TOOL USER GUIDE

VISITING & AUDIT SCHEDULE

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1. VISITING & AUDIT SCHEDULE

1.1 ACCESSING VISITING & AUDIT SCHEDULE

Step 1: Sign in and go to *the Visiting & Audit Schedule* under Supplier Approval

The user will have a view of the scheduled visits and audits that are due to be carried out on suppliers to their company (this view of audits/visits can be filtered using the fields at the top of the screen).

1.1.1 EXPORTING SCHEDULE TO EXCEL

Step 1: From the 'Scheduled Audits' view select the **Export to Excel** button. If you have applied any filters to the page, this will also apply to your export.

Visiting & Schedule Manager

📋 **Scheduled** ← Received 🕐 Recommended 📅 Calendar 🔧 Admin

Date (From)	Site	Supplier	Audit Type	Auditor	Visit Type	Status	
	All	All	All	All	All	All	**Filter**
Date (To)	Supplier Type	Supplier Sub Type	Supplier Associated Site	Supplied Via	Country	Associated Site Status	Clear Filters
	All	All	Demo Co Group (G▾	All	All	All	

⊕ Add New Event 🗑 Delete Selected 📄 Export to Excel

	Date	Site	Auditor	Supplier	Supplied Via	User Notified	Type	Status	
	February 2021								
☐	08/02/2021 *Week 6*	Group	Steve Jones	Cold Store		User 1 Cold stores	**Audit** Abattoir & Boning Room Audit	Accepted	☰ ▾

The view of this export will be similar to below, with Audit Date, Auditor, Supplier, Audit Type & Status being captured in the export.

	A	B	C	D	E	F
1	**Audit Date**	**Auditor**	**Supplier**	**Audit Type**	**Status**	
2	08/02/2021	Steve Jones	Cold Store	Audit Abattoir & Boning Room Audit	Accepted	
3	31/12/2020	Steve Jones	Abattoir 1	Audit Abattoir & Boning Room Audit	Accepted	
4	21/12/2020	Steve Jones	Ava Cheese Supplier	Audit Ingredients Packaging	Awaiting Response	
5	18/12/2020	Steve Jones	Acorn Produce	Audit Generic Meat Audit	In Progress	
6	17/12/2020	Steve Jones	Abattoir 2	Audit Supplier Visit Audit	Declined	
7	10/11/2020	Steve Jones	Abattoir 1	Audit Generic Meat Audit	Accepted	
8	09/09/2020	Steve Jones	Acorn Produce	Audit Abattoir & Boning Room Audit Cold Storage	Accepted	
9	28/01/2020	Steve Jones	Meat Supplier	Audit Cold Storage	Accepted	
10	20/12/2019	Steve Jones	Ingredients supplier	Audit Supplier Visit Audit	Accepted	
11	02/12/2019	Steve Jones	Bakery Supplier	Audit Standard	Accepted	
12	30/09/2019	Steve Jones	Meat Supplier	Audit Abattoir & Boning Room Audit	Accepted	
13	18/09/2019	Steve Jones	Abattoir 1	Audit Cold Storage	Awaiting Response	
14	08/08/2019	Steve Jones	Meat Supplier	Audit Cold Storage	Accepted	
15	08/08/2019	Steve Jones	Bakery Supplier	Audit Cold Storage	Accepted	
16	08/08/2019	Steve Jones	Bakery Supplier	Audit Cold Storage	Accepted	
17	08/08/2019	Steve Jones	Dairy supplier	Audit Cold Storage	Accepted	
18	31/07/2019	Steve Jones	Abattoir 1	Audit Abattoir & Boning Room Audit Farm	Awaiting Response	
19	27/07/2019	Steve Jones	Abattoir 1	Audit Standard	Awaiting Response	
20	17/07/2019	Steve Jones	Abattoir 1	Audit Standard Abattoir & Boning Room Audit	Awaiting Response	
21	15/07/2019	Steve Jones	Bakery Supplier	Audit Standard Abattoir & Boning Room Audit	Accepted	
22	30/06/2019	Steve Jones	Meat Supplier	Audit Standard	Awaiting Response	
23	02/04/2019	Steve Jones	Meat Supplier	Audit Standard	Accepted	
24	27/03/2019	Steve Jones	Meat Supplier	Audit Cold Storage	Awaiting Response	
25	12/03/2019	Sally Mitchell	Bakery Supplier	Audit Cold Storage	Awaiting Response	
26	14/12/2018	Steve Jones	Dairy Farm 1	General Visit	Accepted	
27	30/11/2018	Steve Jones	Bakery Supplier	Audit Standard	Accepted	
28						
29						

1.2 VIEWING RECOMMENDED AUDITS

Step 1: From Scheduled view select *Recommended*.

