Viewing Disputed Item from Item List
Created on 2/19/2013 4:11:00 PM

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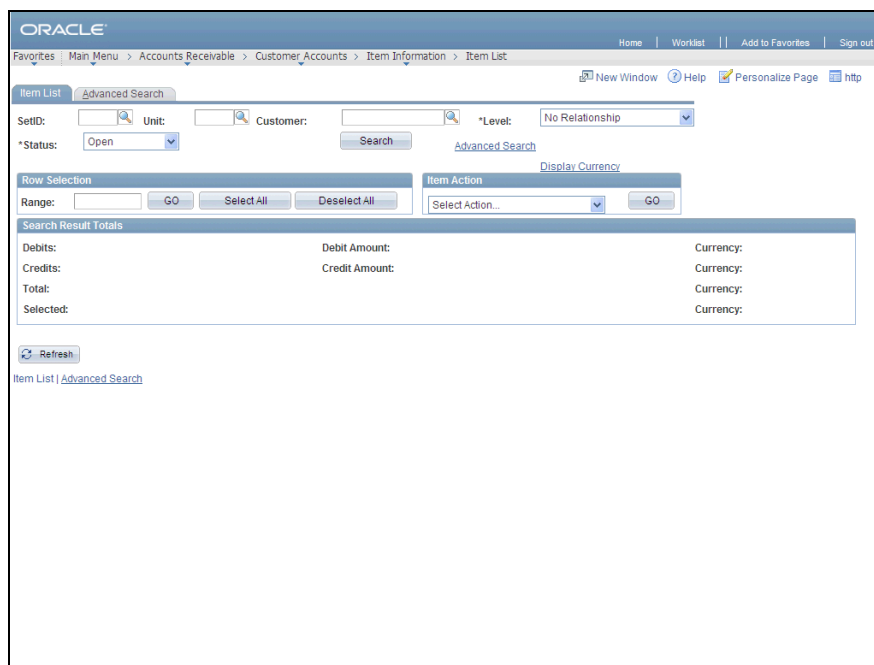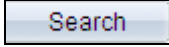
Viewing Disputed Item from Item List

Core-CT 9.1 enables users to place items in dispute on a **Payment Worksheet**. Dispute information added to an item on a Payment worksheet also displays in the **Customer Relations** group box on the **Details 1** page.
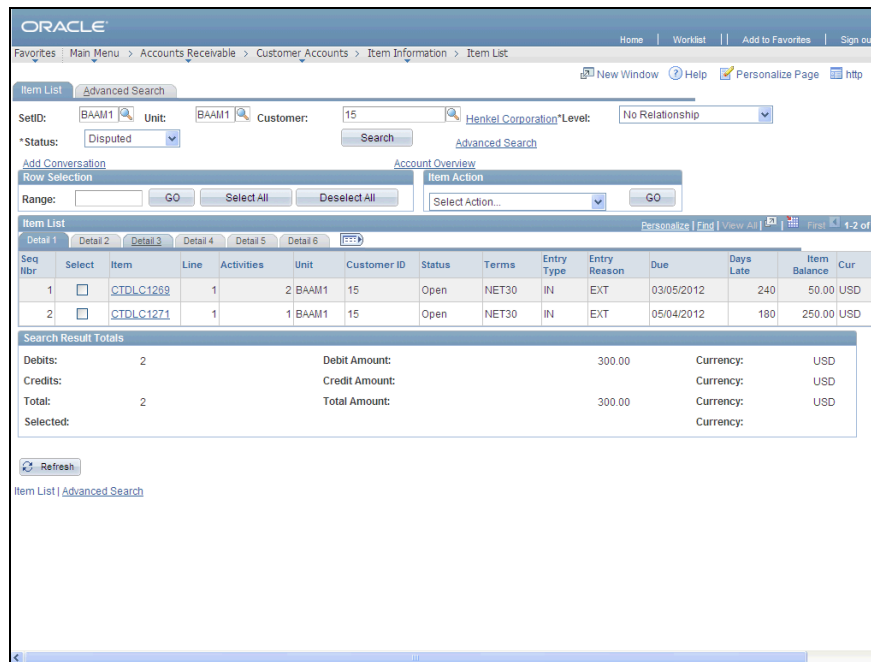
If dispute information is changed on the **Details 1** page for an item, that changed information is reflected in the item information on payment worksheets containing the item.
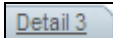
In this example a user views the **Detail 1** page for the item placed in dispute in the previous topic, *Disputing an Item From a Payment Worksheet,* after the payment was processed through AR Update.

