Producepak

Complete business management for

MEAT PACKERS

Now you can choose cloud version or local installation.

See last page for details.

HAPPY COW MEAT COMPANY

happycow@farmsoft.com

Powered by

Producepak

Increase profit, speed, accuracy & traceability!

Efficient livestock management
Deliveries are planned in advance to ensure minimum livestock on site; and maximum turnover.

Precise inventory for 0 waste and 0 errors!
Ageing and quality management is enforced to ensure 100% accurate ageing of sides, and zero inventory wastage.

Consistent quality control for maximum yield
Guarantee quality of incoming livestock, and packed finished product with flexible quality control testing systems. Instant quality alerts across the business.

Accurate production reduces errors
Harvest, dry, cut, bone, and pack the exact quantity at the exact customer specifications, live stack & label pallets for customers consumer requirements.

100 % accurate and rapid dispatch of finished product
Customer collection of finished product is time managed and accurate; pallets are pre labelled with both customer and consumer info; each pallet scanned prior to shipment to guarantee accuracy. Users are gided to find the correct pallets at the correct location for pickup/order dispatch.

Reduce administration & compliance costs
Automatic invoicing of customers for harvest, cut & pack services saves time. Rapidly generate correct (official marks approved) labels, BOL, invoice, picking, export documents. Easy audit & recall systems reduce compliance costs. Manage customers online, no effort. Optional integration with finance solution Xero (or export to MYOB, Quickbooks, SAGE).

Producepak

Freedom to use any hardware you choose.

Save $350,000+ on hardware.

Reduce I.T. admin burdens!

We do not sell hardware. See TECH NOTES at end of this document & talk to your consultant before buying hardware.

		OLD SOLUTIONS	Producepak
Terminal for data entry		$2,000 ea	$200 *Any* Android / iOS tablet or phone / PC / Mac (most old equipment is also compatible)
RFID reader		$2,000 ea	$200 Any USB/wireless RFID reader in sleeve or ruggedised version, any Android RFID reading device
Barcode reader for inventory control		$3,000 ea	$250 Any USB barcode reader (wireless), any Android professional Barcode reading device, any Android phone/tablet.
Scales & printers		$2,000 ea	$400 Any scale that can dump weight to clipboard via USB. Any 300+ dpi printer.
Network installation and cabling		$50,000	$4,000 Devices require only mesh Wi-Fi, this massively reduces the cost of cabling to every device, negates the need for multiple routers, and slashes installation costs.
Reduce the burden of ongoing I.T. administration			Free up your I.T. staff to concentrate on value adding to the business You don't need to purchase & administer servers (Windows, MS SQL, anti-virus, backup software) because Producepak runs in the cloud. Less Windows OS's that need constant fixing & maintenance. Less network equipment, complexity, and even less cables means less things go wrong, resulting in massively reduced network administration & maintenance efforts. (Options for local installation now available, please enquire)

Producepak

Producepak Meat Packing Solutions

Flexible configuration
Your solution consultant will enable/disable and configure each feature to work perfectly for your meat packing plant, **all features optional.**

PRODUCTION PLANNING ➡
Schedule head delivery **OR** customer requests services thru online portal & enters full fabrication spec (number of animals, delivery & pick up time, consumer palettization, cutting and packaging instructions. An alert is sent to you or customer detailing the proposed production & delivery.

CONFIRMATION ➡
Customer confirms the schedule (if you specified it) and enters full cutting spec / **OR** your team confirms or updates the date / time, an alert is sent to the customer confirming date & pickup time.

HEAD DELIVERY ➡
Rapidly receive an incoming delivery, confirm the head count, and specify a storage pen for this head delivery. Customer is immediately sent an email detailing the head received during this delivery.

HARVEST ➡
Each step of the harvest process is managed and monitored with a customizable process (standard process is: Knock, Weigh, Removal, Evisceration, Inspection, Hot weight of sides). Record any extra costs like lab tests etc. Labels are generated to accompany the sides, and also head & eviscerated animal parts.

CONDEMNATION ➡
Take photos and record notes & reason for condemnation; this is immediately automatically sent to the customer. A fee for carcass disposal is automatically added to this customers invoice.

HARVEST REPORT ➡
Automatically sent to customer as soon as harvesting completed: contains breakdown of yield and animal harvesting.

GRADING ➡
Scan a side to instantly grade it. Users cant re-grade a side by accident, a report shows where ungraded sides are & their age.

COLD WEIGHT ➡
Scan a side to instantly record cold weight. Users cant re-weigh a side by accident, a report shows where unweighed sides are & their age.

FABRICATION ➡
Graphic & written instructions for quantity per consumer (a consumer is your customers customer), size, type, packing requirements and methods. Displayed on screens, updates live, broadcast messages to specific cutting tables and more. Or, just print the fabrication spec!

PACKING WEIGHT ➡
Capture weight from scales directly into Producepak; weigh each item packed giving total weight for each box, capture count of pieces in each box.

BOX & PACK LABELS ➡
Producepak automatically prints the correct label for the product being packed, and even automatically prints inner pack labels (if required). Labels are USDA, Halal, EU, Australian Dep. Ag, etc. Unlimited label formats can be designed by you or your consultant). Labels are A.I. language translated.

CONSUMER PALLETIZATION ➡
Producepak guides your team to put correct boxes on the correct consumers pallet; rapidly switch between pallets at any time; Producepak knows the exact product on each pallet for 100% accurate palletization.

