TOOL USER GUIDE

INCIDENT MANAGER

CONTENTS

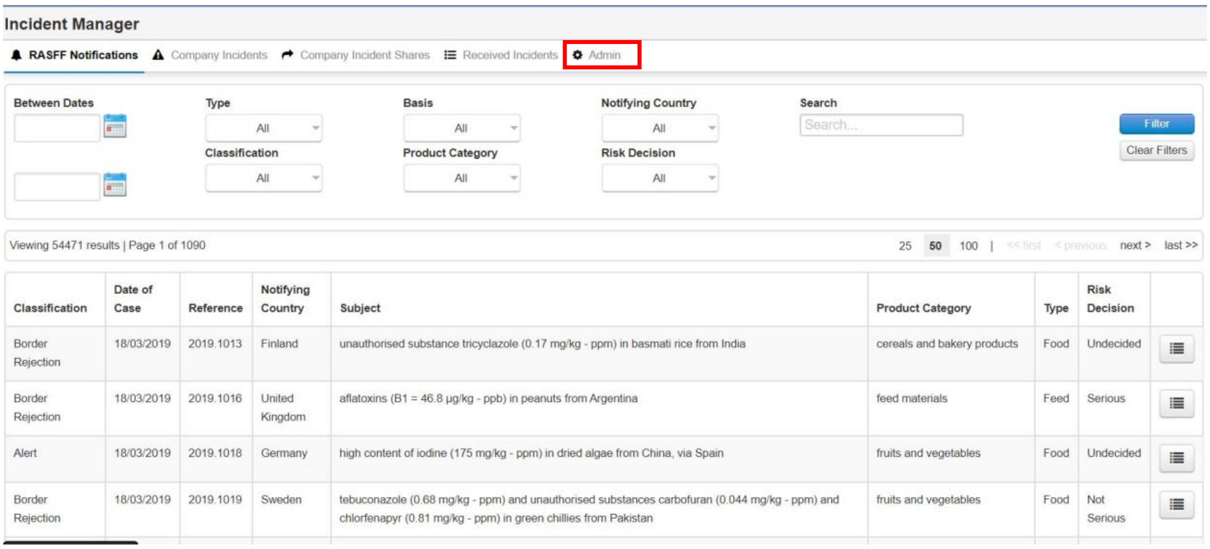
1. INITIAL SETUP

The incident Manager pulls live information from the RASSF portal on food incidents in the world straight into Foods Connected so you can There is Some initial setup before you can use the Incident Manager.

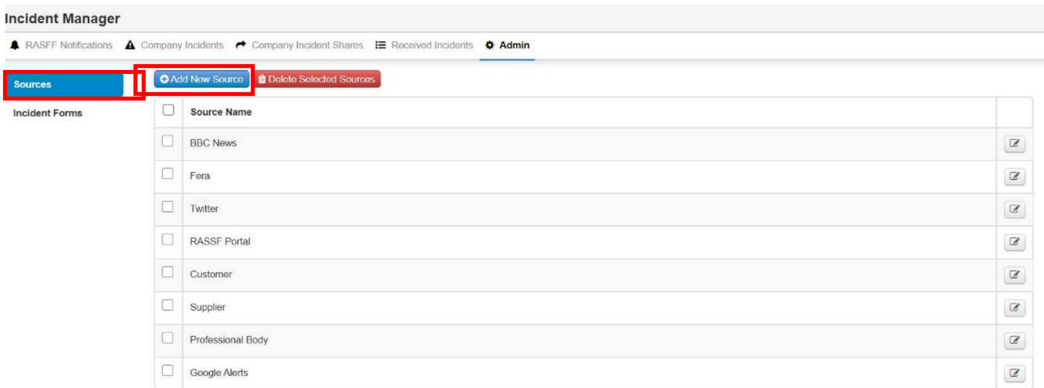
1.1 SETUP THE SOURCES

The sources are the outlets or places where you have received information regarding an incident. It's used to tag the incident.

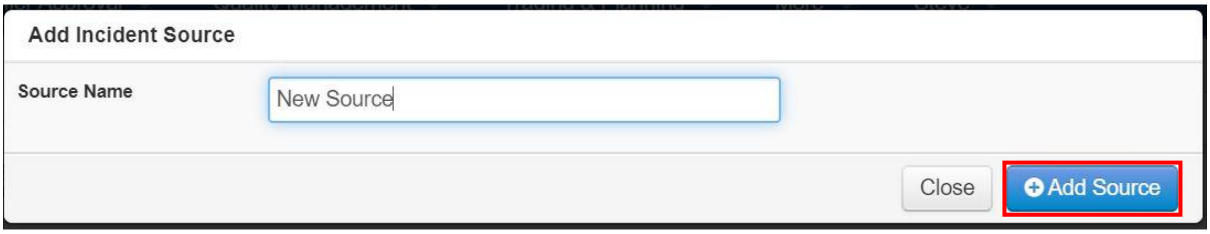
Step 1: On the Incident Manager, select ***Admin***



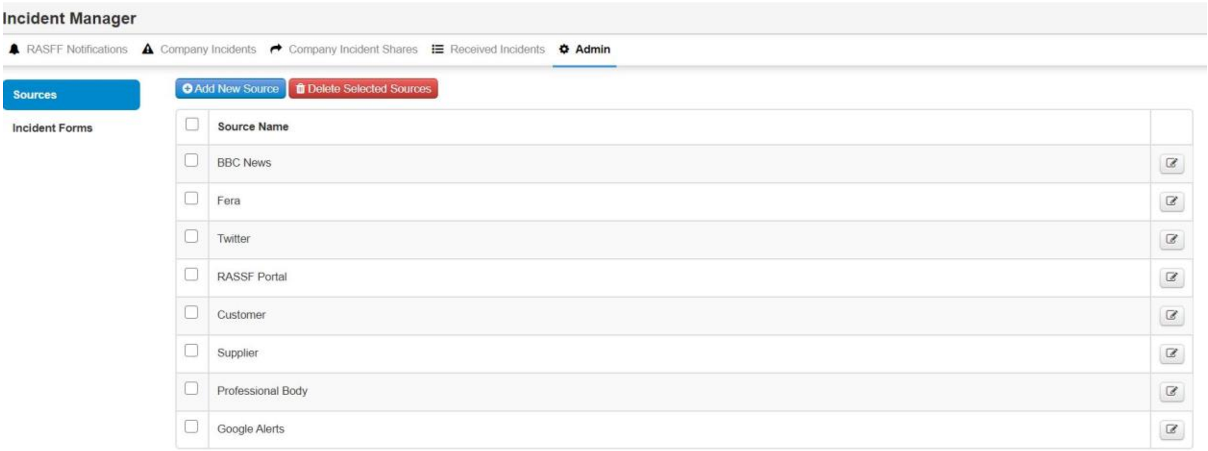
Step 2: On the ***Sources*** tab in the left, select ***Add New Source***



Step 3: Type in the source name, then select ***Add Source***

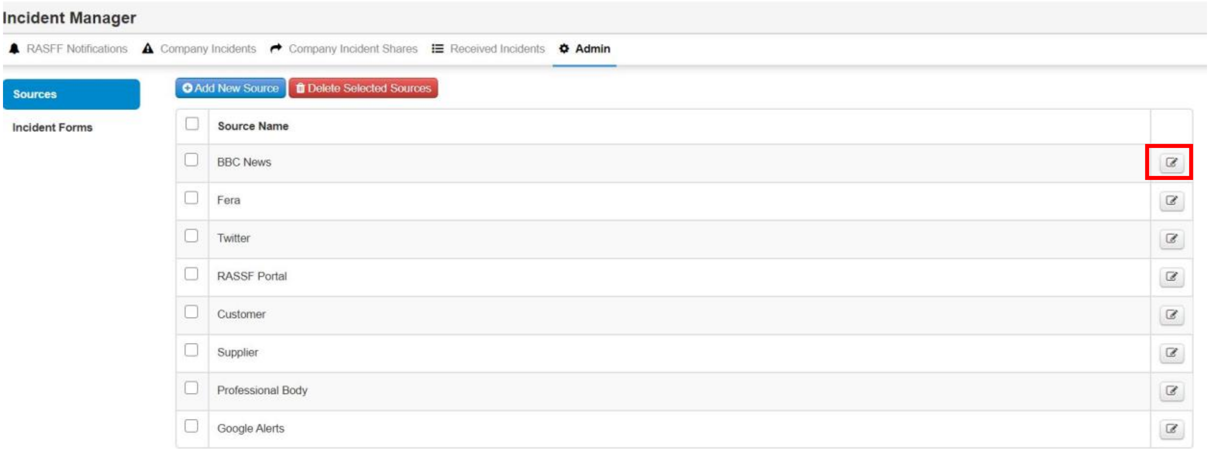


Step 4: Your sources will look like this below.

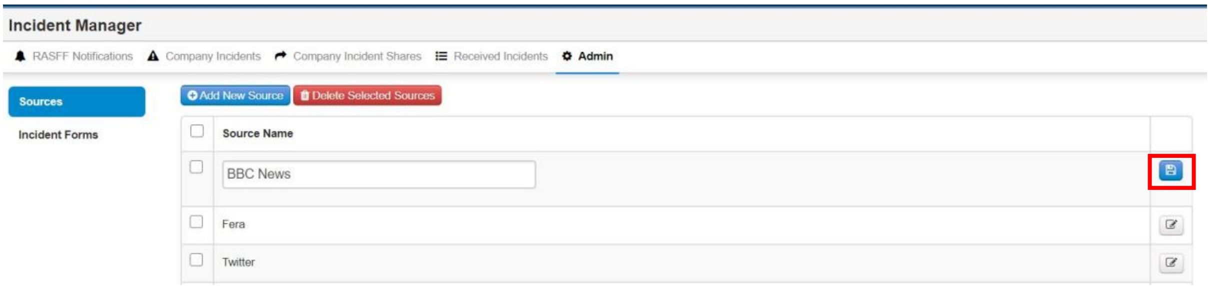


1.2 EDIT THE SOURCES

Step 1: Select the source by selecting the edit button



Step 2: Now edit the name, once done select the blue save button



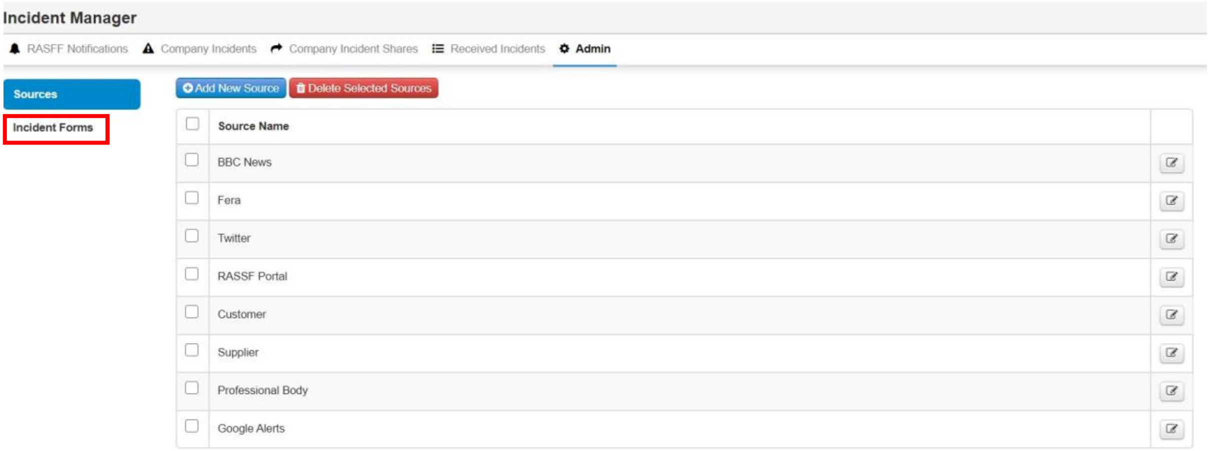
1.3 DELETE SOURCE

Step 1: Select the source to delete by ticking the box, then select ***Delete Selected Sources***

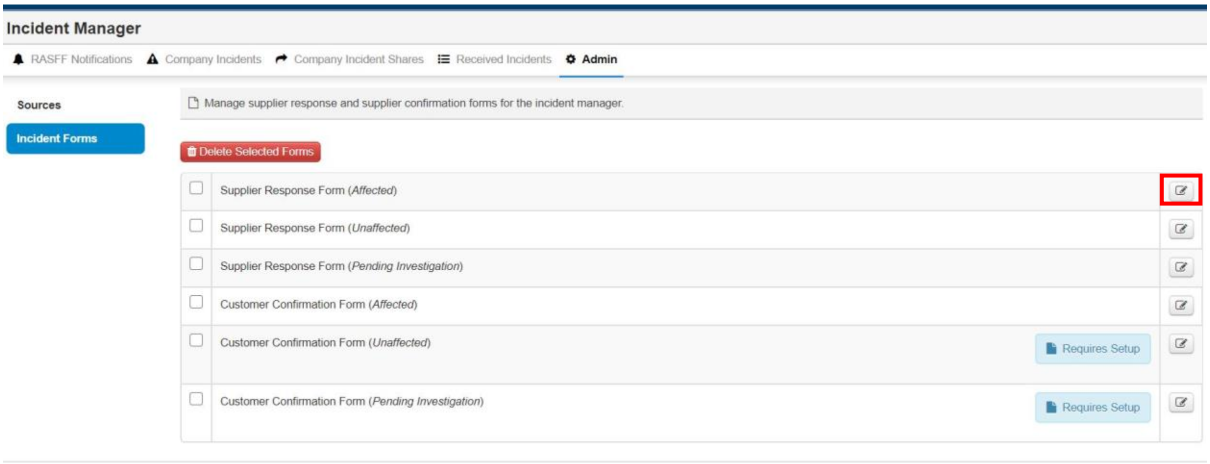
2. CREATE INCIDENT FORMS – SUPPLIER & CUSTOMER CONFIRMATIONS

The incident forms are the forms that the supplier or customer will fill in depending on the status of the ingredient that has been affected. There is 6 forms, 3 for suppliers & 3 for you the customer. The ***Affected*** form is activated if the Suppliers ingredient does come from an affected source. The ***Unaffected*** form is activated if the Suppliers ingredient does not come from an affected source. And the ***Pending Investigation*** form is activated if the Suppliers ingredient is under investigation to determine the source and if it has been affected in any way. The same goes for the Customer forms these are used to inform you the customer when you close out your investigation of the various outcomes of the ingredients.

