

# Panda Purchasing Supplier User Guide

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## Introduction

Panda Purchasing is the WWF-UK purchase to pay online portal. You can register at [www.PandaPurchasing.com](http://www.PandaPurchasing.com)

The portal can be used to carry out purchase ordering and invoicing activities online, quickly and easily.

## *Summary of the process*

- A buyer at WWF-UK raises a requisition to order goods or services from the supplier
- When approved internally it becomes a Purchase Order and an email is sent to the supplier
- The supplier acknowledges the order online
- When the goods or services are complete the buyer receipts the order online and the supplier is emailed a notification
- The supplier can then invoice online the amount receipted

## *Benefits*

The benefits include:

- Reducing paper use
- Suppliers can see the status of their order at all times
- Approval of orders is carried out before the invoice is received so that as soon as the invoice is submitted it will be included in the next appropriate payment run
- Paper invoices will not get lost or delayed waiting for approval
- Suppliers update their own contact and payment details so that they can be confident these details are kept up to date

# New Supplier Registration Process

As a new supplier you will need to register on the online portal.

Before you register, you will need the email address of the WWF-UK contact that will be raising the Purchase Orders. They should email you to ask you to register as a new supplier.

Go to [www.pandapurchasing.com](http://www.pandapurchasing.com) and click on the Register button below.

**WWF-UK Panda Purchasing**

**SIGN IN**

User Name  
Password  
**Sign In**  
[Forgotten your password?](#)

**WELCOME TO THE WWF-UK PANDA PURCHASING SUPPLIER PORTAL WHICH ALLOWS YOU TO:**

- Receive purchase orders and acknowledge them directly with your key contacts
- Receive notifications as soon as orders are available for invoicing
- Send electronic invoices based on what goods and services have been received by the Organisation
- View current status of transactions and track your payments so that you know what is on the next payment run
- Store and access all your key documents so that you can find them at any time
- Maintain your account details directly in the system

**HOW DOES THE SUPPLIER PORTAL BENEFIT WWF AND OUR SUPPLIERS?**

- Easy-to-use interface in a self-service environment
- Real-time access to purchase-to-pay information
- Information transparency across the procure-to-pay cycle, from the moment the purchase order is available to the final payment
- Invoice approval time reduced - all purchase orders are authorised in advance

**USER GUIDES**

**Printable User Guide**

**EXISTING USERS:**

Please sign in by entering your account details above

**NEED HELP?**

Contact the Panda Purchasing helpdesk by emailing:  
[Pandapurchasingsupport@wwf.org.uk](mailto:Pandapurchasingsupport@wwf.org.uk)

**CREATE YOUR SUPPLIER ACCOUNT**

Register you and your company's details with your WWF-UK contact if you are a new supplier.  
**Register**

This will take you to the following screen. Complete the details on screen (those fields marked as \* are Mandatory fields) remembering to enter the WWF contact email address you should have been asked to enter in the WWF Designated Contact Email Address field.

**WWF-UK Panda Purchasing**

**WELCOME TO THE WWF-UK PANDA PURCHASING SUPPLIER PORTAL**

Please enter your company information using the form below. Then click the Save & Continue button to move to the next screen to enter your user details.

**\* Mandatory fields that must be completed**

Company Name \*  
Country \*  
Address Line 1 \*  
Address Line 2 \*  
City \*  
State \*  
Zip Code \*

**PO Box Details** (Required only if standard address not entered above)

PO Box  
Postcode

Time Zone \* (UTC) Dublin, Edinburgh, Lisbon, London

Phone Number \*  
Registered Company ☐ Check this box to confirm this is a registered company  
VAT Registered ☐ Check this box to confirm this is a VAT registered company  
Procurement Categories **Add Procurement Categories**  
Delivery Lead Time Days  
Supplier Contact Email Address \*  
WWF Designated Contact's Email Address \*

Sole Trader ☐ Check this box to supplier is a Sole Trader  
Economic Classification \*  
Legal Form \*  
Business Topology \*  
Environmental Awareness Level \*  
Supplier Environmental Contact Email

**Continue**

On the next tab enter in the contact details for the main user of the system, note that the email address entered will be the username for the account.

**WWF PORTAL**

**WELCOME TO THE WWF-UK PANDA PURCHASING SUPPLIER PORTAL**

[Exit](#)

[Company Details](#) **[User Details](#)** [Accounting Details](#) [Confirm & Submit](#)

Please enter your user details using the form below then click the Save & Continue button to move to the next screen to enter your accounting details.

\* Mandatory fields that must be completed

Title

First Name \*

Surname \*

Phone Number \*  Ext.

Email Address (this will be your username) \*

Confirm Email Address \*

Password \*

Confirm Password \*

[Back](#) [Continue](#)

Once you have clicked on Continue on this tab, the system will email you your login details.

You will then move on to the Financial details tab for you to enter in your bank details. Please note that the Sort Code should be entered in one text string and without any dashes or spaces, for example 123456.

**WELCOME TO THE WWF-UK PANDA PURCHASING SUPPLIER PORTAL**

A new user account has been created for you and details have been emailed to good@email.com. You can now return to this registration at any time by following the steps provided in the email.

[Exit](#)

[Company Details](#) [User Details](#) **[Accounting Details](#)** [Confirm & Submit](#)

Please enter your accounting details using the form below then click the Continue button to move to the next screen to confirm all of the details and to submit the form.

\* Mandatory fields that must be completed

**Finance Contact Information**

Country \*

Address Line 1 \*

Address Line 2

Town \*

County

Postcode \*

Phone Number \*  Ext.

