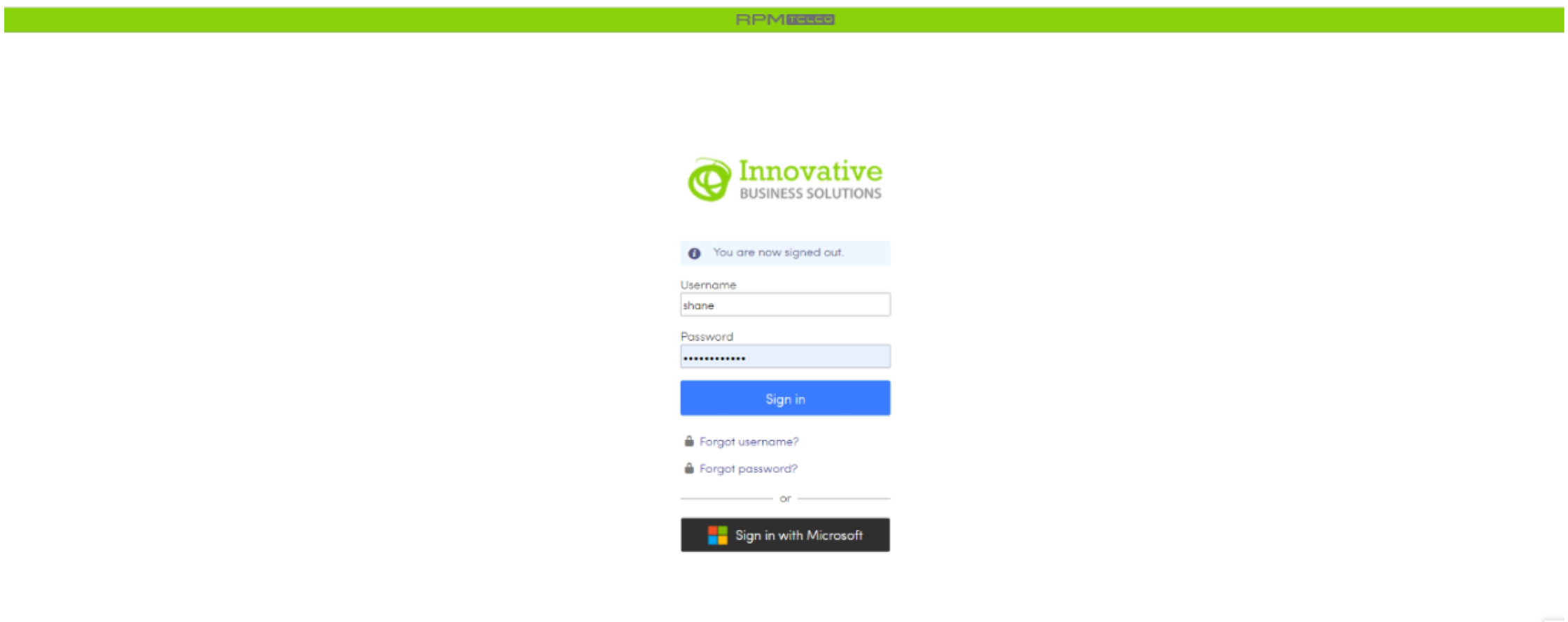
How to file a commission dispute in RPM

Most TSDS don't watch your money...
WE DO.

