

KUARIO Account - How to start a dispute

- EN

R 2



KUARIO



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Uitgever

KUARIO B.V.

Productie

KUARIO B.V.

Inhoudsopgave

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Introduction

Introduction

A dispute is something you start when you disagree how a transaction has been handled by KUARIO or the facility where the transaction took place.

When you think a transaction has been incorrect you can start a dispute.

Your facility operator can then help you to sort it out. KUARIO is not involved in the disputes and makes no decisions regarding the outcome.

Note! A dispute can only be started within 7 days of the transaction!

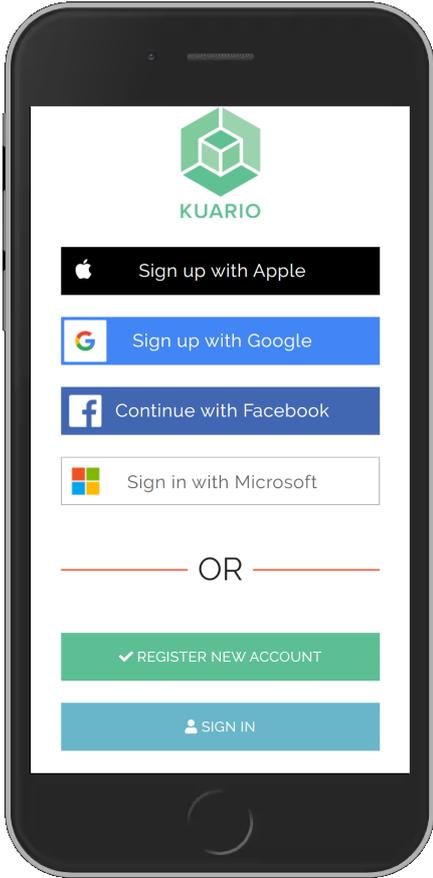
End-User Instruction

End-User Instruction

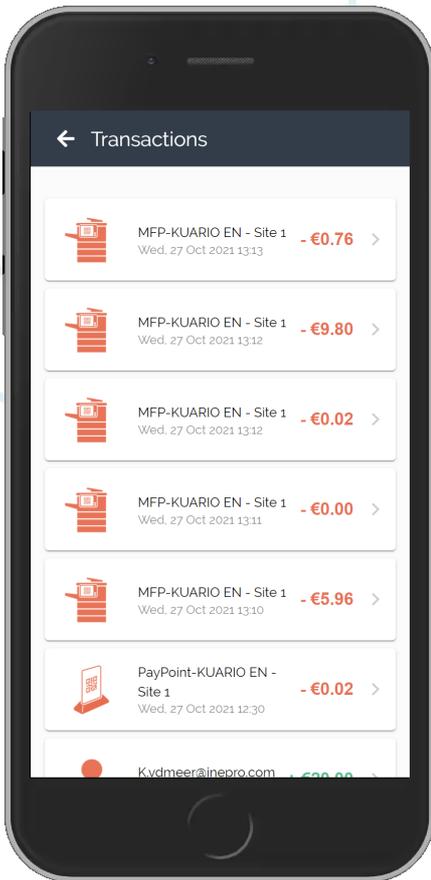
To start a dispute you will need to find your transaction in your transaction history in the KUARIO app. If you do not make many transactions on a day this should not be very hard to do.

If you do make a lot of transactions it helps to have the name or ID of the outlet, the date and time (as exact as possible) and optionally the amount of the transaction.

1. Sign in at KUARIO.



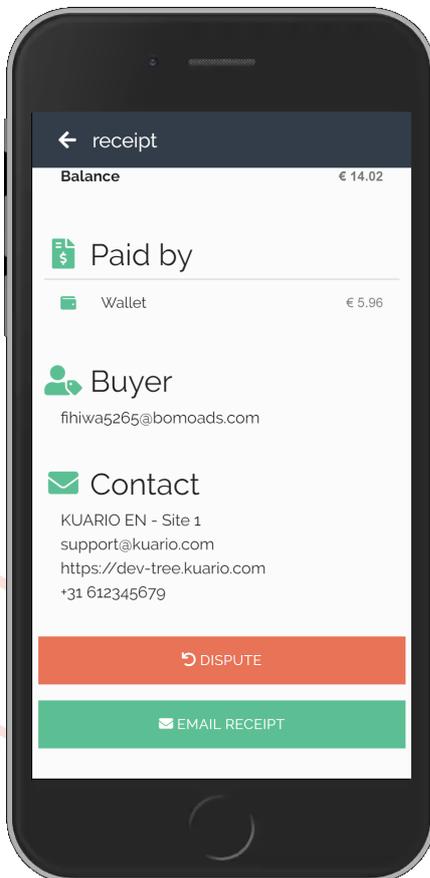
2. Go to the transaction receipt of the disputed transaction.



