

# TRADESHIFT

**Morrisons Supplier invoice Portal.**  
**- Frequently asked questions**

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# Background

<p>What is Morrisons Supplier Invoice Portal ?</p>	<p>The Morrisons Supplier Invoice Portal is an online tool, provided by Tradeshift, that allows you to check the status of your invoices and credits. You will be contacted and invited to register so you can access the Portal.</p>
<p>Who can use the service?</p>	<p>Existing suppliers who have been invited to register by Morrisons and any new suppliers starting to supply Morrisons. Initially the Supplier Invoice Portal will be rolled out to selected goods for resale suppliers. We aim to roll out to all Suppliers in due course.</p>

# Registration / getting started

<p>I'm new to Tradeshift. How do I get started?</p>	<p>You will be invited to join the Morrisons Supplier Invoice Portal by email. There is a phased roll out planned so don't worry if your invite hasn't arrived yet. On receiving your registration invitation please use the following link for instructions on how to register and connect. <a href="https://morrisons.support.tradeshift.com/">https://morrisons.support.tradeshift.com/</a></p>
<p>What is the last date or deadline to get registered on Tradeshift?</p>	<p>We ask Suppliers to register themselves as soon as they receive the invite. However, the link for registration does not have an expiry date and remains valid even if accessed later.</p> <p>Please do not attempt to register for the Supplier Invoice Portal by any means other than the email activation process. If you do not receive an activation email, please contact Tradeshift support via <a href="https://Morrisons.support.tradeshift.com/requests/new">https://Morrisons.support.tradeshift.com/requests/new</a> and they will assist with the registration steps.</p>

# Benefits

What are the benefits of using the Morrisons Supplier Invoice Portal ?

- The invoice supplier portal allows you to check:
  - that your invoices have been received
  - if there are any queries on your invoices that need resolving
  - whether your invoices have been paid
- The portal:
  - is provided to you at no cost
  - provides one sign-on location for all of your Morrisons accounts
  - offers a simple enrolments process.

# Costs

What are the costs of the Supplier Invoice Portal?

There are no costs For using the Supplier Invoice Portal service. The service is free for all suppliers to register and use.

# Technical

Can I get real-time updates on my documents' status?

The updates to invoice statuses are made at frequent intervals during the day.

# Functionality

What information I can view on the portal?

You will be able to view your invoice details as well as the information shown below:

- status: whether your invoice has been received, approved, rejected or paid.
- any exception or rejection reason along with Morrisons recommended actions.
- scheduled Morrisons payment date (as agreed with Morrisons buyer/team).
- for paid invoices, payment reference number for cash allocation.

AND

You are able to search on all invoices or credit notes applied to your account and see what status the documents are in. The statuses are:

- Received: your invoice / credit note is in our system but is not yet approved.
- Approved: your invoice / credit note is ready to pay and is awaiting the due date for payment.
- Paid: your invoice has been paid or the credit note has been offset against your invoices.

A status message may provide you with more information about the specific status.

# Support

<p>Is the Morrisons AP Helpdesk not available to answer my queries ?</p>	<p>Yes. The Morrisons AP Helpdesk can still be contacted on 0845 6115700 or by email at <a href="mailto:aphelpdesk@morrisonspc.co.uk">aphelpdesk@morrisonspc.co.uk</a>, but we hope the Supplier Invoice Portal will provide you with sufficient information to answer the majority of your questions.</p>
<p>If I have questions whom do I contact?</p>	<p>Please visit the Tradeshift support pages for assistance and guidance for resolving your query via the most appropriate method : <a href="https://MORRISONS.support.tradeshift.com/">https://MORRISONS.support.tradeshift.com/</a>.</p>
<p>Whom can I contact at Morrisons regarding the Supplier Portal Project?</p>	<p>Please direct any questions for the Morrisons Supplier Portal Team to <a href="mailto:financeportaladmin@morrisonspc.co.uk">financeportaladmin@morrisonspc.co.uk</a>.</p>

# Support

<p>Who do I contact for Account Payable Operational questions?</p>	<p>Morrisons has partnered with Tradeshift to create a free platform allowing you as a supplier to track the status of all invoices, current and historic regardless of the method you used to send them to Morrisons. So as a first step you can check the status of all your invoices by simply accessing your account on the Supplier Invoice Portal. If you require further assistance please contact the AP Helpdesk on 0845 6115700 or by email at <a href="mailto:aphelpdesk@morrisonsplc.co.uk">aphelpdesk@morrisonsplc.co.uk</a>.</p>
<p>Who do I contact for technical inquiries?</p>	<p>Please visit the support pages for assistance and guidance for resolving your query via the most appropriate method: <a href="https://MORRISONS.support.tradeshift.com/">https://MORRISONS.support.tradeshift.com/</a></p>

# Additional Information

Further information can be found on the dedicated Morrisons and Tradeshift Supplier Support Portal:

[Morrisons.support.tradeshift.com](https://Morrisons.support.tradeshift.com)

Alternatively, you can log a support ticket with Tradeshift support at:

<https://Morrisons.support.tradeshift.com/requests/new>