

# PRODUCT RECALL MANAGEMENT

White Paper

Managing critical product responsibilities with lot number and expiry date traceability

Accellos One Warehouse helps your organisation respond immediately and efficiently to product recalls with lot number and expiry date tracking, real-time visibility, inventory blocking, sales order management, customer care, allergen management and first-expired first-out product rotation.

# Product recall management

## MANAGING CRITICAL PRODUCT RESPONSIBILITIES WITH LOT NUMBER AND EXPIRY DATE TRACEABILITY

**A**ccurate lot number and expiry date tracking is important to many warehouses, but critical to customers in the Food and Beverage, Pharmaceutical and Cosmetic industries, primarily due to product recall concerns.

Accellos One Warehouse offers full traceability of lot numbers and expiry dates throughout a product's life cycle in the warehouse, from the moment it is received into the warehouse through the time it is picked, packed, and shipped.

Accellos One Warehouse keeps a record of every lot number that was shipped to every customer, making it easy to identify who needs to be contacted in the rare case of a product recall.

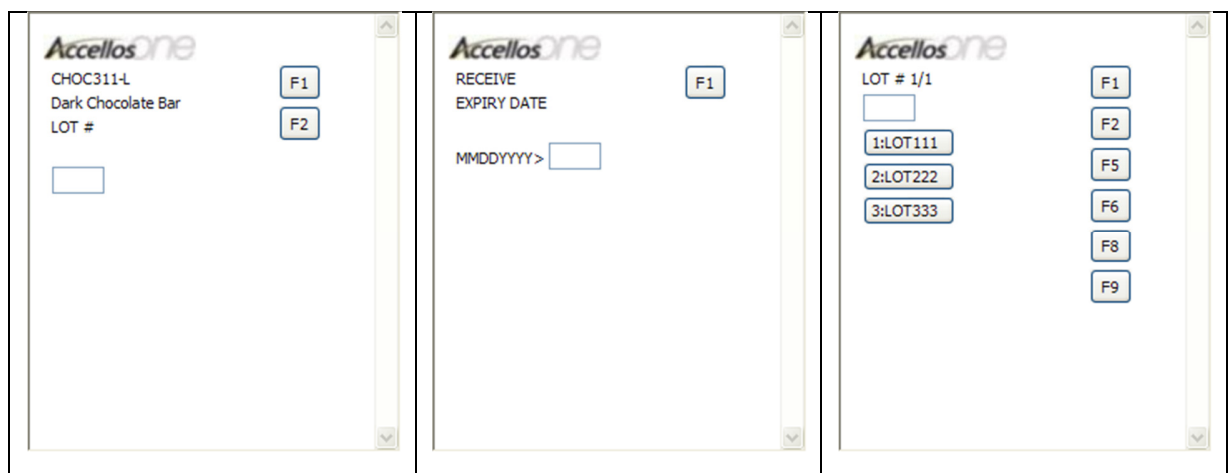
Fortunately, few customers ever need to take advantage of Accellos One Warehouse's simple process for executing a product recall. However, there are still some important lot number and expiry date features built into the software to help with more common warehouse activities.

Accellos One Warehouse's standard allocation algorithms ensure FEFO (First-Expired First-Out) product rotation and customers can even specify the "minimum number of days to expiry", guaranteeing the freshest stock.

As allergies become more prevalent, some warehouses are moving towards "peanut free" buildings, where purchase orders are separated based on product. Accellos One Warehouse's putaway logic ensures that products designated for one warehouse cannot be received into the wrong facility.

### LOT NUMBER AND EXPIRY DATE TRACKING

In Accellos One Warehouse, lot number and expiry date tracking starts at receiving and is maintained throughout a product's life in the warehouse.



## REAL-TIME VISIBILITY

Real-time visibility is essential to handling product recalls in a timely and efficient manner.

In a single product report, Accellos One Warehouse displays all critical information related to a specific lot number:

- Where is the lot number in the warehouse?
- Are there any outstanding sales orders for the lot number?
- Has this lot number already been shipped to any customers?

