General Questions:

- Do merchant groups exist for all products like food items, private label and open line products?
    - A merchant group will exist for all new products Kohl's sets up a SKU number for. Vendors who have product selling on Kohls.com will see their styles in a Merchant Group and will provide copy attributes and images (or indicate a sample will be sent). If a product is just available in a Kohl's store and will NOT be sold online, the vendor would not see the Merchant Group in K-Link. You may also not see a merchant group for styles set up prior to K-Link's 2018 launch.

- How do you search for styles? How can I see which style lives in which merchant group?
    - You can use the global search feature in K-Link. You may search for items using the SKU number, CP/Web ID of the product or using a combination of Department Number and Style Number. You can learn more about global search on page 12 of the Vendor User Guide. Here is how to find global search in K-Link:

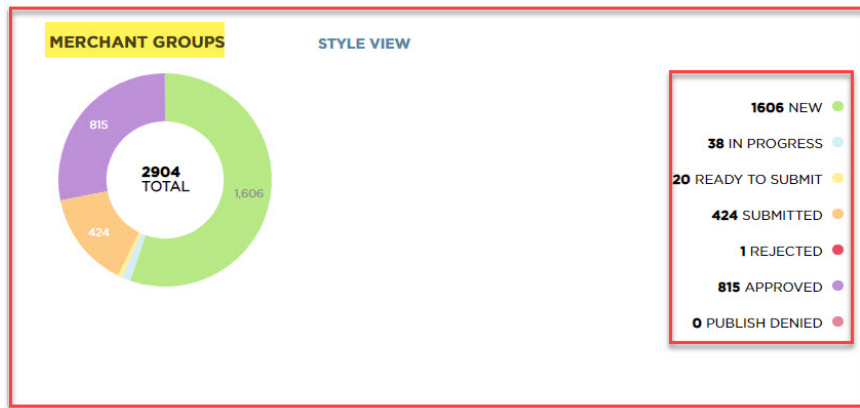- Is it possible to download the entire product catalogue from K-Link?
    - At this time, there are no catalog reports that exist in K-Link.

- Does the due date matter? How is it determined?
    - Due dates are set by the buying office to allow time for vendors to provide copy attribution and images. Typically, the buying office will pick an attribute due date that is close to the release of a purchase order. Image due dates are typically 6-8 weeks prior to the product launch date. Vendors can still access merchant groups past the due dates.

- Is the K-Link website compatible with a specific browser vs all browsers?
    - The preferred browsers are Google Chrome and Safari. You may run into slower speeds or system issues when using Internet Explorer and Firefox.

- When you take ownership from someone, is that automatic or does that person have to approve it?
    - You will get a message that pops up when you take ownership from someone else, however that person does not need to approve it and you should have access to the group immediately upon taking ownership.

- If old, non-go-forward product still shows in my merchant group, can we get that deleted?
  - Reach out to your merchant team if you see product that is not yet attributed and will no longer be available. They can delete entire merchant groups, or move styles off an existing merchant group and mark those styles for deletion.

- How accurate is the info on the pie chart on the main page?
  - The pie chart on the home page, under the merchant group widget, will give a breakdown of the statuses for the attribute timeline only. It will not represent statuses for the image timeline. If you want to get a better idea of statuses of both timelines, it is best to use the filters on the merchant group landing page.

- When I hit the 3 meatballs and download that excel document, how do I re-upload it?
  - You cannot reupload it to K-Link. This document provides basic merchant group information such as style number, vendor color and SKU number. You can use this report to name your images for your merchant group and obtain your SKU numbers to load inventory into DSCO (if you are a direct ship vendor).

- Is it possible to have no merchant groups? I am not seeing anything listed.
  - Yes, it's possible. Styles that are still being set up or in store only styles will not have merchant groups. If you think you should have merchant groups, please reach out to our team.

- Can you upload images and videos through Salsify?
  - Currently there is no integration between K-Link and Salsify. All images and videos must be uploaded directly into K-Link.

Attribute Questions:
- Is there a limit of items? I noticed if I select more than 100 it runs really slow.
  - There is no limit to the number of items in a merchant group, but merchant groups with high style counts may run slower.

