



Coupa Supplier Portal: Invoicing – Disputed Invoices

R29S.02.15.2021

Disputed Invoices

In the Coupa Supplier Portal (CSP), a disputed invoice is one containing issues that must be resolved by the supplier and resubmitted to UPS for approval.

Invoice #	Created Date	Status	PO #	Total	Unanswered Comments	Dispute Reason	Actions
TEST120720	12/07/20	Approved	None	1,000.00 USD	No		
None	12/04/20	Draft	None	0.00 USD	No		
BAD-INV-2	12/04/20	Disputed	None	40.00 USD	Yes	Master Item Description Issue	
GOOD-INV-1	12/04/20	Pending Approval	None	40.00 USD	No		
UPS-BBB-2	12/04/20	Approved	None	150.00 USD	No		

Some of the common reasons which an invoice can be disputed are:

Coupa Disputed Invoice Reasons

<i>Attachment missing or in incorrect format</i>	<i>No shipping charges allowed</i>
<i>Billing code incorrect</i>	<i>No miscellaneous charges allowed</i>
<i>Duplicate invoice. Already paid or payment review in progress</i>	<i>Payment terms incorrect</i>
<i>No special handling charges are allowed</i>	<i>Tax rate missing or incorrect</i>
<i>One or more invoice lines unit of measure (UOM) differs from the corresponding purchase order (PO) line's UOM</i>	<i>This invoice does not contain a valid UPS Requestor. Please reach out to your UPS contact for the proper Requestor</i>

Disputed Invoices

Suppliers will be notified of disputed invoices via CSP notifications, email, and/or SMS (text) messaging, depending upon how notifications are configured in the CSP.

On the Invoices tab, disputed invoices can be identified by the word "Disputed" in the *Status* column, a "reason" in the *Dispute Reason* column and/or the appearance of the *Resolve* icon in the *Actions* column.

Click the *Resolve* icon to open the disputed invoice.

The screenshot shows the Coupa Supplier Portal interface. The top navigation bar includes 'Home', 'Profile', 'Orders', 'Service/Time Sheets', 'ASN', 'Invoices' (highlighted with a red box), 'Catalogs', 'Payments', 'Business Performance', and 'Sourcing'. Below this, there are sub-tabs for 'Invoices', 'Invoices Lines', and 'Payment Receipts'. The main content area is titled 'Create Invoices' and contains buttons for 'Create Invoice from PO', 'Create Invoice from Contract', 'Create Blank Invoice', and 'Create Credit Note'. Below these buttons is a table of invoices with columns: Invoice #, Created Date, Status, PO #, Total, Unanswered Comments, Dispute Reason, and Actions. The row for 'BAD-INV-2' is highlighted with a red box, showing a 'Disputed' status and a 'Master Item Description Issue' reason. A 'Resolve' icon is visible in the Actions column for this row. A red arrow points from the text 'Click the Resolve icon to open the disputed invoice.' to the 'Resolve' icon.

Invoice #	Created Date	Status	PO #	Total	Unanswered Comments	Dispute Reason	Actions
TEST120720	12/07/20	Approved	None	1,000.00 USD	No		
None	12/04/20	Draft	None	0.00 USD	No		
BAD-INV-2	12/04/20	Disputed	None	40.00 USD	Yes	Master Item Description Issue	
GOOD-INV-1	12/04/20	Pending Approval	None	40.00 USD	No		
UPS-BBB-2	12/04/20	Approved	None	150.00 USD	No		

Disputed Invoices – Change and Resubmission Options

Most suppliers will have the option to *Void* or *Correct* disputed invoices. To resubmit an invoice, choose the Correct Invoice option.

Disputed invoices submitted BEFORE November 20, 2020 will give suppliers the option to *Cancel* or *Adjust* the invoice. Select *Cancel Invoice*

Note: Choosing to cancel invoices submitted prior to 11/20/20 will prompt the user to create a cancellation credit note (see [CSP – Creating a Credit Note guide](#)) AND a new invoice. The invoice will have a new number and the credit note will be used to void the amount of the disputed invoice.

Please 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.

