## Dispute Management Process Flow Job Aid Cancellation Process – Pay & Hold – CANX or CXCC cases Production Associate (Mast) Commitment PO to be Update Dispute Case with Disposition **Update Case Status** Receive Cancelled Desired Disposition / Status to Pay Customer and Assign to with Liability Assign Case to DM Team & Hold Production Team for Request for **Awaiting Corrected** Disposition Form Revision Vendor Invoice **Update Commitment** w/ Dispute Case# Correct Canx Form / Create CANX (with Update Dispute Case / Complete SO) or CXCC Submit Canx Form to DM Assign Case to DM Canx Form / (without SO) Team via E-mail or Attach Team / E-mail Obtain Dispute Case to to Case / Assign to DM Corrected Form to DM Approvals Obtain Case# Team for Processing Team Update PO w/ Dispute Case# Post Corrected Vendor Corrected Vendor Invoice - Credit Memo / Invoice Received / Dispute Management Team (HK Assign Case Back Assign for Customer Adjust Case Amount Receive E-mail to Production Adjustment Based on Revised Form Complete? Associate for Billing Correction Post Corrected Customer Invoice Yes Finance) Credit Memo / Update Case Status Assign for Close Post Vendor Invoice Receive E-mail / and Assign to Post Customer Review No with Reference to Attach to Dispute Vendor Invoice Production Team for Invoice / Update Case as Received? the Dispute Case / Form Revision Case **Update Case** Necessary Review Case Yes Details / Canx No Clearing account as appropriate. Assign Case to Monitor for Receipt of Does Invoice Match Accounts Receivable Yes Cancellation Form? for Collection the Vendor Invoice Close Case Team Post Customer Payment / Update Case / Assign to ARProduction Associate for

ESS

**Customer Disposition** 

## Dispute Management Process Flow Job Aid Cancellation Process – Pay & Dispose – CANX-CXCC Production Associate (Mast) Commitment PO to be Disposition Cancelled Status to Pay with Liability & Hold **Update Commitment** w/ Dispute Case# Create CANX (with Update Dispute Case / Correct Canx Form / Complete SO) or CXCC Submit Canx Form to DM Assign Case to DM Canx Form / Team via E-mail or Attach (without SO) Team / E-mail Obtain Dispute Case to to Case / Assign to DM Corrected Form to DM Approvals Obtain Case# Team for Processing Team Update PO w/ Dispute Case# Review Case Dispute Management Team (HK Finance) Details / Reconcile Assign Case Back Canx Clearing, and Receive E-mail to Production account as Form Complete? Associate for appropriate. Correction Yes Post Vendor Invoice Assign Case back to Receive E-mail / Post Customer with Reference to person to take Attach to Dispute /endor Invoice Invoice / Update the Dispute Case / Correction Needed? Yescorrective action. Case as Received? Case Update Case Once complete, Necessarv review case Yes No Monitor for Assign Case to Receipt of Does Invoice Match Accounts Receivable Yes Cancellation Form? Close Case the Vendor for Collection Invoice **AR** Team Post Customer Payment / Update Case / Assign to DM Team for Close Review ESS

## Dispute Management Process Flow Job Aid Cancellation Process – Pay & Sell – CANX-CXCC Production Associate (Mast) Commitment PO to be Disposition Cancelled Status to Pay with Liability & Hold **Update Commitment** w/ Dispute Case# Create CANX (with Update Dispute Case / Correct Canx Form / Complete SO) or CXCC Submit Canx Form to DM Assign Case to DM Canx Form / (without SO) Team via E-mail or Attach Team / E-mail Obtain Dispute Case to to Case / Assign to DM Corrected Form to DM Approvals Obtain Case# Team for Processing Team Update PO w/ Dispute Case# Review Case Assign Case Back Details / Reconcile Dispute Management Team (HK Finance) Receive E-mail to Production Canx Clearing, and Form Complete? Associate for account as Correction appropriate. Yes Post Vendor Invoice Post Customer Receive E-mail / with Reference to Invoice / Update Assign Case back to Attach to Dispute /endor Invoice the Dispute Case / Case person to take Case as Received? **Update Case** Correction Needed? Yescorrective action. Necessary Once complete, review case Yes No Monitor for Assign Case to Does Invoice Match Receipt of Accounts Receivable Yes Cancellation Form? the Vendor for Collection Close Case Invoice **AR** Team Post Customer Payment / Update Case / Assign to DM Team for Close Review ESS