

HSPO

CLAIM PROCESSING

WEB USER MANUAL: RETAILER

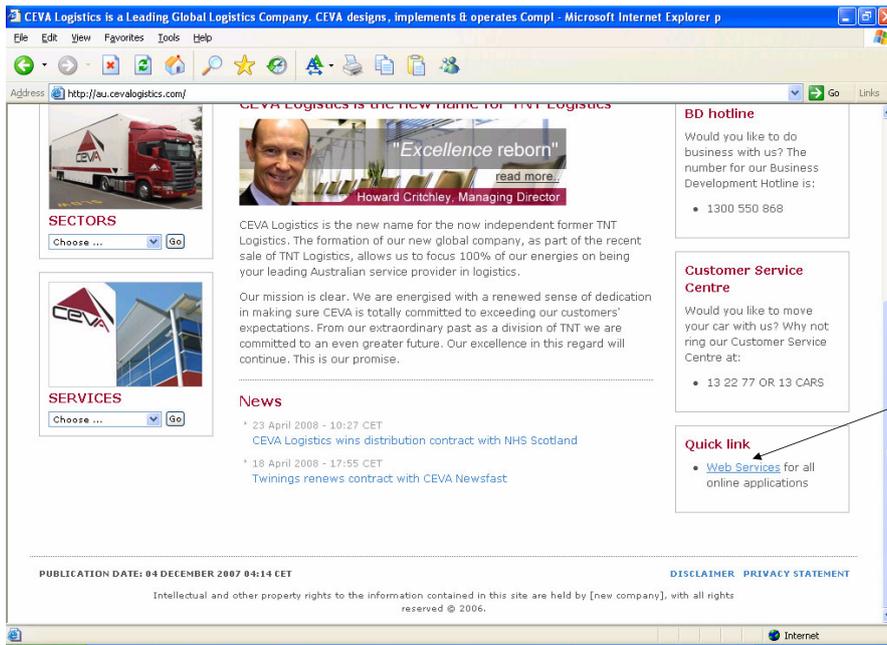


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1. LOGON TO THE SYSTEM

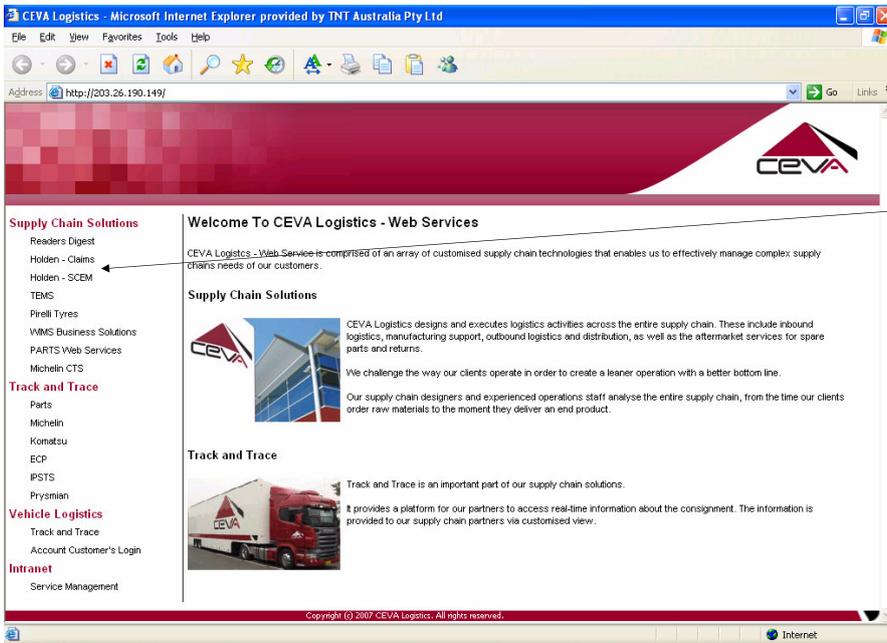
To logon to the Dealer Online Claims system, perform the following steps.



