Mead Johnson Nutrition

Supplier SUS Portal FAQ

Q. We want to be removed from the Portal, what is the process to do this?

      A. Contact the help desk at 888-339-9491 for assistance

Q. How do I acknowledge my PO in the Portal?

      A. Go to the Supplier Resource Site Link:

        http://www.meadjohnson.com/supplier-resource-us-en Under the Supplier Enablement section choose "Supplier Portal Option" dropdown. Select one of the following guides from the list of MJN Supplier Portal Training Guides that best fits the type of PO received; One Time Only Free Text Purchase Order, Free Text Material Purchase Order, or Value-Limit Blanket Purchase Order. Look for "PO acknowledgement" section within the index of the guides for instructions on how to acknowledge a PO

Q. How do I create a confirmation to bill against my service PO in the Portal?

      A. Go to the Supplier Resource Site Link:

        http://www.meadjohnson.com/supplier-resource-us-en Under the Supplier Enablement section choose "Supplier Portal Option" dropdown. Select one of the following guides from the list of MJN Supplier Portal Training Guides that best fits the type of PO received; One Time Only Free Text Purchase Order, Free Text Material Purchase Order, or Value-Limit Blanket Purchase Order. Look for "Confirm completion of service" section within the index of the guides for instructions on how to create a confirmation

Q. How do I request access for the Portal?

      A. Go to the Supplier Resource Site Link:

        http://www.meadjohnson.com/supplier-resource-us-en Under the Supplier Enablement section choose "Supplier Portal Option" dropdown and select the "Supplier Portal Access Form". Fill in the section of the form applicable to "Primary User" and submit the completed form to the email address provided on the form. An email notification will be sent to the requester once Portal access credentials have been established.

Q. If I currently have access to the Portal how do I request additional access for other users within my Company?

      A. Go to the Supplier Resource Site Link:

        http://www.meadjohnson.com/supplier-resource-us-en Under the Supplier Enablement section choose "Supplier Portal Option" dropdown and select the "Supplier Portal Access Form". Fill in the section of the form applicable to "Additional User" and submit to the email address provided on the form. An email notification will be sent to the requester once Portal access credentials have been established.

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Q. I have not been receiving Portal notifications for new POs?

A. **Report the issue to the Help Desk at 888-339-9491 to determine if this is a technical issue**

Q. I am unable to post my invoice due to the error "There is no open or suitable item for creating the invoice "

    A. **Report the issue to the Help Desk at 888-339-9491 for resolution as there may be multiple reasons the balance of the PO is not available**

Q. How do I change the "confirmed for" date?

    A. **See attached instructions**

Q. Why don't I see my new PO in the Portal?

    A. **Report the issue to the Help Desk at 888-339-9491 to determine if this is a technical issue**

Q. How do I print a copy of my PO that is in the Portal?

    A. **Log into the Portal account and select the PO. Select the "Print" button and hit open to display the PDF file. Double click the PDF file to open and print or save a copy.**

Q. Why don't I see the dollar value of my Blanket PO in the Portal?

    A. **Blanket/Limit PO's show a zero value in the Portal. To see the value Print a copy of the PO and the value will be displayed**

Q. How do I upload all of my PO's from the Portal into a file?

    A. **Go to the Supplier Resource Site Link:**

        http://www.meadjohnson.com/supplier-resource-us-en Under the Supplier Enablement section choose "Supplier Portal Option" dropdown. Select the "Preparing To Process a Purchase Order" guide and follow the instructions under "Advanced Search and Document Downloads".

Q. I do not see the "create invoice" button and they are trying to post their invoice?

    A.1 If the "create invoice" button is not available under Purchase Order look under the Goods Receipt. When a purchase order has been over delivered, the only way to post an invoice if the purchase order quantity has not updated is to use the Goods Receipt which would include the additional quantity.

    A.2 If the Supplier does not see the "create invoice" button under the Purchase Order they should check to see if the PO status is set at "In Process". An invoice cannot be posted while the PO is in "In Process". There has been a change made to the PO that the Supplier must acknowledge. Once acknowledged, the PO status will update to "confirmed" and the Supplier can invoice

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Q. How Do I know when to invoice against the Goods Receipt or the PO?

** Purchase Order price and quantity should always be confirmed through the PO acknowledgement process to ensure there are no discrepancies prior to invoicing.

A. **To invoice, use one of the following scenarios to help determine whether to invoice against the Purchase Order or the Goods Receipt-**
- o **If the invoice quantity and value matches both the Purchase Order and Goods Receipt it is ok to invoice against either one**
- o **If the invoice quantity and invoice value matches only the Goods Receipt then invoice against the Goods Receipt**
- o **If the invoice matches only the Purchase Order quantity and value then invoice against the Purchase Order**
- o **If the invoice quantity matches both the Purchase Order quantity and Goods Receipt quantity but does not match the Purchase Order or Goods Receipt value do not try to invoice. Contact your Mead Johnson planner to correct the discrepancy**

Q. My Supplier received this error when trying to create a confirmation/SES?

| **Errors:** | S:BBP_SUS_CF:401 10100.00 | 10100.00 10100.00 (Number | 1 .2) |

A. **This type of error indicates the confirmation value is over and above the value left on the PO. Please contact your MJN Buyer to request an increase to the PO.**