

New Web Portal for Suppliers to communicate with O-I Service Center



In order to improve communication with its suppliers O-I has implemented a new - **Vendor Query Portal**. This tool uses a robotic technology and a ticketing system to reduce the response time and increase accuracy of provided information.

From September 16th, 2019 all the suppliers of the O-I affiliates in Europe, instead of sending e-mail to AP-Info mailboxes, are kindly requested to create a request in our new portal which is available at the following link:

<https://oiprod.service-now.com/apEurope>

The portal can be used to ask a question or to communicate important information about the Accounts Payables process.

Two types of requests can be submitted:

- **Invoice payment status** – to know the status of payment of the supplier invoices.
- **Generic request** – to be used for any communication which the supplier would like to address to the Accounts Payable team (for example: to request details of payment received, to inform about changes in supplier data, to ask for clarification on some processes, etc.). This type of request allows to attach supplementary documentation.

Here below some FAQ that can be helpful:

Why should I submit an inquiry ?

The new system allows our team to process your request in the most efficient way and in case of requests about the payment status of the invoices a technology is available 24/7 to ensure the requestor will always receive a response in short time.

Where to find the portal ?

On the top of the website www.o-i.com click “**CONTACT US**”, scroll down and click “**ACCOUNTS PAYABLE**”, then in region Europe click “**VIEW DETAILS**”. Now click: “**SUBMIT INQUIRY**” to create a request. Before submitting any request please make sure to know your Vendor Code.

How to submit an inquiry ?

It is very easy, in all the fields the portal is displaying some information just by clicking on it.

In case of doubts a tutorial videos is available in the Accounts Payable – Europe table at the link <https://www.o-i.com/contact-us/accounts-payable/ap-europe>.

Where can I find my vendor code?

The 6 digits Vendor code is always important when communicating with O-I and is also needed to submit a request. Your unique Vendor Code is printed on the Purchase Order issued by O-I. You can check where it's located by viewing the Invoice Requirement presentation saved on <https://www.o-i.com/contact-us/accounts-payable/ap-europe>.

If you do not have a Purchase Order you can send an e-mail to AP-technicalsupport@o-i.com, providing your company name and Vat registration number, we'll send your Vendor Code.

I have problems with submitting my request on the portal, what should I do?

In case you are not able to create your request on the portal and you need our assistance, please send an e-mail to: AP-technicalsupport@o-i.com mailbox, shortly describe the issue, provide us your phone number and we'll contact you and support with creating your first request.

O-I Global Business Service
Accounts Payable Department