Resolve Disputed Invoices

Invoices with disputed status are invoices that we need further information to process. This may be because your ACS staff partner needs additional clarification or details, does not agree with something in the invoice, or deems the invoice incorrect.

When the status of an invoice changes to Disputed, you will receive an email notification including the invoice number, the date of the dispute, the reason for the dispute, and any additional comments that may have been provided.

**Note:** The American Cancer Society does not process disputed invoices for payment until you resolve the dispute.

In the **Invoices** table, click on the invoice number or on the **Resolve** button in the **Actions** column for the disputed invoice that you want to resolve.

**Options to Resolve the Dispute**

Click on the relevant button at the bottom of the invoice. Depending on the type of invoice, you have the following options:

- **Correct Invoice** - If an invoice was submitted with incorrect information, correct it. When submitting a corrected invoice, you can use the same invoice number.

- **Void** – If an invoice was issued in duplicate or has already been paid for through an earlier invoice, void it. If you void an invoice, you must use a new invoice number when resubmitting.

**If the invoice was disputed in error,** or you validate with the ACS staff partner that the invoice charges were correct, ACS can withdraw the invoice from disputed status for processing. If this is the case, please add a comment to the invoice and include:

- the date this was resolved,
- the name of the ACS staff partner you resolved it with,
- and ask ACS to withdraw the dispute.

**Note:** To minimize an invoice being disputed please ensure all invoices include the ACS purchase order and/or contract number, and your ACS staff partner’s name.
Correct Invoice

If you select **Correct Invoice** the invoice reopens in edit mode. **Note:** when submitting a corrected invoice, you can use the same invoice number.

- Make necessary corrections.
- Click **Calculate**.
- Add supporting details in the **Comments** section.
- Click **Submit**.

Void Invoice

If you select **Void**, the message below will populate. Select **Yes** to complete. **Note:** if you void an invoice, you must use a new invoice number when resubmitting.

Refer to **Resources for Suppliers** for additional Coupa step guides and reference materials.