FREQUENT ASKED QUESTIONS
Subscription to IPOSIM Lifetime Estimation Service

This document refers to questions concerning the subscription to IPOSIM Lifetime Estimation service, for questions about how to use Lifetime Estimation please refer to our User Manual.

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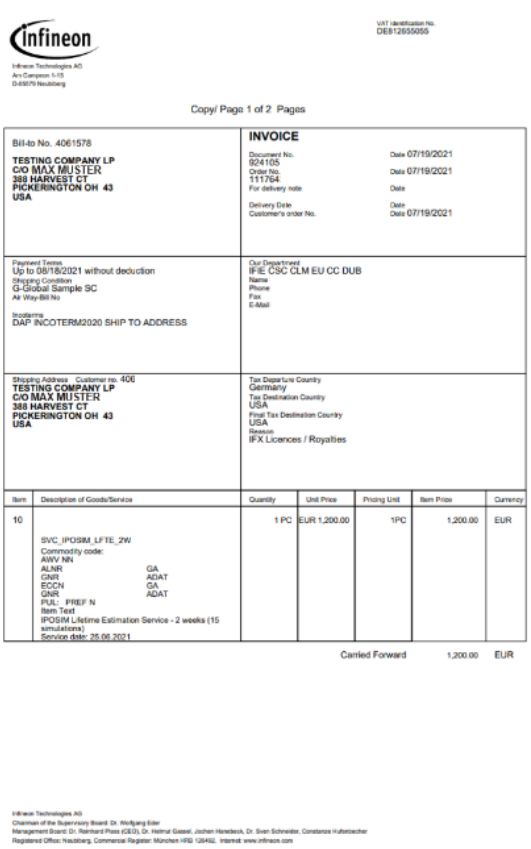
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Subscription and Payment

1. General

Q: How can my company pay for Lifetime Estimation service if we are not Infineon direct customers?

A: As a digital service, Lifetime Estimation provides a completely digital experience by offering the possibility to pay online and have immediate access to the service. You can use a corporate credit card, Alipay, or WeChat to pay for the service.
Afterwards, you will receive an invoice in the name of your company for accounting and reimbursing purposes. An invoice example is shown below.



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INVOICE

Bill-to No. 4061578
TESTING COMPANY LP
C/O MAX MUSTER
388 HARVEST CT
PICKERINGTON OH 43
USA

Document No. 924105 Date 07/19/2021
Order No. 111764 Date 07/19/2021
For delivery note Date
Delivery Date Date
Customer's order No. Date 07/19/2021

Payment Terms: Up to 08/18/2021 without deduction
Shipping Condition: G-Global Sample SC
Air Way-Bill No
Incoterms: DAP INCOTERM2020 SHIP TO ADDRESS

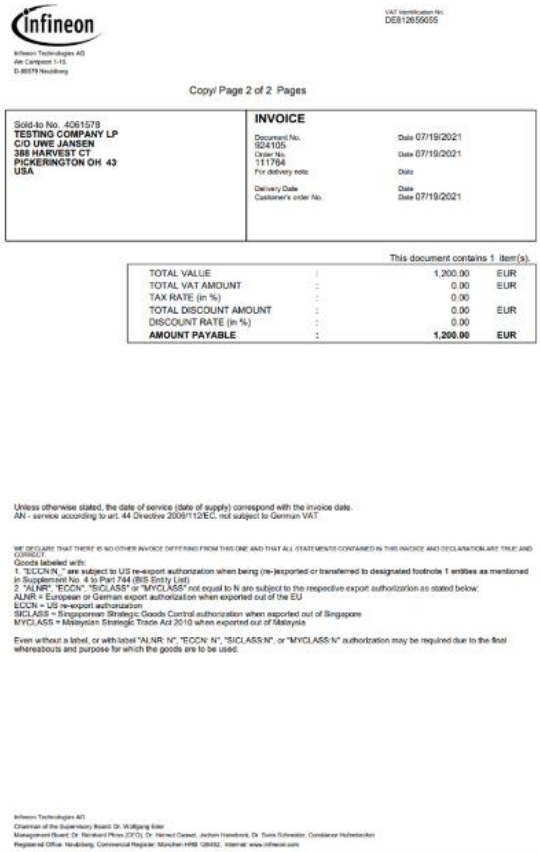
Our Department: IFIE CSC CLM EU CC DUB
Name
Phone
Fax
E-Mail

Shipping Address Customer no. 406
TESTING COMPANY LP
C/O MAX MUSTER
388 HARVEST CT
PICKERINGTON OH 43
USA

Tax Departure Country: Germany
Tax Destination Country: USA
Final Tax Destination Country: USA
Reason: IFX Licences / Royalties

Item	Description of Goods/Service	Quantity	Unit Price	Pricing Unit	Item Price	Currency
10	SVC_IPOSIM_LFTE_2W Commodity code: AWV NN ALNR GA GNR ADAT ECCN GA GNR ADAT PUL: PREF N Item Text IPOSIM Lifetime Estimation Service - 2 weeks (15 simulations) Service date: 25.06.2021	1 PC	EUR 1,200.00	1PC	1,200.00	EUR

Carried Forward 1,200.00 EUR



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INVOICE

Sold-to No. 4061578
TESTING COMPANY LP
C/O UWE JANSEN
388 HARVEST CT
PICKERINGTON OH 43
USA

Document No. 924105 Date 07/19/2021
Order No. 111764 Date 07/19/2021
For delivery note Date
Delivery Date Date
Customer's order No. Date 07/19/2021

This document contains 1 item(s).

