

Vendor Notification Procedures – PWRM

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Last Update	16/10/2015
Owner	Business Excellence
Confidentiality	Released

Vendor Withdrawal / Recall Notification Procedures – PWRM

Vendors can raise withdrawals and recalls for Woolworths supermarkets, Thomas Dux Grocer, BWS, Dan Murphy and Big W. Woolworths Petrol is not currently live in PWRM



Contact Details:

For assistance in the processing of the form itself or the withdrawal/recall process

Business Hours 8:00 to 5:00 Mon - Fri – Recall Manager – 02 8885 3943

All other hours – Mobile 0404 829 797 or 1800 638 434

For issues with WowLink website or access

Contact your Local WowLink Administrator for assistance. If the problem persists, please contact our Helpdesk on 02 8885 3100

More information is available WowLink in the Topic Centre / Standards and Compliance / Product Recall and Withdrawal

Notification Procedures

Login

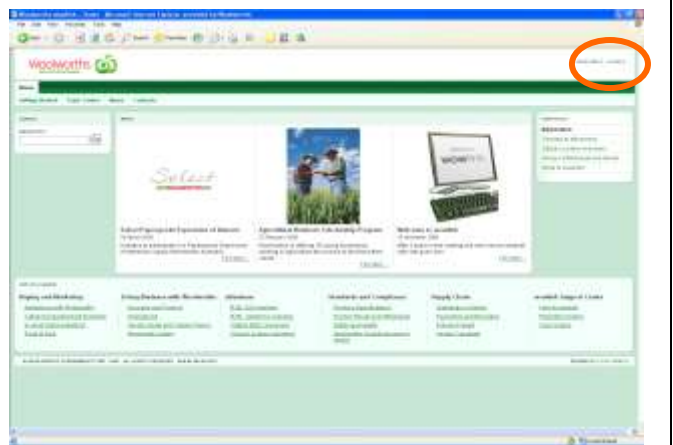


Important:

Ensure that you have contacted, firstly, the Relevant Category Manager/Buyer and/or your QA specialist, secondly, the National Recall Manager and After hours, by phone, to notify them of the forthcoming Product Withdrawal / Recall submission

1. Log into the wowlink website (You must already be registered to wowlink)

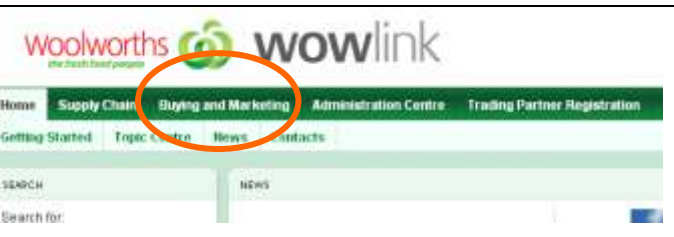
www.wowlink.com.au



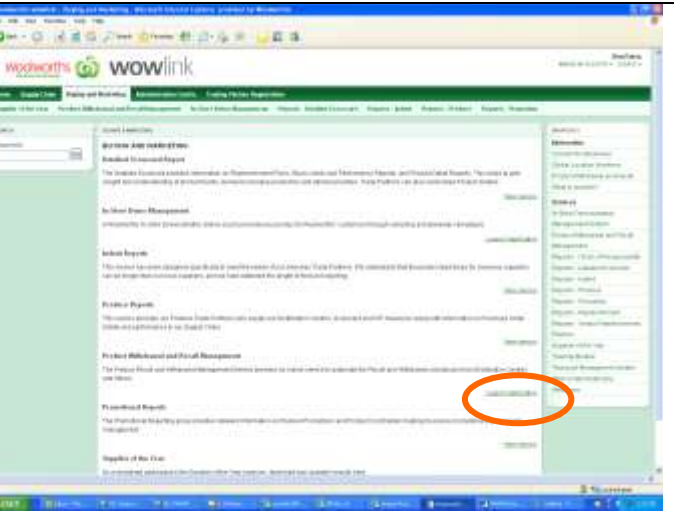
2. Enter your user 'Login' and 'Password'




