

## RESOURCES

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# Case Study: DHL | Creating a Global Serialization Solution



Learn how third-party logistics provider DHL's global serialization solution leverages TraceLink to build and deploy its compliance strategy across a wide range of customers and locations. DHL's poster, "Global Serialization Solution," was one of 11 featured during FutureLink Barcelona's interactive Poster Sessions.

## Business Challenge & Solution

Falsified medicines endanger millions of lives per year, the Challenge for **DHL** was to provide a **Global Compliant** solution suitable for deployment across a wide **range of customers and locations**, to verify and report active status of prescription medicines.

DHL Supply Chain Global Serialization Solution is based on



tracelink Life Sciences Cloud products.



Risk based verification  
Decommission



EU Compliance appl.

Risk based verification  
Decommission



National System



# Global Serialization Solution



## Business Challenge & Solution

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## Key activities and Resources

<b>Per Location (Site)</b> <ul style="list-style-type: none"> <li>* NMVS Registration per Country</li> </ul> <p>Registration was required with the relevant country NMVO to allow access to the national repository</p>	<b>Per Device</b> <ul style="list-style-type: none"> <li>* MAC Address</li> <li>* Setup files</li> <li>* APK file</li> </ul> <p>Local IT identified MAC addresses Tracelink provided APK &amp; setup files Local IT conducted device setup</p>	<b>Per User</b> <ul style="list-style-type: none"> <li>* User account</li> <li>* Training</li> </ul> <p>Tracelink admins set up accounts Tracelink provided web based training</p>
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## Outcomes

 **On time**
 **On budget**
 **On Quality**
 **APPLAUSE!**

By Feb 9<sup>th</sup>

DHL Global Serialization Solution went live across **8 countries**, in **16** different DHL locations ready to scan serial numbers for **75 customers**.

### Top 3 Scanning Activities Support DHL Values

<b>Verification</b>  <b>Ensuring Patient Safety</b> <small>Scanning of 2D barcodes and verification against the National Medicines Verification System (NMVS) to ensure the product is in an active and verifiable state.</small>	<b>Shipping</b>  <b>High Medicine To Right Patient</b> <small>Products are only shipped when the Serial number, Batch number, Product number and Expiry date are an exact match within the NMVS.</small>	<b>Exports &amp; Article 23 Customers</b>  <b>Regulatory Compliance</b> <small>Special conditions are applicable to Exports &amp; shipments to Article 23 Customers, e.g. prisons, Military hospitals.</small>
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## Contacts



**Robert Hughes**  
Global Program Manager  
Responsible for overall coordination, risk, issue & stakeholder management



**Cristina Berga**  
DHL Supply Chain Global IT Product Owner responsible for solution validation support via Centre of Excellence

## Objectives

✓ **GET READY!** Feb 9<sup>th</sup> 2019


 **DHL Locations**
 **Pharma Customers**

Enabling our **customers** to meet the **regulatory compliance** requirements of the FDA 2011/62/EU by developing a **solution to scan and decommission serial numbers** on destruction, return, or export.

## Recommendations

Involve **everyone** ...and as early as possible

Adopt a **sprint** methodology

Establish daily **stand up** calls during final phase

**Track & measure** readiness

**Leverage data** gathered post go-live

## What is next?

**DSCSA US Serialization 2023**

DHL participates with TRACELINK on the **FDA Pilot**

**Saudi Arabia and Russia**

Meet export requirements

Case Study

Serial Number Manager

DSCSA for Manufacturers

Logistics/Distribution

European Union

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