



# Frequently Asked Questions for Suppliers

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## GENERAL CHANGES FOR SUPPLIERS

### Q1. What changes will IBM be implementing?

- A. Within IBM Procurement, a new procurement system is deployed to manage our purchase order (PO) execution process.

### Q2. What are the specific benefits of new procurement system to IBM's Suppliers?

- A. The new system will improve partnership and ease of doing business with IBM:
- Today you send/receive hardcopy purchase order invoices through mail or fax will now have the option to use e-mail. (i.e. via PDF file format)
  - You will have the ability to get an email remittance advice for payment communication and a dunning letter for aged credits
  - You will have rapid communication between yourselves and IBM
- B. The new, standard supplier number will ensure:
- One single supplier number that can be used across IBM entities and countries.
  - You will have less supplier numbers that you will need to manage.

## ACTIONS REQUIRED BY SUPPLIERS

### Q3. What actions will be required of Suppliers in preparation for the new system?

- A. We are thankful to you for helping us with our new procurement system. It is important that you follow these key instructions:
- If you has a current purchase order (PO) from IBM where the items have only been partially delivered (either goods or services) on that PO, you should invoice IBM for ALL delivered goods and services no later than 24<sup>th</sup> of December 2010. These Invoices will be processed ONLY if they have been received by the 24<sup>th</sup> of December.
  - For all remaining undelivered PO items (either goods or services) you will receive a new PO (Converted PO) after 13<sup>th</sup> January 2011. It is important to understand that the NEW PO IS NOT AN ORDER FOR ADDITIONAL GOODS AND SERVICES. These new POs issued from the new procurement system will look the same as the "old" POs and will have a reference to the original PO issued from our legacy system. We are asking you confirm that the list of undelivered goods and services from the old PO matches the list of goods and services in this new PO.  
  
TO REPEAT: This is not an order for additional goods and services. These goods and services from new PO should be invoiced after 13<sup>th</sup> January.
  - After 13<sup>th</sup> Jan 2011, the products or items, which are subject to value added tax (VAT), must be labelled in NET PRICE (without VAT). If your company has any Catalogues or Contracts with IBM, please submit updated item pricing (without VAT). IBM will build your new Catalogues and Contracts with NET PRICES so that they can be used as soon as you provide these updates. For those items, which VAT is not applicable, you are still requested to submit pricing in gross price as usual.

## CHANGES TO PURCHASE ORDERS

### Q4. What changes can be expected regarding Purchase Orders?

- A. The first change in the Purchase Order is the Supplier Number. Old Supplier Numbers will be replaced with the new unique Supplier Number. This should not have any impact on you since it is a number that is used internally at IBM; however, you should be aware of your Supplier Number also.
- B. The PO format will be slightly changed:
- New PO Changes
    - o For the item, which is subject to VAT, the unit prices are labelled in net prices and the adequate tax has to be applied by you when invoicing IBM.
    - o For the item, which VAT is not applicable, the unit prices are still labelled in gross prices as usual.
  - Unfilled PO Changes
    - o Additionally, you may notice the new PO number which will be issued for previous POs that still have undelivered items. This will be visible ONLY on replacement POs. It is very important for you to understand that this new PO which is referencing the old PO is NOT A NEW ORDER, it is just stating that undelivered items (either goods or services) are to be delivered and invoiced based on this new PO.
  - Sample PO layout (Distinguish between Converted PO and Normal PO)



Sample\_PO\_EN.pdf



Sample\_PO\_ZH.pdf

### Q5. Will the deployment of new system impact supplier in delivering goods and service?

- A. No, the new deployment has no impact on your order fulfilment. Please continue delivering your goods and service based on our agreed schedule in Purchase Order.

