



# iSupplier User guide

Version 1.1 – 7<sup>th</sup> November 2018

# Introduction to iSupplier

iSupplier is a self-service tool that gives you the ability to view and track orders, shipment details, invoice data and payments. You can also submit invoices to us electronically using iSupplier.

# Contents

---

- 04. [Scope](#)
- 05. [Logging in](#)
- 06. [Creating a standard invoice](#)
- 16. [Creating a credit memo invoice](#)
- 19. [Viewing invoices](#)
- 22. [Viewing invoices on hold](#)
- 27. [Viewing rejected invoices](#)
- 30. [Viewing payments](#)
- 32. [eChat assistance](#)
- 39. [Password reset](#)

# Scope

---

## In scope:

- ✓ Suppliers registered in the UK
- ✓ Sterling (GBP) invoices
- ✓ iBuy purchase orders (POs)

## Out of scope:

- ✗ Suppliers not registered in the UK
- ✗ Non-GBP invoices
- ✗ Non-iBuy purchase orders (POs)

# Logging in

---

Click [here](#) to visit the iSupplier portal.

Enter your username & password then click **Login**.

If you need to reset your password click the ‘forgot your password?’ link under the login button or refer to the password reset [section](#) of this guide.



---

**Login**

Username

This is the logon page for the BT UK iSupplier Portal only

Password

For BT people (including agents and 3rd parties working for BT) if you see this login screen then please close this window and access the Buy/Expenses application from within the Gatekeeper menu. --- For suppliers if you see this screen please login with the credentials provided to you by BT Procurement. If you experience difficulties please contact your BT Procurement contact or refer to the following URL for guidance <http://www.selling2bt.bt.com/Supplier/index.htm>

**TIP** [Forgot your password?](#) This is applicable only for iSupplier Users. All non iSupplier users continue to use existing Gatekeeper functionality to reset password.

---

One BT Oracle Enterprise (OBOE)

<https://intra.bt.com/bt/procurement/procurementcommunity/tools/iSupplier/iSupplierforthirdparty/Pages/index.aspx>  
Copyright (c) 2008, Oracle. All rights reserved.



# Creating a standard invoice

# Creating a standard invoice

After you log in, select the **invoices** tab

**BT** iSupplier (BT PLC, BT Fleet & BT Payment Services) [Home](#) [Logout](#) [Preferences](#) [Help](#) [Sd ICX STANDARD GLOBAL MENU](#) [Diagnostics](#)

[Home](#) [Orders](#) [Receipts \(GRN\)](#) **[Invoices](#)** [Admin](#) [eChat](#)

Search PO Number

**\*\* Should you require further assistance please contact the helpdesk using the new eChat facility**

## Notifications

Subject	Date
BT Group plc Supplier Collaboration Network: Confirmation of Regi...	12-Apr-2018 16:30:42

[Full List](#)

## Orders At A Glance

PO Number	Description	Order Date
No results found.		

- [Orders](#)
  - [Purchase Orders](#)
  - [Purchase History](#)
- [Shipments](#)
  - [Overdue Receipts](#)
- [Receipts](#)
  - [Receipts](#)
  - [Returns](#)
- [Invoices](#)
  - [Invoices](#)
  - [Payments](#)

# Creating a standard invoice

You can either use the drop down box<sup>1</sup> to search for a PO to bill against, otherwise confirm you're not submitting a pro-forma invoice<sup>2</sup> and click **Create Standard Invoice**.

**Tip:** When searching, you can use the % sign as a wild card. Try entering the first 3 digits of the PO number followed by % (e.g. 171%)

**Invoices**  
Find saved, unsubmitted invoices so you can update and submit them. Select View Invoices from the Account tab to review processed invoices.

[More information on iSupplier](#)

1

**Search Option**  
Search By

**Saved Invoices**

Supplier	Invoice Number	Date	Currency	Invoice Amount	Purchase Order	View Attachments	Update	Delete
No search conducted.								

Before you submit your invoice, here's some tips to help everything go smoothly.

Please ensure:

- You're sending us a full tax invoice (We can't accept pro-forma)
- The invoice is in PDF format
- The invoice includes a valid purchase order number, starting '17'

2

Proforma invoices must not be submitted. Can you please confirm that this is a full tax invoice ?



