



Resolve Disputed Invoices

How to resolve Disputed Invoices in your Coupa supplier portal (CSP)

This guide will help you to resolve disputed invoices in your Coupa supplier portal (CSP).

When the status of an invoice changes to "Disputed", notification will be sent via email and via the Coupa Supplier Portal (based on your notification preferences).

| Invoice # | Invoice Date | Created Date | Status | PO # | Gross Total | Unanswered Comments | Dispute reason | Actions | Paid | Payment Information |
|-----------|--------------|--------------|----------|--------------|------------------|---------------------|---------------------------------|---------|------|---------------------|
| 1858423 | 31/08/2023 | 08/09/2023 | Disputed | N00100318833 | 38,008.60 GBP | No | Invoice amount greater than PO. | | No | |

Disputed Invoices are mainly where there are not enough funds on the PO for your invoice/s, Coupa will automatically dispute your invoice if there is not enough value/ QTY left on the PO for your invoice. (The full table of Disputed reason are further in this guide)

This could be for some of the reasons listed below,

- You are charging more than the PO.
- You have submitted multiple invoices already, but your disputed invoice takes it over the PO value/ Qty. You as a supplier will need to work out why your invoice is disputed, check the PO value and what invoices you have submitted against the PO already. In all cases you as a supplier will have to click the resolve button in the invoices section to Credit the disputed invoice.

Please Note:

- Mitie does not process disputed invoices for payment until you resolve the dispute.
- If an invoice has been submitted in error and has been put in disputed status, you have the ability to create a cancellation document (Credit Note) against this invoice.

This how to guide goes through a step-by-step process on how to resolve disputed invoices in your CSP You will require your CSP account.

Below is a table of some of the Dispute Reasons set up for Mitie.

Duplicate Invoice. Already paid or payment review in progress.

Some of the information entered on the invoice is incorrect and cannot be processed by Mitie.

Billing code incorrect

Invoice currency differs from PO currency

Invoice date inaccurate

Invalid or missing PO reference

Price different from PO/Contract or Catalog

Quantity different from PO/Contract or Catalog

Tax rate missing or incorrect

One or more of the invoice lines UOM differs from corresponding PO line's UOM

Mitie cannot accept invoices with an invoice number longer than 16 characters.

A CIS Supplier has not entered a tax reference for reverse charge invoices.

Attachment missing or in incorrect format

The CIS Supplier has not selected whether the invoice is inside or outside of Scope.

The Supplier has not completed the labour costs on an invoice. They need to add "0" if not applicable.

Goods/Service over received

Goods/Service pending delivery

The Remit to address on your invoice does not match our vendor master.

Either correct your legal entity in your CSP or Please email supplier Supplier.Maintenance@mitie.com and request a Remit to update form. This will be sent via Coupa. Remit to address needs to match before Mitie can pay your invoice.

Faulty or Wrongly Shipped Product or Excess shipment returned

Please can you correct your supplier VAT number in your legal entity in your CSP or Remit to address using SAN . Supplier VAT number should start GB in Coupa with no spaces.

Invoice line unit price mismatch compared to PO line unit price.

