Yearly Rebate Suppliers: Instructions

The process for Suppliers who provide rebates annually is different in the Supplier Portal than for Suppliers who provide them twice a year.

Yearly Rebates

Facilisgroup will provide you with an excel file with the invoiced amounts for each Distributor for Period 1.
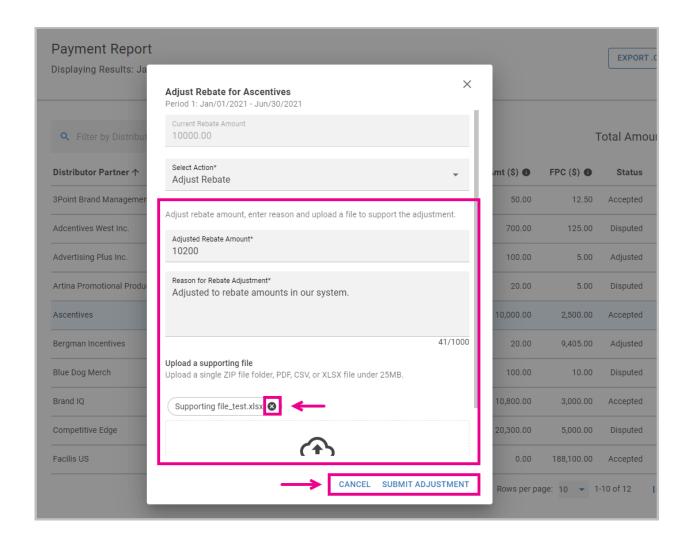
To process a yearly Rebate:

1. Review the invoiced amounts for each Distributor in Period 1 in the excel file.
2. Go to the Supplier Portal to review the invoiced amounts the invoiced amounts for each Distributor in Period 2.
3. In Period 2, enter the full Rebate amount for the Distributor for the year as an adjustment and state "full year rebate" as the reason for the adjustment.

Detailed steps on how to make an adjustment to a Rebate:

i. Select the Distributor Partner row that you want to adjust.

   The "Details for [Distributor Partner]" window opens displaying the following information:
   - 6 month period
   - the last action, if applicable.

ii. Select **SELECT ACTION** to open the dropdown menu and select **Adjust Rebate**.

iii. Select **CANCEL** to exit.

A dialog window will open with the following message:

"*You will lose all changes if you exit.*"

iv. Select **EXIT** or select **KEEP EDITING** if you want to return to the Details window.

v. Enter numerical amount (to 2 decimal places) into the Adjusted Rebate Amount* field.

vi. Enter the reason for the adjustment into the Reason for Rebate Adjustment* field.

- State "full year rebate" as the reason for the adjustment.

Supplier Portal: Rebates Dashboard for Supplier Partners: Training

OVERVIEW

Facilisgroup has created a new Supplier Portal with its own unique URL: https://supplier.facilisgroup.com

In the Supplier Portal, Supplier Partners will be able to:

1. View Rebate information for all Distributor Partners.

2. Audit the estimated Rebate and accept or adjust the amount calculated.

3. Adjust the Rebate amount in case of a dispute with the Distributor Partner.

   NOTE: All changes to submitted Rebates are pushed to Syncore for the Distributor Partners to review.

4. Download file(s) of detailed Purchase Order data for added transparency.

The Supplier Partner contract information will be used to calculate the estimated Rebate and Facilisgroup Partnership Contribution (FPC) amounts for qualifying Purchase Orders (POs) for Distributor Partner purchases. The Rebate calculation includes the penalty for payment by credit card (where credit card payment is to the sole method used).
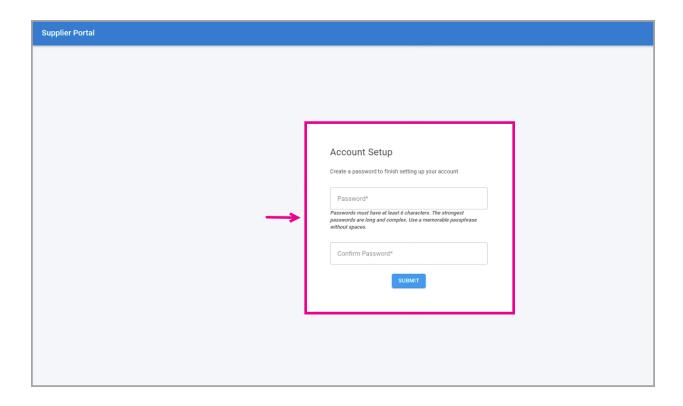
Users:

For Supplier Partners.

1. Account Set Up

When selecting the link in your Account Set Up email sent by Facilisgroup Admin, you will be directed to the Supplier Portal. In the Supplier Portal, you are directed to create a password to finish setting up your account.

To Finish Setting up Your Account:

1. Enter your password in the **Password** field under "Account Setup".

   "Passwords must have at least 6 characters. Strongest passwords are long and complex. Use a memorable passphrase without spaces."

2. Enter your password again in the **Confirm Password** field below.

3. Select **SUBMIT**.

   A notification, "*Your account has been successfully set up.*" appears.

   The Rebate Search page opens.

Set Up Account Link Expired

If the Set Up Account Link has expired, a message under **Set Up Account Link Expired** will direct the User to contact the Supplier Relations team at supplier@facilisgroup.com to request a new token (link).
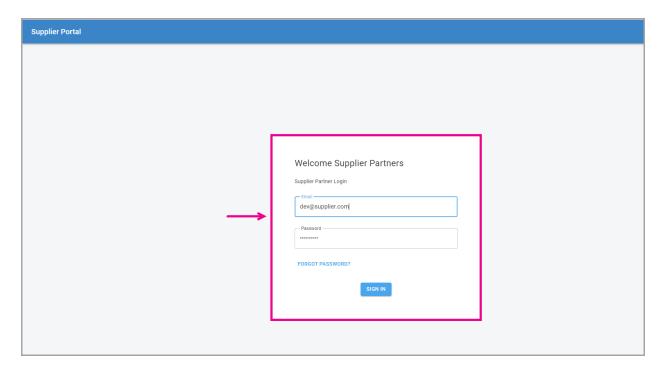
NOTE: The set up account email is valid for 48 hours.

2. Login: Welcome Supplier Partners

To Log in:

1. Enter your email address in the **Email** field under "Welcome Supplier Partners".
2. Enter your password in the **Password** field below.

    When the fields are complete, the greyed out **SIGN IN** button will turn solid blue to indicate that it has been enabled.

3. Select **SIGN IN**.

4. You are logged in.

Forgot Password

If you forgot your password:

1. Select **FORGOT PASSWORD?** below the Password field.
2. Enter the email address associated with your account to send reset instructions to your email address.

    When the field is complete, the greyed out **SUBMIT** button will turn solid blue to indicate that it has been enabled.

3. Select **SUBMIT**.

Message:

> "*We've sent a link that will allow you to reset your password.*
> *Please check your email inbox.*
>
> *Note: It may take up to 5 minutes for the email to arrive, and may*
> *occasionally end up in a junk or spam folder.*"

4. Select **RETURN TO SIGN IN**.

5. Log in.

Password Reset

1. Enter your password in the **Enter New Password** field.

   "Passwords must have at least 6 characters. Strongest passwords are long and complex.
   Use a memorable passphrase without spaces."

2. Enter your password again in the **Confirm Password** field below.

3. Select **RESET PASSWORD**.

   When the fields are complete, the greyed out **RESET PASSWORD** button will turn
   solid blue to indicate that it has been enabled.

4. The Login page opens.

Forgot Password Link Expired

The Forgot password link valid for 30 minutes.

