

# **Coupa Disputed Invoices**

How to resolve a disputed invoice

19 March, 2019

## Resolving a Disputed Invoice

- There are several reasons an invoice can be disputed:
  - The invoice you submitted does not have an attached PDF copy of the invoice or the attachment is in the **wrong** place.
  - This is an automated dispute and will happen immediately after the invoice is submitted.
  - The invoice does not match what is on the PO. This could be a part number issue, a quantity issue or a price issue
  - This is a manual dispute done by the PO Owner/Requestor.
- How will I know if my invoice was Disputed?
  - You will receive an e-mail notification with the invoice number and the dispute reason (see below).
  - Any disputed invoices will also show in your To Do and Notifications tab on the Coupa Supplier Portal.

 Invoice #INV-11 is in dispute

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Hi,

Invoice **INV-11** has been disputed by Ingersoll Rand.

**Dispute Reason(s)**

- Attachment missing or in incorrect format

**Date:** 2019-02-25

**Additional Comments:** Please attach the original invoice using the Image Scan function above.

- What do I do when my invoice is disputed?
  - First, you'll need to review the reason for dispute
    - If there is not a reason listed or its unclear what the issue is, please reach out directly to the PO requestor for details.
  - Example of what the e-mail notice will look like:

Hi,

Invoice **INV-11** has been disputed by Ingersoll Rand.

**Dispute Reason(s)**

- Attachment missing or in incorrect format

Date: 2019-02-25

- Example of what the disputed invoice will look like in Notifications:

**Invoice #** INV-11

**Invoice Date** 02/25/19

**Payment Term** Net60

**Currency** USD

**Status** Disputed

**Dispute Reason(s)** Attachment missing or in incorrect format

- Next you'll start the invoice resolution process.
  - Click the "View Online" button in the Dispute E-Mail

[View Online](#)

- Or from the invoices tab in Coupa Supplier Portal.

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From the invoice page find your disputed invoice and click the “Resolve” button in the Actions column. This will take you into the invoice

- You can also click the “View Online” button in the dispute e-mail or enter through the notifications tab and you will be taken directly into the invoice.

Invoice #	Created Date	Status	PO #	Total	Unanswered Comments	Actions
INV-11	02/25/19	Disputed	CPO-10007878	494.11 USD	Yes	

There are two options when resolving an invoice:

- Void: If this invoice is a duplicate, if PO is over invoiced or invoice is invalid you can void the invoice.
- Click the Void button at the bottom of the invoice.

Void

- Correct Invoice: If the disputed invoice has some incorrect detail please choose this option to make changes to the invoice and resubmit.
- Click the Correct Invoice button at the bottom of the invoice.

Correct Invoice

- Once you’ve clicked the correct invoice button you will be taken back into the invoice similar to when you created the invoice.

- In the example above INV-11 was disputed because we forgot the invoice PDF attachment.
- To resolve you will upload the PDF attachment in the “Image Scan” field.

Image Scan

- Click “Browse”, select our file, then click “Open”.
- Once the file appears in the Image Scan field, scroll to the bottom and click “Submit”.
- Assuming there are no other issues, this will resolve the dispute and the invoice will flow into the payment process.
- Other disputes, such as Quantity or Pricing discrepancies can be resolved by correcting the corresponding fields.