

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		Date Submitted	Invoice Date	Status	Total
<input type="checkbox"/>	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

Net Fees & Exp:

200.00 USD

Discounts:

0.00 USD

Taxes:

0.00 USD

Invoice Total:

200.00 USD

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 Net Fees & Exp: 200.00 USD
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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.

Important!

Invoice must be sent or resubmitted to client for validation errors to be re-evaluated

☐ Don't show again for this invoice

Ok

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

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

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

Invoice #: 42972
Invoice Date: Apr 08, 2019
Due Date: Apr 22, 2019
Start Date: Mar 01, 2019
End Date: Mar 31, 2019

Fees: 0.00 EUR
Fee Adjustments: 0.00 EUR
Expense: 1,200.00 EUR
Exp Adjustments: 0.00 EUR
Net Fees & Exp: 1,200.00 EUR
Discounts: 0.00 EUR
Taxes: 0.00 EUR
Invoice Total: 1,200.00 EUR
Paid - 0.00 EUR

Editing Invoice# 42972

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

Office

New York

Project

Demo Matter 720 (2018-48814) (approved)

currency

EUR

invoice number

42972

invoice date

2019-04-08

due date

2019-04-22

start date

2019-03-01

end date

2019-03-31

Update

Cancel

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) Line dates must be within invoice period	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

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

description

draft processing agreement

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

Attach Files

Add Attachment

Update

taxes:

0.00 EUR

Invoice Total:

1,200.00 EUR

Paid

- 0.00 EUR

Currency Stamps (Invoice Totals)

Submitted Currency

1,200.00 EUR

Vendor Currency

1,360.08 USD

Spot Rate: 1.1334

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

INVOICE

From: Example Vendor - New York

Edit Invoice

Void Invoice

Jordan vs. Bird/ 2018-50588

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.