



UNFI Conventional (Legacy SUPERVALU)

Implementation Guide – GDSN Onboarding and Existing Item Sync

Version 3.11

REVISION HISTORY

Date	Ver #	Description of Change	Author
2014-03-11	1.4	<ul style="list-style-type: none"> • Various tweaks and updates • Revised & updated Section 7 (Private Label) 	G. Boehme
2015-04-06	2.0	<ul style="list-style-type: none"> • Revised to switch focus to onboarding and existing item sync 	G. Boehme, T. Wiersma
2015-06-24	2.1	<ul style="list-style-type: none"> • Added Stevens Point, WI GLN to GLN list, • Added delete publication section 	G. Boehme, T. Wiersma
2015-12-14	2.1	<ul style="list-style-type: none"> • Deleted DC #86 from GLN list 	T. Wiersma
2016-01-05	2.2	<ul style="list-style-type: none"> • Added GS1 link suppliers can use to help identify the barcode types they're using on their products 	G. Boehme
2016-01-05	2.2	<ul style="list-style-type: none"> • Deleted DC #64 from the GLN list 	G. Boehme
2016-06-03	3.0	<ul style="list-style-type: none"> • Major Release 3 updated info like CIC messages and deleting the DataCarrierType section • Added sections 7.3 and 7.4 • Added verbiage to Ti/Hi section • 5.1.1 and 5.1.2 regarding DataCarrierType and orderable units added 	T. Wiersma G. Boehme
2017-03-17	3.1	<ul style="list-style-type: none"> • Deleted DC # 63 and #84 from GLN list 	T. Wiersma
2017-07-18	3.2	<ul style="list-style-type: none"> • Deleted DC # 20 from GLN list 	T. Wiersma
2017-10-20	3.3	<ul style="list-style-type: none"> • Deleted DC # 09 from GLN list 	T. Wiersma
2017-03-30	3.4	<ul style="list-style-type: none"> • Added Joliet GLN • Deleted Melrose Park GLN • Updated Market Groups 	T. Wiersma
2017-08-22	3.5	<ul style="list-style-type: none"> • Added Portland, OR GLN 	T. Wiersma

2018-11-28	3.6	<ul style="list-style-type: none"> Deleted the St Louis, MO GLN 	T. Wiersma
2019-02-08	3.7	<ul style="list-style-type: none"> Activated the Pompano Beach and Ocala GLNs in GLN List 	T. Wiersma
2019-05-23	3.8	<ul style="list-style-type: none"> Added Commerce, Stockton, Santa Fe Springs, BWS GLNs 	T. Wiersma
2019-08-23	3.9	<ul style="list-style-type: none"> Added Centralia, WA GLN to GLN list 	T. Wiersma
2020-03-30	3.10	<ul style="list-style-type: none"> Removed this document’s copy of our GLN List from section 2.3 – suppliers are now directed to obtain the current GLN List document from our Landing Page 	G. Boehme
2020-06-05	3.11	<ul style="list-style-type: none"> Updated company logos & email addresses Started updating company name & clarifying if the text applies to Conventional or Natural 	G. Boehme

