EDI Vendor User Guide ProSYNC EDI 832 Import

Release 11.9

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Contents

Overview

ProSYNC® provides web-based functionality to load Electronic Data Interchange (EDI) 832 product data electronically to ECCnet Registry, Canada's national product registry.

This guide provides an overview of how to access and publish product data to your trading partners using the ProSYNC EDI 832 option. You can then use the online ProSYNC tool to review the status of imported data, view and download product listing forms, and manage company contact information.

About This Document

This document describes the functions listed below.

Managing Product Information

- Loading and maintaining product data using EDI
- Submitting updates to ECCnet Registry
- Searching for one or more products
- Viewing detailed product information
- Viewing and/or printing a product listing form.

Managing Publications

- Adding a trading partner relationship
- Deleting a trading partner relationship
- Publishing product data
- Withdrawing publications.

Synchronizing with GDSN Trading Partners

- Registering products in the GS1 Global Registry
- Publishing products to Global Data Synchronization Network (GDSN) trading partners.

Maintaining user profile

- Managing contact user information
- Changing your password.

Accessing Reports

- Viewing data import status logs
- Viewing export status in ECCnet Registry

- Viewing or downloading Catalogue Structure Reports and Trading Partner Access Reports (Additional Reports).

About GS1 Canada

GS1 Canada is a member of GS1, the world's leading supply chain standards organization. As a neutral, not-for-profit organization, GS1 Canada enables its more than 20,000 subscribers – organizations of all sizes from over 20 sectors across Canada – to enhance their efficiency and cost effectiveness by adopting electronic supply chain best practices.

ECCnet Registry and ECCnet Value-Added Services are product information management services operated by GS1 Canada in support of Canadian industry.

Learn more at www.gs1ca.org.

ECCnet Registry Product Information Catalogue Service

ECCnet Registry is Canada's national product registry. This product information catalogue service, which operates outside of the GS1 Global Data Synchronization Network (GDSN), is a single point of access between trading partners for exchanging accurate, perpetually-cleansed product information based on global standards. ECCnet Registry streamlines numerous business processes by enabling suppliers to maintain their product catalogues in one central location and share this with multiple trading partners.

ECCnet Value-Added Services

Many data recipients in Canada require trading partners to engage in ECCnet Value-Added Services. ECCnet Value-Added Services, which operate outside of the GDSN, drive data integrity in the Canadian supply chain. They support a broad range of industry-sponsored business process improvement initiatives, and have been designed in collaboration with suppliers and data recipients. These services include:

- ECCnet Data Integrity Services: product information validation tools and processes that support industry emphasis on and commitment to data integrity in the Canadian supply chain.
- ECCnet Sustainability Services: tools and processes that enable the identification, collection and standardization of product packaging information in alignment with provincial reporting requirements (launching in 2013).
- ECCnet Image and Validation (I&V) Services: a central source for standards-based product images and dimensional data used for planogramming, marketing and online/mobile commerce strategies.
- ECCnet Recall: an online communication tool that enables the sharing of real-time, standards-based product recall and withdrawal notifications between

trading partners, helping to ensure the removal of potentially harmful products from store shelves quickly and thoroughly.

Any requirements for engagement in ECCnet Value-Added Services are issued by data recipients as part of the trading partner relationship. GS1 Canada does not require members to engage in ECCnet Value-Added Services.

Getting Started

This chapter describes steps that any user can perform.

Logging into ProSYNC ▶

Access ProSYNC with the current version of a common web browser.

Listing Forms function is compatible with Microsoft Excel 2003 and higher.

File Upload function is compatible with Microsoft Excel 2007 and higher.

To log into ProSYNC, you require a user name and password. GS1 Canada will provide this information once you complete the subscription process and register for ProSYNC. You will find these credentials in your initial confirmation email after your payment is received.

Steps:

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

The ProSYNC workspace appears, showing a number of tabs across the page. The Product tab is selected, showing the Advanced Search tool.

If you requested an EDI 832 account, you will see the EDI 832 features.

If your organization is a new ECCnet Registry user, you will receive this information in an email confirmation from GS1 Canada upon receipt of payment for your membership.

Loading and Maintaining Product Data

ECCnet Registry users who choose EDI as a data loading option are required to load data using only the ProSYNC EDI 832 import option.

Below is an example of an ProSYNC EDI 832 data transaction:

```
ISA*00* *00* *ZZ*0068780099999
*ZZ*GS1ECCNETPDTAIB*080709*1203*U*00401*100000000*0*P*>
GS*SC*0068780099999*GS1ECCNETPDTAIB*20080709*1203*1*X*004010VICS
ST*832*0001
BCT*RC*0068780099999*150******832 Example*02
LIN*1*UP*10099900099993
DTM*018*20070430
DTM*043*20070221
DTM*092*20070416
PID*F*TRN***Brand Name English****EN
PID*F*TRN***Brand Name French****FR
PID*F*08***Short English Description****FR
PID*X*08*VI*ED*Extended French Description****FR
PID*F*08***Short French Description****EN
PID*X*08*VI*ED*Extended English Description****EN
PID*S*05*VI*000289
PID*S*12*VI*CA
G39**UP*10099900099993**8.75000*G*K*23.83000*CM*31.93000*CM*42.0100-
0*CM*31958*CC*008004*12*100*BX******N*7.87000*1
CTT*1
SE*17*0001
GE*1*1
```
- IEA*1*100000000

Monitoring the Success of the Product Data Import

It is recommended that you monitor the transmission of the EDI 832 data file to ProSYNC.

Monitor the following:

- Data Compliance
- Data Load Status Import: Status/Severity
- Product Status

Data Compliance

In addition to confirming that the data file was received by the service, you must also confirm that product information is imported correctly without data compliance errors.

Data must have a compliant status in ProSYNC before it can be released to your trading partners. When an EDI 832 data transaction file is transmitted, you will receive an

email notification alerting you to log in to the service to review the status of the loaded data.

Any Global Trade Item Number (GTIN) discrepancies detected must be corrected using your internal business applications, and then retransmitted using the ProSYNC EDI 832 import option. It is the supplier's responsibility to ensure that product information provided in the catalogue is accurate.

To check the status of the imported data:

1. Select the Reports tab.

   The Reports page appears, showing the company name that you used during login.
2. Click your company name.

   The Audit Trail page appears.
3. In From Date and To Date, specify the start and end of a date range.
4. In Report Type, choose Batch Processor - DLSR.
5. Click Go.

The report appears onscreen.

