

Product Recall

Functions:

[Product Recall](#)

[Create Recall](#)

[View Recall](#)

[Search](#)

[View](#)

Product Recall

Business context

If a vaccine product has been recalled by a manufacturer, a product recall is created in Panorama to remove the product and ensure it is not included in requisitions.

Triggers

- A manufacturer has recalled an inventory product located at one or more Holding Points.

Standard Operating Procedures (SOPs)

- Product Recall

Business Roles

Product Recall is a Panorama maintenance function. The Create functionality will be performed by the Bio Depot Biological Coordinators and Admin Support staff.

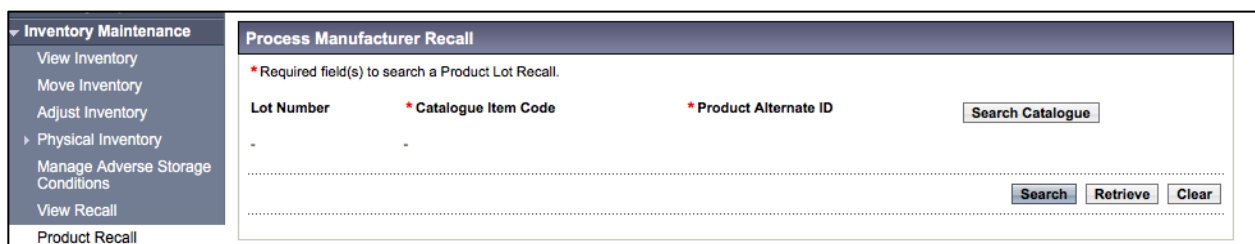
Panorama Role

Only the Inventory Provincial role has been assigned permissions for the Create Product Recall functionality. The Inventory Zone role may view Product Recalls.

Steps: Create Recall

Overview Steps: Inventory Maintenance>Product Recall> Search Catalogue> Select product>Search

1. Select **Inventory Maintenance** from the Left-Hand Navigation Menu, then select **Product Recall**.



The screenshot shows the 'Process Manufacturer Recall' form in the Panorama system. On the left, a navigation menu is expanded to show 'Inventory Maintenance' with sub-items: View Inventory, Move Inventory, Adjust Inventory, Physical Inventory, Manage Adverse Storage Conditions, View Recall, and Product Recall. The main content area is titled 'Process Manufacturer Recall' and includes a note: '* Required field(s) to search a Product Lot Recall.' Below this, there are three input fields: 'Lot Number', '* Catalogue Item Code', and '* Product Alternate ID'. A 'Search Catalogue' button is positioned to the right of these fields. At the bottom of the form, there are three buttons: 'Search', 'Retrieve', and 'Clear'.

- The **Process Manufacturer Recall** screen displays. Click the **Search Catalogue** button.

Product Recall

Process Manufacturer Recall

* Required field(s) to search a Product Lot Recall.

Lot Number
* Catalogue Item Code
* Product Alternate ID
Search Catalogue

-
-
Search Retrieve Clear

Search Results

Row Actions: Recall Selected Lots

Select	Catalogue Item Code	Product Alternate ID	Catalogue Item Name	Product Trade Name	Lot Number	Current Expiry Date	Current Lot Status

- The **Catalogue Item Search** screen displays. Enter the catalogue search criteria and click the **Search** button.

Catalogue Item Search

Search/Add Catalogue Item - Search Required Before Adding

Catalogue Item Code:
Product Alternate ID:

Catalogue Item Status: Active
Discontinued
Inactive
Find Search String:

Level 1 - Category: Add Edit
Level 2 - Product Group: Add Edit

Level 3 - Generic Product Strength: Add Edit
Level 4 - Generic Product Presentation: Add Edit

Level 5 - Generic Product Package Size: Add Edit
Level 6 - Trade Product: Add Edit

Search
Retrieve
Clear

Search Results Returned

Your search criteria returned 1 result(s).

