# Supplier: Order Processing

This quick reference guide will assist you in processing orders received from Guide Dogs, including receipting, producing invoices and handling returns

Acknowledging Orders

As a registered Supplier to Guide Dogs, when a Purchase Order is raised by a Guide Dogs employee, you will be notified by email that a Purchase Order has been raised. You will then need to login to the Guide Dogs portal and access the order

1. From the navigation pane on the left of the screen, select **My Orders** > **Acknowledge Orders**
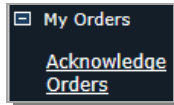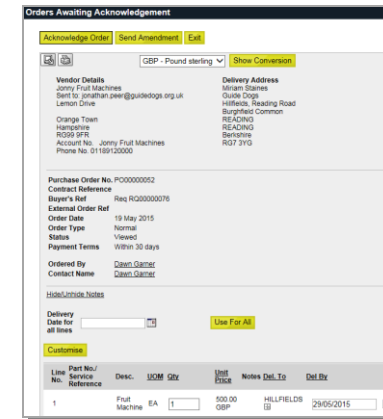

Or from the **Order Management** widget, *click* the link for **New Orders**
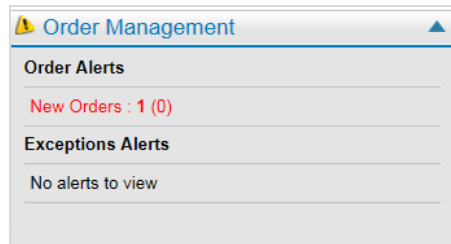
2. Pick the next order from the list, or locate a specific order by using the search bar or by scrolling/sorting. Select the order by *clicking* the **Select** button

The order details are displayed for your review, and for you to decide if you are able to supply all of it

Note: If the order has been dispatched to a specifically named contact, a popup prompt will advise you of that before accessing the above screen

Yes, the order is ok and we can deliver all of it on the required date

1. *Click* the **Acknowledge Order** button. The confirmation is then sent back to Guide Dogs advising them that you have acknowledged the order

No, I have some amendments

1. Edit the required fields

Quantity:	*Click* in the Quantity field an type amount
Delivery Date:	*Click* in **Del by** column and select date from pop up calendar **Note**: Delivery Date can either be changed for each line, or there is a Delivery Date for All option above the lines, *Click* **Use For All**. The selected date will be applied to all lines

2. *Click* the **Send Amendment** button. Amendments will be sent to Guide Dogs

Note: The order is removed from the **Acknowledge Orders** menu item and will now be located in the **View Amendments in Approvals** menu item

When an order amended by you as the supplier and is accepted by Guide Dogs, it is returned to the **Acknowledge Orders** menu item, where you can then acknowledge it before then processing the order

Viewing the Order History

1. From the Navigation pane, *click* **My Orders** > **View Order History** menu item
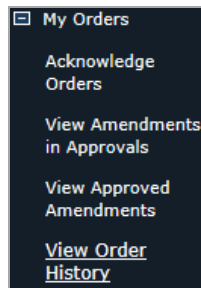
Rejected Amendments

If Guide Dogs reject an amended order, it will appear in the **Acknowledge Orders** menu usually with a comment to explain the rejection for you to respond to. The status will display **Amendment Not Approved**

1. From the navigation pane, *click* **My Orders** > **Acknowledge Orders**

2. *Click* the **Select** button to read Guide Dogs comments and make further amendments

Understanding the Order Status

The full list of order statuses and their meanings are shown below:

Status	Description
New	A new order you have not yet viewed
Viewed	An order you have viewed but not yet acknowledged or amended
Acknowledged	An order you have acknowledge that awaits processing
Amended	An order you have amended prior to it entering Guide Dogs review
Amendment Approved	Your order amendment that Guide Dogs has accepted
Amendment Not Approved	Your order amendment that Guide Dogs has rejected
Partially Received	An order that has been partially received by Guide Dogs
Partially Received Invoiced	An order that has been partially received by Guide Dogs and partially invoiced

|	
Received	An order that has been fully received by Guide Dogs
Received Invoiced	An order that has been fully received by Guide Dogs, and partially or wholly invoiced
Acknowledged Invoiced	An order that has not been received by Guide Dogs but has been invoiced
Cancelled	An order that has been cancelled by Guide Dogs

