Supplier Portal Guide:

Planned Services PO Scenario

Version 2.0
Date: February 7, 2011

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For Assistance:

Customer Assistance Center (CAC):

Procurement	Accounts Payable
1-888-339-9491	1-888-339-9491
nscmna@mjn.com	accounts.payable.na@mjn.com

Direct Suppliers: For Supplier Portal "how to" questions, contact your MJN Category Manager or Buyer.

Scenario Description:

A Planned Service type of purchase order is one that has been created for a specific service. The purchase order contains the description of the service, price, quanity and unit of measure in the PO item.

Purchase order items created with a quantity of '1' can only be confirmed and invoiced in full. Purchase order items with a quantity greater than '1' can be confirmed and invoiced partially.

The following diagram depicts the transaction and document flow involved for this scenario. The MJN Requester or Buyer is responsible for the transactions in **Gold**. Suppliers are responsible for the transactions in **Blue** in the Portal.

Note: This document provides the details of the steps in Blue only.

Create Shopping Cart	Create PO	Receive & Acknowledge PO	Confirm Completion of Service	Accept/Reject Service Confirmation	Create Invoice	Accounts Receivable Status
		1. View PO 2. Print PO 3. PO Response/ Acknowledgement	1. Create Confirmation 2. View Confirmation	1. Accept Confirmation 2. Reject Confirmation	1. Invoice 2. Credit Memo	1. Open Invoice Check 2. Payment Status

Transaction	Responsible	Brief Description
Create Shopping Cart	MJN Requester	MJN Requester creates a shopping cart. The shopping cart is created using the type 'Service'.
Create PO	MJN Buyer	MJN Buyer creates the purchase order based on the purchase requisition from an approved shopping cart. The PO is sent to the Supplier Portal.
Receive PO & Perform PO Response/ Acknowledgement	Supplier	The supplier contact who is setup in the Supplier Portal receives an email for the new/changed PO. The supplier logs into the Portal to view, print and perform a purchase order response (a.k.a., acknowledge receipt of the PO). Note: PO Response is a required action. Failure to perform a timely and accurate PO Response will result in continued follow-up by the MJN Procurement team and also prevent any subsequent transactions such as confirmation and invoicing.
Confirm Completion of Service	Supplier	Upon completion of the service the supplier creates a confirmation in the Portal by updating the quantity that represents the service rendered. **IMPORTANT: This step is required before a supplier can invoice.**

Accept/Reject Service Confirmation	MJN Requester	The MJN Requester is notified when the supplier enters a confirmation. The MJN Requester reviews this confirmation and can accept or reject it. **IMPORTANT: MJN acceptance of the confirmation is required before a supplier can invoice.**
Create Invoice/ Credit Memo	Supplier	The supplier submits the invoice for confirmations that are in status 'Accepted by Customer'.
Accounts Receivable Status	Supplier	Suppliers can view the status of payment and open invoices. This section is described in more detail in the training document entitled: "Supplier Portal Guide – Accounts Receivable Status"

Glossary of Terms and Abbreviations used in this document :

Term	Description
Service PO / Planned Service PO	Service/Planned Service POs refer to purchase orders that have been created for 'Service' type of items.
SC	Shopping Cart
PO	Purchase Order
MJN	Mead Johnson Nutrition
Confirmation	The Portal entry used by suppliers to confirm their completion of the service. This is the step 4 in the transaction flow above.
MJN Requester	The business or contact person at MJN who has requested or created the shopping cart for the goods/service in the MJN eBuy system.
MJN Buyer	The buyer who has created the purchase order based on the purchase requisition from an approved shopping cart.

Pre-Requisites:

1. Supplier is setup on the MJN Supplier Portal. Portal URL and access (User ID and Password) has been provided to the supplier. For any new supplier setup and access requests please refer to the "Supplier Request for Portal Access Form" which is located on the MJN Supplier Resource page at http://www.mjn.com/supplierlink/.

2. Supplier is able to login to the Portal and is able to view all web pages. For any technical issues related to internet browser settings, pop-ups, firewall/network settings or security network rules which prevent you from being able to properly view the Portal web pages, refer to the "Technical Troubleshooting" document. If required, contact your company's Technical Support team to ensure that all web pages in the Supplier Portal are functioning properly.

Receive PO

Note: Transactions in Gold are performed by the MJN Requester in the appropriate MJN system(s). Transactions in Blue are performed by the supplier on the Portal.