# Creating a standard invoice

Enter the purchase order number and click go

**BT iSupplier (BT PLC, BT Fleet & BT Payment Services)** [Home](#) [Logout](#) [Preferences](#) [Help](#) [Sd ICX STANDARD GLOBAL MENU](#) [Diagnostics](#)

[Home](#) [Orders](#) [Receipts \(GRN\)](#) **[Invoices](#)** [Admin](#) [eChat](#)

[Create Invoices](#) | [View Invoices](#) | [View Payments](#) | [Rejected Invoices](#)

Purchase Orders | Lines to Invoice | General Information | Review and Submit

### Create Invoice: Purchase Orders

[Cancel](#) Step 1 of 4 [Next](#)

#### Search

Please enter your search criteria and select the "Go" button to see the result.

Purchase Order Number

Purchase Order Date    
(example: 27-Jun-2018)

Organization

[Go](#) [Clear](#)

Select	Quick Invoice	Supplier	PO Number	Line Shipment	Item Description	Item Number	Supplier Item Number	Ordered	Received	Invoiced	UOM	Unit Price	Curr	Ship To	Organization
	No search conducted.														

TIP For one item select Quick Invoice. Quantities or amounts will be specified later.

[Cancel](#) Step 1 of 4 [Next](#)

[Home](#) | [Orders](#) | [Receipts \(GRN\)](#) | [Invoices](#) | [Admin](#) | [eChat](#) | [Home](#) | [Logout](#) | [Preferences](#) | [Help](#) | [Sd ICX STANDARD GLOBAL MENU](#) | [Diagnostics](#)

Copyright (c) 2006, Oracle. All rights reserved.  
[About this Page](#)

# Creating a standard invoice

Select the order lines to be invoiced then click **add items to the invoice list**.

When all items have been added, click **next**

## Search

Please enter your search criteria and select the "Go" button to see the result.

Purchase Order Number

Purchase Order Date   
(example: 13-Jul-2018)

Organization

**Select Items**

Select	Quick Invoice	Supplier	PO Number	Line	Shipment	Item Description	Item Number	Supplier Item Number	Ordered	Received	Invoiced	UOM	Unit Price	Curr	Ship To	Organization
<input checked="" type="checkbox"/>		TEST SUPPLIER	<a href="#">1710942841</a>	10	1	DSO delivery - January 2017			20941.58	20942.4	20845			GBP	WZ0004A2	BT_UK_BTG
<input checked="" type="checkbox"/>		TEST SUPPLIER	<a href="#">1710942841</a>	12	1	DSO delivery - March 2017			20941.58	20845	20845			GBP	WZ0004A2	BT_UK_BTG
<input checked="" type="checkbox"/>		TEST SUPPLIER	<a href="#">1710942841</a>	11	1	DSO delivery - February 2017			20941.58	20845	20845			GBP	WZ0004A2	BT_UK_BTG

TIP For one item select Quick Invoice. Quantities or amounts will be specified later.

[Home](#) | [Orders](#) | [Receipts \(GRN\)](#) | [Invoices](#) | [Admin](#) | [eChat](#) | [Home](#) | [Logout](#) | [Preferences](#) | [Help](#) | [Sd ICX STANDARD GLOBAL MENU](#) | [Diagnostics](#)

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

[About this Page](#)

# Creating a standard invoice

Enter the quantity or amount to be invoiced

## Purchase Order Items Selected

PO Number	Line	Shipment	Item Description	Item Number	Supplier Item Number	Ship To	Amount Ordered	Amount Received	Amount Invoiced	UOM	Amount	Taxable	Remove	Duplicate
1710942841	10	1	DSO delivery - January 2017			W Z0004A2	20941.58	20942.4	20845		<input type="text" value="96.58"/>	<input checked="" type="checkbox"/>		
1710942841	12	1	DSO delivery - March 2017			W Z0004A2	20941.58	20845	20845		<input type="text" value="96.58"/>	<input checked="" type="checkbox"/>		
1710942841	11	1	DSO delivery - February 2017			W Z0004A2	20941.58	20845	20845		<input type="text" value="96.58"/>	<input checked="" type="checkbox"/>		

Enter the tax amount and click calculate

## Other Charges

Line	Charge Type	Amount (GBP)	Description	Remove
	Tax	<input type="text" value="57.95"/>	<input type="text" value="20% Standard Tax"/>	

