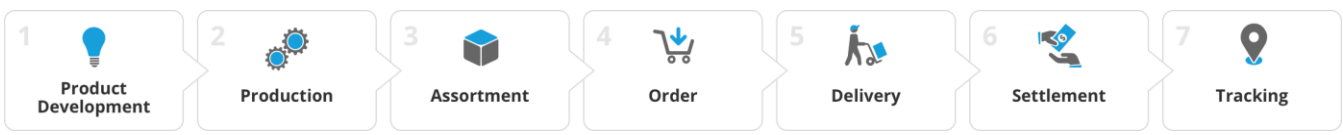
STAND
STANDARDISERINGSUTVALGET FOR
NORSK DAGLIGVAREBRANSJE

296 Tracking

- Guidelines background, what is the scope and who is the target group
- Laws and regulations the guidelines are based on
- Tracking, tracking information and labelling requirements
- Product / product areas the guidelines apply to
- Design and content of a Risk Analysis
- How internal recall / withdrawal preparedness procedures can be built up
- Routine when registering an incident or crisis, in the Tradesolution ReCall portal
- How a product can be traced in the value chain



Contents

308 Tracking

Areas affected and covered by STAND guidelines:

- Background to the guidelines, what is the target and who is the target group
- Laws and regulations that form the basis of the guidelines
- The requirements for tracking, tracking information and labeling
- Which product areas the guidelines apply to
- Design and content of a risk analysis
- How internal recall / withdrawal preparedness procedures can be built up
- Routine when registering an incident or crisis, in the Tradesolution ReCall portal
- How a product can be traced in the value chain

The guidelines are to be understood as recommendations based on best practice.

The parties may refer to the guidelines in their commercial agreements. The guidelines will then form part of the legally binding agreements between the parties.
Any deviations from the guidelines must be specified in the commercial agreements.

The guidelines have been drawn up in collaboration with DMF Trygg Mat, and DLF LK, working group for RECALL, and are the industry's interpretation of existing laws and regulations.

309 Guidelines and routines for tracking, recall and withdrawal

In its framework, STAND has defined guidelines, recommendations and best practices for how products should be marketed in the distribution chain, and how information on this should be exchanged between the parties. Central to this is the consideration of the consumer and his expectation for safe food.

The guidelines for tracking, recall and withdrawal do not define food quality requirements, but describe what procedures and processes the industry has established to mitigate any unwanted effects should an incident or crisis occur in a product.

Best practices

The guidelines describe best practices in this area.
By following STAND's framework, the guidelines will be achievable for all parties involved.

Some important prerequisites for best practice.

- Routines and processes must be simple, predictable and intuitive
- Products and deliveries / load carriers must be labeled in a unified, standardized and correct way so that they can be traced through the value chain.
- Product information must be registered in the Tradesolution EPD
- Detailed tracking information must be exchanged digitally between the parties and follow the products through the value chain.
- Action must be taken quickly when an incident or crisis occurs

By ensuring that a total industry complies with STAND's framework, consumers' demands and expectations for safe food are fully met.

Objective of the guidelines

The guidelines are aimed at "Contribute to meet consumers' expectations for safe products".

Target Audience:

- Anyone who may or will be involved in any recall or withdrawal
- Everyone involved in the production or labeling of products and packaging covered by the guidelines

Products / areas to which the guidelines apply:

- Recommended for food and non-food products, except pharmaceuticals
- Other inputs, plants, animals or foodstuffs
- Materials and articles that are intended to come into contact with, or may affect, inputs or foodstuffs.

Medicines are exempt from the guidelines. Here we refer to separate regulations, not described here.

Certain types of food may be subject to additional regulatory requirements beyond what is described here. An example is the EU's new tobacco directive (EU 2014/40) which make the requirements for traceability of tobacco products more stringent, but is not described here.

314 Routines covered by the guidelines

Legislative anchoring of the guidelines

The guidelines are among others based on Norwegian or European regulations on food safety and traceability:

- Product Liability Act of 23 December 1988
- Act on food production and food safety, etc. of 19.12.2003 Matloven (Food Law)
- Regulations on internal control to comply with IK-mat forskriften (IK Food Law)
- EU Food Law (Regulation EC 178/2002)
- Directive 94/62 / EC on packaging and packaging waste

Each party has an obligation to familiarize themselves with the regulations that apply to the products your business sells or are involved in.

The legislation does not impose requirements on how tracking should be performed, and what systems in which tracking information should be recorded. Manual systems may be sufficient as long as the requirements for tracking and tracking information are met.