Visiting & Schedule Manager

📋 **Scheduled** ← Received 🕐 Recommended 📅 Calendar 🔧 Admin

The user will have a view of the suppliers and when their next visits/audits are required. It also captures if an audit is overdue or has already been arranged.

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▦ Scheduled ← Received ⊙ Recommended 📅 Calendar

Supplier	**Associated Site**	**Audit Type**	**Supplier Type**	**Supplier Sub Type**	**Supplied Via**
All ▾	Demo Co (Group) ▾	All ▾	All ▾	All ▾	All ▾
Country	**Associated Site Status**	**Audit Score**			
All ▾	All ▾	All ▾			

Filter
Clear Filters

Viewing 3 results | Page 1 of 1   25 **50** 100 All | << first < previous next > last >>

Supplier	Associated Site	Audit Type	Last Audit Date	Supplied Via	Audit Score	Audit Frequency (Months)	Due In (days)	Audit Schedule (Status)	
Meat Supplier	Demo Co (Group)	Cold Storage	31/03/2020		12	12	139	Not Scheduled	⊕
Cheese supplier	Demo Co (Group)	Cold Storage	31/03/2020	Ingredient Trading Agent	11	12	139	Not Scheduled	⊕
Dairy supplier	Demo Co (Group)	Cold Storage			N/A	12	Never Audited	Not Scheduled	⊕

Viewing 3 results | Page 1 of 1   25 **50** 100 All | << first < previous next > last >>

1.3 ADMIN SETTINGS

1.3.1 ADMIN SETTINGS WITHIN SUPPLIER AUDIT MANAGER

Step 1: Select *Supplier Audit Manager* under Supplier Approval

Step 2: From Company Audits screen select *Admin.*

Supplier Audit Manager

☑ Company Audits ☰ Audit Items ← Received Customer Audits ▤ Activity Overview 🗎 Reports ▾ 🔧 Admin

Step 3: Select *Schedules* from the left-hand menu

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From the screen below the user is able to create default text and an attachment to be used whenever requesting an audit of a supplier, e.g. having an agenda automatically attached to the request.

Step 4: Once all details are set select *Save Settings* button.

1.3.2 ADMIN SETTINGS WITHIN VISITING & AUDIT SCHEDULE

Step 1: From Scheduled Visit Audits screen select *Admin*.

Step 2: Select the *Add Internal Approvals* button

Step 3: Complete the fields shown below to capture the approvers required prior to an audit being scheduled and then select *Save*

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Select the site that the approver is for

Select the Audit Type that the approval is required for

Select if all users have to approve or one approver only

Select the users required to approve the audit/visit

Step 4: If required **Custom Fields** can be added, these will then be visible for completion in the new visit/audit request. Select the **Add New Field** button

Step 5: Select the required field type, complete the **Display Name** and mark this as **Active**. Select the **Add Field** button

Select the field type required from the dropdown (Text Box/Dropdown/Check Box List)

Complete the field name required

Mark the Check box to make the field 'Active'

Step 6: The added custom fields can be viewed in the Admin section. For both *Dropdown* & *Check Box List* fields additional steps are required to build the options required, if a *Text Box* was selected the set up is complete. Select the button to the right side of the *Field Type* record

If changes to the **Active** status are made, ensure to select the **Save Settings** button.

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You can add custom fields to allow you to find audits easily.

+ Add New Field

Field Type	Display Name	Active	
Test Custom Field	Dropdown	☑	🗏

Save Settings

Step 7: Select *Add New Categories* tab

Category Manager ✕

Current Categories | Add New Categories

Below are current company categories available for you to use. Please note deleting or editing a category will affect any companies that are currently linked to that category.

Delete Selected

Category Name	Order

Cancel | **Add/Update Categories**

Step 8: Complete the *Category Name* fields as required then select *Add/Update Categories* button

Category Manager ✕

Current Categories | **Add New Categories**

Enter the names of the categories you would like to use.

Category Name

Cancel | **Add/Update Categories**

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1.3.3 SETTING UP A RECOMMENDED AUDIT FREQUENCY

This function will create the list within the Recommended view for the Visit & Audit Schedule tool and determine when the next audit would be due. This setting is within the Supplier Manager tool.

