Mirakl Commission Onboarding Guide

Version 1.4

Contact: supplierdirectonboarding@johnlewis.co.uk

<u>Version updates</u>

Version	Updates	
1.3	- Inserted update on Discount Pricing in Product Offers - Inserted new section 'Accounting'	11/7/25
1.4	- Updates to Accounting section and FAQs added to support invoicing queries - Inserted of new section 'Returns' to support with returns reporting queries	1/9/25

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Supplier Onboarding Checklist

Welcome to the John Lewis Commission Supplier Onboarding guide this document will outline steps and overview of the Mirakl platform that John Lewis is using to grow its assortment of 3rd Party Brands.

The checklist below is designed to support your understanding of the key steps to become a supplier on JL.com efficiently. Please ensure that you have followed each step and completed. Please refer to this document for further details.

- ☐ Signed Contract
- ☐ Mandatory information provided for Account Set Up
    - ☐ Company Information
    - ☐ Contacts
- ☐ Account Set Up
    - ☐ Shop Name
    - ☐ Activity Calendar
    - ☐ Contact Details
    - ☐ Billing Information
    - ☐ Carriers
    - ☐ Warehouse Locations
    - ☐ Users
- ☐ Product Creation
- ☐ Import Offers
- ☐ Test Order Successfully acknowledged

Once all these steps have been completed you are ready to operate on the John Lewis platform. For any assistance in the first instance please refer to this Onboarding Guide or the Operations Manual, if you still have questions please contact supplier.direct@johnlewis.co.uk.

Creating Mirakl Account

We will send an email with a link for you to complete, this link is valid for 2 days. Prior to sending we will need the following information from you:

- ☐ Email Address - please ensure it is linked to your company ie 'name@supplier.co.uk'
- ☐ Supplier Name - how you refer to your organisation

Once received please complete the information required, this includes the following:

- ☐ Company Name
- ☐ Supplier Number (if known) (Operator Internal ID)
- ☐ Company Registration Number
- ☐ UK VAT Number (please also provide your EORI number to the onboarding Team if needed)
- ☐ Company Address
- ☐ Contact Details - including Customer Service
- ☐ Working Hours
- ☐ Carriers

Please note: Your account will only be activated when the mandatory attributes have been completed and one of the team has reviewed your submission.

Create Your Store Account

You'll receive a link via email to create your account (valid for 2 days).

Complete the form:

Email Address
Supplier Account Name

Click Save
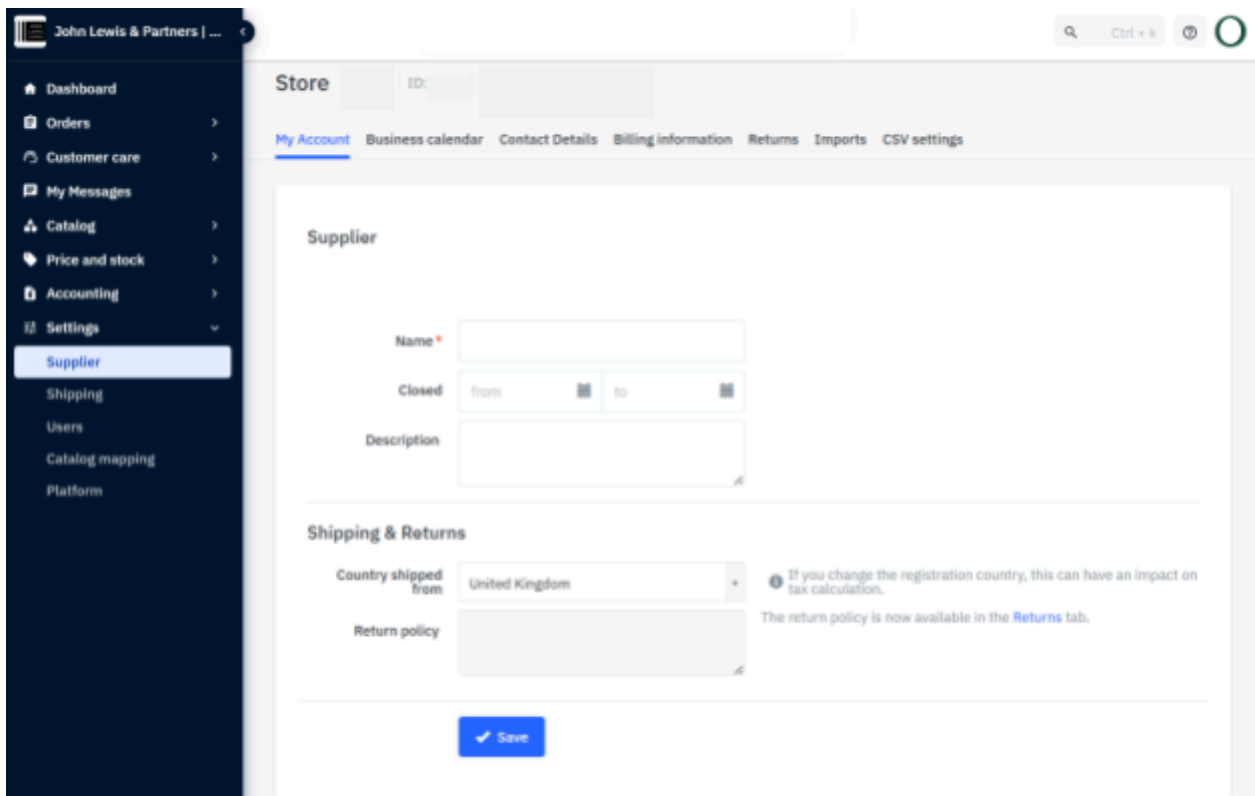
You should then receive an email to configure your password.
Click the link and follow the onscreen instructions to set your password.

Please note: It is important to keep your login credentials secure and should not be shared with others in your organisation. Everyone that requires access should have their own individual log in.

Settings

Suppliers - Add Your Store Account Information

My Account

Confirm store name and please note whilst you can set any vacation modes this will not disable your listing, if you are unable to fulfil due to holidays please reach out to the team at supplier.direct@johnlewis.co.uk and they will advise on the correct course of action.

Business Calendar

Set your business days and hours, we expect these to be a minimum of Mon-Fri 09-17.

Completing Business Days & Hours is important as this will have an impact on seller statistics (such as Order Acceptance Time) and an impact on shipping deadline calculations.

Contact Details

Please ensure mandatory fields are completed. This is important for John Lewis to be able to reach the correct teams and for escalation purposes.

Billing Info

Please complete with your details of your registered entity. Please ensure you enter your UK VAT number.

There is no requirement to enter any details under 'Specific Billing Information' or 'Fiscal Representative Information' for John Lewis.

Returns

Please note: This section will be set for you.

We expect all suppliers to sign our terms and operating agreement which defines our returns expectations including change of mind policy.

Imports & CSV Settings

Allows the supplier to configure locations for either product and or offer imports so that Mirakl can scan the locations on an hourly basis to retrieve files.

Shipping Settings

Shipping Charges

This will be configured for you automatically. We have set all suppliers up to deliver to the UK as per the Operations Manual.
Shipping charges will be accounted for within the SPTI % rate.

Shipping Options

The lead time to customer consists of two attributes:

In Mirakl Lead time to Ship is time taken for an item to be shipped from your warehouse.
Shipping time in Mirakl , includes both the lead time to ship and the transportation time.

We have set the default Lead time to ship at a global level of 2-3 calendar days, please let the team know at John Lewis if there are any special requirements for yourself.
You are able to configure the default value for delivery, however unless agreed during an onboarding or operational conversation the 'lead time to ship' and 'delivery time' should be no less than 5 calendar days.

We expect the majority of our orders to be promised and delivered to customers within the above 5 calendar days to mirror our lead times from our own network.

Carriers

Please choose your carrier from the list provided. We expect the majority of our suppliers to use a tracked carrier service.
Should you need any support or if your carrier is not listed please contact the team at
supplierdirectonboarding@johnlewis.co.uk to add or advise.

Warehouses

Please add in the locations where your items are shipped from.
If this is multiple locations please add them all to here.

Users

Please add users within your organisation.
You are able to add users by the following user groups:
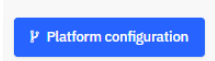
Roles

- ☐ **Shop Administration** — Access to "Dashboard Statistics", access to the "Settings", "Information", and "User Management" menus, ability to call Shop API.

