

TT SOP 8572/8566 GTIN authority Error

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Last modified 1 month ago by depmz.

8572 GTIN authority Error

Links for Tools are given in the end.

The following are the steps to be followed while solving a Ticket

1. Identification of the error

GTIN authority error can be confirmed using either of the given ways:

- a. **Screenshot of error message:** If screenshot of the error message as given below is given in Related Items, then 8572 GTIN authority error is confirmed. You can move to **step 2 validation of information**.

[Error Messages in Different Languages](#)

Error Message in English:

ERROR:

You are using UPCs, EANs, ISBNs, ASINs, or JAN codes that do not match the products you are trying to list. If you believe you have reached this message in error, please contact Seller Support.

Error Message in French:

ERREUR

Vous utilisez des codes UPC, EAN, ISBN, ASIN, ou JAN qui ne correspondent pas aux produits que vous essayez de mettre en vente. Si vous pensez que ce message vous est parvenu par erreur, contactez le Support Vendeur.

Error Message in Italian:

ERRORE:

Stai utilizzando codici EAN/UPC/JAN, ISBN o ASIN che non corrispondono a quelli dei prodotti per cui desideri pubblicare un'offerta. Se ritieni di aver ricevuto questo messaggio per errore, contatta il Supporto al venditore.

Error Message in Spanish:

ERROR:

Los EAN, UPC, ISBN, ASIN o JAN utilizados no corresponden a los productos que intentas publicar. Si crees que has recibido este mensaje por error, contacta con Atención al vendedor.

Error Message in German:

FEHLER:

Sie verwenden eine oder mehrere EAN-, ISBN-, UPC-, ASIN- oder JAN-Codes, die nicht zu dem Produkt passen, das Sie versuchen anzubieten. Falls Sie der Ansicht sind, dass Sie diese Fehlermeldung irrtümlicherweise erhalten haben, kontaktieren Sie bitte den Verkaufsservice.

Error Message in Japanese:

エラー:

リストしようとしている商品と一致しない、UPC、EAN、ISBN、ASIN、またはJANコードを使用しています。このメッセージが誤って表示されたと想われる場合は、出品者サポートにお問い合わせください。

Product ID: 6923619439396

Sorry, there was a problem loading your product. Please try again. 1012-033a6ff 2022-12-23T08029D2HTSKN9CE3QGKNQ9KX

Supplier Description **Product Identity** Offer Product Details Safety & Compliance Shipping

* Item Name ? EverEarth 6 in 1 Kleiner Weltraum Aktivitätswürfel aus

* Brand Name ? EverEarth

External Product ID ?

* External Product ID ? 6923619439396

Our system could not find a match between the value that you entered and the brand that you selected. Make sure that you're using the appropriate value, such as UPC, EAN or GTIN. If the value is correct, submit a Contact Us. You will need to provide proof of an affiliation between the company that the external ID is registered to and the brand that you selected, such as a licence agreement.

* External Product ID Type ? EAN

External ID Exemption Reason ? Paket

* Product Category ? Kleinkinder & Vorschule

Colour	Colour Map	Seller SKU	Product ID	Product ID Type	Condition	Your price	Quantity
<input type="checkbox"/> (2 Pack) Beige Physix Tape + eGuide	Beige	2-Beige-Tape	B072JRKZGW	ASIN	New	£ 11.99	0
	<i>[You are using UPCs, EANs, ISBNs, ASINs, or JAN codes that do not match the products you are trying to list. If you believe you have reached this message in error, please contact Seller Support.]</i>						
<input type="checkbox"/> (2 Pack) Black Physix Tape + eGuide	Black	2-Black-Tape	B071FY9952	ASIN	New	£ 11.99	0
	<i>[You are using UPCs, EANs, ISBNs, ASINs, or JAN codes that do not match the products you are trying to list. If you believe you have reached this message in error, please contact Seller Support.]</i>						
<input type="checkbox"/> (2 Pack) Blue Physix Tape + eGuide	Blue	2-Blue-Tape	B071ZXBSD	ASIN	New	£ 11.99	0
	<i>[You are using UPCs, EANs, ISBNs, ASINs, or JAN codes that do not match the products you are trying to list. If you believe you have reached this message in error, please contact Seller Support.]</i>						
<input type="checkbox"/> (2 Pack) Pink Physix Tape + eGuide	Pink	2-Pink-Tape	B072Q95TTR	ASIN	New	£ 11.99	0
	<i>[You are using UPCs, EANs, ISBNs, ASINs, or JAN codes that do not match the products you are trying to list. If you believe you have reached this message in error, please contact Seller Support.]</i>						

Error message can also be shown with error code 4005007

Feedback - External Product ID
Product - 4099686324612

[Error] [4005007] A match for the value of 'External Product ID' could not be found for the brand specified. Correct the value and resubmit. If the value is correct, contact your vendor manager to provide documentation verifying affiliation between the value and brand specified. [Feedback help](#)

[a](#)

[Dismiss Feedback](#)

- b. If **only Seller ID** is provided in the ticket overview or correspondence then, go to Top- Offender's Dashboard and enter the seller ID (in customer_id_search box) and search. If there are records and the Brand/Manufacturer and the UPC/EAN prefix given in overview of TT and in Top offender dashboard are same, then error is confirmed. You can move to **step 2 validation of information**.

If the brand in overview is not same as brand in top offender, then error is not confirmed. Ask for error confirmation on the ticket.

Note: By default, 100 records will be loaded in Top Offender's Dashboard. In cases where 100 records appear in results, we need to change the "Number of Logs" to a 1000 to check if there are more records.

Top Offenders								
customer_id	submission_id	merchant_sku	isbn_authorityViolation	gtin_prefixViolation	gtin_authorityViolation	gtin_authorityInvalid...	creation_throttling_violation	partition_date
332465013	43468322170920	2010671	null	null	null	{brands=[{value=Gießen, ...	2025-11-22	
332465013	43468322450642	2001208	null	null	null	{brands=[{value=Firenze, ...	2025-11-22	
332465013	43468322966030	2016476	null	null	null	{brands=[{value=Berlin, Ver...]	2025-11-22	
332465013	43468323840357	2010328	null	null	null	{brands=[{value=Stuttgart, ...	2025-11-22	
332465013	43468324616674	2017813	null	null	null	{brands=[{value=Stuttgart, ...	2025-11-22	
332465013	43468324837175	2003064	null	null	null	{brands=[{value=Frankfurt, ...	2025-11-22	
332465013	43468324838574	2018798	null	null	null	{brands=[{value=Hildesheim, ...	2025-11-22	
332465013	43468324839555	2003083	null	null	null	{brands=[{value=Bonn, ...	2025-11-22	
332465013	43468325425951	2005547	null	null	null	{brands=[{value=Braga, ...	2025-11-22	
332465013	43468325517798	2008807	null	null	null	{brands=[{value=Roma, Puste...	2025-11-22	
332465013	43468325517856	2002490	null	null	null	{brands=[{value=Ernsiedeln, ...	2025-11-22	
332465013	43468325519394	2012256	null	null	null	{brands=[{value=Freiburg, ...	2025-11-22	
332465013	43468327274618	2022786	null	null	null	{brands=[{value=Salzburg, ...	2025-11-22	
332465013	43468329540885	4049614	null	null	null	{brands=[{value=Schmiede..., ...	2025-11-22	
332465013	43468329591197	2003306	null	null	null	{brands=[{value=Bonn, Hager...	2025-11-22	

Error Identification for Vendors

- c. **Submission ID:** If submission ID is provided in the overview/correspondence of the ticket, it can be used to confirm 8572 GTIN authority error. You may also find the **Error message with Submission ID** provided in the overview/correspondence or in the Template file attached in the Related items.

"Line Item error"

RCMatching error with type: RCMATCHING_GTIN_BRAND_VALIDATION_FAILURE [Non-overridable],

message: Matching could not complete because the provided external IDs are not registered for use

on this item. IMS Submission ID: XXXXXXXXXXXX

Error source:RCMS"

If you see the above mentioned message in the template or overview or correspondence, it means that GTIN Authority Error has been confirmed. You will find an IMS Submission ID at the end of the error message instead of xxxxxxxxxxxx.

The below screenshot is of the Template file that may be attached in Related items. This has the submission ID at the end of the message and confirms the GTIN Authority error.

The screenshot shows an Excel spreadsheet titled "error_Vc_Winx_KEYBOARDS_2022-10-03T09-36_errors+(2).xlsm". The spreadsheet has a header row "Supplier Description" and several data rows. In the 13th row, the "External Product ID" column contains the value "812350186666". A tooltip is displayed over this cell, stating: "Our system could not find a match between the value entered and the brand you selected. Make sure that you're using the appropriate value (UPC, EAN, or GTIN). If correct, submit a Contact Us. You will need to provide proof of affiliation between the company the External ID is registered to and the brand you selected (e.g. license agreement).". Below the tooltip, it says "IMS Submission ID: 3277827258854".

