

# MANUAL FOR WITHDRAWAL OF PRODUCTS

TEMPLATE FOR INFORMATION FROM SUPPLIER TO RETAIL CHAIN / FOODSERVICE  
WHOLESALE

LAST UPDATED: 2021

LINK: [http://www.ecr.se/static/files/1.ecr\\_aterkallelsemall\\_2.0\\_202103184\\_eng.pdf](http://www.ecr.se/static/files/1.ecr_aterkallelsemall_2.0_202103184_eng.pdf)

## Starting point for all information regarding an eventual product incident:

*Rather send a little information at an early stage than more detailed information later on. It's desirable to have an early contact with your customer.*

### Contact person Supplier

Name	Phone nr	E-mail

### Suppliers contact person for logistics management (if other than the above)

Name	Phone nr	E-mail

### Product information

*Only one GTIN (EAN) may be specified per product, there may / can be several information and e.g., article number and best before date. Send a separate list if it applies to several items.*

	Product 1	Product 2	Product 3
Category (Chilled, frozen, dry)			
Supplier			
Subcontractor			
Brand			
Product name			
Weight / Volume consumer packaging			
Article number supplier			
Article number customer			
GTIN (EAN) Consumer packaging / Food service packaging			

<b>GTIN (EAN)</b> Distributor Packaging			
<b>Best before</b>			
<b>Expiration date</b>			
<b>Date of manufacture / Production date</b>			
<b>Packaging date</b>			
<b>Batch nr /Lot-nr</b>			
<b>Item number (applies to pharmaceuticals)</b>			
<b>First delivery date of affected product to retail warehouse</b>			
<b>Delivered volume / storage location</b>			
<b>Are deliveries on the way to the customer? If Yes: Enter the time of estimated delivery</b>			

If the product is on a half pallet or mix pallet, also fill in below:

	<b>Product 1</b>	<b>Product 2</b>	<b>Product 3</b>
<b>Article number supplier</b>			
<b>Article number customer</b>			
<b>Number of consumer pack / pallet</b>			

In which logistics flow has the product / products been sent?

	<b>Product 1</b>	<b>Product 2</b>	<b>Product 3</b>
<b>Delivery to customer's logistics unit, enter all</b>			
<b>Direct delivery to store</b>			
<b>Store pack flow</b>			
<b>Other</b>			



**To which markets have the product / products been sent?**

	Product 1	Product 2	Product 3
Swedish market			
Foreign market (Specify which ones)			

**Risk assessment. In case of doubt, contact the supervisory authority.**

- ☐ 1. Serious risk to the consumers  
☐ 2. Moderate risk to the consumer  
☐ 3. Low risk to the consumers

**Reason for withdrawal. State as clearly and concisely as possible.**

*(Report on the cause with a background to the problem – must be followed up with an action plan at a later stage).*

**The supplier's proposal for management of stock - The retail chain makes the final decision**

*(Should the products be discarded, destroyed or returned? Should we wait for a confirmation from the Buyer / Product Manager? Also enter any return address)*

**Routine for above**

**The supplier's proposal for handling store / consumer - Retail chain makes the final decision**

*Should the products be discarded, destroyed or returned? Should we wait for confirmation from the Buyer / Product Manager? Also enter any return address*

**BELOW INFORMATION IS TO BE ENTERED BY THE TRADING COMPANY /  
QUALITY MANAGER  
IN THE EVENT OF RECALL DURING EMERGENCY HIGH ALERT**

**The person responsible for the product in Purchasing is the sender in the email template**

**Responsible for compiling costs and debiting the supplier**

**Decision on the type of recall to be made (sales stop / targeted / widespread / code 100)**

**Contact information to supplier**

**Category to which the product belongs, and which must be stated in the email template (Chilled, Frozen, Dry)**

**How to handle the product in store (discarded, destroyed or returned) and in stock (discarded, destroyed or returned to supplier)**

**Reason for the product to be recalled, text to be communicated to the store and internally**

**Is it a special case? Quarantine, flammable material**

**Which markets are affected?**

**What type of follow-up? How should it be prioritized? When can the recall be closed**

**Which storage units has the product gone to**

**Product image**

**INFORMATION FOR CONSUMER / CUSTOMER LETTER**  
**(FORMULATE IN SHORT)**

**What is the risk with the product?**

**How can the consumer identify the product?**

*(e.g. best before date, appearance of packaging or label, any batch codes or other information)*

**How should customers who bought the product act?**

*(E.g., return to the nearest store belonging to the chain zz, or discard the product and contact customer service for compensation phone nr xxx – xxx xx xx)*

**Have you as supplier taken samples of the references and sent them for analysis?  
If yes, when are test results expected?**

**Are there any measures that the customer can take to make the product safe?**

*(E.g., order an accessory for the tool xx on telephone numbers xxx – xxx xx xx or specify if the product only poses a risk to those who are hypersensitive to xx)*

**Other**

Press release will be sent out from supplier / producer

☐ Yes

☐ No

Press release is being prepared but is not ready

☐ Yes

☐ No

Press release ready and sent out

☐ Yes

☐ No

If yes, enter the date and time and attach the press release

**Is the relevant supervisory authority contacted?**

☐ Yes

☐ No

If yes, indicate which?

*(E.g., Swedish Medical Products Agency, Environmental and Health Protection Administration in the municipality yy, Swedish Consumer Agency, etc.)*

**If not, do you consider that the recall is a health risk that should be notified to the appropriate authority?**

☐ Yes

☐ No

If yes, indicate which authority and when contact will take place.

### **Pharmaceuticals**

The recall applies to products classified as pharmaceuticals. Therefore, information is sent according to the recall letter from the Swedish Medical Products Agency and the pharmaceutical manufacturer in a formal document.

*(The supplier is responsible for submitting the information)*

☐ Yes

☐ No

***(Should the products be discarded, destroyed or returned? Should we wait for a message from the Buyer / Product Manager? Also enter any return address***