Navigating Syndigo & Solving Error Messages

We have noticed that Syndigo has updated their system and has automatically generated fields that may not be applicable to your products. With these fields left empty, it is not allowing the products to properly sync with 1 World Sync and therefore schools will not receive your products.
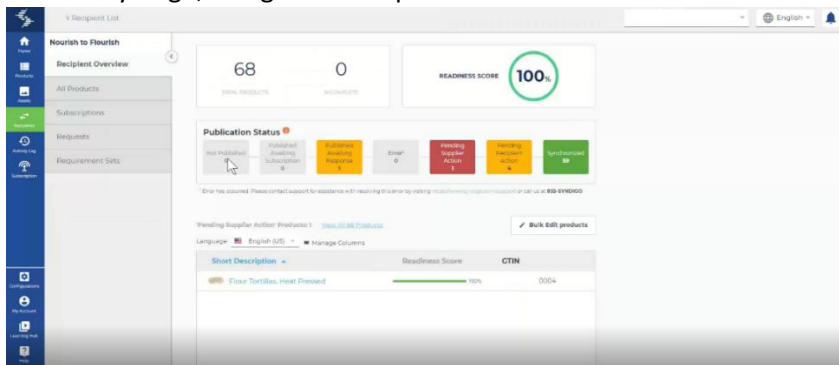
When in Syndigo, even if a readiness score reads at 100%, we may not be receiving all your items. Items that have been received, will be marked as [Synchronized].

To fix this problem, we have worked with our supplier partners to learn the proper steps to find and fix values that may be causing issues.
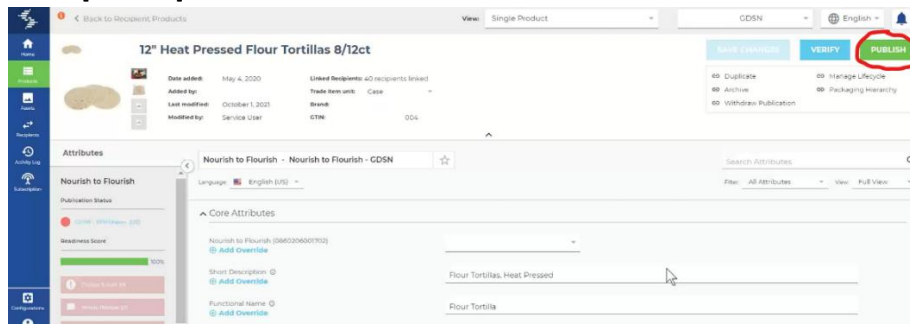
Please note that the issue in this example/guide may not be the same issue or error message that you are experiencing, this is just a guide to show you how to find and remove the error.

Once an issue has been identified, you can follow the steps below. We recommend trying this for up to 5 products at a time until it has proven to work.

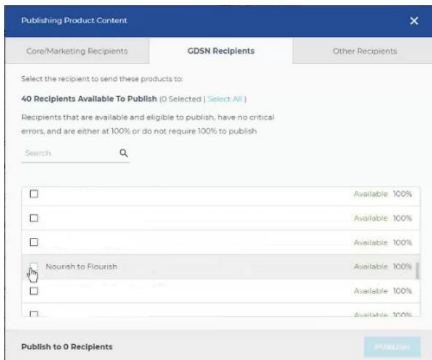1. Once in Syndigo, navigate to recipient Nourish to Flourish:

2. Navigate to the All Products tab, then search the product number or GTIN, and select the item.

3. Select [Withdraw Publication], then select [CIHW-Withdraw], and make a temporary withdrawal.

4. Wait 24-48 hours for the withdrawal to take place.

5. Once the withdrawal has taken place, again Navigate to Nourish to Flourish, then to the All Products Tab, then search the product number or GTIN, and select the item.
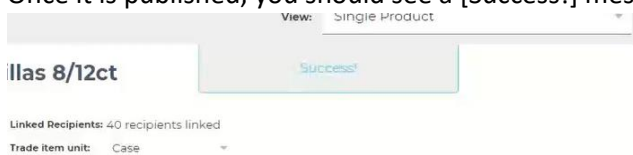
6. Select [Publish]

