

USAID GLOBAL HEALTH SUPPLY CHAIN PROGRAM

PROCUREMENT AND SUPPLY MANAGEMENT

DATA SYNCHRONIZATION FREQUENTLY ASKED QUESTIONS (FAQS)

Version 1.0, November 2017



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ACRONYMS

CIC	Catalog Item Confirmation
CIN	Catalog Item Notification
EDI	electronic data interchange
FAQ	frequently asked question
IT	information technology
GDSN	Global Data Synchronization Network
GHSC	Global Health Supply Chain
GLN	Global Location Number
GTIN	Global Trade Item Number
MIS	management information system
MO	Member Organization
PSM	Procurement and Supply Management
RHSC	Reproductive Health Supplies Coalition
UNFPA	United Nations Population Fund
USAID	U.S. Agency for International Development

REVISION HISTORY

Date	Version No	Description of Change	Author
08 Nov 17	1.0	Initial Document	K. Roche

FREQUENTLY ASKED QUESTIONS (FAQS)

This document is a compilation of questions received, and their associated answers, relative to the GHSC-PSM data synchronization initiative. It pertains to suppliers that want to synchronize data with GHSC-PSM.

GENERAL DATA SYNCHRONIZATION QUESTIONS

1. What is Data Synchronization?

Data synchronization is the electronic transfer of product information between trading partners and the continuous synchronization of that data over time. The GSI Global Data Synchronization Network™ (GDSN®) is a synchronization method for GSI-standards based data is that is exchanged via a central global repository known as the GSI Global Registry®.

Product information is referred to as “attributes” in the GDSN. Attributes are defined by the supplier (e.g., Global Trade Item Number® (GTIN®), size, weight, height, brand). There are over 3,000 item attributes available in the GDSN.

2. What is the Global Data Synchronization Network (GDSN)?

The GDSN is an automated, standards-based global environment that enables secure and continuous data synchronization of product information. This allows all trading partners to have consistent item data in their systems at the same time, ensuring that all parties in the supply chain are working with the same data. The GDSN helps to save time and money for all organizations by eliminating steps to correct inaccurate data. The GDSN is comprised of the GSI Global Registry® and a network of interoperable, certified data pools that enable data synchronization aligned with the GSI system of standards.

More information on the GDSN can be found here: <https://www.gsi.org/gdsn>

3. What are the benefits of synchronizing data through the GDSN?

There are several benefits to data synchronization, including:

- Reduces data errors between trading partners;
- Allows for real-time item attribute maintenance and updates;
- Ensures logistics information including size, dimensions, and weight are accurate and received at the each, case, warehouse pack, and pallet levels;
- Provides accurate, standards-based, synchronized data that reduces inefficiencies in the supply chain;
- Enables accurate data exchange from many data sources to many recipient parties with a single entry.

4. What is a GSI Company Prefix?

A GSI Company Prefix is a globally unique number assigned to companies by GSI Member

Organizations (MOs). The GSI Company Prefix serves as the foundation for every GSI identifier created, like a GTIN or a GLN.

More information on how to obtain a GSI company prefix can be found here:

<https://www.gsl.org/company-prefix>

5. What is a GLN?

GLN is an acronym for “Global Location Number” and refers to the globally unique GSI identification number for legal entities, functional entities, and physical locations. Supply-side trading partner locations generally include corporate headquarters, regional offices, warehouses, plants, and distribution centers. Demand-side trading partner locations generally include corporate headquarters, divisional offices, stores, and distribution centers. GHSC-PSM’s GLN for our corporate headquarters is **0858939007009**.

More information on the GLN can be found here: <https://www.gsl.org/gln>

6. What a GTIN?

GTIN is an acronym for “Global Trade Item Number” and refers to the globally unique GSI identification number for trade items (i.e., anything that can be priced, ordered, or invoiced in the supply chain).