Routines

The guidelines cover two procedures

- Requirements for and how to design contingency routines
- Implementing actions should an incident or crisis occur

Prepare crisis procedures

This is included:

- Prepare a Risk Analysis
- Prepare a Contingency Plan
- Requirements for product tracking
- Tracking information and labeling requirements

317 Prepare a Risk Analysis

At the heart of the legislation is the duty of each company to carry out a risk analysis of the health risks the products represent and how the company will relate to this in terms of traceability.
The purpose of the analysis is to reduce / prevent risk through

- Withdrawal of products from the market, or
- Efficient notification or recall of products from consumer

This assumes that the parties are aware of the risks the products may pose and have a preparedness that ensures that they react quickly, correctly and effectively in unwanted incidents. A Risk Analysis should therefore be performed on new products based on an intended relevant incident, so that it can be implemented as quickly as possible should a real incident occur for the product.

The risk analysis consists of three elements that both the government and industry should work on in an equal way:

- Risk Assessment
- Risk Management
- Risk Communication

See more about risk analysis in *311 Design and content of a Risk Analysis*.

318 Prepare a Contingency Plan

If unwanted incidents or crises occur, it is important to be well prepared.

Possible scenarios for what might arise should be thought through and how this should be handled.

A Contingency Plan must be prepared that will allow you to cope with the situation quickly, correctly and effectively. The Contingency Plan must be accurate and accessible to all involved at all times.

The Contingency Plan includes:

- To designate a crisis team, responsible for traceability, recall and withdrawal.
- Internal and external contact lists to quickly reach everyone involved or affected by any incident or crisis
- Training and exercises in the company's routines and instructions on how to handle incidents or crises. Exercises should be as realistic as possible and carried out with the closest business partner in the value chain
- Checklist. This must be easily accessible and may consist of, for example
    - a brief overview of crisis teams with their roles and responsibilities
    - the company's internal guidelines for handling incidents / crises
    - contact lists
    - other relevant documentation that is important to have access to should an incident or crisis occur

See more about the Contingency Plan in *312 Design and contents of a Contingency Plan*.

315 Product tracking requirements

The legislation requires that each company must have systems to document which products are purchased from each supplier and which customer has purchased the company's finished products.
This also includes raw materials and other input that are covered by the legislation.

There is no requirement in the legislation for which type of systems to be used for this.

Businesses can practice more comprehensive tracking systems than the minimum regulatory requirements require, but this is either based on self-imposed requirements or agreements with, and orders from the contracting parties.

Tracking means being able to follow the physical flow of goods. This is often referred to as chain traceability, and assumes that all parties meet the requirements and follow the guidelines for tracking.

Tracking takes into account the legal requirements for all parties to be able to trace their products one step forward and one step back in the value chain.

Tracking one step forward:

This means to the address the products are delivered to.
An invoice system containing information about item number / item name, customer number / customer name and invoice date is sufficient to be able to trace one step forward in the value chain.
If the company is using batch/lot numbers for their products, this should be included in the invoice, despatch advice and the like, or linked directly to the company's own systems.

Tracking one step backward:

This means the address from which the products are delivered.
The company must keep a log of received products describing which products were purchased from whom and in which quantitiy, and date

If the addresses for where products are delivered from or delivered to are not in accordance with the legal ownership of the products and the invoice process, this should be agreed separately between the parties.

316 Requirements for tracking information and labeling

The main purpose of the tracking information is to lay the groundwork for effective blocking, withdrawal or recall of products.
Central tracking information is:

- GTIN (Global Trade Item Number) - Unique identification of products
- GLN (Global Location Number) - Unique identification of trading parties, pick-up points, delivery points etc.
- SSCC (Serial Shipping Container Code) - Unique identification of load carriers / pallets
- Batch / lot number - A unique batch or lot number defined by supplier / manufacturer
- Shelf life - Either *Best Before date* or *Last Consumption Date*

It is a requirement that the products are labeled to enable tracking.
The marking must be affixed to the product packaging and legible.

The following applies to finished goods traded between supplier and distributor / retailer:
Information to be marked:

- The name of the supplier
- Product name/description
- Product number identified with a GTIN.
- Best before date / last day of consumption date, if required
- Batch / Lot number, if required

Load carrier (for example pallet) shall be marked with SSCC.

The sender must in his system have an overview of which recipient the product was sent to, and also the recipient must have an overview of which sender the product was received from. Both sender and recipient must be identified with GLN.

