#### OPENTEXT

#### The Power of Information



### GXS Catalogue Image & Attribute Update and Usage Models

# Agenda

- § Introductions
- § Business Drivers
- § Extended Attributes and Images
  - § A Brief History
  - § Partnership with GS1 and the Retail Community
  - § Current Status
- § How do Vendors Use the Catalogue
- § Providing Extended Attributes via GXS
- § Providing Images via GXS
- § A Vendor's Perspective
- § Appendixes
- § Q & A

#### Introductions

#### Dillard's

- Anita Spence, Director, Vendor Relations
  - Anita.Spence@dillards.com
- Blake Duvall, UPC Coordinator
  - Upc.catalog@dillards.com
- Grace Evans, eBiz Support
  - ebiz.support@dillards.com

#### GXS/OpenText

- Don Wiener Director Retail Accounts
  - Dwiener@opentext.com
- Kenny Terhurne Customer Manager
  - KTerhurn@opentext.com
  - +1 (925) 688-3075 Office
  - +1 (707) 529-7358 Cell

Business Function	Future State Expectation
E-Commerce	<ul> <li>Enhance Search Engine Optimization (SEO)</li> <li>Additional selling features improve sales</li> <li>Customers want more information for better purchasing decisions</li> <li>Automated process improves cycle time to website</li> <li>Omni-channel facilitation</li> <li>Brand Identity</li> </ul>
Buying & Planning merchants	<ul> <li>Review image at time of PO entry</li> <li>Utilize attributes for enhanced reporting and allocation to stores</li> </ul>
Supply Chain	<ul> <li>Hazardous materials for package handling</li> <li>Dimensional/weight information for fast put away at Fulfillment Center</li> <li>Images assist Fulfillment Center associates with picking &amp; packing customer orders</li> </ul>
Stores	<ul> <li>Images to help with store fulfillment and promotional event set up</li> </ul>
Tax	<ul> <li>Attributes to support various tax rules in store and online. For example, SPF is tax exempt in Texas</li> </ul>
Legal	<ul> <li>Necessary for complying with US Dept. of Commerce rules, i.e., animal fur name</li> </ul>

#### E-commerce Item Set-up Challenge

#### Ordering a dress/create PO

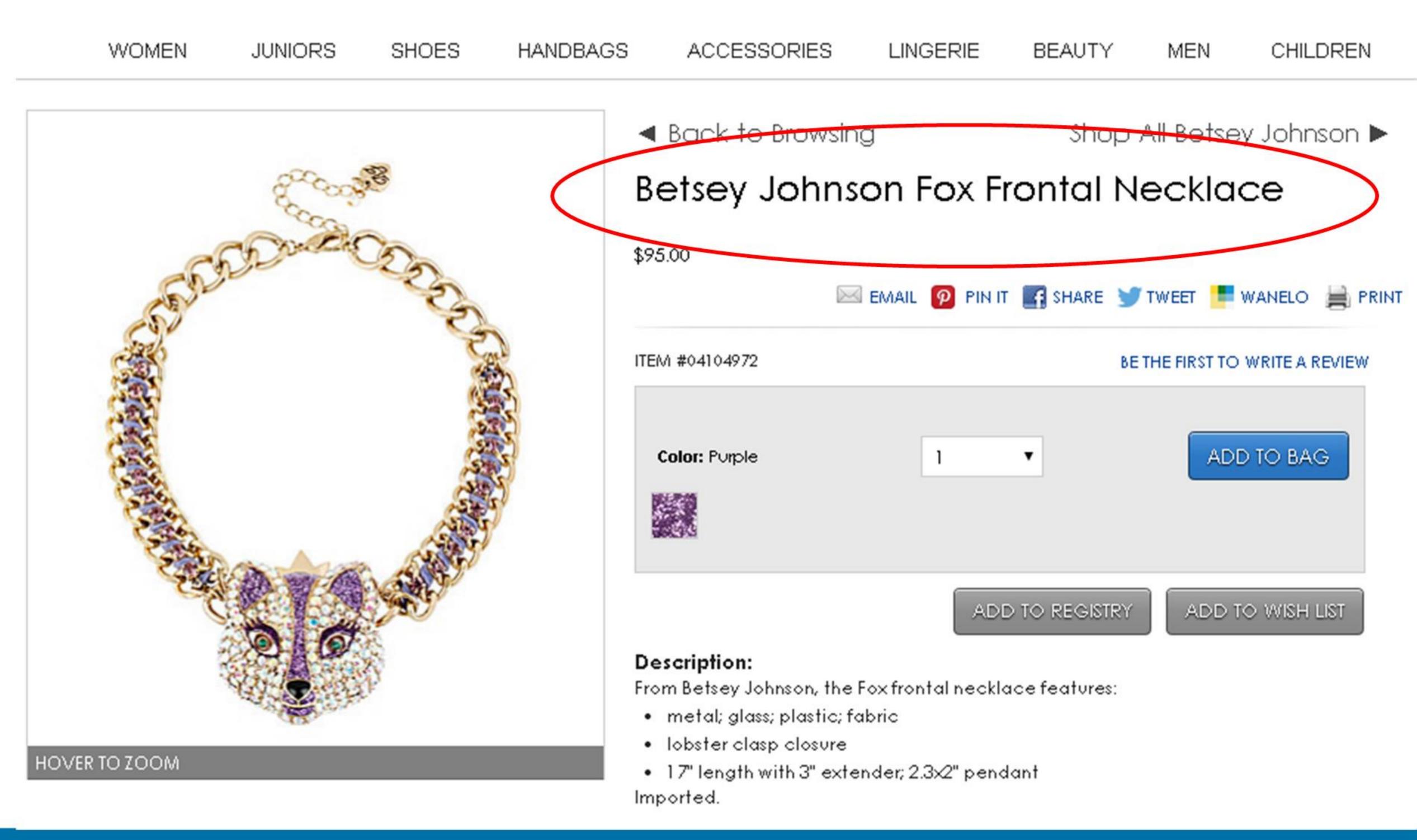
- Style Number
- § 20 digit Style Description
- § Color Description
- § NRF Color Code
- § Size Description
- § NRF Size Code
- **UPC Number**



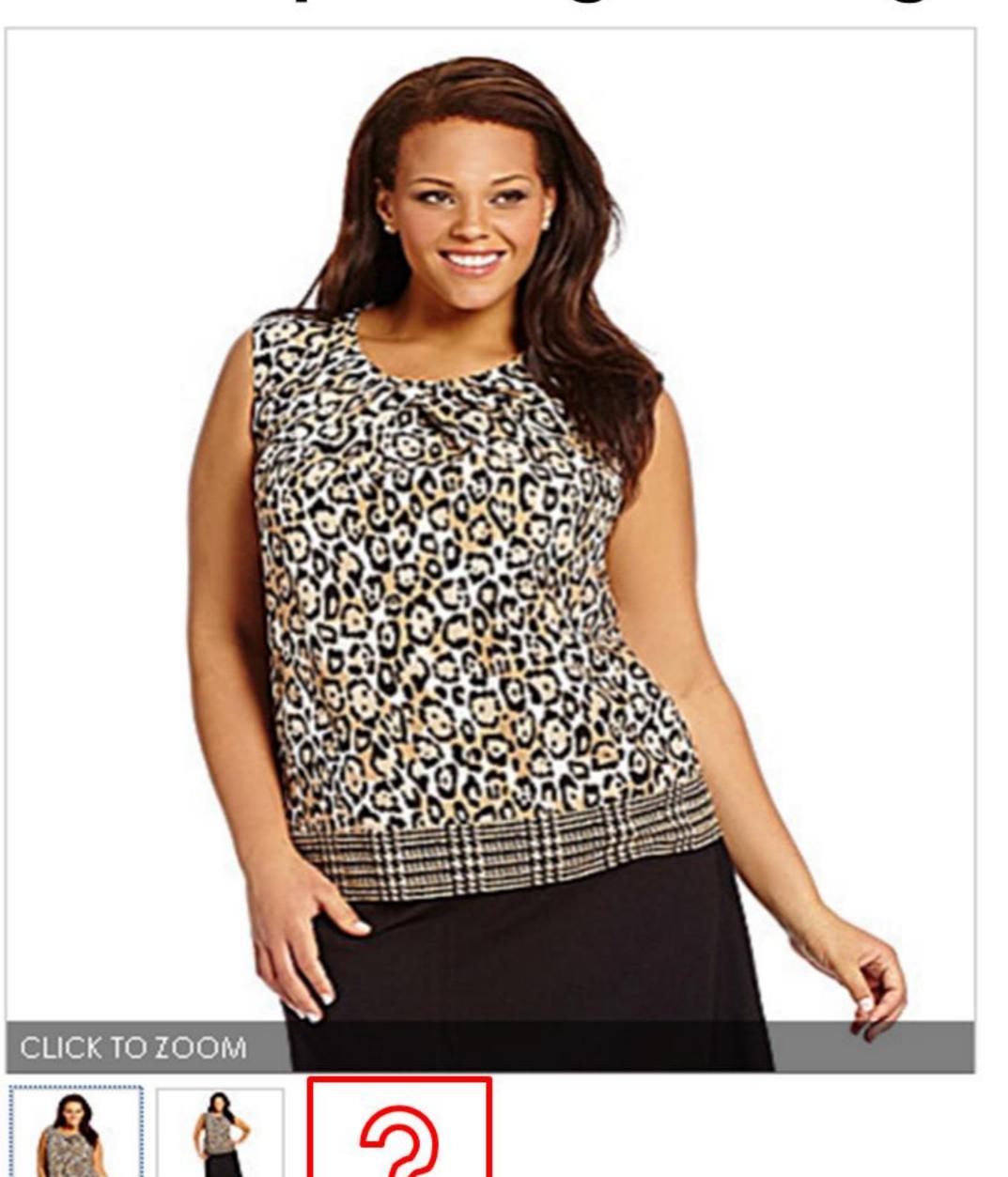
#### Publishing/Selling a dress:

- Adrianna Papell
- Boat neckline
- Elbow sleeves
- Lace bodice
- Banded skirt
- Keyhole back
- Button-and-loop closure
- Concealed back zipper
- Approx. 26.5" length
- Polyester/spandex
- Dry clean
- Imported
- Need front and back facing images

#### Extended Attribute – Full Product Name



#### Multiple Image Facings



Shop All Jones New York

Collection ▶

ADD TO WISH LIST

#### Jones New York Collection Woman Animal-Print Shell

\$64.00



ADD TO REGISTRY

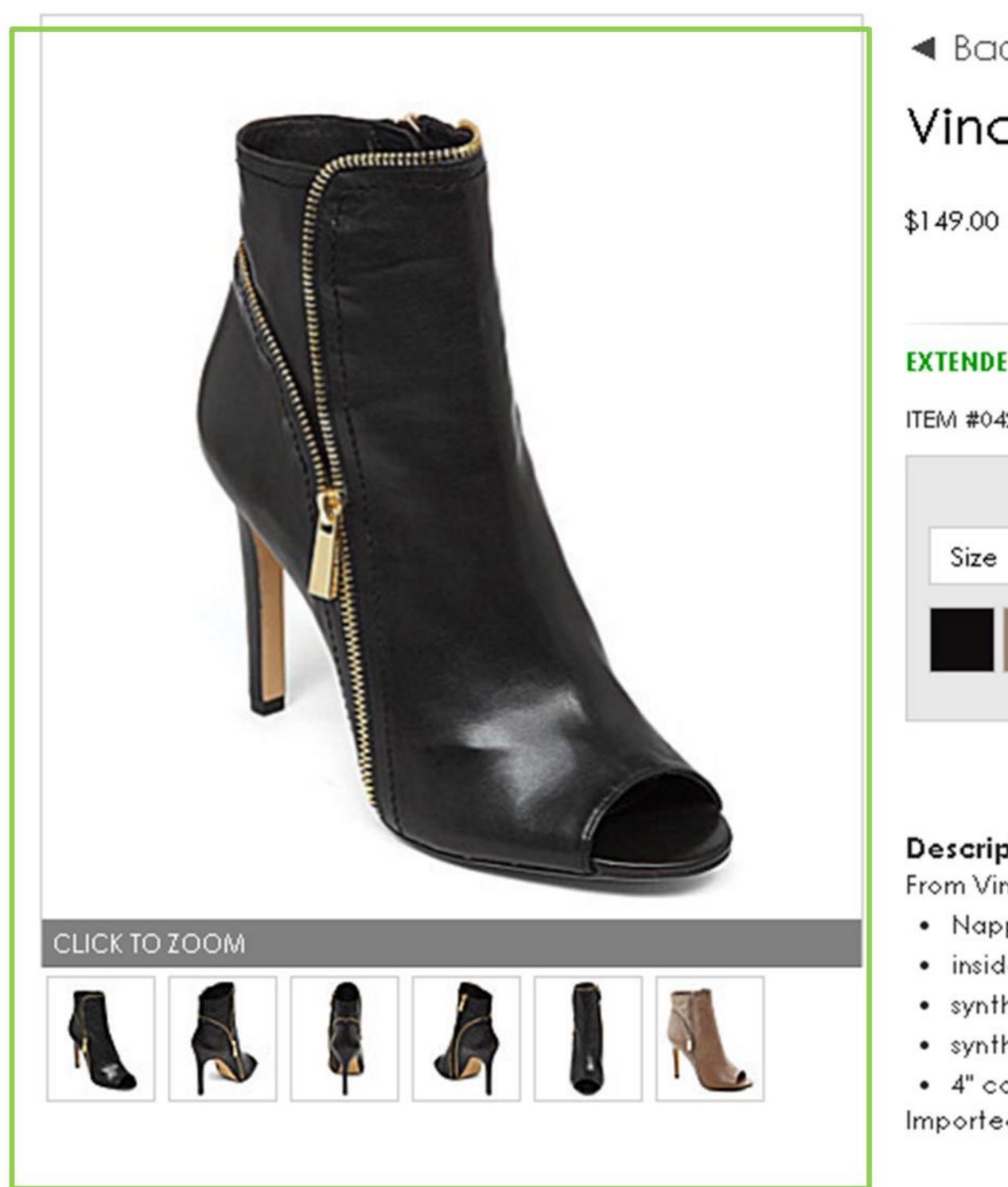
#### Description:

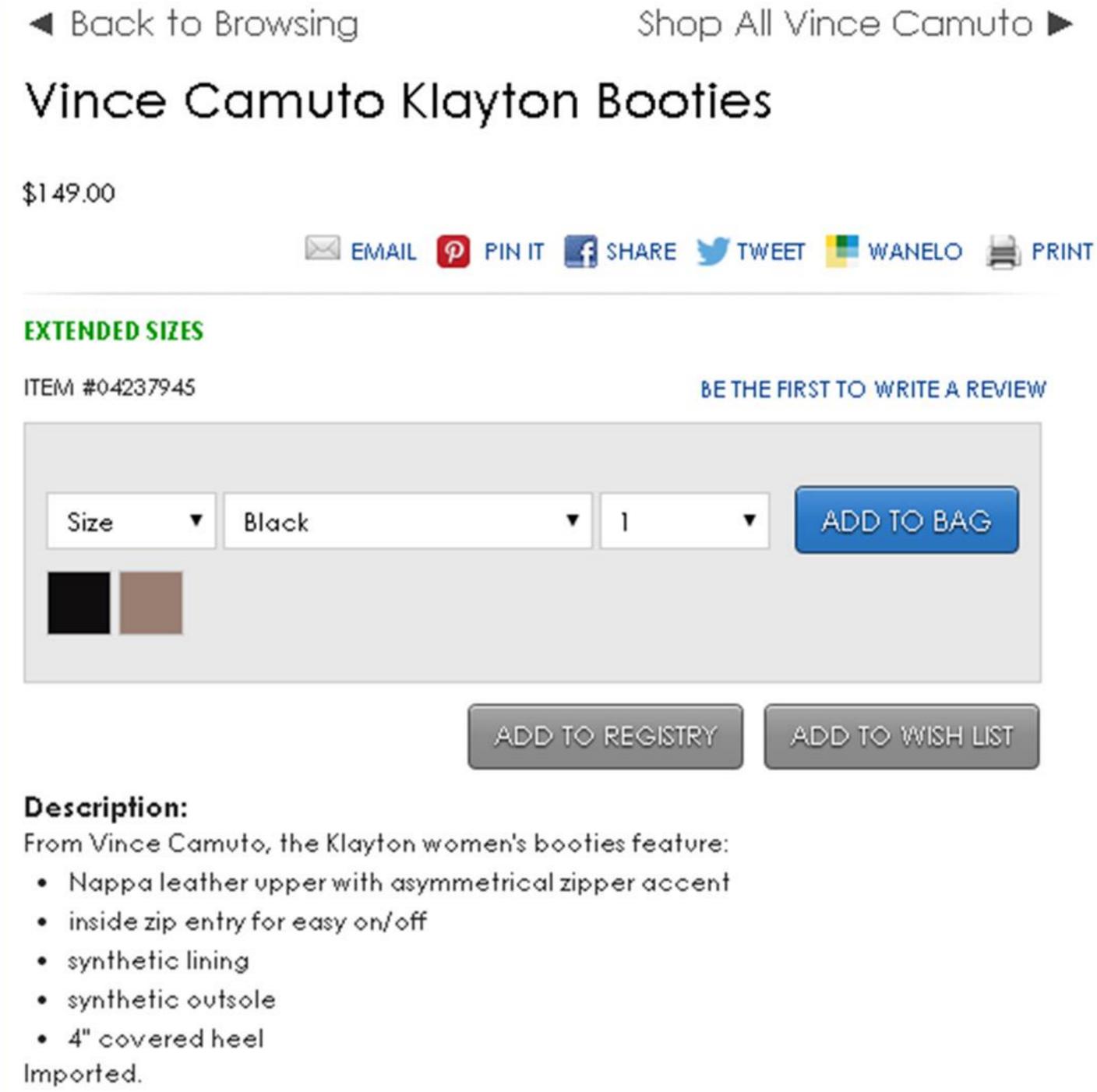
From Jones New York Collection Woman, this shell features:

- · animal and plaid printed georgette
- pleated crew neckline
- sleeveless silhouette
- plaid borderstraight hemline
- keyhole and button closure at back
- polyester
- machine wash

Imported.

#### Increase Sales

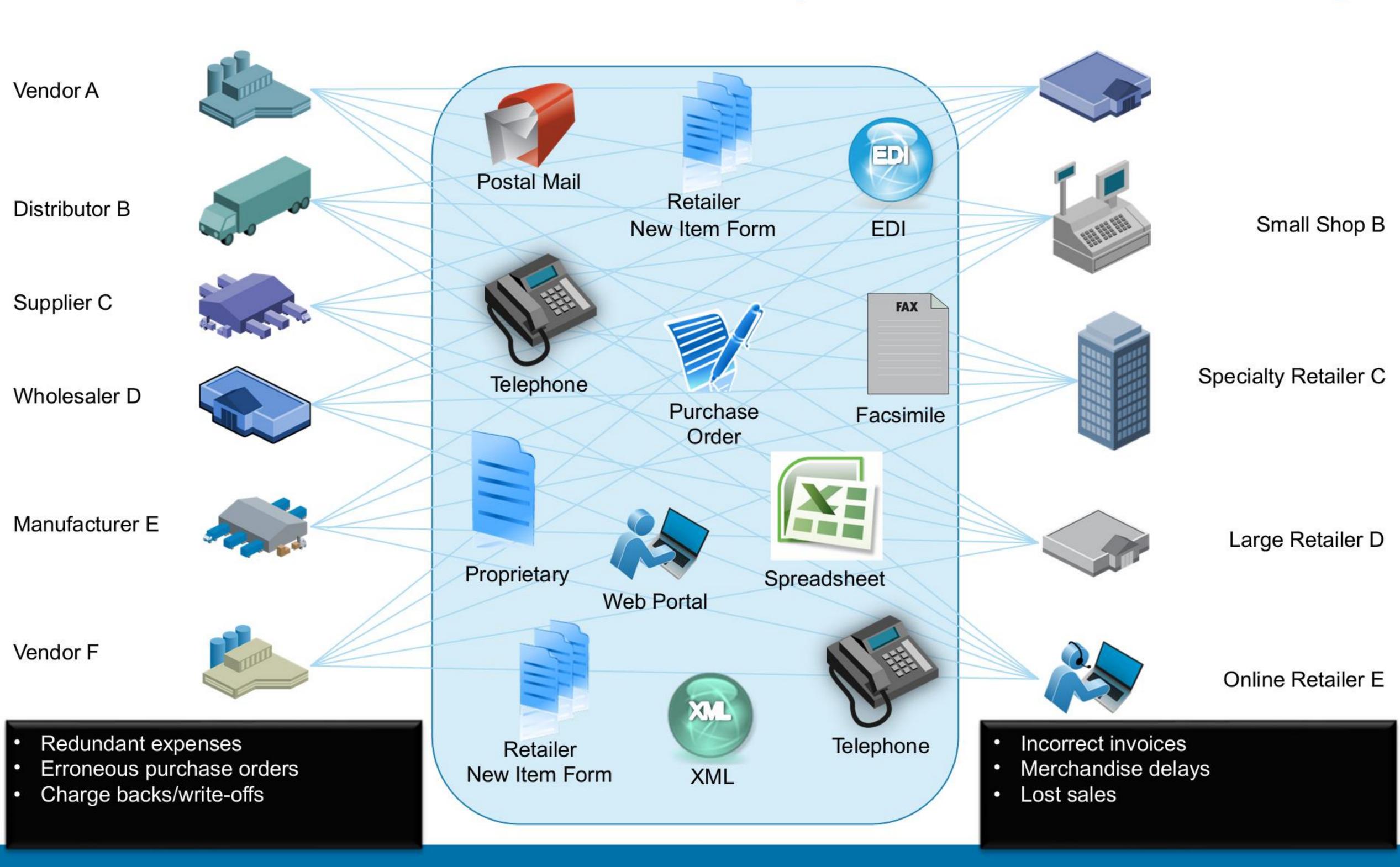




#### Current Business Process

- §Line Sheets at Market Appointment
- § Multiple Spreadsheet Formats
- § Multiple/Image Formats
- §Running Around the Building Gathering Data
- § Email Attachments
- §Snail mail
- §DVD/CD
- §Drop Box
- § Manual FTP

# Manual item setup = supply chain inefficiency



# Downstream Impacts of Manual Item Setup

Manual and proprietary processes are error prone and costly

- The consumer products industry spends over \$30B annual on content management (Source: AMR)
- Over 30% of records in retailer's item files contain errors, and each error cost \$60-\$80 to resolve, not including lost sales, margin, or resulting inventory and accounting errors. (Source: A.T. Kearney)

Timeliness of item setup is compromised

 Retailers with manual item creation/maintenance process typically require a series of steps over a multi-day period to create new items in their systems.

# Extended Attributes and Images - History OpenText/GXS Retail Panel

- § Many different retailers participate across different segments of the industry.
- Solution of the second of t
- § Regular conference calls annual meeting at Enterprise World
- § Common goals:
  - Understanding of required attributes and their definitions.
  - Collaboration with retail industry leaders
  - Partnership with GS1



























# Extended Attributes and Images - Partnership OT/GXS Retail Panel – Continues to Gro

W

A&P	Gloria Vanderbilt	Puma North America
Adidas Group	Godiva	PVH
Amazon	Gordmans	Quiksilver
Bealls	GS1	Ralph Lauren
Belk	HBC	Remac/J Renee
Big 5	HH Brown	Saks
Bob's Stores	Holt Renfrew	Sears Holdings
Boscov's	JCPenney	Shoebacca
Brown Shoe	Jones	ShopBop
Byer California	Kate Spade & Company	Skechers
Carhartt	Kohls	Spanx
Century 21	Lord and Taylor	The Sports Authority
Dick's Sporting Goods	Macys	Stage Stores
Dillard's	Nordstrom	Tharanco Group
eBags	Nygard	TJX
Eileen Fisher	OpenText/GXS	Under Armour
Estee Lauder	Parigi	Zappos
Gander Mountain	Perry Ellis	

# Extended Attributes and Images - Status OpenText/GXS Customer Focus for 2016

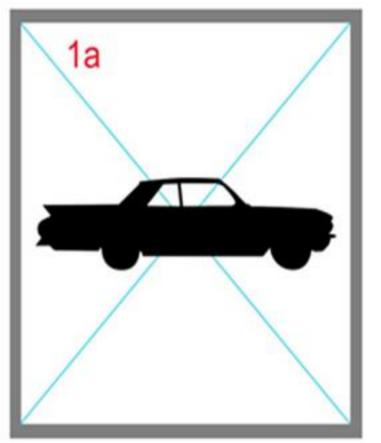
- § Partner with key retailers and vendors on the GS1 Committees:
  - Implemented Phase 2 of General Merchandise and Apparel
    - Additional attributes
    - Codified certain attribute values
- § Partner with key retailers on enablement of extended attributes and images
  - § Support Phase 3 of Attributes
- § OpenText/GXS Program Support includes:
  - Landing page for each retailer
  - Support for vendor enablement
  - Educational Webinars

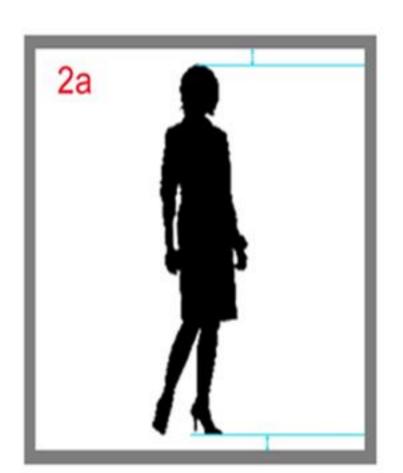


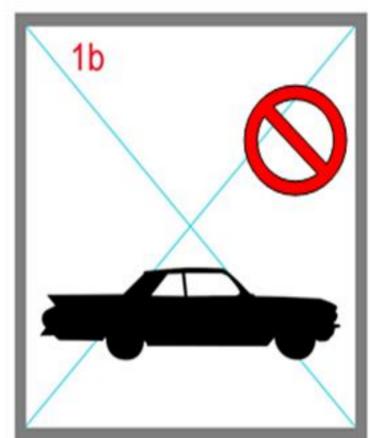
### GS1 Industry Standard Guidelines for Images

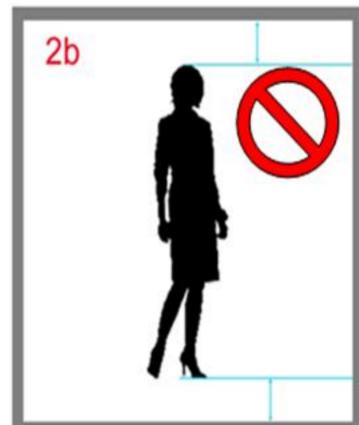
#### Consistent Image Size and Format

- § File Format and Color Mode:
  - § JPEG level 10 compression
  - § RGB 8 bit per channel
- § Background
  - § White (RGB 255/255/255)
- § Image Size
  - § Minimum size 2400 x 2400 pixels
  - § Maximum size 4800 x 4800 pixels
  - § 300 ppi
  - § Centered
    - § 5% Maximum White Space On Either End of Largest Image Axis









# **Extended Attributes**GS1 Extended Attribute Guide

E-COMMERCE (CONT	TINUED)	APPAREL	FOOTWEAR	JEWELRY	FASHION ACCESSORIES	BEAUTY	HOME
APPLICABLE TO	Aerosol Product					Х	Х
SPECIFIC CATEGORIES							
	Boot Leg Circumference		Х				
	Boot Shaft Height		Х				
	Closure	Х	Х	х	Х		Х
	Collar Type	Х					
	Consumer Product Capacity or Volume					х	х
	Does Not Contain					Х	
	Earring Drop			х			
	Faux Fur	х	х	х	Х		х
	Fur Animal Name	х	Х	х	Х		Х
	Fur Country of Origin	х	х	х	х		х
	Fur Treatment	х	х	х	x		x
	Gold Karat			Х			
	Handbag Shoulder Drop				Х		
	Heel Height		х		2000		
	Key Active Ingredient					Х	
	Lining Material	х	х		х		х
	Pant Inseam Length	х	7.55				
	Platform Height		х				
	Sleeve Measurement	х					
	Sleeve Type	Х					
	Sole Type		Х				
	Stone Details			Х			
	Warranty Description			Х			Х
	Watch Band Width			Х			
	Watch Case Size			Х			
		100					- 1

- This example is taken from the GS1 Extended Attribute Guide Phase 2
- Released Mid May 2015
  - Added additional attributes
  - Added code lists for multiple attributes
- Current Guideline is available on the GXS landing page.

http://www.gxs.com/catalogue extended attributes

#### How Guidelines Can Benefit the Process

#### **Vendor Benefits**

**Consistent Brand Representation** 

Eliminate Many Existing Manual Labor Intensive Processes

Produce One Set of Images and Attributes for All Retailers

Reduce the Need to Provide Samples for Retailers to Handle Their Own Photography

Allows Product Images & Attributes to be Provided Much Earlier in the Business Process Cycle (Pre-Marketing Possible)

#### **Retailer Benefits**

Create a Homogenous Customer Experience For Omni-Channel

Consistent Format and Transport from Vendors

Eliminate Many Existing Manual Labor Intensive Processes

Less Errors in Matching Images and Attributes to Product

Publish Product Earlier in the Process – Speed to Market!