Select All Deselect All

	Catalogue Item Code	Product Alternate ID	Catalogue Item Name	Catalogue Item Description	Catalogue Level	Current Catalogue Item Status
<input type="checkbox"/>	54	PPD(MDV)	Tubersol@(1mL MDV)SPL	PPD-Tuberculin	6	Active

Add Catalogue Item(s)
Return

- The search results display in the **Search Results Returned** section.

5. Click the **Add Catalogue Item(s)** button. The catalogue item is added to the **Product Recall** search screen.
 - The lot numbers for the product are listed in the **Lot Number** field.
 - The **Catalogue Item Code** is populated.
 - The **Product Alternate ID** field is populated.

Product Recall

Process Manufacturer Recall

* Required field(s) to search a Product Lot Recall.

Lot Number	* Catalogue Item Code	* Product Alternate ID	<input type="button" value="Search Catalogue"/>
<div style="border: 1px solid gray; padding: 2px; min-height: 50px;"> C4175AB C4441AB C4462AB C4513BA C4636AA C4858AA C4858AA-CC01 </div>	54	PPD(MDV)	

6. Select the Lot Number of interest and click **Search**. The results will display.

Search Results

Row Actions:

Select	Catalogue Item Code	Product Alternate ID	Catalogue Item Name	Product Trade Name	Lot Number	Current Expiry Date	Current Lot Status
<input checked="" type="checkbox"/>	54	PPD(MDV)	Tubersol®(1mL MDV)SPL	Tubersol®	C4636AA	2016 Dec 31	Expired

7. Select the inventory item to be recalled and click the **Recall Selected Lots** button. The **Process Manufacturer Recall** screen will be displayed.
8. Complete the mandatory fields: **Recall Date**, **Recall Reason** and **Recall Source**.

Process Manufacturer Recall

*** Required field**

Catalogue Item Code 54	Product Alternate ID PPD(MDV)
Product Trade Name Tubersol®	Catalogue Item Name Tubersol®(1mL MDV)SPL

Lot Number	Current Expiry Date	Current Lot Status
C4636AA	2016 Dec 31	Expired

* Recall Date <input type="text" value="2017"/> / <input type="text" value="10"/> / <input type="text" value="6"/> <small>yyyy mm dd</small>	* Recall Reason <input type="text" value="Manufacturer recall"/>	* Recall Source <input type="text" value="Manufacturer letter"/>
Recommended Client follow-up <input type="text"/>	Required Product Disposition <input type="text"/>	

Holding Point Inventory Details
⌵ Show Holding Point Inventory Details

Current Requisition Details
⌵ Show Current Requisition Details

Previous Product Movement Details
⌵ Show Previous Product Movement Details

9. Click the **Save** button. A prompt to confirm the recall will display.

You are about to Recall product lot# C4636AA. Please ensure its accuracy. Do you wish to continue?

10. To proceed, click **OK**. A success confirmation message is displayed.

Product Recall ?

Product Lots have been successfully recalled.

View Recall

Business context

View Recall allows authorized users to search for and view a previously saved product recall.

Triggers

- A review of a product recall is required.

Standard Operating Procedures (SOPs)

- Product Recall

Business Roles

View Recall is a Panorama maintenance function. It will be performed by the Bio Depot Biological Coordinators, the Biological Coordinators at the zones, and the admin support staff.

