DAVID JONES

<u>Why is my style not online?</u>

There could be multiple reasons due to which your styles are not visible online.

<u>Reason 1 -: Item Enrichment is not complete</u>

Item Enrichment is the process where you validate product information. If this is not complete, your product will not be visible online.

How do I check the enrich status?

Step 1 - Search for the item, you can search with the vendor product number (VPN) as shown below

Enter your vendor product number. This is just an example

Step 2 - Click on the product number and you will enter the single edit preview
Note: The status of this item is amber which means it is either in your workflow waiting to be enriched or with the DJs merchandise team to be approved.
If the status is green it means that the item is in the product catalogue. In other words, the item has either not begun its item enrichment journey or item enrichment has been completed and item should be live.

Step 3 – To find out the enrich status check the enrich status, in this case the item is not enriched.
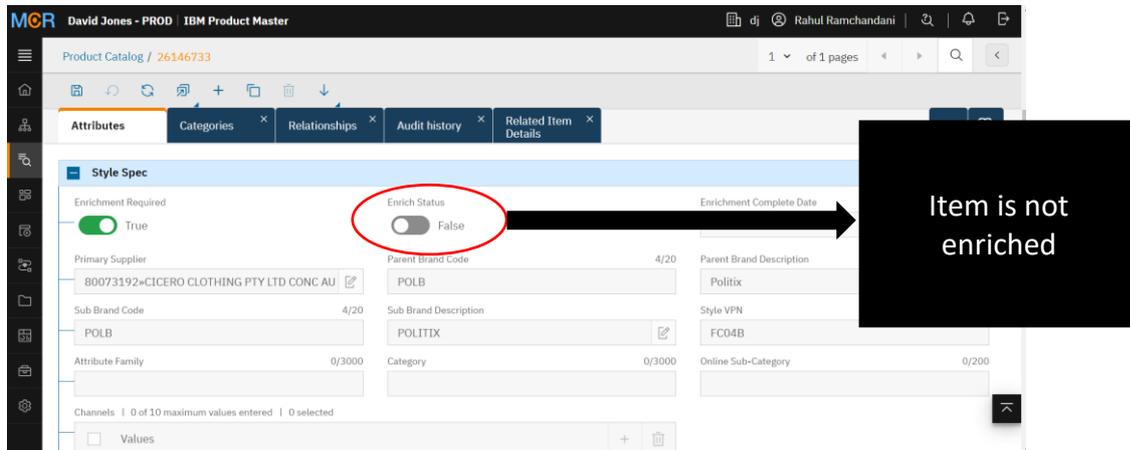
Step 4 – To find out exactly where the item is, click on the checked-out attributes icon. The colour of the checked-out attributes also reflects the status. If the item has an amber status this icon will also be amber.
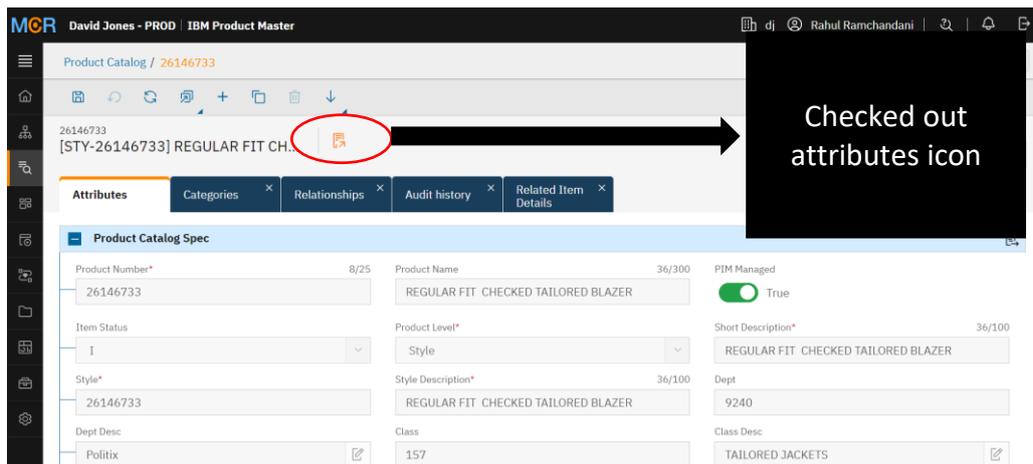
Step 5 – A window opens up and on the top shows the exact location of the item. In this case the item is in the vendor widget. Note - If this window doesn't open it means the item is with the DJs merchandise team.
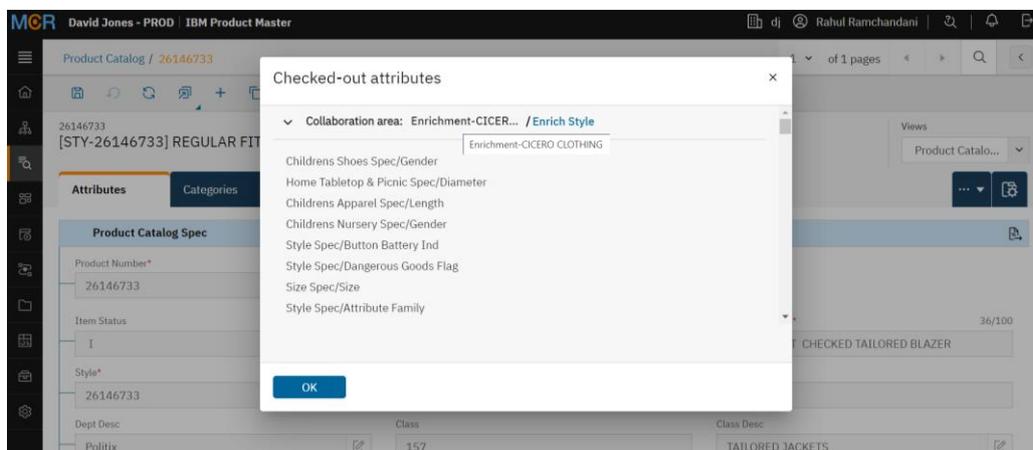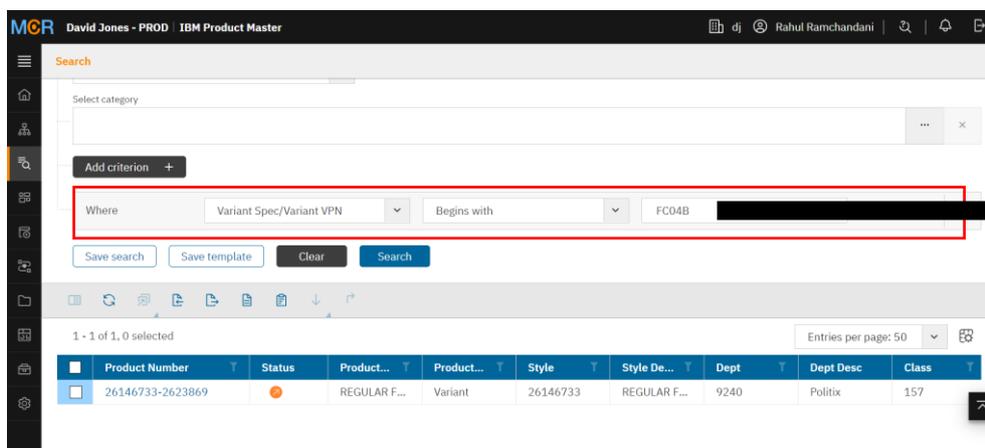
DAVID JONES