Sender shall in his system register:

- Quantity sent
- Shipping Date
- Reception date (if known)

Recipient shall in his system register:

- Quantity received
- Shipping date (if known)
- Reception Date

The following applies to raw materials and other inputs:

- GTIN should be used for identification of inputs / raw material, if available
- GLN should be used for identification of sender / suppliers, if available

More about tracking information and how the product can be tracked in the value chain is described in *162 Recommended traceability methods in the value chain*.

319 Actions to be made in case of an incident or crisis

Alarm / Notification

An incident can occur in all steps of the value chain, at the consumer, retailer, distributor or at the supplier itself. It is important that the supplier is notified as soon as possible.
Notification of an incident shall be given to one alert point at each operator. The alert point should be agreed in advance and always be staffed / available.

The industry has decided that for products registered in the Tradesolution EPD base, Tradesolution's *ReCall portal* should be used for blocking, recall or withdrawal. Access is available at *epd@tradesolution.no*.

For products not registered in the Tradesolution EPD base, a *Notification schema for recall, withdrawal or blocking of a product* may be used **provided that this has been agreed between the supplier and the distributor/wholesaler**. Notification schema can be downloaded from *Downloads*.

Required information to follow an alarm / alert

To identify the scope of the alarm / alert, the product's GTIN / EPD, best before date, batch / Lot number and SSCC on affected pallets must always be stated. This applies regardless of whether the product is registered in the Tradesolution EPD base or not.

By using the portal, the supplier gets / is secured

- Easier, faster and more efficient registration, as well as quality assurance of the necessary product information
- Ensure that necessary information is distributed quickly and efficiently to all relevant recipients
- Simplifying the dialogue between the parties
- All dialogue and information exchange is done in the portal and can be logged and stored.

Here you can see an animation that shows how a recall can be done in practice, using the ReCall portal.
The ReCall portal can also be used in situations where you want to withdraw products with quality defects.

Distributors have built their own systems and routines for alerting crisis situations and blocking the products at their distribution warehouses and retailers. This is not part of the ReCall portal.

The following routine applies when registering an incident or crisis

1. Register a new case
2. Determine severity and health hazards
3. Notify affected parties / recipients
4. Register distribution and what to do with the product
5. Register tracking information for affected batches / lots
6. Describe further actions to be taken, with press releases and other additional information
7. Closing the case

The practical implementation of the routine is described in *313 Routine when registering an incident or crisis, in the Tradesolution ReCall portal*.

Conclusion

Through the guidelines, the industry contributes to satisfying consumers' demands and expectations for safe products, provided that an overall industry complies with the guidelines.

Should an incident or crisis occur, there are routines and tools that, in a simple, fast and secure way, limit incidental damage.

An accurate and limited recall or withdrawal will be possible.
This reduces costs for all parties in the value chain and minimizes potential reputational loss.

ATTACHMENTS

311 Design and content of a Risk Analysis

Centrally in the legislation is the duty of each company to carry out a Risk Analysis of the health risks the products represent and how the company will relate to this in terms of traceability.

Risk Analysis

The purpose of the analysis is to reduce / prevent risk through
- Withdrawal of products from the market, or
- Efficient notification or recall of products from the consumer

This assumes that the parties are aware of the risks the products may pose and have a preparedness that ensures that they react quickly, correctly and effectively in unwanted incidents. A Risk Analysis should therefore be performed on new products based on an intended relevant incident, so that it can be implemented as quickly as possible should a real incident occur for the product.

The Risk Analysis consists of three elements that both the government and industry should work on in an equal way:
- Risk Assessment
- Risk Management
- Risk Communication

Risk Assessment

When assessing risk, other elements than food safety can also be included, such as products with quality defects coming out on the market, which can have major reputational and financial consequences.

Elements included in a Risk Assessment of the product are:

Type of risk
- Consumer health and safety
- Corporate reputation
- Economic aspects.

Subjective assessment of the probability of an incident occurring
- Low (rare)
- Medium (occasionally)
- High (often occurring)

Subjective assessment of consequences, especially the health, if an incident occurs
- = Low
- = Medium
- = High

The compilation and treatment of the above factors gives an assessment of the risk that the company must decide on.

When assessing risk, risk should always be evaluated based on the worst possible incident that can occur.

Risk Management

Procedures, crisis procedures and the like must be prepared. which ensures that the incident is handled in a fast, correct and efficient manner
Based on the Risk Assessment, it is necessary to decide what actions are to be implemented for the product.

