



Oracle 12

# iSupplier

# Reference Guide



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## Legend



**Action Note:**

This is to draw your attention to an action you **MUST** take in order to successfully use the iSupplier system.



**Learning Note:**

This is to draw your attention to useful additional information that you may find interesting.



**Caution Note:**

This is to give you forewarning about an action that is **NOT** advisable or may have consequences that could impact on your effective use of the system.

# 1 iSupplier Portal Basics

This section aims to help you logon and navigate around the iSupplier Portal pages.



### Learning Note:

**Wildcards** are rarely required but when they are it is % in the iSupplier Portal, for example %omp% will return results such as computer, compete, complete, etc.



### Caution Note:

Do not use browser buttons like back or forward . The iSupplier website is secure and, occasionally, it will timeout when the browser buttons such as back and forward are used to protect your data.

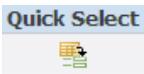


### Action Note:

Fields marked with \* are mandatory and data must be entered before proceeding.



### Action Note:

Use  to save time. iSupplier provides a quick select button next to every search result.



### Action Note:

To change responsibility, for example from RCUK iSupplier Portal Supplier Admin to RCUK iSupplier Portal Supplier User, select the  link.

## 1.1 Logging onto iSupplier Portal for the First Time

Once you have been registered with UK SBS you will receive an email containing a link to the iSupplier Portal along with your username and password. The password supplied is temporary and you will be prompted to set a new password when you logon for the first time.

The iSupplier Portal is a secure website and it is suggested that you  using the link in the top right hand corner before you leave the website.



### Action Note:

If you experience access issues, for example you do not receive the invite please make sure you check your spam folder and ensure your Pop-up Blocker is disabled.

**Learning Note:**

If you need to change or reset your password this must be done on the iSupplier Portal website by clicking on [Login Assistance](#).

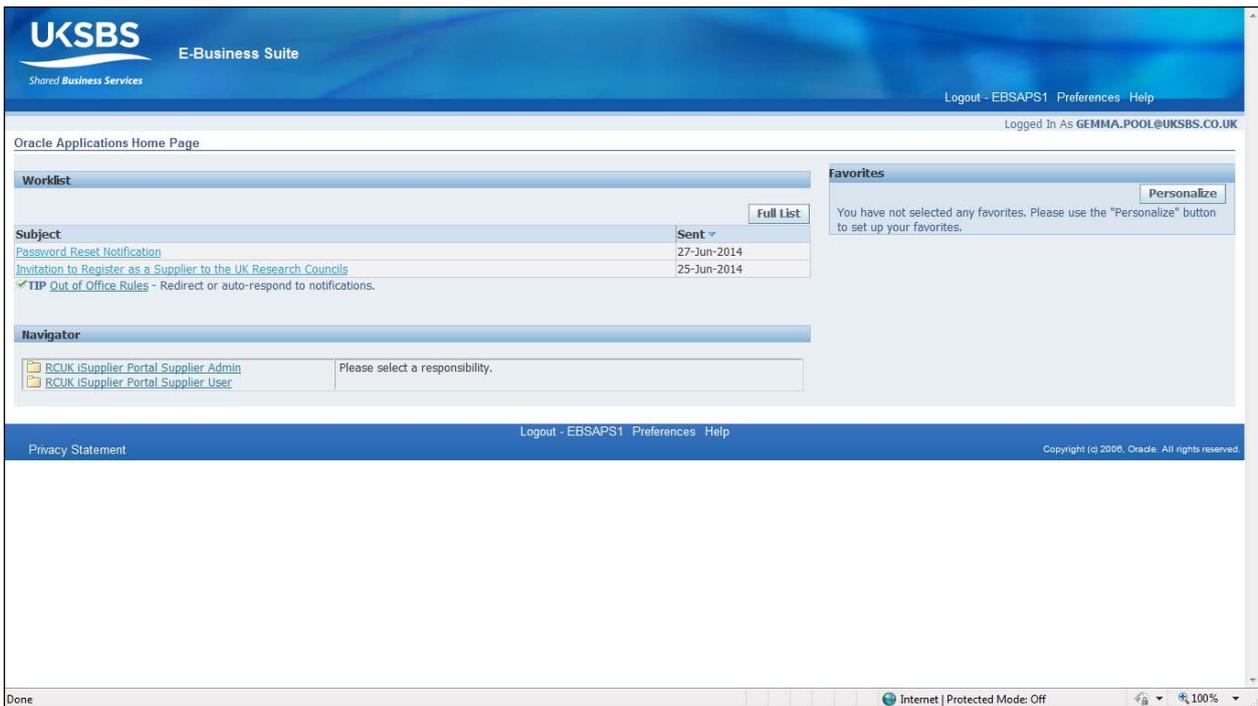


Once you have requested to reset your password you will receive an email from UK SBS with further instructions.

Please wait at least 15-30 minutes for the email to come through and ensure it hasn't been moved to your Spam folder before contacting UK SBS.

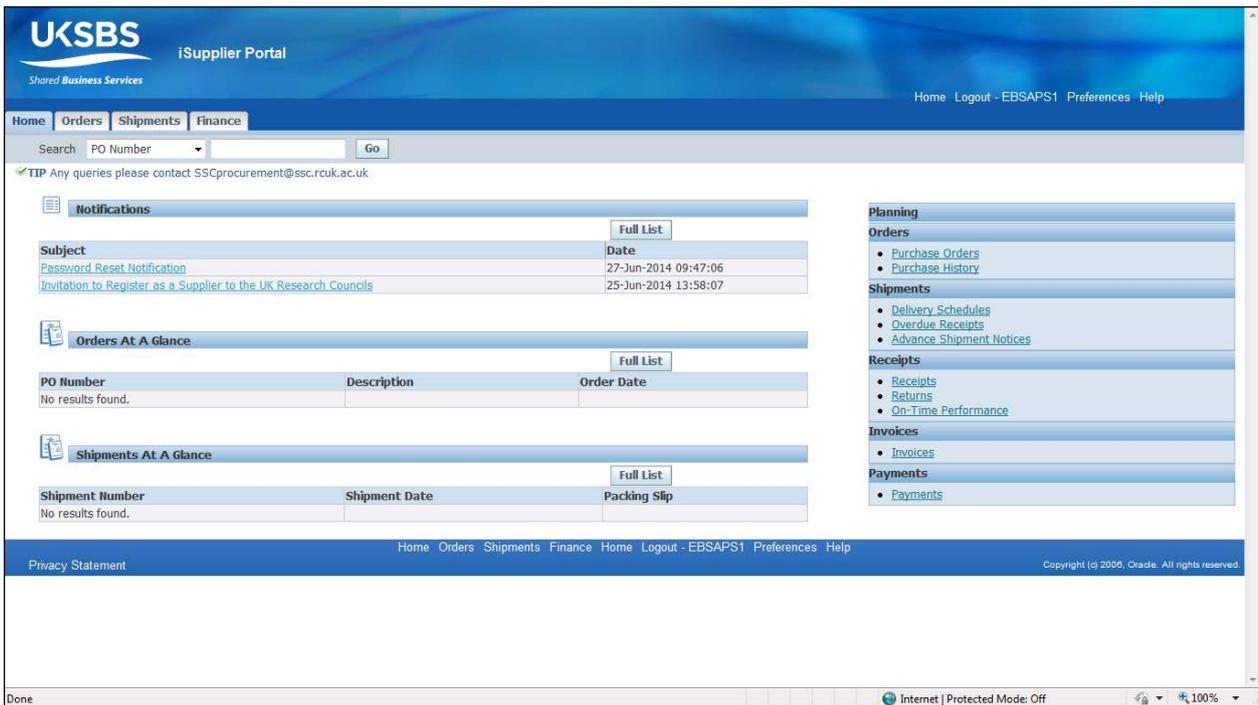
If you need to contact UK SBS, please email [finance@uksbs.co.uk](mailto:finance@uksbs.co.uk) or call 01793 867004.

1. Login using the username and password provided in your email.
2. Click in the **User Name** field and enter your logon details.
3. Enter the **Password**.
4. Click the **Login** button.
5. You will be asked to change your password the first time you logon.
6. Reset your password and click the **Submit** button.
7. The **Oracle Home Page** will be displayed.
8. Your **Navigator** will list all the "responsibilities" you have access to.



9. Click the RCUK iSupplier Portal Supplier User link to view your Home page.

10. Notifications will display the last 5 unread messages from the iSupplier Portal.



**Learning Note:**

If you have Supplier Admin access you can use the **Home** link to switch between Admin and User responsibilities.

## 2 Supplier Administration

If you are a new supplier you will be required to enter your own company information. The following information must be checked or entered for you to receive Purchase Orders and Payments from UK SBS:

- Check the company address, telephone number and email address we entered on your behalf
- Enter your company bank account
- A VAT Registration Number (if you are VAT Registered)

**Action Note:**

Please ensure you add your company address **BEFORE** adding your bank details.

**Learning Note:**

Other existing supplier information can be updated at any time by simply clicking on the  **Update**  icon. This icon appears next to existing information; e.g. addresses or bank accounts.

### 2.1 Adding a Company Address

All newly registered companies must enter their purchasing and payment addresses into the iSupplier Portal. No purchase orders can be created without an address set for purchasing and no payments can be made if no address is set for payment. If you have more than one purchasing address then these can all be added. However, please be aware that our users will see all your purchasing addresses and they may not know which one to select unless they're ordering from a catalogue.

**Caution Note:**

You must add an email and telephone number to your address.

1. Click the [RCUK iSupplier Portal Supplier Admin](#) link.

The screenshot shows the 'Supplier Administration' page for 'Joe Bloggs Ltd'. The 'General' tab is active, displaying the following information:

Organization Name	Joe Bloggs Ltd	DUNS Number	
Supplier Number	5045095	Tax Registration Number	
Alias		Taxpayer ID	
Parent Supplier Name		Country of Tax Registration	
Parent Supplier Number			

The left sidebar contains a navigation menu with options: General, Company Profile, Organization, Address Book, Contact Directory, Banking Details, and Payment & Invoicing. The 'Address Book' option is highlighted.

2. Click the **Address Book** link.

3. Click the **Create** button.

The screenshot shows the 'Create Address' form for 'Joe Bloggs Ltd'. The form includes the following fields and options:

- Supplier Name:** Joe Bloggs Ltd
- Supplier Number:** 5045095
- \* Address Name (Use Post Code):** [Text Field]
- Country:** United Kingdom
- \* Address Line 1-4:** [Four Text Fields]
- \* City/Town/Locality:** [Text Field]
- County:** [Text Field]
- State/Region:** [Text Field]
- Province:** [Text Field]
- \* Postal Code:** [Text Field]
- \* Phone Area Code:** [Text Field]
- \* Phone Number:** [Text Field]
- Fax Area Code:** [Text Field]
- Fax Number:** [Text Field]
- Email Address:** [Text Field]
- Checkboxes:**
  - Purchasing Address
  - Payment Address
  - RFQ Only Address

A **Note** section at the bottom contains a tip: "Please indicate in the note box the RCUK Councils that this address (1) Receives Purchase Orders from, (2) Receives Remittance advice from (if a pay site). Please also provide the communication method for Purchase Orders and Remittance correspondence, e-mail, fax # or by post, (Please provide the relevant e-mail address or fax number as indicated)." There are 'Cancel' and 'Save' buttons at the bottom right of the form.