- ☐ **Inventory Management** — Access to "Inventory" dashboard, management and messages, and "Mapping Configuration".

- ☐ **Order Management** — Access to "Message", "Order" and "Revenue" Dashboards, and Order Management.

- ☐ **Accounting** — Access to "Statements" and "Transaction History".

- ☐ **Support** — Access to "Message" and "Orders" dashboards, ability to upload order documents and edit seller order references.

Catalogue Mapping

This menu allows you to manage and view your catalogue structure and that of John Lewis. If you

wish to understand John Lewis product configuration select **⅌ Platform configuration** in the top right of the

screen. This will allow you to view our catalog and how it is organised and what you are therefore able to map to.

Should you wish to map your data, select the category in 'My Catalogue Structure' panel and then in the 'Platform Configuration' panel select the John Lewis category that matches.

Once selected please click validate to confirm.

Changing a mapping will delete any incompatible attribute mappings.

You are also able from this menu to use the Mapping Wizard to import and map your data to the John Lewis categories.

Platform

Shipping

Carriers configured against your account.

Commissions

Allows you to view the commission rates that you have agreed to.

In Mirakl, the commission will be displayed as SPTE (not SPTI).
SPTE - Selling Price Tax Exclusive
SPTI - Selling Price Tax Inclusive

We will adjust the commission rate within Mirakl to be SPTE in order for the sales reporting to be indicative of actual performance. The commission rate in Mirakl will be updated to SPTE for accurate sales reporting. Please note that while the rates displayed in Mirakl are indicative, the commission

rate agreed upon with your commercial team and held by John Lewis is the actual rate at which payments will be made.

Please see Appendix 2 for indicative calculation.

Billing & Payments

Details any subscriptions, payment terms and billing cycles that you are committed to.

Offer Conditions

Displays what product conditions ie New/Used are allowed by John Lewis through Mirakl

Business Days and holidays

This allows you to view your business days and opening hours and holidays that you may have set.

Terms of Service

This will contain documentation that you have agreed to during onboarding.

Catalog (Products)

Product vs Offers

It's important to understand the difference within the platform of Product and Offer.

Product

A product always has at least one mandatory attribute, these attributes are generally required either for website taxonomy, support to sell product ie description or for regulatory purposes. The mandatory attributes are configured by John Lewis.

Catalog Management

A view of all products currently listed by you, the supplier, products will be classified under one of three categories:
The statuses that the suppliers might see are: Invalid data, Pending, Publication error, Changes required, Rejected and Published (= 6 statuses).

Products Imports

Products can be imported into Mirakl in a variety of ways:

Manual
Excel Template
Excel, CSV, XML Files
FTP/HTTP automation
API
Connectors
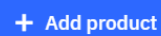
We recommend that manual import is only used for small numbers of product inductions. For complete guidance on John Lewis Product Terminology please refer to Appendix 1 John Lewis Product Onboarding Guide.

Manual

1. Under Price and Stock select Offers then **+ Add product** .
2. Select a category and sub category
3. Complete the product characteristics
4. Complete the offer characteristics
5. Submit for approval

Products will only show in your inventory when they have been approved by the product launch team.

Excel Template

Select Catalog and then Product Imports. You should see the following menu:

Import products

Product file

Choose the product file you want to import. Learn more about import modes

File *

Drop file here

or

Select file

Supported file types: CSV, XLSX, XML

Confirm   Cancel

Templates and documents →

Manual mapping wizard →

Select Templates and documents select [Generate product template]. Select the template type and requirement level and categories you wish to induct product in. Once categories have been selected then you can Generate the template. Once generated you will have the option of downloading. The template type selected should be the "product" template.

Last generated template

Product template file for 3 categories generated on 08/04/2025 13:51:23.

products-en_GB-20250408135123.xlsx - 92.96 kB   Download ⬇

Template type

Products   ⌄

Requirement level

All (required, recommended, optional)   ⌄

Categories *

Search   🔍

⊞ ☐ Beauty

⊞ ☐ Clothing, Accessories And Footwear

0 selected

Language

English - GB   ⌄

Generate template   **Back to import**

Excel Template Guide
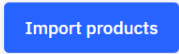
Once downloaded the template will have three tabs.

   Data - once category is selected colours will display if attribute is required (red) or optional
   (white) or not relevant (grey).

Reference Data - contains data required to populate certain mandatory fields

Columns- details the column and a description of the input required and if the attribute is required.

Once the template has been completed with the mandatory fields (red cells) please save the file and return to the portal and under Catalog and Product Imports please select [Import products] .

The below should be displayed please select the file you have just created and click confirm.

Import products

Product file

Choose the product file you want to import. Learn more about import modes

File *

Drop file here

or

Select file

Supported file types: CSV, XLSX, XML

Confirm   Cancel

You will be able to track the status of this import through the Catalog menu and product import. Your products will be reviewed by the product launch team.

Mapping Wizard

This tool allows you to map your data directly to that of John Lewis. You should only use this tool if all of the mandatory attributes are present in your product data. You will only need to redo this mapping if you add new categories and mandatory attributes change. To view our mandatory attributes you can select view operator's configuration from the following menu under Catalog and Catalog Management:
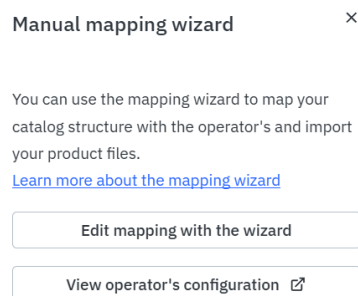
You should only use the wizard for your initial mapping, once your mapping is defined you should either use API imports or through the interface.

Once you have verified your data includes the mandatory attributes required select the box marked Edit mapping with the wizard. This will present the following interface:
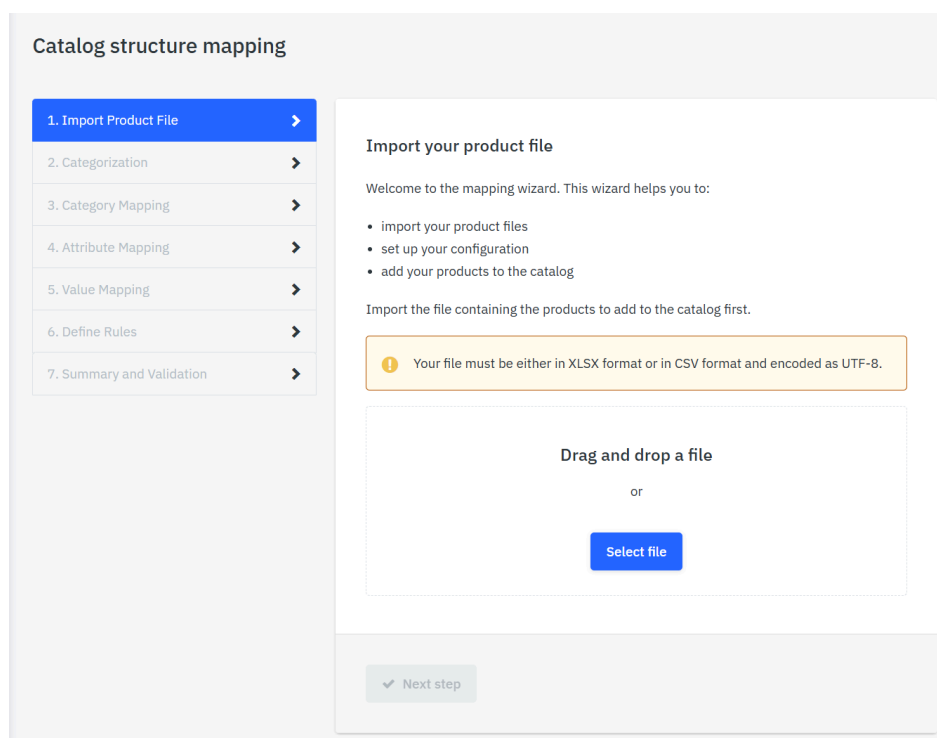
Import your file, the maximum file size is 100mb and it should not contain more than 1000 columns. Once uploaded follow each heading starting with Categorisation.

API

Suppliers can import products using API by directly sending your product data in the required format using the appropriate API endpoints.

