

TI store Shipments Support Requests

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General Overview

The aim of this document is to instruct carriers for Texas Instruments how to create a new support case for TI store orders (eCommerce) shipped using a TI freight account (“bill sender”) via the online CSC (Customer Support Center) website. This document is to educate how to set up a myTI account and submit a CSC help request by creating a new case online.

Carriers must initiate a new CSC support request only for TI Paid TI store shipments:

For non-TI store requests, there is no change to the existing support escalation path, and no need to submit a CSC ticket. . For issues associated with distribution of a TI store order paid by recipient (“bill recipient”) using a non-TI account (i.e. using a customer’s carrier freight account), do not submit a CSC ticket; instead reach out separately to the relevant customer service organization to solve the issue.”

Section 1: How to tell if a TI shipment is for a TI store order?

1. A TI store order can be identified based on the “Ship From” address on the Commercial Invoice. The “Ship From” address will show either “**TI eCommerce PDC US**”, “**TI eCommerce PDC Sgp**” , “**E c/o KWE Logistics (Shenzhen)**” or “**Ecm c/o Kintetsu World Express**”.

- The address can be seen on the shipping label on the carton
- See example images below from the TI Commercial Invoice, left to right (US eComm PDC 1185, Singapore eComm PDC 1585, China Shenzhen eComm PDC 1285, China Shanghai eComm PDC 1685):



COMMERCIAL INVOICE (CUSTOMER)

Ship From	Reference	Invo
Texas Instruments NA (EF)	414733082	543
TI eCommerce PDC US (Hub)	19760502	
13601 Independence Parkway	BOL/AWB	
FORT WORTH TX 76177-4001	788372592547	
USA	Carrier/Flight Number	
BY ORDER OF TI SOUTHEAST ASIA		



COMMERCIAL INVOICE (CUSTOMER)

Ship From	Reference	Invo
Texas Instruments Southeast Asia PL	414949241	544
TI eCommerce PDC Sgp (Hub)	19842674	
81 Alps Avenue	BOL/AWB	
SINGAPORE 498803	7153134553	
SINGAPORE	Carrier/Flight Number	
BY ORDER OF TEXAS INSTRUMENTS US		



COMMERCIAL INVOICE (CUSTOMER)

Ship From Texas Instruments Asia Limited E c/o KWE Logistics (Shenzhen) 204-205 Nan You W6, Lin Hai Rd NANSHAN SHENZHEN Guangdong 518056 CHINA BY ORDER OF TI SHANGHAI LTD.	Reference	Invoice Number
	420876477 22245739	5474405947
	BOL/AWB	Letter of C
	SF7000500368203 SF1361534879973	
Carrier/Flight Number		



COMMERCIAL INVOICE (CUSTOMER)

Ship From Texas Instruments China Sales Ecm c/o Kintetsu World Express Unit A5-14#, 530 Zheng Ding Rd PUDONG AIRPORT FREE TRADE ZONE SHANGHAI Shanghai 201202 CHINA BY ORDER OF TI SHANGHAI LTD.	Reference	Invoice Number
	417352804 20789178	5455398160
	BOL/AWB	Letter of C
	SF7000500174862 SF1038782253915	
Carrier/Flight Number		

Section 2: When to contact the TI Customer Support Center?

- When customer information is wrong or incorrect
- When additional customer information is needed (ex: additional phone number required, missing email)
 - EXCEPTION: Carriers seeking to resolve denied parties flags. For Denied Parties issues carriers MUST contact Texas Instruments Trade Compliance at: gtc_blocks_ecomm@list.ti.com (Further instruction on Denied Parties concerns see [Appendix](#))
- When a package is unable to be delivered to the customer
- When instruction from TI store Customer Support Center is needed on whether to return or abandon (See also [Appendix](#))
- When all free samples orders or all TI paid orders cannot be delivered
- When a customer reaches out to the carrier directly to initiate a return
 - Note: **ALL CUSTOMER INITIATED RETURNS MUST BE APPROVED BY TI**
- Any other Customer instigated issues the carrier may have in relation to a TI store customer shipment or delivery.
 - A non-deliverable issue....
 - Customer request for re-route or change delivery address
 - Customer request to change invoice information

- **Always start communication with TI through a CSC ticket:** If higher level escalation is needed, the TI CSC will escalate to the appropriate parties within TI (such as eCommerce PDC Operations or Global Transportation).

