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Chapter 1: 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 2: MyAccess Registration

Gaining access to Apple Supplier Connect is a two step process. Before you can log into Apple Supplier Connect, you must be invited by an Apple representative or your company’s Primary Administrator. You will need to complete the MyAccess registration to obtain an Apple ID that is tied to your business email. Then, in approximately 60 minutes, you will receive a second email providing the link to log into Apple Supplier Connect using the Apple ID and password you previously created.

2.1 Step 1 of 2: Register your Account

1. You will receive an invitation email from myaccess.support@apple.com to create your account.

**PLEASE NOTE:** If you already have a business Apple ID, you still need to complete this registration process to obtain access to Apple Supplier Connect.
2. When you click on the MyAccess link in the first email, you will see the following screen that includes your email address, company name, and company address. Click **Next**.

**PLEASE NOTE:** MyAccess will default to English, but you can select various foreign languages by clicking the English (US) link on the top right.

**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 to change it as well. Click **Next**.
4. Read the Terms of Service and click **Agree**.

5. Review the information and click **Next**.
6. In this screen, you will need to create a password, enter your birth date, and answer three security questions. Click **Continue**.
7. You will see a confirmation page notifying you that you completed step one of two. 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 for you to receive the second email with the link to Apple Supplier Connect. You will then be asked to log in and enter your company information.

2.2 Step 2 of 2: Log in and verify/complete your company information

Within 60 minutes of registering your Apple ID in MyAccess, you will receive the second email confirming that your account is ready in Apple Supplier Connect. The email will be sent from “donotreply@apple.com” and titled “Apple Supplier Connect: Step 2 of 2”.

Click the **Apple Supplier Connect** link and use the business Apple ID and password you registered in section 2.1 (step 6) above.

**PLEASE NOTE:** Make sure your browser is set to allow pop-ups before logging into Apple Supplier Connect.
2.3 Registration or Login Issues

If you did not receive the invitation or confirmation email from Apple, try the actions below:

- Check your Spam or Junk folder to ensure the message was not filtered. If the message was filtered, you may find an option to “Mark as good” or “Add sender to white-list”.
- Check if your firewall or virus scan is blocking the email notifications.
- Contact your Internet Service Provider (ISP) or Corporate IT department for assistance.
- Contact myaccess.support@apple.com for support.

If you are having difficulty in the registration or login process, try the actions below:

- If you forgot your password, you can reset it by going to iforgot.apple.com.
- When you log into Apple Supplier Connect, you might get an email from appleid@id.apple.com asking you to verify your business email address by
entering a six-digit code. This verification request is sent periodically to keep Apple business applications secure. If you did not receive the verification code, please check your email setting to allow receiving emails from appleid@id.apple.com.

- If the verification code is not working, please click “Verify later” to receive an email with verification link. Please click the link to verify your email address.

If you have issues with completing the registration process, please contact myaccess.support@apple.com and include an image of the issue.
Chapter 3: Getting Started

3.1 Navigating Apple Supplier Connect Homepage

You can log into Apple Supplier Connect using the following url: https://ep.sap.apple.com

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

The Apple Supplier Connect homepage will be displayed once you log in. From the homepage, you can navigate to other sections of Apple Supplier Connect as needed.

See the table below to understand the sections and features available on the menu and toolbar.

<table>
<thead>
<tr>
<th></th>
<th>Company</th>
<th>Default page when you first log in. If you ever get lost, you can always return to the main page by clicking Company.</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>Company Selector</td>
<td>Switch between companies you are the admin for, if applicable.</td>
</tr>
<tr>
<td>3</td>
<td>Contact Us</td>
<td>You can send the help desk your issue. Most inquiries are responded to within two business days.</td>
</tr>
<tr>
<td>4</td>
<td>Help</td>
<td>Access to frequently asked questions and training material.</td>
</tr>
<tr>
<td>5</td>
<td>Log Out</td>
<td>Log out of your account.</td>
</tr>
</tbody>
</table>
3.2 User Settings and Preferences

The first thing you may want to do is modify any settings to your liking. You can set the time zone, language, decimal format, and date format.

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

1. Click on the **Settings** icon 🛠 on the toolbar.

**Timezone**

The default time zone will be set to Pacific Time (PST).

1. Click on the **Search** icon 📜 to view over 105 different time zones.
2. Select your preferred time zone.
3. Click **Save**.

Language
Select the language you wish to use for Apple Supplier Connect. All field labels and buttons will be displayed in this language.

