



The Global Language of Business

GDR System - Data Provider 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:

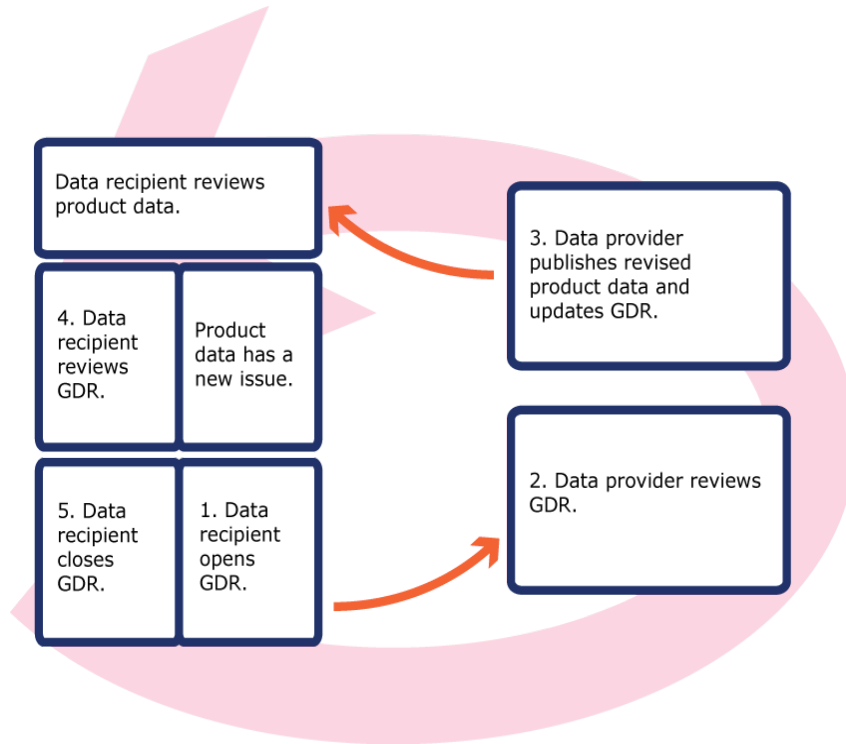
- A master list containing all GDRs, including their status and resolution.
- Access to all GDRs related to a given company's GTINs.
- Comment fields that allow trading partners to exchange notes pertaining to a specific GDR.
- Identification of GDRs relating to a specific type of problem.

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).

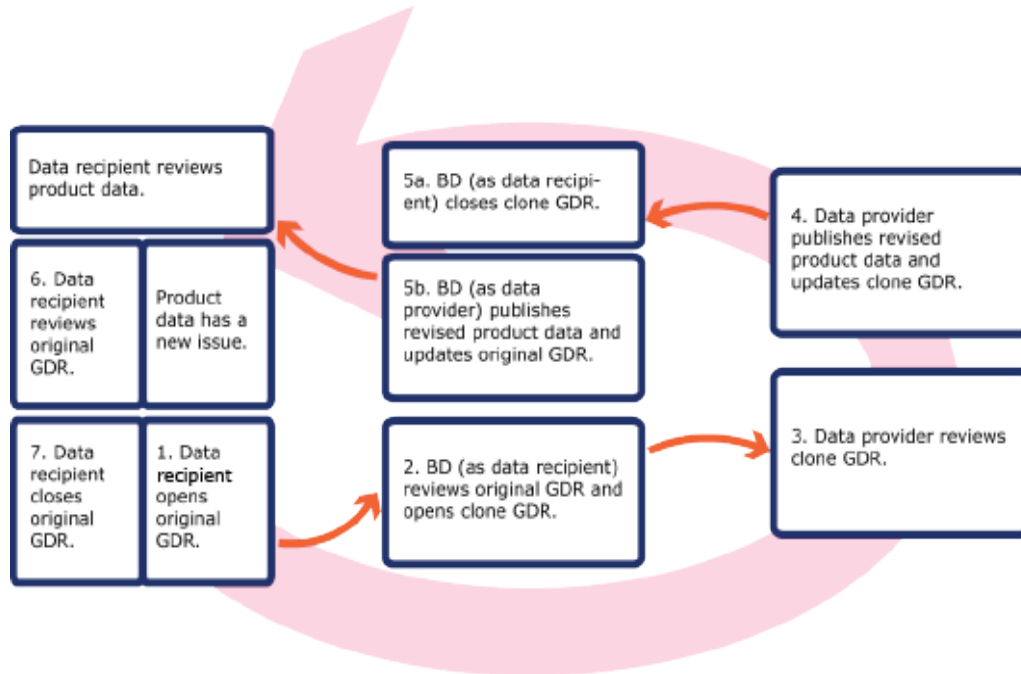
As pictured below, the process between a data recipient and a data provider looks like this:

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.
- Search Ticket - Search for tickets in the system.
- GDR Report - Search for tickets to view ticket status.
- Reassign Tickets - Assign a GDR ticket to another person.
- Logout - Log out of the GDR System.

Search Ticket

In the GDR System, a GDR ticket is submitted by a retailer. As a vendor, you receive an email notification of the creation of a GDR Ticket. The ticket gives you a ticket number and a retailer name along with a description of the issue. To take action on a GDR Ticket, you must log in to the system and 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 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 close the Incident Detail page and return to the Ticket Detail page, click Back.

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 Assigned To

You can assign this ticket to another person.

1. In Ticket Assigned To, select a different name.
2. Click Save.

A confirming message appears.

The ticket has been assigned to the selected name.

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 vendor or data provider, the chart below describes each status and actions to take in each case.

| Status Name | Actions |
|--------------------------|--|
| Open - Supplier Notified | <p>After receiving an "Open" status notification, you change to this status while you work on a solution.</p> <p>After receiving an "Escalated - Supplier Unresponsive" status notification, you change to this status to continue to resolve the issue.</p> |

| Status Name | Actions |
|--|--|
| | <p>If the ticket status was marked as "Support", GS1 Canada can provide instructions to you and change to this status.</p> |
| <p>Open - Recipient clarification required</p> | <p>If you receive an issue with "Open" status or "Open - Supplier Notified" status and you need more information to resolve the issue, add a Note describing what you need and change to this status.</p> <p>If the ticket status was marked as "Support", GS1 Canada can describe to your trading partner what is needed and change to this status.</p> |
| <p>Support</p> | <p>If you receive an issue with "Open" status or "Open - Supplier Notified" 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 supply input to the issue.</p> |
| <p>Resolved</p> | <p>If you receive an issue with "Open" status or "Open - Supplier Notified" status and you determine that the ticket is resolved, add a Note that describes the resolution and change to this status. It is up to the recipient to close the ticket.</p> <p>If the ticket status was marked as "Support", GS1 Canada can declare that the ticket is resolved. It is up to the recipient to close the ticket.</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 6](#)).

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

Reassign Tickets

Reassign a Single Ticket

You can reassign a ticket to another person.

To start the process, click Reassign Tickets.

Steps:

1. In the Ticket Searching page, specify criteria for a ticket.
2. Click Search.
The Search Result page appears showing all tickets that match the search criteria.
3. Click the Ticket No for one of the tickets.
The Ticket Detail page appears, showing a name in the Ticket Assigned To column.
4. In Ticket Assigned To, select a different name.
5. Click Save.
A confirming message appears.

The ticket has been assigned to the selected name.

Reassign Multiple Tickets at Once

You can reassign multiple tickets to multiple people.

To start the process, click Reassign Tickets.

Steps:

1. In the Ticket Searching page, specify criteria for a ticket.
2. Click Search.
The Search Result page appears showing all tickets that match the search criteria.
3. In the Ticket Assigned To column, change the name of the person who is assigned to a ticket.
4. Move to another ticket and repeat step 3.
5. At the bottom of the page, click Save.

Tickets are reassigned.

Vendor Functions Reference

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

- 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 send an email message to one of the parties associated with this ticket, click the Sent Email To radio button. 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.

Incident detail - To view incident detail click "Ticket no" in the view ticket page. Vendor can also add note to the incident by clicking "Add note" option.

- 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.
- Reassign Tickets - You can assign a GDR ticket to another person.



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