STIBO PRODUCT SET UP/MAINTENANCE FAQ'S

Why do I need access?
- The item set up/maintenance process has moved to a self-service format for domestic suppliers
- Suppliers will need to request access for any additional users that will need to set up or update items

How do I access STIBO?
- https://cvs-production.scloud.stibo.com/webui/WEBUI_CVSSupplierPortal

Is there a training class for vendor onboarding?
- Training documents and supplier worksheets are provided on CVSSuppliers.com and STIBO landing page (Search for New Item Setup or Item Maintenance)
- Training Video:
- Supplier worksheets can be used as a tool to prepare for setting up the item in STIBO

How do I set up a New Product in STIBO?
- You can log on at any time and search for the item (using description/product name). Refer to the Product Status column
- Refer to the Training Documents to walk you through the screens

Where can I find a list of fields required for set up?
- Refer to the Supplier worksheet – Coming soon

Are there training documents to help me with STIBO?
- Click link to access training documents - Product Onboarding | CVS Health Suppliers (cvssuppliers.com)
- Training Documents can be found on CVSSuppliers.com and on the STIBO landing page

Who do I call if I get stuck setting up a Product in STIBO?
- Refer to the STIBO FAQ's
- Ensure you click submit after completing the request
  - "Save" will not complete the request
  - Ensure all error notifications have been fixed
- Questions not covered in the FAQ's can be directed to MDM_STIBO@CVSHEALTH.COM

How will I know the item is set up?
- You can log on at any time and search for the item. Refer to the Product Status column.
- If the status is Product Onboarding complete, the item is fully set up.

How do I make changes or do maintenance for an existing item?
- Use the Search feature on the landing page in STIBO
- Type in the supplier's name to get a list of vendors in the system
- Click on the name in the table
- Click update at the bottom to begin the maintenance
- See link for full instructions Product Onboarding | CVS Health Suppliers (cvssuppliers.com)
  - If you don't have access to STIBO refer to "how to add users to an account" below

What if I don't see my changes right away?

- Search Item Name or UPC
- Check overview tab – Pre-Active status indicates set up not completed
- If Maintenance performed ensure you have **submitted changes**

Where do I find additional information on Product Onboarding?
- CVSSuppliers.com
- Search on new item setup or item maintenance
- See Quick Links below

How do I get additional users added to my Vendor ID?
- Send requests to MDM_STIBO@cvshealth.com
- **Subject**: Request for STIBO Product Portal Access
- **Contents of email:**
  - User ID
  - First Name
  - Last Name
  - Email Address
  - List of Pay Vendor #s that your need access to

Points to note:
- Email domain name must reflect the company represented
- Departmental email addresses will not be accepted (e.g.: accounting@companyname.com etc.)
- Stibo Team will forward the request to CVS Merchandising for approval
- Access will be granted within 2 business days after receiving CM approval (after 9/5)

How do I change my password?
- The One-Time Verification will require you to change your password to begin self-onboarding
- On the landing page click User Details

What If my company is unable to access STIBO or cloud-based systems?
- Contact your CM

Quick links
- [Product Onboarding | CVS Health Suppliers (cvssuppliers.com)](https://cvssuppliers.com)
- [STIBO Supplier Portal website](https://cvssuppliers.com)

Questions Asked During the Supplier Training Sessions

Log-ins

1. **When will the product onboarding/maintenance be enabled for my log-in?**
   All currently received requests will be enabled by 9/5.
2. **When will my items be available in Stibo?**
   This will be enabled by category roll-out. Depending on the categories that you provide item information, it will be enabled on the go-live date.

	Wave 1			Wave 2			Wave 3		
	Go-Live	Blackout		Go-Live	Blackout		Go-Live	Blackout	
		Begins	Ends		Begins	Ends			Begins	Ends
	9/5/2023	8/12/2023	9/4/2023	9/22/2023	8/31/2023	9/21/2023	9/29/2023	9/7/2023	9/28/2023

Wave 1 (Cat # — Category Description)

