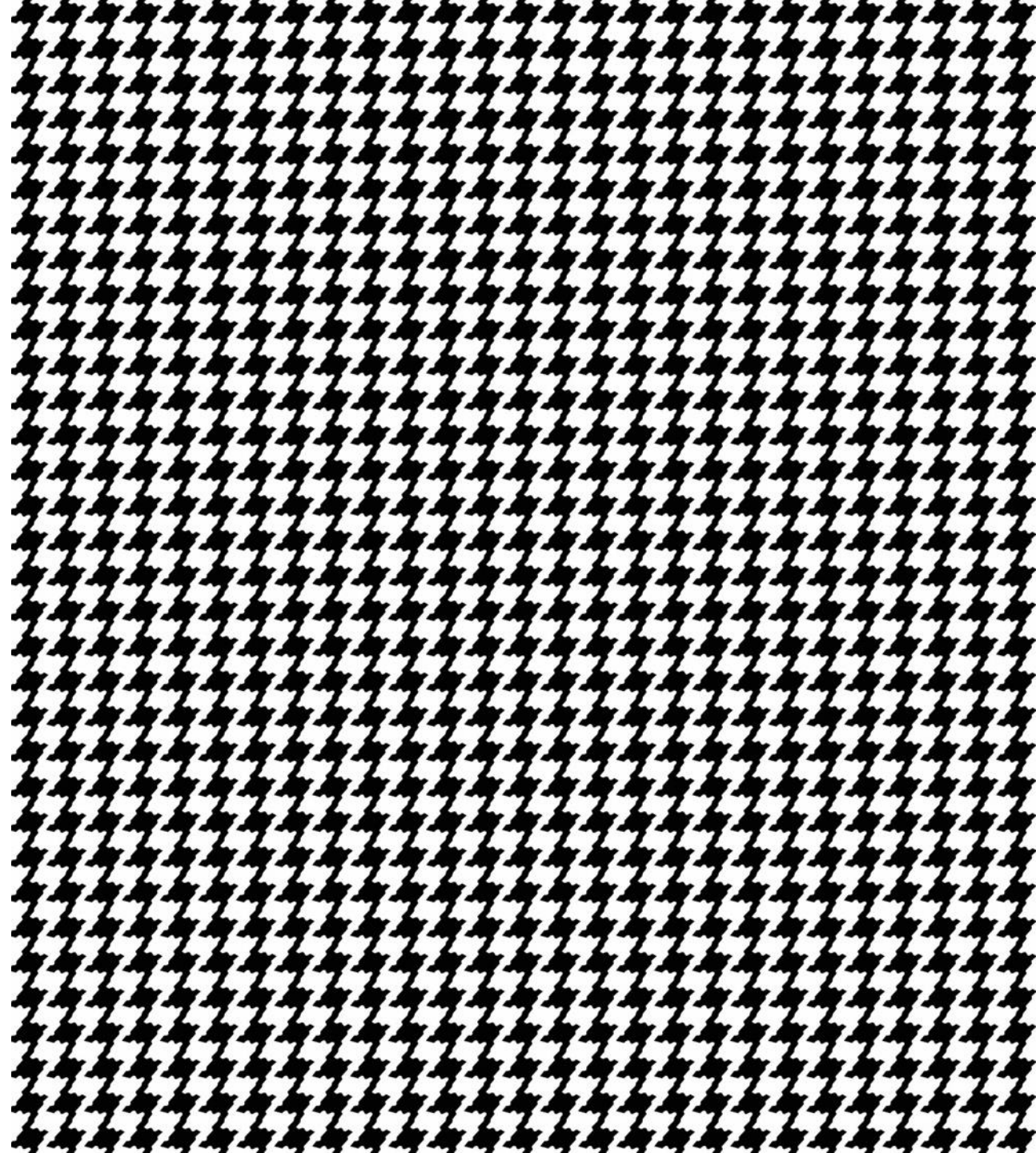


Troubleshooting Item Enrichment issues

Product Information Management System

DAVID JONES



Contents

1.0

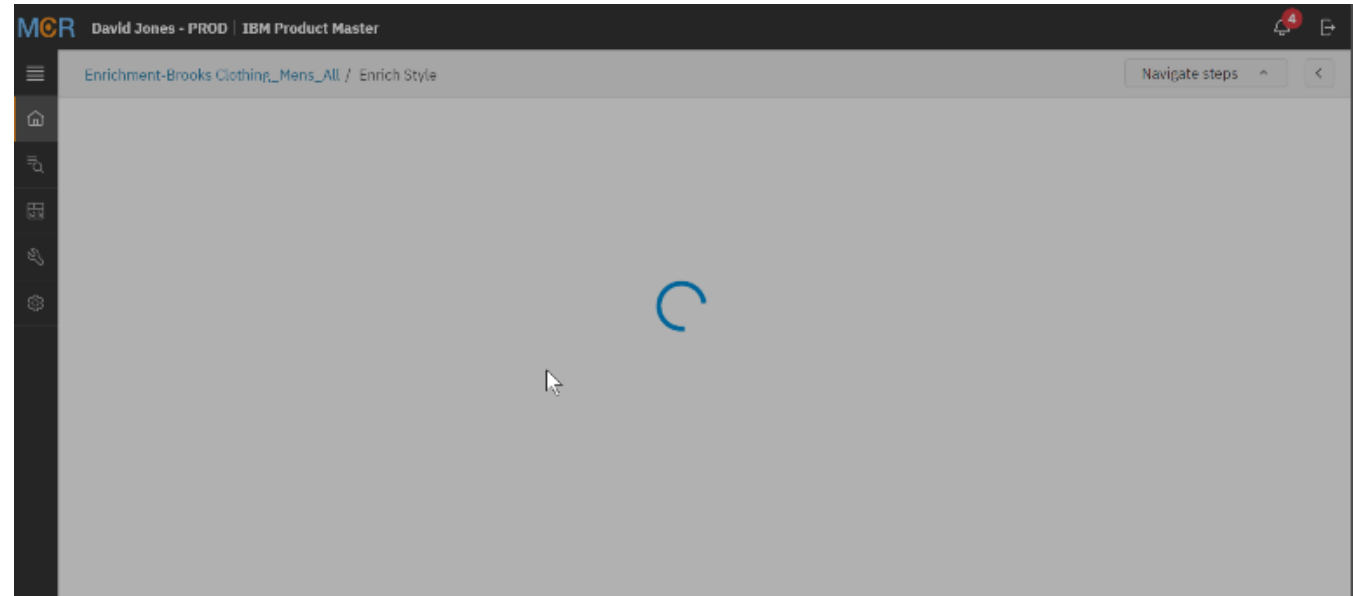
TROUBLESHOOTING GUIDE

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PIM keeps crashing or behaving unexpectedly

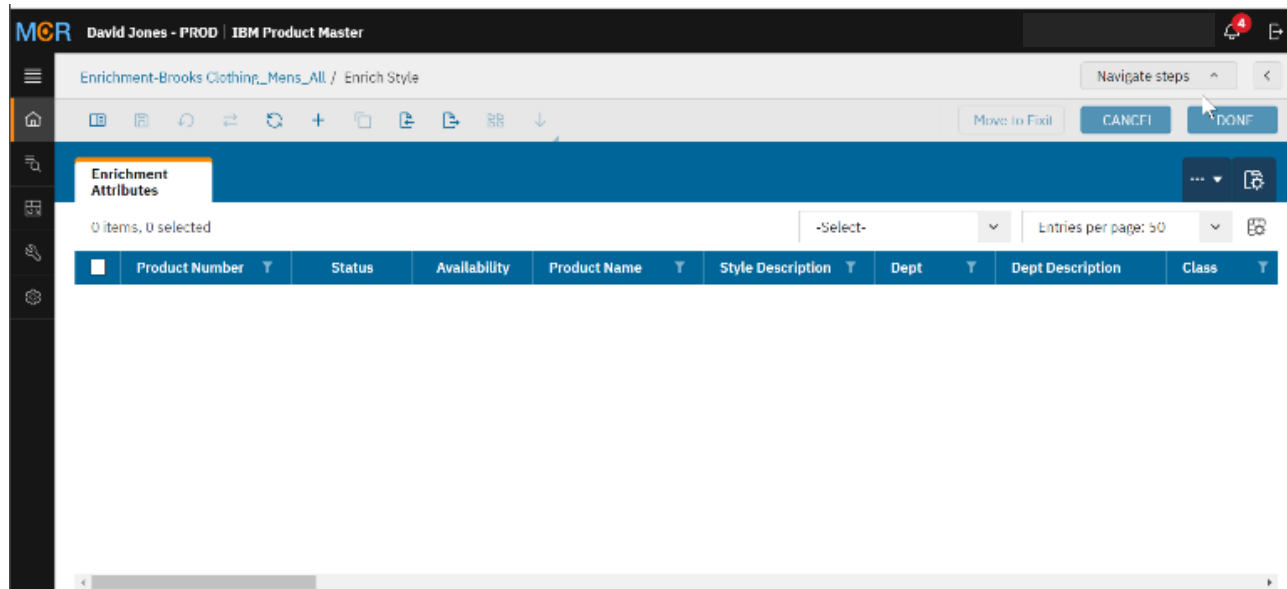
If PIM keeps crashing or behaving unexpectedly, try to clear cache. That should work but if it doesn't try switching browsers.



Items not appearing in the PIM workflow

If items are not appearing in the PIM workflow try the following:

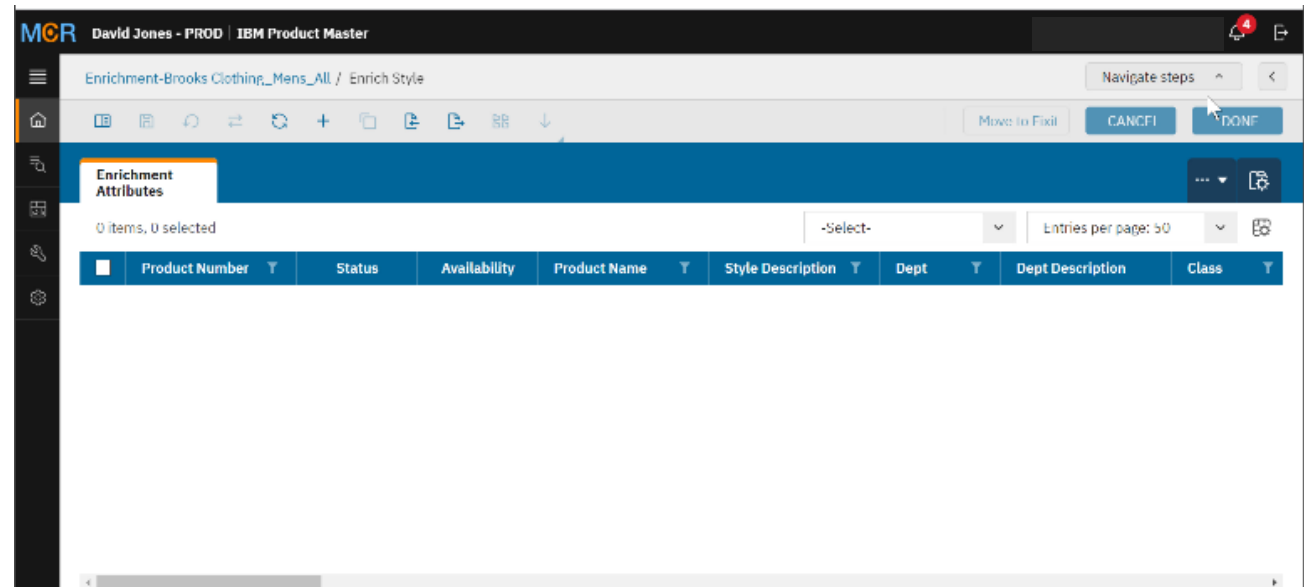
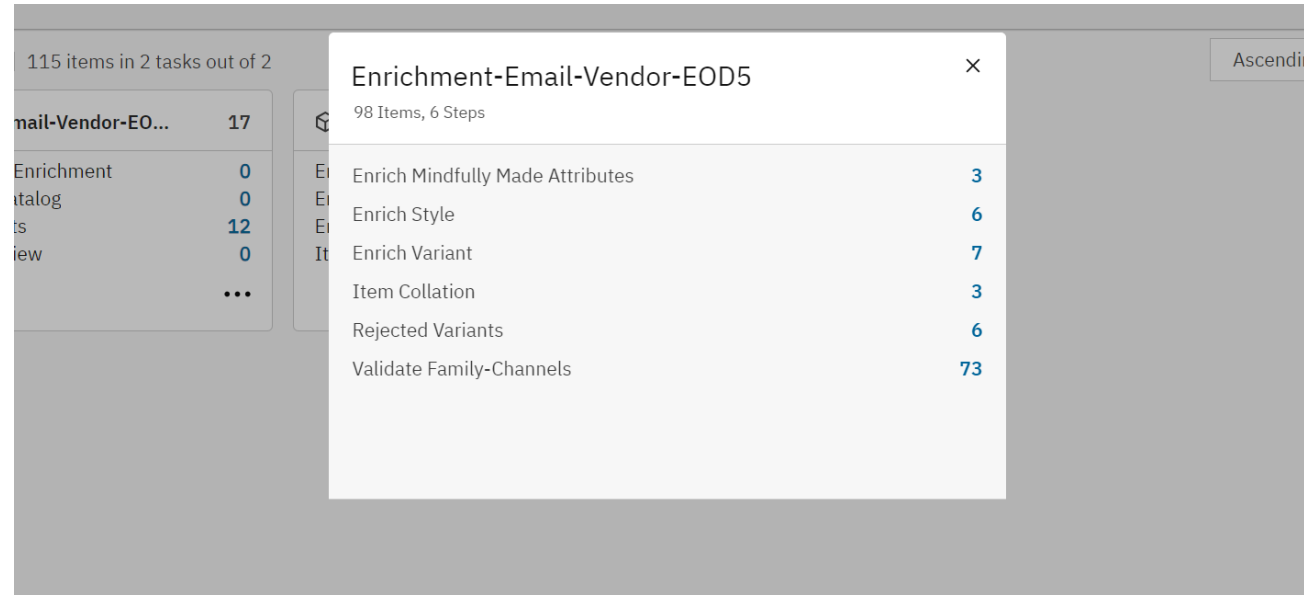
- **Wait for 15 minutes:** It can take up to 15 mins on a normal day for products from RMS to feed into PIM, and vice versa.
- **New styles and variants:** Only new Styles will appear in workflow for enrichment. New variants will only appear if colour family require updating. **SKUs do not require enrichment in PIM.**
- **Existing styles:** User to manually check out styles to workflow. Use Search Templates to find affected Styles. (includes PIM Delta - Style was created OR enriched after data load extract was pulled in April)
- **Backlogs:** Sometimes due to backlogs items may not be visible. Wait until backlogs are cleared
- **Try using the home screen to navigate:** Use Home Screen to navigate to your workflow as this has the most up to date info. Dashboard is only refreshed periodically (last and next refresh times are displayed on the dashboard).



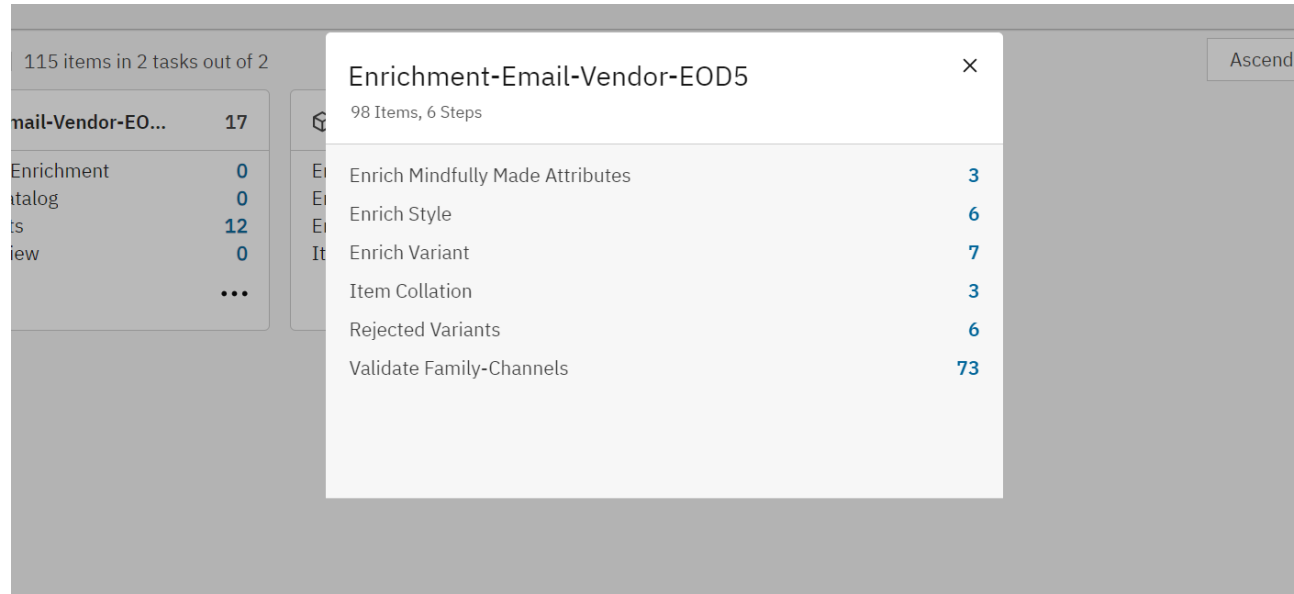
Widget shows new items in workflow but items are not found in Workflow Step

If the widget shows new items in the workflow but items are not found in the workflow step try the following:

- Refresh the page using the refresh icon in the PIM system.
- Clear the cache
- Switch browser from Chrome to Edge (or vice versa)

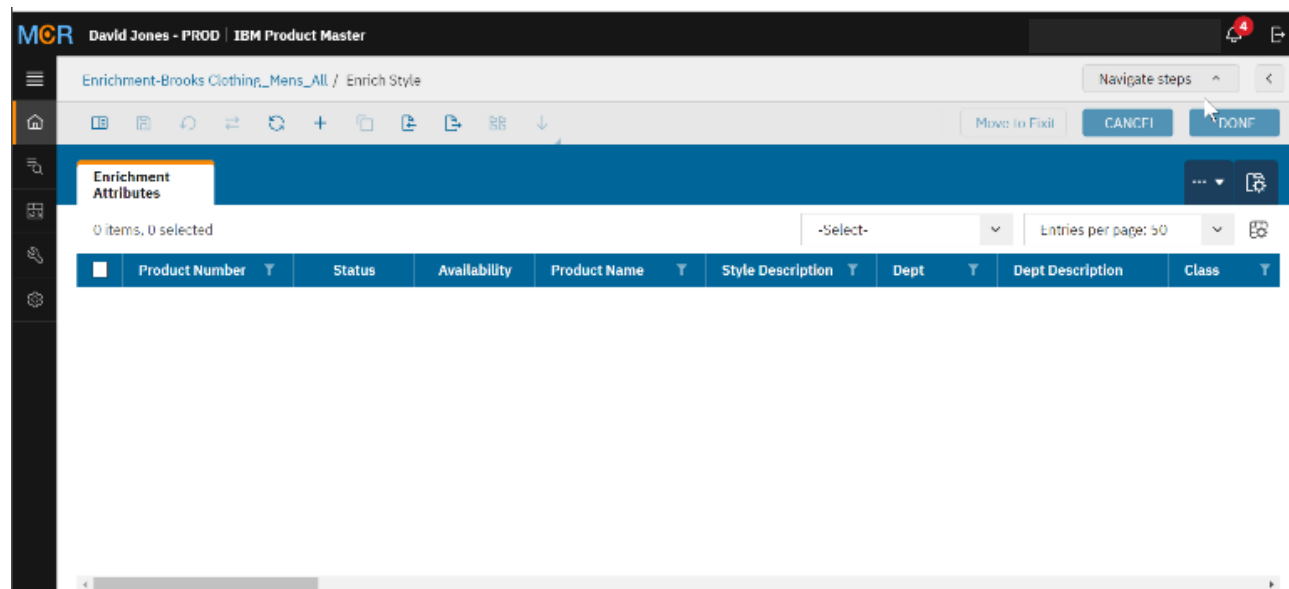


Delays in moving through steps – page showing no items



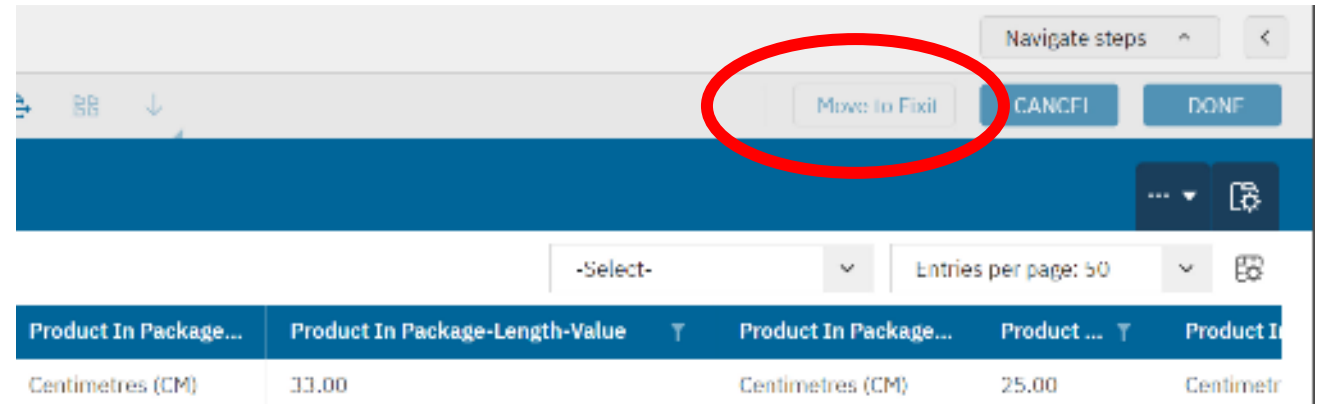
If the widget shows new items in the workflow but items are not found in the workflow step try the following:

- Refresh the page using the refresh icon in the PIM system.
- Clear the cache
- Switch browser from Chrome to Edge (or vice versa)



Item moved to Fixit

If the item is moved to Fixit it will show a dialog box with the message Invalid Support. In any case do not use the **‘Move to Fixit’** option.



Online size is incorrect or size not displaying online



JOE BLACK

ANCHOR PLAIN TWILL WOOL SUIT JACKET FJV032/FCZ027

★★★★☆ 3.5 (6)

\$525.00

Colour FJV032 NAVY ▾



Size Guide

Select Your Size

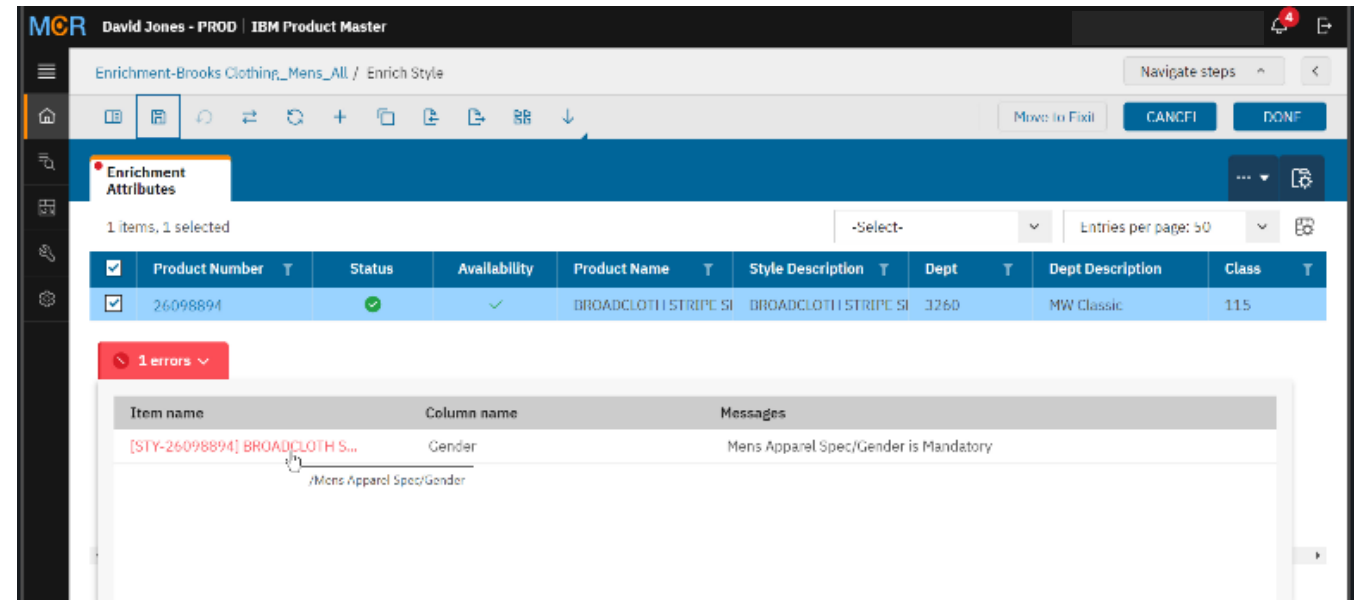


If the online size is incorrect or not visible online, please send a screenshot on PIM@davidjones.com.au. We will try to resolve this at our end.

Cannot move to the next step of Item Enrichment

If you are unable to move to the next step of item enrichment there is a high chance that you have not populated all the required information.

In this case PIM should show an error. To resolve this issue, Populate mandatory attributes with valid values. Note that enrichment steps cannot be completed unless all mandatory attributes are populated. See Bulk Upload Cheat sheet for details.



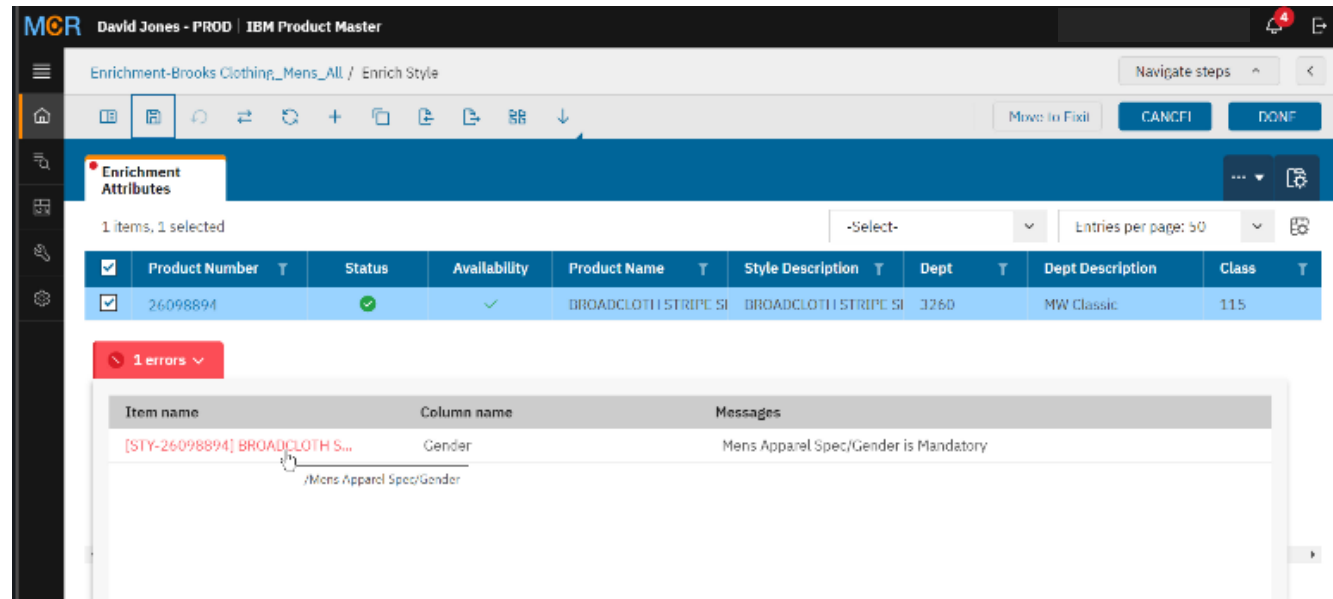
The screenshot shows the IBM Product Master interface for item enrichment. The top navigation bar indicates the user is David Jones in the PROD environment, working in the IBM Product Master. The current step is 'Enrichment- Brooks Clothing_Mens_All / Enrich Style'. The interface shows a table with one item selected, and a message indicating '1 errors'.

Product Number	Status	Availability	Product Name	Style Description	Dept	Dept Description	Class
26098894	✓	✓	BROADCLOTH STRIPE SI	BROADCLOTH STRIPE SI	3260	MW Classic	115

Below the table, an error message is displayed:

Item name	Column name	Messages
[STY-26098894] BROADCLOTH S...	Gender	Mens Apparel Spec/Gender is Mandatory

Products still in current Enrichment Step after pressing Done



The screenshot shows the IBM Product Master interface for product 26098894. The product is currently in the 'Enrich Style' step. The table below shows the product details:

Product Number	Status	Availability	Product Name	Style Description	Dept	Dept Description	Class
26098894	✓	✓	BROADCLOTH STRIPE SI	BROADCLOTH STRIPE SI	3260	MW Classic	115

Below the table, there is an error message:

1 errors

Item name	Column name	Messages
[STY-26098894] BROADCLOTH S...	Gender	Mens Apparel Spec/Gender is Mandatory

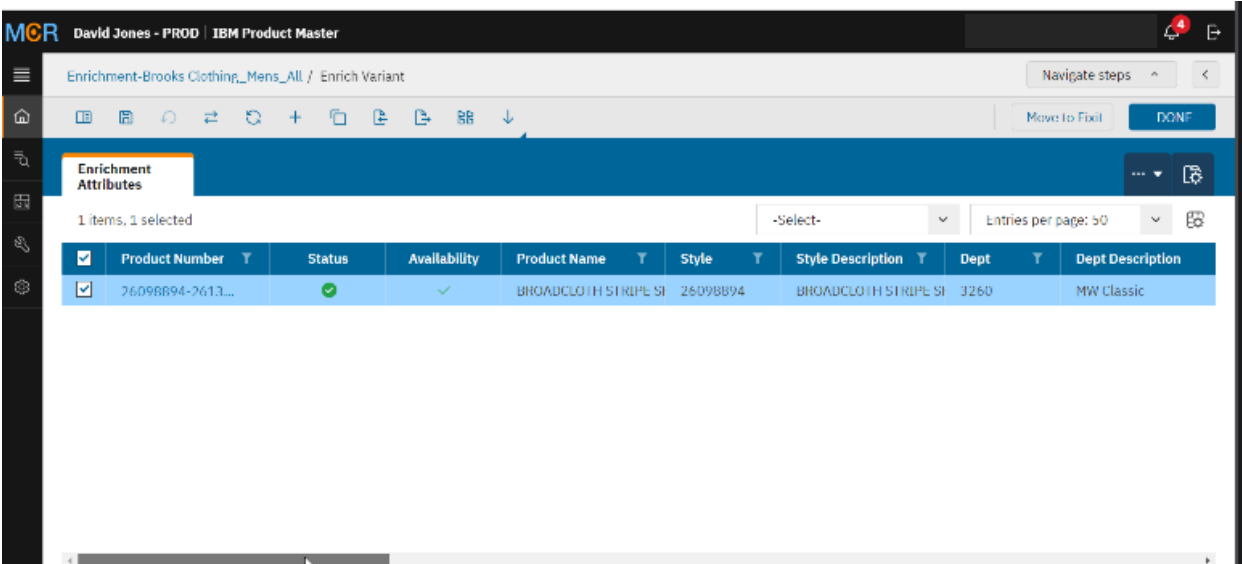
If after clicking the Done button you still find the product to be in the same enrichment step, try to refresh the page -sometimes products do not automatically disappear from the current workflow step after clicking done.

If that doesn't not work, then there is a high chance that you have not populated all the required information.

In this case, PIM should show an error. To resolve this issue, Populate mandatory attributes with valid values. Noe that enrichment steps cannot be completed unless all mandatory attributes are populated. See Bulk Upload Cheat sheet for details.

Cannot Checkout SKU into Workflow

Note that SKUs do not require enrichment in PIM.
If an existing style requires enrichment, user can manually check out styles to workflow. Use Search Templates to find affected Styles.

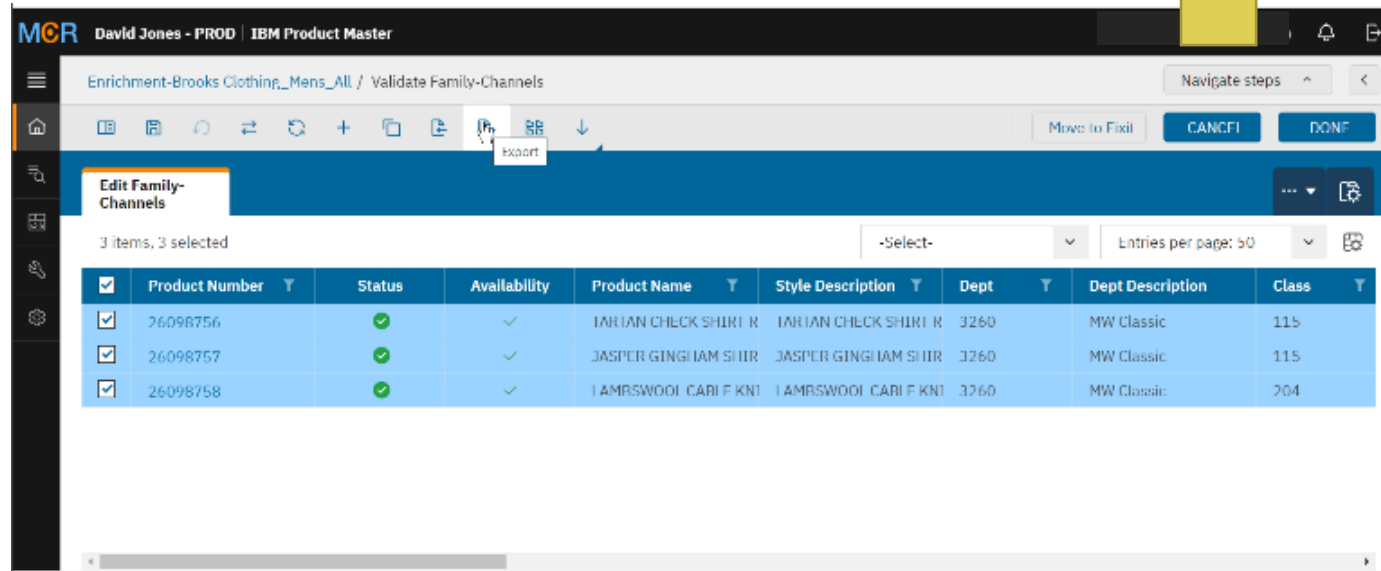


Bulk Upload not working

After multiple clicks on the export button no file was downloaded, and no green dialog box appeared

Sometimes the export or import feature may not be responsive. In such instances try to refresh page the page using the refresh option provided within PIM. **Do not use refresh option of your browser.**

Try to clear cache or switch browsers from Chrome to Edge (or vice versa)

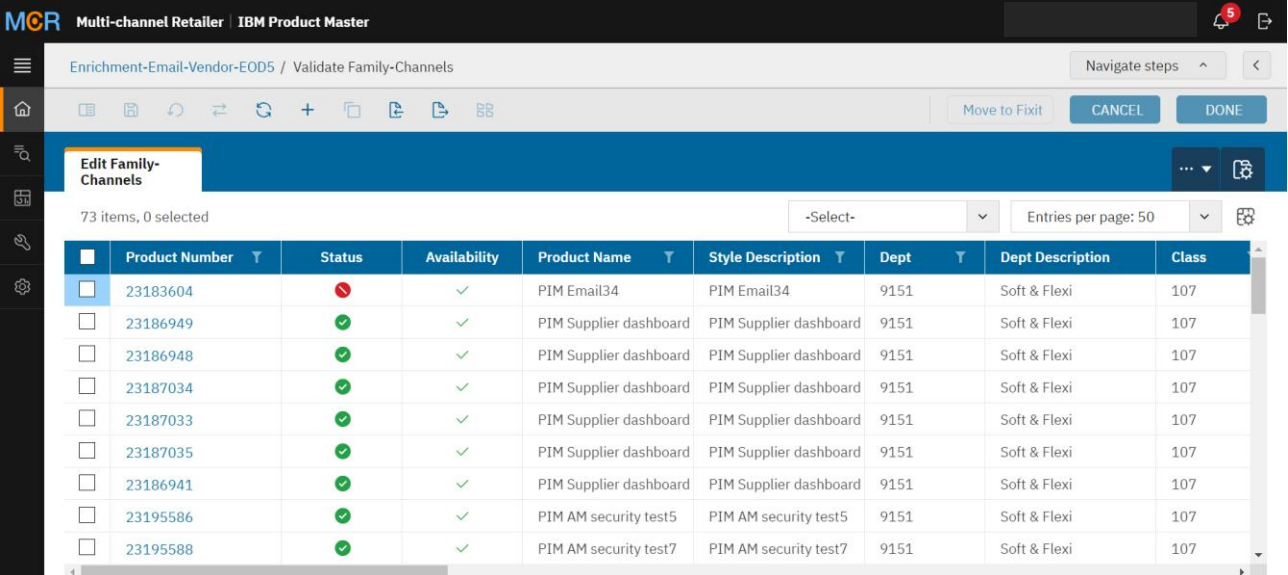


The screenshot shows the IBM Product Master interface. The top navigation bar includes the MCR logo, the user name 'David Jones - PROD', and the application name 'IBM Product Master'. The main header area displays the breadcrumb 'Enrichment-Brooks Clothing_Mens_All / Validate Family-Channels' and a 'Navigate steps' dropdown. Below this is a toolbar with various icons, including a prominent 'Export' button. A yellow arrow points to this button, with a text box above it stating: 'After multiple clicks on the export button no file was downloaded, and no green dialog box appeared'. The main content area shows a table with 3 items, all selected. The table has columns for Product Number, Status, Availability, Product Name, Style Description, Dept, Dept Description, and Class. The data rows show three products with status 'OK' and availability 'In Stock'.

	Product Number	Status	Availability	Product Name	Style Description	Dept	Dept Description	Class
☒	26098756	OK	In Stock	IAN IAN CHECK SHIRT R	IAN IAN CHECK SHIRT R	3260	MW Classic	115
☒	26098757	OK	In Stock	JASPER GINGHAM SHIRT	JASPER GINGHAM SHIRT	3260	MW Classic	115
☒	26098758	OK	In Stock	LAMBSWOOL CARBON KNT	LAMBSWOOL CARBON KNT	3260	MW Classic	204

Old Items in the workflow

If you see that old items are still in the workflow then select these items and click Cancel to remove items out of Workflow. Product can be manually checked out into a workflow later if enrichment is required.



