The goal is to provide up-to-date and useful information to PIDA members in an easy to understand format so the entire supply chain can become more efficient. One of the greatest inefficiencies is found on the receiving dock. Executives and managers continue to receive complaints from the receiving department. Frequently items are received that do not carry labels with the correct product description, bar code (14-digit GTIN) and/or the purchase order number. People handling receipts also say that frequently, when they scan the bar code, the computer shows that the item is not on file.

In order to simply and efficiently identify problems specific to an individual supplier, a Supplier Evaluation Form (used by the distributor to identify problem areas) and a Problem Report Form (to send to the supplier) have been developed. People who use the forms need a functional knowledge of the guidelines. PIDA follows the GS 1 Standard (formerly UCC and often referred to as the U.P.C.) therefore, one page of both forms graphically explains how items, multi-packs (cartons), master packs and shipping cartons should be labeled. A second page of the Evaluation Form enables the distributor to review the cartons from various suppliers and identify the specific problem. The second page of the Problem Report Form provides a form that the distributor can use to send to a specific supplier identifying exactly what is wrong with the labels.

The solution is for everyone to use the PIDA standard labels and recommended Item Record File. Information is found on the internet at Pet Industry Guidelines for Product ID, Labels and Shipments. (http://www.insightu.org/petind/pils.htm)

The elements of evaluation are found on the Evaluation Form and are then used in the Problem Report Form. In general the form makes it simple to tell the kind of label and then what is wrong with it.

On the Evaluation Form, first use the Check Here column to identify the Type of label, either the Ship Label (the one with the ship to address) or a Product ID Label.

Secondly, identify the supplier and the product (bar code number), if available. It will also be helpful, when possible, to refer to a specific PO.

Finally, identify whether the PO on label, location of the label on the box, the label layout, information content (catalog numbers, description, etc.) and bar code, comply. Put “N” in boxes where suppliers are “Not Compliant” and “C” where they are “Compliant”.

Then you can use the information gathered on the Evaluation Form to fill in the Problem Report form to send to the supplier identifying specific complaints on specific labels.

<table>
<thead>
<tr>
<th>Type of label</th>
<th>Check Here</th>
<th>N= Not Compliant</th>
<th>C = Compliant</th>
<th>Item level = UPC, Pack level = GTIN</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ship Label</td>
<td></td>
<td></td>
<td></td>
<td>Pack 1</td>
</tr>
<tr>
<td>Product ID Label</td>
<td></td>
<td></td>
<td></td>
<td>Pack 2</td>
</tr>
<tr>
<td>Supplier (include product ID bar code if available)</td>
<td>Purchase Order # on Documents</td>
<td></td>
<td></td>
<td>Pack 3</td>
</tr>
<tr>
<td>Location of label on box</td>
<td>Label layout on box</td>
<td>Information on label</td>
<td>The bar code (128)</td>
<td>Item UPC</td>
</tr>
</tbody>
</table>

Then you can use the information gathered on the Evaluation Form to fill in the Problem Report form to send to the supplier identifying specific complaints on specific labels.
Use the matrix and the example labels below to indicate if the supplier
labels:

N = Not Comply, D = Do Comply with general industry standards

Date______________________   Audited by: _____________________

<table>
<thead>
<tr>
<th>Pack 3</th>
<th>Pack 2</th>
<th>Pack 1</th>
<th>Item code (128)</th>
<th>The bar code on label</th>
<th>Information</th>
<th>Label on carton</th>
<th>Location of label on carton</th>
<th>PO on label</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

12 ea

Shipping label

R = Required
O = Optional

U.P.C. in lowest unit of sale

Different packaging level (pack 1, 2, 3, etc.) having a different quantity of identical product.

NOTE: Third position in the bar code changes. Example: "1" Level 1 "2" Level 2

Multi-pack

Master carton

Quantity 144

Quantity 12

NOTE: Third position in the bar code changes.

Example: "1" Level 1 "2" Level 2
Supplier Label Evaluation Form
(Used by retailers and distributors)

Based on PIDA Guidelines
http://www.insightu.org/petind/vital.htm

The samples below show the PIDA guidelines requirements. More details are available at http://www.insightu.org/petind/
The form on page two of this document is used to evaluate the labeling compliance of your suppliers.

Different items, with different U.P.C. or multipacks carrying SCC 14 (GTIN) label, go into a shipping carton.

Multipack cartons of identical product carry the SCC 14 (GTIN) Product ID Label, never a U.P.C.

Shipping carton must carry a shipment label. Shipments can be mixed items (above) or A standard multipack (left). Multipack will carry the shipping and GTIN product label.

Label Location
Below right is an example of the layout contained in the guidelines. Please review the guidelines for details.

About the bar codes (symbology):
1. The 12 digit U.P.C. (symbol) should never be displayed on a shipping carton unless the carton is, in fact, the lowest unit of sale (quantity one) that would be purchased by a customer at the point of sale.
2. Product identification on cartons must contain the 14 digit global trade item number (GTIN) in either the 14 Digit ITF (interleaved two of five) symbol or the 14 digit Code 128 symbol. The reason for the two different symbols is that the ITF is designed to be printed directly on cardboard and the 128 is to be printed on labels.
Please note the problem areas that we have found:

Supplier Company: ___________________________
Date: ____________________
Audited by: _______________________
Contact: __________________________

12 ea
144 ea

Shipping label
R = Required
O = Optional
U.P.C. = Universal Product Code

NOTE: Third position in the barcode changes. Example: Level 1, Level 2

Different Packaging Level (pack 1, 2, 3, etc.) having a different quantity of identical product.

Different Packaging Level (pack 1, 2, 3, etc.) having a different quantity of identical product.

Multi-pack Master Carton

Quantity 12
Quantity 144

Quantity 12
Quantity 144

Comments:

Multi-pack

UPC: Lowest unit of sale

Supplier Company Name:

Date:
Audited by:

Shipping Label

01/02/2023
Problem Report Form
(Used to report problems to a supplier)

Based on PIDA Guidelines
http://www.insightu.org/petind/vital.htm
The samples below show the PIDA guidelines
requirements. More details are available at
http://www.insightu.org/petind/

The form on page two of this document
shows problem areas.

Different items, with
different U.P.C. or
multipacks carrying SCC
14 (GTIN) label, go into a
shipping carton.

Multipack cartons of identical
product carry the SCC 14
(GTIN) Product ID Label. Never
a U.P.C.

Shipping carton must carry a shipment
label. Shipments can be mixed items
(above) or
A standard multipack (left). Multipack
will carry the shipping and
GTIN product label.

Label Location
Below right is an example of the layout
contained in the guidelines. Please review
the guidelines for details.

About the bar codes (symbology):
3. The 12 digit U.P.C. (symbol) should never be
displayed on a shipping carton unless the carton
is, in fact, the lowest unit of sale (quantity one)
that would be purchased by a customer at the
point of sale.
4. Product identification on cartons must contain the
14 digit global trade item number (GTIN) in either
the 14 Digit ITF (interleaved two of five) symbol
or the 14 digit Code 128 symbol. The reason for
the two different symbols is that the ITF is
designed to be printed directly on cardboard and
the 128 is to be printed on labels.