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# HOUSE OF FRASER

## CATALOGUE & SALES SETUP INFORMATION

A GUIDE FOR SUPPLIERS

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## 1. PRODUCT CATALOGUE PROCESSING AND TRANSIT TIMES

To update your product prices and / or introduce new products you will transfer your Product Catalogue file to House of Fraser via FTP according to the following UK transit times:

### 1.1.1 Incoming > Product Catalogue

Date on Product Catalogue	Future Date on Product Catalogue Header	Next day date on Product Catalogue
UK Time Deadline	N/A	Midday *
EPoS Visibility	Date on Catalogue	Next Day Trading

\* Missing the time deadline may add an extra day to the update of EPoS

#### Note

- We will attempt to load your Product Catalogue that you send via FTP. If the load is successful you will be notified by email to the address you used on the catalogue header and your products and prices will be live on EPoS for the date specified on the catalogue header. If no date or the current date is present on the catalogue header your products and prices will be live on EPoS the next trading day.
- If you choose to use future-dated prices in your catalogue, no further price updates for an earlier date will be accepted for that product.
- It is vital your products and prices are accurate and that the format of the catalogue is correct. Product catalogue processing is done by our merchandising system and if your catalogue contains any errors with the format or data, a notification email will be sent from our merchandising system to the address you used on the catalogue header.
- If your catalogue contains errors which our merchandising system is not able to identify and send a notification, our Support team will investigate the issue and send you an email. The Support team working hours for product catalogues is Monday to Friday, 09:00 – 17:00.

## 2. SALES FILE TRANSIT TIMES

Sales files are dispatched daily.

### 2.1.1 Outgoing > Sales Report

Frequency	Daily
FTP UK Target Publish Time	Approx. 3 AM

#### Note

- Two sale files are delivered Sunday. One at approx. 3AM (Saturday's trading) and the second at approx. 10PM (Sunday's trading).
- Please note that the daily 3AM time is not a guarantee and may vary after exceptional trading days, (e.g. One Day Spectacular) or in the event of any systems downtime.
- This does not constitute a service level agreement, it is purely a guideline. If delays occur, we will endeavour to deliver the reports by 3pm the same day.

## 3. FTP

FTP (File Transfer Protocol) is House of Fraser's only data retrieval and dispatch method for the service.

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### 3.1.1 FTP Set Up

Upon registration House of Fraser will set up your FTP account and issue your username and password. Your account is exclusive and can only be accessed by you. Upon accessing your account your username and password will be validated to the root directory and the associated folders for Catalogues (Incoming) and Sales Files (Outgoing).

### 3.1.2 Select Binary Mode

For sending your product catalogue you must set your FTP client to the "Binary" transfer mode. If you send your product catalogue using an incorrect FTP mode ie "ASCII" your files will not load to EPOS.

Depending on your FTP software, most will have an "Auto" mode which will try to determine whether the file you are trying to upload is "Binary" or "ASCII" and then switch the transfer modes automatically. A potential problem is that "auto" mode does not always work. To minimise the risk of your product catalogue failing to load you must ensure that "Binary" mode is maintained as your default FTP setting.

### 3.1.3 Directory Structure & FTP Address

The directory is divided into two main folders based on the direction of the message flow ie 'Incoming' - from you to House of Fraser and 'Outgoing' - from House of Fraser to you.

The address of the FTP site is: <ftp://ftp.hofsuppliers.co.uk/>



## 3.2 FTP Service Definition

This section outlines the purpose and functions within the FTP directory.

### 3.2.1 Incoming > Product Catalogue

You will transfer your product catalogue(s) to your FTP folder for product and price updates.

To transfer your product catalogue you must select from HOF's FTP directory: **Incoming > Product Catalogue** and transfer your file from your local directory.

In accordance with our file transit times your product catalogue will be transferred from your **Incoming > Product Catalogue** and loaded to HOF's EPOS. Your product catalogue will be removed from your **Product Catalogue** folder as part of the transfer.

Please note that transfers to a different named folder e.g. ASN or Invoice will result in your product catalogue not being transferred to EPOS.

### 3.2.2 Outgoing > Sales Report

To retrieve your Sales File you must select: **Outgoing > Sales Report** and transfer your file to your local directory. You will do this manually or run an 'auto - script' to transfer the files to your back office.

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### **3.2.3 Sales Report Housekeeping Rules**

Any sales files exceeding a publication date of 30 days will be deleted from the FTP directory folder by House of Fraser. We also advise suppliers to delete their files manually from their directory folder.