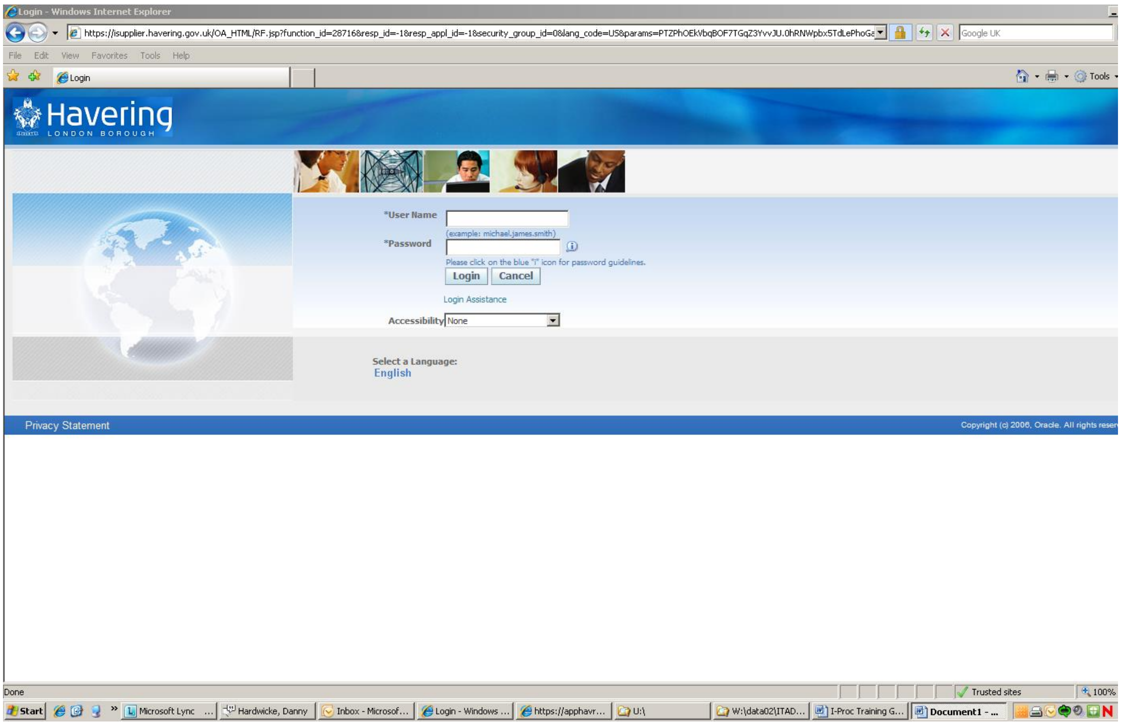
The London Borough of Havering Self Service I-Supplier Training Guide

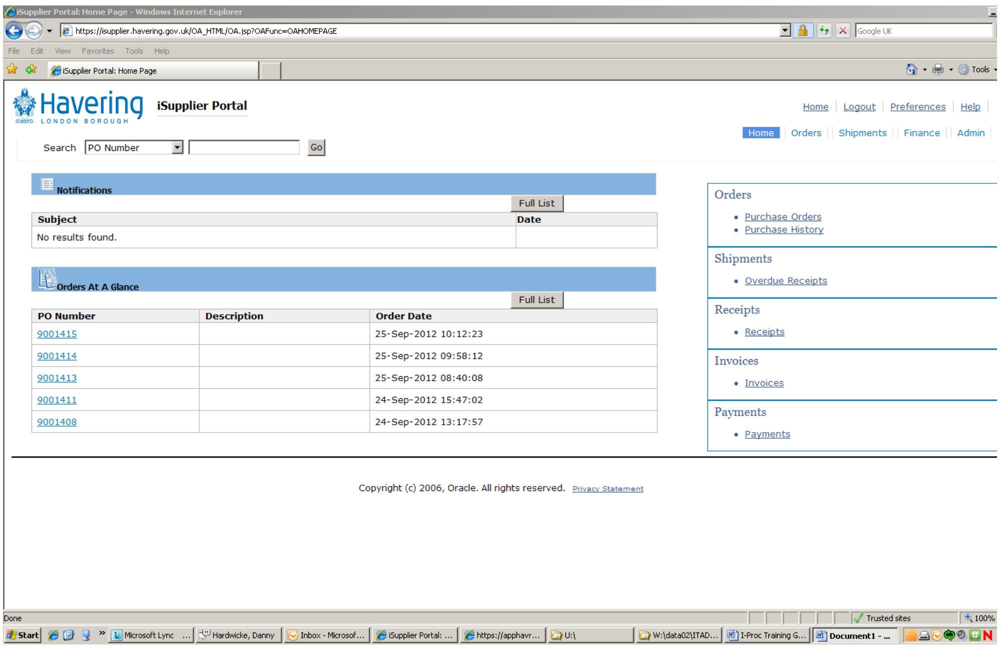
Contents:

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

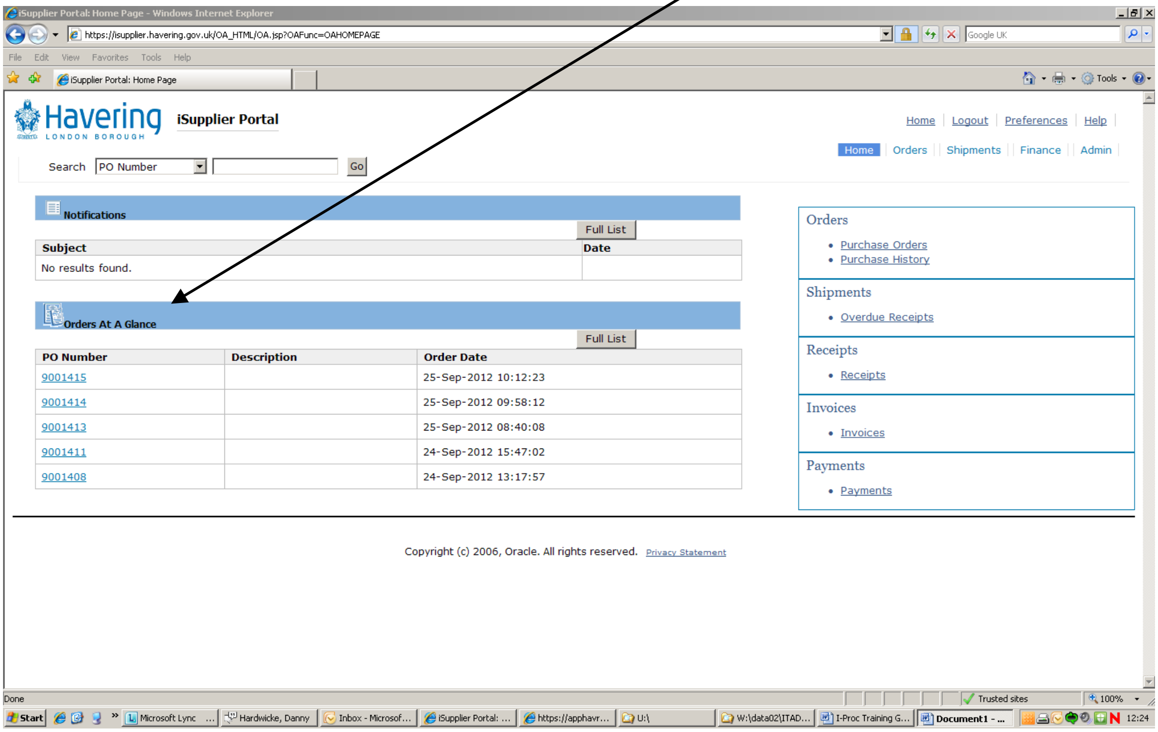
Log into Self Service I-Supplier. Your **Username** is your email address. Your **Password** was set up by yourself. (If a sub menu appears, click on the Self Service I-Supplier Portal option)



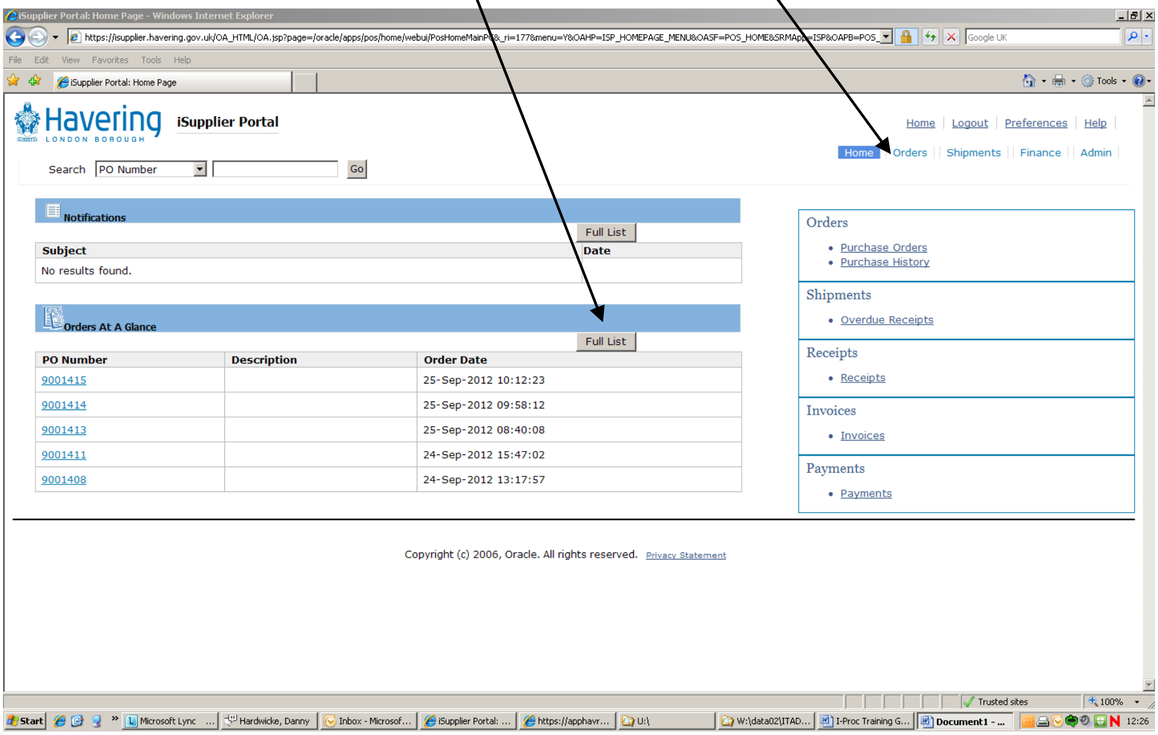
Your Self Service I-Supplier **Home Page** will be displayed:



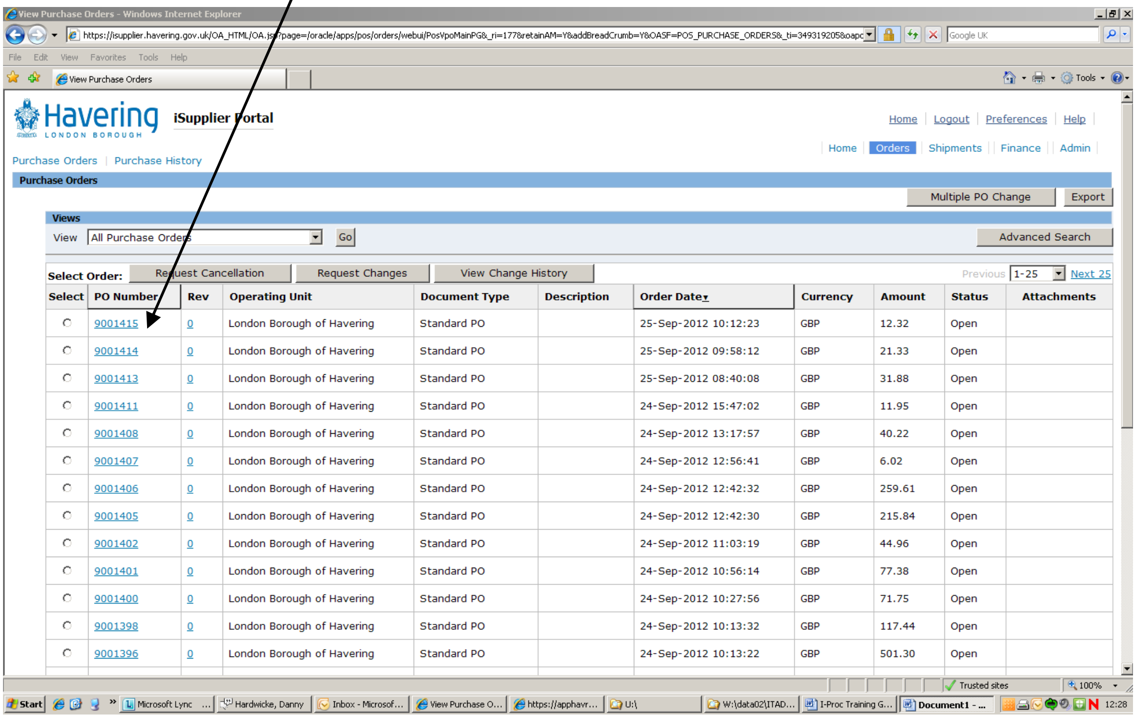
The last 5 orders received will be displayed under the **Orders At A Glace** header:



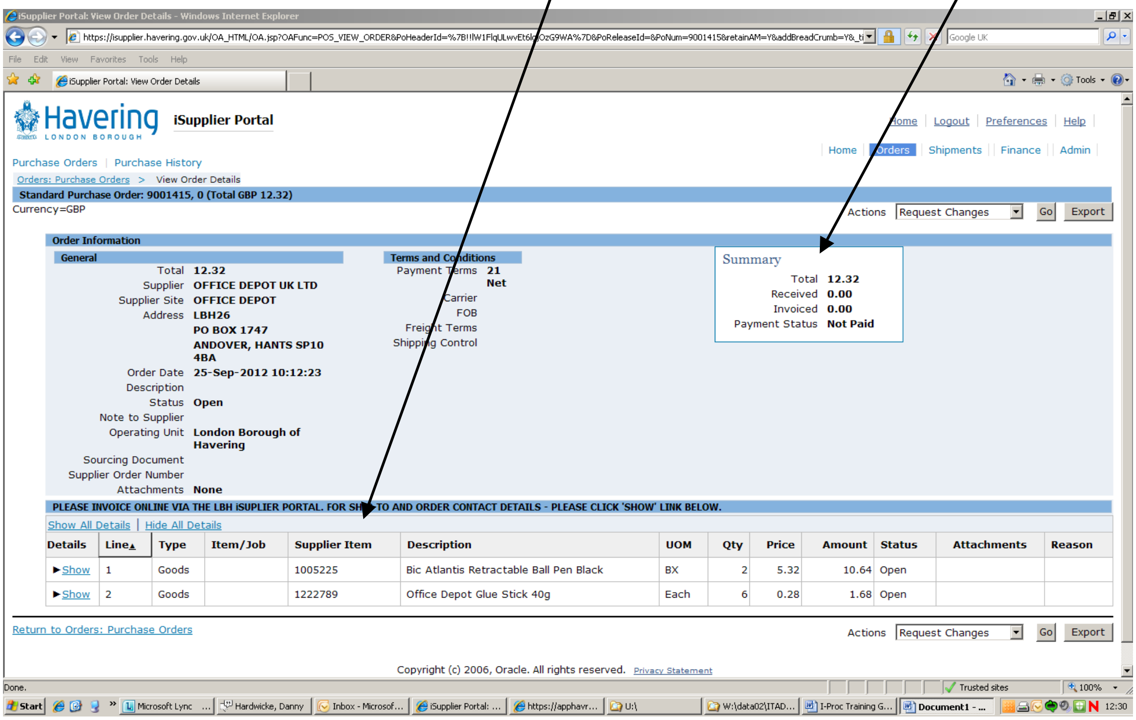
To see ALL Orders, click on **Full List** or on the **Orders** tab at the top of the page:



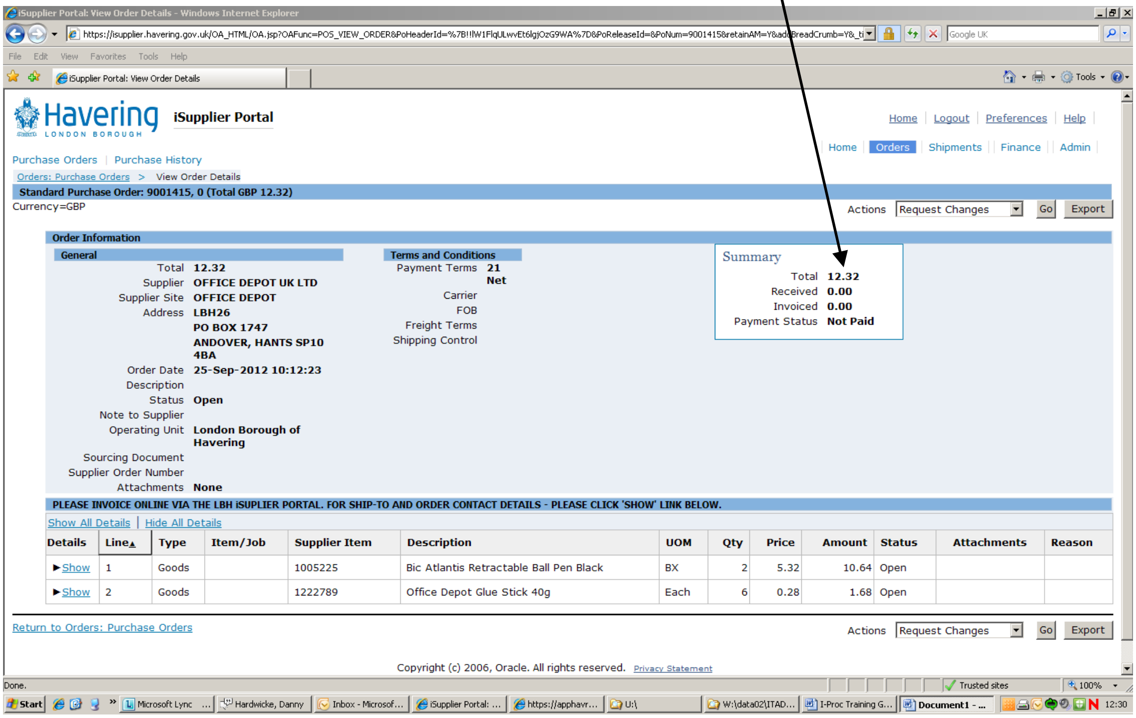
Click on the **Order Number** to see full details of that order:



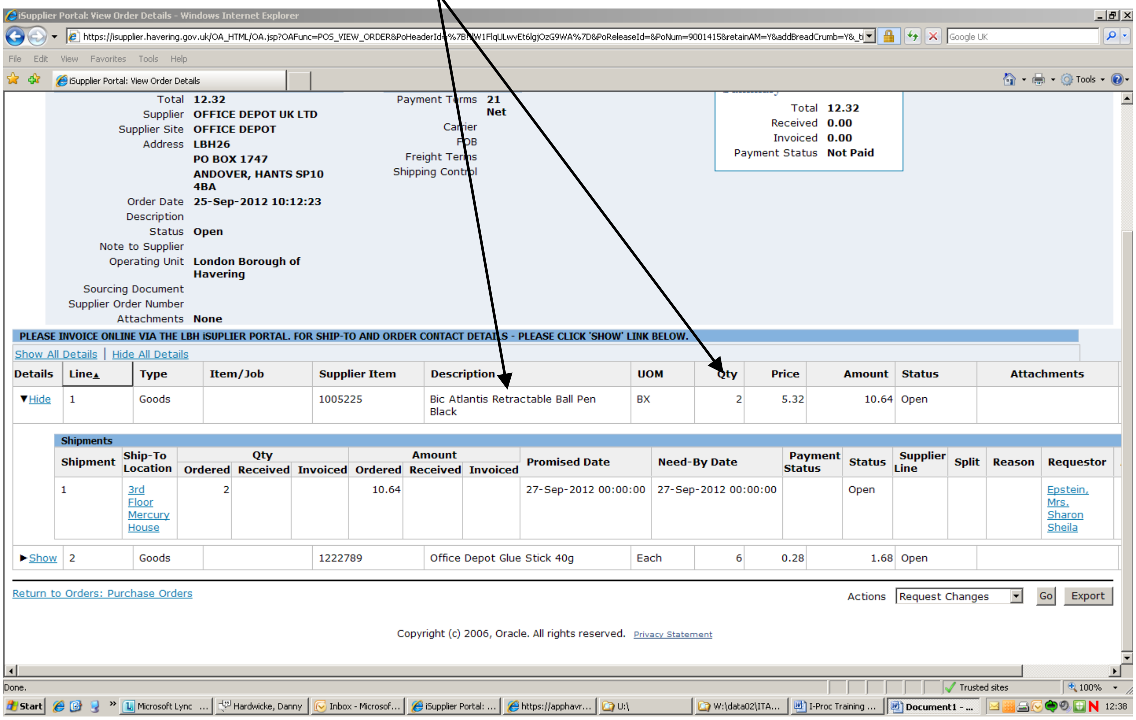
The **Order Detail** screen shows you the lines on the order and a payment **Summary**:



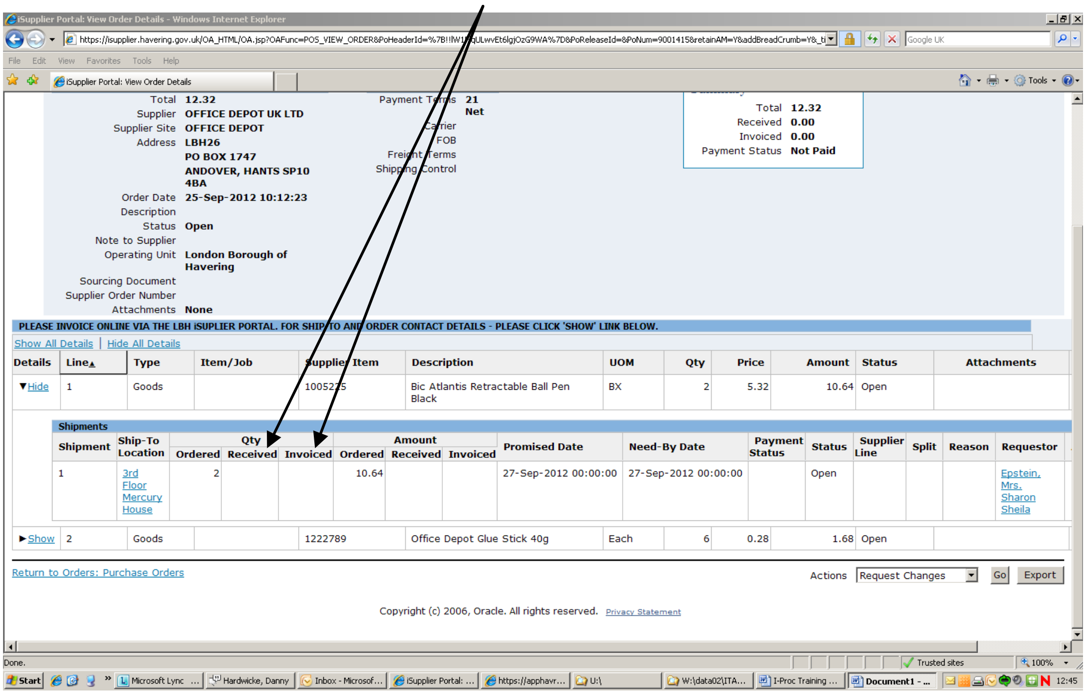
The **Summary** box tells you the **total** amount of the order, the amount that has been **invoiced**, the amount that has been **received** and the **payment status.**



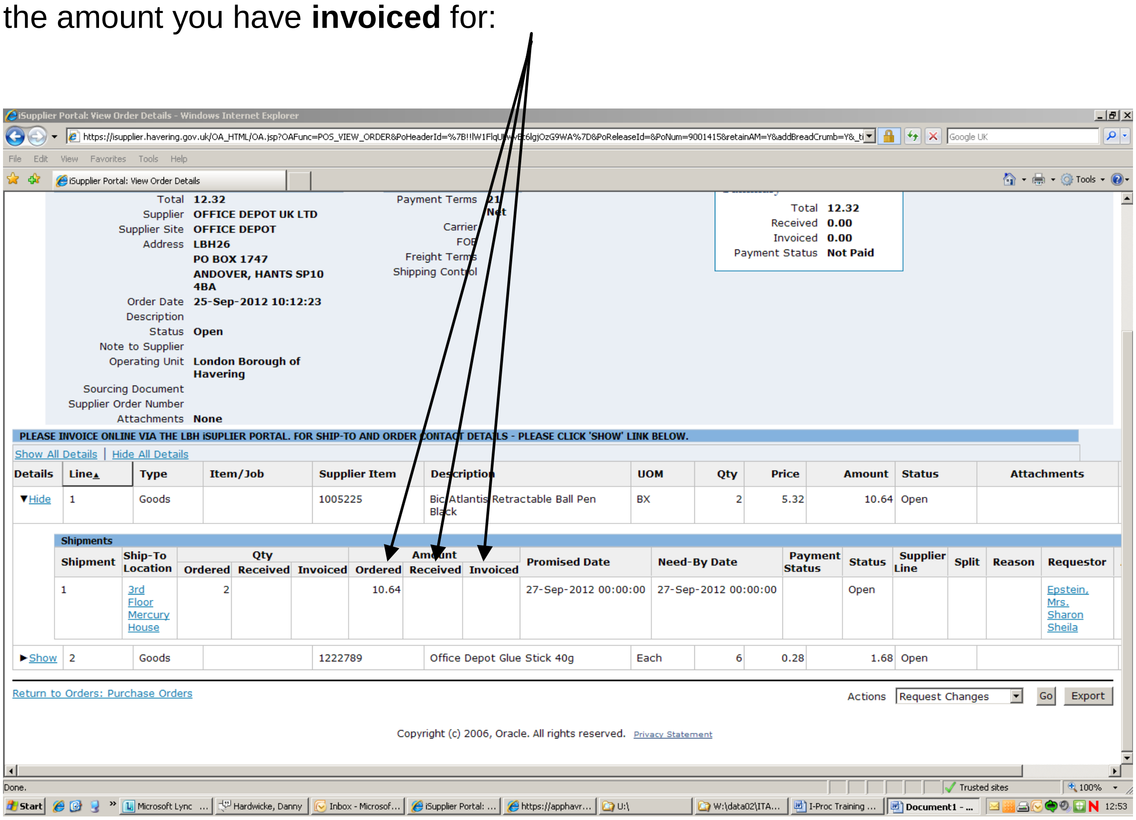
If you click on the word **Show** at the beginning of each line you can see the **shipment** details of each line:
On this order you can see that 2 boxes of pens were ordered:



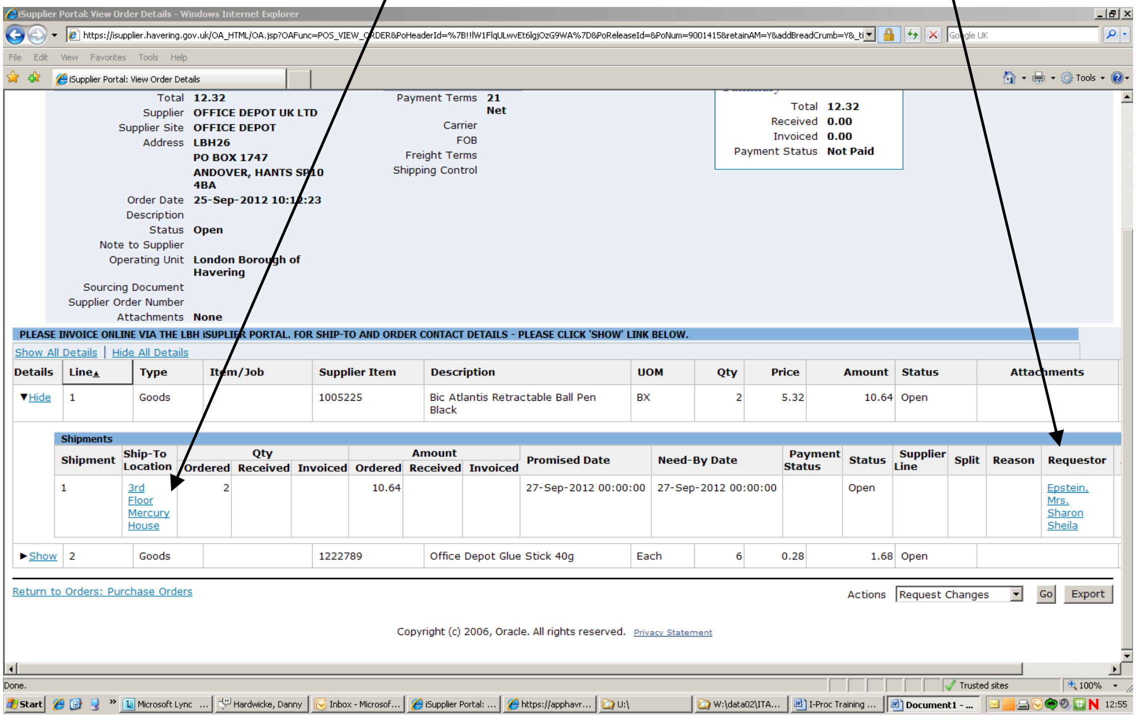
0 boxes have been receipted in the I-Procurement system yet (the person who placed the order has not receipted them yet) and that there has not yet been an **invoice** submitted for these items:



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



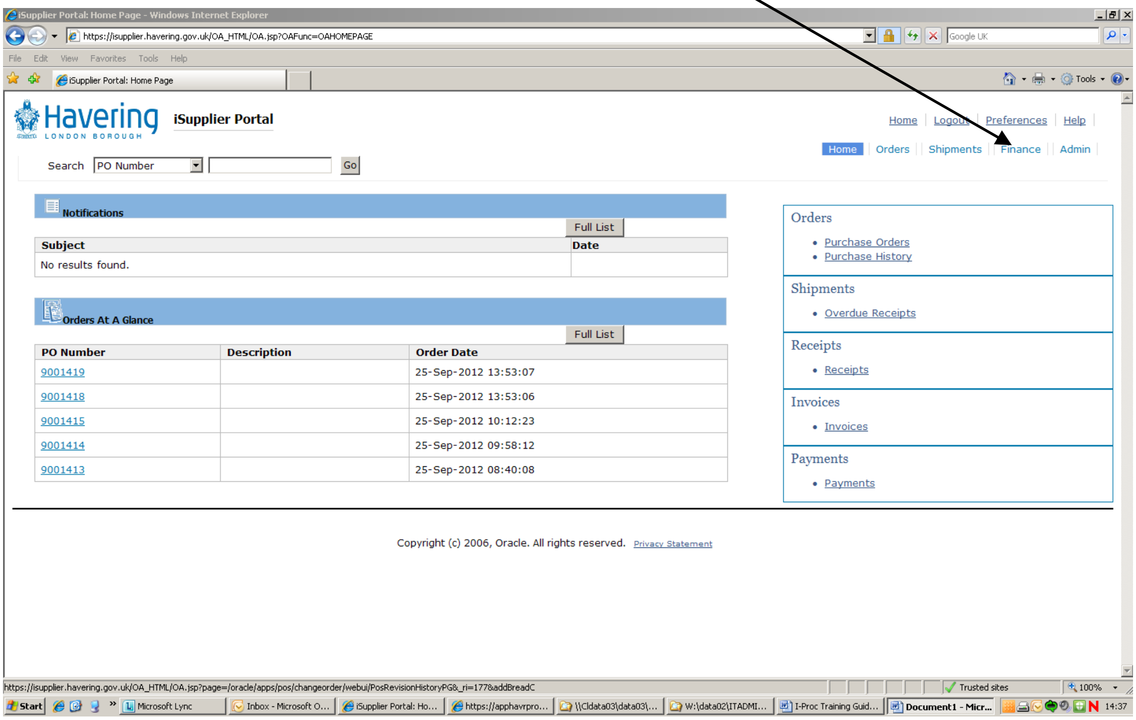
You can also see the **Ship to Location** and the name of the **Requestor**:



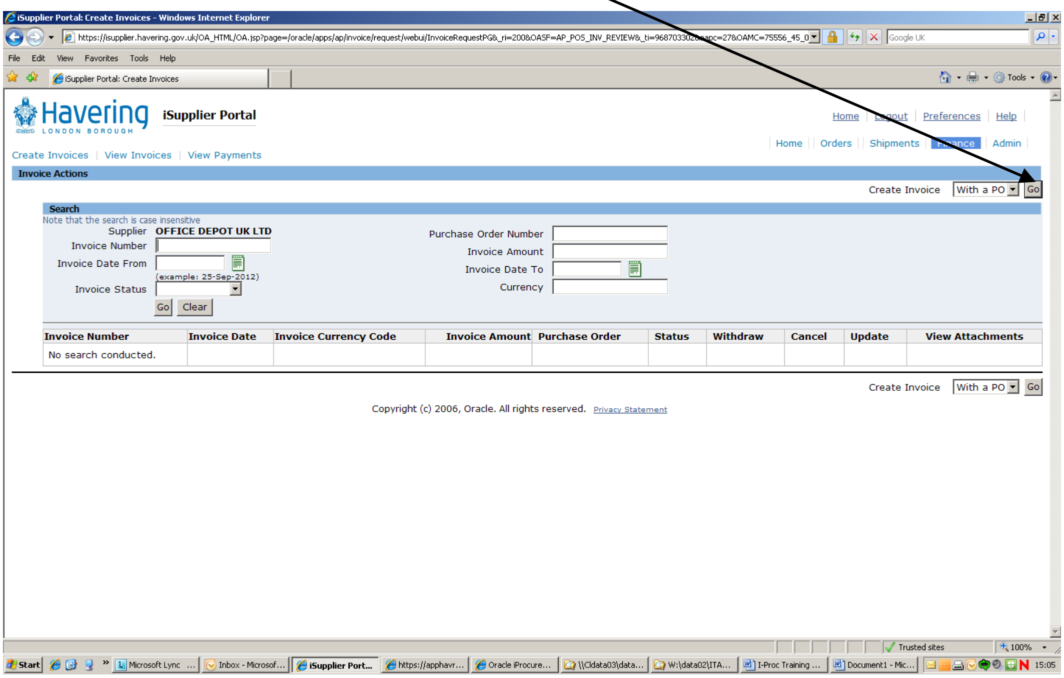
If there are any queries in relation to the order, you MUST contact the **Requestor**. This can be done by calling the main Havering switch board number **(01708 43 43 43)** and asking to be put through to that person.

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

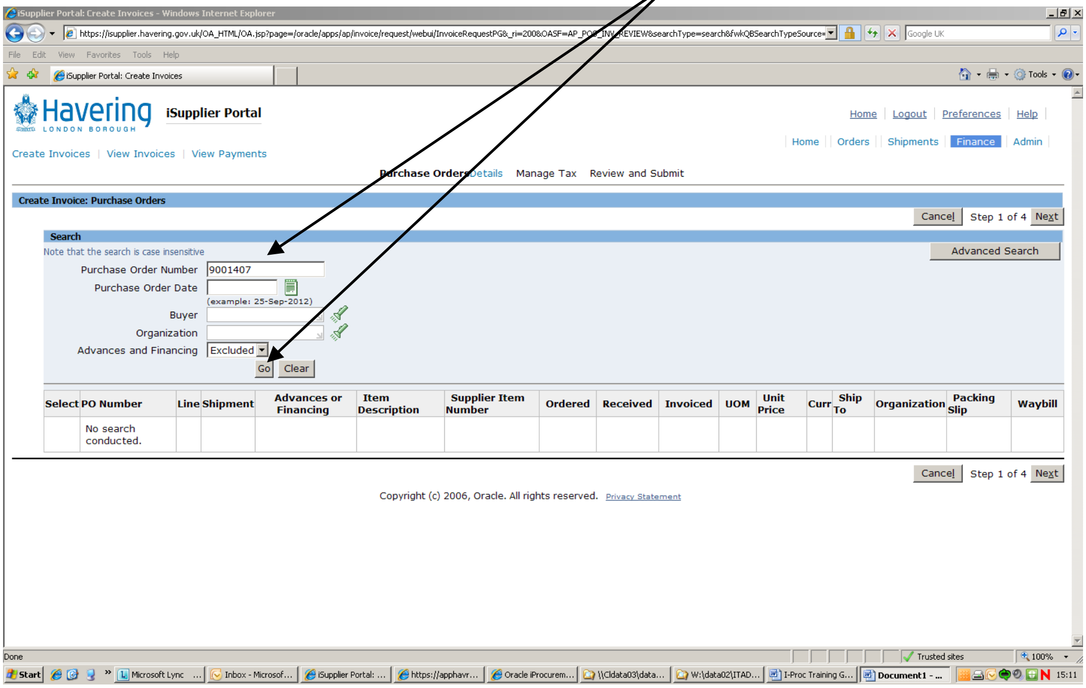
(You need to have the relevant Purchase Order Number to hand at this point)
From the Self Service I-Supplier home page, click on the **Finance** tab:



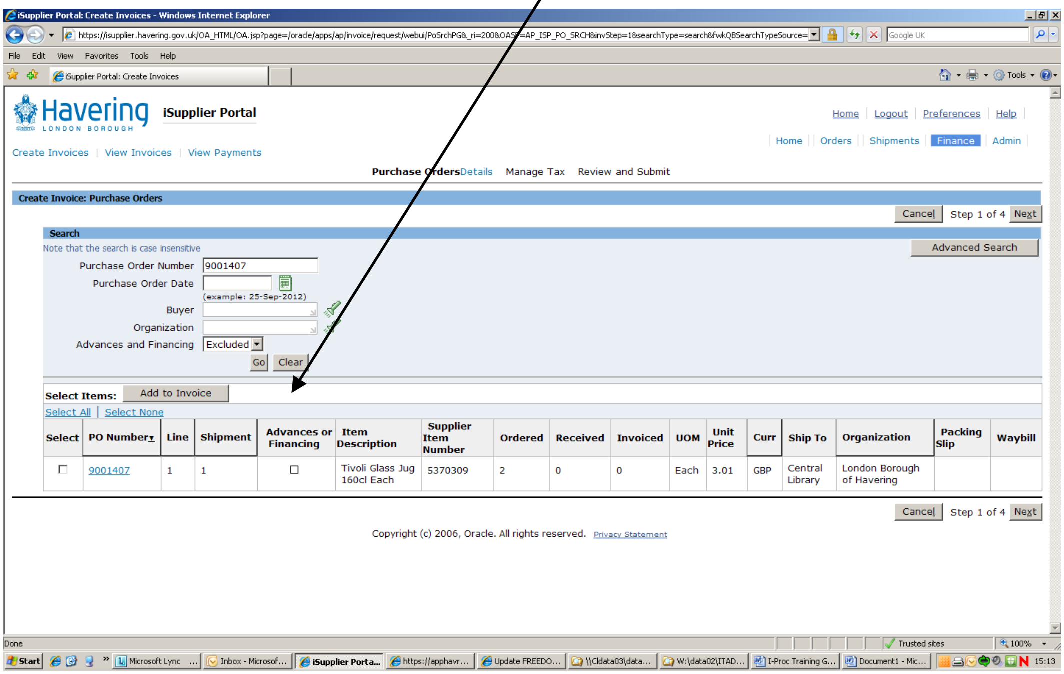
Click on **Go** next to **Create Invoice with a PO**:



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



The order will appear under the search fields:

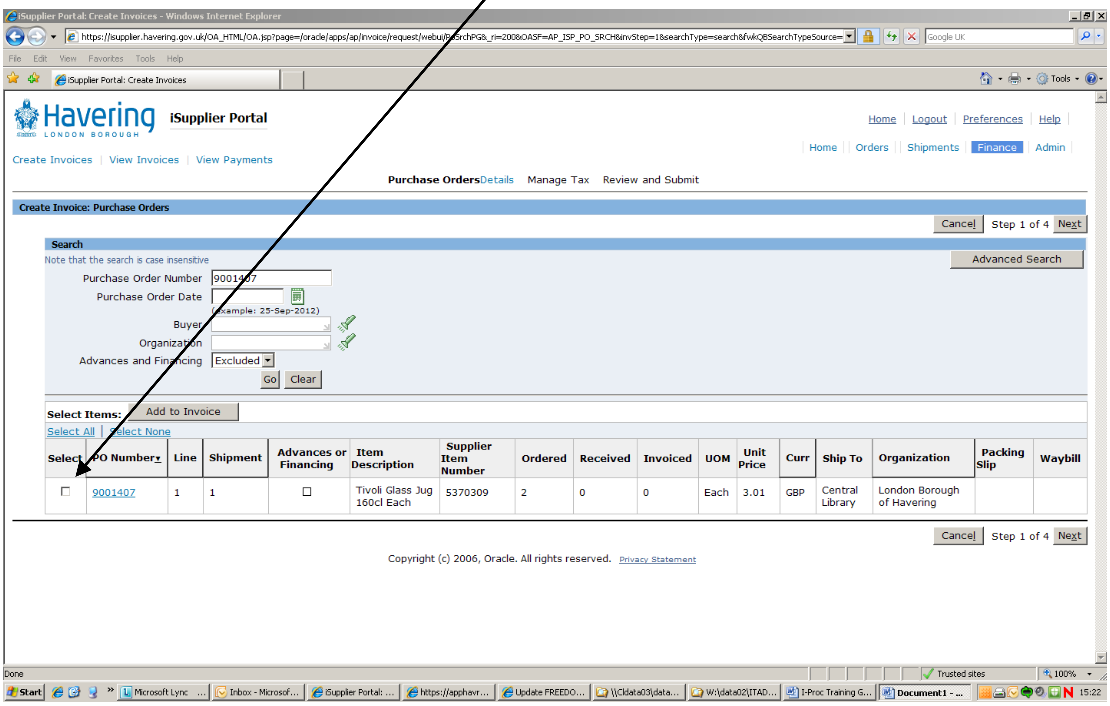


If there is more than 1 line to the order, they will be listed under each other.

