



CITY OF CHATTANOOGA PURCHASING DEPARTMENT
UPDATING PAYMENT TO ACH QUICKSTART GUIDE

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IMPORTANT: Before performing the update in the portal, please reach out to suppliersupport@chattanooga.gov with the name of your bank and the routing number to verify that it is in our database.

- After verifying that your bank exists in the portal, complete an ACH Authorization Form. The form is a fillable PDF that can be downloaded from our website at City of Chattanooga/Supplier Central.
- After logging in, navigate to the dashboard page (will show a list of tasks on the left)
- In the task menu on the bottom left, click on **MANAGE PROFILE**
- When the new screen loads, click on **EDIT** in the top right of the page
- The screen will change and show a box at the top.
- On the **Organization Details** tab and look for the word "**Attachments**" on the right of the page under "**Tax Organization Type**"
- Click on the small plus sign next to "Attachments". A small window will pop-up.
- Click on **CHOOSE FILE**. The system will take you to your directory to upload the ACH form.
- When the upload is complete, click "**OK**"
- After uploading your form, click on the **PAYMENTS** tab
- Click to the left of the **ELECTRONIC** payment method and click on the small circle with a check in the ribbon.
- Next click on **BANK ACCOUNTS**
- Click on the PLUS Icon in the ribbon to create a new record.
- A new window will pop-up.
- On the left of the screen, input the country (United States)
- Enter the account number and again under **Check Digits** on the bottom right.
- Enter the bank name and a list should pop-up allowing you to choose the correct routing number.
- Enter the **Account Name, Currency & Account Type**.
- Click "**OK**" to exit the window.
- Click on **REVIEW CHANGES** in the top right of the screen
- When the new page loads, click on **SUBMIT** in the top right of the screen.

Questions?? Need Support?? Please reach out to suppliersupport@chattanooga.gov