

FEDA Product Data Standard

Best Practice Standards for Product Data Management and Exchange in the Commercial Foodservice Equipment Industry

DRAFT 1.6

Published by Foodservice Equipment Distributors Association (FEDA)

Approved: _____

Effective: _____

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Disclaimer

This publication establishes recommended best practices developed through industry collaboration. It is intended to provide guidance to manufacturers, distributors, technology providers, and other organizations responsible for creating, maintaining, exchanging, or consuming product information within the commercial foodservice equipment industry.

These standards do not create legal obligations and are not intended to supersede applicable laws, regulations, contractual agreements, or other governing industry requirements. Organizations are responsible for determining the applicability of these recommendations to their operations.

DRAFT

Forward

This publication was developed by the Foodservice Equipment Distributors Association (FEDA) through the Product Data Standards & Integration (PDSI) Initiative, a subcommittee of FEDA's Future of Distribution Council (FDC).

The Future of Distribution Council was established to provide manufacturers, distributors, and industry partners with a collaborative forum to identify emerging opportunities, address critical industry challenges, and develop initiatives that strengthen the long-term success of the commercial foodservice equipment and supplies distribution industry. As part of this mission, the PDSI Initiative was formed to improve the quality, consistency, and interoperability of product information across the commercial foodservice equipment supply chain.

The PDSI Initiative brings together manufacturers, distributors, technology providers, and other industry stakeholders to develop practical, consensus-based best practices for the creation, management, maintenance, and exchange of product data. Building upon FEDA's Data Portal and existing industry data practices, the initiative evaluates standardized product data fields, definitions, governance practices, and system integration opportunities to identify gaps, improve data quality, and promote more consistent product information across business systems.

The recommendations contained in this publication were developed through industry collaboration, operational experience, analysis of current product data management practices, and review of existing technology platforms and business processes. These standards establish recommended best practices intended to improve product data quality, reduce manual data entry, enhance interoperability between manufacturers and distributors, and support more efficient quoting, procurement, logistics, installation, service, and digital commerce.

FEDA recognizes that technology platforms, data standards, and digital business practices continue to evolve. Accordingly, these standards are intended to be living documents that will be reviewed and updated periodically to reflect emerging technologies, evolving business requirements, and industry feedback. FEDA encourages continued participation from manufacturers, distributors, technology providers, and other stakeholders to support future revisions and the ongoing advancement of product data standards throughout the commercial foodservice equipment industry.

1. Purpose

The purpose of this standard is to establish a common framework of recommended best practices for the creation, management, maintenance, and exchange of product information within the commercial foodservice equipment industry.

The recommendations contained in this standard are intended to improve the accuracy, consistency, completeness, and accessibility of product data across manufacturers, distributors, technology providers, and digital business systems. Adoption of these best practices supports more efficient product selection, quoting, procurement, logistics, installation, service, and digital commerce while reducing manual effort, minimizing errors, and improving interoperability throughout the product lifecycle.

2. Scope

This standard provides recommended best practices for the creation, maintenance, management, and exchange of product information for commercially available foodservice equipment, supplies, accessories, and related products.

The recommendations contained in this standard apply to manufacturers, distributors, software providers, product information management (PIM) platforms, enterprise resource planning (ERP) systems, configuration and pricing (CPQ) applications, digital commerce platforms, marketplaces, and other organizations responsible for producing, maintaining, exchanging, or displaying product information.

Unless otherwise specified, each technical section within this publication includes recommendations applicable to the following stakeholder groups:

- Manufacturers
- Distributors
- Technology Providers

Organizations are responsible only for the recommendations applicable to their role within the product data ecosystem. Manufacturers should review and update National Motor Freight Classification (NMFC) codes when product characteristics or packaging changes occur.

These recommendations are intended to complement existing business processes, contractual agreements, and recognized industry data standards. Organizations may implement these best practices as a whole or in part based on their business needs, technology capabilities, operational requirements, and customer expectations.

3. Terms and Definitions

API (Application Programming Interface) - A software interface that enables automated exchange of structured product information between computer systems.

Approved Industry System - A digital platform, feed, or connection point recognized by the PDSI Subcommittee as an authorized source or destination for product data exchange, including but not limited to AutoQuotes or similar system, manufacturer-hosted portals, and direct API or EDI connections between trading partners.

Attribute - A specific characteristic or property of a product, such as dimensions, voltage, capacity, finish, or certifications.

Configuration Rule - A defined relationship or dependency that determines compatible product options, accessories, utilities, or assemblies.

Customer-Facing Product Data - Product information presented to customers through quotations, proposals, catalogs, websites, procurement systems, or digital commerce platforms.