Multi-channel Retailer | IBM Product Master

Enrichment-Email-Vendor-EOD5 / Validate Family-Channels

Navigate steps ^ <

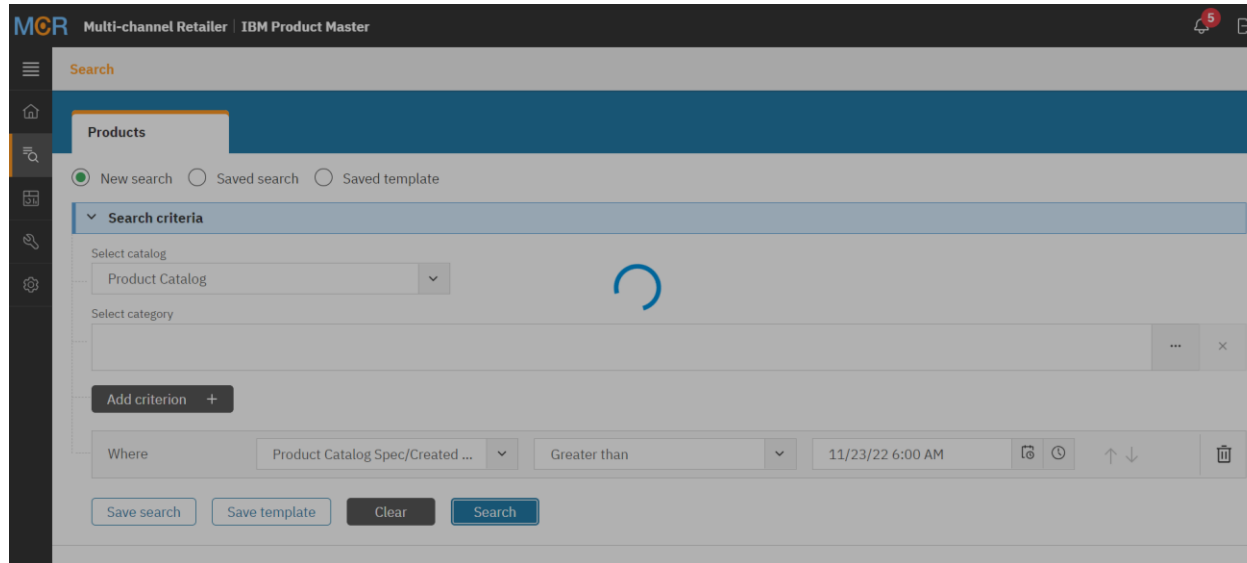
Move to Fixit CANCEL DONE

Edit Family-Channels

73 items, 0 selected -Select- Entries per page: 50

	Product Number	Status	Availability	Product Name	Style Description	Dept	Dept Description	Class
☒	23183604	❌	✓	PIM Email34	PIM Email34	9151	Soft & Flexi	107
☐	23186949	✓	✓	PIM Supplier dashboard	PIM Supplier dashboard	9151	Soft & Flexi	107
☐	23186948	✓	✓	PIM Supplier dashboard	PIM Supplier dashboard	9151	Soft & Flexi	107
☐	23187034	✓	✓	PIM Supplier dashboard	PIM Supplier dashboard	9151	Soft & Flexi	107
☐	23187033	✓	✓	PIM Supplier dashboard	PIM Supplier dashboard	9151	Soft & Flexi	107
☐	23187035	✓	✓	PIM Supplier dashboard	PIM Supplier dashboard	9151	Soft & Flexi	107
☐	23186941	✓	✓	PIM Supplier dashboard	PIM Supplier dashboard	9151	Soft & Flexi	107
☐	23195586	✓	✓	PIM AM security test5	PIM AM security test5	9151	Soft & Flexi	107
☐	23195588	✓	✓	PIM AM security test7	PIM AM security test7	9151	Soft & Flexi	107

Search is taking a long time to load



Try to clear the cache or use a different browser. If the problem persists, try again later when PIM is back to normal

Date search does not work for "Equals"

Date search will not work for equals, always use greater than or less than.

The screenshot shows the 'Search' interface in the 'MCR Multi-channel Retailer | IBM Product Master' application. The 'Products' tab is active, and the 'New search' radio button is selected. Under the 'Search criteria' section, the 'Select catalog' dropdown is set to 'Product Catalog'. The 'Select category' dropdown is empty. An 'Add criterion +' button is present. Below this, a search criterion is defined: 'Where' is set to 'Product Catalog Spec/Created ...', the operator is 'Greater than' (highlighted with a red circle), and the value is '6/21/23 6:00 AM'. At the bottom, there are buttons for 'Save search', 'Save template', 'Clear', and 'Search'.

Product in package weight and dimensions don't show in the Enrich Variant Step but do show in the Enrich Style step

Enrichment-Australian Designer / Enrich Variant

8 items, 0 selected

-Select- Entries per page: 50

	Product Number	Product ...	Product In Packag...	Product ...	Product In Packag...	Product ...	Product In Packag...	Product ...	Product In Packag...	Colour Description	Colour Family	Customer Facing...
☐	24935955-2599...			6.00		22.50		16.50		BLACK	BLACK	BLACK
☐	24935955-2599...			6.00		22.50		16.50		WHITE	WHITE	WHITE
☐	24935955-2599...			6.00		22.50		16.50		BONE	NATURAL	BONE
☐	24038978-2599...			6.00		22.50		16.50		SARGENT	BLACK	SARGENT
☐	23603952-2599...			6.00		22.50		16.50		MUSE	BLACK	MUSE
☐	23603952-2599...			6.00		22.50		16.50		OM	ORANGE	OM
☐	23603952-2599...			6.00		22.50		16.50		SHELL	PINK	SHELL
☐	23603952-2599...			6.00		22.50		16.50		SMOKE	GREY	SMOKE

Raise an IT ticket to get this issue resolved however if urgent you can manually populate this information.

Unable to fill in the Product In Package Information

Enrichment Attributes

13 items, 0 selected

-Select-

Entries per page: 500

	Product Number	Class	Class Description	Subclass	Subclass Description	Modified Date	Modified By	Variant VPN	Product ...	Product In Packag...	Product ...	Product In Packag...	Product ...	Product In Packag...	Product ...	Product In Packag...
☐	26091079-2611...	1	ACCESSORIES	2	SUNGLASSES	16-Jun-2023	jchen4	5810830599900	1.00		1.00		1.00		1.00	
☐	26091077-2611...	1	ACCESSORIES	2	SUNGLASSES	16-Jun-2023	jchen4	5810830499900	1.00		1.00		1.00		1.00	
☐	26091061-2611...	1	ACCESSORIES	2	SUNGLASSES	16-Jun-2023	jchen4	5810827799900	1.00		1.00		1.00		1.00	
☐	26091033-2611...	1	ACCESSORIES	2	SUNGLASSES	16-Jun-2023	jchen4	5810800799900	1.00		1.00		1.00		1.00	
☐	26091021-2611...	1	ACCESSORIES	2	SUNGLASSES	16-Jun-2023	jchen4	5810770199900	1.00		1.00		1.00		1.00	
☐	26091007-2611...	1	ACCESSORIES	2	SUNGLASSES	16-Jun-2023	jchen4	5810767399900	1.00		1.00		1.00		1.00	
☐	26091003-2611...	1	ACCESSORIES	2	SUNGLASSES	16-Jun-2023	jchen4	5810767199900	1.00		1.00		1.00		1.00	
☐	26090999-2611...	1	ACCESSORIES	2	SUNGLASSES	16-Jun-2023	jchen4	5810766599900	1.00		1.00		1.00		1.00	
☐	25265090-2606...	149	PANTS	2	CROP	16-Jun-2023	Admin	M0509210	1.00	Kilograms (KG)	10.00	Centimetres (CM)	10.00	Centimetres (CM)	10.00	Centimetres (CM)

Sometimes you will see that the product in package information is not pe-filled in the **enrich variant step**. If you try to fill in this manually PIM doesn’t allow it. This happens as for these variants, the style does not seem to be enriched, in other words Enrich Status=False, Attribute family category is not set as well and styles are sitting in catalog. The UOM values are defaulted for the variant from Style level based on Attribute Family and Category. Also in Enrich Variant Step the UOM is not editable for the user.