Section 3: When NOT to contact the CSC

- When the issue is regarding a denied parties flag, instead contact gtc_blocks_ecomm@list.ti.com (See also [Appendix](#))
- When the carrier is missing documents, such as a commercial invoice. In the case of missing paperwork, the carrier should follow the below table:

Party of enquiry	Party to be asked
Carrier Origin Team	TI Origin PDC
Carrier Destination Team*	Carrier Origin Team
Customer *	CSC

** If paperwork is needed at destination, **TI requires that the carrier first check internally with their team member at origin.** Only if the Carrier origin team is unable to provide the missing documents or information, should the carrier destination team reach out to TI.*

TI PDC relevant mailing lists for paperwork:

- 1185: alliance_shipping@list.ti.com
- 1585: sgecom_invoicing@list.ti.com
- 1285: szpdc_invoice_team@list.ti.com
- 1685: cnshipecom@list.ti.com

Section 4: How to contact the CSC

The CSC can be contacted in two ways:

1. By submitting a CSC help ticket on <http://www.ti.com/support> (see [Section 5](#))
Important: a myTI account is required (see [Section 4](#))
2. By calling the CSC (Hours of operation and language vary by region)



Call the TI support team

English

Americas*	+1-855-226-3113	Monday–Friday,
Canada	+1-833-416-0438	24 hours a day
India	0008000501579	Monday–Friday,
		8 a.m.–4 p.m.
		UTC+05:30

Local language support is available during the hours listed below. Support in English is also available from the local numbers below 24 hours a day, Monday–Friday.

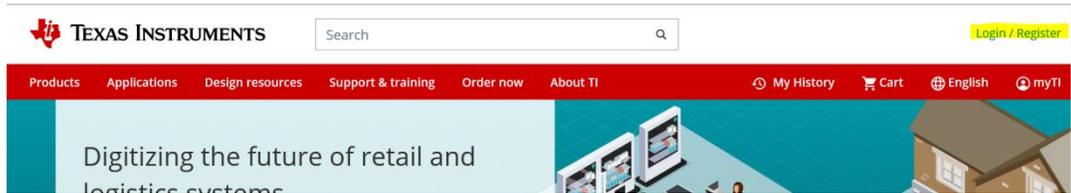
Mandarin	+86-40-0819-8694	Monday–Friday,
	+852-3704-4888	8 a.m.–6 p.m.
	+65-6579-2446	UTC+08
	+886-2-7724-9372	

Japanese	+81-3-6634-4911	Monday–Friday,
		8 a.m.–6 p.m.
		UTC+09
Korean	+82-70-766-32297	Monday–Friday,
		8 a.m.–4 p.m.
		UTC+09
French	+33-1-85-14-98-29	Monday–Friday,
		8 a.m.–4 p.m.
		UTC+01/CET
German	+49-30-91589890	Monday–Friday,
		8 a.m.–4 p.m.
		UTC+01/CET
Italian	+39-069-974-8075	Monday–Friday,
		8 a.m.–4 p.m.
		UTC+01/CET
Spanish	+34-912-158-166	Monday–Friday,
		8 a.m.–4 p.m.
		UTC+01/CET
Russian	+7-495-916-71-54	Monday–Friday,
		8 a.m.–4 p.m.
		UTC+03

