REPORTING CONSIGNMENT ISSUES AND ATTACHING IMAGES

Import inspection establishments can report an issue with a consignment and attach images that can be sent directly to the export establishment. This allows for transparency of information and evidence to be communicated through the system to improve communication and shipping outcomes.

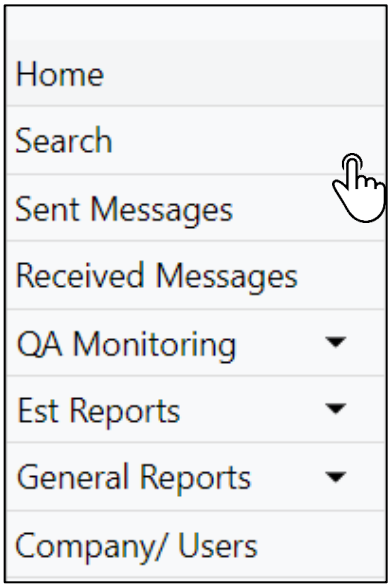
Step 1:

Login to Meat Messaging https://www.meatmessaging.org with your usercode and password. If you do not have your username or password, please email info@meatmessaging.com



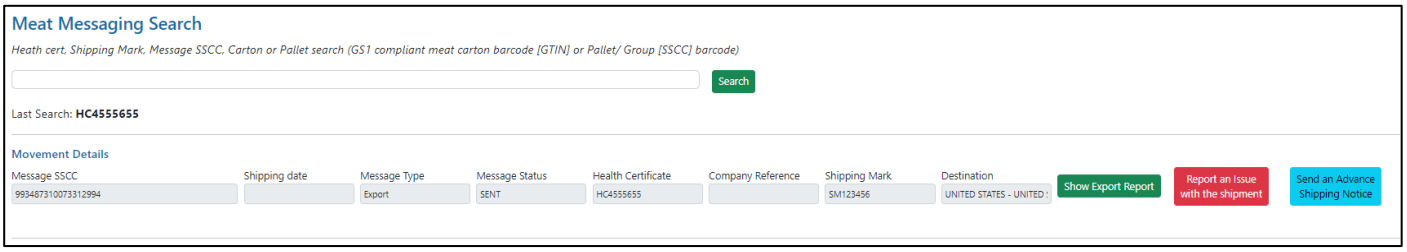
Step 2:

On the side panel bar, click either search.



Step 3:

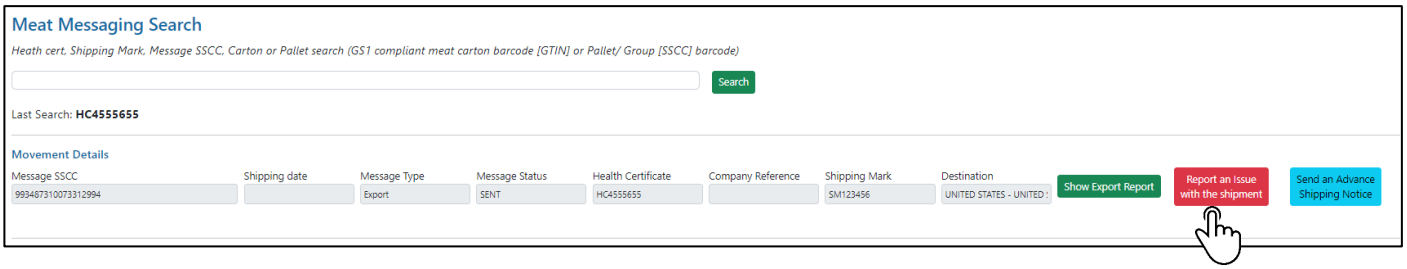
Enter the Health Certificate number in the text field and then click **'Search'** or **'Enter'**. If this does not work, enter one of the barcode numbers from the consignment into the search field. If the message details have been uploaded into Meat Messaging and the Health Certificate number has been included, the message details will display. If they have **NOT** been uploaded to Meat Messaging, the message information will not display.



