# Web PO FAQ:

Browse through the navigation panel for the information you are interested in.

### Get Started



### View a PO



# Validate a PO



# Generate Reports



- What is Web Suite?
  - What is Intel Web PO?
  - How does Intel Web PO work?
  - Web PO High Level Overview
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  - How do I request for a PO copy?
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# **Troubleshooting & Support**



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- How do I log a ticket in Web Suite?
- How to Contact Web Suite Support?

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- <u>FAQ</u>
- <u>Key Contacts</u>
- Quick Links
- Final Notes

# 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.
  - 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.

(intel)	=	Site Map	Support	Accoun	t 🎦 Sign Out
Supplier.intel.com		PO			
<u>Intel® Payment</u> <u>Tracker</u> <u>Intel® Routing Guide</u>	Search Purchase Company	Order - TES	T TESTER, Dun	ımy DUNS Nu	mber
Intel® Web ASN	* Mouse over the follow	ing status image	es to see description		Help Needed?
Intel® Web Forecast	NEW CHG CAN CLO	BLO WIP			
Intel® Web Invoice	* 🚩 = Email Notification	n not sent for th ditional details.	nis PO or PO change.		
Intel® Web PO	* 👜 = This is a PO wit	h multiple lines,	click the PDF icon to	download a copy.	
Converted PO#s PO Without Owners	* PO Gen Date/Due Dat	e will not be filte	ered if 10 digits of PC	) number is inserte	ad.
Purchase Order Inbox	Company Code	All		•	
Reports	Vendor ID All				▼
Search Purchase	Purchasing Org	All			•
Orders Web BO Opline Help	PO Number			Enter full or parti	al text
	PO Status	🗹 New 🗹 Cha	anged 🗹 Cancelled	Closed	- ·
<u>Support</u>	View Status		Work In Progress	Bypassed Do	wnPayment
My Profile	Buyer Name		Shirlewed	Enter full or parti	al text
	Supplier Part			Enter full or parti	al text
	Invoiceable	Search Invo	iceable POs		
	PO Gen Date 🔻	From 18-Jan-20	)19 🔤 To 17	-Jul-2019 🛄	<b>-</b>
				Search Clea	r Hide Search

#### 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 <b>TWENTY-FOUR</b> (24) hours.
3	<ul> <li>Supplier receives e-mail notification from Intel Web PO.</li> <li>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.</li> <li>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.</li> </ul>
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 <u>supplier.intel.com</u> .
	Register   Sign In Forgot your gammond?
	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 serve the same concrete the field in another to configure with
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.
	intel Esite Map
	Supplier.intel.com       Welcome to Your         Contact Us / Support       Supplier Information         Accounts Payable       WELCOME TEST TESTER         Intel® Web Invoice       Mun Notifications         Intel® Notificatione       Subject         Intel® Routing Guide       Mun Notifications         Intel® Neb Forecast       Subject         Intel® Web Forecast       Mun Notification         Intel® Web Forecast       Subject         Intel® Web Forecast       Subject         Intel® Web Forecast       Subject
	Outsource Manufacturing Issue Management
5	Click Web PO.
	Result: The Web PO tool is displayed.

(intel)	🗮 Site Map 🔥 Support 👗 Account 🏠 Sign Out
Supplier.intel.com	Intel® Web PO
Intel® Payment Tracker Intel® Routing Guide	Purchase Order Inbox - TEST TESTER, Dummy DUNS Number Company
Intel® Web ASN Intel® Web Forecast Intel® Web Invoice	Legend: * Mouse over the following status images to see description (NEW) (ENB) (ELD) (ELD) (WIP)
Intel® Web PO Converted PO#s PO Without Owners	<ul> <li>* * = Email Notification not sent for this PO or PO change.</li> <li>* ● = This is a PO with multiple lines, click the PDF icon to download a copy.</li> <li>* PO = Machine Down. Urgent! Please complete ASN.</li> <li>* Other names and branch may be claimed as the property of others.</li> </ul>
Purchase Order Inbox Reports	Can't find your PO? It could be due to: • P0 is older than 30 days - Please Search Purchase Orders.

# How do I request access for an additional application?

Step	Action
1	Go to <u>supplier.intel.com</u> .
	(intel) Support   Contact us Register   Sign In Forgot your password?
	Supplier.intel.com
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.
5	Click Account.

