Adding a Verification Contact

In the case of suspected illegitimate product, a manufacturer has 24 hours to begin an investigation. In order to ensure that all parties involved can contact one another in a timely manner, a verification contact is required. You must add an email address or a phone number. You can add both if you have them but at least one is required. If adding an email address, it is best practice to use an email address that goes to your verification team's shared email address rather than an individual's email address in case the individual's responsibilities change in the future.

To add a verification contact:

1. Select **Company Administration > Services** in the user menu on the top right of the TraceLink window.

2. For **Service Type**, select Product Information Exchange.

3. Click Search.

4. Click Configure Published Service.

5. Scroll to the tabs at the bottom.

6. Click the **Verification Contact** tab.

   - Click Add Requester.

   - Enter the **Phone Number** or **Email** of the contact.

   - **Important**: If you choose to add a **Phone Number**, do not add blank spaces to the field. Blank spaces are not allowed in the phone number format for GS1 messages.

7. Click Submit.