



OPEN INVOICE SUPPLIER QUICK REFERENCE GUIDE DISPUTES & CORRECTIONS





OPEN INVOICE SUPPLIER QRG (DISPUTES)

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OPEN INVOICE SUPPLIER QRG (DISPUTES)

How to view and revise a disputed invoice

1. Click on “All disputed” to view disputed invoices

Invoices Requiring My Attention

All Disputed
4
CAD 4,163,559.02

2. Click on relevant “Invoice #” and review “most recent comment” for dispute type

Disputed Invoices List Setting

Type	Invoice #	Company	Status	Status Date	Description	Currency	Amount	Discount	Tax	Most Recent Comment
OR	1234	Gibson Energy	Disputed	07/05/2023	TEST	USD	3,145,800.00	-	149,800.00	please fix
OR	12345	Gibson Energy	Disputed	07/05/2023	Measurement Services at Edmonton Terminal Gibson contact: XXXX	CAD	3,543.75	-	168.75	fix please
OR	TEST7	Gibson Energy	Disputed	07/05/2023	TESTING	CAD	1,575.00	-	75.00	fix please
OR	TEST8	Gibson Energy	Disputed	07/05/2023	test	CAD	7.25	-	0.25	fix please

4 records found.

3. Open the relevant invoice and follow the proper remediation steps by dispute type



OPEN INVOICE SUPPLIER QRG (DISPUTES)

Invoices with an incorrect bill-to company name and/or currency will be disputed

Error Messaging: The invoice has an incorrect bill-to company name

Error Messaging: The invoice is the incorrect currency

Entity Number	Allowable Entity Name	Allowable Currency
001	Gibson Energy Inc	CAD and USD
019	Moose Jaw Refinery Partnership	CAD and USD
050	Gibson Energy infrastructure Partnership	CAD and USD
350	Plato Services Partnership	CAD only
885	Hardisty Energy Terminals	CAD only
402	Gibson Energy Corp	USD only
520	Gibson Energy LLC	USD only
522	TPG Transport LLC	USD only
525	TPG Leasing LLC	USD only
526	Flintlock Pipeline LLC	USD only
527	Taylor Transfer Services LLC	USD only
528	Gibson Energy infrastructure LLC	USD only
529	Gibson Energy Marketing LLC	USD only
500	South Texas Gateway Terminal LLC	USD only

Example: Invoice attached references bill-to company of Gibson Energy Inc. but should be billed to Gibson Energy LLC. Revised invoice billing the correct legal entity is required.

****Please see next page for recommended remedial steps****



OPEN INVOICE SUPPLIER QRG (DISPUTES)

Remedial steps for incorrect bill-to company name and/or currency

Example: Invoice attached references bill-to company of Gibson Energy Inc. but should be billed to Gibson Energy LLC. Revised invoice billing the correct legal entity is required.

Recommended remedial steps:

1. Click on the blue garbage can to remove the incorrect invoice attachment

The screenshot shows an invoice interface for 'Invoice # TEST7 - 06/29/2023'. On the left, there is an 'Invoice Journal' section with a 'Current Owner' box containing details like 'Site: Calgary' and 'User: Carla Watters'. On the right, the 'Attached Documents' section lists a PDF file named 'TESTINVOICE.pdf' (258kB) attached on 06/29/2023 at 10:31:36 AM MDT by Carla Watters. A blue trash icon is visible next to the document name, and a yellow arrow points to it from the right.

2. Click "Attach file" and follow steps to attach a revised invoice

A horizontal toolbar with eight buttons: 'Submit to Buyer', 'Save', 'Cancel', 'Print Preview', 'Forward', 'Comment', 'Attach File', and 'Send Message'. The 'Attach File' button, which has a paperclip icon, is highlighted with a yellow arrow pointing to it from the right.

