Frequently Asked Questions

About IAO Supplier Transformation

1. **What is IAO?**
   IAO stands for IDM 2.0 Acceleration Office, a program to accelerate Intel's IDM 2.0 strategy by transforming systems and processes to industry standards, improving business connectivity across Supply, Demand, Accounting, and Inventory Management.

2. **What is the scope of the ERP system change?**
   The Intel ERP change is companywide covering planning, order management, inventory, procurement, and payment functions. Each business supply chain (ex: outsource manufacturing, assembly test, capital) has varying amounts of change from minor to significant changes requiring IT development. Individual suppliers are expected to engage with the Intel team to understand their specific impacts and commit to supporting Intel's transformation. Watch for emails from Intel and/or E2Open regarding details of the change.

3. **How will this change benefit Suppliers?**
   Benefits include:
   - Fewer out-of-cycle schedule change requests
   - Standardized procurement models
   - Increased use of industry standards
   - Process efficiency and supply chain optimization

4. **Will the interface for accessing POs, submitting ASNs, and invoices change with the move to S/4HANA?**
   For specific suppliers, yes. Refer to #2.

5. **Is SIRFIS going away or changing?**
   No, SIRFIS will continue as the Supplier Collaboration application / interface for Capital Equipment.

About IAO Supplier Onboarding Program

1. **Will Suppliers receive support during the transition?**
   Yes, Intel and e2open will support the engagement depending upon the business supplier chain change:
   All suppliers will receive from Intel:
   - Kickoff emails describing the IAO program and supplier expectations
   - Links to resources about the IAO program and changes expected depending upon the specific procurement models and commodities purchased by Intel:
     - https://www.intel.com/content/www/us/en/supplier/supplier-iao-transformation.html
   - Train the trainer sessions for business supply chain changes. Expectation is supplier leads will then train within their teams and organizations.
   - FAQ document answering commonly asked questions

   M2M suppliers (OpenText or e2open) will receive from Intel:
   - Weekly or bi-weekly IT direct engagement meetings discussing changes, project plan and scope regarding supplier's changes driving development, functional testing, end to end testing, and UAT

   H2M e2open suppliers will receive from e2open with Intel support:

- Dedicated e2open onboarding team driving communication and supplier user account enablement and testing to confirm ability to execute the processes
- Primary communication will be done through email, webinar, and self-service resources.
    - https://www.intel.com/content/www/us/en/supplier/supplier-iao-transformation.html
- Webinars providing education, training, and guidance
- Links to e2open specific resources including instructional micro videos and e2open SCP (Supply Chain Platform) user manual

H2M Websuite and SAP/Ariba Network suppliers from Intel:
- Primary communication will be done through email, webinar, and self-service resources.
    - https://www.intel.com/content/www/us/en/supplier/supplier-iao-transformation.html
- Links to resources about the IAO program and changes expected depending upon the specific procurement models and commodities purchased by Intel

2. **What are Supplier responsibilities during the transition?**
Suppliers must:
- Commit to Intel IAO program timelines. This is a massive ERP transformation for Intel and dates are not flexible.
- Assign dedicated onboarding reps and IT leads
- Participate in training and testing
- For H2M suppliers, identify end users for onboarding and provide names and contact details
- Provide accurate data for testing

Next Steps and Commitment Timelines for the Supplier

1. **What are my immediate next steps as a Supplier?**
- Read the Welcome Email from Intel and/or e2open.
- Review the content and identity if there are changes required to your supplier ERP systems to support the defined business process and technical changes. If the changes are only to create supplier users account on the e2open portal, this is considered no IT system changes and categorized as a user account onboarding activity only.
- **Provide commitment** to the IAO program timeline and confirm your understanding of the changes by clarifying if there are IT/ERP systems changes.

2. **When is the due date for Scope and Timeline commitment?**
Defined in the email received from Intel and/or e2open. Commitment dates vary based on the business supply chain involved and a supplier's engagement with Intel.

3. **When is the due date for Build and Validation?**
Defined in the email received from Intel and/or e2open. Commitment dates vary based on the business supply chain involved and a supplier's engagement with Intel.

4. **When does Integration Testing (ITC) Start?**
As early as February 1, 2026.

5. **When does User Acceptance Testing (UAT) start?**
As early as Q3 2026.

6. **What contact details are required for end users in the H2M onboarding process?**
Required details include:
- First Name
- Last Name
- Job Title
- Phone Number
- Email Address

7. **Can we assign multiple end users for onboarding and training?**
   Yes, multiple end users can be assigned to ensure all stakeholders are engaged.