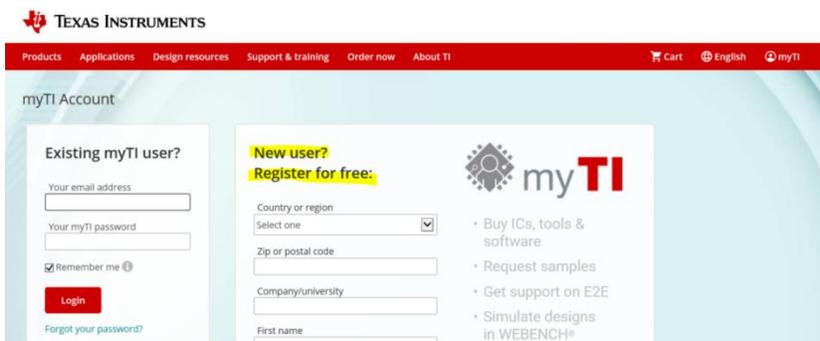
*For calls from Canada, please use the Canada number.

Section 5: How to create a myTI account to be used online with TI Customer Support Center

1. Go to www.ti.com
2. Select “Login/Register” on the homepage



3. Fill in the required fields for “New user? Register for free:”



**Note: It is recommended that if creating an account for an individual, use the company email address for that individual. If wanting to make this a multi users account for use across multiple users at the Carrier's/Freight Forwarder's company, use an email list, not an individual employee email, and the account can be used for all members of that email list/team (the support team will send tracking and milestones to this email and so this may be the best option if multiple users will be working issues with TI shipments).*

4. Click “Create account”

owlet.eli@gmail.com

Create a password
••••••••

Confirm password
••••••••

Stay informed

Keep me informed about TI products and solutions with emails from myTI.
Unsubscribe at anytime.

I'm not a robot  reCAPTCHA
Privacy - Terms

Create account

By creating an account, you agree to TI's [Terms of use](#) and [Privacy policy](#).

5. Follow email verification steps. An email will be sent to the address used. Click on the link inside the email and login to verify the account.

Thank you for registering.

Please complete your account setup:

- A validation email was sent to **owlet.eli@gmail.com**
- If you don't see it after a few minutes, please check your junk/spam folder

Not seeing the email?

Resend verification email

Or send verification email to a different address below.
(This will now become your login email address)

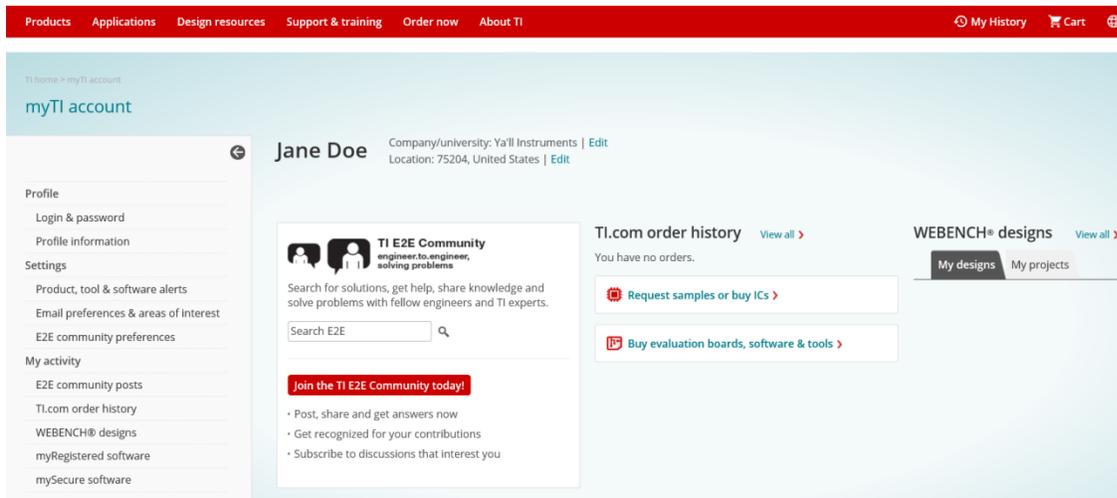
Email address

Confirm email address

Send

6. Congratulations, you now have a myTI account!

Below is an example of the profile page.



