

PROTECTING WHAT'S MOST IMPORTANT



RECALL InfoLink operates the premier product recall process management service to help businesses protect their Brand and their Customers during a product recall event. Using state-of-the-art technology, Recall InfoLink connects stakeholders together in real time to speed up the information flow, eliminate confusion, and save money. The right messages are delivered to the right people so recalled products get quickly removed from sale and supply.



The **RECALL InfoLink** service streamlines the recall process through the following:

- Standardized, accurate recall messaging
- Accelerated flow of critical recall information
- Automated communication, acknowledgement, and product tracking
- Real-time recall progress scorecards and messages
- Reports to assist with business and regulatory compliance needs

Mock Recalls

Mock recall events are a best practice for companies. They play a vital role in a company's preparedness plan, ensuring that a business stands ready to quickly protect its brand and customers if a recall event arises.

Recall InfoLink's patent pending process helps the entire network of product supply strengthen the recall process beginning with the Mock Recall exercise.



Initiate Recalls

Initiating a recall event - with one or multiple items to a few or hundreds of customers - takes a fraction of the time that it used to. The speed and accuracy of initiating a recall saves money while protecting your brand and your customers. Monitoring the recall progress through the real-time Recall Scorecard allows for quick response to changing situations.

With Recall InfoLink's secured access entry controls, recall initiation is limited to authorized individuals as an added measure of safety for your brand and your business.



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Continue Recalls

Recall InfoLink helps businesses that distribute product that later gets recalled to continue a recall with minimal effort. The web-based recall application walks a business through each step needed to tailor the information for its customers. Any number of customers can be loaded into the system in seconds and notified rapidly, saving time and money. Real-time reporting on the Recall Scorecard provides instant feedback on the progress of the continued recall event.



Verify Recalls

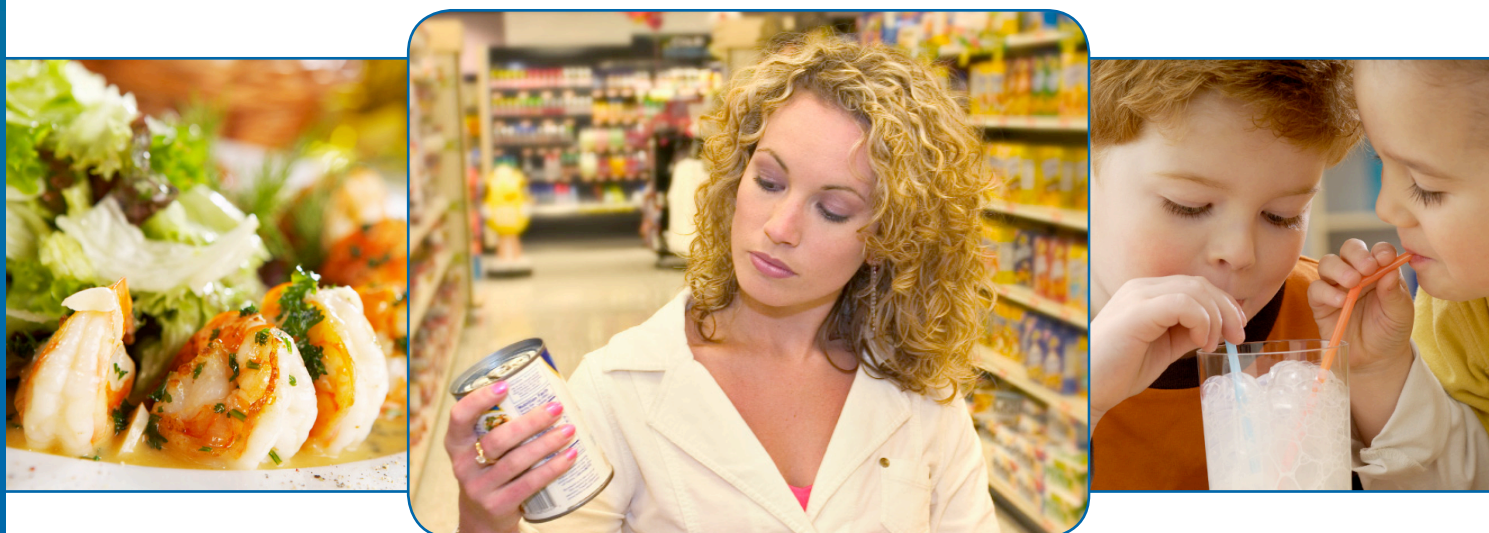
Recall InfoLink gives businesses that hold, transport or sell recalled items and Points of Sale the ability to verify a recall. The verification step includes documenting inventory movement related to a recall event for credit and/or regulatory purposes. Updates to product returns can be completed with a few clicks of the mouse or a returned fax. The Verification Wizard walks each user through specific steps to verify every recall they receive. Once a recall is verified, reports can be quickly created to provide documentation of each step in the process.



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In a time of crisis, companies need a fast reliable tool that is simple and intuitive to use. To support this tool, companies want outstanding customer service with a “can do” attitude. Recall InfoLink’s step-by-step Process Wizards simplify the many steps it takes to process a recall. By sharing targeted information with stakeholders, and providing outstanding customer service, Recall InfoLink eases the stress of recalls and helps you protect what is most valuable.

The **RECALL InfoLink** system helps each segment of the product supply chain make better, faster decisions to protect their brand, their customers, and their business partners. Recall InfoLink standardizes the recall process while taking into account the unique needs of the many stakeholders who produce, transport, warehouse, sell, consume, or have responsibility for recalled product.



To get started protecting your customers and your brand, contact us to set up a free webinar demonstration and a no-obligation system test.

RECALL InfoLink

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