




# How to Cancel an Unpaid or Incomplete Invoice

 <b>Who might use this guide?</b>	Suppliers wishing to cancel an invoice via the Supplier Portal
 <b>What is this guide about?</b>	This guide provides information to assist you in cancelling and unpaid or incomplete invoice, where the invoice has been created and submitted via the Supplier Portal. This guide does not apply where invoices are created and submitted outside of the Oracle system.
 <b>What related documents should I refer to?</b>	<ul style="list-style-type: none"> <li>How to Create and Manage Invoices against Purchase Orders</li> </ul>

## Overview

### What is an Unpaid Invoice?

An **Unpaid** invoice is one which has been submitted to Essential Energy but has not had a payment linked to it. It may have been created and submitted in error

### What is an Incomplete Invoice?

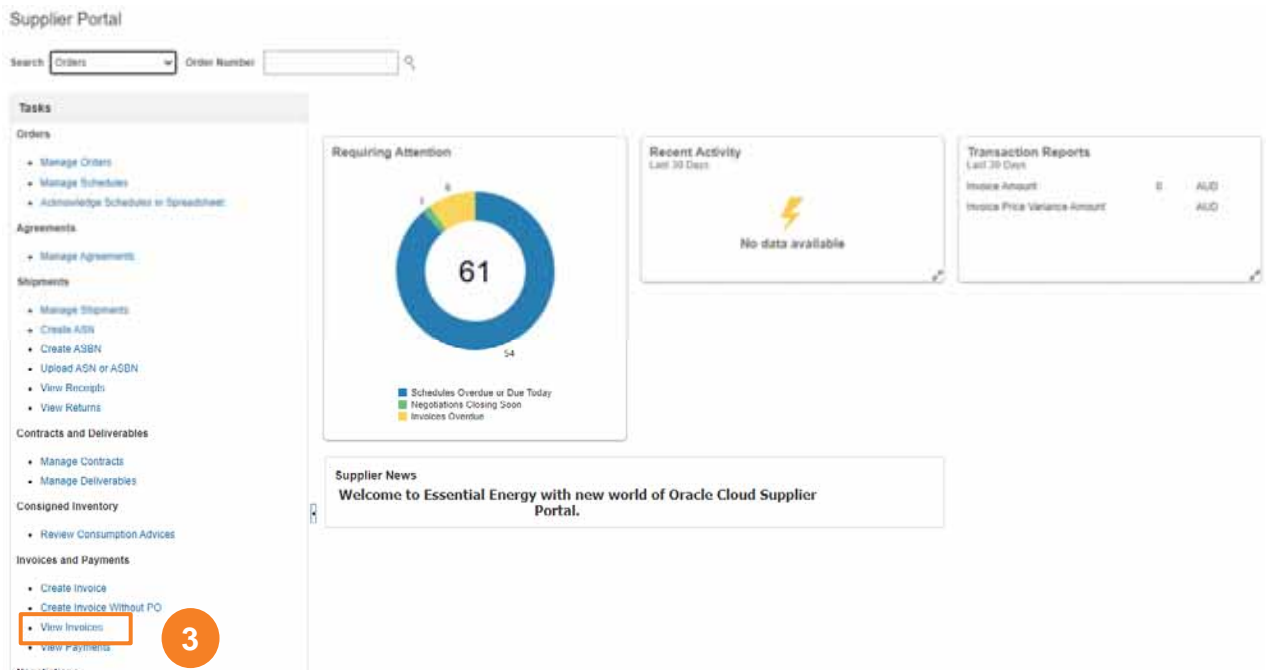
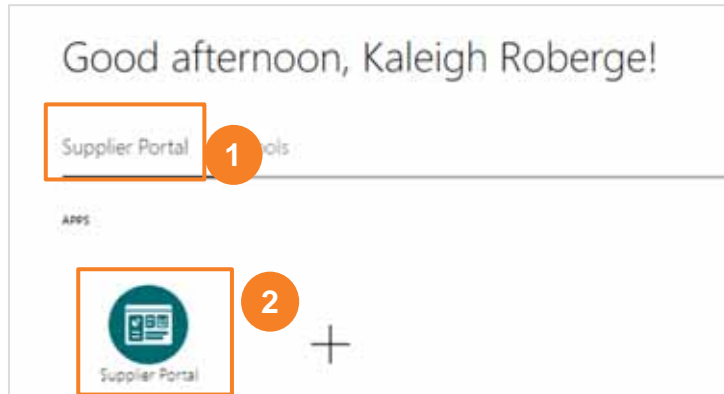
An **Incomplete** invoice is one which has been created via the Supplier Portal but has not been submitted. It may have been created in error



