



Apple Supplier Connect User Guide

Updated: July 29 2024

Table of Contents

Chapter 1: MyAccess	5
1.1 Register your Account	5
1.2 Add a Provisioned Contact	9
1.3 Removing Administrator Access.....	11
Chapter 2: Supplier Connect Homepage	12
2.1 User Settings and Preferences	13
2.2 Manage Multiple Company Records	14
Chapter 3: Maintaining Your Company Data	15
3.2 Address	19
3.3 Contacts.....	20
3.4 Banking and Tax	21
Withholding Tax Data	21
Tax Data.....	22
Bank Data.....	23
Other Data	27
Purchase Order Terms and Conditions	27
Multiple Apple Entities	28
Multiple Banks for One Country/Region.....	28
Edit Existing Bank Data	29
3.5 Attachments.....	30
Chapter 4: Submit Your Company Profile and Next Steps.....	31
4.1 Submit Your Company Profile.....	31
4.2 Next Steps	32
Chapter 5: Making Changes After Sending to Apple	33
Chapter 6: Apple-Initiated Data Change	33
Chapter 7: Log-in Issues, Errors, and Warnings.....	34

7.1 Log-in Messages	34
7.2 Errors.....	37
How to Locate Errors (Examples).....	37
Common Errors and Warnings List	41

Welcome to Apple Supplier Connect

Apple Supplier Connect is a secure, self-service portal that allows you to maintain your company information that is essential to the business relationship between you and Apple. This document will guide you on how to maintain company information such as contact details, tax information, and banking information.

Your company has been invited to complete an approved supplier profile in Apple Supplier Connect. You have been assigned the role of Primary Administrator or Secondary Administrator and you will be responsible for providing and maintaining your company's data that will be used by Apple to send purchase orders, process payments, and other business functions.

PLEASE NOTE: Supported browsers include Safari, Internet Explorer/Edge, and Chrome.

Let's get started.

Chapter 1: MyAccess

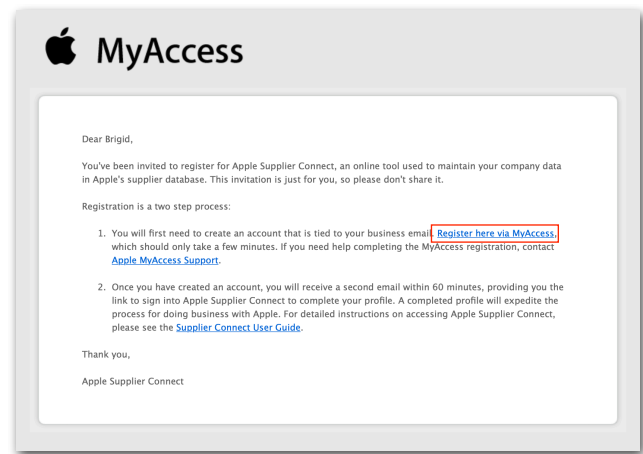
Gain access to Apple Supplier Connect in a few steps.

- You must be invited by an Apple representative or a company Primary Administrator.
- Complete the MyAccess registration to obtain an Apple ID that is tied to your business email.
- In 60 minutes, receive a second email providing the link to log into Apple Supplier Connect using the Apple ID and password you created.

1.1 Register your Account

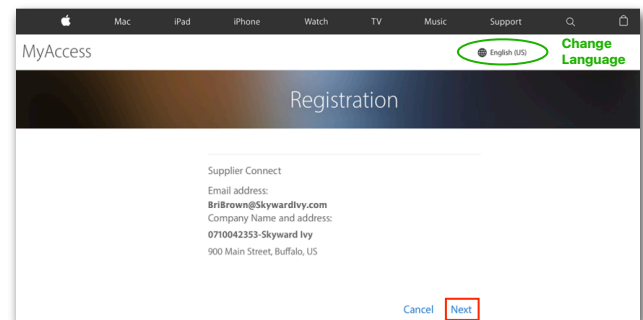
1. You will receive an invitation from donotreply@apple.com to create your account. Click on [Register here via MyAccess](#) link.

PLEASE NOTE: If you already have a business Apple ID, you will still need to complete this registration process to obtain access to Supplier Connect.

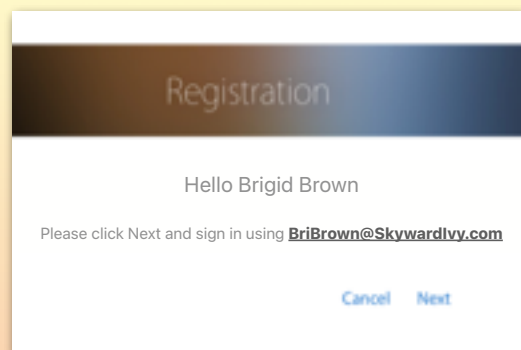


2. View your email address, company name, and company address. Click **Next**.

MyAccess will default to English. Change language by clicking [English \(US\)](#) link.



PLEASE NOTE: If you already have an existing Apple ID that is associated with your business email, you will be asked to sign in using your existing Apple ID. When you are successfully logged in, you will be taken to Step 5 to review the information and complete the registration.



3. Confirm the spelling of your name.
You have the option of changing it as well. Click **Next**.

Your Apple ID

Brigid

Brown

BriBrown@SkywardIvy.com

Phone (optional)

United States

Back Cancel **Next**

4. Read the Terms of Service.
Click **Agree**.

Terms of Service

Apple MyAccess

Terms of Service

1. Acceptance of Terms

You are entering into the following Terms of Service ("TOS") with Apple as defined below. Apple is providing you use of and access to MyAccess and any associated applications, services, or web pages (collectively, "Service"). You must agree to the TOS before you can access or use the Service. You are agreeing to the TOS by: (a) actually accessing or using the Service, or (b) clicking a box or link that indicates you agree to the TOS, where such a box or link is made available to you.

"Apple" means the Apple entity with which you have an Agreement as defined below in Section 2. In the absence of such an Agreement, "Apple" means the Apple entity through which authorization to access the Service is granted.

Do not use or access the Service if you do not agree to any of the following terms. You should print or otherwise save a copy of the TOS for your records and refer to it as you use the Services.

IMPORTANT: PLEASE READ THESE TERMS CAREFULLY. SINCE YOUR USE OR ACCESS OF THE SERVICE CONSTITUTES ACCEPTANCE OF THESE TOS AND CREATES A BINDING LEGAL AGREEMENT, YOU MUST ACCEPT THESE TERMS IF YOU WISH TO USE OR ACCESS ANY OF THE SERVICES. IF YOU CHOOSE TO ACCEPT THESE TERMS, YOU MUST DO SO AS THEY ARE PRESENTED TO YOU; NO CHANGES (ADDITIONS OR DELETIONS) WILL BE ACCEPTED BY APPLE. APPLICABLE LOCAL (NON-U.S.) LAW MAY ALTER OR AFFECT THE RIGHTS AND OBLIGATIONS OF EITHER PARTY UNDER THESE TOS.

14. Feedback and Information

Any feedback you provide at this site shall be deemed to be non-confidential. Apple shall be free to use such information on an unrestricted basis, without payment of royalties or other consideration to you, so long as Apple does not infringe your patents, copyrights or trademark rights in such feedback.

Last revised: February 4th, 2020.

Disagree **Agree**

5. Review the information.
Click **Next**.

MyAccess

Review

About you

NAME: Brigid Brown

APPLE ID: BriBrown@SkywardIvy.com

EMAIL: BriBrown@SkywardIvy.com

Location

0710042353-Skyward Ivy
900 Main Street, Buffalo, US

Access Roles

BUSINESS ROLE:
Approved supplier Primary admin

Back Cancel **Next**

6. Enter your:

- Birth date
- Phone number
- 3 Security Questions

Click **Continue**.

The screenshot shows the 'Create Your Apple ID' form on the Apple website. The form is divided into several sections. The first section contains fields for 'First name' (Brigid) and 'Last name' (Brown). Below these is a 'COUNTRY / REGION' dropdown menu set to 'United States'. The 'Birthday' field is highlighted with a red box. The second section contains a text field for 'name@example.com' and a dropdown menu for 'BriBrown@SkywardIvy.com'. Below this is a note 'This will be your new Apple ID.' followed by 'Password' and 'Confirm password' fields, both highlighted with a red box. The third section contains three 'Security Question' dropdown menus, each followed by an 'Answer' text field. The entire Security Questions section is highlighted with a red box. Below this is a note: 'These questions will be used to verify your identity and recover your password if you ever forget it.' The fourth section contains three checkboxes: 'Announcements', 'Apps, Music, TV, and More', and 'Apple News Newsletter', all of which are checked. The final section contains a note about Apple ID information and a 'Continue' button, which is highlighted with a red box.

Store Mac iPad iPhone Watch TV Music Support

Create Your Apple ID

First name
Brigid

Last name
Brown

COUNTRY / REGION
United States

Birthday

name@example.com
BriBrown@SkywardIvy.com

This will be your new Apple ID.

Password

Confirm password

Security Question 1
Answer

Security Question 2
Answer

Security Question 3
Answer

These questions will be used to verify your identity and recover your password if you ever forget it.

☒ Announcements
Get announcements, recommendations, and updates about Apple products, services, and software.

☒ Apps, Music, TV, and More
Get new releases, exclusive content, special offers, and recommendations for apps, music, movies, TV, books, podcasts, Apple Pay, Apple Card and more.

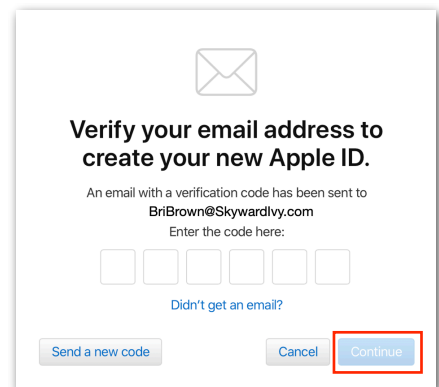
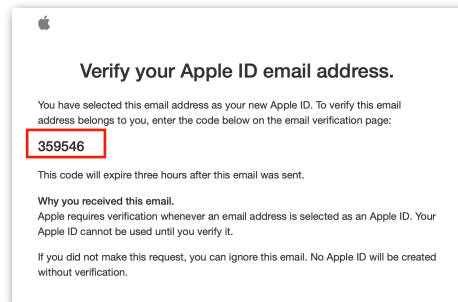
☒ Apple News Newsletter
The best stories, picked by the Apple News editors, delivered right to your inbox.

Your Apple ID information is used to allow you to sign in securely and access your data. Apple records certain usage data for security, support, and reporting purposes. [See how your data is managed.](#)

Continue

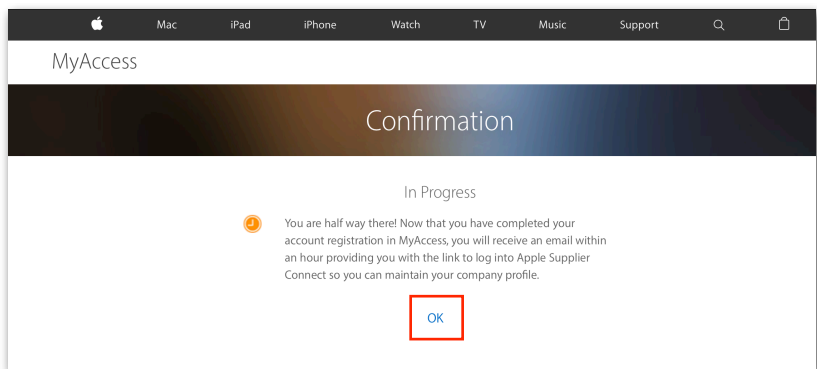
7. Retrieve the verification code from your email. Click **Continue**.

PLEASE NOTE: The verification code will expire after 3 mins.



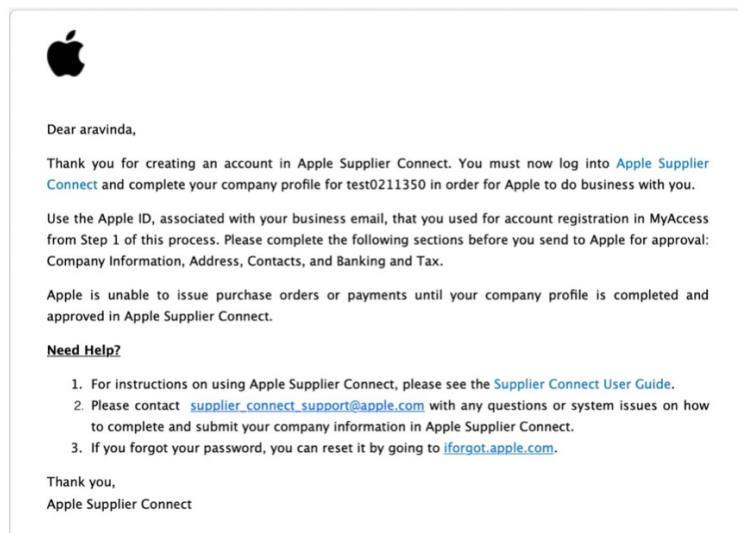
8. The confirmation page notifies step 1 of 2 has been completed. No further action is required after clicking **OK**. Please wait for the second email with the Apple Supplier Connect link.

PLEASE NOTE: It will take approximately 60 minutes to receive the second email.



9. Within 60 minutes of registering your Apple ID in MyAccess, you will receive a second email confirming your account is ready to be used in Apple Supplier Connect. The email will be sent from "donotreply@apple.com" and titled "Apple Supplier Connect: 2 of 2".

Click the **Apple Supplier Connect** link and use the business Apple ID and password you registered above.



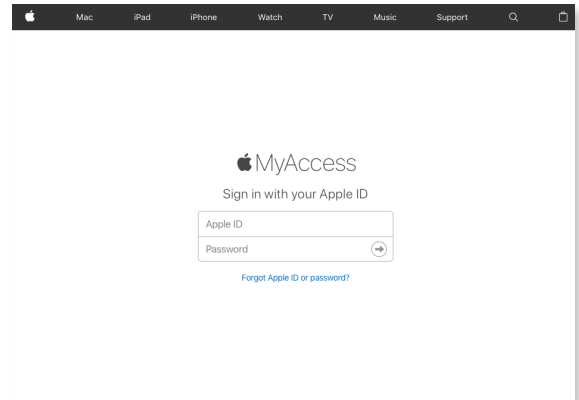
PLEASE NOTE: Make sure your browser is set to allow pop-ups before logging into Apple Supplier Connect.

1.2 Add a Provisioned Contact

PLEASE NOTE: Initial registration must be completed before adding a provisioned contact.

Provisioned contacts will have access to Apple Supplier Connect and will be able to edit fields. Access is granted via MyAccess rather than Apple Supplier Connect.

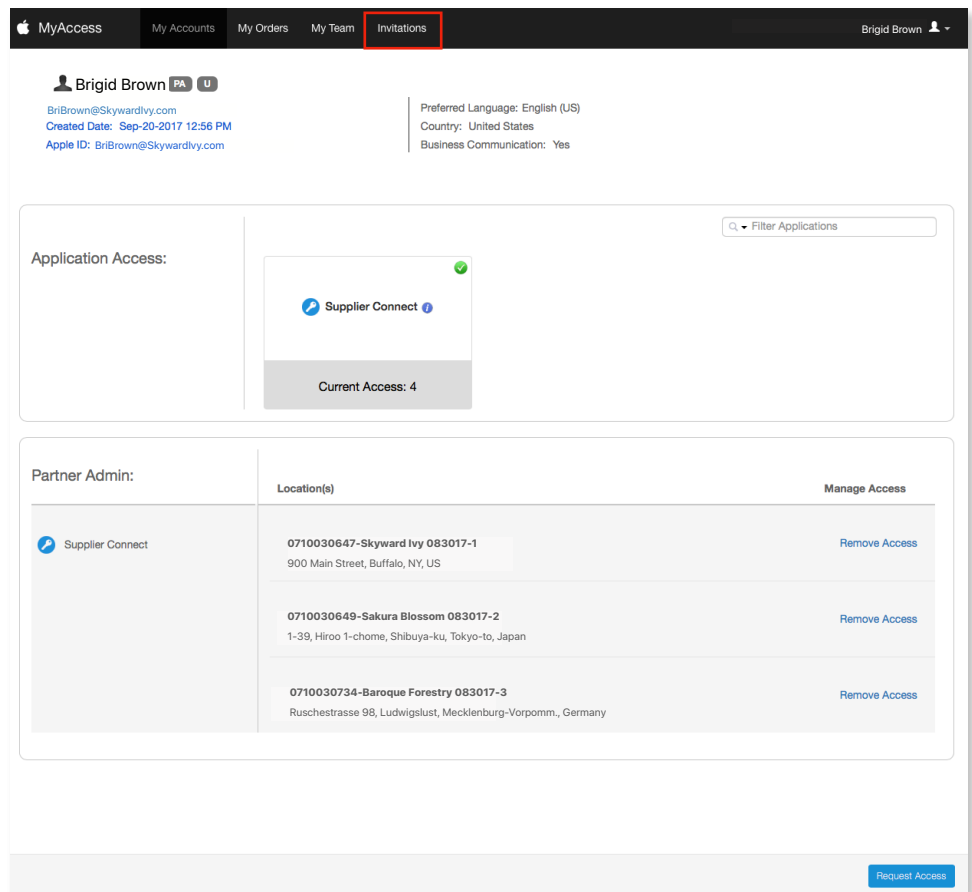
1. Log into myaccess.apple.com/ur and sign in with your Apple ID and password (Apple ID should be tied to your business email).



2. You may see one or more Apple applications you are granted access to.

Under Supplier Connect, you will see the business locations/company records you are able to update.

On the menu bar, click on **Invitations**.



MyAccess My Accounts My Orders My Team Invitations Brigid Brown

Quick Invite Bulk Invite History

Invite Name: Brigid Brown - Oct/20/2017 9:55AM

3 Selected Application: Supplier Connect

Filter Applications

4 Supplier Connect Supplier Connect

Selected Locations: 0710030649-Sakura Blossom 083017-2

0710030647-Skyward Ivy 083017-1
900 Main Street, Buffalo, NY, US

0710030649-Sakura Blossom 083017-2
1-39, Hiroo 1-chome, Shibuya-ku, Tokyo-to, Japan

0710030734-Baroque Forestry 083017-3
Ruschestraße 98, Ludwigslust, Mecklenburg-Vorpomm, Germany

5 User(s):

First name: Akira Last name: Yamagata Email: A_Yamagata@SakuraBlossom.jp Add

Access Roles

Business role: Select

Approved supplier Secondary admin

Bank Admin

SPR Supplier admin

Tax Admin

6 Options:

Start Date: Oct 20, 2017 Expiration Date: 1 month

Supplier Connect: Supplier Connect User Invite Language: Choose one...

7 Terms of Service:

By proceeding further, I (a) represent, warrant, and agree that the information provided is true and correct; (b) have the appropriate legal authority on behalf of the company to take such actions; and (c) understand and agree that all actions taken are in accordance with the [MyAccess Terms of Service](#).

Cancel Invite Users

3. Click on the **Supplier Connect** radio button.

4. Select the location intended for the new contact.

5. Type in the first name, last name, and email address of the person you want to give access to Supplier Connect. You can only add contacts with the same email domain as your business email domain. Choose **Approved Supplier Secondary Admin** from the drop-down menu. Add additional users with the **+** icon.

6. **Expiration Date** - User invitations are defaulted to expire after one month. Select drop down to set different date.

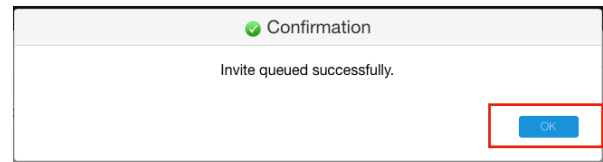
Language - Users will receive emails by default, or choose to have them receive emails in Korean, Japanese, Chinese simplified, Chinese traditional, Spanish, Portuguese, and Russian.

7. Read Terms of Service

8. Click **Invite Users**. This will send the email to the person you identified.

8

9. Click **OK** on the confirmation window.

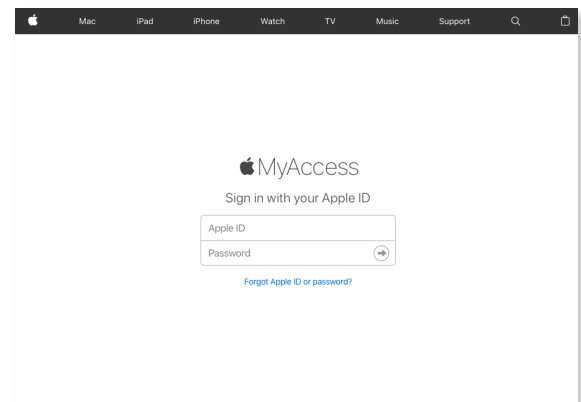


Once you have submitted the MyAccess invitation request, the new user(s) will receive an invitation email from donotreply@apple.com to register an Apple ID for Apple Supplier Connect. After their Apple ID is created, the new contact will receive a confirmation email providing them the link to log into Apple Supplier Connect.

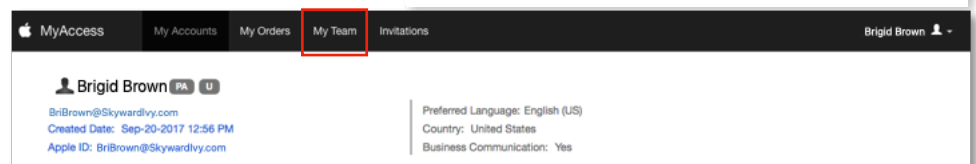
PLEASE NOTE: The number of provisioned admins on a record is limited to 5.

1.3 Removing Administrator Access

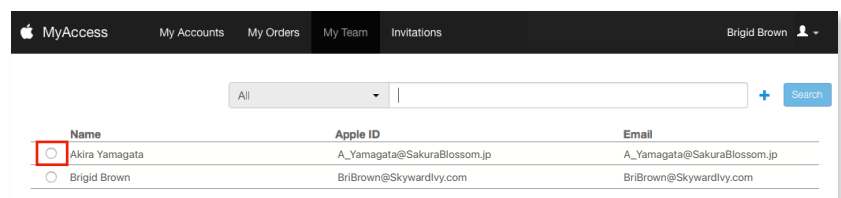
1. Log into myaccess.apple.com/ur and sign in with your Apple ID and password (Apple ID should be tied to your business email).



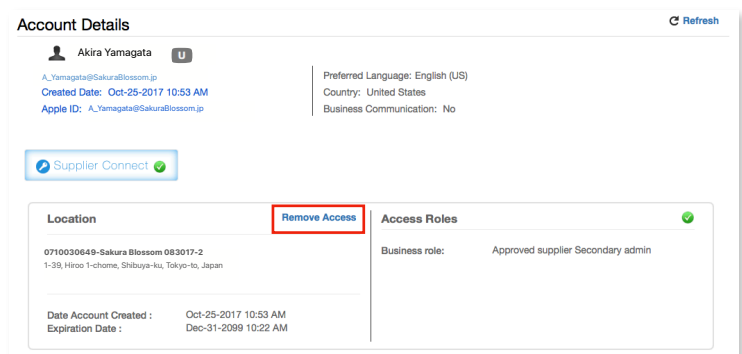
2. Click on **My Team** in the menu bar.



3. Select the name of the individual to have access removed.



4. Click on **Remove Access** for each location/company record to which the person has access.

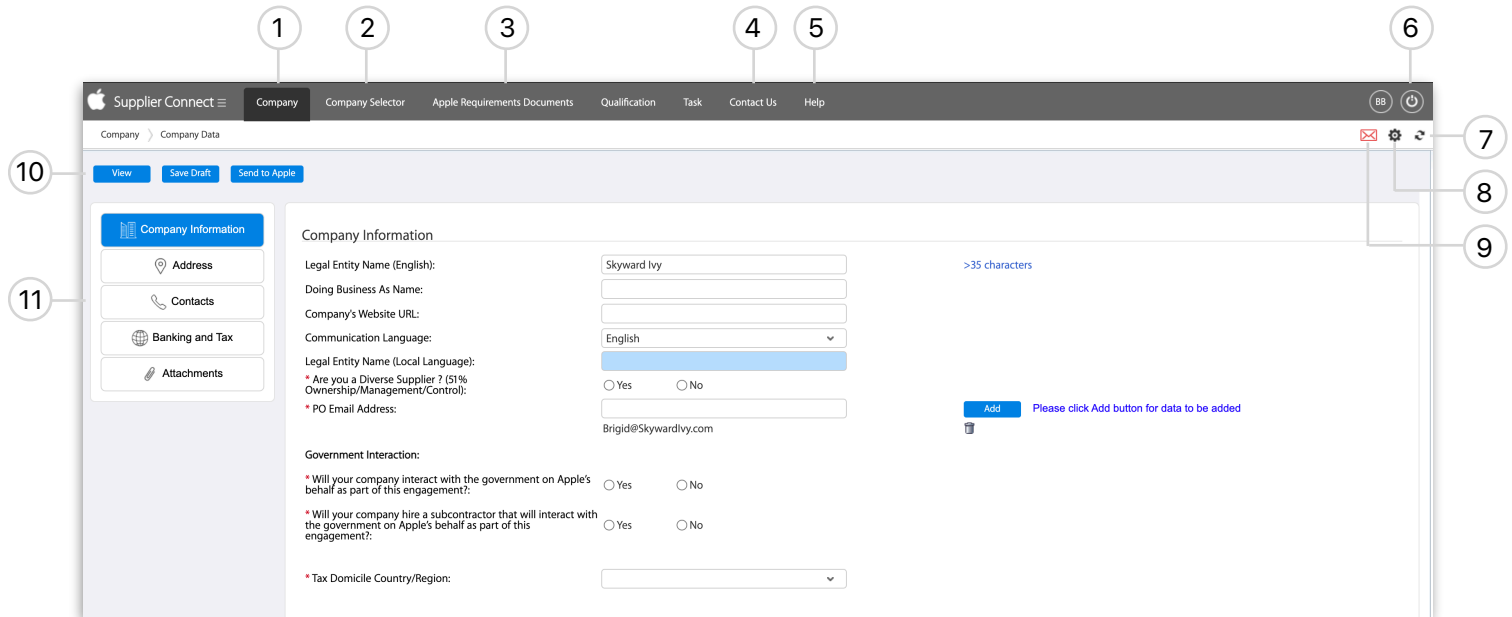


5. Confirm your action in the pop-up confirmation window.

Chapter 2: Supplier Connect Homepage


Log into Apple Supplier Connect at <https://ep.sap.apple.com>

PLEASE NOTE: For the best user experience, please use Safari and Chrome as the browser.

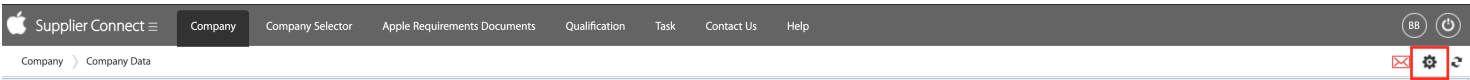


1	Company	Default page after logging in. Click to return to main page
2	Company Selector	Switch between companies you are the admin for (if applicable)
3	Apple Required Documents	Ensure awareness of, and compliance with, latest versions of Apple Requirements Documents
4	Contact Us	Send an issue to the help desk. Response is normally 2 business days
5	Help	Access to frequently asked questions and training material
6	Log Out	Log out of your account
7	Refresh	Clear all changes and refresh the screen to previously saved data
8	Settings	Edit any user specific settings
9	Notifications	View notification alerts
10	View/Save Draft/Send to Apple	<ul style="list-style-type: none"> • Save edits frequently by clicking Save Draft to not lose data • When all required information is completed, submit by clicking Send to Apple • Clicking View will cancel any changes since the last Save
11	Company Data Navigation Panel	Access to Company Profile Section: Company Information, Address, Contacts, Banking and Tax, Attachments

2.1 User Settings and Preferences

Adjust your timezone, language, decimal format, and date format by selecting the **Settings** icon  on the toolbar. Select the **Save** button to lock in your preferences.

PLEASE NOTE: If you have edited any information and you click on Settings, any unsaved data on your form will be lost without warning.



Timezone


Language

Decimal Format

Date Format


Region

Timezone

* Set Timezone: PST 

Timezone Description: Pacific Time (Los Angeles)

Save

The default time zone will be set to Pacific Time (PST). Click the Search icon  to choose from over 105 different timezones.

Timezone


Language

Decimal Format

Date Format

Region

Language

Language: English 

Save

Select the preferred language from the drop-down menu you wish to use for Apple Supplier Connect. All field labels and buttons will be displayed in this language.

Timezone


Language

Decimal Format

Date Format

Region

Decimal Format

Decimal Notation: 1.234.567,89 

Save

Select your preferred decimal format from the drop-down menu.

Timezone


Language

Decimal Format

Date Format

Region

Date Format

Date Format: 

Save

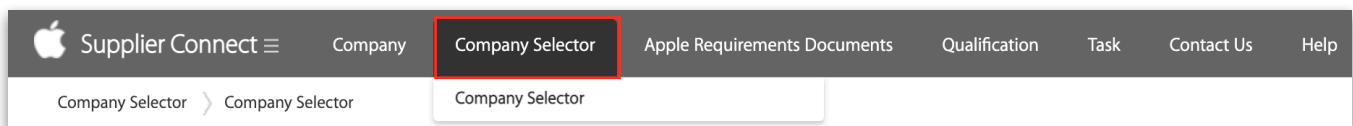
Select your preferred date format from the drop-down menu. Various options of Gregorian, Japanese, and Islamic formats are available.

2.2 Manage Multiple Company Records

If you are the designated person with access to edit information for multiple company records in Apple Supplier Connect, you can easily navigate between those companies using the Company Selector in the main menu bar.

PLEASE NOTE: Before switching companies when editing, please click [Save Draft](#). Any unsaved data on your form will be lost.

1. On the main menu bar, click on **Company Selector**.



2. Select the company you wish to view.

Please select the company

	Company	Address
<input checked="" type="checkbox"/>	Skyward Ivy	900 Main Street, Buffalo, New York, USA
<input type="checkbox"/>	Sakura Blossom	1-39, Hiroo 1-chome, Shibuya-ku, Tokyo-to, Japan
<input type="checkbox"/>	Baroque Forestry	Ruschestrasse 98, Ludwigslust, Mecklenburg-Vorpomm., Germany

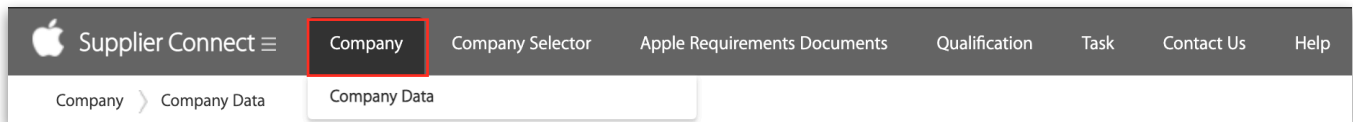
[Continue](#)

3. Click [Continue](#).
4. The selected company profile will be opened for editing.

PLEASE NOTE: If you don't see the company record you need, please contact your Apple representative or [Supplier Connect Support](#) with the SAP vendor number to request access.

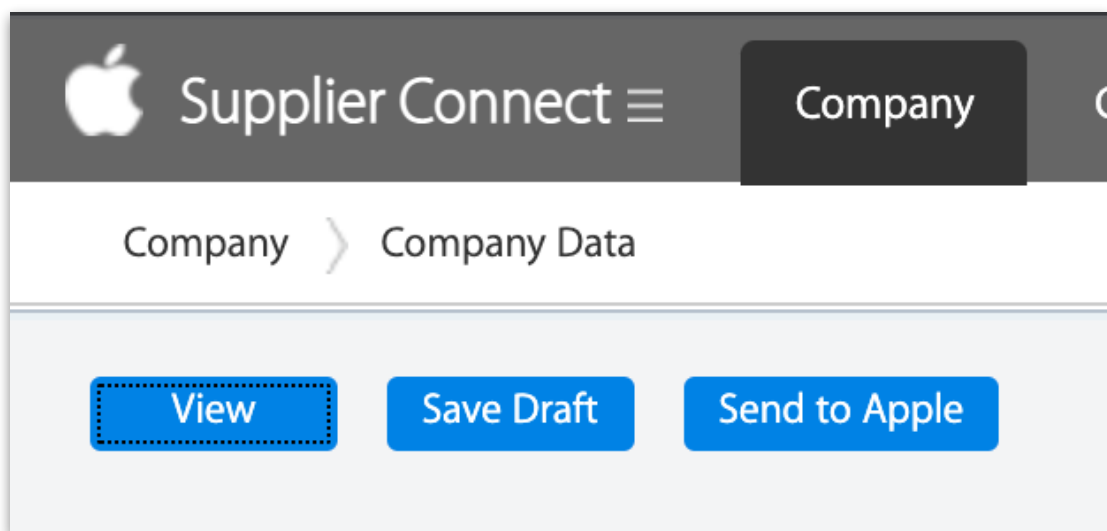
Chapter 3: Maintaining Your Company Data

To complete your company profile in Apple Supplier Connect, you'll need to accurately enter all the required company data. You may also edit the Company Information sections with any changes required to keep your company data current. Once all the required company data is provided, you can submit the record to Apple for verification and approval.



PLEASE NOTE:

- Click the **View** button to cancel any changes since the last save.
- Click the **Save Draft** button as you complete each section so that you do not lose the data. There is no auto-save feature in Apple Supplier Connect.
- Click the **Send to Apple** button after you've entered all the data. If errors are present, you can correct the errors and click **Send to Apple** again. If there are no errors, your data will be submitted to Apple for review and approval.
- If you experience any issues filling in the data that you aren't able to resolve, please contact [Supplier Connect Support](#) for assistance.



3.1 Company Information

Review sections A-F for explanations of required data for Company Information tab.

The screenshot shows the 'Company Information' form in the Apple Supplier Connect interface. The form is organized into sections labeled A through E on the right side. Section A, 'Legal Entity Name', includes fields for 'Legal Entity Name (English)', 'Doing Business As Name', 'Company's Website URL', 'Communication Language', and 'Legal Entity Name (Local Language)'. Section B, 'Diverse Supplier', asks if the user is a diverse supplier. Section C, 'PO Communication Data', includes fields for 'PO Email Address' and 'Phone'. Section D, 'Government Interaction', asks about government interaction. Section E, 'Purchase Order Terms Acknowledgment', includes a checkbox for 'Apple Purchase Order Terms' and a field for 'Supplier Authorized Representative and Title'.

A) Legal Entity Name

- **Legal Entity Name (English):** must be an exact match to your legal document such as tax form. If your company name is longer than 35 characters including spaces, you can click on the **>35 characters** link to the right of the field to finish entering the complete name.

The diagram illustrates the 'Legal Entity Name (English)' field. It shows a form with a text input field containing 'Skyward Ivy'. To the right of the field is a link '>35 characters'. An arrow points from this link to a second form where the text 'Skyward' is entered in the first field and 'Ivy' is entered in a second field, with a 'Show First 35 characters' link to the right.

- **Doing Business As Name:** can be filled in if the name under which you operate your business differs from its legal, registered name.
- **Company's Website URL:** web address for company website.
- **Communication Language:** All email communications from Apple Supplier Connect will be sent in the language indicated in this field.
- **Legal Entity Name (Local Language):** This field is mandatory for local suppliers doing business with Apple in China, Taiwan, Japan, Korea, Vietnam, and Russia.

B) Diverse Supplier

A diverse supplier is one that is at least 51% owned, operated and controlled by a person of a diverse background (i.e. Minority, Woman, Veteran, etc.). In order to be classified as a diverse supplier, the business will have gone through a certification process by a third party agency. In this case, a copy of the certification must be provided, along with the expiration date. Supplier Diversity is a business process that encourages the use of under-represented businesses and suppliers of goods and services to corporate and government buying entities.

- **Are you a Diverse Supplier?:** If you are a Diverse Supplier, select the **Yes** radio button. By answering 'Yes', Supplier Diversity Classifications, Certificate Number, and Ethnicity fields will appear.

* Are you a Diverse Supplier ? (51% Ownership/Management/Control): ☒ Yes ☐ No

* Supplier Diversity Classifications:

- Small Business Enterprise (SBE)
- Minority Business Enterprise (MBE)
- Woman-Owned Business Enterprise (WBE)
- Small Disadvantaged Business (SDB)

* Certificate Number:

* Ethnicity:

- **Supplier Diversity Classifications:** Choose your Classification and click the **Add** button. To remove a Classification, click the **Trash Can** icon.
- **Certificate Number:** Enter your Diverse Supplier certificate number.
- **Ethnicity:** Choose your ethnicity from the drop-down menu.

PLEASE NOTE: You will need to upload a copy of the current certificate in the Attachments section before sending to Apple

C) PO Communication Data

This is the email that Apple Purchase Orders will be sent to.

- To remove a PO Email address, click the **Trash Can** icon.

* PO Email Address:


Add Please click Add button for data to be added

- To add a PO Email address, type the email address into the field and click the **Add** button.

* PO Email Address:

Add Please click Add button for data to be added

This is the phone number that will be displayed on Apple Purchase Orders.

- To remove a Phone number, click the **Trash Can**  icon

Phone: Please click Add button for data to be added

★ +1 (917) 123-4567 

- To add a Phone number, type the Phone number into the field and click the **Add** button.

Phone: Please click Add button for data to be added

D) Government Interaction

Government includes local, state/provincial, or national governments, public international organizations, public (government-owned or operated) schools and hospitals, and state-owned enterprises. Government also includes public officials, who are individuals paid with government funds or who perform a public function. This includes individuals who are elected or appointed to public office, as well as individuals who work for the government as defined above.

- **Will your company interact with the government on Apple's behalf as part of this engagement?** Select the **Yes** radio button if applicable. By answering 'Yes', a field requesting a description of the interaction will appear.

Government Interaction:

* Will your company interact with the government on Apple's behalf as part of this engagement? ☒ Yes ☐ No

* Will your company hire a subcontractor that will interact with the government on Apple's behalf as part of this engagement? ☒ Yes ☐ No

* What is the legal entity name of the subcontractor?:

* Country/Region of the subcontractor?:

* Please describe how your company will interact with the government on Apple's behalf:

- **Will your company hire a subcontractor that will interact with the government on Apple's behalf as part of this engagement?** Select the **Yes** radio button if applicable. By answering 'Yes', legal entity name of subcontractor, country/region of subcontractor, and description of the interaction will appear.

E) Purchase Order Terms Acknowledgement

Supplier's provision of services and products (including all software) to Apple shall be governed by the applicable Apple Purchase Order Terms and Conditions, unless superseded by a written agreement signed by authorized representatives of the parties. The Terms must be acknowledged before the supplier onboarding process can be completed.

- Click on the **link** of the Apple Purchase Order Terms and Conditions Download and read the Terms and/or to review the Terms with an authorized representative of your company.

Purchase Order Terms

Subject to any separate written agreement signed by authorized representatives of the parties, Supplier's provision of services and products (including all software) to Apple shall be governed by the Apple Purchase Order Terms (the "Terms") that can be downloaded below or at such other website as may be further specified by Apple from time to time.

It is your responsibility to download and read the Terms and/or to review the Terms with an authorized representative of Supplier. By acknowledging below, you confirm (i) that you are directly authorized to accept the Terms on behalf of Supplier or (ii) that you have reviewed the Terms with an authorized representative of Supplier and that you have been delegated the authority to accept the Terms on behalf of Supplier.

☒ **Apple Technical Services PO Terms** **Link**

* Supplier Authorized Representative and Title:

- Click the **checkbox** to acknowledge each Apple Purchase Order Terms and Conditions shown.
- Enter the **name and title** of the person who is authorized to accept the Terms on behalf of your company.

PLEASE NOTE: Records created from **November 14, 2021** onward show PO T&C's under Company Information tab for all Divisions. Records created *before* this date show PO T&C's under Banking and Tax tab for each country (Page 27).

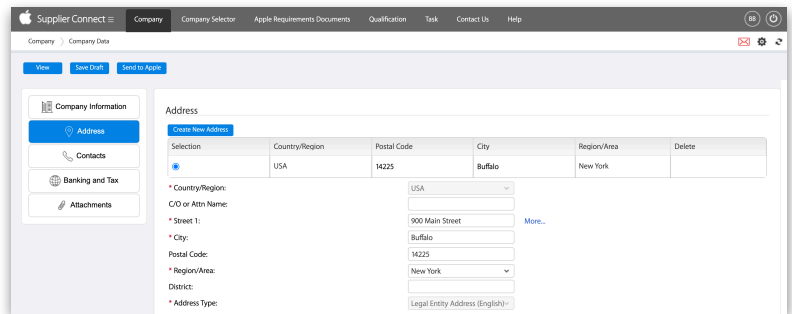
3.2 Address

Review and update the Legal Entity address for your company as it is required.

PLEASE NOTE: If the Country/Region is incorrect, notify your Apple contact or Supplier Connect Support at [Supplier Connect Support](#) to set up a new record.

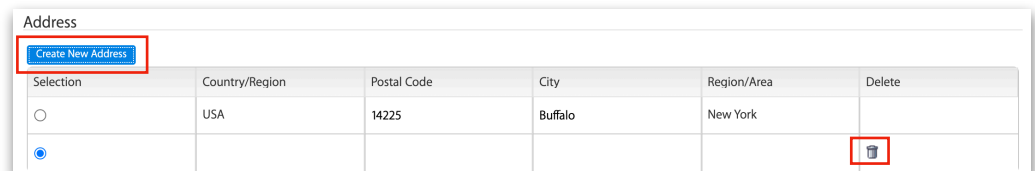
Edit Address

1. Select **Address** from the Company Navigation Panel.
2. Your company's legal address written in English is displayed on the first line. Edit any information as necessary.
3. Click **Save Draft**.



Add or Remove Address

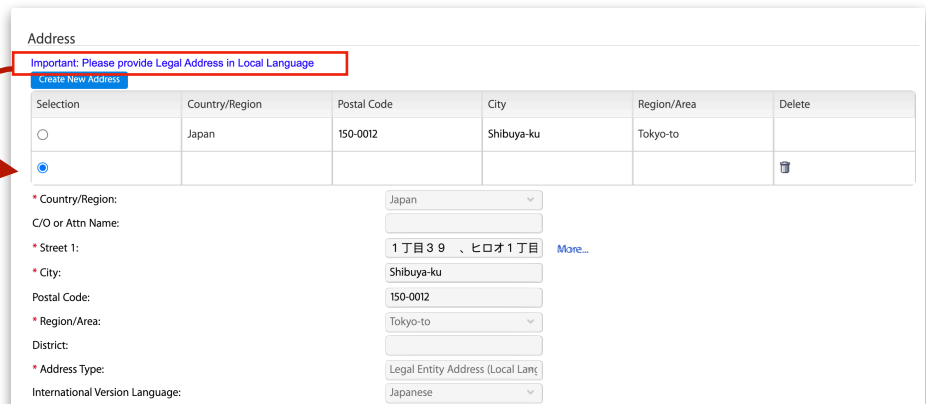
- Click **Create New Address** to add other address for PO, Sales, etc., if desired.
- Click the **Trash Can** icon to delete an address line.
- Click **Save Draft** after completion.



