

Product Certification

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Contents

- About this Document 6**
- Introduction 6**
 - System Requirements 6
 - Subscribing to Product Certification 6
 - Load Products into the Tool 7
- Quick Start 7**
 - Note to Administrators 7
 - Reviewer Quick Start 7
 - Approver Quick Start 9
- Log In for the First Time 11**
- Product Certification Workspace 11**
 - Profile Management 12
 - Navigation 12
- Product Management 13**
 - My Product Status 13
 - Drill Down 14
 - Search Products 14
 - Search Result 14
 - Actions in the Product Table 15
 - Product Certification Status 15
 - Product View 16
 - Details 17
 - Nutritional 17
 - Ingredients 19
 - Allergens 20
 - Certification Claims 21

Product Claims	22
Add a Claim	22
Remove a Claim	23
Extended Information	24
Top Up	25
Status History	25
Review and Certify	25
Changing Product Status	26
Archive Products	26
View Archived Products	27
Unarchive a Product	27
Compare and Import	28
Administrative Reports	29
Product Data	29
Review or Certify a Product	30
About the Reviewer and Approver Roles	30
Reviewers: Complete your Review	31
Approvers: Certify the Product	32
Archive Products from the Review and Certify Page	32
Frequently Asked Questions About Product Views	33
When should I edit a field?	33
Why do some Nutritional fields show "0", while others are blank?	33
Why are certain fields view-only and un-editable?	34
Fix Errors with the Nutritional Information	34
Fix Errors Before Certification	34
Fix Errors After Certification	35
System Functions	35

User Management for Product Certification	35
Troubleshooting	36
Glossary	36

About this Document

This document describes how to review and certify products in the Product Certification tool. It is intended for individuals designated as Reviewers or Approvers in the process. There is also a chapter that describes administrative functions.

Introduction

Developed as part of the ECCnet Next Generation initiative in collaboration with industry and as a result of user feedback, Product Certification is a standardized data excellence tool that consolidates ecommerce, nutritional and pharmaceutical content certification processes within a single tool.

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.

With the appropriate subscriptions, you can review and certify nutritional and eCom-merce content in one tool and apply certified content across multiple other GS1 Canada tools and services.

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)

System Requirements

Product Certification is optimized for your desktop Internet browser. Supported browsers include Google Chrome and Mozilla Firefox.

Subscribing to Product Certification

To be a Reviewer or Approver subscribed to this tool, your Product Certification Administrator must set you up in the system.

For an overview of the Product Certification subscription process, see the *Product Certification Checklist* in the [Help Library](#).

Load Products into the Tool

If you have products loaded in ECCnet Registry and they do not appear in the Product Certification tool, it is likely because the products do not have an image in the system. Submit these products to GS1 Canada to be captured.

To ensure nutrition and ingredient label images and data are captured, when requesting content capture service, in Service Selection select "Nutrition Images".

For more information about the Product Certification process, see the *Product Certification Checklist* in the [Help Library](#).

Quick Start

This chapter describes quick start procedures for Reviewers and for Approvers.

Note to Administrators

As the designated Product Certification Administrator, review the *Get Started Checklist* to ensure your organization is registered for this tool and your users are activated in the system. See the *Product Certification Checklist* in the [Help Library](#).

Reviewer Quick Start

To open the Product View page, in Search Products find a product with "Verified" status and click the product. By default, the product view page shows the Details view.

Steps:

1. In the Details view, review the values in each attribute field to ensure they are complete and accurate.

Data should always match the information shown in the images representing the product packaging and labels.

To help view image details, use the image icons to rotate an image, zoom in or out or view the image in a separate window. To view the whole image in the image area, click the home icon.

2. If you find incorrect data or images, in the button commands bar, click Reject. Follow Reject instructions in step 6.
3. If all content is complete and accurate, click Save.
A success message appears.

The label on the progress bar indicates whether you are certifying ecommerce or nutritional content. A green circle with a check mark appears next to the progress bar on the current view page, indicating that you have reviewed the page contents. As well, the progress bar increases, indicating the amount of work you have done so far on this product.

When the progress bar shows 100%, the product review is complete.

4. To open the list of product views, hover the mouse pointer over Product View choices (🔍).
5. Continue with each of the following views, reviewing every field in each case. In some views, you can add information in editable fields:

Nutritional

Ingredients

Allergens

Certification Claims

Product Claims

Extended Information (Ecommerce Content certification only)

Top Up ((Ecommerce Content certification only)

For each view that holds correct data and images, click Save. To save content in all views, click Save All.

6. In the Review and Certify page, you can change product status to Rejected or Reviewed.

Change Product Status to Rejected

If you find incorrect product data or images, do the following:

- a. In Change Product Status to, click Rejected.
The Rejection Reason panel appears.
- b. In Rejection Reason, choose a reason.
The Reject button is enabled.
- c. Optionally, in Rejection Comment, add your comments.
If you choose "Other" in Rejection Reason, this field becomes mandatory.
A rejected product will be fixed faster if you supply all the needed information.
A message from Rejection Comment appears in the Status History view.
- d. Click Reject.
A confirming message appears.
The product status appears as "Rejected".

Change Product Status to Reviewed

You are ready to change the product status when the progress bar shows 100%.

- a. In Change product status to, click Reviewed.
A message box confirms that the product status will be changed.
- b. Click OK.

A confirming message appears and Current Status appears as Reviewed. An email is sent to the Approver.

As well, if there are alternate product versions, the Archive button is enabled. For instructions on this function, see "Archive Products from the Review and Certify View" ([page 32](#)).

To return to the Search Products page, click Back ()


For a Reviewed product, in the My Product Status page list, the Status appears as "Reviewed". The Approver receives an email notification that the product is available for certification.

Approver Quick Start

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.

By default, the product view page shows the Details view.

