



CITY OF CHATTANOOGA PURCHASING DEPARTMENT  
CANCELING INVOICES QUICKSTART GUIDE

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[suppliersupport@chattanooga.gov](mailto:suppliersupport@chattanooga.gov)

- After logging into the portal and navigating to the dashboard, click on **VIEW INVOICES** in the task list on the left.
- To review all invoices that you have submitted, enter your company name in the box labeled **\*\*Supplier**, and click the **SEARCH** button in the mid right of the page.
- A list of all generated invoices will populate the page.
- In reviewing the list, you are only able to cancel invoices that you have created but not submitted. They will show as **INCOMPLETE** under **INVOICE STATUS** in the ribbon.
- Click on the Invoice Number in blue to open the invoice.
- If it is in **INCOMPLETE** Status, it will open looking exactly like it did when you created it.
- In the top right, click on the button labeled **ACTIONS**.
- From the dropdown menu choose **CANCEL INVOICE**
- It may take several minutes, but the system will cancel the invoice.
- If the invoice status indicates **IN PROCESS** or **ON HOLD**, you will not be able to cancel it from your portal access.
- You will need to reach out to [acctspayable@chattanooga.gov](mailto:acctspayable@chattanooga.gov) to cancel the invoice for you.
- Please provide them with the invoice number, date submitted, and description so that they are able to find the invoice and cancel as requested.

Questions?? Need Support?? Please reach out to [suppliersupport@chattanooga.gov](mailto:suppliersupport@chattanooga.gov)