



**Sam's Club®**  
**Savings Made Simple**

## **Sam's Club Data Synchronization Initiative**

### **Frequently Asked Questions for Suppliers**

Version 4  
November 2015

## 1 INTRODUCTION

This document is a compilation of questions and their associated answers, relative to the Sam's Club data synchronization initiative. This initiative is intended for all suppliers with Target Market = U.S. items for all categories, regardless of their Buying Region Code. Please see a list of minimal exclusions below.

### **EXCLUSIONS**

Any items that meet the following criteria are considered ineligible for data synchronization with Sam's Club US.

- Items set up with an internal 40-type Global Trade Identification Number (GTIN)
- Items set up with a PLU aka 20-type GTIN
- Item set up with the following Supplier Numbers:

- 118322 CLUB CAFE
- 468041 FRESH MEAT DEPARTMENT
- 467274 FRESH MEAT DEPARTMENT-MARKDOWN
- 440045 FRESH MEAT DEPT PUERTO RICO
- 821020 SAMS DIVERTING
- 742846 SAMS EMBROIDERY D/C
- 662632 SAMS FLORAL DC
- 670793 SAMS FRESH REPLENISHMENT
- 670805 SAMS FRESH REPLENISHMENT
- 690222 SAMS FRESH REPLENISHMENT
- 001603 SAMS FUNDED EVALUES
- 295949 SAMS HEADQUARTERS
- 384983 SAMS MEMBERSHIP & MARKETING
- 737049 SAMS PRODUCE DC'S
- 456104 SAMS PRODUCE DCS
- 574699 SAMS PRODUCE DCS

- Items set up in the following Sam's Club Categories:

- 19 WINE
- 25 AUCTION
- 26 E-BUSINESS MISC
- 28 SPIRITS
- 30 TRAVEL
- 35 GAS STATIONS
- 55 BEER
- 62 VENDING MACHINES
- 63 SHOWCASE EVENTS
- 65 SUPPLIER DISPLAYS
- 73 COUPONS
- 75 DR FEES
- 81 EXTENDED WARRANTY
- 82 INSTANT SAVINGS
- 84 TAX OFFICE
- 87 MEMBERSHIP
- 90 PURGEABLE
- 91 CAR WASH
- 97 TBC SERVICES

### 2 GENERAL DATA SYNCHRONIZATION QUESTIONS

#### **Q: What is Data Synchronization?**

**A:** Data synchronization is the electronic transfer of standardized product and location information between trading partners and the continuous synchronization of that data over time. When this data is exchanged via a central global repository - GS1 Global Registry™, it is referred to as Global Data Synchronization.

#### Product information includes:

- Item attributes controlled by the supplier, e.g., Global Trade Item Number (GTIN), Size, Weight, Height, Brand, UPC code,  
NOTE: There are over 3,000 attributes available inside The GDSN

#### Location information includes:

- Global Location Number (GLN) – Locations involved in trade such as company headquarters, billing departments, and ship-to addresses

#### **Q: What is the Global Data Synchronization Network® (GDSN®)?**

**A:** The GDSN is an automated, standards-based global environment that enables secure and continuous data synchronization. This allows all trading partners to have consistent item data in their systems at the same time, ensuring that all parties in the supply chain are working with the same data. The GDSN helps to save time and money for all organizations by eliminating steps to correct inaccurate data.

**A:** The GDSN enables the Global Standards One (GS1) Global Registry and a network of interoperable, certified data pools that enable data synchronization per GS1 System standards.

#### **Q: What are the benefits of synchronizing data through the GDSN?**

**A:** Data synchronization provides an automated method to synchronize item information with retailers, according to global industry standards, by utilizing the same format for all trade items and parties to improve accuracy. Using the GDSN can:

- Reduce errors for creation of items
- Increase market share for early arrival of new items
- Increase the efficiency of businesses
- Build the foundation for electronic collaborative commerce

#### **Q: What is Subscription or CIS Message?**

**A:** CIS stands for Catalog Item Subscription. This is a message inside the GDSN representing when a retailer subscribes to a supplier's data. Without a subscription, a retailer cannot receive a supplier's data. Retailers can subscribe at four levels.

