PVH Enterprise account FAQ

1. **Can you please tell suppliers a little bit more about Go Live and what they can expect around that time?**

   If you were invited to a training or summit, you are either live and ready to transact with PVH on the SAP Business Network or you will need to follow the registration process you will be emailed from your first issued PO.

   If you want to confirm your current set up, please reach out to supplierEnablement@pvh.com.

2. **Will this be the best or preferred method to transact with PVH in the future?**

   Yes, going forward, everyone on this call should be transacting with PVH through the SAP Business Network

3. **Will all current POs be processed in the old format, or will they be migrated to the Ariba Network Standard Account?**

   Any orders you have previously received can be processed in your traditional format.

   Going forward, your stakeholder must create POs in Ariba for you to invoice against. If you do not receive POs, you will need to follow up with your PVH Stakeholders in order to process invoices for payment.

4. **Do I need to configure anything right now, or should I wait until I receive the TRR?**

   Please wait until you receive the TRR from PVH first. If you have any questions or concerns, you may reach out to SupplierEnablement@pvh.com.

5. **I can't find orders to my company sent through Ariba. How can I locate the POs in my account?**

   POs in your account can be located by clicking the "Orders" tab at the top of your account screen.

   If you are not seeing certain POs then please reach out to SupplierEnablement@pvh.com.

6. **I was informed by PVH that POs have been issued to me, but I did not receive any PO emails. How can check my Ariba PO notifications?**

   If PVH has sent your company a PO, but an account is not registered yet, please reach out to PVH to resend the invitation to your email to proceed.

If your company already has a registered account connected with PVH, then those settings are maintained within your SAP Business Network account. When logged in you can click on the initials at the top right of your account to access the Account Settings menu, click on Settings, and then select Electronic Order Routing. In this section you can review and update your company's PO notification settings. You can list up to 5 e-mail addresses separated by comma, or distribution lists as needed.

7. Can the TRR be forwarded to other people in my company, and would they be able to accept it as well?

A TRR can be forwarded to other people in your company. If your company has not yet registered an account with PVH, then the person who creates the account will become the administrator.

8. Can my invoice number be reused on the SAP Business Network?

Yes, an invoice number can be reused when the invoice was previously Rejected, Cancelled, or Failed.

9. I already have an SAP Business Network Enterprise account, do I need to register a new account with PVH, or can I continue using my current account?

You can use an existing account to transact with PVH. Once you receive the TRR from PVH, click the link "Process Order", you will be brought to a page where you can either "Sign up" as a new user, or "Log In" as an existing user. Once the administrator on your company's preferred existing account chooses to "Log In" as an existing User, and the Trading Relationship will be established with PVH.

10. Does my company Or Do I need to enter an invoice via the SAP Business Network, if a PDF version was attached to the PO by the PVH Stakeholder?

Yes, the supplier will still need to enter the invoice via the SAP Business Network. If the invoice is not submitted by the supplier, the invoice will not be paid. The Invoice attachment on the PO is for reference use only.

11. Sometimes I get POs where the Quantity field is the total amount, and the price is set to $1.00 (one dollar). How should these POs be invoiced?

This usually means we are anticipating multiple invoices against the order, like a Blanket PO. It gives you (the supplier) the flexibly to invoice the exact amount on all invoices against this order. The format should be mimicked when submitting your invoice. The Invoice Amount must be included in the Quantity field, and the Price kept at $1.00 (one dollar). Mimicking the PO set up format will ensure timely invoice processing and prevent rejections of invoices.

12. How can I check the status of my invoices on the SAP Business Network?

In order to check the status of the invoice on the Network, you can follow these steps:

1. Click the invoice tab at the top of the account screen.
    a. All invoices that you have sent will generate in a list.

2. Locate the line containing the invoice you are looking for and you will see that there is a status column.
3. If you can't find the invoice in the list, you can always type the invoice number directly by clicking the "Edit Filter" button.
    a. An invoice number field will appear where you can search.
4. The status column will let you know where the invoice is in the approval process.

13. What does the invoice statuses mean?

- If you are **not seeing the invoices** in Ariba, it is an indication that the invoices have not been submitted. You will need to submit them into the system for payment.
    - If you are seeing an **Approved Status**, your invoice will be paid based on the **ARIBA Invoice Date** & your payment terms. If payments are past due, you can contact AP for payment details. AccountsPayable@PVH.COM
- If you are seeing a **Rejected Status,** you need to review the rejection comments, edit the invoice & resubmit for payment.
- If you are seeing **Submitted Status**, send SupplierEnablement@pvh.com the invoice number for further research.

14. How can I add remittance information into my supplier account?

To add remittance information into your account, you can follow these steps:

1. Sign into your account and click the initials in the top right-hand corner.
2. From there, select "Settings" then "Remittance".
3. You will be brought to a screen where you can add the remittance information by clicking "Create" or you can edit existing remittance information by clicking "Edit".
4. On either the edit or create screen, you will see a list of your customers at the bottom where you can add PVH's remit ID.

   If you are unsure of your remit ID, please reach out to SupplierEnablement@pvh.com