

John Lewis Supplier Portal - Guide to uploading assets

This guide is written for suppliers who are uploading digital assets (e.g. images and videos) to the John Lewis Supplier Portal. There is also a video walkthrough guide [here](#) but does not include as much detail as this guide

At the end of this document is an FAQs section which describes common issues and questions

The John Lewis Supplier Portal enables efficient management of assets between John Lewis and our suppliers, compared to previously used methods of emails and file transfers.

Prerequisites before using our assets transfer portal

Important!

BEFORE using the Supplier Portal, please read through the [Image asset guidelines](#) to ensure you have prepared and named your assets to be uploaded successfully.

If your files are not named in the correct way, or assets are not the correct size they will not be accepted.

These are the most common issues with our suppliers when uploading assets, so you will save yourself time in the long run by reading it carefully now 😊

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1. Image asset guidelines

Before uploading any images or videos, please ensure they comply with the following guidelines below

1.1 Image file types accepted

These are the accepted image file types:

- .jpeg
- .jpg
- .tiff
- .tif

1.2 Naming of image files

The image filenames need to be the same as the EAN, Stock, or model number. This is very important as the filename is used by our systems to match your images with the correct products.

1.2.1 Main product image filename

The main product image should be named as either the EAN, Stock, or model number. Each product **MUST** have one image as its 'main' image.

Example of main image filename jpeg image **12345678.jpg**

1.2.2 Alternative (alt) product image filenames

Optionally, each product can have up to ten additional alt images. Alt images will all be rejected if no main product image has been uploaded.

There are two different ways that alt images can be named. The filename must start with the same name as the product's main image, then either by using an underscore _ and a number between 1 and 10 **OR** a blank space and number 1 to 10 in brackets.

See table below for examples of how to identify your files as Alt images.

Using underscore for Alt images	Using space and brackets for alt image
Main image filename: 12345678.jpg Alternate image filenames: 12345678_1.jpg 12345678_2.jpg 12345678_3.jpg 12345678_4.jpg 12345678_5.jpg 12345678_6.jpg 12345678_7.jpg 12345678_8.jpg 12345678_9.jpg 12345678_10.jpg	Main image filename: 12345678.jpg Alternate image filenames: 12345678 (1).jpg 12345678 (2).jpg 12345678 (3).jpg 12345678 (4).jpg 12345678 (5).jpg 12345678 (6).jpg 12345678 (7).jpg 12345678 (8).jpg 12345678 (9).jpg 12345678 (10).jpg

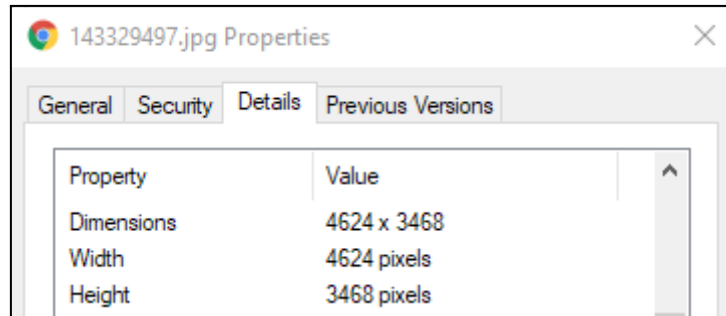
1.2.3 Examples of **incorrect** image filenames

Here's some common examples of main and alt image filenames with an incorrect format which would cause them to be rejected by the portal, along with the example of how to correct.

Main or Alt image?	Incorrect example	Corrected example	What's the problem?
Main image	12345678_.jpg	12345678.jpg	For the main image, there should be no underscore _ in the filename
Main image	12345678 .jpg	12345678.jpg	For the main image, there should be no space included in the filename
Alt image	12345678_01.jpg	12345678_1.jpg	For an alt image, there should be no zero preceding the 1
Alt image	12345678 (01).jpg	12345678 (1).jpg	For an alt image, there should be no zero preceding the 1
Alt image	12345678_(02).jpg	12345678_2.jpg OR 12345678 (2).jpg	This alt image filename includes both underscore and brackets. Also there should be no zero preceding the 2
Alt image	12345678_11.jpg	n/a	You can only have alt images up to 10 , not 11

1.3 Image size and ratio

All jpg or tiff images should have a pixel resolution of between 800x800 and 7000x7000 pixels or they will be rejected. You should be able to check this by looking at the file properties (see screenshot below from Windows laptop. Macbook may be different)



Ideally images should be in portrait ratio (3:4). Square (1:1) images can be accepted, but landscape images (4:3) are likely to be rejected or need cropping to portrait ratio which can affect the quality of the image.

2. Video asset guidelines

2.1 Video file types accepted

Only .mp4 files are accepted currently

2.2 Naming of video files

Video files should be named as either the EAN, Stock, or model number, with the either vid or _vid followed by a number.

Example of video filenames:

- 12345678vid1.mp4
- 87654321vid2.mp4
- 12345678_vid1.mp4
- 87654321_vid2.mp4

2.3 Video file size and aspect ratio

For .mp4 video files filesize should be between 5MB and 200MB, otherwise the file will be not be accepted and added to the rejected folder.

The aspect ratio for videos should be 16:9 or 1280 pixels by 720 pixels. However, this is not something the Supplier portal checks for when a file is being uploaded.

2.4 Video content guidelines

The video must not show any website link or include the brand logo or brand name at any point.

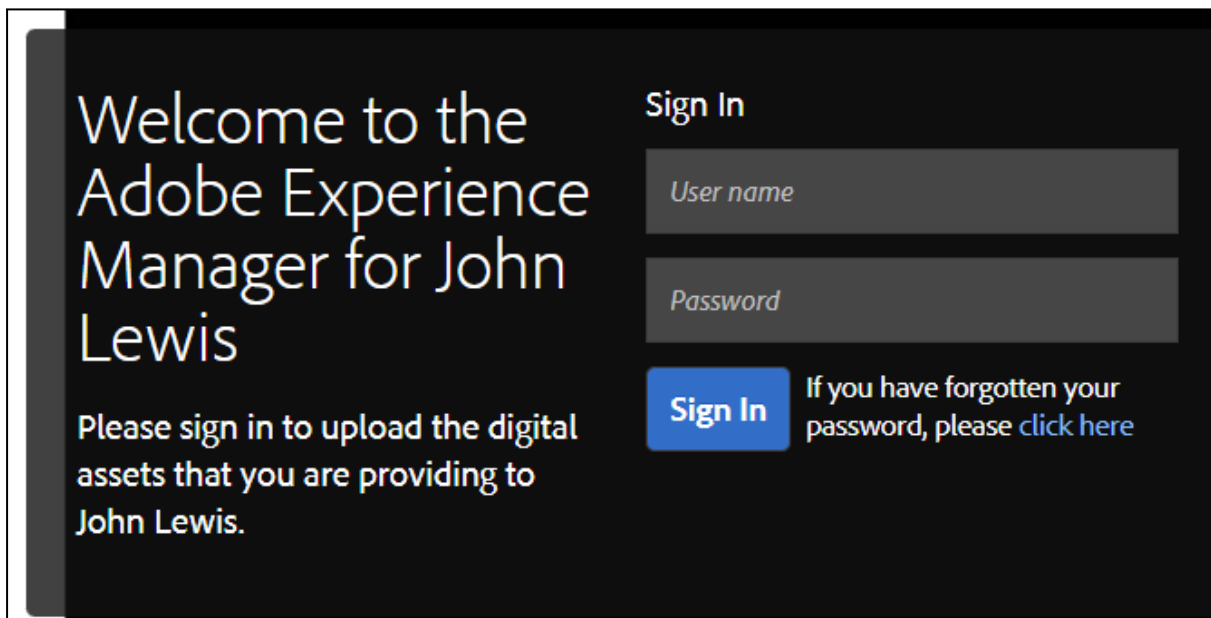
3. Logging in to the John Lewis Supplier portal and password reset

When you sign in to the portal , your username is your email address.
Your password is the one you created as part of the setup process.

If you forget your password, go to the login page and select the link to reset your password.

Link to John Lewis Supplier portal:

<https://johnlewis-supplier.adobecqms.net/libs/granite/core/content/login.html>



Welcome to the
Adobe Experience
Manager for John
Lewis

Please sign in to upload the digital
assets that you are providing to
John Lewis.

Sign In

User name

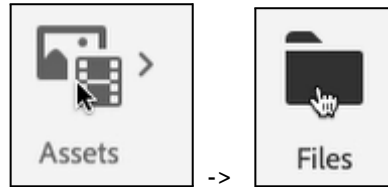
Password

Sign In

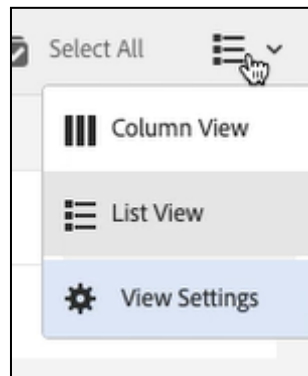
If you have forgotten your
password, please [click here](#)

4. Selecting image files to be uploaded

Step 1. Once you are logged in, double click on the “Assets”, then “Files”.



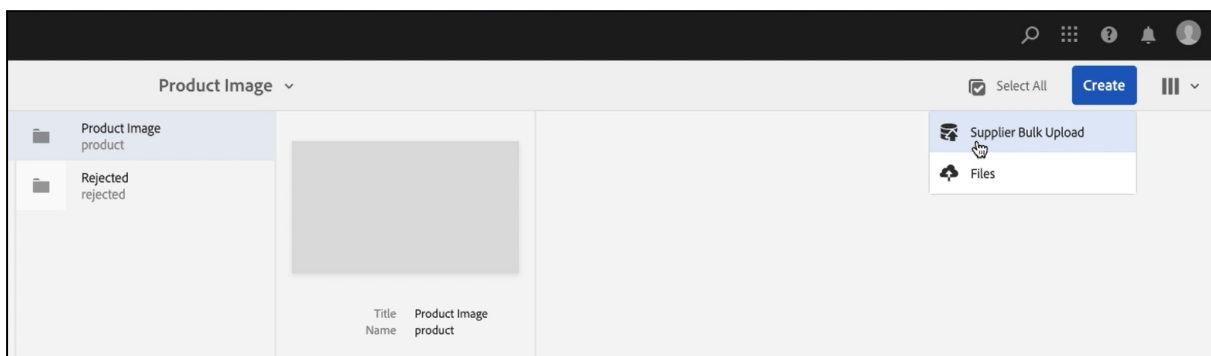
Step 2. To make it easier to navigate between different folders, change your view to “column view” by using the icon in the top right of the screen.



