Commport

Commport Monitor

Commport's Message Tracking Tool

Version 3.0

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About Commport Monitor

Commport Monitor is your visibility and tracking tool for documents processed on the CCI Network.

As a part of your implementation, you are issued an administrative username and password for your organization. Administrators have the ability to view traffic as well as to create sub users and grant role based permissions to those users. Details about the user types and roles will be further defined within this document.

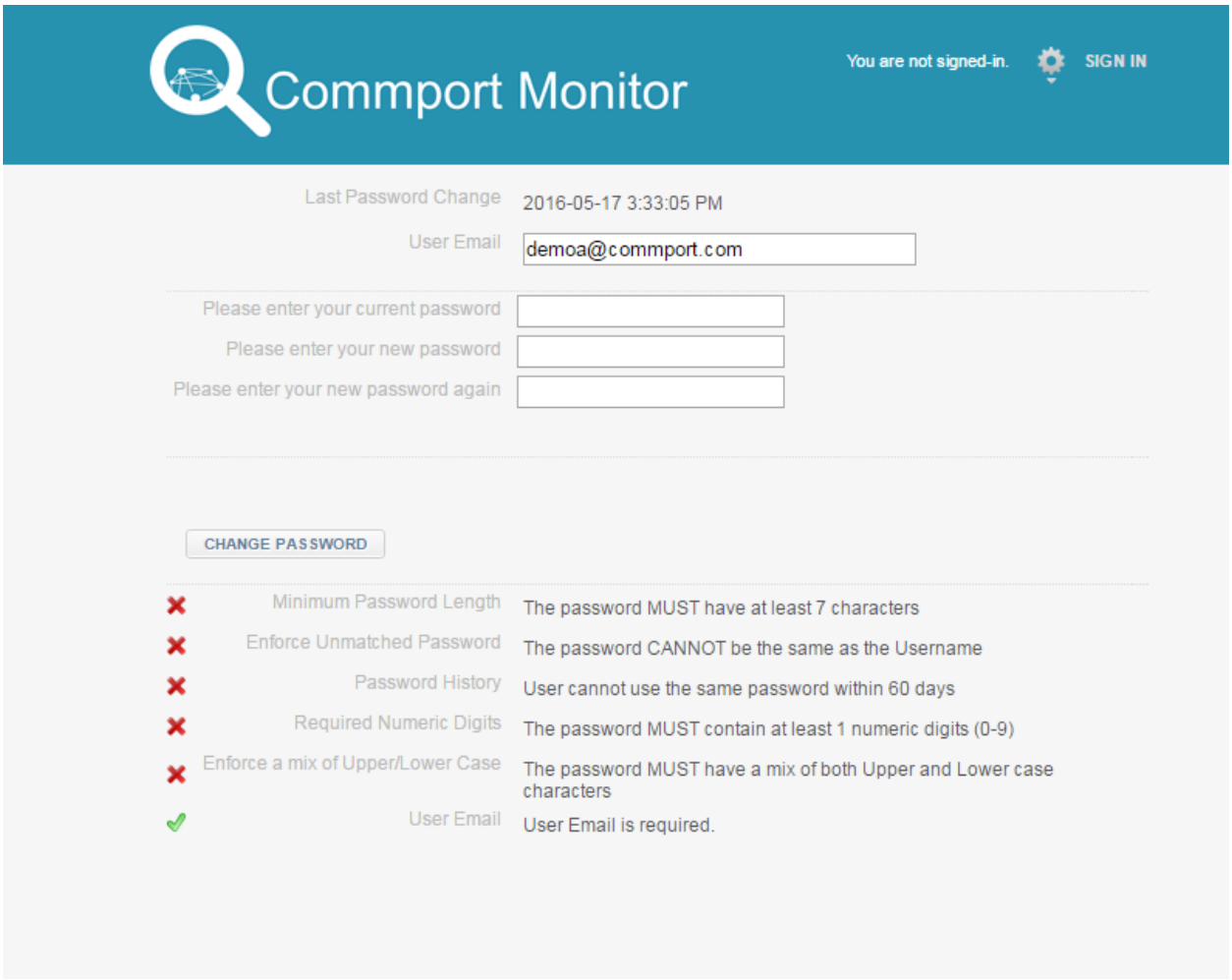
Commport Monitor is accessible using most major Internet browsers.

Accessing Commport Monitor

Commport Monitor is accessible at https://cmc.commport.com. Go to this URL and enter the username and password provided by Commport or your Administrator. If you don't have access to Commport Monitor and would like it, please contact support@commport.com.

Entry and Welcome to Commport Monitor

The first time that you log into Commport Monitor you will be prompted to change your password.



To do this enter your current password and then enter your new password twice. Your new password must:

- Be at least 7 characters long
- Cannot match your username

- Cannot be reused within the past 60 days
- Must contain 1 number
- Must contain upper and lower case letters
- You must provide an email address
- You have to set up security questions

The security questions are used to validate you and your account whenever you need to do a password reset.

Immediately upon changing your password and successfully logging into Commport Monitor you are presented with a Transmission search that is displaying your most recent transmissions processed on the CCI network.

The views available to you will depend on what User Roles were assigned to you by your Administrator. If you do not have access to a view outlined in this guide and feel that you need it, please contact your Administrator.

About Filters and Actions

There are two key buttons that are used throughout the site which enable effective information management, "Actions" and "Filters". The functionality presented for each is controlled through the User Roles and the current screen. If you do not have an Action or Filter available to you that you would like to have access to contact Commport (support@commport.com) or your Corporate Administrator.

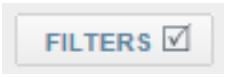
Actions

Throughout the site there are Action menus with buttons enabling you to interact with your information.

