



ON-LINE INCIDENT REPORT FORM: GUIDANCE FOR INDUSTRY

Food Standards Agency On-line incident report form: Guidance for industry

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1. Introduction

The Food Standards Agency's on-line incident report form for industry was launched in January 2005. Following a recommendation from the Food Incidents Taskforce, the Agency carried out a consultation regarding a revised on-line incident form in 2006 and the latest version takes into account comments from key industry stakeholders.

1.1 Revised on-line incident report form – main features

The main features of the revised on-line incident report form are as follows:

- external users will now be able to save and print the data they are submitting (regarding new incidents or additional products affected) and will be provided in each instance with an automatic receipt and an individual reference number; and
- an optional, secure login feature is available to external users.

The Agency's Incidents Branch will verify all information submitted, to ensure its authenticity. After verification, the information will be automatically incorporated into the Agency's Incidents Database. Consequently, the revised form will greatly improve the handling and collation of information, particularly should consolidated product lists be required.

1.2 When to notify the Agency

Under Article 19 of EC General Food Law Regulation 178/2002, food business operators are required to notify the competent authorities (which means both the Food Standards Agency and the relevant LA or PHA) where they consider or have reason to believe that food is not in compliance with food safety requirements. Article 14 of 178/2002 prohibits food being placed on the market if it is unsafe (i.e. it is either injurious to health or unfit for human consumption).

For further guidance regarding Regulation 178/2002, please refer to the UK and EC guidance on the Agency's website. The relevant link is as follows:

<http://www.food.gov.uk/multimedia/pdfs/gflruk1782002.pdf>

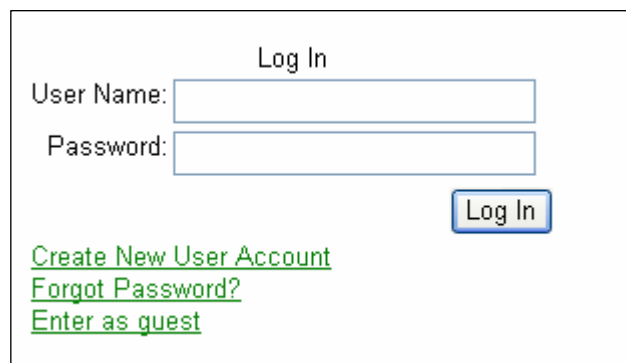
1.3 Locating the revised on-line report form on the Agency website

The Food Standards Agency on-line incident report form for industry can be located at:

<https://incidents.foodapps.co.uk/IncidentReportForm/login.aspx>

2. Log In

Upon entering the log in page, the user will be presented with the following screen:



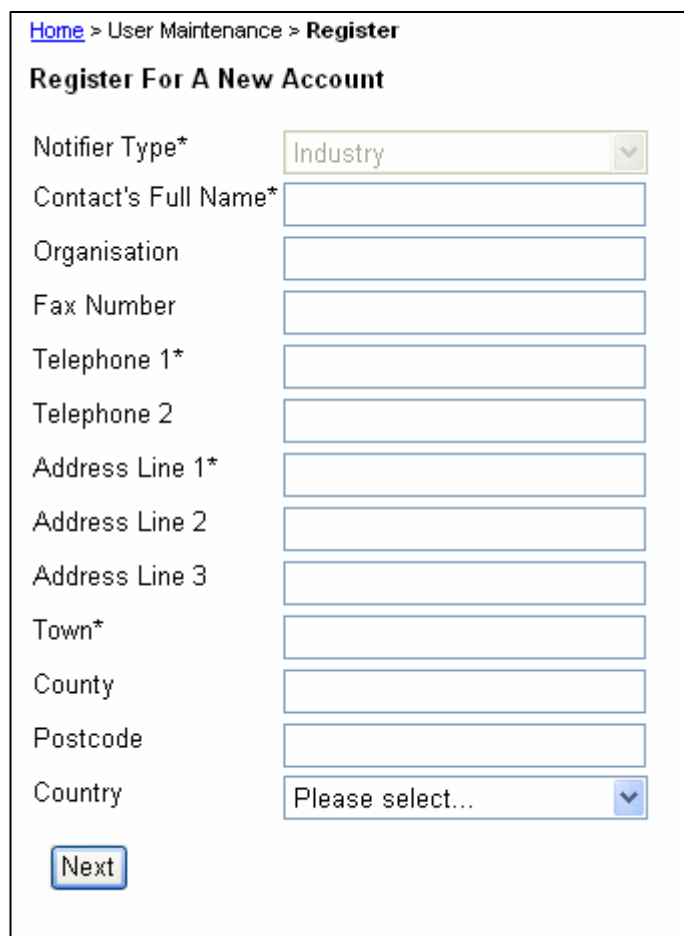
The screenshot shows a 'Log In' form. At the top, the text 'Log In' is centered. Below it, there are two input fields: 'User Name:' and 'Password:'. To the right of the 'Password:' field is a 'Log In' button. Below the input fields, there are three links: 'Create New User Account', 'Forgot Password?', and 'Enter as guest'.

If the user already has created an account, then they should fill in their user name and password and select 'log in' to continue.

2.1 Creating a User Account

If it is likely that you will need to fill in an incident report form on more than one occasion, it is recommended that you create your own user account.

On the log in page select 'Create New User Account'



The screenshot shows the 'Register' page. At the top, there is a breadcrumb trail: 'Home > User Maintenance > Register'. Below this, the title 'Register For A New Account' is displayed. The form contains several fields: 'Notifier Type*' (a dropdown menu with 'Industry' selected), 'Contact's Full Name*', 'Organisation', 'Fax Number', 'Telephone 1*', 'Telephone 2', 'Address Line 1*', 'Address Line 2', 'Address Line 3', 'Town*', 'County', 'Postcode', and 'Country' (a dropdown menu with 'Please select...' selected). At the bottom left, there is a 'Next' button.

- The notifier type is a drop down list. Select 'Industry'
- The fields with an asterisk are **mandatory**
- Details should be input as free text
- The country is selected from a drop down list (UK at top of list)

Once you have filled in the fields select 'next'¹

The next screen is to guard against automated registration programmes.

Home > User Maintenance > **Register**

Register For A New Account

43N3M7 [Request New Code](#)

Enter Code*

- Enter the code visible in the box into the blank field (it is case-sensitive) and select 'next'

Home > User Maintenance > **Register**

Register For A New Account

Sign Up for Your New Account

User Name*

Password*

Confirm Password*

E-mail*

- Select a user name and password (minimum length 7 characters) and input them into the appropriate fields
- The user name is a unique field, therefore, you may be requested to choose a new user name if another user has your chosen user name
- Input your email address and select 'create user'

¹ User details can be updated at any time by selecting the 'Change User Information' button on the right hand of the screen.

2.2 Validating a User Account

Once the create user button has been pressed, a new screen will appear (below) explaining that your login is not yet active and that an e-mail has been sent to your e-mail box. Enter the relevant e-mail and select the link included in that e-mail to validate your login. A message will appear saying userhas been validated, you may now login. This completes the process.



Once your account has been validated you will be given the option of logging in or moving to the home page. Select as required.

2.3 Forgotten Password

If you have forgotten your password, select the 'Forgot Password?' option

[Home](#) > [User Maintenance](#) > **Password Recovery**

Forgot Your Password?

Enter your User Name to receive your password by email.

