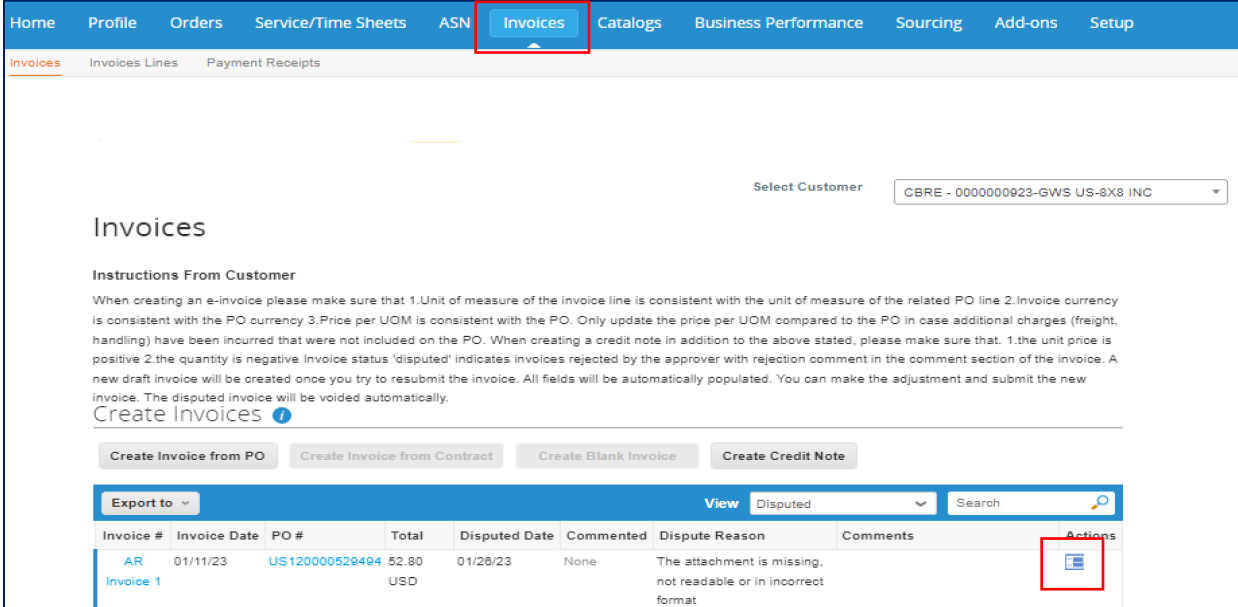


How to Resolve a Disputed Invoice


When invoices are disputed by your customer you have the option to correct the invoice or void the invoice. The instructions below will outline how to do both options.

NOTE: For suppliers in EMEA region, please refer to [Disputing an Invoice – EMEA](#).

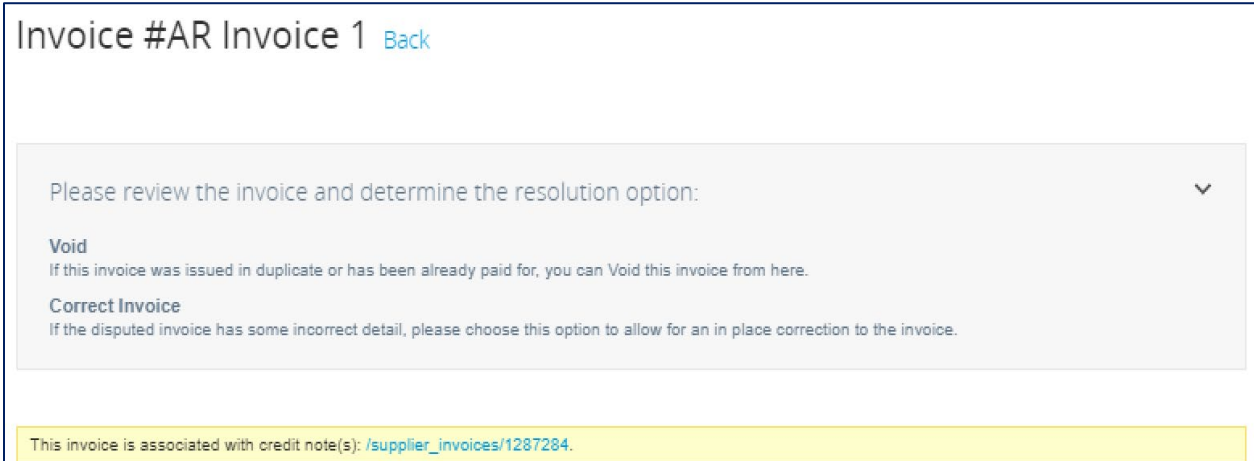
1. Navigate to the **Invoice** tab and click on the **Notepad Icon** under **Actions** to open the Invoice screen and resolve from there.



