

Die zentrale Plattform

Datenaustausch ganz einfach



firstbase User Manual

for data providers

firstbase – the industry solution for standardized item master data exchange

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Revocation (Disclaimer)

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1 Introduction

1.1 How is this manual structured?

The manual introduces you step by step to the handling and use of firstbase, explains the user interface and the most important functions.

1.2 Target group

This manual is aimed at data suppliers who enter/deliver/maintain the item master data in firstbase and publish it for their customers.

1.3 Scope and delimitation

No interfaces are described in this manual. Information on the interfaces can be found on our firstbase website under the menu item "Services" under "[Documents & Links](#)".

1.4 Who is responsible for the publication?

Product master data can be entered and delivered in firstbase via various channels and in multiple formats. They are validated by the solution and can then be published to the desired recipients.

The rules for the publication of item master data in the Swiss target market are basically as follows:

- Trademark owner in Switzerland: The Swiss-based trademark owner is responsible for all aspects of its own items in the Swiss target market. He publishes item data in firstbase.
- Trademark owner *outside* Switzerland: The trademark owner based outside Switzerland is **not** responsible for the publication of the item master data in the Swiss target market. He publishes only product data in firstbase, *if this has been agreed with the distributor (distributor, importer or Swiss authorized representative)*.
- Reseller: The trading company in Switzerland is generally responsible for the publication of product data in the Swiss target market. In coordination with the distributor, he publishes product data in firstbase.
- Importer: The Swiss-based distributor who imports goods into the Swiss target market is responsible for all matters relating to imported products in the Swiss target market. He publishes product data in firstbase.

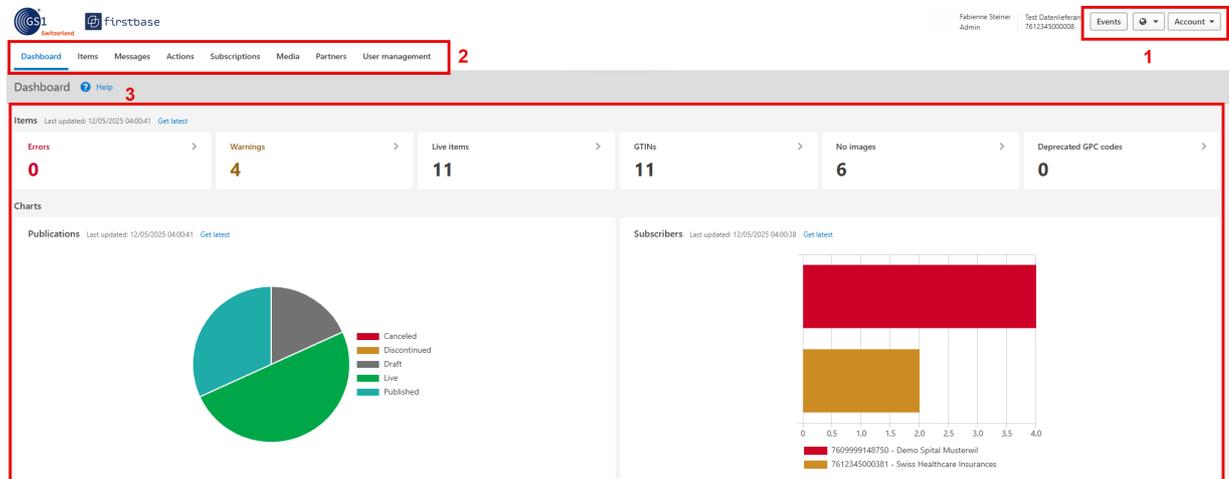


Note:

Products are published in firstbase with the primary key [GTIN:GLN:Target Market]. Thus, it is impossible for the same item to be published in firstbase by the same information provider. However, the same GTIN can be included multiple times in the solution; each from different information providers.

2 Overview of the firebase web application

Once you have successfully registered and logged in, the web application shows you a dashboard with an overview of your product master data. Initially, the dashboard is empty, as no product data has been entered yet.



1. At the top of the screen on the right, you have the option of
 - change the interface language,
 - view notifications (display events),
 - customize the settings for your user information,
 - log out of the web application.
2. You will see the menu at the top of the screen. Use it to access the various application functions:
 - «Items» takes you to product management (see [Enter product data ff.](#)), to the [import](#) and [export functions](#).
 - «User management» for creating new users and assigning roles to users. This menu is only displayed for certain roles, more information can be found in [User roles](#).
3. In the content area, you will find various widgets¹ that provide you with information about the maintained products. The widgets are explained in the following chapters.

¹ A widget is a control element in a graphical user interface.

3 Overview of the Dashboard

3.1 Compliance Information

After you have entered or imported products, the compliance information displays a summary of the compliance of your data.

Errors:

Number of validation errors that have occurred. Validation errors occur when entries are incorrect or mandatory information is missing. To publish items with errors, these must first be corrected.

Warning:

Number of warnings that have occurred. Warnings indicate that a technically optional specification is required by the industry but has not yet been entered. Product master data containing warnings can still be published.

Live Items:

Number of published items. This number can be higher than the number of GTINs. The reason for this is that an item is published for several target markets.

GTINs:

Total number of GTINs.

