





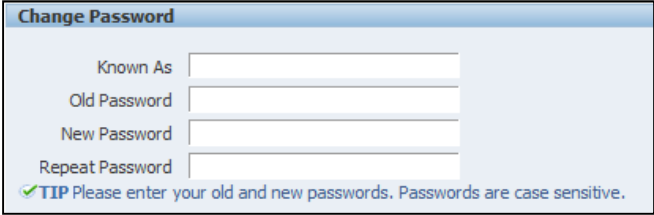

JLP iSupplier

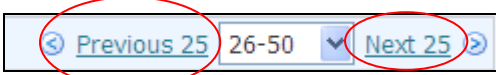
Frequently Asked Questions

2017

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| <p>Why do you get an error when you return to a previously viewed screen?</p> | <ul style="list-style-type: none"> When using JLP iSupplier, you should not use the browser 'Back' button. Instead, you should click on links displayed within JLP iSupplier, such as those shown below:  <p>The screenshot shows a navigation menu with the following items: Home, Orders, Receipts, Invoices & Payments, Your Details, Create Invoices, View Invoices, and View Payments.</p> |
| <p>How do you change your password?</p> | <ul style="list-style-type: none"> Click the 'Preferences' button on any page  <p>The screenshot shows a navigation menu with the following items: Home, Logout, Preferences, and Help. The 'Preferences' button is circled in red.</p> <ul style="list-style-type: none"> In the Change Password section...  <p>The screenshot shows the 'Change Password' form with the following fields: Known As, Old Password, New Password, and Repeat Password. A tip at the bottom reads: 'TIP Please enter your old and new passwords. Passwords are case sensitive.'</p> <ul style="list-style-type: none"> Enter Old Password Enter New Password <p>Repeat new password in Repeat Password field</p>  <p>The screenshot shows three buttons: Cancel, Reset to Default, and Apply. The 'Apply' button is circled in red.</p> <ul style="list-style-type: none"> Click 'Apply' button to reset the password. |
| <p>Are there any rules around choosing passwords?</p> | <ul style="list-style-type: none"> To maximise the security of passwords, there are a number of rules around the content and duration of your password. The rules are: <ul style="list-style-type: none"> Minimum of eight characters The password should contain UPPER, lower and numeric characters There should be no repeating characters Passwords are case sensitive You cannot re-use a previously used password Passwords expire after forty-five days Passwords should not contain spaces |
| <p>How do you access the JLP iSupplier Login Page?</p> | <ul style="list-style-type: none"> You can access the JLP iSupplier login page using the following link: <p>http://jlp suppliers.com/isupplier/</p> |

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| <p>How do you reduce the search results?</p> | <ul style="list-style-type: none"> JLP iSupplier allows you to use a '%' symbol as a wildcard when completing searches, for example, when searching for an Invoice Number, you know it begins with 'INV', but are not sure of the remaining numbers. You can search for 'INV%' - this will then return all invoices which begin with the characters INV The wildcard can be used either side of a search, for example, if you know a Purchase Order number contains the sequence 4567, but are not sure what precedes or follows the sequence, you can search for %4567% to obtain all records where the sequence 4567 appears. |
| <p>Why do you get the error message 'Invoice Gross Amount does not match the sum of Net Amount and Tax Amount'?</p> | <ul style="list-style-type: none"> In the Invoice Entry screen ensure the Net Amount + VAT Amount = Gross Amount |
| <p>Why do you get the error message 'Tax Rate of exchange should be a positive number with no more than 4 decimal places'?</p> | <ul style="list-style-type: none"> In the GFR Invoice Entry screen section, when you have selected a currency other than GBP, a 'Tax Rate Of Exchange' box will appear and this needs to be filled with a positive number and be less than 4 decimal places if you are submitting the invoice with Tax. Please check that the rate entered is correct and if you are invoicing with zero VAT you will need to ensure that you have 'Zero (0%)' as the VAT code on the invoice line. |
| <p>Why do you get the error message 'Tax Rate of Exchange is mandatory if tax is greater than zero for the invoice total'?</p> | <ul style="list-style-type: none"> In the GFR Invoice Entry screen section, when you have selected a currency other than GBP, a 'Tax Rate Of Exchange' box will appear and this needs to be filled if you are submitting your invoice with tax greater than zero. Please ensure that you have entered your tax rate of exchange or amend the VAT on the invoice line/s to 'Zero (0%)' as the VAT code. |
| <p>Why do you get the error message 'PO Line currency must match the header currency for the invoice'?</p> | <ul style="list-style-type: none"> In the GFR Invoice Entry screen section, when you have selected your currency and then entered your PO Number, the currency on the order must match the currency you have entered on the invoice. Please ensure that the currency you have entered is the same as the order. |
| <p>How can you view more than 25 search results?</p> | <ul style="list-style-type: none"> When you search for data within JLP iSupplier, the system will return the 25 most recent records  <ul style="list-style-type: none"> To view more, click the Next 25 button appearing at the top and bottom of |

