

Countrywide

SKUlibrary HELP GUIDE

A QUICK START HELPGUIDE FOR USING

SKUlibrary



HELP GUIDE CONTENTS

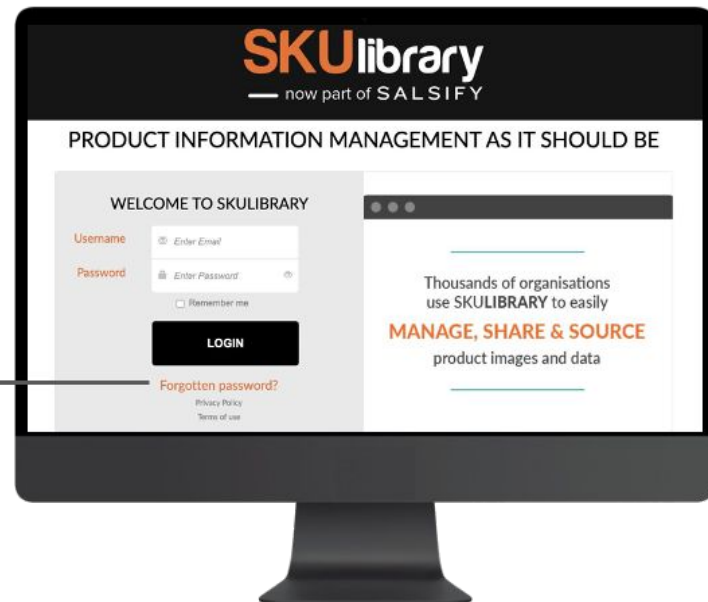
1. Sign Up and Log In
2. Understanding the Landing Page
3. Mandatory Attributes
4. Image Requirements
5. Uploading Images
6. Submitting your Products for Approval
7. Rejected Products
8. Quarterly Pricing
9. FAQs and Further Assistance

SIGN UP & LOGIN

Once your products have been requested by Countrywide to be enriched, they will be added to SKUlibrary and your account will be created.

If you don't have an account or would like to add additional users, please submit a [support request](#).

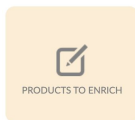
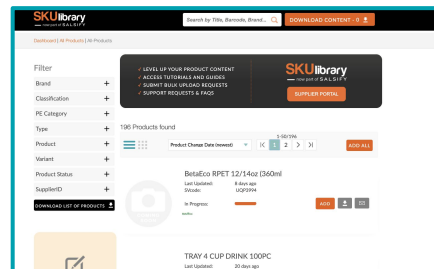
Log into SKUlibrary at go.skulibrary.com/login. If you've forgotten your password, click on **Forgotten password.**



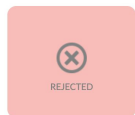
UNDERSTANDING THE LANDING PAGE

Upon login, you'll be taken to the landing page where you can view all products currently requested via SKULibrary.

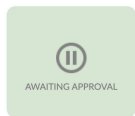
Use the tiles on the left hand side to guide you:



Products to enrich - These products need additional product data, including EAN, CTN GTIN (TUN), product description, dimensions, pricing, and images.



Rejected products - These products have been reviewed and require editing before they can be resubmitted. Please click on the product to view the specific rejection reason.



Awaiting approval - These products are in Countrywide's queue to review. You'll be notified via email once they're approved or rejected.

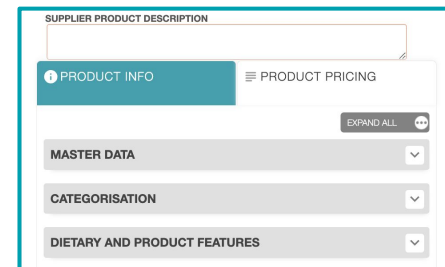
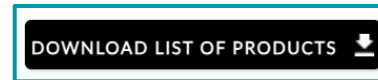
UNDERSTANDING THE **LANDING PAGE**

You can download a list of all your products by clicking on the **DOWNLOAD LIST OF PRODUCTS** button to the left of the screen. To view products awaiting enrichment please click the **AWAITING APPROVAL**.