Total	118.00
--------------	---------------

Please review the invoice and determine the resolution option: ▼

Cancel Invoice
If this invoice was issued in duplicate, or if you require to amend non price or quantity information on this invoice, please cancel the invoice by choosing this option. We will guide you through a cancellation credit note and a replacement invoice creation.

Adjust
If you need to fix the price and/or quantity on this invoice choose this option. You would be required to choose the credit line adjustment type to denote if you are attempting to issue credit to reduce quantity, reduce price or issue an amount based credit.

Disputed Invoices – Correcting Items of a Disputed Invoice

In the *General Info* section of the disputed invoice, users will once again find the disputed status and the dispute reason(s).

General Info

Invoice # IFPO-DM-4
Invoice Date 12/01/20
Payment Term EOAP + NET 45
Currency USD
Delivery Number None

Status Disputed
Dispute Reason(s) Faulty or Wrongly Shipped Product or Excess shipment returned

Image Scan None
Supplier Notes None
Attachments None

Bill To & Ship To

Supplier P035_3313610_TXDALLAPOBOX731_BEST BUY FOR BUSINESS

Invoice From Another Test Corporation
55 Glenlake Pkwy
Sandy Springs, 30328
United States

Remit To Another Test Corporation
55 Glenlake Pkwy
Sandy Springs, 30328
United States

Ship From Another Test Corporation
55 Glenlake Pkwy
Sandy Springs, 30328
United States

Scroll down, below the *Totals & Taxes* section of the invoice, and click the *Correct Invoice* button to open the invoice in editable form.

Totals & Taxes

Lines Net Total	100.00
Header Tax Totals	18.00
<hr/>	
Shipping	0.00
<hr/>	
Total Tax	18.00
Net Total	100.00
Total	118.00

Void **Correct Invoice**

Disputed Invoices – Correcting Items of a Disputed Invoice

A correction for the original disputed invoice is now available. Corrections can be made in the *General Info*, *To*, *Lines*, and *Taxes & Totals* (if applicable) sections of the invoice to resolve the dispute reason(s).

Invoice #IAC-DM-020521 Edit

This invoice is a correction for IAC-DM-020521 that had been disputed

General Info

* Invoice # IAC-DM-020521
Invoice Date Set automatically at time of submission
Payment Term EOP + NET 45
* Currency USD
Delivery Number
Status Draft
Contract BEST BUY_IAC
Image Scan [Choose File](#) No file chosen
Supplier Note
Attachments [Add File](#) | [URL](#) | [Text](#)

From

* Supplier P035_3313610_TXDALLAPOBOX731_BEST BUY FOR BUSINESS
* Invoice From Address Another Test Corporation, 55 Glenlake Pkwy, Sandy Springs, 30328, United States
* Remit To Address Another Test Corporation, 55 Glenlake Pkwy, Sandy Springs, 30328, United States
* Ship From Address Another Test Corporation, 55 Glenlake Pkwy, Sandy Springs, 30328, United States

To

Customer UPS
Bill To Address 154765 Upgrade street, 154765 Upgrade street, San Mateo, CA 11111, United States
* Ship To Address 6583 DISTRICT ALLOCATION, 6515 NE ARISTAROS WAY, PORTLAND, OR 97218, United States, Location Code ORARA02651
* Requester Email 1023_staging_test@coupa.com
* Requester Name DORIAN MARTINDALE
Description
Please provide an InvoicePay Authorization description
Alternate Due Date None

Lines

Type	Description	Qty	UOM	Price	
City	9174491020_ML_SWEATER-UPS49188K-XL_LINSEK ZIP FRONT SWEATER-XL	300	Each	28.00	8,400.00

PO Line None
Supplier Part Number UPS49188K-XL

Totals & Taxes

Lines Net Total	8,400.00
Shipping	
Tax	0.000
Total Tax	0.00
Net Total	8,400.00
Total	8,400.00

[Delete](#) [Cancel](#) [Save as Draft](#) [Calculate](#) [Submit](#)

Disputed Invoices – Correcting Items of a Disputed Invoice

When making corrections to the *Lines* section, users should create a new line for each incorrect line by clicking on *Add Line*. A new blank line will appear below the line to be corrected.