3. Click on the Buying and Marketing tab



4. Click on Product Withdrawal / Recall Management tab or Launch Application from this point

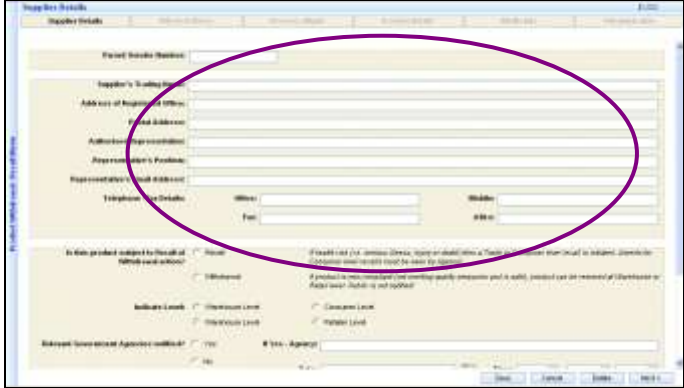
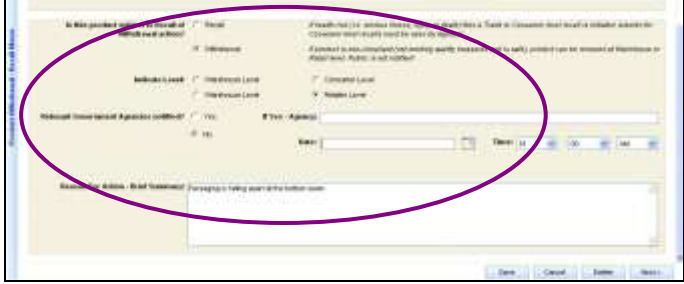

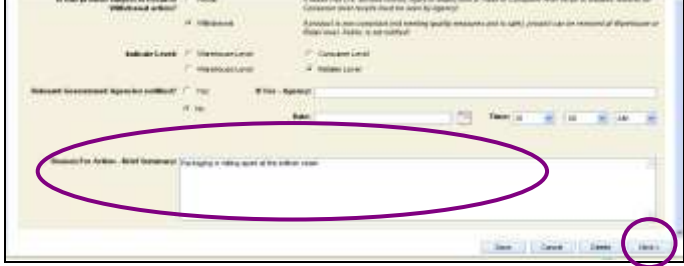


5. Click on 'New Withdrawal / Recall'

 **Note:**
Vendors will only have access to view their own Product Withdrawals / Recalls

Product Withdrawal / Recall	Product Withdrawal / Recall Number	Start Date	End Date	Status
Recall	00000001	24/04/2009		Saved
Recall	00000002	24/04/2009		Saved
Recall	00000003	24/04/2009		Saved
Recall	00000004	24/04/2009		Saved
Recall	00000005	24/04/2009		Saved
Recall	00000006	24/04/2009		Saved
Recall	00000007	24/04/2009		Saved
Recall	00000008	24/04/2009		Saved
Recall	00000009	24/04/2009		Saved
Recall	00000010	24/04/2009		Saved
Recall	00000011	24/04/2009		Saved
Recall	00000012	24/04/2009		Saved
Recall	00000013	24/04/2009		Saved
Recall	00000014	24/04/2009		Saved
Recall	00000015	24/04/2009		Saved
Recall	00000016	24/04/2009		Saved
Recall	00000017	24/04/2009		Saved
Recall	00000018	24/04/2009		Saved
Recall	00000019	24/04/2009		Saved
Recall	00000020	24/04/2009		Saved
Recall	00000021	24/04/2009		Saved
Recall	00000022	24/04/2009		Saved
Recall	00000023	24/04/2009		Saved
Recall	00000024	24/04/2009		Saved
Recall	00000025	24/04/2009		Saved
Recall	00000026	24/04/2009		Saved
Recall	00000027	24/04/2009		Saved
Recall	00000028	24/04/2009		Saved
Recall	00000029	24/04/2009		Saved
Recall	00000030	24/04/2009		Saved
Recall	00000031	24/04/2009		Saved
Recall	00000032	24/04/2009		Saved
Recall	00000033	24/04/2009		Saved
Recall	00000034	24/04/2009		Saved
Recall	00000035	24/04/2009		Saved
Recall	00000036	24/04/2009		Saved
Recall	00000037	24/04/2009		Saved
Recall	00000038	24/04/2009		Saved
Recall	00000039	24/04/2009		Saved
Recall	00000040	24/04/2009		Saved

