Rejected Invoices

Modified on Wed, 4 Jun at 12:09 PM

This guide is intended for vendors who are already connected to the Pak Exchange Network and have received a rejected invoice through the platform. It is designed to walk you through the steps of reviewing, correcting, and resubmitting a rejected invoice with clarity and confidence.

NOTE: This training document is specifically for vendors of PakEnergy clients.
If you are a PakEnergy client, please refer to our other training materials and instructional videos available on the Customer Success Portal.

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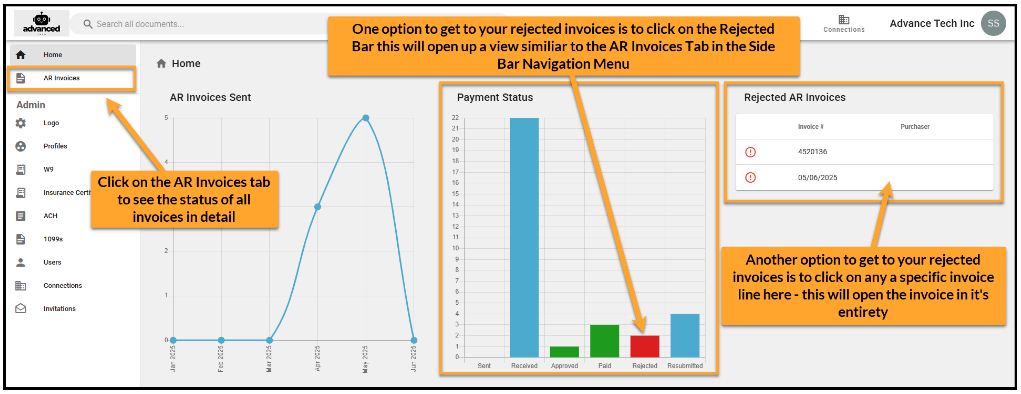
Rejected Invoices

There could be several reasons why your customer could reject one of your invoices. While Pak Exchange doesn't know all the reasons, we can walk you through how to handle rejected invoices. Let's first discuss how to see if an invoice has been rejected.

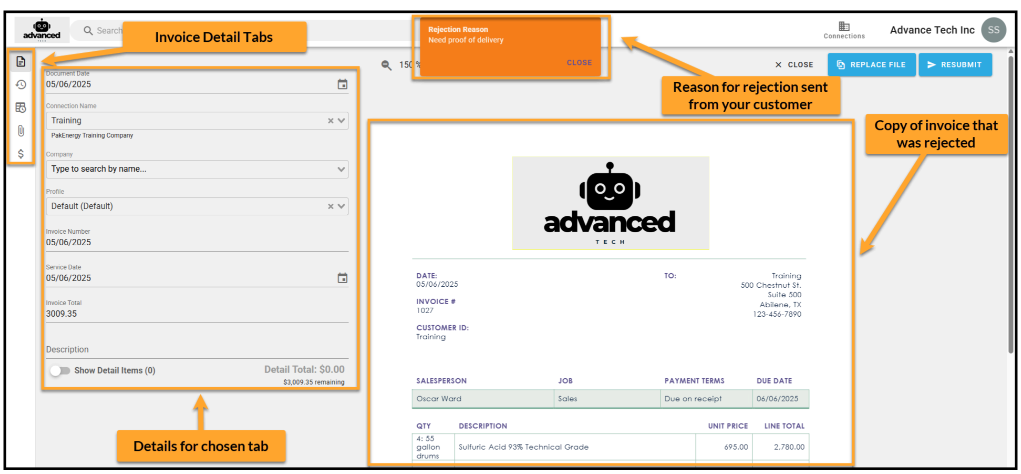
When you first log in to Pak Exchange, there are three interactive graphs that provide a real-time overview of your invoicing activity. These visual tools are designed to help you quickly assess the status of your transactions and take action where needed, including dealing with rejected invoices. By utilizing these graphs, you can click on the rejected bar in the Payment Status graph to take you to the rejected section of the AR Invoices Tab or click on the row of the invoice you want under the Rejected AR Invoices graph to be taken directly to the invoice in question. Likewise, you may navigate to the AR Invoices Tab on your Side Bar Navigation menu and click on the Rejected Header at the top of the screen.



Fixing a Rejected Invoice

All the above options can take you to where you need to go to fix a rejected invoice. This training will use the Rejected Invoices graph on the Home screen.

