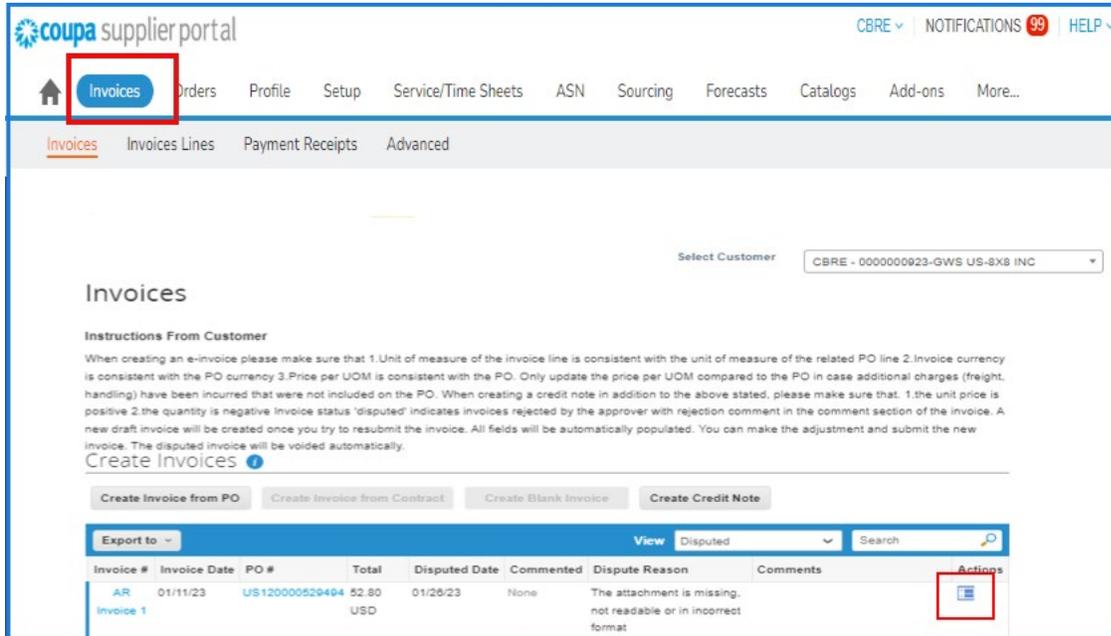


How to Resolve a Disputed Invoice

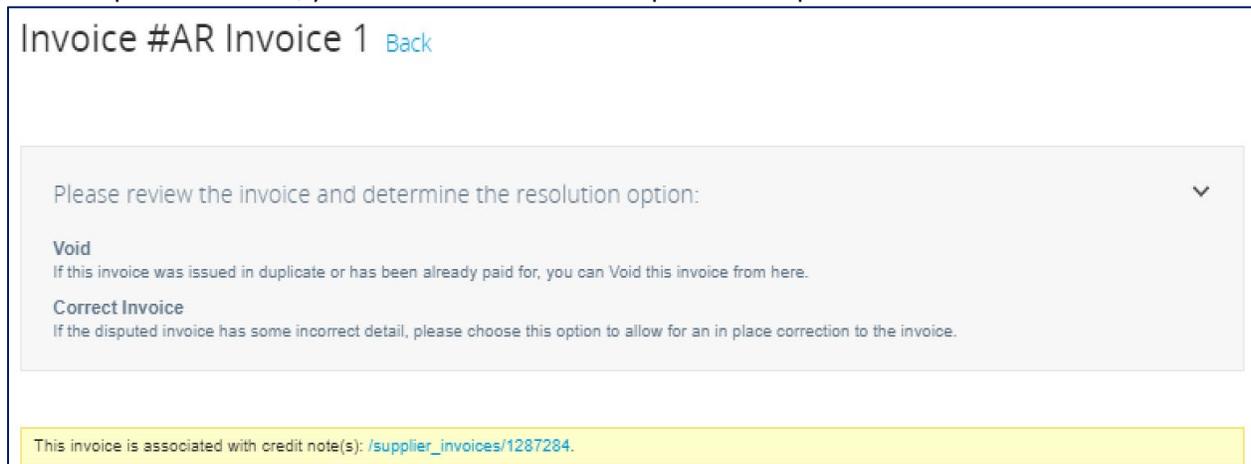
When invoices are disputed by your customer you have the option to correct the invoice or void the invoice. The instructions below will outline how to do both options.

NOTE: For suppliers in EMEA region, please refer to [Disputing an Invoice – EMEA](#).

1. Navigate to the **Invoice** tab and click on the **Notepad Icon** under **Actions** to open the Invoice screen and resolve from there.



