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 similar to 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 APJ countries, the Vendor will be issued with a Work Authorization ("WA") for the specific engagement. The WA is a project specific contractual agreement between CA and Vendor for the specific engagement. The WA 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. The terms in the WA supersedes the term on the PO.

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

For APJ countries, as long as a WA is signed between CA and Vendor in-lieu PO issuance, this is sufficient to commence the work. PO will follow soon after.

5. **Who do we contact if we haven't received a PO or WA?**

   The RM team is responsible for engagement of a services partner, rate negotiations, on-boarding and creation of the PO &/or WA. In addition, time and expense cannot occur until a PO 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 or WA issues or concerns.

6. **How will we receive the PO?**

   CA will send the Purchase Order to the contact name provided as part of the on boarding process with Ariba. 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.

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 and/or Work Authorization 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 countries in APJ, vendors are required to send Vendor Invoice to Account Payables. Vendor Invoice will need to reflect the correct PO number and the invoice submission must be accompanied with the SES History report.

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 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 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.

- CA Worldwide (CA internal dial):
  - x 82510 (APJ)
  - x 73955 (USA)
  - x 22223 (EMEA)
- Direct Dial Number
  - Australia: +61 2 8898 2510
  - India (toll free): 000 800 440 2472
  - USA: +1 631 342 3955
  - EMEA: +44 1753 242223

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. For APJ countries, payment is based on Vendor Invoice and SES History Report received by Account Payables.
- **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.

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.

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.

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
CA Worldwide (CA internal dial):
 	
• x 82510 (APJ)
• x 73955 (USA)
• x 22223 (EMEA)
 	
• Direct Dial Number
   • Australia: +61 2 8898 2510
   • India (toll free): 000 800 440 2472
   • USA: +1 631 342 3955
   • EMEA: +44 1753 242223
	• Time / Expense Entry Issues
	• Password resets, system access issues

Project Manager	• 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 APJServicesRM@ca.com	• 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 or PO
Resource Management APJServicesRM@ca.com	• Questions regarding processes and procedures • Unresponsiveness by help desk, RM, or PM needing escalation • Not receiving SES history report
APJAccountsPayables@ca.com	• Questions related to payment processing or missing payments only after a CA generated invoice is received • Questions related to special payments via Ariba system • Questions around Ariba setup

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

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