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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.





Global Serialization Solution



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.



Key activities and Resources

Per Location (Site) * NMVS Registration per Country Registration was required with the relevant country NMVO to allow access to the national repository	Per Device * MAC Address * Setup files * APK file Local IT identified MAC addresses Tracelink provided APK & setup files Local IT conducted device setup	Per User * User account * Training Tracelink admins set up accounts Tracelink provided web based training
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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
IT Product Owner responsible for solution validation support via Centre of Excellence

Outcomes


On time


On budget


On Quality


APPLAUSE!

By Feb 9th

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

 Verification <small>Scanning of 220 barcodes per verification against the National Medicines Verification System (NMVS) to ensure the product B/L is an active and verifiable state</small>	 Shipping <small>Products are only shipped when the Serial Number, Batch number, Product name and expiry date are an exact match within the NMVS</small>	 Exports & Article 23 Customers <small>Special conditions are applicable to Exports & shipments to Article 23 Customers, e.g. Prison, Military Hospitals</small>
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Objectives






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 StudySerial Number ManagerDSCSA for ManufacturersLogistics/DistributionEuropean Union

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More Serialization and Compliance Resources



Turning Point: From Achieving Compliance to Creating Business Value from Serialization

FutureLink poll results reveal an industry at a turning point. Learn how stakeholders across the supply chain plan to create new business value and make the global drug supply more secure.

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Orient Pharma and TraceLink: Partnering for Success on Serialization and Quality

Learn how TraceLink enables Orient Pharma to deliver serialization at a global scale.

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