Customer Order Invoicing

Once an order has been acknowledged by you as a supplier and good/services have been delivered. Guide Dogs will receipt against the order. The supplier will then receive an email alert and be able to produce an invoice via the Guide Dogs portal
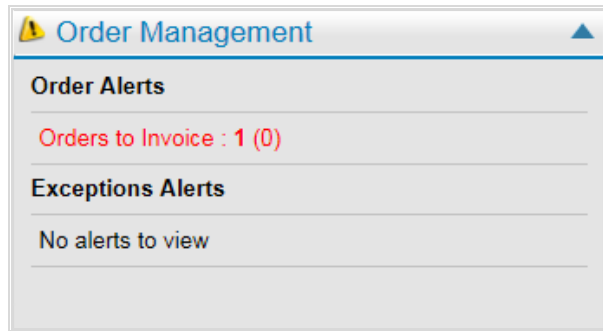
There are two ways of invoicing a) Convert a whole order into an invoice or b) Part/Multi-Order invoicing

Convert a Whole Order into an Invoice

1. From the Navigation pane, select **My Invoices** > **Raise Single Order Invoice** *or click* on the **Orders to Invoice** link in the Order Management widget on the Dashboard
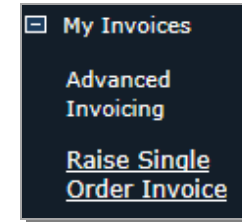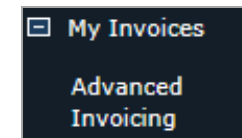

2. Search for the appropriate order and *click* **Invoice This Order** . The Invoice Checkout screen will appear
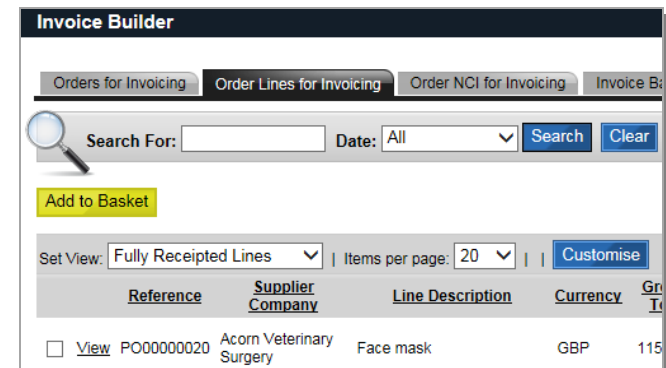
Part/Multi-Order Invoicing

If you wish to invoice for part of an order, or include more than one order on your invoice
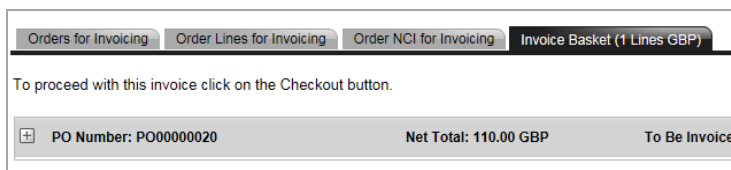
1. From the Navigation pane, select **My Invoices** > **Advanced Invoicing**

To alternatively/additionally add individual order lines to the invoice basket, choose the **Order Lines Ready for Invoicing** tab

2. Select the items by placing a tick in the appropriate tick boxes to the left of each line. *Click* **Add to Basket** `Add to Basket` button. The selected items will be added to the Invoice Basket

Orders for Invoicing	Order Lines for Invoicing	Order NCI for Invoicing	Invoice Basket (1 Lines GBP)

To proceed with this invoice click on the Checkout button.

[+] PO Number: PO00000020   Net Total: 110.00 GBP   To Be Invoice

3. Each order/line is displayed initially at document level, but the plus icon [+] can be used to expand orders into their lines

   Note: There is also a Remove `Remove` button on each of the order document level lines for removing items added by mistake. It is also possible to discard the whole invoice basket and start again

4. When the selected contents have been verified you can then progress to the invoice checkout by *clicking* the `Checkout` button

Invoice Checkout

You will need to enter the required fields on the first tab before you can access the second or third. You can add your own invoice reference, change the invoice and tax point dates, and add comments

Note: It is possible to return to the invoice basket or cancel the invoice at any stage during the invoice checkout

Invoice Checkout

Invoice Header	Attachments	Charges	Confirm & Submit

Enter the header details for the invoice.