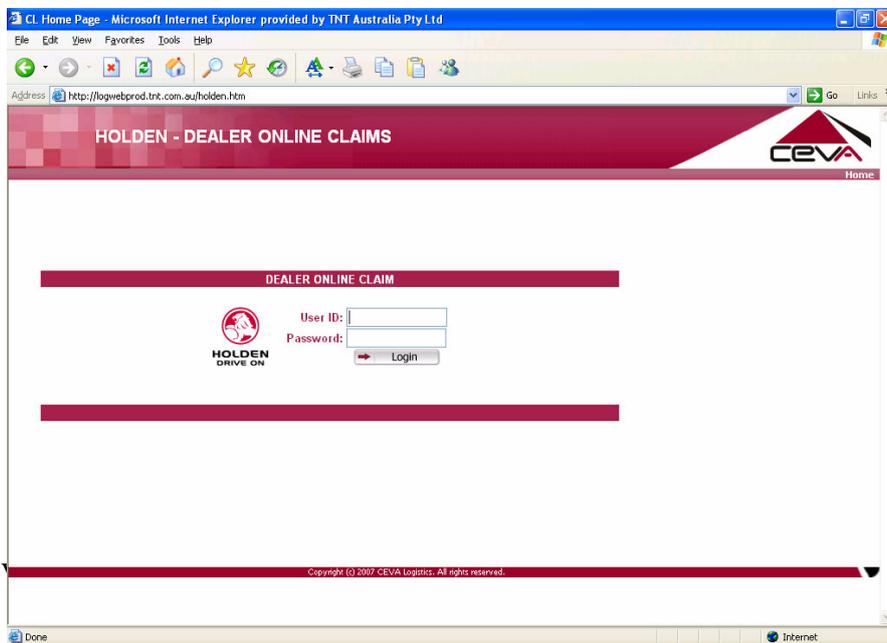
1. Logon to the Internet & open your Internet browser. (eg. Internet Explorer or Netscape)

2. In the address field type: <http://au.cevalogistics.com>

3. Scroll down to the Quick Link box and click 'Web Services'



4. Click on 'Holden - Claims'

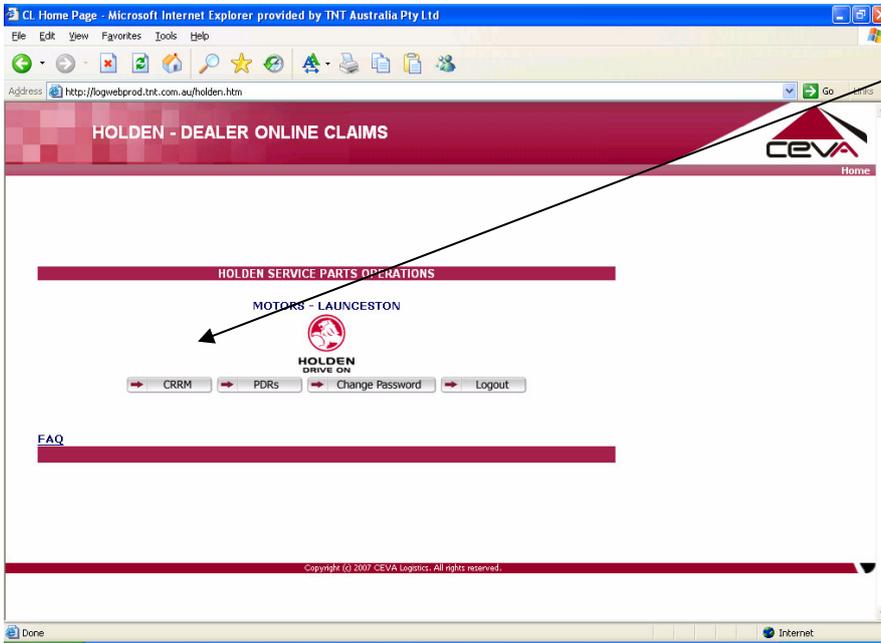


5. Type in your user name and password and click 'Login'

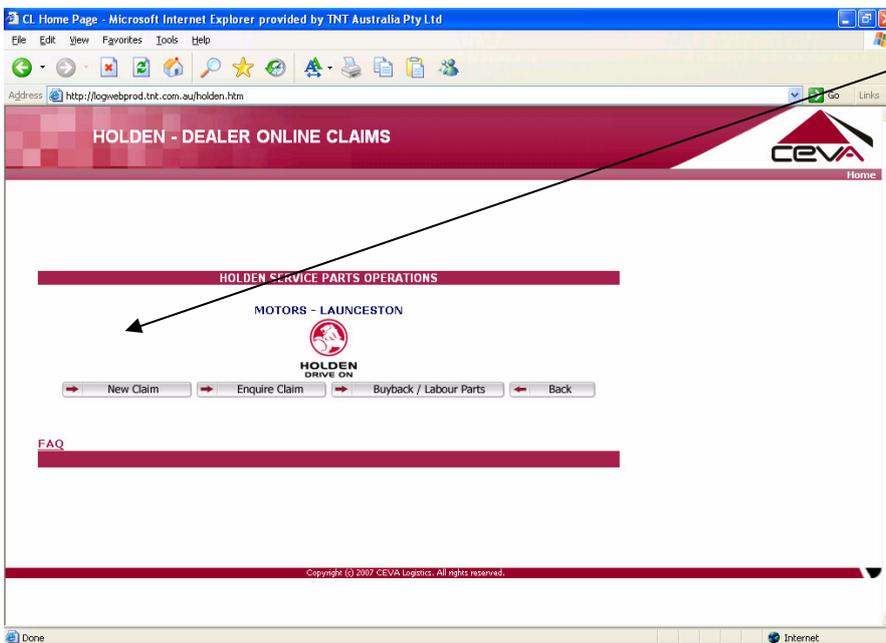
2. LODGE A CLAIM

Entering in a claim is straightforward, follow the below directions for detailed instructions.