PALLET LABELLING ➡
Producepak automatically prints pallet labels that include both customer and consumer name, pallet number, and any custom details you require. Labels can also include GTIN and SSCC barcodes for trade partners.

AUTOMATIC INVOICING ➡
Once production teams confirm they have entered any additional charges, Producepak generates the customer invoice (includes harvest fees per head, carcass disposal, lab fees, packing fee per Lb/Kg, packaging materials, extra labor charges) and sends the invoice to customer with copy of the production report & reminder of pick up time.

CUSTOMER PICK UP ➡
Producepak guides the shipping team to pick correct pallets by requiring a scan of each pallet when its being loaded. Alternatively, print a pick sheet for shipping orders. Producepak generates a Bill Of Lading for every shipment. Customers optionally receive an alert detailing what was just shipped to them, OR what was just picked up.

FINANCE & INTEGRATION ➡
Producepak sends your finance data to your finance app, this includes AP, and AR. Use cloud integration with XERO or export data to Quickbooks, MYOB, SAGE, and more..

Integrate with Producepak using our free & open API to connect to hardware, and other software solutions.

Producepak

Customer management & production planning

- **Online customer management**: grant customers access to Customer Portal; Producepak will send them a welcome email with username & password, welcome message & link to the portal (all emails are branded from your company).
- The portal allows **online requests for livestock processing** orders by the customer, **OR** your company schedules customer deliveries & customer is sent email requesting they confirm delivery time, quantity of head, and cutting specification thru the portal.
- Customer enters **fabrication spec online**; complete with number of animals, consumer pelletizing information (customers can maintain a list of consumers for this purpose), packaging specs, pickup time preference, cutting notes.
- Management approves the order and livestock delivery time (if customer is creating their own orders), **automatic notification sent to customer** with any time or date changes.
- Visual alerts if a duplicate delivery time/ processing time has been scheduled, Producepak shows you the 'harvesting time per head' so you can judge the time you have for processing each lot, alerts if processing time per head is outside normal range.
- Customer receives an **alert as soon as livestock is delivered** with details of animals received.
- Customer receives **alert when harvest completed**, yield data & details of any condemned animals
- Any animal condemnation generates an immediate email for the customer containing photos and reason & notes.
- Customer receives **alert as soon as fabrication and packing is confirmed as completed**, including full **harvest and yield details**, **invoice** for services (per head harvest, production fee per LB/Kg, lab fees, packaging, labor, carcass disposal etc...this invoice is automatically generated).
- **Self serve**: cancel unapproved orders, print invoices, delivery receipts, animal condemnation reports & photos and more...

Automated customer management saves time.

Producepak

Easy delivery, harvest, fabrication planning.

Individual planners for delivery, harvest, and fabrication reduces errors & increases productivity. Send updated delivery times directly to ranchers from the planner.

Innovative harvest management

Producepak guides each station through its tasks to ensure maximum speed & accuracy:

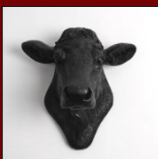- Deliveries are planned in advance, receiving a delivery alerts the Customer, and automatically schedules lot for harvesting and alerts harvesting staff; deliveries assigned to specific pens.
- Processes are flexible & configurable for your specific slaughterhouse processes.
- Each station can enter / access only data relevant to their tasks (configurable).
- Rapidly switch to next animal (or jump around if carcasses not being processed in the intended order)
- Each station can work simultaneously on different animals or lots.
- Easily pull a carcass for testing, suspicion of quality problem, or to condemn
- Carcasses marked for testing can't be further processed until the testing process is completed (this stops the carcass from being boned or sold)
- Marking a carcass for drag in automatically removes halal status.
- Condemned animals have photos and notes attached; the condemned animal report is immediately sent to the Customer (includes photos, notes, animal ID, RFID, back tag, ear tag, customer reference)
- Verify animal RFID in as many steps as required
- Automatically assigned animal inventory numbers
- Production management can:
  - Schedule deliveries of livestock
  - Schedule lots & fabrication to fill orders
  - Monitor progress of each lot & station
  - View outputs from harvest & fabrication
  - Control & monitor operations from any location using cell, tablet, laptop, PC/Mac.

4 ▾	Inv#22 Batch#17 2 of 3 ▾	‹ ›

A *EQG* SHORTLOIN GRAINFED MSA IW/VAC

Market: Saudi PIC: 444

Station	Time	Details	Actions	Image
Weigh box ✎ Scheduled 4:03 PM, Aug 17. Task 743. 👤 Bob Smith	Aug 25, 10:10 AM ☐	Inventory# 22	**Verify RFID** ✓ View inputs Move to new lot	
Knock box ✎ Scheduled 10:10 AM, Aug 25. Task 744. 👤 Bob Smith	Aug 25, 10:10 AM ☐	Halal: Yes, Vet Inspect Card: 887554		
Removal ✎ Scheduled 10:12 AM, Aug 25. Task 745. 👤 Bob Smith	Aug 25, 10:12 AM ☐	Dentition: 4, Head defects: None		
Evisceration ✎ Scheduled 4:53 PM, Aug 17. Task 746. 👤 Bob Smith	▶ ☐			
Inspection ✎ Scheduled 5:23 PM, Aug 17. Task 747. 👤 Bob Smith	▶ ☐			
Retain rail ✎ Scheduled 10:13 AM, Aug 25. Task 748. 👤 Bob Smith	Aug 25, 10:13 AM ☐	Forequarter Inside: Major, Forequarter Outside: Minor, Hind Quarter Inside: Minor, Hindquarter Outside: Zero tolerance, Hock: Minor		
Scales ✎ Scheduled 7:33 PM, Aug 17. Task 749. 👤 Bob Smith	▶ ☐		View inputs View outputs Finish batch	

