

MOL Supplier Transition Issues – FAQ's

➤ ***Work Confirmations replaces what we did in MOL with IA?***

Yes

➤ ***Do PO's have to be accepted for IA's?***

POs do not have to be accepted in iSupplier for IA's. However, they can be rejected if information is incorrect. Once rejected, the PO will be corrected and re-issued. Once the partner completes the IA, they must complete the work confirmation in iSupplier.

➤ ***PO is not there for open IA's - how long until they are loaded?***

Roughly half of the IA's have been converted and are in iSupplier, the remainder should be completed by the end of June.

➤ ***I am not getting new PO notifications?***

Contact the CSM (Category Service Manager) to determine if the IA's have been converted. If the IA's has been converted and the partner did not receive a notification, please contact the iSupplier team.

➤ ***We have received a new PO to replace IA's, but can't see the new PO's in iSupplier?***

Partner should contact iSupplier to ensure they are set up in iSupplier correctly.

➤ ***I haven't received any training or information about MOL migration or warranty?***

There was no change to the process for MOL/Labor Warranty.

➤ ***Work Confirmations are pending approval how long should it take?***

About 2 business days

➤ ***Is the Work Confirmation same as our completion certificate in MOL?***

No, work confirmation is required for all IA's. Completion certificates are only required for Fed customers and IAs over \$50K

➤ ***Which orders require a Work Confirmation? Which ones don't?***

Only Non-System Integration require work confirmation. The description on the PO should help determine SI work vs. Non SI work.

➤ ***What do I attach as documentation for Work Confirmations?***

No documentation required for work confirmations. However, install completion certificates are required for all Fed customers and IAs over 50K.

➤ ***Do we invoice for the IA ?***

No, you do not have to submit an invoice for standard (non-SI) installs.

➤ ***How do I receive the auto pay report?***

There is no auto pay report in the new system. All payment info is located in iSupplier. Historical APO reports for the last 12 months (May-Apr) is available on MOL.

➤ ***Who handles the partner's questions? Are there relationship managers?***

CSM can contact the North America Service Support (NSS) team

➤ ***Who handles questions about invoices?***

CSM can contact the North America Service Support (NSS) team