

Amending Your John Lewis Partnership Customer Profile

For: Existing GNFR Suppliers

Purpose:

This guide explains how to update your details on an existing Supplier account on the **Coupa Supplier Portal**. Note: mandatory fields in Coupa are marked *

Frequency:

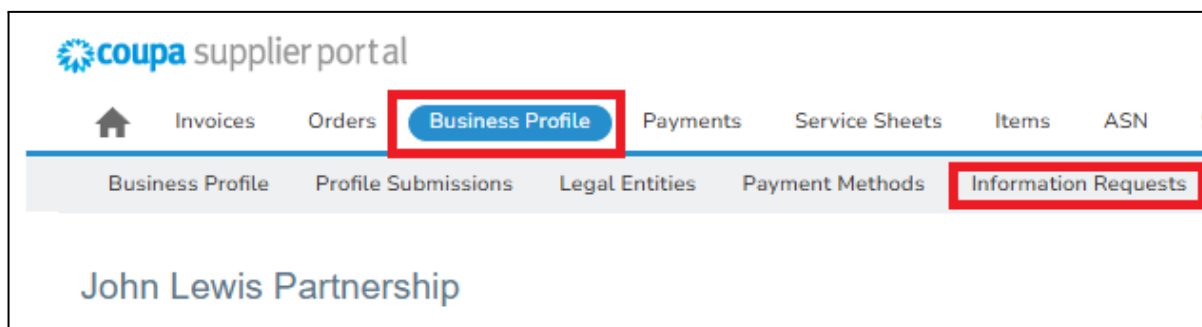
When you need to inform the John Lewis Partnership of a change to your details in Coupa.

Actions:

Log into [Coupa](#).

To access your John Lewis Partnership (JLP) Customer Profile, click on the 'Business Profile' tab, then click the 'Information Requests' sub-tab.

- If you are only connected with JLP, this is the profile that will then be displayed.
- If you are connected with multiple customers, you will need to select 'John Lewis Partnership' from the 'Profile' drop down menu.



This will take you to your JLP customer profile. This is where you make amendments to the details that JLP holds for your company (Including bank details).

- If the status at the top of the form is '**Applied**', this means the details on the form are approved and applied to your account. To make changes scroll to the bottom of the form and press '**Update Info**'.
- If the status of the form is '**Pending Approval**', this means the details on the form have been submitted to JLP but have not yet been approved and applied. To make changes scroll to the bottom of the form and press 'Withdraw'.
- If there is **no** status, this means the form has either never been submitted or it has been rejected by JLP.

Note: We cannot accept a change to your Company Registration Number on an existing account. If you need to amend your Company Registration, please speak to your John Lewis contact advising of this as a new account will need to be requested by them.

General Information

 supplier portal

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Select Customer John Lewis Partnership -

[View All Responses](#)

GNFR2a: Create or Update Supplier Details Form [EXT] TEST

GNFR supplier creates/updates details

Supplier Information

Supplier Name

Please read this Guide before completing the form below. There is also a link to JLP's Coupa Supplier Guidance page for further support

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

* Company Name

Supplier Name

Please note that the Company name should match the Company Registered name (if applicable).

* Are you a sole trader?

Select

A sole trader means you are your business, with full control over decisions and operations. All profits belong to you, but so do all liabilities.

* Company Registration Number

0000000000

If you are not a registered company then enter 'Not Registered'

* Country of Registration

United Kingdom

HMRC Construction Industry Scheme (CIS) - If Not CIS registered then leave this as **No** and move to the next section.

* Are you registered with HMRC for the Construction Industry Scheme (CIS)?

Yes

* CIS Supplier Type

NI Number

Please fill in NI Number if you are a Sole Trader or a Partnership

Partnership Name

Please fill in Partnership Name if you are a Partnership

Partnership UTR Number

Please fill in Partnership UTR Number if you are a Partnership

* UTR Number

Please fill in UTR Number if you are a Sole Trader, Partnership or a Company. It must always have 10 digits. Please enter numerical values only

* Please tick to accept the CIS details you have provided are up to date and correct:

☐

Then complete the remaining fields that are relevant to your CIS Supplier Type.