Supplier and Action Details

<p>1. Complete the following details</p> <ul style="list-style-type: none"> • Supplier's Trading Name • Address of Registered Office • Postal Address • Authorised Representative • Representative's Position • Representative's Email Address • Telephone / Fax details 	
<p>2. Using 'Radio buttons' to indicate</p> <ul style="list-style-type: none"> • Recall or Withdrawal • Level affected (stores or DC, only one can be selected) • Relevant Government Agencies notified <ul style="list-style-type: none"> ○ If 'Yes' give details of the Agency name, date and time of their notification 	
<p>3. Complete 'Reason for Action - Brief Summary'</p> <p>Click on 'Next' to take you to the next screen / page</p> <p> Note:</p> <p>If any mandatory fields have not been completed you will not be able to proceed until these are completed</p>	

Affected Stores

When selecting stores for a Recall you have only 2 options, Division and State.

For a Withdrawal, you can select affected stores by;

State – for all stores in a particular state

DC – for all stores supplied by a particular DC

Store – for any single store, or a number of stores in any state

1. Click on **'Select Stores'** to choose affected states, regions, areas or stores.



Note:

Previous – takes you to the previous page

Save – saves all information recorded up until the end of the previous page

Cancel – will save information recorded up until the end of the previous page and take you back to the home page

Delete – will delete all entered information and the Notification record

Next – takes you to the next page

2. **Select Level 1:** Division affected



Note:

If this is a Recall, only Level 1 and 2 will be available for selection for Division and State. Product Recalls cannot be submitted in the lower levels

Withdrawal – by Total State

1. Click on "State" radio button then on "Select"

2. Tick the box of the affected State then click on "OK"

State ID	State Name	Selected
1	NSW	<input checked="" type="checkbox"/>
2	QLD	<input type="checkbox"/>
3	VIC	<input type="checkbox"/>
4	WA	<input type="checkbox"/>
5	TAS	<input type="checkbox"/>
6	SA	<input type="checkbox"/>

3. You will be returned to the "Level" selection screen

You can view the details of your selections by clicking on "View Selection"





Note:


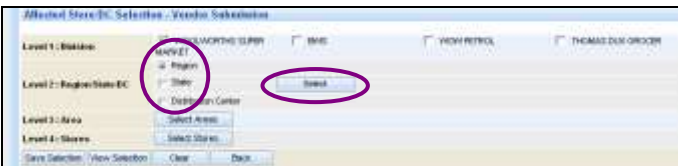



You can change the Display number of results per page to view all included stores, or alternatively scroll down to the bottom of the list and click on "Next"

The hierarchy diagram shows a tree structure starting with 'DC' at the top, branching into 'REGION', 'Area', and 'DC'. 'REGION' further branches into 'Area', which then leads to 'Store'. 'Area' and 'DC' also lead to 'Store'.

Level	Type	Reference Code	Description
Level 1 (Division)	Division	3	WOOLWORTH'S SUPER MARKET
Level 2 (Region/State/DC)	State	1	NSW

<p>4. If your entry is correct click on "Back" and then "Save Selection"</p> <p>A message will appear "Your changes have been successfully saved"</p> <p> Important:</p> <p>If you do not select "Save Selection" your entries or changes will not be saved</p>	
<p>5. Click on "Back" and then "Next"</p>	<p>Continue entering information from Recovery Management Details</p>


