The Global Language of Business

ProSYNC User Guide

Release 1.7

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Overview

This document describes how to use ProSYNC$^{®}$ to load product data into Canada's national product registry.

ProSYNC is a Web-based system that helps you gather and prepare electronic product data and manage data submission to the product registry.

The service is comprised of two service offerings:

- A basic service, with limited functionality, designed for smaller organizations.
- An advanced service, with full functionality, including automated unattended operation.

In both cases, you maintain your product data in a staging area and then control the submission of electronic product data to the product registry.

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.

To log into ProSYNC, you require an email address and password. GS1 Canada provides 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://mygs1.gs1ca.org/login.
2. Enter your email address and password.
3. Click Log in.

After you log into myGS1, your landing page appears.

If you have access to multiple companies or company divisions, you must select a company from the drop-down list.

After you have selected a company or company division, or if you have access to only one company, the myGS1 Home page appears.

The My Tools panel displays a link to each GS1 Canada tool or service to which your company is subscribed.

To open the ProSYNC application, click the link.

The ProSYNC workspace appears, showing the Status panel, Drafts panel and Product News & Support. From here, scroll down to view the Search panels and the search results product table.

Closing ProSYNC

To close ProSYNC, click myGS1 at the top-right corner of any page.

Functions Available on the Home Page

The Home page is a console from which you can perform various functions:

- Status - The Status panel shows number of products in various states. To quickly jump to a list of products with a selected status, click the number next to the status name.
- Drafts - Similar to the Status panel, click a number in the Drafts panel to jump to a list of products in one of the draft states.
  - Draft: Not all of the Add Product wizard steps have been completed.
  - Auto-Save: The system silently stores the latest version of the product every five seconds. This feature prevents losing unsaved changes on the Add Product and Edit Product workflow. A link to the latest auto-saved version of the product appears on the right side of the page.

    If you close the product details page without clicking Update, the product appears in the Draft panel as an "Auto-save".

    When you click Update or when the item is updated by any other process (for example, machine-to-machine), the auto-saved version is invalidated.

  For more information about Product Drafts, see "Product Drafts" (page 13).

- Product News & Support - Use the links in this panel to link to support and read about changes in the current ProSYNC release and plans for future ProSYNC releases.
- Search - Perform a Basic Search or an Advanced Search (page 23).

Above the Product News & Support panel, in the page header, there are three buttons:

- Information - click this button to open a drop-down with links to a set of helpful resources.
- Identification - click this button to open a drop-down with a description of your company name, company Global Location Number (GLN), your user email and your user roles.
- myGS1 - Click here to close ProSYNC and return to the myGS1 page.

The left side of the Home page shows navigation icons as follows:

- Home - Click here to return to the Home page from anywhere else in ProSYNC.
- Product Actions - Add Products or complete products that are in draft mode.
- Publications - Manage market groups and selection codes.
- Extracts - Pick up product data that you have downloaded.
- Reports - Run various reports.
- Help Library - Open a page with links to help videos and help documents.

Manage Product Content Using ProSYNC

This chapter describes actions that you can take around products and product information.

Overview of the ProSYNC Data Management Process

You can view and enter product information directly via the ProSYNC web pages. Data loading is guided by a wizard process that helps you load specifics about the product and describe the packaging hierarchy.

Product information is entered into ProSYNC and then verified for submission to the system. After your data is shared with your selected trading partners, they can view items in Item Centre.

Common functions for which you would use ProSYNC include:

- Adding a new product or Global Trade Item Number (GTIN).
- Cloning an existing GTIN.
- Discontinuing a GTIN (for example when a product is seasonal or replaced by a newer version).
- Looking up product information.
- Viewing and/or printing a product listing form.
- Managing your product data.
- Publishing product data to applicable trading partners.
- Viewing reports

Product Actions

This chapter describes actions that you can take around products and product information.

To open the Product Actions sub menu, hover your mouse pointer over the Product Actions icon ( ).

Choices here are:

- Add Product
- Product Drafts

Add Product

Read this topic to learn about manually adding a product to the system as a brand owner.

Before adding a product, you must know the GTIN number and various other details about the product.

