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Make Amendment



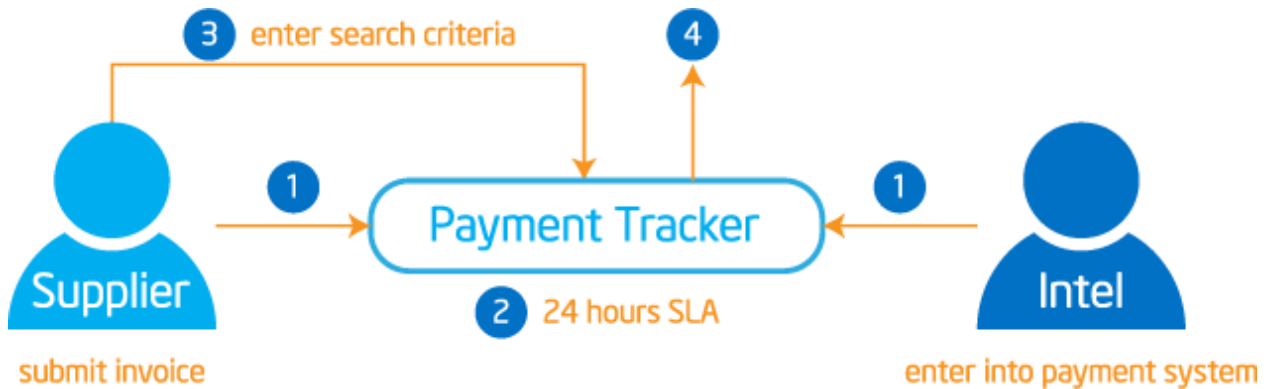
- [How do I cancel an invoice?](#)
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Get Started

What is Intel Payment Tracker?

- A 24/7 extranet application designed to display invoice, payment, and receipt information for all domestic and international entities on various system.
- Provides a one-stop global shop to all vendors and Intel employees.
- Suppliers are able to submit criteria for invoice reports by check number, invoice number, PO number, and payment due-date range.

How does Intel Payment Tracker work?



| Step | Action |
|------|-------------------------------------------------------------------------------------|
| 1 | Supplier submit invoice online. OR, Intel Finance key into payment system. |
| 2 | Invoice created is viewable in Payment Tracker after TWENTY-FOUR (24) hours. |
| 3 | Supplier enter search criteria. |
| 4 | Payment status will be displayed accordingly. |


How do I start using Intel Payment Tracker?

| Step | Action |
|------|------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | Go to supplier.intel.com .  |





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| Step | Action |
|------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 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 Intel Payment Tracker . Result: The Payment Tracker tool is displayed. |

How do I request access for 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 > Application Access . Result: The Application Access page is displayed. |
| 6 | Select checkbox to request for additional permissions.  |




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| Step | Action |
|------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 7 | <p>Click Submit.</p> <p>Note: You might be prompted to provide additional information.</p> <p>Result: The confirmation message is displayed. Your application is now subject to your EVM's approval.</p> <div style="border: 1px solid #ccc; padding: 10px;"> <p>Confirmation</p> <p>Thank you for requesting access to an application on Intel's Supplier.intel.com!</p> <p>Your request is being routed to your company's Employee Validation Manager (EVM). They will validate your request and forward it to the appropriate Intel personnel for approval. For most of our applications, you should receive notification</p> </div> |

How do I check the status of my application request?

