Syndigo Supplier Support and FAQ

How to onboard accounts in Syndigo

- If you do not have a Syndigo account and have not been onboarded yet:
    1. Email onboarding@syndigo.com and cc syndigosupport@whitecap.com
- **If you have already been onboarded** and need to add user accounts or need general support:
    1. Contact Syndigo Support via the online submission form or call 855-SYNDIGO (855-796-3446)
    2. If further assistance if needed, please forward your communication with the Syndigo Support Team to syndigosupport@whitecap.com so that our internal White Cap support team may escalate

How to use Syndigo

1. Learn how to use Syndigo with step-by-step instructions and screenshots with the White Cap - User's Guide for the CXH Platform
2. Search for training videos using key words in the Syndigo Learning Hub
3. Contact Syndigo Support via the online submission form or call 855-SYNDIGO (855-796-3446)
4. If further assistance if needed, please forward your communication with the Syndigo Support Team to syndigosupport@whitecap.com so that our internal White Cap support team may escalate

How to upload products to Syndigo

1. Follow the steps in the White Cap - User's Guide for the CXH Platform to onboard products in the CXH platform
2. Refer to the Syndigo Attribute Requirements to make sure you have all the required data populated
    - Specific attribute reference guides:
        - Unit of Measure Codes (UOM)
        - Country Codes (Country of Origin)
        - UNSPSC Vertex Code Lookup (Excel Format)
3. Contact Syndigo Support via the online submission form or call 855-SYNDIGO (855-796-3446)
4. If further assistance if needed, please forward your communication with the Syndigo Support Team to syndigosupport@whitecap.com so that our internal White Cap support team may escalate

How to find the right product category in Syndigo

1. Contact Syndigo Support via the online submission form or call 855-SYNDIGO (855-796-3446)
2. If they are unable to find a category that fits your product, email taxonomysupport@syndigo.com and copy syndigosupport@whitecap.com with your category addition request

How to overcome errors when uploading products in Syndigo

1. Refer to the Help Text by hovering over the highlighted symbol in the CXH Platform:
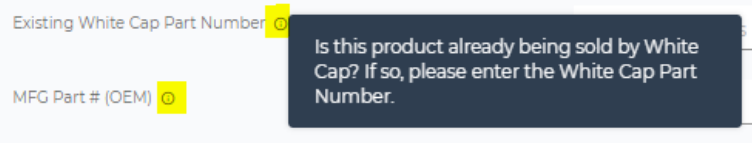
2. Refer to the below FAQ answers:
    - GTIN numbers are not required
    - GDSN subscriptions are not required
    - All images must be at least 500x500 pixels and in .JPG or .JPEG format
    - **UPC Codes are required to use Syndigo**
        - If you have a UPC Code for your item, use the Syndigo CXH platform
        - **If you do not have a UPC Code for your item, use the Product Intake Form**
            - For help submitting products with the Product Intake Form:
                1. Follow the Product Intake User Guide

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2. Email syndigosupport@whitecap.com
- **PLEASE NOTE:**
  - This form is only to be used by Syndigo vendors that do not have a UPC for a product
  - Products submitted via the Product Intake Form will not be visible in Syndigo or be able to be managed by the vendor after submission
  - If you need to make changes to a product or want to add additional products, you will need to fill out a new template and submit via the same process

How to add Prop 65 chemicals to the choice list

1. Email jeff.robinson@syndigo.com and copy syndigosupport@whitecap.com with the chemical name that needs to be added
   - **PLEASE NOTE:** The process to add chemicals could take up to 2 weeks

How to discontinue products in Syndigo

1. On the Products tab, select the item(s) to be discontinued
2. Provide a date for the item(s) being discontinued on the "Discontinue Date" attribute of the White Cap Core Marketing requirement set
3. Publish the item to White Cap
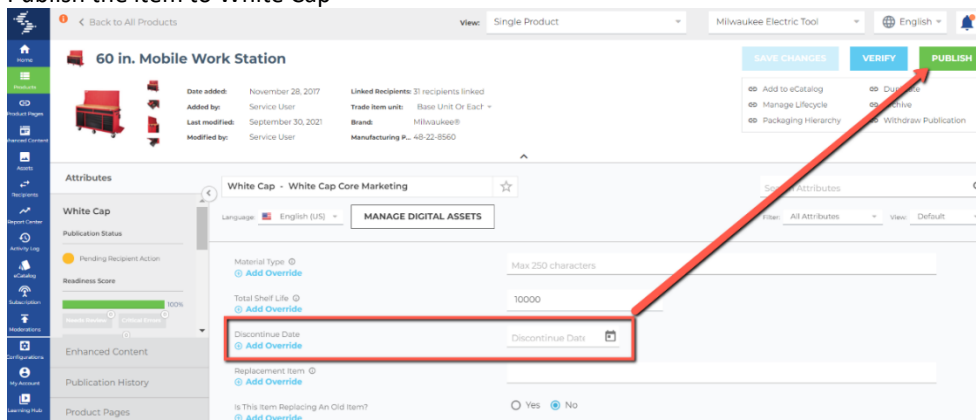
4. On the Products tab, select the item(s) you added the "Discontinue Date" for above and click "Manage product life-cycle"
5. On the next page select "Yes" for "Discontinue Product?" and "UPDATE"
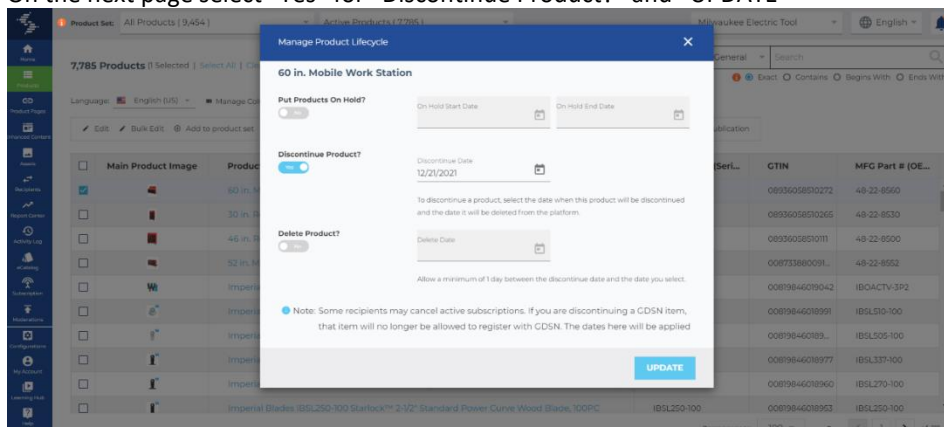
6. **NOTE:** Discontinued items are removed from the active products list, but the data is not deleted from the system

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What if I have more than one product with the same MFG Part Number?

- Please reach out to your Category Manager on how to properly address this using White Cap standards