The screenshot shows the 'Invoices' section of the Coupa Supplier Portal. At the top, there is a navigation bar with tabs: Home, Profile, Orders, Service/Time Sheets, ASN, **Invoices** (highlighted with a red box), Catalogs, Business Performance, Sourcing, Add-ons, and Setup. Below the navigation bar, there are sub-tabs: Invoices, Invoices Lines, and Payment Receipts. The main content area is titled 'Invoices' and includes a 'Select Customer' dropdown menu set to 'CBRE - 0000000923-GWS US-8X8 INC'. Below this, there are 'Instructions From 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 of invoices is displayed with columns: Invoice #, Invoice Date, PO #, Total, Disputed Date, Commented, Dispute Reason, Comments, and Actions. The first row shows an invoice with a dispute reason of 'The attachment is missing, not readable or in incorrect format'. The 'Actions' column for this row contains a notepad icon, which is highlighted with a red box.

Invoice #	Invoice Date	PO #	Total	Disputed Date	Commented	Dispute Reason	Comments	Actions
AR Invoice 1	01/11/23	US120000529494	52.80 USD	01/28/23	None	The attachment is missing, not readable or in incorrect format		

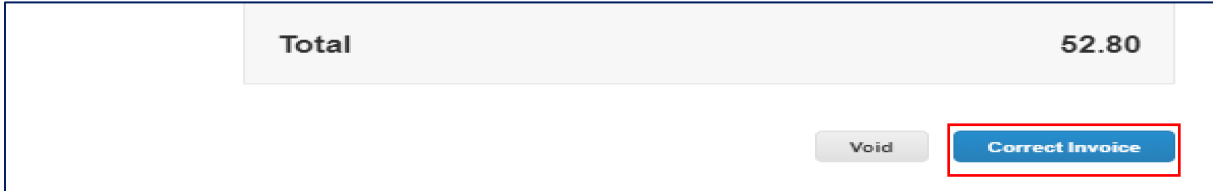
2. At the top of the screen, you will see the resolution option description.



The screenshot shows the resolution options for a disputed invoice. At the top, it says 'Invoice #AR Invoice 1' with a 'Back' link. Below this, there is a dropdown menu with the text 'Please review the invoice and determine the resolution option:'. The dropdown is open, showing two options: 'Void' and 'Correct Invoice'. The 'Void' option has a description: 'If this invoice was issued in duplicate or has been already paid for, you can Void this invoice from here.' The 'Correct Invoice' option has a description: 'If the disputed invoice has some incorrect detail, please choose this option to allow for an in place correction to the invoice.' At the bottom of the screen, there is a yellow banner that reads: 'This invoice is associated with credit note(s): /supplier_invoices/1287284.'

