



OUR **TEAM.** OUR **TIME.**  
***SHERWIN-WILLIAMS***<sup>®</sup>

## Dealing with invoice dispute

# Coupa Supplier Guide

## Disputed invoice

1. There are several reasons an invoice can be disputed by the PO Owner or Accounts Payable:

The invoice does not match what is on the PO. This could be a quantity issue or a price issue.

The invoice does not have appropriate tax rate

How will I know if the invoice is disputed?

You will receive an e-mail notification with the invoice number and the dispute reason (see right).

Any disputed invoices will also show in your To Do and Notifications tab on the Coupa Supplier Portal.



Invoice #171717 has been marked as Disputed by Sherwin-Williams

Hi,

Your Invoice **171717** has been marked as disputed by your customer, Sherwin-Williams.

#### Dispute Reason(s)

- Duplicate Invoice. Already paid or payment review in progress.

Date: 2023-09-05

**Additional Comments:** Hello, Invoice 171716 was applied to PO ESS00535832 on 1/09/2023. Then invoice 171717 was applied to this PO on 5/09/2023. Please review invoice 171717 to determine if it is a duplicate. If it is a duplicate, please void that invoice. Thank you

This invoice is available on the [Coupa Supplier Portal](#) to view and resolve. Resolving the disputed invoice would mean you are creating a corrected invoice. The corrected invoice can be submitted to Sherwin-Williams for review.

Resolving the disputed invoice links the corrected, and the disputed invoices. Unless you resolve the disputed invoice, Sherwin-Williams can choose to withdraw it from this status.

If you are a supplier using Coupa Invoicing in European countries/regions, please note that to cancel an invoice you must first create and submit a credit note. If the prior invoice is canceled, you can create and submit a new invoice with a different number.

This process is recommended to comply with tax laws across all European countries/regions, so that you do not expose yourself or your customer to any unnecessary risk as the invoice is corrected.

[View Online](#)

# Coupa Supplier Guide


## Disputed invoice



From the invoice page on the CSP, find your disputed invoice and click the “Resolve” button in the Actions column. This will take you to the invoice.

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

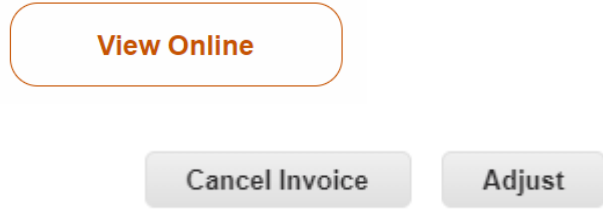
Export to View All Search

Invoice #	Created Date	Status	PO #	Total	Unanswered Comments	Dispute Reason	Actions
12345678910-1	08/24/23	Approved	<a href="#">ESS00535839</a>	544.50 USD	No		
<a href="#">Intrastat case 1</a>	08/07/23	Disputed	<a href="#">ESS00535842</a>	1,087.55 EUR	No	Duplicate Invoice. Already paid or payment review in progress.	

By clicking this “Resolve” button for a disputed invoice, you will be taken to the invoice to fix the issue why it was disputed.

You can also click the “View Online” button in the dispute e-mail or enter through the notifications tab and you will be taken directly into the invoice.

Once in the invoice, you can click the “Cancel invoice” button to create a full credit note against the previous invoice or click the “Adjust” button to create a partial credit note.



# Coupa Supplier Guide

## Disputed invoice – Full credit note

There are two options when resolving an invoice namely a full or partial credit note. Follow these steps for a full credit note:

Cancel Invoice

1. Cancel Invoice: Always fully cancel the disputed invoice by clicking “Cancel Invoice”. Give this full credit note a Credit note # and make sure that it is a Credit Note for the same amount as the original Invoice. After clicking cancel invoice, a credit note window appears.
2. Please create a new credit note # (never exceeds 16 characters). You can select an adjustment type (quantity, price or other) but this will not have different effects on your credit note as you are canceling the full amount of the invoice invoice. You will not have the possibility to change neither the quantity nor the price.

### Create Credit Note

This credit note applies to invoice [Intrastat case 1](#). When approved, the credit will fully cancel the invoice's impact to the transaction.

<b>General Info</b>		<b>From</b>
Credit Note #	<input type="text"/>	* Supplier OLIVER Y BATLLE SAU_US
Credit Note Date	09/05/23	* Supplier VAT ID ESX9999999X
Payment Term	65 DAYS	* Invoice From Address OLIVER Y BATLLE SAU_US CARRETERA DE MATARO 39-47 08911 BADALONA Spain
Date of Supply	08/07/23	* Remit-To Address OLIVER Y BATLLE SAU_US 39-47 Carretera de Mataró 08911 Badalona Catalunya Spain
* Currency	EUR	* Ship From Address OLIVER Y BATLLE SAU_US 39-47 Carretera de Mataró 08911 Badalona Catalunya Spain
Delivery Number	<input type="text"/>	<b>To</b>
Status	Draft	Customer Sherwin-Williams
Original Invoice #	Intrastat case 1	* Bill To Address Sherwin Williams Spain Coatings S.L. C/ ALDAYA 9 POLIGONO INDUSTRIAL 46469 BENIPARRELL Spain
Invoice Date	08/07/23	Neighborhood None
Image Scan	<input type="button" value="Choose File"/> No file chosen	
Supplier Note	<input type="text"/>	
Attachments	<input type="button" value="Add File"/>   <a href="#">URL</a>   <a href="#">Text</a>	
Accounting Scheme	<input type="text"/>	
Credit Reason	<input type="text"/>	
Margin Scheme	<input type="text"/>	