Create Shopping Cart	Create PO	Receive & Acknowledge PO	Confirm Completion of Service	Accept/Reject Service Confirmation	Create Invoice	Accounts Receivable Status
		1. View PO 2. Print PO 3. PO Response/ Acknowledgement	1. Create Confirmation 2. View Confirmation	1. Accept Confirmation 2. Reject Confirmation	1. Invoice 2. Credit Memo	1. Open Invoice Check 2. Payment Status
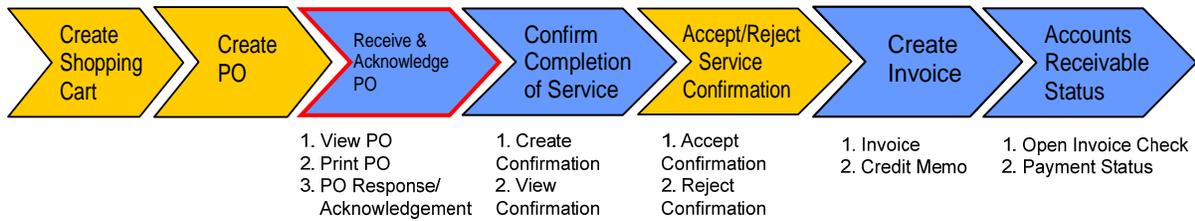
View PO

1. Email Notification from Supplier Portal

Once a new or changed PO has been created and released to your company, an email notification will be sent to the email address which you have provided to MJN. Below is an example of the email notification:

MJN Supplier Portal <MJN Email Address>
08/25/2010 12:32 PM

To <Your email Address>
cc
Subject   Notification of New Documents in Supplier Portal

Dear Sir/Madam,

The following document has been transmitted to you:
Purchase Order: <PO Number>
You can use the following URL to branch direcly to our Supplier Portal
and display or process the relevant document:
http://mepxd1cs01.mjn.com:50000/irj/portal?action_id=order%2edetail%2eview&doctype=Order&docid=4BE2661131E00097E10080000A064229
<The link will be varying from Order to order>

Your Supplier Portal Team

2. Login to the Supplier Portal

Login to the Supplier Portal by either clicking the link contained in the email notification, or copy and paste the following URL into your internet browser:
http://mjnportal.net.mjn.com:50000

Note: Please add this URL to your Favorites.

3. The URL will take you to the Login Screen. Enter your (1) User ID and (2) Password, and then Click (3) Log on.

4. Click on (1) Purchase Order Collaboration and then (2) Supplier Self Services.
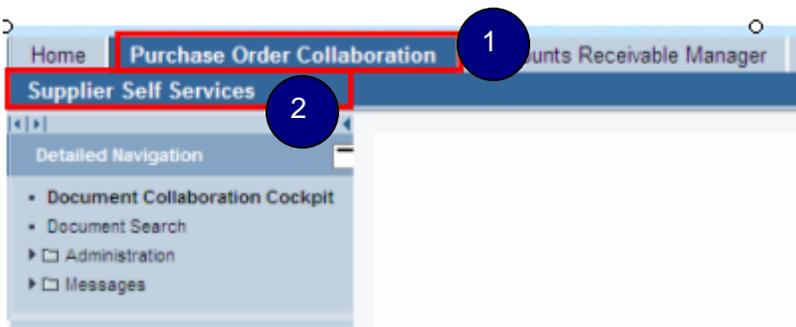
5. This will take you to the 'Start Page' of the Document Collaboration Cockpit in the Supplier Portal.

  Click 'New' to display all the new purchase orders.
  Click 'Changed' to display purchase orders that were changed.
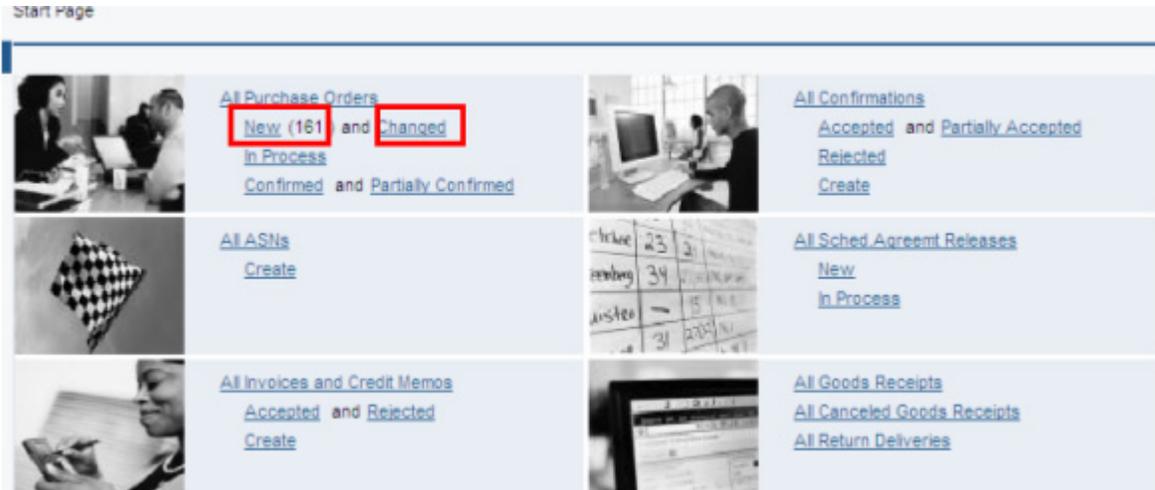
6. The 'List of Purchase Orders' is displayed. Click on the 'Document Number' to view the details of a PO.

