



The DATA CAPTURE Report

Since 1977, the premier management & marketing newsletter of automatic data capture: Bar Coding, RF and related technologies.

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June 22, 2007

THIS JUST IN!

War Takes Precedence Over RFID Initiatives

As the **Department of Defense (DoD)** moves forward with its RFID initiatives, the ever-present effects of an ongoing war can be felt. In a recent interview with Alan Estevez, Principal Assistant Deputy Under Secretary of Defense (Logistics & Material Readiness), it was clear that meeting RFID adoption timelines and taking care of business, with respect to managing the war in Iraq, is a constant balancing act. And, of course, the war takes precedence.



Alan Estevez, Principle Principal Assistant Deputy Under Secretary of Defense (Logistics & Material Readiness), DoD.

“We’re not backing off our [RFID adoption] deadlines,” said Estevez. “But, when it comes to where we focus our spending and our manpower, our soldiers come first. RFID has to go into the basic budget. If it comes to food, better weapons systems for the soldiers, or RFID, you know where RFID is going to be on the list of priorities.”

“That said, the DoD is still moving forward with its adoption plans. The April 2007 Summit in Washington, D.C. was very productive. There were 700 plus attendees. Almost an equal split

Continued on page 3.

Small Vendor Wields Big Stick

RSI ID Technologies may not get as much press as some of its peers in the RFID sector, but the privately-owned company ranks in the top four inlay manufacturers along with **Alien Technology, Avery Dennison, and UPM Raflatac**. The Chula Vista, CA-based vendor was founded in 1991 by Wolf Bielas (CEO) and Nate Rubin (CFO). After offering more traditional AIDC technologies, such as labels and thermal bar code printing, the company eventually migrated to RFID, which has now become one of its main product lines.



Bob Karr, director of global channel development, RSI ID Technologies.

Recently, we caught up with Bob Karr, another AIDC industry vet, who joined the RSI ID team last Dec. as director of global channel development. Karr told *SCAN/DCR*, “RSI ID manufactures mostly UHF inlays, but also offers some HF products. The company is one of the largest inlay manufacturers in the world. In the States, RSI ID sells software, middleware, inlays, antennas, and labels.”

RSI ID’s solutions include RFID data collection systems, real-time asset location, inventory control, product marking, bar code scanning, and thermal printing. “We offer three basic solution packages: a bundled retail compliance package, an RFID tag service bureau, and custom designed RFID solutions,” said Karr. “Our clients include more than 70 Fortune 500 companies, a dozen of **Wal-Mart’s** top 100 suppliers, as well as hundreds of additional customers across a wide variety of industries.

“In the global market, we traditionally have done mainly direct sales...not as much service,” Karr continued. “But, we are now going after partners outside the United States. In the past five months, we have lined up about 100 prospective partners. Not all have signed up [for partner agreements], but we believe we’ll do well in getting most of their names on the dotted line.”

RSI ID’s core markets include healthcare, manufacturing, government, and consumer packaged goods (CPG). “We have played an integral role in helping suppliers meet CPG

mandates, but there has also been a lot of demand for closed-loop systems,” explained Karr. “Some of these closed-loop apps include government applications, such as passports, and others like airline baggage tracking, and security.

“Potential customers are now confident that our technology works. That wasn’t true before. In the past, many companies were reluctant to be ‘pioneers.’ Many were afraid they’d buy into a technology that might become outdated—such as the shift from Gen 1 to Gen 2 products.”
Bob Karr, director of global channel development, RSI ID Technologies.

“The **Hong Kong Airport** and Las Vegas’ **McCarran** are two great examples of where RFID is helping with baggage tracking and security. Airports are now talking about sharing data. So far, they have been using RFID to track bags internally. The tags serve as a license plate, allowing the airports to do a ‘look-up’ to see where a bag was last touched. If information like this can be shared internationally, it could help thwart some terrorist activities.”

A maturing industry

Most of the leading RFID players believe the industry is in its early stages of development. But, like Karr, they also believe the industry is maturing quickly. Many needed standards are now in place, technology development is out of the lab now, Gen 2 UHF is rapidly proving itself in real-world applications, and prices are coming down. “Potential customers are now confident that our technology works,” said Karr. “That wasn’t true before. In the past, many companies were reluctant to be ‘pioneers.’ Many were afraid they’d buy into a technology that might become outdated—such as Gen 1 which evolved to Gen 2.

