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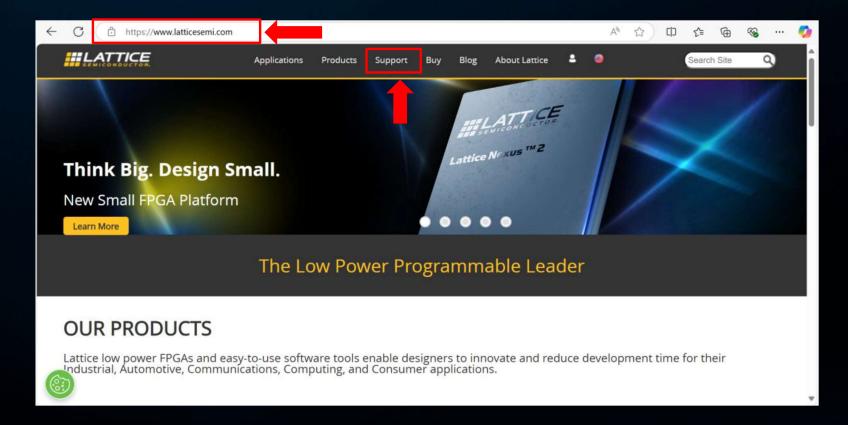
KEY THINGS TO TAKE NOTE

- 1. Customer Request Ticketing system is now transitioned to a new system hosted by Zoho Desk.
- 2. Enhanced Landing Page for Customers:
 - a) The **FAQ and Articles** are prominently displayed to encourage users to find solutions before submitting a ticket. Customer can access this in https://latticesemiconductor.zohodesk.com/portal/en/kb under Knowledge Base tab.
 - b) Tickets and FAQ pages can now be quickly accessed via the top panel.
 - c) Advanced Search Capabilities: Zoho Desk now supports multiple keywords for better accuracy, displays a sneak peek of the most relevant results below the search bar, and sort results by relevance and categorized by technical areas for easy navigation.



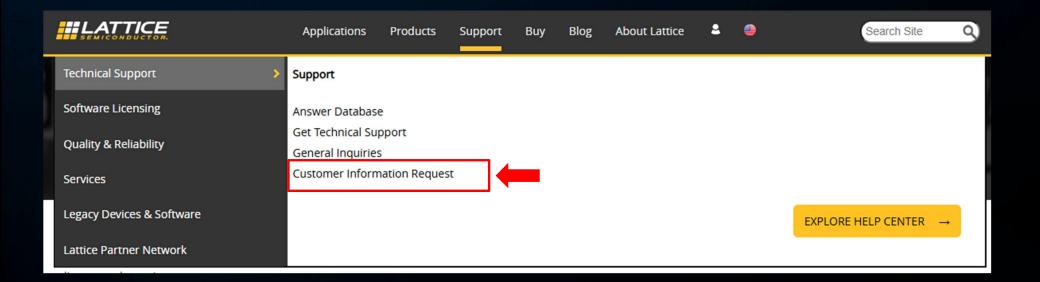


In the www.latticesemi.com website, just go to "Support".



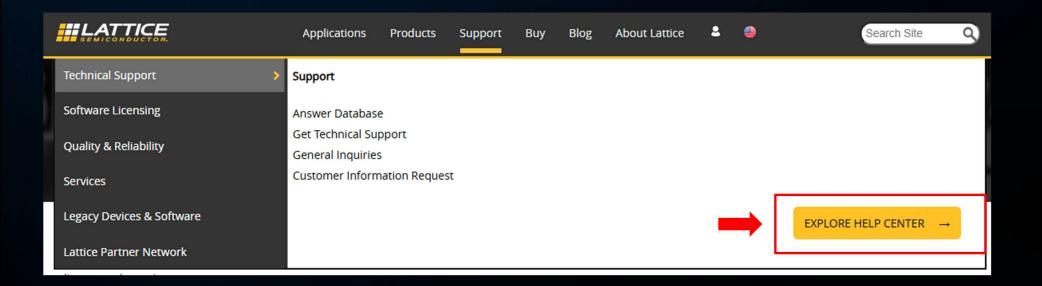


- There are three ways to access the Customer Information Request
 - 1. Support → Technical Support → Customer Information Request





2. Support → Technical Support → EXPLORE HELP CENTER Button





Customer Information Request (Training material for ticket creation is available on this page)



Technical Support Request

Need help? We're here to assist you with all your Lattice products.

Learn how to create Technical Support ticket here - Video / PDF 1



Lattice Software Licensing

Find and request all the software and IP license you need.



FA Request

Request for Failure Analysis (for DFAE and FAE only)



Design Services

Contact one of our trusted design services partners for assistance.