Should you wish to use APIs to manage your products please let the onboarding team know and they will share the API frameworks with you.

Offer Import (Price and Stock)

As detailed above it is key to understand the difference between a Product and Offer. An Offer within Mirakl is linked to a product within your catalogue and it details the status, price and quantity of the product.

Offers

An Offer is always required for a product to be live on John Lewis.com this listing is always linked to a product. An Offer consists of the following information:

- sku
- product-id
- product-id-type
- description
- internal-description
- price
- price-additional-info
- quantity
- min-quantity-alert
- state

- available-start-date
- available-end-date
- logistic-class
- discount-start-date
- discount-end-date
- discount-price
- update-delete
- Leadtime-to-ship

In order for the file to process, the attributes highlighted in red above must be provided, we'd expect that the 'optional' field highlighted in amber above would also be provided. Should you not wish to provide a value against a particular attribute then the column can remain blank.

Whilst the 'Leadtime-to-ship' is not a mandatory field from a file processing point of view it is required for John Lewis for changes to overall lead time displayed on the website.

The website leadtime (Customer Promise) is configured as follows:

Lead Time to Ship + Carrier Lead time = Customer Promise

The default lead time to ship is 3 days.

In order for the file to be accepted the file must contain the following mandatory fields

- sku
- product-id
- Product-id-type
- Price
- State (New/Used)

It should also contain
- Quantity

Although it should be noted that this is not a mandatory attribute and the file will successfully process without, 'Best Practice' and expected behaviour for John Lewis is that this field will always be completed when submitting an 'Offer'. Also as the default value of 'lead time to ship' is 3 days if this field is left blank then the default setting will apply. Should you wish to change this value and the operations team have signed off this then this field will also need completing within your 'Offer'.

Discount Price

Please note should you wish to advise John Lewis that you are offering a discount on pricing using this field we must be advised 7 days prior to the start date. Should you use Discount Pricing then in order for it to reflect correctly on JohnLewis.com then both the start and end date and discount price fields must be completed.

File Imports

To Manually update inventory individually, on Offers open the product you wish to update, Price & Stock, General information, update Stock quantity, confirm.

To Manually update inventory in bulk download on Offers click the Ready to import inventory file, XLSX, open and update the 'quantity' column and save. Then on File Imports select the file. Change the file content drop down to Offers and Products. Import mode, select Normal, import.
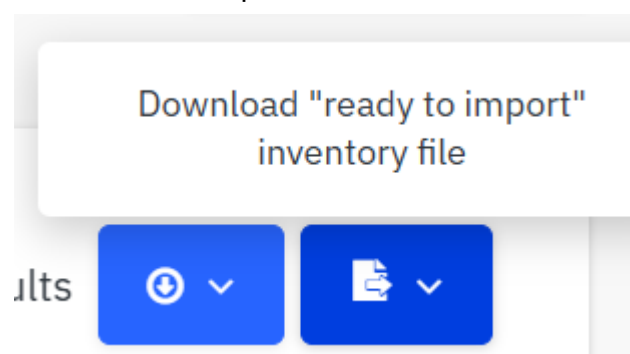
Suppliers can also push and update offers via API. Should you wish to use this functionality please reach out to the team and they will provide the documentation for the API frameworks.

Connectors

The following connectors are supported through Mirakl for Product Catalog and Offer management:

Afterbuy

Amazon

Magento

Salesforce Commerce Cloud

Shopify Seller

Shopware

WooCommerce

Please note in order to use a third party connector you will need to have a Mirakl Connect account.

Order Management

Orders can be updated either manually in Mirakl via your shop interface, via API or using one of the connectors such as Shopify.
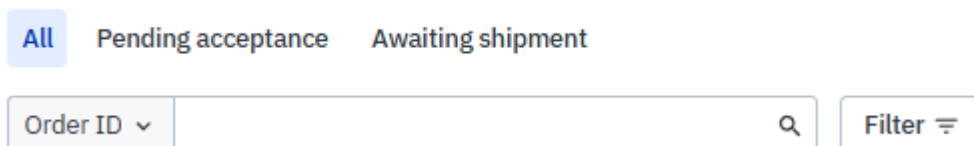
John Lewis expects all new orders must be accepted or rejected within 24 working hours. Orders should only be rejected for reasons of no stock. Should there be any other reason that you are unable to fulfil an order please contact supplier.direct@johlewis.co.uk and they will advise on the best course of action.

Manual Processing

Should you wish to process your orders manually you are able to through the Shop interface. For any supplier that has an order volume greater than 50 orders per week we would expect you to automate your order processing to ensure that order updates are timely and accurate.

New orders

From the main menu select Orders and All Orders this should then display all orders for your Shop. To accept new orders you can either use the top menu as detailed below to show all orders Pending Acceptance.

Or from the main order screen you can filter orders using the Filter function to select orders in Pending Acceptance or select these orders individually. Once you have selected these orders accept them using the menu button highlighted in blue below marked 'Accept'.

Orders - Select orders - Accept

Should you wish to Cancel or Reject a New order select those orders you wish to reject and then select the 'Reject' button highlighted in white above. This will reject the order and refund the customer.

Please note you must update New Orders within 24 working hours.

Please note we only expect orders to be rejected or cancelled due to stock availability and not for any other factor. Should you be unsure if you should accept or reject an order please reach out to supplier.direct@johnlewis.co.uk. Auto Rejection and Acceptance Rate form part of the store rules listed under Quality Control. Should your cancellation/rejection rate exceed these then your shop may be suspended from sale.

Updating in Bulk

Orders can be updated in bulk by ticking multiple boxes or select all at the top, then can select the appropriate action to Accept, mark as shipped, reject or cancel orders.
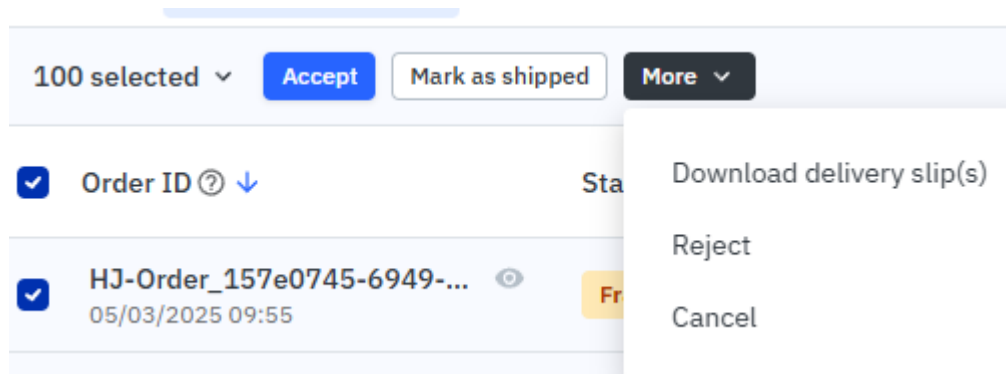
Update an order to Dispatched

Select the Awaiting Shipment order - mark as Shipped
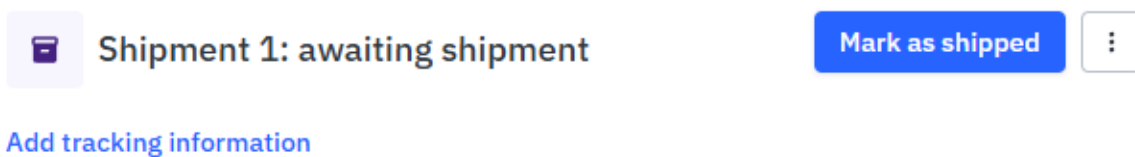
Then Click Add tracking information, select your carrier and add tracking number.

Ship part of an order

Click the 3 dots, click Divide shipment
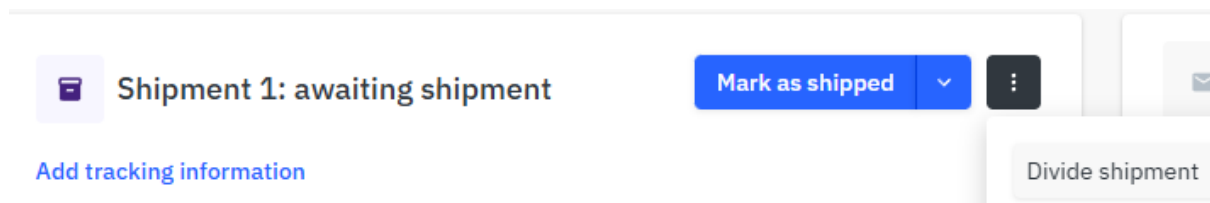
Items to ship

Define for each item the quantity to ship in this shipment.

