



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 10 | 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 \(1\)](#)

[Profile Progress](#) [Last Updated](#)

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	40.00
Lines Tax Totals	4.00
<hr/>	
Shipping	0.00
<hr/>	
Total Tax	4.00
Net Total	40.00
Total	44.00

Void Correct Invoice

Step 4

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

1. [Void](#) – If the invoice is a duplicate or has already been paid, use this option.
2. [Correct invoice](#) – If the invoice is incorrect and needs amendment, use this option.

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

OPTION 1 - VOID

Void Invoice

You have chosen to void this invoice in disputed status. Once voided, this invoice will be archived and will not be sent to the buyer team for review for payment. Please confirm if you would like to continue?

No Yes

Step 1

Once you have selected “Void”, select the Yes button in the pop up to continue to void the invoice.

This will void the invoice in IRTs system and no further action is required nor will payment occur on this invoice.

The invoice will update to “Voided” status in your Coupa Supplier Portal.

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	Voided	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			



OPTION 2 – CORRECT INVOICE

Invoice #xyz Edit

General Info

* Invoice # xyz

* Invoice Date 4/1/23

Payment Term 14D

Date of Supply 4/1/23

* Currency AUD

Delivery Number

Status Draft

Image Scan [Choose file](#) No file chosen

Supplier Note

Attachments [Add File](#) | [URL](#) | [Text](#)

From

* Supplier 360HR Solutions Pty Ltd

* Supplier ABN 1111111111

* Invoice-From Address 360HR Pty Ltd
77 Market St
Wollongong, NSW 2500
Australia

* Remit-To Address 360HR Pty Ltd
77 Market St
Wollongong, NSW 2500
Australia

* Ship-From Address 360HR Pty Ltd
77 Market St
Wollongong, NSW 2500
Australia

To

Customer IRT - TEST

* Customer Address 1llawarra Retirement Trust
1 Upgrade street
1 Upgrade street2
San Mateo, CA 11111
United States

* Buyer ABN 52 000 726 536

Ship To Address No address selected

Visit ID None

Lines

Type	Description	Qty	UOM	Price	
Qty	Test approval 2	1	Each	45.50	45.50

PO Line None [Clear](#)

Service/Time Sheets Line None

Contract

Supplier part number

WO Number

Client ID & Name

Step 1

Once you have selected Correct Invoice, the invoice will move to edit mode.

At this point you will need to update the invoice number so it is unique. You can add ADJ (for adjustment) to the end of the invoice number that is populated.

Make any necessary adjustments to quantity, price, GST, description etc.

Once all adjustments have been made, scroll down and select the "Submit" button.

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 xyz

Showing results for xyz

Invoice #	Created Date	Status	PO #	Total	Unanswered Comments	Dispute reason	Actions
xyzADJ	7/2/23	Pending Approval	None	45.50 AUD	No		
xyz	4/1/23	Voided	None	55.00 AUD	No	Price different from PO/Contract or Catalog	

Per page 15 | 45 | 90

Step 2

A new invoice will be submitted back to IRT for approval.

IRT will manually void the original incorrect invoice.