Withdrawal – by Individual Store

<p>1. Click on "State" radio button then on "Select"</p> <p> Tip:</p> <p>When withdrawing a product by individual store/s, you can select from national, state depending on your knowledge of the store locations.</p>																																																																														
<p>2. State that the affected Stores are located in then click "OK"</p> <p>Click on "Select Stores"</p>																																																																														
<p>3. From the stores displayed select those that are affected by the withdrawal</p> <p> Tip:</p> <p>You can change the number of stores Displayed by page or select "Next" to view more stores available for selection based on your criteria</p> <p>Click on "OK"</p>	 <table border="1" data-bbox="762 1267 1442 1615"> <thead> <tr> <th>Store Number</th> <th>Store Name</th> <th>Area</th> <th>Region</th> <th>Division</th> <th>State</th> <th>Select</th> </tr> </thead> <tbody> <tr> <td>1108</td> <td>CUERAMATTA</td> <td>FL-AREA-71</td> <td>T-ROCK T - MSW</td> <td>3-INDOOLNORTH SUPERMARKET</td> <td>1-MSW</td> <td><input type="checkbox"/></td> </tr> <tr> <td>1127</td> <td>MOOREDAVE</td> <td>FL-AREA-71</td> <td>T-ROCK T - MSW</td> <td>3-INDOOLNORTH SUPERMARKET</td> <td>1-MSW</td> <td><input type="checkbox"/></td> </tr> <tr> <td>1144</td> <td>LIVERPOOL SUPERMARKET</td> <td>FL-AREA-71</td> <td>T-ROCK T - MSW</td> <td>3-INDOOLNORTH SUPERMARKET</td> <td>1-MSW</td> <td><input type="checkbox"/></td> </tr> <tr> <td>1148</td> <td>PAPPHOLD</td> <td>FL-AREA-71</td> <td>T-ROCK T - MSW</td> <td>3-INDOOLNORTH SUPERMARKET</td> <td>1-MSW</td> <td><input type="checkbox"/></td> </tr> <tr> <td>1147</td> <td>BASS HILLS SUPERMARKET</td> <td>FL-AREA-71</td> <td>T-ROCK T - MSW</td> <td>3-INDOOLNORTH SUPERMARKET</td> <td>1-MSW</td> <td><input type="checkbox"/></td> </tr> <tr> <td>1194</td> <td>SEVENWOOD SUPERMARKET</td> <td>FL-AREA-71</td> <td>T-ROCK T - MSW</td> <td>3-INDOOLNORTH SUPERMARKET</td> <td>1-MSW</td> <td><input type="checkbox"/></td> </tr> <tr> <td>1219</td> <td>MILLER</td> <td>FL-AREA-71</td> <td>T-ROCK T - MSW</td> <td>3-INDOOLNORTH SUPERMARKET</td> <td>1-MSW</td> <td><input type="checkbox"/></td> </tr> <tr> <td>1208</td> <td>COOL HILLS SUPERMARKET</td> <td>FL-AREA-71</td> <td>T-ROCK T - MSW</td> <td>3-INDOOLNORTH SUPERMARKET</td> <td>1-MSW</td> <td><input type="checkbox"/></td> </tr> <tr> <td>1217</td> <td>MINI HARBORH SUPERMARKET</td> <td>FL-AREA-71</td> <td>T-ROCK T - MSW</td> <td>3-INDOOLNORTH SUPERMARKET</td> <td>1-MSW</td> <td><input type="checkbox"/></td> </tr> <tr> <td>1247</td> <td>HILLVILLE</td> <td>FL-AREA-70 - DUNKER</td> <td>T-ROCK T - MSW</td> <td>3-INDOOLNORTH SUPERMARKET</td> <td>1-MSW</td> <td><input type="checkbox"/></td> </tr> </tbody> </table>	Store Number	Store Name	Area	Region	Division	State	Select	1108	CUERAMATTA	FL-AREA-71	T-ROCK T - MSW	3-INDOOLNORTH SUPERMARKET	1-MSW	<input type="checkbox"/>	1127	MOOREDAVE	FL-AREA-71	T-ROCK T - MSW	3-INDOOLNORTH SUPERMARKET	1-MSW	<input type="checkbox"/>	1144	LIVERPOOL SUPERMARKET	FL-AREA-71	T-ROCK T - MSW	3-INDOOLNORTH SUPERMARKET	1-MSW	<input type="checkbox"/>	1148	PAPPHOLD	FL-AREA-71	T-ROCK T - MSW	3-INDOOLNORTH SUPERMARKET	1-MSW	<input type="checkbox"/>	1147	BASS HILLS SUPERMARKET	FL-AREA-71	T-ROCK T - MSW	3-INDOOLNORTH SUPERMARKET	1-MSW	<input type="checkbox"/>	1194	SEVENWOOD SUPERMARKET	FL-AREA-71	T-ROCK T - MSW	3-INDOOLNORTH SUPERMARKET	1-MSW	<input type="checkbox"/>	1219	MILLER	FL-AREA-71	T-ROCK T - MSW	3-INDOOLNORTH SUPERMARKET	1-MSW	<input type="checkbox"/>	1208	COOL HILLS SUPERMARKET	FL-AREA-71	T-ROCK T - MSW	3-INDOOLNORTH SUPERMARKET	1-MSW	<input type="checkbox"/>	1217	MINI HARBORH SUPERMARKET	FL-AREA-71	T-ROCK T - MSW	3-INDOOLNORTH SUPERMARKET	1-MSW	<input type="checkbox"/>	1247	HILLVILLE	FL-AREA-70 - DUNKER	T-ROCK T - MSW	3-INDOOLNORTH SUPERMARKET	1-MSW	<input type="checkbox"/>
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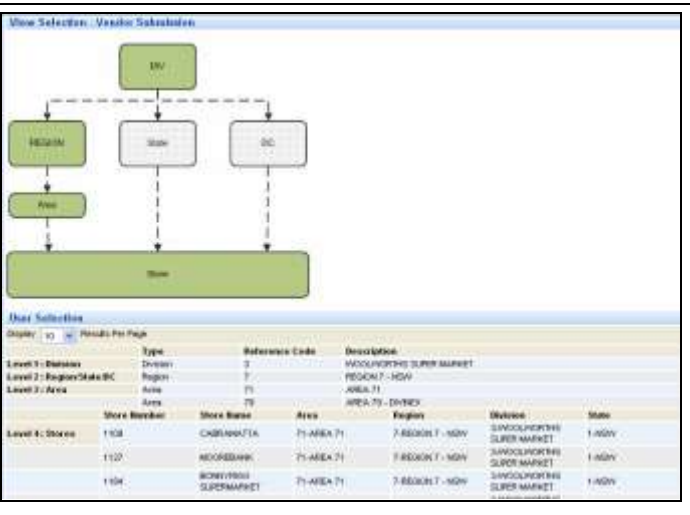
4. You will be returned to the "Level" selection screen