Scan a side/quarter to rapidly grade or record cold weight
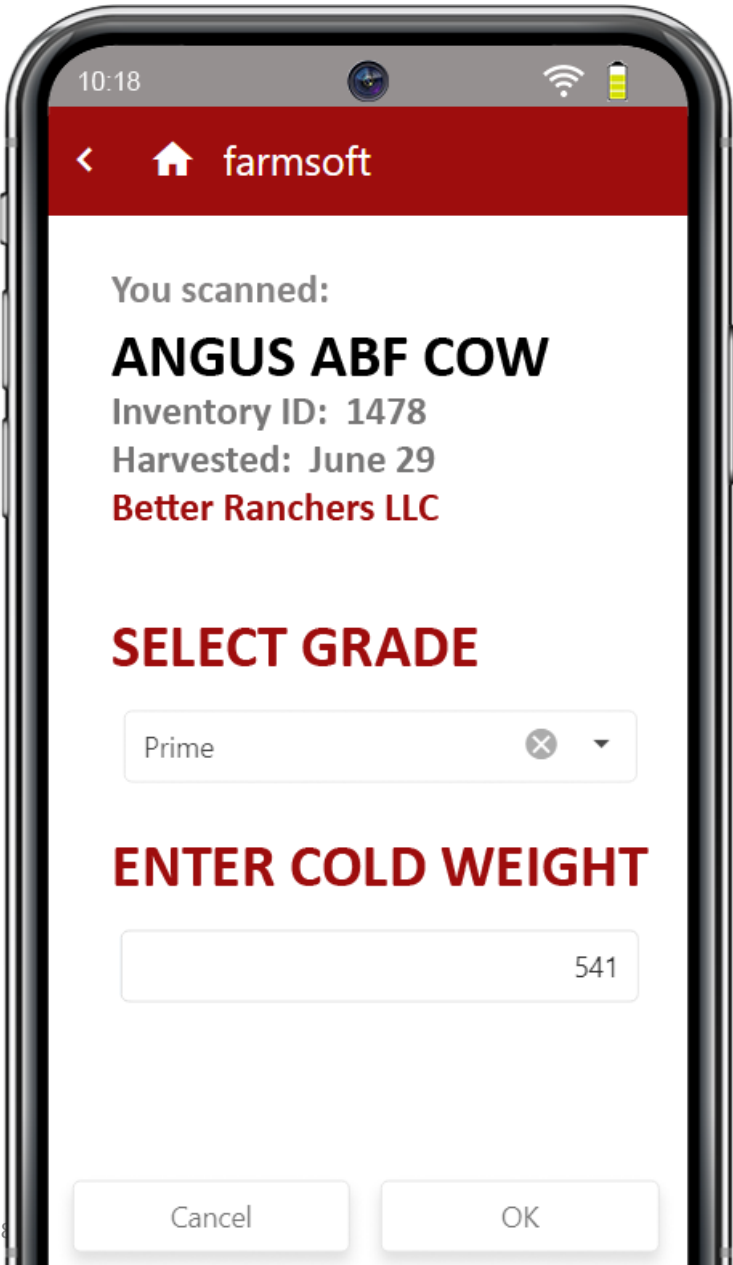
Customer quality feedback management

Manage & analyse customer complaints, capture customer comments, photos, documents, and more.
Trace customer complaints back to the original supplier of livestock, or establishment.
Instant alerts to relevant staff when a customer complaint/feedback is received.

10:18

‹ 🏠 farmsoft

You scanned:

ANGUS ABF COW

Inventory ID: 1478
Harvested: June 29
Better Ranchers LLC

SELECT GRADE

| Prime | ⊗ ▾ |

ENTER COLD WEIGHT

| | 541 |

| Cancel | OK |

Costa Rica Fruit Co, Walmart 2.2Lb/1kg Bag

Date	Test No	Details
May 10	118	Customer Walmart. Credit added to customer account. ▌█▌175 ▦6 Invoice #3 #12345 : Customer Walmart. Invoice by: M. Van Hofwegenon Sep 27 11:2 Inventory created by: B. Smith Jun 29 11:37 AM Test by: F. Support2 May 10 10:22 AM
May 10	121	Customer Walmart. Replacement sent. Account credited.. ▌█▌174 ▦3 Invoice #3 #12345 : Customer Walmart. Invoice by: M. Van Hofwegenon Sep 27 11 Inventory created by: B. Smith Jun 29 11:37 AM Test by: B. Smith May 10 10:34
May 10	123	Customer Walmart. Account credited. ▌█▌174 ▦3 Invoice #3 #12345 : Cus Jun 29 11:37 AM Test by: B. Smith May 10 10:37 AM

Quality inspections

- Each test can be configured to send instant alerts to selected staff if a test fails. Receive full QC report and photos instantly.
- Configure unlimited quality tests for customers, internal QC, and QMS
- Attach unlimited photos, lab tests & documents to QC tests
- Tests can be associated with anything such as animal, lot, batch, supplier, customer, order, delivery, shipment and more…
- Test types include pass/fail, score, value range, percentage of sample.

