

Coupa Booking Holds

What is a Booking Hold?

A booking hold is a **temporary invoice approval hold** which can be placed onto invoice(s) on your supplier account in Coupa. Once the booking hold is released by our finance team, the affected invoice(s) can be approved for payment. A booking hold can occur due to one of the two reasons:

1. When an invoice is received on Coupa for the **first time** on your supplier account, a booking hold will automatically be placed onto your invoices. Following a check by our finance team, the booking hold will be released and you will not need to take any action.
2. A booking hold can also occur when a **variance in tax details** is identified between the **legal entity details allocated to the John Lewis Partnership customer profile on Coupa and the tax details held on the JLP's finance systems for your supplier account**. Should a booking hold occur due to this reason our finance team will contact you and request for you to complete amendments to your supplier account records. We will do this to ensure that the tax details held on your account align with your Coupa legal entity tax details. Once matching, our finance team will release the booking hold status on your invoice(s).

If you have updated your legal entity details, then please let our Finance teams know first. The details within your Coupa profile need to align with the details we have on our other systems.

- If you are a **UK based JL/D2C/SOR or Waitrose GFR** supplier then please follow this link [JLP Supplier Support website](#) and submit a request to us in order to get your details updated.
- If you are an **Overseas based JL/D2C/SOR or Waitrose GFR** supplier you will need to follow this link [JLP Supplier Support website](#) and submit a request to us in order to get your details updated.
- If you are a **GNFR (Goods Not For Resale) supplier** you will need to update your VAT registration on your John Lewis customer profile on Coupa by following our [GNFR change of details guide](#).

The guide below explains more about booking holds and any actions required by you to correct errors:

Navigation

Step 1 - Login to Coupa Supplier Portal and select the **Setup** heading from the top toolbar.

Step 2 - On the left hand side of the screen, a menu option will appear. Select **Legal Entity**.

Note: This may prompt you to complete a two-factor authentication check, further details on this check can be found on our [JLP Supplier Support website](#).

Step 3 - Locate the legal entity which the John Lewis Partnership customer profile is listed under as a customer. Check that the **VAT ID under TAX IDs** is correct. If this is not correct you will need to add a new legal entity with the updated VAT listed which aligns with your John Lewis Partnership customer profile tax details. Follow our [Setting Up Legal Entities](#) guide if you are unsure how to create a new legal entity for the John Lewis Partnership customer profile. If the tax ID shown is correct, skip to step 4 to check the John Lewis records align with this.

Admin Legal Entity Setup

Add Legal Entity

Legal Entity

Invoice From [Redacted] Actions

Invoice From	Remit-To Accounts	Locations	TAX IDs	Customers
[Redacted]	Address Remit-To Address	[Redacted]	[Redacted]	John Lewis Partnership

Step 4 - You will need to ensure the **tax details held on your supplier account records on the John Lewis Partnership systems also align with your legal entity tax details**, to check the VAT record complete the first steps of converting a purchase order to an invoice.

Select **Orders** from the toolbar across the top. Ensure that for 'Select Customer' the **John Lewis Partnership** is showing. Then, click the **Yellow Coins** Action symbol alongside the Purchase Order (PO).

coupa supplier portal

Home Profile **Orders** Service/Time Sheets ASN Invoices Catalogues Payments Business Performance Sourcing Add ons


Setup


Orders Order lines Returns Order Changes Order Line Changes Order Header Confirmations Deliveries

Select Customer John Lewis Partnership

Purchase Orders

Instructions From Customer

Click the  Action to Accept the Purchase Order and Create an Invoice using its data

PO Number	Order Date	Status	Acknowledged At	Items	Unanswered Comments	Total	Assigned To	Actions
SOR0000 [Redacted]	23/03/2023	Issued	None	[Redacted]	No	25,668.88 GBP		

Step 5 - Once you have selected the purchase order, this will take you to the Create Invoice page. Here you will need to check the VAT ID held under your **Supplier VAT ID section**. If this VAT registration aligns with your legal entity TAX ID, our finance team should be able to release this booking hold. Scroll down the page and select Cancel if you do not wish to submit an invoice. If your Tax IDs do not match, follow step 6 to help resolve the booking hold.

Select Customer

John Lewis Partnership

Create Invoice Create

General Info

* Invoice #

* Invoice Date

Payment Term 45 3%/45

* Currency

Delivery Number

Status

Image Scan No file chosen

From

* Supplier

* Supplier VAT ID

* Invoice-From Address

Step 6 - If the VAT tax ID held on your Coupa legal entity profile matched on the John Lewis Customer profile is correct but a different supplier VAT ID shows on the Supplier VAT ID (from step 5), you will need to update the details held on the John Lewis Partnership finance system for your supplier account to align.

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What Happens Next?

Once the VAT records match between the Coupa legal entity and the John Lewis Partnership finance systems, our finance team will be able to release the booking holds placed on your invoices due to this master data discrepancy.

Once released these invoices will be able to be approved and scheduled for payment. Further booking holds should not occur on your invoices on this supplier account unless a change of VAT is identified again.

To prevent a booking hold from occurring again, due to a change of tax details, please follow the above steps on updating your Coupa legal entity tax ID in advance of submitting further invoices to us on Coupa.