TOTAL VALUE	:	1,200.00	EUR
TOTAL VAT AMOUNT	:	0.00	EUR
TAX RATE (in %)	:	0.00	
TOTAL DISCOUNT AMOUNT	:	0.00	EUR
DISCOUNT RATE (in %)	:	0.00	
AMOUNT PAYABLE	:	**1,200.00**	**EUR**

Unless otherwise stated, the date of service (date of supply) correspond with the invoice date.
AN - service according to art. 44 Directive 2006/112/EC, not subject to German VAT

WE DECLARE THAT THERE IS NO OTHER INVOICE DIFFERING FROM THIS ONE AND THAT ALL STATEMENTS CONTAINED IN THIS INVOICE AND DECLARATION ARE TRUE AND CORRECT.
Goods labeled with:
1. "ECCN:N_" are subject to US re-export authorization when being (re-)exported or transferred to designated footnote 1 entities as mentioned in Supplement No. 4 to Part 744 (BIS Entity List).
2. "ALNR", "ECCN", "SICLASS" or "MYCLASS" not equal to N are subject to the respective export authorization as stated below:
ALNR = European or German export authorization when exported out of the EU
ECCN = US re-export authorization
SICLASS = Singaporean Strategic Goods Control authorization when exported out of Singapore
MYCLASS = Malaysian Strategic Trade Act 2010 when exported out of Malaysia

Even without a label, or with label "ALNR: N", "ECCN: N", "SICLASS:N", or "MYCLASS:N" authorization may be required due to the final whereabouts and purpose for which the goods are to be used.

Q: Is Lifetime estimation a recurrent subscription? Do I need to pay every month for it?

A: No, Lifetime Estimation is a one-time payment subscription. Once your plan finalizes you would need to subscribe again for a new plan if you require it.

Q: When will I receive my Invoice?

A: The average time for your invoice to arrive in your mailbox is 3 working days. Please also check in your SPAM folder for an email that contains “Infineon Invoice” in the subject.
If by then you have not received the invoice, please contact our support team.

2. Simulation runs counting

Q: What counts as a simulation run of my Lifetime Estimation plan?

A: IPOSIM only counts successful Lifetime Estimation simulations in your subscription plan; this means simulations where all the steps were executed until rain flow analysis.
Important: We count simulations per device. For example, if you selected 5 Infineon devices at the same time for a Lifetime Estimation simulation, this will be counted as 5 simulation runs out of your plan.

Q: What can I do if I used the maximum number of simulations before subscription period finalizes?

A: You can subscribe immediately to a new plan; it will start a completely new subscription period and a maximum number of simulations.

Q: What can I do if my subscription period is finalized and I still have simulation runs available?

A: Your subscription ends when one of two conditions are met: 1) your subscription period ended or 2) you reached the maximum usage cap of simulation runs.

Q: I ran a simulation but it showed a calculation status error in the PDF report. Does it count as a simulation run out of my plan?

A: If a Lifetime Estimation simulation cannot produce meaningful results, for example, its temperatures are far beyond spec or rainflow is skipped, the simulation will not be discounted from your plan.

3. Billing Information step

Q: I tried to subscribe but I keep on having the error "Failed submitting your billing information", what can I do?

A: Please review that the information related to your company included in the form is correct. For invoicing purposes we validate the tax-related information of your company using an official VAT validation tool (https://evatr.bff-online.de/eVatR/), please make sure that the following fields are correct:

- Company name: it should be the complete registered name of the company. For example, do not write Infineon, the correct name is Infineon Technologies AG.
- Company address, city, and postal code: these items should be the same as the registered company address.

- VAT identification number (for member states of the European Union) please make sure the number is complete and in the right format. You can verify your country's format at https://ec.europa.eu/taxation_customs/vies/faqvies.do#item_11

If all the information is correct, it could be that the official VAT validation tool is temporarily not available. In this case, please try again a few hours later.

Q: I corrected the company name in myInfineon profile but the changes are not reflected in the billing information form.

A: Please refresh the page, if this does not work, please log out of your myInfineon account and log in again.

4. Account activation Step

Q: What can I do if I have not received any account activation email?

A: If after 1 day you haven´t received any email, please check in the spam folder or log into IPOSIM to check if the activation has been finalized.

5. Payment

Q: What is Stripe? How do they handle my data?

A: Stripe is our payment service provider who will process the payments for IPOSIM lifetime estimation service. In case of doubts concerning data protection, please refer to Infineon's privacy policy here.

Q: What if my payment was denied?

A: Please follow Stripe´s instructions; otherwise contact your card issuer.

Q: How can I reimburse the subscription fee for IPOSIM Lifetime Estimation in my company?

A: Every company has different procedures for cost reimbursement. The best is to align with your manager/project leader about it.
It is important that when subscribing to the Lifetime Estimation service you provide the correct information about your company, in that way you guarantee that the invoice is adequate for reimbursement.