Capital Equipment Procurement Processes

1. **Will Capex POs be managed through the portal? Or is it only spares and service POs?**
   This program does not impact Capital Equipment POs. SIRFIS will continue as the Supplier Collaboration application / interface for Capital Equipment.

2. **Will Spares (NSI) PO responses no longer be required in Intel's SIRFIS application?**
   No change to SIRFIS related processes.

3. **Will non-Capital POs still show in SIRFIS for forecasting purposes?**
   No change to SIRFIS related processes.

4. **Will CSI (4200) continue using the current platform?**
   No change to CSI (4200) process.

5. **Will there be a portal provided for payment status? Is invoicing going to flow through this new portal? Are there any changes to how invoicing will be managed?**
   No change to Intel Payment Tracker on the Intel Supplier Portal. No change to invoicing.

6. **Since invoicing is not changing, does that mean our B2B integration we currently have for invoicing will continue to work even during the straddle period?**
   Yes, invoicing on B2B will continue to work.

7. **Will Intel Supplier hub remain unchanged?**
   Yes, Intel Supplier Web will remain unchanged. For suppliers that did not onboard to e2open to execute business processes, they will continue to use Intel supplier hub.

8. **When does the current hub stop working?**
   Intel Supplier hub with the same login credentials supplier users currently use will continue.
   Any minor change to applications like WebPO will be communicated in Q4 '25.

9. **You mentioned that Capital POs will not be handled in the SCP, and I see that Invoicing is not, so those specific items continue with current Supplier Hub?**
   Capital POs and invoicing continues with the current Intel Supplier Hub.

10. **Will B2B PO integration to Supplier's system continue?**
    Yes. If this B2B is currently on OpenText, RosettaNet PIPs, or EDI Standard, (depending on the PO type, for Capital 4200 PO, Ariba 350 PO), those will continue to stay on the B2B PIPs. Spares 700 POs will be transmitted via e2open with the new integration development, testing, and Go Live as a key piece of the supplier engagement program. Suppliers looking for M2M connections with Intel should discuss this with your Intel account manager for consideration and prioritization post IAO program completion.

e2open Supply Collaboration Portal (SCP) Expected Changes

1. **What is e2open SCP?**
   SCP facilitates real-time collaboration between Buyer and Suppliers, enabling:
   - PO responses

- ASN creation
- Warranty claims management
- Alerts on PO, ASN, and Warranty records

2. Will I receive training on using SCP?

Yes, the e2open IAO Onboarding Team will conduct training events. You'll receive recordings, a user manual, FAQ document, and micro videos.

3. How can Suppliers access SCP?

For ITC and UAT, you'll receive an email invitation with a test account. For production, registration is required via invitation from e2open.

4. Who can access the e2open portal? Will you create a new login for the portal?

Only registered users can access the e2open portal. Supplier end users receive registration/login details as part of the onboarding process. Supplier end users will generate their own username and password using the invitation link and use the credentials to log in to the portal

5. Can I use the same email for multiple accounts?

No, each registration is linked to the email address used for the invitation. It is critical that users and appropriate contact information be provided when requested in Q2 '26 for a smooth and efficient onboarding process.

6. Are we Intel managed users or e2open managed users?

e2open managed users.

7. Is 2FA required for access to the portal?

Currently two-factor authentication (2FA) is not enabled for e2open SCP. e2open will send an invitation link to suppliers to log in to the SCP application. Supplier end users will generate their own username and password using the invitation link and use the credentials to log in to the portal.

8. Do we need to proactively create an account, or do we get an invitation?

You will need to apply via Intel Supplier Portal. Once the application is received, an invitation will be sent. Detailed steps will be provided through email in Q2/Q3 '26.

9. We have an account to access the current Intel Supplier Portal. Do we need to apply this again?

You do not need to reapply for access to the Intel Supplier Portal. This will remain and is where all suppliers will manage their invoice and payment processes, no changes because of IAO program.

For e2open access, you must submit a request through Intel Supplier Portal. However, this only initiates approval for setting accounts and access for e2open directly.

Intel Supplier Portal and e2open are two different portals.

10. Do we have to create new login credentials to access the portal? Or are the old login details usable?

If you already have an existing e2Open account, you may use that account.

11. Can the UI Portal be accessed using a mobile phone (iPhone)?

Yes. There is no specific app that may be used. Users can login and access e2o on a phone using a mobile browser.

12. Will my account be shared with several Persons in Charge?

Each end user will have a unique account in e2open.

