



## FAQ Product Entry Form

### What email address is the Completed Products and Change Requests sent to?

- The Completed Products and Change Request email are driven by the VendorNet User ID used to submitted product to Meijer.

### How do I view a change request?

- An email is sent to the vendor with a link.
- Click on the link and it will bring you to the Change Request tab on the Product Worklist.
- Click the [COMMENTS] icon to view the message.

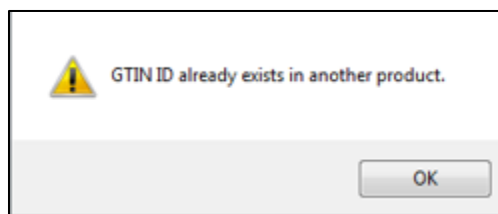
### Receiving Invalid Check Digit error

- The vendor must verify they have the correct check digit included in the 12-digit UPC. They are receiving this error because the check digit they are trying to use does not align with the UPC#. Once the UPC has been verified as correct and they are still receiving a "Check Digit" error, see the following steps to resolve:
  - Contact the Manufacturer/Supplier who is accountable for providing the correct UPC (include the check digit).
  - Sign into the Internet and Google "UPC Generator." You will find many sites that provide a formula to determine the correct check digits.

### What does the "GTIN ID already exists in another product" error mean?

This is due to the Case GTIN already being set up on another product:

- Go into the Vendor Net as if you were going to **create a new product**.
- **Enter the UPC number currently on the product**
- Click **Accept** - you will receive a Pop-Up message stating that the UPC already exists.
- Click **OK** and it will bring you to the product details page of the existing product.





Entering product and there is an existing GTIN for the item. When I click to accept the existing GTIN and take over editing I am getting an error message that tells me I have to select Composite Wood but will not allow me to select it?

- The Composite Wood\_attribute must be manually populated by the Meijer Buying Team first.
- The vendor will need to Remove the current record by clicking the Red box with the White X next to the line item.
- The vendor will then have to Retrieve the product again.
- The vendor should be able to the new case pack.

Can I enter special characters in the Product Description field?

- The following basic characters on the keyboard are supported within the Product Entry Form:



I setup the wrong product "Type." What do I do?

- If you have submitted the product to Meijer and it is now in a Completed status contact the Meijer Buying Office. They will need to help manage the correction.
- If the product remains in your work list and has not yet been submitted to Meijer, click the [REMOVE] icon to remove the incorrect product as you cannot change the Product Type once you have completed on your side. You can now setup the product with the correct Product Type.
- If the product has been submitted, but not yet approved on the Meijer side:
  - Click the [SUBMITTED] tab from your Product Work list.
  - Click the [REMOVE] icon.
  - You will receive a message confirming the removal. Click [OK]. You will now be able to setup product with the correct Product Type.

My vendor# is not showing up in the Product Entry Form dropdown box?

- You will not be able to setup product or see your vendor# in the Product Entry Form until the vendor is setup in the Meijer system. To get setup in the Meijer system all the Trade Agreements in VAMS must be in an Accepted status. Once the agreements are approved by both Vendor and Buyer the system must update overnight. At that time product can be setup.

What is Product Upload?

- The Product Data Upload application allows a vendor to upload a file of their product information to the Product Entry Form instead of keying the information manually. The Product Data Upload application is for vendors who setup a large number of products (usually greater than 100 new products) on a consistent basis. Please see below for the Product Upload criteria:
  - The Product Data Upload is valid only for NEW products
  - The Product Data Upload is NOT used for changes to product
  - The Product Data Upload is NOT for Cost Changes
- For further assistance please view the Product Data Upload Help documents under Product > Product Setup & Maintenance > Product Data Upload > Product Data Upload Help Documents



I am attempting to enter product, but I am getting an Incomplete error. How do I know what the issue is?

- If a product is Red text on the summary screen and you edit the product, the area of the product information that is having an issue will be highlighted in yellow to show where the data problem lies.

There is a check box for WIC when entering new product in the Product Detail Information screen. Should this box be checked if this is a new WIC product?

- The Vendor is responsible to know which products of theirs is a WIC product. If the product they are entering is on the WIC listing, they should check the box.

After the vendor has submitted product, does the product automatically get setup in the Meijer system?

- There are required fields the Meijer Merchandise Associate must complete. Until all requirements are met on the Meijer side, the product will not import into the Meijer system. Meijer is still required to enter fields that pertain to their business that the Vendor would not own.

If a product has transferred vendor ownership, how do I set it up under my Vendor name/number?

- Go into the Product Entry Form as if you were going to create a new product.
- Enter the UPC# and you will receive an error message that the UPC already exists.
- Click [OK] and it will bring you to the product details page of the existing product.
- Scroll down to the case pack and click on [ADD CASE].
- You will receive a warning message, click [OK]. You can now select the correct vendor# within the Case pack setup. If you can't select your vendor# a case pack will need to be defined for the Primary Vendor Number first. Once that is done then a second case can be defined for the Vendor Number you are moving the product to.
- Complete the required fields then click SAVE] then [DONE.
- This will return you to your original screen where you can now select the product(s) and click the SUBMIT] button and send to Meijer.

Once I have submitted a new or updated product, can I recall it for further updates or removal?

- If the product has not been approved by the Meijer Buying Office, you can retrieve it for further updates.
  - Click the [SUBMITTED] tab.
  - Click the [EDIT] icon.
  - You will receive a message, click [OK] and you can now update your product(s) which will be under your Change Request tab on your Product Worklist or you can click the [REMOVE] icon which will remove the product(s) from the Meijer system.
  - If the item has been Approved by the Meijer Buying Office, you will not be able to update it until it moves to the Completed status.

Where can I find pricing for products?

- Pricing for product is found in the Product Information reporting section in Micro Strategy.



### Why can't I edit a discontinued product within the Retrieved screen?

- Vendors cannot update discontinued product which have fallen into Meijer's history files. You will see a "Discontinued, Contact Buyer" message when you attempt to retrieve the product for updates. Please contact the Meijer Buying Office. They will update the product and return it to an Active status. Once this step is completed you will then be able to retrieve the product for any future updates.

### My Retrieve Process is moving so slow. What is the issue?

- If you have too many items on your Retrieve list, it may slow down the process. You will need to remove some of the items.

### If I retrieve a product to review and there are discrepancies based on what the Meijer Buying Office views, how do I correct?

- Click the [RETRIEVE] tab and locate the product(s) in question.
- Click the [REMOVE] icon.
- Return to your [SUMMARY WORKLIST] screen.
- Click the [RETRIEVE PRODUCTS] tab.
- Locate your product, select and retrieve.
- Click the [RETURN TO RETRIEVED PRODUCTS] page to view.
- Vendor and Meijer data will now be in sync.

### How do I remove my items from the Retrieve list?

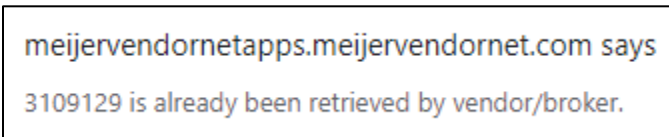
- Click the [RETRIEVED TAB] (not the Retrieve Product Button) and you will get a list of retrieved products. Click the red [X] on the line that has the product that you want to remove. This will not remove the product from Meijer systems, just from the Product Entry Form itself.

### How come my item shows retrieved on the Retrieved Product for Change page but I cannot find it on the New Product Status page?

- The product was retrieved a long time ago and never removed from the Retrieved list. The Meijer ITS Team must clear it. The vendor will then be able to retrieve the product. Please email [meijervendor@meijer.com](mailto:meijervendor@meijer.com) for assistance

### When trying to retrieve product I get this error

- This means that the item has already been retrieved and another vendor is not able to retrieve the item.



- If the vendor does not know who the retriever is they will need to contact [meijervendor@meijer.com](mailto:meijervendor@meijer.com) to send to the Meijer ITS Team to research.



#### Does Meijer support a Multiple Buyer Module?

- Meijer does not support this through the Product Entry Form. If you have a display that crosses multiple buying areas, contact the Meijer Buying Office. They will have to set the products up and manage on the Meijer side.