## CHANGES TO INVOICING

### Q6. What changes can be expected regarding invoicing?

- A. You shall check if it is a converted PO before issuing invoice. Refer to the samples provided in Q4, you may understand how to distinguish whether it is a new PO or a converted one. If it is a converted PO, unit price should remain same as original PO. That means if the unit price in original PO includes VAT, then the unit price in converted PO must include VAT as well. If it is not a converted PO, the unit price shall be in net price (excluding VAT).
- For WOI invoice enabled supplier: Don't issue e-Invoice at WOI client if unit price in the converted PO includes VAT. You can just issue paper invoice instead. Moreover supplier should ensure the unit price (including VAT) on paper invoice is the same as the unit price (including VAT) on the converted PO.
  - For common supplier (none WOI invoice enabled): please make sure the unit price (including VAT) of paper invoice is same as the unit price (including VAT) of the converted PO.

- B. The Unit Price field on the invoice should not be left as blank. Unit price on invoice must be the same as it is on the related PO. If you leave the Unit Price blank on an invoice or specify a different Unit Price on the invoice vs. the PO, the invoice will be automatically blocked by the new procurement system and the Buyer will have to amend PO. Because of audit requirements, Accounts Payable cannot manually change the quantity for vendors in the new system.

To Repeat: If unit price on invoice does not match that on PO, IBM will reject your invoice and consequently impact your payment collection.

- For example: PO qty is 1, unit price is CNY 1,000,000, then PO Amount is CNY 1,000,000. Your invoice must use Unit Price = CNY 1,000,000, Quantity = 1 as well. If you cannot issue 1,000,000 in one invoice, you may choose to split invoice. However, you must ensure the Unit Price on the invoice is still specified as CNY 1,000,000. In order to keep total amount unchanged, you can use 0.3 as quantity for invoice A and 0.7 for invoice B.

**Q7. Are there any new requirements due to the new invoicing format?**

- A. Yes, you should pay close attention to the following to avoid invoice rejections by Accounts Payable:

- One Invoice should bill one PO. The PO number should be shown on the invoice. If the PO is in multiple line items, you must indicate the PO line item number as well.
- Each line item on the invoice should not bill multiple lines of the same PO
- You should not leave the quantity and unit price field blank on the invoice and only show a total amount. The invoice should be completed in full.
- The UoM(unit measure of Quantity) and Unit Price in invoice line item should be same as UoM and Quantity of the related IBM PO line item. (Unit less type PO is in exceptional)
  - o E.g. If you only bills 20% for one PO line item, the PO's quantity of the item is 1. You should ensure the unit price on the invoice is the same as what is reflected on the PO. In this case, you should use 0.2 as the quantity on the invoice. If you were to list the quantity as 1, the Unit price would indicate 20% of line item total; therefore, the invoice would be rejected.
- We will not accept VAT special type invoice when the invoice date is over 60 days.
- The "Bill To" name on the invoice must be the same as the IBM full name on the PO because there are many legal entities of IBM in China. Use of 'IBM' as the "Bill To" name or use of any short name (e.g. IBM China, ISSC, etc.) on invoice will cause the PO to be rejected.

**Q8. I submitted invoices by Dec 24<sup>th</sup> 2010, but why the converted PO still included those invoiced amount?**

- A. Converted PO was migrated from the unfulfilled PO records in legacy system at cutover stage. However it may be possible that your invoiced amount was not yet reflected in the legacy system at the time of conversion. Don't worry. IBM will use valid invoice recipient date as the baseline date to proceed your payment.

**Q9. Will the deployment of new system impact suppliers' payment?**

- A. No, the new deployment will not impact your payment. IBM will continue arranging your payment based on our agreed payment term.

## **CHANGES TO CATALOGUES AND CONTRACT PRICING**

### **Q10. What changes can be expected regarding Catalogues and Contract Pricing?**

- A. After 13<sup>th</sup> Jan 2011, the products or items, which are subject to value added tax (VAT), must be labelled in NET PRICE (without VAT). If your company has any Catalogues or Contracts with IBM, please submit updated item pricing (without VAT). IBM will build your new Catalogues and Contracts with NET PRICES so that they can be used as soon as you provide these updates. For those items, which VAT is not applicable, you are still requested to submit pricing in gross price as usual.