Customer Information Request

Requests for material declaration and compliance, conflict minerals, automotive PPAP, reliability qualification reports and manufacturing.

Learn how to create Customer Request Ticket here PDF ↓



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Enhance your knowledge of low power FPGAs, design techniques, and solutions development for a broad variety of applications with practical and constantly evolving trainings.

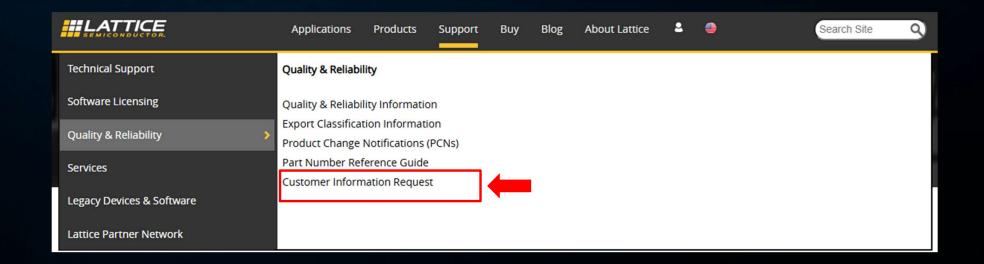


Mirametrix, a Lattice Semiconductor Company

A technology leader in high-quality, optimized, and commercial-grade AI and computer vision software solutions.



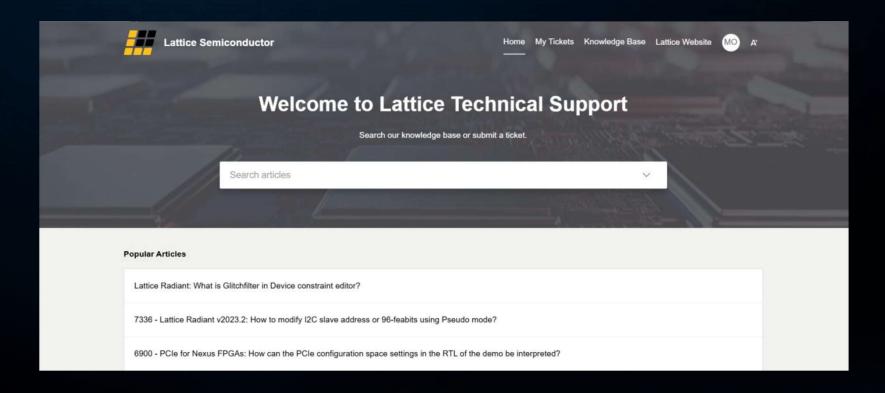
3. Support → Quality & Reliability → Customer Information Request







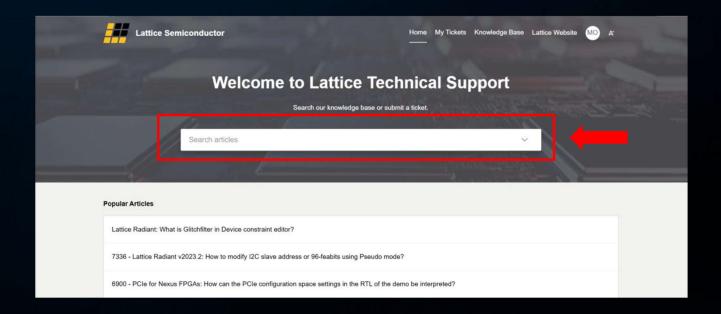
Below is the view of Lattice Technical Support Landing page:





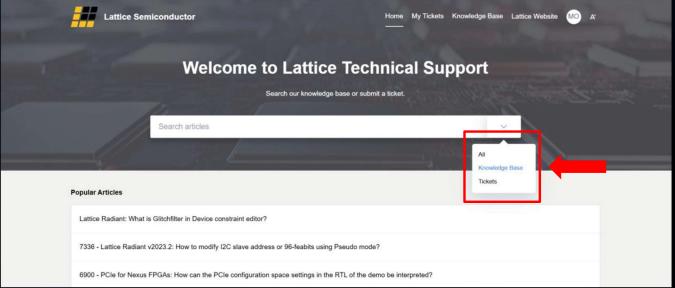
1. Search Bar

Enter keywords to find specific content (multiple keywords can be separated by spaces; the more keywords used, the more precise the results). By default, the search bar looks for articles.



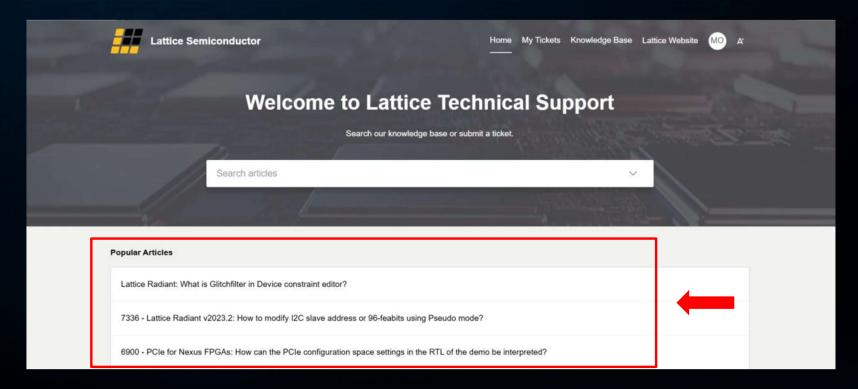


- b) To search in another area, simply click on the dropdown button and select the option you need. You can choose from:
 - All: To search through all available content.
 - Knowledge Base: To find FAQs, articles and information in the Knowledge Base.
 - **Tickets:** To look for specific tickets.



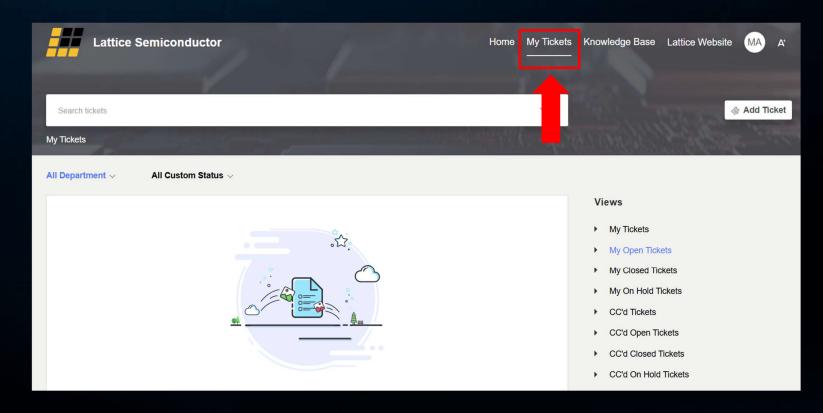
c) Customers are advised to search for solutions in existing articles before submitting tickets to the Customer Request team.

- 2. Popular Articles
- Displays the most frequently accessed FAQs or articles. For additional FAQs, users can visit the **Knowledge Base** portal.





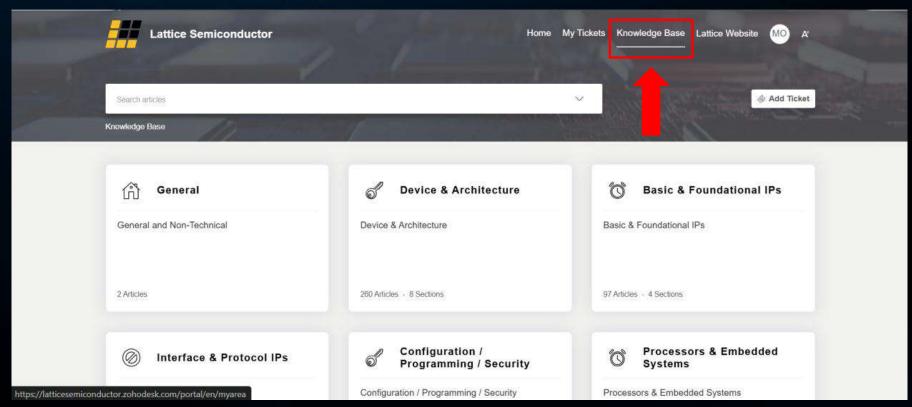
- 3. My Tickets
- a) Directs to the Ticket portal where users can view previously submitted tickets and create new ones.





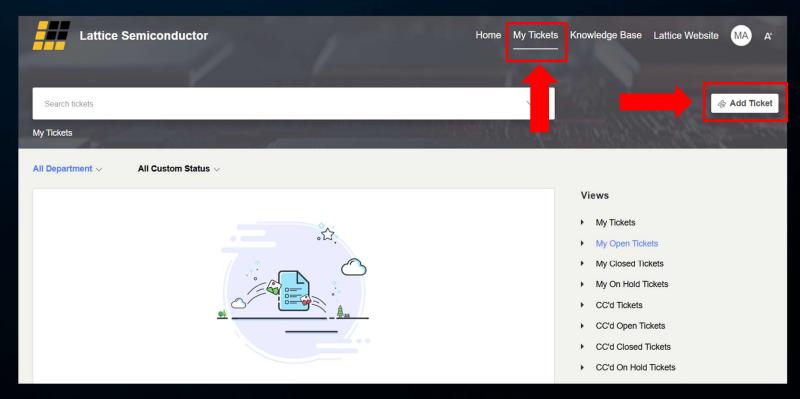
4. Knowledge Base

Leads to the Knowledge Base or FAQ portal where users can find valuable tips, information, and solutions to related cases.