To update a product, click on a product title or image to open the product, or submit a request through the [Supplier Portal](#) to update multiple products in bulk.

Once you have clicked a product, you can upload images and add requested data attributes. Please ensure you complete all mandatory attributes before submitting products for approval. If any of these are missing, you will not be allowed to submit your product. Omitted attributes will be highlighted in red on the top right of the page.

You can view the full list of mandatory attributes on the [Supplier Portal](#).



- Supplier product description must be populated
- Gst applicable must be selected
- Carton Length MM must be populated
- Carton Height MM must be populated
- Carton Width MM must be populated
- Carton Weight KG must be populated
- Size must be populated
- Layers per Pallet must be populated
- Cartons per Layer must be populated
- Total Cartons per Pallet must be populated

MANDATORY ATTRIBUTES

Countrywide requires products to have the below attributes in order for them to be approved and published:

- Supplier Product Code
- Supplier Product Description
- Single Product EAN
- CTN GTIN (TUN)
- Brand
- GST Applicable
- Pricing
- Carton Size
- Carton Length (MM)
- Carton Height (MM)
- Carton Width (MM)
- Carton Weight (KG)
- Cartons Per Layer
- Layers Per Pallet
- Total Cartons Per Pallet

For the most up to date list of Mandatory Attributes, visit the [Countrywide Supplier Portal](#).

If you wish to update product attributes in bulk, please submit a [Countrywide Bulk Upload Form](#) on the supplier portal.

Note: Zeros (0) are NOT valid in the carton information, please provide the correct values as the products will not be approved with zeros in mandatory fields.



IMAGE REQUIREMENTS

Countrywide require images to meet the below specifications in order to be uploaded in SKULibrary:

- PNG or JPG format
- Minimum size: 1200 x 1200 pixels
- All products must have a Product Image (Hero 2D Image slot in SKULibrary)
- All products must also have a Supplier/ Brand logo image

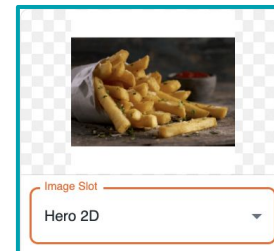
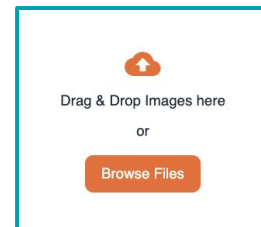
UPLOADING IMAGES IN SKULIBRARY

In the Product View you can upload a product image by dragging it over the **Drag & Drop Images** box and releasing.

Alternatively, click on **Browse Files** and select the image from your computer.

Once the product image has been uploaded, you will be required to assign a slot to the image, according to the type of image. Choose the relevant image slot from the dropdown menu under each image.

All products **MUST HAVE** a Product Image (Hero 2D).



UPLOADING IMAGES IN BULK

You can also submit a request to our team to upload images in bulk to the Countrywide catalogue. Please use the Submission form on the [Supplier Portal](#).

To ensure accurate uploads, please name each product image with its respective **COWD_1234** code. This code is the internal unique Countrywide code for each product, this will ensure that the images are uploaded to the correct products.

For brand logos, please specify any products to which the logo does not apply.

You can submit the product images either by a file-sharing link or by attaching a file with the images.

Product Bulk Upload

[Bulk Upload Instructions](#)

Download link

Please ensure that your link is accessible so our team can access. If you have multiple links, these can all be added here, separated by a space.

