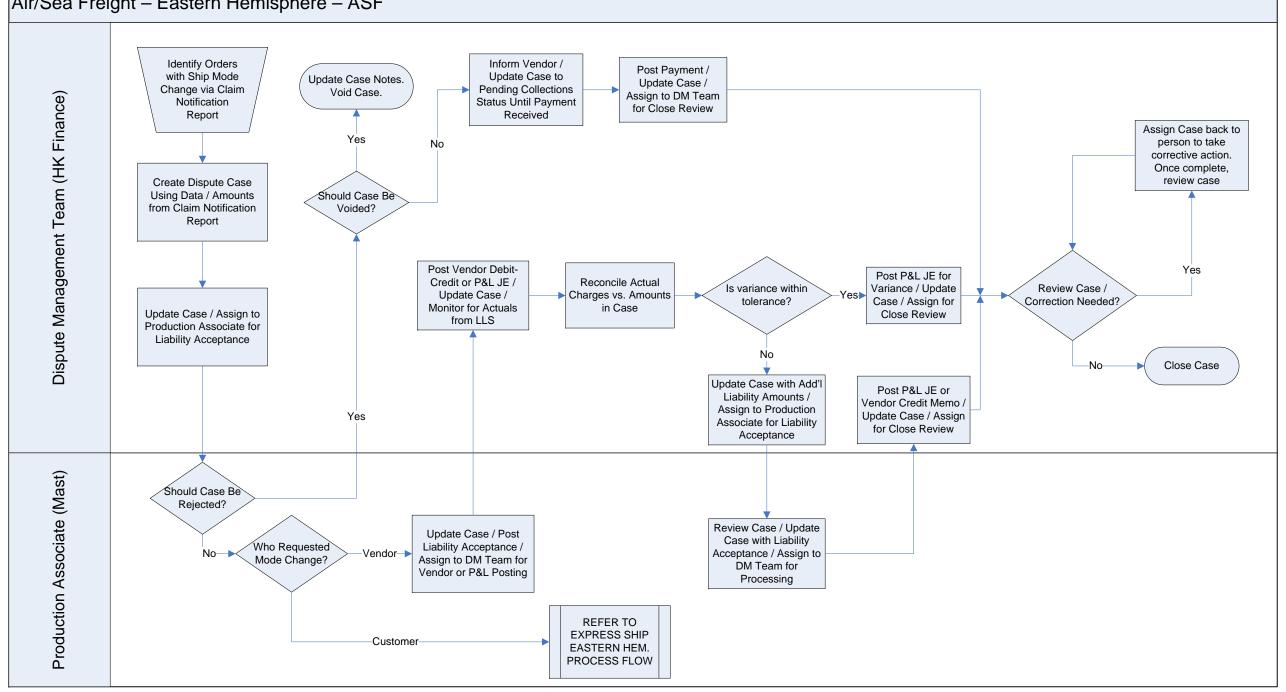
## Dispute Management Process Flow Job Aid

# Air/Sea Freight – Eastern Hemisphere – ASF



### Dispute Management Process Flow Job Aid Air/Sea Freight – Western Hemisphere - ASF Production Associate (Mast) Receive Notification From Factory of Ship Mode Change Create Dispute Case Review Case / Update Post Liability Including Affected Case with Liability Acceptance / Update Sales Order / Assign Acceptance / Assign to Case / Assign to DM to DM Team for DM Team for Team for Processing Calculation Processing Assign Case back to Post Vendor Credit Post Vendor Debitperson to take Memo or P&L JE for Calculate Mode Credit or P&L JE / corrective action. Dispute Management Team (HK Finance) Variance / Update Update Case / Change Cost for the Once complete, Case / Assign for Dispute Case Monitor for Actual review case Close Review Charges from LLS Update Case / Assign to Production Review Case / Yes Reconcile Actual Associate for Liability Correction Needed? Charges vs. Amounts Acceptance in Case Update Case with Add'l Close Case Liability Amounts / Is variance within Assign to Production tolerance? Associate for Liability Acceptance Post P&L JE for Variance / Update Case / Assign for Close Review

#### Dispute Management Process Flow Job Aid Express Shipment – Eastern Hemisphere – ASF/VMI Production Associate (Mast) Customer \*\*If case not previously created Request for by Production Team, case will Express be assigned as vendor liability. Shipment Adjust case and continue with Received the process\*\* Review Case / Update Update Case / Post Case with Liability Liability Acceptance / Acceptance / Assign to Assign to DM Team for DM Team for Vendor or P&L Posting Create Dispute Case / Processing Assign to DM Team for Calculation Dispute Management Team (HK Finance) Obtain Case Update Case with Add'l Assign Case back to Post Customer Invoice / Post P&L JE or Customer Amount from Liability Amounts / person to take Update Case / Monitor Invoice / Attach to Case Is variance within Claim Assign to Production corrective action. for Actual Charges from tolerance? Update Case for Close Notification Associate for Liability Once complete, LLS Review Report Acceptance review case Yes Reconcile Actual Charges vs. Amounts Update Case / Assign to in Case Yes Production Associate for Post P&L JE for Liability Acceptance Review Case / Variance / Update **Customer Invoices** Paid / Items Cleared? Case for Close Correction Needed? Review Close Case

**ESS Accounts** Receivable No

Post Customer Payment / Update Case / Assign to DM Team for Close Review

#### Dispute Management Process Flow Job Aid Express Shipment – Western Hemisphere - ASF/VMI Receive Production Associate Request for Ship Mode Change from Customer Review Case / Update Create Dispute Case Post Liability Including Affected Case with Liability Acceptance / Update Sales Order / Assign Acceptance / Assign to Case / Assign to DM to DM Team for DM Team for Team for Processing Calculation Processing Post Customer Invoice or P&L JE / Calculate Mode Dispute Management Team (HK Finance) Change Cost for the Update Case / Assign Case back to Post Customer Invoice Monitor for Actual Dispute Case or P&L JE for person to take Charges from LLS corrective action. Variance / Update Once complete, Case / Assign for review case Close Review Update Case / Assign Reconcile Actual to Production Charges vs. Amounts Associate for Liability in Case Acceptance Yes Cust. Invoices Review Case / Paid/Cleared? Correction Needed? Update Case with Add'l Liability Amounts / Is variance within Assign to Production tolerance? Associate for Liability Acceptance Post P&L JE for Close Case Variance / Update No Case / Assign for Close Review **ESS Accounts** Receivable Post Customer Payment / Update Case / Assign to DM Team for Close Review