User Name*

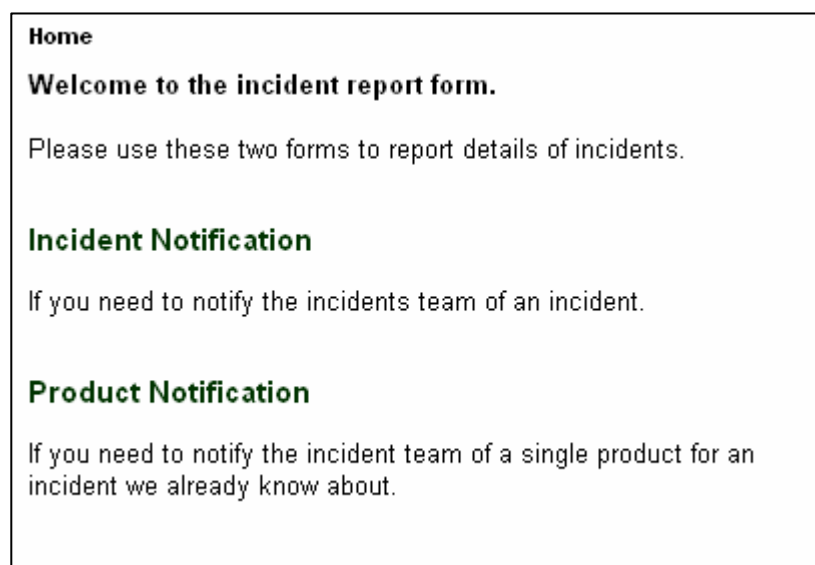
Enter your user name and select 'submit'. Your password will be sent to the user account email address.

2.4 Enter as Guest

If you do not wish to set up a user account or it is a one-off notification, then select 'Enter as Guest' on the log in page. You will be taken immediately to the industry incident report form homepage. It is advised, however, to register as this will validate your email address.

3. Incident Report Form Home Page

Once you have created a user account and logged in or entered as a guest you will be taken to the report form homepage



The screenshot shows the 'Home' page of the incident report form. It has a black border and contains the following text:

Home

Welcome to the incident report form.

Please use these two forms to report details of incidents.

Incident Notification

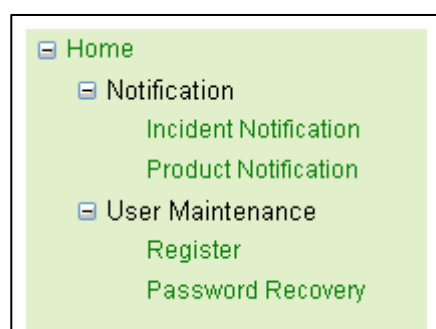
If you need to notify the incidents team of an incident.

Product Notification

If you need to notify the incident team of a single product for an incident we already know about.

- If you are notifying the Incidents Branch of a new incident then select the 'Incident Notification' link
- If you are notifying the Incidents Branch of a new product for an existing incident then select the 'Product Notification' link

On the right hand side of the homepage is a navigation tool, which will enable you to quickly navigate as required



The screenshot shows a navigation menu with a light green background and a black border. It contains the following links:

- Home
- Notification
 - Incident Notification
 - Product Notification
- User Maintenance
 - Register
 - Password Recovery

4. Incident Notification

The incident notification section of the report form comprises three tabs; '**Your Details**', '**Details of Incident**' and '**Products Affected**'. Each tab includes a number of hover boxes which will provide advice on what information is required for each field.

4.1 'Your Details' tab

The screenshot shows the 'Incident Report form' in a Microsoft Internet Explorer browser window. The browser's address bar shows the URL: <https://incidents.foodapps.co.uk/IncidentReportForm/notificationincident/notifiertab.aspx>. The page header includes the 'FOOD STANDARDS AGENCY' logo and the text 'Incident Report form'. A navigation bar at the top has three tabs: 'Your Details' (selected), 'Details of Incident', and 'Products Affected'. The 'Your Details' tab contains several input fields: 'Notifier Type*' (a dropdown menu with 'Industry' selected), 'Contact Name*', 'Position', 'Organisation', 'Fax Number', 'Email*', 'Telephone 1*', 'Telephone 2', 'Line 1*', 'Line 2', 'Line 3', 'Town*', 'County', 'Postcode', and 'Country' (a dropdown menu with 'Please select...' selected). A yellow box on the right side of the form contains the text: 'The following tabs are missing mandatory information. The required information needs to be completed before you are allowed to create an incident. INCIDENT TAB - mandatory fields missing'. Below this text are 'Finish' and 'Cancel' buttons. At the bottom of the page, there are links for 'Get alerts', 'Help', and 'Our Sites'. The Windows taskbar at the bottom shows the 'start' button and several open applications, including 'John Caseley - Re...', 'On-line incident re...', '2 Internet Explorer', and 'Appearance and T...'. The system clock shows '16:01'.

