



# **KOHL'S**

# **Orderful\***

## Frequently Asked Questions

### **About the Orderful Migration:**

#### **Are emails from Orderful legitimate?**

Yes, emails coming to you from [no-reply@orderful.com](mailto:no-reply@orderful.com) and [kohls-onboarding@orderful.com](mailto:kohls-onboarding@orderful.com) are legitimate and are being sent to you at the request of Kohl's to assist with the onboarding process.

#### **Does the migration to Orderful impact all Kohl's Vendors?**

All Vendors who send or receive documents through EDI with Kohl's will need to create an Orderful account.

#### **Will this impact Direct Ship and DSCO accounts?**

Direct ship vendors who have selected to receive documents from Kohl's through EDI (i.e. 820 Remittance) will need to create an Orderful account.

The Orderful migration will *not* impact your direct ship account through DSCO.

#### **Does this mean that Orderful will become my EDI provider as well?**

Orderful is the EDI platform you need to log into to manage your Kohl's connection. You can keep your existing EDI solution / EDI provider or you can connect directly to Orderful using an AS2 or FTP/SFTP connection.

If you are in need of an EDI provider, Orderful can become your EDI provider. Book some time at [Orderful.com/book-a-demo](https://orderful.com/book-a-demo) or reach out to [sales@orderful.com](mailto:sales@orderful.com) to learn more.

## **Do I have to pay to use Orderful or migrate to Orderful?**

The migration is free of charge for you. You don't have to pay Kohl's or Orderful a migration or testing fee to trade with Kohl's through Orderful.

If you are unable to directly connect to Orderful through an AS2 or FTP/SFTP connection and you don't currently have a VAN or want to switch your VAN provider, you can contact the Orderful sales team to learn more about the available Orderful plans. These plans will have a cost associated with them. Book some time at [Orderful.com/book-a-demo](https://orderful.com/book-a-demo) or reach out to [sales@orderful.com](mailto:sales@orderful.com) to learn more.

## **Will Kohl's be updating guidelines or requirements?**

No - Kohl's will not be updating existing guidelines or mappings. Orderful will, however, validate compliance against Kohl's requirements. You will be asked to update and correct this data before it can be received and processed by Kohl's.

## **Account Creation:**

### **How do I connect to Orderful?**

Orderful supports both AS2 and FTP/SFTP connections. Orderful can also support VAN connections, however, it is not recommended due to the additional fees that VAN providers charge.

### **What do I need to do to complete this migration?**

You must be responsive to Orderful emails from the migration confirmation until your go live date.

You will be sent an initial survey request from Orderful that you must complete. Once completed, please wait for Orderful to send you a Trade Request.

By accepting the Trade Request, you will be able to create an account in Orderful and log in to complete the migration steps (setup, test, go live). You can complete all the migration steps by yourself using the Orderful platform.

### **How soon after I have completed the survey will I receive the Trade Request?**

Trade Requests are typically sent 1-2 business days after the survey has been completed. If you will be using a VAN, that migration process will occur later in the year, so your Trade Request invitation will be sent closer to the time of migration.

### **Will I migrate right away if I choose to use a VAN connection?**

VAN migrations will be completed later in 2025, so your Trade Request invitation will not be sent immediately, and will arrive closer to the time of migration. We encourage you to use an AS2 or SFTP connection, if possible.

### **Do I have to create an account in Orderful and log in?**

Yes, you must create an account in Orderful and log in to complete the migration steps (setup, test, go live). You can complete all the migration steps by yourself using the Orderful platform.

If you're encountering issues, you can reach out to Orderful at [kohls-onboarding@orderful.com](mailto:kohls-onboarding@orderful.com).

### **Why am I being asked to Select A Plan?**

If you see "Select a Plan", please exit the registration. You will only see this option if you are registering directly on Orderful's site. Instead, please follow the link from the Kohl's Trading Request email that was sent to you from [no-reply@Orderful.com](mailto:no-reply@Orderful.com). This is the proper registration link that will not require setting up a plan to register.

### **If I support or ship under multiple vendors, will I need to complete multiple surveys?**

No, you will not need to fill out a survey for each ISA ID you trade with Kohl's. The survey will give you the option to enter the multiple ISA IDs that need to be migrated.

### **Who to Contact:**

#### **Who do I reach out to with questions about setting up our Orderful account?**

For questions directly related to the Orderful system, please contact [kohls-onboarding@orderful.com](mailto:kohls-onboarding@orderful.com). Please allow Orderful a 1 business day response time.

#### **Who can I reach out to at Kohl's?**

[EDISupport@kohls.com](mailto:EDISupport@kohls.com) can be included in emails about the Orderful migration, however all questions regarding the Orderful system will need to be directed to Orderful.