If your company is looking to improve the management of rebates and chargebacks by implementing GLNs as the standard for customer identification, this Quick Start Guide will help you get started today. It provides a brief overview of the steps and resources that are needed for a successful implementation of GLN within the scope of trace, chargeback, and rebate (TCR) processes.

**Implementation Steps for GLN in Trace, Chargebacks, and Rebates**

1. **Establish baseline discrepancy rate & potential ROI**

   Manufacturers, distributors, and healthcare providers can benefit from improvements that reduce pricing and chargeback discrepancies. It is important to understand the opportunity that can be addressed by implementing GLNs in rebate and chargeback processes. Establishing baseline metrics in the areas where improvement should be gained is essential.

   - Establish current rebate/chargeback discrepancy rates with key trading partners. Focus on those discrepancies created due to a mismatch of the “customer.”

   - Supporting information could include baseline price accuracy metrics by trading partner.

   - Reference the Price Accuracy Initiative POC: Using GLNs to Reduce Rebate & Chargeback Claim Discrepancies for a method to calculate Return on Investment (ROI).

2. **Secure executive support**

   Using the information gathered in Step 1 above, inform and educate executive management on the value of GLN implementation in trace, chargebacks, and rebates, and the need for implementation with key or critical mass trading partners. It is also a good idea to highlight to senior management any competitive advantages you believe will accrue to the company as a result using the GLN in these processes (i.e., opportunity for improved pricing accuracy). As with any project that will impact the business processes of the company, the support of senior management is vital.
3. Establish a project team

A cross-functional project team is crucial for successfully implementing GLNs in rebate and chargeback processes. Consider representation from the following organizational areas:

- Contracts and chargebacks
- Account master or set-up
- Information Technology (IT) and Electronic Data Interchange (EDI)
- Account managers

Inform other trading partners of the effort you are undertaking. Manufacturers, group purchasing organizations (GPOs), distributors/wholesalers, providers/end users, and solution providers all need to be aware of and potentially involved in the effort as they will likely be impacted by it.

4. Define process maps

Your organization, as the initiating entity, should provide a recommended process map to the trading partners with whom you intend to engage. Trading partners should agree on the basic outline of the process and data before GLNs are implemented. Multiple maps should be considered, including:

- Maps associated with the locations that will need GLNs (i.e., GLN hierarchy)
- Maps of the flow of information between trading partners throughout the impacted chargeback process
- Maps of EDI or other forms of automated data sharing

The degree of detail associated with each map can vary and should be discussed during the project initiation phase.

5. Assess your organization’s readiness

Determine your organization’s technology readiness for implementation and use of GLNs, including the existence of GLN placeholders in account master files, and mapping of those placeholders within key EDI transactions (e.g., EDI 867, 844, and 845).

6. Map GLNs to existing account numbers

Use GS1 US Data Hub® | Location and work with trading partners to establish the relationship between existing account numbers and available GLNs.

- For manufacturers or distributors: map existing account numbers to “validated” GLNs from GS1 US Data Hub | Location.
- For providers: take ownership of your GLN hierarchy in GS1 US Data Hub | Location, update and/or “validate” the hierarchy, and make sure the contact information for the hierarchy is up to date.

Refer to Section 6 of the Best Practice Guide for Implementing GLN in Trace, Chargeback & Rebate Processes or the Guideline for Reconciling Accounts for Use with GS1 GLNs for additional guidance.

7. Synchronize with trading partners

Synchronization between trading partners is essential for using GLNs in the TCR process. GLN hierarchies that are managed by the provider are ideal. However, GPO-enumerated hierarchies and hierarchies being co-managed by the GPO and provider are valuable as well.

- Synchronize GLNs with “validated” hierarchies.
- Use GS1 US Data Hub | Location as the source for location/address information, and the GPO roster as the source for eligibility.

Refer to Section 7 of the Best Practice Guide for Implementing GLN in Trace, Chargeback & Rebate Processes or the Guideline for Reconciling Accounts for Use with GS1 GLNs for more detail on the synchronization of GLNs.

Key Resources

- Price Accuracy Initiative POC: Using GLNs to Reduce Rebate & Chargeback Claim Discrepancies
  www.gs1us.org/poc-gln-rebate-chargeback
- Best Practice Guide for Implementing GLN in Trace, Chargeback & Rebate Processes
  www.gs1us.org/gln-trace-chargeback-rebate
- Guideline for Reconciling Accounts for Use with GS1 GLNs
  www.gs1us.org/reconciling-accounts-glns
- Best Practice Guide: Building a GLN Hierarchy
  www.gs1us.org/gln-hierarchy
- GS1 US Data Hub | Location
  www.gs1us.org/datahublocation
8. Transition business processes

There are a number of well-defined procedures that have been developed across the industry to accommodate the use of proprietary account numbers. Any such business practices will need to be modified to accommodate the transition to GLNs. Manufacturers, distributors, GPOs, and providers need to consider and evaluate the transition to GLNs in the processes involved. Refer to Section 6 of the Best Practice Guide for Implementing GLN in Trace, Chargeback & Rebate Processes for examples of business practices to consider.

