

Submitting Enhanced Content to Costco

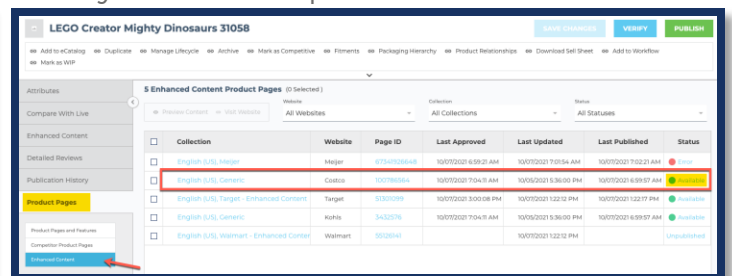
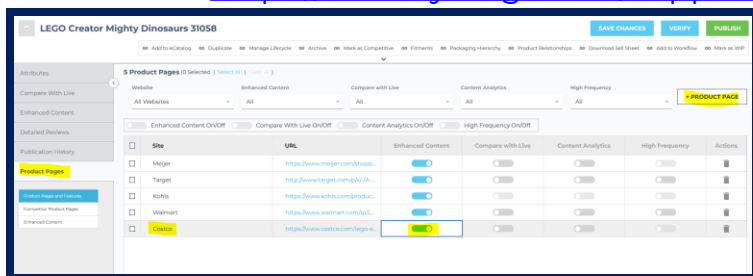
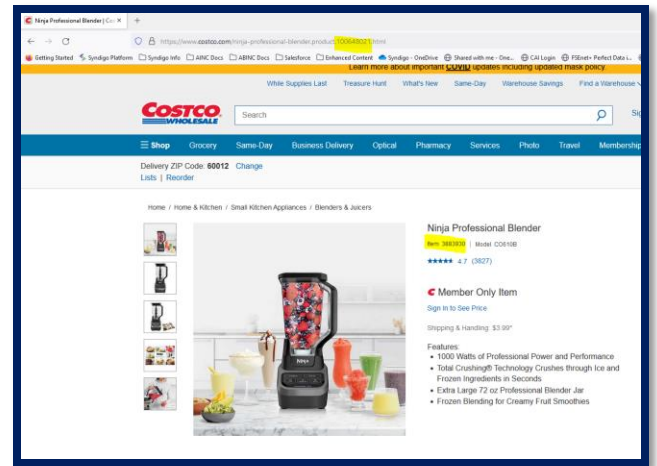
Special Process for Publishing Enhanced Content to Costco U.S., Costco CA, and Costco Business

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.



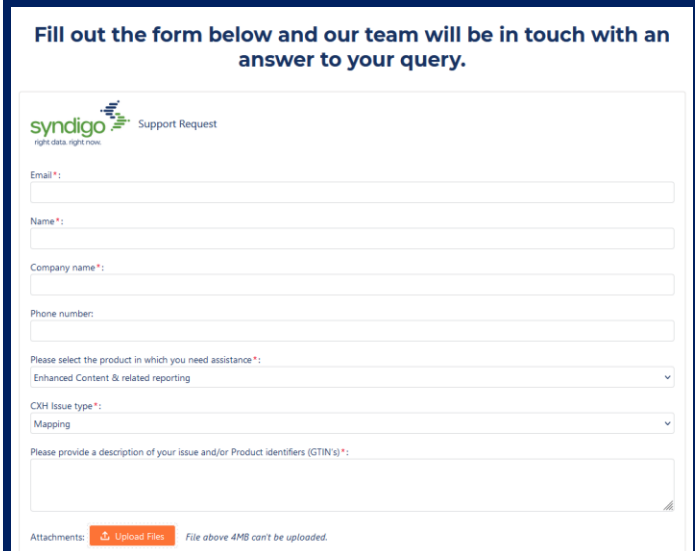
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In the support case, please select Enhanced Content in the product assistance drop-down and include:

- 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.



syndigo right data. right now. Support Request

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 can'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.

Product and Collection Name	Preview	Total Products	In-Line	Hero	Last Updated
Logi Wireless Mouse					
English (US), Acme Tools		1			10/08/2021
LEGO Creator Mighty Dinosaurs 31058					
English (US), Generic		1			10/07/2021
English (US), Meijer		1			10/07/2021
English (US), Target - Enhanced C		1			10/07/2021
English (US), Walmart - Enhanced		1			10/07/2021

- 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).

Collection	Website	Page ID	Last Approved	Last Updated	Last Published	Status
English (US), Meijer	Meijer	67341926648	10/07/2021 8:59:21 AM	10/07/2021 9:01:54 AM	10/07/2021 9:02:21 AM	Error
English (US), Generic	Costco	100786564	10/07/2021 9:04:11 AM	10/05/2021 7:36:00 PM	10/07/2021 8:59:57 AM	Available
English (US), Target - Enhanced Content	Target	51301099	10/07/2021 5:00:08 PM	10/07/2021 3:22:12 PM	10/07/2021 3:22:17 PM	Available
English (US), Generic	Kohls	3432576	10/07/2021 9:04:11 AM	10/05/2021 7:36:00 PM	10/07/2021 8:59:57 AM	Available
English (US), Walmart - Enhanced Content	Walmart	55126141		10/07/2021 3:22:12 PM		Unpublished