BACKTOMAINMENU



9	Add the name, pho	one number, and country of residence of your Intel Contact Person, then click <b>Submit</b> .
	(intel)	🚍 Site Map 🔥 Support 📥 Account 🎧 Sign Out
	Supplier.intel.com <u>Supplier Home</u>	Manage My Account
	Manage My Account Account Information Application Access Data Access - WebSuite Check Request Status Become an EVM View Company EVMs	You've requested permission to access:         • Supplier Info - Sili-Con Reports         Additional Information for Your Access         * Intel Contact Person :
	Remove Account Change Password	Intel Contact Phone :     Costa Rica      Submit
10	Note: You might I Result: The confir	be prompted to provide additional information mation message is displayed. Your application is now subject to your EVM's approval.
	Confirmation	
	Your request is (EVM). They w personnel for a	being routed to your company's <b>Employee Validation Manager</b> ill validate your request and forward it to the appropriate Intel pproval. For most of our applications, you should receive notification

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

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

The Intel Supplier Presence Site has two types of registration:

BACKTOMAINMENU

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

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

Step	Action
1	Go to <u>supplier.intel.com</u> .
	Register   Sign In Forget your password?
	Supplier.intel.com
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.
	Click Site Map
	intel Site Map 🚯 Support 🚔 Register 🔒 Sign In
5	Supplier.intel.com
6	Click Supplier Registration

	(intel) Suppo	nt	
	Supplier.intel.com	Site Map	
	Supplier Antercom Site Map Registration Account Managment Web Tool List (ogin access only) Accounts Payable Construction Do Business Environmental Health and Safety Factory Equipment Materials Other Goods and Services Supplier Quality Programs eBusiness Technologies General Information	Registration         Intel Employee Registration         Supplier Registration         Registration Help         Account Management         Password Reset         Change Password         Password Reset         Change Password         Manage My Account         Administration	
		Image	
7	Select "I am an Inte Control of the second	el Supplier," then click Next Support Account Sign Out Sign Out Contemporation Contemporation Sign Out Contemporation Sign Out Contemporatio	
8	Result: Supplier Res Supplier I overview Overview Information to gath • The <u>Dun &amp; Brads</u> • The Tax/VAT /Cc • The applications	gistration page is displayed Registration 2 Applications 3 Account Information 4 Next Steps Begin ter before you start treet D-U-N-S Number for your company papany Reg. Number for your company tryou should request - ask your contact at Intel if you're unsure	

7	Image: Standard (Full) Registration page is displayed.         Image: Standard Version         Image: Standard Version
9	Click Begin.
10	Select the checkbox for Intel® Web Suite (Invoice/PO/Payment Tracker/ASN/Forecast) - Suppliers Only.           Basic Transactions           Intel(R) Web Suite (Invoice/PO/Payment Tracker/ASN/Forecast) - Suppliers Only
11	Click <b>Next.</b> Result: The access request form is displayed.
12	Update all mandatory fields. Note: Mouse over the "?" icon for explanation of what to fill Click <b>Next</b>
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 <u>Supplier Registration &gt; Contact EVM &gt; How do I</u> <u>become an EVM?</u>

### Scenario 2: Upgrade from Web PO page

Step	Action
1	Go to Intel Web PO.

	intel E Site Map 🔥 Support 👗 Account 🍗 Sign Out		
	Supplier.intel.com Intel® Web PO		
	Intel® Payment Tracker Purchase Order Inbox - TEST TESTER, Dummy DUNS Number Company		
	Intel® Kouting Guide Unick Help: How to use WebPO?		
	Intel® Web Forecast     Legend:       * Mouse over the following status images to see description       Intel® Web Invoice     (NEW) CHO (ELD) (NEP)		
	Intel® Web PO       * T = Email Notification not sent for this PO or PO change.         Converted PD#s       * PO = = Machine Down. Urgent I Please complete ASN.		
	PO Without Owners       * < Other names and brands may be claimed as the property of others         Purchase Order Inbox       Can't find your PO2 It could be due to:		
	Reports       PO is older than 30 days - Please <u>Search Purchase Orders</u> .      Orders		
	Web PO Online Help         Page 1 of 2           Intel® WebSuite         Print         PQ         SI EV Comp Vendor         Status Amount         PO Gen D:         Buver         SUPPLIER CONTACT		
2	Click EVM conversion.		
	NOTE: As a Web Suite Lite Registration user, your company is limited to view the most recent 25 PO's. If your company exceeds the 25 active PO limit, access to the oldest POs will be restricted and you will receive a message on how to gain additional access. For additional explanation regarding this limit, please click <u>here</u> . If you believe your company will exceed this limit, you can convert to the Standard Registration Process utilizing Intel's Employee Validation Manager (EVM) functionality by clicking the following line <u>LEVM Conversion</u> Result: The Upgrade to Standard (Full) Registration page is displayed.		
3	Click Begin.		
4	Solast the sheekboy for Intel® Mah Suite (Invoice /DO /Dournent Tracker (ASN /Foreset)) Supplian Only		
4 Select the checkbox for Intel® Web Suite (Invoice/PO/Payment Tracker/ASN/Forecast) - Suppliers O			
	Basic Transactions		
	✓ Intel(R) Web Suite (Invoice/PO/Payment Tracker/ASN/Forecast) - Suppliers Only		
<b>-</b>			
5			
	<b>Result</b> : 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		
	<b>Note:</b> If your company does not have EVM, kindly refer to <u>Supplier Registration &gt; How do I become an</u> <u>EVM?</u>		