☑	Tayla Knee High Boots N	1	⌃ ⌄
	Offer SKU: S2003		

Carrier *

DPD UK ⌄

Tracking number

E.g. 129834

Tracking URL

https://www.dpd.co.uk/?reference={trackingId} ↗

☑ Mark this shipment as shipped

Create shipment   Cancel

Update Tracking in bulk

Sellers can upload a CSV or XLSX file to update order tracking information and change the order status to "Shipped" on multiple orders at the same time.

From the "File imports" page, you can see the import status and possible error logs for each uploaded file.

Uploading the file:

In the back office sidebar menu, select Orders > All orders.

In the top right corner, click Import Shipment Confirmation File.
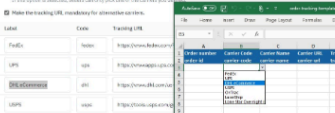
The "File imports" page appears.

If you want to get a file template, click Download a file template / Download an Excel template.

Click Select file to select a file to upload.

Click Import.

Your uploaded file appears in the import history and orders are updated.

Header	Description
order-id	The identifier of an order. This information is mandatory for all orders.
carrier-code	The label of a carrier. This information is mandatory for a registered carrier. :::details **For example** :::
carrier-standard-code	The standard code generated by Mirakl of a carrier. This information is mandatory for a registered carrier.
carrier-name	The name of a carrier. This information is mandatory for an unregistered carrier.
carrier-url	The tracking URL of a carrier. This information is not used for registered carriers (because computed automatically).This information is optional for unregistered carriers.
tracking-number	The carrier tracking number. This information is mandatory for a registered carrier with a URL requiring a tracking number.

Update orders to Delivered

API mapped carriers will automatically pull through 'in transit' and 'Received' updates.

John Lewis will send an email to customers to ask if they received the order. The Customer will click accept to confirm receipt and this will link to update as Received on Mirakl.

If the order has not been updated to Received after 21 days, it will automatically update to Received in Mirakl as we will assume the item has been delivered until we hear otherwise from the Customer.

Cancel an order

To Cancel prior to Shipped, open the order and Cancel

To cancel all lines in an order once already shipped, select full refund and select a reason.

It will update and show refunds at the bottom of the order

Cancel Part of an order prior to Dispatch

Select Reason, quantity, and tick 'I will not ship this item'
Click Refund order

Dashboard
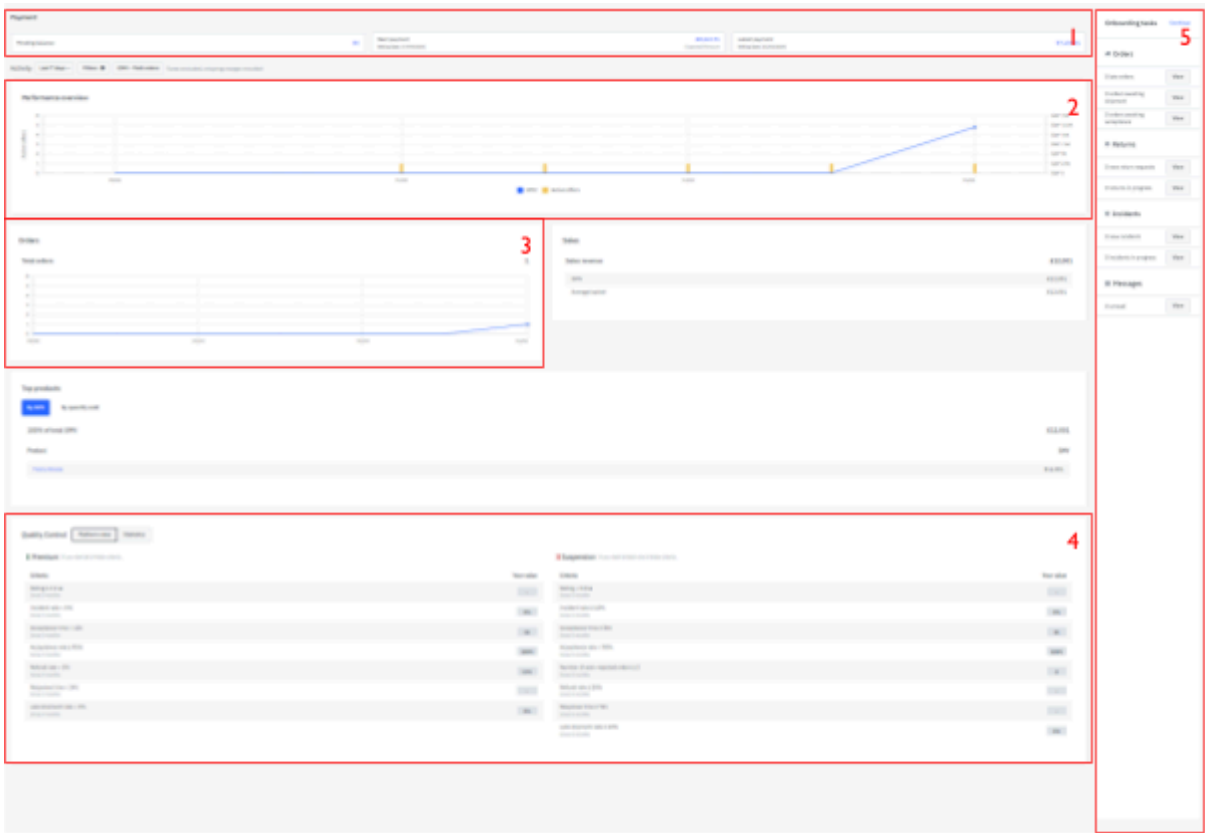
1. Balances

Pending

Amount debited from customers which has yet to be delivered by the supplier.

Next Payment

Amount outstanding for all orders delivered to customers where the supplier is still outstanding payment. This is due to be paid on the next billing cycle.

Latest Payment

Amount last paid to the supplier for orders taken.

NB: Mirakl platform is not responsible for payment this will be conducted by JL systems data included here is only for reference.

2. Performance Overview

Displays the GMV (Gross Merchandise Volume, total paid orders before refunds) and the number of active Offers currently live on the platform at the last day of the specified period.

3. Orders

Number of orders created on the platform in the specified period.

4. Quality Control

Gives insight to suppliers as to how they can improve their store quality and the rules applied. There are two tabs, platform rules and statistics.

Platform rules detail the criteria used to measure supplier performance and the suspension rules detailed by John Lewis.

The Statistics tab details all the calculations used to determine and measure the platform rules.

A supplier's account may be suspended if it meets at least one of the criteria set by John Lewis as defined by the statistics tab above.

5. Call to Action

This pane allows suppliers to quickly identify areas that require immediate attention and focus. It will include:
- Late Orders
- Orders requiring acceptance
- Orders Awaiting Shipment

It will also detail incidents or messages that need actioning.