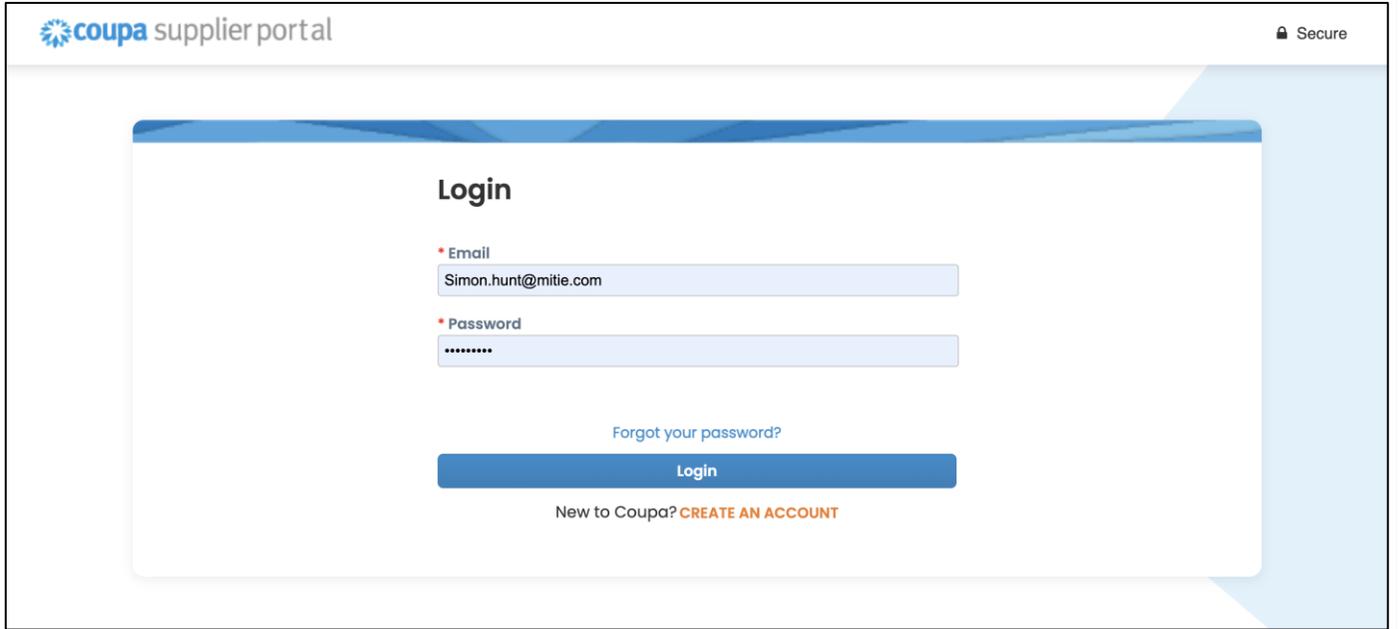
Invoice amount greater than PO.

Invoice quantity greater than PO quantity.

1.

'Log into your CSP account'

Click Join Coupa Supplier Portal



2.

'Where are Disputed Invoices'

Disputed invoices can be found under invoices, you will see status of the invoice will show disputed.

You will have also received a notification your invoice is disputed.

For each disputed invoice it will have a Disputed reason, as a supplier you will need to investigate the reason and in most cases the value of your invoice is greater than your PO. This could be that you have sent multiple invoices to exceed the PO amount.

In any scenario all disputed invoices must be credited and re-invoiced if required

Click the Resolve icon in the action's column.



Home Profile Orders Service/Time Sheets ASN **Invoices** Catalogues Payments Business Performance Sourcing Add-ons

Setup

Invoices Invoices Lines Payment Receipts

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

Select Customer: Mitie Group Plc - Test Supplier SH

Invoices

Instructions From Customer

Please select the golden coins icon next to the relevant PO to create an associated invoice. Invoices above the PO value are likely to be disputed. If the relevant PO does not fully cover the invoice, you should review the invoice for correctness and, if appropriate, contact the requester identified on the PO who can request a PO Change. You can contact the requester directly in the comments section of the PO by entering @ and the requesters name and highlighting any PO discrepancy.

[Create Invoices](#)

[Create Invoice from PO](#) [Create Invoice from Contract](#) [Create Blank Invoice](#) [Create Credit Note](#)

Export to View Simon's view Search

| Invoice # | Invoice Date | Created Date | Status | PO # | Gross Total | Unanswered Comments | Dispute reason | Actions | Commented | Paid | Payment Information |
|-----------|--------------|--------------|----------|--------------|--------------|---------------------|---------------------------------|---------|-----------|------|---------------------|
| CR- DWP | 22/02/2023 | 22/02/2023 | Approved | B01200001095 | -120.00 GBP | No | | | None | No | |
| Inv 3 | 22/02/2023 | 22/02/2023 | Approved | B01200001095 | 120.00 GBP | No | Invoice amount greater than PO. | | None | No | |
| Inv DWP | 22/02/2023 | 22/02/2023 | Approved | B01200001095 | 2,400.00 GBP | No | | | None | No | |
| In 2 | 22/02/2023 | 22/02/2023 | Disputed | B01200001094 | 600.00 GBP | No | Invoice amount greater than PO. | | None | No | |
| Test 22 | 22/02/2023 | 22/02/2023 | Approved | B01200001094 | 1,200.00 GBP | No | | | None | No | |
| IN21.02 | 21/02/2023 | 21/02/2023 | Approved | B01200001093 | 1,200.00 GBP | No | | | None | No | |

3.