3. Make sure this is the correct transaction.

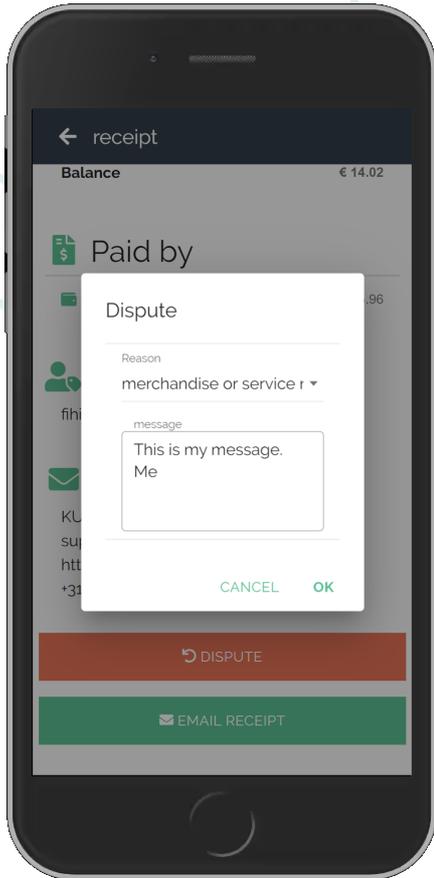
4. Scroll down.

5. Click 'Dispute'.

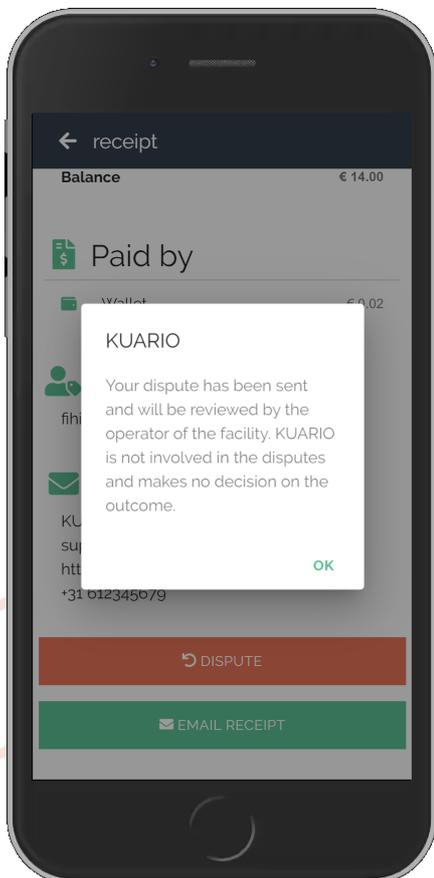


A message box will appear.

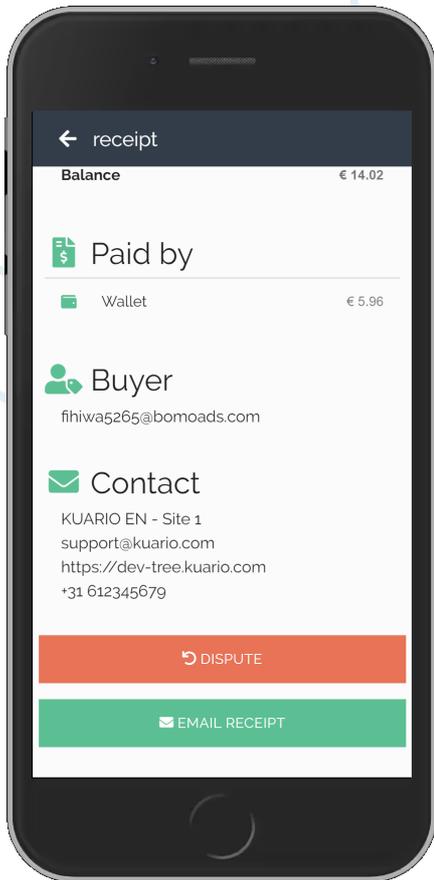
6. Please state the reason of the dispute.
7. Enter a description of what went wrong and / or why you dispute this transaction.
8. Click 'OK' to start the dispute.