# Dillard's Expectations

#### § Image and Attribute Letter Notice

September 30, 2014

Dear Dillard's Supplier,

Dillard's is requesting your partnership in supplying images to us for e-Commerce and Marketing. We've been successful in automating images and extended attributes with several of our Suppliers and would like to explore this with you. Are you currently providing images to Dillard's today or could you in the future? The growth of digital marketing and sales has increased image usage dramatically. We are committed to find ways to streamline the e-Commerce publishing process and to automate how **product images** and extended attributes are acquired.....

\*\* Start researching which option works best for your company and contact us to discuss implementation now.

This will be a compliance requirement in the near future as Dillard's will eliminate manually pulling images from our vendor's websites or receiving images by e-mails, CDs, or DVDs.

- Start working with GXS to Learn the Upload Process
- § Visit GXS Landing Page www.gxs.com/Dillards

### **GS1** Retailer Matrix

Retailer	Time Table	Amazon	Belk	Boscovs	Dillard's	Macy's	Nordstrom
	Letter Sent	9/4/2015	3/16/2015	TBD	9/30/2014	2/6/2015	10/15/2013
	Retailer Ready	11/1/2015	1/1/2016	01/01/16	1/1/2015	4/15/2015	Q4 2016
	Supplier Due Date	11/1/2015	2015	2015	2015	8/28/2015	Q4 2016
Images			Belk	Boscovs	Dillard's	Macy's	Nordstrom
	Images Required	TBD	X	X	X	X	X
	Pull from supplier URL/FTP site	TBD	X	X	X	X	X
	Pull from Third Party Catalog	TBD	X	X	X	X	X
	Cloud Based Service	TBD					
	Retailer Portal	TBD	X	TBD	X	X	X

### Merchandising Timeline

- GTIN/U.P.C. and Core Attributes are provided at time of market or product introduction, or within one week of market
  - Need as many extended attributes as you can provide at the time of UPC setup
  - Images and additional attributes are provided 8 weeks prior to items' first ship date.

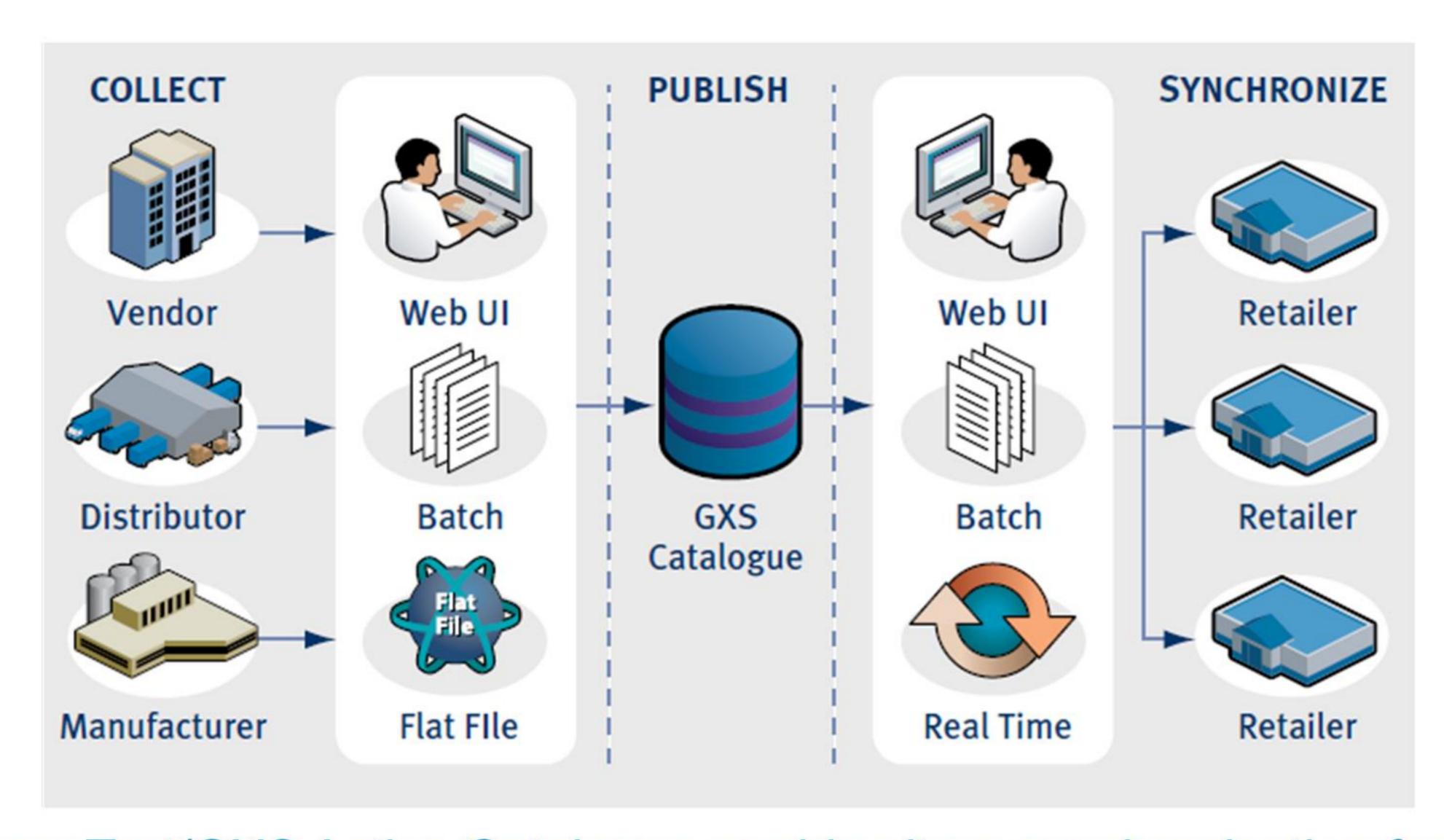
#### Assumptions

- These are industry best practices
- There may be exceptions for each trading relationship

# Current Image and Attribute Status

- § Images In production with appx 50 vendors on the Catalog
- § Images received to date
  - § Over 8500 in 2015
  - § Over 3600 in 2016
- § Attributes In production with over 500 vendors sending some extended attributes

# OpenText/GXS Active Catalogue



OpenText/GXS Active Catalogue enables item synchronization for all of your trading partners through a single source

### Preparing to Load Attributes and Images

- Understand the required attributes
  - Review Trading Partner and GXS image and attribute information
- Obtain the required attributes
  - Review online resources (Trading Partner Landing Page or online GXS
     Catalogue Documentation) to identify what attributes you should be providing
- Transform your data into the industry standard/Catalogue attribute format
  - Guides and Templates available at:
     <a href="http://www.gxs.com/catalogue\_extended\_attributes">http://www.gxs.com/catalogue\_extended\_attributes</a>
  - Update your processes to support the required attributes (EDI maps, User Interfaces, etc.)
  - Review Dillard's image and attribute information, vendor communications, etc. at:
     <a href="http://www.gxs.com/Dillards">http://www.gxs.com/Dillards</a>

# How Vendors Use the GXS Catalogue

- § Vendors can access their catalogues in a number of ways
  - § 832
  - § CSV
  - § Web User Interface (UI)
  - § Web Services
- § No method is mutually exclusive. Most vendors use a combination of methods to publish and update their item information.
- § If you would like more information on how to load your attribute information via one of these methods, please do the following:
  - § Visit: https://catalogue.gxs.com and download the proper user guide
  - § Should you need assistance or have questions, you can reach support at: +1 800 334 2255 option 2

