

Frequently Asked Questions

Why do I have to use Fieldglass?

As part of our ongoing commitment to provide our clients and partners with the highest quality of service and experience, we have taken the decision to streamline our EMEA processes to align with our global business, by moving to a single global IT platform.

We are using SAP Fieldglass as the platform by which we will communicate with and pay our service partners. This established, global platform, will ensure that you are provided with one consistent experience, which will prove beneficial in several ways including:

- Faster engagement between Insight and you as a partner.
- Flexibility to handle different partner billing schedules.
- Partners integrated into one global system.

What is a SOW?

A Fieldglass SOW is in effect your Purchase Order (PO) from Insight. This will contain information about the opportunity including client name, address, services required and the cost that you have provided. Once the Service Partners have accepted the Fieldglass SOW, we have a billable SOW between us. Service Partners will receive an email notification that there is a Fieldglass SOW awaiting action.

There are two types of Fieldglass SOW's that we will be using fee based and fee based with time and expenses. The fee based with time and expenses can be used to track individual workers and time sheets. The following instructions will show step by step what is required to accept the two types of Fieldglass SOW's.

Why haven't I been paid?

It is your responsibility as the Service Partner to request billing. This must be done through Fieldglass. We will not process any payments through any other means. There is no requirement to send invoices separately as Insight will only use Fieldglass as the only source of invoicing information for Services.

Please reference the Fieldglass Training Document to check you have requested billing correctly.

You will be paid within the agreed terms and conditions we have agreed together. Once the billing request has been approved internally, the terms and conditions commence and NOT the date on your invoice.

TIP: To avoid a delay in payment, ensure **Auto Invoice is ALWAYS set to YES.**

If you have requested billing but still have not been paid, please contact the [EMEA Partner Hub](#).

What is the difference between NSEUTQ, NSEUTU and NSEUPI numbers?

NSEUTQ Number – This number is the Fieldglass SOW number. This is your purchase order from Insight.

NSEUTU Number – This line-item number indicates that your billing request is in draft and needs to be approved or rejected by Insight. If approved, this will create an NSEUPI number.

NSEUPI Number – This number is the SOW invoice number.

What is a PSOW/VSOW?

PSOW – Partner SOW

VSOW – Vendor SOW

These terms are interchangeable. PSOW is the preferred term of the EMEA Partner Hub whilst VSOW is the preferred term of the North America Vendor Management Office. The PSOW/VSOW provides the service partner with information on what we are asking them to provide and the cost.