Web PO FAQ:

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Get Started
What is Web Suite?

- An online tool that our suppliers are required to use to see PO's and invoice against Intel's PO's for payment.

- Web PO reports allow you to search for reports and save them in Excel format. At the Report Output screen you can link to details of the POs, link directly to ASN, or download the information to an Excel file.

- supplier.intel.com.
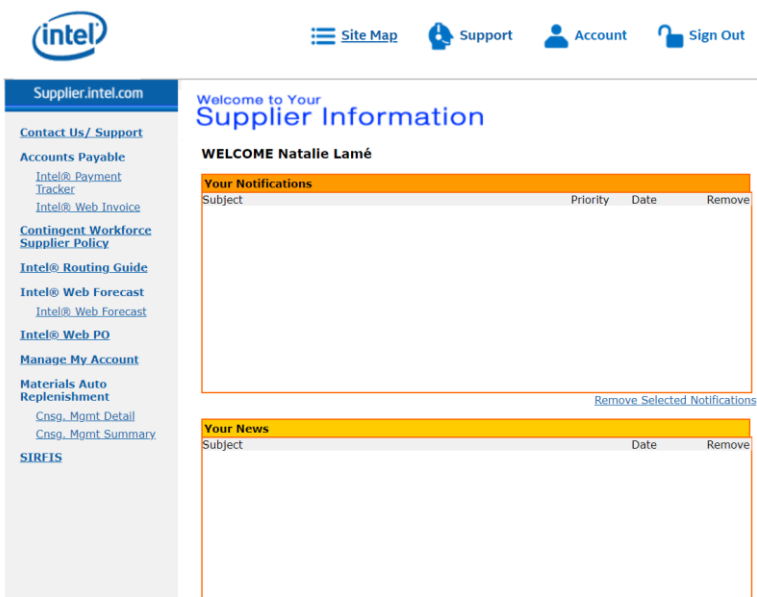
- Web PO is one aspect of Web Suite and can be accessed on the left-hand side of the supplier.intel.com list.
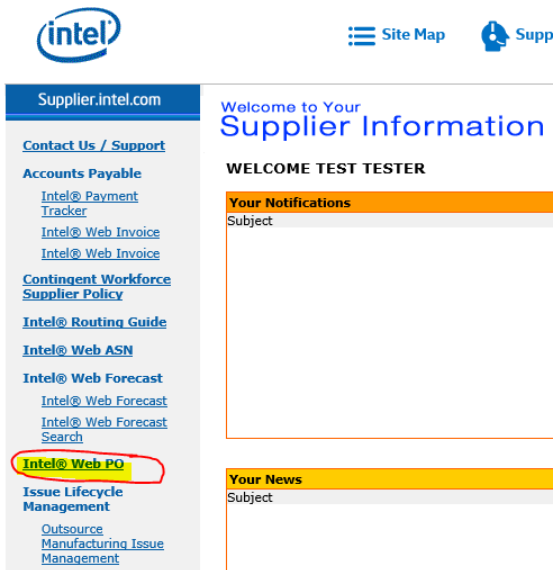
What is Intel Web PO?

- Online interface for communicating with suppliers about non-SIRFIS CSI PO's.

    o Only a certain subset of CSI items are forecasted in SIRFIS (Pumps/Abatement/Frames/Chillers).

- Allows Intel users and suppliers to view detailed POs generated by Intel's Purchasing system.
- Provide suppliers 24/7 full access to POs.
- On the purchasing side, the Buyers/TSs follow their normal procedures to create a PO. This PO information is pulled into a database on a web server and becomes viewable by the supplier or an Intel employee twenty-four hours after the PO is created. An automated email message is sent to inform the supplier that a PO is available for viewing. This email replaces autofaxes and paper POs.

How does Intel Web PO work?

Step	Action
1	Intel Buyer enter new PO information.
2	PO created will become viewable by the supplier after **TWENTY-FOUR** (24) hours.
3	Supplier receives e-mail notification from Intel Web PO. • **Note:** E-mail notifications are sent every 2 hours. A PO may be created as NEW, but then may be CHANGED within the 2 hour e-mail cycle. Therefore, there is a possibility that you may receive notification of a PO with a status of Changed even though the PO is a new PO to your system. • This does not indicate a problem; it simply indicates the PO was created and changed within 2 hours. This note is to inform you of this possibility so that you can adequately address this situation if it arises.
4	Supplier review and respond on the PO received. Reminder sent after 2 and 5 business days if no response from supplier.

Web PO High Level Process:
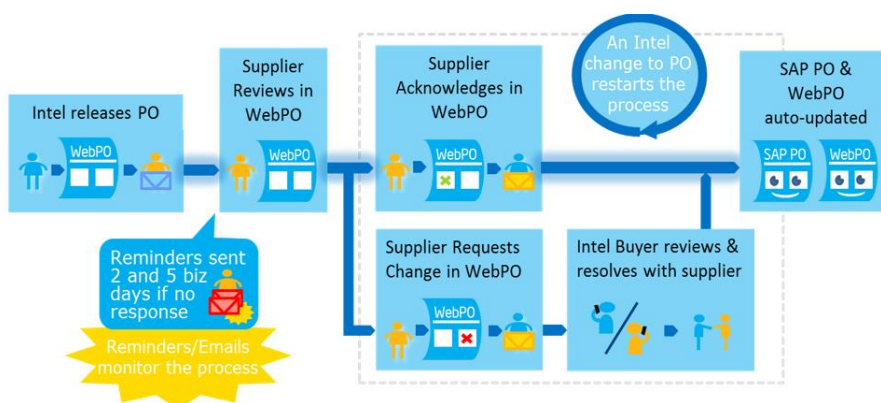
- New PO is created and will become viewable by the supplier after TWENTY-FOUR (24) hours.

- Supplier receives email notification from Intel Web PO

- Supplier reviews and responds on the PO received

- **Note: The STD needs to be a valid future date that reflects the best-known ship date. If STD is not final 7 days post PO creation, the supplier should update to worst-case STD.**

How do I start using Intel Web PO?

| Step	Action
1	Go to supplier.intel.com. ![Supplier.intel.com page with Intel logo, Support | Contact us, Register | Sign In, Forgot your password?] Supplier.intel.com Respect for people and our planet. This principle underlies our business practices and we expect the companies we do business with to apply the same principle. Intel is working to continuously
2	Click **Sign In**. Register | **Sign In** **Result**: The **Intel Login** page is displayed.
3	Enter your **User ID** and **Password**.
4	Click **Sign In**. **Result**: The **Supplier Information** page is displayed. Site Map Supp Supplier.intel.com Welcome to Your **Supplier Information** **WELCOME TEST TESTER** Contact Us / Support Accounts Payable Intel® Payment Tracker Intel® Web Invoice Intel® Web Invoice Contingent Workforce Supplier Policy Intel® Routing Guide Intel® Web ASN Intel® Web Forecast Intel® Web Forecast Intel® Web Forecast Search Intel® Web PO Issue Lifecycle Management Outsource Manufacturing Issue Management **Your Notifications** Subject **Your News** Subject
5	Click **Web PO**. **Result**: The **Web PO** tool is displayed.