More information on the GTIN can be found here: <https://www.gsl.org/gtin>

7. Is data synchronization an Information Technology (IT) function?

Data Synchronization is a business process that uses technology to enable implementation. For a successful implementation, it is recommended to have executive sponsorship and technology resources allocated to this program.

8. Is data synchronization just another term for Electronic Data Interchange (EDI)?

No. EDI is used in the transmission of e-business transactions, whereas data synchronization is the electronic transmission of standardized product master data.

9. Does my sales team need to be involved with data synchronization?

Yes. The sales team plays an important role in the success of this process. For example, for new items to be submitted to GHSC-PSM, the sales person would communicate with their data synchronization contact to submit the new item information to GHSC-PSM via GDSN.

10. What is the Global Product Classification (GPC) code?

Global Product Classification (GPC) is the GSI product classification scheme. It is a 'flat' classification system based on attributes and values. A GPC code is an 8-digit number that represents a product classification. A GPC code is a required element of the GDSN.

If you need a list of GPC codes, contact your data pool. To request a GPC code to be added to the GDSN standards, work with your data pool to submit a change request to GSI.

GSDN-CERTIFIED DATA POOLS AND SOLUTION PARTNERS

11. What is a data pool? What is a GDSN-certified data pool?

A data pool is an entity that provides data synchronization services and a single point of entry to the GDSN. Data pools must be certified by GSI to operate within the GDSN. Data pools interoperate with the GSI Global Registry® and each other. IWorldSync is an example of a GDSN-certified data pool.

For questions on how to choose the right data pool for your organization, please refer to the GSI website: <https://www.gsi.org/gdsn>

12. Where can I find a list of GDSN-certified data pools?

The GSI website has a list of GDSN-certified data pools with contact information, which can be found here: <http://www.gsi.org/gdsn/certified-data-pools>

13. How much does implementing data synchronization cost?

Different GDSN-certified data pools operate on different cost models, so we recommend you reach out to one or more data pools for more information. The GSI website has a list of GDSN-certified data pools with contact information, which can be found here: <http://www.gsi.org/gdsn/certified-data-pools>.

IWORLDSYNC

14. Who is IWorldSync?

IWorldSync is a GDSN-certified data pool and works closely with GHSC-PSM in implementing its data synchronization initiative. A subsidiary of GSI US and GSI Germany, IWorldSync supports and works with over 16,000 companies of all sizes. GHSC-PSM uses the IWorldSync Data Pool Solution for its GDSN services.

To learn more about IWorldSync and its services, visit www.iworldsync.com or call +1 (866) 280-4013, Option 1.

15. Do I have to sign up with IWorldSync?

You need to select a GDSN-certified data pool to synchronize your company's data via the GDSN. GHSC-PSM uses IWorldSync as a GDSN-certified data pool, but your company can choose any of the GDSN-certified data pools for synchronization.

The GSI website has a list of GDSN-certified data pools with contact information, which can be found here: <http://www.gsi.org/gdsn/certified-data-pools>.

To learn more about IWorldSync and its services, visit www.iworldsync.com, email businessdevelopment@iworldsync.com, or call +1 (866) 280-4013, Option 1.

16. How much does implementing data synchronization cost with IWorldSync?

Use of the GDSN is required in order to participate in the USAID Data Synchronization initiative. For suppliers already participating in a GDSN-certified data pool, data synchronization with GHSC-PSM represents no additional cost. For suppliers not currently leveraging a GDSN certified data pool, a nominal cost will be required for use of the IWorldSync GDSN platform. Visit <http://www.iworldsync.com/subscribe-to-iworldsync/> for more details.

17. What is a IWorldSync Solution Partner?

A Solution Partner is a company that enables supply chain functions through the provision of products and services. A IWorldSync Certified Solution Partner refers to a company that has been certified by IWorldSync to connect to the IWorldSync Data Pool. IWorldSync customers have the option to choose a certified Solution Partner to assist in managing their data synchronization initiative.

For a full list of IWorldSync Certified Solution Partners, visit <http://www.iworldsync.com/web/us/technology-partners> and search for a Solution Partner that meets your needs.