Procedure

Step	Action
1.	Enter **BAAM1** into the **SetID** field.
2.	Enter **BAAM1** into the **Unit** field.
3.	Enter **15** into the **Customer** field.
4.	Use the **Status** field to set the search criteria to locate disputed items. Click the **Status** list. Open
5.	Click the **Disputed** list item. Disputed
6.	Click the **Search** button. Search
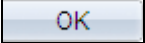
Step	Action
7.	Dispute information is displayed on the **Detail 3** tab. Click the **Detail 3** object. Detail 3
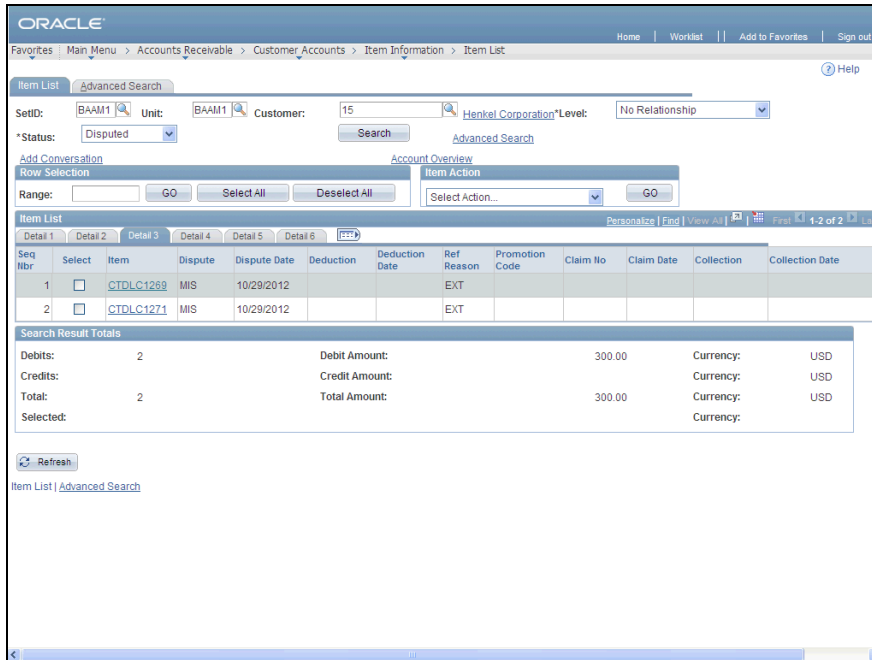
Step	Action
8.	Click the **CTDLC1269** link to access the **Detail 1** page. CTDLC1269
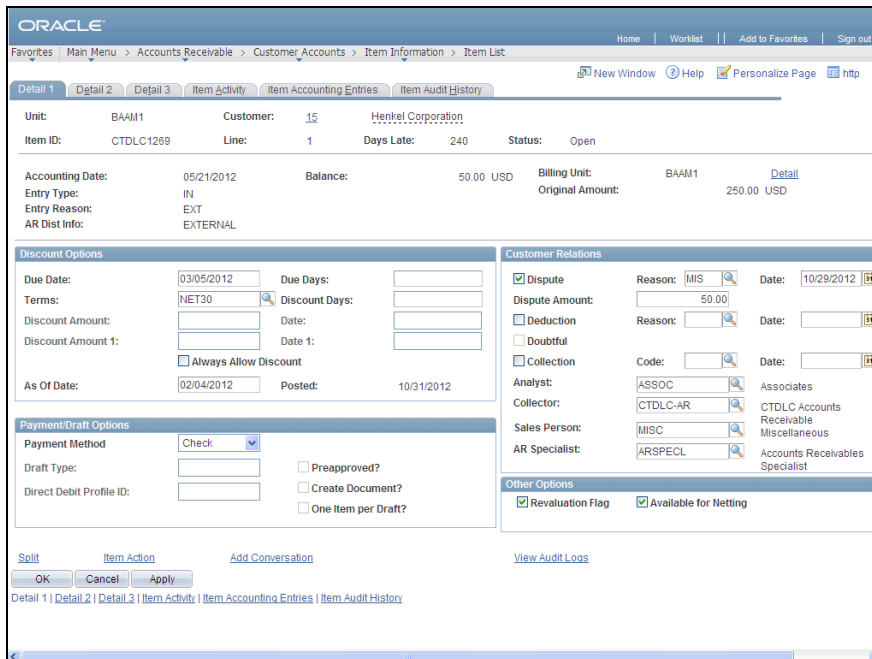
Step	Action
9.	Core-CT 9.1 displays the dispute information entered on the payment worksheet in the previous topic, *Disputing an Item From a Payment Worksheet*.

Step	Action
10.	Click the **OK** button. OK
11.	 **End of Procedure.**