Local Language Requirement

A Legal address in local language as well as English is required for these countries:

- China Mainland
- Japan
- Korea
- Russia
- China Taiwan
- Vietnam



PLEASE NOTE: English characters cannot be used with local language in the same field

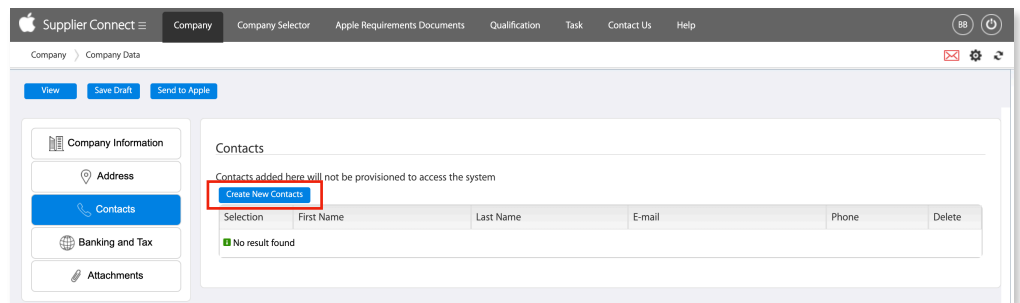
Click **Save Draft** after completion.

3.3 Contacts

Add and remove Non-Provisioned contacts to company record with the Contacts tab. Non-Provisioned contacts will not have access to log in or edit your company's information in Apple Supplier Connect. They are references for Apple in case we need to reach someone in Accounts Payable, Legal, or other departments.

PLEASE NOTE: Adding and removing provisioned contacts such as primary administrators is done through myaccess.apple.com/ur (Pages 9-11).

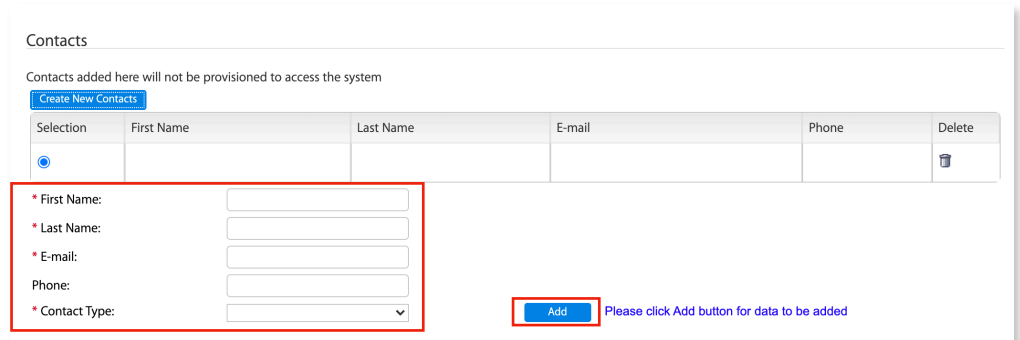
1. Click **Create New Contacts** button to add additional contacts.



2. Enter the required information.

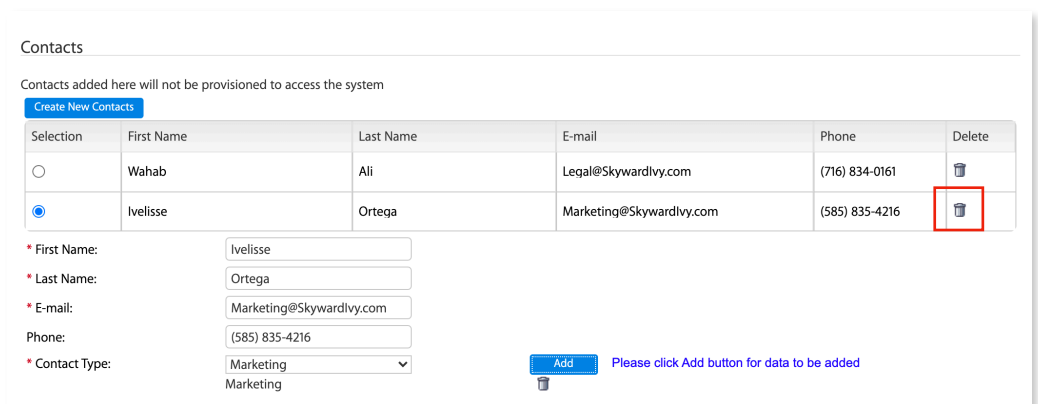
Alpha-characters are not allowed for phone.

Click **Add** button when done.



- To add more contacts, follow steps 1-2 above. There is no limit to the amount of individuals that can be added.

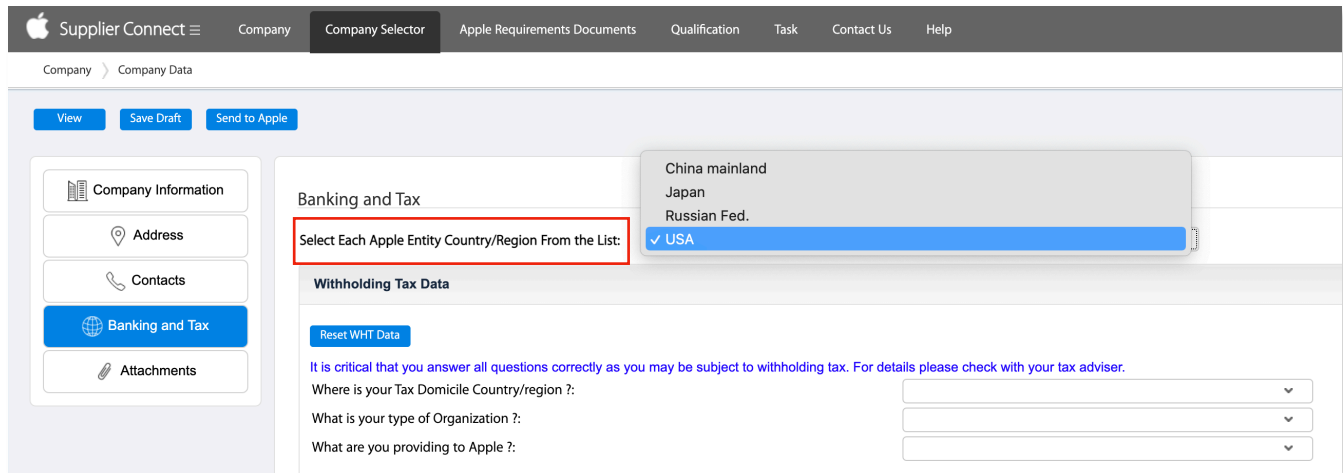
- To delete a contact, click the **Trash Can** icon on the line you wish to remove.



Click the **Save Draft** button after completion.

3.4 Banking and Tax

Banking and Tax information is required for each Apple entity country where Apple is doing business with you.



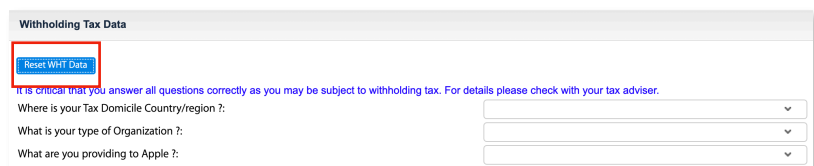
- **Select Each Apple Entity Country/Region From the List:** Displays the Apple entity countries you will do business with, not the country where your business is located.

PLEASE NOTE: The information required in this section may be different for each Apple entity country you are doing business with. Click **Save Draft** after inputting bank and tax data before switching countries.

Withholding Tax Data

- If withholding tax data questions appear, please select the appropriate answers for the withholding tax data questions from the drop down menu.
- Withholding tax data questions may differ for each country.
- Not all countries require withholding tax questions.

- Click the **Reset WHT Data** to clear all withholding tax fields for selected country.



PLEASE NOTE: If withholding tax questions appear, it is critical that you answer all questions correctly as you may be subject to withholding tax. Please consult with your in-house tax department or an outside tax advisor as needed.

Tax Data

The Tax Data fields displayed will depend on the Apple entity country you are selected to do business with. Enter Tax ID that applies to your Company for the country of the Apple entity.

PLEASE NOTE: You may have different fields to complete depending on the Apple entity country selected.

The screenshot shows a 'Tax Data' form with a header bar. Below the header, there is a blue link: 'Please refer FAQ to determine the correct tax forms and upload in US Tax Form attachment category'. There are three input fields, each with a label to its left and a circled number to its right. Field 1 is labeled 'SSN (XXX-XX-XXXX) (encrypted):' and is labeled with a '1'. Field 2 is labeled 'FEIN (XX-XXXXXXX) (encrypted):' and is labeled with a '2'. Field 3 is labeled 'SSN/ITIN / FEIN / FOREIGN TAX ID (encrypted):' and is labeled with a '3'.

- If you have a **Social Security Number (SSN)**, input number in field 1 only.
- If you have a **Federal Employer Identification Number (FEIN)**, input number in field 2 only.
- If you have an **Individual Taxpayer Identification Number (ITIN)** or a **Foreign Tax ID**, input number in field 3 only.

More information about these tax IDs on the US Internal Revenue Service website <https://www.irs.gov/>.
For general questions or more information on what tax form to use, visit link [US Tax Information page](#).
Please consult with your in-house tax department or an outside tax advisor as needed.

Tax IDs are encrypted for your protection

The screenshot shows the 'Tax Data' form with the same header and blue link as the previous image. The input fields now contain encrypted strings. The first field, labeled 'SSN (XXX-XX-XXXX) (encrypted):', contains the string 'MiQwBP[7|bL0rtDkasn!hoQx@II'. The second field, labeled 'FEIN (XX-XXXXXXX) (encrypted):', is empty. The third field, labeled 'SSN/ITIN / FEIN / FOREIGN TAX ID (encrypted):', is also empty.

Once you click **Save Draft** or **Send to Apple**, your tax IDs will be displayed as an encrypted string the next time you log in.

Bank Data

- To create new bank data, review Pages 23-27.
- To *edit existing bank data that has already been successfully submitted*, see **Page 29**.

1. To add a new bank for electronic payments, click **Create Bank Data**.

Bank Data

Please verify that all Bank information, including Bank Beneficiary Name, is correct.

Payment Options: Banking

Create Bank Data

Selection	Bank Country/Region	Bank Name	Bank Account (encrypted)	Account Holder/Beneficiary Name	Delete
No result found					

2. Select **Bank Country**.

Bank Country/Region: USA

Depending on the country selected, different fields may be required for completion. If bank country differs from Vendor domicile country, a field will appear asking for justification.

3. Input your bank key into the field and press **Enter/Return** Key to populate the bank address.

Bank Country/Region: USA

ABA ROUTING NUMBER: 063000047

Press Enter/Return key to validate and auto fill bank address



Bank Country/Region: US

Bank Name: Bank of America, National Association

Bank Branch: Downtown Jacksonville

Bank Branch Address: 50 N Laura St

Bank City: JACKSONVILLE

Bank Region/Area: Florida

Bank Account (encrypted):

Re-enter Bank Account (encrypted):

Account Type / Check Digit:

Account Holder/Beneficiary Name: Skyward Ivy

Swift Code: BOFAUS3NXXX

Account Currency:

Bank Details for Further Credit:

Intermediary Bank Data Available: ☐

If the populated address is incorrect after pressing return, that is ok - the Bank Key and Account Number need to be accurate.

Other terms synonymous with 'Bank Key'

- Bank Identification Code/Number
- BIK Code
- Branch Code
- BLZ
- BSB Number
- CITAD Code
- Clearing Code/Number
- CNAPS Code
- Financial System Code
- KIB Code
- MFO Code
- Registration Number
- Routing Code/Number
- SORT Code
- SWIFT Code
- Zengin Code

- To find your routing number/bank code, click the **Magnifying Glass** to open a search in a new window.

Selection	Bank Country/Region	Bank Name	Bank Account (encrypted)
<input checked="" type="radio"/>	US		

* Bank Country/Region:

* ABA ROUTING NUMBER:

Press Enter/Return key to validate and auto fill bank address

- Enter parameters such as City, Region, and/or Swift Code to find your bank and click on the **Search** button.

Search criteria

Bank Country/Region :

ABA ROUTING NUMBER:

Bank Name:

Bank City :

Bank Region/Area :

Bank Branch:

Swift Code :

Enter parameters such as City, Region/Area, and/or Swift Code to find your bank. All fields are case insensitive. If you are searching with a Swift Code, please add an * at the end of your Swift Code for wildcard search. Click on the row header to select the desired Bank Name, Bank Branch Address, and Bank City to fill in the Bank Data form. If your bank does not exist in the list, return to the Bank Data form and enter manually.

- Click on the **Grey Box** of the bank you would like to select. The bank's name, address, and city will be copied in the Bank Data
- If the bank does not exist in the returned Bank Search list, return to the Bank Data subsection and enter it manually.

Ctry	Bank Key	Name of Bank	City	Rg	Bank Branch	SWIFT/BIC
US	222079291	Becco Buffalo FCU	BUFFALO	NY		
US	022083665	Buffalo Cooperative FCU	BUFFALO	NY		
US	222079424	Buffalo Metropolitan FCU	BUFFALO	NY		
US	222079453	Buffalo Police FCU	BUFFALO	NY		
US	222079466	Buffalo Postal Community FCU	BUFFALO	NY		
US	222079495	Buffalo Service CU	BUFFALO	NY		
US	222079301	Buffalo and Erie County Public Library Empl FCU	BUFFALO	NY		
US	222079974	Cadets FCU	BUFFALO	NY		
US	222079631	Erie County Empl CU	BUFFALO	NY		
US	222080002	Financial Trust FCU	BUFFALO	NY		
US	222079712	Financial Trust FCU	BUFFALO	NY		
US	222370518	First Niagara Bank, National Association	BUFFALO	NY		FNFGUS33XXX
US	022072692	First Niagara Bank, National Association	BUFFALO	NY	Main and Jewett	FNFGUS33XXX
US	222370440	First Niagara Bank, National Association	BUFFALO	NY		FNFGUS33XXX
US	031302272	First Niagara Bank, National Association	BUFFALO	NY		FNFGUS33XXX

Page 1 of 4

PLEASE NOTE: If you are searching with a Swift Code, please add an asterisk * at the end of your Swift Code for wildcard search. Wildcard search can be used for all fields.

