

## Frequently Asked Questions

### What has changed for me in the new process?

#### Streamlined Resolution Process

- Data recipients and data providers are now required to change the status of a GDR ticket based on the actions that they have made. They should also add relevant comments or notes.
  - For example, if a Data Provider receives a new ticket, they must acknowledge receipt of the ticket by changing the status to “Open – Provider Notified”. Then, if they resolve the discrepancy, the data Provider must change the ticket status to “Resolved”
  - Similarly, if a data recipient receives a notification that the ticket is “Resolved” and the issue is not yet resolved, the data recipient must add a note to the ticket and change the ticket status to “Open-Provider Notified”.
- GS1 Canada support will not get involved with a ticket unless invited to do so – or unless the parties are not responding to each other within a standard timeframe. If a Data Provider or a Data Recipient requires support from GS1 Canada for a given ticket, then they can add a note within the ticket and change the status to “Support”.
- For more information about the list of statuses, and when to select each status based on the required next step, please refer to the Online GDR User Guides.

#### Clear Call to Action

- A new status “Open – Retailer Clarification Required” has been added to the Online GDR process to allow Data Providers to request clarification about the issue from the Data Recipient who raised the ticket. The Data Recipients must view these requests and add the required clarification, then assign it back to the Data Provider using the status “Open-Provider Notified”.

#### Automated Closure of ‘Resolved’

- If an Online GDR ticket is actioned by the Data Provider, and marked as “Resolved”, the Data Recipient who issued the ticket should confirm resolution within 90 days by changing the status to “Closed”. If 90 days is reached, the Online GDR System will automatically close the ticket by setting the status to “Forced Closed”.

#### Automated Notifications

- To ensure timely actions, the Online GDR system-generated reminder notifications have been enhanced. Data recipients and Data Providers will receive periodic email reminders that carry a summary of tickets that require action with the associated links to tickets.

### Is there any change in the way I create a ticket?

- No, there is no change in the ticket creation process.

**Will I get any notifications about the tickets?**

- Yes, each time a note and/or a status has changed for a ticket, you will receive a notification informing you about this change.
- If you are a Data Provider, you will receive a weekly report with the outstanding actions.
- If you are a Data Recipient, you will receive a monthly report of the tickets with outstanding required actions.

**What happens to my existing tickets?**

- All tickets in the 'Recipient Notified' status will be automatically closed.

**How can I get 'GS1 Canada Support' to help me with a ticket?**

- You can change the status to 'Support'.

**How will I know if an issue is closed automatically?**

- An automated Online GDR notification will be sent to you when a resolved ticket is Forced Closed.
- As a Data Recipient, you can always change the status to an open status if the forced closed issue is still not resolved to your satisfaction.

**Where can I find more information about this change?**

- Please review the User Guides in the Help Library.

**Is the Online GDR process changing for the enhanced validations tickets?**

- For tickets that are issued by GS1 Canada for the enhanced validations, the process remains the same.

**How does this change impact Brokers and Distributors?**

- As Brokers or Distributors, any changes that are listed above for Data Providers and Data Recipients apply to you based on the role selected after login.
- The cloning of the ticket functionality and having dual roles is still in place as per the current process.

**As a Data Recipient, will my access to the Online GDR from Item Centre change?**

- No, all other processes remain the same.

**As a Data Provider, will my access to the Online GDR from ProSYNC change?**

- No, all other processes remain the same.