# View a PO How do I search for a PO?

Step	Action						
1	Go to Intel We	eb PO.					
	intel	🧮 Site Map 🚯 Support 👗 Account 🎧 Sign Out					
	Supplier.intel.com	Intel® Web PO					
	<u>Intel® Payment</u> <u>Tracker</u>	Purchase Order Inbox - TEST TESTER, Dummy DUNS Number Company					
	Intel® Routing Guide Intel® Web ASN	Routing Guide     Web ASN     B Quick Help: How to use WebPO?					
	Intel® Web Forecast	Intel® Web Forecast Legend: * Mouse over the following status images to see description					
	Intel® Web Invoice	★ ♥ = Email Notification not sent for this PO or PO change.					
	Converted PO#s PO Without Owners	<ul> <li>□ = Inis is a PO with multiple lines, click the PDP icon to download a copy.</li> <li>* PO = Machine Down. Urgent! Please complete ASN.</li> <li>* × Other names and brands may be claimed as the property of others</li> </ul>					
	Purchase Order Inbox Reports	Can't find your PO? It could be due to:					
	Search Purchase Orders	FO IS OUGH LINER SO VAYS - Prease <u>Search FULCHASE CITUES</u> .					
	Web PO Online Help Intel® WebSuite	Page 1 of 2           Print         PO         SI CY Come Vendor         Status Amounts         PO Gen Ds         Buver         SUPPLIER CONTACT					
2	Click Search Pu	rchase Orders.					
	Tetelo Deve						
	Tracker						
	Intel® Routi	ng Guide					
	Intel® Web	ASN					
	Intel® Web	Forecast					
	Intel® Web	Invoice					
	Intel® Web	PO					
	Converted	PO#s					
	PO Without	t Owners					
	Purchase C	Order Inbox					
	Reports						
	Search Pur	r <u>chase</u>					
	Urders Web DO OF						
	web PO Or						
	Result: The Se	earch form is displayed.					
	Enter related l	keywords to specify and harrow down the search criteria.					

3	Notes:
	• Select the checkbox next to the necessary PO status type(s), if necessary.
	PO Status       Image: Wew image: Changed image: Cancelled image: Closed         Special Status       Image: Blocked image: Work In Progress image: Bypassed image: DownPayment         View Status       Image: Work Image: DownPayment
	<ul> <li>POGenDate:ThedaterangeswillreturnPOsnoolderthan6monthssincecreation, by default.</li> <li>PO Gen Date          <ul> <li>From 24-Oct-2013</li> <li>To 22-Apr-2014</li> <li>To 22-Apr-2014</li> </ul> </li> </ul>
4	Click Search.
	Supplier.intel.com         Intel® Payment Tracker         Intel® Routing Guide         Intel® Web ASN         Intel® Web Forecast         Intel® Web Forecast         Intel® Web PO         Converted PO#s         Reports         Search Purchase         Search Purchase         Intel® Web PO         Converted PO#s         Reports         Search Purchase
	Orders     Purchasing Org     All       Web PO Online Help     Vendor Name
	Intel® WebSuite   Support   My Profile   My Profile   PO Status   Special Status   View Status   Blocked   Work In Progress   Buyer Name   Buyer Code   Supplier Part   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
	*501523973       Invoice       13       TH       745       1000009502       Image       \$ 200.00       06-Nov-2013       Tan,Mei       21-Apr-2014       10         4501525731       Invoice       13       TH       745       1000009502       Image       \$ 167.45       06-Nov-2013       Tan,Mei       21-Apr-2014       10         Display       10       per page       Go to page       1       of 1       Go
	<b>Note</b> : 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?



lcon	Remark
NEW	New PO.
СНС	Changed PO.
CAN	Cancelled PO.

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

#### Step Action 1 Go to Intel Web PO. (intel) Site Map 🔥 Support 💄 Account 🏠 Sign Out Supplier.intel.com Intel<sup>®</sup> Web PO Intel® Payment Tracker Purchase Order Inbox - TEST TESTER, Dummy DUNS Number Company Intel® Routing Guide ■ Quick Help: How to use WebPO? Intel® Web ASN Legend: \* Mouse over the following status images to see description (wm) (ew) \* \* = 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</td> Intel® Web Forecast Intel® Web Invoice Intel® Web PO Converted PO#s PO Without Owners Purchase Order Inbox Can't find your PO? It could be due to: • PO is older than 30 days - Please <u>Search Purchase Orders</u>. <u>Reports</u> Search Purchase Orders Page 1 of 2 Web PO Online Help Print T PO ST CY Comp Vendor Status Amount PO Gen Dt Buyer SUPPLIER CONTACT Intel® WebSuite 2 Enter PO number. For example, 4200403597. 3 Click Search. Result: The PO record is generated.