The screenshot displays the 'Lines' section of a software interface. The top panel shows a single line item (Line 1) with the following details:

Type	Description	Qty	UOM	Price	Total
Qty	9732900000_MI_WINCHING HEAVY TRUCK HR	5.00	Work Hour	100.00	500.00

Below the line item, there are fields for 'PO Line' (None) and 'Supplier Part Number'.

A callout box with a green plus icon and the text 'Add Line' is positioned over the interface, indicating the action to be taken to add a new line.

The bottom panel shows a new line item (Line 2) that has been added, with the following details:

Type	Description	Qty	UOM	Price	Total
Qty		1	Each	0.00	0.00

Below the line item, there are fields for 'PO Line' (None) and 'Supplier Part Number'.

Disputed Invoices – Correcting Items of a Disputed Invoice

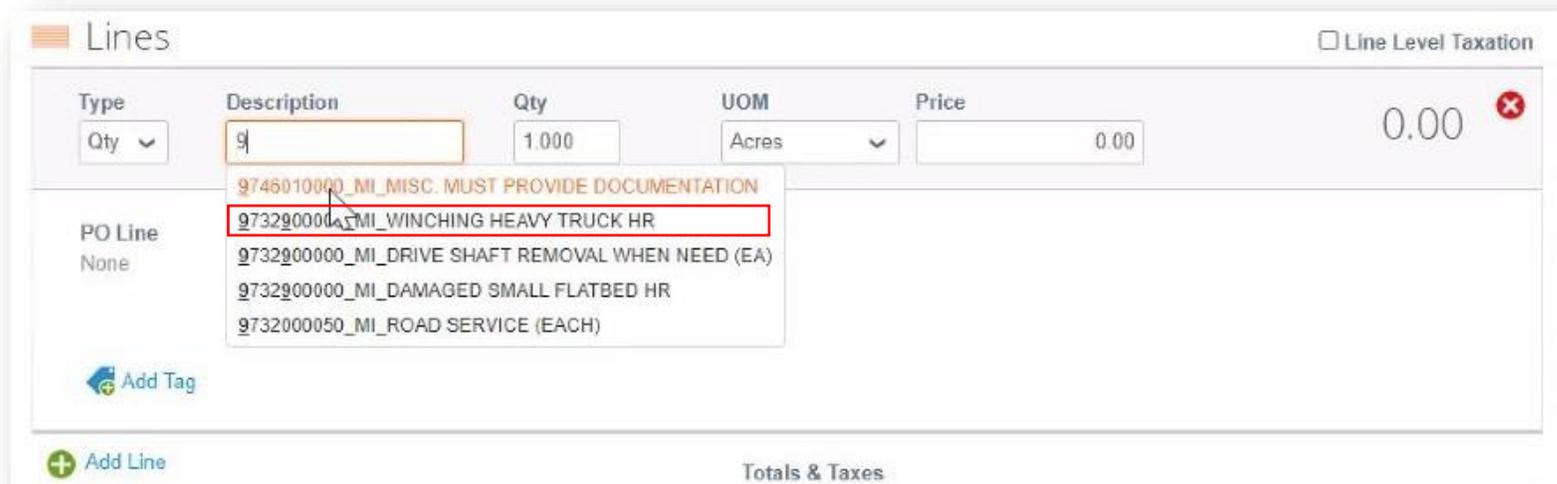
Leave *Qty* as the item *Type*.

Begin typing the good or service *OR* type the number “9” in the *Description* field and SELECT the appropriate item from the dropdown that appears.

Note: To receive a complete list of master items aligned with a contract, email supplyline@ups.com. Use the subject line: *Coupa Rate Sheet Request*

The *UOM* and *Price* fields will auto populate according to the terms of the contract rate sheet when the item is properly selected.

Once the item is properly selected and the quantity is adjusted in the newly added line, delete the incorrect line by clicking the  in upper left corner.



