Payment Tracker Self Help

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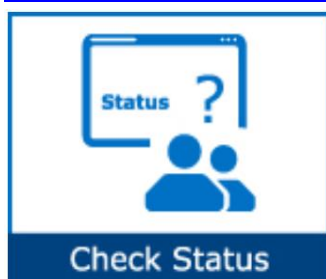- How do I upgrade to Standard (Full Registration Account)?

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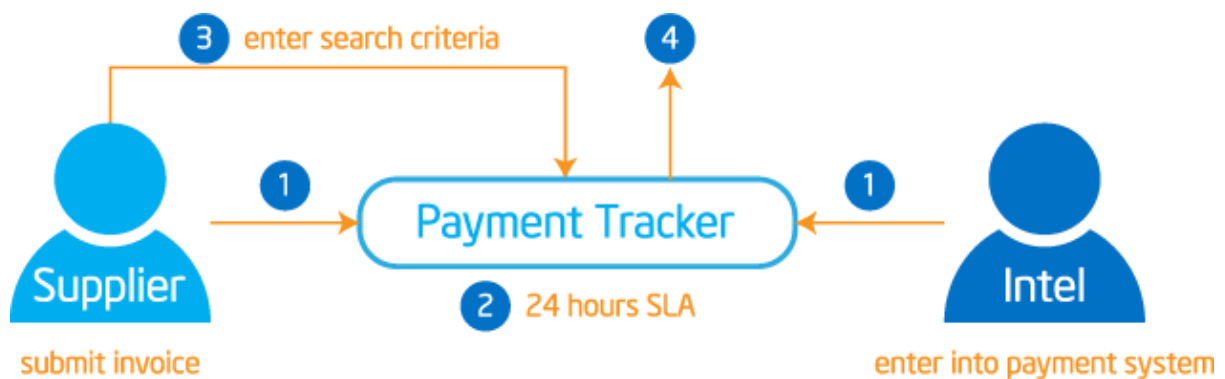
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Get Started

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 will be viewable in Payment Tracker after **TWENTY-FOUR** (24) hours.
3	Supplier enter search criteria.
4	Payment status will be displayed accordingly.

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How do I start using Intel Payment Tracker?

Step	Action
1	Go to supplier.intel.com.
2	Click on **Supplier Sign-In** link. **Result**: The **Intel Login** page will be displayed.
3	Enter your **Login ID** and **Password**.
4	Click **Sign In** button. **Result**: The Supplier Information page will be displayed.
5	Click **Intel Payment Tracker** link. **Result**: The **Payment Tracker** tool will be displayed.

How do I request access for additional application?

Step	Action
1	Go to supplier.intel.com.
2	Click on **Supplier Sign-In** link. **Result**: The **Intel Login** page will be displayed.
3	Enter your **Login ID** and **Password**.
4	Click **Sign In** button. **Result**: The Supplier Information page will be displayed.
5	Click **Manage My Account > Application Access** link. **Result**:The **Application Access** page will be displayed
6	Select checkbox to request for additional permissions. ∧ **Additional Access-apply as directed by Intel** ☐ 300mm Automation, Standards, Minienvironments ☐ Asset Recovery ☐ Construction Roadmap

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7	Click **Next**. **Note**: You might be prompted to provide additional information. **Result**: The **confirmation message** will be displayed. Your application is now subject to your EVM's approval. **Confirmation** **Thank you for requesting access to an application on Intel's Supplier.intel.com!** 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 that you have been Approved, put on Hold, or Rejected inclusive of reasons and next steps, within 5 business days. Other applications may require a more stringent approval process and notifications may take up to two weeks. If you don't receive this notification back within these timeframes, please contact your Intel Representative for follow up. Thank you for using Supplier.intel.com. View Employee Validation Manager list for your company. **FORTE** Thank You

How do I check the status of my application request?

Step	Action
1	Go to supplier.intel.com.
2	Click on **Supplier Sign-In** link. **Result**: The **Intel Login** page will be displayed.
3	Click **Manage my Account** link.
4	Enter your **User ID** and **Password**.
5	Click **Sign In** button. **Result**: The **Manage My Account** page will be displayed.

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6	Click **Check Status of Application/EVM Requests** link.
	Result: The date and status of your request will be displayed.

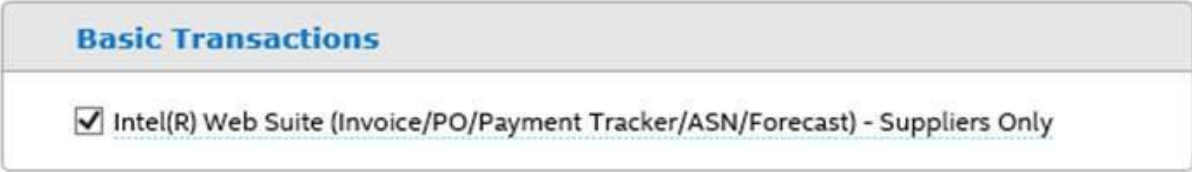| Status	Remark
Pending EVM Approval	• Awaiting validation from your company's EVM. • It is advisable to mail reminder, just in case.
Pending Intel Approval	• Awaiting validation from Intel. • Confirmation e-mail will be sent between 3-5 business days from the date of EVM approval.
Rejected	• The reason will be stated in the **Comment** column.
Pending Request	• Only applies for request to **become an EVM**. • Intel contact will need to approve the request.