13. Do you use SSO or local credentials?

Each end user will need to login with a unique username and password that they create.

14. We have multiple Vendor Numbers with Intel and have different end users who manage these vendor numbers. We have managers that review and oversee multiple vendor numbers. How will this be handled in e2Open?
Parent Accounts can be used to consolidate different Vendor Numbers. in e2open. Parent Accounts are created by e2open and access to the Parent Account can be granted by e2open as required.

15. What if I didn't receive the registration email?
Check your spam/junk folder for emails from doNotReply@e2open.com. If not received, contact IAO_Onboarding@e2open.com.

16. Who should we contact for questions or feedback?
Email the e2open IAO Onboarding Team at IAO_Onboarding@e2open.com, including your Supplier name in the subject line.

17. What are the preconfigured Excel Templates in SCP?
Templates include:
- PO Commit
- Shipping Notice
- VMI Shipping Notice
- Warranty Claim Response

18. Can I perform tasks directly on SCP without Excel templates?
Yes, tasks can be done directly on the application, with options for bulk actions.

19. When should I use Excel templates?
Use templates for bulk actions. UI-based actions allow direct interaction, while Excel templates enable offline work and reuploading.

20. For email communications, do we have to select a filter or do the communications results allow to select all the options you want to be emailed\communicated?
Yes. Emails can be filtered by module (e.g., PO-related alerts) and end users can select a filter to subscribe to specific alerts.

21. From when will these changes be effective?

Defined in the kickoff email received from Intel. Go Live dates vary based on the business supply chain involved and a supplier's engagement with various Intel's sites around the globe. The first Go Live date is in Q1 2027 with subsequent releases around the globe happening in Q3 and Q4 2027. Review the kickoff content and engage the supplier onboarding teams if questions on Go Live dates remain.

Some suppliers will experience multiple releases from Q1 through Q4 2027. This is referred to as a straddle. Because the straddle impacts are situational and may affect suppliers in unique ways, the team will work directly with identified suppliers to assess straddle impacts and requirements.

22. Will Expedites/Machine Down Wait Part/SIMIs/ASN/SANs all be replaced by 'PO' in e2Open?

This question is specifically targeted at the Spares and Factory Indirect Materials supply chain processes. Yes, expedites become POs, SIMI and WIINGS applications will be retired.

ASNs will be uploaded by sellers/shippers in e2open for PO lines. ASNs are now required for WHs to receive materials. SANs (Shipment Acknowledgement Numbers from WIINGS) will no longer be needed.

23. Is the ePart system going to remain in SIMI or will there be a brand-new system using e2open?

ePart or Expedite will be part of a new PO process. ePart POs will have a new PO number series allowing them to be easily identified. SIMI will retire.

24. **Today Intel sends ePart / SIMI notification emails to the supplier for machine down and expedite requests. with the new SCP - how will the suppliers be notified when a new demand is sent to them?**
Expedite will have a PO series and ZEXP to highlight the variations and urgency of the POs. These will be visible on the SCP Dashboard and Exceptions pages. e2open email filtering can be used to receive notifications on new expedite requests.

25. **Our company requires Intel and other customers to submit requests for changes like expedites to us and customer service submits approval for order changes. How will that be handled?**
Intel buyers will work with suppliers for order changes.

26. **Will there be a portal provided for payment status? Is invoicing going to flow through this new portal? Are there any changes to how invoicing will be managed?**
No change to Intel Payment Tracker on the Intel Supplier Portal. No change to invoicing.

27. **Since invoicing is not changing, does that mean our B2B integration we currently have for invoicing will continue to work even during the straddle period?**
Yes, invoicing on B2B will continue to work.

28. **Will Intel Supplier hub remain unchanged?**
Yes, Intel Supplier Web will remain unchanged. For suppliers that did not onboard to e2open to execute business processes, they will continue to use Intel supplier hub.

29. **When does the current hub stop working?**
Intel Supplier hub with the same login credentials supplier users currently use will continue.
Any minor change to applications like WebPO will be communicated in Q4 '25. However, the SIMI application will be retired by the end of the deployment of the IAO program.

30. **Will there be automated/API interface options available with e2open or is it all manual?**
Suppliers currently interacting with Intel using M2M (Machine to Machine) messaging are targeted to continue. New requests for M2M integration will not be entertained until after the IAO program is completely deployed.
Specifically, for Spares and Fab/AT indirect material suppliers there is a period between Release 3 (Q1 2027) and Release 5 (Q4 2027) when transaction will need to be completed H2M (Human to Machine). This is necessary because we cannot send the same PO, ASN, etc. messages with as-is content AND to-be content at the same time.