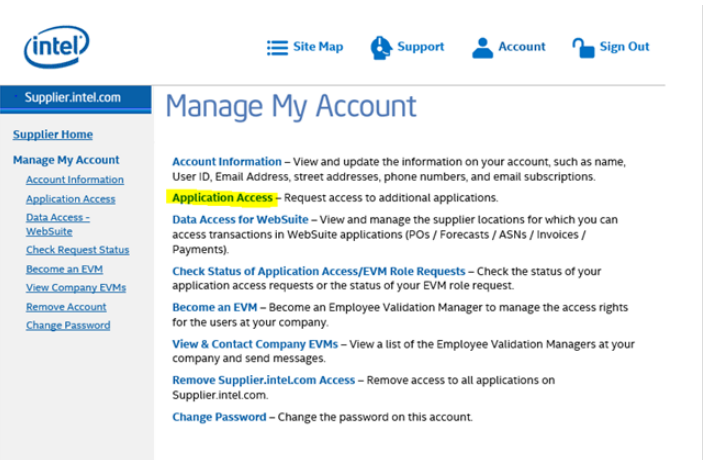## How do I request access for an additional application?

| Step	Action
1	Go to supplier.intel.com.
2	Click **Sign In**. **Result**: The **Intel Login** page is displayed.
3	Enter your **User ID** and **Password**.
4	Click **Sign In**. **Result**: The **Supplier Information** page is displayed.
5	Click **Account.**
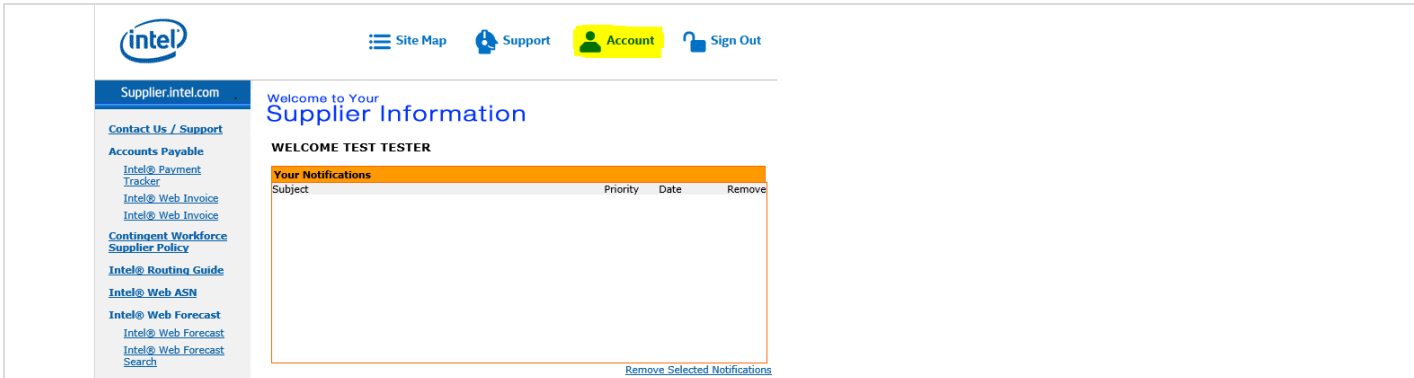
6	**Result: Manage My Account** page is displayed. Click **Application Access Result**.
7	**Result:** The **Application Access** page is displayed. Select checkbox to request for additional permissions.
8	Click **Next.**
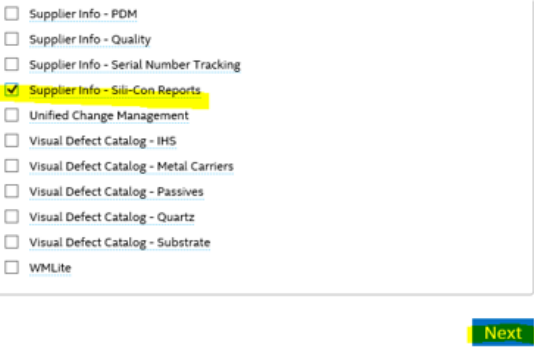
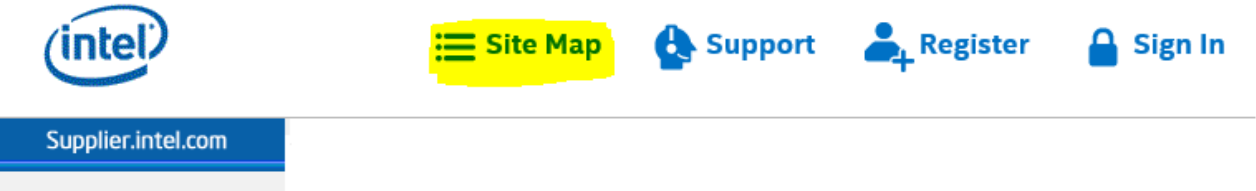| 9	Add the name, phone number, and country of residence of your Intel Contact Person, then click **Submit**.
10	Note: You might be prompted to provide additional information Result: The confirmation message is displayed. Your application is now subject to your EVM's approval.

## What type of accounts are available? How are they different?

The Intel Supplier Presence Site has two types of registration:

| Standard Registration/Web Suite	Web Suite Lite
• For suppliers receiving **more than 25** POs/year from Intel. • Provides full access to applications and data. • A group of the **SEVEN** (7) most commonly accessed applications on supplier.intel.com.	• For suppliers receiving **less than 25** POs/year from Intel. • Limited access to applications and data. • Cater for suppliers doing smaller volumes of business with Intel. • Access to only the primary Web Suite applications.
Registration requirements: • Applicant to provide company's D&B D-U-N-S® number. • Requires approval from company's Employee Validating Manager (EVM).	**Registration requirements:** • Applicant to provide Supplier number and Tax/VAT/Company Registration Number. • Account is created by Intel for supplier users. • Applicant will receive automated-email with step-action explanation.

How do I upgrade to a Standard (Full) Registration account?

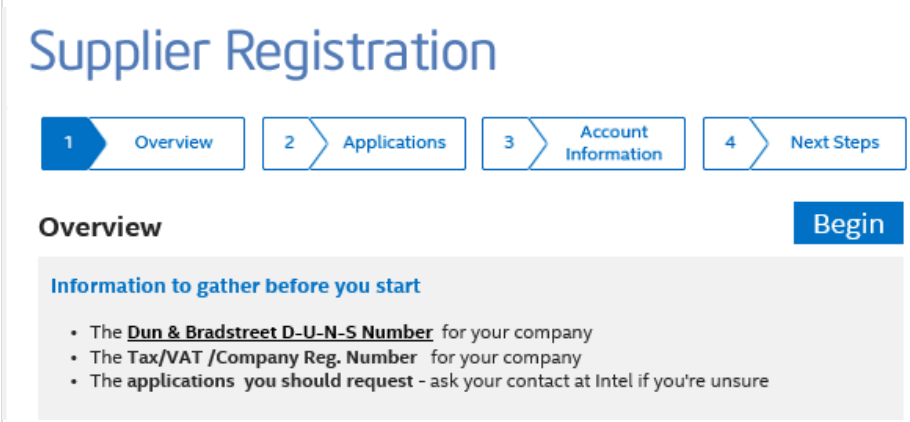Scenario 1: Upgrade from **Manage My Account** page