Data Governance - The policies, procedures, responsibilities, and controls established to ensure product information remains accurate, consistent, complete, secure, and current.

Data Synchronization - The process of maintaining consistent product information across multiple systems through automated or controlled updates.

Digital Asset - Electronic files associated with a product, including photographs, dimensional drawings, specification sheets, installation manuals, videos, and other supporting documentation.

Enterprise Resource Planning (ERP) - A business management system used to manage operational, financial, inventory, purchasing, and order management processes.

Manufacturer Part Number (MPN) - The unique identifier assigned by the manufacturer to distinguish a specific commercially available product.

Material Change - A change to a required product data element under Section 4 that would reasonably affect purchasing, freight execution, installation, or regulatory compliance decisions.

Product Data - Structured information describing a product's commercial, technical, logistical, regulatory, and marketing characteristics.

Product Information Management (PIM) - A system used to collect, manage, enrich, and distribute product information across internal and external business systems.

Product Lifecycle - The period during which product information is created, maintained, revised, distributed, and ultimately retired following product discontinuation.

Structured Data - Product information organized according to standardized fields, formats, and data types that support automated processing and exchange.

Smallware's - Portable, generally non-powered foodservice items used for food preparation, cooking, storage, serving, and cleaning, excluding major equipment and disposable supplies

Technology Provider - An organization that develops, hosts, or supports software platforms used to create, manage, exchange, or display product information.

Timely - Completed within the specific timeframe stated for that data element, or where none is stated, within 30 calendar days.

4. Required Product Data Elements

The following product data fields should be considered minimum required product data standards for all commercially available products published within industry quoting, configuration, ERP, PIM, marketplace, distributor, and digital commerce systems.

Required product data should be:

- Accurate
- Complete
- Standardized
- Structured where practical
- Maintained within approved industry systems
- Reflective of the latest approved manufacturer information

Manufacturers should ensure that the required product data is suitable to support:

- Product discovery
- Product comparison
- Quoting and configuration
- Procurement
- Freight planning
- Warehouse handling
- Installation
- Regulatory compliance
- Service and maintenance
- Customer support
- Digital commerce

Required product data elements should include, but are not limited to:

- Manufacturer identification
- Manufacturer part number (MPN)
- Product descriptions
- Technical specifications
- Product dimensions
- Product weights
- Shipping dimensions
- Shipping weights
- Freight classification information
- Certifications and compliance data
- Utility requirements
- Product status
- Lead times
- Warranty information
- Image and digital assets
- Configuration rules
- Packaging and palletization data

Manufacturers and Distributors should review required product data periodically to ensure continued accuracy and alignment with evolving industry requirements, regulatory standards, and technology platform capabilities.

5. Manufacturer Data Formatting

5.1 Manufacturer Name, Brand Name – Selling Name or DBA

- I. Manufacturers' legal and trade names should be visible on all packaging, invoices and associated paperwork for the Distributor, user and any future repair facility to easily identify the manufacturer of the equipment.
- II. Manufacturer name should be published to AutoQuotes or similar system for users to identify the manufacturer of the equipment
- III. Manufacturer's brand name should be published in AutoQuotes or similar systems for users to identify the supplier of the equipment
- IV. The Manufacturer should use the same name on all sales, marketing and any technical materials to remain consistent.

5.2 Manufacturer Part Number (MPN)

- I. Manufacturers shall publish the part number for each sellable SKU (Stock Keep Unit) and/ or any aliases which are directly associated with the MPN.
- II. Manufacturers should make available any purchasable sub-part number which is an accessory or option for each MPN
- III. Manufacturers should establish a price for each part number which is published in AutoQuotes or similar system
- IV. New product part numbers should be labeled as "new" or similar to identify that an existing product has material change

5.3 Product Description

- I. Manufacturer should publish a product description which includes the following information: Key features, application uses and options or information which identifies the unique attributes of the product vs other options
- II. Product descriptions should be in a format which supports AutoQuotes or similar systems

5.4 Product Technical Specifications

- I. Manufacturers should make available technical specifications of each unique product part number (MPN) including the following:
 - a. Type
 - b. Power and Fuel Source
 - c. BTU or Wattage
 - d. Capacity
 - e. Product dimensions including width/depth/height
 - f. Weights
 - g. Voltage, phase, hertz and amperage (e.g., 208V/60Hz/1Ph, 20 Amp), or hardwired, and/or any wiring requirements such as hardwired or plug.
 - h. Installation and equipment placement Requirements

- i. Regulatory Requirements
- j. Technical Limitations
- k. Safe Handling Instructions
- l. Certifications, Compliance and Energy Efficiency
- m. Materials
- n. Controls
- o. Safety Features
- p. Cleaning & Maintenance Requirements