'Options'

This will open the Invoice with the options section with 2 options.
Cancel Invoice or Adjust.

Cancel Invoice (recommend option)

If the invoice was issued duplicate, or if you require to amend non price or quantity information on the invoice, please cancel the invoice by choosing this option.

Adjust (not recommended Option)

If the price and/or the quantity for invoice line(s) is incorrect on an invoice, issue an adjustment credit note (partial credit) to correct it. You can adjust credit line quantity also in case of returned goods or if an invoice has already been paid for.

If you scroll to the bottom of the invoice, you will see the options as buttons to select (see next slide)

Home Profile Orders Service/Time Sheets ASN **Invoices** Catalogues Payments Business Performance Sourcing Add-ons

Setup

Invoices Invoices Lines Payment Receipts

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

Select Customer Mitie Group Plc - Test Supplier SH

Invoice #In 2 [Back](#)

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 cancelation 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.

General Info **GB**

| | |
|--|--------------------------------------|
| Invoice # In 2 | Supplier Test Supplier SH |
| Invoice Date 22/02/2023 | Invoice From Test Supplier SH |
| Payment Term V060 - 60 Days (From Invoice Date) | The Shard |
| Delivery Date 22/02/2023 | London |
| Currency GBP | SE1 9SG |
| Delivery Number None | United Kingdom |
| Status Disputed | Type of Company Ltd |
| Dispute Reason(s) Invoice amount greater than PO. | Remit To Test Supplier SH |
| Shipping Term None | The Shard |
| Legal Invoice download | London |
| Image Scan None | SE1 9SG |
| Supplier Notes None | United Kingdom |
| | Ship From Test Supplier SH |
| | The Shard |
| | London |

4.

**‘Option 1 to Cancel Invoice’
Recommended Option**

If you want to Adjust please go to section 8

Click Cancel Invoice

In Cancel Invoice, you cannot amend the information of the invoice. Only Credit Note # and Credit reason is mandatory

The screenshot displays a software interface for managing invoice lines. At the top right, there is a header with identifiers: [B012],[F001],[G002],[B002],[G100],[K001],[K005]. Below this is a section titled 'Lines' with a table containing one line item: '1 Services for DFT'. The table columns include Line, Description, Supplier part number, UOM, Net Weight, Price/Weight, Quantity, Price, Total, PO Line, and Service/Time Sheets Line. Below the table, there are fields for 'CIS related cost?' (None) and 'CIS Labour Cost' (None). A 'Taxes' section follows, with a table showing VAT Description (S1), VAT Rate (20.0%), VAT Amount (100.00), and Tax Reference. To the right of the taxes table is a 'Total Taxes' summary box with the following data: Lines Net Total (500.00), Lines VAT Totals (100.00), Total VAT (100.00), Net Total (500.00), and Gross Total (600.00). At the bottom right, there are two buttons: 'Cancel Invoice' (highlighted with a red box) and 'Adjust'.

| Line | Description | Supplier part number | UOM | Net Weight | Price/Weight | Quantity | Price | Total | PO Line | Service/Time Sheets Line |
|------|------------------|----------------------|-----|------------|--------------|----------|--------|--------|----------------|--------------------------|
| 1 | Services for DFT | | | | | None | 500.00 | 500.00 | B01200001094-1 | None |

| VAT Description | VAT Rate | VAT Amount | Tax Reference |
|-----------------|----------|------------|---------------|
| S1 | 20.0% | 100.00 | |

| Total Taxes | | | |
|--------------------|-----|-------|---------------|
| Lines Net Total | | | 500.00 |
| Lines VAT Totals | VAT | 20.0% | 100.00 |
| <hr/> | | | |
| Total VAT | | | 100.00 |
| Net Total | | | 500.00 |
| Gross Total | | | 600.00 |

Cancel Invoice Adjust

5.

'Create Credit Note'

Enter your Credit note number (Credit Note #)

Enter credit note date (same as original invoice date)

Enter your credit reason.