Button	Name	Description
	Add	Allows you to add a new record Used in: Accounts, Users
	Edit	Allows you to edit an existing record Used in: Accounts, Users
	Copy	Allows you to copy an existing record to create a new one Used in: Accounts
	Delete	Allows you to deprecate or retire an existing record Used in: Accounts, Users

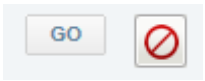
	Export to PDF	Allows you to export the information currently being displayed to PDF format Used in: Accounts, Users, Document searches, Transmission searches, Mailbagged Document searches
	Export to Microsoft Word	Allows you to export the information currently being displayed to Microsoft Word format Used in: Accounts, Users, Document searches, Transmission searches, Mailbagged Document searches
	Export to Microsoft Excel	Allows you to export the information currently being displayed to Microsoft Excel format Used in: Accounts, Users, Document searches, Transmission searches, Mailbagged Document searches
	Resend File	Allows you to resend a selected Transmission. This action simply redelivers the file to the target receiver's mailbox Used In: Transmission Search
	Reprocess File	Allows you to reprocess the selected Transmission from the start of the processing steps. If changes have been made to the processing steps since the original processing of the file, these new changes will be applied by reprocessing a transmission. Used in: Transmission Search

Filters



The Filters menus throughout the system are context specific, meaning that they provide the options to sort and review your document and transmission history based on the type of information you are looking for.

When looking at Transactional or Document information you are presented with Filters that include options to search by Sender/Receiver Company Name, Sender/Receiver EDI Identifier, Document type (Purchase Order, Invoice, etc.), Document Number (PO Number, Invoice Number, etc. – used in Document search only), EDI Transaction Set Control Numbers, as well as Date and Time ranges.

As a part of the Filter options pane there are three buttons: 

and

The

button activates your search.

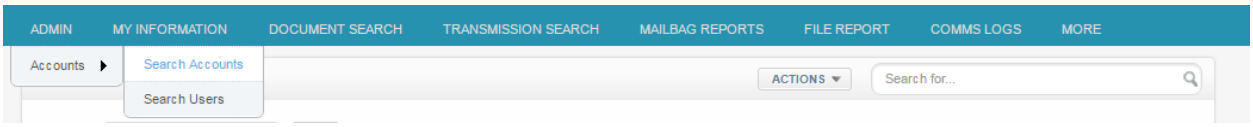
The clears the Filters that have been applied, allowing you to apply new filters to the information.

The button closes the Filters pane without applying the filters.

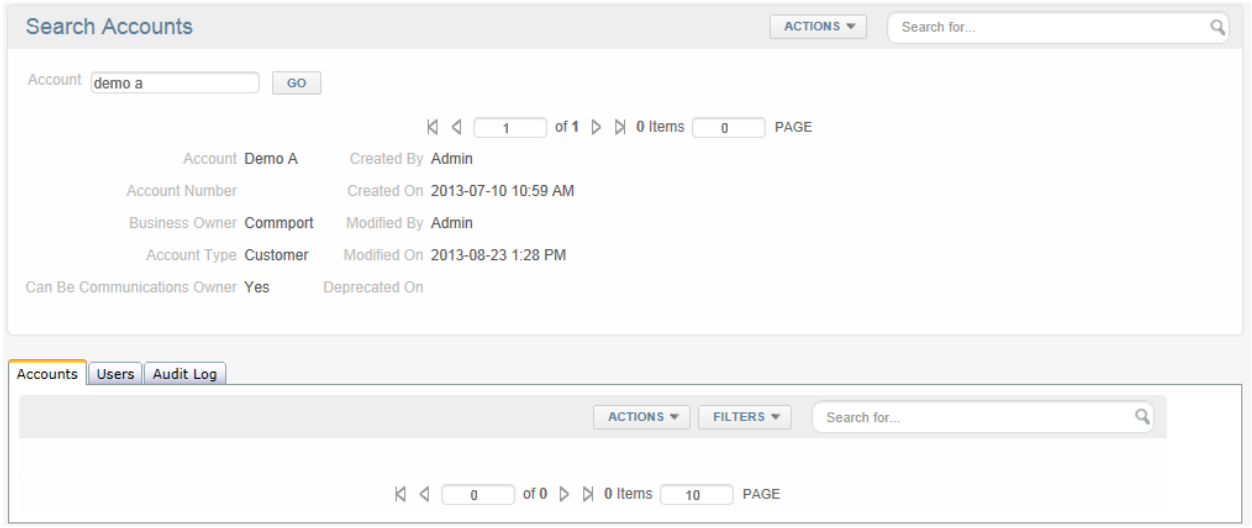
Your Account Details

Once logged into Commport Monitor you have the ability to view your company's Account.

To access your Account Details, click on Admin in the top menu bar and choose Search Accounts.