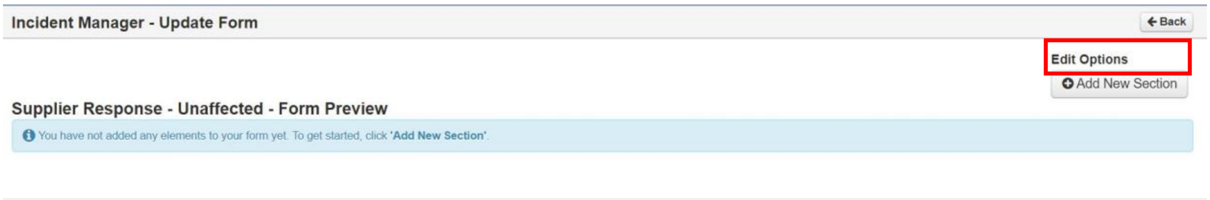
Step 1: In the Admin section select ***Incident Forms*** on the left



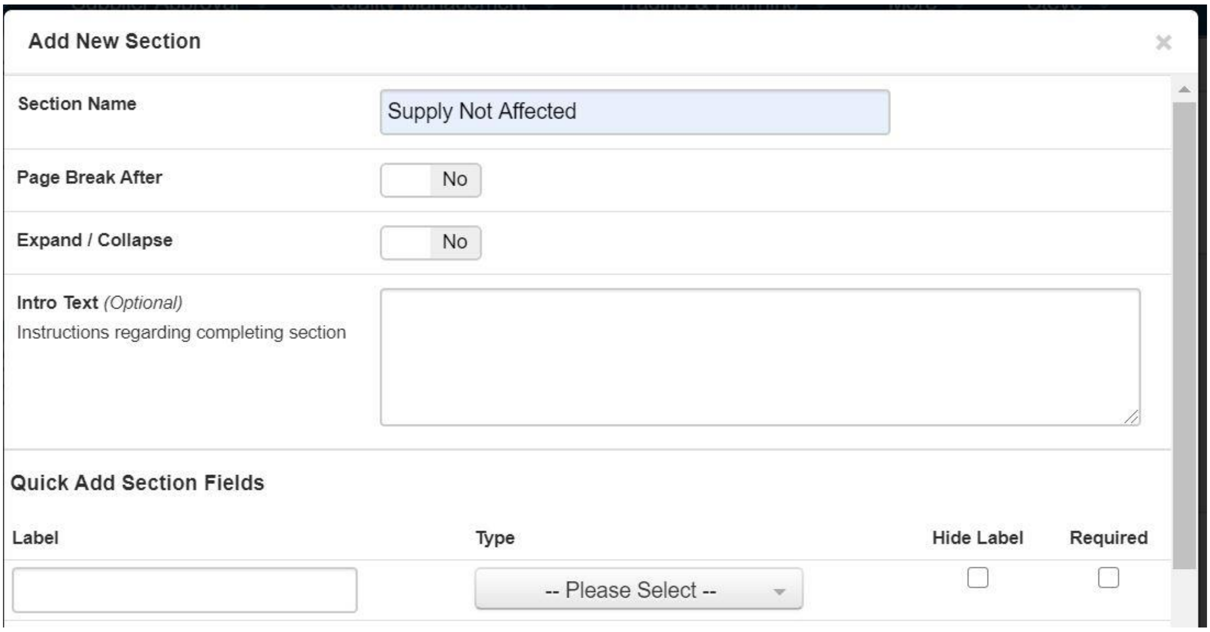
Step 2: As you can see there is 6 forms. If the forms are not setup it will state ***Requires Setup***. To setup the form, select the edit button beside the form.



Step 3: Your form will be blank like this. Now begin to create it using the same function as other tools. Select ***Add New Section.***



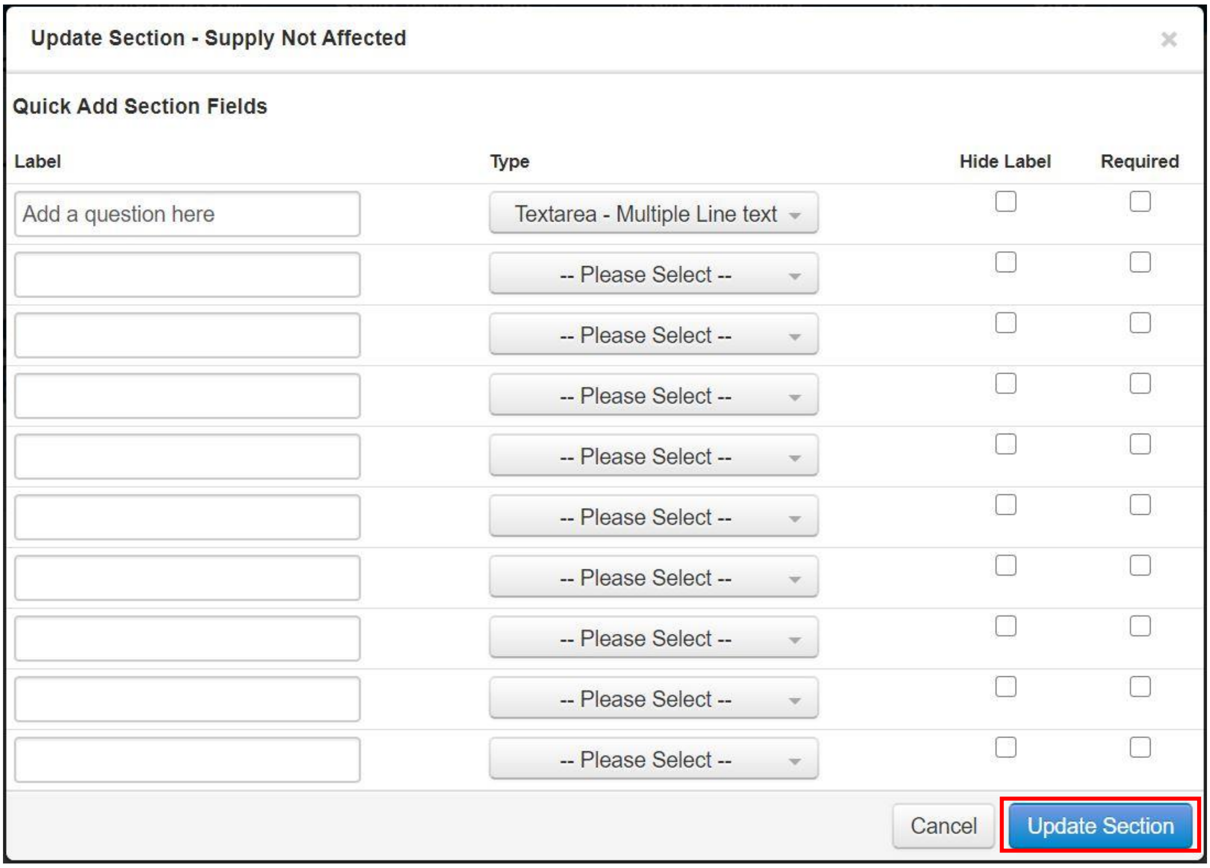
Step 4: Enter in section name



Step 5: The section will look like this below

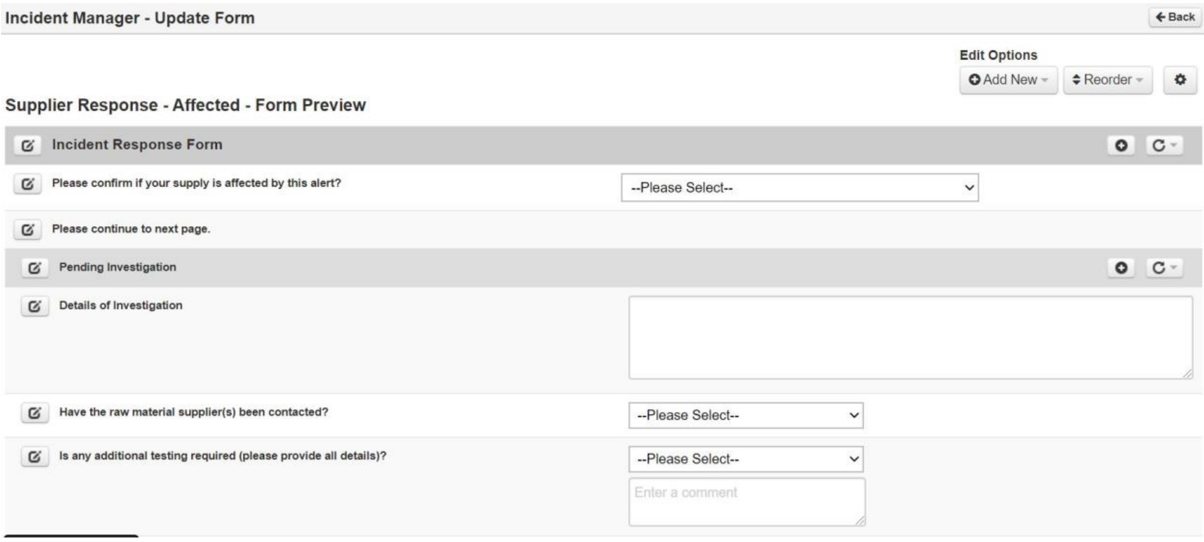
Step 6: Now add the question or field by selecting ***Quick Add section Fields***

Step 7: Add your questions & areas for information for your suppliers to input here. Once done select ***Update Section***



Step 8: Your questions and & areas of input for information will look like this.

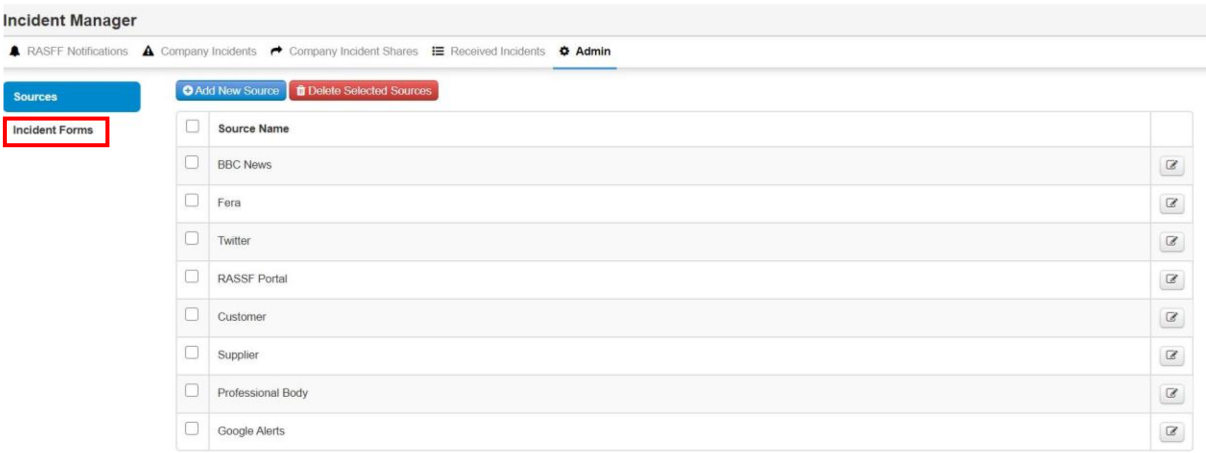
Step 9: Now repeat these steps for sections & questions to build up your form, to suit to your business needs & requirements. It may end up looking like this below



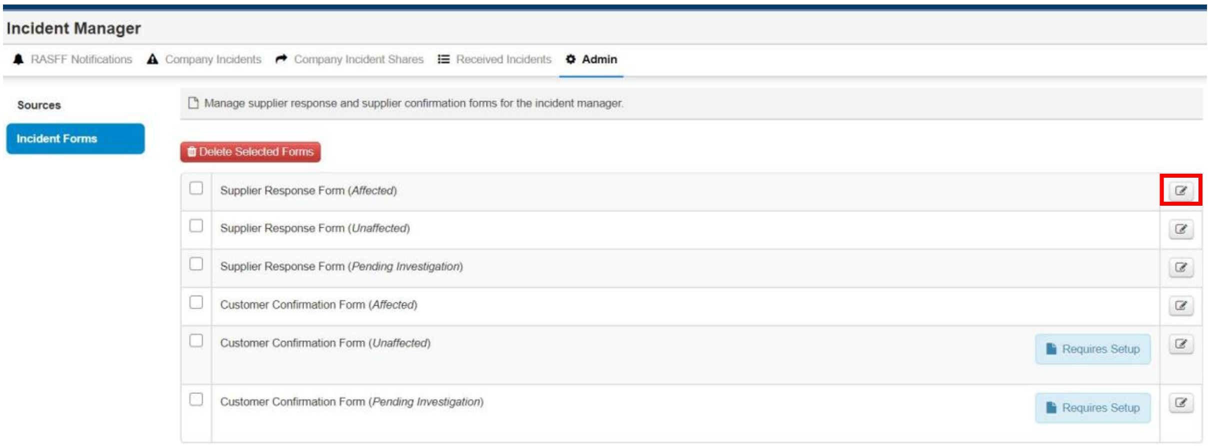
Step 10: Repeat these steps to build each of the forms ***Affected, Unaffected*** & ***Pending Investigation***