18. Do I have to use a IWorldSync Solution Partner?

IWorldSync provides customers with multiple implementation options to successfully synchronize data with GHSC-PSM. IWorldSync offers implementation tools for customers and has partnered with some of the largest and most well-known companies in the world, including many that suppliers may already be working with today. A supplier can implement with the solution that best fits their needs and requirements.

19. If I have questions and need help to use the IWorldSync Item Management Application – who should I contact?

For questions associated with GDSN or GHSC-PSM's data synchronization initiative please contact IWorldSync Technical Support at technicalsupport@iworldsync.com or +1 (866) 280-4013.

GHSC-PSM DATA SYNCHRONIZATION INITIATIVE

20. Why is GHSC-PSM implementing data synchronization?

GHSC-PSM will be using the Global Data Synchronization Network (GDSN) to receive item information as the basis of our product catalog. This will enable GHSC-PSM to provide USAID-supported countries with the information they need to optimize decision making around order planning, procurement, shipping, and receiving via GHSC-PSM through better data visibility and improved data quality. Synchronized data will allow countries to make the best purchasing decisions when ordering life-saving commodities for health programs across the globe.

21. Are all of GHSC-PSM suppliers required to implement data synchronization via the GDSN?

GHSC-PSM is requiring its supplier partners to implement GSI standards for product identification, labeling, and data exchange – including the submission of all product related content using the GDSN.

22. Will GHSC-PSM share data received through the GDSN with other parties?

GHSC-PSM may make our product catalog, including item information and associated attributes, available to USAID-supported countries and other donor partners, including but not limited to the Global Fund, the United Nations Population Fund (UNFPA), and the Reproductive Health Supplies Coalition (RHSC).

PUBLISHING TO GHSC-PSM

23. Where do I start?

The steps to get started are to visit www.lworldsync.com/customer-page/ghsc-psm and:

- Complete the GHSC-PSM Trading Partner Form.
- Review the GHSC-PSM Data Synchronization Implementation Guide, which will walk you through the implementation process.

24. How does GHSC-PSM Subscribe?

GHSC-PSM will create a subscription for your information provider GLN and relevant Target Markets for your product. All suppliers must submit data to Target Market: Kenya in order for it to be received by GHSC-PSM.

25. Is data synchronization only for existing items that GHSC-PSM carries, or should I publish new items also?

GHSC-PSM requires that you publish all items currently being procured by GHSC-PSM to the GDSN. Additionally, GHSC-PSM is interested in receiving item information pertaining to other items being supplied to relevant markets, such as products not currently being procured but potentially eligible for procurement in the future.

26. Will GHSC-PSM provide a list identifying which of my items are currently in the GHSC-PSM product catalog?

GHSC-PSM requests that you publish all of the items in your catalog. If there are limitations in the data you are able to publish, please contact the GHSC-PSM representative identified in the implementation guide to discuss options of publishing to a specific item list.

27. Is GHSC-PSM checking the “Initial Load” or “New” publication types for incoming Catalog Item Notification (CIN) publications?

Suppliers can use either Publication Type of “New Load” or “Initial Load” when publishing items to GHSC-PSM.

28. When can I expect to see the Catalog Item Confirmation (CIC) Authorization?

You should receive a CIC of RECEIVED within hours of GHSC-PSM receiving your published item(s). A CIC with a state of **“RECEIVED”** means that the data has been received and integrated into GHSC-PSM’s back-end systems but has not been reviewed for accuracy.

At this time, “RECEIVED” is the only message that suppliers can expect to receive from GHSC-PSM unless there is a request to “REVIEW.” As we further mature our GDSN practice, other CIC responses, such as “SYNCHRONIZED” will also be used.

29. I have published my items but they have not shown up as received by GHSC-PSM. What are my next steps?

GHSC-PSM will send out its CIC indicating “RECEIVED” when your entire product line is moved to “production synchronization” status within GHSC-PSM’s internal systems.

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