Cohu | Customer Portal

Web-based self-service application
accessible to Cohu customers providing a
single point of contact for services and information.

USER GUIDE

OEM PROTECT CALL-OFF

Track all of your contract items.
Call-Off quantities from OEM Protect contracts.
View remaining quantities.
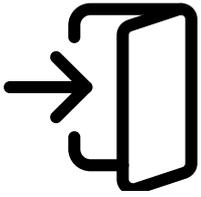
Login

To access the Cohu Customer Portal please visit https://portal.cohu.com or www.cohu.com/contact-help-center

Learn More

Visit our website to view Module Features Videos www.cohu.com/customer-portal

Technical Support

If you require any technical support please contact us via email: customerportal@cohu.com

Cohu Confidential

OEM PROTECT CALL-OFF

*Track all of your contract items in a single location.
Call-Off quantities from OEM Protect contracts.
View remaining quantities available in the contract.*

Call-Off Items

The OEM Protect Call-Off subject area of the Customer Portal provides customers with the ability to Call-Off quantities against their OEM Contract.

View Remaining Quantities

The OEM Protect Call-off subject areas of the Customer Portal provides customers with the ability to view remaining quantities in the OEM Contract following a Call-Off.

Call-Off Quantities

Step #1

Select OEM Protect Call-Off

Click on OEM Protect Call-Off. From the Quick Links, select Search by Part or select Search by Part from the Top-Right hand side of the OEM Protect Call-Off subject area.

OEM Protect Call Off

Quick Links

> Search By Part

> Search By Contr...

Cohu
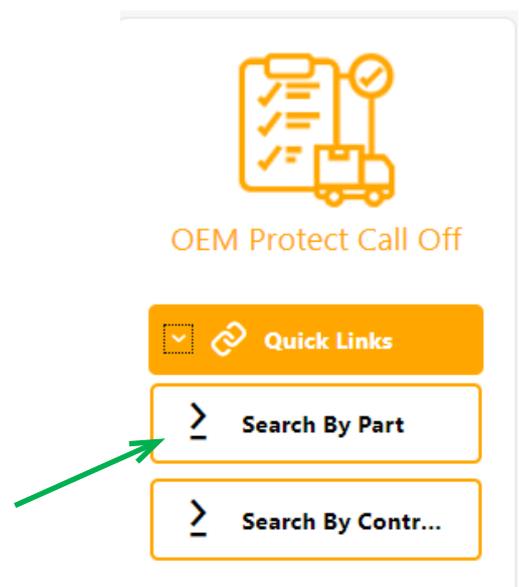
Step #2
Identify Company Name

Click on drop-down to locate your Company Name.

Select Continue

Note: you will only see your assigned sites

Please select the following options ✕

Company

[_____] ▾

Continue
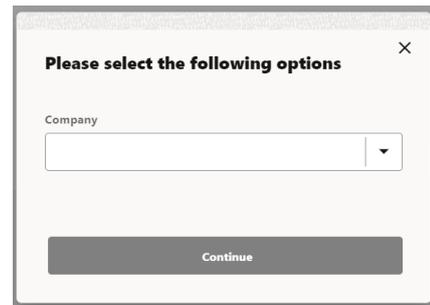
Step #3
View Contract Details

A new window will appear displaying your contract

- Contract Number
- PO Number
- Part Number
- Expiry Date
- Contract Quantities

Contract Number	PO Number	PO Line Number	Cohu Entity	Part Number	Customer Part Number	Part Description	Remaining QTY	Packing Unit	Add to Cart	Request Ship date
OEM99-200		1	Cohu Interface Solutions LLC	03.5100.0779		Etched Spring long 2 …	50		Enter (	10/27/: 📅

Step #4
Search by Part Number, etc.

In the Search by Part Number field there are several ways to search

- Cohu Part Number
- Your Part Number
- Contract Number
- Purchase Order

Contract Number	PO Number	PO Line Number	Cohu Entity	Part Number	Customer Part Number	Part Description	Remaining QTY	Packing Unit	Add to Cart	Request Ship date
OEM99-200		1	Cohu Interface Solutions LLC	03.5100.0779		Etched Spring long 2 …	50		Enter (	10/27/: 📅

Step #5
Refine Search (optional)

You may also further refine you search by

- Company Name, Text, Cohu Entity, etc.

Load More

Up to 100 part numbers are displayed. Select Load More to view additional contract parts available

Step #6
Call-Off Quantities

Key-in your Call-Off quantities. **An Error Message will appear if:**

1. Quantity entered is greater than remaining quantities

2. Quantity entered is not in the multiplier of the packing unit (UOM)

3. Selected item exists in grace/expired contract. User must call-off from older contract first.
   - Yes - remain call-off quantity in the "latest" contract
   - No - will delete the current entered quantity

4. Only 1 PO can be processed each time (non-shipment PO)
   - Yes - will empty the initial contract call-off entry
   - No - will delete the current call-off quantities entered

Adding item from a different Contract/PO/Cohu legal entity
- Non-PO Customer - Shipment PO is only issued upon call-off. Error message will indicate. You must decide which PO Call-Off you wish to remain in your cart
- *Note PO Customer - Shipment PO is issued. There is no issue to mix. No Error message will appear*

Step #7
Add to Cart

Enter your desired call-off quantities in the column "Add to Cart"

An Error Message will appear if:

- Quantity entered is more than remaining quantities
- Quantity entered is not in the multiplier of packaging unit
- Remaining quantity open in older contract
- Quantity address from a different contract/different Cohu legal entity (applicable when submitting a PO during call-off only)

Note: *In case of any performance issue, please keep your cart to 15 items or less, only in order to proceed to the next step*

Step #8
Request Ship Date

The Customer Portal will auto-fill the request ship date to be 5 working days in advance

If you require a particular ship date >5 working days in advance, you can override the auto fill date

Note the earlier date that can be selected is always five working days

Step 9
Cart Indicator

When an item is Added to Cart, the Trolley will be updated to show the item count

The Cart can be accessed anytime without having to complete the Call-Off items

30 Minute Cart Timer

A Cart Timer indicates the amount of minutes remaining before a Call-Off item will be automatically deleted by the Customer Portal, unless a user is actively working on the Call-Off, by adjusting the quantity, or adding new items to the Call-Off.

The Cart Timer will reset to 30 mins when a new item is added or there is a change in quantity.

Create Call-Off Order

....

Step 1
Open and View Cart

Use the drop down menu to view items in your cart or view items from multiple Cohu legal entities

1. Total amount will appear
2. Use Trash icon to remove items from your cart

Step #2
Adjust Quantities (if required)

You may adjust the quantities and the price will re-calculate to reflect the updated price

Total amount will be adjusted automatically

Step #3
Create Call-Off

Select Create Call-Off

Note:

1. Any item left unchecked will remain in the Cart and is not added to the Sales Order

2. If the Cart 30 minute count down timer is complete, any un-checked items will be deleted

Step #4
Upload Purchase Order (if applicable)

Non-PO customer

- Upload your Call-off PO, fill in PO number and PO value (mandatory field)
- If PO value doesn't match with Cart check out value, you will not be able to submit this Cart
- Ship to customer and ship to address are pre-filled, but optional to change if you wish to

Upload PO document to continue   ✕

Customer Name	Bill to address ▾
Upload PO file * Select a file or drop one here.	Ship to customer * ▾
	Ship to address * ▾
PO Number *	
PO Value *	

Submit   Cancel

PO Customer

- It is not necessary to upload PO, fill in PO number or complete PO value
- Ship to customer and ship to address will be pre-filled, but optional to change if you wish to

Upload PO document to continue   ✕

Customer Name	Bill to address ▾
	Ship to customer * ▾
	Ship to address * ▾

Submit   Cancel

Step #5
Submit Purchase Order
Select Submit Button

System will run and Call-Off Quote Number will appear once completed

Cohu

Step #6
Review Call-Off

1. Call Off Order Number
2. You may opt to continue to call-off items, if available in your contract. Note the warning message

Step #7
Email Notification

Once call-off is complete, you will receive an email notification providing call-off contract details

Non-PO Customer
Cohu to Verify PO number and ship date

The PO number, and ship date detailed in the initial email are tentative and not confirmed.

Cohu will need to verify that no amendments are required to the submitted PO

Once this step has been completed, a new email notification will be provided with any adjusted PO number and ship date

Search by Contract

....