REPORTING CONSIGNMENT ISSUES AND ATTACHING IMAGES

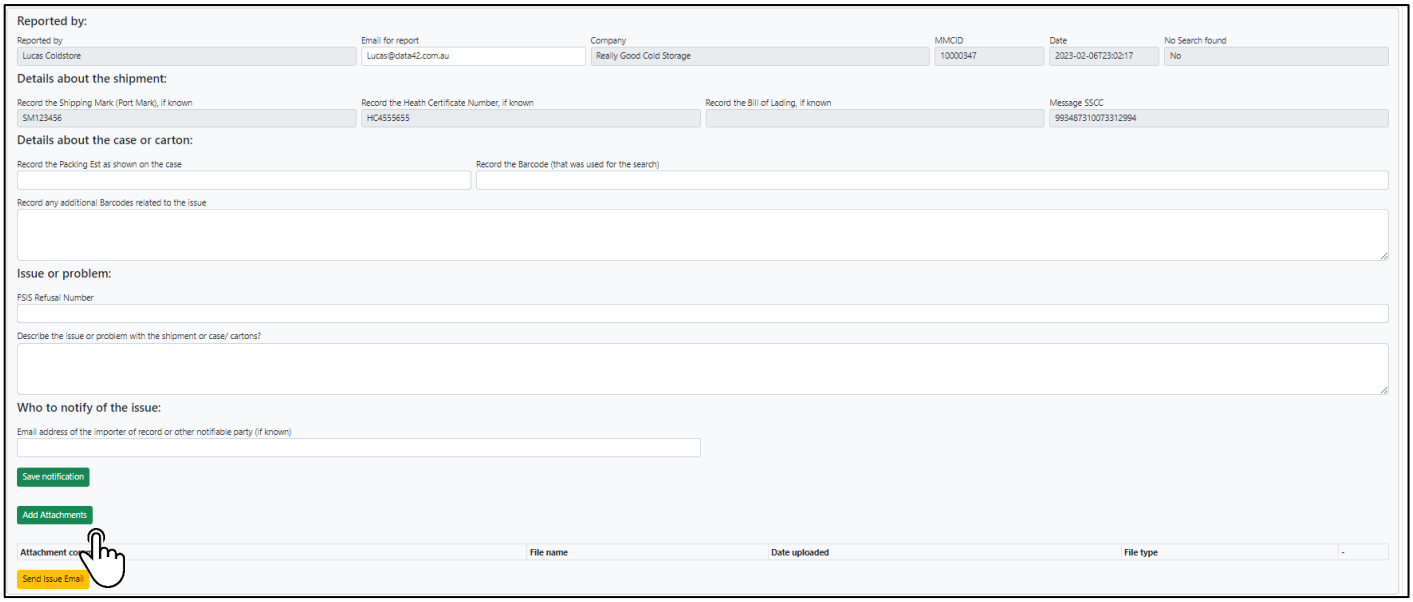
Step 4:

After the message details display, click the red button **'Report an issue with the shipment'**.



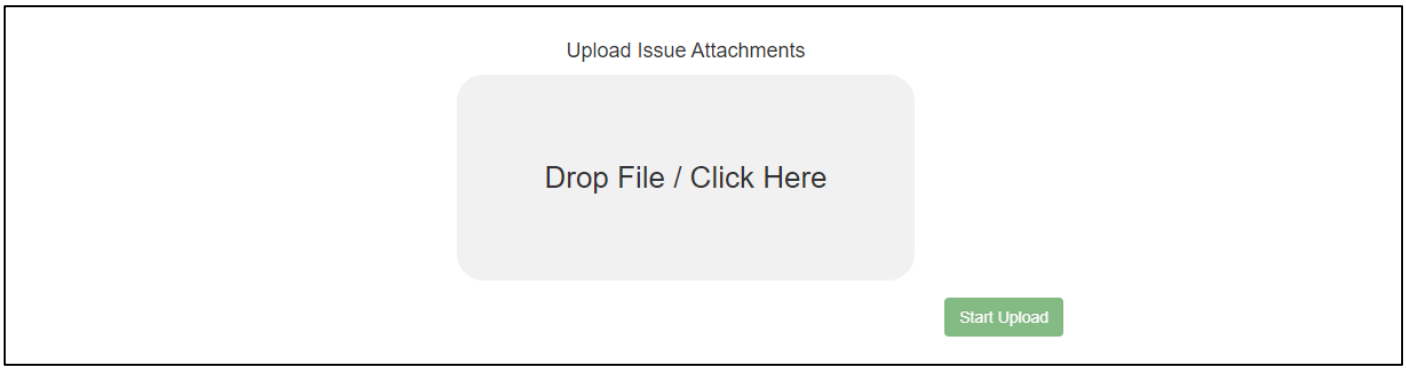
Step 5:

Enter all the relevant information, including the FSIS refusal number. Include attachments by clicking the green **"Add Attachments"** button.



Step 6:

Click or drag and drop images and then click **'Start Upload'**.