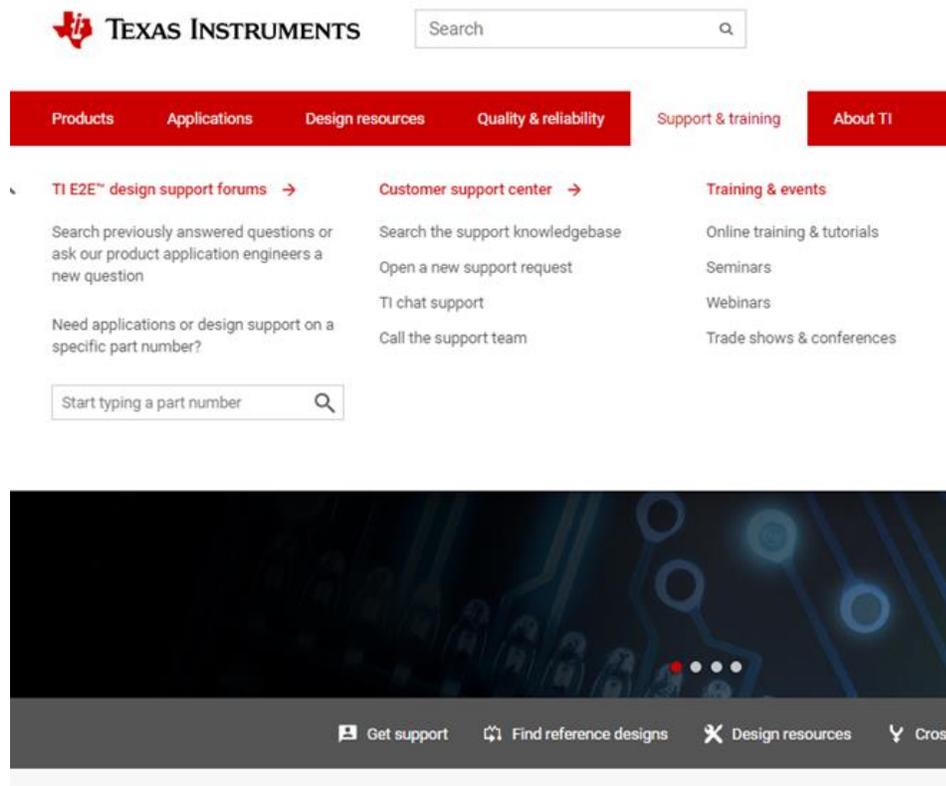
For a step by step guide to submit a new CSC case please see [Section 5](#) below.

Section 6: How to submit a new Customer Support Center case

In order to create a new case, please go to <http://www.ti.com/support> and sign in using your myTI Login credentials.

Alternatively, you can also access the TI Customer Support Center page via the TI home page at www.ti.com by following the instructions below:

1. Go to www.ti.com/
It is recommended to **ONLY** use Chrome or Firefox web browsers to access the TI store.
2. Sign in with your myTI Login credentials
(Don't have a myTI account? Please see [Section 4](#))
3. In the red navigation ribbon at the top of the page click "Support & training"



4. Select "Open a new support request"

Customer support center

Find answers on ordering TI parts and tools, environmental standards, material content, quality and packaging.

Get help on TI E2E™ design support forums

Browse previously answered questions or ask a new technical design support question to our product application engineers.



Open a new support request

To use our online ticketing system and receive a response via email, start by submitting a request.



TI chat support

Available in English 24 hours a day, Monday - Friday.

Available in Chinese from 8.00am - 6.00pm (GMT+8), Monday - Friday.