Line	Charge Type	Amount (GBP)	Description	Remove
	Freight	<input type="text"/>	<input type="text"/>	

Subtotal	289.74
Tax	57.95
Freight	0.00
.....	
<input type="button" value="Calculate"/> Total (GBP)	347.69
<input type="button" value="Cancel"/> <input type="button" value="Back"/> <span>Step 2 of 4</span> <input type="button" value="Next"/>	

# Creating a standard invoice


- Enter the invoice number as shown on the PDF version of the invoice
- Enter the date and description of the invoice (iSupplier defaults to today's date)
- Click **Add** to attach your invoice in PDF format.

## Create Invoice: General Information

\* Indicates required field

[Cancel](#) [Save](#) [Back](#) Step 3 of 4 [Next](#) [Finish](#)

\* Invoice Number

\* Invoice Date  

(example: 13-Jul-2018)

Invoice Description

Attach Invoice **None** [Add](#)

You must attach the PDF version of the invoice here to meet mandatory HMRC regulations.

Invoice Created By TEST@MANX.COM

[Cancel](#) [Save](#) [Back](#) Step 3 of 4 [Next](#) [Finish](#)

[Home](#) | [Orders](#) | [Receipts \(GRN\)](#) | [Invoices](#) | [Admin](#) | [eChat](#) | [Home](#) | [Logout](#) | [Preferences](#) | [Help](#) | [Sd ICX STANDARD GLOBAL MENU](#) | [Diagnostics](#)

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

# Creating a standard invoice

---

- Enter a short description
- Browse to add your invoice in PDF format
- Click **Apply**

## Attachment Summary Information

---

\* Indicates required field

\* Description

Category **From Supplier**

## Define Attachment

---

Type  File

URL

Text

Name

(Optional: provide a name to Text attachment)

# Creating a standard invoice

At this stage, review what you've input and make sure you've attached the invoice. When you've done that, click **next**.

Note: You can also click save and resume later by searching for the invoice on the invoices landing page.

 **Confirmation**

Attachment "BR001TESTINVOICE.pdf" has been added successfully but not saved. Complete your work to save your attachment.


---

**Create Invoice: General Information**

\* Indicates required field

**Step 3 of 4**

\* Invoice Number

\* Invoice Date    
(example: 13-Jul-2018)

Invoice Description

Attach Invoice [Attachment List](#)

You must attach the PDF version of the invoice here to meet mandatory HMRC regulations.

Invoice Created By TEST@MANX.COM

# Creating a standard invoice

After submitting your invoice, click **Finish**.

Please allow up to 24 hours for it to be visible on the 'view invoices' screen.

Remember: invoice submission on it's own doesn't mean that the invoice will be approved for payment – we'll still need to check it's valid.

Step 4 of 4

Supplier Name **BT TEST SUPPLIER**  
Supplier Number **7212732**  
Remit To **123 HIGH STREET**  
**LONDON AB1 2CD**

Invoice Number **DF001 TEST INVOICE**  
Invoice Date **06-Sep-2010**  
Invoice Description  
PO-Line-shipment **1710190812-2-1, 1710190812-1-**  
**1**

Item Description	Item Number	Supplier Item Number	Quantity	Unit of Measure	Unit Price (GBP)	Amount (GBP)
<b>BT</b> monthly invoice charge for DSO delivery - January 2017						96.58
<b>BT</b> monthly invoice charge for DSO delivery - March 2017						96.58
<b>BT</b> monthly invoice charge for DSO delivery - February 2017						96.58
					Subtotal	289.74
					Tax	57.95
					Freight	0.00
						.....
					Total (GBP)	347.69

After submitting the invoice please allow up to 24 hours for the invoice to be visible on the iSupplier Accounts screen.

Submission of this invoice doesn't necessarily assume that the invoice will be approved for payment and still requires to be subject to the validity of the invoice.

# Creating a standard invoice

You'll now receive confirmation that your invoice has uploaded.

You can print a copy of this page, or add another invoice by clicking create another.

## Confirmation

Invoice BR001TESTINVOICE was submitted to our Accounts Payable department on 13-Jul-2018. The confirmation number for this invoice is the invoice number. After the invoice has been processed, you can query its status by using the Account tab.