No Images:

Number of items for which no assets have been created.

Items <small>Last updated: 12/05/2025 04:00:41 Get latest</small>				
Errors	Warnings	Live Items	GTINs	No images
0	4	11	11	6

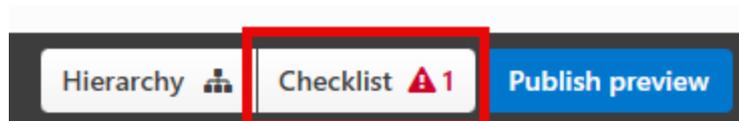


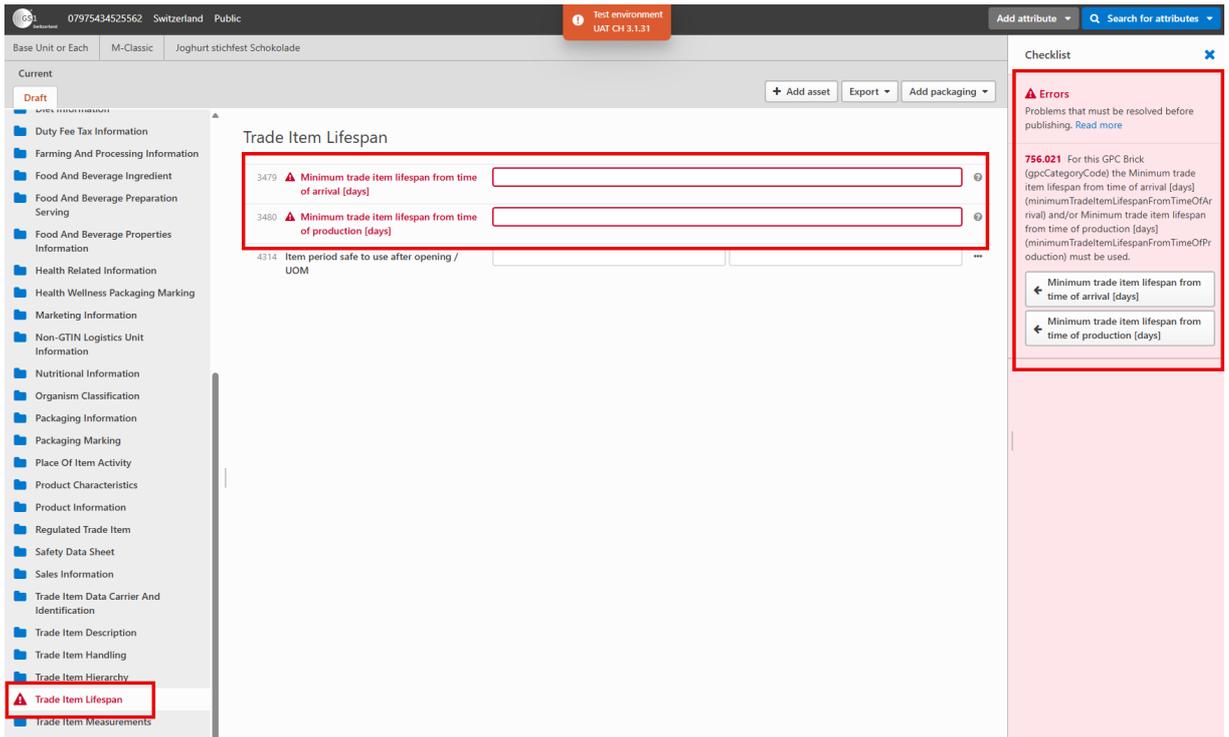
Note:

The sectors are clickable and lead you to the overview of the selected area.

3.2 Errors & Warnings

Both errors and warnings are displayed in the item, in the tree menu and for the corresponding attribute. You also have the option of displaying errors and warnings using the «Checklist» button (bottom right).






Note:

The validation rules and the target market profile are discussed on an ongoing basis in the [Consumer Goods / Retail](#) & [Healthcare](#) master data experts groups. The current target market profile (Profiles Overview) can be downloaded from the firebase website <https://www.firstbase.ch/en> under the menu item 'Services' under «[Documents & Links](#)».

4 Enter product data

This section describes how to enter a product via the web interface.

The base item, outer/transport packaging and pallets are separate categories.

You can also start the capturing of the packaging in the 'Base item'. The packaging is entered as an additional hierarchy level to the base item.