### How do I check PO type?

	Click <b>PO number</b> .						
4	Results:						
	Print V PQ ST CY Comp Vendor Status Amount PO.Gen.Dt Buver SUPPLIS	R CONTACT Viewed					
	4200103597 KE IE 500 1000016370 CHO \$ 320.00 06-Aug-2014 EP_TEST_2375	unviewed					

### How do I check PO remaining amount?

Step	Action
1	Go to Intel Web PO.
	📺 Site Map 🔥 Support 📥 Account 🏠 Sign Out
	Supplier.intel.com
	Tracker Purchase Order Inbox - TEST TESTER, Dummy DUNS Number Company Intel® Routing Guide
	Intel® Web ASN       Quick Help: How to use WebPO?
	Intel® Web Forecast       Legend:         * Mouse over the following status images to see description         Intel® Web Invoice       (NEW) CEAD (ELD (WIP)
	Intel® Web PO = This is a PO with multiple lines, click the PDF icon to download a copy.
	Converted PO=s       * PO ==       Machine Down. Urgent! Please complete ASN.         PO Without Owners       * × 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.
	Search Purchase Orders Web DO Online Help Page 1 of 2
	Intel® WebSuite Print ▼ PO ST CV Come Vendor Status Amount PO Gen Dt Buyer SUPPLIER CONTACT
	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 V PO ST CY Comp Vendor Status Amount PO.Gen Dt Buver SUPPLIER CONTACT Viewed
	4200103597 KE IE 500 1000016370 (HG) \$ 320.00 06-Aug-2014 EP_TEST_2375 unviewed
	Result: The detailed PO is displayed in new tab.

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

#### 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® Payment Inted® Routing Guide         Intel® Notice         Intel® Web Sans         Intel® Web Forecast         Intel® Web Invoice         Intel® Web Porecast         Portice Porecast         Porecast         Porecast         Portice Porecast         Porecast         Porecast         Portice Porecast         Porecast         Porecast         Porecast         Porecast         Porecast         Search Purchase
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.  Dere 1 of 2
3	Enter PO number. For example, 4200403597.
4	Click Search.
	Result: The PO record is generated.



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

Step	Action
1	Go to Intel Web PO.
	E Site Map Support Account Sign Out
	Supplier.intel.com
	Intel® Payment         Iracker         Purchase Order Inbox - TEST TESTER, Dummy DUNS Number Company         Intel® Routing Guide         Intel® Web ASN         I Quick Help: How to use WebPO?
	Intel® Web Forecast       Legend:         Intel® Web Invoice       * Mouse over the following status images to see description         Intel® Web Invoice       * Mouse over the following status images to see description         * * **       * E mail Nutification not sent for this PD or PD change
	Intel® Web PO       * Image: Converted PD#s         Converted PD#s       * PO #= Machine Down. Urgent! Please complete ASN.         PO Without Owners       * x Other names and brands may be claimed as the property of others
	Purchase Order Inbox Reports Can't find your PO? It could be due to: PO is older than 30 days - Please Search Purchase Orders. Orders Can't find your PO? It could be due to: PO is older than 30 days - Please Search Purchase Orders.
	Web PO Online Help         Page 1 of 2           Thele® WarkSuite         Print         PQ         SI CY Comp Vendor         Status Amount         PO Gen D:         Buver         SUPPLIER CONTACT
2	Support Kim.
	Click Search Purchase Orders.