- The list of items I have is very long and makes the grids cumbersome and very difficult to work with. Is there anyway for Kohl's to remove the items from the list that are complete?
  - Your buying team is able to move items off a merchant group onto a new group. You may reach out to them with this request.

- What if I can't find an applicable value in the 'Specific Product' drop down?
  - You can also select "No Value" to continue on with attribution. If you would like a specific product value added, please let your buying office know.

- Is there a way to bulk update?
  - Yes, you can use the mass update option or attribute grid view. These are the best two options for bulk attribution. See pages 35-37 in the vendor user guide for step by step instructions on how to bulk update attributes.

- Everytime we work on this excel file it takes too much time to open. Is this a K-Link issue or could this be our internet/device?
  - This is likely due to the internet connection, the version of excel on your device, or the size of the merchant group. Always ensure you are downloading a macro-enabled excel file.

- If you download the spreadsheet, and you're not done filling it out, you should then upload it the same day and then download it again the next day to finish filling it out? And the work you did yesterday will all be there?
  - Correct! This will ensure your work is saved in the system and ensure that no updates to the excel document were done overnight. Any work you save within K-Link will be there the next day.

- The same excel that pops up when we hit export is what we would fill out and upload?
  - Yes, this document is where you would provide attributes and is the only format that can be uploaded back into the system.

- If you export, can you drag down the attributes in excel and then import them back in?
  - We do not recommend doing this as each style can have a different PDP category which will drive the attribute values. This can throw an error when you try to upload the excel file back into K-Link.

- If an item is complete, does it get posted and remain in the group if there are other items on the list that aren't complete?
  - Yes, each style can have it's own status, so your merchant group can have a variety of statuses.

- Is Recommended Title reviewed by the buying team once we submit it in K-Link?
  - No, the item production team reviews all attributes. The buying team will see them when they go live on Kohls.com and may make updates to the title as needed.

- I have item numbers that will have the same attributes for all except for sizes and widths. Is the grid the fastest way to attribute?
  - Yes, grid view will allow you to select all styles, enter the value once and have it apply to all styles. You can also change individual values within this view.

- For products with recycled materials, I have been including the GRS Certificate number along with the other sustainable attribute details. I do not see anywhere I can add a copy of the Certificate. Please confirm the Certificate number will suffice.
  - You will just need to keep providing the certificate number.

- For bedding it asks "Twin Pillow Size: H x L x W" (or similar). Are we required to put "Twin Pillow Size: 20 x 30" or just 20" x 30"
  - When providing piece dimensions, it is always best to include as much information as possible. While writing size out before the pillowcase size will likely not cause a rejection, not including how many pillowcases are included when purchasing will get a rejection. Example: (2) Standard Pillowcases 20"x30" or (1) Standard Pillowcase 20"x30".

- If my item is a set, the size dimension should be placed in which attributes? Does it need to be specified?
  - This can depend on what category you are providing attributes for. If you do not see an option to provide size within the attribute list, you can always include this in features/special features as all styles will have this type of attribute field.

- What are the customer facing attributes?
  - The attributes you're required to enter are customer facing. They're gathered to create product pages and used for site navigation.

- Are the attributes where copy and keywords for Kohls.com gets input? Or does kohls write their own copy?
  - Both! The digital writers use the information in the copy attributes to write the product copy on Kohls.com. Our digital merchandising team also uses those attributes to help with site navigation and findability.

- How do you know if a product's attributes are accepted? I have some products that state "complete" or "approved" but they are not on Kohls.com yet.
  - Once your status is in complete/approved your attributes are accepted. Your product will go live once the page has been built and inventory is loaded into DSCO (direct ship only) or inventory has hit the EFC's. If you think a product should be live but isn't, please reach out to your buying team.

- My styles are being rejected for size attribution, which we have entered.
  - The comments on the rejection note should provide more details on why something was rejected. If this is not the case, please reach out to your buying office with questions on your specific product.

- Can I update attributes after we go live?
  - No, once attributes are in complete/approved status you must submit all changes to your buying office.

- Will old styles that were set up prior to K-Link ever be available in K-Link so we can go in and update with new images and content? Or we have to continue to reach out to our merchant team to update?
  - Once items are live on the site, the only way to get them updated is to reach out to your buying office, whether the item lives in K-link or not.