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.

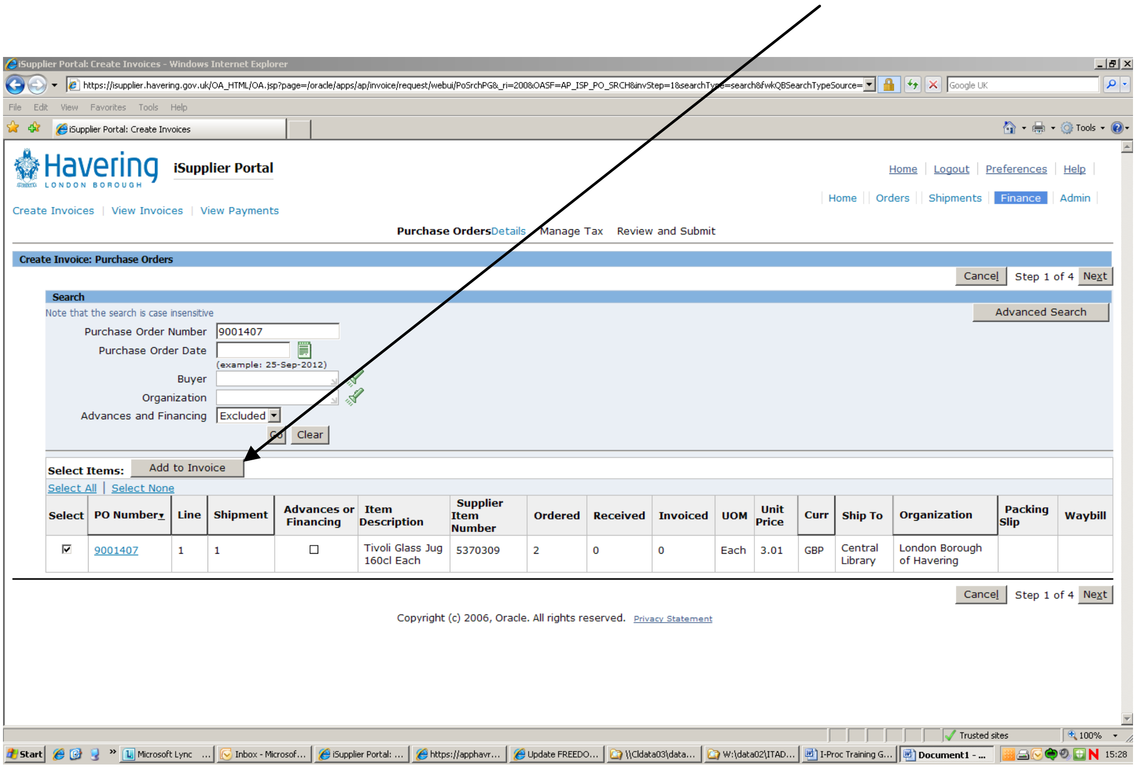
*********** 'Select All' DOES NOT add all items on the order to the invoice – it ONLY adds the items on the page you are looking at *************

Select the lines you wish to invoice for:

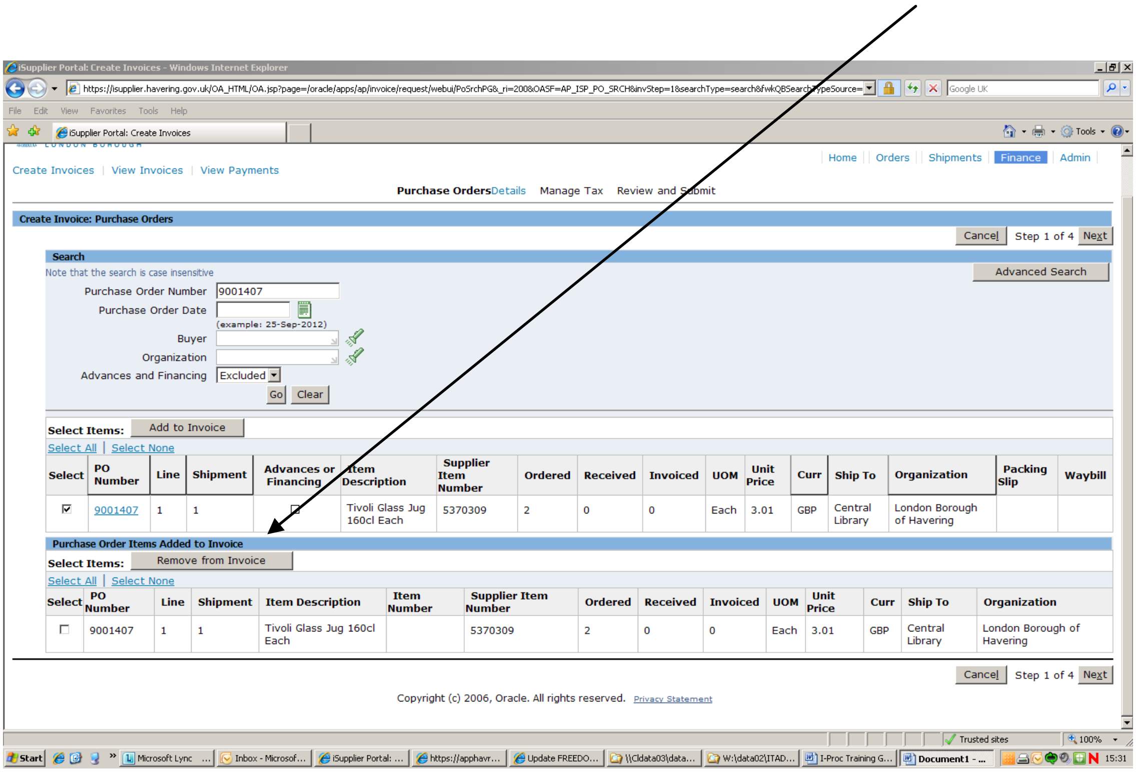


(Or click **Select All** if relevant to the invoice)

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



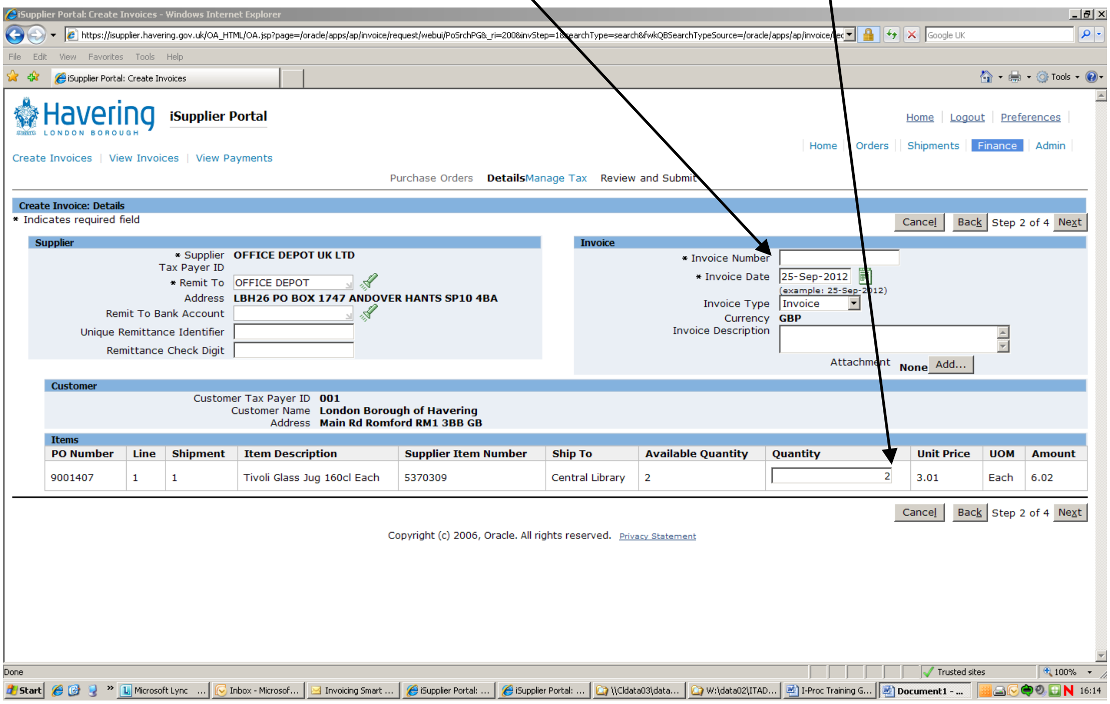
Your items will then show at the bottom of the screen as **Added to Invoice**:



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.

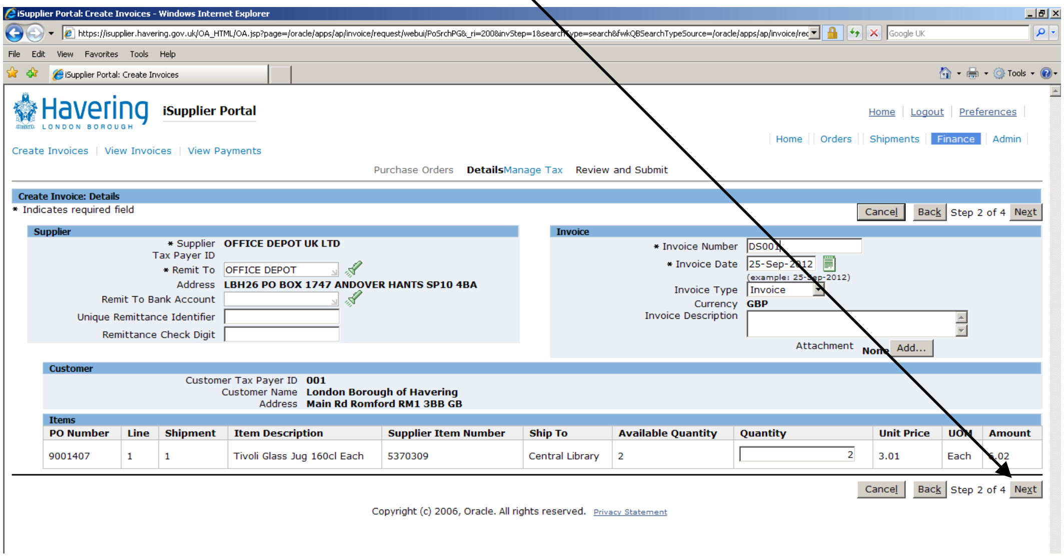
Once you have all of your items added to the invoice, click **next**.

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

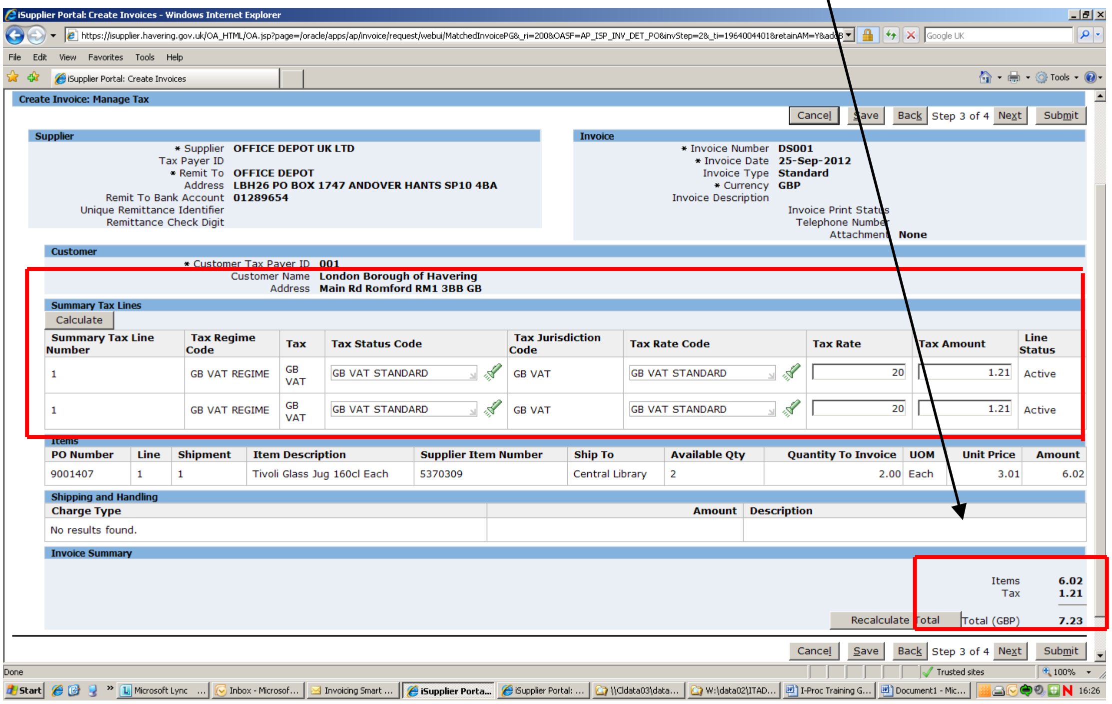


If you cannot supply the full quantity immediately, amend the **Quantity** field to read the amount you are supplying as we will only pay for what we have received. You can repeat this process and invoice us for the remaining items once they are sent, you will just have to use a different invoice number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

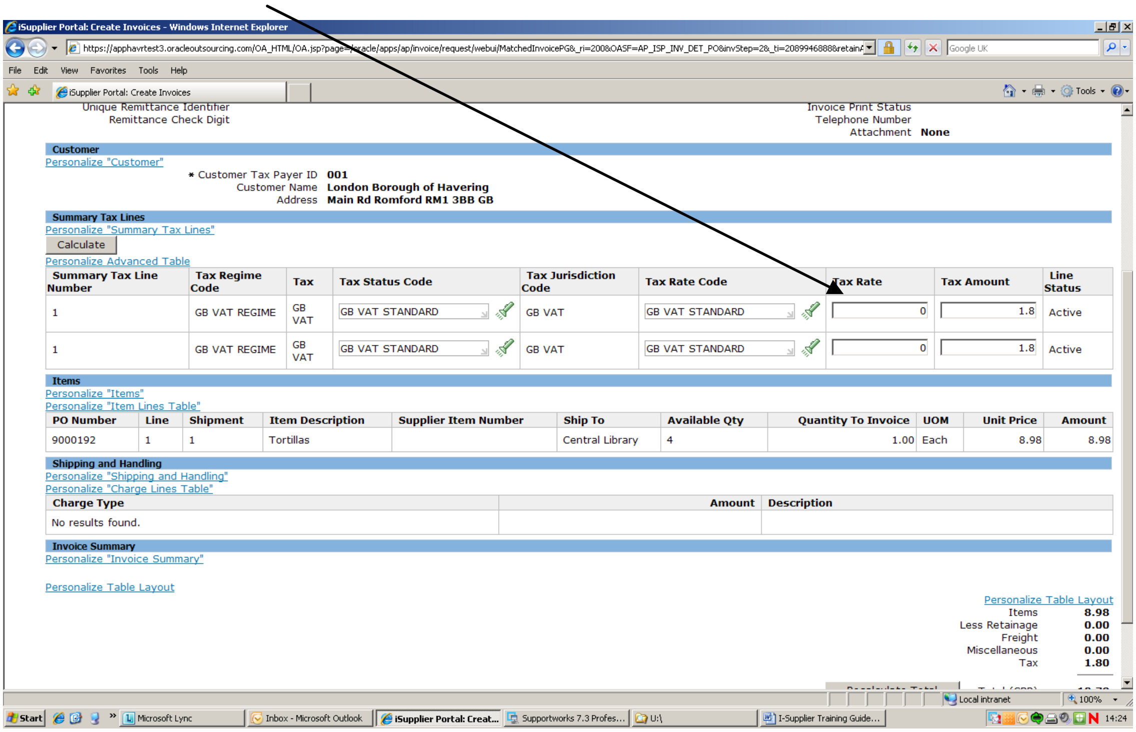
If these fields are correct, click **Next:**



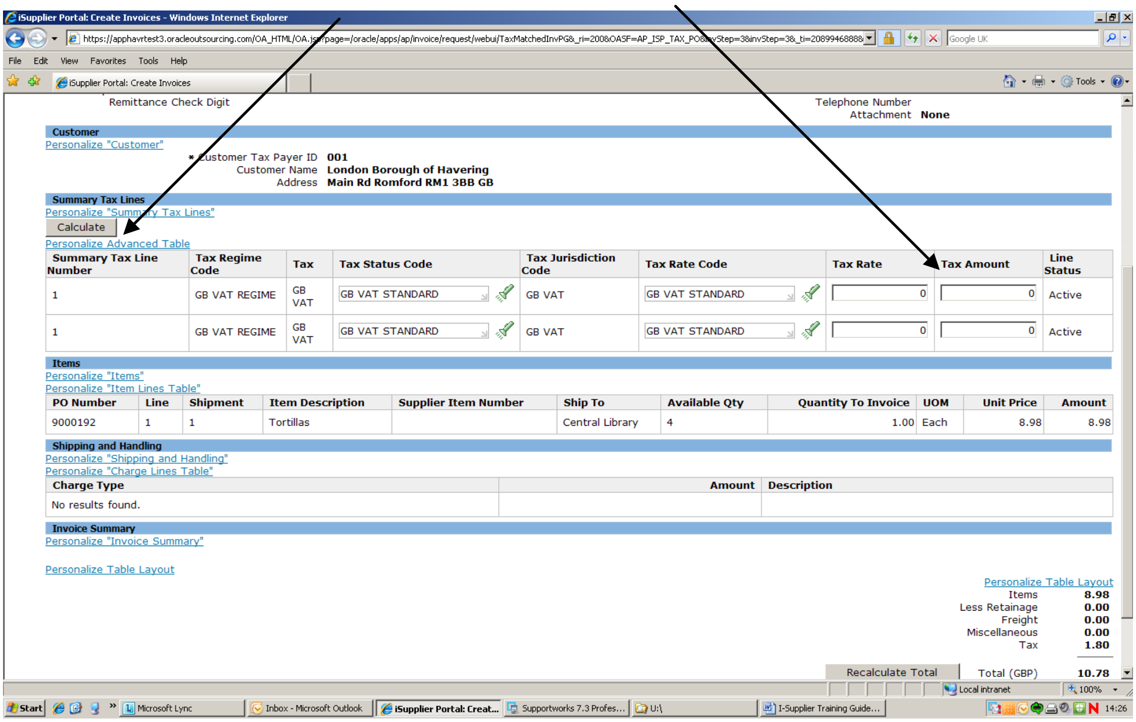
The following screen shows you the **Tax Lines** and calculates the total of the order including tax:
(If you are not tax registered, this should say '0')