(intel)		🗮 Site Map	Support	Account	Sign Out
Supplier.intel.com Intel® Payment Tracker Intel® Routing Guide Intel® Web ASN Intel® Web Forecast Intel® Web Forecast Intel® Web Invoice Intel® Web PO Converted PO#s PO Without Owners Purchase Order Inbu Reports Search Purchase Orders Web PO Online Help	Purchase O Purchase O ■ Quick Help: Mouse over th Mouse over th ■ Mouse over th ■ This is: ■ This is: ■ This is: ■ This is: ■ Other name ■ Can't find you • PO is older the	Veb PO order Inbox - TEST How to use WebPO? the following status image the followi	TESTER, Dumn es to see description his PO or PO change. click the PDF icon to o e complete ASN. simed as the property to: earch Purchase Orders	by DUNS Number download a copy. of others	er Company
3 Enter related keyv Company Code	vords to specify ar	nd narrow down t	the search crite	ria.	
Vendor IDAllPurchasing Org/PO Number/PO Status/Special Status/View Status/Buyer Name/Supplier Part/Invoiceable/PO Gen Date VFr	II New Changed Cand Blocked Work In Progr Viewed Unviewed Search Invoiceable POs om 24-Oct-2013	Enter full or partial celled  Closed ress Bypassed Dow Enter full or partial Enter full or partial To 22-Apr-2014	v text nPayment text text		
		Courter			
4 CIICK Search. Result: The search Update PO To You 2335 POs meeting displayed.	result with match Profile: your search criteria o	ning criteria is gei can not be viewed b	nerated. ecause of your pro	ofile setup. Only t	he 3 most recent POs are
PO 1	endor Comp Re	eason not Viewable		Recommended A	Action
7001534835	000073021 750 Yo to:	ur Websuite Profile do : Intel Technology SDI	es not allow access N BHD - 750	Select the checkbo view and click on t	ox for PO that you wish to the update profile button.
7076014426	000073021 778 Yo to:	ur Websuite Profile do : Intel Products Cheng	es not allow access du - 778	Select the checkbo view and click on t	ox for PO that you wish to the update profile button.
7076014427 :	000073021 778 Yo to:	ur Websuite Profile do : Intel Products Cheng Add PO	es not allow access du - 778 To Profile	Select the checkbo view and click on t	ox for PO that you wish to the update profile button.
Note: You need to	modify your profi	ile setting in orde	er 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.					
	<b>Note</b> : 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 <u>HERE</u> 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 W	/eb PO.
	(intel)	🚍 Site Map 🔥 Support 📥 Account 🎧 Sign Out
	Supplier.intel.com Intel® Payment Iracker Intel® Routing Guide Intel® Web Forecast Intel® Web Forecast Intel® Web Invoice Intel® Web PO Converted PD#s PO Without Owners Purchase Order Inbox Recorts Search Purchase Orders	Image: Second
	Web PO Online Help	Page 1 of 2
	Intel® WebSuite Support	Print Pro Si Si Si Sing Vendor Statul Amount Protein of Superlife Contact

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 <u>Search Purchase Orders.</u>
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       Come       Vender       Statux       Amount       PO. Gen Dt       Buver       SUPPLIER CONTACT       Viewed         1       4200103597       KE       IE       500       1000016370       @H0       \$ 320.00       06-Aug-2014       EP_TEST_2375       unviewed
	<b>Result</b> : The detailed PO is displayed in new tab.
5	Click File > Save as to keep a copy on your desktop.   File Edit   Yew Favorites   New tab Ctrl+T   Duplicate tab Ctrl+K   New session Ctrl+N   New session Ctrl+O   Edit Ctrl+O   Save Save
	Save as Ctrl+S
	OR, Click Email PO to send a copy to the designated email address. Display Terms and Print Print P0:4200103597 with Terms
	Conditions PO:4200103597 and Conditions
	This is a Supporting Items (NTM) PO. Please respond via the buttons below.

# 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.						
	(intel)	🗮 Site Map 🔥 Support 📥 Account 🎧 Sign Out					
	Supplier.intel.com	Intel® Web PO					
	Tracker Intel® Routing Guide	Purchase Order Inbox - TEST TESTER, Dummy DUNS Number Company					
	Intel® Web ASN Intel® Web Forecast	E quick help: how to use weapon Legend: * Mouse over the following status images to see description					
	<u>Intel® Web Invoice</u> <u>Intel® Web PO</u>	(wew) (cH0) (cLA) (cLO) (WIP) <sup>*</sup> ♥ = Email Notification not sent for this PO or PO change. <sup>*</sup> ♥ = Tinis is a PD with multiple lines, click the PDF icon to download a conv.					
	Converted PO#s PO Without Owners Burebase Order Jahov	<ul> <li>PO = Machine Down. Urgent! Please complete ASN.</li> <li>* A Other names and brands may be claimed as the property of others</li> </ul>					
	Reports Search Purchase	Can't find your PO? It could be due to: <ul> <li>PO is older than 30 days – Please <u>Search Purchase Orders</u>.</li> </ul>					
	Orders Web PO Online Help	Page 1 of 2					
	Intel® WebSuite Support	Print  PO ST CY Come Vendor Status Amount PO Gen Ds Buver SUPPLIER CONTACT Kim.					

4501522972	Invoice	17 74	745	1000009502		\$ 200.00	06-New-2013	Tao Mei	21-401-2014
4501525731	Invoice	13 TH	745	1000009502	NEW	\$ 167.45	06-Nov-2013	Tan, Mei	21-Apr-2014
Display 1	0 🗸 per pag	e					Go to	page 1	of 1 G0
Result: Th	e PO record	l is gene	rated.						
	Acknow	ledge PO I	_ine			Req	uest Changes T	o PO Line	
Line Number Line Status	Intel Number Change History	1	Suppli	ier Item Number – U	Init Price	Reques Outsta	sted Qty U/I nding Qty	4 Request Remaini	ed Line Amt ng Line Amt
00010			U300	10834 \$	5 199.91	1	EA	\$ 199.9	91