Step #1

Select OEM Protect Call-Off

Click on OEM Protect Call-Off. From the Quick Links, select Search by Contract or select Search by Contract from the Top-Right hand side of the OEM Protect Call-Off subject area.

OEM Protect Call Off

Quick Links

Search By Part
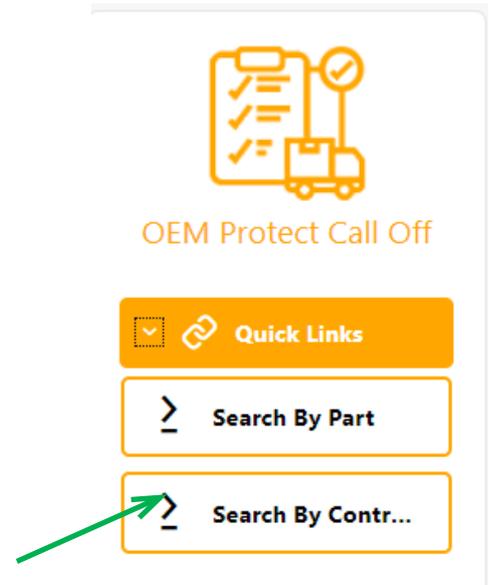
Search By Contr...

Step #2

Contract/PO Overview Page

- Contact Number - will direct you to a view displaying all open remaining part numbers belonging to the specific contract

Cohu | Customer Portal   Jason-hl Liu

OEM Protect Call Off | Contract Search   Search By Part   Search By Cont...

Company Name	Search by Text	Cohu Entity	Status		

ContractNumber	Cohu Entity	PONumber	Status
OFM21-004	Cohu GmbH	4502294179	
OEM21-004	Cohu GmbH	4502281905	Active
OEM21-004	Cohu GmbH	4502240142	Active
OEM21-004	Cohu GmbH	4502236044	Grace Period
OFM21-004	Cohu GmbH	4502293439	Expired
OEMLL-MMM	Cohu GmbH	4511023322	Active
OEMKK-LLL	Cohu GmbH	4511023314	Active
OEM77-120	Ismeca Europe Semiconductor SA	OEM77-120 PO CASE TNI	Grace Period
OFM22-011	Delta Design, Inc.	DLT OEM22-011 ST PO CASE	Active

- Search by Part

Cohu | Customer Portal   Jason-hl Liu

OEM Protect Call Off | Part Search   **Search By Part**   Search By Cont...

Company Name	Search by Text	Cohu Entity	Status		

Contract Number	PO Number	PO Line Number	Cohu Entity	Part Number	Customer Part Number	Part Description	Status	Expiry Date	UO	Remaining QTY	Packing Unit	Add to Cart	Request Ship date
OEMLL-MMM	4511023322	1	Cohu GmbH	SC100-CSP5-LJAA		SC100-CSP5-LJ-00-00	Active	30-Nov-2023	ea	50		Ente	10/27/
OEMLL-MMM	4511023322	2	Cohu GmbH	22-22492		SPARE PART KIT	Active	30-Nov-2023	ea	94		Ente	10/27/

OEM Protect Call-Off   1 3

1.   What Quick Links are available?

- *Search by Parts*
- *Search by Contracts*

2.   What parameters can be used to search?

- *Part Number*
- *Contract Number*
- *PO (Purchase Order)*
- *Order Form*
- *Status*

3.   What is contract quantity?

The total quantity for which the contract is created.

4.   What is the Call-off quantity process?

The process of requesting and withdrawing a small quantity from the defined quantity in the OEM contract is called the Call-off process.

5.   Where does the Master Contract get created?

The contract gets created in the Customer Portal Quote Module. It will be pushed to order management and the same contract will be visible in OEM Protect Call-off subject area.

7.   Can the contract number be the same for the orders created?

Yes, the contract numbers can be the same for the orders created.

8.   Will the Purchase Order numbers be the same for the Contract Orders created?

No, the PO numbers will not be the same for the contract orders created.

9.   What are the various statuses that define the contract?

- *Active: The contract exists well within the contract*

- *Grace Period: The contract is approaching the contract's end date's expiry*

- *Expired: The contract has completed its defined term and an extension of some period is defined for the contract*

Cohu