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