| Step | Action | | | | | | | | | | |
|------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|--------|----------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|------------------------------------------------------------------------------------------------------|-----------------|-------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | Go to supplier.intel.com . | | | | | | | | | | |
| 2 | <p>Click Sign In.</p>  <p>Result: The Intel Login page is displayed.</p> | | | | | | | | | | |
| 3 | Enter your User ID and Password . | | | | | | | | | | |
| 4 | <p>Click Sign In.</p> <p>Result: The Supplier Information page is displayed.</p> | | | | | | | | | | |
| 5 | <p>Click Account > Check Request Status.</p> <p>Result: The Check Request Status page is displayed, together with the date and status of your request.</p> <table border="1" data-bbox="220 1529 1484 2033"> <thead> <tr> <th>Status</th> <th>Remark</th> </tr> </thead> <tbody> <tr> <td>Pending EVM Approval</td> <td> <ul style="list-style-type: none"> Awaiting validation from your company's EVM. It is advisable to send email reminder, just in case. </td> </tr> <tr> <td>Pending Intel Approval</td> <td> <ul style="list-style-type: none"> Awaiting validation from Intel. Confirmation email will be sent between 3-5 business days from the date of EVM approval. </td> </tr> <tr> <td>Rejected</td> <td> <ul style="list-style-type: none"> The reason is stated in the Comment column. </td> </tr> <tr> <td>Pending Request</td> <td> <ul style="list-style-type: none"> Only applies for request to become an EVM. Intel contact will need to approve the request. </td> </tr> </tbody> </table> | Status | Remark | Pending EVM Approval | <ul style="list-style-type: none"> Awaiting validation from your company's EVM. It is advisable to send email reminder, just in case. | Pending Intel Approval | <ul style="list-style-type: none"> Awaiting validation from Intel. Confirmation email will be sent between 3-5 business days from the date of EVM approval. | Rejected | <ul style="list-style-type: none"> The reason is stated in the Comment column. | Pending Request | <ul style="list-style-type: none"> Only applies for request to become an EVM. Intel contact will need to approve the request. |
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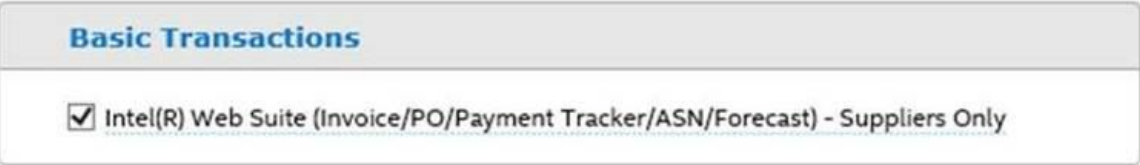


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How do I upgrade to Standard (Full) Registration account?

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 Manage My Account > Upgrade to Standard (Full) Registration . Result: The Upgrade to Standard (Full) Registration page is displayed.  |
| 6 | Click Begin . |
| 7 | Select the checkbox for Intel® Web Suite (Invoice/PO/Payment Tracker/ASN/Forecast) - Suppliers Only .  |
| 8 | Click Next . Result: The access request form is displayed. |
| 9 | Update all mandatory fields. Note: Mouse over the “?” icon for explanation of what to fill. |

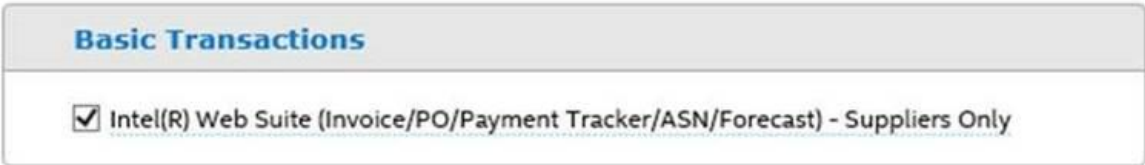


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| Step | Action |
|------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 10 | <p>Click Next.</p> <p>Result: The upgrade request is routed to your company’s EVM for approval.</p> <p>Note: If your company does not have EVM, kindly refer to Supplier Registration > Contact EVM > How do I become an EVM?</p> |