5.5 Product Category

- I. Manufacturers should define the product category for each MPN available
- II. The product category should be in a format that is compatible with a quoting system such as AutoQuotes or similar
- III. Product categories should be consistent industry used terms such as but not limited to NAFEM (North American Food Equipment Manufacture)
- IV. Product categories include the following: Cooking, Refrigeration, Ware-washing, Storage, Ventilation, Serving Systems, Beverage Equipment, Small Wares, Kitchen Supplies

5.6 Product Certifications

- I. Manufacturers should publish and make readily available all applicable product certifications and compliance standards associated with each MPN.
- II. Certifications should include the issuing organization and certification number where applicable.
- III. All Certifications should be maintained current and updated when expired, revised, or replaced. Examples include, but are not limited to: UL, ETL, NSF, CSA, ENERGY STAR, ANSI, CE, and FCC.

5.7 Product Status (Active/Discontinued)

- I. Manufacturers should identify the lifecycle status of each MPN
- II. Product status categories should include, at minimum: Active, Limited Availability, End-of-Life (EOL), and Discontinued.
- III. Manufacturers should publish replacement or successor products where applicable.
- IV. Status updates should be communicated prior to discontinuation whenever possible.
- V. Any used or published data within quoting systems such as AutoQuotes or similar should be updated with current product status within 30 days or less.

5.8 Unit of Measure (UOM)

- I. Manufacturers should publish the standard unit of measure associated with each MPN or alias
- II. Units of measure should remain consistent across all systems, documentation, and transactions.
- III. Common UOM examples include Each (EA), Case (CS), Set (ST), Pair (PR), and Pallet (PLT).

- IV. Manufacturers should ensure that any used or published data within quoting systems such as AutoQuotes or similar UOM are consistent to ensure purchasers are aware of the quantity they are receiving when specifying a project or placing an order.

Example

Data Type	Standard	Non-US Standard
Weight	lbs.	Kilograms
Dimensions	inches	Centimeters (CM)
Volume	cubic feet	Cubic Meter
Temperature	°F	°C
Electrical	Volts/Phase/Hertz	Volts/Phase/Hertz

- V. Imperial measurements should be used within the continental United States and Canada.

5.9 Product Dimensions

- I. Manufacturers should publish product dimensions for each MPN.
- II. Product dimensions should include width, depth, and height.
- III. Dimensions should identify the unit of measure used.
- IV. Use consistent orientation standards
- V. Be separated from shipping dimensions
- VI. Product dimensions should reflect operational footprints and installed conditions where applicable.
- VII. Manufacturers should ensure product dimensions published within AutoQuotes or similar system reflect the latest approved commercial and technical product information

5.10 Shipping Dimensions

- I. Manufacturers should publish packaged shipping dimensions for each MPN in each available UOM.
- II. Items that have case packs or similar which include inner packs, shipping dimension information should be provided for both the inner pack and the case.
- III. Shipping dimensions should include packaged width, depth, and height.
- IV. Shipping dimensions should include palletized dimensions where applicable.
- V. Dimensions should reflect the product as tendered for transportation.
- VI. Manufacturers should ensure shipping dimensions published within AutoQuotes or similar system reflect the latest approved commercial and technical product information.

5.11 Product Weight

- I. Manufacturers should publish the gross shipping weight for each MPN in each available UOM.
- II. Items that have case packs or similar which include inner packs, product weight information should be provided for both the inner pack and the case.
- III. Product weight should exclude packaging, pallets, and shipping materials.
- IV. Weight should identify the unit of measure used.

- V. Manufacturers should ensure product weight data published within AutoQuotes or similar system reflects the latest approved commercial and technical product information

5.12 Shipping Weight

- I. Manufacturers should publish the gross shipping weight for each MPN.
- II. Shipping weight should include packaging, pallets, and protective materials.
- III. Palletized and non-palletized weights should be identified where applicable.
- IV. Manufacturers should ensure shipping weight published within AutoQuotes or similar system reflects the latest approved commercial and technical product information
- V. Estimated weights should not be published when validated weights are available.

5.13 Shipping Restrictions & Special Handling Requirements

- I. Manufacturers should publish all applicable shipping restrictions and handling requirements for each MPN.
- II. Special handling requirements should include information such as: Do Not Stack, Keep Upright, Fragile, Temperature Controlled, Hazardous Material, or Liftgate Required.
- III. Manufacturers are encouraged to provide Center of gravity indicators, Stackability guidance, Fork entry requirements, Tilt limitations, Fragility indicators, Liftgate requirement
- IV. Handling instructions should be visible on packaging and shipping documentation where applicable.

5.14 Carrier Type

- I. Manufacturers should identify the recommended transportation mode for each MPN.
- II. Carrier types may include Parcel, LTL, FTL, White Glove, Flatbed, or Specialized Carrier.
- III. Carrier type recommendations should reflect product size, weight, fragility, and requirements.

5.15 Freight Class

- I. Manufacturers should publish the applicable NMFC freight class for each MPN where required.
- II. Freight class information should remain consistent across all shipping documentation and systems.
- III. Manufacturers should update freight class data when packaging or dimensions materially change.
- IV. Verify if in AutoQuotes or similar system

5.16 NMFC Code

- I. Manufacturers should publish the applicable NMFC item number associated with each MPN.
- II. NMFC codes should align with the current published NMFTA classification standards.
- III. Be validated against actual packaging and density
- IV. Manufacturers should review and update NMFC codes when product characteristics or packaging changes occur.

5.17 Country of Origin

- I. Manufacturers should publish the country of origin for each MPN.
- II. Country of origin data should comply with applicable customs and regulatory requirements.
- III. Changes in country of origin should be communicated when product sourcing changes occur.
- IV. Manufacturers should ensure country of origin published within AutoQuotes or similar system reflects the latest approved commercial and technical product information

5.18 HTS Code (if applicable)

- I. Manufacturers should publish the applicable Harmonized Tariff Schedule (HTS) code for imported products where required.
- II. HTS codes should align with current customs classification standards.
- III. Manufacturers should update HTS codes when product configuration or regulatory classifications change.
- IV. Manufacturers should ensure HTS code published within AutoQuotes reflects the latest approved commercial and technical product information

5.19 Electrical/Gas/and other Utility Requirements

- I. Manufacturers should publish all utility requirements associated with each MPN.
- II. Utility requirements should include, where applicable:
 - a. Voltage, phase, hertz and amperage (e.g., 208V/60Hz/1Ph, 20 Amp), plug type (NEMA) or hardwired, gas type, BTU, water supply, drainage, ventilation, and compressed air requirements
 - b. Electrical Format: [Electrical Input: Voltage] [Type of Current] / [Frequency] / [Phase], [Amperage] [Rating Type]
 - i. Example: 208 VAC / 60 Hz / 1-Phase, 20 Amp (Max)
 - ii. Example: Connection Type: NEMA 6-20P Plug or NEMA L6-30P
 - iii. Ensure that the electrical format is consistent in the order listed above to be machine-comparable across manufactures.
 - iv. Additional Information: Electrical specifications should be noted as "1-Phase" or "Single-Phase" is preferred over "1Ph," and "VAC" (Volts Alternating Current) provides better clarity than just "V."
 - v. Identify Amperage Type: Always clarify if the amperage listed is the Minimum Circuit Ampacity (MCA), Maximum Overcurrent Protection (MOP), or Full Load Amps (FLA) to ensure safe electrical sizing
- III. Gas Type & BTU
 - a. Gas specifications require both the fuel type and the heating value. For BTUs, best practice is to specify "BTU/hr" (BTUs per hour) rather than just "BTU" to accurately reflect energy consumption over time.
 - i. Standard Line: Gas Type: Natural Gas (or Propane) | Input Rating: 80,000 BTU/hr
 - ii. Condensed String: NG / 80k BTU/hr
 - iii. Connection Specification: Connection: 1/2" NPT (National Pipe Thread)
 - iv. Example: Natural Gas, 80,000 BTU/hr (1/2" NPT)

- IV. Water Supply
 - a. Water specifications should detail the connection size, the type of water (if applicable), and the operational pressure requirements.
 - i. Standard Line: Water Supply: Potable Cold Water | Connection: 3/4" GHT (Garden Hose Thread)
 - ii. Condensed String: 3/4" GHT Cold Water
 - iii. Pressure Specification: Inlet Pressure: 40–60 PSI
 - iv. Flow Rate Specification: Flow Rate: 3.5 GPM (Gallons Per Minute)
 - v. Example: Water Inlet: 3/4" GHT Cold Water, 40–60 PSI @ 3.5 GPM
- V. Drainage (Waste)
 - a. Drainage specs rely on gravity or a pump. For gravity drains, the pipe diameter should be noted as the most critical metric.
 - i. Standard Line: Drainage: 1.5" O.D. (Outer Diameter) Gravity Drain
 - ii. Condensed String: 1-1/2" Drain (Gravity)
 - iii. Material Specification (Optional): Connection: PVC Schedule 40 Slip Joint
 - iv. Example: 1-1/2" O.D. Gravity Drain
- VI. Ventilation (Exhaust)
 - a. Ventilation format may depend on whether the unit requires a dedicated duct connection or a volumetric room airflow rate.
 - i. Standard Line (Ducted): Ventilation: 6" Diameter Exhaust Duct Airflow: 250 CFM (Cubic Feet per Minute)
 - ii. Condensed String: 6" Duct / 250 CFM
 - iii. Static Pressure Specification: Max Static Pressure: 0.5" W.C
 - iv. Example: 6" Vent Dedicated Duct, 250 CFM
- VII. Compressed Air Requirements
 - a. Like water, compressed air requires a volumetric flow rate and a specific pressure threshold.
 - i. Standard Line: Compressed Air: 90 PSI @ 4.5 SCFM (Standard Cubic Feet per Minute)
 - ii. Condensed String: 4.5 SCFM @ 90 PSI
 - iii. Connection Specification: Connection: 1/4" NPT Quick-Disconnect
 - iv. Example: 4.5 SCFM @ 90 PSI (1/4" NPT)
- VIII. Utility specifications should align with installation documentation and technical manuals.
- IX. Manufacturers should ensure electrical, gas, and utility requirements are published within AutoQuotes, or a similar system reflects the latest approved commercial and technical product information