‹ 🏠 Quality alert ⋮

Woolworths outgoing pack
Test failed (#2453)
Luke Smith 4.28PM, June 25, 2018
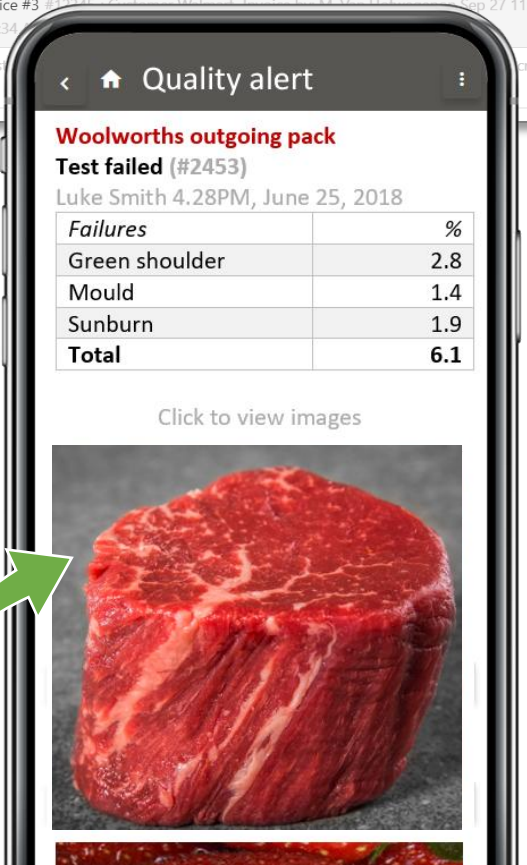
Failures	%
Green shoulder	2.8
Mould	1.4
Sunburn	1.9
Total	**6.1**

Click to view images

World class fabrication management

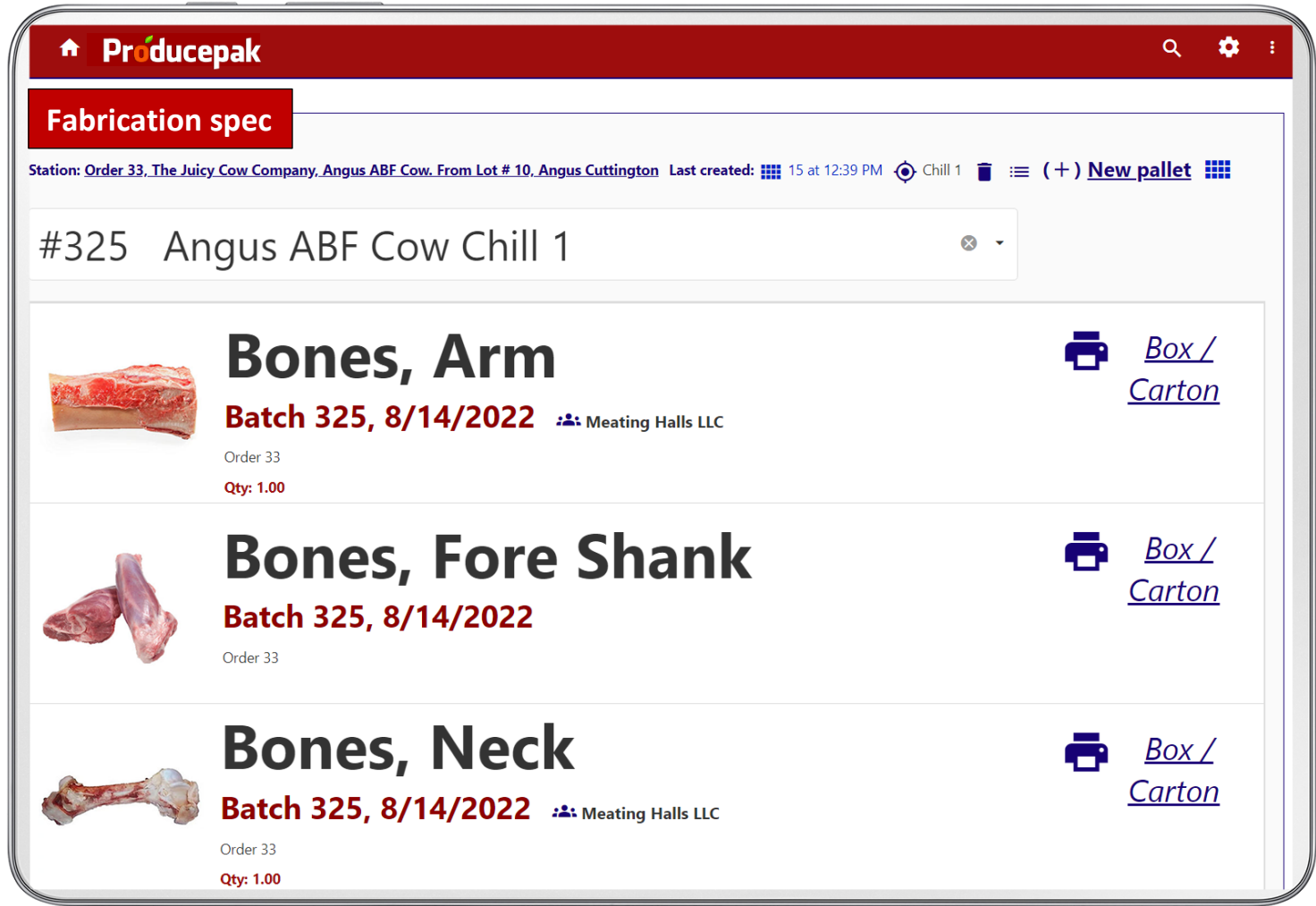*Display the Fabrication Spec on screens above each cutting stations & pallet packing areas for 100% accurate cutting and palletization.*