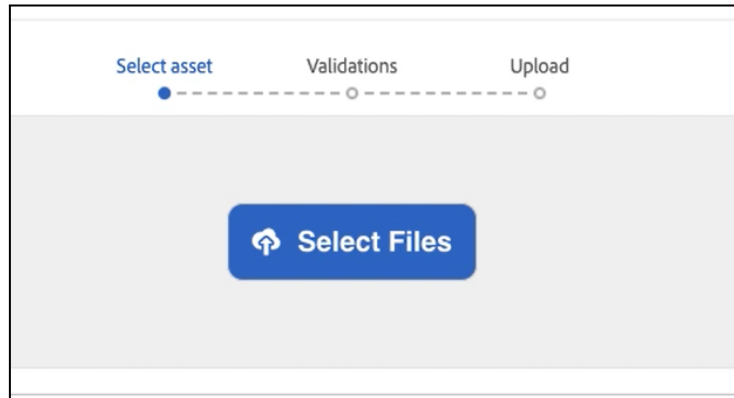
Step 3. Browse to the Product image folder

Creative > Suppliers > [folder with your brand name] > Product image

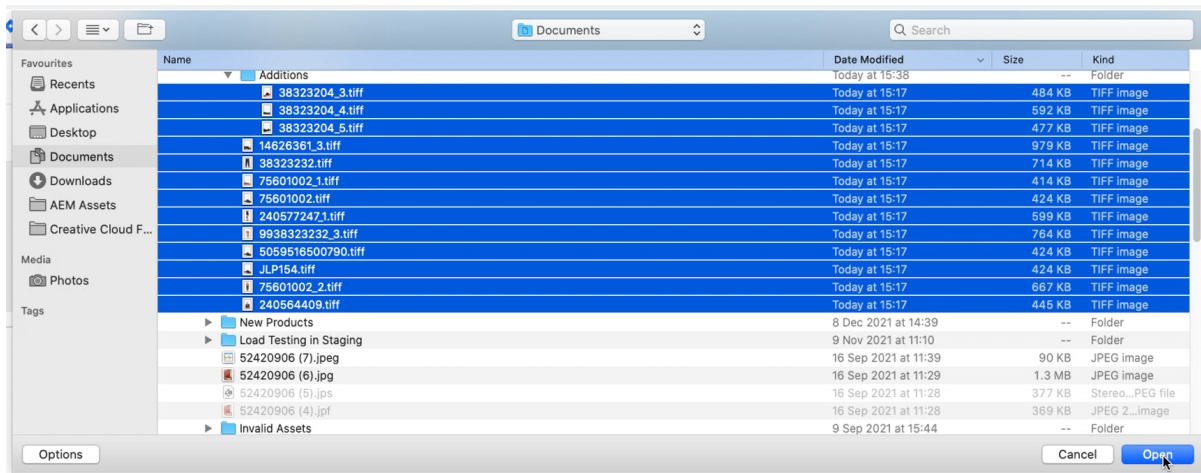
Step 4. When inside the ‘Product image’ folder, the blue ‘Create’ button will appear in the top right of screen. Click on the ‘Create’ button and select ‘Supplier bulk upload’ from the menu



Step 5. On the Supplier Bulk Upload screen, click on ‘Select Files’ to open the file selection window

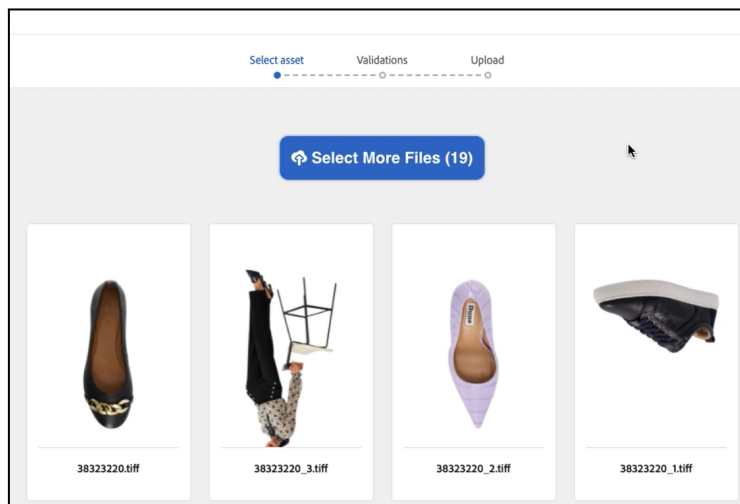


Step 6. Browse to the location of your images and select the files , then click the ‘Open’ button.



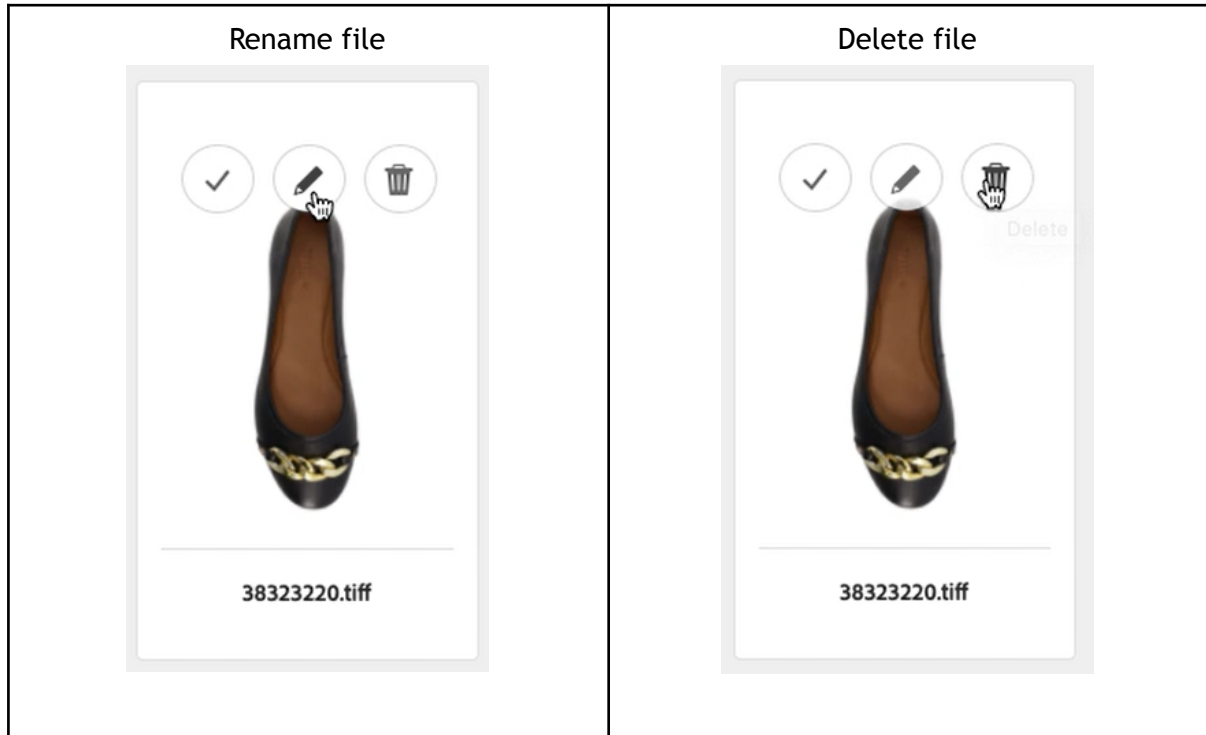
Note: There is a limit to the number of images you can upload in one go which is **250 images**. If you need to upload more you will have to repeat this process with batches of 250 images at a time.

The files will now be selected, and the images will begin to appear on screen.

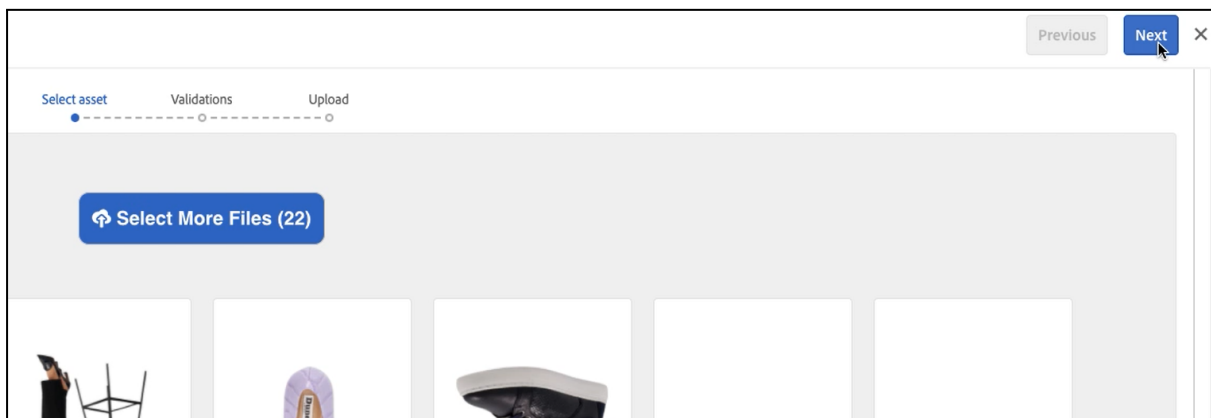


Step 7. Once your files have appeared on screen, you have the option to rename or delete them as needed.

! Please ensure all files have been named correctly according to the [1. Image asset guidelines](#) described in this document so they are uploaded successfully.



Step 8. Click on the 'Next' button to begin the validation process



5. Asset Validation process



The validation screen shows the analysis results of the files you selected, and allows you to perform any necessary actions to allow your files to be accepted into the Supplier Portal.

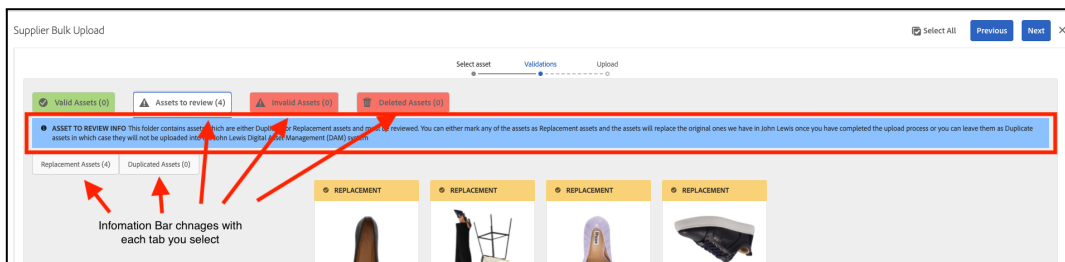
You will see four 'status' buttons which you can switch between, and see the list of files in each status depending on any problems identified.



Here's a description of each status:

- **'Valid assets'** - These files have passed the validation checks and can be uploaded into the Supplier Portal in the next step of the process.
- **'Assets to review'** - These files have been identified as duplicates of existing files we already have. Here we have functionality so you can compare the original files with the duplicated ones and decide whether you want to replace them or not.
- **'Invalid Assets'** - Files which do not meet the guidelines will be found here. E.g. The image size is too big or small; the file extension type is not valid; or the file has multiple copies.
- **'Deleted Assets'** - Any images you delete as part of this validation stage will be listed here. It is also possible to restore a deleted image here too. Images in this status will not be uploaded in the next step of the process.

The blue information bar will give you a description of the status button you have selected.



When reviewing the files in each status, you are able to rename or delete them. See [5.1 Renaming Images](#) & [5.2 Deleting images](#)

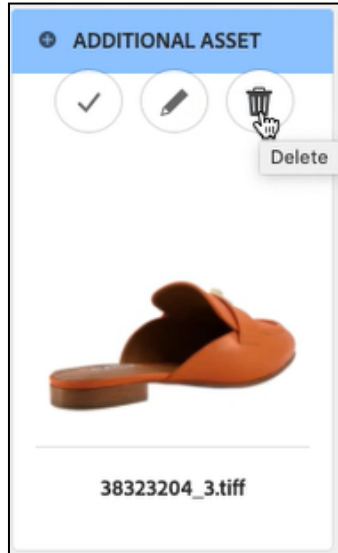
5.1 Renaming Images

You can rename an image by selecting the pencil icon on the image to open the rename dialog. There is a limit of 10 alt images per product. Please see [1.2 Naming of image files](#) to ensure the correct format. Renaming an image will trigger the validation process again and the image will be moved to the relevant status.