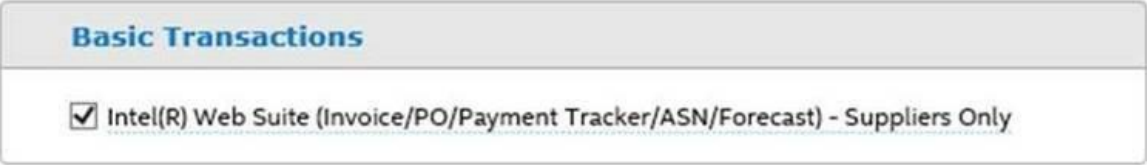| Step	Action
1	Go to supplier.intel.com.
2	Click **Sign In**. **Result**: The **Intel Login** page is displayed.
3	Enter your **User ID** and **Password**.
4	Click **Sign In**. **Result**: The **Supplier Information** page is displayed.
5	Click **Site Map**
6	Click **Supplier Registration**
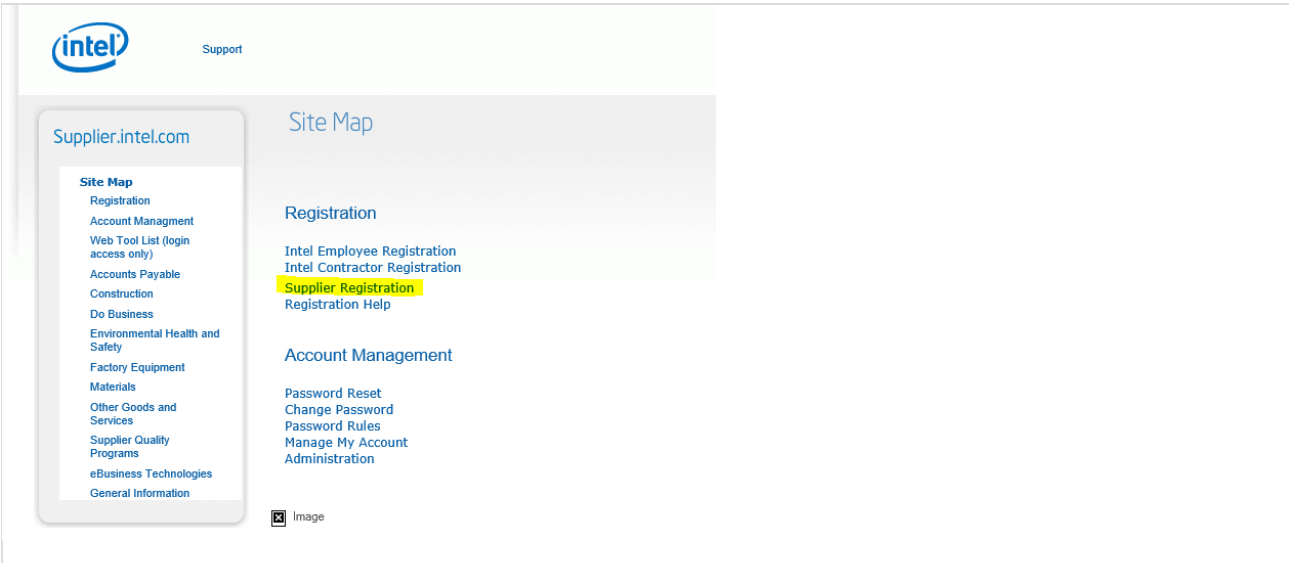
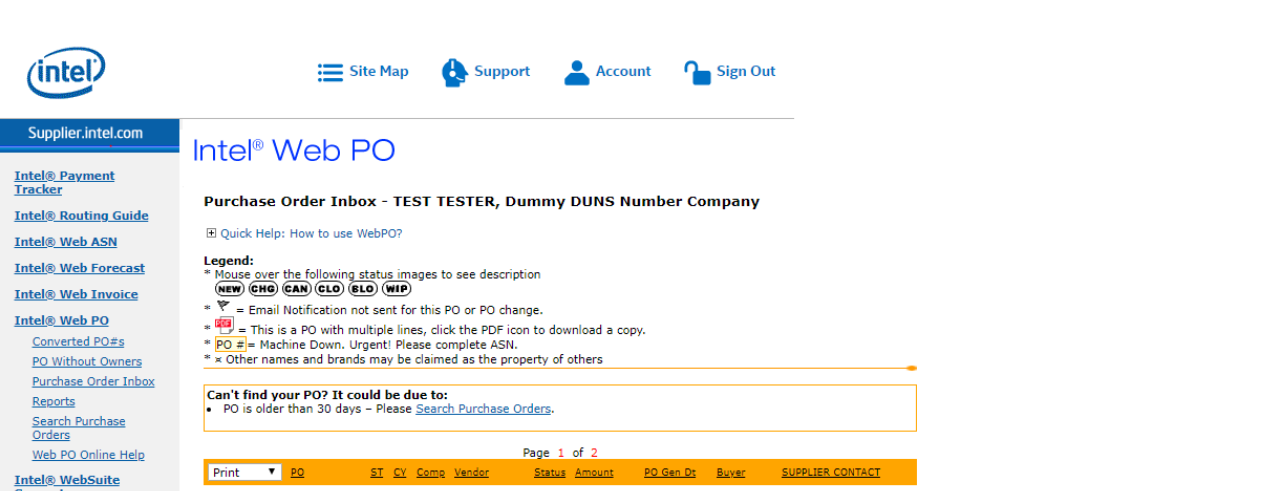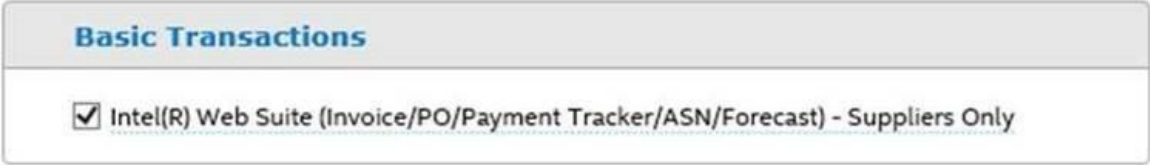|	
7	Select **"I am an Intel Supplier,"** then click **Next**
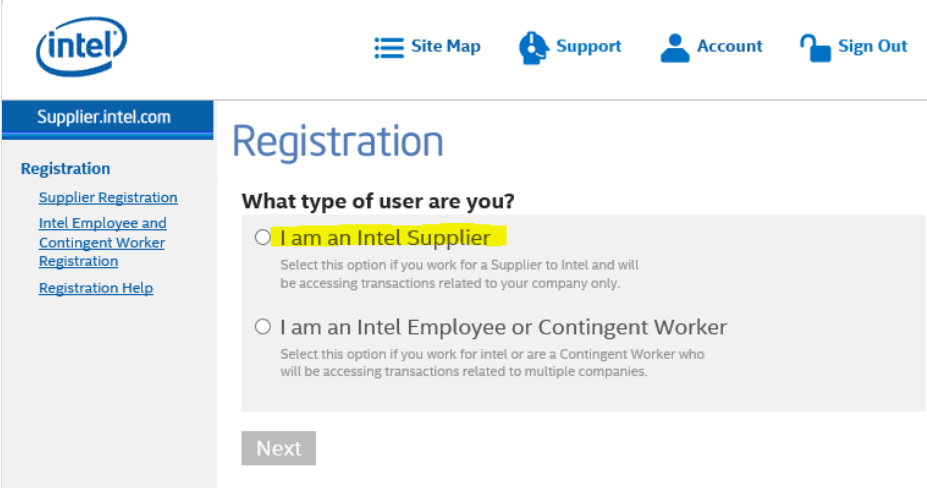
8	Result: **Supplier Registration** page is displayed

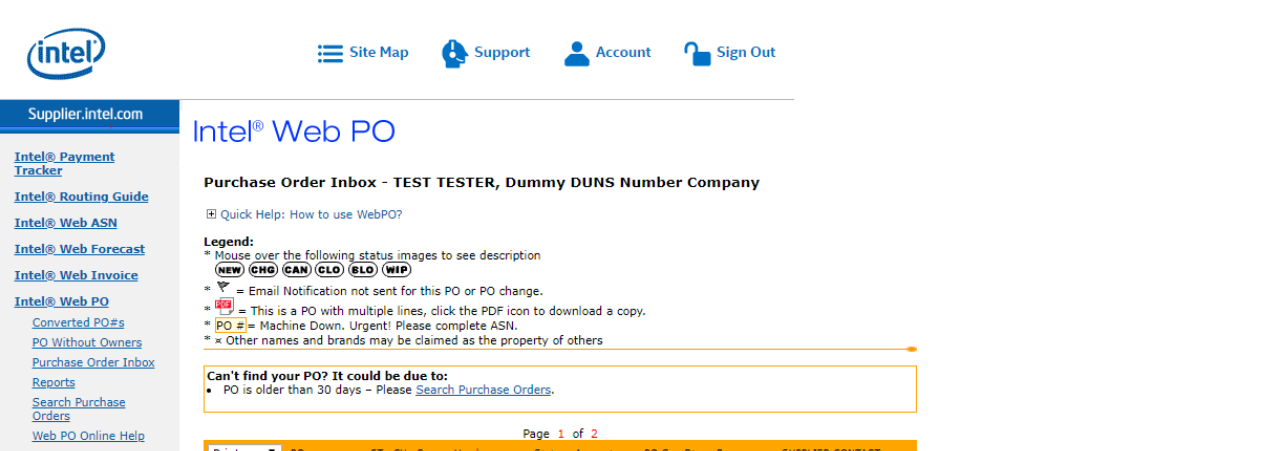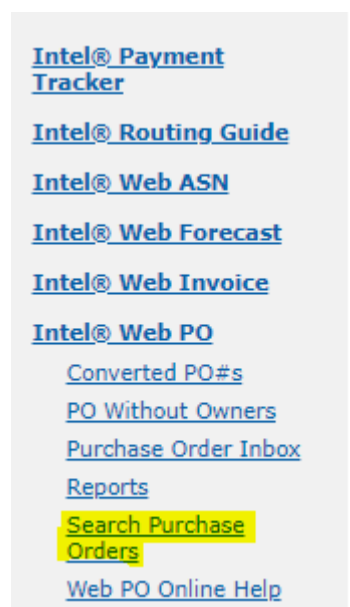| 7	**Result:** The **Upgrade to Standard (Full) Registration** page is displayed.
9	Click **Begin**.
10	Select the checkbox for Intel® Web Suite (Invoice/PO/Payment Tracker/ASN/Forecast) - Suppliers Only.
11	Click **Next.** Result: The access request form is displayed.
12	Update all mandatory fields. Note: Mouse over the "?" icon for explanation of what to fill Click **Next**
13	Result: The upgrade request is routed to your company's EVM for approval Note: If your company does not have EVM, kindly refer to Supplier Registration > Contact EVM > How do I become an EVM?

