



The London

Borough

of Havering

Self Service

I-Supplier

Training Guide

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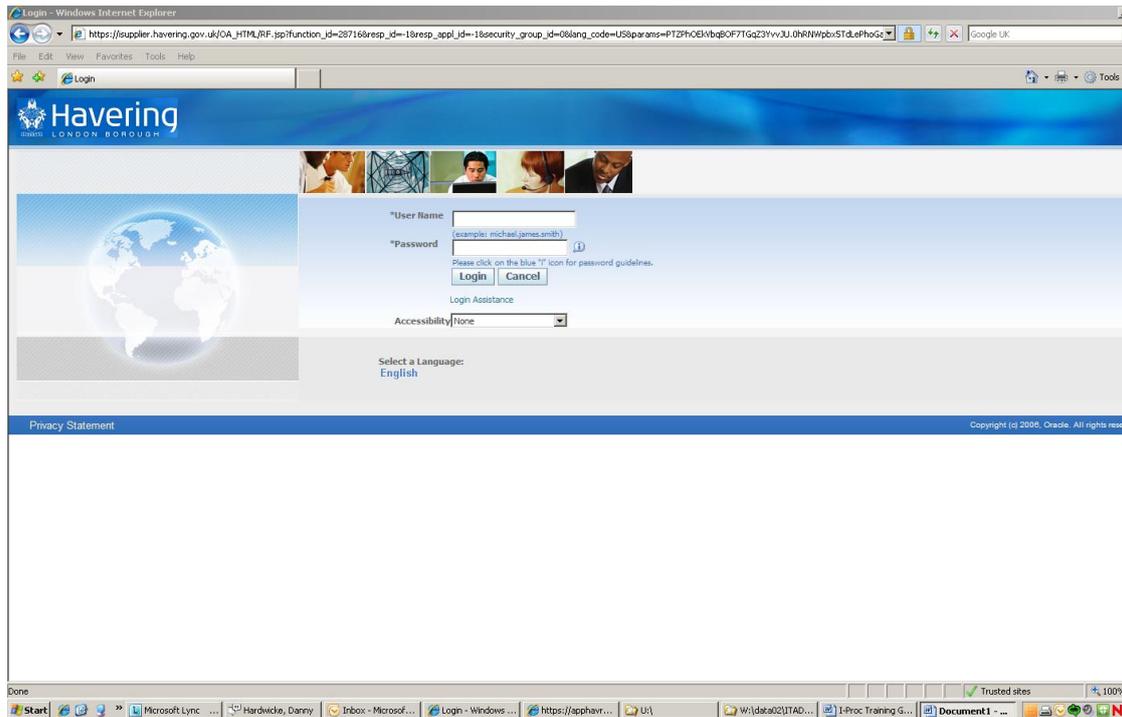
Page 25: How to create a Credit Memo.

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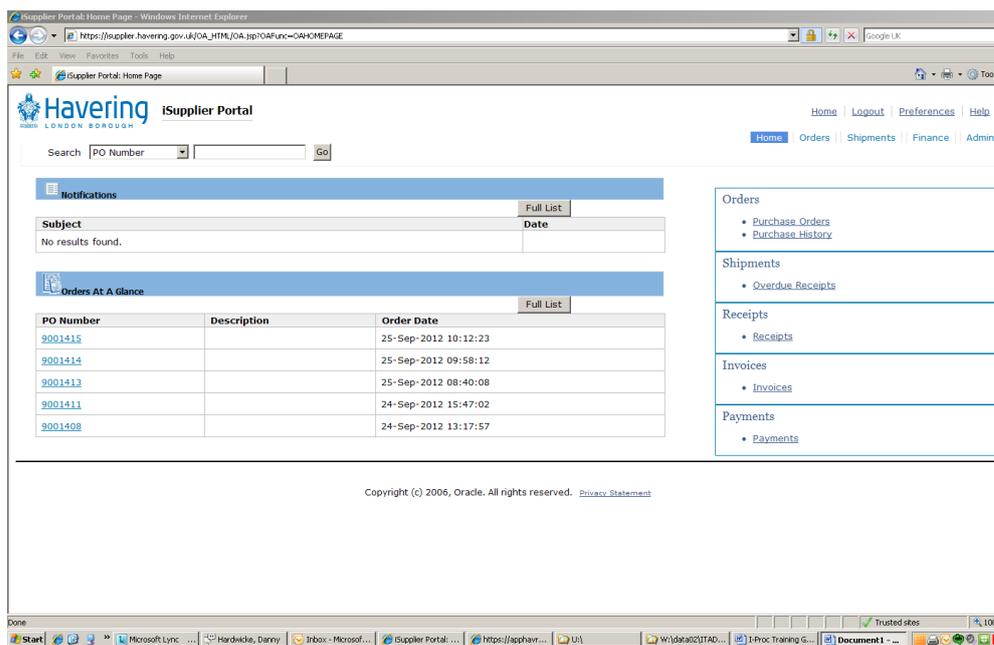
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How to view an order on Self Service I-Supplier.

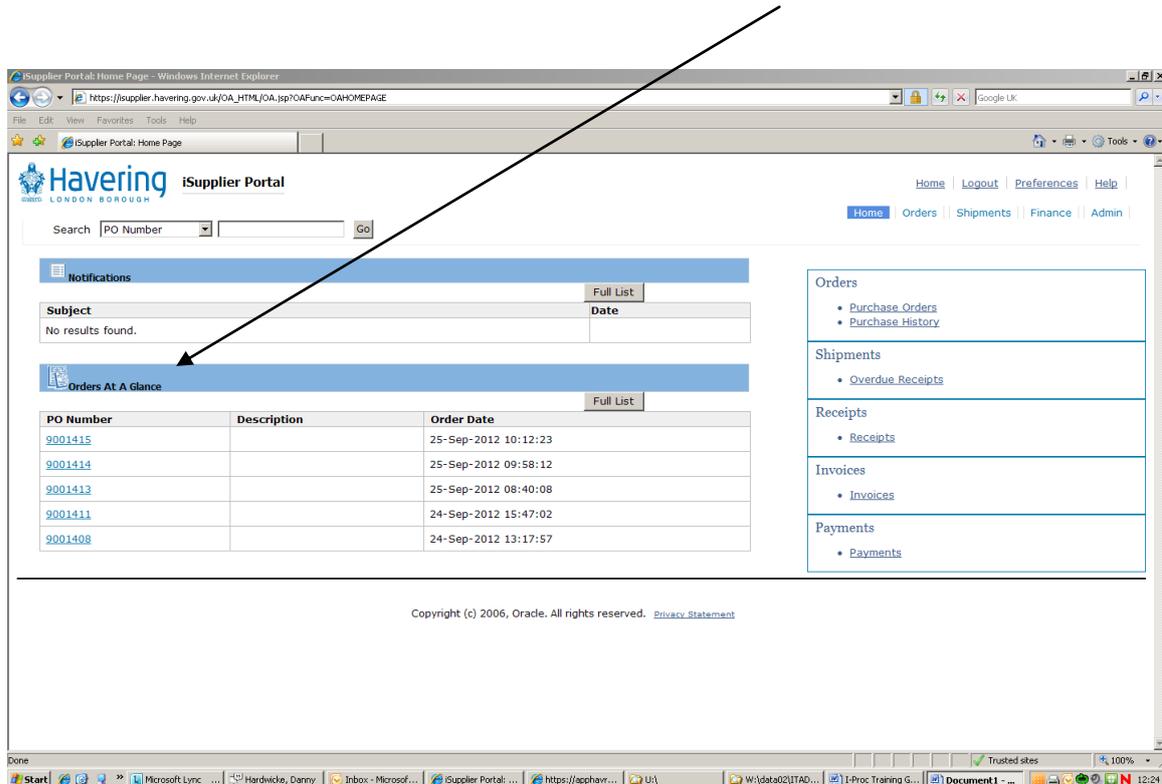
Log into Self Service I-Supplier. Your **Username** is your email address. Your **Password** was set up by yourself. (If a sub menu appears, click on the Self Service I-Supplier Portal option)



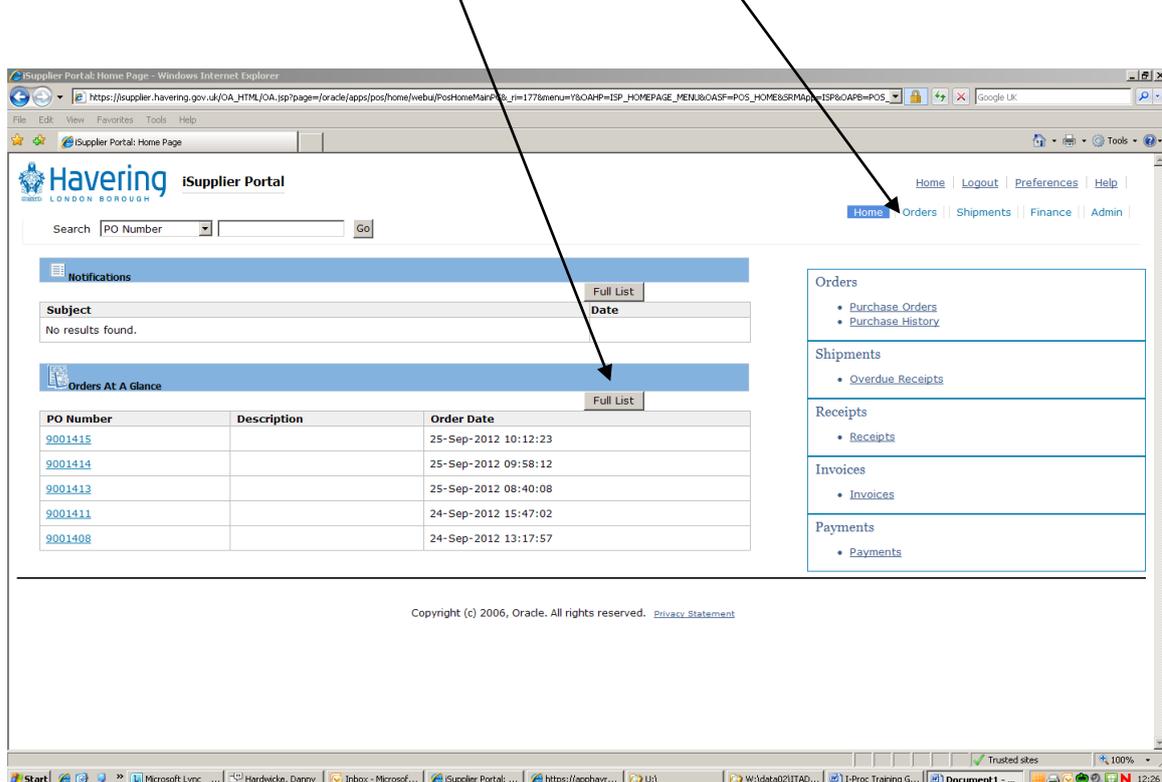
Your Self Service I-Supplier Home Page will be displayed:



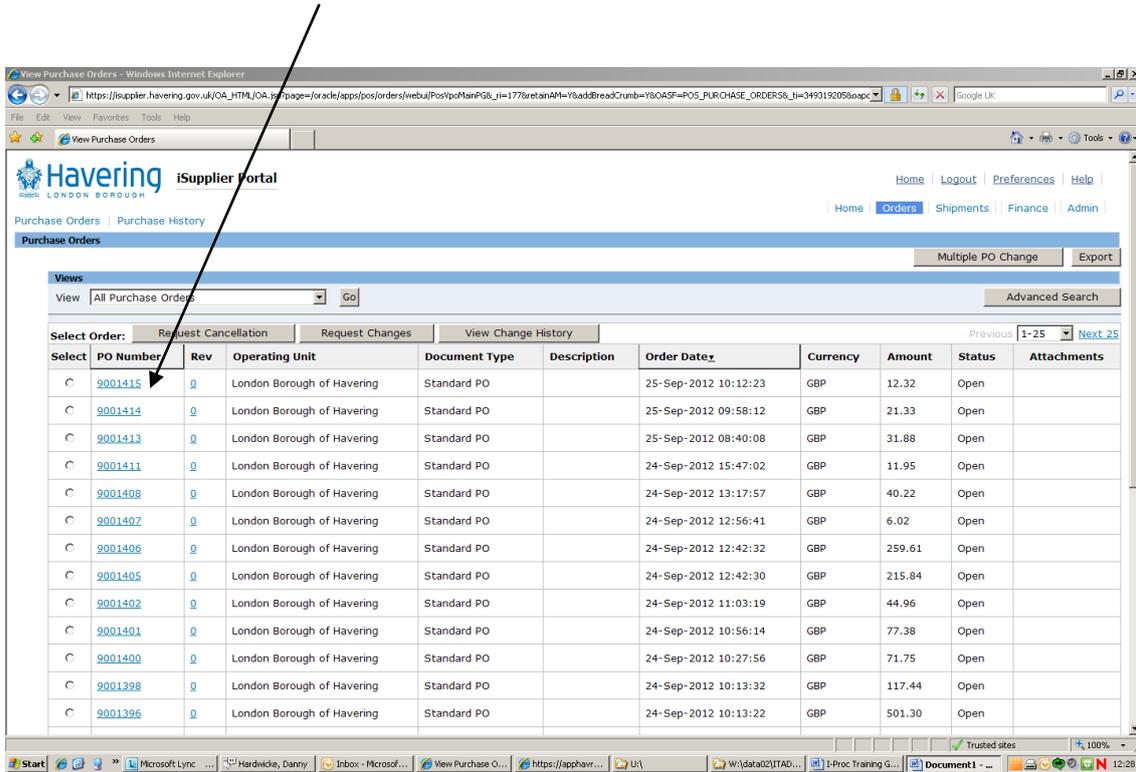
The last 5 orders received will be displayed under the **Orders At A Glance** header:



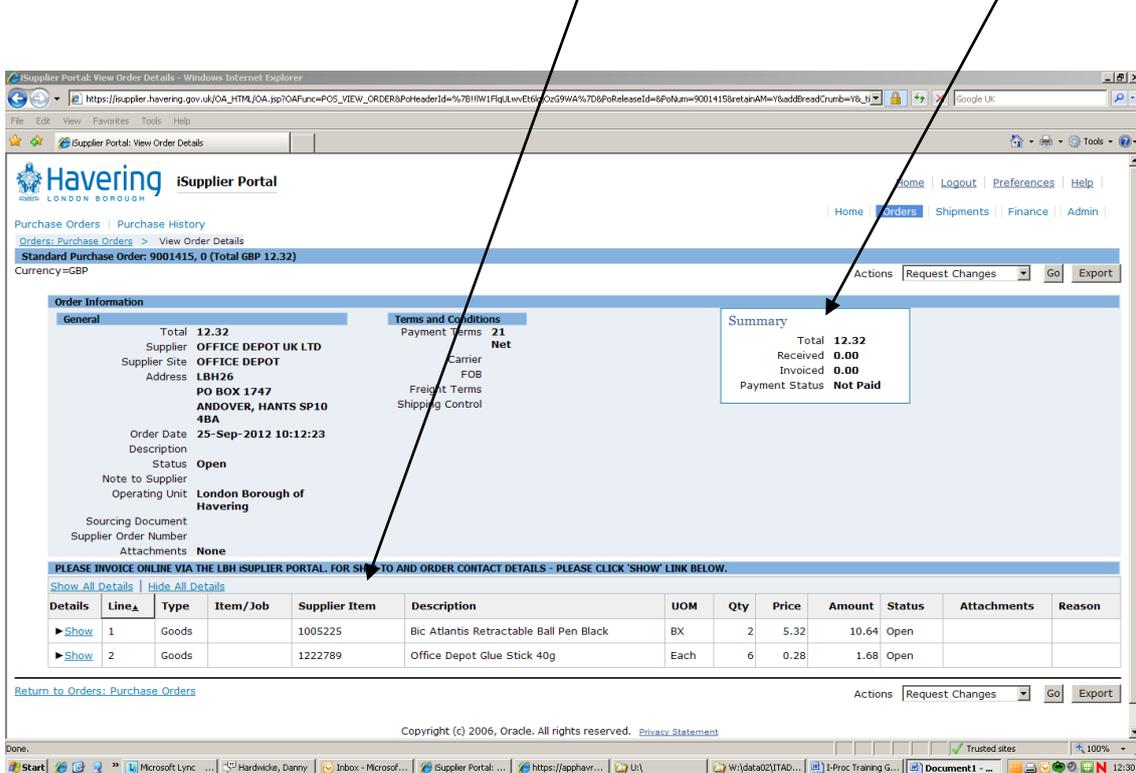
To see ALL Orders, click on **Full List** or on the **Orders** tab at the top of the page:



Click on the **Order Number** to see full details of that order:



The **Order Detail** screen shows you the lines on the order and a payment **Summary**:



The **Summary** box tells you the **total** amount of the order, the amount that has been **invoiced**, the amount that has been **received** and the **payment status**.

