

## Product Information Management – FAQ's

Question: **Where and when do I get my Login credentials?**

Answer : Username and Passwords will be sent out on the morning of 17 Sep 18.

Question: **Can I use my shop my exchange.com credentials to access PIM?**

Answer : No. Your username and password will be unique.

Question: **When is the Go Live Date?**

Answer : 16 Sep 18

Question: **Is there a Help Desk Phone contact or Email, or how do we access help desk? What is the response time?**

Answer : For assistance, send an email to PIMADMIN@AAFES.COM

Question: **What is a GTIN?**

Answer : A GTIN is a UPC code.

Question: **What is GTIN type?**

Answer : GTIN type references the number of digits that are contained within the GTIN (Global Trade Identification Number).

Question: **What is a Sales Family?**

Answer : A Sales Item Family is created and used mostly in the Apparel category. In RMS it's a level 2 transaction, where the Parent has a CRC but no UPC, and the Children have a CRC, UPCs, and Color and/or Size associated to each child SKU.

Question: **What are the System & Browser Requirements for PIM Tool?**

Answer : PIM has been tested on Chrome, Safari, Explorer, and Firefox and has been found to be compatible with all. You should ensure that you have the most up to date Version of the browser.

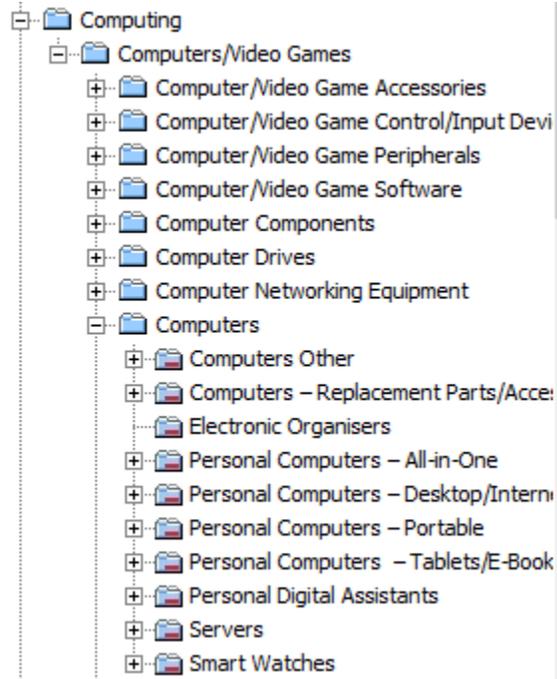
Question: **Is PIM tool only for New item induction or even for maintenance of existing Items? If so what is the expected frequency on maintenance of existing Items?**

Answer : PIM is for new item induction and updating old base item data for existing Items. We would expect that as products change, our partners update the Items to ensure data integrity.

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Question: **What is a Brick?**

Answer : In PIM we are using the GPC (Global Product Categorization) catalog for the Product hierarchy. The Brick is the lowest level of the Product. In the example below Computers – Portable would be one of the Bricks for Computing.



Question: **What is a Widget?**

Answer : Widget is the name for the workflow boxes in the PIM WebUI. All of the boxes in the example below are widgets.



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- Question: **What is a Smart Sheet and when should I create a smart sheet?**  
Answer : SmartSheet are similar to the former NIIF documents and should be used when entering multiple items at one time to the Exchange for induction. Items should be sent through the PIM after the products have been agreed upon by the buying team.
- Question: **When entering the items onto the Smart Sheet, can I upload the same Item with different sizes/UPC's?**  
Answer : Yes, you can enter multiple sizes/UPC on the same sheet.
- Question: **This is only to set up new items this does not change the way we receive POs Correct?**  
Answer : Correct. PIM will be used for new items and item updates to base data. Price Changes will be managed through the buying team and not through PIM.
- Question: **What are the image requirements?**  
Answer : High resolution images are not in scope for PIM at this time. Images will continue through the current process. You can add a thumbnail image to an item So long as it is under 2MB.
- Question: **Can we do Price Adjustments/Updates in PIM?**  
Answer : No, price changes will be done through the buying team.
- Question: **What is Primary Ship point? Is our vendor number the primary product? Ship Point number?**  
Answer : Primary Product Ship Point is your 8 digit vendor number.
- Question: **Can multiple people set up a new item? For example administrative Person product entry and a marketing person enter image, etc.**  
Answer : Multiple people can assist in creating an item by ensuring that the prior user 'Unassigns' the item. This will place the item back in the group for another User to add data.
- Question: **Once an item is in the set up process or if it's an existing item that is already set up, what is the easiest way to locate it? By the UPC or is there a Workflow # assigned?**  
Answer : The easiest way to locate it will be by UPC or product name.

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Question: **For dimensions in PIM, are actual product dimensions needed, or POG dimensions?**

Answer : Both. POG dimensions will be the standard dimensions. The actual dimensions will be the 'Consumer' dimensional data.

Question: **Can we access existing items to view what brick, description etc. already in place?**

Answer : Yes. By navigating to your supplier number in the tree in the left of PIM, you can click on the products link. This will display all products within PIM for your supplier root.

Question: **How to fill in shipper items if there are several CRCs on one shipper?**

Answer : Refer to the 'How to' Guide for Shippers