

## Credits and Disputes Management in XOMS

### Overview:

There will be instances, when you are unable to resolve an issue with a vendor and may need iPROMOTEu to assist. Or you want to make sure that we are aware on a pending issue with an order or a return/cancelation. The Disputes and Credit Management is designed to speed up the process of resolving disputes and obtaining vendor credits.

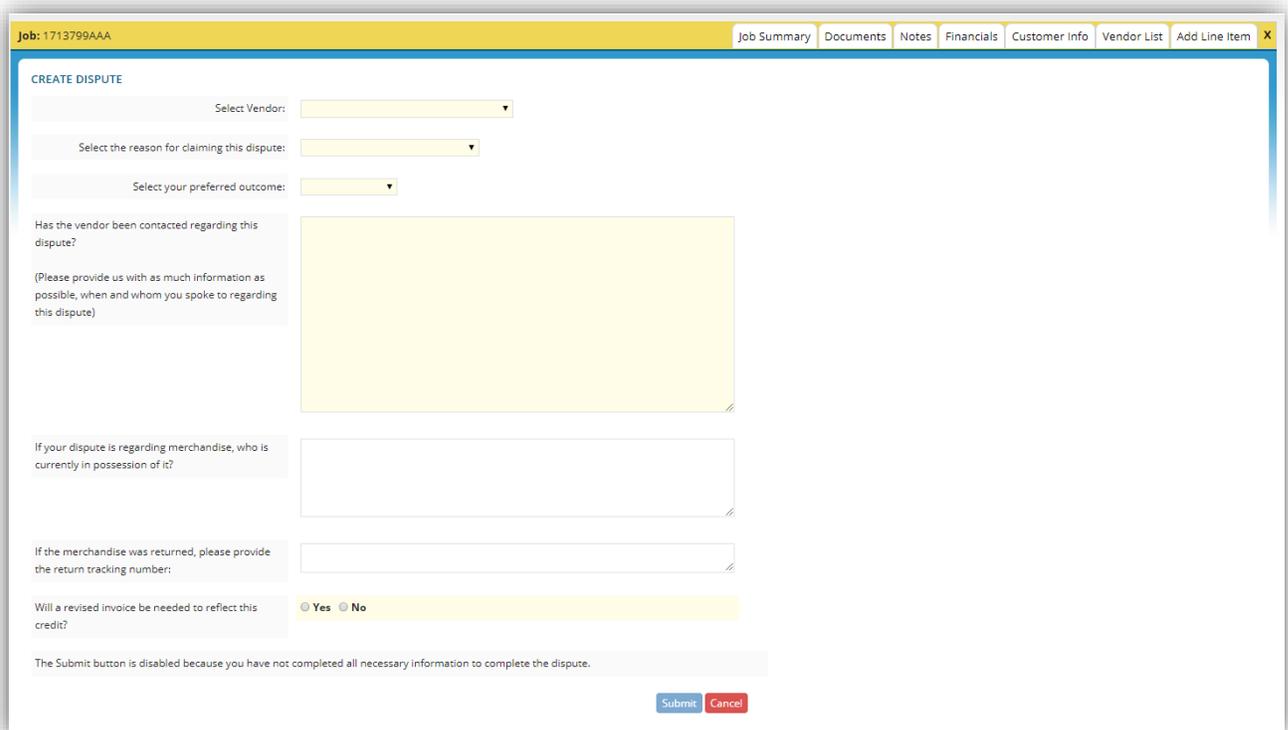
Since iPROMOTEu needs to have accurate information to handle credit requests, this form is available for you to submit the information necessary to initiate the process.

### [Disputes FAQ](#)

### Submitting a Dispute Form

To access the form, while you are in the specific order, click on the More button on the Job Summary Tab and select **Create Dispute**

First select a Vendor by choosing from the drop down the Vendor linked to the charge you'd like to dispute.