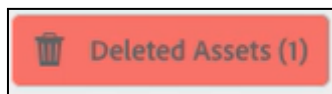


5.2 Deleting images

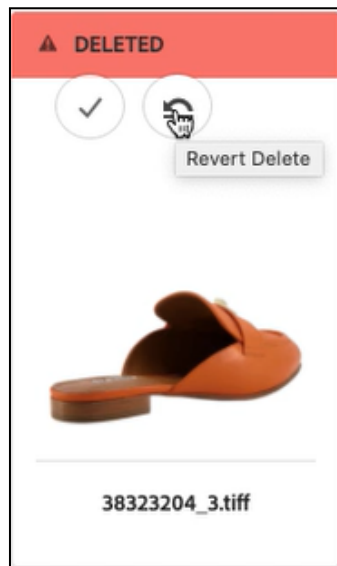
You can delete an image by hovering over it with your mouse cursor, and clicking on the delete icon.



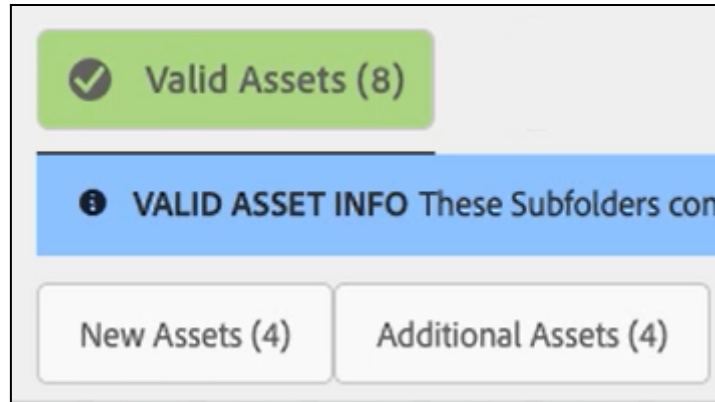
Deleted images will appear under the Deleted assets button



If you deleted an image by mistake you can go to the deleted assets and click on the 'Revert Delete' icon. The image will then be restored to where you deleted it from.



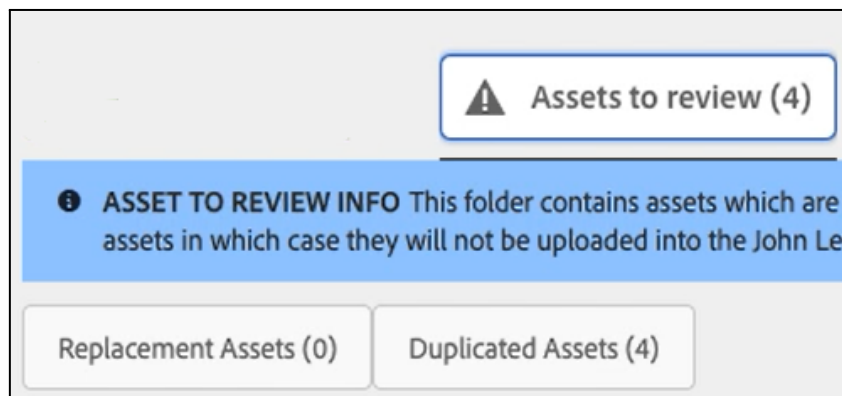
5.3 Asset Validation - Valid Assets



Valid Assets button shows files that have passed validation checks and will be accepted in to the Supplier Portal in the next step of the process. There are two filters within 'Valid Assets' which are

- 'New Assets' Showing product images where we do not have any existing images
- 'Additional Assets' Showing assets that have been identified for products which already have existing images

5.4 Asset Validation - Assets to review - Duplicates and replacements



There are two filters within 'Assets to review' which show

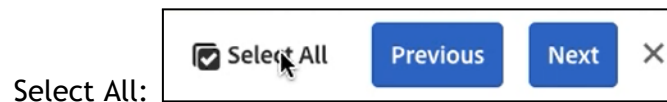
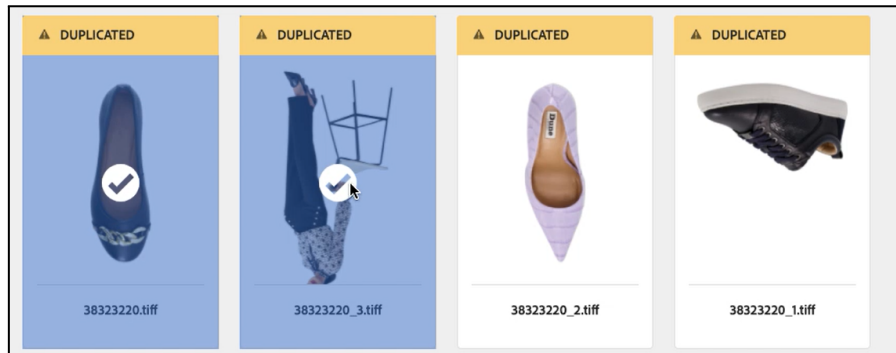
- **Duplicated assets** - Identified as being the same as images that have already been accepted into the Supplier Portal
- **Replacement assets** - Images you have chosen from the Duplicated images list to be replacements for the existing images.

Here you can compare the existing files with the duplicates and decide whether you want to replace them or not. You can also rename files marked as duplicates, so they can be used as alt images or new product images. If you do not take action then any images shown in this status will be ignored and not accepted into the Supplier Portal

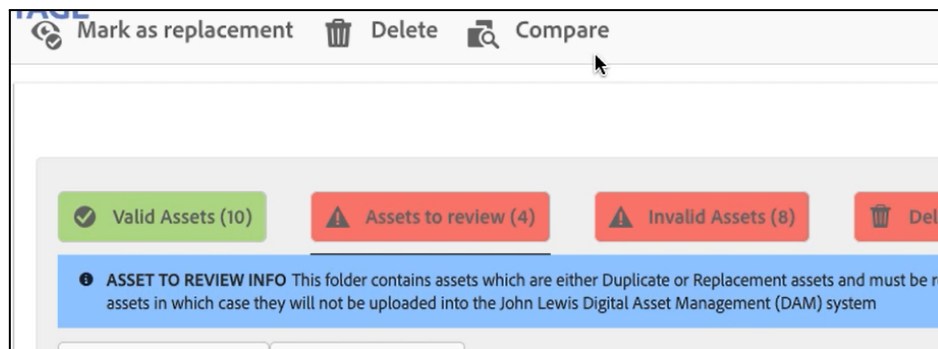
5.4.1 Selecting and Comparing duplicate images

On the Validation screen, select 'Assets to review' and then 'Duplicated Assets'

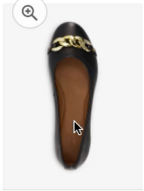



Choose which images you want to compare against the original images, either by selecting individually by clicking on them, or using 'Select All' in the top right of the screen to select all assets at once.




When you have selected the images to compare, click on 'Compare' in top left of screen to compare against the duplicates



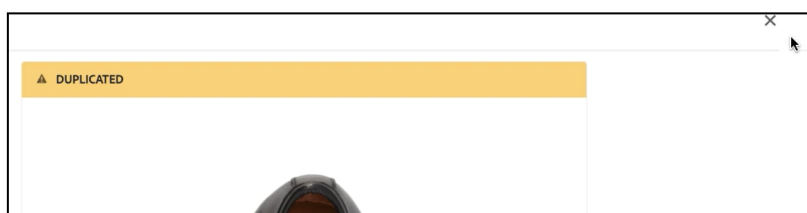
In the comparison screen you can see the original and duplicate images on screen together. In the column heading you can also see whether the image is a 'Main' or 'Alt' image.

Assets Comparator		
SKU	Main	Alt1
005567982	 <p>005567982.tiff</p>	 <p>005567982alt1.tiff</p>
38323220	<p>▲ DUPLICATED</p>  <p>38323220.tiff</p>	<p>▲ DUPLICATED</p>  <p>38323220_1.tiff</p>

By clicking on the magnifying glass you can see the two images in more detail for close up comparison

SKU	Main
005567982	 <p>005567982.tiff</p>

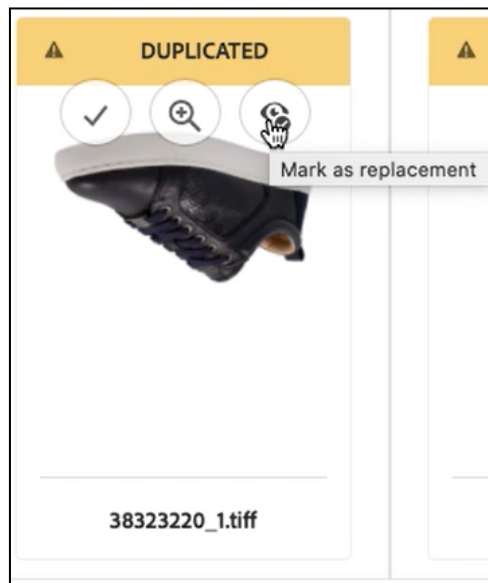
Click on the X to exit the magnify view



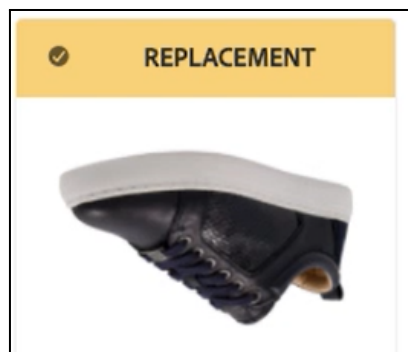
5.4.2 Confirming the images you want as replacements

You can confirm which images you want to replace the existing images on either the Comparison screen, or the Validation screen when 'Duplicated Assets' filter is selected

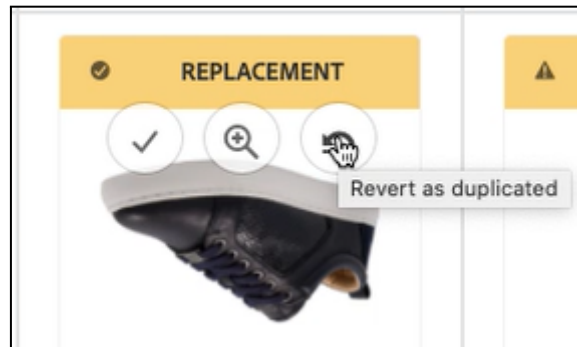
When your mouse is over the duplicate image, click on the 'Mark as replacement' icon to confirm each image you want as a replacement.



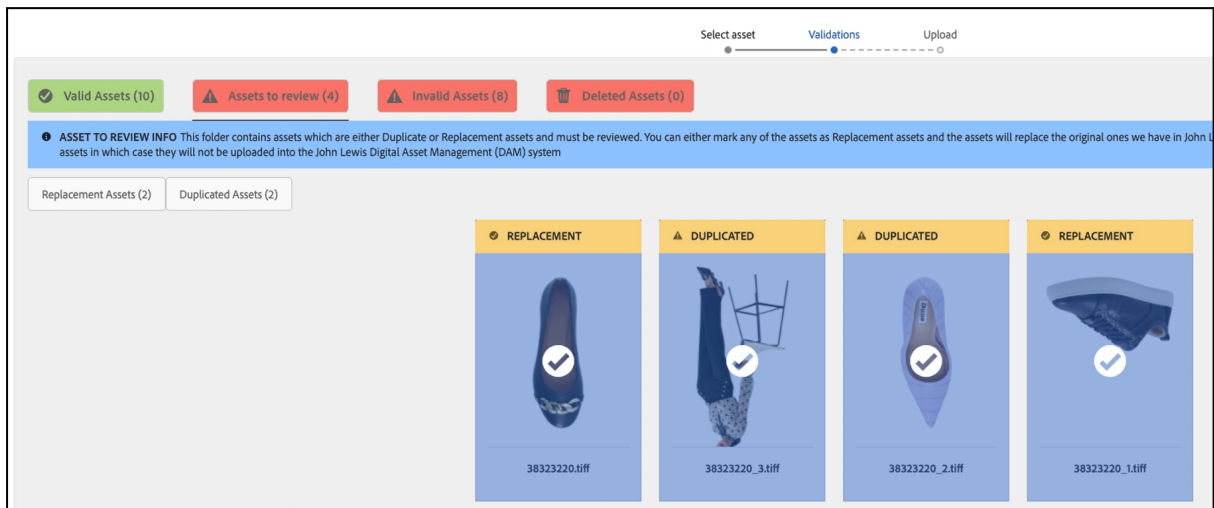
You will see the image is now marked as a replacement in the yellow text box above the image. Click on X to close the comparison panel once you have confirmed all the replacements you want to make.



