The Global Language of Business

Content Capture Service Request Guide

Version 3.0

Content Capture Service Request Guide

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Contents

Image and Data Capture Service

For more information about this service, and about cost-effective image and data capture bundles, see www.gs1ca.org/content-capture.

Logging In

To use the Content Capture service, you must be a brand owner or data provider subscriber and you must be registered for The Vault.

For more information about The Vault, see https://gs1ca.org/the-vault/.

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.

On the left panel of the Home page, scroll down to find and click Content Capture Service Request.

The Content Capture Service Request Home page appears.

Home Page Overview

The page shows a table with a list of service requests that are in various states of completion. Depending on the number of columns that are visible, at the top and the bottom of the list you can move a slider to the right to view more columns.

To reduce the number of visible columns, in the top right corner click Hide/Show Columns. Clear the check box next to the column name that you want to hide and click Apply.

If the list of requests is large, use the controls at the bottom of the list to view different pages or to display a specified number of items per page.

To hide the left panel and see more columns in the list of requests, hover your mouse pointer over the border between the left and right panels and click Collapse.

Use the left panel for two functions:

- Display Mode
- Filter

Display Mode

The Home page can show Content Capture Service Request information different ways, to help you locate an existing service request.

To change the information displayed, in the left panel, use Display Mode.

Display Mode choices are:

- By Service Request – Show a list of service requests to help determine which requests to schedule for action. Filter attributes change to support filtering by service request.
- By GTIN – Show a list of GTINs contained in all service requests. In this mode, you can see and sort the list by different attributes to quickly find the service request that contains the products that you want to inspect. As well, filter attributes change to support filtering by GTIN.

Filter

If you have a long list of service requests, use Filter to optimize your search by shortening the list.

Enter a value in one of the Filter parameters. If you add a value in another parameter, the filter combines all parameters using AND logic. When you click Search, the list displays all items that match your combined parameters.

- Requestor Name – To display service requests created by you, select your name. If you select another user's name, you have permission to view details and not change them.
- Service Request Category – Display service requests only for the selected category.
- Service Request Type – Display service requests for either eSubmission or Product Submission.
- Service Request Status – Display all service requests with a specific status.
- Item Status (by GTIN only) – Display all service requests with a specific GTIN item status.
- Search – When displaying by GTIN, enter the GTIN here. When displaying by Service Request, enter the service request number here.
- Date Range By – Specify the type of date for the filter: Date Updated, Date Submitted or Scheduled Week.
- From / To – Specify a date range.

Note: If you change the Display Mode after entering some parameters, all parameters in the Filter are reset.

Creating a Content Capture Service Request

This description takes you through multiple stages:

- Create a Draft Service Request
- Add Products
- Edit Products

Create a Draft Service Request

In this stage, you define the service request and receive a service request number.

Steps:

1. From the Home page, click Create Content Capture Service Request.

   The Select the Service Request Category dialogue box appears showing categories.

   For information on categories, click the information icon (ⓘ).

2. Select a category to continue.

The process for each category appears below.

Retail and Foodservice

This topic continues from "Create a Content Capture Service Request" (above).

1. In the Select the Service Request Category box, select Retail and Foodservice.

   The Select the Service Request Type panel appears.

2. If this is a pre-registration product, click Yes.

   A pre-registration notice appears. Within 120 days, you must send a physical product for content capture. For more information, see "About Product Pre-Registration" (page 16).

   The Product Submission button is selected and the Service Request Information panel appears. You cannot send your own images for a pre-registration request and the eSubmission button is disabled.

   Skip ahead to step 5.

3. If this is not a pre-registration product, in the Select the Service Request Type panel, click No.

   An option panel appears.

4. Select a type of service:
   - Product Submission - You send a physical product for content capture.
   - eSubmission - You send captured product content images for inspection.

   After you select the service type, the Service Request Information panel appears.
5. In Service Request Title, you must enter a descriptive name for this request.

   The Create a Service Request button is enabled.
6. Fill in the other fields as appropriate.

   When your request is a Product Submission, the form has an extra check box at the bottom of the dialogue box:

   Return My Product - When you select this check box, a product return form appears. You can specify an address to return the product. Additional fees apply.

   If you choose not to return the product, leave this check box cleared. When adding the product to the service request, you can give instructions to have the product destroyed or donated to a charity.
7. Click Create a Service Request.

   A success message appears.

   The Service Request page appears.

