

Vendor K-Link Troubleshooting Guide



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General Issues

*If you are still running into issues after completing the troubleshooting steps, please contact **K-Link@kohls.com** and include screenshots or a video of the issue.*

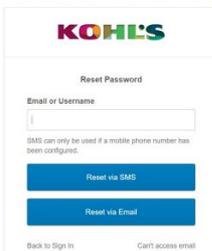
Resetting Your K-Link Account Password

Quick Reference Guide - Forget Password

Step 1: Click Forget Password?



Step 2: Enter registered email and Select either "Reset via SMS" (if set up mobile number with your account) or "Reset via Email"



Step 3: Check your Email or Texts for link to reset password

User registered successfully Please check your inbox for instructions on setting up your credentials

Step 4: Answer Security Question that were set up from initial registration

Step 5: Enter new password

If you are not receiving the Reset Email or Text, please contact k-link@kohls.com and the team can try to resend it. For any additional login support, such as security questions, please call the EOC at 262-703-1515 and open an incident ticket. The K-Link team is unable to assist in that capacity.

- Follow the directions on the Quick Reference Guide - Forget Password. This document can be found in K-Link under *Resources>Digital>K-Link Guides & How-To>General K-Link Quick Reference Guides*
- If you are not receiving the Reset Email, please email k-link@kohls.com and we can resend the Reset Email to you.

The K-Link email box is **unable to assist in the security question** reset process for legal reasons. Please call the EOC at 262-703-1515 and open an incident ticket. The ticket should be assigned to the EC Vendor Portal Team.

Disappearing Merchant Group

We occasionally experience a system issue that prevents vendors from searching for certain Merchant Groups. To locate an impacted Merchant Group, please follow the steps below for a workaround:

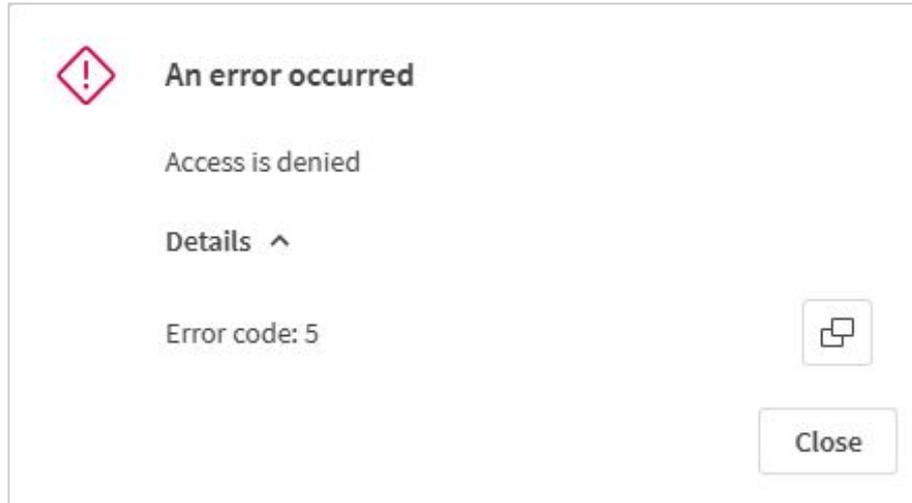
1. Log in to K-Link and select Global Search (the magnifying glass in the upper-right corner).
2. In the first column, enter your Department Number using the department dropdown.
3. In the second column, enter your Vendor Style Number in the Vendor Style # field.
4. In the lower-left corner, change the View to Merchant Group, then select Search.
5. When the results screen loads, click directly on the Merchant Group name.
6. This will take you to the Images/Sample tab for the selected Merchant Group.

The image shows a sequence of three screenshots illustrating the search process in K-Link:

- Left Screenshot:** The search form with red callouts 1 through 4. 1 points to the search icon, 2 to the Vendor Style # field, 3 to the View By dropdown (set to Merchant Group), and 4 to the SEARCH button.
- Middle Screenshot:** The search results page for 'Department: 19-TEST DEPT' and 'Vendor Style # STYLE A'. A green box highlights the 'MERCHAND GROUP NAME' column, and a green arrow points to the entry 'FOSSIL INC_19_DEMO GRO...'. The status for this entry is 'Under Vendor Review'.
- Right Screenshot:** The 'Images and Samples' tab for the selected Merchant Group 'FOSSIL INC_19_DEMO GROUP 77'. A green arrow points to the group name in the breadcrumb navigation at the top.

