

The invoice was issued for incorrect amount – I want to reject it

If the NOPO invoice has been issued for an incorrect amount, the credit note needs to be obtained from the supplier by the Requestor.

Both invoice and credit note should be processed for accounting accuracy and transparency reasons.

In order to resolve incorrect billing issue:

1. Contact the supplier to obtain a credit note. You can either request:
 - a. A partial credit note
 - b. A full credit note and a new invoice issued for the correct amount

Note: The supplier can send a credit note to the Requestor so that they can verify the correctness of the document or send it directly to respective invoice email address and notify the Requestor.

2. Once the credit note is issued and sent for processing, approve the invoice with respective comment indicating credit note number
3. Approve credit note

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