Remittance Email Address \*

Confirm Remittance Email Address \*

**Bank Account**

Enter the details of your bank account below:

Bank Name \*

Bank Country \*

Account Number \*

Sort Code \*

Payee Name \*

**Payment**


Payment Terms \*

[Back](#) [Continue](#)

Once completed click on Continue.

This takes you to the final tab to Confirm and Submit your details to request a user account. Check that all of your details are correct, then you must view our Terms and Conditions before the system will allow you to tick to confirm acceptance of them.

Then enter the Captcha phrase in the box at the bottom and click on Submit. If you find the Captcha phrase that appears hard to read, click on the Refresh icon to request a different phrase.

Business Registry		Recommendations	
Environmental Awareness Level		No formal environmental processes but environmentally aware	
Supplier Environmental Contact Email			
<b>User Details</b>			
Title	bfd,ibdm		
First Name	nvdklinvs		
Surname	4546546		
Phone Number	good@email.com		
Email Address (this will be your username)			
<b>Accounting Details</b>			
<b>Finance Contact Information</b>			
Country	United Kingdom		
Address Line 1	bwbyvwj		
Address Line 2			
Town	bkbjibgi		
County			
Postcode	nypohj		
Phone Number	4546546666	Ext.	
Remittance Email Address	good@email.com		
<b>Bank Account</b>			
Bank Name	biww		
Bank Country	United Kingdom		
Account Number	45485784		
Sort Code	123456		
Payee Name	vvnvno		
<b>Payment</b>			
Payment Terms	30DAYS		
<b>Form Submitting</b>			
I confirm acceptance of these Terms & Conditions		<input type="checkbox"/> (please tick to confirm your acceptance) <a href="#">View our Terms &amp; Conditions here</a>	
Form Status	Pending Confirmation		
Comments	None		
For security reasons, please complete the captcha below:			
			
<input type="text"/>			
<input type="button" value="Back"/> <input type="button" value="Submit"/>			

Your registration will go for approval internally at WWF-UK before being registered on the system ready for PO's to be raised. You will receive an email to notify you when the account has been fully approved.

# Supplier process

You are required to perform 2 key actions on the system at different stages of the process.

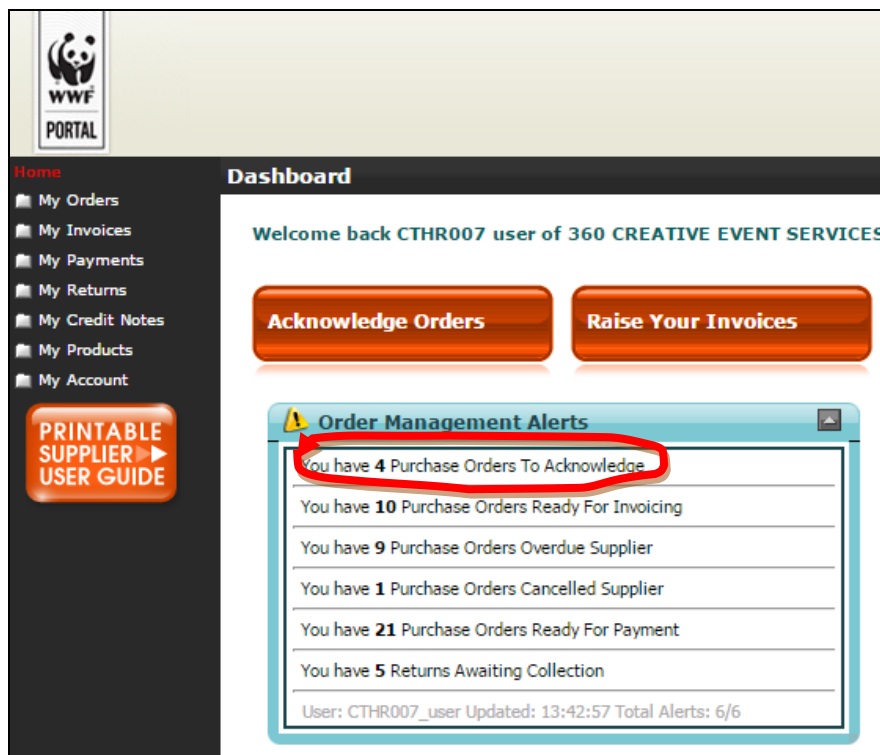
1. The 1<sup>st</sup> stage is for you to acknowledge the Purchase Order, including checking that the details are correct.
2. The 2<sup>nd</sup> stage is for you to create and upload (if you want to) your invoice to send to finance for payment (This can only be done after the WWF-UK Buyer has processed a goods receipt note to confirm receipt of the goods or services that you have delivered).

## *To Acknowledge an order*

When a Purchase Order has been created by a WWF-UK Buyer and it has been approved internally this will then send an email to you with a copy of the PO attached and a link to the system. You then need to acknowledge the order following the instructions and screenshots below.

Log into the system either by clicking on the link in the email or by going to [www.PandaPurchasing.com](http://www.PandaPurchasing.com)

If you follow the link in the email you will be taken directly to the "Orders Awaiting Acknowledgment" screen. If you log on to your homepage, you will see an alert that tells you that there is a purchase order to acknowledge. Click on this alert or on the Acknowledge Orders button.



This takes you to the "Orders Awaiting Acknowledgement" screen.

Click on the "Select" Button on the purchase order that that you want to acknowledge.

