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## Customer Notification

Date: February 11, 2015

Number: 1102201501

Products Affected: Bill-to-Bill (MBB-XXXX / BB-XXXX) and MFL (MFL-XXXX)

Subject: Modification of Product Label Structure / Size and Serial Number Convention

Notification Category:  Advisory  Mandatory  Announcement

Classification:  Hardware  Software

Description:

In order to further improve module traceability throughout the life cycle, and streamline the serialization of various modules in the Bill-to-Bill and MFL devices, Suzo-Happ Canada ULC is implementing two changes to the current labeling and serialization conventions.

The first change would standardize the size and format of the sticker while the second will modify the format of the Serial Number structure.

Planned Implementation:

Weeks 04-11, 2015

Impact on future shipments:

The serial numbering structure will be changed. Therefore, the new system should be studied to have full understanding on how it may affect serial number scanning and warranty inquiries. Warranty terms will not be affected.

## Details of Change:

The new labels will be provided in two formats. The first is a 1.5" x 0.5" and will be replacing each of the module identification labels provided on all individual modules of the Bill-to-Bill and MFL product lines (e.g. Recycling Cassette, Dispenser, Switch, etc.). Each one of these labels will identify the Part Number of the module along with the module's individual Serial Number. Each will have a scan-able barcode compatible with Code 128 Standard (Narrow bar size: 1/200 inch, which would require a scanner with resolution of 200 dpi or higher, e.g. Honeywell Voyager 1200g Laser Scanner).

The outline will look as follows (for illustration purposes only):



The second format will be a 2.75" x 2.75" which will be used to identify the overall configuration of the unit and will be placed on the rear of the unit as follows (for illustration purposes only):



This modification will provide a unified method of data represented on the labels. As each module will include both a written and a barcode representation of both the Part Number and Serial Number, this will allow the customers to easily scan either parameter. By making this process more user-friendly, both Suzo-Happ and the Customer will have the necessary tool to achieve better traceability.

The second change will introduce a new format of the serial numbers in order to increase the resolution of the manufacturing date and include manufacturing location.

Currently, the structure used is as follows:

## **AA BB CC DD EEEE**

**AA:** Product Line Code

**BB:** Year of Manufacturing

**CC:** Week of Manufacturing

**DD:** Module Identification (e.g. BR – Recycling Cassette, BD – Dispenser, etc.)

**EEEE:** Sequential number (0001 – 9999, Module Specific)

The new format will follow a different structure:

## **SS YY MM DD NNNN**

**SS:** Site ID (e.g. Toronto; 10)

**YY:** Year of Manufacture

**MM:** Month of Manufacture

**DD:** Day of Manufacture

**NNNN:** Sequential number (0001 – 9999)

This change would provide the following benefits:







1. Creating a uniform serial number structure across all modules allows for a systematic tracking of manufacturing history from manufacturing to end-of-life.
2. Provide a higher resolution of the manufacturing date encoding (day vs. week of manufacturing) which allows for easy interpretation of label for warranty purposes and batch tracking
3. Streamlining the contents of the barcode by separating the Part Number from the Serial Number making them independent of each other giving a more modular future-proof solution
4. Having both Serial Number and Part Number barcodes for scanning makes cataloging all modules on the unit easier, eliminating any need for manual input of data
5. Add manufacturing site field to the serial number format in order to have better traceability for fault investigation
6. New format allows label to be applied earlier in manufacturing stage which provides detailed manufacturing history records.

Notes:

1. During the transition period, some units may have a mix of modules with both the new and old labels and serial numbering convention.
2. To ensure fair consideration is given to the warranty terms of each module, the warranty will be honored up to the end of manufacturing week of the module.
3. Comparison of old and new labels can be found in Appendix A.
4. Original Part Numbering System outline may be found in Appendix B.

## Appendix A

A comparison of both the old and new labels is provided below for easy visual reference.  
Actual Part numbers are for illustration purposes only.

Current Design	New Design
Validating Head	
 <p>Current Design Validating Head label: CashCode, EL VALIDATING HEAD, PN: MFLV-2110, SN: 26KE39VH4267</p>	 <p>New Design Validating Head label: MFLV-9013, SN #: 101412310809</p>
Bezel	
 <p>Current Design Bezel label: CashCode, s/n: 14KE47BZ6702, BEZEL, s/n: MFLB-7102</p>	 <p>New Design Bezel label: MFLB-7103, SN #: 101412311718</p>
Sense-A-Click™ Modules (Upper)	
 <p>Current Design Sense-A-Click Module label: 1704, SENSE-A-CLICK, PN: FLS-1704 U, SN: 26KE39SC4267</p>	 <p>New Design Sense-A-Click Module label: FLS-1705U, SN #: 101501200240</p>