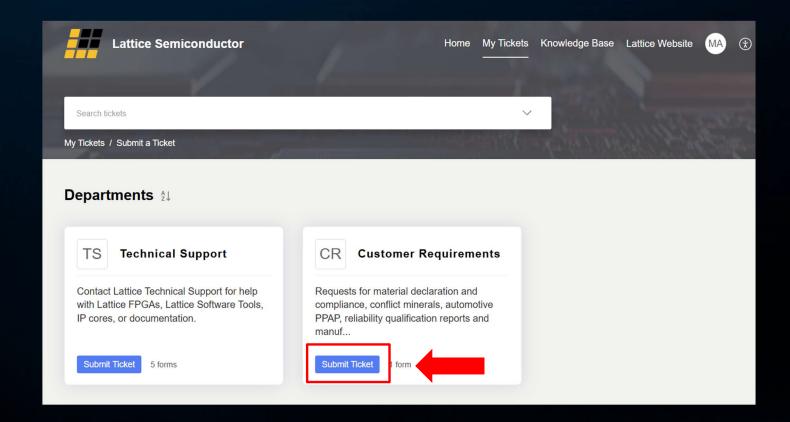
1. On the Lattice Technical Support landing page, click on "My Tickets" and click on "Add Ticket".



NOTE: Account in the Latticesemi.com portal should be created first prior ticket submission.

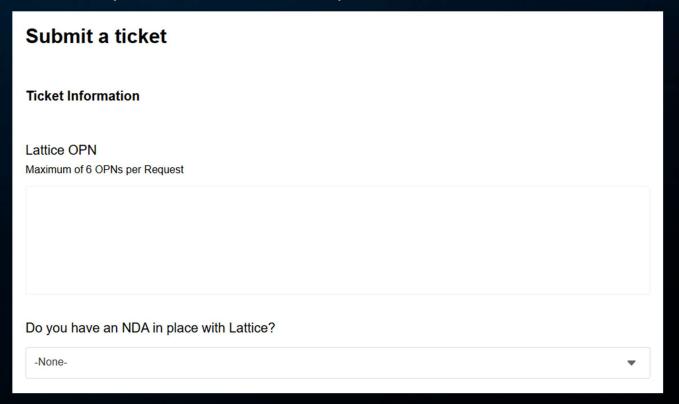


2. On the Customer Requirements table, click the "Submit Ticket" button.





3. Fill out and accomplish the Customer Request Ticket .



Note: Lattice OPN should have a maximum of 6 Part numbers per request





Below are the Customer Request Classifications:

- 1. Audit
- 2. Automotive
 - a. PPAP
 - b. IMDS ((request to access a software for automotive device information- Material declaration)
 - c. CAMDS (China AMDS)
 - d. Qualification Summary
 - e. Others
- 3. Conflict Minerals
 - a. CMRT (Conflict Minerals Reporting Template)
 - b. EMRT (Extended Minerals Reporting Template)
 - c. AMRT (Additional Minerals Reporting Template)

- 4. Device Package Data
 - a. CTE (Coefficient of Thermal Expansion)
 - b. Datasheet (e.g. OPN information)
 - c. FMD (Material Declaration)
 - d. Specific customer requirement yes or no
 - e. MSDS/RoHS report/SGS report/Third party lab reports per product
 - f. Package Dimensions/Package Outline drawing
 - g. Product marking Sample/ Photos
 - h. Other/additional
- 5. Environmental CoC
 - a. RoHS

