

## Resolving Invoice Submission Tax Error

In cases where supplier account tax details do not fully match on your legal entity linked with the John Lewis customer profile, John Lewis customer profile remit-to address, and submitted invoice this can cause invoice submissions to be unsuccessful. In order to ensure all three of these tax details match please follow the below steps.

### Navigation

Step 1- Login to Coupa Supplier Portal with the user that matches your administrator account user. Firstly check the VAT held on your John Lewis customer profile remit-to address by visiting the guide below

<https://www.jlpsuppliers.com/content/jlpsup/coupa.html>

Step 2- Click on 'Setup', this can be found on the top blue toolbar shown below highlighted in red below. Following this click on 'Legal Entity Setup' found on the left hand side menu highlighted below.

The screenshot shows the Coupa Supplier Portal interface. At the top, there is a navigation bar with the following items: Home, Profile, Orders, Service/Time Sheets, ASN, Invoices, Catalogs, Payments, Business Performance, Sourcing, and Add-ons. The 'Setup' button is highlighted with a red box. Below the navigation bar, there is a sub-menu with 'Admin', 'Customer Setup', and 'Connection Requests'. The 'Admin' button is also highlighted with a red box. Below the navigation bar, there is a section titled 'Admin Users' with an 'Invite User' button. On the left side, there is a sidebar menu with the following items: Users, Merge Requests, Legal Entity Setup (highlighted with a red box), Fiscal Representatives, Remit-To, Terms of Use, Payment Preferences (with a dropdown arrow), Static Discounting, sFTP Accounts, and cXML Errors. The main content area shows a table with the following columns: Users, Permissions, and Customer Access. The table contains one row with a user ID, a list of permissions (ASNs, Admin, Business Performance, Catalogs, Invoices, Order Changes, Order Line Confirmation, Orders, Pay Me Now, Payments, Profiles, Service/Time Sheets, Sourcing), and a customer access entry for 'John Lewis Partnership'.

coupa supplier portal

NOTIFICATIONS 10 | HELP

Home Profile Orders Service/Time Sheets ASN Invoices Catalogs Payments Business Performance Sourcing Add-ons

Setup

Admin Customer Setup Connection Requests

Admin Users Invite User

Users	Permissions	Customer Access
<p>[Redacted]</p> <p>Status: Active</p> <p>Edit</p>	<p>ASNs</p> <p>Admin</p> <p>Business Performance</p> <p>Catalogs</p> <p>Invoices</p> <p>Order Changes</p> <p>Order Line Confirmation</p> <p>Orders</p> <p>Pay Me Now</p> <p>Payments</p> <p>Profiles</p> <p>Service/Time Sheets</p> <p>Sourcing</p>	<p>John Lewis Partnership [Redacted]</p>

Users

Merge Requests

Legal Entity Setup

Fiscal Representatives

Remit-To

Terms of Use

Payment Preferences

Static Discounting

sFTP Accounts

cXML Errors

Step 3- Once you have selected **'Legal Entity Setup'** this will show the legal entities set up on your individual Coupa account. Following this on the legal entity linked to your John Lewis customer profile under the customers heading select **'Actions'** highlighted below followed by **'Manage Legal Entity'**.

The screenshot shows the Coupa Supplier Portal interface. At the top, there is a navigation bar with 'Setup' highlighted. Below it, the 'Admin' section is active, showing 'Legal Entity Setup'. A sidebar on the left lists various options, with 'Legal Entity Setup' highlighted in red. The main content area displays a table of legal entities. The first row is titled 'Test'. Below the table, there are columns for 'Invoice From', 'Remit-To Accounts', 'Locations', 'TAX IDs', and 'Customers'. The 'Remit-To Accounts' column shows 'Address' and '2 customers'. The 'Customers' column shows 'John Lewis P'. A red box highlights the 'Actions' button in the top right corner of the table, which has a dropdown menu with three options: 'Manage Legal Entity', 'Manage Remit-To Accounts', and 'Deactivate Legal Entity'.

Step 4- Within the opened Miscellaneous Information box displaying the below select continue.