[Select Customer](#) Mitie Group Plc - Test Supplier SH

Create Credit Note Create

This credit note applies to invoice [In 2](#). When approved, the credit will fully cancel the invoice's impact to the transaction.

General Info

* Credit Note #

* Credit Note Date

Payment Term V060 - 60 Days (From Invoice Date)

Original Date of Supply

* Currency

Delivery Number

Status Draft

Original Invoice Number In 2

Original Invoice Date 22/02/2023

Image Scan No file chosen

Supplier Note

Attachments Info Add [File](#) | [URL](#) | [Text](#)

Cash Accounting Scheme

* Credit Reason

Margin Scheme

From

* Supplier Test Supplier SH

* Supplier VAT ID

* Invoice-From Address Test Supplier SH
The Shard
London
SE1 9SG
United Kingdom
Ltd

* Remit-To Address Test Supplier SH
The Shard
London
SE1 9SG
United Kingdom

Bank Name: Natwest

Beneficiary Name: Test Supplier SH

Bank Account Number: ****5678

Sort Code: **0000

* Ship-From Address Test Supplier SH
The Shard
London
SE1 9SG
United Kingdom

To

Customer Mitie Group Plc

* Bill-To Address MITIE Cleaning & Environmental
Services Ltd
Level 12 The Shard
32 London Bridge Street
London
SE1 9SG
United Kingdom

6.

'Create Credit Note continued'

Calculate

Click on Calculate

Check the values Total VAT, Net Total and Gross Total match your invoice value.
Click Submit

Submit

The below pop up will open, click send Credit note

Are you ready to send?

Coupa is about to create a credit note on your behalf. Please make sure you are not attaching another credit note to this transaction as the Coupa generated PDF is your and your customer's legal credit note.

Continue Editing **Send Credit Note**

Lines

Adjustment Type Price

| Type | Description | Price | |
|------|------------------|---------|---------|
| | Services for DFT | -500.00 | -500.00 |

PO Line: B01200001094-1
Service/Time Sheets Line: None
Contract:
Supplier part number:

CIS related cost?
CIS Labour Cost:
Select whether this invoice line is In Scope for Construction Industry Scheme deductions. Enter the value of CIS Labour Costs on this line.

Billing: 140020001-Q-ENV-100010-ENV-100010-0001-10-0001

Taxes

| VAT Rate | VAT Amount |
|----------|------------|
| 20.0% | -100.00 |

Total Taxes

| | |
|------------------|---------|
| Lines Net Total | -500.00 |
| Lines VAT Totals | -100.00 |

Total VAT: -100.00
Net Total: -500.00
Gross Total: -600.00

Delete Cancel Save as draft Calculate **Submit**

7.

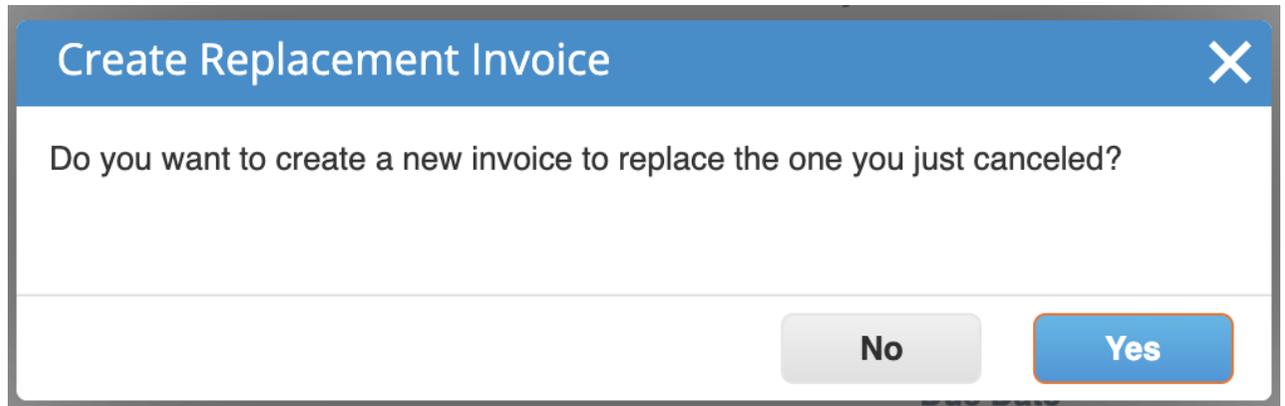
‘Create Replacement Invoice’

You will get a popup asking if you want to create a replacement invoice,

Depending on why your invoice was Disputed you can click **Yes** and It will copy the original invoice, however if you have updated any of your company information in your Legal Entity Including Tax/ VAT Number you must select **No** as it will copy the company information on the original invoice which is not editable.

