


Managing a Digital Recall Job Aid

Targeted how-to guide for Digital Recalls users.


To View Recalls From a Recalls Notice

1. Open the notification email from TraceLink.
2. Click [View Recall](#).
3. Log in to Opus. The recall displays.

To Acknowledge a Recall and Download the Alert

1. If you did not start from the Recall notification:
 - a. Select **My Networks** from the **Main Menu** .
 - b. Select the Work Management network from the **Network** drop-down.
Note: The name of the network is defined by the owner of the SCWM solution. It is typically the name of the company followed by the name of the solution.
 - c. Click **GO**.
 - d. In the side menu, select **Recalls > Search**.
 - e. Locate the Recall you wish to acknowledge.

Use filters to refine your search. Click [Show Additional Filters](#) and [Add Another Filter](#) to add more filters

Click **Apply** to apply the filters to your search.
 - f. Select  in the row for the recall.
 - g. Click **View Recall**.

2. In the **Recall Summary** section, select **Acknowledge**.
3. Confirm the Acknowledgement by selecting **Acknowledge** again in the confirmation window.
4. The **Acknowledgement** is submitted and the **Recall Status** is changed to **In Process**.
5. You can print out a PDF of the FDA Alert to ease the product inspection process.
6. Scroll down to the **Supplemental Information** section.
7. Click the Download icon in the **Attachments** sub-section.



To Submit a Response for Safe Inventory

1. Select **My Networks** from the **Main Menu** .




2. Select the Work Management network from the **Network** drop-down.



Note: The name of the network is defined by the owner of the SCWM solution. It is typically the name of the company followed by the name of the solution.

3. Click **GO**.
4. In the side menu, select **Recalls > Search**.
5. Locate the Recall you wish to acknowledge.

Use filters to refine your search. Click [Show Additional Filters](#) and [Add Another Filter](#) to add more filters

Click **Apply** to apply the filters to your search.


6. Select  in the row for the recall.
7. Click **View Recall**.
8. Click  in the **Product Details** section.
9. In the **Inventory Impacted** section, click .

10. Open the **Inventory Impact** drop-down. Select **No**.
11. Click  to save your selection.
12. To repeat this process for additional products, use the  icon to move to the next product.
13. Click **View Recall** above the **View Product section**.
14. Click **Submit**, then click **Submit** again at the bottom of the **Submit Response** panel.
15. In the **View Recall** page, click **Submit** again, then click **Submit and Complete** at the bottom of the **Submit Response** panel.

Once the recall is submitted in TraceLink, you must also submit the response via postcard per your normal recall processes.



To Submit an Impact and Quantity Response



1. Select **My Networks** from the **Main Menu** .
2. Select the Work Management network from the **Network** drop-down.






Note: The name of the network is defined by the owner of the SCWM solution. It is typically the name of the company followed by the name of the solution.

3. Click **GO**.
4. In the side menu, select **Recalls > Search**.
5. Locate the Recall you wish to acknowledge.

Use filters to refine your search. Click [Show Additional Filters](#) and [Add Another Filter](#) to add more filters

Click **Apply** to apply the filters to your search.

6. Select  in the row for the recall.
7. Click **View Recall**.
8. Click .

9. In the **Inventory Impacted** section, click .
10. Open the **Inventory Impact** drop-down. Select **Yes**.
11. Click  to save your selection.
12. In the **Quantity of Product to Return** section, click .
13. For each pack size, enter the amount of that packaging size in that location's inventory in the **Quantity on Hand** field.
14. Select a **Unit of Measure** for the **Quantity**.
15. Click  to save your selection.
16. To repeat this process for additional products, use the  icon to move to the next product and repeat the prior steps.
17. If there is a product in the Recall that was not impacted, select **No** from the **Inventory Impact** drop-down.
18. Click **View Recall** above the **View Product** section.
19. In the **View Recall** page, click **Submit** again, then click **Submit and Complete** at the bottom of the **Submit Response** panel.

Note: You can only close a Recall if you have entered response information for each product in the Recall. If the **Submit and Complete** button is not enabled, check that response information has been entered for each product.
20. After the Recall has been submitted, the **Response Status** is set to **Completed**.
21. Once the Recall is submitted in TraceLink, you must also submit the response via postcard per your normal Recall processes.