The screenshot shows a 'Miscellaneous Information' dialog box. At the top, there is a title bar with a close button. Below the title bar, there is a progress indicator with four steps, the first of which is highlighted in orange. The main content area contains a message: 'Setting up your business details in Coupa will help you meet your customer's invoicing and payment requirements. For best results with current and future customers, complete as much information as possible.' Below the message, there is a form with four fields: 'Company Name', 'Country/Region', 'Type of Company', and 'Board of Directors'. The 'Company Name' field is currently empty. To the right of the form, there is a text box that reads: 'Conducting business in certain countries/regions requires your invoice to contain specific information about your company.' At the bottom of the dialog box, there are three buttons: 'Deactivate Legal Entity', 'Cancel', and 'Continue'. The 'Continue' button is highlighted in red.

Step 6- Ensure the John Lewis customer profile is selected on the customer visibility option, scroll down and **check the tax VAT ID matches the VAT held on your John Lewis customer profile remit-to address and submitted invoices**. If this displayed VAT is correct select **cancel** before visiting <https://www.jlpsuppliers.com/content/jlpsup/coupa.html> and follow the **'Updating Your Details in Coupa'** guide to ensure that the VAT held on the John Lewis remit to address' matches this. Once both of these match please re-attempt submitting your invoice. If the VAT shown on your legal entity needs changing, select **cancel** and continue to step 7.

Tell your customers about your organization

1 2 3 4

Which customers do you want to see this?

All

John Lewis Partnership -

What address do you invoice from?

Address Line 1  
Address Line 2  
City  
State  
Postal Code  
Country/Region

Use this address for Remit-To

Use this for Ship From address

**REQUIRED FOR INVOICING**

Enter the registered address of your legal entity. This is the same location where you receive government documents.

What is your Tax ID?

Tax Country/Region: United Kingdom

\* VAT ID: [REDACTED]

I don't have a VAT/GST Number

Miscellaneous

Remit-To Code

Preferred Language: English (UK)

Deactivate Legal Entity Cancel Continue

Step 7- If you need to update the VAT held on the legal entity to match your John Lewis customer profile remit-to address you will need to create a new legal entity. You are unable to amend VAT held on an existing legal entity, select **'Add Legal Entity'** and follow step 8.

The screenshot shows the Coupa Supplier Portal interface. At the top, there is a navigation bar with links for Home, Profile, Orders, Service/Time Sheets, ASN, Invoices, Catalogs, Payments, Business Performance, Sourcing, and Add-ons. Below this is a sub-navigation bar with 'Setup' and 'Admin' (highlighted). The 'Admin' section includes 'Customer Setup' and 'Connection Requests'. The main content area is titled 'Admin Legal Entity Setup'. On the right side of this area, the 'Add Legal Entity' button is highlighted with a red box. Below the button, there is a table with columns for Invoice From, Remit-To Accounts, Locations, TAX IDs, and Customers. The 'Remit-To Accounts' column shows 'Address' and '2 customers'. The 'Customers' column shows 'John Lewis Partnership -'. A sidebar on the left contains various setup options like Users, Merge Requests, Legal Entity Setup (highlighted), Fiscal Representatives, Remit-To, Terms of Use, Payment Preferences, Static Discounting, and sFTP Accounts.

Step 8- Fill in your legal entity name, select your country/region followed by **continue**.

The screenshot shows a form titled 'Where's your business located?'. Below the title is a yellow informational box with the text: 'Setting up your business details in Coupa will help you meet your customer's invoicing and payment requirements. For best results with current and future customers, complete as much information as possible.' Below this, there are two input fields: '\* Legal Entity Name' (with a red box around the input area) and '\* Country/Region' (with a dropdown menu showing 'United Kingdom'). To the right of these fields is a grey box with the text: 'This is the official name of your business that is registered with the local government and the country/region where it is located.' At the bottom right, there are two buttons: 'Cancel' and 'Continue' (with a red box around it).

Step 9 - **Fill in your company type and select Continue.** Your company type should be either a sole-trader, company or Partnership matching the type of company held on your John Lewis customer profile.

Miscellaneous Information ✕

1 2 3 4

Setting up your business details in Coupa will help you meet your customer's invoicing and payment requirements. For best results with current and future customers, complete as much information as possible.