With this process, you can add, not only a consumer-level product, but you can also build a product packaging hierarchy from the consumer unit right up to the pallet used for shipping. If the product that you are adding consists of multiple packaging levels (for example a case), we recommend that you know the GTINs associated with each level.

This process is presented in a wizard format. The wizard layout is described as a series of points under the ProSYNC banner, that show the stage numbers 1, 2, 3 and 4.

Steps:

1. Hover your mouse pointer over the Product Actions icon ( ).

   The Product Actions sub menu slides out.

2. Click Add Product.

   The Add Product page appears.

   In the first stage of the wizard, you describe the packaging hierarchy.

   Stage 1, Packaging:

   a. In Global Classification, you need a Global Product Classification (GPC) code.

      If you don't know the number, there are two ways to discover the number.

      - Type a partial description in the field. For example, if you want to classify this product as Medical Devices, type the word "medical". All the GPC categories that match this word appear in a drop-down. Click one of the categories.
      - Click the Global Classification list link. A modal appears with a list of classifications. Drill down and select the lowest level in this list that closely matches your product.

      The GPC code appears in the field and the GPC name appears over the field.

   b. In ECCnet Classification, you need an ECCnet Classification number.

      If you don't know the number, there are two ways to discover the number.

- Type a partial description in the field. For example, if you want to classify this product as smoking accessories, type the word "accessories". All the ECCnet Classifications that match this word appear in a drop-down. Click one of the classifications.

- Click the ECCnet Classification list link. A modal appears with a list of classifications. Drill down and select the lowest level in this list that closely matches your product.

The ECCnet Classification code appears in the field and the classification name appears over the field.

c. Next, you need to provide a Global Trade Item Number (GTIN) for the correct packaging level.

If you enter a GTIN that you are not authorized to use, a warning message appears, asking you for acknowledgement. This validation does not stop the flow of data to your trading partners. If you have authorization from the GTIN owner, you can quickly move forward by providing the authorization to GS1 Canada. If you have made a keying error, you can fix the GTIN manually.

GS1 Canada monitors GTIN validation authorizations to ensure highest level of data quality for your trading partners.

If this product is a display shipper, mixed pallet or setpack, in the top right corner, select the Complex Hierarchies check box. For more information, see Adding Hierarchies - Examples (page 15).

- To indicate the packaging level, click the three vertical dots (⋮) next to the level and click Add. The GTIN field for that level appears. Enter the GTIN.

- If you choose to add a container for a lower-level product, for each lower-level product, a Quantity field appears. Enter the number of products contained in the container above it. For example, indicate how many cases go on a pallet.

- To remove a packaging level, click the three vertical dots and click Remove.

d. Click Save and Next.

The Partner Selection page appears. This is the start of the second stage (Partners).

3. In Partner Selection, if you are ready to publish your product, select the companies to whom you want to publish your product catalogue.

Stage 2, Partners:

a. To add all companies in Available Trading Partners, click Add All.

Company names appear in Selected Trading Partners.

b. To select a single company, in Available Trading Partners, click a company name to select it.

To select multiple company names, use SHIFT + click or CTRL + click.

   c. To move selected company names to Selected Trading Partners, click Add.

   d. To select a single company in Selected Trading Partners, click a company name to select it.

      To select multiple company names, use SHIFT + click or CTRL + click.

   e. To remove selected company names from Selected Trading Partners, click Remove.

   f. To remove all companies in Selected Trading Partners, click Remove All.

   g. Click Save and Next.

      The Product Details page appears. This is the start of the third stage (Details).

4. Use Product Details to describe your product.

Product attributes are grouped into tabs. What you see depends on GS1 Canada tool registrations held by your company.

Stage 3, Details:

- Overall - This tab shows key attributes from all other tabs.

- Core - Enter the product's brand name and other identifying attributes.

- Extended - Further descriptions, dimensions and product pricing.

- Pharmacy - Appears only for pharmaceutical products.

- Marketing - Product descriptions used on product label.

- Nutrition - Describe product ingredients in English and French.

- Product Certification - Product Certification enables brand owners and subject matter experts to certify all content in one user interface for multiple business processes, helping to improve data quality.