| | <p>the search results</p> <ul style="list-style-type: none"> To return to the previous data, click the Previous 25 button | | | | | | | | | | | | |
|--|--|----------------|-----------------------|---------------------|-------------|-------------------|-------------|----------------------|-------------|-------------------|-------------|-----------------|-------------|
| <p>Why can't you see the GNFR Purchase Order within JLP iSupplier?</p> | <ul style="list-style-type: none"> The Operating Unit determines the area of the Partnership responsible for the Purchase Order, Invoice or Receipt. This is displayed on the PO. You can also deduce the Operating Unit from the first few digits in the PO number: <table border="1" data-bbox="544 465 1177 719"> <thead> <tr> <th>Operating Unit</th> <th>Purchase Order Number</th> </tr> </thead> <tbody> <tr> <td>John Lewis Division</td> <td>220XXXXXXXX</td> </tr> <tr> <td>Waitrose Division</td> <td>120XXXXXXXX</td> </tr> <tr> <td>John Lewis Corporate</td> <td>320XXXXXXXX</td> </tr> <tr> <td>Waitrose Guernsey</td> <td>705XXXXXXXX</td> </tr> <tr> <td>Waitrose Jersey</td> <td>706XXXXXXXX</td> </tr> </tbody> </table> <ul style="list-style-type: none"> When entering an invoice, ensure you have selected the correct operating unit on the invoice header | Operating Unit | Purchase Order Number | John Lewis Division | 220XXXXXXXX | Waitrose Division | 120XXXXXXXX | John Lewis Corporate | 320XXXXXXXX | Waitrose Guernsey | 705XXXXXXXX | Waitrose Jersey | 706XXXXXXXX |
| Operating Unit | Purchase Order Number | | | | | | | | | | | | |
| John Lewis Division | 220XXXXXXXX | | | | | | | | | | | | |
| Waitrose Division | 120XXXXXXXX | | | | | | | | | | | | |
| John Lewis Corporate | 320XXXXXXXX | | | | | | | | | | | | |
| Waitrose Guernsey | 705XXXXXXXX | | | | | | | | | | | | |
| Waitrose Jersey | 706XXXXXXXX | | | | | | | | | | | | |
| <p>Can you change your address and bank details using JLP iSupplier?</p> | <ul style="list-style-type: none"> Your organisation's data, including address and bank details, are maintained by the Financial Processing team. If you want to change any of this data, Financial Processing can be contacted at: financialprocessing@johnlewis.co.uk Your JLP iSupplier administrator can also create as many user ID's as you need for JLP iSupplier via the Your Details tab | | | | | | | | | | | | |

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| <p>What are my payment terms?</p> | <ul style="list-style-type: none">• When you register with JLP as a new supplier, payment terms are agreed. Payment terms start from the invoice date or invoice received date, whichever is the latest. JLP operates a weekly payment process for most suppliers by BACS transfer. If you are unsure, please check your payment terms• Goods Not For Resale supplier payments will be made each Tuesday, on or after the invoice due date• Goods For Resale supplier payments will be made each Wednesday (for John Lewis Division) and Thursday (for Waitrose Division), on or after the invoice due date• In the event that the payment run date is a bank holiday, payment will be processed the next working day• Each supplier is notified of our standard settlement terms• For credit notes, the due date is generally the same as the original invoice due date. In the event the invoice due date has passed, the due date is generally set to be the same date the credit note is submitted to JLP. |
| <p>Can you view the GNFR and GFR details on the same screen?</p> | <ul style="list-style-type: none">• The Purchase Order, Receipt, invoice and payment details are held in JLP iSupplier under different responsibilities• GNFR details can be found under the following responsibilities on JLP iSupplier<ul style="list-style-type: none">○ JLP iSP GNFR Invoice Entry○ JLP iSP GNFR Inquiry• GFR details can be found under the following responsibilities on JLP iSupplier<ul style="list-style-type: none">○ JLP iSP GFR Invoice Entry○ JLP iSP GFR Inquiry. |

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| What if you submitted an incorrect invoice? | <ul style="list-style-type: none">• You are advised to submit a credit note to match against the incorrect invoice then submit the correct invoice. |
| Glossary | <ul style="list-style-type: none">• Scheduled Payment Date – this is the date your invoice is due to be paid according to your payment terms• Later date terms<ul style="list-style-type: none">○ GNFR suppliers – Terms start from the invoice date or invoice receipt date (whichever is latest)○ GFR suppliers – Terms start from the invoice date or the date the stock is booked in at the branch (whichever is latest)• Payment date – This is the date the payment leaves the John Lewis bank account. You should allow a few extra days for payment to reach your account. |