

JOHN LEWIS
PARTNERSHIP

JOHN LEWIS
& PARTNERS

WAITROSE
& PARTNERS

**Goods For Resale (GFR)
Invoice Inquiry Guide**

Viewing Payments, Remittance Advice,
Invoices, Debit Notes, Receipts and
Purchase Orders

2019

Contents

Overview of GFR Processes	3
View Payments and Remittance Advices	4
View Invoices	6
Request Copy Debit Notes	14
View Receipts	16
View Purchase Orders	18

What are the benefits of managing your account via iSupplier?

Using JLP iSupplier you can download Remittance Advices, request copy Debit Notes, find out scheduled payment dates, check the status of your invoices and more.

JLP iSupplier is a user-friendly tool to quickly find out everything you need to know about your invoices, payments and orders.

NOTE

JLP iSupplier is primarily an invoicing tool. Purchase Orders on JLP iSupplier should not be considered placed/confirmed Orders. Only orders received directly from your Buyer/Branch via your normal method, (e.g EDI, Fax or Email) should be fulfilled.

Support

If you require any further support please contact us below:

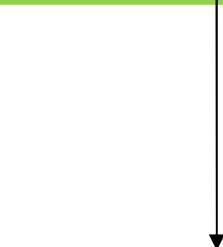
Email: financialprocessing@johnlewis.co.uk

Phone: 0345 6100 333 (Select option 1 then option 2)

Overview of GFR Processes

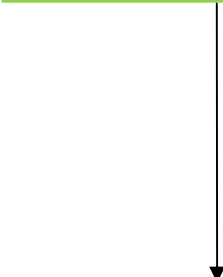
Purchase Order

A Purchase Order is the order raised by JLP



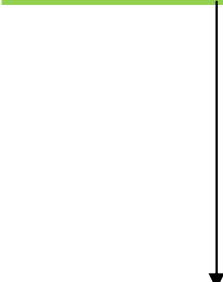
Receipt

When Goods or Services are received, they are receipted onto the system by JLP



Invoice

The invoice is submitted by the supplier and matched against the Purchase Order and Receipt before processing to payment



Payment & Remittance Advice

Details of payments made & scheduled, together with copy remittance advices are available on JLP iSupplier

View Payments and Remittance Advices

Log in at <http://jlp suppliers.com/isupplier/>

- Select 'JLP iSP GFR Inquiry' or 'JLP iSP Invoice Entry'



- Click the 'Invoices & Payments' tab



- Click on 'View Payments'



- You can search for Payments using: Payment Reference, Invoice Number, PO Number etc as search criteria. Alternatively click 'Go' with no criteria to view all payments

You can also use the Oracle wildcard '%' in any search field if you do not know the full details you wish to search for. (E.g searching for invoice number %1234% will search for all invoices containing 1234)

- Once you search for a payment, you can download a PDF of the Remittance Advice directly from JLP iSupplier by clicking 'View Remittance'

View Payments

Simple Search

Note that the search is case insensitive [Advanced Search](#)

Payment Reference:

Invoice Number:

PO Number:

Release Number:

Status:

Payment Amount From: To:

Payment Date From: To:

Payment Reference	Initiated Payment Date	Currency	Gross Amount	Method	Status	Status Date	Invoice	PO Number	Remittance	Remit-to Supplier	Remit-to Supplier Site
1234567	DD-MM-YYYY	GBP	38,234.12	JLP BACS	Reconciled	DD-MM-YYYY	Multiple		View Remittance	SUPPLIER A	P123456

- You can also click on the Payment Reference number and this will show you all invoices paid within that payment reference

Payment Date **DD-MM-YYYY**
 Method **JLP BACS**
 Status **Reconciled**
 Status Date **DD-MM-YYYY**
 Remit-to Supplier **SUPPLIER A**
 Remit-to Supplier Site **P123456**

Included Invoices

Previous 1-25 Next 25

Invoice	Invoice Date	Description	Type	Currency	Amount	Status	Payment Status	Disc Taken	Payment PO Number	Receipt	Attachments
D33555	04-Mar-2016		Credit Memo	GBP	-1,260.67	Approved	Paid	0.00	-1,260.67		
D66666	09-Mar-2016		Credit Memo	GBP	-174.00	Approved	Paid	0.00	-174.00		
222333	24-Feb-2016		Standard	GBP	53.70	Approved	Paid	0.00	53.70		
444555	19-Feb-2016		Standard	GBP	178.64	Approved	Paid	0.00	178.64		
555666	24-Feb-2016		Standard	GBP	285.36	Approved	Paid	0.00	285.36		
666777	25-Feb-2016		Standard	GBP	224.60	Approved	Paid	0.00	224.60		