5.20 Configuration Rules

- I. Manufacturers should publish configuration rules and compatibility requirements for configurable products.
- II. Configuration rules should identify compatible accessories, options, utilities, and limitations.
- III. Manufacturers should identify invalid or restricted product combinations where applicable.

- IV. Manufacturers utilizing configurable products should:
 - a. Maintain structured configuration rules
 - b. Prevent incompatible configurations
 - c. Publish option dependencies
 - d. Provide dimensional impacts of options
 - e. Identify utility requirement changes caused by options
- V. Manufacturers should ensure configuration rules are published within AutoQuotes reflect the latest approved commercial and technical product information

5.21 Packaging Type

- I. Manufacturers should identify the packaging method used for shipment of each MPN.
- II. Packaging types may include carton, crate, pallet, skid, or protective custom packaging.
- III. Packaging descriptions should support transportation planning and warehouse handling requirements.
- IV. Manufacturers should ensure packaging types are published within AutoQuotes reflects the latest approved commercial and technical product information

5.22 Pallet Quantity

- I. Manufacturers should publish the standard pallet quantity for each MPN where applicable.
- II. Pallet quantity should identify the maximum standard units per pallet configuration.
- III. Manufacturers should identify stackable and non-stackable pallet conditions where applicable.
- IV. Manufacturers should ensure pallet quantity published within AutoQuotes or similar system reflects the latest approved commercial and technical product information

5.23 Stackability Information

- I. Manufacturers should publish stackability limitations and requirements for each MPN.
- II. Stackability information should identify maximum stacking height, weight limitations, and restrictions.
- III. Products identified as non-stackable should be clearly marked on packaging and shipping documentation.
- IV. Manufacturers should ensure stackability information is published within AutoQuotes or similar system reflects the latest approved commercial and technical product information

5.24 Installation Requirements

- I. Manufacturers should publish installation requirements associated with each MPN.
- II. Installation requirements should include, at a minimum, clearance requirements, utility connections, ventilation, flooring, anchoring, and environmental limitations where applicable.
- III. Manufacturers should make installation instructions available in digital format.

5.25 Lead Time

- I. Manufacturers should publish standard lead times associated with each MPN.

- II. Lead times should identify standard production, assembled-to-order, and custom-order conditions where applicable.
- III. Manufacturers should communicate material lead time changes in a timely manner.

Lead Time Definitions

Status	Definition
In Stock	Available for shipment immediately
Made to Order	Production required prior to shipment
Backordered	Temporarily unavailable
Discontinued	No longer available for order

5.26 Warranty Information & Returns

- I. Manufacturers should publish warranty coverage information associated with each MPN.
- II. Warranty information should identify coverage period, exclusions, and service limitations.
- III. Manufacturers should publish return policies, restocking conditions, and return authorization requirements.
- IV. Manufacturers should ensure pallet quantity published within AutoQuotes or similar system reflects the latest approved warranty information and returns

5.27 Image Assets

- I. Manufacturers should provide image assets associated with each MPN.
- II. Image assets should include, where applicable: primary product image, alternate views, dimensional drawings, lifestyle images, and installation visuals.
- III. Image files should meet minimum digital quality standards suitable for eCommerce and quoting platforms as defined
 - a. Resolution: Minimum 300 DPI.
 - b. Dimensions: Minimum 600 × 600 pixels, though 1000 × 1000 pixels is highly recommended to support crisp zooming on proposals.
 - c. File Size: Typically, less than 3 MB per file.
 - d. File Format: JPG or PNG (transparent or solid white backgrounds).
 - e. Aspect Ratio: Square (1:1).
 - f. Quality & Content: The image should clearly represent a single, unadulterated product. No CAD wireframes, watermarks, or promotional text are permitted for the primary sell-view.
- IV. CAD drawings or wireframes should be created as separate image files.
- V. Image assets should accurately represent the current product configuration and features.
- VI. Each MPN should have a minimum of one image showing different angles and features of the product as applicable.
- VII. Each MPN should have a minimum of one image which accurately represents the product's core features.
- VIII. Each MPN should be photographed at the same scale.
- IX. Each MPN should be photographed in a lifestyle environment, where applicable.