Solution would be to raise an IT Ticket

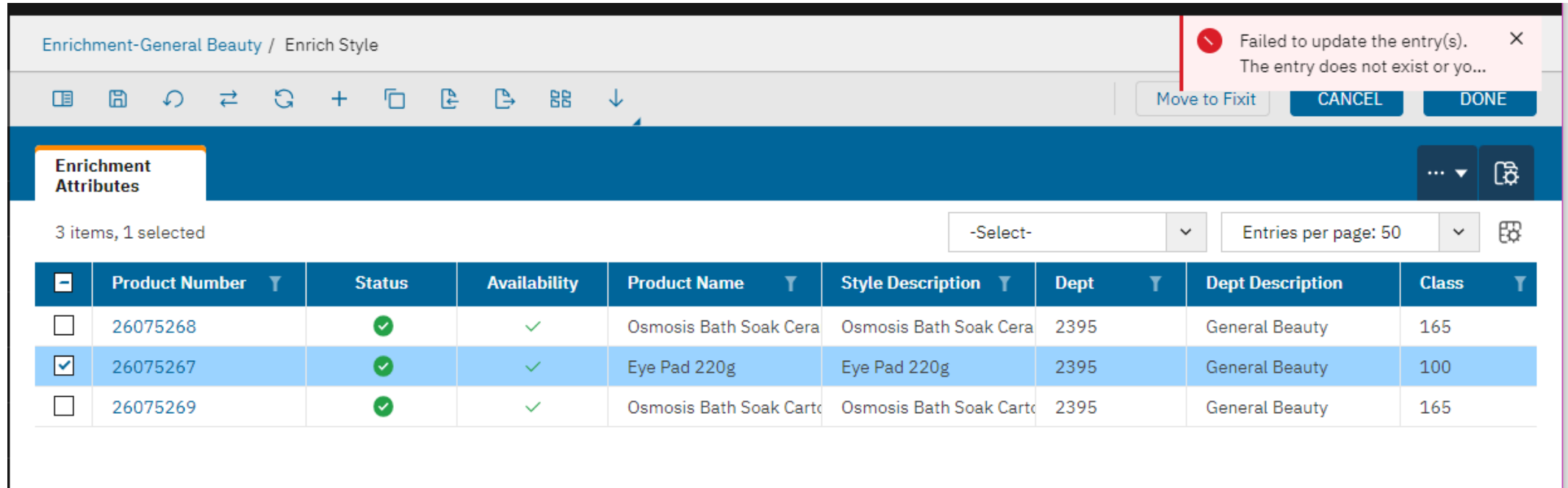
Items stuck in Item Collation – User manually trying to push items outside Item Collation

4 errors

Item name	Column name	Messages
[STY-26080835] WOMEN'S ORIGINAL UNIVERSAL METALL...	Product Level	This is Not a User Step.User Shouldn't update or Submit Items from this Step
[STY-26080725] WOMEN'S TIRRA SANDAL	Product Level	This is Not a User Step.User Shouldn't update or Submit Items from this Step
[STY-26080834] WOMEN'S ORIGINAL UNIVERSAL SANDAL	Product Level	This is Not a User Step.User Shouldn't update or Submit Items from this Step
[STY-26080832] WOMEN'S ORIGINAL UNIVERSAL SANDAL	Product Level	This is Not a User Step.User Shouldn't update or Submit Items from this Step

Item collation is an automated step, user should not go into the item collation step and push the items to the next step. If the items are sitting in the item collation step for a very long time, raise an IT ticket.

Item Enrichment gives the following error – Failed to update the entry(s). The entry does not exist...



The screenshot shows the 'Enrichment-General Beauty / Enrich Style' interface. A red error message box in the top right corner states: 'Failed to update the entry(s). The entry does not exist or yo...'. Below the error message are buttons for 'Move to Fixit', 'CANCEL', and 'DONE'. The main area displays a table with 3 items, 1 selected. The table has columns: Product Number, Status, Availability, Product Name, Style Description, Dept, Dept Description, and Class. The selected item is '26075267' (Eye Pad 220g).

	Product Number	Status	Availability	Product Name	Style Description	Dept	Dept Description	Class
☐	26075268	✓	✓	Osmosis Bath Soak Cera	Osmosis Bath Soak Cera	2395	General Beauty	165
☒	26075267	✓	✓	Eye Pad 220g	Eye Pad 220g	2395	General Beauty	100
☐	26075269	✓	✓	Osmosis Bath Soak Carto	Osmosis Bath Soak Carto	2395	General Beauty	165

This is happening when you hit done more than once, sometimes styles may take a while to move from one step to the next. Try hitting refresh a couple of times and this should solve the issue.

Variants can be seen in the Rejected Variants Step

Enrichment-TRENERY / Rejected Variants

Navigate steps

Move to Fixit

DONE

14 items, 1 selected

-Select-

Entries per page: 500

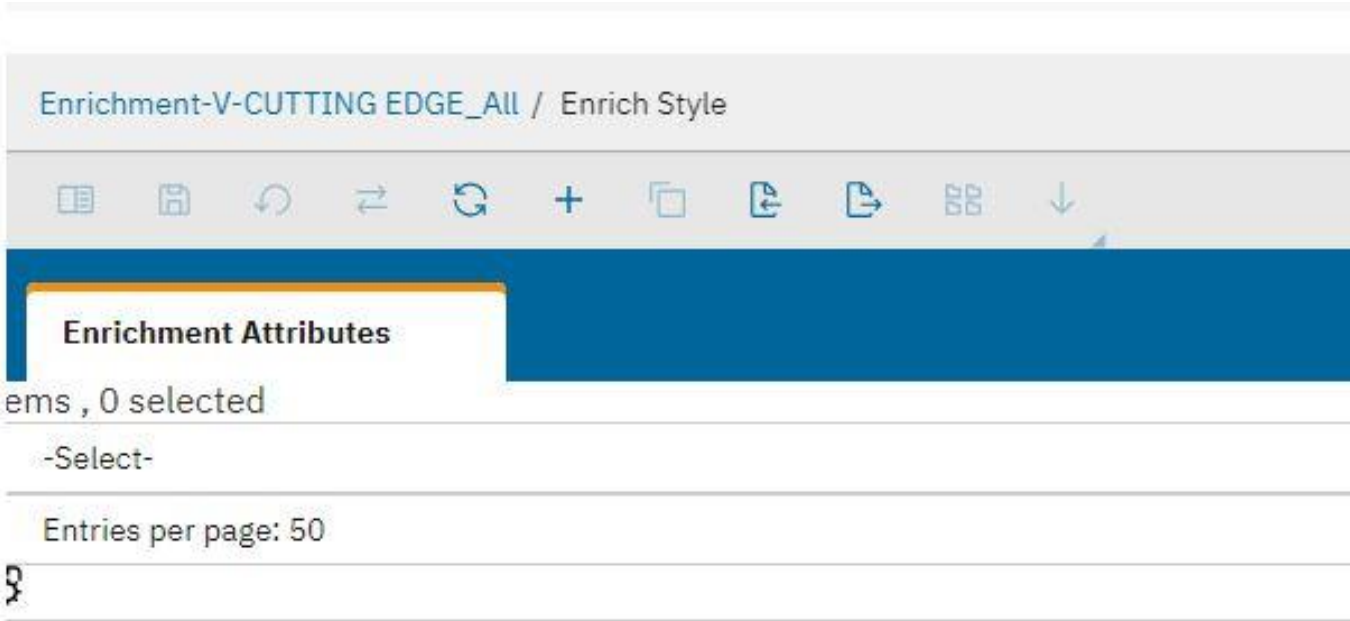
	Product Number	Status	Availability	Product Name	Style Description	Dept	Dept Description	Class	Class Description	Subclass	Subclass Description	Modified
☒	25810955-2550...	✓	✓	ORG LN DB BLZ - PISTACHIO	ORG LN DB BLZ	1983	Trenery Womens	220	JACKET	2	CASUAL	30-Jun-2024
☐	25810955-2550...	✗	✓	ORG LN DB BLZ - NIGHT	ORG LN DB BLZ	1983	Trenery Womens	220	JACKET	2	CASUAL	30-Jun-2024
☐	25824216-2552...	✗	✓	ORG LN YD DB BLZ - FLA	ORG LN YD DB BLZ	1983	Trenery Womens	220	JACKET	2	CASUAL	30-Jun-2024
☐	25822121-2600...	✗	✓	LN DELAVE CLASSIC SH	LN DELAVE CLASSIC SH	1983	Trenery Womens	123	SHIRTS	2	CASUAL	30-Jun-2024
☐	25822121-2552...	✗	✓	LN DELAVE CLASSIC SH	LN DELAVE CLASSIC SH	1983	Trenery Womens	123	SHIRTS	2	CASUAL	30-Jun-2024
☐	25919216-2574...	✗	✓	S/SLVE KNIT POLO - OAT	S/SLVE KNIT POLO	1983	Trenery Womens	212	KNITS	2	CASUAL	30-Jun-2024
☐	25919216-2574...	✗	✓	S/SLVE KNIT POLO - PAL	S/SLVE KNIT POLO	1983	Trenery Womens	212	KNITS	2	CASUAL	30-Jun-2024
☐	25937902-2578...	✗	✓	SLK GEO NECKERCHIEF	SLK GEO NECKERCHIEF	1983	Trenery Womens	181	ACCESSORIES	9	SCARF	30-Jun-2024
☐	25937902-2578...	✗	✓	SLK GEO NECKERCHIEF	SLK GEO NECKERCHIEF	1983	Trenery Womens	181	ACCESSORIES	9	SCARF	30-Jun-2024
☐	25802378-2548...	✗	✓	SPECKLE COWL NK T - B	SPECKLE COWL NK T	1983	Trenery Womens	107	T-SHIRTS	2	CASUAL	30-Jun-2024
☐	25803845-2571...	✗	✓	RIB KNIT TANK - SOFT P	RIB KNIT TANK	1983	Trenery Womens	212	KNITS	2	CASUAL	30-Jun-2024
☐	25803845-2548...	✗	✓	RIB KNIT TANK - NIGHT	RIB KNIT TANK	1983	Trenery Womens	212	KNITS	2	CASUAL	30-Jun-2024
☐	25803845-2548...	✗	✓	RIB KNIT TANK - PALE B	RIB KNIT TANK	1983	Trenery Womens	212	KNITS	2	CASUAL	30-Jun-2024
☐	25803845-2548...	✗	✓	RIB KNIT TANK - MILK V	RIB KNIT TANK	1983	Trenery Womens	212	KNITS	2	CASUAL	30-Jun-2024

