



August 12, 2015

Vendor Partners:

As covered in our 2015 webinars, we have accumulated questions related to our Vendor Provided Product Attributes and Images requirement. Please call 513-782-1805 with any additional Macy's specific EDI related questions and 1-800-334-2255, options 2, 5, 2 for technical questions relating to GXS/Open Text.

### **FREQUENTLY ASKED QUESTIONS**

#### **ATTRIBUTES:**

**QUESTION:** When do we need to start providing product attributes?

**ANSWER:** Immediately. Macy's has been accepting values via GXS/Open Text/EDI 832 since April, 2015 and therefore all vendors are expected to already be providing these attributes. Features and Benefits must be provided no later than December 31, 2016.

**QUESTION:** Do we need to provide attributes for previous products?

**ANSWER:** No, only new products.

**QUESTION:** Is there an expense offset for not providing these elements?

**ANSWER:** Compliance will be monitored however, currently there is no expense offset. Vendors will receive communication via macysnet.com prior to generation of the initial expense offset.

**QUESTION:** Where do I find details on what and how the attribute information is to be provided?

**ANSWER:** Refer to the [GS1 Documentation for Guidelines](#) and best practices. The documentation provides FOB specific information.

**QUESTION:** Is there a "phased in" approach if vendors are able to send some of the new attributes initially and comply with more attributes later?

**ANSWER:** There is no "phased in" approach in terms of the requirement; however, there is the ability to add more attribute information as it becomes available on the specific product.

**QUESTION:** What is the difference between this initiative and 1WORLDSYNC?

**ANSWER:** 1WorldSync is a separate solution provider (from GXS/Open Text) that supports data synchronization between trading partners on the Global Data Synchronization Network. Many of the extended attributes and images are currently supported by 1WorldSync, but some still need to be ratified through the Global Standards process (GSMP) before being implemented into their solution. It is recommended to speak directly with a rep from 1WorldSync to better understand their capabilities and timelines.

**QUESTION:** Currently we do not do any business with Macy's directly; however, we do have orders from Bloomingdale's. Are we impacted by the changes?

**ANSWER:** Yes, all divisions of Macy's and Bloomingdale's (.COM and stores) need to comply. Macy's Private Brands Business (MMG) vendors are excluded.

**QUESTION:** Where can I find documentation related to the GXS/Macys Webinar?

**ANSWER:** Please refer to [www.gxs.com/macys](http://www.gxs.com/macys) for a copy of the presentation and useful links mentioned in the webinar.

**QUESTION:** Assuming there is a cost for this function, how much does it cost and how is the cost administered?

**ANSWER:** There is no additional cost for loading extended attributes or image information (FTP or URL location). This would be part of your standard record fee that already applies when you load information to your catalogue. However, should you wish to use GXS/Open Text to store your physical image, there is currently a cost of \$0.05 per image hosted on GXS/Open Text.

**QUESTION:** Will GS1 use the same attributes and attribute characteristics for both department store and for mass merchants?

**ANSWER:** Any attribute that fits within the merchandise category can be used across retail channels.

**QUESTION:** If the GS1 Guidelines and macysnet resources still do not answer my question, who can I contact?

**ANSWER:** Call 1-800-334-2255 for technical assistance with GXS/Open Text. Call 513-782-1805 for assistance or further questions specific to Macy's requirements.

**QUESTION:** The attributes don't all apply to my products; must I still transmit something in those fields? Are all the fields required?

**ANSWER:** No. Example: If your company doesn't sell fur, there is no need to populate any of the fields relating to fur. All the fields that relate to your product are required.

**QUESTION:** Are both First Available Ship Date and First Order Date required? What about Discontinue Date?

**ANSWER:** Yes. They can be different values and are required.

**QUESTION:** How do we populate fields that may have more than one value (Example: Country of Origin or Harmonized Tariff Schedule Code)?

**ANSWER:** Multiple entries are allowed for these fields.

## **IMAGES:**

**QUESTION:** Are all vendors required to provide images?

**ANSWER:** Yes. All vendors must provide images for all products (Fashion and Replenishment) based on the rules outlined in the [GS1Product Image Guidelines document](#) .

