

Supplier Rebate Portal Frequently Asked Questions (FAQs)

What if I forgot my password?

1. Select **Forgot Password** on the Supplier Portal login page.
2. Enter your email to re-set your password.

What if I don't have an account to login to the Supplier Portal?

Reach out to the Supplier Relations team at supplier@facilisgroup.com to request an account. We will set you up and send you a Welcome Email with instructions on how to log into the portal.

What if I didn't receive the Welcome Email?

Please check your junk folder or look for an email from supplier@facilisgroup.com.

If you have not received this email, please reach out to supplier@facilisgroup.com and we will get you registered.

Where can I find a training guide or instructions?

The training guide will be included in all audit period email communications.

If you still have questions, please reach out to supplier@facilisgroup.com.

How are the Rebates calculated for Syncore (@ease) purchases?

Rebates are calculated using the Supplier invoice date on the PO for the appropriate Rebate period. At the end of each period, we wait 45 days to allow for invoices to fulfill the payment terms. All invoices that have been paid within the Rebate period will then have the Rebate % calculated on the subtotal minus any deductions for credit card payments.

What do I need to do as a Supplier?

See the table below for the actions that take place in the Supplier Portal.

DAY (After the Rebate Period closes)	ACTION
1	View in the Portal the anticipated estimated Rebate amount will be for each Distributor
46	<ul style="list-style-type: none"> • View final estimated Rebate amount • Start audit • You will have 25 days to complete your audit on all estimated Rebate amounts
71	Distributor will have 14 days to reach out to you to dispute the owed Rebate amount
85	<ul style="list-style-type: none"> • End of the dispute period • ALL Rebate amounts will be locked in, and NO adjustments can be made • Facilisgroup will then start invoicing each Supplier for the Rebate amounts
This process will repeat for H1 (January 1 – June 30) and H2 (July 1 – December 31).	

Will the Distributor purchases made outside of Syncore (@ease) be included in the calculated Rebate?

Yes. We will reach out to our Distributors the week after H1 & H2 and request they provide us with all purchases that have an invoice date within the appropriate Rebate period. We will then include this number in a separate attachment within the portal and calculate the full Rebate % on this number.

NOTE: Since these purchases are not in Syncore (@ease) we will not be able to verify if they have been paid within the payment terms or if they were paid with a credit card.

What happens if an invoice is paid with a credit card and another payment type?

Split payments paid with a credit card will NOT be deducted from the Rebate.

Do I have to accept each Partner Rebate individually?

No. You can make the adjustments needed and then leave the remaining Rebates untouched. On day 26 of the Rebate audit, the portal will automatically accept all Rebates that have not already been adjusted or accepted.

See the table below for the action items that need to be done in the portal and when you can perform each action.