

Q: Are vendors just entering new products into this system or do we have to add items we have already provided SKU sheets for

[kent.ekelund@gmail.com](mailto:kent.ekelund@gmail.com)

A: Just new products

Q: Will the attribute flag you if you have not gone to the children list?

[mbell@fourhands.com](mailto:mbell@fourhands.com)

A: There is not a flag. However, if you do not get to the final level, the product specific attributes will not load. Additionally, you will not be able to publish the item.

Q: As a Rep, can I also get a separate log in to my account for a contact at the factory? That way together we can complete all of the data required. And they would have access to make adjustments as well.

[doug@thegoodrep.com](mailto:doug@thegoodrep.com)

A: Yes, multiple log-ins will be available.

Q: Should we enter in as many photos as we have available or just one photo?

[doug@thegoodrep.com](mailto:doug@thegoodrep.com)

A: One main product image is sufficient – preferably hi-res if available.

Q: Will this replace the request for hi res images from LS?

[mbell@fourhands.com](mailto:mbell@fourhands.com)

A: Not always, LS may still send a request. If the attached main image is hi-res it will limit the requests.

Q: What happens when a product is discontinued?

[mbell@fourhands.com](mailto:mbell@fourhands.com)

A: I'll ask that!

Q: Aside from re-watching the Youtube recording... will there be any other way to practice this new way of inputting new products? Is there a cheat sheet of steps that we need to make sure that we are doing when starting with this new process?

[marciegelfand@gmail.com](mailto:marciegelfand@gmail.com)

A: There are several recordings and can be watched... this webinar, category specific tutorials, and a separate bulk-load tutorial. Additionally, a training document will be available with steps and screen shots. You can also “practice” in your account and choose not to publish those items.

**Q: Will there be attributes sent in an email form to us as a vendor so we can answer questions we do not know?**

[briwizner@gmail.com](mailto:briwizner@gmail.com)

A: An email template will be sent to you from a LS buyer that will provide you with the values for certain attributes that you will need to enter into Salsify. This email will be the prompt for you to start the process for new product information.

**Q: Are there certain attributes that the LS staff will add? For example LS Collection Name**

[sfilla@sales.ashleyfurniture.com](mailto:sfilla@sales.ashleyfurniture.com)

A: An email template will be sent to you from a LS buyer that will provide you with the values for certain attributes that you will need to enter into Salsify. This email will be the prompt for you to start the process for new product information.

**Q: If everything wasn't loaded and you hit the publish button, will it reject your info**

[bobbuttonsales@gmail.com](mailto:bobbuttonsales@gmail.com)

A: Yes, but there will not be an error message. Only products that are complete will publish. Therefore it is imperative to check the readiness report before publishing.

**Q: Can two people be in the site at the same time to input data?**

[bobbuttonsales@gmail.com](mailto:bobbuttonsales@gmail.com)

A: Only if using 2 separate log-ins and not working on the same item.

**Q: When would you use this versus Living Spaces format?**

[bobbuttonsales@gmail.com](mailto:bobbuttonsales@gmail.com)

A: Once you have your account set up, LS will begin to send requests for new product selections via email.