



Services Partner-On Boarding and General Information Europe, Middle East, Africa (EMEA) Region Frequently Asked Questions

Partner On-Boarding

1. What is needed to become a CA Services partner contractually?

All vendors, prior to working with CA are required to have a Vendor Services Agreement (VSA) or Single Transaction Partner Agreement (STPA) to fulfill the legal terms and conditions needed to work for a CA customer. A Master Services Agreement (MSA) is only for internal CA work and is *not acceptable*, when working as a services partner on CA paper.

2. What is the difference between a VSA and STPA?

New services partners which have qualified CA skilled and accredited resources typically are given a STPA first which is linked to a single CA Customer engagement. It is limited to only that customer and expires when the project concludes. The VSA is a general agreement which is considered longer term and allows a vendor to do work on multiple projects for multiple clients. Most VSA's are evergreen and renew automatically until cancelled.

3. After a STPA or VSA is completed and signed, what is needed to receive a PO from CA for work to begin?

The first time a new vendor is established in CA systems, it requires the vendor to complete a Procurement Vendor form which captures contact information, banking information for direct deposit and billing info. The bank info is required to be sent on the vendor's company letterhead. CA also requires proof of insurance. Those items are needed to input the new company in CA Master Data and the vendor is issued a Vendor Number which is used for payment processing. Only after the vendor is setup with Master Data and a vendor number is created, can the RM team create the Purchase Order (PO) needed to authorize work and payment.

4. Who do we contact if we haven't received a PO or Work Authorization?

The RM team is responsible for engagement of a services partner, rate negotiations, on-boarding and creation of the PO &/or Work Authorization. In addition, time and expense cannot occur until a PO is created and entered into the appropriate systems. You should always contact your RM representative for any PO or Work Authorization issues or concerns.

5. How will we receive the PO?

CA will send the Purchase Order to the contact name provided in the Vendor Application. The preferred method is to send the Purchase Order via e-mail. Our suggestion is to create an email account or have one point of contact for receipt of Purchase Orders. This will reduce the risk of not being aware of Purchase Orders because someone is sick or on vacation.

6. What else is required for partner on-boarding?

With the items completed above, the company is setup or on-boarded as needed to begin work. However, individual vendor resources need to also be on-boarded to be able to enter time and expenses in the CA systems for payment processing to occur. The RM team also on-boards all new partner



resources and generates a PMF they should use along with a password. The resources setup is sent directly to the vendor resource once on boarded.

7. Whom should I contact if information on the Purchase Order and/or Scope Document is incorrect?

You should immediately contact the “contact person” on the PO. Normally, this is the project manager. For any scope issues, the PM is the direct contact person. Please be sure to check the payment terms which are printed at the top of the PO to ensure they are correct. If incorrect and not fixed, this cannot be changed after time / expenses are entered without issuing a new PO. It is much easier and faster to fix this up front.

8. Can our administrator get Admin access to enter time or expenses?

There is currently no general admin access to enter time or expenses. CA requires that each individual resource enter his / her time and expenses for compliance purposes. The vendor admin will get a weekly “SES History” report which will show any time or expenses approved by a CA PM and confirm payment terms have started. In addition, the resource can see the status of a time or expense entry in either PPM or SAP.

9. How do we invoice CA for time or expenses performed by our resources so we get paid?

CA requires all vendors to enter time in PPM and expenses in SAP; this will route the time / expenses to the PM for approval. The vendor should send their invoice (and expenses receipts) to the appropriate AP email address – this is specified in the PO, for example UKAccountsPayable@ca.com

Invoices are paid in accordance with the payment terms agreed in the VSA

Failure to properly submit time / expenses in CA systems within 60 days from the work performed can result in CA rejecting paying the vendor.

Time Entry

10. How does a resource enter their time?

Resources must be on boarded by the RM team and are given a user name (PMF) and password to access PPM for time entry and SAP for expenses. The links to both of these systems is included with the password email sent to them. Assuming a company is properly on boarded and a PO is created and sent to the vendor by the RM, the next step requires the RM team to add the PO to the project for that resource. No action is needed by the vendor for this to happen and once done, the vendor resource will view the PO on a drop down within PPM to select for time entry. If no PO is showing up in PPM, you must contact the RM team to rectify this.