1. Target Market
2. GLN
3. GTIN
4. GPC

NOTE: Walmart Stores Inc. currently subscribes at a GLN level. You must request to have a subscription set up with each country/entity for trading data within our company.

## FAQs for Sam's Club Suppliers

---

**Q: What is a company prefix?**

**A:** A company prefix is a globally unique number assigned to companies by GS1 Member Organizations GS1 US (United States) to create the identification numbers of the GS1 System. It is comprised of a GS1 Prefix and a Company Number.

**Q: What is a GLN?**

**A:** GLN is an acronym for Global Location Number, and it refers to the globally unique GS1 System identification number for legal entities, functional entities, and physical locations. A GLN is comprised of 13 digits that together represent a GS1 Company Prefix, Location Reference, and Check Digit. Supply side trading partner locations generally include corporate headquarters, regional offices, warehouses, plants, and distribution centers. Demand side trading partner locations generally include corporate headquarters, divisional offices, stores, and distribution centers.

**Note:** Walmart Stores Inc. has a separate GLN for each of our country/entities. The Sam's Club US GLN is 0605388000002.

**Q: What a GTIN?**

**A:** GTIN is an acronym for "Global Trade Item Number" and refers to the globally unique GS1 system identification number for products and services. A GTIN may be 8, 12, 13, or 14 digits in length, represented as GTIN-8, GTIN-12, GTIN-13, and GTIN-14, respectively.

**Q: How do I know if I need to assign a new GTIN or Universal Product Code (UPC) when I make changes to an existing product?**

**A:** Follow the GS1 Standards GTIN Allocation Rules. For example, if the declared net content changes on the consumer unit packaging, then a new UPC must be assigned. For more information on GTIN Allocation Rules visit <http://www.gs1.org/1/gtinrules>.

**Q: What is a GPC code?**

**A:** GPC is an acronym for "Global Product Classification". This code is an 8-digit number that represents a classification of products. Global Product Classification is a required element of the global data based on attributes, and values and is a required element of the GDSN.

**Note:** If you need a list of GPC codes contact your data pool provider. To request a GPC code to be added to standards, work with your data pool provider or your solution partner to submit a change request.

**Q: Is data synchronization an information technology (IT) function? Does it require IT resources?**

**A:** Data synchronization is a business process that uses technology in its implementation. For a successful implementation, it is recommended to have executive sponsorship and technology resources allocated to this program.

## FAQs for Sam's Club Suppliers

---

**Q: Is data synchronization another term for Electronic Data Interchange (EDI)?**

**A:** No. EDI is used in the transmission of many e-business transactions, whereas data synchronization is the electronic transmission of standardized product and location information.

**Q: Do my merchants need to be involved with data synchronization?**

**A:** Yes, merchants play an important role in the success of this process. Data Synchronization will require their support when starting Item Creation or when completing the final step in synchronization for an existing item. Contact your merchant today to ensure you are aligned with their processes.

## 2.2 Data Pools and Solution Partners

**Q: What is a GDSN-certified data pool?**

**A:** A third party entity that provides its customers data synchronization services and a single point of entry to the GDSN.

**A:** Data pools must be annually certified per GS1 System standards to operate within the GDSN. Data pools interoperate with the GS1 Global Registry and each other.

**Q: Where can I find a list of GDSN-certified data pools?**

**A:** The GS1 website has a list of GDSN-certified data pools with contact information. You can find the list at [www.gs1.org/docs/gdsn/gdsn\\_certified\\_data\\_pools.pdf](http://www.gs1.org/docs/gdsn/gdsn_certified_data_pools.pdf).

**Q: Who does Sam's Club use for a Data Pool Provider?**

**A:** Walmart Stores Inc. has chosen to partner with 1WorldSync, a wholly owned subsidiary of GS1 US, the not-for-profit standards organization for the United States. To learn more about 1WorldSync and its services, visit [www.1worldsync.com](http://www.1worldsync.com) or call +1 866.280.4013, Option 1.