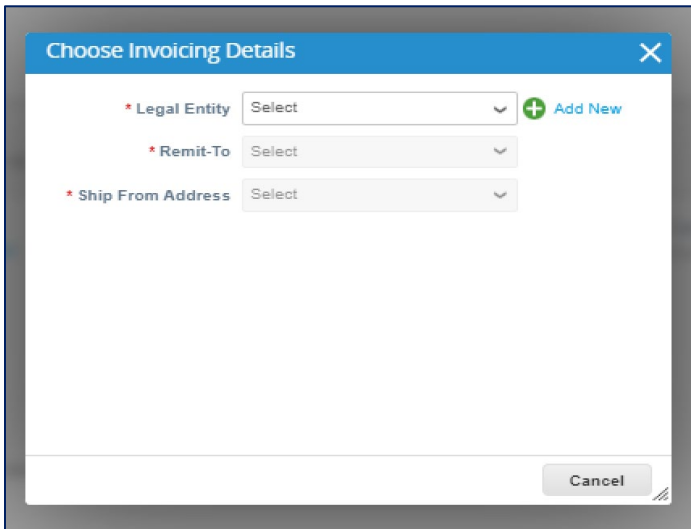
Let's first review how to Correct the Invoice.

3. Scroll Down to the **Totals** section of the invoice and click on **Correct Invoice**.



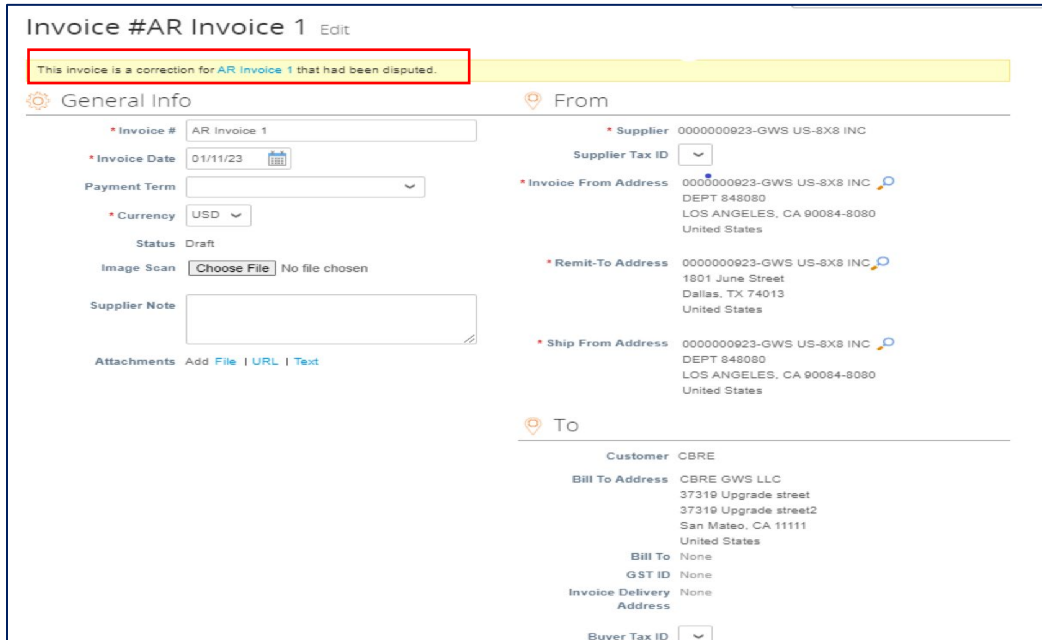
The screenshot shows a summary row with the label "Total" on the left and the value "52.80" on the right. Below this row, there are two buttons: a grey "Void" button and a blue "Correct Invoice" button. The "Correct Invoice" button is highlighted with a red rectangular border.

4. Choosing **Correct Invoice** will open up the Invoice in an Edit format. You may need to select the **Legal Entity** and **Remit To** address if you have several to select from. Select the correct information and click on next.