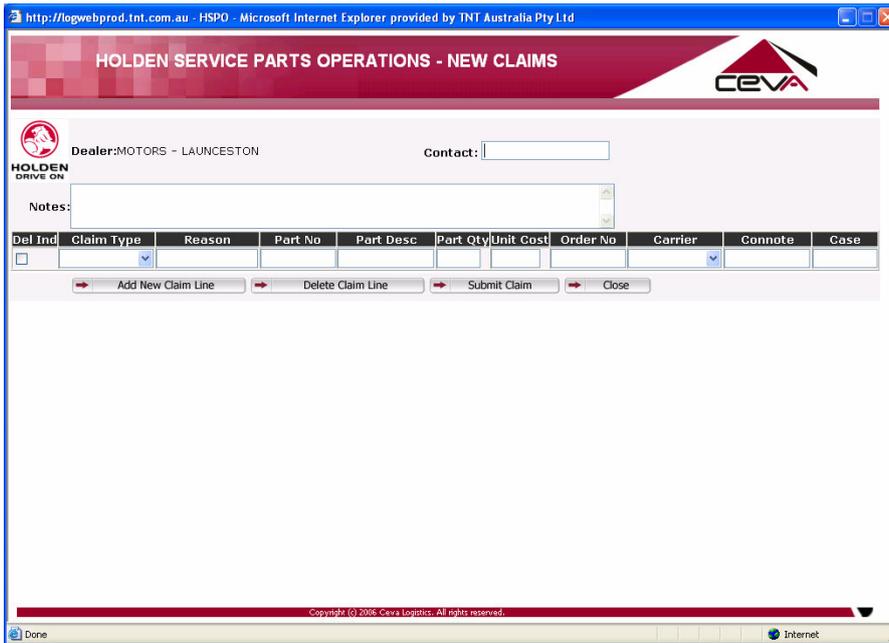
2.1 OPEN A NEW CLAIM



1. At the Main Menu, Click on the "CRRM" button.



2. At the new Menu, Click on the "New Claim" button.



A new window will popup containing the Claim Entry Form.

2.2 CLAIM TYPES

Dealers can have a many different reasons as to why a part credit is being requested. Claims however will fall into the following categories.

1. Transit Damage [TRNST DMG]

Parts which have visible external damage to either the product or outer packaging.

2. Concealed Damage [CNCLD DMG]

Parts which are damaged but the packaging is in good condition.

3. Defective Parts [DEF PART]

Parts which have manufacturing faults. Eg. Faulty electrical component.

4. Buyback [BUYBACK]

Parts that the dealer wants to return to Holden because of Excess Stock, Customer Cancellation, Obsolescence etc.

