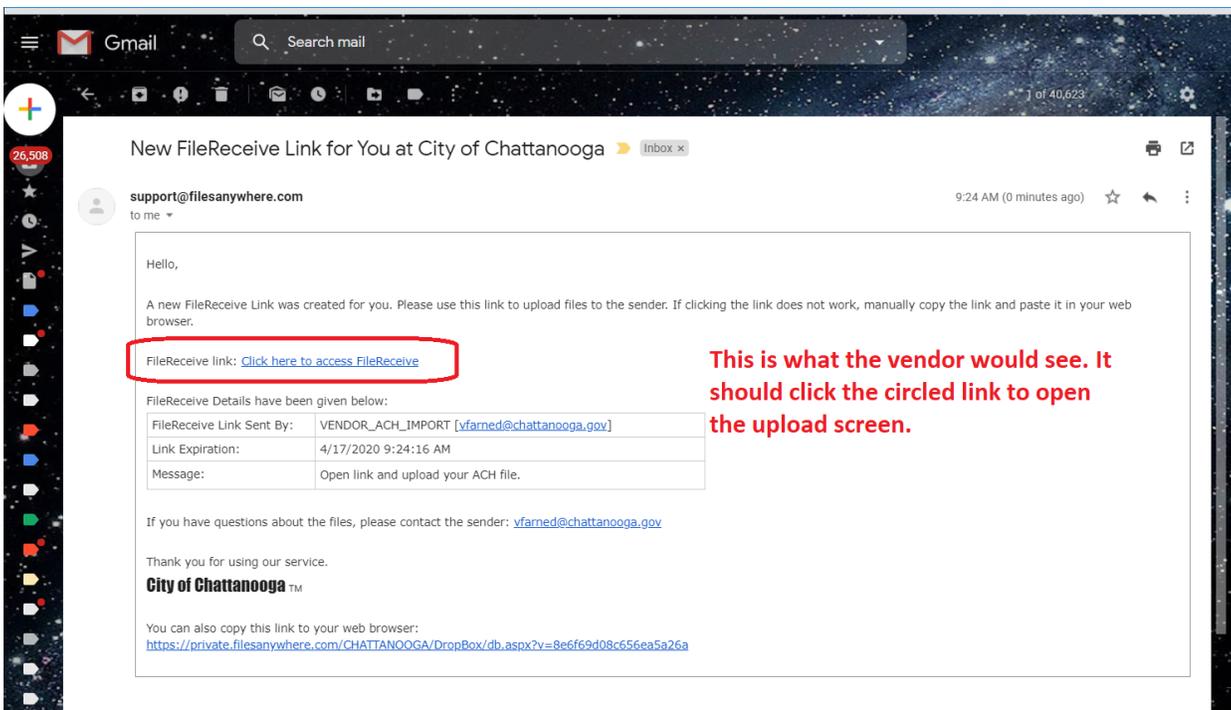# City of Chattanooga Supplier Secure Document Submittal Instructions

In order to protect our suppliers sensitive information, the City of Chattanooga has implemented a process to submit financial documents through a secure platform.

Please use the instructions below to obtain a link to our secure document box allowing you to upload your documents.

1. Email SupplierSupport@chattanooga.gov to request a secure link for document upload. Include the following information:
   a. Contact name of individual requesting the link
   b. Telephone number
   c. The email address you wish the link to be sent to
   d. Specify if you are a existing supplier requesting to add ACH payment or a new supplier needing to submit your initial setup documents (W9, Supplier Information form & ACH authorization.)
   e. Blank copies of the required documents will be supplied with the link for completion, upload and processing.
   f. Authorization for ACH payment: Please make sure you read the entire document and complete all required information. ACH information will be verified with your bank.

2. Upon request, a link will be sent that will be active for 10 days. When the notification is received (see below) please click on File/Receive link.

3. After clicking on the link, a new box will open for document upload.

4. Drag & drop or use the browse function to upload your documents. Please use the optional message to provide any additional information we may need to know about.
5. Click the submit button. You will receive notification that your submittal was successful.
6. Upon receipt of uploaded documents, your request will be processed. If there are any questions, we will notify you via the supplied email address the link was sent to.
7. You will be notified when processing is complete for your request.

If you have questions or problems completing this process please contact us at SupplierSupport@chattanooga.gov.