Metrolinx iSupplier Support
Editing & Cancelling Invoices in iSupplier

Introduction

Invoices can be edited or cancelled within the Metrolinx iSupplier portal depending on the invoice type and stage-in-progress the invoice is at. This guide will cover unsubmitted and submitted PO-based or non-PO based invoices.

PO-based Invoices:

Vendors will be unable to edit or cancel a PO-based invoice if it has already been submitted into the system. However, vendors will be able to edit or cancel "Unsubmitted" invoices. Knowing how to edit an unsubmitted invoice may be useful to troubleshoot an error message that the invoice number already exists when creating an invoice after multiple attempts (see screenshot below). This error message occurs if there is an existing draft / 'unsubmitted' or submitted invoice in the system with the same invoice number. The error can be resolved if the invoice containing the existing invoice number is "unsubmitted" and has not been cancelled – allowing it to be updated and submitted.

❌ **Error**

> The Invoice Number you have entered already exists. Please enter a unique Invoice Number.

Non-PO Based Invoices:

After a non-PO invoice has been submitted, if it has not yet been processed by Metrolinx, vendors will be able to "withdraw" an invoice within iSupplier. Once withdrawn, the invoice can be edited and resubmitted or cancelled. Similarly, if a non-PO based invoice has been rejected, the invoice can immediately be edited and resubmitted or cancelled.

The process for editing or cancelling "unsubmitted" non-PO based invoices is identical to "unsubmitted" PO-based invoices.

ⓘ Learn how you can [update attachments / supporting documents](#) for invoices submitted through the Metrolinx iSupplier portal in the linked guide!

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A. UNSUBMITTED PO & NON-PO BASED INVOICES

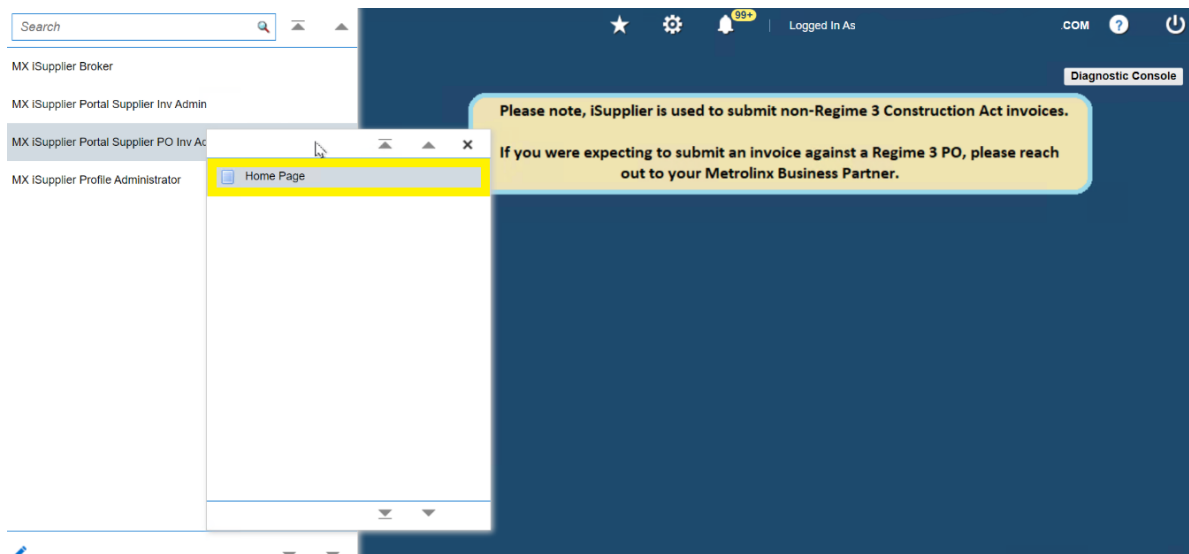### A.I. How to Edit Unsubmitted PO and Non-PO Based Invoices