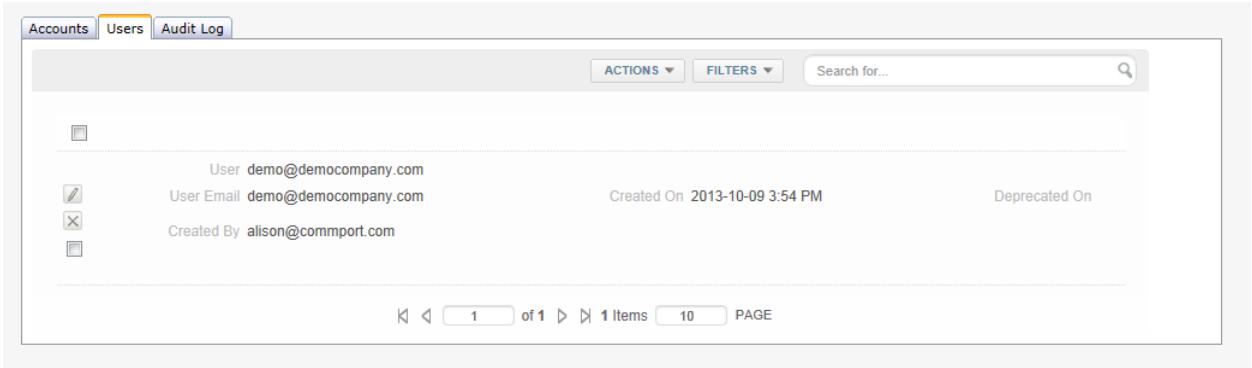


In the Search Accounts pane, enter your company Account name and click the go button.



Once you have accessed your Account Details, you are presented with a snapshot of your Commport Monitor Account including your Account Name, Account Number, Account Type, Business Owner, the User that created your Account and when they did so as well as any editing or deprecating information.

Below this, you are presented with additional details about your Account.



About the Account Details Tabs

Accounts: If your company manages a group of Accounts, you can access and manage the details of your Sub-Accounts through this tab.

Users: This is where you will access your user profile or the user profiles of the users you manage.

Managing Sub-Accounts

If, as an organization, you have multiple accounts with Commport, given the appropriate permissions, through Commport Monitor you have the ability to view information and traffic for those sub accounts.

Viewing Traffic in Commport Monitor

There are three different ways to view EDI traffic processed on the CCI Network through Commport Monitor - Transmission Search, Document Search and Mailbagged Transaction Search.

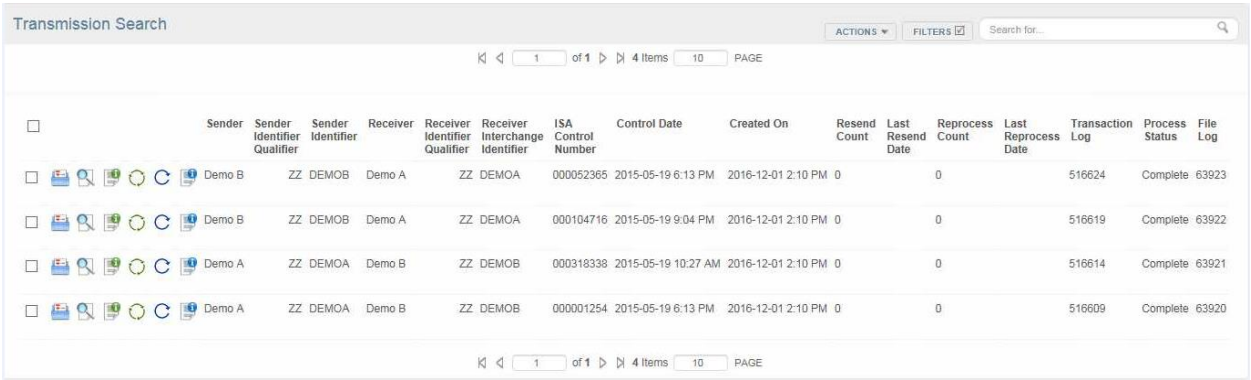
A Transmission is a file that may contain multiple business documents such as purchase orders, invoices, shipment notifications and can contain a blend of different business documents. These are grouped together in EDI and tracked by an Interchange Control Number. Most business users are more familiar with their business document numbers (i.e. PO Number, Invoice Number etc.) than they are with an Interchange Control Number, so these users will benefit from the Document search. Mailbagging is a function that occurs between two Value Added Networks and introduces another level of EDI tracking. For VANs which perform Mailbagging with Commport, Commport provides the ability to perform a track and trace at the Mailbag level in Commport Monitor.

Transmission Searches

Under Transmission Search, Commport Monitor presents two options for presentation. The information displayed by default is a record of all transmissions processed within the previous 5 days. You can then use the filters to change your search parameters to help find the information needed.