Note: The transactions required for a given purchase order are listed in the field called 'Requested Follow-On Documents'. In the example below, a Purchase Order Response is required before entering the Confirmation. MJN's acceptance or rejection of the service confirmation (noted by Goods Receipt in this case) is required before the supplier can submit the Invoice.

Print PO

1. To print the PO click 'Print' in the 'Display Purchase Order' screen.

2. Another window will pop-up. Click 'Save' to save the zip file to your local hard drive. The zip file will contain the PO in a PDF format.
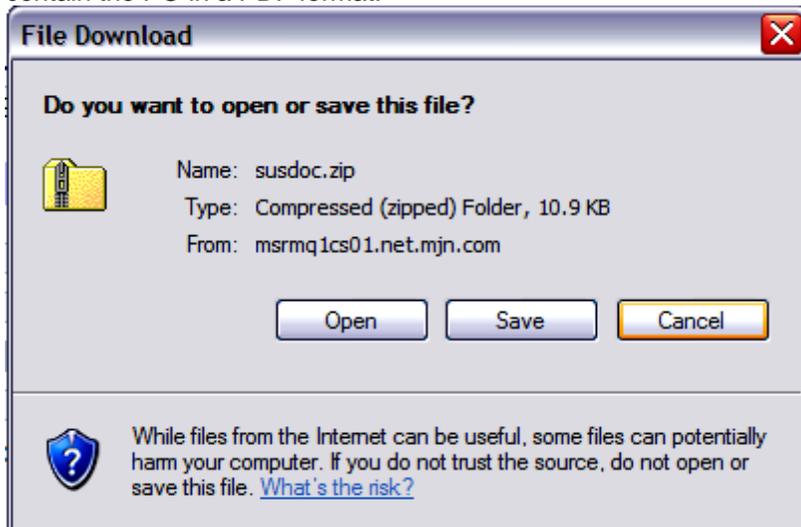
Note: Your Internet Browser may prevent you from downloading the file because of your browser settings. If this occurs refer to the "Technical Troubleshooting" document and contact your company's Technical Support if required.

3. Double-click on the saved PDF file to open and view the purchase order.

PO_50000010 27.PDF
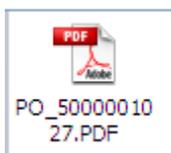
Perform Purchase Order Response (Acknowledgement)

1. Login to the Portal with your User ID and Password.
2. Click 'Purchase Order Collaboration' and then 'Supplier Self Services'.
3. Open the PO you want to acknowledge.
4. Click 'Process'

Start Page > List of Purchase Orders > Display Purchase Order

Display Purchase Order

[Process] [Display History] [Display Document Flow] [Print] [Download]

Basic Data
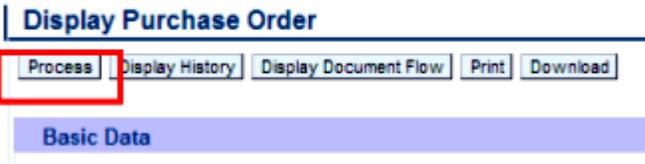
Review the purchase order details such as the service item description, delivery date, price, quantity and unit of measure.

PO Response (Without Change)

To accept the PO "as is" click on 'Confirm All Items' [Confirm All Items] .

PO Response (With change – Delivery date only)

If the 'Required on' (delivery date) is in the past, or if you require a different date, update the 'Confirmed

for' date click on 'Confirm' [✔] for the line item(s). The Buyer must agree to the dates proposed and issue a PO change which will require your response/acknowledgement before proceeding further.

IMPORTANT: In case the delivery date is in the past please update to a date in the future to avoid error messages during the send.

PO Response (MJN PO Change Required)

If you find a discrepancy with any other PO information then do not make a selection in the system.

Please contact the Buyer listed on the purchase order. Once they issue the PO change it will require

your response/acknowledgement before proceeding further.

PO Response (Partial/Complete Rejection)

Do not use the line item level rejection [⊗] icon or the 'Reject All Items' [Reject All Items] button. If you

need to reject a line item or have an order cancelled, do not make a selection in the system. Instead,

contact the buyer to initiate a partial or full PO cancellation.

If acknowledging a PO without change, click 'Confirm All Items' and a Green Button will display as

5. Click on the 'Send' pushbutton to submit the PO response/acknowledgement.

A confirmation will display in GREEN like below with the 'Status' updated to 'Confirmed.'

Additional Notes related to PO Response/Acknowledgement:

You may encounter warning messages when processing a PO response/acknowledgement. Messages displayed with a yellow triangle are soft warning messages and the system will not prevent you from submitting the PO response.

⚠ Warning:Start date of the timeframe is in the past; check the entry (Item 5000100010)
⚠ Warning:Start date of the timeframe is in the past; check the entry

Warning messages displayed with a red ! icon are a hard stop and will prevent you from submitting the PO response/acknowledgement.