Step 1: From **Supplier Manager** screen select the *Admin* dropdown, and select *Compliancy Setup*
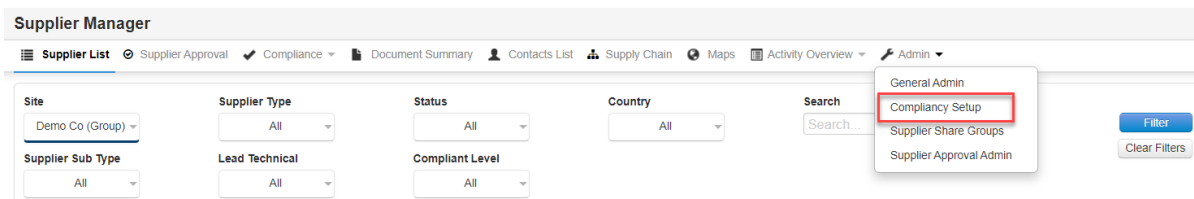
Step 2: The view will be of any existing compliance rules that have been created. By selecting the edit button on the right of the list the user will be able to see and amend the settings

Step 3: The options on the compliance rules allow to add Supplier Audits, when this check-box is selected there is the Audit Types option at the top of the screen. Select *Audit Types* here.

Supplier Manager

Supplier List ⊙ Supplier Approval ✔ Compliance ▾ 📄 Document Summary 👤 Contacts List 🔗 Supply Chain 🌐 Maps 📋 Activity Overview ▾ 🔧 Admin ▾

Details Select Suppliers Questionnaires [Audit Types] Additional Rules Documents

Site		Group

Description		

Rule Type		⦿ Standard ◯ Approval Process

Supplier Type
- ☐ Poultry Farm
- ☐ Meat Processor
- ☐ Primal Processor
- ☐ Meat Retail Packer
- ☐ Internal
- ☐ Customer
- ☐ Finished Foods
- ☐ Transport
- ☐ Abattoirs
- ☐ Distribution centres
- ☐ Cold stores
- ☐ Agent / Broker
- ☐ Services
- ☐ Farm
- ☐ Fruit
- ☐ Seafood
- ☐ Oil
- ☐ Vegetables
- ☐ Salt
- ☐ Meat
- ☐ Ingredients
- ☐ Bakery
- ☑ Dairy
- ☐ Packaging

Supplier Sub Type
- ☐ Cheese
- ☐ Milk
- ☐ Whey
- ☐ Powder

Supplier Status
- ☑ Approved
- ☑ In Progress
- ☑ Requires Review
- ☑ Delisted

Company Profile
Supplier must confirm that the details in their company profile are correct and up-to-date.
☑ Every 12 Months

Document Shares
All documents that require sign off must be signed off.
☑

Document Requests
All requested mandatory documents must be uploaded and not past their expiry date.
☑

Questionnaires
All shared supplier questionnaires must be responded to.
☑

Supplier Audits
All shared supplier audits must be responded to.
☑

Supplier Checks
All shared supplier checks must be responded to.
☐

Specifications
All specifications that require sign off must be signed off.
☐

Traceability Checks
All shared traceability checks must be responded to.
☐

Risk Assessments
All Risk Assessments must be responded to.
☐

Customer Approved Lists
Outstanding Customer Approved Lists must be reviewed.
☐

[Delete]   Cancel [Save]

Step 4: Mark the checkbox beside the audit required and then type the frequency required for this audit (in months).

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Step 5: Select *Save* button.

Note – as supplier compliance rules can be customised for the supplier type this allows the same audit type to have different frequencies for different types of supplier, if required, as shown in the example below.

1.4 REQUESTING A VISIT/AUDIT

There are two ways to navigate to the request screen

Step 1: From Scheduled Visit/Audits screen select the *Add New Event* button

Or

Step 1: From Recommended screen select the *+* button beside the record/supplier requiring a visit/audit

Step 2: Complete the details required as shown on the screen below. Any details previously put in to the Admin settings will be shown here (with the attachments and/or detail in the Audit Overview field). If this request is to be confirmed by the supplier ensure to select to send to a Company User.

Note – here it is possible to add multiple dates for the supplier to select the date that suits them best.

