



The Global Language of Business

National Product Catalogue - NPC

Product and Price User Journeys

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Questions?

We can help

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OVERVIEW: Products page



This is your **Products Page**, from here you can:

- A** Create products
- B** Search and filter products
- C** View recipient responses
- D** View product statuses
- E** Add pricing or update products



What's new?

Your base, inner and case are now grouped together so you can easily manage all product levels at once.

Coloured product rows indicate:

GREEN

Successfully submitted

WHITE

Draft product

RED

Submission error

A Create

Add a new product to your catalogue

B Search and Filter Bar

Filter your product list by retailer or conduct single or bulk searches

C Recipient Responses

View which recipient your product is available to and the responses to your item and price data

D Status Symbol Meanings

Item in **Draft**, not submitted to NPC Data Pool.

Item submission to NPC Data Pool **In Progress**. Contact NPC Support if status persists for more than 2 hours.

Item successfully **Submitted** to NPC Data Pool. Important: Check Item and Price columns for Recipient Statuses.

Item submission **Failed Validation**. Contact NPC Support.

E Action Menu

You can add pricing, update, change or duplicate products, from the Action Menu

OVERVIEW: Search and filter

You can use the Search and Filter Bar on the Products Page to create filtered views of your entire catalogue.

Search and filter functions include:

- A** Recipient Filter
- B** Product Search
- C** Bulk Search

There are 30 products per page, you can use the **Page Navigation** to navigate multiple pages.

The screenshot shows the 'National Product Catalogue' interface for 'RL, Supplier 1' with OLIN 932340832962. The interface includes a search bar, a recipient filter dropdown, a product search input, a bulk search input, and a table of products. Callouts A, B, and C point to the Recipient Filter, Product Search, and Bulk Search respectively. Callout 'Page Navigation' points to the pagination controls at the bottom right of the product table.

A Recipient Filter
Use the drop-down to filter by recipient

B Product Search
Search by brand, keyword, GTIN, product name or product code

Page Navigation
Use the arrows to navigate pages

C Bulk Search
You can search by copying and pasting lists of GTINs, brands or keywords into the text area

OVERVIEW: Edit, change or delete

To edit a draft product:

A **Edit and Make Changes** using the **Action Menu**

To delete an existing product:

- 1 Click **Delete** in the **Action Menu**
- 2 Specify the effective date and confirm the deletion

Note: Updates, deletions and changes to your product data apply to all levels of your product at once.

A Use the Action Menu

If the item icon is **Draft** [📝], then use the **Action Menu** to **Edit** the item details.

If the item icon is not **Draft** [such as 🌱, 🌿 or ⚠️] then use the **Action Menu** to **Make Changes** to the item (adding price, edit item type).

2

Delete product

Products should only be deleted if they are no longer available. For any other changes, please contact Support.

GTIN	Brand	Sub-Brand	Description
0000000000000	Buck's		Buck's Australian Native Bushbans Lemon Myrtle 250g

[Return to Product List](#) [Delete](#)

1

Add Price for Product
Edit Item Type
Delete...

!

If you accidentally delete a product, you can contact NPC Support to assist with reinstatement

USER JOURNEY: Adding products with no recipient

What is a User Journey?

User Journeys detail the step-by-step process to achieve a specific goal in the NPC. The scenarios featured in this guide are some common use-cases which a beginner may encounter while using the NPC for the first time.

How to add products:

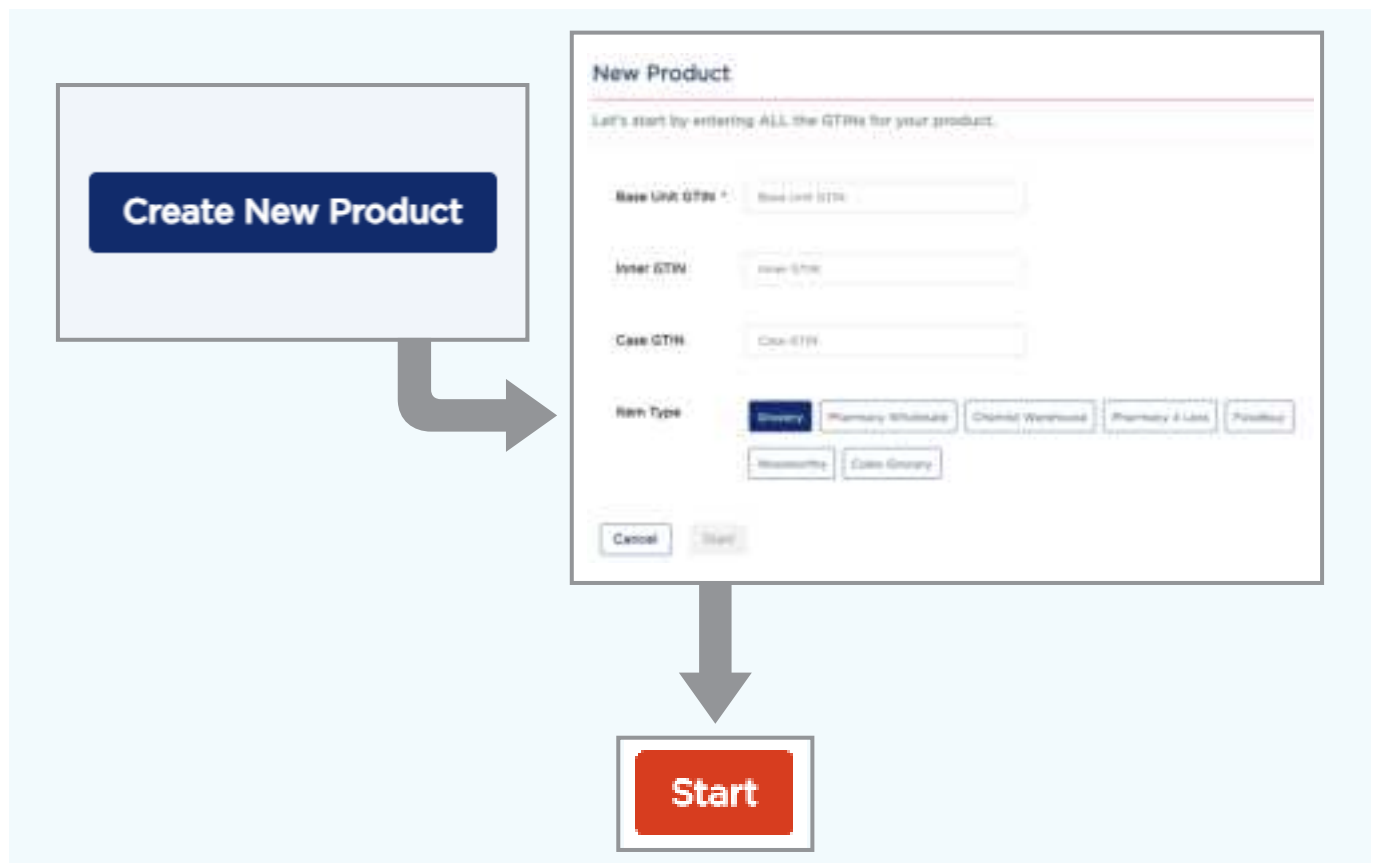
Select **“Create New Product”** from the Products screen

Enter in your product GTINs (“Base” is required, include “Inner” and “Case” GTINs if applicable)

Note: Ensure your GTINs are correct as you cannot change these later.

Select the item type. Additional item types can be added later, but item types **cannot be removed** once they have been set.