Product Report For: CHOC311-L /LOT111

Extended	Description	Product Class	LOT #	Net Stock	On Sales	On Hand	QTY_UNALLOC	UPC	Vendor Number	UNITMEASUR
CHOC311-L/LOT111	Dark Chocolate Bar	PClas1	LOT111	359	134	493	359	UPC010	Vend03	6

Inventory In Warehouse

rb_mark	reserved	Extended	binlabel	zone	quantity	Units/Carton	units	unalloc	Expiry Date	PO #	Warehouse	transfer
<input type="checkbox"/>	0	CHOC311-L/LOT111	P100	B	1	6	6	1	10/04/2009	101083	PF	101083
<input type="checkbox"/>	0	CHOC311-L/LOT111	P200	B	487	1	487	353	10/04/2009		PF	
					488		493	354			2	

Block Hold for inspection Release

Open Purchase Orders

Open Sales Orders

Process Step	Required Date	Packslip	Ordered QTY	Packslip QTY	Units/Carton	Ship Name	Order Seq	sell_price	# Lines	# Units	host_order	Product	Extended	Status
<input checked="" type="checkbox"/> Held Short	09/14/2009	101113	15	15	1	White House Chocolates	0	2.99	3	128	101113	CHOC311-L	CHOC311-L	15*1 P200
<input checked="" type="checkbox"/> Held Short	09/14/2009	101110	1	1	1	Main Steet Candy	5	2.99	8	128	101110	CHOC311-L	CHOC311-L	1*1 P200
<input checked="" type="checkbox"/> Ready to wave	09/16/2009	101106	112	112	1	Ho-Ho's Good Time	3	2.99	3	128	101106	CHOC311-L	CHOC311-L	112*1 P200
<input checked="" type="checkbox"/> Ready to wave	09/16/2009	101103	5	5	1	Taj Mahal Sweet Shop	3	2.99	4	11	101103	CHOC311-L	CHOC311-L	5*1 P200
<input checked="" type="checkbox"/> Held Short	09/14/2009	101101	1	1	1	Main Steet Candy	0	2.99	3	6	101101	CHOC311-L	CHOC311-L	1*1 P200
			134	134					14.95	21	401			

## BLOCKING INVENTORY

The first step to executing a product recall is to prevent any further activity against the lot number. From the product report, all stock in the warehouse can be blocked in a single step, which prevents any additional operations against the lot number.

Inventory In Warehouse

rb_mark	reserved	Extended	binlabel	zone	quantity	Units/Carton	units	unalloc	Expiry Date	PO #	Warehouse	transfer
<input type="checkbox"/>	B	CHOC311-L/LOT111	P100	B	1	6	6	1	10/04/2009	101083	PF	101083
<input type="checkbox"/>	B	CHOC311-L/LOT111	P200	B	487	1	487	353	10/04/2009		PF	
					488		493	354			2	

Block Hold for inspection Release

## SUSPENDING SALES ORDERS

The screenshot shows the 'Inventory in Warehouse' and 'Open Sales Orders' sections. In the 'Open Sales Orders' table, several rows are marked as 'Suspended' with a red checkmark in the 'Process Step' column. A red box highlights the 'Suspended' checkbox in the 'Process Step' column for the first row.

Process Step	Required Date	packslip	Qty	Units/Carton	Ship Name	Order Seq	sell_price	# Lines	# Units	host_order	Product	Extended	Status
<input checked="" type="checkbox"/> Suspended	09/14/2009	101113	13	1	White House Chocolates	0	2.99	3	128	101113	CHOC311-L	15*1 P200	
<input checked="" type="checkbox"/> Suspended	09/16/2009	101110	1	1	Main Steet Candy	5	2.99	8	128	101110	CHOC311-L	11*1 P200	
<input checked="" type="checkbox"/> Suspended	09/16/2009	101108	112	1	Ho-Ho's Good Time	3	2.99	3	128	101108	CHOC311-L	112*1 P200	
<input checked="" type="checkbox"/> Suspended	09/16/2009	101103	5	1	Taj Mahal Sweet Shop	3	2.99	4	11	101103	CHOC311-L	5*1 P200	
<input checked="" type="checkbox"/> Suspended	09/14/2009	101101	1	1	Main Steet Candy	0	2.99	3	6	101101	CHOC311-L	1*1 P200	

Additionally, all open sales orders can be suspended in a single step, preventing any additional processing.