Supplier Description								
Vendor Code	Vendor SKU	Product Type	Item Name	Brand Name	External Product ID	External Product ID Type	Merchant Suggested ASIN	External ID Exem
REQUIRED	REQUIRED	REQUIRED	REQUIRED	REQUIRED	REQUIRED	CONDITIONALLY REQUIRED	OPTIONAL	OPTION
AMZN4	ABC123	ACCESSORY	Port Noise Cancelling Wire	Sony	714532191586			
logy, Inc, us, consumer	WXX300B	KEYBOARDS	Irrazzo Printed Wireless K	Winx	812350186651			
logy, Inc, us, consumer	WXX300N	KEYBOARDS	Irrazzo Printed Wireless I	Winx	812350186682			
logy, Inc, us, consumer	WXX300P	KEYBOARDS	Irrazzo Printed Wireless I	Winx	812350186675			
logy, Inc, us, consumer	WXX300W	KEYBOARDS	Irrazzo Printed Wireless K	Winx	812350186666			

If submission ID is given, then go to <http://sm.amazon.com/sm/requestStatus/XXXXXXXX> and replace "XXXXXXXX" with the submission ID.

```
{
  event: matching_creation_blocked_gtinbrandvalidation,
  severity:error,
  origin:client,
  time:2017-12-12T09:14:08.450Z,
  source:{
    class:"amazon.authority.matching.procedure.MatchingController"
  },
  details:{
    domain_id:66666,
    $private_xml:'<?xml version="1.0" encoding="UTF-8"?><ErrorData><ErrorVersion>1</ErrorVersion><Source>GTIN-BrandValidation</Source><BlockSource>[<!-- GTIN-BrandValidation -->]</BlockSource><InvalidAttributes>[<!-- standard_product_id -->]</InvalidAttributes><MarketplaceId>6</MarketplaceId>',
    $private_ims_formatted_message:'The SKU has provided the required product data, but the ASIN creation is blocked for invalid_attributes:[ standard_product_id ]',
    marketplace_id:6
  }
}
```

If the highlighted line appears, then GTIN Authority error is confirmed. Go to **Step 2 validation of information**.

If submission ID is not accessible (gives null struct), then ask for error confirmation.

d. If **Seller ID** and **Batch ID** are provided in the ticket overview or correspondence then, go to FRPG tool to confirm the error. (if batch id is present in TT then preference is given to batch I)

If Market place ID not provided, then we go back to the seller to find the Market place ID. (only if information is not found with seller ID on top offender dashboard)

Procedure to use Batch Id:

- Go to the FRPG tool.
- Under the "Lookup" section.
- Input the Customer ID/Seller ID/Merchant ID in the "MERCHANT CUSTOMER ID" column.
- Input the Batch ID in the "REFERENCE ID" Column
- In the top right corner of the screen select the Market place region.
- Click on "Lookup"

The screenshot shows the FRPG tool interface. It has tabs for PROD, EU, FRPG, Operations, Feeds, Reports, Report Schedules, Merchants, Documents, Help, Dev, Prod, NA, EU, FE, CN. The Feeds tab is active. There are two main search sections: "Lookup" and "Search". The "Lookup" section has fields for MERCHANT CUSTOMER ID (8014877945) and REFERENCE ID (81731017619), with a "Lookup" button. The "Search" section has fields for MERCHANT CUSTOMER ID, MARKETPLACES (hit enter to add), and FEED TYPES. To the right, there is a "Select Market Place Region here" dropdown with an upward arrow icon.

- In the next screen, scroll down to the "Document" column (middle row)
- Click on the link next to Processing Report.

Merchant Customer ID	A2BQX9GZJ1ZS0
Reference ID	51726018354
Feed Type ID	113 _POST_FLAT_FILE_LISTINGS_DATA -
Owner quick TT	Listing Management/Feed Processing/Delayed Processing
Marketplaces	111172
Resubmit as New Request Copy to New Request	

Done	
Processing Details Link	Click to see processing details
Creation Date	2020-04-02 01:50:15 UTC
Initial Processing Date	2020-04-02 01:50:20 UTC
Completion Date	2020-04-02 01:51:55 UTC
Processing Time	00:01:35

SELLER_CENTRAL_FEED
ipAddress 222.173.87.234
loginEmail dlife-au@outlook.com
name SELLER_CENTRAL_FEED
type CLIENT
VLW
MvwFrontEndService

Trace
FrpwCoreDocumentProc
MvwFrontEndService
FrpwCoreDocumentProc
MvwFrontEndService

Request Preferences

PREFERENCE	VALUE
ExpeditedShippingOption	N
ReleasePackage	Merchants@-4.1
WillShipInternational	N
feed_processing_repo	text

Document	
Document Metadata	Search for Document Metadata
Input Feed	amzn1.tortuga.3.3e637dfd-4057~...
Processing Report	amzn1.tortuga.3.38f17e2c-eef2...


Click on this link

PROD FE Tortuga Document Viewer

DOCUMENT ID	amzn1.tortuga.3.38f17e2c-eef2-40a4-876b-99b29b119ae6.T3QTII3YYQWX5D
MERCHANT CUSTOMER ID	A2BQX9GZJ1ZS0
<input type="button" value="Search"/>	
View	Download



Click on Download

Metadata		JSON
KEY	VALUE	
documentId	amzn1.tortuga.3.38f17e2c-eef2-40a4-876b-99b29b119ae6.T3QTII3YYQWX5D	
obfuscatedCustomerId	A2BQX9GZJ1ZS0	
expirationDate	2020-07-01	
uniqueId	38f17e2c-eef2-40a4-876b-99b29b119ae6	
contentLength	934 (934 B)	
contentMd5	g9CZG6Rb1g7g6ILHGMexOQ==	
contentType	text/plain; charset=UTF-8	
documentGzipped	false	
documentNamespace	FeedAndReportPlatform	
documentVisibility	External	
DocumentClass	Output	
RequestClass	Feed	
RequestType	113	

- An Excel file will be downloaded.
- Open the file.
- If the seller is facing error 8572, the error code will show up in "Feed Processing Summary".

		You are using UPCs, EANs, ISBNs, ASINs, or JAN codes that do not match the products you are trying to list. Using incorrect UPCs, EANs, ISBNs, ASINs or JAN codes is prohibited and it can result in your ASIN creation privileges being suspended or permanently removed. Please ensure you are always using the appropriate UPC, EAN, ISBN, ASIN or JAN code when listing a product. If you have reached this message in error, please contact Seller Support using the following link: https://sellercentral.amazon.com/hz/contact-us . For more information, refer to the ASIN Creation Policy Help Page - https://sellercentral.amazon.com/gp/help/201844590
		The SKU data provided is different from what's already in the Amazon catalog. The standard_product_id data provided matches ASIN B006OYWY5K, but the following data is different from what's already in the Amazon catalog: item_name (Merchant: 'Smart Design Mesh Pop-Up Flip

If "Feed Processing Summary" is not there then, the error can be confirmed from the "Template" sheet of the file.

Number of attributes with errors	Number of attributes with other suggestions	Product Type	Seller SKU	Brand Name	Product ID	Product ID
2		0 Home	3016125	Smart Design	081654001360	UPC
2		0 Home	5150125AS6	Smart Design	40081654012951	GTIN
2		0 Home	5000715AS6	Smart Design	40081654024404	GTIN
SUCCESS						
2		0 Home	5000715AS6	Smart Design		
2		0 Home	52	You are using UPCs, EANs, ISBNs, ASINs, or JAN		
2		0 Home	52	codes that do not match the products you are trying		
2		0 Home	52	to list. Using incorrect UPCs, EANs, ISBNs, ASINs or		
2		0 healthmisc	52	JAN codes prohibited and it can result in your		
2		0 kitchen	52	ASIN creation privileges being suspended or		
2		0 kitchen	52	permanently removed. Please ensure you are		
2		0 kitchen	52	always using the appropriate UPC, EAN, ISBN, ASIN		
2		0 kitchen	52	or JAN code when listing a product. If you have		
2		0 kitchen	52	reached this message in error, please contact Seller		
2		0 kitchen	52	Support using the following link:		
2		0 home	52	https://sellercentral.amazon.com/hz/contact-us .		
2		0 kitchen	52	For more information, refer to the ASIN Creation		
2		0 kitchen	52	Policy Help Page -		
2		0 kitchen	52	https://sellercentral.amazon.com/gp/help/2018445		
1		0 home	52	will does not match any ASIN and the product data		
1		0 home	52			

If the GTIN Authority error is confirmed, then **Step 2 validation of information**.

If seller ID and batch ID do not give any results, then ask for error confirmation from the seller, only if seller ID did not confirm error on top offender tool.

The **error message in overview** is directly mentioned in the Ticket overview or correspondence, then we can confirm the error. Go to **Step 2 validation of information**.

If we can confirm that the seller/vendor is not facing GTIN Authority Error and some other Error, then we correspond to the requester that the Ticket is raised in **Incorrect CTI**.

Check if brand is enrolled and GTIN is affiliated with brand. If yes, then approve the prefix as proactive step and mention it on the TT.

Note for SP Support: If seller/vendor asks why they were able to submit certain GTINs long ago but now cannot...

Verbage: Our GTIN ownership validation (GTA) was launched in 2019. UPCs submitted prior to 2019 were likely accepted with no issues. However, after 2019, if the GTINs you're submitting are being enforced by Amazon for ownership check, your submissions could fail.

2. Validation of Information provided on the Ticket.

The following information is required to solve the Ticket.

- a. Brand:
- b. Manufacturer:
- c. UPC/EAN:
- d. GS1 Certificate for the UPC/EANs used
- e. Proof of Affiliation b/w the Brand & the UPC/EAN Owner.