31. **Will WIINGS/SIMI be phased out and transitioned to e2open?**
WIINGS will be replaced by SAP architecture. SIMI will be retired, and supplier collaboration will be transitioned to e2open.

32. **Will old SIMI data be carried over to E2open SCP?**
Most likely not, but it will be taken up as part of the cutover planning in 2026.

33. **Once e2open goes live, what will happen to the PO history and the open POs? Will we have to transfer them from supplier.com to e2open?**
There's conversion activity that will be executed with the program Go Live in which existing POs will be closed and new POs will be opened in their place. In addition, PO history will remain available at supplier.intel.com.

34. **What's going to happen to the FBI (Factory Material) reports? Will those also change or remain on the same platform?**
Current reports are being revamped and will be shared later.

35. Are spare parts for capital equipment included in this procurement and shipment system?
Impacted purchase orders will be the 700xx spares POs. There are no e2open changes planned for series 4200 PO's

36. How will forecasts be communicated to suppliers via E2Open for the Pay upon Consumption method?
Inventory Report with ROP and Min/Max data will be transmitted to suppliers via e2open for the Pay upon Consumption method.

37. Can you please confirm how new orders are sent via email? Is there a link or an attachment?
Here is an email sample:

Note: Clicking the '**Current alerts list**' link in the email will take you to the e2open SCP application, where you can view the exception records and download them using the 'Download' button on the page.

38. When will we have further information about the Machine-to-Machine (M2M) integration and not just the portal?

As part of the first phase of implementation, there will only be Human-to-Machine (H2M) method available.

Suppliers designated to move back to M2M will receive functional spec in Q4 '26 with Go Love expected in Q4 '27.
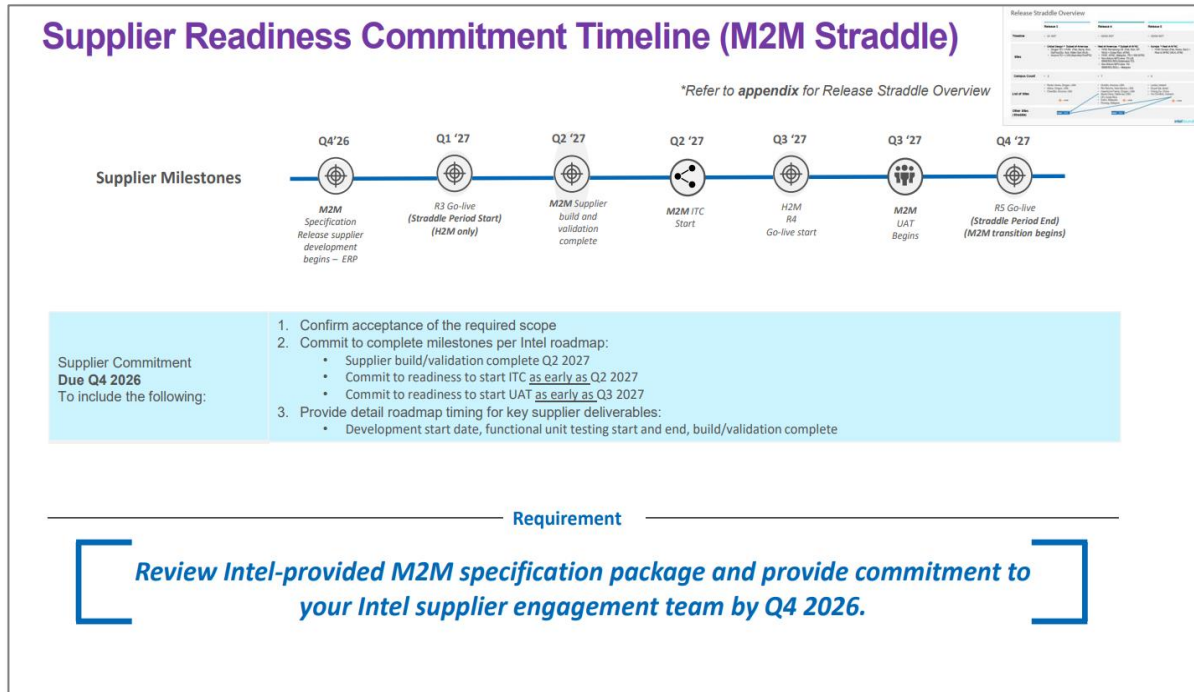

39. **Until M2M goes live, will all the POs and VMI Consignment transactions still come through B2B, or will these need to be managed manually?**

During the IAO release straddle, for sites that are yet to be on new processes, current processes like SIMI and B2B will continue to work.