- Print the fabrication spec for users that don't have devices or a nearby screen
- Capture individual box/piece weights & piece count automatically from scales.
- Rapidly switch between sides/quarters from a suppliers Lot.
- Print a box label and Producepak will automatically print any inner labels if required for that specific product.
- If the customer has specified consumers: Producepak guides users to stack pallets for specific consumers and allows rapid switching between pallets.
- Broadcast messages to all stations or selected stations.
- Fabrication Spec screen updates in real-time.
- When batch is completed, Producepak automatically sends your customer production report & yield report, itemized pallet contents, and invoice (once you confirm completion).

Producepak — Fabrication spec

Station: Order 33, The Juicy Cow Company, Angus ABF Cow. From Lot # 10, Angus Cuttington   Last created: 15 at 12:39 PM   Chill 1   (+) New pallet

#325   Angus ABF Cow Chill 1

Bones, Arm
Batch 325, 8/14/2022   Meating Halls LLC
Order 33
Qty: 1.00
Box / Carton

Bones, Fore Shank
Batch 325, 8/14/2022
Order 33
Box / Carton

Bones, Neck
Batch 325, 8/14/2022   Meating Halls LLC
Order 33
Qty: 1.00
Box / Carton

Scales integration for accurate & rapid data capture

Voice activation for a 'no touch' interface; maximum hygiene

Automatically print correct box & inner pack labels

USDA, AU, EU labels, official marks, custom labels….

- **Manage and create hundreds of labels to suit customer specifications.** Send your label design to your consultant for a rapid response for new labels.
- USDA, HALAL, EU, AUSTRALIA INSPECTED OFFICIAL MARKS (Department approved by Official Marks Export Meat)
- Choose from our selection of built-in meat labels for domestic and export purposes or add new label formats.
- We tailor your documents and labels to match your exact requirements; this service is included with your Producepak purchase.
- **CORRECT LABELS AT ALL TIMES:** Special tools ensure Halal is only every produced for Halal, and that the Operator and Part Number on labels always matches the actual meat product.
- **Print labels in advance OR print live during packing and Producepak will also print correct inner labels automatically to guarantee correct labelling.**
- **Labels can be multi-language A.I. translated: ALL languages.**

Correct labels on every side, carton & vac pack.

Print a carton label, Producepak prints correct inner labels automatically.

Producepak ensures halal labels can't be generated for non halal product.

EQG SHORTLOIN GRAINFED MSA IW/VAC
MYCYPHER لحم
PRODUCT OF AUSTRALIA منتج استراليا
PACKED ON Aug 17, 2021 ۱۷-۰۸-۲۰۲۱ معباه
PRODUCT LIFE 24 شهرا ۲٤ قبل الأفضل
KEEP REFRIGERATED احفظها بالثلاجة
PRODUCTION BATCH NO 16 حزمة
المملكة العربية السعودية
Est No: مؤسسة
PREPARED BY أعدت بواسطة
The Juicy Cow Co Pty Ltd سجنتشر بيف
Angus Avenue Moosville, QLD, 4900
Lot: 4   by 1544   Inv# 28

AUSTRALIA
A
INSPECTED

طبقاً للشريعة الاسلامية
halal
حلال
'A'
AUSTRALIA

E

(01)00000000000000(10)00000(21)0000028

EQG SHORTLOIN GRAINFED MSA IW/VAC
MYCYPHER لحم
PRODUCT OF AUSTRALIA منتج استراليا

ID# 28

PACKED ON Aug 17, 2021
۱۷-۰۸-۲۰۲۱ معباه

انقضاء
SLAUGHTERED ON 2021-08-17
۱۷-۰۸-۲۰۲۱ مذبوح
Lot:4 Batch:16 by 1544 Aug 17, 2021 4:05 PM
KEEP REFRIGERATED احفظها بالثلاجة

NET WEIGHT **100 kg**

PREPARED BY أعدت بواسطة
The Juicy Cow Co Pty Ltd سجنتشر بيف
Angus Avenue Moosville, QLD, 4900

محطة كيميرلي ، 605 كليرمونت كوينزلاند أستراليا

Halal ذبح الحلال

الوزن الصافي ۱۰۰.۰۰

1 PC

halal حلال 'A' AUSTRALIA
AUSTRALIA A INSPECTED
E

DENT	P8 FAT	DAM	LOT	GRADE	
	3	1	4	Class 1	E

Batch	Produced on	Inventory #	Weight	
16	Aug 17, 2021	28	100	A
			A 1 GF Halal MSA HGP	

Easy inventory & traceability

Users with no experience using apps can scan a barcode / RFID (or select from a list) to:

- Add grading / additional details for a side
- Receive livestock delivery & print receipt
- Receive livestock transfers from another site / move inventory
- Build pallets/load shipping container for orders
- Add to a Lot / batch /process
- Sell inventory / pallet
- Fill order / ship pallets
- Pre shipment check
- Stock-take
- Check details
- Reprint labels
- **Manage inventory that belongs to your customers**
- **All traceability automatically tracked and enforced.**
- **Instant recall/mock recall from the Traceability Dashboard; by tag, animal ID, RFID, Lot, Batch, date of packing, supplier, customer, and more….**

Comprehensive features…

- Manage livestock, sides/quarters, ageing inventory, packaging materials.
- Use RFID animal verification in as many steps as you choose
- Product age control ensures only product that is of the correct age is shipped to customers
- Automatic inventory auditing records
- Meat industry specific Operator Part and Code management tools makes handling thousands of codes & labels easy
- Stock take & management approval process

No waste.
Automatic traceability.