Select **“Start”** to create the product entry

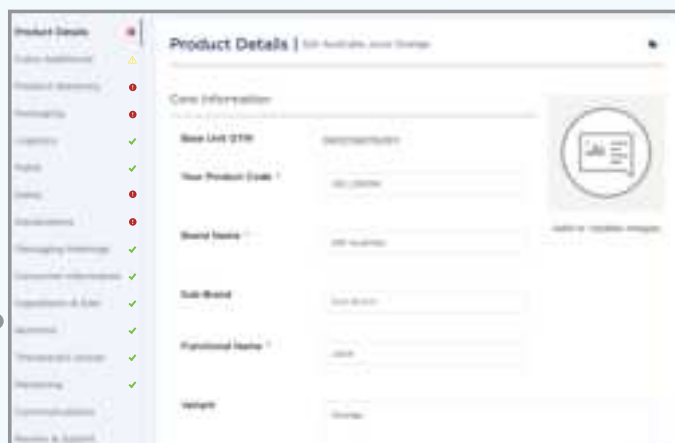


Attribute Sections

Navigate through your data in the **Attribute Sections**; the Validation Icons indicate the data validation status as you go

Validation Icons

-  **Error:** Action needed before submitting
-  **Warning:** Please review
-  **Confirmed:** Passed validation






Complete Product Details:

From here you can enter product information (such as brand and product names, descriptions, country of origin, tax details, etc.). Selecting **“Next”** will advance through the additional product information pages, such as Packaging, Logistics, Ingredients, Nutrition, etc.

You can manually select from the list of pages in the navigation pane (left hand column), or simply select **“Next”** to advance through each page.


















As each product information page is completed, icons will display in the navigation pane to show what information remains outstanding.

-  The red **“Error”** icon indicates missing information required to pass validation rules.
-  The yellow **“Warning”** icon indicates potentially missing information (for example, items submitted to FSANZ requiring specific statements);
-  The green **“Confirmed”** icon indicates that information (if required) is complete and has not failed any validation rules.

Once all information is entered and is passing validation rules, head to the **Review & Submit** page and select **“Submit”** to publish your product.

Submit

Note: If the only options are **“Previous”** and **“Product List”**, this means there are outstanding errors in your data. Clearing these up will make the **“Submit”** option appear.

Product Details	
Foodbuy	
Product Hierarchy	
Packaging	
Logistics	
Pallet	
Dates	
Declarations	
Packaging Markings	
Consumer Information	
Ingredients & Diet	
Nutrition	
Therapeutic Goods	
Regulatory	
Pharmacy	
Marketing	
Communications	
Review & Submit	

Product successfully submitted

After selecting “**Submit**”, you will see the following screen:

Product Submitted

The item data has now been submitted. To send this data to your Retailer(s), please Add Price or Publish.

Grocery	Convenience	Liquor
Add Price for Coles	Add Price for Spar	Add Price for Coles Liquor
Add Price for Woolworths AU	Add Price for 7-Eleven	Add Price for Metcash (ALM)
Add Price for Metcash (IGA)		
Publish to Drakes		
Add Price for Auspec (The Distributors)		
Add Price for Metcash (CCC)		
Publish to FSANZ		
Publish to Foodbuy		
		Pharmacy
		Add Price for Pharmacy 4 Less

From here you can select to **add prices** for recipients requiring price information, or to **publish** the product information directly to recipients who do not require pricing. These options can also be accessed from the Action menu on the products page.

Upon returning to the **products page** (if pricing not added via the previous page), your newly created product will be visible in the list, with no Price or Recipient information shown.

The screenshot shows the 'Add Recipient' dialog box. The table contains the following data:

Your code	GTINs	Description	Recipient	Item	Price	Type
1000	000000000000000000	Brand Name Shiny Wash (200 Pounds) - 000 ml	No Recipients	No Item	No Price	No Type

Below the table, there is a 'No Recipients' button (highlighted in orange) and a 'No Item' button.

USER JOURNEY: Adding recipients (with pricing)

Adding recipients with pricing:

In the Products page, the newly created product will display “No Recipients” icon.

Hovering over the “No Recipients” icon will show the tool tip “Go to Action to Add Price or Publish”, referring to the Action dropdown menu.

Note: If your product is not yet Submitted, selecting any of the “Add Price” options available in the dropdown menu will result in the message “Please submit your Product data before proceeding with Price.” This will remain until the product is Submitted.

Please submit your Product data before proceeding with Price.

Once submitted, selecting any of the “Add Price” options will bring up the pricing submission page unique to that recipient.

