How to lodge an invoice dispute

This is a guide to lodging an invoice dispute in the member portal. Once you make a request, an AFCA staff member will review and respond to the request.

As an authorised member contact, you can raise and track invoice disputes in the portal.

If you believe a charge on your invoice is incorrect, you can dispute the specific line items. Invoice disputes can be related to user charges, such as a complaint being closed at the wrong stage.

For more information on user charges, refer to the ['User charge guide' on our website](#).

Reviewing your invoice

As an authorised contact, you can review the associated charges for membership and case fees. These will appear as line items on your invoices. You can find your invoices in the **Invoices** tab or by clicking **Overdue Invoices** in your **Dashboard.**

1.   Filter your invoices by outstanding, overdue, paid, and disputed invoices.

2.   Pay your invoice by following the prompts on the payment gateway.

Invoice Details

Customer *Required*
ABC Bank

Detail Amount
$80.00

Invoice Number *Required*
2521817

(+) Total Tax
$8.00

Due Date
03/03/2024

Total Amount
$88.00

Invoice Date *Required*
02/02/2024

Outstanding Amount
$88.00

Description

Invoice Items

Code	Product	AFCA Ref No.	Extended Amount	Disputed
AFCASYS3	Systemic Issue - Level 3	Systemic Issue - Level 3	$88.00	No
AFCADECS&C	Decision Standard and Complex	Decision Standard and Complex	$0.00	No
AFCACMS&C	Case Management Standard and Complex	Case Management Standard and Complex	$0.00	No

Download Invoice   Pay

3.   See payment confirmation.

4.   You will be able to view paid invoices in the **My paid invoices** tab.

5.   Download a PDF of the invoice.

6.   Email the PDF if required.

Invoices

Outstanding Invoices   Overdue Invoices   Paid Invoices   Disputed Invoices

Export
Search:

Raising an Invoice Dispute Request

If you believe a charge on your invoice is incorrect, you can dispute the line item by raising an Invoice Dispute Request.

If you think the whole invoice is incorrect, you can raise a request to dispute the invoice by following these steps:

1.   Click the **! [exclamation mark]** button on the top right corner of the invoice.

2.   Select **Invoice Dispute** from the Member Request type drop-down menu.

3.   Review the dispute detials and click **Next**.

4.   Click **Add Invoice Line**.

Invoice Dispute Details

Invoice Information > ② Disputed Item Details >

Disputed Invoice Line

Add Invoice Line

Invoice Number (Invoice)	Invoice Line	Dispute Reasons	Description

There are no records to display.

Previous   Submit

5. Select the items or case/s you are disputing.

6. Select the reason you are raising the dispute.

7. In the free text box, you will be required to provide reasoning for your dispute. Please be as descriptive and specific as possible. This will ensure the dispute is assessed by the correct team and AFCA representative.

8. Click **Submit.**

Once you submit your request, you will be able to see the disputed invoice in the **Disputed invoices** tab of the **Invoice** page. You will still be able to pay the total amount owing. If the invoice dispute is found in your favour, you will be credited on your next invoice.

You can track the progress of your Invoice Dispute Request in the **Request** section of the portal. Once the investigation is complete, you will be able to see the outcome in the request.