Current actions are:
Blocking
This is a type of action that can be implemented as soon as an incident has been identified, pending further investigation. A blocking should trigger an activity with the distributor / retailer to prevent the product from reaching the consumer.

Recall
Recall is the procedure initiated when the product may have reached the consumer.
There is a potential high risk that the products may be hazardous to health.
It is crucial for the company that the public is informed about the recall.
In accordance with the Matloven (Food Law), the operators have a notification requirement.

Withdrawal
Withdrawal means that the product is withdrawn from the distribution chain / store. The purpose is to prevent products from reaching the consumer.
Withdrawal implies that consumers do not need to be notified.

Risk Communication

This includes communication measures within the company, towards other parties in the value chain, the authorities, the press and the consumers. The communication must be open and correct.

Distributors have built their own systems and routines for notification of incidents and crisis situations. In this way, a uniform and effective handling of withdrawal, recall or blocking within the companies is ensured.

312 Design and content of a Contingency Plan

If unwanted incidents or crises occur, it is important to be well prepared.

Possible scenarios for what might arise should be thought through and how this should be handled.

A Contingency Plan must be prepared that will allow you to cope with the situation quickly, correctly and effectively. An important part of this can be having an crisis team responsible for traceability, recall and withdrawal.

Contingency Plan

The Contingency Plan may include the following:

- Scope, goals and target group
- Company policy on product safety
- Definition of incident and crisis
- Description of the crisis team with roles and responsibilities clearly defined for each member of the team
- A series of actions to be performed in case of an incident / crisis
- A list of important contacts - internal / external
- When to initiate a product withdrawal
- When to initiate a recall
- How internal / external communication should be organized
- Documented experience from past incidents and exercises
- Templates for internal and external communication
- Registration and evaluation of incidents

The Contingency Plan must be updated regularly and distributed to all persons involved.

Crisis Team

On the basis of the Contingency Plan, a Crisis Team must be appointed, which is managed from a central coordination point. The team will decide which actions to take. It must be clearly stated who should be the decision maker. Nothing must be done without the Crisis Team formally approving it.

The overall responsibility of the team is to organize, manage and lead:

- Managing each incident / crisis
- Development, implementation and updating of internal instructions to be followed in case of an incident / crisis
- Continuous training of people involved in product traceability in crisis management
- Regular exercises and evaluation of the measures in the plan
- Development of internal and external communication plans to be used to help manage an incident / crisis

The Crisis Team is a permanent contingency group based on the company's management team, as far as possible cross-functional and supplemented with the necessary expertise (legal, information, sales / marketing)

The team must be known at all levels of the company. Members of the group must be able to be contacted at any time, and when necessary, alternative persons must be available to cover all roles.

Contact Lists

In order for the communication to go fast, a list of people with contact details (telephone number, mobile number, e-mail address and postal address) must be prepared in advance. This includes the Crisis Team, potential deputies, external advisers, public authorities, contacts in industry organizations, customers and the media.

Internal Contact List:

Includes internal decision makers, as well as people who have expertise and can provide support.

The list must at all times be correct and accessible to all affected persons in the company. The people in the Contact List must be able to be contacted by phone and email at any time, and be prepared to gather as a team to deal with an incident / crisis.

External Contact List:

Consists of suppliers, customers, suppliers of logistics services and IT solutions, consumers, public authorities etc. These form an external network with people who should be contactable in case of an incident / crisis.

The Crisis Team is responsible for ensuring that the External Contact List is accurate and accessible to all key personnel.

If possible, it is recommended that you print the telephone number (usually the number of the consumer contact) on the product (Consumer Unit), so that the consumer have the possibility to ask questions, make any complaints or to inform about potential product errors.

Training

All persons who may be involved in tracking and crisis management must be trained and kept up to date on changes in the preparedness. Training includes:

- Company's procedures for traceability, IT solutions, how to access necessary data, etc.
- Instructions on how to handle incidents / crises
- The Crisis Team, participants, responsibilities and tasks
- The role of the person being trained
- Who to contact
- The importance of coordinated actions and communication in the company
- What to do and what to avoid
- How to use the documentation
- How to use the systems for product traceability and registration

Exercises

The training should include exercises for handling incidents / crises. These must be run regularly to improve the preparedness and awareness of the Crisis Team, key personnel and external contacts.