- f. PFAS
- b. REACH
- g. Other

- c. POP
- d. CAProp65
- e. TSCA/PBT 6.0



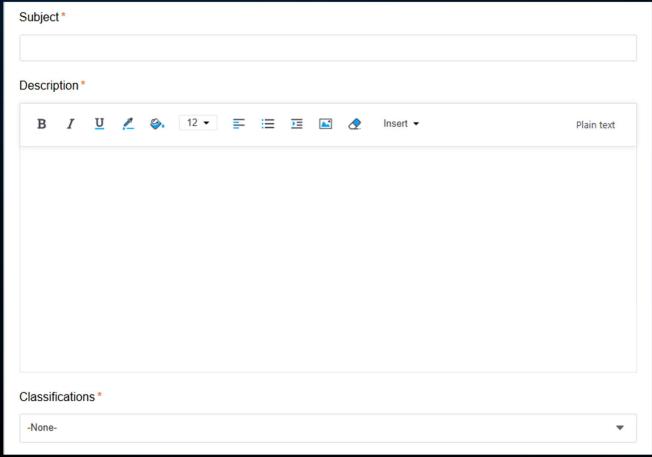


- 6. ESG
- a. Code of Conduct
- b. Business Continuity
- c. GHG data
- d. Other
- 7. IT/ Cyber Security
- 8. Life Cycle (Years of remaining life, longevity of a product)
- 9. Misc/ Other
- 10. Packaging
 - a. Tray/Tape and Reel
 - b. Specifications (drawings)
- 11. Qualification Summary/ Reliability Monitor Report

- 12. Qual/ Reliability related question
 - a. FIT Rate
 - b. MTBF/MTTF
 - c. ESD
 - d. MSL
 - e. Other
- 13. Supply Chain
 - a. COO or Country of Diffusion
 - b. Supplier addresses
- 14. Customer data requirements for qualifying new products

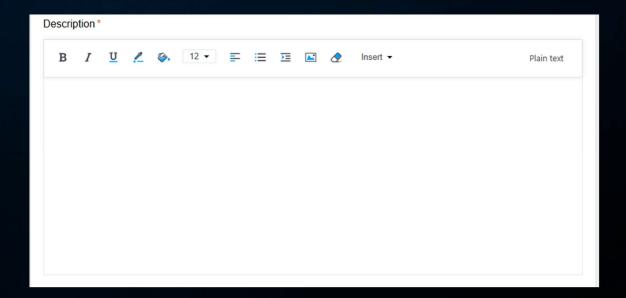


Input the Subject, Description of the request, and Classifications (These are a required fields)



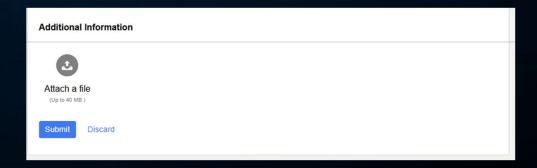


In the Description field, you can utilize the full-pledged editing function available for drafting your messages. Picture snapshots or images can either be drag-and-drop or copy and paste into the description field as inline attachments.





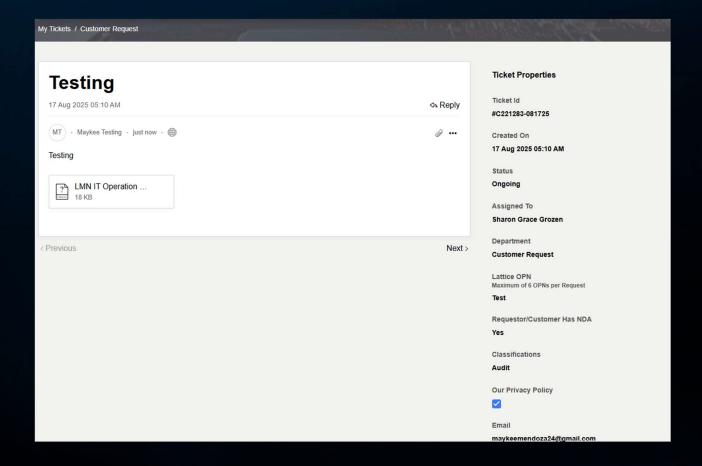
Files can be attached to the ticket with a maximum size of less than 30 MB. Note that attachments can only be added using the "Attach a file" button at the bottom of the ticket form



Once done with the form, simply click "Submit" button.



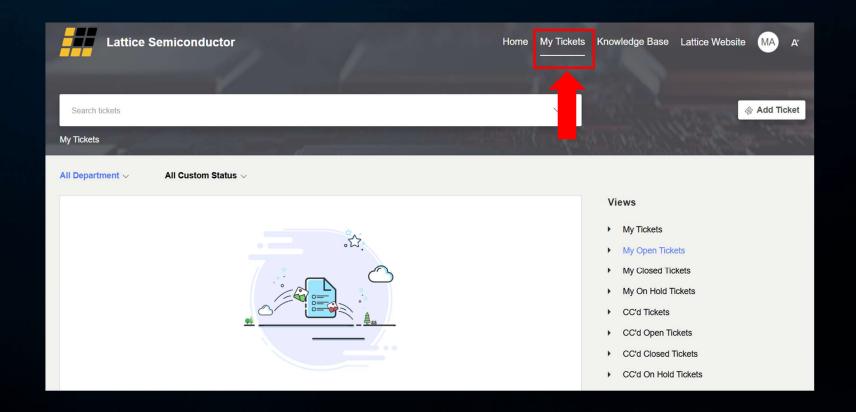
Once ticket is submitted, customer can view the summary of the ticket