# 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 <b>Intel</b>	Web PO.
	(intel)	🧮 Site Map 🔥 Support 👗 Account 🎧 Sign Out
	Supplier.Intel.com Intel® Payment Iracker Intel® Routing Guide Intel® Web ASN Intel® Web Forecast Intel® Web Forecast Intel® Web PO Converted POIs PD Without Owners Purchase Order Tobox Records Search Purchase Orders	Intel® Web PO         Purchase Order Inbox - TEST TESTER, Dummy DUNS Number Company         El Quick Help: How to use WebPO?         Example         * Mause over the following status images to see description (mm) EMB (EAB) (ELD) (ELD) (ELD) (ELD)         * * = semi Nufficiation en test for this PO or PO change.         * * = mains and brands multiple lines, rick: the POF icon to download a copy.         * Dim Handhier Down Urgent these closerplete ASIN.         * Other names and brands multiple lines, rick: the POF icon to download a copy.         * • Other names and brands multiple lines, rick: the POF icon to download a copy.         * • Other names and brands multiple lines, rick: the POF icon to download a copy.         * • Other names and brands multiple lines, rick: the POF icon to download a copy.         * • Other names and brands multiple lines, rick: the POF icon to download a copy.         • Other names and brands multiple lines, rick: the POF icon to download a copy.         • Other names and brands multiple lines, rick: the POF icon to download to download to the the icon test ico
	Web PO Online Help	Page 1 of 2
	Intel® WebSuite	Print V EQ SI SU Same Vendaz Status Amount PO-Gen Di Buvez SUPPLIER CONTACT

2	Click to open a specific PO record.							
	Active PO							
	PO T 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 V per page Go to page 1 of 1 GO							
	<b>Result</b> : Details of the selected PO will be displayed in new tab.							
	<b>Note</b> : 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 Intel Number Supplier Item Number Unit Price Requested Qty U/M Requested Line Amt							
	Line Status         Change History         Outstanding Qty         Remaining Line Amt           00010         100         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 <u>Routing Guide</u>							
	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 <a href="http://supplier.intel.com/routingGuide/app/index.aspx">http://supplier.intel.com/routingGuide/app/index.aspx</a>							
	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 <b>OK</b>							
	Results:							
	<ul> <li>PO acknowledgement will be sent over to Intel</li> </ul>							
	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
  - o Price
  - Quantity
  - o Vendor ID



# How do I request changes to PO?

Step	Action						
1	Go to Intel Web PO, and select Purchase Order Inbox.						
2	Conception     Conception </th						
	Active PO PO T Invoice ST CY Comp Vendor Status Amount PO Gen Dt Buyer Viewed 4501523973 Invoice 13 TH 745 1000009502 () (REW \$ 200.00 06-Nov-2013 Tan.Mei 21-Apr-2014 () 4501525731 Invoice 13 TH 745 1000009502 () (REW \$ 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	Accept PO Lines       Request Changes To PO Line         Line Number Intel Number       Supplier Item Number Unit Price       Requested Qty       U/M Requested Line Amt         Line Status       Change History       Supplier Item Number Unit Price       Requested Qty       U/M Requested Line Amt						