**Q: Do I have to sign up with 1WorldSync™?**

**A:** Sam's Club has partnered with 1WorldSync, but each supplier may select the data pool provider of their choice. If you are not currently using a certified data pool, we recommend you get started right away by contacting the Sam's Club GDSN support at +1 866.280.4013, Option 1.

**Q: How much does implementing data synchronization cost?**

**A:** Each data pool provider has their own fee structure. 1WorldSync fees are calculated based on your company's total annual revenue. Visit <http://www.1worldsync.com/web/us/subscribe> for more details.

**Q: If I have questions and need help, who should I contact?**

**A:** Regardless of your data pool provider, please contact 1WorldSync customer support at [technicalsupport@1worldsync.com](mailto:technicalsupport@1worldsync.com) or +1 866.280.4013 for all questions associated with the GDSN or Sam's Club data synchronization initiative. They are the Sam's Club data pool provider and they will be receiving your data information

## FAQs for Sam's Club Suppliers

from all other pool providers before sending this information on to us.

### 3 PROJECT DIAMOND

#### 3.1 General Questions

**Q: What is Project Diamond?**

**A:** Project Diamond is the tag-name for our GDSN initiative at Sam's Club.

**Q: Are all Sam's Club suppliers required to implement data synchronization via the GDSN?**

**A:** Through Project Diamond, Sam's Club is requiring most of its suppliers, including private label suppliers, to publish item data for new and existing items using the GDSN. A list of minor exclusions can be found in section 1 of this document.

**Q: How do I know if I need to publish to Sam's Club? Proposed**

**A:** You will need to review your Publication Detail Report in Sams Item Link to see which items are considered eligible for our GDSN initiative. If you see your items on the report you will need to publish these items with Sam's Club.

**Q: Is data synchronization being used in other countries for Sam's Club?**

**A:** At this time, only Target Market = U.S. items need to be synchronized. We plan to roll out to the remaining Sam's Club markets in the following order: Mexico, India, China, and Brazil. Timeline is yet to be determined.

#### 3.2 PUBLISHING DATA TO SAM'S CLUB

**Q: My merchant has requested for Item Creation and Maintenance to be initiated through data synchronization. How do I get started?**

**A:** Please see the Sam's Club Implementation Guide, located at [www.1worldsync.com/samsclub](http://www.1worldsync.com/samsclub), for more specific details regarding implementation requirements. Here are the steps to help you get started:

	Are you utilizing data synchronization with any other retailers?
No	<ul style="list-style-type: none"><li>Verify that the GDSN is a good fit for your company and select your data pool provider. All certified data pool providers are listed at: <a href="http://www.gs1.org/docs/gdsn/gdsn_certified_data_pools.pdf">www.gs1.org/docs/gdsn/gdsn_certified_data_pools.pdf</a></li><li>For more information, call 1WorldSync at +1 866.280.4013</li></ul>
Yes	<ul style="list-style-type: none"><li>If you are utilizing the GDSN with other retailers, complete the steps in the following question to successfully synchronize with Sam's Club.</li></ul>

## FAQs for Sam's Club Suppliers

### Q: How do I prepare to synchronize my data with Sam's Club?

A: Complete the following steps in this order.

**1. Obtain** Education/Training from your data pool provider or solution partner:

- Walmart and Sam's Club participate in a 3-day GDSN workshop and training session that is hosted at the 1WorldSync training facility located in Bentonville, AR. The session will help you learn the basics of the GDSN (Day 1), How to sync with Walmart (Day 2), and how to sync with Sam's Club (Day 3). If you are not servicing Walmart at this time, you will not have to attend Day 2. We highly suggest that you bring your sales representative as well as the associate(s) that will be creating new items and maintaining your existing item data. It is critical that you both learn the same material at the same time to make this process successful. Please visit [www.1worldsync.com/samsclub](http://www.1worldsync.com/samsclub) to see upcoming dates and to sign up for the course.
- Review GDSN Package Measurement Standards:  
<http://www.gs1us.org/resources/standards/package-measurement-standards>
- Review the Sam's Club Attribute Mapping Spreadsheet for the list of attributes that we are subscribing to, located at [www.1worldsync.com/samsclub](http://www.1worldsync.com/samsclub).
  - 1WorldSync suppliers can use The Attribute Graph to map the required attributes and compare them to the attribute requirements of their other trading partners.
    - TAG Fact Sheet - <http://solutions.1worldsync.com/tag-fact-sheet>
    - TAG Signup Page - <http://solutions.1worldsync.com/tag-signup>