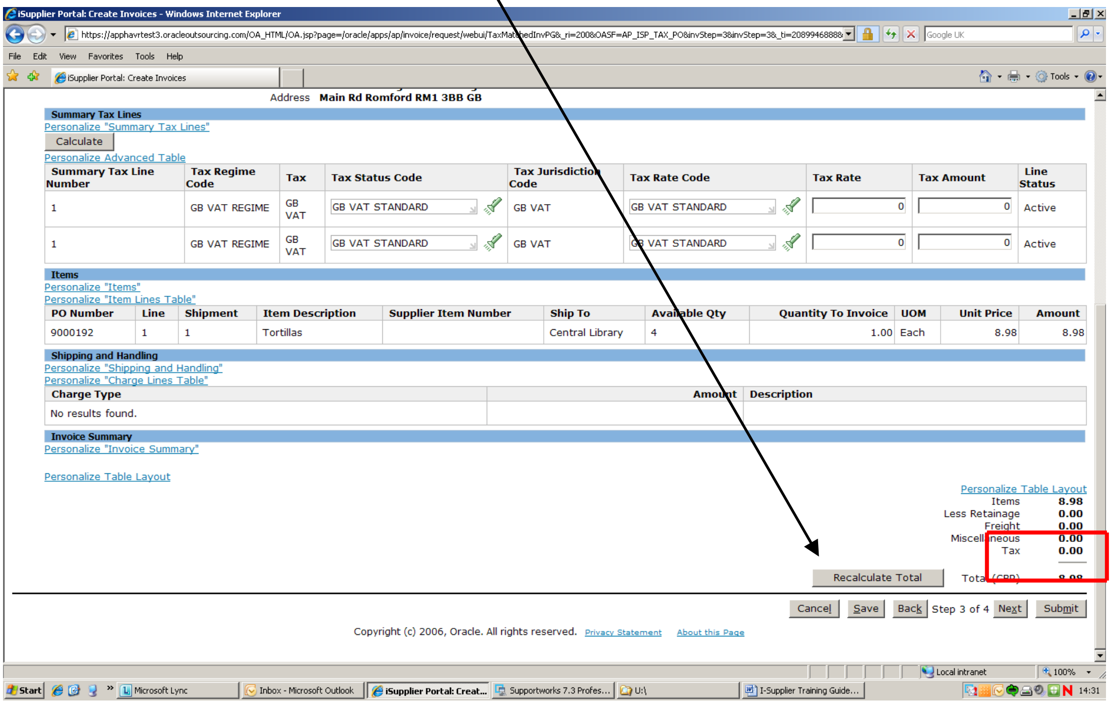
If you should not have tax added to your invoices, you can amend this by changing the **Tax Rate** field to read ‘0’:



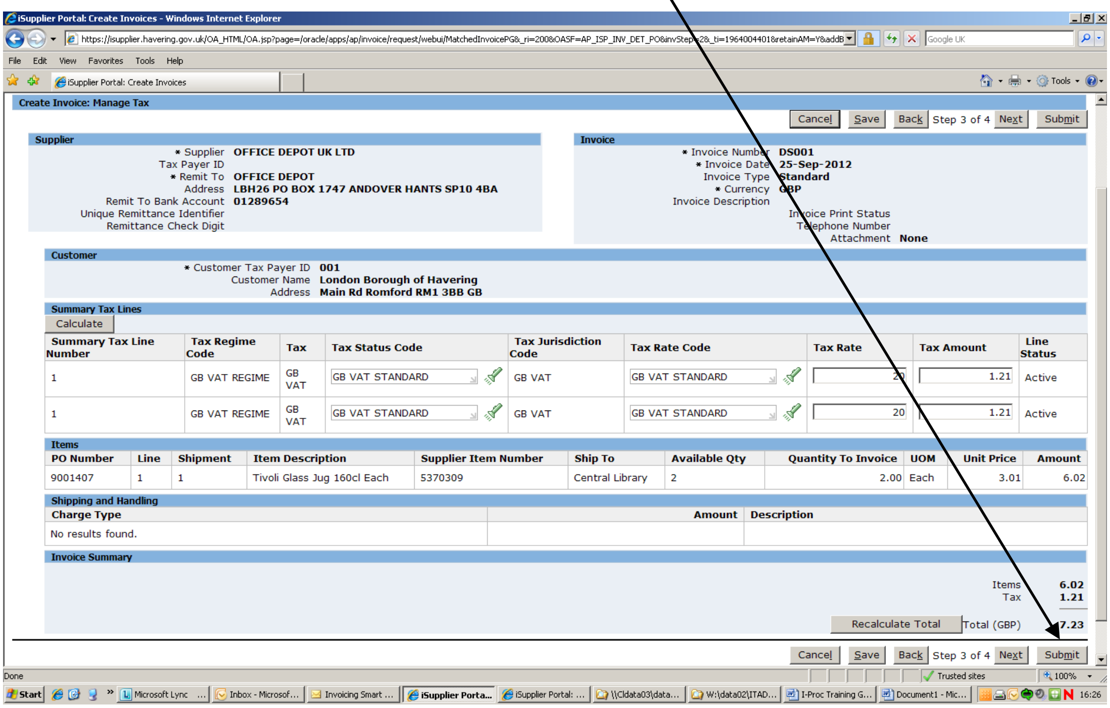
By clicking on the **Calculate** button, the **Tax Amount** fields will change:



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

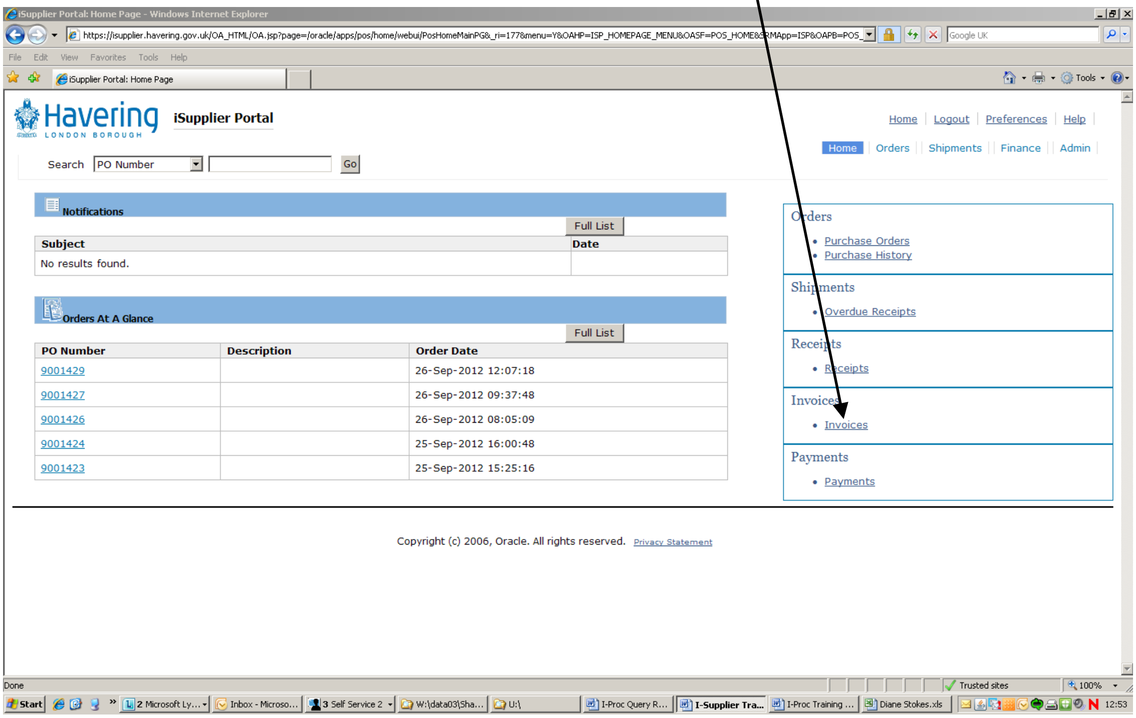


If all is correct on this screen, click **Submit** and you will see a confirmation screen that your invoice has been submitted to our payments dept.

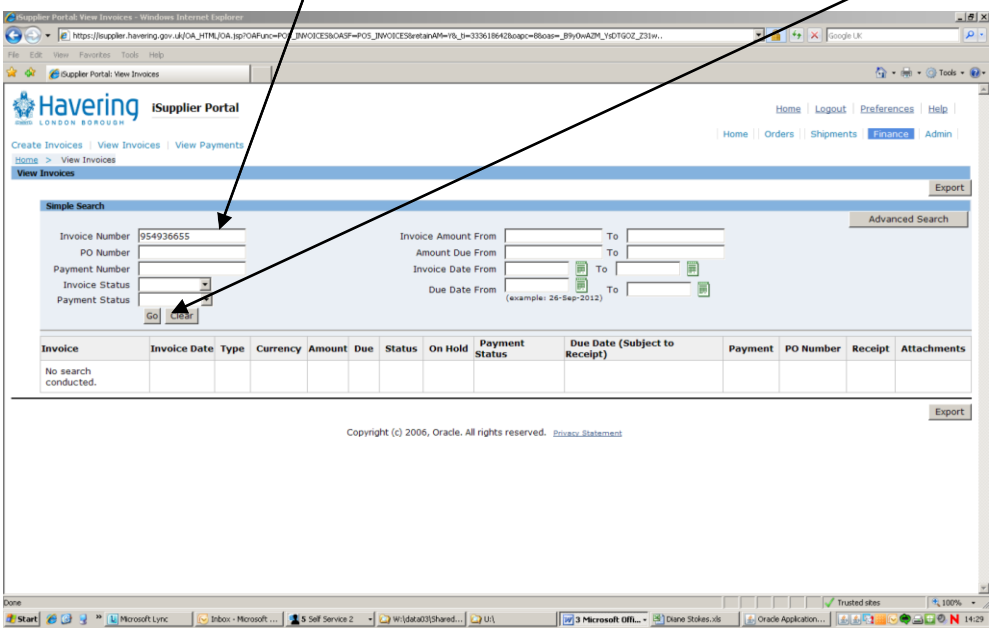


How to view an invoice on Self Service I-Supplier.

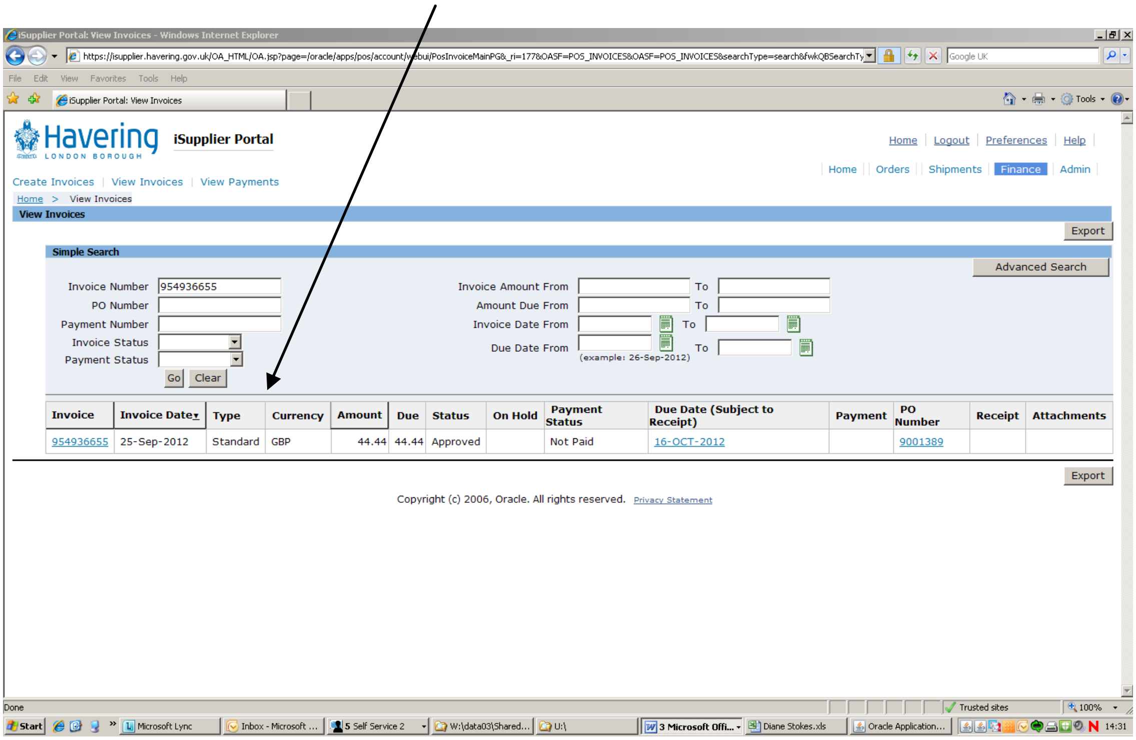
From the **Self Service I-Supplier Portal Home Page** click on **Invoices** under the 'Invoice' heading on the right hand side of the page:



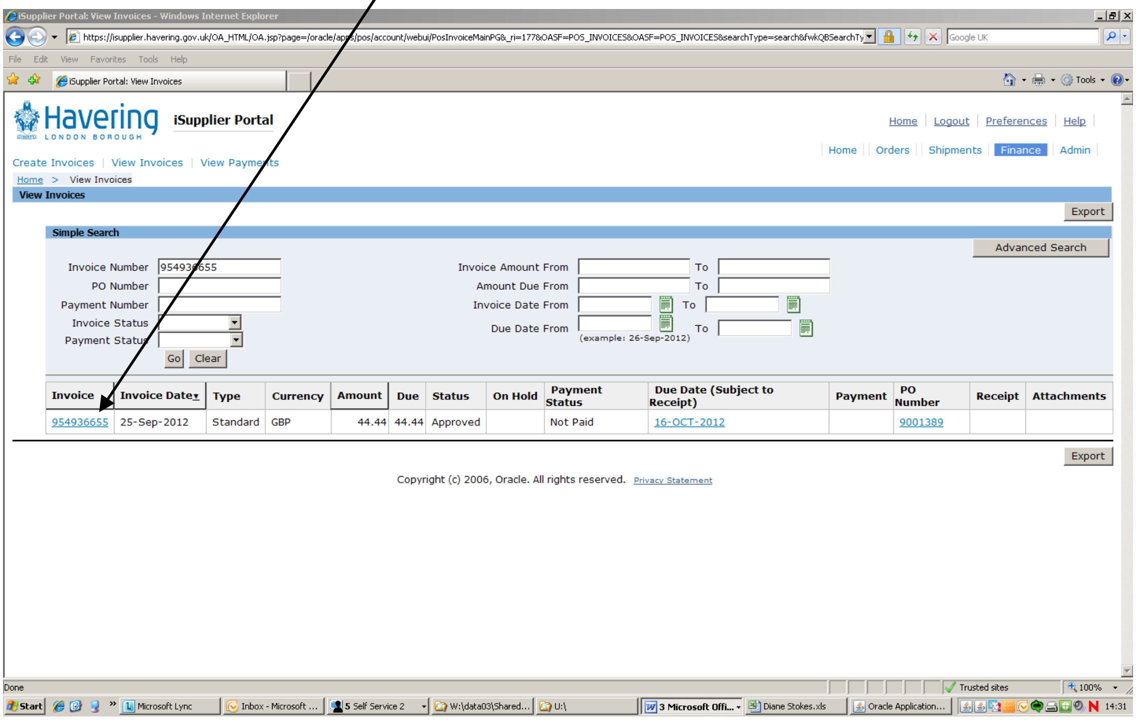
Type in the relevant search field the information you have available ie: **Invoice Number / Purchase Order Number** and then click **Go**:



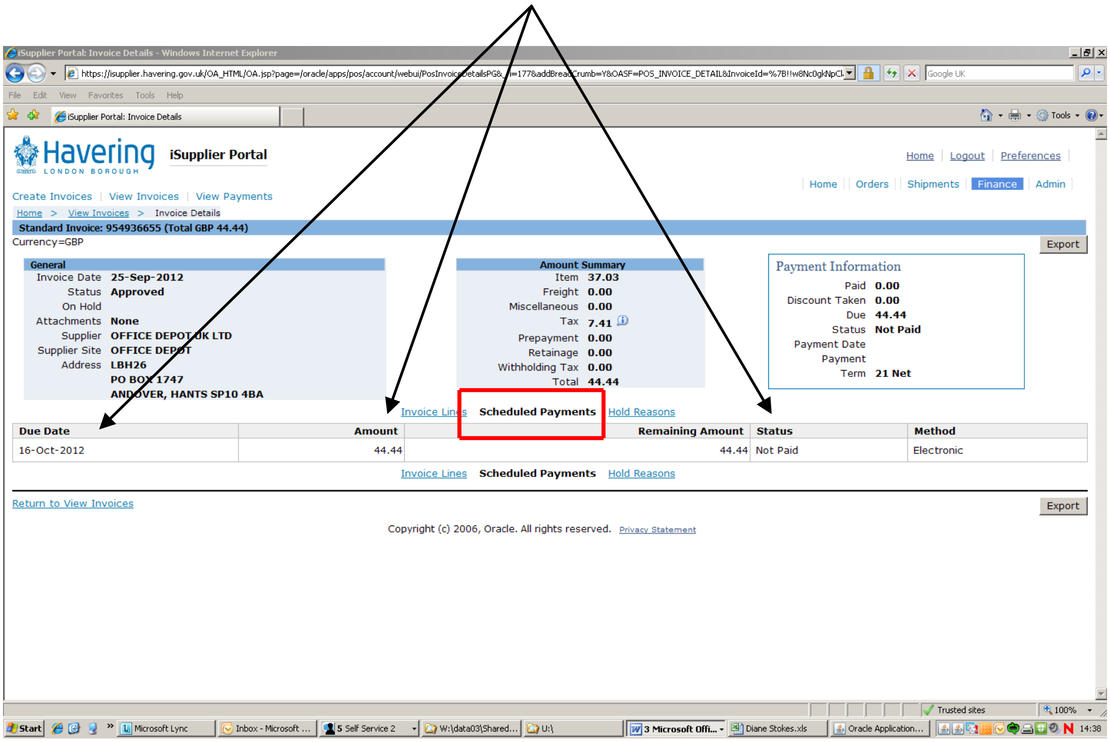
The invoice details will be displayed:



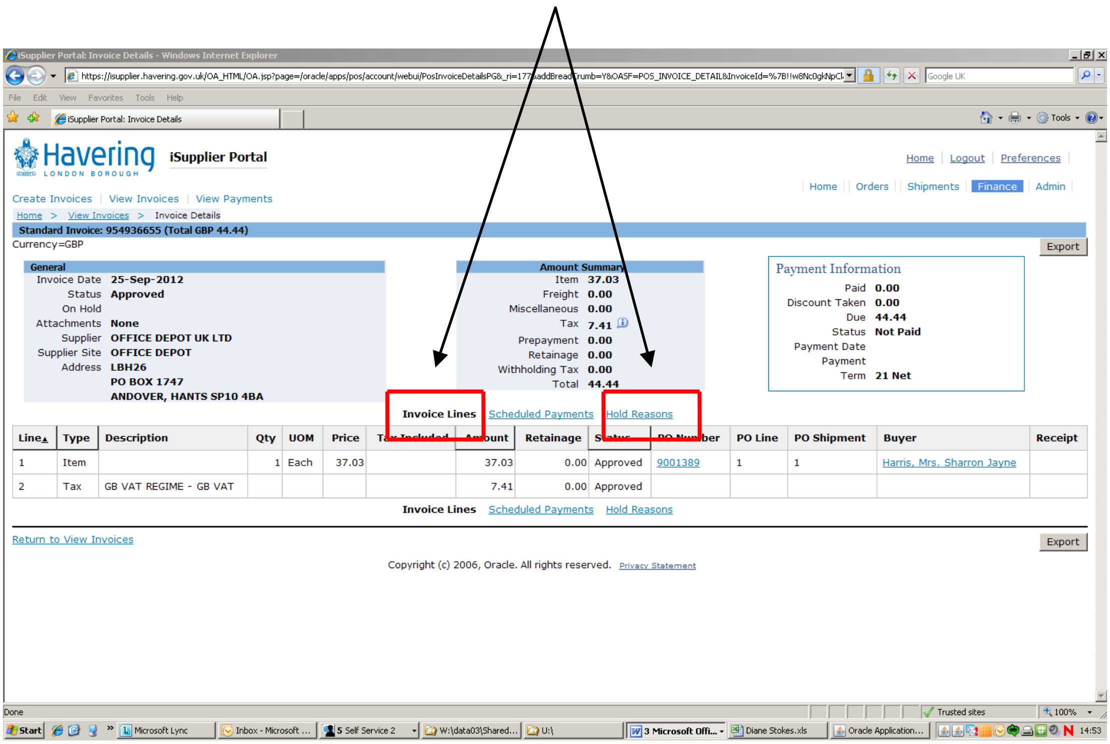
Click on the **Invoice Number**:



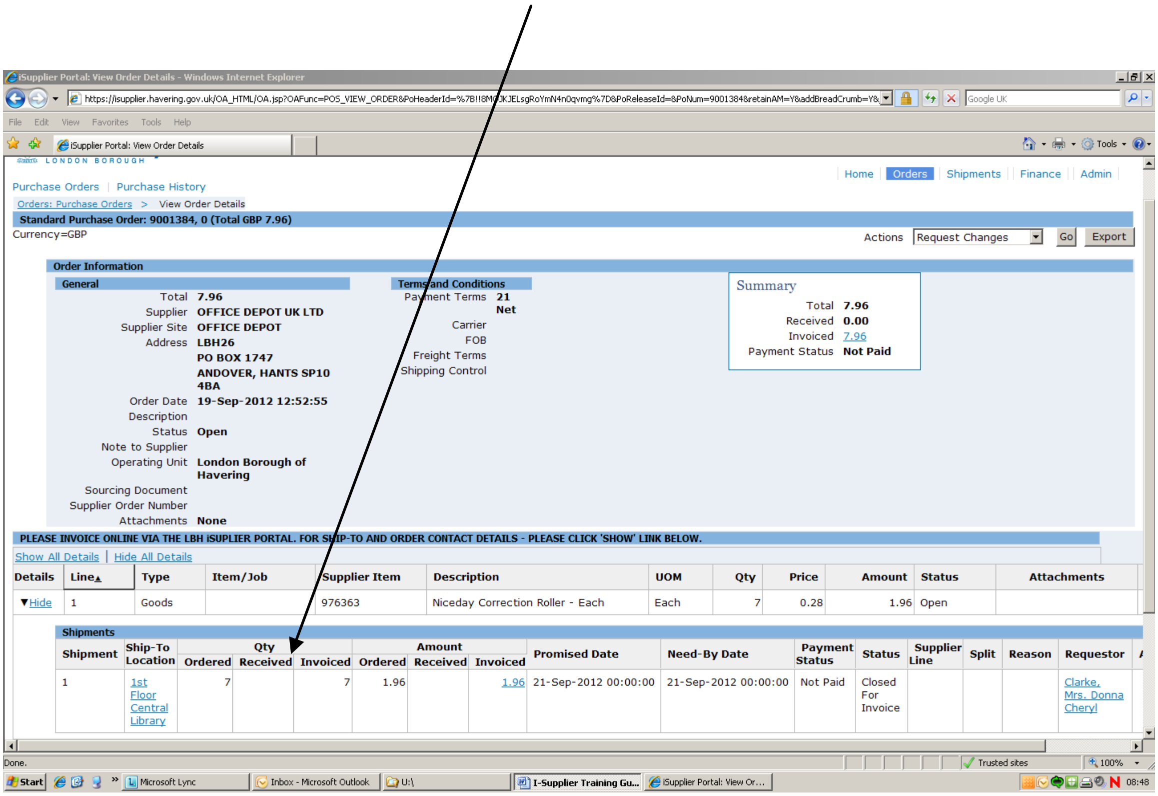
The next screen will default to the **Scheduled Payments** screen. This tells you the **date** your invoice is due to be paid, the **amount** of the payment and the **Status** of the payment:



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

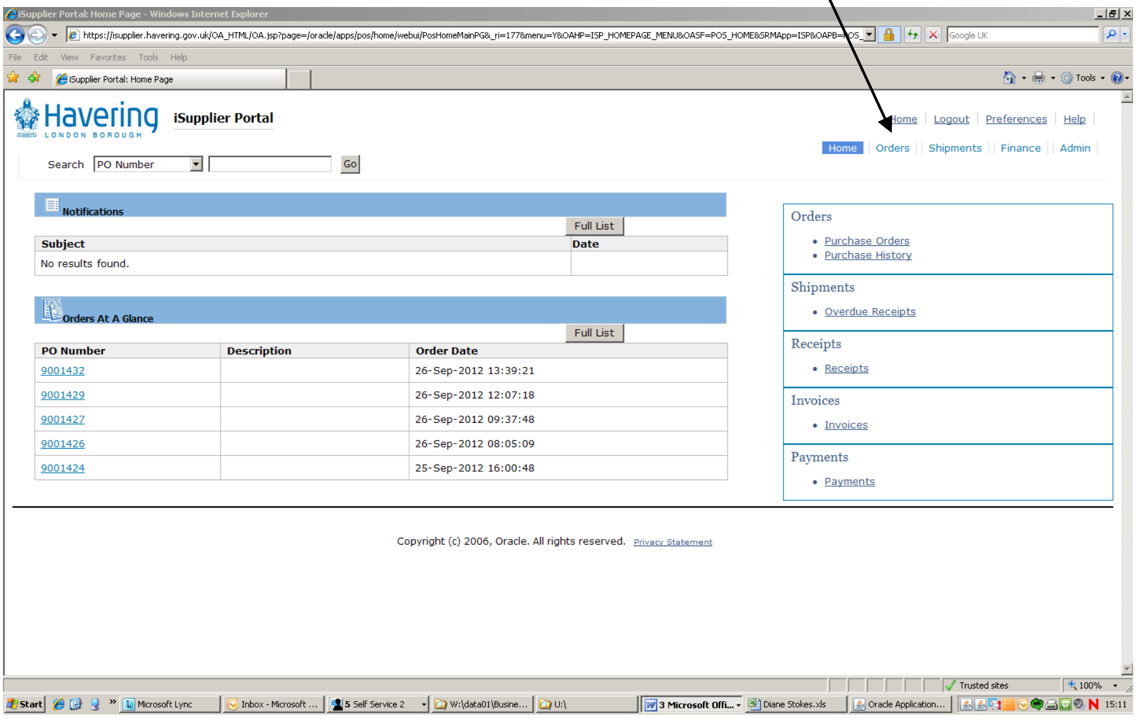


Below is an example of an order that will currently not be paid. The order has been **invoiced** but currently, that invoice will not be paid as the items have not been **receipted**.

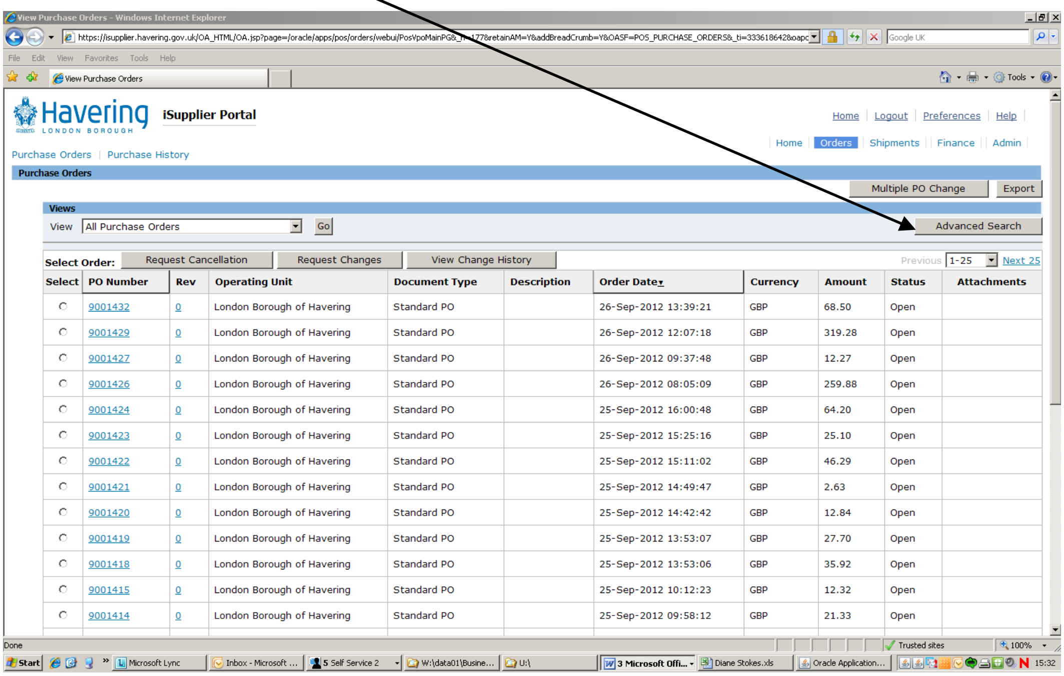


To see if an order has been receipted on Self Service I-Supplier.

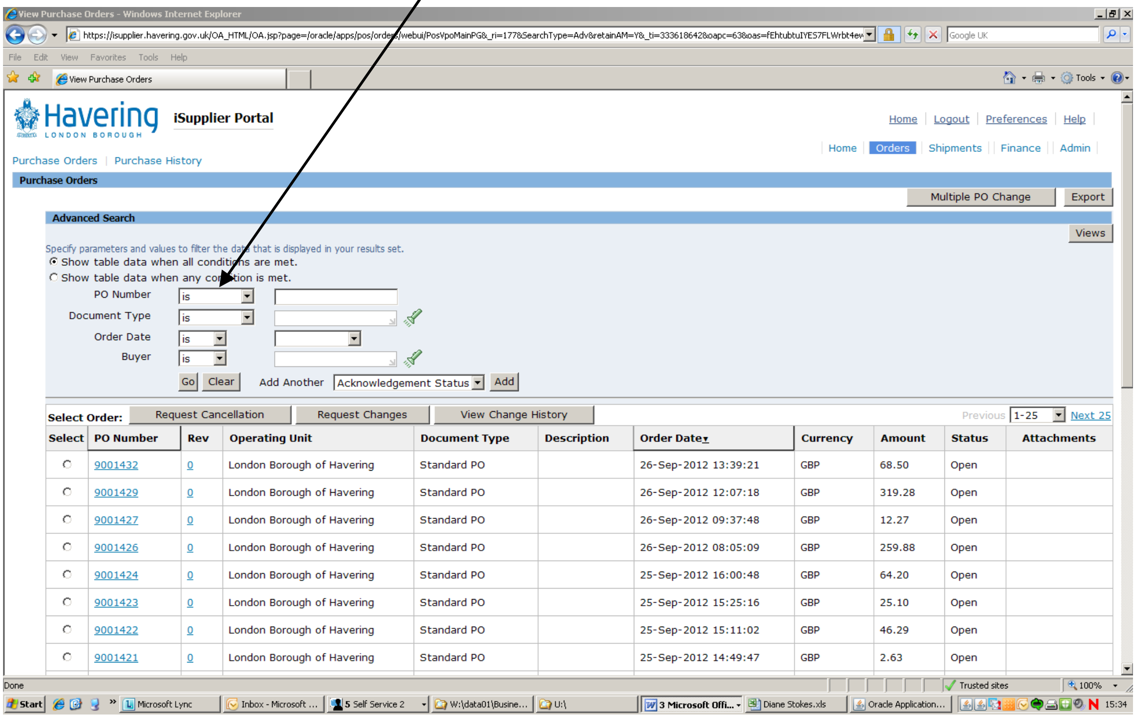
From the **Self Service I-Supplier Portal Home Page**, click on the **Orders** tab:



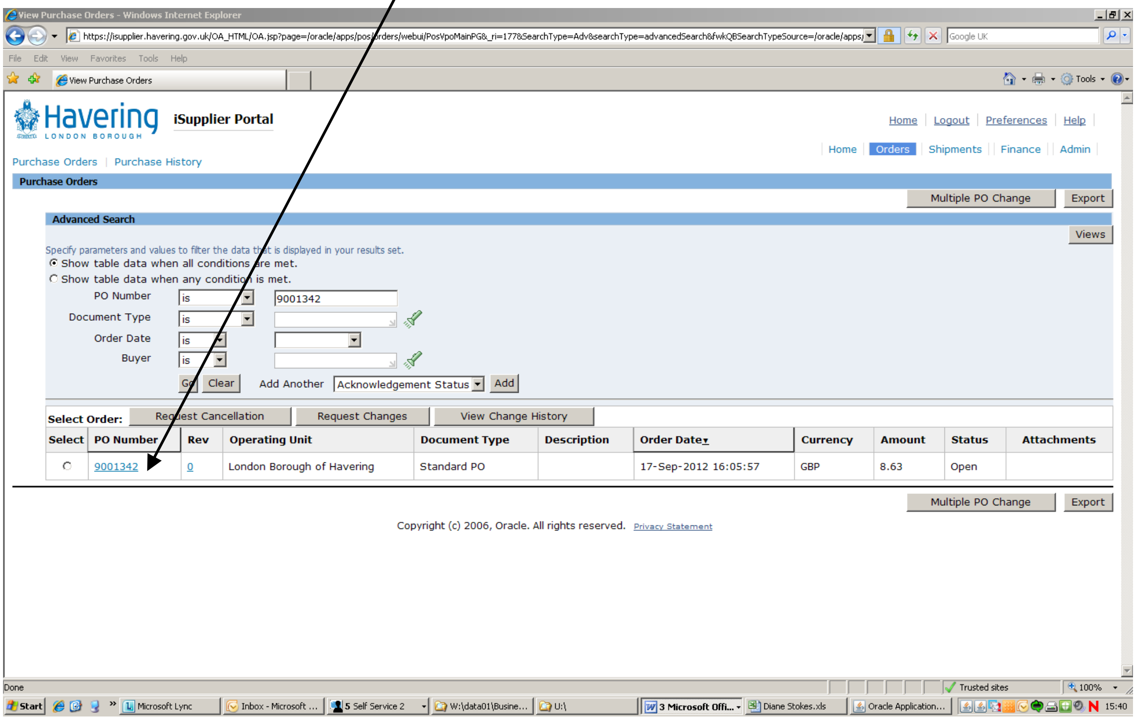
Click **Advanced Search**:



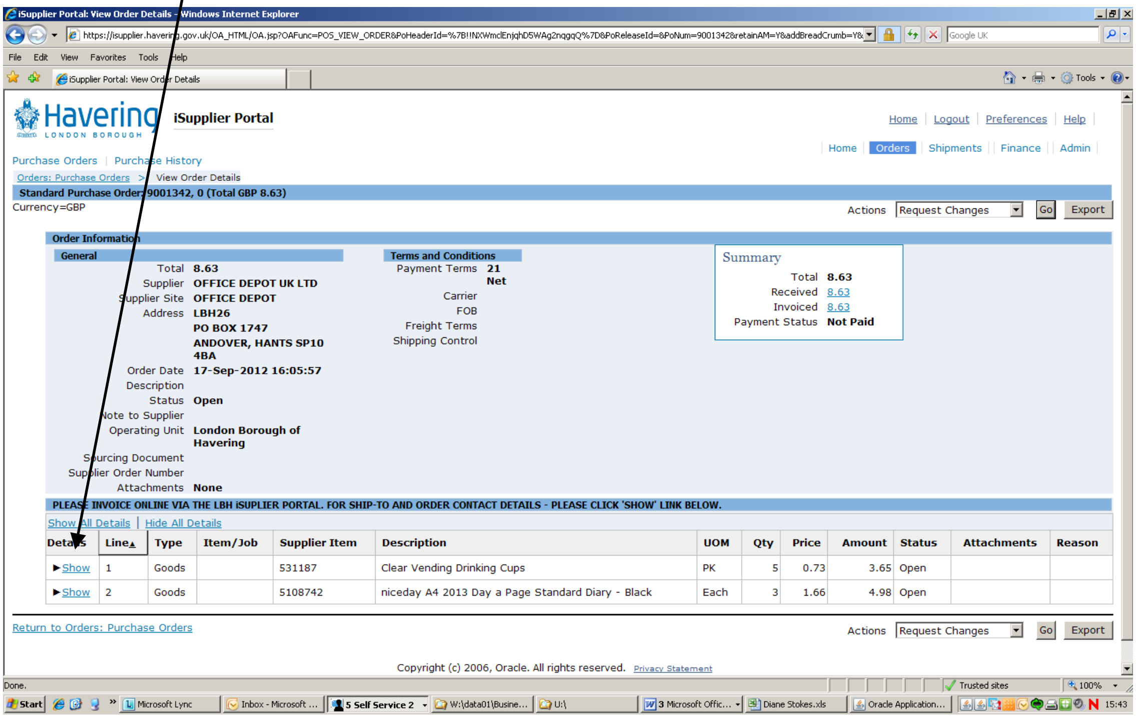
Type the relevant **Purchase Order Number** into the search field and click **Go**:



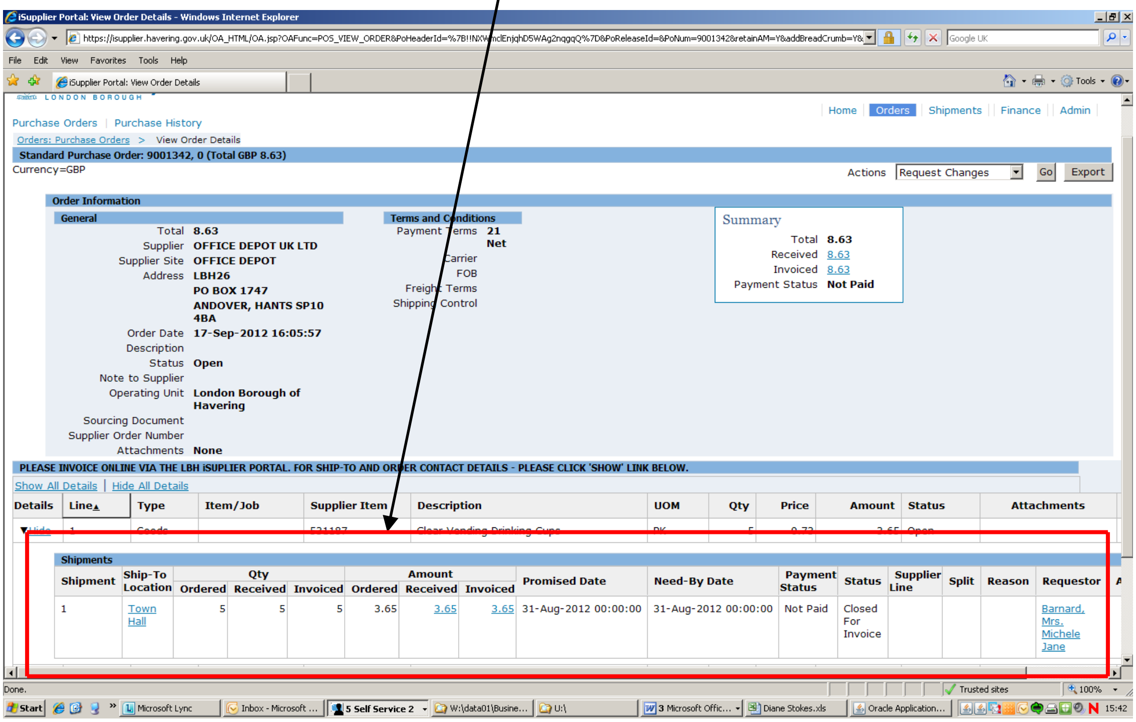
Click on the **Purchase Order Number**:



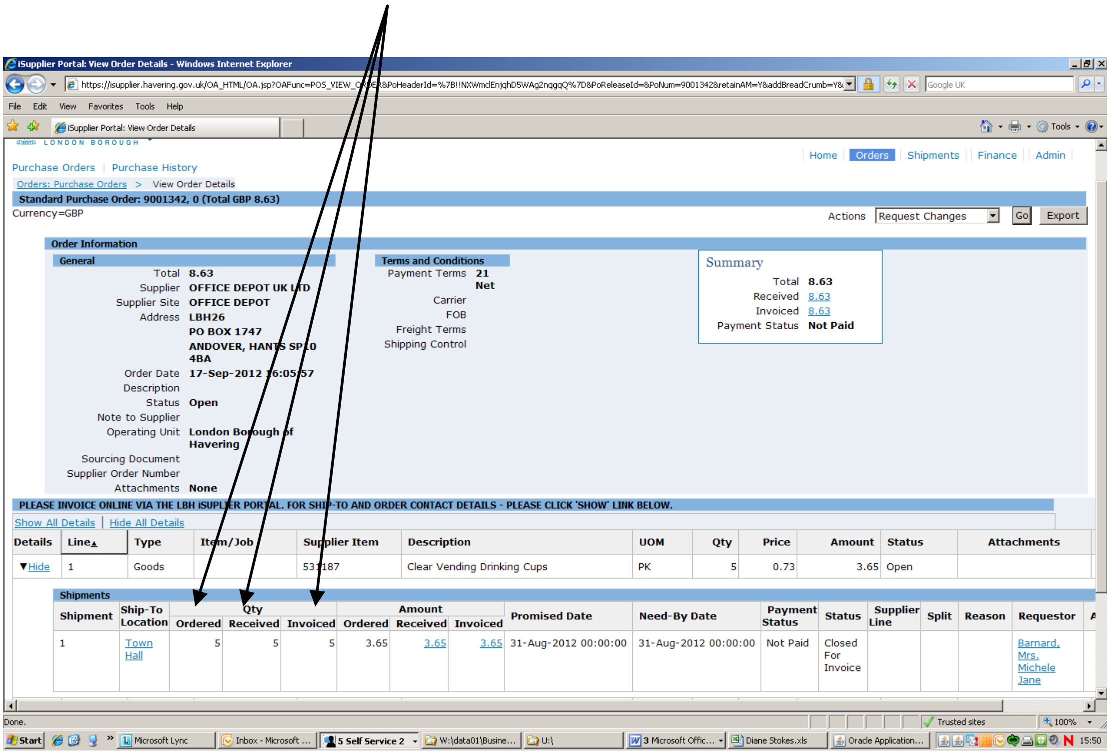
Click on **Show** at the beginning of each line …………………



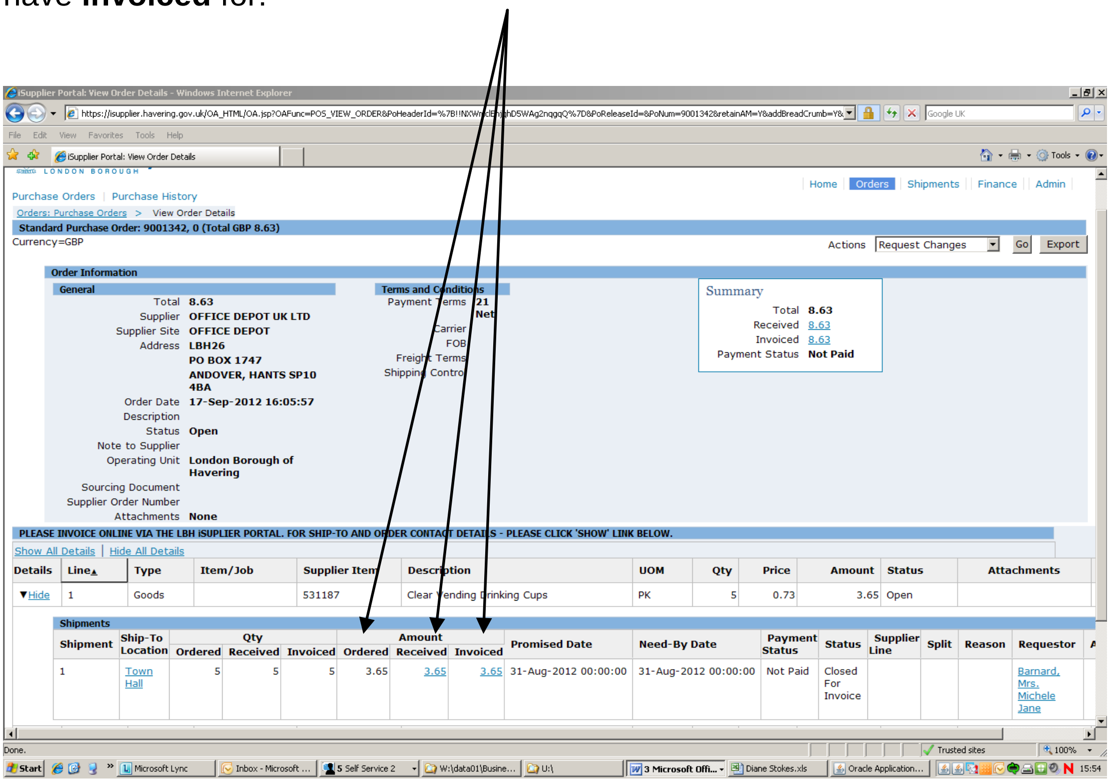
………………… and the full details will be displayed:



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

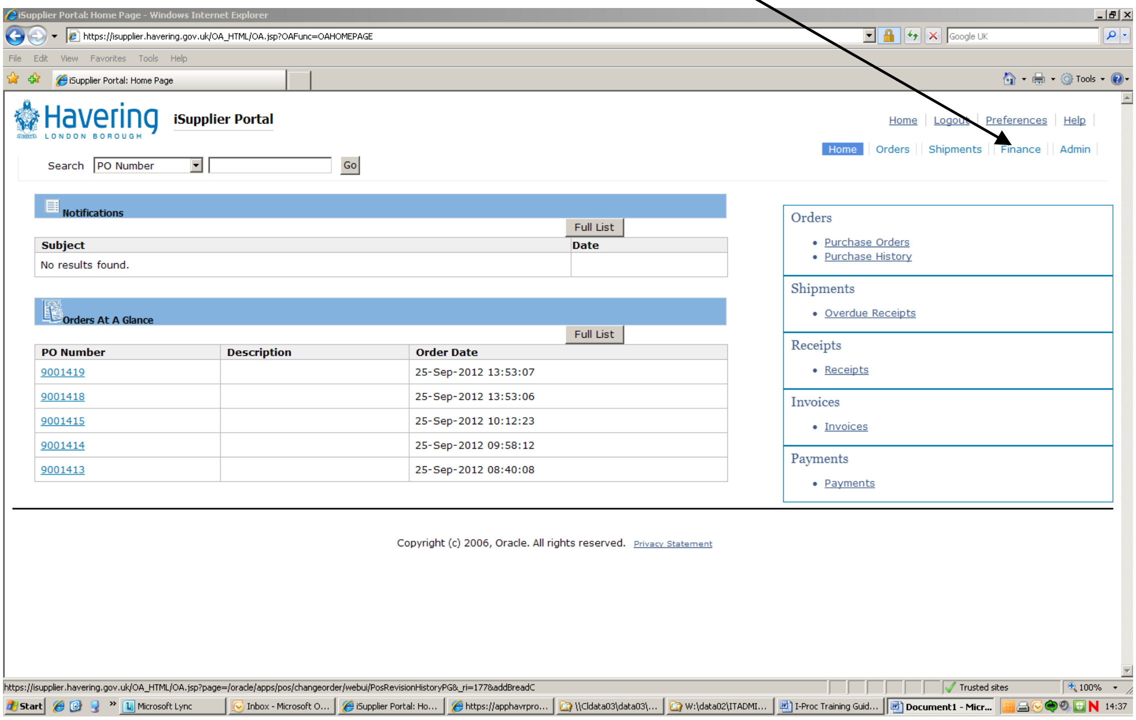


…………. the amount of the **order**, the amount **received** and the amount you have **invoiced** for:

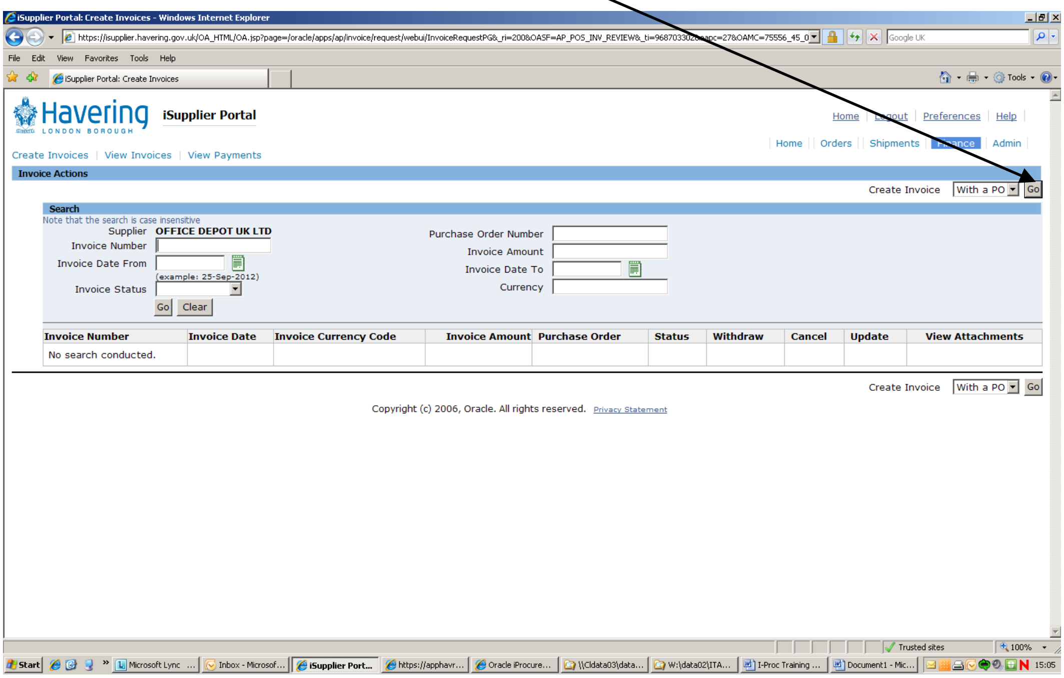


Creating a credit memo on Self Service I-Supplier.

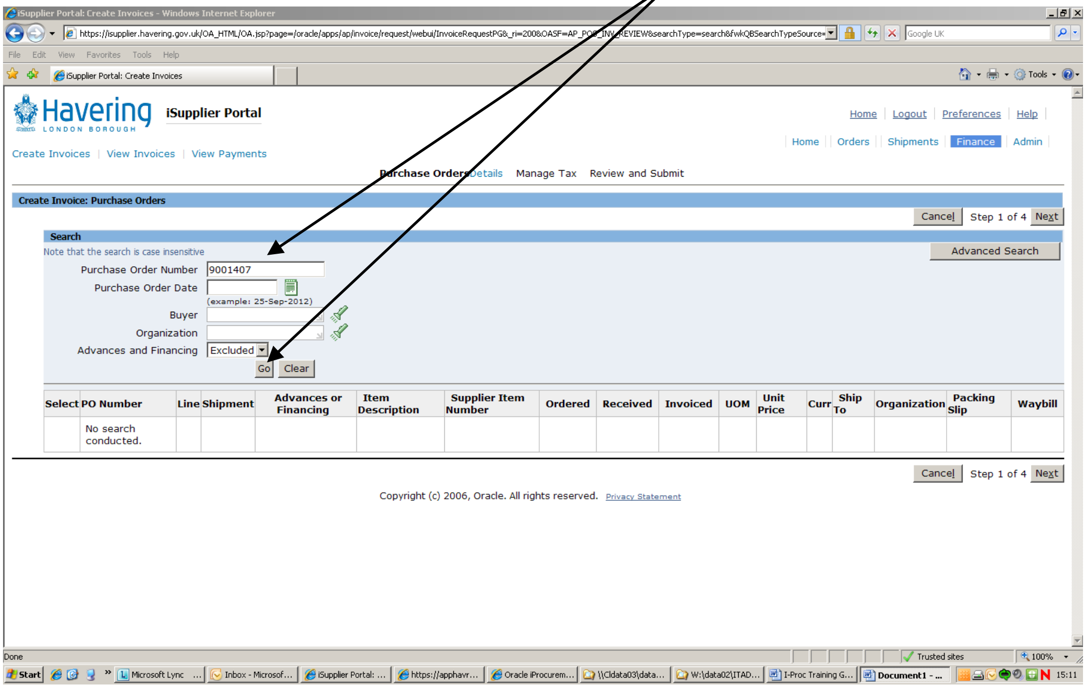
(You need to have the relevant Purchase Order Number to hand at this point)
From the Self Service I-Supplier home page, click on the **Finance** tab:



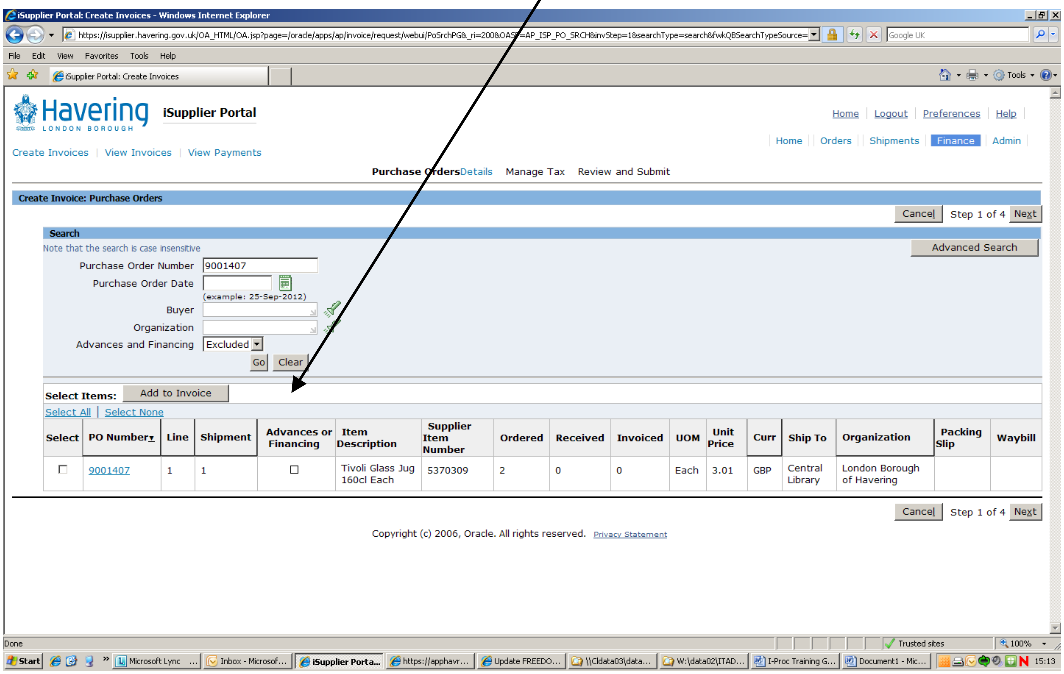
Click on **Go** next to **Create Invoice with a PO**:



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



The order will appear under the search fields:

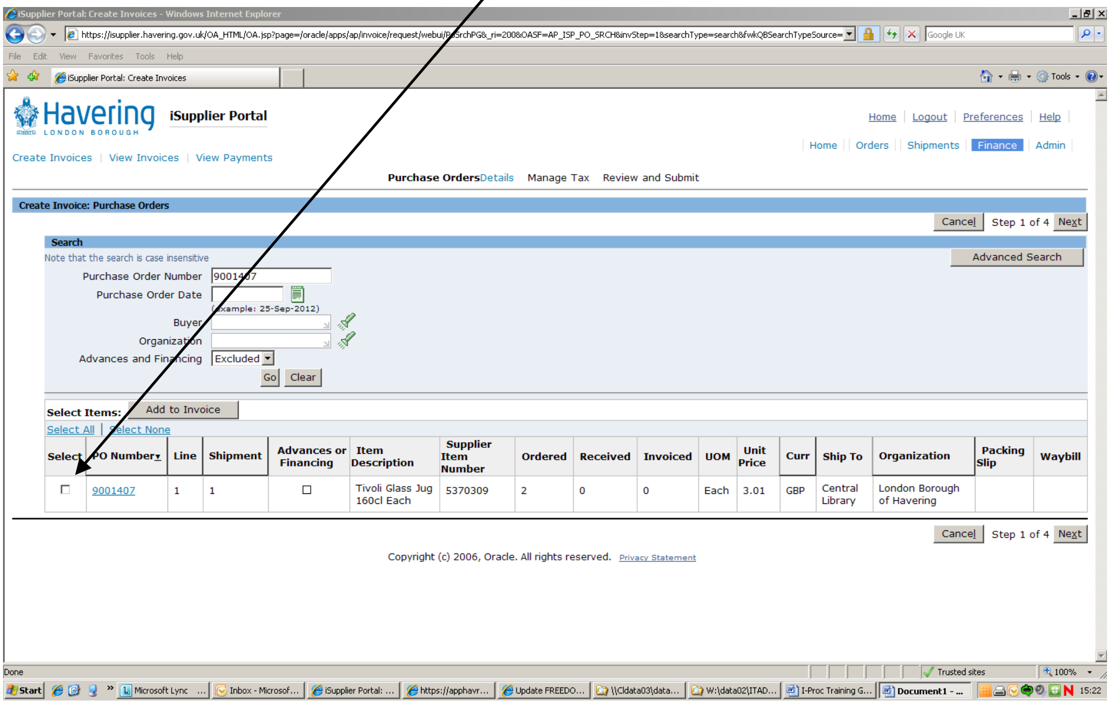


If there is more than 1 line to the order, they will be listed under each other.

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.

