

**Sears Holdings and GXS Catalogue FAQ**

Sears Holdings and GXS have partnered to provide Sears Holdings with the ability to access their vendors’ information through the GXS Catalogue. This enables Sears Holdings to accept product information from a single location and in a standardized format from its general merchandise and apparel vendors. As part of this effort, GXS has compiled a list of Frequently Asked Questions to assist you in providing all of the product information that is applicable to you for Sears and Kmart. Please read the following list of Frequently Asked Questions and review the additional information available on the OpenText GXS Landing page for Sears Holdings at <http://www.opentext.com/what-we-do/products/business-network/customers/sears/>.

1. **I am not familiar with the GXS Catalogue. What is it?**

* The GXS Catalogue is home to over 120 million unique items from over 5,000 vendors, manufacturers and their suppliers. The GXS Catalogue has the retail industry’s largest database of product information. For more information, you can contact Doug Smith at (301) 340-4868 or e-mail at [dsmith1@opentext.com](mailto:dsmith1@opentext.com).

1. **If I am already a GXS customer for EDI Network (VAN) services, do I still need to get a Catalogue?**

* Yes, the VAN and Catalogue are two separate services. You will need to contact GXS to get enrolled for the Catalogue to provide your **new** product information to Sears Holdings.

1. **I don’t currently have a GXS Catalogue account. How can I sign up for one?**

* If you do not currently provide your item data to your retail trading partners via the GXS Catalogue, you can sign up by calling our Program Contact, Doug Smith at (301) 340-4868, or by sending an e-mail to [dsmith1@opentext.com](mailto:dsmith1@opentext.com).

1. **I have been asked for my GXS Catalogue ID; what is that?**

* The GXS Catalogue ID is the twelve digit number that accompanies your catalogue name. When you log into your GXS Catalogue via the web, you will see the number displayed along the top of your screen. It should appear something like this:

GXS Catalogue | You are logged in as: ABC123 for Catalogue Name (010123456789)

1. **Will Sears Holdings require that I enter my product information and additional attributes to the GXS Catalogue?**

* Yes. Any new item information that you are adding for Sears Holding to your Catalogue will need to have all of the data elements required that are applicable to your product. This will be for any **new** product that Sears Holdings receives from your Catalogue. For information that is not loaded via the GXS Catalogue, the information will need to be edited in IMA (Item Maintenance Application).

1. **I already have a GXS Catalogue, but have also received a letter that I need to sign up with 1Sync. Which one do I need to use?**

* If you already have a Catalogue account with GXS, you do not need to open an account with 1Sync at this time. You can choose the provider which best suits your item set up needs. GXS is the preferred provider for apparel.

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1. **Can I enter my items in IMA without going through GXS or 1Sync if I chose to do so?**

* No, all data should begin to be loaded through the data synchronization process.

1. **I have my information to load for Sears Holdings. Should I enter it in a specific Selection Code?**

* Yes, any information entered for Sears Holdings should be in its own Selection Code within the GXS Catalogue. By limiting the information available to Sears Holdings to a specific Selection Code, extraneous products will not be brought into IMA and thus create work on the backend by having to delete those products out of IMA. Other retailers will still be able to access this information if you sell the same product to more than one retailer. You are only limiting the information that Sears Holdings can access.

1. **I have my information entered into a specific Selection Code for Sears Holdings. How do I grant access to them?**

* In order to grant Selection Code level access to Sears Holdings, you will need to log into your GXS Catalogue and select the Trading Partner Access link from the options on the left hand side of your screen. Search for “Sears Holdings”, and select the “Selection Code” option under the Access Type column and click “Apply”. Once that saves, you will see a “Selection Code List” link appear under the access types, click on this and then select the specific selection codes that you would like to grant access to and then again click “Apply”. Should you need assistance in setting this up, our support representatives would be happy to assist you. They can be reached at

877-446-6847, option 2, option 5, option 2 or you can email [cataloguesupport@opentext.com](mailto:cataloguesupport@opentext.com).