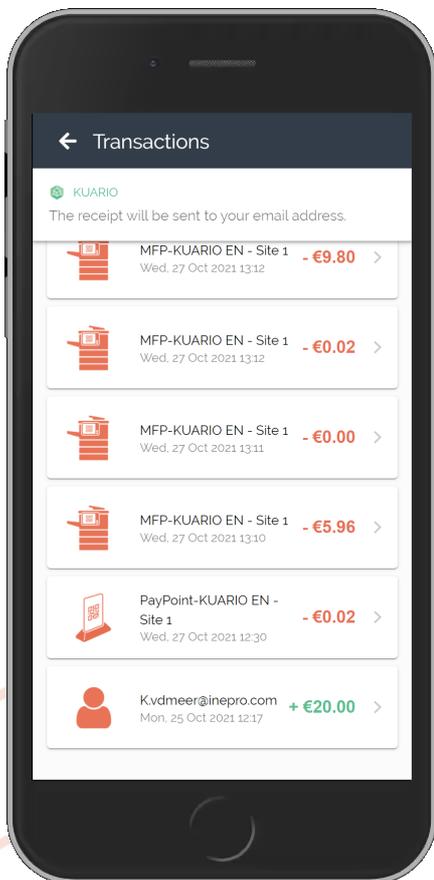
9. Read the confirmation message and click 'OK'.



10. Click 'Email Receipt' at the bottom to have the receipt emailed to you.



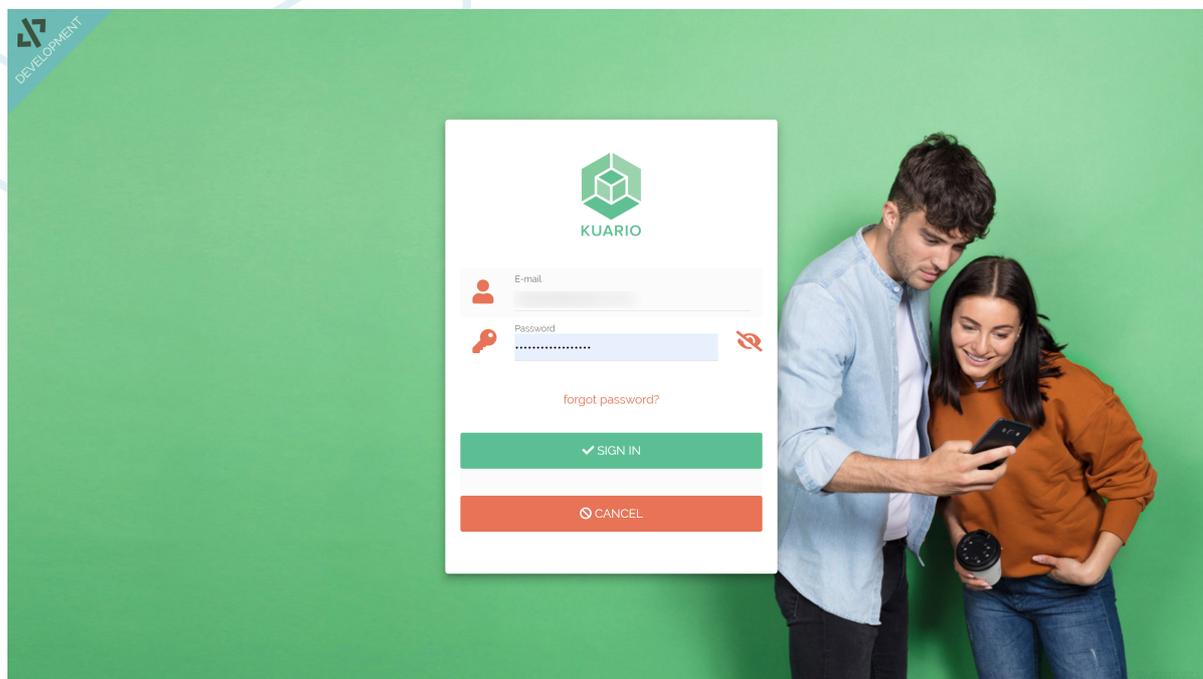
11. At the top of your screen a toaster message will appear confirming the receipt is send to your email address.



