



RESOLVING A DISPUTED INVOICE

AS YOU MOVE THROUGH THIS GUIDE YOU WILL NOTICE SOME TEXT IS UNDERLINED. THIS MEANS THAT YOU CAN JUMP STRAIGHT TO THE RELEVANT SECTION FOR YOU.

Powered by Coupa

IRT

Invoice #465423423654dd has been marked as Disputed by IRT - TEST

Hi,

Your Invoice 465423423654dd has been marked as disputed by your customer, IRT - TEST.

Dispute Reason(s)

- This is a duplicate Invoice already paid or approved for payment.. Please CANCEL this invoice.

Date: 2023-02-07

Additional Comments: Duplicate invoice, please submit a credit note

Please review the Invoice that you've submitted as it has been disputed by IRT - TEST. After you've corrected the reasons for the dispute, you can submit a new Invoice for approval.

Manage your invoices and more with Coupa

Insight Opportunity Collaboration

Log in now

Step 1

When IRT dispute an invoice, you will receive an e-mail notification.

This notification will advise why the invoice has been disputed and provides you access to log into your Coupa Supplier Portal to resolve the dispute.

Select the Log in Now OR View Online button.

coupa supplier portal

JOANNE - | NOTIFICATIONS 1 | HELP

Home Profile Orders Service/Time Sheets ASN **Invoices** Catalogues Payments Business Performance Sourcing Add-ons

Setup

Grow Your Business with Coupa

Get Noticed by Companies Spending Billions.

Get Verified

New: Exclusive discounts for your business to thank you for being a part of the Coupa Community.

Action needed: Complete your profile to get paid faster and get discovered. [Learn More](#)

Announcements [View All \(1\)](#)

Step 2

Once logged into Coupa Supplier Portal, click on the invoices tab



Coupa Supplier Portal

Quick Reference Guide

Invoices

Instructions From Customer
(Example text - this is set on your Company Information setup page and will be displayed for CSP and SAN suppliers on the Invoice list page)
Create Invoices

Create Invoice from PO Create Invoice from Contract Create Blank Invoice Create Credit Note

Export to View All Search

Invoice #	Created Date	Status	PO #	Total	Unanswered Comments	Dispute reason	Actions
MixedGST123	13/1/23	Approved	None	605.00 AUD	No		
465423423654dd	10/1/23	Disputed	None	55.00 AUD	No	This is a duplicate Invoice already paid or approved for payment. Please CANCEL this Invoice.	
687457687as	10/1/23	Draft	None	-6,105.00 AUD	No		
5468797643	10/1/23	Draft	None	55.00 AUD	No		
TestFailedEmail	10/1/23	Disputed	None	55.00 AUD	Yes	Invalid or missing PO reference	
12345ab	5/1/23	Disputed	None	5.50 AUD	No	Attachment missing or in incorrect format	

Step 3

1. In your list of invoices, refer to the Status column to find the Disputed invoice.
2. Review the dispute reason located in the column called Dispute reason.
3. Select the icon located under the Actions column to begin resolving the disputed invoice.

Total Taxes

Lines Net Total		50.00
Lines GST Totals	GST	10.0%
		5.00
Shipping		0.00
Total GST		5.00
Net Total		50.00
Gross Total		55.00

Cancel Invoice Adjust

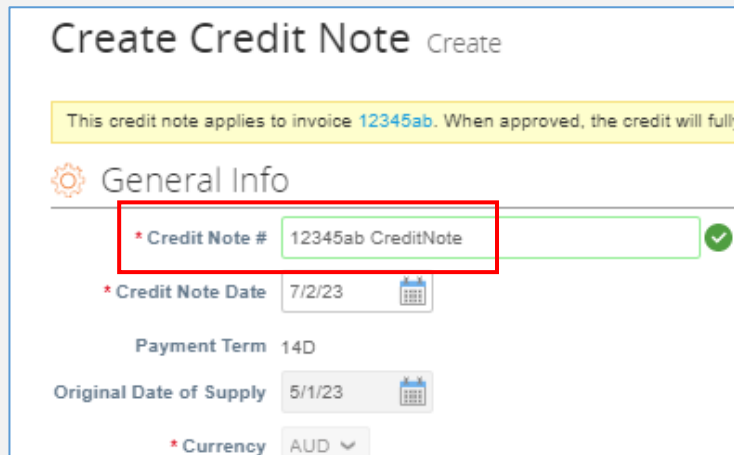
Step 4

You will be given two options to resolve a disputed invoice:

1. [Cancel Invoice](#) – If the invoice is a duplicate or there is incorrect information on this invoice, use the cancel invoice option. This will guide you through raising a **full** credit note and replacement invoice (if required).
2. [Adjust](#) - If you need to fix the price and/or quantity on an invoice choose this option to raise a partial or full credit note.

