How to Correct a Disputed Invoice

Log into the Coupa Supplier Portal - <u>https://supplier.coupahost.com</u> 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.

🗱 coupa supplier portal		Secure
	Login	
	• Email	
	• Password	
	Forgot your password?	
	Login	
	New to Coupa? CREATE AN ACCOUNT	

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.

	Profile	Orders S	ervice/Ti	ime Sheets	ASN Invoice	s Catalogs	Business Performan	e Sourcing	Add-ons Setu	
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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

2) Click Resolve icon under Actions

Export to ~						View	Disputed	¥ S	earch	₽
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 fr	om PO/Contract or Cata	log		
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. A progress.	Already paid or payment	review in		
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:

Lines Net Total	1,000.00
Shipping	0.0
Handling	0.0
Misc	0.0
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.

Please correct all the necessary fields and provide appropriate attachments.

Then scroll down and click Submit.

	Total Tax				0.00
	Net Total				1,000.00
	Total				1,000.00
Dele	te	Cancel	Save as Draft	Calculate	Submit

Remember to always Click on Send Invoice

Are You Ready to Send?	×
You're about to send an invoice to Compass for a total amount of 200.00 . Once sent, you'll have contact your customer directly to make changes to the invoice.	to
Continue Editing Send Invoice	

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