## CONTACTING CUSTOMERS AND SUPPLIERS

Once the warehouse has been prevented from any further processing of the recalled lot number, the next step is to contact any customers who have already received this lot number and its supplier. A link at the top of the product report takes you directly into a list of customers (including contact information) and purchase orders on which the lot number was received.

The screenshot shows the 'Product Order History Report for: CHOC311-L'. It includes sections for 'Completed Purchase Orders' and 'Shipped Sales Orders'.

PO #	Vendor Number	Vendor Name	Date Create	Due Date	Qty Ordered	Qty Received	Status
101083	Vend03	VendName03	09/04/2009	09/04/2009	30	30	S

Packslip	Ship Name	Customer #	qty	Ship Date	ship_add1	Ship City	State	ship_zip	Ship Country	ship_telno
101111	Pete's Sugar Shack	Cust02	12	09/04/2009	202 Island Road	Omaha	NB	12345	US	308-222-0002
101115	Ho-Ho's Good Time	Cust06	1	09/04/2009	32 Marina Drive	Honolulu	HI	86345	US	808-666-0006
2			13							

## HANDLING ALLERGENS

For warehouses that handle allergens, AIW can force the receipt to a specific warehouse. For example, a purchase order can be designated to only be received in a "Peanut Free" warehouse. If a receiver attempts to receive the product to a different warehouse, the system will reject the receipt.

## "FEFO" ROTATION OF EXPIRY DATE TRACKED ITEMS

For expiry date tracked items, the system will allocate stock based on "FEFO" (First-Expired First-Out) sequence and customers can even specify the "minimum number of days to expiry", guaranteeing the freshest stock.

The screenshot shows the 'Allocate Settings' dialog box. The 'Stock Method' is set to 'FIFO' and 'Days to Expiry' is set to '0'. Both are highlighted with red boxes.

## SUMMARY

With the stress caused by a product recall, the last thing a customer needs it to be fumbling through paper and historical reports to figure out where the product is and who may have already received it.

From a single report in A1W, product recalls can be executed accurately and efficiently. With a single click, all in process orders can be immediately suspended. With a second click, all stock can be blocked from any movement or other activity. Nothing in the warehouse moves once a recall situation has been identified.

Once the processing of the product has been stopped, A1W lets you access a historical report of every customer who received this lot number on an order-by-order basis, so you can immediately start the process of quickly contacting the customers.

## ABOUT ACCELLOS

Accellos is a global provider of logistics, warehouse, 3PL, transportation and mobile fleet management solutions. Accellos addresses the supply chain management and execution market with warehouse management systems for multiple environments; Microsoft Windows-based transportation management solutions; and in-field mobile resource management solutions. Accellos' powerful supply-chain execution solutions are easy to customise and implement, providing our customers with more innovation for less investment while producing significant savings and greater profitability. Through a culture of innovation, Accellos strikes the perfect balance of customer satisfaction, employee fulfilment and shareholder value, delivering greater profitability and rapid return on investment for our customers and accelerated logistics and warehousing services for the clients they serve.

## ABOUT MICROCHANNEL SERVICES

MicroChannel is recognised as the leading provider of Accellos One Warehouse Management System (WMS) and Enterprise Resource Planning (ERP) solutions in Australia. With over 15 years of experience in implementing and supporting WMS and ERP solutions, MicroChannel understands the complexity of warehouse management processes and delivers rapid return on your warehouse automation investment.

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