Supplier Portal Frequently Asked Questions

What is the Supplier Portal?

- The supplier portal is where vendors can view all payments and invoices in our system. Using the portal, you can manage your account to ensure that all invoices have been submitted.

How do I get access to the Supplier Portal?

- You can download the Supplier Portal Access Request form by clicking here Supplier Access Request form. Completed forms should be sent to Supplierportal@ros.com for domestic suppliers, or Supplierportal.import@ros.com for Import Suppliers

What if I have issues logging into the portal?

- For domestic vendors, you can send an email to Supplierportal@ros.com and include a screenshot of your error and they will assist. For Import vendors, you should email Supplierportal.import@ros.com

I forgot what my password is. How do I get a new one?

- You can do a Self-Service Password reset by following the below instructions:
  - **Log back in and type in vendors.rossstores.com** (Do not click on link you're your browser, this must be typed in)
  - Click on: Need Help Signing In?
  - Click on: Forgot Password
  - Enter your Username:
  - Click on Reset Via Email – RESET VIA SMS DOES NOT WORK

I am an Import Supplier, is this portal available for me?

- Yes. You can download the Supplier Portal Access Request form by clicking here Supplier Access Request form. Completed forms should be sent to Supplierportal.import@ros.com. For any issues logging into the portal, you would also reach out the Import Team and provide a screenshot of your error so they can assist.

How do I upload my invoices to the portal?

- This portal is only for viewing payment and invoices already in our system. To get set up for invoicing, please send an email to RossE-Invoicing@ros.com

Is there a training document for the Supplier Portal?

- Yes, click here Supplier Portal Training Guide