  Data providers who are registered to use Product Certification will be able to view product certification status, product images a few product attributes and multiple product versions, if available.

- Images - View-only to help with product identification.

  Images are available if you have submitted product for GS1 Canada content capture and if your company has registered for either The Vault or The Vault - eCommerce.

- Cannabis - Descriptions that are unique to this category.

- Contents - When you are adding an inner, a case, or another GTIN that can contain items, use Contents to describe what GTINs are found inside.

To see only those tabs that contain mandatory fields and to see only mandatory fields in each tab, select the Mandatory Only slider button.

Enter values in all mandatory fields.

5. Review the packaging, partners and product details.

If necessary, click the stage numbers at the top of the page for these reviews.

6. If your review is satisfactory, from Stage 3 - Details, click Save and Next.

   Stage 4, Confirmation:

   The Ready for Publishing page appears.

   Next to the GTIN, a green check mark indicates that all mandatory fields contain values.

7. To publish this GTIN to your selected trading partners, click Publish & Finish.

   A success message appears.

   For more options around managing how you publish to your trading partners, see "Publish to or Withdraw from Trading Partners" (page 16).

To add another product now, click Add Product.

To open a description about GS1 Canada content capture service, click Image Capture.

To return to the Home page, click Back to Home page.

Clone Product

Cloning a product creates a new product that is identical and separate from the original.

Cloning can save you time and effort when creating multiple products that have similar attributes. Product data is copied over from the original product to the cloned product and you have to add only what makes the cloned product different.

For example, if you want to add a product hierarchy of Pallet - Display Shipper - Consumer or Base, start with an existing hierarchy that contains a Pallet - Case - Consumer or Base and change the Product Type of the Case to Display Shipper.

Note: When you clone a GTIN that contains lower level GTINs, the resulting GTIN will contain the entire product hierarchy.

To clone a product:

1. Find a product that you want to clone.

   For help with the Search function, see "Product Search" (page 23).

2. To open the product details page, click the product GTIN.
3. In the right-hand column, in the Quick Links panel, click Clone.

   If the original product has a packaging hierarchy, the GTIN Clone modal appears. You can choose to clone the trade item or clone the whole packaging hierarchy.

4. The Add Product page appears.

   The Global Classification and ECCnet Classification values are already added.

5. Add a GTIN for the appropriate packaging level.
6. Click Save & Next.
7. In the wizard stages that appear, some values are already supplied. You can enter details that make the cloned product unique.

For more descriptions of the Add Product wizard pages, see "Add Product" (page 8).

Edit Product

Generally, you can edit a product whether it is published or not. You can edit a product's packaging hierarchy only if it is not published. To edit a published product packaging hierarchy, you must first withdraw the product. To quickly show a list of products that are not published, at the top of the Home page, in the Status panel or the Drafts panel, click the number next to one of the following:

- Compliant - Values appear in all mandatory attributes and all data is validated.
- Incomplete - Values are missing in some mandatory attributes and some data is not validated.
- Approved - All data is validated (Compliant) and approved by someone in authority. Product data is ready to be published or shared with your trading partners.
- Not Approved - All data is validated (Compliant) and not yet accepted by someone in authority. Product data is not ready to be published or shared.
- Not Published - Not shared with trading partners.
- Auto-save - Changes to product data are regularly saved in the background. The system keeps a version available with the option for you to return to it.

To perform actions on a product, you must first find it and then select it. There are multiple ways to find a product in ProSYNC. For information on how to search for products, see "Product Search" (page 23).

After you perform a search, in the product table, select the GTIN. The Product Details page appears. The Overall tab is selected by default. To see a description of an attribute, click the attribute name.

Product identification data and packaging hierarchy information appear in the right panels. To see if there are any fields that have not passed validation, click Save Draft. Mandatory fields with no value and fields with invalid values change to show error details. As well, field names appear in the Invalid Fields panel. If it is collapsed, expand the panel. To jump to an invalid field in this list, click the field name.

If you have edit permissions, you can change values in any field.

To delete this product click Delete. Note that the Delete button appears only when the product is not published to any trading partner.

To leave this product and go back to the search results, click Back.

To save your work as you proceed, click Save Draft.

