



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

Attachment missing or in incorrect format

No shipping charges allowed

Billing code incorrect

No miscellaneous charges allowed

Duplicate invoice. Already paid or payment review in progress

Payment terms incorrect

No special handling charges are allowed

Tax rate missing or incorrect

One or more invoice lines unit of measure (UOM) differs from the corresponding purchase order (PO) line's UOM

This invoice does not contain a valid UPS Requestor. Please reach out to your UPS contact for the proper Requestor

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.

coupa supplier portal

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Home Profile Orders Service/Time Sheets ASN **Invoices** Catalogs Payments Business Performance Sourcing

Invoices Invoices Lines Payment Receipts

Create Invoices ⓘ

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

Export to View All Search

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Disputed Invoices – Change and Resubmission Options

- Most suppliers will have the option to *Void* or *Correct* disputed invoices. To resubmit an invoice, click **Correct Invoice**.
- Disputed compliant invoices will give suppliers the option to *Cancel* or *Adjust* the invoice. Select **Cancel Invoice**.

Note: Choosing to cancel compliant invoices 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.

Compliant Invoice Icon (CA = Canada)



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.

| | |
|--------------------|-------------|
| Gross Total | 0.00 |
|--------------------|-------------|

Disputed Invoices – Correcting 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

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 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 EODAP + NET 45
* Currency USD
Delivery Number
Status Draft
Contract BEST BUY_VAC
Image Scan [Choose File](#) No file chosen
Supplier Note
Attachments [Add File](#) | [URL](#) | [Text](#)

From

* Supplier P035_3313610_TXDALLAP060X731_BEST BUY FOR BUSINESS
* Invoice From Address Another Text Corporation, 55 Glenlake Pkwy, Sandy Springs, 30328, United States
* Bill To Address Another Text Corporation, 55 Glenlake Pkwy, Sandy Springs, 30328, United States
* Ship From Address Another Text Corporation, 55 Glenlake Pkwy, Sandy Springs, 30328, United States

To

Customer UPS
Bill To Address 104766 Upgrade street, 104766 Upgrade street2, San Mateo, CA 94403, United States
* Ship To Address 0583 DISTRICT ALLOCATION, 0315 NE AIRTRAIL WAY, PORTLAND, OR 97219, United States, Location Code ORAIRAD0651
* Requester Email 1023_staging_test@coupa.com
* Requester Name CORSIAN MARTINDALE
Description
Please provide an Invoice/Pay Authorization description
Alternate Due Date None

Lines

| Type | Description | Qty | UOM | Price | |
|------|---|-----|------|-------|----------|
| City | 978401020_ML_SWEATER-UPS4918EK-XL_UNISEX ZIP FRONT SWEATER-XL | 300 | Each | 28.00 | 8,400.00 |

PO Line
Supplier Part Number
UPS4918EK-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 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 (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 details, there are fields for 'PO Line' (None) and 'Supplier Part Number'. A callout box with a green plus icon and the text 'Add Line' points to the bottom of the first line. The bottom panel shows a new blank line (Line 2) with the following details:

| Type | Description | Qty | UOM | Price | Total |
|------|-------------|-----|------|-------|-------|
| Qty | | 1 | Each | 0.00 | 0.00 |

