



# SPS Commerce Support Center Guidelines

The SPS Commerce Support Center is a community of real customers who collaborate on answers, solutions, and ideas about the products and services they love -- and the ones they wish were better. We invite you to make your mark here, but we do have a few rules we would like you to follow. In order for the Support Center to be valuable, SPS is committed to enforcing the below guidelines:

## Be yourself

Support Center members will respect you more and engage with you more often if you use your actual identity. We feel you will have the best experience being yourself.

## Influence others

The SPS Commerce Support Center provides an opportunity to interact with SPS Commerce employees and others within our retail supply chain community. Talk about things that matter to you and connect around business problems you're trying to solve.

## Participate openly

The SPS Commerce Support Center is a place for transparency, honesty, and truth. It is based on the contributions of real people who put their reputations on the line. Ask tough questions and reward the candor of others.

## Have fun

We are all in favor of good, clean fun. Keeping a positive spin on things will increase engagement, and give you the best opportunity of being heard. Please be respectful of others and accountable for your actions when participating in the community.

## Be constructive with your criticism

Foster healthy conversation and debate. SPS Commerce will listen to challenges you're facing and will collaborate with you to find solutions and products that exceed your expectations.

## Spread the wealth

Make the community a richer environment by sharing your experiences and insight. Frequent or long time users of SPS products have lots of knowledge to share. Circulating this information within the Support Center will help others find answers they've been looking for.

## Engage

Use the Support Center as a way to engage with others. If you would like to connect with others in the retail supply chain, Retail Universe is an online community that enables companies to find business partners and promote their products and services.

Thank you for following these guidelines, which themselves have been created in the best interest of SPS Commerce and our customers. It is up to all of us to create and participate in open conversations that can bring us together. Our hope is that this community will increase transparency, build trust and provide an additional channel for customers to engage with SPS Commerce.