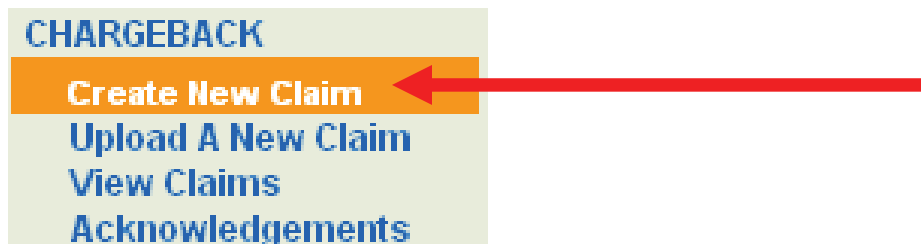




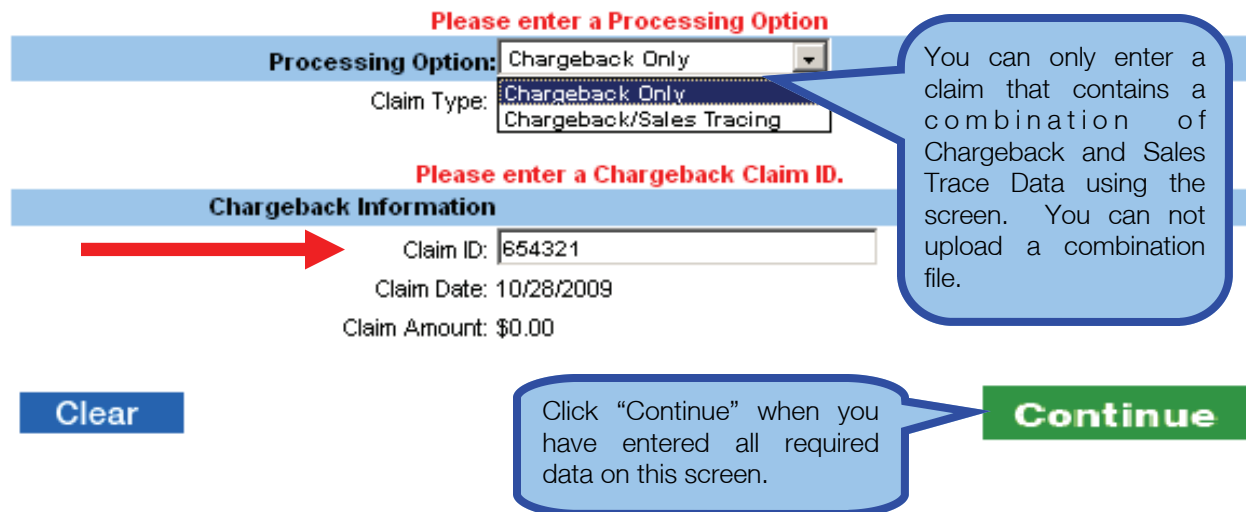
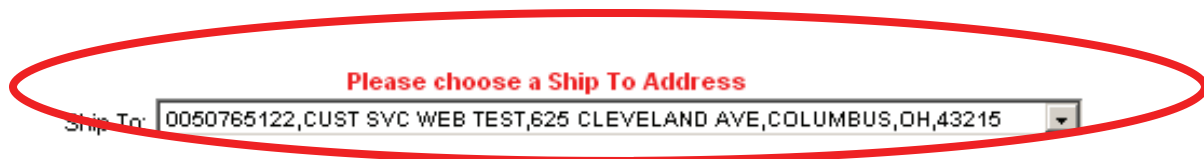
## How to Submit a Chargeback Claim

To submit a Chargeback Claim, click on “Create New Claim” in the “Chargeback” section of the menu on the left side of the screen.



Select the correct Wholesaler Ship To Number and indicate whether you are submitting a Chargeback Claim only, or if you also have Sales Tracing data to include. You also need to enter a Claim ID. This represents the Wholesaler’s Claim Number.

### Chargeback Process:





# e-Abbott Distributor User Guide



## How to Submit a Chargeback Claim

The next step in the process to submit a Chargeback Claim is to identify the End Users who purchased Abbott Nutrition Products. You can either search for End Users, or select them using the radio buttons on the left side of the screen.

**Search end user in current claim using any of the following criteria.**

End User id

End User Name

**SEARCH**

You can search by End User ID or End User Name. Please verify that the End User ID reflects the correct shipping/billing combination.

Results 1 - 5 of 5

	End User ID	Name	Address
<input checked="" type="radio"/>	1 04	TEST END USER 2	1700 S STREET SARASOTA, OH 34239
<input type="radio"/>	2 10	TEST END USER 3	2770 ROAD AVE FORT MYERS, OH 33901
<input type="radio"/>	3 15	TEST END USER 5	13681 DOC ROAD FORT MYERS, OH 33912
<input type="radio"/>	4 20	TEST END USER 1	9981 MAIN STREET FORT MYERS, OH 33908
<input type="radio"/>	5 25	TEST END USER 4	636 SOUTH BLVD CAPE CORAL, OH 33990

**Cancel** **Clear**  **Continue**

Click Continue to move to the next part of the Claim submission process.



