



# Disputed / Rejected Invoices

**Invoices submitted to CommonSpirit Health will be disputed or rejected if the following occur:**

- Invoices disapproved/rejected by the department responsible for approving the invoice.
- Invoices with missing or incomplete information will be sent back for correction.
- Invoices that reference a closed Purchase Order (PO).
- Invoices that reference a PO not issued by CommonSpirit Health.
- Invoices with line items that don't exist on the PO.

## **Additional Invoice Discrepancies**

**Payments may be delayed due to inconsistencies between supplier and PO data.**

- Tax discrepancies at the line level between invoice and PO.
- Price & UOM Exceptions between Invoice, PO, and Receipt.
- Missing Receipts, or the department has not received the goods.
- Incorrect EDI data received from the supplier.
- Updates to existing POs that were not approved by the procuring department
- Add-on Costs (freight, shipping/handling) are billed differently than what is on PO.