3. Click "Submit to Buyer"

A horizontal toolbar with eight buttons: 'Submit to Buyer', 'Save', 'Cancel', 'Print Preview', 'Forward', 'Comment', 'Attach File', and 'Send Message'. The 'Submit to Buyer' button, which has a paper airplane icon, is highlighted with a yellow arrow pointing to it from the left.



OPEN INVOICE SUPPLIER QRG (DISPUTES)

Invoices with an incorrect currency will be disputed

Error Messaging: The input of this invoice has the incorrect currency

Invoice currency & OpenInvoice submission

The invoice currency must match the OpenInvoice submission currency

Acceptable Submission	OpenInvoice Currency	Invoice Currency
Yes	CAD	CAD
Yes	USD	USD
No	CAD	USD
No	USD	CAD

Example: Invoice submitted in CAD but should be in USD. Invoice submission must be revised to USD.

****Please see next page for recommended remedial steps****



OPEN INVOICE SUPPLIER QRG (DISPUTES)

Remedial steps for invoices with an incorrect currency

Example: Invoice submitted in CAD but should be in USD. Invoice submission must be revised to USD.

1. Recommended remedial steps:
2. Open disputed invoice within OpenInvoice
3. Click “Edit Header”

Buyer: Gibson Energy
Gibson Energy
Attn: Accounts Payable
440 2 Ave Sw Suite 1700
Calgary, Alberta
Canada
T2P 5E9

Supplier: Gibson Energy Test Supplier
Calgary
1234 Test Street
Calgary, Alberta
Canada
T2P 1H5

General Information

Invoice Number:	TEST7	Invoice Date:	06/29/2023 MM/DD/YYYY
Invoice Type:	Original Invoice	Invoice Due Date:	08/13/2023 MM/DD/YYYY
Submission Type:	Direct Entry	Currency:	CAD - Canadian Dollar
Status:	Disputed	Invoice Amount:	1,575.00
		Remit Amount:	1,575.00

Description: TESTING

[Edit Header](#) [Contact](#)

4. Currency will now be editable – update for proper invoice currency

test
Saved on 06/29/2023 at 10:30:56 AM MDT - by Cerie Wetters

Buyer: Gibson Energy
Customer Site: Gibson Energy
Department: Accounts Payable

Supplier: Gibson Energy Test
Calgary
1234 Test Street
Calgary, Alberta
Canada
T2P 1H5

General Information

Invoice Number:	TEST7	Invoice Date:	
Invoice Type:	Original Invoice	Invoice Due Date:	
Submission Type:	Direct Entry	Currency:	USD - U.S. Dollar
Status:	Disputed	Invoice Amount:	1,575.00
Routing Code:		Remit Amount:	1,575.00



OPEN INVOICE SUPPLIER QRG (DISPUTES)

Remedial steps for invoices with an incorrect currency

Example: Invoice submitted in CAD but should be in USD. Invoice submission must be revised to USD.

Recommended remedial steps:

5. Click "Submit"

General Information

Invoice Number:	TEST7	Invoice Date:	06/29/2023 MM/DD/YYYY
Invoice Type:	Original Invoice	Invoice Due Date:	08/13/2023 MM/DD/YYYY
Submission Type:	Direct Entry	Currency:	USD - U.S. Dollar
Status:	Disputed	Invoice Amount:	1,575.00
Routing Code:		Remit Amount:	1,575.00

Description: TESTING

[Submit](#) [Cancel](#)

6. Currency will now be updated on header and line items

General Information

Invoice Number:	TEST7	Invoice Date:	06/29/2023 MM/DD/YYYY
Invoice Type:	Original Invoice	Invoice Due Date:	08/13/2023 MM/DD/YYYY
Submission Type:	Direct Entry	Currency:	USD - U.S. Dollar
Status:	Disputed	Invoice Amount:	1,575.00
		Remit Amount:	1,575.00

Description: TESTING

[Edit Header](#) [Contact](#)