Table of Contents

1	OVERVIEW	5
1.1	PURPOSE	5
1.2	BENEFITS.....	5
1.3	TRADING PARTNER EXPECTATIONS.....	6
1.3.1	<i>PRODUCT GROUPS EXPECTED TO BE PARTICIPATING NOW</i>	6
1.3.2	<i>CURRENT PRODUCT GROUP EXCEPTIONS</i>	6
1.3.3	<i>DSD (DIRECT STORE DELIVERY)</i>	6
2	UNFI DATA SYNCHRONIZATION INFORMATION	7
2.1	PRIMARY DATA SYNCHRONIZATION CONTACT	7
2.2	ONLINE SUPERVALU DATA SYNC INFORMATION.....	7
2.3	GLN LIST DOCUMENT	7
3	STEPS TO BEGIN SYNCHRONIZING WITH SUPERVALU	8
3.1	LOAD YOUR ITEM DATA	8
3.2	FILL OUT OUR TRADING PARTNER FORM.....	8
3.3	SYNCHRONIZE EXISTING ITEMS (USING PUBLICATION TYPE "INITIAL LOAD")	8
3.3.1	<i>AUDIT MODE</i>	9
3.3.2	<i>READY TO PUBLISH</i>	9
4	CIC RESPONSES.....	10
5	ATTRIBUTE REQUIREMENTS	11
5.1	ORDERABLE AND CONSUMER UNIT FLAGS	11
5.1.1	<i>ORDERABLE UNIT</i>	11
5.1.2	<i>CONSUMER UNIT</i>	11
5.2	TI/HI INFORMATION	11
5.2.1	<i>TI/HI</i>	12
5.2.2	<i>NONGTINPALLET TI/HI</i>	12
5.3	PRODUCT TYPE	12
5.4	PACK QUANTITY.....	12
5.5	FULL ATTRIBUTE LIST.....	12
6	GTIN ALLOCATION	13
6.1	GTIN ALLOCATION RULES	13
6.2	NEGATIVE IMPACTS OF GTIN VIOLATIONS	14
7	PRIVATE LABEL	15
7.1	VENDORS WHO SHOULD BE PARTICIPATING	15
7.2	OBTAINING CORRECT GTINS	15
7.3	SPECIFY THE CORRECT GLN OWNER.....	15
7.4	NON-SUPERVALU PRIVATE LABEL OR GENERIC ITEMS	15
8	ENTERPRISE ITEM MANAGEMENT.....	16
8.1	DELETE PUBLICATIONS.....	16
9	ADDITIONAL INFORMATION	17
10	FREQUENTLY ASKED QUESTIONS	18
10.1	LOADING ITEM DATA.....	18
10.2	FILLING OUT THE TRADING PARTNER FORM	18
10.3	SYNCHRONIZING EXISTING ITEMS (USING PUBLICATION TYPE "INITIAL LOAD").....	18

1 OVERVIEW

1.1 PURPOSE

This document is intended to be used by vendors who will be electronically synchronizing **existing product data** through the Global Data Synchronization Network (GDSN®).

If you are looking for specific direction on how to create new items through data sync, please reference the New Item Create Implementation Guide for more specific information.

Global Data Synchronization is the electronic transfer of standardized product information between Trading Partners, and the continuous synchronization of that data over time.

1.2 BENEFITS

As part of UNFI's continuing focus to improve supply chain efficiencies, UNFI has worked with other retailers and suppliers to help build the GDSN. Data synchronization provides tangible benefits for retailers and suppliers:

For Retailers:

- Improves processes at all points of the supply chain
- Drives efficiencies in internal logistics
- Reduces costs within the supply chain

For Suppliers:

- Increases speed-to-shelf for new items
- Decreases invoice deductions
- Improves outbound logistics processes

For Both:

- Enables real time updates for item maintenance
- Eliminates hand keying for creation and maintenance of items
- Facilitates the accuracy of product data
- Enables an electronic review and approval processes
- Reduces out-of-stocks
- Reduces shelf-tag and checkout errors in stores
- Encourages standardization of product data
- Builds the foundation for electronic collaborative commerce

1.3 TRADING PARTNER EXPECTATIONS

1.3.1 PRODUCT GROUPS EXPECTED TO BE PARTICIPATING NOW

All UNFI Conventional suppliers in the **Grocery, Dairy, Frozen, General Merchandise, Health and Beauty Care** should be publishing product information via data synchronization. Suppliers in other departments with items packaged with a UPC should also participate.

1.3.2 CURRENT PRODUCT GROUP EXCEPTIONS

Suppliers of commodity and random weight items in fresh produce, floral, meat, seafood, and deli aren't required to participate at this time. Seasonal vendors are also not required to participate. **Regardless of the product division, vendors who supply items manufactured and packaged with a UPC are being asked to comply with this program.**

1.3.3 DSD (DIRECT STORE DELIVERY)

SUPERVALU's initial focus has been on Supply Chain operations and warehouse items, but DSD suppliers should also synchronize current active items as well.

2 UNFI DATA SYNCHRONIZATION INFORMATION

2.1 PRIMARY DATA SYNCHRONIZATION CONTACT

Name: Gabriel Boehme

Email: DataSync@unfi.com

- Since we're a very small team supporting hundreds of vendors, we can't provide you with a phone number to call.
- Please first try to communicate your question or issue to us via email, and if necessary we can then set up a conference call date & time to discuss it further.