Exercises are relevant in the following areas:

- Product Traceability
- Crisis Management
- Withdrawal
- Recalls
- Handling of quarantined products

Such exercises should be:

- Regular and realistic
- Documented with a clear explanation of the context, results, showing nonconformities and corrective actions
- Based on templates, which reflect the internal technical and organizational instructions
- Performed together with the nearest trading partner in the value chain

Crisis Preparedness Checklist

The company should prepare a checklist.

The checklist can consist of the following parts:

- Crisis Team is designated with a clear description of roles and responsibilities
- Internal guidelines for handling incidents / crises with clear procedures for withdrawal and recall, incident evaluation, etc., are fully documented
- Contact Lists are documented and distributed / made available to important trading partners
- Each individual involved in incident / crisis management and product withdrawal / recall procedures understands the roles and scope of action
- Training material has been developed
- Involved persons are regularly updated
- Regular internal exercises are held to test all contingency plans and how the Crisis Team works.
- Regular exercises are held with important customers and / or adjacent trading partners in the value chain

313 Routine when registering an incident or crisis, in the Tradesolution ReCall portal

1 Register a new case

The product in question must be identified with a GTIN.
All product variants / packaging levels the product is included in must be registered.

2 Determine severity and health hazards

The incident should be graded based on the following health hazards:

- Causes health hazards
- Possible health hazards
- No health hazards

Different health risks entail different actions.

The supplier must assess whether it is necessary to inform Mattilsynet (the Norwegian Food Safety Authority) about the incident and consider possible alternatives with the parties involved.

The following actions are relevant:

- ***Blocking***
  This means that the product will be blocked pending further investigations. A blocking should trigger an activity with the distributor / retailer to prevent the product from reaching the consumer. A blocked product causes the product to be stopped at the POS (Point of Sale).

- ***Recall***
  Recall is the procedure initiated when the product may have reached the consumer. There is a potential high risk that the products may be hazardous to health.
  It is crucial for the company that the recall is made known to the public. If the consumer is informed, it is important that the supplier has the capacity to handle any customer inquiries.

  According to Matloven (Food Law), the operators have a notification requirement.

- ***Withdrawal***
  Withdrawal means that the product is withdrawn from the distribution chain / store. The purpose is to prevent products from reaching the consumer.
  Withdrawal implies that consumers do not need to be notified.

  In some cases, the product can have reached the consumer, and still being withdrawn and not recalled. If this is the case, it is assumed that the product does not entail any kind of health hazard, and that it applies only to a small quantity.

- ***Other handling***
  In some cases, a supplier wants to provide information about a product to the parties in the value chain, for instance linked to reputation. This can be instructions on various measures the supplier wants the trading partner to take without causing the product to be blocked, recalled or withdrawn.

3 Notify affected parties / recipients

All parties affected by the incident shall be notified. All information pertaining to the case must be registered and follow the case until it is closed.
Mattilsynet (The Norwegian Food Safety Authority) must be notified if the incident is classified as a health hazard and that a recall is carried out.

4 Register distribution and what to do with the product

It must be registered whether the product is distributed through a wholesaler, directly to a retailer or possibly a combination.

It must be clearly described and agreed how the products are to be handled and who is responsible for this.

Examples of handling:

- Distributor / retailer throws the product on site
- The product is quarantined / temporarily blocked pending further investigations
- The product is disposed at an approved waste management facility
- The product is returned to the distributor and further on to the supplier
- Consumer should throw or return the product
- The product can be given away

In cases where the product is to be disposed, this must be done at an approved waste management facility, and without any risk of contamination.

5 Register tracking information for affected batches / lots

All relevant tracking information for the product must be provided.
This includes

- All expiry dates
- Batch / lot number for affected batches / lots
- SSCC codes for the load carriers (pallets) this product is distributed on through the value chain

Correct labelling, and that this information has previously been sent in the EDI Despatch Advice, provides an accurate identification of the affected batches / lots and allows for a limited (surgical) recall / withdrawal.

It is also encouraged to take pictures of the product so that any consumer can more easily identify which product the incident applies to, and how the product is labeled.

6 Describe further actions to be taken, with press releases and other additional information

Additional information about the case may include:

- Copy of press releases
- Detailed information on the risk or hazards if eaten or used
- Information about when the product can be expected to be available again (freshly notified) in case all products are recalled / withdrawn
- Where to find additional information
- A precise description of the handling of the goods, both at distributor and retailer site

It is recommended that involved parties (supplier and customer) mutually inform each other before proceeding with information.

