

Infor Nexus Frequently Asked Questions

****Updates since May 2025 highlighted in yellow****

SYSTEM TRAINING, SUPPORT & ACCOUNT UPDATES

Who do I contact for Infor Nexus system questions?

Vendors should first reach out to Infor Nexus support at infornexusservice@infor.com for any questions regarding the system. If issues are not being resolved, vendors should loop in Kohl's partners for further support via p2p.vendorsupport@kohls.com and your Factory Direct distro email address. *Note: If your factories have issues with the Avery ICE process or need additional training, they should contact software.support@ap.averydennison.com.*

What is the process for an address or name change request in Infor Nexus?

Step 1: Email Factory Direct who will then inform the Kohls Factory Compliance team of the change via email (factory.compliance@kohls.com) for approval. *Note: The change requested must match the business license of the vendor.*

Step 2: Reach out to the Infor Nexus support team (infornexusservice@infor.com) to request the update in their system. You must include the approval from Kohl's when submitting your request to Infor Nexus. *Note: Please add the Kohls Factory Direct team to emails for support where necessary.*

Does Infor Nexus utilize the Parent/Entity ID of the vendor assigned with Kohls?

Yes, Infor Nexus platform utilizes the Parent entity ID assigned by Kohl's when creating a seller party record for the vendor in Infor Nexus. The parent entity is the unique identifier on the PO that Infor Nexus uses to assign the PO to the correct seller party in Infor Nexus.

What if I am seeing inaccurate information in Infor Nexus?

When reaching out to your Kohl's partners about inaccuracies, please clearly state that the system of issue is Infor Nexus so that Kohl's can streamline the troubleshooting process.

How can I access training materials for Avery ICE and/or Infor Nexus P2P?

Avery ICE (KOHLS ICE3.0 Training Document) and Infor Nexus P2P (KOHLS Partner Training Manual_P2P) training materials can be found in the 'Community Shared Attachments' section on your home page

Infor Nexus Frequently Asked Questions

ORDER MANAGEMENT

(Ref. KOHLS Partner Training Manual_P2P)

After orders or order amendments are received in Infor Nexus, when should the vendor switch the PO status from “unconfirmed” to “confirmed”?

Vendors should confirm the Order/Order Amendment within 72 hours after the issuance. If this is not done, the Order will be shown on Kohl's Unconfirmed Orders Exception Report and the factory will not be able to start pack & ship activities.

If an Order is incorrect and needs to be amended via an NOC, should the vendor still confirm the order?

No, if any order changes are needed, suppliers should leave the order in the unconfirmed status and notify Kohl's teams of the changes needed using the existing NOC process. Kohl's will then issue Order Amendments to Infor Nexus for Supplier's visibility of the requested changes. (Order Amendments are sent as full order replacements, including any canceled order lines.)

Why aren't all the expected PO updates showing in the Amendments tab?

Depending on the number of fields that have new values, the list of changes may span across multiple pages. Utilize the “Show More” link, the left and right arrows and page numbers below the listed changes to page through the all changes.

How can I easily compare the previous PO data to the latest PO data sent by the Kohl's teams?

Use the Order search to find the PO(s) you would like to review. Click on the PO link and navigate to the Amendments tab. Any fields that have changed will show the field name, old value and new value. *NOTE: Confirm that the amendment has a status of 'Applied'. If it is in 'Draft' status, the new values have not yet been applied to the latest version of the PO.*

NOTE: If you are trying to review a canceled PO, you must clear the default order status filter on the order search screen so that POs in any status are returned in your search results

How do I get a PO amendment status updated from 'Draft' to 'Applied'?

PO amendments in 'Draft' status likely include a value that can't be applied to the PO at the time the PO revision was sent via EDI. Email infornexuservice@infor.com to ask why the amendment is in draft status. They will provide direction on what steps need to be taken to resolve the issue(s).

Infor Nexus Frequently Asked Questions

ORDER MANAGEMENT (continued)

(Ref. KOHLS Partner Training Manual_P2P)

Why is the PO data showing in my third-party EDI provider system different from what is showing in Infor Nexus?

PO details should match between Infor Nexus and your Third-Party EDI provider. If Infor Nexus is incorrect, you should first check the 'Amendments' tab to see if there is an amendment in 'Draft' status.

- If yes, open a ticket with Infor Nexus Support asking for assistance in applying the amendment
- If no, ask your Kohl's production partners to re-EDI the PO

How do I differentiate between direct POs and Li & Fung POs in Infor Nexus?

