

Create Disputes

Help Document
Vendor Relations Portal
TraverseSystems.com

Create Disputes – Where to Begin



NOTE: The dispute entry, inquiry, and update process has changed. The ability to dispute more than one charge at a time is no longer available. Please review the new process as defined below.

Begin the dispute entry process in one of two ways:

1. Click the **Create Disputes** link in the **Vendor Tools** menu
2. Click the **Create** link from the **Find Charges** inquiry screen

Vendor Tools

- Find Charges
- Create Disputes**
- Find Disputes
- Find Resolved Disputes
- Find Reversals

Results

Filter Results...

Reset Export To CSV Export To Excel

Viewing 1 - 100 of 317 records. Items per page: 100

Dispute	Charge Number	Charge Type	Amount	PO	Transmitted	Cust. Rule	Rule Description	Rule	Category Desc	Audit Source	Tier	DC/Store
Create	23004	Violation	\$150.00	0000116733	9/19/2018 1:00:12 AM	INV15	Wrong Terms on invoice	2336	Invoice Errors	Accounts Payable Audit	1	00001
Create	23003	Violation	\$150.00	0000116732	9/19/2018 1:00:12 AM	INV15	Wrong Terms on invoice	2336	Invoice Errors	Accounts Payable Audit	1	00001
Create	23002	Violation	\$150.00	0000116731	9/19/2018 1:00:12 AM	INV15	Wrong Terms on invoice	2336	Invoice Errors	Accounts Payable Audit	1	00001

Create Disputes – From Create Disputes Page



- Using the **Create Disputes** link from the **Vendor Tools** menu opens the **Create Disputes** entry screen displayed below. Enter a charge number in the **Charge Num** field and click the **Search** link.
- The system will check to make sure that the charge has not already been reversed, and that there is no dispute currently open (created and unresolved) for the charge. If both are true, the system will respond with the **Create Disputes** screen on the next page.
- If the charge number has been reversed or currently open, an error message explaining which of the criteria is true is displayed.

Create Disputes

Search

Charge Num

Create Disputes – Charge Info, Attachments, and Comments



If the system finds no open package for the charge and the charge has not already been reversed, the **Create Disputes** screen will display. The screen is split into two (2) sections:

1. Charge Info– This section shows information about the charge

2. Dispute Details – This section is where the user will provide information to dispute the charge and has three (3) sub-sections:

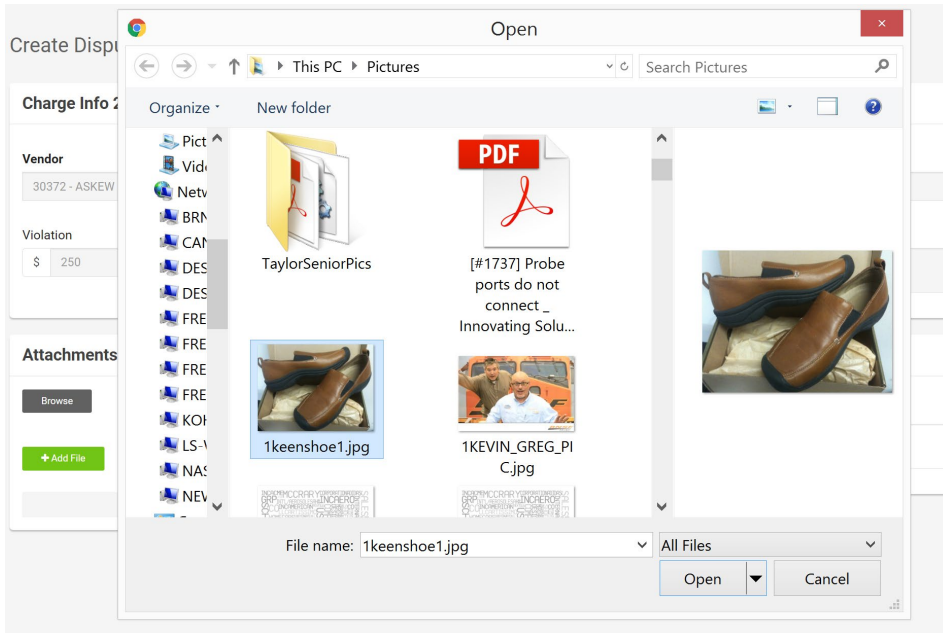
a) **Dispute status**

b) **Attachments**

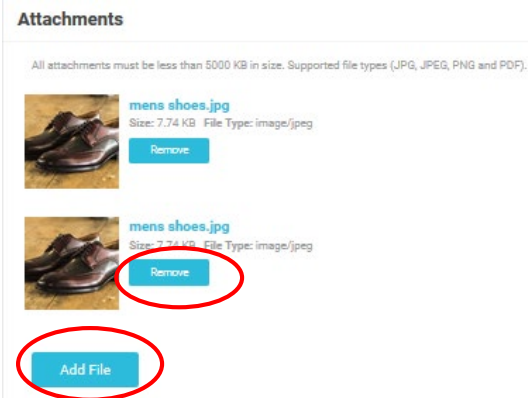
This section lists the requirements, if any, for what documentation must be supplied by the user to support the dispute. The document must be of file type JPG, GIF, bitmap, or PDF, and must meet the file size limit noted just below the **Attachments** title. To add a file, click on the **Add File** button. See next page.

c) **Comments** –Comments must be provided to support the dispute. The system will not save the dispute without comments. **The comments field is limited to 2,000 characters.**

Create Disputes – Attaching Images and Documents



- Click the **Add File** button to open the attachment tool.
- Click the **Browse** button and the system displays a typical file browsing dialogue box.
- Locate on the computer hard drive or shared drive the file to attach.
- **NOTE:** Files must be less than the size indicated just below the **Required Attachments** title.



- To remove a file chosen in error, click the **Remove** button
- To attach more than one photo, click the **Add File** link

Create Disputes – Attaching Files and Entering Comments



Create Disputes

Charge Info 22572

Vendor	PO	AP Transmit
05229 - BURTON SNOWBOARDS	0000115837	09/22/2018

Rule Num	Rule Description	Violation
270	Multiple freight bills not consolidated from one origin on one day	\$ 164.90

Tier Amount	Charge Evaluation	Charge Type
\$190.00	UNKNOWN	Freight

Charge Comments

Site

00001 - DISTRIBUTION CENTER

Attachments

All attachments must be less than 5000 KB in size. Supported file types (GIF, JPEG, PNG and PDF).

mens shoes.jpg
Size: 7.74 KB File Type: Image/jpeg

mens shoes.jpg
Size: 7.74 KB File Type: Image/jpeg

Add File

Comments

PENDING

Submit Cancel

- After entering comments and attaching supporting documents, click the **Submit** button at the bottom of the screen.
- If no comments are entered, an error message under the **Comments** section with the word **Required** is displayed. Add comments and click the **Submit** button again.

Comments

Required



Create Disputes – Comments: “Making The Case”

- The intent of entering disputes is to convince the retailer that the charge is invalid.
- Usually, the retailer assumes that a charge is valid unless they see evidence that indicates it is not.
- Charges are based on a routing or other inbound shipping requirement that was violated.
- The inbound shipping violation causes a charge to be created.
- The goal when entering a dispute is to assemble a logical story with all available evidence that will lead the retailer to draw a conclusion that the vendor did not violate the inbound shipping requirement.
- Visual evidence, such as images or documents, is very important; but the comments entered into a dispute ties the evidence together.
- This increases the likelihood that the retailer will draw the same conclusion from the evidence presented: the violation is not valid and therefore the charge is not valid.

Comments

Submit Cancel