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

| Step | Action |
|------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | Go to Intel Web PO . |
| 2 | <p>Click EVM conversion.</p> <p>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 here. 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 link EVM Conversion</p> <p>Result: The Upgrade to Standard (Full) Registration page is displayed.</p> |
| 3 | Click Begin . |
| 4 | <p>Select the checkbox for Intel® Web Suite (Invoice/PO/Payment Tracker/ASN/Forecast) - Suppliers Only.</p>  |
| 5 | <p>Click Next.</p> <p>Result: The access request form is displayed.</p> |
| 6 | <p>Update all mandatory fields.</p> <p>Note: Mouse over the “?” icon for explanation of what to fill.</p> |
| 7 | <p>Click Next.</p> <p>Result: The upgrade request is routed to your company’s EVM for approval.</p> <p>Note: If your company does not have EVM, kindly refer to Supplier Registration > How do I become an EVM?</p> |



Track Payment

When will my payment be processed?

The payment is released by Intel once the agreed payment terms are reached. Please consider that payment terms are calculated from the later of the following,

- Actual delivery date when goods are received by Intel.
- OR,
The date a valid invoice is received at **Intel Accounts Payable**.

When do I view the status of my payment?

The status of an invoice can be viewed in the Intel Payment Tracker.

- For courier service/normal post submission: after invoice copy has been entered into payment system.
- For online submission: approximately **TWENTY-FOUR (24)** hours after the invoice has been submitted online.

How do I check the status of my invoice?

| Step | Action | | | | | | | | | | | | | | |
|---------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|--------|----------------|----------------------------------------------------------------------------------|-----------|-----------------------------------------------------------------------------|--------------------------|-----------------------------------------------------------------------------------------------------------------------------------|--------------|-------------------------------------------------------|---------------------------|----------------------------------------------------------------------------------------------------------------|-------------------------|----------------------------------------------------------------------------------------------------------------------------------|
| 1 | Go to Intel Payment Tracker . | | | | | | | | | | | | | | |
| 2 | <p>Enter search criteria. For example, PO number 4200123456.</p> <p>Notes:</p> <table border="1"> <thead> <tr> <th>Search criteria</th> <th>Remark</th> </tr> </thead> <tbody> <tr> <td>Invoice number</td> <td> <ul style="list-style-type: none"> • Sort data by invoice number. </td> </tr> <tr> <td>PO number</td> <td> <ul style="list-style-type: none"> • Sort data by PO number. </td> </tr> <tr> <td>Check/EFT/Payment Number</td> <td> <ul style="list-style-type: none"> • Display total payment amounts. • Click Check/EFT number for details. </td> </tr> <tr> <td>Packing slip</td> <td> <ul style="list-style-type: none"> • – </td> </tr> <tr> <td>Matching or Starting With</td> <td> <ul style="list-style-type: none"> • Enter a specific number. • Or, leave it as it is. </td> </tr> <tr> <td>Expected to Pay Between</td> <td> <ul style="list-style-type: none"> • 6-months history, by default. • Modify the date range, if required. </td> </tr> </tbody> </table> | Search criteria | Remark | Invoice number | <ul style="list-style-type: none"> • Sort data by invoice number. | PO number | <ul style="list-style-type: none"> • Sort data by PO number. | Check/EFT/Payment Number | <ul style="list-style-type: none"> • Display total payment amounts. • Click Check/EFT number for details. | Packing slip | <ul style="list-style-type: none"> • – | Matching or Starting With | <ul style="list-style-type: none"> • Enter a specific number. • Or, leave it as it is. | Expected to Pay Between | <ul style="list-style-type: none"> • 6-months history, by default. • Modify the date range, if required. |
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| Step | Action | | | | | | | | |
|-------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|--------|---------------|--------------------------------------------------------------------------------------------------------------------------------------|-------------------|-----------------------------------------------------------------------------------------------------------------------------|------------------|------------------------------------------------------------------------------------------------------|
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| Records per page | <ul style="list-style-type: none">Select from dropdown the number of records per page. | | | | | | | | |
| 3 | Click Generate Reports . Result: The matching record is displayed. | | | | | | | | |

How do I differentiate the pay statuses?

| Icon | Remark |
|------|-----------------------------------------------------------------------------------------------------------|
| | <ul style="list-style-type: none">Paid and closed. |
| | <ul style="list-style-type: none">Invoice rejected/cancelled. Rejected reason is displayed. |
| | <ul style="list-style-type: none">Invoice on hold, waiting for authorization. |
| | <ul style="list-style-type: none">Pending for payment on "pay date". |
| | <ul style="list-style-type: none">Payment on hold. |

How do I request a proof of payment?