Search criteria

Bank Country/Region :

ABA ROUTING NUMBER:

Bank Name:

Bank City :

Bank Region/Area :

Bank Branch:

Swift Code :

4. Complete the following required fields for Bank Account, Account Holder/Beneficiary Name, Account Type/Check Digit, and Account Currency.

Selection	Bank Country/Region	Bank Name	Bank Account (encrypted)	Account Holder/Beneficiary Name	Delete
<input checked="" type="radio"/>	US	Bank of America, National Association		Skyward Ivy	

* Bank Country/Region:

* ABA ROUTING NUMBER:

Press Enter/Return key to validate and auto fill bank address

Bank Name:

Bank Branch:

Bank Branch Address:

Bank City:

Bank Region/Area:

* Bank Account (encrypted):

* Re-enter Bank Account (encrypted):

Account Type / Check Digit:

* Account Holder/Beneficiary Name:

Swift Code:

* Account Currency:

Bank Details for Further Credit:

Intermediary Bank Data Available: ☐

- **Bank Account:** For some countries, the International Bank Account Number (IBAN) will be required in addition to Bank Code and Account Number. Ensure there are no spaces, slashes (/), hyphens (-), or special characters. **PLEASE NOTE:** If bank country is Belgium or Brazil, hyphens and letters may be used in the Bank Account field.
- **Account Type:** the account type field is required for some countries. If there is a drop-down menu, select the type. If not, specific digits from the IBAN will need to be entered into the Account Type field. Follow the country guidelines below.
 - Brazil - Digit 28
 - France - Last two digits (26 and 27)
 - Italy - Digit 5
 - Portugal - Last two digits (24 and 25)
 - Spain - Digits 13 and 14
- **Account Holder/Beneficiary Name:** field is auto-populated with your Legal Entity Name, please verify and change if needed. If Account Holder/Beneficiary Name does not match the Legal Entity Name, additional documentation will be required in the Attachment section.

Beneficiary name in local language is required only for the following countries:

- China Mainland
- Japan
- China Taiwan

PLEASE NOTE: Once you click **Save Draft** or **Send to Apple**, your bank account numbers and IBAN numbers will be encrypted for your company's data privacy protection.

The next login will show the account numbers as encrypted.

Selection	Bank Country/Region	Bank Name	Bank Account (encrypted)	Account Holder/Beneficiary Name	Delete
<input checked="" type="radio"/>	US	Bank of America, National Association	~2F6A68GtnMX*DFCf\$XELC(\$9p04v(U4)s-A*#BeVZdsZEUmh0xyNl2X8Gj5f\$W_7nzW	Skyward Ivy	

* Bank Country/Region:

* ABA ROUTING NUMBER:

Press Enter/Return key to validate and auto fill bank address

Bank Name:

Bank Branch:

Bank Branch Address:

Bank City:

Bank Region/Area:

* Bank Account (encrypted):

* Re-enter Bank Account (encrypted):

5. If you have an intermediary bank that acts on behalf of the beneficiary bank to receive payments, click the **Checkbox** to expand the Intermediary Bank Data subsection.

Click on **Add Intermediary Bank** and complete required bank data fields.

Selection	Bank Country/Region	Bank Name	Bank Account (encrypted)	Account Holder/Beneficiary Name	Delete
<input checked="" type="radio"/>	US	Bank of America, National Association		Skyward Ivy	

* Bank Country/Region: USA

* ABA ROUTING NUMBER: 063000047

Bank Name: Bank of America, National As...

Bank Branch: Downtown Jacksonville

Bank Branch Address: 50 N Laura St

Bank City: JACKSONVILLE

Bank Region/Area: Florida

* Bank Account (encrypted):

* Re-enter Bank Account (encrypted):

Account Type / Check Digit:

* Account Holder/Beneficiary Name: Skyward Ivy

Swift Code: BOFAUS3NXXX

* Account Currency:

Bank Details for Further Credit:

Intermediary Bank Data Available: ☒

Add Intermediary Bank

Selection	Bank Country/Region	Bank Key	Delete
<input checked="" type="radio"/>			

Intermediary Bank Country/Region:

Bank Country - Türkiye

For Bank Country Türkiye, see steps below to successfully add your bank.

- The Banka Kudo is the 4 digit number from digit 4-7 in the IBAN
- The Account number will always be the last 16 digits of the IBAN

IBAN	TRXXX 0062 XX 3456789123456789
Banka Kodu	0062
Account number	3456789123456789

- Supplier Connect will populate an extra 0; press **Enter/Return Key** to populate the rest of the bank information.
- If nothing populates, press the **Magnifying Glass** icon and enter parameters for bank name, address, city, SWIFT code

Bank Data

Please verify that all Bank information, including Bank Beneficiary Name, is correct.

Payment Options: Banking

Create Bank Data

Select from the Existing Banks:

Selection	Bank Country	Bank Name	Bank Account (encrypted)	Account Holder/Beneficiary Name	Delete
<input checked="" type="radio"/>					

* Bank Country: Türkiye

* BANKA KODU/SUBE KODU: 00062

Magnifying Glass icon

Press Enter/Return key to validate and auto fill bank address

- Enter your IBAN
- Enter your Bank Account Number using the last 16 digits of your IBAN

Selection	Bank Country/Region	Bank Name	Bank Account (encrypted)
<input checked="" type="radio"/>	TR	Garanti Bankasi Findikzade 437	

* Bank Country/Region: Türkiye

* Why bank country is different from Vendor domicile country?:

* BANKA KODU/SUBE KODU: 00062

* IBAN (If Applicable) (encrypted):

Bank Name: Garanti Bankasi Findikzade 437

Bank Branch: 0342

Bank Branch Address:

Bank City:

Bank Region/Area: Turkey region

* Bank Account (encrypted):

* Re-enter Bank Account (encrypted):

* Account Holder/Beneficiary Name: Skyward Ivy


Swift Code: TGBATRS

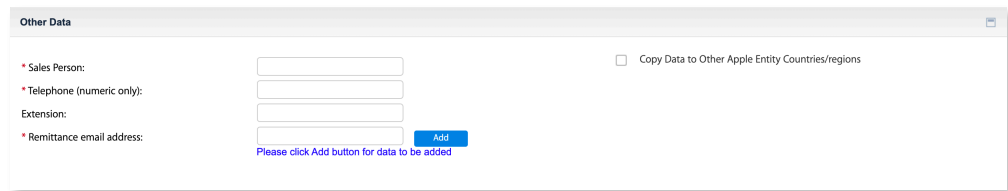
* Account Currency:

Bank Details for Further Credit:

Intermediary Bank Data Available: ☐

Other Data

- Complete the required fields for Sales Person, Telephone (no alpha characters), and Remittance email address.
- Click the **Add** button to add the remittance email address.
- Click the **Trash Can**  icon to remove a remittance email address.
- To copy the information to other Apple Entity Countries, click the **Checkbox**, then click **Copy**.



Other Data

* Sales Person:

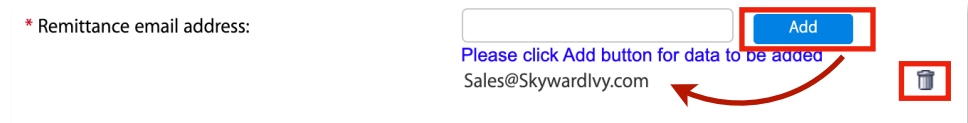
* Telephone (numeric only):


Extension:

* Remittance email address: **Add**

Please click Add button for data to be added

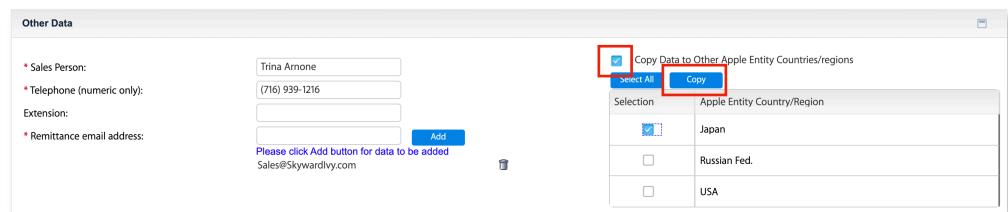
☐ Copy Data to Other Apple Entity Countries/regions



* Remittance email address: **Add** 

Please click Add button for data to be added

Sales@Skywardlv.com



Other Data

* Sales Person:

* Telephone (numeric only):

Extension:

* Remittance email address: **Add**

Please click Add button for data to be added

☒ Copy Data to Other Apple Entity Countries/regions

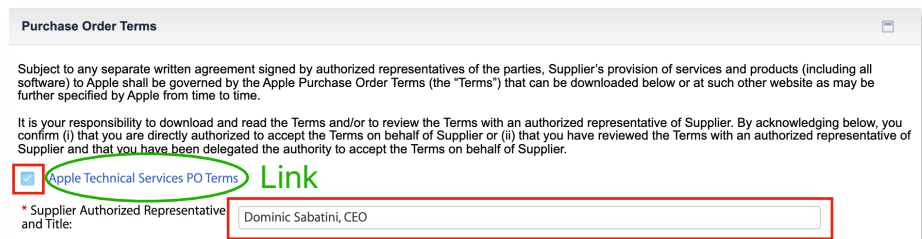
Copy

Selection	Apple Entity Country/Region
<input checked="" type="checkbox"/>	Japan
<input type="checkbox"/>	Russian Fed.
<input type="checkbox"/>	USA

Purchase Order Terms and Conditions

Supplier's provision of services and products (including all software) to Apple shall be governed by the applicable Apple Purchase Order Terms and Conditions, unless superseded by a written agreement signed by authorized representatives of the parties. The Terms must be acknowledged before the supplier on-boarding process can be completed.

- Click on the link of the Apple Purchase Order Terms and Conditions Download and read the Terms and/or to review the Terms with an authorized representative of your company.



Purchase Order Terms

Subject to any separate written agreement signed by authorized representatives of the parties, Supplier's provision of services and products (including all software) to Apple shall be governed by the Apple Purchase Order Terms (the "Terms") that can be downloaded below or at such other website as may be further specified by Apple from time to time.

It is your responsibility to download and read the Terms and/or to review the Terms with an authorized representative of Supplier. By acknowledging below, you confirm (i) that you are directly authorized to accept the Terms on behalf of Supplier or (ii) that you have reviewed the Terms with an authorized representative of Supplier and that you have been delegated the authority to accept the Terms on behalf of Supplier.

☒ [Apple Technical Services PO Terms](#) **Link**

* Supplier Authorized Representative and Title:

- Click the checkbox to acknowledge each Apple Purchase Order Terms and Conditions shown.
- Enter the name and title of the person who is authorized to accept the Terms on behalf of your company.

PLEASE NOTE: Records created from **November 14, 2021** onward show PO T&C's under Company Information tab for all Divisions (Pages 16 & 18). Records created *before* this date show PO T&C's under Banking and Tax tab for each country.

Multiple Apple Entities

If working with multiple Apple entities, scroll to the top of the page and select the next country to complete the required banking and tax fields.

- Repeat steps for Pages 21-27 for each country listed.
- Always click **Save Draft** before switching countries.

The screenshot shows the 'Banking and Tax' section of a form. On the left is a sidebar with buttons for 'Company Information', 'Address', 'Contacts', 'Banking and Tax' (highlighted), and 'Attachments'. The main area has a dropdown menu labeled 'Select Each Apple Entity Country/Region From the List:' with a list showing 'China mainland', 'Japan', 'Russian Fed.' (selected with a checkmark), and 'USA'. Below this is a 'Bank Data' section with a message 'Please verify that all Bank information, including Bank Beneficiary Name, is correct.' and a 'Payment Options:' dropdown set to 'Banking'. A 'Create Bank Data' button is visible.

- To use the same banking information for different Apple entities, click the **Select from the Existing Banks** drop-down list to pick the bank.
- Click **Save Draft**

This screenshot shows the 'Banking and Tax' section with the 'Select Each Apple Entity Country/Region From the List:' dropdown set to 'Russian Fed.'. The 'Bank Data' section includes the same verification message and 'Payment Options:' dropdown. Below the 'Create Bank Data' button is a 'Select from the Existing Banks:' dropdown menu, which is open, showing 'Bank of America, National Association' as the selected option. At the bottom, a table lists existing banks with columns for Selection, Bank Country/Region, Bank Name, Bank Account (encrypted), and Account Holder/Beneficiary Name. The table currently shows 'No result found'.

Multiple Banks for One Country/Region

- Click the **Create Bank Data** button to add an additional bank.

The screenshot shows the 'Banking and Tax' section with the 'Select Each Apple Entity Country/Region From the List:' dropdown set to 'Russian Fed.'. The 'Bank Data' section includes the verification message and 'Payment Options:' dropdown. The 'Create Bank Data' button is highlighted with a red box. Below it is the 'Select from the Existing Banks:' dropdown menu. At the bottom, a table lists existing banks with columns for Selection, Bank Country/Region, Bank Name, Bank Account (encrypted), Account Holder/Beneficiary Name, and Delete. The table shows one entry for 'US' with 'Bank of America, National Association' as the bank name.

- Provide justification as to why 2 banks are needed to be used in 1 country/region.
- Repeat steps on Pages 23-27.

This screenshot shows the 'Banking and Tax' section with the 'Select from the Existing Banks:' dropdown menu open. Below the table, there is a text box labeled 'Why do you need multiple banks:' with a red box around it, indicating where to provide justification for having multiple banks in the same country/region.

Edit Existing Bank Data

To modify or remove existing banking information that has already been successfully approved for use, **you must verify the bank account first.**

- Enter in the last 4 digits of your account number/IBAN into the validation field and click **Submit**

Bank Data

Please verify that all Bank information, including Bank Beneficiary Name, is correct.