View Invoices

Log in at <http://jlp-suppliers.com/isupplier/>

- Select 'JLP iSP GFR Inquiry' or 'JLP iSP GFR Invoice Entry'

Main Menu

Personalize

- JLP iSP GFR Inquiry
- JLP iSP GFR Invoice Entry

Worklist

Full List

From	Type	Subject	Sent	Due
There are no notifications in this view.				
✓ TIP Vacation Rules - Redirect or auto-respond to notifications.				
✓ TIP Worklist Access - Specify which users can view and act upon your notifications.				

- Click on the 'Invoices & Payments' tab

Home Orders Receipts **Invoices & Payments** Your Details

View Invoices | View Payments

- You can search for Invoices using: Invoice Number, PO Number, Payment Number etc as criteria. Alternatively click 'Go' with no criteria to view all Invoices

You can also use the Oracle wildcard '%' in any search field if you do not know the full details you wish to search for. (E.g searching for invoice number %1234% will search for all invoices containing 1234)

View Invoices | View Payments

View Invoices Export

Simple Search Advanced Search

Invoice Number: JI_2206_12
 PO Number: (example: 1234)
 Payment Number:
 Invoice Status:
 Payment Status:
 Invoice Amount From: To:
 Amount Due From: To:
 Invoice Date From: To:
 Go Clear

Invoice Number	Invoice Date	Type	Currency	Gross Amount	Ship-To Location	Due	Status	On Hold Status	Payment Date	Payment Reference Number	PO Reference Number	Receipt Reason Site	Supplier Site	Supplier Image	Synthetic Upload POD
JI_2206_12	22-Jun-2017	Standard	GBP	48.00	001	19-Jul-2017	Awaiting Supplier POD	Not Paid						View Image	+

- When you've found your Invoice, click the invoice number to display a detailed overview of the invoice (as seen below)

Currency=GBP

1

General

Invoice Date: 22-Jun-2017
 Received Date: 22-Jun-2017
 Status: Awaiting Supplier POD
 Status Description: Awaiting Supplier POD
 On Hold:
 Source: ISP
 PO Number:
 Ship-To Location:
 Supplier:
 Supplier Site:
 Address:

2

Invoice Summary

Item: 40.00
 Item Tax: 8.00
 Delivery Cost: 0.00
 Delivery Cost Tax: 0.00
 Total: 48.00

Upload POD

Add Attachment...

Title	Type	Description	Category	By	Last Updated	Last Updated	Delete
No results found.							

3

Payment Information

Paid: 0.00
 Discount Taken: 0.00
 Due: 48.00
 Status: Not Paid
 Payment Date:
 Payment Reference:
 Term: 27 day(s) standard

To upload a Proof of Delivery (POD):

- Click the Add Attachment button
- Enter a useful Title & Description
- Ensure the File radio button is selected and then click the Browse button to specify a file to upload. We recommend the PDF format.
- Press Apply

Once you upload a POD, any further additions/revisions/ deletions must be completed by 18:30 on the same day. The screen will not then permit further amendments.

For help or support click [here](#).

4

Invoice Lines | Scheduled Payments

Line	Item Number	Description	Case Size	Qty UOM	Case Qty	Unit Price	Amount VAT Code	VAT Amount PO Number	Status
1	80362402	VICTORIA 1 DOOR BEDSIDE WHT	1	1 Each		40.00	40.00 STANDARD	8.00 924233	

5

Section 1 - General Section

- Invoice Date - The date on the invoice.
- Received Date - The date the invoice was received by JLP
- Status & Status Descriptions:
 - Saved - Invoices saved by supplier but not yet submitted.
 - In Process - Invoice submitted and being processed.

This means that the invoice has been received by JLP and is currently in process. Once the invoice has been processed, the status will be updated as appropriate.