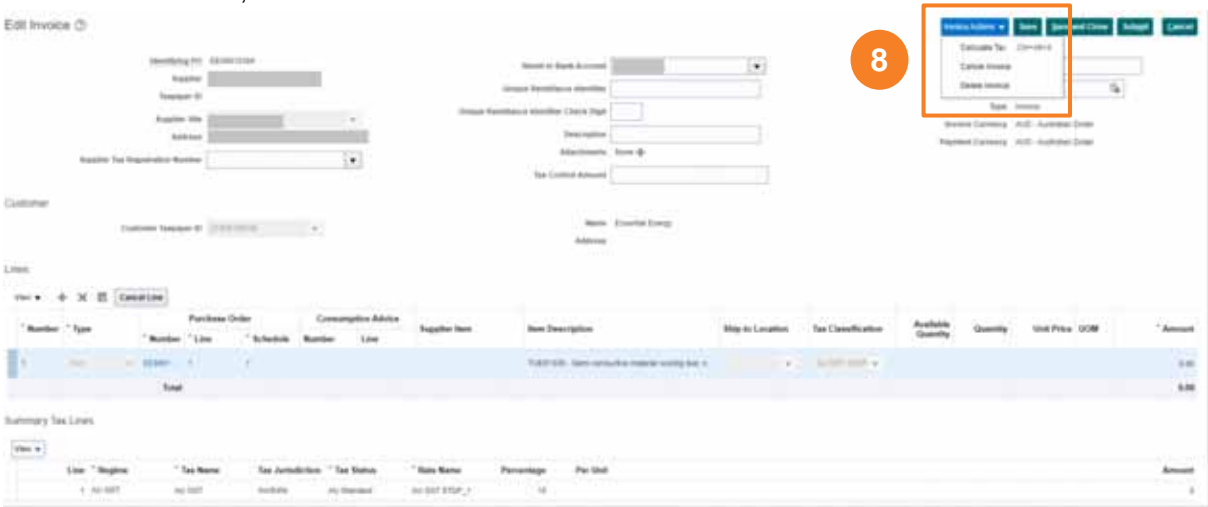
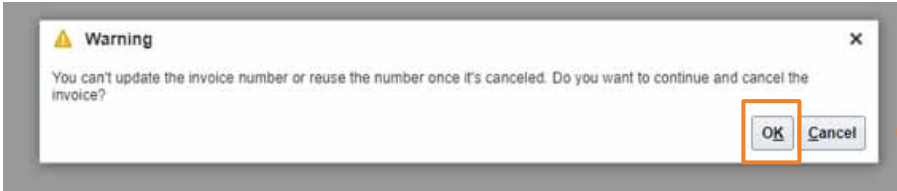
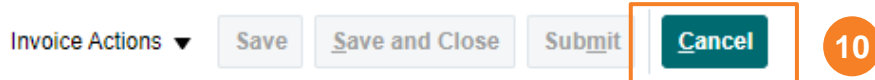
Notes :