The information can be provided in number of ways by the Requester. Below are the few scenarios

- a. Only **Seller ID** is provided. We validate this Seller ID in the Top Offender's Tool. If the Seller ID fetches us records wherein the seller is facing GTIN Authority error for the following scenarios
 - Only one UPC/EAN prefix and Brand, then we solve for this UPC/EAN prefix and the Brand.
 - Only one UPC/EAN prefix but multiple Brands, we go back to seller and ask for to confirm the brand which is facing 8572 error.
 - Only one Brand but multiple UPC/EAN prefixes, we go back to seller and ask for to confirm the UPC/EAN which is facing 8572 error.

- Multiple Brands and UPC/EANs, then we would ask for confirmation of brand and GTIN from the seller for which we should solve.
 - If no results are found in the Top Offender's Tool, then we go back to seller and ask for missing information if not provided in TT.

b. **Seller ID** and **Batch ID** are provided in the overview or correspondence of the Ticket, the following are the scenarios associated with this case

 - With batch ID and seller ID, we can further have the following scenarios
 - The Seller ID and the Batch ID is yielding results, and GTIN Authority error 8572 is confirmed from the Template file. Once the error is confirmed, we solve for the information provided in the Template file.

Note: We have to solve for all the Brands and the UPC/EAN prefixes from the Template file and there are no restrictions on the number of Brands and UPC/EAN prefixes.

- The seller ID and the Batch ID is giving results but brand or GTIN is missing in the file downloaded. In this case, check if seller id is giving results in Top offender tool. If no, then ask for missing information (brand/GTIN) from the seller.
 - If seller ID is giving results on Top offender tool, then filter excel downloaded from batch ID for GTIN Authority error 8572 and copy the SKU value.

Then check if the SKU from excel is present on top offender tool. If the SKU is found, then solve for information from the Top Offender's Tool.

488	1416699299378	GTIN_Authority	Sat Apr 18 23:36:37 UTC 2020	HMSCTNCR-233	AUTO_ACCESSORY	[3]	[33333]	[05068639115637]	HMS, en_GB; HMS, en_GB;	Range Rover Sport (2008-2013) - Full Car Cover Waterproof Summer Winter Cotton Lined Heavy Duty Indoor Outdoor, en_GB,
489	1416679781704	GTIN_Authority	Sat Apr 18 23:36:37 UTC 2020	HMSCTNCR-28	AUTO_ACCESSORY	[3]	[33333]	[05068639109483]	HMS, en_GB;	FOR Audi Q7 2006-2015 (8 Clips) - Full Car Cover Waterproof Summer Winter Cotton Lined Heavy Duty Indoor Outdoor, en_GB;
490	1416714119350	GTIN_Authority	Sat Apr 18 23:36:36 UTC 2020	HMSCTNCR-281	AUTO_ACCESSORY	[3]	[33333]	[05068639117075]	HMS, en_GB; HMS,	FOR Toyota Auris 2013 (2 Clips) - Full Car Cover Waterproof

If SKU is not found, then ask for missing information (brand/GTIN) from the seller.

- Seller ID and the Batch ID provided are not yielding results in the FRPG Tool, but the Seller ID is yielding results in Top Offender's Tool, then we can solve for the information from the Top Offender's Tool.
 - Seller ID and the Batch ID provided are not yielding results in both FRPG Tool and the Top Offender's Tool, but the information is provided in the overview or the correspondence of the Ticket, then we can solve for the information provided.
 - c. If the **Submission ID** is provided in the overview or correspondence or an **Excel file** attached in the Related Items, then go then go to <http://sm.amazon.com/sm/requestStatus/XXXXXXXX> and replace "XXXXXXXX" with the submission ID. If the link is accessible, GTIN Authority Error is confirmed then solve for the information from that link. If the link is not accessible, then ask for the correct Submission ID on the ticket.
 - d. The Brand and GTIN may be given in images of the product or an Excel file would be attached with Brand and the UPC/EANs along with the screenshot of the error message, in these cases we can solve for the information provided in the Related Items.
 - e. If the required information (brand/manufacturer and GTIN) is not provided, then we request for missing information from the seller/vendor (**MI**).

3. Validation of the Barcode (UPC/EAN/GTIN)

We take the barcode provided on the ticket and check whether it is obtained from GS1.

We use the following websites to authenticate the GTIN:

- [Amazon GTIN Validator](#): It is an internal tool that fetches information GTIN authority tool linked to GS1. If this tool gives LE name and GTIN passes the check then it is valid barcode.
 - [Global GS1 Website](#)
 - [GS1 US](#)
 - [GS1 Germany Website](#)
 - [GS1 Japan Website](#)

There are 3 Scenarios here:

- Scenario 1: We are unable to determine the UPC/EAN Owner of the GTIN:

If the search result value for the barcode is blank ("--") with return codes such as "Record Not Found", "Prefix No Longer Exists", "Company Information Withheld" etc., It means that there is a good chance that the GTINs used are NOT vended by GS1.

Action taken by us:

Since we suspect that the barcodes are NOT vended by GS1, we ask for the GS1 Certificate & proof of affiliation between the Brand & the UPC/EAN Owner

When the seller/vendor gets back with the proofs which we requested, the requester has to re-open the ticket & attach the proofs in the RI Tab. If we determine that the proofs are valid, we proceed to **Step 4 validation of brand/manufacturer**.

- **Scenario 2:** When we are able to determine the owner of the UPC/EAN on GS1 website, we do not need the GS1 certificate in this case. We proceed to **Step 4 validation of brand/manufacturer.**
- **Scenario 3:** The UPC/EAN used by the seller is for **internal use or restricted**. Some GTIN do not have a registered owner and anyone is free to use them for internal purposes such as warehousing, coupon codes, or variable weight pricing. They do not uniquely identify products and are not valid to be used on Amazon. (https://w.amazon.com/index.php/Resolving_UPC_Validation_Issues)

Identification: Restricted use GTINs fall into a small number of ranges depending on which attribute is used:

UPC: Any 12 digit UPC starting with 2, 4 or 5 is considered invalid.

Examples: 201654785422, 401654785426, 501654785423

EAN: Any 13 digit EAN starting with 2, 02, 04 or 05 is considered invalid.

Examples: 2016547854219, 0201654785422, 0401654785426, 0501654785423.

GTIN: Any 14 digit GTIN starting with X2, X02, X04 or X05 is considered invalid (where X can be any value between 0-9).

Examples: 02016547854219, 00201654785422, 00401654785426, 00501654785423, 12016547854216, 30201654785423.

Action taken by us: We let the seller/vendor know that the GTIN in use is **Internal or Restricted** and cannot be used in Amazon to list the products.

- **Scenario 4:** If the GTIN is procured from third party vendors like BarcodesTalk, Nationwide Barcodes, etc., we shall not consider such certificates.

Action taken by us: We let the seller/vendor know that the GTIN is procured from third party vendor and we consider GTINs registered on GS1 as valid.

4. Validate the Brand/Manufacturer

The Seller/Vendor may be facing GTIN Authority Error for either Brand or the Manufacturer or both the Brand and the Manufacturer.

Action taken by us: We have to determine if the Brand or the Manufacturer or both the Brand and the Manufacturer is facing Error and solve for what is facing error.

- **Scenario 1:** Only Brand is facing GTIN Authority Error. We check if the Brand is Enrolled in GTIN Authority by validating in the [Authority WEBUI](#). If the Brand is enrolled, then we solve for only the Brand.
- **Scenario 2:** Only Manufacturer is facing GTIN Authority Error. We check if the Manufacturer is Enrolled in GTIN Authority by validating in the [Authority WEBUI](#). If the Manufacturer is enrolled in GTIN Authority, then we solve for only the Manufacturer.
- **Scenario 3:** Brand and Manufacturer are facing GTIN Authority Error. If both Brand and the Manufacturer are enrolled in GTIN Authority, then we solve for both Brand and the Manufacturer if they are different.
- **Scenario 4:** [The seller/vendor is facing GTIN error for Brand/Manufacturer such as "Generic", "Unknown", "NA". SOP](#) Ask seller to provide Proof of affiliation with Generic brand. (If seller does not have proof then correspond on the Ticket for the seller/vendor to not use a GTIN with generic brands. Below is table to show 'Generic' in different languages.

English	German	French	Japanese	Italian	Spanish
Generic	Generisch	Généérique	ジェネリック	Generico/Generica	Genérica/Genérico
Unknown	Unbekannt	Inconnue	わからない	Sconosciuto/Sconosciuta	Desconocida/Desconocido
Unbranded	Markenlos	Sans marque	ノーブランド	Senza marchio/marca	Sin marca
No brand	keine Marke	Sans marque	ノーブランド	Senza marchio	Sin marca

- The Seller/Vendor is facing GTIN Authority Error, but when we validate both Brand and the Manufacturer in the [Authority WEBUI](#), and are not enrolled, then we should check if brand or manufacturer is normalized.
- **If original brand (mentioned in ticket) is getting blocked and it is getting normalized to a completely different brand name (incorrect normalization) then first approve the brand then add a correspondence for incorrect normalization as well.**
- **Scenario 5:**

How to check for normalization

- When Submission ID is provided we go to <http://sm.amazon.com/sm/requestStatus/XXXXXXXX> and replace "XXXXXXXX" with the submission ID. Then search for the keyword "op:delete" under Brand/Manufacturer attribute to check if the Brand/Manufacturer is normalized.

```
normalization_rule_id:25028914413209245468119954755454652494,
message:'The value(s) provided for attribute [brand], fields [[value], [language_tag]] mat
results:[
  {
    language_tag:de_DE,
    value:"adidas Performance",
    marketplace_id:4,
    $ims_state:{
      value:approved
    },
    $normalization:{
      op:delete
    }
  },
  {
    marketplace_id:4,
    $ims_state:{
      value:approved
    },
    value:"adidas",
    language_tag:de_DE,
    $normalization:{
      op:delete
    }
  }
]
```

From the screenshot above we see that the Brand "adidas Performance" is getting normalized to "adidas".