Fill out the details on the submission page. The options available may slightly differ based on the recipient's requirements; look out for the blue alert box showing recipient specific information.

Select “Submit” when all required details are filled in.

Recipient Specific Information

Important information for this recipient appears here; read this before submitting pricing

The form is titled "Pricing" and contains several sections. At the top, there are fields for "SKU" and "Description". Below these, there is a blue alert box with the text: "This is a price card (SKU) for the item. The item description must be your product's master item." The form includes a "Status" dropdown menu, an "Effective Date" field, and a "Batch Number" field. There is also a "Batch Quantity" field. At the bottom, there are two tabs: "National" and "Regional". A "Return to Product Page" button is located at the bottom left.

Submit

No Recipients

Go to Action to Add Price or Publish

No Recipients

Create a Copy

View
Edit

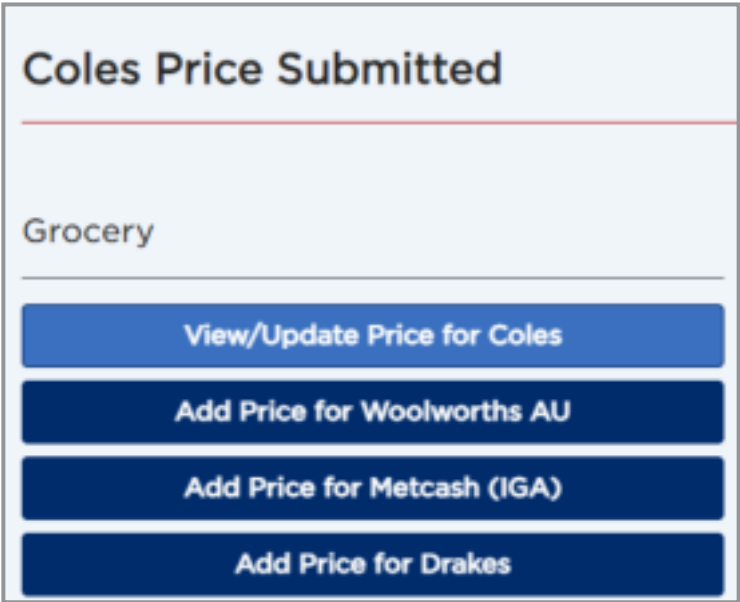
Add Price for Coles
Add Price for Woolworths AU
Add Price for Spar
Add Price for Metcash (IGA)
Add Price for Auspec (The Distributors)
Add Price for 7-Eleven
Add Price for Metcash (CCC)
Add Price for Coles Liquor
Add Price for Metcash (ALM)
Add Price for Pharmacy 4 Less

Edit Item Type

Delete...