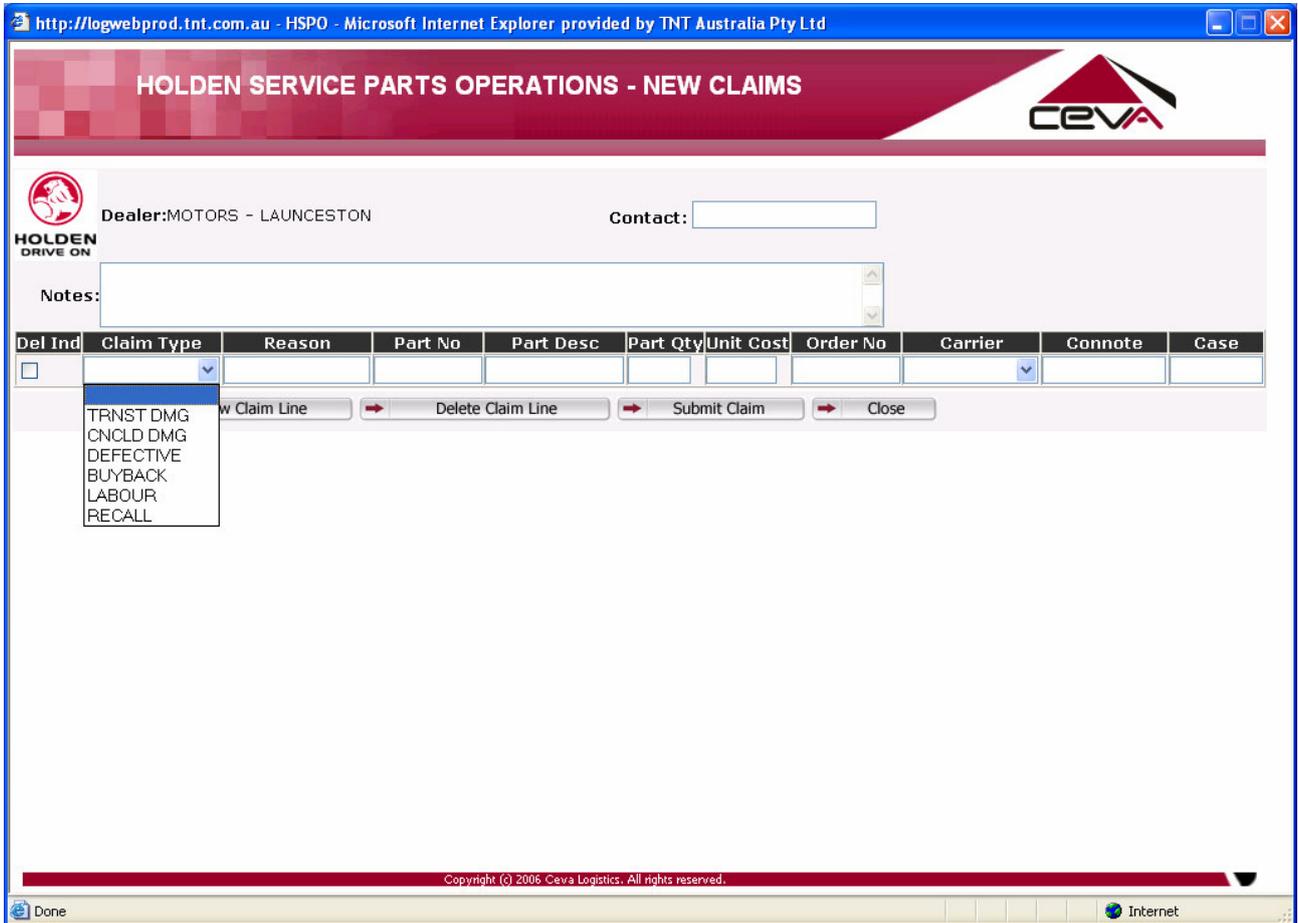
5. Labour Claim

When a part that is received that is damaged but can be fixed.

6. Recall Claim

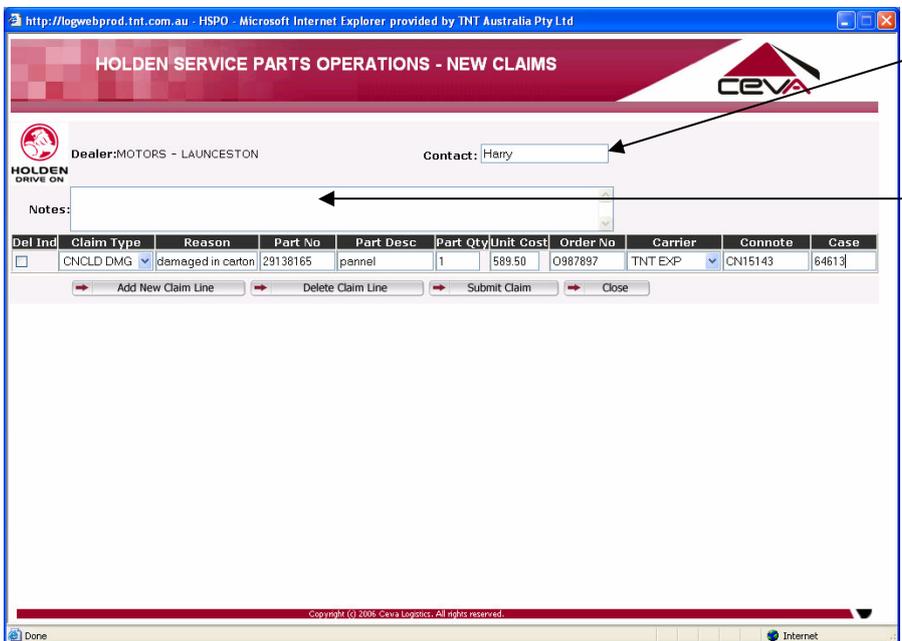
Parts that have been recalled by Holden.

These 6 claim types can be selected using the Online Claims Process as demonstrated in the screen below.



2.3 ENTERING A CLAIM

To Enter in a Claim, follow the steps below



1. Enter in your name
2. Type in any additional comments relating to the claim

http://logwebprod.tnt.com.au - HSPO - Microsoft Internet Explorer provided by TNT Australia Pty Ltd

HOLDEN SERVICE PARTS OPERATIONS - NEW CLAIMS

Dealer: MOTORS - LAUNCESTON Contact: Henry

Notes:

Del In	Claim Type	Reason	Part No	Part Desc	Part Qty	Unit Cost	Order No	Carrier	Connote	Case
<input type="checkbox"/>	CNCLD DMG	damaged in carton	29138185	pannel	1	589.50	O987897	TNT EXP	CN15143	64613

Buttons: Add New Claim Line, Delete Claim Line, Submit Claim, Close

MANDATORY FIELDS (indicated by a solid line)

REQUIRED FOR TRANSIT DAMAGE CLAIMS (indicated by a dotted line)

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3. In the New Claim Form enter in the Details for the Part No being claimed.