\* Legal Entity Name

\* Country/Region

\* Type of Company  i

Board of Directors  i

Conducting business in certain countries/regions requires your invoice to contain specific information about your company.

Step 10- Complete your invoice address information ensuring the **John Lewis customer profile is ticked** alongside all other customer profiles which the update of tax applies to. **Fill in the tax VAT ID with your correct VAT tax ID code and select Save and Continue**. If you do not have a VAT registration leave this VAT box blank and tick 'I don't have a VAT/GST Number'. A screenshot of this is available on the next page.

1 2 3 4

Which customers do you want to see this?

All

John Lewis Partnership

What address do you invoice from?

\* Address Line 1 [Redacted]

Address Line 2 [Redacted]

\* City [Redacted]

State [Redacted]

\* Postal Code [Redacted]

Country/Region: United Kingdom

Use this address for Remit-To

Use this for Ship From address

**REQUIRED FOR INVOICING**

Enter the registered address of your legal entity. This is the same location where you receive government documents.

What is your Tax ID?

Country/Region: United Kingdom

\* VAT ID [Redacted]

I don't have a VAT/GST Number

[Add additional Tax ID](#)

Miscellaneous

Invoice From Code [Redacted]

Preferred Language: English (UK)

Step 11- Check the remit-to address is correct before selecting the 'Payment Type' box and select 'Bank Account' this will allow you to input your bank details on step 12.

x

### Where do you want to receive payment?

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1 2 3 4

\* Payment Type Address

What is your Remit-to address?

Address Line 1 [REDACTED]

Address Line 2 [REDACTED]

City [REDACTED]

State [REDACTED]

Postal Code [REDACTED]

Country/Region United Kingdom

Cancel Save & Continue

Step 12- Fill in your bank account details ensuring all banking details are correct and match the bank details held on your John Lewis Partnership customer profile remit-to address. Please also upload a supporting document as requested within this field. Once completed select **'Save and Continue'** which can be found at the bottom of the page.

\*Payment Type

What are your Bank Account Details? ⓘ

Bank Account Country/Region:

Bank Account Currency:

Beneficiary Name: 

Bank Name: 

Account Number: 

Confirm Account Number: 

Sort Code: 

SWIFT/BIC Code:  ⓘ

Branch Code:

Bank Account Type:

Supporting Documents  No file chosen ⓘ

What is your Bank's Branch Address?

Address Line 1:

Address Line 2:

City:

State:

Postal Code:

Who is your Remit-To Contact? (optional) >

What is your Remit-To Address?

Address Line 1: 

Address Line 2: 

City: 

State: 

Postal Code: 

Country/Region: 

Step 13- Check the remit-to account and address details match your John Lewis customer profile remit-to details, following this select **'Next'**.

### Where do you want to receive payment?

1 2 3 4

Remit-To locations let your customers know where to send payment for their invoices. Click Add Remit-To to add more locations, otherwise click Next.

Add Remit-To

Remit-To Account	Remit-To Address	Status	
[REDACTED]	[REDACTED]	Active	Manage

Deactivate Legal Entity Cancel **Next**

Step 14- Ensure that your ship from address is correct, if this needs updating select **'Add Ship From'** to update this and select **'Done'**.

### Where do you ship goods from?

1 2 3 4

For many countries/regions including different shipping details on the invoice is required if they are different to where your legal entity is registered.

Add Ship From

Title	Status	
[REDACTED]	Active	Manage

Deactivate Legal Entity **Done**

Step 15 -Following this a new legal entity has been created, please ensure the John Lewis customer profile is displaying as a customer under the correct legal entity with the correct VAT tax details matching those held in the John Lewis customer profile remit-to address. **Please note the John Lewis customer profile can only appear under one legal entity. You will need to ensure that you deactivate any old legal entity no longer valid or untick the John Lewis customer profile from the incorrect legal entity. This can be updated by selecting 'Manage Legal Entity' under the 'Actions' option shown in step 3.** Once you are happy the VAT contained on your John Lewis customer profile remit-to details and your legal entity registered under the John Lewis customer profile please reattempt submitting your invoice.