WWF PORTAL

Home

My Orders

Acknowledge Orders

View Amendments in Approvals

View Approved Amendments

View Order History

My Invoices

My Payments

My Returns

My Credit Notes

My Products

My Account

USER GUIDES

Orders Awaiting Acknowledgement

Search For:  Date: All

Items per page: 20

	View	Reference	Supplier Inv.	Date	Document Type	Status	Buyer Contact
Select	View	CHP0001786		10 Jan 2013	Purchase Order	Viewed	Sarah Bates
Select	View	TRP0001578		09 Jan 2013	Purchase Order	New	Marie Roe
Select	View	TRP0001577		09 Jan 2013	Purchase Order	New	Marie Roe
Select	View	CHP0001733		03 Jan 2013	Purchase Order	New	Angela Ketteringham
Select	View	CHP0001732		03 Jan 2013	Purchase Order	New	Keith Maxwell
Select	View	CHP0001727		21 Dec 2012	Purchase Order	New	Nancy Naim
Select	View	CHP0001698		13 Dec 2012	Purchase Order	New	Claire Sainthouse
Select	View	CHP0001696		13 Dec 2012	Purchase Order	New	Claire Sainthouse

1

Review the contents of the Purchase order and only if they are all correct click "Acknowledge Order".

If you want to change prices, quantities or delivery dates on the Order you can change any of these fields as displayed below and then click on "Send Amendment".

If the VAT is incorrect you **MUST** contact the buyer to cancel the order and raise a new one, as the VAT rate on the order must match the invoice.

If you make any changes to increase the value of the order then this will go back to the original WWF-UK Buyer to accept the changes and then for further internal approval at WWF-UK before coming back to you to "Acknowledge Order".

WWF PORTAL

Home

My Orders

Acknowledge Orders

View Amendments in Approvals

View Approved Amendments

View Order History

My Invoices

My Payments

My Returns

My Credit Notes

My Products

My Account

USER GUIDES

Orders Awaiting Acknowledgement

Acknowledge Order

GBP - Pound sterling

Vendor Details  
WAX DIGITAL LTD  
GRAFTON HOUSE  
GRAFTON STREET  
HYDE  
CHESHIRE  
SK14 2AX  
Account No. CWAX001  
Phone No. 0161 367 8375

VAT Registration Number:  
Country Tax Number  
GB GB776483769

Delivery Address  
WWF-UK  
Panda House  
Wayside Park  
Godalming  
Surrey  
GU7 1XR

Order No. CHP0001971  
Buyer's Ref Req CHR0002096  
External Order Ref  
Order Date 28 Mar 2013  
Order Type Normal  
Status Viewed  
Payment Terms 30DAYS  
Ordered By Richard Winter  
Contact Name Richard Winter

Hide/Unhide Notes

Delivery Date for all lines

Reference	Line No	Line Status	Desc.	Category	UOM	Qty	Remain.	Oves.	Del.	Ret.	Inv.	Notes	Del To	Del By	Unit Price	Currency	Goods Total	Tax	Line Total
CHP0001971	1	New	Order line 1	STOCK	Each	5.00	5.00	0.00	0.00	0.00		WWF UK		29/03/2013	10.00	GBP	50.00 GBP	VAT@20%	60.00 GBP
CHP0001971	2	New	Order line 2	STOCK	Each	4.00	4.00	0.00	0.00	0.00		WWF UK		29/03/2013	15.00	GBP	60.00 GBP	VAT@20%	72.00 GBP
CHP0001971	3	New	Order line 3	STOCK	Each	8.00	8.00	0.00	0.00	0.00		WWF UK		29/03/2013	20.00	GBP	160.00 GBP	VAT@20%	192.00 GBP

Net 270.00 GBP  
IT:VAT@20% 54.00 GBP  
Tax 54.00 GBP  
Gross 324.00 GBP

Version: 4.00.0.251

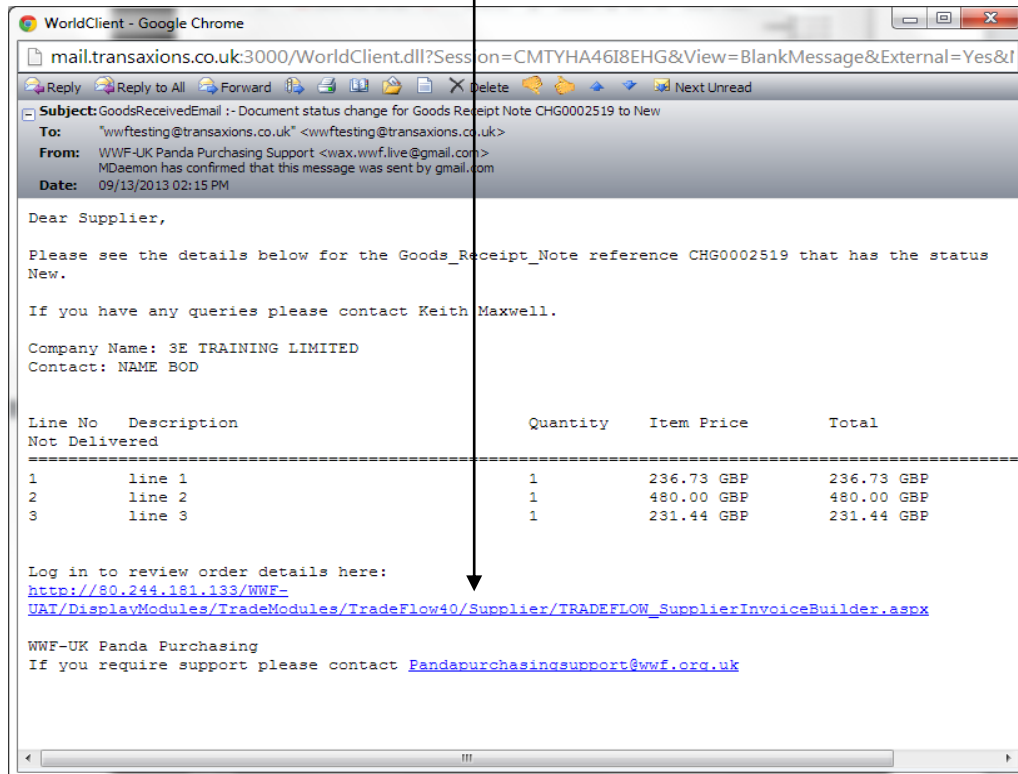
When you have acknowledged the order, your WWF-UK Buyer will be emailed to inform them of your acceptance to deliver the goods/services.