- Approved - Invoice approved and scheduled for payment

This means that the invoice has been received by JLP, processed and approved for payment. No action is required and the invoice

will be paid in line with the scheduled payment date

Line Status: Line Debit - The line has been debited and the debit note will be generated overnight

- **Awaiting Receipt** - Invoice awaiting receipt on all lines

This means that the invoice has been received by JLP and is waiting for Receipt

- **Awaiting Location Review Of Invoice** – Invoice awaiting review by the branch/Distribution Centre

This means that no receipt has been entered against the purchase order, so the invoice has been routed to the branch/DC for review

- **Awaiting Location To Book In** – Invoice awaiting branch/warehouse to receipt all lines

This means that the branch/warehouse know they have received the goods and will shortly book them in

- **Awaiting Supplier POD** – Invoice awaiting a copy of the supplier's Proof Of Delivery

This means that the branch/warehouse have not receipted the goods, and are requesting a copy of the signed POD to investigate

WHAT TO DO: Upload a copy of your signed POD via JLP iSupplier. Please refer to page 4 in the '*GFR Invoice Inquiry – Managing Invoices On Hold*' guide

- **Awaiting Location Review Of POD** – Invoice awaiting branch/warehouse review of Proof Of Delivery provided

This means that the branch/warehouse have received the signed POD and are investigating whether they have received the goods

- o **Mismatched (Holds)**

- **Quantity Billed differs from Quantity Received**

This means that the invoice has been received by JLP but the quantity billed is different from the quantity received

- **Price billed differs from PO price**

This means that the invoice has been received by JLP but the priced stated on the invoice differs to the price stated on the Purchase Order

WHAT TO DO: Contact your Buyer and ask them to amend the prices for your products on our ordering system, and then ask your Buyer to contact Financial Processing to notify us of the price changes

- **Quantity and Price Billed differs from Quantity Received / PO Price**

This means that the invoice has been received by JLP but the quantity and price stated on the invoice differs to the quantity and price stated on the Purchase Order

- o **Validation Error** - The following lists are all of the Validation Error status descriptions:

- **Duplicate Invoices**

This means that the invoice has been received by JLP but is under investigation as a potential duplicate

- **Invoice tax amount exceeds 20% of invoice Net Amount**

This means that the invoice has been received by JLP but is under investigation as the tax information is invalid

WHAT TO DO: Resubmit your invoice via JLP iSupplier. Ensure the VAT Code column for each line says "STANDARD 20%". When you resubmit your invoice, add an 'A' to the end of your invoice number to avoid it being rejected as a duplicate document

- **Invalid Ship-to-Location - awaiting correction by JLP**

This means that the invoice has been received by JLP but is under investigation as the ship-to-location is invalid

- **Validation Error - awaiting correction by JLP**

The invoice has been received by JLP but is under investigation

- o **Deleted** - Invoice deleted by JLP

The invoice has been deleted by JLP for the reason show in the reason box

JLP iSupplier Status	Status Description	Hold Reason	Line Status
Saved	Invoice saved by supplier but not yet submitted		
Ready for import	Invoice submitted and awaiting processing		
In Process	invoice submitted and being processed		
Approved	Invoice approved and scheduled for payment		Line Debit
Awaiting Receipt	Invoice awaiting receipt on all lines		
Mismatched	Quantity billed differs from quantity received	Quantity	Quantity Query
			Line Debit
	Price billed differs from PO price	Price	Price Query
			Line Debit
	Quantity and price billed differs from quantity received/PO price	Quantity and Price	Quantity Query
			Price Query
Quantity and Price Query			
			Line Debit
Validation Error	Duplicate invoice	Duplicate	
	Invoice tax amount exceeds 20% of invoice net amount	Tax Error	
	Invalid ship-to location - awaiting correction by JLP	Invalid Ship-To Location	
	Validation error - awaiting correction by JLP	Invalid Supplier	
Deleted	Invoice deleted by JLP		

- **On Hold** - This indicates that an invoice has been placed on hold within JLP. This will either be price and/or quantity variance
- **Source** - Invoice source, e.g ISP (JLP iSupplier), EDI or Paper
- **PO Number** - The Purchase Order number
- **Ship-to-Location** - The branch or distribution centre the goods or services are delivered to
- **Supplier Site** - Your site number (some suppliers have more than one site)
- **Address** - The supplier's registered address

Section 2 - Invoice Summary

- **Item and Tax** - The total amount of the invoice lines
- **Delivery Cost and Delivery Cost Tax** - The total amount of delivery cost and delivery cost tax
- **Total** - The total cost of the invoice including the item and delivery cost

Section 3 - Payment Information


- **Paid** - The amount JLP has paid
- **Discount Taken** - The amount of early settlement discount taken on this invoice
- **Due** - The remaining amount JLP is due to pay
- **Status** - Paid / Partially Paid / Not Paid
- **Payment Date** - This is the date the invoice is scheduled to be paid
- **Payment Reference** – Where an invoice has been paid, the payment reference will be shown. The same number will appear on the remittance advice