**2. Fill** out the [Sam's Club Contact Information Form](#) to ensure that you are receiving notifications from 1WorldSync. 1WorldSync is our data pool provider, and they occasionally send information out to our suppliers on our behalf. This form and more help documentation can be found on our Sam's Club Landing Page within the 1WorldSync website, [www.1worldsync.com/samsclub](http://www.1worldsync.com/samsclub).

**3. Request** to set up the Sam's Club US subscription with your GLN.

- Contact the Retail Link Help Desk at 1.479.273.8888, option 1, or email at [vendoraccess@wal-mart.com](mailto:vendoraccess@wal-mart.com); to request your subscription with the Sam's Club GLN: 0605388000002. You will need to provide your 13 digit GLN and all of your 6-digit vendor numbers.

**4. Prepare** your item data.

- A. Utilize the Publication Detail Report to run the Not Sync'd Report to pull your list of items eligible for data synchronization. Make note of the Orderable Quantity on your item as this is the level in your hierarchy that should have the Ordering Unit Indicator set to TRUE.
  - a. Retail Link > Apps > S > Sam's Club Item Link > Reporting > Publication Detail Report
  - b. Choose US > Select Not Sync'd checkbox > Click on Retrieve or Retrieve to Excel
- B. Ensure all of your Sam's Club products have been entered into your data pool provider's application with the attributes listed inside the Sam's Club Attribute Mapping Spreadsheet, found on the Sam's Club Landing Page at [www.1worldsync.com/samsclub](http://www.1worldsync.com/samsclub).
  - a. 1WorldSync suppliers can leverage The Attribute Graph to identify the required attributes by signing up at

## FAQs for Sam's Club Suppliers

<http://solutions.1worldsync.com/tag-signup>.

- C. Link / Associate your item hierarchies for each GTIN level. NOTE: Ensure that the correct level is marked as Orderable by reviewing the Not Sync'd Report available inside our Publication Detail Report.

### 5. Publish your item data:

- Publish as New (new items) or Initial Load (existing items) to the Sam's Club US GLN: 0605388000002.
- Pull the Publication Detail Report after you have successfully transmitted the publications to confirm that we do not need additional information or actions on your side.

**NOTE:** When sending New Item Publications, contact your merchant to determine whose responsibility it is to "top off" attributes in Item Creation inside Sam's Item Link.

### 6. Manage Confirmation Responses from Sam's Club.

- After Sam's Club receives the published item or item maintenance it is subjected to Sam's Club validation and processing. The Catalog Item Confirmation (CIC) is generated immediately after those rules are executed. If you have not received a CIC within 24 hours, please check with [technicalsupport@1worldsync.com](mailto:technicalsupport@1worldsync.com).
- Sam's Club will send an initial Accept CIC after the publication has been received, regardless of the Publication Type.
- Sam's Club systems will process validations on the publication and you will receive a second CIC Message with a state of Reject, Review, or Synchronized.
  - If a REVIEW or REJECTED status is received, then review the CIC details and access the Publication Detail Report to view the error(s).
  - If a Synchronized CIC has been sent, then that item has completed the synchronization process.
  - If only the CIC with a state of Accept is received and the Publication is not visible inside the Publication Detail Report, then contact 1WorldSync Technical support to report the issue.

### 7. Modify items that have been synchronized.

- Locked attributes that have been published must be modified through the GDSN.
- Unlocked attributes can be modified through the GDSN or in Sam's Club Item Link.

**Note:** Data changes will require approval by Sam's Club merchants via Sam's Club Item Link. Access the Publication Detail Report to check the status of synchronization.

