

COLOMBO TEA TRADERS' ASSOCIATION

Automated Claim Management System

CTTA online complaint – Procedure Manual

1. On the request of the Buyer the service provider through the CTTA will issue Credentials to logging and use the CTTA automated claim management system (ACMS). Use the below URL to access the system by using the **credentials** to login to the CTTA online complaint/claim management system.

URL	-	http://ctta.test.saberion.org
Buyer Company	-	xxxxxxx
Username	-	xxxxxxx
Password	-	xxxxxxx

2. As a new buyer to the system, your **Home Screen** will look like dashboard presented according to the number of complaints or claims submitted to each broker etc... **Also your company name (User Name) displayed in top right corner and other menu option to top left corner.**
3. You need to **click Complaint option** and then appear **Create Complaint** in top right corner of the screen.
4. When you **click** to **Create Complaint**, then you will come to a **FORM** where you need to feed the required information such as ***Lot information. Complaint information and warehouse information*** to create the complaint against the particular broker.
5. It is essential to re-verify the details provided in the FORM are 100% accurate and you wish to submit the complaint to the broker, **click** the confirmation, save as Draft and **click** submit complaint. ***Please note once the complaint is submitted successfully, you will not be able to do any sort of amendments to the complaint again.***
6. The complete FORM is divided into sections and please refer to the below table get an idea about each field in the form.

Field name	Type	Purpose	Note
Broker	Dropdown	To select the relevant broker that the buyer is complaining against	This is a compulsory information.
Auction	Dropdown	To select the relevant auction number from the dropdown	N/A

Field name	Type	Purpose	Note
Auction Date	Auto fill	According to the selected action code, the auction date will automatically filled.	N/A
Lot Number	Dropdown	To select the relevant lot number of the tea	N/A
Price	Input field	Price for the tea lot	N/A
Buyer's Ref	Input field	Any kind of a reference that can be given to the complaint.	N/A
Invoice Number	Auto fill	According to the uploaded catalogue information by each broker, when a buyer select the broker, auction and lot number the this will be taken automatically.	N/A
Grade	Auto fill	According to the uploaded catalogue information by each broker, when a buyer select the broker, auction and lot number the this will be taken automatically.	N/A
Garden Mark	Auto fill	According to the uploaded catalogue information by each broker, when a buyer select the broker, auction and lot number the this will be taken automatically.	N/A
Total Bags	Auto fill	According to the uploaded catalogue information by each broker, when a buyer select the broker, auction and lot number the this will be taken automatically.	N/A
Weight per Bag	Auto fill	According to the uploaded catalogue information by each broker, when a buyer select the broker, auction and lot number the this will be taken automatically.	N/A
Total Weight	Auto fill	According to the uploaded catalogue information by each broker, when a buyer select the broker, auction and lot number the this will be taken automatically.	N/A
Reason	Dropdown	To select the relevant reason from the list regarding making the complaint.	These are predefined reasons given by CTTA for quality claims.
Preferred Settlement Method	Dropdown	If the broker accept the claim, how the buyer wants to settle this, please select the preferred method.	N/A
Number Of Bags	Input field	If the lot contains x number of bags, how many the buyer wants to claim through the selected method. This can be all or partial.	N/A

Field name	Type	Purpose	Note
Contact Person	Input field	If the broker wishes to know more information regarding the complaint, then mentioned the person who is handling the complaint.	N/A
Originators Name	Input field	Who is making the complaint	N/A
Originators Email	Input field	Email	N/A
Location	Input field	Location of the warehouse which the tea lot can be inspected at.	N/A
Warehouse		Warehouse name.	N/A
Warehouse Address		Warehouse address.	N/A
Comments		Any additional information to share or special notes for the broker	N/A
Images		If applicable, you can upload 2 images as proof to the broker.	N/A

7. After submitting, the complaint will **tag** the status as **"Awaiting acknowledgement"** from the broker.
8. Thereafter, the flow is as follows.

Status	Action	Responsibility
Awaiting Acknowledgement	Broker need to act on this by saying acknowledged.	Broker
Inspection Scheduled	Buyer needs to schedule a date for the inspection for broker to come	Buyer
Accepted All	Depending on the results of the inspection, accept or rejection happens	Broker
Rejected	Depending on the results of the inspection, accept or rejection happens	Broker

**Secretariat
Colombo Tea Traders' Association**

January 27,2021