

COMPASS Invoicing

Frequently Asked Questions



Global Procurement

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Frequently Asked Questions – Topics:

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AP Online:

Q: How do we register for AP Online?

A: Register for AP Online by accessing the link bellow. AP Online is located under the services section: <https://h20168.www2.hp.com/supplierextranet/addUser.do>

Q: Are we able to view all of our HP invoices in AP On-Line?

A: Invoices can be viewed in AP Online if it has been 5 days after confirmation receipt from OB10 or 5 days since HP has received the invoice through standard mail.

Q: How long does it take for invoices to show up in AP Online?

A: Invoices can be viewed in AP Online if it has been 5 days after confirmation receipt from OB10 or 5 days since HP has received the invoice through standard mail.

Q: Who should we contact to expedite a payment that has been approved?

A: Contact the COMPASS CRC at

Migrated COMPASS PO's

- (800) 325 - 5372 option1,1,0 Email: vendorpayables-useds.crc@hp.com

New COMPASS PO's

- (800) 325 - 5372 option1,1,0 Email: vendor-payables-us-support@hp.com

Q: If a supplier invoiced HP for less labor hours than what was actually used, how does the supplier get compensated for the additional labor hours used?

A: The supplier should invoice the additional labor hours by creating a new invoice with the time period covered by those additional hours.

Approved Time Report:

NOTE: Beginning October 2011, the Approved Time Report is replaced by the Invoice Remittance Report.

Q: Is it possible for suppliers to get a consolidated report of Contractors' hours worked and approved outside of what's reported on our Approved Time Report?

A: Yes you can submit a request to smartlabor-compass@hp.com

Q: What should I do if my company is not receiving the Approved Time Reports every week?

A: Send an email request to smartlabor-compass@hp.com

Q: Will our consultant enter hours worked into COMPASS with the HP Manager providing the approval or does HP enter all reported charges?

A: Consultants will have the ability to record their own time using CATW

Q: Will the travel confirmation appear on the approved Time Report?

A: No. However, effective October 5, 2011 an enhanced report will be available that does include both approved labor hours worked and any associated approved expenses.

Q: What happens when labor hours are recorded and approved before the period reported on the approved time reports? How does the supplier receive the updated hours?

A: Suppliers can request an updated Approved Time Report by contacting smartlabor-compass@hp.com. Effective October 2011, the Invoice Remittance Report will include any approved adjustments to hours in previous reporting periods.

Q: How do suppliers get Approved Time Reports for previous months?

A: Send a request to: SmartLabor-Compass@hp.com. Please state Contractor's names and time frame for the report.

Q: Where should a Contractor go for training or guidance when it comes to entering time into CATW?

A: Contractor should consult with their Project Manager for training documentation

Q: Why isn't time showing up on the time reports?

A: If Contractor hours worked are not reflected on this report, one of the following applies:
1) The Contractor has not entered any time in CATW for the reporting period
2) Time has been entered into CATW; but not yet approved

Q: Why have I been receiving time reports every 2-3 weeks instead of every weekly?

A: Please send an email to smartlabor-compass@hp.com

Q: Is there a standard frequency that HP Managers approve time?

A: Managers approve time weekly

Q: When will a Contractor be able to submit his own time?

A: Contractors can submit their own time using CATW as soon as they are given the security roles to do so.

Q: What if I did not receive the weekly time report?

A: If you do not receive the report by end of the day on Wednesdays, email: smartlabor-compass@hp.com

Q: If we bill every month, would we still get approved time reports every week?

A: Yes, you will receive weekly reporting on hours approved.

Electronic Funds Transfer

Q: What is FEIN?

A: Federal Employee Identification Number

Q: How does a supplier sign up for Electronic Fund Transfer (EFT)?

A: Submit a request through the HP supplier portal:

<https://h20168.www2.hp.com/supplierextranet/index.do>

Invoicing:

Q: How can suppliers check on invoices submitted manually during the migration period (via the old process of email to Puerto Rico-Smartlabor)?

A: It is recommended to reconcile invoices against all of Purchase Orders.
For assistance with migration issues, contact [Kendall Colley](#) for assistance.

Q: If more than one invoice per month is submitted by mail, can all the invoices be sent together in the same envelope?

A: Yes. More than one invoice per envelope is acceptable.

Q: Does AP Online have statuses of invoices that are mailed?

A: AP Online contains the payment/remittance information for your invoices, regardless of how they were submitted to HP.

Q: Where can a supplier go for help with invoice status?

A: First, look in AP Online. If information is not visible, contact the Finance Customer Response Center (CRC) at:

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Q: Is there a recommended frequency for invoicing, like bi-weekly or monthly?

A: Invoicing on a monthly basis is recommended.

Q: If invoices are pending from 2010, who do I contact?

A: Contact the Finance Customer Response Center (CRC) at:

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Q: Which HP Legal Entity should be billed?

A: There are many different HP Legal Entities; always bill to the HP Legal Entity listed on the Purchase Order. For State/Local/Education accounts, there are only two HP Legal Entities. When invoicing, utilize the HP Legal Entity listed on the Purchase Order.

OB10:

Q: Where should the supplier's Federal Employee Identification Number "FEIN" appear on OB10 invoices?

A: Many suppliers provide their FEIN during the initial vendor set-up. If you did not include your FEIN during the initial vendor set-up, include the FEIN in the "VAT" field when accessing your account through the OB10 Administration screen.

Q: Where do I indicate the "period-of-performance" in the OB10?

A: The "Period of Performance" can be listed in the Additional Information section of the Invoice Line Item Details page of OB10.

