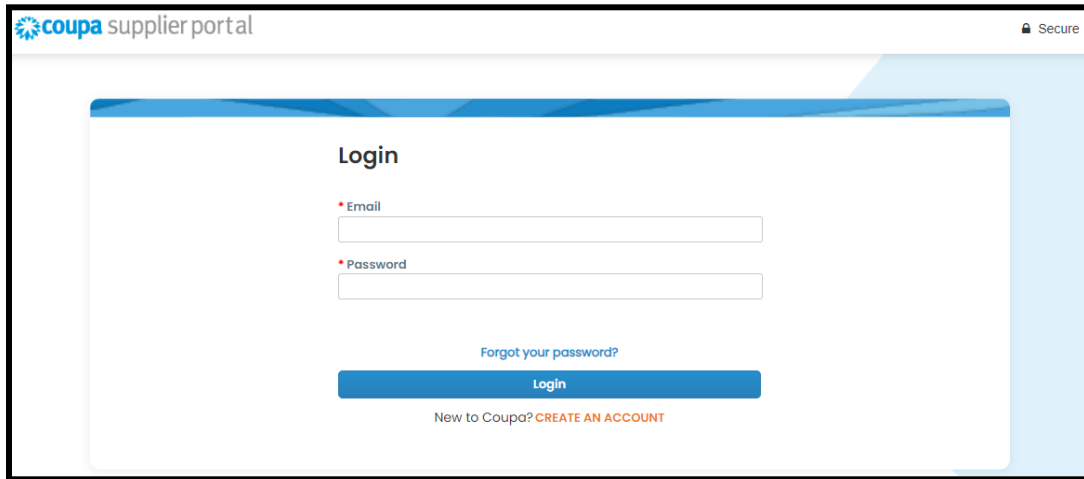


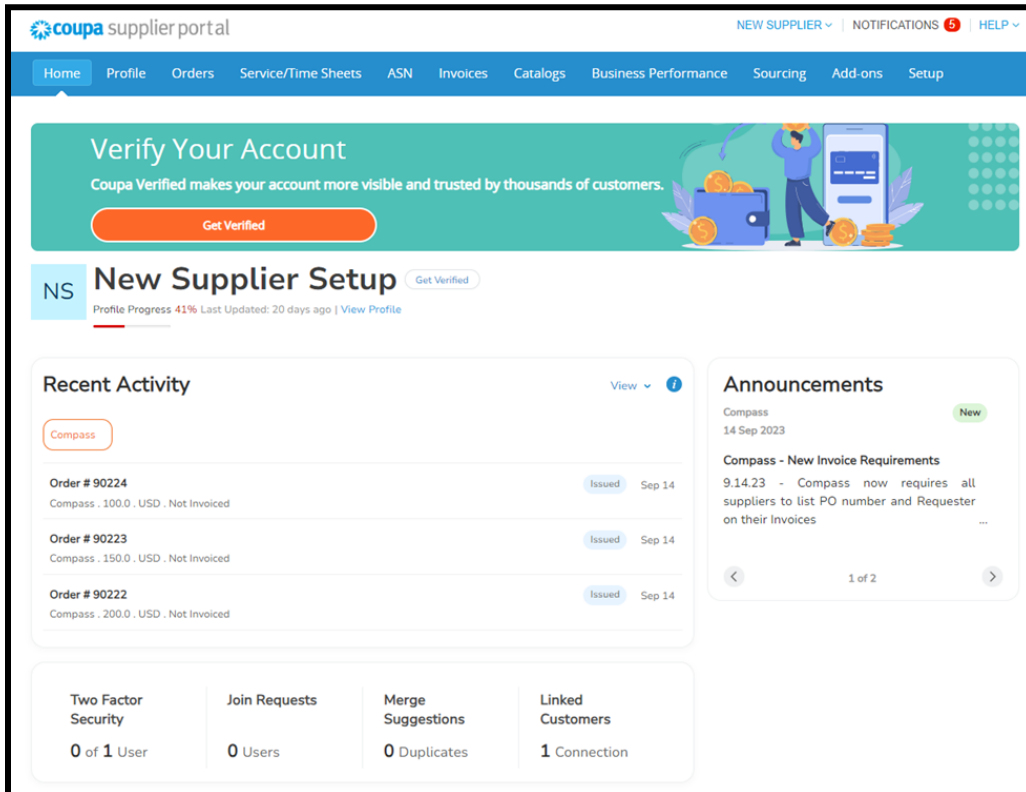
COMPASS

How to Correct a Disputed Invoice

Log into the Coupa Supplier Portal - <https://supplier.coupa.com> with your credentials when you first registered. If you forgot your password, click on “Forgot Your Password?” and Coupa will send an auto generated email to you. If you did not receive the email, check your Spam/Junk Folder.



After logging in, you will see the Homepage of your CSP.



