

Job Aid – Supplier: How to Resolve an Invoice Dispute within the Coupa Supplier Portal – Coupa Tool

How to Resolve an Invoice Dispute within the Coupa Supplier Portal (CSP)

In this job aid:

✓ **How to Resolve and Invoice Dispute within the Coupa Supplier Portal (CSP)**

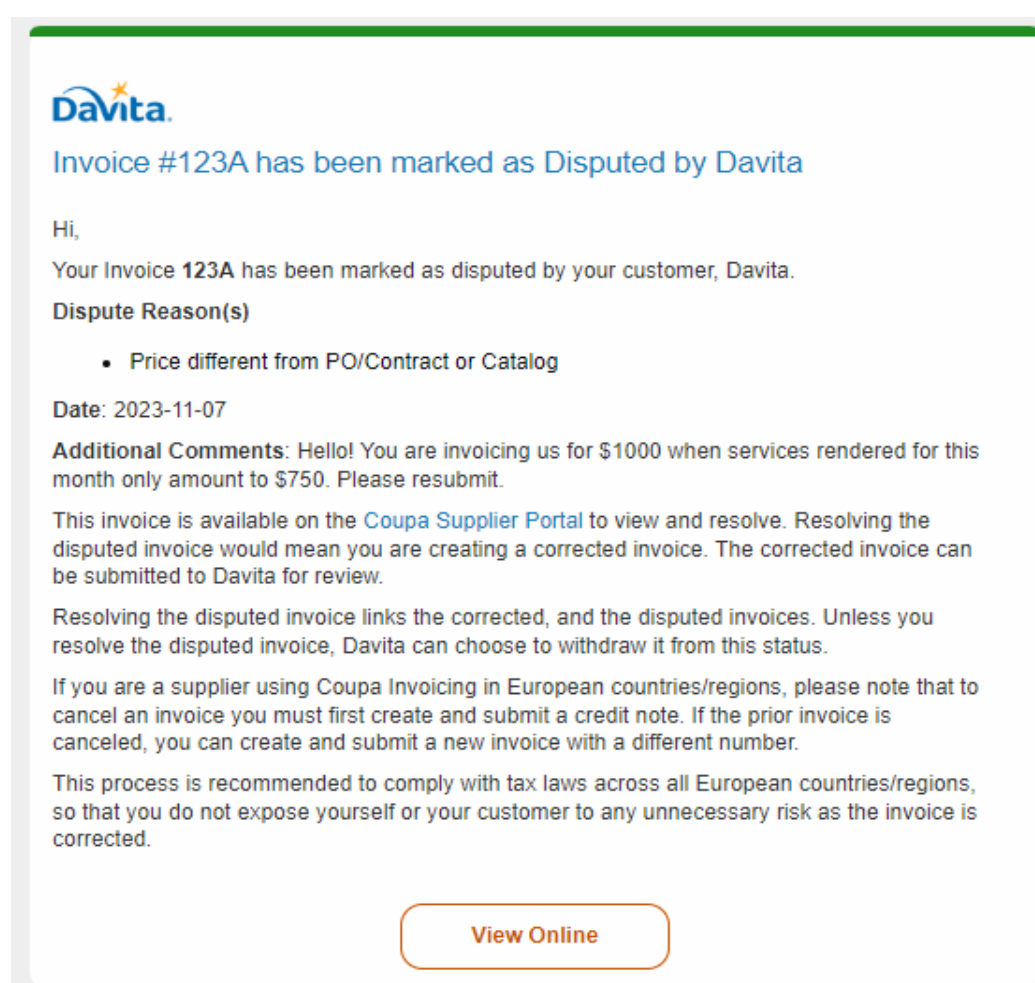
This job aid is to be leveraged by suppliers DaVita suppliers that have an existing account on the Coupa Supplier Portal (CSP), or the ability to create a CSP account. For invoices submitted within the CSP, suppliers are responsible for monitoring and resolving any disputes of these invoices. This job aid will outline how to successfully resolve Invoice Disputes within the CSP.