1 Step 1: Log Into RPM

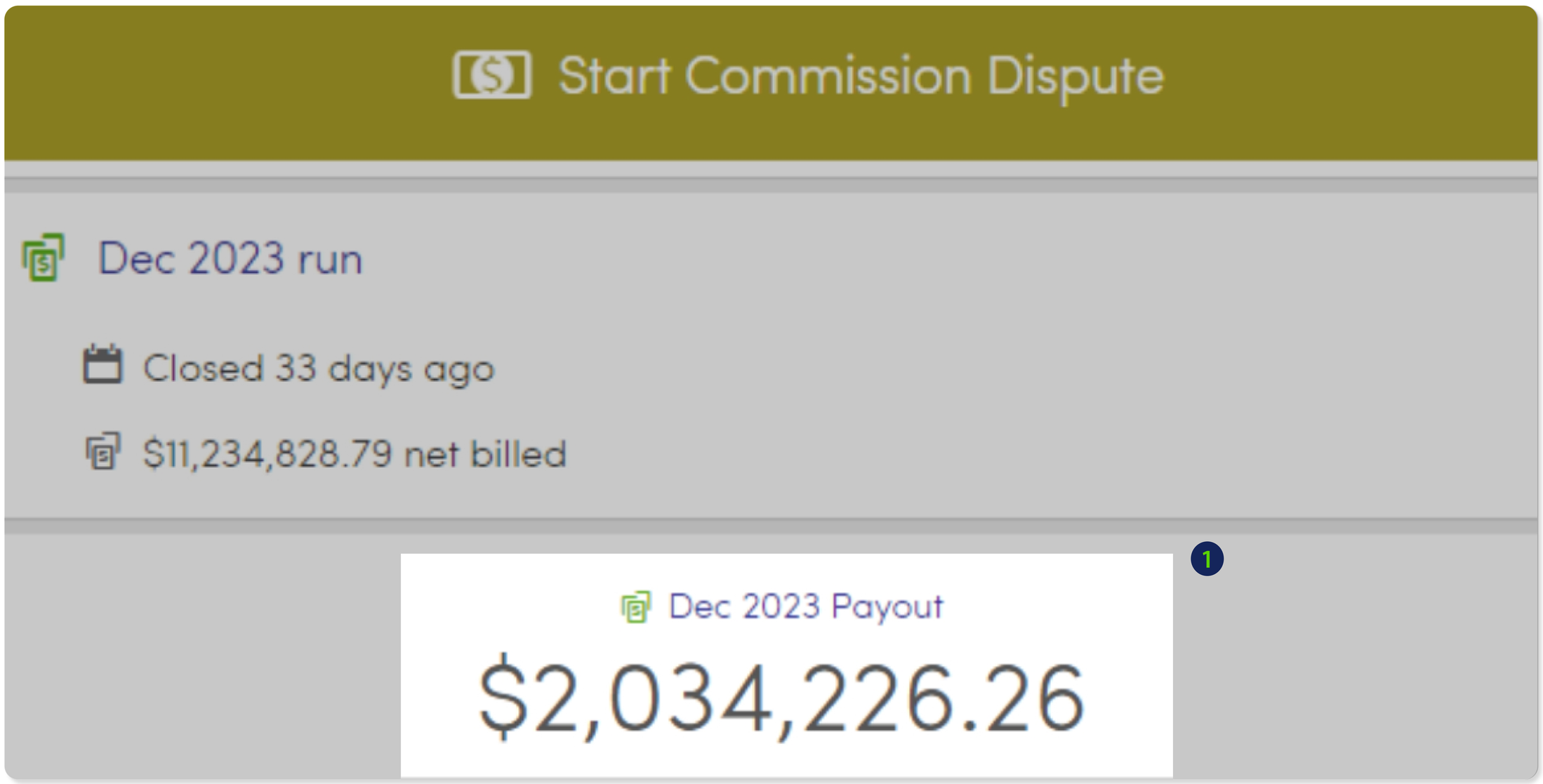
Log into RPM at HERE.

- If you cannot log in, use the "Forgot Username or Forgot Password" feature on the main page.
- If this is unsuccessful, contact your Innovative Partner Enablement Manager.



2 Step 2: Review Payouts

- Refer to section "Payout". It will show the latest month and year of the last commission cycle ("Dec 2023 Payout" in the example). 1
- If all looks correct, then there is nothing more to do.