Cat #	Category Description
36	HOUSEHOLD PAPER
87	ALLERGY REMEDIES
31	EXTERNAL PAIN
21	HOUSEHOLD
94	LAUNDRY
22	TOP OF CHECKOUT
58	WINE & SPIRITS
66	FACIAL CARE
96	ACNE/HSC
23	HOUSEWARES
9	DEODORANTS
51	TOYS
8	SHAVING NEEDS
4	ORAL HYGIENE
13	PERSONAL CLEANSING
83	SEASONAL FALL & WINTER
82	SEASONAL WRAP/CARDS
95	BEER

Wave 2 (Cat # — Category Description)

Cat #	Category Description
17	FEMININE CARE
12	DIET/NUTRITION
93	SUNGLASSES
35	CANDY
56	DAIRY
42	DSD BAKED/FROZEN FOOD
29	GROCERY
70	SUNCARE
86	PRE-PAID CARDS
24	SNACKS
3	VITAMINS
6	FIRST AID
53	PET SUPPLIES
5	BABY CARE
26	BATTERIES
11	EYE CARE
15	ADULT CARE
85	CELEBRATIONS
44	HOME DIAGNOSTICS
80	COSMETICS
30	SEASONAL
81	SEASONAL TOYS
59	APPAREL
62	BEAUTY/PC PROMO
74	COVID
90	DIGITAL MEMORY
76	FLOWERS
7	FOOT CARE
68	HEALTH CARE INNOVATION
69	HEALTH SERVICES
67	NICOTINE REPLACEMENT
47	PHOTO PROCESSING 1 HOUR
89	POSTAGE STAMP
72	PROMOTIONAL

Wave 3 (Cat # — Category Description)

Cat #	Category Description
1	PAIN RELIEVERS
75	SODA
32	BEVERAGES
64	KIDS PERSONAL CARE
10	HAND & BODY
2	COLD REMEDIES
46	PERSONAL INTIMACY
55	FRAGRANCES
18	STATIONERY
20	PRO SALON
16	HAIR COLOR
45	DIGESTIVE HEALTH
71	TRIAL TRAVEL
78	HAIR ACCESSORIES
14	HAIR CARE (Incl. Salon Inspired)
79	READING GLASSES
98	STORE SUPPLIES/FIXTURES
77	ACQUISITION MHE
38	AUDIOLOGY
63	BPC SERVICES
73	CAREPASS
43	EDIBLES PROMO
48	EXTRACARE
19	GIFT CARDS
65	GM PROMO
39	HALLMARK CARDS
33	HEALTH CARE PROMO
88	HOME HEALTH CARE
49	MAGAZINES - ETC
61	MINUTE CLINIC
52	OPTICAL
91	SMALL ELECTRONICS

♥CVSHealth.

3. **Is CVS uploading existing items before launch?**
Yes, all existing items will be migrated based on the category schedule above.

4. **I requested login a while ago and I have not received it, when will I receive it?**
All users that have requested access will receive access prior to 9/5

5. **If we already have access to the current STIBO platform, will we be given a new login? Or will it be the same?**
Yes, but any users that do not currently have a login and will need to onboard items, will need to request access by emailing

6. **If I have multiple vendor numbers, do I need a different username and password for each number?**
No, one username is all that is needed.

Training

7. **Will this training be available to send out to us after? Or in the portal?**
Training documentation is located: CVS Suppliers: Product Onboarding. Lastly, there will be a digital adoption platform within Stibo that will direct you through the onboarding setup.

8. **I keep getting a Bad Request Error, is there a trouble shooting guide?**
New Supplier: Self Registration (cvssuppliers.com)

9. **Are there definitions in the field for some of these terms?**
Yes, there will be reference spreadsheet on cvssuppliers.com

10. **Is there a document that outlines the required attributes information?**
Yes, there will be reference spreadsheet on cvssuppliers.com

Item Set up

11. **Will this process immediately generate a CVS SKU #?**
CVS Item Number will be generated once the Category Analyst reviews the item and submits it.

12. **So this will be used to set up new items...manufacturer owns this now. will this also include cost & MSRP changes?**

Cost changes will remain the same process and not in Stibo

13. **Will there be a form provided to us for this like the supplier form for vendor ID setup?**
Yes, it will be posted on cvssuppliers.com

14. **Is there a "clone" feature so we can start from a like item vs starting from scratch?**
Yes

15. **When an error is received while setting up an item, besides describing the error issue, does Stibo also highlight/star/otherwise indicate WHERE the error is so we can easily find to fix? For example, when selecting product category, the example error message talked about leaf nodes, but that doesn't indicate where to solve issue.**
There will be a spreadsheet with all the supplier attributes with definitions and which tab the attribute is located.