3. EDIT INCIDENT FORMS – SUPPLIER & CUSTOMER CONFIRMATIONS

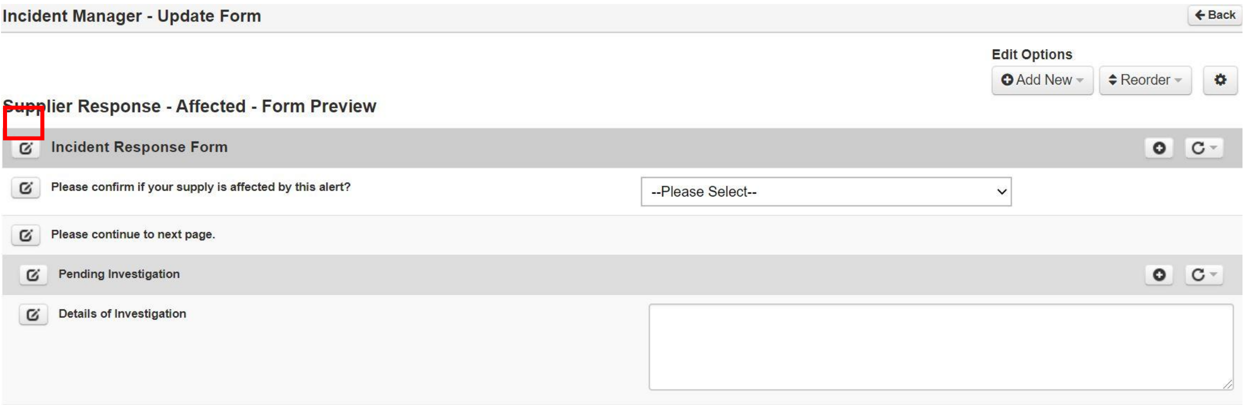
Step 1: In the Admin section select ***Incident Forms*** on the left



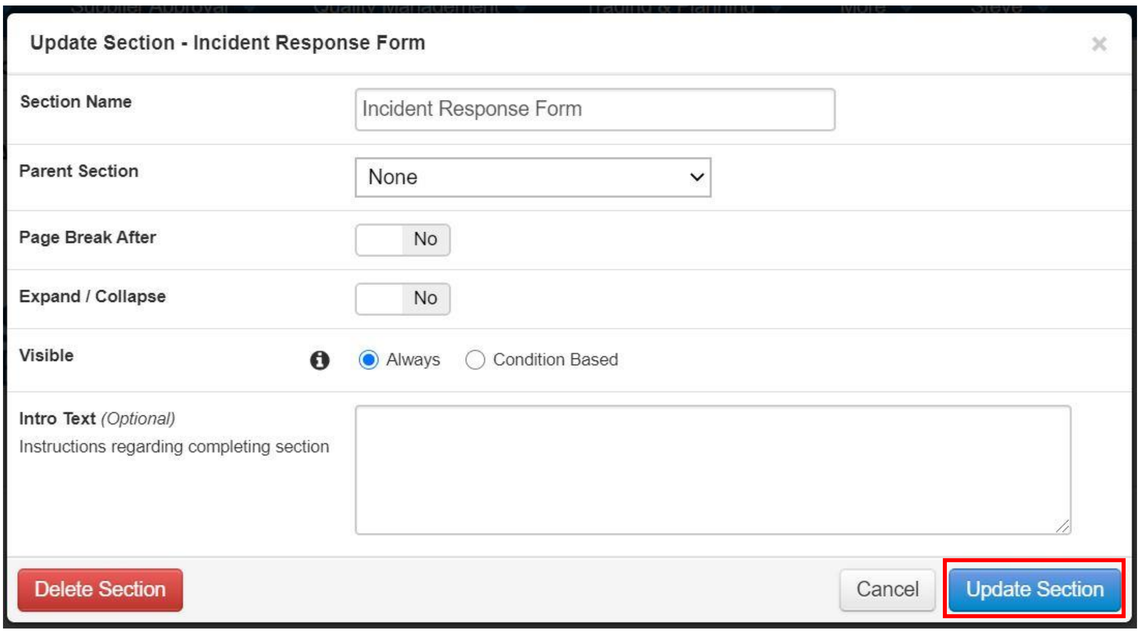
Step 2: As you can see there is 6 forms. To edit the form, select the edit button beside the form.



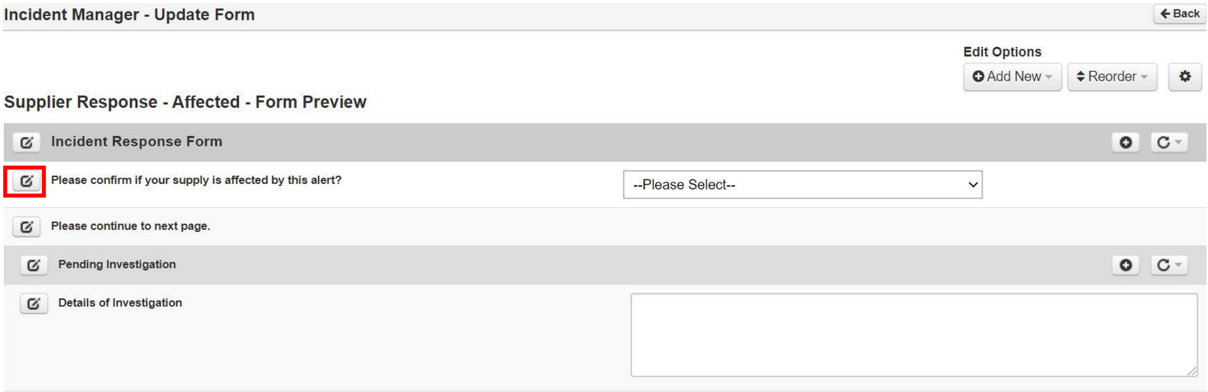
Step 3: Your form may look like this. Now begin to edit it using the same function as you used to create. Select edit section.



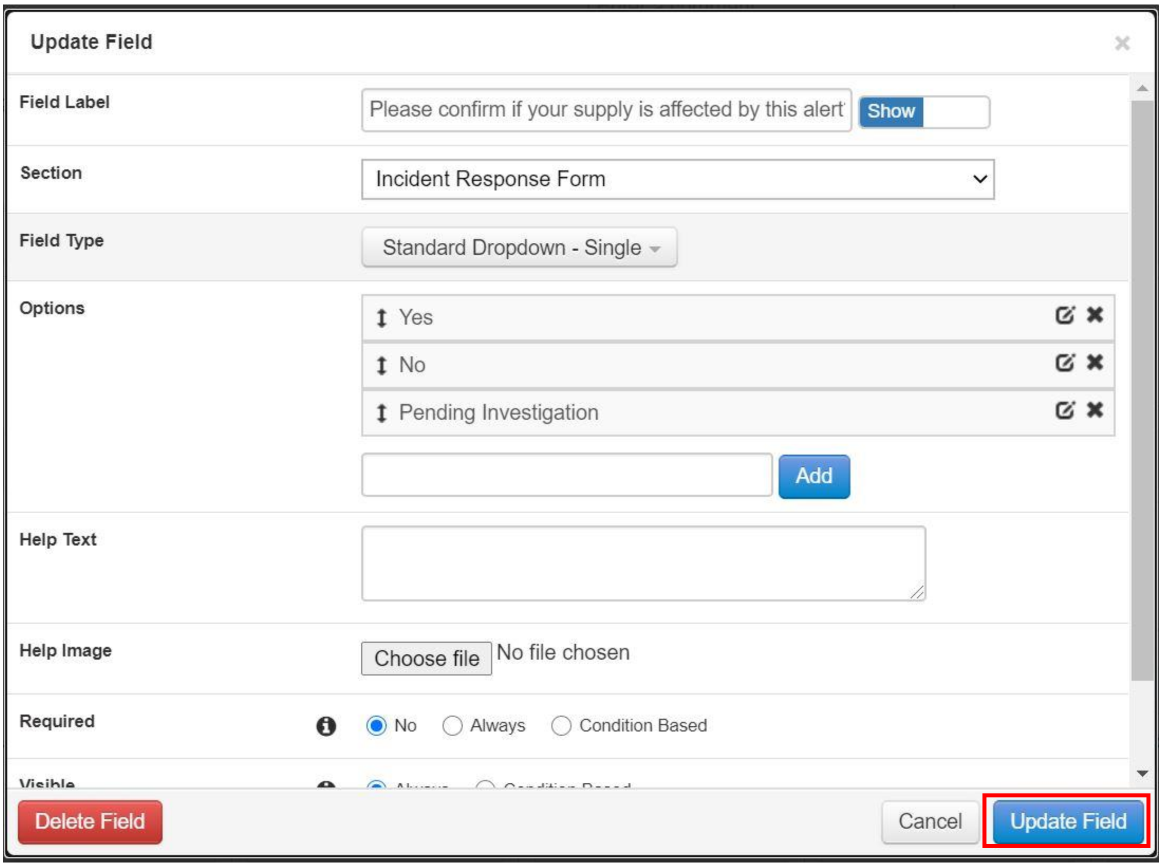
Step 4: Change section name, select *Update Section* when done



Step 5: Now edit the question or field by clicking edit questionnaire

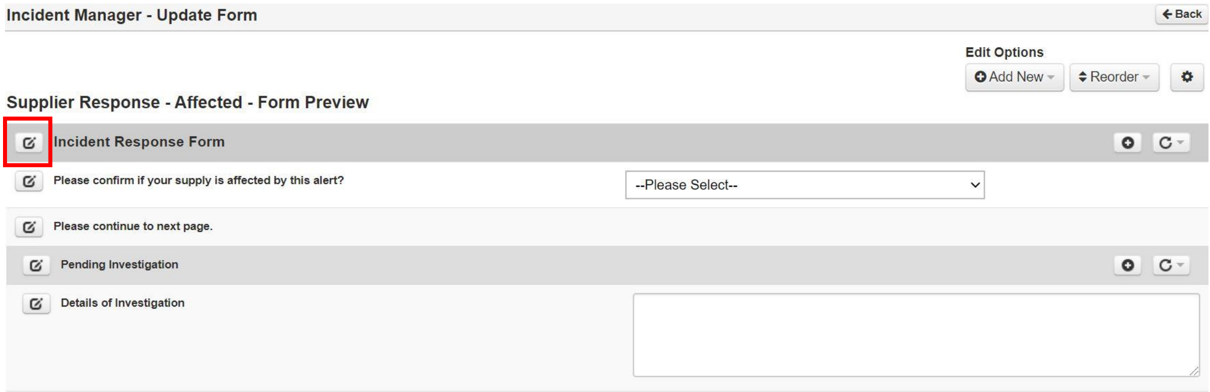


Step 6: Edit your questions & areas of information. Edit your options, set fields as required Once done select ***Update Field***



3.1 DELETE SECTION

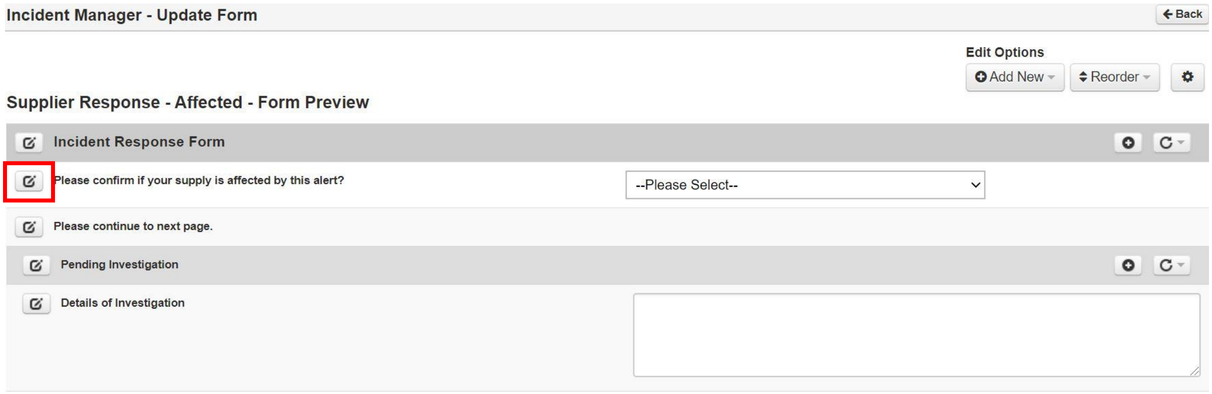
Step 1: To delete section select the edit button beside the section



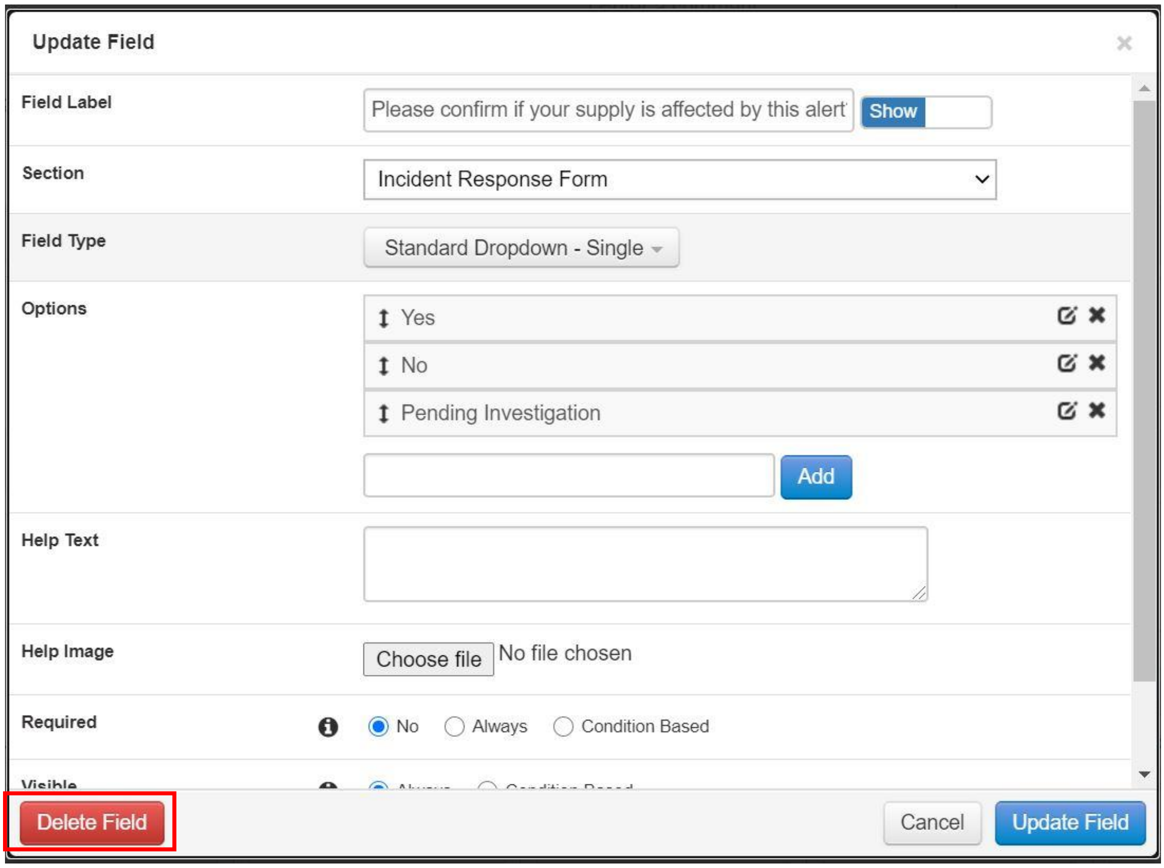
Step 2: Then select ***Delete Section***

3.2 DELETE FIELD

Step 1: Select the edit button beside the field or question



Step 2: Then select ***Delete Field***

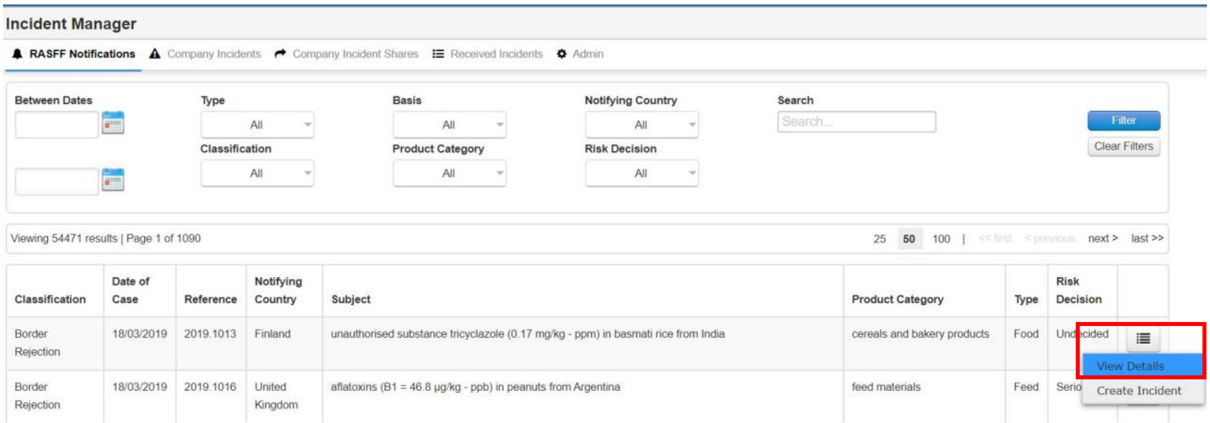


4. RASFF NOTIFICATIONS

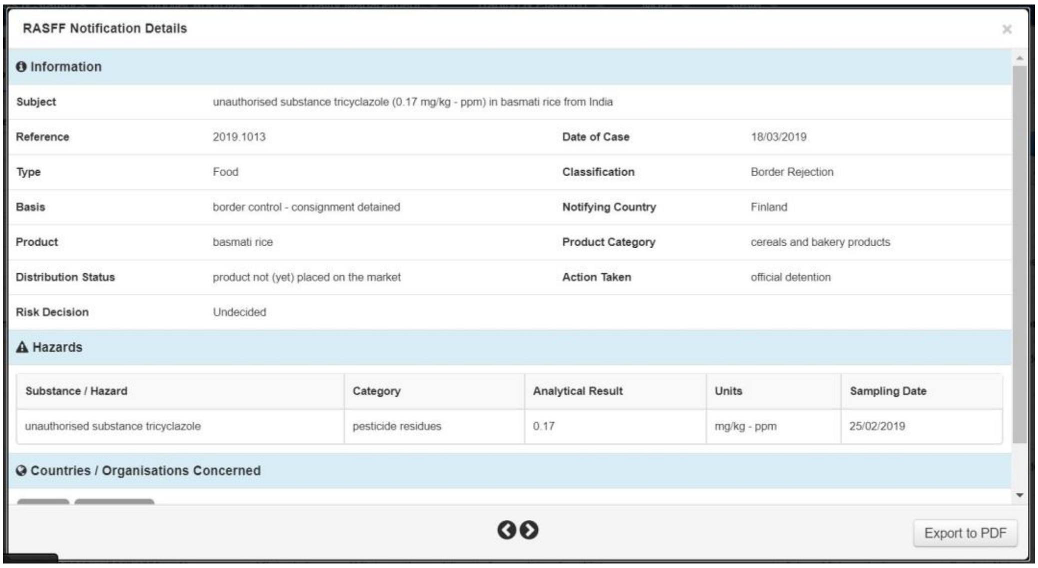
Foods Connected has a live feed from the RASFF portal giving you details of incidents in the world. From here you can create a incident for your own business and supply to share with your suppliers to see if they have been affected by the supply. From this RASFF tab you can view details of the incidents & create an incident for your own business from these.

4.1 VIEW RASFF NOTIFICATIONS

Step 1: Select the button beside the notification and select ***View Details***

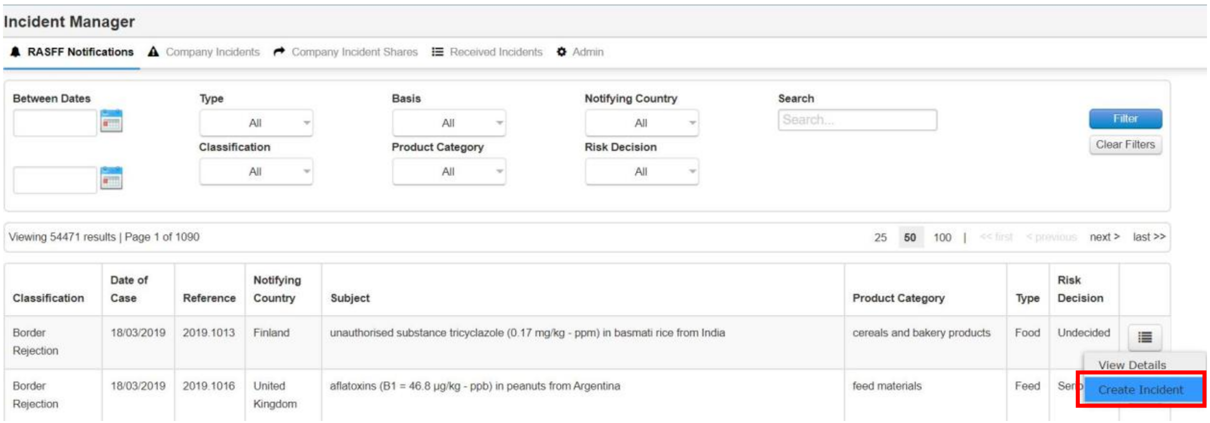


Step 2: Now view & review the details. You can export to pdf from here too.

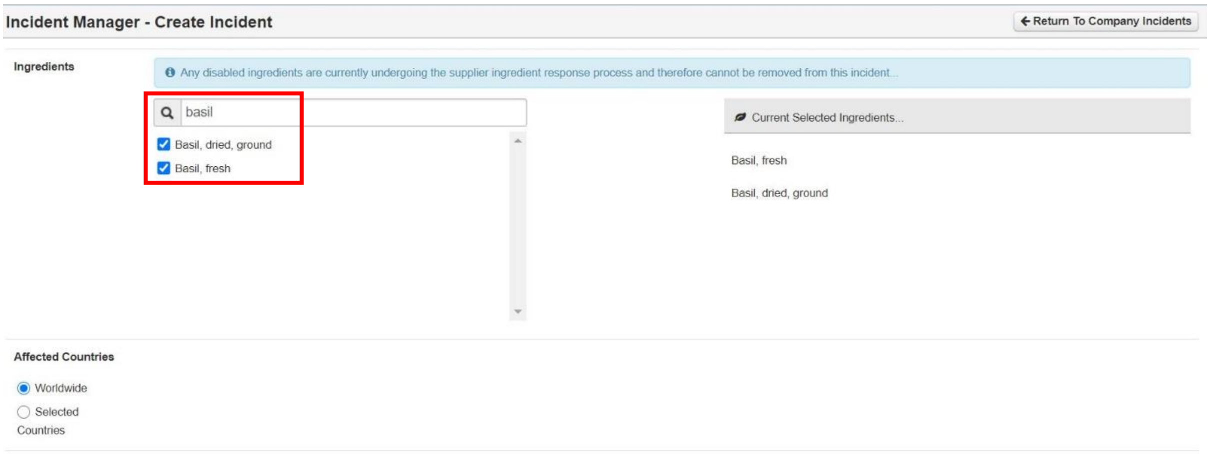


5. CREATE AN INCIDENT FROM THE RASFF NOTIFICATIONS

Step 1: Select the button beside the notification, then select ***Create Incident***

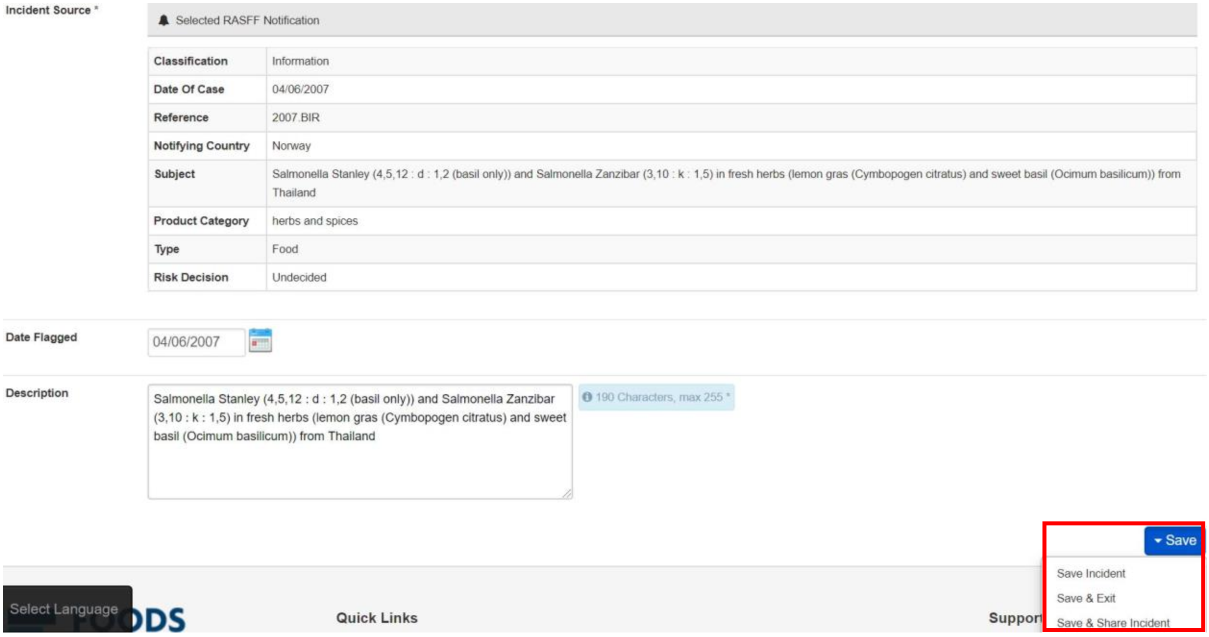


Step 2: Search the ingredient from the list, then tick it. As you tick it, the ingredient will appear on the right, this means it's selected.

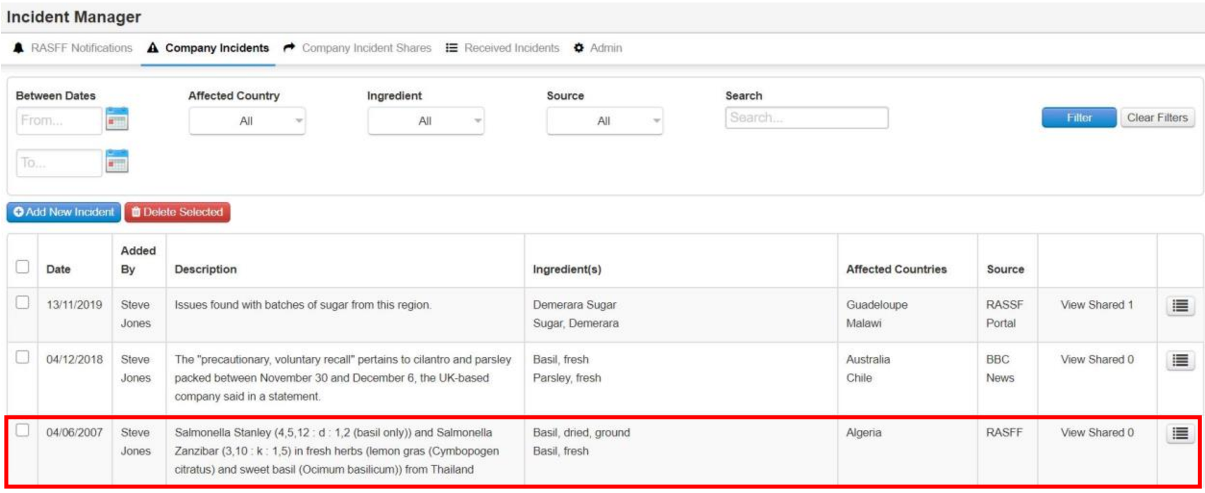


Step 3: Now select the country where your ingredients came from. Search the list, then tick it. The country will appear on the right, this means it's selected.

