

ProductRecallNZ

User Guide: Creating a Mock Notification

January 2017

This document provides a comprehensive guide for creating and sending out a mock recall in ProductRecallNZ.

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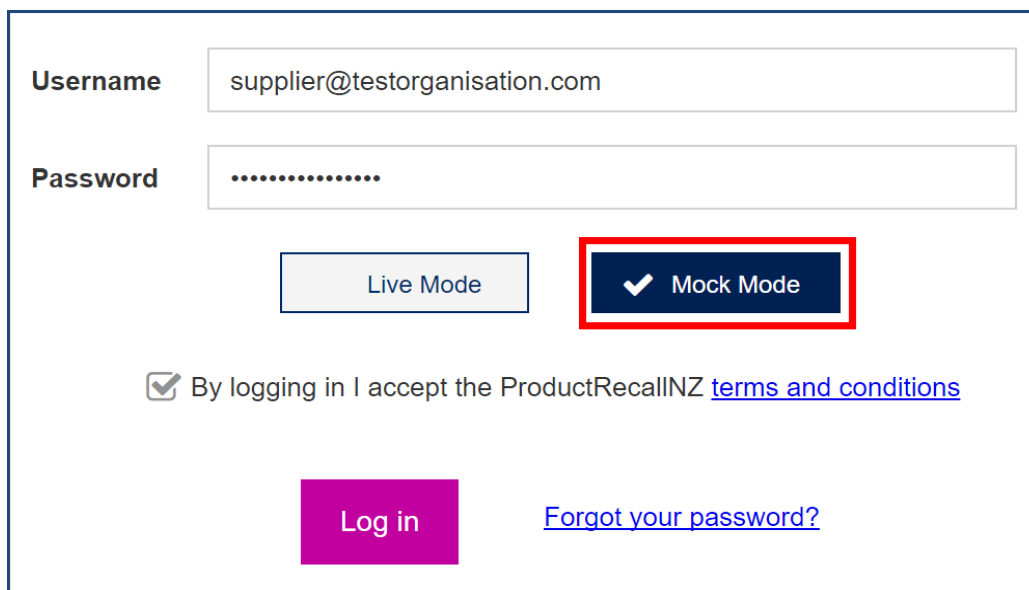
1. Introduction

Mock Recalls are a way of assessing the recall-readiness of an organisation and may be required as part of Food Health and Safety audits. The Mock System is an almost exact replica of the live system, aside from the red banner on the top of every page in the mock system. The key difference in the Mock System, however, is that this notification will not actually be sent to the chosen recipients or regulators and is simply a way to practice creating and issuing notifications in a simulated environment.

1.1 Accessing 'Mock Mode' on ProductRecallNZ

IMPORTANT: If you used the system before November 2016, you will have logged into a separate website to do your Mock Recall. Now you don't need to - your Live system login will now work for both the Mock and Live systems.

In the new ProductRecallNZ system, both Mock and Live recalls can be created at www.productrecallnz.org - The 'Live' mode will be selected by default when logging in, so **make sure to select 'Mock Mode'**.



