

## Disputed Invoice Procedure Additae Artes Limited

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A disputed invoice refers to a situation where an invoice has not been paid for varying issues; for example

- Failure to follow application process
- Additional items have been included
- Quality of work
- Late Delivery

1. **Negotiation** – determine root cause of the issue and the losses involved to decide a suitable outcome on the interests of both parties

- Check if there has been change
- Check history with the party
- Is there a dispute process contained within the contract
- Discuss with relevant representatives
- Agree solution and resolve payment issue accordingly

If unsuccessful parties move to mediation

2. **Mediation** - using a neutral third party to guide both parties through a structured process to decide a suitable outcome on the interests of both parties (this may be contained within the Contract Conditions e.g the NEC Professional Services Contract (Fourth Edition June 2017))

3. **Arbitration** – use a third-party neutral arbitrator or team of arbitrators in an agreed forum, such that an award may be determined by the arbitrator after reasoned deliberation in accordance with common law. Depending on the terms of the contract and applicable legal system this arbitration decisions may be binding and final.

If unsuccessful in non-binding arbitration, parties may progress to litigation

4. **Litigation** - The parties use a court to present evidence and to gain a final binding determination

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