

USF Controller's Office

Accounts Payable – Dispute of Goods and/or Services

Philosophy:

In accordance with effective internal control procedures and established accounting processes, as well as University regulations these guidelines are offered regarding accounts payable procedures.

Procedure:

If there is a dispute with a supplier related to goods or services, the supplier should be notified, in writing, of the dispute and documentation should be kept in the departmental files.

If an invoice contains both disputed and undisputed items, USF department representatives should receive the undisputed items in Bull Marketplace and submit a request to aphelp@usf.edu to pay the undisputed amount. An explanation for the disputed items should be included. When a dispute is resolved, the USF department representative should then forward an approved copy of the original invoice approving the previously disputed amounts for payment. The "approval date" is the date the dispute was actually resolved. Additionally, the voucher number and amount of the original payment should be included on the invoice.

Resources:

For more information, contact the AP Helpdesk at aphelp@usf.edu.