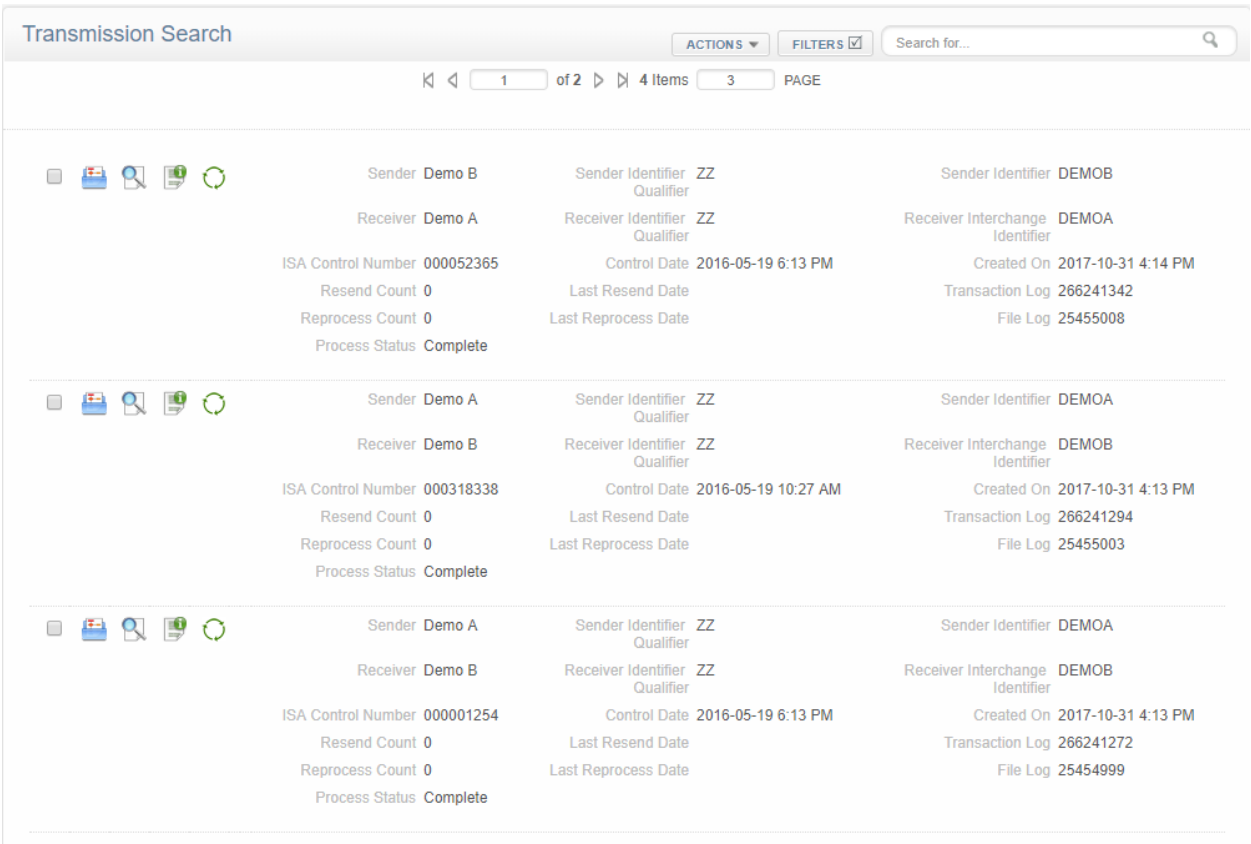
Transmission Search Tabular View

The Tabular View is a horizontal record of the EDI Transmissions processed on the CCI Network. The key fields displayed in the Tabular View are Sender Company Name, Sender ID, Receiver Company Name, Receiver ID, ISA (interchange) control number, Control date (EDI generation date/time), ISA Created on date (Commport process date) Resend Count (count of the number of times the transaction has been resent), Last Resend Date, Reprocess Count (count of the number of times the transaction has been reprocessed), Last Reprocess Date, Transaction log ID (for use in track and trace with Commport), the Process Status (status of transmission at Commport) and the File Log (for use in track and trace with Commport).



Transmission Search

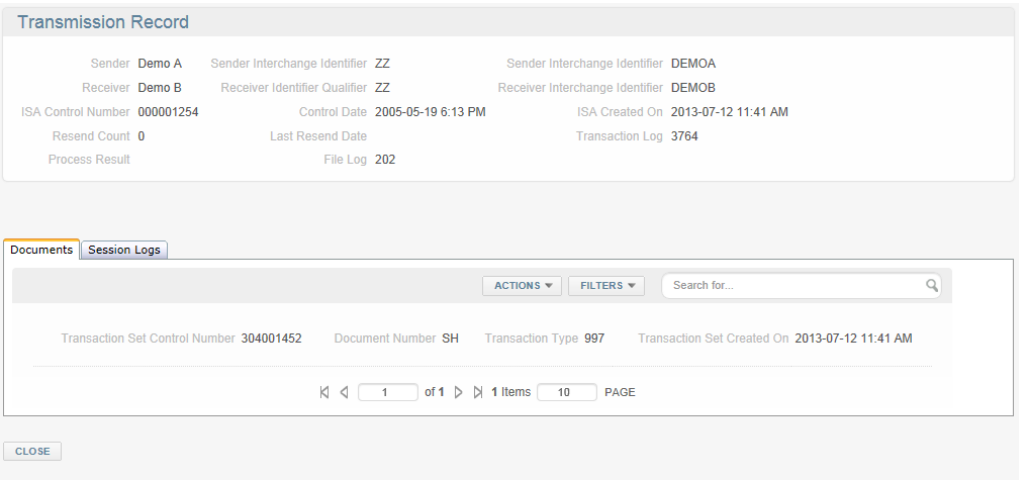
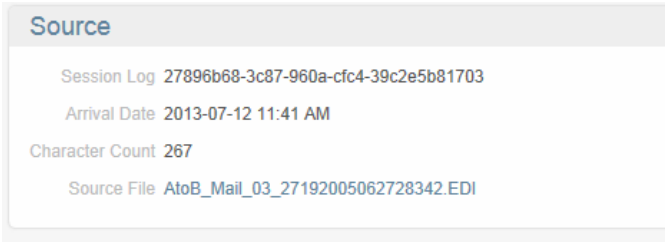
The Transmission Search is a different view of the same EDI Transmissions processed on the CCI Network. The fields displayed include Sender Company Name, Sender ID and Qualifier, Receiver Company Name, Receiver ID and Qualifier, ISA control number, Control date (EDI generation date/time), ISA Created on date (Commport process date) Resend Count (count of the number of times the transaction has been resent), Last Resend Date, Reprocess Count (count of the number of times the transaction has been reprocessed), Last Reprocess Date, Transaction log ID (for use in track and trace with Commport), the Process Status (status of transmission at Commport) and the File Log (for use in track and trace with Commport).



In both views you have the ability to filter and sort on any combination of these fields.

