

# **PIM TRAINING DOCUMENT**

## **USER: VENDOR**

Frequently Asked Questions

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# TABLE OF CONTENTS



LOGIN/SETUP .....	2
SEARCH.....	3
ARTICLE CREATION .....	4
ARTICLE MANAGEMENT .....	7
WORKFLOW TRANSITION .....	9
FRENCH TRANSLATION .....	10

## LOGIN/SETUP


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- 1. I tried to login to PIM, but the next screen that appeared showed “Application not supported. Contact administrator.” What should I do?**

Please check that you are using the latest version of your current browser. At this time Riversand only supports the latest versions of Google Chrome, Firefox, and Safari. For example, to see this in Chrome: Go to Settings >> About Chrome. If you see any updates, execute them and relaunch the browser

- 2. I tried to login to PIM, but I get an error/blank page that says “Not Found” instead of the normal login page. What should I do?**

Please clear your browser's cached cookies and relaunch your browser. For example, to see this in Chrome:

1. Click on the  (lock icon) located on the left of the web address in the search bar.
2. Click on Cookies and then Remove (until all cookies are removed from the site).
3. Relaunch the browser.

- 3. My default language is set to English-United States. When I change to English-Canada, it resets the fields that I had entered. Do I need to change the language every time?**

No. You do not need to change the language to English-Canada. You can leave it on the default English-United States so the fields do not reset when you are working on an article.

- 4. In the past vendors are not able to use NISS if they work on Macs. Will this be the same in PIM?**

No. PIM works equally well for PCs and Macs.

- 5. If we are using a Mac and do not have Excel, can we use Numbers instead?**

No. It is recommended you download Excel for Mac instead of Numbers. Unfortunately, using Numbers will be very limiting as it does not have validation. Meaning after downloading a template it will show that a field is required, but the "red" fields won't go away after being corrected. This could result in more incorrect data or errors that need to be fixed before/after uploading to PIM.

- 6. How do I request a new user ID to the PIM system?**

If you are a new user from our vendor community and do not have a PIM user, please reach out to your merchant contact by email. In many cases, a new user also means that an existing user from your organization no longer requires PIM. Please advise your merchant if this is a new request or if another user should be deleted. Your merchant contact will approve your request for a user ID. The approval should be forwarded to [PIM@Indigo.ca](mailto:PIM@Indigo.ca)

## SEARCH

### 1. How many UPCs am I able to search at a time?

You can search for up to 5000 specific UPCs at a time.

### 2. How do filters work in PIM?

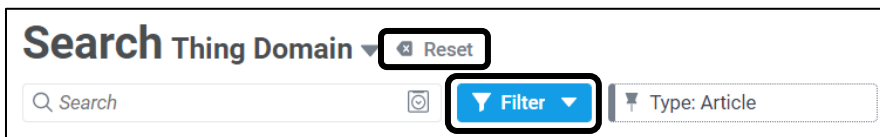
Filters work like AND functions, not OR functions. This means the results must meet the criteria of all filters being used, and not just of one or the other.

### 3. I am not able to find my UPCs. Why might this be?

Make sure you are in the main Search and have not entered a specific workflow or have filters in place, as PIM will only show results of UPCs that meet that criteria. The base search functionality only searches for Articles, if you want to include Display Units, you can include them by selecting Type beside the search bar.

To start fresh, try these steps:

1. Begin by closing all other Search windows until you return to the Home page.
2. Click Search on the menu on the left-hand side to start a new search – make sure there are no filters applied. If there are filters, click Reset found above the search bar.



3. Click Filter, and type "UPC" and select UPC/EAN, to filter by UPC. Copy and paste all the UPCs from your spreadsheet into the search filter.
4. Ensure all copied UPCs remain unchanged. If they had zeros, they need to maintain all their leading zeros to find the articles.

### 4. I cannot find a master UPC. This UPC also has components, how can I locate them?

If a UPC has components, this would be considered an assortment and are setup as Display Units. When in the Search page, make sure to click and change Type from 'Article' to 'Display Unit,' before you search for the UPC. If you want to look for just the components, switch the Type in the search back to 'Article.'