## Sense-A-Click™ Modules (Lower)



## Power Interface



## Chassis



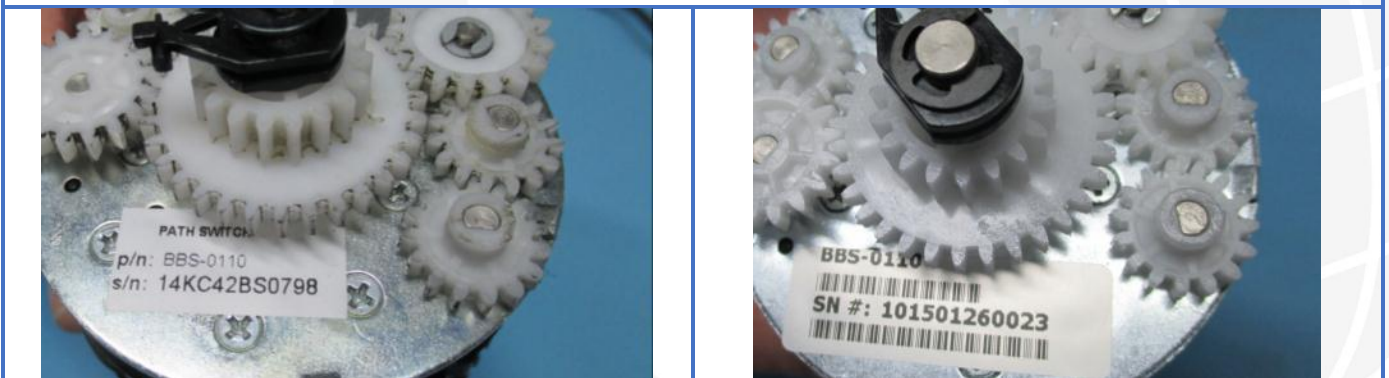
## Recycling Cassette



## Dispensing Cassette



## Switch



## Housing



## Power Interface (Bill-to-Bill 300™ / MFL™)



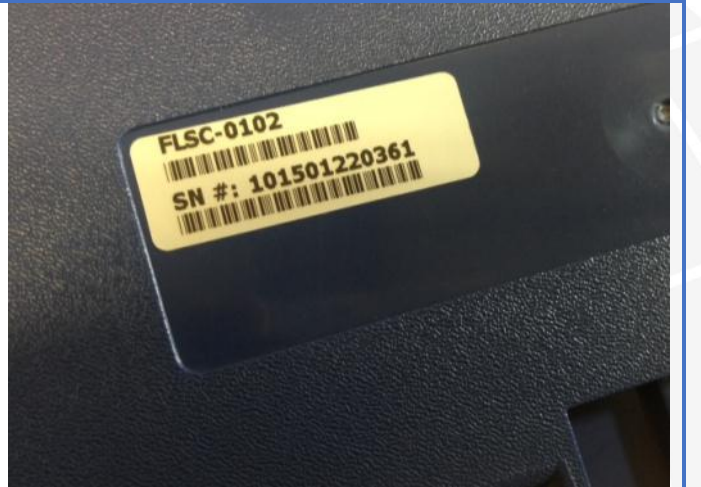
## Cashbox (Bill-to-Bill 300™ / MFL™)



## Box Control Unit / BCU (Bill-to-Bill 300 XE™)



## Cashbox (Bill-to-Bill 300 XE™)



## Device Label





## Appendix B Existing Part Numbering System

### Bill-to-Bill Serial Part Numbering System

Format: AA BB CC DD EEEE

Module Digits	Description	Chassis	Recycling Cassette	Dispenser	Validating Head	Housing	Power Interface	Switch	CashBox
<b>Part Number Sample</b>		BBC-0110	BBR-0111	BBD-0510	MFLV-9013	BBH-5513	BBP-5730	BBS-0110	FLSCT0102
<b>AA</b>	Product ID	00	00	00	14	14	14	14	07
<b>BB</b>	Manu. Year	The year during which the module was manufactured							
		BB: 00 – 09: 2000 – 2009 10: 2010 11: 2011 12: 2012, etc.				BB: 00 – 09: 2000 – 2009 KA: 2010 KB: 2011 KC: 2012, etc.			
<b>CC</b>	Manu. Week	The week during which the module was manufactured (01 to 52)							
<b>DD</b>	Module ID	BC	BR	BD	HV	HS	BI	BS	CS
<b>EEEE</b>	Series Number	A set of 4 incremental digits that signify the sequential number of the manufactured module in the manufacturing process within the ranges below							
		2000 – 2999	7000 – 8999	4000 – 5999	0000 – 9999	0000 – 9999	0000 – 9999	0000 – 9999	0000 – 9999

Rev. 0



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