“The technology is also gaining acceptance in global markets,” Karr continued. “The RFID market in the Asia/Pacific region is growing very fast. Europe is coming along at a steady pace. Sales are increasing at a substantially quicker pace. We believe this will be a record year for the company.”

We don’t question that the industry is maturing...but, is it becoming profitable? Many companies are still just getting by with venture capital funding. And many of those that aren’t relying on outside resources, are financing their RFID initiatives with revenue generated from more traditional AIDC technologies, such as bar coding. So, we asked Karr if RSI ID is profitable.

“We’re a small, private company,” he replied. “We have to make money to survive. There really aren’t as many inlay manufacturers as you might think. The equipment is

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- Application software
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expensive, so it's a big investment to get into this part of the business. However, inlay cost are coming down, and I believe vendors will begin to make money. As I said, we are profitable, so it can be done."

Customizing a plus

RSI ID makes two basic inlays: a dry inlay with a printed copper antenna and a wet inlay made by "flip-chip" technology. Karr said the company sells mostly the wet inlays. "The wet inlays are usually clear with an adhesive backing," said Karr. "They're easier to handle and cut. We have doubled our manufacturing capacity.

"One thing that differentiates us from other vendors is that we do customized inlay designs," he added. "We can usually do a customized design in three to six weeks. We have almost 60 inlay offerings and will have more coming. Recently, we designed a special inlay that enables stores to manage and secure jewelry sales. Employees are issued special RFID-based access cards that allow them to gain access to locked jewelry displays. The jewelry boxes in the display also deploy RFID technology. When a clerk or salesperson removes a piece of jewelry, the transaction is recorded matching the salesperson to that piece of jewelry. If the jewelry is replaced, it is also recorded."

Glad to be here

Karr has a long track record in the industry and has worked for some of the leading AIDC printer manufacturers. He told *SCAN/DCR* he was thrilled to be working for RSI ID Technologies. "This is a great company and a true leader in its niche," he stated. "I am looking forward to helping the company grow by increasing its international sales channel. I think the industry can expect big things from RSI ID."

For more information: **RSI ID Technologies**, Chula Vista, CA, PH (800) 466-8247, Email: robertk@rsiid.com, Web site: www.rsiidtech.com. **SCAN**

Continued from page 1.

between DoD suppliers, hardware/software providers, and DoD personnel. We had a great dialogue."

When asked about other challenges facing the DoD RFID mandate, Estevez told *SCAN/DCR*. "With respect to the program, pharmaceuticals could mix things up if they don't choose to use one technology. It would mean the DoD would have to use agile readers. But, standards are in place, the new EPC Gen 2 products are working

well, and there is a lot of support from the vendor community, so there are clearly some good things happening in the program."

Progress...

Estevez doesn't pull any punches. "We're not where we would like to be but about where we expected to be," he told us. "There are clear signs that RFID is making progress. The DoD began using active technology in 1993. Today, the DoD's active [RFID] network spans approximately 50 countries. Nearly 19,000 active tags are written per week, and over 134,000 active tags are read per week. The technology is used for large items and shipping containers, primarily. It's very big in transit apps.

"Passive [RFID technology] is actually more complex," he continued. "There are more locations that have to read the tags, and that requires more infrastructure investment and time. Seventeen depots/locations are using RFID in the United States, and seven more will soon be doing so overseas."

Even with the funding and focus challenges, RFID is still getting a lot of support within the military, and particularly from a lot of the top brass. The reason is clear; the technology is a money saver.

The Navy has been very proactive in its RFID adoption. In one small warehouse, the Navy was able to save \$460,000 and reallocate three people to other duties. Although a number of improvements, particularly the installation of an ERP system, were made, they determined that the \$460,000 was purely from adoption of passive RFID. The DoD now has about 50,000 items per week coming in with passive RFID tags. "That's no small quantity," said Estevez. "And, we're not beating anyone over the head to adopt the technology; they're doing it on their own.

A lasting commitment

Closing, Estevez stated, "We remain committed to our program and to EPCglobal. RFID is good for the soldiers and for the tax payer." When asked if RFID will ever be incorporated in the government's ongoing Unique Identification (UID) program, Estevez replied, "RFID will be in UID when it can be physically done."

