



See our FAQs below to help address any questions you may have. For questions that are not answered below, please contact the following:

For questions related to the Fresh Del Monte Plant City Traceability program: Thomas Miller at tmiller@freshdelmonte.com or 786.999.5296.

For system-related questions: iFoodDS at support@ifoodds.com or 206.219.3703.

FAQs for Fresh Del Monte Plant City Traceability Program

Q: Why am I being asked to sign up for this program?

A: The program will enhance our connection to our valued suppliers as we seek to gain greater visibility into the details of our products. This solution allows us to quickly trace all products to the source and prepares us to comply with proposed **FSMA Rule 204**.

We also see this as an opportunity to digitize your data capture, giving you real-time visibility into your data and the ability to traceback and traceforward.

Q: What is the expectation for labels on deliveries with the new Fresh Del Monte Traceability program?

A: The intention of the Fresh Del Monte Traceability program is for traceability back to the source of origin and prepare us to comply with proposed **FSMA Rule 204**.

Every delivery to Fresh Del Monte Plant City must have a printed label on the pallet which includes the SSCC.

All cases on a pallet must be labeled with the iFoodDS solution or another PTI-compliant case labeling solution.

When preparing a shipment, data is entered into the iFoodDS Pallet Shipping Application by scanning one case per unique GTIN on the pallet. If it is a mixed pallet, one scan per GTIN is required.

After capturing the data in the iFoodDS Pallet Shipping Application, apply each pallet with the label generated by the application and printed via your Bluetooth printer.

Q: How do I sign up?

A: Visit our [program launch page](#) and click the **ENROLL NOW** button. From there, you can select the option that works best for your business and sign the SaaS agreement with iFoodDS.

Q: How long do I need to participate in this program?

A: This will be an ongoing program, with no plans to suspend participation requirements.

Q: How much will this program cost?

A: There are several pricing options. Refer to the option details and pricing section of the [program launch page](#).

Q: When will my next payment be due and how will I be billed?

A: iFoodDS will invoice your company the program renewal fees one year after your account is activated.

Q: Is this program mandatory?

A: This program is required for all suppliers who wish to continue doing business with Fresh Del Monte Plant City. Should you choose not to participate, you may contact Thomas Miller at tmiller@freshdelmonte.com or 786.999.5296 to discuss your options.

Q: I am a broker. Is this program mandatory for all my suppliers?

A: This program is required for all suppliers who wish to continue doing business with Fresh Del Monte Plant City. This includes suppliers who supply product to Fresh Del Monte now, or will do so in the future, through a broker. See the **broker section** on the [program landing page](#) for more information.

Technical and Application-Related FAQs

Q: What do I need to provide to get started?

A: To get started, you will be asked to provide the following information via a sign-up form:

- Company name & address
- Billing name and address
- Email address(es) of person(s) who will be using the solution
- Solution option
- Supplier locations
- Number of licenses needed*
- Ship from location name(s) & address(es)
- Your GS1 company prefix*

*Please see below for more information on how to determine the number of licenses you will need and how to determine your GS1 company prefix. You will also be asked to review the [system and hardware requirements](#). If you have further questions, please contact support@ifoodds.com.

Q: What is a 'license' and how do I know how many I will need?

A: Each device that is used in your existing workflow and will have the iFoodDS application installed will require a license (for example, a desktop computer for Case Traceability and mobile phone for Pallet Traceability). The iFoodDS application is used to define the information required for traceability, then print the labels.

If you choose option 1, one case device and one pallet device will be considered one license bundle.

To determine how many licenses you will need, review your workflows:

Case App licenses (desktop computers):

- What is the plant layout?

Recommendation is one computer per production room.

- How many labels need to be printed for production?

You may need multiple computers if you are printing a large quantity of labels that cannot all be printed on a single computer.

Pallet App licenses (mobile devices):

- How many pallets are done per day?
- How many loading docks do you have?
- Can one person cover all loading docks and pallets, or are two or more people needed?

You need one pallet app licensed device per person.

Locations

- Do you have multiple physical locations for the production workflows requiring labels on cases and/or pallets?

You will need one license per device location. See above for determining exact number of CaseApp and Pallet App devices per location.

We recommend always having a backup device. This means a minimum of two devices in case the device you usually use is lost or broken.

Q: If I don't know my GS1 company prefix, how do I find it?

A: Visit [Get Your UPC Barcodes from GS1 US](#). Note, you will also need to have your GTINs handy at the time of onboarding. For more information on GTINs, see the next question.

Q: What do I do if I don't have GTINs?

A: Visit [GS1 US GTIN](#) to create GTINs or use the iFoodDS portal to create them.

