

# How to View and Report Back on a ProductRecallNZ Notification

## 1. Viewing Notification Details

You will be alerted about a notification sent to your organisation through an email or SMS alert.

You can access the notification in two different ways:

- Through the direct link found in the email alert you received (which will take you straight to the 'View Detail' screen after logging in)
- By logging in to [www.productrecallnz.org](http://www.productrecallnz.org) and accessing the notification on the 'Received Notifications' screen.

Product Recall<sup>TM</sup>

Log out

Logged in as **Receiver User**

Received

Users

Organisations

### Received Notifications

Text Search

Original Initiating Organisation:

Initiating Organisation

My Organisation: Receiver Site

Archive Filter:  Current  Archived  All

**NOTE**

If you select the 'Export PDF' option, you will remain on this screen when the file downloads. You can then select the 'Report' button directly from this page.

Notification Title	Issued By	Issue Date ↓	Notification ID	Status
Withdrawal (Warehouse Level) - ABC Tomato Sauce	Initiated by: <b>Supermarket Support Office</b> Originally initiated by: <b>Supplier Limited</b>	26/09/2016	01204.0001.00	Unread

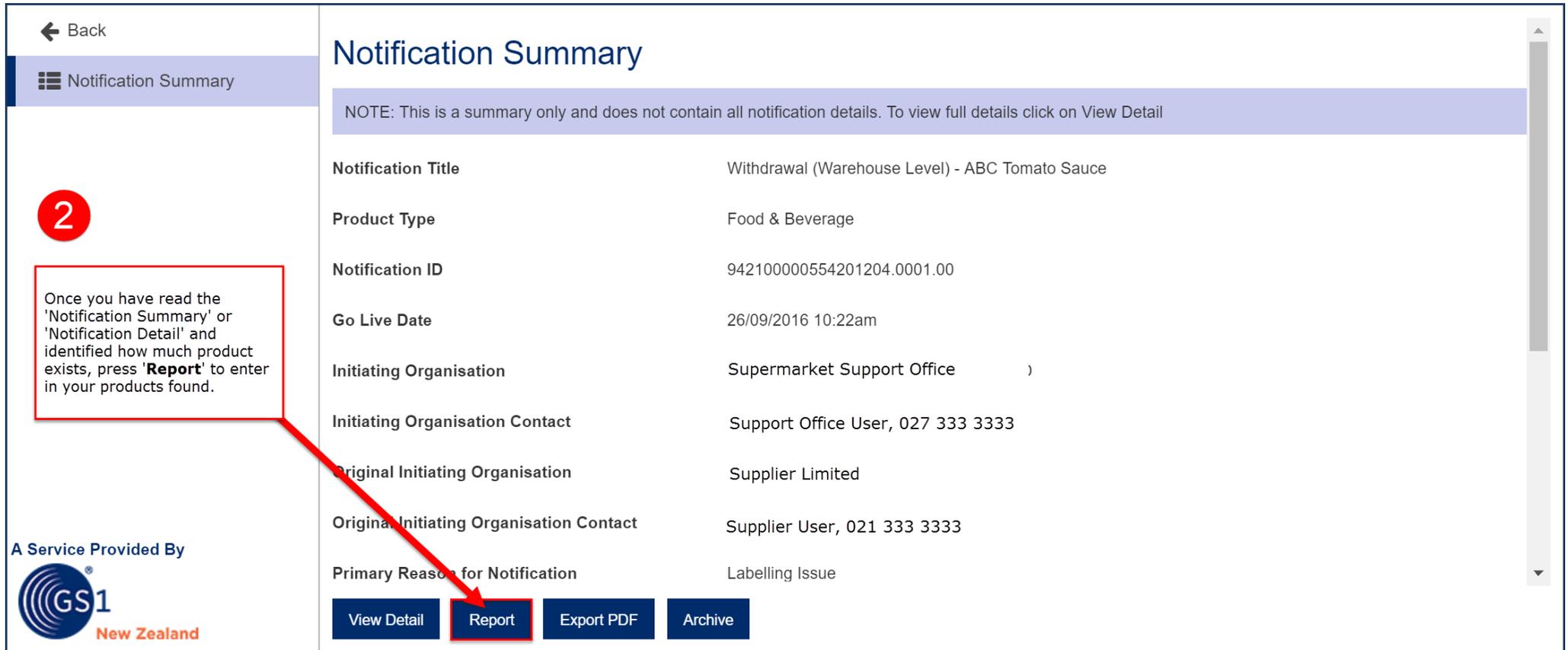
1

To view the notification, select either 'View Summary' (to see an overview of the notification), 'View Detail' (to view the full notification details) or 'Export PDF' (to download a PDF version of the detailed notification) on the Received Notifications Screen.

View Summary View Detail Report Export PDF Archive

The first step is to identify whether you stock the exact product in the recall/withdrawal. Do this by opening the summary full (detail) or PDF version of the notification. To view images or attachments you must select 'View Detail'.

## 2. Accessing the Reporting Screen



← Back

☰ Notification Summary

**2**

Once you have read the 'Notification Summary' or 'Notification Detail' and identified how much product exists, press '**Report**' to enter in your products found.

A Service Provided By  
**GS1**  
New Zealand

### Notification Summary

NOTE: This is a summary only and does not contain all notification details. To view full details click on View Detail

Notification Title	Withdrawal (Warehouse Level) - ABC Tomato Sauce
Product Type	Food & Beverage
Notification ID	942100000554201204.0001.00
Go Live Date	26/09/2016 10:22am
Initiating Organisation	Supermarket Support Office )
Initiating Organisation Contact	Support Office User, 027 333 3333
Original Initiating Organisation	Supplier Limited
Original Initiating Organisation Contact	Supplier User, 021 333 3333
Primary Reason for Notification	Labelling Issue

[View Detail](#) [Report](#) [Export PDF](#) [Archive](#)

The above image is the 'Notification Summary', accessed by selecting: 'view summary' and is just one way to view the notification. Scroll down the page for more information, including details of affected products.

Please note that you can also access the 'Report screen' directly from the 'Received Notifications' page (As seen in the first image of this help guide.)

### 3. Reporting Back on Quantity Found

← Back

☰ Notification Reporting

## Withdrawal (Warehouse Level) - ABC Tomato Sauce

Corrective Action Status: \*

Corrective Action Status Updates

Date/Time	Status	Reported By
26/09/2016 11:10am	Acknowledged	Receiver User
26/09/2016 10:22am	Unread	

Choose your reporting status ('Completed' or 'Not Ranged') then select **Update**.

### Item Status

Product Name	Total Units Found to Date	Unit of Measure
Tomato Sauce 300ml	0.00	Base Unit/Each

Date updated ↓	Base Unit/Each Found	Comments	Reported By
26/09/2016 11:26am	400		

When finished, press **Save and Close**.

Tomato Sauce 1L 0.00 Base Unit/Each

If you stock **any** of the products you will need to report back on all products listed on the report screen, even if you do not stock these. When you have finished, your last step is to update the “Corrective Action Status” to completed. **Please note that if you do not stock any of the products in the notification you should just update the status (6) to ‘Not Ranged’.**

Concerning Step 4, please note that the product may be a Base Unit (each), Case Unit (multi box) or a ‘variable unit of measure’ item (for example: bulk coleslaw supplied and sold from the delicatessen). If it is a ‘variable unit of measure’ you will be reporting on the quantity found in Grams, Kilograms, Millilitres, Litres etc.