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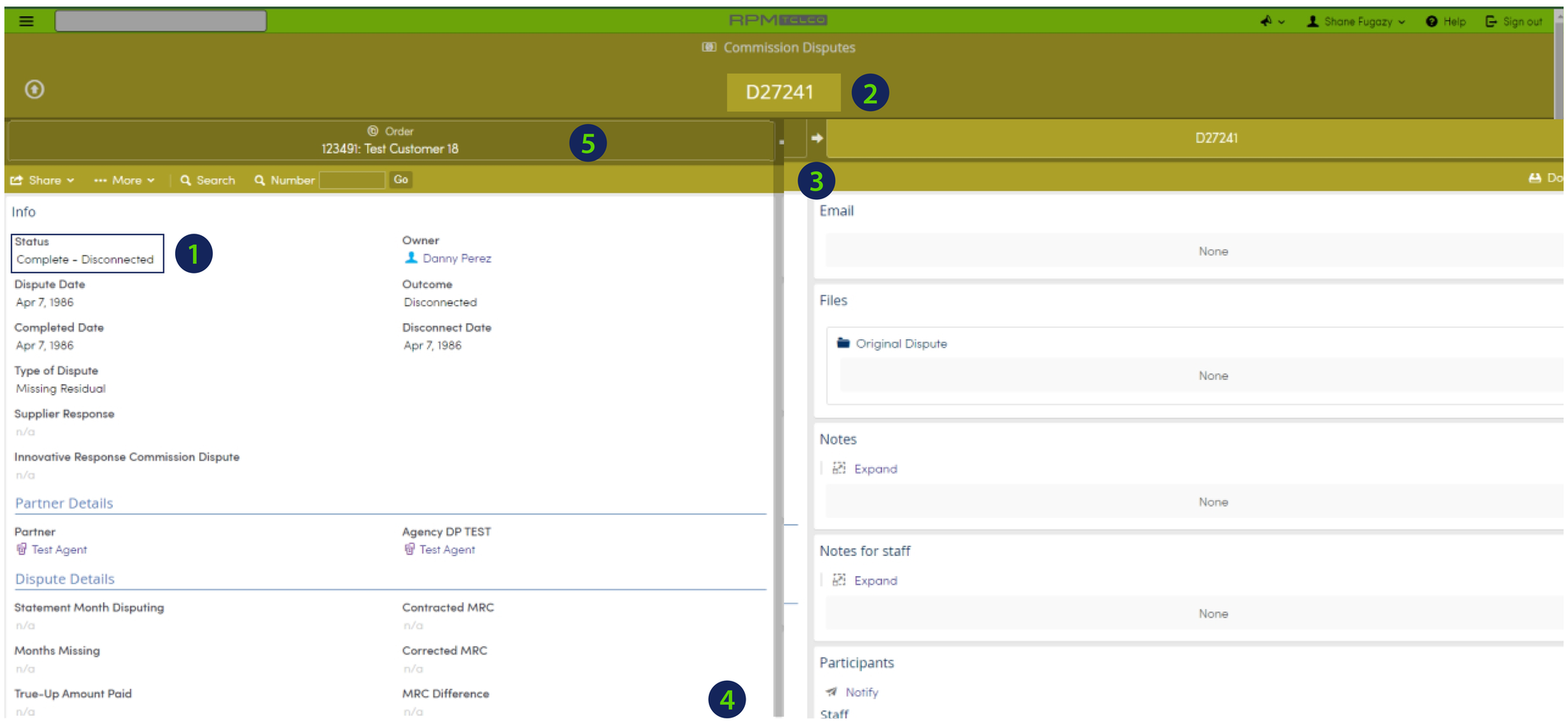
3 Step 3: Review Disputes

- If you believe there is a discrepancy:
- First, look at the disputes filed on your behalf. Innovative audits every commission every month, and they will appear in the widget marked "My Comp Disputes".
- You will see the number of open disputes in the total.
- You will see the status of each dispute, where Innovative is in the process of reconciling the commissions. 1
- You can click on the number next to the dispute status to see the associated order and the dispute.
- Disputes start with "D" and a number. In the example above, the dispute is D27241. 2
- You will see the dispute record on the righthand side. 3
- Details of the dispute will be included in key fields and categories.
- The associated order for additional details is located on the lefthand side of the screen. 4
- Simply click the bar at the top left labeled with the customer name to see additional details. 5



