Product Recall

SYSPRO 8

Reference Guide

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Product Recall

Product Recall

Exploring

Where it fits in?

The **Product Recall** feature caters for a request from a manufacturer to return a product after the discovery of safety issues or product defects that might endanger the consumer or put the organization at risk of legal action.

It lets you process full product recalls or mock product recalls, placing a hold on any warehouse, stock code, bin, lot or serial.

Navigation

The programs related to this feature are accessed from the **Program List** pane of the SYSPRO menu:

- *Program List > Lot Traceability*

Terminology

Mock product recall

A mock recall is an exercise that involves imitating all procedures for an actual product recall. In SYSPRO, this tests the traceability of products and verifies that the recall process is effective and can be carried out within the required time limit.

Products involved in a mock recall aren't actually put on hold (i.e. transactions such as invoicing and generating delivery notes can still be processed against them).

Mock product recall data is stored for compliance reasons and traceability audits.

Full product recall

This occurs when there are safety concerns over an item (or manufacturing defect in a product) that may be harmful to the consumer. This results in one or more products having to be withdrawn from the market.

SYSPRO's Lot Traceability system is used to identify all items and transactions involved in the recall. Items are placed into quarantine for inspection.

Contaminated or sub-standard stock items are scrapped, while unspoiled or undamaged items are released from quarantine.

Quarantine

During a product recall, stock items which are spoiled, hazardous or of inferior quality are isolated and placed into quarantine. This can be done at serial, lot, bin or stock code level.

A quarantined stock item can't be invoiced, distributed, delivered or allocated to a job or any stock movement. Once inspection of the item is complete, it can be released back into stock (if it's usable) or scrapped.

Traceability

Traceability refers to the ability of an organization to verify the history, location, or application of an item based on documented identification records.

Traceability is required in certain industries for a number of reasons:

- Stock control
- Asset control
- Order tracking
- Food Recall (e.g. being able to trace and account for every unsafe food item suspected of contamination; ranging from items still in the warehouse to those dispatched to customers).

Starting

Prerequisites

Setup Options

Setup Options > Configuration > Distribution > Inventory

- Associate serials by bin

Security

You can secure this feature by implementing a number of controls against the programs that are affected by this feature.

- You can restrict operator access to *activities* within a program (configured using the **Operator Maintenance** program).

- You can restrict operator access to the *fields* within a program (configured using the **Operator Maintenance** program).

- You can restrict access to the eSignature *transactions* within a program at operator, group, role or company level (configured using the **eSignature Setup** program). Electronic Signatures provide security access, transaction logging and event triggering that gives you greater control over your system changes.

- You can restrict operator access to *programs* by assigning them to groups and applying access control against the group (configured using the **Operator Groups** program).

- You can restrict operator access to *functions* within a program using passwords (configured using the **Password Definition** program). When defined, the password must be entered before you can access the function.

Restrictions and Limits

- Only traceable or serialized stock items can be recalled.

- Currently, sales orders that already contain a product included in a recall (or that is on hold because of a recall) can still be invoiced and delivered.

> This will be addressed in a future release.

- Security checks are ignored when processing a mock product recall, except for access to the selected warehouse (which is always verified).

Using

Tasks

How to manage a product recall

1. Capture and maintain the product recall using the **Product Recall Quarantine** program.

   This program lets you quarantine, inspect, release or scrap stock items.

2. View the impact of including a stock code in the product recall at various levels using the **Product Recall Selections Review** program.

3. Place stock codes on full or partial hold using the **Batch On Hold Maintenance** program.

4. Create and maintain additional lot names using the **Additional Lot Maintenance** program and search for additional lot names using the **Additional Lot Browse** program.

5. Set the product recall to complete using the **Product Recall Quarantine** program.

6. View details and history of product recalls using the **Product Recall Query** program.

7. When required, archive product recall data using the **Archive Maintenance** program.

How to capture a product recall

1. Open the **Product Recall Quarantine** program *Program List > Lot Traceability > Product Recall > Transaction Processing*.

2. Select the **New Product Recall** function and enter details at the **Product recall** field.

3. Indicate the type of recall (i.e. full or mock) you want to capture.

4. Use the **Selection List** to select the stock items you want to include in the product recall.

5. Select the stock items from the **Selection List** to change their status.

   Quarantine: items are isolated and can't be included in sales orders, jobs or any stock movement.

   Inspect: items are isolated and inspected.

   Release: after inspection, items have been declared safe for use and released back into the warehouse.

Scrap: after inspection, items have been declared unsafe for use, removed from the warehouse and discarded.

> You must save the product recall every time you update the status of stock items.

6. From the **Default Options** pane, add reasons for quarantining, releasing or scrapping the stock items.

7. Select the **Recall Complete** field to mark the product recall as done.

How to put a stock code on hold

1. Open the **Batch On Hold Maintenance** program (*Program List > Inventory > Transaction Processing*).

2. Indicate the review criteria required from the **Criteria** pane.

3. Select **Start Review**.

4. From the **Stock code list** pane, select the stock code you want to place on hold

5. At the **Reason code** field, enter a reason for placing the stock code on hold.

6. Indicate the type of hold you want to apply to the item:

   Put on Full Hold applies a complete hold on the stock code (i.e. no transactions can be processed against the item).

   Put on Partial Hold allows transactions to be processed against the item.

How to release a stock code from full or partial hold

1. Open the **Batch On Hold Maintenance** program.

2. Indicate the review criteria from the **Criteria** pane.

   Ensure that you select **Full hold**, or **Partial hold** at the **On hold selection**.

3. Select **Start Review**.

4. From the **Stock code list** pane, select the stock code for which you want to remove the **on hold** status.

5. Select **Release on Hold**.

How to view the impact of a product recall for selected stock items

1. Open the **Product Recall Selections Review** program.

2. Indicate the search criteria from the **Product Recall Lot Criteria** and **Product Recall Selection Review** panes.

3. Select **Start Review**.

4. View the impact of the product recall by selecting one of the following functions from the toolbar:

   - Affected Customers
   - Affected Suppliers
   - Affected Sales Orders
   - Affected Purchase Orders
   - Affected Jobs

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