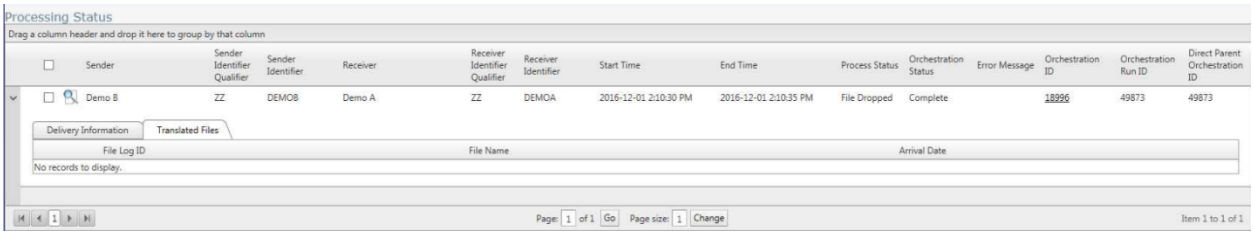
Since the EDI Transaction can contain multiple business documents, each with their own EDI Transaction Set Control Number and Business Document Number, on the left hand side of the Transmission Search in both views there are 4 options depending on the roles assigned to the user.

	Show Status	This button expands the transmission record to display currently processing status of your transmission via CCI. This field is updated in real time to provide insight into the current status of the transmission. There are 3 main statuses: **Processing** - This Status indicates the transaction has been received at Commport is currently being processed. **Complete with Errors** - This Status indicates that the full process is complete however there are errors noted with regard to at least one delivery. Some processes result in multiple outputs or are related to downstream functionality such as mailbags between Vans. The error message contained within the Process Status will provide further details. **Complete** - This Status indicates that the full process is complete and no processing errors were encountered.
	Show File	Expands the Transmission record to show more details including the documents contained within the transmission as well as the detailed session logs of Commport's processing of that transmission.

		
	Get File	Displays details about the transmission and provides a link to the raw data file. The raw data file can be opened in any text editor such as Notepad. 
	Reprocess File	To Reprocess an EDI Transaction and all business documents contained therein, simply find the Transmission that needs to be resent and click the Reprocess button. This will resubmit the EDI Transaction for delivery. You will see a record of the Reprocess in the Reprocess count field and its accompanying Last Reprocess Date which shows how many times the Transaction has been reprocessed and when the last attempt to do so occurred.

Processing Status Page

The process status field on the Transmission search page is updated in real time to provide insight into the current status of the transmission. Clicking on the show status button expands the transmission record to display currently processing status of your transmission via CCI.



On the processing status screen, the column Process Status displays the current step that is being performed or the last status of a completed process run. Common statuses include:

File Dropped - File was successfully received by Commport.

Processing - File was successfully received by Commport and is being processed.

Translating - File was successfully received by Commport and is being processed through translation.

Email Sent - File was successfully received by Commport, a notification has been sent to our Support team for transaction review.

Waiting for Acknowledgement - File was successfully received by Commport and has been delivered to the intended VAN. Transaction is waiting acknowledgement.

Processing Mailbag - File was successfully received by Commport and has been delivered to the intended VAN. Transaction is waiting acknowledgement by Mailbag ID.

Arrival by FTP - File was successfully received by Commport and is being processed.

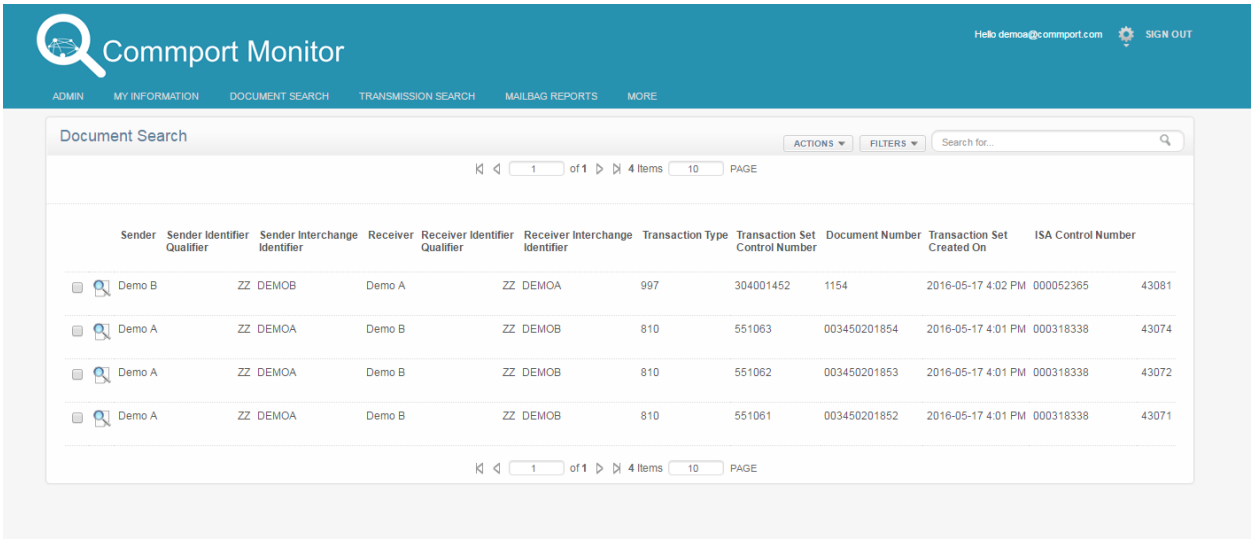
Resending Transactions

Because of the fact that an EDI Transaction can contain a number of business documents, Commport has enabled the ability to reprocess from the Transmission Search only. **Please note that the Reprocess capability will resend the entire EDI transmission and ALL business documents contained therein.** Resending transactions is a role specific capability, so as the Administrator you can decide who within your organization is granted this ability.

