



## Data Provider User Guide

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# Contents

- Introduction ..... 5**
- Log In ..... 5**
- Overview of the Workspace ..... 6**
  - Other Workspace Areas ..... 6
    - Select a Trading Partner ..... 6
    - Option ..... 6
    - User Information ..... 7
    - Language Option ..... 7
  - myGS1 ..... 7
  - Search Bar ..... 7
    - Search Results Table ..... 8
  - Export ..... 8
    - Sidebar ..... 9
- Using My Trading Partners ..... 9**
  - Drilling Down ..... 9
  - Trends ..... 11
  - Sidebar Reports ..... 11
  - Summary ..... 12
- Using My TrueSource™ Dashboard ..... 12**
  - New Item Setup ..... 13
    - Summary ..... 14
    - Details ..... 14
  - Nutritional Content ..... 14
    - Summary ..... 14
    - Details ..... 15
  - eCommerce Content ..... 15

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Summary .....	15
Details .....	16
Marketing Content .....	16
Summary .....	16
Details .....	17
Planogram Content .....	17
Summary .....	17
Details .....	17
Foodservice Content .....	17
Summary .....	18
Details .....	18
Pharmaceutical Content .....	18
Summary .....	19
Details .....	19
<b>Sorting and Filtering a Table .....</b>	<b>19</b>
Page Display .....	19
Filters .....	20

## Introduction

TrueSource™ Dashboard is a standardized industry Data Excellence tool that provides visibility to the status of your product content across multiple business processes and trading partner requirements.

This guide describes functions that you can perform using TrueSource™ Dashboard powered by ECCnet.

Topics covered are:

- Log In
- Overview of the Workspace
- Search Products
- Using TrueSource™ Dashboard
- My TrueSource™ Dashboard
- Sorting and Filtering a Table
- Extracting Report Details

## Log In

To log into TrueSource™ Dashboard, you require a valid email address and password. After you successfully subscribe to GS1 Canada and register for TrueSource™ Dashboard, you will receive instructions to complete the registration.

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 the Dashboard tool, click **TrueSource™ Dashboard**.

The Home page appears.

## Overview of the Workspace

The Home page for data providers shows two tabs:


- My TrueSource™ Dashboard, showing a number of tiles with reports for total numbers of products for Industry Managed Solutions. Next to each total number, a chart indicates the number of products with "Completed" or "Certified" status. For more information about these tiles, see "Using My TrueSource™ Dashboard" ([page 12](#)).
- My Trading Partners, showing a series of scoreboard tiles - one for each of your trading partners. For a detailed description of how to use these reports, see "Using My Trading Partners" ([page 9](#)).

## Other Workspace Areas

Besides the Home page, the following areas appear and remain visible while you are in TrueSource™ Dashboard:

- Option
- User Information
- myGS1
- Search bar
- Export
- Sidebar

## Select a Trading Partner

This field appears on the right side of the banner, to the left of Option ()

If you have access to a single company, that company name appears in this box.

If you are overseeing two or more companies, for example multiple branches or multiple franchise locations, you can click this box and choose a different company name.


For information about how you can get access to two or more companies,

## Option

In the upper right corner of the page, click Option () to view a drop-down menu with the following links:

- Contact Us
- Help Menu

## User Information

In the upper right corner of the page, click User Information () to view a drop-down menu with the following information:

- Your name
- Login email address
- User permission role

## Language Option

To display the user interface in another language, above User Information, click the language name.

## myGS1

Click this button to log out of the service and open the myGS1 page.

## Search Bar

At the top of the page, a search bar will help you quickly find a single product or a group of products.

The search bar is enabled only when a data provider has selected the My Trading Partners tab.

1. To specify an attribute value to search, in All, select an attribute:
  - GLN
  - GTIN
  - Product Description

To search all three attributes, select All.

Note: If you are in the middle of a search and you change the search attribute, all search parameters are reset.

