

## Frequently Asked Questions (FAQ)

### What is Supplier Connect?

Supplier Connect is a secure, self-service portal for Apple suppliers to set up and maintain their company data. Apple will be launching Supplier Connect beginning in October 2016.

### Why am I being contacted? Is this a legitimate Apple request?

Yes, this is a legitimate request. You are being contacted because we are collecting supplier administrator contact information in preparation of the Supplier Connect roll out in October 2016. Apple suppliers will need to designate a primary administrator in Supplier Connect. The primary administrator (and optional secondary administrator) will be responsible for maintaining their company's data starting in October.

### What is the function of Supplier Company Administrator?

Apple suppliers will need to designate a primary administrator in Supplier Connect. The primary administrator (and optional secondary administrator) will be responsible for maintaining their company's data, which may include:

- General company data (e.g. company address, PO email address, contact person details)
- Withholding tax data
- Tax data
- Payment details (e.g. PO currency, sales person contact info)
- Bank data (e.g. bank country, bank routing number, bank account number)
- Other data (e.g. additional contacts, remittance email address)

### I'm not the right point of contact person for the primary or secondary administrator. What should I do?

Please forward this message to the appropriate person within your organization, or reply to [SupplierConnect@apple.com](mailto:SupplierConnect@apple.com) to let us know that you're not the right person.

## Do I have to submit my response on the web form?

The best way to ensure that Apple has the correct information is to use the unique link in the email you received. If you are unable to submit via the web form, please send the contact information to [SupplierConnect@apple.com](mailto:SupplierConnect@apple.com).

## What will Apple do with the contact information provided?

Apple will use the information you provide to update Supplier Connect with the primary administrator for your organization. Apple respects your privacy and will not use the information provided for any other means.

## I provided my contact information, what happens next?

After we launch Supplier Connect in October 2016, you will receive an email invitation to register on Supplier Connect. Once you have registered, you will have access to update and maintain your organization's profile information.

## Will Supplier Connect be used for submitting invoices or issuing purchase orders?

No, Supplier Connect does not replace current purchase order or invoice processes. Supplier Connect will be used to maintain and update supplier information such as contact details, legal entity address, remittance address, banking and tax information.

## When will I receive more information about Supplier Connect?

As we get closer to the October go-live date for Supplier Connect, we will email you with more detailed information regarding Supplier Connect and on-boarding instructions. If you have more questions, please contact us at [SupplierConnect@apple.com](mailto:SupplierConnect@apple.com).