

## Frequently Asked Questions

### What is eCommerce Content?

Included in the ECCnet eCommerce Content solution, eCommerce Content is a secure storage, management and distribution tool for your eCommerce images and data in one central location.

Whether you are a data provider or data recipient, team members from different departments across your organization can quickly and easily access the eCommerce images they need, when they need them – saving time, reducing the cost of doing business and providing a single reliable source of eCommerce content.

### When does the change go into effect?

From Friday, April 29 at 9 p.m. EST to Monday, May 2 at 9 a.m. EST, the Vault – eCommerce tool will not be available as we implement the updates. On Monday May 2, 9 a.m. EST eCommerce Content will be available.

### What is happening with The Vault - eCommerce?

The tool will be shut down, and the process to do this is in the planning phase.

### Why would a Data Provider want to use the eCommerce Content service?

#### 1. In-tool Support

The tool now includes contextual help to guide subscribers from anywhere in app. As well contains a welcome tutorial for new users upon first visit.

#### 2. Increased Efficiency

Users can collect products in a cart for the purposes of downloading images and content in size/ formats of their choice directly from a download cart.

#### 3. Single Sign-On

No need for separate login credentials – access your ecommerce content through a single myGS1 login.

### Why would a Data Recipient want to use the eCommerce Content service?

#### 1. Access eCommerce Content for Multiple Brands in One Place

There's no need to chase after brand owners for content. Simply subscribe to the trading partners and products you require to gain 24/7 access to all the data and images you need, when you need it. Our bilingual eCommerce Content solution includes mandatory attributes specifically requested by industry and adheres to all Canadian trading partner and regulatory requirements.

#### 2. Search Content Easily and Efficiently

Quickly access the eCommerce content you need using comprehensive search options.

### Can a user upload assets?

No. Currently users can continue to view or download eCommerce assets. If a brand owner should like to upload additional digital assets such as (custom images/video/document) they can be uploaded via the Enhanced Asset capability within The Vault.

**What's the difference between Enhanced Assets and eCommerce Content?**

eCommerce Content contains standardized images and product information captured through GS1 Canada eCommerce content capture services.

Enhanced Assets contains additional digital assets such as (custom images/video/document) uploaded by the user into The Vault - Enhanced Assets.

**Can a user download multiple assets at once?**

Yes. Users can collect products in a cart for the purposes of downloading images and content in the size/formats of their choosing.

**Can a user download via XML extract?**

No. This feature is no longer supported.

**How can subscribers change their language to French in the new eCommerce Content tool?**

Currently, there is not a direct way to change languages within the tool. However, subscribers can change their Language Preferences to French in their myGS1 user profile.