PVH Standard account FAQ

1. **When is the Go Live Date/what can suppliers expect at 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. **Do I need to configure anything right now, or should I wait until I receive the PO?**

   There are two types of invitations that you may see to connect with PVH:

   - The first is a TRR (or trading relationship request) this is an invitation for you to either join the network or accept the connection with PVH to your existing account.
   - The second invitation you might see is an interactive email PO. This is an email that contains a purchase order from PVH (the PO will be attached as a PDF to the email).

   Regardless of the invitation type, you will accept it the same way- either by creating a new account from the link in the email or accepting the relationship from PVH with your current account by using the link in the email.

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

3. **Will all current POs be processed in the old format, or will they be migrated to the SAP Business 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. **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 through your Workbench tiles. Once you log in, click on the tiles on the homepage or click on the Workbench tab. Both of these actions will take you to the Workbench. Clicking on the Orders tile will populate documents within the specified filter range.

If you are not seeing certain POs then you may need to adjust the tile or filter for your view first. You can adjust the filters to see documents up to within the last year, other customized date ranges, or also exact document number search.

5. 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, then click on Settings and 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.

6. Can the PO email or TRR be forwarded to other people in my company? Would they be able to invoice against it as well?

A PO email can be forwarded to other people in your company. If your company has not yet registered a Standard Account with PVH, then the first PO e-mail would allow the recipient to register an account or merge the PO into an existing account.

After the PO is registered to an account, all PO emails could still be forwarded to others in your company to review the PO details in the e-mail body, but only users registered to the account will be able to log into the account and create an invoice.

We recommend that you configure your account PO notifications to include anyone that should receive the PO emails. Also you can add the necessary people from your company as sub-users on the account, with the appropriate permissions assigned to take action on the POs.

7. 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.

8. I already have a SAP Business Network Enterprise account, do I need to register a new Standard 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 first PO e-mail from PVH, when you 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, the PO will be merged over and the Trading Relationship will be established with PVH.

9. **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.

10. **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 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 in this format will ensure timely invoice processing and prevent rejections of invoices.

    You cannot combine multiple invoices onto a single invoice, you must submit each invoice separately.

11. **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. First want to make sure you have setup the invoice tile in your Workbench.
    2. After that, click on the “Invoice” tile found in the Workbench towards the center of the screen.
    3. Once you have clicked this, all invoices that you have sent within the default date range of 31 days will generate in a list.
    4. Locate the line containing the invoice you are looking for and you will see that there is a status column.
       i. If you can’t find the invoice in the list, adjust the date range from 31 days to 365 days.
    5. The status column will let you know where the invoice is in the approval process.

12. **What does the invoice statuses mean?**

    - If you are **not seeing the invoices** in the SAP Business Network, 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.

13. 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