Supplier Training - SOW

Instructor Led Training

Audiences:

- Supplier Users
- Support Desk

Today’s Agenda

Module	Duration
Welcome to SAP Fieldglass	5 minutes
Registration & Access	10 Minutes
RFP/SOW Overview - Responses	30 minutes
Adding Workers to an SOW	15 minutes
Time/Expense and Payment Requests	15 minutes
Reporting Basics	10 minutes
Total Duration	85 minutes

Ground Rules

Please help us create an effective workshop environment by actively participating in discussions, being present and engaged, and being on time from breaks.

Ask Questions

Try to avoid side conversations/chats

Turn off or silence all phones to avoid disturbances

Course Objectives

At the end of this course, you will be able to:

- Navigate and utilize SAP Fieldglass for the support of SOW Resources
- Understand how to respond to and manage RFP/SOW requests
- Understand how to add resources to an SOW
- Understand how to submit time/expense and request payment
- Understand basic reporting functions within the system

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Key Terms

Before we begin the course, let's go through some of the key terms used in the course:

Name	Description
Assignment	Refers to the job assignment in Fieldglass that the worker is completing
Business Unit	Refers to the Business Unit/Group that owns the Assignment in Fieldglass
Buyer Reference	Refers to the Staffing Supplier that is designated in Fieldglass
Contract Worker	Refers to the individual that has been selected to complete a contract assignment in Fieldglass
Cost Center	Refers to the Cost Center that the Assignment will be allocated to for billing in Fieldglass
Expense	Refers to the invoicing items outside of hours worked that a worker can enter in Fieldglass
ID	Refers to the unique identification number for assignments, workers, timesheets, etc. in Fieldglass
Miscellaneous Invoice	Refers to items that are invoiced for work that is not directly related to the worker's specific job in Fieldglass
Resource	Refers to the candidates submitted in Fieldglass

Source to Pay Overview

We are pleased to announce that we are moving to Kyndryl's own Source to Pay platform.

Supplier Project Notification

We are pleased to announce that we are moving to Kyndryl's own Source to Pay platform.

It will be independent from current solution provided. Thus, we will set up a new Trading Relationship between you, SAP Ariba and us.

Kyndryl and SAP Ariba have reached an agreement to provide you this service without any network fees associated with Kyndryl transactions only. (*)

We believe this shift will strengthen our business relationship and allow for more robust collaboration and purchasing capabilities.

What does this mean for you?
Conducting business on the SAP Business Network will be required and your POs, invoices, acknowledgments, and ship notices will be transmitted using this platform.

When will this take effect?
We are targeting a cutover date from current business-to-business process in two activations in May and July 2023.

What will happen next?
You will have been contacted with important communications and instruction for joining the SAP Business Network. This includes establishing a trading relationship with Kyndryl on the SAP Business Network and configuring your SAP Business Network account.

Where do I find resources for suppliers?
Go to Kyndryl's **Supplier Information Portal**.

Who can I contact if I have questions?
Get in touch by emailing:
Supplier Enablement Team: SupplierEnablement@kyndryl.com

Module 1: Registration and Access

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Module Objectives

At the end of this module, you will be able to:

- Understand how to navigate within SAP Fieldglass
- Complete registration
- Provision and manage New User access
- Identify and act on your work items
- Observe a live demo within SAP Fieldglass

Provisioning New User Access

Supplier Administrative User

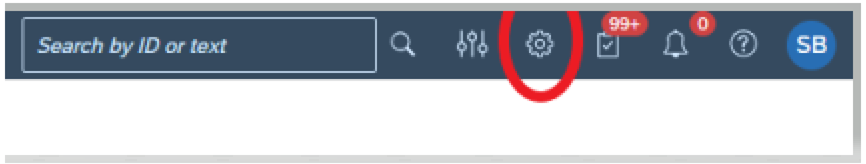
- The Supplier Administrator User is the contact that received the registration email for SAP Fieldglass
- That user was responsible for completing the initial registration process within the system and is the key contact within SAP Fieldglass for the Supplier Organization
- The Supplier Administrator is the only resource who can provision additional Supplier User access within the system
- Supplier Admins will also be responsible for ensuring that the supplier contact details are accurate and up to date; resetting user passwords; and editing profiles or access within the system

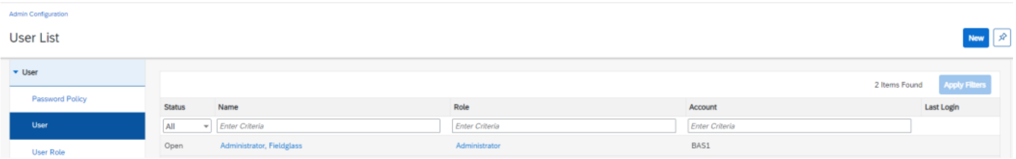
Provisioning New User Access

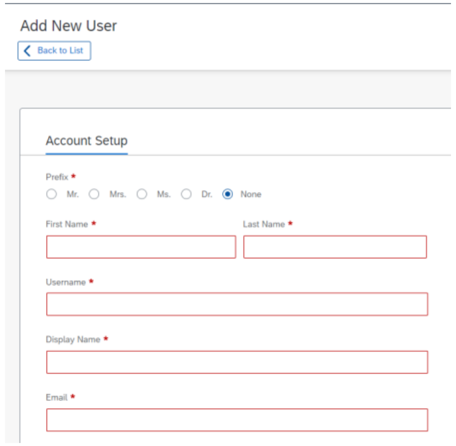
Supplier Administrative User

<u>New User Setup:</u>

- Click on the Admin icon in the upper right-hand corner
- Click the User link in the User section
- Click New
- Enter information into all required fields for each section within the page
- Once complete, click 'Add'
- The User account will be saved within the system and the new user will receive two invitation emails from SAP Fieldglass to complete the registration process