2.2 ONLINE SUPERVALU DATA SYNC INFORMATION

Please see SUPERVALU's [Landing Page](#)¹ for additional information about data synchronization. SUPERVALU'S Trading Partner Form can be completed online.

2.3 GLN LIST DOCUMENT

SUPERVALU has multiple GLNs to publish to – please visit our [Landing Page](#)² to obtain the most current version of our GLN List document.

The information in our GLN List (specifically the GLN names) should match the GLN information you see in your Solution Provider's system – if not, please email DataSync@unfi.com.

- **Note:** All of your items should be sent to each individual DC that carries those items for synchronization to be successful.
- **Note:** SUPERVALU locations not listed in our GLN List document are not participating in Data Sync at this time.

¹ <https://1worldsync.com/unfi>

² <https://1worldsync.com/unfi>

3 STEPS TO BEGIN SYNCHRONIZING WITH SUPERVALU

3.1 LOAD YOUR ITEM DATA

Have your accurate item data loaded into your home data pool, and ensure that it's ready for publication.

- Load ALL item levels for your products (Each, Inner Pack, Case, Pallet).
 - Use the appropriate Product Type to identify each of your GTINs.
 - We're particularly looking for Inner Pack GTINs to be defined for items which have natural inner packs, see section [5.4](#) for more details.
 - At a minimum, your publications should specify two GTINs per item – an orderable unit (such as the case) and a consumer unit.
- Be sure your "orderable unit" and "consumer unit" flags are set correctly.
 - These flags determine how your items are created and synchronized in our system – see section [5.1](#) for more details.
- The pack quantity in our system will need to match the pack quantity you've specified with the GTIN hierarchy in your publication. (see section [5.4](#))
- Contact your data pool for any education you may require to complete these steps.

Please refer to Section [11.1](#) for Frequently Asked Questions about Loading Item Data.

3.2 FILL OUT OUR TRADING PARTNER FORM

Complete our Trading Partner Form. You'll need to provide:

- Your Information Provider GLN and SUPERVALU vendor number.
 - If you have more than one GLN or vendor number, please provide this information in the "Additional Comments" box.
 - Email addresses and phone numbers for your Data Synchronization contacts (both a primary, secondary contact and sales rep for your company).
 - The name of your Solution Provider, and the GDSN data pool you're subscribed to.
- **Note: You will NOT receive a GLN subscription (CIS) from us!** Supervalu is already subscribed to the GDSN in a way that allows us to receive your publications without a direct GLN subscription. Instead of subscribing to your GLN, we use it to set you up in our system for Data Sync.

Please refer to Section [11.2](#) for Frequently Asked Questions about the Trading Partner Form.

3.3 SYNCHRONIZE EXISTING ITEMS (USING PUBLICATION TYPE "INITIAL LOAD")

Once SUPERVALU has received your completed Trading Partner information, we will contact you by email and guide you through the process of synchronizing to your existing items in our system.

- **Important:** Always use the **Initial Load** publication type (not New!) any time you're synchronizing to items which already exist in our system!

3.3.1 AUDIT MODE

We will guide you through our Audit Mode, where you'll need to publish a limited number of GTINs as Initial Load to one of our GLNs in production.

- We will email you with the items we want you to publish, and the GLN we want you to publish them to.
 - During Audit Mode, the production data in our system won't be updated by your publications – it will simply be presented to us for review
- Once we've received the requested publications, we'll review our system and let you know if they were successful, or if there are issues we need to work through.

3.3.2 READY TO PUBLISH

Once you've passed Audit Mode, we'll send you a spreadsheet showing all the items in our system we need you to publish to us as Initial Load, along with the SUPERVALU GLNs you'll need to publish them to.