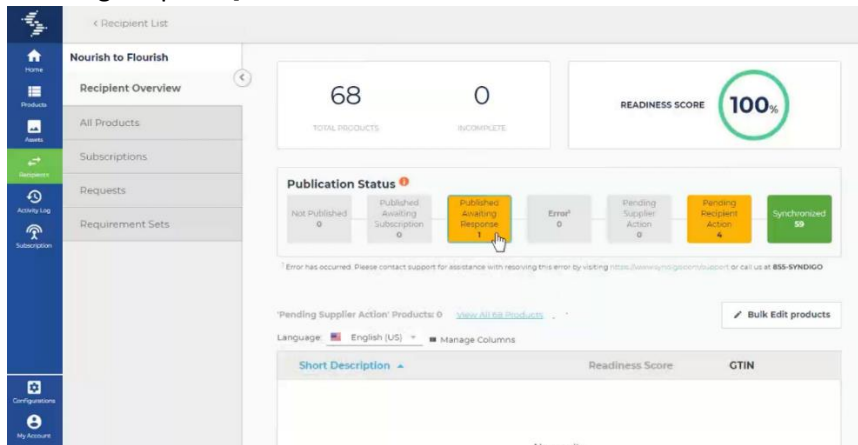7. Select [GDSN Recipients], then [Nourish to Flourish], then [Publish]

   a. *Target Market: United States

8. Once it is published, you should see a [Success!] message appear at the top of your screen.
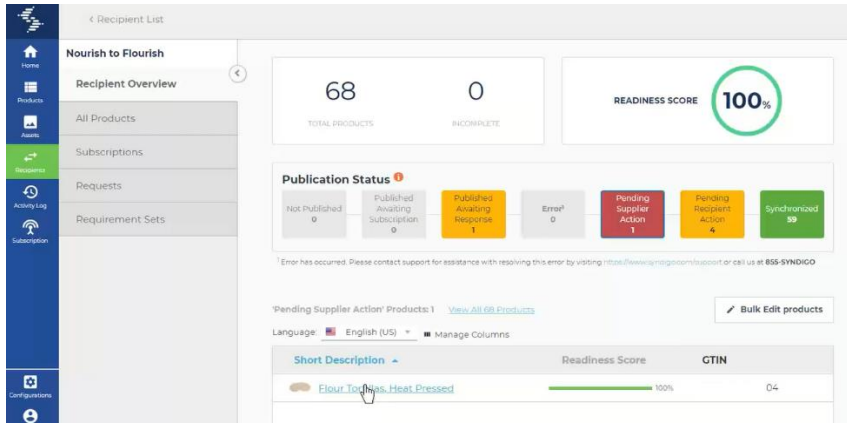

9. Go [Back to Recipient Products], then to [Recipient Overview], the item will appear in the status [Published Awaiting Response]
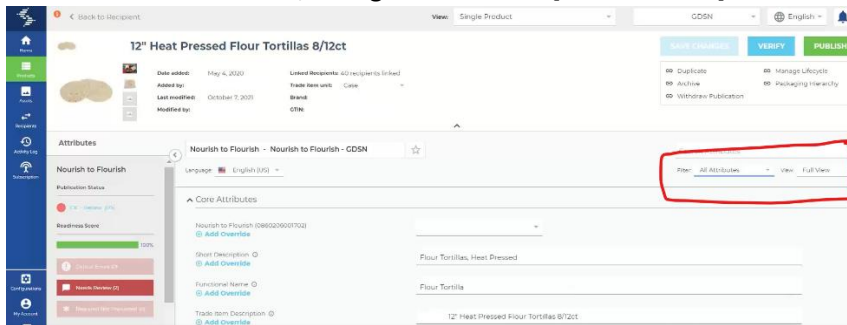

10. After a few moments, the item will either move to [Pending Supplier Action] or [Pending Recipient Action], for items in [Pending Supplier Action]:

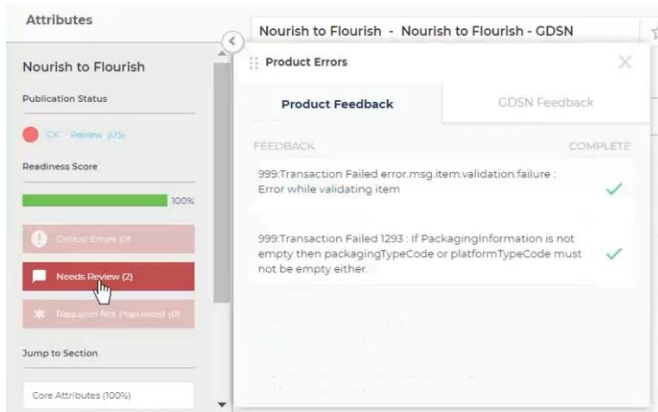11. Select [Pending Supplier Action], then select the item from the list