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


Disputed Invoices – Correcting a Disputed Invoice

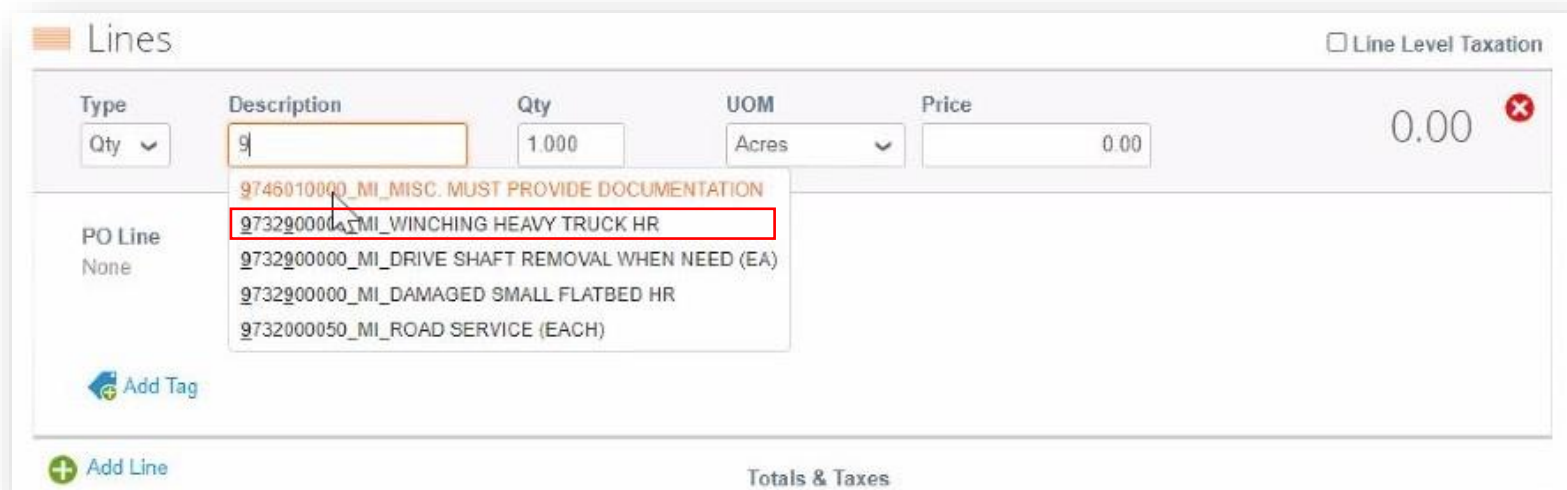
Leave *Qty* as the item *Type*.


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.

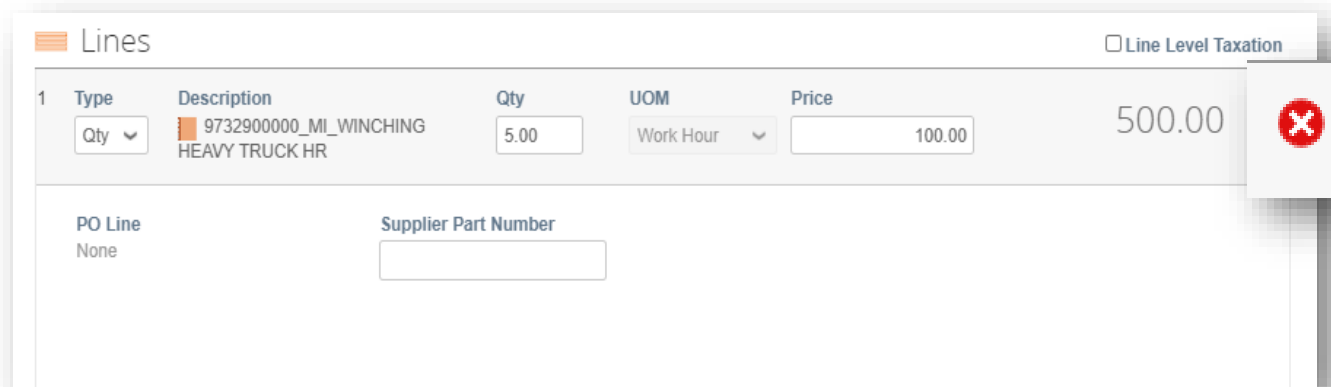
Once the item is properly selected and the quantity is adjusted in the newly added line, delete the incorrect line by clicking the  in upper left corner.




| Type | Description | Qty | UOM | Price | |
|--|-------------|-------|-------|-------|--|
| Qty | 9 | 1.000 | Acres | 0.00 | 0.00  |
| 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) | | | | | |

PO Line: None

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 | 500.00  |

PO Line: None

Supplier Part Number:

Disputed Invoices – Correcting 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 is the 'Instructions From Customer' section, followed by 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 invoice details with columns for Invoice #, Created Date, Status, PO #, Total, Unanswered Comments, Dispute Reason, and Actions. The table highlights two rows for invoice # IAC-DM-021021: one with 'Pending Approval' status and a total of 1,000.00 USD, and another with 'Voided' status and a total of 500.00 USD, with a dispute reason of 'Incorrect line item selection process'.

| 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 | |