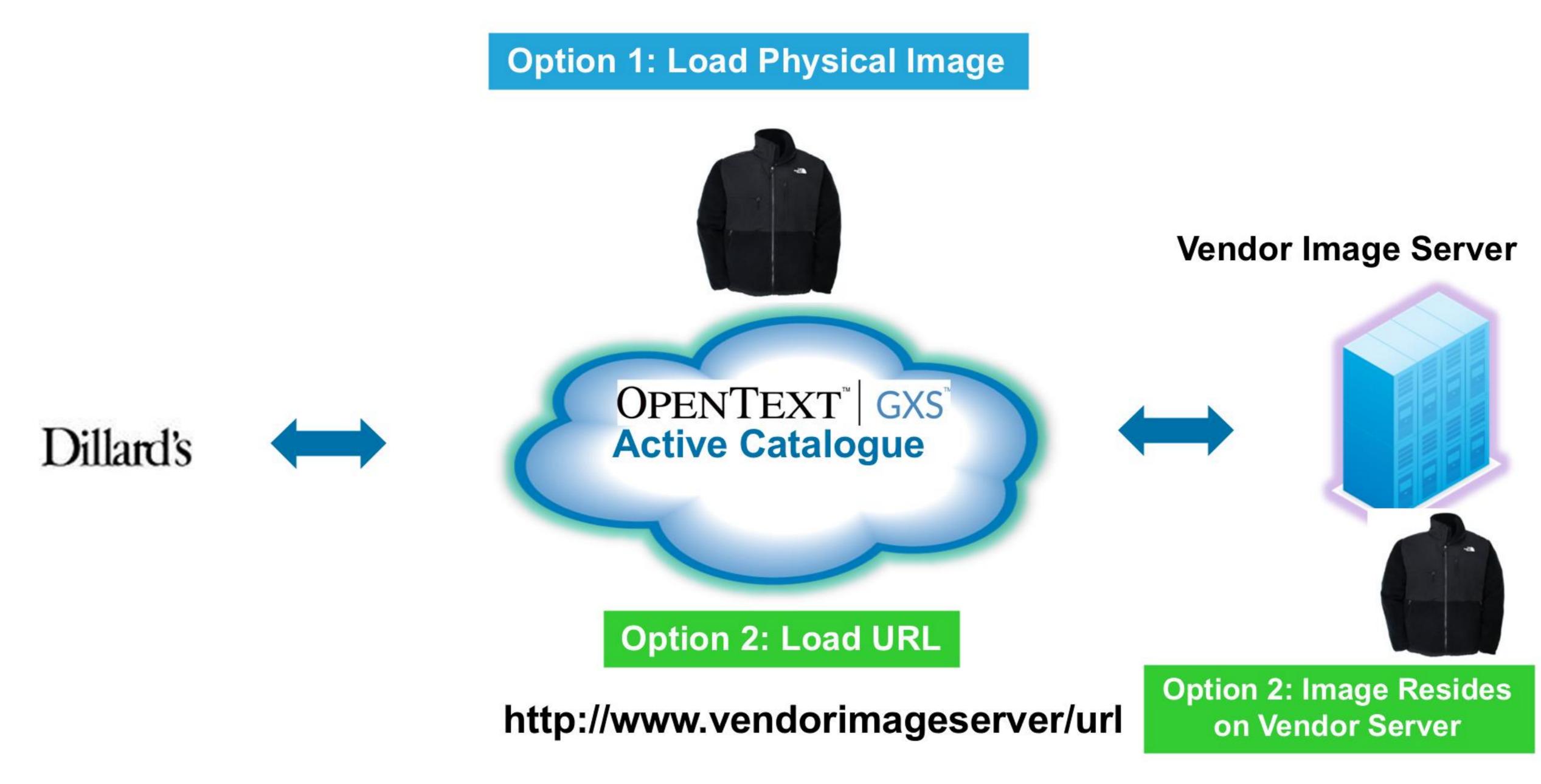
- § The Catalogue can support your physical images and/or your image information.
  - § The physical image can be loaded to the Catalogue by:
    - § Web Services
    - § Web User Interface
  - § The image URL and information can be loaded to the Catalogue by:
    - § Web Services
    - § Web User Interface
    - § 832
    - § CSV File Template

- § What is the difference between loading a Physical Image or loading the Image URL?
  - § A Physical Image is the actual image of the product loaded to GXS
    - § Directs Retailers to the GXS site to pull images



- § The Image URL is the information of where the image is hosted
  - § Your FTP or URL location
  - § Image Name
  - § Facing
  - § Directs the Retailer to your hosting site to pull images

#### **Options for Image Uploading**



- § When you choose to load or update your images or image information via the Catalogue, you should first download the following guides:
  - § GS1 Image and Attribute Guide
    - § <a href="http://www.gxs.com/catalogue\_extended\_attributes">http://www.gxs.com/catalogue\_extended\_attributes</a>
  - § GXS Brower Interface User Guide for Vendors
    - § https://catalogue.gxs.com
  - § GXS Image Actions Template for Catalogue Image Data for CSV
    - § https://catalogue.gxs.com
  - § GXS Web Service Guide
    - § https://catalogue.gxs.com

### Preparing to Load Items into GXS

- Visit the GS1 Attribute and Image website for information that can help you implement a strategy within your company.
- http://www.gs1us.org/DesktopM odules/Bring2mind/DMX/Downl oad.aspx?command=core\_dow nload&entryid=1467&PortalId= 0&TabId=785



#### APPAREL AND GENERAL MERCHANDISE



#### Checklists to Help Retail Trading Partners Implement Extended Attributes & Images

Th	ie E	xtended Attributes Checklist	
	1.	Obtain GS1 US Extended Attributes Guideline (http://goo.gl/ZoLRYz)	
	2.	Refer to section 1.6 (Product Attribute Matrix by Product Category) of the guide to get an overview of your product category and which attributes apply to your company a. Refer to section 2 to review definitions of each applicable attribute b. Determine what attributes you are currently providing c. For remaining attributes determine current availability within organization d. Develop plan for capturing new attributes	
		There may be retailer specific attributes that are not defined in the guideline. These attributed be considered when developing your solution.	rtes
	3.	Determine what teams need to be involved to implement the project	
		a. Sales representatives	
		b. IT team	
ı		c. EDI/U.P.C. team	
ı		d. Item Master team	
ı		e. Product Development team	
Н	4	f. E-Commerce/Drop Ship team  Determine what method(s) will be used to provide the attributes to your trading partners.	
	4.	Determine what method(s) will be used to provide the attributes to your trading partners.  Third Party Catalog Service	
ı		a. Third Party Catalog Service b. GS1 US Standard Spreadsheet	
ı		c. Retailer's Web Portal	
ı		d. Retailer's Proprietary Spreadsheet	
		e. Other	
	5.	. If using Third Party Catalogs, decide the method of transport(s)	
ı		a. EDI via 832	
ı		b. Web Services (XML)	
ı		c. Spreadsheet upload	
		d. Manual entry via web portal	
	6.	Consider the timing of attribute availability	
ı		<ul> <li>All attributes may not be available at the time U.P.C.s are assigned and published</li> </ul>	i
		The purchase order process may not require all the extended attributes     Web attributes and publishing may come later in the process	
		<ul> <li>b. Develop a process which allows for attribute updates after the initial product setu</li> </ul>	)
	7.	Develop a pilot/testing strategy	
	8.	Once pilot is successful, move to production	

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PAGE 1 OF 2

# Readings

- § To see how another company has implemented the use of images, J.Renee and GS1 authored a white paper that is very informative.
- § http://www.gs1us.org/DesktopM odules/Bring2mind/DMX/Downl oad.aspx?Command=Core\_Do wnload&EntryId=1274&PortaIId =0&TabId=785



#### CASE STUDY





#### J.Reneé Leads the Effort to Apply GS1 Standards to Product Imagery

#### CHALLENG

Visual representation of products is essential to sales. However, the complexities of image sharing among retail trading partners had reached dramatic proportions, without a common set of guidelines to govern technical requirements, delivery methods or, indeed, any universal standards on what, how or when, visual imagery should be exchanged between partners.

The explosion of eCommerce, in addition to brick-and-mortar stores, further complicated image delivery management to nearly uncontrollable levels. Consider that until the wide adoption of standards, a manufacturer supplying a dozen retailers could be asked to supply product images in a dozen different ways.

#### SOLUTION

By adopting GS1 Standards and guidelines that govern visual imagery in conjunction with those standards already in use by industry trading partners, the labor-intensive process of getting images to retailers who need them to sell products has been streamlined—and greatly enhanced.

#### BENEFITS

Suppliers now have a single set of guidelines to follow for sharing product images, and affording latitude in making the parameters work with internal systems. Both suppliers and retailers realize productivity gains, cost savings, enhanced speed-to-market capabilities, and marketing alignment that can maximize profitability.