You can view the details of your selections by clicking on "View Selection"

If your entry is correct click on "Back" and then "Save Selection"

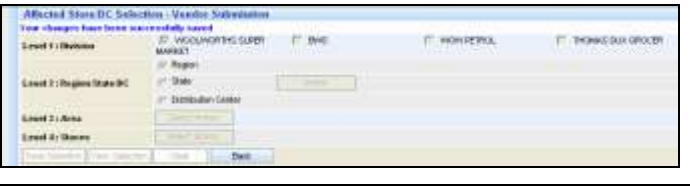
 **Important:**

If you do not select "Save Selection" your entries or changes will not be saved



6. Click on "Back" and then "Next"

Continue entering information from **Recovery Management Details**



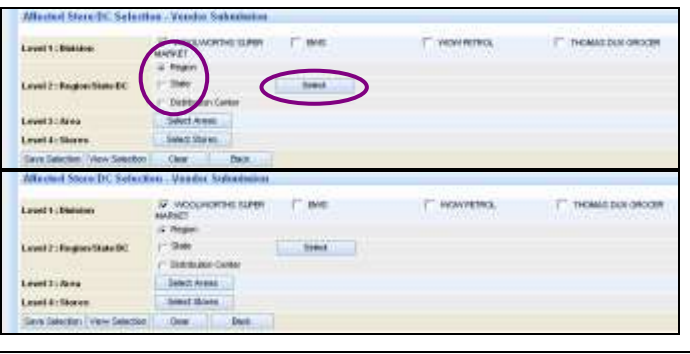
Withdrawal – By store list

1. Click on applicable divisions then on Click on "Select Stores"

2. Paste the store list in from the source into the white space at the top of the screen then click on "Select"

To view the details of the selection click on 'Show Selection'

When finished click on 'OK';



3. You can view the details of your selections by clicking on "View Selection"

If your entry is correct click on "Back" and then "Save Selection"



Important:

If you do not select "Save Selection" your entries or changes will not be saved

View Selection: Vendor Subselection

Level	Type	Reference Code	Description
Level 1: Division	Division	3	WISCONSIN SUPER MARKET
Level 2: Region/State/DC	Region	7	REG007 - MW
Level 3: Area	Area	75	AREA.75
Level 4: Store	Store	AREA.75 - DIV03	