Scenario 2: Upgrade from **Web PO** page

Step	Action
1	Go to **Intel Web PO**.

2	Click **EVM conversion**.
	Result: The **Upgrade to Standard (Full) Registration** page is displayed.
3	Click **Begin**.
4	Select the checkbox for **Intel® Web Suite (Invoice/PO/Payment Tracker/ASN/Forecast) - Suppliers Only**.
5	Click **Next**.
	Result: The access request form is displayed.
6	Update all mandatory fields.
	Note: Mouse over the "?" icon for explanation of what to fill
7	Click **Next**
	Result: The upgrade request is routed to your company's EVM for approval
	Note: If your company does not have EVM, kindly refer to Supplier Registration > How do I become an EVM?

View a PO

How do I search for a PO?

Step	Action
1	Go to **Intel Web PO**.
~~2~~	Click **Search Purchase Orders.**
	Result: The **Search** form is displayed.
	Enter related keywords to specify and narrow down the search criteria.

3	**Notes**:
	• Select the checkbox next to the necessary PO status type(s), if necessary.
	PO Status: ☑ New ☑ Changed ☑ Cancelled ☑ Closed
	Special Status: ☐ Blocked ☐ Work In Progress ☐ Bypassed ☐ DownPayment
	View Status: ☑ Viewed ☑ Unviewed
	• PO Gen Date: The date ranges will return POs no older than 6 months since creation, by default.
	PO Gen Date — From 24-Oct-2013 To 22-Apr-2014

4	Click **Search**.

Supplier.intel.com

Intel® Payment Tracker
Intel® Routing Guide
Intel® Web ASN
Intel® Web Forecast
Intel® Web Invoice
Intel® Web PO
    Converted PO#s
    Reports
    Search Purchase Orders
    Web PO Online Help
Intel® WebSuite Support
My Profile

Intel® Web PO

Search Purchase Order - Galit Brauner,

Help Needed?

* Mouse over the following status images to see description
(NEW) (CHG) (CAN) (CLO) (BLO) (WIP)
* ⛳ = Email Notification not sent for this PO or PO change.
  See online help for additional details.
* 📄 = This is a PO with multiple lines, click the PDF icon to download a copy.
* PO Gen Date/Due Date will not be filtered if 10 digits of PO number is inserted.

Company Code	All	
Vendor ID		Enter full 10 digit Vendor ID
Purchasing Org	All	
Vendor Name		Enter full or partial text
PO Number		Enter full or partial text
PO Status	☑ New ☑ Changed ☑ Cancelled ☑ Closed	
Special Status	☐ Blocked ☐ Work In Progress ☐ Bypassed ☐ DownPayment	
View Status	☑ Viewed ☑ Unviewed	
Buyer Name		Enter full or partial text
Buyer Code		Enter full or partial text
Supplier Part		Enter full or partial text
PO Gen Date	From 12-Jul-2019 To 10-Oct-2019	

Search   Clear   Hide Search

Result: The matching POs will be generated.

PO ▼	Invoice ▼	ST	CY	Comp	Vendor	Status	Amount	PO Gen Dt	Buyer	Viewed
⛳ 4501523973	Invoice	13	TH	745	1000009502 ⓘ	(NEW)	$ 200.00	06-Nov-2013	Tan,Mei	21-Apr-2014 ⓘ
4501525731 ▼	Invoice	13	TH	745	1000009502 ⓘ	(NEW)	$ 167.45	06-Nov-2013	Tan,Mei	21-Apr-2014 ⓘ

Display 10 ▼ per page   Go to page 1 of 1 Go

Note: Most statuses of a specific PO will be displayed under the Status column, EXCEPT for "Bypassed PO" and Down Payment PO.

Web PO Header: PO Type

- If header shows "Capital PO" & "Go to SIRFIS" – it means that the specific PO you see is a SIRFIS PO that should be acknowledged and managed through the SIRFIS system, not Web PO.

How to differentiate PO statuses?

Icon	Remark
NEW	New PO.
CHG	Changed PO.
CAN	Cancelled PO.

(CLO)	Closed PO.
(BLO)	Blocked PO • PO blocked by Intel Buyer. • Supplier users are unable to access or print them. • Web ASNs cannot be processed for these POs.
(WIP)	Work in Progress • Intel Buyer has changed the PO to unapproved status. • Supplier users are unable to access or print them. • Web ASNs cannot be processed for these POs.
▽	Bypassed PO • Intel Buyer has decided to bypass the supplier notification e-mail. • Normally due to minor changes (such as buyer name, buyer code, phone number, etc.) with almost no impact on actual goods or services transaction.
▼	Down Payment PO • Details for this PO type will display the down payment amount and date.

How do I check PO type?

Step	Action
1	Go to **Intel Web PO**.
2	Enter PO number. For example, 4200403597.
3	Click **Search**. **Result**: The PO record is generated.

4	Click **PO number**.

How do I check PO remaining amount?

Step	Action
1	Go to **Intel Web PO**.
2	If PO listed, move to step 5. If PO number not listed, click "Search Purchase Orders."
3	Enter PO number. For example, 4200403597.
4	Click **Search**. **Result**: The PO record is generated.
5	Click **PO number.** **Result**: The detailed PO is displayed in new tab.

6	Scroll down to view the required line item.
7	Click **View Remaining Line Amt**.

Line Number Line Status	Intel Number Change History	Supplier Item Number	Unit Price	Requested Qty Outstanding Qty	U/M	Requested Line Amt Remaining Line Amt
00010	00000000500230735	NRY2K6000	$ 160.00	2	EA	$ 320.00
Changed	View Change History			2.0000		View Remaining Line Amt

	Result: The remaining line amount details is displayed in a new pop-up window.

How do I check PO Bill To?