### Invoice: BR001 TESTINVOICE

[Printable Page](#)

[Create Another](#)

Supplier Name **BT TEST SUPPLIER**  
Supplier Number **7212732**  
Remit To **123 HIGH STREET**  
**LONDON AB1 2CD**

Invoice Number **DF001 TEST INVOICE**  
Invoice Date **06-Sep-2010**  
Invoice Description  
PO-Line-Shipment **1710190812-2-1. 1710190812-1-**

Item Description	Item Number	Supplier Item Number	Quantity	Unit of Measure	Unit Price (GBP)	Amount (GBP)
MANX monthly invoice charge for DSO delivery - January 2017						96.58
MANX monthly invoice charge for DSO delivery - March 2017						96.58
MANX monthly invoice charge for DSO delivery - February 2017						96.58

Subtotal **289.74**  
Tax **57.95**  
Freight **0.00**  
.....  
Total (GBP) **347.69**

After submitting the invoice please allow up to 24 hours for the invoice to be visible on the iSupplier Accounts screen.

Submission of this invoice doesn't necessarily assume that the invoice will be approved for payment and still requires to be subject to the validity of the invoice.



# Creating a credit memo invoice


# Creating a credit memo invoice

Before you start, it's worth noting that **not all purchase orders can be credited.**

Amount Taxable Remove
<input type="checkbox"/> 



Amount based POs **can't** be credited using iSupplier.

Quantity to Invoice	UOM	Unit Price	Amount	Taxable	Remove
<input type="text" value="5"/>	EACH	50.00	250.00	<input checked="" type="checkbox"/>	



Quantity based POs **can be credited** using iSupplier.

Read on to find out how to create a credit memo for a quantity based PO.

# Creating a credit memo invoice

From the invoices tab, confirm you're not submitting a pro-forma invoice then click **Create credit memo invoice**

The screenshot shows the iSupplier web interface. At the top left is the BT logo and the text "iSupplier (BT PLC, BT Fleet & BT Payment Services)". To the right are navigation links: Home, Logout, Preferences, Help, Sd ICX, STANDARD, GLOBAL, MENU, and Diagnostics. Below this is a secondary navigation bar with Home, Orders, Receipts (GRN), Invoices (highlighted), Admin, and eChat. A blue banner contains "Create Invoices | View Invoices | View Payments | Rejected Invoices". The main heading is "Invoices" with a sub-heading "Find saved, unsubmitted invoices so you can update and submit them. Select View Invoices from the Account tab to review processed invoices." Two buttons are visible: "Create Credit Memo Invoice" (highlighted with a purple box) and "Create Standard Invoice". Below this is a "Search Option" section with a dropdown menu set to "Invoice Number", an empty search box, and a "Go" button. The "Saved Invoices" section shows a table with columns: Supplier, Invoice Number, Date, Currency, Invoice Amount, Purchase Order, View Attachments, Update, and Delete. The table content is "No search conducted." Below the table is a tip: "Before you submit your invoice, here's some tips to help everything go smoothly. Please ensure:" followed by a bulleted list: "You're sending us a full tax invoice (We can't accept pro-forma)", "The invoice is in PDF format", and "The invoice includes a valid purchase order number, starting '17'". Below the list is a question: "Proforma invoices must not be submitted. Can you please confirm that this is a full tax invoice?" with a dropdown menu. At the bottom right, the "Create Credit Memo Invoice" button is again highlighted with a purple box. The footer contains the same navigation links as the top, copyright information "Copyright (c) 2006, Oracle. All rights reserved.", and a link "About this Page".

**BT** iSupplier (BT PLC, BT Fleet & BT Payment Services)

Home Logout Preferences Help Sd ICX STANDARD GLOBAL MENU Diagnostics

Home Orders Receipts (GRN) **Invoices** Admin eChat

Create Invoices | View Invoices | View Payments | Rejected Invoices

### Invoices

Find saved, unsubmitted invoices so you can update and submit them. Select View Invoices from the Account tab to review processed invoices.

[More information on iSupplier](#)

**Search Option**

Search By Invoice Number

### Saved Invoices

Supplier	Invoice Number	Date	Currency	Invoice Amount	Purchase Order	View Attachments	Update	Delete
No search conducted.								

