## COX AUTOMOTIVE<sup>™</sup>

## 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. Select an invoice from the **Open Bills** tab you want to dispute.
- 2. Click the **Dispute** button. A popup will appear.
- 3. Select **Dispute Reason** from dropdown.
- 4. Enter Amount to be disputed.
- 5. Add **Comments** (required) as to why you are disputing the amount. They will be visible in the Disputes under Creation Comment.
- 6. Add Notes (required) as needed. You can type the same information from Comments

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7. Click Save 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. Select dispute(s) from the **Disputes** tab you want to withdraw.
- 2. Click Withdraw Dispute.
- 3. Add Notes as to why you are withdrawing the dispute(s). More information will expedite the results.
- 4. Click Continue.
- 5. Click Yes to confirm the withdrawal. A window will pop up to confirm the dispute(s) is/are successfully withdrawn.

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