

Guide to the LR Portal & Closing Out Corrective Actions (For new users, please print off this document in advance)

Getting Logged in

1. The Portal can be found at <https://services.lr-food.org>. The initial log in screen looks like the following:

2. As you will be logging into the system for the first time, you will need to reset your password. To do this you should click on the grey button marked "Reset Password / Register".

3. On the next screen enter your email address and click "Send me a Password".

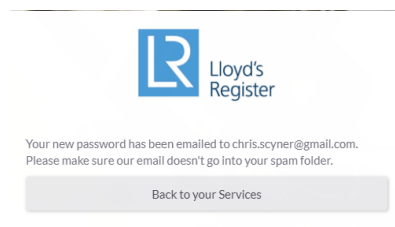
4. In the unlikely event that we don't have a record of your email address in our retailer database, you will see the screen below.

If this happens, please contact us via the Retailer Service Centre on 021-4803777 where a member of the Lloyds Register Team or the Musgrave Retail Food Safety Team will respond to your query.

Alternatively, you can also raise a query via –

<https://app.smartsheet.com/b/form/06a8a451e5d3421eae16eea9d297a679>

5. If we have your email address in our database, you will see the following message.



6. You will then receive an email with a temporary password. It will look similar to the screen image. If the email is not received within a couple of minutes, please check your spam/junk folders.

From: <no.reply@acoura.com>
 Date: Thu, 20 Aug 2020, 1:51 pm
 Subject: LR Services (www.lr-services.org) | Your new password
 To: [REDACTED]

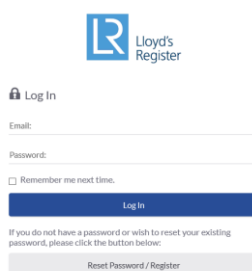
LR Services Your temporary login details for LR Services are below:

Username: [REDACTED]
 Password: 9282c8

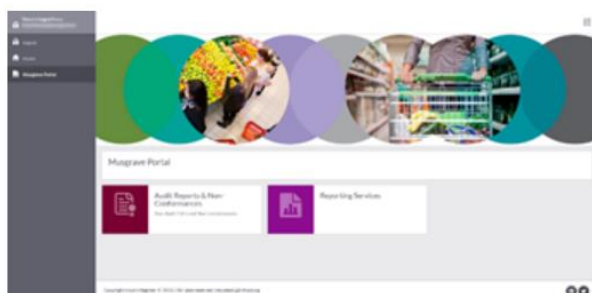
You will be asked to change your password when you next login.

If you have any problems please contact the LR Services IT helpdesk via helpdesk@lr-services.org.

7. You can now go back to the website and enter your email address and temporary password. When logged in, you will be asked to change your password to something more memorable.



8. Once logged in you will see the following screen.



9. To access your Audit Report or to see your non-conformances you must click on the tile called 'Audit Reports and Non-Conformances'.



Assist Tasks (Musgrave) Application

After clicking on the Audits Reports & Non-Conformances Pane, the window below opens

The Assist Tasks has three parts:

Section 1: The top left provides the detail of your recent Audit

Section 2: In the top right, the Audit Report can be seen and downloaded

Section 3: In the lower section the tabs show all open and closed non-conformances

Section 1 - Your Audits

The 'Your Audits' Section gives details of the audits performed including the site reference, site name, how many issues are still open and the audit date.

By clicking on the reference at the left-hand side of each row in the 'Your Audits' section, a new page opens showing details related only to that audit. The layout on this new page is like the previous page but it focuses only on the audit selected.

The first section titled 'Your Audits' will detail the most recent audit in addition to the open issues still to be completed and the status of the audit. A copy of the audit report PDF file can be downloaded from the top right-hand side.

The second section titled 'Your Audit Actions' provides detailed information regarding the actions still open including the target completion date. By clicking on one of these actions a new window opens that will allow uploading/inserting of the closeout action.

The new window is below:

All actions taken to close out the Non-Conformance are entered in the **Action Taken** Section

Major Non-Conformances must be closed within two weeks of the Audit Date (longer only by agreement with the Auditor) Minor Non-Conformances must be closed out within 3 months of the Audit Date

The text added under “Action Taken” should give a clear, concise summary of the action taken that relates directly to the non-conformance that was raised. In most cases non-conformances should have accompanying photo that shows evidence of the corrective action taken, although this can also be covered by upload of a document or in limited instances, where evidence is not easily visually shown, a detailed description of the action.

The root cause must be completed and give an objective view of what has caused the non-conformance, and this should link to the action taken.

Both the “Action Taken” and “Corrective Action” sections must be completed to enable Lloyds to review, accept and close off the non-conformance. If the submission is not considered sufficient and requires additional action it will appear on the “Your Audit Actions” dashboard and must be completed again for resubmission for sign off.

Photos and Attachments can be added to provide visual evidence for closeout. To upload a photo or attachment, click on the box next to the attachments field.



Once the “Action Taken” Section is complete and Photos or Attachments are included, the ‘Date Completed’ and ‘Action Completed By’ fields should be completed.

If it is not possible to complete all the Actions during one uploading session the “Date Completed Section” can be left blank until closed out. Always press the ‘Save changes’ button.

