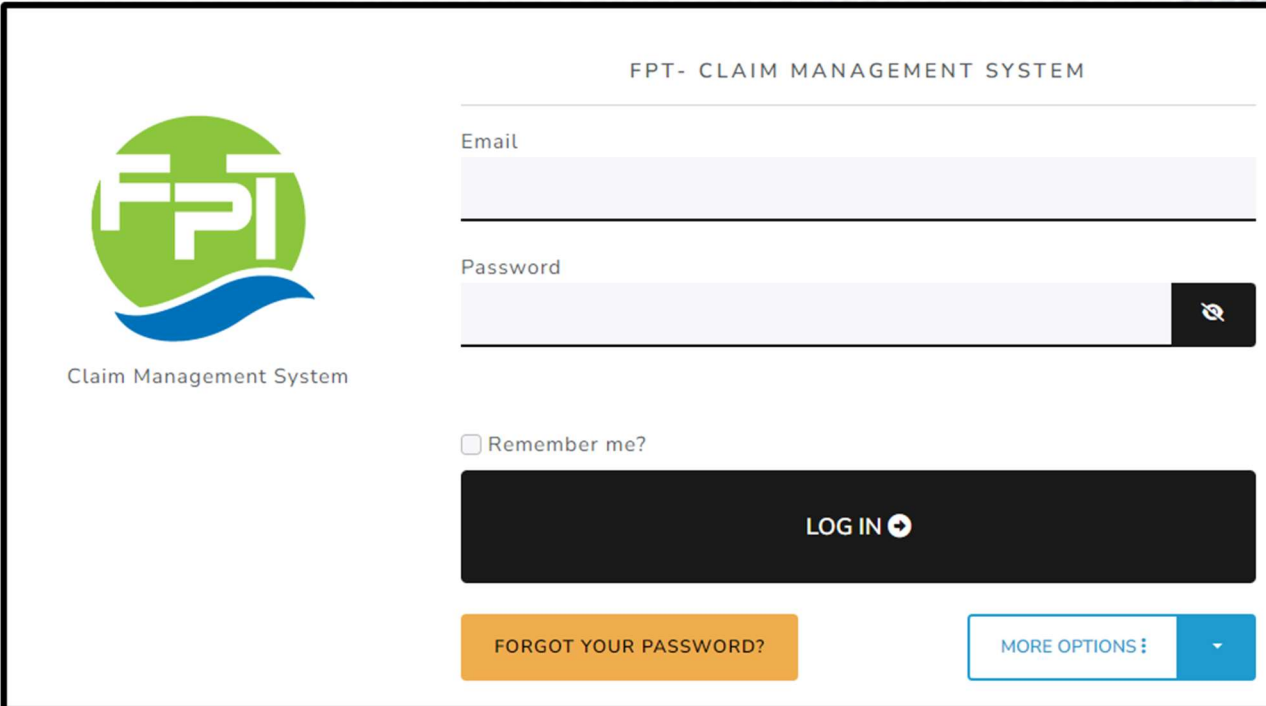


Claims Register System – User Manual

Access system on the browser using <https://claims.fpt.co.za> in the address bar



The screenshot displays the login interface for the FPT- CLAIM MANAGEMENT SYSTEM. On the left, there is a logo consisting of a green circle with the letters 'FPT' in white, and a blue wave-like shape below it. Underneath the logo, the text 'Claim Management System' is visible. To the right of the logo, the title 'FPT- CLAIM MANAGEMENT SYSTEM' is centered at the top. Below the title, there are two input fields: 'Email' and 'Password'. The 'Password' field includes a toggle icon for visibility. Below these fields is a checkbox labeled 'Remember me?'. A large black button with the text 'LOG IN' and a right-pointing arrow is positioned below the checkbox. At the bottom, there are two buttons: an orange button labeled 'FORGOT YOUR PASSWORD?' and a blue button labeled 'MORE OPTIONS' with a dropdown arrow.