Before you submit your invoice, here's some tips to help everything go smoothly.

Please ensure:

- You're sending us a full tax invoice (We can't accept pro-forma)
- The invoice is in PDF format
- The invoice includes a valid purchase order number, starting '17'

Proforma invoices must not be submitted. Can you please confirm that this is a full tax invoice ?

Create Credit Memo Invoice Create Standard Invoice

Home | Orders | Receipts (GRN) | Invoices | Admin | eChat | Home | Logout | Preferences | Help | Sd ICX STANDARD GLOBAL MENU | Diagnostics

Copyright (c) 2006, Oracle. All rights reserved.  
[About this Page](#)

# Creating a credit memo invoice

Creating a credit memo invoices follows the same steps as [creating a standard invoice](#) but you'll need to enter the quantity as a minus value.

## Create Invoice: Lines to Invoice

\* Indicates required field

GBP = Pound Sterling

Supplier Name **BT TEST SUPPLIER** Supplier VAT Registration Number

Cancel Back Step 2 of 4

### Purchase Order Items Selected

PO Number	Line	Shipment	Item Description	Item Number	Supplier Item Number	Ship To	Quantity Ordered	Quantity Received	Quantity Invoiced	Quantity to Invoice	JOM	Unit Price	Amount	Taxable	Remove
1710190812	2	1	Test PO Multi Line 1 Qty Based Line 2			IP0021A1	100	0	3	-1	EACH	10.00	-10.00	<input checked="" type="checkbox"/>	

### Other Charges

Line Charge Type	Amount (GBP)	Description	Remove
Tax	-1.75		
Freight			

Add Another Row

# Viewing invoices

# Viewing invoices

Existing invoices and saved invoices that are yet to be submitted can be viewed by selecting **view invoices** from the **invoices tab**.

Search for the invoice using the various search criteria and click **Go**.

Tip: You can search for all invoices by entering the first 3 digits of the purchase order and using the wildcard (%).

The screenshot displays the 'View Invoices' interface. At the top, there is a navigation bar with tabs for Home, Orders, Receipts (GRN), Invoices (selected), Admin, and eChat. Below this is a secondary navigation bar with links for Create Invoices, View Invoices (selected), View Payments, and Rejected Invoices. The main heading is 'Invoice Summary'. On the right side, there are buttons for 'Export to CSV File' and 'Advanced Search'. The 'Simple Search' section contains two columns of input fields. The first column includes fields for Invoice Number, Payment Number, Gross Amount From, Gross Amount To, Amount Due From, and Amount Due To. The second column includes fields for Purchase Order Number (containing '171%'), Payment Status (a dropdown menu), Invoice Date From, Invoice Date To, Due Date From, and Due Date To. Each date field has a calendar icon to its right. At the bottom of the search section, there are 'Go' and 'Clear' buttons. A small note at the bottom right of the search area reads: 'Did you know : w e've now added the s cheduled payment date column, to let you know exactly w hen w e release payment!'.

# Viewing invoices

The invoice details will appear as shown below. The date we release the invoice for payment will be shown in the **actual payment date** column.

## Simple Search

Advanced Search

Invoice Number	<input type="text"/>	Purchase Order Number	<input type="text"/>
Payment Number	<input type="text"/>	Payment Status	<input type="text" value="v"/>
Gross Amount From	<input type="text"/>	Invoice Date From	01-Jan-2016
Gross Amount To	<input type="text"/>	Invoice Date To	26-Feb-2016
Amount Due From	<input type="text"/>	Due Date From	<input type="text"/>
Amount Due To	<input type="text"/>	Due Date To	<input type="text"/>

Did you know: we've now added the actual payment date column, to let you know exactly when we release payment!