### Q: What is The Attribute Graph and what does it have to do with Project Diamond?

**A:** 1WorldSync data pool users can leverage The Attribute Graph (TAG) to identify the attribute requirements of Sam's Club's Project Diamond and your other customers requiring data sync.

- TAG provides the ability to easily analyze, compare and export the attribute requirements across your customers, including Sam's Club. For suppliers that use 1WorldSync as their GDSN Data Pool, access [The Attribute Graph \(TAG\)](#). Currently TAG is included in your



## FAQs for Sam's Club Suppliers

1WorldSync Data Pool subscription.

### **Q: How long does it take for the data to show up in the Publication Detail Report?**

**A:** 1WorldSync pushes data to Sam's Club every hour on the half hour, 24 hours a day, 7 days a week. All Walmart Stores Inc. publications are processed in the order they are received. Your publication should appear inside the Publication Detail Report shortly after the Sam's Club system has processed the data. This can take anywhere from 30 minutes to an hour, depending on the publication queue.

### **Q: What should I do if I have published my items but I do not see them within the Sam's Club Publication Detail Report?**

**A:** Review your CIC messages to see responses given. If you did not receive a second CIC, check with your data pool to ensure that your publication was successfully transmitted to Sam's Club. If you continue to have difficulties, please contact 1WorldSync customer support at [technicalsupport@1worldsync.com](mailto:technicalsupport@1worldsync.com) or 1 866.280.4013 for more details.

### **Q: When I pull my Not Sync'd Report, I see items that are very old. How do I get them removed from my list?**

**A:** Old items will appear on your Not Sync'd report when they have not been cancelled or there is still inventory in our clubs. Send a list of your older items to your merchant assistant and ask them to address the item/club issues.

### **Q: My item data has been sent via the GDSN and the approval process is complete. Why is the value different from the value I sent via a GDSN publication?**

**A:** The merchant has the ability to reject any of the locked attributes that have been sent on a GDSN publication. They also have the option to revise any of the unlocked attributes. If you believe an attribute has been rejected or revised in error, please contact your merchant to discuss the appropriate value.

### **Q: I supply Private Label products to Sam's Club. How do I get GTINs for each level in my hierarchy to complete data synchronization?**

**A:** Collaborate with your merchant and our Private Label Team to obtain GTINs for each level in your item hierarchy.

### **Q: My item number has multiple GTINs. Do I have to synchronize all of the GTINs under this same item number?**

**A:** To synchronize an item with multiple GTINs, publish only one simple hierarchy for the prime GTIN on the item. The Prime GTIN for the item can be found by accessing the Publication Detail Report or by viewing the item in the Item Inquiry screen inside Sam's Item Link. The GTIN at the top of this page is the Prime GTIN for the item.

**NOTE:** If publications are sent for the additional GTINs on the item, you will receive a REJECT CIC as the system will not be able to find a matching item number.

## FAQs for Sam's Club Suppliers

**Q: My merchant has advised me that my dimensions are reversed for the Length and Depth. How do I correct this?**

**A:** In the current Sam's Club Systems, the labels for these attributes do not match those of GDSN or Walmart. See below for the mapping between the three systems.

GDSN	Sam's Club Item Link	Walmart Online Item File
Depth	Length	Length
Width	Depth	Width
Height	Height	Height

NOTE: The Sam's Item Link application will match to the labels inside the GDSN after the May 2015 Release.

**Q: I sell my Inner Pack GTIN as an Each at Sam's Club. How do I publish this type of hierarchy?**

**A1:** If Sam's Club is selling your banded together product with the barcode that is also used to sell your individual product, then your hierarchy should represent both an Inner Pack and an Each. The Inner Pack GTIN must represent a new packaging indicator and should be flagged as consumable.

**A2:** If Sam's Club is selling your banded together product with an entirely new barcode, then the multi-pack would be represented as the Each inside a separate hierarchy that does not include an Inner Pack. Ensure that the original barcode used to sell the individual product has been covered up. No product should have two UPCs exposed.