Step 4: Now select the date the incident was flagged & write a description. Once done select ***Save*** then ***Save & Exit***



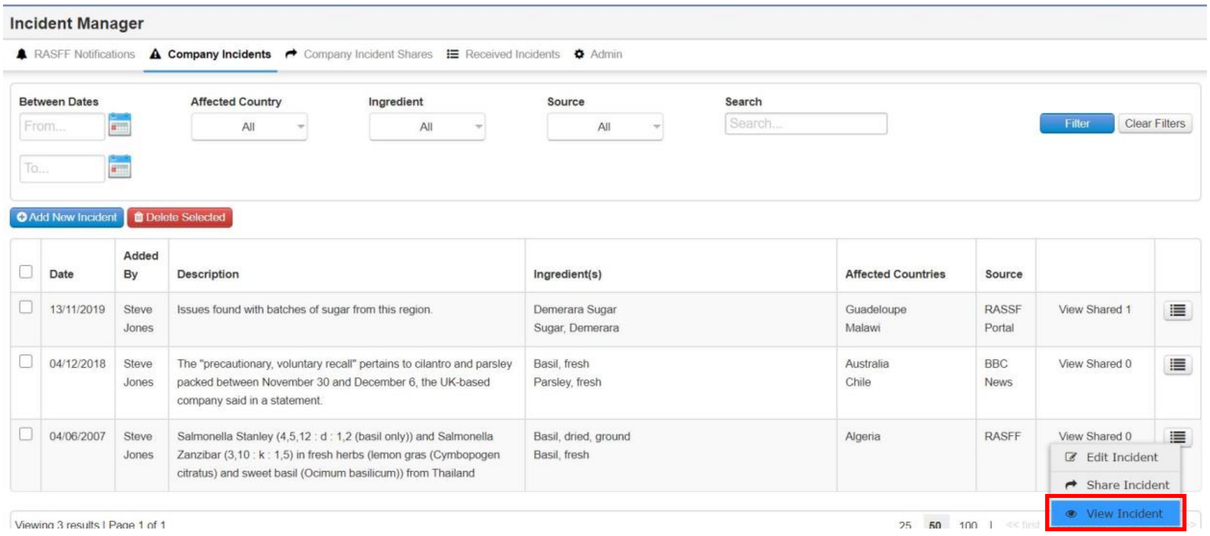
Step 5: Your incident has been created



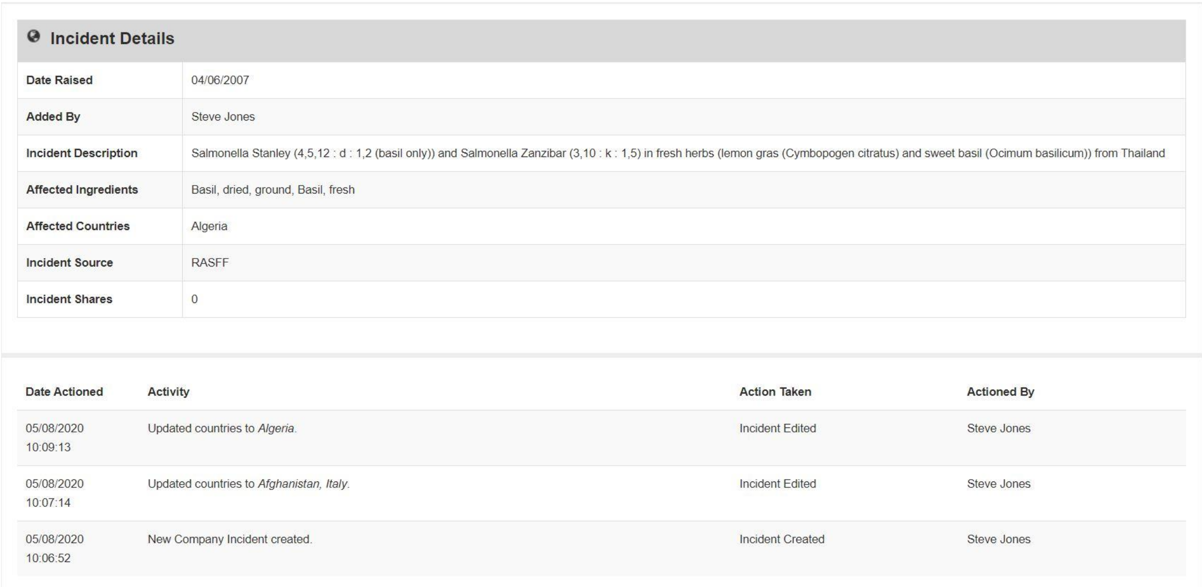
	Date	Added By	Description	Ingredient(s)	Affected Countries	Source		
	13/11/2019	Steve Jones	Issues found with batches of sugar from this region.	Demerara Sugar Sugar, Demerara	Guadeloupe Malawi	RASSF Portal	View Shared 1	
	04/12/2018	Steve Jones	The "precautionary, voluntary recall" pertains to cilantro and parsley packed between November 30 and December 6, the UK-based company said in a statement.	Basil, fresh Parsley, fresh	Australia Chile	BBC News	View Shared 0	
	04/06/2007	Steve Jones	Salmonella Stanley (4,5,12 : d : 1,2 (basil only)) and Salmonella Zanzibar (3,10 : k : 1,5) in fresh herbs (lemon gras (Cymbopogen citratus) and sweet basil (Ocimum basilicum)) from Thailand	Basil, dried, ground Basil, fresh	Algeria	RASFF	View Shared 0	

6. VIEW INCIDENT

Step 1: Select the button beside the incident, then select *View Incident*

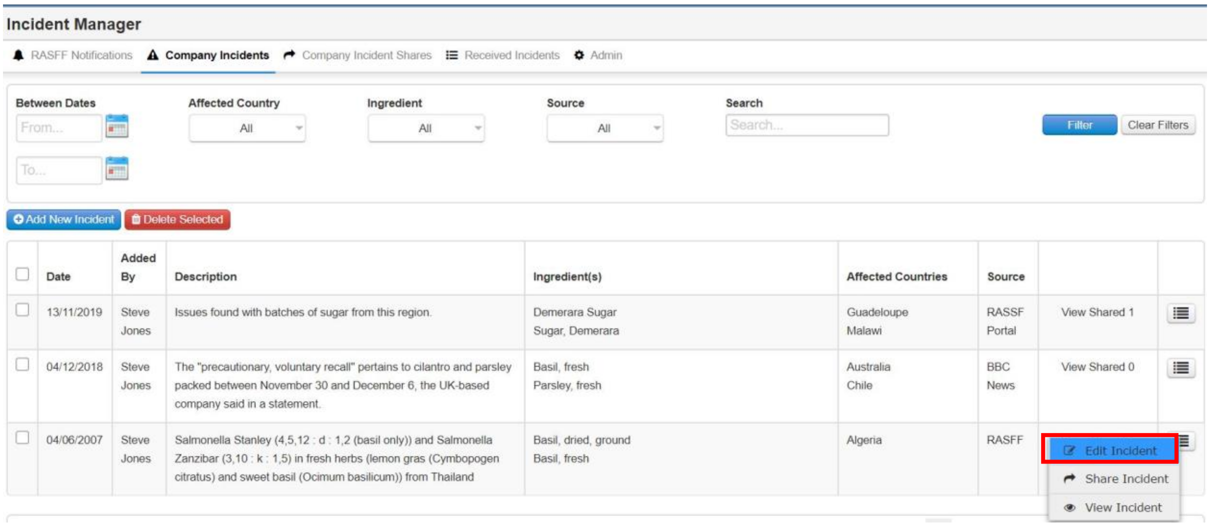


Step 2: Now view your incident

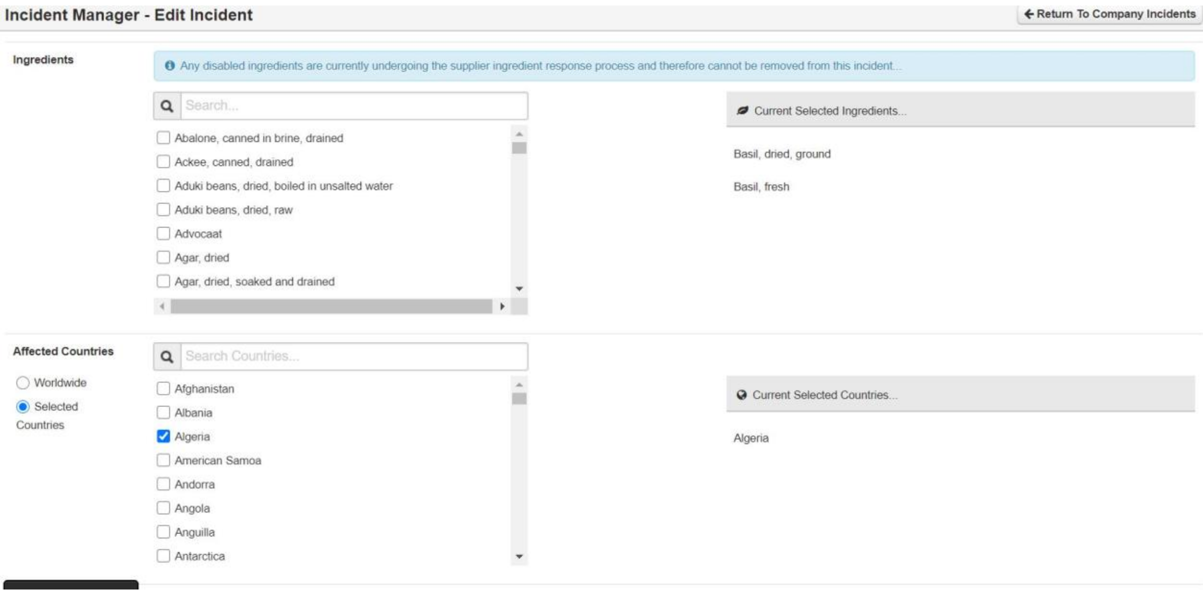


7. EDIT INCIDENT

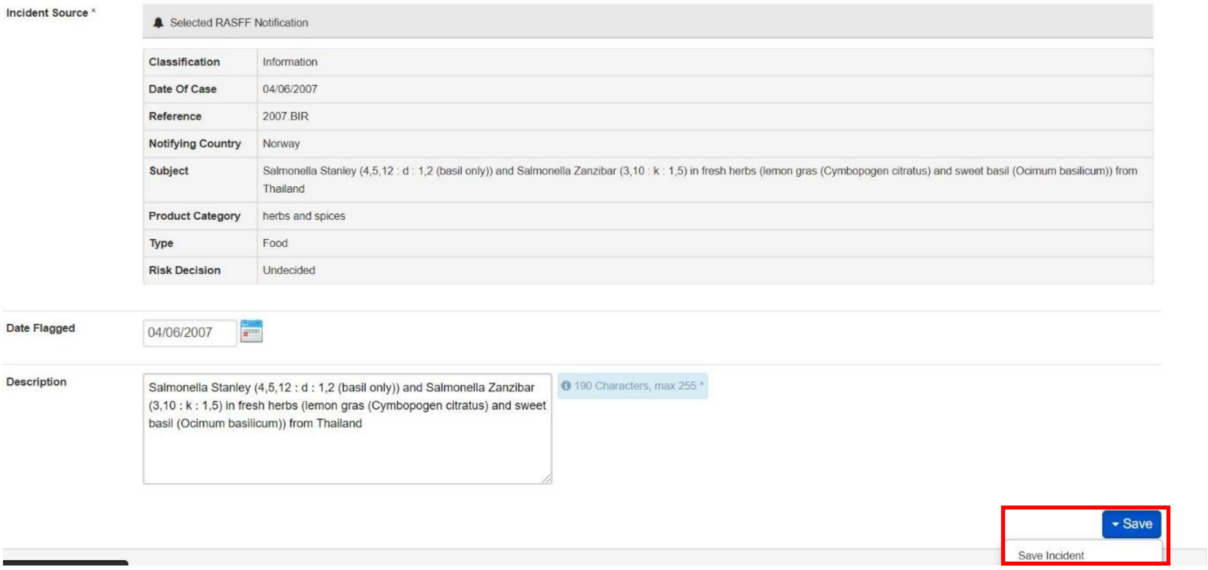
Step 1: Select the button beside the incident, then select ***Edit Incident***



Step 2: From here edit your details as you do in creating an incident in point 4.

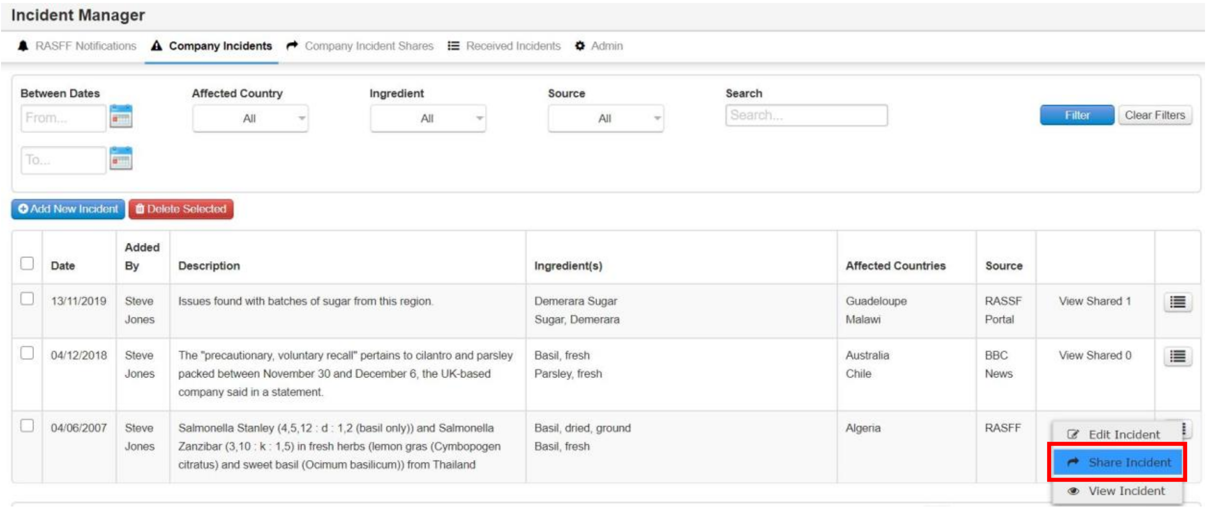


Step 3: Select ***Save*** & ***Save Incident*** when done.