In the Status/Severity column, the value "SUCCESS" shows that all product data has been loaded successfully into ProSYNC using the EDI 832 import option.

If any data validation errors are encountered during import, the status/severity of the report shows "ERRORS". Open the report to review these errors.

To view a brief summary of the report, click the name of the transmitted file. To open or download the report in PDF format, click on the body of the summary.

If an error occurs during transmission, the status/severity of the import reads "FAILED" or "ABORTED". Report these issues to ECCnet EDI Support for investigation: ECCnetEDIhelp@gs1ca.org.

Product Status

All product data entered into the ECCnet Registry using the ProSYNC EDI 832 import option must be validated and stamped with a compliant status by the system before it can be released to your trading partners.

After you log in, the Product tab is selected by default. You can review the compliancy status of your products from Product Search. If product status is not visible, click Status.

Status information includes the total number of incomplete GTINs loaded; total number of GTINs that have not been published to any of your trading partners; the number of products pending export to ECCnet Registry; and other information.

To open a list of products with a particular status, click the link to that list of products.

To close the status panel, click the X in the top right corner.

Product

This section describes some ProSYNC functions that apply to an EDI Vendor.

Common functions for which you would use ProSYNC include:

- Looking up product information
- Viewing and/or printing a product listing form
- Publishing product data to applicable trading partners or Market Groups
- Viewing reports: Trading Partner Access Report or Catalogue Structure Report.

The Product tab is selected by default when you log in to ProSYNC.

In the Product tab, you can perform the following tasks:

- Product Tab Command Buttons
- Product Search
- Manage Product Information

Product Tab Command Buttons

The Product tab has the following command buttons in the top right corner:

- Status
- About Wildcards
- Additional Reports

Status

Show the display of GTINs and their status with respect to compliance, approval, publishing pending export. From this display, you can quickly jump to a list of GTINs with a common status.

To hide this display, click the "X" in the upper right corner.

About Wildcards

Show a pop-up description of wildcard search characters.

Additional Reports

You can view or download reports.

To open the ECCnet Report window, in the Product tab click Additional Reports.

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The following reports are available:

- Retailer Access Report - A list of all trading partners, showing Global Product Catalogue (GPC) ID for each.
- Catalogue Structure Report – A list of all the Selection Codes and GTINs that have been loaded to your ECCnet Registry catalogue.
- Trading Partner Access Report – A list of all trading partners to whom you have published data.

How to Download a Report

You must have Microsoft Excel installed on your local computer.

Steps:

1. To the right of the report name, click Download and save the file.
2. Open the file using Microsoft Excel.

The report is downloaded.

Select Products

You can select a product or multiple products to manage either product information or publication information.

Basic Search

The quickest way to look up a particular product is to specify its GTIN and click Search.

Steps:

1. To search for products associated with the company that you identified in your login, in the Advanced Search drop-down select Company and select your company name.
2. To search for products that have been published to a trading partner, do the following:
   a. In the Advanced Search drop-down, select Partner.
      A search text box appears.
   b. To display a list of trading partner names, in the search text box enter an alphanumeric pattern and click Go.
      The list displays all trading partner names that match that pattern.
   c. To search in all trading partners, select ALL PARTNERS.
   d. To search in a specific trading partner, select the partner name.
      For help with managing trading partners, see "Trading Partners" (page 32).
3. In the Search fields, specify one, multiple or all of the following:

- Description – You can specify part of the description and use wildcard characters.

- GTIN – You can specify part of the GTIN and use wildcard characters.

- Product Type – Choose from a list of product types.

- Status – Choose from a list of status values.

- Selection Code – Three-digit number that your company assigns to categorize your GTINs.

4. In Sort By, you can choose to sort the results by various criteria.
5. To clear all search criteria and start again, click Clear.
6. To execute the search, click Search.

Search results shows a list of products that match the search criteria within the selected companies or trading partners.

Search with Details

To help you find a specific GTIN or series of GTINs, the Detail panel contains more search criteria.

To toggle the Detail panel between show and hide, click the Details bar. After you show the Details panel, the Search and Clear buttons move to the bottom of the Details panel.

To clear search criteria and start a new search, click Clear.

After you have specified search details, click Search.

Search Profiles

If you are required to perform a complicated search on a repetitive basis, after you have specified search details, you can save the details as a search profile.

To toggle the Profiles panel between show and hide, click the Profiles bar.

To save a search profile:
1. Specify all search criteria.
2. In Search Profiles, next to the Save button type a descriptive name for this profile.
3. Click Save.

The search profile is saved.

To load an existing search profile:

1. In Search Profiles, next to the Load button, select a search profile.
2. Click Load.

   Attribute values appear in appropriate fields.
3. To run the search profile, click Search.

To delete an existing search profile:

Note: You cannot undo this action.

1. In Search Profiles, next to the Load button, select a search profile.
2. Click Delete.

   A confirming message appears.
3. Click Yes.

The search profile is deleted.

Search Field Descriptions

The table below describes search criteria fields in the upper search section.

Field Name	Description
GTIN	The Global Trade Item Number (GTIN), which may be a U.P.C., SSCC-14 or EAN identifier for a product. The Type field can be used to specify whether the GTIN entered is a U.P.C., SSCC-14 or EAN.
Product Type	Consumer or Base, Case, Inner, Pallet, Display Shipper, Mixed Pallet, Application Unit.
Description	Text to match with a product's short and extended descriptions. To search for products with a pattern anywhere in the description, specify the pattern without using wildcard search characters.
Status	Compliant - Product data has passed validation checks. Results show products that are both approved and not approved for export. Compliant – Approved - Product data has passed validation checks and is approved for export. Compliant – Not Approved - Product data has passed validation checks but has not been approved for export. Click the Save & Approve button to approve the GTIN. Incomplete - Missing pertinent information, which must be completed before data becomes compliant and ready for exporting. Pending Export - Data is compliant and has been approved for export. Export will occur on your next scheduled export

Field Name	Description
	date.
Selection Code	Three-digit number that your company assigns to categorize your GTINs.
In Details Panel	
Brand	The brand or trade name of the product.
Date Created	The date after/before/on which the product was added to ProSYNC.
ECCnet Class Code	GS1 Canada ECCnet Classification Code, selected by your company from a designated list of codes, to categorize your products to transmit product-specific attributes to your trading partners. The ECCnet Classification Code advises ProSYNC about which fields are required to correctly enter your product data.
Global Product Classification	System that gives both sides of trading partner relationship a common language for grouping products in the same way. It ensures that products are classified correctly and uniformly, everywhere in the world. GPC is the mandatory classification system for ECCnet Registry and the GS1 Global Data Synchronization Network (GDSN).
Publication	Not Published, Published, Withdrawn.
Date Discontinued	The date(s) (from/to) when the product is marked Discontinued in ProSYNC. The ranges within the search criteria include: • Discontinued From date and Discontinued To date; • Discontinued To date only; and • Discontinued From date only
Date Cancelled	The date(s) (from /to) when the product is marked Cancelled in ProSYNC. The ranges within the search criteria include: • Cancel From date and Cancel To date; • Cancel To date only; and • Cancel From date only

Wildcard Characters

To search for words that have spelling variations or that contain a specific pattern of characters, you can use wildcard characters to represent the variations.