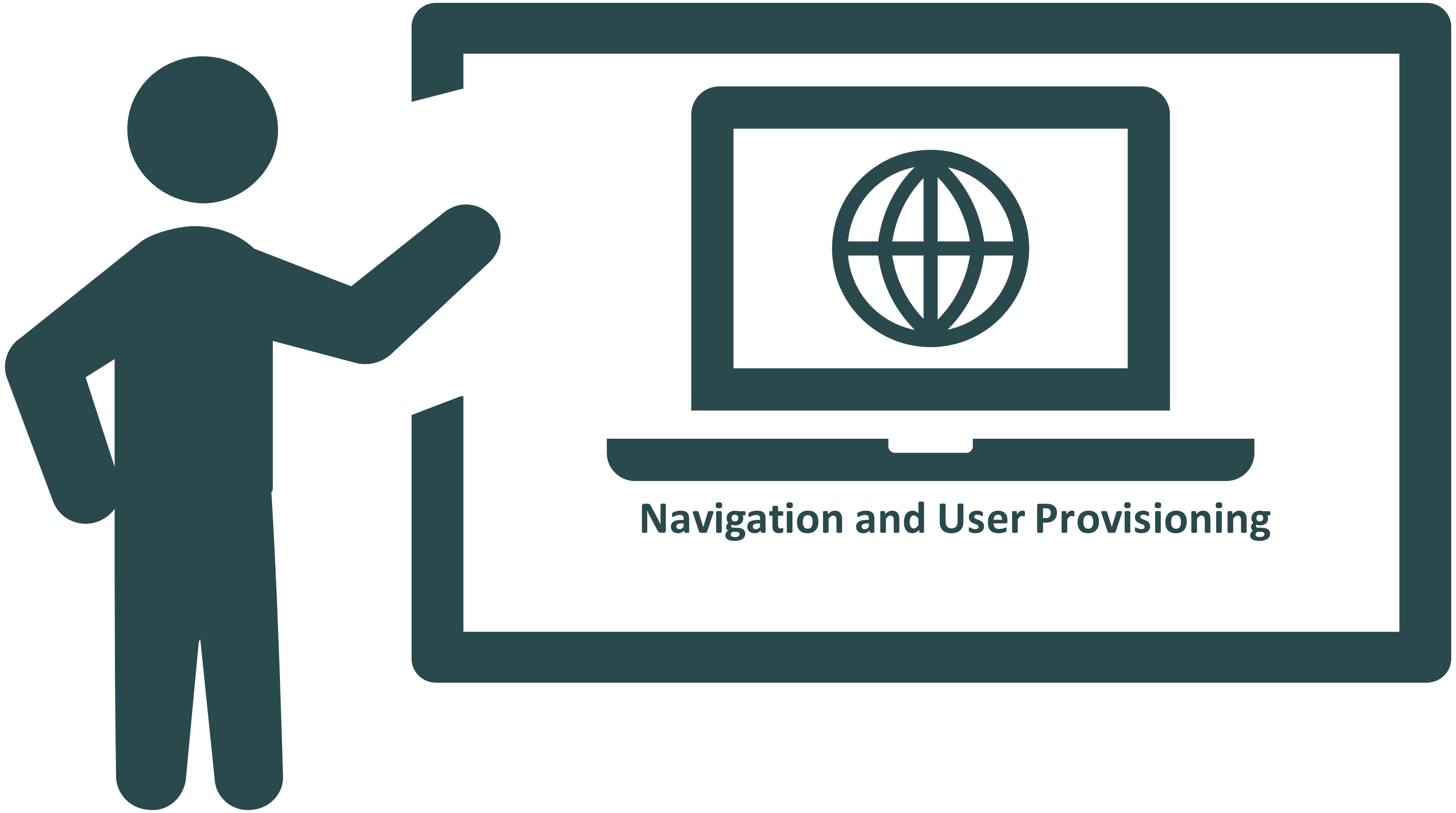






SAP Fieldglass Demonstration

In this demonstration, the following task will be performed:



Module 2: RFP/SOW Responses

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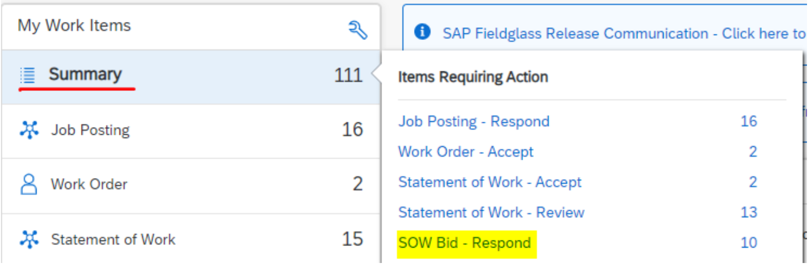
Module Objectives

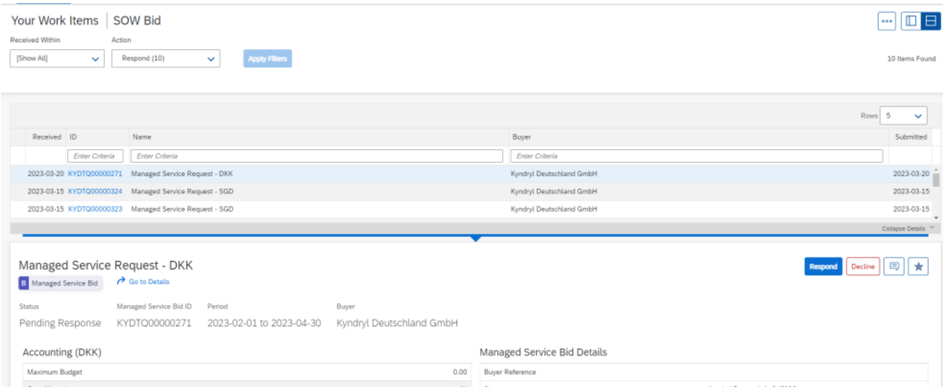
At the end of this module, you will be able to:

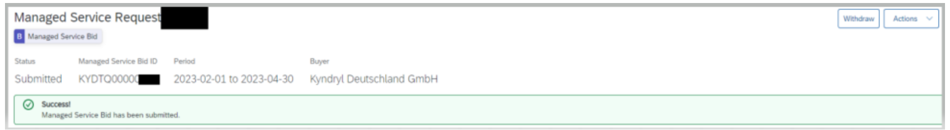
- Respond to an RFP
- Accept/Reject an SOW
- Negotiate an SOW Request
- Review and Accept SOW Revisions

Responding to BIDs (RFP)

Supplier Users – All Roles (Dependent Upon Profile Associations)







- BIDs (RFP) requests will show within the Work Items along the left-hand corner of the page
- Select ‘Summary’ and click on ‘SOW BID – Respond’ to review and respond to the RFP
- All BIDs for your organization will populate within the listing for review. For a more detailed view, select the blue hyperlink
- In the upper right-hand corner, there are options to ‘Respond’ or Decline the BID
- To respond, select ‘Respond’ and complete the required fields, adding any applicable notes or attachments and then select ‘Continue’
- There will be an option to add additional deliverables (events/schedules/expenses) and to continue
- Review the details of the response and select “Submit” to route the response back to the Manager for the review and approval

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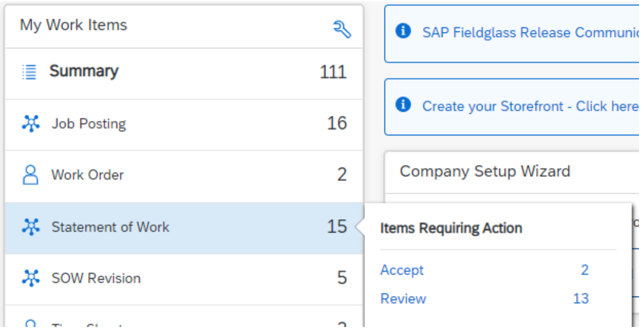
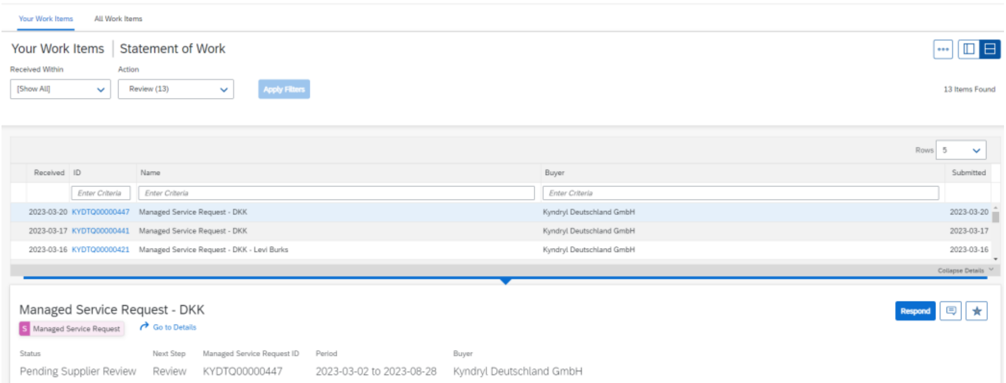
Responding to SOW

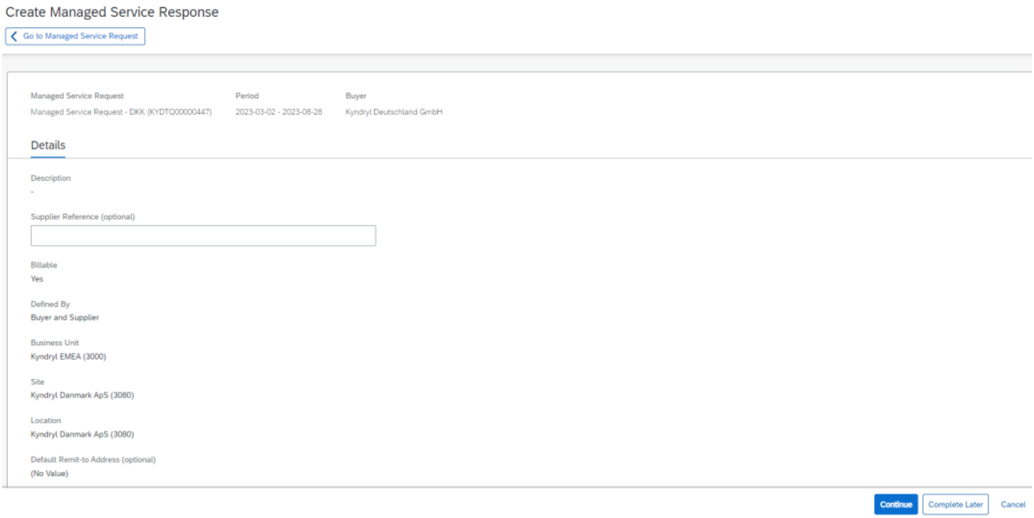
Supplier Users – All Roles (Dependent Upon Profile Associations)