**Action Note:**



If you are entering a UK address please use your post code as your **Address Name**, for example **SN6 2NA**.

If you are entering a foreign address please use your post code followed by the currency you will be billing UK SBS, for example **CH-4077 – USD**.

**Caution Note:**

Each address **must** have a unique **Address Name** and cannot be duplicated.

4. Enter the required information into the **Address Name** field.
5. Select the appropriate **Country** from the drop down list.
6. Enter the required information into the following fields:
  - Address Line 1.
  - City/Town.
  - County.
  - Postal Code.
  - Phone Area Code.
  - Phone Number.
  - Email Address.

**Action Note:**

In the **Note** field state whether you would like to receive your purchase orders and remittances by email, fax or post. If you select email or fax please ensure that you have entered the details above.

**Learning Note:**

Please note that the preferred UK SBS communication method is **email**.

7. Click the  button.
8. Your address has been successfully added to your Address Book.

## 2.2 Adding a Company Bank Account

All newly registered companies must enter their bank details on iSupplier before they can be paid. All new bank accounts will be quickly reviewed and approved by a member of the UK SBS Supplier Maintenance Team.



### Caution Note:

**UK Suppliers:** Entering the correct bank details is your responsibility and UK SBS cannot be held liable if this information is incorrect.



### Action Note:

**Non UK Suppliers:** UK SBS will enter the bank details on the suppliers behalf. Please complete the attached form [Supplier Creation Form](#).

1. Click the [RCUK iSupplier Portal Supplier Admin](#) link.
2. Click the [Banking Details](#) link.

The screenshot shows the UKSBS RCUK iSupplier Portal Supplier Admin interface. The main content area is titled 'Banking Details' and includes a 'View' dropdown menu set to 'General Accounts' and a 'Go' button. Below this is a 'TIP' message: 'Date format example: 17-Jun-2014'. There are 'Add' and 'Create' buttons. A table with columns: Details, Account Number, IBAN, Currency, Bank Name, Start Date, End Date, Priority, Increase Priority, Decrease Priority, Status, and Update. The table currently shows 'No results found.' There are 'Cancel' and 'Save' buttons at the bottom right of the table area. The footer of the page includes 'Supplier Administration Home Logout - EBSAPS1 Preferences Help' and 'Copyright (c) 2008, Oracle. All rights reserved.'

3. Click the  button.
4. From the [Country](#) drop down menu, select [More](#).
5. Enter the country, for example [United Kingdom](#) and click .
6. Click the  button.

Supplier Administration: Banking Details >  
 Create Bank Account  
 \* Indicates required field

\* Country: United Kingdom  
 Account is used for foreign payments  
Account definition must include bank and branch information.

**Bank**  
 New Bank  
 Existing Bank  
 \* Bank Name:   
 Bank Number:   
[Show Bank Details](#)

**Branch**  
 New Branch  
 Existing Branch  
 \* Branch Name:   
 Bank Sort Code:  Please enter 6 digit bank sort code  
 BIC:   
 Branch Type: ABA  
[Show Branch Details](#)

**Bank Account**  
 \* Account Number:  Please enter 8 digit bank account number  
 Check Digits:   
 IBAN:   
[Show Account Details](#)

\* Account Name:   
 \* Currency:   
 Account Status: **New**

**Comments**  
 \* Note to Buyer:

TIP Please indicate the RCUK Councils that this bank account will be used to process payments for.



**Action Note:**

If you will not be receiving foreign payments from UK SBS into this bank account from us, please  **un-tick** Account is used for foreign payments.

7. Ensure **Existing Branch**  is selected.

8. Click the Magnifying glass  next to **Branch Name**.

**Search and Select: Branch Name**

**Search**

To find your item, select a filter item in the pulldown list and enter a value in the text field, then select the "Go" button.

Search By: Branch Name

**Results**

Select	Quick Select	Branch Name	Branch Number	Bank Name	Bank Number	BIC	Branch Type
No search conducted.							

9. Select **Branch Number** from the **Search By** drop down list.

10. Enter your 6 digit sortcode, for example %123456% and click

11. Click the  button next to the relevant option.

**Caution Note:**

If the bank details you require do not appear, return to the previous screen and search for the **Bank Name**, for example %Natwest% ensuring **Existing Bank**  is selected and press TAB on your keyboard. Then select  **New Branch** and enter the details manually.

12. Enter the required information into the following fields:

- Account Number (for UK accounts this should be 8 digits).
- Account Name.

13. To select your **Currency**, click **More** from the drop down list.

14. Enter the **Country Code**, for example if you are billing UK SBS in Pounds Sterling enter **GBP**.

15. Click

16. Click the  button next to the relevant option.

17. Enter a **Note to Buyer**.

18. Click the  button.

**Learning Note:**

If you have more than one bank account you can **Increase**  or **Decrease**  the priority of your bank account using these buttons.

19. Click the  button.

20. Your bank account has now been saved.

**Caution Note:**

Invoices cannot be created until UK SBS have approved your bank details. You will be notified once approved/rejected.

## 2.3 Adding a VAT Registration Number

If you are registered for VAT you must add your VAT number onto iSupplier. VAT Numbers and other company details can be found under the [Organization](#) link.

1. Click the [Organization](#) link.

The screenshot shows the UKSBS iSupplier Portal Supplier Admin interface. The page is titled "Supplier Administration" and includes a navigation menu on the left with options like General, Company Profile, Organization, Address Book, Contact Directory, Banking Details, and Payment & Invoicing. The main content area is divided into three sections: "Organization", "Total Employees", and "Tax and Financial Information".

**Organization Section:**

- D-U-N-S Number:
- Legal Structure:
- Principal Name:
- Year Established:
- Incorporation Year:
- Control Year:
- Mission Statement:
- Chief Executive Name:
- Chief Executive Title:
- Principal Title:

**Total Employees Section:**

- Organization Total:
- Organization Total Type:
- Corporate Total:
- Corporate Total Type:

**Tax and Financial Information Section:**

- Taxpayer ID:
- Tax Registration Num:  (VAT Number)
- Fiscal Year End:
- Federal Agency:
- Analysis Year:
- Currency Preference:
- Annual Revenue:
- Potential Revenue:  (For next fiscal year)

Buttons for "Cancel" and "Save" are present at the top right and bottom right of the form sections.

2. Enter your VAT number in the **Tax Registration Num** field.
3. Click the [Save](#) button.
4. Your VAT number has been saved.

## 2.4 Amending Existing Supplier Records – Change of Address

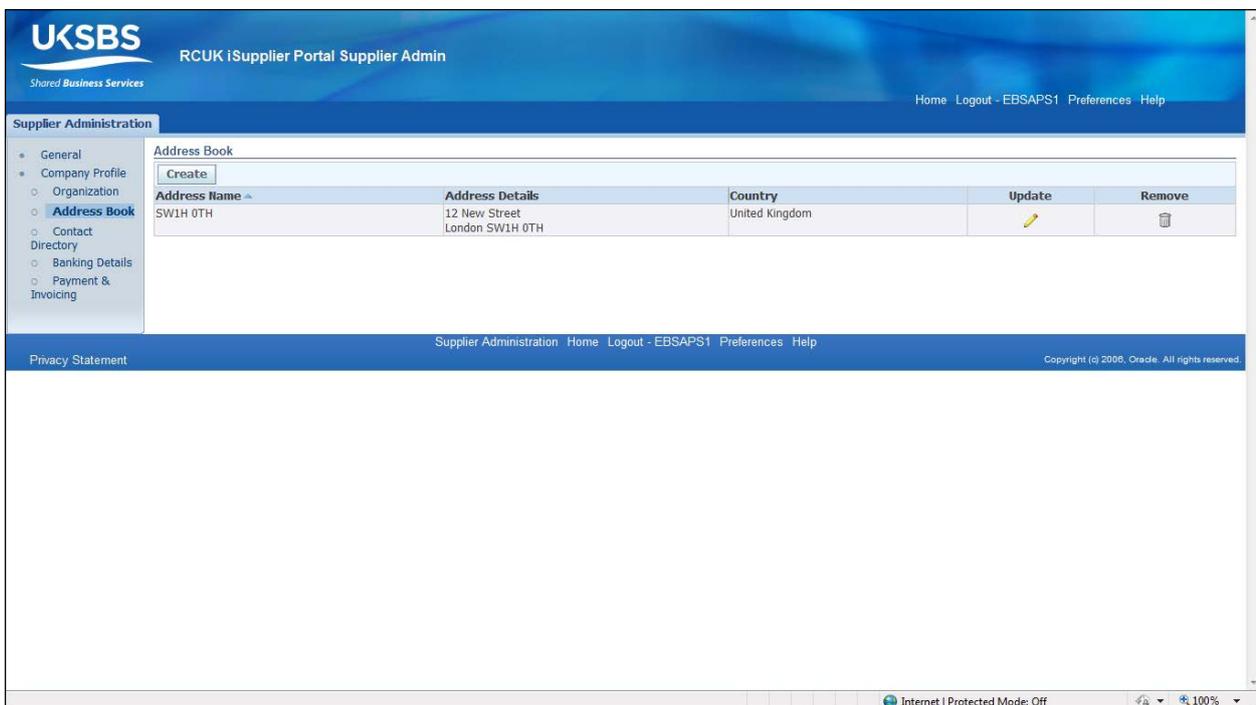
To register a change of address, please ensure you create a new record rather than overtyping the existing data.



### Caution Note:

SMARTFORM, SWAREHOUSEONLY and GRANT sites should never be **Removed** , simply use the **Update**  icon and amend the address as appropriate.

1. Click the [RCUK iSupplier Portal Supplier Admin](#) link.
2. Click the [Address Book](#) link.



The screenshot shows the UKSBS RCUK iSupplier Portal Supplier Admin interface. The page title is "UKSBS RCUK iSupplier Portal Supplier Admin". The navigation menu includes "Supplier Administration" with sub-items: General, Company Profile, Organization, **Address Book**, Contact Directory, Banking Details, and Payment & Invoicing. The main content area displays the "Address Book" table with the following data:

Address Name	Address Details	Country	Update	Remove
SW1H 0TH	12 New Street London SW1H 0TH	United Kingdom		

The interface also includes a "Create" button and a "Privacy Statement" link. The footer contains "Supplier Administration Home Logout - EBSAPS1 Preferences Help" and "Copyright (c) 2008, Oracle. All rights reserved."

3. Click the [Create](#) button.



### Action Note:

If you are entering a UK address please use your post code as your **Address Name**, for example **SN6 2NA**.

If you are entering a foreign address please use your post code followed by the currency you will be billing UK SBS, for example **CH-4077 – USD**.



### Caution Note:

Each address must have a unique **Address Name** and cannot be duplicated.

4. Enter the required information into the **Address Name** field.
5. Select the appropriate **Country** from the drop down list.
6. Enter the required information into the following fields:
  - Address Line 1.
  - City/Town.
  - County.
  - Postal Code.
  - Phone Area Code.
  - Phone Number.
  - Email Address.