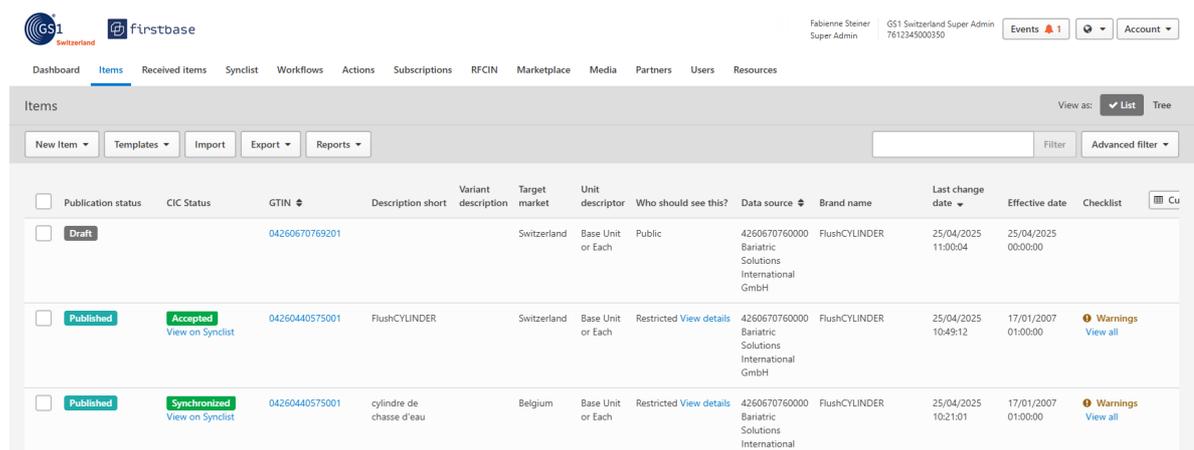


Note:

Make sure that you start with the base item when entering product data. Then create the packaging as the next higher level. If necessary, add the pallet as a further hierarchy level.

4.1 Creating a first product – base item

The base item represents the smallest unit within a product hierarchy and always is the starting point when creating a new product. Whether a particular product level - such as the base item, packaging, or pallet - is specified as an orderable or despatch unit is determined individually for each level.



Publication status	CIC Status	GTIN	Description short	Variant description	Target market	Unit descriptor	Who should see this?	Data source	Brand name	Last change date	Effective date	Checklist
Draft		04260670769201			Switzerland	Base Unit or Each	Public	4260670760000	FlushCYLINDER	25/04/2025 11:00:04	25/04/2025 00:00:00	
Published	Accepted View on Synclist	04260440575001	FlushCYLINDER		Switzerland	Base Unit or Each	Restricted View details	4260670760000	FlushCYLINDER	25/04/2025 10:49:12	17/01/2007 01:00:00	Warnings View all
Published	Synchronized View on Synclist	04260440575001	cylindre de chasse d'eau		Belgium	Base Unit or Each	Restricted View details	4260670760000	FlushCYLINDER	25/04/2025 10:21:01	17/01/2007 01:00:00	Warnings View all

1. Click on «**Item**» in the menu.
2. Click on «**New Item**».
3. Fill in at least all mandatory information (marked in red) - and if possible complete all optional information relevant to the product.
4. Save and secure the data by clicking «**Save**».



Note:

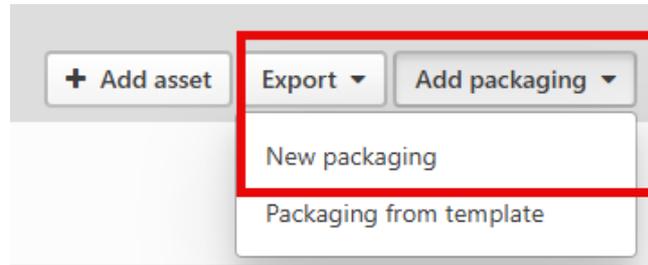
To make your product master data visible and available to data recipients, the product master data must be published ([see Publishing products](#)).



The GTIN (Global Trade Item Number) is always entered with 14 digits in firstbase. For this purpose, a 13-digit GTIN is preceded by a 0. This method does not change the check digit at the end of the GTIN.

4.1.1 Create packaging level

1. Click on the «Add packaging» button in the base item and select «New packaging».



2. Fill in at least all mandatory information (marked in red) - and if possible complete all optional information relevant to the product.

«GTIN of the next lower item unit» corresponds to the GTIN of the child item below it, e.g. base item. The GTIN of the packaging is entered under "GTIN". The product level describes the type of product contained in the packaging.

GTIN = GTIN of the packaging

GTIN of the next lower item unit = GTIN of the base item

3171	Child Trade Item	
3165	GTIN (Global Trade Item Number) of the contained product	04260440573007
3170	Count of each specific product	12

4.1.2 Create pallet

GTIN-coded pallets are entered as an additional product level and linked to the packaging level of the base item to form a product hierarchy.

You can create a pallet in the desired packaging level using the «Add packaging» and «New packaging» buttons.

GTIN = GTIN of the pallet

GTIN of the next lower item unit = GTIN of the packaging and/or base item

4.2 Publishing products

After entering and validating the product information, you publish the products. Only then can data recipients view or download your product information.

There are three different procedures for this (the third variant is explained in the chapter [Importing products](#)):

4.2.1 Publication in the item editor (draft mode)

1. Open the desired item in draft mode by clicking on the GTIN.
2. Then click on «Publish preview».
3. Select from «Who should see this?» whether you want to publish the item as Public (target market publication) or as Restricted (individual GLN or to a recipient group).
4. If you have selected Restricted, you can use the Data recipient option to publish to individual GLNs or to the groups already stored.
5. Click on «Save».
6. Click on «Publish» to publish the items.



Note:

Only items without validation errors can be published.



