Source Tagging UPP Lab FAQ

Global certification centers make source tagging easier with locations in the United States, Canada, Hong Kong, Ireland, Mexico, Chile, Argentina and Brazil.

1. Why do I need to have my products certified by a UPP lab?

Source tagging certification is a requirement by all retailers that have Sensormatic systems installed in their stores and wish to take advantage of source tagging. Certification also ensures that your time, money and effort are not being wasted on solutions that do not work. It's also free of charge.

2. What exactly is being tested during product evaluation?

Three aspects of label placement on a product are evaluated: The effect that a product's composition or packaging may have on EAS label performance, Label deactivation and Label placement compliance as required by retailer specifications.

3. Which products need to be tested by the UPP lab?

All products that will be sold through any retail outlet that requires source tagging should be certified. Exceptions to this rule are products that have existing tagging standards, such as those addressed specifically in the Multimedia industry. Countries other than the United States may have different requirements. Please contact your lab for your country's specific requirements.

4. I have a very tight product schedule, how long will the UPP lab testing process take?

Evaluations are typically completed within 10 business days. Contact the lab you will be using for more information.

5. How many products need to be submitted and how?

Depending on the composition of the product, you will need to submit one or three samples. One sample if the product does not contain metallic components and three samples if the product does. A product submission form must accompany all products. Products without a product submission form are not processed until one is provided. Contact the lab you will be using or your sales contact for a product submission form.

6. Will the products I submit be returned?

Yes. Please indicate whether you would like your products returned or not. Please be aware that sometimes products will be damaged or even destroyed during testing.

7. Do all labs have the ability to test products in the same manner as the main lab in Boca Raton, Florida?

No. We currently have 2 levels of service provided by labs worldwide. Florida, Hong Kong, Ireland and Mexico are the ONLY level 2 labs, which are capable of testing all products for all phases containing or not containing metallic components. All other labs are to be considered a level 1 lab.

8. Why is it a problem for my product to have a label certified in a location that is directly on top of metallic surfaces?

All EAS labels have some type of limitation to certain metals. The certification process determines the minimum clearance or distance from a metallic surface for proper operation.

9. What are the definitions for the various "Phases" I keep hearing about?

Three main categories of source tagging phases exist and all three refer to label location on a product.

- Phase 1 means the label is applied to the exterior of the packaging.
- Phase 2 means the label is applied on the interior of the packaging or on the product within the packaging.
- Phase 3 means the label is applied on the interior of the product integrated in some fashion that usually stays with the product for the life of the product.

10. Can a lab technician add a new product UPC as an alternate UPC to an existing certificate?

Yes, if the alternate is to be tagged the same way and the product has negligible differences, such as colors, or styles. The UPC barcode must also be in the exact same position as the existing certified product.

11. Why did my product fail the certification process?

Several failure modes exist that could cause a product to fail certification. These include mechanical damage, magnetic interference, metallic shielding, and packaging limitations such as UPC placement.

12. Why did my product fail certification when a similar product passed previously?

Similar or even the same items can differ substantially from one unit to the next. This is due to the variable nature of most metals that make up today's products. For this reason multiple tests on multiple samples are necessary.

13. What is the certification criteria used by UPP labs?

Products can be certified when they achieve a UPP rating of 90 or better in detection testing and acceptable performance during deactivation testing. Products must also have only one UPC barcode and meet label placement guidelines for specified retailers.

14. Do any plans exist for making a smaller AM label?

No.

15. How much will labels cost?

An ADT sales representative can answer all cost related questions.

16. I would like to visit the lab and see my products getting tested, is that possible?

Yes. Contact your ADT sales representative or lab manager for more information.

17. Why is my Phase 1 tagging solution no longer valid at certain retailers?
Most major retailers no longer accept external Phase 1 tagging solutions. Phase 1 solutions are typically very easy to defeat where Phase 2 or 3 solutions provide far greater protection against shoplifting.

18. What's a VAR?
VAR stands for Value Added Reseller. This is a third party company that takes an Electronic Article Surveillance (EAS) label and integrates it into some other type of component which can be attached or dropped-in to products. VAR solutions are typically used when traditional tagging methods require a unique or different solution that cannot be achieved through standard placement options.

19. The lab rejected my products because it had 3 UPC barcodes printed on the packaging, why?
If a product were to have multiple UPC barcodes and be source tagged "failure-to-deactivate" or FTD could result. Cashiers at retail stores use the UPC barcode as a focal point for deactivation after the UPC has been scanned. If more than one exists, the clerk could fail to deactivate the label completely even though an attempt was made. Therefore, all source tagged product can only have one UPC barcode.

20. Why does the label need to be positioned no further than 3 inches from the UPC barcode?
For proper deactivation to occur the label has to be within a specific range of the deactivator to work properly. Three inches from the barcode is measured from the center of the label to the center of the UPC barcode.

21. I can't change my UPC location as the lab suggested, will the retailer accept my product if the label is more than 3 inches from the UPC barcode?
No.