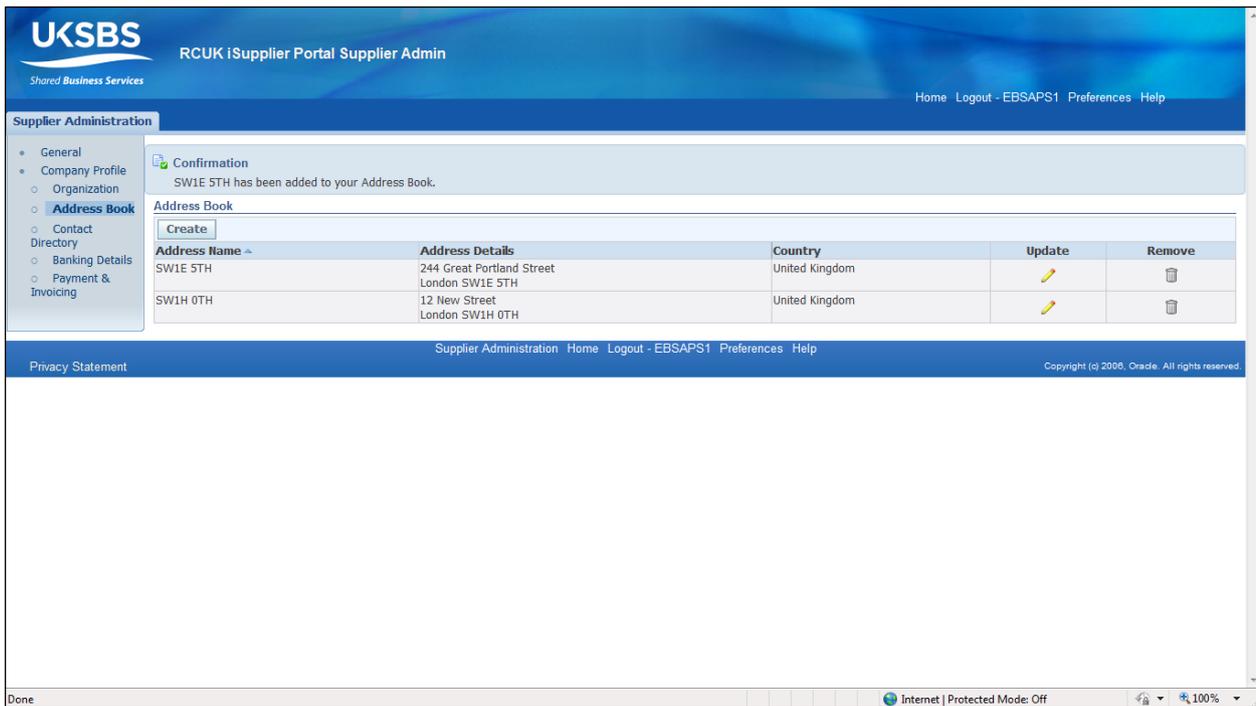
**Action Note:**

In the **Note** field state whether you would like to receive your purchase orders and remittances by email, fax or post. If you select email or fax please ensure that you have entered the details above.

**Learning Note:**

Please note that the preferred UK SBS communication method is **email**.

7. Click the  button.
8. Your address has been successfully added to your Address Book.
9. To remove the old address, select 



UKSBS  
Shared Business Services

RCUK iSupplier Portal Supplier Admin

Home Logout - EBSAPS1 Preferences Help

Supplier Administration

- General
- Company Profile
- Organization
- Address Book**
- Contact Directory
- Banking Details
- Payment & Invoicing

Confirmation  
SW1E 5TH has been added to your Address Book.

Address Book

Create

Address Name	Address Details	Country	Update	Remove
SW1E 5TH	244 Great Portland Street London SW1E 5TH	United Kingdom		
SW1H 0TH	12 New Street London SW1H 0TH	United Kingdom		

Privacy Statement

Supplier Administration Home Logout - EBSAPS1 Preferences Help

Copyright (c) 2008, Oracle. All rights reserved.

Done

Internet | Protected Mode: Off

100%

10. A warning message will appear:

 **Warning**

**The address SW1H 0TH has been inactivated. All of the sites associated with the address have also been inactivated and the address is no longer associated to any contacts or bank accounts.**

Would you like to proceed with this action?

11. Select



**Learning Note:**

The old address has now been removed.

## 2.5 Amending Existing Supplier Records – Change of Bank Details

To register a change of bank details, please ensure you create a new record rather than overtyping the existing data.



**Caution Note:**

Entering the correct bank details is your responsibility and UK SBS cannot be held liable if this information is incorrect.

**Action Note:**

**Non UK Suppliers:** UK SBS will enter the bank details on the suppliers behalf. Please complete the attached form [Supplier Creation Form](#).

1. Click the [RCUK iSupplier Portal Supplier Admin](#) link.
2. Click the [Banking Details](#) link.
3. Click the [Create](#) button.
4. From the [Country](#) drop down menu, select [More](#).
5. Enter the country, for example [United Kingdom](#) and click [Go](#).
6. Click the  button.

The screenshot shows the 'Create Bank Account' form in the UKSBS RCUK iSupplier Portal. The form is titled 'Supplier Administration: Banking Details > Create Bank Account'. It includes a 'Country' dropdown menu set to 'United Kingdom' and a checked checkbox for 'Account is used for foreign payments'. The form is divided into sections: 'Bank' (with 'New Bank' selected), 'Branch' (with 'New Branch' selected), 'Bank Account' (with 'Account Number', 'Check Digits', 'IBAN', 'Account Name', 'Currency', and 'Account Status' fields), and 'Comments' (with a 'Note to Buyer' field). A 'TIP' at the bottom states: 'Please indicate the RCUK Councils that this bank account will be used to process payments for.'

**Action Note:**

If you will not be receiving foreign payments into this bank account from UK SBS, please  **un-tick** Account is used for foreign payments.

7. Ensure [Existing Branch](#)  is selected.
8. Click the Magnifying glass  next to [Branch Name](#).

Search and Select: Branch Name								
							Cancel	Select
Search								
To find your item, select a filter item in the pulldown list and enter a value in the text field, then select the "Go" button.								
Search By	Branch Name						Go	
Results								
Select	Quick Select	Branch Name	Branch Number	Bank Name	Bank Number	BIC	Branch Type	
	No search conducted.							

9. Select **Branch Number** from the **Search By** drop down list.

10. Enter your 6 digit sortcode, for example %123456% and click .

**Caution Note:**



If the bank details you require do not appear, return to the previous screen and search for the **Bank Name**, for example Natwest% ensuring **Existing Bank**  is selected and press TAB on your keyboard. Then select  **New Branch** and enter the details manually.

11. Enter the required information into the following fields:

- Account Number (for UK accounts this should be 8 digits)
- Account Name.

12. To select your **Currency**, click **More** from the drop down list.

13. Enter the **Country Code**, for example if you are billing UK SBS in Pounds Sterling, enter **GBP**.

14. Click .

15. Click the  button next to the relevant option.

16. Enter a **Note to Buyer**.

17. Click the  button.

UKSBS RCUK iSupplier Portal Supplier Admin

Supplier Administration

Confirmation  
The general account assignments have been updated.

Banking Details

View: General Accounts Go

TIP Date format example: 18-Jun-2014

Details	Number	IBAN	Currency	Bank Name	Start Date	End Date	Priority	Increase Priority	Decrease Priority	Status	Update
Show	12345678		Pound Sterling	Lloyds Bank plc merge 2	02-Jul-2014		1	▲	▼	Approved	✎
Show	98765432		Pound Sterling	YORKSHIRE BANK (A TRADING NAME OF CLYDESDALE BANK PLC)	03-Jul-2014		2	▲	▼	New	✎

Supplier Administration Home Logout - EBSAPS1 Preferences Help

Privacy Statement Copyright (c) 2006, Oracle. All rights reserved.

18. Your bank account has now been saved.

19. Enter the **End Date** of the bank details no longer valid by selecting button.

Start Date	End Date	Priority	Increase Priority	Decrease Priority	Status	Update
02-Jul-2014	03-Jul-2014	1	▲	▼	Approved	✎
03-Jul-2014	<input type="text"/>	2	▲	▼	New	✎

20. Decrease the priority of the old details to ensure the new set are marked as Priority 1.

21. Click the button.



**Caution Note:**

UK SBS will review these details before any invoices or payments will be made to this account. You will be notified when this review is complete.

## 2.6 User Administration

You are responsible for the setup and management of new users who can access the iSupplier Portal within your company. The iSupplier Portal allows you to:

- Create Company Contacts with iSupplier Portal Logons
- Specify whether or not iSupplier Portal users can access the Supplier Admin and the Supplier User screens
- Reset user passwords
- Remove iSupplier users

## 2.7 Creating a New iSupplier Logon

If you are an iSupplier Administrator you can create iSupplier logons for designated individuals within your company and specify the type of access that the new users can have.

Within UK SBS we provide the following access for users:

- RCUK iSupplier Portal Supplier Admin

This "responsibility" allows users to update company information such as addresses and bank details. Any user with this responsibility will also be able to create new iSupplier users.

- RCUK iSupplier Portal Supplier User

This "responsibility" allows users to view and manage purchase orders and invoices.



### Action Note:

It is the Administrators responsibility to de-activate accounts no longer in use.

1. Click the [RCUK iSupplier Portal Supplier Admin](#) link.
2. Click the  link.
3. Click the  button.
4. You may notice that only the [First](#) and [Last Name](#) fields, along with [Email Address](#) are mandatory but please enter as much detail as possible for your contact.



### Caution Note:

To create a [User](#) account a valid email address must be entered.

5. Enter the required information into the following fields:
  - First Name.
  - Last Name.
  - Email Address.
6. To create an account, tick  the [Create User Account for this Contact](#) box.
7. Click the  button.



**Learning Note:**

Your contact has been successfully created. They will soon receive an email from UK SBS with a link to the iSupplier Portal and their username and password.



**Action Note:**

Please ensure you advise your colleague where to find the Reference Guide they will need in order to use the system.