**Q: When I review my Publication Detail Report, some of my publications have a Publication Sync Status of "Data Not Accepted". What does this mean?**

**A:** If your publication sync status is showing "Data Not Accepted" this means that not every attribute value that was sent over was accepted. If you click on Data Not Accepted in the Publication Detail Report, you can review the data that was rejected by the appropriate approval team. If you believe an attribute has been rejected or revised in error, please contact your Merchant to discuss the appropriate value.

**Q: If my item shows in the publication sync status as "Data Not Accepted" does that mean that my item is no longer synced?**

**A:** No. That just means that the appropriate team that reviewed your item did not accept all the attributes that were sent over. If you look at the item sync status, you will see that your item will show "Synchronized".

**Q: When I send an Initial Load Publication, how does the system know which item to connect to?**

**A:** The Sam's Club system will complete the following validations to find the correct item(s) that exist in our system.

## FAQs for Sam's Club Suppliers

---

1. It will pull all of the items that roll up to the vendor numbers (those that are attached to your GLN subscription)
2. Out of the items found in step 1 above, it will then look at the items that have a matching PRIME Consumable Sell Unit GTIN. The Primary GTIN is located in the last column in the Publication Detail Report or you can find it in Item Inquiry at the top of the page as well as the bottom of the page shown highlighted in blue.
3. Out of the items that meet the criteria for 1 and 2, the Sam's Club system will look for items that match your pack quantities. It will compare all the levels in your hierarchy marked as Orderable and review the Quantity of Next Lower Level (converted to eaches) compared to the Orderable Pack Quantity on the item.
4. If the system finds more than one item that meets the criteria for 1, 2, and 3, then your publication will move into a sync status of "Pending Supplier Data" and you will see "Choose Items" inside the Item Column. You will have to click on this link and then select the items you want to synchronize. Once you select the items to sync, the system will review the status along with the current data on the item. If the item is "active" and has different data than your publication, you will see the publication for that item move to a sync status of "Pending Approval". If the item is deleted, or if the item data matches exactly, then the sync status will move to "Synchronized".
5. If the system only finds one item that meets the criteria for 1, 2, and 3, then the system will review the status along with the current data on the item. If the item is active and has different data than your publication, you will see the publication for that item move to a sync status of "Pending Approval". If the item is deleted or if the item data matches exactly, then the sync status will move to "Synchronized".

**Q: My publication did not connect to my item, but I know it exists in the Sam's Club system. Should I publish as New to correct the issue?**

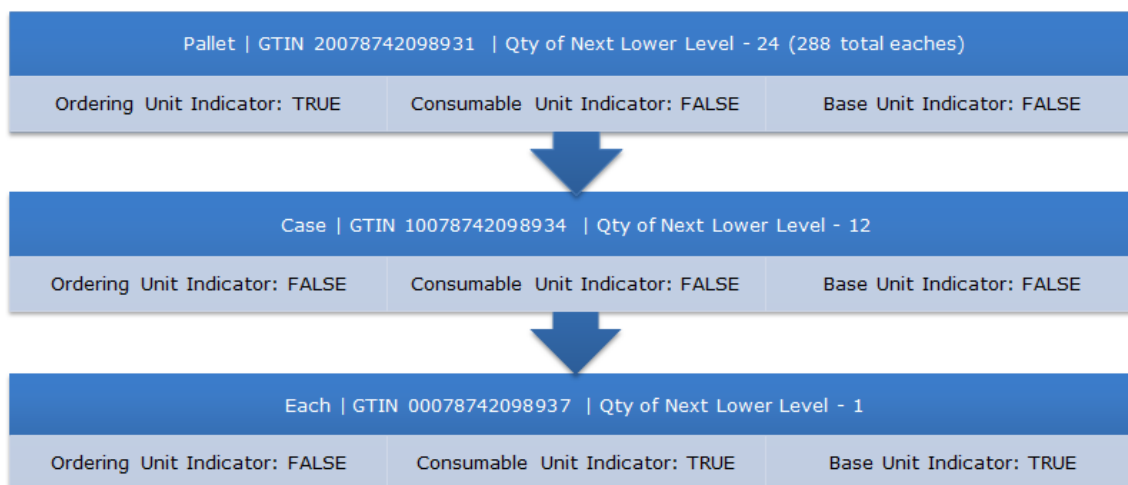
**A:** No. Do not publish as New if the item already exists in the Sam's Club system. There are three reasons why a publication does not connect to an item.