- Intel does not generate remittance advice.
- Please refer to **Intel Payment Tracker** to reconcile the payment.

What does it mean if I cannot find an invoice on Intel Payment Tracker?

The invoice has yet to be received by Intel.



Validate Payment

What should I do if I do not recognize my invoice number against my ERS transaction?

- Intel's **ERS (Evaluated Receipt Settlement)** process pays from the receipt of goods versus the receipt of a supplier's invoice.
- The number entered into the invoice field is the packing slip number that was submitted to Intel with the product.

What does it mean where there is a negative in the amount column?

- Payment amount is not displayed because the supplier may have a debit balance, or credit memo has been submitted.

| Cancel Invoice | Invoice Number | PO Number | PO Line Number | Packing Slip | Amount Paid |
|----------------|----------------|-----------|----------------|--------------|----------------|
| | 900123456 | | | | EUR - 10839.05 |

- This could be due to short pay and the buyer has instruction to hold payment.
- OR, this could be due to withholding tax deduction or discount.
- Email ap-po.support@intel.com for details.

What should I do if I am not sure which invoice is the payment received intended for?

| Step | Action |
|------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | Go to Intel Payment Tracker . |
| 2 | Click Check/EFT/Payment Number criteria. |
| 3 | Leave blank for Matching or starting with field. Note: Modify the date range if required, to view more results. |
| 4 | Click Generate Report . Result: The matching record is displayed. |
| 5 | Refer to Amount Paid column for payment amount received. Note: The amount you received might be differ from the amount displayed, due to bank charges. |