- When submission ID is not available, we check if the Brand or Manufacturer or both are getting normalized in that particular Marketplace the Ticket is raised using [bonsai tool](#).

The normalization is Marketplace specific, therefore correct Marketplace should be selected.

Example: The seller/vendor is facing Error for the **Brand: adidas Performance**. If we check for normalization in bonsai tool, we see that the Brand is normalized to "adidas" which is enrolled in GTIN Authority. We solve for Brand "adidas".

Brand Name	Verification State	Aliases	Contexts	Unverified Contexts	Top GLs	Impacted DPH	DPH	Unit Sales	SI
adidas	Verified brand	2,309	4,375	0	Shoes, Sports, Apparel	10,087	1,397,979	239,801	78

Suggestions	Stats	Aliases	Product Types	Contexts	Similar Brands	MERCHANTS	Changes
Alias	Product Types	Unverified Contexts	GL	Impacted DPH	DPH	Unit Sales	SI
adidas	182	0	Apparel, Automotive, BISS...	0	1,387,892	237,490	77,077,486
adidas NEO	6	0	Apparel, Outdoors, Shoes	3,869	3,869	605	621,466
Adidas	93	0	Accessory, Automotive, BISS...	2,525	2,525	140	210,228
adidas Sport Performance	32	0	Apparel, Electronics, Heal...	942	942	5	112,814
adidas Golf	28	0	Accessory, Beauty, Lawn and...	483	483	16	49,934
y	49	0	Apparel, Automotive, Baby...	456	456	203	9,171
Player Print - adidas Perf...	4	0	Accessory, Sports	333	333	0	40,541
ANDIAS	57	0	Apparel, Automotive, BISS...	284	284	10	19,628
Adidas Outdoors. USA	4	0	Accessory, Shoes	139	139	0	20,800
adidas Performance	119	0	Apparel, Automotive, BISS...	300	300	46	233,695
Adidas	6	0	Apparel, Shoes, Sports	124	124	5	3,691

- If the Brand and the Manufacturer are not getting normalized or the normalized value is not enrolled in GTIN Authority, then correspond on the Ticket that the Brand is not enrolled (**BNE**) and ask them to follow the Catalog Issues Troubleshooter tool and raise ticket to correct CTI

Catalog Issues Troubleshooter with selections 'Barcode/Matching issues and GTIN exemption/validation > Matching Errors':

https://csi.amazon.com/diag/Catalog_Issues_Troubleshooter?resourcePath=Catalog_Issues_Troubleshooter&diag_run_id=4ad3c50d-ba25-450d-9103-cd85fd66a012

This will raise ticket to below CTI. Please note that IT Dev does not accept manually raised Tickets. Tickets might get resolved for not using diagnostic tool.

- If brand or manufacturer is normalized to a completely different value then it should be resolved as incorrect normalization. Example brand "G72" was incorrectly normalized to "G1" as shown in screenshot below:

Brand Name	Verification State	Aliases	Contexts	Unverified Contexts	Top GLs
G1	Auto verified brand	136	171	164	Toy, Sports!", Office Prod...

Suggestions	Stats	Aliases	Product Types	Contexts	Similar Brands	MERCHANTS	Changes
Alias	Product Types	Unverified Contexts	GL	Impacted DPH	DPH	Unit Sales	SI
G72	2	2	Apparel	0	0	0	0
1-1 of 1	g72			Filter Results	Clear Filters	Filtering by: g72	Full Match Case Sensitive

In case of incorrect normalization, take below steps:

We will resolve the Ticket and explain that the error is due to incorrect normalization. Provide below information on the ticket and ask them to cut a TT to BONSAI's CTI: Catalog > IDQ > BONSAI

We will provide the following information on the correspondence of the ticket:

- How the brand is currently showing:
- How the brand should display:
- IMS Submission ID:
- Product Type:
- Marketplace:

- Scenario 6:** If the Brand and the Manufacturer are not getting normalized or the normalized value is not enrolled in GTIN Authority, but 8572 error is confirmed, follow below steps"

- In such cases please ask for submission id if not available already.
- If submission ID is available, then **crtl+F "matching_mfic_bc_mismatch"** in submission ID
- Look for brand blocked in submission id.

4. If brand blocked is enforced in GTIN authority, then check if the brand blocked (brand predicted by brand classifier) is same as the brand submitted by the seller/vendor or not.

Please note, we need to ensure that brand blocked is same as our brand or is it different. If the brand blocked is not same as brand submitted by the seller, then add a correspondence (brand classifier blurb) and save the TT with status as assigned and Resolution: Brand Classifier. Post this, change the CTI to below CTI to correct the brand prediction.

C = IT-dev

T = Brand Classifier

I = Brand Conflict

Example for incorrect brand prediction:

```

`event:matching_mfic_bc_mismatch,
severity:info,
origin:server,
time:2020-09-30T12:29:52.063Z,
source:{
  class:''class amazon.authority.mfic.conflict_resolution.resolver.GtinAuthorityPolicyHelper'''
},
http_code:200,
details:{
  brands:[
    {
      name:"slipx solutions",
      source:"PREDICTED"
    },
    {
      name:"slick solutions",
      source:"SUBMITTED"
    }
  ],
  blocked:"slipx solutions"
}
}

```

If brand predicted is same as brand submitted and is enrolled, then solve basis brand blocked. For example: Brand submitted: caroline treasures Brand Blocked: caroline's treasures.

- Scenario 7

Incorrect Normalization in Brand Profile/Incorrect Preferred Display Name in Brand Profile

Under submission ID, if brand "operator_input" is getting converted to another brand name (shown under operator_output) which is enrolled and not related to the actual brand, then take brand ID from submission ID and check PDN in brand profile tool.

If operator_output value is blank, then it means value is same as operator_input. Solve as normal 8572 in such cases.

If operator_output value give and it is not same as operator_input, then solve as incorrect PDN and ask seller to get the PDN corrected.

Search for "BrandValueOperator" in submission

```

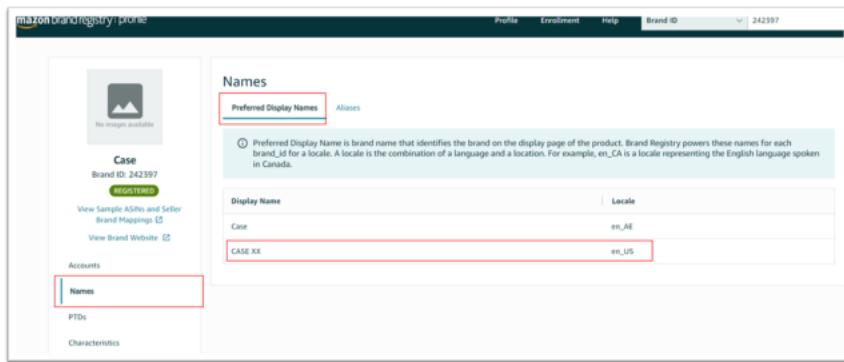
scope_type: UMP ,
scope_value:"catp:Product"
),
normalization_rule_id:1322609537259414509937367856476745010480,
message:"The operator brand fired and made modifications to attribute data.",
rule_description:"BrandValueOperator Rule - Global: DNS-3660",
results:[
  {
    operator_input:[
      {
        attribute:"[brand]",
        field_values:"{[value]=Case, [language_tag]=en_US}"
      },
      {
        attribute:"[global_catalog_owner]",
        field_values:"{[attribute_name]=brand, [id]=242397}"
      }
    ],
    operator_output:[
      {
        attribute:"[brand]",
        field_values:"{[value]=CASE XX, [language_tag]=en_US}"
      }
    ],
    metadata:"{source={BrandValue(brandName=CASE XX, languageTag=en_US)=brs}}",
    modification_type:"override"
  }
],
marketplace_id:1

```

Go to Brand Profile tool: <https://brandprofile.corp.amazon.com/>

Search brand using the brand ID from submission

Go to 'Names' tab and check for 'Preferred Display Name'.



Update the ticket with below steps to get the "Preferred Display Name" corrected to resolve the error.

To correct the Preferred Display Name in Brand Profile

Requirements from the requestor : Brand ID , Locale , Evidence for desired brand name[from official website/ ASIN product (image/video) / Trademark url , Expected brand name to be displayed]

Is seller authorized brand owner? If yes provide evidence like

1. <https://brandprofile.corp.amazon.com/i/brand/1027122/details/roles/mcid> > 74997581602 is Brand Rep/ RO/Admin
2. Brand Profile tool: <https://brandprofile.corp.amazon.com/i/brand/1366194/details/roles/cid>
556204611 [A3AVVV1XYYJ6BR] ADMINISTRATOR RIGHTS_OWNERZ

SIM Template : <https://issues.amazon.com/issues/create?template=f52f40e0-2b3b-487d-97da-e7c49db97179>

Note: If a ticket is raised with multiple Brand/manufacturers/Prefix, repeat all the steps for each brand/manufacturer/prefix. Solve the ticket in batches of 5 curations to avoid impact to other tickets and put the ticket in 'work in progress'.

