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Responding to Customer Inquiries Quickly by Identifying Issues with SPI



“At CPL, the ‘customer is king.’ Anything we can do to troubleshoot issues faster and satisfy our customers is always a plus. And, as we get products out the door faster, we're able to invoice faster.”

Daryl Chin

Engineering Manager

Contract Pharmaceuticals Limited



Using an example from a customer reporting to the EU Hub in Europe, TraceLink Solutions Consultant Rich Basile shows Daryl Chin, Engineering Manager at Contract Pharmaceuticals Limited, how SPI can be used to resolve a customer query about receiving an error report back from the EU Hub simply by entering the serial numbers that triggered the failed response, in this case a “Bad Lot” error. With only a few clicks, Daryl can determine that the error was an anomaly, and not a more serious systemic failure.

Video Serialized Product Intelligence Serialization Bahrain, Brazil, China, European Union, Russia, United States

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The Proactive Contract Manufacturer: Improve Customer Service and Free Up Capacity with Serialized Product Intelligence

Serialized Product Intelligence, a commercial analytics application from TraceLink.

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Global Visibility into Product Commissioning and Aggregation with SPI

Learn how companies can use Serialized Product Intelligence to track products across multiple geographies and compliance mandates.

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Reconciling Digital Information with Physical Events with SPI

Learn how companies can review serialized events to see if digital records match the physical status of a product.

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Proactive Monitoring for Rapid Reporting and Decision Making with SPI

Learn how companies can leverage serialization data to track and forecast quarterly production and take proactive action.

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Taking Control of Your Serialized Supply Chain An Industry Benchmark

Learn how serialization process exceptions and supply chain disruptions are impacting your peers and your own path to operational excellence.

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Four Ways to Modernize Pharmacy Operations with a Serialized Inventory

Modernize your pharmacy operations. Support DSCSA compliance, manage recalls, confirm purchase orders, and more with a serialization inventory.

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