



e-Abbott Distributor User Guide



How to Upload a Chargeback Claim

To upload a Chargeback Claim, click on “Upload A New Claim” in the “Chargeback” section of the menu on the left side of the screen.

CHARGEBACK
 Create New Claim
Upload A New Claim
 View Claims
 Acknowledgements

Select the correct Wholesaler Ship To Number you would like to use. You also need to enter a Claim ID. This represents the Wholesaler’s Claim Number.

Chargeback Process:



Please choose a Ship To Address

Ship To: 0050765122,CUST SVC WEB TEST,625 CLEVELAND AVE,COLUMBUS,OH,43215

Please enter a Processing Option

Processing Option: Chargeback Only

Claim Type: Chargeback Only
 Chargeback/Sales Tracing

You can only enter a claim that contains a combination of Chargeback and Sales Trace Data using the screen. You can not upload a combination file.

Please enter a Chargeback Claim ID.

Chargeback Information

Claim ID: 654321

Claim Date: 10/28/2009

Claim Amount: \$0.00

Clear

Click “Continue” when you have entered all required data on this screen.

Continue



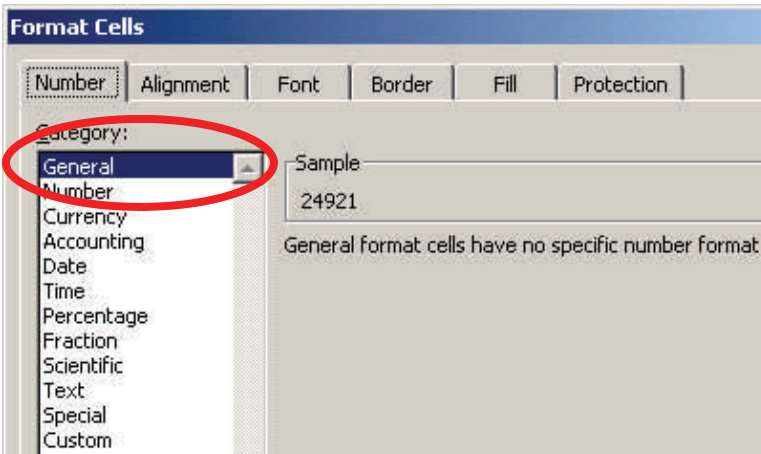
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Create the file you would like to upload in Excel. Please verify that the End User ID reflects the correct shipping/billing combination. Below is an example of how to format the file. There cannot be any column headings in the file.

	A	B	C	D	E	F	G	H	I	J
1	04	24921	9/30/2009	12345008	50460	6	CA	114.00	20.00	1.00
2	04	24921	9/30/2009	12345008	51018	15	CA	315.00	25.00	4.00
3	04	24921	9/30/2009	12345008	51950	1	CA	27.00	30.00	3.00
4	04	24921	9/30/2009	12345008	56980	4	CA	60.00	20.00	5.00
5	04	24921	9/30/2009	12345008	59738	10	CA	230.00	25.00	2.00



***NOTE:**
 -All cells must be formatted as "General."
 -The file cannot contain commas or formulas.



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How to Upload a Chargeback Claim

Chargeback Process:

C.B. Header → Select File → Process File → C.B. Claim List

Chargeback Information

Ship To: 0050765122
 Claim ID: 43233
 Claim Date: 10/28/2009
 Claim Amount: \$0.00

Enter a Filename

Filename: C:\Documents and Settings\... Browse...

Cancel Clear **Continue**

Note: A callout bubble points to the 'Browse...' button with the text: "Click the 'Browse' button and find the file that contains the claim information. Then click Continue." The 'Continue' button is circled in red.

The system will notify you if there are errors on the claim.

! Errors on claim!

Row #	Error Description
0	Ship to record not available!

The system will display a message indicating that your file was uploaded successfully.

The validation on your claim file was successful.
Press save to work on the claim later or submit to transmit claim now.

Chargeback Information

Ship To: 50765122
 Claim ID: test6
 Claim Date: 10/30/2009
 Claim Amount: \$746.00

File Information

Filename: C:\Documents and Settings\...

Cancel Save **SUBMIT**

Note: A callout bubble points to the 'SUBMIT' button with the text: "You must click 'Submit' when you are finished." The 'SUBMIT' button is highlighted in green.