1. If your Forgot Password Link has expired, you will receive the following notification:

   > "*Your temporary token link has expired.*
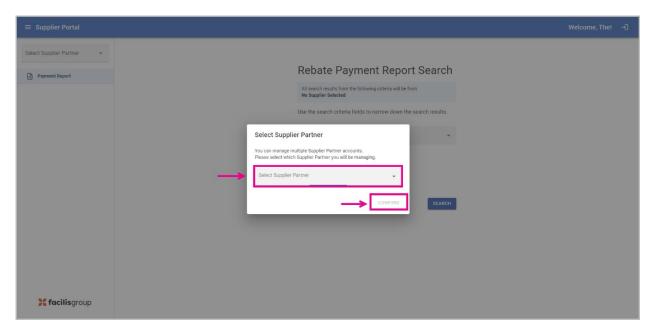   > *Please continue to Forgot Password page to reset password.*"

2. Select **CONTINUE**.

3. Supplier Partner Users Associated with Multiple Suppliers:

If you are associated with multiple Suppliers, you must first select a Supplier Partner account after you are logged in.

1. Select **Select Supplier Partner** from the dropdown menu, then select the Supplier account you would like to manage.
2. Select **CONFIRM** after you have chosen your Supplier.

3. The Rebate Payment Report Search page opens.

4. Rebate Payment Report Search

To search for a Rebates Payment Report:

1. On the Rebates Payment Report Search page, select the year from the **Year*** dropdown list.
2. Select the radio button beside the date range for the report:
   - Period 1: January 1 to June 30
   - Period 2: July 1 to December 31
3. Select **SEARCH**.

NOTE: If you perform a search for a previous Payment Report:

- You cannot make any updates. Message will appear:

  "Information displayed is past the lock in period, no updates can be made."

- You can select the distributor row to open the action model, but no action can be performed.

- You can download files by selecting ⬇ (download icon) at the end of a Distributor row.
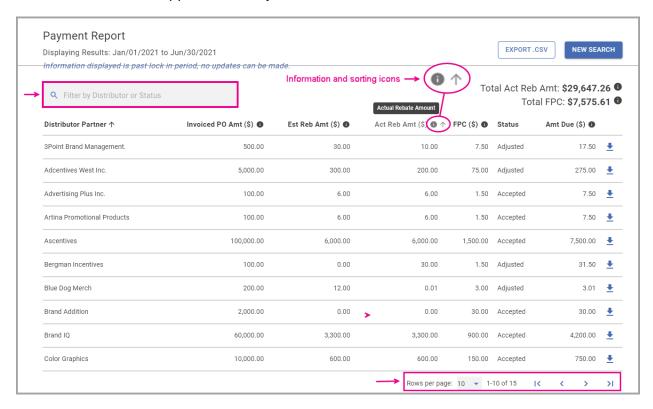
5. Payment Report

The Payment Report displays the results in a table with the following columns (left to right):

   i.   **Distributor Partner**
   ii.   **Invoice PO Amt ($)** [hover: Invoiced Purchase Order amount(s)]
   iii.   **Est. Reb ($)** [hover: Estimated Rebate amount]
   iv.   **Act. Reb Amt ($)** [hover: Actual Rebate amount]
   v.   **FPC ($)** [hover: Facilisgroup Partnership Contribution]
   vi.   **Status**
   vii.   **Amt Due ($)** [hover: Total of actual Rebate amount and Facilisgroup Partnership Contribution]

NOTES:

    i.   Hover over the column header to display more details.

    ii.   Sort columns by selecting ↑ (arrow icon) next to the column header.
- The ↑ appears when you hover over the column header.

a. Filtering the Payment Report

In the **Filter by Distributor or Status field**:

1. Enter the first few letters of a Distributor Partner's name to filter by Distributor Partner.

2. Enter the first few letters of the Status (i.e., Adjusted) to filter by Status.

b. Table Rows and Navigation

To change the number of rows displayed and navigate:

1. Select the downward arrow beside **Rows per page** to open the dropdown menu and select the number of rows you would like to display.
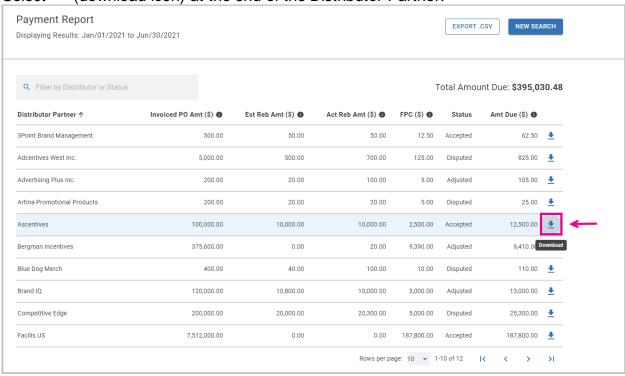- Options available: 10, 25, 50 and 100.

2. Select the arrows to navigate through the pages of results. Select:
   - **>** to go to the next page
   - **<** to go to the previous page
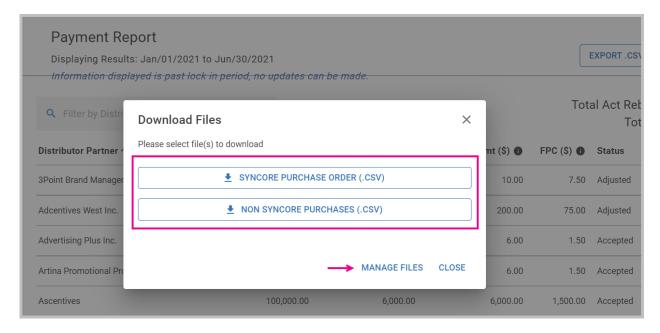   - **|<** to go to the first page
   - **|>** to go to the last page.

c. Downloading Files

To download individual files:

1. Select ⬇ (download icon) at the end of the Distributor Partner.

Payment Report
Displaying Results: Jan/01/2021 to Jun/30/2021

EXPORT .CSV   NEW SEARCH

🔍 Filter by Distributor or Status   Total Amount Due: **$395,030.48**

Distributor Partner ↑	Invoiced PO Amt ($) ⓘ	Est Reb Amt ($) ⓘ	Act Reb Amt ($) ⓘ	FPC ($) ⓘ	Status	Amt Due ($) ⓘ	
3Point Brand Management.	500.00	50.00	50.00	12.50	Accepted	62.50	⬇
Adcentives West Inc.	5,000.00	500.00	700.00	125.00	Disputed	825.00	⬇
Advertising Plus Inc.	200.00	20.00	100.00	5.00	Adjusted	105.00	⬇
Artina Promotional Products	200.00	20.00	20.00	5.00	Disputed	25.00	⬇
Ascentives	100,000.00	10,000.00	10,000.00	2,500.00	Accepted	12,500.00	⬇
Bergman Incentives	375,600.00	0.00	20.00	9,390.00	Adjusted	9,410.00	Download ⬇
Blue Dog Merch	400.00	40.00	100.00	10.00	Disputed	110.00	⬇
Brand IQ	120,000.00	10,800.00	10,000.00	3,000.00	Adjusted	13,000.00	⬇
Competitive Edge	200,000.00	20,000.00	20,300.00	5,000.00	Disputed	25,300.00	⬇
Facilis US	7,512,000.00	0.00	0.00	187,800.00	Accepted	187,800.00	⬇

Rows per page: 10 ▾   1-10 of 12 |<   <   >   >|

The "Download Files" window opens.

2. Select **CLOSE** to exit.

3. Select:

- ⬇ **SYNCORE PURCHASE ORDER** to download Syncore PO.
- ⬇ **NON SYNCORE PURCHASES** to non-Syncore purchases.

