What do I do if my invoice has been disputed?

If an invoice has been disputed, don't worry , this usually means Jazz needs additional information or a correction before the invoice can be processed and paid.

You will receive an email notifying you that your invoice has been disputed. You can review disputed invoices and take action through the Coupa Supplier Portal (CSP).

A few things to note before you start:

Make sure you have:

- The invoice number
- The related purchase order (PO)
- Any supporting documents or updated information that may be needed

Step 1: Log in to the Coupa Supplier Portal (CSP)

Go to the Coupa Supplier Portal and sign in using your email address and password.

Step 2: Find the disputed invoice

From the main menu, select **Invoices**

Locate the disputed invoice in the list.

Step 3: Review the dispute reason

Open the invoice and review any comments or dispute information provided by Jazz.

Common reasons for disputes may include:

- Legal entity mismatch
- CSP invoice details do not match the PDF invoice attachment
- Missing PDF invoice attachment
- Missing information
- Incorrect tax details
- Incorrect PO reference
- Duplicate invoice submission

Understanding the reason for the dispute will help you decide what action is needed next.

Step 4: Decide how to resolve the issue

Depending on the issue, you may need to:

- create a credit note and submit a corrected invoice
- provide additional supporting documentation
- contact your Jazz representative for clarification

Note: The comments in your disputed invoice will advise which resolution is required.

Step 5: Create a credit note (if required)

Once the issue has been understood, create a credit note (make sure you create this in Coupa against the disputed invoice)

You'll see a confirmation message once your submission has been successfully completed.

Step 6: Make the required updates and submit replacement invoice (if required)

If a replacement invoice is needed:

- ensure you have submitted your credit note first
- ensure the new invoice is matched to the correct purchase order
- check quantities, pricing and tax details carefully
- upload any supporting documents requested by Jazz

If your invoice includes multiple PO lines, make sure the correct quantities and amounts are entered against each relevant line item and remove any PO lines that are not needed.

This helps Jazz process and match your invoice more quickly.

What happens next?

Jazz will review the updated information or documentation provided.

If the corrected invoice is approved:

- the dispute will be resolved
- the new invoice will continue through the approval and payment process

Please note: payment terms will begin again from the submission date of the new corrected invoice

In some cases, Jazz may contact you for additional clarification.

Need help?

- For questions about Jazz's invoicing processes, email accountspayable@jazzpharma.com
- Alternatively, please reach out to your Jazz representative.