Steps:

1. In the Details view, review the values in each attribute field to ensure they are complete and accurate.
Data should always match the information shown in the images representing the product packaging and labels.
To help view image details, use the image icons to rotate an image, zoom in or out or view the image in a separate window. To view the whole image in the image area, click the home icon.
2. If you find incorrect data or images, in the button commands bar, click Reject.
Follow Reject instructions in step 6.
3. To open the list of product views, click Product View choices ()
4. Continue with each of the following views, reviewing every field in each case:
 - Nutritional
 - Ingredients
 - Allergens
 - Certification Claims
 - Product Claims

Extended Information (Ecommerce Content certification only)

Top Up (Ecommerce Content certification only)

5. To finish your review, in Product View choices, click Review and Certify.
The Review and Certify page appears.
6. In the Review and Certify page, you can change product status to Rejected or Certified.

Change Product Status to Rejected

If you find incorrect product data or images, do the following:

- a. In Change Product Status to, click Rejected.
The Rejection Reason panel appears.
- b. In Rejection Reason, choose a reason.
The Reject button is enabled.
- c. Optionally, in Rejection Comment, add your comments.
If you choose "Other" in Rejection Reason, this field becomes mandatory.
A rejected product will be fixed faster if you supply all the needed information.
A message from Rejection Comment appears in the Status History view.
- d. Click Reject.
A confirming message appears.
The product status appears as "Verified Rejected".

Change Product Status to Certified

You are ready to change the product status after you have reviewed all values in each view.

By changing the product status to "Certified", you take full responsibility for ensuring the accuracy and completeness of product images and data.

- a. In Change product status to, click Certified.
A message box confirms that the product status will be changed.
- b. Click OK.
A success message appears.
Current Status shows "Certified".

To return to the Search Products page, click Back ()

For a certified product, in the My Product Status page list, the Status appears as "Certified".

Log In for the First Time

If you have never logged into myGS1 before, or if you have received an Account Updated email, to log in to Product Certification for the first time as a Reviewer or Approver, you must have received a Welcome email from GS1 Canada. This email gives you the instructions to log in for the first time.

To open subsequent sessions of Product Certification, you will use an email address and password.

Steps:

1. To open the login page, go to <https://www.gs1ca.org/login.asp?>.
2. Enter your email address and password.

If you have forgotten your password, click Forgot Your Password and follow the instructions.

3. Click Login.

After you log into myGS1, your landing page appears.

If you have access to multiple companies or company divisions, you must select a company from the drop-down list.

After you have selected a company or company division, or if you have access to only one company, the myGS1 Home page appears.

The My Tools panel displays a link to each GS1 Canada tool to which your company is registered.

To open Product Certification, click the link.



The My Product Status page appears.

To close Product Certification and return to myGS1, in the top right corner of the page, click myGS1.

Product Certification Workspace

After you log in, the My Product Status page appears. For a description of actions that you can take on the My Product Status page, see "Product Management" ([page 13](#)).

The top right corner of the workspace shows the following controls:

- Language – Toggle language between English and French. Note that when you change the language, the user interface resets itself and the My Product Status page appears.
- Certification Type - The icon on this field represents the type of content that you are certifying (for example "eCommerce Content and Nutritional Content" () or "Pharmaceutical Content" ()). If you have permission to access more than

one type of content, use this drop-down field to select the type. If you have permission to access only one type of content, this field is disabled.

- Helpful Information – Open the drop-down menu for links to the following:
 - Help Resources
 - Contact Us
- User Information – Open the drop-down menu to verify your company name, Global Location Number (GLN), email address and your user role. For a description of User Settings, see "Profile Management" (below).
- myGS1 - Close Product Certification and return to myGS1.

Profile Management

The following table describes roles that are assigned within your organization.

Role	Description
myGS1 Company Administrator	Designates a user as Product Certification Administrator to manage the Product Certification users.
Product Certification Administrator (Admin)	Manages Product Certification users.
Reviewer	Validates all product images and related product information for products listed in Product Certification tool. Adds information to Allergens, Certification Claims and Product Claims views. Adds Top Up details.
Approver	Certifies the product after it has been reviewed by the Reviewer. Although un-certified content can be viewed in Content Distribution App - Ecommerce Content, upon certification, the images and data for a given product are ready to be viewed in Content Distribution App - Ecommerce Content with "Certified" status. Upon certification, the images and data for a given product are ready to be published to trading partners based on current ECCnet publication rules.
Viewer	Views attribute field values and cannot edit, validate or certify products.

Navigation


A column on the left of the page shows a menu for Product Certification navigation.

To view navigation commands, hover your mouse pointer over each icon. A command menu appears, from which you can select a page, an action or a report.

Navigation commands allow you to jump to an area used for a specific purpose. The next chapters of this user guide describe functions that you can perform in each of the following areas:

- Product Management
- Administrative Reports
- System Functions (available only to the Product Certification Administrator)


Product Management

Navigation commands allow you to jump to an area used for a specific purpose. To open the Product Management menu, hover your mouse pointer over the Product Management icon (). Depending on your user permissions, the following navigation commands might appear in the Product Management group:

- My Product Status
- Search Products
- Archive Products
- View Archived Products

Note: For instructions on how to select a product for review, see "Search Products" ([page 14](#)).

My Product Status

The My Product Status page appears by default after you log in. To open the My Product Status view from another page, hover your mouse pointer over the Product Management icon () and select My Product Status.

The My Product Status page shows the company name (Name of Brand Owner) and the GLN (Global Location Number) associated with your login email address. If you have access to more than one brand owner, those names also appear in the table. Contents of the table are sorted by Name of Brand Owner.

If you have a large list of brand owners, to help find a specific brand owner, use the controls at the top of the table:

- Previous/Next - To view the next page in sequence, click the right arrow (>). To view the previous page, click the left arrow (<).
- Total Number of Items Per Page - To change the number of items per page, select a number. If the number that you select shows more than the page can hold, use the scroll bar on the right edge to scroll up and down the list.


- Filters - To make the list shorter, use filters at the top of Name of Brand Owner, Certification Type and GLN columns. For example, in the GLN column, enter a few numbers of a GLN and the list changes to show all companies with a GLN that match the pattern.



Drill Down

For each brand owner and each certification type, the table shows the total number of GTINs and a breakdown of products in various states of product certification, for example Rejected, Verified, Reviewed and Certified. In each of these columns, click the value to show the Search Results page with a list of products from the specified brand owner and in the specified certification state.

If you certify products for both ecommerce and nutritional content, these two certification types are separated in the My Product Status table. When you click the value for Nutritional Content, you see only products listed for nutritional content review.

Search Products

To open the Search Products page, hover your mouse pointer over the Product Management icon () and select Search Products.

The Search Products page contains a Search Products panel and a table that shows all products under your control. To maximize the display of the product table, you can hide the Search Products panel by clicking anywhere on the top of the panel. The right side of the Search Products panel shows an icon that tells you whether you can hide () or show () the panel.

The Search Products panel contains attribute fields that you can use as search criteria. In Product Name, GTIN and GLN fields, you can specify part of the value and search for GTINs that contain that value. You must specify at least three characters to create a search query.

To clear all search criteria values, click Reset.

After you specify values for search criteria, click Search.

Results of the search appear in the product table.

Search Result

After you click Search, the product table shows a list of products that match the specified search criteria.

In the product table, GTINs that are discontinued show the discontinued icon () .

If there is a large number of GTINs in this list, to help find a specific GTIN, use any of the following controls:

- Sort the list - To re-sort the list by a column, click the column header. The arrow in the column header indicates whether the sort order is ascending or descending. To change the sort order, click the column header a second time.
- Previous/Next - To view the next page in sequence, click the right arrow (>). To view the previous page, click the left arrow (<).
- Total Number of Items Per Page - To change the number of items per page, select a number. If the number that you select shows more than the page can hold, use the scroll bar on the right edge to scroll up and down the list.

To hide the Product Search panel and display more search results, click Hide (⊖).

Actions in the Product Table

After you have done a search, you can perform actions on the products that appear in the table. Commands for these actions appear in two places in the table:

- Open Product View - Click anywhere on the product line from the GTIN to the end of the line.
- Select a Product Version – If your product search includes "All Versions", the most current version appears in the list with a light yellow background and alternate versions appear below it with a white background. To differentiate between product versions, view the System Version and Date Updated values.

Note: Do not reject older versions of a product to remove them from your product list. Instead, open Archive Products and search for the older versions to archive them. See "Archive Products" ([page 26](#)).

To view and compare details between a current version and an older version, after a search, on a GTIN with multiple versions, click anywhere on the product line. To compare the product with another version, click Compare and Import.

For more information about this feature, see "Compare and Import" ([page 28](#)).

Product Certification Status

Products listed in the products table show a Product Certification status for each certification type:

- Verified – Product data and related images have been successfully loaded into Product Certification and are ready for review.
- Reviewed – Product data and related images are ready for Approvers.
- Certified – Products have been certified by Approvers.
- Verified Rejected - Product is rejected by the Approver due to errors that require updates or need further investigation by the Reviewer.

- Rejected – Products rejected by the Reviewer due to errors that require updates to view-only field values or values that need further investigation by GS1 Canada.

Product View

To view details of a product, in a product list, click the product. The Product View page appears. By default, the Details view appears.

To return to the previous page, in the Product View navigation bar, click Back (←).

Under the page title and on the right side of the page, the progress bar appears.

To view details of the certification progress, click the progress bar. The list that appears shows a green circle with a check mark for each view that has been reviewed and saved. As well, to jump to a specific view, select it in the list.

A reference product description appears under the view page title. This description shows pieces of information:

- Product Name
- GTIN
- System Version Identifier

While you are viewing product details in one view, you can click the right arrow (→) to view the same view in the next product in the product list or the left arrow (←) to view the previous product in the list.

If the search results list displays more than one version of a GTIN, you can use the right arrow (→) or left arrow (←) to compare Product View details over multiple different versions.

Under the reference product description, there is a command button bar with the following buttons:


- Previous - Open the previous Product View page.
- Save - Approve details on this view.
- Next - Open the next Product View page.
- Save All - Approve details on all views for this product.

When you click Save All, if all mandatory fields do not contain a value, a message appears indicating which view requires action. After you take action, click Save All again.

- Reject - Open the Review and Certify page, which presents you with the option to reject the product. For more information about rejecting a product, see "Review or Certify a Product" ([page 30](#)).

- Compare and Import - As a Reviewer, you can quickly add attribute values from an alternate product version to a current product version. For more information about this feature, see "Compare and Import" ([page 28](#)).
- Cancel - When you add details in a product view (for example, Allergens, Certification Claims or Product Claims), you can clear all un-saved fields with Product Certification input.

Details

To open the Details view, hover your mouse pointer over the Product View icon () and select Details.

The Details view displays product details and a front-facing image of the product. In the image area, you can also view Nutrition Facts and Ingredients labels.

1. Review the information in all fields.

As a Reviewer, you must ensure that there is a value in all fields marked with a red asterisk (*).

In some fields, you can add a value or revise the existing value. Fields that are disabled contain values that were either captured or provided from another source.

If this product has an alternate version, you do not have to enter values manually. To quickly add values to the current version, you can import values from the alternate version. For more information on this feature, see "Compare and Import" ([page 28](#)).

2. As a Reviewer, after you have reviewed the values in all fields, click Save.


A success message appears.

The label on the progress bar indicates whether you are certifying ecommerce or nutritional content. A green circle with a check mark appears next to the progress bar on the current view page, indicating that you have reviewed the page contents. As well, the progress bar increases, indicating the amount of work you have done so far on this product.

When the progress bar shows 100%, the product review is complete.

To continue your review, in Product View (), select another view.

Nutritional

To open the Nutritional view, in the Details view, click Next, or hover your mouse pointer over the Product View icon () and select Nutritional.

The Nutritional view displays the product's nutritional attributes. The values in these fields should be the same as the values in the Nutritional panel image that appears on this view.

For ecommerce certification, the eCommerce Content Certification panel appears at the top of the page. You cannot change information that appears here in Product Certification. If the information here is missing or incorrect, reject the product and select a rejection reason from the drop-down list. GS1 Canada will review the rejected product and work with you to resolve the issue.

The Nutritional Content Certification panel contains values for nutritional information. At the top of this panel, a page indicator (« [1 / 2] ») shows the number of nutritional information tables for this product. You must approve the contents for nutritional information on all tables. To advance to the next page of details, click the next page button.

To help view image details, use the image icons to rotate an image, zoom in or out or view the image in a separate window. To view the whole image in the image area, click the home icon.

To change to another image - for example, to view the packaging image - click the image thumbnail in the image browser.

When you are viewing an image, the file name appears in the bottom left corner.

1. Ensure the Nutrition Facts image is correct.
2. Ensure that the value in each corresponding attribute field matches the value in the image.

If this product has an alternate version, you do not have to enter values manually. To quickly add values to the current version, you can import values from the alternate version. For more information on this feature, see "Compare and Import" ([page 28](#)).

If you are reviewing a product for ecommerce certification, you cannot revise or add values. You can only save or reject the values that you see.

If you are reviewing a product for Nutritional certification, you must add the appropriate values.

3. To expand the list of attribute fields, click Additional Facts.

While it is not mandatory to have values in these attribute fields, you should review these values as part of your review. Values that appear in these fields are shown on product packaging.

4. After you have reviewed the values in all fields, click Save.

A success message appears.


The label on the progress bar indicates whether you are certifying ecommerce or nutritional content. A green circle with a check mark appears next to the progress bar on the current view page, indicating that you have reviewed the page

contents. As well, the progress bar increases, indicating the amount of work you have done so far on this product.

When the progress bar shows 100%, the product review is complete.

If any mandatory fields are empty or incorrect, you will be prompted to complete them. Otherwise, you can choose another view to continue your review.

Ingredients

To open the Ingredients view, in the Nutrition view, click Next, or hover your mouse pointer over the Product View icon () and select Ingredients.

The Ingredients view displays a text version and an image of the product's Ingredients panel as it appears on the package.

To help view image details, use the image icons to rotate an image, zoom in or out or view the image in a separate window. To view the whole image in the image area, click the home icon.

To change to another image - for example, to view the packaging image - click the image thumbnail in the image browser.

When you are viewing an image, the file name appears in the bottom left corner.

1. Review the ingredient text to make sure it is complete and accurate, and that it matches what is shown on the Ingredients view image.
2. For Nutritional certification, if the Ingredients boxes are blank, a Reviewer can add the list of ingredients manually.

For ecommerce certification of food products, if the Ingredients boxes are blank, reject the product for review by GS1 Canada.

3. When you are finished, click Save.


A success message appears.

The label on the progress bar indicates whether you are certifying ecommerce or nutritional content. A green circle with a check mark appears next to the progress bar on the current view page, indicating that you have reviewed the page contents. As well, the progress bar increases, indicating the amount of work you have done so far on this product.

When the progress bar shows 100%, the product review is complete.

If any mandatory fields are empty or incorrect, you will be prompted to complete them. Otherwise, you can choose another view to continue your review.

Allergens

To open the Allergens view, in the Ingredients view, click Next, or hover your mouse pointer over the Product View icon () and select Allergens.

For Nutritional certification, the Allergens view shows an image of the product's ingredients panel and a list of allergens and gluten sources. Some values in this view are conditionally mandatory. For example, if you indicate that the product contains a specific source of gluten (for example, Wheat), you must also indicate the level of containment for Gluten.

Allergens should be declared appropriately, based on Health Canada guidelines for on-package declaration.

Allergens, ingredients and nutritional product data displayed are based on Health Canada requirements for package labelling.

For ecommerce certification, allergy information is summarized into one field (in English and French). You cannot change these values in Product Certification. If an on-pack description is missing or incorrect, you must reject the product so that GS1 Canada can make changes.

To help view image details, use the image icons to rotate an image, zoom in or out or view the image in a separate window. To view the whole image in the image area, click the home icon.

To change to another image - for example, to view the packaging image - click the image thumbnail in the image browser.

When you are viewing an image, the file name appears in the bottom left corner.

1. View the ingredient text and select a check box next to each allergen and gluten source as it applies to the product.

The Ingredients panel image clearly states a list of ingredients and a list of allergens and gluten sources that may be included due to shared production facilities or other reasons.

If you are reviewing a product for ecommerce certification, you cannot revise or add values. You can only save or reject the values that you see.

If you are reviewing a product for Nutritional certification, you must add the appropriate values.


If this product has an alternate version, you do not have to enter values manually. To quickly add values to the current version, you can import values from the alternate version. For more information on this feature, see "Compare and Import" ([page 28](#)).

2. When you are finished, click Save.
A success message appears.

The label on the progress bar indicates whether you are certifying ecommerce or nutritional content. A green circle with a check mark appears next to the progress bar on the current view page, indicating that you have reviewed the page contents. As well, the progress bar increases, indicating the amount of work you have done so far on this product.

When the progress bar shows 100%, the product review is complete.

Certification Claims

To open the Certification Claims view, in the Allergens view, click Next, or hover your mouse pointer over the Product View icon () and select Certification Claims.

The Certification Claims view for Nutritional certification displays a front panel image of the product and product certification fields, for example Kosher, organic and Halal.

The Aquaculture Stewardship Council (ASC) is an independent not-for-profit organization that runs a global certification and labelling program for responsibly farmed seafood.

The Marine Stewardship Council (MSC) is a certification and eco-labeling program for sustainable seafood.

For eCommerce certification, certification claims information is summarized into two fields (in English and French). You cannot change these values in Product Certification. If an on-pack description is missing or incorrect, you must reject the product so that GS1 Canada can make changes.

To help view image details, use the image icons to rotate an image, zoom in or out or view the image in a separate window. To view the whole image in the image area, click the home icon.

To change to another image - for example, to view the packaging image - click the image thumbnail in the image browser.

When you are viewing an image, the file name appears in the bottom left corner.

Steps for Nutritional certification:

1. View the product label for certification symbols.
2. Specify each product certification.

If known, you can specify the name of the certification organization and include a certification or certificate number.

If you are reviewing a product for ecommerce certification, you cannot revise or add values. You can only save or reject the values that you see.

If you are reviewing a product for Nutritional certification, you must add the appropriate values.

If this product has an alternate version, you do not have to enter values manually. To quickly add values to the current version, you can import values from the

alternate version. For more information on this feature, see "Compare and Import" ([page 28](#)).

3. When you are finished, click Save.

A success message appears.

The label on the progress bar indicates whether you are certifying ecommerce or nutritional content. A green circle with a check mark appears next to the progress bar on the current view page, indicating that you have reviewed the page contents. As well, the progress bar increases, indicating the amount of work you have done so far on this product.

When the progress bar shows 100%, the product review is complete.

If any mandatory fields are empty or incorrect, you will be prompted to complete them. Otherwise, you can choose another view to continue your review.

Product Claims

To open the Product Claims view, in Certification Claims, click Next, or hover your mouse pointer over the Product View icon () and select Product Claims.

Note:

If you are reviewing a product for ecommerce certification, you cannot revise or add values. You can only save or reject the values that you see.

If you are reviewing a product for Nutritional certification, you must add the appropriate values.

For Nutritional content certification, the Product Claims view shows the Product Claims Summary with a list of claims in the following categories (if there is no value, claim information does not appear):

- Marketing Information Claims – With sub categories Nutrient Content, Vitamins, Minerals.
- Allergen Claims (Free From) – Containing a list of foods and additives.
- Composition Claims – With sub categories Non Addition, Composition, Product of Canada.
- Other - Product claims that do not appear in any other category.

If there are no claims for this product, the Product Claims Summary is blank.

Add a Claim

You can add a claim only for product that qualifies for Nutritional certification.

Claims appear in a hierarchy list with the highest hierarchy level visible.

For a short description of a claim item, hover your mouse pointer over the claim item. If no description appears, click the plus sign to expand the hierarchy and try again.

In some cases, the claim item in the list shows the description "Free-form text". This gives you an option to include a text description. To see an example, in Composition Claims > Composition, select Made with.

Steps:

1. In the hierarchy list, click the plus sign next to a claims category to expand the list.
2. If a list of sub categories appears, continue clicking the plus sign to expand the sub category until a list of check box items appears.
3. Select the check box next to a list item.

The claim appears in the Product Claims Summary panel.

4. If you select an "Free-form text" check box, the claim appears in the Product Claims panel along with two text boxes.

Use one text box to describe the claim details in English and the other text box to describe the claim details in French.

5. If your claim does not appear in any category, select the "Other" check box and describe the claim in English and French.
6. To add another claim, repeat steps 1 to 5.

If this product has an alternate version, you do not have to enter values manually. To quickly add values to the current version, you can import values from the alternate version. For more information on this feature, see "Compare and Import" ([page 28](#)).

7. To remove the claim that you just added, clear the check box next to the list item.
8. To save the list of product claims, click Save.

If the Product Claims panel is blank, click Save to confirm that there are no claims.

A success message appears.

The label on the progress bar indicates whether you are certifying ecommerce or nutritional content. A green circle with a check mark appears next to the progress bar on the current view page, indicating that you have reviewed the page contents. As well, the progress bar increases, indicating the amount of work you have done so far on this product.

When the progress bar shows 100%, the product review is complete.

Remove a Claim

You can remove a claim only for product that qualifies for Nutritional certification.

If you have already saved Product Claims, to quickly remove a claim from the Product Claims panel, next to the claim, click Delete (✖).

If you completed product views in order, after you complete Product Claims for a Nutritional Content certification type, the progress bar should show 100%. In this guide, you can skip ahead to "Review and Certify".

Extended Information

The data in these fields is entered during the GS1 Canada Content Capture service.

To open the Extended Information view, hover your mouse pointer over the Product View icon (🔍) and select Extended Information.

Ecommerce

For ecommerce products, you can view information about the product such as trademark information, marketing statements, warranty description, manufacturer's address (if different from that of the brand owner), product care, storage information, and more.

Nutrition

For nutrition products, you can view more specific information about fortifications, packing fluids, additives, methods of preparation, dairy, meat, poultry or fish products and other nutrition information.

If you find incorrect nutrition information in this view, when you reject the product, it goes back to GS1 Canada for correction. In your rejection comment, make sure that you provide the corrected information.

When a product is rejected by a user with Approver permissions, the Product Certification Status is "Verified Rejected". When the status is Verified Rejected, a Product Certification Reviewer can revise these field values.

To view a list of different Product Certification statuses, see "Product Certification Status" ([page 15](#)).

After you have reviewed all information, click Save.


A success message appears.

The label on the progress bar indicates whether you are certifying ecommerce or nutritional content. A green circle with a check mark appears next to the progress bar on the current view page, indicating that you have reviewed the page contents. As well, the progress bar increases, indicating the amount of work you have done so far on this product.

When the progress bar shows 100%, the product review is complete.

Top Up

Top Up appears only for products that qualify for ecommerce certification.

To open the Top Up view, hover your mouse pointer over the Product View icon () and select Top Up.

Top Up data is unique to the way you do ecommerce business with your trading partners. You can add custom content to the standard package of images and data. To release this Top Up data to trading partners, you must certify the data.

You must have an eCommerce Content subscription to edit fields and save in this view. If you do not have this type of subscription, you can only view the content.

As a Reviewer, you can add information to products with "Verified" or "Verified-Rejected" status. This view is available for editing only under these conditions.


After you have reviewed all information, click Save.

A success message appears.

The label on the progress bar indicates whether you are certifying ecommerce or nutritional content. A green circle with a check mark appears next to the progress bar on the current view page, indicating that you have reviewed the page contents. As well, the progress bar increases, indicating the amount of work you have done so far on this product.


When the progress bar shows 100%, the product review is complete.

Status History

To open the Status History view, hover your mouse pointer over the Product View icon () and select Status History.

The Status History view shows all status changes for the product, including a date and time stamp and user name for each product status change.

Review and Certify

To open the Review and Certify page, hover your mouse pointer over the Product View icon () and select Review and Certify.

The Review and Certify page is for Reviewers to change the product status to "Reviewed", and for Approvers to change the product status to "Certified".

The page shows a panel that allows you to change the product status for the appropriate certification type.

If the progress bar is not at 100%, you cannot change product status for that certification type. Click the progress bar to view a list of product views. Each view should show the green check mark that indicates it has been reviewed and saved.

To close the list of product views, click anywhere outside the list box.

The panel shows the following information:


- Current Status
- Previous Status
- Last Status Change Date
- Last Status Updated By
- Content Release Date (applies only to ecommerce content certification)
- Alternate Product Versions - If alternate product versions exist, the number of versions appears beside the button label. To archive alternate versions, click Archive. For more information about this function, see "Archive Products" ([page 26](#)).

Changing Product Status

You can arrive at the Review and Certify page as a Reviewer to change product status to "Reviewed" or as an Approver to change product status to "Certified". For more details about the actions for various user types, see "Reviewers: Complete your Review" ([page 31](#)) or "Approvers: Certify the Product" ([page 32](#)).

Archive Products

There are two ways to open the Archive Products page:

- From the My Product Status page or the Search Products page, hover your mouse pointer over the Product Management icon () and select Archive Products.
- From the Review and Certify page, for a Certified or a Reviewed product with alternate versions of that product, click Archive.

Normally, certified product content is available for your trading partners to see in your catalogue. After you archive a product, product details are no longer shared with your trading partners.

To archive a product, you must be logged in as either Reviewer or Approver.

The Archive Products page appears, showing a list of unarchived products. If you have opened this page from the Review and Certify view, the list shows alternate unarchived versions of the current version of a product.

Steps:

1. To help find products in the list, you can arrange and filter the list in many ways. For help with finding products, see "Search Result" ([page 14](#)).

2. To view an alternate version of a product, do the following:
 - a. To view all versions of a product, in Version Type, select All Versions and click Search.
 - b. In the product table, click the down-arrow (▼) to the left of the GTIN. The list expands to show alternate versions. The most current version of the product shows an up-arrow (▲) and alternate versions show the same GTIN in a list below the current version.
3. To view product details, click the product and view the Product View page.
To return to the Archive Products page, in the Product View navigation bar, click Back (←).
4. To select multiple products in the product table, select the check box next to each product.
Next to the Date field, the number of products selected changes and the Archive button is enabled.
5. Click Archive.
A confirming message appears.
Selected products are removed from the product list.

If you opened the Archive Products page from Review and Certify, to return to the Review and Certify page, click Back to Review and Certify.

View Archived Products

To open the View Archived Products page, hover your mouse pointer over the Product Management icon (🏠) and select View Archived Products. The Archived Products page shows a list of products.

To find archived products in the list, use Search Products. This panel contains attribute fields that you can use as search criteria. When you click Search, the Search Result panel shows a list of GTINs that match the specified search criteria. To clear all search criteria values, click Reset. To hide this panel, click Hide.

To help find products in the list, you can arrange and filter the list in many ways. For help with finding products, see "Search Result" ([page 14](#)).

Unarchive a Product

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.

Compare and Import

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.

Administrative Reports

As a brand owner, you can open the Administrative Reports menu to generate a report. To open the Administrative Reports menu, hover your mouse pointer over the Administrative Reports icon ()

Product Data

In Administrative Reports, select Product Data. The Product Data Report page appears. You can select groups of data for your report. Data is extracted from the Product Certification tool and placed into an Excel spreadsheet.

Steps:

1. If you have a subscription for multiple certification types, in Certification Type select a type.
2. If you have access to multiple companies, in Brand Owner, you can select company names:
 - a. To select a single company, select the check box next to a company name.
The name of the selected company appears in the field.
 - b. To select multiple companies, select check boxes next to multiple company names.
The word "Multiple" appears in the field.
 - c. To select all companies, select the check box next to the word "All".
The word "All" appears in the field.
3. You can select the type of data that will appear in your report:
 - a. To select a single data view, select the check box next to a data view name.
The name of the selected data view appears in the field.

- b. To select multiple data views, in Data, select check boxes next to multiple data view names.
The word "Multiple" appears in the field.
- c. If you select all data view names, the word "All" appears in the field.
4. To extract data from all un-archived product versions, in Version select All Versions.
5. To extract data from only the most recent product versions, in Version select Most Recent Versions.
6. You can choose to include optional data in the report:
 - Archived products
 - Discontinued products
 - Multiple nutrition sets and components (ecommerce content only)
7. Click Extract.
A confirming message appears.
Data is extracted and the report is generated and sent to you by email.

After you receive the email message, you can open and view the report results.

Review or Certify a Product

About the Reviewer and Approver Roles


As a Reviewer, you select products with the status "Verified" and review product images and all related content on product details, nutritional facts, ingredients, allergens, product certifications and product claims. If you are reviewing ecommerce certification type, you review Extended Information and Top Up views. After you complete your review and if you are satisfied that all content is complete and accurate, you change the status to "Reviewed".

As an Approver, you review and then certify products with the status "Reviewed". After you are satisfied that all details are complete and accurate, you change the product status to "Certified". After a product is certified, the certified content and images for the product are ready to be published to trading partners.

For help with performing a product review, see "Quick Start" ([page 7](#)).

Reviewers: Complete your Review

As a Reviewer, if you have reviewed content in all product views, and are satisfied that all information is accurate and complete, do the following:


1. In Product View, hover your mouse pointer over the Product View icon () and select Review and Certify.

The Review and Certify page appears.

If the progress bar does not show 100%, the only option available in Change Product Status to is "Rejected".

If the progress bar shows 100%, the buttons enabled in Change Product Status to are "Reviewed" and "Rejected".

2. To change product status to "Rejected", do the following:
 - a. In Change Product Status to, click Rejected.
The Rejection Reason panel appears.
 - b. In Rejection Reason, choose a reason.
The Reject button is enabled.
 - c. Optionally, in Rejection Comment, add your comments.
If you choose "Other" in Rejection Reason, this field becomes mandatory.
A rejected product will be fixed faster if you supply all the needed information.
A message from Rejection Comment appears in the Status History view.
 - d. Click Reject.
A confirming message appears.
The product status appears as "Rejected".
3. To change product status to "Reviewed" and send a message to the Approver, do the following:
 - a. In Change product status to, click Reviewed.
A message box confirms that the product status will be changed.
 - b. Click OK.
A confirming message appears and Current Status appears as Reviewed. A message is sent to the Approver.
As well, the Archive button is enabled. For instructions on this function, see "Archive Products from the Review and Certify View" ([page 32](#)).

To return to the Search Products page, in the Product View navigation bar, click Back ()

Approvers: Certify the Product

As an Approver, if you have reviewed content in all product views, and are satisfied that all information is accurate and complete, do the following:

1. In Product View, hover your mouse pointer over the Product View icon (🔍) and select Review and Certify.

The Review and Certify page appears.

If the progress bar does not show 100%, the only option available in Change Product Status to is "Rejected".

If the progress bar shows 100%, the buttons enabled in Change Product Status to are "Certified" and "Rejected".

2. To reject this product, and send a message to the Reviewer, do the following:

- a. In Change Product Status to, click Rejected.

The Rejection Reason panel appears.

- b. In Rejection Reason, choose a reason.

The Reject button is enabled.

- c. Optionally, in Rejection Comment, add your comments.

If you choose "Other" in Rejection Reason, this field becomes mandatory.

A rejected product will be fixed faster if you supply all the needed information.

A message from Rejection Comment appears in the Status History view.

- d. Click Reject.

A confirming message appears.

The product status appears as "Verified Rejected".

The product appears in the Reviewer's work queue.

3. To change product status to "Certified", do the following:

- a. In Change product status to, click Certified.

A message box confirms that the product status will be changed.

- b. Click OK.

A confirming message appears and product status appears as "Certified".

To return to the Search Products page, click Search Products.

Archive Products from the Review and Certify Page

As an Approver, if there are alternate unarchived versions for this product you can archive them conveniently after you have certified the current version.

In the box under Change Product Status to, you can view the current status for this certification type, Change Date and Last Status Update User Name.

In this box, the Archive button label in Alternate Product Versions shows how many alternate versions of the current product exist in the system. In some cases, you want to keep all alternate product versions available. At other times, for example if there are multiple alternate versions, you might want to archive alternate product versions.

To archive alternate product versions, in Alternate Product Versions click Archive. The Archive Products page appears, showing the list of alternate versions of the current product. Here you can archive the product versions that will no longer be used.

For help with archiving products, see "Archive Products" ([page 26](#)).

Frequently Asked Questions About Product Views

When should I edit a field?

As a Reviewer, you can modify any information in editable fields.

In Nutritional and Ingredients views, the data you enter must match the product labels shown in the images. If the image data is different from the field value, your information will appear to be inaccurate. This will call your product certification status into question.

If the product image is not accurate, you must resubmit the product to GS1 Canada.

Why do some Nutritional fields show "0", while others are blank?

If a product's Nutrition Facts label shows the value "0", the value in the corresponding Nutritional field should also show "0".

If the Nutrition Facts label does not show a value, the corresponding field value should be left blank – unless it is a mandatory field.

If a Nutrition Facts label does not show a value and the corresponding field is a mandatory field (that is, it cannot be left blank) put the value "0" in the corresponding field.

For example, if the Nutrition Facts label shows "0 g" of sugar, the Sugars field value should be "0". If sugar is not shown on the label at all, and if Sugars is a mandatory field, then the Sugars field value should be "0".

Why are certain fields view-only and un-editable?

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

- Your user role does not have data edit permissions.
- The field is a unique identifier of the product (for example, a GTIN or GLN).

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.

Fix Errors with the Nutritional Information

The purpose of Product Certification is to ensure accuracy in descriptions that represent each product. This chapter describes how to fix errors under two conditions:

- Before Certification
- After Certification

Fix Errors Before Certification

IMPORTANT: If you find errors, do not certify the product.

As an Approver, if there are errors or omissions in fields that require values, you cannot certify the product. If you find errors in optional field values, do not certify the product. Instead, reject the product and enter a description or instructions so the Reviewer can take the appropriate action.

Reviewers can choose from the following options:

- If the product images you see do not reflect those of your current product labelling, or if you are going to update your product packaging in the near future, reject the product. Include rejection comments that describe which labels are incorrect. You will need to resubmit the product to GS1 Canada to capture new images. When you submit your product to GS1 Canada, select the "Nutrition Service" option on the submission form to ensure nutritional content is captured.

- If there is incorrect data in non-editable fields, reject the product. Include rejection comments that clearly outline the problem.
- If the product is discontinued, reject the product and mention it is discontinued in the rejection comments.
- If the product is still valid and will be discontinued later, you can add the discontinue date and complete the certification.

Fix Errors After Certification

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.

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.

System Functions

As an Administrator, you can manage user profiles and grant or revoke access to Product Certification. On the User Management page, you can view and configure profiles for all users associated with your company name.

User Management for Product Certification

To open User Management, you must have administrator permissions. In the navigation bar, hover your mouse over System Functions () and select User Management.

The myGS1 User Management page appears. Users that you add here will have access to myGS1 and, optionally, can be used for other GS1 Canada tools and services.

Instructions for user management appear in the [Help Library](#).

Troubleshooting

How do I contact GS1 Canada?

For assistance, please contact GS1 Canada at 1.800.567.7084. For Product Certification support or general GS1 Canada queries, email info@gs1ca.org.

Glossary

Administrator	Person who adds and maintains Reviewers and Approvers for the Product Certification tool.
Approver	Person who certifies product details after they are reviewed. This person has the final say on certification. After certification, product content is ready to be published to trading partners.
Aquaculture Stewardship Council (ASC)	Independent not-for-profit organization that runs a global certification and labeling program for responsibly farmed seafood.
Brand Owner	Manufacturer or supplier providing information on their products. Also known as "data providers" in ECCnet Registry.
Catalogue Captain	Person who assigns an administrator to oversee the Product Certification tool.
Certification	In the Product Certification process, the validation of product data and images by a Brand Owner prior to distribution of this data to trading partners. For products, the confirmation that a product meets all requirements for a claim to be Kosher, organic, Halal, ASC, or MSC. In ECCnet Registry, the validation by GS1 Canada of data suppliers, required before they can load data into ECCnet Registry.
Global Location Number (GLN)	Unique 13-character string that identifies locations. In Product Certification, the GLN is used to identify the brand owner.
Global Product Code (GPC)	Unique eight-digit code used to group products globally by category.

Marine Stewardship Council (MSC)	Certification and eco-labeling program for sustainable seafood.
Reviewer	Person who validates all images and related information for every product listed in the tool.

Index

A

administrative reports 29

administrator

 system functions 12, 35

 user management 35

allergens view 20

alternate product versions

 archiving 32

 importing certified data 28

approvers

 about the role 30

 certify the product 32

 description 12

 quick start 9

archive products 26

 unarchiving 27

 viewing 27

C

certification claims view 21

certification type

 determining 11

certified status

 archiving products 26

 changing product status 9, 26

 for Approvers 32

 in My Product Status table 13

 in search results 15

certify view 25

comparing product versions 28

contacting GS1 Canada 36

D

details view 17

E

errors

 fixing after certification 35

 fixing before certification 34

 fixing nutrition information 34

extended information view 24

F

FAQ

 blank value fields 33

 editing fields 33

 view-only fields 34

 zero value fields 33

fields

 editing 33

 showing zero (0) 33

 view-only 34

	G	
glossary		36
GPC browser		17
	H	
help		11
history of status		25
	I	
importing data from an alternate version		28
ingredients view		19
introduction		6
	L	
language		
changing		11
load products		7
loading data from an alternate version		28
log in		11
	N	
navigation		
administrative reports		12
product management		12
nutritional		17
	P	
Product Certification		
description		6
		product claims
		adding a claim
		22
		removing a claim
		23
		product claims view
		22
		product data report
		29
		product status
		changing
		26
		product views
		allergens
		20
		certification claims
		21
		details
		17
		extended information
		24
		ingredients
		19
		navigating
		16
		nutrition
		17
		product claims
		22
		review and certify
		25
		top up
		25
		products
		administrative report
		29
		allergens view
		20
		archiving
		26
		archiving from Review and Certify
		32
		certification claims
		21
		certified
		15
		certifying
		32
		comparing attributes with an alternate version
		28

details view 17
extended information 24
history of status 25
importing data 28
ingredients view 19
list of statuses 15
loading 7
managing 13
nutrition facts 17
opening product view 15
product claims view 22
rejected 15
rejecting 31
review and certify view 25
reviewed 15
search result 14
searching 14
selecting a version 15
status 13
top up view 25
unarchiving 27
verified 15
verified rejected 15
viewing archived 27
viewing details 16
views 16
profile management 12

Q

quick start 7
 approver 9
 reviewer 7

R

registration
 note to administrator 7
rejected status
 changing product status 7, 9, 31
 in My Product Status table 13
 in search results 15
rejecting product 31
reports
 administrative 29
review completion 31
review products 25
reviewed status
 archiving products 26
 changing product status 7, 26, 31
 for Approver 30
 for Reviewer 30
 in Compare and Import 28
 in My Product Status table 13
 in search results 15
reviewers
 about the role 30

complete your review 31
description 12
quick start 7
roles 12
reviewer and approver overview 30

S

search products 14
search result 14
 actions 15
 status 15
status in search result 15
 history 25
subscribing 6
system requirements 6

T

top up 25
troubleshooting 36

U

unarchiving products 27
user management 35
users
 activation 7
 information 11

V

verified rejected status
 for Approvers 32
 in Compare and Import 28
 in Extended Information 24
 in search results 15
 in Top Up view 25
verified status
 for Reviewer 30
 in Compare and Import 28
 in My Product Status table 13
 in Reviewer process 7
 in search results 15
 in Top Up view 25

W

workspace description 11



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