- SOW requests will show within the Work Items along the left-hand corner of the page.
- Select 'Statement of Work' and click on Respond to review and respond to the SOW In the upper right-hand corner, there are options to 'Respond'
- To respond, select 'Respond' and complete the required fields, adding any applicable notes or attachments and then select 'Continue'



*SOWs can also be viewed by selecting the 'View' module and then clicking on Services – 'Statement of Work'





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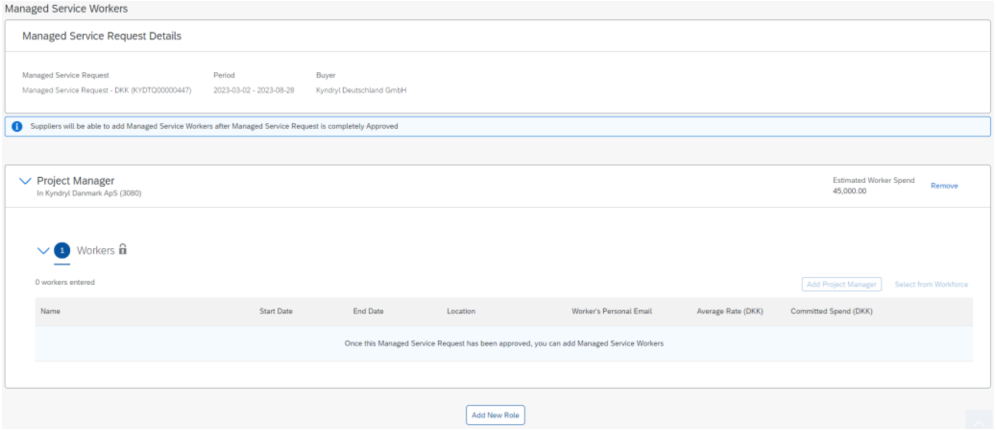
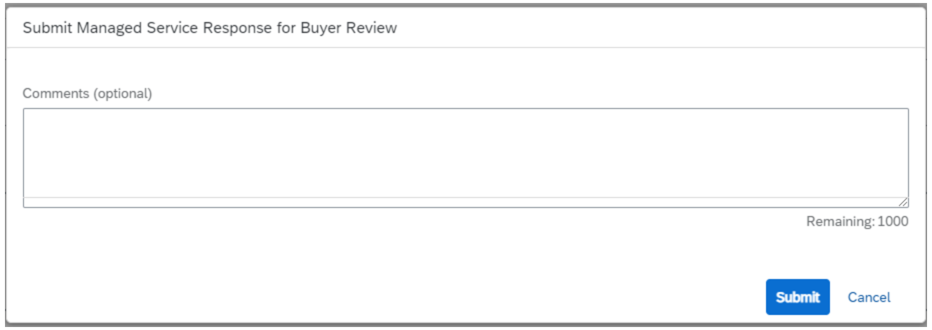
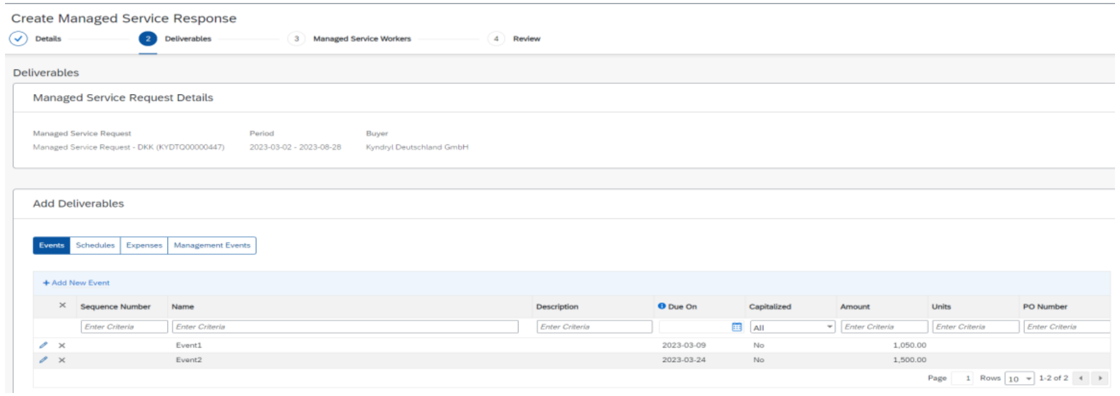
Responding to SOW (Continued)

Supplier Users – All Roles (Dependent Upon Profile Associations)

- There will be an option to add additional deliverables (events/schedules/expenses) and to continue
- IF the SOW is intended to have worker roles, there will be an option to view and manage the roles and continue
- Review the details of the response and select “Submit” to route the response back to the Manager for the review and approval







Negotiating SOW:

The same response process will be utilized to ‘negotiate’ any SOW requests. The Supplier will review and add details and deliverables as needed and will submit back to the Manager for review and approval. Once approved, the SOW will again populate for the Supplier to review and accept.

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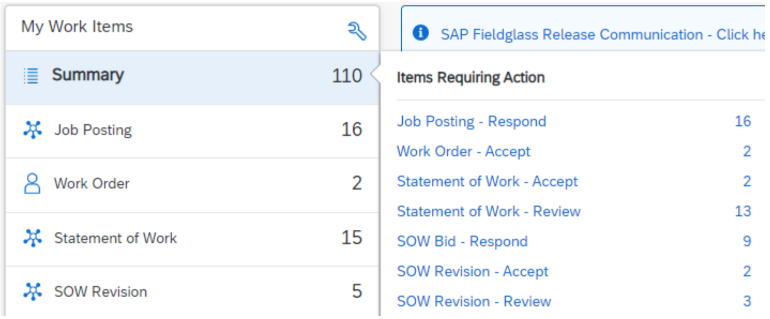
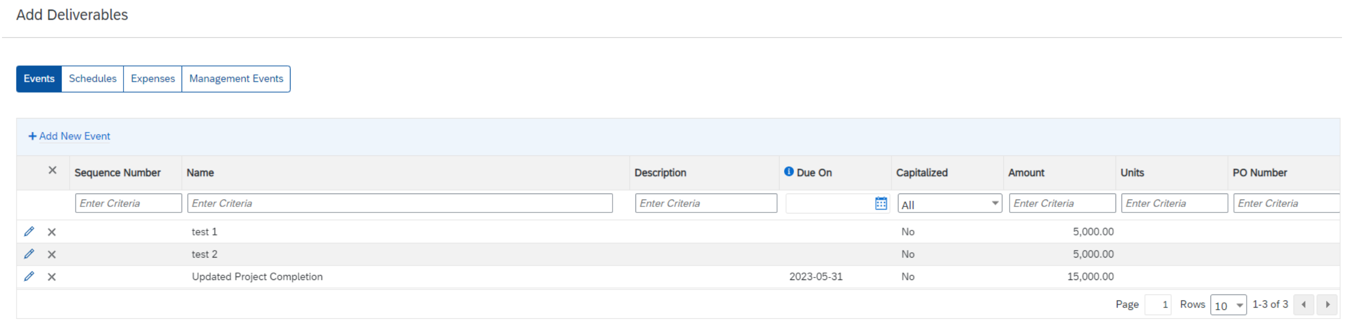
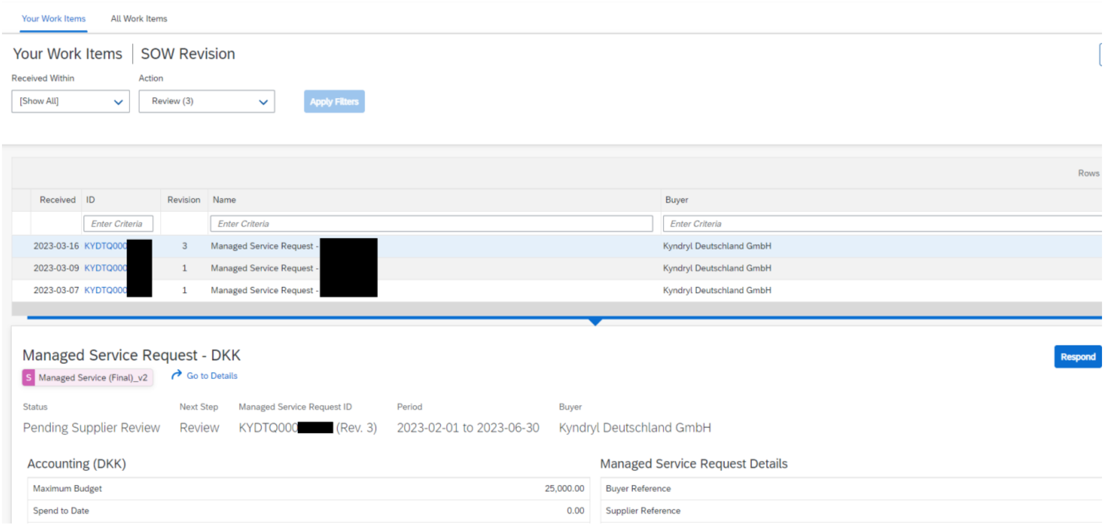
SOW Revisions