Section 4 - Details Information

- **Invoice Lines** - This shows the details of each invoice line and their current status
- **Scheduled Payment** - This shows the invoice payment status and the scheduled date
- **Hold Reasons** - Wherever an invoice is on hold, you will be able to view the details of the hold (E.g Invoice Details vs Purchase Order or

Invoice Details vs Receipted Details). This will also show whether it has been released

Section 5 – Upload POD

- **Add Attachment** – This allows you to add a POD/attachment if this has been requested
- **Title / Type** - This shows if a POD/attachment has been attached and gives the name of the file. You can update this using the pencil.  Once a file has been uploaded you can only amend it / add further files up to 18:30 on the same day

Request Copy Debit Notes

Log in at <http://jlp suppliers.com/isupplier/>

- Select 'JLP iSP GFR Inquiry' or 'JLP iSP GFR Invoice Entry'



- Click on the 'Invoices & Payments' tab



- You can search for Debit Notes using Invoice Number, PO Number, Payment Number etc as criteria

Note: You can also use the Oracle wildcard '%' in any search field if you do not know the full details you wish to search for, e.g searching for %D% in the Invoice Number field will search for all debit notes containing the letter D

- When you've found your Debit Note Click 'Request Copy' and a copy of this debit note will be generated overnight and sent to the email address(es) that are registered in our database.

Invoice	Invoice Date	Type	Currency	Gross Amount	Due	Status	Reason	Hold	Payment Status	Scheduled Payment Date	Payment Reference	PO Number	Receipt	Assignee	Attachments	Synthetic Image	Supplier Site	Remit-to Supplier	Remit-to Supplier Site	Discount Date
D654321	DD-MM-YYYY	Debit Memo	GBP	-41.80	-41.80	Approved			Paid							Request Copy	P123456			

- You will receive a confirmation notification once you have clicked Request Copy



Confirmation

Debit Note copy request successfully created for Invoice D654321

- If you do not receive your debit note the following morning
 - 1) Request a copy again - Ensure the 'Confirmation' pops up and the 'Request Copy' has changed to 'Copy Requested'
 - 2) We may have a different email in our database compared to the email address you were expecting this debit note to be sent to

Call us on 0345 6100 333 and we can check which email address we have. If your email address doesn't match our records, you will need to email financialprocessing@johnlewis.co.uk with "Database" in the subject of your email and advise us them of the correct email address.

View Receipts

When goods or services are received, they are **Receipted** onto the system. An invoice is then matched to the Purchase Order and Receipt. Payment is scheduled only if the invoice matches the Purchase Order and the Receipt.

JLP iSupplier allows you to view Receipts which, in turn, will assist you with why invoices have not been paid.

In most situations, Receipt information will be updated within 24 hours.

Log in at <http://jlp-suppliers.com/isupplier/>

- Select 'JLP iSP GFR Inquiry' or 'JLP iSP GFR Invoice Entry'



- Click on the 'Receipts' tab



- You can search for Receipts using Delivery Note Number, PO Number, Ship-to-Location etc as criteria. Alternatively click 'Go' without criteria to view all receipts

Note: You can also use the Oracle wildcard '%' in any search field if you do not know the full details you wish to search for. (E.g searching for Receipt Number %1234% will search for all delivery notes containing 1234)

View Receipts

Simple Search Advanced Search

Delivery Note Number

PO Number

Ship-To Location (example : 1234)

Receipt Date (example: 29-Mar-2016)

Item Number

Supplier Item

Item Description

Delivery Note Number	Creation Date	Ship-To Location	GRNO	PO Number	Invoice
No search conducted.					

- When you've searched for your Receipt, you will be presented with a list of results:

Delivery Note Number	Creation Date	Ship-To Location	GRNO	PO Number	Invoice
987654	17-May-2016 00:00:00	123 - LOCATION A	00001111	012345	
432100	17-May-2016 00:00:00	123 - LOCATION A	00002222	567890	
012345	15-May-2016 00:00:00	123 - LOCATION A	00003333	101112	

- To view the Receipt detail, click on the relevant Delivery Note Number

Receipt: 366841

Creation Date: **30-Sep-2014 00:00:00**
Organization: **Waitrose Division**

Receipt Transactions

Receipt Date	PO Number	Line	Item Description	Delivery Note Number	UOM	Ordered	Case Size	Received	Ship-To Location
30-Sep-2014 00:00:00	12345	1	PRODUCT A	987654	EACH		1		123

View Purchase Orders

NOTE

JLP iSupplier is primarily an invoicing tool. Purchase Orders on JLP iSupplier should not be considered placed/confirmed Orders. Only orders received directly from your Buyer/Branch via your normal method, (e.g EDI, Fax or Email) should be fulfilled.