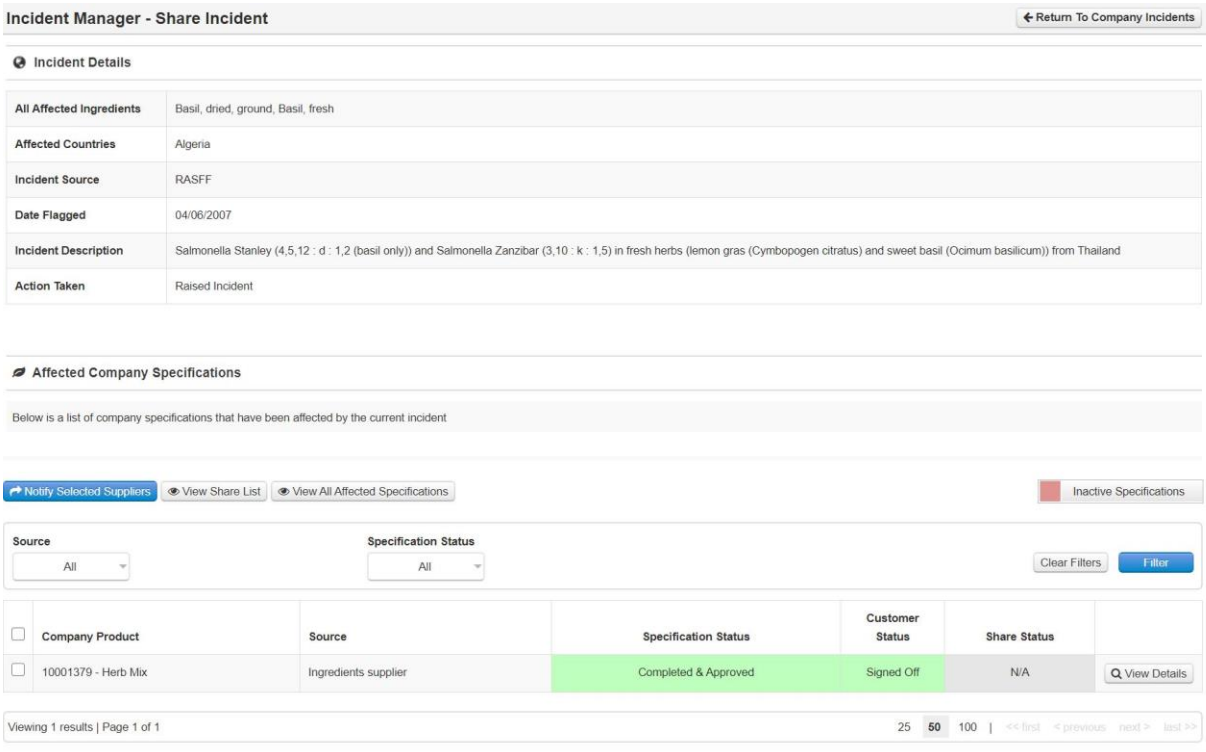
8. SHARE AN INCIDENT

Step 1: Select the button beside the incident, then select ***Share Incident***

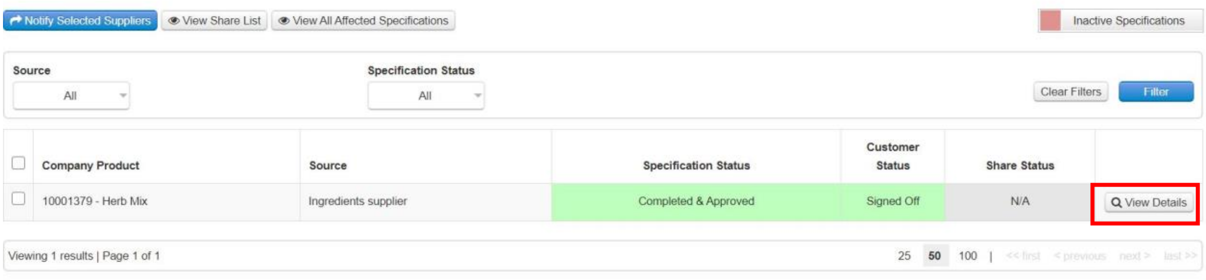


FOODS CONNECTED

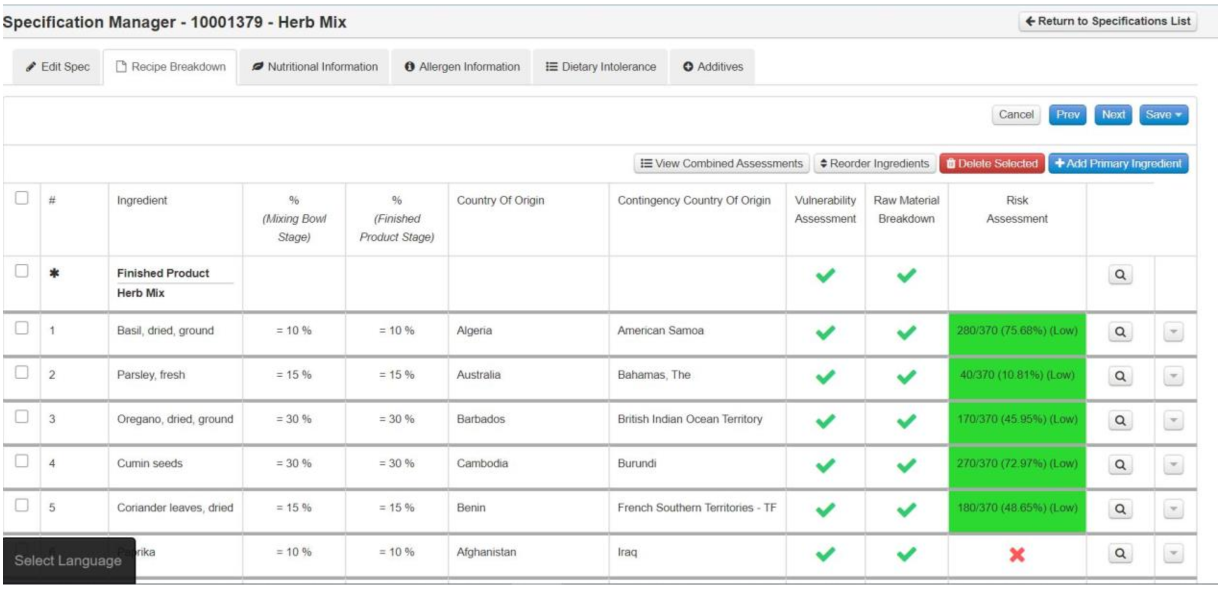
Step 2: This page will show you the details again but this time it will include the specification that the ingredient is in & who supplied it. This will allow you to share this incident with the supplier to act on.



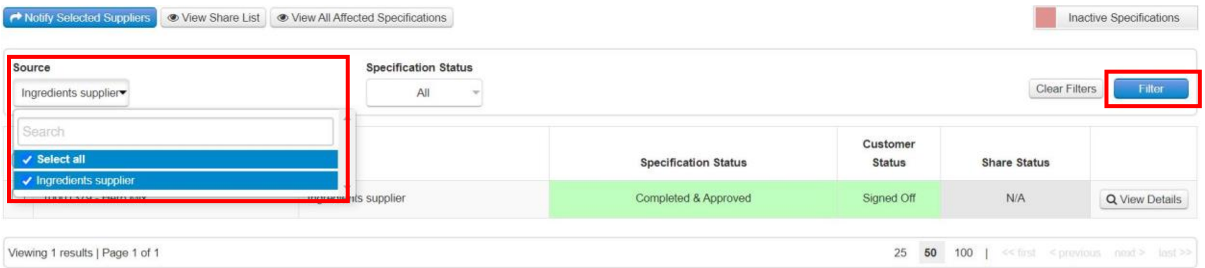
Step 3: You can view the spec by selecting ***View details***



Step 4: The spec opens up for you to view. Close the tab when done

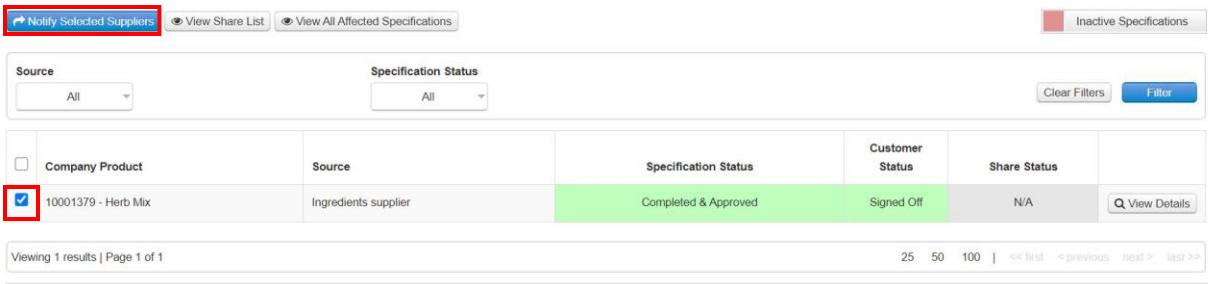


Step 5: You can also use the filters to narrow the specs should there be more that the search has populated. Once done select ***Filter*** to narrow your search.

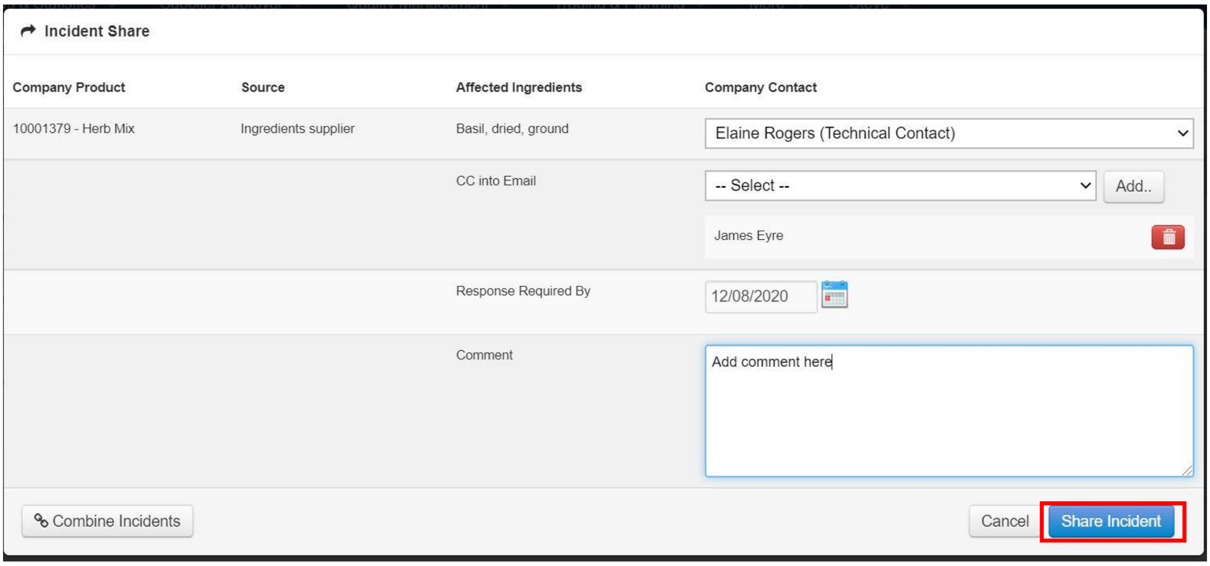


Step 6: When done select ***Clear Filters***

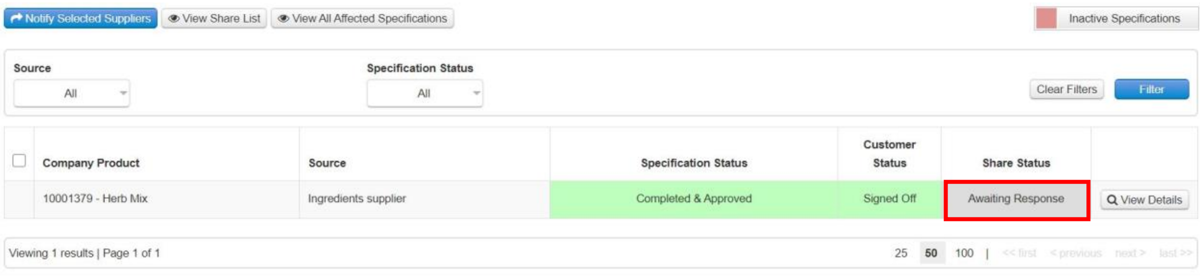
Step 7: Select the specification that the incident has raised by ticking it, then select ***Notify Selected Suppliers.***



Step 8: Select the contact to send to, select someone to CC if you want to, set the Response Required By date, add a comment if necessary & when done select ***Share Incident.***



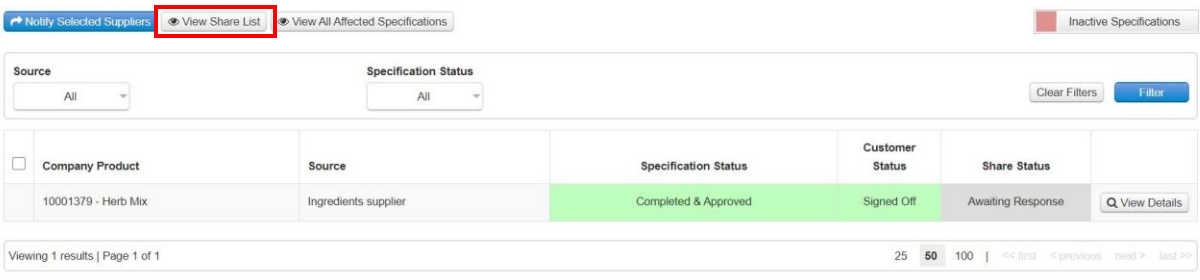
Step 9: The Share Status reverts to ***Awaiting Response.*** The supplier must now respond to the incident and fill in forms.