The below fields are mandatory:

- Contact [Full Name of the person lodging the claim]
- Claim Type
- Reason [why part is being claimed]
- Part No
- Part Desc [Description as on label or packaging list]
- Part Qty
- Unit Cost [The price you paid for the part]
- Order No [The HSPO order no]

In addition to the above the following fields are required for Transit Damage Claims:

- Carrier
- Connote number
- Case number

2.4 REASON FIELD

The value to enter in the reason field is dependent on the claim type. Below is a definition of what to enter in the reason field for each claim type:

1. **TRANSIT DAMAGE**

State where the damage is visible (to the part or packaging) & the damage type.
Eg. Bottom of panel is bent.

2. **CONCEALED DAMAGE**

State the nature of the damage
Eg. Scratch on Lens

3. **DEFECTIVE**

State the parts defect.
Eg. Switch doesn't work, Missing part# from kit.

4. **BUYBACK**

Describe the reason for the buyback request.
Eg. Customer cancelled, part interpretation error.

2.5 ADD A NEW CLAIM LINE

The screenshot shows the 'HOLDEN SERVICE PARTS OPERATIONS - NEW CLAIMS' interface. At the top, there is a header with the CEVA logo and the text 'HOLDEN SERVICE PARTS OPERATIONS - NEW CLAIMS'. Below the header, there is a section for 'Dealer: MOTORS - LAUNCESTON' and 'Contact: Harold'. A 'Notes:' field is present. The main area contains a table with the following data:

Del Ind	Claim Type	Reason	Part No	Part Desc	Part Qty	Unit Cost	Order No	Carrier	Connote	Case
<input type="checkbox"/>	CNCLD DMG	scratch	92960518s	Hood	1	243.90	s12345	TNT EXP	56789	98765

Below the table, there are four buttons: 'Add New Claim Line', 'Delete Claim Line', 'Submit Claim', and 'Close'. An arrow points from the text 'Add New Claim Line' in the instruction to the 'Add New Claim Line' button in the screenshot.

1. After Entering the Data for the Current Claim Line Click on the “Add New Claim Line” Button.

The screenshot shows the same 'HOLDEN SERVICE PARTS OPERATIONS - NEW CLAIMS' interface. The table now has two rows:

Del Ind	Claim Type	Reason	Part No	Part Desc	Part Qty	Unit Cost	Order No	Carrier	Connote	Case
<input type="checkbox"/>	CNCLD DMG	scratch	92960518s	Hood	1	243.90	s12345	TNT EXP	56789	98765
<input type="checkbox"/>										

The 'Add New Claim Line' button is now highlighted, indicating it has been clicked.

2. Repeat Step 1 as required until all the claimed parts are entered into the system.

2.6 DELETE A CLAIM LINE

Dealer: MOTORS - LAUNCESTON Contact: Harold

Notes:

Del Ind	Claim Type	Reason	Part No	Part Desc	Part Qty	Unit Cost	Order No	Carrier	Connote	Case
<input checked="" type="checkbox"/>	CNCLD DMG	scratch	92960518s	Hood	1	243.90	s12345	TNT EXP	56789	98765

Buttons: Add New Claim Line, Delete Claim Line, Submit Claim, Close

1. In The "Del Ind" column Click in the "Check Box" next to line to be deleted.

NOTE: Multiple lines can be selected.

2. To delete the selected line/s click on the "Delete Claim Line" Button.

Dealer: MOTORS - LAUNCESTON Contact: Harold

Notes:

Del Ind	Claim Type	Reason	Part No	Part Desc	Part Qty	Unit Cost	Order No	Carrier	Connote	Case
---------	------------	--------	---------	-----------	----------	-----------	----------	---------	---------	------

Buttons: Add New Claim Line, Delete Claim Line, Submit Claim, Close

The screen will be updated with the selected claims now deleted.

2.7 SUBMIT CLAIM

http://logwebprod.tnt.com.au - HSPO - Microsoft Internet Explorer provided by TNT Australia Pty Ltd

HOLDEN SERVICE PARTS OPERATIONS - NEW CLAIMS

CEVA

Dealer: MOTORS - LAUNCESTON Contact: Harold

Notes:

Del	Int	Claim Type	Reason	Part No	Part Desc	Part Qty	Unit Cost	Order No	Carrier	Connote	Case
<input type="checkbox"/>		CNCLD DMG	scratch	92960518s	Hood	1	243.90	s12345	INT EXP	56789	98765

Buttons: Add New Claim Line, Delete Claim Line, **Submit Claim**, Close

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1. After the claim has been entered, submit the claim by clicking on the "Submit Claim" button.

A new screen will appear confirming that the claim has been lodged.