Supplier Service Quality Levels

Measure Title	Measure	Measurement Period	Measurement Description
Acceptance Rate	99%	3months	The number of accepted order lines divided by the total number of accepted and rejected order lines.
Acceptance Time Frame	24hrs	3months	The average time period between when an order notification is sent to the supplier account and when the order is accepted.
Incident Rate	3%	3months	The number of order lines with at least one incident divided by the total number of accepted order lines.
Late Shipment Rate	5%	3months	The number of orders shipped later than the shipping deadline divided by the total number of orders.
Auto Rejected Orders	5	3months	The number of consecutive orders automatically rejected.
Response Time	48hrs	3 months	The average time period in which a supplier account responds to a customer's order-related message.
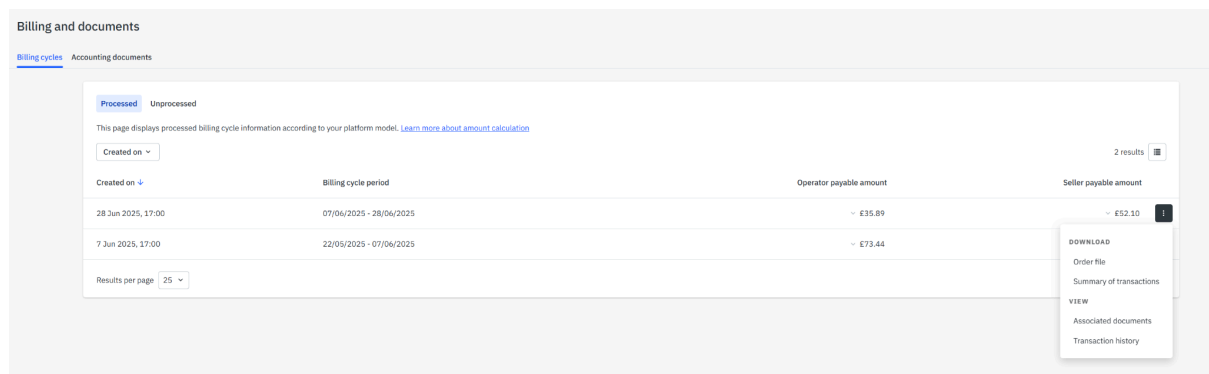
In order for the above Quality tiers to apply you must have had 100 orders since your store was created.

Hours detailed above are working hours.

Accounting

Please note information shown in Mirakl is for information purposes only, Payment and Self Bill invoices are generated by John Lewis and not from within the Mirakl platform.

My Statements

Supplier Accounting FAQs

Which document is the most important for my accounts?

The self-billing invoice is the master financial document. The detailed transaction report attached to the Purchase Order (PO) in the Coupa portal is the definitive record and your "single point of truth" for what you're being paid.

Where can I see a breakdown of my weekly payment?

The full, aggregated breakdown is in the Excel report attached to the Purchase Order in the Coupa portal. This report lists transactions by day and product EAN.

The Coupa report doesn't show individual customer order numbers. Where can I find them?

You can find individual order numbers by exporting the Transaction History from the Mirakl platform. Navigate to Accounting > My Statements > Accounting Documents to find the relevant document and export its transaction history.

What should I do if the information in Mirakl doesn't match the report from Coupa?

You must always trust the information in Coupa. The report attached to the Purchase Order in Coupa is the single source of truth for financial reconciliation.

Why do I sometimes see two accounting documents in Mirakl with the same invoice number?

This happens when you've had both sales and refunds in the same week. Mirakl creates separate requests for sales ("purchase invoice") and refunds ("credit note"), but John Lewis issues a single self-billing invoice or credit note that covers both.

What happens if my weekly sales equal my refunds?

A PO will still be generated in Coupa, but no financial invoice is issued. In Mirakl, the Document ID will state "No Invoice issued DD/MM/YYY (Sales = Refunds)".

When can I expect to receive my self-billing invoice/credit note?

- Trading week ends: Saturday at 5 PM.
- Purchase Order published in Coupa: The following Monday.
- Self-billing documents: Generally emailed to you as a PDF attachment on Tuesday.

The PDF attached to my accounting document in Mirakl mentions my invoice is on Coupa. What does that mean?

The PDF serves as a notification. The actual self-billing documents are available for you to view on your Coupa Portal.

Where can I find the invoice number on my customer orders?

In most cases, the invoice number will be stamped on the custom fields of your customer orders in the Mirakl platform. This helps with reconciliation. If there was a data mismatch during the generation process, the invoice number will not be stamped.

What if an order has both a sale and a refund in the same week?

If both a sale and a refund for the same order occur within the same billing cycle, the invoice number will be updated in both the Self Billing Invoice ID and Self Billing Credit Note ID(s) fields for that order in Mirakl.

What if an order has transactions across multiple billing periods?

If a new transaction (e.g., a second refund) occurs for an order that already has an invoice number from a previous period, the new invoice/credit note number will be appended to the existing information in the Self Billing Credit Note ID(s) field, separated by a comma.

Why is there a Self Billing Credit Note ID stamped on an order that doesn't have a refund?

Following an exchange write-off, the system incorrectly stamps the Self Billing Credit Note ID. Instead of being stamped on the original, refunded order, the Credit Note ID is incorrectly stamped on the new replacement order.

Does this exchange write-off error affect my payments or the customer's refund?

No. This is a critical point. The issue is only a data labeling error in the order header fields within the Mirakl Portal and order exports. All underlying financial transactions, self-billing documents, and actual payments to suppliers or refunds to customers are correct.

What should I do if I see an order with this exchange write-off issue?

You do not need to take any action. This is a known anomaly. While the data display in Mirakl may be confusing, you can be confident that the financial processing in the background is correct.

How can D2C Commission suppliers reconcile financial information?

The trading week concludes at 5pm on Saturday. For Direct-to-Customer (D2C) Commission orders, items must be dispatched within the week to be recognized as a sale for that period.

Coupa Portal

Every Monday, following a week in which customer orders were dispatched or refunded, a purchase order will be published in the Coupa portal.

The purchase order total is the amount payable to you, the supplier, before VAT.
Attached to the Purchase Order is a report named with the week ending date and the JL supplier number, *e.g. 20250622_255555.xlxs*. This report comprises the set of transaction lines which resulted in the calculation and generation of the purchase order.

Example:

Header	Value
Week Ending Date	2025-06-22

Day Date	2025-06-20
Ordering Supplier Name	Acme Ltd D2C SOR
Ordering Supplier Number	255555
Branch	12
Branch Short Name	JOHN LEWIS.COM
EAN Product Code	5060911033219
Product Code	48330118
Product Description	Pink Jumpsuit-Size 10
Total Sales Value	89.99
Sales Unit	1
Return Value	0
JLP Sale Margin	30.5966
JLP Cost of Sale	44.3
Dissection	480
Dissection Name	SPORTS D2C SOR
Sales Value	89.99
Return Units	0
VAT Rate	20
Sales Value xVAT	74.99
VAT in Gross Sales	14.99

The report is aggregated by day and by EAN. This means that individual order numbers are not included, and that if an item is dispatched for one order and refunded for a different order in the same day, it may net to zero.

Key fields

Column	Description
Week Ending Date	The last day of the billing week
day date	The day the order was dispatched, and when John Lewis recognises the sale. Or the day the order was refunded.
Total Sales Value	Gross sales value as paid by the end customer
JLP Cost of Sales	Amount payable to supplier before VAT

Invoices/Credit Notes received over email

The self-billing invoice will be emailed to the supplier. Generally this occurs on the day after the Purchase Order is published. The invoice number is also visible on the purchase order in Coupa.

JLP SELF-BILLING INVOICE

Invoice from		Invoice to		Operating Unit	John Lewis Division
Acme Ltd D2C SOR		John Lewis Plc		Invoice No.	ERS-29-JUN-25-174 552
1 Sample Way		c/o: Financial Processing		Invoice Date	29/06/2025
Dorset		Spedan House		Tax Point	29/06/2025
BE3 3ST		Doncastle Road		Currency	GBP
		Bracknell		Inv Submission Date	29/06/2025
Supplier Email:		RG12 8YA		Source	ERS
john.snow@acme.biz				Supplier No.	1
				Supplier Tax Registration No.	GB 111 2222 33
				Payment Terms	0% Discount paid within 60 days

Invoice Header Description	Additional Info		
		NET (GBP)	44.40
		VAT (GBP)	8.88
		GROSS (GBP)	53.28

SELF-BILLING
THE VAT SHOWN IS YOUR OUTPUT TAX DUE TO HM REVENUE & CUSTOMS

Line	Item Description	Quantity	Unit	Unit Price (GBP)	Net Amount (GBP)	VAT Code	VAT Amount (GBP)	Gross Amount (GBP)
1	SOR0000000001-1	44.4	Each	1	44.40	STANDARD (20%)	8.88	53.28

VAT Summary (GBP)		
VAT Rate	Net (GBP)	VAT (GBP)
20.00	44.40	8.88

Sample Self-Billing Invoice

Mirakl Platform

⚠ **Important**: The self-billing invoice is the master financial document. Whilst every effort has been made to synchronise the Mirakl platform with John Lewis financial systems, if there are any deviations then suppliers must refer to the self-billing invoice and to the corresponding purchase order in the Coupa portal as the single point of truth.