Invoice Disputes Overview

- DaVita suppliers are required to submit invoices for indirect goods/services against a Purchase Order within the Coupa Supplier Portal.
- Should the DaVita business requester not agree with any aspect of the submitted invoice, they should dispute the invoice with a relevant comment detailing the dispute reason(s).
- Suppliers should monitor and resolve their disputed invoices using 1 of 2 practices:
 - Voiding the submission
 - Correcting and resubmitting the invoice
- If you have questions regarding the CSP, please refer to our Procurement webpage, <https://www.davita.com/about/suppliers>.

Process – Locating Disputed Invoices

1. Suppliers will be notified via email of all invoice disputes relating to the invoices they submit within the Coupa Supplier Portal.



NOTE: To resolve invoice disputes, a Coupa Supplier Portal account is required. The **View Online** button can be used for suppliers with an existing account to login OR for those who do not have an account and require signing up. For assistance with registering for the CSP, see our Job Aid titled: *How to Create a Coupa Supplier Portal Account*.

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Process – Locating Disputed Invoices continued

2. Suppliers can locate disputed invoices within their Coupa Supplier Portal account under the **Invoices** tab.

coupa supplier portal

KENNY | NOTIFICATIONS 28 | HELP

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

Setup

Invoices Invoices Lines Payment Receipts Advanced

Select Customer Davita - KENNY TEST SUPPLIER

Invoices

Create Invoices *i*

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
123A	11/01/23	DVA-00523176	750.00 USD	11/07/23	None	Price different from PO/Contract or Catalog		

NOTE: Coupa has created custom **Views** for suppliers who would like to filter content by certain criteria. Suppliers can use the **Disputed** view to monitor only the invoices they have submitted in Coupa and have been disputed.

Process – Viewing Dispute Comments

1. Suppliers can view the dispute reason and any comments left by the disputer and respond accordingly. These comments will be located at the bottom of the disputed invoice within the Coupa Supplier Portal. **NOTE:** If there are any questions about the invoice dispute, please contact the DaVita Teammate who disputed that invoice.

Comment Mute Comments

Enter Comment

A corrected invoice will be submitted. Thank you!

Add File | URL

Send Comment notification to a user by typing @name (ex. @JohnSmith)

Add Comment

Participants: Kenny Boozer

to supplier

Kenny Boozer disputed on 11/07/23 at 08:03 PM

Hello! You are invoicing us for \$1000 when services rendered for this month only amount to \$750. Please resubmit.

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Process – Resolving Disputed Invoices

1. There are two methods suppliers can use to “resolve” a disputed invoice:
 - a. Void the submission
 - b. Correct the Invoice and resubmit to DaVita

Invoices

Create Invoices i

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

Export to View All ▼ Search 🔍

Invoice #	Created Date	Status	PO #	Total	Unanswered Comments	Dispute Reason	Actions
123A	11/07/23	Disputed	DVA-00523176	1,000.00 USD	Yes	Price different from PO/Contract or Catalog	

Please review the invoice and determine the resolution option:

Void
If this invoice was issued in duplicate or has been already paid for, you can Void this invoice from here.

Correct Invoice
If the disputed invoice has some incorrect detail, please choose this option to allow for an in place correction to the invoice.

Actions

Resolve

Process – Voiding a Disputed Invoice

1. If the invoice submitted is not a valid submission/charge for DaVita OR the services rendered on the invoice have already been paid, suppliers will void the invoice when resolving the dispute.

Void

➔

Void Invoice ✕

You have chosen to void this invoice in disputed status. Once voided, this invoice will be archived and will not be sent to the buyer team for review for payment. Please confirm if you would like to continue?

No
Yes

Process – Correcting and Resubmitting a Disputed Invoice

1. Should the invoice simply need a detail to be corrected, suppliers can correct and resubmit a revised version of said invoice.

Correct Invoice

➔

Invoice #123A Edit

This invoice is a correction for 123A that had been disputed.

General Info

* Invoice # 123A

* Invoice Date 11/01/23 📅

Payment Term NET CASH

From

* Supplier KENNYS TEST SUPPLIER

Supplier Tax ID 121212121 ▼

* Invoice From Address Kennys Test Supplier II
123 Spooner St

This action will automatically void your previous invoice submission and reissue a newly revised invoice.

123A	11/07/23	Pending Approval	DVA-00523176	750.00 USD	No	
123A	11/07/23	Voided	DVA-00523176	1,000.00 USD	Yes	Price different from PO/Contract or Catalog