This order will now be available for the WWF-UK Buyer to receipt the goods or services when they have been provided.

## Raising Invoices

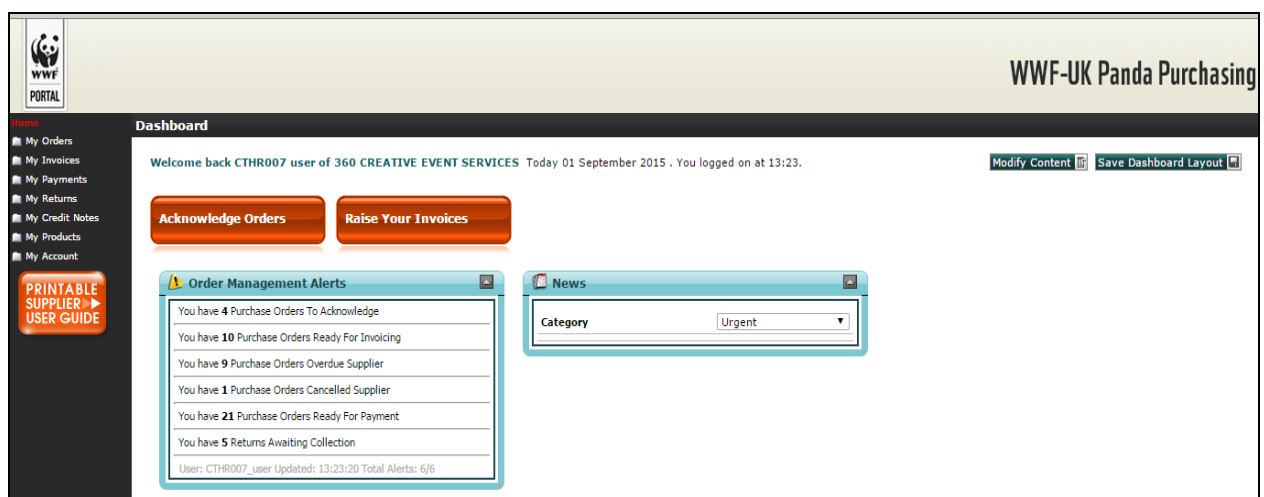
When you receive a Goods Received email notifying you that your WWF-UK Buyer has receipted the purchase order, you are ready to create your invoice.

You can either, click on the link on your email (as shown below) and login to take you straight to the invoicing screen or log into the system using your account details at [www.pandapurchasing.com](http://www.pandapurchasing.com).



If you log directly into the system then you will have an alert that says “you have x number of purchase orders ready for invoicing” as on the screenshot below (the x will be the actual number of PO’s that you have available to invoice).

Click the alert link in the box or click on the “Raise Your Invoices” button.





You will then be presented with all of the available purchase orders for you to invoice. If you cannot immediately see the PO then you may need to change one of the following options:

Items per page defaults to 20 to show more than this on the same page change the setting here to display more.

The date setting shows orders from the last 90 days so change this if they are older to ALL and click on Search.

WWF-UK Panda Purchasing

Home

My Orders

My Invoices

Raise Your Invoice

Raise Single Order Invoice

View Invoices Ready for Payment

View Invoice History

My Payments

My Returns

My Credit Notes

My Products

My Account

PRINTABLE SUPPLIER USER GUIDE

Invoice Builder

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

Search For:  Date: All Search Clear

Add to Basket

Items per page: 20 Hide Invoiced Orders? Customise

Page 1 of 2 of 23 records returned.

View	Reference	Date	Status	Buyer Contact	Supplier Company	Currency	Net Value	Gross Value	Remaining Amt To Invoice (Net)	
<input type="checkbox"/>	View	CHP0009222	20 Aug 2015	Acknowledged	Keith Maxwell	360 CREATIVE EVENT SERVICES	GBP	3,000.00	3,000.00	0.00
<input checked="" type="checkbox"/>	View	CHP0009221	20 Aug 2015	Received and Invoiced	Keith Maxwell	360 CREATIVE EVENT SERVICES	GBP	12,000.00	12,000.00	750.00
<input type="checkbox"/>	View	CHP0009220	13 Aug 2015	Partially Received and Invoiced	Keith Maxwell	360 CREATIVE EVENT SERVICES	GBP	38,666.66	38,666.66	0.00
<input type="checkbox"/>	View	CHP0009206	03 Aug 2015	Acknowledged	Keith Maxwell	360 CREATIVE EVENT SERVICES	GBP	0.01	0.01	0.00
<input type="checkbox"/>	View	CHP0009204	23 Jul 2015	Received and Invoiced	Ben Adavay	360 CREATIVE EVENT SERVICES	GBP	1,000.00	1,200.00	0.00
<input type="checkbox"/>	View	CHP0009197	23 Jul 2015	Received and Invoiced	Ben Adavay	360 CREATIVE EVENT SERVICES	GBP	1,000.00	1,200.00	0.00
<input type="checkbox"/>	View	CHP0009196	23 Jul 2015	Received	Ben Adavay	360 CREATIVE EVENT SERVICES	GBP	1,000.00	1,200.00	0.00
<input type="checkbox"/>	View	CHP0009195	22 Jul 2015	Received and Invoiced	Gavin Renwick (Wax QMS)	360 CREATIVE EVENT SERVICES	GBP	2,500.00	3,000.00	0.00
<input type="checkbox"/>	View	TRP0000233	22 Jul 2015	Received and Invoiced	Kevin Rowe (Wax)	360 CREATIVE EVENT SERVICES	GBP	100.00	120.00	0.00
<input type="checkbox"/>	View	TRP0000232	22 Jul 2015	Received	Kevin Rowe (Wax)	360 CREATIVE EVENT SERVICES	GBP	100.00	120.00	100.00
<input type="checkbox"/>	View	CHP0009194	14 Jul 2015	Acknowledged	Keith Maxwell	360 CREATIVE EVENT SERVICES	GBP	5,000.00	6,000.00	0.00