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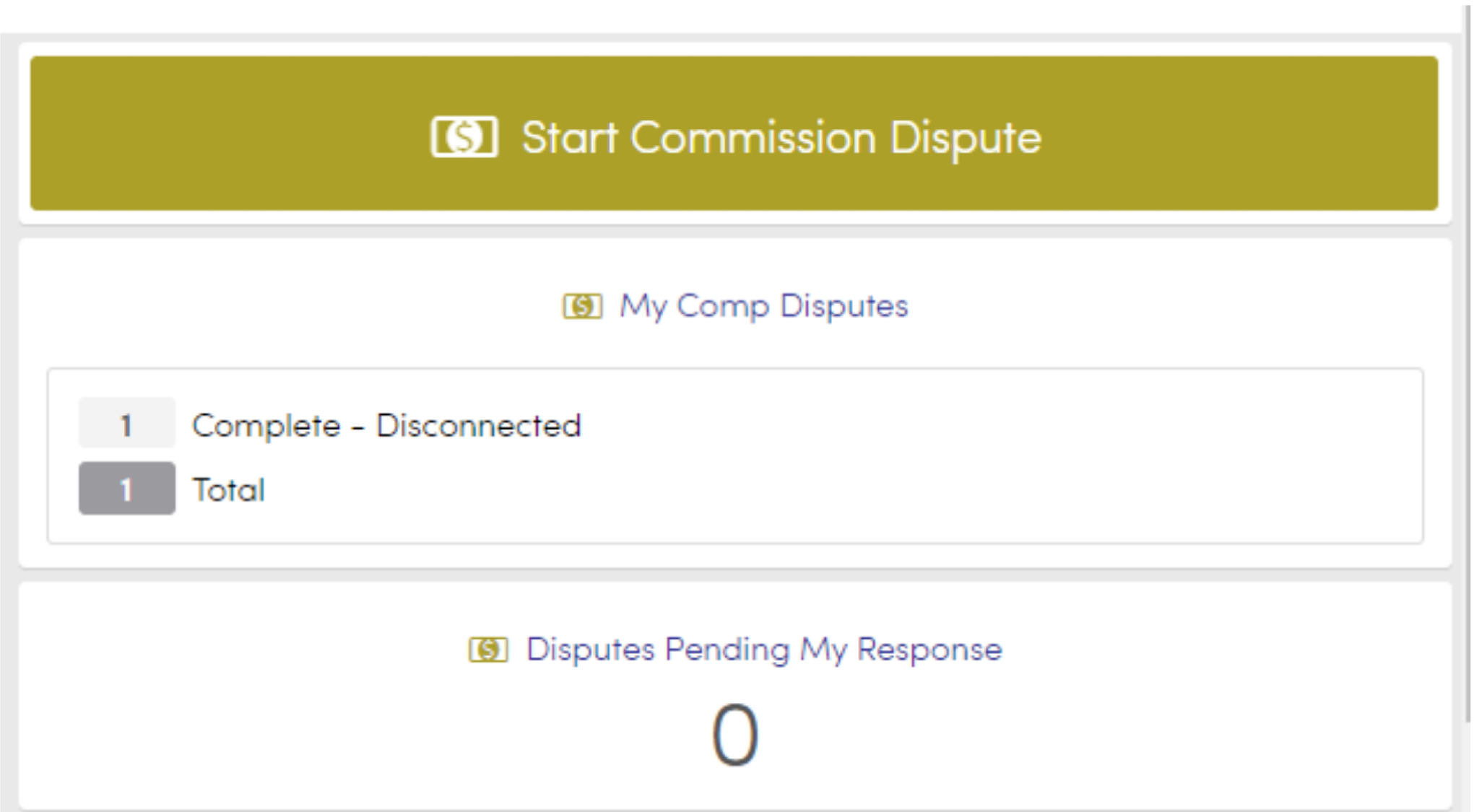