Document Details and Document Searching

Similar to Transmission Searches, Document Details has two different views into the document specific search results.

Document Details Tabular View: The Tabular View is a horizontal record of the EDI Documents processed on the CCI Network and is reported at the Document level. The key fields displayed in the Tabular View are Sender Company Name, Sender ID and Qualifier, Receiver Company Name, Receiver ID and Qualifier, Transaction Type, Transaction control number (ST Control Number), Transaction Set Control date (EDI generation date/time), Transaction Set Created on Date (Commport process date), Document Number, and ISA Control Number .



Document Search (Show Document Details): The Document Search is a different presentation of the EDI Documents processed on the CCI Network. The key fields displayed in the Tabular View are Sender Company Name, Sender ID and Qualifier, Receiver Company Name, Receiver ID and Qualifier, Transaction Type, Transaction control number (ST Control Number), Transaction Set Control date (EDI generation date/time), Transaction Set Created on Date (Commport process date), Document Number, and ISA Control Number .

In both of the Document Details views, you can use the Filters and Actions to further sort and review your traffic.

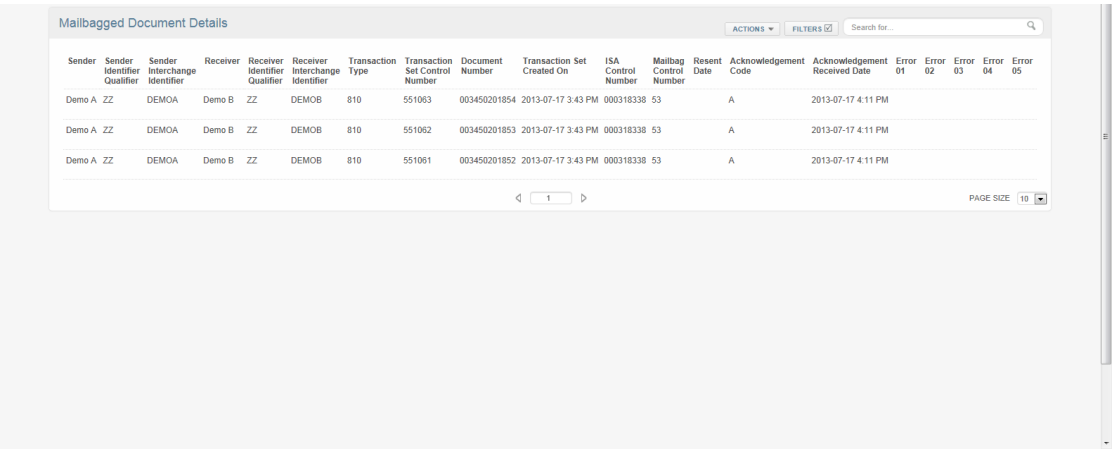
Mailbagged Document Details

Mailbagging is a process that takes place between two Value Added Networks. As a part of the Mailbagging procedure, the VANs create another tracking record with its own tracking control number and exchange VAN to VAN acknowledgements communicating that the Transactions contained within the Mailbag were successfully received. In the event that the Mailbag was rejected, this is also communicated from VAN to VAN and the sending VAN is asked to resend or otherwise follow up on the rejection notification.

Similar to Transaction Searches and Document Details, Mailbagged Document Details has two different views into the document specific search results.

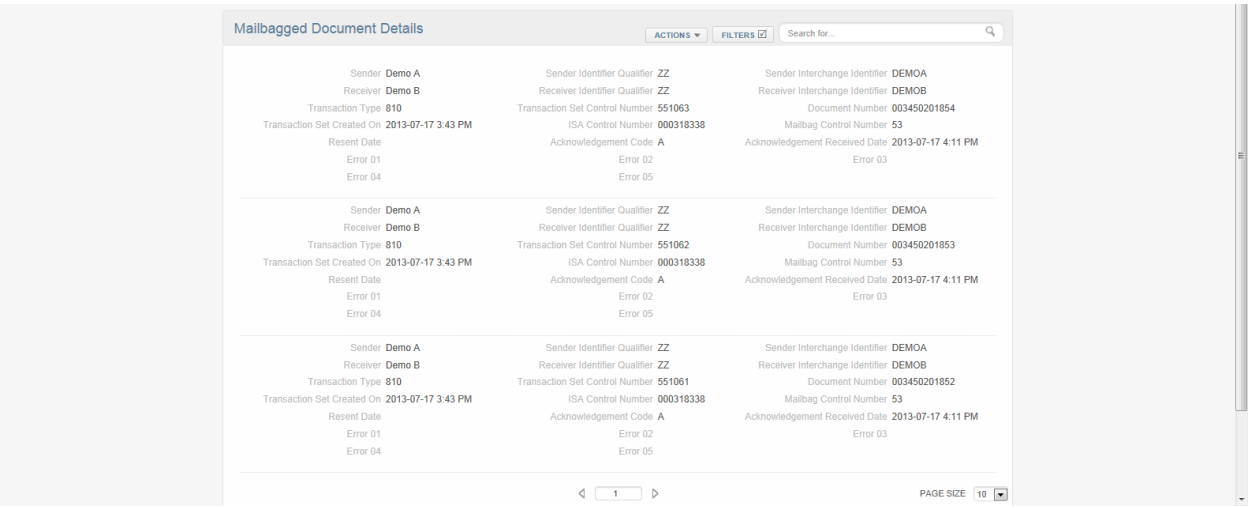
Mailbagged Document Details Tabular View

The Tabular View is a horizontal record of the EDI Documents processed by the CCI Network and exchanged with other VANs. This view is reported at the Document level. The key fields displayed in the Tabular View are Sender Company Name, Sender ID and Qualifier, Receiver Company Name, Receiver ID and Qualifier, Transaction Type, Transaction control number (ST Control Number), Transaction Set Control date (EDI generation date/time), Transaction Set Created on Date (Commport process date), Document Number, and ISA Control Number, Resend Count, Mailbag Acknowledgement Code, Acknowledgement Received Date and some fields related to errors reported on the Mailbag Acknowledgement.