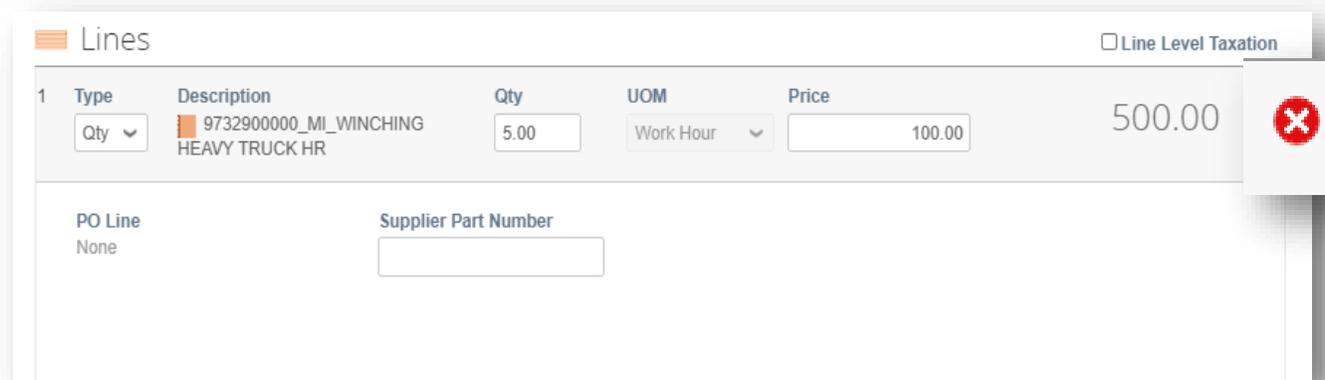
Type	Description	Qty	UOM	Price
Qty	9	1.000	Acres	0.00

PO Line: None

9746010000_MI_MISC. MUST PROVIDE DOCUMENTATION
9732900000_MI_WINCHING HEAVY TRUCK HR
9732900000_MI_DRIVE SHAFT REMOVAL WHEN NEED (EA)
9732900000_MI_DAMAGED SMALL FLATBED HR
9732000050_MI_ROAD SERVICE (EACH)

Line Level Taxation:

Buttons: Add Tag, Add Line, Totals & Taxes



Type	Description	Qty	UOM	Price
Qty	9732900000_MI_WINCHING HEAVY TRUCK HR	5.00	Work Hour	100.00

PO Line: None

Supplier Part Number:

Line Level Taxation:

Buttons: Add Line, Totals & Taxes

Disputed Invoices – Correcting Items of a Disputed Invoice

Suppliers can also make necessary changes to the *Totals & Taxes* section such as adding shipping charges and applying approved taxes.

Totals & Taxes	
Lines Net Total	8,400.00
Shipping	<input type="text"/>
Tax	<input type="text"/> % <input type="text"/> 0.000
Total Tax	0.00
Net Total	8,400.00
Total	8,400.00

Buttons: Delete, Cancel, Save as Draft, **Calculate**, **Submit**

Click *Calculate* below the *Totals & Taxes* section to lock in the changes and to update the invoice total, then click *Submit*. A message box will appear, click *Send Invoice* to continue.

Are You Ready to Send?

You're about to send an invoice to UPS for a total amount of 1,000.00. Once sent, you'll have to contact your customer directly to make changes to the invoice.

Buttons: Continue Editing, **Send Invoice**

Disputed Invoices – Invoice Status

The green bar of success should appear at the top of the *Invoices* screen.

Suppliers will see that the original disputed invoice will have a *Voided* status and the corrected invoice will have the same invoice number with a *Pending Approval* status.

The screenshot shows the 'Invoices' interface. At the top, a green success message states: 'P035_3313610_TXDALLAPOBOX731_BEST BUY FOR BUSINESS invoice #IAC-DM-021021 is pending approval'. Below this, there are instructions from the customer and a 'Create Invoices' section with buttons for 'Create Invoice from PO', 'Create Invoice from Contract', 'Create Blank Invoice', and 'Create Credit Note'. A table below shows the status of invoices, with the most recent one in 'Pending Approval' and a previous one in 'Voided' status.

Invoice #	Created Date	Status	PO #	Total	Unanswered Comments	Dispute Reason	Actions
IAC-DM-021021	02/11/21	Pending Approval	None	1,000.00 USD	No		
IAC-DM-021021	02/10/21	Voided	None	500.00 USD	Yes	Incorrect line item selection process	