Accounting Documents & Transaction Exports

Accounting Documents

At the end of each billing week, the Mirakl platform generates an accounting document request. This is visible by navigating to **Accounting > My Statements > Accounting Documents** and viewing the **To the operator tab**.

On the day after the self-billing invoice has been issued, John Lewis will upload a document into the Mirakl portal. This document is given a Document ID which is with the document number of self-billing invoice or credit note issued that week.

One Self Billing Invoice / Credit Note may be associated with two Mirakl Accounting Document Requests

The Mirakl platform groups refunds and issues a credit note document request, and groups sales and issues an invoice document request. John Lewis includes sales and refunds in a single purchase order and issues a single document, either a self-billing invoice or a credit note. Therefore, in a billing week with both sale and refund transactions, suppliers should expect two documents with the same document ID.

Document ID	Issued on ↓	Document status	Payment status	Supplier	Billing cycle date	Type
ERS-29-JUN-25-174... ⊚ UUID: 83ba693e-8897-4c68...	29 Jun 2025, 01:00 Due date: 1 Aug 2025	Issued	Pending	Sample Store Ltd ⊚	28 Jun 2025	Purchase credit note
ERS-29-JUN-25-174... ⊚ UUID: 5fc7b95a-7659-49fe-...	29 Jun 2025, 01:00 Due date: 1 Aug 2025	Issued	Pending	Sample Store Ltd ⊚	28 Jun 2025	Purchase invoice

Two documents with the same Document ID

What happens where sales minus refunds = £0
Where sales minus refunds net to zero, then instead of an invoice number, the sentence No Invoice issued DD/MM/YYY Sales = Refunds) will be displayed as the Document ID.

Accounting documents before 19 Jul 2025
Prior to configuration change on 19 July 2025, the Mirakl platform did not issue accounting document requests for weeks where the amount payable was negative (refunds > sales) or zero (refunds = sales) and no accounting document is visible in the Mirakl platform. Suppliers will still have a purchase order in the Coupa portal for the period, and a self billing credit note may have been issued.

Transaction Exports
For each accounting document, the supplier can view and export the associated Transaction History by choosing the sub menu on the document line and choosing Transaction history.
The transaction history associated with the "Purchase invoice" document will be related to sales, while the transaction history associated with the "Credit note" document will be those related to refunds. It will be necessary to export both to view the full set of transactions for a period.

Returns reporting

Returns reporting is set up by the commercial team during your onboarding and you will be emailed two reports.

- RRR (returns reconciliation report) - report with details of product returned along with product codes and original order numbers along with return reasons
- RAR (returns ancillary report) - sent by JL Returns centre of consolidated returns available for collection

Examples of RRR reporting:

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
	OLY0415ZD - Column1		2	3		4	5	6	7	8		9	10	11	12	13	14	15	16
	Last Full Day														Thursday 21/08/2025		
	123456			Test Supplier 1											Last Refreshed on: 22/08/2025 10:42:31		
	Product Code	EAN Product Barcode		Product Description			Approval Location	Return Order Number		Original Order Numb	The Edge Supplier PO	Returned Stock Units		Returned Stock Total Va	Return Reason Descript	Return Secondary Reason Description
							John Lewis Chelmsfo	512365218		511413115	511413115-A	1		75	Goods not wanted	unwanted - product OK
	This will						Ancillary NDC	511950726		511026253	511026253-A	1		102	Goods not wanted	unwanted - product OK
	contain the		This will contain the	This will contain your			Ancillary NDC	511774192		511412690	511412690-A	1		99	Goods not wanted	unwanted - product OK
	JLP product		product EAN	product description			Ancillary NDC	511774342		509812064	509812064-A	1		55	Goods not wanted	unwanted - product OK
	code.						Ancillary NDC	511773307		511414818	511414818-A	1		89	Goods not wanted	unwanted - product OK
							Ancillary NDC	511421545		511025469	511025469-A	1		52	Goods not wanted	Wrong colour/not as seen

Example of RAR reporting of what stock is available for collection from the JL Returns centre:

Condor ref is linking back to the original order number.

RAR Report (Request Form)

15/10/2021 16:03

Revision: 1.3.0

From:

GXO

UNIT 4 SAXON AVENUE ORANGE PARK

To:

Phone:

Fax:

E-Mail:

BL# RTN9757290000029

Phone:

Vendor Id: 240956

Fax:

Vendor Name:

Comment

Please E-mail this authorisation to the NRC within 3 days

Please give one RA for the whole consignment where possible:_____

SLP	Description	JL SKU#	EAN	D C	Branc h	Serial#	Pallet	Fault Reason	Condor ref	Additional Info	Date of Purchase	Return Date	Qty	RA#
3877231	Classic Rookie blk BK S	50540281	5059046760428	N	012	N/A	P10005 9893		298095299		01.09.21	14.10.21	1	_____
3872622	Merino CrwJumpergry GYLI XXL	50541450	5059046864911	N	012	N/A	P10005 9893		298050131		01.09.21	14.10.21	1	_____
3872623	OrgCot Clssc Flint GYLI S	50540971	5057842933688	N	012	N/A	P10005 9893		298048611		01.10.21	09.10.21	1	_____
3877040	MA1 Bomber Olv GNOL L	50540243	5057847226211	N	012	N/A	P10005 9893		298047267		06.10.21	08.10.21	1	_____
3877039	Tail Str Jean lt blu BLLI 28 30	50540559	5057847257956	N	012	N/A	P10005 9893		298041384		19.09.21	08.10.21	1	_____
3877044	OrgCot Heritage ylw YLMU L	50541042	5057847218568	N	012	N/A	P10005 9893		298041087		05.09.21	14.10.21	1	_____
3872632	Tr Gymtech Jggr blk BK M	48030177	5059046119745	N	012	N/A	P10005 9893		298040609		01.10.21	13.10.21	1	_____
3879998	Classic Rookie blk BK S	50540281	5059046760428	N	012	N/A	P10005 9893		298037499		15.09.21	12.10.21	1	_____
3879989	Merino CrwJumpergry GYLI XXL	50541450	5059046864911	N	012	N/A	P10005 9893		298036364		23.09.21	10.10.21	1	_____
3880737	OrgCot Clssc Flint GYLI S	50540971	5057842933688	N	012	N/A	P10005 9893		297817866		16.09.21	11.10.21	1	_____
3879953	MA1 Bomber Olv GNOL L	50540243	5057847226211	N	012	N/A	P10005 9893		297818784		01.10.21	12.10.21	1	_____
3880022	Merino CrwJumpergry GYLI XXL	50541450	5059046864911	N	012	N/A	P10005 9893		297826149		04.10.21	13.10.21	1	_____
3879962	OrgCot Clssc Flint GYLI S	50540971	5057842933688	N	012	N/A	P10005 9893		297830785		08.09.21	12.10.21	1	_____
3880015	Tr Gymtech Jggr blk BK M	48030177	5059046119745	N	012	N/A	P10005 9893		297830996		29.09.21	11.10.21	1	_____
3880741	Tr Gymtech Jggr blk BK M	48030177	5059046119745	N	012	N/A	P10005 9893		297831962		15.09.21	10.10.21	1	_____

Integration Methods

Mirakl offers our suppliers a variety of methods of integration.

If suppliers are expected to receive more than 50 units per week they must use an API connection. Under 50 unit forecasts can integrate manually.

Suppliers can send order status updates manually through the Mirakl Platform or via an API connection.

Mirakl also supports integrations via connectors. The following connectors are supported:

Shopify
Magento
Afterbuy
Amazon
BigCommerce Connector
Salesforce Commerce Cloud Connector
Shopware Connector

Please note that in order to use one of the above connectors you must have a Mirakl Connect account. These connections can only be used for order updates, should you wish to use a connector for product induction you must have an 'Enterprise' account with Mirakl Connect.

Suppliers can update products manually, via FTP or API.

API - https://developer.mirakl.com/ - Please see Rest Seller APIs documents.
Will be set up using Mirakl 1 Creditor Platform (M1C)

Webhooks can be used to receive new orders instantly and see status updates.
Webhooks can be used on offers.

Should you need any support with this please contact supplierdirectonboarding@johnlewis.co.uk

Appendices

John Lewis
Product Onboarding Guide

2 Apr 2025 (DRAFT)

Contents

Root Attributes

The following table details all of the "root" attributes. These attributes are included in every Category.