VENDOR STYLE	DESCRIPTION	KOHL'S STYLE ID	CP ID	COLOR
STYLE A	DEMO STYLE A	30061157	7803412	3 colors
STYLE B	DEMO STYLE B	57908540	7803412	ORANG
STYLE C	DEMO STYLE C	29165955	7803412	2 colors
STYLE D	DEMO STYLE D	66718596	7803412	BROWN

Qlik Access Error



- You may encounter the error above if you attempt to access Qlik Reporting on the **same day you register for a K-Link account**. Kohl's security access lists are updated overnight, and Qlik Reporting requires up to 24 hours after registration to fully sync with your user profile.
- Please wait overnight and try accessing Qlik Reporting again once the 24-hour period has passed.

Qlik Reporting Questions

- If you experience issues accessing specific reports or encounter error messages in Qlik, please contact mpa.reportingssupport@kohls.com and eda-bi@kohls.com for assistance.
 - K-Link serves as an access point for Qlik reporting; however, it does not own or manage Qlik or the reports themselves. As a result, the K-Link mailbox is unable to support report-specific issues.

Use the resource below to assist

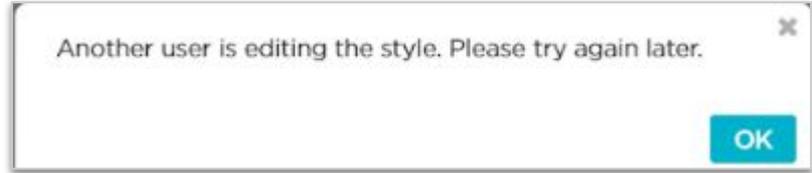
Qlik Vendor FAQ Guide

Location: *Resources > Digital > K-Link Guides & How-To > Accessing Reporting via Qlik*

Live-to-Site Questions

- If you have questions about when your items will go live, or why they are not yet live on the site, please contact your Merchant partners and/or io-digitalsolutions@kohls.com. They can address your questions and, if needed, further investigate and troubleshoot the issue.
 - The K-Link team cannot advise on live-to-site inquiries

Merchant Group Ownership Issues



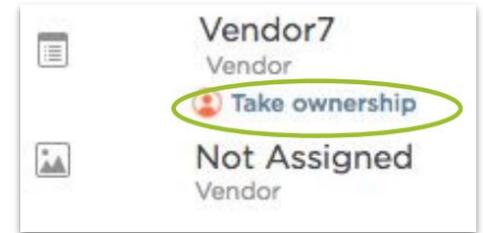
If you receive the error message above while attempting to input attributes, upload images, or flip sample toggles, you may not have taken ownership of the merchant group attribute or image timeline before attempting to edit. You will not be able to take action on styles unless you have taken ownership first.

To resolve this issue:

1. Take ownership of the merchant group attribution timeline or the image timeline depending on what you are trying to edit.
 - a. You can take ownership either by clicking the large blue "Edit" button next to the status, or by clicking the "Take Ownership" link that appears under the Assigned To column.

PRODUCT LAUNCH DATE	MERCHANT GROUPS	ASSIGNED TO	DUE DATE	STATUS
11/29/2018	FOSSIL INC_19_OTHERFOSSILMG Styles: 1 SKUs: 1	KOHLS Test Vendor1 VU	01/02/2019 01/02/2019	SUBMITTED IN PROGRESS

Attribute Timeline Icon Image Timeline Icon



Use the resource below to assist

Finding & Taking Ownership of Merchant Group

Location: Resources > Digital > K-Link Guides & How-To > General K-Link Quick Reference Guides

Attribution Issues

If you are still running into issues after completing the troubleshooting steps, please contact K-Link@kohls.com and include screenshots or a video of the issue.

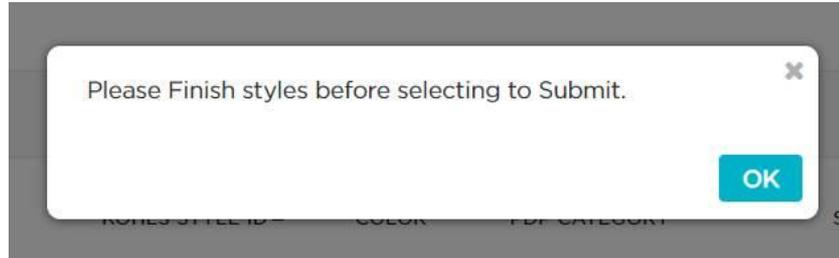
Merchant Group Clocking and Won't Load



You may click into a Merchant Group (MG) and experience continuous loading like seen above. If this occurs, please reach out to your merchant partners, as it may be due to one of the following reasons:

- **Option 1:** The merchant partners have not yet sent the styles in the Merchant Group to the vendor side. Styles will not be visible to the vendor until they have been sent to them.
- **Option 2:** One or more styles are on **UPC hold**. Styles will remain unavailable to the vendor until all UPC holds are resolved.

