

QUICK REFERENCE GUIDE (QRG)

Dispute Management

Purpose of this guide

In this QRG you will learn how to perform 'Dispute Management' when working with CSR. This CSR guide provides instructions for Transport Partners on how to perform 'Dispute management' in the LBN Portal.

Please follow the process steps and tips referenced below.

Step 1

Open your SAP LBN portal and **select** the **'Manage Disputes'** tile.

The screenshot displays the SAP LBN portal dashboard. The top navigation bar includes 'SAP', 'Home', 'Test', and user information 'RH'. The main dashboard is divided into several sections:

- Freight Settlement:** Contains four tiles:
 - Review Freight Documents Self-Billing:** 303 Documents
 - Manage Disputes:** 62 Pending (highlighted with a red border)
 - Invoice Freight Documents:** 0 To be invoiced
 - Manage Invoices:** 0 Draft
- Business Operations:** Contains two tiles:
 - Manage Integration Logs:** Integration Message ...
 - Route Invitations:** Error
- Settings:** Contains one tile: **Define User Settings**

Step 2

Select your relevant dispute category under the 'New,' 'To be approved,' 'Submitted' or 'Resolved.' tabs. Please see key tips below for information on each category.

The screenshot shows the SAP Manage Disputes interface. At the top, there are filter fields for Dispute, Ordering party, Created On, Freight Document / Invoice, and Customer Account. Below these fields are four filter tabs: 'All (188)', 'New (50)', 'To be approved (12)', 'Submitted (84)', and 'Resolved (41)'. The 'New (50)' tab is highlighted with a red box. Below the tabs is a table of disputes with columns: Dispute, Freight Document, Invoice, Ordering party, Customer Account, Departure Location, Arrival Location, Document Status, Freight Document Amount, and Carrier's Proposal. The table contains three rows of dispute data.

Dispute	Freight Document	Invoice	Ordering party	Customer Account	Departure Location	Arrival Location	Document Status	Freight Document Amount	Carrier's Proposal
165447773 0445 Self-Billing	6100000300		PORG4005		SCHOFIELDS(SP_4720)	INALA(4702)	Resolved	600.00 AUD	700.00 AUD
165447729 9393 Self-Billing	6100000444		PORG4005		WETHERILL PARK(SP_4434)	YARRAVILLE(4500)	Resolved	1,788.98 AUD	1,838.98 AUD
165447744 7449 Self-Billing	6100000414		PORG4005		WETHERILL PARK(SP_4434)	COOPERS PLAINS(4410)	Submitted	3,433.94 AUD	3,688.94 AUD

Step 3

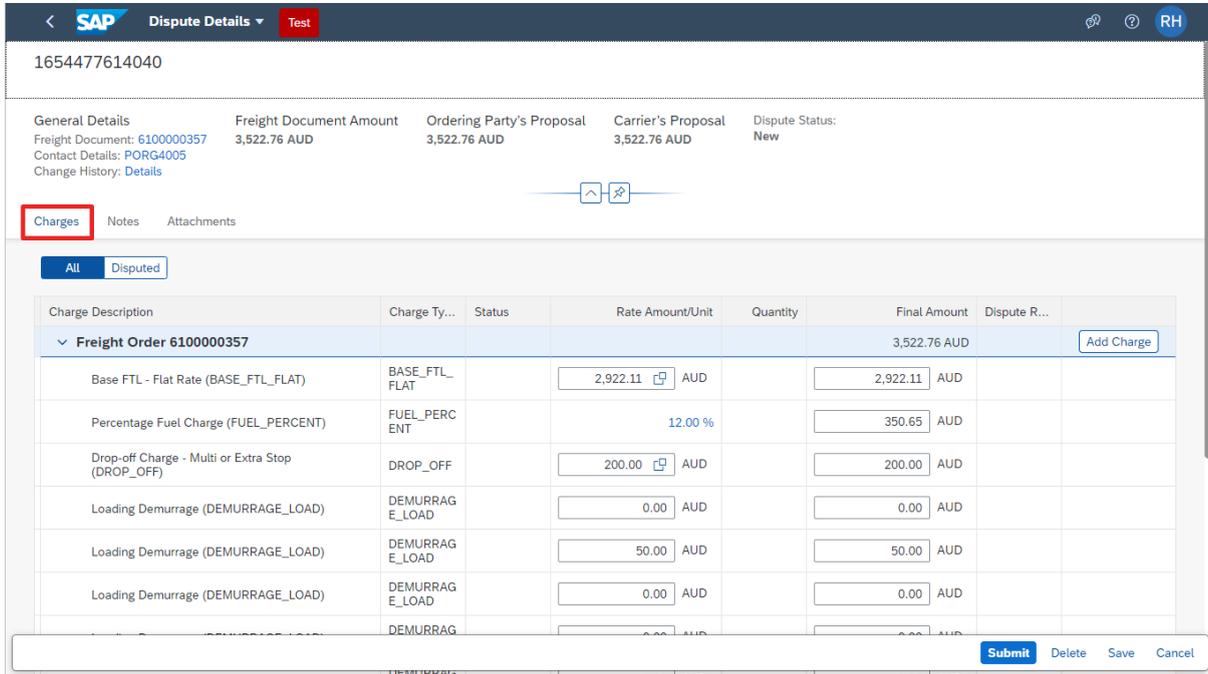
Select the 'New' tab and then click on the chosen dispute.

