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
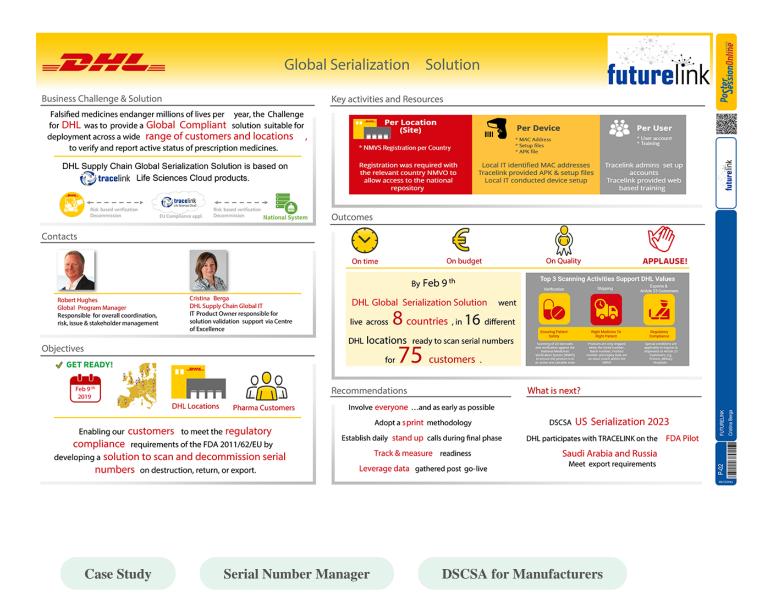
futurelink

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

Contacts

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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

Objectives

✓ GET READY!

Feb 9th 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.

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

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 — Shipping — Exports & Article 23 Customers

Ensuring Patient Safety — Right Medicine To Right Patient — Regulatory Compliance

Scanning of 20 barcodes and verification against the National Medicines Verification System (NMVS) to ensure the product is in an active and saleable state — Products are only shipped when the Serial number, Batch number, Product number and Expiry Date are an exact match within the NMVS — Special conditions are applicable to Exports & shipments to Article 23 Customers, e.g. Prisons, Military Hospitals.

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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