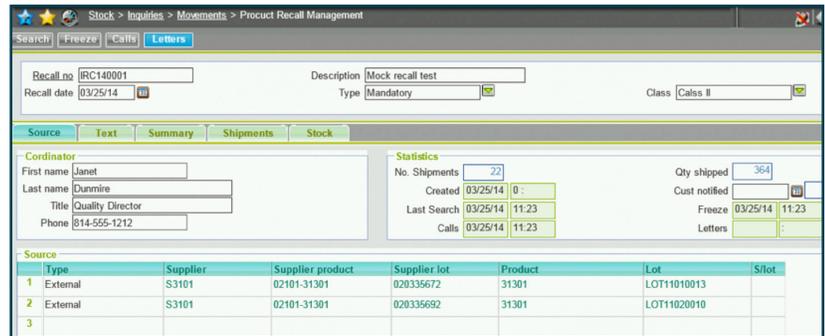


Recall Management for Sage X3

Is your company prepared to handle a product recall? How quickly can you identify affected products and notify affected customers? The way in which your company handles a recall event has the potential to make or break your reputation, and in turn, your profitability. A rapid, efficient, and professional response will help preserve customer confidence and protect your bottom line.

NexTec Group developed Recall Management for Sage X3 to help our clients successfully manage a product recall event. It streamlines and automates every aspect of a recall, from identification, notification, tracking, and reporting to compliance.



Type	Supplier	Supplier product	Supplier lot	Product	Lot	S/lot
1	External	S3101	02101-31301	020335672	31301	LOT11010013
2	External	S3101	02101-31301	020335692	31301	LOT11020010
3						

Initiate a recall by entering the source products of the recall and the associated data.

Recall to resolution in minutes

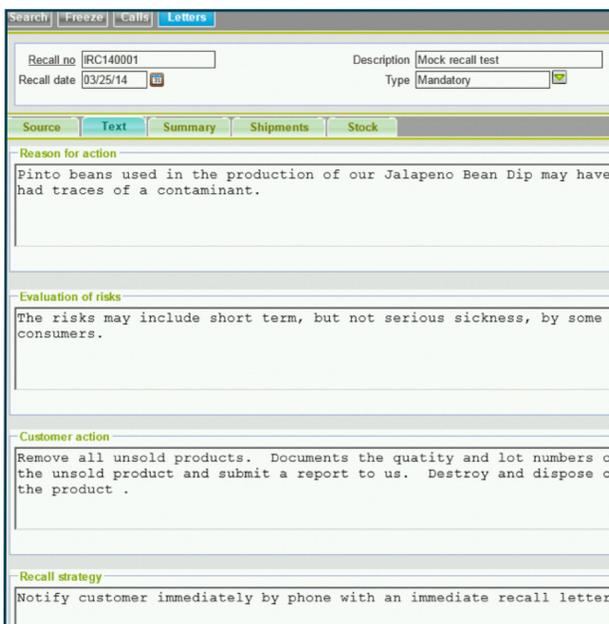
Begin by entering general recall data, including affected lot numbers, recall type and classification, reason, evaluation of risk, recall strategy, and desired consumer actions. Recall Management takes over, completing a comprehensive analysis of your Sage X3 database and performing the following actions:

- Produces list of affected products and quantities
- Generates listing of supplier details
- Provides list of shipments involved
- Produces list of remaining affected stock
- Flags affected stock as 'Do Not Use'
- Prints required consumer notification letters
- Creates call lists in CRM to aid customer service reps
- Assign and monitor follow-up actions

Did your consumer request a replacement be mailed? Did you offer to send a coupon? Should you be contacting your distributors to check expiration dates on stock?

Identify affected items and shipments

If specific affected products cannot be identified, you may need to broaden the scope of your recall - increasing the cost and the impact. Recall Management accurately identifies all affected part numbers, lot numbers and the customers they were shipped to, whether the lots involved constitute raw ingredients, intermediates or finished goods.



Reason for action
Pinto beans used in the production of our Jalapeno Bean Dip may have had traces of a contaminant.

Evaluation of risks
The risks may include short term, but not serious sickness, by some consumers.