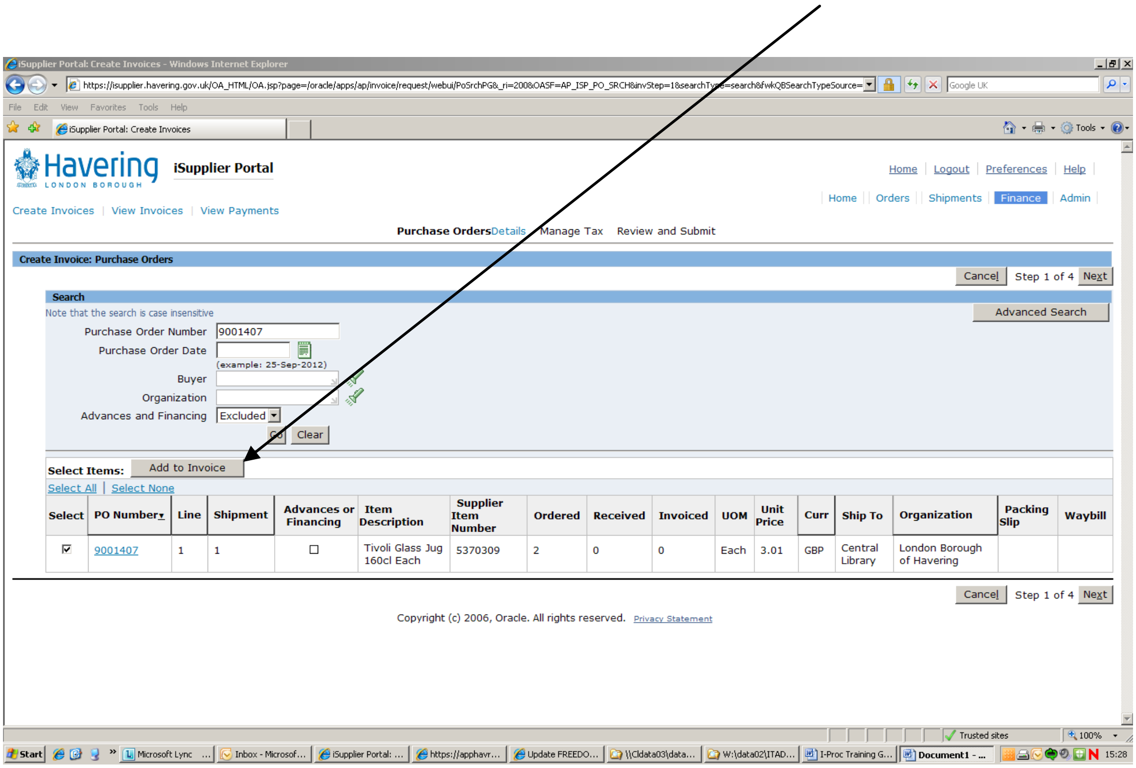
************ 'Select All' DOES NOT add all items on the order to the invoice – it ONLY adds the items on the page you are looking at ************

Select the lines you wish to issue a credit for:

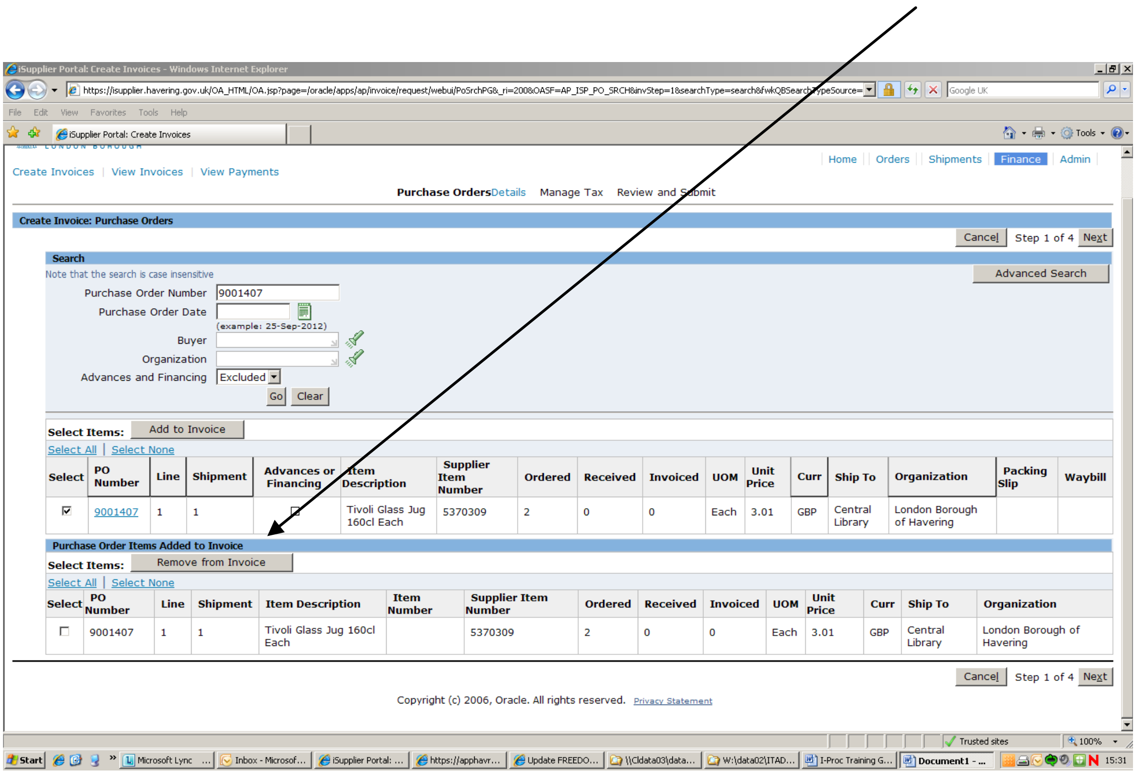


(Or click **Select All** if relevant to the credit note)

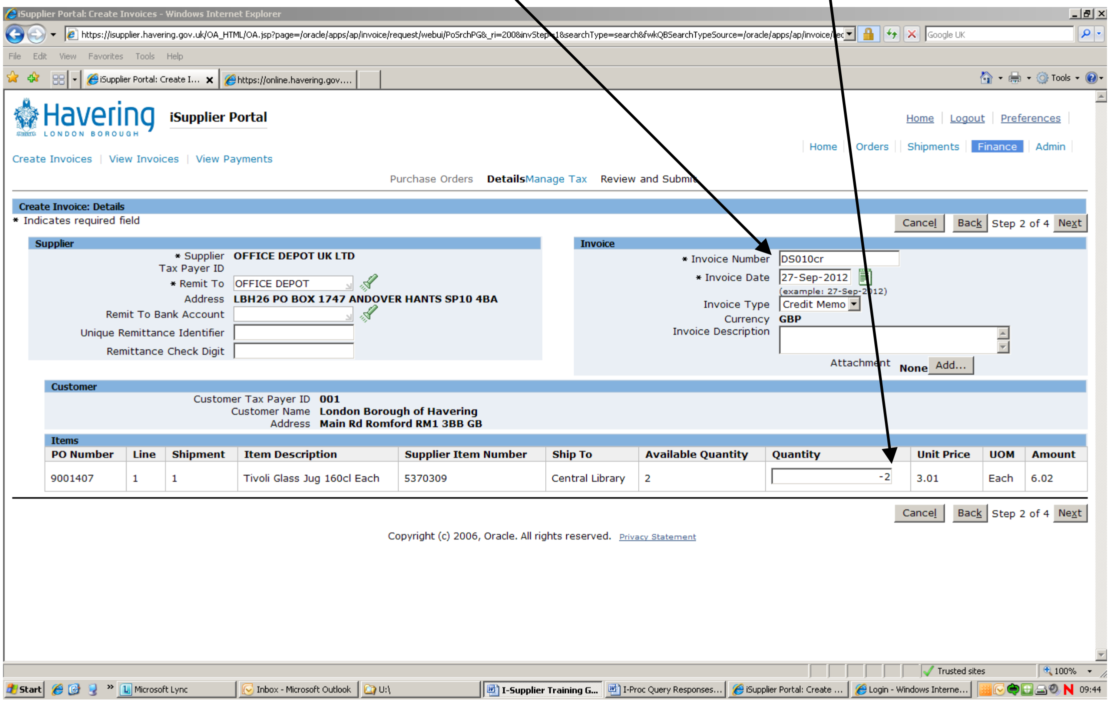
Once you have selected the lines to be credited, click **Add to Invoice:**



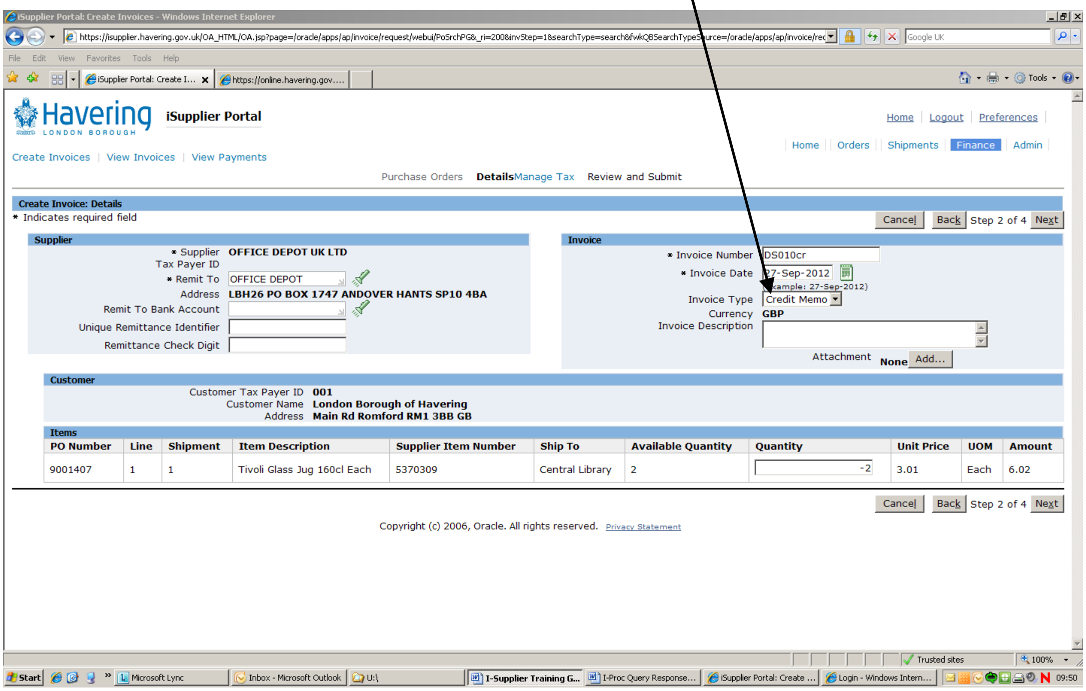
Your items will then show at the bottom of the screen as **Added to Invoice**:



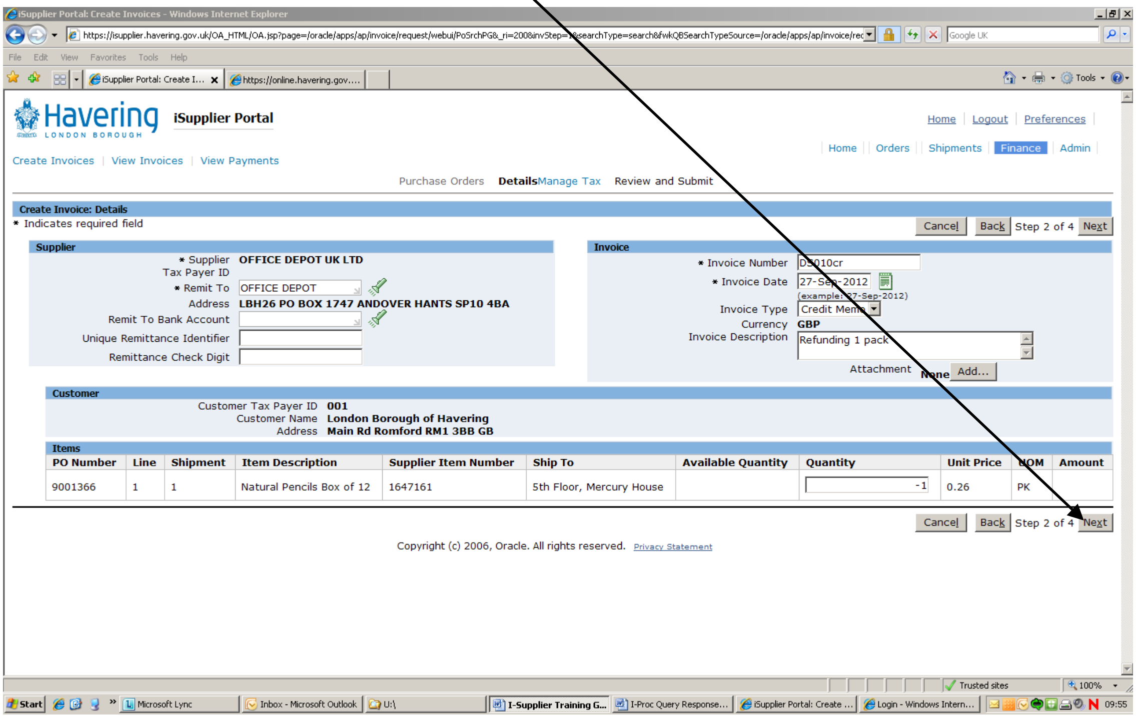
Enter your unique **Credit Note Number** and enter the **Quantity** you are crediting / refunding for: (be sure to put a '-' sign in front of the amount)



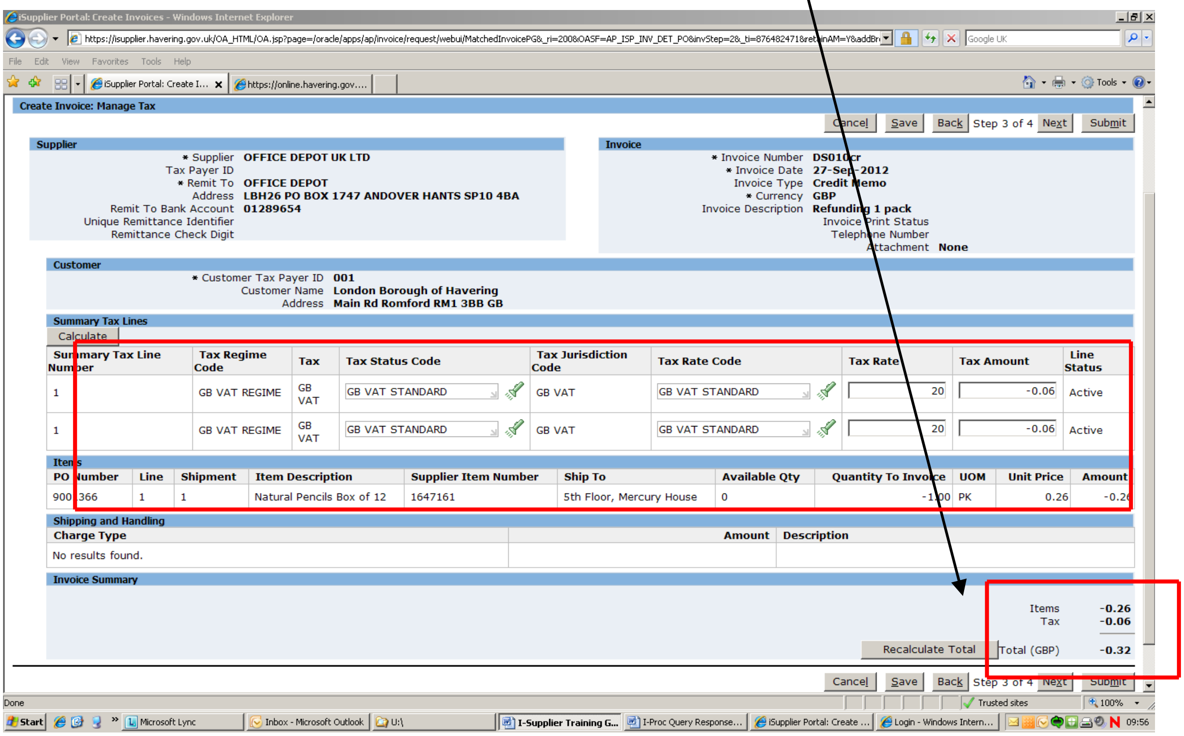
Change **Invoice Type** from 'Invoice' to **Credit Memo**:



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



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

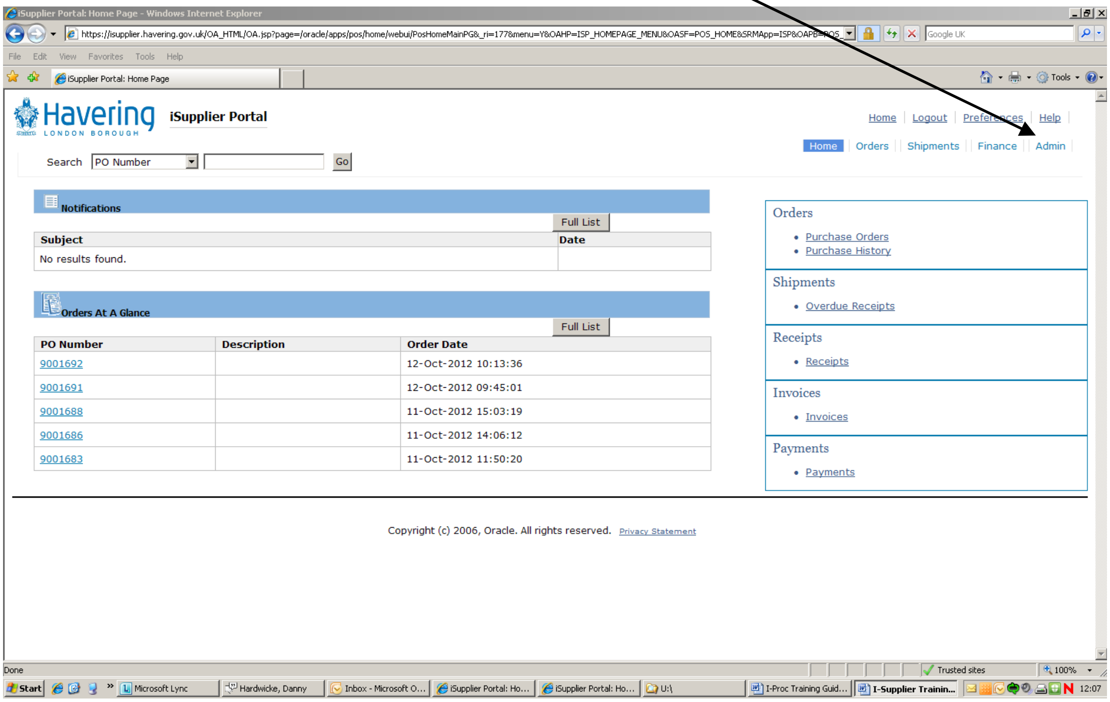


If all is correct on this screen, click **Submit** and you will see a confirmation screen that your **credit memo** has been submitted.

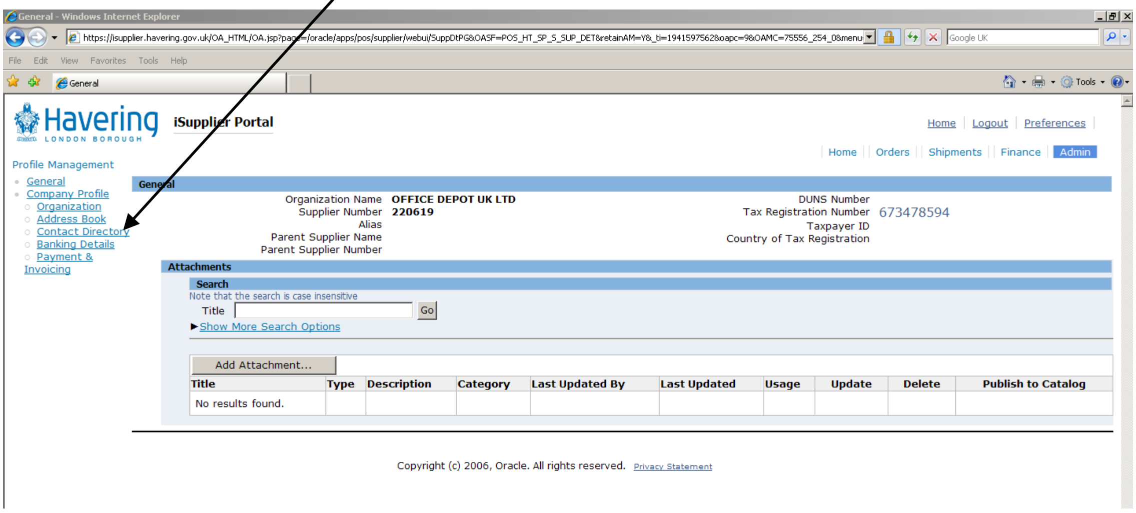
Creating a new user on Self Service I-Supplier.