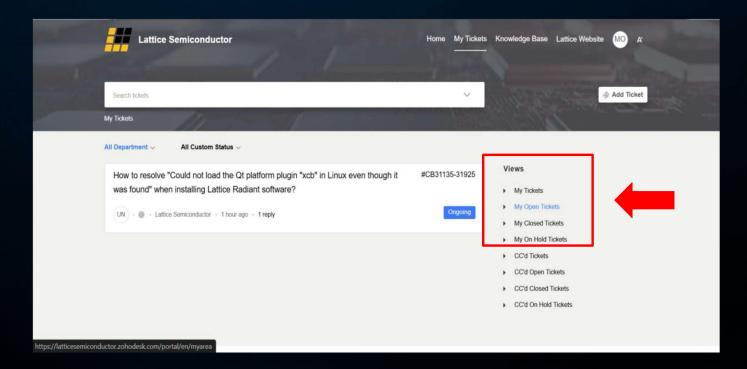


1. To view and review current and previous Customer Request Tickets, click on "My Tickets".





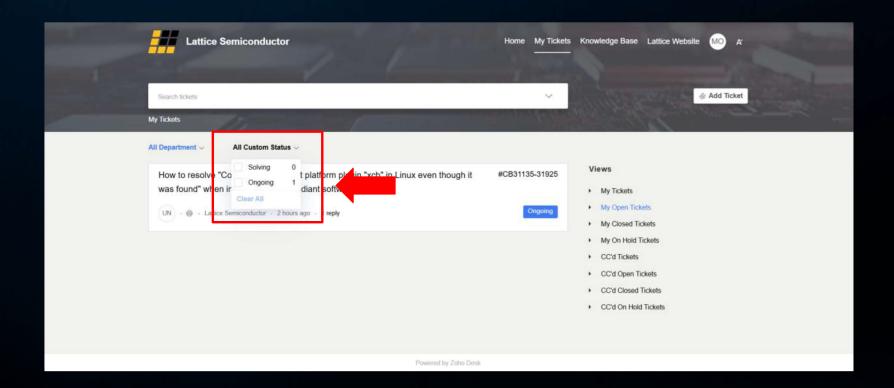
2. To "View" your tickets, simply look at the right part of the portal. Here's a quick guide to what you will find:



- **a. My Tickets:** This is where you will find all your tickets.
- b. **My Open Tickets:** Shows the tickets that have an **Ongoing** status
- c. **My Closed Tickets:** Here you can see all your resolved and closed tickets.
- d. My On Hold Tickets: These are the tickets that are waiting for more information or action. They show the tickets with the statuses Pending Customer and Pending Factory.

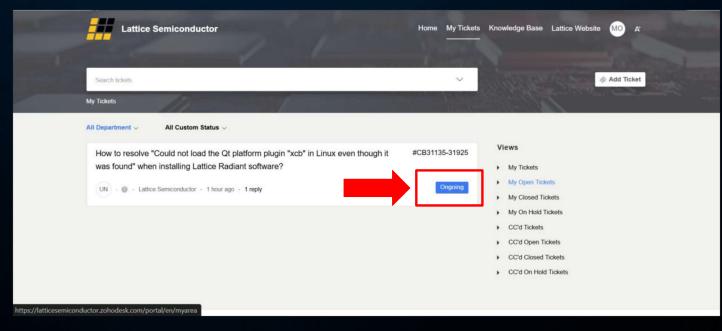


3. If you want to see specific tickets, you can filter them by clicking the dropdown button on the "All Custom Status".





To know the current status of the case or ticket, see the lower portion of the ticket.



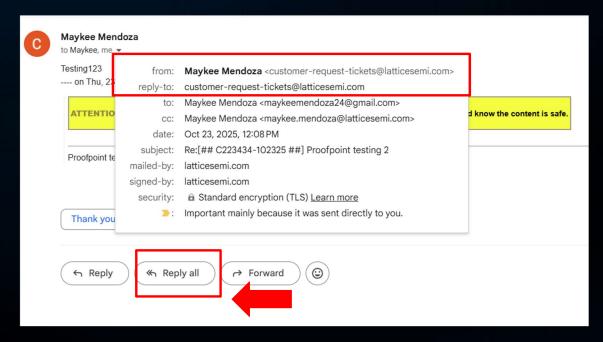
Status – This represents the current state of a case. (Ongoing/Pending Customer/Pending Factory/Closed)

- Ongoing This status is used when a Customer Request Agent is still working on the ticket.
- b. **Pending Customer** This indicates that the ticket is waiting for a reply from the Customer.
- c. **Pending Factory** This status is used when the issue is being handled by the Lattice Factory (QA, Reliability, FA Team, IT, etc.).
- d. Closed Indicates that the ticket is closed.