To get started, click on the invoice you want to correct in the Rejected Invoices graph. This will open the same screen you used to submit the original invoice to your customer. While this screen was covered in our training guide– Submitting an Invoice, we'll briefly revisit it here to highlight what you need to know for correcting and resubmitting a rejected invoice. Let's start with the tabs on the left-hand side of the screen.



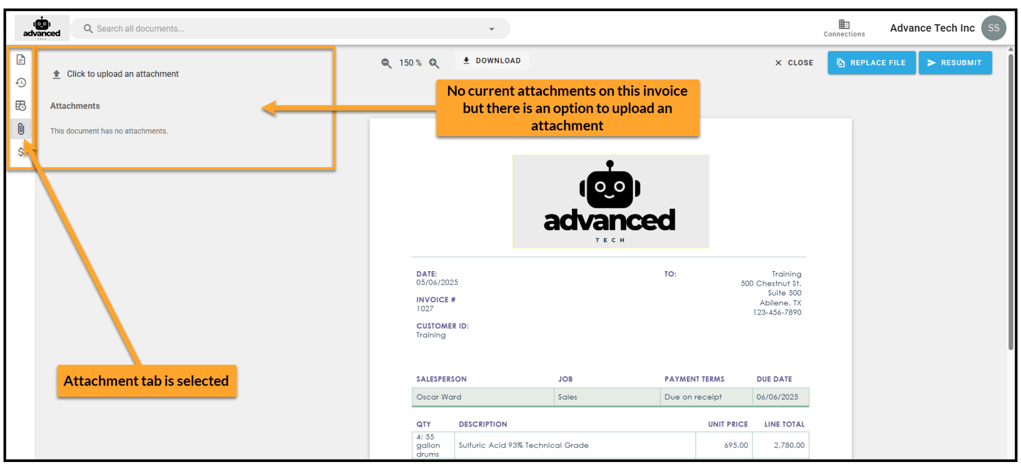
Tab	Definition
Metadata	Displays the data extracted or manually entered from your invoice.
Audit History	Tracks who submitted or modified the invoice and when.
Versions	Shows all versions of the invoice uploaded.

Attachments	Allows you to upload or view supporting documents such as delivery receipts, purchase orders, or terms and conditions.

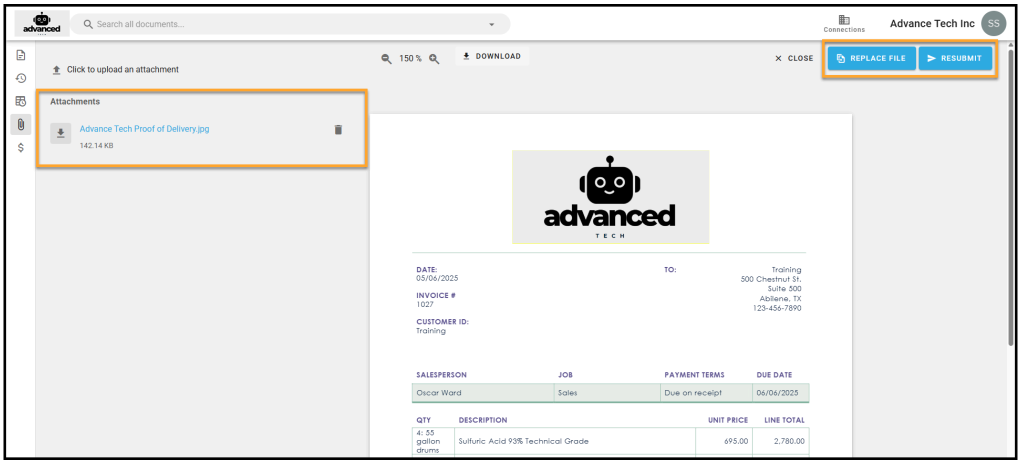
Next, at the top and center of your screen, you will see a pop-up box that displays why your customer rejected the invoice. Your customer can reject your invoice for any reason they want. In the above example, our customer rejected our invoice because they require a proof of delivery. **NOTE:** Any rejections regarding price, shipping, handling, tax, payment terms, or line items must be discussed with your customer directly. Our Customer Success Team can help you with the rejection process, but not with why a customer rejected an invoice in general.

