

Missing Invoice on Coupa

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I. Missing Invoice Submitted via 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.

The screenshot shows the Coupa Supplier Portal interface. The top navigation bar includes 'Home', 'Profile', 'Orders', 'Service/Time Sheets', 'ASN', 'Invoices', 'Catalogues', 'Payments', 'Business Performance', 'Sourcing', and 'Add-ons'. The 'Invoices' tab is active. Below the navigation bar, there is a 'Select Customer' dropdown menu set to 'John Lewis Partnership'. The main content area is titled 'Invoices' and includes a 'Create Invoices' section with buttons for 'Create Invoice from PO', 'Create Invoice from Contract', 'Create Blank Invoice', and 'Create Credit Note'. A search bar is highlighted with a red box. Below the search bar is a table of invoices with columns: Invoice #, Created Date, Status, PO #, Gross Total, Unanswered Comments, Dispute reason, and Actions. Two invoices are listed: 'Test0906_1' (Pending Approval) and 'UAT - STK.02A' (Approved).

Step 3 - Check whether the invoice number(s) shown on this Invoices page match the invoice number you are querying. If the invoice you are querying has been successfully processed this should show on your Coupa invoices section.

You can increase the invoice search results per page on Coupa and scroll between invoice search result pages by selecting the options below your invoices highlighted below.

The screenshot shows the pagination controls at the bottom of the page. The 'Per page' dropdown is set to '45'. The 'Prev', '1', '2', '3', and 'Next' buttons are highlighted with a red box.

Step 4 - Once you have located your invoice you will be able to check the current status of this, check this invoice status against our '**Coupa Invoice Statuses**' guide, found [here](#), to confirm whether any action is required by you to ensure this invoice is successfully approved for payment.

You can also follow our '**Viewing Invoices and Payment Dates**' guide, found [here](#), should your invoice show as approved for payment to find out the scheduled payment date of this invoice.

What Should I Do if My Submitted Coupa Invoice is Still Not Showing on Coupa?

If you are still unable to locate the invoice, please resubmit the invoice to us on Coupa. Please ensure you are using a unique invoice number for this replacement invoice which does not match the previous attempted invoice submission.

For example invoice 100 should be resubmitted as 100B to be differentiated from your original invoice.

2. Missing EDI Invoice 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.

Step 3 - Check whether the invoice number(s) shown on this Invoices page match the invoices contained within your EDI file transmission. You can increase the invoice search results per page on Coupa and scroll between invoice search result pages by selecting the options below your invoices highlighted below. If the invoice(s) contained within your EDI file transmission have successfully transmitted to us these should show on this invoices section.

Warning: Please note, invoices which are raised via EDI will not reflect on your PO (Purchase Order) in Coupa. You will be able to view the EDI invoices within Coupa but the PO will not reflect the invoices which have been raised outside of Coupa.

What Should I Do if My Invoice(s) Submitted by EDI are Still Not Showing?

If you cannot locate an invoice on Coupa, and it's been at least 48 hours since the invoice was transmitted, please check with your EDI provider that the invoice was transmitted successfully.

If the file was not transmitted successfully please retransmit. If your EDI provider confirms the transmission was successful please submit a help request on our suppliers help portal [here](#).



3. Missing Paper or Email Invoice on Coupa

Please note, **electronic invoicing is mandatory for suppliers**, invoices should not be sent via email or post unless there is prior agreement for this on your account.

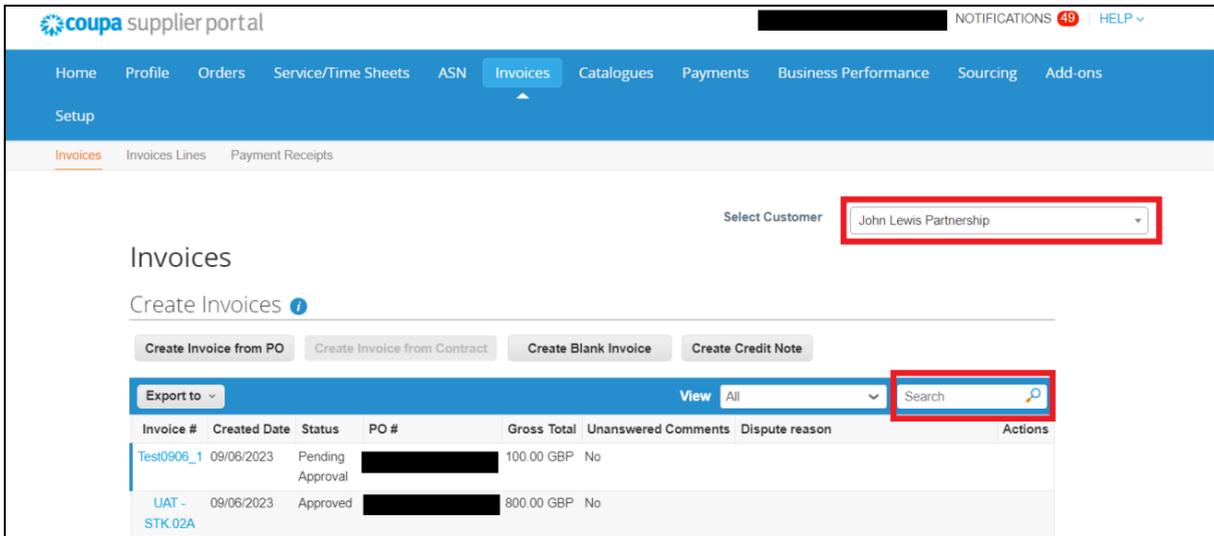
If you have an agreement to send paper copy invoices on your account, we do not recommend that these are sent via post due to potential postal delays, please send a copy via email. If your account is set up for electronic invoicing and we receive invoices sent via post or email, these will be rejected.

To check whether your submitted paper invoice has been successfully processed please check your Coupa account by following the below instructions.

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.



coupa supplier portal

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

Setup

Invoices Invoices Lines Payment Receipts

Select Customer: John Lewis Partnership

Invoices

Create Invoices ⓘ

Create Invoice from PO Create Invoice from Contract Create Blank Invoice Create Credit Note

Export to View All Search

Invoice #	Created Date	Status	PO #	Gross Total	Unanswered Comments	Dispute reason	Actions
Test0906_1	09/06/2023	Pending Approval		100.00 GBP	No		
UAT - STK.02A	09/06/2023	Approved		800.00 GBP	No		

Step 3 - Check whether the invoice number(s) shown on this Invoices page match the invoices contained within your paper invoice(s) submission. If the invoice you are querying has been successfully processed this should show on your Coupa invoices section.

You can increase the invoice search results per page on Coupa and scroll between invoice search result pages by selecting the options below your invoices highlighted below.

Per page 15 45 90	Prev 1 2 3 ... Next
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Warning: Please note, invoices which are raised manually by our Processing teams will not reflect on your PO Invoiced amount in Coupa. You will be able to view the unmatched invoice within Coupa but the PO invoiced amount will not reflect the invoices which have been raised outside of Coupa.

What Should I Do if My Submitted Paper Invoice(s) are Still Not Showing on Coupa?

If more than 5 working days have passed and the invoice is still not showing on Coupa, please submit a help request through our supplier help portal [here](#).