



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) or Master Services Partner Agreement (MPSA) for Rally / CA partners to fulfill the legal terms and conditions needed to work for a CA customer when CA is the Prime. 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, MPSA, 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. A MPSA is an agreement specifically for partners that focus on Rally / CA type services to CA customers when CA is the prime and is like the VSA.

3. After a STPA, MPSA, 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 be on boarded via the Ariba system CA utilized to capture contact information, company information, insurance confirmation, and banking information for direct deposit and billing info. The bank info is required to be sent on the vendor's company letterhead. 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.

In addition, for NA, the Vendor will be issued with a Scope Document along with the PO for the specific engagement. The Scope Document is a project specific contractual agreement between CA and Vendor for the specific engagement. The Scope Document may outline the following but not limited to: the scope of work, the specific rate or fixed price and milestones, flow down legal requirements for a specific customer, travel and expenses reimbursement (as applicable) and the period of performance. Every PO should have an accompanying Scope Document authorizing the Vendor to work on the engagement.

4. What if CA wants a vendor to start working prior to a PO / Scope Document being issued?

For NA, the RM may issue a Letter of Intent ("LOI") in-lieu of PO / Scope Document issuance, this is sufficient to commence the work as it states that CA authorizes the work to begin. The PO / Scope document will follow soon after.



5. Who do we contact if we haven't received a PO or Scope Document?

The RM team is responsible for engagement of a services partner, rate negotiations, on-boarding and creation of the PO / Scope Document. In addition, time and expense cannot occur until a PO / Scope Document is created and entered into the appropriate systems along with a corresponding task assigned by the CA PM. You should always contact your RM representative for any PO / Scope Document issues or concerns.

6. How will we receive the PO / Scope Document?

CA will send the Purchase Order / Scope Document to the contact name provided as part of the on boarding process with Ariba. The preferred method is to send the Purchase Order / Scope Document via e-mail. Our suggestion is to create an email account or have one point of contact for receipt of Purchase Orders / Scope documents. This will reduce the risk of not being aware of Purchase Orders / Scope Documents because someone is sick or on vacation.

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

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

You should immediately contact the "contact person" on the PO. Normally, this is the project manager or the RM contact. 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.

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

There is currently no general admin access to enter time. CA requires that each individual resource enter his / her time 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 Clarity or Concur. Concur does allow a admin capability to enter expenses, however, the resource will need to capture receipts electronically for the admin to do this. In addition, there are additional steps required to allow this admin access for expenses. Those additional steps are outlined in the Concur FAQ documents on the vendor website. Vendor admins should also record the appropriate information on each approved time or expense to assist with reconciliation of payments made to the vendor by CA.



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

For NA, there is a paperless process which does not require any invoices to be submitted for labor or expenses with PO's beginning with a "4". Once time or expenses are entered in the appropriate CA system and the PM approves it, the payment terms will start within AP. All approved time or expenses will be shown on the weekly SES History report and when a PM approves the time or expense, CA will generate a confirmation that it was approved which CA calls a CA generated invoices that is sent to the vendor administrator for reconciliation. The weekly SES history report is a 3-week rolling summary of all CA generated invoices. Vendors are **required** to capture the information on the CA generated invoices they are sent, especially, the numbers at the top of the invoice starting with a "5" and the expense key which is included on the invoices and SES history reports, as these will be used for reconciliation purposes when payment is made. When payment terms are met, the system will release the items for payment in the next payment cycle and payment is made. Most payments in NA will be via direct deposit and the advice given to the vendor when payment is made will contain the total amount along with individual amounts paid and their corresponding invoice number starting with the "5" the vendor captured earlier. The vendor can then confirm payments based on those numbers matching.

Time Entry

11. How does my resource enter his time?

Resources must be on boarded by the RM team and are given a user name (PMF) and password to access Clarity for time entry and Concur for expenses. The links to both 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 Clarity to select for time entry. If no PO is showing up in Clarity, you must contact the RM team to rectify this.

Assuming a PO is showing up in Clarity, 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 Clarity and links back to the PM's WBS in Clarity. 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.



12. What if my resource forgot their password to Clarity or was locked out?

The resource should contact the CA Help Desk directly for a password reset. The resource should call CA GIS Team (IT team) at the following numbers and open a ticket so the password will be reset for use.

PHONE SUPPORT

The GIS Service Desk can be reached on the below listed contact numbers. We operate 24x7.

