



GS1 US DATA HUB | PRODUCT Troubleshooting Guide

Problem	Likely Cause	Solution
I entered the Product Description and Brand Name, and selected Product Industry and Packaging Level. Why can't I add a GTIN?	You haven't saved the entered information	First, click Save and Continue . You'll can then assign a GTIN on Step 2, choosing one of the three options: Let Us Assign Your GTIN , and Choose a Specific GTIN or Choose a Reserved GTIN . Be sure and click Save and Continue when you're done.
I entered the Product Description and Brand Name, and selected Product Industry and Packaging Level. Why can't I select the GS1 Company Prefix?	You haven't saved the entered information	First click Save and Continue . At Step 2 , after you click Let Us Assign Your GTIN , you be prompted to choose which prefix you want to use for this GTIN. Click the "Select" button for the GS1 Company Prefix from which the GTIN will be assigned.
I added a product to a case, but when I try to type a quantity greater than 1 it keeps going back to 1.	The system is not detecting the quantity change.	From Step 1, enter the quantity in the Qty field. You must then click "Save and Continue" or "Save and Exit." Then the quantity is saved.
I am not able to add more than one product to my case	You may have set up your Packaging Level as a "Case" instead of a "Mixed Case". A "Case" allows for only one product within the case; a "Mixed Case" allows for different products within the case.	If your case is In Use , then you cannot make changes to its Packaging Level . You'll need to create a new product with a Packaging Level of "Mixed Case" and then you can assign more than one product to the case. If your case is Draft , then you can change the Packaging Level to "Mixed Case" and assign more than one product to the case.
I am not able to add additional products after saving a mixed case.	Your case may be In Use . Once an item is In Use no more modifications can be made to it.	You'll need to create a new product with a Packaging Level of "Mixed Case" and assign it a new GTIN.
I am not able to create a market ready barcode for my product.	Your product is in either Draft (no barcode available) or PreMarket (sample barcode only available) - the FPO watermark is "For Placement Only".	Once your product is In Use , the barcode will become available without the FPO watermark.



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I am not able to share my product information with a GS1 US Data Hub Product subscriber.	Your product is in Draft .	Once your product is In Use , you'll be able to share product information with another GS1 US Data Hub Product subscriber.
My trading partner list is blank and I'm not able to edit the list.	Your company administrator has not set this up yet.	Contact your company administrator and ask them to setup your trading partner list. To find out who your company administrator is, click your name in the top right-hand corner and select user profile. Your company administrator will be listed there.
My prefix capacity is showing a negative number. Is that right?	When you created a product in Data Driver you used an Indicator Digit "9" for a variable measure product and an Indicator Digit "0" for a fixed measure product with the same Item Reference Number. GS1 US Data Hub Product counts this as two GTINs against your prefix capacity. (GS1 US Data Hub Product will prevent you from doing this when creating new products.)	If you wish to keep both the variable measure GTIN and the fixed measure GTIN in use, you will need to replace the GTIN on one of the two products.
I just logged into GS1 US Data Hub Product for the first time and I have Draft products already. How did that happen?	Some of your Reserved GTINs that were transferred from Data Driver had other data in their records. To make sure we preserved your inputs, we imported those GTINs as Draft , with Brand and/or Description set to "Undefined".	If you don't need that data, click the Unassign button directly under the GTIN then delete the Draft record.
My company's name is being shared with other companies and I don't want it shared.	This is the default state.	If you do not wish for your company's name to show up in searches for "Products Not Shared", ask your Product Administrator to uncheck the "Display Company Information and Allow Access Requests for Products Not Shared" box.