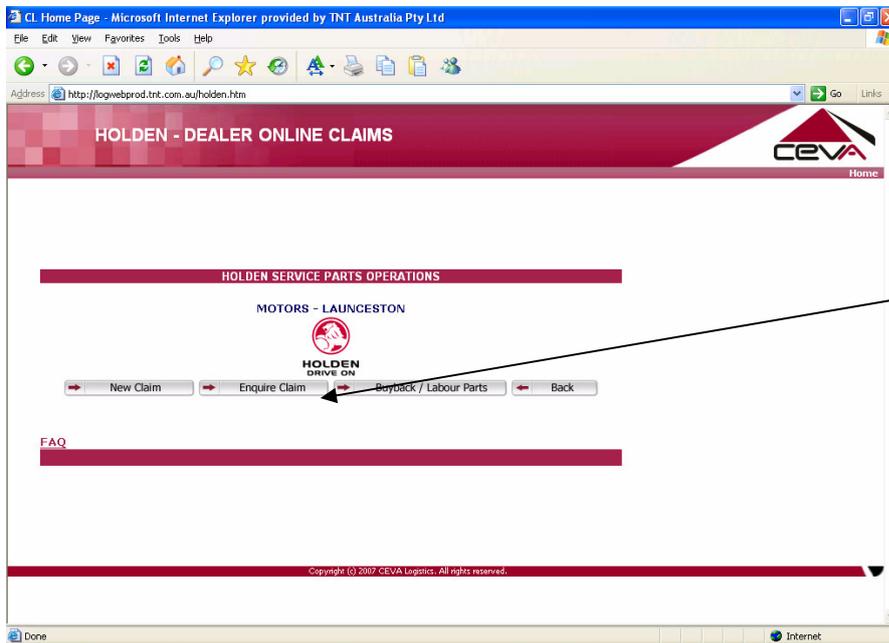
The claim is issued with a reference number.

A printout of the claim can be generated by clicking on the "Print" button

The Lodging of a Claim is now complete.

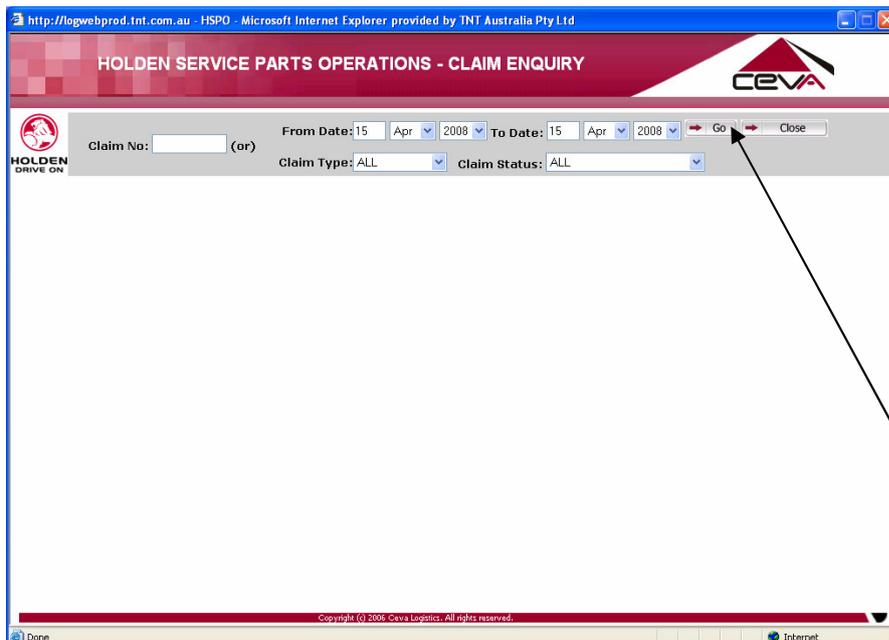
3. CLAIM ENQUIRY

3.1 PERFORM ENQUIRY



On the Main Menu
Click on the “*Enquire Claim*” button.

You are now
presented with the
Claims Enquiry
Screen.



Enquiries can be
made by:
- Claim No
- Date Range
- Claim Type
- Claim Status

To run the inquiry click
the “*Go*” button.

The enquiry results are
now displayed.

3.2 CLAIM STATUS DEFINITION

The enquiry screen provides information on what stage the claim is at during processing. The various stages are:

1. **TO BE PROCESSED**
Claim has been received and is pending system validation.
2. **INSPECTION REQUIRED**
Claim has been processed, however requires inspection by assessor before approval.
3. **UNDER REVIEW**
Claim has been submitted to HSPO for Buyback Decision.
4. **MAKE OFFER**
HSPO have made an offer to purchase the buyback parts. The parts require the Dealership to acknowledge acceptance/rejection of the buyback offer. In the buyback screen (not the enquiry screen)
5. **ACCEPTED**
Claim has been accepted.
6. **REJECTED**
Claim is rejected.