⊗ Errors:You must confirm or reject at least one item

For example, you will receive the error message above if you clicked the 'Send' pushbutton before acknowledging the items. In this case you need to go back and acknowledge at least one or all items before clicking the 'Send' pushbutton.

Confirm Completion of Service

Note: Transactions in **Gold** are performed by the MJN Requester in the appropriate MJN system(s). Transactions in **Blue** are performed by the supplier on the Portal.

Create Shopping Cart	Create PO	Receive & Acknowledge PO	Confirm Completion of Service	Accept/Reject Service Confirmation	Create Invoice	Accounts Receivable Status
		1. View PO 2. Print PO 3. PO Response/ Acknowledgement	1. Create Confirmation 2. View Confirmation	1. Accept Confirmation 2. Reject Confirmation	1. Invoice 2. Credit Memo	1. Open Invoice Check 2. Payment Status
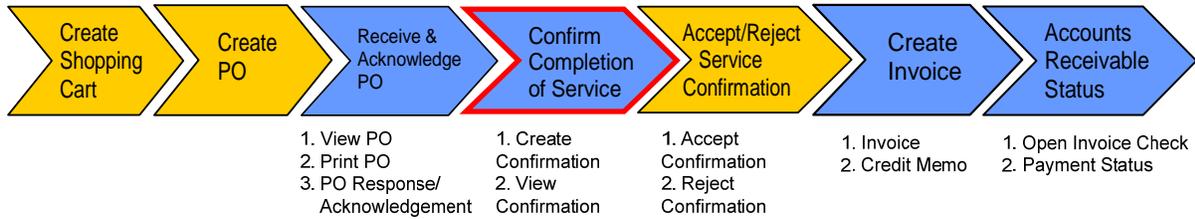
1. Login to the Portal and enter your User ID and Password.

2. Click 'Purchase Order Collaboration' and then 'Supplier Self Services'. Click 'Create' under 'All Confirmations' section.
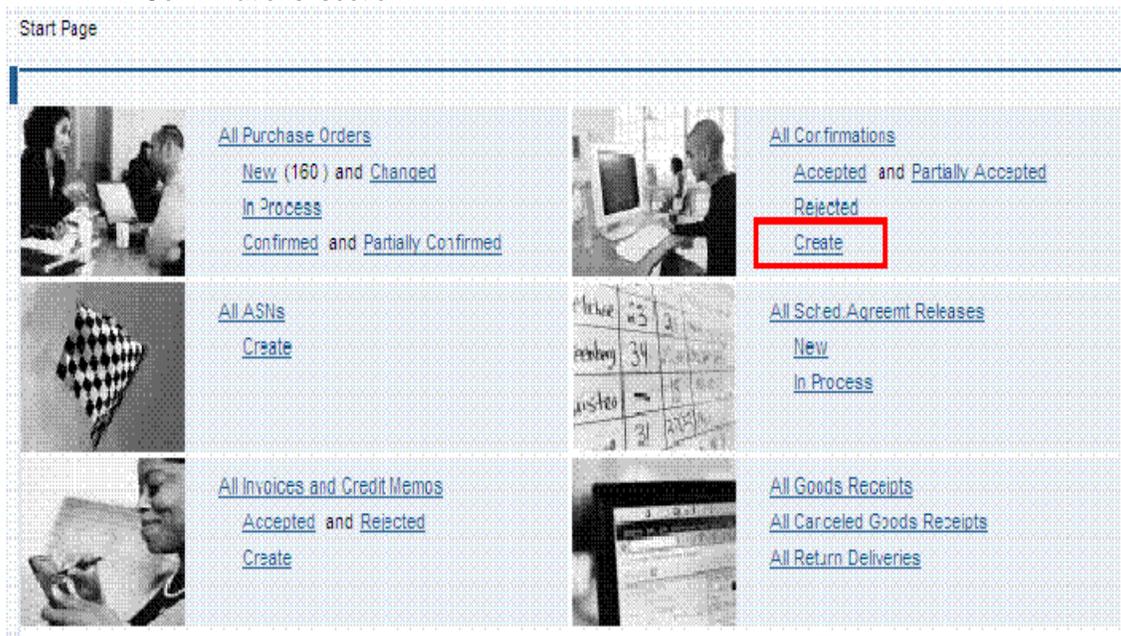
3. Open the PO by clicking on the 'Document Number' you want to do confirmation from.

4. Click on 'Create Confirmation'

5. Enter the (1) 'Document Name' and then (2) enter the 'Quantity' that represents the services that have been rendered. Then click (3) item number 1.1 in order to view the 'Net Value' Of the service line item.
   a. **NOTE:** The quantity will default at 0. Enter a quantity up to the amount showing as 'Open'.
   b. **IMPORTANT:** In this case the ordered and acknowledged quantity is '1' and so this PO can only be confirmed in full with the quantity of '1'.

6. The 'Net Value' of the service is pre-populated from the PO and cannot be changed. Even if you click (1) 'Update Prices' you will see that the net value cannot be changed. Click on (2) 'Back to Item Overview' to return to the previous screen.