12. Once on the item screen, change the Filter to [All Attributes] and the View to [Full View]

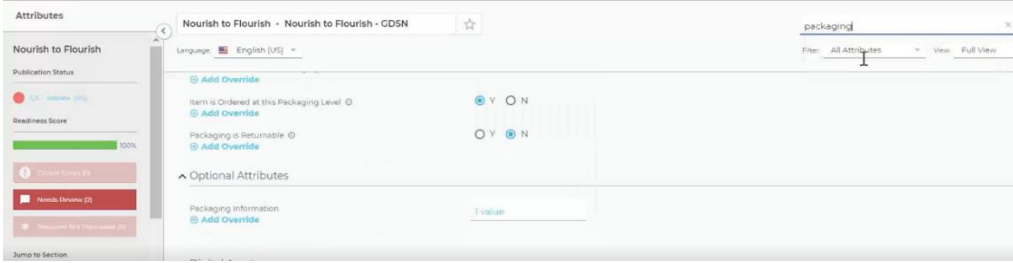13. Select [Needs Review], and this will show any issues with the product.
    a. Please Note: As you can see in the image below, this item had two errors, 1) Failed validation, and 2) A packing error. We believe error #1 is triggered because of error #2. Once we fix error #2, we should be able to publish this item successfully.
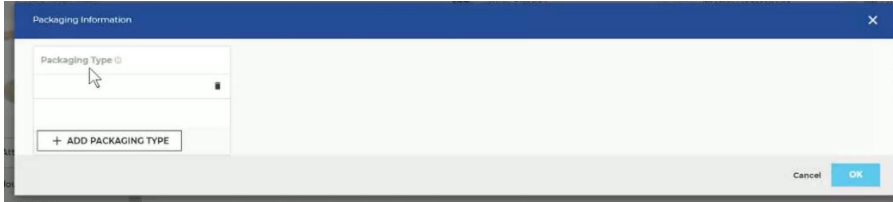

14. Search for the field that is causing the error
    a. *Please note: The error we will show in this guide may not be the same error you are experiencing; this is just a guide on how to find and remove the error*
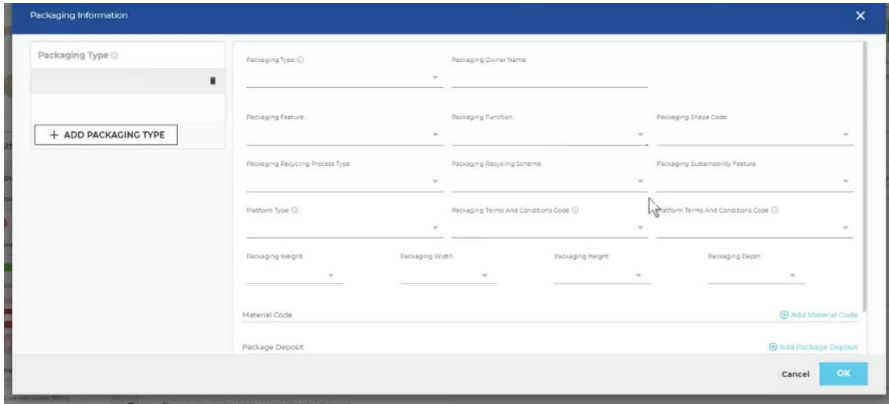
b. In this case, we will search for "packaging" since that is causing the error

