



Frequently Asked Questions For Suppliers

Q: What is ReposiTrak®?

A: ReposiTrak is a cloud-based solution that provides food, pharmaceutical and dietary supplement retailers, wholesalers and suppliers with a robust solution that will help them **protect their brands, reduce their liability** and **remain in compliance** with rapidly evolving regulations including the recently passed Food Safety Modernization Act (FSMA).

A secure, cloud-based technology, ReposiTrak enables all participants in the fork-to-farm supply chain to perform three primary functions 1) easily manage documents, including indemnification and insurance documents, food and HACCP plans, facility inspections, food recall and business continuity documents; 2) perform near-real-time tracking back in the supply chain locating the source of a suspect product or ingredient, and then tracing forward from the origin to any entity that received it; and 3) and quickly identify where suspect product may be in your supply chain in *minutes rather than months*.

Q: How does ReposiTrak differ from other track and trace registries and technologies?

A: We know that many retailers and wholesalers will be asking you for information to support their food safety initiatives. ReposiTrak is designed to be easy to use, simple to activate and provides top-level security.

SAVES TIME. ReposiTrak will save you time in managing these requests, by keeping all of your compliance documents in a single place and making product, facility and company-specific documents visible to your retail customers.

NO SPECIAL CODES NEEDED. ReposiTrak does not require everyone to use the same product or location identifier. All of the stakeholders use their own identifiers and ReposiTrak enables them to communicate with one another. ReposiTrak uses data relationships to track the product/lot through the supply chain. Therefore, using its translation process, ReposiTrak does not require participants to adhere to a standard item or location identification process.

NO HARDWARE OR SOFTWARE NEEDED. ReposiTrak doesn't require new technology. It accepts information that a stakeholder sends. Ideally, that information is sent electronically through the Internet to ReposiTrak, but ReposiTrak can also accommodate paper-based systems. ReposiTrak is adapted from a system that is already used today to track financial transactions/movement of money.

Q: Is there software to purchase or hardware to install?

A: There is no hardware or software to purchase, ReposiTrak is completely cloud-based build on the industry's oldest independent 3rd-party financial tracking and tracing platform known as viaLink, a subsidiary of Park City Group, a partner owner in ReposiTrak.

INFORMATION – SECURITY

Q: Who will have access to my information?

A: Your information is securely kept and only available to those who you specifically authorize to have access. For purposes of Compliance Document Management, your customer and those in your organization that you choose to will have access to the Documents. For Tracking & Tracing of product activity, unless your products and/or ingredients are masked through an alias, only your supply chain partners will have visibility to where the product originated and where it was distributed.

Q: How many of my company resources will be required to administer this program?

A: We will reduce the hours that your current resource has to spend providing and monitoring this information. Also, since there is no hardware or software to install, there are no IT resources required. Ultimately, you will be able to manage, relate, search and store your Compliance Documents in one place—a single library, and accomplish this easier than you do today.

Q: How will I integrate with the ReposiTrak system?

A: For the Compliance Document Library, you will upload insurance, indemnification and other documents into ReposiTrak through the Internet—it's as easy as attaching a document to email. For future Track & Trace options, you will forward to ReposiTrak your B2B documents currently in use to indicate product activity (example: Advanced Ship Notice (ASN)).

Q: Can we use ReposiTrak for our own internal purposes?

A: Yes, we encourage you to use this internally as well as with your retailer/wholesaler customers.

Q: Is using ReposiTrak a retailer/wholesaler requirement?

A: Your retailer/wholesaler customer is concerned about food safety liability and has made this initiative a business requirement. Managing insurance and indemnification documentation is required as part of your supplier relationship and when they move to the track and trace capability, being able to track and trace through the supply chain is part of their overall initiative to reduce liability and promote food safety. And, because you will have many requests from your other customers to provide this same documentation and product activity, ReposiTrak will make it easy for you to connect to each of them.

Q: What if my organization is a Broker and not the Supplier?

A: You will need to connect us with your principal.

COST

Q: Why am I paying for this program, I am already subscribed to another food safety technology?

A: The value of this program to you is high and the cost is nominal. We can be your conduit to provide required data to any other customer through any other technology. Since you most likely also have suppliers, you are also able to obtain their food safety insurance and indemnification documentation.

APPLICATION FUNCTIONALITY

Q: Does the Compliance Document Management System include version control?

A: Yes, the document system enables you to assign a version identifier or if you have no preference, it will assign a version on your behalf. You can use the history click-thru to view previous versions.

Q: What are the consequences of not keeping documents and their versions updated?

A: Maintaining the documents and their most current versions is a business requirement. Not keeping them updated increases the risk and liability this program is designed to mitigate and can be viewed as negligence.

Q: When reviewing my documents online, what do the different Statuses mean?

A: Each document's Status displays whether it is in compliance with your customer's requirements. This is available online and in automated document reports sent by email to your designated contacts.

Compliant - Document is loaded, current and meets all specifications.

Missing - Document is not loaded.

Expired - Expiration date has passed or **To Expire** - Document will expire within 7 days.

Specs not met - Contents do not meet your customer's specifications. For example, missing or below-minimum amounts or dates.

Not in effect - Document is loaded, but the effective date is in the future.

Access not granted - Your company revoked your customer's access to this document.

Q: Where do I go for step-by-step instructions?

A: Our comprehensive online *Help* provides step-by-step instructions for completing any ReposiTrak task. Help includes quick steps, videos and screen level assistance. After logging in, just click the *Help* link in the upper-right of any ReposiTrak window.