### Questions / Concerns



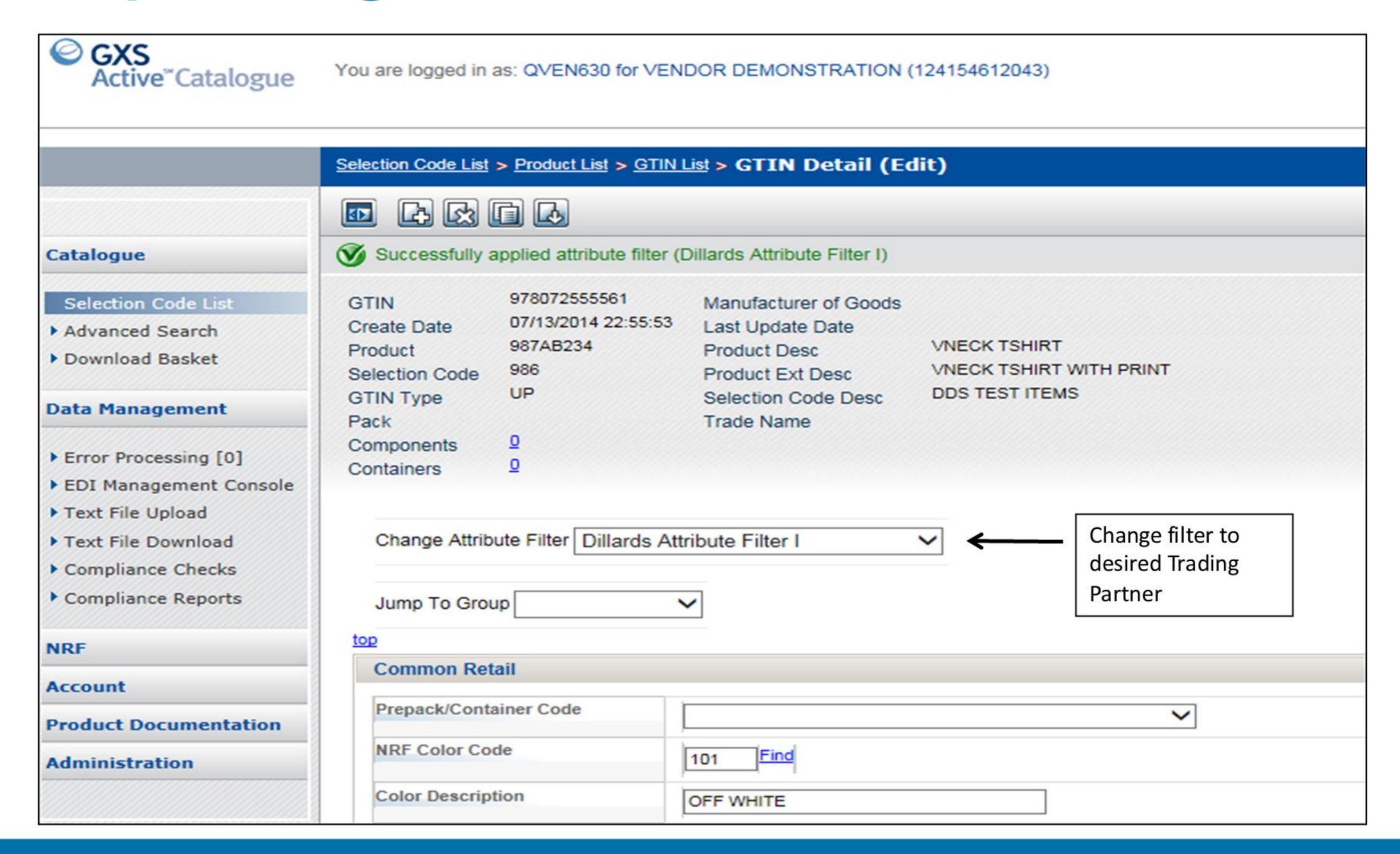
# Appendixes

- § Useful Links
- § Extended Attributes
  - § Screenshots/Examples/Information
- § Images and Image Information
  - § Screenshots/Examples/Information

#### Useful Links

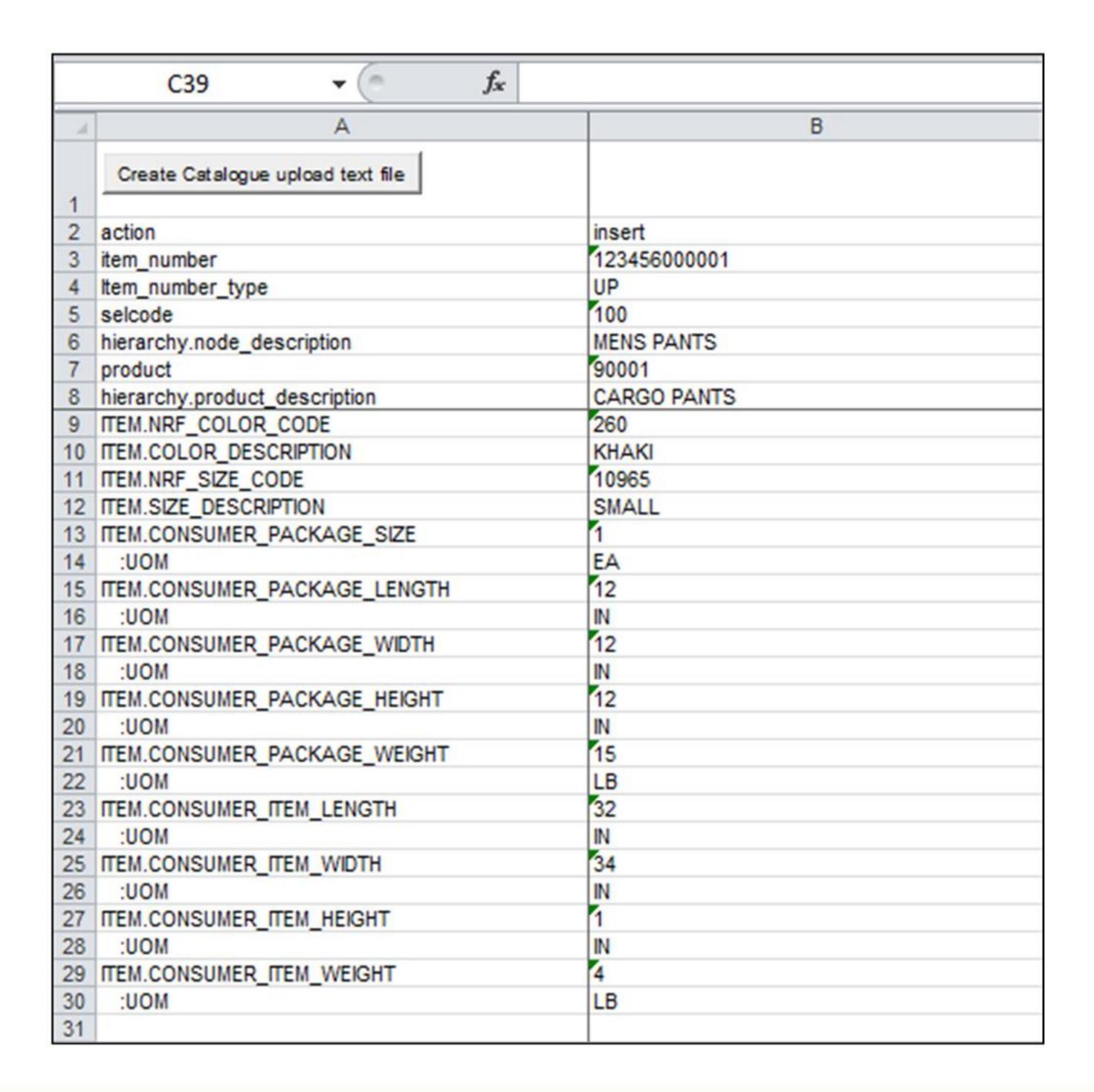
- § GXS Extended Attributes and Images
  - § <a href="http://www.gxs.com/catalogue\_extended\_attributes">http://www.gxs.com/catalogue\_extended\_attributes</a>
- § GXS Catalogue
  - § https://catalogue.gxs.com/QRSGUI/jsf/login/login.jspx
- § GS1 Apparel & General Merchandise Page
  - § http://www.gs1us.org/industries/apparel-general-merchandise