Go Clear

Source	Type	Invoice Number	Invoice Date	Gross Amount	Currency	Description	Purchase Order Number	Requestor Name	Requestor Email	Status	Pay Term	Terms Date Basis	Pay Group	Actual Payment Date	Payment Number
OB10BTGRP	Standard	<a href="#">164900980</a>	19-Feb-2016	16310.92	USD	30	1710932877	John Doe	test.test@bt.com	Approved	30 Days Net	Invoice	FOREIGN	18-Mar-2016	<a href="#">8717017458</a> - Electronic
OB10BTGRP	Standard	<a href="#">164899531</a>	19-Feb-2016	854.30	USD	30	1710930635	John Doe	test.test@bt.com	Approved	39 Days Net	Invoice	FOREIGN	11-Apr-2016	<a href="#">1717000697</a> - Check
OB10BTGRP	Standard	<a href="#">164899523</a>	19-Feb-2016	230230.60	USD	30	1710899263	John Doe	test.test@bt.com	Approved	30 Days Net	Invoice	FOREIGN	18-Mar-2016	<a href="#">8717017458</a> - Electronic
OB10BTGRP	Standard	<a href="#">164899632</a>	19-Feb-2016	48315.00	USD	30	1710899263	John Doe	test.test@bt.com	Approved	30 Days Net	Invoice	FOREIGN	18-Mar-2016	<a href="#">8717017458</a> - Electronic

Export to CSV File

# Viewing invoices

You can filter your search results by payment status or export by clicking **export to CSV file**.

If one of your invoices is showing as **on hold** click the link for further information and see the invoices on hold [section](#) of this guide.

## Simple Search

Advanced Search

Invoice Number	<input type="text"/>	Purchase Order Number	<input type="text"/>
Payment Number	<input type="text"/>	Payment Status	<input type="text" value="v"/>
Gross Amount From	<input type="text"/>	Invoice Date From	01-Jan-2016
Gross Amount To	<input type="text"/>	Invoice Date To	26-Feb-2016
Amount Due From	<input type="text"/>	Due Date From	<input type="text"/>
Amount Due To	<input type="text"/>	Due Date To	<input type="text"/>

Did you know: we've now added the actual payment date column, to let you know exactly when we release payment!

Go Clear

Source	Type	Invoice Number	Invoice Date	Gross Amount	Currency	Description	Purchase Order Number	Requestor Name	Requestor Email	Status	Pay Term	Terms Date Basis	Pay Group	Actual Payment Date	Payment Number
OB10BTGRP	Standard	<a href="#">164900980</a>	19-Feb-2016	16310.92	USD	30	1710932877	John Doe	test.test@bt.com	Approved	30 Days Net	Invoice	FOREIGN	18-Mar-2016	<a href="#">8717017458</a> - Electronic
OB10BTGRP	Standard	<a href="#">164899531</a>	19-Feb-2016	854.30	USD	30	1710930635	John Doe	test.test@bt.com	Approved	39 Days Net	Invoice	FOREIGN	11-Apr-2016	<a href="#">1717000697</a> - Check
OB10BTGRP	Standard	<a href="#">164899523</a>	19-Feb-2016	230230.60	USD	30	1710899263	John Doe	test.test@bt.com	Approved	30 Days Net	Invoice	FOREIGN	18-Mar-2016	<a href="#">8717017458</a> - Electronic
OB10BTGRP	Standard	<a href="#">164899632</a>	19-Feb-2016	48315.00	USD	30	1710899263	John Doe	test.test@bt.com	Approved	30 Days Net	Invoice	FOREIGN	18-Mar-2016	<a href="#">8717017458</a> - Electronic

Previous 25 226-250 of 401 Next 25

Export to CSV File





# Invoices on hold

# Invoices on hold

---

In the example below, invoice DF002 TEST INVOICE, the hold reasons are:

- Quantity billed exceeds the quantity received
- The income tax amount is not equal to the calculated tax amount

Invoice	DF002 TEST INVOICE
Supplier	BT TEST SUPPLIER
Supplier Site	LONDON
Invoice Date	06-Sep-2010
Currency	GBP
Gross Amount	22.00
Amount Due	22.00
Due Date	18-Oct-2010
On Hold Status	On Hold

Hold Reason	Hold Date
Invoice tax amount is not equal to the calculated tax amount	06-Sep-2010
Quantity billed exceeds quantity received	06-Sep-2010

# Invoices on hold

If one of your invoices is 'on hold' it means that something needs to be done before we can pay it.

You'll need to click the 'on hold' link on iSupplier (next to the invoice) for more information on the type of hold and how to resolve it.

The table on the next page can help you decide what action is needed.