1. **Where can I obtain the list of attributes that Sears Holdings is requiring us to enter for our products?**

* The list can be obtained from <http://www.opentext.com/what-we-do/products/business-network/customers/sears/>.

1. **Is there a list available showing what the attributes fields are in the GXS Catalogue User Interface?**

* Yes, that list can be obtained at <http://www.opentext.com/what-we-do/products/business-network/customers/sears/>.

1. **The attribute list has items that are not apparel specific only. Why is that?**

* Data Synchronization is used for all types of items and not just apparel. When adding your new item information to the Catalogue, be sure to enter all of the information that is applicable to your product.

1. **If we sell our items to other retailers, can we enter the price so the other retailers will not be able to view it?**

* Yes, you can set the retailer manually via the Web Interface, or via the 832 or CSV file. Please consult the user guides for the specifics on how to do so. The other option is to wait until the item information in pulled into IMA and you can add the cost information in IMA when you finish the item.

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1. **I have turned the Compliance Checks off on my GXS Catalogue. Will that have any negative effects?**

* Yes! If you do not have the Compliance Checks turned on for your Catalogue, you can potentially add information that is incorrect, or not add the information at all. In either case, this will prevent your new item information from being processed by Sears Holdings. When entering your new item information. Please make sure that your Compliance Checks are turned on.

1. **Is there help available to me when I am ready to load the required attributes onto my Catalogue?**

* If you are a new vendor, this will all be part of the enablement process when you sign up for our service. If you are an existing vendor, you can contact the GXS customer service department at (877) 446-6847 option 2, option 5, option 2 or you can email [cataloguesupport@opentext.com](mailto:cataloguesupport@opentext.com) and let them know you are loading attributes to your Catalogue for Sears Holdings and they can give assistance. GXS will also be holding weekly webinars to show where you can obtain all of the information you will need to enter the information to your Catalogue via the UI, as well as getting the mapping information to update via a CSV file or EDI 832 File.

1. **Where can I find a Webinar on creating my Sears Holdings Prepacks to the Catalogue?**

* You can find a Webinar at <http://www.opentext.com/what-we-do/products/business-network/customers/sears/>. There are additional webinars available.

1. **Since I am already a GXS Catalogue user, is there somewhere I can download the 832 Catalogue mapping?**

* Yes, if you log into your Catalogue, you will see on the left hand side a link called “Documents”. Under this link, you will find all of the standard Catalogue information in printable or downloadable formats.

1. **Is it mandatory that I now use GXS?**

* It is mandatory that all vendors begin to load their new product information using data synchronization now.

1. **What if my EDI translator does not support the additional attributes that Sears Holdings is requiring?**

* Each vendor should work with their software provider to adjust their mapping for the EDI 832.

1. **What if I do not have any of the information that Sears Holdings is requiring to be populated?**

* You should work with your internal resources to try and gather as much information as applicable for your products. If you do not feel that you can supply this information to Sears Holdings, you will need to work with your buyer directly to resolve.

1. **When I log into the UI, is there an easy way to see the Sears Holdings required attributes?**

* When you log into the UI, you can apply the Sears Holdings Attributes filter on an existing product to edit or add the fields; when adding a product this same action can be taken. In either case, when you are at the GTIN level in the Catalogue in the middle of the screen, you will see a drop down box that reads “Change Attribute Filter”. In the drop-down box, select “Sears Holdings Corp” and the fields will automatically be applied. Once this is done, you will just need to fill in the required attributes that are applicable to you.

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1. **Can any of my other trading partners see the information that I have entered in for Sears Holdings?**

* If your trading partners have unrestricted access to your catalogue, they will be able to see all of the information that you have entered. Should you have information that you would like to enter specifically for Sears Holdings, you will need to set that up in a separate Selection Code and grant Sears Holdings access to that code while restricting your other trading partners from it.