Region	Telephone Numbers
North America	Toll: 631-342-3955
	Toll Free: 877-742-2435

13. 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

14. How does my resource enter his expenses?

Resources must be on boarded by the RM team and given a user name (PMF) and password to access Concur for expense entry. The resource should enter all applicable expenses and itemize them into the categories and days available. FAQs and Ref Guides are available on the website showing information around the Concur system both on line and via hand held devices.

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.

15. Expenses are entered and submitted in Concur but it hasn't reached the PM for approval?

Vendor resources can see the status of expense reports in Concur. CA PM's are required to approve expenses within 7 days. If this isn't done, an email is sent to both the CA PM and vendor resource as a



reminder that something was not approved. The vendor should reach out to the PM to ensure the expense is approved or returned.

16. How do I submit my receipts?

The Concur expense system allows resources to either take pictures of receipts from their handheld devices or email images of their receipts to the system. There is a one-time setup required to use the email feature so please refer to the Concur FAQ documents on the website to complete this if you wish to use this feature. There is no longer a requirement to mail in receipts to CA or to submit cover sheets. Cover sheets printed from Concur and paper receipts are for vendor reference only and should be held as per audit guidelines in the VSA by the vendor.

17. How do I install the Concur application.

There are FAQ and QRG documents on the service partner website, please refer to the appropriate document for assistance with installation, setup, and general use of the Concur system.

General Payment Questions

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

- **Time & Material:** partner time entry and PM approval in Clarity are mandatory. Once PM approved, the payment terms start and when reached, the vendor is paid as outlined in section 11 above.
- **Fixed Price:** since fixed bid projects are based solely on milestones and acceptance of those milestones, a GR (goods receipt) needs to be created by the PM once the client signs off on a MAF (milestone acceptance form) and payment terms are started. There is no specific timeframe started for this because fixed bid projects require client acceptance for each milestone via the MAF sign off. However, once a Good Receipt is entered into the CA system showing PM approval of the milestone, payment terms start and are processed for payment once the payment terms are reached.

19. How does our admin reconcile direct deposit payments to CA generated invoices?

Remittance advice is generated and sent to Vendor for Invoices paid. The vendor is responsible for reconciling what was approved on the SES history reports and the actual numbers found on the remittance advice. For expenses, a new field showing the Concur Expense Key is also shown for reconciliation purposes. All these numbers should be tracked so reconciliation can be made when the items are actually paid. Please refer to section 11 above.

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

Electronic copies of receipts in Concur 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 on a case by case basis.

21. 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.



Services Partner-On Boarding and General Information
EU, LA, and APJ Regions
Frequently Asked Questions

22. 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
CA Help Desk <ul style="list-style-type: none"> USA: +1 877-742-2435 	<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 NA – caservicepartners@ca.com	<ul style="list-style-type: none"> Time / Expense Entry Issues for Quarter/Year End On boarding requests for new resources Incorrect purchase order amounts / discrepancies Missing converted purchase orders Missing WA or PO
Resource Management NA - caservicepartners@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
Accounts Payable NA – askap@ca.com	<ul style="list-style-type: none"> Questions related to payment processing or missing payments only for POs starting with a “4” and after a CA generated invoice is received by the vendor automatically. If you did not get a CA generated invoice or it was not on the SES history report then it was not PM approved and you must contact your PM instead Questions related to special payments via Ariba system only for PO’s starting with a “3” and after a vendor invoice is submitted and accepted by CA
Procurement NA - caservicepartners@ca.com	<ul style="list-style-type: none"> Questions around Ariba setup

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

You can send any other questions to the following for your region and your questions will be addressed:

CAServicePartners@ca.com



Addendum A – Ariba On-Boarding FAQ

As of 2016, CA has adopted the Ariba tool to assist with on-boarding all of CA's Service Partners into the CA systems to generate PO's, Labor / Expense confirmation reports (invoices), and process payments. All vendors are required to use the Ariba system for on-boarding and the below document is a guide to help vendors understand how to answer certain questions which may not pertain to their business model. As such, this guide will clarify answers for those questions where a vendor may be unsure as to what answer CA is asking.

The below is broken down by questions which each vendor will be presented with. In certain cases, incorrectly answering a question may cause additional ancillary questions to be asked and may stop the process pre-maturely so it is important to follow those questions in **blue** which outline the required response. For other sections, there may be required fields and other fields which once answered by the vendor, can cause additional questions to be asked. In any event, this entire process must be completed for proper on-boarding to occur.