Adding an Attachment Example

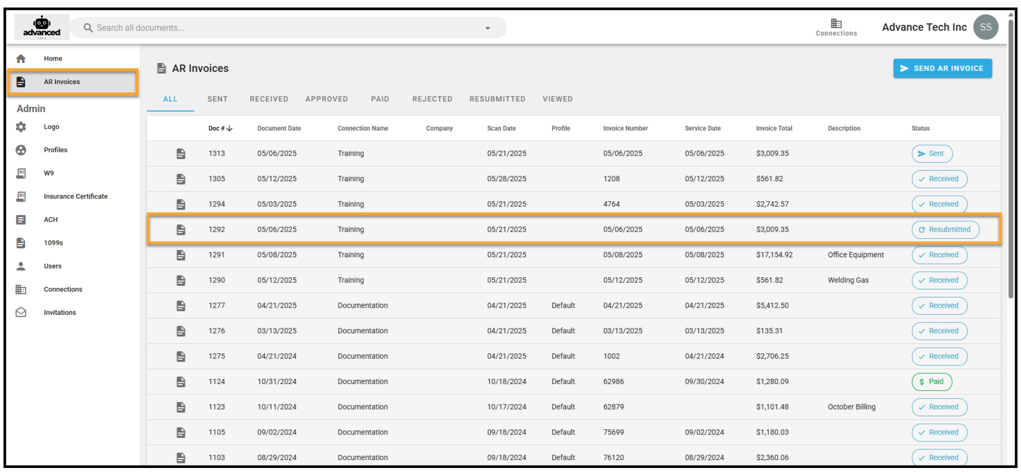
To fix our example, we need to send over a proof of delivery. We will start by navigating to the attachments tab on our current screen. You can see that there are no current attachments on this invoice, but there is an option to upload an attachment.



Click on the Click to upload an attachment option. This will open your file explorer, allowing you to locate the required proof of delivery. Once you've found the file, click Open, and Pak Exchange will upload a copy of the selected file. After the upload is complete, you can either add a new copy of the invoice if needed or simply click the blue Resubmit button to send the invoice back to your customer for processing.



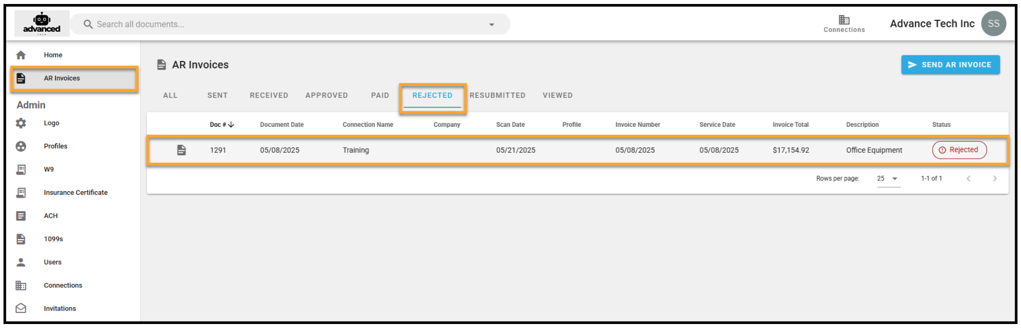
Once you click the Resubmit button, you will be redirected to the AR Invoices tab. Here, you can see that your invoice has been resubmitted and shows the resubmitted status.



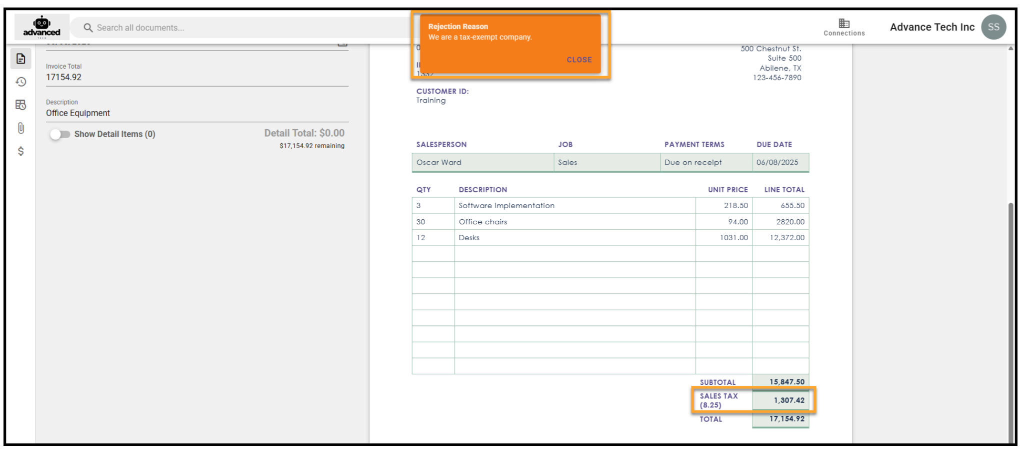
If you return to the Dashboard, you will also notice the graphs have updated to show that the invoice in question has been sent back, as the invoice we just fixed no longer appears on the graphs, and our resubmitted bar has grown.