### 5. I have multiple vendor numbers; do I need to switch between accounts to find my articles?

No. To find your articles you only need to select the vendor for which it was created under. Using the Search, click on Filter and type in Vendor Name. You will then see all the Vendor IDs that are assigned to your account. Select the correct vendor for the articles you want to see, and the search will filter to show you only those articles.

## ARTICLE CREATION

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- 1. Would there be any lag time from when I create or update an article, to when another user can see it?**

No. You will see any new articles or updates as they are made. But remember, once you save any article information, you must hit Publish before the changes are visible to others, or so it flows to the next step in the workflow process.

- 2. I have multiple vendor numbers; do I need to switch between accounts to create articles?**

No. When you create an article you only need to select the vendor which it should be set up under. Ensure you select the correct Vendor Name/ID for each article.

- 3. How can I setup new brands for articles that have not been previously carried by Indigo? There is no option in the dropdown menu in the template.**

For urgent articles that merchants need right away, you can upload the articles with the default Brand "#####" and notify the merchant about the new brands. After they get the new brands approved, they will be added into PIM. The articles will then be updated with the correct brand names. When you download a new template, the new brands will now appear in the dropdown menu.

- 4. How do I create multiple articles that belong in different categories (PIM hierarchies)?**

When you download an Excel template, you can select multiple PIM hierarchies at the same time. This will download a single template with all the required attributes for all the selected PIM hierarchies. You can then add your article UPCs, for each one under the Type field select 'Article,' and choose the PIM hierarchy for each from the dropdown menu.

- 5. What do I put if my article has no inner carton quantity? I had set Has Inner Carton Qty = FALSE, and Vendor Inner Carton Qty = 0, but I am getting errors.**

When Has Inner Carton = False, a value is not required for the Vendor Inner Carton Qty. The Vendor Inner Carton Qty field should be left blank.

- 6. What should I put if my article has inconsistent Master Carton dimensions? The size of the Master Carton for my article varies depending on the order.**

You will need to put the dimensions for the mostly commonly used Master Carton, Inner Carton, and quantities for this article.

- 7. Do I need to complete the greyed out fields that say 'required,' such as Market and Product Channel before I can Send for Merchant Approval?**

No. Greyed out fields are read-only fields and are not necessary for vendors to enter. These required fields will be completed by your merchant or onboarder later in the workflow. You only need to worry about completing the Mandatory Vendor Attributes, and you will still be able to Send for Merchant Approval.

**8. After uploading my completed template, I received an error message. What could be wrong?**

When creating new articles using the template, make sure to follow the Article Creation SOP and refer to the “Add Article Information” section after selecting 1 of the 2 scenarios. Please check to see if there is any missing information, or values entered in the wrong format. You can always hover over the column heading in the template for a hint as well.

In the first section of the Excel template called “System Attributes”, remember to complete the following attributes for each row with an article:

1. Type - Select 'Article' from dropdown menu (or system will not know to make an article)
2. PIM Hierarchy – Select the applicable PIM Hierarchy from the dropdown menu (the PIM Hierarchy determines the 5A- Product Characteristics tied to the article)

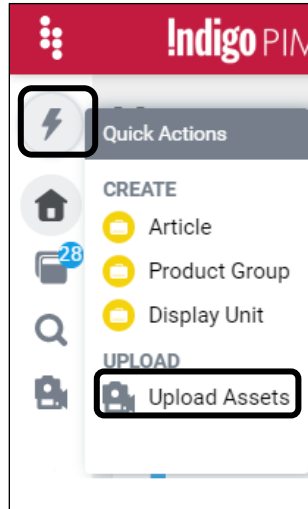
**9. I created an article but realized that the UPC was incorrect. What should I do?**

You will need to find the incorrect UPC and create a new article with the correct UPC using the following steps. Please also contact the PIM team with the incorrect UPC so it can be deleted from the system.