- 1. As shown in Section [2.3](#) of this document, we have multiple GLNs you'll need to publish to.**
 - The spreadsheet report we send you will specify the SUPERVALU GLNs in an "SV GLN" column, so there's no ambiguity about where you need to publish your items.
 - Even if you don't ship directly to the locations listed on the report, your items are still carried in those locations, so you will need to publish them to us there.
 - Note that publications to our top-most GLN, or our region GLNs, will **not** reach our system. Only the GLNs provided in the table in Section [2.3](#) are valid publication targets – please work with your Solution Provider if you are not finding all of the needed GLNs in their system.
- 2. Publish your items from the top-most GTIN of your item hierarchy**
 - Typically, this means the Pallet GTIN
 - Our system uses the "orderable unit" attributes to determine which GTINs to attempt to synchronize to our system
 - Our system also uses the "consumer unit" attribute and Barcode Type to find the consumer unit and calculate the appropriate pack sizes from there
- 3. We will provide feedback in two ways:**
 - CIC responses – See [Section 4](#) below.
 - Updated spreadsheet reports.

Please refer to Section [11.3](#) for Frequently Asked Questions about Synchronizing Existing Items.

4 CIC RESPONSES

The table below shows the possible CIC responses when trying to synchronize existing items. Our system sends out CIC responses each weekday morning for the previous day’s publications.

<u>CIC STATE</u>	<u>STATUS</u>	<u>RESPONSE/ACTION</u>
<u>RECEIVED</u>	New item was created in our system	You published your item to us as “New”, instead of “Initial Load” – contact SUPERVALU to resolve.
<u>REJECTED</u>	Item not found, or you’re not set up in the SV system	Contact SUPERVALU – most likely, your orderable GTIN does not match the GTIN/UPC in our system.
<u>REVIEW</u>	Item did not synchronize with our system due to an issue	You’ll need to review the item and possibly work with SV to address the issue.
<u>REVIEW – Division Not Found</u>	Item was found, but not at this specific location	No action needed, unless the item in question really is set up at the location in question. (Please refer to the spreadsheet report provided to you by the SUPERVALU Data Sync team.)
<u>REVIEW – Pack Different</u>	Item was found, but the pack size in the SV system didn’t match	May indicate a pack mismatch or miscalculation (see section 5.4), or may also indicate that sync is taking place at the wrong GTIN level (see sections 5.3 and 5.4). Note that this message may also be returned in “Division Not Found” situations.
<u>SYNCHRONIZED</u>	Item has been successfully updated in SV system at this location	

5 ATTRIBUTE REQUIREMENTS

SUPERVALU is using Data Sync to drive a wide variety of systems and functionality, including:

- Buying, warehousing and transportations systems
- Retail pricing, shelf schematics and point of sale systems
- Consumer-facing notification (such as shelf labels, nutritional labeling)
- Regulatory compliance (such as SNAP, WIC, tax, deposits, CRV)

These attributes are of strategic importance to the initial load process. This is by no means a full list of attributes that you must send during the initial load onboarding.

- **Note:** There are other attributes of strategic importance in the New Item Create Implementation Guide. Please review those as well so you are prepared to create new items through GDS.

5.1 ORDERABLE AND CONSUMER UNIT FLAGS

SUPERVALU's system uses the `isConsumerUnit` and `isOrderableUnit` flags, in conjunction with other attribute values, when determining how to create new items and synchronize to existing items. You'll want to be sure your GTINs are flagged appropriately before sending your publications.

5.1.1 ORDERABLE UNIT

- GTINs flagged with `isOrderableUnit = true` are used to create or synchronize to corporate codes in the SUPERVALU system.

5.1.2 CONSUMER UNIT

- In order to identify consumer unit GTINs, our system uses the following criteria:
 - `isConsumerUnit = true`
 - `productType = EA` or `PK`
 - `dataCarrierTypeCode` specifies a barcode type that's scannable at retail:
- The `dataCarrierTypeCode` values we're looking for would be any value which starts with the following characters:
 - `UPC_`
 - `EAN_`
 - `GS1_DATABAR_`

5.2 TI/HI INFORMATION

The TI/Hi information is used to indicate how your products are arranged on the pallet.

- It is vital that this information is provided at the time of new item creation – failure to provide these attributes will delay new item setup and slow your speed-to-shelf.
- These values **must** be correct and accurate – procurement of your product can be severely impacted if these values are incorrect.

It is important to understand when to use the different types of Ti/Hi attributes.

5.2.1 TI/HI

These attributes should be sent only at the pallet GTIN level – we prefer to receive pallet GTINs whenever possible. These attributes specify how the cases/displays it contains are palletized.