When in the order search application, select 'Detailed Order View - All POs' from the available search view options. The Buyers Agent Name field will be **empty for all Direct POs** and will list 'LI & FUNG (TRADING) LIMITED' for all Li & Fung POs.

- If you would like to filter to view Direct POs only, select 'Detailed Order View - Direct Only'
- If you would like to filter to view Li & Fung POs only, select 'Detailed Order View - Li & Fung Only'

Can I search for POs by Vendor Style Number?

Yes. When on the order search screen, you can change your search to "Orders by VendorStyle" and it will provide you with the option to search by Vendor Style Number. This search is defaulted to search by one style at a time, however, you can search multiple styles by changing the qualifier from 'equals' to 'in list'. When searching for multiple styles, they must be in a top to bottom list or separated by a comma. *NOTE: When searching by style number, your results will take longer to return. Infor Nexus is working on improving the timing.*

Kohl's has advised that a PO has been canceled, why is the PO still appearing as active in Infor Nexus?

The PO may still be reflected as active in Infor Nexus because there is a pack plan, carton labels printed, and packing list created. By system default, the PO won't automatically be canceled in Infor Nexus because it would delete all the downstream activity, which could result in customs clearance and receiving issues if a PO has already shipped. When this happens, the vendor needs to obtain confirmation of the cancellation from Kohl's and include that confirmation when opening a ticket with Infor Nexus Support.

Infor Nexus Frequently Asked Questions

ORDER MANAGEMENT (continued)

(Ref. KOHLS Partner Training Manual_P2P)

POE has been updated on a Kohl's PO, but there is not a pending amendment with the updated POE in Infor Nexus? Is this OK?

Port of entry does not get transmitted on the PO EDI, which is why the updated value is not reflecting on the Infor Nexus PO. As long as the port of entry is showing correctly on your booking with the forwarder, there will be no issues with the shipping process. Kohl's Global Trade's Compliance partners have confirmed that the port of entry showing incorrect in Infor Nexus will not impact the customs clearance process at this time.

What is the "Variance" section on PO's referring to and why is it showing 0% under per item?

The "Variance" section is listed on all PO's and is a rule for Kohl's Finance and Merchant partners. The 0% shortage variance in Infor Nexus can be **disregarded** as it does not apply to the logistics shortage policy. It is up to the vendor to determine if they should be invoicing for the total PO amount. If a vendor invoices a unit amount less than the total PO unit amount, the PO will **not be flagged for review** but the vendor must determine if and when they would invoice for the remaining amount. Vendors must adhere to the separate logistics overage and shortage requirements, as detailed on K-Link.

FACTORY MANAGEMENT PACK & SHIP ACTIVITIES

(Ref. Kohl's ICE3.0 Partner Training Manual)

Who is given access to packing and shipping documents?

Only factory users registered to the factory org have access to create, update, cancel pack & ship documents.

How do I cancel or change a pack plan in Infor Nexus?

Pack plans can be edited individually by select factory users. See scenarios listed below.

Scenario 1: Pack plan has been created, but carton labels have not been printed

- Typically, pack plans may be reopened/edited when pack sizes or quantities change before carton labels have been printed.
- You should identify what factory users have permission to re-open pack plans so that you can send the request directly to them.

Scenario 2: Pack plan has been created and carton labels have been printed

- Typically, changes to the pack plan do not occur after the carton labels have been printed. It may rarely occur due to issues during the packing process at the factory.
- You will need the Infor Nexus support team to delete the pack plan and printed carton labels must be discarded.

Infor Nexus Frequently Asked Questions

DOCUMENTATION, INVOICING & PAYMENT

(Ref. KOHLS Partner Training Manual_P2P)

How many days before the start of the x-factory window should the vendor proceed booking the freight forwarder?

Booking with the freight forwarder is required 14 days prior to the start of the x-factory window to ensure vessel space and equipment availability.

Is it OK if the CBM in Yusen PKL is different from the CBM in Infor Nexus PKL?

Yes, the CBMs in Yusen and Infor Nexus do need to match. *Note:* The Yusen system will show **actual CBM**.

What are the required documents for payment and customs clearance and where should these documents be uploaded?

The documents required for payment and customs clearance vary and the process for submitting each set of required documents is dependent on the Forwarder managing your shipment. The only documents required for payment are the General Certificate of Compliance and the Interim Footwear Invoice (only applicable to Footwear). Please see below for submission requirements by Forwarder.