5. Affiliation check between Brand & UPC/EAN Owner

In this Step we attempt to establish the affiliation/relationship between the Brand & the UPC/EAN Owner (The company prefix owner is considered to be the UPC/EAN Owner)

There are 4 Scenarios here:

- **Scenario 1** – Name of the UPC/EAN Owner is same / similar to the brand:

If the name of the UPC/EAN Owner (company prefix owner) is same/similar to the brand of the product, we will not require any proofs. Few examples to illustrate this:

Example 1: The brand of the product is "LG" & the UPC/EAN Owner on GS1 Website is "LG Electronics EGYPT".

Example 2: The brand for which the seller is getting the error for is "Rip Curl" & the UPC/EAN Owner on GS1 Website is "Rip Curl Proprietary Limited"

In such cases, we proceed to **Step 6 Linking UPC/EAN to brand**

- **Scenario 2** – The proof of affiliation between the Brand & GTIN Owner is attached in Related Items tab: We validate the proof attached in the Related Items tab. If the proof is found to be valid we will proceed to **Step 6 Linking UPC/EAN to brand**.

Checklist to validate Letter of Affiliation provided by the seller:

- Letter should be issued by brand or parent brand on their letter head (preferably with logo).
 - If the Legal Entity (LE) (barcode prefix owner) is the owner of the brand, only then the letter issued by LE can be considered. There should be either a website, USPTO registration ID or supporting proof to prove that the LE is brand owner/parent brand.
 - If the letter is from the licensor/licensee of the Brand, then perform external research. If the licensee relationship between the brand and the issuer of the letter can be established only then consider the letter after all the below checks. Else push back for proof of license between the brand and the issuer of the letter.
 - If the issuer of the letter is a manufacturer for the brand, then the letter can be considered as valid post all the below checks.
- Letter should clearly call out the Brand (as on CSI) and GTIN owner as on GS1.
 - If the brand on CSI/LOA has a difference of special characters (â, ê, î, ô, û, ë, ï, ü, ç, à, è, ù, é, ã, ö, ù etc.) then (1) extract the GCOR ID from "global_catalog_owner" attribute with help of ASIN (2) Check in [brand registry tool](#) with the GCOR ID, if the GCOR ID is not available, then check the brand registry tool using the brand name and open all registered brands for the PTD of the ASIN/seller (3)Check if the brand name is an alias for the brand on CSI/letter (4) If the brand name is one of the aliases consider it as same. If the brand name is not an alias consider it as different brand.
- Letter should clearly mention the affiliation.
 - Valid affiliation keywords: manufacturer, producer, designer, licensee, licensor, partner, subsidiary, parent, sister company, imprint, etc.
 - If LE has license to sell or is a authorized/exclusive/official distributor/marketer/supplier/wholesaler/importer/seller/reseller of the brand on brand's/ LE's official website to consider as valid only if the brand has explicitly given authorization to the distributor to use their own barcodes on brand's products
- Should include the issuer's name and contact information (this can also be found in the footer of the letter or indicated in text)
- Should have signature of the brand representative and/or brand seal.
- Signatory Validation: after checking the mandatory information required on the letter (Issuer Validation, Brand Name, GTIN Owner, Affiliation, Signature/Seal), the letter can be validated with help of the below points. When any of the below information is provided on the letter, it should be validated based on the guidelines below:
 - Check the name mentioned below and the signature. If the name mentioned on letter and the signature is of the same name, this check can be concluded as valid, else invalid.
 - Check if designation/role is mentioned. If the designation/role is mentioned on the letter, it can be considered that the signatory is related to the brand. No external research required to check if the signatory is related to the brand.

- Email id with company email alias([@amazon.com](#)). If the email alias is of the brand/parent brand, it can be considered that the signatory is related to the brand. No external research required to check if the signatory is related to the brand.
- If the email alias is not of the brand or the parent brand do not consider it as valid. For example if the Brand is Gigi and the brand representative has an email alias like [xyz@123.com](#), it should be considered as invalid. Examples of spam email aliases: [@yeah.net](#), [@126.com](#), [@163.com](#) etc.
- Check the country for code of phone no. and match it with address given.
- Contact address mentioned should be of the brand and not LE. If the address mentioned on the footer/header of the letter is brand address, we can conclude the letter is issued by brand, else consider it as invalid.
- Stamp should be of the brand and not LE. If the stamp is of the brand, then we can consider as valid.
- If the signatory has no role/designation/email/contact address mentioned in the letter, **only then perform an external research** to validate the signature. Search the issuing person on google to confirm if they are related to the brand. If a relationship can be established externally with the brand, it can be considered as valid else invalid.
- If the signature is a digital font/digital signature consider it as valid provided all the above check points are done.

Note: all the checks mentioned must be done before considering letter of affiliation as valid. Letter should comply with all above points.

- **Scenario 3** - We are able to establish the affiliation between the Brand & GTIN Owner:

We do a brief search on the internet, we go to the UPC/EAN Owner & the brand's official website & check if they are related. We look for copyrights & trademarks. If the affiliation between the brand & the legal entity is called out clearly on the website, we will proceed to **Step 6 Linking UPC/EAN to brand**.

- **Scenario 4:** When we CANNOT find the affiliation between the Brand & the UPC/EAN Owner: If we cannot establish that the brand & the UPC/EAN owner are related, we would require a proof of affiliation between the Brand & the GTIN owner.

Action taken by us:

We ask for proof from the seller/vendor if proof is unavailable. When the seller/vendor gets back with the proofs which we requested, the requester has to correspond on the ticket & attach the proofs in the RI Tab.

If we determine that the proofs are valid, we proceed to **Step 6 Linking UPC/EAN to brand**. If we determine that the proofs are NOT valid, we will explain why we cannot consider them & request for valid proofs.

6. Linking the UPC/EAN Prefix to the Brand

Once we determine that the Brand which the seller/vendor is using is related to the barcode (GTIN Prefix to be more specific), we will go ahead and link the brand to the prefix (approve/safe-list the barcode)

For example, seller is using:

Brand: Sony

UPC: 711719845454

If you look up this barcode in GS1, it belongs to "Sony Computer Entertainment Of America". The company prefix of this barcode is "711719". So, we link brand "Sony" with prefix "711719".

So once the prefix "711719" is linked to "Sony", Seller will not face the 8572 error when he re-uploads the products. In fact, any seller / vendor who tries to upload a product with the brand "Sony" & any barcode beginning with "711719" in the future will NOT encounter the GTIN Authority error.

Action taken by us:

- **Scenario 1:** The GTIN/Legal Entity is present in the GTIN Authority. In this case we just have to link (approve) the barcode for the Brand. Go to [GTIN Authority](#) -> LegalToPrefix. Enter the GTIN (UPC/EAN) in the GTIN/EAN/UPC section and search.
 - If we get the results, then

- In [GTIN Authority](#), go to GTIN Authority -> Brand To Legal -> Add new Relation

- In the new window, enter the brand name (enrolled in GTIN Authority) in the Brand name section

- In Legal Entity ID section, click on button with horizontal bars. A new window will appear. Enter the GTIN prefix and click search.

Legal Entity To GTIN Prefix Search

Legal Entity Id

Legal Entity Name

Legal GTIN Prefix

GTIN

4. For the GTIN prefix entered results will appear. Select the Legal Entity from the results.
 5. In the source section, add the link [CQ-Matching-<https://tt.amazon.com/XXXXXXXXXX>] replace "XXXXXXXXXX" with the Ticket number/ case ID.
 6. Then click submit. The approval is completed.
- ii. If we do not get the results on GTIN Authority tool with UPC/EAN then,
1. Serach with the Legal Entity Name. If we get results with the Legal Entity name, then click on **Add New Relation**. Enter the GTIN prefix.

#	Legal Entity Id	Legal Entity Name	GTIN Prefix	Type	Source	Parent Legal Entity Id
1	cad8ed39-e0bb-4516-a022-93616118bb4a	entertainment production house inc.	0040232	REGISTERED	GS1	
2	cad8ed39-e0bb-4516-a022-93616118bb4a	entertainment production house inc.	00040232	REGISTERED	GS1	

+ Add New Relation

In the next dialog box, under the Legal Entity Name section, click on the button with horizontal bars.

GTIN Prefix

Source

Legal Entity Name

A new window will appear.

Legal Entity To GTIN Prefix Search

Legal Entity Id

Legal Entity Name

Legal GTIN Prefix

GTIN

Enter the Legal Entity name and click search. Select the Legal Entity from the results. Follow the steps mentioned in the above section (scenario 1.i) to complete approval with the brand.

- **Scenario 2:** If the GTIN/Legal Entity is not present in the GTIN Authority, then we have to safe-list the GTIN prefix with the brand.

Example of no result from Legal entity in GTIN authority:

#	Legal Entity Id	Legal Entity Name	GTIN Prefix	Type	Source	Parent Legal Entity Id
---	-----------------	-------------------	-------------	------	--------	------------------------

+ Add New Relation

In [GTIN Authority](#), go to GTIN Authority-> safelist Prefix for Brand

Brand Enforcement Level
Brand To Legal Entity
Legal Entity To Prefix
Whitelist Prefix for Brand
Audit Info

GTIN Prefix Enter GTIN Prefix
Brand Name Enter Brand Name
Source Enter Source
Submitter srivastp

Submit

Enter the GTIN Prefix and the Brand name (Enrolled in GTIN Authority).

In the Source section, add the link [CQ-Matching-<https://tt.amazon.com/XXXXXXXXXX>] replace "XXXXXXXXXX" with the Ticket number/ case ID. Click on Submit. Safe-listing is complete.