For more information: **Office of Assistant Deputy Under Secretary of Defense (Supply Chain Integration)**, Arlington, VA, PH (703) 604-0098 ext 130, Email: alena.amy.ctr@osd.mil, Web site: www.dodrfid.org. **SCAN**

TAGSYS Unveils Three New Product Lines

TAGSYS is attacking the RFID market like a poorly-fed Pit Bull. Within a week's timeframe, the global player announced three revolutionary product lines. The first is a "Smart Cabinet" called the SC400 that tracks folded garments with embedded RFID tags. The second is the Folio™ 370L tag family based on **NXP Semiconductors'** new ICODE SLI-L IC, and designed specifically for the unique requirements of the library market. Rounding out the new offerings is an innovative RFID infrastructure for libraries that includes the Folio 370L tags, the L-SP2+ pedestal for upgraded security, and the LSA-4, a high-performance, mixed-media antenna.

Several TAGSYS reps recently spoke with *SCAN/DCR* about the new offerings. First, Maria Kaganov, product marketing manager, spoke with us about the library releases. "TAGSYS has a long history in the library market," said Kaganov. "Our new products will significantly improve how libraries perform inventory functions, as well as check-in/check-out procedures. In addition, the Folio 370L tags feature high performance, password-protected EAS (Electronic Article Surveillance) and meet the emerging **NISO (U.S. National Information Standards Organization)** data model standard for libraries.



Doug Karp, VP of industrial & logistics applications, TAGSYS.

Continuing, Kaganov stated, "The **ISO 15693**-compliant tags feature a 256 bit user memory block and standard AFI security code. With the unique privacy feature, the book label can be transformed into a quiet mode, when it is borrowed, protecting the privacy of the borrower. Back in the library it will be reverted into public mode again."

Kaganov said field tests have shown the new tags to be far superior to what is currently on the market. In fact, read ranges have been approximately 20% higher, and the tags are getting nearly a 100% read-accuracy rating. TAGSYS believes that standardization under the NISO and Danish data model will accelerate RFID adoption within the library segment by ensuring interoperability from book manufacturer to library.

Commenting on the infrastructure announcement, Kaganov told *SCAN/DCR*, "One part of the new

offering is the L-SP2+ security pedestal. The pedestal incorporates AFI processing. It can determine if the EAS part of a tag is activated and then read the info. The LSA-4 is a desktop antenna that works best with media like DVDs and CDs—media that is more difficult to read.

"The ISO 15693-compliant tags feature a 256 bit user memory block and standard AFI security code. With the unique privacy feature, the book label can be transformed into a quiet mode, when it is borrowed, protecting the privacy of the borrower."

**Maria Kaganov,
product marketing manager, TAGSYS.**

"Combined with TAGSYS' family of RFID readers, the innovative hand-held WiFi inventory reader and e-connectware™ RFID management software, libraries now have an end-to-end RFID infrastructure solution to more efficiently and effectively manage their inventory of books, CDs and DVDs. The **Hamburg Library** is now using this system."

Combined EAS and RFID

In our May 11 issue, we wrote about a combined EAS/RFID offering from **Checkpoint**, so we wondered what is different about the TAGSYS product. Fortunately, TAGSYS' VP of Industrial & Logistics Applications, Doug Karp, was available to explain the difference. [Karp formerly worked for *Checkpoint*.] "The Checkpoint offering is a two-tag technology," he explained. "Simply put, it's like wrapping a UHF tag around the EAS tag. With the TAGSYS product, one tag does it all—both ID and security. I believe this is a first for an ISO-compliant tag.

"TAGSYS has been involved in the library market for over 10 years. With our new system, we are facilitating multiple reads of many types of media. It's important to note that all our efforts are customer-driven. In the library market, we work exclusively through partners. These partners bring us feedback about what customers need and want in an inventory control system."

The Smart Cabinet

The new TAGSYS SC400 Smart Cabinet targets the hospital market. And according to Karp, interest in the new technology has been overwhelming. Many hospitals today provide their staff with uniforms. Sometimes, these uniforms are soiled in one form or another—food, blood spatter, etc.—and an employee may have to change their clothes several

times a day. Surgeons may change their scrubs as many as five times in a single shift. So, tracking these items and making sure inventory supplies are maintained is a monumental job. The SC400 makes that job much easier.