Replacing Invoice Example

We still have one more invoice to fix, so let's walk through this one as well. This time, we located the rejected invoice by navigating to the AR Invoices tab and then clicking on the Rejected header at the top of the screen.



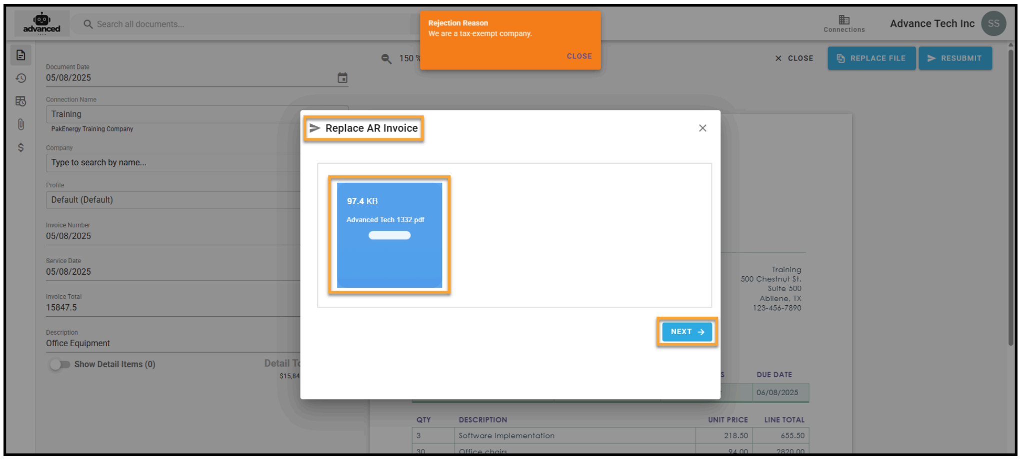
Click on the rejected invoice line to open the full version of the invoice. Once it loads, you'll see the rejection reason displayed in an orange box at the top of the screen. In this case, the customer has indicated that they are a tax-exempt company, but sales tax was mistakenly charged on the invoice.



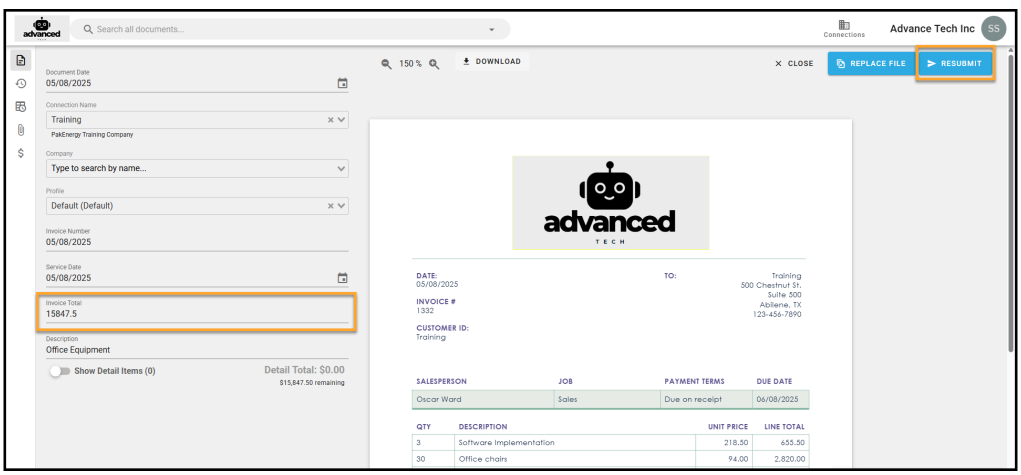
After completing the necessary due diligence, we've confirmed that this customer is indeed tax-exempt. As a result, we need to issue a corrected invoice for payment. We've prepared the updated invoice and are now ready to resubmit it to the customer.