- *If you aren't publishing a pallet GTIN, don't use these attributes!*

5.2.2 NONGTINPALLET TI/HI

Send these attributes at the case/display GTIN level when a pallet GTIN is not specified. These attributes indicate how the case/display itself will be palletized.

5.3 PRODUCT TYPE

Trading partners are required to publish unique GTINs for all applicable levels of the item hierarchy (such as each, inner pack, case, and pallet). SUPERVALU captures the item attributes published for each level of the item hierarchy, and depending on publication type either creates or synchronizes to the item data in our corporate item database.

PUBLISHING PALLETS AND INNER PACKS

For all standard pallets, we expect you to assign and publish through the GDS network. Likewise, suppliers should also assign GTINs to inner packs and publish these in the proper hierarchy through the GDS Network.

5.4 PACK QUANTITY

The pack quantity in the SUPERVALU system is currently calculated based on GTINs flagged as orderable & consumer unit, as noted in section 5.1 above.

- For example, if an orderable-flagged case GTIN contains quantity 8 of a consumer unit-flagged each GTIN, then our system would calculate the pack quantity as 8.

When multiple consumer unit GTINs are present, the highest-level consumer unit GTINs are used when calculating pack quantity.

- For example, if an orderable case GTIN contains quantity 6 of a consumer unit inner pack GTIN, which contains quantity 12 of a consumer unit each GTIN, the SUPERVALU system will calculate the pack as **6**, rather than 72 (6 x 12), since the inner pack GTIN is above the each GTIN, and is the highest-level consumer unit specified.
- As a result of this system logic, there may be certain kinds of items which cannot sync with the SUPERVALU system at this time. If you believe your items are impacted by this, please work with the SUPERVALU Data Sync team to discuss how to proceed.

5.5 FULL ATTRIBUTE LIST

Please visit [UNFI's Landing Page](#)³ to review the Attribute List document, which lists all of the attributes we're looking for, along with our required timelines for the listed attributes.

³ <https://1worldsync.com/unfi>

6 GTIN ALLOCATION

6.1 GTIN ALLOCATION RULES

SUPERVALU closely adheres to the industry standards for Global Trade Item Numbers (GTINs). These standards have been developed by leading industry retailers and suppliers around the globe. We expect all of SUPERVALU's suppliers to follow these industry standards.

We have modeled our item set up business processes following industry standards. We will need vendors to **create a new item** whenever the following item changes occur:

- **Declared Net Content Changes**
 - Any change in the declared net content (size) of an item requires the assignment of a new consumer GTIN/UPC. For example, if a bottle of shampoo changes from 16.8 fluid ounces to 16.6 fluid ounces, the new bottle must have a different GTIN/UPC assigned. In addition, any shipping/packaging configuration (inner pack, case, pallet, display, etc.) that contains this item must also be assigned a new GTIN/UPC.
- **Case Pack Quantity Changes**
 - If the case pack changes a new GTIN/UPC at the case level must be assigned. The consumer unit does not need a different GTIN/UPC assigned as long as it is not changing. Any shipping configurations (pallet, display, module, etc.) that contain this case must also have a new GTIN/UPC assigned.
- **Inner Pack Quantity Changes**
 - If the inner pack quantity changes a new GTIN/UPC must be assigned. The consumer unit does not need a different GTIN/UPC assigned as long as it is not changing. Any shipping configurations (case, pallet, display, module, etc.) that contain this case must also have a new GTIN/UPC assigned.
- **Major Seasonal Packaging Changes**
 - If a consumer unit is sold with major packaging differences for a season (for example candy with Christmas wrap changes to valentines wrap, etc.) the product needs to have a unique consumer GTIN assigned for each season. In addition, any shipping/packaging configuration (inner pack, case, pallet, display, etc.) that contains this item must also be assigned a new GTIN/UPC.
- **Mixed Module/Component Changes**
 - If the components of a module, pallet, display, case or inner pack are changed the unit must be assigned a new GTIN/UPC.
- **Significant Case Weight or Dimensional Changes**
 - We will assign a new SUPERVALU item code whenever a supplier makes packaging changes at the case level that exceed a 5% tolerance on weight or any of the dimension parameters, even when the net content of the consumer unit is not changing. We ask that all suppliers assign a new GTIN at the case level to allow for accurate tracking throughout the supply chain. Changes of more than 5% without a new GTIN prevent your items from being received in our automated facilities until the old item has been removed from the system.

