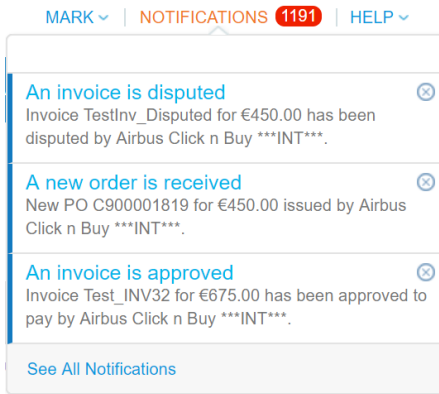




## Getting started with Disputed Invoices

### Disputed Invoices

Invoices with disputed status are invoices with incorrect information or that required clarification. When the status of an invoice changes to "**Disputed**", notification will be sent via email and also via the Coupa Supplier Portal (based on your notification preferences). You will receive the notifications here:



### Important Remarks:

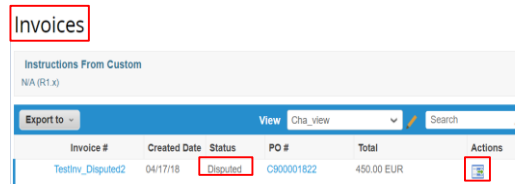
(!) Your customer does not process disputed invoices for payment until you resolve the dispute.

(!) 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.



## How to handle Disputed invoices

To resolve the dispute, you will need to review and correct the mistakes. To do this you will need to log into the Coupa Supplier Portal, Select **invoices**, Select the **Resolve** icon under 'actions'. Status of the invoice will show as 'Disputed'.



Once you have selected the 'resolve' icon you will be able to make amendments to the invoice.

For compliant e-invoice, you have to review the invoice and determine the resolution option:



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(Monday-Friday, Business working hours CE(S)T)

► support.customer@airbus.com

## Supplier Quick Reference Guide #4

### How to handle Disputed Invoices

English



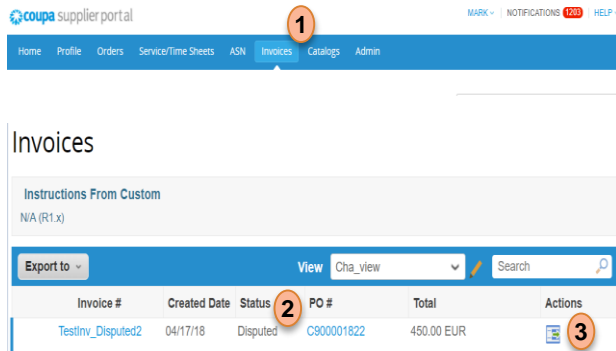
**AIRBUS**

## 1. 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. It will guide you through a cancellation credit note and a replacement invoice creation.

To cancel invoice through this option:

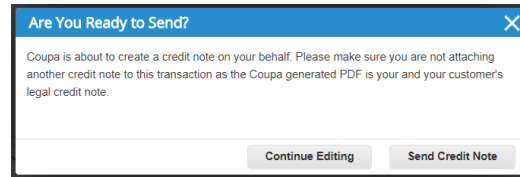
1. **Go** to the Invoices Tab
2. **Choose** the Invoice with “Disputed” status.
3. **Click** the “**Resolve**” icon under the actions header.



After clicking the “**Resolve**” icon, you will be directed to the Invoice page, scroll down then click “**Cancel Invoice**” button. Then you will be directed to Credit Note Creation page.

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

Once you’re done, and you submit the credit note. Dialog box will pop up and you need to select if Continue Editing or Send Credit Note.



If you select Send Credit Note button you will submitted it and you will be asked if you want to create a new invoice to replace the original invoice already credited.

- ! The corrected invoice must have a new number.
- ! Be careful because when you create a new invoice, the data from the disputed invoice will be automatically copied in the new one. So you have to change the fields that were wrong in the previous invoice. Otherwise it will be disputed again.

## 2. 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.

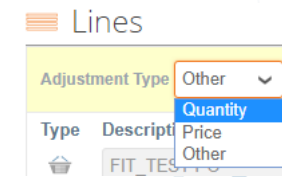
To adjust invoice through this option:

1. **Go** to the Invoices Tab
2. **Choose** the Invoice with “Disputed” status,
3. then **Click** the “**Resolve**” icon under the actions header.

After clicking the “**Resolve**” icon, you will be directed to the Invoice page, scroll down then click “**Adjust**” button. Then you will be directed to Credit Note Creation page.



! In Adjust, you can update the price and/or the quantity for the invoice line(s) by choosing which adjustment type is needed.



Once all required fields were filled, submit the Credit Note for adjustment.

! 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.