



## Disputed Invoice Process



# Disputed Invoices

## Our process

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- The internal Cadent requisitioner on the Purchase Order that relates identifies a requirement to place an invoice that they have received into dispute.
- The internal Cadent requisitioner on the Purchase Order is required to complete the “Invoice Dispute Form”, with the following details:
  - Invoice Number, invoice date and invoice value.
  - Reason for placing the invoice into dispute.
  - Provide confirmation of whether a full or part credit is required.
  - Provide clarification on actions they have taken to attempt to resolve the dispute. (Note that it is the responsibility of the internal Cadent requisitioner to inform the vendor that they are placing an invoice they've received into dispute).
  - Provide clarification of what actions they require Accounts Payable to take.
- The Cadent Accounts Payable team categorise the invoice (internally) as officially in Dispute, upon receipt of the “Dispute form” that relates.
- The responsibility then lies between all parties documented below to ensure the dispute is resolved at the earliest convenience:
  - Cadent Purchase Order Requisitioner.
  - Vendor.
  - Cadent Accounts Payable.
- Primarily it is the responsibility of the internal Cadent Purchase Order requisitioner and the vendor to resolve the dispute, however the Cadent Accounts Payable team will endeavour to contact all parties concerned on a periodic basis (at the very least weekly) to attempt to assist with dispute resolution where they can.
- All Utility invoices should be submitted to the third party Utility Bureau Services Company that are engaged by Cadent to act on our behalf. The third party utility bureau services company are responsible for invoice validation, placing of incoming invoices into dispute and resolution of all utility invoices that are submitted via them.
- Please be advised that the Cadent Accounts Payable team will only generate payment of any disputed invoices upon receipt of a dispute resolution confirmation from either the internal Cadent Purchase Order requisitioner or from the third party Utility Bureau Service provider.

- If the outcome of the dispute is that a full credit is received, the Cadent Accounts Payable team will process both the original invoice and the credit note, link the two transactions on the vendor account and release them for a zero value payment (so the vendor receives a remittance advice and is therefore aware that both transactions have been dealt with by Cadent).
- If the outcome of the dispute is that a part credit is received, the Cadent Accounts Payable team will process both the original invoice and the part credit note, link the two transactions on the vendor account and release the NET value of both transactions for payment. (Note that if the invoice is overdue by this point, payment will be generated on the next available payment run).
- If the outcome of the dispute is that the invoice is payable in full, the internal Cadent requisitioner will need to receipt the Purchase Order in full and the Cadent Accounts Payable team will then release the invoice for payment. (Note that if the invoice is overdue by this point, payment will be generated on the next available payment run).
- For any queries/updates regarding Disputed Invoices please contact one of the following:
  - The Purchase Order requisitioner that's internally responsible within Cadent
  - The Cadent Purchase to Pay Frontdesk team on one of the following contact details:
    - 0845 677 7000 Option 2
    - [box.PtP.GD.FrontDesk.SharedServices.GD16@cadentgas.com](mailto:box.PtP.GD.FrontDesk.SharedServices.GD16@cadentgas.com)