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Visiting & Schedule Manager

Scheduled ← Received ⏱ Recommended 📅 Calendar

Site	Demo Co (Group)
Visit Type	Audit
Auditor	Steve Jones

Audit Types
- ☐ Abattoir & Boning Room Audit
- ☐ Abattoir & Boning Room Audit - Copy
- ☐ Cold Storage
- ☐ Farm
- ☐ Generic Meat Audit
- ☐ Ingredients
- ☐ Packaging
- ☐ Supplier Audit 1
- ☐ Supplier Visit Audit
- ☐ Test Audit

Assign Audit Checklists	No	(If yes – this template will assign checklists based on the selected ...
Site/Supplier	Meat Supplier
Send To User	● Do Not Send ○ Company User ○ Via ○ Email Address
Select Proposed Dates	[ ] 📅 Add Date
File Attachments	Choose File No file chosen Choose File No file chosen Choose File
Audit Overview	In the event of there being a critical failure, i.e. a failure to comply with a food safety or legal issue, then th...

Callouts:
- Select the Site that the visit/audit is for
- Select the Visit Type (Audit/Supplier Check/General Visit)
- Select the Auditor
- Select the Audit Type (if this audit type is associated with specific supplier types these will be the only options when selecting the Site/Supplier from dropdown)
- Select Yes/No for assigning Audit Checklist (selecting Yes will bring an additional field for completion to select the specific checklists required)
- Select if the request is to be shared with a user for the supplier (selecting 'Company User' brings options for the user and to CC any additional users to the request)
- Select the required date and select **Add Date**
- Add any required attachments
- Add any details in the free text field

Step 3: Select the **Save** button and select the option from the drop down.

Save ▾
- Save
- Save & Share
- Save & Mark Accepted
- Save & Mark Accepted (Create Audits)

If sharing with a supplier, they will receive notification that the request has been made and it will be in their task list (Note – users who received the notification CC will only get the email notification and are not able to respond to the request, the response has to be done by the user who has been sent the request).

The view of a requested Visit/Audit will look as below. Note that the request can be viewed/edited/cancelled through the menu button on the right side of the record.

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1.4.1 REQUESTING A VISIT/AUDIT (WITH APPROVAL FUNCTION)

Note – if the user creating the visit/audit is also the user who can approve they will follow the process above without any need to complete the additional approval step

Follow steps 1 & 2 above

Step 3: Select the *Save* button and select either *Save* or *Save & Request Approval*. Selecting to Save & Request Approval will send notification to the user(s) assigned as approver in the Admin section.
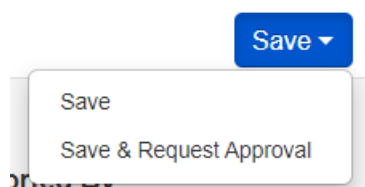
The status of this Visit/Audit request will show as *Awaiting Approval*. This request will not be visible to the supplier until after the approval has been completed.

1.4.2 APPROVING A REQUESTED VISIT/AUDIT

Following email notification of Approval being required the item will show in the users task list

Step 1: From Scheduled Visit/Audits screen select the record with the status of *Awaiting Approval* and select the button to the right side of the record.

Step 2: The options will show *View* and *Approve* – select the option required

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View – will take the user to just see the Visit/Audit request record

Approve – will take the user to view the Visit/Audit request record with the option to then approve or decline the request

Step 3: After reviewing the information on the request select **Save** button and then select the appropriate option.
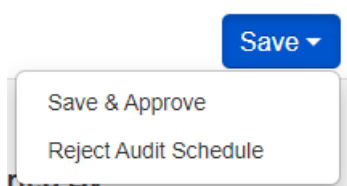
The status of an approved audit/visit will show as *In Progress*

The status of a rejected audit/visit will show as *Approval Declined*

Notification about the approval or rejection will be sent to the user that created the audit/visit

If the audit/visit has been approved it can be shared with the supplier, for their agreement, as per the usual process.

1.5 RESPONDING TO A REQUESTED VISIT/AUDIT

User will receive email notification and the request requiring response will also appear in their task list.

Step 1: Either select the item from the *My Tasks* list or select **Upcoming Supplier Visits** from the *Supplier Approval* menu.

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Step 2: Under the *Received* heading any items awaiting a response will be shown with the status of 'Requires Your Action'. Select the *View* button to review the details of the request or select *Respond* button.

Step 3: Review the details of the visit and if all is acceptable the user can select the *Submit* button.

Or

Step 3: Review the details of the visit and if the date is not suitable the user has a choice to either select *Decline* or add an alternative date (see details on that in section 1.5.1 below) for the visit/audit and select the *Submit* button.

If a new date has been suggested it will return to the original sender for them to confirm acceptance of that new date. All communication and history of the request will be visible on the record under the 'Responses' heading.

