

We are excited to have you join our supplier community. What do you have to look forward to?

- **Saying goodbye to item setup sheets, vendor portals and clunky software** - We take care of all product information and delivery for you
- **Effortless transmission of information and assets** - Simply send us what you have on hand, and in whatever format you have, we'll take care of the rest
- **Low cost catalog management** - By sending us your complete catalog we are able to build records well in advance of launch
- **No work required to launch a SKU** - Once we have your product information, we build the records on your behalf for your retail partners, no more mapping data, changing values or managing deliveries
- **Greatly accelerated time to market** - Building records in advance allows your retail partners to display your products for sale without delay
- **Simple setup and onboarding process** - No IT involvement is required

Most importantly - time to do what you do best, focus on growing your business

Our program will allow you to provide us with unstructured, raw product data and associated digital assets that will then be validated and normalized by Virtucom Group to meet all retailer requirements.

What we need from you

- Any data feed your organization has containing product specifications, marketing content and the like
- All product images, videos, user guides and related collateral material
- All digital sales sheets, catalogs, brochures and other marketing materials you have for your products

How you get it to us

- Email works great and is the most efficient, though the size of images and assets may exceed its potential, in that case:
- We will provide a secure FTP to transfer your assets into
- Or, if you have a repository or dealer site, provide us credentials and we will download everything for you

Welcome to the ProdX community.

Do not hesitate to reach out to your Onboarding Team at any time, we are here to help and ready to move your business forward.





Everything you need to know

Account Setup/Costs

Why do I need to enroll in this program?

Setting up your account with ProdX is currently the only means to have your products set up for online sales on the [retailer] site. With your account activation, ProdX will eliminate the manual process of setting up your products for the site, and will greatly expedite time-to-market, helping to increase sales.

Is the billing monthly or annual?

We offer monthly and annual billing, and extend a 10% discount for selecting the annual payment option. We require a one year commitment with both plans, and recommend the annual payment to increase savings for our community members.

What's the program cost?

Please refer to the program notification letter your retail partner provided to introduce the program.

Do I have to use PayPal to make my invoice payment?

PayPal is our preferred method for both your security and ours. The flexible and secure payment platform offered by PayPal is our preferred method though we can accommodate standard invoicing if your company requires.

Is there a cost associated with having Virtucom Group deliver my content to another retailer partner?

Yes, an incremental monthly fee is charged to your account. While we have your data on hand, each retailer's requirements, data model, and normalization rules differ, meaning all data will need to be reorganized, normalized and mapped uniquely for each retailer partner.

Submission and Delivery

What do you need from me?

We need any data feed your organization has containing product specifications, marketing content and the like. Additionally, all product images, videos, user guides, digital sales sheets, catalogs, brochures and other marketing materials you have for your products.

How do I update a product already delivered? Is there a fee associated with this?

There are no fees associated with updates and redeliveries for any reason. If a specification is updating, additional images are released, etc, simply communicate the changes to your Onboarding Team and we will take care of the rest.

How should my products be identified in the materials I provide?

UPC and manufacturer part numbers should be contained in every file/asset provided to us. We will work with your retail partner(s) to map UPC to their internal SKU IDs.

How do I get the information to you?

Email works great and is the most efficient, though the size of images and assets may exceed its potential. If that's the case we will provide a secure FTP to transfer your assets into. Or, if you have a repository, dealer site or company Dropbox account, provide us credentials and we will download everything we need for you.

What if the information I provide is missing required information? Do I need to review my materials before I send them to you?

You do not need to review your materials before sending to us, we will do that on your behalf and let you know if anything is missing that prevents us from delivering the record. We will then work with you and your team to gather the remaining missing requirements.

Contacts

Who do you need to work with at my company? Can multiple people from my company participate?

We need a primary contact to work with us on a regular basis for the transmission of your product information. The individual(s) we work with can be alternated as you see fit.

Do I have a dedicated team supporting my account?

Yes, you will receive a dedicated point of contact who oversees the team managing your information on a daily basis. Do not hesitate to reach out to your Onboarding Team for any reason following program launch.

Did we miss something? Feel free to reach out to your Onboarding Team if you have any additional questions or concerns.