15. Select [1 value], or select the value that is causing the issue, then select on the empty space (it may not be empty on your side) next to the trash can to open the value
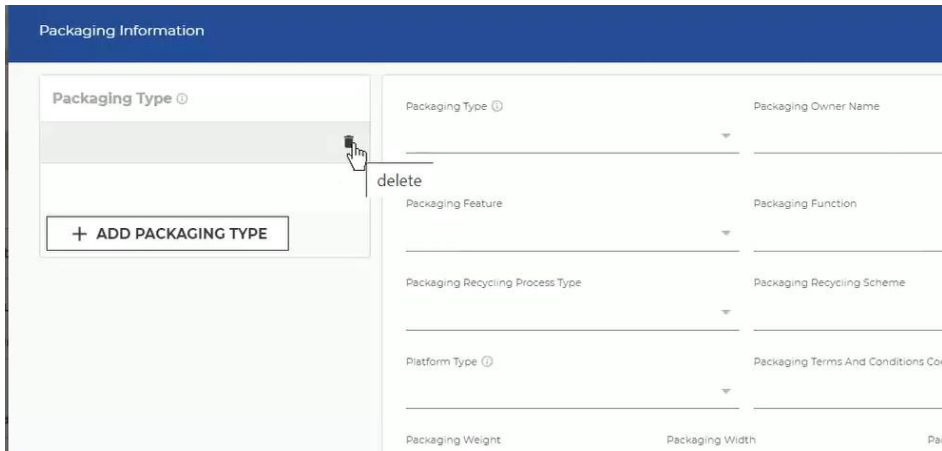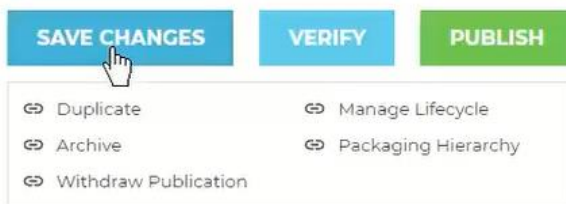

16. Field opened:

17. You can see in the image in step #16, that there are no fields within this value completed. If this value is not needed for your item, then please select the trash can to delete this value.

a. Please note: if this value is needed for the item, then ensure the field is properly completed and saved, so that the error message does not appear again.

18. Once the Value has been deleted, select [Save Changes]
    a. Please note: After saving changes, the error messages may still be present
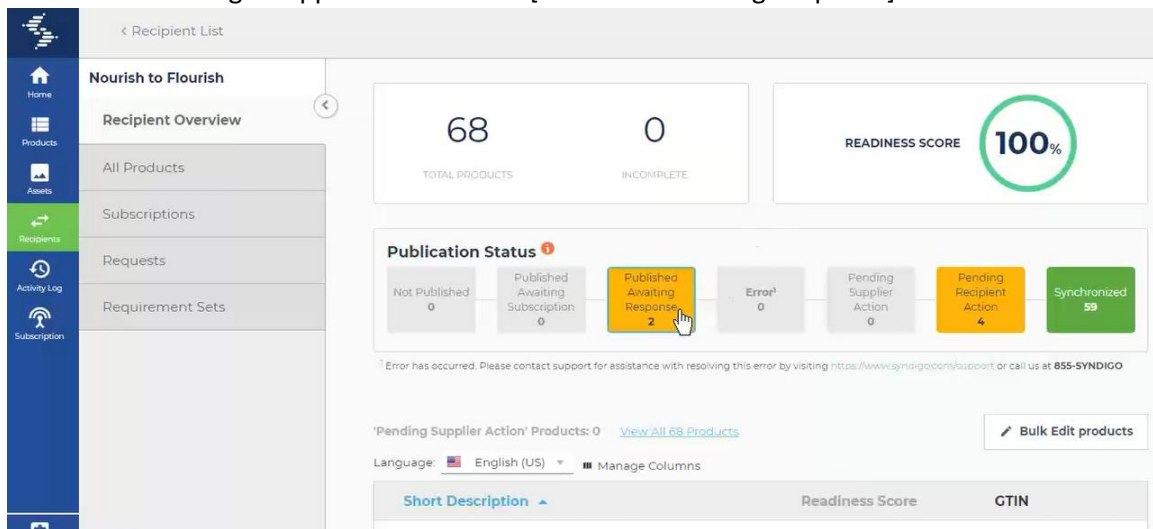

19. Select [Verify]

20. Select [Publish], then select [Nourish to Flourish] from GDSN Recipients, then select [United States] as the target market. Once item is published, a [Success] message will appear.

21. The item will not again appear in the status [Published Awaiting Response]

22. After waiting a few moments, the item will go over to [Pending Recipient Action]. Once the item is in this step, the item should be sent to 1 World Sync and published to us, and we should be able to see the item on our side.

At this point, we can change the item status to [Synchronized]. The item status will only change to [Synchronized] once we set it to [Synchronized] in 1 World Sync, and the systems then communicate.

*Please notify us [Allison Leitner; allison@e-inteam.com] or [Jennifer Frank; jennifer@e-inteam.com] once your items have moved to the [Pending Recipient Action] status. We will need to know how many items are at this status and what their GTINs are.

*Please Note: You may need to follow the steps above for multiple products. We cannot guarantee this will work, so we please ask that initially you only try this for up to 5 items so to not waste your time.