Yusen PO - Upload the documents required for payment along with your customs clearance required documents in the Yusen portal. Yusen will send the required documents to Infor Nexus electronically when the goods have shipped. *Note: Vendors should ensure that invoices are created in Infor Nexus first and then created in the Yusen system.*

Expedito/Century PO - Upload the documents required for payment in the corresponding invoice folder directly in Infor Nexus. *Note, these documents are also required for customs clearance and should be submitted to the Forwarder managing your shipment along with all other customs clearance required documents.* Documents required for customs clearance should be submitted directly to the Forwarder managing your shipment. The Forwarder will share all the required documents with the appropriate Broker. The best practice for submitting customs clearance required documents will vary by Forwarder. Please contact the Forwarder managing your shipment directly if you need further instructions on how to submit customs clearance required documentation.

Is there a required deadline for document fulfillment of a merchandise invoice?

There is no timeline request for the supplier to complete invoices, however all other required documentation (including commercial invoice) needs to be completed within 5 days following the X-factory date. *Note: NET60 payment terms do not go into effect until the product has shipped and the merchandise invoice is completed in Infor Nexus.*

Infor Nexus Frequently Asked Questions

DOCUMENTATION, INVOICING & PAYMENT (continued)

(Ref. KOHLS Partner Training Manual_P2P)

For direct vendor PO's, can the Li & Fung commission statement ("A NON-DUTIABLE BUYING COMMISSION OF 2.5% SUBJECT TO US \$3,050.00 HAS BEEN PAID SEPARATELY BY KOHL'S WHICH IS INVOICED BY BUYING AGENT- LI & FUNG (TRADING) LTD.") be removed when creating an invoice in the Yusen system?

Yes, you can remove this statement for all direct PO's. *Note:* Any PO's still in process with Li & Fung as the buyers agent should include the commission statement.

Who should be listed as the *Notify Party* on invoices received from Yusen and Infor Nexus?

Yusen invoices/Customs documents: **Expeditors or Livingston** (depending on FOB) will be auto populated as the *Notify Party* as they are the brokers clearing the goods. Yusen will be sending the invoice and other required documents provided by the vendor directly to the applicable Broker listed as the *Notify Party*).

Infor Nexus invoices: **Kohl's** is the *Notify Party* with the forwarder listed in the *Consolidator* section.

How do I know if an invoice has been submitted correctly in Infor Nexus?

If you have approved the invoice, submitted all the required documents and the invoice status shows "*pending authorization*" with the Next Task assigned to Kohl's, you have followed the correct steps thus far. From there, Kohl's will review the invoice and approve or reject based on accuracy of the invoice data submitted.

Rejection: If the Finance team finds any discrepancies, they will reject the invoice back to the vendor for correction.

Approval: If everything looks accurate and complete after review by Kohl's Finance team, they will approve payment in Infor Nexus and the invoice status will show "**payment authorized**".

If you have approved the invoice, submitted all the required documents and the invoice status shows "*pending authorization*" with the Next Task assigned to you as the Vendor, there is an outstanding task for you to complete before the invoice can be reviewed by Kohl's. To complete any outstanding tasks, navigate to your task list and search for the applicable invoice number.

When can a vendor expect payment authorization to take place on a pending invoice?

Kohl's finance team will review the invoice and compliance documents attached to the Payment Authorization Document application in Infor. Once approved, payment will be made by the date of the agreed upon terms from Incoterm Satisfaction. This generally means from FCR cargo receipt date, but may differ if the uploaded documents are not correct.

Infor Nexus Frequently Asked Questions

DOCUMENTATION, INVOICING & PAYMENT (continued)

(Ref. KOHLS Partner Training Manual_P2P)

When should I contact Kohl's if payment has not been authorized and the payment due date is approaching?

You can contact Kohl's about outstanding payment authorizations no more than 3 weeks prior to the estimated payment due date. Once any outstanding tasks are completed and the invoice is pending authorization with the Next Task assigned to Kohl's, please allow for 3 business days for Kohl's to review and approve payment before reaching back out.

When do Kohl's payment term days begin?

Kohl's payment terms are contingent on incoterm satisfaction and submission/accuracy of all documents required for payment authorization. The majority of the time, if required documents are issued after incoterm satisfaction, the payment term days can be upheld from the incoterm satisfaction date. In less common cases, if accurate documentation is not submitted in a timely manner, payment can be delayed past the estimated payment date based on incoterm satisfaction.

