

Who do I contact with my questions?



SPS Commerce

- SPS current global system performance
status.spscommerce.com
- Questions about using or operating in **Fulfillment**
- Questions about **sent documents**
- Questions about **document errors**
- Did my **document send correctly?**
- Why is my document **In Transit?**
- Questions about **data entry requirements**
- Questions about additional **SPS Commerce Services**
- SPS Commerce **monthly Invoices** or **Adding Users**
- Questions about **EDI Testing & Certification**

SPS Commerce Support

888-739-3232

Option 1: Fulfillment

Option 4: Billing

Please use for urgent requests

Reference Case #, when applicable



support@spscommerce.com

You will receive an automated email with a case number for your inquiry.



Messenger: Log into your Fulfillment account, and click the message icon in the lower right-hand corner.

***Chat also available for Onboarding**

Additional Materials

Fulfillment

help.fulfillment.spscommerce.com

Training

trainingcenter.spscommerce.com



Sally Beauty

- Questions about **business requirements**
- Questions about **document content received from Sally Beauty**
- Why is this **information on my order?**
- Requests for **exemptions** to required documents or forms
- Questions about assigned **vendor numbers**
- Questions about **Order Management Models**

Sally Beauty



Please reach out to your Sally Beauty's Merchandising Team for questions specific to orders.



SBH-EDISupport@SallyBeauty.com

Onboarding & Program Requirements

<https://community.spscommerce.com/sally-beauty-fulfillment/>

SPS Commerce Onboarding

community@spscommerce.com

Contact information used for vendors engaging directly with SPS about general EDI onboarding questions

SPS Commerce Fulfillment

****For active Fulfillment projects only****



implementation@spscommerce.com

You will receive an automated email with a case number for your inquiry.

SPS Commerce Testing & Certification

****For active Testing projects only****



editesting@spscommerce.com

Average Response Time: within 24 hours



Designated SPS resource Phone Number provided directly to supplier