Section 2 – Reports

Reference	Entry Breakdown 1	Site Name	Upload	Created Date
...	3/55/277.pdf (953 KB)	18 Aug 2020
...	3/55/336.pdf (513 KB)	18 Aug 2020
...	3/55/336.pdf (2.1 MB)	18 Aug 2020
...	3/55/278.pdf (2.7 MB)	18 Aug 2020
...	3/55/338.pdf (1.2 MB)	18 Aug 2020

The Reports Section provides a link to each Audit Report that available to download. This Section will hold all future Audits to allow comparison of performance over time

Section 3 - Active Actions and Completed Actions

Issue and Action	Entry Breakdown	Sub-issue	Site Name	Overall responsible	Status
ISSUE BBT1.1.5 (RUBEST) - Refuse in suitcases fridge had no label present as indicated in the photo.	04 Aug 2020				Ready for Sign-off
ISSUE BBT2.1 (RUBEST) - Van needs to be swept and filled to remove all debris.	04 Aug 2020				Ready for Sign-off
ISSUE BBT2.1.5 (RUBEST) - Garbage not clearly presented to house before the Cuckoo Chicken escape in the Stagecoach Refuse but no request for identification when van arrived.	04 Aug 2020				Overdue
ISSUE BBT2.2 (RUBEST) - Showers or dry clothes (washed or hung) always on the label are not in best use and do not match the bin sign holder. Only one method of the label with the bin number is visible in the bin sign holder.	04 Aug 2020				Ready for Sign-off
ISSUE BBT2.2.5 (RUBEST) - Clearly signs at end of 'bag' in bin sign holder need clearly and clearly on the face.	04 Aug 2020				Ready for Sign-off
ISSUE BBT2.3 (RUBEST) - Pot for use must be in same container as other bins for easy to cut food, with action on the bin sign holder.	04 Aug 2020				Ready for Sign-off
ISSUE BBT2.4 (RUBEST) - Pot for use must be in same container as other bins for easy to cut food, with action on the bin sign holder.	04 Aug 2020				Overdue
ISSUE BBT2.5 (RUBEST) - Pot for use must be in same container as other bins for easy to cut food, with action on the bin sign holder.	04 Aug 2020				Overdue
ISSUE BBT2.6 (RUBEST) - Pot for use must be in same container as other bins for easy to cut food, with action on the bin sign holder.	04 Aug 2020				Overdue
ISSUE BBT2.7 (RUBEST) - Pot for use must be in same container as other bins for easy to cut food, with action on the bin sign holder.	04 Aug 2020				Overdue
ISSUE BBT2.8 (RUBEST) - Pot for use must be in same container as other bins for easy to cut food, with action on the bin sign holder.	04 Aug 2020				Overdue
ISSUE BBT2.9 (RUBEST) - Pot for use must be in same container as other bins for easy to cut food, with action on the bin sign holder.	04 Aug 2020				Overdue
ISSUE BBT2.10 (RUBEST) - Pot for use must be in same container as other bins for easy to cut food, with action on the bin sign holder.	04 Aug 2020				Overdue
ISSUE BBT2.11 (RUBEST) - Pot for use must be in same container as other bins for easy to cut food, with action on the bin sign holder.	04 Aug 2020				Overdue
ISSUE BBT2.12 (RUBEST) - Pot for use must be in same container as other bins for easy to cut food, with action on the bin sign holder.	04 Aug 2020				Overdue
ISSUE BBT2.13 (RUBEST) - Pot for use must be in same container as other bins for easy to cut food, with action on the bin sign holder.	04 Aug 2020				Overdue
ISSUE BBT2.14 (RUBEST) - Pot for use must be in same container as other bins for easy to cut food, with action on the bin sign holder.	04 Aug 2020				Overdue
ISSUE BBT2.15 (RUBEST) - Pot for use must be in same container as other bins for easy to cut food, with action on the bin sign holder.	04 Aug 2020				Overdue
ISSUE BBT2.16 (RUBEST) - Pot for use must be in same container as other bins for easy to cut food, with action on the bin sign holder.	04 Aug 2020				Overdue
ISSUE BBT2.17 (RUBEST) - Pot for use must be in same container as other bins for easy to cut food, with action on the bin sign holder.	04 Aug 2020				Overdue
ISSUE BBT2.18 (RUBEST) - Pot for use must be in same container as other bins for easy to cut food, with action on the bin sign holder.	04 Aug 2020				Overdue
ISSUE BBT2.19 (RUBEST) - Pot for use must be in same container as other bins for easy to cut food, with action on the bin sign holder.	04 Aug 2020				Overdue
ISSUE BBT2.20 (RUBEST) - Pot for use must be in same container as other bins for easy to cut food, with action on the bin sign holder.	04 Aug 2020				Overdue

This part of the screen shows remaining Open Actions for all audits that have taken place. If you click on an active action a window will pop up and allow you to fill in the details of the action you have taken to correct the non-conformance.

The colour coding on the right-hand side shows the status of each non-conformance.

Green: Ready for Sign off – This action is waiting to be signed off by Lloyd's Register.

Red: Overdue – The action is Overdue and should be worked on immediately.

What Happens Next

The entry of Corrective Action will be notified automatically to Lloyds and the status changes to 'Ready for Sign-Off' in the right-hand column. The Lloyds Technical team, who are familiar with the Musgrave Retail Standard will review the Corrective Action and if it is considered satisfactory the action will be closed. If the review considers the Corrective Action to be unsatisfactory, the action will re-appear in your queue.

The Retailer receives an email stating that it remains open and requires further action.

Completed Actions

The Complete Actions section will allow you to see all the Actions that have been marked as complete.

Once an action is complete it will move automatically from the 'Active Actions' to the 'Complete Actions' tab.

Queries

If you have any issues or queries when working on the LR Portal, please contact us via the Retailer Service Centre on 021-4803777 after which a member of the Lloyds Register Team or the Musgrave Retail Food Safety Team will respond to your query.

Alternatively, you can raise your query via the link within the email received alongside your Audit Report or by clicking the link below:

<https://app.smartsheet.com/b/form/90118b546fad4411a90ca2b67922a5b8>