Take advantage of the option of publication to the data recipient groups:

Swiss Healthcare Sector group - GLN 7612345000374 (hospitals, reseller/trade and solution providers connected to firstbase);

Swiss Healthcare Insurances - GLN 7612345000381 (healthcare insurances connected to firstbase);

GS1 Switzerland FMCG - GLN 7612345000398 (retailers in the FMCG/consumer goods sector connected to firstbase).

4.2.2 Publication from the item overview (only if published to the entire target market)

1. Select the items to be published in the item list.
2. Then click on «Publish».
3. Finally click on «Publish to target market».



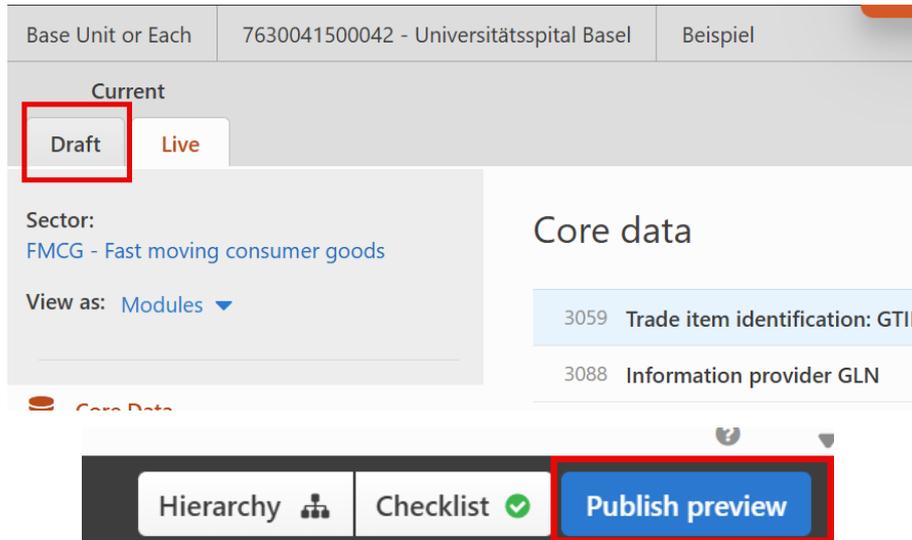
Items						
<div style="display: flex; justify-content: space-between; align-items: center;"> New Item ▾ Edit Publish Delete Templates ▾ Export ▾ </div>						
Filters applied: Data source 7612345000008 - Test Datenlieferant ✕						
	Publication status	GTIN ↕	Description short	Internal item ID of supplier	Variant description	Target market
<input checked="" type="checkbox"/>	Draft	07975434525562	Joghurt stichfest Schokolade			Switzerland
<input type="checkbox"/>	Published	04005900808615				Switzerland

4.2.3 Where can you see to which recipients your items have been published?

There are two ways in which you can see to whom you have published the product master data:

Option 1:

Go to the item overview via «Item» and open the desired item by clicking on the GTIN. Set the item to «Draft» status. To do this, simply click on «Draft» (top left). You can then use the «Publish preview» button (bottom right) to see who the items are published to.



Switzerland

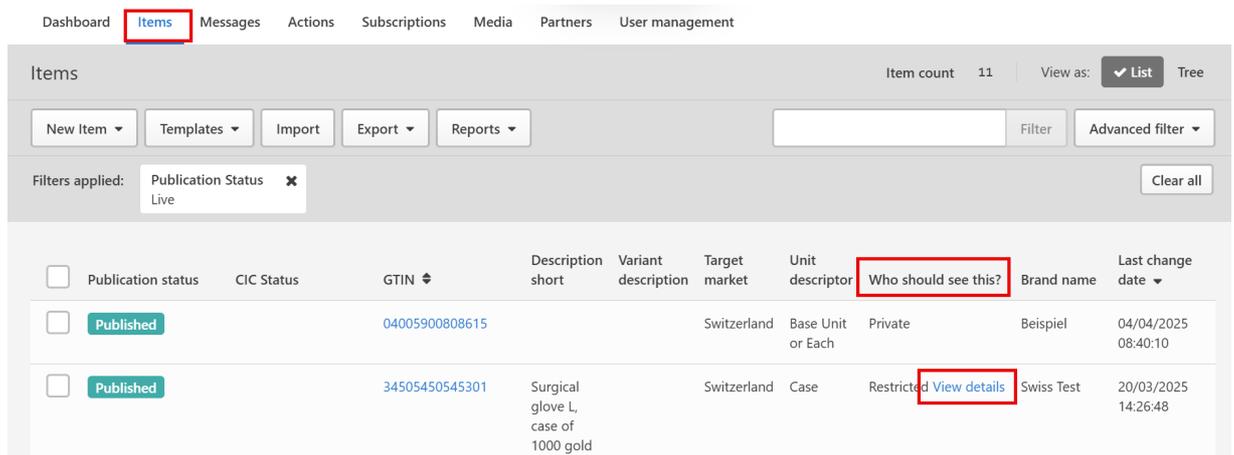
Who should see this?



Please note that you should not save the item, otherwise it will remain in «Draft» status. You can therefore leave the item without saving it.

Option 2:

In the item overview in the «Who should see this?» column, you can use the «View details» option (highlighted in blue) to see who you published the item to. This option is only displayed if you have published the item «Restricted».



