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# HOUSE OF FRASER

## CATALOGUE & SALES SETUP INFORMATION

A GUIDE FOR SUPPLIERS

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## 1. CSV PRODUCT CATALOGUES TRANSIT TIMES

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

### 1.1.1 Incoming > Product Catalogue

Date on Catalogue	Future Date on Catalogue Header	Next day date on PriCat
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 the **FIRST** PriCat that you send via FTP. If the load is successful your Products and Prices will be live on EPOS for next day trading, so it is vital your Products & Prices are accurate.
- Once future-dated prices have been loaded for a product, no further price updates for an earlier date will be accepted for that product.

## 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.

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

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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 PriCat 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 PriCat file(s) to your FTP folder for Product & Price updates.

To transfer your PriCat 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 PriCat will be transferred from your **Incoming > Product Catalogue** and loaded to HOF's EPOS. Your PriCat 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 PriCat 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.

### 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.