# e-Abbott Distributor User Guide



## How to Submit a Chargeback Claim

### Chargeback Process:



### Claim Information

Claim ID: 654321  
Claim Amount: \$0.00

The system will display the claim number and End User information that you provided.

### End User Information

0 End user(s) saved.

End User ID: 04

### Location

TEST END USER 2  
1700 S STREET  
SARASOTA, OH 34239

The system will prompt you to enter Invoice Information for the claim.

### Invoice Information

0 Invoice(s) saved.

Invoice #: 12345

Invoice Date: 10/01/2009

Claims should be submitted within 60 days from the End User Invoice Date.

Enter information from the invoice on the screen and then click "Add Lines."

Item Search		Add Lines	Delete Lines	Add Invoice	Add End User	
Contract # - Description	Item #	Qty	Uom	Req Reb Amt	WAC	EU Price
12345008 - TEST CONTRACT	50460	6	Case	114	20	1

The "EU Price" field should reflect the net price (Abbott contract price minus distributor service fee when applicable).

If you need to delete a line, click on the checkbox on the left and click on "Delete Lines."

Item Search		Add Lines	Delete Lines	Add Invoice	Add End User	
Contract # - Description	Item #	Qty	Uom	Req Reb Amt	WAC	EU Price
<input checked="" type="checkbox"/> 12345008 - TEST CONTRACT	50460	6	Case	114.00	20.00	1.00
12345008 - TEST CONTRACT		0	Case	0.00	0.00	0.00



## How to Submit a Chargeback Claim

Item Search   Add Lines   Delete Lines   Add Invoice   Add End User

Contract # - Description	Item #	Qty	Uom	Req Reb Amt	WAC	EU Price
<input checked="" type="checkbox"/> 12345008 - TEST CONTRACT	50460	6	Case	114.00	20.00	1.00
12345008 - TEST CONTRACT	<input type="text" value="51018"/>	<input type="text" value="15"/>	Case <input type="button" value="v"/>	<input type="text" value="315"/>	<input type="text" value="25"/>	<input type="text" value="4"/>

You can submit volume in Cases, Eaches or Cartons.

- Case
- Each
- Carton

To add additional invoices, click "Add Invoice."

**Invoice Information**   1 Invoice(s) saved. Click to view.

Invoice #:

Invoice Date:

Item Search   Add Lines   Delete Lines   **Add Invoice**   Add End User

Contract # - Description	Item #	Qty	Uom	Req Reb Amt	WAC	EU Price
12345008 - TEST CONTRACT	<input type="text"/>	<input type="text" value="0"/>	Case <input type="button" value="v"/>	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>

The system will prompt you to enter an invoice number and date, or an alternate Claim ID and date as defined in your distributor contract.

To add additional End Users, click "Add End User."

Item Search   Add Lines   Delete Lines   Add Invoice   **Add End User**

The system will prompt you to select an End User.

End User ID	Address
<input type="radio"/> 1   01   TEST END USER 2	1700 S STREET SARASOTA, OH 34239
<input checked="" type="radio"/> 2   10   TEST END USER 3	2776 ROAD AVE FORT MYERS, OH 33901
<input type="radio"/> 3   15   TEST END USER 5	13681 DOC ROAD FORT MYERS, OH 33912
<input type="radio"/> 4   20   TEST END USER 1	9981 MAIN STREET FORT MYERS, OH 33908



## How to Submit a Chargeback Claim

To view the End Users and Invoices on the claim, click on the links to view them.

<b>End User Information</b>	<a href="#">1 End user(s) saved. Click to view.</a>	<b>Location</b>
End User ID: 04		TEST END USER 2 1700 S STREET SARASOTA, OH 34239
<b>Invoice Information</b>	<a href="#">2 Invoice(s) saved. Click to view.</a>	
Invoice #:	<input type="text"/>	
Invoice Date:	<input type="text"/>	

When you are finished entering information for the claim, click “Submit.”

12345008 - TEST CONTRACT	<input type="text"/>	<input type="text" value="0"/>	Case	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>
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You can view claims you submitted by clicking on “View Claims” on the left side of the screen. You can delete a submitted claim by clicking on the “Delete” link.

<b>CHARGEBACK</b> <a href="#">Create New Claim</a> <a href="#">Upload A New Claim</a> <a href="#">View Claims</a> <a href="#">Acknowledgements</a> <b>SALES TRACE</b> <a href="#">Create New Trace</a> <a href="#">Upload A New Trace</a> <a href="#">View Trace</a> <a href="#">Add New User</a>					<a href="#">Delete</a>
	Claim ID	Claim Date	Claim Amount	Status	
	1 test	10/28/2009	\$10.00	Submitted	
	<a href="#">Legal</a>   <a href="#">Privacy Policy</a>   <a href="#">Contact</a>   <a href="#">Help</a>				