POP FAQ

1. General Questions:

Q1.   Unable to login to SPS, gets "We're Sorry. There is a problem with the page you are trying to reach." error.

A1.   This error message indicates that you may not have registered on SPS site yet. Register in support portal first and then apply access to POP. For Intel employees, instructions are available in the [Request Access for Intel employees](#); for suppliers, instructions are available in the [Request Access for Suppliers.](#)

Q2.   How do I apply for access to POP Tool?

A2.   *Pre-requisite: POP tool is an application that sits on the Intel Supplier Hub. Hence, users need to register as a user on SPS first, before requesting for access to POP application.*

If you have not registered on Supplier Hub yet, you need to register in the portal first and then apply access to PoP. For Intel employees, instructions are available in the [Request Access for Intel employees](#); for suppliers, instructions are available in the [Request Access for Suppliers.](#)

Q3.   What's new in the POP verification process?

A3.   The NEW POP process requires that:

- 1. Quotations need to have the Agreed [POP List](#) (Mandatory requirement);
- 2. POP Documents MUST to be submitted via the Tool;
- 3. Invoices to be submitted after PoP verification team approval
  - o   3rd Party Invoices required only for line items >$1K
  - o   3rd Party invoices required for all payments made to Govt and pass thro agency- no exemption

For details to the PoP process flow, refer to the [supplier/vendor training material.](#)

Q4.   Who should I approach if I have questions on the PoP verification process, PoP tool, invoices and payment status?

A4.   1)   Enquiry about Proof of Performance (POP) documents submission, process or POP tool/system issues -> raise ticket in SPS with Issue category '**Others**' and Application as **Proof of Performance (POP)**'

2)   Enquiry about invoice/payment status -> raise ticket in SPS with Issue category '**Supplier Invoice/Payment Query**'

Steps to raise Ticket in SPS:

1.   Go to https://supplier.intel.com/websuite/feedback.aspx

2. Login with your credentials
3. Select Issue Category
4. Provide Issue details in Brief Description.
5. Click on Submit button

Q5. Why do I get Auto-reminder e-mails from popsupport@intel.com?

A5. The Auto-reminder e-mails are system triggered e-mails to Supplier & Marketing PM to remind about their pending action items in POP tool.

Supplier

1. **Monthly Pending POP auto-reminder** - To remind that POP submission is required for specified POs.
2. **Pending Clarification auto-reminder** - To remind that Supplier must provide a clarification to the query from Marketing PM/Auditor, which is pending for more than 3 days.

Marketing PM

1. **Monthly Pending POP auto-reminder** - To remind that POP submission is required for specified POs.
2. **Pending Clarification auto-reminder** - To remind that Marketing PM must provide clarification to a query from Auditor, which is pending for more than 3 days.
3. **Pending PM Approval auto-reminder** - To remind that POP for the specified PO is pending for Marketing PM's Approval for more than 2 days.

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2. Supplier Specific Questions

Q1.   How do I find my supplier's CNDA#?

A1.   For Internal user:

- https://intel.tap.thinksmart.com/prod/Portal/WorkflowDashboard
- Click search
- Put in company name
- Click Submit

Q2.   How do I find my company's DUNs#?

A2.   For Internal user: https://supplierinternal.intel.com/EvmValidation/CompanyLookup.aspx

For External user: Please reach out to your local Procurement representative.

Q3.   There are POs that I cannot find in the POP tool. How do I know if the PO is in scope for the POP verification process?

A3.   All POs that are in scope will appear in the POP Tool for the POP verification process. If you can't find them in POP tool, please contact popsupport@intel.com for confirmation.

Q4. If I am not able to provide as per POP required list, how can I get exception or pre-approval?

A4. Please contact the Marketing PM or Purchasing Services and then inform to popsupport@intel.com

Q5. I realized I have missed out some POP files or wrong files in my earlier submission. How can I add/upload more POP files?

A5. To upload additional POP files that are not yet approved you will find it in "Open PO":

Missed out POP:

Locate the specific PO in the POP Tool. Next, click on the "Submit POP" button at the bottom of the page, browse for the additional POP files on your desktop and upload them.

Wrong POP uploaded:

Locate the specific PO in the POP Tool. Next, click on the "Submit POP" button at the bottom of the page, browse for the additional POP files on your desktop, upload the correct files and input remarks.

To upload additional POP files that have already been approved you will find it in "Dispositioned PO":

For POs that require partial billing and POP status shows as "Approved", supplier will be allowed to re-upload additional POP through the 'Dispositioned PO' option. Locate the specific PO in the POP Tool. Next, click on the "Submit POP" button at the bottom of the page, browse for the additional POP files on your desktop and upload them.

Q6. Can I submit the invoice by web or by hardcopy?

A6. Vendors in Hong Kong, Australia, Singapore, Malaysia, New Zealand, United Kingdom and Germany can submit their invoices online through web invoice. Except the mentioned countries, hardcopy invoices have to be submitted to the Bill to address on the Purchase Order.

Q7. Who can I contact if the invoice submitted is not paid?

Note: we assume that you only submit invoice after the POP is approved.

A7. Log a ticket in the support section found here https://supplier.intel.com/websuite/feedback.aspx by logging into Supplier Hub.

Please refer to A4 in the General Questions section

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3. Marketing PM Specific Questions

Q1. As a Marketing PM, what should I attach as supporting documents when raising a Shopping Cart?

A1. As a Marketing PM, items below should be attached

- 1. Detailed quotation/Cost Estimate including POP agreed Published List.
- 2. Exception Approval if any from POP Compliance Manager or POP Compliance   Specialist
- 3. Marketing guidelines/Intel guidelines related approval eg. Prior legal approval for   Sponsorship, Management approval for Gift+Entertainment, legal approval for   Government related transaction etc.
- 4. Others such as DCL, Down payment pre-approval, pre-payment approval etc.

Q2. As a Marketing PM, how do I approve a POP?

A2.   *Note: We assume you already have access to POP tool. If not, please refer to Q2 in the General Questions section*

You will need to review and approve the POP documents when vendors/suppliers uploaded them into POP tool for the specific PO. Locate the PO that requires your attention. You can search either using PO#, or supplier's name, etc. Perform qualitative check by reviewing and validate that the event/activities have executed completely according to PO. You will then either "approve" the PO, or "reject-reupload" to request vendors/suppliers to provide missing/insufficient POP files.

Note: *There is no "rejection" of a PO. If evidences are not complete, we need to follow up with vendors/suppliers until they provide all required POP files in POP tool. Then, you can proceed to approve the PO.*