

Who do I contact with my questions?

 | 2022



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



Cornerstone Brands

Garnet Hill, Frontgate, Grandin Road, Ballard Designs

- Questions about **business requirements**
- Questions about **document content received from Cornerstone Brands**
- 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**

Cornerstone Brands



Please reach out to your Cornerstone Brands Account Team for questions specific to orders.



Onboarding & Program Requirements

<https://community.spscommerce.com/garnet-hill-edi-initiative-2022/>

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