

Image Troubleshooting

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Today's Agenda

01 Importing

02 Importing Images to Project

03 Changing a Product Facing

O4 Changing a Product Shape

Importing Images from Syndigo/External Source

Importing **Planograms into Projects**

Why does it happen? Because we have no Master Library, so our software cannot pull the images from a local source. Below are three steps to prevent this:



Create a new project and before importing your . psa file, copy over fully imaged planograms from other projects that have your products.

Sometimes, when we import planograms into projects, we return many missing images. This often doesn't make sense since we have imaged the models before.

Re-import your planograms to your project, adding to the other planograms you pulled in.



Voila! Your products are modeled. Feel free to delete the planograms you don't need.

Step 1

Step 2

Clean data in JDA (UPCs, Product Data & linking to Images)

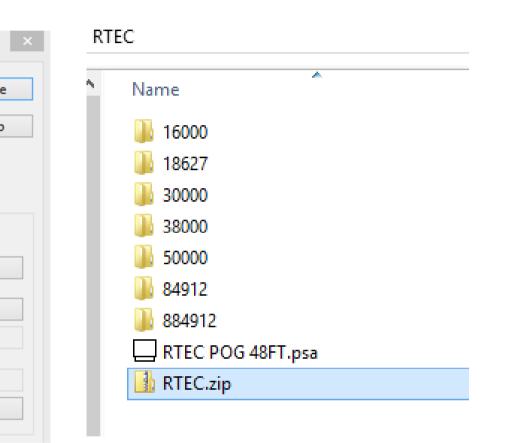
Extract POG and bitmap images from JDA

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Step 3

Zip Image files following structure: manufacturer folder (5 digit) → file name.1 (5 digit)



MAKE SURE YOUR FOLDERS MATCH YOUR PRODUCT IDS EXACTLY

Importing Images from Syndigo

- Step 1: Import your Planogram into ShopperMX
- Step 2: Once you import your planogram, the product information (UPC, ID, Category, Brand, Manufacture, Dimensions, Shape) will be pulled into your project and a placeholder is created

Project Assets	
Store Concepts Planograms Products Signage Displays	
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Limport Images	
Pringles Sour Cream & Onion Potato Crisps 5.5 oz. (2182414)	
ID Last Updated 9/26/2022 Status 0 Images Uploaded.	

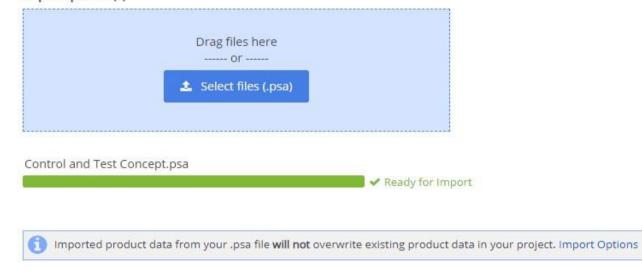
Step 3: Import your product images into ShopperMX & follow the image file guidelines

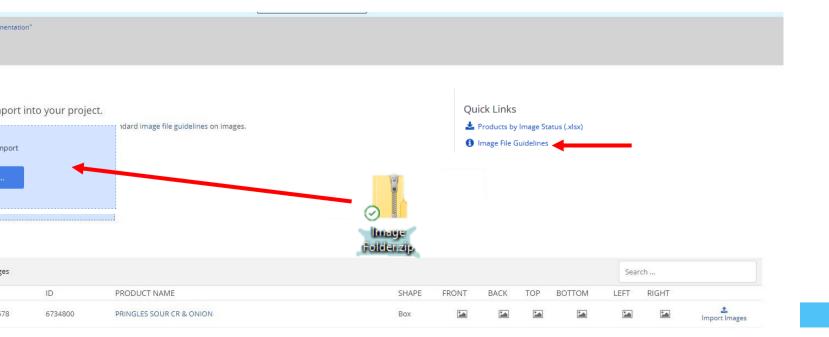
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< Back to Home Research Set-Up & Presentation - Documentation		Import Product Images
Language English (United States) Currency \$ USD	Project Actions	Drag in or select image files to im Drag files here to im or Select files .
Project Assets		
Store Concepts Planograms Products Signage Displays		16 of 22 products have missing images
Import Create New Copy from Import Product Images Ianage Products Download Products (.xlsx) 2 Refresh Products	Search by name or ID	IMAGE STATUS GTIN/UPC

K Back to "Research Set-Up & Presentation - Documentation"

Import Planograms

Follow these instructions for importing planogram(s) to the "Research Set-Up & Presentation - Documentation" project. Import .psa file(s)

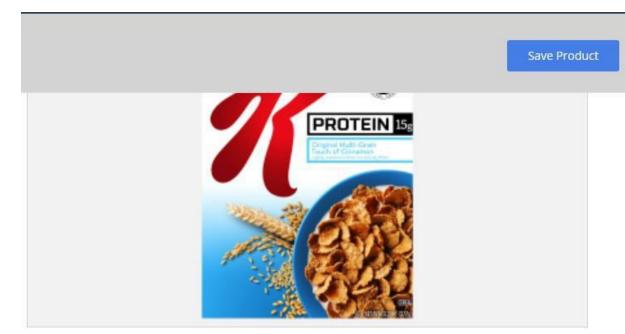




Changing Facings on Products

Enter Project -> Click on Products -> Select the Product you want to updated -> Edit Product -> Upload Image

IMPORTANT: The naming convention MUST follow the Image Guidelines. If you upload a back facing image as a front facing one, it could mess up all facings of product.



Package Images

Upload an image of the product by clicking the name of the "facing" below.

Upload Front	Upload Right	Upload Top
Upload Back	Upload Bottom	Upload Left
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Image Guidelines

The image filename needs to start with a product id that is already available in the project (GTIN, UPC, or other ID), folowed by the facing (_Front, _Back, _Left, _Right, _Top , _Bottom or _1 _2, _3, et or .1,.2,.3 etc.). Supported file extensions are: .png, .jpg, .tga .bmp and .zip (containing image files).

PRODUCT IMAGES	LABEL OPTION 1	LABEL OPTION 2	LABEL OPTION 3
Front Image	ProductID_Front	ProductID_1	ProductID.1
Left Image	ProductID_Left	ProductID_2	ProductID.2
Top Image	ProductID_Top	ProductID_3	ProductID.3
Back Image	ProductID_Back	ProductID_7	ProductID.7
Right Image	ProductID_Right	ProductID_8	ProductID.8
Bottom Image	ProductID_Bottom	ProductID_9	ProductID.9

Product image files must follow standard naming conventions. ShopperMX also accepts images named following Gladson and SMSB formats.

Change Shape of Product

Sometimes you upload auto wrapped images as a box, but you would like to select bag instead. This helps auto wrapped products look better.

Enter Project -> Click on Products -> Select the Product you want to updated -> Edit Product -> Select Shape

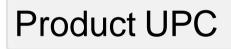
*Required fields

* Name

Product Name

* Product ID

GTIN/UPC



ID

Manufacturer





GET IN TOUCH

Questions?

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