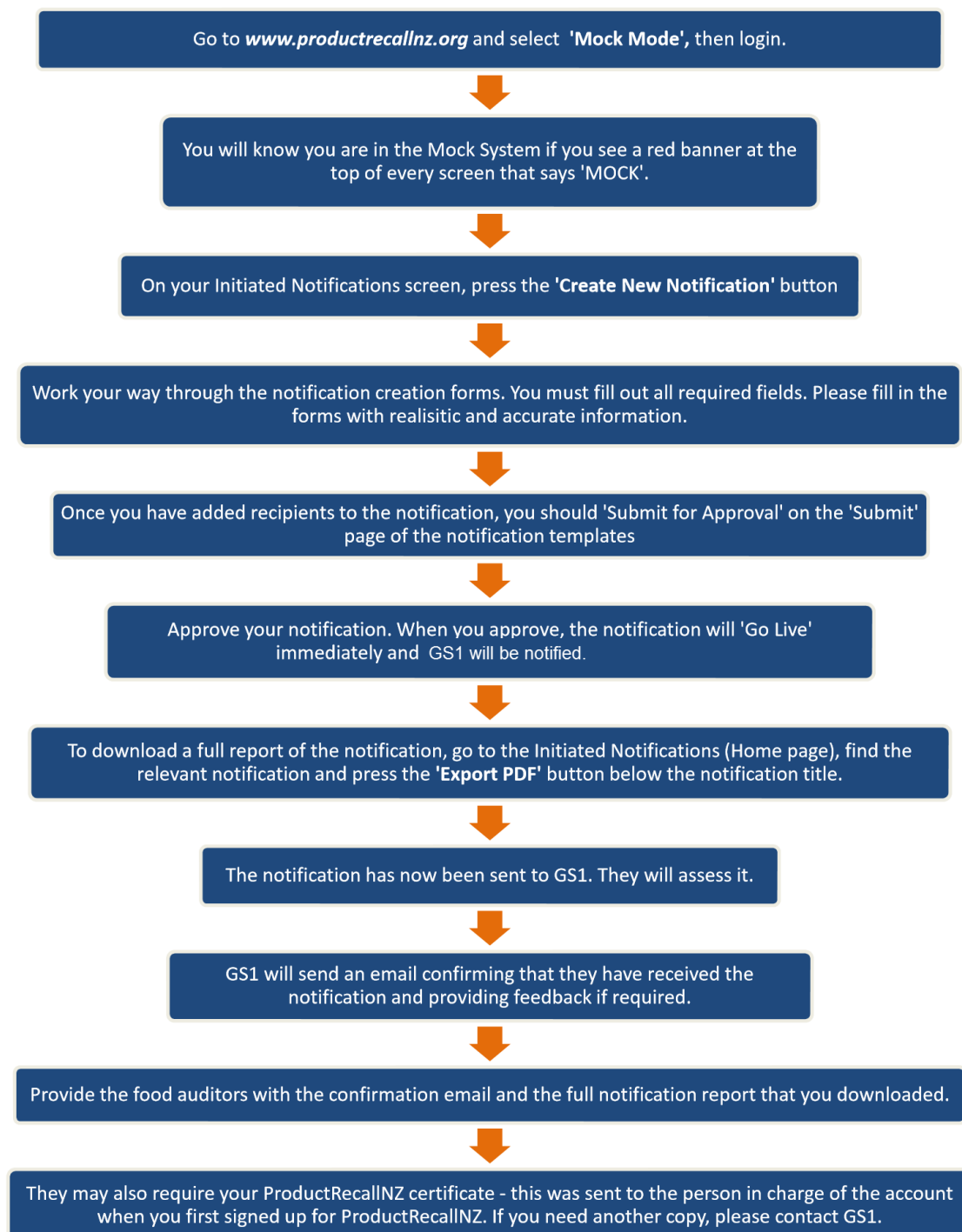
The login form contains the following elements:

- Username:** A text input field containing the email address `supplier@testorganisation.com`.
- Password:** A password input field with masked characters (dots).
- Mode Selection:** Two buttons are present: "Live Mode" and "Mock Mode". The "Mock Mode" button is highlighted with a red rectangular border and includes a checkmark icon.
- Terms and Conditions:** A checkbox is checked, followed by the text "By logging in I accept the ProductRecallNZ [terms and conditions](#)".
- Login Button:** A purple button labeled "Log in".
- Forgot Password Link:** A blue text link labeled "Forgot your password?".



This is the Mock System's top banner. If you do not see this banner, please log out and ensure you are in the Mock System.