The Smart Cabinet has five columns—four for dispensing uniforms and one for collecting them. By tagging the uniforms and installing readers in the columns, the SC400 system not only keeps track of what is going out, it monitors who is taking the garments by reading an RFID-based employee badge.

“We can customize the system to perform all types of functions,” said Karp. “It can keep track of what sizes and colors of uniforms are being dispensed. We can program it so that only the proper door will open when an employee comes for a particular uniform. Then, inventories are always accurate without human intervention. We guarantee 100% readability and inventory visibility.”

The system incorporates TAGSYS' patented 3-D antenna and reader technology. It is a modular system that is quickly installed. Karp said hospitals can order as many columns as needed. And, using special software, access control can be modified to suit the requirements of individual customers.

“As the only solution of its kind on the market, the Smart Cabinet will be an invaluable method for hospitals to ensure 24/7 availability of clean garments and to reduce expenditures due to garment losses,” said Rens Plandsoen, managing director of **LCT**. “Our expertise in automatic garment dispensing systems, coupled with TAGSYS' experience in RFID technology, has enabled LCT to become the first value-added reseller to offer this product to our customers.”

“RFID-enabled lockers are a logical progression for the hospital industry and beyond,” said Doyle Word, CEO of **Steiner System**. “Especially as laundry customers increasingly rent open-stock garments (interchangeable between customers or institutions), RFID is the key to controlling losses. Our work with TAGSYS and LCT marks a new era in the traceability and monitoring of garments to meet the standards of industrial, health, and food industry professionals.”

Comment: In our opinion, TAGSYS' market strategy is a prime example of how to successfully drive sales of a burgeoning technology. We can talk about how wonderful the technology is. We can talk about how prices are “going” to come down. But, the real thing we should be doing is searching for places where there is a critical need for the technology. Then, try to understand every aspect of that niche. Develop a

complete solution, that is easily installed, and modular by nature, so customers can quickly adopt, see immediate benefits and ROIs, and add to their systems as their needs increase. That's the way to sell technology.

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RFID Strikes It Big In Entertainment Sector

While interoperable UHF RFID solutions steadily find their way into supply chain markets, closed-loop RFID systems are increasingly proving they can provide immediate value, ROIs, and profits for vendors and resellers. **PDC Corporation** is one company that recognized this phenomenon early on in the game. Well known for its 51 years of providing wristbands for the healthcare industry, the San Fernando, CA-based company is now targeting what appears to be a very lucrative market for RFID—the leisure and family entertainment sector.



Rick Ellis, VP of business development, PDC Corporation.

So just what is the leisure and family entertainment market? It includes applications such as gaming, water and theme parks, ticketing for concerts and festivals, video arcade payment, and hotel access control and billing. [See *SCAN/DCR* 6/23/06.]

Often, these niche apps are combined. For instance, a hotel/resort may also have a theme park that includes a water park. Now, imagine your family is staying at a resort...especially one with a water park. There is no place for your children to carry money or identification. With an RFID wristband, they can gain access to the park and its rides, buy food and souvenirs, and be identified if they get separated from an adult or another older child who is taking care of them. They may also be able to gain access to the hotel room if they need to change clothes. It's easy to see why RFID wristbands are making such a splash...no pun intended.

[Editor's note: Having had children of my own, I wondered if parents would be leery of giving their offspring a blank check at an amusement park. PDC assured me parents can set spending limits for the cashless payment part of the equation.]

Rick Ellis, PDC VP of business development told *SCAN/DCR*, "This is a great market for us. Many of our partners are already involved in these markets in some capacity. So, they're ideally suited to reach the customers we are targeting. Twenty-four months ago, we didn't even have a single account in this sector. Today, 14 water parks are using our RFID-enabled wristbands. **Great Wolf Resorts**, one of the largest resort businesses in the world, is building several new facilities around the country. When finished, our products will be used in all five of the new hotel/parks."

How big is the market?

It isn't difficult to envision the benefits of this type of RFID solution. But, we still wondered how big the market really is. Robin Barber, PDC VP of advanced marketing and technology, told us, "We are currently working in a consulting capacity with a number of companies that are developing water or theme parks. Water park installations are on the rise. Currently, we estimate there are at least 144 new projects on the board—many that will be indoor parks.



Robin Barber, VP of advanced marketing and technology, PDC Corporation.