12. A KUARIO Dispute has now been started.

Facility Operator Instruction

Facility Operator Instruction

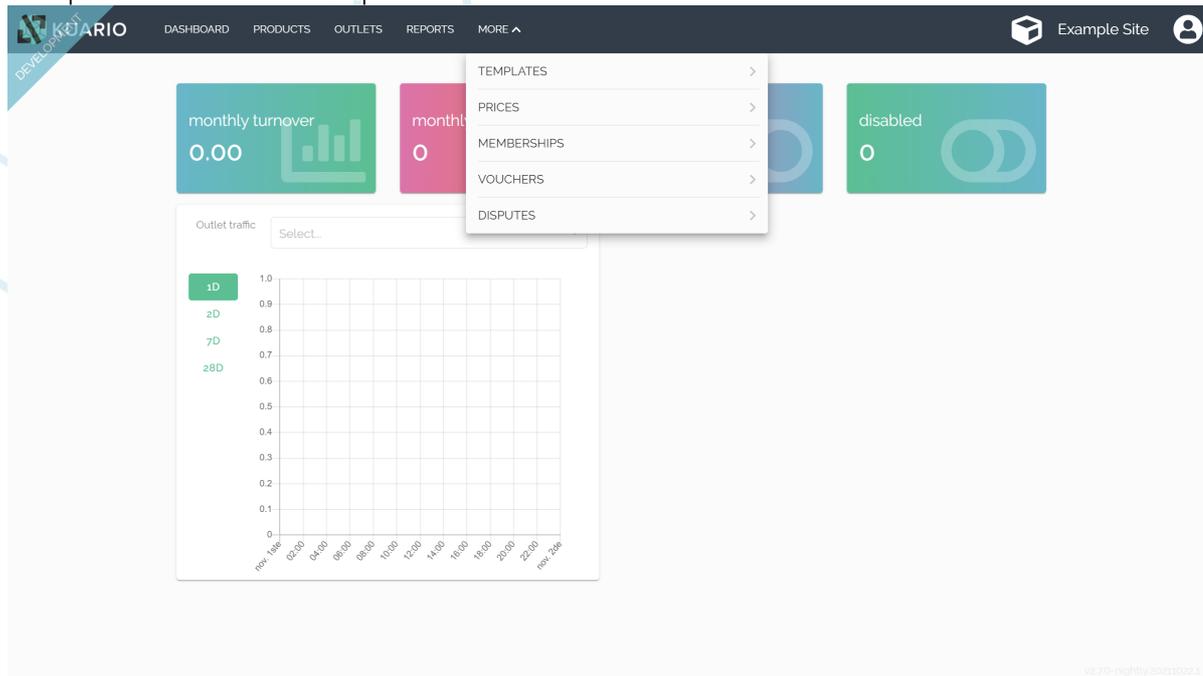


In the KUARIO manager there are two ways to start a dispute. You can either create a new dispute and look up the Outlet and the transaction in question. Or you can go to Outlets and search for the transaction in question and start a dispute on that transaction.

Both ways will be explained in the next two chapters.