Restricted ✕

Only the following companies can see the product information

GLN	Data recipient	Access control groups
7612345000374	Swiss Healthcare Sector	

4.3 Delete products

This section explains how to depublish and delete products.

Do you have any products that are no longer available? Indicate this with the 'End availability date time'.

Once the product is no longer in production (discontinued product) you can specify this under the 'Discontinued date time'. The '**Discontinued date time**' controls the data record. This means that as soon as the specified date is reached, the publication status is automatically set to 'Discontinued'. You ought to first share this information with your customers (data recipients) by publishing the product with this date information before the product is de-published (= withdraw publication).

Status

3253 Discontinued date time

Delivery Purchasing Information

584 Start availability date time	<input type="text" value="24/03/2025 00:00:00"/>
560 End availability date time	<input type="text"/>
557 Consumer first availability date time	<input type="text"/>
592 Is non sold trade item returnable	<input type="checkbox"/> false <input type="checkbox"/> true <input checked="" type="checkbox"/> none
577 Order quantity minimum	<input type="text"/>

Note:



We recommend that you keep even de-published items in your overview for an extended period of time. This data will then only be visible to you. It can be further processed and reactivated as needed.

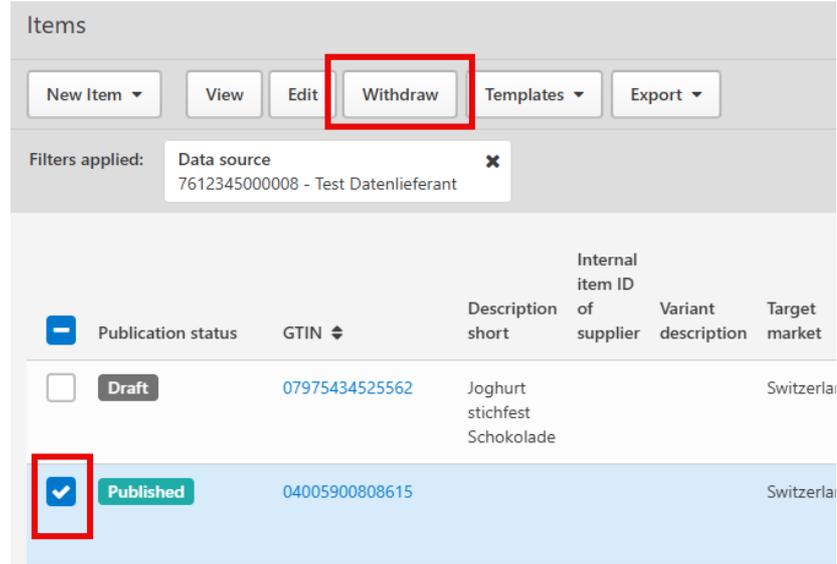


To delete items that have been published, the steps described in the chapters [De-publish product before deletion](#) and [Delete product](#) must be carried out. Otherwise, the item will remain visible to the data recipient.

For items that have not yet been published, you can go directly to [Delete product](#).

4.3.1 De-publishing the product before deletion

You de-publish a product by selecting the desired item (which must have the status Published; this is not possible for «Live» items) and then clicking on the «Withdraw» button and confirming again by clicking «Withdraw».



The screenshot shows the 'Items' management interface. At the top, there are buttons for 'New Item', 'View', 'Edit', 'Withdraw', 'Templates', and 'Export'. The 'Withdraw' button is highlighted with a red box. Below the buttons, there is a filter applied: 'Data source: 7612345000008 - Test Datenlieferant'. The main table lists items with columns for 'Publication status', 'GTIN', 'Description short', 'Internal item ID of supplier', 'Variant description', and 'Target market'. Two items are listed: one in 'Draft' status and one in 'Published' status. The 'Published' item's selection checkbox is highlighted with a red box.

Publication status	GTIN	Description short	Internal item ID of supplier	Variant description	Target market
<input type="checkbox"/> Draft	07975434525562	Joghurt stichfest Schokolade			Switzerland
<input checked="" type="checkbox"/> Published	04005900808615				Switzerland

4.3.2 Delete product

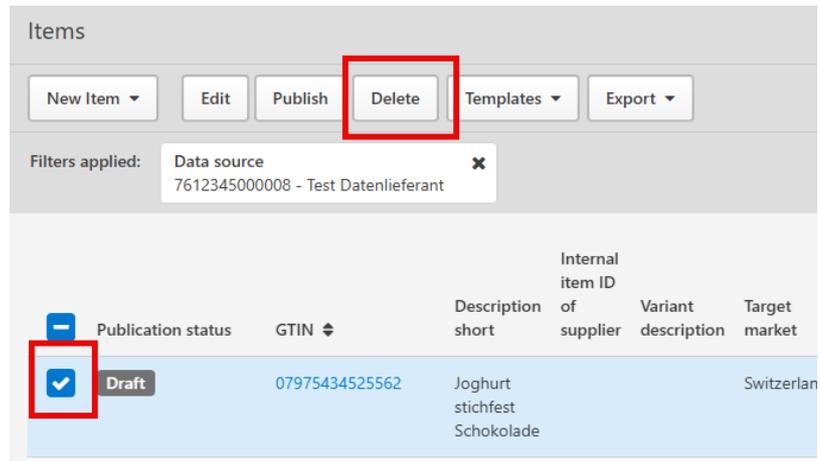


Note:

Please note that published items must be de-published before deletion.