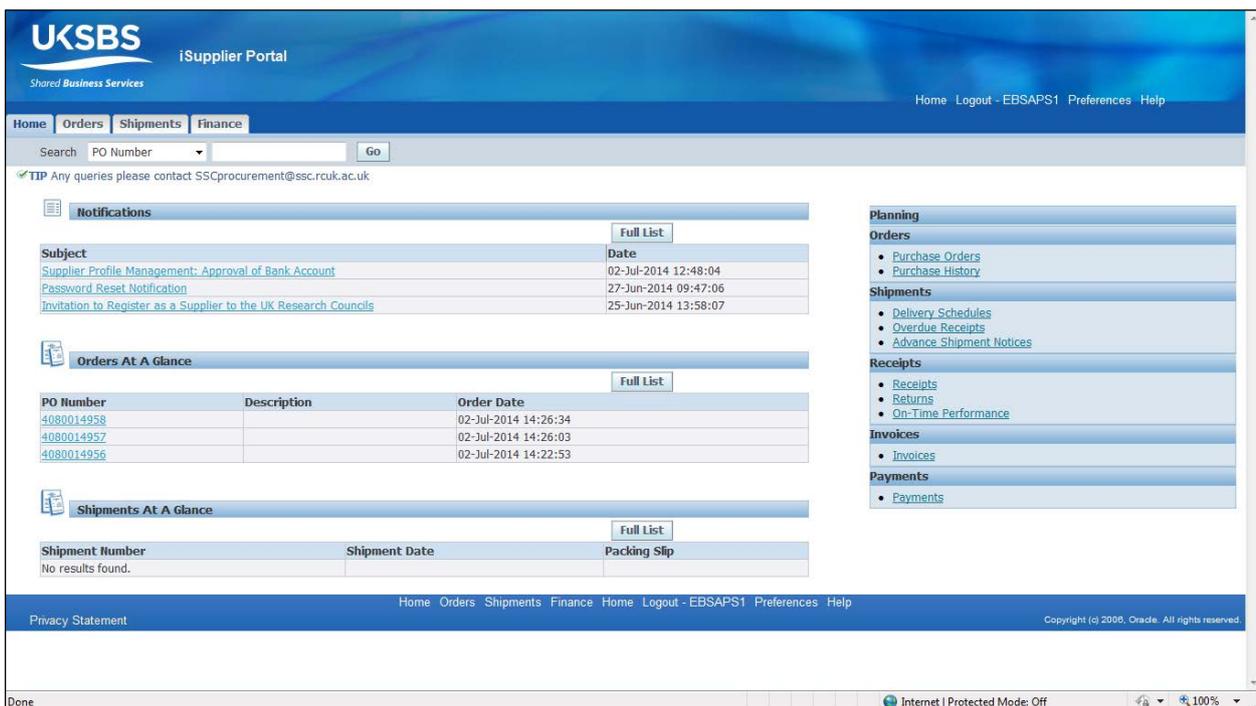
## 3 Purchase Orders

### 3.1 Viewing Receipts

UK SBS use a 3-way match process. This means that before any invoices are paid the amount/quantity on the invoice must match the amount/quantity on both the purchase order and the receipt.

Invoices will be placed on hold if:

- No receipt has been entered
- The amount/quantity on the invoice exceeds the amount/quantity on the purchase order and/or receipt.



The screenshot shows the UKSBS iSupplier Portal interface. The main content area is titled 'Receipts' and contains a table with the following data:

PO Number	Description	Order Date
4080014958		02-Jul-2014 14:26:34
4080014957		02-Jul-2014 14:26:03
4080014956		02-Jul-2014 14:22:53

The sidebar on the right contains a navigation menu with the following items:

- Planning
- Orders
  - Purchase Orders
  - Purchase History
- Shipments
  - Delivery Schedules
  - Overdue Receipts
  - Advance Shipment Notices
- Receipts
  - Receipts
  - Returns
  - On-Time Performance
- Invoices
  - Invoices
- Payments
  - Payments

1. Click the [RCUK iSupplier Portal Supplier User](#) link.
2. Click the [Receipts](#) link.
3. To view all receipts click the [Go](#) button.
4. All existing receipts will be shown. If an Invoice has already been created the number will be shown here.
5. If you have more than 10 receipts click on [Next 10](#) to view the next 10 receipts.



#### Learning Note:

To extract your search results in to a spreadsheet click on [Export](#).

6. Selecting the [PO Number](#) will give you a quick summary on how much has been receipted.
7. Once an invoice is created you can also see the [Invoiced Amount](#) and the [Payment Status](#).

### 3.2 Viewing and Managing Purchase Orders

The iSupplier Portal allows you to view and download Purchase Orders.

Purchase Orders raised by UK SBS maybe for any one of its associated Research Councils or Organisations. The Organisation or Research Council will always be listed on the PDF Purchase Order and will be labelled as the **Operating Unit** in the iSupplier Portal.

Our current list of associated Organisations includes:

- **AHRC** - Arts & Humanities Research Council
- **BBSRC** - Biotechnology and Biological Sciences Research Council
- **ESRC** - Economic and Social Research Council
- **EPSRC** - Engineering and Physical Sciences Research Council
- **MRC** - Medical Research Council
- **NERC** - Natural Environment Research Council (and its subsidiaries such as British Antarctic Survey and British Geological Survey)
- **STFC** - Science & Technology Facilities Council
- **CLIK** - Science & Technology Facilities Council Innovation
- **SSC** – UK SBS
- **IAH** (Pirbright) - Institute for Animal Health

**Caution Note:**

All Purchase Orders within iSupplier Portal will be displayed with their net value.

**Learning Note:**

Each time a purchase order is raised, amended or cancelled you will receive an email to notify you of our requirements.

You do not need to acknowledge these orders but be aware that another copy will always be sent to the email address, fax number or postal address that was specified when your purchasing address was set up.

**Caution Note:**

Amended Purchase Orders will have a Revision suffix, e.g. **40800001234, 1**, and will be marked as a revision. Please treat this as an amendment to an existing order and not a new purchase order.



### Action Note:

To amend existing purchase orders for items such as:

- Delivery Date
- Quantity
- Price Changes

Please contact UK SBS finance on 01793 867005 or alternatively email [procurement@uksbs.co.uk](mailto:procurement@uksbs.co.uk)

1. From the notification, click the [SSC - Operating Unit - Standard Purchase Order XXXXXXXXXXXX, 0](#) link.
2. You can download all the Purchase Order information under [References](#).
  - The [PDF Document](#) is the Purchase Order.
  - The [Zip Attachment](#) contains all additional attachments relating to the order.
3. To mark the notification as read, click the  button.
4. This will remove the notification from your iSupplier Portal Home Page.
5. Click the  tab.
6. The last 5 Purchase Orders will be displayed under [Orders at a Glance](#).
7. To view or filter the full list of Purchase Orders click the  button under [Orders at a Glance](#).
8. The last 25 Purchase Orders can be seen on this screen. If there are more than 25 orders you will have an option to view your [Next 25](#) orders.
9. Alternatively you can use [Advanced Search](#) to find specific orders.
10. The specified [Operating Unit](#) is the company that created the order.



### Learning Note:

Regardless of the Operating Unit, UK SBS will remain the main point of contact for purchase order and Invoice queries.

11. To view the details and attachments click on the [PO Number](#).
12. The most important details of the Purchase Order can be seen on the PDF Document.
13. Select [View PDF](#) from the [Action](#) drop down list.

14. Click the  button.

15. Click the  button.

16. The full details of order can be seen here, this includes any message from the requestor to the supplier (marked in red).

Purchase Order 4080014958.0



Supplier: **Joe Bloggs Ltd**  
12 New Street  
London  
SW1H 0TH  
United Kingdom  
Tel: 020 6543 2233  
Fax:

Ship to: **UK SBS - Newport**  
UK Shared Business Services Ltd  
Concept House  
Cardiff Road  
Newport  
United Kingdom  
NP10 8QQ

test note to supplier

**COPY**

Order	4080014958
Order Date	02-JUL-2014
Revision	0
Revision Date	
Payment Terms	As per terms and conditions

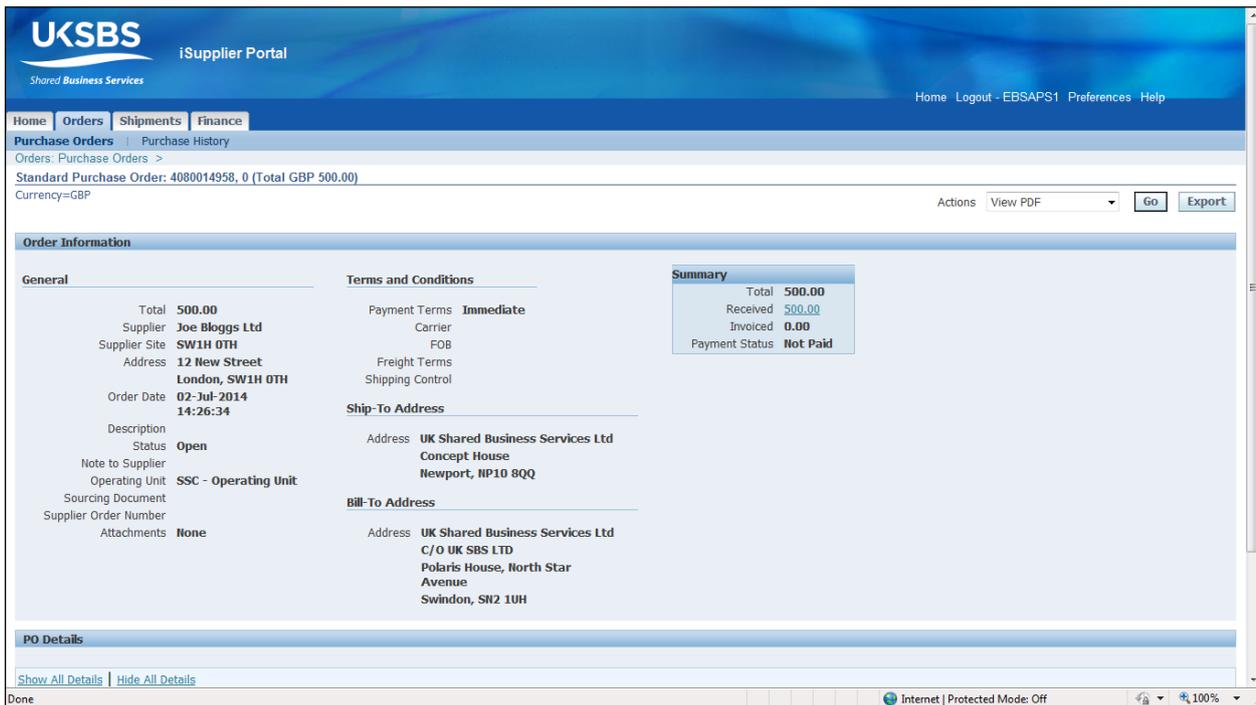
PLEASE QUOTE THE PURCHASE ORDER NUMBER ON ALL CORRESPONDENCE.  
INVOICES NOT QUOTING THE PO NUMBER WILL BE RETURNED UNPAID

For all purchase order queries, please contact  
P2PAdmin@uksbs.co.uk  
For all invoicing queries, please contact finance@uksbs.co.uk

Invoice to: **UK Shared Business Services Ltd**  
C/O UK Shared Business Services Ltd  
Polaris House  
North Star Avenue  
Swindon  
United Kingdom  
SN2 1UH

Line	Part Number/Description	Delivery Date	Quantity	UOM	Unit Price (GBP)	Tax	Net Amount (GBP)
1	Joe Bloggs test goods requisition	06-JUL-2014	10	Each	50.00	20%	500.00
						Total	100.00 500.00
						Grand Total	600.00

17. Click the  button.



The screenshot displays the UKSBS iSupplier Portal interface. The main content area is titled "Order Information" and is divided into three columns: General, Terms and Conditions, and Summary.