- If you have created a user account and logged in, when you enter this tab your contact details from your user account will automatically appear.
- If you have entered as a guest then you will have to fill in your contact details.
- The Notifier type is a drop down list.
- The fields with an asterisk are **mandatory**
- Details should be input as free text
- The country is selected from a drop down list

Once you are content that you have filled in the details correctly, select the '**Details of Incident**' tab on the top of the screen.

- If you have omitted any mandatory fields you will be prompted to fill in the missing details before you can proceed to the next tab.

4.2 Details of Incident

Other - Microsoft Internet Explorer provided by The Food Standards Agency

File Edit View Favorites Tools Help

Address <https://incidents.foodapps.co.uk/IncidentReportForm/notificationincident/othertab.aspx> Go Links

FOOD STANDARDS AGENCY Incident Report form

Using Guest Login
Please Login

Home > Notification > Other Tab

Your Details **Details of Incident** Products Affected

Nature of Problem* [?]

What action has taken place or is planned? [?]

Distribution details (including EU and third countries) [?]

Illness details (type, symptoms, numbers of consumers affected) [?]

Details of local authority notified (if any) [?]

Any additional information [?]

The following tabs are missing mandatory information. The required information needs to be completed before you are allowed to create an incident.

INCIDENT TAB - mandatory fields missing

Finish

Cancel

Get alerts Help Our Sites

The 'Details of Incident' tab comprises free text fields, allowing you to input data up to (1000) characters. Include;

- Information on the nature of the problem (mandatory)
- What action has taken place or is planned (by the company)
- Distribution details (if known at the time) including EU and third countries
- Any information on illness (where applicable and known)
- Details of local authority notified, if any, including a contact name and number (where available).
- Anything else that is known about the incident and cannot be placed anywhere else within the tab.

Once you have filled in this information, proceed to the '**Products Affected**' tab.

4.3 Products Affected

The **‘Products Affected’** tab will display all products implicated in the incident.

The screenshot shows the 'Incident Report form' in Microsoft Internet Explorer. The browser address bar shows the URL: <https://incidents.foodapps.co.uk/IncidentReportForm/notificationincident/producttablist.aspx>. The page title is 'Product - Microsoft Internet Explorer provided by The Food Standards Agency'. The page has a navigation bar with 'Home > Notification > Product Tab'. Below this, there are tabs: 'Your Details', 'Details of Incident', and 'Products Affected'. The 'Products Affected' tab is active, showing a large empty yellow box for adding new products. At the top of this box is a button labeled 'Add New Product'. To the right of the box, there are buttons for 'Finish' and 'Cancel'. Below these are links for 'Get alerts', 'Help', and 'Our Sites'. The bottom of the page shows the Windows taskbar with various icons and the system clock at 09:35.

To add a new product select the ‘Add New Product’ button at the top of the screen and then complete as much information as possible about the affected product, using the fields provided.

The screenshot shows the 'Incident Report form' in Microsoft Internet Explorer. The browser address bar shows the URL: <https://incidents.foodapps.co.uk/IncidentReportForm/notificationincident/producttabedit.aspx>. The page title is 'Product - Microsoft Internet Explorer provided by The Food Standards Agency'. The page has a navigation bar with 'Home > Notification > Product Tab'. Below this, there are tabs: 'Your Details', 'Details of Incident', and 'Products Affected'. The 'Products Affected' tab is active, showing a form for adding a new product. The form has a header with 'Add to List' and 'Cancel' buttons. Below this are fields for 'Product Name*', 'Brand', 'Product Type', 'Batch Codes', 'Origin Country', 'Amount Imported / Distributed', 'Units', 'Best before', 'Use by', and 'Display Until'. There are also fields for 'Pack Size', 'Package Description', 'Any Additional Information', and 'Multiple Images'. At the bottom, there is a table for 'Distributors, Retailers, Importers and Manufacturers associated with this product' with columns: Type, Company, Contact, Email, Tel, Address, Line 2, Town, Postcode, and Country. The bottom of the page shows the Windows taskbar with various icons and the system clock at 09:38.