Sole Trader - NI Number and UTR Number

Company - UTR Number

Partnership - NI Number, Partnership Name, Partnership UTR Number and UTR Number.

N.B - NI Number should be entered using capital letters (**with no spaces**) and the Partnership UTR/UTR number should be 10 digits long.

Invoicing

* Currency

GBP

Please select the currency you would like to get paid in.

* Are you an Approved Self Bill Supplier?

No

Any questions regarding the self billing process should be directed to your main JLP business contact. If you have not agreed with your JLP contact that you will be paid through Self Billing, then you should select 'No'.

* eInvoicing Method

Coupa Supplier Portal

If you answered no to self billing, please enter the method you will use to enter your invoices

Where **Yes** is answered for Self billing, you **must** have prior agreement from your JLP contact that you are approved for Self Billing. JLP will send you the agreement after this form is submitted and approved.

Where **No** is answered you will be asked a question regarding eInvoicing:
Selecting '**Coupa Supplier Portal**' means you will submit your own invoices against Purchase Orders in Coupa.
Tungsten means you will use a Third Party who act as a go-between to prepare and present your invoices to JLP.

* Are you an Approved Self Bill Supplier?

Yes

Any questions regarding the self billing process should be directed to your main JLP business contact. If you have not agreed with your JLP contact that you will be paid through Self Billing, then you should select 'No'.

If you are approved for Self Billing, JLP will send you the agreement after this form is submitted and approved.

Company Contact and Address

In the Contact section, add a **Work Phone** number (see screenshot below for recommended format), enter an email address which you would like to use to receive **Purchase Orders** from the John Lewis Partnership (JLP) and complete the **Company Address** section.

* Contact

* First Name

Test

* Last Name

Gnfr-One

* Email address

@gmail.com

Work Phone

Other



44

12345

6789

Country/Region

Area/City

Local

Extension (optional)

Please enter your work contact number here. Select 'Other' if you are not based in the US/Canada

* PO Email Address

@gmail.com



This is the email all Purchase Orders will be sent to

* Company Address

Address Purpose

Select Some Options



* Region

Country/Region

United Kingdom



Remit-To Section

You can only have one active Remit-To Address. If you are changing your Remit-To Address, follow the steps below. If not, click **Submit for Approval**.

1. If you are changing your Remit-To Address, click the  icon then click **Add Remit-To**

If you are registering as a new Supplier, you are required to add Remit To Details.

Existing Suppliers: If you add new remit to details, we will treat these as replacement details on your account. If this includes a change of bank account, we will pay all new approved invoices and any unpaid approved invoices, when due, to the new account after we have approved your request.

• Remit-To Addresses

Add one or more Remit-To Addresses by either filling out a new Compliant Invoicing Form or choosing an Existing Remit-To Address.

[Add Remit-To](#)

2. Select **Bank Transfers** (do **not** select Checks or Credit Cards) and then click **Add Payment Method**

How would you like to be paid?

[All Methods](#) [Bank Transfers](#) [Checks](#) [Credit Cards](#) [+ Add Payment Method](#)

John Lewis Partnership supports Bank Transfers Payments.

3. In the **Remit-To Addresses** section you can now answer the **VAT Details** questions regarding **VAT** or **GST**
4. Enter or add more details of your **Bank Account** (example below)
Answer the question on **Factoring**, if **Yes** is answered then please use the **Choose File** button to attach a copy of your 'Factor Notice of Assignment'

Bank Details

* Do you use a Factoring Company for your Invoices?

- ☐ Yes
☒ No

If you select Yes, Please attach a Notice of Assignment

* Bank Name

HSBC

* Branch Name

Test Branch City Centre

* Bank Account Name

XYZ UK Test Supplier

* Bank Account Number

*****678



* Sort Code

***192



If you don't have a Sort Code please enter "000000" in the sort code field

IBAN Number (non-UK account only)



Swift/BIC Code (non-UK account only)



5. Complete any missing mandatory fields regarding details of your bank (mandatory fields are marked *)

6. **Tick** the box to accept the statement shown below:

* Please tick to accept*: Supplier is solely responsible for ensuring that this information is, and remains, correct and up-to-date and for keeping this information secure. John Lewis Partnership is not liable for any losses or damages incurred by Supplier if the information is not correct or up-to-date (including if this results in delayed or failed payments to Supplier), or if the information is misused by Supplier or a third party.



