

## JLP iSupplier User Agreement

1. JLP iSupplier is provided to your organisation free-of-charge, whilst your organisation remains an active supplier to the John Lewis Partnership ('JLP').
  2. JLP has invested in JLP iSupplier to provide a free, convenient way for suppliers to enquire on their account with JLP and in some cases to enter invoices. JLP may, however, cease to provide the JLP iSupplier service at any time.
  3. As the service is provided free-of-charge, JLP doesn't warrant the availability of JLP iSupplier, although it normally provides the service 23 hours a day (not between 21:00 and 22:00). JLP iSupplier is also taken offline at other times periodically, for maintenance purposes.
  4. If you leave your organisation, or cease to have authority to access JLP iSupplier for your organisation, you or your organisation must contact your JLP iSupplier Administrator promptly so your account can be inactivated. You must not access JLP iSupplier without authority to do so. JLP cannot accept responsibility for any issues arising from you or your organisation's failure to carry out your responsibilities set out in this Agreement.
  5. You must not share JLP iSupplier user IDs or passwords.
  6. You must take reasonable steps to protect the security of JLP iSupplier. These include not writing password information down, changing your password if you suspect someone else has come to know it and logging out of JLP iSupplier when not using it.
  7. You must preserve the confidentiality of the data in JLP iSupplier and only use and disclose it for purposes in connection with the management of your organisation's account with JLP for which you have been authorised by your organisation.
  8. For shipments from non-EU countries, there is a requirement to provide additional documentation before the payment process will commence. When submitting your invoice electronically through JLP iSupplier, please ensure you attach the following documents to it: copy of the packing list, preference certificate if required (GSP Form A, EUR1, ATR etc), bill of lading and any other document as applicable. Please courier original preference documents and bill(s) of lading to John Lewis plc, Import Logistics & Compliance, 171 Victoria Street, London, SW1E 5NN. NB you may find it more convenient to use Seawaybills; all documents (other than preference certificates) can then be attached to your JLP iSupplier invoice, without the need for couriering.
- For shipments from EU countries, there is a requirement to provide additional documentation before the payment process will commence. When submitting your invoice electronically through JLP iSupplier, please ensure you attach a copy packing list.
9. JLP will inactivate all user IDs for your organisation if it ceases to be an active supplier to JLP
  10. In the unlikely event that JLP iSupplier behaves unexpectedly (for example it displays an error message or shows incorrect or inappropriate data) you should notify JLP promptly.

## JLP iSupplier Administrator Agreement

In addition to the points noted in the User Agreement, these following points also apply:

You confirm you are authorised to act as a JLP iSupplier Administrator for your organisation. This means that you are authorised to create and approve JLP iSupplier user IDs for employees of your organisation.

These user IDs will allow those employees to see financial data generated in the course of your organisation's business with JLP – for example purchase orders, receipts, invoices and payments. Some of this data may be commercially sensitive. Depending on how you set them up, user IDs may also allow them to enter invoices on behalf of your organisation, for payment by JLP

Given the sensitive data available on the portal, if users of JLP iSupplier leave your organisation, or cease to have business-need to access this data, you agree to inactivate their user IDs promptly. You agree that you are responsible for creating, maintaining and inactivating the JLP iSupplier user IDs for your organisation. However, only JLP can assign *Administrator* privileges.

**To register free for JLP iSupplier, please email [financialprocessing@johnlewis.co.uk](mailto:financialprocessing@johnlewis.co.uk)  
Please include your name, email address and supplier name (and supplier number if known).**

**Your use of JLP iSupplier will be deemed as acceptance of the terms and conditions outlined in this agreement form. Therefore, it's important that you contact us with any questions or concerns before using the system.**