Mailbagged Document Details

This view is a different presentation of the EDI Documents processed on by CCI Network and exchanged with other VANs and is reported at the Document level. The key fields displayed in the Tabular View are Sender Company Name, Sender ID and Qualifier, Receiver Company Name, Receiver ID and Qualifier, Transaction Type, Transaction control number (ST Control Number), Transaction Set Control date (EDI generation date/time), Transaction Set Created on Date (Commport process date), Document Number, and ISA Control Number, Resend Count, Mailbag Acknowledgement Code, Acknowledgement Received Date and some fields related to errors reported on the Mailbag Acknowledgement.



In both of the Document Details views, you can use the Filters and Actions to further sort and review your traffic.

Commport Monitor
Commport's Message Tracking Tool

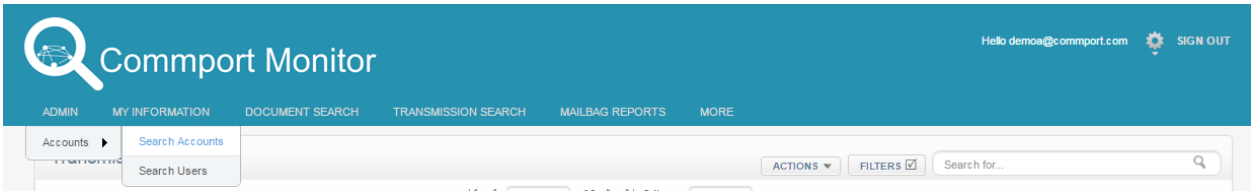
Administrative User Guide

Commport Monitor Admin Guide

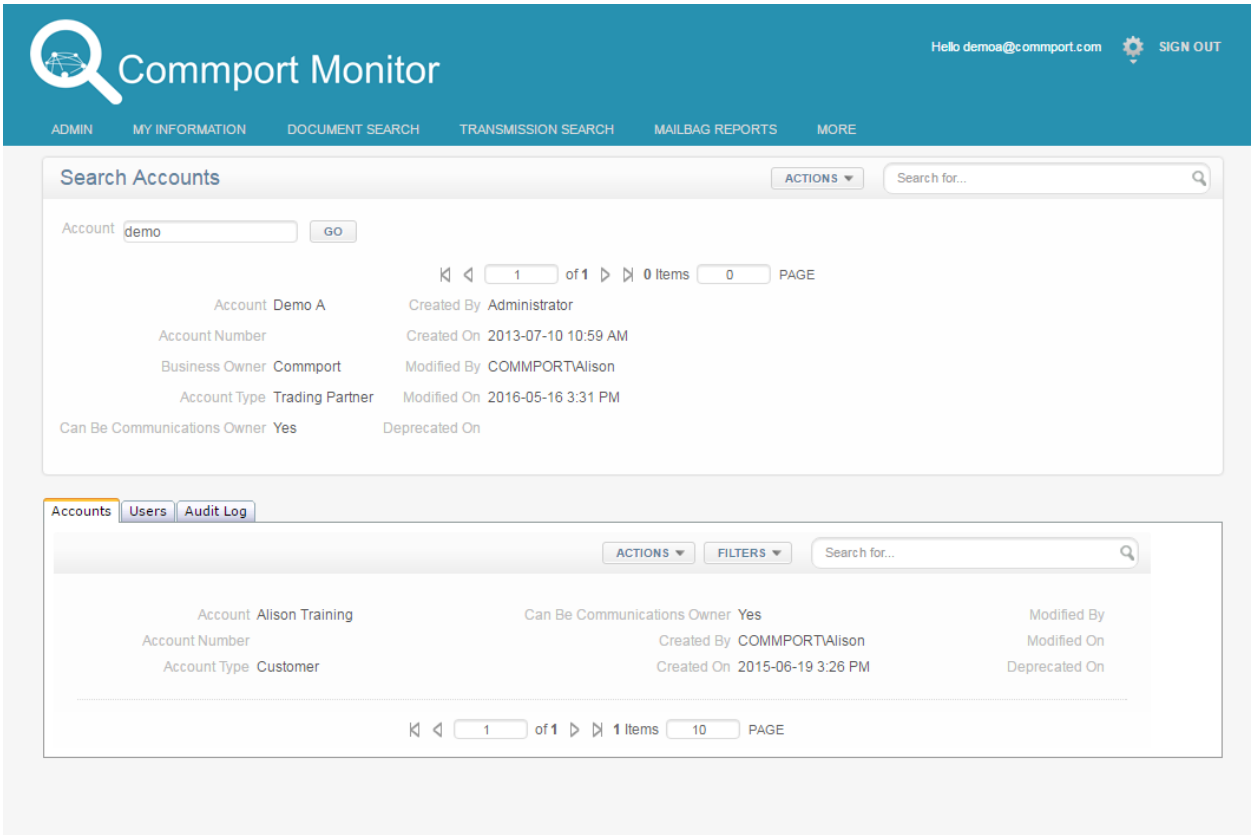
Your Account Details

Once logged into Commport Monitor, as the Administrator you have the ability to manage your company's account and any users that need access. You also have access to a number of logs that reveal the EDI and user activity related to your account.

