



# **MyNCR**

## **Invoice Disputes**

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# MyNCR Invoice Disputes

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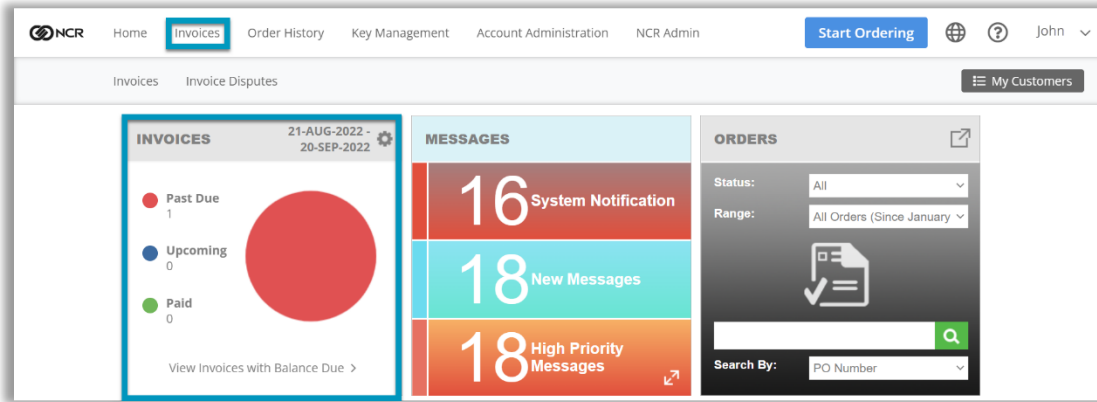
This user guide for NCR Invoice Disputing is designed to provide users with basic instructions for disputing invoices via NCR's invoice viewing experience.

The intended audience for this guide is NCR customers who view invoices online from NCR.

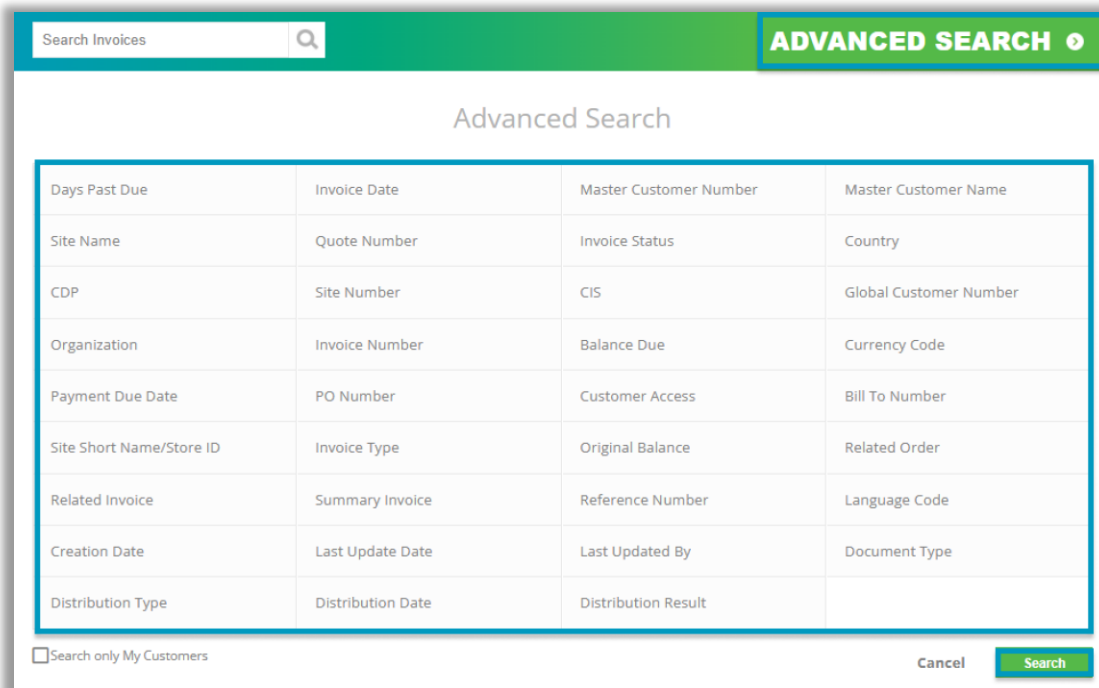
# Submitting an Invoice Dispute

Step 1 Log in at <https://myncr.ncr.com/>

Step 2 From your dashboard, click “Invoices” in the upper left of the screen or click on the “Invoices” portlet.



Step 3 Click on Advance Search for a drop-down list of terms you can use for locating an invoice. Once you enter your preferred search terms, click Search.



Step 4 Locate the invoice to dispute and mark the checkbox associated with it. Then click on the “Dispute” button to open the dispute form.

| <input type="checkbox"/>            | Master Customer Name             | Master Customer Number | Invoice Number | Invoice Status | Balance Due | Currency Code | Days Past Due |
|-------------------------------------|----------------------------------|------------------------|----------------|----------------|-------------|---------------|---------------|
| <input checked="" type="checkbox"/> | D OF S FOODS INC. (MCDONALDS-US) |                        | 7834587463     | Balance Due    | 5.00        | USD           | 730994        |
| <input type="checkbox"/>            | D OF S FOODS INC. (MCDONALDS-US) |                        | 7834587462     | Balance Due    | 5.00        | USD           | 730994        |
| <input type="checkbox"/>            | D OF S FOODS INC. (MCDONALDS-US) |                        | 7834587460     | Balance Due    | 5.00        | USD           | 730994        |

Step 5 Complete all required fields in the Dispute Invoice form and click “Submit”.

**Dispute Invoice(s)**

\*Submitter Phone :

\*Customer Dispute Contact :

Check if same as submitter

Name :

Phone :

Email :

\*Invoice(s) Being Disputed : 7834587463

\*Reason For Dispute : Please select a reason

File Upload :

Warning : Selecting browse will clear any previously selected attachments

\*Dispute Details:

*In order to expedite resolution of your dispute, please provide detail and attachments to support your claim, including the following as applicable:*

- Correct PO #
- Tax exemption certificate copy or VAT# for tax disputes
- Related document #'s for duplicate disputes
- Tracking information and date sent for returned equipment
- Correct address or data information, etc.