

## Supplier Rebate Portal Frequently Asked Questions (FAQs)

### How do I log into the Supplier Rebate Portal?

Go to <https://supplier.facilisgroup.com/login> to log into the Supplier Rebate Portal.

### 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](mailto: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](mailto:supplier@facilisgroup.com).

If you have not received this email, please reach out to [supplier@facilisgroup.com](mailto:supplier@facilisgroup.com) and we will get you registered.

### Where can I find a training guide or instructions?

The training guide is available in the Supplier Portal from the User Reference page.

If you still have questions, please reach out to [supplier@facilisgroup.com](mailto: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 half. At the end of each half, we wait 45 days to allow for invoices to fulfill the payment terms. All invoices that have been paid within the Rebate half 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 Half closes)	ACTION
1	View in the Portal the anticipated estimated Rebate amount will be for each Distributor
46	<ul style="list-style-type: none"> <li>View final estimated Rebate amount</li> <li>Start audit</li> <li>You will have 25 days to complete your audit on all estimated Rebate amounts</li> </ul>
71	Distributor will have 14 days to reach out to you to dispute the owed Rebate amount
85	<ul style="list-style-type: none"> <li>End of the dispute period</li> <li><b>ALL</b> Rebate amounts will be locked in, and <b>NO</b> adjustments can be made</li> <li>Facilisgroup will then start invoicing each Supplier for the Rebate amounts</li> </ul>
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 half. 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 adjust each Partner Rebate individually?**

No. You have the option of working directly in the Distributor Summary Excel file export to Adjust or Accept Partner Rebates, and then import the same file to apply all changes simultaneously using the Import button. Detailed instructions are available in the Export file, and any Supporting documents can be uploaded individually after the import is completed.

**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. You can also use the Import feature to update the status of correct rebate amounts to “Accepted” at one time. Detailed instructions are available in the Distributor Summary Excel file export.

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

Item	Time	H1 Rebate Half	H2 Rebate Half
Date Range	6 months	January 1 – June 30	July 1 – December 31
Closeout Period	45 days	July 1 – August 14	January 1 – February 14
Supplier Audit Period	25 days	August 15 – September 8	February 15* - March 11
Distributor Audit Period	14 days	September 9 – September 22	March 12* - March 25
Facilisgroup Invoice Period	10 days	September 19 – September 28	March 22* - March 31
Anticipated Distributor Payout	Based on Collection Timeframe	Mid November	Mid May

*\*Days will vary in leap years*