



The Global Language of Business

GDR System - Data Recipient User Guide

Version 2021



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System Overview

Errors in community data can prevent the flow of business information and cause added expense.

The online GTIN Discrepancy Reporting (GDR) system is an interactive, online tool for tracking and resolving GTIN discrepancies to ensure timely resolution of GTIN discrepancies and ensures the synchronization of complete and accurate product data in Canada's national product registry. Designed to meet the evolving needs of retailers, brokers, distributors and vendors alike, this online system greatly simplifies the GTIN discrepancy reporting process by providing quick, simple, 24/7 access to centralized product information.

GDR System Overview

The online GDR tool facilitates timely and efficient communication among retailers, brokers or distributors and vendors by offering the following features:

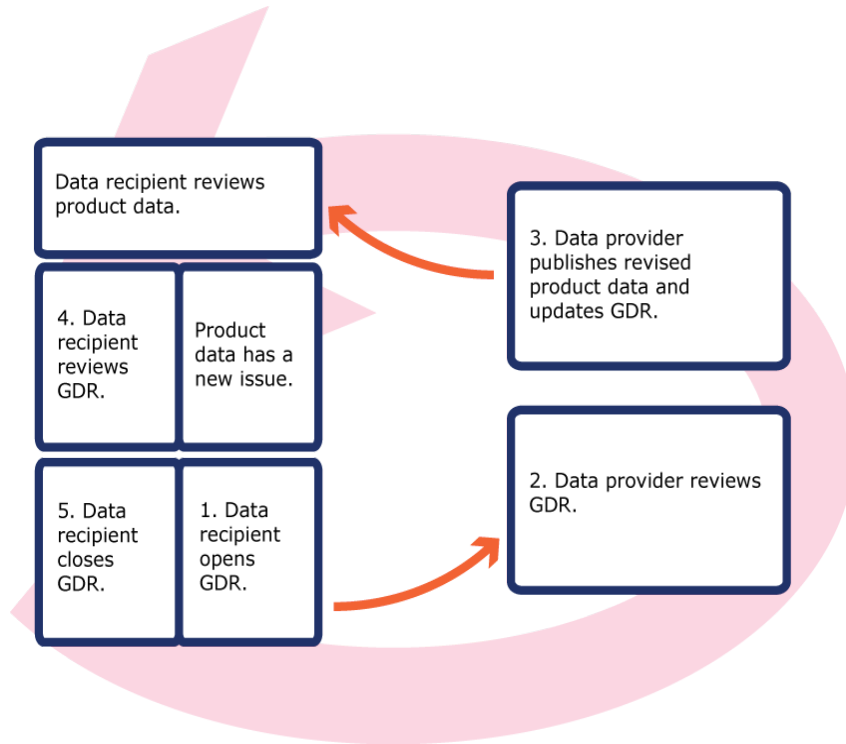
- A master list containing all GDRs, including their status and resolution.
- Access to all GDRs related to a given company's GTINs.
- Comment fields that allow trading partners to exchange notes pertaining to a specific GDR.
- Identification of GDRs relating to a specific type of problem.

GS1 Canada subscribers who use the online GDR tool receive email notifications of newly identified GDRs and resolved GDRs.

Your company's GS1 Canada Administrative Contact has been established to receive notifications generated by the GDR system. To change the name of this person, contact GS1 Canada Support by email (info@gs1ca.org) or by phone (1.800.567.7084).

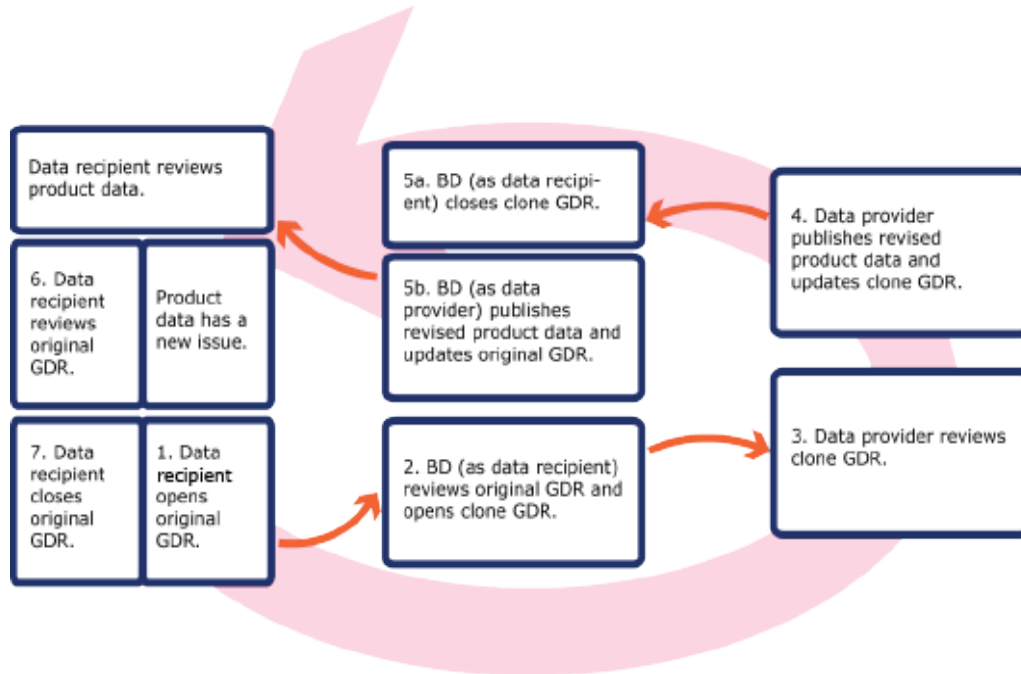
As pictured below, the process between a data recipient and a data provider looks like this:

1. A data recipient discovers an issue with a product and opens a GDR ticket.
2. The data provider reviews the issue.
3. If the data provider agrees, the data provider updates product data and sends the ticket back to the data recipient.
4. The data recipient reviews the revised GDR ticket.
5. If the data recipient agrees that the issue is resolved, the data recipient closes the GDR ticket.



When a broker or distributor is involved in the chain, the process looks like this:

1. A data recipient discovers an issue with a product and opens the original GDR ticket.
2. The broker or distributor (BD) reviews the original issue and opens a clone GDR ticket, acting on behalf of the data recipient.
3. The data provider reviews the issue, as described in the clone GDR.
4. If the data provider agrees, the data provider updates product data and sends the cloned ticket back to the BD.
5. The BD closes the cloned ticket, publishes revised data and updates the original GDR ticket, acting on behalf of the data provider.
6. The data recipient reviews the revised original GDR ticket.
7. If the data recipient agrees that the issue is resolved, the data recipient closes the GDR ticket.



If you have any questions regarding the online GDR tool, contact GS1 Canada at 1.800.567.7084, or email us at ECCnetSupport@gs1ca.org.

Getting Started

This chapter describes logging into the GDR system.

Logging In to the GTIN Discrepancy Reporting System

You can open the GDR System after you have logged in to GS1 Canada. For example, you can access GDR if you are using Item Centre. This description covers opening GDR after logging into myGS1.

You can log in to the GDR System with your user name, and password for myGS1 (www.gs1ca.org/mygs1), GS1 Canada’s subscribers-only website.

After you log in, you see the myGS1 main page.

1. In the Tell me more panel, click Access GTIN Discrepancy Reports.
The GTIN Discrepancy Reporting page appears, showing a description of the system.
2. Toward the bottom of this page, click Access the GDR Tool Here.
The GDR System main page appears.

The GDR System's main menu displays the following options:

- Home - Return to the GDR System main menu page.
- Add Ticket - Add a GDR ticket.
- Search Ticket - Search for tickets in the system.
- GDR Report - Search for tickets to view ticket status.
- Logout - Log out of the GDR System.

Add Ticket

To open the Add Ticket page, click Add Ticket.

As a retailer, after you discover an error in GTIN data, you can notify the supplier. When you submit a GDR ticket, you create a single incidence report.

Many of the fields show information from the original ticket, including the Retailer Name and ID, your company name and ID and the GTIN.

Steps:

The contact name and email address of the person who is initiating the ticket appear.

1. In Ticket Subject describe the incident.
2. In Retailer Name, verify your company name.
3. In Vendor Company Name, choose a trading partner or organization name.
4. In Priority, indicate whether this is Low, Medium or High.
5. In Source, indicate whether the issue originated from a Fax, a Mail message or a Phone call.
6. In Ticket Description, describe the issue.

This description appears in the Ticket Detail page as a comment from the retailer.

7. Optionally, you can add a supporting document as an attachment.
8. In the gray box area, you must provide the information requested.
9. Click Add Ticket.

A success message appears showing the ticket number and the vendor identification.

At this point, the Incident Status of the ticket is "Open".

The vendor is notified by email.

To add another ticket, click Back.

Search Ticket

In the GDR System, you submit a ticket to your vendor. The vendor receives an email notification that a ticket was created. It is up to the vendor to take the next action.

If you want to add a note or an attachment to your ticket, use Search Ticket to find the ticket.

Steps:

1. Click Search Ticket.
The Ticket Searching page appears.
2. Enter values in the search criteria fields.
3. Click Search.

The Search Result page appears showing a list of all GDR Tickets that match the search criteria. If there are more than ten results, they are listed on multiple pages.

To export this list to Microsoft Excel, click Export to Excel.

To show another page of results, use the navigation links at the bottom of the page.

To go back to the Ticket Searching page, click Back.

To open a ticket, click the Ticket No.

Note: You can open a ticket if you added the ticket or if the ticket is addressed to you.

Functions in the Ticket Detail Page

To open the Ticket Detail page, in Search Result, click the ticket number.

The Ticket Detail page shows a description of the ticket, including the age of the ticket in days. Ticket information appears below.

The line report shows more details about the ticket. In the line report, there are links in the first two columns:


- Detail
- Add Note

The Ticket Detail page shows a brief description of the ticket. If this ticket was generated by a broker or distributor and linked to an original GDR ticket, in Linked Ticket No the original GDR ticket number appears.

Below the comment provided by the retailer is a table that shows further information about the ticket. Some of the table values are links.

Incident Detail

The first column of the line report contains a link with the label "Detail". To open the Incident Detail page, click Detail.

Here you can view a short description of the incident and a table that shows a history of notes around this incident (if there is a history). There will be notes from the data recipient, from the data provider and, if applicable, from GS1 Canada. A paperclip icon () indicates that there is an attachment to the note. If you are the originator of a note, to edit the note, click Edit.

If there has been no exchange of notes, nothing appears here.

To view the history of how this ticket has been assigned, click Re-Assign Log. If the incident was never reassigned, nothing appears here. To close the Re-Assign page and return to the Incident Detail page, click Back.

To close the Incident Detail page and return to the Ticket Detail page, click Back.

Closing an Incident

To close the incident, do the following:

1. In Incident Detail, in Your Response, click Close Incident.
The resolution notes area appears.
2. In Resolution Note add a description about the resolution of this ticket.
The Close Date value is generated by the system and you cannot change it.
3. Click Close Incident.
A confirming message appears.
4. Click OK.
A success message appears.

The ticket is closed.

Add Note

The second column of the line report contains a link. To open the Add Note page, click Add Note.

Use notes to communicate with trading partners and with GS1 Canada Support. Before a discrepancy is resolved, use notes to ask questions, propose a solution or to provide answers asked by the other party. When you add a note, an email is sent to your trading partner and GS1 Canada Support notifying them that the ticket has been updated.

All communication between vendors, retailers and GS1 Canada Support is facilitated through the Add Note section and not by emailing the relevant parties directly. This will ensure that the history of all communications is stored in one centralized location and can be referred to quickly and easily.

You cannot add a note to a ticket with the status "Closed".

To open the Add Note page, in Ticket Detail, click Add Note. The Add Note page shows a short description of the incident and a large text box to contain your note.

Steps:

1. In Note add a descriptive note.
2. To add a document to this note, in Supporting Document, click Choose File and browse to a file.

Files that you attach cannot be larger than 2 MB.

You can attach the following types of file:

- Picture files: JPEG, JPG, BMP
- Generated multipurpose files: PDF, CPY
- Spreadsheet files: XLS, XLSX
- Document files: DOC, DOCX, TXT
- Presentation files: PPT

The file name appears.

3. Click Submit.
A confirming message appears.
4. To go back to the Ticket Detail page, click Back.

A message is sent to your trading partner.

Ticket Status

There are two status columns in the Ticket Detail page:

- Current Status - Shows which party is currently taking action.
- Issue Status - Shows who you are expecting to take the next action.

In some cases, you can change the values in these cells to help move a ticket toward resolution.

For more information, see "Changing Current Status and Issue Status" below.

Changing Current Status and Issue Status

As a retailer or data recipient, the chart below describes each status and actions to take in each case.

Status Name	Actions
Open	After you create a ticket, the system records the status as "Open".
Open - Supplier Notified	<p>If you receive an issue with "Resolved" status and the issue is not yet resolved, add a Note describing how the issue is not resolved and change to this status.</p> <p>If you receive an issue with "Open - Recipient Clarification Required" status, add a Note that provides that clarification and change to this status.</p> <p>If the ticket status was marked as "Support", GS1 Canada can provide instructions to your data provider and change to this status.</p>
Open - Recipient Clarification Required	<p>If a data provider requires more information from you to resolve the issue, they will add a note and change to this status.</p> <p>If the ticket status was marked as "Support", GS1 Canada can provide instructions to you and change to this status.</p>
Support	If you receive an issue with "Open - Recipient Clarification Required" status and you need GS1 Canada support to help resolve the issue, add a Note describing what you need and change to this status. GS1 Canada will provide input to the issue.
Resolved	<p>If a data provider determines that the issue is resolved, they add a Note and change to this status. It is up to you to close the ticket.</p> <p>If the ticket status was marked as "Support", and GS1 Canada determines that the ticket is resolved, they add a Note and change to this status. It is up to you to close the ticket.</p>

Status Name	Actions
Closed	<p>If you create a ticket with "Open" status and the matter is resolved outside the system, add a Note describing the solution and change to this status.</p> <p>If you receive an issue with "Resolved" status and you agree that it is resolved, change to this status.</p> <p>If you receive an issue with "Open - Recipient Clarification Required" status and you determine that the ticket is no longer an issue, change to this status.</p>

GDR Report

The GDR Report displays GTIN Discrepancy Report Tickets that match your search criteria. You can view the status of each incident and the time of the most recent update.

Steps:

1. To open the GDR Report page, click GDR Report.
2. To specify search criteria, do the following:
 - a. To include items within a date range, specify From and To dates.
The default setting captures items within the past month.
In No Of GDRs, the number of GDR tickets that match the search criteria appears.
 - b. To reduce the number of matching tickets, do any of the following:
 - In Select Problem Type, choose a problem type.
 - In Select Vendor Name, choose a vendor.
 - In Ticket Status, choose a status.
3. Click Show Report

A list of GDR Tickets that match your search criteria appears.

To view details of a ticket, or to add a note to a ticket that is not Closed, copy all or part of the Ticket No and follow instructions in "Search Ticket" ([page 7](#)).

To view this list as a Microsoft Excel file, click Export To Excel.

Retailer Functions Reference

This chapter gives a brief description of GTIN Discrepancy Report functions for a retailer.

- Add Ticket - In the Add Ticket page, your contact information should be already completed. Similarly, the Ticket Subject, Retailer Name and Retailer ID information appears.
- - Search Ticket - Find a ticket by entering relevant search criteria. After you click Search, the Search Result page shows a list of all GDR tickets that match the search criteria. If there are more than ten results, they are listed in multiple pages. To show another page of results, use the navigation links at the bottom of the page. To go back to the Ticket Searching page, click Back.
 - GDR Report - Select options and click Show Report. View tickets that were created within a specified range of dates. Filter the report by problem type and status type. If there are more than ten results, they are listed in multiple pages. To show another page of results, use the navigation links at the bottom of the page. Reports can be displayed in Excel format.
 - Logout - Log out of the system.
 - View Ticket - To view details of a ticket from the Search Result list, click the Ticket No. The Ticket Detail page appears.

Functions in the Ticket Detail Page

- Detail - In the Incident Detail page view a short description of the incident. To view the history of how this ticket has been assigned, click Re-Assign Log. To close the incident, click Close Incident. Add a description about the resolution of this ticket and click Close Incident.
- Add Note - Add a note to the selected ticket. Optionally, you can attach a supporting document.



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