

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**

Invoice Number	Invoice Amount	Payment Amount	Dispute Reason	Amount to be Disputed	Comments	Attachment	Notes
100397573...	5,847.76	5,847.76	▼	847.76	Lorem ips	Upload	Lorem ips

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 A window will pop up to confirm the dispute(s) is/are successfully withdrawn.

Customer Name	Customer Number	Invoice Number	Dispute Amount	Dispute Reason	Status	Creation Comment	Attachment	Closure Notes	Modified By	Modified On
...	...	0092695...	10.00	Billing Issue	Accepted	test			...	2025-01-09 09:06...
...	...	0092820...	196.84	Other Concern	Open	06.07.25 test	Upload	test disput...	...	2025-01-07 11:05:02