Product Name – Product name as it appears on the packaging. This field is mandatory.

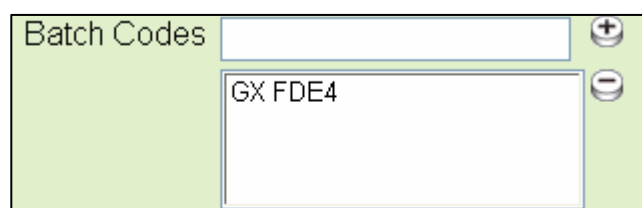
Brand – Brand name as it appears on the packaging of the product. If there is no branding available, state 'not available'

Product Type - Select appropriate product type from drop down list

Batch Codes – Where the problem is limited to clearly identifiable batch(es) (for consumers) please insert one code into the field.

A screenshot of a web form section titled 'Batch Codes'. It features a text input field containing the code 'GX FDE4'. To the right of the input field is a plus button (+). Below the input field is a larger, empty rectangular box, and to its right is a minus button (-). The entire section has a light green background.

Select the plus button to add it to the product form. It is now saved on the form.

A screenshot of the same 'Batch Codes' section. The text input field is now empty. The code 'GX FDE4' has been moved into the larger box below it. The plus button (+) remains to the right of the input field, and the minus button (-) remains to the right of the list box.

Repeat the process to add as many batch codes as required. To remove a code, select the code and select the minus button

Origin Country – The country of origin should reflect the country of manufacture.

Where the problem is isolated to an ingredient, details on the supplier in the country of origin should be added to the '**Any Additional Information**' field.

Amount Imported/Distributed – Total amount of product affected by problem

Units – Units for total amount of product affected by problem (kg, litres etc). Where the product is distributed in boxes/packages etc, select the 'units' option.

Best Before – Best Before date of product (where applicable).

Use By – Use by date of product (where applicable).

Display Until – Display until date of product (where applicable).

Where there are multiple date codes for affected product, input the date codes into the 'Any Additional Information' field.

Details of **Distributors, Retailers, Importers and Manufacturers** associated with this product can be added by clicking on the 'Add New Company' button, filling in the details relating to the company and then pressing 'save'. The process can be repeated to record additional companies; there is capacity to add up to 300 companies per product.

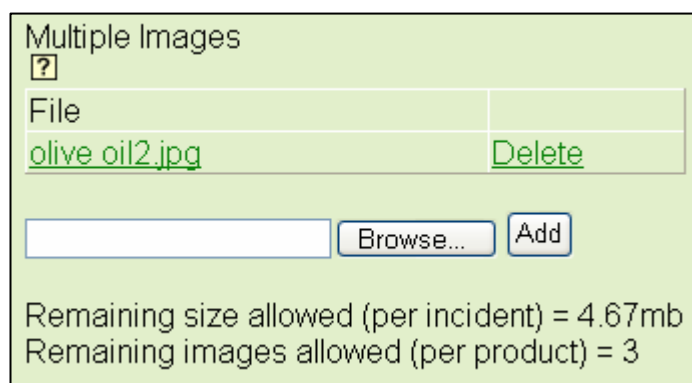
Pack Size – Weight/size/volume of affected product as declared on packaging.

Package Description – Appearance of affected product when purchased off shelves (maximum characters 400)

Any Additional Information – This free text box enables users to provide any additional information about the product. For example, where the problem is isolated to an ingredient, details on the supplier in the country of origin should be added here. If there are other supply chain members identified, details should be added to this field.

Multiple Images – A maximum of 4 images can be attached per product (total of 4.77mb memory per incident) To attach a photo select 'browse' then locate the image on your own computer system. Select 'open' so that the file name appears in the file field. Images should cover appearance and labelling/health marks.

Once the file name appears as above, select 'add' to attach it to the report form (see below).



