



Check Why an Invoice Hasn't Been Paid On Coupa

Navigation

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

Step 2 - Ensure the **John Lewis Partnership customer profile** is showing for the specific supplier account you are querying. On this page a full list of invoices will show that have been successfully submitted to John Lewis. You are also able to search for your invoice by entering the invoice number into the invoice search box.

The screenshot shows the Coupa Supplier Portal interface. At the top, there is a navigation bar with the following items: Home, Profile, Orders, Service/Time Sheets, ASN, **Invoices**, Catalogues, Payments, Business Performance, Sourcing, Add-ons. Below this is a sub-navigation bar with: Invoices, Invoices Lines, Payment Receipts. On the right side, there is a 'Select Customer' dropdown menu set to 'John Lewis Partnership'. Below the navigation is the 'Invoices' section with a 'Create Invoices' button. There are four buttons for creating invoices: 'Create Invoice from PO', 'Create Invoice from Contract', 'Create Blank Invoice', and 'Create Credit Note'. Below these is a table with columns: Invoice #, Created Date, Status, PO #, Gross Total, Unanswered Comments, Dispute reason, and Actions. The table contains two rows: 'Test0906_1' (09/08/2023, Pending Approval, [redacted], 100.00 GBP, No) and 'LJAT - STK 02A' (09/08/2023, Approved, [redacted], 800.00 GBP, No). A search box is located in the top right of the table header, highlighted with a red box.

Step 3 - Once you have located the invoice you are querying, select the invoice number to view additional information about the approval or scheduled payment status. If your invoice is on hold this may require you to complete further action. Please refer to the '**Coupa Invoice Statuses**' guide, found [here](#), to check this.

Step 4 - If your invoice has been partially or fully paid the remittance reference will be provided downpage under the payment section on your selected invoice. Follow our '**Viewing Payments and Remittances in Coupa**' guide, which can be found [here](#), to locate this payment information or to help understand your provided remittance advice.