### Uploading Attributes via the Web

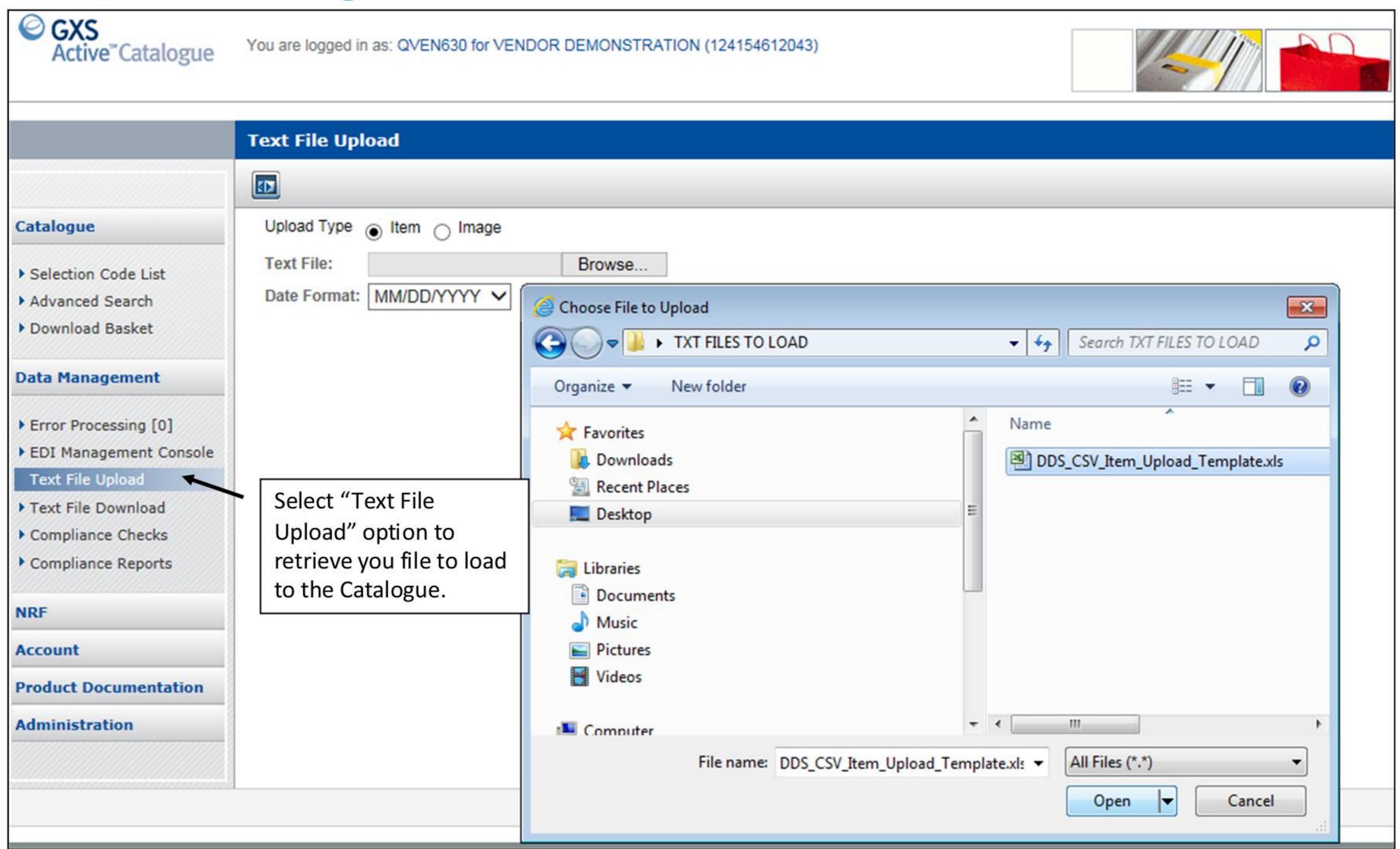


# Uploading Attributes via a CSV File

- Download the CSV template from the Trading Partner landing page
  - www.gxs.com/dillards
- Fill out the CSV template offline with all of the required information.
- Once complete, convert the file to a text file, and save to a location on your computer.



# Uploading Attributes via a CSV File

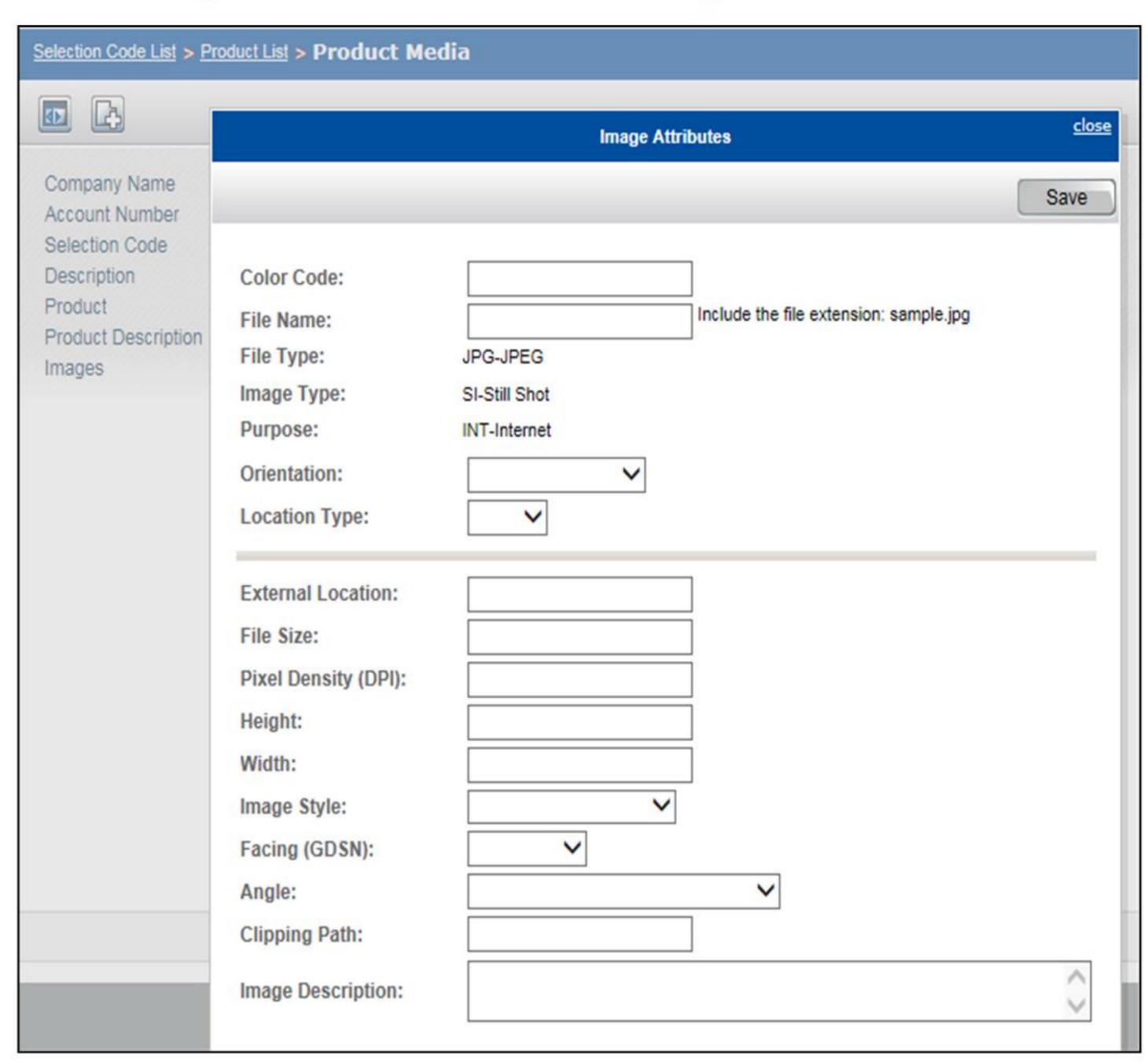


# Uploading Attributes via an 832

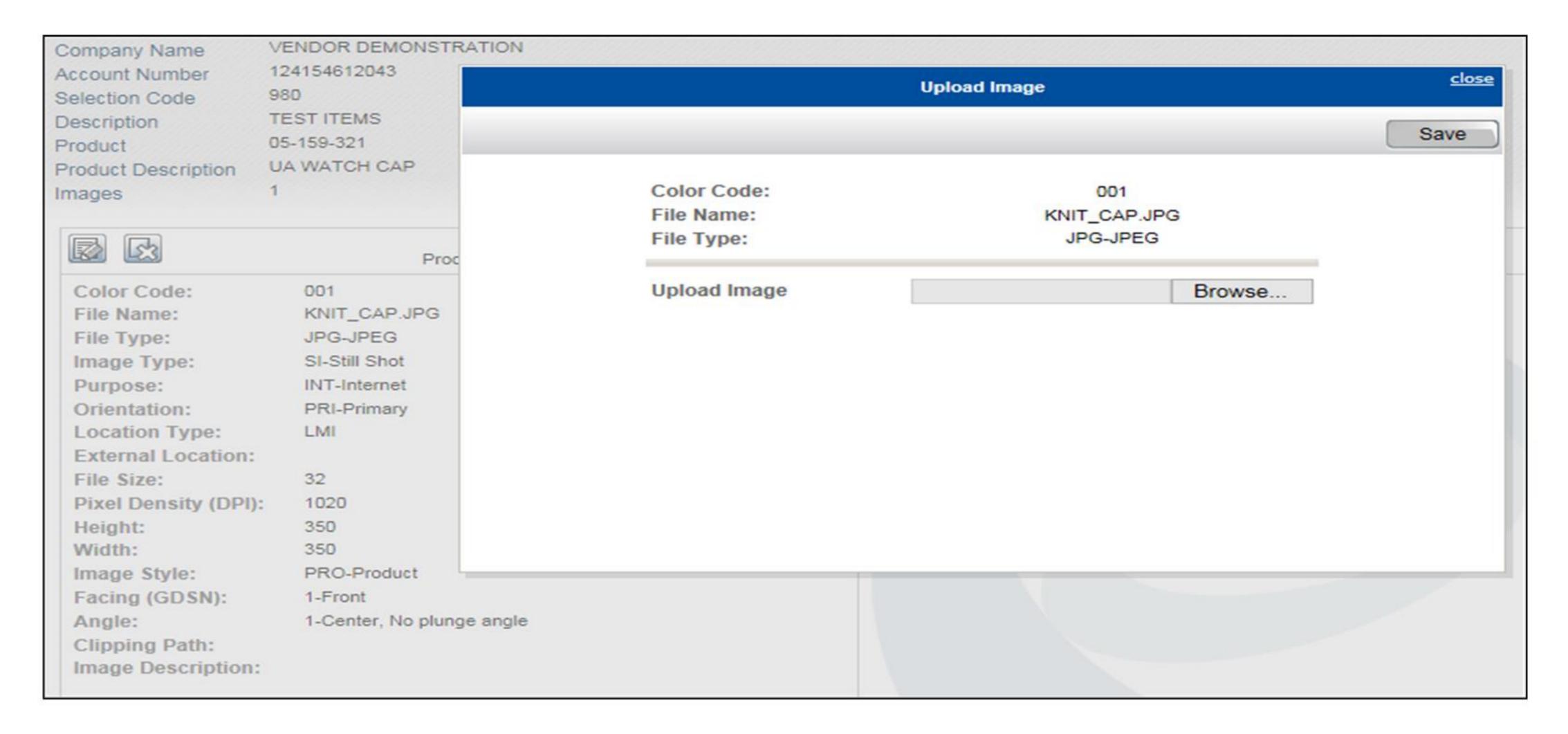
- If you are currently updating your Catalogue with the 832, you can reference the batch guide when adding additional attributes to your map.
- This is available to download on the Catalogue website, as well as the Extended Attribute Guideline.