FPT- CLAIM MANAGEMENT SYSTEM

Email

Password

☐ Remember me?

LOG IN ➔

FORGOT YOUR PASSWORD?

MORE OPTIONS ▾



Register a user account

Step 1 – Click on dropdown arrow then select Register on CMS

FPT- CLAIM MANAGEMENT SYSTEM

Email

Password

☐ Remember me?

LOG IN

FORGOT YOUR PASSWORD?

MORE OPTIONS

- Register on CMS
- Resend email confirmation

Step 2-Populate your details and click Register
REGISTER ON CLAIM MANAGEMENT SYSTEM

FPT- CLAIM MANAGEMENT SYSTEM

NEW ACCOUNT

User Test

user@fpt.co.za

.....

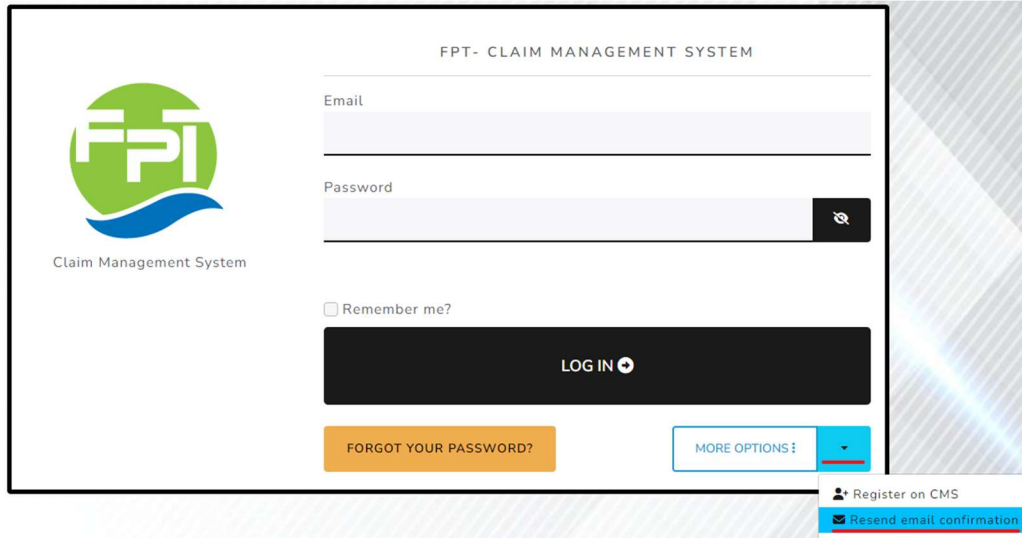
REGISTER

Step 3

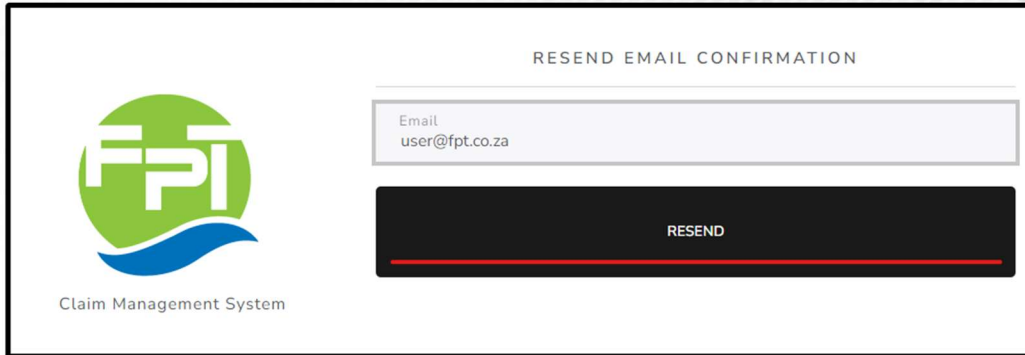
A confirmation email will be sent to the email address you provided, once confirmed you will be able to access the system.

Resend email confirmation – If required

Step 1 – Click on dropdown arrow then select Resend email confirmation



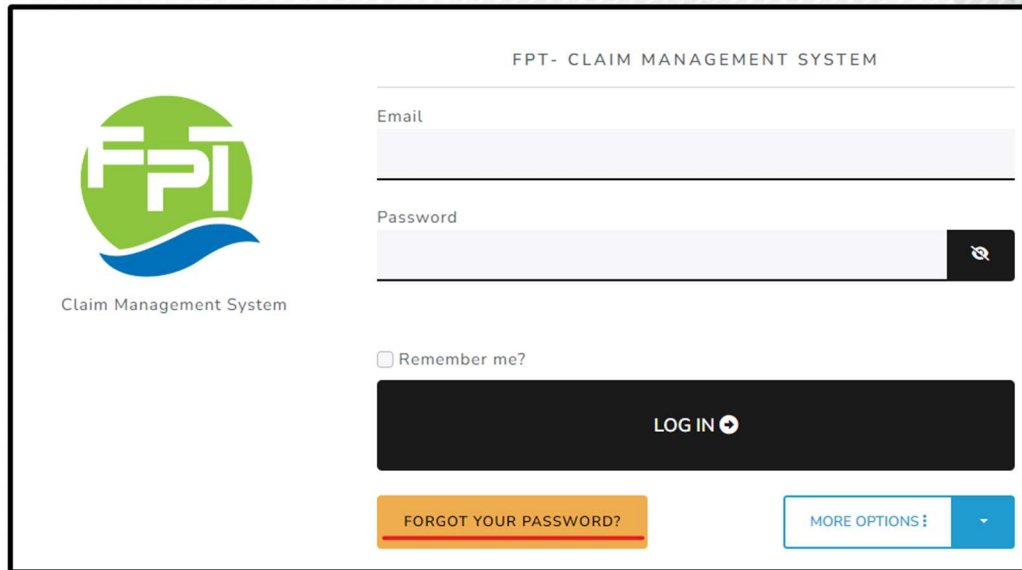
Step 2- Populate your email address and click Resend
RESEND EMAIL CONFIRMATION



Step 3 – A confirmation email should have been sent to your inbox

Forgot Password – If required

Step 1- Click on Forgot Password ?



FPT- CLAIM MANAGEMENT SYSTEM

Email

Password

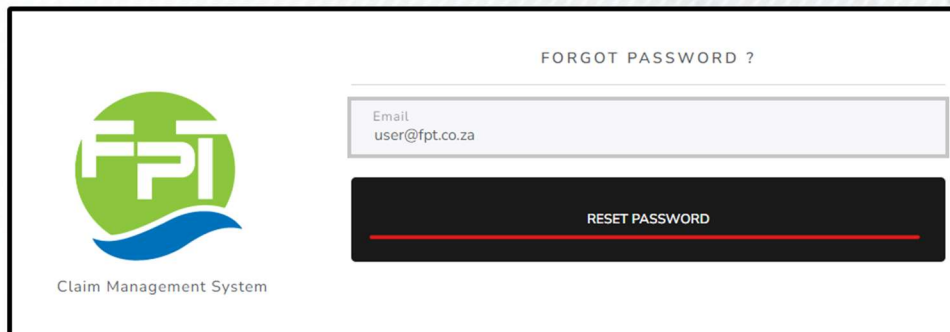
☐ Remember me?

LOG IN

FORGOT YOUR PASSWORD?

MORE OPTIONS !

Step 2 – Populate your email address and click Reset Password
FORGOT YOUR PASSWORD?



FORGOT PASSWORD ?

Email
user@fpt.co.za

RESET PASSWORD

Step 3 – An email is sent to your inbox , click on the link and you will be redirect to reset your password



Step 4 – Populate your email address , password then confirm your password and click Reset
RESET PASSWORD

RESET PASSWORD

Email
user@fpt.co.za

Password
.....