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- 1) Click on “**Invoices**” in the blue ribbon. This is your invoices page, from here you will be able to see the status of your submitted invoices.
 - a) Please note that invoices are separated by customer. Select your customer at the top right corner.
 - b) Scroll down and ensure your View is on the “**Disputed**” status.

coupa supplier portal

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Invoices Invoices Lines Payment Receipts

You have 1 customer announcements related to Invoices (Compass) [View All Announcements](#)

Select Customer

Invoices

Instructions From Customer

In order to ensure timely invoice processing, please review our invoicing guidelines by copying and pasting the link below into the URL and navigating to <https://drive.google.com/file/d/1yukcwh-IGQBQix6R4MXm60rtan1eAwM/view?usp=sharing>

Create Invoices

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

Export to - View Search

Invoice #	Invoice Date	PO #	Total	Disputed Date	Commented	Dispute Reason	Comments	Actions
CSP 091423	09/14/23	90223	300.00	09/14/23	09/14/23	Price different from PO/Contract or Catalog	Maria Panchenko (@maria.panchenko@compass.com) on 09/14/23 at 11:56 AM Please update the price	

Per page 15 | 45 | 90

Some of the reasons why you invoice have been disputed are:

- *Price or Quantity is different from PO or contract*
- *Duplicate Invoice*
- *Attachment is missing or in incorrect format*
- *Invalid or missing PO reference*
- *Faulty or wrongly shipped product*
- *Tax rate is missing or incorrect*
- *Discount rate is missing or incorrect*
- *Invoice date is inaccurate*
- *Goods/Service pending delivery or over received*
- *Payment Terms or Billing Codes are incorrect*
- *Invoice currency differs from PO currency*
- *One or more of the invoice lines UOM differs from corresponding PO line's UOM*
- *Supplier used the wrong requester name when submitting invoice via CSP*

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2) Click Resolve icon under Actions



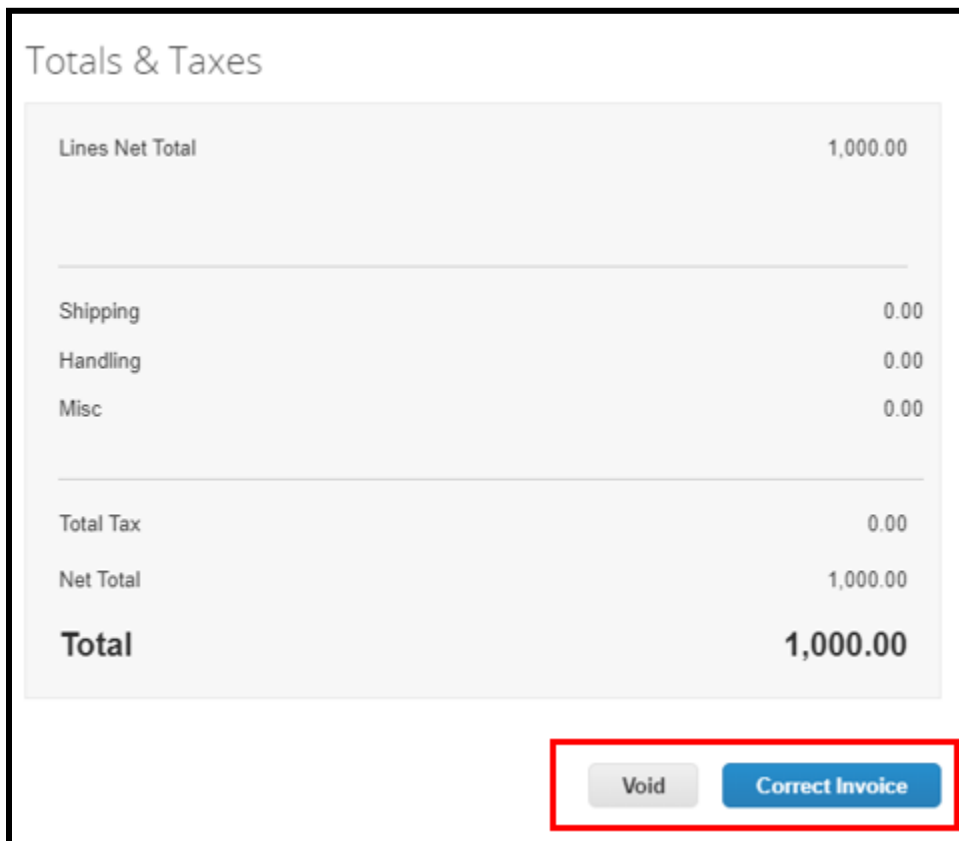
Invoice #	Invoice Date	PO #	Total	Disputed Date	Commented	Dispute Reason	Comments	Actions
TESTING129	03/30/23	None	10,000.00	04/23/23	None	Quantity different from PO/Contract or Catalog		
TESTING128	03/30/23	None	1,000.00	04/23/23	None	Attachment missing or in incorrect format		
TESTING1	03/23/23	None	100.00	03/23/23	None	Duplicate Invoice. Already paid or payment review in progress.		
edit as 123	03/20/23	None	38,668.80	03/20/23	None	Price different from PO/Contract or Catalog		

3) Review the invoice and determine the resolution option:

Void - If this invoice was issued in duplicate or has been already paid for, you can Void this invoice from here.