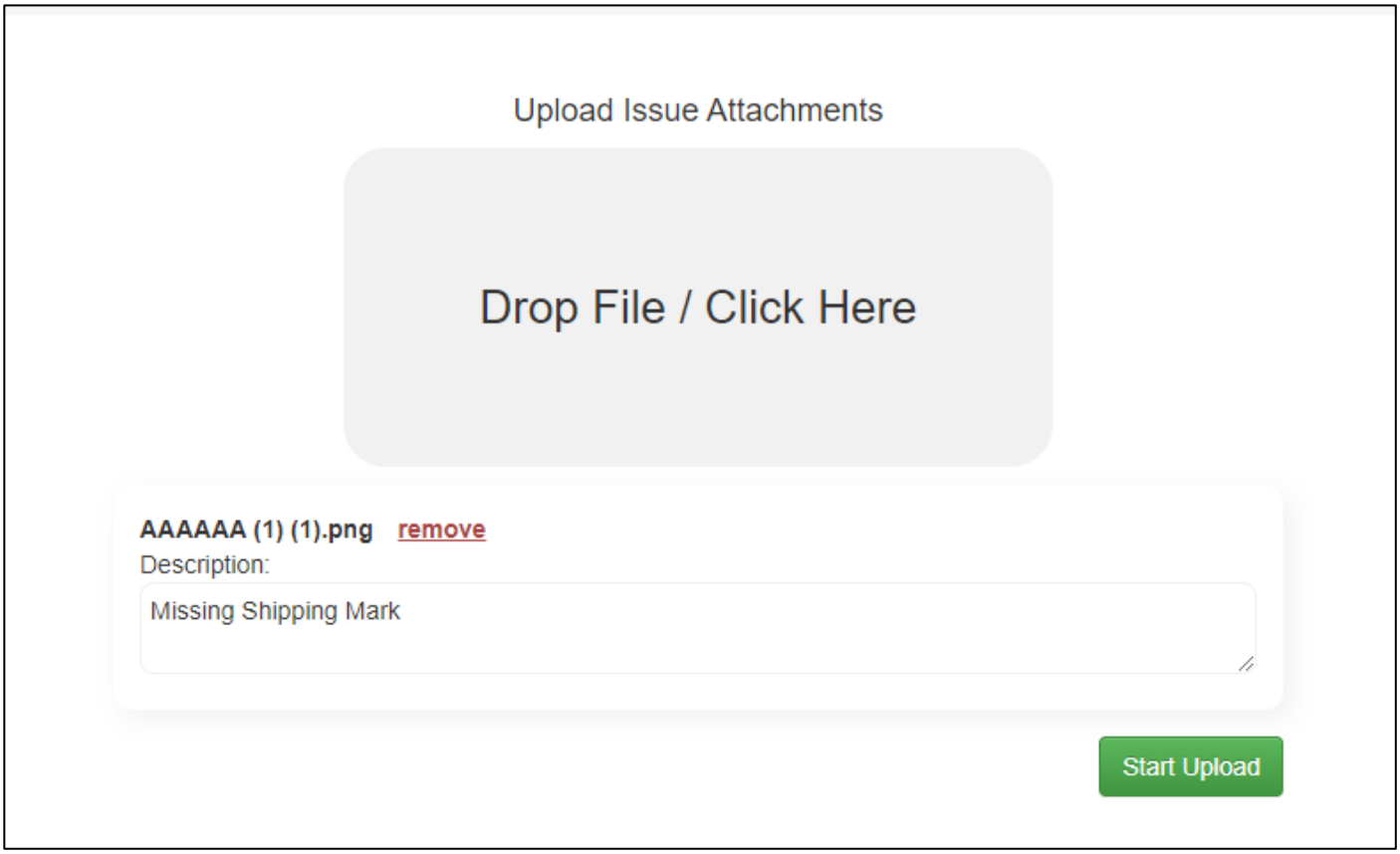


REPORTING CONSIGNMENT ISSUES AND ATTACHING IMAGES

Step 7:

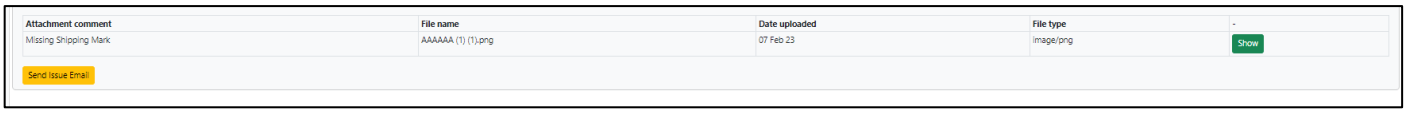
Add a description to your image or click remove if you have selected the wrong image.

Once you are happy with the result, click **"Start Upload".**



Step 8:

The image will then display at the bottom of the issue reporting page, once you have finalised the details of the issue and uploaded all the relevant information.



If you have any issues or questions, please contact Meat Messaging support:

https://meatmessaging.org/ | +617 30739234 | info@meatmessaging.com