Note: If you find a discrepancy such as an insufficient PO price then contact the Buyer listed on the purchase order. Once they issue the PO change it will require your response/acknowledgement before proceeding with your service confirmation.

7. Click 'Confirm'

A confirmation will display in GREEN like below showing a successful notification.

« »

The confirmation has been successfully entered and the MJN Requester will receive an email informing him/her that a confirmation has been entered. The MJN Requester will now review the confirmation and can either accept or reject it.

Accept/Reject Service Confirmation (MJN Action)

Note: Transactions in **Gold** are performed by the MJN Requester in the appropriate MJN system(s). Transactions in **Blue** are performed by the supplier on the Portal.
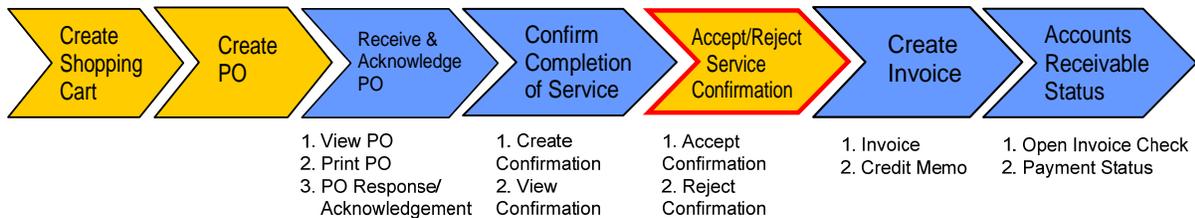
This action is not performed by the Supplier. The MJN Requester will receive an email notification once the confirmation is submitted successfully by the supplier. The MJN Requester will then need to accept or reject the confirmation in the MJN eBuy system.

Depending on the action taken by the MJN Requester, the status of the confirmation is updated in the Supplier Portal and can be viewed by clicking on the 'All Confirmations' section.

Confirmation Statuses:

1 'Rejected by Customer' – The confirmation you sent was rejected by the MJN Requester. Supplier should contact the MJN Requester as to the reason for the rejection and submit a new confirmation.

Note: If the total value of a supplier's confirmation exceeds the total PO limit then the confirmation will be automatically rejected by the system and also display as 'Rejected by Customer'. In this case, the supplier should view the total PO value (in the Print Preview) and submit a new confirmation for the correct value.

2 'Completion Reported' – The confirmation has been submitted by you, however, it is awaiting acceptance by the MJN Requester. In this situation, please follow-up with the MJN Requester for completion since their acceptance of the confirmation is required before you can invoice.

3 'In Process' – You started the confirmation process but have not yet submitted the confirmation.

4 'Accepted by Customer' – The confirmation you sent was accepted by the MJN Requester and you can proceed with submitting an invoice.

Note: A status of **'New'** means that you have not yet started the confirmation process.

Create Invoice – For PO with Confirmation in Accepted Status

Note: Transactions in **Gold** are performed by the MJN Requester in the appropriate MJN system(s). Transactions in **Blue** are performed by the supplier on the Portal.

Create Shopping Cart	Create PO	Receive & Acknowledge PO	Confirm Completion of Service	Accept/Reject Service Confirmation	Create Invoice	Accounts Receivable Status
		1. View PO 2. Print PO 3. PO Response/ Acknowledgement	1. Create Confirmation 2. View Confirmation	1. Accept Confirmation 2. Reject Confirmation	1. Invoice 2. Credit Memo	1. Open Invoice Check 2. Payment Status
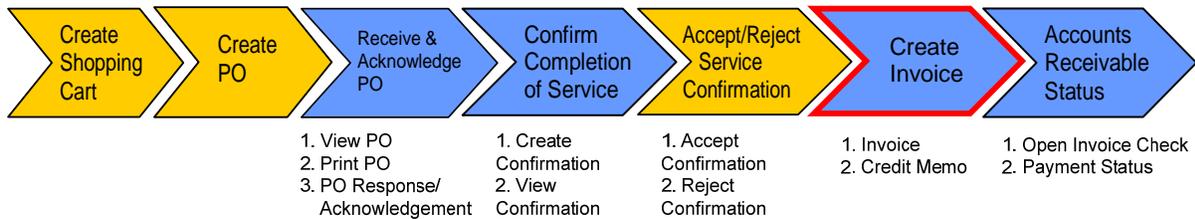
IMPORTANT: Portal suppliers must submit invoices through the portal. Hard-copy invoices will be rejected.