1. Click on **Language** on the left-side navigation bar.
2. Select your preferred language from the drop-down menu.
3. Click **Save**.
Decimal Format
1. Click on **Decimal Format** on the left-side navigation bar.
2. Select your preferred decimal format from the drop-down menu.
3. Click **Save**.

Date Format
1. Click on **Date Format** on the left-side navigation bar.
2. Select your preferred date format from the drop-down menu.
3. Click **Save**.
3.3 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**.

![Company Selector](image)

2. Select the company you wish to view.

![Company Selection](image)

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 [global_ap@apple.com](mailto:global_ap@apple.com) with the SAP vendor number to request access.
Chapter 4: 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 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 global_ap@apple.com for assistance.

4.1 Company Information
1. Basic company information will be displayed. You will need to review and modify the following fields as necessary:
   • “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 More... link to the right of the field to finish entering the complete name.
   • “Doing Business As Name” – can be filled in if the name under which you operate your business differs from its legal, registered name.
   • Verify or select the “Communication Language” – All email communications from Apple Supplier Connect will be sent in the language indicated in this field.
   • Complete the “Legal Entity Name (Local Language)” – This field is mandatory for local suppliers doing business with Apple in China, Taiwan, Japan, Korea, Vietnam, and Russia.
2. If you are a diverse supplier, complete this step (If not, go to step 3). Select the **Yes** radio button. You will need to answer two additional questions: “Supplier Diversity Classifications” and “Ethnicity”.

**PLEASE NOTE:**
- You will need to click the blue **Add** button for your diversity selection to be added.
- You will need to enter the certificate number and upload a copy of the current certificate in the **Attachments** section before sending to Apple.

3. The PO Email Address is required. This is the email Apple Purchase Orders will be sent to. If the PO email address on file is not correct, you can click the garbage can icon to remove it. To add a new one, enter the PO email address in the field and click on the blue **Add** button. The new PO email address will then appear below the field.
4. In the “Tax Domicile Country” drop-down, select the country where your company is registered as a Legal Entity.

**PLEASE NOTE:** If your company is based outside of the United States, but you are doing business with Apple in the United States, you must answer the question whether your company claims US Tax Treaty benefits (an agreement between two countries to minimize the impact of the double taxation).

**PLEASE NOTE:** You may have different fields to complete depending on the country selected. For more details, go to Help > FAQ in Apple Supplier Connect menu bar.

5. In the “Government Interaction” section, indicate whether your company will interact with the government (see definition below) on Apple’s behalf during the course of your work with Apple.
Indicate whether your company will hire a subcontractor that will interact with the government (see definition below) on Apple’s behalf in the subsequent question. If ‘yes’ to this question, please provide the legal name and country location of the subcontractor.

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.

6. Click **Save Draft**.
4.2 Address

Please review and update the legal entity address for your company as it is required.

**PLEASE NOTE:** If the country is incorrect, please notify your Apple contact or Supplier Connect Support at global_ap@apple.com to set up a new record.

1. On the Company Data Navigation Panel, click on **Address**.
2. Your company’s legal address written in English is displayed in the first line. Edit any information as necessary and click **Save Draft**.

3. For certain Apple Entity countries, you will see a second line for “Legal Entity Address (Local Language)”. You will need to complete your legal address in your local language.
4. Click **Save Draft**.
5. Click the **Create New Address** button to add other addresses for PO, Sales, etc., if desired.

4.3 Contacts

If you are the Primary Administrator, you may add either of the two types of contacts to your company’s profile:

- **Provisioned**, or a Secondary Administrator, who will also have access to edit the information in Apple Supplier Connect.
- **Non-provisioned** contacts who will not be able to log into Apple Supplier Connect, but who will be used as a reference should Apple need to contact your Accounts Payable, Legal, or other departments.

Add a Provisioned Contact

Provisioned contacts will have access to Apple Supplier Connect and will be able to edit fields. Access is granted via MyAccess (myaccess.apple.com/ur/), 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.
3. Click on the **Supplier Connect** radio button.

4. You will see one or more business locations/company records you have access to. Select the location you intend to add a new contact.

5. In the User(s) section, type in the first name, last name, and business email address of the person you want to give access to Apple Supplier Connect. You can only add contacts with the same email domain as your business email domain.
6. Under “Access Roles”, select **Approved Supplier Secondary Admin**.