   At the top of this page, the assigned service request number appears. In the Service Request Information panel, the Request Status shows as "Draft".

You have created a draft request for Retail and Foodservice.

For Foodservice information on this process, open Product Image and Data Capture, and, in Image and Data Options, click the link for *Foodservice Content*.

For Retail information, open Product Image and Data Capture, and, in Image and Data Options, click the appropriate link for *Nutritional Content, Marketing Content, Planogram Content or Ecommerce Content*.

To continue, follow instructions for "Add Products" (page 10).

Healthcare Pharmacy

This topic continues from "Create a Content Capture Service Request" (page 6).

1. In the Select the Service Request Category box, select Healthcare Pharmacy.

   The Select the Service Request Type panel and the Service Request Information panels appear.

In Select the Service Request Type, the Product Submission button is selected. You cannot send your own images for a Healthcare Pharmacy request and the eSubmission button is disabled.

2. In Service Request Information, in Service Request Title, you must enter a descriptive name for this request.

   The Return My Product check box is selected.

3. Fill in the other fields as appropriate.

   Mandatory fields are marked with a red asterisk (*).

   After you have completed all mandatory information for product return, the Create a Service Request button is enabled.

4. Click Create a Service Request.

   A success message appears.

   The Service Request page appears.

   At the top of this page, the assigned service request number appears. In the Service Request Information panel, the Request Status shows as "Draft".

You have created a draft request for Healthcare Pharmacy.

For more information on this process, open Product Image and Data Capture, and, in Image and Data Options, click the link for *Pharmaceutical Content*.

To continue, follow instructions for "Add Products" (page 10).

Cannabis

This topic continues from "Create a Content Capture Service Request" (page 6).

1. In the Select the Service Request Category box, select Cannabis.

   The Select the Service Request Type panel appears.

2. Select a type of service:

   - Product Submission - You send a physical product for content capture.
   - eSubmission - You send captured product content images for inspection.

   After you select the service type, the Service Request Information panel appears.

3. In Service Request Title, you must enter a descriptive name for this request.

   The Create a Service Request button is enabled.

4. Fill in the other fields as appropriate.

   Mandatory fields are marked with a red asterisk (*).

   When your request is a Product Submission, the form has an extra check box at the bottom of the dialogue box:

Return My Product - When you select this check box, a product return form appears. You can specify an address to return the product. Additional fees apply.

If you choose not to return the product, leave this check box cleared. When adding the product to the service request, you can give instructions to have the product destroyed or donated to a charity.

After you have completed all mandatory information for product return, the Create a Service Request button is enabled.

5. Click Create a Service Request.

   A success message appears.

   The Service Request page appears.

   At the top of this page, the assigned service request number appears. In the Service Request Information panel, the Request Status shows as "Draft".

You have created a draft request for Cannabis.

For Cannabis information on image and data capture, click here. Under Getting Started, click the link for *Product Imaging*.

To continue, follow instructions for "Add Products" (page 10).

Actions on a Service Request

After you have finished adding products to a Content Capture Service Request, your service request appears in the Content Capture Service Request home page.

The Action column displays icons that describe actions you can perform on a service request. You can take actions only on those service requests that are owned by you. Icons that you see depend on permissions assigned to you:

- Go to Service Request GTIN ( ) opens the Content Capture Service Request page, allowing you to manage products.
- Update Service Request ( ) opens a dialogue box from which you can change all the service request information.
- Schedule and Submit ( ) opens the Content Capture Service Request Agreement page. This icon appears only after you have added products to the request. Here you can indicate the Monday of the week when your product will arrive at our Montreal office.
- Delete Service Request ( ) *Note: Service Request must be in Draft status.* This action removes the service request from the Content Capture Service Request list. After you click the icon, a confirmation message appears. Click OK.

  Note: You cannot undo this action.

- View shipping manifest and Pre-Registration Confirmation ( ) opens the Shipping Manifest dialogue box. This icon appears only after a service request has been submitted.
- Reschedule Content Capture Service Request ( ) opens the Content Capture Service Request Agreement page, where you can indicate a different date in Scheduled Week. This icon appears only after a service request has been submitted.

Add Products

You can add up to 50 products per service request.

To open a service request from the Content Capture Service Request home page, click the service request number.

The Service Request page is a place where you can view a summary of the service request and add products.

The Service Request Information panel shows basic information about the requestor, pre-registration (for food products) and return choice. To see more information about this request in a separate window, click Details. To collapse this panel, click the Service Request Information title bar.