If needed, you can change 'Replacement' images back to 'Duplicate' by clicking on the 'Revert as duplicated' option



On the Validation screen, you can now see all the images marked as either replacements or duplicates.



Any images which remain as 'Duplicated' at this stage will be ignored and not accepted into the Supplier portal.

5.4.3 Renaming a Duplicate to become an additional alt asset

You can rename a Duplicate image so it will be identified by the Supplier portal as an Alt image. Select the pencil icon on the image to open the dialog.

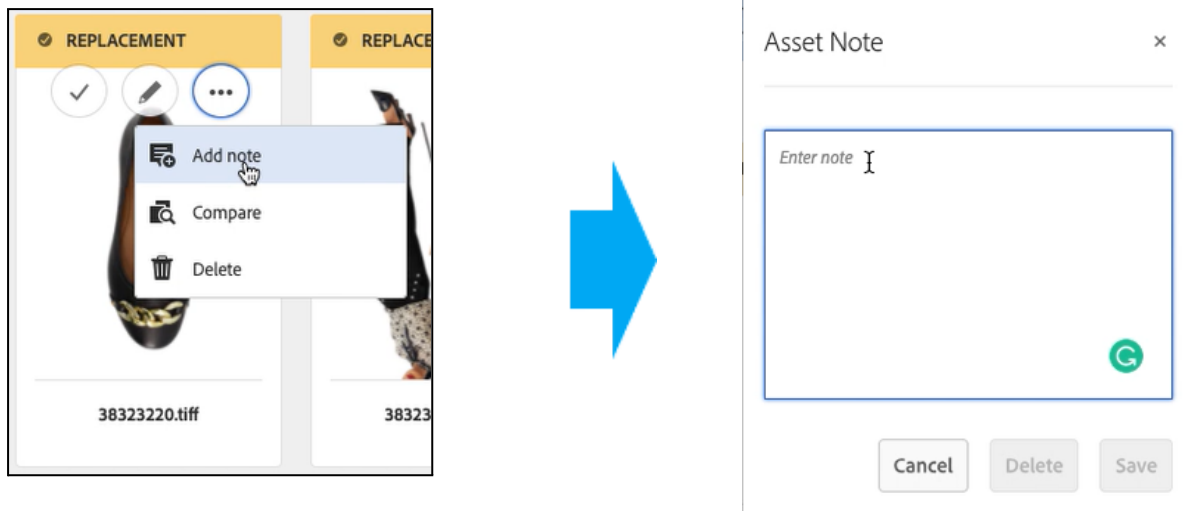
There is a limit of 10 alt images per product. Please see [1.2 Naming of image files](#) to ensure the correct format. Renaming an image will trigger the validation process again and the image will be moved to the relevant status.



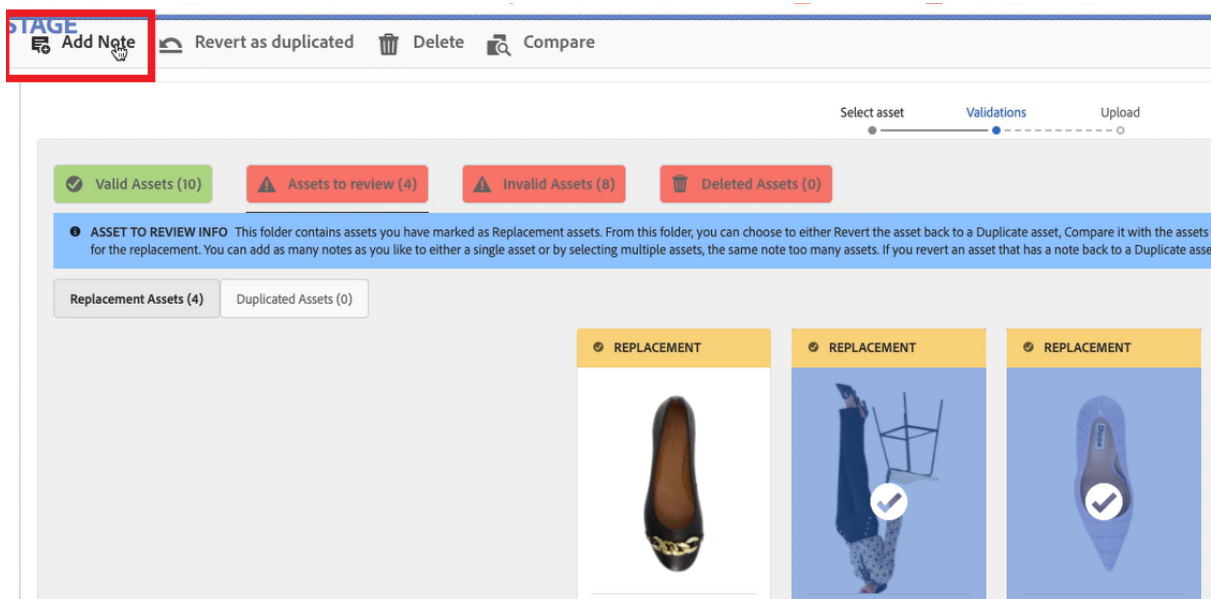
5.4.4 Adding a note to replacement images

It can be helpful to know why a particular image is being replaced, so you can add a note telling us why. A note can be added to one or multiple images at a time.

To add a note to an individual replacement image click on the 3 dots and select 'Add note'. A box will appear where notes can be added. Click Save to save and close your note

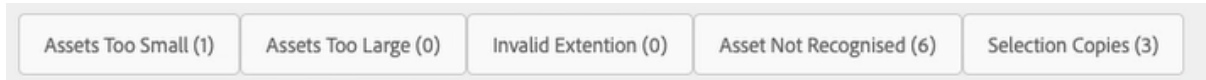


Add notes to multiple images at the same time, by selecting the relevant images, then clicking on 'Add Note' in top left of screen.



5.5 Asset Validation - Invalid Assets

There are different reasons why an image is shown under Invalid Assets. The filter buttons in this section allow you to filter the images which have the same problem. See below for description



5.5.1 Assets Too small or too large

These images will not be accepted. Please check guidance under [1.3 Image size and ratio](#)

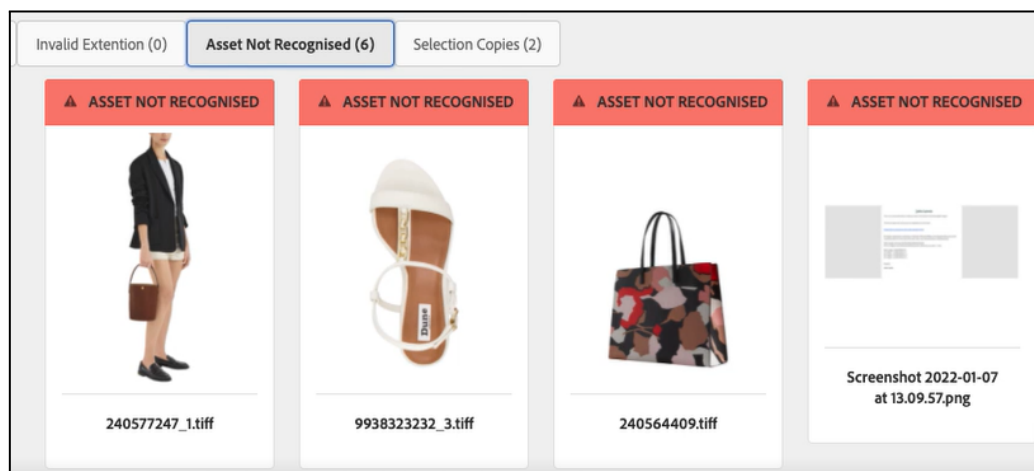
5.5.2 Invalid extension

The file extension of the image is not supported by the Supplier portal and will not be accepted. Please check guidance under [1.1 Image file types accepted](#)

5.5.3 Asset not recognised

It has not been possible to match these images with Products within our system, either because the filename is incorrect or the Product data has not yet been added to our system. These images will be transferred to the Supplier portal but moved to the Rejected folder for reference and will be automatically deleted from the folder after 60 days.

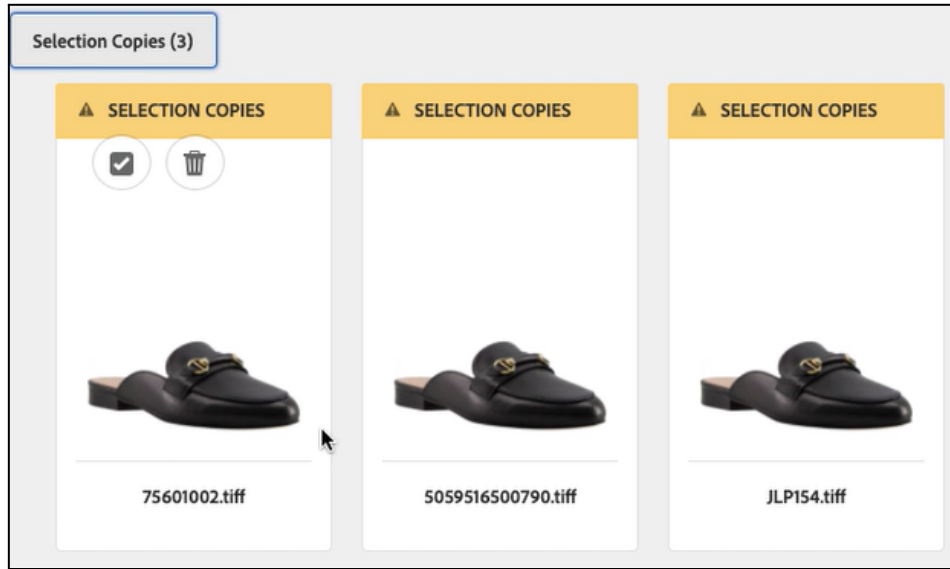
If you want to rename the image at this stage, refer to [5.1 Renaming Images](#).



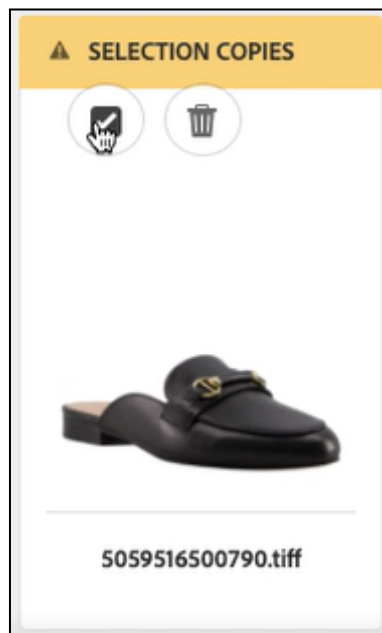
5.5.4 Selection Copies

Selection copies are images which have been identified as using different identifiers for the same product, and are therefore duplicates. In the example screenshot below, you can see there are three images for the same product, but the filenames are using different identifier of product number, EAN code, and model number.