1. **I have entered my information, but Sears Holdings says that they cannot see it?**

* You will first want to verify that Sears Holdings has access to your catalogue. You can do this by logging into your catalogue and checking under “Trading Partner Access”, or you can call GXS support at (877) 446-6847 option 2, option 5, option 2 or you can email [cataloguesupport@opentext.com](mailto:cataloguesupport@opentext.com) and they can assist you. If Sears Holdings has access and they are still not able to see your items, there is a possibility that they have not received the update on your information that can take up to 24 hours. If there are still issues after that, please contact GXS support to open a case for them to investigate.

1. **Why can’t Sears Holdings see the updates that I have entered into my GXS Catalogue?**

* Sears Holdings is only accepting updates on certain fields within the item. Please reference the mapping document at <http://www.opentext.com/what-we-do/products/business-network/customers/sears/> to verify what fields are available to update via the Catalogue.

1. **If I enter in the additional attributes for Sears Holdings, will that affect the information that is being sent to my other trading partners?**

* No, this will not affect the information being transmitted to your other trading partners. Retailers are set up to receive and process certain information from the Catalogue. If a Retailer is not set up to process certain data elements, they will not request them nor process them. This does not prevent them from requesting them in the future however.

1. **When will I have to start loading these attributes for Sears Holdings?**

* Sears Holdings has started using the Catalogue to accept **new** item information. You need to have all of your **new** products that you are selling to Sears Holdings loaded into the GXS Catalogue with the additional data attributes by March 31, 2010.

1. **What version 832 mapping does GXS support?**

* In order to load all of the required attributes, you would need to be on the X12 version 4030.

1. **How often do I need to update the GXS Catalogue?**

* Whenever you have a new product or updates to existing products that you are selling to Sears Holdings, you must enter that information into the GXS Catalogue. To verify what updates are acceptable to IMA via the GXS Catalogue, please reference the mapping document at <http://www.opentext.com/what-we-do/products/business-network/customers/sears/>.

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1. **Once my items are uploaded to IMA, do I still need to go into IMA for any reason?**

* Yes, you are still required to complete a few Sears Holdings proprietary information fields accessed through the Data Catalogue New Item Task-list in the IMA application. (Example: Order duns number, Sears Holdings hierarchy, flow type)
* Refer to the IMA Homepage for detailed instructions as well as information on upcoming webinars. [www.mysearshc.com](http://www.mysearshc.com)

1. **What carton configurations can be created and uploaded to Sears Holdings?**

* We accept and create new eaches and uniform cartons, i.e. case pack or pre-pack containing only 1 UPC or inner.
* Assortments or pre-packs containing more than 1 UPC
* Only two uniform carton configurations will be taken per UPC, including the eaches.



1. **After I enter my individual items and Carton GTIN information into the GXS Catalogue, is there anything else that I need to do to show their relationship?**

* Yes. Once you have entered both the individual and Carton information, you must “link” the individual products under the Carton GTIN. This can be done either manually through the Web when you are logged into the Catalogue and in the Carton GTIN, or via EDI when you are loading your new items.
* This must be completed before the retail GTIN is sent to Sears Holdings.

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1. **What happens when a GTIN changes? Is there a way to make one change rather than resubmit new information?**

* Any updates to your item should be made in the GXS Catalogue so the changes are transmitted to IMA. Please reference the mapping document at <http://www.opentext.com/what-we-do/products/business-network/customers/sears/> to verify what fields are acceptable to update via the Catalogue.

1. **What if most of the styles Sears Holdings will be ordering are already in GXS but with no attributes?**

* Sears Holdings will need to have all of the required extended attributes loaded on all new products.

1. **What is the minimum amount of information that I need to have to enter my product information into the GXS Catalogue?**

* The minimum amount of information that is required to load information into the GXS Catalogue is as follows: Product ID Number, Product ID Description, NRF Color and Size Codes, Color and Size Descriptions, and a valid GTIN number. This is what is required by GXS; however you **must** review the Sears Holdings “CSV Template for Catalogue Data” on the GXS Landing page at <http://www.opentext.com/what-we-do/products/business-network/customers/sears/> to see what is required by Sears Holdings.

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