

iLab Invoice Dispute Process

For Institutional Administrators and/or Core Administrators

To begin the dispute resolution process, click on the orange flag in the invoice. A pop-up window will display with the original dispute details as well as options for addressing the dispute. Select an appropriate resolution option and click "Resolve dispute".

The screenshot shows a pop-up window titled "Dispute info" with a close button in the top right corner. The window contains the following information:

- Dispute info**
 - Started by **iLab Admin** at **Dec 20, 2017**
 - Reason:** Incorrect quantity
 - Note:** Test
- Resolve dispute by**

<input checked="" type="radio"/> Adjust quantity	From 1.0 to <input type="text" value="1.0"/>	.00
<input type="radio"/> Change billing status		.52
<input type="radio"/> Adjust price type		48
<input type="radio"/> Edit service		od
<input type="radio"/> Cancel charge		
<input type="radio"/> No adjustment - bill as charged		
- Resolution notes**

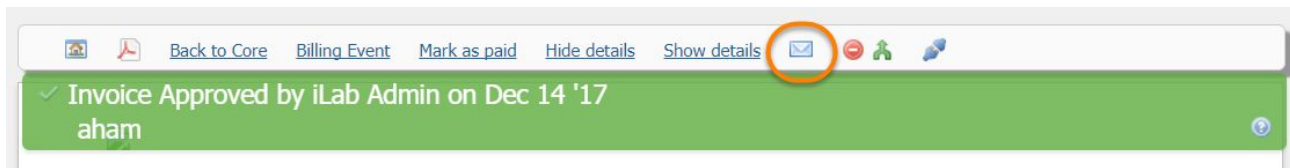
A large empty text area for adding notes.
- Resolve dispute** button

At the bottom of the window, a summary bar shows: (132163) Split #1 98.000% \$25.48 \$0.00 \$25.48

Once a dispute has been successfully resolved by an institutional/financial administrator or core administrator, the orange flag will turn to green.

Invoice Details									
DATE	ITEM DESCRIPTION	PMT.#	QTY	PPU	STATUS	SUBTOTAL	TAX	TOTAL	
▼ Request: CIC-AW-1673		Start: December 14, 2017		Owner: Abdel Will		Financial Approver: N/A			
(132165)	December 14, 2017	BET Sample Fee-Research Service	FDF12270	1.0	\$4.00/ea	Completed	\$4.00	\$0.00	\$4.00
(132163)	December 14, 2017	Personnel Time	FDF12270	1.0	\$0.00/ea	Completed	\$0.00	\$0.00	\$0.00
(132162)	December 14, 2017	QTRAP Sample Processing Tier 2 (21-50 Samples)	APP00618	1.0	\$9.00/ea	Completed	\$9.00	\$0.00	\$9.00
Actual cost: \$13.00		Projected cost: \$39.00				Invoice cost: \$13.00			

An email notification can now be sent to all appropriate contacts informing them that the invoice dispute has been addressed. Within the invoice view, select the Envelope icon at the top of the invoice.



The email wizard will open. Select who you would like to send the email to and add any personalized messages within the Message box, then click Send.

Emails Sent

Date Sent	Sender	Recipients	Subject	Body
Dec 20, 2017	no-reply@ilabsolutions.com	admin@ilabx.com	Dispute initiated!	Reason - Incorrect quantity, Note - Test
Dec 20, 2017	no-reply@ilabsolutions.com	admin@ilabx.com	Dispute initiated!	Reason - Incorrect quantity, Note - Test

Send Email

To: Invoice owner Researchers
 Aurelio Ziemann Abdel Will

Subject: iLab: Your invoice CIC-4198 from Petersfield Research Institute (Cell Imaging Center)

Body: Message (optional):

File Edit Insert View Format

B *I* U ↶ ↷ Paragraph Font Sizes *I*

A ×₂ ×² Ω

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Click this link to access this invoice within your iLab account:
<https://my.ilabsolutions.com/purchasing/show/4198>

send me a copy of this email

Filtering Disputed Invoices

The filter tools may be used to identify and track any invoices currently disputed (Under Dispute) as well as invoices that were previously disputed but have been successfully addressed (Dispute Resolved). An orange flag indicates an invoice is disputed, while a green flag indicates the dispute has been resolved.

Invoice List

◀ Hide Filters

▼ Keywords Go

▶ Total Cost Over

▶ Owner

▶ Owner Institution

▶ Labs

▶ Payment Number

▶ Price Types

▶ External

▶ Approved By

▶ Approval Status

▶ Status

▶ Invoices Sent

▶ Receive Hard Copy

▼ Dispute status

- Dispute Resolved (1)
- Under Dispute (1)

▶ Refunds

Apply Filters

Reset Filters

Get PDF of Invoices | Download Results as CSV | Email Admins with Access to Invoices

Lab And Institution	Invoice Owner	Invoice Number	Payment Numbers	Total Cost	Status	Comment	Approved?
Becker, Amira (UOPH) Lab (569) (University of Port Hope)	Dave Fritsch (invoice_owner)	EMF-4220	1234567	\$25.60 1 charges	Not Yet Paid	click to edit	not required mark as paid
Jenkins, Sandra (PRI) Lab (297) (Petersfield Research Institute)	Iliana Shields (invoice_owner)	EMF-4219	APP11623	\$130.00 1 charges	Not Yet Paid	click to edit	required mark as paid