This screenshot is similar to the previous one, but the 'New (50)' filter tab is now selected and highlighted with a red box. In the table below, the 'Freight Document' cell for the first row (6100000300) is also highlighted with a red box.

Dispute	Freight Document	Invoice	Ordering party	Customer Account	Departure Location	Arrival Location	Document Status	Freight Document Amount	Carrier's Proposal
165447773 0445 Self-Billing	6100000300		PORG4005		SCHOFIELDS(SP_4720)	INALA(4702)	Resolved	600.00 AUD	700.00 AUD
165447729 9393 Self-Billing	6100000444		PORG4005		WETHERILL PARK(SP_4434)	YARRAVILLE(4500)	Resolved	1,788.98 AUD	1,838.98 AUD
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Step 4

Select the **'Charges'** tab and click the **'Add Charges'** button to edit the **'Final Amount'** and **'Rate Amount/Unit.'**

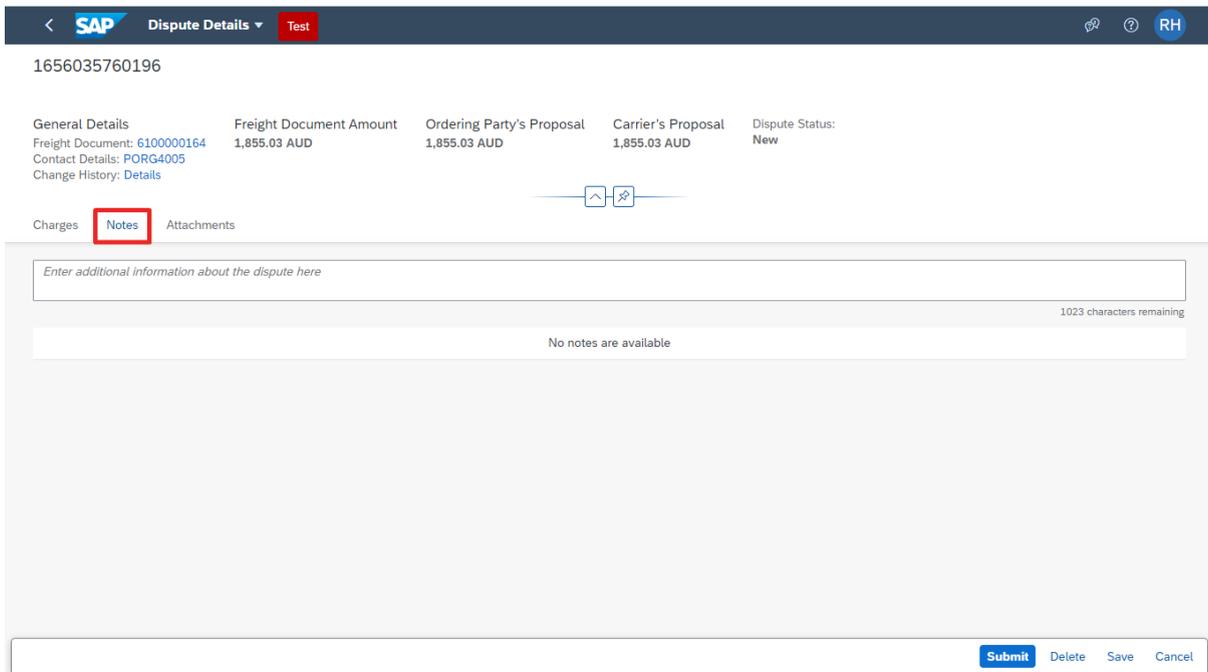


The screenshot shows the SAP Dispute Details interface for dispute ID 1654477614040. The 'Charges' tab is selected and highlighted with a red box. The 'Add Charge' button is also highlighted with a red box. The table below shows the details of charges for Freight Order 610000357.