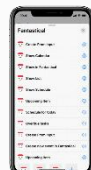*Use your choice of inexpensive modern devices…*
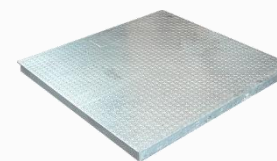

PC / Mac

Tablet

Cell

Professional Barcode / RFID

Handheld Barcode or RFID scanner

Integrate with weigh scales and other equipment*
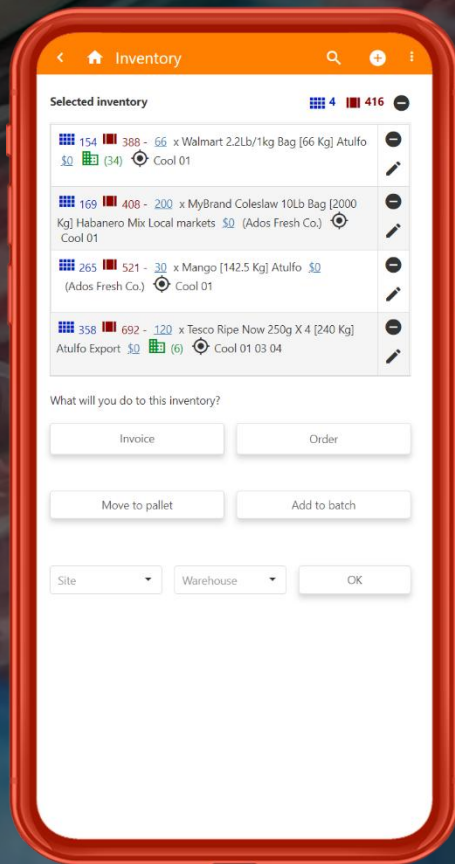
Touch enabled; no mouse/keyboard required

Pick up & dispatch

Producepak

Easy & accurate customer pick ups

- Pick up times are pre-planned to ensure no congestion of loading docks (customers are alerted to the pickup time in multiple messages)
- Producepak guides users to the correct cooler to find pallets for a customer pickup (labels on pallets show customer name, and the <u>consumer name</u> (if pallets were packed for specific customer consumers).
- Option: Pallets scanned during pickup and any incorrect pallet will generate instant alerts and can't be shipped by accident, ensuring 100% accurate shipments, and 100% customer satisfaction.
- Option: Customer can be sent an alert confirming the pickup and the pallet contents collected.

100% accurate pick up & shipment, 100% of the time!

Logistics management for rapid order dispatches, 100% accuracy

- Build new pallets / shipping containers from existing inventory to fill orders, domestic or export.
- Monitor & manage the progress of order picking and shipping from the Logistics dashboard
- Assign transport details to orders (truck, license, driver name, shipping container #, temp rec #, seal #, export details, etc)
- Assign loading order of each order where there are multiple orders on one truck
- Manage prices, including price list management, and groups of customers (used on orders automatically)
- Attach unlimited documents to orders (international shipping documents, certificate of origin, lab tests etc)
- Capture any special information you need on the order, including fields specific to livestock processing (your consultant will configure this for you).
- Attach unlimited photos of truck / shipping containers to shipments for QC and insurance purposes

Automatic alerts keep everyone informed

Customers can receive confirmation of order

Production managers receive new order alerts

Modified order alerts for production teams

Outgoing shipment alerts for shipping and sales teams

Customers receive shipment alerts with chosen documentation on dispatch

Find meat proof of delivery by scanning QR code.

Easily prove dispatch / delivery, reduces customer claims & refunds.

Reduce time taken to receive and process customer claims/refund requests.

Rapidly snap photos of shipments after picking, on trailer, during/after delivery.

Customers don't have to install app or sign up! Research shows customers don't want to.

Automatically add the Chain-trace barcode to your choice of BOL, invoice, pallet, or crate labels.

Turn on or off <u>your choice</u> of info & features to share with customers:
- Privately branded results with your company, name, address.
- Shipment photos: after picking, before loading, after loading, proof of delivery.
- Shipment details (Bill of lading info)
- Expiry dates
- Share unlimited documents attached directly to the shipment.
- Quality control / inspections
- Supplier and recall details (Traceability data)
- Allow customer to make a claim for credit or refund and send you photos. The request for claim process is fully customizable.
- Share data with other apps using our API, great for sharing with finance apps and even external companies.

There are no per user costs for using the Chain-trace module. Chain-trace is a module of Producepak and cannot be used as a single module.

Tailored proof of quality, shipping, & delivery solution.

SCAN ME

EXOTIC FRESH

EXOTIC FRESH LLC

15312 Mazon Ave, NY NY +1 555 2334 4453
Your PO# **8563785**   Our BOL# **4877**
Sent 12/12/25 8:30AM   Delivered 9:48AM

Here is what we sent you:
Tap image to view closeup.