Status	Pay Term	Terms Date Basis	Pay Group	Actual Payment Date
Approved	Immediate	Invoice	STANDARD	26-Oct-2018
Approved	60 Days Net	Invoice Received	STANDARD	21-Dec-2018
<u>On Hold</u>	60 Days Net	Invoice Received	STANDARD	21-Dec-2018

## Hold Reason

Quantity billed exceeds quantity received

# Invoices on hold

Hold Reason	Why it's happened	How to resolve
Quantity/amount billed exceeds quantity/amount received	The total of the invoice is more than what's been marked as 'received' in our system by the BT requestor.	<b>Contact your BT requestor.</b> You can find their details on iSupplier. If it's appropriate for them to receipt, they need to log in to iBuy and complete this task before the invoice can be released for payment.
Quantity/amount billed exceeds quantity/amount ordered	The total of the invoice is more than the total of the purchase order.	If you've invoiced us for more than you should have, resubmit the invoice at the correct value. However, if the invoice is correct (if you've done some extra work for us, for example) then the creator of the purchase order will need to increase the value to match the invoice. <b>Contact your BT requestor</b> in the first instance.
Tax variance	This is usually due to a mismatch between the invoice VAT amount and the system generated amount	Check to see if the VAT has been calculated using the correct VAT rate (usually 20%) then <b>contact the helpdesk via eChat.</b>
Manual hold	We've received a request, either from you or from the BT requestor, to place the invoice on hold	Contact your BT requestor or eChat with the helpdesk
Other	N/A	<b>Contact the helpdesk via eChat</b>

# Viewing rejected invoices

# Viewing rejected invoices

Occasionally we need to reject or return invoices. This is normally due to missing or invalid information.

To check if one of your invoices has been returned, click on the invoices tab and then rejected invoices, enter your search criteria and click **go**.

BT iSupplier (BT PLC, BT Fleet & BT Payment Services)

Home Logout References Sd ICX STANDARD GLOBAL MENU Diagnostics

Home Orders Receipts (GRN) **Invoices** Admin eChat

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

Rejected Invoice Details Export

Invoice Number  Return Reason

Rejection Date From   Rejection Date To 31-May-2017

Invoice Number	Rejection Date	Return Reason	Comments
8224821	09-May-2016	Duplicate Invoice Received	

Export

# Viewing rejected invoices

The search will bring up the invoices that have been returned to you. The 'return reason' column will let you know why it's been returned and you can export the details into excel if required.

**BT iSupplier (BT PLC, BT Fleet & BT Payment Services)**

Home Logout Preferences [Set ICX STANDARD GLOBAL MENU](#) Diagnostics

Home Orders Receipts (GRN) **Invoices** Admin eChat

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

### Rejected Invoice Details

Export

Invoice Number  Return Reason   
Rejection Date From  Rejection Date To 31-May-2017

Invoice Number	Rejection Date	Return Reason	Comments
8438620	10-Aug-2016	Invoice quoting incorrect or missing PO	
8324672	20-Jun-2016	Invoice quoting multiple POs	
8224821	09-May-2016	Duplicate Invoice Received	

Export

# Viewing payments



# Viewing payments

Payments can be viewed by selecting **view payments** from the invoices tab. Enter your search criteria and click **go**. Payment details will be displayed as shown below.

**Tip:** When searching, you can use the % sign as a wild card. Try entering the first 3 digits of the PO number followed by % (e.g. 171%)

**BT iSupplier (BT PLC, BT Fleet & BT Payment Services)**

Home Logout Preferences Help Sd ICX\_STANDARD\_GLOBAL\_MENU Diagnostics

Home Orders Receipts (GRN) **Invoices** Admin eChat

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

Payment Summary Export CSV file

Simple Search Advanced Search

Purchase Order Number   Payment Number

Payment Date From   Payment Amount From

Payment Date To   Payment Amount To

Payment	Invoice	Purchase Order Number	Payment Date ▾	Currency	Amount	Stopped	Cleared	Voided	Supplier Site	Supplier Address
6717004612	UK1604688, UK1604821	1710926797, 1710927130	17-Jun-2016	USD	600446.40				FOR	BT TEST SUPPLIER