"We listen to what these companies hope to accomplish, determine what they need, and then choose the appropriate partner who can help them. We bring our partners up to speed and then bring them in to meet the customer and design a system. Our partners don't have wristbands; wristbands are a consumable in the system and that's our area of expertise." "An installation may require several partners," Ellis added.

Continuing, Ellis told us, "Studies show that people spend 15-20% more money when using our wristband system. Those numbers help us capture the attention of our customers."

About the technology

Most of the RFID tags in these apps are 13.56 MHz HF with a 3-6 inch read range. This prevents tags being read from long distances, which is optimal in a cashless system. Most readers are tethered devices. Barber said **Texas Instruments (TI)** has been their main chip supplier, but he added that PDC will work with other vendors such as **NXP Semiconductors** (formerly **Philips**).

Closing

Although a theme park certainly adds to the benefits of using an RFID wristband, both Barber and Ellis said it is not a requirement for hotel use.

"We are currently working with a five-star hotel that wants to use our technology," said Barber, "and there is no theme park or water park involved in the project. RFID has found a real sweet spot in this sector, and we are glad to be pioneering its use for these applications."

Comment: For an excellent report on this market, go to:

http://www.hotel-online.com/News/PR2006_4th/Oct06_WaterparkRpt2006.html

For more information: **Precision Dynamics Corporation**, San Fernando, CA, PH (818) 897-1111, Email: barber@pdcorp.com. **SCAN**

Sato America And Ship2Save Form Alliance

Ship2Save, an RFID solutions and middleware provider that bills itself as "the number-one RFID integrator in Canada," recently signed a strategic alliance agreement with **Sato America**, a key player in the RFID printer market. The partnership enables the integration of Sato products with Ship2Save's core applications-OMS®, a vertical-market specific RFID middleware, and UITS®, an RFID-powered mobile-asset tracking system.

According to the details of the agreement, as an authorized training center for SATO products in Canada, Ship2Save will use its research lab to provide resellers and end users with a hands-on RFID environment to learn about RFID products and how they are featured within a complete RFID system.



Sam Falsafi, director business integration & RFID strategy, Ship2Save.

For those of our readers who may not be familiar with Ship2Save, the company opened its doors in 2001. The Montreal-based integrator specializes in designing and implementing RFID solutions for the transportation, warehousing, sea freight, retail, consumer product goods (CPG), aerospace, oil and gas, and automotive industries in North America. The company is also a member of the **Canadian Microsoft RFID Council**, the **Microsoft Global RFID Council**, **EPCglobal Canada**, and **CompTIA RFID+™**.

"We are privately held with 25 employees," said Sam Falsafi, Ship2Save director of business integration and RFID strategy. "We have over 15

customers in Canada using our passive RFID systems. But, 85% of our total business is in the United States.”

Because Ship2Save’s customers strongly resemble those of **Savi Technology**, a **Lockheed Martin** company, we asked if the two companies are competitors. “In some cases, we would be going against each other,” Falsafi replied. “But, we like to think that we can find a way to work with our competition if possible.”

About the alliance

The alliance between Ship2Save and Sato is actually fairly elaborate. In addition to incorporating Sato’s hardware, labels, and other media, Ship2Save will work with the Charlotte, NC-based vendor in areas of education, marketing, and even joint integration.

John Anderson, Sato America RFID solutions manager, told *SCAN/DCR*, “We can help Ship2Save with our Sato Integration Services business. We bring ‘big-company’ visibility when they are targeting large opportunities. Sato doesn’t compete with giants like **IBM Global Services**, but we can handle implementations that are typically larger than the average reseller would tackle. That said, we don’t manufacture software, and that’s why we need strong partners like Ship2Save.”

“We have multiple projects going on,” added Falsafi. “Ship2Save and Sato are working together in Canada, the United States, and the Netherlands. Sato has a very attractive product offering. It is one of the most cost-effective lines in the passive arena, and tags can be applied to many different surfaces.”

The real money

When you hear market information from one company, it may be just a theory. When you hear the same info from 10 or more companies, it’s likely an industry trend. Falsafi is one in a long list of vendors and integrators who have been telling us that closed-loop RFID systems are the real money makers—at least for the moment.