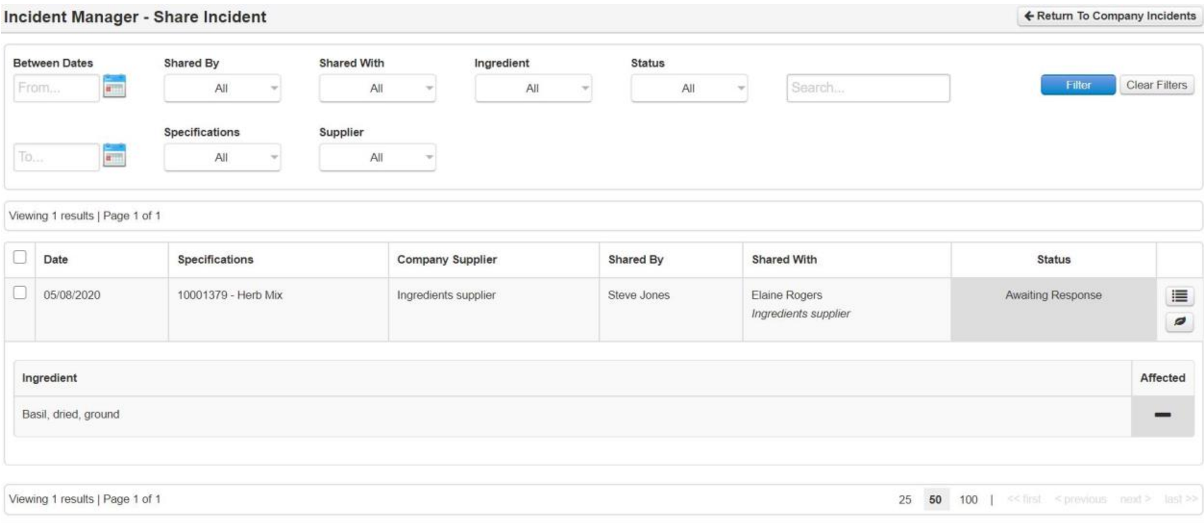
8.1 VIEW SHARE LIST

The share list here lets you set what all has been shared with that Supplier

Step 1: Select ***View Share List***



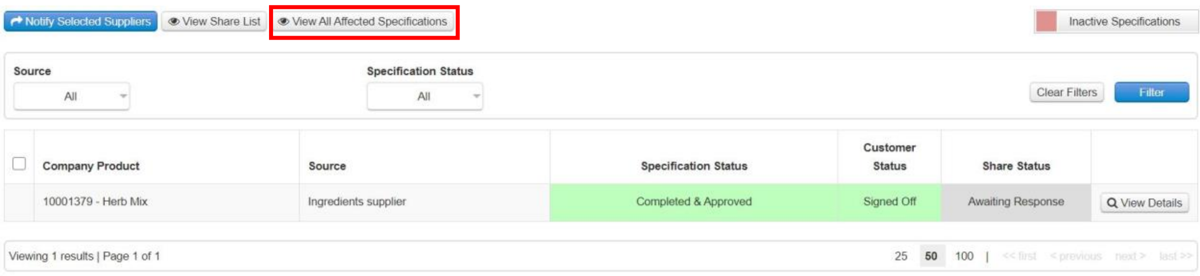
Step 2: You can now view the incident share list



8.2 VIEW ALL AFFECTED SPECIFICATIONS

Lets you view all the affected specifications

Step 1: Select ***View All Affected Specifications***

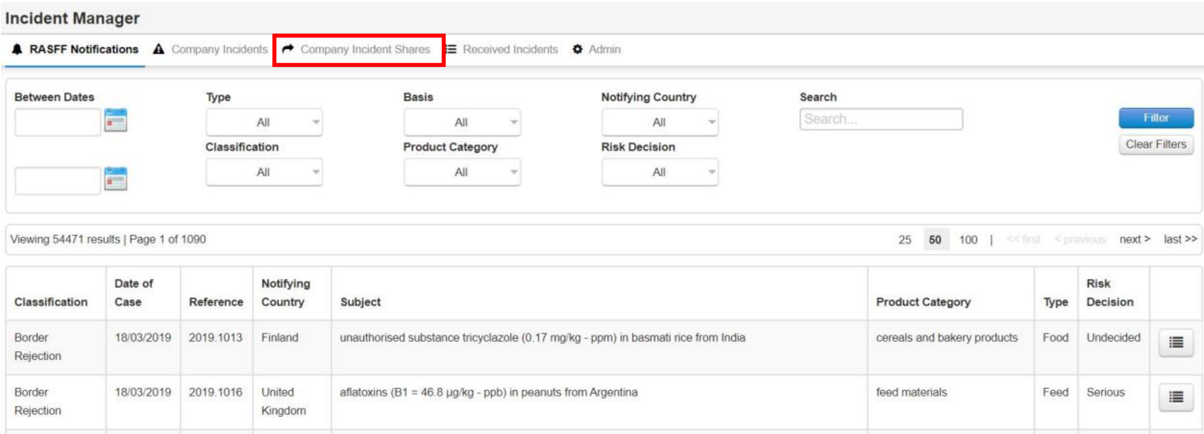


Step 2: Lets you view all affected specs

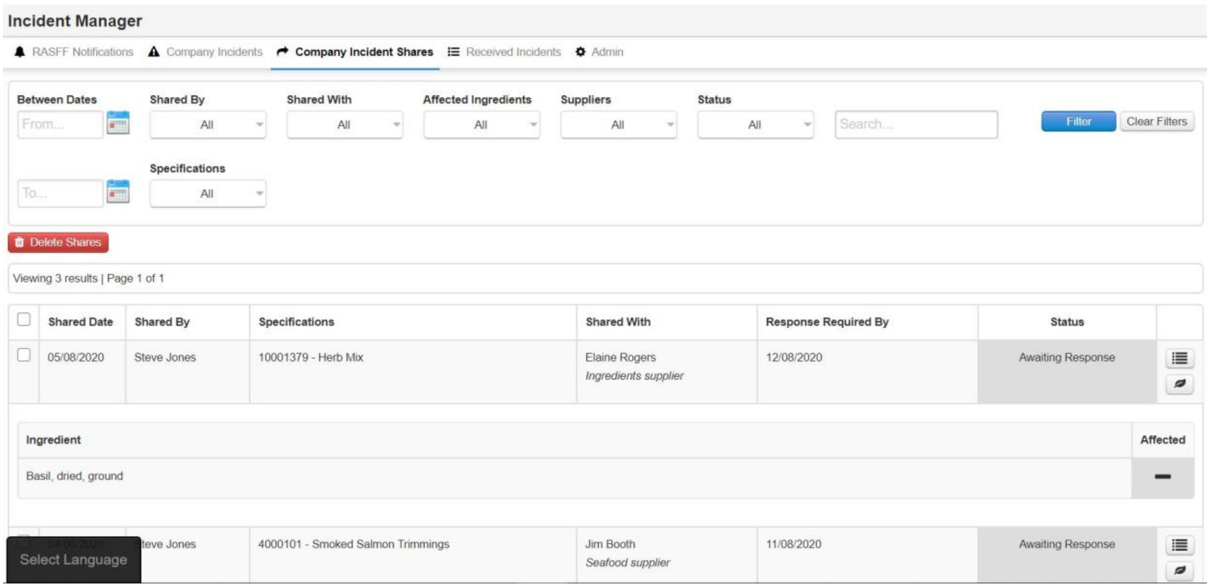
9. VIEW COMPANY INCIDENT SHARES

Under this tab, you can view all company incidents shared.

Step 1: Select ***Company Incident Shares***

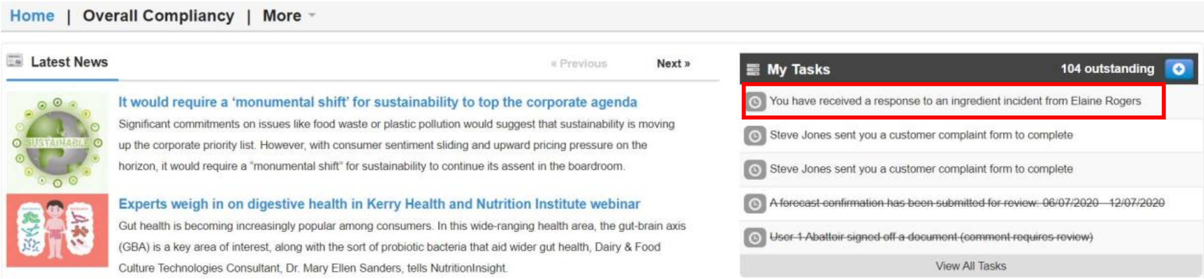


Step 2: You can now view all shares

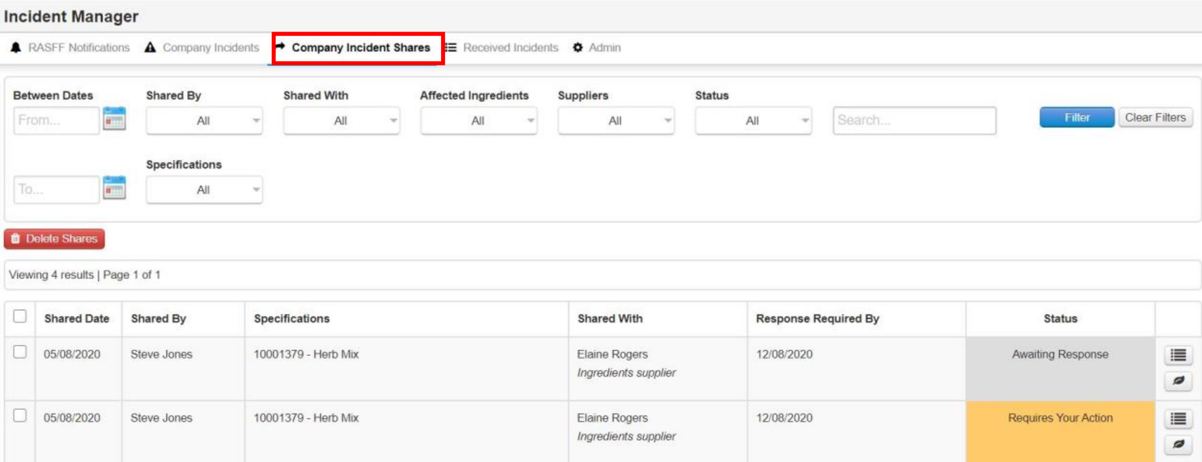


10. VIEW RESPONSES FROM SUPPLIER

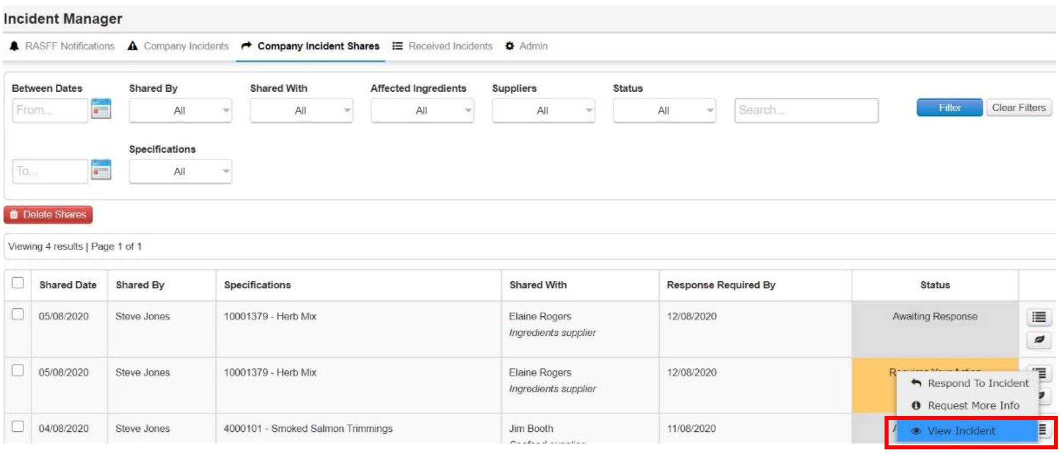
Step 1: Sign in and go to ***My Tasks***, you will see a task ***You have received a response to an ingredient incident shared***. Or you can go to the ***Incident Manager*** under Supplier Approval then select ***Company Incident Shares***



Or



Step 2: The status is ***Requires Your Action*** & if you select the feather icon it will tell you what status the incident is at, as in **Affected, Not Affected** or **Pending Investigation.** Select ***View Incident***



Affected

Ingredient	Affected
Basil, dried, rubbed	YES

Not Affected

Ingredient	Affected
Basil, fresh	NO

Pending Investigation

Ingredient	Affected
Basil, fresh	!

Step 3: View incident form and response from the supplier here. You can see notes that the supplier has left too. Once done select ***Back***

Select Ingredient Back

Specification Details

10001379 - Herb Mix *Current Version - 1.20*	Basil, dried, ground	Completed & Approved	View Specification

Incident Details

All Affected Ingredients	Basil, dried, ground, Basil, fresh
Affected Countries	Algeria
Incident Source	RASFF
Date Flagged	04/06/2007
Incident Description	Salmonella Stanley (4,5,12 : d : 1,2 (basil only)) and Salmonella Zanzibar (3,10 : k : 1,5) in fresh herbs (lemon gras (Cymbopogen citratus) and sweet basil (Ocimum basilicum)) from Thailand
Action Taken	Raised Incident

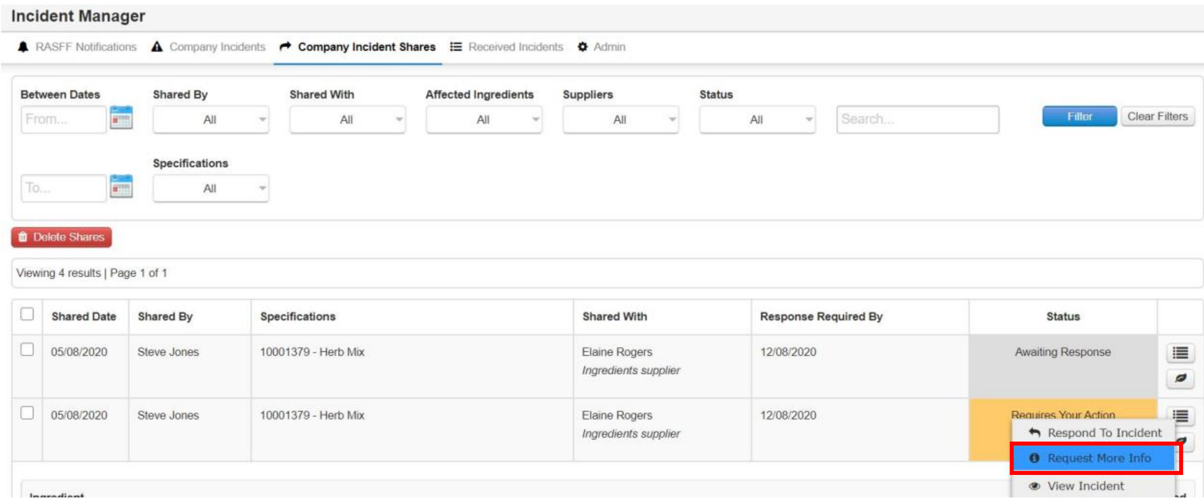
Basil, dried, ground !

