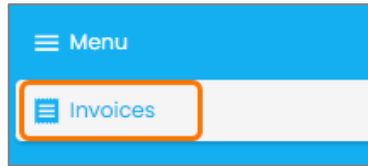


How to Create Disputes in the Cox Automotive Payment Portal

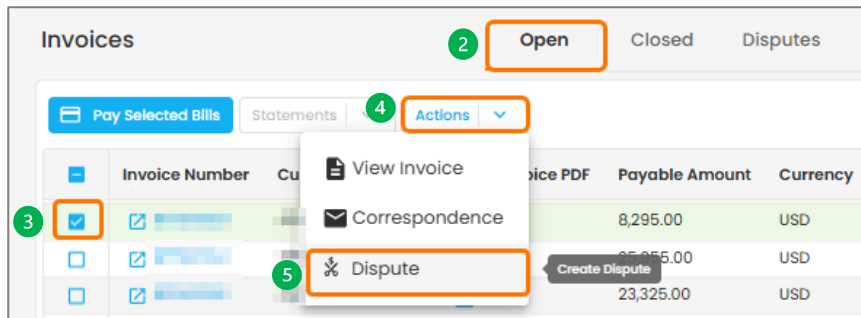
This quick-reference guide walks through the creation and withdrawal of disputes in the Cox Automotive Payment Portal.

How to Dispute a Charge

1. On the left side menu, click **Invoices**.

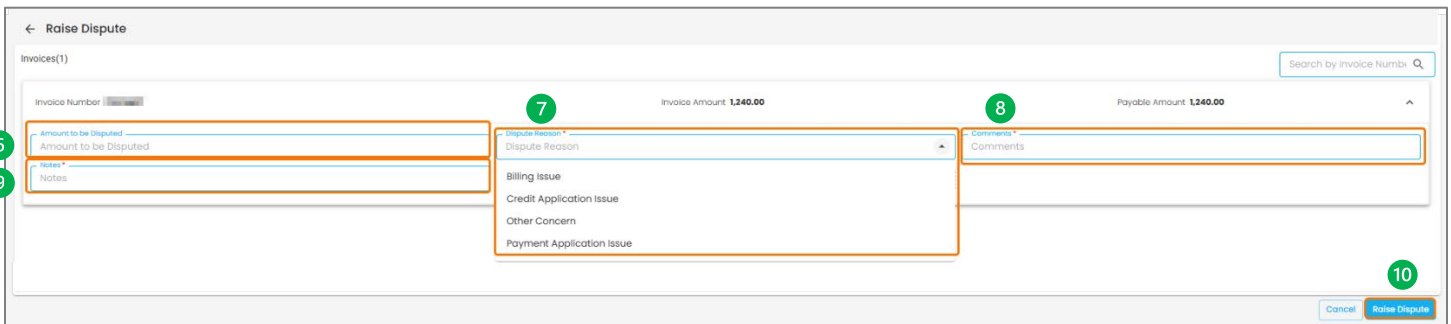


2. Go to the **Open** tab.
3. Select the **Invoice(s)** you want to export. **Note:** You may have to use **Filters** to locate a specific invoice.
4. Click on the **Actions** menu drop down.
5. Click **Dispute**. A Raise Dispute window will open.



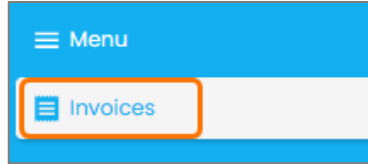
6. Enter the **Amount** to be disputed.
7. Select **Dispute Reason** (required) from dropdown.
8. Add **Comments** (required) as to why you are disputing the amount.
9. Add **Notes** (required) as needed. You can type the same information from **Comments**.
10. **Click Raise Dispute** to create dispute(s).

Note: The *Disputes* tab contains list of all invoices with disputes to track status or withdraw the dispute.

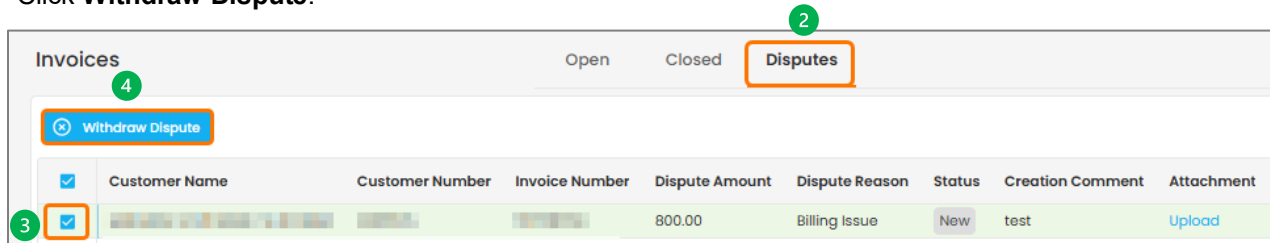


Withdraw Disputes

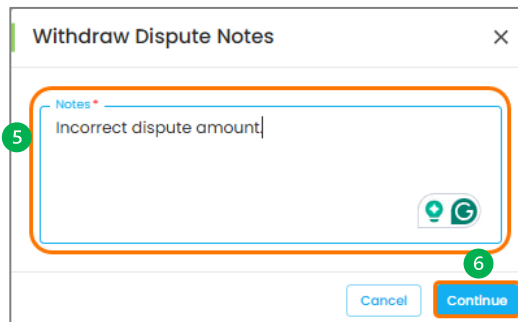
1. On the left side menu, click **Invoices**.



2. Go to the **Disputes** tab.
3. Select the **Disputes(s)** you want to withdraw. **Note:** You may have to use **Filters** to locate a specific invoice.
4. Click **Withdraw Dispute**.



5. Add **Notes** as to why you are withdrawing the dispute(s). More information will expedite the results.
6. Click **Continue**.



7. Click **Yes** to confirm the withdrawal. **Note:** Disputes cannot be re-opened once withdrawn.