General		Terms and Conditions		Summary	
Total	500.00	Payment Terms	Immediate	Total	500.00
Supplier	Joe Bloggs Ltd	Carrier		Received	500.00
Supplier Site	SW1H 0TH	FOB		Invoiced	0.00
Address	12 New Street London, SW1H 0TH	Freight Terms		Payment Status	Not Paid
Order Date	02-Jul-2014 14:26:34	Shipping Control			
Description		<b>Ship-To Address</b>			
Status	Open	Address	UK Shared Business Services Ltd Concept House Newport, NP10 8QQ		
Note to Supplier		<b>Bill-To Address</b>			
Operating Unit	SSC - Operating Unit	Address	UK Shared Business Services Ltd C/O UK SBS LTD Polaris House, North Star Avenue Swindon, SN2 1UH		
Sourcing Document					
Supplier Order Number					
Attachments	None				

At the bottom of the screen, there is a "PO Details" section with links for "Show All Details" and "Hide All Details".

18. Further details and attachments can be seen at the bottom of this screen.



#### Learning Note:

Attachments are visible if the icon  is displayed.

19. Select the **Title** to open the attachment.

20. Click the link (if applicable).

21. Click the  button.

## 4 Managing Invoices

The iSupplier Portal will allow you to track your invoices and payments.



### Caution Note:

For multiple invoice upload there is a spreadsheet document available on the UK SBS website [iSupplier](#). Guidance on how to complete the template can be found on page 48. Once completed the form should be submitted to [finance@uksbs.co.uk](mailto:finance@uksbs.co.uk) stating More4apps in the subject heading ensuring you attach copies of the related invoices.



### Learning Note:

Grant invoices are not required to go through iSupplier. Grant invoices should be submitted to [finance@uksbs.co.uk](mailto:finance@uksbs.co.uk) but they must clearly state "Grant".

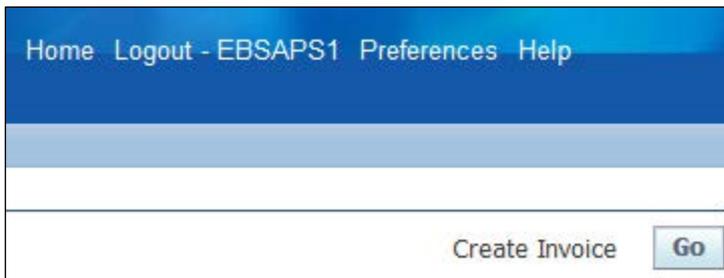
### 4.1 Create an Invoice

You are able to create invoices for any purchase orders displayed in iSupplier Portal.

1. Click the RCUK iSupplier Portal Supplier User link

The screenshot displays the UKSBS iSupplier Portal interface. At the top, the UKSBS logo and 'iSupplier Portal' are visible, along with navigation links for Home, Logout, EBSAPS1, Preferences, and Help. Below the header, there are tabs for Home, Orders, Shipments, and Finance. A search bar is located below the tabs, with a 'Go' button next to it. The main content area is divided into several sections: Notifications, Orders At A Glance, Shipments At A Glance, Planning, Orders, Shipments, Receipts, Invoices, and Payments. The 'Finance' tab is highlighted, and the 'Go' button is visible next to the search bar.

2. Click the **Finance** tab.
3. Click the **Go** button next to **Create Invoice**.



**Action Note:**

Pop-ups are required when using iSupplier in order to search for your supplier information. Pop-ups are a setting on your PC. Please liaise with your IT contact if required or see Section 9 – Appendix 4.



**Action Note:**

An operating unit must be entered; this is the Research Council you are billing, for example prefix the default search criteria %Operating%Unit with the relevant council, for example **ESRC**%Operating%Unit or alternatively select  button and choose as appropriate.

- **AHRC** - Arts & Humanities Research Council
- **BBSRC** - Biotechnology and Biological Sciences Research Council
- **ESRC** - Economic and Social Research Council
- **EPSRC** - Engineering and Physical Sciences Research Council
- **MRC** - Medical Research Council
- **NERC** - Natural Environment Research Council (and its subsidiaries such as British Antarctic Survey and British Geological Survey)
- **STFC** - Science & Technology Facilities Council
- **CLIK** - Science & Technology Facilities Council Innovation
- **SSC** – UK SBS
- **IAH** (Pirbright) - Institute for Animal Health

4. Enter the required information into the **Purchase Order Number From** field.
5. If you are searching for a single Purchase Order please enter the number again in **Purchase Order Number To** field.

UKSBS iSupplier Portal  
Shared Business Services

Home | Orders | Shipments | Finance

Create Invoices | View Invoices | View Payments

Purchase Orders | Details | Manage Tax | Review and Submit

Create Invoice: Purchase Orders

Cancel Step 1 of 4 Next Export

**Search**

Note that the search is case insensitive

Advanced Search

Organisation (Click the magnifying glass icon) ESRC - Operating Unit

Purchase Order Number From 4030005336

Purchase Order Number To 4030005336

Need By Date From

Need By Date To

Check Options

Go Clear

Select PO Number	Line	Shipment	Advances or Financing	Item Description	Supplier Item Number	Ordered	Received	Invoiced	UOM	Unit Price	Curr	Ship To	Organization	Packing Slip	Waybill
No search conducted.															

Cancel Step 1 of 4 Next Export

Privacy Statement Home | Orders | Shipments | Finance Home | Logout - EBSAPS1 | Preferences | Help

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**Caution Note:**

Do not enter additional information in the remaining fields as this can impact the search results.

6. Click the **Go** button.

7. All the lines that have been placed on the Purchase Order can be seen here.



**Learning Note:**

You can see the **Ordered**, **Received** and **Invoiced** amounts here. If your total invoiced amount matches, or is less than the receipt amount then your invoice will not be placed on hold.

UKSBS iSupplier Portal  
Shared Business Services

Home | Orders | Shipments | Finance

Create Invoices | View Invoices | View Payments

Purchase Orders | Details | Manage Tax | Review and Submit

Create Invoice: Purchase Orders

Cancel Step 1 of 4 Next Export

**Search**

Note that the search is case insensitive

Advanced Search

Organisation (Click the magnifying glass icon) ESRC - Operating Unit

Purchase Order Number From 4030005336

Purchase Order Number To 4030005336

Need By Date From

Need By Date To

Check Options

Go Clear

Select Items: Add to Invoice

Select All | Select None

Select	PO Number	Line	Shipment	Advances or Financing	Item Description	Supplier Item Number	Ordered	Received	Invoiced	Unit UOM	Price	Curr	Ship To	Organization	Packing Slip	Waybill
<input type="checkbox"/>	4030005336	1	1	<input type="checkbox"/>	Option C - Agenda Security Screening		1	0	0	Each	125.65	GBP	ESRC - Polaris House	ESRC - Operating Unit		

Cancel Step 1 of 4 Next Export

8. Select  all the lines to be invoiced. If there is more than one line, select as appropriate.

9. Click the **Add to Invoice** button.

10. Click the **Next** button.



**Learning Note:**

The iSupplier Portal will only give you an option of selecting a physical address, however, the remittance advice will be sent via your preferred communication method specified against this address (e.g. email, fax or post).

11. If you have more than one address registered on iSupplier, you will need to select the

appropriate address for the invoice raised. Select the **Remit To** button and click **Go**.

Click next to the relevant option.

12. Select the **Remit To Bank Account** to choose the bank account.

13. Click the **Go** button.

14. Click the  button next to the relevant account.

**Caution Note:**

UK SBS cannot be held liable for incorrect bank details on Invoices.

**Action Note:**

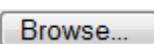
If the search generates no results, ensure you have entered bank details (see section 2.2) failing that please contact [finance@uksbs.co.uk](mailto:finance@uksbs.co.uk) or 01793 867004 as the information may be awaiting approval by the Database Management Team.

15. Enter the required information into the **Invoice Number** field.

16. To amend the invoice date, click  and select as appropriate.

17. An **Invoice Description** must be entered.

**Action Note:**

Foreign Suppliers must attach a PDF copy of the invoice for VAT purposes. Click the  button, then  and locate the document on your computer.

18. Ensure that the  has auto-populated. If the field is not populated click the  and click . Select  the option that appears. The Customer Tax Payer ID relates to the Research Council not your company.

19. If the full Quantity has not been supplied, please overwrite the **Quantity** with the net amount you are invoicing for.

**Caution Note:**

If there are insufficient funds on the Purchase Order you must contact [procurement@uksbs.co.uk](mailto:procurement@uksbs.co.uk) who will route you through to the relevant procurement contact.

20. Click the  button.

21. The bottom right-hand corner on Step 3 shows the invoice breakdown this must match your own invoice before proceeding.

Summary Tax Lines											
Calculate											
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	GB VAT	STANDARD	GB VAT	STANDARD	20	50	Active			
Items											
PO Number	Line	Shipment	Item Description	Supplier Item Number	Ship To	Available Qty	Quantity To Invoice UOM	Unit Price	Amount		
4080014958	1	1	Joe Bloggs test goods requisition		UK SBS - Newport	10	5.00/Each	50.00	250.00		
Shipping and Handling											
Charge Type						Amount Description					
No results found.											
Invoice Summary											
								Items	250.00		
								Less Retainage	0.00		
								Freight	0.00		
								Miscellaneous	0.00		
								Tax	50.00		
								Recalculate Total	Total (GBP)	300.00	
						Cancel	Save	Back	Step 3 of 4	Next	Submit

22. If required the VAT can be amended under [Summary Tax Lines](#). If no amendment is required jump to step 26.



### Learning Note:

**Multiple Tax Rates** - If the PO has been created for £200 at 20% VAT the current **Tax Amount** will show £40.00. To bill for multiple tax rates, i.e. £100 + VAT and £100 at Zero rated, overwrite the **Tax Amount** to show £20.00 and jump to step 25.

Summary Tax Lines											
Calculate											
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	GB VAT	STANDARD	GB VAT	STANDARD	20	50	Active			
Items											
PO Number	Line	Shipment	Item Description	Supplier Item Number	Ship To	Available Qty	Quantity To Invoice UOM	Unit Price	Amount		
4080014958	1	1	Joe Bloggs test goods requisition		UK SBS - Newport	10	5.00/Each	50.00	250.00		
Shipping and Handling											
Charge Type						Amount Description					
No results found.											
Invoice Summary											
								Items	250.00		
								Less Retainage	0.00		
								Freight	0.00		
								Miscellaneous	0.00		
								Tax	50.00		
								Recalculate Total	Total (GBP)	300.00	
						Cancel	Save	Back	Step 3 of 4	Next	Submit

23. If you change your VAT rate please select one of the following options if you're a UK Supplier:

- Standard
- Reduced
- Exempt
- Zero
- Out of Scope

**Caution Note:**

Foreign currency invoices are usually “Out of Scope” for Tax purposes, unless the Tax has been reverse charged in which case EU or Non EU Standard would apply.

24. The **Tax Status Code** and **Tax Rate Code** should both be updated to reflect the VAT you are charging.

25. Once amended click **Calculate** followed by the **Recalculate Total** button followed by the **Calculate** button again.

**Caution Note:**

**Check the invoice breakdown before proceeding. The NET, VAT and total should all match your invoice.**

26. Click the **Next** button to review the invoice before submitting.

**Learning Note:**

If you do not want to submit the invoice until a later date, select **Save**. See section 4.2 on Submitting Saved Invoices.