It is important that the authorities and the media are informed at the right time. The information required depends on the severity and extent of the incident / crisis.

7 Closing the case

The incident / crisis should be closed once it has come under control.

Information that should be communicated is:

- The time when a freshly announced product is available again
- Identification (characteristics) of a freshly reported product
- Financial conditions (settlement, credit)

162 Recommended traceability methods in the value chain

Traceability using pallet labelling and EDI Despatch Advice

The recommended traceability method involves labelling load carriers with GS1 labelling system combined with EDI Despatch Advice (Advance Shipping Notice (ASN)).

For products distributed through the retailer's distribution warehouses, the industry's unified guidelines for the identification and Distribution Units (DU) are based on GS1 standards.
To conduct traceability, each actor in the value chain must have a system that can store and process Distribution Units (DU) or logistic units with unique identifiers.

The importance of SSCC as the primary tracking key for deliveries

SSCC is the most important tracking key in the retail value chain. For each pallet identified and marked with SSCC, all products that are on the pallet are linked with full tracking information (GTIN, batch / lot and shelf life). This information is sent to the buyer in an EDI Despatch Advice.

A prerequisite for the tracking information to remain intact is that an SSCC is not reused.
Reusing a SSCC can result in a pallet being stopped at the Goods Reception by the recipient's IT system, anticipating that the pallet has been received earlier. The recipient must then issue a new SSCC for the pallet, mark it and link the contents of the pallet to the new SSCC.

Since the pallet now has a new SSCC, it can no longer be used as a mutual tracking key in the retail value chain. In case of an incident with a possible recall / withdrawal of products, this could be critical.

STAND has therefore decided the following:
"For trading in Norway, it is a requirement that SSCC shall not be reused until after a minimum of 6 years. This is rooted in the Norwegian Food Safety Law, requiering a minimum traceability of 5 years. This also includes products that are outside the scope of the Norwegian Food Safety Law".

Traceability at and from sender

Each packaging level (Consumer Units (CU), Stock Keeping Units (SKU), Distribution Units (DU)) has an assigned GTIN and must include a bar code on the label.
On Consumer Unit (CU), GTIN should preferably be labelled with the EAN-13 bar code symbol.
Stock Keeping Unit (SKU) on the Distribution Unit (DU) must be labelled with an approved bar code symbology and linked to the Distribution Unit's (DU) unique identification.
Each pallet must be labelled with one GS1-128 bar code pallet label. The label contains a unique identifier (SSCC) which enables a link between the Stock Keeping Unit (SKU) on the pallet and the batch / lot number stored in the sender's IT systems.

If the pallet is split or changed (for example, to one Mixed pallet or Promotional Unit, it shall be identified with a new GS1-128 label and SSCC. Mixed pallets are not labelled with product information.
The product information is attached to the pallet's SSCC by scanning each Stock Keeping Unit (SKU) when the Distribution Unit (DU) is being assembled.

Once the sender has created the connection between the Stock Keeping Unit (SKU and the Distribution Unit (DU) and secured this, the information can be used to make an EDI Despatch Advice.
The EDI Despatch Advice is then sent from the sender to the recipient of the products. The parties are identified with GLN. This provides a clear and secure identification of the parties and is central to traceability.
The Despatch Advice contains all relevant product information (GTIN, batch / lot and shelf life) about the shipment, and that it ties it to each Distribution Unit (DU) using SSCC.

For shipment, the supplier scans all outgoing Distribution Units (DU) and thus has a unified link between the individual product, its associated batches and which customer receives the product. This also enables effective control of the sending of correct products to customers.

Sender sends EDI Despatch Advice to recipient at agreed time.

Traceability at receiver

When the products arrive at the recipient, each pallet will be scanned.
All Stock Keeping Units (SKU) and Distribution Unit (DU) information is received in the EDI Despatch Advice. Using the EDI Despatch Advice, the tracking information is taken care of and significantly simplifies the products receipt.
The link to the product information occurs when the recipient scans the SSCC on each Distribution Unit (DU). Here, the recipient connects information about the products (GTIN, batch and shelf life information, against the sender (GLN).

For a Standard pallet all relevant information can be scanned from the Distribution Unit (DU) labels. This ensures that correct products are received at the same time as traceability information can be linked to the individual supplier. This simplifies and ensures the sharing of proper traceability information.

Mixed pallets must be split into the warehouse, and through IT support ensure that accurate and statutory traceability information is safeguarded and connected correctly.