



# How Infor CloudSuite Food & Beverage helps manufacturers prepare for COOL compliance and recall readiness

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## **Support consistent and high-quality food preparation**

Complying with Country of Origin Labeling (COOL) and other food safety regulations is becoming more complex, as government agencies and major retailers implement increasingly stringent rules and require more detailed information. Maintaining food safety compliance is made even more complicated by the increased globalization of food supply chain sourcing and distribution, and rules and requirements that vary from country to country. As a result, food safety, accurate labeling, and traceability are more important now than ever before. Taking steps to ensure the safety of food products from raw materials to consumers' tables must be a top priority for food and beverage manufacturers.

## Support high-quality food preparation

Bringing products to market to meet the growing demands of customers is an increasingly complex process—and it's not just enough to meet demands. For food and beverage companies, it means having the plans and processes in place to support consistent, high-quality food preparation and the flexibility to react quickly and decisively in the event of a recall.

At the same time, government regulations are complex, region-specific, and ever-changing. In the United States and European Union, for example, food and beverage manufacturers are seeing an increase in the demand to provide Country of Origin Labeling (COOL) requirements. These labeling requirements state that fresh products such as meat sold in grocery stores must indicate the country or countries where an animal was born, raised, and slaughtered.

For global food manufacturers, governmental requirements can vary—but inaccurate or misleading labeling can result in penalties or fines. In the US, COOL compliance is determined through retail store reviews and supplier trace back audits, conducted by the USDA or other state officials. The violations for not meeting COOL standards can result in civil penalties and fines.<sup>1</sup> In the UK, misleading labeling can lead to prosecution under the Trade Descriptions Act 1968. In addition, food exported to the United Arab Emirates is required to include COOL.

## Navigate a complex regulatory environment

The label and any claims it makes must match what is in the product. But these regulations are always changing. This challenge is even more complex in countries where retailers are required to notify customers of the country of origin for food commodities. To enable retailers to comply, food and beverage manufacturers must provide them with accurate labels that specify the country of origin of non-processed foods.

According to the USDA, for US retailers, these food products include:

- Muscle cuts of beef (including veal), lamb, pork, goat, and chicken
- Ground beef, ground lamb, ground pork, and ground chicken
- Farm-raised fish and shellfish
- Wild fish and shellfish
- Perishable agricultural commodities
- Peanuts, pecans, and macadamia nuts
- Ginseng<sup>2</sup>

In the European Union, COOL mandates continue to be refined, and could soon include an expanded list of food types and products.<sup>3</sup> As of this writing, in the EU, COOL is mandatory for fresh beef, pork, poultry, and lamb; however, these labeling requirements do not apply to meats used in processed foods.<sup>4</sup> The US also exempts processed meats from COOL labeling requirements.

## How Infor CloudSuite Food & Beverage can help

Infor CloudSuite™ Food & Beverage components—such as Infor Optiva® and Graphical Lot Tracker—offer labeling and traceability tools that can help food and beverage manufacturers create detailed documentation of all of their products' ingredients, country (or countries) of origin, and manufacturing processes—from inception to delivery all along the supply chain. Though these tools can and do help improve food quality standards, in the event of a recall, these same Infor solutions can also help identify the necessary steps for identification, notification, removal, and replenishment.

To comply with regulations, such as COOL, ensure food quality and safety, and reduce the risk of recalls, Infor solutions can help food and beverage manufacturers to:

- **Create accurate labels**—Take control of the creation of documentation that meets marketing and regulatory requirements to meet standards, such as COOL, by using industry-specific label capabilities that include ingredient statements, material safety data sheets (MSDS), and more.
- **Meet governmental regulations**—For organizations with operations around the world, Infor solutions have compliance mandates built-in, such as for labeling and nutritional declarations. For manufacturers tasked with meeting COOL regulations, this is an essential part of documenting imported products, including where they were grown/raised and harvested/processed.

- **Optimize formulations**—Use material analysis modeling that integrates R&D and operational data to model formulas based on actual product results



Infor helps food and beverage manufacturers protect their brand integrity, reduce

**regulatory risk,**  
and quickly deliver high-quality products.

to meet target specifications at the lowest possible cost, while also meeting regulatory compliance—so the right ingredients are used in the right regions.

- **Be prepared for recalls**—Quickly mine ingredient and recipe data backwards to find the lots, batches, intermediary products, or raw materials that are the root cause of a problem. Then, quickly trace forward to find all the products in the supply chain that might be contaminated or affected.

## Prepare for changing regulatory standards

Not only do regulatory needs vary across states, countries, and regions—but they are also frequently updated or subject to new governmental mandates. To meet these changing labeling requirements, and maintain compliance with COOL, Infor CloudSuite Food & Beverage includes Infor Optiva, a process manufacturing product lifecycle management (PLM) solution. Infor Optiva is the foundation for recipe and labeling data.

Because Infor Optiva provides real-time data about ingredients and formulations, this solution can improve and automate the labeling process. Infor Optiva provides a single source of information that includes data from inside and outside the enterprise, presented in-context to the user.

The automated labeling features in Infor Optiva allow food and beverage manufacturers to generate all the required data for their labels and accurately represent the country of origin, when necessary, on all product labels. In this way food and beverage manufacturers can be assured that they not only know where all of their ingredients and products are sourced from—but they can also document this information to meet specific regulatory needs and maintain compliance with variations in standards.