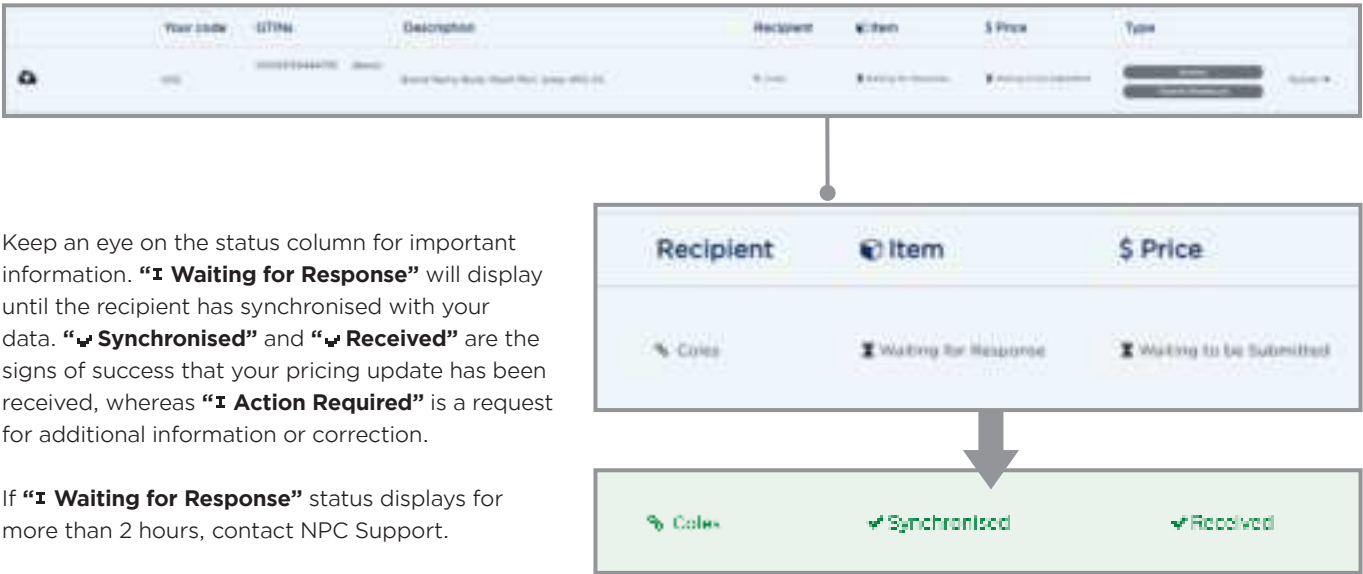
Recipients successfully added

After selecting “Submit”, you will see the following screen:



You can select **View/Update Price** for the recipient you have added pricing to, as well as the previous options to add prices or publish your product information to other recipients. These options can also be accessed from the Action menu on the products page.

Upon returning to the **products page**, your product will now have status information listed in the Item and Price columns:



Keep an eye on the status column for important information. “⚠ **Waiting for Response**” will display until the recipient has synchronised with your data. “✔ **Synchronised**” and “✔ **Received**” are the signs of success that your pricing update has been received, whereas “⚠ **Action Required**” is a request for additional information or correction.

If “⚠ **Waiting for Response**” status displays for more than 2 hours, contact NPC Support.

USER JOURNEY: Adding recipients (without pricing)

Publishing to recipients without price data:

Options to publish directly to recipients without pricing is only available for select recipients who do not require pricing information, for example FSANZ.

These recipients are shown in the Action menu as **“Publish to...”** instead of **“Add Price for...”**, and are only listed once the product data has been submitted.



1 Recipients not requiring pricing...



2 ...only appear after product successfully submitted.

Recipients successfully added

Unlike adding prices, there aren't any options to select before publishing without price data, so ensure all information entered in the Product Details is correct before selecting the **"Publish to..."** option. Upon selection, it will immediately publish to the chosen recipient.








The price column on the products page will read **“I No Price Required”**.












GLOSSARY: Status icons

Item column:

Icon	Status name	Tooltip messages
	Waiting for Response	Item publication is Waiting for Response from Recipient. Contact NPC Support if status persists for more than 2 hours.
	Received	Recipient has Received item data into the NPC Recipient Catalogue. Recipient can now process the data.
	Synchronised	Recipient has downloaded your data and has sent a Synchronised message.
	Action Required	Item not submitted, Pending Your Submission . Review and submit data when ready.
	Review	<i>[Details of review will be listed]</i>

Price column:

Icon	Status name	Tooltip messages
	Waiting to be Submitted	Price submission waiting for the positive item response from the NPC Data Pool. Contact NPC Support if status persists for more than 2 hours.
	Submission in Progress	Price submission now in progress to the NPC Data Pool. Recipient can now process the data. Contact NPC Support if status persists for more than 2 hours.
	Waiting for Response	Price submitted to the NPC Data Pool. Item publication is Waiting for Response from Recipient. Contact NPC Support if status persists for more than 2 hours.
	No Price Required	No price required.
	Validation failed	Price submission has failed validation. Contact NPC Support.
	Received	Recipient Received price data into NPC Recipient Catalogue.
	Synchronised	Price data Synchronised with Recipient.
	Rejected	Price data Rejected by Recipient. Contact Recipient or NPC Support if help needed to resolve.
	Review	Review required

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