To resolve this you need to choose which file should be used.

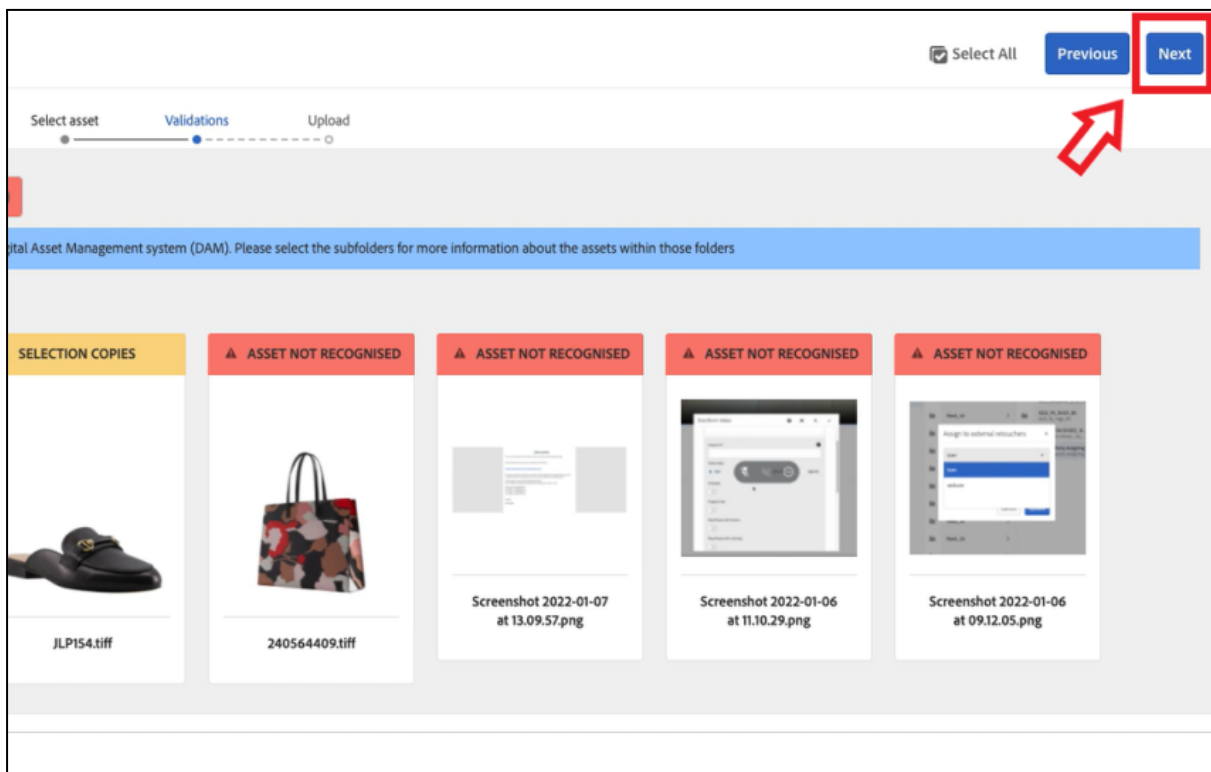


To select the correct file, hover your mouse over the image you wish to keep, and select the tick icon. The chosen image will then appear in the 'Valid Assets' and the others will be discarded (you do not need to delete them)

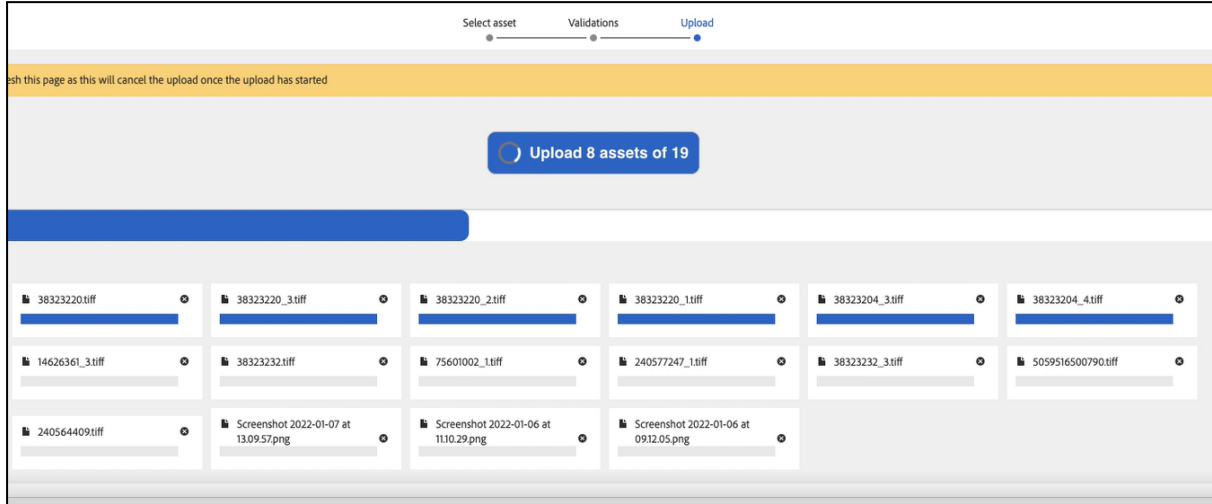


6.0 Uploading files to the Supplier portal

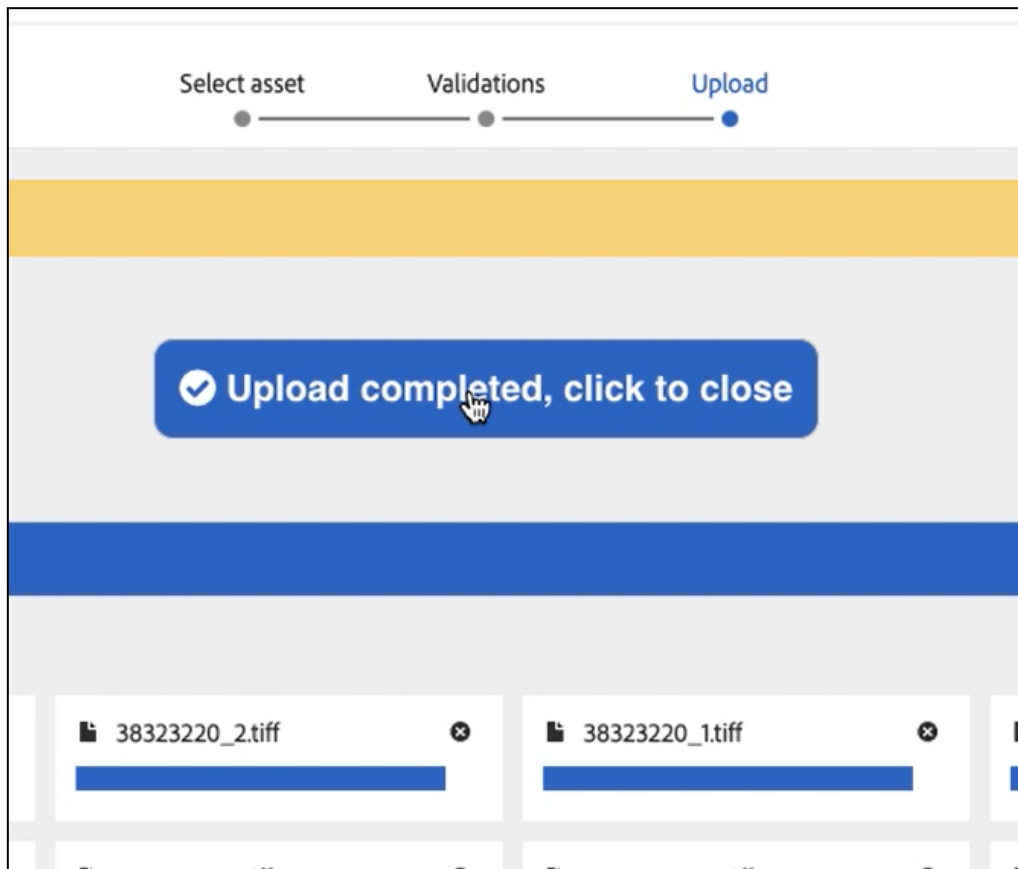
On the Validation screen, once you have resolved all the necessary issues, click the 'Next' button in the top right of the screen and the files will be uploaded.



While the files are being uploaded, you will see a progress bar and one for each of the files being uploaded:



Once the upload is complete, you MUST click on the button to close the upload screen:



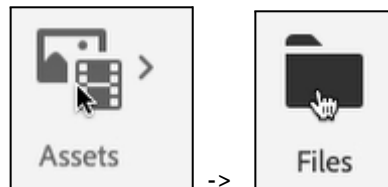
7. Video Files

The process for uploading videos is currently less sophisticated in comparison to the process of uploading images. Also, once the video files are uploaded you need to manually check the 'Rejected' folder to see if any of your files have been rejected and why.

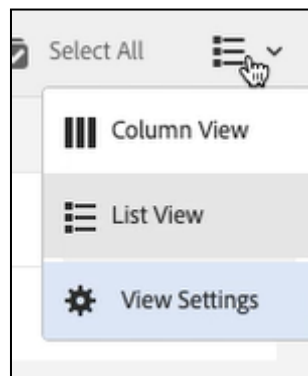
7.1 Selecting video files for upload

Once you are logged in, you will need to navigate to the 'Video' folder

Step 1. Double click on the "Assets", then "Files".

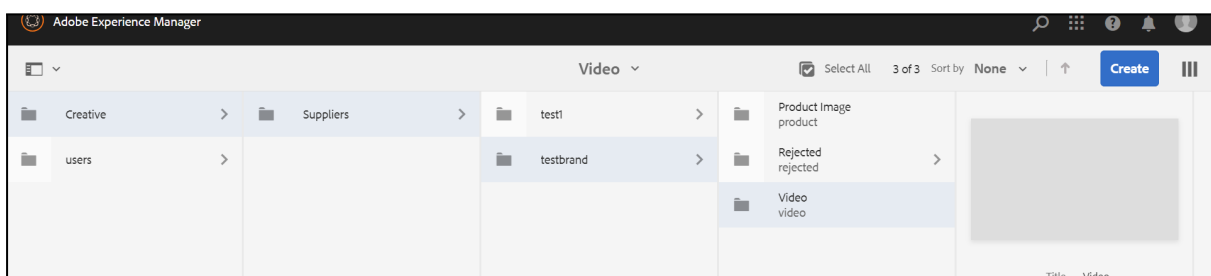


Step 2. To make it easier to navigate between different folders, change your view to "column view" by using the icon in the top right of the screen.