The screenshot shows a web interface titled "Multiple Images" with a help icon (question mark in a box). Below the title is a table with two columns: "File" and an unlabeled column. The "File" column contains the text "olive oil2.jpg" in green, and the unlabeled column contains a green "Delete" link. Below the table is a text input field, a "Browse..." button, and an "Add" button. At the bottom, there is a status message: "Remaining size allowed (per incident) = 4.67mb" and "Remaining images allowed (per product) = 3".

Other images are attached in the same manner. If you wish to remove the image, select 'delete' opposite the image that you wish to remove.

Once the details have been input, select the 'add to list' button on the top of the screen. The product will now appear on the main product tab. If you have neglected to complete any mandatory fields, the system will prompt you for the information before creating the product entry.

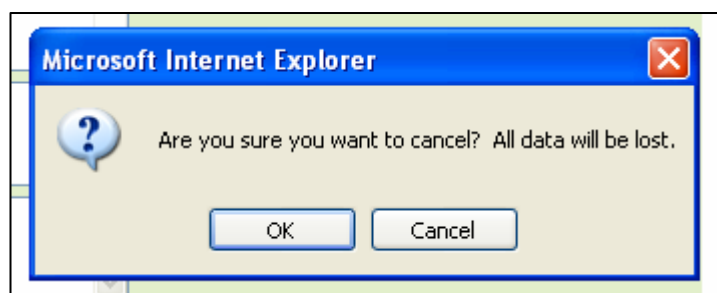
The product entry can be amended by selecting the 'edit' icon. Selecting this will open the product entry sheet enabling details to be altered. If you wish to remove a product entry, select the 'Remove' icon. If more than one product is affected, select the 'Add New Product' icon to add as many products as required

Once you have completed this tab and added all the products you need to, you will be ready to complete the process.

4.4 Finish process

To finish the process, select the 'finish' icon on the right hand side of the screen

If you wish to cancel the incident report entry, select 'cancel'. You will be presented with the following pop-up box;



If you wish to cancel the incident report entry, select 'ok'.

Once you have selected 'finish' you will be presented with a view of all your entered data and asked to confirm. If you are happy with the data, select 'confirm'. This will automatically send the completed form to the Agency's Incidents Branch. If you wish to amend details select 'Back'

The screenshot shows a web browser window titled "Incident Notification - Microsoft Internet Explorer provided by The Food Standards Agency". The address bar shows the URL: <https://incidents.foodapps.co.uk/IncidentReportForm/notificationincident/confirmationincident.aspx>. The page header includes the Food Standards Agency logo and the title "Incident Report form". The main content area is titled "Incident Notification" and contains the following text:

Home > Notification > Confirmation

Incident Notification

Please review the following information and check it is correct.

If you want to continue editing please select the following link
[Back](#)

Once you are happy please press the confirm button.
[Confirm](#)

You can send in notifications of additional products via this report form at a later date. If any other information becomes available or the information you have submitted changes please email foodincidents@foodstandards.gsi.gov.uk (foodincidents@foodstandards.gsi.gov.uk) or telephone (0207 276 8799) the Incidents Branch at the Food Standards Agency.

Your Details

| | | | |
|---------------|----------------------|----------------|--------------------|
| Notifier Type | Industry | Address Line 1 | XXXXXXXXXXXXXXXXXX |
| Contact Name | XXXXXXXXXXXXXXXXXXXX | Address Line 2 | |
| Position | | Address Line 3 | |
| Organisation | | Town | XXXXXXXXXXXXXXXXXX |
| Fax Number | | County | |
| Email | XX@XX.XX | Postcode | |
| Telephone 1 | XXXXXXXXXXXX | Country | |
| Telephone 2 | | | |

Incident Information

Nature of Problem
XXXXXXXXXXXXXXXXXXXX

What Action Has Taken Place Or Is Planned?
XXXXXXXXXXXXXXXXXXXX

Having selected confirm, you will be presented with the following screen, which includes a reference number to quote during any future calls/correspondence:

The screenshot shows a web browser window titled "Incident Notification - Microsoft Internet Explorer provided by The Food Standards Agency". The address bar shows the URL: <https://incidents.foodapps.co.uk/IncidentReportForm/notificationincident/completeincident.aspx>. The page header includes the Food Standards Agency logo and the title "Incident Report form". The main content area is titled "Incident Notification" and contains the following text:

Home > Notification > Complete

Thank you for your notification. You will receive an email confirmation.