Supplier User

- Revisions to SOWs will also be completed within SAP Fieldglass.
- Revisions are located under the ‘Summary’ section of the work items
- Revisions will populate for Review and also for Acceptance
- Similar to the response, the details of the SOW can be access and modified to add deliverables, or roles, and submitted to the Manager for review and approval
- Once fully approved internally, the Revision will need to be accepted by the Supplier







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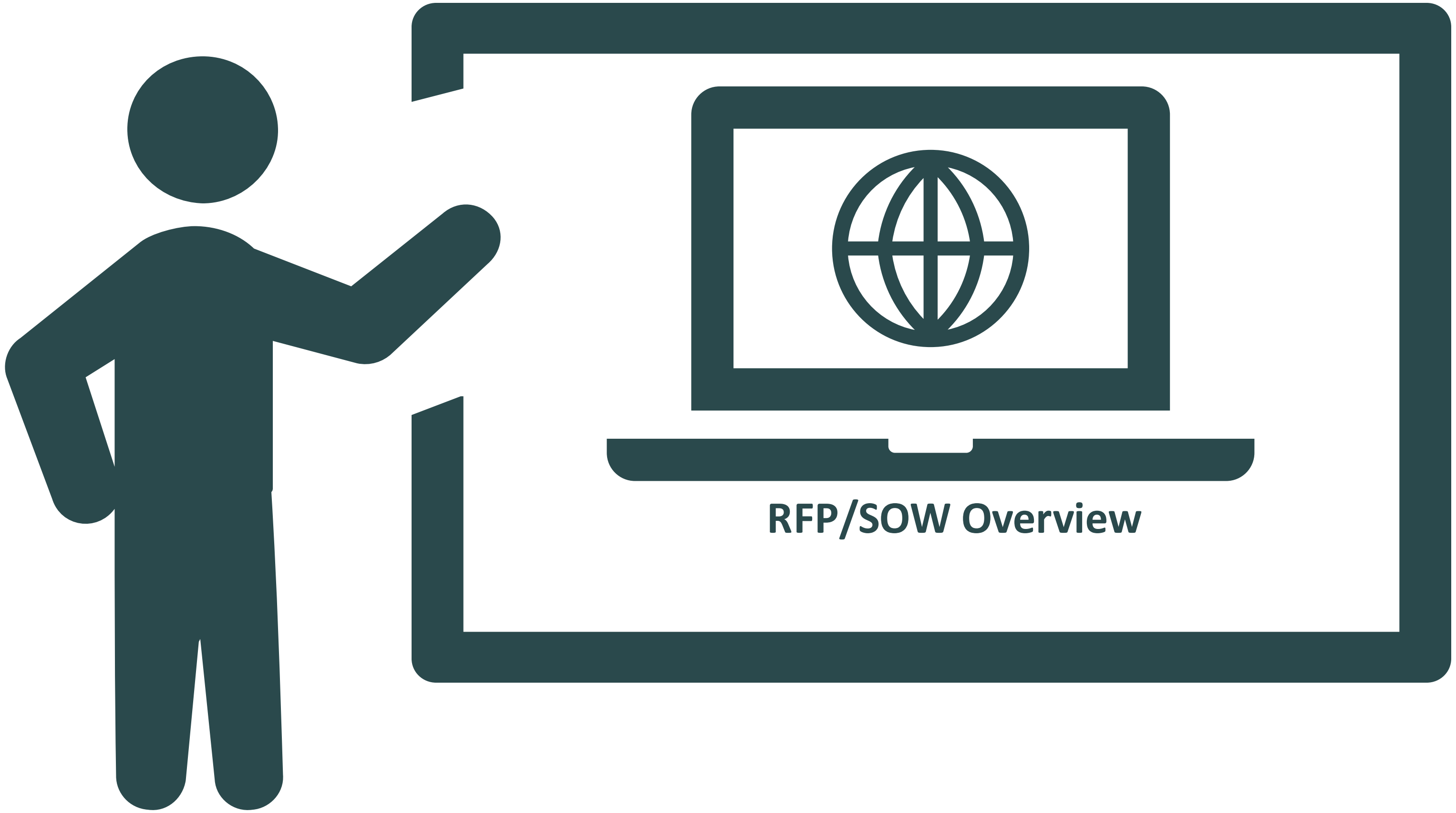
SAP Fieldglass Demonstration

In this demonstration, the following task will be performed:



Module 3: Adding Workers to an SOW

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Module Objectives

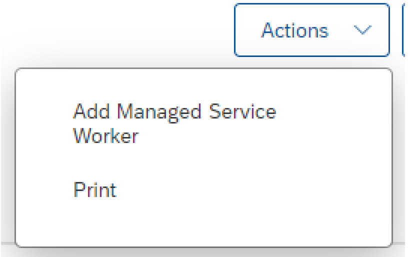
At the end of this module, you will be able to:

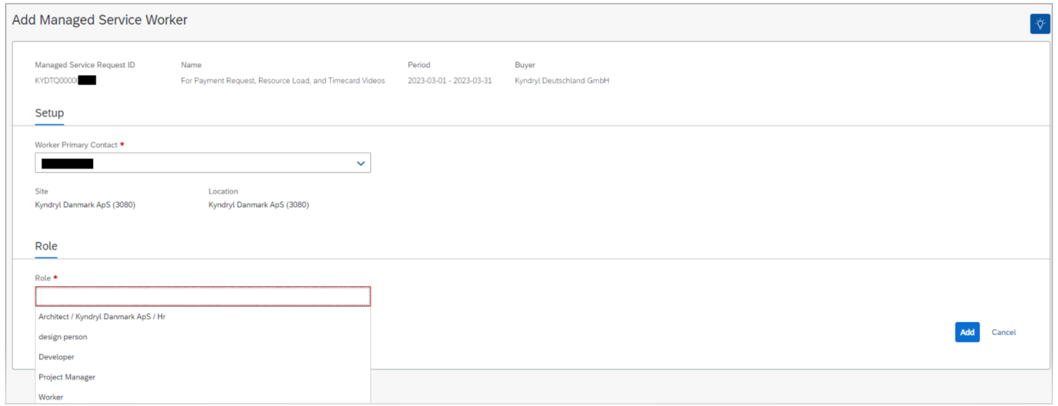
- Add/Remove workers from an SOW
- Understand Onboarding/Offboarding requirements

