

## GFR Supplier Frequently Asked Questions

### Questions to help Getting Started

- **What is a GFR supplier account?**
- Suppliers who supply Goods For Resale (GFR) products to our John Lewis or Waitrose brand under a wholesale agreement fall into this category.
- **What is Coupa Supplier Portal?**
- Coupa Supplier Portal is part of the e-invoicing solution 'Coupa' which supports our suppliers to complete account functions such as: viewing weekly sale or return data, submitting invoices or credit notes, inquiring on payment dates and purchase orders, viewing remittance copies and completing other e-invoicing activity functions.

### Questions on Company Information Management

- **Can you change your address and bank details using Coupa Supplier Portal?**
- In order to update the company details on your supplier account you will need to submit a change of details request to our Finance Service Centre team by using our supplier help portal [here](#).  
Payments may get delayed without the correct banking or address details being held on your supplier account.
- **How do I update the VAT status on my supplier account?**
- In order to update the VAT status on your supplier account you will need to submit a change of details request to our Finance Service Centre team by following the steps on our ['Request account changes as a UK-based supplier for John Lewis'](#) guide.  
Without the correct VAT details being held on your supplier account VAT will not be able to be applied to your invoices when submitted to us on Coupa.

### Questions on Active Accounts Activity

- **What if you submitted an incorrect invoice?**
- You are advised to submit a credit note to match against the incorrect invoice then submit the correct invoice. Credit notes can be submitted against invoices that have been previously submitted to us for your supplier account, please login to your Coupa account and follow our **'Creating a GFR Credit Note'** guide, found [here](#).

- **What are my payment terms?**
- When you register with JLP as a new supplier, payment terms are agreed with your buyer and are within your contract. Payment terms start from the invoice date or invoice received date. JLP operates a weekly payment process for most suppliers by BACS transfer. If you are unsure, please check your payment terms. Please note:
  - Goods For Resale Domestic supplier payments will be made each Wednesday (for John Lewis Division) and Thursday (for Waitrose Division), on or after the invoice due date
  - In the event that the payment run date is a bank holiday, payment will be processed the next working day
  - For credit notes, the due date is generally the same as the original invoice due date. In the event the invoice due date has passed, the due date is generally set to be the same date the credit note is submitted to JLP.
  
- **Once my invoice has been approved for payment how soon after this should I receive payment?**
- On your invoice there will be a 'True Payment Due Date', this will update to show the estimated date of when your invoice is due to be paid. Once your invoice has been approved for payment, it will be paid to you in line with the payment terms held on your supplier account records. Your invoice should auto-approve unless you amend the invoice line totals to an amount greater than the issued PO.  
Payments are made on your nominated weekly payment day with payment usually received 2-3 working days following receipt of your remittance advice.
  
- **Who do I need to contact for queries about my GFR rebate activity?**
- Please contact your buyer in the first instance to raise this query.
  
- **Who should I contact if I believe the cost price on products traded on my GFR supplier account are incorrect?**
- Please contact your buyer in the first instance to raise this dispute.
  
- **How do I check my invoice status?**
- In order to check the invoice status on your supplier account, please reference our [invoice status guide](#) where you will be able to find a full breakdown of invoice status your invoice may show.
  
- **Where can I view my PO receipts?**
- You are unable to view PO receipts on Coupa. Please liaise with your buyer or main JL/Waitrose business contact in order to receive these. Alternatively, you can submit a query to our Finance team using this link [here](#).

- **Why has my PO or Invoice been deleted?**
- Any transaction that was held in Coupa which has been deleted will provide a rejection reason. The 'comments' field towards the bottom of the page will outline why the invoice has been deleted.
  
- **Why does the invoiced amount on my GFR PO not reflect the amount I have invoiced?**
- Please follow the '**Understanding Your GFR PO on Coupa**' guide which can be found [here](#).  
Please note, invoices which are raised manually by our Processing teams or via EDI, will not reflect on your invoiced amount within your PO 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.
  
- **How do I switch off Notifications?**
- You will automatically receive notifications in your Coupa Supplier Portal and via email to advise of actions, such as new orders or invoices being approved. Please be aware, you do not need to take any action and can disregard these notifications. If you would prefer to switch off your notifications from Coupa, you can do so by following the 'Turning off Notifications' guide - available [here](#).

## Questions on Warnings and Disputes

- **How do I know if my Invoice has been disputed?**
- You will be able to locate your disputed invoices within Coupa as the dispute reason will show below the header field '**Dispute Reason**'. This field will only show one dispute; the rest of the error reasons will be posted on the Invoice comments section. This comments section can be found at the bottom of your invoice. Please review both places and accordingly resolve the errors.
  
- **What is a (SW) Submission Warning?**
- An SW = Submission Warning (Included on submitting invoices for DCI, SOR non self-bill overseas and UK based supplier) is a warning message that will appear on invoices when trying to submit on Coupa Supplier Portal. This will show when an invoice is missing information or when some details have been completed incorrectly.

- **Why am I seeing a (SW) Submission Warning?**
- See below a list of what can cause an SW and how to avoid these messages:
  - *Dissection field is mandatory on DCI Invoices* - DCI (Dissection Charged Invoice) suppliers will need to add a dissection number to their invoice, please follow the **'Create a GFR Dissection Charged Invoice on Coupa'** guide to submit a DCI, which can be found [here](#).
  - *Dissection field must be blank on Stock Invoices*. - Blank invoices being created, when you are unable to find the PO, within Coupa need the Dissection fields to be blank. The dissection flag needs to be selected as 'No' and the dissection number field needs to remain blank.
  - Please ensure you have selected the correct; TAX codes, TAX amounts and that TAX on your invoice lines matches the invoice total.
  - If you are submitting TAX on your invoices then please ensure we hold VAT details for your company. It is important that these VAT details are up to date.
  - Suppliers submitting invoices in a currency other than GBP may need to add an exchange rate. Without an exchange rate on the invoice or the incorrect exchange rate the invoice could be rejected or payment could be delayed.
  - A mismatch in invoice currency and PO currency will cause an SW. Please correct the invoice currency before submitting.
  - *Please note that you have included an unmatched line to a stock invoice*. - All lines on an invoice must either be matched to a PO, or all not matched to a PO; this cannot be mixed within a single invoice.
  - Invoice date cannot be in the future, please amend.
  - *Location field is mandatory on GFR invoices* - If you are a GFR supplier then you will need to provide a Ship-to location within your invoice.
- **What is a (SB) Submission Block?**
- Without correcting your invoice after receiving a Submission Warning, you may see a Submission Block. This will prevent you from submitting your invoice on Coupa. If you are unsure why your invoice is being blocked from being submitted please contact your Buyer/JLP contact.