On this screen it will detail all PO's that have been raised for you and will show on the far right hand column the Amount that is available to invoice, highlighted in Orange.

If this column shows an amount of either "n/a" or "0.00" this means that there is nothing available for you to invoice. If this list is a long list you can sort the list by clicking on the Remaining Amt to be invoiced (Net) column to sort either ascending or descending.

### You should raise each of your invoices separately

Select the Purchase order you would like to invoice. You can select multiple orders when they are available by clicking on the tick box to the left hand side of the PO number and click "Add to basket". Only select multiple orders if your invoice covers multiple orders.

The amounts shown on the basket page will show you a total summary of the available Net, VAT and Gross for you to invoice for the selected PO's.

Click "Checkout".

Enter your own Invoice number in the box as shown below and change the Invoice Date and Tax Point Date to be the same as on your invoice. If you don't have a separate Tax Point Date, please use your invoice date here.

Click "Continue" or click on the Attachments tab.

**Invoice Checkout**

Invoice Header   Attachments   Confirm & Submit

Enter the header details for the invoice.

Invoice No.: \*

Invoice Date: \*

Tax Point Date: \*

Invoice Address: WWF-UK  
The Living Planet Centre  
Rufford House  
Brevinry Road  
Woking  
GU21 4LL

Comments:

**All details you enter for the invoice must match your own invoice records**

[Continue](#) [Invoice Basket](#) [Cancel Invoice](#)

You must add an attachment of your own invoice for our records. Adding an attachment will help with any queries in the future. To do this click on "Add files for Upload" browse to find your files (you can add multiple files if you wish) and then click on the "Upload" button.

Click "Continue" or click on the Confirm & Submit tab.

Then you are presented with a summary of your invoice.

Check that the details, including all values are correct, and if you need to amend the invoice (e.g. if you need to raise several of your own invoices against a single order), click on "**Amend Invoice**" and you will be shown the screen below.

**Invoice Checkout**

Invoice Header   Attachments   Confirm & Submit

Review the invoice details below and selected 'Confirm Invoice' if the details are correct.

[Add Attachments](#)

**Vendor Details:**  
WWF-UK  
RUFFORD HOUSE  
BREVINRY ROAD  
WOKING  
GU21 4LL  
Account No. CWA0001  
Phone No. 01329 381 833

**VAT Registration Number:**  
Country: GB   Tax Number: GB779483789

**Invoice Address:**  
WWF-UK  
RUFFORD HOUSE  
BREVINRY ROAD  
WOKING  
GU21 4LL  
United Kingdom

**Invoice No.:** 123  
**Invoice Date:** 28 Mar 2013  
**Payment Terms:** 30DA15  
**Payment Date:**  
**Tax Point:** 28 Mar 2013

[Add Attachments](#)

[Customise](#)

Reference	Line No	View Matching Details	Desc.	Qty	Value Invoiced	Invr.	Invoiced	Notes	Unit Price	Invoice Amount	Currency	Goods Total	Freight	Tax	Tax Total	Line Total
123	1	<a href="#">View</a>	Order line 1		0.00 GBP	0	1			100.00	GBP	100.00 GBP		VAT@20%	20.00	120.00 GBP
123	2	<a href="#">View</a>	Order line 2		0.00 GBP	0	0.55			60.00	GBP	60.00 GBP		VAT@20%	12.00	72.00 GBP
123	3	<a href="#">View</a>	Order line 3		0.00 GBP	0	0			0.00	GBP	0.00 GBP		VAT@20%	0.00	0.00 GBP
123	4	<a href="#">View</a>	Order line 4		0.00 GBP	0	0			0.00	GBP	0.00 GBP		VAT@20%	0.00	0.00 GBP
																Net: 180.00 GBP
																IT-VAT@20%: 36.00 GBP
																Tax: 36.00 GBP
																Gross: 180.00 GBP

[Resubmit Invoice](#) [Cancel Changes](#)

[Send](#) [Invoice Basket](#) [Cancel Invoice](#)

For a service invoice (indicated by a green S) you will only be able to change the net value (excluding VAT) of each line under the column "Invoice Amount".

For a goods invoice (Goods highlighted in red) only change the quantity.

**Invoice Checkout**

Review the invoice details below and selected 'Confirm Invoice' if the details are correct.