Correct Invoice - If the disputed invoice has some incorrect detail, please choose this option to allow for an in place correction to the invoice.

Scroll down on the Invoice and click the appropriate button:



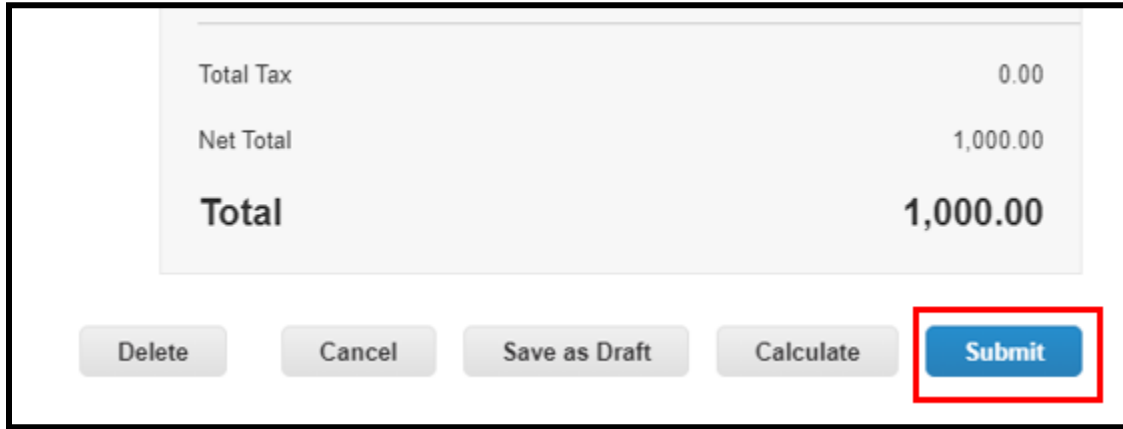
Totals & Taxes	
Lines Net Total	1,000.00
<hr/>	
Shipping	0.00
Handling	0.00
Misc	0.00
<hr/>	
Total Tax	0.00
Net Total	1,000.00
Total	1,000.00

If you select **Correct Invoice**, then all the fields on the invoice will become editable.

COMPASS

Please correct all the necessary fields and provide appropriate attachments.

Then scroll down and click **Submit**.

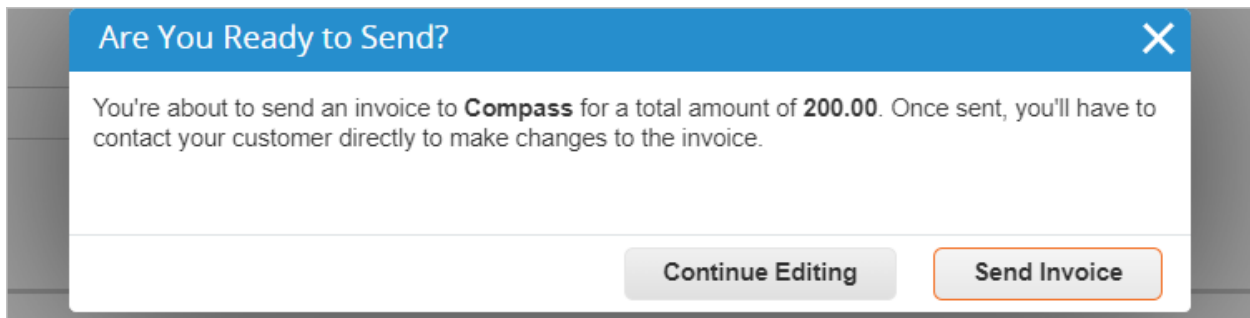


The screenshot shows a summary table with the following data:

Total Tax	0.00
Net Total	1,000.00
Total	1,000.00

Below the table are five buttons: Delete, Cancel, Save as Draft, Calculate, and Submit. The Submit button is highlighted with a red border.

Remember to always Click on Send Invoice



The dialog box has a blue header with the text "Are You Ready to Send?" and a close button (X). The main text reads: "You're about to send an invoice to **Compass** for a total amount of **200.00**. Once sent, you'll have to contact your customer directly to make changes to the invoice." At the bottom, there are two buttons: "Continue Editing" and "Send Invoice". The "Send Invoice" button is highlighted with an orange border.

Your invoice will then be sent to your client for approval and payment.