27. Once you have reviewed the invoice, click **Submit**.

28. Your invoice has successfully been submitted and the status can be viewed under **Search** on the **Finance** page.

**Learning Note:**

Q) What do I do if I have submitted an invoice for the incorrect amount?

A) Please contact [p2pdatasmanagement@uksbs.co.uk](mailto:p2pdatasmanagement@uksbs.co.uk) to highlight the issue. If the invoice has not been paid we can cancel from the system on your behalf which will allow you to re-enter the invoice with an “A” after the invoice number for the correct amount. If the invoice has been paid and the PO is still open, please enter a credit and then re-enter the invoice with an “A” after the invoice number. If the PO is closed we will need to arrange for our Procurement team to re-open the PO so you can submit a credit note followed by the invoice. You will need to ensure an “A” is added to the end of the invoice number.

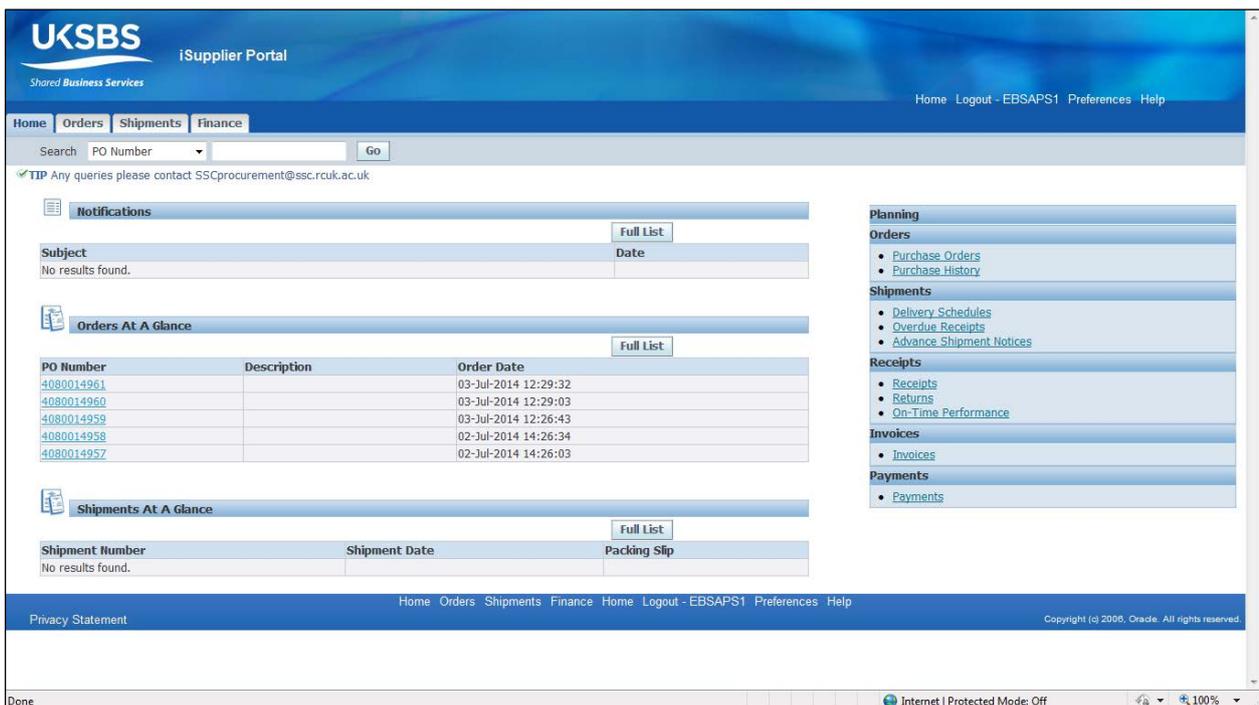
## 4.2 Submitting Saved Invoices

You are able to save invoices to submit at a later date.

1. Click the **Finance** tab.
2. Change the Invoice Status to Unsubmitted.
3. Click the **Go** button.
4. Use the **Update**  button to open the relevant invoice.
5. Complete the invoice and click **Submit**.

## 4.3 View Submitted Invoices

The iSupplier Portal allows you to track your Invoices and their payment statuses.



The screenshot shows the UKSBS iSupplier Portal interface. At the top, there is a navigation bar with tabs for Home, Orders, Shipments, and Finance. Below the tabs is a search bar with a dropdown menu for 'PO Number' and a 'Go' button. A tip message reads: 'TIP Any queries please contact SSCprocurement@ssc.rcuk.ac.uk'. The main content area is divided into several sections: 'Notifications' with a 'Full List' button and a table with columns 'Subject' and 'Date'; 'Orders At A Glance' with a 'Full List' button and a table with columns 'PO Number', 'Description', and 'Order Date'; and 'Shipments At A Glance' with a 'Full List' button and a table with columns 'Shipment Number', 'Shipment Date', and 'Packing Slip'. On the right side, there is a 'Planning' section with sub-sections for 'Orders', 'Shipments', 'Receipts', 'Invoices', and 'Payments', each containing a list of links. The bottom of the page features a footer with 'Privacy Statement', navigation links, and copyright information.

1. Click the [RCUK iSupplier Portal Supplier User](#) link
2. Click the **Invoices** link.
3. You can search for either a specific invoice or alternatively use the **Advanced Search** button for further options.
4. Click the **Go** button.

**UKSBS iSupplier Portal**  
Shared Business Services

Home | Orders | Shipments | Finance | Home | Logout - EBSAPS1 | Preferences | Help

Create Invoices | **View Invoices** | View Payments

Home > View Invoices

Export

**Simple Search**

Invoice Number:   
 PO Number:   
 Payment Number:   
 Invoice Status:   
 Payment Status:   
 Go Clear

Invoice Amount From:  To:   
 Amount Due From:  To:   
 Invoice Date From:  To:   
 Due Date From:  To:   
(example: 19-Jun-2014)

Advanced Search

Invoice	Invoice Date	Type	Currency	Amount	Due Status	On Hold	Payment Status	Due Date	Payment	PO Number	Receipt	Attachments
<a href="#">654321</a>	04-Jul-2014	Standard	GBP	300.00	300.00 In-Process		Not Paid	04-Jul-2014		<a href="#">4080014958</a>		
<a href="#">987654</a>	04-Jul-2014	Standard	GBP	3018.00	3018.00 In-Process		Not Paid	04-Jul-2014		<a href="#">Multiple</a>		
<a href="#">test123</a>	04-Jul-2014	Standard	GBP	600600.00	600600.00 Unsubmitted		Not Paid			<a href="#">4080014956</a>		

Export

Home Orders Shipments Finance Home Logout - EBSAPS1 Preferences Help

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Done Internet | Protected Mode: Off 100%

5. Your Invoices can be viewed by clicking on the blue Invoice number.



**Learning Note:**

Details such as invoice holds or whether an invoice has been paid can be viewed here. The data can also be extracted by clicking on **Export**.

**UKSBS iSupplier Portal**  
Shared Business Services

Home | Orders | Shipments | Finance | Home | Logout - EBSAPS1 | Preferences

Create Invoices | **View Invoices** | View Payments

Home > View Invoices >

Standard Invoice: 987654 (Total GBP 3018.00)  
 Currency=GBP

Export

General		Amount Summary		Payment Information	
Invoice Date	04-Jul-2014	Item	2500.00	Paid	0.00
Status	In-Process	Freight	15.00	Discount Taken	0.00
On Hold		Miscellaneous	0.00	Due	3018.00
Attachments	None	Tax	503.00	Status	Not Paid
Supplier	Joe Bloggs Ltd	Prepayment	0.00	Payment Date	
Supplier Site	SW1E 5TH	Retainage	0.00	Payment	Term
Address	244 Great Portland Street, London, SW1E 5TH	Withholding Tax	0.00	Term	Immediate
		Total	3018.00		

Invoice Lines | Scheduled Payments | Hold Reasons

Line	Type	Description	Qty UOM	Price	Tax Included	Amount	Retainage	Status	PO Number	PO Line	PO Shipment	Receipt
1	Item		10 Each	50.00		500.00	0.00	Approved	4080014951	1	1	
2	Item		10 Each	100.00		1000.00	0.00	Approved	4080014960	1	1	
3	Item		10 Each	100.00		1000.00	0.00	Approved	4080014957	1	1	
4	Freight	Freight charges				15.00	0.00	In-Process				
5	Tax	Test supplier consolidated invoice.				503.00	0.00	Approved				

Return to View Invoices

Export

Home Orders Shipments Finance Home Logout - EBSAPS1 Preferences

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Done Internet | Protected Mode: Off 100%



**Learning Note:**

The [Scheduled Payments](#) tab includes information such as the [Due Date](#), [Status](#) and payment [Method](#).



**Learning Note:**

The [Hold Reasons](#) tab includes information such as any [Hold Names](#) applied to your invoice along with the [Hold Reason](#).

6. Selecting the [Return to View Invoices](#) link will return you to the previous search screen.



**Learning Note:**

To search for all invoices either on hold, approved, cancelled, in-process or rejected amend the [Invoice Status](#).

## 5 Credit Notes

The iSupplier Portal will allow you to track your invoices, credit notes and payments.

### 5.1 Create a Credit Note

Credit notes should only be processed if the Invoice it relates to, is already entered on Oracle.



**Caution Note:**

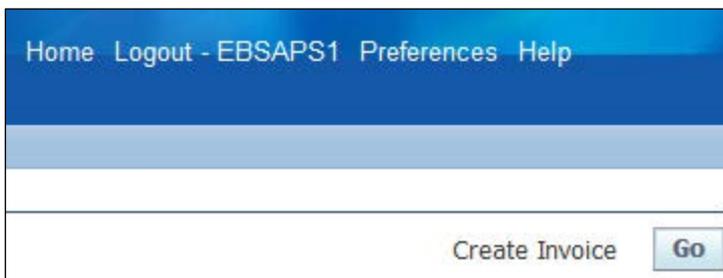
Credit notes should be entered against the purchase order line the original invoice was matched to. If that line has been fully used and therefore does not appear at step 1 please contact [procurement@uksbs.co.uk](mailto:procurement@uksbs.co.uk) to re-open the line.



**Caution Note:**

Credit notes should be entered using the same supplier site as the original invoice, unless the site is no longer active and therefore you should use the new site.

1. Click the [RCUK iSupplier Portal Supplier User](#) link
2. Click the **Finance** tab.
3. Click the **Go** button next to [Create Invoice](#).



**Action Note:**

An operating unit must be entered; this is the Research Council you are billing, for example prefix the search criteria **SSC%Operating%Unit**, or alternatively select  button and choose as appropriate.

A list of Research Councils can be found on page 20.

4. Enter the required information into the [Purchase Order Number From](#) field.
5. If you are searching for a single purchase order, please enter the number again in [Purchase Order Number To](#).