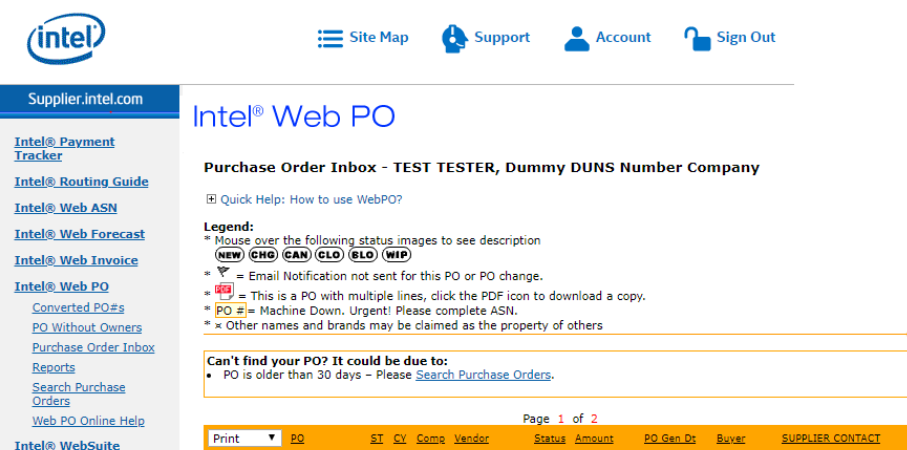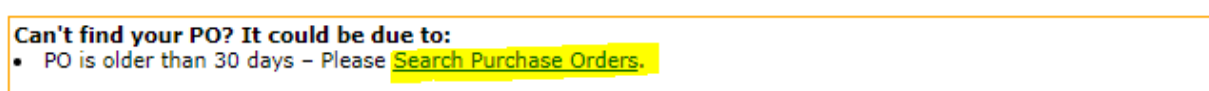| Step	Action
1	Go to **Intel Web PO**. (intel) ☰ Site Map Support Account Sign Out Supplier.intel.com Intel® Web PO Intel® Payment Tracker Intel® Routing Guide Intel® Web ASN Intel® Web Forecast Intel® Web Invoice Intel® Web PO Converted PO#s PO Without Owners Purchase Order Inbox Reports Search Purchase Orders Web PO Online Help Intel® WebSuite Support **Purchase Order Inbox - TEST TESTER, Dummy DUNS Number Company** ⊞ Quick Help: How to use WebPO? **Legend:** * Mouse over the following status images to see description (NEW) (CHG) (CAN) (CLO) (BLO) (WIP) * 🏳 = Email Notification not sent for this PO or PO change. * 📄 = This is a PO with multiple lines, click the PDF icon to download a copy. * PO # = Machine Down. Urgent! Please complete ASN. * × Other names and brands may be claimed as the property of others **Can't find your PO? It could be due to:** • PO is older than 30 days – Please Search Purchase Orders. Page 1 of 2 Print ▼ PO ST CY Comp Vendor Status Amount PO Gen Dt Buyer SUPPLIER CONTACT Kim.
2	If PO listed, move to step 5. If PO number not listed, click "Search Purchase Orders." **Can't find your PO? It could be due to:** • PO is older than 30 days – Please Search Purchase Orders.
3	Enter PO number. For example, 4200403597.
4	Click **Search**.
	Result: The PO record is generated.

5	Click PO number.

Results:

- The detailed PO is displayed in new tab.

- The "Bill To" address is displayed on the left side of the screen with the buyer's information.

What should I do if I am unable to view a specific PO?

Step	Action
1	Go to **Intel Web PO**.
2	Click **Search Purchase Orders**.

3	Enter related keywords to specify and narrow down the search criteria.
4	Click **Search**. **Result**: The search result with matching criteria is generated. **Note**: You need to modify your profile setting in order to view more search results.

5	Click **Add PO to Profile** **OR** Click to view the complete list to view and select PO from a pop-up window. Click to view the complete list. **Results** • If successful, the acknowledgement message is displayed. ✓ PO acknowledgement has been received by Intel. • OR, error message is displayed. ✗ This PO does not belong to your DUNS hierarchy. Please contact Intel Technical Support for details. **Note**: Should you received the error message, kindly validate your profile D-U-N-S number through before contact Intel Technical Support. • It takes 1 to 2 minutes to update your profile to the system. • Error message is generated in case the same Supplier Number/Vendor ID has already clicked on the same PO and still pending for approval. ✗ There is already a PENDING submission currently in process. Click HERE to check status.
6	Click **Search** again to view the newly added PO result.

How do I request for a PO copy?

Step	Action
1	**Go to Intel Web PO.**

2	If PO listed, move to step 5. If PO number not listed, click "Search Purchase Orders."
	Can't find your PO? It could be due to: • PO is older than 30 days – Please Search Purchase Orders.
3	Enter PO number. For example, 4200403597.
4	Click **Search**. **Result**: The PO record is generated.
5	Click PO number. **Results:** Print ▾ PO ST CY Comp Vendor Status Amount PO Gen Dt Buyer SUPPLIER CONTACT Viewed ☐ 4200103597 KE IE 500 1000016370 (CHG) $ 320.00 06-Aug-2014 EP_TEST_2375 unviewed **Result**: The detailed PO is displayed in new tab.
5	Click **File** > **Save as…** to keep a copy on your desktop. File Edit View Favorites Tools New tab Ctrl+T Duplicate tab Ctrl+K New window Ctrl+N New session Open… Ctrl+O Edit Save Save as… Ctrl+S OR, Click **Email PO** to send a copy to the designated email address. **Display Terms and Conditions** **Print PO:4200103597** **Print PO:4200103597 with Terms and Conditions** This is a Supporting Items (NTM) PO. Please respond via the buttons below. **Email PO**

Validate a PO

How does PO Validation work?
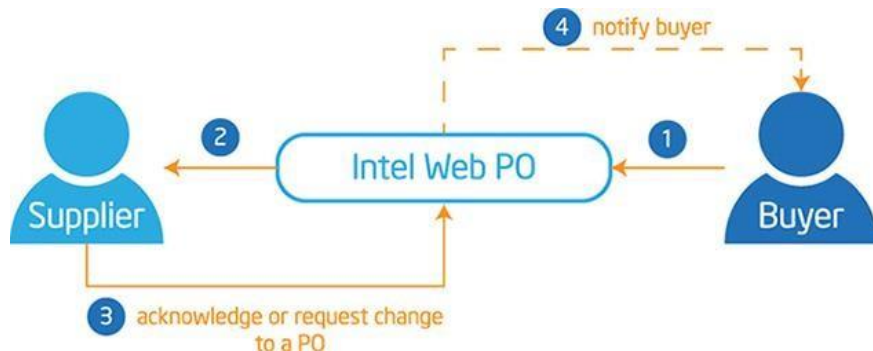
Step	Action
1	Intel Buyer enter new/changed PO information.
2	Intel Web PO notify Supplier on new/changed PO.
3	Supplier checked and acknowledge or request change to the PO.
4	(optional) Intel Web PO notify Intel Buyer on the change request and actions required.

How do I validate my PO?

Step	Action
1	Go to **Intel Web PO**, and open New and Changed PO's.

2	Click to open a specific PO record. **Active PO**
3	**Result**: The PO record is generated. **Notes:** • In case there exist no clickable response buttons within the PO record, this indicates that this particular PO type does not require online validation. • Interface and clickable buttons might vary for different PO types.

How do I know when Intel makes a change on a PO that I need to acknowledge?

Supplier will receive an e-mail with detailed changes that need a response.

How do I acknowledge a PO?

Step	Action
1	Go to **Intel Web PO**.

2	Click to open a specific PO record.
	Active PO 	PO ▼	Invoice ∨	ST	CY	Comp	Vendor	Status	Amount	PO Gen Dt	Buyer	Viewed	 4501523973 / Invoice / 13 / TH / 745 / 1000009502 ⓘ / (NEW) / $ 200.00 / 06-Nov-2013 / Tan,Mei / 21-Apr-2014 ⓘ 4501525731 / Invoice / 13 / TH / 745 / 1000009502 ⓘ / (NEW) / $ 167.45 / 06-Nov-2013 / Tan,Mei / 21-Apr-2014 ⓘ Display 10 ∨ per page Go to page 1 of 1 Go
	Result: Details of the selected PO will be displayed in new tab.
	Note: Interface and clickable buttons might vary for different PO types.
3	Click **Acknowledge PO Line**. Acknowledge PO Line Request Changes To PO Line 	Line Number / Line Status	Intel Number / Change History	Supplier Item Number	Unit Price	Requested Qty / Outstanding Qty	U/M	Requested Line Amt / Remaining Line Amt	 **00010** 123 325.00 4 EA 1300.00 New 4.0000 View Remaining Line Amt **Description:** Upgrade Requested Tender Date: 11/03/13 772625 CK build **Required Date:** 10 Nov 2013 **Factory ID:** **Machine IT Location:** **Machine:** **FOB/FRT:** FCA Supplier Dock **INCO Terms:** FCA **Shipping Condition:** Standard 1-7days Routing Guide **Shipping Instruction:** Use Intel's Routing Guide Disclaimer: Intel requires you to use Intel routing guide solely to obtain carrier and service level assignments for shipments tendered by or on behalf of you and for no other purpose. Intel routing guide can be viewed at http://supplier.intel.com/routingGuide/app/index.aspx
	Result: A confirmation pop-up is displayed.
	Notes: • Interface and clickable buttons might vary for different PO types. • Acknowledging a PO indicates you are confirming that the information on the PO is accurate, and you will ship the item on the Request Tender Date (RTD) stated. • **Suppliers please advise:** Do not match STD to RTD if RTD is in the past. If RTD is in the past, supplier will need to manually input the STD.
4	Click **OK**. **Results**: • PO acknowledgement will be sent over to Intel. ✔ PO acknowledgement has been received by Intel. PO will be updated with Tender date (equal to the RTD) from Supplier.