Invoice No.: *   123456-GD

Invoice Date: *   29/05/2015

Tax Point Date: *   29/05/2015

Tax Country: *   United Kingdom

Invoice Tax Reference: Same As Invoice No

Bank Account To Pay (GBP): *   090720 03859533

Invoice Address: Guide Dogs
Guide Dogs
Hillfields
Reading Road
Reading
RG7 3YG

Comments:

3. *Click* in **Invoice No:** type the invoice number

4. You can change the **Invoice Date:** and **Tax Point Date:** by using the pop-up calendars.

5. If you have registered multiple bank accounts with Guide Dogs, from the **Bank Account To Pay (GBP):** drop-down you can select the required bank account to credit

6. *Click* **Continue** `Continue`. *See below* **Invoice Checkout**

   The Attachments tab will become active. The Attachments tab allows you to upload any file, such as an image of your own back office accounting system invoice, to the invoice you are building in the portal

1. *Click* **Add file for Upload**. Navigate to the required file(s) and select
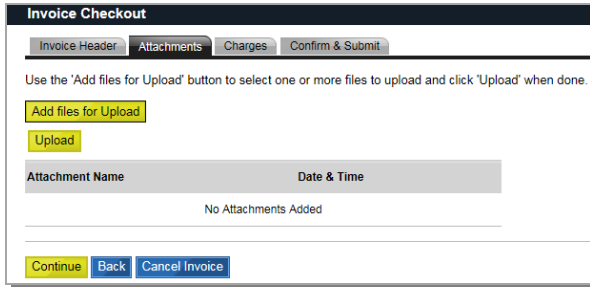
2. Once you have selected all the files to attach to the invoice, *click* **Upload** `Upload`. The files are uploaded to Guide Dogs portal

   Note: The red cross at the end of each item that allows you to remove any item selected by mistake

3. *Click* **Continue** `Continue`. The Charges tab will become active. The Charges tab allows the adding of any necessary small adjustments in case of rounding differences between the invoice you have built and your own accounting system invoice, and additional charges can also be applied, *click* **Add New Charge** `Add New Charge`
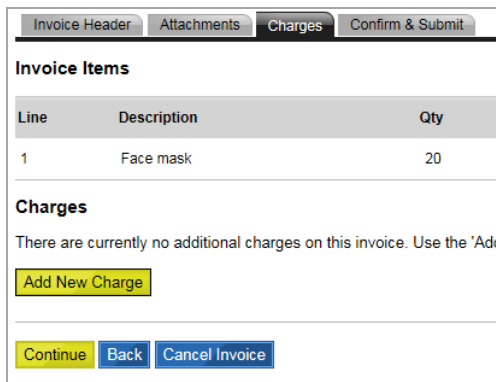
1. *Click* **Continue** `Continue`. The invoice will be automatically built from the order document and its lines. At this point you are able to amend/modify/cancel the invoice
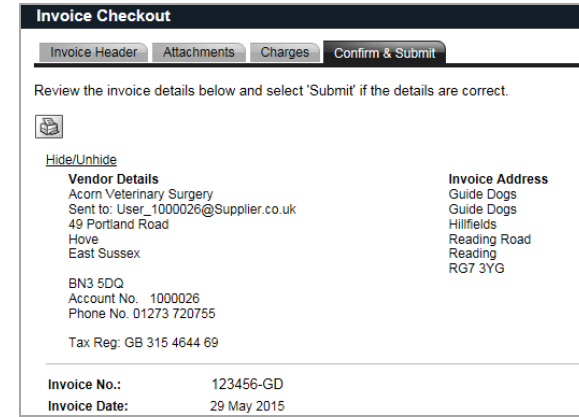
Note: An amend facility is provided to allow you to adjust certain aspects of the invoice you have built so as to match it against your own invoice. *Click* the **Amend Invoice Items** `Amend Invoice Items` button to access the amend mode

IMPORTANT NOTICE: All adjustments must be made before submitting the invoice, because no further adjustments can be made after submitting

2. *Click* **Submit** `Submit` to send the invoice to Guide Dogs

Viewing Invoices Ready for Payment

To view invoices that have been submitted or are ready for payment

1. From the navigation pane, select **My Invoices** > **View Invoices Ready for Payment** or if the invoice is still outside of the payment period **My Invoices** > **View Invoice History**
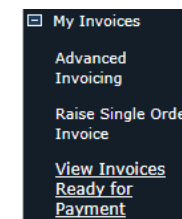
Viewing Payments Received

Guide Dogs portal sends invoices ready for payment to Guide Dogs back office payment system. You will receive a notification back from Guide Dogs when the invoice(s) are paid