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| Step | Action | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|-------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|--------------|--------------------------|---------------------------|-----------------|-------------------------------|---------------|-------------|--|-------------------|-------------------------------|------------------|-------------|---|-------------------|-------------------------------|-------------|-------------|---|-------------------|-------------------------------|-------------|-------------|---|-------------------|-------------------------------|-------------|-------------|---|-------------------|-------------------------------|-------------|-------------|---|----------------------|-------------------------------|--------------|-------------|---|--------------------------|----------------|-----------|----------------|--------------|-------------|---------------------------|-----------------|------------------|----------|------------|--|--|--------------|----------|----------|------------|
| 6 | <p>Click matching check/EFT number.</p> <div style="border: 1px solid blue; padding: 5px;"> <p>Results:</p> <table border="1"> <thead> <tr> <th>Check/EFT Number</th> <th>Amount Paid</th> <th>Pay Date</th> <th>Check Type</th> <th>Intel Location</th> </tr> </thead> <tbody> <tr> <td>1009100004459</td> <td>USD 147784.36</td> <td>30-Mar-2014</td> <td></td> <td>Intel Corporation</td> </tr> <tr> <td>1009200276891</td> <td>JPY 445246269.00</td> <td>30-Mar-2014</td> <td>E</td> <td>Intel Corporation</td> </tr> <tr> <td>1009200277303</td> <td>USD 7595.00</td> <td>30-Mar-2014</td> <td>E</td> <td>Intel Corporation</td> </tr> <tr> <td>1009200277593</td> <td>USD 4775.20</td> <td>30-Mar-2014</td> <td>E</td> <td>Intel Corporation</td> </tr> <tr> <td>1009200277682</td> <td>USD 1957.00</td> <td>30-Mar-2014</td> <td>E</td> <td>Intel Corporation</td> </tr> <tr> <td>6009300017042</td> <td>USD 9817.40</td> <td>24-Feb-2014</td> <td>W</td> <td>Intel Israel 74, LTD</td> </tr> <tr> <td>6009300017113</td> <td>USD 31482.00</td> <td>24-Feb-2014</td> <td>W</td> <td>Intel Mobile Comm Israel</td> </tr> </tbody> </table> <p>Previous Next</p> </div> <p>Result: The check details are displayed as pop-up.</p> <p>Check Details</p> <p>Intel Location : Intel Corporation Pay Date : 30-Mar-2014 Check Type : Check Check/EFT Number : 0001009239617</p> <table border="1"> <thead> <tr> <th>Invoice Number</th> <th>PO Number</th> <th>PO Line Number</th> <th>Packing Slip</th> <th>Amount Paid</th> <th>Withholding Tax/Local Tax</th> <th>Discount Amount</th> <th>Terms Start Date</th> </tr> </thead> <tbody> <tr> <td>33501621</td> <td>3000555741</td> <td></td> <td></td> <td>EUR 12050.00</td> <td>EUR 0.00</td> <td>EUR 0.00</td> <td>8-Nov-2013</td> </tr> </tbody> </table> | Check/EFT Number | Amount Paid | Pay Date | Check Type | Intel Location | 1009100004459 | USD 147784.36 | 30-Mar-2014 | | Intel Corporation | 1009200276891 | JPY 445246269.00 | 30-Mar-2014 | E | Intel Corporation | 1009200277303 | USD 7595.00 | 30-Mar-2014 | E | Intel Corporation | 1009200277593 | USD 4775.20 | 30-Mar-2014 | E | Intel Corporation | 1009200277682 | USD 1957.00 | 30-Mar-2014 | E | Intel Corporation | 6009300017042 | USD 9817.40 | 24-Feb-2014 | W | Intel Israel 74, LTD | 6009300017113 | USD 31482.00 | 24-Feb-2014 | W | Intel Mobile Comm Israel | Invoice Number | PO Number | PO Line Number | Packing Slip | Amount Paid | Withholding Tax/Local Tax | Discount Amount | Terms Start Date | 33501621 | 3000555741 | | | EUR 12050.00 | EUR 0.00 | EUR 0.00 | 8-Nov-2013 |
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Why is my invoice short paid?

- Invoice with no full amount paid could be due to the **Withholding Tax/Local Tax** or **Discount Amount**. A foreign vendor is subject to withholding tax. Email ap-po.support@intel.com with your correct PO number AND invoice number for enquiries on US Sales Tax Issue.
- OR, short paid could be due to wrongly deduct on discount amount. The discount amount is deducted based on the Intel Payment Terms. Please contact PO buyer for further clarification.

Who should I contact for wrongly deduct on WHT/Local Tax?

| Country-based | Remark |
|---------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| India | <ul style="list-style-type: none"> • WHT certificates can be issued only to those vendors who have Furnished PAN or a statement of taxes withheld and paid into the Government Treasury would be issued. • WHT certificate/statement will be issued on quarterly basis. • Email ap-po.support@intel.com with your correct PO number AND invoice number for details. |
| US, PRC, Taiwan, Malaysia | <ul style="list-style-type: none"> • Email ap-po.support@intel.com with your correct PO number AND invoice number for details. |



Why have I not received my payment even though my invoice is due?

- The payment term start is based on the invoice received at Intel Accounts Payable.
- All invoices are subject to certain validations before being approved for payment.

What should I do if my invoice shows as paid but I didn't receive the money?

- It may take some time to receive the money after Intel executes the payment, as it depends on the bank processing time (normally about 3 to 5 working days).
- Estimated 10 working days for payment made through check to reach supplier's end.
- Email purchasing.service.desk@Intel.com if there is any change in bank information.