How do I upgrade to Standard (Full) Registration account?
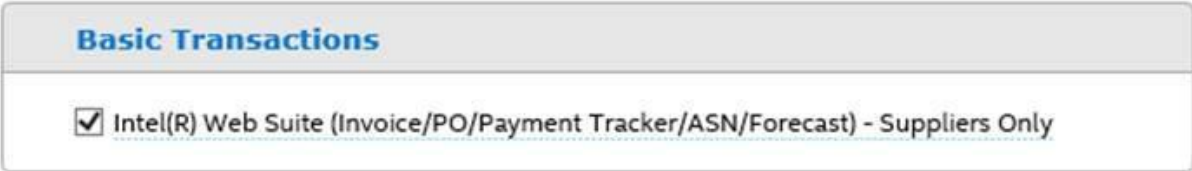
Scenario 1: Upgrade from **Manage My Account** page.

Step	Action
1	Go to supplier.intel.com.
2	Click on **Supplier Sign-In** link. **Result**: The **Intel Login** page will be displayed.
3	Enter your **User ID** and **Password**.
4	Click **Sign In** button. **Result**: The Supplier Information page will be displayed.
5	Click **Manage My Account** > **Upgrade to Standard (Full) Registration** link. **Result**: The **Upgrade to Standard (Full) Registration** page will be displayed. 1 Overview 2 Applications 3 Account Information 4 Next Steps **Upgrade to Standard (Full) Registration** Begin

Payment Tracker Self Help

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

6	Click **Begin** button.
7	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
8	Click **Next** button. **Result**: The access request form will be displayed.
9	Update all the mandatory fields.
10	Click **Next** button. **Result**: The upgrade request will be routed to your company's EVM for approval. **Note**: If your company does not have EVM, kindly refer to <u>Supplier Registration</u> **> How do I become an EVM?**

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

Step	Action
1	Go to **Intel Web PO**.
2	Click **EVM conversion** link. 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 link <u>EVM Conversion</u> **Result**: The **Upgrade to Standard (Full) Registration** page will be displayed.
3	Click **Begin** button.
4	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
5	Click **Next** button. **Result**: The access request form will be displayed.

Payment Tracker Self Help

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

6	Update all the mandatory fields. **Note**: Mouse over the "?" icon for explanation of what to fill.
7	Click **Next** button. **Result**: The upgrade request will be routed to your company's EVM for approval. **Note**: If your company does not have EVM, kindly refer to [Supplier Registration](#) **>** **How do I become an EVM?**

Track Payment

When will my payment be processed?

Intel will make payment on the next scheduled payment processing date on or after the Terms End Date. Please note that the Terms End Date represents the date which the net term ends. 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 Payables**.

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**.

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| 2	Enter search criteria.
	For example, PO number 4200123456.

Notes:

Search criteria	Remark
Invoice number	• Sort data by invoice number.
PO number	• Sort data by PO number.
Check/EFT/Payment Number	• Display total payment amounts. • Click Check/EFT number for details.
Packing slip	—
Matching or Starting With	• Enter a specific number. • OR, Leave it as it is.
Expected to Pay Between	• 6-months history, by default. • Modify the data range, if required.
From Intel In	• Defaulted to all locations. • Narrow down to a specific location, if required.
Format report for	• Defaulted to Web Page Display. • Change to Excel format, if required.
Records per page	• Select from dropdown the number of records per page.

3	Click **Generate Report** button.
	Generate Report
	Result: The matching record will be displayed.

How do I differentiate the pay statuses?

Status	Remark
CLO	• Paid and closed.

(MAN)	• Invoice rejected/cancelled. Rejected reason will be display.
(PRO)	• Invoice on hold, waiting for authorization.
(PEN)	• Pending for payment on **"pay date"**.
(HLD)	• 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 negative balance, or credit memo has been submitted.

- 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.
- Submit a ticket to Procurement and Payment Solutions for more 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	Select **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** button. **Result**: The matching record will be 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.

Payment Tracker Self Help

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

6	Click matching check/EFT number.

Results:

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

Previous ◀ ▶ Next

Result: The check details will be displayed as pop-up.

Check Details

Intel Location	: Intel Corporation
Pay Date	: 30-Mar-2014
Check Type	: Check
Check/EFT Number	: 0001009239617

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

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. Submit a ticket to Procurement and Payment Solutions 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

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

India	• 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. • Submit a request to [Procurement and Payment Solutions](#) with your correct PO number AND invoice number for details.
US, PRC, Taiwan, Malaysia	• Submit a request to [Procurement and Payment Solutions](#) 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 Payables**.
- 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.
- If there is any change in bank information, please submit request to [Procurement and Payment Solutions](#) for changes.