Payment Options: Banking

To edit, add or delete bank data: Please enter last 4 digits of bank account number/IBAN to validate (if the bank account number/IBAN is 5 digits or less, please enter last 2 digits.) This will open the fields for edit.

Bank account number / IBAN:

SUBMIT

Selection	Bank Country/Region	Bank Name	Bank Account (encrypted)	Account Holder/Beneficiary Name	Delete
<input checked="" type="radio"/>	US	Bank of America, National Association	=2F6A68GTnMX*;DFCF;\$XELC(\$9p04v((U4!)s~A^#BeVZdsZEUmh0xyN(i2K8Gj5i?r\$W_7nzW	Skyward Ivy	

- After the account has successfully been verified, you will receive this confirmation at the top of the page.

Supplier Connect

Company

Company Selector

Apple Requirements Documents

Qualification

Task

Contact Us

Help

Company > Company Data

View

Save Draft

Send to Apple

Messages

✓ Bank account number/IBAN validation is successful. Please proceed.

- Banking details can now be edited or removed.
- To remove a bank line, click the **Trash Can** icon.
- Click **Save Draft** once completed.

PLEASE NOTE: If additional banking updates need to be made to multiple countries that your company is doing business with, bank validation will be needed again for each country.

Bank Data

Please verify that all Bank information, including Bank Beneficiary Name, is correct.

Payment Options: Banking

To edit, add or delete bank data: Please enter last 4 digits of bank account number/IBAN to validate (if the bank account number/IBAN is 5 digits or less, please enter last 2 digits.) This will open the fields for edit.

Bank account number / IBAN:

SUBMIT

Selection	Bank Country/Region	Bank Name	Bank Account (encrypted)	Account Holder/Beneficiary Name	Delete
<input checked="" type="radio"/>	US	Bank of America, National Association	=2F6A68GTnMX*;DFCF;\$XELC(\$9p04v((U4!)s~A^#BeVZdsZEUmh0xyN(i2K8Gj5i?r\$W_7nzW	Skyward Ivy	

* Bank Country/Region:

USA

* ABA ROUTING NUMBER:

063000047

Bank Name:

Bank of America, National As...

Bank Branch:

Downtown Jacksonville

Bank Branch Address:

50 N Laura St

Bank City:

JACKSONVILLE

Bank Region/Area:

Florida

* Bank Account (encrypted):

123456

* Re-enter Bank Account (encrypted):

=2F6A68GTnMX*;DFCF;\$XEL...

Account Type / Check Digit:

Checking

* Account Holder/Beneficiary Name:

Skyward Ivy

Swift Code:

BOFAUS33XXX

* Account Currency:

USD - United States Dollar

Bank Details for Further Credit:

Intermediary Bank Data Available:

☐

3.5 Attachments

In the Attachments section, you will upload required documents (e.g. Diversity Certificate, Business License, Tax forms, etc). Depending on the Apple entity you will be doing business with, different attachments may be required.

Supplier Connect

Company > Company Data

View Save Draft Send to Apple

Company Information

Address

Contacts

Banking and Tax

Attachments

List of Attachments

* Description:

* Attachment Category:

* File Name:

No file chosen. Browse Add Attachment

File Name	Description	Attachment Category	Expiry Date	Created By	Created On	Created At	Delete
No result found							

- Description:** Enter a brief description of the file you are attaching (e.g. Bank Letter, Diversity Certificate, Legal Document, etc).
- Attachment Category:** Select the appropriate attachment type.
 - Bank Supporting Documents - select "Other Attachments".
 - Diversity or Other Certificates - provide expiration date.
 - US-Tax Form - a W-8 or W-9 is required if doing business in Apple USA.
 - If you receive an error notice that legal agreement documentation is required, you must select "Legal Agreement Documentation" from the Attachment Category.
- File Name:** Click **Browse** to choose a file and click **Add Attachment**.
 - File name cannot contain Chinese characters or any special characters.
 - File name cannot contain any spaces
 - File size must be no more than 50MB
 - There is no limit to the number of files you can add
 - If you receive an error notice that legal agreement documentation is required, you must select "Legal Agreement Documentation" from the Attachment Category.
- Click **Save Draft**.

PLEASE NOTE:

Deleting an attached file can only be done in Edit mode by clicking on the **Trash Can** icon. Once you submit the file for Apple to review, you cannot delete it.

File Name	Description	Attachment Category	Created By	Created On	Created At	Delete
FS_Solo_Legal_Entity_Data_SLC.xlsx	ABC	Acceptable Business Documents	X0321242OS	14.09.2017	12:04:19	
Vehicle Form PDF Test.pdf	Test	Other Attachments	X875285632FL	28.01.2018	17:09:31	

For general questions or more information on what tax form to use, visit link [US Tax Information page](#).

Apple cannot assist the supplier in choosing which tax form to complete or assist in completing the tax form, as this would constitute providing tax advice. We suggest you consult your in-house tax department or an outside tax advisor.

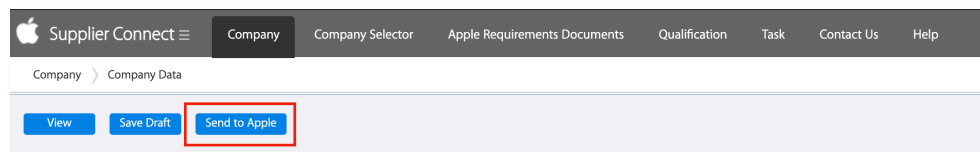
Chapter 4: Submit Your Company Profile and Next Steps


Once you have completed all the required fields in the Address, Contacts, Banking and Tax sections and uploaded any required documents, you will need to submit your request to Apple to approve your company record.

PLEASE NOTE: Once you submit to Apple, you will not be able to edit any information until your request has either been approved or rejected by Apple.

4.1 Submit Your Company Profile

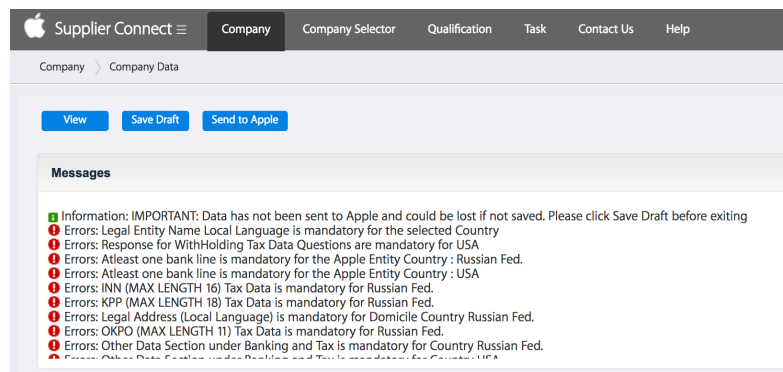
1. Click **Send to Apple** to submit your data.



2. If there are any errors that need to be addressed, you will see them displayed with a red symbol .

Correct all errors and click **Send to Apple** again.

- When correcting errors, click **Save Draft** to store the entered information before exiting the screen. Your data could be lost if not saved.

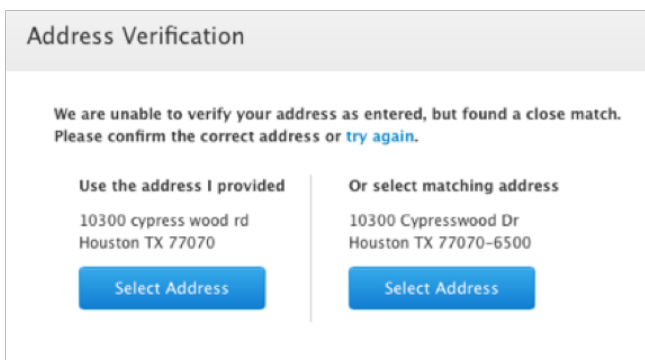


Please reference Chapter 7: Log in-Issues, Errors, and Warnings on Pages 37-47

PLEASE NOTE: If you are not able to clear the errors, click **Save Draft** to save your changes, then send a screenshot of the errors and the data you entered to supplier_connect_support@apple.com for assistance.

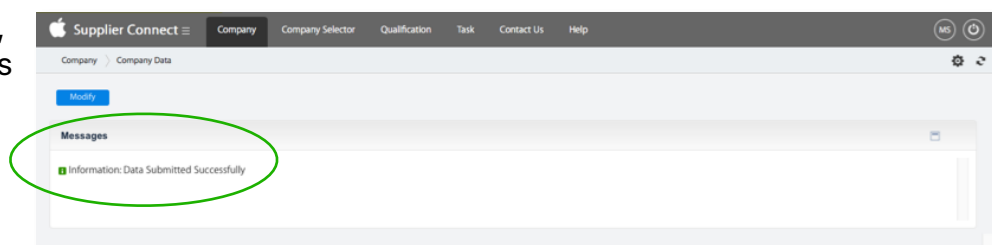
3. When no errors are found, Apple Supplier Connect will automatically validate legal entity address via Address Validation Software. Depending on the outcome, please take the necessary action:

- **Exact Match** – address is accepted. No action required.
- **Close Match** – similar address is found. Please do one of the following: select to use the address you provided, select the matching address we found, or click the try again link to edit the address.
- **No Match** – address as entered is not found. Please either select to use the address you provided or click the try again link to edit the address.



The image shows a dialog box titled "Address Verification". It contains a message: "We are unable to verify your address as entered, but found a close match. Please confirm the correct address or [try again](#)." Below this message, there are two columns. The left column is titled "Use the address I provided" and shows "10300 cypress wood rd" and "Houston TX 77070" with a "Select Address" button below. The right column is titled "Or select matching address" and shows "10300 Cypresswood Dr" and "Houston TX 77070-6500" with a "Select Address" button below.

4. If there are no errors, the displayed messages will indicate **Data Submitted Successfully**.



4.2 Next Steps

Apple will review your company's profile and approve your supplier setup. If your request is rejected, you will receive an email notification to update the record and resubmit. Once your supplier record is fully approved, you will receive a confirmation email with your Supplier ID that should be referenced on all invoices.

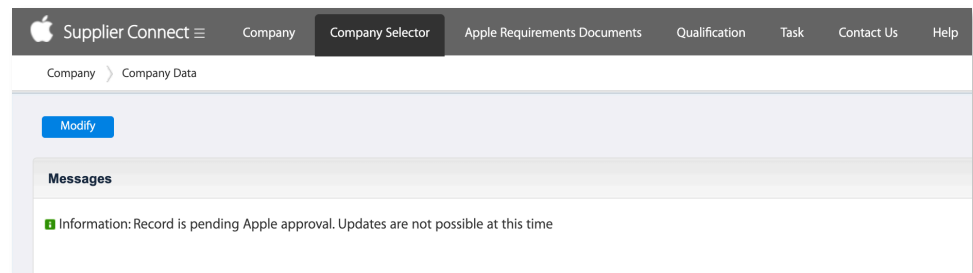
Chapter 5: Making Changes After Sending to Apple

Once you are an approved supplier with Apple and have received your Supplier ID you may come back and update your company's information at any time. You are responsible for maintaining the PO email address and remittance email address for your company.

Changes listed below will require Apple internal review and approval:

- New banking information
- Updated tax information
- Legal entity name change (An acceptable business document (e.g., W-9, W-8 forms in US) is mandatory if you are changing your Legal Entity name or your tax ID.)

Once submitted, the record will be locked for any additional changes until the submitted changes are approved or rejected.



- If your changes are rejected, you will receive an email notification to update the record and re-send to Apple.
- When your changes are approved, you will receive a confirmation email including your Apple Supplier ID

PLEASE NOTE: If both your legal entity name and your tax ID have changed, a new supplier profile record must be created. Please contact your Apple internal contact to create a new supplier request. If you do not have an Apple contact, please contact supplier_connect_support@apple.com for assistance.

Chapter 6: Apple-Initiated Data Change

As an approved supplier, your services may be requested by multiple Apple divisions. If your services are requested by an Apple entity you are not currently doing business with, you will need to complete your company's information to be set up as an approved supplier for that division. You will receive an email notification if you need to provide this information.

1. Click the link in the email to log into Apple Supplier Connect
2. Follow steps outlined in pages 15-30 to submit the new information

Chapter 7: Log-in Issues, Errors, and Warnings

If you are having trouble logging into Apple Supplier Connect, or receive an error message when trying to send your company data to Apple, please review the following instructions to resolve these common errors. If you are unable to clear the error after performing the suggestions provided, send a screenshot to supplier_connect_support@apple.com for assistance.

7.1 Log-in Messages

Email Verification Request

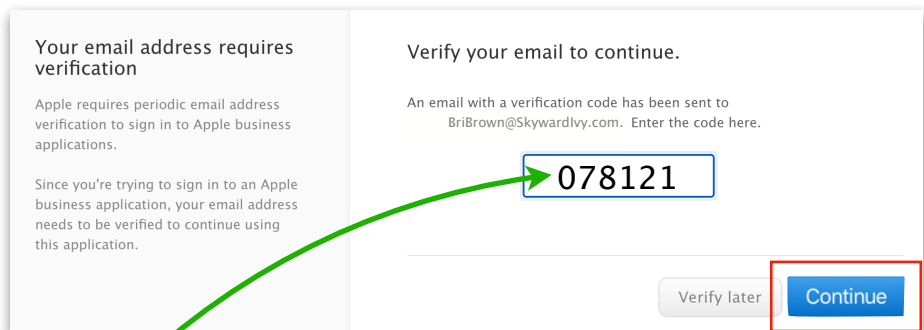
Upon logging into Apple Supplier Connect, even for the first time, you may be required to verify your email address.

It is normal to periodically be prompted for email verification.

An email with a verification code will be sent to the email address listed in the message.

1. Log into the email address listed in the message.
2. Copy the verification code from the email.
3. Paste the verification code in the requested field.
4. Click **Continue**.

After successful verification, you will be taken to Apple Supplier Connect.



Your email address requires verification

Apple requires periodic email address verification to sign in to Apple business applications.