## **CHANGES TO SERVICE DELIVERY**

### **Q11. Will the labor claiming system change?**

- A. There will be a new time management system implemented as part of this effort. This new system, called the IBM Cross Application Time Sheet (CATS), which will be used to record subcontractors' labor. Subcontractors will be informed by each IBM Business Unit upon on-board process whether they are subject to labor claiming, when & how their labor will get claimed in CATS. Existing subcontractors will be educated on the new CATS system by each IBM Business Unit upon deployment of the new system

### **Q12. What should Sub-contract Labor Suppliers know about the changes?**

- A. Before dispatching new sub-contractors to IBM, you shall ensure the sub-contractors have information on the purchase order they are being supplied under (the specific PO number and PO line item they correspond with). For project engagements, knowing the corresponding Project ID is also required. Without this information, you may encounter failure when you invoice IBM for that service.
- B. All subcontractors who are identified as being subject to labor claiming will need to record their time in the new system CATS.
- C. To enable time claiming in CATS, you shall specify "Start and End dates" on all POs and PO line items.

## **CHANGE MANAGEMENT AND TRAINING**

### **Q13. Will there be any training provided to Suppliers?**

- A. IBM is aiming to change as little as possible for Suppliers; therefore, formal training will not be required. However IBM prepares a cutover instruction, and expects you may follow the guidance during the transition period.

### **Q14. Who should Suppliers contact for additional information?**

- A. You may contact your regular Procurement Buyer.
- B. Information will also be provided on [Supplier Portal](#).

## 给供应商带来的普遍改变

### Q1. IBM 在实施什么改变?

A. IBM 将启用一套新的采购系统用于管理 IBM 的采购业务。

### Q2. 新系统会对您带来哪些益处?

A. 增进您与 IBM 的合作关系，更加便捷地与 IBM 开展业务往来。

- 您目前通过信件、传真发送和接受纸质的采购订单和发票。新系统上线后您多了一个选择：使用电子邮件来处理这些单据。（例如：采用 PDF 文件形式）
- 您可以选择电子邮件提醒功能，接收 IBM 的付款通知单以及退款相关的催款单。
- 新的系统使您可以与 IBM 进行迅捷的双向沟通。

B. 启用一套新的、标准化供应商编码。

- 今后您只需使用一个供应商编码就能与不同国家、不同法人实体的 IBM 分支机构开展业务往来。
- 减少您需要管理的供应商编码数量。

## 需要您采取的配合措施

### Q3. 在系统过渡阶段您需要采取哪些措施?

A. 在系统过渡阶段，IBM 希望您能配合我们完成以下工作：

- 如果您与 IBM 仍有未完全履行的采购订单（无论是商品采购，还是服务采购），请您务必于 2010 年 12 月 24 日之前对订单中所有已交付的商品和服务向 IBM 开具发票，逾期 IBM 将无法处理您的发票。
- 对于未完全履行的采购订单中尚未交付的商品和服务，您将于 2011 年 1 月 13 日之后收到一份系统过渡期自动生成的切换订单(Converted PO)。**请注意：**该采购订单只是复制原订单中尚未交付的项目，并非向您采购新的商品和服务。新系统产生的切换订单(Converted PO)形式上与原系统输出的订单类似，但额外提供一个的参考号字段记录原采购系统使用的订单号，有助于您追溯交易历史。请您在收到此订单时，务必核实切换订单上的项目与原采购订单上未交付的商品和服务项目内容保持一致。

**再次重申：**这不是一份向您购买新的商品和服务的采购订单。对于切换订单，请您于 2011 年 1 月 13 日之后再对该订单中的项目向 IBM 开具发票。

- 自 2011 年 1 月 13 日起，所有适用于增值税的产品或项目，报价都必须列示为净价(即：不含增值税价格)。如果您曾向 IBM 提交过产品目录或合同，请您及时更新您的报价为净价。IBM 会根据您所提供的净价建立新的产品目录和合同，以便报价一经更新便能立即生效。对于不适用于增值税的产品或项目，请您仍然以含税价方式更新您的报价。