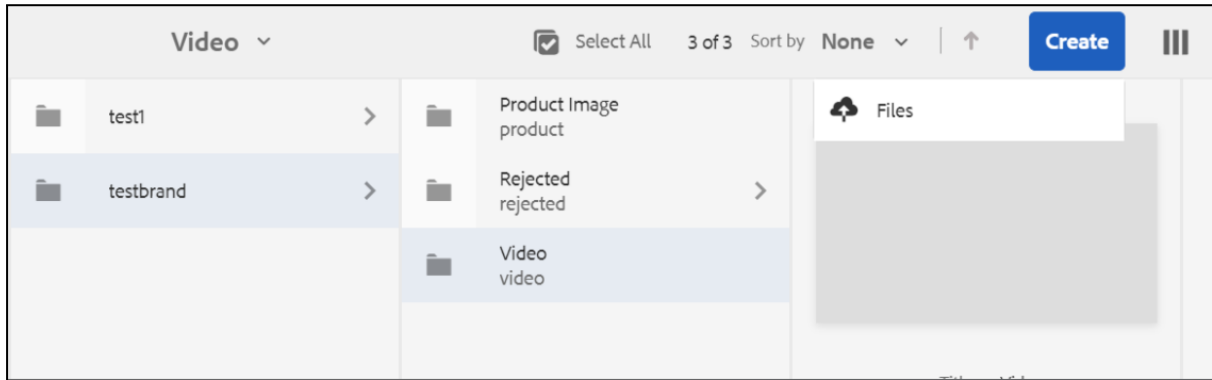


Step 3. Browse to the 'Video' image folder for the brand. The Video folder is the only folder that video files should be uploaded to, otherwise they will be rejected.

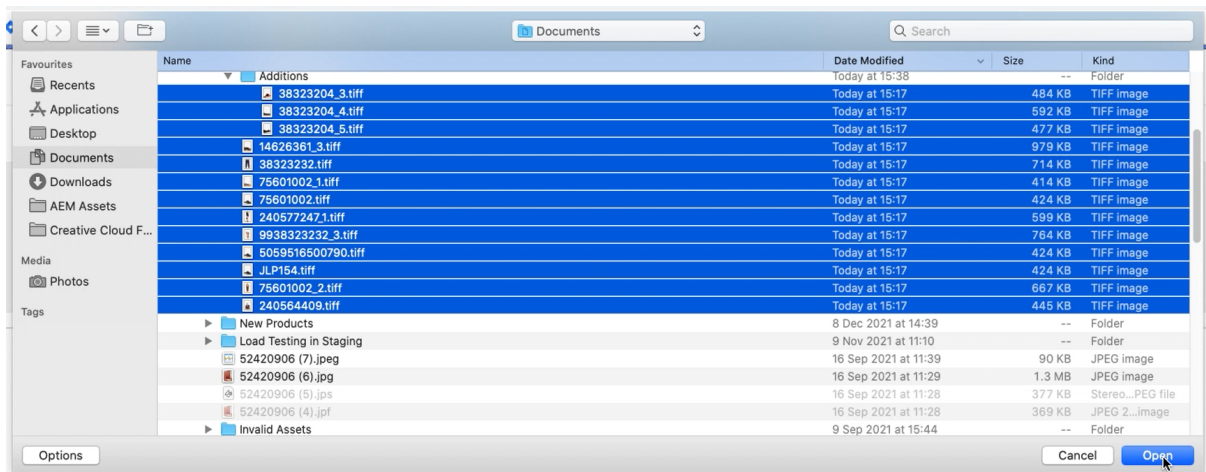
Creative > Suppliers > [your brand name] > Video



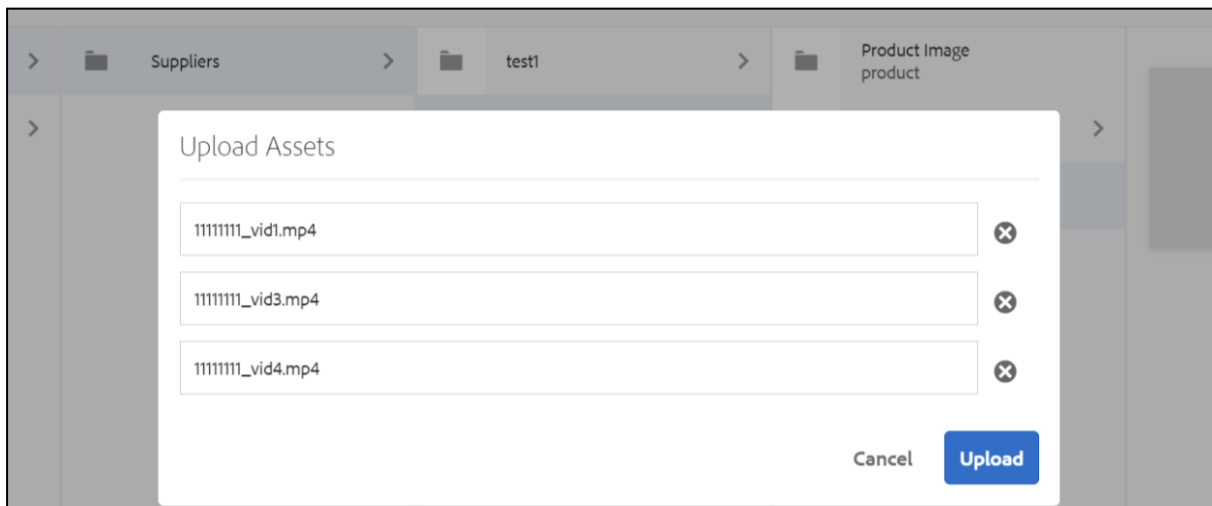
Step 4. When inside the 'Product image' folder, the blue 'Create' button will appear. Click on 'Files'



Step 5. Select the video files from your computer and click the 'Open' button



Step 6. The upload screen will appear. You can edit the filenames here or remove the files from the list by clicking the X icon. To upload the files click the blue 'Upload' button:



7.2 Checking for any rejected files






Any image or video files with problems are automatically added to the 'Rejected' folder. You will receive an email listing the rejected files and reasons for rejection, but can also see this from within the Supplier Portal by following the steps below.

Browse to the Rejected folder:

Creative > Suppliers > [your brand name] > Rejected

In the 'Comments' column you can see the reasons for rejection.

If you don't see something similar to this screenshot you will need to change the view as described in [6.3 Changing view to see comments on rejected files](#)

Rejected							
Name	Title	Type	Dimensions	Size	Rating	Modified	Comments
 Screenshot 2022-01-06 at 09:12:05.png		IMAGE	482 x 419	27 KB		a minute ago paul.henry@johnlewis.co.uk	Asset name is not valid: can not be associated to a existent product or brand logo
 Screenshot 2022-01-06 at 11:10:29.png		IMAGE	471 x 423	66.6 KB		a minute ago paul.henry@johnlewis.co.uk	Asset name is not valid: can not be associated to a existent product or brand logo
 240577247_1.tiff		IMAGE	1125 x 1500	585 KB		a minute ago paul.henry@johnlewis.co.uk	Asset name is not valid: can not be associated to a existent product or brand logo
 240564409.tiff		IMAGE	825 x 1100	434.3 KB		a minute ago paul.henry@johnlewis.co.uk	Asset name is not valid: can not be associated to a existent product or brand logo
 Screenshot 2022-01-07 at 13:09:57.png		IMAGE	1508 x 620	73.4 KB		a minute ago paul.henry@johnlewis.co.uk	Asset name is not valid: can not be associated to a existent product or brand logo

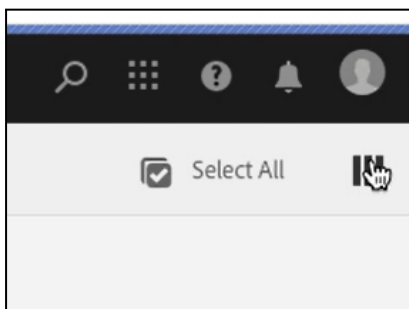
7.3 Changing view to see comments on rejected files

To see the comments which describe why a file has been rejected, you need to change your view to 'list' view and enable the comments column (you should only need to do this once)

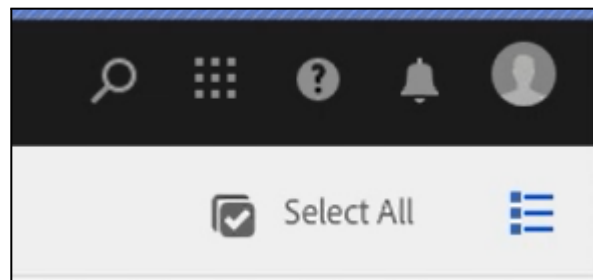
7.3.1 Switch to List view

In top right of screen click on 'column' icon to switch to 'list' view

Column view icon:

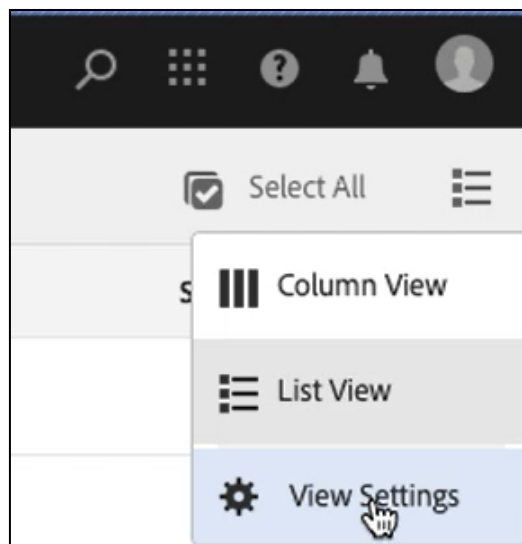


List view icon:

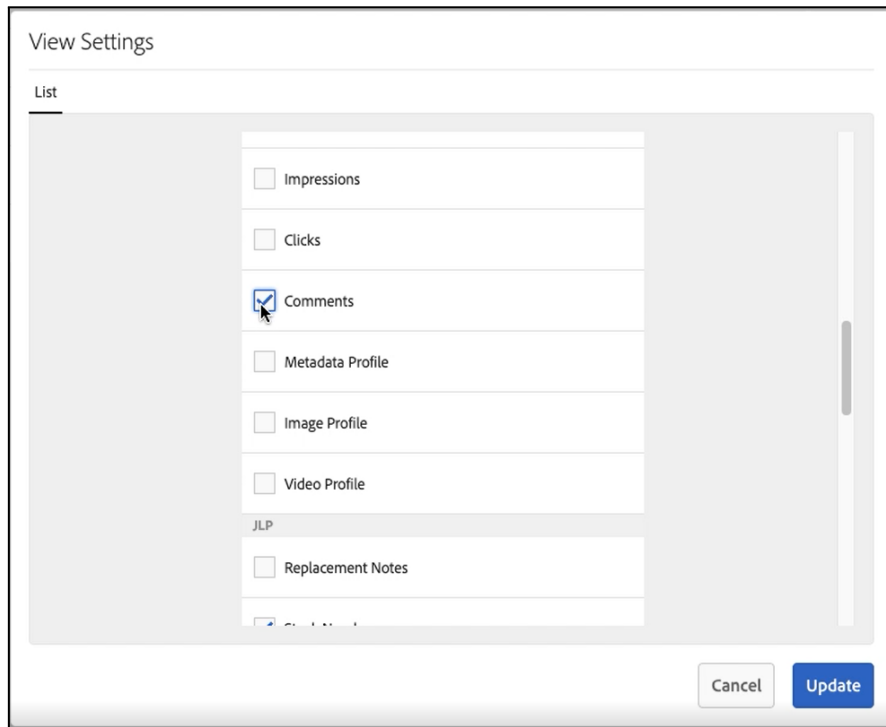


7.3.2 Enable the comments column

Click on the List view icon and select 'View settings' from the menu:



Scroll down the list and select 'Comments'.



To check the Rejected folder, please follow these steps
Step 2. Check the comments for each of the videos

7.4. Rejection Reasons Explained

Rejected Reason	Cause of Rejection	Action to Take
Asset name is not valid: can not be associated to a existing product or brand logo	A product matching the filename cannot be found in our systems or; the file is not named correctly. See 2. Video asset guidelines for info	Check the file name of the video. Also, if this is a new product, check that you have received an email confirming it is ready for images / video to be uploaded
Assets Too Small or large	The assets will get filtered before uploading, so you will not actually see an error message on this	See section 1.3 Image size and ratio
ERROR: Asset is smaller than 5 mb ERROR: Asset is Larger than 200 mb	The video file is too small or big	Resize the video to within this range and re-upload
Asset has been uploaded into the wrong folder - please upload into the correct folder	Video or image has been uploaded into the incorrect folder	Re-upload into the correct folder
The following images have been named with an alt number greater than 10 and will not be progressed (we only allow the main image and up to 10 alts). Please rename these images or delete these images.	Too many Alt images	Check you are using the 10 Alt images you want to use, as there is a limit of 10 Alt images
File type is invalid - please upload as .mp4	Unsupported file type	Convert the video to an .mp4 and re-upload

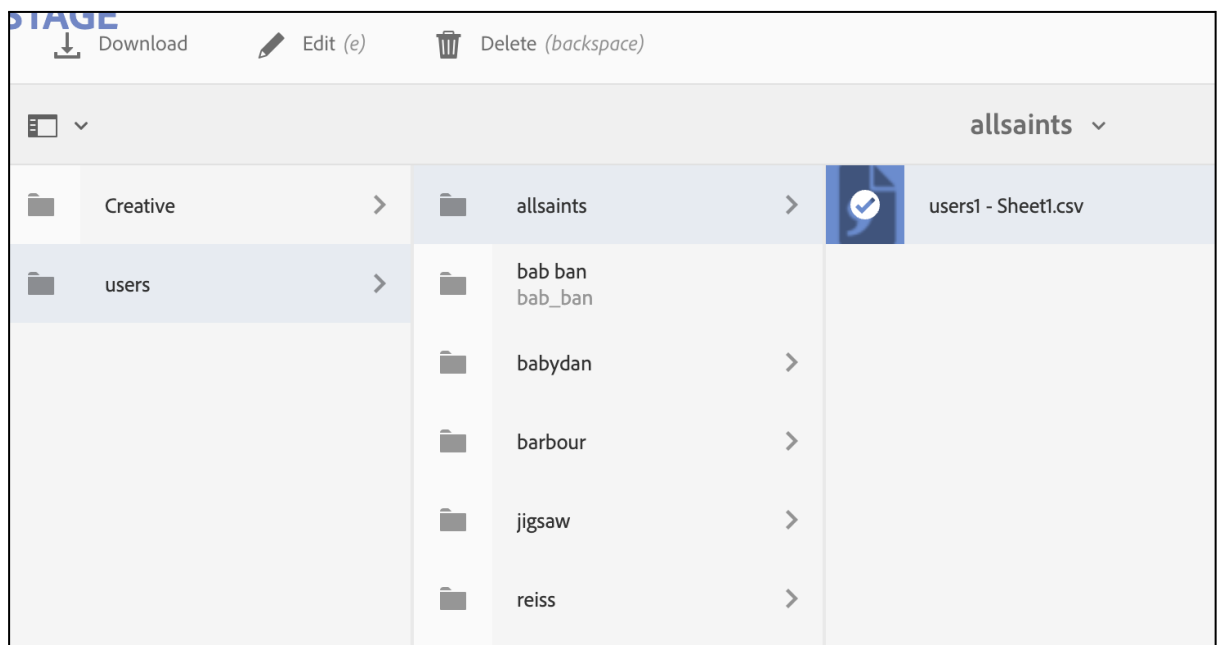
8. Self-serve managing Users

Within the Supplier Portal there is “self service” functionality for you to add and remove your colleagues.

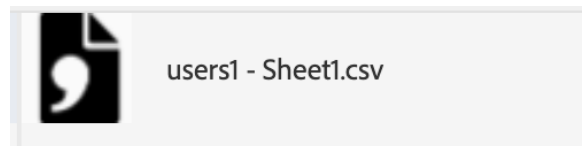
All users for each supplier are listed in a .csv file which you can find by browsing to:

- Users > [your brand name] > [your users].csv

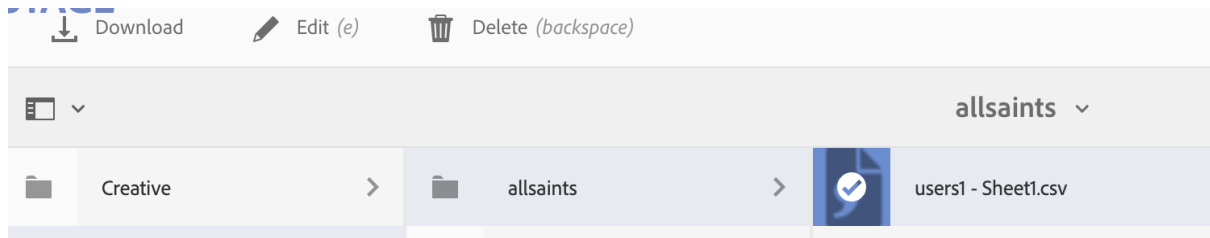
To add or remove users, you’ll need to open and edit the .csv file, then save your changes



There’ll be 1 file in that folder. The file could have any name, but it’ll end in .csv. For instance, it could be ‘my_company_users.csv’



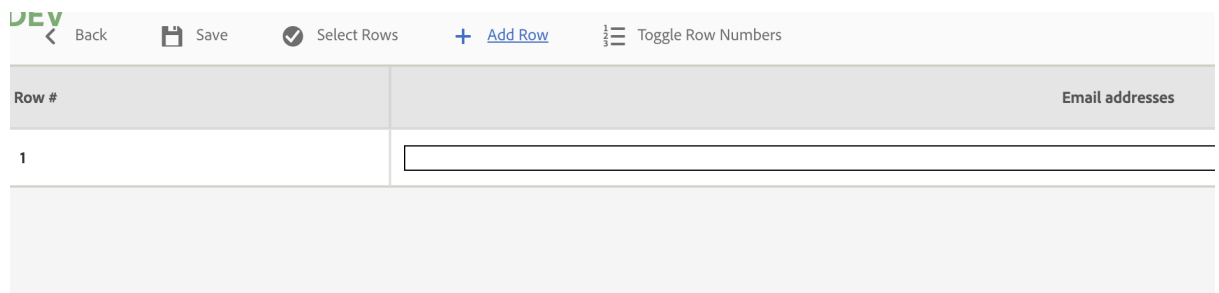
Select the .csv file and click on 'edit' in the top bar



The file will open and you can now add or remove users

To add a new user:

- Select add row



- Enter their email address.
- If you are doing copy / paste, please ensure there are no blank spaces at the start or end of the email address
- Select Save
- Select Back
- Your colleague will receive an email with joining instructions and a link to this guide

To remove a user:

- Select 'Select Rows'
- Click on the row to remove. The line will have a slightly grey background
- Select 'Delete Rows'
- Select Save
- Select Back
- Select 'Close' in the top right corner

9. Email Notifications

There are several emails you will receive from John Lewis

Welcome email - when you are first set up on the portal

Welcome Email
1 message

NOREPLY@johnlewis.co.uk <NOREPLY@johnlewis.co.uk> 22 September 2022 at 05:00
To: geetanjali.tagore@waitrose.co.uk

Dear Supplier,

Welcome to the John Lewis Supplier Portal, where you can upload your digital assets

You have received this email because we require the assets for your selected products.

To be able to upload your digital assets you will need to access the system, using this one-time password va7xQp=O with your **userID** which is your **email address**.

Please click on
<https://johnlewis-supplier.adobecqms.net/libs/granite/core/content/login.html>
to access the portal where you will be asked to change your password upon your first login

Your password needs to have a minimum of 8 characters with at least 1 Uppercase, 1 Number, 1 Special Character and 1 Lowercase.

For more information, please refer to the user guide
<http://scene7.johnlewis.com/is/content/JohnLewis/Guides/Operations/John%5FLewis%5FAsset%5FPortal%5FGuide%20v2.0.pdf>

You can also download these short demo videos

Adding and Removing Users
https://s7g10.scene7.com/is/content/JohnLewisStage/Adding_and_Removing_Users_to_the_JL_Supplier_Portal

Uploading Product Images
https://s7g10.scene7.com/is/content/JohnLewisStage/Uploading_Product_Images_to_the_John_Lewis_Supplier_Portal_User_Guide

Uploading Videos
https://s7g10.scene7.com/is/content/JohnLewisStage/Uploading_Videos_for_Suppliers

Best Regards

John Lewis Digital Asset Team

JLP: Asset upload request - a request to upload images once the product data has been entered into our system. There will be a csv file attached

1/9/22, 6:29 PM

John Lewis Mail - JLP: Asset upload request

JOHN LEWIS
PARTNERSHIP

Geetanjali Tagore <geetanjali.tagore@waitrose.co.uk>

JLP: Asset upload request

NOREPLY@johnlewis.co.uk <NOREPLY@johnlewis.co.uk>

15 December 2021 at 18:20

To: geetanjali.tagore@waitrose.co.uk, geetest100@mailinator.com, geetest101@mailinator.com, valentino.iannacco@johnlewis.co.uk, mark.steadman@johnlewis.co.uk

John Lewis

This is an automated email to notify you about new products awaiting digital images.

The list of assets can be found as an attachment in this email.

[Please click to access the John Lewis Supplier Portal](#)

All images should have a resolution of between 800 and 3000px on the longest side and must be named by either the Consumer EAN code, John Lewis Stock Number or Model Number.

Main images to be just the EAN/Stock/Model Number

All ALT images to be EAN/Stock/Model Number followed by an order _1 (2,3)

Main image: 1234567890123

Alt image1: 1234567890123_1

Alt image2: 1234567890123_2

Alt image3: 1234567890123_3

Regards,

John Lewis


JLP Reminder: Asset upload request - reminder to upload the requested images, sent every 2 days until the images are uploaded. There will be a csv file attached

1/9/22, 6:25 PM John Lewis Mail - JLP Reminder: Asset upload request

**JOHN LEWIS
PARTNERSHIP** **Geetanjali Tagore <geetanjali.tagore@waitrose.co.uk>**

JLP Reminder: Asset upload request

NOREPLY@johnlewis.co.uk <NOREPLY@johnlewis.co.uk> 15 December 2021 at 18:08
To: geetanjali.tagore@waitrose.co.uk, geetest100@mailinator.com, geetest101@mailinator.com,
valentino.iannacco@johnlewis.co.uk, mark.steadman@johnlewis.co.uk

 JLP DAM

Hello:

This is an automated email to remind you about recently created products awaiting digital images.

The list of assets can be found as an attachment in this email.

[Please click to access the John Lewis Supplier Portal](#)


John Lewis

JLP: Asset upload confirmation - confirmation of the images you have uploaded. There will be a csv file attached

JLP: Asset upload confirmation
1 message

NOREPLY@johnlewis.co.uk <NOREPLY@johnlewis.co.uk>
To: geetanjali.tagore@waitrose.co.uk, geetest@mailinator.com, gt100@mailinator.com

15 February 2023 at 08:36


Hello:

This is an automated email to confirm your recent upload using the supplier portal

In most cases, it will take up to 5 days for additional and replacements to be live on our website.
This assumes imagery is supplied as per our requirements.

You can now upload videos as well as images. To do this please take a look at the new user guide and How to demo video.

[User Guide here](#)

[How to video here](#)

The list of successful and failed assets can be found as an attachment in this email.

John Lewis

JLP: Asset rejection notification - Images which have been rejected after they have been reviewed by John Lewis

1/11/22, 1:42 PM

John Lewis Mail - JLP: Asset rejection notification

JOHN LEWIS
PARTNERSHIP

Geetanjali Tagore <geetanjali.tagore@waitrose.co.uk>

JLP: Asset rejection notification

1 message

NOREPLY@johnlewis.co.uk <NOREPLY@johnlewis.co.uk>

5 January 2022 at 15:35

To: geetanjali.tagore@waitrose.co.uk, geetest200@mailinator.com, geetest201@mailinator.com

Cc: test1@gmail.com

John Lewis

This is an automated email to notify you about an asset rejected by reviewer:

Assets:

- 78761938 (7).jpeg
- 78761938.jpeg
- 78761938 (5).jpeg
- 78761938 (1).jpeg
- 78761938 (3).jpeg
- 78761938 (2).jpeg
- 78761938 (4).jpeg
- 78761938 (6).jpeg
- 78761938 (8).jpeg

Reviewer Comment:

rejecting assets for testing purpose

John Lewis

Password Reset - when you request to reset your password

1/9/22, 5:46 PM John Lewis Mail - Request to change password

JOHN LEWIS
PARTNERSHIP

Geetanjali Tagore <geetanjali.tagore@waitrose.co.uk>

Request to change password

NOREPLY@johnlewis.co.uk <NOREPLY@johnlewis.co.uk> 9 January 2022 at 17:45
To: geetanjali.tagore@waitrose.co.uk

Dear geetanjali.tagore@waitrose.co.uk,

You have requested to change your password. Please use the link below to change your password.

https://johnlewis-supplier-acpt.adobecqms.net/content/johnlewis/us/en/confirm-password.html?ky=eyJhbGciOiJIUzI1NiIsInR5cGU6IjE6IkpXVCJ9.eyJleHAiOiJlE2NDE3MzExMzcsImhhdCI6MTY0MTczMDUzNywidXNlcklkjoiZ2VldGFuamFsaS50YWdvcmlAd2FpdHJvc2UuY28udWsiLCJob3N0ljoiam9oYm90L2l2LXN1cHBsaWVyLWFjCHQuYWRvYmVjcW1zLm5ldCIsIm9wZXJhdGlvbi6l6mNoYW5nZS1wYXNzd29yZCJ9.iRZ8V5_GWC690dNeZkbERfgcTfcj0d8FGVivwFNdMwc

Best Regards

John Lewis Supplier Portal.

Password Changed - confirmation that your password has been changed

1/9/22, 5:58 PM John Lewis Mail - Password changed

JOHN LEWIS
PARTNERSHIP

Geetanjali Tagore <geetanjali.tagore@waitrose.co.uk>

Password changed

1 message

NOREPLY@johnlewis.co.uk <NOREPLY@johnlewis.co.uk> 9 January 2022 at 16:19
To: geetanjali.tagore@waitrose.co.uk

Dear Supplier,

Your password has been changed.

User .csv file Processing Failure - when there is a problem with a user you have added

1/9/22, 5:29 PM John Lewis Mail - CSV Processing Failure

**JOHN LEWIS
PARTNERSHIP** SMB JLP Digital Asset Management <digital.asset.management@johnlewis.co.uk>

CSV Processing Failure

NOREPLY@johnlewis.co.uk <NOREPLY@johnlewis.co.uk> 9 January 2022 at 17:28
To: geetest205@mailinator.com
Cc: digital.asset.management@johnlewis.co.uk

Dear Supplier,

CSV processing for the supplier folder ALLSAINTS has failed because of Invalid IDs in the CSV -
ueryi@gmail,hdgjf,kjfgkhsf.
Please can you amend the file?

Link to User Guide for amending CSV file - http://scene7.johnlewis.com/is/content/JohnLewis/Guides/Operations/John_Lewis_Asset_Portal_Guidepdf.pdf

Best Regards

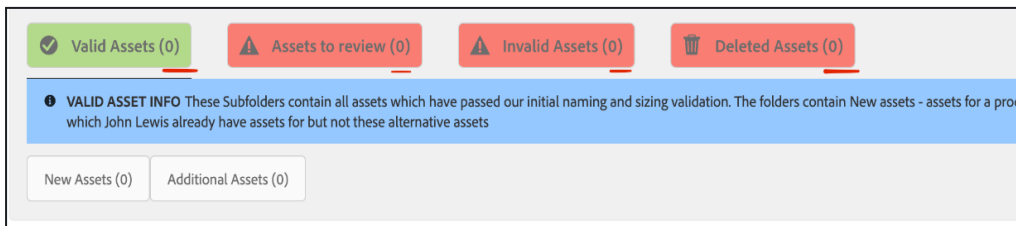
John Lewis Supplier Portal.

10. FAQs - Frequently asked questions

We have written this section to help with common issues experienced by suppliers using the portal

Problems when uploading images

When uploading images, the portal seems to be unresponsive / frozen and nothing is happening. Also after uploading they do not appear on the validation screen and the screen shows zero results for all categories.

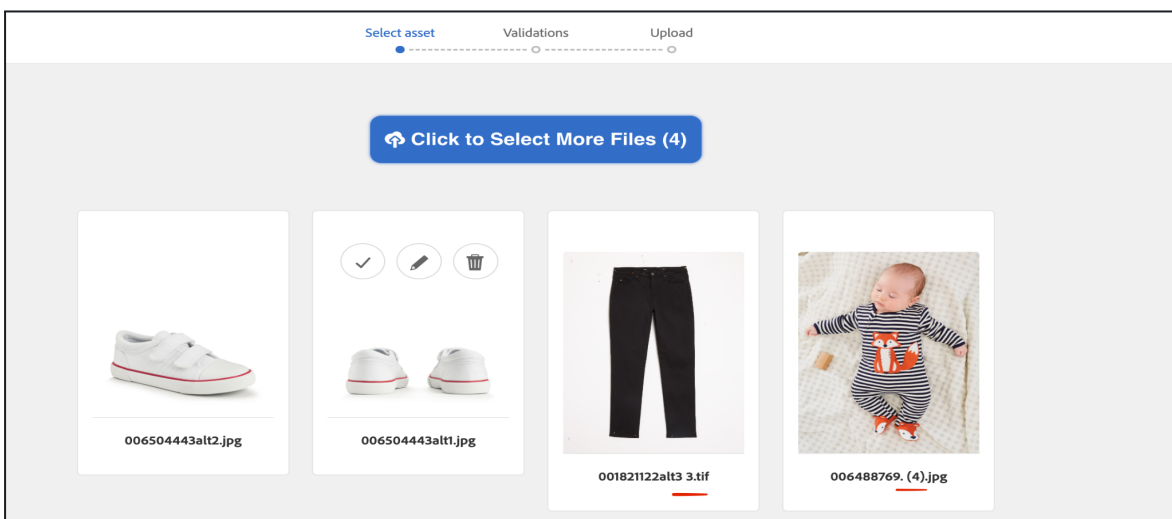


Things to check:

1. Check that there are no .raw image files included in your files. The portal does not accept raw image files. (raw file type is common with studio cameras and needs to be converted to jpeg or tiff file in image editing software e.g. photoshop)
2. Check that you are following the guidance for naming of files as per the [Portal User Guide](#)

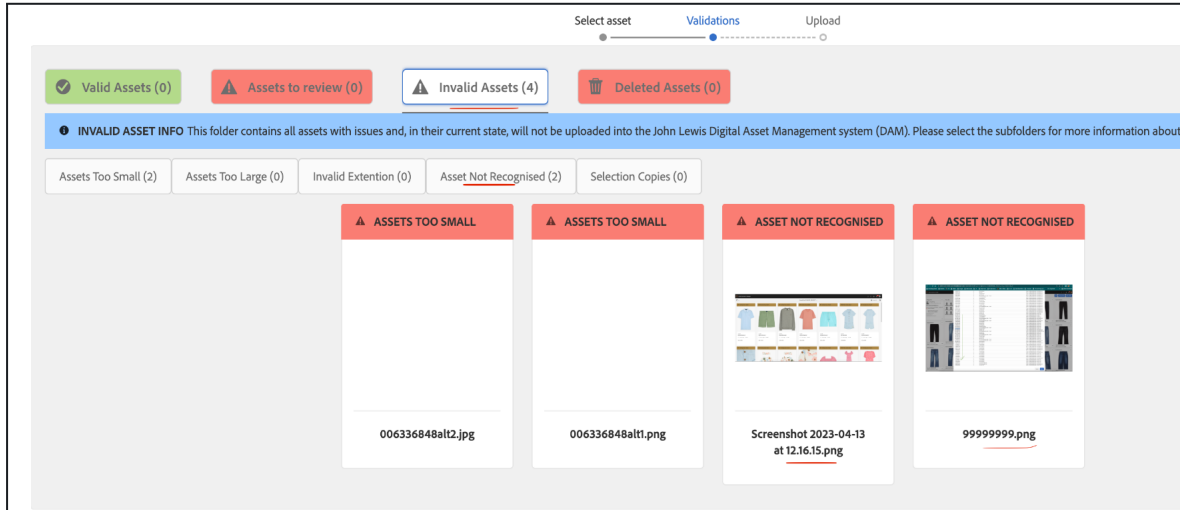
Valid Examples: 11001000alt1.jpeg , 110010 00 (1).tif , 11001000_1.tiff , 11001000_2.jpg

Invalid Examples: 11001000 _ 1.tiff , 1100100 0alt1.tiff , 0 06491952.tiff, 006488769. (4).jpg ,001821122alt3 3.tif



Invalid Assets / Assets are not recognised

After uploading your images, the validation screen (see screenshot below) is showing them in the Invalid Assets category, Asset not recognised.



Things to check

1. Check that you are following the guidance for naming of files as per the [Portal User Guide](#)
2. If the filenames are correct, this issue could be because the data for the product/s is not yet available in the portal, so we are unable to match the images with the products. As a rough guide, you should only upload images 2 working days after the Smart Sheets have been emailed to your JL PSU contact. If it has been more than 2 days, please email your PSU contact to confirm the data has been processed.

Can I replace existing assets with updated versions, using the same filename?

Yes this is possible to do with main and alt images. Upload the images to the portal and they will be identified as duplicates, which you can then mark as replacements. Refer to the [portal user guide](#) or [training video](#) (9mins 30secs into video “comparing duplicates”)

I can't log in to the portal even though I am sure I am using the correct username and password

Please try to reset your password on the [portal login page](#) using forgot password option , you will then receive an email with a link to reset your password.

If you still have problems after this please drop an email to digital.asset.management@johnlewis.co.uk describing your issue.

Can I remove / delete images which are live on the website?

Please email your John Lewis Product contact with a web link to the relevant page and screenshots of the images you would like removed.

Invalid Assets - Why does the portal categorise our assets as invalid?

There are different reasons why this happens and it is part of the validation process. Please refer to the [portal user guide](#) or [training video](#) which will explain the options.

How long does it take for images to appear on the John Lewis website after uploading to the portal?

Please refer to the table below :

Type of Assets	Time required to publish them online
Additional	Approximately 10 working days
Replacements	Approximately 5 working days
New Assets	Approximately 5 working days

How do I know if images have been rejected after uploading and what action should I take when it happens?

When images are rejected you will be sent an email which lists the images which have been rejected, along with the reason for rejection.

A common reason for rejection of alt images is when no main image has been uploaded, so please check you upload one main image when you are uploading alt images.