The screenshot shows the 'iSupplier Portal' interface. At the top, there's a navigation bar with 'Home', 'Logout', 'Preferences', and 'Help'. Below that, there are links for 'Orders', 'Shipments', 'Finance', and 'Admin'. The main content area is titled 'Standard Purchase Order: 9001415, 0 (Total GBP 12.32)'. It features a 'Summary' box on the right side, which contains the following information:

Total	12.32
Received	0.00
Invoiced	0.00
Payment Status	Not Paid

An arrow from the text above points to this summary box. Below the summary box, there are sections for 'Order Information' (General, Terms and Conditions) and a table of order details. The table has columns for Line, Type, Item/Job, Supplier Item, Description, UOM, Qty, Price, Amount, Status, Attachments, and Reason.

Line	Type	Item/Job	Supplier Item	Description	UOM	Qty	Price	Amount	Status	Attachments	Reason
1	Goods		1005225	Bic Atlantis Retractable Ball Pen Black	BX	2	5.32	10.64	Open		
2	Goods		1222789	Office Depot Glue Stick 40g	Each	6	0.28	1.68	Open		

If you click on the word **Show** at the beginning of each line you can see the **shipment** details of each line:
On this order you can see that 2 boxes of pens were ordered:

This screenshot shows the 'Shipments' section of the order details. It includes a table with columns for Shipment, Ship-To Location, Ordered, Qty Received, Invoiced, Amount Ordered, Received, Invoiced, Promised Date, Need-By Date, Payment Status, Status, Supplier Line, Split, Reason, and Requestor. The first shipment is for line 1, with a ship-to location of '3rd Floor Mercury House' and a quantity of 2. The requestor is listed as 'Epstein, Mrs. Sharon Sheila'. An arrow from the text above points to the 'Show' link at the beginning of line 1 in the table above, and another arrow points to the 'Qty' column in the shipment table.

Shipment	Ship-To Location	Ordered	Qty Received	Invoiced	Amount Ordered	Received	Invoiced	Promised Date	Need-By Date	Payment Status	Status	Supplier Line	Split	Reason	Requestor
1	3rd Floor Mercury House	2			10.64			27-Sep-2012 00:00:00	27-Sep-2012 00:00:00		Open				Epstein, Mrs. Sharon Sheila

0 boxes have been receipted in the I-Procurement system yet (the person who placed the order has not receipted them yet) and that there has not yet been an **invoice** submitted for these items:

Supplier Portal: View Order Details - Windows Internet Explorer

https://supplier.havering.gov.uk/OA_HTML/OA.jsp?OAFunc=POS_VIEW_ORDER&POHeaderId=%7B11H1F106g0g0c9WA%708PReleaseId=8P0Num=9001415&retainAM=Y&addBreadCrumb=Y&_U...

Supplier Portal: View Order Details

Total 12.32
Supplier OFFICE DEPOT UK LTD
Supplier Site OFFICE DEPOT
Address LBH26
PO BOX 1747
ANDOVER, HANTS SP10
4BA
Order Date 25-Sep-2012 10:12:23
Description
Status Open
Note to Supplier
Operating Unit London Borough of Havering
Sourcing Document
Supplier Order Number
Attachments None

Payment Terms 21 Net
Carrier FCB
Freight Terms FOB
Shipping Control

Total 12.32
Received 0.00
Invoiced 0.00
Payment Status Not Paid

PLEASE INVOICE ONLINE VIA THE LBH SUPPLIER PORTAL. FOR SHIP-TO AND ORDER CONTACT DETAILS - PLEASE CLICK 'SHOW' LINK BELOW.

Show All Details Hide All Details

Details	Line	Type	Item/Job	Supplier Item	Description	UOM	Qty	Price	Amount	Status	Attachments
▼ Hide	1	Goods		1005225	Bic Atlantis Retractable Ball Pen Black	BX	2	5.32	10.64	Open	

Shipments															
Shipment	Ship-To Location	Qty Ordered	Qty Received	Qty Invoiced	Amount Ordered	Amount Received	Amount Invoiced	Promised Date	Need-By Date	Payment Status	Status	Supplier Line	Split	Reason	Requestor
1	3rd Floor Mercury House	2			10.64			27-Sep-2012 00:00:00	27-Sep-2012 00:00:00		Open				Epstein, Mrs. Sharon Sheila
▶ Show	2	Goods			1222789						Open				

Return to Orders: Purchase Orders

Actions Request Changes Go Export

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This also tells you the **cost** of this line of the order, the **amount** received and the amount you have **invoiced** for:

Supplier Portal: View Order Details - Windows Internet Explorer

https://supplier.havering.gov.uk/OA_HTML/OA.jsp?OAFunc=POS_VIEW_ORDER&POHeaderId=%7B11H1F106g0g0c9WA%708PReleaseId=8P0Num=9001415&retainAM=Y&addBreadCrumb=Y&_U...

Supplier Portal: View Order Details

Total 12.32
Supplier OFFICE DEPOT UK LTD
Supplier Site OFFICE DEPOT
Address LBH26
PO BOX 1747
ANDOVER, HANTS SP10
4BA
Order Date 25-Sep-2012 10:12:23
Description
Status Open
Note to Supplier
Operating Unit London Borough of Havering
Sourcing Document
Supplier Order Number
Attachments None

Payment Terms 21 Net
Carrier FCB
Freight Terms FOB
Shipping Control

Total 12.32
Received 0.00
Invoiced 0.00
Payment Status Not Paid

PLEASE INVOICE ONLINE VIA THE LBH SUPPLIER PORTAL. FOR SHIP-TO AND ORDER CONTACT DETAILS - PLEASE CLICK 'SHOW' LINK BELOW.

Show All Details Hide All Details

Details	Line	Type	Item/Job	Supplier Item	Description	UOM	Qty	Price	Amount	Status	Attachments
▼ Hide	1	Goods		1005225	Bic Atlantis Retractable Ball Pen Black	BX	2	5.32	10.64	Open	

Shipments															
Shipment	Ship-To Location	Qty Ordered	Qty Received	Qty Invoiced	Amount Ordered	Amount Received	Amount Invoiced	Promised Date	Need-By Date	Payment Status	Status	Supplier Line	Split	Reason	Requestor
1	3rd Floor Mercury House	2			10.64			27-Sep-2012 00:00:00	27-Sep-2012 00:00:00		Open				Epstein, Mrs. Sharon Sheila
▶ Show	2	Goods			1222789						Open				

Return to Orders: Purchase Orders

Actions Request Changes Go Export

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You can also see the **Ship to Location** and the name of the **Requestor**:

The screenshot displays a web application interface for a supplier portal. At the top, there are summary statistics: Total 12.32, Received 0.00, Invoiced 0.00, and Payment Status Not Paid. Below this, order details for 'OFFICE DEPOT UK LTD' are shown, including the address 'PO BOX 1747 ANDOVER, HANTS SP10 4BA' and the order date '25-Sep-2012 10:12:23'. The operating unit is identified as 'London Borough of Havering'. A blue banner prompts the user to 'PLEASE INVOICE ONLINE VIA THE LBH SUPPLIER PORTAL FOR SHIP-TO AND ORDER CONTACT DETAILS'. Below the banner is a table of order details with columns for Line, Type, Item/Job, Supplier Item, Description, UOM, Qty, Price, Amount, Status, and Attachments. A 'Shipments' section follows, with a table that includes columns for Shipment, Ship-To Location, Qty (Ordered, Received, Invoiced), Amount (Ordered, Received, Invoiced), Promised Date, Need-By Date, Payment Status, Status, Supplier Line, Split, Reason, and Requestor. Two arrows from the text above point to the 'Ship-To Location' and 'Requestor' columns in this table. The 'Requestor' column lists 'Epstein, Mrs. Sharon Sheila'. At the bottom, there are navigation links like 'Return to Orders: Purchase Orders' and 'Request Changes', along with a copyright notice for Oracle (c) 2006.

If there are any queries in relation to the order, you **MUST** contact the **Requestor**. This can be done by calling the main Havering switch board number **(01708 43 43 43)** and asking to be put through to that person.

How to flip an order/create an invoice on Self Service I-Supplier.

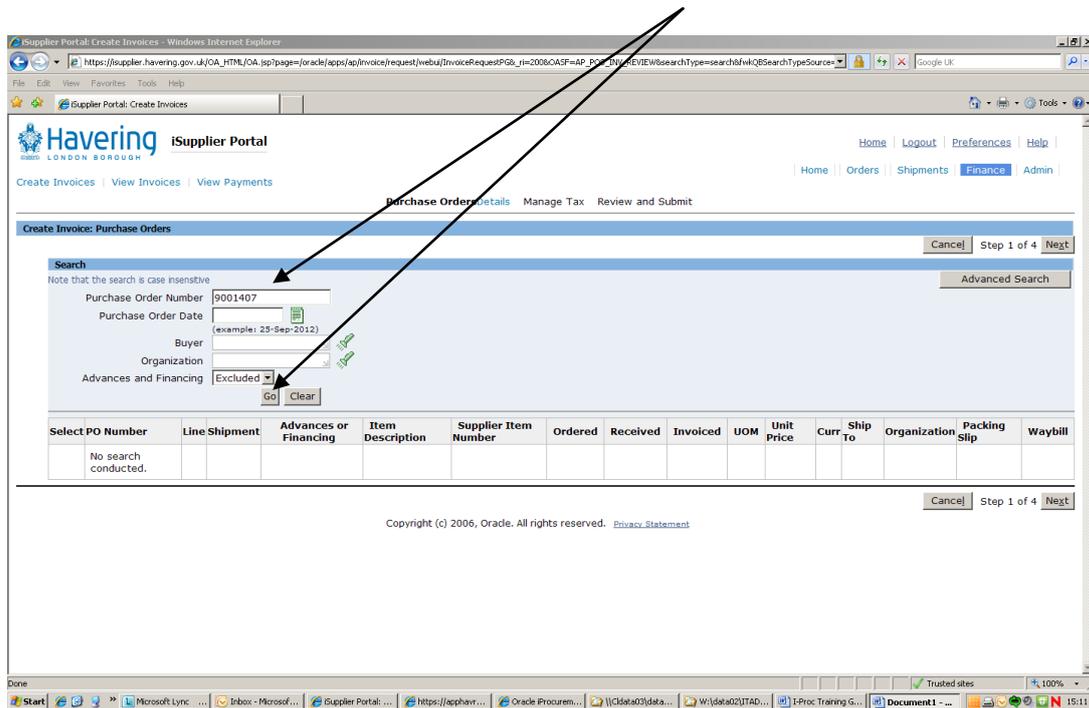
(You need to have the relevant Purchase Order Number to hand at this point)
From the Self Service I-Supplier home page, click on the **Finance** tab:

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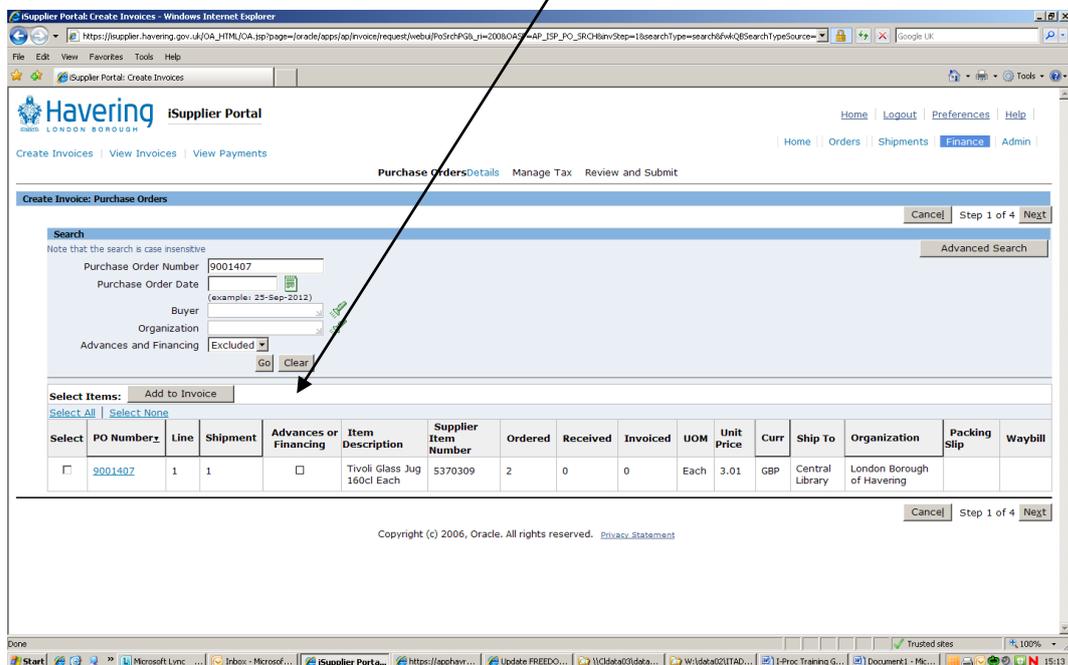
Click on **Go** next to **Create Invoice with a PO**:

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Type in the **Purchase Order Number** in the relevant field and click **Go**.



The order will appear under the search fields:

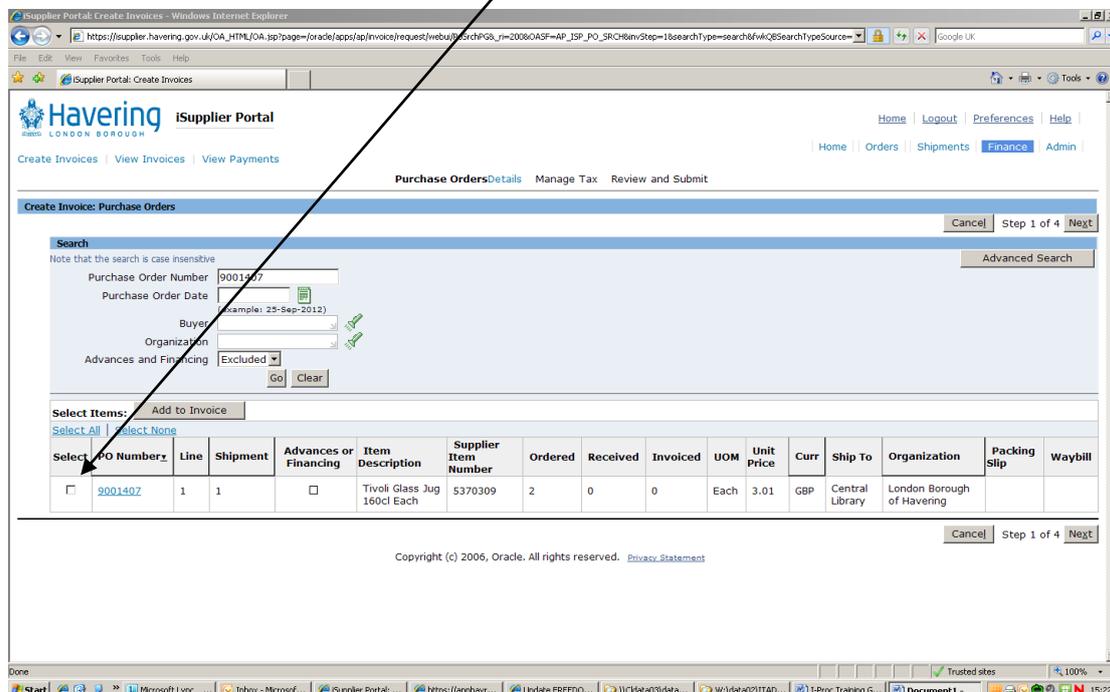


If there is more than 1 line to the order, they will be listed under each other.

N.B: this screen will only show the first 10 lines to the order. If your order has more than 10 lines and you are invoicing for items on both pages you will need to select the items on the first page and then click onto the next page and select the items on that page too.