Confirm password
.....

RESET

Login

Step 1- Populate your email, password and click Log In

FPT- CLAIM MANAGEMENT SYSTEM

Email
user@fpt.co.za

Password
.....

☐ Remember me?

LOG IN

FORGOT YOUR PASSWORD?

MORE OPTIONS ?

Navigation bar

Home



Displays the overviews of :

1. Claims open/closed of current month
2. Claims open/closed of previous & current year
3. Overdue claims 7 days, 21 days, and a month
4. All open claims (regardless of month or year)

OVERVIEW

OPEN CLAIMS (MONTH) MAY 2023	CLOSED CLAIMS (MONTH) MAY 2023	OPEN CLAIMS (YEAR) 2022/2023	CLOSED CLAIMS (YEAR) 2022/2023
2	0	21 17	0 0

OVERDUE CLAIMS

7 DAYS OVERDUE				21 DAYS OVERDUE			
CLAIM NUMBER	FPT PORT	CLAIM DATE	ACTIONED BY	CLAIM NUMBER	FPT PORT	CLAIM DATE	ACTIONED BY
No Claims Overdue				No Claims Overdue			

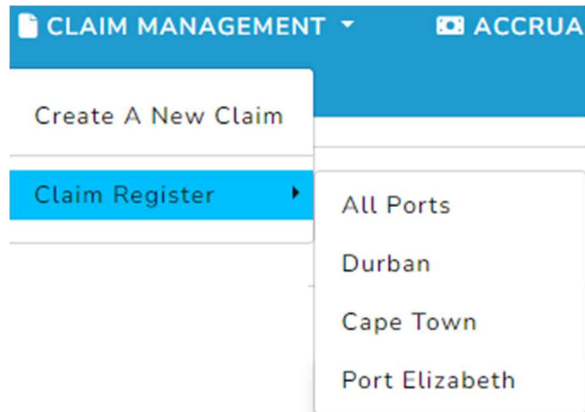
A MONTH OVERDUE			
CLAIM NUMBER	FPT PORT	CLAIM DATE	ACTIONED BY
No Claims Overdue			

OPEN CLAIMS (39)

CLAIM NUMBER	FPT PORT	CLAIM DATE	CLAIM STATUS	ORIGINATOR	INCIDENT REPORT NO.	CLAIM TYPE
2023/011C	Durban	08/04/2023	Awaiting Invoice	Dole		Fruit
2023/010C	Durban	20/03/2023	Invoiced	FPT	52	Fruit
2023/026D	Durban	29/03/2023	Awaiting Quotation	FPT		Property
2023/025D	Durban	20/03/2023	Awaiting Quotation	FPT		Property
2023/024D	Durban	08/03/2023	Invoiced	FPT	41	Equipment