1. Login to iSupplier

Enter your User Name and Password to login to the Metrolinx iSupplier Portal.
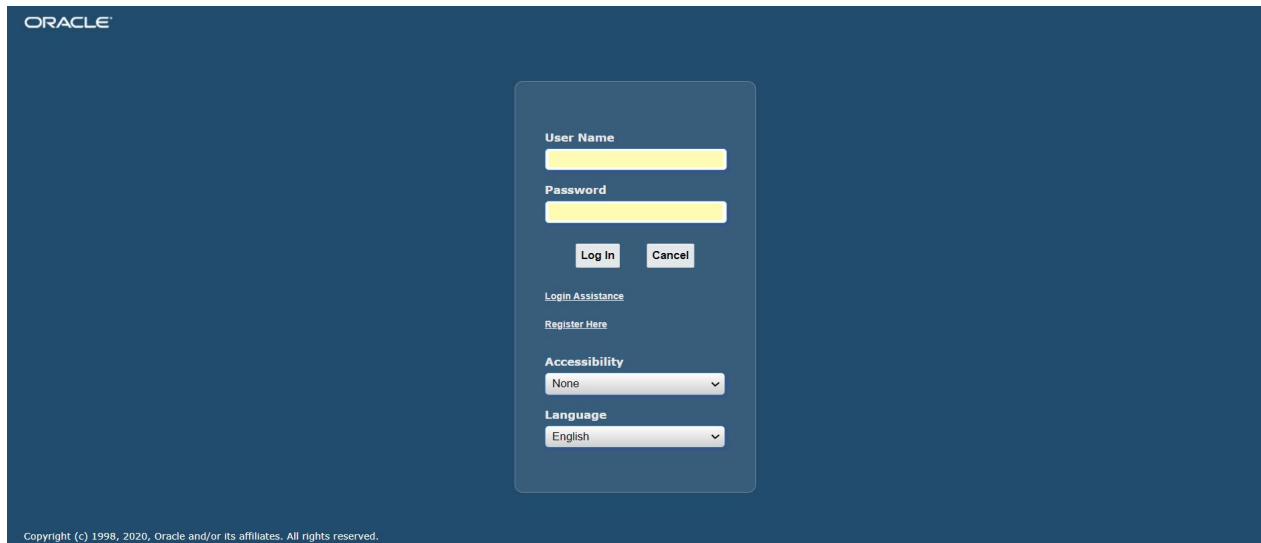
2. Navigate to 'Supplier Home'

On the top-left corner of the screen, click the 3 lines to open the side-menu and navigate to the "Home Page" under 'MX iSupplier Portal Supplier PO Inv Admin' for PO-based invoices or 'MX iSupplier Portal Inv Admin' for non-PO based invoices.

3. Navigate to the Finance Tab

Click the 'Finance' tab at the top-left of the homepage.

4. Search for the Invoice

In the 'Search' section, input the 'Invoice Number' and click 'Go'. The invoice should populate in the table beneath.

NOTE:
- Alternatively, you may select "Unsubmitted Invoices" from the 'Invoice Status' field and click 'Go' to view all existing drafts / "unsubmitted" invoices in the system that can be edited and submitted or cancelled

5. Edit Invoice

You may edit unsubmitted invoices by clicking the pencil icon in the 'Update' column.

This will bring you to the invoice 'Details' page allowing you to edit and submit the invoice:

A.II. How to Cancel Unsubmitted PO and Non PO-Based Invoices

6. Cancel Invoice

You may cancel unsubmitted invoices by clicking the button in the 'Cancel' column

A confirmation message should appear near the top of the screen:

NOTE:

- After cancelling an unsubmitted invoice, the invoice number of the cancelled record cannot be used again for a new invoice submission
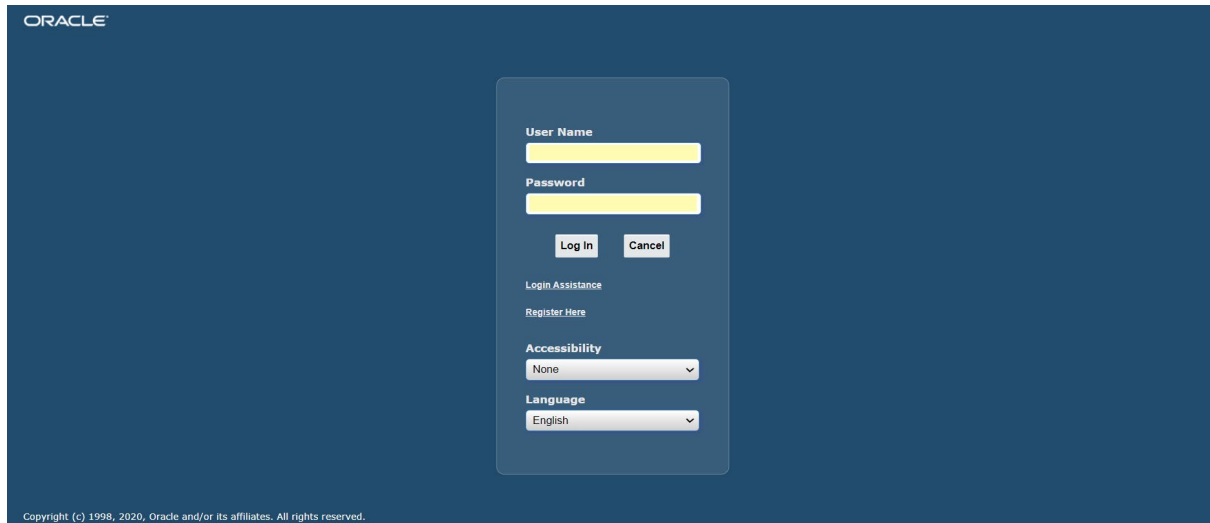
B. SUBMITTED / REJECTED NON-PO INVOICES

B.I. How to Edit Submitted / Rejected Non PO-Based Invoices

1. Login to iSupplier

Enter your User Name and Password to login to the Metrolinx iSupplier Portal.

2. Navigate to 'Supplier Home'

On the top-left corner of the screen, click the 3 lines to open the side-menu and navigate to the "Home Page" under 'MX iSupplier Portal Supplier Inv Admin'.

3. Navigate to the Finance Tab

Click the 'Finance' tab at the top-left of the homepage.

4. Search for the Invoice

In the 'Search' section, input the 'Invoice Number' and click 'Go'. The invoice should populate in the table beneath.

NOTE:
- You may use the 'Invoice Status' field to select a status and click 'Go' to view all applicable invoices. Selecting "In Process" will display non-PO invoices that can still be withdrawn which allows you to edit and resubmit or cancel the invoice. Selecting "Rejected" will display invoices that have been rejected which can be edited and resubmitted or cancelled.

5. Withdraw Invoice

To edit a submitted non-PO based invoice that has not yet been processed, you will first need to 'withdraw' the invoice by clicking the icon in the 'Withdraw' column. **If you are working on a rejected non-PO based invoice, this step will not be required.**

A confirmation message should appear near the top of the screen and the invoice 'Status' will become "Unsubmitted" allowing you to go to Step 6 of editing and resubmitting the invoice, or Step 7 of cancelling the invoice entirely:

6. Edit Invoice

You may edit a withdrawn or rejected non-PO based invoice by clicking the pencil icon in the 'Update' column.

> **NOTE:**
> • The above screenshot may look slightly different if you are working on a rejected non-PO based invoice. The only difference is that the 'Status' will show as "Rejected".

This will bring you to the invoice 'Details' page allowing you to revise and resubmit the invoice:

B.II. How to Cancel Withdrawn or Rejected Non-PO Based Invoices

7. Cancel the Invoice

You may cancel a withdrawn or rejected non-PO based invoice by clicking the button in the 'Cancel' column.

> **NOTE:**
> - The above screenshot may look slightly different if you are working on a rejected non-PO based invoice. The only difference is that the 'Status' will show as "Rejected".
> - After cancelling the invoice, the invoice number of the cancelled record cannot be used again for a new invoice submission

A confirmation message should appear near the top of the screen: