

EBIZ IMAGE UPLOAD OVERVIEW & TROUBLESHOOTING GUIDE

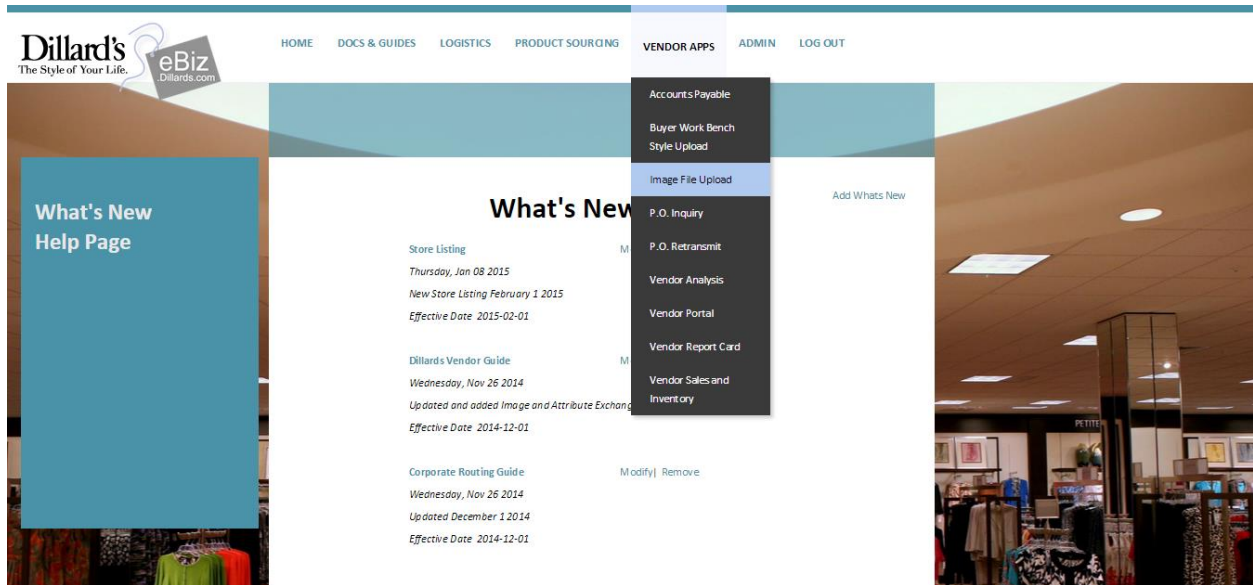
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HOW TO UPLOAD IMAGES

Follow the steps below to upload your spreadsheet:

1. When you visit eBiz, hover over **Vendor Apps** and then select **Image File Upload**.



2. Click **Image File Parameters** on the left sidebar, and enter your Dillard's Vendor number.

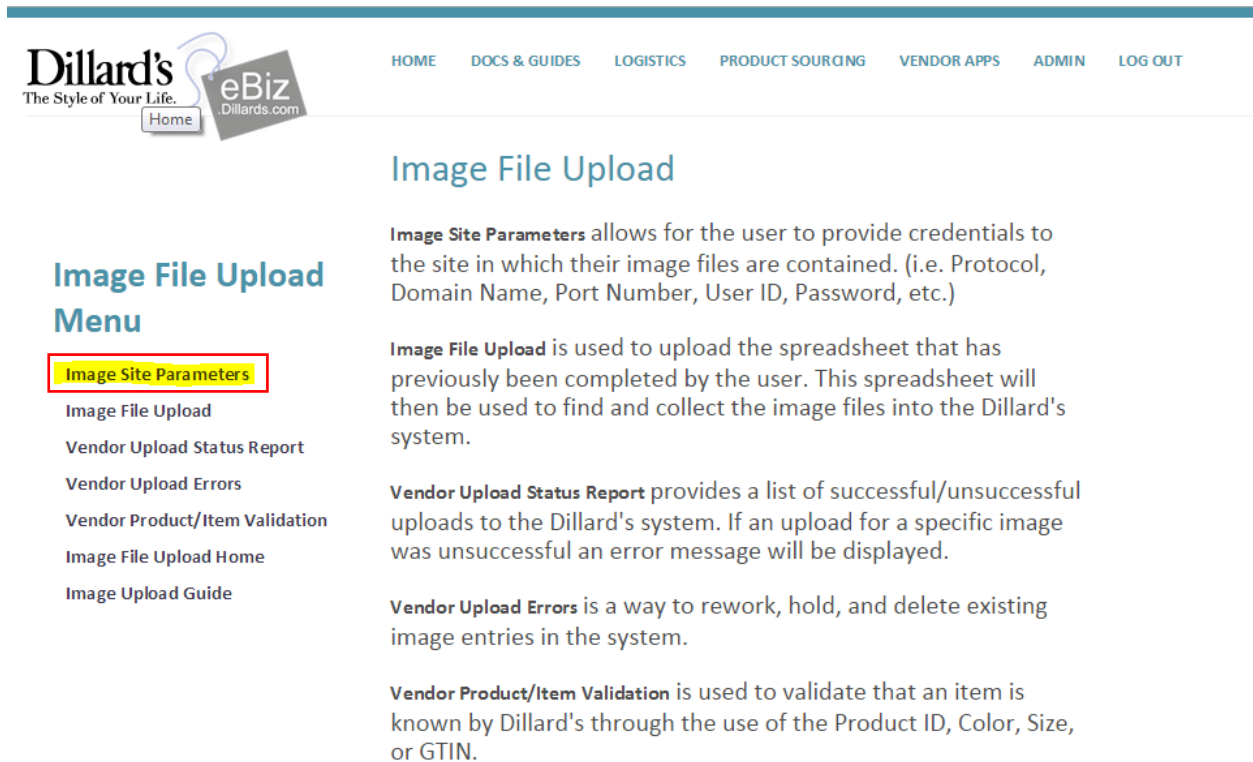


Image Site Parameters

Image File Upload Menu

Vendor Number: 0000570

1 item found.

1

- Image Site Parameters
- Image File Upload
- Vendor Upload Status Report
- Vendor Upload Errors
- Vendor Product/Item Validation
- Image File Upload Home
- Image Upload Guide

Vendor	Protocol	Domain	Port	Userid	Password	Email
<input type="radio"/> 0000570	http://					

ADD EDIT TEST FILE RETRIEVAL DELETE

3. If no results display, click **Add**.

Image Site Parameters

Image File Upload Menu

Vendor Number: 1111111

- Image Site Parameters
- Image File Upload
- Vendor Upload Status Report
- Vendor Upload Errors
- Vendor Product/Item Validation
- Image File Upload Home
- Image Upload Guide

ADD EDIT TEST FILE RETRIEVAL DELETE

4. Fill out the form with the key information. You're giving us the directions on how to get to your image. Let's pretend your image is having a house party (Wahoo!).
 - a. **Protocol** – Choose FTP or HTTP. An easy way to tell is by looking at the URLs for your images in the spreadsheet. Giving us the protocol is like telling us what vehicle to take to get to the party (i.e. Should we take the train or the bus?).
 - b. **Domain** – This is the website that hosts your images. Examples include: ftp.dillards.com or dl.dropbox.com. This is like telling us which building your image lives in.
 - c. **Port** – Most commonly, FTP uses port 21, HTTP uses port 80, and HTTPS uses port 443. Ask your IT guys for this information. This is like telling us which unit to go to (4A or 8D?).
 - d. **Email and Password** – If the site where you host the image is secured, we need to know how to get past authentication. This is like our invitation to the party.

The screenshot shows the Dillard's eBiz interface. On the left is the 'Image File Upload Menu' with options: Image Site Parameters, Image File Upload, Vendor Upload Status Report, Vendor Upload Errors, Vendor Product/Item Validation, and Image File Upload Home. The main content area displays a 'Test Image Retrieval' form. The form includes a 'Credentials Entry' section with the following fields: Vendor (0000001), Protocol (a dropdown menu), Domain (with a note: '(e.g. 'ftp.dillards.com' or IP address)'), Port, Userid (with a note: '(if required)'), Password (with a note: '(if required)'), and Email. A note at the bottom of the form states '(* denotes required fields)'. At the bottom of the form are 'SAVE' and 'Cancel' buttons. A 'DELETE' button is also visible on the right side of the form area.

5. Click **Save**.

https://ebiz.dillards.com/DillardsExtranetVendorUtilities/Ve...
https://ebiz.dillards.com/DillardsExtranetVendorUtilities/Ver

Test Image Retrieval

Credentials Entry

Vendor 0000001

Protocol

Domain (e.g. 'ftp.dillards.com' or IP address)

Port

User id (if required)

Password (if required)

Email

(* denotes required fields)

SAVE Cancel

TEST FILE RETRIEVAL DELETE

6. Click **Image File Upload** in the left sidebar.

Image File Upload Menu

- Image Site Parameters
- Image File Upload**
- Vendor Upload Status Report
- Vendor Upload Errors
- Vendor Product/Item Validation
- Image File Upload Home
- Image Upload Guide

Image File Upload

Image Site Parameters allows for the user to provide credentials to the site in which their image files are contained. (i.e. Protocol, Domain Name, Port Number, User ID, Password, etc.)

Image File Upload is used to upload the spreadsheet that has previously been completed by the user. This spreadsheet will then be used to find and collect the image files into the Dillard's system.

Vendor Upload Status Report provides a list of successful/unsuccessful uploads to the Dillard's system. If an upload for a specific image was unsuccessful an error message will be displayed.

Vendor Upload Errors is a way to rework, hold, and delete existing image entries in the system.

Vendor Product/Item Validation is used to validate that an item is known by Dillard's through the use of the Product ID, Color, Size, or GTIN.

If you've already completed your spreadsheet, click **Choose File** and select which file you'd like to upload.

The screenshot shows the Dillard's eBiz interface. At the top left is the Dillard's logo with the tagline 'The Style of Your Life.' and the eBiz logo with 'Dillards.com'. A navigation menu includes HOME, DOCS & GUIDES, LOGISTICS, PRODUCT SOURCING, VENDOR APPS, ADMIN, and LOG OUT. The main heading is 'Image File Upload'. Below it is a sub-heading 'Image File Upload Menu' with a list of links: Image Site Parameters, Image File Upload, Vendor Upload Status Report, Vendor Upload Errors, Vendor Product/Item Validation, Image File Upload Home, and Image Upload Guide. The main content area has the text 'Select the file to upload.' followed by a file selection interface with a 'Choose File' button (highlighted with a red box), a text field showing 'No file chosen', and 'SUBMIT' and 'VALIDATE' buttons. On the right side, there is a link for 'Vendor Image Upload Template'.

7. If you *haven't* filled out a spreadsheet at this point, you can click **Vendor Image Upload Template** to download a clean one.

This screenshot is identical to the one above, showing the Dillard's eBiz interface. The 'Vendor Image Upload Template' link on the right side of the page is highlighted with a red box.

- Once you've selected the file, click **Validate**.

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HOME DOCS & GUIDES LOGISTICS PRODUCT SOURCING VENDOR APPS ADMIN LOG OUT

Image File Upload

Vendor Image Upload Template

Select the file to upload.

Choose File No file chosen SUBMIT VALIDATE

Image File Upload Menu

- Image Site Parameters
- Image File Upload
- Vendor Upload Status Report
- Vendor Upload Errors
- Vendor Product/Item Validation
- Image File Upload Home
- Image Upload Guide

- If a green bar appears at the top of your screen, your spreadsheet isn't missing any required fields. *Note: your spreadsheet could still contain errors!*

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File passes validation.

Image File Upload

Vendor Image Upload Template

Select the file to upload.

Choose File No file chosen SUBMIT VALIDATE

Image File Upload Menu

- Image Site Parameters
- Image File Upload
- Vendor Upload Status Report
- Vendor Upload Errors
- Vendor Product/Item Validation
- Image File Upload Home



10. If you see a red bar, then go edit your spreadsheet to make sure all required fields are present. Required fields are denoted by blue text in the template.