File Upload


Browse Files
Drag and drop files here

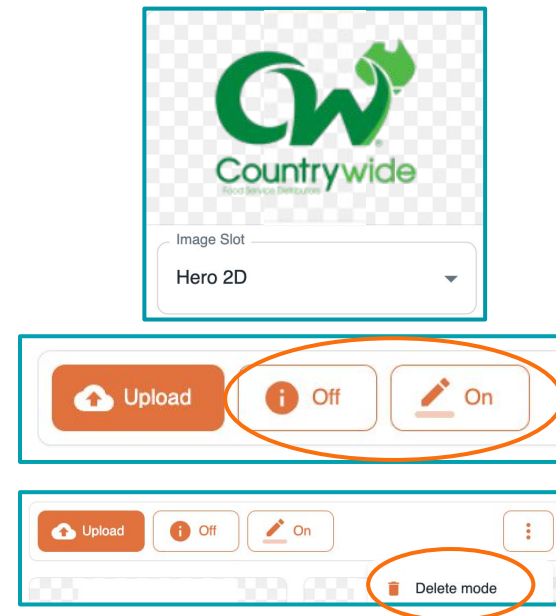
Upload your files here, max 10 files, 20MB

UPLOADING IMAGES

An image with a valid clipping path will appear with a checkered background all the way to the edge of the product to indicate that the background has been removed and the product has been cut out. This allows the product to be used by Countrywide in promotional material.

The clipping path and image information can be turned on and off by toggling between the info and path icons.

If you'd like to delete an image, click on the three orange dots and select Delete Mode. You can select one or multiple images to delete from the product.



SUBMITTING YOUR PRODUCTS FOR APPROVAL



If you want to save your changes and return to the product later, click on the orange **SAVE MY WORK** button. If you have completed all the required changes and want to submit your product, click on the green **SUBMIT TO COUNTRYWIDE** button.

A product cannot be sent for approval if mandatory data is missing. Any missing mandatory data will appear in a red error box at the top of the product information.

Once your product has been submitted for approval, the images and data will be sent to Countrywide for approval before they are published online.

To delete a product, simply click the "**DELETE**" button. If you prefer to temporarily deactivate or "freeze" a product, please reach out to the Countrywide team for assistance or contact supportanz@salsify.com.

REJECTED PRODUCTS

If your products have been rejected, you will receive an email notification.

To review the rejected items, go to the “REJECTED” tile on the SKULibrary landing page and click on each product to view the specific rejection reasons.

You can either update the missing mandatory data or images individually in SKULibrary or, if you have multiple products to update, submit a request through the [Supplier Portal](#) to update the requested/missing information.



CURRENT STATUS: REJECTED



QUARTERLY PRICING

Countrywide requires quarterly pricing submissions, which can be entered as either National or State Pricing. Submit only the List Price, excluding case deals, in 2 decimal places without GST (e.g., 54.27).

Pricing updates can be submitted individually in the product view or in bulk through the [Supplier Portal](#).

You will receive email reminders if your products have incomplete pricing for the upcoming quarter. After the pricing change deadline, access to make further pricing changes will be restricted.

If no updates are submitted by the deadline, pricing from the previous quarter will roll over. Any changes beyond the deadline must be discussed, approved, and actioned by Countrywide.

Pricing periods:

Q1 (July – September)

Q3 (January – March)

Q2 (October – December)

Q4 (April – June)

See the deadlines for the pricing updates under FAQs in the [Countrywide Supplier Portal](#).



FREQUENTLY ASKED QUESTIONS

How do I add new products?

You can request for new products to be added on SKULibrary. Firstly, you will need to complete all the product mandatory information [here](#) before submitting it to supportanz@salsify.com.

Can I upload my content in bulk?

We can assist in uploading images and data in bulk on your behalf. Please submit your content for upload via the bulk upload form on the [Supplier Portal](#).

FURTHER ASSISTANCE



If you require further assistance please email us on purchasing@countrywide.net.au or supportanz@salsify.com.

OR



You can visit the Supplier Portal for more information on requirements, FAQs, training videos and to submit a [help ticket](#).

