

Aviation Disputes QuickBase

Centralized dispute management to **improve efficiency**, visibility, **SLA compliance**, and **operational control**

Executive summary

- Centralize dispute management**

Centralized all Aviation AR disputes in a single platform for end-to-end visibility and control
- Automate & standardize**

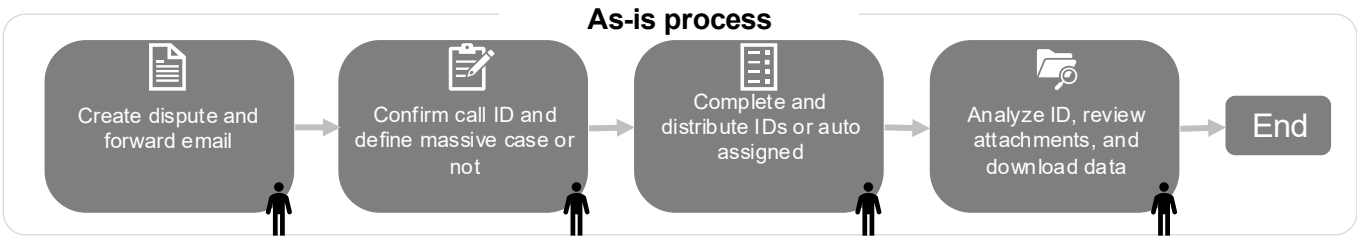
Automated case intake, routing, tracking, and follow-ups with standardized workflows and SLA management
- Improve efficiency & SLA**

Reduce dispute resolution cycle time by 20% and improve SLA compliance by Q3 2026
- Enhance visibility & control**

Improved visibility into aging and status with real-time reporting and performance monitoring

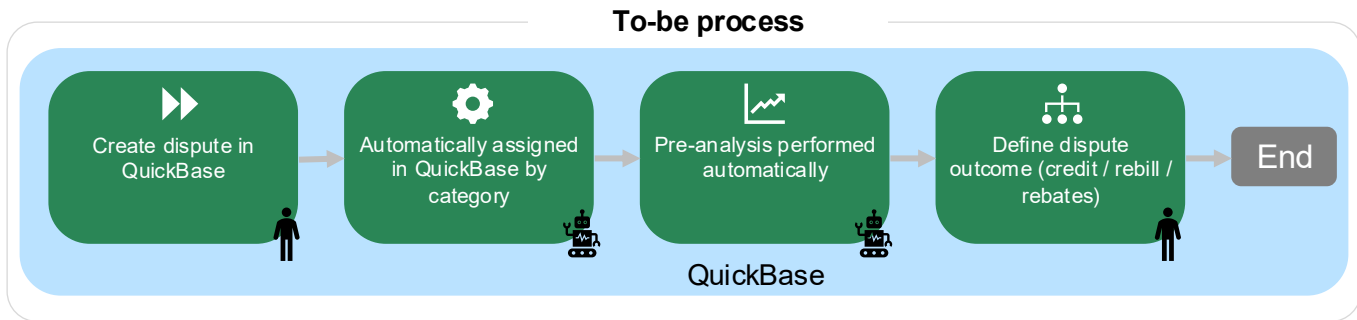
01 Business problem / background

The Aviation Disputes process managed over 2.3k disputes per month through multiple trackers and manual follow-ups, resulting in limited visibility, inconsistent SLA performance, and inefficient end-to-end case management.



02 Solution overview

Implement a QuickBase workflow solution to centralize Aviation AR dispute management, enabling case intake, automated pre-analysis, workflow-driven case routing, and end-to-end tracking to improve efficiency, control, and resolution performance.



03 Key features

- Centralized dispute management through QuickBase
- Automated case intake and workflow routing
- Automated pre-analysis to reduce manual effort
- SLA tracking and aging performance management
- Real-time visibility into dispute aging and status

Aviation FinOps

Dispute Workstation

Logout

Logged In user

ACT-GNS

Now Dispute

Load Old Disputes

Send Email

Add Attachments

Hold Dispute

Approval Form

Create Dispute

Close Dispute

Open Disputes

Manage and resolve customer disputes across all categories

Disputes

Assign Disputes

Load Data

SEARCH ALL

Session DATA

DISPUTE STATUS

DISPUTE REASON

DISPUTE CUSTOMER

SALES

COLLECTOR

TEAM

SUBMITTED BY

ASSIGNED

BATCH SOURCES

CATEGORY

ORACLE STATUS

NEED TEAM

SORT BY

Refresh

Clear Filters

4011 records

0 selected

Last refresh: 01:43 PM

Only assigned to me

Download report

Remove Disputes

	AN INVOICE	CALL ID	CUSTOMER NUMBER	CUSTOMER NAME	DATA	DISPUTE REASON	COMMENTS	DISPUTE STATUS	AUTOMATED STATUS	AUTOMATED COMMENTS
☐	☐	20107135-	21101			INCORRECT UPLIFT DATE	Please help me with the...	NEW	New	
☐	☐	27579785-	21101			NOT WFS FUELING	DISPUTE REASON: 27579785-21101, WFS...	NEW	New	
☐	☐	27745123-	21101			INCORRECT CUSTOMER	DISPUTE REASON: 27745123-21101, WFS...	NEW	New	
☐	☐	1555703-	21102			OTHER	Please credit and rebill since...	NEW	New	
☐	☐	1584430-	21102			OTHER	Please credit and rebill since...	NEW	New	
☐	☐	177767-				OTHER	Please credit and rebill...	NEW	New	