

Disputing Invoice issues

IF...	THEN...	NOTES
Deduction received that is deemed by supplier to be invalid	Dispute with Supplier Deduction Dispute Mgmt Team using an updated Dispute Form	Form can be found here: https://unfinc.zendesk.com/hc/en-us/sections/206791827-Deductions <i>List reason for dispute on the form</i>
Overages noted on any reporting available to Supplier – Deduction taken for shortage	Dispute the DEDUCTION with Supplier Deduction Dispute Mgmt Team using an updated Dispute Form. <u>Do not</u> submit an overage invoice to AP Research.	Form can be found here: https://unfinc.zendesk.com/hc/en-us/sections/206791827-Deductions <i>List reason for dispute on the form</i>
Overages noted on any reporting available to supplier – no deduction taken for shortage	Submit a research request to AP Research along with an invoice for the overage.	Based on receiving corrections made after information is available on reports, overages may not be valid. AP Research will verify if the overage is valid and direct supplier on next steps.
Invoice submitted with an Off-Invoice allowance that was not valid.	Dispute with Supplier Deduction Dispute Mgmt Team using an updated Dispute Form	Form can be found here: https://unfinc.zendesk.com/hc/en-us/sections/206791827-Deductions <i>List reason for dispute as OI given off invoice outside of OI date</i>
Invoice submitted with incorrect lower item price	Dispute with Supplier Deduction Dispute Mgmt Team using an updated Dispute Form	Form can be found here: https://unfinc.zendesk.com/hc/en-us/sections/206791827-Deductions <i>List reason for dispute as incorrect lower invoice price provided to UNFI</i>
Terms discount is deemed not valid	Submit a research request to AP Research to dispute terms discounts	May also be referred to as Early Pay Discount, % discount off invoice for terms, etc.