6.2 NEGATIVE IMPACTS OF GTIN VIOLATIONS

Suppliers who do not follow these industry standards create significant additional cost and business disruption to SUPERVALU throughout the entire supply chain. Since these product changes frequently transition over lengthy periods and timing can vary by geographies, it becomes an unmanageable and expensive process to control, without the correct assignment of a new GTIN.

Additional costs created by not following these industry standards include:

- Procurement inefficiencies due to incorrect product specs
- Transportation inefficiencies due to weight and dimension inaccuracies
- Receiving errors and potential product refusal as it does not match our purchase order specifications
- Severe warehouse inefficiencies in our fully automated facilities. Without a separate GTIN created, your items can be severely damaged by the mechanization and items kicked out and not shipped due to exceed system tolerances. This may cause you lost sales on these items. In addition, we may require you to remove all old inventory from our automated warehouses prior to shipping the item the new specifications, which can also lead to lost sales during the transition period.
- Planogram inaccuracies and inefficiencies
- Inaccurate shelf tags identifying product size, causing consumer confusion, which can lead to lost sales
- Unit pricing errors on shelf labels leading to potential fines (regardless if it is a size increase or decrease) from regulatory agencies and additional consumer confusion and frustration
- Self-service scanner issues that use product weight to validate purchases matched scanned items

SUPERVALU's business processes have been developed following the industry standards to ensure we accurately manage the change process around item changes. Serious complications may arise if your company does not adhere to these procedures around GTIN assignment.

Other GTIN allocation rules apply – please refer to the GS1 [GTIN Allocation Rules](#).⁴ You can also contact your solution provider or data pool for more information.

⁴ www.gs1.org/gtinrules

7 PRIVATE LABEL

7.1 VENDORS WHO SHOULD BE PARTICIPATING

SUPERVALU is actively synchronizing item data with single sourced store brand suppliers. If your company is the single source for store brand items you sell to us, we expect you to implement data synchronization.

SUPERVALU is also looking to do data sync when multiple suppliers for produce store brand items for us. Please be sure to contact DataSync@unfi.com prior to publishing these items.

7.2 OBTAINING CORRECT GTINS

For either group, you should **not** be generating the GTINs for private brand items yourself, nor should you rely on the accuracy of the spreadsheet reports we send you.

Instead, you should be reaching out to Lori Runyon (Lori.A.Runyon@unfi.com) to obtain your private label GTINs.

Be sure to obtain unique GTINs for **all** levels of your item hierarchy – pallet, case, inner pack, and each.

7.3 SPECIFY THE CORRECT GLN OWNER

Prior to publishing SUPERVALU private label items, be sure that SUPERVALU is specified as the Brand Owner of those GTINs. The Brand Owner GLN for Supervalu is **004113000003**.

7.4 NON-SUPERVALU PRIVATE LABEL OR GENERIC ITEMS

For private label or generic brand items where SUPERVALU is **not** the brand owner (such as, for example, IGA items), you'll need to obtain the correct GTINs from the brand owner company.

8 ENTERPRISE ITEM MANAGEMENT

The Enterprise Item Management (EIM) teams can assist you with item data maintenance which cannot be handled via Data Sync. Typically, these changes involve:

- Case UPC corrections (in response to “invalid case UPC in SV system” messages)
- Pack size corrections

Your sync report provided by Supervalu will have a SV sync status column, letting you know if any action is needed from you to reach out to this department.

Different item product groups have different email addresses, see table below.

Use this email address...	...for these product types:
EIM_Centerstore_GFD@unfi.com	Edible Grocery, Beverage
EIM_Fresh@unfi.com	Produce, Bakery, Deli, Frozen Foods, Dairy, Meat
EIM_HW_Nonfood@unfi.com	General Merchandise, Seasonal, Health & Beauty Care, Non Edible Grocery

8.1 DELETE PUBLICATIONS

SUPERVALU does not process delete or Hierarchy Withdraw publications. If you try to publish an item as a delete in order to delete it from our system, nothing will happen. If a change to the item needs to take place, please reach out to the proper Enterprise Item Management team.