**Vendor Details**  
 WAY DIGITAL LTD  
 GRAPTON HOUSE  
 GRAPTON STREET  
 WYKE  
 CHESHIRE  
 SK14 3AY  
 Account No. 09410001  
 Phone No. 0181 587 8578

**VAT Registration Number**  
 GB 0877648528

**Country Tax Number**  
 GB 0877648528

**Invoice Address**  
 WWF-UK  
 Panda House  
 Weybridge Park  
 Slough  
 GUT 11R  
 United Kingdom

**Invoice No.:** 1213  
**Invoice Date:** 28 Mar 2013  
**Payment Terms:** 30DA15  
**Payment Date:**  
**Tax Point:** 28 Mar 2013

**Hide/Unhide Notes**

**Customise**

Reference	Line No	View Matching Details	Desc.	Qty	Value Invoiced	Inv.	Invoicable	Notes	Unit Price	Invoice Amount	Currency	Goods Total	Freight	Tax	Tax Total	Line Total
1213	1	<a href="#">View</a>	450003 Order line 1	5	0.00 GBP	0	5		10.00		GBP	50.00 GBP	0.00 GBP	VAT@20%	10.00	60.00 GBP
1213	2	<a href="#">View</a>	450003 Order line 2	3	0.00 GBP	0	3		15.00		GBP	45.00 GBP	0.00 GBP	VAT@20%	9.00	54.00 GBP
1213	3	<a href="#">View</a>	450003 Order line 3	0	0.00 GBP	0	0		20.00		GBP	0.00 GBP	0.00 GBP	VAT@20%	0.00	0.00 GBP
															Net	
															95.00 GBP	
															IT:VAT@20%	
															18.00 GBP	
															Tax	
															18.00 GBP	
															Gross	
															114.00 GBP	

**Recalculate Invoice** **Cancel Changes**

**Back** **Invoice Basket** **Cancel Invoice**

Select "Recalculate Invoice" and make sure that the details are correct before you click "Submit". A warning message will appear to ask you to do a final check before clicking on OK. This has then generated the invoice and it will be passed to the WWF-UK finance system for payment. (The status will say "Sent for Payment")

You can raise as many invoices as needed against the same PO up to the amount that is available to invoice. After you submit an invoice, you can return to the Invoice Builder and submit further invoices against the same PO.

## Checking Invoice Status

You can check on your invoice status at any time by looking in "My Invoices" and "View Invoice History". Once the invoice has been paid the invoice status will be updated to Paid and if you select "View" it will also show you the payment run date.

**Invoice History**

Search For:  Date: Last 14 days **Search** **Clear**

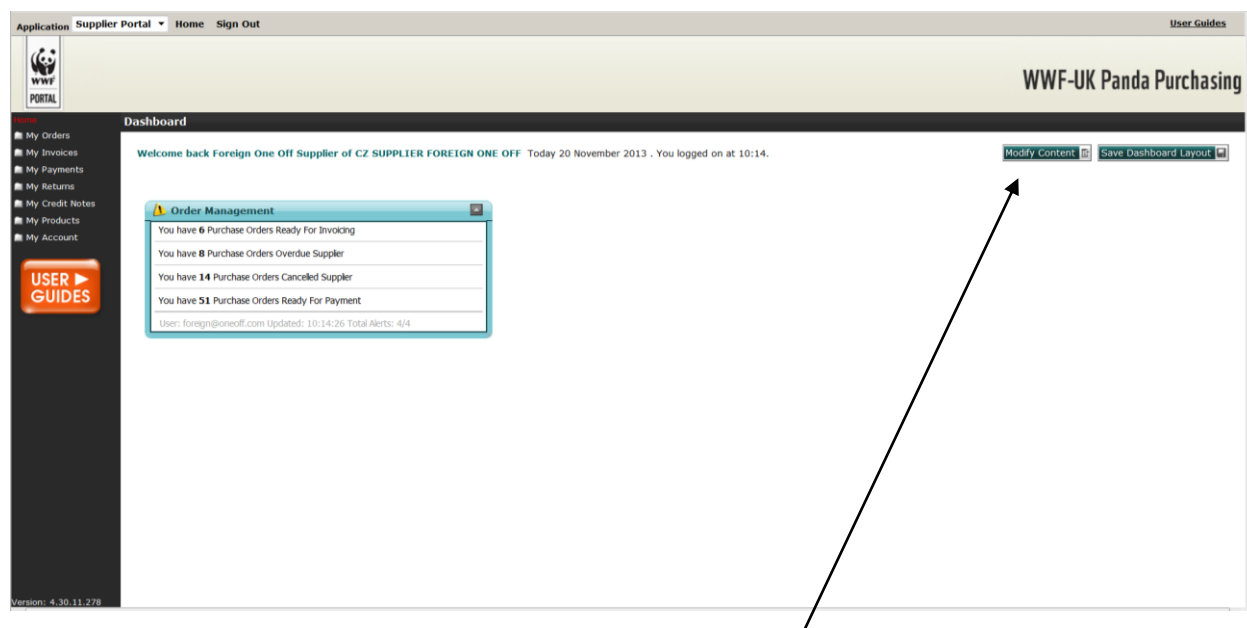
Items per page: 20 **Customise** Page 1 of 1 of 4 records returned.