- Experiment on a single business process with one or two business partners.
- Start small to avoid disrupting your day-to-day process.

9. Maintain

Synchronizing GLNs is not a “once and done” exercise. Standard Operating Procedures (SOPs) should be established for the on-going maintenance of GLNs for your trading partner accounts and/or for your own organization. The documents referenced in this Quick Start Guide should form the basis for SOPs on GLN allocation, reconciliation, synchronization, and hierarchy management.

---

GS1 Healthcare US

GS1 Healthcare US® is an industry group focused on driving the adoption and implementation of GS1 Standards in the healthcare industry to improve patient safety and supply chain efficiency. GS1 Healthcare US brings together members from all segments of the healthcare industry to address the supply chain issues that most impact healthcare in the United States.

Get involved

Interested in partnering with industry to identify challenges and foster collaborative solutions using GS1 Standards? By joining the GS1 Healthcare US Initiative, your organization can play an active role in driving the adoption and use of GS1 Standards to transform healthcare.

For more information on the benefits or how to join, visit www.gs1us.org/healthcare/initiative or contact us at gs1healthcareus@gs1us.org
Proprietary Statement
This document contains proprietary information of GS1 US. Such proprietary information may not be changed for use with any other parties for any other purpose without the expressed written permission of GS1 US.

Improvements
Improvement and changes are periodically made to publications by GS1 US. All material is subject to change without notice. Please refer to GS1 US website for the most current publication available.

Disclaimer
Except as may be otherwise indicated in specific documents within this publication, you are authorized to view documents within this publication, subject to the following:
1. You agree to retain all copyright and other proprietary notices on every copy you make.
2. Some documents may contain other proprietary notices and copyright information relating to that document. You agree that GS1 US has not conferred by implication, estoppels or otherwise any license or right under any patent, trademark or copyright (except as expressly provided above) of GS1 US or any third party.

This publication is provided “as is” without warranty of any kind, either express or implied, including, but not limited to, the implied warranties of merchantability, fitness for a particular purpose, or non-infringement. Any GS1 US publication may include technical inaccuracies or typographical errors. GS1 US assumes no responsibility for and disclaims all liability for any errors or omissions in this publication or in other documents which are referred to within or linked to this publication. Some jurisdictions do not allow the exclusion of implied warranties, so the above exclusion may not apply to you.

Several products and company names mentioned herein may be trademarks and/or registered trademarks of their respective companies. GS1 US does not, by promulgating this document on behalf of the parties involved in the creation of this document, represent that any methods, products, and/or systems discussed or recommended in the document do not violate the intellectual property rights of any third party. GS1 US has not performed a search to determine what intellectual property may be infringed by an implementation of any strategies or suggestions included in this document. GS1 US hereby disclaims any liability for any party's infringement of intellectual property rights that arise as a result of any implementation of strategies or suggestions included in this document.

This publication may be distributed internationally and may contain references to GS1 US products, programs and services that have not been announced in your country. These references do not imply that GS1 US intends to announce such products, programs or services in your country.

GS1 US shall not be liable for any consequential, special, indirect, incidental, liquidated, exemplary or punitive damages of any kind or nature whatsoever, or any lost income or profits, under any theory of liability, arising out of the use of this publication or any content herein, even if advised of the possibility of such loss or damage or if such loss or damage could have been reasonably foreseen.

GS1 US HEREBY DISCLAIMS, AND YOU HEREBY EXPRESSLY RELEASE GS1 US FROM, ANY AND ALL LIABILITY RELATING TO YOUR COMPLIANCE WITH REGULATORY STANDARDS AND LAWS, INCLUDING ALL RULES AND REGULATIONS PROMULGATED THEREUNDER. GS1 US MAKES NO WARRANTIES OF ANY KIND RELATING TO THE SUITABILITY OF THE GS1 STANDARDS AND THE SPECIFIC DOCUMENTS WITHIN THIS PUBLICATION TO COMPLY WITH ANY REGULATORY STANDARDS, LAWS, RULES AND REGULATIONS. ALL INFORMATION AND SERVICES ARE PROVIDED “AS IS.”

GS1 US employees are not representatives or agents of the FDA, and the content of this publication has not been reviewed, approved or authorized by the FDA. The following information contained herein is for informational purposes only as a convenience, and is not legal advice or a substitute for legal counsel. GS1 US Inc. assumes no liability for the use or interpretation of the information contained herein.

No Liability for Consequential Damage
In no event shall GS1 US or anyone else involved in the creation, production, or delivery of the accompanying documentation be liable for any damages whatsoever (including, without limitation, damages for loss of business profits, business interruption, loss of business information, or other loss) arising out of the use of or the results of use of or inability to use such documentation, even if GS1 US has been advised of the possibility of such damages.

IAPMO
In this publication, the letters “U.P.C.” are used solely as an abbreviation for the “Universal Product Code” which is a product identification system. They do not refer to the UPC, which is a federally registered certification mark of the International Association of Plumbing and Mechanical Officials (IAPMO) to certify compliance with a Uniform Plumbing Code as authorized by IAPMO.