**Product Recall**

As a precaution, Jenny Craig is recalling Ham & Cheese Toastie with **Best Before Date of** 26/03/2020due to pieces of black rubber in the product. Only product with **Best Before Date** 26/03/2020is affected. All other Best Before Dates of this product are not affected and are safe to be consumed.

**Action Taken BY QA at Head Office**

All members that may have purchased this product in the last 12 weeks will be notified via email, text or phone. Please see attached for a copy of the communication (Recall Notice).

Members that still have Ham & Cheese Toastie with **Best Before Date** 26/03/2020are asked to not consume this product and to enjoy one of their other **Category C Lunch Items or Category D Breakfast Items** in its place.

Members with an unconsumed item are asked to return the product for a replacement Ham & Cheese Toastieitem.

**What to do in Centre**

1. In case any existing members did not receive the recall notice via email, text or telephone call from Head Office, please print out the attached Recall Notice and confirm during the consultation that each current member did receive the notice or, if not, run though 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 a Ham & Cheese Toastie (or just the packaging) with Best Before Date 26/03/2020, place them into a separate box inside a freezer and label the box with a HOLD label and await disposal instructions from Head Office.

Click here for the HOLD label.

1. Support members with the most suitable replacement:
   1. Members can leave the Ham & Cheese Toastieday until the end of their week and come into centre before that day to get their replacement item (invoicing instructions below)
   2. Members may have anotherBreakfastCategory D or Lunch Category C that they can swap it with and come into centre to get their replacement
   3. Members that cannot make it to a centre within the week may need support with planning a MOMO for that BreakfastCategory D or Lunch Category C and collect their replacement item at their next consultation
2. All Ham & Cheese Toastiewith the best before date of 26/03/2020 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 code571
   * 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
   * 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 the same category.**

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

1. 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
2. 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 breakfasts or 6 lunches 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



**Breakfast D:**

* Cocoa Clusters
* Roasted Veggie All round
* Toasted Berry Muesli
* Waffles

**Lunch C:**

* Beef Nachos
* Asian Style Veg Fried Rice
* Cheesy Baked Potato
* Pasta Verde
* Zucchini & Corn Muffin

**Q & A**

**Q: I had the** Ham & Cheese Toastie **and have already consumed it; do I still get a replacement?**  
**A:** The presence of the foreign object is limited to a small number of items within the best before batch of 26/03/2020. If you have consumed an item from this batch and did not find a foreign object, it is safe to say that your item was not effected and no replacement will be provided.

**Q: I have a** Ham & Cheese Toastie **with the BBD** 26/03/2020 **what do I need to do?  
A:** Do not consume the Ham & Cheese Toastie. Dispose of the contents and return the package to your centre for a replacement.

**Q: What do I eat in replace of the** Ham & Cheese Toastie **?  
A:**

* 1. You can leave the Ham & Cheese Toastieday until the end of your Jenny week and come into centre before that day to get your replacement item
  2. You may have another Breakfast Category D or Lunch Category Cthat you can swap it with and come into centre to get your replacement item
  3. If you cannot make it to a centre within the week you can have a Meal On My Own for that Breakfast or Lunchand 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.

**Q: I have a** Ham & Cheese Toastie **with a different Best Before Date, is it safe to consume / are any other products effected?  
A:** Yes it is safe to consume and no other items have been affected. We have identified that it was only a small batch and isolated to the Ham & Cheese Toastiewith the Best Before Date of 26/03/2020.

**Q: I have found a foreign object in my Ham & Cheese Toastie, what do I do?  
A:** Do not consume the Ham & Cheese Toastie. Contact your centre and return the package and foreign object to the centre.