



TONIQ PRODUCT CATALOGUE

Product Data Manual

This manual contains descriptions and standards for the data fields used in the Tonic Product Catalogue. The standards within this document will ensure that your product data is complete and accurate and ready to be used by Tonic Price Lists

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Introducing the Toniq Product Catalogue

For many years Toniq has provided a price list service to allow you to have one point of contact to distribute your basic product and pricing data to retailers across New Zealand.

This service has proved of great value to both retailers and suppliers by ensuring accuracy of product data, pricing and stock ordering.

Over the last two decades there have been many changes in retailing and supply chain and as these changes have occurred both suppliers and retailers' expectations have changed.

To ensure that Toniq can continue to offer this valuable service and can make improvements to our systems that will benefit suppliers and retailers, we are updating the price list service.

Our new service, the Toniq Product Catalogue, will focus on collecting richer product data from suppliers and setting the standard across the retail pharmacy industry. Enriched data will allow for enhancements that will streamline the ordering process and allow for more suppliers to utilise our electronic ordering service.

Toniq will offer a new platform to view and maintain your product catalogue. This will simplify the product request process and provide instant feedback if certain standards are not met. Any new product requests or product change requests submitted will still go through the same quality assurance process that you have come to expect from Toniq.

To provide this service Toniq has a team of master data experts ensuring that your product information is published to retailers quickly with a high degree of accuracy and standardisation.

The data standards are laid out in this manual.

General Rules

There are several general rules that apply across all fields to ensure a consistent, accurate, and standardised format of product master data in Toniq's systems.

- Special characters such as trademark or copyright symbols are not allowed
- International characters such as letters with accents are not allowed
- Do not use back slash “\”
- Do not include abbreviations
- Barcodes must be exactly as used on the product packaging and as per the GS1 barcode rules. If a leading zero is used on the barcode on the packaging it must be included in the form
- Avoid using commas and symbols
- Do not use double quotes (“”)
- Do not use tabs or indents
- Ensure that brand names and product descriptions are consistent across all items in your product catalogue

- All data is for the retail sales item. This is important as the retailer must be able to sell the retail sales item via Toniq Retail. If you sell a product in a pack that can be broken down into units for sale please provide the details for the retail sales item and the appropriate buying multiples, and inner and outer pack quantities.

Toniq will quality check the data supplied before publishing to the Toniq Price List file to ensure that the appropriate data standards are met.

If you are submitting Ranged products to Green Cross Health using the Green Cross Health NPD form and no additional data is required by Toniq, a separate Toniq product form is not required.

New Product vs Product Change Guidelines

Any changes to existing products must be entered on the Toniq Vendor Web Portal. Toniq will check the product change data and update the product record as requested. If the requested changes fall out of what is deemed permissible Toniq will advise and may request further details or request that a new product request is submitted.

Below are some general guidelines to help determine whether a product change request or a new product request should be submitted.

A new product is required if;

- The net content has changed
- Any dimension or any gross weight changes by more than 20%
- The primary brand of the product has changed
- Any formulation or functionality has changed
- Any certification mark, symbol, or wording that is validated by an external authority has changed
- The pre-defined assortment of a multipack has changed
- Any other change that requires the allocation of a new barcode

For these changes a new barcode will be required and therefore a new product record will be required. A new and unique product description and product code is required for all new products.

A product change is required if;

- Any dimension or any gross weight changes by 20% or less
- The product description or name has changed but the product has not
- The standard cost or RRP has changed
- The outer, or inner, packaging configuration, the minimum order quantity, or the buying multiple has changed

Service Levels

We aim to process each submission and make available to end users via the Toniq Price List service within 5 working days.

This timeframe relies, in part, on receiving the correct information in the first instance. If our team have any questions, we expect a response within the timeframe.

The data standards laid out in this document will ensure that, if followed, follow-up queries from Toniq will be minimised.

Please note that this service level does not affect the agreement with Green Cross Health for their 'Ranged NPD' process.

Data Standards by Field

1.1 Suppliers Product Code

Field Name	Product Code
Mandatory Field	No
Field Type	Text
Character Limit	80
Format	Uppercase
Description	The Manufacturers, Suppliers, or Vendors product code. Some companies may refer to these product codes as “order codes”, “part numbers”, “item numbers”, “model numbers”, “SKUs”, etc. This will be the number that you use to uniquely identify the product in your inventory.
Data Standards	<p>If you need to create product codes there is plenty of advice online, however some key points from a system perspective;</p> <ul style="list-style-type: none"> • Never start a product code with a leading zero • Keep the code short and easy for warehouse staff to read • Do not use characters that could cause formatting errors such as; <ul style="list-style-type: none"> ○ “/” – could result in the number being read as a date ○ “\”, “<”, “>”, “+” and “*” can have unintended consequences in Excel and also when uploading the product code to Toniq. ○ Spaces are not allowed ○ Use “-“ or “_” instead of space ○ Do not use accented characters

