

# Order Disputes Workflow App



## Step-By-Step Guide to Using the Order Disputes Workflow App

### What is the Dispute Workflow App?

This app streamlines management and resolution of order-related disputes in the Incent system. It features a search function for locating orders, and allows representatives to initiate and submit disputes over order details for review, avoiding the need for order re-entry. This reduces administrative burdens and helps ensure accurate commission calculations. Users can track dispute status, enhancing transparency and communication between representatives and administrators. The Dispute Workflow app improves operational efficiency and employee satisfaction by simplifying correction processes and ensuring accurate payments.

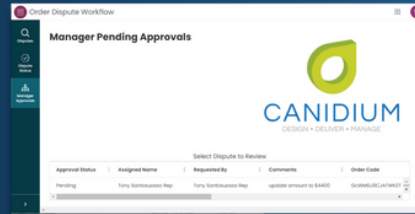
### Pricing:

Dispute Workflow App implementation is offered under a fixed fee contract which does not include Xactly's licensing fees:

- **Pricing: \$20K**

Alternatively, If you have an existing managed service contract you can utilize your unallocated hours to implement this app. Clients in need of extensive custom configurations should consult their implementation team to determine additional costs.

### Managers or Admins

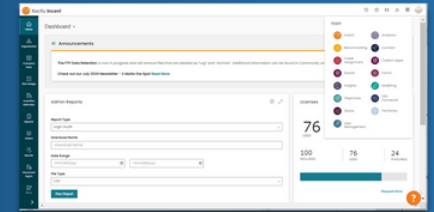


As a manager or admin, you will receive the dispute in your workflow queue. Click on the dispute notification to your pending approvals.

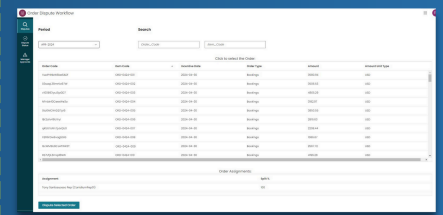
Use the "Make a Decision" button to open this interface. Examine the order information, proposed changes, prior amount, and the comments made by the representative.

If approved, the changes will automatically update the order in Incent, reflecting the new details as specified in the dispute. If rejected, provide a reason in the comments to inform the representative of the decision.

### Representatives

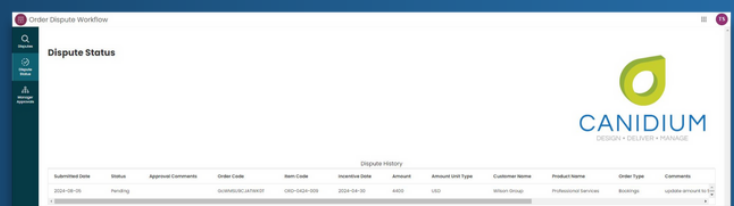


Log into the disputes workflow app from your Incent Dashboard by clicking "Custom Apps" on the dropdown menu in the top right corner of your screen.



Use the search function or drop-down menu to find the order you need to dispute. Then, Click the "Dispute" button to start the process.

Enter changes to the order details. Hit the "Enter" button and your submission is routed to an admin or manager, depending on predefined workflow settings.



Monitor the status of your dispute as you await manager approval