

Introduction

What does an Ombudsman do?

An Ombudsman acts as an impartial informed neutral party who reviews the facts of a standards issue based on the global standards rules agreed by a community of users. This role provides an interpretation of the standards and recommendation to solve the issue. The Ombudsman has no official authority to force a decision as they act as an impartial expert.

GS1 Canada Ombudsman Role:

The GS1 Canada Ombudsman acts as an arbitrator for conflict resolution between trading partners related to the interpretation of the GS1 Identification Standards.

This role also assists with the interpretation of:

- Global Trade Item Number (GTIN) Management Standards (GTIN Discrepancy Report (GDR), individual request for information, etc.)
- Global Location Number (GLN) Allocation Rules
- Barcode Standards
- Other GS1 Standards

Communities Served:

Additionally, GS1 Canada provides education and training materials to support GS1 Standards. Some industry sectors currently using GS1 Standards include: Foodservice, Grocery, General Merchandise, Healthcare Medical Surgical Devices or Healthcare Pharmaceutical Drugs and Retail Pharmacy.

Benefits and Value:

There is considerable value-add to GS1 Canada subscribers who use this neutral body to be able to resolve industry issues as they relate to GS1 Global Identification Standards. The outcome provides a neutral equitable recommendation. For example, proposed recommendations could improve efficiency, reduce costs and provide effective supply chain operations. The Ombudsman recommendation must take into account the rules as they are written, as well as the cost of implementation to industry as a whole.

For example: A manufacturer wants to change the branding of an existing product, but does not wish to change the GTIN to minimize impact to sales and order completion. The Ombudsman must look at the effect on the trade partners, and look beyond the B2B (Business to Business) scenario. They must see the impact to stock rotation; shelving; old product liquidation and time loss based on the above identified processes as long as no violation of GS1 GTIN Management Standard rules has occurred.

How to Contact GS1 Canada Ombudsman:

When a need for arbitration or guidance is identified, contact GS1 CA GTIN at: gtin.ombudsman@gs1ca.org