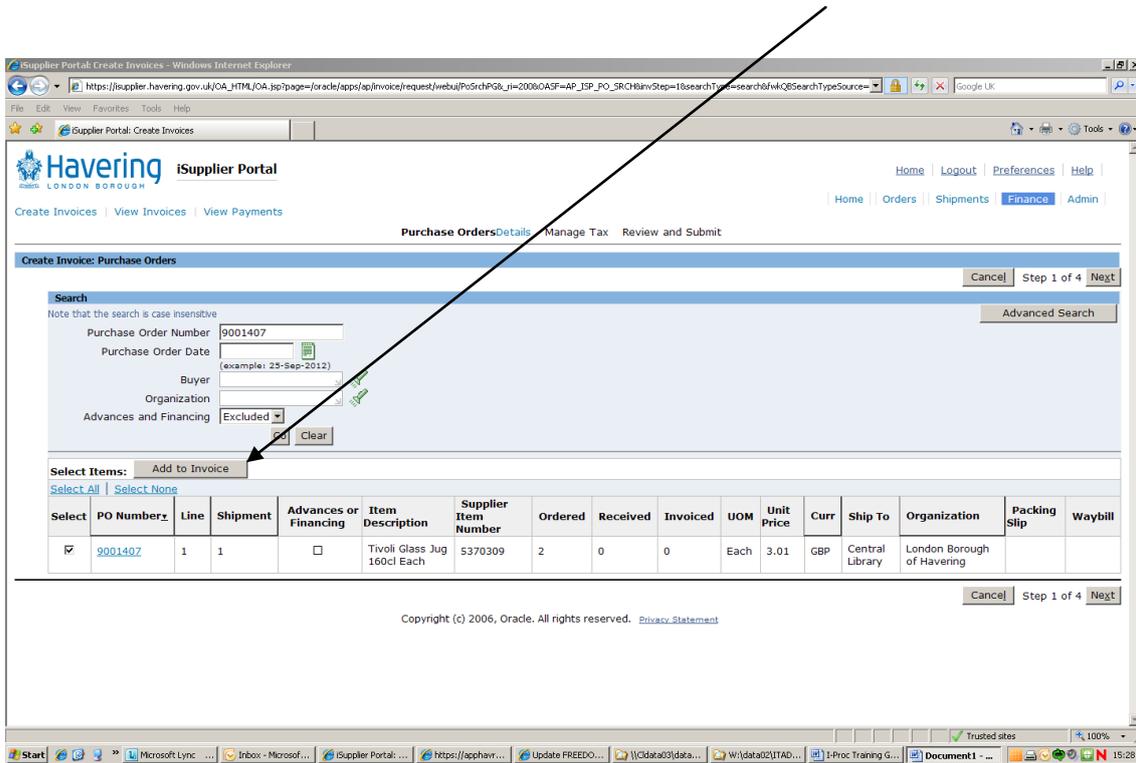
***** 'Select All' DOES NOT add all items on the order to the invoice – it ONLY adds the items on the page you are looking at *****

Select the lines you wish to invoice for:

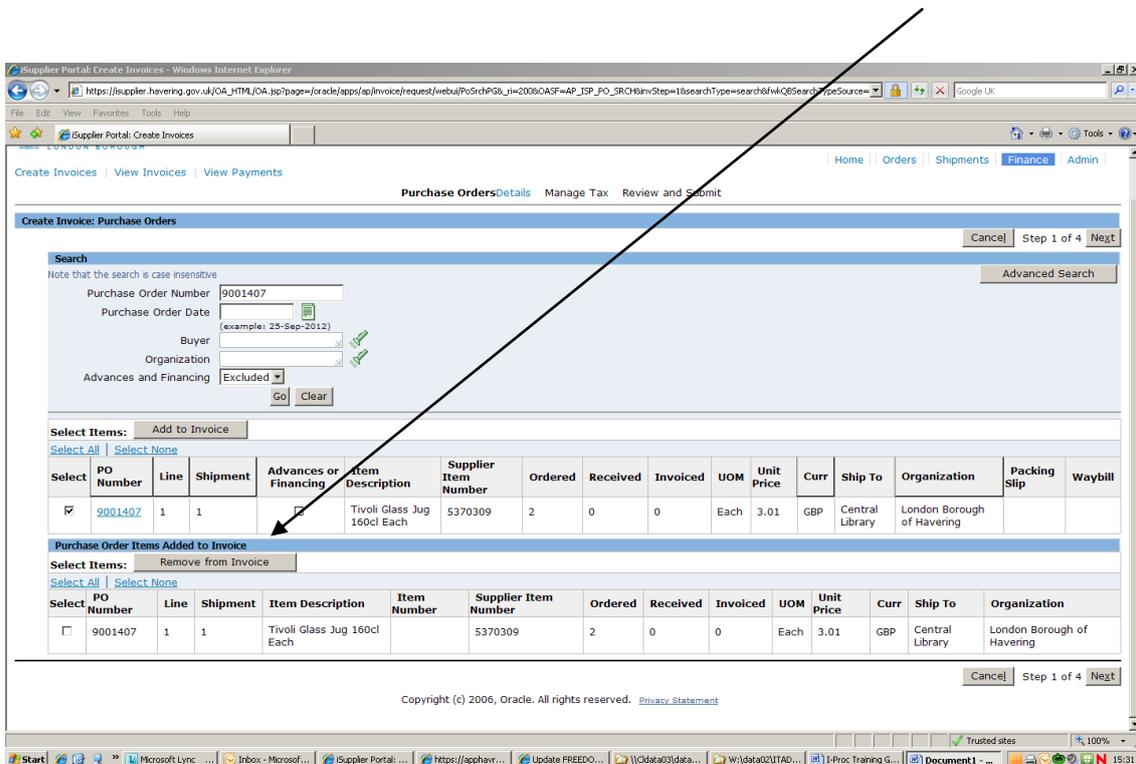


(Or click **Select All** if relevant to the invoice)

Once you have selected the lines to be invoiced, click **Add to Invoice**:



Your items will then show at the bottom of the screen as **Added to Invoice**:



At this point you can also add another order to the invoice (if you have multiple orders to invoice for). Just repeat the process above and once you have clicked on **Add to Invoice** for the second item, all lines for **both** orders will be shown at the bottom of the screen.

Once you have all of your items added to the invoice, click **next**.

Enter your unique **Invoice Number** and check the **Quantity** you are invoicing for is correct:

The screenshot shows the 'Create Invoice: Details' page in the iSupplier Portal. The page is divided into several sections: Supplier, Invoice, and Customer. The Supplier section includes fields for Supplier (OFFICE DEPOT UK LTD), Tax Payer ID, Remit To (OFFICE DEPOT), Address (LBH26 PO BOX 1747 ANDOVER HANTS SP10 4BA), Remit To Bank Account, Unique Remittance Identifier, and Remittance Check Digit. The Invoice section includes fields for Invoice Number, Invoice Date (25-Sep-2012), Invoice Type (Invoice), and Currency (GBP). The Customer section includes Customer Tax Payer ID (001), Customer Name (London Borough of Havering), and Address (Main Rd Romford RM1 3BB GB). Below these sections is a table of items with the following columns: PO Number, Line, Shipment, Item Description, Supplier Item Number, Ship To, Available Quantity, Quantity, Unit Price, UOM, and Amount. The table contains one row with the following data: PO Number 9001407, Line 1, Shipment 1, Item Description Tivoli Glass Jug 160cl Each, Supplier Item Number 5370309, Ship To Central Library, Available Quantity 2, Quantity 2, Unit Price 3.01, UOM Each, and Amount 6.02. The page also includes navigation buttons (Cancel, Back, Step 2 of 4, Next) and a copyright notice (Copyright (c) 2006, Oracle. All rights reserved. Privacy Statement).

If you cannot supply the full quantity immediately, amend the **Quantity** field to read the amount you are supplying as we will only pay for what we have received. You can repeat this process and invoice us for the remaining items once they are sent, you will just have to use a different invoice number (putting a letter after the original number is accepted. ie: invoice number for 1st item – DS001, invoice for remaining item – DS001a)

If these fields are correct, click **Next**:

Create Invoice: Details

Supplier: OFFICE DEPOT UK LTD
 Tax Payer ID: OFFICE DEPOT
 Remit To: LBH26 PO BOX 1747 ANDOVER HANTS SP10 4BA
 Address: LBH26 PO BOX 1747 ANDOVER HANTS SP10 4BA
 Remit To Bank Account: [blank]
 Unique Remittance Identifier: [blank]
 Remittance Check Digit: [blank]

Invoice: DS001
 Invoice Date: 25-Sep-2012
 Invoice Type: Invoice
 Currency: GBP

Customer: London Borough of Havering
 Customer Tax Payer ID: 001
 Customer Name: London Borough of Havering
 Address: Main Rd Romford RM1 3BB GB

PO Number	Line	Shipment	Item Description	Supplier Item Number	Ship To	Available Quantity	Quantity	Unit Price	UOM	Amount
9001407	1	1	Tivoli Glass Jug 160cl Each	5370309	Central Library	2	2	3.01	Each	6.02

Buttons: Cancel, Back, Step 2 of 4, Next

The following screen shows you the **Tax Lines** and calculates the total of the order including tax:
 (If you are not tax registered, this should say '0')

Create Invoice: Manage Tax

Supplier: OFFICE DEPOT UK LTD
 Tax Payer ID: OFFICE DEPOT
 Remit To: LBH26 PO BOX 1747 ANDOVER HANTS SP10 4BA
 Address: LBH26 PO BOX 1747 ANDOVER HANTS SP10 4BA
 Remit To Bank Account: 01289654
 Unique Remittance Identifier: [blank]
 Remittance Check Digit: [blank]

Invoice: DS001
 Invoice Date: 25-Sep-2012
 Invoice Type: Standard
 Currency: GBP

Customer: London Borough of Havering
 Customer Tax Payer ID: 001
 Customer Name: London Borough of Havering
 Address: Main Rd Romford RM1 3BB GB

Summary Tax Line Number	Tax Regime Code	Tax	Tax Status Code	Tax Jurisdiction Code	Tax Rate Code	Tax Rate	Tax Amount	Line Status
1	GB VAT REGIME	GB VAT	GB VAT STANDARD	GB VAT	GB VAT STANDARD	20	1.21	Active
1	GB VAT REGIME	GB VAT	GB VAT STANDARD	GB VAT	GB VAT STANDARD	20	1.21	Active

PO Number	Line	Shipment	Item Description	Supplier Item Number	Ship To	Available Qty	Quantity To Invoice	UOM	Unit Price	Amount
9001407	1	1	Tivoli Glass Jug 160cl Each	5370309	Central Library	2	2.00	Each	3.01	6.02

Shipping and Handling: No results found.

Invoice Summary	Amount	Description
Items	6.02	
Tax	1.21	
Total (GBP)	7.23	

Buttons: Cancel, Save, Back, Step 3 of 4, Next, Submit

If you should not have tax added to your invoices, you can amend this by changing the **Tax Rate** field to read '0':

Supplier Portal: Create Invoices - Windows Internet Explorer

https://apphavtest3.oracleoutsourcing.com/OA_HTML/OA.jsp?page=oracle/apps/ap/invoice/request/webui/MatchedInvoicePG...&AP_JSP_INV_DET_PO&invStep=28...&_i=2089946888&retainZ...

Customer Tax Payer ID: 001
Customer Name: London Borough of Havering
Address: Main Rd Romford RM1 3BB GB

Summary Tax Line Number	Tax Regime Code	Tax	Tax Status Code	Tax Jurisdiction Code	Tax Rate Code	Tax Rate	Tax Amount	Line Status
1	GB VAT REGIME	GB VAT	GB VAT STANDARD	GB VAT	GB VAT STANDARD	0	1.8	Active
1	GB VAT REGIME	GB VAT	GB VAT STANDARD	GB VAT	GB VAT STANDARD	0	1.8	Active

Items

PO Number	Line	Shipment	Item Description	Supplier Item Number	Ship To	Available Qty	Quantity To Invoice	UOM	Unit Price	Amount
9000192	1	1	Tortillas		Central Library	4		1.00	Each	8.98

Invoice Summary

Items	8.98
Less Retainage	0.00
Freight	0.00
Miscellaneous	0.00
Tax	1.80

By clicking on the **Calculate** button, the **Tax Amount** fields will change:

Supplier Portal: Create Invoices - Windows Internet Explorer

https://apphavtest3.oracleoutsourcing.com/OA_HTML/OA.jsp?page=oracle/apps/ap/invoice/request/webui/MatchedInvoicePG...&AP_JSP_INV_DET_PO&invStep=30...&_i=2089946888...

Customer Tax Payer ID: 001
Customer Name: London Borough of Havering
Address: Main Rd Romford RM1 3BB GB

Summary Tax Line Number	Tax Regime Code	Tax	Tax Status Code	Tax Jurisdiction Code	Tax Rate Code	Tax Rate	Tax Amount	Line Status
1	GB VAT REGIME	GB VAT	GB VAT STANDARD	GB VAT	GB VAT STANDARD	0	0	Active
1	GB VAT REGIME	GB VAT	GB VAT STANDARD	GB VAT	GB VAT STANDARD	0	0	Active

Items

PO Number	Line	Shipment	Item Description	Supplier Item Number	Ship To	Available Qty	Quantity To Invoice	UOM	Unit Price	Amount
9000192	1	1	Tortillas		Central Library	4		1.00	Each	8.98

Invoice Summary

Items	8.98
Less Retainage	0.00
Freight	0.00
Miscellaneous	0.00
Tax	1.80
Recalculate Total	Total (GBP) 10.78

If you then click on the **Recalculate Total** button at the bottom of the page, the Tax line will read '0':

Summary Tax Lines

Summary Tax Line Number	Tax Regime Code	Tax	Tax Status Code	Tax Jurisdiction Code	Tax Rate Code	Tax Rate	Tax Amount	Line Status
1	GB VAT REGIME	GB VAT	GB VAT STANDARD	GB VAT	GB VAT STANDARD	0	0	Active
1	GB VAT REGIME	GB VAT	GB VAT STANDARD	GB VAT	GB VAT STANDARD	0	0	Active

Items

PO Number	Line	Shipment	Item Description	Supplier Item Number	Ship To	Available Qty	Quantity To Invoice	UOM	Unit Price	Amount
9000192	1	1	Tortillas		Central Library	4	1.00	Each	8.98	8.98

Invoice Summary

Items	0.98
Less Retainage	0.00
Freight	0.00
Miscellaneous	0.00
Tax	0.00
Total (GBP)	0.98

Recalculate Total

If all is correct on this screen, click **Submit** and you will see a confirmation screen that your invoice has been submitted to our payments dept.