16. **Which product description will show up on shelf tags?**
Shelf label description shows up on Shelf tags

17. **If we already have our "romance copy" populated on the website, would that be migrated over as part of the existing item transfer?**
All existing digital information will be migrated

18. **Can you enter items individually in the portal or using a spreadsheet for multiple items at once?**
You can enter the items individually one at a time in the portal or you can upload using the Bulk Product Onboarding Template.

19. **Does the whole drug facts panel have to be typed into the field and provide image?**
Yes

20. **Is there a way to view dismissed notifications/alerts?**
Yes, click on the red bell icon in the upper right corner of the webpage.

21. **I'm curious why so many extra questions/tasks are required vs the previous NIF.**
We have migrated to Stibo for a more robust, best in class master data management system to capture key attributes for the enterprise in addition to the most accurate data.

22. **Can you copy an item that has all the same information other than UPCs?**
Yes, you can use Clone Product.

23. **If there is an error that we can't fix do we have someone we can contact/email?**
MDM_STIBO@cvshealth.com

24. **Is Stibo only for Domestically shipped items or Import as well?**
All items will be migrated over to Stibo. It's just that domestic suppliers will onboard their own items. DSD and Import vendors will continue to submit items via a spreadsheet (that will be provided) for the internal CVS team to onboard the items.

25. **Will we be able to download the info of an existing product in spreadsheet form? So that we can use it to make multiple new similar products?**
No this is not available but you can clone an item.

26. **Can the system just highlight areas that need to be done instead of getting errors after hitting submit?**
Not all attributes are not required for every item. If it's required but only in certain conditions, a business rule has to execute to determine if the attribute was required.

27. **If things do get sent back for rework, is an email sent to us or do we have to continually go back and check Stibo?**
The supplier will get a batched email end of the day with all the rejections/reworks requests sent back to them.

28. **This process is for new items? Don't need to do anything for existing items? Correct?**
Correct, all existing currently in our system will be migrated to the new system.

29. **Can two users from the same supplier update the item at the same time?**
There is an assign to me column, this prevents two users updating and submitting changes.

30. **How do you add & make primary a case UPC?**

Go to the UPC tab and click on Add New UPC. Once the UPC is added, you can designate which one is primary by selecting yes or no on Primary UPC Indicator.

31. **Is there a naming convention required for product name?**
Exactly what the product is without color, size, or brand included

32. **Under the dimensions tab are we loading case and unit dims?**
These are the item dimensions. Case, layer, and pallet, are entered on the packaging hierarchy tab.

33. **How should suppliers differentiate Web Only items in Stibo?**
This will done internally by the CVS team.

34. **Can you clarify Drug Facts 'text' vs. the DFL label?**
Drug Facts text is the actual text of the drug facts and the DFL label is an image of the Drug Facts Label.

35. **What is Flex-packaging?**
Flexible packaging is type of product packaging that uses non-rigid packaging materials.

36. **If the item is going into a specific program and needs to be in specific DC"s, how do we know what DC's to assign the product to? Or should we always default to choosing all DC's and CVS will ensure it goes to the correct one?**
For those, you can just enter the price for the applicable DC's. If you are not sure, ask your category team.

37. **What is the traditional approval time once submitted to CVS for approval?**
You need to speak with your CM for the date all items need to be submitted.

38. **Confirming - Case UPC can be the same as unit UPC?**
Yes, case upc can be the same as the item UPC. However, if you have a case upc, please use that on the case upc on the packaging hierarchy.

39. **What if you want to clone when setup has not been completed yet? Meaning- 10 shades of the same lipstick?**
You can search for the product using the product name. It has a type ahead function and you will see the products that you have available to choose. You can clone items that have not been fully set up.

40. **Can you update the case UPC if needed once it has been setup?**
Yes, you will search for the item and click on the Update Item button. Once the product details open, go to the packaging hierarchy to make the update.

Stibo Product Hierarchy

41. **In the Stibo Product Hierarchy, can one item be in more than one category?**
No, the item can only be in one category and it has to be the lowest level (leaf node). If you don't choose the lowest level, you will see an error message in the product.