To get started, let's replace our current invoice with the new one.

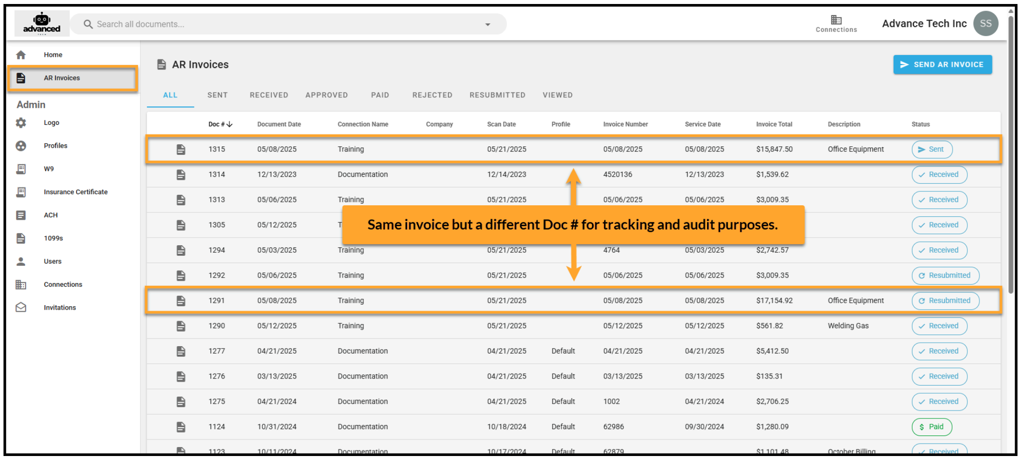
Click the blue Replace File button located at the top right of your screen. This will open a pop-up window where you can either click to browse for the new invoice or, if you already know where it's located, simply drag and drop the file into the box. Once located, click the blue Next button in the pop-up box.



After the upload is complete, we'll navigate to the Metadata tab. If you've submitted several invoices in the past, the CFR (Click to Fill & Remember) technology may have already populated your Metadata fields automatically. However, if any fields still need to be updated, you can either click into the field and manually type in the correct information or use the drag-to-fill method by clicking into the field and dragging your mouse across the relevant information on the invoice. The system will then populate the field with the selected data.



Once all changes have been made, navigate to the blue Resubmit button to send the invoice back to your customer for processing. After the invoice has been sent you will be redirected back to the AR Invoices tab. You will be able to see that the original invoice has a status of Resubmitted but a separate Doc # was created for the new invoice since we replaced the invoice.