If you say No and go back to Orders tab and click the gold coins against the PO number to create a replacement invoice if required.

Please Note: The corrected invoice must have a new Invoice number.



8.

**“Option 2 to Adjust Invoice”
(not recommended option)**

If the price and/or the quantity for invoice line(s) is incorrect on an invoice, issue an adjustment credit note (partial credit) to correct it. You can adjust credit line quantity also in case of returned goods or if an invoice has already been paid for.

[B012],[F001],[G002],[B002],[G100],[K001],[K005]

Lines

| Line | Description | Supplier part number | UOM | Net Weight | Price/Weight | Quantity | Price | Total | PO Line | Service/Time Sheets Line |
|------------------------|------------------|----------------------|-----|------------|--------------|----------|--------|--------|----------------|--------------------------|
| 1 | Services for DFT | | | | | None | 500.00 | 500.00 | B01200001094-1 | None |
| CIS related cost? None | | | | | | | | | | |
| CIS Labour Cost None | | | | | | | | | | |
| Taxes | | | | | | | | | | |
| VAT Description | | | | | | | | | | |
| VAT Rate | | | | | | | | | | |
| VAT Amount | | | | | | | | | | |
| Tax Reference | | | | | | | | | | |
| S1 | | | | | | | | | | |
| 20.0% | | | | | | | | | | |
| 100.00 | | | | | | | | | | |

Total Taxes

| | | | |
|--------------------|-----|-------|---------------|
| Lines Net Total | | | 500.00 |
| Lines VAT Totals | VAT | 20.0% | 100.00 |
| <hr/> | | | |
| Total VAT | | | 100.00 |
| Net Total | | | 500.00 |
| Gross Total | | | 600.00 |

Cancel Invoice Adjust

9.

'Create Credit Note'

Enter your Credit note number (Credit Note #)

Enter your Credit Reason

[Select Customer](#) Mitie Group Plc - Test Supplier SH

Create Credit Note Create

This credit note applies to invoice [In 2](#). When approved, the credit will fully cancel the invoice's impact to the transaction.

General Info

* Credit Note #

* Credit Note Date

Payment Term

Original Date of Supply

* Currency

Delivery Number

Status

Original Invoice Number

Original Invoice Date

Image Scan No file chosen

Supplier Note

Attachments [File](#) | [URL](#) | [Text](#)

Cash Accounting Scheme

* Credit Reason

Margin Scheme

From

* Supplier

* Supplier VAT ID

* Invoice-From Address

* Remit-To Address

Bank Name:

Beneficiary Name:

Bank Account Number:

Sort Code:

* Ship-From Address

To

Customer

* Bill-To Address

10. 'Create Credit Note' Continued

When you adjust

Please Note

- In Adjust, you can update the price and/or the quantity for the invoice line(s) depending by choosing which adjustment type is needed!
- If the PO was QTY based, you can only update QTY and not price if the PO was Amount based you can update the price.
- Be careful because when you click on Adjust, the system will automatically propose to cancel the full quantity/amount. So you will have to modify this quantity/amount according to your need, and keep the “- ” in front of the figure.
- Make the require adjustments.

Lines

Adjustment Type Price

| Type | Description | Price | |
|------|------------------|---------|---------|
| | Services for DFT | -500.00 | -500.00 |

PO Line: B01200001094-1 Service/Time Sheets Line: None Contract:

Supplier part number:

CIS related cost?: CIS Labour Cost:

Select whether this invoice line is In Scope for Construction Industry Scheme deductions. Enter the value of CIS Labour Costs on this line.