42. **What if the incorrect node is chosen in the Stibo Product Hierarchy?**
The category or digital merchandising teams will be reviewing and can push it back for rework if they think it needs to be changed.

43. **Will our items be assigned Leaf Node categories? Or is it arbitrary and we just do our best to categorize our items?**
No, your items will not be assigned to the Stibo Product Hierarchy. You choose the best category for your item. Think in terms of where the item would live on CVS.com.

44. **Will the CMs be providing to us what node we should be using?**
No, you choose the best category for your item. Think in terms of where the item would live on CVS.com.

Digital Assets

45. **Does uploading the digital assets in Stibo replace the current process for having digital assets and content uploaded to .com?**
- Vendors should leverage STIBO to upload images that are in compliance with CVS Image standards for their respective product category.

- Once STIBO is live for their category, they will no longer provide the images via the Shared Drive process.
- Images provided via STIBO will flow to the AEM DAM. Once in the DAM, the item specialist will be responsible for ordering and publishing the assets to the site.

46. **Notes on Image size gives pixel sizes for both primary & other images. Is this preferred size or minimum size? 250x250 is low...**
The minimum requirement for primary images is 1500 x 1500 and 250 x 250 is for the other type of assets

47. **Can we submit higher resolution than what is listed? Image size doesn't clarify if that's the minimum, preferred, max, etc.**
Yes, the minimum requirements are what is listed.

48. **Can you upload a video without a URL? Just a plain upload into STIBO?**
Yes, you can upload to "Other Assets" on the digital assets tab.

Roadmap/Future Functionality

49. **Will you ever move to GDSN to get core data into system then use STIBO as a top off portal?**
This is on our roadmap to be discussed internally in 2024

50. **Will DSD vendors be moved to STIBO at a later date?**
We will revisit in 2024

51. **Can Syndigo syndicate images and bypass this area for faster activation of new image claims, infographics, etc.?**
Syndigo is on the roadmap for future integrations.

Display/Bulk Kit Set up

52. **Does each individual item need to be set up prior to setting up the display/bulk kit? Or can brand new items be setup within the display?**
Yes, each individual item must be setup, have a CVS Item Number, and been approved by the category manager.

53. **Display contents need to be existing CVS items - what if the cost of the item is different in the display than the cost of the existing SKU?**
That isn't allowed to happen in the system today and it won't going forward.

54. **When adding content to the display, can you just enter the content item #?**
Yes, you can put the CVS Item Number in the search box.

55. **What if shipping import (China) item in a display but shipping out of domestic warehouse? Would country of origin be able to change (display)?**
Per CVS policy this is not allowed to happen.

56. **Can you set up a display with 2 displays per case?**
No, you cannot set up a display with 2 displays per case.

57. **For Display could you import from a list, instead of selecting piecemeal?**
No, you will need to do each separately.

58. **Can you adjust display contents (add or remove) once it has been setup? Can you update the case UPC if needed once it has been setup?**
Displays can be modified after the item is set up and fully approved as long as we don't have order activity or inventory activity. Stibo will block any maintenance to displays if there is inventory activity. You will know if you can modify by looking at the Display Maintainable Flag on the Display Content DW – if it yes, you can.

Miscellaneous Questions

59. **Does product search show older items that may have been discontinued? If so, does it go back to only a certain time period?**
Yes, you can see discontinued items and it would be a long time period before they dropped from the system. It is not a specific period of time.

60. **In the past, we would submit the new item form, and separately do all of the setup with "copy" for .com after the item was accepted. Is this now integrating the process, so we need all of the .com information when we submit a new item for review?**
That is correct, you will now enter all the information at the time of onboarding to submit for review.

61. **If a change needs to be made to an item that is blocked, how do we go about it do we contact someone?**
Send an email to MDM_STIBO@cvshealth.com or contact your category manager.

62. **Is there somewhere on this new portal that we as vendors- who have disputed invoices- go to, to look this info up?**
For registration and access to the CVS Invoice/Payment Portal, please visit the following website: http://apvendorportal.cvshealth.com

63. **So the domestic new item forms will still be completed moving forward? Even though we have this new/added process in item setup.**
No, that would be if you wanted to gather the information ahead of entering it on the portal – if you have other teams that need to complete information.