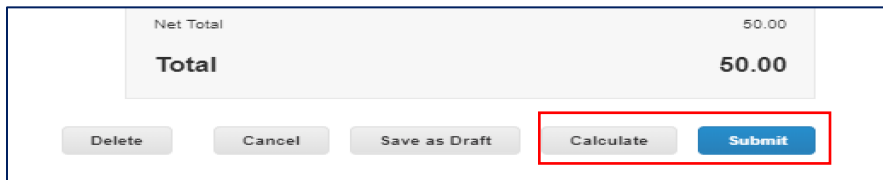


The screenshot shows a modal dialog box titled "Choose Invoicing Details" with a close button (X) in the top right corner. Inside the dialog, there are three dropdown menus, each with a red asterisk indicating a required field: "* Legal Entity" with a "Select" dropdown, "* Remit-To" with a "Select" dropdown, and "* Ship From Address" with a "Select" dropdown. To the right of the first dropdown is a green plus icon and the text "Add New". At the bottom right of the dialog is a "Cancel" button.

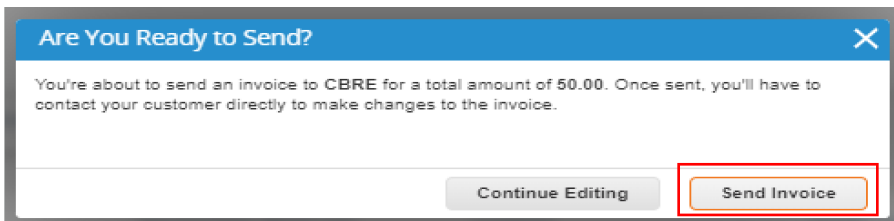
5. Once the invoice opens, make the corrections that are needed.



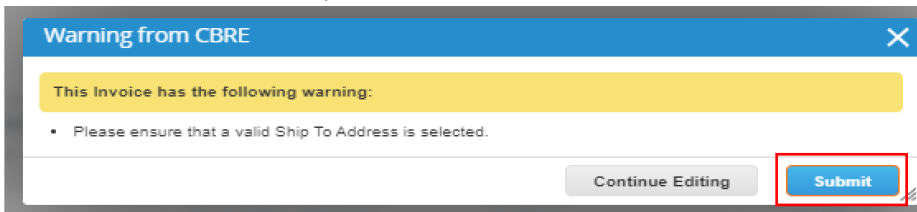
6. In this example, I needed to remove the taxes. When you complete the changes, select **Calculate** and then **Submit**.



7. An **Are You Ready to Send?** Message will prompt. If you are ready to submit your invoice correction, select **Send Invoice**.



8. A **Warning from CBRE** message will appear. Asking you to validate that the Ship To address has been selected. Once confirmed, select **Submit**.



9. A notification will appear about the top of your Invoice screen confirming the invoice was submitted for processing.

Invoices


0000000923-GWS US-8X8 INC invoice #AR Invoice 1 is processing ✕

Voiding an Invoice

10. If you would just like to Void the invoice and submit a new invoice, navigate to the **Invoice** tab and click on the **Notepad Icon** under **Actions** to open the Invoice screen and resolve from there.

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

Export to View Disputed Search

Invoice #	Invoice Date	PO #	Total	Disputed Date	Commented	Dispute Reason	Comments	Actions
Return Receipt Test 2	12/13/22	US120000529853	50.00	01/26/23	None	Price different from PO/Contract or Catalog		

11. Scroll to the **Total** section and select **Void**.

Total Tax	0.00
Net Total	50.00
Total	50.00

Void
Correct Invoice

12. You will receive a notification that the invoice was voided

Invoices

Successfully voided invoice Return Receipt Test 2 ✕

Instructions From Customer

For more information or assistance, reach out to your Procurement Buyer Team.

Region & Line of Business	Support Email Contact
GWS APAC	APAC_ProcurementBuyerSupport@cbre.com
GWS EMEA	GWSEMEAsupplychainbuyer@cbre.com
GWS Latin America	LATAM_ProcurementBuyerSupport@cbre.com
GWS US & Canada	GWSNAM_ProcurementBuyerSupport@cbre.com
Corporate/Advisory APAC	APACSupplyChainBuyers@cbre.com
Corporate/Advisory EMEA	ADVEMEA_ProcurementBuyerSupport@cbre.com



Coupa Supplier Portal

Corporate U.S.

USProcurement@cbre.com