

Vendor Concern Resolution Manual: Discrepancy Notes

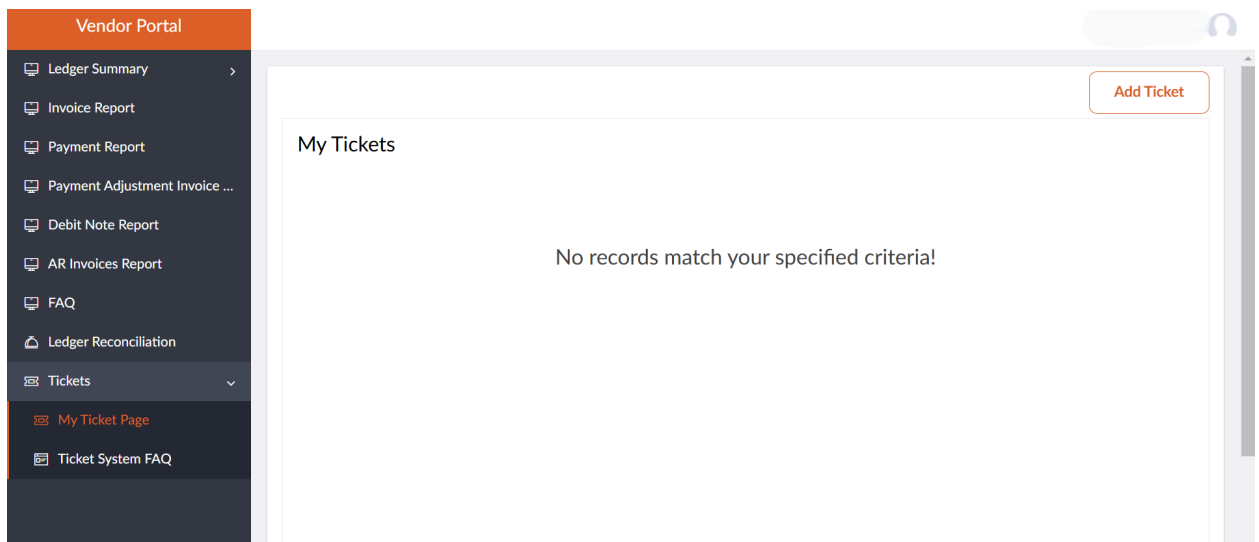
This manual outlines the steps for vendors to initiate their concerns related to **Discrepancy Notes** or **RTV's** issues using the vendor portal.

Step 1: Access the Vendor Portal

- Click on the Vendor Portal Link to open the vendor portal page in your browser.

Step 2: Navigate to the Vendor Ticket Table

- Once logged in to the portal, locate and click on the "Vendor Ticket Table" option from the dashboard.



Step 3: Add a New Ticket

- In the Vendor Ticket Table, click on the "**Add Ticket**" button to start submitting a new concern.

Step 4: Select Disposition and Sub-Disposition

- In the "Ticket Details" section, select the **Disposition Type** as "**Other Debit Adjustments**".
- Then, select the **Sub-Disposition** as "**Purchase Return / RTV**".

The screenshot shows the 'Vendor Portal' interface with a 'Ticketing System' form. The form includes fields for Vendor, Date, Disposition, Sub Disposition, Subject, Reference No, and a rich text editor for Issues. The 'Sub Disposition' field is highlighted with a red border and contains the text 'Purchase return / RTV'. The 'Reference No' field has a dropdown menu with '-Select-' and a note below it: 'Please mention the previously associated ticket No, if applicable.' The 'Issues' field has a rich text editor with options for Bold, Italic, Underline, Font Family (DejaVuSans), Font Size (10), and various alignment and list options.

Vendor Portal

Ticketing System

Vendor *

Date *

Disposition *

Sub Disposition *

Subject *

Reference No

Please mention the previously associated ticket No, if applicable.

Issues *

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Step 5: Describe the Concern

- In the provided text box, describe the issue you are facing clearly and concisely.

Step 6: Submit the Ticket

- After filling out the details, click on the "**Submit**" button to send your concern.

Step 7: Team Response

- The support team will review your query and respond within 2-3 working days with a resolution or further instructions.