1. The **vendor number** on the item does not exist inside your subscription. To verify, contact the Retail Link Help Desk.
2. The **Prime GTIN** on your item does not match the GTIN flagged as Consumable on your hierarchy. Verify by comparing your publication to the item inside The Publication Detail Report or in Item Inquiry. If the Prime GTIN is wrong on your item, contact your merchant for resolution.
3. The **Quantity** on your item does not match the quantity on your publication. Verify the orderable quantity for your item by reviewing the item inside the Publication Detail Report or Item Inquiry. The quantity on this report represents the level in your hierarchy that should be flagged as Orderable.

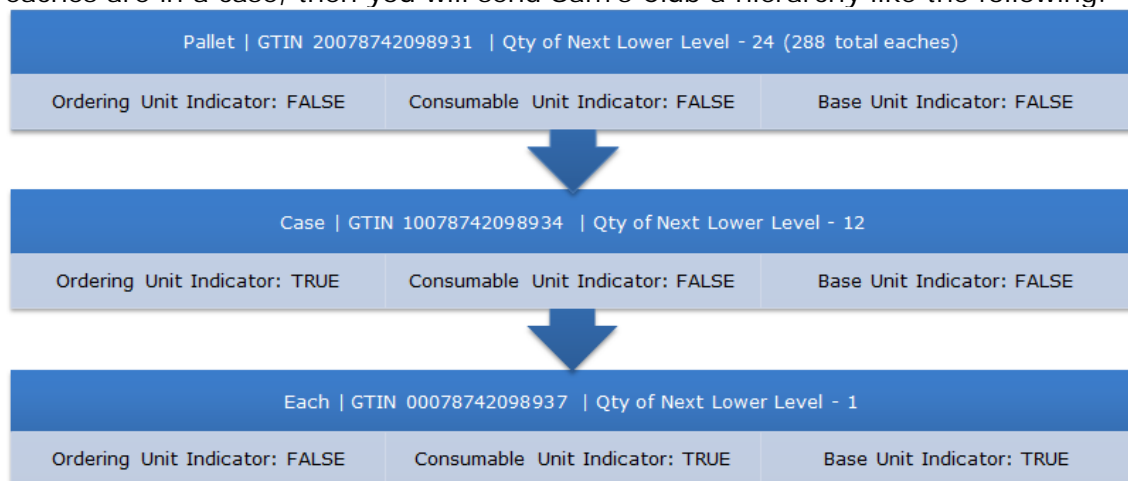
## FAQs for Sam's Club Suppliers

**Q: How will I know which level of my hierarchy should have the Ordering Indicator set to TRUE?**

**A:** You will need to coordinate with your merchant to determine which level the item will be ordered. For example, if the merchant intends to order 288 eaches every time they create an order, and 288 eaches fit on a pallet, then you will send Sam's Club a hierarchy like the following:

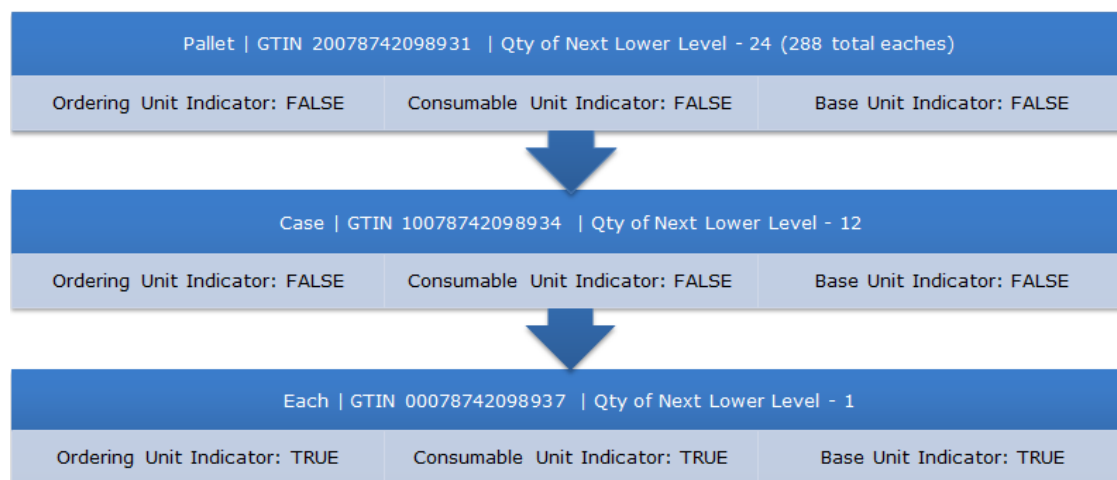


If the merchant wants to order 12 eaches every time they create an order, and 12 eaches are in a case, then you will send Sam's Club a hierarchy like the following:



## FAQs for Sam's Club Suppliers

If your merchant wants the flexibility to order 1 Each every time they create an order, then you will send Sam's Club a hierarchy like the following:



NOTE: The Ordering Unit indicator can be set to a different value for each of your retailers and can be set to TRUE on multiple levels in your item hierarchy. Sam's Club requires at least one level to be flagged as Orderable and one level to be flagged as Consumable.

**Q: I have successfully transmitted my New Item Publications. I see them on the Publication Detail Report. What is my next step?**

**A:** Contact your merchant to determine whose responsibility it is to "top off" the data inside Sam's Item Link. If they approve for you to start this process, then click on the "New Item" link to begin the item creation process. After the top off is complete, the merchant will review and approve or reject your new item request. When workflow is complete, a new item will be generated along with an item number.

**NOTE:** Mass Item Creation is also available if needed. See the Help Documentation link in the top right hand corner of the Sam's Club Item Link home page for more help for Item Creation and GDSN Reporting.

**Q: I have successfully transmitted my Initial Load Publications for my existing items and see them on the Publication Detail Report. What is my next step?**

**A:** Review the following Publication Sync Statuses (available for Initial Load publications) to determine next steps.

## FAQs for Sam's Club Suppliers

PUBLICATION SYNC STATUS	DEFINITION
Synchronized	The item has successfully been connected to a publication. No further action is required
Pending Supplier Data	<p>Indicates that the supplier must complete actions before item can be synchronized.</p> <p>Initial Load- supplier will need to click "Choose Items" to select the appropriate item(s) to sync.</p> <p>New Item- supplier will need to click "New Item". This will take you to the top off information for item creation.</p>
Pending Approval	<p>Publication has attached to an item, but one or more attributes has a value that does not match the Sam's Club item file. Attributes must go through workflow approval process. If the item has not completed synchronization within 48 hours, then you may follow up with your merchant team.</p>
No Matching Item Found	<p>Publication has passed initial validations but the system could not find an item that matched inside the Sam's Club item file. You will need to review and revise one or more of the following:</p> <ul style="list-style-type: none"> <li>• Vendor Number</li> <li>• Prime GTIN</li> <li>• Pack Quantities</li> </ul>
Data Not Accepted	Item has been synchronized but one or more attributes was rejected during the workflow process

**Q: My Retail Link and/or Sam's Club Item Link application does not match the training documentation. How can I fix this?**

**A:** Applications within Retail Link are designed and tested to work within the Internet Explorer version 7 and 8 for maximum compatibility. To ensure all functionality works properly, Sam's Club recommends that you use Internet Explorer version 7 or 8.

**Q: My Internet Explorer is version 9, 10 or 11. May I use these versions?**

**A:** Applications within Retail Link are only tested to work with Internet Explorer (IE) versions 7 and 8 for maximum compatibility, but you may use other IE versions if add **wal-mart.com** to the "Websites you've added to Compatibility View" within your Compatibility View Settings. You may find your Compatibility View Settings under Tools within an active Internet Explorer window.