Note:

1. If we are approving one GTIN prefix for multiple Brand/Manufacturer, and the GTIN/Legal entity is not present in GTIN Authority, then we have to safe-list the GTIN Prefix with one Brand/Manufacturer first (as per **Scenario 2** in **Step 6 linking UPC/EAN prefix with brand**) and then approve the GTIN prefix with the rest of the Brand/Manufacturer (as per **Scenario 1** in **Step 6 linking UPC/EAN prefix with brand**).

Example: Prefix "00195111" is to be approved for brands Amazon Essentials and Daily Ritual. Then safe-list the prefix for one brand (Amazon Essentials) and approve for the second (Daily Ritual). Safe-listing of prefix is done only when prefix is not available in GTIN authority tool.

2. If multiple prefix with same Legal entity is to be approved and GTIN/Legal entity is not present in GTIN authority tool, then safe-list one prefix with the brand. And add the rest prefixes with the safe-listed prefix. To do so search with safe-listed prefix or Legal entity ID provided after safe-listing is complete. Then click on add relation and add the other prefixes. Post this step approval or safe-listing of individual prefixes is not required.

#	Legal Entity Id	Legal Entity Name	GTIN Prefix	Type	Source	Parent Legal Entity Id	Audit Info Id
1	51ca3e4d-d738-485b-9483-c4e9fb3bf3f7		05714913	WHITELISTED	CQ-Matching- https://tt.amazon.com/0422680558	f6dc37fa-e3af-4e71-9ca5-b5833bebf8bb	

+ Add New Relation

7. Prefix calculation

UPC is a 12-digit barcode, EAN is a 13-digit barcode and GTIN is a 14-digit barcode. When calculating the prefix always convert the barcode into a 14-digit GTIN by pre-fixing "0" appropriately.

We can get the GTIN prefix from

- **GS1 website/certificate:** If GS1 website or GS1 certificate provides the prefix, we consider it and 0 accordingly.

Example: For EAN:4250489394336 the GTIN prefix is "042504893"

No. of hits	Responder GLN	Status
1	9501101020016	Query Successful [RC-0]

Key Licensee Information

This information is provided by: GS1 Global Office on behalf of GS1 Germany

Key Licensee GLN	Co. Name	City	State	Province
4250489300009	cortexpower.de GmbH,	Hofheim		

GS1 Company Prefix: 42504893

Last Change Date: Jul. 31, 2019

Party Data Language: DE

Return Code: Query Successful [RC-0]

Requested Key: GTIN

Code: Value: 04250489394336

- **Single GTIN (no prefix):** If GS1 does not give prefix or prefix in GS1 does not match the EAN or UPC, then ask for GS1 certificate.

Example: 196852801367 GS1 screenshot below shows no prefix. for this we need to valid if this UPC is 1x1 GTIN, meaning it does not belong to a range, they are sold as single-GTINs by GS1

GTIN

Search Results

This information is provided by: GS1 US, INC.

Response Code: 0 (No error)

10 records per page

Entity GLN	U.P.C. Company Prefix	GS1 Company Prefix	Company
filter	filter	filter	filter
1200109644450	N/A	N/A	Global Art Craft 1901 NW 166th St Miami Gardens, FL 33054 US

If we have GS1 certificate for single GTINs, then use the complete UPC/EAN from certificate and safelist it by converting to GTIN.

- Convert the barcode into a GTIN (14-digit) by prefixing "0". For a UPC barcode we need to prefix two "0", for a EAN barcode we need to prefix one "0" and for EAN-8 barcode we need to prefix eight "0" to make it to a 14-digit GTIN

Example UPC: 196852315505 (GS1 certificate does not show any prefix. It has complete UPC. In this case we should safelist/approve 00196852315505)



8. Filling the Vendor Info tab/Status/RCD/Resolution/CTI

VI Tab Section	Data to be filled
Vendor ID	Marketplace
Purchase order ID	Seller ID
Ship origin	NCID (If no seller ID given)
ASIN	Count
ISD	(Error Code - 8572,8566,8567, 4005007, Proactive Approval, freshly licensed, ISBN)
UPC	Brand Name (Only if it is enrolled)
Binding	Barcode owner (As per GS1)
Stock Number	Manufacturer name (Only if it is enrolled)
Physical location	count of correspond
Tracking number	hijack/non hijack

While filling vendor info tab, if any field should be left blank then add 0 or – (hyphen). TT automatically takes previous value of there is no new value filled.

Status of the Ticket should be **Resolved**.

Root Cause is selected as applicable from the dropdown.

Root Cause Details holds the Approved or safe-listed prefix.

Resolution

- **Approved** if we have approved the Brand/Manufacturer with the GTIN Prefix.
- **Safe-listed** if we have safe-listed the GTIN Prefix with the Brand/Manufacturer. (Only for 8572 GTIN authority and 8567)
- **RP** if we have requested for proofs.
- **MI** if the required information is not provided.
- **BNE** if the Brand/Manufacturer is facing GTIN error, but the Brand/Manufacturer is not enrolled, then we add the resolution as BNE.
- **Corresponded** if we have corresponded on the Ticket for scenarios other than what is mentioned above.
- **Freshly licensed:** For 8567 error

CTI can either be **GTIN Authority** or **ISBN Authority** depending on the Ticket.

Curation count on TT:

1. One brand and multiple prefixes with same legal entity: Approval is required only once since all prefixes would be listed under same legal entity. Curation count will be
2. Upper case and lower case brand: Approval should be done only for one brand (either upper case or lower). Since GTIN authority is not case sensitive, it takes care of the difference in casing of the brand. Curation count will be 1 for one brand irrespective of lower case and upper case. (example Adidas, Adidas or ADIDAS, should be approved for only one brand present in web UI)

In vendor info mention brand for which prefix is approved.

Please note that this update only applicable to brands with different case (upper case, lower case). If brands have space like “P J Mask and PJ Mask” or hyphen like “Hewlett Packard and Hewlett-Packard”, these brands should be approved individually and curation count should be put accordingly.

If brand is normalized to a different value (not related to upper case/lower case) like Adidas Performance is normalized to Adidas, then approval is required for both since both are enrolled.

3. Multiple brands with one prefix: Tickets with more than 10 curations should be informed to manager and SME.
4. One brand with multiple prefixes (different Legal entity) or multiple brand with multiple legal entity: Tickets with more than 10 curations should be informed to manager and SME.

9. Proactively solving a Ticket.

If we see that the seller/vendor has provided all the required information (Enrolled Brand, proof of affiliation, etc.) except for the **Error confirmation** then we have to proactively solve the Ticket.

Note: We proactively solve the Ticket only when we can **approve/safelist** the Brand/Manufacturer and the GTIN prefix. Do not request for affiliation proof if error is not confirmed.

Additional Information

1. If **GTIN Exemption** or **Brand Registered** is mentioned in the Ticket or GTIN Exemption letter is attached in Related Items, then go to [GTIN Exemption](#) Tool and check for the exemption. Add Seller ID and Market place, then search. If the results show up, then the seller is GTIN Exempted. Correspond on the Ticket advising the seller not to use GTIN while uploading the products.
2. If we see from the Top Offenders the seller is facing GTIN Authority Error for multiple Brands/Manufacturers for same submission Id, then solve for all Brand/Manufacturer that are enrolled in GTIN Authority.

1	1412582327486	GTINAuthorityInvalidBrandChange	Thu Apr 16 00:49:02 UTC 2020	M51233_S	SHIRT	[4, 3, 35691, 5, 44551]	[55555, 33333, 26263, 10170, 44444]	[05056030859564]	DC Comics, de_DE; DC Comics, en_GB; DC Comic, fr_FR; DC Comics, es_ES; SUICIDE SQUAD, de_DE; DC Comics, en_GB; DC Comics, fr_FR; DC Comics, es_ES;	Suicide Squad Logo Men's T-Shirt, de_DE; Suicide Squad Logo Men's T-Shirt (S) Black, en_GB; DC Comics Hommes Suicide Squad - T-Shirt (S), fr_FR; DC Comics Hommes Suicide Squad - Camiseta (S), es_ES;
---	-------------------------------	---------------------------------	---------------------------------------	----------	-------	-------------------------	-------------------------------------	------------------	--	--

From the screenshot above we see that the seller is facing GTIN authority error for Brands DC Comics, DC Comic and Suicide Squad. We solve for the Brand(s) enrolled in GTIN Authority (Authority WEBUI).