#### Can I link products within the Product Entry Form that share common retails?

- The Buying Office can link new products to an existing Group, but the vendor will not have any visibility to linked products. Please include in your comments field to link Product A to Product B.

#### How can I change a Buyer# on an item?

- Vendors cannot change the Buyer# on the product. Contact the Meijer Buying Office. They will need to manage this process and move the product to the correct Buyer if they are the appropriate owner.

#### How do I add a new UPC code?

- Retrieve the item you need to update.
- Click on [EDIT] icon which will bring you to the Product Details screen.
- Locate the GTIN section of the screen
- Click on [ADD GTIN] where you can now add a new GTIN. This is then updating at the Product Detail.

#### How do I add or update a Manufacturer ID/Style number on an existing product?

- You cannot update the Manufacturer ID/Style field within the Product Detail portion of the page. To update this information, you must update the Vendor Item Code field within the case pack detail.
- Click the [PENCIL] icon on the case pack and then you can update the Vendor Item Code field.
- This does not require a new case pack.

#### Can I edit product within the Change Request tab?

- Click the [PENCIL] icon next to the item you want to edit.
- Once your updates are complete, click the [DONE] button. This will return you to the Product Work list page.
- Select the products and click the [SUBMIT] button to send to Meijer.

#### How do I view multiple products within the Product Entry Form?

- Select the products you would like to view, then click the [MASS VIEW] tab. You can view all details of the products including Product, GTIN and Case pack details.
- You can also export your information to Excel and save for future reference or distribution.
- The Mass View tab is available on the following pages: New Product Status, Retrieved, Change Request and Completed.



#### How do I edit a Multiple Vendor item?

- This product is owned by the vendor who originally entered it and they have the primary case pack. If the vendor trying to make the edit is not the primary vendor, they will not be able to update product information. They will need to submit their case packs and then the Meijer Merchandise Associate will need to change the primary case pack and primary vendor to them. Once they are the primary vendor, they will be able to update product information. They should also put in the comments field that they will not be using the Primary Vendor (put the name of the Primary vendor) anymore and that the Meijer Merchandise Associate should make them the primary case and vendor.

#### Can I update all field values once a product has been completed?

- There are some fields that will be protected. If the field is editable, you will be able to update it. If the field is "grayed out" you will not be able to edit, and the Meijer Buying Office will need to manage it.

#### How do I setup an item with a random case weight?

- Vendor does not have access to random weight. The Meijer Buying Office will need to manage it.

#### I set up a product under the wrong vendor number, how do I correct?

- Retrieve the product and add a new case pack selecting the correct vendor#. Save then click the [DONE] tab. You will return to the New Product Worklist where you can now submit your updated product.

#### How do I update a Case GTIN? Does this require a new case pack?

- If Case GTIN has changed, you can update the existing case pack by retrieving
- Click the [EDIT] pencil icon to edit the product.
- Move to the case pack information and edit the case pack by clicking the [EDIT] pencil icon.
- Locate the Case GTIN field and enter the new GTIN.
- This type of change does not require a new case pack.

#### How do I add a case pack to a Completed item? What are the steps?

- Go into the Product Entry Form and Retrieve the product
- Click on the [RETRIEVE] tab and locate the product(s) in question
- Click on the [PENCIL] icon
- It will bring you to the product details page of the existing product.
- Scroll down to the case pack and click on [ADD CASE].
- Complete the required fields then hit [SAVE] then [DONE].
- This will return you to your original screen where you can now select the product(s) and click on the [SUBMIT] button and send to Meijer.



Vendor trying to create a new case pack but is not getting the Pencil icon when retrieving the product so that they can add a case pack.

- The vendor will need to retrieve the product before they can edit.

I updated the Cube Order Factor and each item was then submitted and accepted into the Meijer system. The Buying office cannot see the field for the Cube Order Factor or the data I entered.

- The Product Entry Form does not currently accept changes to the Cube Order Factor. This information will need to update manually in PMM.

What does the error "Not inserted due to multiple UPC per Item code situation? This case pack will need to be manually entered in PMM" mean?