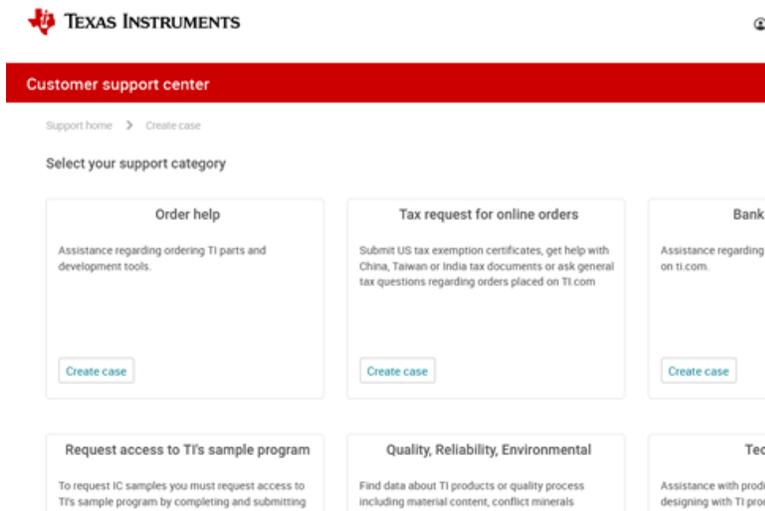
Call the TI support team

English

Americas*	+1-855-226-3113	Monday-Friday,
Canada	+1-833-416-0438	24 hours a day
India	0008000501579	Monday-Friday,
		8 a.m. - 4 p.m. UTC+05:30

Local language support is available during the

5. Select "Order help"



The screenshot shows the Texas Instruments Customer Support Center homepage. At the top is the TI logo and "TEXAS INSTRUMENTS". Below is a red navigation bar with "Customer support center". Underneath, there are breadcrumb links: "Support home" > "Create case". The main section is titled "Select your support category" and contains six cards:

- Order help**: Assistance regarding ordering TI parts and development tools.
- Tax request for online orders**: Submit US tax exemption certificates, get help with China, Taiwan or India tax documents or ask general tax questions regarding orders placed on TI.com.
- Bank t**: Assistance regarding b on ti.com.
- Request access to TI's sample program**: To request IC samples you must request access to TI's sample program by completing and submitting.
- Quality, Reliability, Environmental**: Find data about TI products or quality process including material content, conflict minerals.
- Tech**: Assistance with produc designing with TI prod.

6. Fill out the fields with information for the order.

- All fields marked with an asterisk (*) are required and MUST be populated by the carrier.** Examples: ****Short description of your case****.

*Short description of your case

- If available, enter in the optional field "Order number" the TI store order number so the CSC team can find the shipment that needs assistance (Starts with T00xxxxxx). Leave this field blank if the TI store order number is not known by the carrier.

- In the "Short description of your case" field **the below information MUST be provided:**

- Provide the Carrier/Forward name. Examples below:

1. DHL Express
 2. FedEx
 3. SF Express
2. Provide the order tracking number (AWB) unique to the Carrier/Freight Forwarder:
 1. AWB: 1087435952
 2. 785842509291
 3. SF1010485988458
- d. In the “Provide the case detail or comments” section, provide a summary of the issue such as:
 - Need confirmation of invoice value for T00477501
 - Missing content value for T00302482
 - Phone number invalid. Need alternate phone number.

The screenshot shows a web form for creating a case. It includes the following elements:

- Language:** A dropdown menu currently set to "English".
- Order number:** An empty text input field.
- Part number:** An empty text input field with a dropdown arrow on the right.
- * Short description of your case:** A text input field containing the text "SF Express: SF1010485988458".
- Knowledge results:** A grey button with the text "Knowledge results" and a downward arrow.
- Provide case details or comments:** A text input field containing the text "Missing Customer Phone Number" and a scrollable area with up and down arrows on the right.

7. Attachments can be added using the “Add attachments” button, as seen in the image above
8. Click Submit
9. You have now created a case and been assigned a case number (see below example)

Customer Return?

Type your message here... Send

just now

Number: CS0071247
Contact: Jane Doe
First name: Jane
Last name: Doe
Short description: Customer Return?
Email: owlet.eli@gmail.com
Company: Ya'll Instruments
Company address: USA
Company phone:
Language: English
State: Open
Provide case details or comments: Customer has refused this freight. Please advise if we should return or abandon?