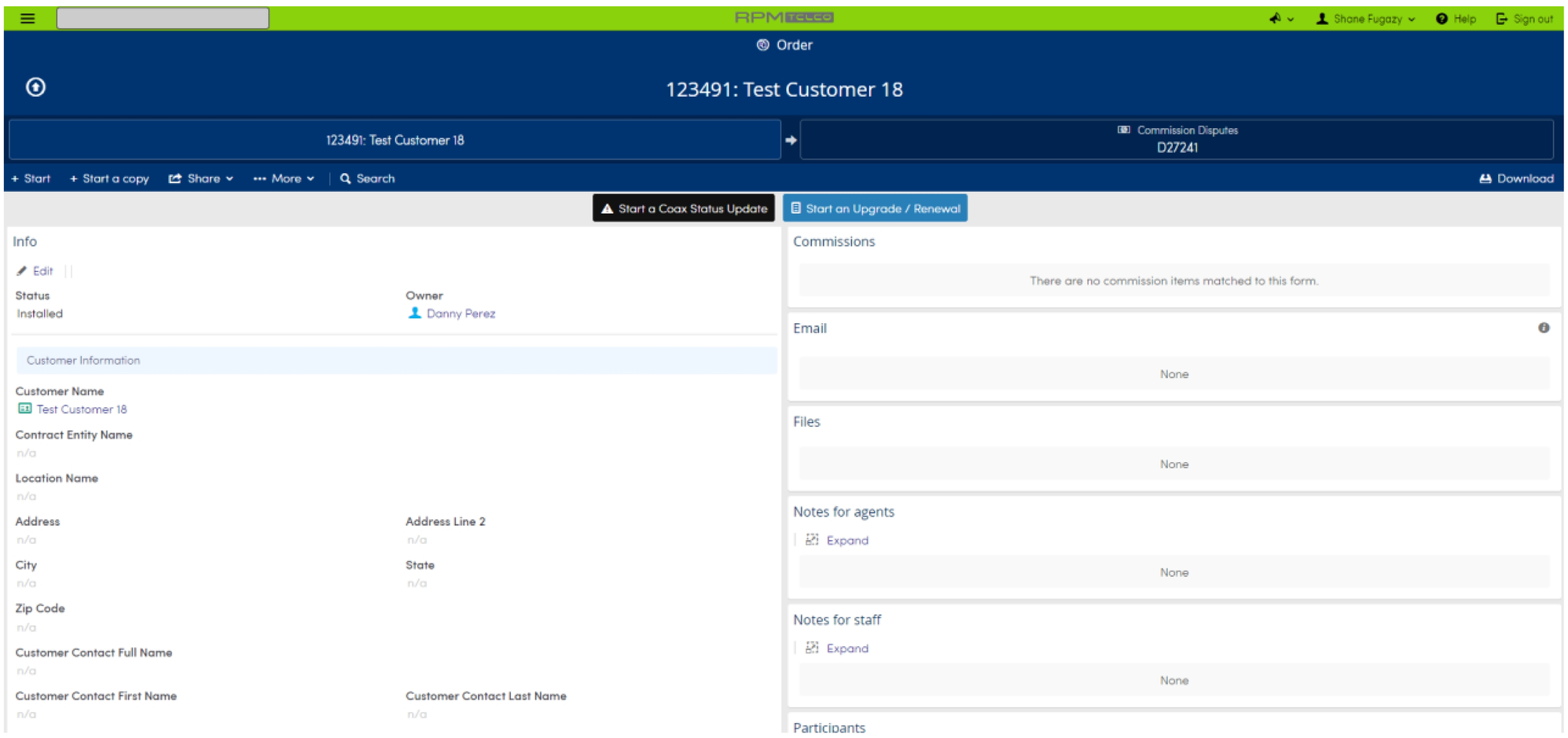

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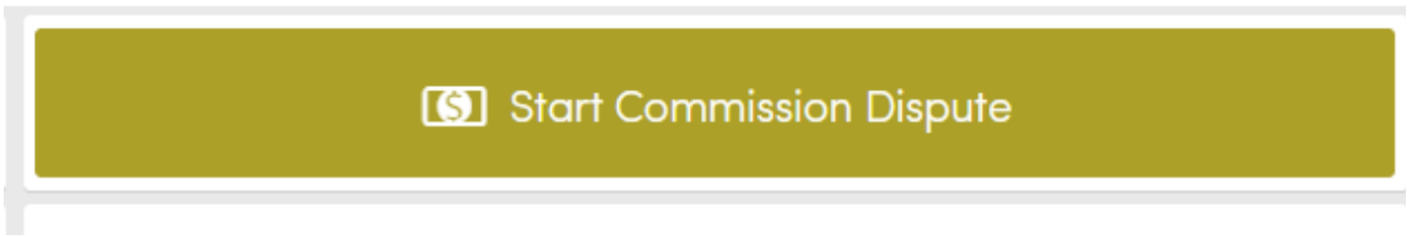
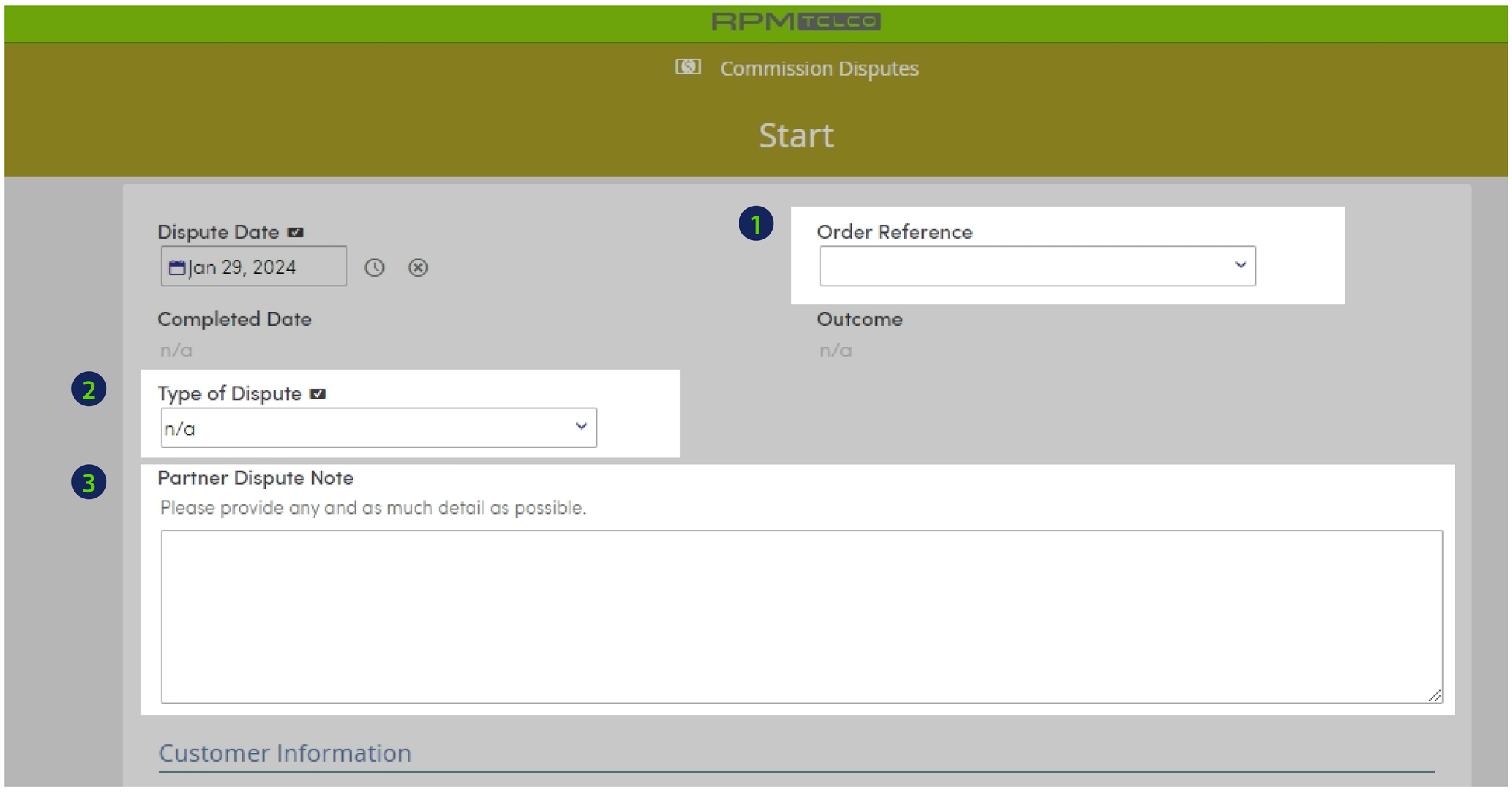
4 Step 4: Start A New Dispute

- If you do not see an active dispute, open a new dispute via a few steps:
- Click "Start Commission Dispute".
- In the "Order Reference" use the drop down menu to select the associated order that you would like to file a dispute about. (1)
- If no order appears, simply select "N/A".
- Best practice is to find the order in the field, if available, to shorten turnaround time.
- Select the type of dispute in the "Type of Dispute" field. (2)
- If exact reason is not listed, use closest reasoning.
- Fill in dispute notes, be as specific as possible, and include any and all relevant details. (3)
- This will expedite your dispute and decrease the need for email clarification.
- Scroll to the bottom and click "OK".