Finish Styles Before Selecting to Submit Error Message

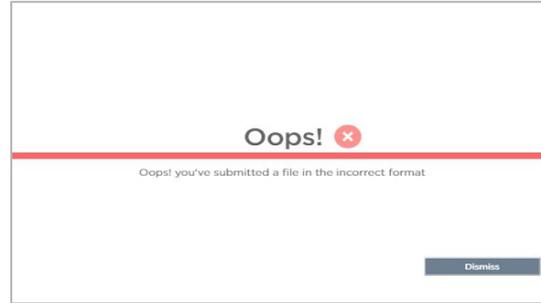


*If you attempt to submit attributes for styles and receive the error message above, it means that one or more of the selected styles are still in **“In Progress”** status. These styles must be completed before they can be submitted back to Kohl’s.*

To resolve this issue:

1. Identify and select the styles that are showing an **“In Progress”** status.
 - a. Use the **caret (dropdown) next to the style status** to group styles by status. This is especially helpful when working within a larger Merchant Group.
2. Select the **Mass Update** button.
3. Once the next screen loads, click the **Finish** button in the upper-right corner.
 - a. If any fields are highlighted in **red**, complete the required attributes.
 - b. If nothing is highlighted in red, the style status should automatically update to **“Ready to Submit.”**
4. After all styles are in **“Ready to Submit”** status, you should be able to successfully submit them back to Kohl’s.

Export to Excel Error Message: Oops! You've submitted a file in the incorrect format



If you receive the error message above when submitting attributes, it indicates that the file was downloaded before Kohl's made updates to the attributes in the system. Internal Kohl's attribute updates may occur daily, so files should always be imported back into K-Link on the same day they are exported.

To resolve this issue:

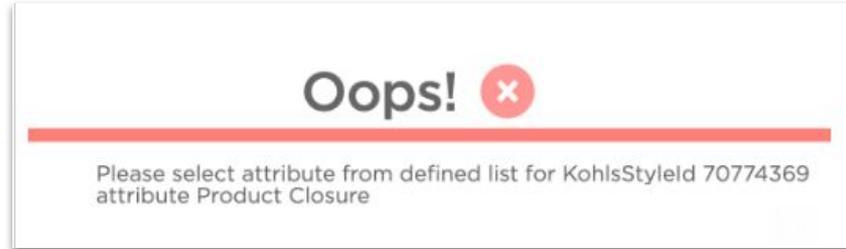
1. Please export a new sheet out of K-Link, input your attributes, save, and reupload it into K-Link within the same day.

Use the resources below to assist

Export to Excel Attribution: How-To

Location: [Resources](#) > [Digital](#) > [K-Link Guides & How-To](#) > [Attribution Quick Reference Guides](#)

Export to Excel Error Message: Please select attribute from defined list for KohlsStyleId XXXXXX



If you receive the error message above when submitting attributes, it may indicate an issue with one or more attribute values entered. Review the error details listed after the KohlStyleId (e.g., the error above indicates an issue with “Product Closure”).

To resolve this issue:

1. Ensure that the attribute value was selected from the designated dropdown list on the cell and not free-typed or copy-pasted.
2. If you did step 1 and you are still receiving the error, please export a new sheet out of K-Link, input your attributes, save, and reupload it into K-Link within the same day.

Use the resources below to assist

Export to Excel Attribution: How-To

Location: [Resources](#) > [Digital](#) > [K-Link Guides & How-To](#) > [Attribution Quick Reference Guides](#)

Need to Update Attributes that are already showing as Submitted and Approved?

- If you need to update attributes that are already in **Submitted** or **Approved** status, please contact your Merchant partners with the updated copy. They will need to submit a **Copy Update Request Form** to Written Content so the required attributes can be manually updated on the live site.
 - **Pro tip:** Attributes can only be updated by vendors directly in K-Link while styles are in **New, In Progress, Ready to Submit, or Rejected** status.

Image Issues

If you are still running into issues after completing the troubleshooting steps, please contact K-Link@kohls.com and include screenshots or a video of the issue.

Image Name Not Matching Vendor Style Number



If you receive the error message above, it means that the image file name does not match a vendor style number within the selected Merchant Group.

