



Vendor Dispute Guidelines

Application Link: <https://vendornet.meijer.com/OrdersPayments/Section/PaymentsClaims-211>

Available under: [Applications>Accounts Payable Vendor Query>Vendor Dispute Guidelines](#)

Utilize the **Meijer VendorNet A/P Query** function to obtain the following payment information:

- Debit Memos
- VCB's
- Non-Conforming Notices
- Remittance Advice

Meijer doesn't print and mail paper copies of documents that are available on the VendorNet. If a vendor needs paper copies printed and mailed from Meijer, their account will be assessed a \$1.25 fee per document. This fee is to cover the cost of printing, handling and mailing the documents. Please contact APVFM@Meijer.com to request this service.

Unpaid Invoices: Invoices that are not yet due will not always show on the website, only processed invoices will appear. Unprocessed invoices should show as **In-Process**. In-Process means Meijer has the invoice, but it has not yet been matched with receiving. Accounts Payables will only research unpaid invoices once they become twenty days past due.

EDI / Web Vendors: For EDI and WEB vendors it is mandatory that the invoices are submitted via the Web or the EDI system. If a vendor is unable to submit via EDI or the Web, they will need to submit a claim with written approval from Meijer Vendor Management. There is a \$75 fee per invoice to submit a claim.

If you have WEB/EDI invoices that are twenty days past due:

- 1) Contact your EDI Department and confirm the invoice was transmitted without an Invoice Rejection.
- 2) Have your EDI Department contact their Meijer EDI Vendor Performance representative.
- 3) Do not retransmit or submit a claim without approval from Meijer Vendor Management.

Filing a Claim:

- We require our vendors to submit all disputes through the Claim Management System (CMS) from the AP Query screen. A vendor has ninety days from the remittance date of the deduction to dispute by creating a claim.
- Vendor account will be assessed an administrative fee of \$75.00 for not submitting claims through the Claim Management System (CMS).
- Charge backs that are not reconciled or claims that are older than ninety days from the original deduction date, will not be researched and will be automatically denied. Please allow 60-90 days from the date the claim was submitted for a response.
- Inquiries concerning charge backs or claims should be directed to vendserv@meijer.com or the Vendor Services Help Line at (616) 791-3933 during the business hours 10:00AM – Noon and 1:00PM - 3:00PM



VendorNet AP Query

The AP Query provides document retrieval and querying capabilities for payment information:

- Paid information by check
- Paid information by check date
- Search by individual invoice or document number
- Search by Purchase Order number
- View and print current statement of matched unpaid
- View and print all Debit Memo and Vendor Charge Backs (VCB's) by date
- View and print Non-Conforming notices by date
- View and print remittance information by date

If you are not setup as a VendorNet Administrator, please contact the VendorNet Administrator at your company and request to be added to your company's VendorNet account.

A/P Query Specific Document Search

The **Specific Document Search** area of the A/P Query allows the user to search for payment information and specific documents by using following criteria:

- Document Number
- Purchase Order Number
- Check Number
- Check Date

A Meijer created document (Debit Memo) will be a hyperlink which allows the user to click and the view the document.

Vendor Dispute Guidelines

Document # / PO# / Check#:

- Enter your invoice number, or a Meijer document number, such as VCB# or Debit Memo number. You may enter multiple invoices/document numbers in the query separated by a comma or space.

Check Date:

- To search remittance by date, leave all fields blank and select a date combination from the drop-down menu
- Click the **Submit** button.
- The query will display links to remittance information for a specific date within 30 days and up to the date that was selected.



A/P Query Document Retrieval

Debit Memo Detail and VCB Detail under Document Retrieval

- View and/or print all Debit Memos/VCB's issued on a given date.
- The top section displays all debit memos issued by debit date.

Unpaid Statement

- View and/or print statement of processed invoices and charge backs.

To verify successful transmission of invoice

- The invoice should mirror the PO.
- Search by only purchase order or only invoice number.
- Verify that you received a Functional Acknowledgement for transmitted invoices. If you have received a Functional Acknowledgement, verify within 24 hours that it was not followed up with an Invoice Rejection notice due to any of the following issues:
 - The PO number could not be matched.
 - There was an Invalid/missing invoice date.
 - No Pay-To# could be determined
 - Invalid term type code
 - Due date/discount amount or Meijer item code could not be determined
 - Calculation issue
- If no error message is found and the invoice is twenty days or more past due, it is likely that the discrepancies between the invoice and the PO/receiving are causing processing challenges.

Common reasons for not finding processed invoices

- A typographical error when entering the invoice or PO number into the AP Query.
- The invoices you are querying were not transmitted to Meijer.
- An invoice was transmitted via EDI but was rejected for errors.
- The invoice does not match PO/receiving and requires special handling to resolve discrepancies.