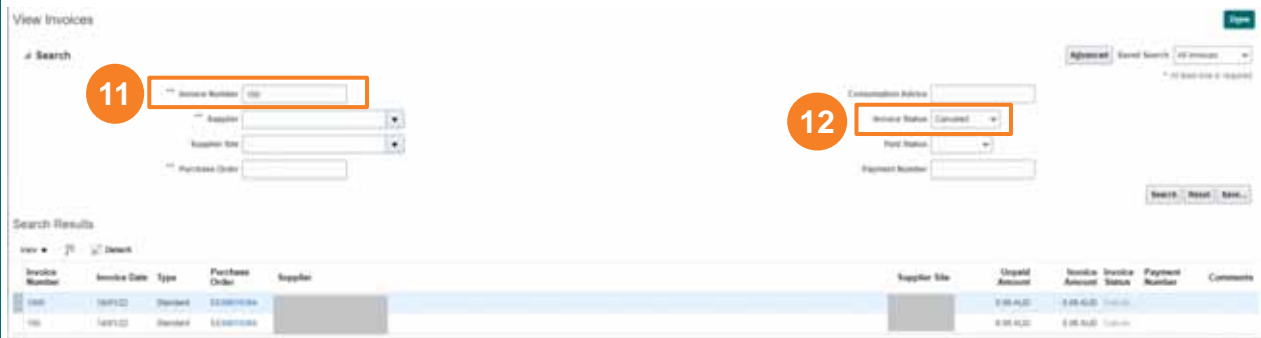
- Use **Cancel Invoice** option where there are lines appearing against the invoice and the invoice number does not need to be reused
- Use **Delete Invoice** option where there are no lines against the invoice and the invoice number needs to be reused
- Some fields are Mandatory and are indicated by \*\*

## System Steps of Cancelling an Unpaid or Incomplete Invoice

Step	Action
1	Login to the system.
2	Navigate to the <b>Supplier Portal</b> tab.
2	Click on the <b>Supplier Portal</b> app.
3	From the Supplier Portal homepage, scroll down the <b>Task</b> list and select <b>View Invoices</b> .



Step	Action
4	<p>Enter either</p> <ul style="list-style-type: none"> <li>the required invoice number in <b>Invoice Number</b> field (**mandatory) and <b>Invoice Status</b> = Incomplete, <b>OR</b></li> <li>the supplier name in <b>Supplier</b> field and <b>Invoice Status</b> = Incomplete</li> </ul>
5	
6	
7	 <p>Click on the <b>Invoice Number</b> to open it.</p> <p>Note : If the invoice does not contain any line information (as seen above) use the <b>Delete Invoice</b> option at step 8</p>
8	<p>Go to <b>Invoice Actions</b>, select <b>Cancel Invoice</b></p>  <p>Message box will open, click <b>OK</b> to close the message</p>  <p>System will cancel invoice, click on <b>Cancel</b> to exit the <b>View Invoice</b> screen</p> 

Step	Action																																	
11	On the <b>View Invoices</b> screen, search for the invoice number again to confirm <b>Cancelled</b> status																																	
12	 <p>The screenshot shows the 'View Invoices' interface. In the search filters section, the 'Invoice Number' field is highlighted with an orange box and labeled '11'. The 'Invoice Status' dropdown menu is highlighted with an orange box and labeled '12', showing 'Cancelled' as the selected status. Below the filters, the 'Search Results' table displays two rows of invoice data.</p> <table><thead><tr><th>Invoice Number</th><th>Invoice Date</th><th>Type</th><th>Purchase Order</th><th>Supplier</th><th>Supplier Site</th><th>Unpaid Amount</th><th>Invoice Amount</th><th>Invoice Status</th><th>Payment Number</th><th>Comments</th></tr></thead><tbody><tr><td>100</td><td>10/01/22</td><td>Standard</td><td>123456789</td><td>[Redacted]</td><td>[Redacted]</td><td>\$ 0.00</td><td>\$ 0.00</td><td>Cancelled</td><td></td><td></td></tr><tr><td>101</td><td>10/01/22</td><td>Standard</td><td>123456789</td><td>[Redacted]</td><td>[Redacted]</td><td>\$ 0.00</td><td>\$ 0.00</td><td>Cancelled</td><td></td><td></td></tr></tbody></table>	Invoice Number	Invoice Date	Type	Purchase Order	Supplier	Supplier Site	Unpaid Amount	Invoice Amount	Invoice Status	Payment Number	Comments	100	10/01/22	Standard	123456789	[Redacted]	[Redacted]	\$ 0.00	\$ 0.00	Cancelled			101	10/01/22	Standard	123456789	[Redacted]	[Redacted]	\$ 0.00	\$ 0.00	Cancelled		
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	If you require further support, please contact <a href="mailto:suppliers@essentialenergy.com.au">suppliers@essentialenergy.com.au</a>																																	