7. Click **Submit for Approval**. If all fields are completed correctly you will receive a confirmation message (see screenshot in step 9). If, however, one or more of the mandatory fields are missing information you will receive this error message:

Please fix the errors below

8. Where this happens, scroll back through the form to look for the missing information which will be highlighted to you like this:

* Company Registration Number

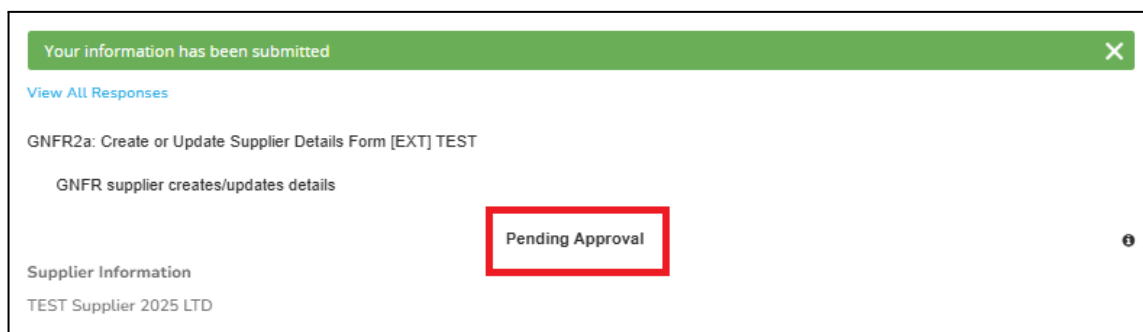
If you are not a registered company then enter 'Not Registered'



• can't be blank

9. Complete the missing information for each error and once complete click **Submit for Approval** again

On successful submission, you will receive this message and the status of which will be **Pending Approval**



Your information has been submitted ×

[View All Responses](#)

GNFR2a: Create or Update Supplier Details Form [EXT] TEST

GNFR supplier creates/updates details

Pending Approval

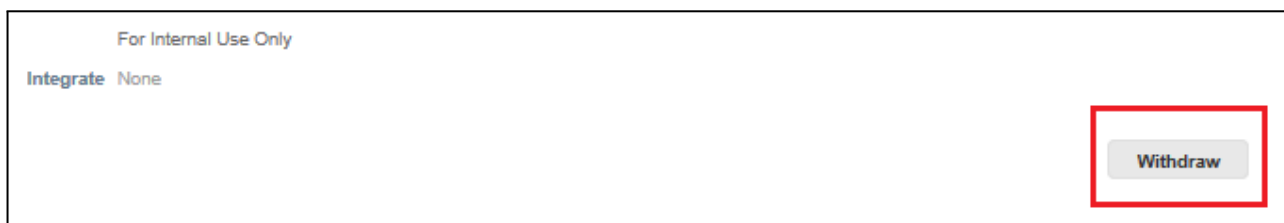
Supplier Information

TEST Supplier 2025 LTD

What Happens Next:

The John Lewis Partnership will receive and review your submission and may need to contact you directly to discuss the details you have entered. Once your details are validated by JLP this status will change to **Applied**.

If you have entered any of the details incorrectly, you can amend them by scrolling to the bottom of the form and pressing **Withdraw**. You can then amend the details and re-submit for approval, as above.



For Internal Use Only

[Integrate](#) None

Withdraw

If you need any support managing your Coupa Account or Public Profile, click on the 'Help' tab in the top right hand corner of the Coupa Supplier Portal and select 'Compass' this will take you to the Coupa Supplier Portal.

Useful Links:

Link to: [Coupa Supplier Portal](#)

Link to: [Technical Help Using Coupa](#)