- § When loading your image information via the User Interface(UI)
  - Solution of the hyperlink under "IMAGE"
  - § Fill in the image information
    - § Image file name
    - § File type (jpg)
    - § Location
    - § etc



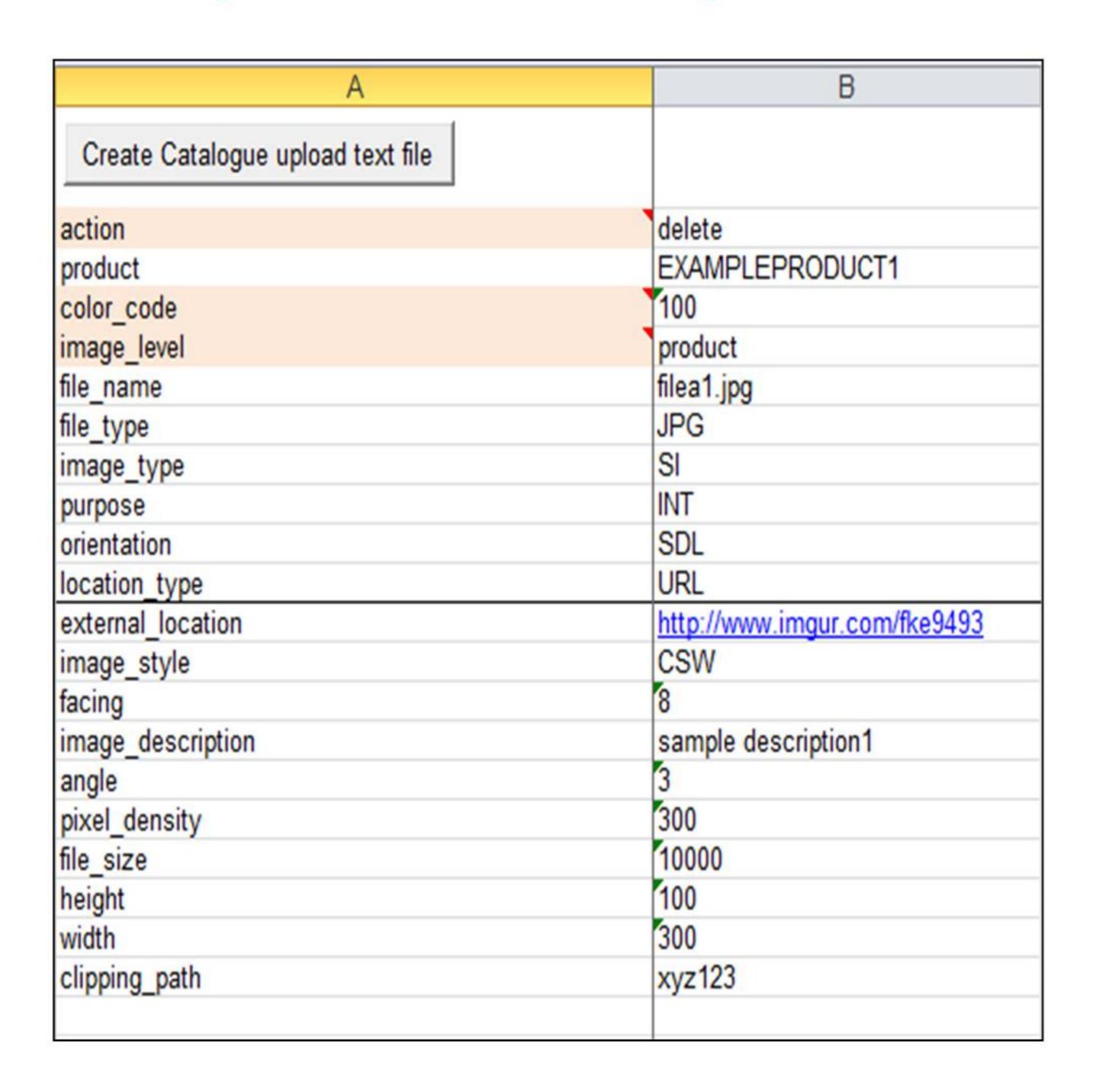
§ Once your image information is loaded, you can then load your physical image if you have not loaded to an external FTP or URL location.



- § You can load Style or Style/Color images at the Product Level, as well as multiple images facings at both levels
- § GTIN level supports the ability to load multiple facings
- § Images and Image Information are immediately available for your trading partner once you see that it has been saved successfully.

<u>Product</u> △	Description	Create Date	Last Update Date	GTINs	GTIN Filter	Images
123-456	OPEN TOE SHOE	07/13/2014	10/20/2014	2	2	1
987AB234	VNECK TSHIRT	07/13/2014	07/13/2014	2	2	1
ALL-LEVEL-IMAGE	MANS SHOE	08/25/2014	12/22/2014	7	<u>7</u>	<u>12</u>

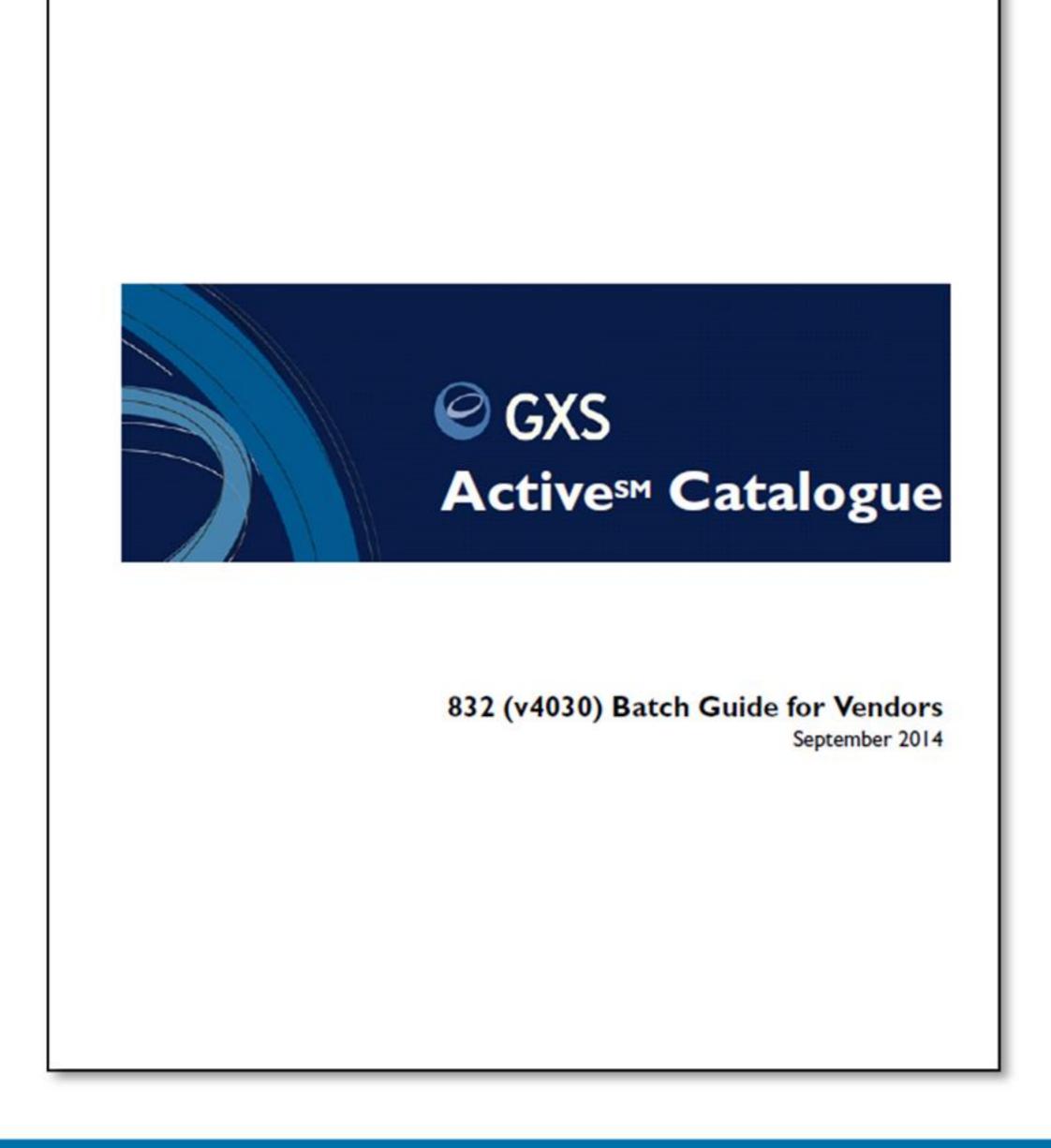
- § Using this CSV Image Template, you can see how to upload the Style/Color Level Image information to your Catalogue.
- § After loading the images information you would then load the physical image separately if you choose to load image on GXS



If you choose to load Image Attributes at the GTIN level, you can use a similar template that has most of the same information.

action	insert
image_level	item
item_number	06000000001
file_name	filea3b.jpg
file_type	JPG
image_type	SI
purpose	INT
orientation	SDL
location_type	URL
external_location	http://www.someimagehostingurl.com/fke9493
image_style	CSW
facing	8
image_description	desc1
angle	3
pixel_density	300
file_size	10000
height	100
width	300
clipping_path	xyz123

§ If you choose to use the 832 to load your Image information, you should download the latest Batch Guide to be sure you can support all of the required segments for uploading.



- § If you are set up for Web Services
  - § Consult the Web Services
    Guide to make sure that
    all of the necessary
    information is included.