You can delete an item by selecting the desired item and then clicking on the «Delete» button and confirming again by clicking on «Delete».

We recommend that you keep even de-published items in your overview for an extended period of time. This data will then only be visible to you. It can be further processed and reactivated as needed.



The screenshot shows the 'Items' management interface. At the top, there are buttons for 'New Item', 'Edit', 'Publish', 'Delete', 'Templates', and 'Export'. The 'Delete' button is highlighted with a red box. Below the buttons, there is a filter applied: 'Data source: 7612345000008 - Test Datenlieferant'. The main table lists items with columns for 'Publication status', 'GTIN', 'Description short', 'Internal item ID of supplier', 'Variant description', and 'Target market'. One item is listed in 'Draft' status. The 'Draft' item's selection checkbox is highlighted with a red box.

Publication status	GTIN	Description short	Internal item ID of supplier	Variant description	Target market
<input checked="" type="checkbox"/> Draft	07975434525562	Joghurt stichfest Schokolade			Switzerland

5 Store images, safety data sheets, certificates and other files (assets)

In firstbase, you can manage so-called «media assets» (e.g. image files as well as declarations of conformity, certificates, safety data sheets and other PDF documents) and upload them to the corresponding product.

5.1 Attachment of files & images in the product

You can attach product images from your PC easily and directly in the item:

1. Open the desired item by clicking on the GTIN.
2. Switch to the «Assets» tab in the menu bar.
3. Click on «+ Add asset».
4. Enter the desired file type.
5. Select whether you want to upload the file or attach a URL.
6. Store file via drag and drop or insert link.
7. Click on «Save».
8. Enter details of the file or image.
9. Click on «OK».

Edit asset



Content type	image/png
File size / UOM	111501
File pixel width	1331
File pixel height	525
File Resolution	96 PPI
Description	
File colour scheme code	RGBA
Upload date	25/04/2025 16:40:34
Owner	SuperAdmin Company CH 7612345000350

Original file name	Screenshot 2025-04-23 074128.png
Standard file name	Screenshot 2025-04-23 074128.png
Referenced file type code	Product image (PRODUCT_IMAGE)
Image direction	<input type="text"/>
Angle	<input type="text"/>
Packaging / item state	<input type="text"/>
File nature / type	<input type="text"/>
Is Primary File	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes
Rendered Image	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes
File effective start date time	<input type="text"/>
File effective end date time	<input type="text"/>
File Sequence Number	<input type="text"/>
File language code	Not added yet. +
File Campaign Description	Not added yet. +
Content description / Language	Not added yet. +

Checklist ✕

Errors
Problems that must be resolved before publishing. [Read more](#)

Required This entry can not be empty.

← Image direction

← Angle

← Packaging / item state

← File nature / type

Cancel
Checklist ▲ 1
OK

5.2 Viewing already linked assets

1. Switch to the «Assets» area.
2. All recorded assets are displayed.

In the «Assets» area, you can manage all uploaded images, documents, etc. under Files. You also have the option of creating folders or filing links.

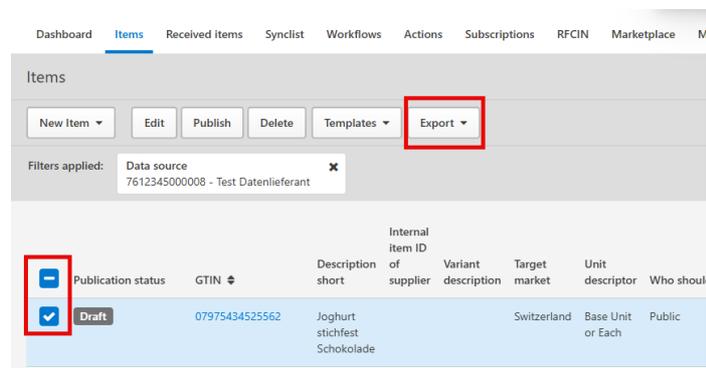
6 Export products to Excel template

This chapter describes how to export products.

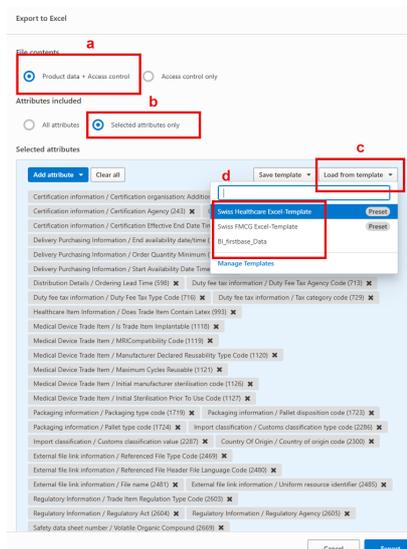
firstbase offers you the option of downloading (= exporting) your product data in various data formats. You can choose from the following formats:

- Excel (described below)
- PDF
- JSON
- XML

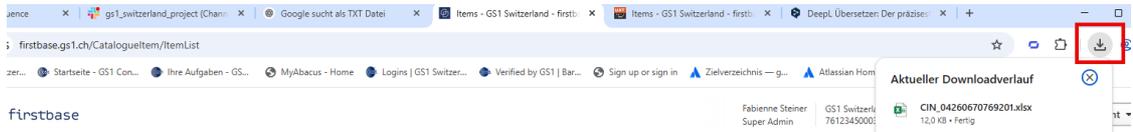
1. Select the items to be exported in the «Items» area: individually by ticking the box or using the «Select all products» function.



