



ServiceNow Implementation Guide

Version #1

Data Synchronization Implementation Guide

REVISION HISTORY

Date	Ver #	Description of Change	Author
01-11-2023	1	Initial document	Leo Gonzalez
01-12-2023	2	Review	Khaled Nassoura

servicenow

Data Synchronization Implementation Guide

TABLE OF CONTENTS

1	RETAILER'S X DATA SYNCHRONIZATION INFORMATION	4
1.1	Primary Data Synchronization Contact	4
1.2	Retailer's X GLN To Publish To	4
2	STEPS TO BEGIN SYNCING YOUR DATA WITH RETAILER X	5
3	ATTRIBUTE REQUIREMENTS (RECOMMEND THAT RETAILER FILLS OUT THIS SECTION)	6

servicenow

Data Synchronization Implementation Guide

1 RETAILER'S X DATA SYNCHRONIZATION INFORMATION

1.1 Primary Data Synchronization Contact

Name: Technical Support
Phone: +1 866-280-4013
Email: technicalsupport@1worldsync.com

1.2 Retailer's ServiceNow GLN - Publish To

Production: 0860009591400

servicenow

Data Synchronization Implementation Guide

2 STEPS TO BEGIN SYNCING YOUR DATA

Implementation Steps

1. A full list of attribute requirements for GDSN is available for review in Section 3 of this document. If you are currently unable to provide the full list of attributes requested, please send what you have available today. You can send additional attributes as they become available.
2. Complete the **Trading Partner Form** on the landing page at <https://1worldsync.com/servicenow>. The ServiceNow team will contact you once they have created a subscription for your GLN and let you know when they are ready for you to publish your items. They will also send you a list of the items to publish at this time.
3. Have your accurate item data loaded into your GDSN certified data pool and ensure it is ready for publication in Production.
 - a. Contact your data pool for any education you might require completing this step.

servicenow

Publication Steps

4. All Suppliers should publish the items provided from ServiceNow team to the ServiceNow GLN 0860009591400.
5. For the first publication Suppliers are to publish all products as "INITIAL LOAD."
6. Investigate and respond to "Review" CIC responses. ServiceNow will provide feedback on publications using the following method:
 - Received CIC – Item data was received
 - * Synchronized CIC – Item data was accepted and integrated.
 - * Review CIC – Please see "Review" for more details on your Sync Status Report
 - * Reject CIC – ServiceNow does not need this item data.

Data Synchronization Implementation Guide

3 ATTRIBUTE REQUIREMENTS

Above and beyond the GDSN Mandatory attributes, ServiceNow asks for the attributes outlined in the *Attribute Guide* in order to make their initiative successful. Please note: If you are currently unable to provide the full list of attributes requested, please send what you have available today. You can send additional attributes as they become available.

- * ***Please refer to the ServiceNow Attribute Listing excel document within their 1WorldSync Landing Page at <https://1worldsync.com/servicenow>.***
- * ***Important Note* We are asking as a minimum requirement to provide us with product model name, model number and/or part number, short product description, full description, image, physical specifications (dimensions, weight, volume, power, etc.), and model lifecycle dates (generally available, end of sale, end of support, end of life). for each product model published to our GLN.***

servicenow