	0		ispiayea			
Request	hanges To PO Line					
6 PO 42000	5377 Line 00010 Change Request:	- Windows Internet Explorer				
Intel	Web PO		*			
Disease	anavida abarana datailar					
Please	dentities:					
<ul> <li>Descrip</li> <li>Suppli</li> </ul>	r Iam Number					
<ul> <li>Supplie</li> </ul>	r Tender Date:					
<ul> <li>Unit Pr</li> </ul>	ce:					
Reque	ted Quantity:					
Vendo	ID:					
		*				
Reason fo	r above changes:					
		-				
Note: For ch	inges other than listed above, please	contact your Intel buyer directly.				
	Submit	Cancel				
			-			
Jota I						
JUC. 1	nterface and clic	kable buttons mi	ight vary for	different PO ty	/pes.	
inter t	nterface and clic	kable buttons mi ils.	ight vary for	different PO ty	/pes.	
inter t lote: (	nterface and clic ne updated deta comments are re	kable buttons mi ils. equired for all cha	ight vary for	different PO ty s.	/pes.	
inter t lote: ( Click Su	nterface and clic ne updated deta comments are re i <b>bmit</b> .	kable buttons mi ils. equired for all cha	ight vary for	different PO ty s.	/pes.	
inter t lote: ( Click Su Result:	nterface and clic ne updated deta comments are re <b>bmit</b> . PO change requ	kable buttons mi ils. equired for all cha lest is submitted.	ight vary for	different PO ty s.	/pes.	
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nter t lote: ( lick Su cesult: otes:	nterface and clic ne updated deta comments are re ibmit. PO change reque	kable buttons mi ils. equired for all cha lest is submitted.	ight vary for ange request ed successfully	different PO ty s.	r action.	
Inter t Iote: ( Click Su Result: Iotes:	nterface and clic ne updated deta comments are re ibmit. PO change reque	kable buttons mi ils. equired for all cha lest is submitted.	ight vary for ange request	different PO ty s. to Intel for furthe	pes.	
nter t lote: ( click Su esult: otes:	nterface and clic ne updated deta comments are re <b>bmit</b> . PO change reque Your change reque If the new tend automatically u	kable buttons mi ils. equired for all cha lest is submitted. <b>Ist has been submitt</b> ler date is not mo updated.	ight vary for ange request ed successfully ore than 7 da	different PO ty s. to Intel for furthe	r action.	e PO will be
Inter t Iote: ( Click Su Result: Iotes:	nterface and clic ne updated deta comments are re <b>bmit</b> . PO change reque Your change reque If the new tend automatically u	kable buttons mi ils. equired for all cha lest is submitted. est has been submitt ler date is not mo ipdated.	ight vary for ange request ed successfully ore than 7 da	different PO ty s. to Intel for furthe	r action.	e PO will be
Inter t Iote: ( Click Su Result: Iotes: •	nterface and clic ne updated deta comments are re <b>Ibmit</b> . PO change reque Your change reque If the new tend automatically u	kable buttons mi ils. equired for all cha lest is submitted. est has been submitted ler date is not mo updated. ler date IS more t	ight vary for ange request ed successfully ore than 7 da han 7 days e	different PO ty s. <b>to Intel for furth</b> ys earlier than arlier than the	r action.	e PO will be O Change
inter t lote: ( Click Su Result: Otes: •	nterface and clic ne updated deta comments are re <b>bmit</b> . PO change reque Your change reque If the new tend automatically u If the new tend Request will go	kable buttons mi ils. equired for all cha lest is submitted. est has been submitted ler date is not mo updated. ler date IS more t to the Intel Buye	ight vary for ange request ed successfully ore than 7 da than 7 days e er for disposi	different PO ty s. to Intel for furthe ys earlier than arlier than the tion, and they	r action. the RTD, the RTD, the PC will contact	e PO will be D Change the respective

### 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 F	O Status	PO Auth. Date
4200083571	AZ US Chan	ge PO 10/	24/2013
00010	New Supplier Item Nu	umber	CHANGE
00020	New Requested Tend	ler Date	10/09/13
00020	New Unit Price		1,500.00
00030	New Description		Module 2-4
00040	New Requested Tend	ler Date	11/05/13
00050	New Requested Tend	ler Date	09/26/13
00060	New Requested Tend	ler 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	<ul><li>Shows all pending and active orders.</li><li>Including any past due orders.</li></ul>
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	<ul> <li>Shows all Supplier responses to specified PO fields/values.</li> <li>Contain the responses history for a rolling 6-months period.</li> </ul>

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

1 Go to Inte	el Web PO.
(intel)	🗮 Site Map 👍 Support 👗 Account 🤷 Sign Out
Supplier.intel.com Intel® Payment Intel® Routing Guide Intel® Web ASN Intel® Web Forecast Intel® Web Forecast Intel® Web PO Converted POS PO Without Owners Porchase Order Inbox Recots Search Purchase Orders Web PO Colline Hele Intel® WebSuite Support	Image: State Stat



# 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.

Login to Intel Web	<b>PO</b> . At the top of	the page, select	"Support."				
(intel)	:=	Site Map	pport	Account ी	Sign Out		
Supplier.intel.com Contact Us/ Support Accounts Payable Intel® Payment Tracker Intel® Web Invoice	Welcome to Your Supplier WELCOME Natalie Your Notifications Subject	nformation Lamé	<b>)</b>	riority Date	Remove		
Contingent Workforce Supplier Policy Intel® Routing Guide Intel® Web Forecast Intel® Web Forecast Intel® Web PO Manage My Account							
Materiais Auto Replenishment <u>Cnsg. Mgmt Detail</u> <u>Cnsg. Mgmt Summary</u> SIRFIS	<mark>Your News</mark> Subject			Remove Selecter	d Notifications Remove		
This will bring you to the Supplier Self Help Overview Page. From here, please click "Request for Help."  Suppliers USA (English USA (E							
Hot To	pics	Supplier Registration	Empl Regis	byee tration	?	4y Profile	
Web Pr	) <b>Ş</b>	Web Invoice	Paym EQ	ent Tracker	? · · ·	Account Management	
If you do not find the answers	to your questions in the Self-Help categori is only available for registered Supplier Pre n prior to request submission.	es above, please submit a request for h sence Site users.	elp.				
Reque	it for Help						
	or if you would like to sneak directly with	one of our support representatives, go	to the Contact Us page for				