2. At the top of the screen, you will see the resolution option description.



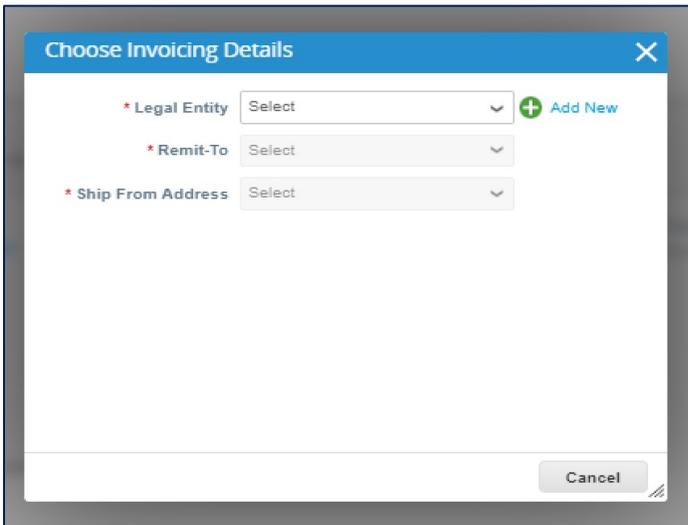
Let's first review how to Correct the Invoice.

1. Scroll Down to the **Totals** section of the invoice and click on **Correct Invoice**.



The screenshot shows a summary row with the label "Total" on the left and the value "52.80" on the right. Below this row, there are two buttons: a grey "Void" button and a blue "Correct Invoice" button. The "Correct Invoice" button is highlighted with a red rectangular border.

2. Choosing **Correct Invoice** will open up the Invoice in an Edit format. You may need to select the **Legal Entity** and **Remit To** address if you have several to select from. Select the correct information and click on next.



The screenshot shows a modal dialog box titled "Choose Invoicing Details" with a close button (X) in the top right corner. The dialog contains three dropdown menus, each with a red asterisk indicating a required field: "* Legal Entity" (with a "Select" dropdown and a "+ Add New" link), "* Remit-To" (with a "Select" dropdown), and "* Ship From Address" (with a "Select" dropdown). A "Cancel" button is located at the bottom right of the dialog.

3. Once the invoice opens, make the corrections that are needed.

Invoice #AR Invoice 1 [Edit](#)

This invoice is a correction for AR Invoice 1 that had been disputed.

General Info

* Invoice # AR Invoice 1

* Invoice Date 01/11/23

Payment Term

* Currency USD

Status Draft

Image Scan [Choose File](#) | No file chosen

Supplier Note

Attachments [Add File](#) | [URL](#) | [Text](#)

From

* Supplier 0000000923-GWS US-8X8 INC

Supplier Tax ID

* Invoice From Address 0000000923-GWS US-8X8 INC
DEPT 848080
LOS ANGELES, CA 90084-8080
United States

* Remit-To Address 0000000923-GWS US-8X8 INC
1801 June Street
Dallas, TX 74013
United States

* Ship From Address 0000000923-GWS US-8X8 INC
DEPT 848080
LOS ANGELES, CA 90084-8080
United States

To

Customer CBRE

Bill To Address CBRE GWS LLC
37319 Upgrade street
37319 Upgrade street2
San Mateo, CA 11111
United States

Bill To None

GST ID None

Invoice Delivery Address None

Buyer Tax ID

- In this example, I needed to remove the taxes. When you complete the changes, select **Calculate** and then **Submit**.

Net Total	50.00
Total	50.00

- An **Are You Ready to Send?** Message will prompt. If you are ready to submit your invoice correction, select **Send Invoice**.

Are You Ready to Send?

You're about to send an invoice to CBRE for a total amount of 50.00. Once sent, you'll have to contact your customer directly to make changes to the invoice.

- A **Warning from CBRE** message will appear. Asking you to validate that the Ship To address has been selected. Once confirmed, select **Submit**.

Warning from CBRE

This Invoice has the following warning:

- Please ensure that a valid Ship To Address is selected.

- A notification will appear about the top of your Invoice screen confirming the invoice was submitted for processing.

Invoices

0000000923-GWS US-BX8 INC invoice #AR Invoice 1 is processing

Voiding an Invoice

1. If you would just like to Void the invoice and submit a new invoice, navigate to the **Invoice** tab and click on the **Notepad Icon** under **Actions** to open the Invoice screen and resolve from there.

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
Return	12/13/22	US120000529653	50.00	01/26/23	None	Price different from		
Receipt Test			USD			PO/Contract or Catalog		
2								

2. Scroll to the **Total** section and select **Void**.

Total Tax	0.00
Net Total	50.00
Total	50.00

3. You will receive a notification that the invoice was voided

Invoices

Successfully voided invoice Return Receipt Test 2
✕

Instructions From Customer

For more information or assistance, reach out to your Procurement Buyer Team.

Region & Line of Business	Support Email Contact
GWS APAC	APAC_ProcurementBuyerSupport@cbre.com
GWS EMEA	GWSEMEAsupplychainbuyer@cbre.com
GWS Latin America	LATAM_ProcurementBuyerSupport@cbre.com
GWS US & Canada	GWSNAM_ProcurementBuyerSupport@cbre.com
Corporate/Advisory APAC	APACSupplyChainBuyers@cbre.com
Corporate/Advisory EMEA	ADVEMEA_ProcurementBuyerSupport@cbre.com
Corporate U.S.	USProcurement@cbre.com