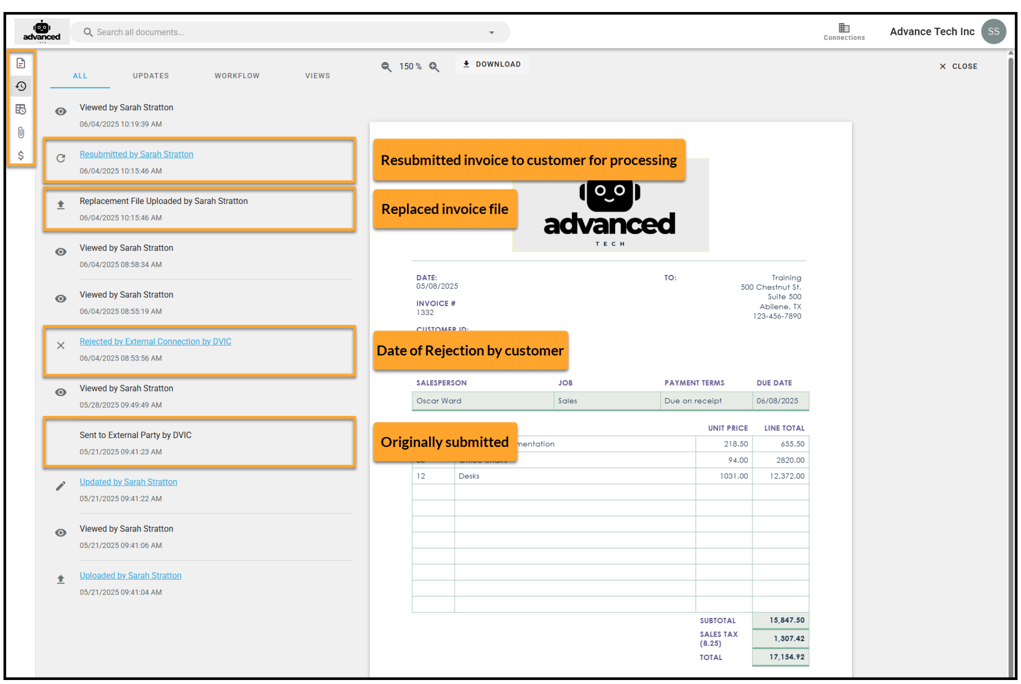


Audit History Tracking

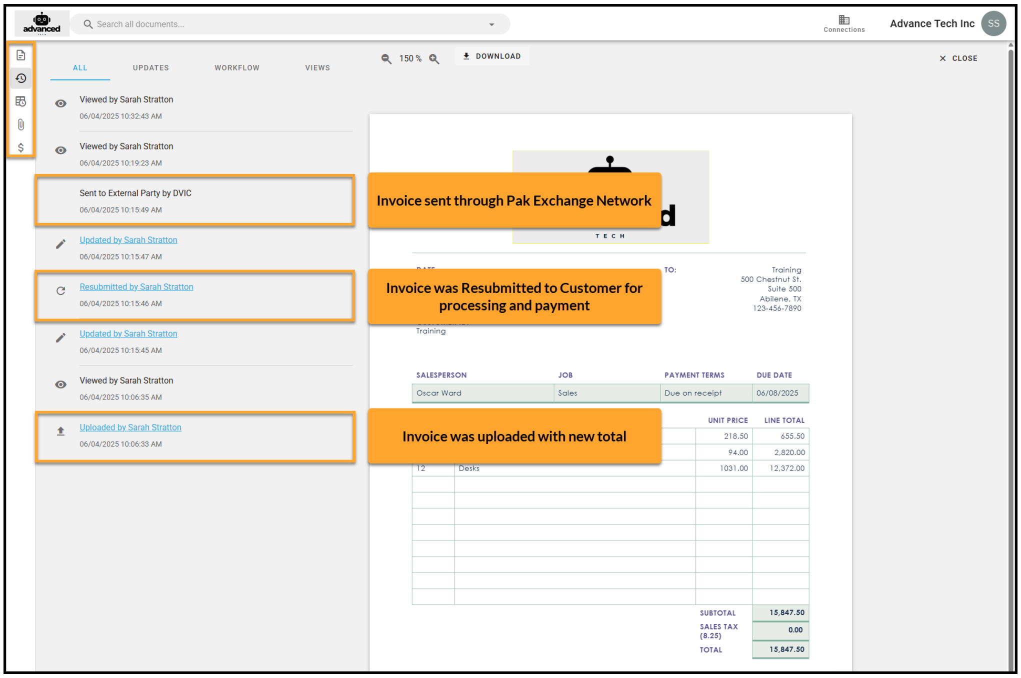
This is a great example to show the Audit History tab in action! The Audit History tab is a valuable tool because it provides a transparent, time-stamped record of all activity related to an invoice. This level of visibility is essential for tracking the full lifecycle of a transaction, ensuring accountability, and supporting internal reviews or external audits.

If we click on the original invoice with the Resubmitted status and navigate to the Audit History tab, we can see a detailed timeline of events.

This includes when the original invoice was first sent to the customer, when it was rejected, when we replaced the invoice, and when it was resubmitted for processing and payment. Having this information readily available helps us verify actions taken, resolve disputes more efficiently, and maintain a clear audit trail for compliance purposes.



The new invoice that was resubmitted will show Audit History from its time of creation forward.



Wrapping Up

You've now completed the Pak Exchange training guide for managing and correcting rejected invoices. You should feel confident identifying rejected invoices, understanding rejection reasons, making necessary corrections, and successfully resubmitting them for processing and payment. Remember, tools like the Audit History tab are there to support you in maintaining accuracy and transparency throughout the process.

Thank you for being a part of the Pak Exchange Network and for your commitment to keeping your invoicing process smooth and efficient!