



**DEFENSE COMMISSARY AGENCY
HEADQUARTERS
1300 E AVENUE
FORT LEE, VIRGINIA 23801-1800**

MPS

February 24, 2021

NOTICE TO THE TRADE – DECA NOTICE 21-59

SUBJECT: Syndigo Process and NEW Mailing Address

DeCA relies on **Syndigo (formerly Gladson)** as the chosen source for capturing accurate, consistent, and current data and images for all products appearing in-store and online as indicated in DeCA Notice 18-66, dated September 10, 2018. **Effective immediately**, the address for shipping your product samples for capture has changed, as indicated on the revised attached forms.

Your participation in this initiative is vital for DeCA to properly merchandise your products. **ALL** new items presented to DeCA and current items with package updates (dimensions, graphics, package content) **MUST** be processed through Syndigo, after acceptance by the applicable DeCA Category Manager. Items not processed by Syndigo will not be added to our systems for sale.

For products not updated or available in the Syndigo database:

- After receiving acceptance via a DeCA Form 40-15 (New Item Presentation Form):
 - Visit the payment portal noted on the attached form to receive your approval code
 - Fill out attached form completely and include with your product sample shipment
 - NOTE the new address for shipping product for capture
- All boxes must also include an approval code from the online payment which can be made via the payment portal at <http://deca.gladson.com/>. The cost is \$50.00 per item, paid directly to Syndigo by the participating Supplier when scheduling products for capture.
- Fee covers capture of Space Management and Ecommerce images, and content, attributes, and dimensions from the physical package submitted. This data will be supplied to DeCA for planogram and online programs, with all elements of capture, editing, and quality assurance.

Already a Syndigo Customer:

- If a Vendor is already a Syndigo customer, anything they submit under their current program with Syndigo would be made available to DeCA at no charge. However, they would need to have both a Space and Ecommerce program with Syndigo. If they only have Space, then the product will still need to be submitted for capture of the Ecommerce images/attributes. An option for just the Ecommerce portion will be available for \$35.

Questions regarding the Syndigo initiative should be submitted by email to Deca@gladson.com. Thank you for your support and compliance with this process.

Bonita M. Moffett
Director of Sales

Attachment
As stated

DeCA CMP REQUEST FORM

- 1 About You**
- 2 Processing**
- 3 Payment**
- 4 Shipping Instructions**
- 5 Special Instructions**

Today's Date:
 Your Company Name:
On Behalf of: DeCA_CMP
 Your Name:
 E-mail:
 Phone:
 Address:

Products will be processed according to DeCA requirements

If you have not already utilized the online payment portal, please complete the portal at <http://deca.gladson.com/> and include your approval code below before shipping items.

Approval Code:

Send Products to:
 Syndigo Database Department
 Attn: DeCA CMP
 5244 Edgewood Court
 Jacksonville, FL 32254

Fill out this form, print and include a copy with your shipment. PLEASE NOTE: These items will NOT be returned to you unless noted below. If you do require return shipping, you must include: return address, contact name, contact phone number and shipping account number. *Complete shipping instructions are located on page three.*

FOR SYNDIGO USE ONLY	Initials	#	Date	Notes
Shipping & Receiving:				
GEM:				
Scheduling:				
Photography:				
Warehouse:				

Syndigo Client Services:
 If you have any questions regarding this form, or sending product samples, please contact Syndigo Client Services
Deca@Gladson.com Phone: 866-594-0777
 Business Hours: Monday–Friday, 7:00am-5:00pm CST

The following instructions illustrate how to ship products to the Syndigo facility.

If the products are perishable:

- Ship perishable items on Mondays or Tuesdays to ensure products are received by the end of the week.
- Package all products in dry ice for shipping.
- Write "PERISHABLE" on the outside of each box containing perishables.

If the products are breakable:

- Package all products in bubble wrap, peanuts, shredded paper, etc.

Nested and tray products:

- Two samples of a nested product should be sent to ensure accurate nest dimensions. (Example: if a bowl sits inside another bowl two samples will be needed.)
- Tray packs should be submitted full and please note under "special instructions" if both the tray and the single item are to be processed.

"Product mock ups, sales samples, and for position only:"

- Items must contain an accurate GTIN UPC or the sample will not be processed, unless pre-requested, in which case Syndigo can provide a temporary UPC.
- Sales samples can be processed for Space Management purposes; however, full label detail will only be captured at Syndigo's discretion if product information appears to be complete.
- If a product prototype is to be returned mark the return and shipping information on the data request form. Syndigo is not responsible for return of prototypes which are not properly marked at the time of delivery to Syndigo.

Please Note:

These items will not be returned to you unless otherwise indicated on the Request Form.

Please ensure that they are shipped in sturdy boxes to maintain product and packaging for imaging.

Send Products To:

Syndigo Database Department
Attn: DeCA CMP
5244 Edgewood Court
Jacksonville, FL 32254

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Deca@Gladson.com OR Phone: (866) 594-0777
Business Hours: Monday–Friday, 7:00am-5:00pmCST