



HD SUPPLY VENDOR FAQS

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OVERVIEW

IMPORTANT INFO – PLEASE READ!

HD Supply Facilities Maintenance has partnered with Syndigo for New Item Setup and Product Data Management. **All vendors are required to use Syndigo's Content Experience Hub (CXH) for marketing data during new item setup and item maintenance.** HD Supply has sponsored the marketing program for its vendors, so while use of the CXH Platform for marketing data is required, there is no cost for vendors owed to Syndigo for publishing marketing data to HD Supply through Syndigo.

Syndigo is HD Supply's GDSN Data Pool Provider. If you will be selling stock items to HD Supply, GDSN data will be required for item setup, in addition to marketing data. HD Supply has sponsored their vendors to send GDSN Data to HD Supply only through Syndigo. If you have a GDSN Provider and are interested in switching to Syndigo, please contact us at 312-766-4801. If you are sending GDSN to other recipients other than HD Supply, we can discuss those options and prices with you. While there are advantages to using the CXH Platform for all data needs, vendors may choose any GDSN data provider for these services.

FREQUENTLY ASKED QUESTIONS

NEW HD SUPPLY VENDOR QUESTIONS

I am a new HD Supply vendor. How do I get access to CXH?

HD Supply will submit your Vendor ID to Syndigo and a Syndigo onboarding specialist will contact you. Activating your Syndigo account requires a completed DocuSign agreeing to Syndigo's terms and conditions. Once the DocuSign is returned to Syndigo, the onboarding team will create your account and username(s).

My company has never been required to send GDSN information, what are my first steps?

For a company to send certified GDSN Data, you must first acquire a GS1 company prefix. A GS1 Company Prefix is a unique identification number issued to your company—and it is part of every barcode and identification number you create. If your company already has barcoded items, you most likely already have a GS1 Company Prefix and a Global Location Number (GLN). You can register that GLN with any Certified GDSN Data Pool to start the process of sending your GDSN Data. For more information visit

<https://www.gs1us.org/upcs-barcodes-prefixes/get-started-guide/get-your-upc-barcodes-from-gs1-us>

NEW ITEM SETUP AND MAINTENANCE QUESTIONS

When do I begin adding my marketing data in the Syndigo CXH Platform?

Once your account is active and you have login information, you should begin to add your product data into the CXH Platform as soon as your merchant requests the product. You will publish your marketing data first and then your GDSN data (if applicable) following. For further details please review the item set up guides.

Will I be able to view my GDSN Data for HD Supply within the Syndigo CXH Platform?

Vendors that use Syndigo as their GDSN provider will be able to view and setup both their marketing and GDSN data within the CXH Platform. If your company is using another GDSN provider, you will not be able to access

your GDSN data within the CXH platform. For more information about Syndigo as a GDSN provider, please visit www.syndigo.com

I have published my GDSN Data, but HD Supply isn't receiving it. Why?

Two possibilities:

1. Your item(s) is not passing HD Supply specific GDSN validations. Please work with your GDSN Provider or reference your CIC Status/Product Feedback to address the errors.
2. Please confirm that your Top Level GTIN attribute is correct inside of Syndigo on your HD Supply Stock Item Requirement Set. Syndigo will use this Top Level GTIN field to issue your GDSN subscription. The GDSN subscription will issue once you publish your marketing data in our system and your marketing subscription is active.

How do I use the CXH platform to upload/add Digital Assets for my items?

All vendors have access to the Assets tab in the CXH Platform. Vendors can upload an unlimited number of images/digital assets and attach those assets to the appropriate products. For more information on attaching Digital Assets within the CXH platform, please ask your Onboarding Specialist during training or reach out to the Syndigo support team at www.syndigo.com/support or **855-SYNDIGO** (855-796-3446).

What are the CXH requirements for Digital Assets?

Images must meet a 1000-pixel minimum size requirement before they can be published to HD Supply.

- If you have images on the HD Supply Website today and want to add additional images, add your image to the product(s) in the CXH platform via the HD Supply requirement set.
- If you wish to replace an image that is currently on HD Supply Website, but that image has never been uploaded into your CXH account, please upload the replacement image in the CXH platform making sure to use a filename that is different from the image filename that you wish to replace. This change in file names will prompt the update once you publish the updated items using the CXH platform.

Can I attach a single Digital Asset file to multiple products in the CXH platform?

YES! Vendors can now attach the same digital asset (i.e. User Manual, Installation Guide, etc.) to multiple products.