2. Click on «Export» and select the desired format. If you select Excel, a few more settings are required.
 - a. You can download only the access control (publication overview) or the access control and product master data.
 - b. Select whether you want to download all attributes or only selected attributes (we recommend the «selected attributes only» variant so that you can view all information on the item in one spreadsheet. With the «all attributes» variant, the information is distributed across several spreadsheets).
 - c. If you have selected that you only want to download selected attributes, you can select here which template you want to use for the download. You can also create your own template here.
 - d. Select the template and click on «Export».



3. The items are downloaded.
4. When the download is complete, you can access the file in your browser's downloads folder.



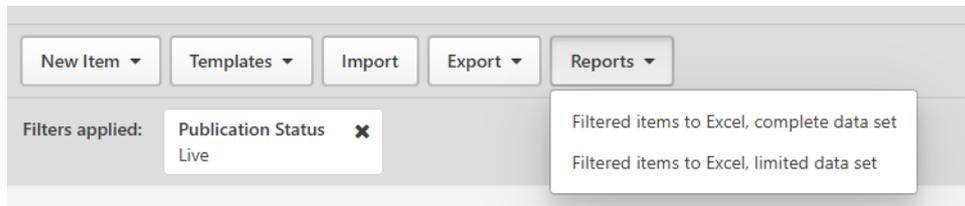
Tip:

Start by entering a few items in the web application and download them. You can now use this file as a template to create your other items: enter the items in new lines and then import the file ([see Importing products](#)).



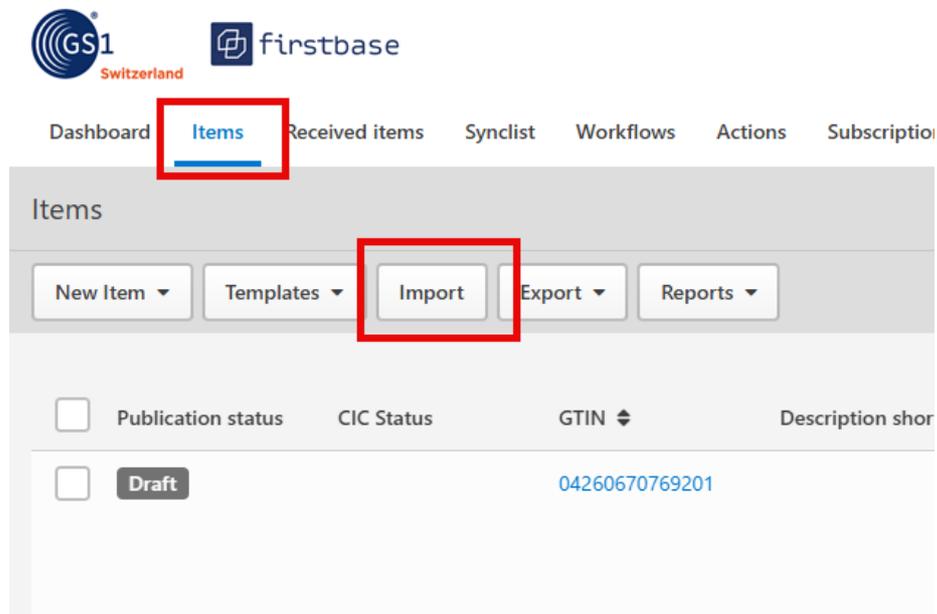
Note:

If you want to download more than 200 items, download the items via the report function. To do this, all check marks must be removed.



7 Import products from Excel template

If you would like to import your products via Excel, upload the file via «Import», in the «Item» area.



Select the desired file using the «Browse» button. Decide whether you want to upload the items as a drafts or publish them immediately.

Upload file

Browse

File types allowed: .xlsx (Microsoft Excel Document)
 Max file size: 20 MB
 Max number of items in file: 1000
 Products without any changes will not be imported.

How to handle items?

Save as draft
 Create draft items, don't publish anything.

Publish immediately
 Publish everything to the live database, overwrite existing data with data from the file.
 This action cannot be undone!

Click on «Import».



Tip:

Use a self-created template ([see Exporting products](#)) to quickly and easily prepare new and additional items for import.

Tip:

Watch our video on «How do I enter product master data with the Excel upload?».

8 Options for the mass processing of products

If you want to add or change specific information for several or all products, you have the option of exporting, editing the data and then (re-)importing it (see [Exporting products](#) and [Importing products](#)).

8.1 Mass update with Excel

To update product master data via Excel, first export the items you want to changed. Change the desired information in the file and save it locally on your computer. After making the changes, you can import the file again. The corresponding steps are described in the chapter [Exporting products](#) or [Importing products](#).