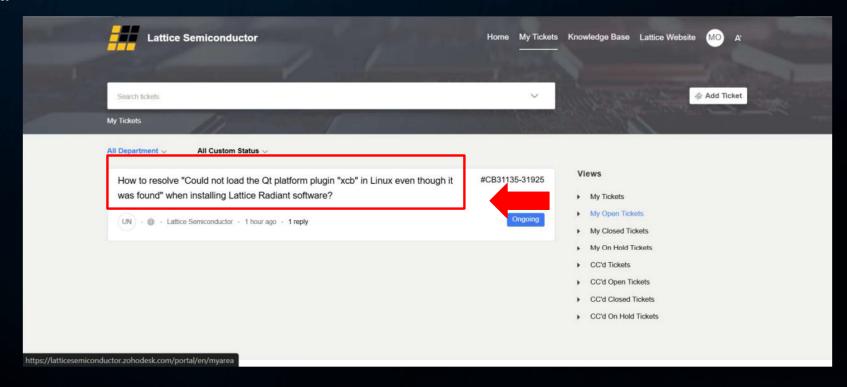


- 1. There are two ways to reply on the ticket
- a) Reply via email You will receive an email notification from customer-request-tickets@latticesemi.com, which will display the name of the ticket owner. Please make sure to use the "Reply All" button when responding, so that everyone included in the email thread receives the customer's response.



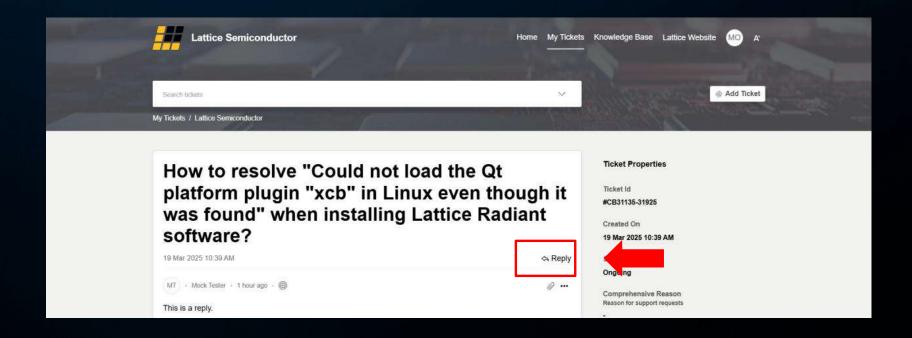


- b) Reply via WEB PORTAL.
- i. To reply on any update from the Customer Request Ticket, click on the ticket subject.



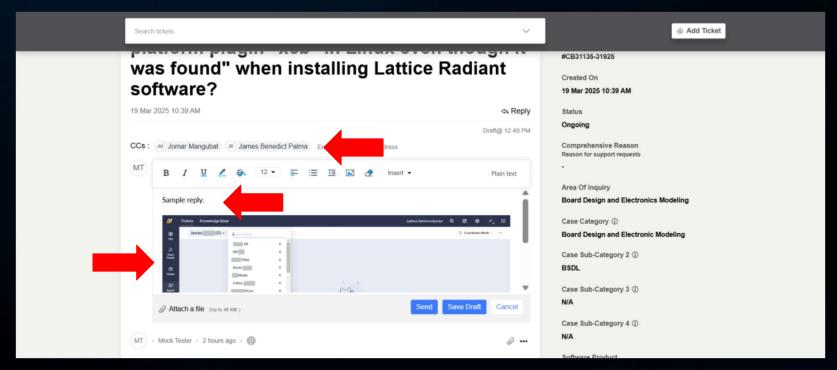


ii. Afterwards, click "Reply".



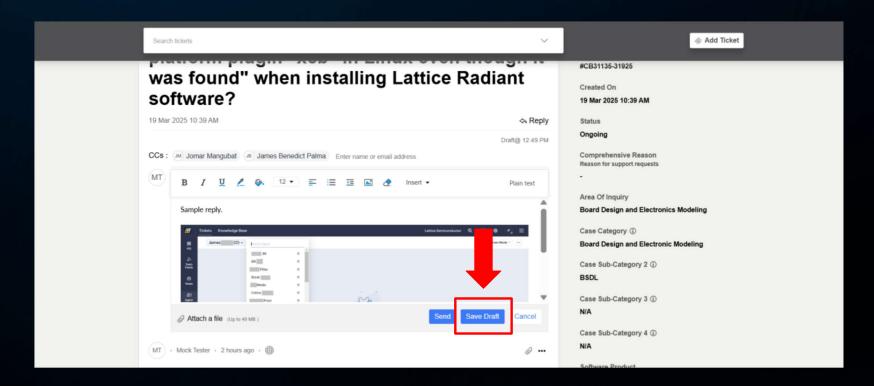


iii. **Type your reply** and use the editing functions just like you would when drafting an email. Users are encouraged to **remove any pre-text from previous replies before drafting their response** to help keep the conversation thread clean. Additionally, if the customer wishes to **add or remove people in CC**, they can do so. **Picture snapshots or images can be drag-and-dropped** into the description field as inline attachments.