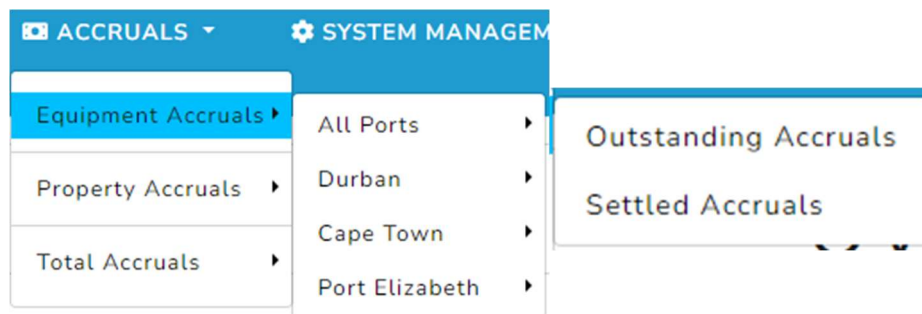


Claim Management



1. Create A New Claim
2. View claims register (depending which port you have visibility too)

Accruals

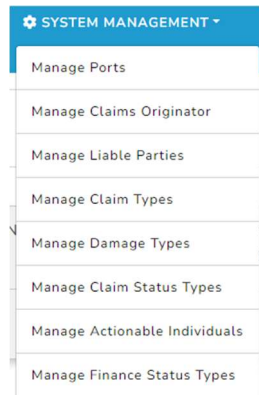


Note : Port visibility dependant on user logged in

1. Equipment Accruals
2. Property Accruals
3. Total Accruals

System Management

All master data for the system is created and managed



1. Manage Ports
2. Manage Claims Originator
3. Manage Liable Parties
4. Manage Claims Types
5. Manage Damage Types
6. Manage Claims Status Types
7. Manage Actionable Individuals
8. Manage Finance Status Types

ALL PORTS

[NEW PORT !\[\]\(59c4b23b2ecf055816b24cace2bcaa83_img.jpg\)](#)

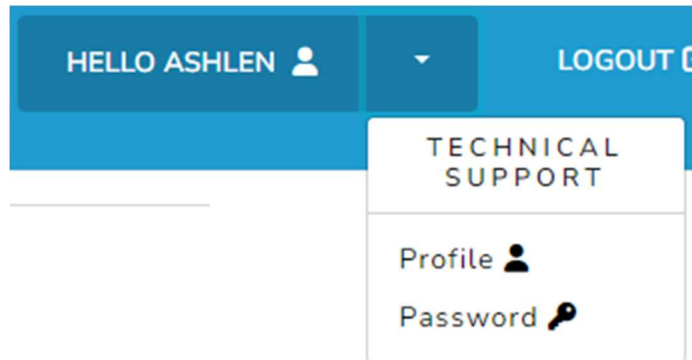
Show
10
entries

PORT	IS ACTIVE	
Durban	✓	↺ ✖
Cape Town	✓	↺ ✖
Port Elizabeth	✓	↺ ✖

[Previous](#)
[1](#)
[Next](#)

E.g. – Manage Ports

User Account



1. Displays role on system
2. Profile – Edit profile
3. Password management (update password)

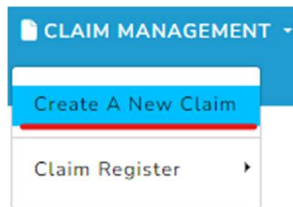
Logout System



Logs user out of the system

Create A New Claim – IBS

Step 1- Navigate to claim management and click on Create A New Claim



Step 2- Populate details and click submit claim

NEW CLAIM

<div>Claim Date*</div> <div>2023/05/02</div>	<div>Claim Originator*</div> <div>FPT</div>
<div>Incident Report Number</div> <div>Incident Report Number</div>	<div>Port*</div> <div>Durban</div>
<div>Claim Description*</div> <div>Damage to forklift</div>	<div>Damage Type*</div> <div>D - Damage</div>
<div>Claim Type*</div> <div>Equipment</div>	<div>Liable Party*</div> <div>ZTS</div>
<div>Action By*</div> <div>Ashten Naidoo</div>	<div>Claim Amount</div> <div>R 2000.00</div>
<div>Amount Recoverable</div> <div>R 500.00</div>	<div>Amount For FPT Account</div> <div>R 1500.00</div>
<div>Claim Status*</div> <div>Awaiting Insurance</div>	