Links to Tools:

GTIN Authority Wiki: <https://w.amazon.com/bin/view/GTINauthority/>

GTIN Authority Tool: <https://gtin-authority-website.amazon.com/brandEnforcement>

Top Offenders Dashboard: https://w.amazon.com/bin/view/Top_Offender_Quicksight_User_Guide/Top_Offender_Dashboard

GS1 Global: <http://gepir.gs1.org/index.php/search-by-gtin>

GS1 DE: <https://www.gepir.de/>

GS1 US: <https://www.gs1us.org/tools/gs1-company-database-gepir>

GS1 IT: <https://gs1it.org/servizi/gepir/search/gtin/>

GS1 JP: <http://gepir.dsri.jp/modules/gepir/>

GS1 china:

<http://ancc.org.cn/Service/queryTools/internal.aspx>

<http://ancc.org.cn/Service/queryTools/External.aspx>

Submission Request (Wheeee!!): <http://sm.amazon.com/sm/requestStatus/769331655150>

Unicode Converter (Unicode to JP): <https://r12a.github.io/app-conversion/>

FRPG Tool: <https://frpg-operations.amazon.com/index.html#/feed/search/8014877945/81731017619?region=FE&realm=prod>

Web UI (GTIN Activated Brands): https://authority-webui.amazon.com/upcx/listDetails?name=gtin_authority_activated_brands&domainID=78401

Web UI (Books Non-ISBN to safe-list sellers ISBN): https://authority-webui.amazon.com/upcx/listDetails?name=books_non_isbn_gtins&domainID=78401

Web UI (Seller-Blacklist 8570): <https://authority-webui.amazon.com/upcx/listDetails?name=seller-blacklist&domainID=78401>

Bonsai Tool: https://normalization-na.aka.amazon.com/#search?q=rahua&lang=en_US

Trademarks US : http://tsdr.uspto.gov/#caseNumber=85746572&caseSearchType=US_APPLICATION&caseType=DEFAULT&searchType=statusSearch

Trademarks EU: <https://trademarksipo.gov.uk/ipo-tmcase> <https://euiipo.europa.eu/eSearch/>

WIPO: <https://www.wipo.int/branddb/en/>

GTIN Exemption Tool: <https://authority-metadata.amazon.com/>

10. Blurbs

To resolve the SIM-T auditor uses predefined template for each resolution. These templates are called Blurbs. The below table provides the information on the usage of the blurbs in various scenarios.

Blurb Name	Definition
2021-GTIN:Approved	Brand is affiliated with UPC/EAN prefix and approved on GTIN Authority tool.
2021-GTIN:Whitelisted	Brand is affiliated with UPC/EAN prefix and safelisted on GTIN Authority tool.
2021-ISBN:Approved	Publisher is affiliated with ISBN prefix and approved on GTIN Authority tool
2021-ISBN:Whitelisted	Publisher is affiliated with UPC/EAN prefix and seller ID is added on Web UI tool under books_non_isbn_gtins list
2021-GTIN:Brand Not Enrolled	Brand mentioned is not enrolled in Web UI under gtin_authority_activated_brands list
2021-Duplicate TT	Multiple SIM-T raised for same brand and prefix combination
2021-Incorrect CTI	Seller is not facing 8572/8567 error
2021-GTIN:Freshly Licensed	UPC/EAN/GTIN used are freshly procured from GS1 by the seller and are not present in GTIN Authority tool
2021-GTIN:UPC Restricted/Internal	Seller is using restricted barcodes(UPC/EAN/GTIN which are free to use for internal purpose such as warehousing, coupon codes etc.)
2021-GTIN:MI	Seller has provided either no information or incorrect mandatory information(Error, Brand name, EAN/GTIN/UPC, seller ID etc)
2021-GTIN:RP	Seller has not provided any proof of affiliation between the brand and UPC/EAN/GTIN owner
2021-GTIN:GS1	Seller has either not provided GS1 certificate for the given UPC/EAN/GTIN or the GS1 tool does not give any results for the barcode
2021-ISBN:MI	Seller has provided either no information or incorrect mandatory information(Error, Publisher name, EAN/GTIN/UPC/ISBN)
2021-ISBN:RP	Seller has not provided images of the book showing the publisher and ISBN

2021-ISBN:ASIN Exists	Seller is trying to list the product and ISBN/ASIN which already exists on Amazon
2021-Digit Constraint	Seller is facing error due to selection of incorrect drop down under barcode section
2021:Incorrect Normalization	Seller is facing error due to incorrect normalization of the brand
2021-GTIN:Generic	seller is using "Generic/Unknown/No brand/unbranded" as the brand or manufacturer name
2021-Brand Classifier	Seller is facing Brand Classifier error
2021-Policy blurb	Seller has provided proofs that are from 3rd party Licensor like barcodestalk.com, nationwidebarcode.com, speedybarcode.com etc
2021-GTIN:Invalid RP	Proofs provided by the seller is invalid and does not specify any affiliation between the brand and UPC/EAN/GTIN
2021-8567:GS1	Barcode(GTIN/EAN/UPC) used by the seller is not Vended by GS1
2021-Already approved	Issue is already resolved/ approved by our team

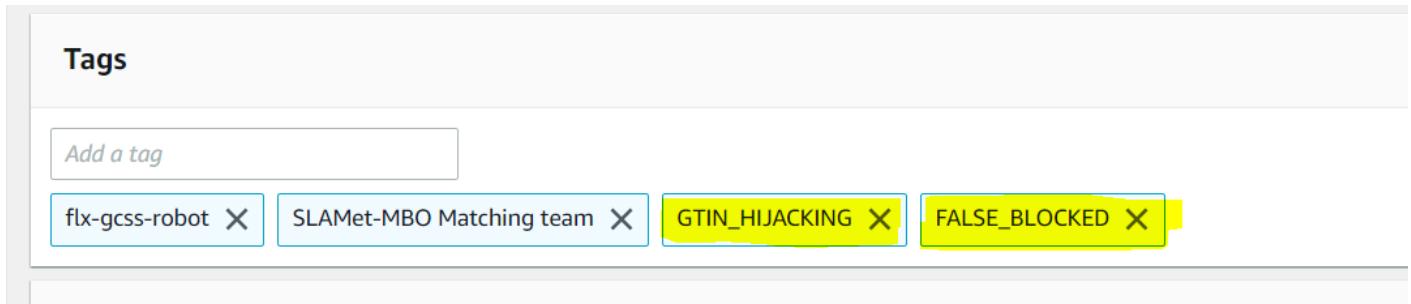
11. GTIN_HIJACKING

1. How do we distinguish Invalid vs Hijacked GTIN cases?
 1. The Violation Policy name appearing on Top offender tool will be GTIN_Authority for Invalid gtin (where enforced brand is using invalid gtin) and for hijacked cases it would "HijackedGTIN".
2. What if we are not able to find the violation policy on Top offender (no seller id or no result in Top offender)?
 1. If the seller is 8572 error but you are not able to find the violation policy then get the Legal entity name of the GTIN.
 2. Use "Legal Entity Enforcement Level" on GTIN website to check if Legal entity name is ENFORCED. If no result, then SKU is not blocked using GTIN Hijacking. If there is result, then tag ticket '**GTIN_HIJACKING**'.
3. Any other steps to be done on **GTIN_HIJACKING** Tickets?
 1. Solve for Brand, Manufacturer both (approval or request proofs as applicable).
 2. Only in approval case, please add lowercased brand string as the alias of the brand/manufacturer in [Gtin Authority](#). (not required if brand/manufacturer is already in all lower case or in Japanese/Chinese character)

Please ensure alias is added correctly as we cannot revert this step.
4. How should a GTIN hijacking ticket marked?
 1. once ticket is established as a gtin hijack related, tag the ticket with GTIN_HIJACKING.
 2. If prefix is getting approved with valid proofs then add tag FALSE_BLOCKED.
 3. If proof is invalid then add tag TRUE_BLOCKED.

To add the tag, Go to Information tab in ticket.

Scroll to tags sections and type/copy paste the tags in Add tag box.



12. Valid and Invalid Proofs

Here are a few examples of the invalid proofs seen in the GTIN tickets.

1. Brand: GPD, LE: Auto Air Export

Decision: Invalid

Reason: POA should include issuer's name and contact information and have signature of the brand representative and/or brand seal.

If the email alias is not of the brand or the parent brand do not consider it as valid.

Authorization Certificate



GPD, 1/8/2023

Reg.NO. 3830199

To whom it may concern:

The brand "GPD" belongs to The parent company "AUTO AIR EXPORT, INC." "AUTO AIR EXPORT, INC." has its absolute use control right. The UPC with GS1 prefix of **755830** that we use in Amazon belongs to "Trends Product Asia Ltd". They are our approved UPC/EAN suppliers, would like to confirm the connection between these two entities as a true affiliation."AUTO AIR EXPORT, INC." allows "Trends Product Asia Ltd" to make EAN/UPC 755830000026 release " GPD " brand products on Amazon and ensure that these UPC/EANs are genuine and exclusively sold

This certificate is signed by "AUTO AIR EXPORT, INC." and is absolutely true and valid! It has legal effect. If there is any need to cooperate with you, you can contact us through the contact information below the agreement.

Sincerely,





Brand contact: Matt Sam

Mail: GPD@AUTOAIR EXPORTINC.COM

Tel: 2148555791

Issuer Name: GPD Owner: AUTO AIR EXPORT, INC.

Address: 1401 VALLEY VIEW LANE, SUITE 100 IRVING, TEXAS UNITED STATES
75061

2. Brand Name - Generic

LE: Walton-Pour International Ltd

Decision: Invalid

Reason: POA does not have Seal and signature. POA should have signature and seal from the Manufacturer/Brand.



Dear,

I am writing to you to confirm that the EAN:

5070002309903

Is owned exclusively by Walton-Pour International Ltd, Company number 14691179 – trading as "Maha Spices" - to be used by it and its subsidiary Walton-Pour Trading Ltd, Company number 13880330.

We are trying to list our product on Amazon – however, you are saying it is not our brand. We manufacture the product and sell it on our website "wpfoods.co.uk" – you can also verify it is our website as our company name and number are listed in our policies.

"Maha Spices" is a trading name of ours that we use in stores, if you simply google "Maha Saffron" – you can easily verify it online. We have also already provided the GTIN certificate for you to review.