Each Category will also have attributes that are specific to that Category. Download a Template from Mirakl to see the Category specific attributes.

Some attributes must be entered with the same value for all SKUs within a Variant Group - these are noted in the table below.

Label	Code	Description	Required?	Must be same for all SKUs in VG?	Type	Max length
SKU Code	SKUCode	Seller's unique identifier for each SKU.	REQUIRED	NO	TEXT	
Product Name	SELDescription	Full name of the product. Must be the same for all SKUs in a variant group.	REQUIRED	**YES**	TEXT	50
Short Name	ShortDescription	Short name (21 chars) required for JL legacy systems. Must be the same for all SKUs in a variant group.	REQUIRED	**YES**	TEXT	20
Selling Text	SellingText	Extra product information that is not captured by selling attributes, this could include supplier/brand written copy	REQUIRED	NO	LONG_TEXT	2048
Product Reference Number	ProductReferenceNumber	Supplier or internal product reference	REQUIRED	NO	TEXT	20
Country Of Origin	PrimaryManufacturingCountry	The Country in which the product has been manufactured *ONLY select from list of Countries available*	REQUIRED	NO	LIST	

Product Composition	Composition-UF	Material composition for internal use. If fabric, state the % mix. Max 80 characters. If Verified Composition has a value, changing this attribute will not edit the composition shown to the customer	REQUIRED	NO	TEXT	80
Material Composition	Material Composition	This is a customer facing attribute to provide additional detail on the material composition of the product. This will be visible on the product display page	REQUIRED	NO	TEXT	999
Supplier Colour	SupplierColour	The supplier's colour name	REQUIRED	NO	TEXT	20
Consumer Code	ConsumerCode	Can be either EAN-13, EAN-8 or UPC-A standard.	REQUIRED	NO	TEXT	13
Brand / Sub Brand	PPSubBrand	The brand or sub brand of this product. If sub brand, then show with brand in form "brand / sub brand".	REQUIRED	**YES**	LIST	
Standard Colour	StandardColour	The standard John Lewis colours used to provide colour filtering in the left hand navigation of the website.	REQUIRED	NO	LIST	
InitialPrice	Initial Retail Price	The initial retail price required for product setup. Note that the price also needs to be entered again in the Offer.	REQUIRED	NO	DECIMAL	
Category	Category	The Category (Product Type) code of this product	REQUIRED	**YES**	TEXT	

Variant Group Code	VariantGroupCode	The unique identifier for a group of variants. This is required whenever product variants (i.e. colours or sizes) exist.	OPTIONAL	**YES**	TEXT	
Planned Launch Date	PlannedLaunchDate	The date we plan to launch this product	OPTIONAL	NO	DATE	
Embargo Date	EmbargoDate	Date before which the product can not be sold	OPTIONAL	NO	DATE	
Product Sustainability	Sustainability-UF	Indicates whether the materials used in the manufacture have any sustainability credentials	OPTIONAL	NO	LIST	
Exclusive	ExclusiveNew	Whether to Exclusive to John Lewis brand only or Exclusive/Sheltered to other brand	OPTIONAL	NO	LIST	
RIN (JL Internal)	RIN	The Retail Item Number that uniquely identifies every SKU sold by John Lewis. For internal JL use only, not to be entered by the seller.	OPTIONAL	NO	TEXT	
Generate Barcode	GenerateBarcode	Flag to indicate that barcode (EAN) is not available for this product. If set to "Y" then EAN does not need to be filled in and SKU can be accepted even though data is "invalid".	OPTIONAL	NO	LIST	
Main Image	MainImage	Refer to Image Guidelines	REQUIRED	NO	MEDIA	
Alt 1 Image	Alt1Image	Refer to Image Guidelines	OPTIONAL	NO	MEDIA	

Alt 2 Image	Alt2Image	Refer to Image Guidelines	OPTIONAL	NO	MEDIA	
Alt 3 Image	Alt3Image	Refer to Image Guidelines	OPTIONAL	NO	MEDIA	
Alt 4 Image	Alt4Image	Refer to Image Guidelines	OPTIONAL	NO	MEDIA	
Alt 5 Image	Alt5Image	Refer to Image Guidelines	OPTIONAL	NO	MEDIA	
Alt 6 Image	Alt6Image	Refer to Image Guidelines	OPTIONAL	NO	MEDIA	
Alt 7 Image	Alt7Image	Refer to Image Guidelines	OPTIONAL	NO	MEDIA	
Alt 8 Image	Alt8Image	Refer to Image Guidelines	OPTIONAL	NO	MEDIA	
Alt 9 Image	Alt9Image	Refer to Image Guidelines	OPTIONAL	NO	MEDIA	
Alt 10 Image	Alt10Image	Refer to Image Guidelines	OPTIONAL	NO	MEDIA	

Variant Group Code (VGC)

The **Variant Group Code (VGC)** is used to group product SKUs that should appear as variants on the John Lewis product detail page (PDP). Variants can be different **sizes** or **colours** or **both**.

See the following example product display page with colour and size variants:
https://www.johnlewis.com/john-lewis-organic-cotton-short-sleeve-crew-neck-t-shirt/p112627822

Each VGC groups together only the products that meet all required criteria. If a product does not fit within an existing Variant Group, it must be assigned a new one.

By following these guidelines, products can be grouped effectively, ensuring clarity and consistency in product listings while enhancing the customer experience.

Note that certain attributes must be entered with the <u>same value</u> for all SKUs within a Variant Group. These include the following root attributes:

- Product Name
- Short Name
- Brand / SubBrand
- Category

Grouping Products on the Same Page

This process should be followed whenever products need to be grouped together on a single page. Properly grouping products ensures a seamless shopping experience for customers and maintains consistency in product listings.

Criteria for Grouping Products

For products to be grouped on the same page, they must meet the following criteria:

1. Product Attributes

- **Same Category** – The products must belong to the same category (e.g., T-shirts with T-shirts, chairs with chairs).

- **Same Style** – The design and attributes should be identical

- **Same Style Attributes** – All defining style characteristics (e.g., sleeve length, fit, material type) should be consistent.

2. Brand & Supplier Consistency

- **Same Brand** – Products must belong to the same brand.

- **Same Supplier** – Products should come from the same supplier.

When NOT to Group Products Together

Even if products meet the above criteria, they should **not** be assigned the same **Variant Group Code** if:

- **Different Pattern or Print** – Even if products share the same base colour, they should not be grouped if the pattern or print differs.

- **Different Composition** – Products with different fabric blends or material compositions should be separated (e.g., 100% cotton vs. 50% cotton/50% polyester).

Special Cases

Certain product types have additional rules for grouping:

- **Watches** – Premium watches (typically those priced at £500 or above) should **not** be grouped with non-premium watches.

- **Jewellery** – Gold jewellery should not be grouped together unless they have the same **carat** (e.g., 9K gold should not be merged with 18K gold).

Sizes

John Lewis has a range of standard size types. For all of the products within a Variant Group, **only one size type should be used.**

For example, there are two different size types for shirt sizes:

- Collar Inches. E.g. 17
- Collar Inches & Sleeve Length e.g. 17L

When entering the sizes for size variants within a single variant group, only one of these size types can be used.

If some of the sizes have sleeve length specified (e.g. 17L) then all sizes should specify the sleeve length. That means that a size "17" by itself will be invalid. Instead the "17" size should be mapped to "17R" (i.e. regular) so that all sizes are the same type.

