

# Frequently Asked Questions

## **I have a Supplier Connect account but my password is not working, whom do I contact?**

*Notify the Supplier Connect Administrator of logon problems by writing [supplier.connect@pb.com](mailto:supplier.connect@pb.com). Be sure you include your username, name, and contact information. Your message will be responded to quickly. Note that this email is only for existing Supplier Connect users.*

## **What is Supplier Connect?**

*Supplier Connect is a tool for communicating purchase orders and schedules from Pitney Bowes to Suppliers.*

## **How do I get a Supplier Connect account?**

*Supplier Connect accounts are established at the request of the assigned PB Buyer. Contact your assigned Pitney Bowes Buyer to request an account.*

## **What is Supplier Collaboration?**

*Supplier Collaboration is currently under development by Pitney Bowes and has very limited access, more will be shared about this area in the future.*

## **Who do I call when I have a question?**

*For Purchase Order questions, Suppliers should contact the Buyer identified on the Purchase Order. For questions regarding Procurement policies, or contract questions contact your assigned Enterprise Procurement representative.*

## **How do I verify the status of a payment?**

*Click on the words "Invoice Inquiry" located on the lower right of this page. Enter your invoice number and date from the invoice when prompted. Click "Execute" button to view invoice status.*

## **When will I be paid?**

*Click on the words "Invoice Inquiry" located on the lower right of this page. Enter your invoice number and date from the invoice when prompted. Click "Execute" button to view invoice status.*

## **Did you receive my invoices?**

*Click on the words "Invoice Inquiry" located on the lower right of this page. Enter your invoice number and date from the invoice when prompted. Click "Execute" button to view invoice status.*

## **What is the Invoice Inquiry Link?**

*The invoice inquiry allows for invoice and payment status can be accessed through the pb.com web site. Follow the steps in the "How-to Guide for Invoice Inquiry" in the Policies & Procedures area on the right of this page. Note that invoices are accessed on an individual basis, and that invoice status is updated nightly.*

**How do I insure my invoices have the required information to be processed for payment?**

*Go to pb.com, select “Our Company”, “Supplier Connect”, select the “Invoice and Payment Policy” located on the right side of the page.*

*This Policy, when complied to, insures proper processing of your invoices through Pitney Bowes’ payable system.*

**Why doesn’t my invoice display?**

*The Invoice Inquiry link only functions for invoices sent to Pitney Bowes’ USA Accounts Payable departments. Invoices sent to other Pitney Bowes facilities may not be accessible via this link.*

**My invoice displays with a “Parked” status, what does this mean?**

*A status of “Parked” indicates that the Accounts Payable clerk was unable to post the invoice because of a discrepancy. The discrepancy could be one or more of the following; no Purchase Order number on the invoice, goods receipt required, wrong PO number, locked or closed PO, invoice under dispute, remit to address in question.*

**I am a minority supplier, where can I find information regarding Pitney Bowes supplier diversity?**

In keeping with our overall commitment to diversity and inclusion, we regularly pursue relationships with best-in-class diverse suppliers. We do so partly to maximize the opportunities available to diverse supplier businesses and partly to take advantage of the unique perspectives and capabilities they bring to the larger business community. Go to the Supplier Diversity page on pb.com for addition information.

***I am a local supplier. Do I have an opportunity to supply to Pitney Bowes?***

*Yes, Pitney Bowes bases its relationships with suppliers on how well the supplier meets existing needs and how well they can fulfill future strategic goals.*

*Pitney Bowes will conduct business with suppliers who are competitive and provide the lowest total cost.*

**Does Pitney Bowes only operate with global suppliers?**

*No. Pitney Bowes develops purchasing strategies, which unitize suppliers at the global, area, and site levels.*

**What locations does Pitney Bowes operate from?**

*Pitney Bowes is a global operation with manufacturing, sales, and distribution locations throughout the world. Main facilities are located in Essex, England, Paris France, Indianapolis USA and Connecticut USA.*

**Are there sourcing operations in each geographic region?**

*Pitney Bowes’ Enterprise Procurement Department sources all products and services for PB at a global level.*

**What environmental regulations apply?**

*Go to “Environmental and Safety” link located on the left side of the page.*

**What is Pitney Bowes' expectation of suppliers?**

*Pitney Bowes looks for companies that provide high quality products and services and demonstrate the following "value-added" qualities:*

*Proven Quality*

*Cost Savings*

*Financial Viability*

*Competitive Pricing*

*Customer Focus*

*Innovative Business Solutions/Strategic Thinking*

*Continuous Improvements*

*Proven Ability to Deliver*

**How do I receive a purchase order?**

*Suppliers can receive Purchase Orders from Pitney Bowes via Supplier Connect, e-mail, fax, mail, or XML .*