I have submitted my invoice, my PO has shipped and the Proof of Delivery is Active in Infor Nexus, but Kohl's hasn't approved my payment yet

The vendor should ensure the number of packaging units entered on the invoice is the same as the total number of cartons expected to be reported on the FCR. When the number of packaging units on the invoice doesn't match with the FCR or Transport Manifest, the workflow is affected and requires additional time on the Kohl's end to resolve. This will result in delayed approvals of payment.

I have submitted my invoice and my PO has shipped, but the Proof of Delivery is still Pending in Infor Nexus

Yusen, Expeditors and Century send FCR documents directly to Infor Nexus using a matching key to find the corresponding invoice in Infor Nexus. Once the correct invoice match is found, the FCR document releases the proof of delivery and generates the payment authorization task to Kohl's. The following reasons result in a pending proof of delivery:

Mismatching Invoice Number between Infor Nexus and Yusen (Yusen Only)

For Yusen shipments, the invoice number is used as a matching key to automatically attach the Yusen FCR document to the corresponding invoice in Infor Nexus. To avoid pending proof of delivery and delay in payment, ensure your invoice number matches between Infor Nexus and Yusen. If the invoice number does not match, edit the invoice number in Infor Nexus to match the Yusen invoice number. Once the invoice is reapproved, the FCR will automatically attach, releasing the proof of delivery and generating the payment authorization task to Kohl's.

Infor Nexus Frequently Asked Questions

DOCUMENTATION, INVOICING & PAYMENT (continued)

(Ref. KOHLS Partner Training Manual_P2P)

Mismatching ASN and Kohl's Forwarder Booking Number

For Expeditors and Century shipments, the On Hand Number/Booking Number provided by forwarder at time of booking is used as the matching key to automatically attach the FCR document to the corresponding invoice in Infor Nexus. To avoid pending proof of delivery and delay in payment, the correct On Hand Number/Booking Number for the corresponding PO should be entered in the Kohl's Forwarder Booking Number field at the time of packing list creation in Infor Nexus. The same On Hand Number/Booking Number is required to be entered in the ASN Number field at the time of invoice creation in Infor Nexus. If the ASN Number field on the invoice does not match the Kohl's Forwarder Booking Number field on the packing list, edit the invoice so that the ASN Number field matches the corresponding Kohl's Forwarder Booking Number exactly. Once the invoice is reapproved, the FCR will automatically attach, releasing the proof of delivery and generating the payment authorization task to Kohl's.

How do I edit an Infor Nexus invoice after initial submission?

Editing Infor Nexus payment invoices after initial submission is available until the Invoice status is 'Payment Authorized' (payment authorization status will be 'Active'). Please see the below steps for managing edits to invoices after initial submission.

- If you need to make changes to an invoice in 'Active' status, you can edit the existing invoice
- If you need to make changes to an invoice while the invoice status is 'Discrepant' and the payment authorization status is 'Rejected', you can edit the newly created invoice that should be in 'New' status.
- If you need to make changes to an invoice while the invoice status is 'Pending Authorization' and the payment authorization status is 'New', you will need to reach out to AP Imports to have the invoice rejected back to you.
- After an invoice has payment authorization, you cannot make any additional edits. Any financial discrepancies will need to be handled directly with AP Imports

I need to cancel an invoice that is waiting on Kohl's review and create a new one in its place. What are the steps to properly cancel the invoice?

The vendor should email AP-IMPORT.LCOADI@Kohls.com notifying them that an invoice needs to be canceled. AP will reject the invoice and prompt the vendor to accept the rejected PAD to create a revised invoice:

1. Go to "Tasks", then click "Approve" to go to the Payment Authorization Preview screen. Kohl's will indicate what the Supplier needs to amend on the invoice with Rejected Payment Authorization.
2. Click "Accept Rejection"
3. The invoice has been checked, please ensure to check the box "Copy details from the original invoice"
4. Enter your password and click "Accept"

Infor Nexus Frequently Asked Questions

Related System Category Terms & Definitions

OnePLM - Design, sourcing & production interface used to streamline the development of private & exclusive brand products with suppliers and vendors.

Klink - Online vendor portal to facilitate merchant and vendor collaboration across item setup, product images, dynamic business reporting, planning, logistics and information sharing.

Infor - Infor Nexus - Cloud-based business network and execution platform for Global Trade and Supply Chain Management.

AP - Accounts payable - A liability to a creditor, carried on open account, usually for purchases of goods and services.