Alert	Item	Service Date From	Service Date To	Part #	Description	Qty	Units	Rate	Subtotal	Discount	Total	Delete	
	1.	06/29/2023	06/29/2023	PRODUCT	Product	100.00		5.00	500.00	(0.00%)	500.00		
	2.	06/29/2023	06/29/2023	PRODUCT	Product	200.00		5.00	1,000.00	(0.00%)	1,000.00		
									Subtotal:	1,500.00	0.00	1,500.00	
									Total GST (#12345678):			75.00	
									Total Amount:	<u>USD 1,575.00</u>			



OPEN INVOICE SUPPLIER QRG (DISPUTES)

Remedial steps for invoices with an incorrect currency

Example: Invoice submitted in CAD but should be in USD. Invoice submission must be revised to USD.

Recommended remedial steps:

7. Click "Save"



8. Click "Submit to Buyer"





OPEN INVOICE SUPPLIER QRG (DISPUTES)

Invoices with an incorrect company name will be disputed

Error Messaging: The invoice submission did not match the company name on the OpenInvoice Account

Company Name & OpenInvoice Account

The company/remit-to name on the invoice must match the source of the submission in OpenInvoice

Example: Invoice submitted with remit-to name of XYZ Inc. & OpenInvoice account supplier account set up for ABC Inc. Invoice must be revised to remit-to of ABC Inc.

****Please see next page for recommended remedial steps****



OPEN INVOICE SUPPLIER QRG (DISPUTES)

Remedial Steps for invoices with an incorrect company name

Example: Invoice submitted with remit-to name of XYZ Inc. & OpenInvoice account supplier account set up for ABC Inc. Invoice must be revised to remit-to of ABC Inc.

Recommended remedial steps:

1. Click on the blue garbage can to remove the incorrect invoice attachment

Invoice # TEST7 - 06/29/2023

< Previous In List Next In List >

Supplementary Information

Invoice Journal

Current Owner
Site: Calgary
User: Carla Watters

Disputed on 07/05/2023 at 10:42:19 AM MDT - by Carla Watters
fix please

Submitted on 06/29/2023 at 10:31:45 AM MDT - by Carla Watters
test

Saved on 06/29/2023 at 10:30:56 AM MDT - by Carla Watters

Attached Documents

PDF 258kB attached on 06/29/2023 at 10:31:36 AM MDT - by Carla Watters 
test
TESTINVOICE.pdf

2. Click “Attach file” and follow steps to attach a revised invoice with proper company name

Submit to Buyer Save Cancel Print Preview Forward Comment **Attach File** Send Message

3. Click “Submit to Buyer”

Submit to Buyer Save Cancel Print Preview Forward Comment Attach File Send Message



OPEN INVOICE SUPPLIER QRG (DISPUTES)

Invoices with an incorrect date will be disputed

Error Messaging: The invoice submission has the incorrect invoice date

Invoice Date & OpenInvoice submission

The date of the invoice must match the invoice date on the OpenInvoice submission

Example: Invoice date on invoice is June 1, 2023. Invoice on OpenInvoice submission is June 3, 2023. OpenInvoice submission date needs to be corrected to June 1, 2023.

****Please see next page for recommended remedial steps****



OPEN INVOICE SUPPLIER QRG (DISPUTES)

Remedial Steps for invoices with an incorrect date

Example: Invoice date on invoice is June 30, 2023. Invoice on OpenInvoice submission is June 29, 2023. OpenInvoice submission date needs to be corrected to June 30, 2023.