Before adding a product, you must know the product GTIN (Global Trade Item Number).

There are two methods to add products to a content capture service request form:

- Add Products Manually
- Add Multiple Products

Add Products Manually

This process can be used for either physical product submission or eSubmission. In this process, you add product data using a form for each product.

The Service Request detail page has two panels:

- Service Request Information
- List of GTINs

Steps:

1. In the List of GTINs panel, click Add Product.

   The Add Product dialogue box appears, showing the service request number, service request category and service request type.

2. In GTIN, enter a valid UPC-12 (UPC-A), EAN-13 or GTIN-14 code.

   The GTIN that you enter is validated for use by your company.

   To continue, if any errors are displayed, you must correct them.

After the GTIN is approved, the Select a Product Category Filter panel appears.

3. In Description, enter a descriptive name for your product.

   It is best practice to include the brand name, product name and variant.

4. For a Retail and Foodservice trade item, do the following:

   a. In Select a Product Category Filter, choose a filter.

      For more information on product categories, click the information icon (ⓘ).
      After you choose a filter, the list of services appears below.

   b. To choose a service, select the check box next to the service name.

      In some cases, you can select multiple services.
      Appropriate fields and messages appear based on your selection.

      If your product is sold by the case (using a GTIN-14), marketing image content is captured for the case, the inner (if appropriate), the unit item out of the case and the montage image.

   c. Add values to the appropriate fields.

   Continue with step (7).

5. For a Healthcare Pharmacy trade item, do the following:

   a. In Select a Product Category Filter, choose a filter.

      For more information on product categories, click the information icon (ⓘ).
      After you choose a filter, the list of services appears below.

   b. To choose a service, select the check box next to the service name.

      In some cases, you can select multiple services.
      Appropriate fields and messages appear based on your selection.

      If your product is sold by the case (using a GTIN-14), marketing image content is captured for the case, the inner (if appropriate), the unit item out of the case and the montage image.

   c. Add values to the appropriate fields.

   Continue with step (7).

6. For a Cannabis trade item, do the following:

   a. In Select a Product Category Filter, choose a filter.

      For more information on product categories, click the information icon (ⓘ).
      After you choose a filter, the list of services appears below.

   b. To choose a service, select the check box next to the service name.

      In some cases, you can select multiple services.
      Appropriate fields and messages appear based on your selection.

If your product is sold by the case (using a GTIN-14), marketing image content is captured for the case, the inner (if appropriate), the unit item out of the case and the montage image.

c. Add values to the appropriate fields.

7. Click Add Product.

   The product has been added to the Content Capture Service Request. In the table at the bottom of the Content Capture Service Request summary page, the Item Status shows as "Awaiting Product".

8. To add another product, repeat steps 1 to 7 above.
9. After you have added all the products for this service request, click Save.

This completes the process of adding products manually to this service request.

Add Multiple Products

This process can be used for either physical product submission or eSubmission. In this process, you add data from multiple products to a spreadsheet and then add the spreadsheet contents to the service request.

The Service Request detail page has two panels:

- Service Request Information
- List of GTINs

Steps:

1. To make sure that you are using the most current version of the spreadsheet, in the List of GTINs panel, click Download Template.

   You can download a template in either Microsoft Excel or CSV format.

2. Open the downloaded file and enter the appropriate product information.

   Note that your service request cannot contain more than 50 products.

   It is mandatory to enter values in the GTIN and Description columns.

3. In the Content Capture Service Request detail page, in the List of GTINs panel, click Add Multiple Products.

   The Add Multiple Products dialogue box appears.

   Settings that you make in this dialogue box are applied to all products in the file.

4. For all trade items, do the following:

   a. In Select a Product Category Filter, choose a filter.

      For more information on product categories, click the information icon (ⓘ).
      After you choose a filter, the list of services appears below.

   b. To choose a service, select the check box next to the service name.

In some cases, you can select multiple services.

Appropriate fields and messages appear based on your selection.

If your product is sold by the case (using a GTIN-14), marketing image content is captured for the case, the inner (if appropriate), the unit item out of the case and the montage image.

c. Add values to the appropriate fields.

5. To upload the spreadsheet contents to the service request, do the following:
   a. Click Choose File and navigate to the completed spreadsheet.

      The file name appears. Below the file name, a message shows the number of items counted in the file.

   b. Click Validate.

      Each product in the file is validated. The length of time to perform validations depends on the number of products in the file.