5.28 Product Data Updated Information Release Standards - (Where and When)

- I. Manufacturers should establish a standard process for publishing product data updates.
- II. Product data updates should be communicated through AutoQuotes or similar systems, manufacturer portals, ERP integrations, or other approved industry systems.
- III. Manufacturers should communicate material product changes including pricing, dimensions, freight class, certifications, lead time, or discontinuation status.
- IV. Manufacturers should provide effective dates for all published updates.
- V. Manufacturers should maintain revision history or version control for significant product data changes.

6. Manufacturer Data Governance

6.1 Ownership

- I. Manufacturers should assign clear internal ownership for the governance, creation, maintenance, validation, synchronization, approval, and publication of customer-facing product data. Data governance responsibilities should include:
 - a. Product specifications and attributes
 - b. Product dimensions, weights, and packaging information
 - c. Freight classifications and shipping requirements
 - d. Pricing and discount structures
 - e. Product configuration rules and compatibility
 - f. Utility and installation requirements
 - g. Product availability, lifecycle status, and lead times
 - h. Product descriptions, imagery, technical documents, and digital assets
 - i. Manufacturer website and product portal content
 - j. ERP, PIM, CPQ, and other internal system synchronization
- II. Product data exports provided to distributors, dealers, technology providers, and other channel partners
- III. Quote, proposal, and order-generation systems
- IV. Manufacturers should identify the departments and individuals responsible for approving changes to each major product data category.
- V. Manufacturers should maintain a defined process for communicating approved product data changes to affected internal teams and external channel partners.

6.2 Validation

- I. Manufacturers should validate product data before it is published internally or distributed to dealers, distributors, technology providers, customers, or other external parties.
- II. Validation processes should identify and address:
 - a. Missing required data fields
 - b. Conflicting product specifications
 - c. Incorrect dimensions or weights
 - d. Pricing discrepancies
 - e. Incorrect freight classifications

- f. Incomplete utility or installation requirements
 - g. Obsolete or discontinued product records
 - h. Duplicate or inconsistent SKUs
 - i. Invalid product configurations
 - j. Inconsistencies between ERP, PIM, CPQ, website, and other product information systems
 - k. Missing, outdated, or incorrect product imagery and technical documentation
- III. Critical freight, packaging, utility, installation, safety, configuration, and order-related data should receive priority validation because inaccuracies may affect quoting, ordering, transportation, installation, or product performance.
- IV. Product data changes should be reviewed and approved by the appropriate subject-matter owner before publication or external distribution.
- V. Manufacturers should use automated validation rules where practical, supplemented by manual review for complex, technical, or high-risk product information.

6.3 Audit Frequency

- I. Manufacturers should establish and document periodic audit schedules for:
 - a. Product specifications and attributes
 - b. Dimensions, weights, and packaging data
 - c. Freight classifications and shipping information
 - d. Pricing and discount structures
 - e. Product availability and lifecycle status
 - f. Utility and installation requirements
 - g. Product descriptions and customer-facing content
 - h. Product imagery and technical documentation
 - i. Lead times
 - j. Configuration and compatibility rules
 - k. Data exports provided to channel partners
 - l. Consistency across ERP, PIM, CPQ, website, and other product information systems
- II. Audit frequency should be based on the rate of product change, business risk, customer impact, and the criticality of the data.
- III. High-impact data, including pricing, freight, product status, configuration, utility, and installation information, should be reviewed more frequently than lower-risk descriptive content.
- IV. Manufacturers should conduct additional audits following significant product changes, new product introductions, price changes, system migrations, regulatory updates, packaging changes, or identified data-quality issues.
- V. Customer-facing systems and product data distributed to external partners should be reviewed regularly to minimize obsolete, incomplete, inconsistent, or inaccurate information.
- VI. Manufacturers should document identified discrepancies, corrective actions, responsible owners, and completion dates.

7. Manufacturers' Responsibilities for Data Updates

7.1 Distributor Identification of Incorrect Data

- a. Distributor identifies an apparent error in manufacturer-controlled data that requires immediate correction to avoid a customer, freight, or safety impact.
- b. The Distributor may make a temporary correction, provided the Distributor notifies the Manufacturer within a defined number of business days.
- c. Notification should occur within 10 calendar days.
- d. The correction should be clearly flagged as Distributor-sourced until the Manufacturer confirms or updates the record.
- e. Distributors are responsible for updating the information in their systems and their customers as required once the manufacturer has updated the data (referring to the distributor section for more information).