For further information, please click on the 'claim status' on the claim line. A pop up box will appear with more information if needed regarding the claim.

http://logwebprod.tnt.com.au - HSP0 - Microsoft Internet Explorer provided by TNT Australia Pty Ltd

HOLDEN SERVICE PARTS OPERATIONS - CLAIM ENQUIRY

CEVA

Claim No: 56543 (or) From Date: 12 May 2008 To Date: 12 May 2008 Go Close

Claim Type: ALL Claim Status: ALL

Claim Type	Claim Id	Buyback Status
CNCLD DMG	565	
CNCLD DMG	565	
DEFECTIVE	565	
CNCLD DMG	565	
DEFECTIVE	565	
DEFECTIVE	565	

Claim Status Notes - Micro...

Claim Id: 56543

CEVA 1, INSPECTION TO BE MADE ON THIS CLAIM PART SINCE THE

Notes: TOTAL AMOUNT IS GREATER THAN \$0.00

Close

Holden Note:

Done Internet

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Version date 26/09/2008

4. HOLDEN MATERIALS BUYBACK

4.1 LODGE A BUYBACK REQUEST

To lodge a Parts Buyback Claim, enter in the claim by selecting Buyback as the Claim Type.

Continue to fill out the Claim Form as per the normal credit request method.

When the claim is submitted it will be sent to Holden Materials for a purchasing decision.

The status of the claim including acceptance of the parts can be viewed using the following function.

http://logwebprod.tnt.com.au - HSP0 - Microsoft Internet Explorer provided by TNT Australia Pty Ltd

HOLDEN SERVICE PARTS OPERATIONS - NEW CLAIMS

CEVA

Dealer: MOTORS - LAUNCESTON Contact: []

Notes: []

Del Ind	Claim Type	Reason	Part No	Part Desc	Part Qty	Unit Cost	Order No	Carrier	Connote	Case
[]	[]									

TRNST DMG
CNCLD DMG
DEFECTIVE BUYBACK
LABOUR
RECALL

[] New Claim Line [] Delete Claim Line [] Submit Claim [] Close

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4.2 BUYBACK ENQUIRY & OFFERS

CL Home Page - Microsoft Internet Explorer provided by TNT Australia Pty Ltd

Address: http://logwebprod.tnt.com.au/holden.htm

HOLDEN - DEALER ONLINE CLAIMS

CEVA

HOLDEN SERVICE PARTS OPERATIONS

MOTORS - LAUNCESTON

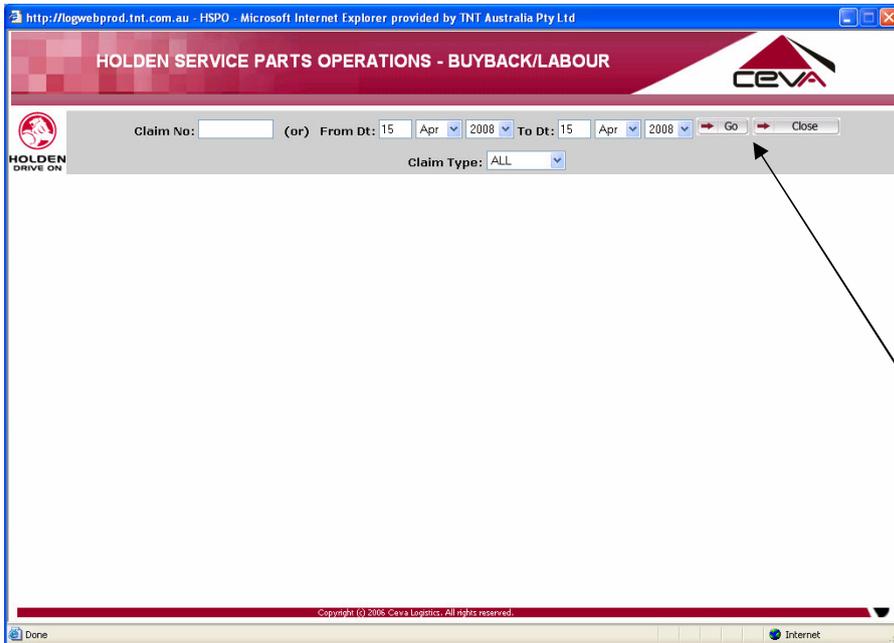
HOLDEN DRIVE ON

[] New Claim [] Enquire Claim [] Buyback / Labour Parts [] Back

FAQ

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To Enquire on Buyback Parts click on the “Buyback Parts” button on the main menu.



You are now presented with the Claims Enquiry Screen.

Enquiries can be made by:
- Claim No
- Date Range

To run the inquiry click on the "Go" button.

The enquiry screen will display all buyback type claims.

