

Product Recall – Melting Moment – All Best Before Dates

Currently In Stock (BBD 09/08/2022, BBD 13/09/2022, BBD 28/02/2023)



Product Recall

As a precaution, Jenny Craig is recalling **ALL** Best Before Dates of **Melting Moment** currently in stock (BBD 09/08/2022, BBD 13/09/2022, BBD 28/02/2023) due to **undeclared allergen – milk** - in the product.

Our current label incorrectly states “MAY CONTAIN MILK”, when it should state “CONTAINS MILK”.

Action Taken BY QA at Head Office

All members that may have purchased this product in the last **8** weeks will be notified via email, text or phone. Please see attached for a copy of the communication.

Members that still have **Melting Moments** are asked to not consume this product and to enjoy one of their other **snacks** in its place.

Members with an unconsumed item are asked to return the package for a replacement **Snack** item.

What to do in Centre

1. In case any existing members did not receive the recall notice via email, text or telephone call from your Centre, please print out the attached Recall Notice and confirm during the consultation that each current member did receive the notice or, if not, run through it with each member over the next week. Centre Leaders please to print out a copy of the Recall Notice for each consultant, so that they can have it with them to show during the consultations for existing members only (not new members).
2. **If any members return Melting Moments, place them into a separate box and label the box with a HOLD label and await disposal instructions from Head Office.**
3. Support members with the most suitable replacement:
 - a. Members can leave the **Melting Moment** day until the end of their week and come into centre before that day to get their replacement item (invoicing instructions below)
 - b. Members may have another **Snack** Category **A** that they can swap it with and come into centre to get their replacement. If Member is on a personalised menu they can choose any other snack.
 - c. Members that cannot make it to a centre within the week may need support with planning a MOMO for that **Snack** and collect their replacement item at their next consultation
4. All **Melting Moments** must be removed from inventory as Damaged and kept on **HOLD**.
 - Count the total number of full cartons/boxes and total number of individual units of opened boxes
 - Select Inventory Maintenance in ICAN (4.2 screen) and enter the product code **495**
 - Enter removal type **D** for damaged and then enter as **N** for a new removal
 - Enter the number of cartons and/or loose units to be removed - If removing less than 1 carton, enter those items by using the “Loose Qty” field

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- Verify information is correct and select Y/Yes to “Is everything correct?”
- Exit Inventory Maintenance (4.2) by pressing ‘Ctrl + Q’, press the space bar to print an Inventory Maintenance Summary Report and verify the items were removed correctly

How to Invoice the replacement item

Member must return the package or provide a photo of the best before date to receive their replacement item of equal or lesser value.

Adjustment code: **FR**

This adjustment code is a free keying adjustment which means you will need to type in the adjustment amount.

- A. If member can come in before the end of their Jenny week to get their replacement, you will only need to invoice the one item.
- Bring up member account in the invoicing screen
 - Invoice the item of choice
 - Use adjustment code **FR** and type in the amount that shows in the total due column
- B. If member cannot come into centre until their next appointment you will need to invoice 2 visits.
- **Visit 1:** Invoice member for their week of food (minus the replacement item) and apply any applicable food discount approved for **6 snacks** in this case.
 - **Visit 2:** Invoice the item of choice
 - Use adjustment code **FR** and type in the amount that shows in the total due column e.g. 6.00 for the example below

Type of Sale	Total Due	Adj	Adj Amt
FOOD	6.00	FR	0.00
OTHER	0.00		0.00
PROGRAM FEES	0.00		0.00

Q & A

Q: I have a client who purchased a **Melting Moment what do I need to do?**

A: Consumers who have a milk allergy or intolerance should not consume this product and should return it to the place of purchase for a full refund.

Q. Do all Members that purchased a **Melting Moment need to return it to Centre?**

A. Our concern is for people who have a milk allergy or intolerance. Members who do not have a milk allergy or intolerance do not need to return the product and can consume the product if they wish.

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Q: What do I eat in replace of the **Melting Moment** ?

A:

- a. You can leave the **Melting Moment** day until the end of your Jenny week and come into centre before that day to get your replacement item
- b. You may have another **Snack** Category **A** that you can swap it with and come into centre to get your replacement item. If Member is on a personalised menu they can choose any other snack.
- c. If you cannot make it to a centre within the week you can have a Meal On My Own for that **Snack** and collect their replacement item at their next consultation. Refer to the Meal on My Own Strategy card for serving sizes or call your centre/Customer Care for support.