Your reference for future correspondence - N_50

If you would like to save a copy for your own records please do so by right clicking the following link and selecting 'Save Target As...'
[IncidentDetails](#)

You will receive an email confirmation of this notification once we have received it.

You can send in notifications of additional products via this report form at a later date. If any other information becomes available or the information you have submitted changes please email foodincidents@foodstandards.gsi.gov.uk or telephone (0207 276 8799) the Incidents Branch at the Food Standards Agency.

[Return to main menu](#)

Notification Reference = N_50

Your Details

| | | | |
|---------------|----------------------|----------------|--------------------|
| Notifier Type | Industry | Address Line 1 | XXXXXXXXXXXXXXXXXX |
| Contact Name | XXXXXXXXXXXXXXXXXXXX | Address Line 2 | |
| Position | XXXXXXXXXXXXXXXXXXXX | Address Line 3 | |
| Organisation | XXXXXXXXXXXXXXXXXXXX | Town | XXXXXXXXXXXXXXXXXX |
| Fax Number | | County | |
| Email | XXXXXXXX@XXXXXXXXXX | Postcode | |
| Telephone 1 | XXXXXXXXXXXX | Country | |
| Telephone 2 | | | |

Incident Information

Nature of Problem
XXXXXXXXXXXXXXXXXXXX

Please save a copy for your records. You can do this by right clicking on the 'Incident Details' link, and then selecting the 'Save Target As' option to save the report (as a .html file) in the folder of your choice. You will receive an e-mail confirmation of this notification once we have received it.

If you have no email facility, then please print off a copy of the information and fax to 0207 276 8446. Alternatively, use the old incident report form which can be found at: <http://www.food.gov.uk/foodindustry/regulation/foodfeedform>

The system does not, as yet provide a link to Local Authorities so you should also notify your Home Authority of the information you have supplied to us.

5. Product Notification

If you are notifying the Incidents Branch of a new product that is implicated in an existing incident, then select the Product Notification link from the homepage.

5.1 Your Details

As with Incident Notification, complete the 'Your Details' tab. If you have created a user account and logged in, when you enter this tab your contact details from your user account will automatically appear.

The screenshot shows the 'Incident Report form' in Microsoft Internet Explorer. The browser title is 'Notifier - Microsoft Internet Explorer provided by The Food Standards Agency'. The address bar shows the URL: <https://incidents.foodapps.co.uk/IncidentReportForm/notificationincident/notifier.tab.aspx>. The page header includes the Food Standards Agency logo and the title 'Incident Report form'. The navigation tabs are 'Your Details' (selected), 'Details of Incident', and 'Products Affected'. The 'Your Details' tab contains the following fields: 'Notifier Type*' (dropdown menu), 'Contact Name*' (text box), 'Position' (text box), 'Organisation' (text box), 'Fax Number' (text box), 'Email*' (text box), 'Telephone 1*' (text box), and 'Telephone 2' (text box). To the right of these fields are 'Line 1*' through 'Line 3' (text boxes), 'Town*' (text box), 'County' (text box), 'Postcode' (text box), and 'Country' (dropdown menu). A message box on the right states: 'The following tabs are missing mandatory information. The required information needs to be completed before you are allowed to create an incident. INCIDENT TAB - mandatory fields missing. PRODUCT TAB - at least one product must be added.' Below this message are 'Finish' and 'Cancel' buttons. At the bottom right are 'Get alerts', 'Help', and 'Our Sites' links.