Recommended remedial steps:

1. Click “Edit Header”

Buyer: Gibson Energy
Gibson Energy
Attn: Accounts Payable
440 2 Ave Sw Suite 1700
Calgary, Alberta
Canada
T2P 5E9

Supplier: Gibson Energy Test Supplier
Calgary
1234 Test Street
Calgary, Alberta
Canada
T2P 1H5

General Information

Invoice Number: TEST7
Invoice Type: Original Invoice
Submission Type: Direct Entry
Status: Disputed

Invoice Date: 06/29/2023 MM/DD/YYYY
Invoice Due Date: 08/13/2023 MM/DD/YYYY
Currency: CAD - Canadian Dollar
Invoice Amount: 1,575.00
Remit Amount: 1,575.00

Description: TESTING

[Edit Header](#) [Contact](#)

2. Date will now be editable. Adjust date to match invoice date on invoice.

General Information

Invoice Number: TEST7
Invoice Type: Original Invoice
Submission Type: Direct Entry
Status: Disputed
Routing Code:

Invoice Date:
Invoice Due Date:
Currency:
Invoice Amount:
Remit Amount:

Description: TESTING

MONTH: JUNE 2023
YEAR: 2023

Su	Mo	Tu	We	Th	Fr	Sa
28	29	30	31	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	1
2	3	4	5	6	7	8



OPEN INVOICE SUPPLIER QRG (DISPUTES)

Remedial Steps for invoices with an incorrect date

Example: Invoice date on invoice is June 30, 2023. Invoice on OpenInvoice submission is June 29, 2023. OpenInvoice submission date needs to be corrected to June 30, 2023.

Recommended remedial steps:

3. Click "Submit"

General Information

Invoice Number:	TEST7	Invoice Date:	06/30/2023 MM/DD/YYYY
Invoice Type:	Original Invoice	Invoice Due Date:	08/13/2023 MM/DD/YYYY
Submission Type:	Direct Entry	Currency:	USD - U.S. Dollar
Status:	Disputed	Invoice Amount:	1,575.00
Routing Code:		Remit Amount:	1,575.00

Description: TESTING

4. Click "Save"



5. Click "Submit to Buyer"





OPEN INVOICE SUPPLIER QRG (DISPUTES)

Invoices with incorrect input values will be disputed

Error Messaging: The incorrect values were input on this submission

Invoice Totals Checked

Subtotal / Total	Subtotal / Total	Submission of invoice subtotal/total should match the supplied Invoice
Canadian Invoices	Canadian Taxes i.e. PST and/or GST	Submission in OpenInvoice should use system tax fields for applicable GST and/or PST values
US Invoices	US Taxes should be included in line item subtotal	Submission should be 1 line item in OpenInvoice including all US Taxes

Example: Invoice total is \$100, total on invoice submission input is \$95. Submission needs to be updated to \$100.

****Please see next page for recommended remedial steps****



OPEN INVOICE SUPPLIER QRG (DISPUTES)

Remedial steps for invoices with incorrect input values

Example: Invoice total is \$100, total on invoice submission input is \$95. Submission needs to be updated to \$100.

Recommended remedial steps:

1. Click “Description” on line item(s) requiring adjustment to match invoice amounts

Summary		Quick Edit											
Alert	Item	Service Date From	Service Date To	Part #	Description	Qty	Units	Rate	Subtotal	Discount	Total	Delete	
	1.	06/29/2023	06/29/2023	PRODUCT	Product	100.00		5.00	500.00	(0.00%)	500.00		
	2.	06/29/2023	06/29/2023	PRODUCT	Product	200.00		5.00	1,000.00	(0.00%)	1,000.00		
									Subtotal:	1,500.00	0.00	1,500.00	
									Total GST (#12345678):			75.00	
									Total Amount:			<u>USD 1,575.00</u>	

2. Update the relevant field(s) to match the invoice amounts

Pricing:

Source	Units	Currency	Rate	Adjustment Type	Adjustment	Adjusted Rate
Catalog		CAD	N/A	N/A	N/A	N/A

Details:

Quantity	Units	Rate	Subtotal	Discount(%)	Currency	Total
100.00		5.00	500.00	0.00	USD	525.00

Taxes:

Tax Type	Tax Percent	Tax Amount	EP Eligible	Exempt Code	Tax Number	Tax Description
GST	<input checked="" type="checkbox"/> 5.00	25.00	<input type="checkbox"/>		12345678	Goods and Services Tax



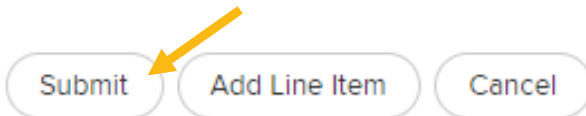
OPEN INVOICE SUPPLIER QRG (DISPUTES)

Remedial steps for invoices with incorrect input values

Example: Invoice total is \$100, total on invoice submission input is \$95. Submission needs to be updated to \$100.

