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 succesfully submitted to John Lewis. You are also able to search for your invoice by entering the invoice number into the invoice search 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.