1.2 Brand Name

Field Name	Brand
Mandatory Field	Yes
Field Type	Text
Character Limit	70
Format	Title case
Description	This is the product brand name recognisable to the consumer and as displayed on the sales item.
Data Standards	<ul style="list-style-type: none">• Ensure that the Brand Name is consistent across all items in the brand• Do not include any Sub-Brand names.• If the item does not have a Brand Name enter the manufacturer name.• Do not use commas or symbols• Do not use back slash “\”• Do not use abbreviations• Do not include trademark or copyright symbols• Do not use international characters such as those with accents <p>NB: If a Brand Name or Manufacturer name is not available you will be required to enter a reason</p>

1.3 Short Name

Field Name	Short Name
Mandatory Field	Yes
Field Type	Text
Character Limit	178
Format	Title case
Description	<p>The Short Name should include the item description as printed on the sales item packaging.</p> <p>The short name will exclude the Brand but include the Sub-brand if one exists.</p> <p>Abbreviations (such as EDP, EDT, or SPF), are acceptable if they are written exactly as they are on the packaging.</p> <p>Include the functional name of the product. This is especially important if the functional name is not included on the packaging.</p> <p>Include any measure of ingredients such as 500mg or 12.5mg</p> <p>Include any product format or variant (such as Capsules, Tablets, or Caplets) as the last word of the description.</p> <p>Exclude the net content</p>
Data Standards	<ul style="list-style-type: none"> • Do not repeat the Brand Name in the Short Name. • If the item has a Sub-brand, include the Sub-brand in the Short Name. • The Sub-brand must not be the same as the Brand Name • Any abbreviations must be exactly as written on the packaging • Include the functional name of the product • Include any measure of ingredients such as 500mg or 12.5mg • Include and product formats such as Capsules, Tablets, Caplets etc as the last word of the description • Do not use generic terms like 'New' or 'Reformulated' • Do not include the net content • Do not use abbreviations or acronyms unless these are exactly as they are printed on the retail packaging • Do not use commas or symbols • Do not use back slash "\" • Do not include trademark or copyright symbols • Do not use international characters such as those with accents

1.4 Product Colour

Field Name	Colour / Shade Name
Mandatory Field	No
Field Type	Text
Character Limit	80
Format	Title case
Description	The name of the product colour as represented on the packaging. This can be the shade number where appropriate.
Data Standards	<ul style="list-style-type: none">• Do not use commas or symbols• Do not use back slash “\”• Do not use abbreviations• Do not include trademark or copyright symbols• Do not use international characters such as those with accents

1.5 Size

Field Name	Size (net content)
Mandatory Field	No
Field Type	Numeric
Character Limit	
Format	Number, 2 decimal places
Description	<p>This field will be the Net Content of the product and is to be used in conjunction with the Unit of Measure (UoM) field</p> <p>The net content is the amount of the item contained by the package as described on the label.</p> <p>It is important that the value in this field is an exact match with the product label claim as retailers use this data in shelf labels and on receipts.</p> <p>If a product has multiple measurements, for example 7.5cm x 10m, include this in the short name.</p> <p>If a product size not a weight, measurement, volume or quantity it must be entered in the short name field.</p> <p>The format of the product (e.g. Tablets, Capsules) must be entered in the short name field.</p>
Data Standards	<p>Only enter the numerical value;</p> <p>For example, if a product is 150ml enter 150.</p> <ul style="list-style-type: none"> • Zero is not a valid value for this field • Negative values are not allowed in this field