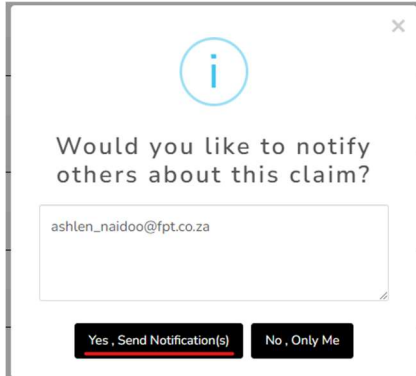
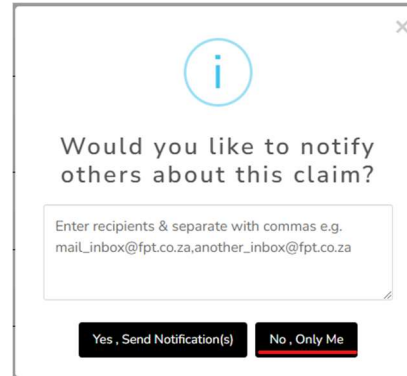
SUBMIT CLAIM
CANCEL

Mandatory – Populate fields

1. Select Claim date
2. Select Claim originator
3. Select Port (else defaulted to assigned port)
4. Enter claim description
5. Select damage type
6. Select claim type
7. Select liable party
8. Select actioned by
9. Select claim status

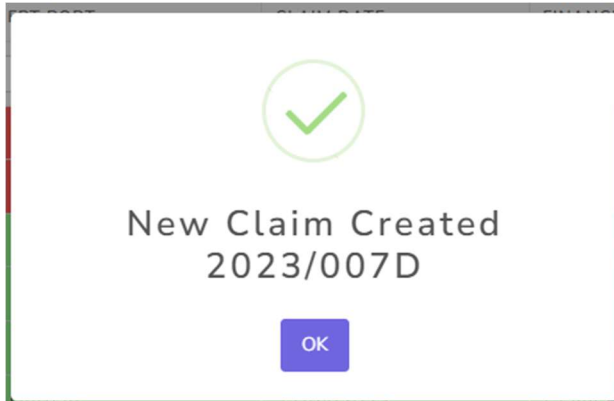
Click submit claim

Step 3 – Sent claim notification to another recipient by entering email address(es) and click on Yes, Send Notification(s)

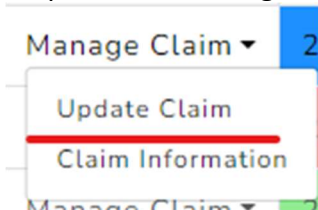
If you would not like to send a claim notification to others, just click No, Only Me

Step 4 - Claim submits to the system with response of new claim created



Update Existing Claim – IBS

Step 1 - Click manage claim and click update claim



Step 2 – Certain fields can be update (where grayed out – fields cannot be updated)

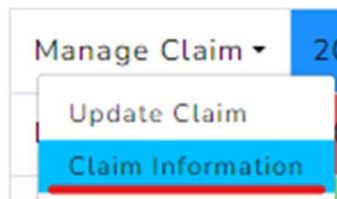
UPDATE CLAIM : 2023/007D

Claim Date 2023/05/02	Claim Originator FPT
Incident Report Number	Port Durban
Date Closed yyyy/mm/dd	Claim Description Damage to forklift
Damage Type D - Damage	Claim Type Equipment
Liabile Party ZTS	Action By* Ashlen Naidoo
Claim Amount R 2000.00	Amount Recoverable R 500.00
Amount For FPT Account R 1500.00	Claim Status Awaiting Insurance
Sales Invoice Number	Finance Status Select Finance Status
Provisional Accruals R 0.00	

UPDATE CLAIM
CANCEL

Update fields and click update claim

View Existing Claim



Step 1 - Click manage claim and click claim information



CLAIM : 2023/007D

Created On : 02 May 2023 - 09:50:32
Last Updated : 02 May 2023 - 09:50:32

Created On : 02 May 2023-09:50:32



Claim Number : 2023/007D

Claim Originator : FPT

Date Closed : Not Closed

Claim Type : Equipment

Full Name : Ashlen Naidoo

Amount Recoverable : R 500.00

Claim Status : Awaiting Insurance

Sales Invoice Number : No Sales Invoice Number

Provisional Accruals : R 0.00

Claim Date : 2023/05/02

Incident Report Number : No Incident Number

Claim Description : Damage to forklift

Liable Party : ZTS

Claim Amount : R 2000.00

Amount For FPT Account : R 1500.00

Port : Durban

Finance Status : No Finance Status

Damage Type : D - Damage

User can view the claim.