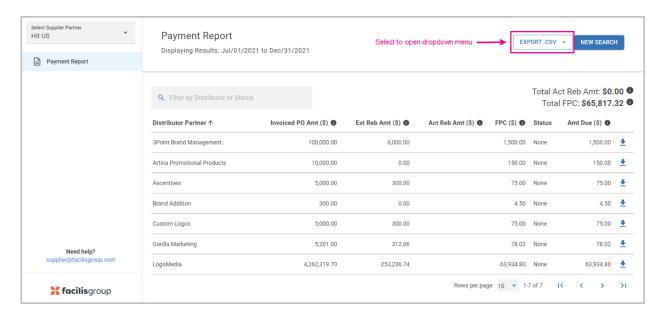The file(s) are downloaded onto your computer as a .CSV.

d. Exporting

From the Payment Report page, you can export Syncore Purchase Orders for each Distributor Partner.

To Export the Payment Reports:

1. Select **EXPORT .CSV** on the top right corner to open the dropdown menu.

2. Select from the following reports to download:

- **Distributor Summary**: the complete Payment Report (currently available)

- **Syncore Purchase Orders**: All Purchase Order details listed by Distributor Partner

- **Non-Syncore Purchases**: All submitted purchases from outside of Syncore by the Distributor Partner.

  The report is downloaded onto your computer.

The Distributor Summary Report is the complete Payment Report and shows the following information:

i.   Distributor Partner name
ii.   Invoiced PO Amount ($)
iii.   Estimated Rebate Amount ($)
iv.   Actual Rebate Amount ($)
v.   Status
vi.   Amount Due ($).

The Syncore Purchase Orders Report show the following details:

i.   Distributor Partner name
ii.   PO #
iii.   Status
iv.   Invoice #
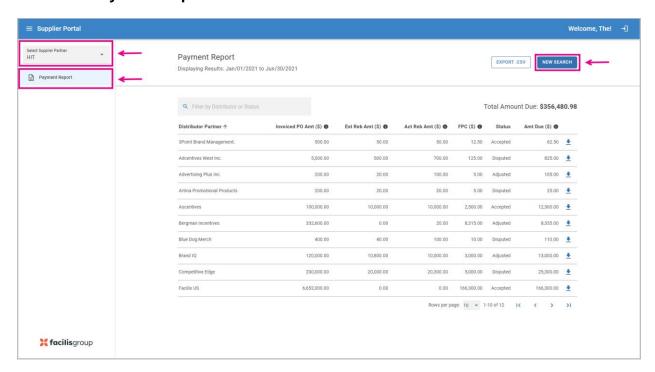
   v.   Invoiced Amount

  vi.   Invoiced Date

 vii.   Paid Date

viii.   Payment Cycle Time

  ix.   Payment Type

   x.   Credit Card Penalty Percentage (%)

  xi.   Credit Card Penalty ($)

 xii.   Rebate Percentage (%)

xiii.   Estimated Rebate Amount ($)

e. New Search and Changing Supplier

There are two ways to start another Rebates Payment Report search:

1. Select **NEW SEARCH** in the top right-hand corner of the Payment Report page.

2. Select **Payment Report** from the left sidebar.

To change to different Supplier:

You can manage multiple Suppliers in the Supplier portal.

1. Select **Supplier Partner** to open the dropdown menu in the left sidebar.

2. Select the Supplier account you would like to manage.

6. Change the Status of a Rebate: Accept and Adjust

On the Payment Report page, a Supplier Partner can select any of the Rebate submission rows in the table to perform the following actions:

- Accept Rebate
- Adjust Rebate
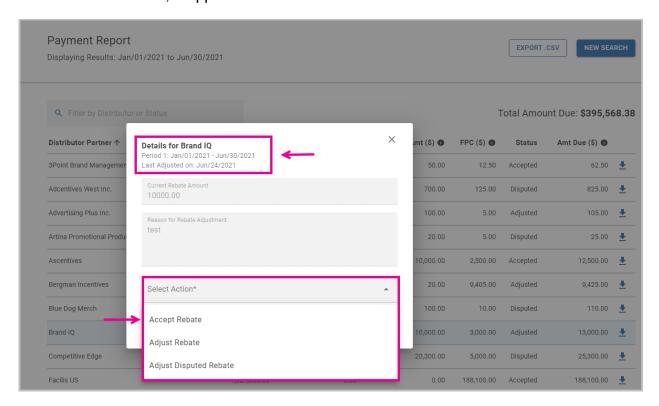- Adjust Disputed Rebate.