Charge Description	Charge Ty...	Status	Rate Amount/Unit	Quantity	Final Amount	Dispute R...
Freight Order 610000357						3,522.76 AUD
Base FTL - Flat Rate (BASE_FTL_FLAT)	BASE_FTL_FLAT		2,922.11 AUD		2,922.11 AUD	
Percentage Fuel Charge (FUEL_PERCENT)	FUEL_PERCENT		12.00 %		350.65 AUD	
Drop-off Charge - Multi or Extra Stop (DROP_OFF)	DROP_OFF		200.00 AUD		200.00 AUD	
Loading Demurrage (DEMURRAGE_LOAD)	DEMURRAGE_LOAD		0.00 AUD		0.00 AUD	
Loading Demurrage (DEMURRAGE_LOAD)	DEMURRAGE_LOAD		50.00 AUD		50.00 AUD	
Loading Demurrage (DEMURRAGE_LOAD)	DEMURRAGE_LOAD		0.00 AUD		0.00 AUD	

Step 5

Select the **'Notes'** tab to add in notes.



The screenshot shows the SAP Dispute Details interface for dispute ID 1656035760196. The 'Notes' tab is selected and highlighted with a red box. The 'Add Charge' button is also highlighted with a red box. The interface shows a text area for adding notes, with a character count of 1023 characters remaining.

Enter additional information about the dispute here

No notes are available

1023 characters remaining

Step 6

Select the 'Attachments' tab to upload attachments.

The screenshot shows the SAP Dispute Details interface for dispute ID 1656035760196. The 'Attachments' tab is highlighted with a red box. The interface displays two uploaded attachments: 'Loading-demurrage-image.png' (2.2 KiB) and 'Vehicle telematics evidence.xlsx' (8.1 KiB). At the bottom right, there is a 'Submit' button and other options like 'Delete', 'Save', and 'Cancel'.

1656035760196

General Details Freight Document Amount Ordering Party's Proposal Carrier's Proposal Dispute Status:
Freight Document: 6100000164 1,855.03 AUD 1,855.03 AUD 1,855.03 AUD New
Contact Details: PORG4005
Change History: Details

Charges Notes **Attachments**

Attachments (2) Add

- Loading-demurrage-image.png
2.2 KiB ×
- Vehicle telematics evidence.xlsx
8.1 KiB ×

Submit Delete Save Cancel

Step 7

Click the 'Submit' button to update.

The screenshot shows the SAP Dispute Details interface for dispute ID 1654477614040. The 'Charges' tab is selected. A table displays the charge details for 'Freight Order 6100000357'. The table includes columns for Charge Description, Charge Ty..., Status, Rate Amount/Unit, Quantity, Final Amount, and Dispute R... An 'Add Charge' button is visible in the top right of the table. At the bottom right, there is a 'Submit' button and other options like 'Delete', 'Save', and 'Cancel'.

1654477614040

General Details Freight Document Amount Ordering Party's Proposal Carrier's Proposal Dispute Status:
Freight Document: 6100000357 3,522.76 AUD 3,522.76 AUD 3,522.76 AUD New
Contact Details: PORG4005
Change History: Details

Charges Notes Attachments

All Disputed

Charge Description	Charge Ty...	Status	Rate Amount/Unit	Quantity	Final Amount	Dispute R...
▼ Freight Order 6100000357						3,522.76 AUD
Base FTL - Flat Rate (BASE_FTL_FLAT)	BASE_FTL_FLAT		2,922.11 AUD		2,922.11 AUD	Add Charge
Percentage Fuel Charge (FUEL_PERCENT)	FUEL_PERCENT		12.00 %		350.65 AUD	
Drop-off Charge - Multi or Extra Stop (DROP_OFF)	DROP_OFF		200.00 AUD		200.00 AUD	
Loading Demurrage (DEMURRAGE_LOAD)	DEMURRAGE_LOAD		0.00 AUD		0.00 AUD	
Loading Demurrage (DEMURRAGE_LOAD)	DEMURRAGE_LOAD		50.00 AUD		50.00 AUD	
Loading Demurrage (DEMURRAGE_LOAD)	DEMURRAGE_LOAD		0.00 AUD		0.00 AUD	
	DEMURRAGE_LOAD		0.00 AUD		0.00 AUD	

Submit Delete Save Cancel

Some key tips to remember:

- Transport Partners can view their Dispute Status in 'Manage Disputes' under 'Dispute Details.'
- The categories for dispute include;
 - **New-** is where a demurrage claim sits which has been created but not submitted. A claim can be created and saved for later submission.
 - **Submitted-** is where dispute claims which have been submitted by a Transport Partner, are with CSR for review.
 - **To be approved-** is where the dispute claim is sitting with the carrier to approve a change to the demurrage amount proposed.
 - **Resolved-** is where claims will be which have had an outcome from CSR.
- The 'Manage Disputes' functionality enables Transport Partners to edit, change and update their submitted disputes with further information. Transport Partners also have the ability to raise a second dispute with the same order.
- It is important for Transport Partners to include as much detail as possible in their notes and attachments, to ensure CSR Transport Hub approves their demurrage claim and avoid rejection.

For more information or assistance

For help you can call 1300 448 814 or for further information go to

TransportSupport@csr.com.au.