1. Login to the Portal with your User Id and Password.

2. Click 'Purchase Order Collaboration' and then 'Supplier Self Services'. Click (2) for 'Create' under (1) 'All Invoices and Credit Memos' section.
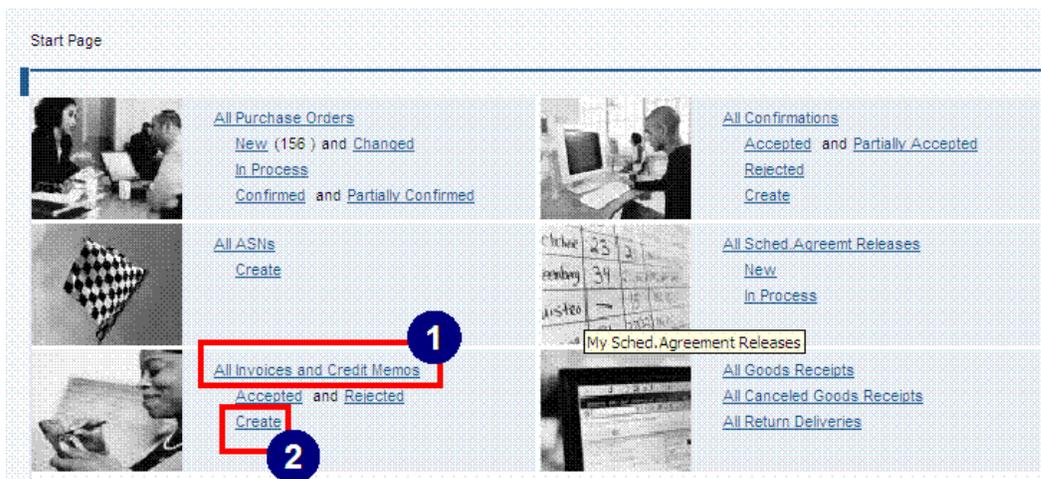
3. A screen will appear asking you what transaction you want to create an invoice from. Select the option 'For a Confirmation'.
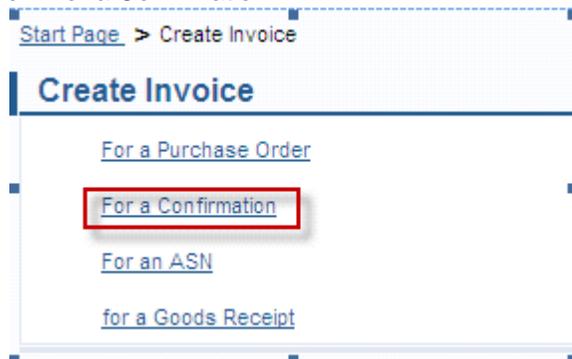
IMPORTANT: For Planned Service POs all Invoices should be created using the 'For a Confirmation' option ONLY. Please do not use the any other option as doing so will cause errors in processing and potentially delay payment.

4. Click on the 'Document Number' to open the desired confirmation for invoicing.

Start Page > Create Invoice > List of Confirmations

List of Confirmations

Create Invoice

	Document Number	Document Name	Document Date	Status
☐	8000000715	Confirmation for Service	12/09/2010	Accepted by Customer

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5. Click on 'Create Invoice'

Start Page > Create Invoice > List of Confirmations > Display Confirmation

Display Confirmation

Create Invoice | Copy | Display Document Flow | Print | Download

Basic Data

Confirmation	8000000715
*Document Name	Confirmation for Service
Document Date	12/09/2010
Purchase Order No.	9000002139
Service Agent Name	
Service Location	
Status	Accepted by Customer

Item Overview

	Number	Status	Product	Product Type	Line Type	Description
▼	1	Accepted				Service Item
L_	1 .1	Accepted		Service	Standard Line	Planned Services - Confirmation SUS

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6. The system will default the values from the service confirmation accepted by the MJN Requester.

Process Invoice

Send | Hold | Cancel | Update Prices | Print | Download

Basic Data

Invoice	9000000636
Status	In Process
Description	test for 9000001801
Document Date	21.01.2011
External Reference	9000001801
Unplanned Delivery Costs	0.00 USD

Products and Services

Number	Product Type	Product	Description	Quantity	Unit of Measure	Net Value	Tax	Purchase Order No.
10			Service Item	1.000	Activ.unit	100.00 USD	US: U1 A/P Self Assessment Use Tax	9000001801

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Partner Information

Partner	Number	Name	Street	House No.	PostCode	Location	Telephone
Sold-to Party	156	Mead Johnson Nutrition	2400 West Lloyd Expressway	2400	47721	EVANSVILLE	
Ship-To Address	156	MJN MFG, Zeeland, US	100 North Fairview Street		49464	ZEELAND	

7. Enter your company's internal invoice number in the 'Invoice' field, and if desired, an invoice description in the 'Description' field.

IMPORTANT: The invoice number that you enter into the 'Invoice' field is carried forward as the 'Reference Number' in Accounts Receivable Manager. Entering a recognizable value in this field will assist you in viewing subsequent invoice and payment information.

8. Tax Processing: You can make one of two selections for tax when invoicing:
   - Use **Tax Code I1** if tax is billed on the invoice
   - Use **Tax Code U1** if no tax is billed on the invoice

   Note that the system will only support one tax code and rate per item.

   The screen below provides the drop-down for where you can make the tax code selection, in addition to where you can enter the tax amount when using **Tax Code I1**. If you enter a tax amount click 'Update Prices' to refresh the screen.