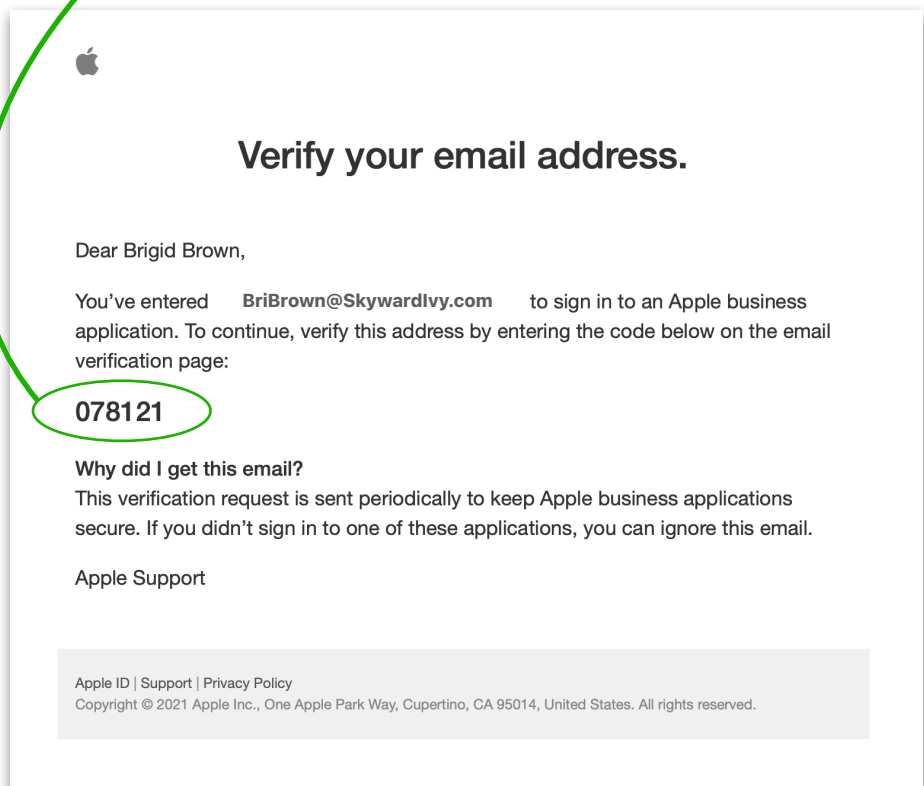
Since you're trying to sign in to an Apple business application, your email address needs to be verified to continue using this application.

Verify your email to continue.

An email with a verification code has been sent to BriBrown@SkywardIvy.com. Enter the code here.

078121

Verify later **Continue**



Apple

Verify your email address.

Dear Brigid Brown,

You've entered **BriBrown@SkywardIvy.com** to sign in to an Apple business application. To continue, verify this address by entering the code below on the email verification page:

078121

Why did I get this email?

This verification request is sent periodically to keep Apple business applications secure. If you didn't sign in to one of these applications, you can ignore this email.

Apple Support

Apple ID | Support | Privacy Policy
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Incorrect Information


The Apple ID and/or password used is incorrect. Please enter the Apple ID and password that is registered to log in with Apple Supplier Connect.

Apple ID and password related issues can be helped at <https://iforgot.apple.com>

Please Sign In

Please enter your Apple ID and password.



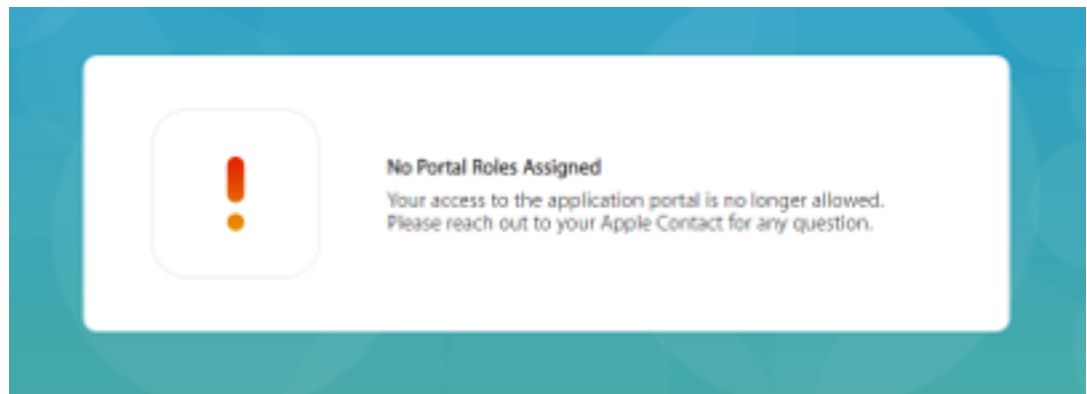
 **Your account information was entered incorrectly.**

Apple ID

Password

[Forgot Password?](#) [Sign In](#)

No Portal Roles Assigned



Your portal access may have been revoked.

Reach out to an Apple Supplier Connect provisioned admin at your company to look into registering you to be a primary admin. Review pages 9-11 for adding a provisioned user. If another provisioned user is unable to do this, please reach out to your Apple Business Contact (information found on company PO).

403 Forbidden

1. Re-enter <https://ep.sap.apple.com> in the URL address bar and press **Enter/Return** key.
2. If step 1 does not work, review **System Errors** procedure on Page 36.



Oops!



Error while trying to access Apple Enterprise portal through Single-Sign-On (SSO).

Please contact IS&T helpline with below error code.

Error Code : DS_ERR_12

To retry login using

Apple Connect SSO [Click Here](#)

Error DS_ERR_12

This error message is in relation to:

- Access
- Registration
- System errors

Access - The email address used to log into Apple Supplier Connect has not been granted access.

If you do not have access to Apple Supplier Connect, please reach out to another Apple Supplier Connect provisioned user from your company to add you on. Review Pages 9-11 for adding a provisioned user. If another provisioned user is unable to do this, please reach out to your Apple Business Contact (information found on company PO).

Registration - The email address used to log into Apple Supplier Connect must be registered first to use with the portal. Review Pages 5-8 for the registration process.

If registration has not been completed and the registration link has expired, please reach out to another provisioned user from your company to send a new link. If another provisioned admin is unable to do this, please reach out to supplier_connect_support@apple.com for assistance.


System errors - This error can often be caused by an internet setting or network configuration setting. To help resolve this issue, please follow these steps:

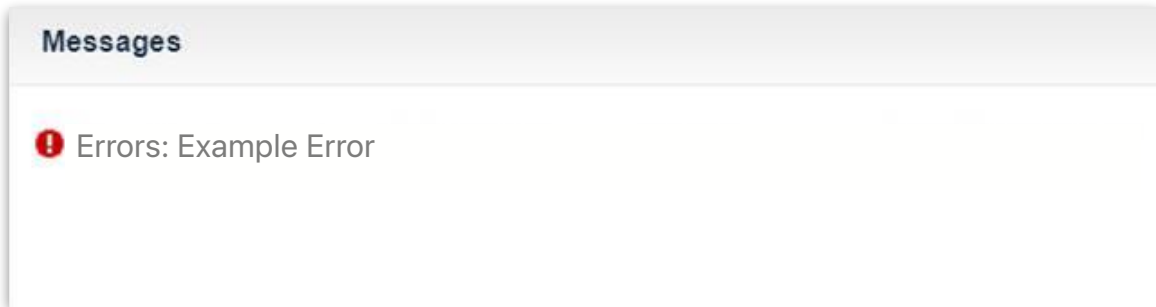
1. If applicable, log out of Supplier Connect (do not just close web browser window)
2. Clear browser's cache and history
3. Try to re-login with link <https://ep.sap.apple.com>
4. Try logging in with a different browser (Safari, Internet Explorer/Edge, Chrome)
5. Try restarting computer and logging in again

If you are still experiencing a problem after these steps, reach out to supplier_connect_support@apple.com with a screenshot of the error.

PLEASE NOTE: Following the System Errors steps can resolve other various web based errors and issues.

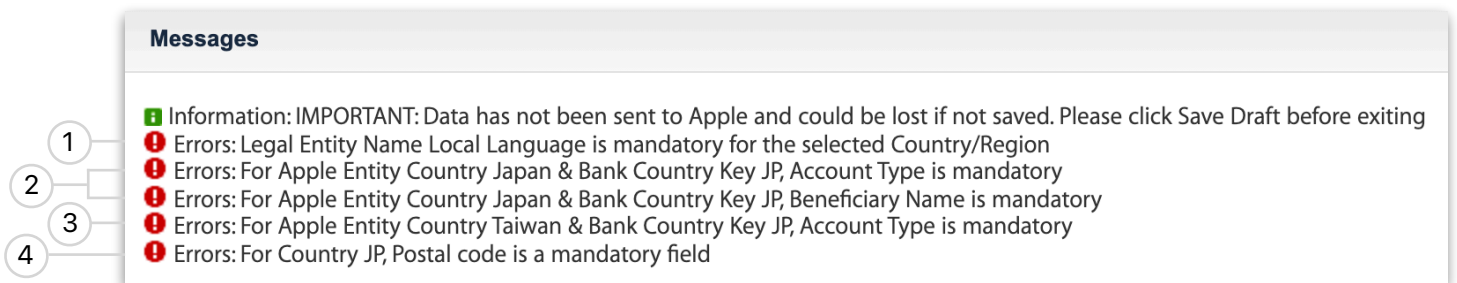
7.2 Errors

Errors will appear with a red symbol  next to them, at the top of the Apple Supplier Connect page. All errors must be resolved before data can be submitted.



How to Locate Errors (Examples)

Error messages normally indicate which section and field needs correcting. Please review the following examples below.

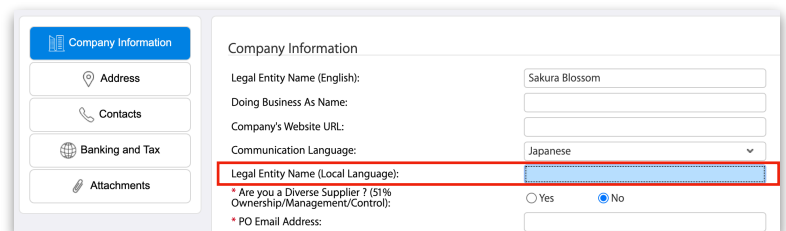
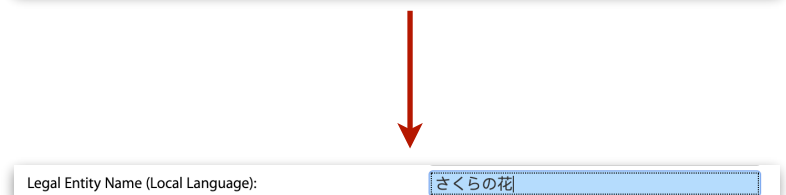


Example Error 1

Legal Entity Name Local Language is mandatory for selected Country/Region

Some countries/regions require information in local language.

- The "Legal Entity Name" fields are located on the Company information page.
- 1. Locate field "Legal Entity Name (Local Language)" and enter the name in the required language. Do not enter any English or special characters.
- 2. Click **Save Draft**.

A screenshot of the 'Company Information' form. The form has a sidebar with tabs: Company Information, Address, Contacts, Banking and Tax, and Attachments. The main form fields include: Legal Entity Name (English): Sakura Blossom; Doing Business As Name: ; Company's Website URL: ; Communication Language: Japanese; Legal Entity Name (Local Language): (highlighted with a red box); * Are you a Diverse Supplier? (51% Ownership/Management/Control): Yes (radio button), No (radio button, selected); * PO Email Address: .A screenshot of the 'Legal Entity Name (Local Language)' field. A red arrow points from the field in the form above to this field. The field contains the text 'さくらの花' (Sakura Blossom).

Example Error 2

For Apple Entity Country Japan & Bank Country Key JP, Account Type is mandatory

For Apple Entity Country Japan & Bank Country Key JP, Beneficiary Name is mandatory

What can be told by the Error descriptions?

- Apple Entity Country is Japan - *Apple Entity Country Japan*
- Bank is located in Japan - *Bank Country Key JP*
- Related to banking information - *Bank*
- Fields were left blank - *Account Type/Beneficiary Name is mandatory*
- Both errors are in the same area of Supplier Connect - "*For Apple Entity Country Japan & Bank Country Key JP,*" is displayed twice

1. From the **Banking and Tax** tab, select the Apple Entity Country/Region as **Japan**.

2. Select the radio button for **Japan (JP)**

3. Select **Account Type/Check Digit**, and type in **Beneficiary Name**.

4. Click **Save Draft**.

Example Error 3

For Apple Entity Country Taiwan & Bank Country Key JP, Account Type is mandatory

What can be told by the Error description?

- Apple Entity Country is Taiwan - *Apple Entity Country Taiwan*
- Bank is located in Japan - *Bank Country Key JP*
- Related to banking information - *Bank*
- Fields were left blank - *Account Type is mandatory*
- Error is very similar to **Example Error 2**, but the country/region is different.

1. From the **Banking and Tax** tab, select the Apple Entity Country/Region as **Taiwan**.

2. Select the radio button for **Japan (JP)**

3. Select **Account Type/Check Digit**.

4. Click **Save Draft**.

Example Error 4

For Country JP, Postal Code is a mandatory field

A Postal Code is needed for an address listed in Japan.

1. From the **Address** tab, select radio button for **Japan** in relation to the address missing the Postal Code.

2. Enter the **Postal Code**.

3. Click **Save Draft**, then **Send to Apple**.

Selection	Country/Region	Postal Code	City	Region/Area	Delete
<input checked="" type="radio"/>	Japan		Abiko-shi	Chiba-ken	
<input type="radio"/>	Japan	565-0875	我孫子市	Chiba-ken	
<input type="radio"/>	Taiwan		Taya Hsiang		

* Country/Region: Japan
C/O or Attn Name: 387-1059, Aoyamadal
* Street 1: Abiko-shi
* City: Abiko-shi
Postal Code: 565-0875
* Region/Area: Chiba-ken
District:
* Address Type: Legal Entity Address (English)

All Example Errors have been successfully resolved.

Supplier Connect Company Company Selector Apple Requirements Documents Qualification Task Contact Us Help

Company > Company Data

View Save Draft Send to Apple

Messages

Information: Data Submitted Successfully

Company Information

Legal Entity Name (English): Sakura Blossom >35 characters

Doing Business As Name:

Company's Website URL:

Communication Language: Japanese

Legal Entity Name (Local Language): さくらの花

* Are you a Diverse Supplier ? (51% Ownership/Management/Control):
☐ Yes ☒ No

* PO Email Address: A_Yamagata@SakuraBlossom.jp

Government Interaction:

* Will your company interact with the government on Apple's behalf as part of this engagement? ☐ Yes ☒ No

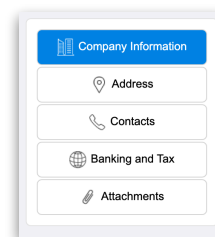
* Will your company hire a subcontractor that will interact with the government on Apple's behalf as part of this engagement? ☐ Yes ☒ No

Common Errors and Warnings List

Locate your specific error and how to resolve it.