Export CSV file

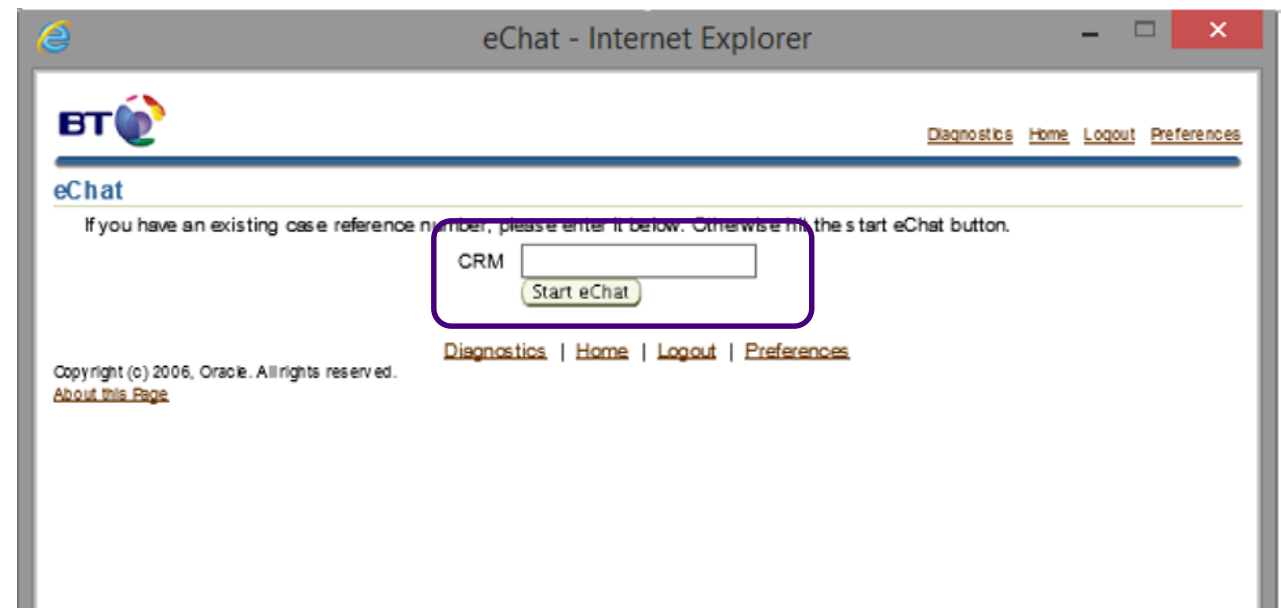
# eChat assistance

# eChat assistance

If you're struggling with one of your invoices or orders, let us know by chatting with one of our advisors. We're open Monday to Friday from 08:30 to 17:00 and we're closed on UK public holidays. To get started, click the eChat tab.

If you have an existing case reference enter it now, otherwise click **start eChat**.

If your problem is with the using iSupplier system and isn't related to existing invoices or purchase orders please [email](#) the iSupplier system team.



# eChat assistance

After your chat session you'll be asked to complete a quick customer satisfaction survey.

It'll only take a minute and we'll use any feedback you provide to improve our service.



UK Supplier eChat satisfaction survey - Internet Explorer

<https://www.formwize.com/run/survey3.cfm?idx=505d0408080b0809>

**BT**

## UK Supplier eChat satisfaction survey

Vendor ID \*

Vendor Name \*

Contact Name \*

Email \*

Tel No \*

The eChat service was clear and easy to navigate. \*

Strongly Agree

Agree

Neither Agree nor Disagree

Disagree

Strongly Disagree

# Password reset

# Password reset

If you need to reset your password, click on the link from the login page.

Username

This is the logon page for the BT UK iSupplier Portal only

Password

For BT people (including agents and 3rd parties working for BT) if you see this login screen then please close this window and access the iBuy/iExpenses application from within the Gatekeeper menu. ---- For suppliers if you see this screen please login with the credentials provided to you by BT Procurement. If you experience difficulties please contact your BT Procurement contact or refer to the following URL for guidance <http://www.selling2bt.bt.com/iSupplier/index.htm>

**TIP** Forgot your password? This is applicable only for iSupplier Users. All non iSupplier users continue to use existing Gatekeeper functionality to reset password.

## Reset Password

Enter your user name and a new password will be emailed to you.

\* Indicates required field

\* User Name

Enter your user name or email address and you'll receive an email with your new password. You should then change your password to something secure and memorable.

If you receive an error message saying that your account has expired drop an [email](#) to the iSupplier system team for re-activation.