Billing: 140020001-Q-ENV-100010-ENV-100010-0001-10-0001

Taxes

| VAT Rate | VAT Amount |
|----------|------------|
| 20.0% | -100.00 |

Total Taxes

| | |
|------------------|---------|
| Lines Net Total | -500.00 |
| Lines VAT Totals | -100.00 |

Total VAT: -100.00
Net Total: -500.00
Gross Total: -600.00

Buttons: Delete, Cancel, Save as draft, Calculate, Submit

11.

'Create Credit Note' Continued

Calculate

Click on Calculate

Check the values Total VAT, Net Total and Gross Total match your invoice value.

Click Submit

Submit

The below pop up will open, click send Credit note

Are you ready to send?

Coupa is about to create a credit note on your behalf. Please make sure you are not attaching another credit note to this transaction as the Coupa generated PDF is your and your customer's legal credit note.

Continue Editing **Send Credit Note**

Lines

Adjustment Type Price

| Type | Description | Price | |
|------|------------------|---------|---------|
| | Services for DFT | -500.00 | -500.00 |

PO Line: B01200001094-1 Service/Time Sheets Line: None Contract:

Supplier part number:

CIS related cost? CIS Labour Cost:

Select whether this invoice line is In Scope for Construction Industry Scheme deductions. Enter the value of CIS Labour Costs on this line.

Billing: 140020001-Q-ENV-100010-ENV-100010-0001-10-0001

Taxes

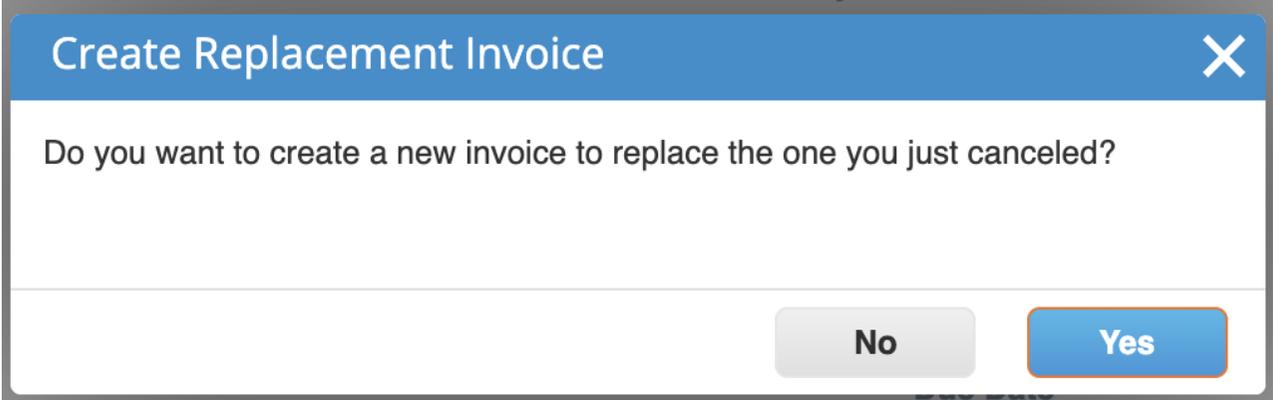
| VAT Rate | VAT Amount |
|----------|------------|
| 20.0% | -100.00 |

Total Taxes

| | |
|------------------|---------|
| Lines Net Total | -500.00 |
| Lines VAT Totals | -100.00 |

Total VAT: -100.00
Net Total: -500.00
Gross Total: -600.00

Delete Cancel Save as draft Calculate **Submit**

| | | |
|-----|--|--|
| 12. | <p>‘Create Replacement Invoice’</p> <p>You will get a popup asking if you want to create a replacement invoice,</p> <p>Depending on why your invoice was Disputed you can click Yes and It will copy the original invoice, however if you have updated any of your company information in your Legal Entity Including Tax/ VAT Number you must select No as it will copy the company information on the original invoice which is not editable.</p> <p>If you say No and go back to Orders tab and click the gold coins against the PO number to create a replacement invoice if required.</p> <p>Please Note: The corrected invoice must have a new Invoice number.</p> |  |
|-----|--|--|

For all Coupa supplier help and guides Click [here](#) for Mitie Suppliers website.