Image Questions

- What are the requirements for sending images?
  - Under the Guides & How To's section of K-Link, there is a quick reference guide for image specifications that will give all image requirements.

REPORTS   PRODUCT   RESOURCES

SUPPORT & TRAINING

My Profile

Guides & How Tos

FAQS

Contact Us

Quick Reference Guides

- Add Additional Vendor Names to Account (Last Updated: 11/01/2020)
- Asset Maintenance / Ad hoc Image Upload (Last Updated: 11/01/2020)
- Forget Password (Last Updated: 11/01/2020)
- Four Ways To Attribute (Last Updated: 11/01/2020)
- Image Upload (Last Updated: 11/01/2020)
- Image Specifications (Last Updated: 11/01/2020)
- Managing Email Preferences (Last Updated: 11/01/2020)
- New K-Link User (Last Updated: 11/01/2020)
- Vendor Admin Access (Last Updated: 11/01/2020)
- Video Upload (Last Updated: 11/01/2020)
- Who To Contact (Last Updated: 11/01/2020)

- How do I upload images to my Merchant Group for Kohls.com?
  - You would enter the image timeline and use the pink "plus" button on the top right to bulk load images for that merchant group. For more information on this process, please visit the Guides & How To's section of K-Link and reference the Image Upload quick reference guide and/or video on image load.

⋮	12/31/2018	AUTOMATE TEST_19_HALLOPATHI2018 Styles: 1 | SKUs: 1	🗎	Not Assigned	01/16/2019	NEW	EDIT
			🖼	Test Vendor2 VU	01/16/2019	NEW	EDIT

🏠 > Merchant Groups > **AUTOMATE TEST_19_HALLOPATHI2018**

DEPARTMENT	VENDOR	BRAND	GROUP DESCRIPTION	ATTRIBUTE DUE	IMAGES DUE	COUNTS
19 - TESTING DEPARTMENT.	AUTOMATE TEST	TEST BRAND 01	AUTOMATE TEST_19_HALLOPAT...	01-16-19	01-16-19	CC: 1 | SKUs: 1

Attributes | **Images and Samples**

+

| VENDOR STYLE	IMAGES	STATUS	COMMENTS
HALLOPATHI-01 nrfcolorcodesaving issue CCs: 1 | Images : 0 | Due: 01-16-19	Kohls.com Samples Sent for Entire Style ⬤ Add Image	NEW	💬

Submit

- How do I name my images so they load properly in the Merchant Group? Will this work when all items are color "multi"?
  - The image file name must be the style number as it reads in K-Link. You can add vendor color after the style number if you'd like the image to flow to the customer/choice color line. Example: Style_Vendor Color, Style_Vendor Color_Alt. See page 53 of the vendor user guide for more information.

- For naming dimensions on shoes, do you require the image type within the name? For example Style#_Color_Top or Style#_Color_Outsole?
  - No, the only requirement is Style Number.

- You used to have to name a "main" image. Is that no longer required?
  - This is no longer a requirement.

- I will need to add the colors on each style number so the images upload correctly. How does that information get uploaded?
  - If you have multiple colors that live under one style number you can add in vendor color (Style Number_Vendor Color). This will allow your images to flow down to the correct color line when uploaded into K-Link.

- Is there a way to upload a generic image to everything in the merchant group without renaming it for every style?
  - Each style within the merchant group needs to have an image. If you have an item (ex. bedding) that uses the same image across multiple styles/sizes, you can load in all main and alt images under one style number and just load the main image under the rest of the style numbers.

- When I add imagery and leave a comment, are those getting read?
  - If someone goes into the merchant group and sees the comment they will be read, but comments do not work as a chat feature. Users are not alerted when a comment is entered.

- Will all images uploaded and approved be on the product page?
  - Our digital asset specialists will use the photo style guide to determine which images they will use on the site. If you'd like to review the style guide for your product category, you may do so in resources within K-Link.

- Will you receive an email if an image is rejected and needs to be updated?
  - As long as your email preferences are on, you will get an email when an image is rejected.

- Does Kohl's have a photo studio option for products?
  - Kohl's does have a photo studio. If you are unable to provide an image for your product, please work with your buying office to discuss sending samples to be shot at the photo studio.