Reason 2 -: Asset Management incomplete

Asset Management is the process where you upload images and product copies.

How do I check the asset management status?

Remember that asset management works at a variant level. To check the asset management status, you will have to perform the search as shown above but at a variant level.

Step 1 – Follow the search as shown below

Step 2 - Click on the product number and you will enter the single edit preview

Note: The status of this item is amber which means it is either in your workflow waiting to be enriched or with the DJs digital team to be approved.
If the status is green it means that the item is in the product catalogue. In other words, the item has either not begun its asset management journey or asset management has been completed and item should be live.
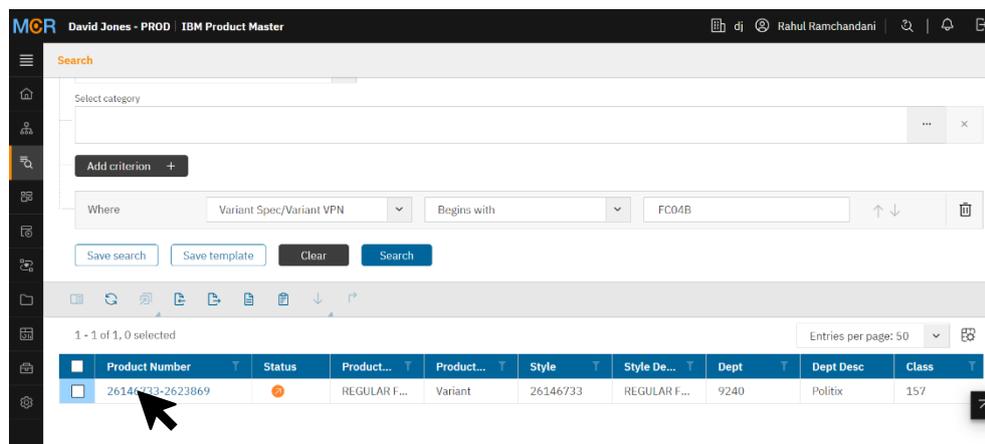
Step 3 – To find out the asset management status check the enrich status, in this case the item is not enriched. If it is approved, you will see the asset enrich status as approved. Since this is blank it means the item is still in your workflow.
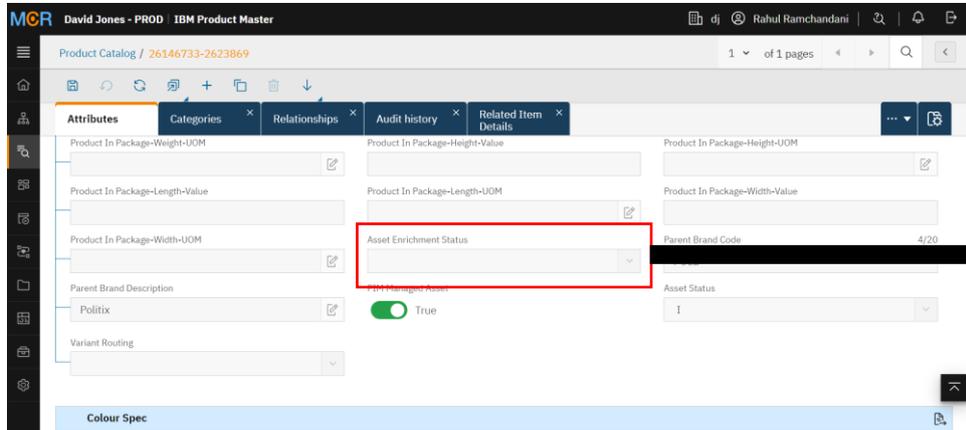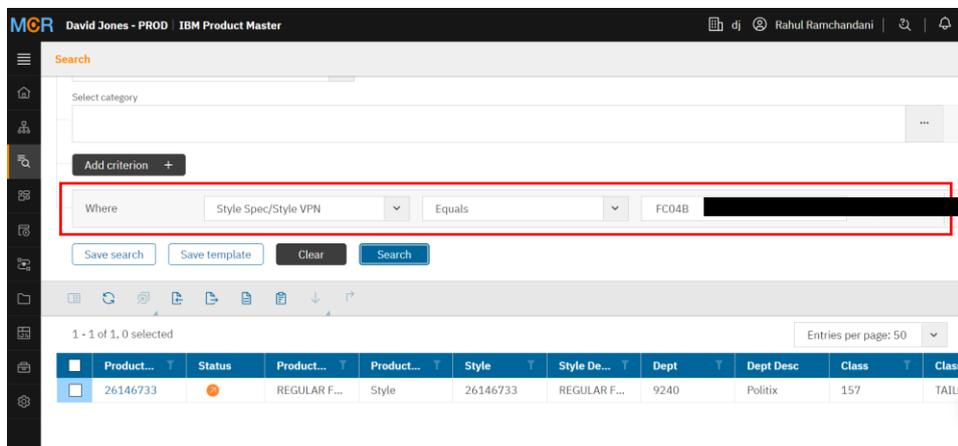

This shows that the asset enrichment status

Reason 3 -: Initial Online Flag is false

If both item enrichment and asset management are complete and yet you can't see the product online, check the initial online flag status. To do this follow the steps as shown below:

Step 1 - Search for the item

Enter your vendor product number. This is just an example

DAVID JONES

Step 2 - Click on the product number and you will enter the single edit preview
Note: The status of this item is amber which means it is either in your workflow waiting to be enriched or with the DJs merchandise team to be approved.
If the status is green it means that the item is in the product catalogue. In other words, the item has either not begun its item enrichment journey or item enrichment has been completed and item should be live.
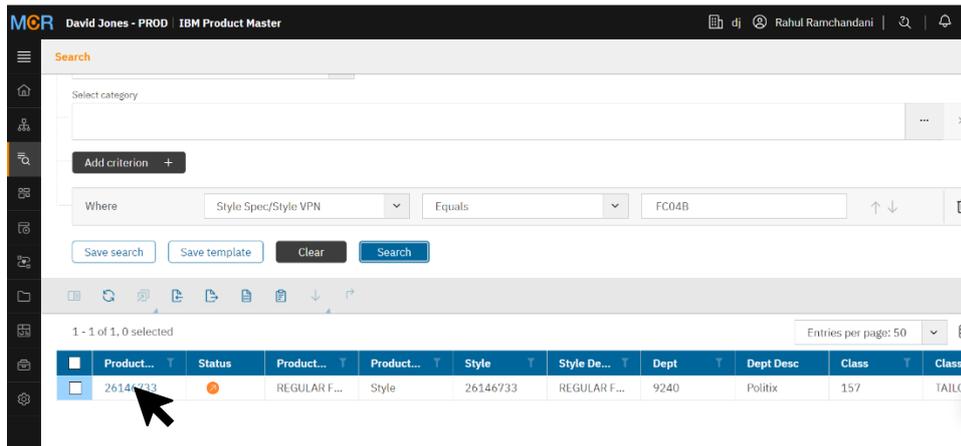
Step 3 – To find out the initial online flag click on the following

Initial Online Flag is set to false and hence the item is not visible online