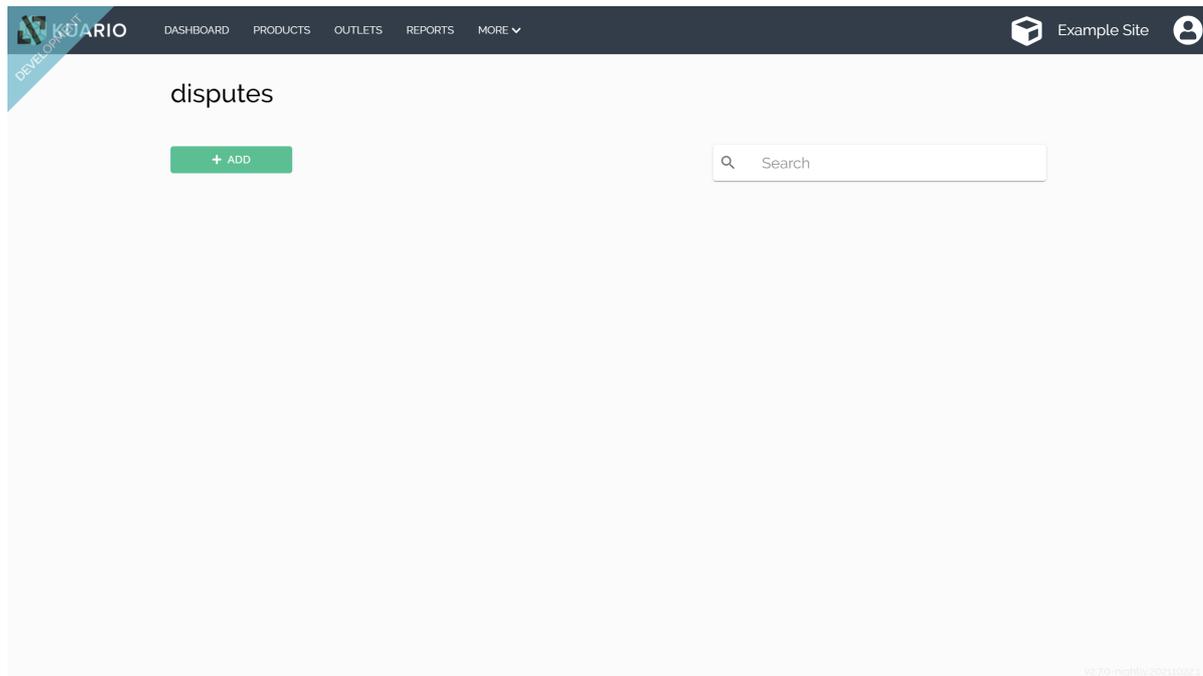
Start from Disputes

1. Open 'More' and click 'Disputes'.



You can either search for an existing dispute or create a new one.

2. Click 'Add' to add a Dispute. Be sure to have the Outlet name / ID and the date and time of the transaction.



In the dispute screen you can choose to partially or fully refund the amount, state the reason and even email the customer directly.

3. Click 'Edit' to adjust the amount to the amount that should be paid by the end-user, the remainder will be refunded.

The screenshot shows the 'Dispute' screen in the KUARIO application. The top navigation bar includes 'DASHBOARD', 'PRODUCTS', 'OUTLETS', 'REPORTS', and 'MORE'. The main content area has a 'Dispute' title and a form with the following fields:

- Outlet: MFP
- Date: 2021-10-25
- Select order: 131258
- Reason: Merchandise or service not received
- Status: open (with a red error message: 'Dispute status must be resolved')
- User paid amount: €0.76
- New paid amount: €0.76 (with an 'Edit' link)

Buttons at the bottom include 'EMAIL CUSTOMER', 'CANCEL', and 'SAVE'.

Under 'Edit' in the Dispute you can edit the details like product identity and the amount of the transaction. To refund money to the end-user be sure to also edit the 'Financial correction' field.

4. Edit the 'Financial correction' field to refund money to the end-user. Edit the other details to correct administrative errors. Click close to continue.

The screenshot shows the 'Transactions' screen with a 'Correction' modal open. The modal has a 'close' button in the top right. The 'Correction' section contains a table with the following data:

Quantity	Product	Amount
38	copy A4 paper	€0.38
30	copy A4 side bw	€0.30
	Financial correction	€0.00
	New transaction total	€0.68
	Total refund amount	€0.08

Buttons at the bottom of the modal include 'DETAILS', 'RESET', and 'CLOSE'.

5. Make sure to state the reason of the Dispute, set the status to 'Resolved'. Optionally email the end-user.
6. Click 'Save'.

The screenshot shows the 'Dispute' page in the KUARIO system. The page has a dark header with navigation links: DASHBOARD, PRODUCTS, OUTLETS, REPORTS, and MORE. The user is logged in as 'Example Site'. The main content area is titled 'Dispute' and contains the following fields:

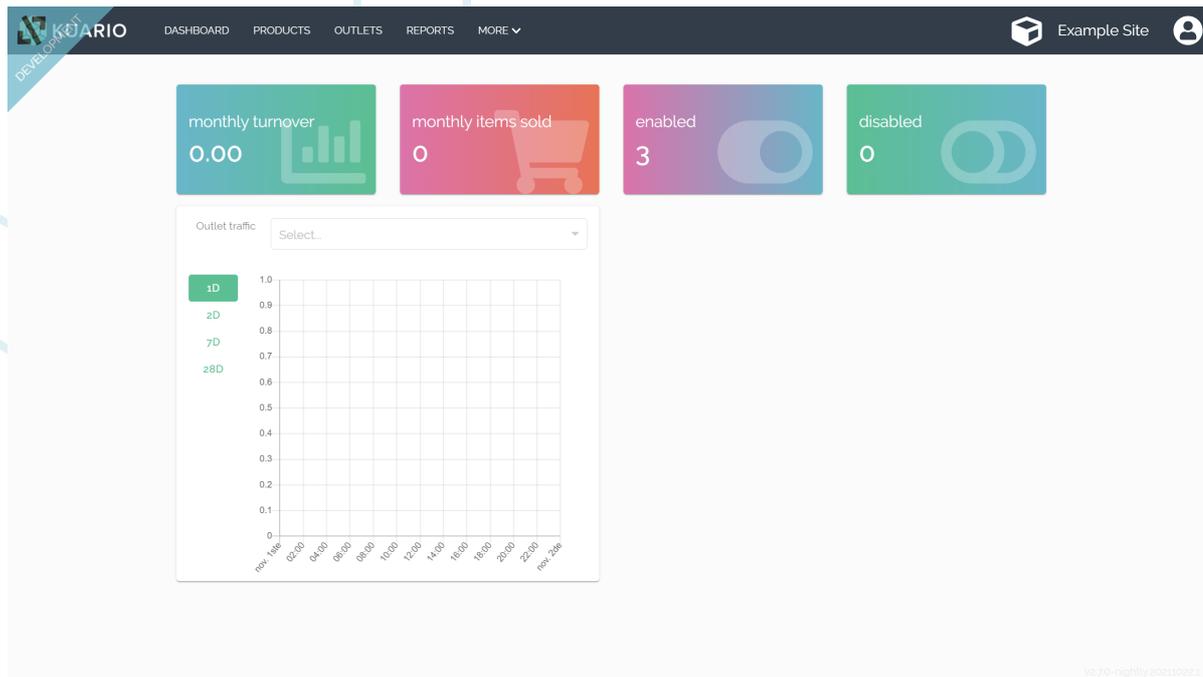
- Outlet: Peejpoijnt
- Date: 2020-10-12
- Select order: 132536
- Reason: Merchandise or service not received
- Status: resolved
- User paid amount: €12.50
- New paid amount: €10.50

There are three main buttons: 'EMAIL CUSTOMER' (green), 'CANCEL' (red), and 'SAVE' (green). The 'SAVE' button is highlighted, indicating it is the next step. A version number 'v2.7.0-nightly.20211022.1' is visible in the bottom right corner of the interface.

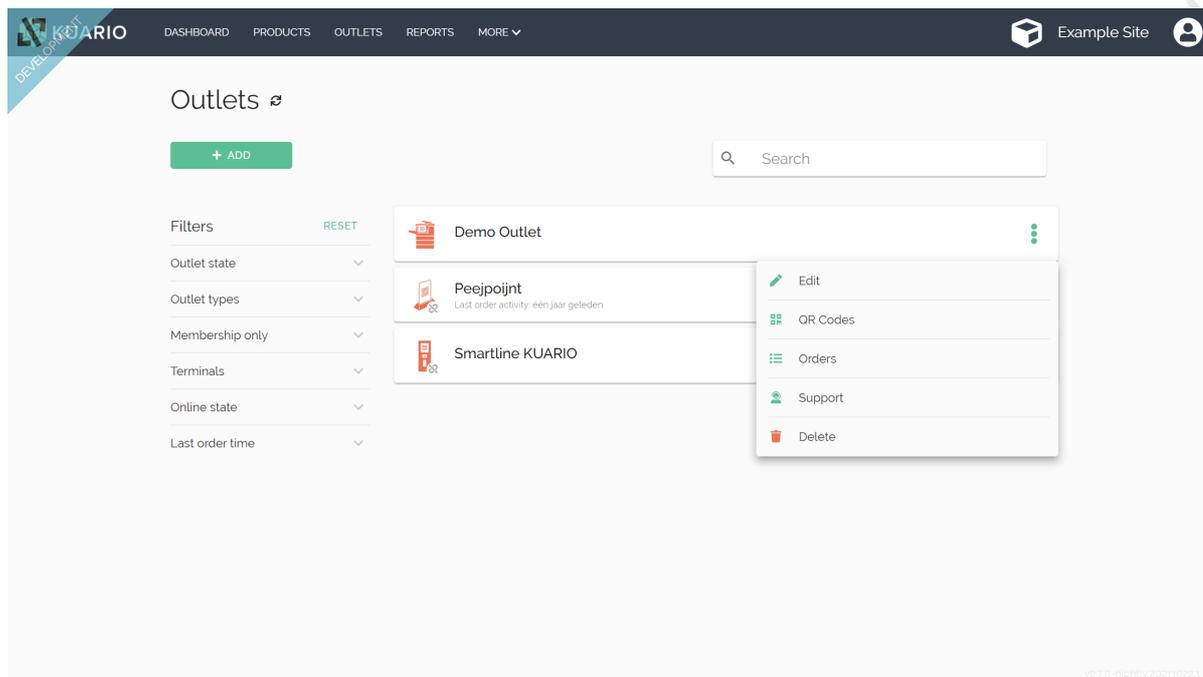
7. The KUARIO Dispute has now been resolved.