How do I ensure electronic payments issued to my company are securely and timely delivered?

- Email purchasing.service.desk@intel.com with your updated bank information.
- Failing to update your bank information in Intel's database will result in your payment being rejected and a delay in you receiving payment.

Make Amendment

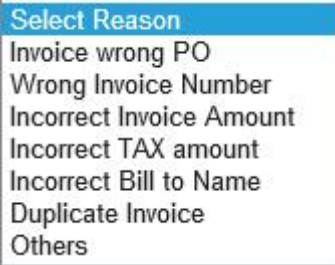
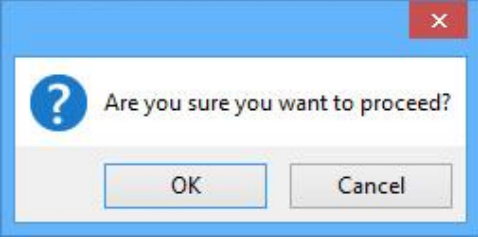
How do I cancel an invoice?

| Step | Action | | | | | | |
|--------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------|----------------|-----------|------------------------|------------|------------|
| 1 | Go to Intel Payment Tracker . | | | | | | |
| 2 | Enter search criteria. For example, invoice number 6172123456. | | | | | | |
| 3 | Click Generate Report . Result: The matching record is displayed. | | | | | | |
| 4 | Click Cancel . <table border="1" data-bbox="220 1720 798 1892"><thead><tr><th>Cancel Invoice</th><th>Invoice Number</th><th>PO Number</th></tr></thead><tbody><tr><td>Cancel</td><td>6172123456</td><td>7000123456</td></tr></tbody></table> Result: The Invoice Cancellation Request page is displayed as pop-up. | Cancel Invoice | Invoice Number | PO Number | Cancel | 6172123456 | 7000123456 |
| Cancel Invoice | Invoice Number | PO Number | | | | | |
| Cancel | 6172123456 | 7000123456 | | | | | |