Supplier

Supplier: OFFICE DEPOT UK LTD
 Tax Payer ID: OFFICE DEPOT
 Address: LBH26 PO BOX 1747 ANDOVER HANTS SP10 4BA
 Remit To Bank Account: 01289654
 Unique Remittance Identifier: [blank]
 Remittance Check Digit: [blank]

Customer

Customer Tax Payer ID: 001
 Customer Name: London Borough of Havering
 Address: Main Rd Romford RM1 3BB GB

Invoice

Invoice Number: DS001
 Invoice Date: 25-Sep-2012
 Invoice Type: Standard
 Currency: GBP
 Invoice Description: [blank]
 Invoice Print Status: [blank]
 Telephone Number: [blank]
 Attachment: None

Summary Tax Lines

Summary Tax Line Number	Tax Regime Code	Tax	Tax Status Code	Tax Jurisdiction Code	Tax Rate Code	Tax Rate	Tax Amount	Line Status
1	GB VAT REGIME	GB VAT	GB VAT STANDARD	GB VAT	GB VAT STANDARD	20	1.21	Active
1	GB VAT REGIME	GB VAT	GB VAT STANDARD	GB VAT	GB VAT STANDARD	20	1.21	Active

Items

PO Number	Line	Shipment	Item Description	Supplier Item Number	Ship To	Available Qty	Quantity To Invoice	UOM	Unit Price	Amount
9001407	1	1	Tivoli Glass Jug 160cl Each	5370309	Central Library	2	2.00	Each	3.01	6.02

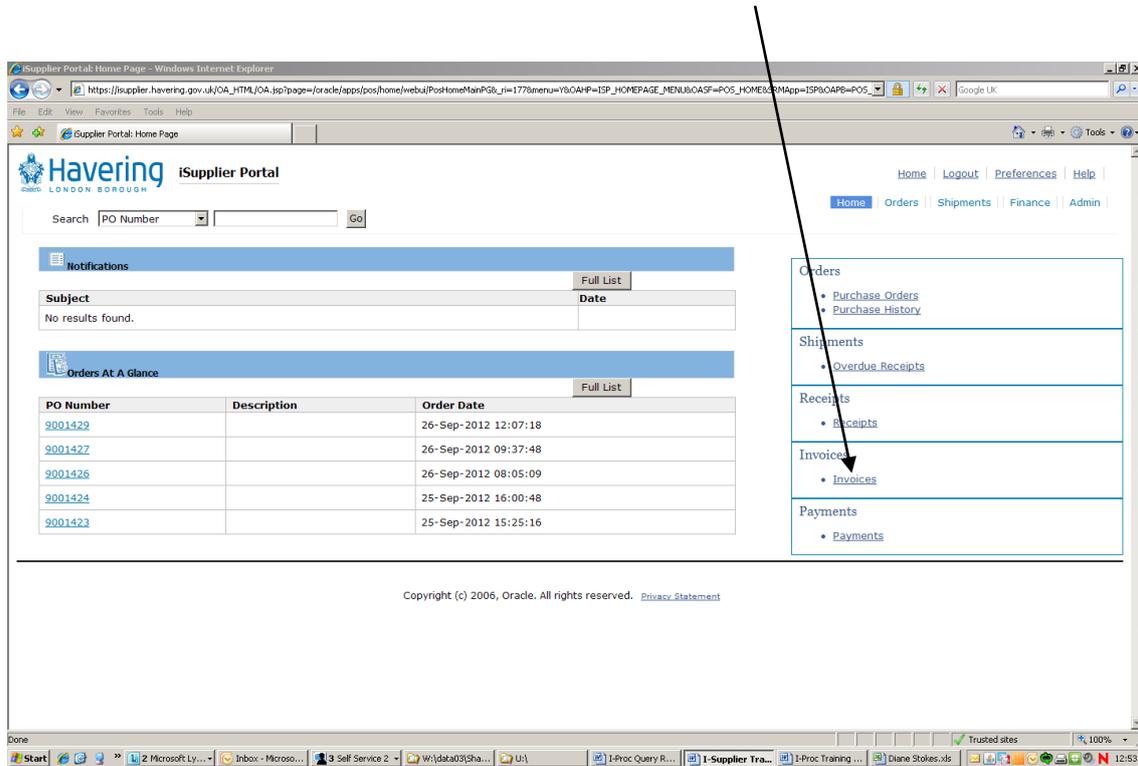
Invoice Summary

Items	6.02
Tax	1.21
Total (GBP)	7.23

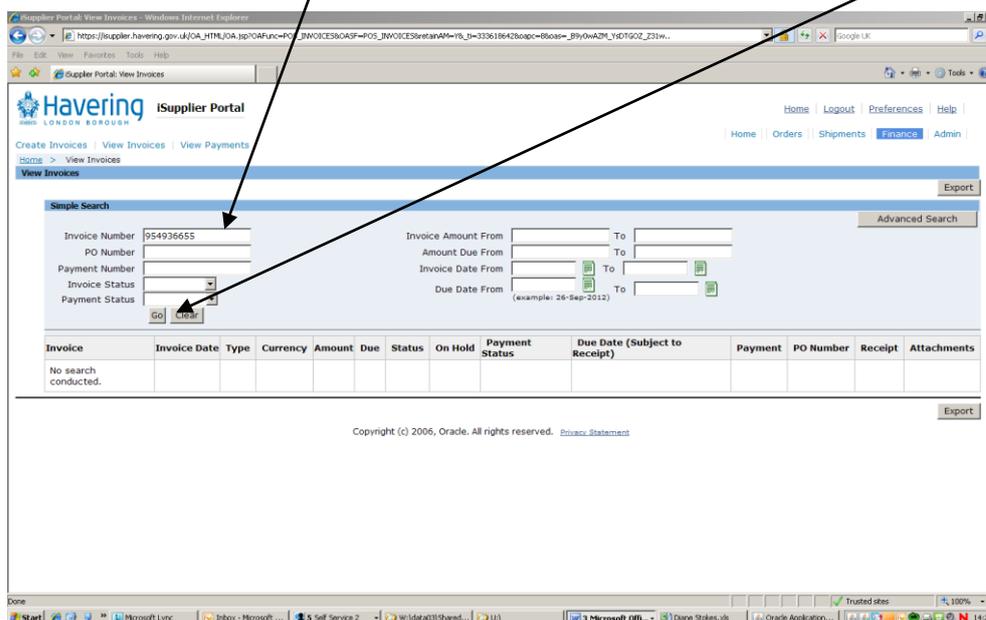
Recalculate Total

How to view an invoice on Self Service I-Supplier.

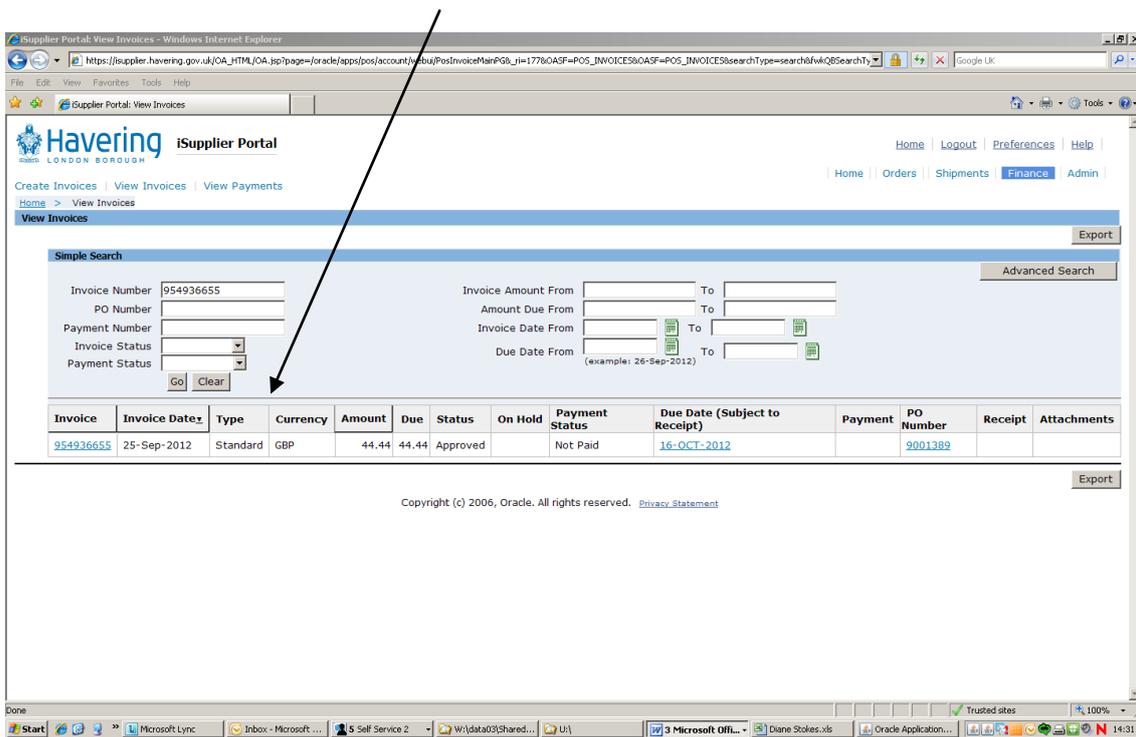
From the **Self Service I-Supplier Portal Home Page** click on **Invoices** under the 'Invoice' heading on the right hand side of the page:



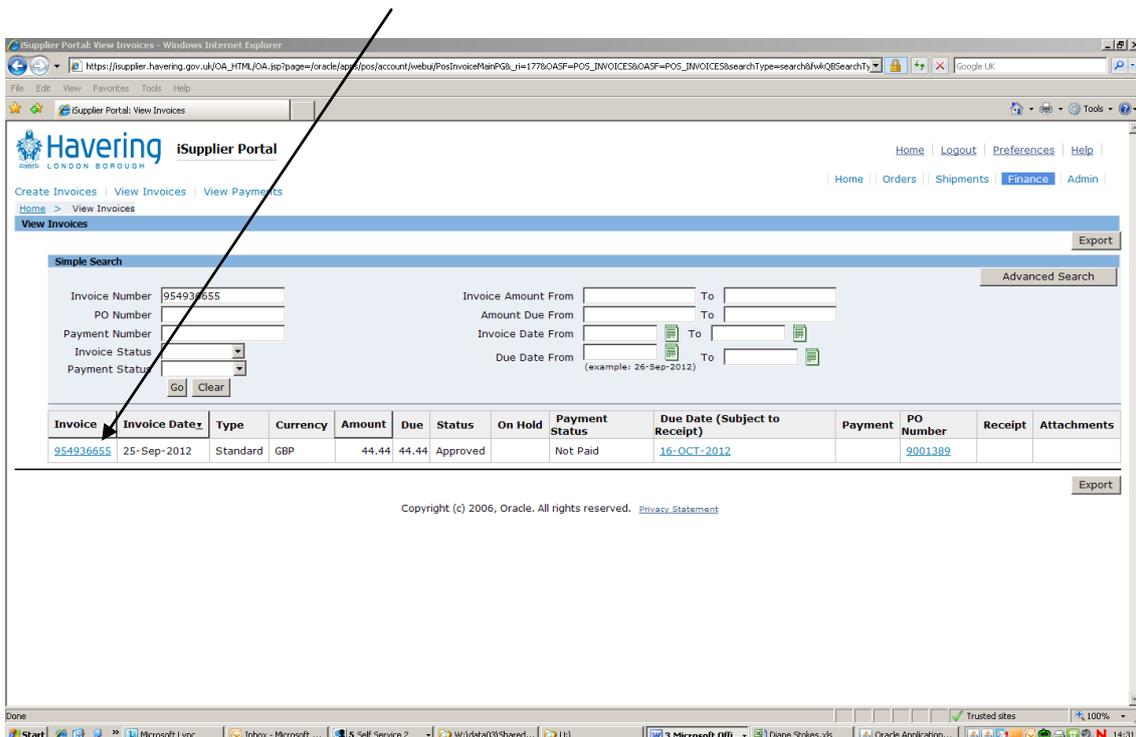
Type in the relevant search field the information you have available ie: **Invoice Number / Purchase Order Number** and then click **Go**:



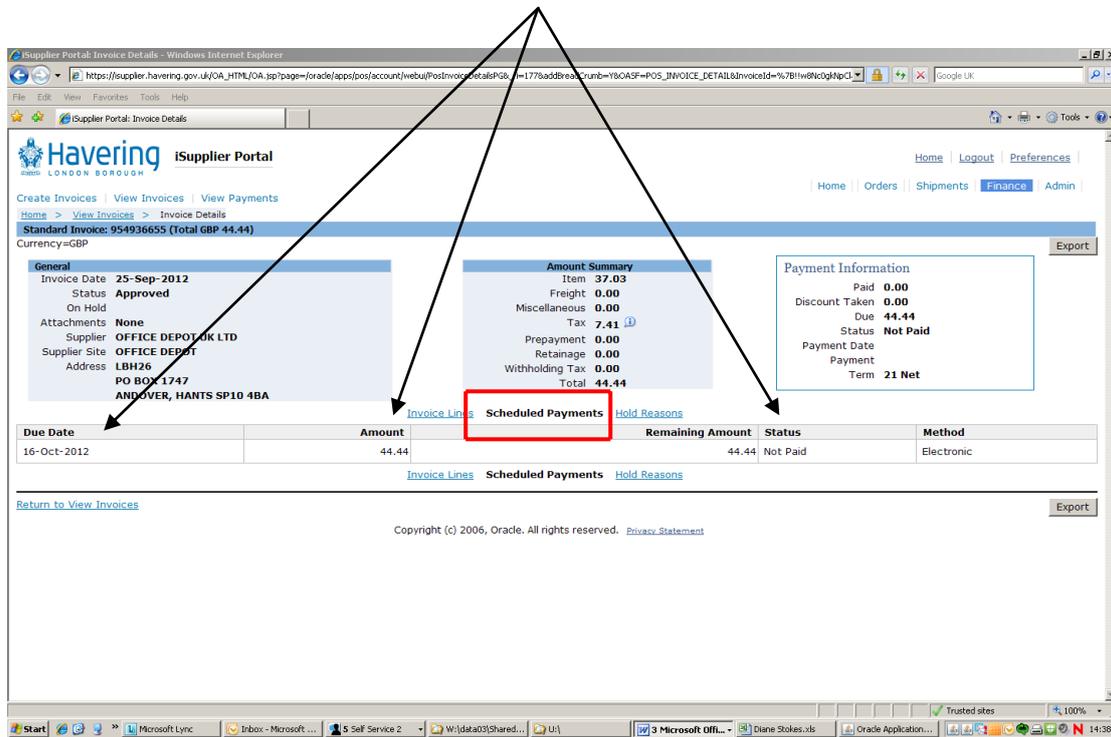
The invoice details will be displayed:



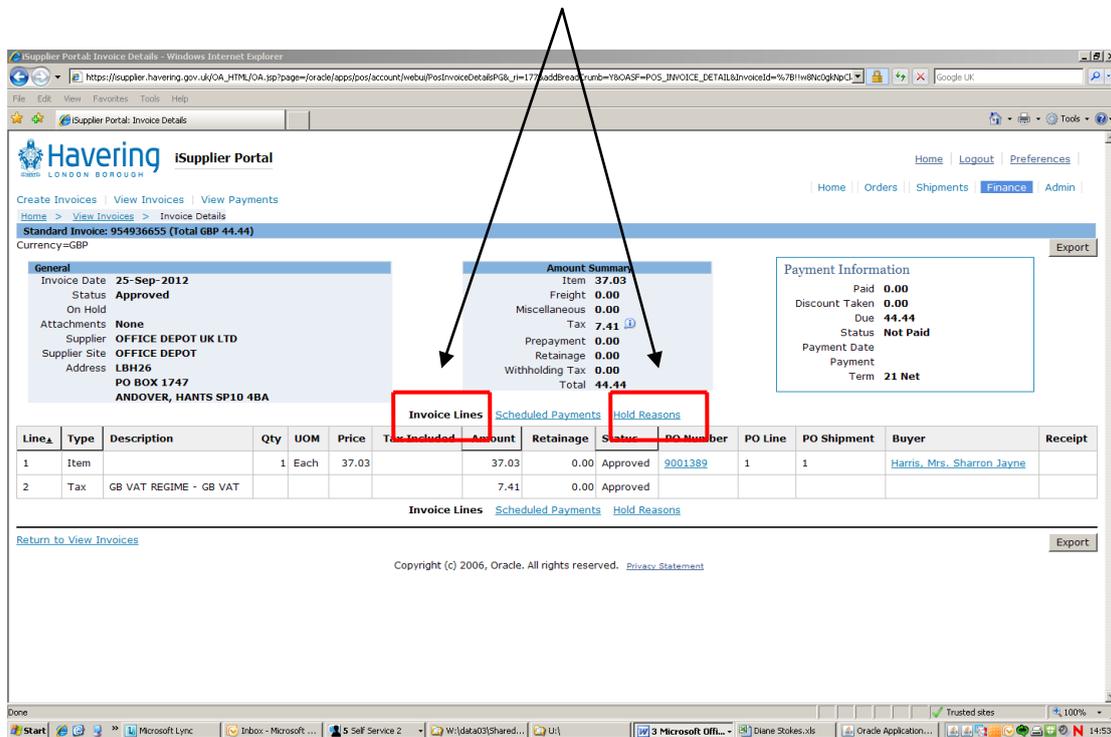
Click on the Invoice Number:



The next screen will default to the **Scheduled Payments** screen. This tells you the **date** your invoice is due to be paid, the **amount** of the payment and the **Status** of the payment:



Invoice Lines – shows you exactly that and if your **Status** says 'On Hold', clicking on **Hold Reasons** will tell you why.



Below is an example of an order that will currently not be paid. The order has been **invoiced** but currently, that invoice will not be paid as the items have not been **received**.

