ProSYNC User Guide

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ProSYNC User Guide

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Contents

Overview ▶

This document describes how to use ProSYNC® to load product data into ECCnet Registry, 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 ECCnet 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 ECCnet Registry.

Overview of the ProSYNC Data Entry Process

You can view and enter product information directly via the ProSYNC web pages. You are asked a few simple questions and then provided with a data entry page that is customized based on your answers.

Product information is entered into ProSYNC and then verified for submission to ECCnet Registry.

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 or Market Groups.
- Viewing reports: Trading Partner Access Report or Catalogue Structure Report.

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.

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

Logging Out of ProSYNC

To log out of ProSYNC, click Log Out at the top-right corner of any page.

Product

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

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
- Manage Publication Information

Product Tab Command Buttons

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

- Add New
- Status
- About Wildcards
- Additional Reports

Add New

Details around adding a product are described in "Add a Product" ().

Status

Show the display of GTINs and their status with respect to compliance, approval, publishing, pending export and open GTIN Discrepancy Report (GDR) tickets. From this display, you can quickly jump to a list of GTINs with a common status. To link to GDR tickets, you must have Catalogue Captain or administrator permissions as well as access to the GDR system. When you click on a GDR item, the GDR system appears, giving you access to ticket details.

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.

The following reports are available:

- 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.
- Pharmacy & Chain Drug Scorecard – Scorecard report showing Pharmacy GTINs that you have loaded.

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.

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.

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" ().
3. In the Advanced Search fields, specify one, multiple or all of the following:

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

- ○ GTIN/Type – You can specify part of the GTIN and use wildcard characters. In Type, indicate if this is a SCC-14 (Shipping Container Code), UPC (Universal Product Code) or EAN (European Article Number).

- ○ 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 Details panel contains more search criteria.

To toggle the Details 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/Type	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, Setpack, Application Unit.
Description	Text to match with a product's short and extended descriptions. Use an asterisk (*) as a wildcard for any number of characters. For example: white* selects products with a description starting with "white" *white selects products with "white" at the end of the description To search for products with a pattern anywhere in the description, specify the pattern without using wildcard search characters.
Status	Compliant – All - 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

Field Name	Description
	exporting. Pending Export - Data is compliant and has been approved for export. Export will occur on your next scheduled export 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:

- Add a Product
- Product Search
- Manage Publication Information
- View or Edit Product Details

Add Product

Details around adding a product are described in "Add a Product" (page 18).

Select Products

You can select a product or multiple products to manage either product information or publication information. Each search results page shows a list of up to 10 results.

For help with managing product information, see "Manage Product Information" (page 16).

To select a product, select the check box next to the product GTIN.

To view another page of search results, at the bottom of the page do any of the following:

- Use the Next or Previous buttons
- In the page box, enter a page number
- Click Go To Page and specify a page number

To change how the search results list is sorted, use Sort By.

Steps:

1. In Sort By, choose an attribute by which you want to sort the search results list.
   The search results list is re-ordered, based on your sort criteria.
2. To change how the sort list is sorted again, repeat step 1.

To perform a quick search, use the small search panel at the top of the page. You can quickly search for a value pattern in the following attributes:

- Catalogue Number
- GTIN

■ Description
■ Common Item #

To perform the quick search, select the attribute and then specify a matching pattern that you want to find.

To view product details, click the GTIN for a product. The Product details page appears.

Manage Product Information

This section describes actions that you can perform around products.

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.

For more information, see "View or Edit Product Details" (page 17).

■ 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 27).

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 10).
■ Add New – This process is described below. See "Add a Product" (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.

View or Edit Product Details

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.

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

You can revise values in these attribute fields.

The Hierarchy panel performs two functions:

- It describes the relationship between the product and its packaging. For example, if the product is delivered on a pallet, the pallet appears as the top GTIN in the hierarchy; when cases appear on the pallet, the case GTIN appears as a child of the pallet.
- It describes how the remainder of the product information is displayed on the page. For example, if there are three levels in the hierarchy, there are three sets of panels on the page.

The following panels together make one set:

- Core Product Information – Product identification.
- Product Information – Product classification attributes, compliant status, dimensions, order information, pricing, additional descriptions, origin, markings, handling instructions and more.
- Pharmacy Information – Identification numbers, formulary system classification codes and active ingredients numbers. Include names and strength of active ingredients. In Other Information, describe medical device class, route of administration, storage conditions, anatomical therapeutic chemical classification, biomedical hazard information, divisible option, package markings, shape, colour and flavour of the product.

- Contents – GTIN code for the level of product and GTINs for all other packaging contained within this level of the product; if this level does not contain another GTIN, the Contents panel does not appear.
- Marketing Information – Benefits, average serving sizes, portions, serving suggestions, consumer support contact information, package markings and so on.
- Nutrition Information – Contents of the product from a nutritional point of view, for example percentage of milk fat, alcohol content, vitamin and mineral content and daily requirements, calories and so on.

- Stewardship (Packaging) – Visible only to suppliers who have loaded private label products for data recipients who participate in a packaging stewardship program.
- Other Information – Many attributes appear here, for example: Allergen Disclaimer, Genetically Modified Status, Ingredients, Precautions, and so on.

Each panel has a panel bar at the top. The panel bar displays a title and a label that describes what hierarchy level product data appears within. To toggle a panel between hide and show, click the panel bar.

If the product shows a hierarchy with more than one level, buttons appear at the bottom right of the page. To view the Core Product Information panel for one of the hierarchy levels, click the corresponding button at the bottom right.

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.

Add a Product

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

To successfully publish product data to a trading partner, product data must meet ECCnet Registry mandatory requirements for your channel of distribution. For help with mandatory requirements, see the *ECCnet Registry Attribute Guide* on the ECCnet Registry Technical Documents page.

You can add a product two ways:

- Add a Product by Entering Data Manually
- Add a Product by Cloning

For more information on loading product GTINs, contact GS1 Canada Customer Support at ECCnetSupport@gs1ca.org.

Add a Product by Entering Data Manually

Before adding a product, you must know the GTIN number and various other details about the product. If the product that you are adding consists of multiple packaging levels (for example a case), you must know the GTINs associated with each level.

Steps:

1. Click Add New.

   The Add a Product page appears. This process is presented in a wizard format.

2. Select I want to enter a new product.

3. Click Continue.

   The Add a New Product page appears.

4. Answer questions about the product's ECCnet classification, Global Product classification, product packaging levels, channels of distribution and Omni-Channel application.

   For help with product packaging levels , see "Adding Hierarchies - Examples" (page 23).

5. Click Continue.

   The Core Product Information page appears.

   If you are creating a product that contains another GTIN (for example, a case) the page shows an area for the container GTIN.

6. In Selection Code, specify the code.

   To add a Selection Code, click the drop-down arrow and select Add a new Selection Code.

   For more information, see "Add a Selection Code" (page 22).

7. In GTIN Code specify the code and the code type.

   Unless you are adding unmarked inners, each GTIN entered into ProSYNC must have a unique bar code assigned to it.

8. Complete values in the remaining required fields (indicated by a red asterisk (*) and yellow colour).

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

9. Click Continue.

   Product details are verified and, if there are errors, error messages appear.

   If there are no errors, the GTIN is saved to the system and the remaining product detail panels appear.

10. Complete values in the remaining fields as required.

11. Click Save.

    At the top of the page, a saved status message appears.

12. Click Save and Approve.

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

   Product is added.

Add a Product by Cloning ▶

To reduce the time required to add a product manually, if a product has similar attributes to an existing product, you can clone the existing product and edit the clone.

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

Steps:

1. In the Search Results/GTIN Publication list, click a source product GTIN.

    The product detail page appears.

2. Click Clone.

    A confirming message appears.

3. Click OK.

    A success message appears showing product information for the source product.

4. Specify the GTIN for this product.

    If appropriate, specify the GTIN for the consumer level as well.

5. Click Continue.

    A Save complete message appears, showing that the cloned product has been added as a unique product.

6. To copy marketing and nutrition information, do the following:

    a. Click Copy Marketing and Nutritional Information.

        The Copy Marketing and Nutritional Information dialog box appears.

    b. In the left field, specify the GTIN for the source product.

    c. In To GTIN, specify the GTIN for the target product.

    d. Click Copy.

        An instruction appears.

    e. Click OK.

        A success message appears.

    f. View information in both the Marketing Information and Nutritional Information panels and make revisions as required.

    g. Click Save.

7. View the product information and revise it for the new product.

    For more information about viewing product details, see "View or Edit Product

Details" ().

8. After you complete product detail revisions, click Save.

The product is added.

About Including Tax Information

While loading product data, you must include point-of sale product information. This information includes the following taxes:

- Provincial Sales Tax (PST)
- Federal Goods and Services Tax (GST)
- Quebec Sales Tax (QST)
- Harmonized Sales Tax (HST)

Point-of-sale tax information must be listed by product and by applicable jurisdiction.

Product listing is a standard term and condition of trade for an increasing number of vendors, retailers and distributors in the Canadian Grocery, Foodservice, and Pharmacy sectors.

Basis of Inclusion

Note: In the following paragraphs, the terms "retailers" and "vendors" refer to organizations that participate as trading partners in ECCnet Registry.

Retailers and vendors recognize that:

- The applicability of point-of-sale taxes can be determined only by the applicable taxing authority and not by individual vendors and/or retailers.
- Each taxing authority reserves the right to change legislation, regulations, guidelines and the interpretation of existing law, without necessarily communicating such change to all taxpayers and collectors.
- Such tax information is currently held in various vendor and retailer databases, depending on whether the retailers and/or vendors in question are responsible for the collection and remittance of the tax.
- It is crucial to work cooperatively with GS1 Canada to store and exchange point-of-sale tax information using ECCnet Registry.

It is understood that while vendors have the responsibility to load their product data into ECCnet Registry, retailers are responsible for:

- Determining whether the products they sell to end-users or consumers are subject to point-of-sale taxes.
- Collecting the necessary point-of-sale taxes from consumers or end users.
- Remitting point-of-sale tax proceeds to taxation authorities.

If you have any questions regarding the taxes that apply to your product, please consult your taxation lawyer or your retailer trading partners.

If you need additional information regarding loading your product's taxation inform-ation, contact GS1 Canada at 1.800.567.7084 or ECCnetSupport@gs1ca.org.

Add a Selection Code

When adding or editing a product, in the Core Product Information panel, the value in the Selection Code field represents one way to help organize products within your ProSYNC catalogue. For example, you may organize the products within your cata-logue by brand or by product line.

Each selection code is an integer and must be three digits in length (using any com-bination from 000 – 999).

To add a selection code:

1. In Selection Code, open the drop-down and select Add a new selection code.
   The Selection Code Update dialog box appears.
2. In Selection Code, specify the three-digit code.
3. In Selection Code Description, describe what this code represents.
4. Click ADD.
   The code is added.
5. To add another code, repeat steps 2 to 4.
6. Click Close.

The selection code is added.

Saving Product Data

After you have entered product data, there are two levels of saving the GTIN:

- Save – You can close this GTIN and not publish it or export it to trading partners. You can return to the GTIN at a later date to fix errors or include additional product information.
- Save and Approve – The approval part makes a compliant GTIN available to be published to your trading partners.

Add Lower-Level GTINs

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

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

Steps:

1. In the Search Results/GTIN Publication list, click a product GTIN for the higher level item.

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

   The product detail page appears.

2. Scroll down to the Contents panel.

3. In GTIN Code specify the GTIN for the contained item, along with the code type.

   Although you can Save and Approve a GTIN after you contain it, you should use a GTIN that is already Save-and-Approved (compliant).

4. In Quantity specify the number of items contained.

5. To add another GTIN, repeat steps 3 and 4.

   You can add up to three GTINs.

6. Click Save.

   At the top of the page, a changed data message appears.

   In the Contents panel, if you have specified three GTINs, more spaces appear.

   For GTINs that you have specified, a description appears.

7. To add more GTINs, repeat steps 3 to 6.

8. Click Save and Approve.

   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. When you select a packaging level, to indicate that the packaging level has a GTIN, select the corresponding Bar Code Assigned check box.

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" (page 22).

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 22).

Omni-Channel Example

This example describes a situation when you want to indicate consumer level items that are sold through Omni-Channel, and have more than one packaging level, and each level of the packaging hierarchy has a GTIN.

Starting with the Consumer Item

When adding a packaging hierarchy for Omni-Channel, you can follow the example for Mixed Case Hierarchy. In other words, start by loading all consumer items into ProSYNC and select the Omni-Channel check box for each. When you load the case - assuming that the case will not be sold online - leave the Omni-Channel check box cleared and add all the consumer item GTIN codes in the Contents panel for the case. Similar to other attributes, the value of the Omni-Channel attribute is the property of the GTIN.

Starting with the Case

If you want to create a packaging hierarchy starting, for example, with the case and indicating multiple product packaging levels, you can do that also. In this example, in the Add a New Product page, select all appropriate packaging levels, select appropriate channels of distribution and select the Omni-Channel check box. This indicates that all selected packaging levels are appropriate for Omni-Channel.

After you click Continue from the Core Product Information page, in the Product Details page go to the Product Information panel. In the Key Attributes area, there is a list of channels of distribution. You will find that the Omni-Channel Retailing check box is selected. To indicate that this level of packaging will not be sold as a consumer item through Omni-Channel, clear the Omni-Channel Retailing check box. You can do this for each packaging level.

Cancel a Product

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

Cancel a product before it becomes available for distribution.

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

For help with searching for products, see "Product Search" ([page 10](#)).

Steps:

1. In the Search Results/GTIN Publication list, click a product GTIN.

   The product detail page appears.

2. Scroll down to the Product Information panel.
3. In the Status section, in Cancel Date, specify a date.
4. Click Save.

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

   If there are any data errors, fix them now.

5. Click Save and Approve.

   A success message appears.

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

Discontinue a Product

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

Discontinue a product that is already available for distribution.

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

For help with searching for products, see "Product Search" ([page 10](#)).

Steps:

1. In the Search Results/GTIN Publication list, click a product GTIN.

   The product detail page appears.

2. Scroll down to the Product Information panel.
3. In the Status section, in Discontinued Date, specify a date.
4. Click Save.

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

   If there are any data errors, you can fix them now.

   Alternatively, to discontinue the product even though it contains errors, continue with step 5. In this case, only the Discontinued Date value will be forwarded to your trading partners.

5. Click Save and Approve.

A success message appears.

The product status will be changed to Discontinued on the date specified.

Stewardship Data Management

This chapter describes how to use ProSYNC to include packaging information for private label products for stewardship purposes.

There are two ways that you can manage packaging data:

- File Upload: Manage data for multiple GTINs in a Microsoft® Excel® spreadsheet and upload into the system.
- Stewardship (Packaging) Panel: Manage data for an individual GTIN in the Product Information page.

File Upload

The File Upload tab for Stewardship functions is available only for data providers who have loaded private label GTINs for participating data recipients.

For information on File Upload, see "File Upload" (page 33).

Stewardship (Packaging) Panel

The Stewardship (Packaging) panel is available only for data providers who have loaded private label GTINs for participating data recipients. The Stewardship (Packaging) panel appears on the product details page.

The benefit of this method – compared to the Mass Upload method – is that it is easy to find individual products using Search. As well, you can focus on managing packaging attributes one product at a time.

Managing Stewardship Data for an Existing Product

1. Log in to ProSYNC (www.eccnet.profilesys.ca).

   The Product tab is selected.

2. Search for a private label GTIN.

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

   The Search Results/GTIN Publication page appears, showing a list of GTINs that match the search criteria.

3. In the list, click the GTIN for a product.

   The product details page appears.

4. Scroll down to the Stewardship (Packaging) panel.

This panel shows a list of packaging material effective dates with the most recent date at the top of the list.

5. You can perform the following tasks:

View or Edit Packaging Materials Details for an Effective Date

a. Click Expand next to an effective date. The list of packaging components appears, showing details for each component.

b. Make revisions to field values as required.

c. To collapse the details, at the top of the list, click Hide.

d. If you made changes, click Save.

Changes are saved.

Add a Packaging Material Effective Date

a. At the bottom of the list of effective dates, enter a date in the next blank field.

b. Click Expand. Space appears to add details for up to five packaging components.

c. For each packaging component, complete the appropriate field values. See the list of required fields below.

d. Click Save.

Effective date is added.

Delete a Packaging Component

a. Click Expand next to an effective date. The list of packaging components appears, showing details for each component.

b. Clear all field values in a component.

c. To delete a packaging material effective date entry altogether, clear all field values in all components and then, in Packaging Material Effective Date clear the date value.

d. Click Save.

Components are deleted.

For help with field descriptions, see the Stewardship Attributes List document.

6. If this GTIN is ready to be released to your trading partners, click Save and Approve.

For help with publishing or with adding a product, see "Manage Publication Information".

Manage Publication Information ▶

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 Select Trading Partner 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, in Search for, specify a pattern.
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 wild-card characters (for example asterisk (*)) to specify a pattern.

   ○ Optionally, in Unique ID, specify a trading partner unique ID number and click Go.

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

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 38).

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.

Viewing Product Published to a Specific Trading Partner

Steps:

1. In ProSYNC, select the Product tab.
2. In the Company drop-down box select "Partner".

   A text box and a button appear.

3. In the text box, enter the name of the trading partner.

   If you know only a portion of the name, type the pattern that you know and use the asterisk (*) wildcard search character.

   To show all trading partners, type one asterisk (*) in the text box.

4. Click Go.

   Trading partners matching the search criteria appear.

5. Select a trading partner name.
6. Click Details.

   The search details panel expands.

7. In Publication, select the appropriate publication status.
8. If appropriate, specify other search criteria.
9. Click Search.

The Search Results/GTIN Publication page appears, showing a list of products that match the search criteria.

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:

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

File upload supports the following file formats:

- Excel Spreadsheet File
- Zip-compressed Text Files

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.

The General Information area shows two sub tabs:

- Core
- Extended

Core

The Core sub tab shows basic company information such as the company role, street address, currency and product market subset.

In the Additional Identifiers section, the selected location identifier appears.

To add another location identifier, click Add a new Location Identifier and complete the form that appears in a separate window.

To edit company details, you must have Administrator permissions. Do the following:

1. Click Edit Company Details.

   The myGS1 Company Profile page appears in a separate window.

2. Revise values as appropriate.

   Updates that you make here will be used in multiple GS1 Canada tools and services.

3. Click Save.

To return to ProSYNC, you must close the myGS1 Company Profile page.

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. As an administrator, any updates that you make to your company and user information on myGS1 Company Profile and User Management pages will subsequently update company and user records in ProSYNC.

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

Note: Users of the ProSYNC Basic Service can define at most one user to enter and maintain product data. Additional Users are available at a minor charge.

You can revise security settings under the following commands:

- Users
- User Groups

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.

Trading Partners

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

To view a list of trading partners, select the Trading 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 wildcard characters (for example asterisk (*)) to specify a pattern.

   - Optionally, in Unique ID, specify a trading partner unique ID number and click Go.

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

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 Trading Partners tab click Manage Market Groups.

To return to the Trading Partners page at any time, click Manage Trading 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 37).

For information about publishing to a company that is a "Third Party Data Recipient", see "Publishing a GTIN to a GDSN Data Recipient" (page 44).

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.

When you select the Reports tab, your company name appears. To open the Reports work area, click your company name.

Audit Trail Report

The Reports work area shows fields for the Audit Trail report. In From Date and To Date, specify the start and end dates for a range of dates. For each report, you can show results with different status values. In Status select one of the following:

- SUCCESS
- ERRORS
- Incomplete
- Failure

In Report Type, choose one of the following reports:

- Marketing and Nutrition Export - for internal ECCnet Registry data flow monitoring
- Audit GDSN Export - for internal ECCnet Registry data flow monitoring
- Batch Processor – Response Manager - for internal ECCnet Registry data flow monitoring
- Batch Processor – DLSR - monitor data loading process
- Web service session process - monitor data loading process
- Mass Upload Report – Results of a Mass Upload - monitor data loading process

To run the report, click Go. The results of the report appear on your screen.

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 ProSYNC 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 ProSYNC for your GDSN trading partners, if not already present.
2. For GTINs that are already loaded in ProSYNC 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 ProSYNC.

   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 ProSYNC, 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.

For examples of packaging configurations, see "Adding Hierarchies - Examples" (page 23).

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.

For more information on how to add a product, see "Add Product" (page 15).

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 ProSYNC, 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.

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.

Listing Forms

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

View GTIN Listing Form

To open the Retailer Listing Sheet list, on any product details page, click Display Listing Form.

The Retailer Listing Sheet appears in a separate window.

To view a listing sheet as a Microsoft Excel spreadsheet, click a listing sheet name.

All core product information and extended product information (for example shipping & handling and point-of-sale tax information, etc.) are included within the product listing form.

Certain trading partners have customized product listing forms within the product registry. To open a customized form, click the trading partner name.

Printing and Saving a Listing Form ▶

To print or save a listing form, in the spreadsheet select the ECCnetData worksheet.

In ECCnetData, select the Print Listing Forms button or the Save Listing Forms button to either print or save the data in the full listing form format.

Providing Feedback

To send an email to the GS1 Canada ProSYNC support team, click the information icon and choose Contact Us.

To call the ProSYNC support team, call 1.800.567.7084.

More Information

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

GS1 Canada also offers free, online ProSYNC courses that explain how to update your ProSYNC product catalogue. Follow the steps below to register:

1. Open the GS1 Learning Zone.
2. In the Not yet registered box, click Register.

   The Registration page appears.

3. Complete the form by adding personal and contact information.

   Fields marked with an asterisk (*) are mandatory.

4. In Select an application, select the Learning Zone check box.
5. After you have completed the form, click Register.

Registration administration takes about one business day.

Removing Lower-Level GTINs

Steps:

1. In the Search Results/GTIN Publication list, click a product GTIN.

   The product detail page appears showing the packaging hierarchy.

2. In the upper level GTIN, scroll down to the Contents panel.
3. In Contents, remove GTIN Code values and code type values.
4. Click Save.

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

   If there are any data errors, fix them now.

5. Click Save and Approve.

   A success message appears.

Lower-level GTINs are removed.

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