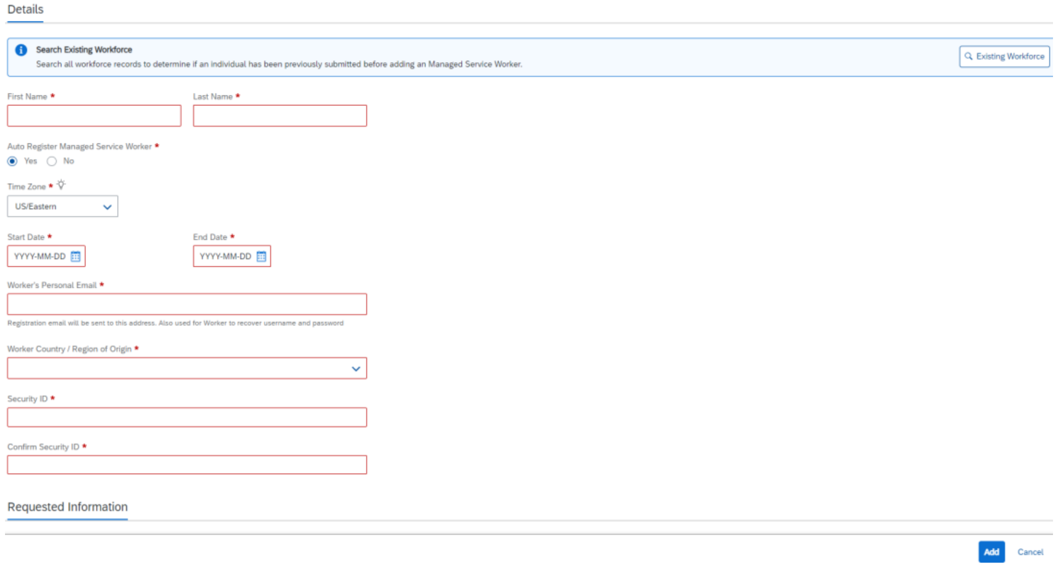
Add Workers

Supplier User

- Workers who need badge access or will be billing time and materials within the SOW will need to be added to Fieldglass (There will be no Workday ID for workers who are not listed within Fieldglass. IF no access is needed or there is no t&M, no workers will need to be added to the SOW).
- To add workers to an SOW, select 'View' and select 'Statement of Work' under the services listing
- Select the SOW to add workers to by clicking on the blue hyperlink
- Select the 'Actions' button in the upper right-hand corner and click on 'Add Managed Service Worker'
- Page will refresh to complete worker details
- There is also an option to add existing workforce for any resources which are already within SAP Fieldglass
- Complete all required fields and select 'Add' to add the resource to the SOW

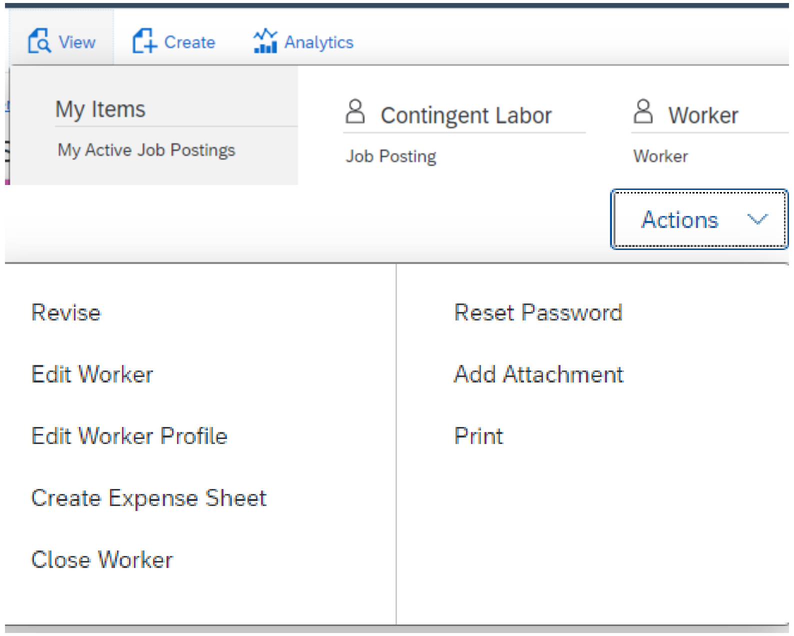


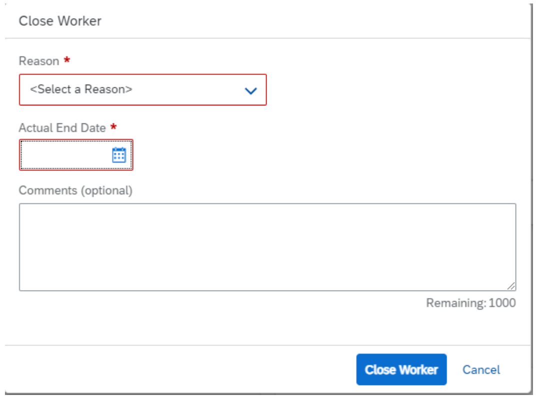




Remove Workers

Supplier User

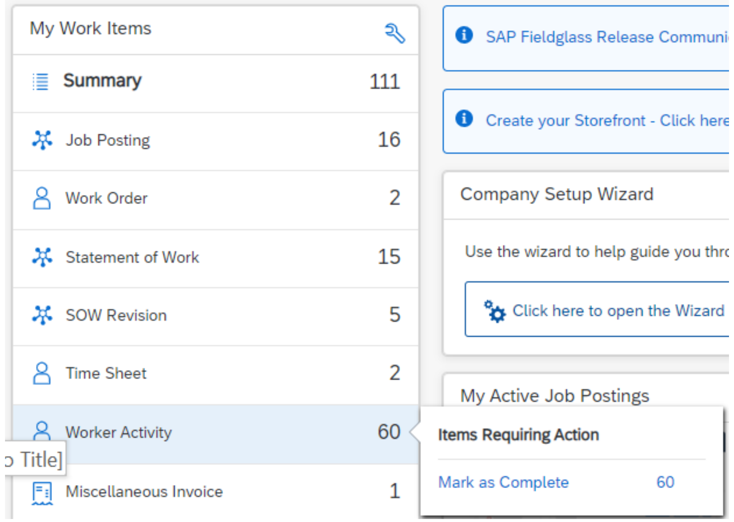




- To remove workers from an SOW, select 'View' and 'Worker' under the Worker listing
- Page will refresh with listing of workers
- Select worker to be removed by clicking on the blue hyperlink
- Page will refresh with worker record details
- Click the 'Actions' button and select 'Close Worker'
- Enter reason for closing worker, the end date, and any necessary comments
- Select 'Close Worker' to close the worker's record

Onboarding and Offboarding

Supplier User and Worker



<u>Onboarding requirements:</u>

- Requirements are listed within your contracts for support
- Within SAP Fieldglass, no background screening information will be housed but should be marked as completed and listed with the date of completion within the system along with any other required items
- All resources should clear background requirements prior to starting their assignments. Any discrepancies in the background requirements should be addressed within your internal compliance teams

<u>Offboarding requirements:</u>

- When workers end an assignment, Suppliers should ensure that the end of assignment is communicated accordingly
- Also ensure that all time and/or expenses have been entered within the system