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

Incorrect Invoice format

3 From I	From here, select the issue category.					
Ć	ntel	🗮 Site Map 🔥 Support 💄 Account 🏠 Sign Out				
Suj <u>Intel</u>	pplier.intel.com ® Web PO	Service Request Form				
Intel Intel Intel Track	® <u>Web ASN</u> ® <u>Web Invoice</u> ® <u>Payment</u> ter	Company Name : Enterprise ID : Login ID				
<u>Intel(</u> Supp My Pr	® <u>Web Suite</u> ort rofile	Email Phone : Issue Category : - Define your issue category-				
		Please select an Issue Type. Brief Description :				
		Submit				
IMPORTAN	IT: Use of this site indicates a	assent to our <u>Terms Of Use</u>   * <u>Trademarks</u>   <u>Privacy Policy</u> . ©Intel Corporation				
4 • Ond des	ce the issue catego cription of the pro	ory is identified, you will be asked to provide further details and provide a brief oblems you are experiencing.				
(inte		E site Map				
Supplier. Intel® Web Intel® Web	Service Requ	Jest Form				
Intel® Web Intel® Payı Iracker Intel® Web Support My Profile	D Invoice Company Name     Enterprise ID     Login ID     Contact Name     Email     Phone					
	Issue Category Issue Purchase Order Invoice/Credit Men Number Invoice Currency	Supplier mode / Payment Query				
	Invoice Amount Brief Description	Please provide a brief description of your enquiry.				
	Attachment	: Submit				

5	•	TAC should send a confirmation email with a ticket number. Please ensure you give them your email information.
	•	Send your licket into to your inter buyer so they can follow up.
6	0	nce 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."					
	(intel)	🗮 Site Map				
	Supplier.intel.com <u>Contact Us/ Support</u> Accounts Payable	Welcome to Your Supplier Information WELCOME Natalie Lamé				
	Intel® Payment Tracker Intel® Web Invoice Contingent Workforce	Your Notifications Subject Priority Date Remove				
	Supplier Policy Intel® Routing Guide Intel® Web Forecast					
	Intel® Web PO Manage My Account					
	Materials Auto Replenishment <u>Cnsg. Mgmt Detail</u> <u>Cnsg. Mgmt Summary</u> SIRFIS	Your News     Date       Subject     Date				

2	This will bring you to the Supplier Self Help Overview Page. From here, please scroll to the bottom and click "Contact Us."								
	E Suppliers		linte	P			USA (English) 🌐		
	SUP	PLIER SELF HELP OVER	RVIEW						
	Browset	through the topics listed below for the infor	rmation you are interested in.						
	Ę	Hot Topics	Supplier Registration	(intel)	Employee Registration	2	My Profile		
		Web PO	Web Invoice		Payment Tracker	? •	Account Management		
	If you do not find the answers to your questions in the Self-Help categories above, please submit a request for help. Request for Help feature is only available for registered Supplier Presence Site users: You are required to sign in prior to request submission.								
	Ē	Request for Help							
	lf your qu assistanc	uestion is more urgent or if you would like to spe ce.	eak directly with one of our support representatives, go	to the Contact Us pa	ge for				
3	<b>Result</b> : The	Intel Supplier E-B	Business Support pa	ge is di	splayed.				
	If your regio	on is not immedia	ately listed please c	lick "Sh	ow More "				
	n your regie	in is not infinedia	itely listed, piedse e						
	Suppliers			(intel	)			USA (English) 🌐	My Intel 💄 Q
	Conta	ict Us							
	INTEL SUPPLIER E-BUSINESS SUPPORT								
	Notes:								+ Supplier Login & Support
	> Pl	ease refer to the Self Help Articles for fast	ter resolution to your support needs. Select the	most relevant ca	tegory for self-service.				
	> Ph	none support is ONLY available for high/cr	ritical issues (24 hours a day, 7 days a week).		false country that we are				
	lo	cated is not listed in the table.	ne country that you reside in. Please choose the	closest country i	r the country that you are				
	Country	у	Toll Free Number						
	Asia R	legion							
	Austra	ilia	1800-145-795						
	China		800-820-1180 + 4851						
	Hong	Kong	800-90-3406						
	India		For Intel Suppliers: • 000-800-440-2272 Intel Customer Support – Motherboard/Han • 1 800 123 8835	dware Support:					
			1	<mark>~ Show m</mark>	ore				-
4	• This wil	l list the Web Suit	te support number	for all r	egions.				
					-				

	Argentina	0-000-200-1500 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	
	United States	877-811-2574	
	_		

- 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?
  - $\circ$  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: <u>matthew.l.walters@intel.com</u>
  - o Kirk Halbison: <u>kirk.halbison@intel.com</u>

#### **Quick Links**

- Web Suite Supplier Portal
  - Web Suite Support (US): 877-811-2574
- Supplier Self Help Overview
- Intel Web Suite Support
- <u>Training Demos from Supplier View</u>
- Hot Topics
  - $\circ$   $\;$  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