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