

COLOMBO TEA TRADERS' ASSOCIATION

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Quality Claim on eAuction Platform

We are pleased to inform you that the Quality Claim module has been successfully implemented on the eAuction platform.

Buyer users can now upload and track their quality claims directly through the platform. Additionally, brokers have the ability to review these claims, while producers can view them.

Permission has been granted for the Buyer Authorizer, Broker Authorizer, and Producer Authorizer role.

Please note that all stakeholders should manage their quality claims via the eAuction platform starting from **Sale No. 41**.

Please refer to the attached user manuals and video tutorial links for further guidance.

1. Buyer Raising a complaint [<https://youtu.be/mBqSwkIPzVY>]
2. Broker Accepting or Rejecting a complaint [<https://youtu.be/4l12VHeF4M8>]
3. Broker Resolving and Closing a claim [<https://youtu.be/Sib7FRvF9V0>]
4. Buyer Acknowledging and closing a claim completely [<https://youtu.be/ff1mJRiAVew>]

Note: *Existing quality claims will continue to be processed through the Saberion system.*

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