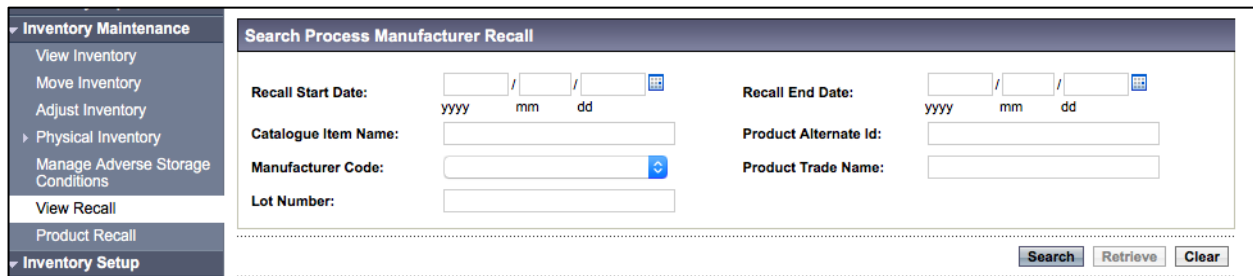
Panorama Role

Both the Inventory Zone and the Inventory Provincial roles have permissions for the View Recall functionality.

Steps: Search

Overview Steps: Inventory Maintenance>View Recall>Add Recall search criteria>Search

1. Select **Inventory Maintenance** from the Left-Hand Navigation Menu, then select **View Recall**.



The screenshot shows the 'Search Process Manufacturer Recall' interface. On the left is a navigation menu with 'Inventory Maintenance' expanded, showing options like 'View Inventory', 'Move Inventory', 'Adjust Inventory', 'Physical Inventory', 'Manage Adverse Storage Conditions', 'View Recall', and 'Product Recall'. The main area contains the search form with the following fields and controls:

- Recall Start Date:** A date picker with fields for year (yyyy), month (mm), and day (dd).
- Recall End Date:** A date picker with fields for year (yyyy), month (mm), and day (dd).
- Catalogue Item Name:** A text input field.
- Manufacturer Code:** A dropdown menu.
- Product Alternate Id:** A text input field.
- Product Trade Name:** A text input field.
- Lot Number:** A text input field.
- Buttons at the bottom right: **Search**, **Retrieve**, and **Clear**.

2. The **Search Process Manufacturer Recall** screen displays. Enter search criteria and click the **Search** button.

- Search options include **Recall Start Date** and **Recall End Date**, **Product Alternate ID**, and **Lot Number**.
- The **Lot Number** search criteria field is a type-ahead field. As the first few letters/numbers of the lot number are entered, matching lot numbers will display. Select the lot number from the list.
- A search without criteria will generate all product recalls in the system.

Product Recall

Search Process Manufacturer Recall

Recall Start Date: / /
yyyy mm dd

Recall End Date: / /
yyyy mm dd

Catalogue Item Name:

Product Alternate Id:

Manufacturer Code:

Product Trade Name:

Lot Number:

Search Results ^ Hide Search Results

Your search criteria returned 1 result(s).

Row Actions:

	Product Alternate Id	Catalogue Item Name	Product Trade Name	Lot Number	Recall Date	User Id	Transaction Date
<input checked="" type="radio"/>	PPD(MDV)	Tubersol®(1mL MDV)SPL	Tubersol®	C4636AA-RCL	2017 Oct 6	Parsons, Cheryl	2017 Oct 8

3. The search results display in the **Search Results** section of the screen.

Steps: View Product Recall

Overview Steps: Search>Select Product Recall item>View Product Recall item>Cancel

1. Select the radio button of the recalled item(s) and click the **View Recall** button.

Search Results ^ Hide Search Results

Your search criteria returned 1 result(s).

Row Actions:

	Product Alternate Id	Catalogue Item Name	Product Trade Name	Lot Number	Recall Date	User Id	Transaction Date
<input checked="" type="radio"/>	PPD(MDV)	Tubersol®(1mL MDV)SPL	Tubersol®	C4636AA-RCL	2017 Oct 6	Parsons, Cheryl	2017 Oct 8

2. The **Process Manufacturer Recall** screen is displayed; review the recall detail information.

Product Recall

Process Manufacturer Recall

* Required field

Catalogue Item Code 54 **Product Alternate ID** PPD(MDV)

Product Trade Name Tubersol® **Catalogue Item Name** Tubersol@(1mL MDV)SPL

Lot Number	Current Expiry Date	Current Lot Status
C4636AA-RCL	2016 Dec 31	Recalled

* Recall Date: 2017 / 10 / 06
yyyy mm dd

* Recall Reason: Manufacturer recall


* Recall Source: Manufacturer letter

Recommended Client follow-up:

Required Product Disposition:

Show Inventory

- Click the **Show Inventory** button. The **Holding Point Inventory Details** screen displays.