> **Note:** For PO's that have been previously updated with tender date, acknowledging the PO will   keep the tender date unchanged.
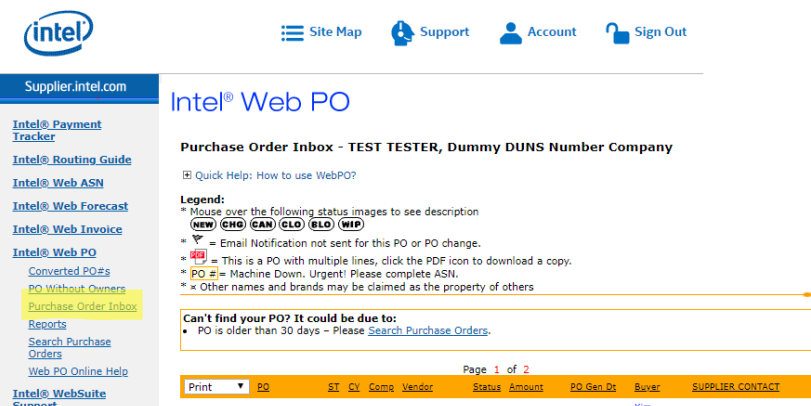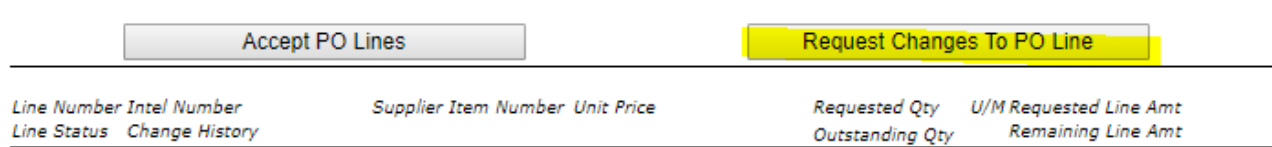
What changes can I request to a PO Line?

- The following can be requested for Intel to approve:
  - Description
  - Supplier Item Number (Part #)
  - Supplier Tender Date
  - Price
  - Quantity
  - Vendor ID

High Level Change Request Flow

supplier.intel.com *under* Intel WebPO

Change Details pop up displayed

click **Purchase Order Inbox**

open your PO record

click **Request Changes to PO Line**

enter updated details

click **Submit** to Change Request

Change Request is a new STD?

Yes → STD 7+ days before RTD?

Yes → Buyer receives Change Request for disposition, will contact supplier off-line to confirm changes

No → PO automatically updates, PO line Change Request complete

No → Buyer and Supplier resolve off-line

How do I request changes to PO?

Step	Action
1	Go to **Intel Web PO**, and select **Purchase Order Inbox.**
2	Click to open a specific PO record.
	Result: Details of the selected PO will be displayed in new tab.
	Note: Interface and clickable buttons might vary for different PO types.
3	Click **Request Changes to PO Line.**

	Result: A change details pop up will be displayed Request Changes To PO Line PO 4200025377 Line 00010 Change Request: - Windows Internet Explorer **Intel® Web PO** **Please provide change details:** ❖ Description: ❖ Supplier Item Number: ❖ Supplier Tender Date: ❖ Unit Price: ❖ Requested Quantity: ❖ Vendor ID: Reason for above changes: Note: For changes other than listed above, please contact your Intel buyer directly. Submit Cancel **Note**: Interface and clickable buttons might vary for different PO types.
4	Enter the updated details. **Note**: Comments are required for all change requests.
5	Click **Submit**. **Result**: PO change request is submitted. ✅ Your change request has been submitted successfully to Intel for further action. **Notes:** • If the new tender date is not more than 7 days earlier than the RTD, the PO will be automatically updated. • If the new tender date IS more than 7 days earlier than the RTD, the PO Change Request will go to the Intel Buyer for disposition, and they will contact the respective supplier off-line for confirmation.
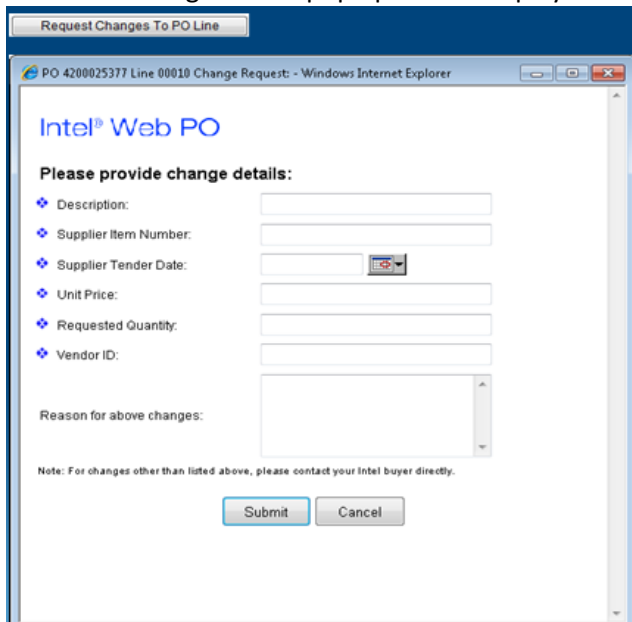
Email Changes

• Supplier will be able to see what changes were done on the PO's via standard e-mails that the suppliers will receive:

```
PO Number      State   Country  PO Status   PO Auth. Date
4200083571      AZ     US      Change PO   10/24/2013
   00010     New Supplier Item Number         CHANGE
   00020     New Requested Tender Date        10/09/13
   00020     New Unit Price                   1,500.00
   00030     New Description                  Module 2-4
   00040     New Requested Tender Date        11/05/13
   00050     New Requested Tender Date        09/26/13
   00060     New Requested Tender Date        11/30/13
```

- If PO changes impact STD, supplier will need to respond within 5 business days with the new, updated STD

Generate Reports

What kind of reports can I generate?

Report Type	Remark
Open Order Report	- Shows all pending and active orders. - Including any past due orders.
Past Due Report	- Shows only those orders that are still active and have gone beyond the due date established on the PO.
Supplier Requests History	- Shows all Supplier responses to specified PO fields/values. - Contain the responses history for a rolling 6-months period.

How do I generate Open Order, Past Due, and Supplier History Request reports?

Step	Action
1	Go to **Intel Web PO**. Click **Reports**.

2	
	Result: The PO Report page is displayed.
3	Click on the drop down arrow.
	Note: Open Order is the default report.
4	Select the Report type.
5	Enter the rest of the search criteria.
6	Click **Search**. **Result**: The matching PO records are generated.

Troubleshooting & Support

Why was my invoice blocked?

- For blocked invoices, usually the block will clear off within 20 days. Please check the invoice status again in the Intel Payment tracker while your Intel buyer works on removing the block.
- For an invoice to go through to Intel, there must be a three-way match in SAP between the PO, Supplier Invoice, and Goods Receipt.
  - This three-way match is based on PO Line item.
    - If a PO has multiple line items, there must be a three-way match per each line item.

