Who do I contact with my questions?

SPS | 2023

SPS Commerce

- SPS current global system performance
  status.spscommerce.com
- Questions about using or operating in **Fulfillment**
- Questions about **sent documents** or **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
For Production related questions

888-739-3232

Option 1: Fulfillment

Option 4: Billing

Please use for urgent requests
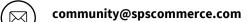
Reference Case #, when applicable

support@spscommerce.com

Average Response Time: within 24 hours

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

Messenger: Log into your Commerce Platform account and click the message icon in the upper right-hand corner.

SPS Commerce Onboarding

community@spscommerce.com

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

Designated SPS resource Phone Number provided directly to vendor

Leslie's Poolmart

- Questions about **business requirements**
- Questions about **document content received from Leslie's Poolmart**
- 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**

Leslie's Poolmart

Please reach out to your Leslie's Team for questions specific to orders.

vendors@lesl.com | *buyers@lesl.com*

Onboarding & Program Requirements

https://community.spscommerce.com/leslies-poolmart-inc/

SPS Commerce Fulfillment
For Pre-Production Fulfillment questions

implementation@spscommerce.com

Average Response Time: within 24 hours

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

SPS Commerce Testing & Certification
For Pre-Production Testing questions

editesting@spscommerce.com

Average Response Time: within 24 hours

Designated SPS resource Phone Number provided directly to supplier

Additional Materials

Training

trainingcenter.spscommerce.com