Text below listed in **blue** indicates that the message will be altered in these areas depending on the data in your Apple Supplier Connect record.








Use the color-coded headers below to determine which area of Apple Supplier Connect is related to the error.



PLEASE NOTE: If your record is rejected and an updated form must be attached, make sure the file name of the new file is different than the previously submitted file






i Information	Record is pending Apple approval. Updates are not possible at this time
Reason	Data has previously been submitted to Apple and is waiting for approval.
Resolution	Wait until new data has been approved or rejected to make a new edit. Review may take up to 2 business days.
Reference	Page 33
⚠ Warning	Has your Doing Business As Name Changed? Tax ID provided should match the Legal document. For more information please refer to FAQ Legal Entity Name should match the IRS records for the US Taxpayer Identification Number on your tax form
Reason	These warning messages are presented if you change your Legal Entity Name.
Resolution	You may still submit your request, however you may wish to verify the data you have entered is correct and agree with the documents you provide to Apple. Confirming the information and document given in this form is complete and accurate will avoid having your request declined by Apple.
Reference	Legal Entity Name field: Page 16 Legal Entity Name change: Page 33
❗ Error Message	Record is locked/being processed by Business partner XXXXXXXXTA
Reason	Another provisioned admin is currently editing the record. The last 2 letters match the user's first and last name. OR The system senses a Supplier Connect log on in a different web session.
Resolution	-Clear cache and retry logging in -Wait 20 minutes or more to try logging in again
Reference	Page 36
TAB	COMPANY INFORMATION
❗ Error Message	Company Information: Response to question "Are you a Diverse Supplier?" is mandatory
Reason	Radio button for Diverse Supplier question was not responded to
Resolution	Select 'yes' or 'no' radio button for Diverse Supplier question
Reference	Page 16

Error Message	Ethnicity Supplier Diversity Classification Certificate Number for Diversity Classification ...is a mandatory field
Reason	Questions populated from Diverse Supplier radio button = 'yes' have not been answered.
Resolution	-Answer required questions related to Diverse Supplier = 'yes' -Select 'no' radio button if not a Diverse Supplier
Reference	Page 17
Error Message	PO Email is mandatory for Approved Supplier
Reason	PO Email address was not provided.
Resolution	Input PO Email address.
Reference	Page 17
Error Message	Answer the mandatory questions under Government Interaction
Reason	One or both of the radio buttons under Government Interaction have not been selected.
Resolution	Select 'yes' or 'no' radio buttons for Government Interaction questions.
Reference	Page 16
Error Message	Enter description of how your company will interact with the government on Apple's behalf under government interaction
Reason	Government Interaction question = 'yes' for interaction, but the description field was left blank.
Resolution	-Enter in a description -Change radio button to 'no' if company will not interact with the government
Reference	Page 18
Error Message	Enter the legal entity name of the subcontractor under government interaction
Reason	Government Interaction with subcontractor question = 'yes', but subcontractor name field was left blank.
Resolution	-Enter subcontractor's Legal Entity Name -Change radio button to 'no' if subcontractor will not interact with the government
Reference	Page 18
Error Message	Select the country/region of the subcontractor under Government Interaction
Reason	Government Interaction with subcontractor question = 'yes', but country/region of subcontractor was not provided.
Resolution	-Choose country of subcontractor from drop-down menu -Change radio button to 'no' if subcontractor will not interact with the government
Reference	Page 18
Error Message	Enter description of how your company will interact with the government on Apple's behalf under government interaction
Reason	Government Interaction with subcontractor question = 'yes', but description field of interaction was left blank.
Resolution	-Enter in a description -Change radio button to 'no' if subcontractor will not interact with the government
Reference	Page 18
Error Message	Tax Domicile Country/Region is a mandatory field
Reason	Tax Domicile Country/Region has not been selected.
Resolution	Choose Tax Domicile Country/Region from the drop-down menu and answer populated tax questions.
Reference	Pages 16 & 18

TAB	ADDRESS
 Error Message	For Address in line 2, country/region is a mandatory field
Reason	There are 2 address lines listed for your business in Supplier Connect. Address line 2 has not been completed.
Resolution	-Select the country/region for the second address listed -Delete the second address line if it is not needed
Reference	Page 19
 Error Message	For Country [country/region]... Street 1 City Region/Area Address Type Postal Code ...is a mandatory field
Reason	Address information for county listed in error message has not been completed.
Resolution	Select the country in the Address line that is missing information and input data.
Reference	Page 19
 Error Message	For Country [country/region], Postal code 1234567 must have the length 8
Reason	Postal code information is an incorrect length for listed country in error message.
Resolution	Input correct Postal code format.
Reference	Page 19
 Error Message	For Country [country/region], Use only digits in places 1 to 5 in postal code こんにちは
Reason	There are invalid characters in the Postal code field.
Resolution	Remove special characters from Postal code field and only use digits.
Reference	Page 19
 Error Message	Legal Address (Local Language) is mandatory for Domicile Country/Region [country/region]
Reason	Some countries require the address to be listed in local language as well as English.
Resolution	Fill in the additional address line fields in local language.
Reference	Page 19
 Error Message	Legal Local Address is not allowed for given Domicile - Apple Entity Country/Region
Reason	Local language is not required for address, only certain countries require this.
Resolution	-Complete address in English only -If address was already given in English and there is another line for local language, delete this line
Reference	Page 19
TAB	CONTACTS
 Error Message	For Record X in Contacts Tab,... First Name Last Name Contact Type Email ...is a mandatory field
Reason	A contact is missing required information.
Resolution	Locate the contact record listed in the error message, input missing information.
Reference	Page 20

Error Message	The contact email address こんにちは is not in correct format; @ is missing
Reason	There are invalid or missing characters in the email address listed.
Resolution	Locate email address listed in error message and type in the proper format.
Reference	Page 20
TAB	BANKING AND TAX
Error Message	Response for Withholding Tax Data Questions are mandatory for Country [country/region]
Reason	Tax withholding questions not completed for country listed in error message.
Resolution	Select bank country, go to Withholding Tax Data section, respond to questions.
Reference	Page 21
Error Message	SSN (XXX-XX-XXXX) or FEIN (XX-XXXXXXX) Tax Data is mandatory for Country [country/region]
Reason	SSN/FEIN not input for country listed in error message.
Resolution	Select bank country, go to Tax Data section, respond to questions.
Reference	Select Bank Country: Page 21 Tax Data section: Page 22
Error Message	[Country/region] Local TAX ID ([c/r] + MAX "X" CHARS) Invalid Tax Data for [country/region]
Reason	Tax data has been entered in an incorrect format for country listed in error message.
Resolution	Select bank country, go to Tax Data section, review and correct your answers. The proper format will be noted in the error message (e.g. MAX 14 CHARS). -Confirm the Tax ID was entered correctly, ensuring no spaces, slashes (/), or special characters -In some cases a prefix may be needed (e.g. local tax ID for Singapore starts with 'SG')
Reference	Select Bank Country: Page 21 Tax Data section: Page 22
Error Message	At least one bank line is mandatory for the Apple Entity Country: [country/region]
Reason	Country listed in the error message does not have bank information listed.
Resolution	Select bank country, go to Bank Data section, input bank information.
Reference	Select Bank Country: Page 21 Bank Data section: Pages 23-26
Error Message	For Apple Entity Country [country/region], Bank Country/Region is mandatory
Reason	Bank country/region was not input for the country listed in the error message.
Resolution	Select bank country, go to Bank Data section, select country of bank.
Reference	Select Bank Country: Page 21 Bank Data section: Page 23
Error Message	Banking and Tax: Enter why bank country is different from vendor domicile country
Reason	A reason was not given clarifying why the bank country and vendor domicile country are not the same.
Resolution	Select bank country, go to Bank Data section, input justification reason into field.
Reference	Select Bank Country: Page 21 Bank Data section: Page 23

Error Message	Bank Key XXXXXXXXXX is longer than XX characters
Reason	Bank Key is too long.
Resolution	Select bank country, go to Bank Data section, input bank key, hit enter/return to auto-populate bank address. If the address does not populate, there is likely an issue with the data you are entering.
Reference	Select Bank Country: Page 21 Bank Data section: Pages 23–26
Error Message	Bank Account contains invalid character # for Apple Entity Country [country/region] & Bank Key OR Apple Entity Country [country/region] and Bank Country Key [country/region], Bank Account does not match
Reason	There is an invalid character in the Bank Account field.
Resolution	Select bank country, go to Bank Data section, confirm the number you entered in the Bank Account field is the correct format for your banking country. -Validate bank data with your bank if necessary -Clear the entire field and re-enter data
Reference	Select Bank Country: Page 21 Bank Data section: Page 23 Bank Account field: Page 25
Error Message	For Apple Entity Country [country/region] and Bank Country Key [country/region], Account Type is mandatory
Reason	The Account Type field is required for some countries.
Resolution	Select bank country, go to Bank Data section, locate Account Type field. If there is a drop-down menu, select the type. If not, follow country guidelines on Page 25
Reference	Select Bank Country: Page 21 Bank Data section: Page 23 Account Type guidelines: Page 25
Error Message	For Apple Entity Country [country/region] & Bank Country Key [bank country/region]... Account Currency Bank/Branch Code Bank Account Bank Branch Bank Branch Address Bank City Bank Name Bank Region/Area Re-enter Bank Account Swift Code ...is mandatory
Reason	Country listed in error message has incomplete bank information for bank listed in error message.
Resolution	Select bank country, go to Bank Data section, choose bank account, input missing data.
Reference	Select Bank Country: Page 21 Bank Data section: 23–26
Error Message	Intermediary Bank is mandatory
Reason	Intermediate Bank was selected but is missing bank data.
Resolution	Select bank country, go to Bank Data section, select bank that has Intermediary Bank Checkbox selected. -Enter Intermediary Bank information -Deselect Intermediary Bank Checkbox if intermediary bank is not being used
Reference	Select Bank Country: Page 21 Bank Data section: Page 23 Intermediary Bank section: Page 26

 Error Message	For Apple Entity Country [country/region] & Bank Country Key [bank country/region], Intermediary Bank... Bank Account Country/Region Payment Currency Re-enter Bank Account number Swift Code ...is mandatory
Reason	Country listed in error message has incomplete intermediary bank information for bank listed in error message.
Resolution	Select bank country, go to Bank Data section, select bank with intermediary bank checkbox selected, input missing data.
Reference	Select Bank Country: Page 21 Bank Data section: Page 23 Intermediary Bank section: Page 26
 Error Message	Other Data Section under Banking and Tax is mandatory for Country [country/region]
Reason	Other Data section is not completed for country listed in error message.
Resolution	Select bank country, go to Other Data section, respond to questions.
Reference	Select Bank Country: Page 21 Other Data section: Page 27
 Error Message	Invalid Telephone in Other Data Section under Banking and Tax Country/Region [country/region]
Reason	The phone number listed has invalid characters or was left blank.
Resolution	Select bank country, go to Other Data section, input phone number with no special characters.
Reference	Select Bank Country: Page 21 Other Data section: Page 27
 Error Message	Remittance Email is mandatory in Other Data Section under Banking and Tax for Country/Region [country/region]
Reason	Remittance email was not input for country/region listed in error message.
Resolution	Select bank country, go to Other Data section, input remittance email address, click 'Add'.
Reference	Select Bank Country: Page 21 Other Data section: Page 27
 Error Message	Banking and Tax: Accept PO Terms and Conditions for Country [country/region]
Reason	PO Terms and Conditions was not accepted for country listed in error message. This error will only occur for records made prior to November 14, 2021 since the PO T&C's were not accepted at the Division level.
Resolution	Select bank country, go to Purchase Order Terms section, click Checkbox to accept terms and conditions.
Reference	Select Bank Country: Page 21 Purchase Order Terms section: Page 27
 Error Message	Banking and Tax: Enter the Name and Title of the Supplier Authorized Representative acknowledging the PO terms and conditions for Country [country/region]
Reason	Name and Title not input in Purchase Order Terms section for country listed in error message. This error will only occur for records made prior to November 14, 2021 since the PO T&C's were not accepted at the Division level.
Resolution	Select bank country, go to Purchase Order Terms selection, input Name and Title.
Reference	Select Bank Country: Page 21 Purchase Order Terms section: Page 27

TAB	ATTACHMENTS
Error Message	Error uploading file, Rule violation: HTML Tags or Virus found in file
Reason	File may have become corrupted during attachment process.
Resolution	Save file as a new document to desktop, attach new file from desktop location.
Reference	N/A
Error Message	Diversity is a Mandatory Attachment
Reason	Questions populated from Diverse Supplier radio button = 'yes' require a certificate attachment.
Resolution	-Attach Diversity Certificate in Attachments, attachment category is listed as 'Diversity' -Change Diverse Supplier question to 'no' if not a Diverse Supplier
Reference	Diverse Supplier question: Pages 16 & 17 Attachments: Page 30
Error Message	US-Tax Form Attachment is Mandatory for Country USA
Reason	US-Tax form is required from all suppliers doing business with Apple in the US, regardless of entity domicile country.
Resolution	Attach the appropriate US-Tax form, attachment category is listed as "US-Tax Form". Consult with your tax advisor for assistance with necessary form. For general questions or more information on what tax form to use, visit link US Tax Information page .
Reference	Page 30
Error Message	[country/region] [required form] from [country's tax authority] is mandatory for [country/region]
Reason	Mandatory tax forms have not been attached for the country listed in the error message.
Resolution	Attach the requested tax form with the specific attachment category. Consult with your tax advisor for assistance with requested form.
Reference	Page 30
Error Message	Legal Agreement Documentation Needed
Reason	Legal Entity Name (or Doing Business As Name) and Bank Beneficiary Name do not match (including punctuation).
Resolution	-If banking is under DBA name, copy and paste the DBA name from the Company Information tab into the Bank Beneficiary Name field of the Banking and Tax section, ensuring no spaces at the end of the name -If Legal Entity Name and Bank Beneficiary Name are truly different, provide a bank or tax document showing the evidence of this difference in Attachments. Attachment category is listed as "Legal Agreement Documentation"
Reference	Company Information tab: Page 16 Banking and Tax tab: Page 21 Beneficiary Name field: Page 25