

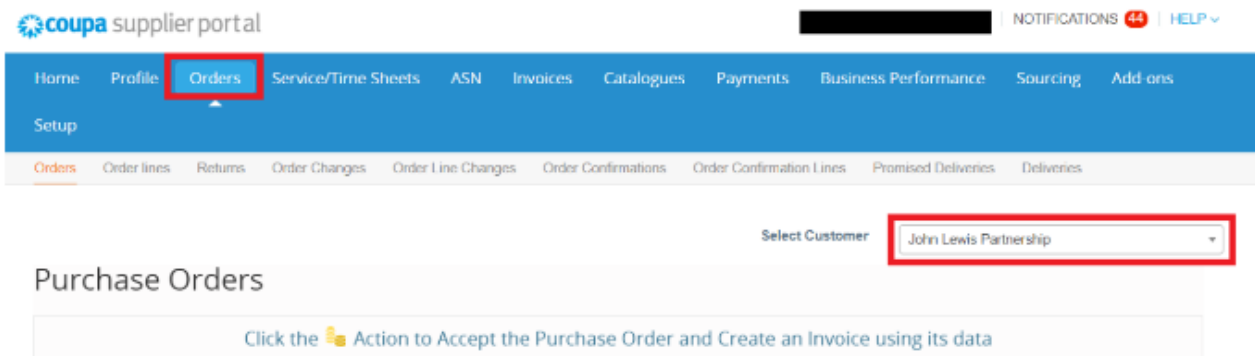
Missing Purchase Order on Coupa

Navigation

Step 1 - Login to Coupa Supplier Portal and select **Orders** 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 purchase orders will show that have been raised since the launch of Coupa for the selected supplier account.

If your supplier account under the John Lewis Partnership customer profile does not appear as an option on step 2 you will need to request your internal **Coupa Administrator** user for this **John Lewis Partnership customer profile**, to invite you as a user for this supplier account. Following our [User Management guide](#) will show you how.



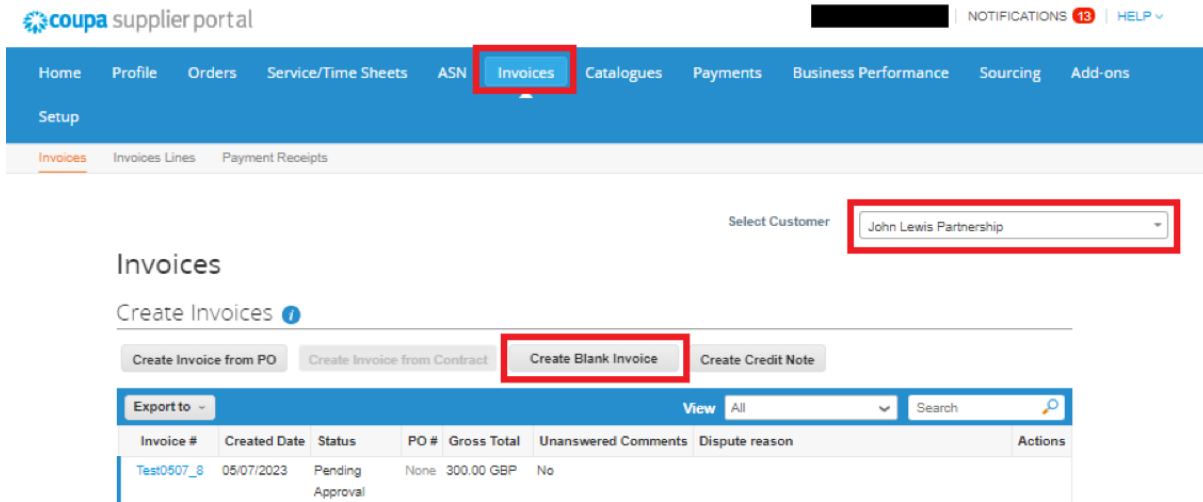
Step 3 - Once you have located the purchase order number follow our '**Converting a GFR PO into an Invoice**', guide which can be found [here](#), in order to submit your invoice to us.

Step 4 - If you still cannot locate the PO on Coupa after following the above steps, contact your JLP Buyer/Contact to confirm the correct PO number and which account they have raised the PO against.

Once you have confirmed this detail with your JLP Buyer/Contact you should be able to locate your PO in Coupa.

Step 5 - If your JLP Buyer/Contact has confirmed your PO number and this is still not showing on your Coupa Supplier Portal then you can enter an unmatched invoice.

Step 6 - To do this, navigate to **Invoices** from the toolbar across the top and then select **Create Blank Invoice**.



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 ⓘ

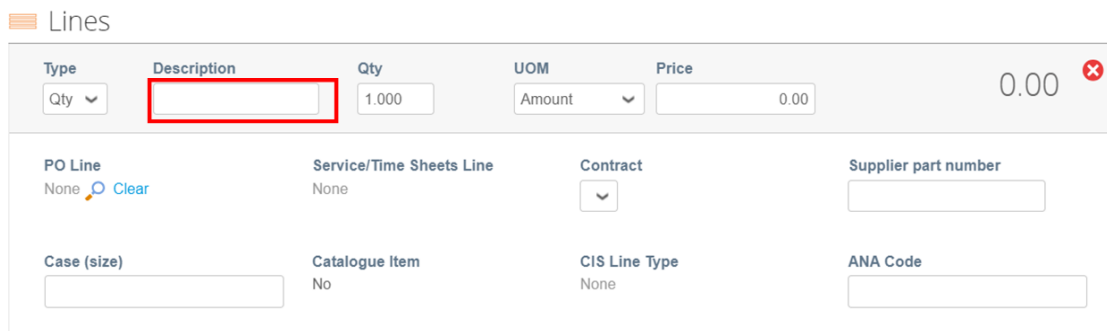
Create Invoice from PO Create Invoice from Contract **Create Blank Invoice** Create Credit Note

Export to - View All Search

Invoice #	Created Date	Status	PO #	Gross Total	Unanswered Comments	Dispute reason	Actions
Test0507_8	05/07/2023	Pending Approval	None	300.00 GBP	No		

Step 7 - Complete the invoice as you would normally, please see the guide [here](#). Ensure you skip the first 3 steps.

Important - Enter the PO number you have been given on the Invoice Line **Description** field for reference purposes. Without a PO number reference, the invoice could fail integration and may cause delays to payment.



Lines

Type	Description	Qty	UOM	Price
Qty		1.000	Amount	0.00

PO Line: None [Clear](#) Service/Time Sheets Line: None Contract: [Dropdown] Supplier part number: [Input]

Case (size): [Input] Catalogue Item: No CIS Line Type: None ANA Code: [Input]

Related Information

Additional guides and supporting material can be found on our JLP Supplier Support website

<https://www.jlpupplierhelp.co.uk/portal/ss/>