9. If you are a Canadian vendor submitting an invoice for MJN Canada Company, you must select the appropriate tax code using the drop-down and enter the tax amount for the invoice Net Value. Click 'Update Prices' to refresh the screen.

10. With planned services it is rare that a supplier will have Unplanned Delivery Costs. In the event they do exist, enter the amount and click 'Update Prices' to refresh the screen.

11. Click **Send** for the invoice to post in the system

Caution: Before sending the invoice, verify that the invoice Net Value is greater than zero. Posting invoices with a zero amount will cause rework as those invoices must be cancelled.

Process Invoice

Send | Hold | Cancel | Update Prices | Print | Download

Basic Data

Invoice	9000000366
Status	In Process
Description	Confirmation for Service
Document Date	12/09/2010
External Reference	9000002139
Unplanned Delivery Costs	0.00 USD

Products and Services

Number	Product Type	Product	Description	Quantity	Unit of Measure	Net Value	Tax	Purchase Order No.	Purchase Order Ite
10			Service Item	1.000	Activ.unit	100.00 USD	US: U1 A/P Self Assessment Use Tax	9000002139	0000000010

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12. The successful message will display indicating the invoice was successfully submitted.

✅ Success:Your changes have been adopted successfully

Invoice status values – Brief description

In Process: This status is set automatically when an invoice is created. This status remains as long as the invoice is not sent by the supplier.

Document Sent: This status is set automatically when you choose *Send*. The invoice is sent to MJN A/P.

Accepted by Customer: A supplier can choose to set this status manually if MJN has accepted the invoice. This status is not reflected in the AP system nor set automatically on the Portal.

Rejected by Customer: A supplier can choose to set this status manually if MJN has rejected the invoice. This status is not reflected in the AP system nor set automatically on the Portal.

Note: In the case where an invoice must be resubmitted, the supplier must set the status on the original invoice to 'Rejected by Customer' in order to submit a new invoice for the same purchase order response or goods receipt. Please note that in exceptional situations MJN Accounts Payable may contact you to resubmit an invoice that fails to post.

Payment Made: A supplier can choose to set this status manually if MJN has initiated payment. This status is not reflected in the AP system nor set automatically on the Portal.

Caution: When a status is manually set it can not be changed back to the previous status. For example, it is absolutely necessary to verify that a posted invoice is 'Free for Payment' under the Accounts Receivable Manager tab before setting an invoice status to 'Accepted by Customer'.

Create Credit Memo

Certain situations warrant the need to create a credit memo for an invoice, such as when an incorrect invoice amount was submitted and paid. Suppliers can create a credit memo against the original invoice.

Note: When a credit memo is submitted it will require a payment due to MJN from the supplier, unless that supplier has other invoices issued to MJN to offset the credit.

1. Login to the Portal and enter your User ID and Password.

2. Click 'Purchase Order Collaboration' and then 'Supplier Self Services'.

3. Click on 'All Invoices and Credit Memos'
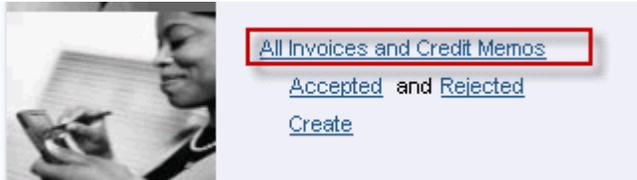
4. A list of the invoices is displayed. Click on the 'Document Number' that you require creating a credit memo for.

5. Click on 'Create Credit Memo'.

6. The system will copy all details from the original invoice and propose data for creating the credit memo. Please review all details, make necessary updates, and submit the credit memo by clicking on the 'Send' button.

7. The following message indicates that the credit memo is successfully created.

Document Search – General Reporting for Various Transactions

The Supplier Portal provides the ability to search for various documents like Purchase Orders, Confirmations, Invoices or Credit memos, and Goods Receipts based on various criteria. This provides a simple and flexible way to search for documents with the ability to download data.

