



## Work Instruction

### Clearing Disputes on Claims for Payment

It is possible to *clear* claims within the list of claims To Be Accepted, or *clear* claims within the list of claims To Be Approved.

To **clear** a dispute, complete the following steps:

1. Select the *Asset* from the Asset List pane.
2. Select the Approvals tab from the Works Tabs pane.
3. Select the Claim Type radio button (e.g. Disputed Claims).
4. Click the Authorise button.
5. Double-click any jobs that require *Disputes* to be cleared. (**Note:** displayed with a red X icon).
6. Click the Submit button or Cancel to clear.

The screenshot shows a software interface with a table of claims and a 'Claim Type' dropdown menu. The table has columns for 'Note', 'Claim', 'Adj', 'Job Type', and 'Cl'. The 'Claim Type' dropdown menu is open, showing options: 'All', 'To Be Accepted', 'To Be Approved', and 'To Be Invoiced'. Below the dropdown are buttons for 'Authorise', 'Dispute', 'Clear', and 'Submit'. Red boxes highlight the following actions:

- Double click the job to be marked (pointing to a row with a red X icon).
- Select the Claim Type (pointing to the 'To Be Accepted' radio button).
- Select Action button (pointing to the 'Dispute' button).
- Submit or Cancel selections (pointing to the 'Submit' button).

Notes:

- Claims that were disputed from the To Be Accepted list will appear in the To Be Approved list after they have been authorized. The claim will still need to be approved.
- Claims that were disputed from the To Be Approved list will appear in the To Be Invoiced list after they have been authorized. No further action is required.

