

Appendix A. Vendor FAQ

1. Do I need to use the Acumatica Vendor Portal if I receive only a small number of POs?

Yes. Once enabled, the portal will be the primary location for applicable vendor information, supporting documentation and purchase-order activity for suppliers that are not exchanging those transactions through EDI.

2. Is the Vendor Portal the same as SPS Commerce EDI?

No. SPS Commerce EDI and the Acumatica Vendor Portal are separate solutions. Vendor Portal registration does not by itself determine a supplier's EDI participation.

3. What if I am an agent?

Agents may receive access when they manage purchase-order communications for one or more suppliers. Colony Brands will review the relationship and configure access accordingly.

4. How do I get access?

Complete the Vendor Portal Access Registration form when requested. After the information is validated and the account is created, approved users will receive access instructions and training materials.

5. How do I reset my password?

Use the "Forgot Password" option on the Vendor Portal login page. If the issue continues, contact the approved Vendor Portal support channel.

6. Can multiple users access the portal?

Yes. Each approved person should have an individual login using their work email address.

7. What do I use the portal for?

Review purchase orders, confirm orders, request revisions, ask PO-related questions, upload requested documentation and maintain available contact information.

8. What should I not use the portal for?

Continue to use existing channels for payment inquiries, contract discussions, merchandising questions and other matters outside the portal's approved scope.

9. Will email confirmations still be accepted?

Once a supplier is enabled and trained, purchase-order confirmations and revision requests should be submitted through the Vendor Portal unless the supplier is using the applicable EDI transaction.

10. What are the benefits?

Faster communication, better PO visibility, reduced email traffic, improved tracking and fewer manual misunderstandings or corrections.