2. In the text box, specify a search pattern.

You can use alphanumeric characters to create a pattern. For example, if you are searching for a GTIN, enter a series of numbers.

To display all products in the system, click in the text box and do not add a pattern.

3. To take advantage of the search filter function, do the following:
  - a. In the text box enter a minimum of six digits or six characters.

A search-filter list of products matching the pattern appears below the text box as a drop-down.

For example, if you are searching for product from a specific Global Location Number (GLN), enter a minimum of six digits for that GLN in the text box. The

drop-down shows all GLNs that match the pattern along with the company name.

If you are searching GTINs, the six-digit pattern shows a list of all GTINs that match the pattern. The company name and the product name appear along with the GTIN.

- b. Select a matching item from the drop-down list.
- c. The Search Results table shows products that are related to the item that you selected in step (b).

For example, if you are searching for a specific GLN, by clicking one company name in the list, the search results table shows only those product for the selected company.

If you are searching GTINs, when you select a GTIN from the list, the search result table shows only the selected GTIN.

4. Click Search (  ).

All products that match the search pattern appear in the Search Results table.

### **Search Results Table**

Commands at the top of the search results table can help you view or scan the list of matching products in the list:

- To display more or fewer items on a single page, select the number of items to show.
- If the results list is multiple pages, use the page navigation controls to jump to the next, previous, first or last page.

The search results table shows a line for each GTIN.

To help find a specific product in the search results table, you can change how the table is displayed:

- To sort the table by a column, click the column header.
- To sort the table in reverse order, click the column header a second time.

In the search results table, GTINs are associated with a trading partner name. If a product is associated with multiple trading partners, a plus sign (+) appears to the left of the GTIN. To open a GTIN and view the list of trading partners, click the plus sign.

### **Export**

You can capture a screen shot of the current layout as a picture to either Microsoft Excel or PDF format.

To capture the screen shot, choose the format and click Export.



## Sidebar

There is a sidebar on the left side of the page that contains several icons. When you hover your mouse pointer over an icon, a list of link options appears on a slide-out panel.

The icons that appear in the sidebar are:

- Dashboard - Return to the Home page.
- Reports - Select a report from the slide-out panel.

## Using My Trading Partners

To view the home page for My Trading Partners, click the My Trading Partners tab.

The page displays a box for each TrueSource™ Dashboard trading partner that you trade with. Each box shows an aggregate partner engagement score, the total number of GTINs provided by the trading partner and a date that indicates when the trading partner data was last refreshed.

To view details for a trading partner, click the link.

## Drilling Down

From the Home page, after you choose a trading partner, a number of pie charts appear showing business process engagement scores. The title that appears above the pie charts shows the trading partner name and the total engagement score for this trading partner.

The view that appears is informally called the "Common View" because both you and your trading partner can open this view together and discuss opportunities around your trading relationship.

To return to the Home page, click the Home navigation link.

The pie charts that appear in this view can include the following, depending on your market sector and your trading partners' business requirements:


- New Item Setup – Showing number of GTINs in various states on ECCnet Registry. The GTIN Discrepancy button appears here.
- Pharmaceutical Content - Showing GTINs in various stages of pharmaceutical content certification. Status levels are:
  - Certified - Percentage of products that have completed the certification process.
  - Not Certified - Percentage of products that are in the certification process and not yet complete.

- Missing - Percentage of products in ECCnet and the brand owner is either not registered for pharmaceutical certification or products have not yet been introduced into the certification process.
- Nutritional Content – Showing number of GTINs that contain nutritional data at the item level. The chart also shows the status of products in various stages of image and data capture, including: Certified; Not Certified; In Progress (products received and in the process of content capture); Scheduled (brand owner has completed scheduling as part of Content Capture Service Request). The chart links to lists of products in these stages.
- eCommerce Content - Showing engagement levels for products suitable for online commerce. All trading partners can see the status of products in various stages of image and data capture: Certified; Validated (awaiting certification); In Progress (products received and in the process of content capture); Scheduled (brand owner has completed scheduling as part of Content Capture Service Request). The chart links to lists of products in these stages.
- Marketing Content – Showing number of GTINs that contain marketing content as part of the data set. The chart also shows the status of products in various stages of image and data capture, including: Completed; In Progress (products received and in the process of content capture); Scheduled (brand owner has completed scheduling as part of Content Capture Service Request). The chart links to lists of products in these stages.
- Planogram Content – Showing number of GTINs that contain planogram content as part of the data set. The chart also shows the status of products in various stages of image and data capture, including: Completed; In Progress (products received and in the process of content capture); Scheduled (brand owner has completed scheduling as part of Content Capture Service Request). The chart links to lists of products in these stages.
- Foodservice Content-Nutritional - Showing products with and without case level nutritional data.
- Foodservice Content-Marketing – Showing number of GTINs that contain marketing data and number of GTINs that are missing marketing data.
- Foodservice Content-Images – Showing number of GTINs that contain a Foodservice image. The chart also shows the status of product in various stages of image and data capture, including: Image Available; Image in Progress; Image Scheduled; Image Not Available.
- Recall - For data providers (brand owners), this is a gauge chart showing to what degree your company is "Recall Ready". If you have not added enough Recall users, the chart does not appear. Instead, a message lets you know that you must add a user. When you drill down, the Recall Ready Status shows as "Incomplete". To add a Recall user, do so in myGS1.




You can view details of compliance and partner engagement at different levels of detail:

- **GTIN Discrepancy** - In the New Item Setup pie chart, click GTIN Discrepancy to view details of GTIN Discrepancy Report (GDR) tickets for the selected trading partner.
- **KPI Detail Analysis** – Each section of a business process pie chart contains Key Performance Indicator (KPI) data. Select either a graph legend entry or a section of a business process pie chart to view total number of GTINs in that KPI.
- **Partner Engagement Score Analysis** – Choose a business process and click the Partner Engagement score to view GTIN details for the selected business process.
- **All GTIN Analysis** – Click All GTINs to display all GTINs across all business processes. In the All GTINs page, to view GTIN details for this trading partner and a single business process, select a business process from the drop-down list.

## Trends

Each business process engagement chart has a Trends icon (). A separate Trends link on the right side of the page opens a chart that shows historical partner engagement scores for all business processes combined.

Click Trends to open a column chart with historical partner engagement scores for that business process. In the Trends view, each business process has a unique colour code. In the Trends view for all business processes, you can determine what business process you are viewing by its colour code.

To view the value of a bar, hover the mouse pointer over that bar. While the mouse is hovering, the bar colour changes to emphasize whether the value is below 50% () , 50 to 75% () or 76 to 100% ().

In the top left corner of any Trends chart, use the drop-down button to show historical scores for three months, six months or one year.

## Sidebar Reports

Hover the mouse pointer over the Report icon to see a list of reports.

Click the report name to view the report.

Descriptions below are examples of some of the reports that are available:

- **Trading Partner Management** - Showing all trading partners and a breakdown of all GTINs for each partner. Each breakdown shows their assortment of your products that are actively listed.
- **Total GTINs Exceptions** - Showing a list of GTINs with the publication/subscription process not complete. These GTINs might be missing specific data, as indicated in the report column headers. These products appear in business process pie charts

under the "Missing" category. In this table, they are reported across all business processes and all trading partners.

- Summary Score Across BPs - This report shows a list of trading partners with scores for all business processes. Colours in this report help you identify where trading partners are engaging well and areas where there are opportunities for improvement.
- Deleted/Discontinued Report - This report shows a list of GTINs that have been either deleted or discontinued and helps you identify trading partners who still have them listed as active.
- Not Complete/Compliant Report - View GTINs that are either missing values in some required fields or containing values that do not pass ECCnet Registry validations. This report extracts data across all trading partners and all business processes in one report.

## Summary

Hover the mouse pointer over the Summary icon to see a list of reports.

Click the report name to view the report.

- Status - For the company that you represent as a logged in user, you can view a status report that includes the company Global Location Number.

## Using My TrueSource™ Dashboard

To view the home page for My TrueSource™ Dashboard, click the My TrueSource™ Dashboard tab.

This vendor-only view enables you to view your level of data completion of your own product content for key business processes, regardless of trading partner engagement.

On the page, multiple business processes appear, depending on your market sector:

- New Item Setup – Showing number of GTINs in various states on ECCnet Registry.
- Pharmaceutical Content - Showing GTINs in various stages of pharmaceutical content certification. Status levels are:
  - Certified - Percentage of products that have completed the certification process.
  - Not Certified - Percentage of products that are in the certification process and not yet complete.
  - Missing - Percentage of products in ECCnet and the brand owner is either not registered for pharmaceutical certification or products have not yet been introduced into the certification process.

- Nutritional Content – Showing number of GTINs that contain nutritional data at the item level. The chart also shows the status of products in various stages of image and data capture, including: Certified; Not Certified; In Progress (products received and in the process of content capture); Scheduled (brand owner has completed scheduling as part of Content Capture Service Request). The chart links to lists of products in these stages.
- eCommerce Content - Showing engagement levels for products suitable for online commerce. All trading partners can see the status of products in various stages of image and data capture: Certified; Validated (awaiting certification); In Progress (products received and in the process of content capture); Scheduled (brand owner has completed scheduling as part of Content Capture Service Request). The chart links to lists of products in these stages.
- Marketing Content – Showing number of GTINs that contain marketing content as part of the data set. The chart also shows the status of products in various stages of image and data capture, including: Completed; In Progress (products received and in the process of content capture); Scheduled (brand owner has completed scheduling as part of Content Capture Service Request). The chart links to lists of products in these stages.
- Planogram Content – Showing number of GTINs that contain planogram content as part of the data set. The chart also shows the status of products in various stages of image and data capture, including: Completed; In Progress (products received and in the process of content capture); Scheduled (brand owner has completed scheduling as part of Content Capture Service Request). The chart links to lists of products in these stages.
- Foodservice Content - Showing number of GTINs used for Foodservice products at the case level and the number of Foodservice GTINs that are complete around image and content capture. Click this link to view the status of nutritional, marketing and images content capture.
- Recall - For data providers (brand owners), this is a gauge chart showing to what degree your company is "Recall Ready". If you have not added enough Recall users, the chart does not appear. Instead, a message lets you know that you must add a user. When you drill down, the Recall Ready Status shows as "Incomplete". To add a Recall user, do so in myGS1.

## **New Item Setup**

To open the New Item Setup page, from the Home page, click My TrueSource™ Dashboard > New Item Setup.

From this page, you can extract the data from your screen and view it in either PDF or as a picture in a Microsoft Excel file, suitable to add to a presentation.

The page shows two panels:

- Summary - Showing various charts and links.
- Details - Click on a link in Summary to show details in this panel.

## Summary

The right side of the Summary panel shows a number of links. To view details of each link, click the number.

- GTINs in ProSYNC Not Loaded to ECCnet
- Trading Partners - Number of trading partners that you are engaged with
- Open GTIN Discrepancies Report - Number of GTIN Discrepancies that are open.
- Certifications - List of certification types that you are subscribed to

The doughnut chart shows products in three configurations:

- My Total Products - Showing the total number of products in the system and the number of products available for this business process.
- Products in ECCnet Registry - Showing products that are active or discontinued. To view a report showing GTINs in ProSYNC and not loaded to ECCnet, click "GTINs Missing in ECCnet".
- Product Status - Showing products that are incomplete and completed.

As you hover your mouse pointer over a section of the chart, the appropriate link is highlighted and indicates what the chart section represents.

To display data in the Details table, click either a section of the doughnut chart or a number link. The selected link remains highlighted to show what kind of data appears in the Details table.

## Details

This panel shows a table. The contents of the table depends on which link you have clicked in the Summary panel.

## Nutritional Content

To open the New Item Setup page, from the Home page, click My TrueSource™ Dashboard > Nutritional Content.

From this page, you can extract the data from your screen and view it in either PDF or as a picture in a Microsoft Excel file, suitable to add to a presentation.

The page shows two panels:

- Summary - Showing various charts and links.
- Details - Click on a link in Summary to show details in this panel.

## Summary

The right side of the Summary panel shows the number of discontinued products with nutritional content.

The doughnut chart shows products in three levels:

- My Total Products - Showing the total number of products in the system and the number of products available for this business process.
- Certification Status - Showing products that are Certified, Awaiting Certification or Rejected.
- Content Capture - Showing products that are scheduled or in progress of content capture.

As you hover your mouse pointer over a section of the chart, the appropriate link is highlighted and indicates what the chart section represents.

To display data in the Details table, click either a section of the doughnut chart or a number link. The selected link remains highlighted to show what kind of data appears in the Details table.

### **Details**

This panel shows a table. The contents of the table depends on which link you have clicked in the Summary panel.

### **eCommerce Content**

To open the eCommerce Content page, from the Home page, click My TrueSource™ Dashboard > eCommerce Content.

From this page, you can extract the data from your screen and view it in either PDF or as a picture in a Microsoft Excel file, suitable to add to a presentation.

The page shows two panels:

- Summary - Showing various charts and links.
- Details - Click on a link in Summary to show details in this panel.

### **Summary**

The right side of the Summary panel shows the number of discontinued products with eCommerce content.

The doughnut chart shows products in three levels:

- My Total Products - Showing the total number of products in the system and the number of products available for this business process.
- Certification Status - Showing number of products in various certification stages: Certified; Validated; Rejected.

For more information about certification stages, see the *User Guide* on the Product Certification [Technical Documents page](#).

- Content Capture - Showing products that have been scheduled for content capture and those that are in progress.

As you hover your mouse pointer over a section of the chart, the appropriate link is highlighted and indicates what the chart section represents.

To display data in the Details table, click either a section of the doughnut chart or a number link. The selected link remains highlighted to show what kind of data appears in the Details table.

### **Details**

This panel shows a table. The contents of the table depends on which link you have clicked in the Summary panel.

### **Marketing Content**

To open the New Item Setup page, from the Home page, click My TrueSource™ Dashboard > Marketing Content.

From this page, you can extract the data from your screen and view it in either PDF or as a picture in a Microsoft Excel file, suitable to add to a presentation.

The page shows two panels:

- Summary - Showing various charts and links.
- Details - Click on a link in Summary to show details in this panel.

### **Summary**

The right side of the Summary panel shows the number of discontinued products with marketing content.

The doughnut chart shows products in three levels:

- My Total Products - Showing the total number of products in the system and the number of products available for this business process.
- Imaging Presence - Showing products that are Completed or products with images older than three years.
- Content Capture - Showing products that are Scheduled or In Progress.

As you hover your mouse pointer over a section of the chart, the appropriate link is highlighted and indicates what the chart section represents.

To display data in the Details table, click either a section of the doughnut chart or a number link. The selected link remains highlighted to show what kind of data appears in the Details table.



### **Details**

This panel shows a table. The contents of the table depends on which link you have clicked in the Summary panel.

### **Planogram Content**

To open the New Item Setup page, from the Home page, click My TrueSource™ Dashboard > Planogram Content.

From this page, you can extract the data from your screen and view it in either PDF or as a picture in a Microsoft Excel file, suitable to add to a presentation.

The page shows two panels:

- Summary - Showing various charts and links.
- Details - Click on a link in Summary to show details in this panel.

### **Summary**

The right side of the Summary panel shows the number of discontinued products with planogram content.

The doughnut chart shows products in three levels:

- My Total Products - Showing the total number of products in the system and the number of products available for this business process.
- Imaging Presence - Showing products that are Completed or products with images older than three years.
- Content Capture - Showing products that are Scheduled or In Progress.

As you hover your mouse pointer over a section of the chart, the appropriate link is highlighted and indicates what the chart section represents.

To display data in the Details table, click either a section of the doughnut chart or a number link. The selected link remains highlighted to show what kind of data appears in the Details table.

### **Details**

This panel shows a table. The contents of the table depends on which link you have clicked in the Summary panel.

### **Foodservice Content**

To open the New Item Setup page, from the Home page, click My TrueSource™ Dashboard > Foodservice Content.

From this page, you can extract the data from your screen and view it in either PDF or as a picture in a Microsoft Excel file, suitable to add to a presentation.

The page shows two panels:

- Summary - Showing various charts and links.
- Details - Click on a link in Summary to show details in this panel.

### **Summary**

The right side of the Summary panel shows the number of products either scheduled for or in progress of content capture.

The doughnut chart shows products in two levels:

- My Total Products - Showing the total number of products in the system and the number of products available for this business process.
- Foodservice Case Products - Showing foodservice products that are Complete, Incomplete or Discontinued. Other details in this panel show:
  - Products with complete nutritional data
  - Products with complete marketing data
  - Products with images complete, missing or older than three years

As you hover your mouse pointer over a section of the chart, the appropriate link is highlighted and indicates what the chart section represents.

To display data in the Details table, click either a section of the doughnut chart or a number link. The selected link remains highlighted to show what kind of data appears in the Details table.

### **Details**

This panel shows a table. The contents of the table depends on which link you have clicked in the Summary panel.

## **Pharmaceutical Content**

To open the New Item Setup page, from the Home page, click My TrueSource™ Dashboard > Pharmaceutical Content.

From this page, you can extract the data from your screen and view it in either PDF or as a picture in a Microsoft Excel file, suitable to add to a presentation.

The page shows two panels:

- Summary - Showing various charts and links.
- Details - Click on a link in Summary to show details in this panel.

### Summary

The right side of the Summary panel shows the number of discontinued products with pharmaceutical content.

The doughnut chart shows products in two levels:

- My Total Products - Showing the total number of products in the system and the number of products available for this business process.
- Certification Status - Showing products that are Certified, Awaiting Certification or Rejected.

As you hover your mouse pointer over a section of the chart, the appropriate link is highlighted and indicates what the chart section represents.

To display data in the Details table, click either a section of the doughnut chart or a number link. The selected link remains highlighted to show what kind of data appears in the Details table.

### Details

This panel shows a table. The contents of the table depends on which link you have clicked in the Summary panel.

## Sorting and Filtering a Table

When a table list appears, an arrow icon is displayed in a default column, showing that the table is sorted in ascending order by the values in that column. In some columns, to sort the list by a different column, click the column header. The list is sorted in ascending order by values in the selected column. To reverse the sort order, click the column header a second time.

To help find a GTIN or a trading partner in a list table, you can change the appearance of the list table in the following ways:

- Page Display – Show more or less information and browse through pages.
- Filters – View GTINs or trading partners that match a pattern in the column field.

### Page Display

The top of the table contains some page controls to help you find a specific product:

- Total number of items per page. To change the number of items visible on a single page, select a number from the drop-down list.
- Total Records. View the total number of records selected from the Summary panel.
- Page navigation buttons. With multiple pages of records, use the First ( « ), Last ( » ), Previous ( ◀ ) and Next ( ▶ ) buttons.

To sort the table contents in descending order by a column header, click the header. To sort in the opposite order, click the header a second time.

## **Filters**

To display a shorter list or to help find a specific GTIN or trading partner, use one or multiple filter fields that appear at the top of each column.



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