

David Jones

Price/Sales Catalogue (PRICAT)

Frequently Asked Questions for Fulfillment Users



What is a Price/Sales Catalogue (PRICAT)?

A Price/Sales Catalogue (PRICAT) is a document used to

- register items in the David Jones system so they can be available for online purchase.
- the PRICAT can also be used to make changes to existing items in the David Jones system that are available for purchase online.

When should I send a new PRICAT?

You should send a new Price/Sales Catalogue for **any new items** or for **changes to existing items**, such as price adjustments or special deals.

Can I use a PRICAT to make PRICING changes during a current promotion / sale?

- If a current markdown does not have an end date in the David Jones system, you can update the pricing without any issues.
- If there's a current markdown with an end date in the David Jones system, you need to contact the David Jones team to end it. After the David Jones team ends the promotion, you can then upload a new PRICAT with updated pricing. This new pricing should have an effective start date for the following day.

How do I create a Price/Sales Catalogue in Fulfillment?

- To create a Price/Sales Catalogue, navigate to the **Transactions tab** and click "Create New."
- Then, select "David Jones Omni-Channel," check "I don't have a source document," and choose "Price/Sales Catalogue."
- Finally, select "No, thanks. I'd like to start from a blank document" under the template option. If you have a previously saved template, you can select the template option and choose your template.

What information is required in the HEADER section of the Fulfillment form?

The required fields in the HEADER section are:

- **Message #:** A unique document identifier for each Price/Sales Catalogue⁴.
- **Message Date:** The date you are sending the document⁵.
- **Buyer GLN:** The David Jones GLN Number⁶.
- **Vendor Code assigned by Buyer:** Your company's Supplier ID assigned by David Jones.

What information is required for each LINE ITEM?

For each item, you must complete the following fields:

- **Action Request:** Specifies the action for the item (e.g., Added, Deleted, Changed, Proposed Amendment).
- **GTIN.**
- **Brand Code**
- **Style #**
- **Item Description**
- **Color**
- **Size**
- **PLU Description**
- **Class Code**
- **Sales Department #**
- **GST Rate**
- **Ticket Retail Price**

What are the different "Action Request" codes and when should I use them?

The "Action Request" codes are:

- **Added:** Use when adding an item for the first time.
- **Deleted:** Use when an existing item needs to be deleted.
- **Changed:** Use when an existing item has an attribute that needs to be adjusted.
- **Proposed Amendment:** Use for cancelling a price change.

Can I request additional information that I want to be added for each LINE ITEM?

No, one cannot add new fields to the form.

How do I check for errors in my PRICAT?

Once you have added all line items and completed all mandatory fields, click "**Check for Errors**" at the top of the form. Fields with errors or missing information will be highlighted in red.

How do I save or send the document once it's complete?

Once the form shows no errors, click "**Save**" to create a draft or "**Send**" to deliver the document to David Jones.

How do I know my PRICAT has been successfully processed at David Jones?

PRICAT processing occurs at regular intervals during the day. Please lodge your PRICATs by the 7PM AEST/AEDT cutoff.

Once successfully processed by SPS and delivered to David Jones, the PRICAT undergoes business rules validation. An APERK message is sent to your Fulfillment account with the status of your PRICAT.

- Successful APERAKs will have a **No Error Status**
 - No further action is required
- Failed APERAKs will have an **Error Status**
 - **Review the error message carefully. If you understand what caused the error, please create a new PRICAT with the corrected information.**
 - If unsure about the error or how to fix it, don't hesitate to contact SPS Support team using the details below for assistance.

What is an APERAK?

APERAK stands for **Application Error and Acknowledgement Message**. It is used to confirm whether a message was not just received, but also successfully understood and processed by the David Jones system.

What should I do if I receive a Syntax Error Notification from SPS Commerce?

- **Review the error message carefully. If you understand what caused the error, please create a new PRICAT with the corrected information.**
- If unsure about the error or how to fix it, don't hesitate to contact SPS Support team using the details below for assistance.

Where can I find Training materials?

- To access training, click the **graduation cap icon**  in your Fulfillment portal.
- Inside the Training Centre and use the Search Bar to search for 'David Jones'. This returns a comprehensive list of Fulfillment training guides, categorized by Order Management Model.

How do I contact David Jones Support?



Email - edi-helpdesk@davidjones.com.au

For general questions and non-urgent technical issues.

You will receive an automated email with a case number in response to your inquiry.

How do I contact SPS Commerce Support?



Chat

For technical issues or questions. **Available 24/5.**

 Only use this option for Fulfillment Support.

Log into your Commerce Platform and click the browser page. Here you can access help articles, the platform as you receive help.



message icon in the blue bar at the top of the send screenshots, and continue to work through



Email - australiasupport@spscommerce.com

For general questions and non-urgent technical issues.

You will receive an automated email with a case number in response to your inquiry.



Phone - 1300 532 383 (When in Australia) or +61 3 9847 7000 (Outside of Australia)

For urgent technical issues or questions. **Available 24/7.**

Please reference your case number when applicable.