Wildcard	Match
Question mark (?) Underscore (_)	Matches any single character. For example: b?ll matches ball, bell and bill For example: B_b matches Bib, Bob and Bub.
Percent (%) Asterisk (*)	Matches any string of zero or more characters. For example: J%son matches Jackson, Johnson, Jason and Json. For example: *white matches paperwhite, pearl white and white. For example: red% matches red door, red and redused price. For example: *read* matches bread, ready and threadbare.

Search Results/GTIN Publication

After you conduct a search, results are displayed on the Search Results/GTIN Public-ation page. Products that appear here match the search criteria.

Each product in this list is displayed in a box that shows the product GTIN, product description and other aspects of the product to help you identify it. As well, a bar at the bottom of each product box shows a summary of other information, for example:

- Compliance status
- Publication status
- GDSN Registration status
- Date stamp for most recent update
- Date stamp for product approval

Data in ECCnet Registry is continually revised. To refresh data on the Search Res-ults/GTIN Publication page, click Refresh. The most current data appears.

To help quickly find a specific product, you can change the sort order of the list of res-ults. To change the sort order, in Sort By, select an attribute. After you make the selection, the results list is displayed with the new sort order.

The list that is displayed might be one of many pages of products.

To view the number of pages and to navigate to a different page, scroll to the bottom of the list. Here the current page number appears in a box. To display a different page, do one of the following:

- To view the next page in sequence, click the right arrow.
- To view the previous page in sequence, click the left arrow.
- To jump to a specific page, in the page box type the page number and click Go To Page.

You can perform the following tasks:

- Product Search
- Manage Publication Information

Product Search ⏵

Use the Product Search tool to find products. After you find the single product or multiple products, use this process to publish product data to either a trading partner or a market group.

To open the search page, select the Product tab.

To view a list of products, define your search criteria and click Search.

Manage Product Information

This section describes actions that you can perform around products.

Display a Listing Form ⏵

In the ECCnet tab, to preview the product listing form, click Display Listing Form and select a listing sheet from the list. A Microsoft Excel file is populated and saved in your default Downloads folder.

Product Detail Page Orientation

To open the product details page for a product, select it in the Search Results/GTIN Publication page.

To open the Search Results/GTIN Publication page, in Search, specify the type of product that you want to display.

The product GTIN and product description appear at the top of the page.

Product Detail Sub Tabs

The product details page displays various sub tabs, depending on the type of product selected.

- ECCnet

  When you open the product details page, the ECCnet sub tab is selected by default. To view details of the selected product, scroll down.
- GDSN

  View details of the selected product to be published to your GDSN data recipients.
- Publication

  Publish products to trading partners and withdraw products from trading partners.

  For information on the Publication sub tab, see "Manage Publication Information" (page 19).

Search Panel

The product details page has a command bar at the top of the page. You can perform the following tasks:

- Search – Perform a quick search using specific attributes. For more information, see "Product Search" (page 18).
- Search Results – Click Search Results to return to the Search Results/GTIN Publication page. To quickly open the next product in the search results list, click the right arrow. To open the previous product in the search results list, click the left arrow.

Manage Publication Information

Read this section to learn about publishing product information to your trading partners.

Managing publication information in ProSYNC involves granting access to data and withdrawing access to data for your selected trading partners. Publishing a Global Trade Item Number (GTIN) to your trading partners provides them with access to all information and images associated with that GTIN.

Published product data is available to your trading partners the day after publication.

To manage trading partners, see "Trading Partners" (page 32).

You can publish product data on three levels:

- Catalogue Trading Partner Publication
- Selection Code Trading Partner Publication
- Product Detail Publication

Catalogue Trading Partner Publication

This section describes how to perform three catalogue publication functions:

- Publish Catalogue – When you publish a catalogue to a trading partner, you are granting access not only to all the products currently available in your catalogue, but also to any updates to existing products in that catalogue, as well as all new products that will be added to the catalogue in the future.

- Withdraw Catalogue – When you withdraw a catalogue from a trading partner, that partner no longer has access to anything in the catalogue. As well, that trading partner will not see updated products and products added to the catalogue.

- Disable Auto Publication – Any previously published data in a catalogue is still synchronized and available to the trading partner. This means that the trading partner will also receive any updates to existing products. Any products added to the catalogue are not automatically synchronized with the trading partner. To synchronize new products with a trading partner who has Disable Auto Publication, you must publish using Product Detail Publication.

To open the Catalogue Publication page, select the Publication tab and select the Catalogue sub tab.

A list of trading partners appears. These are trading partners participating in data synchronization using ECCnet Registry.

Steps:

1. To help you find a specific trading partner, you can use a filter to reduce the size of the list.

    a. In Display, indicate the published status of the trading partners that you want to view. The list changes to show only those trading partners with the selected status.

    b. In Partner Name, specify a trading partner name and click Go. You can use wildcard characters (for example asterisk (*)) to specify a pattern.

    c. Optionally, in GPC ID, specify a trading partner unique Global Product Classification (GPC) ID number and click Go.

    d. After you click Go, the list shows all trading partners that match the specified name or ID number.

2. Click the radio button next to a trading partner in the list to select it.

3. To publish your product catalogue to the selected trading partner,

    a. Click Publish Catalogue. A confirming message appears.

    b. Click Confirm. A second confirming message appears.

    c. Click Back to Publication page. The Vendor Publication Level value for the selected trading partner appears as "Unlimited".

    The catalogue is published to the selected trading partner.

    To publish to another trading partner, repeat steps 2 and 3.

4. To withdraw a catalogue from the selected trading partner, do the following:

    a. Click Withdraw Catalogue. A confirming message appears.

    b. Click Confirm. A second confirming message appears.

   c. Click Back to Publication page. The Vendor Publication Level value for the selected trading partner appears as "None"

   The catalogue is withdrawn from the selected trading partner.