- Are we able to go back to approved merch groups and make image updates?
  - Yes, as long as you have the blue edit button on the image timeline.

- If I do not have the blue edit button on my image timeline, who do I reach out to?
  - If the group is already approved, please reach out to k-link@kohls.com and we can unlock the timeline for you. If the group is NOT yet approved, you can take ownership from the previous user and add in images.

- If we need to change an image, can we also delete an image and add the new one?
  - Deleting images out of K-Link does not remove them from the website. If you would like an image removed from the site, please alert your buying office.

- How do I load images for product that is not in a Merchant Group (set up before K-Link launched)?
  - Images for legacy product can be loaded in through Asset Maintenance. To access Asset Maintenance, select Product in the top navigation and hit Asset Maintenance. Within that landing page you can click on Kohls.com image, fill out the information and upload the image. Images will not be saved in K-link.
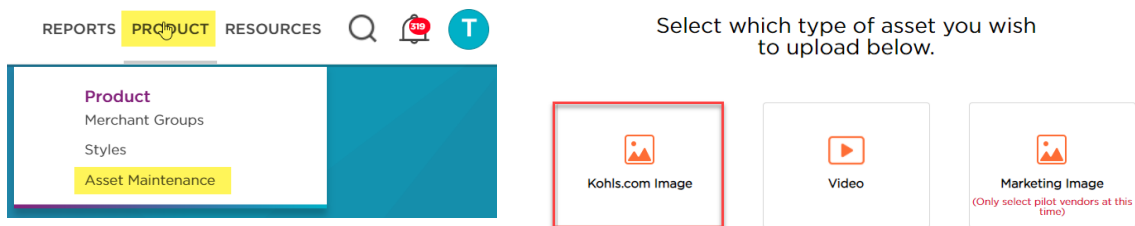

- How do I name my images for legacy products loaded into asset maintenance?
  - You would name these the same as you would for merchant groups. The image file name must be the style number as it reads in K-Link. See page 53 of the vendor user guide for more information.

- Where do we load images such as lifestyle images that might apply to multiple items?
  - If these images will be used on Kohls.com, they can be loaded into the merchant group. If they are for marketing, they will need to be sent to your buying office.

- Can you delete old imagery for legacy skus?
  - If your image is live on the site and you would like it removed, please alert your buying office.

- When will Kohl's be able to accept lifestyle images where the product is layered over another image?
  - There is currently no timeline for layered lifestyle images on the site.

Video Questions:
- How do you load videos?
  - To load videos, navigate to Asset Maintenance in the Product dropdown via top navigation. From there select Video and follow the steps to load videos. You can find the video specifications and how to load videos in the Guides & How To's section of K-Link.
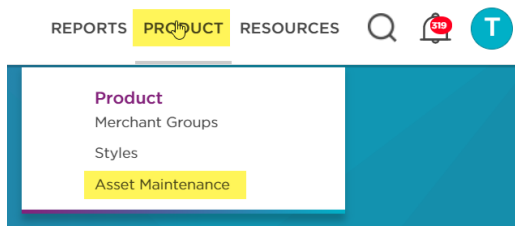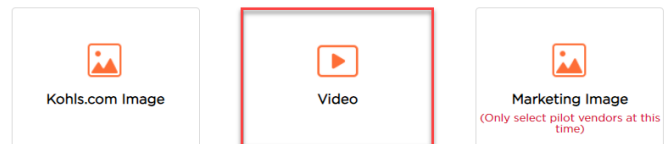
- Is there a naming convention for videos?
  - No, they can be loaded in under any filename.

- If we have updated videos with CC text to follow, can that all be sent at the same time through the video link? If yes, what format for the script?
  - We currently do not have the capabilities to have CC text over videos but it is something the digital asset team is looking into.

- What are the video specifications?
  - Videos must be a minimum size of 1280 x 720 pixels (16:9 ratio). You can find the video specifications and how to load videos in the Guides & How To's section of K-Link.

Support

- What was that K-Link support email? If I have any specific questions, is there a person that I can talk to?
  - You can use the Contact Us button in K-Link or email us at k-link@kohls.com. This mailbox is monitored during regular business hours. You can expect a response back from our team within 24-48 hours.