Notes

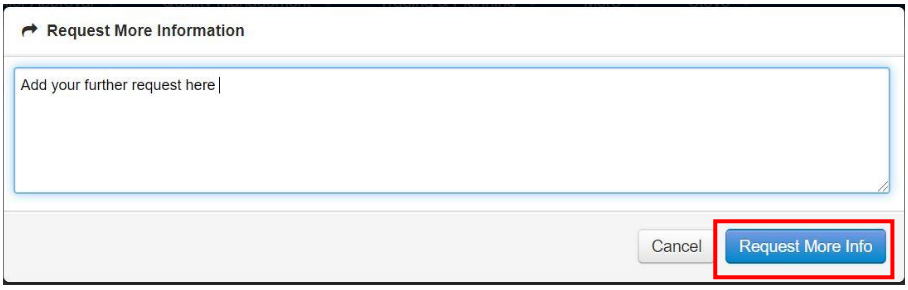
Date	User	Note
24/08/2020 11:20:52	Nick Thompson	Add notes here

11. REQUEST MORE INFO

Step 1: Sign in and go to ***My Tasks***, you will see a task ***You have received a response to an ingredient incident shared***. Or you can go to the ***Incident Manager*** under Supplier Approval then select ***Company Incident Shares***



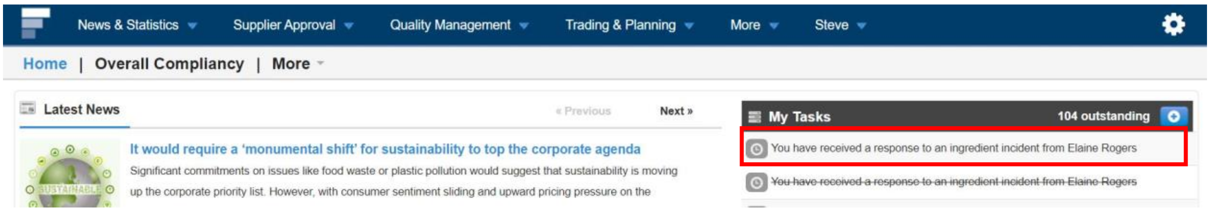
Step 2: Add your details here. Once done select ***Request More Info***



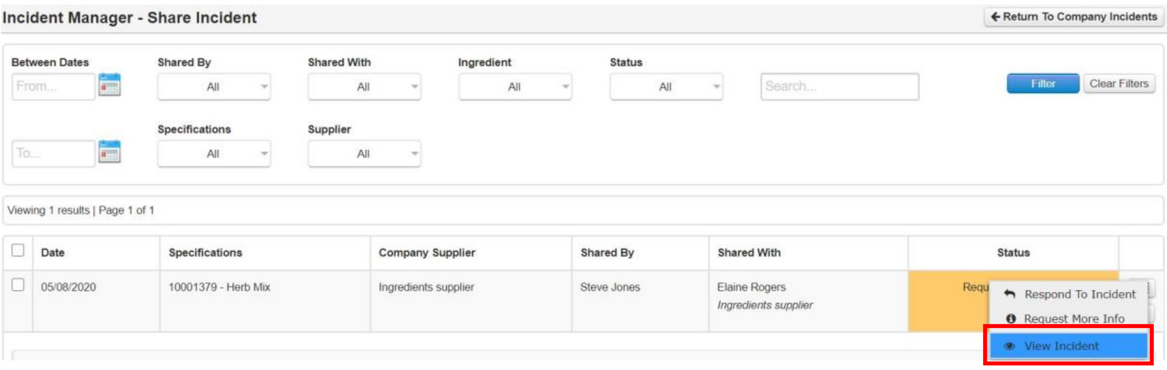
FOODS CONNECTED

Step 3: The status reverts to ***Awaiting Response***

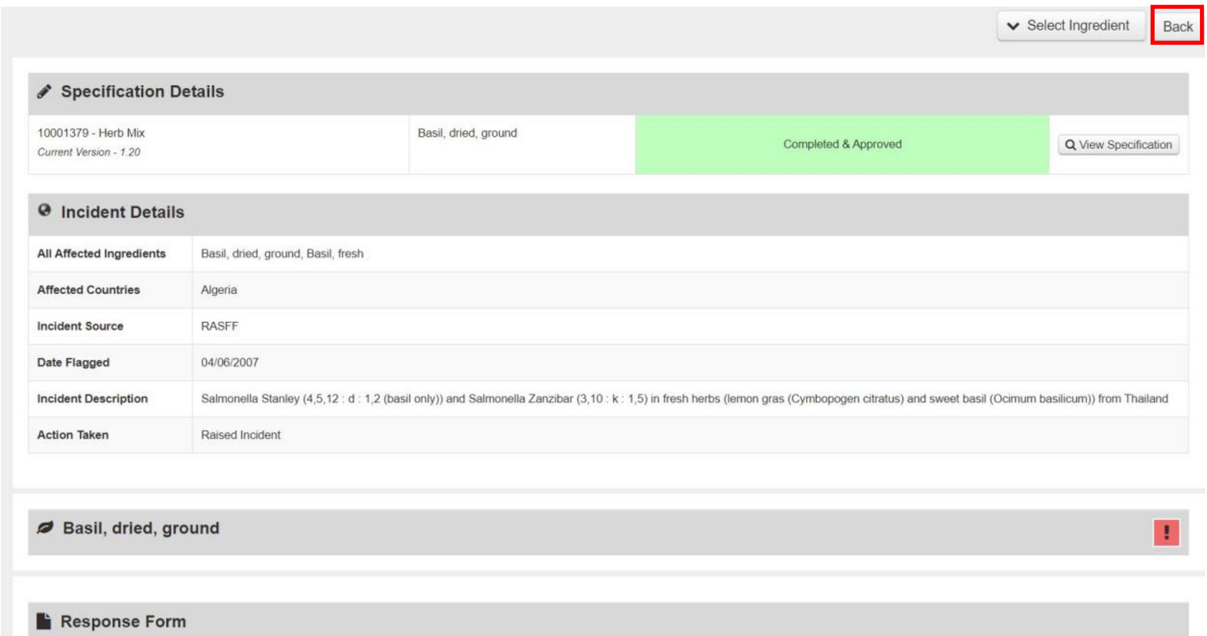
Step 4: When the supplier adds further info you will get a notification. Now select it



Step 5: You can view the incident again, selecting ***View Incident***



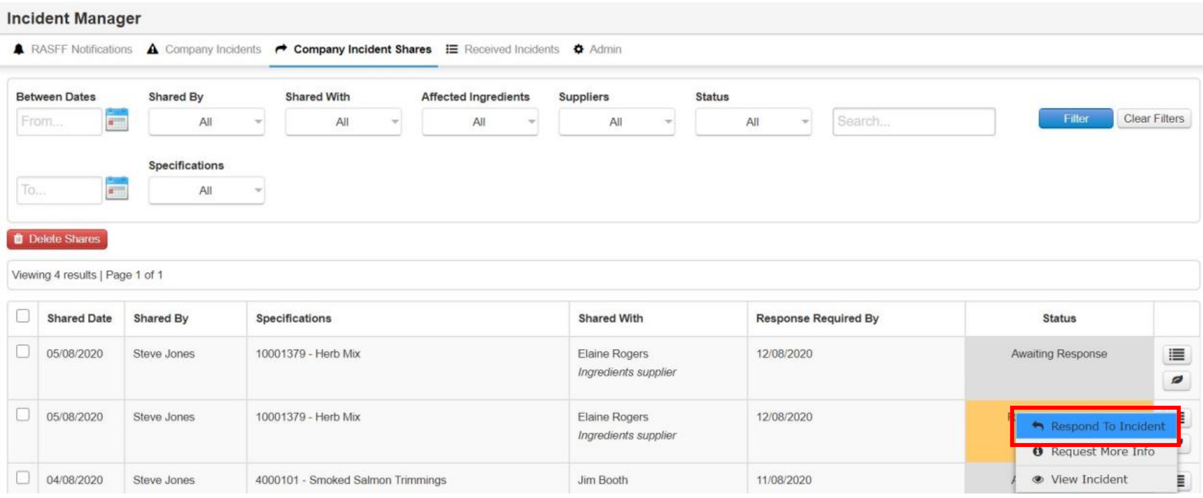
Step 6: View incident, select ***Back*** when done



12. RESPOND TO INCIDENT/CONFIRM/CLOSE OUT INCIDENT

When you are happy with the response & want to confirm.

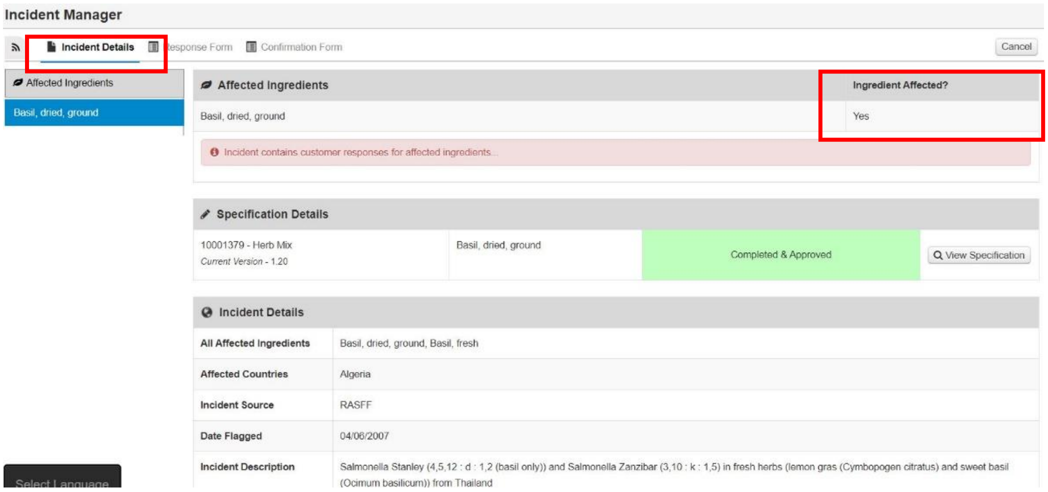
Step 1: Sign in and go to ***My Tasks***, you will see a task ***You have received a response to an ingredient incident shared***. Or you can go to the ***Incident Manager*** under Supplier Approval then select ***Company Incident Shares***. Select ***Respond to Incident***



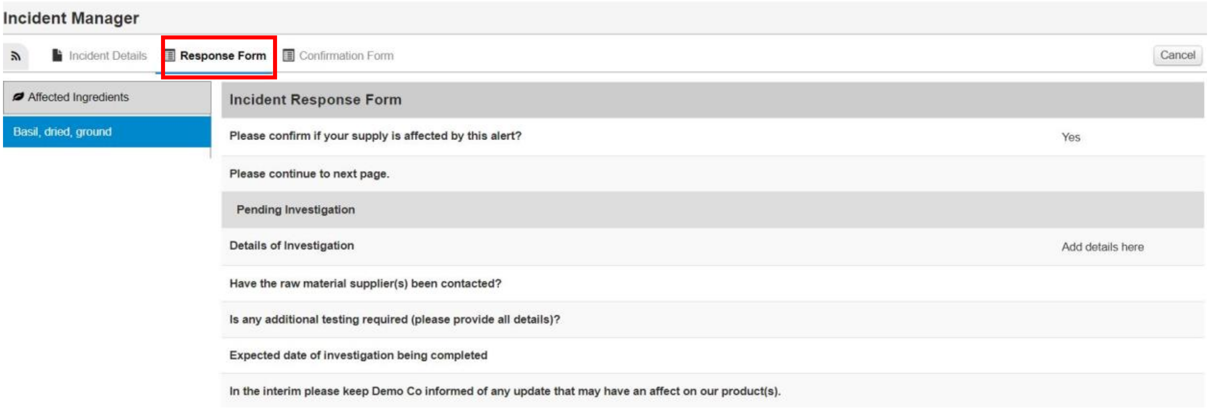
Step 2: As you can see from the first page of the incident it will tell you if the supply has been ***Affected***, ***Not affected*** or ***Pending Investigation***. Not matter what the supplier states you follow the same guidelines to complete or confirm.

View each page of the incident.

Page 1

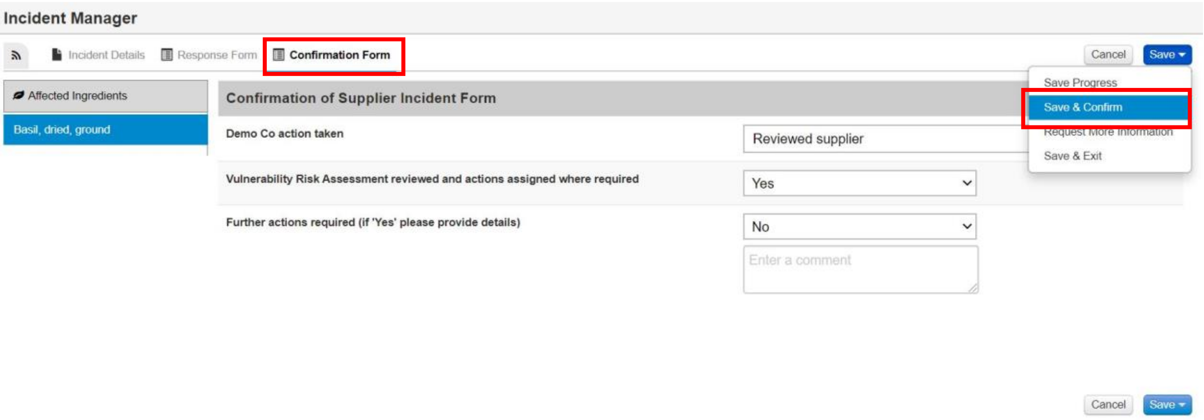


Page 2



Step 3: Once you are happy answer the questions in the confirmation form (which you created for each possible outcome of ***Affected***, ***Not Affected*** or ***Pending Investigation***.) when done select ***Save*** & ***Save & Confirm***

Page 3



Or as you can see from here you can also request further info here. Like we have stated in that step above.

Step 4: The status reverts to ***Confirmed***