**Frequently Asked Questions**

1. **Who is SPS Commerce?**

Headquartered in Minneapolis, SPS Commerce (<http://www.spscommerce.com>) perfects the power of trading partner relationships with the industry's most broadly adopted, retail cloud services platform used by over 70,000 companies worldwide. SPS Commerce pioneered the cloud platforms and graph-based architectures that are powering today’s digital retailing era. With offices worldwide and a workforce of more than 1,200 talented employees, SPS Commerce has achieved 64 consecutive quarters of revenue growth.

1. **Why did SPS Commerce acquire Everyday EDI’s customer base?**

After a thorough review of the business, Arrow Companies, LLC leadership decided to focus on other areas and exit the Everyday EDI portion of their business. Everyday EDI’s customer base will migrate over to the SPS Commerce platform due to its industry leadership in cloud-based retail fulfillment solutions. With the transition, Everyday EDI customers now have access to more trading partners to do business with on a global basis.

Arrow Companies, LLC will continue to operate its non-EDI divisions.

1. **When will the change be effective?**

The change is effective immediately. There will be a transition period until approximately September 1, 2017 and during this time SPS will migrate customers to the SPS platform.

1. **Have customers been notified?**

Customers were notified on March 7, 2017. We are working closely with SPS Commerce to provide all the information they need to make the transition over to the SPS network as seamless as possible.

1. **Can suppliers remain on their current Everyday EDI solution?**

No, customers will be migrated to the SPS network until approximately September 1, 2017

1. **Will Everyday EDI’s name change to SPS Commerce?**

Yes, Everyday EDI customers are now officially SPS Commerce customers.

1. **Will Everyday EDI’s customers’ service change with the acquisition?**

No. Customers will continue to receive the same services with the same core features and functionality. All customers will be contacted by an SPS representative and resources will be provided to ensure a smooth transition. In the meantime, Everyday EDI customers will continue to use the Everyday EDI platform and the Everyday EDI support team until they’re transitioned over to the SPS network.

1. **Will Everyday EDI’s customers’ pricing change?**

Everyday EDI pricing terms will be honored through the end of 2017. No long term contracts will need to be signed with SPS Commerce.

1. **What if a supplier has retailer connections on both SPS Commerce and Everyday EDI?**

Our internal team will work with SPS Commerce to contact customers regarding the process for transferring data to the SPS Commerce network.

1. **What if a supplier has open orders on its Everyday EDI account?**

The SPS Commerce representative assigned to the supplier’s account will work with the supplier’s trading partner to have the orders re-sent to SPS Commerce.

1. **Will there be training made available to Everyday EDI customers migrating over to the SPS Commerce network?**

Customers will receive training from SPS Commerce that includes access to webinars and the SPS online support center. Customers will receive an email from their implementation specialist with instructions on how to access the training materials. Your specialist can also answer any questions you may have about the training resources.

1. **What if a supplier has a question that is not related to the implementation of their current account?**

For pre-migration questions, please contact Everyday EDI support at 262-725-0334 or eccs@everydayedi.com. For questions during the migration, please contact your SPS implementation analyst. For post-migration questions, contact SPS support at [everydayedi@spscommerce.com](mailto:everydayedi@spscommerce.com) or [www.spscommerce.com/everydayedi](http://www.spscommerce.com/everydayedi).

1. **How can I find out more information?**

Please visit <http://www.spscommerce/everydayedi>.