- When the Quantity or Price is mismatched between **PO, GR and IR**, the invoice will gets blocked
- Buyer of the PO ensures 3 way match in SAP and resolves the discrepancy by correcting PO,GR or IR.
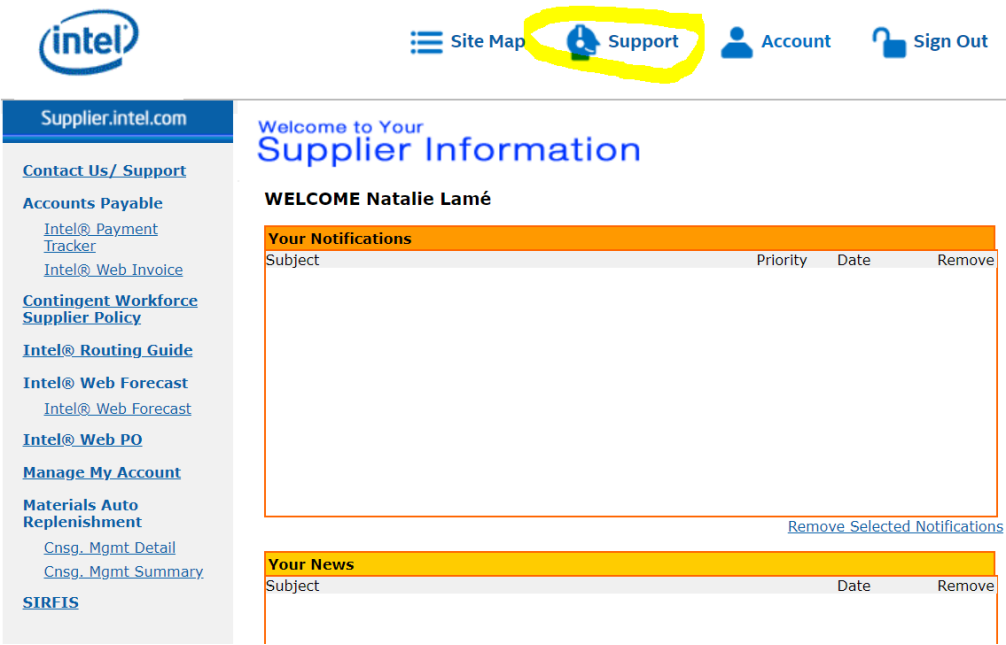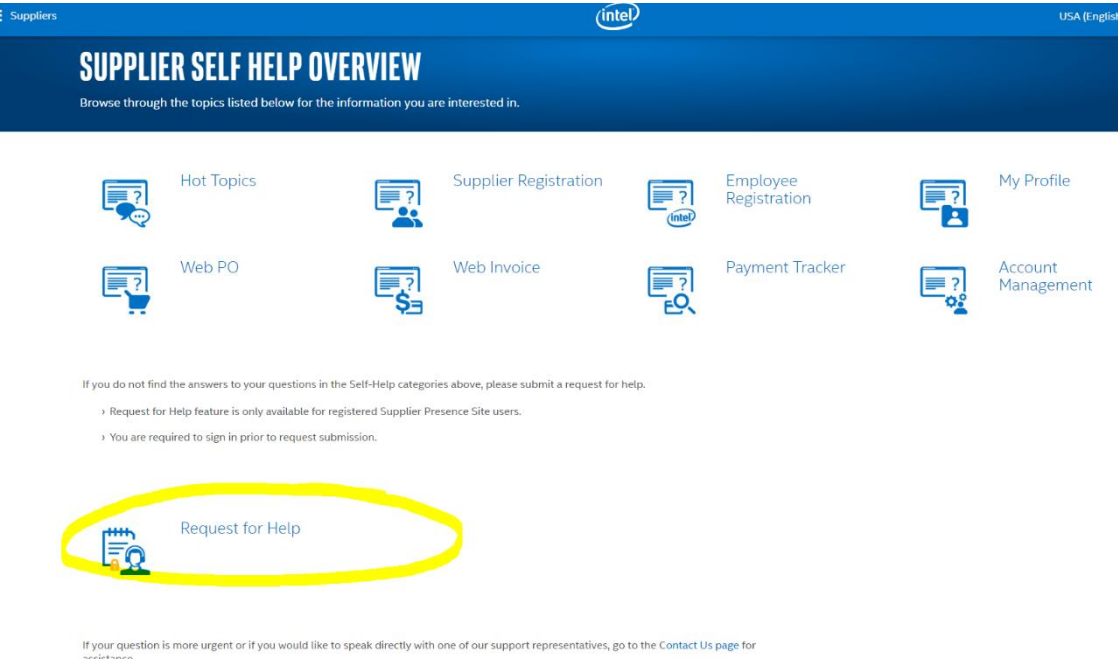
Why was my invoice rejected?

- Invoices that do not meet the Intel processing requirement will be rejected and an email notification will be sent to the supplier's registered email. This will notify the supplier on the rejected invoice, and which actions are needed from them, if any.
- Below are frequent reasons for invoice rejection from the Accounts Payable end:

RITS reason	Action needed
The PO number on the invoice is invalid or missing	Supplier to revise the invoice to include PO number and send it back to Intel.
Line item(s) on invoice does not match with the PO	Supplier to revise the invoice to the correct line item and send it back to Intel
Remit-to address/name not match with system / Wrong bill-to-name	Supplier to contact their Intel buyer to get the correct remit to address and revise the invoice and send the invoice over to Intel. Alternatively, for PO invoices, remit to address can be located in Web PO tools and provide the correct address to supplier.
Bank account doesn't match from the invoice and our system	Kindly submit ticket under "Support" to get the bank information to be updated. Alternatively, supplier can contact Intel buyer for the account update.
Invoice includes multiple PO numbers	Supplier to revise the invoice to include one PO number and send it to Intel. If supplier unsure which PO number to be used, please check with their Intel buyer.
Duplicate invoice submission	This is a duplicate invoice submitted and the invoice# that has been processed. Please check in Intel Payment Tacker for further information.
Supplier submitted a pro-forma invoice	Please submit original tax invoice according to the proforma invoice as proforma invoice is not accepted for processing and payment.
Supplier is a web-invoice submitter	Please submit invoice through Intel web portal as hardcopy invoices will not be accept for processing unless supplier able to provide error message receive during web invoice submission.
Intel VAT/GST registration number/GUI number/address/phone number/banking information missing/incorrect	Please revise to the correct Intel VAT/GST registration number/GUI number/address/phone number/banking information and send invoice back to Intel.

Incorrect Invoice format	Please submit an invoice with the proper invoice format and send it back to Intel.

How do I log a ticket in Web Suite?

Step	Action
1	Login to **Intel Web PO**. At the top of the page, select "Support."
2	This will bring you to the Supplier Self Help Overview Page. From here, please click "Request for Help." **Result**: The Service Request Form is displayed.