9 ADDITIONAL INFORMATION

“INITIAL LOAD” VS. “NEW” PUBLICATION TYPES

The distinction between "Initial Load" and "New" publication types is CRITICALLY important to understand correctly, as this is the difference between synchronizing to existing items vs. creating new ones:

- Use "Initial Load" ONLY when you intend to sync to an item SUPERVALU already carries in one or more locations. (Think of this as "Existing Load".)
- Use "New" ONLY when you intend to create a new item which does not yet exist anywhere in SUPERVALU's system. Please see the New Item Create Implementation Guide for more information on this type of publication.

It can cause significant problems when the wrong publication type is sent for what you're trying to accomplish.

DAILY PUBLICATION LIMIT

To ensure that SUPERVALU can manage the data effectively and in a timely manner, limit the number of SUPERVALU GLNs you publish to per day when publishing or refreshing a large number of items. If you have more than 100 items to publish to us at once, please contact us first!

MARKET GROUPS

Market Groups provide a convenient way of publishing to a group of GLNs all at once. Your publication will be copied and sent to each of the GLNs within that Market Group, and you will receive CIC responses from each of those GLNs individually.

If you are using 1WorldSync, you can use the pre-defined Market Groups created and maintained by SUPERVALU. If you're working with another 1WorldSync-affiliated solution partner, you may have to set up the Market Groups yourself.

- Market Groups are **not** GLNs! The Market Group's name is what you would publish to. It may be helpful to think of Market Groups as similar to mailing lists. A mailing list is not someone's email address, it does contain recipient email addresses. Likewise, a Market Group is not a GLN, but it does contain recipient GLNs.

10 FREQUENTLY ASKED QUESTIONS

10.1 LOADING ITEM DATA

1. *I'm running into errors preventing me from publishing my items to you. Can you help?*

Please work with your Data Pool or Solution Provider on these kinds of issues - we're not able to provide any assistance until you're able to successfully publish your items to us.

2. *I don't have DC-specific data to publish to you. Is there just a single GLN I can publish to instead?*

No. Our system is configured to synchronize at the DC level, so we do need to receive your publication data at each DC where your items are carried.

10.2 FILLING OUT THE TRADING PARTNER FORM

1. *I have more than one GLN, or more than one vendor number. How should I provide this information to you?*

Contact us by email. We'll send you a spreadsheet that will allow you to specify how your GLNs and vendor numbers should be cross-referenced to one another. If you have more than one vendor number to cross-reference to a GLN, you'll also need to specify which vendor number should be the "primary" cross-reference.

10.3 SYNCHRONIZING EXISTING ITEMS (USING PUBLICATION TYPE "INITIAL LOAD")

1. *Why won't your system synchronize with the publications I'm sending you?*

Common issues which can prevent successful synchronization include the following:

- Your orderable GTIN doesn't match our case UPC - if our case UPC is in error, you'll need to work with the appropriate [Enterprise Item Management \(EIM\)](#) group to request fixes.
- Your pack quantity doesn't match the pack quantity in our system - if our pack quantity is in error, you'll need to work with the appropriate Enterprise Item Management group to request fixes.
- Your "orderable" flag isn't set correctly - if the GTIN you're expecting to sync to our system isn't flagged as "orderable", you will need to change this before it will sync to us.
- Your publication wasn't actually sent to our system - you may need to perform a "publication republish" to get your Initial Load publication to be truly re-sent to our system.

If you've investigated these options and have items which still aren't synchronizing, please use the "vendor feedback" column of the spreadsheet report we sent you, to specify which orderable GTINs you expected to sync to the listed items. That will give us a clear starting point to use when investigating why those items didn't sync.

2. *Why did you reject my publications?*

Our system didn't find any case UPCs in our system matching the GTINs you flagged as "orderable unit". Double-check that you've correctly flagged your orderable GTINs, and verify that the GTIN you expected to sync to our system matches the case UPC on the report we sent you.

3. *The [case UPC / pack size] in your report is wrong, how do I fix this?*

Contact EIM to request these fixes. Be sure to provide them with documentation (such as a price list, item specification sheet, or product images) showing both case and consumer UPC, as well as pack and size.