From this screen you can see parts which:

1. *To Be Processed*
2. *Under Review* by HSPO
3. Buyback Offers made by HSPO

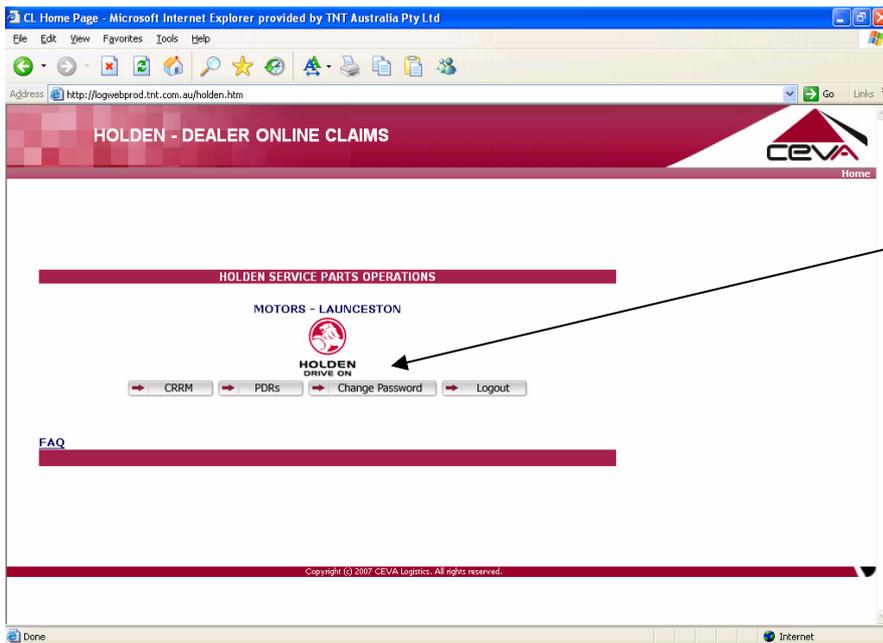
The next step is to approve or reject offers made by HSPO.

To accept/reject an offer, click on the status combo box and select either "*Accept Offer*" or "*Reject Offer*".

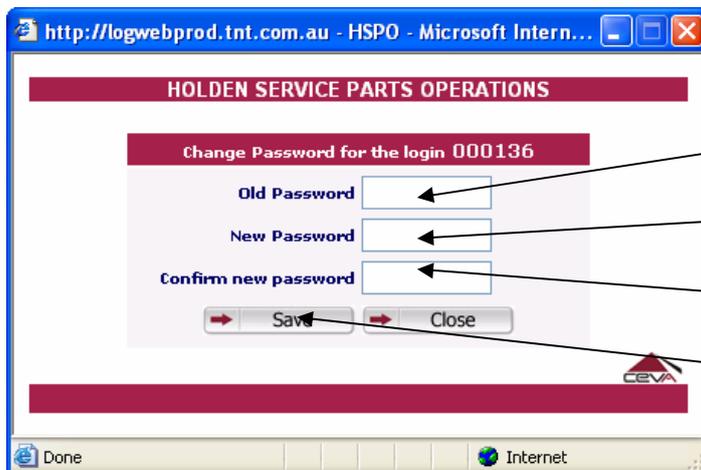
To confirm Acceptance/Rejection click on the "Save" Button.

The Buyback screen will be refreshed with claims awaiting Processing.

5. CHANGE PASSWORD



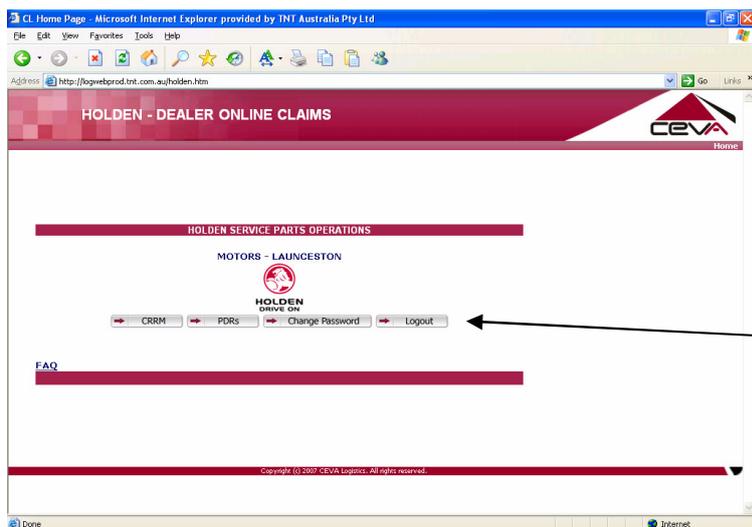
To change your Password, click on the "Change Password" Button on the Main Menu.



To change the password:

1. Enter in you current password
2. Type in your new password
3. Confirm your new password.
4. Click "Save"

6. LOGOUT



To Logout of the Claims Processing System.

From the Main Menu, click on the "Log Out" Button.