The screenshot shows the Dillard's eBiz Vendor Image Upload Template page. At the top left is the Dillard's logo with the tagline "The Style of Your Life." and the eBiz logo with "Dillards.com". A navigation menu includes HOME, DOCS & GUIDES, LOGISTICS, PRODUCT SOURCING, VENDOR APPS, ADMIN, and LOG OUT. A prominent red error bar at the top contains the following text: "Problem validating spreadsheet:", "File Name: Image Upload Spreadsheet Sample.xlsx", and "Invalid VendorID: BCT ID (UPC Catalog Number) or Vendor Number as assigned by Dillard's". Below the error bar is the page title "Image File Upload" and a link for "Vendor Image Upload Template". A form section titled "Select the file to upload." contains a "Choose File" button (displaying "No file chosen"), a "SUBMIT" button, and a "VALIDATE" button. On the left side, there is a "Image File Upload Menu" with links for: Image Site Parameters, Image File Upload, Vendor Upload Status Report, Vendor Upload Errors, Vendor Product/Item Validation, and Image File Upload Home.

11. If your spreadsheet validated, browse and select your spreadsheet once more, but this time click **Submit**. You should see another green bar at the top of the screen. If not, you've experienced an error.

This screenshot shows the same Dillard's eBiz Vendor Image Upload Template page as above, but with a yellow box highlighting the "SUBMIT" button. The error bar is no longer present. The page title "Image File Upload" and the "Vendor Image Upload Template" link remain. The "Select the file to upload." section still shows the "Choose File" button (displaying "No file chosen"), the highlighted "SUBMIT" button, and the "VALIDATE" button. The "Image File Upload Menu" on the left now includes an additional link: "Image Upload Guide".

12. Click **Vendor Upload Status Report** in the left sidebar.

HOME
DOCS & GUIDES
LOGISTICS
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ADMIN
LOG OUT

Image File Upload Menu

- Image Site Parameters
- Image File Upload
- Vendor Upload Status Report
- Vendor Upload Errors
- Vendor Product/Item Validation
- Image File Upload Home
- Image Upload Guide

Image File Upload



Image Site Parameters allows for the user to provide credentials to the site in which their image files are contained. (i.e. Protocol, Domain Name, Port Number, User ID, Password, etc.)

Image File Upload is used to upload the spreadsheet that has previously been completed by the user. This spreadsheet will then be used to find and collect the image files into the Dillard's system.

Vendor Upload Status Report provides a list of successful/unsuccessful uploads to the Dillard's system. If an upload for a specific image was unsuccessful an error message will be displayed.

Vendor Upload Errors is a way to rework, hold, and delete existing image entries in the system.

13. Your spreadsheet should be located at the top. If it isn't, enter your Dillard's vendor number to filter the results. Check the message. If your spreadsheet was successful, it should tell you it's complete. *Note: there might still be errors!*

HOME
DOCS & GUIDES
LOGISTICS
PRODUCT SOURCING
VENDOR APPS
ADMIN
LOG OUT



Image File Upload Menu

- Image Site Parameters
- Image File Upload
- Vendor Upload Status Report
- Vendor Upload Errors
- Vendor Product/Item Validation
- Image File Upload Home
- Image Upload Guide