### Lines

<b>Adjustment Type</b> Quantity					
<b>Type</b>	<b>Description</b>	<b>Qty</b>	<b>UOM</b>	<b>Price</b>	
<input type="checkbox"/>	Disposable Nitrile Gloves	-8	100BOX	12.35	-98.80
<b>PO Line</b>	<b>Service/Time Sheet Line</b>	<b>Contract</b>	<b>Supplier Part Number</b>		
ESS00535842-1	None		12345		
<b>Tax Recoverability</b>	<b>HSN Code</b>	<b>Net Mass (in kilos)</b>		<b>Intrastat country of origin</b>	
	80845611	2.5			
Please include here the 8 digit HSN code of the item for Intrastat reporting		Please include the total line (all items included in this line) weight in kilos		Please include the 2-digit ISO country code of the item manufacturer for Intrastat reporting purposes	
<b>Billing</b>					
186-10004-102952-6056001-1002-0000-000					
<b>Taxes</b>					
<b>VAT Rate</b>	<b>VAT Amount</b>				
21.0%	-20.75				

# Coupa Supplier Guide

## Disputed invoice – Full credit note

3. Click on submit and send credit note. After cancelling the disputed invoice, a box will show up asking to “Create a new invoice to replace the one that you have just canceled.” CLICK NO

Are you ready to send? ✕

Coupa is about to create a credit note on your behalf. Please make sure you are not attaching another credit note to this transaction as the Coupa generated PDF is your and your customer's legal credit note.

Continue Editing Send Credit Note

Create Replacement Invoice ✕

Do you want to create a new invoice to replace the one you just canceled?

No Yes



4. Go back to the order tab and find the purchase order. Click on the yellow coins to create manually a new invoice associated to that PO

### Purchase Orders

#### Instructions From Customer

Sherwin-Williams is driving strategic improvements in the way we purchase and pay for goods and services. One of the benefits of these changes is more consistent, on-time payments to suppliers as a result of electronic invoicing. Please review with all personnel involved with customer invoicing and update your billing system(s) as appropriate.

Click the  Action to Invoice from a Purchase Order

PO Number	Order Date	Status	Acknowledged At	Items	Unanswered Comments	Total	Assigned To	Actions
DEP00535927	09/05/23	Issued	09/05/23	2 Each of COVID-19 Antigen Rapid Test, 1 Pack, 2 Tests To...	No	140.00 EUR		 

Create invoice for PO #DEP00535927

5. When creating the new invoice, make sure that you give it a new Invoice # (never exceeds 16 characters) and resolve the issue why the previous invoice was disputed. Once you have created the new invoice with the issues resolved, click on submit. Assuming there are no other issues, this will resolve the dispute and the invoice will flow into the payment process



# Coupa Supplier Guide

## Disputed invoice – Partial credit note

There are two options when resolving an invoice, namely a full or partial credit note. Follow these steps for a partial credit note: Click on Adjust to create a partial credit note.

Adjust

1. Fill in all information just as any invoice/credit note creation. Make sure the length of your Invoice # and Credit note # never exceeds 16 characters

2. The amount of the partial credit note should be less than the total amount of the invoice. Verify also that the amount is negative. You can select the adjustment type before submitting the credit note :

a) If you select quantity, only the field “Qty” will be editable. This should be selected in cases for which the discrepancy is related to the quantity

b) If you select price, only the field “Price” will be editable. This should be selected in cases for which the discrepancy is related to the price

c) If you select other, both fields “Qty” & “Price” will be editable.

a

b

c

Lines

Adjustment type: Quantity

Type	Description	Qty	UOM	Price	
	Disposable Nitrile Gloves	-8.0	100BOX	12.35	-98.80

PO Line: ESS00535842-1

Service/Time Sheet Line: None

Contract: 12345

Supplier Part Number: 12345

Tax Recoverability: [Dropdown]

HSN Code: 80845611

Net Mass (in kilos): 2.5

Intrastat country of origin: [Dropdown]

Billing: 186-10004-102952-6056001-1002-0000-000

Taxes: VAT Rate: 21.0%, VAT Amount: -20.75

Lines

Adjustment type: Price

Type	Description	Qty	UOM	Price	
	Disposable Nitrile Gloves	8.000	100BOX	-12.35	-98.80

PO Line: ESS00535842-1

Service/Time Sheet Line: None

Contract: 12345

Supplier Part Number: 12345

Tax Recoverability: [Dropdown]

HSN Code: 80845611

Net Mass (in kilos): 2.5

Intrastat country of origin: [Dropdown]

Billing: 186-10004-102952-6056001-1002-0000-000

Taxes: VAT Rate: 21.0%, VAT Amount: -20.75

Lines

Adjustment type: Other

Type	Description	Qty	UOM	Price	
	Disposable Nitrile Gloves	8.000	100BOX	-12.35	-98.80

PO Line: ESS00535842-1

Service/Time Sheet Line: None

Contract: 12345

Supplier Part Number: 12345

Tax Recoverability: [Dropdown]

HSN Code: 80845611

Net Mass (in kilos): 2.5

Intrastat country of origin: [Dropdown]

Billing: 186-10004-102952-6056001-1002-0000-000

Taxes: VAT Rate: 21.0%, VAT Amount: -20.75