Scroll to the bottom of the invoice to make your selection.

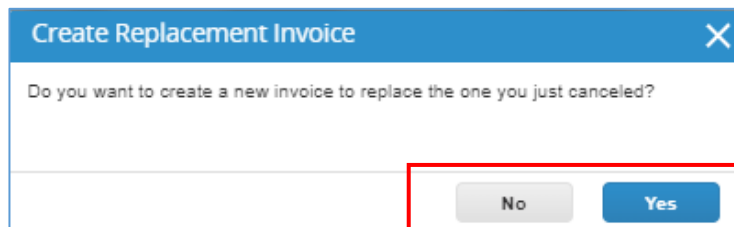
OPTION 1 – CANCEL INVOICE



Step 1

Once you have selected Cancel Invoice, a full credit note will be generated replicating the details of the invoice you are cancelling. You will need to enter the credit note number.

Submit the credit note.



Step 2

On submit, a pop up will appear asking if you want to create a new invoice to replace the one you just cancelled with a credit note.

Select No if:

- The reason for the dispute is that you need to match your invoice to a purchase order. You can create a new invoice from the orders tab instead. Or
- If you are not replacing the incorrect invoice.

The original invoice will have been cancelled with the credit note you have submitted above. No further action is required.

Select Yes if:

- You need to send through a corrected invoice.



Coupa Supplier Portal

Quick Reference Guide

Create Invoice Create

This invoice is a correction for invoice 12345ab that was canceled by credit note 1

General Info

* Invoice # ✓

* Invoice Date 📅

Payment Term 14D

Date of Supply 📅

* Currency ▾

Delivery Number

Step 3

On selecting Yes, Coupa will replicate the original invoice and you can update any information as required.

You will need to enter a new invoice #. In the example screenshot, the original invoice number has been entered with an ADJ added to the end (adjustment).

The quantity and price has also been updated. Submit your invoice.

Lines

Type	Description	Qty	UOM	Price	
Qty ▾	Lawn Mowing on 15/1/23	<input type="text" value="2"/>	Hours ▾	<input type="text" value="55.00"/>	110.00 ✖

PO Line: None Clear

Service/Time Sheets Line: None

Contract:

Supplier part number:

WO Number: None

Client ID & Name: None

Taxes

GST Rate	GST Amount	Tax Reference
<input type="text" value="10.0%"/> ▾	<input type="text" value="11.00"/>	<input type="text"/>

Invoices

Instructions From Customer
(Example text - this is set on your Company Information setup page and will be displayed for CSP and SAN suppliers on the Invoice list page)

Create Invoices [🔗](#)

Export to: View: All 12345ab 🔍

Showing results for 12345ab

Invoice #	Created Date	Status	PO #	Total	Unanswered	Comments	Dispute reason	Actions
12345ab ADJ	7/2/23	Processing	None	121.00 AUD	No			
12345ab CreditNote	7/2/23	Pending Approval	None	-5.50 AUD	No			
12345ab	5/1/23	Pending Approval	None	5.50 AUD	No	Attachment missing or in incorrect format		

Per page: 10 | 20 | 50

Step 4

You can view the status of the original invoice, the credit and the new invoice.



OPTION 2 – ADJUST INVOICE

Create Credit Note Create

This credit note applies to invoice ABC123. When approved, the credit will adjust th

General Info

* Credit Note # ✓

* Credit Note Date

Payment Term 14D

Original Date of Supply

* Currency ▾

Delivery Number

Lines

Adjustment Type	Price
ES Lawn Mowing Service	-80.00

PO Line: IRT0006558-1 Service/Time Sheets Line: None Contract: ▾ Supplier part number:

WO Number: None Client ID & Name: None

Billing: 41121-750750-0000-01-0001.21

Taxes	GST Rate	GST Amount	Tax Reference
	10.0%	-8.00	<input type="text"/>

Step 1

Once you have selected Adjust, a credit note will be generated replicating the details of the invoice you are cancelling.

You will need to enter the credit note # and you can update the price or quantity to reflect the credit value.

Scroll down and submit the credit note.