7. In the Options section, you can change the expiration date or language.
   - **Expiration Date** - By default, the new user invitation will expire in one month, but you can set it to either 2, 3, 4 months, or set your own expiration date.
   - **Language** - Users will receive emails in English by default. You may choose to have them receive emails in the following languages: Korean, Japanese, Traditional Chinese, Simplified Chinese, Spanish, Portuguese, and Russian.

8. To add more people, click on the plus sign.

9. Read the Terms of Service and click on the blue **Invite Users** button in the bottom-right corner. This will send the email to the person you identified.
10. You will get a confirmation window. Click **OK**.

Once you have submitted the MyAccess invitation request, the new user(s) will receive an invitation email from **myaccess.support@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.

**Removing Administrator Access**
You are responsible for maintaining the user access list for your company. Removing access to Apple Supplier Connect is done through **myaccess.apple.com/ur/**.
1. Log into myaccess.apple.com/ur/ using your Apple ID and password.

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 of the location/company record to which the person has access.
5. You’ll be asked to confirm your action. Select Yes.

6. A confirmation window will appear. Click OK.

Add Non-Provisioned Contacts
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.

1. Log into Apple Supplier Connect, on the Company Data Navigation Panel, click on Contacts.
2. Click **Create New Contacts** to add additional contacts.

3. Enter the required information in the following fields:
   - First Name
   - Last Name
   - Email
   - Phone (alpha characters are not allowed)
   - Contact Type

4. Click the blue **Add** button when done.

5. It’s always a good idea to save your information by clicking the **Save Draft** button near the top left.
6. If you need to add more contacts, simply follow steps 2-4 above. There is no limit to the number of individuals you can add.

4.4 Banking and Tax

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

**PLEASE NOTE:** The information required in this section may be different for each Apple entity country you are doing business with.

1. On the Company Data Navigation Panel, click on **Banking and Tax**.
2. The field named “Select Each Apple Entity Country From the List” displays the Apple entity countries you will do business with, not the country where your business is located. Select the Apple Entity Country from the drop-down list. For example, if you are doing business with Apple in the US and China, you will see two entries in the drop-down. You will need to provide the required information for each country in the drop-down list.

3. Different fields may be displayed based on the country selected in the drop-down list. Below are examples if you are doing business with Apple in the USA, Russia, and China.
Example A: Supplier doing business with Apple USA
Example B: Supplier doing business with Apple Russia
Example C: Supplier doing business with Apple China

Let’s examine each subsection in detail.
Withholding Tax Data

4. If withholding tax questions appear, select the appropriate answers for the withholding tax data questions from the drop-down menu.

**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.

Example A: If you are doing business with Apple USA, you must answer at least three Withholding Tax Data questions.

Example B: If you are doing business with Apple Japan, you will be asked a series of questions that are based on answers to earlier questions.

Example C: If you are doing business with Apple China, you will see different questions depending on your answers to the previous questions.
Tax Data

5. 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.

For USA,
- Social Security Number
- FEIN
- SSN/ITIN / FEIN / FOREIGN TAX ID

You can get more information about these tax IDs on the US Internal Revenue Service website (https://www.irs.gov). Please consult with your in-house tax department or an outside tax advisor as needed.

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

Tax IDs are encrypted for your company data privacy protection. 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
6. To add new bank data for electronic payments, click on **Create Bank Data**.

7. Select the **Bank Country** from the drop-down menu.
8. Depending on the country you selected, you may have different fields to complete. The following is an example for a bank in USA.

9. You can enter your Bank & Branch Code/Routing Code information. Click your **Enter** or **Return** key to validate your bank code. The Bank Name, Bank Branch Address, Bank City, and Bank Region fields are auto-populated if the bank code exists in our system.

**PLEASE NOTE**: Bank codes should not contain spaces or special characters.

10. To find your routing number/bank code, you can click on the magnifying glass to search for it. A new browser window will open.
11. Enter parameters such as City, Region, and/or Swift Code to find your bank and click on the **Search** button.

**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.
12. Click on the grey box to the left of the bank you would like to select. The Bank Name, Bank Branch Address, and Bank City will be copied in the Bank Data.

**PLEASE NOTE:** If your bank does not exist in the returned Bank Search list, return to the Bank Data subsection and enter manually.

13. Complete the following required fields:
   - Bank account number
   - Account type/Check Digit
   - Account Holder/Beneficiary Name
   - Account Currency
PLEASE NOTE:

- Account Holder/Beneficiary Name is auto-populated with your Legal Entity Name. Please verify and change if needed. If your Account Holder/Beneficiary Name does not match your Legal Entity Name, additional documentation will be required in the Attachment section.