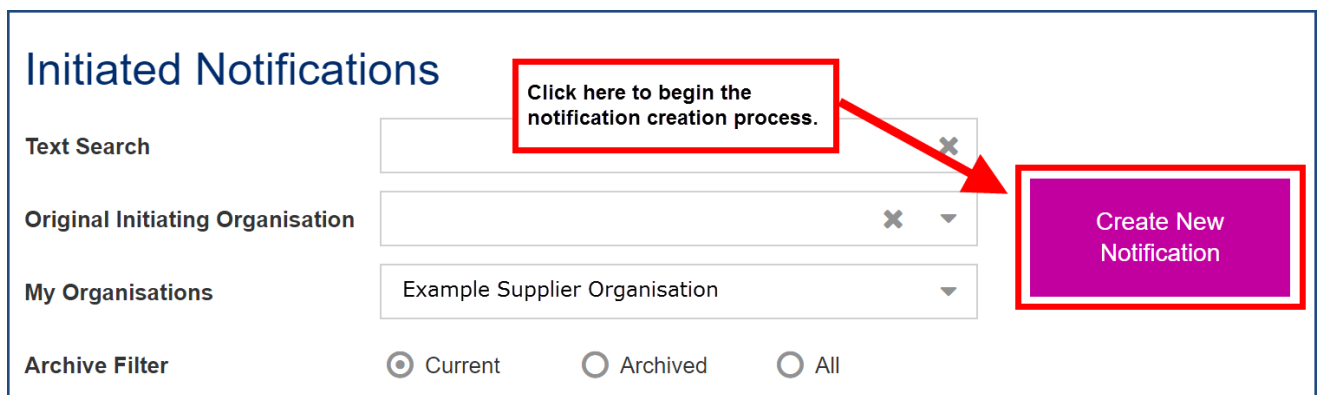
1.2 Mock Recall Process Overview



2. Creating and Sending out a Mock Notification

To conduct a mock recall or withdrawal, log into the ProductRecallNZ system in Mock Mode and fill out a series of templates to simulate a real recall situation. So long as you can see the mock banner at the top of your page, you can go ahead and start your mock notification, beginning at step 1 (see below).

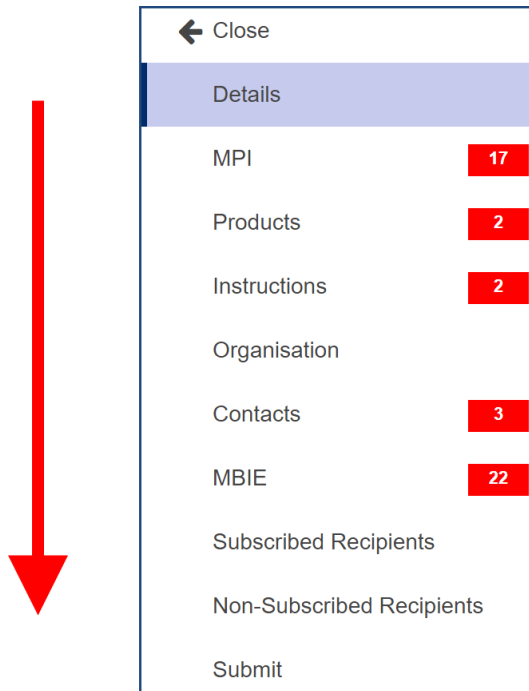
Step 1 - Initiator User logs in to ProductRecallNZ Portal in Mock Mode and on the 'Initiated Notifications' screen, selects 'Create a Notification'.



Step 2 - You must fill out the required information on each screen and select 'Next' on the bottom left of your screen to save and move to the next screen. You can also navigate to a specific screen using the left-hand menu links.