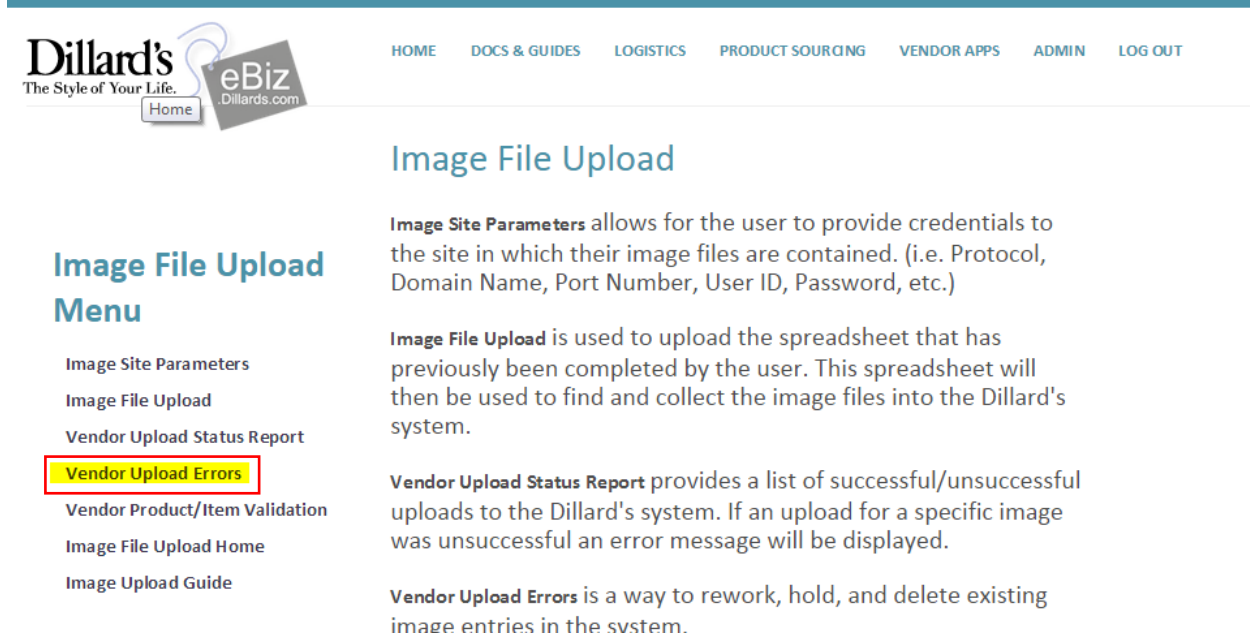
SpreadSheet Upload Status Report

Vendor:

7,888 items found, displaying 1 to 20 [Prev] 1, 2, 3, 4, 5, 6, 7, 8 [Next]

DATE	VENDOR	FILE	Status	MESSAGE
04/17/2015	0065000	ebiz20150414.xlsx	Y	Complete: 115 detail records uploaded! 
04/17/2015	0003750	4D001_08_P_D_20150416071559AM.xls	Y	Complete: 30 detail records uploaded!
04/17/2015	0003750	4D001_08_P_D_20150416070214AM.xls	Y	Complete: 0 detail records uploaded!
04/17/2015	0003750	4D001_08_P_C_20150416071558AM.xls	Y	Complete: 36 detail records uploaded!
04/17/2015	0003750	4D001_08_P_C_20150416070213AM.xls	Y	Complete: 0 detail records uploaded!
04/17/2015	0003750	4D001_0A_P_U_20150416070215AM.xls	Y	Complete: 0 detail records uploaded!
04/17/2015	0003750	4D001_0A_P_2_20150416071559AM.xls	Y	Complete: 12 detail records uploaded!
04/17/2015	0003750	4D001_0A_P_2_20150416070215AM.xls	Y	Complete: 0 detail records uploaded!
04/17/2015	1891150	204445D.xlsx	N	Problem validating spreadsheet: File Name: 204445D.xlsx Invalid VendorID: 204445D 
04/17/2015	1891150	MAY.xlsx	N	Problem validating spreadsheet: File Name: MAY.xlsx Invalid VendorID: 204445D

14. Click **Vendor Upload Errors** in the left sidebar.



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Image File Upload

Image File Upload Menu

- Image Site Parameters
- Image File Upload
- Vendor Upload Status Report
- Vendor Upload Errors**
- Vendor Product/Item Validation
- Image File Upload Home
- Image Upload Guide

Image Site Parameters allows for the user to provide credentials to the site in which their image files are contained. (i.e. Protocol, Domain Name, Port Number, User ID, Password, etc.)

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Vendor Upload Status Report provides a list of successful/unsuccessful uploads to the Dillard's system. If an upload for a specific image was unsuccessful an error message will be displayed.

Vendor Upload Errors is a way to rework, hold, and delete existing image entries in the system.

15. Filter by entering your BCT number. You can get your BCT number from the Dillard's staff. If nothing shows up, double check by entering your Dillard's vendor number.

16. View the errors from your most recent upload. *Note: Errors will only be displayed for 30 days.*

If you get an **AimsNotValid** error, check the style and color of the product in your spreadsheet. This must match the information in the UPC catalog. If this information is wrong, correct your spreadsheet and upload again. If this information matches the catalog, then your buyer might not have set up the SKU in AIMS. This is reprocessed every day, so it should go through overnight.

