



FAQs - SmartLaborII

I have AC's aligned to both companies, HPE and DXC, which instance of SmartLaborII should I use?

Fieldglass is a third party tool and you have one account regardless of what company you are working with. Use the same link you do today to access the tool and find your engagements for both companies. For Supplier access issues & 1 2 3 support/training, contact: fieldglasshelp@sap.com or (866) 467-4833

What is the correct SmartLaborII instance for my AC to access?

For the DXC SmartLaborII instance the old credentials will continue to be used and for HPE SmartLaborII instance as a supplier you should have received your AC's credentials and distributed it accordingly. If you did not receive the HPE SmartLaborII logins please submit a ticket to [HPE GP Help](#).

My AC is having technical issues to access the new SmartLaborII instance so they are unable to submit their time, what should we do?

Submit a ticket to Fieldglass Support team. For Supplier access issues & support/training contact: fieldglasshelp@sap.com or (866) 467-4833

What should I do if my work order cannot be found?

Contact the Engagement Manager associated to the work order. They will clarify where the order belongs and internally engage the respective help desk to either reopen or create a new work order.

If my work order cannot be found, how will my AC register the time?

As clarified above, the Engagement Manager will follow up internally to resolve the situation which may result in creating a new work order. Once the new work order is approved the timesheets should be submitted.

How will I get payment for time sheets submitted in February?

If the time sheets and invoices got approved in the old system they will get paid per your normal schedule. If the time sheets were not approved before the freeze:

- Timesheets associated to DXC's AC's can be approved once the system is back up and payment will be made.
- Timesheets associated to HPE's AC's will need to be resubmitted.
- For all invoice extract countries no further action is required.
- For auto-invoicing countries a miscellaneous invoice needs to be raised.



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Will I get a payment delay for not having my work order available?

- As clarified above, the Engagement Manager will follow up internally to resolve the situation which may result in creating a new work order. Once the work order is available and the timesheets are approved then:
- If the invoice belongs to a country where invoicing is done manually, then as long as the time sheet is approved and processed prior to the end of the month, the invoice will follow the normal invoicing cycle (in scope of April IER report). Payment exceptions will be handled to avoid impact to suppliers when necessary.
 - o Manual countries: Australia, China, Hong Kong, India, Japan, Korea, Malaysia, New Zealand, Czech Republic, Denmark, Finland, France, Germany, Hungary, Ireland, Italy, Nigeria, Norway, Poland, Romania, Slovakia, Spain, Sweden, Switzerland, or United Kingdom• If the invoice belongs to an auto invoice country a payment exception will be handled to avoid impact to suppliers when necessary.
 - o Auto-invoice countries: Canada, Puerto Rico, United States, Singapore, Netherlands; then there would be a delay as the invoice was submitted various days after (until the new work order is set in place).

What's the process for the IER reports moving forward?

Effective March, the IER reports were split by company. The DXC mailbox for distributing the reports will be reportsaclabordesk@hpe.com and the HPE mailbox will be reports-acld@hpe.com.

Questions about the content of the IER reports should be directed to the GP Help team: [DXC GP Help](#) and [HPE GP Help](#).

My work order was ending at the end of February but there are February pending payments. How can we get the invoices submitted?

- If there were approved time sheets in the old system, those invoices are going to get paid.
- If there weren't approved time sheets, the Engagement Manager will need to submit a new work order in the new instance just for a short period of time. Then, the time sheets need to be submitted again for approval.

What should I do if my invoice is rejected?

There are many different reasons why an invoice can be rejected. Please contact the GP Help team for clarification assistance to resolve your issue: GP Help teams: [DXC GP Help](#) and [HPE GP Help](#).