

# NTC Image Exception Procedures

## General Edition

1. **Function:** The Image Exception tool reduces time and eliminates the need to mail freight bills and back-up in need of review or approval to the client. It provides the client with an intuitive tool to review, code, approve, mark 'Do Not Pay' or delete freight bills received by NTC.
2. **NTC Client Web Environment Access:** In the search bar of Internet Explorer, type [clients.ntc-inc.com/clients](http://clients.ntc-inc.com/clients) . Once you have the **NTC Client Gateway** on the screen, bookmark the page for future use. At the login screen, enter your Username and Password where indicated and click the Login button.
3. **Exceptions:** After logging into the NTC Client Web Environment, go to [Menu/Account Management/Exceptions](#).

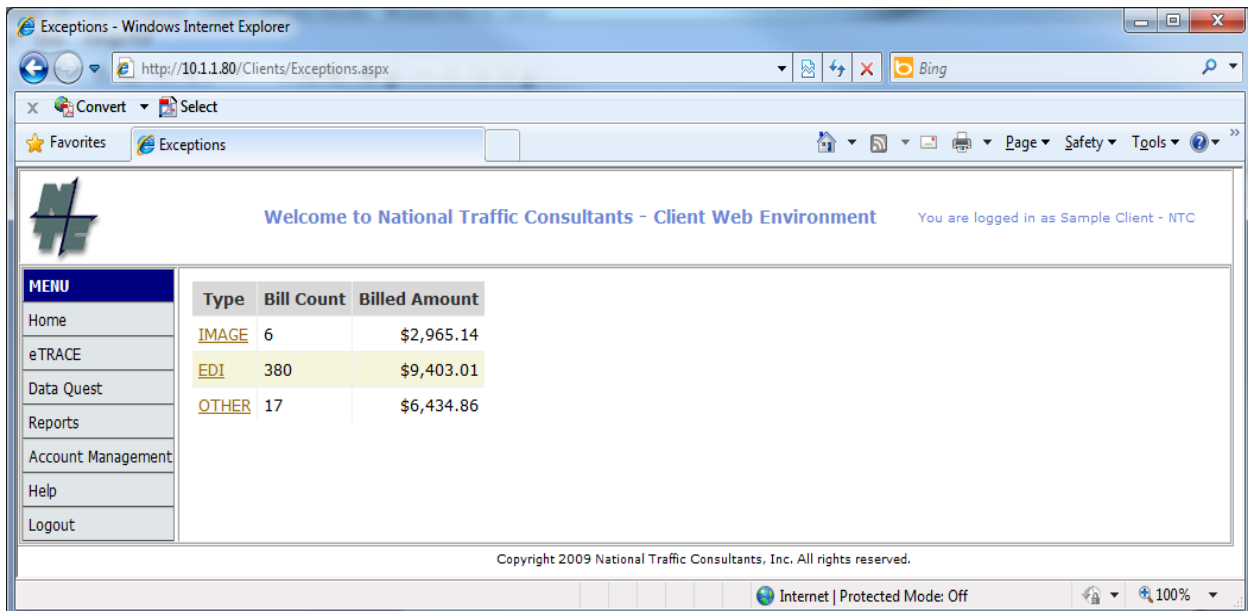
The screen will show three categories:

**IMAGE:** These are the imaged paper bills which clients need to review, code, and/or approve.

**EDI:** These are the EDI bills marked for Client Review which need coding and/or approval.

**OTHER:** These are the bills which are being returned to the Carriers. These are sent back in paper format since carriers do not have access to this utility.

**Option to Search Exceptions by Freight Bill Number:** the search for an Image/EDI bill, can be narrowed down to the specific bill in question.



