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 and accessing the notification on the 'Received Notifications' screen.

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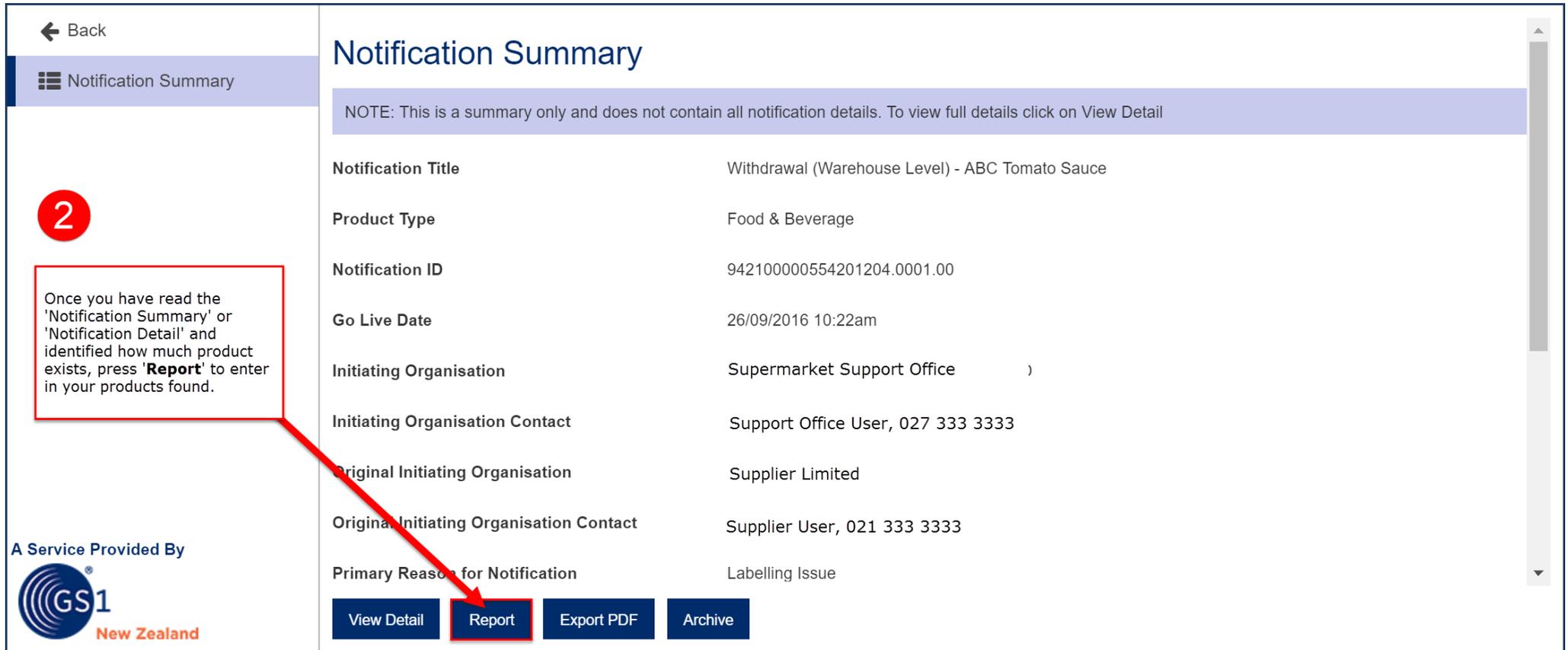
The above image is the 'Notification Summary', accessed by selecting: 'view summary' and is just one way to view the notification. Scroll down the page for more information, including details of affected products.

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

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.