a. Accept Rebate

To Accept a Rebate:

1. Select the Distributor Partner row that you want to accept.

    The "Details for [Distributor Partner]" window opens displaying the following information:

    - 6 month period
    - the last action, if applicable.

2. Select **CLOSE** to exit.

3. Select **SELECT ACTION** to open the dropdown menu and select **Accept Rebate**.

4. Select **CANCEL** to exit.

   A dialog window will open with the following message:

   "*You will lose all changes if you exit.*"

   Select EXIT or select KEEP EDITING if you want to return to the Details window.

5. Select **SUBMIT ACCEPTANCE** to accept the current Rebate amount.

   The status updates to "Accepted", and Actual Rebate amount and Amount Due are updated.

   Updates to Rebate requests are pushed back to Syncore to flow into Distributor Partner and Facilis reporting.
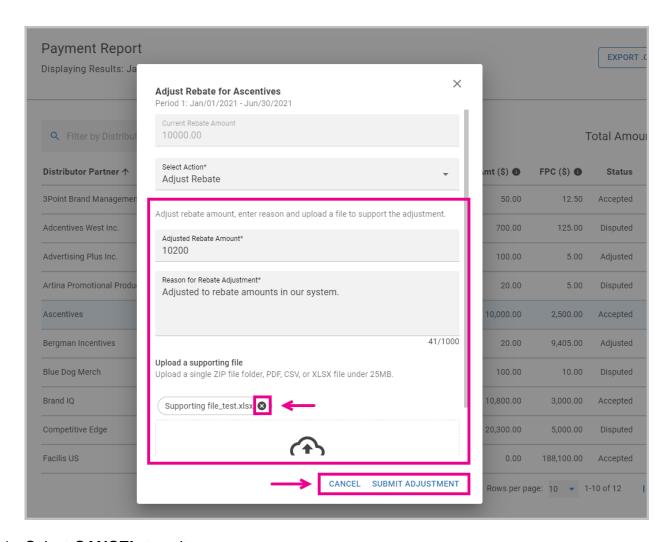
b. Adjust Rebate

To Adjust a Rebate:

1. Select the Distributor Partner row that you want to adjust.

   The "Details for [Distributor Partner]" window opens displaying the following information:

   - 6 month period
   - the last action, if applicable.

2. Select **CLOSE** to exit.

3. Select **SELECT ACTION** to open the dropdown menu and select **Adjust Rebate**.

4. Select **CANCEL** to exit.

   A dialog window will open with the following message:

   "*You will lose all changes if you exit.*"

5. Select **EXIT** or select **KEEP EDITING** if you want to return to the Details window.

6. Enter numerical amount (to 2 decimal places) into the **Adjusted Rebate Amount*** field.

7. Enter the reason for the adjustment into the **Reason for Rebate Adjustment*** field.

8. Drag and drop a supporting file(s) (or browse and choose the file(s)) into the **Upload a supporting file** field.

NOTES:

i. Some of the above fields are mandatory (indicated by the *****):

- Adjusted Rebate Amount*
- Reason for Rebate Adjustment*

ii. You can select the **x** beside the uploaded file to delete it.

9. Select **SUBMIT ADJUSTMENT** to adjust the current Rebate amount.

The status updates to "Adjusted", Actual Rebate amount and Amount Due are updated, and any files are uploaded.