Q: I tried to set up my account on OB10 before I received the purchase order. I have not heard back from them. Can I try to set up an account again?

A: Suppliers can contact OB10 support via www.OB10.com/support. There is also a United States OB10 contact phone number available.

Q: Where can suppliers go to receive directions on how to process invoices or use OB10?

A: An OB10 Reference Guide is available for suppliers. Supplier can also contact OB10 support from www.OB10.com/support.

If the business requires certain data in the invoice which is not a local legal requirement this will need to be communicated by the business to the supplier. Supplier can work with OB10 on where to input that information in the Web Form template so the data will be shown in the invoice sent to HP.

Q: Do HP Managers approve invoices via OB10?

A: No, HP resources do not approve items via OB10. Other channels are available for approvals within HP.

Q: What should I do if the corrections need to be made within OB10 (e.g. the HP Legal Entity is on the same as the one on the original invoice).

A: Open a support ticket with OB10 via www.OB10.com/support. Request the addition of the OB10 account number shown in the PO to your profile. Once this is complete, an invoice may be submitted.

Q: Where can I go for further assistance or training on OB10?

A: Training information can be found in the following OB10 site www.OB10.com/hp

Q: Which HP Accounts require OB10 for invoice processing?

A: Invoicing via OB10 is not mandatory. If the Purchase Order is in support of State & Local activity, OB10 is an option. For Federal Accounts, paper invoicing through the mail is the only option.

Q: Where is the OB10 process hand book?

A: The link to the OB10 documentation can be found in the HP presentation material.

Q: My Company currently uploads EDI files into OB10. Can we use the same Supplier ID for Web Form Entry or will we need a new/second Supplier ID?

A: Per the current OB10 process you need a new supplier ID. Contact OB10 support via www.OB10.com/support.

Q: How does this process apply to SmartLabor (non COMPASS) activity? Will we continue to invoice via SmartLabor or can invoicing be done via OB10 for SmartLabor (non COMPASS)?

A: Continue to invoice in SmartLabor if the purchase order has not migrated to COMPASS

Q: Is it ok to put the "Period Worked" information in the OB10 "Additional Information" box?

A: Yes

COMPASS Migrations:

Q: We haven't received any information in regards to using COMPASS, we are still using SmartLabor. Are these separate entities?

A: Contractors that have not migrated may be recording time and getting paid out of SmartLabor. Once the contractor migrates there Smartlabor order will be changed to Resale AC sourcing only COMPASS and a COMPASS PO will be raised. At that point the contractor will begin to record time in CATW. The COMPASS Deployment Team provides information to affected suppliers about the migration process.

Q: Is migration initiated on the supplier's end or HP's?

A: Migration is initiated by HP and is being conducted in multiple waves.

Purchase Orders:

Q: Where is the "Address Service Provided" information located?

A: The Address Service Provided is listed on the top of the PO referred to as the Deliver to Address

Q: I have submitted a few invoices to the PR address but have not received confirmation yet, how do we inquire about their status?

A: First, look in AP Online. If information is not visible, contact the Finance Customer Response Center (CRC) at:

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Q: Is it possible to have two contractors for one PO?

A: For COMPASS Purchase Orders, there is only one PO per contractor.

Q: Do any of these processes apply to Purchase Orders & invoicing for activity not in Compass (e.g. CAS)?

A: This information applies to COMPASS Purchase Orders. Continue to follow your current processes in other systems until fully migrated to COMPASS.

Q: Are we supposed to ignore or escalate PO numbers that are incorrect in the extracts?

A: Please submit errors to SmartLabor-Compass@hp.com. Discrepancies will be researched and response will be provided.

Q: What if a Purchase Order was issued a month ago and the Contractor is still not setup with a CATW ID or with the ability to enter time? Is this normal processing?

A: An HP CATW admin may be submitting the time on the workers behalf.

Q: Is the "Address Service Provided" the same as the " Deliver To" address on the PO?

A: Yes, they are the same.

Q: The delivery address isn't actually where the services are provided. Should we have that corrected?

A: Use the same address indicated on the PO. If you need to update the address on the PO contact your HP Representative

Q: Is there any way to track hours billed to a PO and the balance of hours remaining on a PO?

A: The Purchase Order shows the hours in the quantity field. Match the Purchase Order with the cumulative hours billed and approved. Approved hours are listed on the weekly supplier Invoice Remittance Report.

Q: Who should we contact to inquire about updating and renewing a PO?

A: The HP Account Project Manager

Rejections:

Q: Who should suppliers contact if additional funding is needed on the PO?

A: The HP Account representative (Project Manager) should initiate a Change Order in SmartLabor for the orders in SmartLabor and/or COMPASS.

Q: If an invoice is rejected by HP, after the problem has been resolved, should the original invoice be resubmitted or should an entirely new invoice be created?

A: Use a modified invoice number when resubmitting. Add a suffix, such as an "R" or "v.2", to the original invoice number. This will ensure the resubmitted invoice will be processed and not interpreted as a duplicate invoice.

Travel Expenses:

Q: Do the rejection notifications from HP go to the same email address as the approved hours report?

A: OB10 rejection notifications will go to the email address they were submitted from; paper invoices will be mailed back to the supplier with indication of why the invoice was rejected.

Q: I am receiving expense report approvals but I don't think they are getting processed into Compass. What course of action should I take to assure that they do?

A: The Contractor should inquire of the HP CATs Admin who submits the travel expenses on their behalf. The HP Account Project Manager should know the HP CATS Admin contact.

Q: How do we know when travel is approved in COMPASS?

A: Approved expenses will show up on the weekly supplier Invoice Remittance Report.