### Learning Note:

If the **Purchase Order Number To** field is left blank you will be shown all purchase orders created after the purchase order number specified above

6. Click the  button.

The screenshot shows the 'Create Invoice: Purchase Orders' page in the iSupplier Portal. The search criteria are as follows:

- Organisation: SSC - Operating Unit
- Purchase Order Number From: 4080014958
- Purchase Order Number To: 4080014958
- Invoice Check: received > invoiced

The table below shows the search results:

Select	PO Number	Line	Shipment	Advances or Financing	Item Description	Supplier Item Number	Ordered	Received	Invoiced	UOM	Price	Curr	Ship To	Organization	Packing Slip	Waybill
<input type="checkbox"/>	4080014958	1	1	<input type="checkbox"/>	Joe Bloggs test goods requisition		10	10	5	Each	50	GBP	UK SBS - Newport	SSC - Operating Unit		

7. Select  all the lines associated with the credit. If there is more than one line, select as appropriate.

8. Click the  button.

9. Click the  button.



### Learning Note:

The iSupplier Portal will only give you an option of selecting a physical address, however, the remittance advice will be sent via your preferred communication method specified against this address (e.g. email, fax or post).

10. If you have more than one address registered on iSupplier, you will need to select the appropriate address for the invoice raised. Select the **Remit To**  button and click .

Click  next to the relevant option.

11. Select the **Remit To Bank Account**  to choose the bank account.

12. Click the  button.

13. Click the  button next to the relevant account.

**Caution Note:**

UK SBS cannot be held liable for incorrect bank details associated with an iSupplier record.

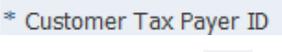
14. Enter the credit note number into the **Invoice Number** field.

15. To amend the invoice date, click  and select as appropriate.

16. Change the **Invoice Type** using the drop down menu to **Credit Memo**.

**Action Note:**

Enter a description in the **Invoice Description** field including the invoice number the credit relates to.

17. Ensure that the  has auto-populated. If the field is not populated click the  and click . Select  the option that appears. The Customer Tax Payer ID relates to the Research Council not your company

18. Amend the **Quantity** if necessary depending on the credit value.

**Learning Note:**

Credit amounts must be shown as a minus amount (-).

19. Click the  button.

20. The bottom right-hand corner on Step 3 shows the credit breakdown this must match your own credit before proceeding.

21. If required the VAT can be amended under **Summary Tax Lines**. If no amendment is required jump to step 25.

Summary Tax Lines										
Calculate										
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	GB VAT	STANDARD	GB VAT	STANDARD	20	-20	Active		

Items										
PO Number	Line	Shipment	Item Description	Supplier Item Number	Ship To	Available Qty	Quantity To Invoice UOM	Unit Price	Amount	
4080014958	1	1	Joe Bloggs test goods requisition		UK SBS - Newport	5	-2.00 Each	50.00	-100.00	

Shipping and Handling	
Charge Type	Amount Description
No results found.	

Invoice Summary	
	Items -250.00
	Less Retainage 0.00
	Freight 0.00
	Miscellaneous 0.00
	Tax -20.00
<b>Recalculate Total</b>	<b>Total (GBP) -120.00</b>

Step 3 of 4

22. If you change your VAT rate please select one of the following options if you're a UK Supplier:

- Standard
- Reduced
- Exempt
- Zero
- Out of Scope



**Caution Note:**

Foreign currency invoices are usually "Out of Scope" for Tax purposes, unless the Tax has been reverse charged in which case EU or Non EU Standard would apply.

23. The **Tax Status Code** and **Tax Rate Code** should both be updated to reflect the VAT you are charging.

24. Once amended click  followed by the  button, followed by the  button again.

25. Click the  button to review the credit before submitting.



**Learning Note:**

If you do not want to submit the credit note until a later date, select . See section 4.2 on Submitting Saved Invoices.

26. Once you have reviewed the credit, click .

27. Your credit memo has successfully been submitted and the status can be viewed under [Search](#) on the [Finance](#) page.



**Learning Note:**

If for any reason you wish to cancel the credit note, please contact [finance@uksbs.co.uk](mailto:finance@uksbs.co.uk) or alternatively ring the helpdesk on 01793 867004.

## 6 Appendix 1 - Updating a Company Contact

Company contacts can be updated at any time, for example name or telephone number changes.

1. Click the [RCUK iSupplier Portal Supplier Admin](#) link.

2. Click the [Contact Directory](#) link.

The screenshot shows the UKSBS RCUK iSupplier Portal Supplier Admin interface. The page title is "UKSBS RCUK iSupplier Portal Supplier Admin". The navigation menu on the left includes "Supplier Administration" with sub-items: "General", "Company Profile", "Organization", "Address Book", "Contact Directory" (highlighted), "Banking Details", "Payment & Invoicing", and "Privacy Statement". The main content area is titled "Contact Directory : Active Contacts" and contains a "Create" button and a table of active contacts. Below the table is a section for "Contact Directory : Inactive Contacts".

First Name	Last Name	Supplier Name ^	Phone Number	Email	Status	User Account	Addresses	Update
Helen	Young	Joe Bloggs Ltd		helen.young@uksbs.co.uk	Current	✓		
Gemma	Pool	Joe Bloggs Ltd		gemma.pool@uksbs.co.uk	Current	✓		

The footer of the page includes "Supplier Administration Home Logout - EBSAPS1 Preferences" and "Copyright (c) 2006, Oracle. All rights reserved." The browser status bar at the bottom shows "Done" and "Internet | Protected Mode: Off".

3. Click the [Update](#)  button next to the relevant record.

4. Amend details.

5. Click the [Apply](#) button.

6. Your company contact has now been updated.

## 7 Appendix 2 - Changing your Email Preferences

iSupplier will send you an email for every notification you receive. If you find that you are receiving too many emails, you can change your preferences to either receive a daily summary email or no emails at all.

1. Click the **Preferences** link.

The screenshot shows the UKSBS iSupplier Portal interface. The top navigation bar includes 'Home', 'Orders', 'Shipments', and 'Finance'. The left sidebar has a 'Display Preferences' link highlighted. The main content area is titled 'General Preferences' and contains several sections: 'Languages' with dropdowns for 'Current Session Language' and 'Default Application Language' (both set to 'American English'); 'Accessibility' with a dropdown for 'Accessibility Features' (set to 'None'); 'Regional' with dropdowns for 'Territory' (United Kingdom), 'Date Format' (dd-MMM-yyyy (03-Jul-2014)), 'Timezone' (GMT +00:00 London), 'Number Format' (10,000.00), 'Currency', and 'Client Character Encoding' (Western European (Windows)); and 'Change Password' with input fields for 'Known As' (gemma.pool@uksbs.co.uk), 'Old Password', 'New Password', and 'Repeat Password'. A note at the bottom of the form states: 'Please enter your old and new passwords. Passwords are case sensitive. TIP This is deactivated for SSO users'. The browser status bar at the bottom shows 'Internet | Protected Mode: Off' and a zoom level of 100%.

2. Click the **Email Style** drop-down list and select the relevant style:
  - HTML mail with attachments - is the default email setting which will email you each time you receive a notification.
  - HTML summary mail - will email you once a day with a summary of all your notifications.



### Caution Note:

Please do not use **Disabled**.

3. Click the **Apply** button.
4. You have successfully updated your Email Preferences.

## 8 Appendix 3 - iSupplier Worklist

Your Worklist displays all important messages from UK SBS and its associated Research Councils and Organisations. It is important to manage these messages, called **notifications**, and to either mark them as read or actioned when they have been dealt with.



### Learning Note:

Your Worklist can be seen on your Home Page where it will show the last 5 unread notifications.

To view all your notifications, click on the **Full List** button.

To mark your notifications as read, open the message and either click on **OK** or an action button such as **Approve**. All read notifications will disappear from your Worklist but you can still view them by clicking on **Full List** and selecting the All Notifications view.

You will receive two types of notifications:

- **For Your Information (FYI) Notifications** - These notifications are for information purposes only. You must click on **OK** before these notifications are marked as read.
- **To Do Notifications** - These notifications require an action (e.g. Approval). You must action these notifications before they are marked as read.

Notifications you will receive include the following:

- New Purchase Orders (FYI Notification)
- Approved Purchase Order Changes (FYI Notification)
- Rejected Purchase Order Changes (FYI Notification)

**UKSBS** iSupplier Portal  
Shared Business Services

Home Logout - EBSAPS1 Preferences Help

Home Orders Shipments Finance

Search PO Number  Go

TIP Any queries please contact SSCprocurement@ssc.rcuk.ac.uk

**Notifications** [Full List](#)

Subject	Date
<a href="#">Supplier Profile Management: Approval of Bank Account</a>	02-Jul-2014 12:48:04
<a href="#">Password Reset Notification</a>	27-Jun-2014 09:47:06
<a href="#">Invitation to Register as a Supplier to the UK Research Councils</a>	25-Jun-2014 13:58:07

**Orders At A Glance** [Full List](#)

PO Number	Description	Order Date
4080014961		03-Jul-2014 12:29:32
4080014960		03-Jul-2014 12:29:03
4080014959		03-Jul-2014 12:26:43
4080014958		02-Jul-2014 14:26:34
4080014957		02-Jul-2014 14:26:03

**Shipments At A Glance** [Full List](#)

Shipment Number	Shipment Date	Packing Slip
No results found.		

Privacy Statement Home Orders Shipments Finance Home Logout - EBSAPS1 Preferences Help Copyright (c) 2008, Oracle. All rights reserved.

Internet | Protected Mode: Off 100%

1. You will see your last 5 unread messages under **Notifications**.
2. To open a notification, select it from the list.

**UKSBS** iSupplier Portal  
Shared Business Services

Home Logout - EBSAPS1 Preferences Help

Home Orders Shipments Finance

Information  
This notification does not require a response.

Invitation to Register as a Supplier to the UK Research Councils [OK](#) [Reassign](#)

To **GEMMA POOL**  
Sent 25-Jun-2014 13:58:07  
ID 142150716  
Dear New Supplier

The UK Research Councils set up the Shared Services Centre in 2008 to provide common services. For the past two years we have been transacting all purchases and payments to the Research Councils and their legal entities. RCUK Shared Service Centre Ltd (the SSC) is also responsible for relationships with suppliers, including selection. On 13th March 2013 we changed our name to UK Shared Business Services Ltd to reflect our expanding customer base.

Please register your details on our Procurement system so we may issue purchase orders to you, and pay your invoices on behalf of the Research Councils and their legal entities. You can [log on](#) with the username GEMMA.POOL@UKSBS.CO.UK and the password Lu6-F693D.

When you first log on, you will be required to change your password for security purposes. Contact [administrator](#) for additional information.

Follow the link below for a step-by-step user guide taking you through the registration process.

<http://www.ukpbs.co.uk/documents/playerpackage/toc.html>

If you have any questions regarding the above, please contact UK SBS at [finance@uksbs.co.uk](mailto:finance@uksbs.co.uk) or by calling 01793 867004.

For details around UK SBS transactions please visit the following

<http://www.ukpbs.co.uk/services/procure/Pages/default.aspx>

<http://www.ssc.rcuk.ac.uk/documents/playerpackage/toc.html>

Regards  
UK SBS Supplier DatabaseTeam

Done Internet | Protected Mode: Off 100%

3. Review the notification and click the  button to mark the message as read.



### Learning Note:

Notifications may include attachments depending on the type of notification. These can be viewed by clicking the link within the **References** section.

4. The notification has now been removed from your unread notifications list.
5. To view all notifications click the  button.
6. This screen will display 25 notifications at a time. If there are more than 25 a [Next 25](#) link will become available.