- For some countries, you are required to enter other information such as International Bank Account Number (IBAN) in addition to entering your bank code and account number individually.

- In order to avoid the bank rejecting any payments, please verify all the bank information with your bank. Attach supporting documents from the bank as necessary.

14. Click **Save Draft**.

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 time you log in, the bank account numbers will be displayed with special characters.
15. 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.
16. To add intermediary bank data, click on **Add Intermediary Bank** and complete required bank data fields.

![Add Intermediary Bank](image)

**PLEASE NOTE:**
- If you have special reasons to use more than one bank for payments from the same Apple entity country, click on **Create Bank Data** to add another bank line and repeat steps 6-16.
- When there is more than one bank line for the same Apple entity country, you are required to answer the question “Why do you need multiple banks?” You will need to explain the reason for creating multiple bank entries and the usage for each bank account.

**Other Data**
17. Complete the required fields in **Other Data**:
- Sales Person
- Telephone (alpha characters are not allowed)
- Remittance email address (Click the Add button when done. Remittance email address will appear below the field.)

![Other Data](image)

18. If you wish to copy the information to other Apple Entity Countries, click the checkbox. Select the countries, and then click **Copy**.
19. If you will be working with multiple Apple entities, scroll to the top and select the next country to complete the required banking and tax fields. Repeat steps 4-18 above.

PLEASE NOTE: If you are doing business with multiple Apple entities, and you wish to use the same banking information for the different Apple entities, click the select from the Existing Banks drop-down list, pick the bank you want to use for the Apple Entity Country you selected in step 19.

20. Click Save Draft.

4.5 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.

PLEASE NOTE: The “Legal Entity Country” in the Company Information section should match the legal entity identified in the tax form attachment.
1. On the Company Data Navigation Panel, click on **Attachments**.

![Image of Attachment Panel]

2. In the **Description** field, enter a brief description of the file you are attaching (e.g. Bank Letter, Diversity Certificate, Legal Document, etc).

3. Select the appropriate **Attachment Category** (e.g. Select “Other Attachments” for bank supporting documents).
   - If you select Diversity or Other Certificates you will need to provide the Expiry Date.
   - If the Apple Entity Country is USA (i.e. you are doing business with an Apple division in the US), you must select Attachment Category “US-Tax form” and enter a US tax form (W-8 or W-9). You can review the following link if you have general questions on what form to use: [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.
   - If you receive an error notice that a legal agreement documentation is required, you must select Attachment Category “Legal Agreement Documentation”.

4. Choose the file and click on **Add Attachment**.

**PLEASE NOTE:**
- File name cannot contain Chinese characters or any special characters.
- File name cannot contain any spaces.
- There is no limit to the number of files you can add, however each file must be no more than 50MB.

5. Click the **Save Draft** button.
**PLEASE NOTE:** You can delete an attached file while in edit mode by clicking on the garbage can icon. Once you submit the file to Apple for review, you cannot delete it.

<table>
<thead>
<tr>
<th>File Name</th>
<th>Description</th>
<th>Attachment Category</th>
<th>Created By</th>
<th>Created On</th>
<th>Created At</th>
<th>Delete</th>
</tr>
</thead>
<tbody>
<tr>
<td>FS_Sales_Legal_Entity_Data_SLC.xlsx</td>
<td>ABC</td>
<td>Acceptable Business Documents</td>
<td>X03521204J05</td>
<td>14.09.2017</td>
<td>12:04:19</td>
<td></td>
</tr>
<tr>
<td>Vehicle Form PDF Test.pdf</td>
<td>Test</td>
<td>Other Attachments</td>
<td>X875285662FL</td>
<td>28.01.2018</td>
<td>17:09:31</td>
<td></td>
</tr>
</tbody>
</table>
Chapter 5: Submit Your Company Profile and Next Steps

5.1 Submit your Company Profile

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.

1. Click the **Send to Apple** button.

2. If there are any errors that need to be addressed, you will see them displayed with a red symbol ⚠️ on the top portion of the screen. You can use the scroll bar on the right to view them all.

3. Correct any errors and then click **Send to Apple** again. You may want to reference Chapter 6: How to Resolve Common Errors.

**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 global_ap@apple.com for assistance.
• If you need more time to correct the errors, please remember to click **Save Draft** to store the entered information before exiting the screen. Your data could be lost if not saved.

4. 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.

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

5.2 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 6: How to Resolve Common Errors

If you 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 global_ap@apple.com for assistance.