7.2 Manufacturers' Responsibility for Inconsistent Data

- f. The manufacturer needs to receive and track the change steps, including:
 - i. Acknowledge the change to the information.
 - ii. Verify the change with the reporting distributor
 - iii. Make the update and update any version controls, if required.
 - iv. Publish the updated information to distributors and public platforms (e.g., website, catalogs, etc.).
 - v. Report back to the distributor and the distributor network.

8. Distributor Data Formatting

8.1 Authorized Product Data Usage

- I. Distributors should maintain processes ensuring customer-facing product data originates from approved manufacturer or authorized industry sources whenever possible.
- II. Distributor-modified product data should remain distinguishable from manufacturer-controlled specifications.
- III. Distributors should minimize creation of duplicate or conflicting product records across internal systems.

8.2 Customer-Facing Data Consistency

- I. Product data displayed across Distributor websites, proposals, ERP systems, eCommerce platforms, bid documents, and customer portals should remain materially consistent. Distributors should ensure consistency of:
 - a. Product descriptions
 - b. Pricing structures
 - c. Freight information
 - d. Technical specifications
 - e. Utility requirements
 - f. Product imagery
 - g. Lead times
 - h. Warranty information
 - i. Product status

- II. Material inconsistencies that may impact customer purchasing decisions, installation, freight execution, or regulatory compliance should be corrected in a timely manner as defined here. Material inconsistencies affecting purchasing, freight execution, installation, or regulatory compliance corrected within 5 business days of discovery.
- III. Other non-material inconsistencies should be corrected during the distributor's normal maintenance cycle, or within 30 days.

8.3 Structured Distributor Data Management

- I. Distributors should maintain product data in structured digital formats supporting:
 - a. Automated quoting
 - b. Proposal generation
 - c. Product comparison
 - d. ERP synchronization
 - e. eCommerce filtering
 - f. API connectivity
 - g. Procurement workflows
 - h. Customer specification exports
- II. Accepted formats may include:
 - a. API integrations
 - b. CSV
 - c. XML
 - d. JSON
 - e. Structured import templates
 - f. ERP synchronization feeds
- III. Manual re-entry of manufacturer product data should be minimized wherever practical.

8.4 Timeliness of Customer Data Updates

- I. Distributors should maintain processes for timely synchronization of manufacturer product data updates into customer-facing systems.
- II. Updated product data should be reflected, where applicable, within:
 - a. Distributor websites
 - b. CPQ systems
 - c. ERP systems
 - d. Customer portals
 - e. eCommerce platforms
 - f. Proposal templates
 - g. Bid documentation systems
 - h. Procurement integrations
- III. **When:** Distributors should update product data following receipt of material manufacturer revisions including:
 - a. Pricing updates
 - b. Product discontinuations
 - c. Freight changes
 - d. Lead time revisions
 - e. Specification updates

- f. Configuration changes
 - g. Certification updates
 - h. Warranty revisions
- IV. Critical operational or regulatory changes should be prioritized immediately.
- V. **How:** Product data synchronization should utilize:
 - a. Automated imports
 - b. API integrations
 - c. PIM synchronization
 - d. Structured manufacturer feeds
 - e. Approved import templates
 - f. ERP synchronization workflows
- VI. Manual spreadsheet manipulation should be minimized wherever practical.
- VII. **Notifications of Updates:** Distributors should maintain processes for communicating material product revisions to affected customers, project stakeholders, procurement teams, or operations personnel where applicable. Notifications should identify:
 - a. Affected products
 - b. Nature of change
 - c. Effective date
 - d. Operational impact where applicable

8.5 Version Control

- I. Distributors should maintain revision control processes for customer-facing product data. Material revisions should include:
 - a. Revision date
 - b. Source of revision
 - c. Updated field(s)
 - d. Effective date
 - e. Responsible approving function
- II. Version control should apply to:
 - a. Customer proposals
 - b. Specifications
 - c. Freight information
 - d. Product configurations
 - e. Pricing
 - f. Utility requirements
 - g. Installation documentation
 - h. Customer-facing digital assets
- III. Historical records should be retained in accordance with operational and contractual requirements.