#### Learning Note:

Multiple notifications can be read or closed at the same time, click the [Select All](#) link.

7. Click the  button to read or action all selected notifications.
8. All the read notifications have now disappeared from your view.



The screenshot shows the UKSBS iSupplier Portal interface. At the top left is the UKSBS logo and 'iSupplier Portal' text. Below it are navigation tabs for Home, Orders, Shipments, and Finance. A 'View' dropdown menu is set to 'Open Notifications' with a 'Go' button next to it. Below the menu is a table with columns: Select From, Type, Subject, Sent, and Due. The table contains one row with the text 'There are no notifications in this view.' At the bottom of the page, there is a footer with 'Privacy Statement' on the left and 'Copyright (c) 2008, Oracle. All rights reserved' on the right.

9. To view read/closed notifications click the [View](#) drop-down list and select [All Notifications](#).

10. You can view the following groups of notifications:

- All Notifications
  - Displays all notifications, including closed notifications
- FYI Notifications
  - For Your Information notifications that have not been marked as read
- Notifications From Me
  - Notifications that you have sent, for example to UK SBS when you add a company address or bank account.
- To Do Notifications
  - Notifications that require an action or response. These notifications cannot be closed without the required action or response.

11. Click the  button.

12. All Open, Closed and Cancelled notifications can be seen here.

## 9 Appendix 4 - Managing your Pop-Ups

**Action Note:**

Pop-Ups are a setting on your PC. Please liaise with your IT contact if required.

### 9.1 Google Chrome

#### 9.1.1 Allow all pop-ups

You can allow all pop-ups by turning off Chrome's pop-up blocker. Here's how:

##### 1. Computer:

1. In the top-right corner of the browser window, click the Chrome menu .
2. Select **Settings**.
3. Click **Show advanced settings**.
4. Under "Privacy," click the **Content settings** button.
5. Under "Pop-ups," select **Allow all sites to show pop-ups**.

**Using a Chrome device at work?** Your network administrator might configure the pop-up blocker for you, in which case you can't change this setting yourself.

##### 2. Mobile device:

1. Open the Chrome menu.
2. Touch **Settings**.
3. Touch **Content Settings**.
4. Touch **Block Pop-ups** to turn all pop-ups ON.

#### 9.1.2 Manage pop-ups for a specific site

To manually allow pop-ups from a site, follow the steps below:

1. At the end of the address bar, click the pop-up blocker icon .
2. Click the link for the pop-up window you'd like to see.
3. To always see pop-ups for the site, select "Always show pop-ups from [site]." The site will be added to the exceptions list, which you can manage in the Content Settings dialog.

To always allow pop-ups from a particular site, follow the steps below:

1. In the top-right corner of the browser window, click the Chrome menu .
2. Select **Settings**.
3. Click **Show advanced settings**.
4. Under "Privacy," click the **Content settings** button.
5. Under "Pop-ups," click **Manage exceptions**.

## 9.2 Internet Explorer

Pop-up Blocker limits or blocks pop-ups on sites that you visit. You can choose the level of blocking you prefer, turn on or off notifications when pop-ups are blocked, or create a list of sites that you don't want to block pop-ups on. Pop-up Blocker settings only apply to Internet Explorer for the desktop.

### Turn Pop-up Blocker on or off

#### 9.2.1 Internet Explorer 8.0 (Windows 7/Vista/XP)

When a website attempts to launch a new pop-up window, you may see dialog boxes alerting you of pop-up windows that have been blocked. Follow the instructions below to allow pop-up windows on a per-website basis.

1. Open Internet Explorer, then go to the web page that you want to allow pop-ups.
2. In Internet Explorer's Address field, highlight the entire web address of the current page, then right-click and choose the Copy command.
3. From the Tools menu, select Pop-up Blocker → Pop-up Blocker Settings. The Pop-up Blocker Settings dialog box opens.
4. Right-click in the **Address of website to allow:** field, then choose Paste.

#### Learning Note:



Pasting the web address of a page you wish to allow pop-ups is recommended, rather than typing the generic main web address. For example, you might visit [www.example.com/requirepopup.html](http://www.example.com/requirepopup.html), but the page is actually hosted at [popup.example.com/forms/popupform.html](http://popup.example.com/forms/popupform.html). In this example, you must allow [popup.example.com](http://popup.example.com), not [www.example.com](http://www.example.com). Note also that entire websites must be allowed, not individual directories or pages, so in this example Internet Explorer will automatically add the top level [popup.example.com](http://popup.example.com) to its Allowed sites.

For more information about pop-ups, see *Pop-up Blocker FAQ*, located at the bottom of the dialog box.

1. Click **Add**. The selected website is added to the list of Allowed sites.
2. Click **Close** to close the Pop-up Blocker Settings dialog box.

### 9.2.2 Internet Explorer 9.0 (Windows 7/Vista)

When a website attempts to launch a new pop-up window, you may see dialog boxes alerting you of pop-up windows that have been blocked. Follow the instructions below to allow pop-up windows on a per-website basis.

1. Open Internet Explorer, then go to the web page that you want to allow pop-ups.
2. In Internet Explorer's Address field, highlight the entire web address of the current page, then right-click and choose the Copy command.
3. From the Tools menu (the gear icon on the far right), select Internet options. The Internet Options dialog box opens.
4. Click on the Privacy tab.
5. Under Pop-up Blocker, click **Settings**. The Pop-up Blocker Settings dialog box opens.
6. Right-click in the **Address of website to allow:** field, then choose Paste.



#### Learning Note:

Pasting the web address of a page you wish to allow pop-ups is recommended, rather than typing the generic main web address. For example, you might visit [www.example.com/requirepopup.html](http://www.example.com/requirepopup.html), but the page is actually hosted at [popup.example.com/forms/popupform.html](http://popup.example.com/forms/popupform.html). In this example, you must allow [popup.example.com](http://popup.example.com), not [www.example.com](http://www.example.com). Note also that entire websites must be allowed, not individual directories or pages, so in this example Internet Explorer will automatically add the top level [popup.example.com](http://popup.example.com) to its Allowed sites.

For more information about pop-ups, see *Learn more about Pop-up Blocker*, located at the bottom of the dialog box.

1. Click **Add**. The selected website is added to the list of Allowed sites.
2. Click **Close** to close the Pop-up Blocker Settings dialog box and click the **OK** button to close the Internet Options dialog box.

### 9.3 Firefox .current (Windows/OS X)

1. Open Firefox, then go to the web page that you want to allow pop-ups.
2. In Firefox's URL window, highlight the entire web address of the current page, then choose the Copy command from the Edit menu.
3. Select **Options...** from the Tools menu (Windows) or **Preferences...** from the Firefox menu (OS X). The Options (Windows) or variable (OS X) dialog box opens.
4. In the top panel of the dialog box, click on the Content icon to display the Content dialog box.
5. In the Content dialog box, ensure the **Block pop-up windows** checkbox is selected, then click the adjacent **Exceptions...** button.
6. Right-click or control-click in the **Address of web site:** field, choose Paste from the dropdown menu, then click **Allow**. The selected webpage is added to the list of Allowed Sites.

#### Learning Note:



Pasting the web address of a page you wish to allow pop-ups is recommended, rather than typing the generic main web address. For example, you might visit [www.example.com/requirepopup.html](http://www.example.com/requirepopup.html), but the page is actually hosted at [popup.example.com/forms/popupform.html](http://popup.example.com/forms/popupform.html). In this example, you must allow popup.example.com, not [www.example.com](http://www.example.com). Note also that entire websites must be allowed, not individual directories or pages, so in this example Internet Explorer will automatically add the top level [popup.example.com](http://popup.example.com) to its Allowed sites.

7. Close any remaining dialog boxes.

#### Caution Note:



Even if you turn pop-up blocker on, Internet Explorer won't block pop-ups from sites that are in the Local intranet or Trusted sites security zones. If you want to block all pop-ups—including pop-ups on Local intranet or Trusted sites—you'll have to change the blocking level.

## 10 More4Apps

More4Apps can be used if you invoice the Research Councils for multiple invoices. The template can be found on the UK SBS website [iSupplier](http://iSupplier).



#### Learning Note:

The columns under **Processing Status** are for UK SBS use only.

1. Enter the Purchase Order number in **P.O. Number – Invoice Level** field.

2. Enter your **Supplier Number**. This information can be found on iSupplier under the **Admin** responsibility.
3. Enter the **Supplier Site**. This information can be found on iSupplier under the **Admin** responsibility. This will be the postcode of the remittance address.



PROCESSING STATUS								INVOICE HEADER					
Invoice Status				Line Status				P.O.	Supplier		Invoice Details		
Invoice ID	Invoice Status	Validation Status	Invoice Error	Line ID	Tax Line ID	Line Status	Line Error	P.O. Number - Invoice Level	Supplier Number	Supplier Site	Invoice Number	Invoice Date	Description
								405000001	654321	TS23 3TJ			

4. Enter your **Invoice Number**.
5. The **Invoice Date** must be entered.
6. A **Description** of what you are billing the Research Council for should be entered.



**Caution Note:**  
The **Invoice Total** field is the total NET amount being billed against that one invoice.

7. Enter the **Invoice Total**.
8. Enter the **Currency Code**.

INVOICE HEADER									
P.O.		Supplier			Invoice Details				Invoice Curre
P.O. Number - Invoice Level	Supplier Number	Supplier Site	Invoice Number	Invoice Date	Description	Invoice Total	Currency Code		
405000001	654321	TS23 3TJ	9876	29-Jan-15	Test	500	GBP		

9. Under **Invoice Distributions** enter the **Dist Description**. This should match or be similar to the PO description.
10. Enter the **NET** value in the **Amount** field.

11. Enter the Tax code.

- Standard
- Exempt
- Zero
- Out of Scope

12. The Product Category should be Non Recoverable Charged Gross.

13. Enter the P.O. Line Number. This can be found on the PO originally provided to you.

14. Enter the Quantity Invoiced, for example if the invoice relates to 5 @ £50.00 then enter 5. If the PO has been raised in pounds and pence enter the NET value of 250.

15. The Unit Price field must be populated for all PO's created with a unit price.

INVOICE DISTRIBUTIONS						
Distribution Details		Tax				
Dist Description	Amount	Tax Code	Product Category	P.O. Line Number	Quantity Invoiced	Unit Price
Test	250	STANDARD	NON RECOVERABLE CHARGED GROSS	1	5	50



**Action Note:**

If your invoice relates to multiple lines on one Purchase Order you must split these down by individual lines that correspond with the PO. This should be done under the Invoice Distribution section. Repeat steps 9 to 15.

INVOICE DISTRIBUTIONS						
Distribution Details		Tax				
Dist Description	Amount	Tax Code	Product Category	P.O. Line Number	Quantity Invoiced	Unit Price
Test	250	STANDARD	NON RECOVERABLE CHARGED GROSS	1	5	50
Test	250	STANDARD	NON RECOVERABLE CHARGED GROSS	2	5	50

16. Completed forms should be submitted to [finance@uksbs.co.uk](mailto:finance@uksbs.co.uk) with More4Apps as the subject title. A PDF copy of each invoice should also be attached to the email.