4. Click on "Back" and then "Next"

Continue entering information from **Recovery Management Details**

Attached Store DC Selection: Vendor Subselection

View -> Changes have been successfully saved

Level 1: Division WISCONSIN SUPER MARKET IOWA IOWA PERIOD THUNDERBOLT GROUP

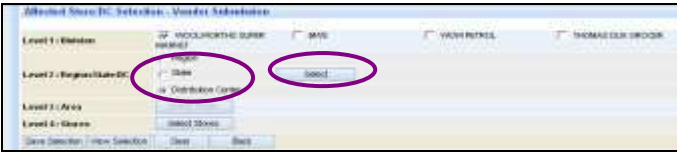


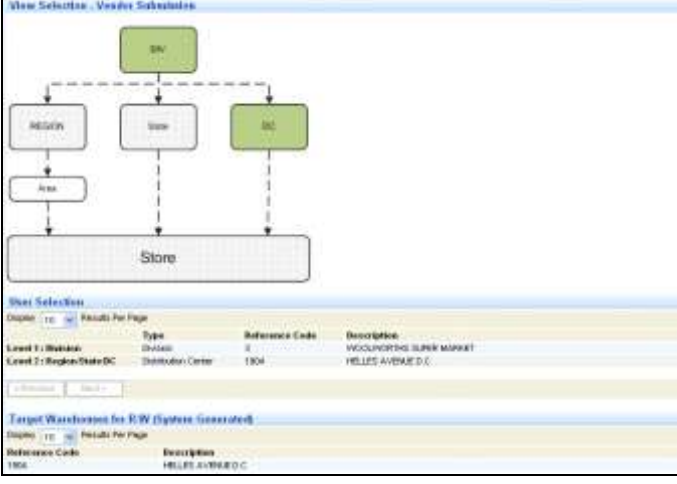

Level 2: Region/State/DC Region State Distribution Center

Level 3: Area Distribution Center

Level 4: Store Distribution Center

Back Cancel Next Done

Withdrawal – to Stores service by a specific DC

<p>1. Click on "Distribution Centre" radio button then on "Select"</p>	
<p>2. Tick the box of the Distribution Centre that is affected that supplied the stock to be withdrawn to the stores</p> <p>Click on "OK"</p>	
<p>3. You will be returned to the "Level" selection screen</p> <p>You can view the details of your selections by clicking on "View Selection"</p> <p>If your entry is correct click on "Back" and then "Save Selection"</p> <p> Important:</p> <p>If you do not select "Save Selection" your entries or changes will not be saved</p> <p>Stores attached to this DC will not be visible until product details are entered and verified</p>	
<p>4. Click on "Back" and then "Next"</p> <p>Continue entering information from Recovery Management Details</p>	

Recovery Management Details

1. Complete the relevant contact details

- For Retailers
- At Distribution Centre level
- For Consumers

Click on 'Next'

Product Details

1. Complete Product Details including;

- The nature of the problem with the product being Withdrawn / Recalled
- Full description of the product as it appears on pack including Brand
- Product type, size (eg 900g), department (eg Deli) and Units per carton (eg 6 x 900g)
- Retailers Code No – WOW Article no.
- Supplier Code No – Supplier Ref no.
- Quantity affected and measure of quantity (eg cartons, kg etc)
- Preferred supplier name to be used on Notice to Retail Stores
- APN / EAN Number
- TUN Number
- ARTG Listing Registration Number (if applicable)

2. Use 'check boxes' to indicate if the Product affected is identifiable by Use-By, Best-Before or Batch Number

Enter relevant code details (use-by/ best-before/batch)

Detail where the code is located on the Retail pack

Tick 'check boxes' to communicate where the code is represented ie: On Carton and / or On Consumer Unit

Click on 'Next'

Remove Product – will remove the reference number you are currently viewing from the Notification

Add Product – allows you to add additional reference numbers to the notification



Important:

The EAN/APN/GTIN must be correct for the article number supplied or the submission will be rejected.

Media Info

1. This screen is relevant to Product Recalls only

Use 'radio buttons' to indicate if organising a Press Release and complete relevant Newspapers and expected print dates where possible

Click on 'Next'



Note:

If completing a Notification for a Product Withdrawal you will skip past this screen

Administration

1. Complete the following information for the Retailer to direct all administration charges

- Contact Name
- Position
- Company Name
- Postal Address
- Telephone / Fax details

Click on 'Next'

Administration - For Australian Retailer Credits

Supplier Details | Affected Stores | Recovery Mgmt | Product Details | Administration

Page 1 of 3

Please provide the name in your business to whom ALL AUSTRALIAN Retailers will direct all charges

Fill in below form and so contact points for latest fees for each retailer.