“We can provide bigger and quicker ROIs with closed-loop systems,” said Falsafi. “It’s easier for both vendors and integrators to make money. When you aren’t worried about the system interoperating with those of every CPG manufacturer and retailer in the supply chain, it takes a lot of the hassle out of installing a system. And, you can cater the system to do exactly what the customer needs. In supply chain apps, you’re designing the system to meet the criteria of a particular mandate...and that may not help the actual people that are being forced to install an RFID solution.

Continuing, Falsafi told *SCAN/DCR*, “Of all our target markets, distribution and logistics are the biggest niche. Once again, these are closed loop systems.”

Falsafi’s last comment puzzled us. Normally, we think of distribution and logistics as being supply chain apps that almost always have to be open architectures with a high degree of interoperability. So, we asked Falsafi how the whole closed-loop philosophy fits into the equation.

“Many of our customers are using RFID in ways that enable them to obtain immediate benefits—perhaps in their warehouses,” he answered. “But, our systems are modular by nature, and we provide growth paths to supply chain compliance.”

Anderson said Sato’s RFID-related sales are accelerating, but growth is still slow. He predicts it will be five years before the market really shows signs of strength. But, Falsafi said 70% of the warehouses in Quebec are still using pen-and-paper inventory systems. So, there is a critical need for new technology.

For more information: **Sato America**, Charlotte, NC, PH, (847) 778-8188, Email: johna@satoamerica.com; **Ship2Save**, Montreal, Quebec, PH (514) 886-1832, Email: sfalsafi@ship2save.com. **SCAN**

CORRECTION:

Our cover story on **WhereNet** in the last issue of *SCAN/DCR* contained two errors. VSS stands for “Visibility” Software Server, not “Virtual” as was written. Also, on page 2, in the section on “serial telemetry,” the article should have read: WhereNet mounts a serial telemetry tag on the container handling equipment for telemetry applications. The readers are mounted on light poles 90 feet above the terminal surface. We apologize for any confusion the errors may have caused. **SCAN**

TECHNOLOGY AND STANDARDS

by Steve Halliday

ISO MEETS IN SOUTH AFRICA

It has been a while since we shared the latest news in the standards world with our readers. Since many of us who live and breath in that arena have just returned from the annual **ISO** meeting on AIDC standards, an update seems in order.

More than 50 of the leading standards gurus from around the globe recently gathered in Centurion, South Africa for a week of ISO meetings ending with the Plenary or joint meeting that summarizes our work for the year. With the amount of work covered in one week, this summary will obviously be short on details, but you are invited to email me with specific questions or visit [http://www.hightechaid.com/standards/how_does_iso_work.htm] to learn more about how the ISO process works.

There are five groups working on standards in SC31, and I do not have enough space to cover each of them. I have included the highlights from three of them. For detailed information on each of these standards you can visit [http://www.hightechaid.com/standards/Current_SC31_Standards.htm.]

WG1 – Data Carriers:

Three of its projects have completed reaffirmation and have published as second edition standards (PDF417, DataMatrix, QR Code). Three others are in FDIS ballot (Code 128, Code 39, I 2 of 5), two had BRMs in May (EAN/UPC and Symbology Identifiers) and one has entered a stabilized status (MaxiCode). Three standards have published in their first edition (EAN.UCC Composite, RSS, and MicroPDF417) and the New Work Item for 2006 is in FCD ballot (Aztec Code).

WG4 – RFID:

One project is being revised and the original one

part standard is being made into four parts (15691- Data protocol). One project (15692 - Data protocol) is being revised. Two new documents are under way (24753 - Application protocol and 24791 (6 parts) - System Management Protocol).

One air interface protocol standard (18000-6 UHF) has had an amendment published, and all the other parts of 18000 are being revised.



Steve Halliday,
president, High
Tech Aid.

WG5 – RTLS:

One project has had two parts of the standard published (24730 - Real-time locating systems – application program interface and 2.4 GHz air interface protocol), and two parts of the standard have been cancelled (433 MHz and Global

Locating). A new work item for Chirp Spread Spectrum (CSS) at 2.4 GHz has been approved and has passed a CD ballot.

Do you have a point of view? Let me know at steve@hightechaid.com. High Tech Aid specializes in standards and education, but the spectrum of services is much greater than that. When your problem needs have you overwhelmed, then you need to get help and that is why we are here. Call or email us for more information and if you want more technical information, you can visit the web site at <http://www.hightechaid.com>. **SCAN**

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