Colours

Standard Colour

Standard colours use standard John Lewis colour terminology. They are used to provide a colour filter when customers are looking at a Product List Page (PLP) on the John Lewis website or in the app.
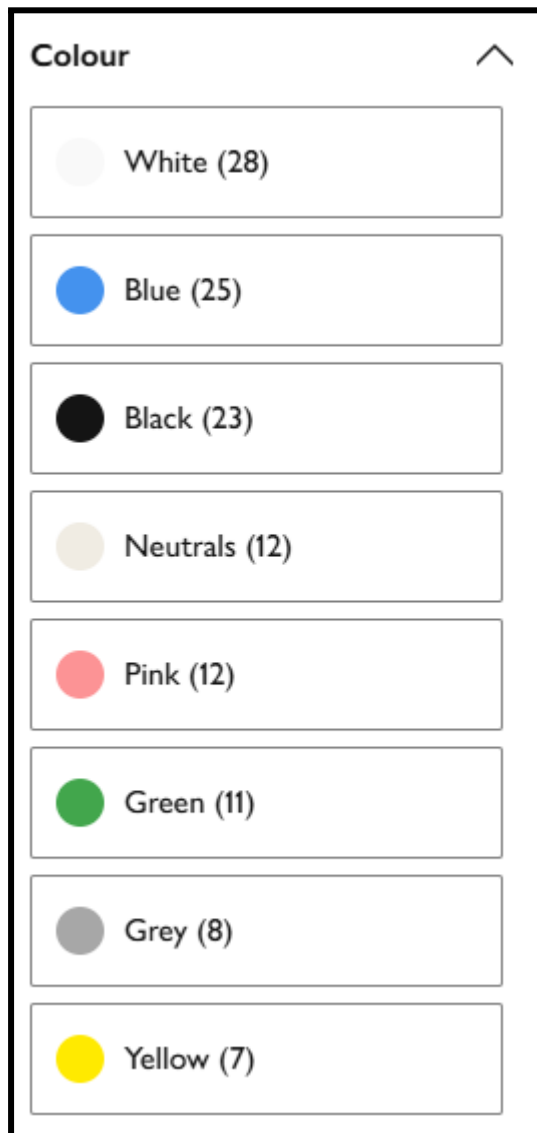
Standard colours have two levels:
- Primary colour - used in left hand navigation filter
- Secondary colour - used to distinguish variants with the same main colour

The full chart of standard colours is shown below, with each secondary colour grouped by it's primary colour.

Black

	Black Black
	Black Gloss
	Black Multi Black
	Black Nearly Black
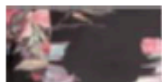
Silver

	Silver Silver
	Silver Chrome
	Silver Multi Silver
	Stainless Silver
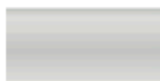
Grey
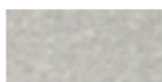
	Grey Mid		Grey Graphite
	Grey Dark		Grey Steel
	Grey Light		Grey Silver
	Grey Graphite		Grey Slate
	Grey Marl Grey		Grey Smoke
	Grey Multi Grey		Grey Gunmetal
	Grey Charcoal		

Blue

Blue Mid	Blue Airforce
Blue Dark	Blue Ocean
Blue Light	Blue Peacock
Blue Multi Blue	Blue Royal
Blue Aqua	Blue Chambray
Blue Bright	Blue Cobalt
Blue Denim	Blue Sky
Blue Teal	Blue Turquoise
Blue Duck Egg	Blue Indigo
Blue Ink	Blue Midnight
Blue Navy	
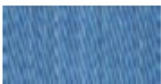
Orange

	Orange Mid
	Orange Dark
	Orange Light
	Orange Coral
	Orange Multi Orange

Yellow

	Yellow Mid
	Yellow Dark
	Yellow Light
	Yellow Lemon
	Yellow Multi Yellow

Green

	Green Mid		**Green Turquoise**
	Green Dark		**Green Mint**
	Green Light		**Green Emerald**
	Green Multi Green		**Green Bottle**
	Green Khaki		**Green Teal**
	Green Jade		**Green Olive**

Clear

	Clear Clear

Multi

	Multi Multi

Natural

■	Natural Natural	■	Natural Sand
■	Natural Cream	■	Natural Oyster
■	Natural Beige	■	Natural Taupe
■	Natural Multi Natural	■	Natural Stone
■	Natural Oatmeal	■	Natural Ivory
■	Natural Putty	■	Natural Nude
■	Natural Champagne	■	Natural Pearl
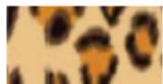
Brown
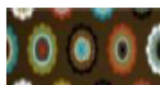
■	Brown Mid	■	Brown Mink
■	Brown Dark	■	Brown Tan
■	Brown Light	■	Brown Camel
■	Brown Multi Brown	■	Brown Chocolate
■	Brown Chestnut		

Pink

Pink Mid		Pink Pastel	
Pink Dark		Pink Hot	
Pink Light		Pink Fuchsia	
Pink Multi Pink		Pink Magenta	
Pink Peach		Pink Raspberry	
Pink Coral		Pink Bright	
Pink Blush		Pink Nude	
Pink Rose			

Purple

Purple Mid		Purple Lilac	
Purple Dark		Purple Plum	
Purple Light		Purple Aubergine	
Purple Multi Purple		Purple Damson	
Purple Amethyst			

Red

■	Red Mid	■	Red Bright
■	Red Dark	■	Red Crimson
■	Red Light	■	Red Claret
■	Red Multi Red	■	Red Bordeaux
■	Red Maroon	■	Red Ruby
■	Red Berry	■	Red Wine
■	Red Cherry	■	Red Burgundy
■	Red Scarlett		

Gold

■	Gold Gold		
■	Gold Multi Gold		
■	Gold Rose Gold		

Metallic

■	Metallic Brass
■	Metallic Bronze
■	Metallic Multi Metallic

White
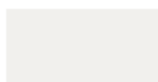
		■	White Off White
■	White White	■	White Natural
■	White Bright	■	White Ivory
■	White Winter	■	White Off White

Supplier Colour

Supplier colour is the name given to each colour by the supplier. This is a free text field, but has a maximum of 20 characters length.

This is the name that is used to distinguish different colour variants on the Product Display Page (PDP) as in the following lipstick example:

Supplier colour names can be whatever the supplier wants to name the colours. However, if there are size variants for a colour, then the Standard Colour and Supplier Colour **must be consistently paired for every size variant**.

For example, the following table shows consistent and inconsistent pairing of Standard and Supplier colour for different size variants.

Standard Colour	Supplier Colour	Size	Consistent Pairing?
Black Black (BK)	Darkest Night	M	Yes
Black Black (BK)	Darkest Night	L	Yes
Red Ruby (RDRB)	**Scarlet**	M	No
Red Ruby (RDRB)	**Blush**	L	No

Images

Image dimensions
- Images should be minimum 1,000 px vs 1,000 px

General photography requirements:
- A clean product, placed on a plain background which is consistent and easily identifiable.
- Evenly and consistently lit to suit the product. Shadows to look natural.
- Shadows on the product itself may be used to emphasise form and depth.
- Be clear and sharply focused, retaining maximum depth of field.
- Please follow the individual style guides for angles and placement within the frame.
- No props to be used in the main web image.
- All products colour corrected on a calibrated monitor

Alternative (alt) images:
As well as the main image we require a variety of angles. Alternative images are used to enhance the product listing. The more informed the customer is the more inclined to make a purchase they'll be.

Retouch / Artworking requirements:
- All cutout images should have a clipping path OR a channel mask selection, but not both.
- Save the path as Path 1 (this is the default)
- A channel mask will also suffice for more complex images.
- The correct grey background colour for website imagery is:

Hex Code: #f7f7f7
RGB: 247, 247, 247
CMYK: 2, 1, 1, 0

Technical file requirements:
- RGB colour mode
- Profile: sRGB
- 8-bit file
- LZW compressed
- IBM PC byte order
- JPG/JPEG (all imagery will be converted by our system to TIF/TIFF)
- Maximum file size 10MB

2. SPTE Calculation

	STANDARD 20% VAT				
	Brand				
	VAT %			20.00%	
A	Selling Price	£100.00			
B	VAT on Selling Pri	£16.67		£83.33	Selling Price xVAT
C	JLP SPTI Commission	£41.00		41.00%	JLP Commmission applied to Selling Price incVAT (Figure A)
D	Cost Price and Balance due to Supplier EX VAT (A. Selling Price - B.VAT - C.JLP Commision = D)	£42.33			
E	**Cost Price + VAT Treatment (Paid to Supplier)**	**£50.80**			
	VALUE TO SET IN MIRAKL WHICH IS SPTE				
F	Commission as Setup in Mirakl (effective JLP SPTE Commission)	£41.00		49.20%	JLP Commmission applied to Selling Price ex VAT
G	*Cost Price and Balance due to Supplier EX VAT (A. Selling Price - B.VAT - C.JLP Commision = D)*	*£42.33*			
H	***Cost Price + VAT Treatment (Paid to Supplier)***	***£50.80***			

In the above example the rate displayed in Mirakl would be 49.2% as your SPTE rate, the value held within John Lewis for payment calculations would be your agreed rate of 41%.