If there are no more field names in the Invalid Fields list, click Approve.

Product Drafts

To open the Product Drafts page, hover your mouse pointer over Product Actions and click Product Drafts.

This page shows a list of products where the Add Product process has been started and all the stages have not been completed.

To open the Draft product and move it out of Draft status, click the product GTIN.

The Draft product content opens to the first logical stage that requires input.

In Product Details, the GTIN Hierarchy panel shows which GTINs are incomplete.

If fields have invalid content (due to validations) or if mandatory fields are blank, the field names appear in the Invalid Fields panel. To jump to the field, in the Invalid Fields panel, click the field name.

After all mandatory values have been added, click Approve.

The product is ready for publishing. While it has not been published, it still appears as a Product Draft.

Other Product Actions

Cancel or Discontinue a Product

Note: Before you cancel a GTIN that shows higher-level GTINs, you must cancel each packaging level of the product hierarchy.

A Cancel Date is applied to a published product before it becomes available for distribution.

A Discontinue Date is the last order date for a published product, after which the item is no longer available for order. If it is a seasonal item, the same product might be reinstated, depending on the season.

To open the Product Details page, in Search, specify the type of product that you want to display.

For help with searching for products, see "Product Search" ().

Steps:

1. In the search results product table, click a product GTIN.

   The Product Detail page appears.

2. Select the Core tab.
3. Scroll down to the Item Status section.
4. To cancel a product, in Cancel Date, specify a date.
5. To discontinue a product, in Discontinue Date, specify a date.
6. Click Save.

   A success message appears at the top of the product details page.

On the date specified, the product status will be changed.

Add Lower-Level GTINs

During the Add Product process, you can add a case and include multiple items. For more information, see "Add Product" ([page 8](#)).

If you want to add another GTIN to a product hierarchy that is already published, you must first withdraw the original product hierarchy. For help with withdrawing, see "Publish to or Withdraw from Trading Partners" ([page 16](#)).

When adding or editing a product, use the Contents tab in product details to link a product to existing lower-level packaging or product GTINs.

Before you start this process, you should know the existing GTIN or multiple GTINs for the contained item or items.

Steps:

1. In the search results product table, click a product GTIN for a higher level item.

   The GTIN should be one that can contain items, for example a pallet or a case.

   The product detail page appears, showing overall attributes. To the right, the GTIN hierarchy panel describes the existing packaging hierarchy.

2. In the tab bar, click Contents.

   The Contents form appears.

3. In GTIN Code specify the GTIN for the contained item.

   You should choose a GTIN that is not currently used in another packaging hierarchy.

4. In Quantity specify the number of items contained.

5. To add another GTIN, do the following:
   a. In the top right corner, click Add more items.

      Another line appears in the form.

   b. Repeat steps 3 and 4.

6. Click Save.

In the GTIN Hierarchy panel, compliant GTINs show a check mark in a green circle (✓) and non-compliant or incomplete GTINs show an exclamation mark in a red circle (❗).

If you chose to add a GTIN that is currently active in another packaging hierarchy, a message appears asking if you would like to remove this GTIN from all existing hierarchies.

If you chose to add a GTIN that is not compliant, a message appears, asking you to review the list of errors in the Invalid Fields panel.

7. To fix errors in the Invalid Fields panel, do the following:

    a. Click an attribute name.

        Product details for the contained GTIN appear.

    b. Add values for all attributes that show an asterisk (*).

    c. Click Update.

        If you have added values for all mandatory fields, a success message appears. To return to the original container GTIN, click the Overall tab.

8. Click Save.

    After a compliance check, at the top of the page a save status message appears.

9. To publish this GTIN to your trading partners, you must revise product data where errors are indicated.

The lower-level GTINs are added.

Adding Hierarchies - Examples

This section provides some specific examples to assist you with completing product packaging configurations (hierarchies) when adding a product. There are many more examples, however we have selected these three.

Example 1 – Basic Hierarchy
To create a basic hierarchy that consists of a Pallet, Case, Inner, and a Consumer Item, select each of those packaging levels.

Example 2 – Mixed Case Hierarchy
To create a mixed case hierarchy (one case that contains multiple different consumer items), you should start by loading all consumer items into ProSYNC first. Then load the case. In the product details page of the case, scroll down to the Contents panel and add all the consumer item GTIN codes that are contained in the case.

For more information, see "Add Lower-Level GTINs" ().

Example 3 - Complex Hierarchies

Complex hierarchies are packaging levels or product types that include display shippers, mixed pallets, and setpacks. To add one of these levels to your hierarchy, create the packaging level individually using the Add New button.

After you create the packaging level, you can add it to the hierarchy by linking the GTINs using the Contents section of the applicable higher level.

For more information, see "Add Lower-Level GTINs" (page 14).

Remove Lower-Level GTINs

Steps:

1. In the search results product table, click a product GTIN for a higher level item.

    The product detail page appears, showing overall attributes. To the right, the GTIN hierarchy panel describes the existing packaging hierarchy.

2. In the tab bar, click Contents.

    The Contents form appears.

3. In GTIN Code, remove the GTIN as a value.
4. In Quantity, remove the appropriate value.
5. Click Save.

    A success message appears.

The lower-level GTIN is removed.

Publish to or Withdraw From Trading Partners

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.

Immediately after you load product content data, you can publish to selected trading partners. For more description about this method, see "Add Product" (page 8).

This section describes two other methods:

- A: Publish or Withdraw after a Product Search
- B: Publish or Withdraw from the Product Details Page

A: Publish or Withdraw after a Product Search

Product Search appears on the Home page. To add products to the product table, specify search criteria and click Search. For help with Product Search, see "Product

Search" (page 23).

Steps:

1. In the search results product table, select the check box next to one or multiple compliant GTINs.

    At the top of the product table, the Trading Partner Publication button is enabled.

2. Click Trading Partner Publication.

    The Product Publication page appears, showing a list of trading partners.

3. To quickly find a trading partner in the list, in Search enter a numeric pattern (to find GLN) or an alphabet pattern (trading partner name).

    All trading partners that match the search pattern appear in the list of trading partners.

4. Click the three vertical dot icon (⋮) next to a trading partner name.

    A sub menu appears.

5. To publish selected items to this trading partner, click Publish Items.

    If this trading partner is authorized to sell the selected products, a success message appears.

6. To withdraw selected items from this trading partner, click Withdraw Items.

    A success message appears.

B: Publish or Withdraw 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 GDSN trading partner, select only the highest level GTIN in the hierarchy.

Steps:

1. In the product details page, in Quick Links, click Publications.

    The GTIN Publication Status page appears, showing the publication status of the item.

2. To change the publication status, click the toggle switch in the table.

    A confirming message appears.

    When the product is published, the switch indicator is moved to the right and the switch colour is green.

    When the product is withdrawn, the switch position is moved to the left and the switch colour is grey.

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 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.

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.

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 Publication 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 market group name.

4. To publish to selected market groups, click Publish Items.

   Compliant items are published right away and a publishing message appears.

   The amount of time for product validation depends on the number of products selected and the number of companies in the Market Group.

   If you receive a message about a validation issue, the GTINs that appear in the message are not published to any trading partners in the market groups. To fix this, you must open Product Details, provide missing information, and then publish again.

5. To withdraw from selected market groups, click Withdraw Items.

   A success message appears.

   The process is complete.

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 compliant GTIN in the list.

When publishing a product with a layered packaging hierarchy, we recommend that you select only the highest level GTIN. ProSYNC publishes all lower level GTINs in the hierarchy. For example, if you are publishing a product with a layered packaging hierarchy and select the "Each" level GTIN, only the Each level is published. In the same case, if you select the "Case" level GTIN, both the Case level and the Each level GTINs are published.

1. In the product details page, in Quick Links, click Publications.

    The GTIN Publication Status page appears showing a list of trading partners.

2. Click Switch to publishing by Market Groups.

    The Market Group Publication 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 market group name.

4. To publish to selected market groups, click Publish Items.

    Compliant items are published right away and a publishing message appears.

    The amount of time for product validation depends on the number of products selected and the number of companies in the Market Group.

    If you receive a message about invalid fields on a specific item for a specific trading partner, you can choose to provide missing information or cancel this publication to this trading partner without affecting publication to other trading partners.

5. To withdraw from selected market groups, click Withdraw Items.

    A success message appears.

    The process is complete.

View Product Published to a Specific Trading Partner

In product details, you can open publishing details to see publication status for various trading partners.

Steps:

1. In the search results product table, to open product details, select a product GTIN.

   The product details page appears, showing the Overall tab.

2. On the right, in the Quick Links panel, click Publications.

   The GTIN Publication Status page appears, showing a list of trading partners.

   The Publication Status column shows whether you have published to specific 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 Publications, click Manage Market Groups.

Add Market Group

To open Manage Market Groups, in Publications, click Manage Market Groups.

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, showing a list of company names.

2. In Market Group Name, create a descriptive name.

   Accented French characters are allowed here.

3. To add all company names to the Selected Trading Partners list, click Add All.

   All company names are removed from the Available Trading Partners list and appear in the Selected Trading Partners list.

4. To remove all company names from the Selected Trading Partners list, click Remove All.

   The Selected list is blank and all company names appear in the Available Trading Partners list.

5. To find a specific company name in the Available Trading Partners list, do one of the following:

   ○ To find a company by company name, type an alphanumeric pattern that is contained in that company name.

All companies that match the pattern appear in the Available Trading Partners list.

- ○ To find a company by Global Location Number (GLN), type a numeric pattern that represents the start of that company's GLN.

  All companies with a GLN that starts with the pattern appear in the list.

6. To select a company in the Available Trading Partners list, click it.

   Use the SHIFT key or the CTRL key to select multiple company names.

7. Click Add.

   Selected company names appear in the Selected Trading Partners list.

8. To find a specific company name in the Selected Trading Partners list, do one of the following:

   - ○ To find a company by company name, type an alphanumeric pattern that is contained in that company name.

     All companies that match the pattern appear in the list.

   - ○ To find a company by Global Location Number (GLN), type a numeric pattern that represents the start of that company's GLN.

     All companies with a GLN that starts with the pattern appear in the list.

9. To select a company in the Selected Trading Partners list, click it.

   Use the SHIFT key or the CTRL key to select multiple company names.

10. Click Remove.

    Company names are removed from the Selected Trading Partners list.

11. After you have finished adding companies to the Selected Trading Partners list, click Save Market Group.

    The Manage Market Groups page appears, with your added market group in the list.

Edit or Delete a Market Group

To open Manage Market Groups, in Publications, click Manage Market Groups.

The Manage Market Groups page shows a list of your market groups. You can edit or delete market groups that have been created by your company.

Steps:

1. In the Manage Market Groups page, next to a market group, click Edit.

   The Market Group Publication page appears, showing selected trading partners.

2. To edit this market group, do the following:

    a. Add company names to or remove company names from the Selected Trading Partners list.

       For help with adding or removing company names, see "Add Market Group" (above).

    b. After completing your edits, click Save Market Group.

       A success message appears.
    The revised market group appears in the list of market groups.

3. To delete this market group, do the following:

    Note: You cannot undo this action.

    ○ Click Delete.

       A success message appears.
    The market group is removed from the list of market groups.

Reports

Use the Reports page to view various types of generated reports.

To open the Reports page, in the navigation bar, hover your mouse pointer over the Reports icon (▮▮▮) and click Reports.

The Reports page, shows a table of generated reports. Here, you can view report details or download a selected report.

If the table shows a large list of reports, to help locate a specific report, enter search parameters and click Search. All reports that match the search criteria appear in the table.

To perform an action on a report, click the three vertical dots (⋮) and make a choice from the drop-down menu:

- View - The Import Errors modal appears, showing the report details.
- Download - The report is sent to your default downloads folder as a Microsoft™ Excel™ file.

GTIN Compliance Reports

To open the GTIN Compliance reports page, in the navigation bar, click Reports > GTIN Compliance.

To request a GTIN Compliance Report, click Request Report. After the request is uploaded to the system, a success message appears at the top of the page and a report status line appears, showing that the report is In Progress.

If it will take a long time to generate the report, you can leave this page. When the file is ready to be downloaded, the system sends you an email notification.

After the report is completed, a file name appears on this page and the Status shows as "Completed".

To download the report, click the file name. The report is downloaded to your default system download folder. To view the report, open it with Microsoft Excel.

Product Search

Use the search tools on the ProSYNC Home page to find products. After you find products, you can edit content, cancel, discontinue or publish them to trading partners.

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

Basic Search

Basic Search criteria appear on a collapsible panel.

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

Advanced Search

To help you find products from less common attributes, use the Advanced Search panel.

To open the Advanced Search panel, click Advanced Search. After you open the Advanced Search panel, the Reset and Search buttons move to the bottom of the panel.

After you have specified search criteria, click Search. Both Advanced Search and Basic Search panels collapse. All products that match the search criteria appear in the product table.

Products Table

After you conduct a search, results are displayed on the products table. Products that appear here match the search criteria.

Each product in this list is displayed in a line that shows the product GTIN, product description and other aspects of the product to help you identify it.

To help quickly find a specific product, you can change the sort order of the list of results. To sort the table by a specific column, click the column header. To sort the table in the opposite direction, click the column header a second time.

To change the number of items on a single page, in Items per page, select a different number.

The list that is displayed might be one of many pages of products. To view the number of items 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 Next (»).

- To view the previous page in sequence, click Previous («).

- To jump to the last page, click Last (»»).

- To jump to the first page, click First (««).

To open a product to view product content, click the product GTIN.

Select a Product in ProSYNC

To perform actions on a product, you must first find it and then select it. There are multiple ways to find a product in ProSYNC:
- Status Panel - The Status panel is at the top of the Home page. To view the Status panel, click Home and scroll up. Products are grouped by product status. To open a product list that contains only those products with a selected status, click the number next to the status name.
- Drafts Panel - The Drafts panel is at the top of the Home page. To view the Drafts panel, click Home and scroll up. Products are grouped as either Draft or Auto-save. To open a product list that contains only those products in a selected group, click the number next to the status name.
- Product Search - For a description of Product Search, see "Product Search" (page 23). After you have completed a Product Search, products appear in the product table.

After you have created a product table with appropriate products, to select products, do any of the following:
- To select a single product, select the check box in the left column.
- To select all products on the current page, select the Select On Current Page check box.
- To select all products from the search, select the Select All check box.

Extract Data

Use Extract Data to pull product details into a spreadsheet file.

To prepare for an extract, perform a search that fills the product table with items.

Steps:

1. In the search results product table, select a check box next to a GTIN.

    You can select multiple check boxes.

    The Extract Data button ( ) is enabled.

2. To submit a request to extract data for selected items, click Extract Data.

    A confirming message appears, indicating that the request was received.

    If this is a request for a large number of items, you might have to wait a long time. When the file is ready, a file name appears in the My Downloads panel and an email is sent to your contact email address.

3. To find the file, in the ProSYNC workspace, click Extracts.

    The My Extracts page appears, showing files that have been created.

4. To download a file, click the file name.

The file is downloaded to your default download folder.

Listing Forms

Use listing forms to manually record product data outside of the ProSYNC system.

Export a Product to a Listing Form

Steps:
1. To begin the process, open the product details view for a product.
2. In the Quick Links panel, click Export To Listing Form.

    The Listing Forms modal appears, showing a list of listing form options.

    To work with a generic listing form, in the list, click the appropriate type of generic form.

3. Certain trading partners have customized product listing forms. To download a blank, customized form, click the trading partner name.

4. To open a generic listing form, in the list, click the appropriate type and language for the form.

    A blank generic form is downloaded in Microsoft Excel format to your default download folder.

5. After you have downloaded all the listing form types, in the Listing Forms modal, click Close.

6. From your downloads folder, open a spreadsheet.

Providing Feedback

To close ProSYNC, in the upper right corner, click myGS1.

While exiting, sometimes a Feedback form appears.

We want to hear from you. Feedback from our subscribers is essential to help add new features and enhance existing features. Tell us what could be better. Tell us what you think of ProSYNC.

To send an email to the GS1 Canada ProSYNC support team, on the Home page, in the Product News and Support panel, click the email address.

To call the ProSYNC support team, call 1.800.567.7084.

More Information

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

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