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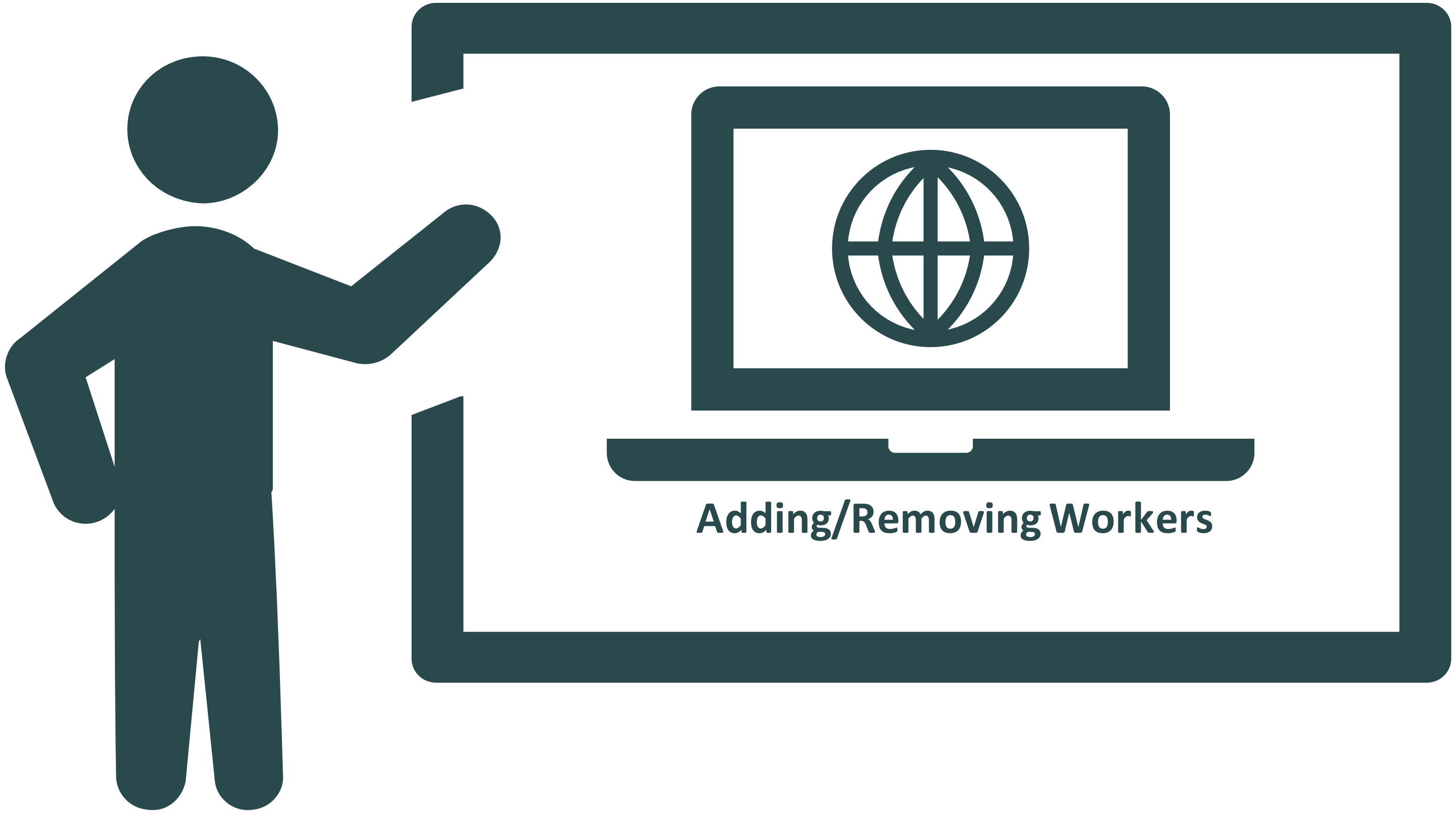
SAP Fieldglass Demonstration

In this demonstration, the following task will be performed:



Module 4: Time/Expense and Invoicing

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Module Objectives

At the end of this module, you will be able to:

- Submit Time/Expense
- Submit Deliverables
- Payment Requests

Submitting a Time/Expense

Supplier User and Worker

- Time and/or Expense entries can be submitted by the worker directly or by the Supplier on behalf of the worker
- Timesheets can be accessed for the assignment dates and current period
- Supplier Administrators should ensure to review and audit time sheets and draft timesheets within the system
- Expenses may or not be a part of the resources assignment and will require documentation for approval. Expense entries will be submitted to the Hiring Manager for review and approval
- Miscellaneous invoices may be used to submit items which don't have expense codes and have been agreed to as a part of the assignment. Miscellaneous invoices will route for approval and payment in the same manner as the time and expense sheets

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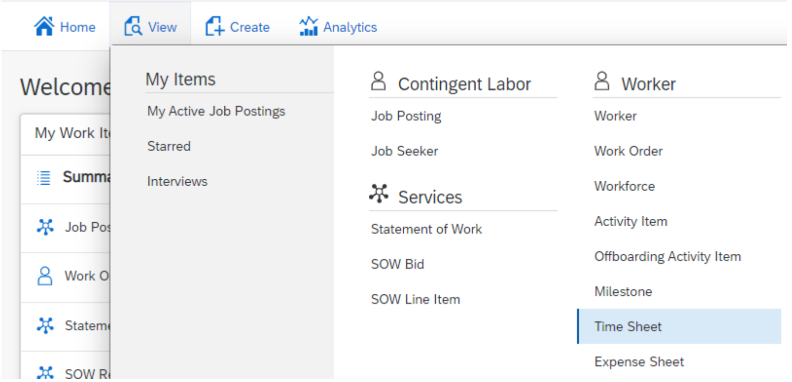
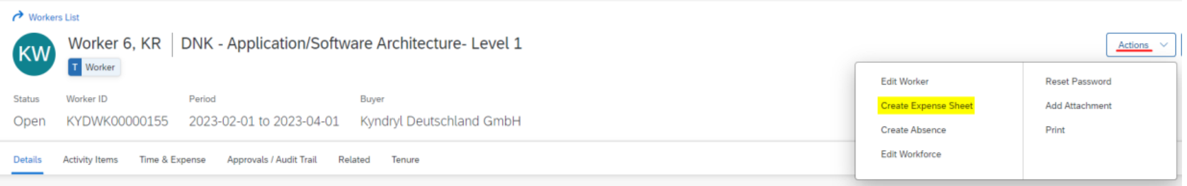
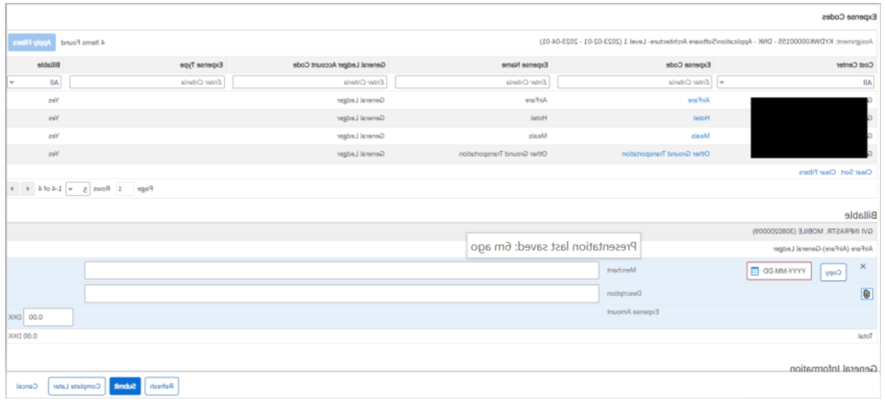
Timesheets can be accessed, edited, and submitted from the view module within the system. Suppliers also can view all draft timesheets for their resources.



Expense sheets can be accessed via the 'Actions' within the worker's record.