Pallet 7325 (weight 1,2424 has 52 units)

Ground beef 4LB Bags	48LB	12
Fillet medium 6LB Crate	84LB	14
Beef Bones Med Pk	84	14
Beef Ribs 12/28	48	12

Tap a row above for **Quality Inspection** info.

Send us photos and
MAKE A CLAIM

Claim process for invoice **4877** requires proof of missing items, or proof of damage, please ensure brand, pallet, and crate labels are visible.

Producepak

Rapid implementation
Your consultant will have your meat packing plant up and running in 1-2 weeks.

Voice control: Shout "Next" to move to next animal, or "Carton" to print outer & inner labels, or "Finish" to finish this animal and move to next.

Efficient, hygienic, simple.

Optional feature, alternatively use tablet in waterproof case, or ruggedised keyboard.

Broadcast messages to all or specific stations.
Fabrication specs update live as soon as the production manager makes a change. We recommend each station can view an inexpensive tablet to see the spec, for data entry, printing labels & scale weight capture – or simply print the fab spec sheet.

Prices

ROI from Producepak is achieved before you start using the solution due to savings of $350k+ on hardware and on-going annual savings of $20k.

Annual Plan

$6200 P/A
FREE SETUP & TRAINING

Includes 8 concurrent user licenses.
Support directly from your solution consultant.
Cloud hosting, administration, security, you receive all updates and additions. We update the solution frequently. Annual fee.

Customization, Setup, Training, Project Management

Your consultant will interview your team to find out how your business works now, and how you want it to work with Producepak. All meetings by video chat.

Your consultant will prepare a tailored solution (including labels, documents, reports, setup data, importing parts / codes etc) and present the this to you (process may repeat multiple times), once you approve the solution for your business you can implement one process at a time or all processes if you have a new plant. Another review post implementation may take place. This process can take 1-3 weeks depending on the complexity of your business. Does not include software development services.

Monthly plans

$450 (4 users)
$850 (8 users)

Add $2000 for setup, training, configuration.

OPTIONAL If you need additional concurrent user licenses

From $100

Annual fee, for annual plans only. (Bulk pricing when purchased with solution: (1-10 @ $350, 11-20 @ $ 250, 21+ @ $100)

Remote Deployment services are limited to the following:
* **Requirements analysis** & process mapping so we can understand how you need Producepak to work for you. 1 hour voice & video discussion with your team.
* **Configuration to match your requirements**: Your consultant will then configure your Producepak admin settings & options based on your requirements analysis. This includes tailoring of your invoices, BOL, shipping documents, and labels. (15 hours max). * **Setup**: Your consultant will perform basic setup, and show your team how to configure settings so your team can be self-sufficient and know where to find and change important settings. (1 hour screen sharing & voice, + 4 hours setup configuration). * **Presentation** of recommended processes: Your consultant will then present the recommended processes to your team for comment and review, and respond to feedback (this process may repeat itself), 1 hour screen sharing & voice). * **Team training** & **review**: Teams are walked through each process, the review & update process may repeat itself. (3 X hour screen sharing & voice)
Additional consulting fees may apply if you have excessive label or document designs, or where training at multiple sites must be performed (costs above represent training and configuration of ONE site).   We **sell** the time of our consultants, don't expect additional meetings over the limits listed above; additional meetings are $250 each, meetings not cancelled 24 hours in advance are considered delivered and not refundable or credited, all support services are pull based via email & screen sharing (or by phone if you have premium support subscription). If you want changes made to the app, we **sell** services for design, development, testing, documentation & deployment services; do not expect any of these services free of charge, your solution purchase does not entitle you to free software development services.

Frequently asked questions

Do you share my data?
Many companies sell your data. We will never sell, share, or data mine your data with any person, company, or government (unless compelled by a court order in jurisdiction of Wyoming USA). NDA's are in place with all employees & contractors.

Can I install Producepak on my own server?
Yes. An additional fee of $2000p/a applies for us to setup the app server and maintain it on your server. Available with annual plans only. You must provide your own server Microsoft Windows (11 Pro+ / Server 2019+), and MS SQL 2022 with reliable remote desktop access for our engineers, and a **static** IP if you expect the server to be capable of sending emails.

Is Producepak a finance app?
No. Producepak integrates with finance apps such as Xero, or you can export data to Quickbooks, SAGE, SAP, MYOB and other finance apps. If we don't support your finance app, just let us know and we can add support. You can also integrate Producepak with other solutions for finance, accounting, hardware, CRM, payroll, ERP using the fully open Producepak API which can be used by your I.T. department or any external I.T. vendor. If you want us to perform the integration for you, additional costs apply, please request a quote. Existing integration with other apps is limited to insertion of invoices, purchases, and "Items" one way transactions (for Xero) and export of AP and AR data via export tool from Producepak to be imported to your target finance app.

How long does it take to implement?
Implementation takes from 1 to 12+ weeks, varies wildly based on business complexity. We recommend you start your project as early as possible to allow plenty of contingency time; its better to be ready early – starting a new meat packing plant is challenging, lets get your business management app perfected and out of the way so you can concentrate on other business development activities.

Can I deploy Producepak myself?
No, deployment is by professionals that have deployed many times. We will not provide Producepak without managed implementation services.

What languages is Producepak in?
The interface is multi-language so a user can use Spanish, and another user at the same company may choose English at the same time. Ask us for additional languages (currently

What if I want the apps functionality changed or added to?
If your consultant can't make the change using existing settings in the app, we are happy to provide software development services, a fee will apply, POA. We are unable to make changes for free, software developers are not free. Your project includes zero free software development services.