Beginning in Q1 of 2027:

- Ronler Acres, Aloha, Chandler sites, Suppliers will collaborate with Intel via e2open H2M.
- For the remainder of sites, SIMI and existing B2B transmission will continue to work.
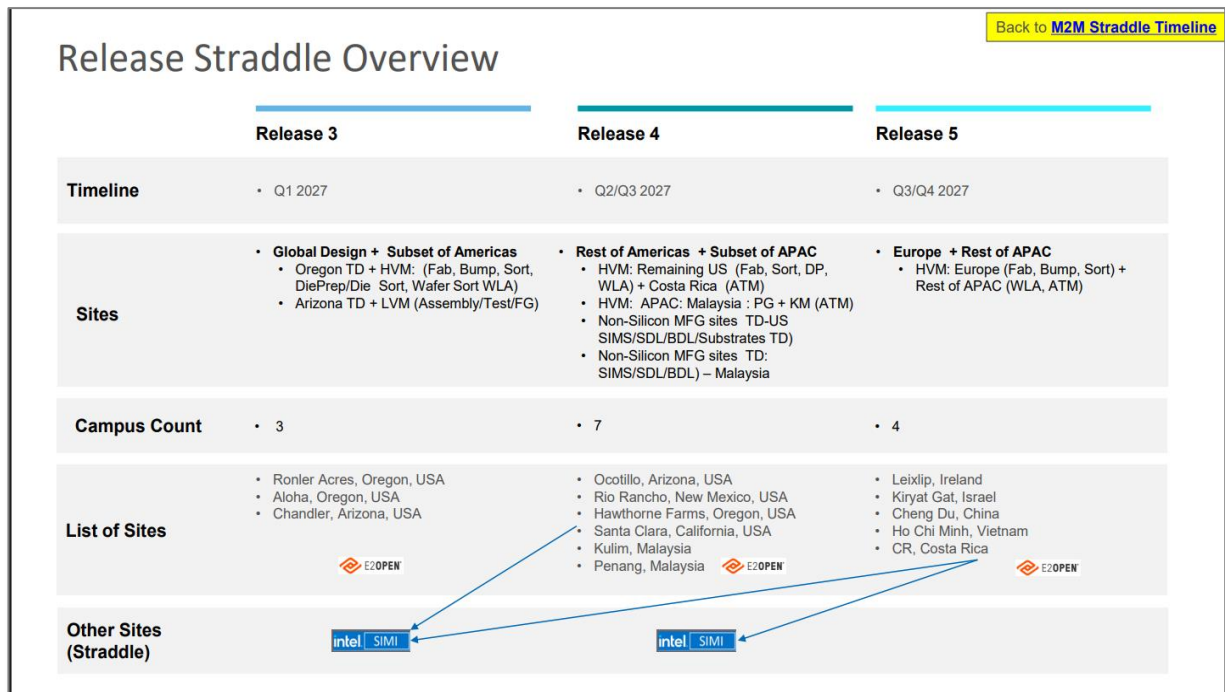
40. **Will B2B PO integration to Supplier's system continue?**

Yes. If this B2B is currently on OpenText, RosettaNet PIPs, or EDI Standard, (depending on the PO type, for Capital 4200 PO, Ariba 350 PO), those will continue to stay on the B2B PIPs. Spares 700 POs will be transmitted via e2open

with the new integration development, testing, and Go Live as a key piece of the supplier engagement program. Suppliers looking for M2M connections with Intel should discuss this with your Intel account manager for consideration and prioritization post IAO program completion.

PO Response Using E2open SCP

1. **Does this apply for all POs, including standard PO purchase?**
   The impacted PO types start with 700xx and SIMI orders, which will be retired and replaced by new PO types below that will be transmitted via E2open:

Biz Process	PO Type	PO Type Code	PO Number Series
Standard Procurement	New	NB	620-639
Standard Procurement	Expedite	ZEXP	680
Standard Procurement	Repair	ZRW	611
Standard Procurement	Clean	ZRW	611
Standard Procurement	Quench	ZRW	611
OEM VMI	VMI PO	ZVMI	610-611
Return & Replacement	Return	NB2	612
Return & Replacement	Replacement	NB	620-639
Warranty & Replacement	Replacement	NB	620-639

2. **Will it be mandatory to confirm a purchase order via e2Open to proceed with further steps in the portal?**
   Yes.