   To withdraw a catalogue from another trading partner, repeat steps 2 and 4.

5. To disable auto publication for the selected trading partner, do the following:

   a. Click Disable Auto Publication. A confirming message appears.

   b. Click Confirm. A second confirming message appears.

   c. Click Back to Publication page. The Vendor Publication Level value for the selected trading partner appears as "Limited".

Selection Code Trading Partner Publication

This section describes how to perform the following selection code functions:

- Publish – By publishing by selection code, you are granting your trading partner access to all products listed under this selection code category.

- Withdraw – Withdrawing a selection code removes access to products listed in this category code.

To publish product data at the selection code level, you can use one of the following two methods:

- Select Trading Partner First
- Select the Selection Codes First

Select Trading Partner First

To open the Catalogue Publication page, select the Publication tab and select the Catalogue sub tab.

A list of trading partners appears. These are trading partners participating in data synchronization using ECCnet Registry.

Steps:

1. To help you find a specific trading partner, you can use a filter to reduce the size of the list.

   a. In Display, indicate the published status of the trading partners that you want to view. The list changes to show only those trading partners with the selected status.

   b. In Partner Name, specify a trading partner name and click Go. You can use wildcard characters (for example asterisk (*)) to specify a pattern.

   c. Optionally, in GPC ID, specify a trading partner unique Global Product Classification (GPC) ID number and click Go.

    d. After you click Go, the list shows all trading partners that match the specified name or ID number.

2. Click the radio button next to a trading partner in the list to select it.

3. Click Publish by Selection Code.

    The Selection Code Publication sub tab appears, showing the selected trading part-ner at the top of the page, and a list of selection codes.

    The Vendor Publication Level column shows whether or not selection codes are published to this trading partner.

4. To filter the list of selection codes, in Display choose whether to show only those selection codes that are published to this partner, or codes that are not published.

5. Select the check boxes next to one or multiple selection codes.

    To publish to this trading partner, select codes with the Vendor Publication Level value "None".

    To withdraw publication from this trading partner, select codes with the Vendor Publication Level value "Limited".

6. To publish selected codes to this trading partner, do the following:

    a. Click Publish. A confirming message appears.

    b. Click Confirm. A second confirming message appears.

    c. Click Back to Publication page. The selected selection codes are published.

7. To withdraw selected codes from this trading partner, do the following:

    a. Click Withdraw. A confirming message appears.

    b. Click Confirm. A second confirming message appears.

    c. Click Back to Publication page. The selected selection codes are withdrawn.

Select Selection Codes First

You can perform the following tasks using this method:

- Publish Selection Code – All products listed in this selection code category are vis-ible to selected trading partners. This includes automatic publication of updates to existing products and new products added to the category.

- Withdraw Selection Code – All products listed in this selection code category are no longer visible to selected trading partners. Updates to existing products and new products added will not be available to selected trading partners.

- Disable Auto Publication – Existing products in this selection code category remain visible to selected trading partners; updates to existing products are synchronized with selected trading partners. New products added to the category will not be available to selected trading partners.

To open the Selection Code Publication page, select the Publication tab and select the Selection Code sub tab.

A list of selection codes appears.

Steps:

1. Select a radio button next to a selection code.
2. Click Specify Partners.

   The Partner Publication page appears showing the selected selection code and a list of trading partners.
3. Select the check box next to one or multiple trading partners.
4. To publish to the selected partners, do the following:
   a. Click Publish Selection Code. A confirming message appears.
   b. Click Confirm. A second confirming message appears.
   c. Click Back to Publication page. The selection code is published.
5. To withdraw publication from the selected partners, do the following:
   a. Click Withdraw Selection Code. A confirming message appears.
   b. Click Confirm. A second confirming message appears.
   c. Click Back to Publication page. The selection code is withdrawn.
6. To disable auto publication from the selected partners, do the following:
   a. Click Disable Auto Publication. A confirming message appears.
   b. Click Confirm. A second confirming message appears.
   c. Click Back to Publication page. Auto publication is disabled.

Product Detail Publication

Read this section to learn about publishing product information to your trading partners using ProSYNC.

Managing publication information in ProSYNC involves granting access to data and withdrawing access to data for your selected trading partners. Publishing a Global Trade Item Number (GTIN) to your trading partners provides them with access to all information and images associated with that GTIN.

Published product data is available to your trading partners the day after publication.

To manage trading partners, see "Trading Partners" (page 32).

For information on publishing to GDSN data recipients, see "Publishing a GTIN to a GDSN Data Recipient" (page 40).

You can publish products to trading partners or withdraw products from trading partners in two ways:

- Trading Partner Publication or Withdrawal – Select one or multiple products to be published to – or withdrawn from – a single trading partner or multiple trading partners.

- Market Group Publication or Withdrawal – Select one or multiple products to be published to – or withdrawn from – a single market group or multiple market groups.

Trading Partner Publication or Withdrawal

You can publish product data to an existing trading partner. After you publish, your selected trading partners have access to your product catalogue data. Withdrawing publication means that selected trading partners still have access to the product data, however they will no longer receive product data updates.

To ensure that your trading partner receives your data on time, you should plan to publish at least two business days prior to a trading partner deadline. If you are publishing data that has been loaded manually, you should add extra time to resolve any validation errors, if they occur.

This section describes two methods:

- A: Trading Partner Publication or Withdrawal from Search Results/GTIN Publication Page
- B: Trading Partner Publication or Withdrawal from the Product Details Page

A: Trading Partner Publication or Withdrawal from Search Results/GTIN Publication Page

To open the Search Results/GTIN Publication page, in Product Search, specify the type of product that you want to display.

Steps:

1. In the Search Results/GTIN Publication page, select the check box next to one or multiple compliant GTINs.
2. Click Trading Partner Publication.

   The page appears showing a list of trading partners.

3. To return to the Search Results/GTIN Publication page, click Search Results.
4. To do a quick search for another product,
5. To help you find a specific trading partner, you can use a filter to reduce the size of the list:

   ○ In Partner Name, specify a trading partner name and click Go. You can use wildcard characters (for example asterisk (*)) to specify a pattern.

   After you click Go, the list shows all trading partners that match the specified name or .

6. Click a trading partner in the list to select it.

   You can select multiple trading partners using SHIFT or CTRL keys.

7. To publish the entire hierarchy of the selected GTINs, select the Include Lower Level Packaging check box.

8. To publish the selected GTINs, do the following:

   a. Click Publish Items.

      A confirming message appears.

   b. Verify the number of GTINs that you are publishing and the trading partners you have selected.

   c. Click Confirm.

      A success message appears.

9. To publish selected GTINs to another trading partner, repeat steps 6 to 8.

10. To withdraw selected GTINs, do the following:

    a. Click Withdraw Items.

       A confirming message appears.

    b. Click Confirm.

       A success message appears.

11. To withdraw selected GTINs from another trading partner, repeat steps 6 and 10.

    The process is complete.

    To return to the Search Results/GTIN Publication page, click Search Results.

It is normal for the confirming message to indicate that the selected GTINs have updates pending export to ECCnet Registry and that the publication updates will not be issued until your next export. The export part of this process is automated and happens at a specific time in the day.

B: Trading Partner Publication or Withdrawal from the Product Details Page

To open the product details page, in Product Search, specify the type of product that you want to display and click a certified GTIN in the list.

To publish to or withdraw from a non-GDSN trading partner, you must select and publish or withdraw each GTIN within the product packaging hierarchy separately. To publish to or withdraw from a GDSN trading partner, select only the highest level GTIN in the hierarchy.

Steps:

1. In the product details page, select the Publication sub tab.

   Publication details appear showing a list of trading partners.

2. Select the check box under the company name and next to the Global Location Number (GLN).

   You can select multiple trading partners.

3. To publish this GTIN, click Publish.

A confirming message appears.

The Status value for the selected GLN appears as "Published".

4. To withdraw this GTIN, click Withdraw.

A confirming message appears.

The Status value for the selected GLN appears as "Withdrawn".

The process is complete.

To return to the Search Results/GTIN Publication page, click Search Results.

It is normal for the confirming message to indicate that the selected GTINs have updates pending export to ECCnet Registry and that the publication updates will not be issued until your next export. The export part of this process is automated and happens at a specific time in the day.

Market Group Publication or Withdrawal

You can publish multiple GTINs to multiple trading partners at once. After you publish, the trading partners in the market group have access to your product catalog data. Withdrawing publication means that selected trading partners still have access to the product data; however they will no longer receive product data updates.

By default, a single market group is included with this application. "Market Group for all Trading Partners" contains all trading partners in the system and is dynamically updated. When you publish to this market group you publish to all of your trading partners, excluding Global Data Synchronization Network (GDSN) and Third Party Data Recipients.

For more information about market groups, see "Manage Market Groups" ([page 33](#)).

This section describes two methods:

■ A: Market Group Publication or Withdrawal from Search Results/GTIN Publication Page
■ B: Market Group Publication or Withdrawal from the Product Details Page

A: Market Group Publication or Withdrawal from Search Results/GTIN Publication Page

To open the Search Results/GTIN Publication page, in Product Search, specify the type of product that you want to display.

Steps:

1. In the Search Results/GTIN Publication page, select the check box next to multiple compliant GTINs.
2. Click Market Group Publication.

The Market Group publishing page appears, showing a list of market groups.

3. Select the check box next to a single market group or multiple market groups.

   To view a list of trading partners in a market group, click the plus sign (+) next to the market group name.

4. To publish to selected market groups, do the following:
   a. Click Publish.

      A confirming message appears.

   b. Click Confirm.

      A success message appears.

5. To withdraw from selected market groups, do the following:
   a. Click Withdraw Items.

      A confirming message appears.

   b. Click Confirm.

      A success message appears.

      The process is complete.

      To return to the Search Results/GTIN Publication page, click Search Results.

If some of the GTINs are not exported during this process, the confirming message indicates that the selected GTINs have updates pending export to ECCnet Registry and that the publication updates will not be issued until your next export.

B: Market Group Publication or Withdrawal from the Product Details Page

To open the product details page, in Product Search, specify the type of product that you want to display and click a certified GTIN in the list.

To publish to or withdraw from a non-GDSN trading partner, you must select and publish or withdraw each GTIN within the product packaging hierarchy separately. To publish to or withdraw from a GDSN trading partner, select only the highest level GTIN in the hierarchy.

1. In the product details page, select the Publication sub tab.

   Publication details appear showing a list of trading partners.

2. Click Switch to Market Group.

   The market group publishing page appears showing the GTIN hierarchy and a list of market groups.

3. Select the check box next to a single market group or multiple market groups.

   To view a list of trading partners in a market group, click the plus sign (+) next to the market group name.

4. To publish to selected market groups, do the following:
   a. Click Publish.

      A confirming message appears.

b. Click Confirm.

A success message appears.

5. To withdraw from selected market groups, do the following:

a. Click Withdraw Items.

A confirming message appears.

b. Click Confirm.

A success message appears.

The process is complete.

To return to the Search Results/GTIN Publication page, click Search Results.

It is normal for the confirming message to indicate that the selected GTINs have updates pending export to ECCnet Registry and that the publication updates will not be issued until your next export. The export part of this process is automated and happens at a specific time in the day.

Publishing GTINs to a Third Party Data Recipient

You can easily identify a third party data recipient. There is a label beside the data recipient's name: "Third Party Data Recipient". A Third Party, in the context of ECCnet Registry, is a data recipient that is not necessarily a Supplier's trading partner and can potentially reuse or redistribute the product data.

When you select a third party data recipient in the process of publishing, a message appears confirming the release of data.

If you publish data to a third party data recipient, the following rules apply:

- Auto publication of an entire catalog is not allowed.
- Auto publication by selection code is not allowed.
- Only GTIN level publication is allowed.
- You will be asked to confirm that you agree to publish your data to a third party data recipient.

File Upload

This topic describes how to upload product data to ProSYNC.

File Upload simplifies the data loading process for suppliers.

After you download and specify product attribute values to the file of your choice, there are two methods to upload data:

- File Upload
- Machine to Machine (M2M) File Upload

To use the Excel File Upload function, you must have Microsoft Excel version 2007 or higher installed on your local computer.

For more detailed instructions on how to use File Upload with ProSYNC, see the ProSYNC File Upload Guide for ProSYNC. You can open this PDF guide from ECCnet Registry Technical Documents.

View Results of a File Upload

To view results of the upload, including any validation errors, do the following:

1. Select the Reports tab.
2. Click the company name.
   The Audit Trail page appears.
3. In Report Type, specify "File Upload Report".
4. Click Go.

The report appears in the lower part of the page.

Company

This chapter describes how to view and edit information about your company. You must log in as an administrator to perform the edit functions.

When you select the Company tab, the company name appears.

To view or edit company details, click the company name.

Administrative functions are listed in two menus on the right side of the page:

- Set Up
- Security

Setup

You can view or edit company details in the following areas:

- General Information
- Contacts
- Lines & Sublines
- Activity Log

General Information

This page appears after you click the company name in the Company tab.

To view other company details, in the top right corner, hover the mouse pointer over Set Up or Security and choose an option from the context menu.

Contacts

To open this page, in the Company tab, click the company name and select Set Up > Contacts.

The Contacts area shows a list of contacts for your company.

To add a contact, click Add and complete the Contact Update form.

To edit contact information, click the contact name and revise field values in the Contact Update form.

Lines & Sublines

To open this page, in the Company tab, click the company name and select Set Up > Lines & Sublines.

Product Lines & Sublines information appears, showing a list of product lines.

To edit a product line description, click the product line description and revise the Selection Code Description field in the Selection Code Update form.

To add a line, click Add Lines and specify the selection code and the selection description.

To add a sub line, click Add Sublines and specify details in the Selection Code Update form.

Activity Log

To open this page, in the Company tab, click the company name and select Set Up > Activity Log Report.

To view this report as a PDF document, click PDF.

Security

Through the self-registration process you define your company's information and that of your users. During this initial process any existing information on your company and users on file with GS1 Canada is located and used to initially populate your records.

Through the ProSYNC user setup pages, you can configure users and authorize them to view/change specific information.

You can revise security settings under the following commands:

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- Users

Users ▶

To open this page, you must have administrator permissions. In the Company tab, click the company name and select Security > Users. A list of users appears.

To quickly send an email to a user, in the Email column, click the email link for that user.

To add a user, click Add and complete the form in the pop-up window. 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 myGS1 Administrator Guide, which can be found on the ECCnet Registry Technical Documents page.

To view details for a user, in the User Name column, click the link for that user. User information is presented in two tabs:

- User Info – Basic information about the user: phone number, language preference. To revise these values, click Edit User Details and make revisions on the pop-up form. Changes that you make here will affect this user in multiple GS1 Canada tools and services.
- User Rights – A list of permissions appears with a check mark for each permission assigned to the user. To filter the list and view only those permissions around registry functions, click Registry. To filter the list and view only those permissions around public browser, click Public Browse. To change assigned permissions, click the link at the resource name and make revisions on the pop-up form.

User Groups

To open this page, in the Company tab, click the company name and select Security > User Groups.

To add a group name and description, click Add and specify the name and description. The name appears in the list.

To edit group details, click the group name. Group details appear under three tabs:

- Group Info – The group name and description. To revise these values, click Edit and make revisions on the pop-up form.
- Group Rights – A list of permissions appears with a check mark for each permission assigned to the user. To filter the list and view only those permissions around registry functions, click Registry. To filter the list and view only those permissions around public browser, click Public Browse. To change assigned

permissions, click the link at the resource name and make revisions on the pop-up form.

- Group Members – A list of group members appears. To change this list, click Edit and add members to the list or remove members from the list.

Change Password

To open this page, in the Company tab, click the company name and select Security > Change Password.

Click your name. The Change Password Update pop-up form appears.

Specify your old password, new password and password verification. Click Update.

Trading Partners

To publish product data to your customer, ensure that the customer is set up as your trading partner.

To view a list of trading partners, select the Partners tab.

You can perform the following tasks:
- Add Relationship
- Delete Relationship
- Manage Market Groups

Add Relationship

In the context of ECCnet Registry, a trading partner with a relationship is a company with whom you plan to synchronize product data.

Steps:

1. Click Add Relationship.

   The Add Trading Partner Relationship page appears, showing a list of companies with whom you do not have a trading partner relationship.

2. To help you find a specific company, you can use a filter to reduce the size of the list.

   ○ In Partner Name, specify a trading partner name and click Go. You can use wild-card characters (for example asterisk (*)) to specify a pattern.

   After you click Go, the list shows all trading partners that match the specified name or .

3. Select a company from the list.
4. Click Add Relationship.

   A success message appears.
5. To add another relationship, repeat steps 3 and 4.

6. Click Go to Trading Partner Summary.

The added company names appear in the list of trading partners.

Delete Relationship

Caution: You cannot undo this action.

Steps:

1. Click Delete Relationship.

   The Delete Trading Partner Relationship page appears, showing a list of companies with whom you have a trading partner relationship.
2. Select a company.
3. Click Delete Relationship.

   A success message appears.
4. To delete another relationship, repeat steps 2 and 3.
5. Click Go to Trading Partner Summary.

The company name is removed from the list of trading partners.

Manage Market Groups

You can group trading partners together and publish products to the group, accelerating the publication process.

To open the Market Group List, in the Partners tab click Market Groups.

To return to the Partners page at any time, click Partners .

Add Market Group

Note: You cannot add a company that is a "Third Party Data Recipient" or "GDSN Data Recipient" to a market group.

Steps:

1. Click Add Market Group.

   The Market Group Publication page appears. The company names that appear here are companies with whom you have a trading partner relationship.
2. In Market Group Name, create a descriptive name.

Accented French characters are allowed here.

3. To add company names to the selected trading partners list, in the list of unse-lected trading partners, click a company name to select it.

   To select multiple company names in series, hold down the SHIFT key while you select another company name.

   To select multiple company names not in series, hold down the CTRL key while you select each company name.

4. Click Add.

   Selected company names appear in the selected trading partners list.

5. To remove company names from the selected trading partners list, in the selected trading partners list click a company name to select it.

   To select multiple company names in series, hold down the SHIFT key while you select another company name.

   To select multiple company names not in series, hold down the CTRL key while you select each company name.

6. Click Remove.

   Company names are removed from the selected trading partners list.

7. Click Add.

   A success message appears.

The added market group name appears in the list of market groups.

For information on how to set up a company as your trading partner, see "Add Rela-tionship" (page 32).

For information about publishing to a company that is a "Third Party Data Recipient", see "Publishing a GTIN to a GDSN Data Recipient" (page 40).

Edit a Market Group

You can remove existing or add new trading partners to your market groups.

To view a list of companies contained in a market group, click the plus sign (+) next to the market group name.

Steps:

1. Next to a market group name, click Edit.

   The Market Group Publication page appears.

2. Make revisions as required.

   For instructions on how to add or remove company names from a list, see Add Market Group.

3. To update revised content, click Update.

4. A success message appears.

The added market group name appears in the list of market groups.

Delete a Market Group

When you delete a market group, you are ungrouping a group of trading partners. You do not remove the company from your list of trading partners. Similarly, you do not remove any existing publications that you share with these trading partners.

Caution: You cannot undo this action.

Steps:

1. Next to a market group name, click Edit.

   The Market Group Publication page appears.

2. To delete this market group, click Delete.

   A confirming message appears.

3. Click OK.

The market group is removed from the list of market groups.

Reports ⊙

You have access to multiple reports for your company.

Batch Processor - DSLR Report

Each time data is loaded via the ECCnet EDI 832 data file and transmitted to ProSYNC, an import log report is generated. This report displays errors and exceptions encountered during the data import process. It should be reviewed each time data is loaded to a catalogue to ensure your updates are applied as expected.

The Batch Processor – DLSR report consists of 2 sections:

- Summary of the loading process
- A report that includes the results/status of products loading

The structure of the Batch Processor – DLSR report will appears as follows:

- Number of GTINs ADDED successfully
- Number of GTINs REPLACED successfully
- Number of GTINs REPLACED with errors
- Number of GTINs DELETED successfully
- Number of GTINs REJECTED

The structure of the Detail section appears as follows:

- GTIN and qualifier
- GTIN status
- Error message (if applicable)

Web Service Session Process Report

When data is loaded to ECCnet Registry via the DIY loading tool, a Web service session process report is generated.

The structure of the report is identical to the Batch Processor – DLSR report's structure.

File Upload Report

View the results of a file upload.

For more information, see File Upload on page .

Other Reports

The following reports are available from drop-down menus in the top right corner:

- Log & Error
- Company
- User Rights

Log & Error

Audit Trail – View the success status of processes that have been run.

Communication Logs – View a record of communications.

Import Activity – Identifies user ID and status of import activities.

Export Activity – Shows export type and identifies user ID and status of export activities.

Export Validation – Shows a list of GTINs and the status of export validation for each.

Purge Logs – Perform a purge of audit trail and error logs.

Company Reports

Trading Partners

Lines/Sublines

User Rights

Group Rights

User Rights

User Exceptions

Synchronizing Data with the Global Data Synchronization Network

Read this chapter to learn about using to load product information for trading partners using the GS1 Global Data Synchronization Network (GDSN).

GDSN is an internet-based, interconnected network of interoperable data pools and a Global Registry that enables companies around the world to exchange standardized and synchronized supply chain data with their trading partners.

The GDSN assures that data exchanged between trading partners is accurate and compliant with universally supported standards. The GDSN consists of:

- Data suppliers (data providers)
- Retailers (data recipients)
- Data pools (services that hold and process the information)
- GS1 Global Registry (a worldwide directory to help the GDSN community locate data sources and manage ongoing synchronization relationships between information providers and trading partners)

GDSN Data Supplier Checklist

The following steps are required to successfully synchronize your data with your GDSN trading partners:

1. Add GTINs to for your GDSN trading partners, if not already present.
2. For GTINs that are already loaded in and sold to GDSN trading partners, select the General Merchandise (GM) or Hardlines (HL) Channel of Distribution, and select Save. This will cause additional fields to appear.
3. Provide information based on your trading partner's requirements.
4. Ensure that your GTINs are compliant and that they have been Saved and Approved.
5. For each GTIN that is being synchronized with a GDSN data recipient, to register the GTIN, click Register.

   The GTIN is registered at the GS1 Global Registry.
6. Publish these GTINs to your GDSN trading partner (for example Walmart Canada or Lowes).
7. Occasionally search for GDSN trading partner responses within .

GDSN trading partners may or may not choose to send responses to their Data Suppliers.

8. You can maintain GTINs that are published to GSDN data recipients within , including:

    a. Updating product data.

    b. Discontinuing products, if applicable.

Data is synchronized.

Adding a Product for a GDSN Data Recipient

The Add New button appears on both the Product Search page and on the Search Results/GTIN Publication page.

After you click Add New, in the following page, select "I want to enter a new product" and click Continue. A page appears with four questions about the product you are adding.

When answering questions about product packaging (Question 3), you should select the Bar Code Assigned check box for each packaging level that you have specified. The GDSN standard dictates that each product must have a GTIN and the standard does not support the concept of unmarked inners.

In Question 4, for GTINs that are synchronized with GDSN data recipients, select either GM (General Merchandise) or HL (Hardlines) or both. For example, if you are selling to Walmart – or if you plan to sell to Walmart – select the Gen Merchandise channel of distribution.

For a description of any field, click the field label. A description appears in a pop-up window.

Registering a GTIN to GS1 Global Registry

Before you can publish a GTIN to your GDSN-enabled trading partners, the GTIN must be registered.

When you register a GTIN in , it is also registered in the GS1 Global Registry.

You can register a GTIN from the following pages:

- Register From the Product Details Page
- Register From the Search Results/GTIN Publication Page

Register From the Product Details Page

In the product detail page, click Register.

A message appears showing detail of the GTINs that have been sent for registration.

Register From the Search Results/GTIN Publication Page

In the Search Results/GTIN Publication page, type in the GTIN that you would like to register in the Search for box and click Search. The GTIN that you specified appears on the page.

Steps:

1. Select the text box next to the GTIN description.
2. Click Register.

    The GTIN status changes to "Registration Pending".

After the registration request has been exported to the GDSN a registration response comes back. If successful, the GTIN status changes to "Registered".

Registering Multiple GTINs Using Search Criteria

You can register multiple GTINs at the same time.

To open the search page, select the Product tab.

In this description, we are searching for all GTINs with Status: Compliant – Approved and GTINs that are sold in either a General Merchandise or Hardlines channel. To reduce the number of results in the list, use the Registry Status field and search for "Not Registered" status. If you are registering GTINs for the first time, you might want to use these search criteria.

Steps:

1. In the Search page, in Status, select Compliant – Approved.
2. Click the Detail bar to expand the panel.
3. In Channel of Distribution, select GM or HL or both.
    This will locate all GTINs with these channels.
4. Click Search.
    The Search Results/GTIN Publication page appears, showing the results of your search.
5. Select the check box next to multiple GTINs.
6. Click Register.
    The status of the selected GTINs changes to "Registration Pending".

After the registration request has been exported to the GDSN a registration response comes back. If successful, the GTIN status changes to "Registered".

Publishing a GTIN to a GDSN Data Recipient or to a Broker-Distributor Data Recipient

This section describes how to publish a GTIN or multiple GTINs, from the Product > Search Results/GTIN Publication page.

Published Nodes/Dependent Publications

When publishing to GDSN trading partners (such as Walmart), or to a Broker-Distributor (such as UNFI), publish only the highest level GTIN in a hierarchy. This highest level GTIN is referred to as the Published Node (or parent-level). Any lower-level GTIN in the hierarchy is called a Dependent Publication. This publication structure is a GDSN requirement.

Consider the following search criteria when finding GDSN GTINs for publication. To find the highest level GTINs within your hierarchies (Published Nodes):

- In Product Type, select Pallet or Case.
- In Details > Channel of Distribution select GM or HL.
- In Details > Publication, select Not Published.

After you have indicated your search criteria and clicked Search, the Search Results/GTIN Publication page appears.

Note: For publications to GDSN-enabled trading partners, do not use the Select All Results and Select All on Current Page publication options. Using these options can cause errors and the data will not be published to your GDSN trading partners.

Publishing to a Broker or Distributor

If your data recipient trading partner is a broker or distributor, the auto publication functionality does not work, as the process for auto publication is different from the manual process. As a GDSN requirement, you must indicate the publication level for each sku/hierarchy to the recipient. This is commonly the highest level (top GTIN) and will include the lower level GTINs when the top GTIN is shared.

In ProSYNC, when publishing to a broker or distributor you might see the auto publication feature enabled in the user interface, however it does not work in this context. GS1 Canada is working to disable the auto publication switch for this scenario. We apologize for any inconvenience that this enabled switch has caused.

For a description of how to disable auto publication manually, see "Catalogue Trading Partner Publication" ().

New Listing/Existing Listing

For GTINs that need to be published to a GDSN trading partner, publish New Listing and Existing Listing GTINs separately:

- New Listing is a GTIN that has not previously been listed with a given GDSN trading partner. It is the first time this GDSN trading partner will have this particular published node GTIN in their internal system.
- Existing Listing is a GTIN that has already been listed with a given GDSN trading partner.

To publish one hierarchy GTIN at a time:

1. In the Search Results/GTIN Publication list, select the highest level GTIN in a given hierarchy.

   In this case, the Inner and the Consumer or Base should not be selected.

2. Click Trading Partner Publication.

   The Select Trading Partner page appears showing a list of trading partners.

3. Click a GDSN trading partner name in the list to select it.

   The Trading Partner Listing Status field appears.

4. In Trading Partner Listing Status select either "New Listing" or "Existing Listing".

   When publishing to a GDSN trading partner, the system will automatically select Include Lower Level Packaging for you.

5. Click Publish Items.

   A confirming message appears.

6. Verify the number of GTINs that you are publishing and the trading partners you have selected.

7. Click Confirm.

   A success message appears.

The GTIN is published.

Publication Validations

After you have selected Publish Items, the published GTINs are checked for additional GDSN validations, including:

- Compliant status.
- Registration status.
- At least one GTIN within each published hierarchy must be indicated as an Orderable Unit.
- At least one GTIN within each published hierarchy must indicated as Invoice Unit = Yes.
- The base unit indicator must be set for the lowest level GTIN(s) in the hierarchy.
- All GTINs in the hierarchy must have the same Brand Owner Global Location Number (GLN). For example, either all Brand Owner GLN field values must be blank, or they must have the same value for all GTINs in the hierarchy, including case, inner and consumer item. Brand Owner GLN is an optional field.

If the published GTINs do not meet the GDSN validations, error messages will appear. You must correct field values in the product details page. After you make corrections, repeat the publication process until you receive a confirmation that all your publications were successful.

Publication Withdrawals

The process for withdrawing a publication is similar to the process for publishing.

You should withdraw a publication at the same hierarchy level at which the GTIN was originally published.

For GTINs for GDSN data recipients, GTINs should be published or withdrawn only if they are the highest level GTIN in the hierarchy.

Product Updates Requiring Withdrawal

In the Global Data Synchronization Network, some GTIN field values can be changed only after the publication has been withdrawn.

Fields that require publication withdrawal prior to being changed are:

- Base Unit Indicator
- Changes to a published hierarchy's structure, such as changes to the quantity of lower level GTINs (for example changing the quantity of items that are sold within an inner or a case).
- Linking a second consumer item GTIN to a case.

If you try to change a field value within the Contents section for a published item, the system will request that you withdraw the publication from the GDSN trading partner prior to making any changes.

After performing a withdrawal, allow one or two days for the withdrawal to be processed. After that time, you can make changes, save and approve the appropriate GTINs and then publish them to your trading partners.

Trading Partner Responses

When you publish GTINs to your GSDN trading partners, a trading partner has the option of responding with a message to you. These responses are referred to as Catalog Item Confirmations (CICs).

We recommend that you occasionally check for responses from your GDSN trading partners. You can review these messages in ProSYNC.

Locating Responses

To view responses:

1. Select the Product tab.
2. In Search, click the Details bar.
3. In Trading Partner Confirmation, select one of the following:
    Rejected
    Discrepancies
    GDSN errors
4. Click Search.

    Products with trading partner communications appear in the Search Results/GTIN Publication list.
5. Click a GTIN.

    The product details page appears.
6. Select the Publication sub tab.

    A list of trading partners appears, showing publication status and response message in each case.

    Note: Trading partners have an option to not send a response.

The following response messages might appear:

- **Synchronized** - The data is integrated, synchronized and added to your trading partner's synchronization list.
- **Accepted** - The published data has been accepted by your GDSN trading partner.
- **Rejected** - Your GDSN trading partner has rejected the published data.
- **Discrepancies** - Your data does not meet your GDSN trading partner's compliancy. Changes to your data are required.
- **No Response** - Your GDSN trading partner has opted to not send a response in relation to your publication.
- **GDSN Error** - An error has occurred within the GDSN for this particular GTIN.

Discontinue or Cancel Products for GDSN Data Recipients

You cannot delete products after the product has been registered at the Global Registry.

- GM registered products can only be discontinued or cancelled. A discontinued GTIN communicates that the GTIN will no longer be manufactured. You cannot use a discontinued GTIN until 48 months after the discontinuation date.
- A cancelled GTIN communicates the withdrawal of the launch of a GTIN that was never – and never will be – manufactured, but may have been presented to trading partners. You cannot use a cancelled GTIN again until 12 months after the cancellation date.

More Information

If you require assistance with using , contact GS1 Canada at ECCnetSupport@gs1ca.org or 1.800.567.7084.

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