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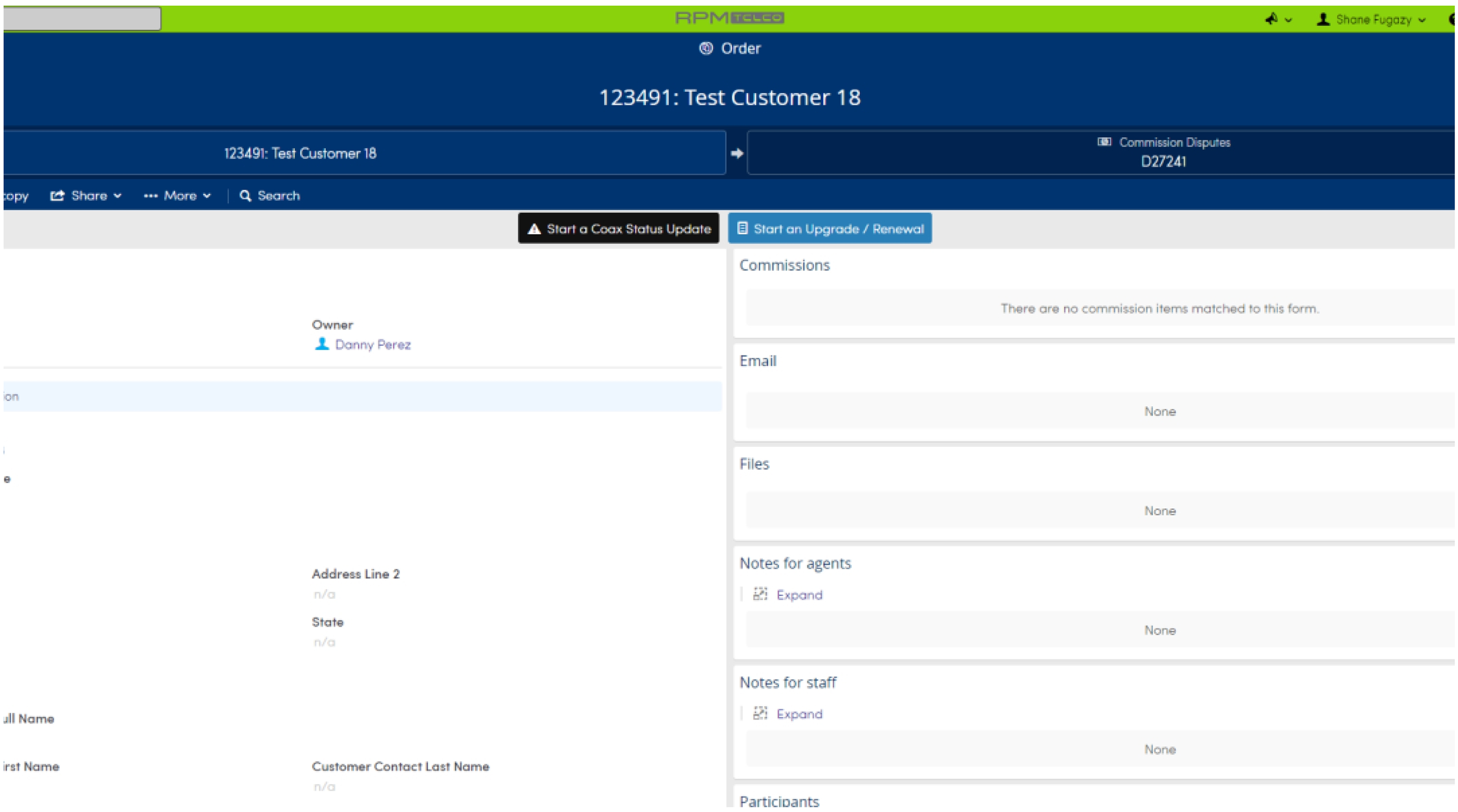
5 Step 5: Confirm Visibility Of New Dispute

- Your dispute is now filed, and will appear in your "My Comp Disputes" field on your home page. Changes to the dispute status, outcome, and dates are visible to you within RPM as they are made.