1. Invoices that are updated as paid are then represented in the **My Payments > View Payments Received** menu item
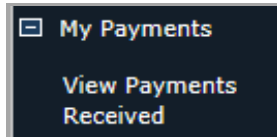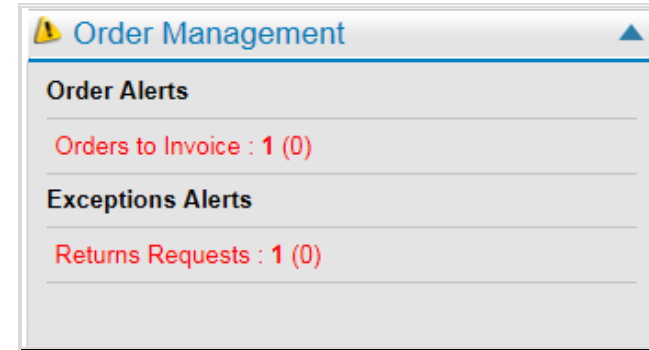

Returns

The returns process in the Guide Dogs portal is based around the agreement by yourselves, or not, to collect any goods returns that Guide Dogs have discussed with you. Any discussions regarding the cause of any defects, and the decision to replace them or not, lies outside the scope of the Guide Dogs portal. In these situations the matter will need to be resolved by means of communications outside of the system

In the event of a delivery complaint, Guide Dogs will send a returns request to you via the Guide Dogs portal. As a supplier you will receive an email alert and these requests can be located by logging into the Guide Dogs portal and either from the navigation pane select **My Returns** > **Approve Return Requests** menu item
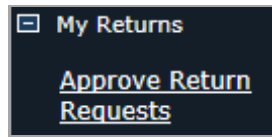
Or a Returns Request alert will appear in the Order Management widget

1. Locate and **Select** Select a request to review. Details of the requested return are then displayed on screen with options to either **Accept** *or* **Reject** the request
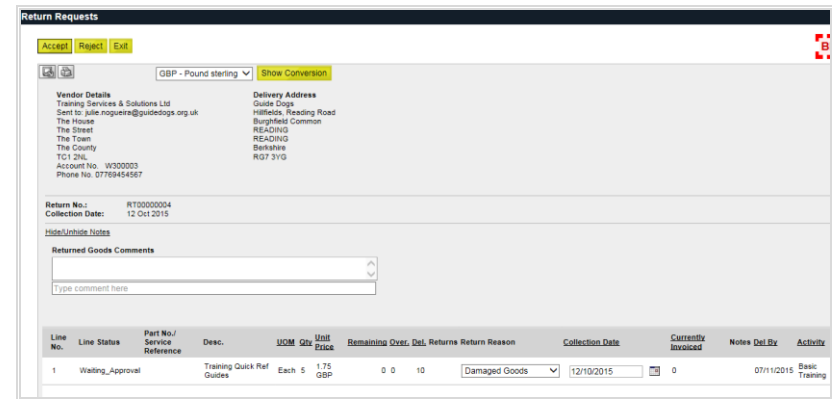
Accepting a Returns Request

1. To accept a returns request, *click* the **Accept** Accept button. Guide Dogs are informed and the document becomes a Returns Note and is listed in the **My Returns** > **View Scheduled Returns** menu item
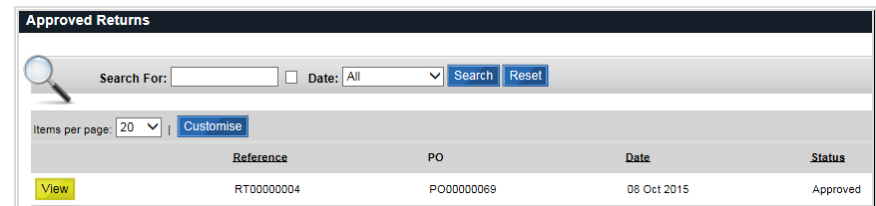
Rejecting a Returns Request

1. To reject a returns request, *click* the **Reject** Reject button. Guide Dogs are informed and the document is filed in the **My Returns** > **View Rejected Returns** menu item