3. **Will Intel POs be sent over as a PDF attachment to be entered to our company customer service team?**
   You will get an email notification (no PDF attachment) whenever a new PO is released. You can subscribe to email alerts in the SCP application.

4. **Will e2Open system allow use of Blanket PO?**
   No. Blanket POs will be replaced with Discrete Orders and Invoices.

5. **Will it be possible to attach documents to a purchase order confirmation?**
   Attaching documents or files is not possible. When committing to a PO notes may be added.

VMI Collaboration Using E2open SCP

1. **Will consign payment frequency change? Is there any discussion about going to monthly vs. as used model?**
   Recon Payment is moving from monthly/quarterly to PO based.

2. **We currently use the SIMI/Recon process for consigned inventory. Will this follow the receipt process for VMI or the usage model?**
   The Recon process is transitioning to PO based payment.

3. **So instead of closing recons monthly, is it essentially going to be closed daily if its PO based?**
   Intel and suppliers will agree on settlement frequency. SAP's consignment settlement functionality will replace TSM Recon by accumulating all unsettled transactions (warehouse issues and returns to stock). Suppliers then invoice Intel for the aggregated transactions to complete the process.

4. **Currently we have a Consumption Detail Report on SIMI. Can you please share how the new output will look like?**

VMI inventory report is the new output and can be viewed and downloaded from e2open SCP. Intel will generate the invoice based on the items / quantities consumed. List of transactions(consumptions) that are settled / not settled can be viewed / shared.

5. **Will stock reports come from the SCP portal also when stock is held at external warehouse?**
    Yes, all stock reports will be available through the SCP portal.

ASN (non-VMI / VMI) Creation Using E2open SCP

1. **What is ASN (Advanced Shipment Notification) and what is the milestone / trigger timing?**
    A shipment signal (ASN) should be sent when a shipment leaves the supplier dock indicating a shipment is on the way and expected to arrive on a specific date.

2. **Will Intel Warehouse receive the shipment if ASN is not submitted?**
    Intel Warehouse will not receive shipment if an ASN is not submitted. ASN is a key piece of data needed to give Intel the ability to put together a forward-looking Supply / Demand analysis.

3. **What are the contents / documents that should accompany ASN?**
    Refer to the ASN template shared in https://knowledge.e2open.com/knowledgecenter/intel/wp-content/uploads/sites/19/2025/09/ASN-for-non-VMI-POs.xlsx.

4. **Is there any difference between submitting ASN via the portal vs downloading the template and uploading it in the portal?**
    No, the only difference is how the data is entered into e2open SCP. If it is a bulk upload, then you can use the Excel template. If it is one ASN at a time, you can use the data entry in the portal.

5. **How do you adjust ASN's that have been filed?**
    For non-VMI ASN, edit capability is not allowed in SCP once submitted. User will need to cancel the ASN and resubmit. VMI ASN can be edited or cancelled.

6. **Will all users have access to cancel ASN's if they need adjustments?**
    Yes.

7. **Our company sends ASNs automatically from our system to the order contact at Intel. Are we still required to use this ASN part of your portal?**
    ASN must be uploaded/submitted in e2open to allow Intel to receive the shipment.

8. **We send ASNs using SFTP or B2B. Will that continue to be supported or will all data transfer to Intel go through the portal?**
    All ASN details must be entered directly into e2open following the H2M process starting in Q1 2027. Intel will start to transition some suppliers to e2open M2M in Q4 of 2027.
    - This is only for the impacted 700 series PO type. For POs that are outside of this scope, the existing processes will continue.

9. **For shipping notifications, is there an option for items that are carried in by one of our field service engineers in person?**
    All good receipts for inventory POs must be delivered to the WH. If a GR is not recorded in the warehouse then inventory is not update creating an error in our supply chain processes potentially both inventory, invoicing, and payment processes.

10. **Will Supplier be receiving confirmation following Intel Inbound Order creation?**

Yes, Suppliers will receive a response against VMI shipment whether a purchase order was created successfully.

Warranty Claim Response Using e2open SCP

1. **Will warranty claims be created automatically based on the ordering entity's warranty dates? Are there expectations to response times?**
   At claim creation, S/4HANA will automatically use the contracted entity's warranty start and end dates to populate the claim. There will be reminder alert emails for open warranty claims.

2. **Does warranty repair fall under the capital equipment warranty framework?**
   Yes, warranty repair is done through the warranty claims process.

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