Recommended remedial steps:

3. Click "Submit"



4. Review updated invoice input details and confirm match to invoice

Alert	Item	Service Date From	Service Date To	Part #	Description	Qty	Units	Rate	Subtotal	Discount	Total	Delete	
	1.	06/29/2023	06/29/2023	PRODUCT	Product	250.00		5.00	1,250.00	(0.00%)	1,250.00		
	2.	06/29/2023	06/29/2023	PRODUCT	Product	200.00		5.00	1,000.00	(0.00%)	1,000.00		
									Subtotal:	2,250.00	0.00	2,250.00	
									Total GST (#12345678):			112.50	
									Total Amount:			<u>USD 2,362.50</u>	

5. Click "Save"



6. Click "Submit to Buyer"





OPEN INVOICE SUPPLIER QRG (DISPUTES)

Invoices that should be submitted against an existing purchase order will be disputed

Error Messaging: The input of this invoice should be against an existing Purchase Order

Purchase Order – submitted non-PO

The submission in OpenInvoice should be against an existing Purchase Order

Example: Invoice was submitted without a Purchase Order, but should be submitted against an existing Purchase Order.

****Please see next page for recommended remedial steps****



OPEN INVOICE SUPPLIER QRG (DISPUTES)

Remedial steps for invoices that should be submitted against an existing PO

Example: Invoice was submitted without a Purchase Order but should be submitted against an existing Purchase Order.

Recommended remedial steps:

1. Open relevant disputed invoice within OpenInvoice

Invoices Requiring My Attention ⓘ

Saved	All Disputed
1	4
CAD 0.00	CAD 4,186,727.11

Disputed Invoices

[List Settings](#)

Type	Invoice #	Company	Status	Status Date	Description	Currency	Amount	Discount	Tax	Most Recent Comment
OR	1234	Gibson Energy	Disputed	07/05/2023	TEST	USD	3,145,800.00	-	149,800.00	please fix
OR	12345	Gibson Energy	Disputed	07/05/2023	Measurement Services at Edmonton Terminal Gibson contact: XXXX	CAD	3,543.75	-	168.75	fix please
OR	TEST7	Gibson Energy	Disputed	07/05/2023	TESTING	USD	1,575.00	-	75.00	fix please
OR	TEST8	Gibson Energy	Disputed	07/05/2023	test	CAD	7.25	-	0.25	fix please

2. Click "Cancel"

Submit to Buyer Save **Cancel** Print Preview Forward Comment Attach File Send Message

3. Refer to the PO Submission Quick Reference Guide



OPEN INVOICE SUPPLIER QRG (DISPUTES)

Purchase order invoices with an incorrect unit of measure will be disputed

Error Messaging: The input of this invoice has the incorrect Unit of Measure and does not match the Purchase Order

Purchase Order – Unit of Measure

The Purchase Order Unit of Measure on the OpenInvoice submission must not be altered

Example: Invoice was submitted with unit of measure dollars instead of \$ and does not match the purchase order.

****Please see next page for recommended remedial steps****



OPEN INVOICE SUPPLIER QRG (DISPUTES)

Remedial steps for purchase order invoices with an incorrect unit of measure

Example: Invoice was submitted with unit of measure dollars instead of \$ and does not match the purchase order.