1.6 Unit of Measure

Field Name	Unit of Measure																																																
Mandatory Field	Only if 'Size' is populated																																																
Field Type	Dropdown list																																																
Character Limit	n/a																																																
Format																																																	
Description	The Unit of Measure (UoM) chosen from a standard list. Used in conjunction with the size (net content) field.																																																
Data Standards	<p>UoM will be available from a dropdown list.</p> <table border="1"> <thead> <tr> <th>UoM</th> <th>Abbreviation</th> </tr> </thead> <tbody> <tr> <td colspan="2"><u>Weight</u></td> </tr> <tr> <td>Gram</td> <td>g</td> </tr> <tr> <td>Milligram</td> <td>mg</td> </tr> <tr> <td>Kilogram</td> <td>kg</td> </tr> <tr> <td>Pound</td> <td>lb</td> </tr> <tr> <td>Ounce</td> <td>oz</td> </tr> <tr> <td colspan="2"><u>Volume</u></td> </tr> <tr> <td>Millilitre</td> <td>ml</td> </tr> <tr> <td>Litre</td> <td>L</td> </tr> <tr> <td>Fluid Ounce</td> <td>fl oz</td> </tr> <tr> <td colspan="2"><u>Length</u></td> </tr> <tr> <td>Centimetre</td> <td>cm</td> </tr> <tr> <td>Millimetre</td> <td>mm</td> </tr> <tr> <td>Metre</td> <td>m</td> </tr> <tr> <td>Inch</td> <td>in</td> </tr> <tr> <td>Yard</td> <td>yd</td> </tr> <tr> <td colspan="2"><u>Quantity</u></td> </tr> <tr> <td>Each</td> <td>ea</td> </tr> <tr> <td>Multiples (product qty)</td> <td>s</td> </tr> <tr> <td>Pieces</td> <td>pcs</td> </tr> <tr> <td>Pack</td> <td>pk</td> </tr> <tr> <td colspan="2"><u>Other</u></td> </tr> <tr> <td>Burn time (Candles)</td> <td>hr</td> </tr> </tbody> </table> <p>Several common examples are provided below;</p> <p>For products measured by volume, such as 150ml, enter the numeric value in size and select 'ml' as the UoM.</p> <p>For product quantities, such as the number of tablets, enter the quantity in size and select 's' as the UoM Example: 100 is 100s</p> <p>For products that contain a number of items, but the sales item cannot be broken down further describe the net content as the number of items in the pack. Example: 20 pack. Size = 20, UoM = pk.</p>	UoM	Abbreviation	<u>Weight</u>		Gram	g	Milligram	mg	Kilogram	kg	Pound	lb	Ounce	oz	<u>Volume</u>		Millilitre	ml	Litre	L	Fluid Ounce	fl oz	<u>Length</u>		Centimetre	cm	Millimetre	mm	Metre	m	Inch	in	Yard	yd	<u>Quantity</u>		Each	ea	Multiples (product qty)	s	Pieces	pcs	Pack	pk	<u>Other</u>		Burn time (Candles)	hr
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	<p>For gift sets that contain multiple different items please specify the number of items in the set. Example: 3 piece gift set. Size = 3, UoM = pcs.</p> <p>Where no specific size exists the net content may be described as 1 Each. Size = 1, UoM = ea.</p>
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1.7 Supplier List Cost

Field Name	Cost to Pharmacy
Mandatory Field	Yes
Field Type	Currency
Character Limit	
Format	Currency, NZ Dollars
Description	<p>The standard list price before any customer terms.</p> <p>This is the cost price that is published to all retailers that have access to the price list.</p>
Data Standards	<ul style="list-style-type: none"> • Cost must be per retail sales item • Must be to 2 decimal places • Must be excluding GST • Free items must have a cost of \$0.00 • Services may have a cost of \$0.00

1.8 Supplier RRP

Field Name	RRP
Mandatory Field	No
Field Type	Currency
Character Limit	
Format	Currency, NZ Dollars
Description	<p>This is the price at which the manufacturer or supplier recommends that the retailer sells the item to the consumer.</p> <p>The RRP will be published to all retailers that have access to the price list.</p> <p>The retailer is under no obligation to sell the product at the RRP.</p>
Data Standards	<ul style="list-style-type: none"> • RRP must be per retail sales item • Must be to 2 decimal places • Must be including GST • For free items such as Gift with Purchase (GWP) enter \$0.00

1.9 Item Barcode

Field Name	Item Barcode
Mandatory Field	Yes
Field Type	Numeric
Character Limit	13
Format	UPC or EAN
Description	The item barcode as displayed on the retail sales packaging. Barcodes will be 8, 12, or 13 characters long. If the barcode on your packaging has a leading zero it must be included.
Data Standards	The item barcode must be in one of the following formats: <ul style="list-style-type: none"> • EAN-13 • UPC-A • EAN-8 • UPC-E Barcodes must be unique and once used cannot be re-used. For more information on barcode standards refer to https://www.gs1.org/standards/barcodes/ean-upc

1.10 Pharmacode

Field Name	Pharmacode
Mandatory Field	No
Field Type	Numeric
Character Limit	7
Format	Title case
Description	Required if the product has a Pharmacode assigned by the Pharmacy Guild.
Data Standards	<ul style="list-style-type: none"> • Pharmacode standards are set by the Pharmacy Guild • The Pharmacode will be validated against the Pharmacy Guild standards

1.11 Minimum Order Quantity

Field Name	Minimum Buying Quantity
Mandatory Field	No
Field Type	Numeric
Character Limit	8
Format	Whole number
Description	The minimum quantity that a store can order. The default value is 1. If the item has no minimum order quantity, use the default of 1.
Data Standards	<ul style="list-style-type: none">• Must be a whole number• Zero is not valid for this field