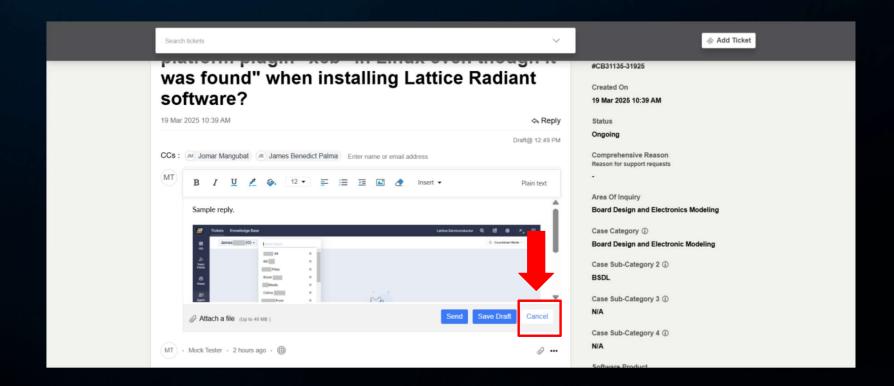


iv. If the draft is not yet ready to be sent, click on the "Save Draft" button. This will save your draft in the portal, and you can find it later when you re-open the ticket.



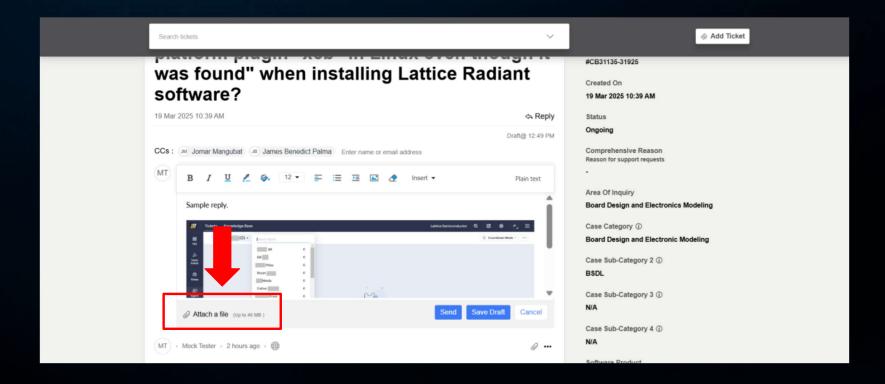


v. Click "Cancel" to discard any changes you've made.





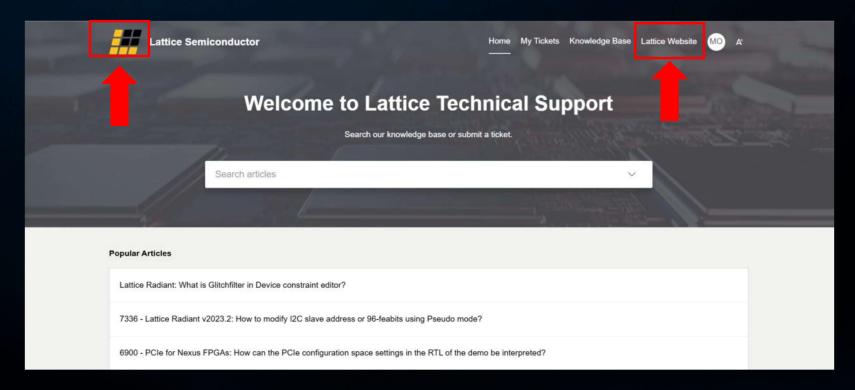
vi. Users can also attach a file, with a maximum capacity of less than **30MB**. Note that attachments can only be added using the "**Attach a file**" button. While pasting snapshots into the message box is supported, the drag-and-drop function of files is not available at this time.





vii. Once done with the reply, users must click on "Send".

viii. Users can go back to the Lattice website by simply clicking on the Lattice Website button located on the top bar or by just clicking on the Lattice logo.







The Low Power Programmable Leader