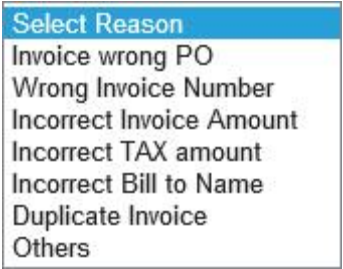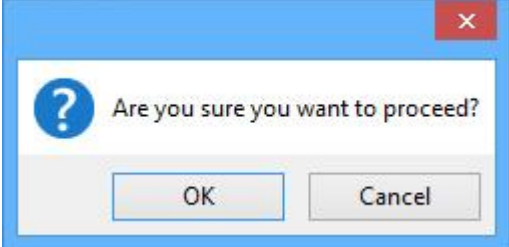## How do I ensure electronic payments issued to my company are securely and timely delivered?

- Submit request to [Procurement and Payment Solutions](#) 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

Payment Tracker Self Help

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

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** button. Generate Report **Result**: The matching record will be displayed.
4	Click **Cancel** link. | Cancel Invoice	Invoice Number	PO Number
Cancel	6172123456	7000123456	 **Result**: The **Invoice Cancellation Request** page will be displayed as pop-up.
5	Update reason for cancellation. Select Reason Invoice wrong PO Wrong Invoice Number Incorrect Invoice Amount Incorrect TAX amount Incorrect Bill to Name Duplicate Invoice Others **Note**: State the reason in **Remark** column, if **Others** is chosen.
6	Click **Submit** button. Submit **Result**: The confirmation message will be displayed. Are you sure you want to proceed? OK Cancel

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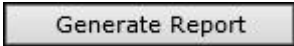
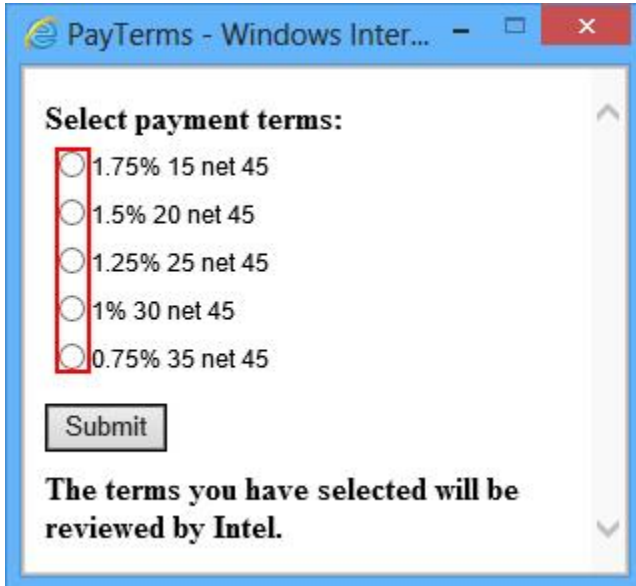| 7	Click **OK** button.
	Results:
	• The cancellation request has been submitted.
	• The **Cancel** link will be grayed-out for **SEVENTY-TWO** (72) hours.
	Notes:
	• Invoice cancellation is subject to Intel review.
	• Please resubmit cancellation in the event cancellation request is not processed within the **SEVENTY-TWO** (72) hours turnaround time.
	• The Pay Status will be updated to **MAN** upon cancellation approval.

Can my invoice be paid sooner?

Step	Action
1	Go to **Intel Payment Tracker**. 2 Enter search criteria.
	For example, invoice number 6172123456. 3 Click **Generate Report** button.
	Result: The matching record will be displayed. 4 Click **Get Paid Sooner** button. **Result**: The **PayTerms** page will be displayed as pop-up.
2	Enter search criteria.
	For example, invoice number 6172123456.
3	Click **Generate Report** button.
	Result: The matching record will be displayed.

4	Click **Get Paid Sooner** button. **Result**: The **PayTerms** page will be displayed as pop-up.
5	Select a new payment term. **Note**: Discount will be taken for early payment. 6 Click **Submit** button. ![Submit button] **Results**: • The terms selected will be reviewed by Intel. • Supplier will receive a confirmation e-mail 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	Submit a request to Procurement and Payment Solutions to refund payment.

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

Step	Action

Payment Tracker Self Help

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

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** button. **Result**: The credit memo for PO number entered will be created. **Notes**: • 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, • Credit Type • Supplier Original Invoice Number • Credit Number • Ship Service Date • PO Line • Credit Description
8	Click **Review Credit Memo** button. **Result**: The **Review Credit Memo** screen will be displayed. **Note**: The errors and missing fields will be notified in red.
9	Click **Submit Credit Memo** button. Edit Credit Memo Submit Credit Memo OR, Click **Edit Credit Memo** button for amendment. **Result**: The **Credit Note** screen will be displayed. **Note**: Supplier may print a copy of the generated invoice confirmation.

Payment Tracker Self Help

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

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

Step	Action
1	Double check if the payment reached • Wrong bank account. • Wrong remit name. • OR, Wrong banking information.
2	If there is any change in bank information, please submit request to Procurement and Payment Solutions for changes.