Who develops & supports Producepak?
We have been making food solutions since 2001, and have invested millions of $ in research and development to build & continually rebuild the platform. The "official mark" approval is licensed to our Australian subsidiary Producepak Pty Ltd PO Box 7443 Urangan, Qld, Australia.

What are the costs if we need changes or additions?
We are happy to build new features or modify existing ones for you, please ask for a quote; or use the API to add features using your I.T. department or chosen vendor. We are unable to provide software development services for free; changing the app incurs an hourly fee. If you don't want to pay this fee, don't ask for changes.

What's your refund policy?
Refunds will not be provided under any circumstances. It is your responsibility to perform full due diligence. Your project is not a trial or test. We sell the time of our consultants and engineers, not a product that can be restocked and resold.

Can you support my hardware?
If you didn't buy it from us, we can't support it, tell you how to use it, or configure it. We don't sell hardware or accounting solutions and can't tell you how to use or setup your financial solution, we do not have a copy of your finance app or know how to use it. We provide support only for Producepak, we can't install your printer drivers or remove a virus from a PC. These are things your I.T. guy/department/vendor can do.

What if our broadband fails?
You need an always on internet connection to use Producepak. Install a redundant connection if your primary connection is unreliable.

Producepak

TECH NOTES

TERMINALS
Devices must run Chromium browser (Edge, Chrome, Opera, Brave etc), 800x1200+ resolution & always on data of 0.5 M/bit minimum, no data is saved on your device, no app is installed.

PRINTING
To print from Android or iOS Install AirPrint or PaperCut, etc, or app from printer vendor to print PDF from browser or downloaded & print. **300+DPI required for barcodes**.

USING YOUR OWN SERVER
An additional fee of $2000p/a applies for us to setup the app server and maintain it on your server. Available with annual plans only. You must provide your own server Microsoft Windows (11 Pro+ / Server 2019+), and MS SQL 2022 with reliable remote desktop access for our engineers, and a **static** IP if you expect the server to be capable of sending emails.

READING BARCODES / RFID
If your device doesn't have a reader, use a USB or Bluetooth reader that dumps the data into focused field as keyboard text input/keyboard emulation, or install an app like Barcode & QR code Keyboard or Barcode/NFC/OCR Scanner Keyboard that dumps data into focused field and is activated from virtual keyboard; this feature not supported on iOS. These apps not included with Producepak purchase.

SCALES / HARDWARE INTEGRATION
Scales/hardware must place current weight/data to clipboard of the device (ie: the scale emulates keyboard USB transaction of CTRL C of the data). You must grant Producepak access to the clipboard on your device. Use a software wedge if your hardware doesn't have USB keyboard emulation output (requires Windows device). Test devices before purchase. We don't setup and configure hardware, your I.T. guy must do this.

NETWORK
You need an I.T. person to setup your network & devices, we don't setup or advise on any of your hardware or operating systems, drivers or finance app. Our advice is that your devices meet the requirements outlined on this page and that you test each device before committing to bulk purchases. Modern devices are wireless; installing multiple wireless mesh networks that have multiple nodes per network where the nodes are connected in daisy chain via CAT cables can be considerably cheaper than traditional wired networks. Cool rooms need a node inside each to allow full coverage if the door is closed. Example inexpensive mesh devices include TP-Link Deco M5* / TP-Link Dexo X20 / TP-Link Deco X68 which can have up to 8 nodes on each network. Buy extra nodes in case one fails and needs replacing (cant mix new models with old). Whitelist *Producepak.net*, *Producepak.com* and *dropbox.com*, block everything else (except update URLs) so devices can only be used for Producepak and can't be used for non work reasons (We recommend DNS firewall by MyDNS.io to easily block unwanted internet activity without having to purchase and maintain hardware).

TERMINALS THAT PRINT LOTS OF LABELS
Printing huge amounts of labels from Android is not efficient, try a Windows device and print directly to the printer without cloud services or apps slowing the transaction and without a print preview screen that requires user intervention; To print from Chrome without seeing a print preview add this to the Chrome.exe shortcut " –kiosk-printing" in Windows...

Alternatively, use a printer that will print documents sent to the email address the vendor provides (Producepak supports auto printing to an email address for cloud printing without user intervention - ask your consultant for more info). Note that using email cloud printing usually results in a delay of some seconds depending on the service you use.

PROCESSING & CUTTING STATION TERMINALS
On stations where printing is infrequent or not required, usually users are generally just looking at the cutting spec and selecting "Next" animal from this screen, or doing some simple data entry such as at kill box, head removal, eviscerations etc; a simple android tablet suspended on an arm with splash cover is very inexpensive and effective for these stations. You can use an inexpensive USB RFID and or bar-code reader with your Android device.

VOICE CONTROL THE PRODUCEPAK APP
Activate voice control on your device. With the Producepak app open, simply shout "Touch Next" to move to the next animal (or "Touch previous" to go back, or "Touch finish" to finish the animal, or "Touch Carton" to print a carton label. Voice control is a feature of your devices operating system, not Producepak so we can't support this functionality or set it up for you.

TMI?

Talk to your solution consultant before you make any purchases, test each device prior to making bulk purchase.

*COMPLIANCE NOTICE: For Australian users, your Company must have **Department of Agriculture** approval to print Official Marks. Our Code of Practice for Printing Official Marks prohibits us from providing Producepak Meat Packing solution to an establishment that is not approved.*

Producepak