## 采购订单的改变

### Q4. 采购订单会有哪些改变?

A. 一套新的、标准化供应商编码会取代目前的供应商编码。该编码仅供 IBM 内部使用因而不会对您造成影响。当然您也应掌握新的供应商编码，这将有助于您向 IBM 查询订单执行情况。

## B. 采购订单会略有改变:

- 新采购系统上线之后签订的采购订单:
  - o 适用于 VAT 的项目: 项目单价以净价 (即: 不含增值税价格) 列示。您在向 IBM 开具发票时应提供完整、准确的税金信息。
  - o 不适用于 VAT 的项目: 项目单价仍然以含税价列示
- 由未完全履行订单转换产生的切换订单: 在系统切换时, IBM 会对未完全履行的采购订单项目进行转换, 并在新的采购系统中生成一张新的订单(Converted PO)。相比上述采购订单, 此类型订单会额外提供一个参考号字段 (即原采购系统中的原始订单号)。请注意: 切换订单(Converted PO)所包含的项目只是原采购订单中未完全履行的项目, 并非向您采购新的商品和服务。
- 新的采购订单样本 (请注意如何区分是普通订单还是过渡期自动转换生成的切换订单)



## Q5. 新系统的实施是否会影响供应商交付产品和服务?

A. 新系统的实施不会影响您履行采购单。请您继续依据采购单的交付计划按时交付产品和服务。

### 发票的改变

## Q6. 开具发票会有哪些改变?

- A. 在您每次开发票前, 请注意区分 PO 是否是过渡期系统自动生成的切换订单(Converted PO)。您可以参考 Q4 了解如何鉴别此类 PO。如果是切换订单 Converted PO, 则单价与原 PO 保持一致。即原采购单的单价包含增值税, Converted PO 里也含增值税。如果不是 Converted PO, 根据新系统的要求, 对可能征收增值税的项目单价以净价 (即不含税价) 列示。
- 如果您是用 WOI 开票的供应商, 对于单价含增值税的切换订单(Converted PO), 请不要在 WOI 系统里开具电子发票, 您只需开具纸质增值税发票, 并确保发票上的税后单价与采购单单价相同。
  - 如果您不是 WOI 开票的供应商, 对于单价含增值税的切换订单(Converted PO), 请确保发票税后单价和采购单单价相同
- B. 发票上的单价不能为空, 而且必须与采购订单上的单价保持一致。如果您未在发票上注明单价或者单价与采购单不符, 新的采购系统会自动冻结您的发票。您只有通知 IBM 的采购员修改采购订单后才能正常处理您的发票。(由于审计要求, 应付账款部门无法在新系统中为您调整交付数量)

**请注意:** 如果发票单价没有与采购订单保持一致, 应付账款部门会退还您的发票并要求重开, 您的付款也将因此而延误。

- 例如: 采购订单数量为 1 批, 单价为 CNY 1,000,000, 采购订单金额即 CNY 1,000,000。您在开票时必须指明单价 CNY 1,000,000, 数量 1 批。
- 如果您无法在一张发票上一次性开具 CNY 1,000,000 的金额, 您可以分拆开票。但是请注意: 分拆开票后, 单价必须仍然与采购订单保持一致, 即 CNY1,000,000。但是您可以在发票 A 上注明开票数量为 0.3, 在发票 B 上注明开票数量为 0.7, 从而在不改变单价的情况下确保开票总金额不变。