1. Select the incorrect UPC and export it (using the 'Download' button) into an Excel template with all fields (choose the 'Download All' option).
2. Keep the values in the 'Type' and 'PIM Hierarchy' fields, and all other article attributes.
3. Clear the values in fields 'Action', 'ID', 'Name', 'Created On', then clear the incorrect UPC from the field 'UPC/EAN'.
4. Add the correct UPC in its place and save.
5. Re-upload the template with the new UPCs.
6. Ensure all information is accurate and Send For Merchant Approval.

**10. I am trying to add images to a new article, but they won't save. What should I do?**

To upload images, click on Quick Actions > Upload Assets.



**Image Criteria:**

- File Naming Convention: UPC\_#.ext (images must be named this way in order to automatically associate with the UPC – the number indicates the order the images appear on the item page on the website)  
Example:
  - 882709347845\_1.jpg (primary image)
  - 882709347845\_2.jpg
  - 882709347845\_3.jpg
  - Etc.
- Minimum Size: 800x800px
- Minimum Resolution 72 dpi
- Image Ratio between 1:1 to 1:1.6863
- Maximum 9 images per article
- File Extension: .png, .jpg, or .gif

## ARTICLE MANAGEMENT

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**1. I have made updates to an article, but those data fields now show errors after saving. Why?**

Data fields with incorrect or missing data will be highlighted with red error messages. Review those fields again and ensure they have the correct formatting or values. Then save again and refresh, these errors should be resolved. You can also view the Summary tab to view all other mandatory vendor business conditions.

**2. If I make a mistake, can I go back and view the history of multiple articles?**

No. Unfortunately you are only able to see the history of one article at a time.

**3. What happens if I make changes to an article, save it, but forget to hit Publish. Will the changes remain the next time I open the article?**

Yes. The changes will remain but will only be visible to you. Only after you hit Publish, will any changes be visible to other users.

**4. Do I need to download a new template every time?**

No. If you already have a template with the fields you need to update, and you know the UPCs you want to update; you can just use the existing template that you have.

**5. If I want to delete the value in a field on the template, can I just delete it to make it blank and PIM will recognize it as to be deleted?**

No. A blank field in the template uploaded into the system indicates that there are no changes being made to the field. As a result, no changes will be recorded in the system.

In order to delete the value in a field, you need to either select '[DELETE]' from the dropdown if this is a dropdown field, or type '[DELETE]' in the field if this is an open text field. This will trigger PIM to delete the information in this field in the system.

**6. If I mistakenly upload a UPC as a single article but it is really an assortment, how can this be corrected?**

You will have to contact the PIM team to delete the article, then you can set it up correctly by creating it as a Display Unit with components.

**7. Can I delete articles from PIM if Indigo has never ordered it?**

No. However, you can request for items to be deleted. If the article has not yet been created in our SAP system (not yet published) you can connect with your merchant and they can provide you with the best solution.

If the article is already published in SAP or if there is stock, then the article should be retained and cannot be deleted.



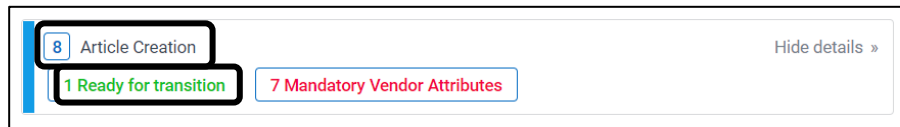
**8. Under the Article Update Workflow, I see “2 Ready for transition” what do they mean?**

The number of articles that you currently see under “Ready for transition” are open for update. If you have been making any changes to those, you can publish them. If you have not made any changes, they must have been opened by either your merchant or onboarder for updates that they want to do.

**9. Why would “Workflow Transition” be missing from the dropdown menu?**

There could be two possibilities:

1. If you have entered a workflow through one of the groups with red text from after expanding the workflow, then the Workflow Transition will not appear in the menu. You will need to access the top-level link for the entire workflow or Ready for transition. By doing so, the Workflow Transition option will be available for all the articles in the workflow ready for this step.



**10. Can I delete images for my articles?**

No. Unfortunately vendors are not able to delete images from the system; you can only upload new images. Please reach out to your onboarder if you wish to delete, replace, or change an existing image. Indicate the name of the files you want to modify and attach any necessary images.

