



Frequently Asked Questions (FAQ)

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Background information on Kyndryl

Who are Kyndryl?

Kyndryl is the world's largest IT (INFORMATION TECHNOLOGY) infrastructure provider. The company designs, builds, manages, and modernizes the complex, mission-critical information systems that the world depends on every day. Kyndryl's 90,000+ employees serve over 4,000 customers in more than 60 countries around the world, including 75 percent of the Fortune 100. For more information, visit [kyndryl.com](https://www.kyndryl.com)

Why is Kyndryl moving to SAP Ariba and making use of SAP Business Network?

Kyndryl completed its spin-off from IBM on Nov 4, 2021 – and began trading as an independent company.

Today, procurement at Kyndryl uses processes and a complex set of procurement tools set up for IBM, not Kyndryl. Kyndryl is transforming procurement to better serve their business and clients through simplification of policies, streamlining of processes and moving to industry-standard strategic technology platforms. Kyndryl's chosen strategic platforms are SAP Ariba and SAP Fieldglass for Source to Pay and Contingent Workforce Management, respectively.

Investor news

[Kyndryl completes separation from IBM](#)



KYNDRYL CONTACTS

Who do I contact at Kyndryl if I have questions? And how?

Kyndryl Representative	Areas of Responsibility	Contact email
Shrutha Mohith	Supplier Enablement Lead	SupplierEnablement@kyndryl.com
David Ayles	Source to Pay Technology Lead	SupplierEnablement@kyndryl.com
Iliyan Georgiev	Catalog Lead	S2P-Catalog@kyndryl.com
Mike Rozelle	Supplier Integration	<u>SupplierEnablement@kyndryl.com</u>
Joelson Santana	Supplier Integration	SupplierEnablement@kyndryl.com

Kyndryl Supplier Enablement Team can be reached via:

SupplierEnablement@kyndryl.com

Kyndryl Catalogue Team can be reached via:

S2P-Catalog@kyndryl.com



Frequently Asked Questions

Where do I find resources for suppliers?

Please visit [Kyndryl Supplier Internet Portal](#) where you find all resources for Kyndryl suppliers.

Which transactions are in scope for this integration?

PO, invoices, optional order confirmation and Advance Shipping Notice (ASN) if hardware is being ordered.

Do all Kyndryl Legal entities in every country change to SAP Ariba?

Yes, all Kyndryl Legal Entities are moving to SAP Ariba in two business activations in either May or July 2023.

You find an overview of which countries fall into which wave on the [Kyndryl Supplier Internet Portal](#).

Which countries go live when?

Please refer to Country by Wave in [Kyndryl's Supplier Internet Portal](#).

How does Source to Pay change how we transact with Kyndryl?

Kyndryl will be moving to our own Source to Pay strategic platform – SAP Ariba system under a new Kyndryl AN ID rather than using IBM's procurement systems.

For you as a Kyndryl Supplier currently using the IBM AN ID, nothing changes until we go live with our new system in May or July business activations.

Did Kyndryl migrate from another platform?

Kyndryl will migrate to our own Source to Pay platform, i.e., SAP Ariba and using SAP Business Network. Thus, we are moving away from using IBM's WOI platform and IBM's SAP Business Network set up and ANID.

When will we receive the TRR email?

You will receive the TRR in good time ahead of the go live in May or July dependent on which country you are in.

For those who participated in wave 1 Supplier Summits; you will be sent the TRR within the next 2-3 weeks – so that you can start the enablement process with the SAP Ariba team.

When will Kyndryl stop using WOI?

We will go live in 2 business activations, one in May 2023 and one in July 2023.

After May 2023, WOI will no longer be used by Kyndryl for countries that fall into this business activation.



After July 2023, WOI will no longer be used by Kyndryl for countries that fall into this business activation.

Depending on what country you trade with us in WOI may still be used until July 2023.

How do I update my remit to ID in my supplier account?

Kyndryl will require remit ID closer to go live, please update your Business Network account with it as it will become mandatory.

Kyndryl will communicate to you your remit ID, when go live date will be and from which date you will be required to use your remit ID. The remit ID will be a 10-digit number.

***Instructions ***

Select **Remittances**

2. Under **EFT/Check Remittances**, select **Create** or **Edit** to add your Remittance address details
3. Under **Remittance ID Assignment**, enter Remittance ID number assigned by your customer
4. Check box to 'Include Bank Account Information on Invoices'
5. Select your **Preferred Payment Method**
6. Enter your corresponding bank details under **Wire transfer/Beneficiary bank**
7. Click **OK**, then **Save** and **Close**

What will happen with open POs?

Any open POs will be migrated to the new system. The exact timing of that migration we will communicate closer to the time.

Can we fully automate billing?

Integrating billing is our preferred approach as it's the most efficient process for both parties.

SAP Ariba has many options to integrate. SAP Ariba and Kyndryl would be very happy to engage and assist with integration.

Can we enable all integration options?

Kyndryl is making available all integration options to our suppliers.

Please let us know what your preferred options are, and these will be actioned appropriately.

How do we enable Kyndryl SAP Ariba account?

You will receive/have received a Trading Relationship request from SAP Ariba on Kyndryl's behalf.

We are now reaching out to ask you to log into your SAP Ariba Business Network account – and accept the TRR from Kyndryl. That will connect your company's AN ID with Kyndryl's AN ID.



When do you plan to go live?

Go live will be in May and July depending on the Kyndryl country you are trading with.

You find which countries fall into which wave on the [Kyndryl Supplier Internet Portal](#).

What is the cut-over date for POs? What is the cut-over for invoices?

The exact timing of cut-over will be confirmed nearer the time.

Who do we contact for invoice related queries?

Please contact the Kyndryl Supplier Enablement team via their TASK ID. This team will make sure your query is forwarded to the appropriate team.