- That is a standard message because the casepack the vendor sent has the same configuration as one already setup and is attempting to use the same Meijer Item code (behind the scenes). PMM does not allow the same Meijer item code assigned to multiple case packs, therefore there is logic built in that will walk them through forcing the UPC when they set it up manually in PMM.
- We do not manage this through the form. The error message is sent to the Meijer Merchandise Associate informing them to setup the casepack manually.

Can the vendor view and/or update items that the Broker has submitted or the Broker view and/or update items the vendor has submitted?

- In the current functionality of the Product Entry Form the broker is seen as a different supplier than the vendor. Although they are given access to submit products under the vendor number, if the broker submits the product, then only the broker sees it and if the vendor submits the product only the vendor sees it.

How can I add additional case packs to different Vendor Numbers using the same UPC via the Add by Copy function?

- In the Add Case field click the [ADD BY COPY] + button. Do this for however many casepacks you need to add and then go back to change the vendor numbers.

Can the PIDs be assigned to a specific ship point?

- When setting up new products the Ship Point location can be assigned at the casepack level. When the ship points have been set up, they will be available as a drop-down selection within the casepack.
- It is only an informational field in the PEF. It does not flow anywhere.

I would like to change the name of an item that is set up on Vendor net. How do I go into a PID # and change the name?

- Please send this information to the Meijer Buying Team and they can manage this.

How can I designate a UPC as primary?

- A UPC status cannot be designated as primary for any product type.

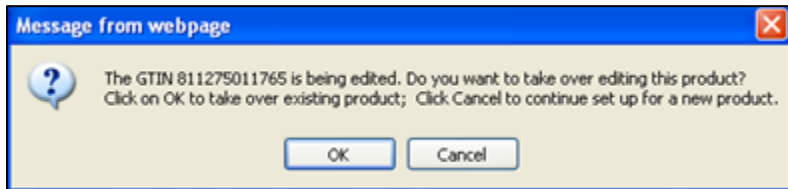


I received notice to make changes to an item. The changes were made and re-submitted but the Meijer VendorNet continues to send me back the change request.

- The system does not automatically resend these notifications back to the vendor. The Meijer Buying Office would be sending the requests back to you.

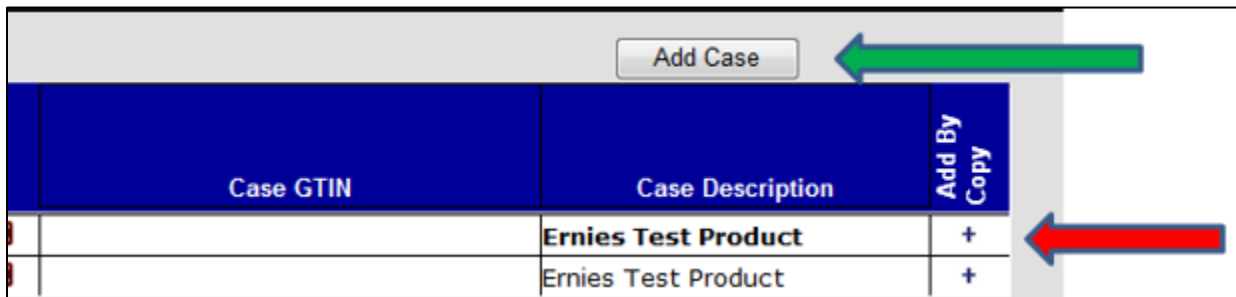
What does the error below mean?

- This is a common message that is received when a vendor is trying to setup a UPC that already exists. It prompts the user to update by clicking [OK] or [CANCEL] out to setup a new product.



I am trying to add multiple Case Packs to a vendor#. When I click on (Add by Copy) from the page where the first Case pack was saved, an error occurs saying that you can only add one case.

- You cannot use the Add by Copy (+). You must use the “Add Case” button



When setting up a Shipper, do I have to enter an individual product for each size, flavor and color?

- A shipper is a display which includes more than one UPC with specific configuration (i.e. 1Small, 2Medium, 2Large, 1XLarge) and can be replenished at the UPC level. Creating a shipper pack is a two-step process. If you do not complete both steps, you will not be able to submit your Shipper successfully:
  - Step 1: Each UPC is setup as a PRODUCT type individually.
  - Step 2: Once the products are setup, the SHIPPER then needs to be created.

