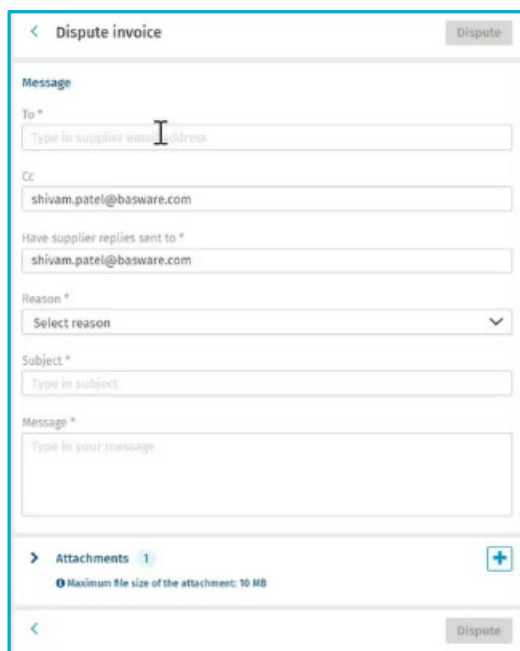


DISPUTE AN INVOICE

Disputing an invoice in AP Pro:

- Click the invoice > Click **More options**  > Click **Dispute** to enter a reason for the dispute.



The screenshot shows the 'Dispute invoice' form with the following fields:

- To ***: Type in supplier email address (with a cursor)
- Cc**: shivam.patel@basware.com
- Have supplier replies sent to ***: shivam.patel@basware.com
- Reason ***: Select reason (dropdown menu)
- Subject ***: Type in subject
- Message ***: Type in your message (text area)
- Attachments**: 1 (with a plus icon and a note: Maximum file size of the attachment: 10 MB)

To: Enter the supplier email address.

Cc: By default, the field has the user email address. You can add more email addresses.

Have replies sent to: Automatically filled in with the user email address.

Reason: The drop-down menu has options for the purpose of the dispute, based on [COMPANY] template.

Subject: Automatically filled in based on [COMPANY] template.

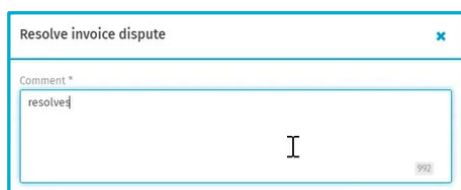
Message: Automatically filled in based on [COMPANY] template.

Attachments: Add attachments to be provided to the supplier.

- Click **Dispute** and an email is sent to the supplier.

Resolve a Dispute

- Click the disputed invoice > Click **Resolve dispute** > Enter a comment in the **Resolve invoice dispute** window.



The screenshot shows the 'Resolve invoice dispute' window with a text area for a comment. The word 'resolve' is entered in the text area, and a cursor is visible. A character count '992' is shown in the bottom right corner of the text area.

- Click **Resolve dispute**.