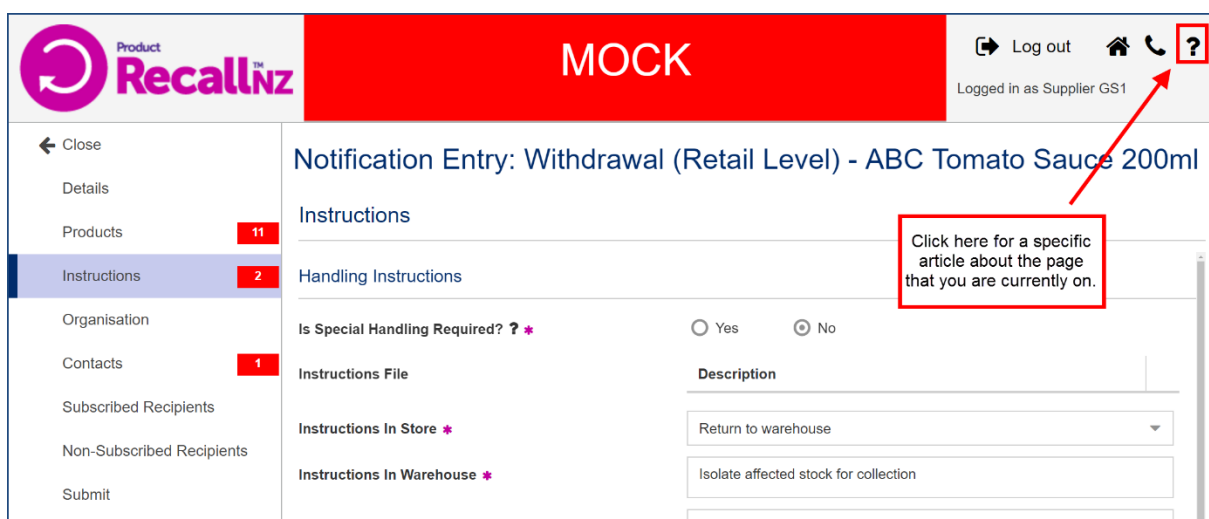
OR



The red flags visible on the left hand menu image indicate how many mandatory fields are not yet completed. These mandatory fields must be completed before the Mock Notification can be submitted for approval and issued.

2.1 Information about Specific Screens

If you are viewing this PDF on your computer, you can click on the links below to view specific articles about each screen. If you have printed this document, please see the help features within the ProductRecallNZ website – for specific articles on each screen, click the question mark icon on the top right of the screen you need assistance with:



If you need specific assistance with just one field on a screen, please scroll your mouse over the bold question mark next to the question –

Notification Entry: Recall (Consumer Level) - ABC Tomato Sauce 200ml

Details

Scroll your mouse pointer over this question mark symbol (There is no need to click)

Notification Name ? *	ABC Tomato Sauce 200ml
Notification Title	200ml
Product Type ? *	

Notification name should include Brand Name, Product Name and Size. If the notification covers multiple products, specify the product group or category of products. Maximum length is 50 characters. For Example: ABC Roast Beef Sauce 200ml All ABC 200ml Sauce

Please read the notes below some of these hyperlinks as they contain important information that is specific to Mock Notifications only.

[Notification Details](#)

[Products](#)

[Ministry for Primary Industries \(MPI\)](#) - these forms only appear if you wish to practice filling out the regulator forms during your Mock Notification. **In the case of a Mock notification, if you click the 'Submit to MPI button' on the MPI forms, this will send an error message to your email address - please ignore or delete this email.**

[Instructions](#)

[Contacts](#)

[Subscribed Recipients](#) - The Mock notification must be sent to at least one subscribed and/or non-subscribed recipient. **Using real recipients that would be used in the event of a live notification is preferable such as Foodstuffs North Island or Bidfood Limited - they will not receive any SMS or email alerts. However, if they login to Mock Mode, they can view your notification.**

If you are uncomfortable with this, please feel free to add 'GS1 RECEIVER' as a subscribed recipient, instead.

[Non-Subscribed Recipients](#) - The Mock notification must be sent to at least one subscribed and/or non-subscribed recipient. **This will not be sent to any of these recipients, only to GS1.**

[Additional Information](#) - this form will only appear if certain recipients that require additional information in the event of a recall or withdrawal are selected.

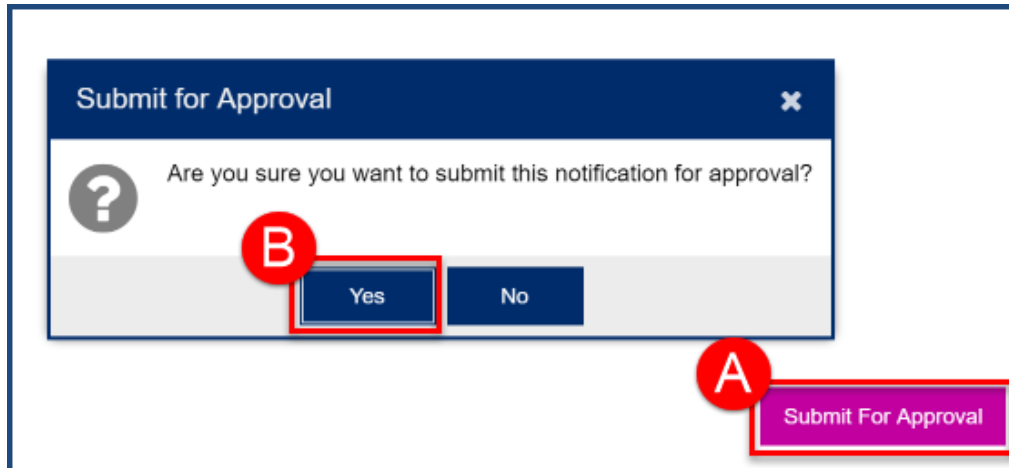
[Ministry of Business, Innovation and Employment \(MBIE\)](#) - these forms only appear if you wish to practice filling out the regulator forms during your Mock Notification. **These forms will not be sent to Ministry of Business, Innovation and Employment.**

[Submit](#) Screen - This is where the user will submit the notification for approval by an 'Approver' type user. See below this link for summary details of submitting and going live with your notification.