Features available:

1. Print the claim
2. Email claim

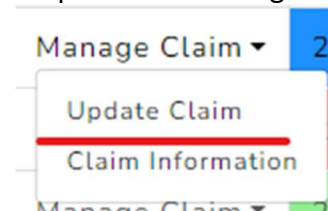
PRINT CLAIM

EMAIL CLAIM

RETURN TO CLAIM REGISTER

Close Claim – Process : Finance Role

Step 1 - Click manage claim and click update claim



Step 2 – Finance populates the below underlined in red

UPDATE CLAIM : 2023/007D

Claim Date 2023/05/02	Claim Originator FPT
Incident Report Number	Port Durban
Date Closed yyyy/mm/dd	Claim Description Damage to forklift
Damage Type D - Damage	Claim Type Equipment
Liabile Party ZTS	Action By* Ashlen Naidoo
Claim Amount R 2000.00	Amount Recoverable R 500.00
Amount For FPT Account R 1500.00	Claim Status Awaiting Insurance
Sales Invoice Number FPT23	Finance Status Claim Paid , Close
Provisional Accruals R 0.00	

UPDATE CLAIM
CANCEL

If finance selects [Claim Paid , Close] a notification will be sent to the user via email who created the claim , instructing he/she to close the claim.

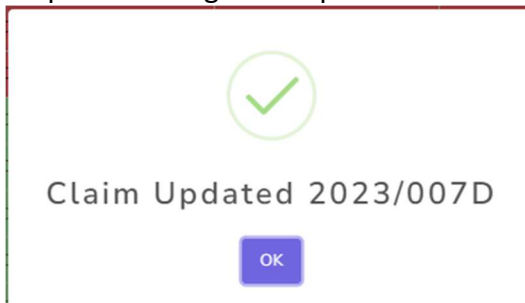
Click update claim

Updated - Claim Paid : 2023/007D

Click link to view updated claim [View Claim](#). This claims needs to be closed.

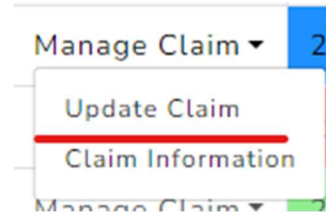
FPT Claim Management System

Step 4 - Existing claim updated with response of updated claim



Close Claim – Process: IBS Role

Step 1 - Click manage claim and click update claim



Step 2 – IBS populates the below underlined in red (date closed)

UPDATE CLAIM : 2023/007D	
Claim Date 2023/05/02	Claim Originator FPT
Incident Report Number	Port Durban
Date Closed 2023/05/02	Claim Description Damage to forklift
Damage Type D - Damage	Claim Type Equipment
Liable Party ZTS	Action By* Ashten Naidoo
Claim Amount R 2000.00	Amount Recoverable R 500.00
Amount For FPT Account R 1500.00	Claim Status Awaiting Insurance
Sales Invoice Number FPT23	Finance Status Claim Paid , Close
Provisional Accruals R 0.00	

UPDATE CLAIM CANCEL

If IBS inputs a [Date Closed] a notification will be sent to the user via email who created the claim, mentioning that the claim has been closed.

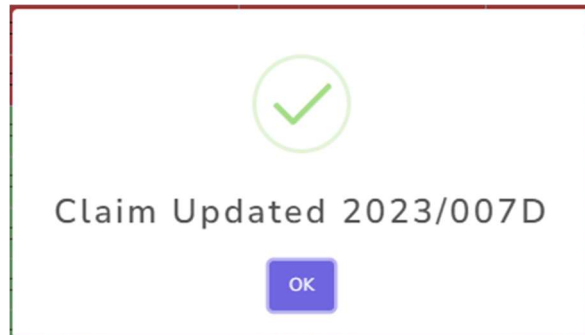
Click update claim

Updated - Claim Closed : 2023/007D

Click link to view updated claim [View Claim](#).