Assuming a PO is showing up in PPM, the resource also needs to select a task to bill time to within a project. The tasks are assigned to the resource by the project PM in PPM and links back to the PM’s WBS in PPM. The resource must have BOTH the PO and task to select prior to being able to enter time. If there is no task showing, the resource must contact the PM to add the task. Then the resource can enter time appropriately.



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11. What if a resource forgot their password to PPM or was locked out?

The vendor should email EMEAResourceManagement@ca.com and the RM team will raise a help desk ticket on behalf of the vendor

12. What is the password requirement to set my own password instead of the one provided to me?

Strong passwords have the following characteristics:

- Contain both upper and lower case characters (e.g., a-z, A-Z)
- Have digits and symbols as well as letters (e.g., 0-9, !@#\$%^&*()_+|~=-\{}[]:"';<>?,./)
- Are at least eight alphanumeric characters long
- Are not words in any language, slang, dialect, jargon, etc.
- Are not based on personal information, names of family, etc.
- Passwords should never be written down or stored on-line. Try to create passwords that can be easily remembered. One way to do this is create a password based on a song title, affirmation, or other phrase. For example, the phrase might be: "This May Be One Way to Remember" and the password could be: "TmB1w2R!" or "Tmb1W>r~" or some other variation.

Expense Entry

13. How does a resource enter their expenses?

Resources must be on boarded by the RM team and given a user name (PMF) and password to access SAP for Expense entry. The resource should enter all applicable expenses and itemize them into the categories and days available. For mileage, the vendor should calculate the actual amount by using the IRS current mileage rate multiplied by the mileage and entered as a total amount. In the comment section next to the field, show the calculation used and number of miles.

Please refer to the [Service Partner Travel Expense Guidelines](#) to ensure you are in compliance with CA's expense policies. Any items out of compliance or not listed in the guidelines will require PM approval in writing prior to incurring the expense or it will be rejected by CA for payment. Please note that the work week for expenses is different than the work week for time entry, as such, please ensure you properly enter only the days for the expenses shown. For any expenses which are incurred outside of USD, please include the proper currency for processing.

General Payment Questions

14. Based on PO Type (T&M vs. Fixed), how are labor invoices processed for payment?

EMEA Partner time entry and PM approval is separate to invoicing in EMEA; invoices are emailed to AP and are paid in accordance with the payment terms agreed in the VSA.

The vendor submits a VMAF (Vendor milestone acceptance form) and forwards this to SVA with the relevant invoice. A GR (goods receipt) is created by SVA and payment is made according to the payment terms agreed in the VSA.

15. Are receipts needed for all items or can we do per diem for expenses?

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Receipts are indeed needed for all expense items except tolls and mileage. Per Diem is only allowable with CA PM written approval prior to the start of the engagement and typically requires the PM to obtain client approval to allow this.

16. Who do we contact for issues / problems?

It depends on the issue or problem but contacting the incorrect group or person within CA will only result in frustration and wasted time / efforts to resolve the problem. It is important to contact the correct group within CA for timely resolution based on the table below.

Contact	Issue
EMEA EMEAResourceManagement@ca.com	<ul style="list-style-type: none"> • Time / Expense Entry Issues • Password resets, system access issues
Project Manager	<ul style="list-style-type: none"> • Change request escalations • Time / Expense approval escalations • If you do not receive a CA generated time / expense entry invoice in a timely manner from date of entry • If you do not see the entry on the Service Entry Sheet (SES) History report • Issues around older invoices that are missing
Resource Management	<ul style="list-style-type: none"> • Time / Expense Entry Issues for Quarter or Year End • On boarding requests for new resources • Incorrect purchase order amounts / discrepancies • Missing converted purchase orders • Missing WA, LOI or PO / Scope issues
EMEA EMEAResourceManagement@ca.com	<ul style="list-style-type: none"> • Questions regarding processes and procedures • Unresponsiveness by help desk, RM, or PM needing escalation • Not receiving SES history report • Issues with the electronic receipt upload application (ineedafile)

17. What if I have project related issues at a client site, who would I contact?

The CA PM should always be contacted for any project related issues or client site related issues. They own the project and relationship with both the customer and the vendors.

18. What if I have questions not found on this FAQ?

You can send any other questions to EMEAResourceManagement@ca.com and your questions will be addressed.