   For approved returns, the returns process completes, when the goods are shipped back to you. The Returns Note is then moved to the **My Returns** > **View Completed Returns** menu item
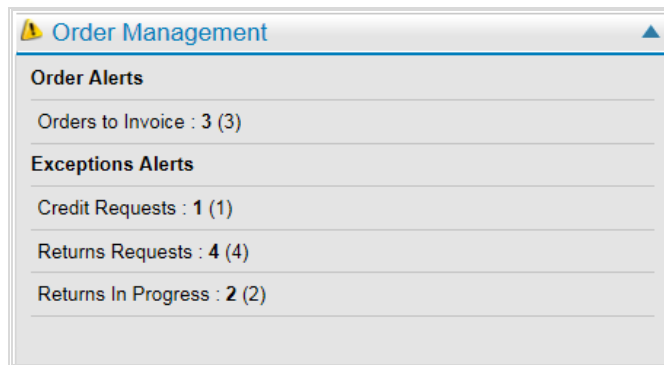
Credit Notes

In the event of a Guide Dogs invoicing query, Guide Dogs can send a credit request to you via the portal.

1. From the navigation pane select **My Credit Notes** > **Approve Credit Requests**
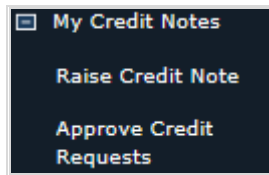
Or select Credit Requests link from the Order Management Exceptions Alerts area

1. Locate and **Select** the request to review. Details of the requested credit are then displayed on screen with options to either accept or reject the request

Accepting a Credit Request

1. To accept a credit request, enter (if required) a Supplier Credit Note Number and any relevant notes and *click* the **Send Credit Note** Send Credit Note button

Guide Dogs are informed and the document becomes a Credit Note and is listed in the **View Credit Note History** menu item
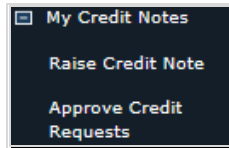
Rejecting a Credit Request

To reject a credit request, *click* the Reject `Reject` button. Guide Dogs are informed and the document is filed in the **View Rejected Credit Requests** menu item
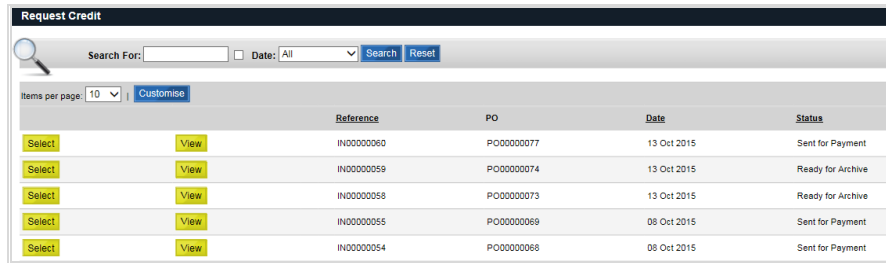
Raise a Credit Note

To generate a credit note yourself without prior request from Guide Dogs.

1. Select from the Navigation pane **My Credit Notes** > **Raise a Credit Note**
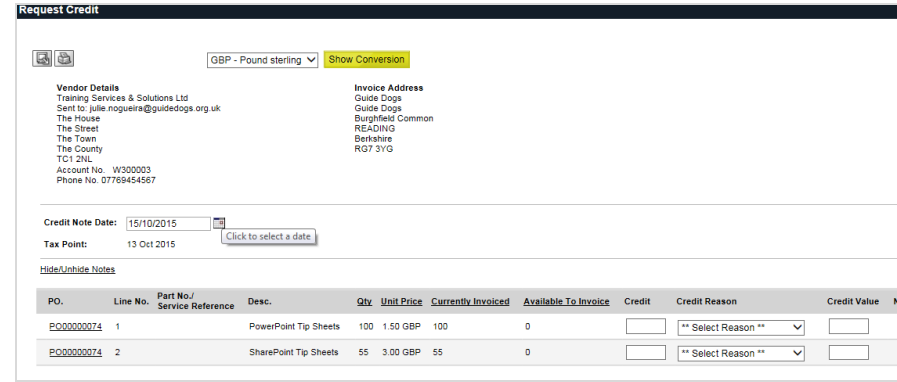

2. Locate and **Select** `Select` the relevant invoice to credit

The invoice will be displayed

3. Enter the quantity to credit
4. Enter the value to credit
5. Select the credit reason from the drop-down menu
6. *Click* **Submit** `Submit` the Credit Note will be sent to Guide Dogs

Getting Help

Please contact Guide Dogs Procurement Team on 0118 9835555 or email web3.procurement@guidedogs.org.uk