Order Information

General	Terms and Conditions	Summary
Total: 7.96	Payment Terms: 21 Net	Total: 7.96
Supplier: OFFICE DEPOT UK LTD	Carrier: FOB	Received: 0.00
Supplier Site: LBH26	Freight Terms: Shipping Control	Invoiced: 7.96
Address: PO BOX 1747 ANDOVER, HANTS SP10 4BA		Payment Status: Not Paid
Order Date: 19-Sep-2012 12:52:55		
Description: Open		
Status: Open		
Note to Supplier: London Borough of Havering		
Operating Unit: London Borough of Havering		
Sourcing Document: None		
Supplier Order Number: None		
Attachments: None		

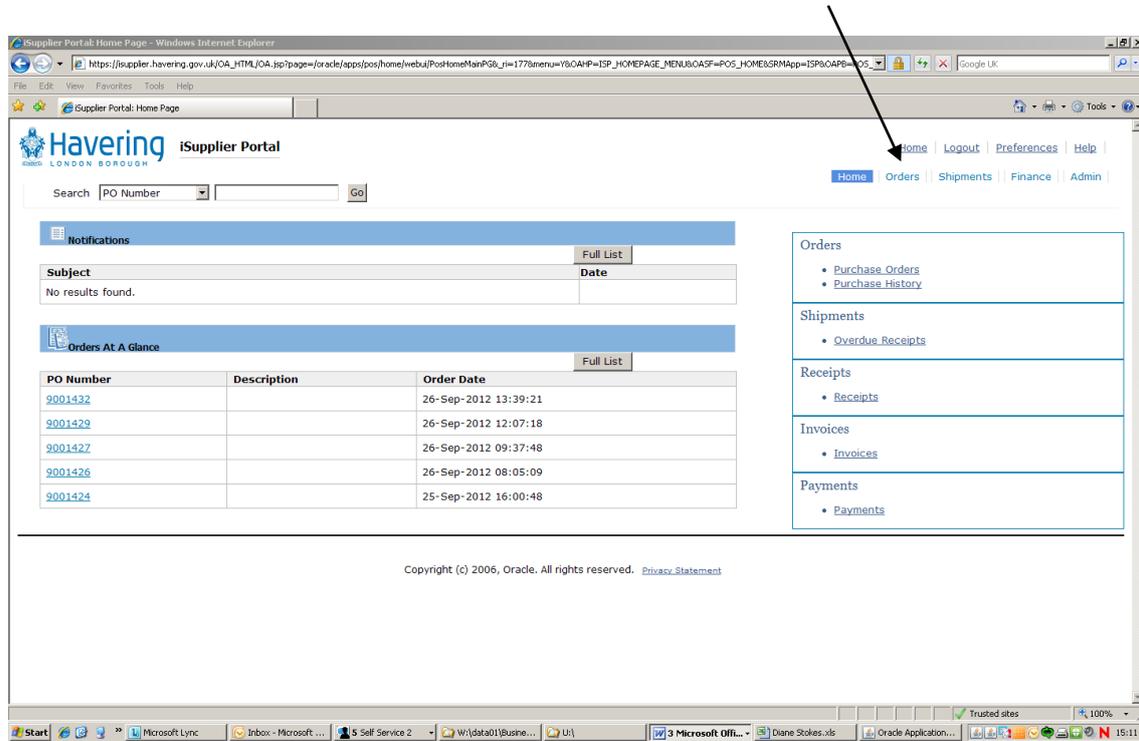
PLEASE INVOICE ONLINE VIA THE LBH ISUPLIER PORTAL. FOR SHIP-TO AND ORDER CONTACT DETAILS - PLEASE CLICK 'SHOW' LINK BELOW.

Details	Line	Type	Item/Job	Supplier Item	Description	UOM	Qty	Price	Amount	Status	Attachments
▼ Hide	1	Goods		976363	Niceday Correction Roller - Each	Each	7	0.28	1.96	Open	

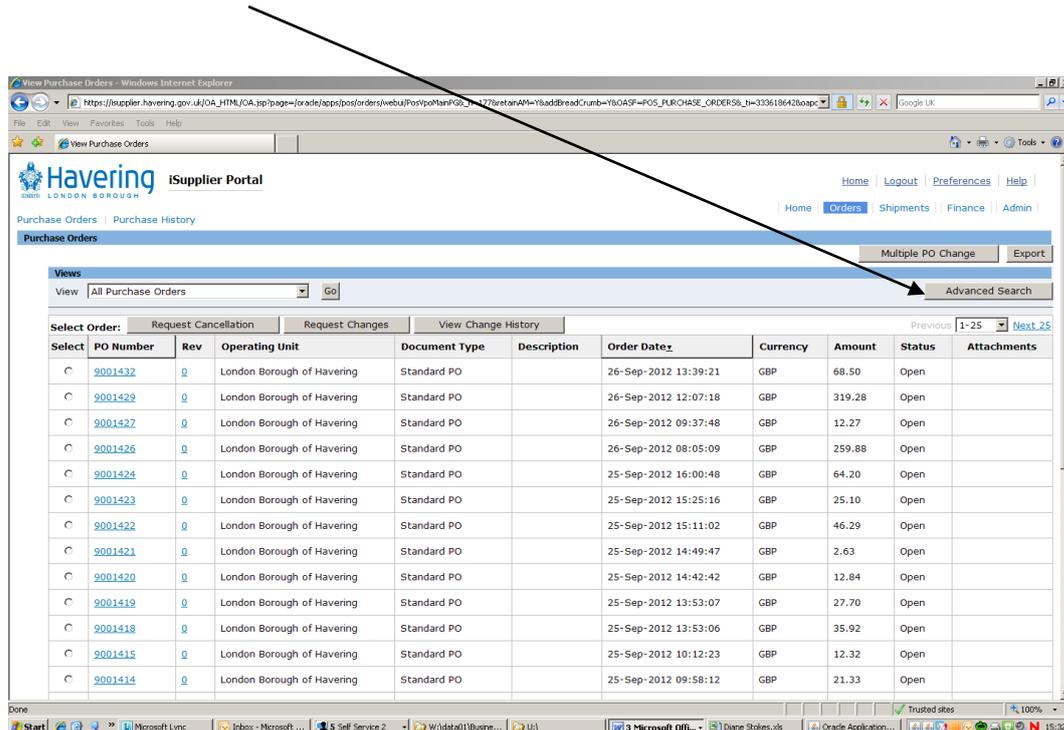
Shipment	Ship-To Location	Qty			Amount			Promised Date	Need-By Date	Payment Status	Status	Supplier Line	Split	Reason	Requestor
		Ordered	Received	Invoiced	Ordered	Received	Invoiced								
1	1st Floor Central Library	7			1.96			21-Sep-2012 00:00:00	21-Sep-2012 00:00:00	Not Paid	Closed For Invoice				Clarke, Mrs. Donna Cheryl

To see if an order has been receipted on Self Service I-Supplier.

From the Self Service I-Supplier Portal Home Page, click on the **Orders** tab:



Click **Advanced Search**:



Type the relevant **Purchase Order Number** into the search field and click **Go**:

Advanced Search

Specify parameters and values to filter the data that is displayed in your results set.
 Show table data when all conditions are met.
 Show table data when any condition is met.

PO Number is
Document Type is
Order Date is
Buyer is

Go Clear Add Another Acknowledgement Status Add

Select	PO Number	Rev	Operating Unit	Document Type	Description	Order Date	Currency	Amount	Status	Attachments
<input type="checkbox"/>	9001432	0	London Borough of Havering	Standard PO		26-Sep-2012 13:39:21	GBP	68.50	Open	
<input type="checkbox"/>	9001429	0	London Borough of Havering	Standard PO		26-Sep-2012 12:07:18	GBP	319.28	Open	
<input type="checkbox"/>	9001427	0	London Borough of Havering	Standard PO		26-Sep-2012 09:37:48	GBP	12.27	Open	
<input type="checkbox"/>	9001426	0	London Borough of Havering	Standard PO		26-Sep-2012 08:05:09	GBP	259.88	Open	
<input type="checkbox"/>	9001424	0	London Borough of Havering	Standard PO		25-Sep-2012 16:00:48	GBP	64.20	Open	
<input type="checkbox"/>	9001423	0	London Borough of Havering	Standard PO		25-Sep-2012 15:25:16	GBP	25.10	Open	
<input type="checkbox"/>	9001422	0	London Borough of Havering	Standard PO		25-Sep-2012 15:11:02	GBP	46.29	Open	
<input type="checkbox"/>	9001421	0	London Borough of Havering	Standard PO		25-Sep-2012 14:49:47	GBP	2.63	Open	

Click on the **Purchase Order Number**:

Advanced Search

Specify parameters and values to filter the data that is displayed in your results set.
 Show table data when all conditions are met.
 Show table data when any condition is met.

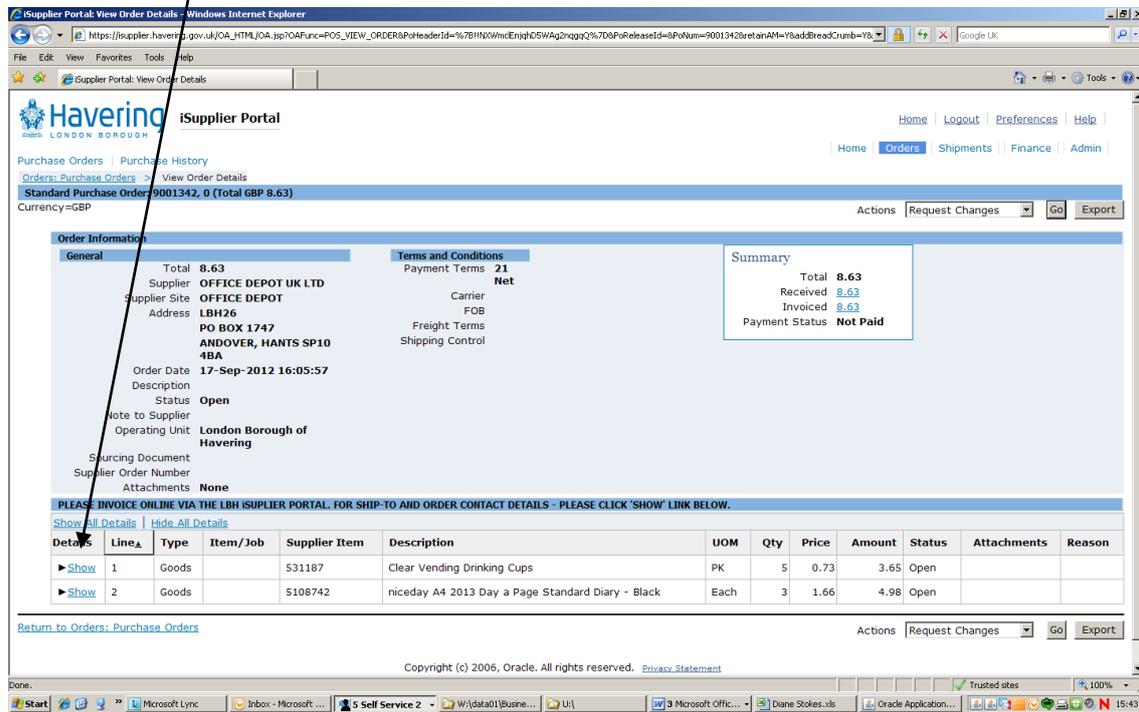
PO Number is
Document Type is
Order Date is
Buyer is

Go Clear Add Another Acknowledgement Status Add

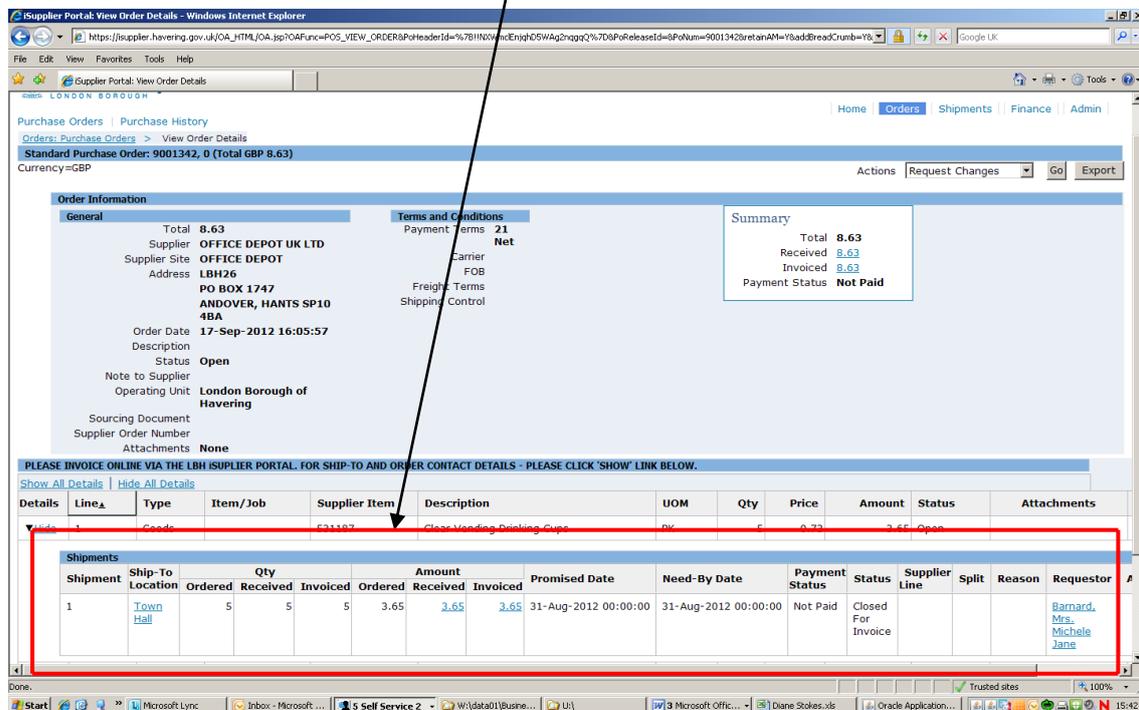
Select	PO Number	Rev	Operating Unit	Document Type	Description	Order Date	Currency	Amount	Status	Attachments
<input type="checkbox"/>	9001342	0	London Borough of Havering	Standard PO		17-Sep-2012 16:05:57	GBP	8.63	Open	

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Click on **Show** at the beginning of each line



..... and the full details will be displayed:



You will be able to see from here the quantity **ordered**, the quantity **received**, the quantity **invoiced** for:.....

Order Information

General

Total: 8.63
 Supplier: OFFICE DEPOT UK LTD
 Supplier Site: OFFICE DEPOT
 Address: LBH26
 PO BOX 1747
 ANDOVER, HANTS SP10 4BA
 Order Date: 17-Sep-2012 16:05:57
 Description: Open
 Status: Open
 Note to Supplier: London Borough of Havering
 Operating Unit: London Borough of Havering

Terms and Conditions

Payment Terms: 21 Net
 Carrier: FOB
 Freight Terms: Shipping Control

Summary

Total: 8.63
 Received: 8.63
 Invoiced: 8.63
 Payment Status: Not Paid

PLEASE INVOICE ONLINE VIA THE LBH SUPPLIER PORTAL. FOR SHIP-TO AND ORDER CONTACT DETAILS - PLEASE CLICK 'SHOW' LINK BELOW.