The numbers to the left are for each major section of the Ariba process. For example, 2.1. Is for the second section but may have additional subsections 2.1.1, 2.1.2, 2.1.3, etc. For this guide, we will address each main section in bold and all the applicable subsections under the main section of 2.1 as outlined above.

1. Registration Type

1.2 What is your registration type?

It is important that all service partners select the option of "Supplier Self Registration" as the type of registration. **NO OTHER OPTION SHOULD BE SELECTED!**

1.3. Ownership information (US ONLY)

This section is required for all US based vendors only. It is asking if you are defined with the US gov't as a small business and what type. CA is required to capture this information and report it to the gov't. As such, if you are not registered officially with the US Gov't as a specific type of small business, this answer is "NO". If you are, then please select the appropriate type. All other regions (EU, APJ, LA) should just select "NO".

2.1. Supplier Self Registration

2.1.1. This is a text field, just list your company as a services partner for CA products

2.1.2. This is to capture how many employees you have including both FTE and contract employees which your company may use (1099 in NA). It is used to determine size.

2.1.3. & 4. Vendor to answer

2.1.5. Vendor should use "CA Partner Technical Services"

2.1.6. – 2.1.10. If your company is either currently providing for CA or plans to provide CA with services in a region where you will be "paid" from CA in that region for the work performed, then you should answer "Yes" to all those regions as defined above. This is for taxation reasons.

2.1.7. **For any work by a Vendor in NA (including the US / Canada) this should always be "Yes" and it will then require you to upload either a W-9 or W-8 for tax setup. Please have your W-9 or W-8 filled out and ready to upload.** If you are not doing ANY work in the US or Canada and don't need to file a W-9 or W-8 for taxes, then you should answer "No"



Services Partner-On Boarding and General Information EU, LA, and APJ Regions Frequently Asked Questions

2.1.11 – 2.1.39 – This is a trigger based on the question above which may ask if you do business in a specific country outside of NA. If you do business in a country asked and get paid from that region for that work, then you should answer “Yes”, otherwise, answer “No” as appropriate.

2.1.40 – This is a free form area to list countries not listed in 2.1.11 – 2.1.39 above and is for tax reasons.

2.1.41. – 2.1.73 – Vendors need to provide this info

2.1.74. This is the name of your CA account manager or relationship manager, or the person completing this on-boarding

2.1.83. Vendor to provide DUNS number if they have one

2.1.84. This is the email you want to receive Purchase Orders and Scope Documents

2.1.85. This is the email you want to receive ERS or payment advices

2.1.86. This is the email you want to receive SES (Service Entry Sheets) also known as CA generated confirmation reports (invoices) when either time or expenses are approved by a CA PM.

2.1.87. Select the language you would like to use for all correspondence

2.1.88 – 2.1.102. Vendor to supply this info

2.1.103. **Is the vendor and Individual / Natural Person or Entity / Corporation? All vendors should ALWAYS select “Entity / Corporation”**

2.1.137. – 2.1.171. This section and any subsections are contingent on the country selected and will require an entity type of partnership, LLC, Corp etc for tax purposes.

2.1.172 – 2.1.233. This section and all subsections are for payment setup. CA prefers to pay vendors either via EFT or ACH but if neither option is available, a check may be sent. If a check is the only option, then the vendor MUST enter “NA” in all the fields 2.1.176 – 2.1.232 when they come up or it will fail to process as these are required fields.

2.2 Physical Security

This section has been removed as a requirement for service partners.

2.3 Supplier Resource Screening

2.3.1. This is a compliance question. CA wants to ensure you have proper country work permits for all the countries in which you do work on behalf of CA. For example, in NA you would need to have and prove proper work permits via a Fed EIN or SSN and Company Registration with a state for a LLC or Corp.

2.3.2. This is a compliance question. As part of the vendor service agreement, vendors are required to ensure proper background checks of the resources they employ. As such, this is a question around if those background checks are indeed done.

2.6 Insurance Requirements

All vendors are required to have insurance as part of their agreement, however, CA has removed the requirement to upload proof of insurance for on boarding.

2.7 Data Privacy

This section has been removed as a requirement for service partners.

2.8 Code of Conduct



Services *Partner-On Boarding* and General Information
NA Region
Frequently Asked Questions

2.8.1 – All vendors are required to read and understand CA's code of conduct. Once read, please select "YES"