View	Reference	Supplier Inv.	Date	Document Type	Status	Buyer Contact	Buyer Company	Supplier Company	Net Value	Gross Value
<a href="#">View</a>	TR10000021	Enter Invoice number here	22 Jan 2013	Invoice	Sent for Payment	Ros Killick	WWF-UK TRADING LTD	T JEYES CONSULTING LTD	128,000.00	128,000.00
<a href="#">View</a>	TR10000019	Supplier invoice number 3421	09 Jan 2013	Invoice	Sent for Payment	Claire Sainthouse	WWF-UK TRADING LTD	T JEYES CONSULTING LTD	1,800.00	2,160.00
<a href="#">View</a>	TR10000017	we4nervie	08 Jan 2013	Invoice	Sent for Payment	Ros Killick	WWF-UK TRADING LTD	T JEYES CONSULTING LTD	45,000.00	54,000.00
<a href="#">View</a>	TR10000014	inv76547890	08 Jan 2013	Invoice	Sent for Payment	Emily Pringle	WWF-UK TRADING LTD	T JEYES CONSULTING LTD	1,800.00	2,160.00

**1**

# Dashboard

When you log in, your home screen will show your Dashboard and it will initially look similar to the screen below.



You can change this to include regularly used functions by selecting the Modify Content button.

## Order Management Alerts

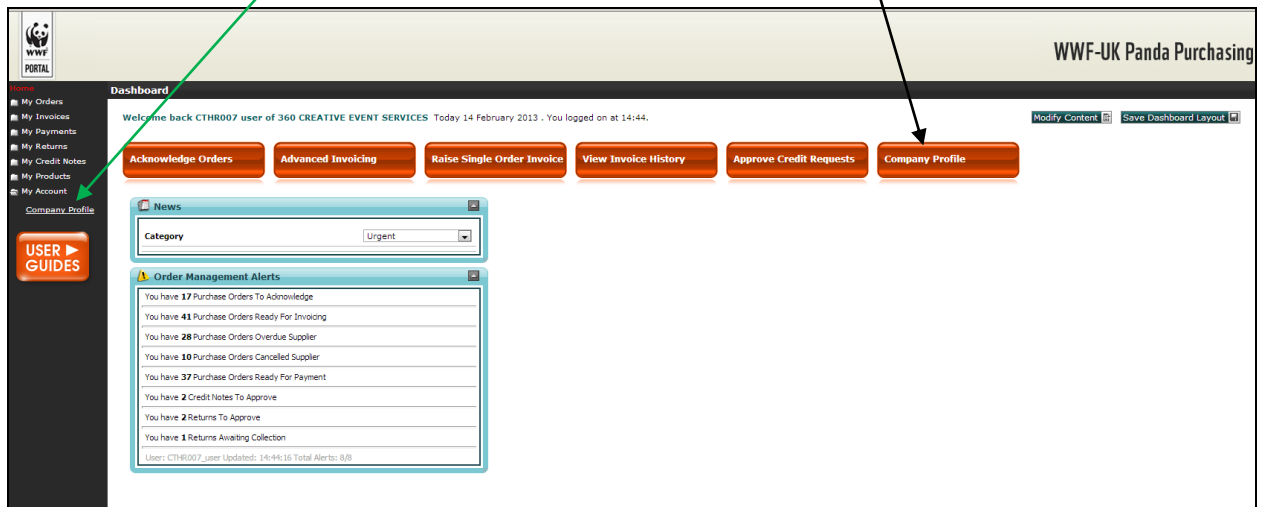
The order management alerts provide links to actions

Message	Selecting this will take you to	Explanation/Action required
You have X Purchase Orders To Acknowledge	Orders Awaiting Acknowledgment	Either acknowledge the purchase order or submit amendments – Contact your buyer if the VAT is incorrect
You have X Purchase Orders Ready For Invoicing	Invoice Builder	Shows purchase orders available to invoice – Submit your invoice
You have X Purchase Orders Overdue Supplier	Open Order Lines	Shows order lines where the delivery date has passed, but they have not been fully receipted – Contact your buyer for any receipting that is required
You have X Purchase Orders Cancelled Supplier	Cancelled Orders	Shows cancelled Purchase Orders – Contact your buyer if you have any questions regarding these
You have X Purchase Orders Amended In Approval Supplier	Unapproved Amendments	Purchase orders that you have amended but are waiting for them to be approved – Contact your buyer for progress
You have X Purchase Orders Amended Supplier	Approved Amendments	Purchase orders that have been amended and approved – Go to Acknowledge Orders to acknowledge the order
You have X Purchase Orders Ready For Payment	Invoices Ready For Payment	Shows those invoices that have not been paid (There is a system issue that means that some paid invoices will be showing here in error)
You have X Credit Notes To Approve	Credit Requests	Shows credit notes requested – Select to either Send the Credit Note or Reject it as appropriate. Before rejecting, contact the buyer if you have any queries

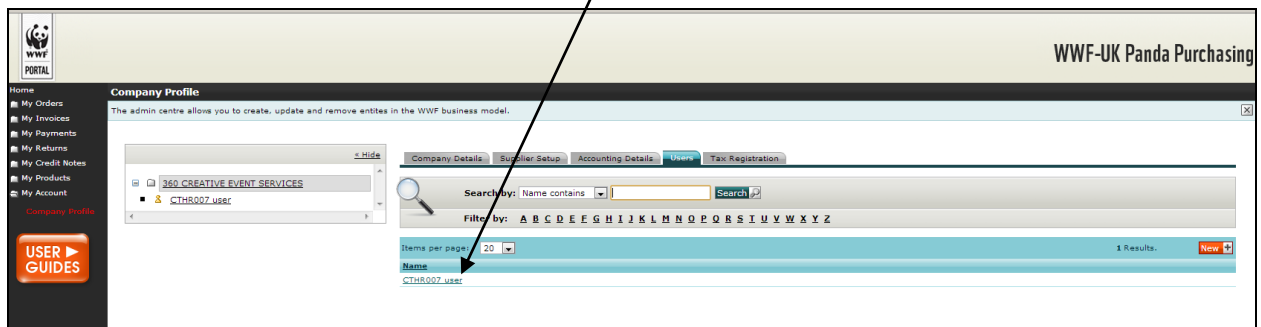
# Changing Your Password

You can change the password on your account by doing the following.