1.5.1 REQUESTING AN ALTERNATIVE VISIT/AUDIT DATE

When a request has been made to a supplier for a visit or audit the supplier is able to review that request and suggest an alternative if they deem that the suggested date is not suitable.

Step 1: Either select the item from the *My Tasks* list or select **Upcoming Supplier Visits** from the *Supplier Approval* menu.

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Step 2: Under the *Received* heading any items awaiting a response will be shown with the status of 'Requires Your Action'. Select the ***Respond*** button.

Step 3: Review the details of the visit and select the calendar icon alongside ***'Propose New Date (Optional)'***.

Step 4: Select the new date to propose to the auditor and ensure to click ***Add Date***.

Step 5: This will then show on the record, additional dates can be added if the user wants to provide the auditor with options, just repeat the steps to add a new date. If required a user can add on a Comment (using the **Additional Comments** field) which will be recorded on the request. Then select **Submit**, this will send notification to the user who sent out the request for their review.

The view will be as below for the supplier, the record will be awaiting a response from the auditor.

1.5.2 RESPONDING TO AN ALTERNATIVE VISIT/AUDIT DATE REQUEST

When a request has been made to a supplier for a visit or audit the supplier is able to review that request and suggest an alternative if they deem that the suggested date is not suitable.

Step 1: From Scheduled Visit/Audits screen select the record with the status of *Requires Your Action* and select the button to the right side of the record.

Step 2: Select the **Respond** option from this list

Step 3: The record for the visit/audit request will show, the user will be able to see the date that has been declined by the supplier and the new suggested date (if more than one has been suggested by the supplier they will show here and the user will need to ensure that the correct date is marked before responding). If the marked date is acceptable the user has to select the *Submit* button to accept the date and confirm with the supplier. If multiple dates have been offered, by selecting one as acceptable this will automatically decline the other dates.

Note – the user is able to add information to the *Additional Comments* field if required.

Visiting & Schedule Manager - View		← Back

Scheduled ← Received ⊘ Recommended 🗓 Calendar 🔧 Admin

Company:	Demo Co Head Office(Group)
Auditor:	Steve Jones
Supplier:	Cold Store
Audit Overview:	In the event of there being a critical failure, i.e. a failure to comply with a food safety or legal issue, then the site will not be approved for use by Demo Co.
Shared With:	User 1 Cold stores
Select Audit Date:	◉ 08/02/2021 ○ 01/02/2021 (Declined)
Propose New Date (Optional):	🗓 Add Date
Additonal Comments	
File Attachments	Choose File No file chosen Choose File No file chosen Choose File No file chosen

Visit Types

Type
Abattoir & Boning Room Audit

Responses

Response Date	User	Requested Date	Comment	Attached Files
26/01/2021	User 1 Cold stores	08/02/2021		
26/01/2021	Steve Jones	01/02/2021	Initial Request	

Decline   Submit

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1.6 CALENDAR VIEW OF VISIT/AUDIT REQUESTS

Step 1: From Scheduled Visit Audits screen select *Calendar*.
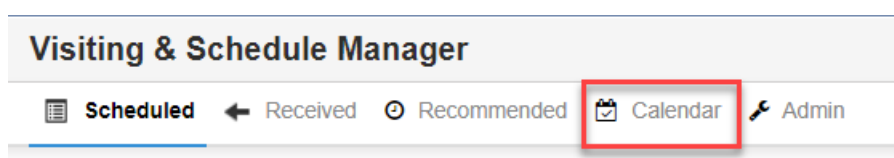
The view of the calendar can be modified using the filters at the top of the screen
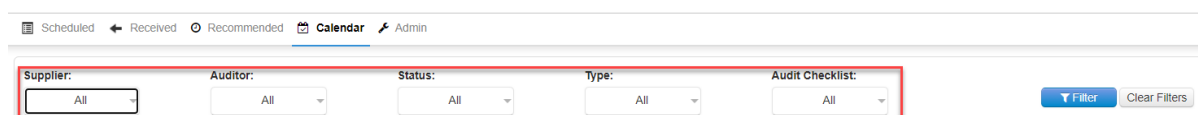
The view of the visits/audits requested can also be amended to/from a list/calendar by using the buttons shown below, the level of detail in the view can also be amended here by toggling on or off the 'Show More Detail' checkbox.

List View with more detail shown

Calendar view

Calendar view with more detail shown

The colour coding of the records here shows the status

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Grey – Awaiting Response

Red – Declined

Blue – In Progress

Green – Accepted

A user is also able to hover over any of the records to get additional details