New Retailer Details Fee Structure in relation to each Product Recall / Withdrawal

Product Withdrawal - \$75.00 (includes GST) charge per store will be levied - subject to charge
 Product Recall - Direct charges based on time of notification to Wholesale/Gateway
 Mon - Fri 8.00 am - 5.00 pm - \$75.00 (includes GST) per store will be levied
 Mon - Fri after 5.00 pm plus Sat & Sun - \$75.00 (includes GST) plus 50% per store will be levied
 \$75.00 (includes GST) charge per store will be levied - subject to change

For Wholesale / Gateway

Contact Name: Location Smith
 Position: ACCOUNT Manager
 Company Name: Coca Cola Amal
 Postal Address: PO BOX 80 Brisbane Maribou
 Telephone - Fax Details: Office: 0800 5000 5000 Fax: 07 255 0073

For Cash / Other

Contact Name:

Previous Save Cancel Delete **Next**

2. Click on 'Next'



Note:

The next two pages relate to other Retailers and are not required to be completed for a WOW Product Withdrawal / Recall

Administration - For New Zealand Retailer Credits

Supplier Details | Affected Stores | Recovery Mgmt | Product Details | Media Info | Administration

Page 2 of 3

Please provide the name in your business to whom NZ Retailers will direct all charges

Fill in below form and so contact points for latest fees for each retailer.

New Zealand Retailer Details Fee Structure in relation to each Product Recall / Withdrawal

Progressive Charges as per "Progressive Recall / Withdrawal Procedures" document
 Not Applicable

For Progressive

Contact Name:
 Position:
 Company Name:
 Postal Address:
 Telephone - Fax Details: Office: Fax:

For Foodstuffs - Backlist

Contact Name:
 Position:
 Company Name:
 Postal Address:
 Telephone - Fax Details: Office: Fax:

Previous Save Cancel Delete **Next**

3. Click on 'Submit'

Administration - For Other Retailer Credits

Supplier Details | Affected Stores | Recovery Mgmt | Product Details | Media Info | Administration

Page 3 of 3

Please fill in the details below for any other Distributor Credits

Contact Name:
 Position:
 Company Name:
 Postal Address:
 Telephone - Fax Details: Office: Fax:

Contact Name:
 Position:
 Company Name:
 Postal Address:
 Telephone - Fax Details: Office: Fax:

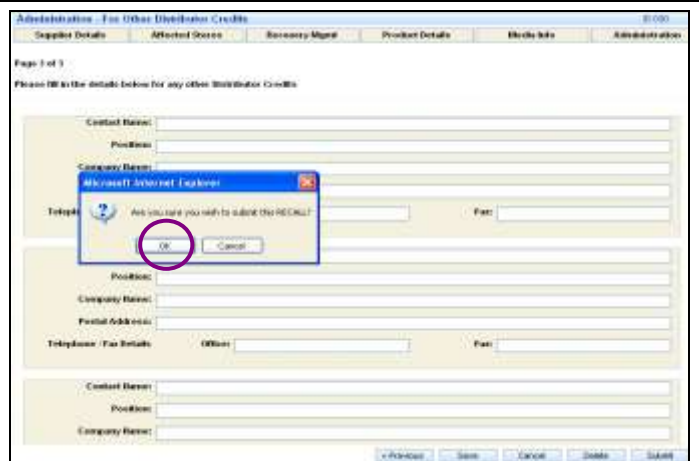
Contact Name:
 Position:
 Company Name:

Previous Save Cancel Delete **Submit**

4. Click on 'OK' if you have completed all information for all reference numbers applicable to the Product Withdrawal / Recall you are submitting

The system will not check the information submitted against our master data system. It may take a few minutes to process. The more products affected the longer it will take to process.

If the system finds issues with your submission error messages outlining the errors will be displayed.



5. A message will be displayed to notify you that the Product Withdrawal / Recall has been successfully submitted and that you will receive an email once the submission has been evaluated.

Click on 'Return'



Note:

A SMS is now sent to the mobile phone of the relevant Recall Managers notifying them that the Product Withdrawal / Recall details have been submitted.

The Recall Manager will review the details of the submission and either approve or reject the submission.

The Vendor will then receive an email informing them of this decision.

If approved, the process will begin to action the Product Withdrawal / Recall.

If rejected, the Vendor will receive a reason in the returning email from the PWRM system entered by the Recall Manager

