

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?	<ul style="list-style-type: none"> 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.

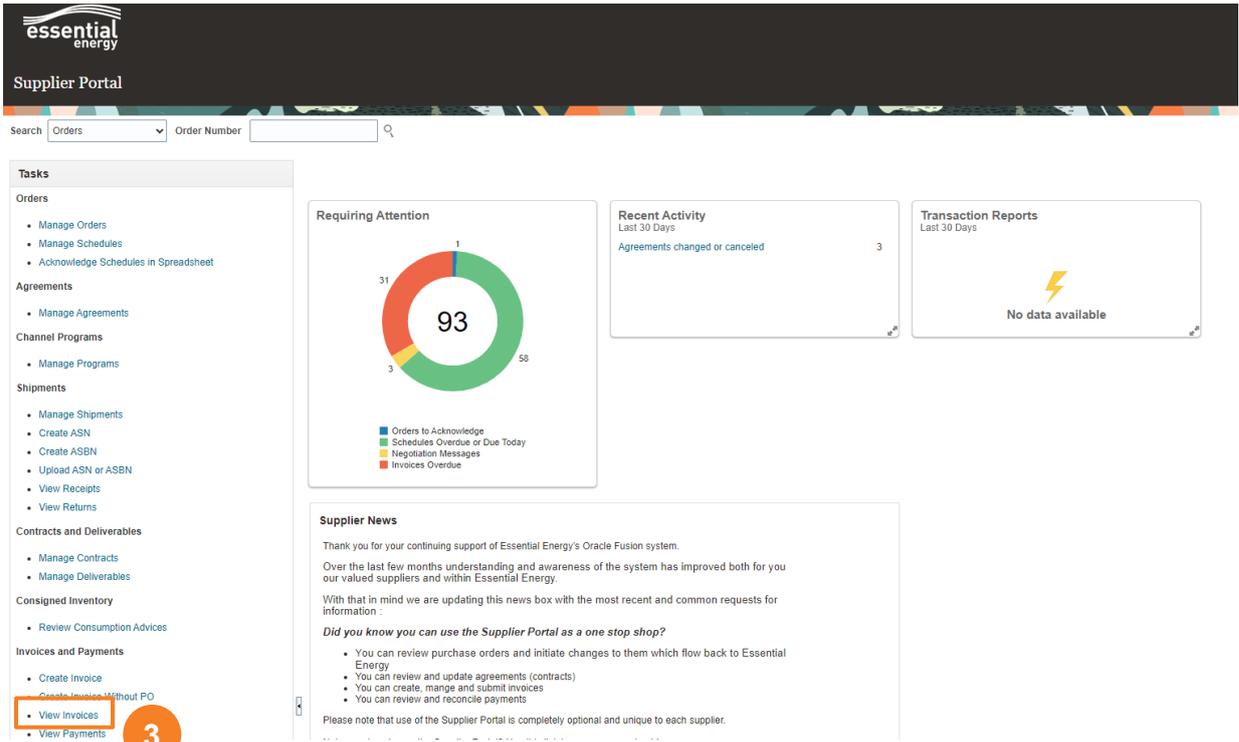
What is an Incomplete Invoice?

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

Step 4 Action

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

Step 5

Step 6

Step 7

Step 7

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

Step 8

Go to **Invoice Actions**, select **Cancel Invoice**

Step 8

Customer

Customer Taxpayer ID 37428185226 Name Essential Energy Address

Lines

* Number	* Type	* Number	* Line	* Schedule	Number	Line	Supplier Item	Item Description	Ship-to Location	Tax Classification	Available Quantity	Quantity	Unit Price	UOM	* Amount	Description
1	Freight									AU GST STDF					25.00	freight
Total															25.00	

Summary Tax Lines

Line	* Regime	* Tax Name	Tax Jurisdiction	* Tax Status	* Rate Name	Percentage	Per Unit	Amount
1	AU GST	AU GST	Australia	AU Standard	AU GST STDF	10		2.5

Step 9

Message box will open, click **OK** to close the message

Step	Action
10	System will cancel invoice, click on Cancel to exit the View Invoice screen
11	On the View Invoices screen, search for the invoice number again to confirm Cancelled status
12	

Invoice Number	Invoice Date	Type	Purchase Order	Supplier	Supplier Site	Unpaid Amount	Invoice Amount	Invoice Status	Payment Number	Comments
V031023	3/10/23	Standard	EE00010580	[redacted]	Cleveland	0.00 AUD	0.00 AUD	Cancel		

If you require further support, please contact suppliers@essentialenergy.com.au