Job: 1713799AAA | Job Summary | Documents | Notes | Financials | Customer Info | Vendor List | Add Line Item X

#### CREATE DISPUTE

Select Vendor:

Select the reason for claiming this dispute:

Select your preferred outcome:

Has the vendor been contacted regarding this dispute?  
(Please provide us with as much information as possible, when and whom you spoke to regarding this dispute)

If your dispute is regarding merchandise, who is currently in possession of it?

If the merchandise was returned, please provide the return tracking number:

Will a revised invoice be needed to reflect this credit?  Yes  No

The Submit button is disabled because you have not completed all necessary information to complete the dispute.

## Mandatory dispute information:

There is a minimum amount of information iPROMOTEu Disputes Manager will need in order to process your request for dispute:

- **The reason for claiming the dispute:** select one option from the dropdown.
- **The preferred outcome:** select your preferred outcome from the dropdown.
- **Has the vendor been contacted:** This is a free-form text field. Please enter as much information as possible to explain where you've left things with the Vendor.

**Note:** The OK button on the dispute form will be disabled until you have filled out the minimal mandatory data. Once all required fields are filled, the OK button will light up and you'll be able to submit your dispute.

As soon as you submit your dispute, you will receive a Xebra system message, confirming that we received your dispute.

The screenshot shows a web form titled "CREATE DISPUTE". It contains several input fields and a submit button. The form is as follows:

- Select Vendor:** A dropdown menu with "BROD - Alphebroder Companies" selected.
- Select the reason for claiming this dispute:** A dropdown menu with "Wrong color/size/didn't like style" selected.
- Select your preferred outcome:** A dropdown menu with "Re-do" selected.
- Has the vendor been contacted regarding this dispute?** A text area with the prompt "Enter in all correspondence you have had with the vendor" and a sub-note "(Please provide us with as much information as possible, when and whom you spoke to regarding this dispute)".
- If your dispute is regarding merchandise, who is currently in possession of it?** A text area with the prompt "Customer/Vendor etc."
- If the merchandise was returned, please provide the return tracking number:** A text area.
- Will a revised invoice be needed to reflect this credit?** Radio buttons for "Yes" and "No", with "No" selected.
- Submit/Cancel buttons:** A blue "Submit" button and a red "Cancel" button.

**Next: View In-Process Dispute Submissions**

## [View In-Process Dispute Submissions](#)

There are two ways to see your in-process Disputes. You can view them from the Quick Filters or from the Disputes Manager.

We will first go over the Quick Filter:

### Quick Filter:

In the Open Orders section of the Dashboard you will see several Quick Filters. You can click on the Disputes tab to filter all your Disputes jobs to the top

OPEN ORDER STATUS  Exclude Ecommerce Orders

Customer:  Order Status: Open Order Date: Select Time Period Vendor:  Requested Ship Date: Select Time Period Job Status: Disputed Jobs Search

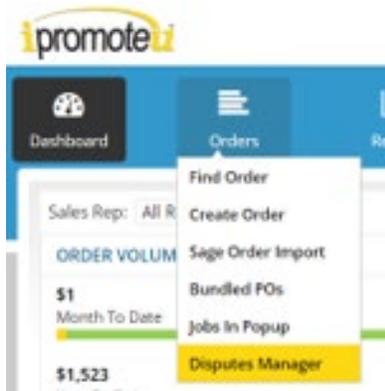
All Open Jobs	Draft Jobs	Rush Orders	Disputed Jobs	Price Discrepancy
1	0	0	1	0

Job #	Rep	Customer	Job Title	Status	Order	Requested Ship	In Hands	Recent Tracking # / Vendor	Info
1713799AAA	AAA	AAA		Order	02/10/20				1 open dispute Sample Job

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### Disputes Manager:

From the Orders Dropdown in XOMS you can also see all of your Disputes from the Disputes Manager



This will show all pending disputes and you can click on any of the jobs to open up the dispute.

Dashboard Orders Reports Customers Vendors Products Links CRM Help

Job Number:  Vendor:  Customer:  Date Created: Select Time Period Status: Open Search

Job Number	Status	Opened Date	Customer	Job Title	Vendor
1713799AAA	Pending	02/12/20	AAA		TSHIRTTY