



The Global Language of Business

# Frequently Asked Questions | Product Certification

for Nutritional and eCommerce Content

*Version 4.3.10*



## Frequently Asked Questions | Product Certification

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GS1 Canada  
1500 Don Mills Road, Suite 800  
Toronto, Ontario, M3B 3K4  
P 416.510.8039  
P 1.800.567.7084  
F 416.510.1916  
E [info@gs1ca.org](mailto:info@gs1ca.org)  
[www.gs1ca.org](http://www.gs1ca.org)

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## Introduction

### **What is Product Certification?**

Developed in collaboration with industry and as a result of industry feedback, Product Certification is a standardized data excellence tool that unifies nutritional, eCommerce and pharmaceutical content certification in a single, streamlined workflow.

Product Certification enables multiple internal stakeholders and subject matter experts to certify all content in one user interface for multiple business processes, helping to improve data quality strategies.

### **What specific labeling information is being collected?**

Product Certification enables brand owners to certify the accuracy and completeness of attribute values in the following product data areas:

- Basic product details
- Attributes as they relate to the Nutrition Facts panel on the product (if applicable)
- Ingredients as they relate to the ingredients label on the product (if applicable)
- A set of common allergens (if applicable)
- Certification claims (kosher, organic, halal, Aquaculture Stewardship Council, Marine Stewardship Council) (if applicable)
- Product claims (optional attributes to record statements as marked on the package) (if applicable)
- Extended Information and Top Up (added features and benefits and customer-friendly identification that apply only to ecommerce certification)

### **What happens to this data after I certify a product?**

Nutritional product data, once certified, will be published to your trading partners in accordance with your existing ECCnet Registry publication rules.

After the window for certification has passed, verified eCommerce product data appears with "Verified" status in The Vault - eCommerce. This can be updated to "Certified" status at any time.

## Get Started

### **How do I subscribe to Product Certification?**

As a GS1 Canada subscriber, your organization is eligible to register for the Product Certification tool.

Follow these steps to register for products:

1. The myGS1 Company Administrator logs in to myGS1 and designates a ProSYNC user as Product Certification Administrator (PCA) for Nutritional content to manage the service on behalf of your organization.
2. The PCA receives an invitation email from GS1 Canada with a registration link to myGS1ca.org.
3. The PCA logs into myGS1ca.org and completes the subscription process by accepting the Service Agreement.

Follow these steps to register for eCommerce products:

1. Register your company for Content Distribution App - eCommerce Content from Content Distribution App - eCommerce Content web page. The person who completes the registration will be designated as the default Product Certification Administrator (PCA) for eCommerce Content. For help with registration, contact [images@gs1ca.org](mailto:images@gs1ca.org).
2. The PCA completes the subscription process by accepting the Service Agreement.
3. In myGS1, in My Tools, the PCA opens Product Certification and accepts the end User License Agreement.

## **How do I load nutritional and eCommerce product data into Product Certification?**

### **Nutritional Content**

To capture images and data from your product you typically have these options:

- Ship physical product to GS1 Canada for image and data capture,
  - Submit images digitally to GS1 Canada for inspection and data capture,
- or
- Contact GS1 Canada to have data and images of your product captured at your site.

Each of these options captures product images and data. Product images and data are loaded into Product Certification.

*Note: If you already have data loaded using your existing ECCnet data loading method, product data flows into Product Certification. You can use one of the options above for image capture only.*

To define or update your content capture option, contact your GS1 Canada Account Manager or write to [info@gs1ca.org](mailto:info@gs1ca.org).



### eCommerce Content Content

To capture images and data from your product, you have these options:

- Ship physical product to GS1 Canada for image and data capture,
  - Submit images digitally to GS1 Canada for inspection and data capture,
  - Machine-to-machine data transfer,
- or
- Contact GS1 Canada to have data and images of your product captured at your site.

Product images and data are loaded into Product Certification. You have 30 days to certify product content. If you certify product content during that time, content flows to Content Distribution App - eCommerce Content right away. If you do not certify product content within the 30-day timeframe, un-certified product content flows to Content Distribution App - eCommerce Content and is visible by your trading partners.

### What’s involved for my organization?

Product Certification for nutritional content requires that an ECCnet Registry Catalogue Captain assign an administrator to manage Product Certification users.

The person who completes the registration on Content Distribution App - eCommerce Content web page will be the default Product Certification administrator for eCommerce Content content.

After the Product Certification administrator has been determined, the following roles will need to be created and assigned:

New Role	Responsibilities
Reviewer	Validates all product images and related product information, including nutrition facts, ingredients, allergens and product certifications, for every product listed in the service
Approver	Certifies product details after they are reviewed by reviewers. Upon certification, the data and images for a product is ready to be published to trading partners.

GS1 Canada recommends that a different individual be assigned to each of these roles; however, one individual may hold more than one of the roles of Administrator, Reviewer and/or Approver.

## **Which browsers are supported by the Product Certification tool?**

Supported browsers for this tool include Google Chrome, Mozilla Firefox and Safari.

## **Why is Product Certification not supported on Windows Internet Explorer 8?**

Microsoft support for Internet Explorer version 8 ended on April 8, 2014, along with other components of the Windows XP operating system. This means that Microsoft no longer fixes bugs, even critical bugs that might cause the browser to incorrectly render web pages. These errors might not be correctable by GS1 Canada, resulting in an unpredictable browsing experience for our clients.

## **I currently use IE8. How can I use Product Certification?**

You must install a supported browser. Fortunately, there are multiple popular alternatives. Google Chrome and Mozilla Firefox are all internationally popular alternatives.

## **Our corporate policy does not allow me to upgrade to IE9 or to use other web browsers. How can I use Product Certification?**

GS1 Canada is assessing page rendering issues with Internet Explorer 8.

## **I can't open the PDF user guide. Can you help?**

The answer to this question depends on which version of Adobe Reader you are using:

- Adobe Reader v 9 – works on Internet Explorer 7 and higher, Firefox 3.6 and higher.
- Adobe Reader X – works on Internet Explorer 7 and 8, Firefox 3.5 and 3.6.
- Adobe Reader XI – works on Internet Explorer 7 and 8, Firefox "Extended Support", however it does not work on Windows XP without SP3, it does not work in Windows 7.

## **What is a GPC code?**

Global Product Classification (GPC) is the chosen GS1 standard mandatory classification system for the GS1 Global Data Synchronization Network (GDSN). Only products classified according to GPC will be registered in the GS1 Global Registry.

We use GPC classification to distinguish between food and non-food products as well to flow products into Product Certification.

To help you determine your product GPC, follow this link: <http://www.gs1.org/1/productssolutions/gdsn/gpc/browser/index.html>.

## Using the Service

### Where do I sign in to use Product Certification?

When you log into myGS1, you have access to Product Certification in the My Tools section.

If you have bookmarked the login page for Item Certification, you are redirected to the myGS1 login.

myGS1 is an environment where a Company Administrator can perform the following actions:

- Add users or edit users, granting or removing permissions across multiple GS1 Canada tools.
- Manage the company profile for changes in website address, postal address, etc.
- Manage other Company Administrators. For example, Product Certification Administrator.
- Manage the company's list of trading partners.

### I'm having trouble signing in.

- Reviewers and Approvers: Contact your organization's Product Certification Administrator.
- Administrators: Email [info@gs1ca.org](mailto:info@gs1ca.org).

### How do I start certifying my products?

Sign in to Product Certification.

If you have a subscription for both nutritional content and eCommerce content certification, to certify both types, you must certify the product versions for each type individually. Because content from each certification type is used for different purposes—and in many cases by different departments—products are certified separately.

- Reviewers: To open the Product View page, in Search Products, find a product with "Verified" status and click the product. Review product information in all product views, clicking Save for each view that is complete and accurate. In the Review and Certify page, you can change product status to "Reviewed".
- Approvers: To open the Product View page, in Search Result find a product with "Reviewed" status and click the product. The progress bar should show 100% and each Product View page should show a green check mark icon that indicates mandatory values are verified as complete. In the Review and Certify page, you can change product status to "Certified".

## **Can I automate the certification of my products?**

The objective of this tool is to ensure that data and images are certified by the brand owner. This requires the brand owner to individually verify the data and images. This ensures that accurate and complete data is made available to trading partners.

## **Which products should I review using Product Certification?**

- Reviewers: Search for products with the status "Verified"
- Approvers: Search for products with the status "Reviewed."

If you have a subscription for both nutritional content and eCommerce content certification, you can change the status for both certification types to "Certified". If you have a subscription for only one certification type, you will see content in the other type and you will not be able to change the status to "Reviewed" or "Certified".

## **What are the product statuses?**

- Verified: Product data and related images have been successfully loaded into Product Certification and are now ready for Review. Reviewers are sent an email notifying them to sign into the service to review the products.
- Rejected: Product is rejected by the Reviewer due to errors that require updates to view-only fields or need further investigation by GS1 Canada.
- Reviewed: Product data and related images are ready for Approvers. Approvers are sent an email notifying them that products have been reviewed and are ready for the Approvers.
- Verified Rejected: Product is rejected by the Approver due to errors that require updates or need further investigation by the Reviewer.
- Certified: Product is certified by an Approver.

## **I do not want to certify the product because I notice an error. What are my next steps?**

If you are an Approver, do not certify the product. Instead, reject the product so the Reviewer can take the appropriate action.

Reviewers can choose from the following options:

- If you entered information incorrectly while reviewing the data (like selecting incorrect allergens), you can edit those values, that were added by yourself within Product Certification.
- If the data in non-editable fields does not match what is shown on the images of the labels, reject the product back to content capture by GS1 Canada. While rejecting, select a rejection reason from the drop-down options, and describe what should be done.

- If you find something wrong with the image, reject the product back to GS1 Canada and provide an appropriate rejection reason and comments.
- If your product image or data is outdated or if you are going to update your product packaging in the near future, you will need to resubmit the product to GS1 Canada to capture new images. In this case, you should archive the older version so that it is not shared with your trading partners.

## **How will I be notified for the products that need my action?**

An email is sent to the relevant user at every stage of the product certification workflow. When the product is loaded into Product Certification with "Verified" status, the Reviewer gets an email message stating that action is required. Similarly, after product status is changed to "Reviewed", an email is sent to the Approver for appropriate action.

## **Can I see a history of updates made to a product version?**

Yes. When you are inside a product view, you can navigate to the status history section to check all the past actions that have been made to the specific product version.

## **Discontinue - delist - archive. What is the difference?**

### **Discontinue**

Discontinue Date is a product attribute. This is the last order date, after which the item is no longer available for order. If it is a seasonal item, the same product might be reinstated, depending on the season.

To specify a discontinue date in Product Certification, open the Details view.

Because a discontinued product might still be in retail inventory, you can certify the product data and images. When your trading partner accesses a product view, they can see the discontinue date and can manage their inventory.

From brand owner's perspective, after the discontinue date has passed, the next step should be to archive the product version, so that it is not shared with the data recipients anymore.

### **Delist**

Removal of a product from a product catalogue. This product might still be available from another distribution source.

When you reject a product in Product Certification, one of the options in the Reason drop-down is "The product is delisted". When you select this option the product is no longer active and it is removed from Content Distribution App - eCommerce Content. A delist report is shared with your data recipients.

The status of the product is "Rejected". You cannot certify a delisted product.

**Archive**

Product is no longer in current production. One reason for archiving a product is that a different version of the product has been introduced. Details of an archived product are not shared with trading partners and will likely be available for historic and reference purposes only. If production of the product version starts up again, an archived product can be reinstated or un-archived.

A product that was certified prior to being sent to the archive retains its certified status.

Archiving is a regular cleanup process that a data provider should perform to ensure that the most current information is being shared with trading partners. If you do not archive product versions, multiple version of the same product will be shared with your trading partners. In some cases it is necessary, for example when you have a seasonal version of a product. Usually, the brand owner should archive all older versions of the products in order to keep the data clean.

**Why do the Allergens, Certification Claims and Product Claims views look different for Nutritional and eCommerce certification?**

For nutritional content certification, all nutritional and ingredients information is captured from the Nutrition Facts table (NFT) and the ingredients panel. In the Nutritional product view, a brand owner has the opportunity to provide supplemental information that does not appear on the NFT or ingredients panel. In these three views (Allergens, Certification Claims and Product Claims), as a brand owner, you can provide more product information to enrich the data set.

When you are performing an eCommerce content certification, the content in Product Certification is strictly taken from the packaging.

For eCommerce content certification, information in all product views is captured according to the eCommerce content capture rules. When reviewing a product for eCommerce content certification, in the three views mentioned above (Allergens, Certification Claims and Product Claims), you cannot add or edit data. If you find a discrepancy in attribute values, you must reject the product back to GS1 Canada for data remediation.

When certifying eCommerce product content, you see the same product views as Nutritional content certification, along with two additional views:

- Top-Up, and
- Extended Information.

In the Top Up view, there are attributes where you, as the brand owner, can specify additional information.

## **How do I check the progress of my work for each GTIN?**

When you have a product view open (Details, Nutritional, Allergens, etc.), you can see a progress indicator on the top right side. This indicator shows the progress of your review activity from 0 to 100%.

Next to the progress bar, an icon helps you identify if you are performing eCommerce or Nutritional certification.

## **I archived a product accidentally. How do I bring it back?**

To open the View Archived Products page, hover your mouse pointer over the Product Management icon and select View Archived Products.

You must have the Approver role to restore or "unarchive" a product.

To restore an archived product, open it. In the Details view, find the Archived State attribute and change the value to "Unarchived".

The product is restored.

## **How can I copy information from an older product version to a new one?**

As a Reviewer, you can quickly add attribute values from an alternate product version to a current product version.

Compare and Import replaces only the information that was added in Product Certification. You cannot overwrite field values that were captured during the GS1 Canada content capture process. Also, Compare and Import will not replace field values if you are loading nutritional content through ECCnet or using machine-to-machine data loading for ecommerce content. Data must be revised at the data source.

Note before you start:

- You must be logged into the tool as a Reviewer.
- The product must have "Verified" or "Verified Rejected" status.
- The product that you select must already have an alternate version that is not archived.

Steps:

1. In the Search Products page, search for products with Version Type "All Versions".
2. Select a current product that has at least one alternate version.  
The Product View appears, showing the Details page.
3. In the Product View page, click Compare and Import.

Note: The Compare and Import button is enabled only if at least one alternate version exists.

The Compare and Import page appears. Product view sections are arranged in drop-down panels, which are disabled until you perform the next step.

4. In Compared Version, select a version.

Product view panels are enabled.

5. To open a drop-down panel, click Show (+).

Attributes appear in a table. The table shows values for the current version in the left column and values for the selected compared version in the right column.

6. To select a value in the compared version, in the Import column select the check box next to the attribute value.

You can select multiple attribute values.

Values will not be imported until you click OK (see step 8).

7. To select values in another panel, repeat steps 5 and 6.

When you show a different panel, the previous panels hides itself.

8. After you have selected all the values that you want to import, at the top of the page, click OK.

A confirming message appears.

Note: Values for every attribute from each enabled tab will be imported. You cannot undo the import action. You can, however remove or revise values in individual fields before changing the status to "Reviewed".

9. Click OK.

All values from each enabled tab are imported into the current product version. Note that the product status is not imported. You can proceed with the normal review and approve process for certification.

### **I can see both eCommerce and Nutritional product views. Why can I certify only one of them?**

During the content capture service, GS1 Canada captures both eCommerce and nutritional content. That's why you can see values from both certification type.

If your user role doesn't have permission to take action on one of the certification types, it is likely that your organization has subscribed to only one of the two types.

If you need this permission, ask your Product Certification Administrator for help.



## **Why does some nutritional data appear in a shaded table in the Nutritional product view?**

In the first phase of the eCommerce solution, all nutritional content was captured in a single table format. This is the content that appears in the shaded table. When the new data model was implemented in December 2017, eCommerce nutritional content was captured attribute by attribute.

## **What is the difference between "Verified" and "Certified" content?**

"Verified" status and "Certified" status describe two different levels of data quality.

"Verified" content is data and images that have been successfully audited by a certified third party as correct.

"Certified" content is content that the brand owner has reviewed and 100% certified as being correct, ensuring the highest level of data excellence.

## **Do I have to certify both eCommerce and nutritional records together?**

No. To avoid delays to publication or product content availability, you can perform certification actions on one certification type.

## **Do I get an email for each product that is reviewed?**

You receive a notification of all the products in your work queue once a day. Reviewed products are processed in a batch of jobs and a notification email is sent based on the completion of all jobs.

## **Do I have to certify a product before I archive it?**

No, the product can be in any state when you archive it.

Archiving is a regular cleanup process that a data provider should do in order to ensure that the latest information is being shared with your trading partners.

If you choose not to archive old or seasonal products, you are sharing multiple versions of the same product with your trading partners. Archiving makes it easier for your trading partners to choose the correct product from your catalogue.

## **Does the Save All button save the review actions done in both certification types?**

Each certification action that you perform on a GTIN behaves independently. When you click Save All for one certification type, you are saving all product views for that type and will not affect the other certification type.

## **If a rejected product is revised and the Reviewer is out of the office, how will the revised product continue through the certification process?**

After a rejected product is revised and loaded back into Product Certification, a notification is sent to all users with "Reviewer" level access. If the primary person is away, another reviewer receives the same notification.

## **Does the Approver have a separate progress bar for their review?**

The progress bar measures the progress of the Reviewer's actions. The indicator advances to 100% depending on the product views that are saved. A Reviewer can change the product status to "Reviewed" only after the progress bar reaches 100%. After the review, the colour of the progress bar is yellow.

After the Approver certifies the GTIN, the progress bar colour changes to green.

## **Why do the Allergens, Certification Claims and Product Claims views look different for Nutritional and eCommerce certification?**

For nutritional content certification, all nutritional and ingredients information is captured from the Nutrition Facts table (NFT) and the ingredients panel. In the Nutritional product view, a brand owner has the opportunity to provide supplemental information that does not appear on the NFT or ingredients panel. In these three views (Allergens, Certification Claims and Product Claims), as a brand owner, you can provide more product information to enrich the data set.

When you are performing an eCommerce content certification, the content in Product Certification is strictly taken from the packaging.

For eCommerce content certification, information in all product views is captured according to the eCommerce content capture rules. When reviewing a product for eCommerce content certification, in the three views mentioned above (Allergens, Certification Claims and Product Claims), you cannot add or edit data. If you find a discrepancy in attribute values, you must reject the product back to GS1 Canada for data remediation.

When certifying eCommerce product content, you see the same product views as Nutritional content certification, along with two additional views:

- Top-Up, and
- Extended Information.

In the Top Up view, there are attributes where you, as the brand owner, can specify additional information.

### **When I add a Discontinue Date, does the eCommerce image discontinue as well?**

Discontinue Date applies only to Nutritional product content.

A product that has certified eCommerce content does not have a Discontinue Date. To remove product images from use by your eCommerce trading partners, in Product Certification, reject the product and select "The product has been delisted" as the rejection reason.

### **Can a Reviewer build a list of "Reviewed" products and then change all products to "Certified" in a batch?**

No. There is no action that allows batch certification.

The purpose of Product Certification is to ensure that all data adheres to highest level of data excellence. As such, each product must be reviewed and certified by the brand owner.

### **How can I know if I am taking action on eCommerce or nutritional certification?**

There are three ways to indicate what type of certification you are performing:

- In product views, the icon next to the progress indicator bar identifies the certification type.
- The eCommerce version of the tool shows two extra product views:
  - Top-Up, and
  - Extended Information.

These two product views are not available for nutritional certification.

- In Review and Certify, when you are changing the product status, it clearly shows that you are taking an action for eCommerce Certification or Nutritional Certification.

## **Why do I have to review and certify two versions of the product, when the information is overlapping?**

A product that is submitted for nutritional certification has all the nutritional and ingredients information captured from the Nutrition Facts panel and ingredients panel, along with core details of the product. A brand owner has the opportunity to provide supplemental information, which was not available on the Nutrition Facts panel and ingredients panel. There are three product views where the brand owner can provide further information to enrich the dataset: Allergens, Certification Claims and Product Claims.

A product that is submitted for eCommerce Content certification has all the information pulled from the packaging. During the certification process, this product has the same product views as a product that is submitted for nutritional certification, however the Reviewer cannot revise any of this data. If you find a discrepancy in the data, you should reject the product back to GS1 Canada for data remediation. The Top-Up product view is the only view where a brand owner can specify additional information for a product submitted for eCommerce certification.

## **How can I report an issue or suggest an improvement to this service?**

We value your feedback. Please e-mail [info@gs1ca.org](mailto:info@gs1ca.org) using the Tool Interface.

## **What happens to this product data? Can an end user edit or copy it without my knowledge?**

For nutritional content, Product Certification shares the data security principles of ECCnet Registry, whereas eCommerce content is available to all data recipients:

- The brand owners own the data.
- Published nutritional data will be made available only to trading partners in accordance with pre-existing publishing rules already in place in accordance to ECCnet Registry rules. eCommerce data is available to all GS1 data recipients who are subscribed to the Vault - eCommerce.
- Brand owners are responsible for data accuracy and any liability that they may incur from use of the data they certified. They are responsible for arbitrating any questions that may be asked about that data.
- Brand owners are responsible only for certifying their data. Once their data is certified and transferred to trading partners, the brand owner's liability ends. Should a trading partner leverage the certified data in an unintended way or change the data, it is not the responsibility of the certifying brand owner.

## **Will my ECCnet Registry product data continue to be published to my trading partners even though I have not yet certified it?**

Yes. The product data that you publish to your trading partners through ECCnet Registry (for example, core product information) is not affected by product status in Product Certification.

Nutritional content in Product Certification is not published to your trading partner until after it is certified. This data is published in accordance to ECCnet Registry publication rules you have set up with your trading partners, through a separate and distinct publishing process.

eCommerce content appears in Product Certification after it has been validated and verified by GS1 Canada. From that point, you have 30 days to certify the content. As soon as you certify it, eCommerce Content content appears in the "Certified" state in Content Distribution App - eCommerce Content. If you do not certify the content within the 30 days, eCommerce content appears in Content Distribution App - eCommerce Content in the "Verified" state. If eCommerce Content content is certified after the 30-day window, the content is updated in Content Distribution App - eCommerce Content to show "Certified".

## **How do I change my Product Certification content loading option?**

Contact GS1 Canada support to review your current ECCnet Registry data loading procedures and identify your state of readiness to load nutritional product information electronically via ECCNet Registry.

## **How soon after I change my Product Certification nutritional content loading option does the loading option come into effect?**

The change that you make to the nutritional content loading option is effective immediately for all new data loading. If you have data that is in process, it continues in the existing process and is loaded into the system. For example, data that is already coming from GS1 Canada will be admitted to the system.

## **Where does the data from the "Detail" view come from?**

The data on the Detail view is taken from information collected by GS1 Canada. If you find discrepancies in this data, please reject the product so that GS1 Canada can investigate. Include rejection reason and comments that clearly outline the problem.

## **Why do some nutritional fields show "0", and others are blank?**

If a product's Nutrition Facts label shows "0" as the indicated value, the corresponding field in Product Certification shows "0" as the value. If Nutrition Facts labels do not show any value at all, these fields are left blank. When a mandatory field in the application does not have a value, a "0" is entered.

For example, if the Nutrition Facts label shows "0 g" of sugar, the sugar field will have a "0" in it. If sugar is not shown on the label at all, then the sugar field is left blank (unless it is a mandatory field, in which case the value in the field will be "0").

## **Why are only certain allergens listed?**

The attributes for allergens, ingredients and nutritional product data captured in Product Certification are based on current Health Canada requirements for package labelling, and were specified based on agreement of the GS1 Canada Item Level Nutrition Workgroup. It is the brand owner's responsibility to populate and verify respective product allergen and claims information.

For eCommerce certification, you cannot add allergen information while in Product Certification. Data that appears includes only whatever is captured from the product label. If you find something that does not match the image of the product label, reject the product back to GS1 Canada.

## **Why are certain fields view-only and uneditable?**

If you cannot edit a field, it is because of one of the following reasons:

- You are an Approver only. (Approvers do not have editing permission.) As an Approver, you can reject a product back to the Reviewer for revisions or updates.
- The field cannot be modified because it is a unique identifier of the product (for example, a GTIN or GLN). If you find discrepancies in uneditable data, please reject the product so that GS1 Canada can investigate. Include rejection reason and comments that clearly outline the problem.
- Data that is loaded from ECCnet Registry or from GS1 Canada content capture cannot be edited in Product Certification.
- When performing an eCommerce content certification review, in Allergens, Certification Claims and Product Claims product views, you cannot add or edit data. In Top Up product view, there are attributes where you, as the brand owner, can specify additional information.
- Product status is "Reviewed" or "Certified".

Revisions to manually specified values can be made in Product Certification only when the product status is "Verified" or "Verified rejected".

## **How do I tell which fields are editable?**

When you move your cursor over a field, it will change from an arrow to a vertical bar, indicating you can edit the field.

## **How do I load new products to Product Certification?**

For products that are not currently loaded in the Product Certification service, submit these products to GS1 Canada to be captured. Select the "Retail Bundle" option on the GS1 Canada submission form to ensure nutritional and ingredient label images and data are captured and loaded into Product Certification.

If a product is already captured, and you want to update only the Nutrition Facts panel, select the "Nutrition Images" option.

If your organization selected the ECCnet Registry loading option, you must also load the product's nutritional information into ECCnet Registry. This information will be loaded into Product Certification, as well as the label images from GS1 Canada.

## **When rejecting, can I add a long message in the Comments box?**

The reject Comments box can accommodate 1000 characters.

## **How can I get more information about a specific attribute?**

Most attributes have a tooltip function. When you hover the mouse pointer over the attribute label, a box appears with information about the attribute.

## **When adding Top Up fields, can I add a large message?**

The character limit is 4,000 characters for each field:

- Added Features and Benefits
- Preferred Customer Friendly Description

Please see attached attribute guide for full attribute details.

## **How do retailers access my data?**

### **Nutritional Data**

Trading partners access your nutritional data based on the publication rules that you define in ECCnet Registry. Also, only the data that you certify is shared with data recipients. Data is shared in a structured XML or PSV file format in an FTP transfer.

**eCommerce Data**

Your eCommerce data can be accessed onscreen, through the Extract action in The Vault - eCommerce or through an API connection. The distribution for eCommerce content is different in that there are no publication rules. You have 30 days to certify eCommerce content, after it is loaded into Product Certification. If you do not certify the data within that time, the data becomes available to data recipients in "Verified" state in The Vault - eCommerce. You can certify this content at any time. When you certify the product in Product Certification, certified product data and images are made immediately available to your trading partners in The Vault - eCommerce.

**How can I download a report of the product data?**

In the left navigation bar in Product Certification, open Administrative Reports > Product Data. In the Product Data Report page, select your configuration for extracting the data report. After you click Extract, this report is generated and emailed to your myGS1 registered mail address.

**If a certified product needs a new image due to a packaging change (no data change) then – after we send it for image capture – will that image be auto updated in Product Certification?**

In Product Certification, a new version is created for that product in the Verified state, showing the new image.

**If an image is updated in Product Certification, will we have to re-certify that product because of the image change?**

Yes. When an image is updated, a new version of the product is created and loaded into Product Certification. You must certify that the data and images are recorded accurately in Product Certification.

**What is the image standard used in Product Certification?**

The image standards at GS1 Canada are governed by the global imaging specification. For the latest specifications, see [GS1 Product Image Specification Standard](#).

**Will images in Product Certification be the same images found in Content Distribution App - eCommerce Content?**

Yes. Product images and attributes for eCommerce certification are the same in Product Certification as what appears in Content Distribution App - eCommerce Content.



Two sets of images (one set for nutritional certification and another set for eCommerce certification) are available in Product Certification.

### **What type of users will be assigned?**

- Administrator - Add, edit and delete users for Product Certification in myGS1.
- Reviewer - Reviews product content with "Verified" status to ensure that it is 100% accurate and complete.
- Approver - Reviews product content with "Reviewed" status and changes a product's status to "Certified".

To check your user type, in myGS1, click My Profile.

### **How do I add or manage my organization's users for Product Certification?**

A Product Certification Administrator can add users, edit user details, change user roles or delete users working with the User Management section of myGS1.

### **In The Vault - eCommerce, I used to directly certify the product. Why do I need to change product status first to "Reviewed" and then to "Certified" in Product Certification?**

With Product Certification, we have enabled a two-level workflow as a response to the feedback from the community.

If you would like to review and certify together, it is possible. In myGS1 User Management, the Product Certification Administrator must assign both Reviewer and Approver roles to the same user. After a user with both roles changes the product status to "Reviewed", the Certify button appears. The same person can change product status to "Certify" by clicking an additional button.

### **How do I specify a Publish Date to delay product visibility? I used to specify Publish Date in The Vault - eCommerce.**

With the 3.0 release of Product Certification, the product visibility is controlled in the product content capture process. When you submit a Content Capture Service Request, you specify an Embargo Date when describing the product. GS1 Canada ensures that the product is available for certification before that date.

### **Where can I add the "Customer Friendly Product Description" and "Features and Benefits" that I could previously provide in The Vault - eCommerce?**

These fields have been moved to Product Certification. When you open a product for eCommerce certification, open the Top-Up product view. As a Reviewer, you can provide values for Customer Friendly Product Description and Features and Benefits. An Approver cannot add values to these fields.

Values in the Top Up product view can be provided only before certifying the data. Top Up values cannot be added or changed after a product status has changed to "Certified".

### **Do I still have my access to Content Distribution App - eCommerce Content? Do I still need to certify the records in Content Distribution App - eCommerce Content as well?**

Content Distribution App - eCommerce Content is still be used to access, view, download and distribute eCommerce product images and on-pack data with trading partners. The certification process will no longer happen in Content Distribution App - eCommerce Content. All certifications are done in Product Certification.

### **How does Product Certification integrate with Content Distribution App – eCommerce Content?**

With the launch of Product Certification, the processes of reviewing, certifying, adding supplemental content, rejecting and delisting previously found in Content Distribution App – eCommerce Content has moved to the new tool.

eCommerce content flows from Product Certification to Content Distribution App – eCommerce Content, where it can be viewed, downloaded or distributed. Content flows as "certified" content if the brand owner has certified it and flows as "verified" content if the brand owner has not certified it yet.

### **Will I see the same product content from my Vault - eCommerce Content version and my Item Certification – Nutrition version in the unified Product Certification view?**

If a product was submitted for both eCommerce and nutritional content capture using our current processes, the product appears as separate versions in Product Certification. In the Search page, to view products identified for only nutritional or eCommerce Content certification, use the Certification Type filter.

By default, in Product Certification, when you search for Most Recent Version, the product that was loaded most recently appears. To view both product versions (nutritional content and eCommerce content), choose "All Versions" from the Version Type drop-down and click the small arrow to the left of the record to expand and show other versions.

### **If I reject the eCommerce certification will I also reject the Nutritional certification?**

No. Certification types are conducted independently. Rejecting one certification type will not affect other certification status.

### **I found an error in the nutritional data after I certified the product. How can I fix such errors?**

The purpose of the "Certification" step in the process is to assure that the product information is accurate and no longer requires changes. A certified product has received the final stamp of approval from you, as the brand owner, and the information is distributed to trading partners. As a result, further changes are strongly discouraged.

#### **Nutritional Content**

To correct an error on a certified product, an Approver can reject the product. If the field is editable in Product Certification, a Reviewer can revise the value and the Approver can re-certify. To ensure the integrity of content that has been captured on your behalf, you cannot edit product attribute values in Product Certification that are sourced from two places:

**ECCnet Registry** - to change a value, you must update the record in ECCnet Registry so that it flows to Product Certification.

#### **On-pack content capture:**

- If a revision is required due to an error in the content capture process, reject the product so that GS1 Canada can investigate.  
When you reject a product in Product Certification, include a rejection reason and comments that clearly describe the problem.
- If a revision is required due to an error in submitting a content capture request, you must resubmit the product for content capture service. An image fee will apply.

#### **eCommerce Content**

A product that receives eCommerce certification cannot be rejected and corrected. You can delist the product and resubmit it for content capture service. An image fee will apply.

To delist a product in Product Certification, reject it and choose the reason "The product is delisted".



### **Toronto Office**

1500 Don Mills Road, #800  
Toronto, ON M3B 3K4

 +1.416.510.8039

 +1.416.510.1916

 [info@gs1ca.org](mailto:info@gs1ca.org)

Helpdesk 1.800.567.7084

### **Montreal Office**

9200 Boulevard du Golf,  
Montréal, QC H1J 3A1

 +1.514.355.8929

 +1.514.356.3235

 [images@gs1ca.org](mailto:images@gs1ca.org)