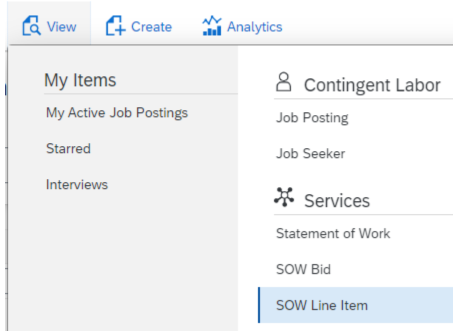


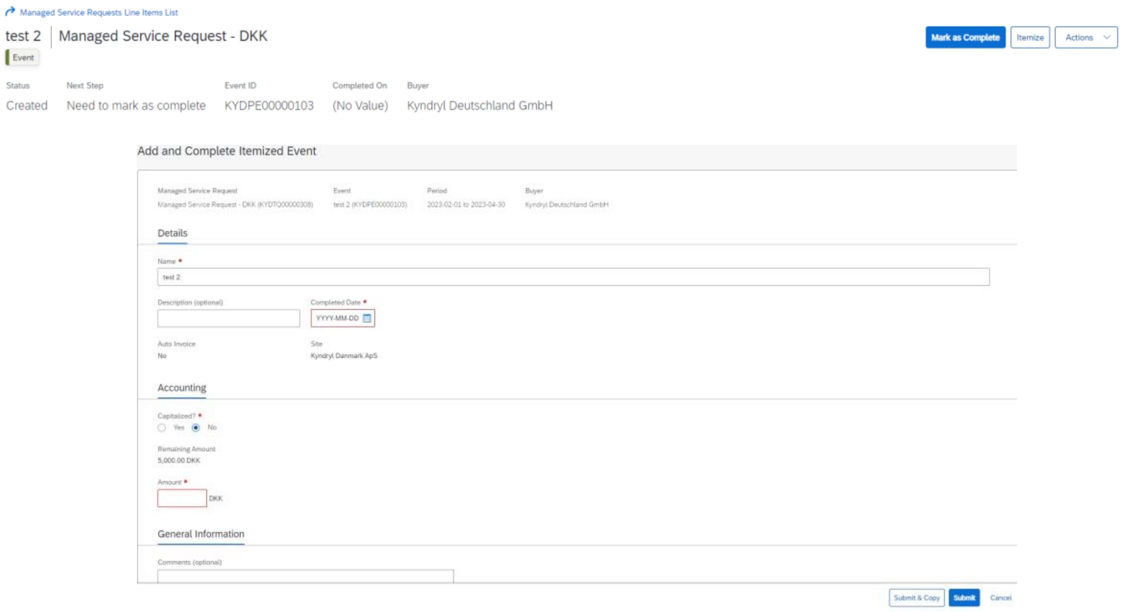


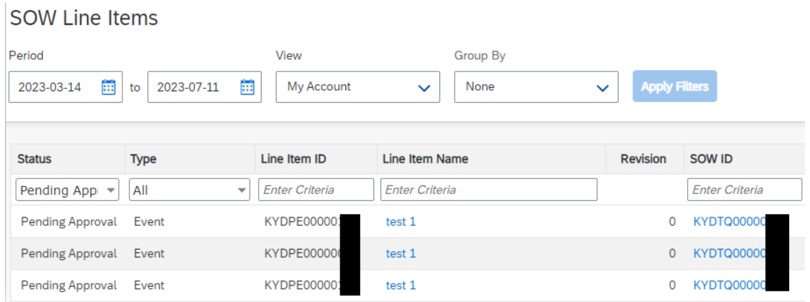
Submitting Fees/Deliverables

Supplier User

- To complete an event or schedule, select the ‘View” module and then select ‘SOW Line Item’ under the Services tab
- A listing of line items will appear, select the item which you are looking to update
- Select ‘Mark as Complete’ to confirm the details and update the item
- If necessary, the line item can be itemized, allowing for additional details on the date of completion and an opportunity to itemize the overall total
- The totals shall not exceed the budget approved within the SOW
- Once submitted, the line item will route to the Manager for review and approval
- Status will be updated to ‘Approved’ once approved and can be submitted for payment following the approval







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Invoicing

Supplier User

The invoicing process will begin in SAP Fieldglass via the submittal and approval of time sheet entries, expense sheet entries, fees, and any miscellaneous invoices.

All time, expenses, fees, and miscellaneous invoices will be submitted within the system by the Worker or Supplier and routed to the assignment manager for review and approval. Once approved, the invoice process will begin.

There are currently 3 Invoicing Processes in place for the program:

1. **<u>Fully Integrated</u>**

   - in this process, once submitted entries are approved, taxes are allocated within SAP Fieldglass and the base invoice is created. The Supplier User will need to 'create' the invoice within the system, which will route all approved entries to Ariba for processing directly.

   (Singapore, Denmark, Germany, Hong Kong, Luxembourg, Switzerland, Netherlands, Sweden, Belgium, France)

2. **<u>Partially Integrated Invoice</u>**

   - in this process, once entries are approved, the Supplier User will download the invoice data from SAP Fieldglass and send to the government site for processing. Once confirmation has been received from that site, the Supplier User will need to 'create' the invoice within the system. The invoice will flow through Kyndryl's systems for processing and payment.

3. **<u>Proforma Invoice</u>**

   - in this process, once approved within SAP Fieldglass, the Supplier User will gather all data for the pro forma invoice creation and submit to applicable site (Kyndryl; Government; Etc.). Kyndryl will process for payment.

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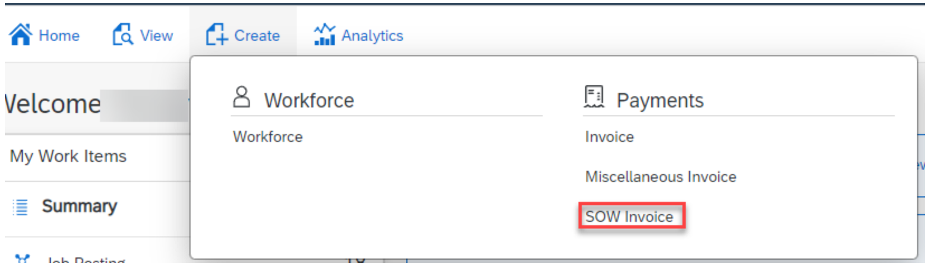
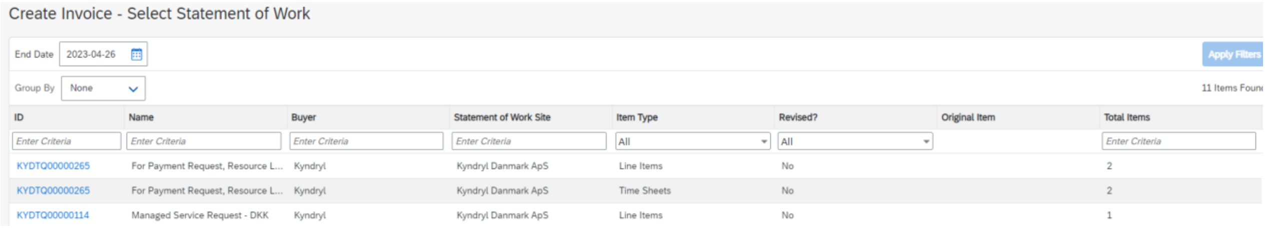
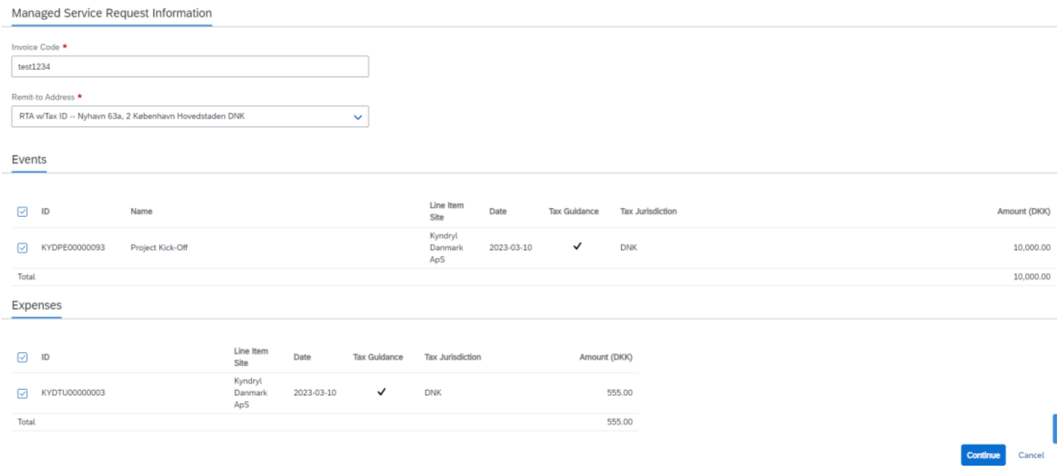
Payment Request

Supplier User

- To create the invoice, the Supplier User will need to login to SAP Fieldglass and select ‘Create’ and select ‘SOW Invoice’ to get the invoice created
- Select the SOW which will need to be invoiced
- Enter an invoice code for reference and select the Remit to address. Select ‘continue’ then ‘submit’ to generate the invoice within SAP Fieldglass