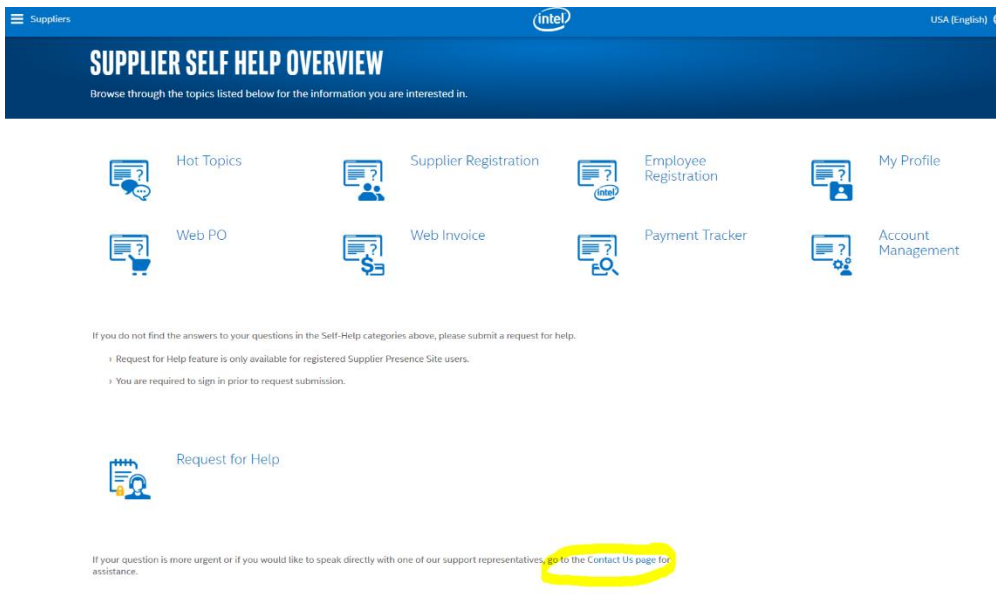| 3	From here, select the issue category.
4	• Once the issue category is identified, you will be asked to provide further details and provide a brief description of the problems you are experiencing. • Please provide any relevant attachments here as well.
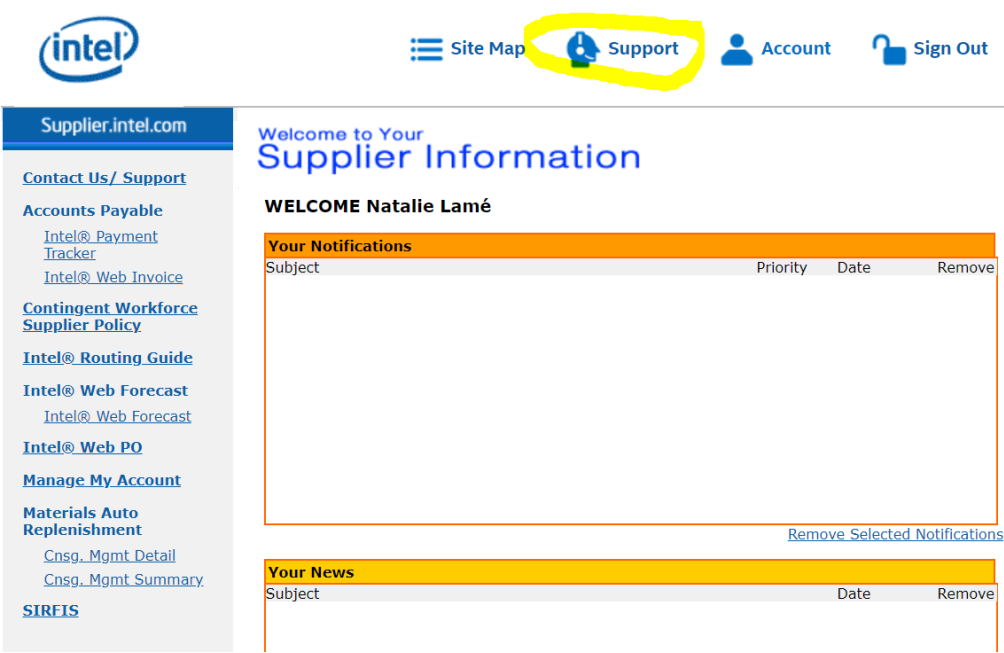
5	• TAC should send a confirmation email with a ticket number. Please ensure you give them your email information. • Send your ticket info to your Intel buyer so they can follow up.
6	Once TAC has resolved the issue, you should receive an email with the details and the closing of the ticket.

How to contact Web Suite support?

Step	Action
1	Login to **Intel Web PO**. At the top of the page, select "Support."

2	This will bring you to the Supplier Self Help Overview Page. From here, please scroll to the bottom and click "Contact Us."
3	**Result**: The Intel Supplier E-Business Support page is displayed. If your region is not immediately listed, please click "Show More."
4	• This will list the Web Suite support number for all regions.

Argentina	0-800-266-1366 **option 1**
Brazil	Phone: (55-11) 3365-5478
Chile	(562) 2389-6098
Costa Rica	Phone: (506) 2298-6000 **option 4**
Colombia	Phone:+571 651-7077
Mexico	Phone: (52-33) 164-53999
<mark>United States</mark>	<mark>877-811-2574</mark>

- The U.S. Web Suite support number is 1-877-811-2574

- TAC should send a confirmation email with a ticket number. Please ensure you give them your email information.

- Send your ticket info to your Intel buyer so they can follow up.

- Once TAC has resolved the issue, you should receive an email with the details and the closing of the ticket.

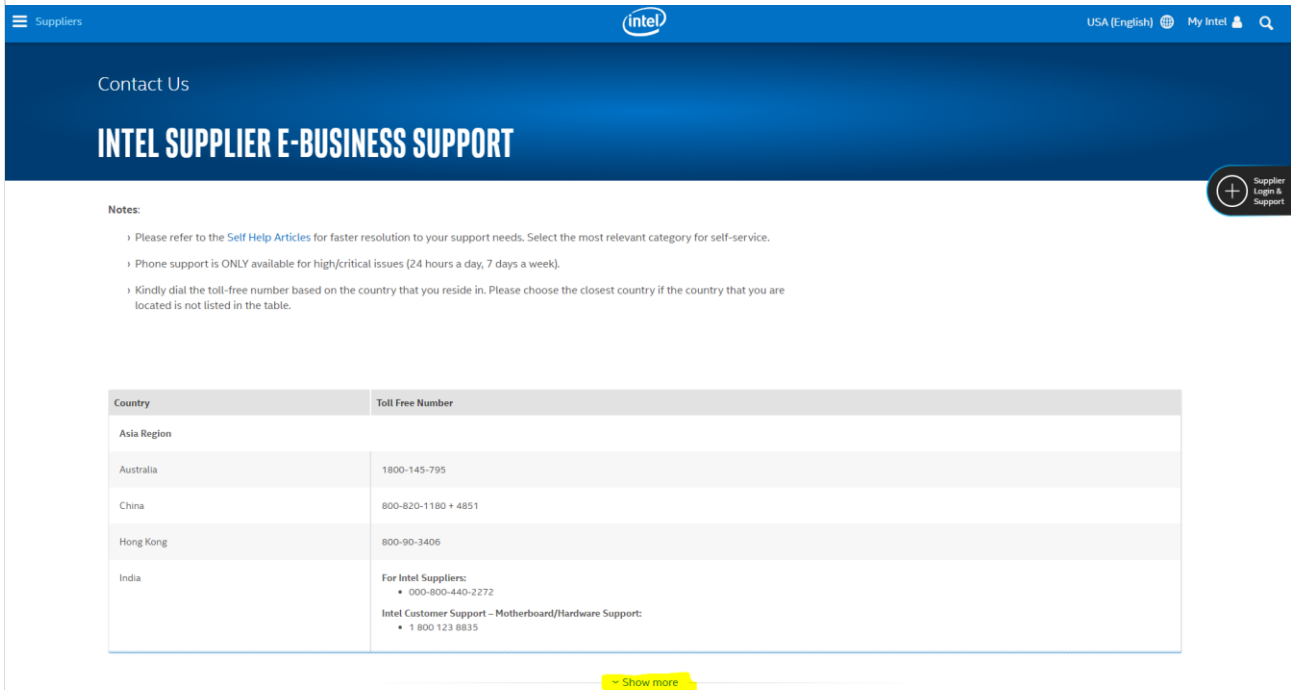# Additional Information

FAQ

- How will I know the difference between SIRFIS and Supporting Items (PSI) PO's?
  - When PO is viewed in Web PO, at the top of PO it will clearly state which type of PO that it is.
- If I am not sure that I have acknowledged a new PO, how can I check?
  - Reopen PO in Web PO and if you have acknowledged PO, then the "tender date" will be shown on PO.
- How will I know when Intel makes a change on a PO that I need to acknowledge?
  - Supplier will get e-mail with detailed changes that need a response.
- What if I need to change a supplier tender date?
  - You will be able to go into the Web PO and request a change to the tender date
- What happens if I forget to acknowledge a new PO or changed PO?
  - You will get a reminder e-mail 2 and 5 business days after a new PO is issued or changed.

Key Contacts

- For questions on this material, please contact:
  - Your Intel Buyer
    - Please notify your Intel buyer by email when you are experiencing any issues so that we may provide additional support.
  - Matt Walters: matthew.l.walters@intel.com
  - Kirk Halbison: kirk.halbison@intel.com

Quick Links

- Web Suite Supplier Portal
  - Web Suite Support (US): 877-811-2574
- Supplier Self Help Overview
- Intel Web Suite Support
- Training Demos from Supplier View
- Hot Topics
  - Other FAQ's and additional information

Final Notes

- Intel needs tickets to be logged when suppliers are experiencing issues to get resources for improvements
- Please notify your Intel buyer by email when you are experiencing any issues so that we may provide additional support
- Please include Matt & Kirk on these emails so we can understand the severity of the issues
- Your Intel buyer can assist in logging tickets if needed