FPT Claim Management System

Step 4 - Existing claim updated with response of updated claim

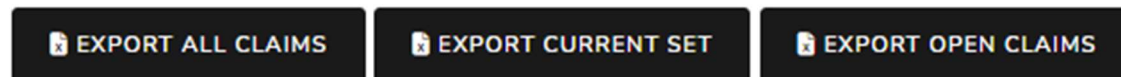


Note : Color of line item in this case the claim has changed to green indicating it has been closed

Manage Claim ▾	2023/007D	Durban	02/05/2023	Claim Paid , Close	02/05/2023	Invo
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Export Options

User has the option to export in various sets this exports to excel format , you can find these options when browsing through claims register

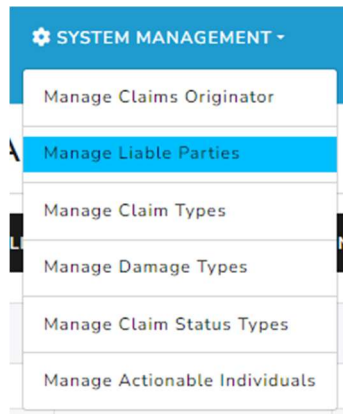


1. Export all claims – this exports all claims whether claim is open or closed
2. Export current set – this exports the current set the user is viewing
3. Export open claims – this exports all open claims

System Management – Master Data

Note: The below step apply to all the items under system management

Step 1 - Select a item to manage in this case we will [Manage Liable Parties]



Step 2 - Create a new liable party, click new liable party

ALL LIABLE PARTIES

[NEW LIABLE PARTY !\[\]\(cef60795f4de9512e363f95c1a465b1f_img.jpg\)](#)

Show

10

entries

PARTY LIABLE	IS ACTIVE
ZTS	✓

Previous
1
Next

Step 3 – Populate details and click create liable party

×

NEW LIABLE PARTY

Party Liable*

QTS

CREATE LIABLE PARTY ➕

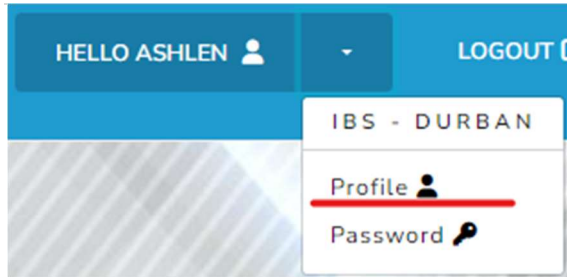
CANCEL

Step 4 – New liable party created

PARTY LIABLE	IS ACTIVE
ZTS	✓
QTS	✓

User Profile – Edit Profile

Step 1 – Select profile



Step 2 – Only profile image and phone number can be updated , once done click update

PROFILE

First Name

Ashlen

Last Name

Naidoo

Username

ashlen_naidoo@fpt.co.za

Phone Number

Phone Number

Profile Image

No Profile Image

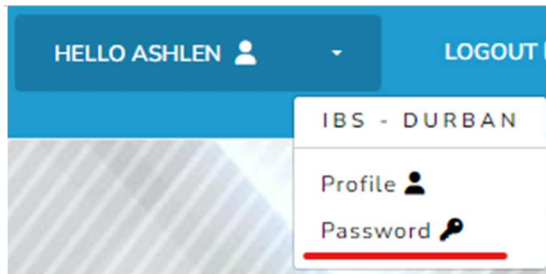
Choose File

No file chosen

UPDATE

User Profile – Password [Update Password]

Step 1 – Select password



Step 2 – Populate all the fields and click update password

CHANGE PASSWORD

Current password

.....

New password

.....

Confirm new password

.....

UPDATE PASSWORD