

How to Cancel an Unpaid or Incomplete Invoice

Who might use this guide?	Suppliers wishing to cancel an invoice via the Supplier Portal		
What is this guide about?	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.		
What related documents should I refer to?	How to Create and Manage Invoices against Purchase Orders		

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					
	Login to the system.					
1	Navigate to the Supplier Portal tab.					
2	Click on the Supplier Portal app.					
	Good r Me My APPS	rtal	tal Procurement	Tools Ot	hers	
3	From the Supplier Portal H	Supplier Portal homepage, scroll down the Task list and select View Invoices .				
	Orders Nanage Orders Manage Schedules Acknowledge Schedules in Spreadsheet Agreements Manage Agreements Channel Programs Shipments Manage Programs Shipments Create ASIN Create ASIN Create ASIN Upload ASIN or ASIN View Returns Contracts and Deliverables Manage Contracts Manage Deliverables Manage Deliverables Konsigned Inventory Review Consumption Advices Invoices and Payments Create Invoice Create I	Requiring Attention 4 4 4 93 5 6 6 6 6 6 7 8 7 8 93 93 93 93 94 93 94 94 95 94 95 96 96 97 98 98 98 99 90 90 90 90 91 92 92 93 94 94 95 96 96 97 96 96 96 97 96 96 96 96 <	Recent Activity Last 30 Days Agreements changed or canceled 3 de Fusion system. The system has improved both for you nost recent and common requests for estop shop? Is to them which flow back to Essential and unique to each suppler.	Transaction Reports Last 30 Days No data available	~	



Step	Action				
4	Enter either:				
	 the required invoice number in Invoice Number field (**mandatory) and Invoice Status = Incomplete, OR 				
	• the supplier name in Supplier field and Invoice Status = Incomplete				
5	essential View Invoices				
C	Search Advanced Saved Search All Invoices ** All Invoice Number [V03102] Consumption Advice				
o 7	4 suppler Paid Status Paid Status				
	Purchase Order Payment Number 6 Search Re et O				
7	View v 🕅 🔂 Detach Invoice: Date Type Virgher Supplier Ste Unpaid Number Order Supplier Ste Unpaid Invoice Invoice Payment Amount Status Number Comments				
	V031023 3/10/23 Standard EE00010580 Thew & Mccam Pty Ltd Cleveland AUD 27.50 AUD Incom				
	Click on the Invoice Number to open it. Note : If the invoice does not contain any line information (as seen above) use the Delete Invoice option at				
	step 8				
8	Go to Invoice Actions, select Cancel Invoice				
	essential				
	Edit Invoice @ [Invoice Actors •] Save Save and Close Submit Cancel				
	Identifying PD EE000105800 Remit-to Bank Account Calculate Tax Chr/Ath X				
	Supplier Site Unique Remittance Identifier Un				
	Address Description Description Content of Address Description Add				
	Tax Control Amount				
	Customer Taxpayer ID 37428185226 Name Essential Energy Address				
	Lines Vew ▼ + ¥ 戻 CancelLine				
	*Number Type Purchase Consumption Supplies Supplies Rem Description Ship-to Location Available Guantity Quantity Purchase Description Percentication *Number *Line *Schedu Number Line Her				
	1 Freight ▼ AU GST STDF ▼ 25:00 freight Total 25:00 1000000000000000000000000000000000000				
	Summary Tax Lines				
	Vew V Line *Regime *Tax Name Tax Jurisdiction *Tax Status *Rate Name Percentage Per Unit Amount				
	1 AU GST Au GST Australia AU Standard AU GST STD 10 2.5				
9	Message box will open, click OK to close the message				
	A Warning X				
	You can't update the invoice number or reuse the number once it's canceled. Do you want to continue and cancel the				
	Invoice?				



Step	Action
10	System will cancel invoice, click on Cancel to exit the View Invoice screen
	essential energy
	Edit Invoice () Invoice Adions - Save and Close Subgin Cancel
	Mentifying PD EE00010580 Remit to Bank Account V Number Vi31023 Supplier Taxpayer ID Unique Remittance Identifier Date 31023 100
	Suppler Site Image: Comparison Unique Remittance Identifiér Check Digit Thype Image: Comparison Address Comparison Description Invoice Dury Australian Dollar Suppler Tax Registration Number Top Attachments Stopenethols docx
	Tax Control Amount
11	On the View Invoices screen, search for the invoice number again to confirm Cancelled status
	essențial
	View Invoices
12	A Search
	Search Results
	Invoice Date Type Purchase Supplier Site Unpaid Amount Status Number
	V031023 3/1023 Standard EE00010500 000 AUD Cancel
lf you re	equire further support, please contact suppliers@essentialenergy.com.au