      The Submit Multiple Product page appears, showing the list of products. On this information page, products with errors or product count higher than 50 appear at the bottom of the list with a short description of the error.

6. To export products with errors into a separate file, click Export Error Details.

   A file is saved to your default Download folder.

   You can open this file separately to edit product details and then upload it into this submission or into a separate submission.

   If you skip this step, you will not have a record of errors. Products with errors are excluded from the service request.

7. Click Add Multiple Products.

   If you have not exported products with errors, a message appears advising you to do so. (See step 6, above.)

   A success message appears.

   Uploaded products appear in the List of GTINs panel.

Products that have passed validation are added to the service request. At this point, the status of the service request is "Draft".

Edit Products in a Service Request

You must have edit permissions to edit product details. If you need edit permissions, see your system administrator.

If a service request is in Draft status, you can edit request details on individual products before you submit it.

To open a service request from the Content Capture Service Request home page, click the service request number.

Finding a Product

If you know that you want to edit a specific product, there are some onscreen tools to help you find that product. The total number of products in a service request appears in the bottom right corner.

Here are some ways to find a product within the service request:

- Scroll through the list - Use the scroll button on your mouse to scroll the list up or down.
- Search - In the top right corner of the List of GTINs panel, in Search, enter a numeric or an alpha pattern. All products that match the pattern appear in the list.

Editing a Product Record

After you open a Content Capture Service Request, the List of GTINs panel shows what products are attached to the service request.

If a column header shows a short label, to see the full attribute name, hover your mouse pointer over the column header. To see all of the columns, scroll the table to the right.

To edit the product record, the product status must show "Awaiting Product". If the product has already been received, you cannot edit the product record.

In the Action column, use the icons described below to make edits on a product:

- Update GTIN ( ) – The Update GTIN dialogue box appears. You can correct the product description and requested services.
- Delete ( ) – Removes the product from the service request. You can perform this action only on a product record that is in Draft status. You cannot undo this action.
- Cancel ( ) – Changes the Item Status to "Cancelled". You cannot undo this action.
- Edit in Place ( ) – Add or revise information while staying in the table list. Values that are enabled for editing show the value in a white box.

  After you have completed your edits, in the Action column, click Save ( ). A validation is performed on the revised product. If there is a validation error, an error message appears.

Submit a Service Request

The steps listed below are for both a physical product submission and an eSubmission.

Note: After you have submitted a Content Capture Service Request, you will no longer be able to edit products in the request.

Steps:
From the Home page, start with a service request that shows "Draft" in the Service Request Status column. There must be at least one product added to the request.

1. From the Content Capture Service Request Home page, click the service request number.

   The service request detail page appears.

2. Review the details of the service request to ensure that it is complete and accurate.
3. At the top right of the summary page, click Submit.

   The Content Capture Service Request Agreement page appears.

4. In Scheduled Week, select a Monday in the calendar.

   This should be a week that works best for product availability and shipping times.

   If you are submitting product for Pre-Registration, you have a period of 120 days from the date that you submit the request to send the product for content capture.

   For help with selecting a scheduled week, contact images@gs1ca.org.

5. Click Accept.

   The status of your service request changes to "Scheduled", indicating that the service request has been sent to GS1 Canada for processing.

   For an eSubmission, detailed instructions for uploading your images are emailed to you. To resend the instructions, in the Content Capture Service Request home page, in the Actions column, click View Upload Instructions and click Resend. Skip ahead to step 6.

   For a physical product and pre-registration submissions, the Shipping Manifest page appears.

6. In the top right corner of the Shipping Manifest page, one or two buttons appear:
   - Certificate - Appears only if you are submitting for Pre-Registration. Here you can download a certificate that confirms that your products are pre-registered with GS1 Canada.

- Manifest - Click here to download the shipping manifest. To help our receiver store your products properly, you must include the manifest in the box when you ship your products to GS1 Canada.

7. To return to the Content Capture Service Request home page, at the bottom of the summary page, click Close.
8. To track the status of your service request, in the Home page, in the list of service requests, view the Service Request Status column.

   After the service request is manually acknowledged at GS1 Canada, the status changes to "Received".

   If the status changes to "Pending User Review", GS1 Canada needs you to review and revise the service request.

About Product Pre-Registration

If you are introducing a new product that is not yet physically available, a GS1 Canada pre-registration certificate helps you list your product with your trading partner.

To pre-register a product, the service request type must be Product Submission.

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