Start from Outlets

1. Click 'Outlets'



2. Find the correct Outlet.
3. Open the context menu (the three dots at the end of the Outlet line).
4. Click 'Orders'.



- Open the correct Order. Double-check if it is.
- Click 'Start Dispute'.

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MFP

✓	13:12:58, 25-10-2021 Payment succeeded	0.76	START DISPUTE
	38x copy A4 paper	0.38	
	38x copy A4 side bw	0.38	
✓	13:12:20, 25-10-2021 Payment succeeded	9.80	
✓	13:11:54, 25-10-2021 Payment succeeded	0.02	
✓	13:11:21, 25-10-2021 Payment succeeded	0.00	
✓	13:09:47, 25-10-2021 Payment succeeded	5.96	
✗	12:28:44, 25-10-2021 Cancelled	2.94	

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In the dispute screen you can choose to partially or fully refund the amount, state the reason and even email the customer directly.

- Click 'Edit' to adjust the amount to the amount that should be paid by the end-user, the remainder will be refunded.

DEVELOPMENT KUARIO DASHBOARD PRODUCTS OUTLETS REPORTS MORE

KUARIO EN - Site 1

Dispute

Outlet: MFP

Date: 2021-10-25

Select order: 1312:58

Reason: Merchandise or service not received

EMAIL CUSTOMER

Status: open
Dispute status must be resolved

User paid amount: €0.76

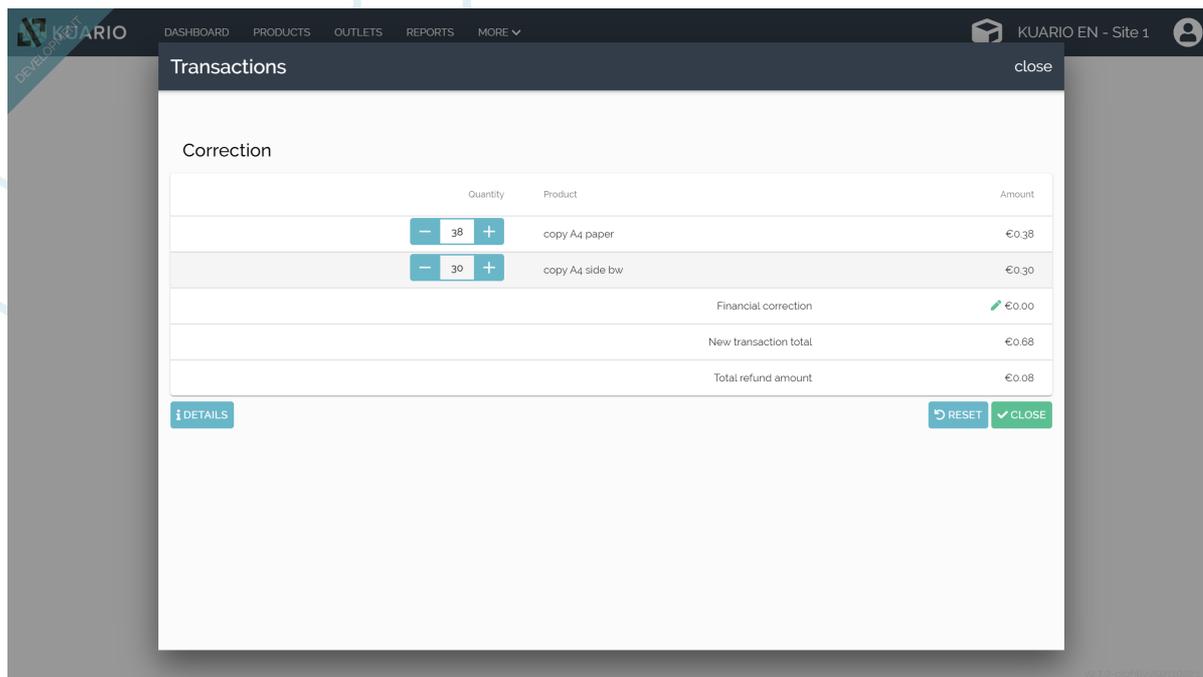
New paid amount: €0.76 Edit

CANCEL SAVE

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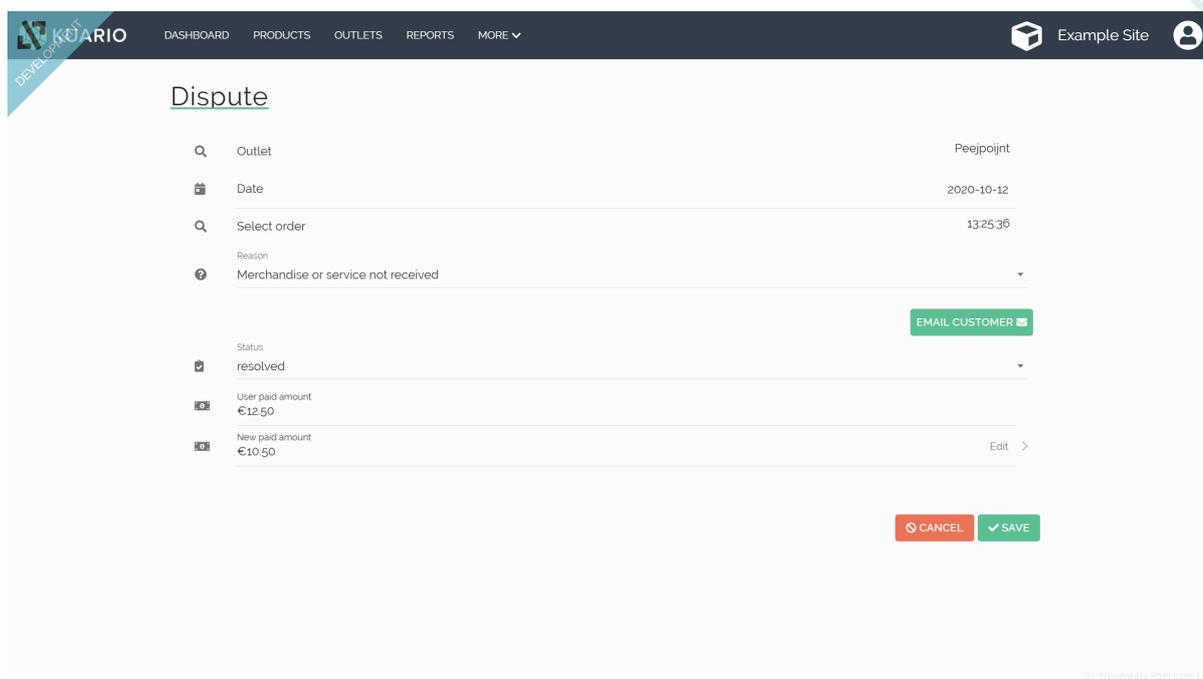
Under 'Edit' in the Dispute you can edit the details like product identity and the amount of the transaction. To refund money to the end-user be sure to also edit the 'Financial correction' field.

8. Edit the 'Financial correction' field to refund money to the end-user. Edit the other details to correct administrative errors. Click close to continue.



9. Make sure to state the reason of the Dispute, set the status to 'Resolved'. Optionally email the end-user.

10. Click 'Save'.



11. The KUARIO Dispute has now been resolved.

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