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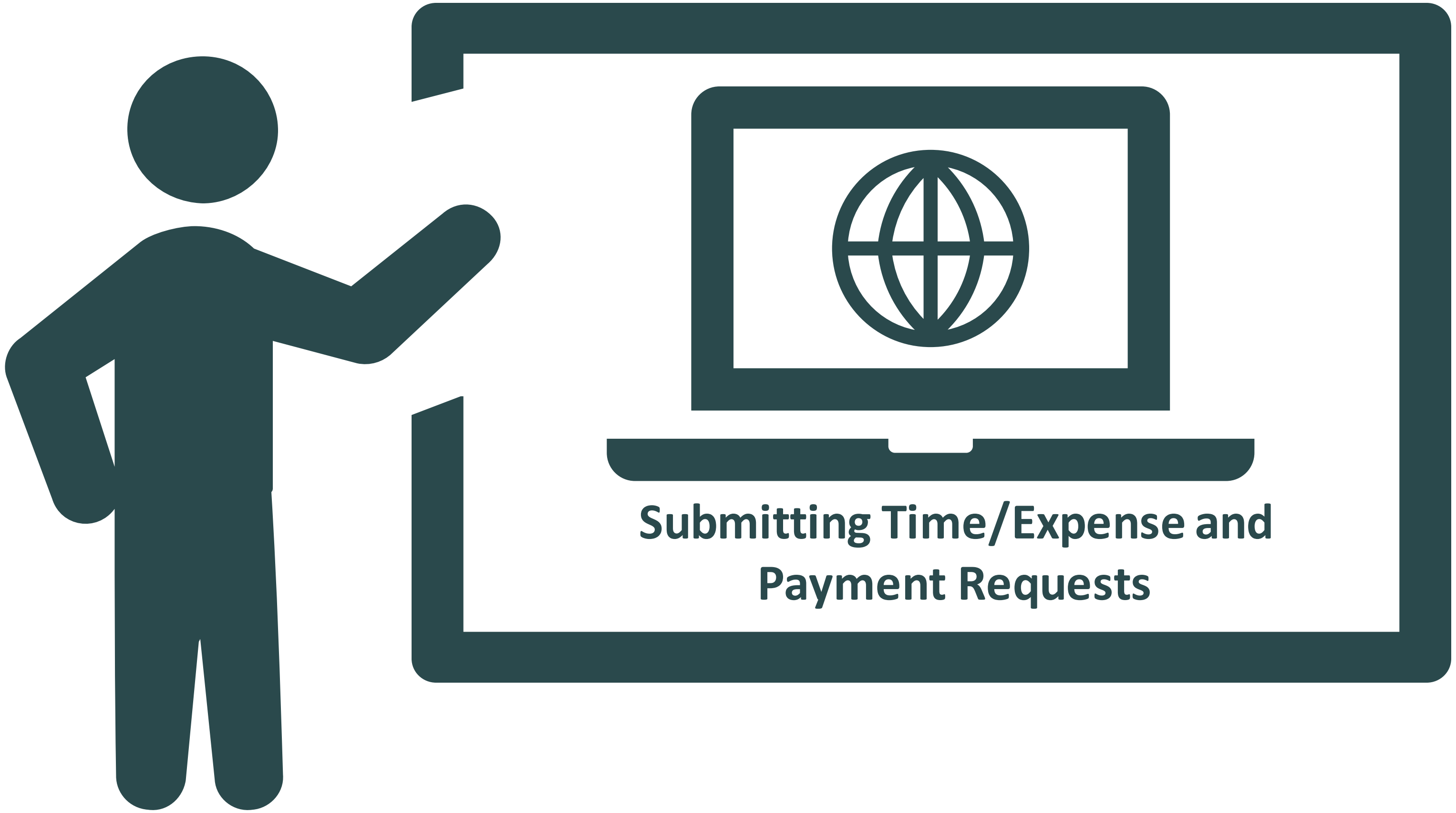
Demonstration

In this demonstration, the following task will be performed:



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Module 5: Reporting

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Module Objectives

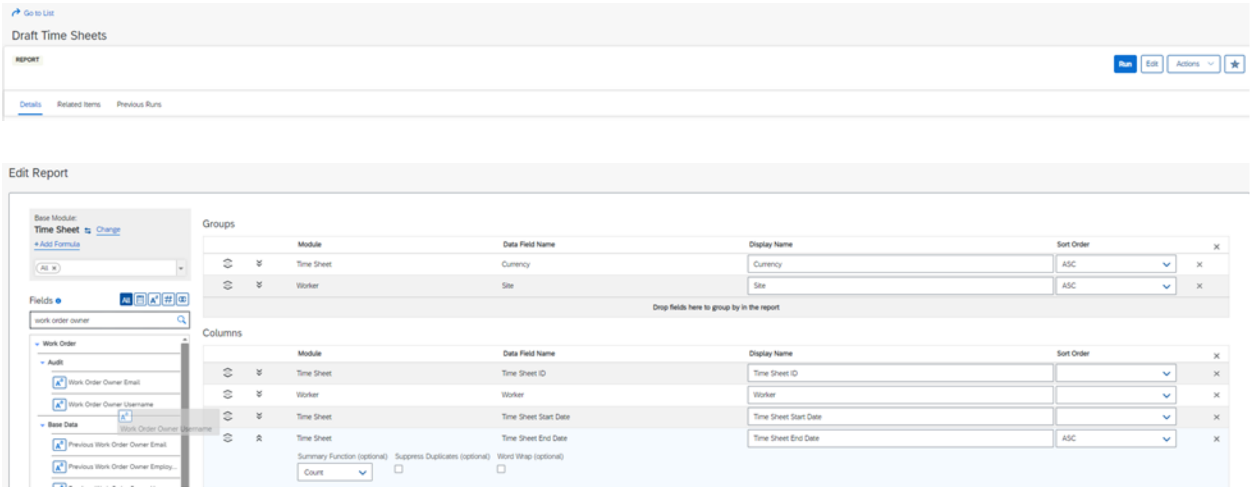
At the end of this module, you will be able to:

- Run reports within the SAP Fieldglass

Reporting Review

Supplier User

- Within the ‘Analytics’ module there are predefined reports available for reference
- Reporting capabilities are limited to user role preferences and profile associations
- All reporting can be edited to add additional fields or modules per user preference
- Within the selected report, click the ‘edit’ option from the upper right-hand corner
- Additional field options will populate on the left side of the screen
- Drag and drop within the report accordingly



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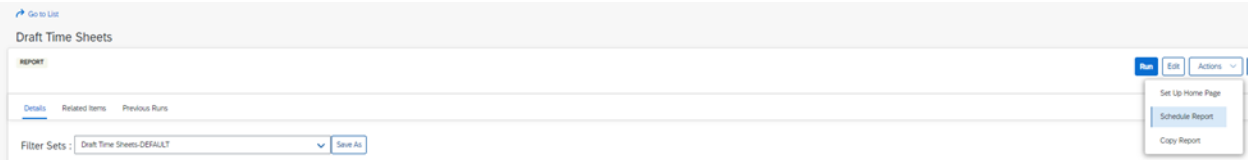
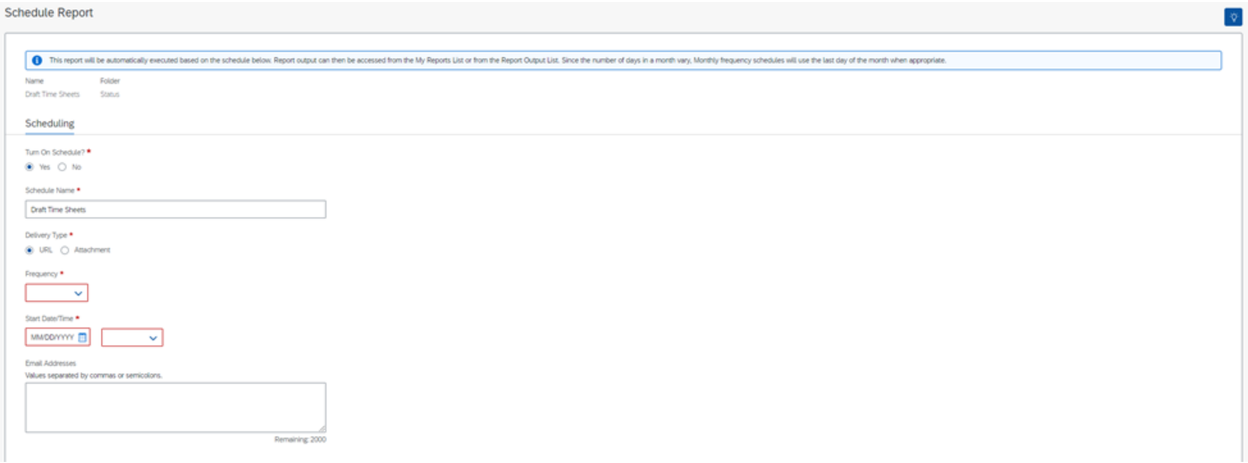
Reporting Review

Supplier User

- Reports can also be scheduled to run automatically within the system
- Within the selected report, click on ‘schedule report’ from the actions drop down
- All required fields for the schedule are listed in red and will need to be completed prior to saving the setup
- User will determine the frequency; start date; and delivery of the scheduled report





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Demonstration

In this demonstration, the following task will be performed:

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Course Summary

Now you know how to:

- Navigate within SAP Fieldglass
- Respond to RFPs/SOWs
- Add/Remove Workers on an SOW
- Submit Time/Expenses and Payment Requests
- Reporting Basics

Thank You!