However, if you uploaded incorrect images and your article is still in 'New' state (has not yet been published in the system), you can try the following approach:

1. Overwrite the original images by giving the new images the same name (i.e. UPC\_1, UPC\_2, UPC\_3, etc.). All the items you load should be named this way for auto association.
2. Re-upload the correct images to replace the original images.

## WORKFLOW TRANSITION

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### 1. I could not successfully send an article for Merchant Approval. Why?

Ensure the article is meeting the business conditions needed in this step of the workflow. Check the Summary tab, as a green check indicates a met condition, and a red "X" would indicate an error in a field or missing information that needs to be corrected. Once the changes are made you can proceed to Send For Merchant Approval.

### 2. I could not successfully Publish updates to an article. Why?

Ensure any updates made to the article is meeting the business conditions needed in this step of the workflow. Check the Summary tab as a green check indicates a met condition, and a red "X" would indicate an error in a field or missing information that needs to be corrected. Once the changes are made you can proceed to Publish.

### 3. Will merchants or onboarders receive an email or notification when I send articles for approval or publish updates?

No. Unfortunately other users will not receive any workflow triggered emails or notifications. If your articles require immediate attention, you will need to contact your merchant or onboarder with the UPCs of the articles you have sent for approval or published updates to.

## FRENCH TRANSLATION

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### 1. Why Now? You didn't ask for French before.

French data was always a requirement of the article set up process. As we worked with the vendor community to get our data clean for migration to PIM, we identified that we have articles that do not have adequate French translation. We are working to rectify this and set clear expectations going forward. This will be a benefit to both Indigo and our vendors as we would expect this to improve online conversion among our online customers who prefer to interact with us in French.

### 2. My Articles are not sold online. Do I need to provide translation?

No. The only fields which require French translation are fields which apply to online articles. You are only required to provide online data for those articles which are listed online. If the status of an article changes to include online, Indigo will request all online data including French data fields.

### 3. My Articles are not targeted at French customers? Do I need to provide French translation?

Yes. This is a condition of selling products online in the Canadian market. The product might not be specifically targeted to a French audience; however, we have customers who prefer to interact with the Indigo online channel in French. Providing this data will benefit both Indigo and our vendors through stronger online conversion among French customers. If there is clearly English text on the product such as a Quote in the title, it is acceptable to leave that part of the name or description in English. The rest of the name and description should be translated to French. Please see our *Writing guide for French product Descriptions* for more detail.

### 4. I have articles that are old and no longer listed online? Do I need to provide French translation?

No. You are only required to provide French translation for articles that are Active online. We are drafting a Standard Operating Procedure (SOP) with instructions on how to identify these articles in a search filter to make it easy to identify.

### 5. I added an Online Value that does not have a partner field in French. What do I do?

Some fields are drop down fields. An example is Primary Colour. These fields do not need to be translated. Since there is a restricted set of values, PIM is able to determine the French translation automatically for these fields. You should expect to enter a French translation for any data that describes an article in free form text. Please see our *Writing guide for French product Descriptions* for more detail.

**6. I want to use a translation service recommended by Indigo. What should I expect?**

Indigo has evaluated a translation service company and confirmed that their translations meet our standards. If you chose to use these optional services, you will enter an agreement with the translation company and will pay them directly for their services. This vendor can be contacted at the following email address:

TRSB: [TRSB-Traductions@trsb.com](mailto:TRSB-Traductions@trsb.com)

**7. My article dimensions are in Inches. Do I have to provide metric values for the French translation?**

You need to translate dimensions that show in the Core Online Product Name or Online Product Description into centimeters. This is the acceptable standard for French. Please see our *Writing guide for French product Descriptions* for more detail. There are many converters available online to help you with this.

There are also actual product dimensions, package dimensions and case dimensions on the article master. These are only provided in one unit of measure. Each time you enter a dimension, you indicate what unit of measure you are using. For example, Height could be provided in Inches or Centimeters but not both.