various types such as PDF's, word documents, excel spreadsheets etc.


When the Claim Status Management screen is opened you will see a paper clip at the bottom of the screen (see Screen 1 below). Any documents that have already been attached will be shown beneath the paper clip and you may click on the hyperlink to view an attachment. Alternatively you can click on the paper clip and Screen 2 below will be displayed that will allow to upload a new document, or rename or delete an existing document.

Screen 1:

CLAIM STATUS MANAGEMENT

Claim Type: Supplier Claim
Store Name: KNOWLES SUPERSPAR / TOPS Store Code: 10283 Store EAH Number: 6001008301124
Store Email Address: knowles.grv@retaildiv.co.za
Supplier Name: CLOVER CAPITAL(PTY)LTD DC Vendor Code: 102312 DC Vendor Primary EAH: 6001299000010
Supplier Email Address: creditcontrolsparkzn@clover.co.za
Claim Number: [10283 /491642](#) Manual Claim Number: 491642 Force Credit In Effect: No
Claim Category: Pricing Claim Reason: Price Discrepancy
Claim Status: Received electronically from store Date Received: 2014/04/14 11:13:28:000
User Name:
Action: Credit Note No: Amount:
Comments:

Status	Status Changed by	Status Change Date	Comments	Invoice/Credit No	Invoice/Credit Amount
Received electronically from store	SYSTEM USER	14 Apr 2014 [16:34:10]	-	-	-

 [Spar Suppliers.xls](#)

Screen 2:

To add a new attachment click on the 'Browse' button and you may upload any document that is already in one of your folders. Once the document is selected it will be attached to the claim and visible on the document list and beneath the paper clip on Screen 1 above.

Note: Scanned documents will have to be scanned in and saved in one of your folders before it can be uploaded.

You may also rename an existing document or delete a document by selecting the document required first and then either the 'Rename' or 'Delete' button.