Step 3 - Once the screens have all been completed and a minimum of every mandatory field has been filled in, the Initiator user is able to submit the notification for approval.

3. Issuing the Mock Notification

3.1 Submitting the Notification for Approval (Initiator User)



Note: If you are an Initiator only, a 'Cancel Submission' button will appear below the notification title. When this is selected, the notification returns to draft status and can be edited and re-submitted for approval.

Notification Title	Date ↓	Notification ID	Status
Withdrawal (Retail Level) - ABC Tomato Sauce 200ml	25/10/2016	01327.0000.01	Submitted for Approval
<div> <div>Cancel Submission</div> <div>View Summary</div> <div>View Detail</div> <div>Versions</div> <div>Audit Report</div> </div>			

3.2 Approving or Rejecting Notification (Approver User)

The Approver User Approves or Rejects Notification.

If the Initiator user also holds an Approver role, there is no need to log out. You simply return to the 'Initiated Notifications' screen and select the button 'Approve/Reject'.

Step 4 - Select the 'Approve/Reject' button

Withdrawal (Retail Level) - Tasty Cheese	28/10/2016	01365.0000.00	Submitted for Approval
<div> <div>Approve / Reject</div> <div>View Summary</div> <div>View Detail</div> <div>Versions</div> <div>Audit Report</div> </div>			

Step 5 – Clicking this button will take you to the detailed notification view. Review the notification then select Approve or Reject (To reject a notification, you must provide a reason.)

Recipients

Name	Type
BIDVEST NEW ZEALAND LIMITED	Global
FOODSTUFFS NORTH ISLAND LIMITED	Subscribed
Ministry for Primary Industries	Regulator

[Approve Notification](#)
[Reject Notification](#)
[View Summary](#)
[Export PDF](#)
[Audit Report](#)

Step 5A - If the Approver rejects a notification: They must provide a reason for rejection. Once they have rejected a notification, it returns to draft status and an email is sent to the Initiator user notifying them of the reason for rejection. The Initiator must make changes and then re-submit for approval.

Step 5B - If the Approver approves a notification: Upon Approval the notification will 'go live' and be sent out to the specified recipients. The notification is now live.

Approve

Are you sure you want to approve this notification? The notification will GO LIVE immediately.

[Yes](#)
[No](#)

Step 6 - Once the notification has 'Gone Live' you or the Approver user will be returned to the 'Initiated Notifications' Page and will see a 'Live' status next to the notification. The notification has now been sent out to GS1 New Zealand for review. Our team will review the notification and provide a confirmation email within 3 days of receiving the notification.

Notification Title	Date ↓	Notification ID	Status
Withdrawal (Retail Level) - ABC Tomato Sauce 200ml	13/10/2016	01276.0000.00	Live

[View Summary](#)
[View Detail](#)
[Progress Reports](#)
[Update](#)
[Copy](#)
[Archive](#)
[Close](#)
[Audit Report](#)

4. Downloading a Full Notification Report

You may be required to provide proof of this Mock Notification. GS1 recommends that you download the detailed notification report. To do this, on the Initiated Notification page, you will see a series of buttons below the notification title - click '**Notification Detail**'.

Notification Title	Date ↓	Notification ID	Status
Recall (Trade Level) - ABC Tomato Sauce 200ml	23/11/2016	01210.0000.00	Live
View Summary	View Detail	Progress Reports	Update
Copy	Archive	Close	Audit Report

Then on the bottom bar of the Notification Summary/Details, select "Export PDF" to download a full Notification Report.

View Summary	Progress Reports	Update	Copy	Archive	Close	Export PDF	Audit Report
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Congratulations - once you have successfully issued your mock notification and received a confirmation email, you have successfully completed the Mock recall process!