Details	Line	Type	Item/Job	Supplier Item	Description	UOM	Qty	Price	Amount	Status	Attachments
▼ Hide	1	Goods		531187	Clear Vending Drinking Cups	PK	5	0.73	3.65	Open	

Shipment	Ship-To Location	Qty Ordered	Qty Received	Qty Invoiced	Amount Ordered	Amount Received	Amount Invoiced	Promised Date	Need-By Date	Payment Status	Status	Supplier Line	Split	Reason	Requestor
1	Town Hall	5	5	5	3.65	3.65	3.65	31-Aug-2012 00:00:00	31-Aug-2012 00:00:00	Not Paid	Closed For Invoice				Barnard, Mrs, Michela, Jana

..... the amount of the **order**, the amount **received** and the amount you have **invoiced** for:

Order Information

General

Total: 8.63
 Supplier: OFFICE DEPOT UK LTD
 Supplier Site: OFFICE DEPOT
 Address: LBH26
 PO BOX 1747
 ANDOVER, HANTS SP10 4BA
 Order Date: 17-Sep-2012 16:05:57
 Description: Open
 Status: Open
 Note to Supplier: London Borough of Havering
 Operating Unit: London Borough of Havering

Terms and Conditions

Payment Terms: 21 Net
 Carrier: FOB
 Freight Terms: Shipping Control

Summary

Total: 8.63
 Received: 8.63
 Invoiced: 8.63
 Payment Status: Not Paid

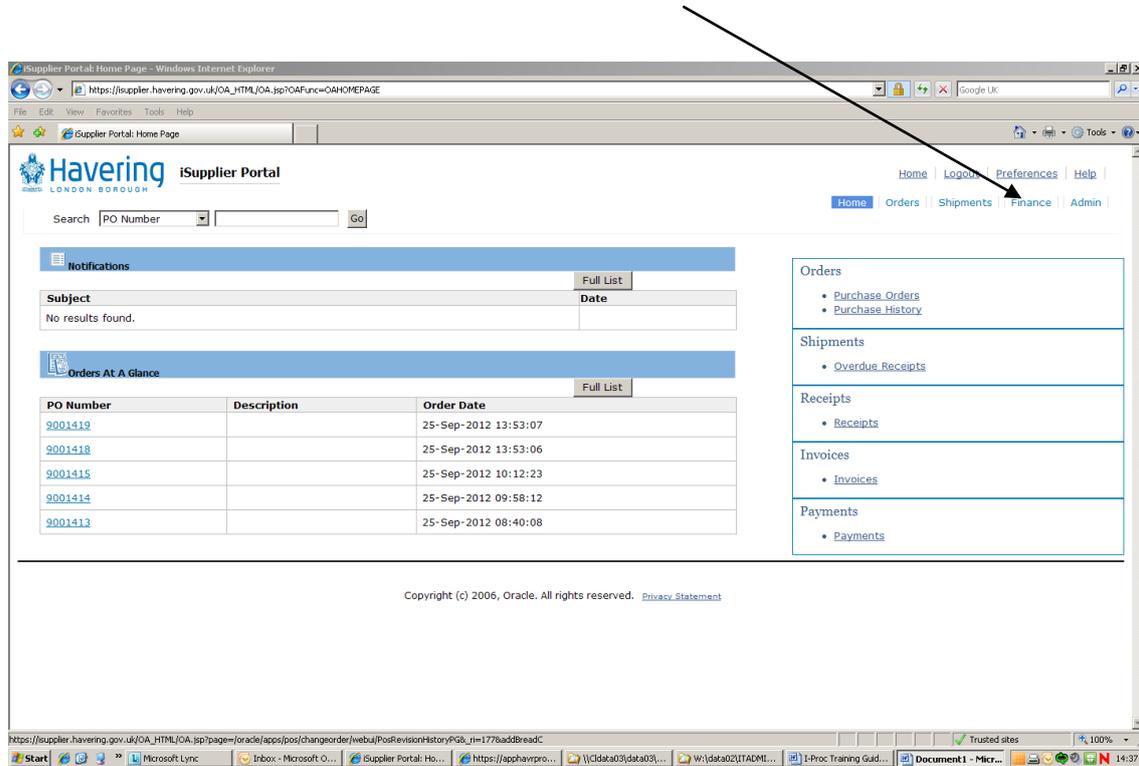
PLEASE INVOICE ONLINE VIA THE LBH SUPPLIER PORTAL. FOR SHIP-TO AND ORDER CONTACT DETAILS - PLEASE CLICK 'SHOW' LINK BELOW.

Details	Line	Type	Item/Job	Supplier Item	Description	UOM	Qty	Price	Amount	Status	Attachments
▼ Hide	1	Goods		531187	Clear Vending Drinking Cups	PK	5	0.73	3.65	Open	

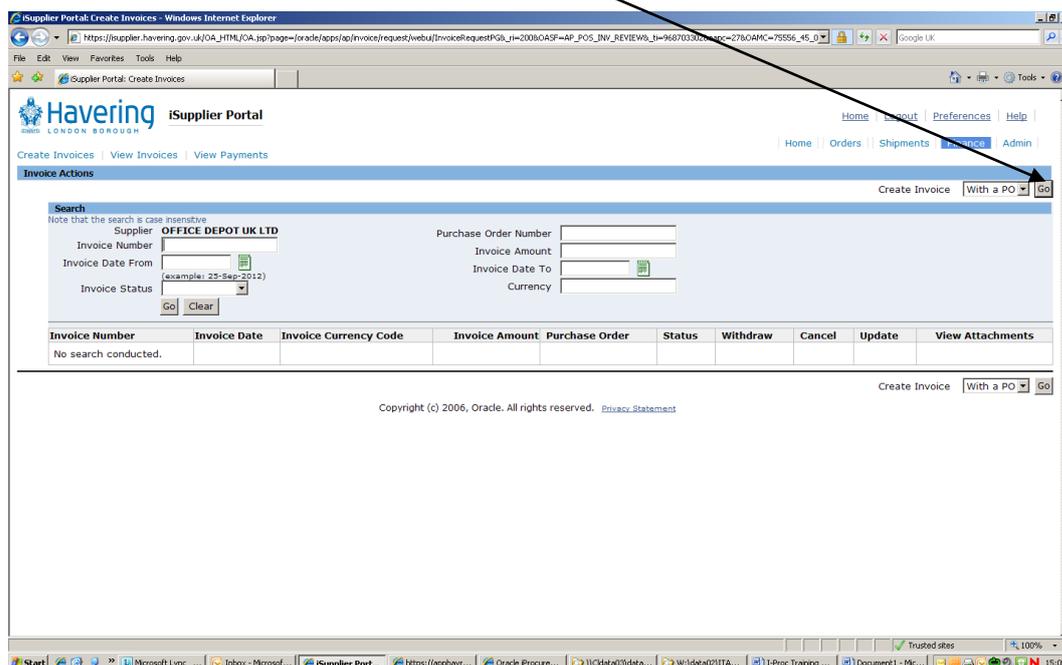
Shipment	Ship-To Location	Qty Ordered	Qty Received	Qty Invoiced	Amount Ordered	Amount Received	Amount Invoiced	Promised Date	Need-By Date	Payment Status	Status	Supplier Line	Split	Reason	Requestor
1	Town Hall	5	5	5	3.65	3.65	3.65	31-Aug-2012 00:00:00	31-Aug-2012 00:00:00	Not Paid	Closed For Invoice				Barnard, Mrs, Michela, Jana

Creating a credit memo on Self Service I-Supplier.

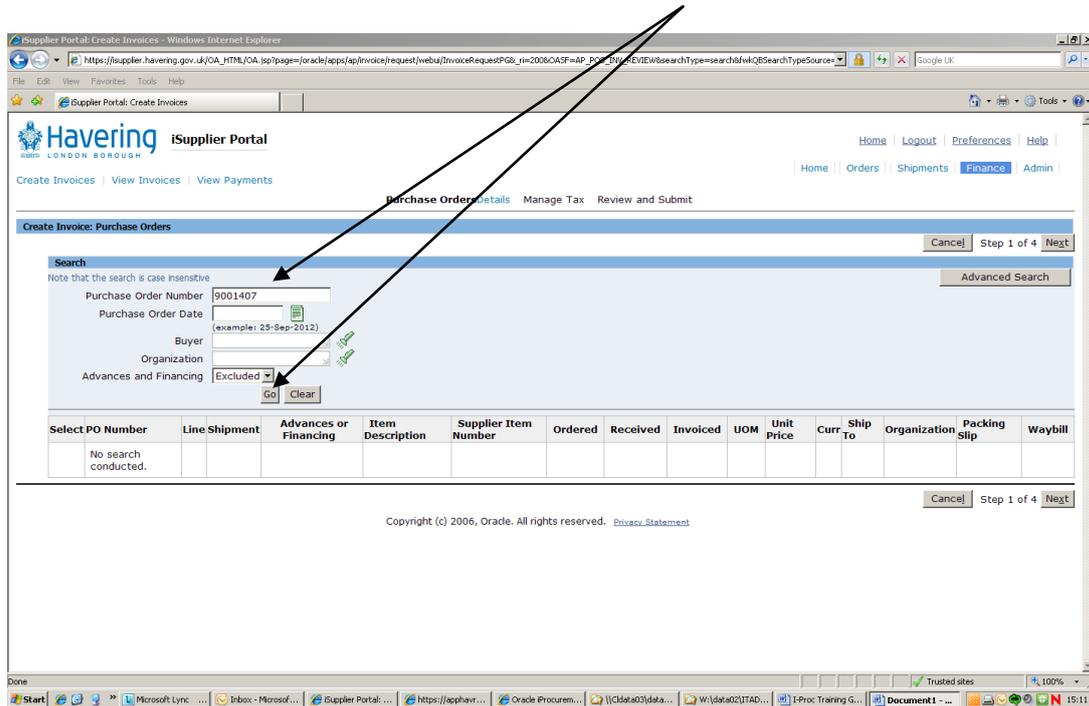
(You need to have the relevant Purchase Order Number to hand at this point)
From the Self Service I-Supplier home page, click on the **Finance** tab:



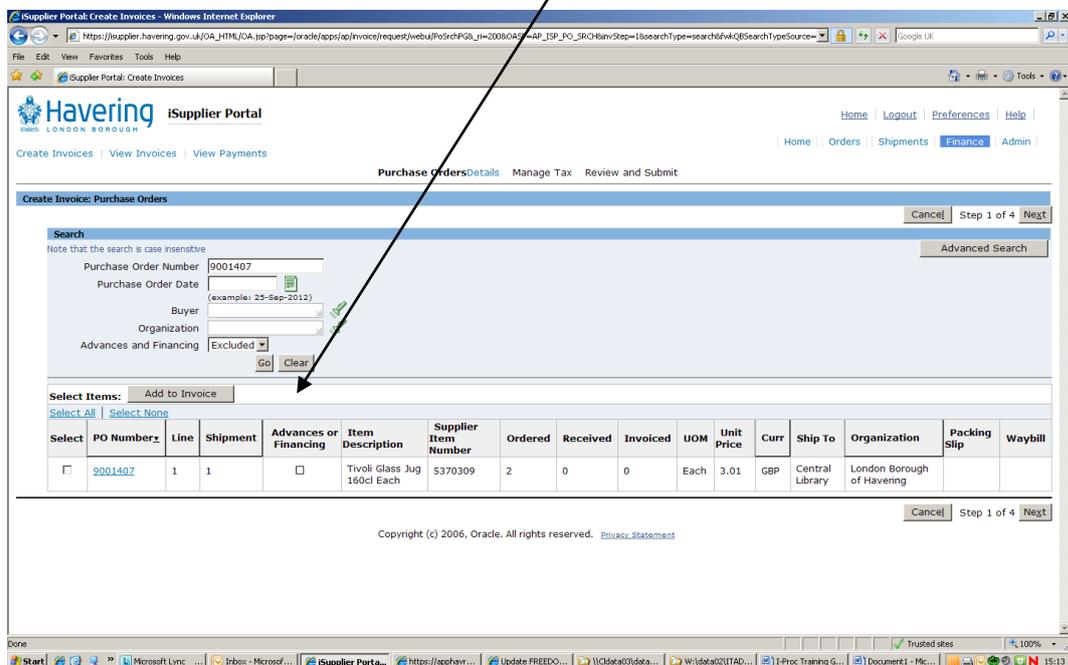
Click on **Go** next to **Create Invoice with a PO**:



Type in the **Purchase Order Number** in the relevant field and click **Go**.



The order will appear under the search fields:

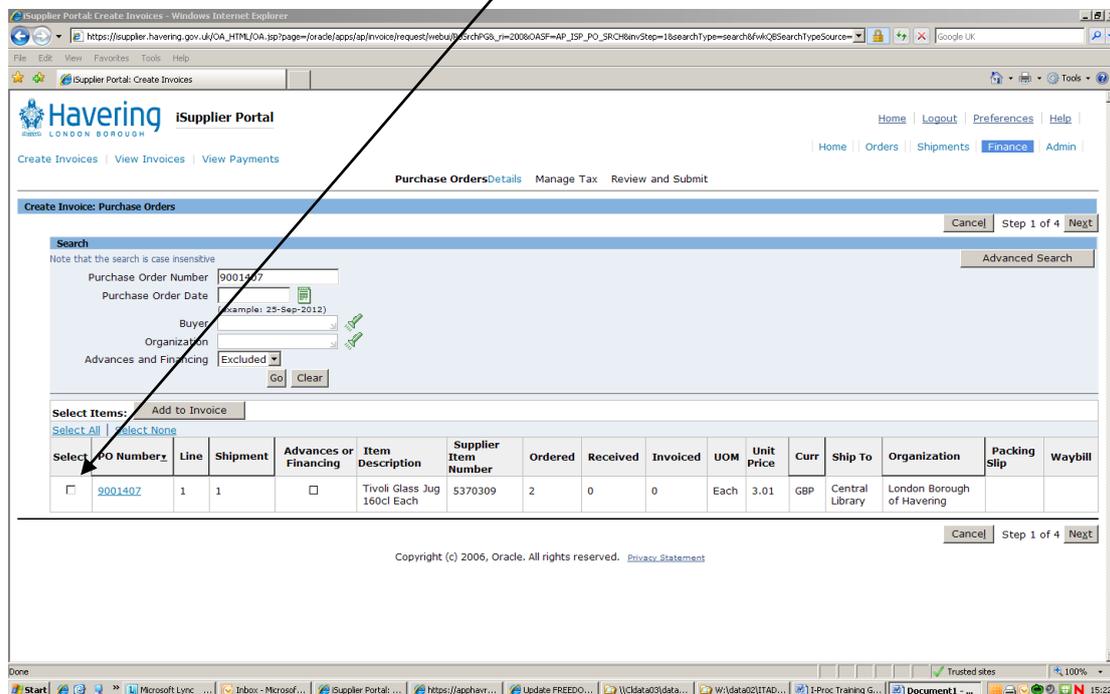


If there is more than 1 line to the order, they will be listed under each other.

N.B: this screen will only show the first 10 lines to the order. If your order has more than 10 lines and you are invoicing for items on both pages you will need to select the items on the first page and then click onto the next page and select the items on that page too.

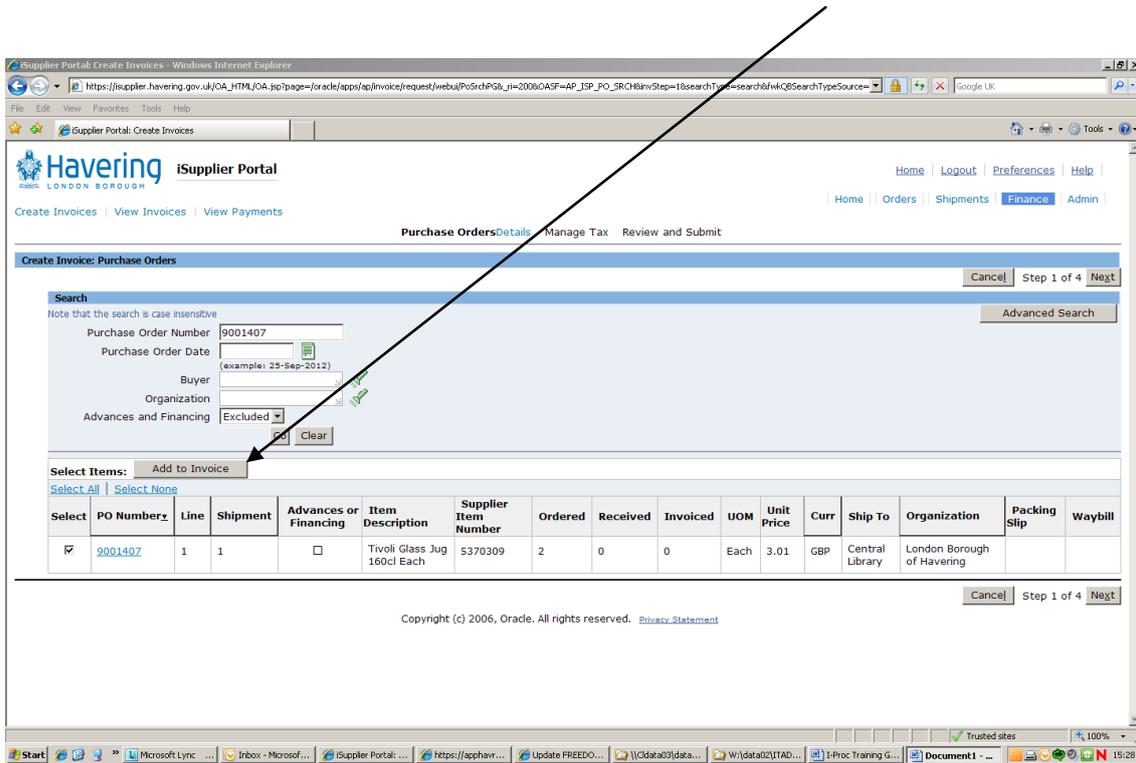
******* 'Select All' DOES NOT add all items on the order to the invoice – it ONLY adds the items on the page you are looking at *******

