

Troubleshooting Lowe's GDSN

- 1** **Verify you are editing the Lowe's GDSN requirement set:** Check the Recipient | Requirement Set show bar to verify it reads "Lowe's GDSN – Lowe's Required GDSN Attributes." If it does not, click the show bar, select the "Lowe's GDSN" recipient and "Lowe's GDSN Required Attributes".
- 2** **Verify the Hierarchy is Linked:** For multi-level hierarchies, ensure the levels are linked by clicking "Packing Hierarchy." If only one item appears, click "Add Child" to add a lower-level to the hierarchy or "Add Parent" to add a higher-level. Follow the prompts to complete the link.
- 3** **Verify the GTIN(s) is linked to your GLN and active:** Click the "Properties," tab. Under "Catalog items" ensure your GLN appears as "Registered." If not, click "Add Catalog Item" and follow the prompts to register the item. If registered to Syndigo, the GLN should read "Active" once added.
- 4** **Verify Lowe's GDSN is at 100% readiness:** While viewing the Lowe's GDSN Required Attributes requirement set, verify the Readiness Score reads 100%. If it does not, complete all required attributes until the Readiness Score is 100%.
- 5** **Check for feedback and errors in Lowe's Core Marketing:** While viewing the Lowe's Core Marketing requirement set, if the "Needs Review," "Critical errors," or "Required Not Populated" buttons are highlighted red, there are errors that need to be corrected to successfully publish. Click each button to identify the needed changes.
- 6** **Ensure a Lowe's Category is added at the lowest level of the hierarchy:** Click the Properties tab. Under "Product Category," ensure a Lowe's category is added. If it is not, click "Add Product Category" and follow the prompts to generate a product category.
- 7** **Check for ID changes in Syndigo Default:** If no errors are found, check the "Syndigo-Syndigo Default" requirement set. Click "Needs Review" if it is highlighted in red. If the "Needs Review" message starts with "Error!" and references an Identifier, open a Syndigo Support case.

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Verify active GDSN subscription: Click the Properties tab and click “Lowe's GDSN” in the Recipient section. If a Subscriptions section is visible with a status of “Active,” the item has an active Lowe's GDSN subscription. If not, Lowe's will have to issue a subscription for the GTIN's GDSN data.

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Ensure publication was made to Lowe's GDSN recipient at the highest level: While Viewing the Lowe's GDSN Required Attributes requirement set of the highest-level GTIN, click the “Publications” tab. If the most recent publication date precedes the date the changes were made, or there is no publication date, the product will need to be republished.