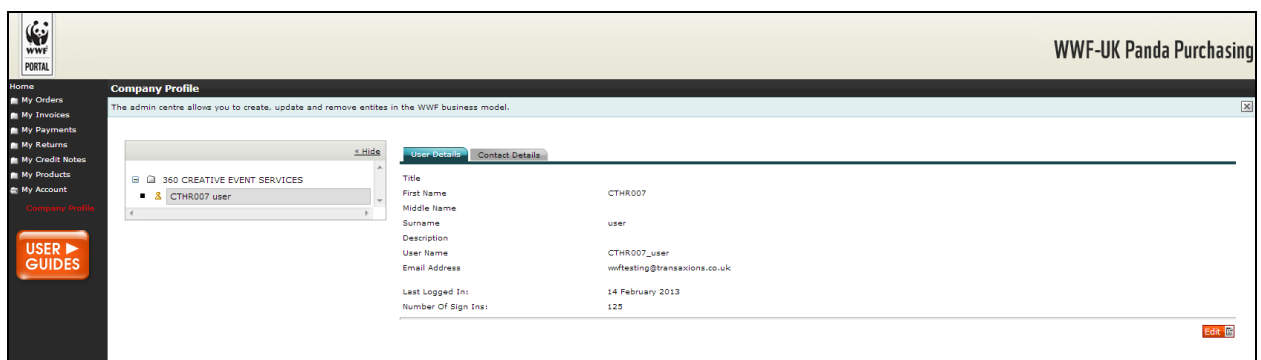
Click on the My Account – Company Profile option from the left hand menu or on the Company Profile button.



Click on the Users Tab and then click on the Name link as in the example below.



Click on the Edit button.



Enter your new password in the New Password and Confirm Password boxes and then click OK. If you want you can also change other user details here including the username if you would prefer to change the default username that has been assigned to you to something that you find easier to remember.

## Forgotten Password or Locked Account

If you have forgotten your password and need a reminder then you can click on the Forgotten your password? link on the front login screen to get an email reminder sent to your default email address of your account by entering in your username and clicking on Submit.

If your account has been locked please contact [Pandapurchasingsupport@wwf.org.uk](mailto:Pandapurchasingsupport@wwf.org.uk) to request your account to be unlocked and/or your password to be reset.

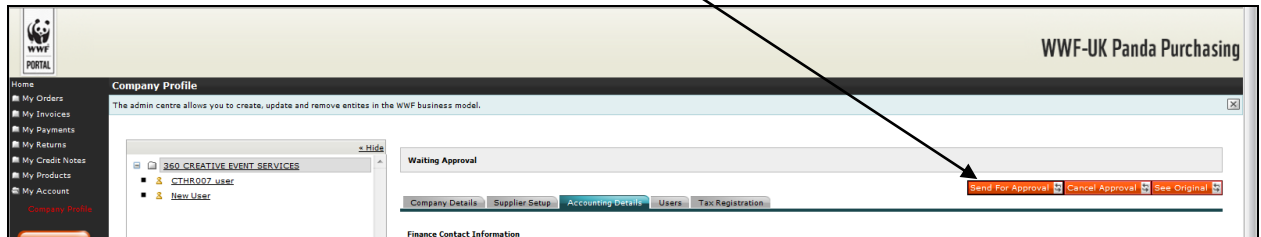
# Amending Company Details

To amend any of your company details once logged into your account select My Account and Company Profile.

Select the required tab to amend and click on the edit button.

After making the changes select OK.

The screen below will appear. Please make sure you click on Send for Approval otherwise the changes will not be submitted.



Please note that some changes go to WWF-UK Finance team for approval, so may not take effect straight away, but you will be notified via email once the change has been approved.

## **Internet Browsers**

Internet Explorer is the recommended/supported default browser for Panda Purchasing but the system will work in other browsers.

### ***Internet Explorer***

This browser is fully supported and is the recommended browser to use with Panda Purchasing where possible.

### ***Google Chrome, Firefox, Safari and Microsoft Edge***

The system works on these browsers but is not fully supported on them.



## Some useful tips

### *Acknowledging Orders*

- Make sure all the details are correct. If the order is not right then you won't be able to invoice the correct amount.
- You can amend quantity, unit price or delivery date
- If the VAT rate is incorrect, you must contact the Buyer to cancel and raise a new order
- If you are unsure about anything, please contact the Buyer before acknowledging the order

### *Expenses*

- Please provide a schedule of any expenses you are claiming along with copies of all the receipts to your buyer.
- It will be a great help to us if you can number each receipt and use these to reference the schedule.
- If you are VAT registered and can recover the VAT on expenses, expense amounts claimed should exclude VAT

### *Invoicing*

(applicable to suppliers also generating their own internal invoices)

- Please enter invoices on Panda Purchasing to match invoices raised on your own system – The remittance notifications that we issue mirror the invoice numbers that you submit through Panda Purchasing so if you combine invoices it makes it more difficult to reconcile the account
- Enter your invoice number exactly as it appears on your own invoice
- Make sure that the amount is correct before you click on submit

### *Where to go for help*

If you have any queries, please email [PandaPurchasingSupport@wwf.org.uk](mailto:PandaPurchasingSupport@wwf.org.uk)