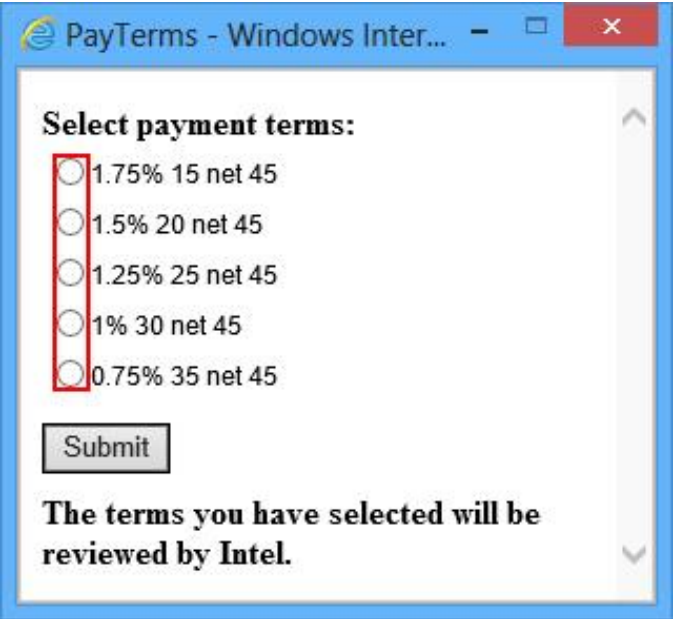
SPS - Payment Tracker FAQ

Intel Information Technology

| Step | Action | | | | | | |
|--------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------|----------------|-----------|------------------------|------------|------------|
| 5 | <p>Update reason for cancellation.</p>  <p>Note: State the reason in Remark column, if Others is chosen.</p> | | | | | | |
| 6 | <p>Click Submit.</p> <p>Result: The confirmation message is displayed.</p>  | | | | | | |
| 7 | <p>Click OK.</p> <p>Results:</p> <ul style="list-style-type: none"> The cancellation request has been submitted. The Cancel link is grayed-out for SEVENTY-TWO (72) hours. <table border="1" data-bbox="316 1299 1053 1512"> <thead> <tr> <th>Cancel Invoice</th> <th>Invoice Number</th> <th>PO Number</th> </tr> </thead> <tbody> <tr> <td>Cancel</td> <td>6172123456</td> <td>7000123456</td> </tr> </tbody> </table> <p>Notes:</p> <ul style="list-style-type: none"> Invoice cancellation is subject to Intel review. Please resubmit cancellation in the event cancellation request is not processed within the SEVENTY-TWO (72) hours turnaround time. The Pay Status will be updated to MAN upon cancellation approval. | Cancel Invoice | Invoice Number | PO Number | Cancel | 6172123456 | 7000123456 |
| Cancel Invoice | Invoice Number | PO Number | | | | | |
| Cancel | 6172123456 | 7000123456 | | | | | |

Can my invoice be paid sooner?

| Step | Action |
|------|-------------------------------------------------------------------|
| 1 | Go to Intel Payment Tracker . |
| 2 | Enter search criteria. For example, invoice number 6172123456. |

| Step | Action |
|------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 3 | <p>Click Generate Report.</p> <p>Result: The matching record is displayed.</p> |
| 4 | <p>Click Get Paid Sooner.</p> <p>Result: The PayTerms page is displayed as pop-up.</p>  |
| 5 | <p>Select a new payment term.</p> <p>Note: Discount is taken for early payment.</p> |
| 6 | <p>Click Submit.</p> <p>Results:</p> <ul style="list-style-type: none"> • The terms selected is reviewed by Intel. • Supplier will receive a confirmation email copy on submitted new payment term. |


How do I refund duplicate/overpayment to Intel?

Scenario 1: Submit paper memo.

| Step | Action |
|------|--------------------------------------------------------------------------------------------------|
| 1 | Prepare paper memo. |
| 2 | Email to ap-po.support@intel.com to refund payment. |



Scenario 2: Submit through **Web Invoice**.

| Step | Action |
|------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | Go to Intel Payment Tracker . |
| 2 | Perform search. |
| 3 | Manually check for duplicate/overpaid invoice. For example, PO 4200123456 with invoice number 123456789. |
| 4 | Go to Intel Web Invoice > Create Credit Memo . |
| 5 | Enter PO number. Note: You must enter the entire PO number in the PO field for Intel Web Invoice to retrieve the requested information and in order to continue. |
| 6 | Click Create . Result: The credit memo for PO number entered is created. Notes: <ul style="list-style-type: none">• The credit memo generated requires supplier to fill in additional mandatory fields.• The supplier assumes responsibility to submit complete and accurate invoices. |
| 7 | Update the mandatory fields, <ul style="list-style-type: none">• Credit Type.• Supplier Original Invoice Number.• Credit Number.• Ship Service Date.• PO Line.• Credit Description. |
| 8 | Click Review Credit Memo . Result: The Review Credit Memo screen is displayed. Note: The errors and missing fields are notified in red. |
| 9 | Click Submit Credit Memo to proceed.  OR, Click Edit Credit Memo for amendment. Result: The Credit Note screen is displayed. Note: Supplier may print a copy of the generated invoice confirmation. |



What should I do if payment has been remitted to wrong bank account/address?

| Step | Action |
|------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | Double check if the payment reached <ul style="list-style-type: none">• wrong bank account.• wrong remit name.• OR, wrong banking information. |
| 2 | Email purchasing.service.desk@intel.com to update banking/address information. Notes: <ul style="list-style-type: none">• Supplier request to verify the banking information from time to time to make sure the banking information is updated.• Contact purchasing.service.desk@intel.com and provide your company vendor ID to check your as-is banking information• E-mail ap-po.support@intel.com for payment cancellation and reissue. |