Recommended remedial steps:

1. Open relevant disputed invoice within OpenInvoice

Invoices Requiring My Attention

Saved: 1 CAD 0.00

All Disputed: 4 CAD 4,186,727.11

Disputed Invoices

List Settings

Type	Invoice #	Company	Status	Status Date	Description	Currency	Amount	Discount	Tax	Most Recent Comment
OR	1234	Gibson Energy	Disputed	07/05/2023	TEST	USD	3,145,800.00	-	149,800.00	please fix
OR	12345	Gibson Energy	Disputed	07/05/2023	Measurement Services at Edmonton Terminal Gibson contact: XXXX	CAD	3,543.75	-	168.75	fix please
OR	TEST7	Gibson Energy	Disputed	07/05/2023	TESTING	USD	1,575.00	-	75.00	fix please
OR	TEST8	Gibson Energy	Disputed	07/05/2023	test	CAD	7.25	-	0.25	fix please

2. Click on “Quick Edit” to see the details of the “yellow purchase order compliance alert”

Invoice Number: TESTCW Invoice Date: 08/01/2023 MM/DD/YYYY
Invoice Type: Original Invoice Invoice Due Date: 09/15/2023 MM/DD/YYYY
Submission Type: Direct Entry Currency: USD - U.S. Dollar
Status: Saved Invoice Amount: 9.00
Remit Amount: 9.00

Description: Testing invoices

Price Book, Order & Payment Terms

Edit Header Contact

Summary Quick Edit



OPEN INVOICE SUPPLIER QRG (DISPUTES)

Remedial steps for purchase order invoices with an incorrect unit of measure

Example: Invoice was submitted with unit of measure dollars instead of \$ and does not match the purchase order.

Recommended remedial steps:

3. Please scroll down and click the **Yellow Alert** to view the explanation

Item	Alert	Service Date	Description	Quantity	Units	Rate	Subtotal	Discount(%)	Total
1.						00000	0.00	0.00	0.00

Invoice Unit of Measure (dollars) is different from the referenced Purchase Order line Unit of Measure (\$).

Ticket No.

4. Click on “Summary” to open the invoice for adjustments

Invoice Number: TESTCW Invoice Date: 08/01/2023 MM/DD/YYYY
Invoice Type: Original Invoice Invoice Due Date: 09/15/2023 MM/DD/YYYY
Submission Type: Direct Entry Currency: USD - U.S. Dollar
Status: Saved Invoice Amount: 9.00
Remit Amount: 9.00

Description: Testing invoices

[Price Book, Order & Payment Terms](#)

[Edit Header](#) [Contact](#)

[Summary](#)

[Quick Edit](#)



OPEN INVOICE SUPPLIER QRG (DISPUTES)

Remedial steps for purchase order invoices with an incorrect unit of measure

Example: Invoice was submitted with unit of measure dollars instead of \$ and does not match the purchase order.

Recommended remedial steps:

5. Click on the description for the relevant line item

Service Date	Description	Quantity	Units	Rate	Subtotal	Discount(%)	Total
08/01/2023	Product	0.000000	\$	1.000000	0.00	0.00	0.00

6. Make the required adjustment on the line item details (Unit of Measure)

Details:

Quantity	Units	Rate	Subtotal	Discount(%)	Currency	Total
.00	\$	1.00	.00	0.00	USD	.00

7. Click "Submit"

Submit Add Line Item Cancel



OPEN INVOICE SUPPLIER QRG (DISPUTES)

Remedial steps for purchase order invoices with an incorrect unit of measure

Example: Invoice was submitted with unit of measure dollars instead of \$ and does not match the purchase order.