If you get a **FileNotFound** error, then something has gone wrong in the upload process and your images *were not processed*. We were somehow not able to get to your image in the file retrieval process. Check **Location ID** (row 22) and **Image File Name** (row 23) in your spreadsheet to make sure the name and location of the image is correct. *Note: The name of your image is case sensitive!*

Some other errors you might receive include: ConnectionError, FileNotJPEG, VendorUpload

If you still have errors, proceed to the Common Errors & Troubleshooting section of this document.

If you don't see any errors, then you're done!

HOW IT WORKS

Let's go through what actually happens when you click **Submit**.

1. **Validation** – First thing, the program checks to make sure all the required fields are present in the spreadsheet and that the spreadsheet is in the correct format.
2. **AIMS** – AIMS is our inventory management system. The system uses the product information you have given in the spreadsheet to make sure the product is setup in inventory. It then updates the copy information you provided in the spreadsheet. The style and color of your product must match the UPC catalog.
3. **Image Retrieval** – The program uses both the site parameters and the image information you've provided in the spreadsheet to retrieve the image and store in our asset management system. It automatically links the images to the product information we store in AIMS. This allows us to get your product on the web store quickly.

BASIC AUTH URLS

When we retrieve your image, the program uses a URL format called HTTP Basic Authentication, or basic auth. The following format is used:

```
<protocol>://<userid>:<password>:@<domain name>:<port number>/<file path>/<file name>
```

You should remember giving us some of this information in your site parameters. For example, Jane Doe Fashion might have provided Dillard's with the following information on eBiz:

- Protocol: HTTP
- Domain: janedofashion.com
- Port: 443
- Email: dillards@janedofashion.com
- Password: Dillards1

Then in the spreadsheet, Jane Doe Fashion has said that the image for a handbag is located at the following address:

- File path (row 22): janedofashion.com/dillards/
- File name (row 23): handbag.jpg

Our web service constructs the following:

```
https://dillards@janedofashion.com:Dillards1:janedofashion.com:443/dillards/handbag.jpg
```

If our web service doesn't see an image at that address, then you'll receive a FileNotFound error.

HOSTING YOUR IMAGES

If you are not currently hosting your images, you have several options.

For HTTP hosting, we recommend SmartFile (www.smartfile.com). Another popular option is Dropbox (www.dropbox.com).

You may also wish to explore your options with FTP (File Transfer Protocol). FTP can make filling out your spreadsheet much easier as it gives you more control over the file paths and locations of your images.

Be sure to discuss HTTP and FTP hosting solutions with your IT department.

COMMON ERRORS & TROUBLESHOOTING

Below are some typical errors and fixes that we see when validating the spreadsheet and trying to retrieve images.

CLIPPING PATH

If your spreadsheet is having trouble validating, check to see what the last column in the sheet is. If the last column isn't **Clipping Path**, then the spreadsheet won't validate. Delete any content from all rows after the last Clipping Path row. *Note: Do not alter any content in column A.*

COPY INFORMATION ONLY

If you're trying to load copy information only, make sure that your spreadsheet still ends on Clipping Path, but delete all image information in the rows. Make sure there isn't any text in the column after **Row 15**.