Select the lines you wish to issue a credit for:

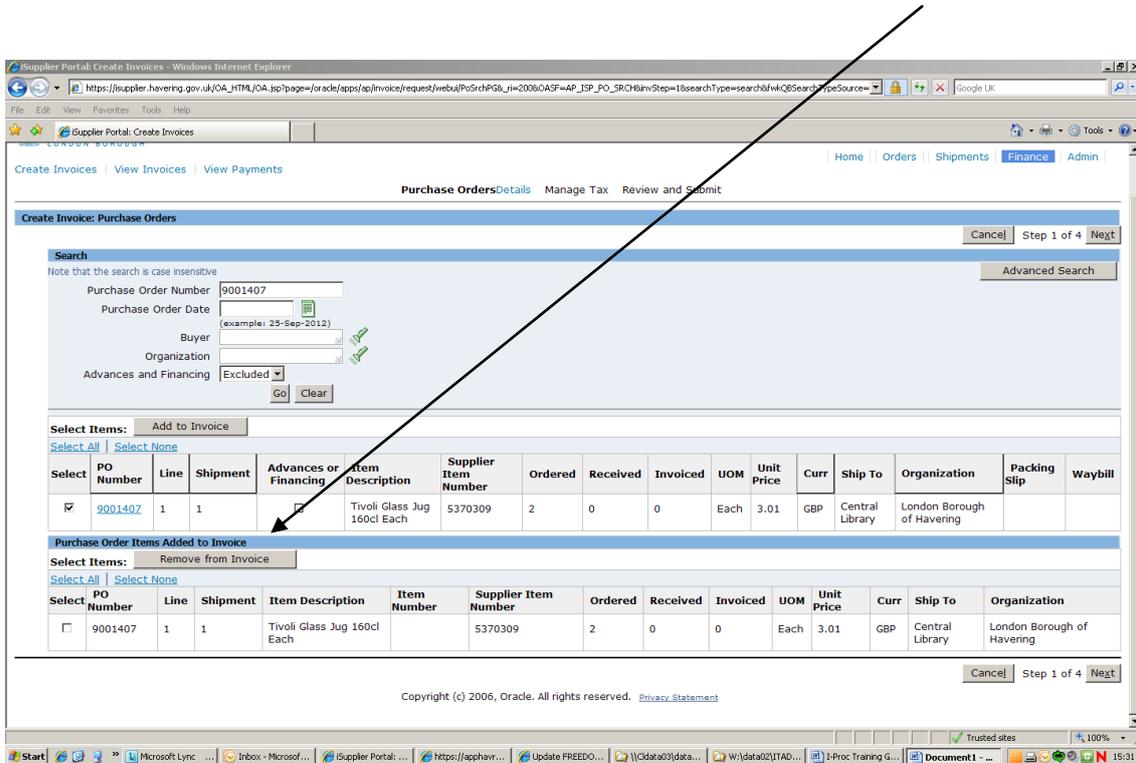


(Or click **Select All** if relevant to the credit note)

Once you have selected the lines to be credited, click **Add to Invoice**:



Your items will then show at the bottom of the screen as **Added to Invoice**:



Enter your unique **Credit Note Number** and enter the **Quantity** you are crediting / refunding for: (be sure to put a '-' sign in front of the amount)

Supplier: OFFICE DEPOT UK LTD
Address: LBH26 PO BOX 1747 ANDOVER HANTS SP10 4BA

Invoice: Invoice Number DS010cr, Invoice Date 27-Sep-2012, Invoice Type Invoice, Currency GBP

PO Number	Line	Shipment	Item Description	Supplier Item Number	Ship To	Available Quantity	Quantity	Unit Price	UOM	Amount
9001407	1	1	Tivoli Glass Jug 160cl Each	5370309	Central Library	2	-2	3.01	Each	6.02

Change **Invoice Type** from 'Invoice' to **Credit Memo**:

Supplier: OFFICE DEPOT UK LTD
Address: LBH26 PO BOX 1747 ANDOVER HANTS SP10 4BA

Invoice: Invoice Number DS010cr, Invoice Date 27-Sep-2012, Invoice Type Credit Memo, Currency GBP

PO Number	Line	Shipment	Item Description	Supplier Item Number	Ship To	Available Quantity	Quantity	Unit Price	UOM	Amount
9001407	1	1	Tivoli Glass Jug 160cl Each	5370309	Central Library	2	-2	3.01	Each	6.02

If these fields are correct, click **Next**:

Create Invoice: Details

Supplier: OFFICE DEPOT UK LTD
 Tax Payer ID: OFFICE DEPOT
 Remit To Address: LBH26 PO BOX 1747 ANDOVER HANTS SP10 4BA

Invoice: Invoice Number: DS010cr
 Invoice Date: 27-Sep-2012
 Invoice Type: Credit Memo
 Currency: GBP
 Invoice Description: Refunding 1 pack

Customer: Customer Tax Payer ID: 001
 Customer Name: London Borough of Havering
 Address: Main Rd Romford RM1 3BB GB

PO Number	Line	Shipment	Item Description	Supplier Item Number	Ship To	Available Quantity	Quantity	Unit Price	UOM	Amount
9001366	1	1	Natural Pencils Box of 12	1647161	5th Floor, Mercury House		-1	0.26	PK	

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The following screen shows you the **Tax Lines** and calculates the total of the refund (including tax):

Create Invoice: Manage Tax

Supplier: OFFICE DEPOT UK LTD
 Tax Payer ID: OFFICE DEPOT
 Remit To Address: LBH26 PO BOX 1747 ANDOVER HANTS SP10 4BA
 Remit To Bank Account: 01289654

Invoice: Invoice Number: DS010cr
 Invoice Date: 27-Sep-2012
 Invoice Type: Credit Memo
 Currency: GBP
 Invoice Description: Refunding 1 pack

Customer: Customer Tax Payer ID: 001
 Customer Name: London Borough of Havering
 Address: Main Rd Romford RM1 3BB GB

Summary Tax Line Number	Tax Regime Code	Tax	Tax Status Code	Tax Jurisdiction Code	Tax Rate Code	Tax Rate	Tax Amount	Line Status
1	GB VAT REGIME	GB VAT	GB VAT STANDARD	GB VAT	GB VAT STANDARD	20	-0.06	Active
1	GB VAT REGIME	GB VAT	GB VAT STANDARD	GB VAT	GB VAT STANDARD	20	-0.06	Active

PO Number	Line	Shipment	Item Description	Supplier Item Number	Ship To	Available Qty	Quantity To Invoice	UOM	Unit Price	Amount
9001366	1	1	Natural Pencils Box of 12	1647161	5th Floor, Mercury House	0	-1.00	PK	0.26	-0.26

Invoice Summary

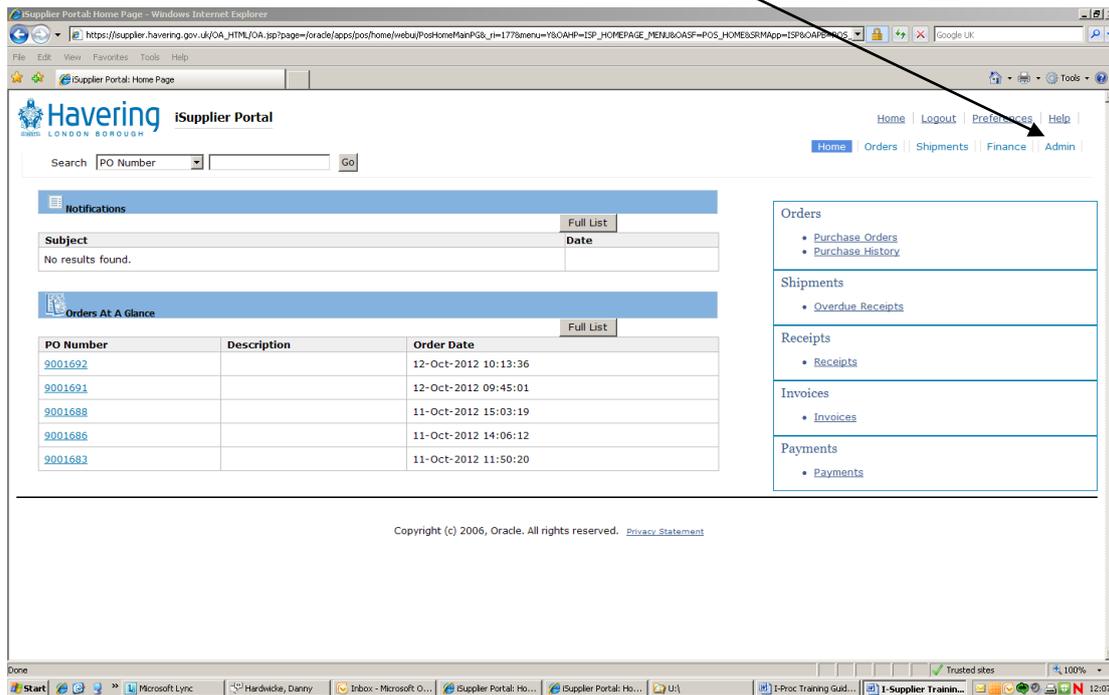
Items	-0.26
Tax	-0.06
Total (GBP)	-0.32

If all is correct on this screen, click **Submit** and you will see a confirmation screen that your **credit memo** has been submitted.

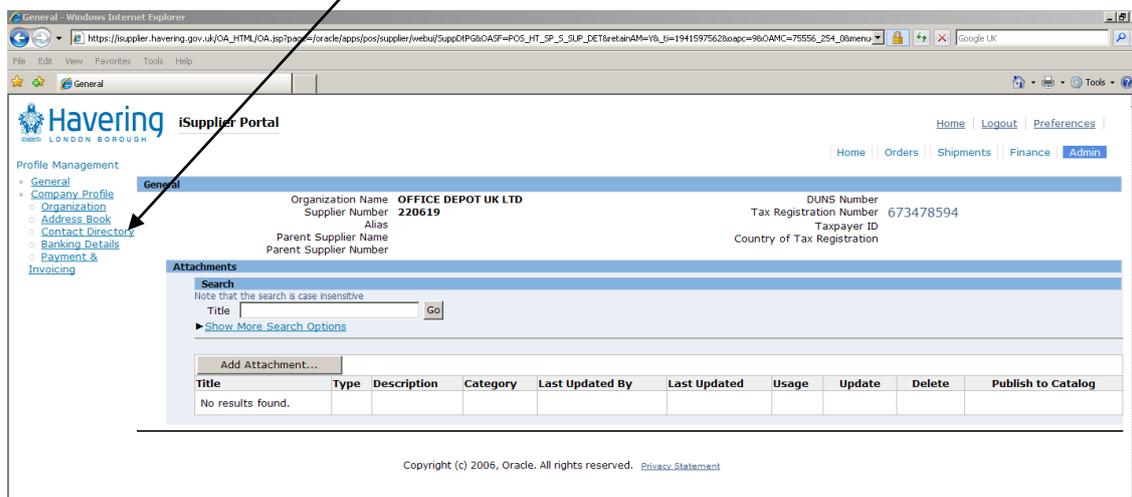
Creating a new user on Self Service I-Supplier.

Creating a new user / contact can **ONLY** be done by the person who has **FULL** access responsibility to the Self Service I-Supplier Portal. (The Primary contact)

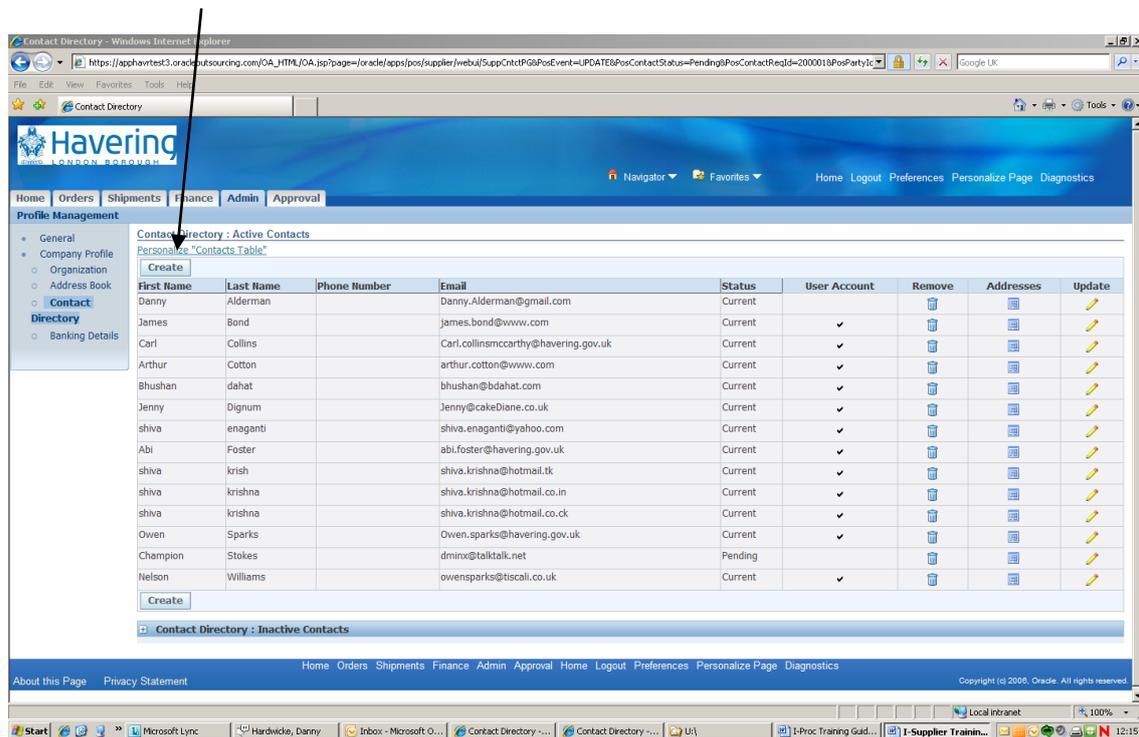
From the Self Service I-Supplier home page, click on the **Admin** tab:



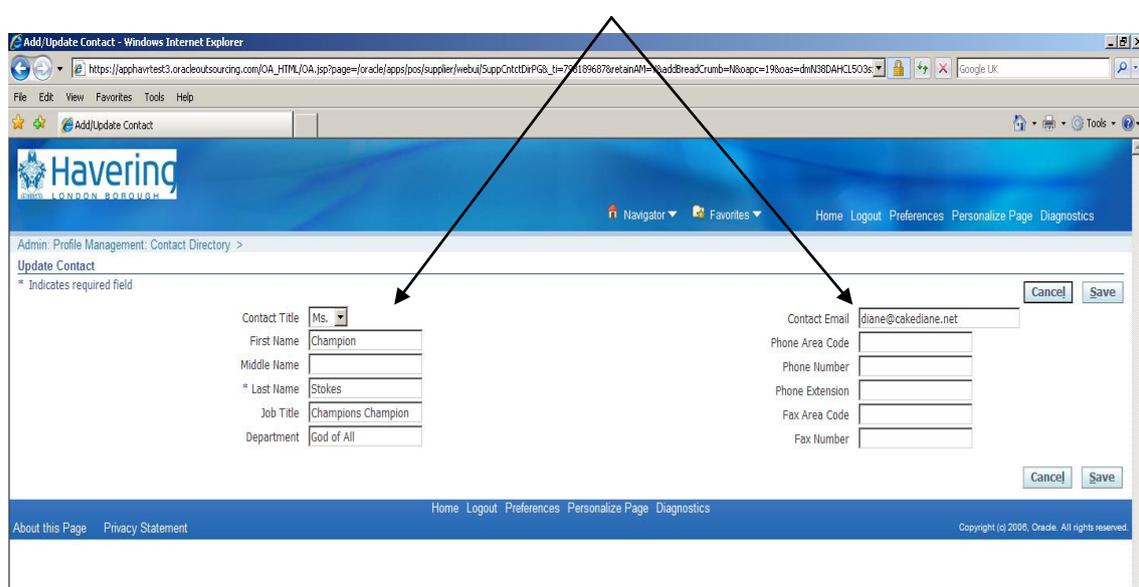
Click on **Contact Directory**:



Click on **Create:**



Enter the details of the user you are setting up:



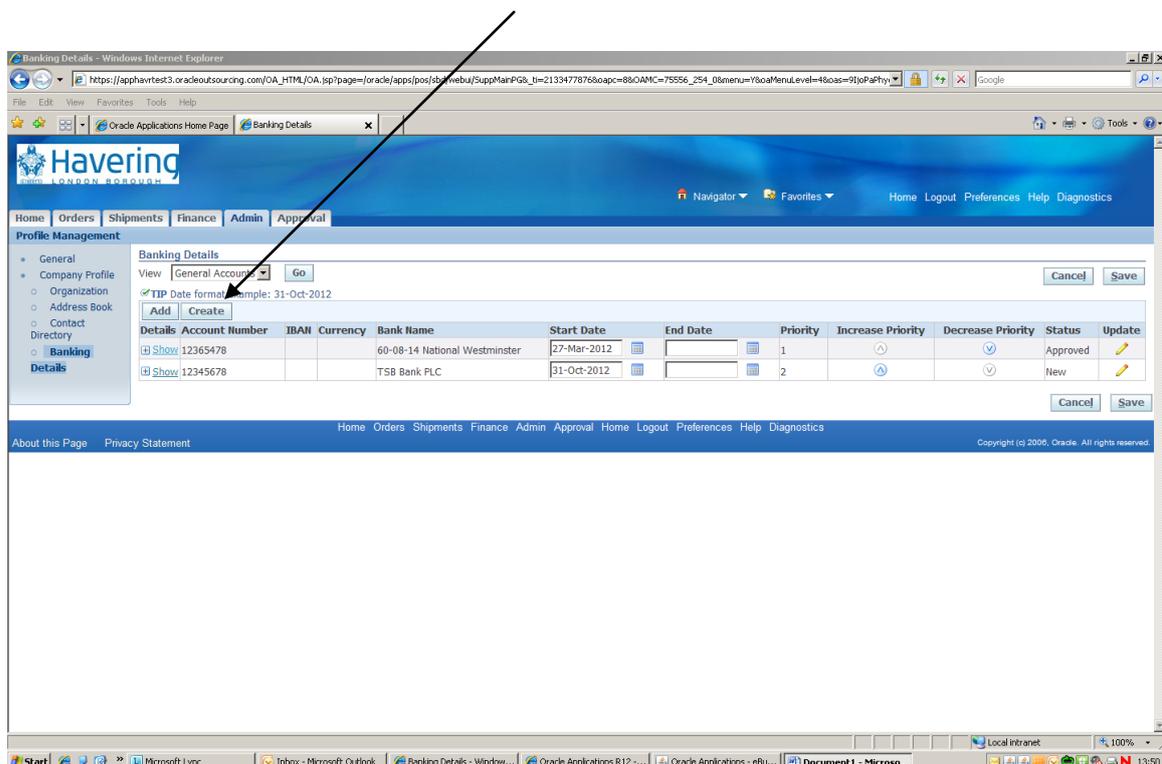
And click **Save**.

A notification has now been sent to Havering asking them to approve your request and create an account for the new user.

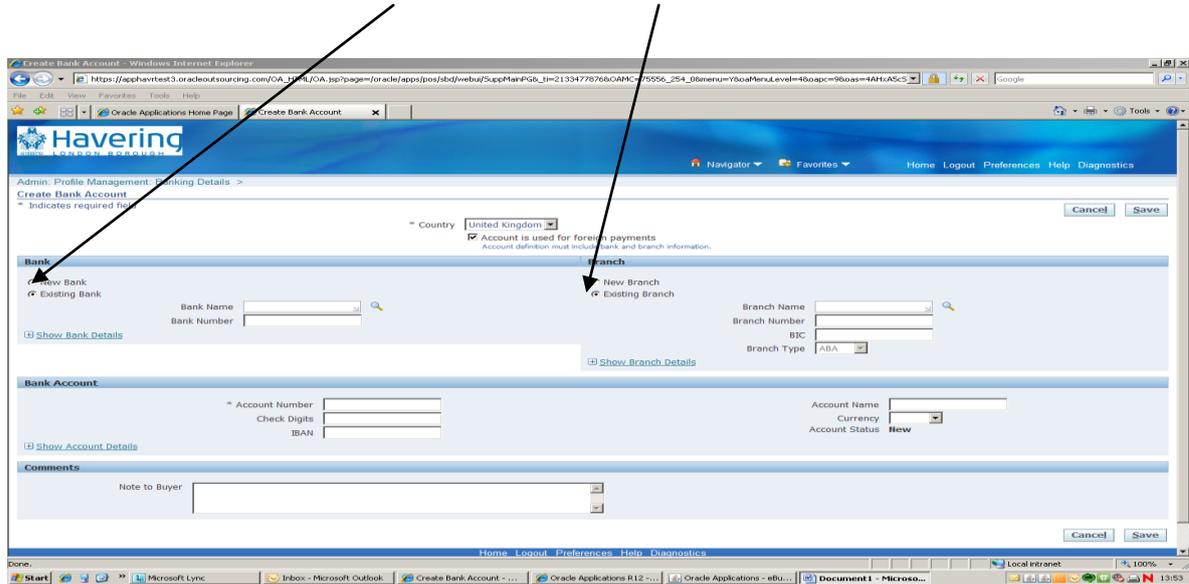
How To Amend Your Bank Details

You will only be able to amend your banking details providing you are the 'primary' contact so that you have full access to the system.

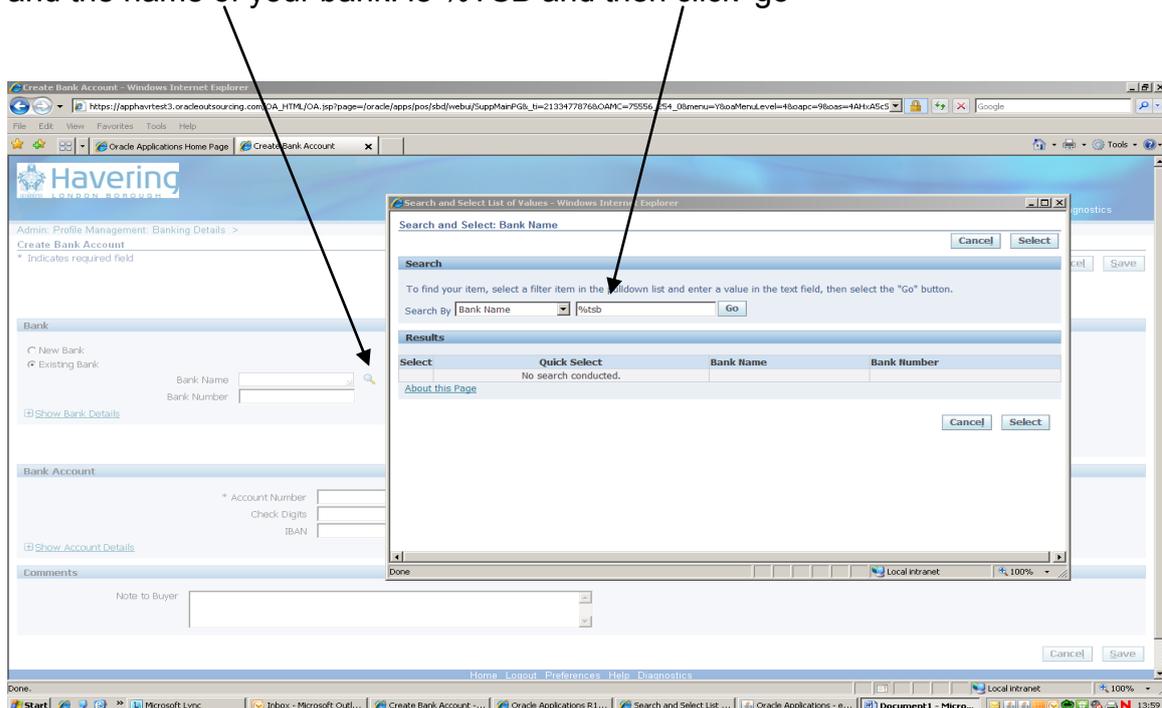
From your home page click on the **Admin** tab at the top of the screen on the right hand side and then select '**banking details**' and then select the create button



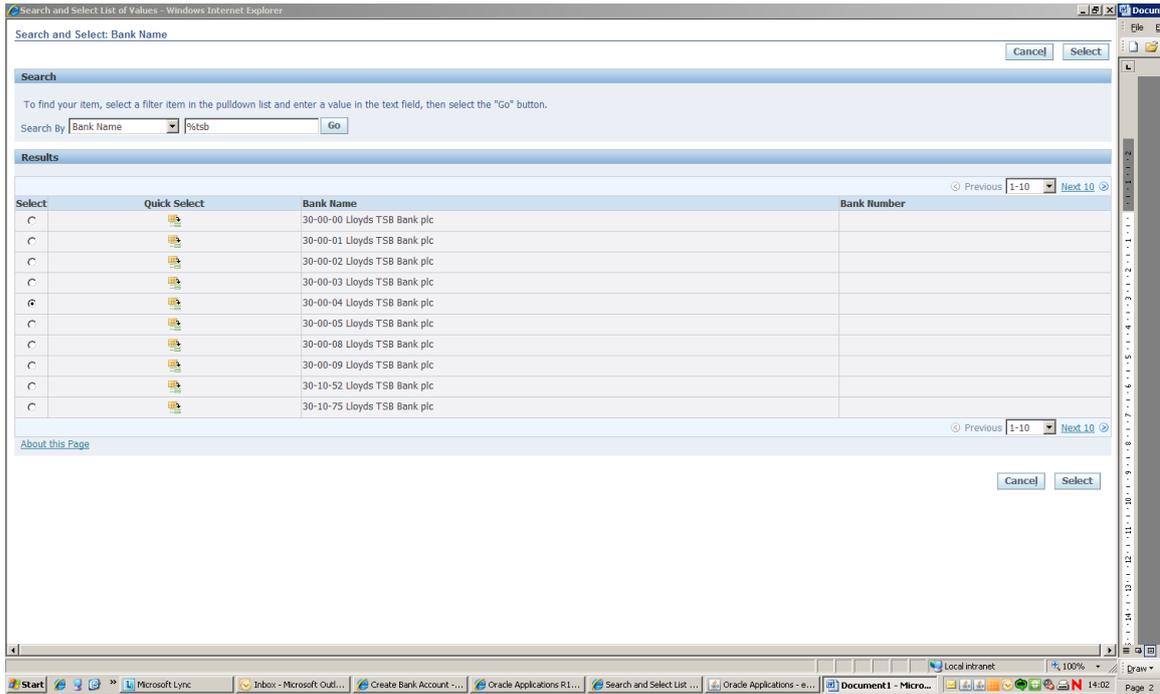
Make sure you select **existing bank** and **existing branch**



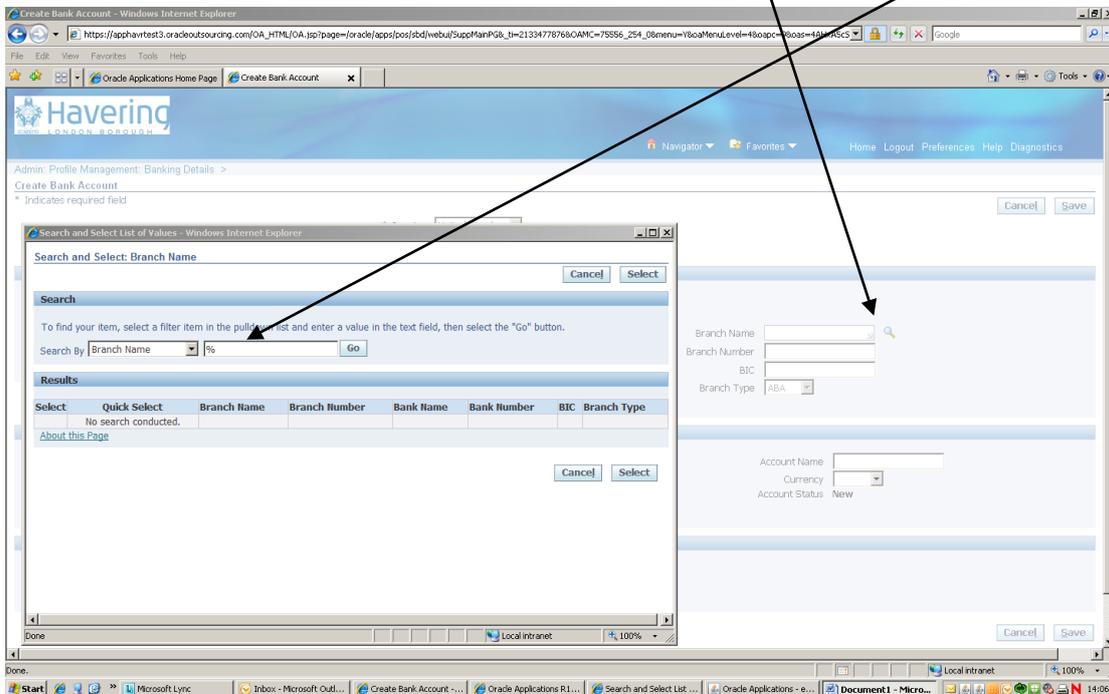
Click on the magnify glass next to the **'bank name'** field and then type in % and the name of your bank. ie %TSB and then click 'go'



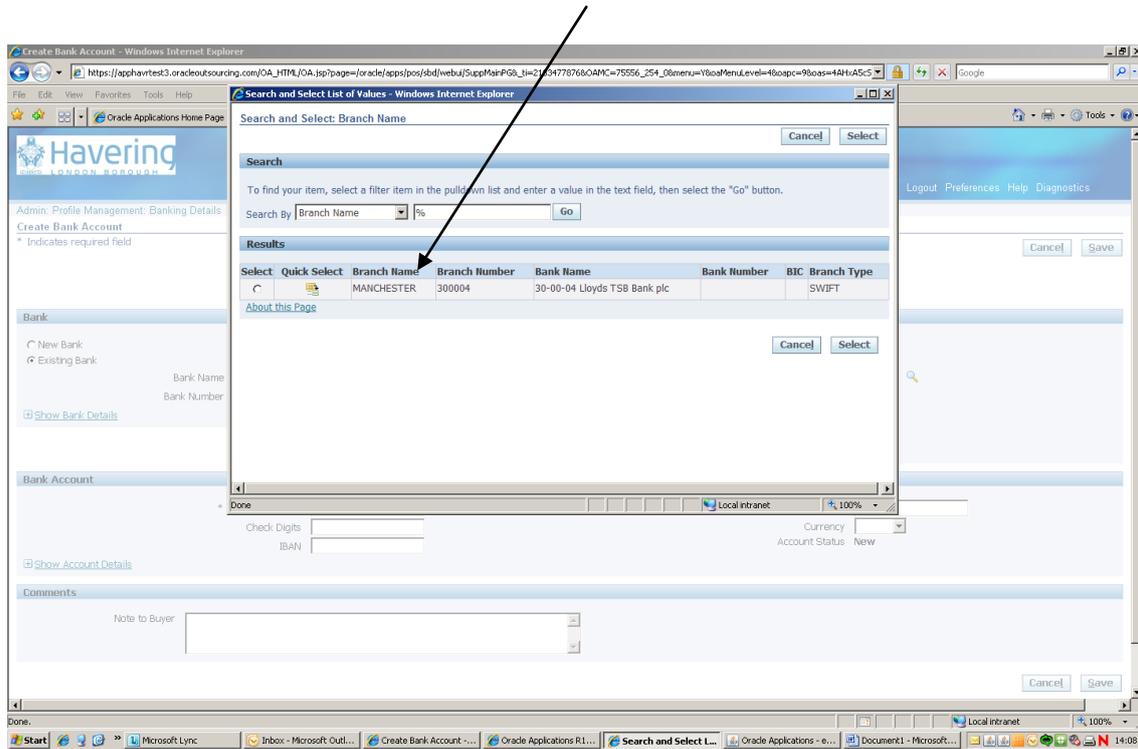
You will then be given a list of the sort codes for this bank. Select the code required.



Then click on the magnify glass symbol next to the branch name and type in a % in the search field in the pop up box and click on 'go'



It should then self populate the correct branch.



Type in your bank account number in the **'Account Number'** field and click save.