8.6 Required Distributor Product Data Elements

- I. Distributors should maintain customer-facing product data sufficient to support:
 - a. Product discovery
 - b. Product comparison
 - c. Customer specification

- d. Quoting accuracy
- e. Procurement workflows
- f. Freight coordination
- g. Installation planning
- h. Regulatory compliance
- i. Service support
- j. Digital commerce
- II. Required Distributor-managed product data may include:
 - a. Manufacturer identification
 - b. MPN
 - c. Distributor SKU where applicable
 - d. Product descriptions
 - e. Customer-facing specifications
 - f. Utility requirements
 - g. Freight information
 - h. Lead times
 - i. Warranty information
 - j. Product imagery
 - k. Installation requirements
 - l. Configuration options
 - m. Pricing structures
 - n. Packaging and handling information
- III. Distributor-added data fields should remain identifiable separately from manufacturer-originated specifications.

9. Distributor Data Governance

9.1 Ownership

- I. Distributors should assign internal ownership for customer-facing product data governance, synchronization, validation, and publication.
- II. Governance responsibilities should include:
 - a. Manufacturer data imports
 - b. Pricing management
 - c. Quote accuracy
 - d. Product configuration integrity
 - e. Customer-facing website content
 - f. ERP synchronization
 - g. Proposal generation systems

9.2 Validation

- I. Distributors should validate imported manufacturer product data prior to customer publication whenever practical.
- II. Validation processes should identify:
 - a. Missing data

- b. Conflicting specifications
 - c. Incorrect dimensions
 - d. Pricing discrepancies
 - e. Obsolete product records
 - f. Duplicate SKUs
 - g. Invalid configurations
- III. Critical freight, utility, and installation-related data should receive priority validation.
- IV. HTS code and country of origin discrepancy.... LOOK AT JASON'S COMMENT

9.3 Audit Frequency

- I. Distributors should establish a periodic audit schedule at a minimum of annually for:
 - a. Pricing accuracy
 - b. Freight information
 - c. Product status
 - d. Utility requirements
 - e. Customer-facing descriptions
 - f. Product imagery
 - g. Lead times
 - h. Configuration rules
- II. Customer-facing systems should be reviewed regularly to minimize obsolete or inaccurate information.

10. Distributor Data Transmission Standards

10.1 Structured Customer Data Exchange

- I. Distributors should support structured electronic product data transmission supporting:
 - a. Customer procurement systems
 - b. ERP integrations
 - c. Bid management systems
 - d. Digital proposal tools
 - e. API connectivity
 - f. eCommerce synchronization
 - g. Procurement automation
- II. Supported methods may include:
 - a. APIs
 - b. XML
 - c. JSON
 - d. Structured spreadsheets
 - e. EDI
 - f. PIM synchronization
- III. Distributor systems should preserve:
 - a. Manufacturer specifications
 - b. Freight data
 - c. Utility requirements
 - d. Configuration rules

- e. Product revision history

11. Distributor Responsibilities for Data

11.1 *Customer-Facing Product Information*

- I. Distributors should maintain the integrity of manufacturer-originated product data throughout all customer-facing systems and communications.
- II. Distributors should not intentionally alter the following without manufacturer approval:
 - f. Safety information
 - g. Freight classifications
 - h. Utility requirements
 - i. Certifications
 - j. Product dimensions
 - k. Regulatory specifications
- III. Distributor-added descriptions, merchandising content, or customer guidance should remain clearly distinguishable from manufacturer-controlled specifications.
 - I. Distributors should communicate discrepancies discovered to manufacturers in a timely manner.
- IV. Distributors should not modify critical freight, dimensional, specification, compliance, or safety-related product data without manufacturer authorization.
- V. Distributors should maintain current revisions of the manufacturer's product data and implement processes to remove obsolete or superseded information.
- VI. Distributors should communicate discovered discrepancies, missing information, suspected inaccuracies, or conflicting data to the manufacturer in a timely manner.
- VII. When a Distributor identifies an apparent error in manufacturer-controlled product data that requires immediate correction to prevent or mitigate a customer, freight, installation, compliance, or safety impact, the Distributor may make a temporary correction, provided that:
 - a. The Distributor notifies the Manufacturer within two business days of making the correction.
 - b. The correction is clearly identified as temporary and Distributor-sourced.
 - c. The original manufacturer-provided data and the reason for the correction are documented.
 - d. The correction is limited to the information necessary to address the immediate risk or impact; and
 - e. The Distributor replaces, revises, or removes the temporary correction after the Manufacturer confirms, corrects, or otherwise resolves the applicable product data.
 - f. The temporary correction should not be represented as manufacturer-approved unless the Manufacturer confirms the revised information.
- VIII. Distributors should maintain internal controls governing manual product data entry, spreadsheet uploads, field mapping, and data synchronization activities.
- IX. Where Distributor-added attributes or localized descriptions are utilized, such additions should remain clearly distinguishable from manufacturer-controlled product specifications.

- X. Distributors should support standardized field structures and data mapping practices to reduce downstream operational inconsistencies.

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