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.

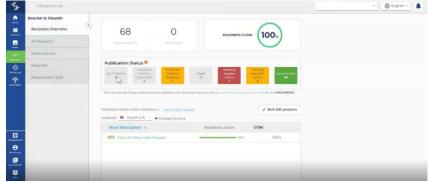
When in Syndigo, even if a readiness score reads at 100%, we may not be receiving all your items. Items that have been received, will be marked as [Synchronized].

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]

14	K Back to Recipient Products	View: Single Product	- CDSN - DEnglish -
	12" Heat Pressed Flour Tortillas 8/12ct		SAVE CHANGES VERIFY PUBLISH
Austa Austa Desparen	Image: Second		60 Duglicate 00 Manage Decycle 60 Archine 00 Packaging Heranchy 60 Vitthdraw Publication
43 Activity Log	Attributes Nourish to Flourish - Nourish to Flourish - GDSN	4	Search Att/ibutes Q
The second second	Nourish to Flourish		Pite: All Attributes + Vew Full View +
	Core Attributes Core Attributes		i
	Restiness Score Nourish to Flourish (0860206001702)	•	
	Stort Description @ Mdd Override	Flour Tortillas, Heat Pressed	6
Carrige and the	Functional Name () Add Override	Flour Tortilla	

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

ublishing Product Content		
Core/Marketing Recipients	GDSN Recipients	Other Recipients
elect the recipient to send these proc	flucts to:	
0 Recipients Available To Publish lecipients that are available and eli rrors, and are either at 100% or do r Search Q	gible to publish, have no critical	
0		Available 100%
D D		Available 100% Available 100%
		Available 100%
		Available 100% Available 100%

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

llas 8/120	ct	Succe	ISS ⁷
Linked Recipients	40 recipients	linked	

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

me.	Nourish to Flourish						-	-
Luces .	Recipient Overview	68		0		READINESS SCO	RE 10	0.
	All Products	TOTAL PROD		INCOMPLETE			C	2
+	Subscriptions							
 D	Requests	Publication	Status 😶	Published			Desident	_
v Log	Requirement Sets	Not Published	Awaiting Subscription	Awaiting Response	Error ^a O	Pending Supplier Action 0	Pending Recipient Action 4	Synchronizer 59
				0 <u>Wew All the Prod</u>		ong nitas (konveryno gador		at 855-SYNDIOC
		Language 📕 Er		Manage Columns				,
		Short Descr	iption 🔺		R	eadiness Score	GTIN	

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

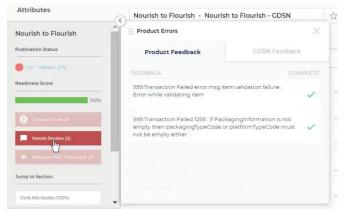
11. Select [Pending Supplier Action], then select the item from the list

Nourish to Flourish							
Recipient Overview			0		READINESS S		0
All Products	TOTAL PROD		BICOMPLETE.				2%
Subscriptions							
Requests	Publication S						
Requirement Sets	Not Published	Published Avaiting Subscription 0	Published Avaiting Response 1	Error ^a O	Pending Supplier Action 1	Pending Recipient Action 4	Synchronized 59
	¹ Error has occurred. Pl	esse contact support f	for assistance with resolu	ving this error by visit	ing https://www.synaig	acomissacort or cell	us at 855-SYNDICO
	'Pending Supplier A	Action' Products: 1	View All 68 Prod	Vitta		/ B	ulk Edit product
	Language: 📕 En	glish (US) = m	Manage Columns				
	Short Descri	iption 🔺		Readi	ness Score	GTIN	

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

1	0 C Back to Recipient	View: Single Product +	GDSN + 🕀 English + 🌲
<u>.</u>	12" Heat Pressed Flour Tortillas 8/12ct		SAVE CRANICLES VERIFY PUBLISH
and the second s	Constantine Constantine		Evploate Bit Manage Lifetyste Bit Manage Lifetyste Bit Auchine Bit Packaging Herein/Dy Withdraw Publication
Bengieres		^	
Coloria Lag	Attributes Nourish to Flourish - Nourish to Flourish - GDSN	\$	Filter All Attributes - View Full View
Subargeor	Putosation Status Core Attributes		
	Readmoss Some Nourish to Flourish (0602200001702) @ Add override		
	Orbit Events Orbit Events	Flour Tortillas, Heat Pressed	
Configurations	Needs Standard (2) Purctional Nerret O Add Override	Flaur Tortilla	
By Accessed	* Insure the record at Trade new Description @ @ Add Overfide	12" Heat Pressed Flour Tortifias 8/12ct	

- 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

Attributes	Nourish to Flourish - Nourish to Flourish - GDSN	4	packaging	×
Nourish to Flourish	Language English (US) =		File: All Attributes + View	Full View
Publication Status	Add Override		*	
🔴 D. Japan (D)	Item is Ordered at this Packaging Level @	ON N		
Readiness Score	Add Override			
100%	Packaging is Returnable (0) (a) Add Override	OY 🖲 N		
Contact Lorens (1)	▲ Optional Attributes			
Needs Peview (2)	Packaging Information	Tvalue		
1 The second first the second second	Add Override			

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

Packaging Information	
Packaging Type ①	
+ ADD PACKAGING TYPE	
	Cancel OK

16. Field opened:

Packaging Type ()	Packaging Type 💭	Packaging Owner Name	
+ ADD PACKAGING TYPE	Reciaging Feature	Deckaping Function	Peckaging Shape Code
	Packaging Recycling Process Type	Packaging Recycling Scheme	Pockaging Suttainability Feature
	Platform Type ③	Packaging Terms And Conditions Code ①	Wattarm Terms And Conditions Code 🔿
	Packaging Weight Pr	ickaging Width Declage	ng Hegnt Packaging Depth
	Material Code		③ Add Material Cod
	Package Deposit		Add Package Depos

- 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.

Packaging Information			
Packaging Type 🛈	Packaging Type 🕃		Packaging Owner Name
		Ψ	
	delete Packaging Feature		Packaging Function
+ ADD PACKAGING TYPE		*	
	Packaging Recycling Process Type		Packaging Recycling Scheme
		Ŧ	
	Platform Type ③	-	Packaging Terms And Conditions C
	Packaging Weight	Packaging Width	1

18. Once the Value has been deleted, select [Save Changes]

a. Please note: After saving changes, the error messages may still be present

SAVE CHANGES	VERIFY	PUBLISH
G Duplicate	\varTheta Mana	ige Lifecycle
🕒 Archive	😁 Packa	aging Hierarchy
G Withdraw Publication		

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]

ff Home	Nourish to Flourish							
oducts	Recipient Overview	68	3	0		READINESS SC		0%
ssets	All Products	TOTAL PROC	JUCTS	INCOMPLETE				76
¢	Subscriptions							
	Requests	Publication	Publication Status 🕫					
vity Log	Requirement Sets	Not Published O	Published Awaiting Subscription O	Published Awaiting Response 2	Error ¹ 0	Pending Supplier Action O	Pending Recipient Action 4	Synchronized 59
		¹ Error has occurred. P	lease contact support	for assistance with resolu	ving this error by visi	ing nttas://www.synaiges	torn/support or call	us at 855-SYNDIGO
		'Pending Supplier	Action' Products:	0 View All 68 Proc	lucts		/ E	ulk Edit product
		Language: 📕 Er	nglish (US) 🔻 🔳	Manage Columns				

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; <u>allison@e-inteam.com</u>] or [Jennifer Frank; <u>jennifer@e-inteam.com</u>] 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.