6.1 Legal Agreement Documentation Attachment is Mandatory

This error message appears when the account holder/beneficiary name of the bank account entered in the Banking section is different from the legal entity name or the Doing Business As name specified in the Company Information section.

To resolve this error:

1. Return to the Company Information Section and ensure the Legal Entity Name and the Doing Business As Name is correct.
2. Copy and paste the Legal Entity Name or the Doing Business As Name into the Account Holder Name/Beneficiary Name field (maximum 60 characters) in the Banking and Tax section.

If the bank account holder name is truly a third party, you will need to attach a document (use Attachment Category “Legal Agreement Documentation”) to provide evidence to show the relationship of the entities and the agreement for the account holder to collect payments on behalf of the supplier.
6.2 Enter Valid Characters for Bank Account

These error messages appear when there is invalid data in the bank account field for the specific Apple Entity Country and Bank Country. Please try to clear the error and if you can’t, forward a screenshot of all of the banking data to global_ap@apple.com for assistance.

To resolve this error:

1. Confirm that the number you entered in the Bank Account field is in the correct format for your banking country. Please ensure there are no spaces, slashes (/), hyphens (-), or special characters.
2. Click **Send to Apple**.
3. Validate the bank data with your bank if necessary, clear the entire field and re-enter the data.

6.3 Invalid Tax Data for Country

This error occurs when the Tax Data has been entered in an incorrect format. The proper format will be noted in the error message (e.g., MAX 14 CHAR).

To resolve this error:

1. Confirm that the Tax ID is entered correctly in the Tax Data section.
2. Please ensure there are no spaces, slashes (/), or special characters.
3. In some cases, you might need to add a prefix. For example, Local tax ID for Singapore needs to start with ‘SG’.
4. Click **Send to Apple**.
6.4 Withholding Tax Data Questions are Mandatory for each Apple Entity Country

This error message is displayed if you have not completed all the withholding tax questions in the Banking and Tax section for the Apple Entity Country. These questions are mandatory and you should ensure they are answered correctly for proper determination of the applicable withholding taxes. Please consult with your in-house tax department or an outside tax advisor as needed.

To resolve this error:

1. Answer all withholding tax questions in the Banking and Tax section. See Chapter 4 section 4.4 of this guide.
2. Click **Send to Apple**.

6.5 Tax Form Attachment is Mandatory for Apple Entity Country

This error occurs if you have not attached the tax form (e.g., W-8 or W-9 for US) required for the country noted in the message. Please upload the required form in the Attachments section and use the attachment category specific to the required form.

U.S. Tax form is required from all liers doing business with Apple in the U.S., regardless of the domicile country for your entity. Please see the US Tax Information page for general information.
on tax forms. Please consult your in-house tax department or an outside tax advisor as needed.

**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.

To resolve this error:
1. Upload the appropriate tax form in the Attachments section. Select Attachment Category “US-Tax Form” for US. Select “TW-Approval Letter from Taiwan Tax Authority” for Taiwan.
2. Click **Send to Apple**.

### 6.6 Account Type is Mandatory

The Account Type field is required for some countries. If there is a drop-down menu, then select the type. If not, then follow the country guidelines below:

- **Italy** - Digit 5 of the IBAN should be entered into the Account Type field. For example, in the image above the letter D should be typed into the Account Type field.
- **France** - The two last digits (26 and 27) of the IBAN should be entered into the Account Type field.
- **Spain** - Digits 13 and 14 of the IBAN should be entered into the Account Type field.
- **Brazil** - Digit 28 of the IBAN should be entered into the Account Type field.
- **Portugal** - The two last digits (24 and 25) of the IBAN should be entered into the Account Type field.
6.7 Warning Messages

The following warning messages are presented if you change your Legal Entity Name.

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.
Chapter 7: 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 such as a legal entity name change, new banking information or updated tax information will require Apple internal review and approval. 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.

1. Log into Apple Supplier Connect.
2. Navigate to the section you need to modify and make the necessary updates. Be sure to save any changes.
3. Once your changes are complete click **Send to Apple**.
4. Your changes will be sent to Apple for review and approval.

**PLEASE NOTE:** Once submitted, your record will be locked for any additional changes until the submitted changes are approved or rejected. You will receive a message “Information: Record is pending Apple approval. Updates are not possible at this time”.

5. If your changes are rejected, you will receive an email notification to update the record and re-send to Apple.
6. 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 global_ap@apple.com for assistance.
Chapter 8: 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 the steps outlined in Chapter 4 to submit the new information.