**QUESTION:** Will the images be used on the macys.com site?

**ANSWER:** GS1 Guidelines, as they relate to PDP imagery, differ from Macy's technical and stylistic requirements. Vendors should reach out to their Macy's merchant partners for more information on Macy's image standards.

**QUESTION:** Does this change my current image requirements for .COM merchandise?

**ANSWER:** No, the current image requirements for the site will remain. The GS1 guidelines will be an additional requirement.

**QUESTION:** When do images become mandatory?

**ANSWER:** Images should be provided no later than June 30, 2017. After that date, any new images will be required 8 weeks prior to the PO In-DC date.

**QUESTION:** Do we need to provide a picture for each color and/or size?

**ANSWER:** No, a picture for each style is sufficient; refer the GS1 guidelines for details.

**QUESTION:** Is Macy's requiring a file naming convention for images?

**ANSWER:** Yes, Macy's intends on following the rules outlined in the GS1Guidelines document.

**QUESTION:** Currently Macy's/Bloomingdale's provides their own images for the site. Do I still need to provide images for this requirement?

**ANSWER:** Yes, this requirement is separate from our needs for the site.

**QUESTION:** Most all retailers have different requirements for their images. How is loading the image to the catalogue in one format going to help across all retailers?

**ANSWER:** The Image and Attribute committee published an agreed upon standard for images. This standard was implemented in the GXS/Open Text Catalogue and has been accepted by many retailers. This eliminates the need to manage distribution of product samples across multiple retailers and increases image quality/consistency.

#### **TECHNICAL:**

**QUESTION:** Is it mandatory to implement the upload function in GXS/Open Text to do business with Macy's?

**ANSWER:** No, it is not, although it is recommended. The GXS/Open Text catalogue or a direct 832 EDI transmission to Macy's can be used. Please contact 513-782-1805 for EDI transmission details.

**QUESTION:** If we have a UPC that is exclusive to Macy's, can it be added to the GXS/Open Text catalogue so that only Macy's has access to it?

**ANSWER:** Yes, you can organize your catalogue by selection code and only grant access to the Retailer you choose. You have the ability to grant access to specific Selection Codes, as well as specific products. Should you have questions on this process, contact GXS/Open Text Support at 1-800-334-2255, options 2, 5, 2.

**QUESTION:** Will a new GXS/Open Text Upload Excel form be created to allow quick item upload rather than having to manually add one GTIN at a time to the catalogue?

**ANSWER:** Yes, an updated CSV template will be published to the Documents section of the Catalogue. This will include all of the extended attributes for this initiative.

**QUESTION:** If an image and color need to be updated, do you need to delete and re-load?

**ANSWER:** If you update an image or an attribute, you do not need to delete and reload. You can just update and Macy's will automatically receive and process the update.

**QUESTION:** Do you have to use the 832 to load the attributes?

**ANSWER:** The 832 is just one method that can be used to load the extended attributes and image information. You can also use the web interface, CSV file or Web Services to update your Catalogue information.

**QUESTION:** We currently use the 832 4010 version. Does that support the attributes and images or do we have to upgrade to 4030?

**ANSWER:** To load the extended attributes and image information, you must migrate to the 4030 or higher version.

**QUESTION:** We use a third party EDI provider that uploads the styles to the catalogue thru EDI 832. Do I have to notify them about the new attribute and image requirements?

**ANSWER:** Yes, you will need to notify your EDI provider so they can make the necessary changes to allow for the extended attributes.

**QUESTION:** We sell to multiple customers in addition to Macy's and Bloomingdale's that use the GXS/Open Text catalogue. By uploading images for Macy's will this affect our other customers that use this site to get item information? Meaning will our other accounts see the images as well?

**ANSWER:** Only the Trading Partners who have access to your catalogue or more specifically your Selection Codes will have access to view the images. If you have granted the Trading Partner FULL access, they'll be able to access the images.