Note:

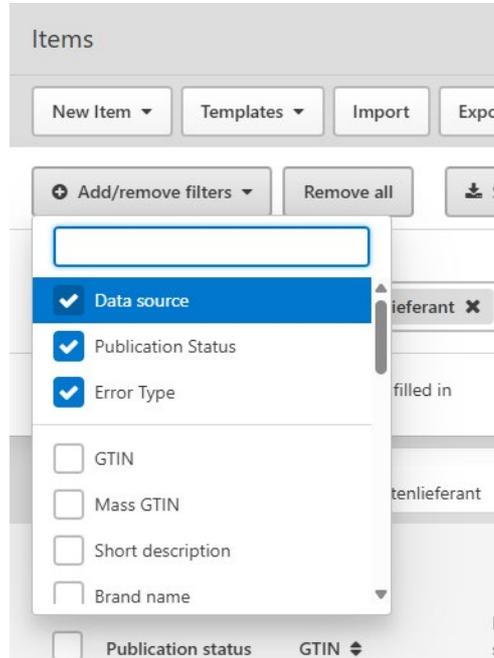
Please note that the order of the attributes must not be changed.

Make sure that you do not change the formats of the individual attributes and ensure that the spelling is correct where codes must be maintained. The correct codes can also be found in the Profile Overview which can be downloaded from the firstbase website <https://www.firstbase.ch/en> under the menu item «Services» under «[Documents & Links](#)».

9 Search functions

In the «Items» area, you can filter the items as required using «Advanced filter». You can filter by different information in individual attributes, status, error types, date, etc.

1. Select the areas for which you want to set a filter.



2. Enter the parameters for the search and click on «Filter list».



3. The filtered items are now displayed.



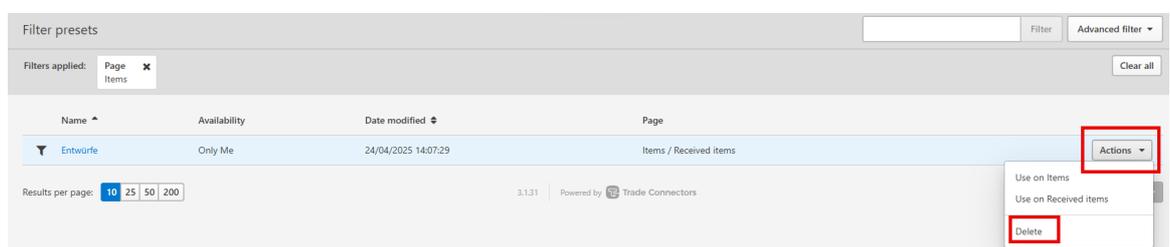
Tip:

If you want to save the created filter, click on «Save preset» and enter a desired name for the filter and specify whether the filter should only be visible for you or the entire company. To apply the saved filter the next time, go to «Advanced filter» and select the option «Load preset» and select the desired filter.

9.1 Delete individual search filters

If you no longer need the search filters, you can remove them.

1. To delete the saved filter, go to «Advanced filter» and select the «Load preset» option.
2. Click on «Action» for the desired filter.
3. Click on «Delete».



10 User administration

You can add users and manage their access rights (= roles) in the user administration.

10.1 Creating a new user

You will find an overview of all users in the «Users» area.

To add a new user:

1. Click on «New User».
2. Enter the e-mail address of the person who is to receive an invitation to use firstbase.
3. Specify for which company (several possible) the person should be granted access.
4. Assign a role to the new user.
5. Enter first name and surname.
6. Send the invitation by clicking on «Create item».

Once the invitation has been sent, the invited person will receive an e-mail with which they can register on firstbase.

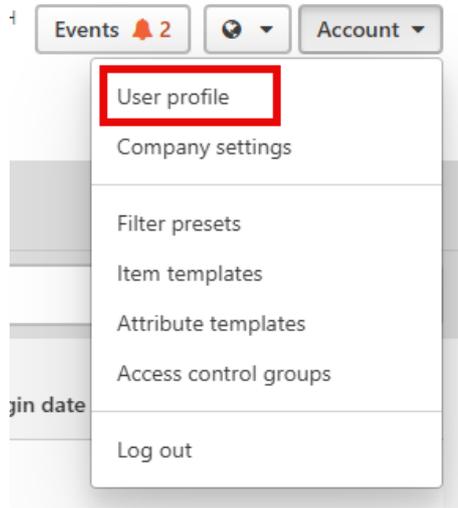
10.2 User roles

There are predefined user roles. The following is an excerpt of the most common roles.

Role	Authorisation
Admin	Full access to items, messages and subscriptions. View, create and edit users. Edit company information.
Editor	Read/write access to items, messages and subscriptions.
Viewer	Read-only access to items, messages and subscriptions.

11 My account

You can access «User profile» via Account, where you can customise your details or those of the company.



12 Contact details

Do you have any questions about the firstbase application?

Our support team will be happy to assist you with any questions or uncertainties you may have.

To ensure fast and efficient support, please describe the problem as precisely as possible. Ideally with screenshots (images).

You are welcome to submit your enquiry using our [contact form](#).