

Submit Dispute

Dispute Type

Choose one:

- Campaign Not Completed
 - Insufficient Performance
 - Missing Promotional Materials
 - Payment Dispute
 - Location Verification Issue
 - Photo Verification Issue
 - Harassment or Misconduct
 - Account Fraud
 - Other
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Campaign Information

- Campaign Name
 - Campaign ID
 - Advertiser Name
 - Ambassador Name
 - Campaign Date
 - Compensation Amount
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Dispute Description

Please describe the issue in detail.

Example:

Ambassador failed to appear at the assigned location and provided no campaign photos.

or

Advertiser marked campaign incomplete despite receiving all required photos and location verification.

Supporting Evidence

Upload:

- Photos
 - Screenshots
 - Location-sharing records
 - Shipment tracking records
 - Text messages
 - Emails
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Administration Review Process

Upon submission:

Step 1

Dispute receives a unique Case Number.

Example:

Case #TRD-2026-000154

Step 2

Both parties are notified.

Step 3

Administration reviews:

- Campaign requirements

- Mission instructions
- Submitted photos
- Location verification
- Shipment tracking
- Communications
- User history
- Previous ratings

Step 4

Administration issues a decision.

Possible Outcomes

Campaign Verified

Administration determines mission requirements were satisfied.

Result:

- Payment released to ambassador.
 - Campaign marked complete.
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Partial Performance

Administration determines some requirements were met.

Result:

- Partial payment may be issued.
 - Campaign notes updated.
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Campaign Not Verified

Administration determines mission requirements were not met.

Result:

- Escrow returned to advertiser.
 - Campaign marked disputed.
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Shared Responsibility

Administration determines both parties contributed to the dispute.

Result:

- Partial compensation issued.
 - Warnings may be issued.
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User Conduct Violations

Administration may suspend accounts for:

- Fraudulent activity
 - False reporting
 - Fake location verification
 - Fake photos
 - Harassment
 - Threats
 - Repeated campaign violations
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Administrative Actions

Administration may:

- Release escrow funds
- Refund escrow funds

- Issue warnings
 - Suspend ambassadors
 - Suspend advertisers
 - Permanently ban accounts
 - Remove fraudulent ratings
 - Require additional evidence
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Dispute Status Tracking

Cases move through the following stages:

- Submitted
 - Under Review
 - Awaiting Evidence
 - Decision Pending
 - Resolved
 - Closed
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App Screen Layout

Dispute Resolution Center

Open Cases

- View Status
- Upload Evidence
- Respond to Administration

Submit New Dispute

- Select Campaign
- Select Dispute Type
- Upload Evidence
- Submit

Resolved Cases

- Decision
- Resolution Notes
- Payment Outcome

This dispute resolution page would fit naturally under your **Administration Account** and would significantly increase advertiser confidence because it provides a formal process for handling disagreements rather than relying solely on trust.