# Submitting Enhanced Content to Costco

### Special Process for Publishing Enhanced Content to Costco U.S., Costco CA, and Costco Business

#### What information you will need:

- GTIN and/or UPC
- Costco Product ID and/or URL
- Costco Item Number (variant content only)
- Costco Buyer Email

#### Process to Set Up a New Item on Costco with Enhanced Content:



- Add Costco as an Enhanced Content Recipient in your CXH Account.
- Build Enhanced Content Collection as desired.
- Preview your content and send the draft preview link to your Costco buyer to gather any feedback/approval and your Costco Product ID for mapping to move forward.
- Within the Product Pages tab of your product record, paste the Costco page URL in CXH to complete the mapping process & verify the page status is 'Available' (see images below for details). If no URL is available or you encounter issues with the mapping process, please submit a support ticket per the instructions on the next page.
- Once Costco-requested changes have been addressed, publish (or re-publish) your Enhanced Content in CXH and inform your Costco buyer to push the content live.
- Visit https://www.syndigo.com/support/ for any additional questions.

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#### In the support case, please select Enhanced Content in the product assistance drop-down and include:

- CXH Account Name
- GTINs, UPCs, or Part #s
- Costco Product IDs and/or URLs
- Costco Buyer Email
- Specify Costco U.S., Costco CA, or Costco Business

Fill out the form below and our team will be in touch with an answer to your query.
Syncligo
Email *:
Name*:
Company name*:
Phone number:
Please select the product in which you need assistance *:
Enhanced Content & related reporting
CXH Issue type*:
Mapping
Please provide a description of your issue and/or Product identifiers (GTIN's) *:
Attachments: 🖞 Upload Files File above 4MB con't be uploaded.

### FAQs

- On average, how long does this process take to gain approval and get content live?
  - Timelines for approvals can vary by Buyer, but on average, you should receive approval within 2-5 business days from Costco. Once approved, Syndigo will perform one final QA check and then push the content live. Total timeline is approximately 3-7 business days.
- Where can I find the Product ID?
  - The Product ID can be found in the URL. See previous page for example image.
- What if I don't have a product URL at this time?
  - Please request your Product ID directly from your Buyer.
- If I have many items that I need to get live, can Syndigo help with the mapping process?
  - For a large quantity of items, Syndigo can assist! Simply open a Syndigo support case for our team to complete the mapping to Costco, and provide the requested information so we know which items you need assistance with.

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#### FAQs (Continued)

- Where do I generate a preview in CXH to share with my Buyer?
  - There are two different locations where you can generate a content preview.



#### Where can I see if my content was rejected?

- Your Buyer will reply via email with any adjustments need.
- Syndigo will also review against our universal requirements. Those comments can be found directly in CXH (see image below).

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