

MyBusiness Disputed Invoice Guide

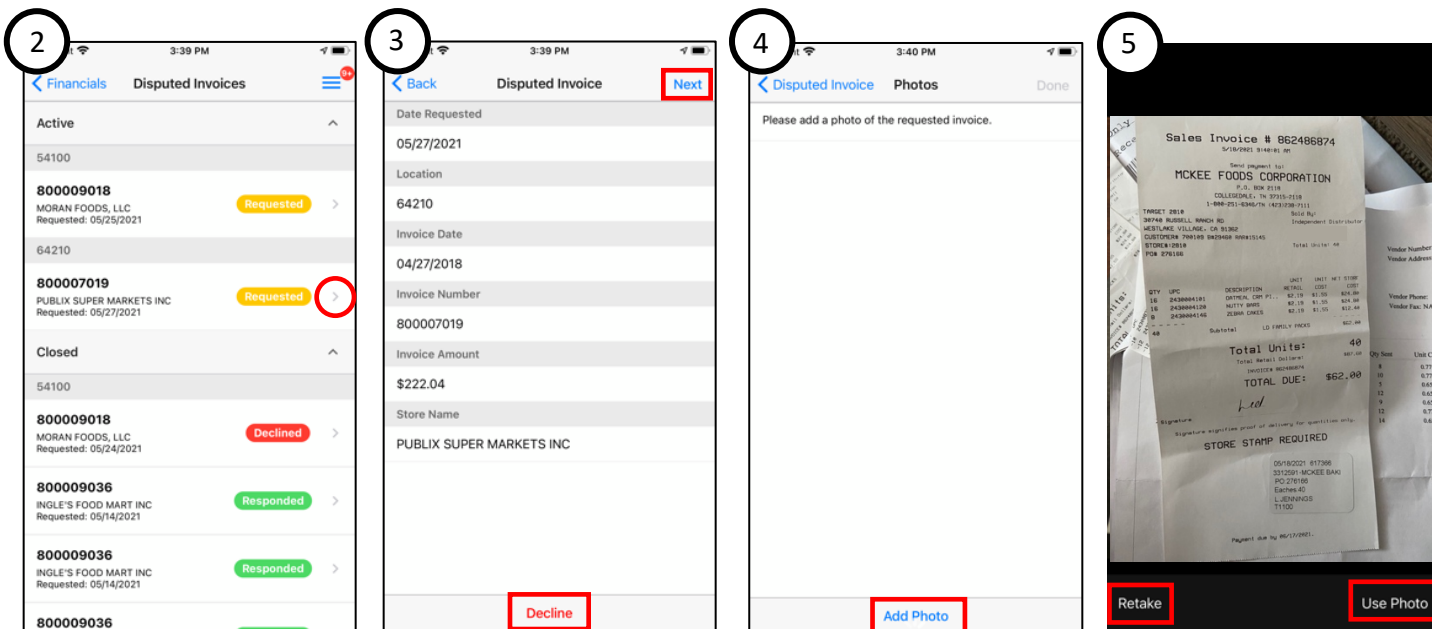
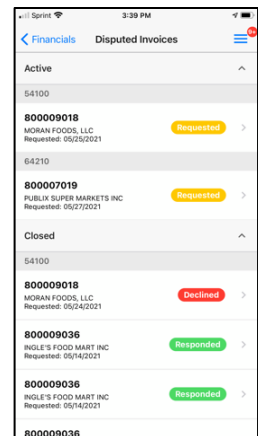


In the past, if a retailer communicated with RAR to dispute an invoice, the process would consist of emails and faxes sent back and forth between the retailer, RAR and an independent distributor to ask the distributor to send RAR a copy of the invoice in dispute. Now, the invoice request will appear inside the MyBusiness app under “Financials” and “Disputed Invoices.”

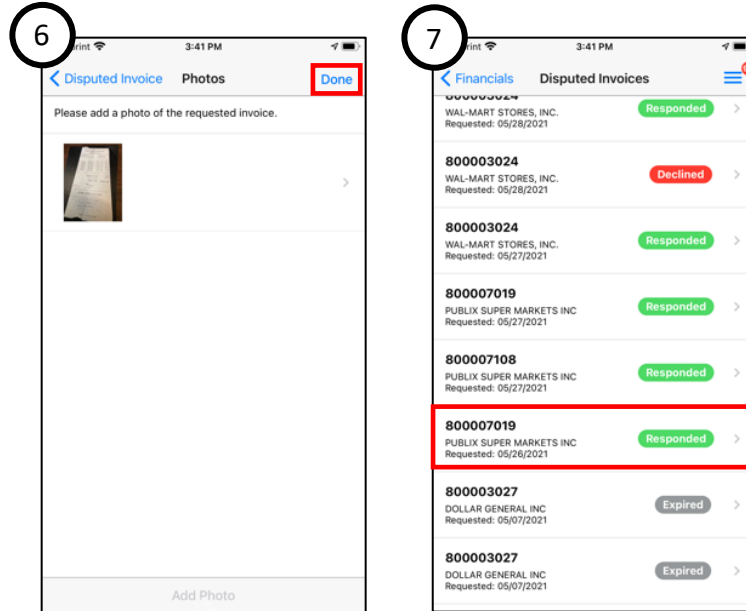
1. When a request for a picture of an invoice comes in, it shows up in the “Disputed Invoices” list with the status listed in yellow as “Requested.” Requested

This means that the distributor has 14 days to send the invoice to RAR via the MyBusiness app. After 14 days, RAR will charge back the invoice to the independent distributorship, and the invoice’s status will change to “Expired.” Expired

2. To take a picture of the invoice to send to RAR, tap on the right-facing chevron next to “Requested.”
3. On this screen you can see invoice details. You can decline the request for an invoice by tapping on “Decline” at the bottom of this screen, which would change the status to “Declined” in red. Declined If you’re ready to take a picture of the requested invoice, tap “Next” at the upper right.
4. Tap on “Add Photo” to go to your camera.
5. Once you take the photo of the invoice, you’ll see the option to “Retake” the photo or “Use Photo” at the bottom of the screen.



- When you tap “Use Photo,” you’ll go to a screen where you can tap “Done” in the upper right to send the image to RAR.
- Then, the status of the invoice will change to “Responded” in green.



RAR could still reject the invoice, for example, in a case where the picture is blurry and the invoice is not legible. In that case, the green “Responded” status would change back to “Requested” in yellow, and **you will have 7 days to send a new picture to RAR** before they charge back the invoice to you.