Receiving error “Unallocated Cost should be Zero.”

- This error is received when the total cost of the components does not equal the total cost of the shipper. Reasons why you may receive an error:
  - Incorrect Shipper Cost (must be divisible by cost each)
  - Incorrect Component Quantity
  - Incorrect Component Cost
  - Missing Component





If my Shipper Pack will not be available to replenish at the UPC level; meaning the products contained within the shipper will not be available to order individually, do I need to setup case packs for each product?

- You will have the ability to bypass the case pack information when setting up products to be included in Shippers. You will receive a message informing you the information is not complete, however, you can bypass and continue.

If I would like to create a Shipper Pack with products that already exist, do I need to set the products up again before I create my Shipper Pack?

- Products cannot be duplicated in the Meijer system. However, you can create more than one shipper containing the same product(s). In this scenario, since the products are already setup the next step is to create the Shipper Pack. Your products will reflect in the drop-down list available for selection.

How do I change the configuration of an item in an existing shipper?

- The only field a vendor can update once a shipper has been completed is the cost. The configuration of a shipper cannot be changed. If there are no posted orders or receipts against the shipper, the Meijer Buying Office can update the components.

I need to add items to a Shipper. I cannot add these UPCs as they are not visible as they belong to another vendor. Can you make these items accessible for me to complete the shipper submission?

- The vendor will not be able to do this through the Product form. They will have to work with the Meijer Buying Office to coordinate. A vendor will only see the products they own within the product entry form.

Do I have to create a shipper pack for every size or just every style?

- If there are 2 or more styles which would include multiple sizes:
  - The sizes would be individual products with unique UPC's assigned.
  - Create a shipper pack for each style and include the multiple sizes.

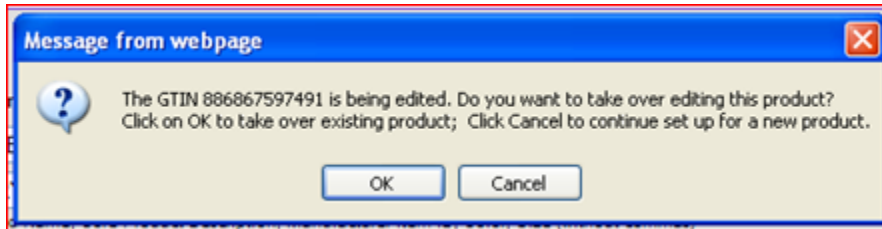
Can I add items into a shipper that are under different vendor#s?

- If the items are not under the same vendor number, then the Buying Office will need to create the shipper on the Meijer side.



### What does this error mean?

- The UPC already exists on another product. It prompts the user to update by clicking OK or cancel out to setup a new product.



### What does the error below mean?

- The Meijer system sets up case components by product instead of UPC but since that doesn't make sense to a vendor, we allow them to enter by UPC. This works normally but if there are 2 UPCs for one product, it can cause an issue. In this case the product contains two UPCs so if the vendor adds up the quantity and costs for both UPCs and enters them under just one of the UPCs it will work.



### What do the different product statuses mean?

**PEN** (PENDING) - Products that are in the process of setup. Products with this status are NOT complete and will NOT be considered 'available' to Production Processes/Systems.

**ANR** (ACTIVENR) - Used for items that will not be replenished but ordered manually. Examples would be shippers, SBT product, one-time buys, etc.

**ACT** (ACTIVE) - Used for standard "available" items that are replenished and can be manually ordered.

**DPO** (DISCPON) - Used on discontinued items where we have stopped manual orders but still want Manugistics to replenish to stores from the DFs.

**VEN** (VENDUNAVAIL) - Used for product that is unavailable from the vendor, for an extended duration of time.

**DTP** (DISCONTEMP) - Used for product this is temporarily discontinued products but is intended to potentially be returned at a later date. (Seasonal or products unavailable from vendor)

**RCL** (RECALL) - Used when a Product is being recalled.

**ARC** (ARCHIVE) - Used when we eventually want to purge a product from the system. The purge process begins 18 months from the Archive effective date.

**PKA** (PACKAWAY) - Used for product that is packed away.