S

just now

JD CS0071247 Created

Start

Case details

Number CS0071247 State Open

Short description of your case Customer Return? Updated just now

Options

Name Jane Doe

Email owlet.eli@gmail.com

Address 75204 US

Channel Web

Language English

Order number T00XXXXXX

Short description of your case Customer Return?

Provide case details or comments Customer has refused this freight. Please advise if we should return or abandon?

10. A representative will respond to your case, typical response time is within 24 hours.
 - a. A reply will be sent to the email connected to your myTI account
 - b. The CSC will provide a response in the body of the email
 - c. There is also a link in the email to update or review the case
 - d. Case status can also be checked through the TI store: Once logged in at www.ti.com/support you can either select your profile or My cases from the homepage

Sample of CSC response email is below:



Thank you for contacting TI. We appreciate your business.

Your case CS0071247 has been updated, click this [LINK](#) to update or view your case.

Short description: Customer Return?

Update:

Dear Jane,

Thanks for contacting Customer Support Center!

Regarding to TI regulations of Returns, refunds, and cancellations, If customer has refused order, it will returns to TI warehouse, Typically, refunds on orders take 7 to 14 business days. This time may depend on the time it takes to return the product and the credit card company policy for refunds. It could take one to two billing cycles for you to see the credit on your credit card statement.

In the hope to serve you better, are you satisfied with the solution I have provided to you today?

I would appreciate if you could let me know what you think, so I can either do further investigation or close the case.

Have a good day! Thank you for your cooperation.

Regards,

Alex Zhang

TI Customer Support Center

Original details: Customer has refused this freight. Please advise if we should return or abandon?

TI makes no warranties and assumes no liability for any assistance provided in connection with your case, including but not limited to, applications assistance or customer product design. You are fully responsible for (1) selecting the appropriate TI products for your application, (2) designing, validating and testing your application, (3) ensuring your application meets applicable standards, and any other safety, security, or other requirements and (4) maintaining the confidentiality of your account and password and for restricting access to your computer, and you agree to accept responsibility for all activities that occur under your account or password. By providing technical information or applications assistance, TI does not intend to offer or provide engineering services or advice concerning your designs or applications.

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Appendix:

Non-delivered/Abandoned

When unable to deliver TI store packages to end customer, carriers must follow the instructions listed in the table below.

- Paid Orders and Free Samples Orders: No matter a shipment is for TI paid orders or for free samples orders, a new CSC ticket must be created by the carrier and follow TI's instruction to determine if the order is to be returned or abandoned, and also should be included on the monthly report of abandoned shipments to TI.

All abandoned shipments must be documented in a monthly report emailed to TI SBE Transportation Team(sbe_transportation@list.ti.com) and reported during monthly review meeting.

How to determine if shipment is a free sample or a paid order?

- Free samples are marked on the TI Commercial Invoice in the "Payment Terms" field as "FREE SAMPLE NOT FOR RESALE"

TEXAS INSTRUMENTS		COMMERCIAL INVOICE (CUSTOMER)				PAGE 1 OF 2
Ship From Texas Instruments NA (EF) TI eCommerce PDC US (Hub) 13601 Independence Parkway FORT WORTH TX 76177-4001 USA BY ORDER OF TI SOUTHEAST ASIA		Reference 414983846 19855530	Invoice Number 5440898858	Type F8	Invoice Date 30.08.2019	
		BOL/AWB 789489814854	Letter of Credit	Shipping Type Air		
		Carrier/Flight Number	Forwarding Agent FEDERAL EXPRESS CORP.			
Ship To PT Mecoido Yonas Arfianto	Party number: 177798	Incoterms D&P Buyer's Dock	Payment Terms FREE SAMPLE NOT FOR RESALE			

How to determine the package value?

- The carrier must use the package value in \$ (USD) displayed on the TI Commercial Invoice ("Value in USD").
- The value is shown on TI Commercial Invoice at the bottom of the Item Description List
 - *Note: Item description list can be longer than one page*

QUANTITY TOTAL	TOTAL
5.00	405.00

- If the value is not available, the carrier must contact its TI WPL Transportation counterpart to obtain the package value.

