

Frequently Asked Questions (FAQ)

Contacting Microchip: Microchip has Sales Offices Worldwide. You have received this correspondence from a Microchip Inside Sales Representative, please continue to work with him/her to guide you through the transition. Should you need to find your local office, please visit our website at: <https://www.microchip.com/salesdirectory>. Also note that your current Microsemi contacts have moved to the Microchip email system therefore their email address has changed to firstname.lastname@microchip.com. You may also contact the following individuals within your geography:

Americas: Rozita Yajadda (Rozita.yajadda@microchip.com)

Europe: Mary Wilson (Mary.Wilson@microchip.com)

APAC: Nora Lee (Nora.Lee@microchip.com)

World Wide Distribution: Jennifer Innella (Jennifer.Innella@microchip.com)

EM EA Distribution: Jane Afshar (Jane.Afshar@microchip.com)

Asia Distribution: Derek Chan (Derek.Chan@microchip.com)

Open Direct Orders with Microsemi: Open Orders for affected parts will be transferred to the Microchip Systems on or about February 15, 2021. Customers will be contacted by local sales offices prior to the transfer to ensure a smooth transition. All orders will be transferred in US\$ currency. The details of the currency conversion will be outlined by your local ISR contacts closer to the transfer date.

MOQ: Orders must be placed in multiples of tray, tube, bag, reel size, custom pack or pallet. Additionally, there may be a Purchase Order/Order Line minimum. Existing Microsemi orders being converted to Microchip orders will be subject to the Microchip base quantity multiples and Microchip Purchase Order/Order Line item minimum.

Should changes be required when migrating open backlog, each customer will be notified with full details by your local Inside Sales contact.

Order Acknowledgement: Microchip provides Acknowledgements for all new Direct orders entered and for each change made to an existing Direct order. This document is typically provided via email. Once an existing order is transferred from the Microsemi system to the Microchip system an Order Acknowledgement will then be sent. Customers or Distributors that have an EDI connection will receive either an 855 acknowledgement (US & Asia) or ORDRSP acknowledgement (Europe) via EDI.

Cancel/Reschedule:

Microchip can advise reschedule/cancellation terms upon request. These terms will be stated on the order acknowledgment upon confirming the Purchase Order.

Advanced Ship Notice (ASN): When placing a Direct Order with Microchip, customers can elect to receive an Advance Ship Notice. This document advises that your order is prepared to ship to the location identified on your Purchase Order. This option will be discussed with you by your local Microchip Contact prior to the go live date in February.

Managing Product Requirements during the Transition: The Microsemi order entry and shipment systems for items identified in this information packet will transition to Microchip systems on or about February 15, 2021. Until that time, please continue to manage your product requirements as you do today. If changes have been made with your local Representative Sales Office, please see the Microchip section **Contacting Microchip** from above. Microchip will have a 'Quiet Period' that will occur for several days surrounding the final integration so that we can import all existing Purchase Orders into our system. During that time, we will not Accept New Orders, Modify/Cancel Existing Orders, or Ship Product. Please contact your local sales office with any questions or concerns.

Shipping and Invoicing after the transition: After February 15, 2021, all products identified in this phase will be shipped and invoiced from Microchip. Please alert your **Receiving** and **Accounts Payable** departments of this change; in our experience, some clients must cancel existing backlog and then re-issue a new P.O. to Microchip. Over the coming weeks Microchip will contact you to discuss all your needs to ensure there is no interruption in your supply chain.

Vendor/Supplier Code: If your system requires a new code to support order placement to Microchip and receive in Microchip shipments, please arrange as needed.

Shipping Labels, Boxes and Packing Methods: Labels, Boxes and Packing methods will be standardized to Microchip's current processes. Special shipping labels for special products such as programming products, special testing, etc. will adhere to the standard Microchip process over time. See attached Standard Microchip Label Specification and copy of the label for modules for your reference.

Lots, Trace Codes, Date Codes, Part Aging, and Shelf Life: Standard Microchip methods for combining production lots, trace codes and date codes into tubes, trays, and reel media will apply as well as standard Microchip Part Aging and Shelf Life Policies. Microchip quality documents and policies including part aging policy are found on our website. <https://www.microchip.com/quality>

Payment Terms: Standard payment terms are N30

Terms & Conditions: Microchip Sales are subject to the company's Terms and Conditions ("T&C"). Microchip T&C does differ slightly depending on whether the customer is in the European Union or elsewhere in the world and whether they are purchasing Direct or through microchipDIRECT. Microchip Terms and Conditions are attached.

Product/Process Change Notification (PCN) after the transition: The standard Microchip methods for notifying customers about product changes that include PCNs and End of Life (EOL) notices will begin to apply (please note that this process will integrate over multiple phases of select products during this period). Part of the standard method includes a PCN email service that we expect to be available to select Microsemi customer/product combinations soon after each integration of select products. Once available, customers who wish to receive PCN's via email are expected to register for PCN email service on our PCN web page. Information about how and when to register will be provided in separate integration PCNs as the products you are interested in are phased in. The Microsemi PCN system will continue to be used in conjunction with a partial Microchip PCN system until the full Microchip PCN system can support Microsemi products soon after each group of products have been integrated (review how in the Microsemi Integration PCN's below). The Microsemi PCN system supporting integrated groups of products will be terminated soon after the transition to Microchip systems has completed for each product grouping. Information about Microchip's PCN system can be found at this link:
<https://www.microchip.com/pcn>

Microsemi Integration PCN's: Until each product grouping has been integrated into Microchip's PCN system all PCN's related to the integration will be distributed using the Microsemi PCN system and can also be found at this Microchip website:
<https://www.microchip.com/pcn>. This same PCN distribution process will be used to inform customers to register for the Microchip PCN email distribution process soon after each product grouping has been integrated. Additional integration PCNs for Microsemi products may be issued for the following changes; ordering part numbering convention, shipping labels, shipping boxes, packing methods, part aging/shelf life, top marking, manufacturing site, Bill of Material (BOM), Silicon, and EOL among others.

RoHS Information: Can be found on the Microchip Website under RoHS PB Free, RoHS Device Search. An email will be generated from the system with all of the pertinent information regarding the device search. <http://www.microchip.com/wwwproducts/Rohs/>