5.2 Details of Incident

The screenshot shows the 'Incident Report form' in Microsoft Internet Explorer. The browser title is 'Other - Microsoft Internet Explorer provided by The Food Standards Agency'. The address bar shows the URL: <https://incidents.foodapps.co.uk/IncidentReportForm/notificationincident/othertab.aspx>. The page header includes the Food Standards Agency logo and the title 'Incident Report form'. The navigation tabs are 'Your Details', 'Details of Incident' (selected), and 'Products Affected'. The 'Details of Incident' tab contains the following fields: 'The Existing Incident's ID' (text box) and 'Any additional information' (text box). A message box on the right states: 'The following tabs are missing mandatory information. The required information needs to be completed before you are allowed to create an incident. INCIDENT TAB - mandatory fields missing. PRODUCT TAB - at least one product must be added.' Below this message are 'Finish' and 'Cancel' buttons. At the bottom right are 'Get alerts', 'Help', and 'Our Sites' links.

In the 'Details of Incident' tab, complete the incident reference number, which will be obtainable from the 'Completion' screen on incident notification.

5.3 Products Affected

The 'Products Affected' tab is completed in the same manner as with incident notification.

5.4 Finish Process

To create the product report, select the 'Finish' icon on the right hand side of the screen

Once you have selected 'Finish' you will be presented with a view of all your entered data and asked to confirm. If you are happy with the data, select 'Confirm'. This will automatically send the data to the Agency's Incidents Branch. Alternatively, if you wish to amend details select 'Back'.

The screenshot shows a web browser window titled "Incident Notification - Microsoft Internet Explorer provided by The Food Standards Agency". The address bar shows the URL: <https://incidents.foodapps.co.uk/IncidentReportForm/notificationincident/completeincident.aspx>. The page content includes the Food Standards Agency logo, the title "Incident Report form", and a tomato icon. The main text area contains the following information:

- Home > Notification > Complete
- Thank you for your notification. You will receive an email confirmation.
- Your reference for future correspondence - P_51
- If you would like to save a copy for your own records please do so by right clicking the following link and selecting 'Save Target As...': [IncidentDetails](#)
- You will receive an email confirmation of this notification once we have received it.
- You can send in notifications of additional products via this report form at a later date. If any other information becomes available or the information you have submitted changes please email foodincidents@foodstandards.gsi.gov.uk or telephone (0207 276 8799) the Incidents Branch at the Food Standards Agency.
- [Return to main menu](#)
- Notification Reference = P_51
- Existing Incident Ref = xxxxxxxxxxxxxxxx
- Your Details
- Notifier Type: Industry
- Contact Name: xxxxxxxxxxxxxxxx
- Position: xxxxxxxxxxxxxxxx
- Organisation: xxxxxxxxxxxxxxxx
- Fax Number: xxxxxxxxxxxxxxxx
- Email: xxxxxxxxxxxxxxxx
- Telephone 1: xxxxxxxxxxxxxxxx
- Telephone 2: xxxxxxxxxxxxxxxx
- Address Line 1: xxxxxxxxxxxxxxxx
- Address Line 2: xxxxxxxxxxxxxxxx
- Address Line 3: xxxxxxxxxxxxxxxx
- Town: xxxxxxxxxxxxxxxx
- County: xxxxxxxxxxxxxxxx
- Postcode: xxxxxxxxxxxxxxxx
- Country: xxxxxxxxxxxxxxxx
- Incident Information

Please save a copy for your records by right clicking on the 'Incident Details' link, and then selecting the 'Save Target As' option to save the report (as a .html file) in the folder of your choice. You will receive an email confirmation of this notification once we have received it.

If you have no email facility, then please print off a copy of the information and fax to 0207 276 8446. Alternatively, use the old incident report form which can be found at: <http://www.food.gov.uk/foodindustry/regulation/foodfeedform>

The system does not, as yet provide a link to Local Authorities so you should also notify your Home Authority of the information you have supplied to us.

6. Feedback/queries re: on-line incident report form

The Agency is always looking to improve its notification procedures. Consequently if users wish to give feedback on any aspect of the current notification procedures these can be sent to:

foodincidents@foodstandards.gsi.gov.uk

Additionally, if users have any queries regarding or are experiencing any problems with the reporting system these can be sent to the above e-mail address. Alternatively, they can phone the Agency's Incidents Branch on 020 7276 8799.

**Incidents Branch
Food Standards Agency
August 2007**