When you invoice JLP you should quote a Purchase Order number on your invoice, allowing the JLP Financial System to 'match' the invoice to the Purchase Order.

Log in at <http://jlp-suppliers.com/isupplier/>

- Select 'JLP iSP GFR Inquiry' or 'JLP iSP GFR Invoice Entry'



- Click the 'Orders' tab



- All Orders, excluding those marked as 'Closed' or 'Completed', will appear in front of you. You can also click the 'Advanced Search' button to begin a search



- You can view the detail of the Purchase Order by selecting clicking the PO number

Order Information												
↑ Indicates Invoiced exceeds Received												
General Total 1,281.14 Supplier SUPPLIER NAME Supplier Site P123456 Address Order Date DD-MM-YYYY Status Open Operating Unit Supplier Order Number 111111 Expected Delivery Date DD-MM-YYYY					Terms and Conditions Payment Terms 14 0% 14 Ship-To Address Ship-To Location 001 Address SHIP-TO ADDRESS Bill-To Address Address BILL-TO ADDRESS				Summary Total 1,281.14 Received Invoiced 0.00 Payment Status Not Paid			
PO Details												
Line	Type	Item	Supplier Item	Description	Case Size UOM	Qty	Price	Amount Received	Invoiced Amount	Status		
0	Amount	654321		Product A	6 Each	13	6.54	85.02		0.00 Open		
1	Amount	654322		Product B	2 Kilogram	8	9.75	78.00		0.00 Open		

Section 1 - Order Information

The ↑ in the top left corner, indicates if the Invoiced amount exceeds the Received amount

- Total** - The total amount of the PO
- Supplier** - Your organisation name
- Supplier Site** - Your site number (some suppliers have more than one site)
- Address** - Your organisation's address
- Order Date** - The date the order was raised
- Status** - PO Statuses:
 - Open** - The Purchase Order is open for Receipts and Invoices

- **Closed** - The Purchase Order has been closed, although Receipts and Invoices can still be processed
- **Closed for Invoicing** - The Purchase Order has been closed for invoicing, although Receipts can still be processed against it
- **Closed for Receiving** - The Purchase Order has been closed for receipting, although the invoice can still be processed against it
- **Operating Unit** - The area of the Partnership responsible for the Purchase Order, Invoice or Receipt: John Lewis Division, Waitrose Division, Waitrose (Guernsey) Division or Waitrose (Jersey) Division.
- **Supplier Order Number** - The unique Purchase Order number
- **Expected Delivery Date** - The date delivery is expected

TERMS & CONDITIONS SECTION

- **Payment Term** - The payment term agreed between your organisation and John Lewis Partnership
- **Ship-To Address:**
 - **Ship-To Location** - The JLP Branch or Distribution Centre the goods or services are delivered to
 - **Address** - The JLP address of the Branch or Distribution Centre the goods or services are delivered to

Note: For suppliers who deliver their goods or services to **Clipper** the Ship-To Location and address will show as the 'Final Destination' (i.e Branch/Distribution Centre)

Note: For suppliers who deliver their goods or services directly to the customer, the Ship-To Location and address will show as the relevant branch location or JohnLewis.com

- **Bill-To Address:**
 - **Address** - JLP's billing address

Section 2 - Summary

- **Total** - The total amount of the Purchase Order
- **Received** - Yes / Partial / No
- **Invoiced** - The received invoiced amount
- **Payment Status** - Paid / Not Paid / Partially Paid

Section 3 - PO Details

- **Line** - The PO lines
- **Type** - Amount
- **Items** - Item Number. For the John Lewis Division this is the dissection followed by stock number
For the Waitrose Division, this is the line number
- **Supplier Items** - Where applicable, the product code you use within your system
- **Description** - Description of the item
- **Case Size** - The number of units per case

- **Qty** - The number of cases
- **Price** - Price per unit
- **Amount** - The total amount for the PO lines
- **Received** - Full / Part / No
- **Invoiced Amount** - The total amount invoiced
- **Status** - Purchase Order status