

ECAMS Invoice Dispute Process

(STD-209 not required for grant agreements)

Instructions: CAMs are to complete the following process when disputing an invoice. All PIMS navigation instructions are hidden by default. To access these instructions, click the heading arrow icon to the left of “PIMS navigation”.

1. Note the dispute in PIMS for errors or issues with the invoice – Select reason(s) for dispute – Provide review comments.
 - PIMS navigation:
2. Notify recipient of errors or issues with the invoice that need to be resolved to lift the dispute on the invoice.
3. Work with the recipient to resolve issues as necessary to resolve the dispute.
4. If issues with the invoice cannot be resolved in a timely manner (10 business days is ideal, but not a rigid deadline if progress is being made. Resolution should not exceed 30 business days.), cancel the invoice in PIMS. Notify the recipient of their cancelled invoice. If appropriate, advise the recipient to re-submit the invoice with corrections previously discussed. No further action is required for the cancelled invoice.
 - PIMS navigation:
5. If the issues with the invoice can be resolved, have the invoice corrected as necessary.
 - The CAM can edit the invoice using the instructions outlined on the document titled: [Procedures for Submitting and Reviewing Grant Invoices Electronically](#); or
 - If there are so many edits to the invoice (with strikethrough text, corrected text, and CAM’s initials) that one is not able to clearly read the contents of the invoice, then the CAM should request that the recipient make the corrections and send it back to them.
6. Note that the dispute has been resolved in PIMS for the invoice – make adjustments as required to invoice amounts (including invoice total, retention, match total, and equipment amount) – Provide resolution comments
 - PIMS navigation:
7. Route invoice to CGL via email (cglinvoices@energy.ca.gov), and related email communications (only if necessary)