

Frequently Asked Questions (FAQ)

Contacting Microchip: Microchip has Sales Offices Worldwide. To find your local office, please visit our website at: [Microchip Sales and Distribution](#). Also note that your current Micrel contacts will be moving to the Microchip email system over the coming weeks therefore their email address will change to first name.last name@microchip.com

Open Direct Orders with Micrel: Open Orders will be transferred to the Microchip Systems on or about 11/1/2015. Customers will be contacted by local sales offices prior to the transfer to ensure smooth transition.

Part Numbers: The Part Numbering system for Micrel products will be changing. All spaces and underscores (“_”) in existing part numbers will be replaced with dashes (“-”).

MOQ: Orders must be placed in multiples of tray, tube, bag, or reel size. Additionally, there may be a Purchase Order/Order Line minimum. Existing Micrel orders being converted to Microchip orders will be subject to the base quantity multiples requirement and may have a slightly different quantity.

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.

Cancel/Reschedule: The table below provides information on the Microchip Cancel/Reschedule policy:

| Catalog PN Restriction | Cancellation | CRD Push Out | CRD Pull In Allowed | CRD Push Out Allowed |
|------------------------|--------------|--------------|---------------------|----------------------|
| Standard | >30 days PRD | >30 days PRD | Y | Y |
| Custom, Non Standard | >90 days PRD | >90 days PRD | Y | Y |
| QS9000 | >90 days PRD | >90 days PRD | Y | Y |
| NCNR | N/A | N/A | Y | N |

*CRD – Customer Requested Delivery Date

*PRD – Microchip Anticipated Delivery Date

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. If you wish to receive this notification, please contact your local Microchip Sales Office.

Managing Product Requirements During the Transition: The Micrel order entry and shipments systems will transition to Microchip systems on or about 11/1/2015. Until that time, please continue to manage your product requirements as you do today. Microchip will have a 'Quiet Period' that will occur for several days prior to 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 November 1, 2015, all products will be shipped and invoiced from Microchip. Please alert your Receiving and Accounts Payable departments of this change. If a new PO must be issued to Microchip (and the corresponding PO to Micrel cancelled) this must be done prior to the 'Quiet Period' to ensure a smooth transition. Please contact your local sales representatives for assistance.

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.

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. [Quality Documents and Policies](#)

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 located on our website. [Microchip Terms and Conditions of Sale](#)

PCN: Standard Microchip methods for notifying customers about process or product changes and end of life products (EOL) will apply. We expect this service to be available to Micrel customers in early 2016. Once available, customers who wish to receive PCN via email are expected to register for service on our PCN web page. The Micrel PCN system will continue to be used until the Microchip system supports Micrel products but will be terminated after the transition to the Microchip systems is complete. Here is a link to the Microchip PCN web site: [Microchip PCN Website](#)

Micrel Integration PCN's: All PCN's related to the integration can be found at this website: [Product Change Notifications](#). Please check back often to ensure you are informed of all currently planned and future changes.