

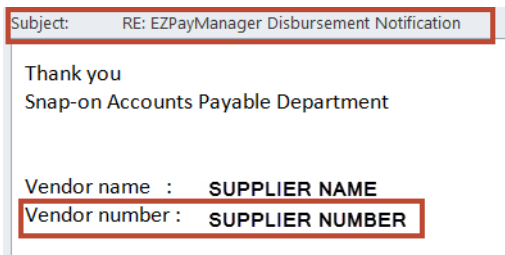
## New Supplier Payment Portal – Frequently Asked Questions

### ➤ I'm unable to open the web page?

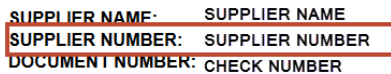
- The vendor payment portal web site is not supported for all browsers. Specifically, it is not compatible with Safari and Internet Explorer (version 9 or earlier). Please try using an alternate browser such as Firefox or Chrome.

### ➤ Where can I find my supplier number?

- Vendors receiving payment by ACH can locate their supplier number on the EZ Pay Manager Disbursement Notification email.



- Vendors receiving payment by Check can locate their supplier number in the lower, left corner of the check remittance details



KENOSHA, WI 53141-1410

### ➤ I completed the registration process, but I'm not able to login?

- Please allow 1 to 2 business days for a Snap-on administrator to activate your registration. This step is necessary to ensure that the supplier number you registered with is correct for your company. You will receive an email from [vendorpaymentportal@snapon.com](mailto:vendorpaymentportal@snapon.com) once the account has been activated at which time you can login to the web-site.

### ➤ I forgot the password I registered with. Can a Snap-on administrator tell me what it is?

- For purposes of keeping your data secure, we are unable to view or change your password. Please login to <https://vpp.snapon.com/signin.xhtml> and click on the link to Reset your password

### ➤ How often is information updated?

- Information is updated nightly. The details visible on the web portal are based on close of business from the prior day.

- **We receive payment by ACH, will an email notification still be sent?**
  - *Yes, email notifications will continue to be sent to suppliers receiving payment via ACH.*
  
- **Are Snap-on Suppliers required to register for the payment portal?**
  - *The web portal has information available when you need it, such as payment remittance details and visibility to invoices that are scheduled for payment. While we feel that this information is beneficial to you as a supplier, registration to the web site is not required.*