Customer action
Remove all unsold products. Documents the quantity and lot numbers of the unsold product and submit a report to us. Destroy and dispose of the product.

Recall strategy
Notify customer immediately by phone with an immediate recall letter.

Maintain the Class, Reason, Risk, Customer Action and Strategy from a single location.

Recall Management for Sage X3

Source	Text	Summary	Shipments	Stock
1	31102	LOT11030000	CS	72
2	31101	LOT11030007	CS	72
3	31102	LOT11020013	CS	72
4	31201	LOT11030006	LB	3600
5	31101	LOT11010025	CS	72
6	31103	LOT11030012	CS	48
7	31103	LOT11020015	CS	72
8	31104	LOT11020014	CS	20
9	31201	LOT11010024	LB	2880
10	31301	LOT11020010	LB	
11	31301	LOT11010013	LB	
12	31201	LOT11020012	LB	1900
13				

A summarized listing provides a quick view of the affected products and quantities involved.

Customer	Order no.	Delivery no.	Shipment	Product	Lot	Slot	Quantity	Qty allocated	Unit
1	C3102	SO000064	SHP000027	02/19/11	31103	LOT11020015	20		CS
2	C3102	SO000064	SHP000027	02/19/11	31104	LOT11020014	20		CS
3	C3103	SO000123	SHP000135	04/22/11	31101	LOT11030007	12		CS
4	C3103	SO000123	SHP000135	04/22/11	31103	LOT11020015	50		CS
5	C3103	SO000125	SHP000137	05/10/11	31103	LOT11020015	2		CS
6	C3105	SO000004	SHP000004	01/25/11	31101	LOT11010025	10		CS
7	C3105	SO000062	SHP000025	02/23/11	31101	LOT11010025	20		CS
8	C3105	SO000062	SHP000025	02/23/11	31102	LOT11020013	20		CS
9	C3105	SO000063	SHP000026	03/06/11	31101	LOT11010025	20		CS
10	C3105	SO000063	SHP000026	03/06/11	31102	LOT11020013	20		CS
11	C3105	SO000065	SHP000073	03/11/11	31101	LOT11010025	8		CS
12	C3105	SO000065	SHP000072	03/09/11	31102	LOT11020013	16		CS
13	C3105	SO000065	SHP000072	03/09/11	31101	LOT11010025	8		CS

A detailed list of the affected shipments reveals the true scope of the recall event.

Using the source lot numbers you provide, Recall Management for Sage X3 traces the path of those lot numbers and produces both detailed and summarized listings of affected consumers, items, lots and quantities.

Your recall is effectively limited to only the parts known to be affected, limiting scope, reach and cost.

In addition, Recall Management locates any remaining items under your control and flags those item/lot combinations as Do Not Use.

Manage and communicate risk

Notifying your consumers of a recall event, and providing the appropriate details and action steps can be a painstaking process. Recall Management for Sage X3 streamlines and simplifies the communication process.

- Automatically generates consumer notification letters
- Creates detailed records in CRM for affected customers

- Builds a call list for customer service staff to ensure proper notifications are delivered

Ensure compliance

Whether your recall event is mandated by an oversight agency, or initiated by your company or a supplier, your ability to successfully manage all aspects of the event is equally vital.

Recall Management for Sage X3 helps ensure your compliance by accurately documenting how much was manufactured, how much and to whom it was sold, and how much remains in your warehouses and then notifies consumers of the recall and specifies the actions they should take.

Safeguard your business

The effective and efficient management of a recall event is vital to the successful operation of manufacturers.

Recall Management can also be used to conduct a mock recall, proving to internal stakeholders, distributors and consumers that your organization is prepared.

By incorporating Recall Management for Sage X3, you can help ensure your organization is prepared to efficiently and effectively manage any recall, safeguarding consumer confidence, preserving long-term profitability and certifying full compliance.

About NexTec Group

NexTec Group is a leading business solutions provider, delivering comprehensive Enterprise Resource Planning (ERP), Customer Relationship Management (CRM) and Business Intelligence (BI) solutions targeted to the unique needs of our clients.

Sage Partner of the Year
2013-2014

Sage President's Circle
2013-2014

Sage Top Three North America
2013-2014



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