To access your Account Details, click on Admin in the top menu bar and choose Search Accounts.

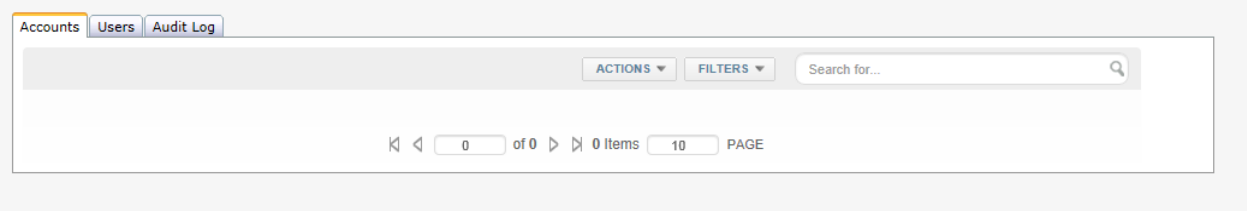


In the Search Accounts pane, enter your company Account name and click the go button.



Once you have accessed your Account Details, you are presented with a snapshot of your Commport Monitor Account including your Account Name, Account Number, Account Type, Business Owner, the User that created your Account and when they did so as well as any editing or deprecating information.

Below this, you are presented with additional details about your Account.



About the Account Details Tabs

Accounts: If you manage a group of Accounts, you can access and manage the details of your Sub-Accounts through this tab. For more details, see Managing Sub-Accounts.

Users: This is where you will add Users for your organization and to your Account.

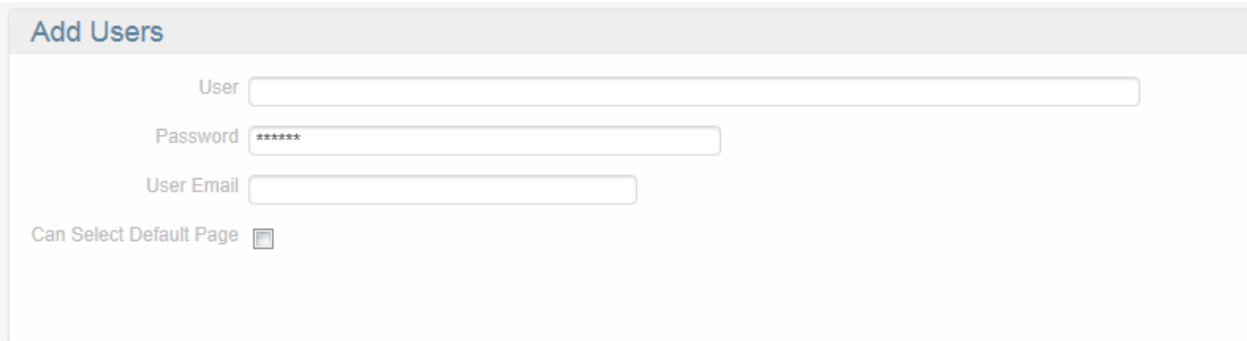
Audit Log: Allows you to monitor what interactions your users have had with the system. This is particularly useful if a resource has been assigned the task of monitoring aspects of your business. Using this Audit Log you can independently verify whether or not they are fulfilling that obligation.

Managing Sub-Accounts

If you have multiple accounts with Commport, you have the ability to create Commport Monitor Accounts and Users on behalf of the Accounts that you manage. From your Account, the Parent, you have the ability to monitor the activity of all of your Sub-Accounts. If a Sub-Account user logs in using the username and password you have assigned to them on their Account, the only information they can access is information related directly to their Account.

Managing Users

Use the Actions menu and click the Add button ( ). This will bring you to the Add Users page.



Enter the new unique Username for your new user into the User field. Commport recommends that you use the user's email address to help guarantee uniqueness within your organization, while still identifying each user. After you have established a password for your new user, they will be asked to change the password once they have logged into Commport Monitor. The Can Select Default Page flag allows you to decide if you users have the ability to set a default view. The options for the user are to set to a document or transmission search and then what view of that data they would like to see.

You will find Filter and Action buttons at the user level which allow you to filter and search through your list of users.

As a part of setting up a User, you have the ability to assign each User, Roles in Commport Monitor. The Roles control what each User has the ability to do or not do within the system. If a User does not have a particular Role

assigned to them, they will not have the buttons or other indicators on the screen that the function is available within Commport Monitor. For example, if a User is not granted the Role to Re-Deliver File, the resend button ( ) will not be available to them on the Transmission Search screens.

Default Roles

In order to improve the ease of setting up new users, as the Administrator you will be granted with the ability to Add Default Roles. This is an administrative function to determine the Roles that you want applied automatically to every new User you add to Commport Monitor. Once you have established Default Roles, you can always edit the Roles applied to an individual User simply by Editing ( ) that User and making changes to their Roles.

Roles

The Roles available in Commport Monitor are as follows:

Add User Role
Add Users
Delete User
Delete User Role
Edit User Role
Edit Users
Reprocess File
Reset Password
View Accounts
View Destination File
View Document Search
View Document Details
View Mailbagged Transmission Details
View Orchestration Runs
View Transaction Source Content
View Transmission Search
View Transmission Result Report
View User Audit Logs
View User Role
View Users

Managing Audit Logs

Commport Monitor provides a view into two different types of Audit Logs; Session Logs and User Audit Logs.

Audit Logs

User Audit Logs are a record of what activities your Users have performed in Commport Monitor. These logs are kept active for at least 5 days and capture details such as what searches have been performed, what files were resent and whether or not the User has logged into the system. These logs are found under the Audit Log tab on the Account