

Resolve Disputed Invoices

The American Cancer Society believes diversity, equity, and inclusion are vital to our life-saving mission. We are committed to providing diverse businesses opportunities to participate in our competitive procurement processes. Diverse-owned businesses interested in becoming a supplier are encouraged to complete the registration form. [Learn more.](#)

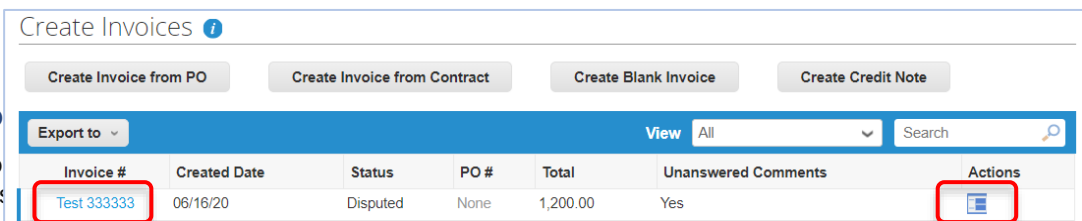
- ◆ Invoices with **disputed status** are invoices that require correction or further information before processing for payment. Common reasons an invoice may be disputed include, but are not limited to:
 - Missing PO or Contract number
 - Additional clarification, detail or information
 - Pricing does not match Purchase Order or Contract
 - Goods or Services were not provided as agreed
 - Goods or Services were not received by the need by, or contracted, date


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 the supplier 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.

Option 1: Click on the invoice number or on the **Resolve** button in the **Actions** column for the disputed invoice that you want to resolve.



Invoice #	Created Date	Status	PO #	Total	Unanswered Comments	Actions
Test 333333	06/16/20	Disputed	None	1,200.00	Yes	

- **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**.

The screenshot displays the 'Lines' form in edit mode. At the top, there is a header 'Lines' and a checkbox for 'Line Level Taxation'. Below this, there are fields for 'Type' (set to 'Amnt'), 'Description' ('6.17.20 Funding Requ'), and 'Price' (1,200.00). There are also fields for 'PO Line' (None) and 'Supplier Part Number'. A 'Totals & Taxes' section shows 'Lines Net Total' as 1,200.00, 'Shipping' and 'Handling' as empty fields, 'Tax' as 0.000, and a 'Total' of 1,200.00. At the bottom, there are buttons for 'Delete', 'Cancel', 'Save as Draft', 'Calculate', and 'Submit'. A 'Comments' section is highlighted with a red box, containing the text: 'Invoice was updated to reflect the correct PO number.' The 'Calculate' and 'Submit' buttons are also highlighted with red boxes.

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.

The screenshot shows a 'Void Invoice' dialog box. The title bar is 'Void Invoice' with a close button. The main text reads: '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?'. At the bottom right, there are two buttons: 'No' and 'Yes'. The 'Yes' button is highlighted with a red box.

▶ **Access [Supplier Resources](#) for additional step guides and reference materials**