1 errors

Item name	Column name	Messages
[VAR-25810955-2550384] ORG LN DB BLZ - PISTACHIO	Product Type	This is Not a User Step.User Shouldn't update or Submit Items from this Step

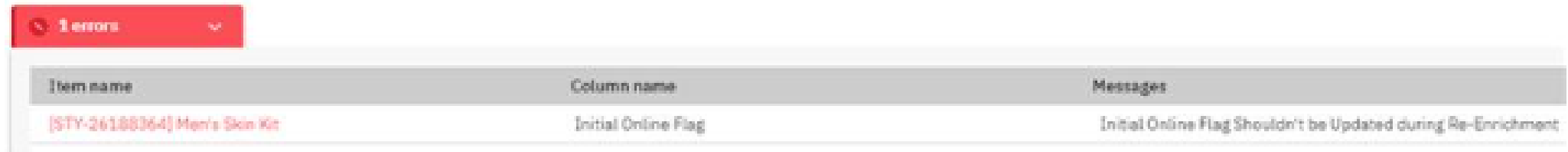
These variants have been rejected, You need to enrich the styles that have been rejected. These are the variants of the styles that were submitted but the issue is at style level. This is a holding bay until styles have been pushed through again. If you can't find these styles in Validate Family Channels step raise an IT ticket.

Cannot see anything in the Item Enrichment Process



If you are seeing nothing try clearing cache, if it still doesn't work please raise an IT ticket.

Initial Online Flag Shouldn't be updated during Re-Enrichment



1 errors		
Item name	Column name	Messages
[STY-26188364] Men's Skin Kit	Initial Online Flag	Initial Online Flag Shouldn't be Updated during Re-Enrichment

This item is being re-enriched, during re-enrichment you should not change the initial online flag. If you want to make the change you will have to request the change made from OSM. Contact your digital coordinator,.

Items not leaving the workflow

David Jones - PROD | IBM Product Master

Kate Johnston

Enrichment-FA Concessions / Approval

Navigate steps

Move to Fixit

APPROVE

REJECT

Operational Attributes

Approval Attributes

122 items, 0 selected

-Select-

Entries per page: 500

	Product Number	Status	Availability	Product Name	Product Type	Style Description	Dept	Dept Description	Class	Class Description	Subclass	Subclass Description
☐	26183025	✓	✓	FLURA MI BLACK SUEDE	Style	FLURA MI BLACK SUEDE	5084	Midas	2	FLATS	4	SLIP ONS
☐	26183018	✓	✓	FLURA MI LT EMERALD S	Style	FLURA MI LT EMERALD S	5084	Midas	2	FLATS	4	SLIP ONS
☐	26190307	✓	✓	HARENA MI HOT PINK V	Style	HARENA MI HOT PINK V	5084	Midas	5	SNEAKERS	1	ACTIVE SNEAKERS
☐	26190300	✓	✓	HARENA MI BRIGHT EM	Style	HARENA MI BRIGHT EM	5084	Midas	5	SNEAKERS	1	ACTIVE SNEAKERS
☐	26190323	✓	✓	VISCIOUS MI BLACK LEA	Style	VISCIOUS MI BLACK LEA	5084	Midas	2	FLATS	4	SLIP ONS
☐	26190332	✓	✓	VISCIOUS MI NUDE LEA	Style	VISCIOUS MI NUDE LEA	5084	Midas	2	FLATS	4	SLIP ONS
☐	26190362	✓	✓	YESSA MI WHITE WHITE	Style	YESSA MI WHITE WHITE	5084	Midas	5	SNEAKERS	1	ACTIVE SNEAKERS
☐	26190346	✓	✓	FOXXA MI WHITE SILVEI	Style	FOXXA MI WHITE SILVEI	5084	Midas	5	SNEAKERS	1	ACTIVE SNEAKERS
☐	26190339	✓	✓	FOXXA MI SILVER SILVE	Style	FOXXA MI SILVER SILVE	5084	Midas	5	SNEAKERS	1	ACTIVE SNEAKERS
☐	26190355	✓	✓	YESSA MI SILVER WHITE	Style	YESSA MI SILVER WHITE	5084	Midas	5	SNEAKERS	1	ACTIVE SNEAKERS
☐	26190314	✓	✓	HARENA MI WHITE WHI	Style	HARENA MI WHITE WHI	5084	Midas	5	SNEAKERS	1	ACTIVE SNEAKERS

The user is trying to reject items from the FA concessions buyership approval step but the items are not moving and are stuck. The user gets the "entry moved successfully" notification in the top right however the user has tried to reject in bulk (60 items) and also 1 at a time but the items still don't move.

In this case, revisit PIM in an hour, if the items still don't move out of the workflow, raise an IT ticket.

Columns are unresponsive in the enrichment WF and they won't take an excel import either

David Jones - PROD | IBM Product Master

Enrichment-CW Concessions / Enrich Style

Enrichment Attributes

10 items, 0 selected

-Select- ▼ Entries

	Product Number		Subclass Description	Modified Date	Modified By	Customer Facing...	Dropship Ind	Delivery Interface	Primary Supplier	Parent Brand Co...	
☐	25652435		Other	08-Aug-2023 15:42...	mark.then	LARGE HELLO BABY NAT	false	Drop Ship Only	80055685»STEAMBROC	SEEA	!
☐	25652433		Other	08-Aug-2023 15:42...	mark.then	LARGE KOALA WELCOME	false	Drop Ship Only	80055685»STEAMBROC	SEEA	!
☐	25652439		Other	08-Aug-2023 15:42...	mark.then	LARGE TIGER CARD	false	Drop Ship Only	80055685»STEAMBROC	SEEA	!
☐	25602410		Hair Accessories	08-Aug-2023 15:42...	mark.then	SEERSUCKER SCRUNCH	false	Drop Ship Only	80055685»STEAMBROC	SEEA	!
☐	26155538		Wrap	08-Aug-2023 15:39...	mark.then				80055685»STEAMBROC	SEEA	!
☐	26155348		Wrap	08-Aug-2023 15:39...	mark.then				80055685»STEAMBROC	SEEA	!
☐	26155392		T-Shirt	08-Aug-2023 15:39...	mark.then				80055685»STEAMBROC	SEEA	!
☐	26155356		Dress	08-Aug-2023 15:39...	mark.then				80055685»STEAMBROC	SEEA	!
☐	26155382		Jackets & Coats	08-Aug-2023 15:39...	mark.then				80055685»STEAMBROC	SEEA	!
☐	26155372		Pants	08-Aug-2023 15:39...	mark.then				80055685»STEAMBROC	SEEA	!

If you ever experience columns being unresponsive, ensure that you clear cache and then try again. If the problem still exists raise an IT ticket.

DAVID JONES

Like No Other