# How to...
# View a dispute

CloseNet®

**1.** Sign into your account.

If you have one account, once you have signed in you will be taken to your availability page.

From any other page, click on the Agreements icon.

**2.** If you have a group of accounts, select the account from the list that you wish to draw the payment from by clicking on the name.

**3.** You will then be taken to the Agreement Summary page.

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### Screen 1

Agreements

Close Brothers

Selected Client
No Agreement Selected

| Agreement | Agreement Reference |
|---|---|
| EFG GROUP Aggregation | 0012345/001 GBP |
| EFG Ltd Non Recourse CHOCS | 0012345/001 GBP |
| IJK Ltd Non Recourse CHOCS | 0012345/001 GBP |
| GHI Ltd Non Recourse CHOCS | 0012345/001 GBP |

Sidebar: Agreements, Debtors, Ledger, Data Exchange

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### Screen 2

Close Brothers

Selected Client
A Client Ltd
Agreement Type: Recourse Factoring

Tabs: **Agreement Summary** | Movements | In-Payment Enquiry | Out-Payment Enquiry | Ageing | Statistics | Snapshot

**Request Funds**

| Available Funds | 6,136.69 GBP |
|---|---|
| Payment Type | CHAPS GBP |
| Payment Recipient | Main Account |
| Amount Requested | 6,136.69 GBP |

Priority payment requests received by 10:00 are sent before 11:00 and come with an additional charge. Same day payments (CHAPS) or BACS can be requested up to 15:30. All payments are subject to approval.

**Breakdown**

Availability Breakdown | Disapproved Breakdown

| Borrowing Base | - | Deductions | = | Availability |
|---|---|---|---|---|
| 149,972.34 GBP | - | 143,835.65 GBP | = | 6,136.69 GBP |

| Borrowing Base | 149,972.34 GBP |
|---|---|
| Sales Ledger | 181,250.83 GBP |
| Funding Disapproved | 4,812.78 GBP |
| Funding Approved Balance | 176,438.05 GBP |
| Prepayment Percentage | @ 85% |
| Deductions | 143,835.65 GBP |

Sidebar: Agreements, Debtors, Ledger, Data Exchange, Reporting

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Close Brothers

**4.** From here, select the Ledger icon on the left hand side menu and click on the Ledger Analysis tab.

From the Ledger Analysis Tools drop down menu, select All Disputed Items and then click on the blue Search button.

**5.** A list of all disputed invoices will then appear beneath. Select the one you wish to view by clicking anywhere on the line and the Ledger Item Details box will appear.

**6.** Click on Disputed Messages and a summary view will load.

Ledger

🏠

❤️ Agreements

👥 Debtors

🗄️ Ledger

⬇️ Data Exchange

## Close Brothers

Selected Client

< A Client Ltd

Agreement Type: Non Recourse Factoring

| Ledger Item Search | **Ledger Analysis** | Schedule Entry |

Ledger Analysis Tools

All disputed items ▾

Branch ▾

[Search] [Clear]

| ☐ | Debtor Name | Doc. Number | Doc. Type | Due Date |
|---|---|---|---|---|
| ☐ | ABC Industries Ltd | 12345 | Invoice | 02/04/20 |

**Ledger Item Details** ✕

| Doc. Type | Invoice | Doc. Reference | 12345 |
|---|---|---|---|
| Item Reference | 0000001 | Doc. Amount | 2,669.09 GBP |

Item Details

| Amounts | Dates | Additional Info | Discount | Reconciliation | Interest Breakdown | Disputed Messages |

| Balances | Debtor Currency | SA Currency | Collateral Status |
|---|---|---|---|
| Document Amount | 2,669.09 GBP | 2,669.09 GBP | |
| Actual Balance | 2,669.09 GBP | 2,669.09 GBP | |
| Balance | 2,669.09 GBP | 2,669.09 GBP | |
| Funding Disapproved | 2,669.09 GBP | 2,669.09 GBP | Dispute |
| Bad Debt Protection Disapproved Balance | 2,669.09 GBP | 2,669.09 GBP | Dispute |

| Amounts | Dates | Additional Info | Discount | Reconciliation | Interest Breakdown | Disputed Messages |

| ☐ | Sent Date | - | From User | Subject | Message Type | Dispute Reference | ☑ ⬇️ |
|---|---|---|---|---|---|---|---|
| ☐ | 02/09/20 | | A User | Proof of Delivery required | Dispute Message to CM User | 0123456 | |

**7.** To view the full dispute details, tick the box on the left hand side of the dispute, and they will appear as a message.

If you want to send a response back to the Credit Control team, you can do so by clicking on the Reply button.

**Ledger Item Details** ✕

| Doc. Type | Invoice | Doc. Reference | 12345 |
| Item Reference | 0000001 | Doc. Amount | 2,669.09 GBP |

Item Details

Amounts | Dates | Additional Info | Discount | Reconciliation | Interest Breakdown | **Disputed Messages**

| ☑ | Sent Date ▾ | From User | Subject | Message Type | ☑ | ⬇ |
|----|-------------|-----------|---------|--------------|----|----|
| ☑ | 02/09/20 | A User | Proof of Delivery required | Dispute Message to CM User | 010 |

Compose a Message

From
A User

Message Type
Dispute Message to CM User

Reply Message Type
Dispute Message from CM ⌄

Subject *
Proof of Delivery required

Message *
Contact: Sue

Your customer has requested a copy of their Purchase Order.

1 item selected

**Reply**

**8.** Enter your message and click on send.

Compose a Message

From
J Client

Message Type
Dispute Message to CM User

Reply Message Type
Dispute Message from CM ⌄

Subject *
Re: Proof of Delivery required

Message *
Dear Sue

I have emailed over a copy of the Proof of Delivery to both you and the customer, please would you remove the dispute.

Thank you.

-----Original Message-----

**Send** | Cancel