To resolve this issue, follow these steps:

- Please ensure that your image file names exactly match the vendor style number as it appears in K-Link.
- Example: If the vendor style number is Style123 and the vendor color is Red, acceptable image file names could be
 - Syle123_Red_MAIN
 - Style123_Red_ALT

Use the resources below to assist

Image Upload: Naming Conventions

Location: [Resources](#) > [Digital](#) > [K-Link Guides & How-To](#) > [Image Quick Reference Guides](#)

Image Specifications

Location: [Resources](#) > [Digital](#) > [K-Link Guides & How-To](#) > [Image Quick Reference Guides](#)

Kohl's Photo & Video Specifications

Location: [Resources](#) > [Kohl's Photo & Video Style Guide](#) > [How to Upload Images & Videos](#)

Image File Name Previously Used

 FOSSIL INC_19_BEDDING SET_BRONZE_ALT_DYNAMIC.jpg

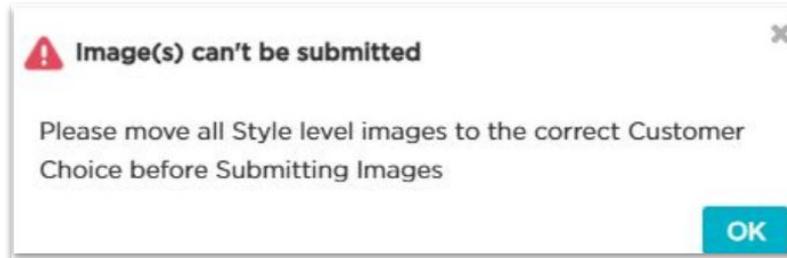
This image was previously linked to this style using the same filename. Please add '_Replace' or '_Add' at the end of the filename and re-submit

If you receive the error message above, it indicates that an image with the same filename has already been submitted to the system. Uploading a duplicate image using the exact same filename can cause internal errors on Kohl's end.

To resolve this issue, follow these steps:

- Please rename the file before uploading it again. You can add a simple suffix such as **_Replace** or **_Add** to the end of the filename (for example, image123_Add.jpg) to ensure the filename is unique.

Error Trying to Move Images



If you receive the error message above, you need to move the uploaded images to their applicable CCID or color choice. If a style has one or more color options, you will need to move the image to its matching color so the system can correctly pair the images with the colors.

To resolve this issue:

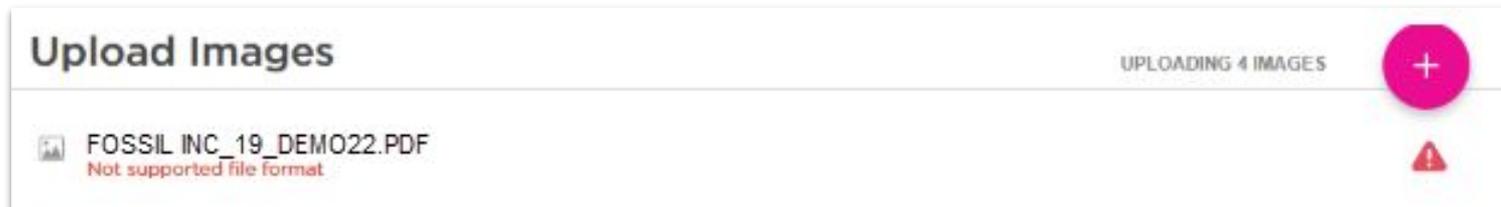
- Hover over the images sitting at a style level. Click on the orange checkbox in the top left corner of the image(s) to select.
 - If there are multiple images for a color, you can select all images at one time.
- Click the orange arrow next to the color choice box to move the selected image(s) to that color
 - All colors must be moved to their color choices before submission, or an error message will appear and images will not be submitted.

Use the resources below to assist

Image Upload: Moving Images

Location: [Resources](#) > [Digital](#) > [K-Link Guides & How-To](#) > [Image Quick Reference Guides](#)

Not Supported File Format



If you receive the error message above, your image(s) file format is not supported by the K-Link system. Only **JPEG** and **TIFF** are supported file formats.

To resolve this issue:

- Convert your image(s) to either JPEG or TIFF format and then try uploading again.

Use the resources below to assist

Image Specifications

Location: [Resources](#) > [Digital](#) > [K-Link Guides & How-To](#) > [Image Quick Reference Guides](#)

Kohl's Photo & Video Specifications

Location: [Resources](#) > [Kohl's Photo & Video Style Guide](#) > [How to Upload Images & Videos](#)

Dimensions did not meet the specification



FOSSIL INC 19 BEDDING SET BRONZE ALT DYNAMIC.jpg

Dimension did not meet the specification

If you receive the error message above, your image(s) do not meet Kohl's image requirements. Kohl's requires images to be cropped in a square format with a minimum resolution of 2000 × 2000 pixels (10" × 10" at 200 PPI). The product should fill approximately 85% of the frame, with no more than a 200-pixel border (approximately ¾ inch) between the product edge and the canvas edge.

To resolve this issue:

- Update the image(s) to meet the required dimensions and formatting, then attempt to upload it again

Use the resources below to assist

Image Specifications

Location: [Resources > Digital > K-Link Guides & How-To > Image Quick Reference Guides](#)

Kohl's Photo & Video Specifications

Location: [Resources > Kohl's Photo & Video Style Guide > How to Upload Images & Videos](#)