

## User guide: Product Validation Feedback

From Wednesday 11<sup>th</sup> November 2020, Foodstuffs will provide instant feedback to suppliers for their product data submissions. This is based on validation rules that check your data meets our standards, and applies to all data submissions, from GS1 NPC and from the eXchange Products area.



- Dashboard
- Purchase orders
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- Products**
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  - Price adjustment
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### How to view your feedback

You can access your product data feedback in the eXchange Products area. You will see a new menu item “Data issues” under the Products menu at left.

Clicking into this menu option will bring up the Product Issues dashboard, where you can view all product submissions. Each product submitted will display either “Product Received – no data issues” or information about the areas where your data does not meet our validation rules.

Suppliers who have previously opted in to receive email notifications from National PIM will also receive the same information via email to the address used to update the product data. You can opt in to receive these by emailing [natpim@foodstuffs-si.co.nz](mailto:natpim@foodstuffs-si.co.nz)

Product data issues

Filter by

GTIN

Received from date

Received to date

Status

Company

Search by NZBN or EAN.

Search
Reset
Export Results

● Product data issues Showing data issues 1-20 of 84

Company Name	GTIN	Status	Details	Date Received	Action
Acme Office Supplies Ltd	19414952207611	No issues <span style="color: green;">✔</span>	Product Received - No data issues	09 Oct 2020, 08:55	No action required
+ Acme Office Supplies Ltd	9415347142367	Data Issues <span style="color: red;">✘</span>	The Foodstuffs National PIM has found some issues with your product data. Please correct the error(s) and resubmit this product. If you have any queries regarding this, contact the National PIM Team at <a href="mailto:natpim@foodstuffs-si.co.nz">natpim@foodstuffs-si.co.nz</a> or call 0800 555 985	09 Oct 2020, 08:55	Resolve this issue in GS1
Acme Office Supplies Ltd	19414952208304	No issues <span style="color: green;">✔</span>	Product Received - No data issues	09 Oct 2020, 08:55	No action required
Acme Office Supplies Ltd	19414952173053	No issues <span style="color: green;">✔</span>	Product Received - No data issues	09 Oct 2020, 08:55	No action required
Acme Office Supplies Ltd	19414952214947	No issues <span style="color: green;">✔</span>	Product Received - No data issues	09 Oct 2020, 08:55	No action required

### How to resolve data issues

How you resolve issues depends on how you maintain your data. If you use the Products area, you will see a link in the right-hand column where you can click to bring up the product record. Just navigate to the relevant area, review and correct the issue that has been highlighted.

GS1 NPC suppliers must resolve all issues in the NPC / NPC Rapid. You will also see feedback in the NPC Publisher or NPC Rapid as shown below.

The screenshot shows the 'Items' page in the Foodstuffs Exchange system. A table lists various items with columns for Overall State, GTIN, Supplier Assigned Item, Trade Item Unit Description, and Trade Item Description. A notification bar at the bottom of the table indicates '1 Recipient Feedback (CICs)'. Below the notification, a 'History' button is visible, and a table shows the details of the feedback: a 'REVIEW' for GLN 942900008990 from 'Foodstuffs New Zealand'.

Overall State	Pu...	Rel...	Res...	All ...	GTIN	Supplier Assigned It...	Trade Item Unit Descr...	Trade Item Descriptio...
Item Published					1888888896194	CCWTB	Case	CRAIGS TEA BLACK 5...
<input checked="" type="checkbox"/> Item Published					0888888896296	CCWTC01	Base Unit or Each	CRAIGS TOMATOES ...
Item Published					0888888896289	CCWPJ01	Base Unit or Each	CRAIGS PEACHES IN ...
Item Published					0888888896180	CCWCOFA	Case	CRAIGS COFFEE ARA...
Item Published				\$	99415421920259	MN-1	Case	Majus Gold Label Ve...
Item Published				\$	1888888895647	CCWNW03	Case	CRAIGS COFFEE BEA...
Item Published					1888888895623	CCWNW03	Case	CRAIGS COFFEE BEA...
Item Published				\$	1888888895593	pallet test	Case	Andys Pallet Test Ion...
Item Published				\$	1888888895555	CCWNW03	Case	CRAIGS GS1 NEW 03 ...
Item Published				\$	9888888895162	CCWKGCO03	Case	CRAIGS GS1 BASE K...
Item Published					1888888895166	CCWNW02	Case	CRAIGS GS1 NEW 02 ...
Item Published					1888888895159	CCWNW01x50	Case	CRAIGS GS1 NEW 01 ...
Item Published				\$	1888888893971	CCWAATBCASE	Case	Brand Name Trade It...

When you click through this notification, you will see the details of the updates required:

The 'CIC History' dialog box displays a table of corrective actions. The table has columns for Recipient, State, Code, GTIN, Description, Long description, Corrective action, Corrective inform, and Date. Three entries are shown, all with a 'REVIEW' state and 'ACTION\_NEEDED' corrective action.

Recipient	State	Code	GTIN	Description	Long description	Corrective action	Corrective inform	Date
Foodstuffs New Z	REVIEW	CIC100	0888888896296	Attribute Analysis	Ingredient Statem	ACTION_NEEDED	Please add Ingrec	2020-11-06 11:15
Foodstuffs New Z	REVIEW	CIC100	0888888896296	Attribute Analysis	List Price	ACTION_NEEDED	Your product is m	2020-11-06 11:15
Foodstuffs New Z	REVIEW	CIC999	0888888896296	Free Form Text to	The Foodstuffs N	ACTION_NEEDED	Fields with issues	2020-11-06 11:15

Below the table, there is a 'Description' field: 'Free Form Text to be populated by the Data Recipient' and a 'Long description' field: 'The Foodstuffs National PIM has found some issues with your product data. Please correct the error(s) and resubmit this product. If you have any queries regarding this, contact the National PIM Team at natpim@foodstuffs-si.co.nz or call 0800 555 985'. A 'Cancel' button is at the bottom right.