Updates to Rebate requests are pushed back to Syncore to flow into Distributor Partner and Facilis reporting.
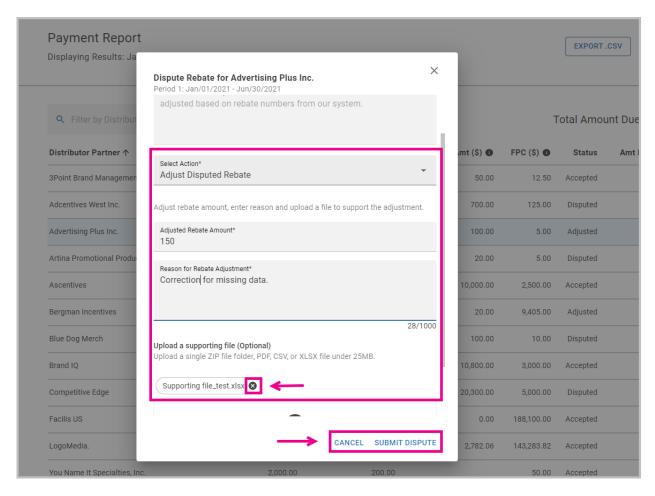
c. Adjust Disputed Rebate

To Adjust a Disputed Rebate:

1. Select the Distributor Partner row that you want to adjust.

The "Details for [Distributor Partner]" window opens displaying the following information:

- 6 month period
- the last action, if applicable.

2. Select **CLOSE** to exit.
3. Select **SELECT ACTION** to open the dropdown menu and select **Adjust Disputed Rebate**.

4. Select **CANCEL** to exit.

   A dialog window will open with the following message:

   "*You will lose all changes if you exit.*"

   Select **EXIT** or select **KEEP EDITING** if you want to return to the Details window.

5. Enter numerical amount (to 2 decimal places) into the **Adjusted Rebate Amount*** field.

6. Enter the reason for the adjustment into the **Reason for Rebate Adjustment*** field.

7. Drag and drop a supporting file(s) (or browse and choose the file(s)) into the **Upload a supporting file** field.

NOTES:

i. The above fields are mandatory (indicated by the *****):
   - Adjusted Rebate Amount*
   - Reason for Rebate Adjustment*

ii. For Adjust Disputed Rebate, uploading a supporting file is *optional*.

iii. Select the **x** beside the uploaded file to delete it.

8. Select **SUBMIT DISPUTE** to adjust the current Rebate amount.

   The status updates to "Disputed", the Actual Rebate amount is updated, and the files are uploaded.

   Updates to Rebate requests are pushed back to Syncore to flow into Distributor Partner and Facilis reporting.

7. Auto Approve

All Rebate amounts in the status of "None" the day after the Supplier Audit period ends (71st day), will be automatically set to Approved status and available to all Distributors in Syncore for the Distributor review and audit period.
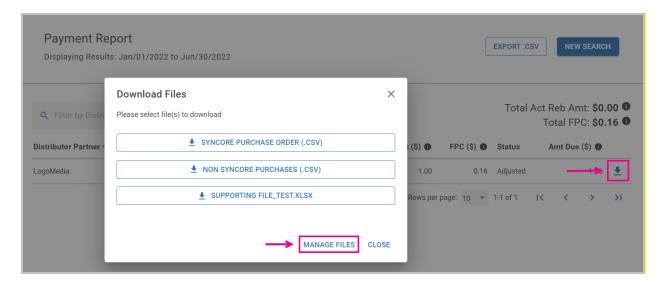
8. Delete Uploaded Files

Any file that was uploaded incorrectly can be deleted from viewing the uploaded file for a Distributor Partner.

To Delete an Uploaded File:

1. Select ⬇ (download icon) at the end of the Distributor Partner.

   The "Download Files**"** window opens.

2. Select **MANAGE FILES**.

   The "Manage Files" window opens.

3. Select the file(s) to delete.

4. Select 🗑 (red trash can icon).

   The "Delete "Supporting file_test.xlsx" file?" dialog window opens.

5. Select **DELETE** to delete file.

   The "Manage Files" window opens again.

6. Select **Done** in when finished to return to the view list of files.