e2open
Frequently Asked Questions – Supplier

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1. Introduction

This Frequently Asked Questions (FAQ) provides Suppliers with essential information regarding Flex's **transition from FSP/ePO to e2open**. It outlines what is changing, what remains the same, and what Suppliers can expect during the transition.

2. Why is Flex moving from FSP/ePO to e2open?

- Flex is upgrading to e2open because the current systems are old, have limited features, and do not support modern collaboration.
- e2open provides better performance, real-time visibility, easier communication, and improved accuracy.
- This transition ensures Suppliers can collaborate more efficiently with Flex using modern tools and functionality.

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3. How will Suppliers work with Flex in e2open?

Suppliers shall interact with Flex in e2open using any of the following options, depending on the configuration communicated at time of transition:

Excel Email (no login required)

- Suppliers receive an email with an Excel file, update the file, click Reply, attach the file and send it back

Simplified UI (one-time code access no login required)

- Supplier receives an email with Simplified UI link, click to open it, enter the one-time code when required, review the transactions displayed and respond accordingly

UI Portal (full login access required)

- Supplier receives an email with Portal link, click to open it, enter login credentials and gain full access to respond to Forecast, Purchase Order, create Shipment Notifications (ASN), and communicate with Flex on any transaction

4. Is Excel Email from FSP available with e2open?

Yes, the Excel Email process is available with e2open. Only the Excel format is slightly different than what is available in FSP

5. Is Flex deploying e2open "Long Tail" functionality?

Yes, the Excel Email and Simplified UI are synonymous with what e2open refers to as "Long Tail" functionality

6. What is new in e2open?

Exception Workflow

When a Supplier's confirmation differs from the Flex request (date, quantity, price, MPN), the system automatically routes the exception to Flex for review and approval

Modern Collaboration Tools

- Chat with Flex
- File/document sharing
- Alerts for required actions and exceptions
- Unified workspace for PO, Forecast and ASN management

7. What stays the same?

While e2open introduces improvements, several core processes remain unchanged

- Invoice submission, reconciliation and payment
- Shipping processes
- EDI signal onboarding and processing

8. What do Suppliers need to do during the transition?

- Prepare to begin using e2open in accordance with site-specific communications and timing
- Continue using FSP for all Site(s) that haven't transition to e2open yet

9. What is the Deployment Plan?

Deployment will begin with **Pilot sites**. Remaining Sites will transition in country-based waves. Specific timing will be communicated separately.

Pilot sites: Suzhou China (2011), Guadalajara North Mexico (391), Timisoara Romania (205)

10. Will EDI Suppliers be affected?

No changes, EDI Suppliers continue sending and receiving transactions as they do today

Note: Suppliers using EDI alongside FSP will experience changes only to the FSP portion, which transitions to e2open

11. Does this release of e2open include invoice collaboration?

No, invoice collaboration is not part of this release

12. Does e2open impact Indirect Procurement goods & services?

No, Indirect procurement of goods and services is not in scope for e2open

13. Who do Suppliers contact for inquiries?

For questions about e2open, Suppliers shall contact their designated Flex Site Buyer and Flex Site EBS Coordinator