

Module 5

Closing Meeting (Step 4)

COOL Retail Reviewer Training Course



Lesson Objectives

At the end of the lesson, you will be able to:

- Understand the topics to cover in a closing meeting.
- Ensure the retailer receives a copy of the checklist.
- Explain to the retailer the next steps if non-compliances are found.



Closing Meeting

- During the closing meeting, the reviewer will:
 - Provide the retail representative with a copy of the retail review checklist;
 - Discuss all non-compliance findings identified;
 - All non-compliance findings are recorded in the checklist

Number of Items Reviewed		117	Fruits			Not sold in store	
Non-Complying Item(s)		NC Codes		Notes			
1	Fuji Apples, sold in bulk	1					
2	Cantaloupes, sold in bulk	2			Less than half of the items have PLU stickers with country of origin. Retailer did not have any other signs with origin information.		
3	Bosc Pears, sold in bulk	3			Store sign states USA; however, PLU sticker states Argentina.		



Closing Meeting

- During the closing meeting, the reviewer will:
 - Explain each non-compliant item observed; and
 - Inform the retail representative that all non-compliance findings are considered unofficial until reviewed by Food Disclosure and Labeling Division (FDLD).

Number of Items Reviewed		117		Fruits		Not sold in store	
Non-Complying Item(s)				NC Codes		Notes	
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Closing Meeting

- **When conducting an initial retail surveillance review**, do not forget to ask the retail representative the 5 recordkeeping questions.
 - This information is used to assess whether the retailer is complying with the COOL recordkeeping requirements.



Closing Meeting

- **When conducting a follow-up retail surveillance review,** ensure you have accurately and fully recorded record information. This information is used to conduct a supplier traceback audit to verify the accuracy of the label.

Recordkeeping		
Item Description (Store Label):	Dong Kong Chicken	Actual Group Reviewed:
Country of Origin (Store Label):	USA	M-Chicken Muscle Cuts
Item Description (Store Record):	Dong Kong Whole Chicken	Were records provided?
Country of Origin (Store Record):	Not provided on records	YES
Record Reviewed	Record Transaction ID / Record Details	
Invoice	Invoice #35222; Invoice Date 4/05/2017; item #756	
Master Container Label	Lot #65425; Sell by 6/1/2017; item #756; Est. 9898	
Supplier Information (Pre-labeled Package):	Master Container: ABC Chicken Harvester, 111 Telegraph Road, Los Angeles, CA 90605	
Retailer's Immediate Previous Supplier Information (Store Record):	Invoice: Gordy's ABC Market Supplier #1, Eagle River, Wisconsin 54521, phone (222) 333-4444	



Closing Meeting

- If the retailer is unable to provide records during the **follow-up** review, provide a records request form and remind the retailer they must provide records within the 5 business days.

Retailer: ABC Value Center-Chicago Chicago, IL 60601							
		Distribution Center Super ABC 444 Main Street Clinton, IL 61727					
▶ Bill of Lading							
BOL #: 381331 Date: 8/12/11 Customer ID: 987		Bill To: ABC Value Center-Chicago #987 Chicago, IL 60601					
Item	Qty:	Brand	Description	Pack	Pack	UPC	Balance
7191902	1	ABC Favorite	Brussel Sprouts—MX	12	12 oz	0-41130-	16.73



Closing Meeting

- Answer any questions the retailer may have pertaining to retail surveillance review.
- Leave your business card with the retail representative.





Closing Meeting

Thank the retail representative and their team for their time and assistance.





What Happens If The Retailer Has Non-compliances?

- If there are non-compliance findings, the store may receive an official notice of non-compliance from USDA.
- The notice requires the retailer provide a response that identifies the root cause of the non-compliances, corrective actions, and preventative measures.



Food Disclosure
and Labeling
Division

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*****NOTICE OF NONCOMPLIANCE*****



What Happens If The Retailer Has Non-compliances?

- A retailer will have **30 days** to respond to the notice of non-compliance.
- If the response is inadequate or does not respond, USDA may take further action including but not limited to, a second notice of non-compliance or a monetary penalty.

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Thank you for completing
Module 5!