

COUPA TRAINING

Coupa Supplier Portal (CSP) – How to
Resolve a Dispute

January 2022

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RESOLVING A DISPUTE

1. From the Invoices tab, select the Inchcape Entity/ Brand you need to raise a correction against. You do this by selecting from the “Select Customer” Drop Down Box.
2. You can change the view options to only show disputed invoices Click the drop down box and choose Disputed – Any invoices Disputed by Inchcape will always have comments included advising of the reason for the dispute.
3. Find from the list, the invoice you wish to credit and click on the resolve icon, under Actions. This will take you to the invoice you submitted previously.

The screenshot shows the 'Invoices' page with the following elements:

- Navigation bar: Home, Profile, Orders, Service/Time Sheets, ASN, **Invoices**, Catalogues, Business Performance, Sourcing, Add-ons, Setup
- Sub-navigation: **Invoices**, Invoices Lines, Payment Receipts
- 1. Select Customer: Inchcape - GB-TOYLEX-G0005031
- Create Invoices: Create Invoice from PO, Create Invoice from Contract, Create Blank Invoice, Create Credit Note
- 2. View: All
- 3. Invoice table:

Invoice #	Created Date	Status	PO #	Gross Total	Unanswered Comments	Dispute reason	Actions
6626	16/08/2021	Disputed	GB00008256	696.00 GBP	No	Duplicate Invoice. Already paid or payment review in progress.	[Resolve Icon]

4. Once you are in the invoice page you will see the below options available to you.

4. 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.

5. Once you have decided how you would like to resolve your disputed invoice, scroll to the bottom of the invoice and under the ‘Gross Total’ of the invoice, you will see the option to either ‘Cancel invoice’ or ‘Adjust’,
6. To ‘Cancel Invoice’, please continue to Page 3
7. To ‘Adjust’ the invoice, please continue to Page 4

CANCELLING AN INVOICE

1. Insert a Credit note number
2. Insert a Credit note date
3. Insert the original invoice number
4. Insert the reason "Resolve Dispute"

Create Credit Note Create

General Info

1. * Credit Note #

2. * Credit Note Date

Payment Term 30_30 days from invoice

Original Date of Supply

* Currency

Delivery Number

Status Draft

3. * Original Invoice Number

4. * Original Invoice Date

Image Scan No file chosen

Supplier Note

Attachments

From

* Supplier

* Supplier Tax Number

* Invoice-From Address

* Remit-To Address

* Ship-From Address

To

1. Select the 'Adjustment Type'
2. Check the quantity and net value is correct
3. Select your VAT rate
4. Click Calculate to work out the VAT element of the Invoice
5. Click Submit – Credit Note is completed

Lines

1. Adjustment Type

2.

Type	Description	Qty	UOM	Price	
☒	Broker Fees - August 2	-1.0	Each	580.00	-580.00 ✖

PO Line Contract

Supplier part number

Tax Code Default

Billing

Taxes

3.

VAT Rate	VAT Amount	Tax Reference
<input type="text" value="0"/>	0	<input type="text"/>

Total Taxes

Lines Net Total	-580.00
Lines VAT Totals	-116.00
<hr/>	
Total VAT	-116.00
Net Total	-580.00
Gross Total	-696.00

4. **5.**

ADJUSTING AN INVOICE

1. Insert a Credit note number
2. Insert a Credit note date
3. Insert the original invoice number
4. Insert the reason “Resolve Dispute”

Create Credit Note Create

General Info

1. * Credit Note #

2. * Credit Note Date

Payment Term 30_30 days from invoice

Original Date of Supply

* Currency

Delivery Number

Status

3. * Original Invoice Number

4. * Original Invoice Date

Image Scan No file chosen

Supplier Note

Attachments | |

From

* Supplier

* Supplier Tax Number

* Invoice-From Address

* Remit-To Address

* Ship-From Address

To

1. Select the ‘Adjustment Type’ as **Price** not Qty
2. Check the quantity and net value is correct
3. Select your VAT rate
4. Click Calculate to work out the VAT element of the Invoice
5. Click Submit – Credit Note is completed

Lines

1. Adjustment Type

Type	Description	Qty	UOM	Price	
	Broker Fees - August 2	1.000	Each	-500.00	2. -580.00

PO Line Contract

Supplier part number Tax Code Default

Billing

Taxes

3. VAT Rate VAT Amount Tax Reference

Total Taxes	
Lines Net Total	-580.00
Lines VAT Totals	-116.00
Total VAT	-116.00
Net Total	-580.00
Gross Total	-696.00

4. 5.

COUPA TRAINING

Useful Contacts

Invoice/ Payment Queries - Enquiries.AccountsPayable@inchcape.co.uk

Supplier Statements - SupplierStatements@inchcape.co.uk

Inchcape Coupa Queries - GlobalCoupa.Support@Inchcape.com

You can also visit <https://www.inchcape.co.uk/suppliers/>

Where you will find additional guides and support.

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