Q: How quickly can I get started?

A: You can sign up as soon as today by selecting the option that works best for your company and signing our agreement on the [program landing page](#). Once you provide iFoodDS with the information required to install the software on your devices and set up your account, you should be able to use the application within 5 business days.

Q. How do I install it?

A: An iFoodDS customer representative will assist you in installing the Case App and the Pallet App.

Case App Licenses (computer): We will send you instructions to help us gain remote access to your machine at the time of setup. An iFoodDS customer representative will remotely log in to your device to install the application during an agreed upon time.

Pallet App Licenses (mobile device): An iFoodDS customer representative will send you instructions for downloading and installing the application.

Q: Are the labels created with the iFoodDS solution PTI and GS1 compliant?

A: Yes, we use the Harmonized format that has been approved by all major retailers and food service providers. It traces the product back to lot level.

Q: Is there a limit to the number of labels I can print?

A: No, there is no limit to the number of labels you can print. Our application contains an auto-loading feature and will renew the code amount once it reaches below 10% of the original code quantity. We use one code per label.

Q: What is the label size for printing the case labels and the pallet labels? Can I use the same size labels for both case and pallet?

A: Yes, you can use the same 4x2 label stock for printing both your case and pallet labels. With the 4x2 label stock, the pallet label will include the standard ship from and ship to addresses, andSSCC barcode.

Q: What should I do if I'm having issues scanning my case label barcodes with the iFoodDS Pallet Shipping Application?

A: If you are having issues with the iFoodDS Pallet Shipping Application not scanning the barcode on your case labels, try the following:

1. Confirm the case label has been printed with a thermal transfer or direct thermal printer. Inkjet-printed barcodes are not acceptable. [Click here](#) for solution requirements.
2. Confirm you are using a recommended device for scanning the case labels with the Pallet Shipping Application. [Click here](#) for solution requirements.
3. If you confirmed both your printer and scanning device meet the solution requirements and you are still experiencing issues with the Pallet Shipping Application scanning the barcodes on your case label, please contact iFoodDS Customer Support for assistance at 206.219.3703.

Q: Where is my data stored?

A: The data is stored in the iFoodDS Cloud Services.

Q: What if I lose my internet connection?

A: Our Case App and Pallet App can work offline for up to seven consecutive days, so you can print offline and transmit when your system is back online.

Q: What information will I get from the reports available to me?

A: Below are the reports that will be available to you for our Case Traceability and Pallet Traceability solutions.

1. **Case Traceability**

Case Labeling Traceability Console

- Report of the daily number of labels printed per device listed by Commodity, Variety, GTIN, and Lot #.

Case Labeling Production Dashboard

- Dashboard of the labels printed by week over time; labels printed by commodity and variety.

2. **Pallet Traceability**

Traceback Traceforward Dashboard

- Dashboard organized by ship date of customer purchase order, SSCC, GTIN, commodity, and lot code, plus number of cases matching these parameters. Traceback from a purchase order or shipment to specific lot code and GTINs. Traceforward by lot code to see where else the lot was shipped.

Q: What are the system and hardware requirements for the iFoodDS Traceability software?

A: See below for system and hardware requirements.

PTI Case Labeling Desktop App

Operating System:

Windows 10 (version 1709 or later),
Windows 8.1

Not supported on Apple products
(Mac or iPad)

Processor:

Core i3, Core i5, or Similar 2.0 Ghz DualCore
or higher

RAM:

8 GB or higher

Hard Drive:

Minimum 100 GB of free disk
space or higher

Internet:

Connectivity to internet with access to
the harvestmark.com domain

Admin Access:

Windows permissions to run as local admin

Printers:

Zebra Printers that support ZPL
Other printers with ZPL may work, but
support is on the customer

USB, Ethernet, or Bluetooth for connectivity
for the printer

Labels:

Labels must be hand applied

Pallet Shipping App

Operating System:

Android 9 or newer

Not supported on iOS

Devices:

Android devices that support the OS
versions listed above

Internet:

Wireless connectivity (Wi-Fi or Cellular) to
internet with access to the
[harvestmark.com](https://www.harvestmark.com) domain

Admin Access:

Permission to install/uninstall applications
on device or administration of applications
through MDM system

Printers:

Zebra Printers

- Mobile: Zebra ZQ630 Mobile Printer
- Desktop: Zebra ZD420d Direct
Thermal Desktop Printer
- Other printers with ZPL may work, but
support is on the customer

Scanner:

Devices with an integrated camera

Bluetooth enabled scanners that support

Keyboard Wedge

- SmartSled Scanner

Labels:

Labels must be hand applied