Should you need to verify, please contact James Walton via jew@waltonpour.com or on his mobile at +44 7479 512603. However, you can clearly see that the website is owned by us and the GTIN certificate is also owned by the same company.

Kind Regards,
Rachael Walton

+44 (0) 230 335 9707 | www.wpfoods.co.uk | info@waltonpour.com
Walton-Pour International Ltd | Company Number: 14691179

3. Brand: BMW

Manufacturer: エアージェイ -> (air jay)

LE: AIR-J CO.,LTD

Decision: Valid

Reason: Manufacturer website calls out they are the manufacturers of smartphones and OA accessories, also hold patent/licenses for "BMW".

Patent/License	<p>Obtained 12 patents</p> <p>Air J is an Apple MFI certified manufacturer.</p> <p>ferrari lamborghini mercedes benz nissan mini HONDA BMW maserati shelby alfa romeo ducati TOM'S TRD AUDI SUZUKI karl lagerfeld</p> <p>We have acquired exclusive sales rights in Japan for officially licensed products such as the iPhone/iPad mini cases, bags, and chargers listed above.</p> <p>Click here for the certificate photo</p>
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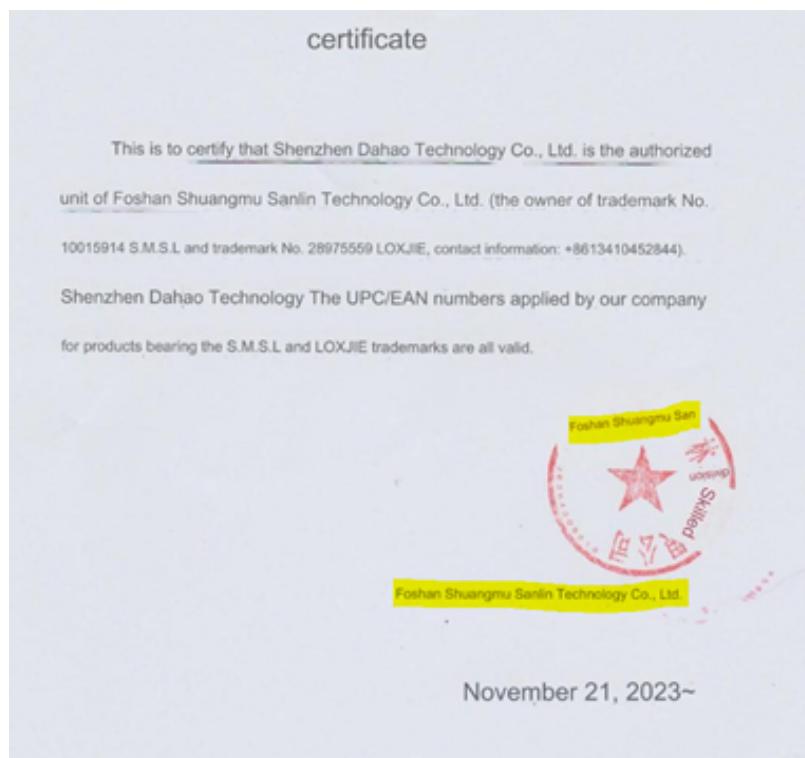
Company Name	Air J Co., Ltd.
distributor	AIR-J CO.,LTD.
Business content	Manufacture and sales of smartphone accessories and OA accessories
location	2-24-8 Fujimidai, Kunitachi-shi, Tokyo 186-0003 Air J Building 5 minutes walk from Yaho Station on the JR Nambu Line
telephone number	042-501-3380
FAX number	042-501-3370
number of employees	54 people (including 25 part-time workers)
Establishment	May 1999

4. Brand name: S.M.S.L

LE: 6976935810035 [深圳市大号科技有限公司] -> Shenzhen Dahao Technology Co., Ltd.

Decision: Invalid

Reason: POA is from the GTIN owner (Shenzhen Dahao Technology Co., Ltd.) and not from the brand (S.M.S.L). Letter should be issued by brand or parent brand on their letter head (preferably with logo) along with signature.



5. Brand: Generic

LE: MUX TRADERS INT LTD

Decision: Invalid

Reason: POA does not specify the relationship between the GTIN owner (MUX TRADERS INT LTD) and the Brand (Generic). No Seal and Signature on POA.



MUX TRADERS INT LTD

17 Scotforth Road, Preston, Lancashire, UK PR1 4XX
Phone No +4407454783720, Company No 12975323

Subject: Authorization to Use GS1 Code

(To Whom It May Concern)

This letter serves as a formal authorization from MUX TRADERS INT LTD, 17 Scotforth Road, Preston, Lancashire, UK PR1 4XX, to ALIZON LTD, Office 4702 321-323 High Road Chadwell Heath, Essex UK RM6 6AX, granting permission to use our GS1 code for the purpose of listing products on Amazon.

We understand that Amazon, as per error code 8572, requires this letter to verify the legitimate use of GS1 codes. In compliance with this requirement, we hereby authorize ALIZON LTD to use the following GS1 code assigned to MUX TRADERS INT LTD: [5065005928471]. This authorization is intended solely for the purpose of product listing and verification on the Amazon Ltd platform.

We affirm that this letter is provided in good faith and accurately represents the intentions of MUX TRADERS INT LTD in relation to the use of our GS1 code by ALIZON LTD.

Sincerely,

Asadulalam Iqbal Rasheeda

Director
MUX TRADERS INT LTD

6. Brand name: Aione

LE: 深圳市崇昊科技有限公司 (Shenzhen Chonghu Technology Co., Ltd.)

Decision: Invalid

Reason: POA provided is Invoice – Invoice cannot be considered as proof of relationship between the brand and UPC/EAN/GTIN Owner.

GS1 US, INC.

INVOICE

202004032125

Bill To:	Date:	03-Apr-2020
Shenzhen city Chong Zheng Technology Co., Ltd. (Brand name:Aione) 8929,Uchuanggu,Wanzhong Road, Minzhi Street,Longhua District, Shenzhen,Guangdong,518000,China	Payment Terms:	Credit Card
	Due Date:	03-May-2020
	Balance Due:	\$0.00

Item	Quantity	Rate	Amount
Global Trade Item Number(s) (UPCs/EANs)	80	\$1.00	\$80.00
			Total: \$80.00
			Amount Paid: \$80.00

Certificate Authenticity:

The Company/Brand "Aione" is Assigned the following Global Trade Item Number(s) (GTINs):

Quantity:80
6936878824018 thru 6936878824097

The UPCs we are using for all our products are valid and owned by GS1 US, INC. As noted by the GS1 company Prefix Certificate attached onto this e-mail, all UPCs in the barcodes interval are owned by GS1 US, INC., These UPCs are used on our brands "Aione".

7. Brand/Manufacturer: SEEKIND

LE: 727210398757: Logantex, Inc.

Decision: Invalid

Reason: If the brand representative has an email alias like xyz@123.com, it should be considered as invalid. Examples of spam email aliases: @yeah.net, @126.com, @163.com etc.

Letter Of Affiliation

November 27, 2023

License Agreement with Logantex, Inc.
To whom this may concern,

We, SEEKIND SHENZHENSHE WENYING E-COMMERCE CO.,LTD, US company number 91440300MA5EXW41X1 write this Letter of Affiliation between Logantex, Inc., where we are the owner of the brand "SEEKIND" with trademark Registration number 6276776 on USPTO under my company SEEKIND SHENZHENSHE WENYING E-COMMERCE CO.,LTD. The GTIN certificate is under Logantex, Inc. and they would like to confirm the connection between these two entities as a true affiliation, and all the information regarding product barcodes for each UPC, is used solely by the brand "SEEKIND" sold exclusively on Amazon.com. UPC owner Logantex, Inc. has permission to list the products of brand "SEEKIND" with UPC "72721039875".

Sincerely yours,

SEEKIND Fang Yuxuan



Contact:
Brand Owner: SEEKIND SHENZHENSHE WENYING E-COMMERCE CO.,LTD
Brand Owner Contact Information:
Address: Bldg 406, Yuli Ind. Park, Xuegang South Rd, Bantian St., Longgang Dist. Shenzhen CHINA 518129
Mail: 18718676747@qq.com
T: +86 18718676747

GDS Owners Logantex, Inc.
70 W 34TH ST RR 1003 NEW YORK NY 10001-1251 USA**Proof of company relationship**

Hereby are our company SEEKIND SHENZHENSHE WENYING E-COMMERCE CO.,LTD and Logantex, Inc,
Proof of company and relationship as follows:

- Parent Company and Subsidiary Relationship
- Subsidiary to Subsidiary Relationship
- Head office and branch relationship
- Branch and branch relationship
- Group holding and shareholding relationship
- Companies under the same brand
- Other relationships: Cooperative relationship

Related party: SEEKIND SHENZHENSHE WENYING E-COMMERCE CO.,LTD



Related party: Logantex, Inc.



8. Brand – Bister,

LE – NASSER ABDULAZIZ AL-HUMAIDHI HOUSEHOLD UTENSILS COMPANY

Decision: Valid

Reason: There are proof of affiliation provided by the seller which are trademarks screenshot. For trademarks we go to the official government website of that country and verify the ownership and if the status is registered or not, but there are cases where we cannot go and verify in the official government trademark website, in such scenarios if the trademark proof attached shows all the details like (brand name and the owner name with official government trademarks website name and logo) then we can consider it as valid.



Please note that the trademarks proofs would not have a signature and can be considered valid without signature too.

Tags: [inclusive_tech_exception](#)