Recommended remedial steps:

8. Click "Save"



9. Repeat steps 5-8 for all line items with **Yellow Alerts**

10. Once all required adjustments have been completed, click "Submit to Buyer"





OPEN INVOICE SUPPLIER QRG (DISPUTES)

How to make changes to a submission

- A. To make changes to the header (invoice number & date) click “Edit Header”
- B. To make changes to the line item and taxes, either click the line item Description, or “Add line Item”

<p>Buyer</p> <p>Gibson Energy</p> <p>Gibson Energy Attn: Accounts Payable 440 2 Ave Sw Suite 1700 Calgary, Alberta Canada T2P 5E9</p>	<p>Supplier</p> <p>Gibson Energy Test Supplier</p> <p>Calgary 1234 Test Street Calgary, Alberta Canada T2P 1H5</p>
--	---

General Information

Invoice Number:	1234	Invoice Date:	06/13/2023 MM/DD/YYYY
Invoice Type:	Original Invoice	Invoice Due Date:	07/28/2023 MM/DD/YYYY
Submission Type:	Direct Entry	Currency:	USD - U.S. Dollar
Status:	Saved	Invoice Amount:	3,145,800.00
		Remit Amount:	3,145,800.00

Description: TEST

Price Book, Order & Payment Terms

Edit Header **A** Contact

Alert	Item	Service Date From	Service Date To	Part #	Description	Qty	Units	Rate	Subtotal	Discount	Total	Delete	
	1.	06/01/2023	06/01/2023	PRODUCT	Product B	998000.00	\$	1.00	998,000.00	(0.00%)	998,000.00		
	2.	06/01/2023	06/01/2023	PRODUCT	Product	1998000.00	\$	1.00	1,998,000.00	(0.00%)	1,998,000.00		
									Subtotal:	2,996,000.00	0.00	2,996,000.00	
									Total GST (#12345678):			149,800.00	
									Total Amount:			<u>USD 3,145,800.00</u>	

B Add Line Item

Submit to Buyer Save Delete Print Preview Forward Comment Attach File Send Message



OPEN INVOICE SUPPLIER QRG (DISPUTES)

Troubleshooting a PO invoice with a Red Alert

Troubleshooting – Red Alert

If you receive the following error message, please follow the steps below

i Cannot submit invoice with red Purchase Order compliance alerts. Please review the alert condition and make the necessary corrections.

1. Click on “Quick Edit” to see the details of the “**red purchase order compliance alert**”

Invoice Number: TESTCW Invoice Date: 08/01/2023 MM/DD/YYYY
Invoice Type: Original Invoice Invoice Due Date: 09/15/2023 MM/DD/YYYY
Submission Type: Direct Entry Currency: USD - U.S. Dollar
Status: Saved Invoice Amount: 9.00
Remit Amount: 9.00

Description: Testing invoices

Price Book, Order & Payment Terms

Edit Header

Contact

Summary

Quick Edit

2. Please scroll down and click the **Red Alert** to view the explanation

Item	Alert	Service Date	Description	Quantity	Units	Rate	Subtotal	Discount(%)	Total
1.			The total invoiced quantity is 1000002.00 for a Purchase Order line quantity of 1000000.00. The difference is 2.00.			000000	4.00	0.00	4.00
			Invoice Price (USD 2.00) is different from the referenced Purchase Order line Price (USD 1.00).						



OPEN INVOICE SUPPLIER QRG (DISPUTES)

Troubleshooting a PO invoice with a Red Alert

Troubleshooting – Red Alert

3. Click on “Summary” to open the invoice for adjustments

Invoice Number:	TESTCW	Invoice Date:	08/01/2023 MM/DD/YYYY
Invoice Type:	Original Invoice	Invoice Due Date:	09/15/2023 MM/DD/YYYY
Submission Type:	Direct Entry	Currency:	USD - U.S. Dollar
Status:	Saved	Invoice Amount:	9.00
		Remit Amount:	9.00

Description: Testing invoices

Price Book, Order & Payment Terms

Edit Header

Contact

Summary

Quick Edit

4. Click on the description for the relevant line item

Service Date	Description	Quantity	Units	Rate	Subtotal	Discount(%)	Total
08/01/2023	Product	0.000000	\$	1.000000	0.00	0.00	0.00



OPEN INVOICE SUPPLIER QRG (DISPUTES)

Troubleshooting a PO invoice with a Red Alert

Troubleshooting – Red Alert

5. Make the required adjustment on the line item details (Rate)

Details:

Quantity	Units	Rate	Subtotal	Discount(%)	Currency	Total
.00	\$	1.00	.00	0.00	USD	.00

6. Click “Submit”

Submit Add Line Item Cancel

7. Click “Save”

Submit to Buyer Save Delete Print Preview Forward Comment Attach File Send Message

8. Repeat steps 4-7 for all line items with **Red Alerts**

9. Once all required adjustments have been completed, click “Submit to Buyer”

Submit to Buyer Save Delete Print Preview Forward Comment Attach File Send Message



OPEN INVOICE SUPPLIER QRG (DISPUTES)

Troubleshooting a PO invoice with a Yellow Alert

Troubleshooting – Yellow Alert

1. Click on “Quick Edit” to see the details of the “**yellow purchase order compliance alert**”

Invoice Number: TESTCW Invoice Date: 08/01/2023 MM/DD/YYYY
Invoice Type: Original Invoice Invoice Due Date: 09/15/2023 MM/DD/YYYY
Submission Type: Direct Entry Currency: USD - U.S. Dollar
Status: Saved Invoice Amount: 9.00
Remit Amount: 9.00

Description: Testing invoices

Price Book, Order & Payment Terms

Edit Header Contact

Summary **Quick Edit**

2. Please scroll down and click the **Yellow Alert** to view the explanation

Item	Alert	Service Date	Description	Quantity	Units	Rate	Subtotal	Discount(%)	Total
1.			Invoice Unit of Measure (dollars) is different from the referenced Purchase Order line Unit of Measure (\$).			00000	0.00	0.00	0.00

Ticket No.



OPEN INVOICE SUPPLIER QRG (DISPUTES)

Troubleshooting a PO invoice with a Yellow Alert

Troubleshooting – Yellow Alert

3. Click on “Summary” to open the invoice for adjustments

Invoice Number:	TESTCW	Invoice Date:	08/01/2023 MM/DD/YYYY
Invoice Type:	Original Invoice	Invoice Due Date:	09/15/2023 MM/DD/YYYY
Submission Type:	Direct Entry	Currency:	USD - U.S. Dollar
Status:	Saved	Invoice Amount:	9.00
		Remit Amount:	9.00

Description: Testing invoices

Price Book, Order & Payment Terms

Edit Header

Contact

Summary

Quick Edit

4. Click on the description for the relevant line item

Service Date	Description	Quantity	Units	Rate	Subtotal	Discount(%)	Total
08/01/2023	Product	0.000000	\$	1.000000	0.00	0.00	0.00



OPEN INVOICE SUPPLIER QRG (DISPUTES)

Troubleshooting a PO invoice with a Yellow Alert

Troubleshooting – Yellow Alert

5. Make the required adjustment on the line item details (Unit of Measure)

Details:

Quantity	Units	Rate	Subtotal	Discount(%)	Currency	Total
.00	\$	1.00	.00	0.00	USD	.00

6. Click “Submit”

Submit Add Line Item Cancel

7. Click “Save”

Submit to Buyer Save Delete Print Preview Forward Comment Attach File Send Message

8. Repeat steps 4-7 for all line items with **Yellow Alerts**

9. Once all required adjustments have been completed, click “Submit to Buyer”

Submit to Buyer Save Delete Print Preview Forward Comment Attach File Send Message

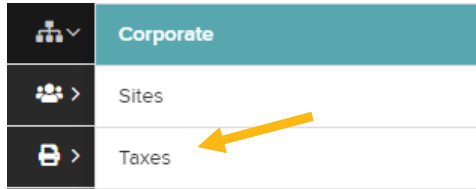


OPEN INVOICE SUPPLIER QRG (DISPUTES)

How to enable taxes

If you are unable to add taxes to your invoice, the taxes may need to be enabled.

1. Go to Corporate and click "Taxes"



2. Click "Edit Taxes"



3. Search tax type in the list and click enable tax box and add the tax percentage



4. Click "Save"