IMAGE VIEWERS

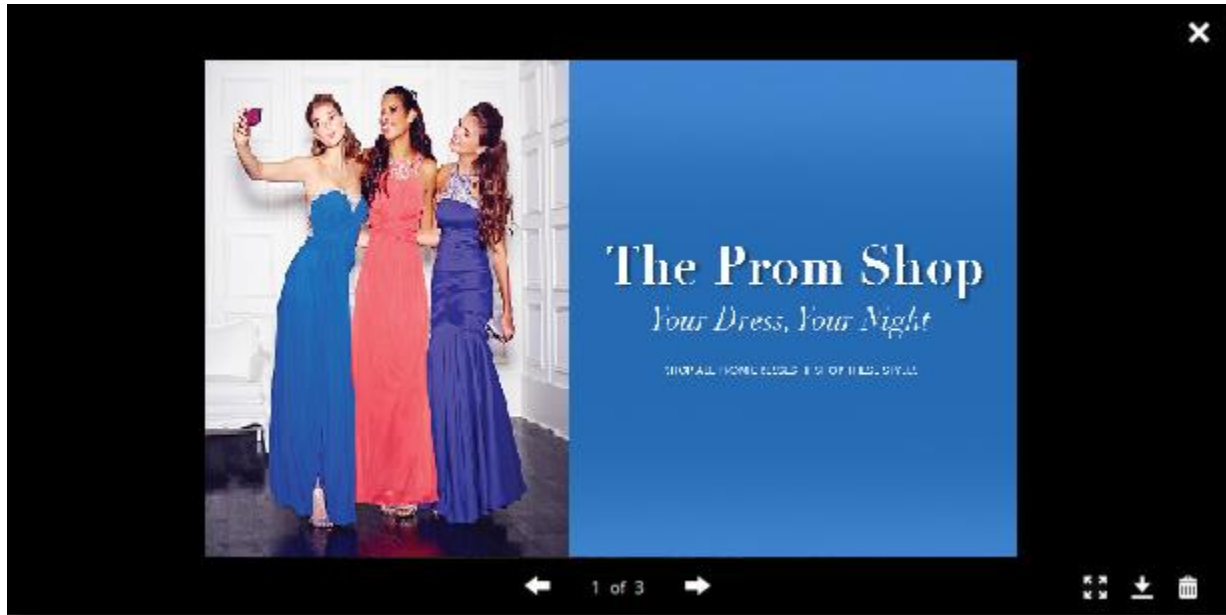
You must give us URL to the *actual location* of your file. Image viewers in some content management systems can make that tricky.

An image URL typically looks like this:

```
https://dillards.com/images/logo.jpg
```

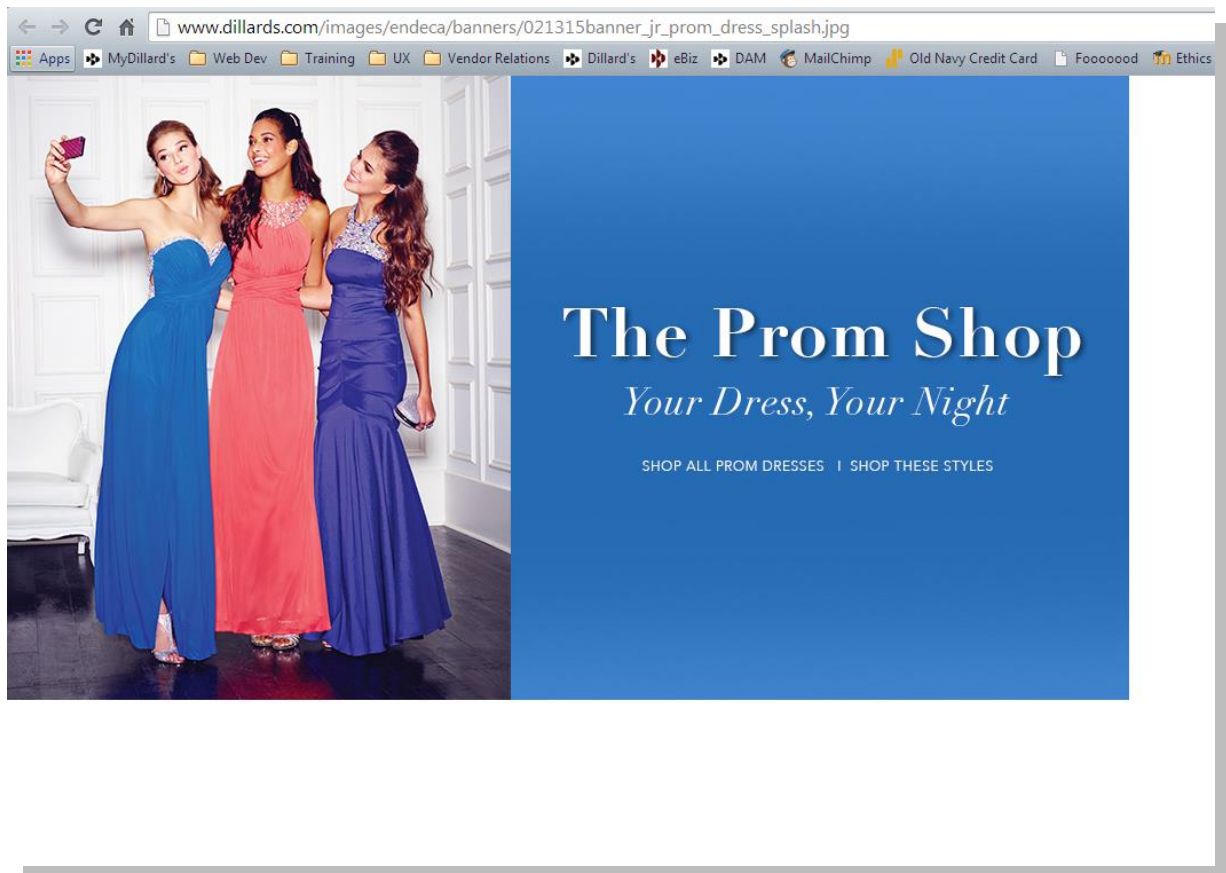
If the URL does not end with the image name followed by a ".jpg", the URL is probably not correct. This might be because your URL is pointing to an image viewer.