#	TI Store Order Type	TI Store Order Type Identification	Package Value \$ (USD)	Instructions for Carrier	Certificate(s) of Destruction (CoD) to be Provided by Carrier to TI
1	Free sample (ICs or EVMs)	"FREE SAMPLE NOT FOR RESALE" is printed on the TI Commercial Invoice in the "Payment Terms" section, and "FREE SAMPLES, NOT FOR RESALE, NO PAYMENT DUE. ALL VALUATIONS SHOWN ARE FOR	Not Applicable	For all free samples orders (regardless of package value), the carrier must always submit a new ticket to the TI Store Customer Support Center and wait for instructions.	No (not needed from carrier)
2	Paid order (ICs or EVMs)	Regular Commercial Invoice	Not Applicable	For all paid orders, the carrier must always submit a new ticket to the TI Store Customer Support Center and wait for instructions.	Yes (carrier must email the CoD to its TI WPL Transportation counterpart and copy ecommerce_pdc_help@list.ti.com & sbe_transportation@list.ti.com)

TI Store Customer Paid Freight Shipment Example

Carriers are advised to look on their company's shipping label and check the field for Bill Transportation To, in order to determine if it is TI paid, or customer paid/

Here is an example of a TI store order processed by our Alliance PDC with the Customer Freight Account feature enabled. The label shows "BILL RECIPIENT" on the shipping label (vs. a regular TI store FedEx order with freight paid by TI showing "BILL SENDER").

Important: if there are any issue encountered by a carrier during the distribution of a TI store order paid by customer (including customs clearance, customer not reachable, relevant paperwork missing...), the Carrier must work directly with the end customer, not with TI: do NOT contact TI Customer Support Center.



Field shows "Bill to Recipient"

Denied Parties Flags

If carriers compliance departments place a hold on a TI shipment due to a denied parties match (from any list), carriers **MUST contact TI immediately**, and no less than 12 hours from discovery.

Carriers must email gtc_blocks_ecomm@list.ti.com, our trade compliance group will work with your compliance group to attempt to resolve the hold.

If the shipment marked for a Denied Parties flag is part of a breakbulk or other consolidation, and the hold is not resolved within 24 hours, then the carrier must ship the consolidation back to the origin PDC for removal. If that is not possible then an extraction procedure must begin to remove that shipment from the consolidation to the other shipments in the consolidation can move and will not be further affected by the delay.

Revision Table

Rev. #	Date	Reviser	Comments
A	10/11/2019	Elizabeth Wilson, Philippe Bourgeon	Initial revision. Added instructions to look up case from homepage, formatting, instructions for weekly report.
B	11/6/2019	Philippe Bourgeon	- Page 6: URL to access TI Customer Service Center corrected (correct value: www.ti.com/csc) - Page 7: changes in paragraph 8 to indicate that certain fields are mandatory and others optional.
C	11/7/2019	Elizabeth Wilson	Specified required and non-required fields for CSC ticket. Added CSC contact methods and phone call hours of operation.
D	2/3/2021	Elizabeth Wilson	Updated to include instructions for “bill receiver”, Outdated TI store order format T0xxxxxxx removed, added TI SH 1985 invoice example.
E	2/5/2021	Elizabeth Wilson	Added example of customer paid shipment to appendix.
F	7/27/2021	Elizabeth Wilson	Added instructions to contact GTC, not CSC, for denied parties issues. Added Denied Parties section to Appendix. Added instructions for missing paperwork requests.
G	10/24/2022	Kelly Zhang	Added TI SZ 1285 invoice example and mailing list. Changed TI SH from 1985 to 1685. Updated TI SG 1585 mailing list. Updated abandon shipments need to be documented in a monthly report and share during monthly review meeting. Added SBE transportation team mailing list. Updated abandoned shipments instruction. Updated CSC tickets instruction.

*Reviser please update footer of document with document revision number and date.