### **Q7. 供应商在开票时需要注意哪些方面？**

A. 新的采购系统对采购发票有严格的要求。为了避免延误付款，请您在开票时务必注意以下几点：

- 一张发票只能对应一张采购订单，并请您在发票明显位置标明 **IBM** 的采购订单号。如果一张采购订单包含多个行项目，请您同时指明该发票对应的采购订单行项目号。
- 发票中每一项的品名描述应与采购订单中的品名一一对应。
- 请您完整填写发票信息，不要只填写发票金额而不填写项目单价和数量。（订购单位为 **UL** 的采购订单除外）
- 发票上的项目单价、数量和计量单位必须与采购订单保持一致
  - 。例如：您对某采购订单项目已交付的**20%**开具发票，该项目采购订单数量为**1**批。那么请您在开票时填写发票数量**0.2**。如果您填写发票数量为**1**批，而把项目单价改为采购订单价格的**20%**，那么**IBM**会拒收您的发票。
- **IBM** 不接受任何送达日期晚于开票日期 **60** 天的增值税专用发票。
- **IBM** 在国内有众多法人实体，请您务必在“收票人”一栏填写完整、准确的企业名称（与采购订单保持一致）。如果您使用简称或缩写（例如：**IBM 中国**、**ISSC** 等）都可能造成 **IBM** 拒收您的发票。

### **Q8. 供应商于 12 月 24 日前递交了发票，切换订单(Converted PO)为什么仍然包含这部分已开票金额？**

A. 切换订单(Converted PO)是在系统过渡阶段根据原采购系统中尚未入账的订单余额自动生成的。在此期间您的发票信息可能尚未在原采购系统中得到反映，因而在您收到的 **Converted PO** 可能会包含一部份已开票金额。对此您不必担心，**IBM** 会根据发票实际送达日期在新系统里安排付款。

### **Q9. 新系统的实施是否会影响供应商付款？**

A. 新系统的实施不会影响您付款。**IBM** 会依据采购单确定的付款周期按时付款。

## **产品目录和合同的改变**

### **Q10. 产品目录与合同会有哪些改变？**

A. 自 2011 年 1 月 13 日起，所有适用于增值税的产品或项目，报价都必须列示为净价(即：不含增值税价格)。如果您曾向 **IBM** 提交过产品目录或合同，请您及时更新您的报价为净价。**IBM** 会根据您所提供的净价建立新的产品目录和合同，以便报价一经更新便能立即生效。对于不适用于增值税的产品或项目，请您仍然以含税价方式更新您的报价

## **服务交付的改变**

### **Q11. 工时申报系统会改变吗？**

A. **IBM** 会启用一个新的工时管理系统(**CATS**)用于记录分包商的工时。分包商在到岗时，各业务部门 (**Business Unit**)会根据实际情况告知分包商是否需要申报工时，何时开始申报，如何使用 **CATS** 申报。目前已经在 **IBM** 服务的分包商，各业务部门会在新系统上线时告知相关信息。

### **Q12. 新系统对分包商有哪些改变？**



- A. 您在派遣员工到 IBM 服务之前，应确保派遣员工了解其服务的采购信息（具体的采购订单号和相应的采购订单行项目）。基于项目的分包服务，派遣员工还应知道服务的项目编号。缺少这些信息，您可能无法向 IBM 开具发票。
- B. 所有分包商，如果在到岗时被告知需要在 CATS 做工时申报，都必须按时、准确地在 CATS 系统记录工时。
- C. 为了避免在 CATS 申报工时出现错误，分包商应在采购订单和采购订单行项目中明确“起始和结束日期”。

## 变革管理与培训

### Q13. IBM 会向供应商提供相关培训吗？

- A. IBM 力求最大限度地减少对供应商可能造成的影响降。对于目前少量的改变，您不必接受正式的培训。不过 IBM 为您准备了一份上线指导说明书，希望您能按照指导说明书上的内容配合 IBM 顺利完成系统切换。

### Q14. 如需获得更多信息，供应商应联系谁？

- A. 您可以联系您的 IBM 采购员。
- B. 您也可以登陆 [Supplier Portal](#) 获取相关信息。

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