1. Login to the Portal with your User ID and Password.
2. Click 'Purchase Order Collaboration' and then 'Supplier Self Services'.
3. Click on 'Document Search'.
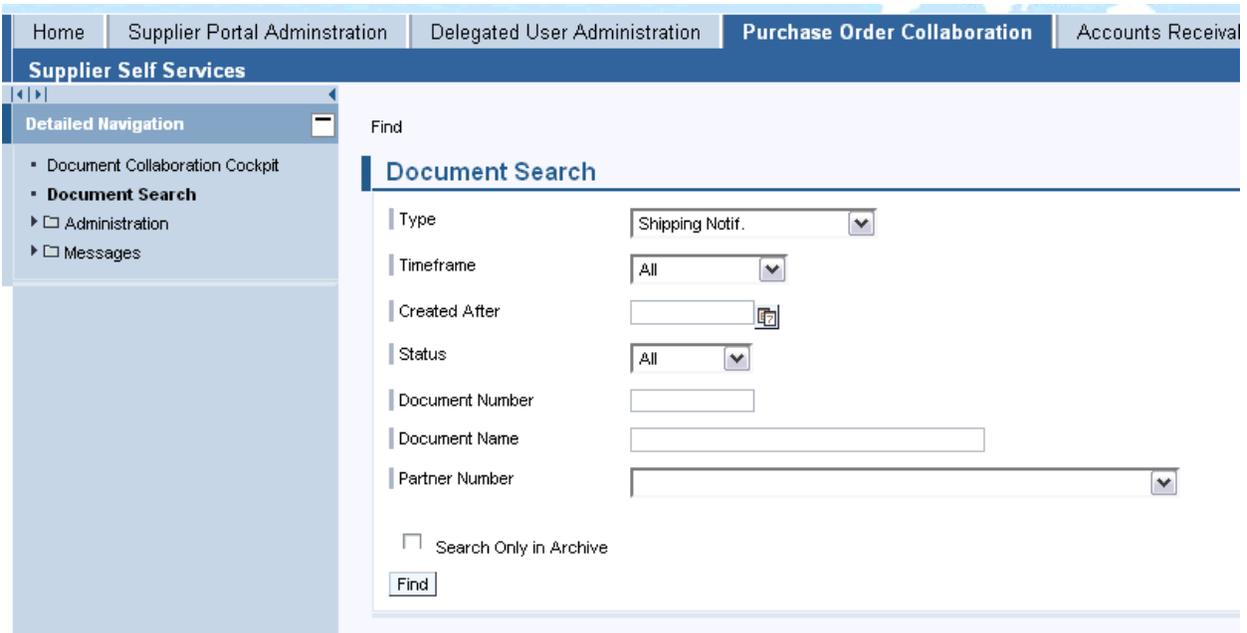
a. Click the drop-down for 'Type' to display the type of document being searched.

   Note: While other options may display, the MJN transactions are: Purchase order, Confirmation, Invoice or Credit Memo, and Goods Receipt. If you select a different transaction type the search will result in no output.

b. Click on 'Timeframe' to restrict the search for a specific timeframe.

Document Search

Type	Shipping Notif.
Timeframe	All
	All
Created After	Today
	Last 7 Days
Status	Last Month
	Last 12 Months
Document Number	
Document Name	

c. Optionally you can enter a specific date using the 'Created After' field to display all documents created after a specific date.

d. Optionally you can search for a specific document using the 'Document Number' field.

4. Select the 'Find' pushbutton to display the search results.

Find > List of Purchase Orders

List of Purchase Orders

Print   Download

	Document Number	Document Name	Document Date	Status
☐	5000001246	PO	01/27/2011	Partly Confirmed
☐	5000001245	PO	01/21/2011	**New**
☐	5000001244	PO	01/21/2011	Confirmed
☐	5000001243	PO	01/21/2011	**New**
☐	5000001231	PO	01/19/2011	Rejected
☐	5000001230	PO	01/18/2011	Confirmed

5. Select the 'Document Selection' icon and choose 'Select All' in the list to highlight the rows to be selected. Click on the 'Download' pushbutton to download the document data.
Note: A '.csv' and '.xml' file will download for each of the documents selected.

6. Depending on the Internet Browser version and the local user settings for downloading files, the screen below may appear different. The example below is from Firefox browser version 3.2. Click on the 'OK' pushbutton to save the zip file to your local directory.
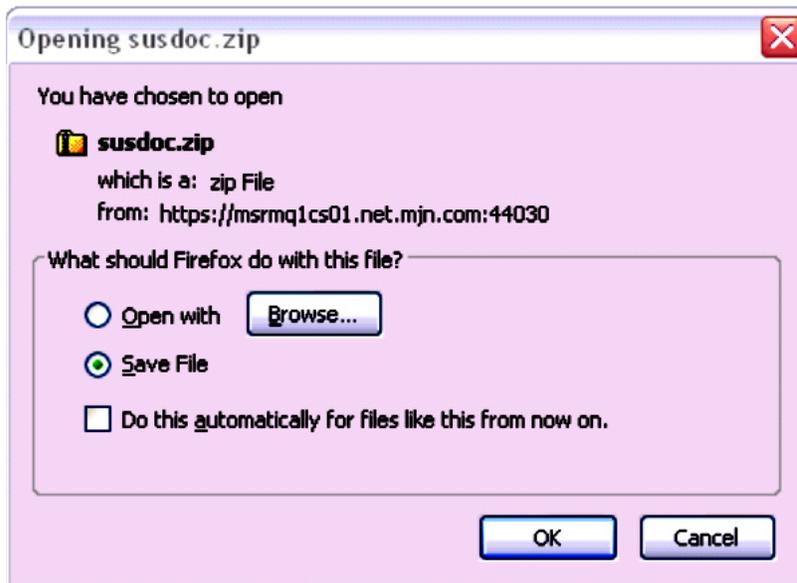
7. In this case the file is downloaded to the default download directory that you have setup in Firefox.

Downloads

susdoc(8).zip
718 KB — mjn.com:44030   8:21 PM

END-OF-DOCUMENT