When all issues have been resolved (whether through GS1 NPC or Products at the eXchange) you will see the product listed with the green tick and “Product Received – no data issues”

Status	Details
No issues	Product Received - No data issues

## Getting help

Resolving your product data issues quickly means that we can take up your changes without delay, so make sure to check the Product Issues menu whenever you make changes to your products.

If you need help with updating your products or understanding the error you have received, you can contact us during office hours on 0800 555 985, or email [natpim@foodstuffs-si.co.nz](mailto:natpim@foodstuffs-si.co.nz).

If you use GS1 NPC and need assistance with that system, contact their support team as detailed here: <https://www.gs1nz.org/support/>

## Validation rules

With increasing demand for online information, we want to help customers make informed choices about the products they buy. We also need to have accurate information about dangerous goods and temperature-controlled items, and we enforce some of our rules about when we consider a change a new product.

Error message	Action to resolve
Allergen ' <i>Specified allergen*</i> and their derivatives' included in Allergens but not found in Allergen Statement. *NB this will occur on any of the mandatory allergens for NZ labelling requirements	Add allergen to Allergen Statement
Ingredient Statement contains <i>Specified allergen*</i> based ingredient, but this is missing from Allergen Type and Level of Containment list. *NB this will occur on any of the mandatory allergens for NZ labelling requirements	Add missing AllergenTypeAndLevelOfContainment
Allergen ' <i>Specified allergen*</i> and their derivatives in the product' included in Allergens but equivalent ingredient not found in Ingredient Statement. *NB this will occur on any of the mandatory allergens for NZ labelling requirements	Add missing ingredient
Your product appears to be a dangerous good but is missing a Dangerous Goods Class and dangerous good information.	Provide DG information in Products/ GS1 NPC
Your product is missing a List Price. Ensure List Price Record has been released in GS1 NPC.	Ensure correct list price is published to Foodstuffs in GS1 NPC
The List Price on your product is not current.	Ensure correct list price is published to Foodstuffs in GS1 NPC
Your list price is not loaded against the Shipper. Please correct this.	Ensure correct list price is published at Shipper level to Foodstuffs in GS1 NPC
Your product is loaded as variable weight, but your list price is not per KG. Please correct this.	Correct list price in GS1 NPC
Your product is missing Percentage of Alcohol information.	Add Percentage of Alcohol data in Products/GS1
Your product is missing Storage Temperature information.	Add Storage Temperature in Products/GS1
The Storage Temperature information on your chilled product appears to be incorrect.	Correct the storage temperature for your chilled product in Products/GS1 NPC

Error message	Action to resolve
The Storage Temperature information on your frozen product appears to be incorrect.	Correct the storage temperature for your frozen product in Products/GS1 NPC
Your product was submitted as exempt from GST. Please change this.	Check and correct the tax rate in Products/GS1
Please review the Height provided for the *Retail Unit/Inner/Shipper* on your product.	Check and correct height data in Products/GS1
Please review the Width provided for the *Retail Unit/Inner/Shipper* on your product.	Check and correct width data in Products/GS1
Please review the Length provided for the *Retail Unit/Inner/Shipper* on your product.	Check and correct length data in Products/GS1
Please review the Gross Weight provided for the *Retail Unit/Inner/Shipper* on your product.	Check and correct gross weight data in Products/GS1
Please add Ingredient Statement. Foodstuffs requires ingredients for all food products.	Add your ingredients in Products / GS1
It looks like these are two different products and Foodstuffs should set up a new article. Please review this change and ensure you have used a new barcode for the new product. Contact natpim@foodstuffs-si.co.nz if you require assistance.  (Error occurs on submitted change where variant attribute has changed)	A new Variant is likely to be a new/different product so you should be using a new GTIN. Foodstuffs will set up a new article for a new/different product. You will need to get a new GTIN and submit this as a new product. You will also need to revert data on the original product. If you have used a new GTIN for the change using the Products add GTIN function you will need Nat PIM assistance to remove the new GTIN from the existing product and set it up as a new product.
Your product update changed the Net Content by more than 10%. Foodstuffs requires a new article to be set up. Please review this change and ensure you have used a new barcode. Contact natpim@foodstuffs-si.co.nz if you require assistance.  (Error occurs on submitted change where net content attribute has changed more than 10%)	You should be using a new GTIN for any net content change. If the change is greater than 10% then Foodstuffs will set up a new product, if it is 10% or less the Foodstuffs may accept/add the new GTIN on the existing product. You will need to get a new GTIN and submit this as a new product. You will also need to revert data on the original product. If you have used a new GTIN for the change using the Products add GTIN function you will need Nat PIM assistance to remove the new GTIN from the existing product and set it up as a new product.
Your product update is removing the Dangerous Goods Class. Please add Dangerous Goods Class.	All Dangerous Goods require a DG class. Please add this information to your product in Product / GS1 NPC
Your product update removed the Dangerous Goods UN Number. Please add Dangerous Goods UN Number.	All Dangerous Goods require a DG UN Number. Please add this information to your product in Product / GS1 NPC
Your product update removed the HSNO Classification. Please add HSNO Classification.	All Hazardous materials require a HSNO classification. Please add this information to your product in Product / GS1 NPC
Your product update removed the Marketing Message. Please add a Marketing Message.	Add missing marketing message