

Make sure you are logged in to your CXH account to perform these actions:

Add a Data Recipient to an Account:

Note: If a recipient is not listed on the integrated recipient list, select a different recipient type.

1. Click Recipients on Navigation Bar to left
2. Select "Add New Recipient" on the left side of the page
3. Select a recipient Type
4. Select the recipient from the dropdown list
5. Click Add Recipient

Link a Product to a Recipient:

1. Click "Products"
2. Check the selection box next to the product
3. Click "Link to recipient"
4. Select the desired recipients
5. Select the desired Requirement Sets
6. Click "Apply Link"

Add a User to an Account:

Note: New users can only be added to a CXH account by an admin-level user.

1. Click the "My Account" tab
2. Click the "User Management" tab
3. Click "New" on the righthand side of the screen
4. Select the "Send New User Email" check box
5. Enter in the credentials for the new user
6. Click "Save"
7. An email will be sent to the new user to finish their account setup

Change an Account Password :

1. From the CXH login page, click "Forgot Your Password"
2. In the popup, enter your CXH username (not email)
3. A temporary password will be sent to the email address associated with that username

Add a Product Category to a Product:

1. Click the "Products" tab
2. Select the desired product
3. Click "Edit" in the action bar
4. Click the "Properties" tab
5. Click "Add Product Category"
 1. Select your recipients name if it populates
 2. Select "Syndigo" if it does not
6. Select the category and subcategories for your item
7. Click "Select"

Search for multiple GTINs:

1. Click "Products"
2. Select "Add Filter" > Unique ID Values > globalTradeItemNumber (GTIN)
3. Enter desired GTINs
4. Click "Apply Filter"

Bulk Edit Category Attributes:

1. Click "Products"
2. Select the desired GTINs
3. Select "Bulk Edit" in Action Bar
4. Click "Category Attributes"
5. Click "Change" in the category search bar
6. Select the desired category and subcategories
7. Click "Select"

Check the Subscription Status of items:

1. Click Recipients
2. Select the desired recipient
 - a. Select "Subscriptions" > "Active" to view items with active subscriptions
 - b. Select "Subscriptions" > "Published Awaiting Subscription" to view published items that have not yet been subscribed to
 - c. Select "Requests" > "Subscription Requests" to view existing items the recipient has requested
 - d. Select "Requests" > "Product Requests" to view non-existing items the recipient has requested

Delete a Product:

*Note: Deleted items are **not** recoverable.*

1. Click "Products"
2. Check the box next to the desired item(s)
3. Click "Manage Product Lifecycle"
4. Enter the desired discontinue date
5. Enter the Delete date (must be at least 24hrs after the discontinue date)
6. Click "Update"

Discontinue a Product:

Note: Discontinued items are removed from the active products list, but the data is not deleted from the system.

1. Click "Products"
2. Check the box next to the desired item
3. Click "Manage Product Lifecycle"
4. Enter the desired discontinue date
5. Click "Update"

Archive an Item:

Note: If an item may need to be re-activated later, (e.g. seasonal item), it should be archived.

1. Click Products > Product Index
2. Click the desired product
3. Click Archive in Action Bar

Un-Archive an Item (or Items):

1. Click Products
2. Select "Archived Products" from dropdown
3. Check the box next to the desired item

Upload Assets:

1. Click "Assets"
2. Click "New Asset"
3. Select the desired asset
4. Click "Open"

Link Multiple Assets to an Item:

1. Upload the asset (See “Upload Assets in CXH”)
2. From a CXH-acquired spreadsheet, copy the asset name into the desired field in the spreadsheet (See “Export a Product Spreadsheet from CXH”)
3. Upload the spreadsheet (See “Import Spreadsheet into CXH”)

** Assets can also be linked via URL, by pasting the URL of the image into the desired image attribute field*

Duplicate an Item:

*Note: The same GTIN **cannot be active on multiple items** at the same time.*

1. Click Products
2. Click on the desired product
3. Click Duplicate in top right corner
4. Edit the information and select Duplicate

Duplicate Multiple Items:

*Note: While you cannot bulk duplicate items, you can use the method below to achieve the same effect. As only one instance of each GTIN can appear in the account, **GTINs of the uploaded items must differ** from the existing items.*

1. Export a spreadsheet of the items (See “Export a Product Spreadsheet from CXH”)
2. Archive the original items (See “Archive an Item in CXH”)
3. Alter desired fields of the items within the spreadsheet
4. Re-upload the altered items (See Import a Spreadsheet into CXH”)

Export a Blank Spreadsheet from CXH:

*Note: Before **importing** a spreadsheet into CXH, a blank spreadsheet must be acquired from CXH or it will not import.*

1. Click “Activity Log”
2. Click “Blank Spreadsheet”
3. Click “Create”
4. Enter the desired specifications
5. Click “Create Spreadsheet”
6. Repeat if other spreadsheets are needed
7. Click “Export”
8. An email with the desired spreadsheets will be delivered to the user who initiated the export

Export a Spreadsheet of Items from CXH:

1. Click “Products”
2. Select the desired products
3. Click “Download” > Next > Create
4. Enter the desired specifications
5. Click “Create Spreadsheet” (Repeat if other spreadsheets are needed)
6. Click “Export”
7. An email with the desired spreadsheets will be delivered to the user who initiated the export

Import a Spreadsheet Into CXH:

Note: Spreadsheets must be acquired from CXH or they will not import (See “Export a Blank Spreadsheet”)

1. Click “Activity Log” > Imports
2. Drag files into the designated area or Click “Upload Files”
3. Click “Import”

Publish Data for a single Item:

1. Click “Products”
2. Click on the desired product to go to the product page
3. Select the desired requirement set to be published
4. Click “Publish”
5. Select the recipient(s) you wish to publish to depending on the data you are sending
6. Click “Publish”

Publish Data for Multiple Items:

1. Click “Products”
2. Click on the boxes next to the desired products
3. Click “Actions” > “Bulk Edit”
4. Click “Publish”
5. Select recipient you wish to send data to
6. Select “Publish”

Register a Catalogue Item:

1. Click “Products”
2. Check the selection box next to the product(s)
3. Click “Add Catalog Items” in Action Bar
4. Locate the desired GLN
5. Under the GLN, select the desired target market(s)
6. Click “Add Catalog Items”

Change an item’s GTIN in CXH:

- While you cannot alter an existing item's GTIN in CXH, you can create a new item (with different GTIN) containing the same attributes.
- First, duplicate an item in CXH (see “Duplicate an Item”, p.4). **GTINs must be changed before saving the duplicated item.**
- Any changes to identifiers, including GTINs, will require new subscriptions from the recipient.

Publication Statuses:

Note: These are on the CXH home page and can be viewed in **single edit mode** on items.

Not Published: All products that have not been published to the given recipient.

Awaiting Subscription: Products that have been published to the given recipient, but still need a subscription from the recipient before the content can be delivered. (The subscription-publication model may not be applicable to some recipients)

Awaiting Response: Products that have been validated and published but are awaiting a systematic confirmation of successful publication to a recipient.

Error: Any products that require a manual issue to be fixed by CXH's support team.

Pending Supplier Action: Products have been published but need the attention and action of the Supplier. More information on what actions should be taken can be found in the “Needs Review” tab on the Product Details Page.

Pending Recipient Action: Some products Require manual review by the recipient before content is synchronized. These products are undergoing a recipient- specific “QA Check” by the recipient. Once reviewed, products will either move to “Synchronized” or “Pending Supplier Action.”

Synchronized: Products that have been approved. Data has been received and accepted by the Recipient.

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