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)

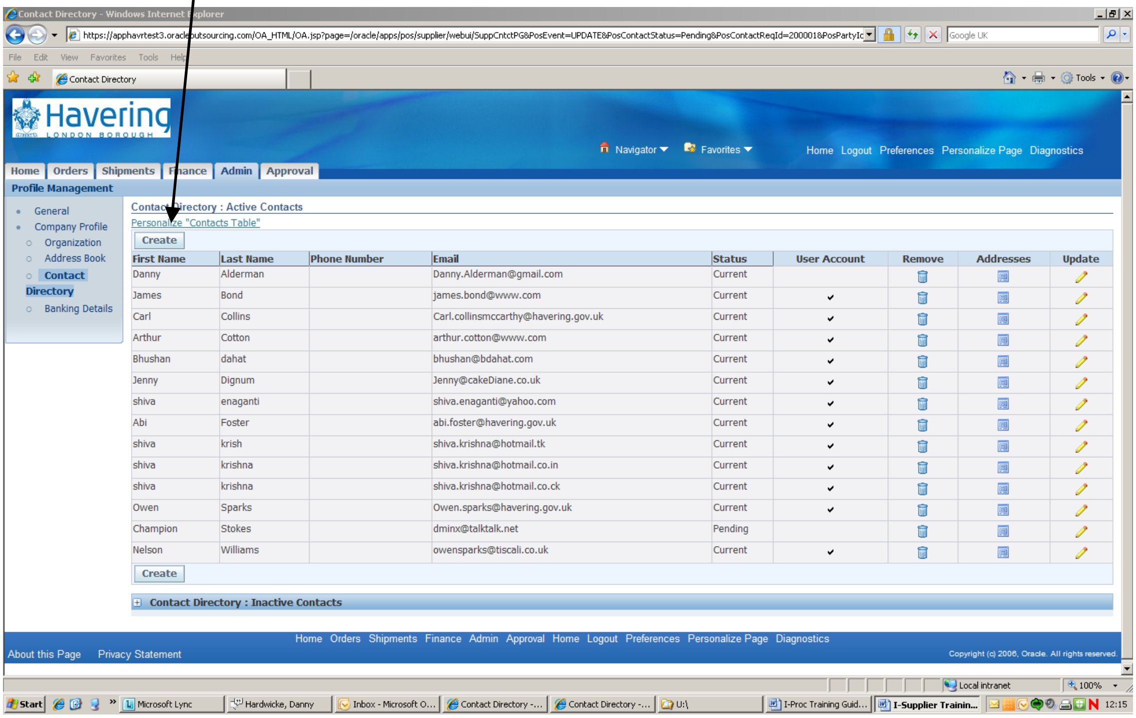
From the Self Service I-Supplier home page, click on the **Admin** tab:



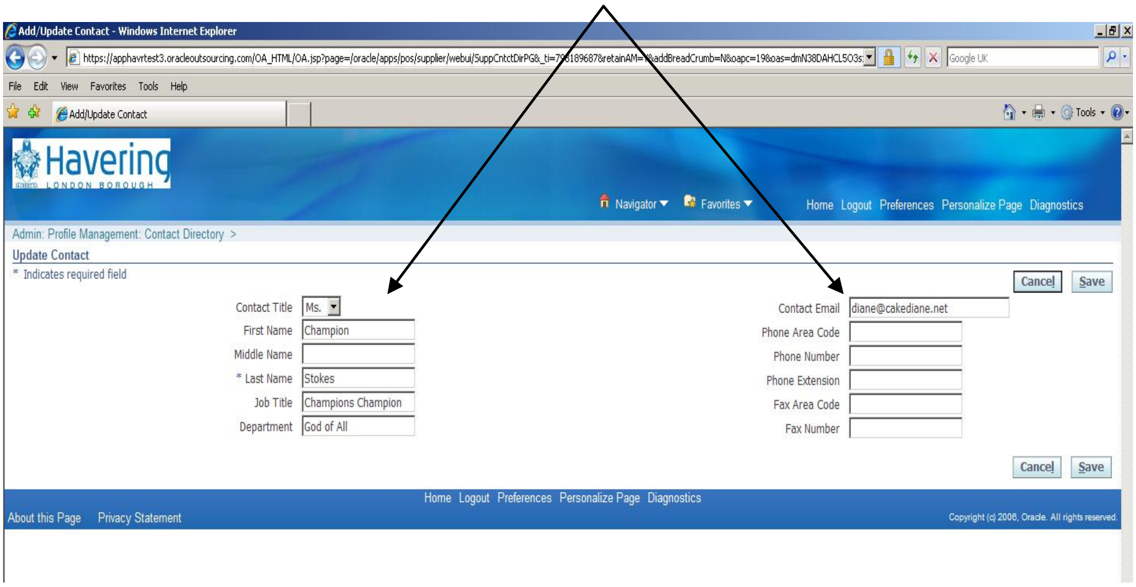
Click on **Contact Directory**:



Click on **Create**:



Enter the details of the user you are setting up:

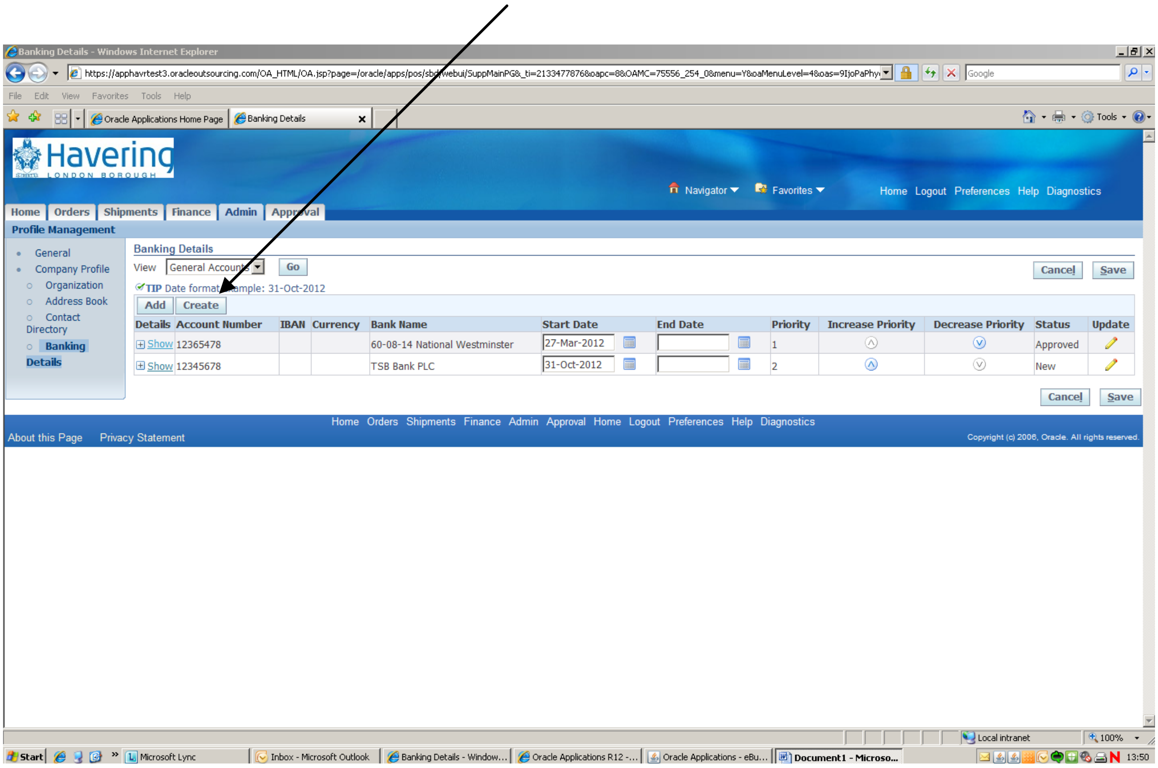


And click **Save**.
A notification has now been sent to Havering asking them to approve your request and create an account for the new user.

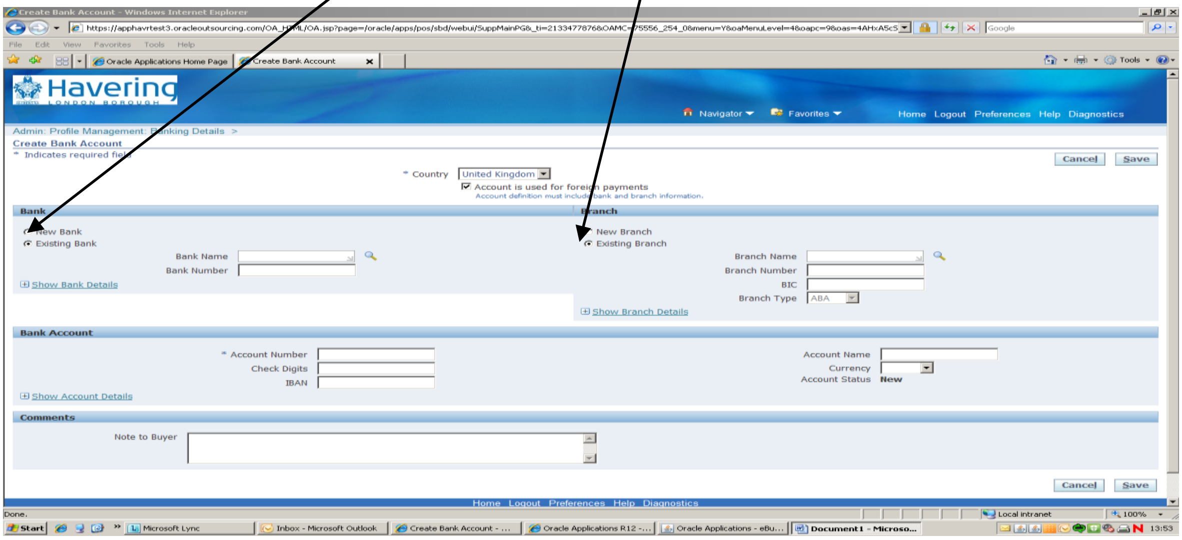
How To Amend Your Bank Details

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.

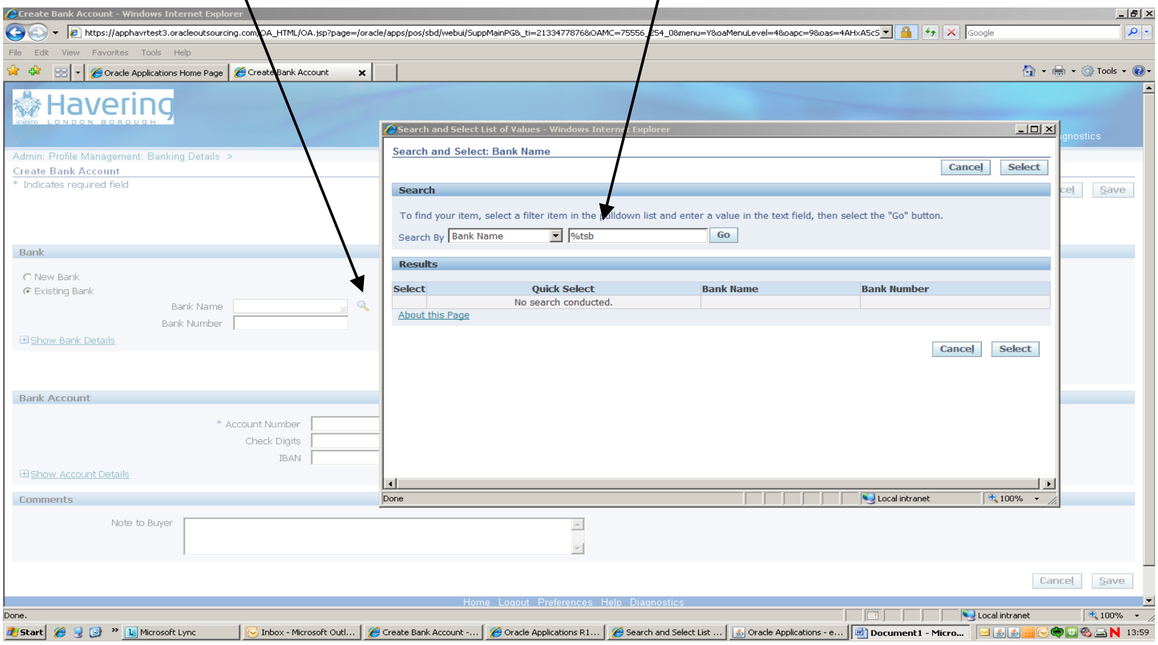
From your home page click on the **Admin** tab at the top of the screen on the right hand side and then select **‘banking details’** and then select the create button



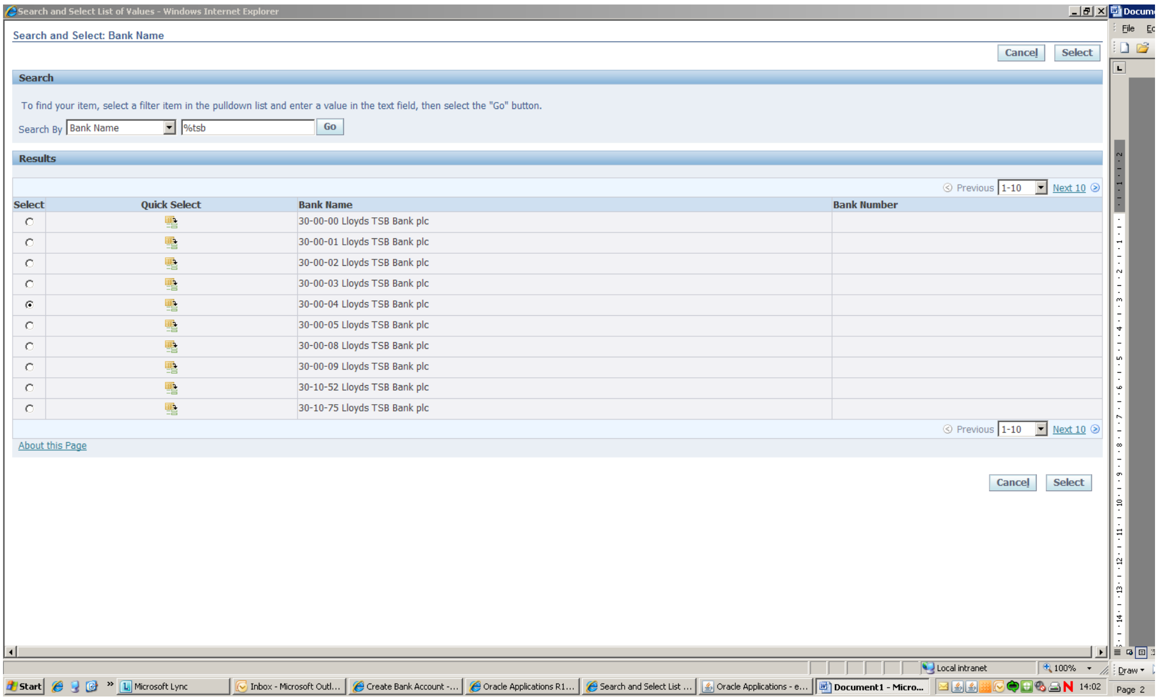
Make sure you select **existing bank** and **existing branch**



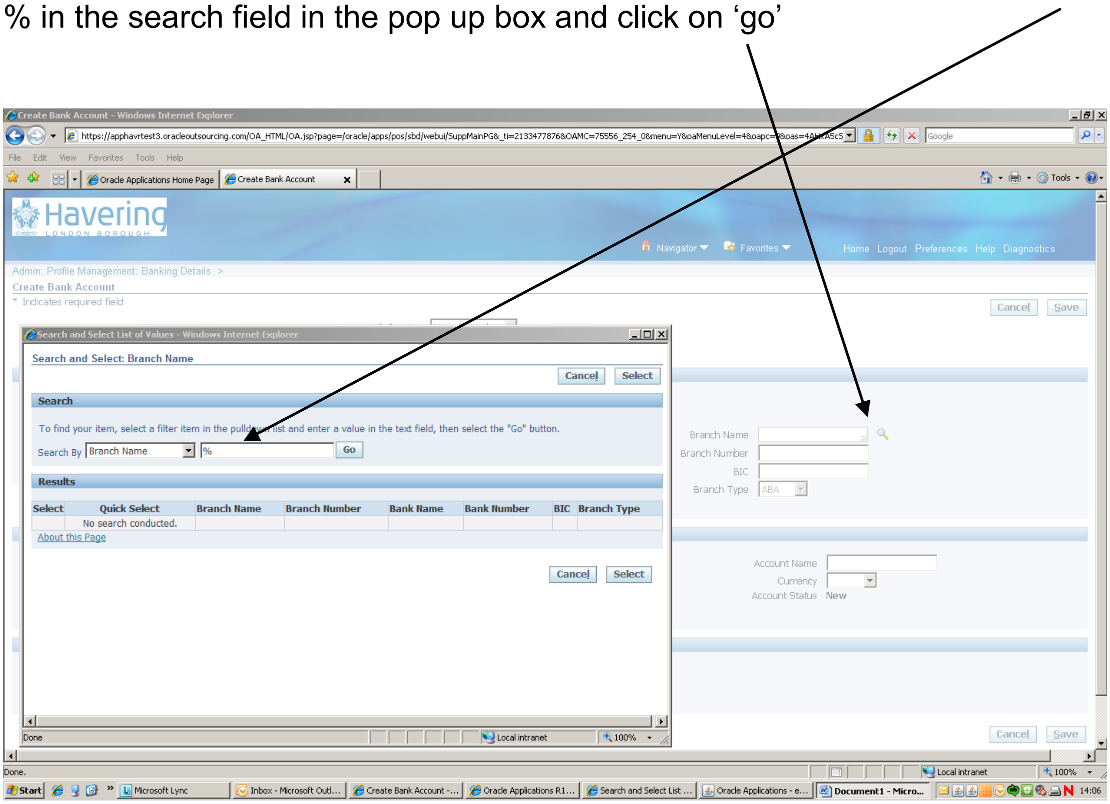
Click on the magnify glass next to the **'bank name'** field and then type in % and the name of your bank. ie %TSB and then click 'go'



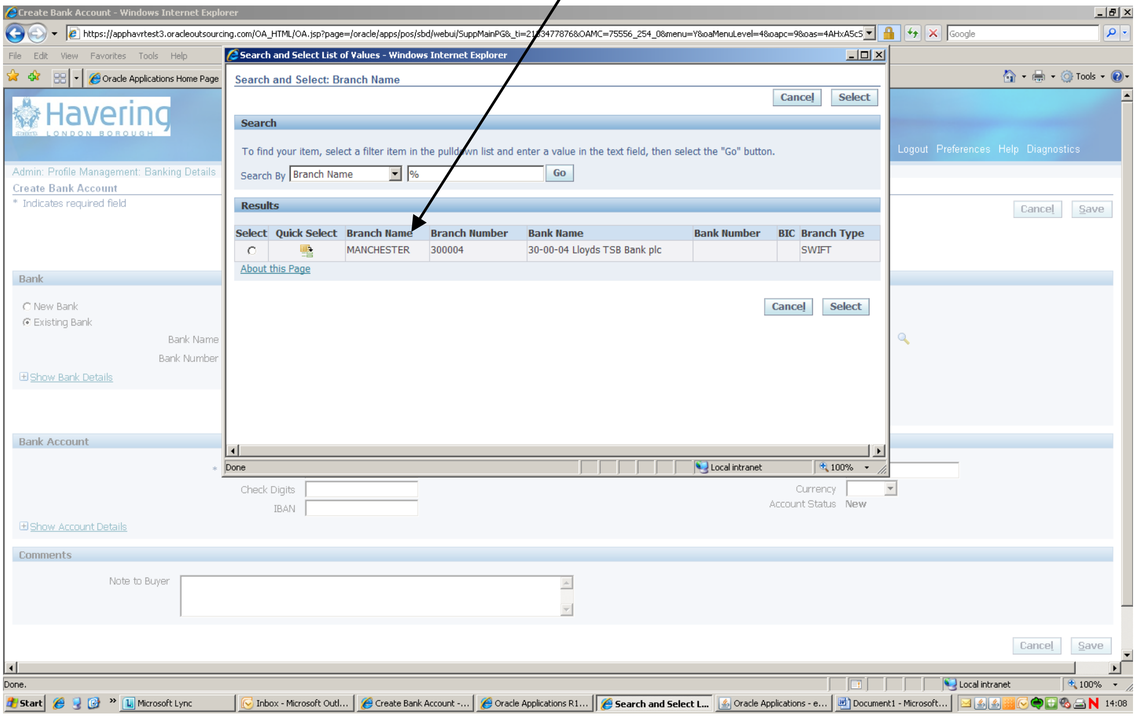
You will then be given a list of the sort codes for this bank. Select the code required.



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.