## Gain visibility into the entire supply chain

Traceability ensures that manufacturers can meet high standards for food quality. A rapidly growing number of Infor customers have successfully implemented the Graphical Lot Tracker built in to Infor CloudSuite Food & Beverage to trace all aspects of their products, down to the ingredient level and through the entire supply chain.

Infor CloudSuite Food & Beverage Graphical Lot Tracker provides a repository of track- and trace-data that has a standardized interface to the Infor CloudSuite Food & Beverage Enterprise Management System. In fact, Infor was one of the first companies to develop an advanced lot traceability solution with advanced data mining capabilities in an intuitive graphical presentation.

The Infor CloudSuite Food & Beverage Graphical Lot Tracker can be used as part of a manufacturer's everyday activities to create a database for product tracking. This information can be used all along the supply chain—from sourcing and procurement to delivery and replenishment on retailer shelves. Then, all products and ingredients—from cuts of meat, to food dyes, fresh produce, and other food types—can be accurately traced back to their source, along with each step they have made through the supply chain.

Tracking and analyzing this data can be especially beneficial in the event of a quality issue or recall. In such cases, the Infor CloudSuite Food & Beverage Graphical Lot Tracker can be used to take corrective actions—all of the transactions entered into the system are automatically validated to identify any gaps or inconsistencies and ensure quality. The solution can also isolate the point at which a contaminated product or ingredient entered the supply chain.

## React decisively in the event of a recall

Even the best, automated traceability systems can't eliminate problems caused by food contamination, disease outbreaks, or even accidental mishandling of food products. Accurate and transparent traceability tools, however, effectively reduce risk exposure by allowing food and beverage manufacturers to identify, isolate, and correct problems quickly and efficiently. Using these tools to act quickly not only protects public health, but it also helps to reassure consumers and minimize the financial impact of such an event.

Many recalls are the result of labeling inaccuracies. There are two key areas where label compliance can be an issue here. The first is ensuring that the listed ingredients match what is actually in the product, in regards to completeness and correct order. Failure to disclose all ingredients, especially if there is potential for allergic reactions, can result in a recall. The second is ensuring a product label's nutritional and health claims are accurate and will comply with all government standards.

Due to changes in formulas, as well as raw material fluctuations, food and beverage manufacturers often find it challenging to produce labels that provide accurate product information. Infor Optiva is designed specifically to address this challenge.

## How you benefit

When it comes to food quality and recall readiness, Infor has the complete, industry-specific solutions you need. With Infor solutions you get:

- **Automated labeling information**—With the ability to create accurate labeling data in Infor Optiva, food and beverage manufacturers can also track all of their ingredients to ensure that they are using the right materials all the time—and that these ingredients are accurately represented on their labels. With this labeling data, manufacturers can structure their manufacturing processes to eliminate unnecessary repetitive work—while also maintaining accuracy. And, manufacturers can automate the data to ensure that their labels meet COOL standards for applicable retailers.

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The Infor Optiva and Graphical Lot Tracker applications within Infor CloudSuite Food & Beverage help food and beverage manufacturers manage all of their labeling data and trace every product aspect through the entire supply chain down to the

# ingredient level.

- **Regulatory compliance**—While government regulations are complex and ever-changing, the Graphical Lot Tracker in Infor CloudSuite Food & Beverage is designed to address the traceability needs and requirements for food manufacturers in the following mandates: the US Food and Drug Administration’s Food Safety and Modernization Act (FSMA), the European Union’s European Food Safety Authority (EFSA)’s Regulation EC/178/2002, the International Organization for Standardization’s ISO 8402 standard, and the US Bioterrorism Act of 2002, among others.
- **Ingredient visibility throughout the supply chain**—Manufacturers can trace their ingredients all along the supply chain—through all the steps, occurrences, and activities—with the Graphical Lot Tracker in Infor CloudSuite Food & Beverage. Tracking this ingredient and recipe data allows for manufacturing processes to be improved, new products to get to market faster, and the highest standards in food quality to be met. To meet COOL regulations, Infor CloudSuite Food & Beverage can track the country of origin for food products or ingredients, which will be used in the automated labeling stage of manufacturing production. And, in addition, the traceability features in the Graphical Lot Tracker in Infor CloudSuite Food & Beverage allow food and beverage manufacturers to be prepared should a recall ever happen.

- **Recall preparedness**—In the event of a recall, the Graphical Lot Tracker in Infor CloudSuite Food & Beverage can create a visual picture of the manufacturing processes from the raw materials/batches phase, all the way to the semi-finished or finished products supplied to customers or retailers. In the event of a recall, food and beverage manufacturers can use this information to speed up and simplify the replenishment processes, while reducing the impact and cost of such an event.

With the Optiva and Graphical Lot Tracker applications within Infor CloudSuite Food & Beverage, food and beverage manufacturers can manage their labeling data and trace every product aspect—down to the ingredient level—through the supply chain.





## Why Infor?

With Infor Solutions, food and beverage manufacturers can protect their brand identity, dramatically reduce regulatory risk, and bring high-quality products to market faster.

Learn more about Infor CloudSuite  
Food & Beverage



<sup>1</sup>USDA, "Country of Origin Labeling: Compliance and Enforcement Requirements," Dec 10, 2013.

<sup>2</sup>USDA, "Country of Origin Labeling for Meat and Chicken," Aug 21, 2013.

<sup>3</sup>USDA Foreign Agricultural Service, "The EU's Country of Origin Labeling (COOL) Policy," March 19, 2014.

<sup>4</sup>USDA, "Country of Origin Labeling (COOL)," Dec 8, 2014.

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