Meijer PIM Vendor FAQs

Category	Question	Answer
General	What is PIM?	PIM is a Product Information Management system from Stibo that will be used to manage product data and product images.
General	Who will use PIM?	Meijer Merchandise Services Associates (MSAs) and our Vendors will primarily use PIM.
General	When will I have access?	We have and will continue to communicate to our Vendors their Go Live Dates via email.
General	Will Brokers have access?	Brokers will only see the vendors that have been loaded into the system.
General	Is the new PIM link available on the VendorNet?	Yes, accessible here: https://vendornet.meijer.com/Product/Section/ProductInformationManagementPIM-420. The vendor would click on the Meijer Vendor Login link and then select Meijer Supplier UI. If a vendor gets a blank screen when logging in, this means that their vendor number has not yet been loaded.
Support	Who can I go to for questions?	Please email any PIM-related questions to eMDM.Communications@meijer.com.
Training/Job Guides	Will there be training before launch?	Job guides and webinar recordings are available on VendorNet here https://vendornet.meijer.com/Product/Section/ProductInformationManagementPIM-420.
PIM Functionality	How does this change how I set up items at Meijer?	Vendors will be able to set up single or multiple items (including images) using PIM. PIM will provide you a quicker way to upload more content and market to our customers faster.
General	Will we need to submit all of our existing SKUs or will Meijer be transferring information from VendorNet?	Existing product data will be transferred over to PIM. Any items set up in PEF but not approve by Meijer will need to be set up in PIM again.
PIM Functionality	How will we know GS1 number and category?	Once a buyer is selected, the applicable GS1 categories will be populated.
PIM Functionality	Is there a size requirement for the photo images you upload?	The preferred image size is 2400 x 2400 pixels at 300 ppi, (1200 x 1200 pixels minimum) cropped to the edges of the product. Images that are significantly horizontal or vertical need to be at least 1200 pixels on the shortest dimension. Lifestyle images (home interiors, on-figure fashion, outdoor, etc.) must be 300 ppi, and at least 2400 pixels on the shortest dimension. **Note**: An image that has been substantially up-sized from a low resolution original will not be accepted.

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PIM Functionality	Does the actual item need to be uploaded or can it be photoshopped?	All product images submitted as CG must be 3-D with preferably a front facing view or if a front facing view is not available, a left-side or right-side facing view. Images must be realistic and look like an actual product photo. Note: Fake looking images and art will not be accepted.
General	Will our raw data and POS reporting info also remain the same?	Reporting process is not changing.
General	Will this system contain financial information such as payments, chargebacks, debits, credits, payment deductions?	PIM will be used primarily for product, case pack and shipper set up/maintenance.
PIM Functionality	Will PIM support Cost Changes?	The new PIM system will not support cost changes. The vendor will still need to enter cost changes in the Cost Change application.
Training/Job Guides	I can't find a specific attribute in PIM.	Please access our PIM Attributes guide in VendorNet here: https://vendornet.meijer.com/Product/Section/ProductInformationManagementPIM-420.
PIM Functionality	How do you know which category grouping you fall under when pulling a smartsheet? especially if there are many groupings you supply.	You may choose whichever suits your products best. For different GS1 categories, you will need to submit separate smartsheets.
General	Also, do you need to install Stibo before launching the Supplier UI?	PIM is accessible through VendorNet and is launched via your web browser. Note, it is not compatible with Internet Explorer.
PIM Functionality	Will there be an option to delete inaccurately initiated actions or casepacks, prior to submission? If, for instance, wrong Vendor# is chosen initially.	Please contact us so ITS can remove your items from the system.
PIM Functionality	Is there a spreadsheet or download matching buyer # and buyer name?	This is an enhancement our Development team has on their backlog.
PIM Functionality	If I have things in proposal but no enrichment as a choice, is that an issue?	In order for the MSA to review your items, you will need to submit them from Proposal. Then, the items move to Enrichment (Vendor view) and Proposal Approval (MSA view).
PIM Functionality	I've had some items sitting in Enrichment for weeks now. Do I need to do anything else to get them reviewed/approved?	Please contact your buying team on updates for any items pending approval.
Training/Job Guides	The items are not in Proposal or enrichment and MSA said they approved. So how do I find?	Please refer to our Product Maintenance job guide here to search for approved items https://vendornet.meijer.com/Product/Section/ProductInformationManagementPIM-420.

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PIM Functionality	Is there a reason that the Submit option is also available in the Enrichment Tab?	You may continue to update your products until the MSA approves.
PIM Functionality	How would I remove old images from vendor net and add new item images?	You may add images in PIM, which will overwrite the old images. Please refer to our Adding Digital Assets in PIM job guide here https://vendornet.meijer.com/Product/Section/ProductInformationManagementPIM-420.
Support	We receive an error while using PIM.	Please take screenshots of error messages/UI issues and share with us so we can help troubleshoot.
PIM Functionality	POs aren't processing correctly after I updated the Vendor Item # on the PID.	When changing Vendor Item # on a PID, make sure to update it on the case pack as well. Otherwise, POs will not transmit correctly.
Training/Job Guides	What is an Assortment?	An Assortment is a single case pack containing multiple GTINs. A collection of items that ship in separate case packs are not an Assortment and should not be set up as such.
PIM Functionality	Do we not need to set up items in all caps like we did for VendorNet?	You do not need to continue to use ALL CAPS.