

# Resubmitting A Disputed Invoice

1. When the client disputes an invoice, they should leave a comment indicating the reason for the dispute. An email notification with the comment will be sent to the Billing Contact for your account. The comments can also be seen within the system. To view the comments, open the invoice by clicking on its number. The total count of comments on an invoice can be seen in the comments column.

Dashboard | Billing Authorizations | Invoices | Payments | Reports | Timekeepers | Client Settings

Client: Onit Mm New

Invoices / Active

Status: All

Upload Invoice | Create Manual Invoice | Get Invoice List | Search Invoices

Send to Client | Archive | Delete | Email PDF

Active (10) | Archived (0) | Deleted (0)

| Invoice | Matter                       | Fee Arrangement | Comments | Date Submitted | Invoice Date | Status                | Total        |
|---------|------------------------------|-----------------|----------|----------------|--------------|-----------------------|--------------|
| 42972   | 2018-48814 - Demo Matter 720 | Hourly          | 1        | 05/17/2019     | 04/08/2019   | Disputed - 04/10/2020 | 1,676.87 EUR |

2. The comment(s) will be visible below the invoice header information.

Invoice: 13145

Resubmit | Email PDF | Print | Payment History | Audit History

**DISPUTED**

Edit Invoice | Void Invoice

Jordan vs. Bird/ 2018-50588

**From: Example Vendor - New York**  
Tax#: 0123456  
100 Times Square Suite 200  
New York New York 01542  
United States

**To: Onit Austin**  
Tax#: 12345-AUS  
123 Main St  
Austin TX  
United States

|               |              |                            |                   |
|---------------|--------------|----------------------------|-------------------|
| Invoice #:    | 13145        | Fees:                      | 450.00 USD        |
| Invoice Date: | May 10, 2019 | Fee Adjustments:           | -350.00 USD       |
| Due Date:     | May 24, 2019 | Expense:                   | 375.00 USD        |
| Start Date:   | Mar 01, 2019 | Exp Adjustments:           | -275.00 USD       |
| End Date:     | Mar 31, 2019 | <b>Net Fees &amp; Exp:</b> | <b>200.00 USD</b> |
|               |              | Discounts:                 | 0.00 USD          |
|               |              | Taxes:                     | 0.00 USD          |
|               |              | <b>Invoice Total:</b>      | <b>200.00 USD</b> |
|               |              | Paid                       | - 0.00 USD        |

Add Comment To Client

Last Comment [View all \(3\)](#)

**Onit MM New Admin** Sep 23, 2019 4:32:25 PM

Please provide expense backup.

3. To make edits to the invoice, choose the Edit Invoice button.

Invoice: 13145

[Resubmit](#) | [Email PDF](#) | [Print](#) | [Payment History](#) | [Audit History](#)

**DISPUTED**

[Edit Invoice](#)

[Void Invoice](#)

## INVOICE

Jordan vs. Bird/ 2018-50588

**From: Example Vendor - New York**  
Tax#: 0123456  
100 Times Square Suite 200  
New York New York 01542  
United States

Invoice #: 13145  
Invoice Date: May 10, 2019  
Due Date: May 24, 2019  
Start Date: Mar 01, 2019  
End Date: Mar 31, 2019

|                            |                   |
|----------------------------|-------------------|
| Fees:                      | 450.00 USD        |
| Fee Adjustments:           | -350.00 USD       |
| Expense:                   | 375.00 USD        |
| Exp Adjustments:           | -275.00 USD       |
| <b>Net Fees &amp; Exp:</b> | <b>200.00 USD</b> |

4. The popup will explain that after edits are saved, previous invoice validation errors will still be displayed. Click Send/Resubmit for the validation rules to be rechecked and submit your invoice to your client. Click OK on the popup to continue to invoice editing.



5. To correct any items in the invoice header click Edit Invoice Header. Header editing will then open and you can make any edits, then click Update.

**Edit Invoice Header**

|   |  |  |
|---|--|--|
| <b>From: Example Vendor - New York</b><br>Tax#: 0123456<br>100 Times Square Suite 200<br>New York New York 01542<br>United States | Invoice #: 42972<br>Invoice Date: Apr 08, 2019<br>Due Date: Apr 22, 2019<br>Start Date: Mar 01, 2019<br>End Date: Mar 31, 2019 | Fees: 0.00 EUR<br>Fee Adjustments: 0.00 EUR<br>Expense: 1,200.00 EUR<br>Exp Adjustments: 0.00 EUR<br>Net Fees & Exp: 1,200.00 EUR<br>Discounts: 0.00 EUR<br>Taxes: 0.00 EUR<br><b>Invoice Total: 1,200.00 EUR</b><br>Paid - 0.00 EUR |
|---|--|--|

**To: Onit Houston**  
Tax#: 12345-HOU  
601 Sawyer St Suite 750  
Houston Texas 77006  
United States

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**Editing Invoice# 42972**

Is this invoice subject to VAT processing rules ( e.g. Does the invoice contain VAT for the EU)

Office:  invoice number:

Project:  invoice date:  due date:

currency:  start date:  end date:

6. Scroll to any line item you need to make updates to and click the pencil icon to open editing.

| Date   | Description   | Cost       | Qty  | Total        |
|--|---|------------|------|--------------|
|  2019-02-06 | draft processing agreement - (E103) <b>Line dates must be within invoice period</b> | 400.00 EUR | 3.00 | 1,200.00 EUR |

7. Make the changes needed and click Update. Repeat as necessary on other line items.

**Editing expense line item...**

date: 2019-02-06

description: draft processing agreement

expense: E103 - Word processing

cost: 400.0    quantity: 3.0    Discount:

line total: 1200.00

Tax Type: Select a ...    Tax Rate:    Remove

Add Tax

**Update**    Cancel

8. When done editing, scroll to the very bottom of the invoice and click Update to save all invoice changes.

| taxes:                | U.UU EUR            |
|-----------------------|---------------------|
| <b>Invoice Total:</b> | <b>1,200.00 EUR</b> |
| Paid                  | - 0.00 EUR          |

  

| Currency Stamps (Invoice Totals) |                     |
|----------------------------------|---------------------|
| <b>Submitted Currency</b>        | <b>1,200.00 EUR</b> |
| <b>Vendor Currency</b>           | <b>1,360.08 USD</b> |
| Spot Rate: 1.1334                |                     |

  

**Attach Files**

Add Attachment

**Update**

9. Click Resubmit at the top of the invoice to send the invoice to the client.

**NOTE: The client will not receive notice of your edits/corrections until you click Resubmit.**

Invoice: 13145 [Resubmit](#) | [Email PDF](#) | [Print](#) | [Payment History](#) | [Audit History](#)

**DISPUTED**

[Edit Invoice](#) [Void Invoice](#)

**INVOICE** Jordan vs. Bird/ 2018-50588

From: Example Vendor - New York Invoice #: 13145 Fees: 450.00 USD

10. Alternatively, you can use the Void Invoice button to void the disputed invoice and then [upload](#) or [create](#) a new version of the invoice and submit.