

DAVID JONES

Handling Rejected Items in the workflow

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Handling Rejected Items in the Workflow

Step1: Monitor Email Notifications

- Monitor the End Of Day email notifications received from PIM.
- These emails will inform you about the rejection and provide the reason. You should be receiving these email notifications from svc_ibm_pim_smtp@countryroad.com.au

RE: PIM End of the Day Notification - Pending Action Required



Julie Grard

To: Rahul Ramchandani

svc_ibm_pim_smtp@countryroad.com.au, rahul.ramchandani@servpross.com.au

Subject: PIM End of the Day Notification - Pending Action Required

Dear Vendor (Pim-Vendor-UAT), here are the outstanding activities as of COB Today()

Item Enrichment

Actions	Description
Ready for Enrichment	(0 Styles / 0 Variant) new items ready for enrichment
Items requiring action	(3 Styles / 0 Variant) new items requiring action for 1+ weeks
Rejected items	(2 Styles / 1 Variant) items have been rejected
Rejection Reasons	Step 1 - Family / Category Error, Step 2 - Style Enrichment Error

Asset Management

Actions	Description
Ready for Asset Enrichment	(0 Variant) new items ready for asset enrichment
Rejected items	(0 Variant) items have been rejected
Rejection Reasons	

[Link to PIM Login Page](#)

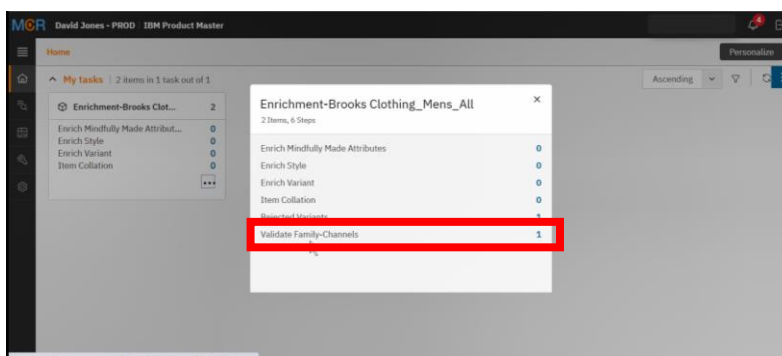
Regards

Admin

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Step 2: Identify Rejected Item

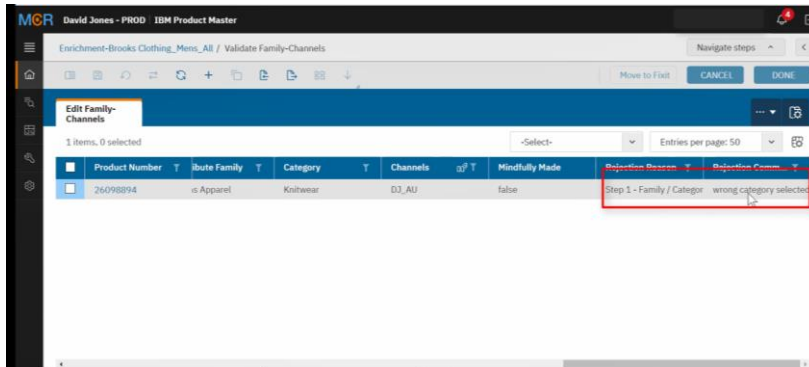
- On the Home screen widget, click on the relevant step. In our example the error is at the validation family step. It could be possible that the error could be at the enrich style or enrich variant steps. In such a case go to the relevant step.



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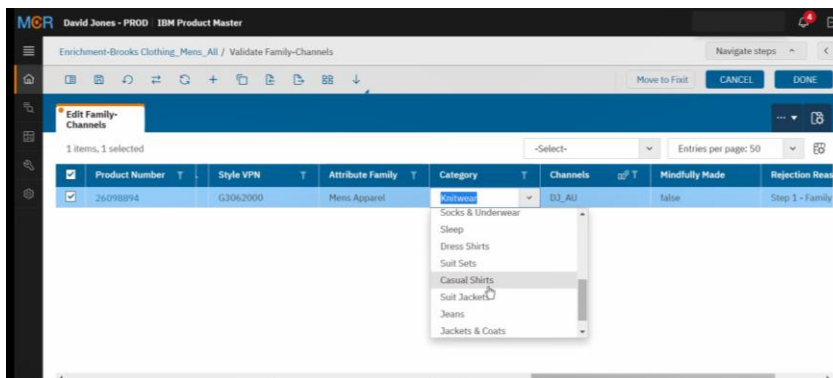
Step 3: Determine Rejection Reason

- Check the Rejected Reason column for the rejection reason.



Step 4: Make Corrections

- Once the rejected item and reason are identified, make the necessary corrections.



- Click on "Done" and use the "Navigate Steps" feature to move to the next step of the Item Enrichment Process.
- Review the rejection reasons at each step of the Item Enrichment Process and make the necessary corrections.
- In the Enrich Variant step click on "Done" once the enriched variant step is successfully completed. This will move the item out of your workflow into the Buyer Assistants workflow.

Note: If the item gets rejected again, repeat the entire process to address the issues and make necessary corrections. Carefully reviewing and correcting any issues before proceeding helps ensure a smooth workflow within the system.

If you require further assistance or have additional questions, contact your merchandise or digital representative.