What an **Image Viewer** looks like:



Notice the black edges and the remaining controls on the screen. **This is not the URL to your image.**

What you're looking for:



Notice how this page contains only the image on the screen. The image will be located in the top-left corner and have white space surrounding it. This is how you know you've located your image in the browser. Use the URL at the top of the page to fill in rows 22 and 23 on the spreadsheet.

WAYS TO GET TO THE IMAGE LOCATION FROM AN IMAGE VIEWER

There are a few ways that might work to allow you to get to the image from the image viewer.

- Right click on the image. Select **Open Image in New Tab**.
- Right click on the image. Select **Get Image URL**.
- In some content management systems, you might have the option to click **View Original**.

TESTING WITH BASIC AUTH URL FORMAT

Use the following steps to make sure that your new URL will work on the web service:

1. Open a new browser. If you're in Google Chrome, click the three bars on the top right of the screen, and select **New Incognito Window**. If you want to stay in your current browser, log out of all systems and websites.
2. Look up your Image Site Parameters in eBiz. Enter your information in the following format:
`<protocol>://<userid>:<password>:@<domain name>:<port number>/<file path>/<file name>`
3. Use the file path and file name in your spreadsheet rows 22 and 23 to fill in the last two places.
4. Double check that all punctuation is correct. There should be a colon and two forward slashes (://) after the protocol, a colon (:) in between the username and password, a colon and at sign (:@) in between password and domain name, a colon (:) between domain name and port number, and forward slashes (/) between the port number, file path, and file name.
5. Hit enter on your keyboard. Do you see your image? If not, then there will still be errors when you upload.

DROPBOX WORKAROUND

If you host your images using Dropbox, there are few steps you need to take to get the actual location URL of the images.

1. Click on the image you want to share. This should bring up the image viewer.
2. Click the **Share** button. It looks like chain links.
3. You should see a URL that you can copy. Paste that URL into a spreadsheet or word processor.
4. Replace "www.dropbox.com" with "dl.dropboxusercontent.com".
5. Remove any characters in the URL after ".jpg". Normally, you'll have to remove "?dl=0".
6. This is your final URL. Paste the URL in your browser to test if it works.
7. If the image will popped up on the screen, use that URL in your image spreadsheet.

Note: The image name might not be what you named it. This is okay. In your spreadsheet, the image name will be whatever comes before the ".jpg" in the URL.

BOX.COM WORKAROUND

You must have a paid account on Box.com for this process to work. If you have a paid account, to get the location of your image, do the following:

1. Click the image you'd like to use.
2. Click the share icon. It looks like a chain link in the top right corner of the viewer.
3. At the very bottom of the menu, you click **Direct Link**.
4. Use the URL given to fill out rows 22 and 23 of your spreadsheet.

Further instruction can be found online in the Box.com documentation:

<https://support.box.com/hc/en-us/articles/200519908-Direct-Linking-to-a-File>

If you do not have a paid account for Box.com, you must upgrade your account. If you must have a free solution, check into Dropbox (www.dropbox.com) as an alternate host.