Web Image Process

Rally House requires all vendors to provide images for inventory items so that we can sell their products in our #1 store, online. Without images, we cannot successfully execute the following: Web sales, marketing events (email and social campaigns), ensure proper receiving, ensure inventory accuracy, pay bills on time, just to name a few. Rally House withholds all payments related to inventory items that do not have an approved image in NetSuite. This process is integral to our continued growth and success as a company and a requirement of all of our vendor partnerships for continued ordering.

A. What is a RIP
B. Where is the image search
C. What is on the image report
D. How do vendors get our image reports
E. How to upload to RIP record (internal)
F. How do vendors upload images
G. What are the image requirements
H. How do we alert vendors of payment holds
I. How do we mark images that vendors won't provide
J. How do we clean up old items still missing images
K. How do we handle rejected images

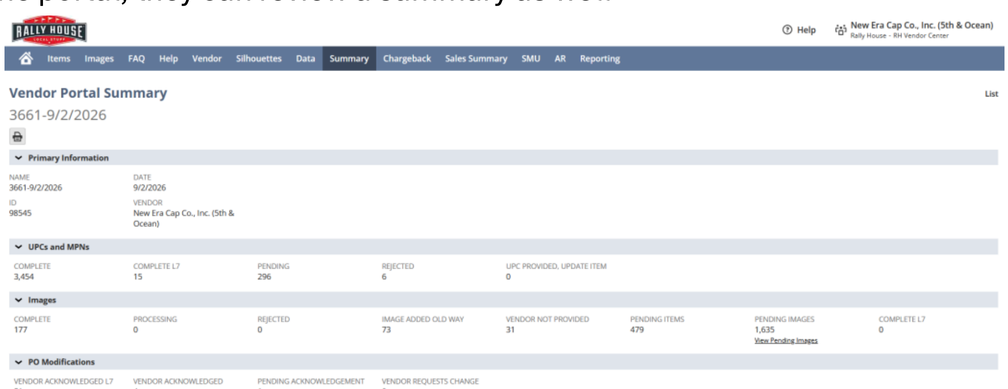
A. What is a RIP:
    a. Raw Image Process
    b. The Raw Image Process allows buyers and vendors to upload images directly into a NetSuite form that can verify the correct naming convention
    c. Each Class Mapping has a required number of RIPs that correlate the angle and style of images needed for each product
        i. The RIP allows us to create uniformity across our website for how images are ordered and ensures that they are named properly
B. Where is the image search
    a. Under the Images tab
        i. Under Images > Missing Images
            1. Scorecard – RIP – Missing Images
C. What is on the Image search
    a. The dashboard version of the search will show you all images that are Past Due and including anything that is OH without an image

    b. Image Due Date (on the RIP) is calculated by subtracting the Image Lead Time (on the Vendor) from the ship date on the PO.
        i. If Image Lead Time is null, the calculation will default to 60 days
    c. A past due image is any RIP with an Image Due Date before today

D. How do vendors get our image reports (External)
    a. Vendors will exclusively use the vendor portal to get all image reports
        i. Vendors can get access to their Portal via Vendor Assigned Buyer
        ii. They can also request additional logins once in the portal
    b. Vendors receive a portal report daily that shows what tasks they have to complete, this includes a row of missing images
        i.

> **Date:** 8/4/2026
>
> **Logo Brands,**
>
> Please visit the Rally House Vendor Portal to provide the required information. You can now download each report using the Data tab and selecting the corresponding report.
>
> **Pending Images:** 554
>
> **Pending UPCs:** 2749
>
> **Pending PO Modifications:** 13
>
> If you do not have access to the portal, please contact your RH buyer, Jordan Lenherr-Clark.
>
> We thank you for your participation in this exciting new process to maintain your account and help us grow our businesses together.

    c. From the portal, they can review a summary as well
        i.

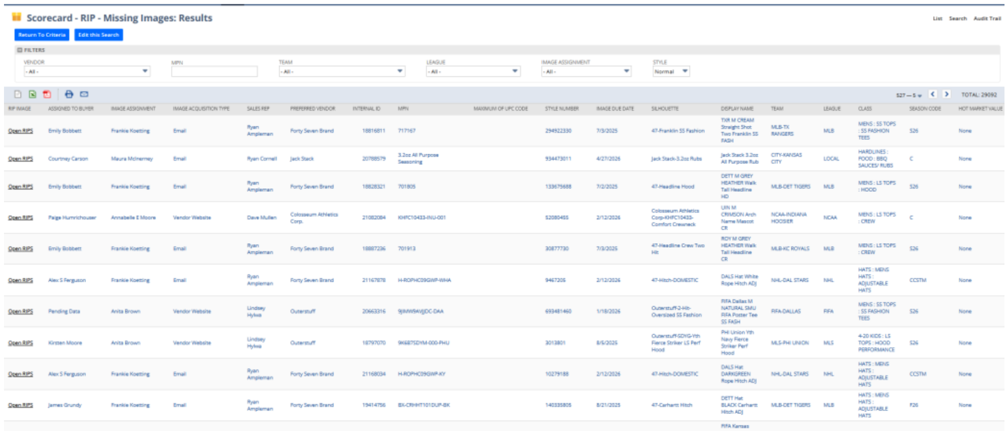


    d. Vendors can also download a .CSV file from the portal under Data > Export > Data Export Analytics > Raw Image Process

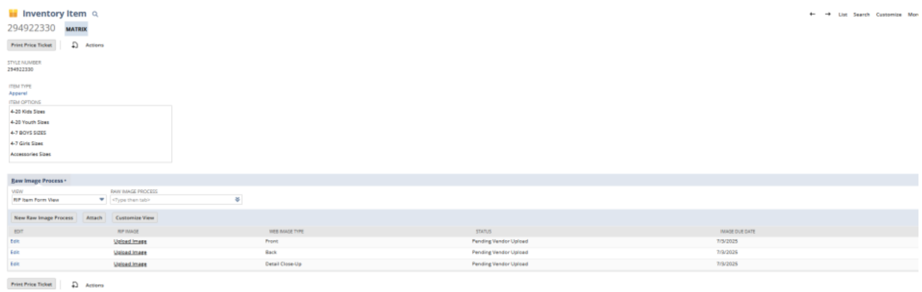
E. How to upload to the RIP record (Internal)
    a. Navigate to Scorecard – RIP – Missing Images.
        i. This search allows you to filter by vendor, part number, team, league, image assignment or style. It's returning results for any item that is on

hand or past due and does not have a -1 (primary) image associated with it.

ii. The red highlights any styles that are past their image due date.

1. 

iii. Select Open RIPS



1.
2. This screen shows you the available RIPs to upload to.

iv. Select upload image

v. Select browse

1. Select image to upload

vi. Select Upload Image

vii. If a RIP cannot be uploaded: Select Image Unavailable

1. Select reason
2. Select Submit

F. How do vendors upload images (External)

a. Via their Vendor Portal

b. Select Images > Required images > Raw Image Process

i. From here, the process mirrors our Internal Process from Section E

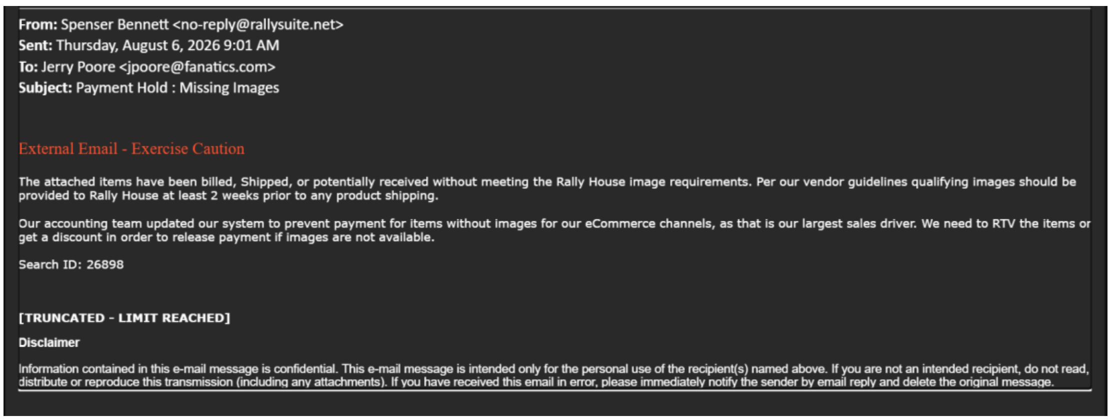
G. What are the image requirements

a. Detail requirements may be found in our vendor guidelines

b. General Requirements

i. Resolution must be a minimum of 72dpi for a 1000x1000px image; higher resolution is preferred.

        ii. Backgrounds must be pure white (RGB 255,255,255 or '#FFFFFF)
        iii. Image Positioning needs to match the template shown
        iv. On-model images should be:
            1. Cut off at the bridge of the nose
            2. Front facing with arms by side
            3. No accessories should be worn
            4. Hair should be pulled back – there should not be hair on the garment

H. How do we alert vendors of payment holds
    a. Weekly emails will be sent via NS
    b. 

From: Spenser Bennett <no-reply@rallysuite.net>
Sent: Thursday, August 6, 2026 9:01 AM
To: Jerry Poore <jpoore@fanatics.com>
Subject: Payment Hold : Missing Images

External Email - Exercise Caution

The attached items have been billed, Shipped, or potentially received without meeting the Rally House image requirements. Per our vendor guidelines qualifying images should be provided to Rally House at least 2 weeks prior to any product shipping.

Our accounting team updated our system to prevent payment for items without images for our eCommerce channels, as that is our largest sales driver. We need to RTV the items or get a discount in order to release payment if images are not available.

Search ID: 26898

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I. How do we mark images that vendors won't provide
    a. See Section E

J. How do we clean up old items still missing images
    a. Send a list of your recommendations to the Senior Buyer for approval to mark as Image Unavailable
    b. General Rules:
        i. OH units < 6
        ii. Last Received Date > 365 days ago
        iii. Acquisition items with no or incorrect MPN or UPC

K. How do we handle rejected images
    a. Buyers and Vendors alerted via Email notification
    b. Navigate to the Image search
        i. Select Images > Required images > Raw Image Process
        ii. Filter for "rejected images"
    c. Re attached updated images following section F.