 **Tip:** The **Holding Point Inventory Details** screen displays the quantity on hand and the location(s) where the recalled product(s) are located.

Holding Point Inventory Details

✓ Contains Data ⤴ Hide Holding Point Inventory Details

Product Alternate ID	Catalogue Item Name	Product Trade Name	Manufacturer Code	Holding Point	HP Type	Holding Point Location	Lot Number	Current Expiry Date	Quantity on Hand	Unit of Measure
PPD(MDV)	Tubersol@(1 mL MDV)SPL	Tubersol®	Sanofi Pasteur Ltd.	Antigonish PHO-HP - Antigonish PHO	Public Health Office	Antig-HPL1-Op	C4636AA-RCL	2016 Dec 31	10.0	Doses

Show Current Requisitions

- Click the **Show Current Requisitions** button to display all active requisition(s) that contains the recalled product and the statuses of these requisitions.
- The **Current Requisition Details** screen displays.

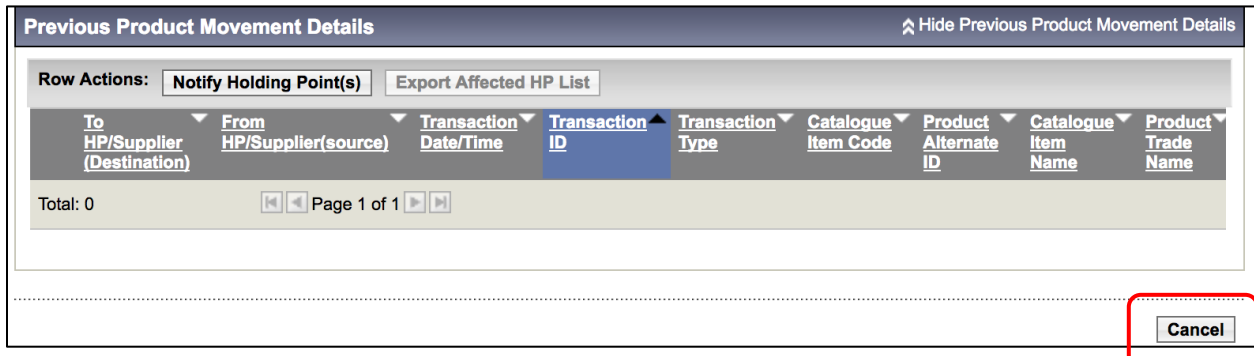
Current Requisition Details

⤴ Hide Current Requisition Details

Requestor	Requisition ID	Line Item ID	Pick Date	Catalogue Item Code	Product Alternate ID	Catalogue Item Name	Product Trade Name	Lot Number	Current Expiry Date	Holding Point Location	Committed Quantity	Unit of Measure
-----------	----------------	--------------	-----------	---------------------	----------------------	---------------------	--------------------	------------	---------------------	------------------------	--------------------	-----------------

Show Previous Product Movements

6. Click the **Show Previous Product Movements** button to review product movement details.
7. The **Previous Product Movement Details** screen displays.



Previous Product Movement Details Hide Previous Product Movement Details

Row Actions:

To HP/Supplier (Destination)	From HP/Supplier(source)	Transaction Date/Time	Transaction ID	Transaction Type	Catalogue Item Code	Product Alternate ID	Catalogue Item Name	Product Trade Name
Total: 0 Page 1 of 1								

8. When viewing is completed, click the **Cancel** button to return to the product recall search screen.