The screenshot displays the 'Exceptions' page within the NTC Client Web Environment. The browser window title is 'Exceptions - Windows Internet Explorer'. The address bar shows the URL 'http://10.1.1.80/Clients/Exceptions.aspx'. The page features a 'Welcome to National Traffic Consultants - Client Web Environment' message and indicates the user is logged in as 'Sample Client - NTC'. A 'MENU' sidebar on the left lists options: Home, eTRACE, Data Quest, Reports, Account Management, Help, and Logout. The main content area contains a table with the following data:

Type	Bill Count	Billed Amount
IMAGE	6	\$2,965.14
EDI	380	\$9,403.01
OTHER	17	\$6,434.86

At the bottom of the page, a copyright notice reads: 'Copyright 2009 National Traffic Consultants, Inc. All rights reserved.' The browser status bar at the bottom indicates 'Internet | Protected Mode: Off' and a zoom level of '100%'.

### Option to Search Exceptions by Freight Bill Number

Type the freight bill number in the 'Freight Bill Number' box. You can enter the full number or a minimum of three digits to the search and it will add a wildcard to the end and search for all bills beginning with those numbers.

## Freight Bill Search

**Freight Bill Number**



4. **IMAGE Review:** After clicking on **IMAGE**, the screen will display a summary by carrier of the number of images on the system (see below). Click on the word **Edit** to the right of Record Count to display the records to be reviewed. If there are a *large number* of records, use the **Get Summary By** drop down menu. This will allow you to sort the records by the following:
- Consignee Name
  - Consignee Zip
  - Shipper Name
  - Shipper Zip
  - \*Service Level (\*Fedex Only)

After making your selection, click on the word **Get** to display the records to be reviewed.


The screenshot shows a web browser window with the URL <http://10.1.1.80/clients/ExceptionsStep2.aspx?Type=IMAGE>. The page title is "Welcome to National Traffic Consultants Client Web Environment" and it indicates the user is logged in as "ABC - Beatriz Braxton - Audit".

On the left is a "MENU" with links: Home, Research Tools, Data Quest, Reports, and Report Builder.


The main content area displays a table with the following columns: Type, Client Number, Return To, Carrier Name (CarrCode), Return Type, Record Count, and Get Summary By.

Type	Client Number	Return To	Carrier Name (CarrCode)	Return Type	Record Count	Get Summary By
IMAGE	2	SAMPLE CLIENT	AAA COOPER TRANSPORTATION (AAAC-42-1)	Image Return	1	<div><div>Edit</div><div>SELECT ONE</div><div>Consignee Name</div><div>Consignee Zip</div><div>Shipper Name</div><div>Shipper Zip</div></div> <div>Get</div>

Click **Edit** to get the summary records.


**Welcome to National Traffic Consultants Client Web Environment**
You are logged in as ABC - Beatriz Braxton - Audit

**Client Number: 2 - Carrier: AAA COOPER TRANSPORTATION (AAAC-42-1)**

Status	Notes	Reason	Approve or DoNotPay	Freight Bill Number	FB Extension	Image	Bill Of Lading	Ship Date	Date Added	Last Updated	Billed Amt	Pay Amt	Shipper	Consignee
<a href="#">Edit</a>	Image Return	Approve - 3rd Party	<input type="radio"/> Approve <input type="radio"/> Do not Pay <input type="radio"/> On Hold	81929004			5633611	10/31/13	5/1/2014	5/1/2014	\$453.00	\$453.00	ABC Elwood, IL Country: UNITED STATES	ABC Elwood, IL Country: UNITED STATES

To go back to the prior screen, click on the blue/back arrow button at the top left hand side of page.

If the record is electronic/EDI, there will be no image because the bill is sent in paperless format and the detail is listed by Line Items by clicking the 'Edit' button as in this ABF company/Averitt Express example:

[illegible]

5. **Image Edit Screen:** The image edit screen provides a top level view of the bills in need of action by the client. The fields and links on this screen are as follows:

- **Edit (Link):** Click here to enter the Global Viewer screen for complete details and coding fields.
- **Status:** This identifies the status of the bill. Image Return is a manual bill that has been imaged and is awaiting action from the client.
- **Reason:** This is the Reason for the return.
- **Notes:** These are the auditor's notes to the client for the return.
- **Approve:** To approve, click the radial button next to 'Approve'. After you click Approve, it will be indicated by the wording 'Image-Approved' and will remain on the exceptions listing until we run the weekly report in which it will be included for processing. This allows NTC staff to have visibility to the record when researching payment.
- **Approve but Minus a Charge such as Inside Delivery (short pay a bill):** see steps 6 & 7
- **Do Not Pay:** If you *do not want the bill paid*, click the radial button next to 'Do Not Pay' and the bill will be marked as a 'NoPay' in our system for duplicate payment prevention purposes.
- **Delete** should only be used to remove a bill added as an Image Return in error.
- **Freight Bill Number:** This is the key number identifying the shipment (e.g.; freight bill, pro-number, airbill number, tracking number).
- **Image (Link):** Click on the icon to open the .pdf image of the document and its backup. Adobe Reader is required to open the image files.
- **Bill Of Lading:** If the shipment has a bill of lading, the number will show here.
- **Ship Date:** Date of shipment.
- **Date Added:** Date record was added to Image Exceptions system.
- **Pay Amt:** This is the amount that will be paid if approved.
- **Shipper:** Shipper Information.
- **Consignee:** Consignee Information.

6. **Global Viewer Screen:** To see the details of a freight bill, click on the **Edit** link.

Close Previous Record 1 () of 1 Next

**CLIENT**

CLNum: 2  
 Name: ABC Inc  
 Address: Anytown, CA 99999

**CARRIER**

Name: AAA COOPER TRANSPORTATION  
 Code: AAAC-42-1  
 Address: P O BOX 935003, ATLANTA, GA 31193-5003

**SHIPPER**

Name: ABC  
 Address: 123 NORTH ST, Elwood, IL 60421

**CONSIGNEE**

Name: ABC  
 Address: 123 NORTH ST, Elwood, IL 60421

**PARCEL**

Invoice #: 1

**CHARGES**

FBnum: \$453.00  
 Billed Amt: \$453.0000  
 FB Exten: \$0.00  
 Savings: \$89.60  
 Audit Reason:

**MEASUREMENTS**

Pieces: 1  
 Weight: 1

**NOTES**

Entry Notes: 4798353

**CLIENT CODING**

ID: 4798353  
 Type\_Code:

The Global Viewer screen provides access to the details within each bill in need of action by the client. The Global Viewer opens in its own window. To save your changes, click **Update button** at the bottom of the screen. The editable fields on this screen are as follows:

- **Paid Amount:** Click on **Edit** to **change the Paid Amount** and provide the reason for it in the 'Audit Reason' box and will be visible to the carrier on our web site. Click on **Update** at the bottom of the same page; close page and click on 'Approved'. The Audit Recovery amount will calculate as the difference between the Billed and Paid Amounts. To confirm dollar amount of bill was in fact changed, click on 'F5' or 'Refresh' your screen and the new amount will be displayed.
- **Weight:** Click here to change the Weight Amount.
- **CLNum:** Click here to change the Client Number (CLNum). This only applies to multi-client number customers.
- **BLNum:** Click here to change the Bill of Lading number (BLNum).
- **PONum:** Click here to change the Purchase Order number (PONum).
- **Entry Notes:** Click here to add free form notes to the bill.
- **Client Coding:** The fields vary by customer and requirement.
- **When done:** click on the 'X' to close screen

7. **Client Coding (varies by client):** The fields marked with an asterisk (\*) are required to approve and pay. See sample below.

*WARNING: Do Not Approve A Bill For Payment Without Coding!*

- **\*Type Code:** 61002 - Required

**When done:** click on 'Update' at the bottom of the page

**Close Screen:** Click on the 'X'

8. **Logout:** please click on Logout from the Menu legend when exiting the page.
9. **Side Note:** if a bill was already approved by the client, it will be indicated by the wording 'Image-Approved' and will remain on the exceptions listing until we run the weekly report in which it will be included for processing. This allows NTC staff to have visibility to the record when researching payment.

10. **NTC's Internal Schedule (varies by client):**

Audit Cut-off Day: by 3:00 p.m. (*otherwise, invoices are processed the next week*)

Entry Day:

Edit Day:

Batch/Report Day:

Data Pushed to the web for outside viewing: