



**Frequently Asked Questions
Global Data Synchronization Network (GDSN)**

What does it mean to register a GLN?

Adding your GLN to the GSI Global Registry will allow you to publish data to your preferred retailers.

How do I obtain GTIN's for my other packaging levels?

You will go to GSI.org to obtain GTINs/Barcodes/UPCs.

Can I create my own GTIN's?

Once you obtain your company prefix, it is possible to format your own GTIN's. However, you would want to get guidance from GSI on how to correctly format GTIN's, so that it is acceptable when attempting to publish.

How do I know if a retailer accepts product content via GDSN?

Please reach out to your retailer contact to confirm if they accept GDSN data.

What if my recipient does not have an integrated requirement set in Syndigo, can I still send them GDSN content through the system?

No, if your recipient does not have an integrated requirement set, you would not be able to publish GDSN content to them in the Syndigo platform. However, you can create a custom template that would allow you to build out a requirement set for that recipient that could be used to fulfill the information they are requesting.

Once I bring my products to 100% readiness score, am I free to publish to my recipient?

You will want to obtain a subscription request from your recipient before you publish. If you publish content before obtaining a subscription, the publication will remain in "Published Awaiting Subscription" status until a subscription is in place.

Why am I unable to see my new items under my recipient/requirement set after I save changes while editing them for the first time?

Your items will need to be linked to your recipient for the items to display under your recipient's requirement set.

Switching from another data pool?

If it is mandatory for us to use IWS for some of our recipients, does this mean we cannot transition to Syndigo?

Yes, you can transition to Syndigo for GDSN services even if your recipients have top-off/VIP portals with IWS.

If we have priority items that need to be published, should we wait until after our transition to Syndigo?

If you do not have an urgent deadline on publishing these items, we would suggest that you wait to set them up in the Syndigo platform. However, if you have a deadline within the next 30 days, you will want to set them up prior to transitioning.

Do I need to republish all my data to my recipients once the transition to Syndigo is complete?

No, if your items were successfully published prior to your transition, you will not need to republish. If items were not synchronized by your recipient prior to transitioning, then you would want to publish after migration.

Can our company use two GLN's? Are there any negative impacts in doing this, for us or our recipients?

Yes, a supplier can have two different GLN's. The only thing you would want to be sure of is that you have each GLN established with the respective recipients you plan to publish to.

Can our company use two different GLN's registered to different data pools?

Yes, a supplier can use two GLN's in separate data pools. This is not the most efficient, since it requires the use of separate portals, however, it is possible.

Do I need to notify our recipients that we have switched data pool service providers?

No, when you switch data pools it does not affect your recipients. This is an internal change that your recipients do not necessarily need to be informed of.

What are the most common setbacks or issues that arise for transitioning suppliers?

The most common issue is the need for data cleanup. When you are publishing your existing items over to Syndigo from your previous provider's portal, you may find the need to address any errors or "Review CIC" messages to ensure your publication is successful.

We had all our data filled out completely in our previous data pool service provider's portal, why are our items not displaying a 100% readiness score in Syndigo?

If it has been a long time since you last published/updated your items, suppliers may find themselves needing to fulfill updated requirements to publish successfully.