

Module 5

Closing Meeting (Step 4)

COOL Retail Reviewer Training Course



Lesson Objectives

At the end of the lesson, you will be able to:

- Understand the topics to cover in a closing meeting.
- Explain to the retailer the next steps if non-compliances are found.



Closing Meeting

- **Inform the retail representative that all non-compliance findings are considered unofficial until reviewed by FDLA.**
- During the closing meeting, the reviewer will:
 - Discuss all non-compliance findings identified; and
 - Explain each non-compliant item observed.




Closing Meeting

- **When conducting an initial retail review**, do not forget to ask the retail representative the 5 recordkeeping questions.
 - This information is used to assess whether the retailer is complying with the COOL recordkeeping requirements.



Closing Meeting

- During a **follow-up** review, if the retailer is unable to provide records, provide a records request form and remind the retailer they must provide records within the 5 business days.

Retailer: ABC Value Center-Chicago Chicago, IL 60601							
		Distribution Center Super ABC 444 Main Street Clinton, IL 61727					
▶ Bill of Lading							
BOL #: 381331 Date: 8/12/11 Customer ID: 987		Bill To: ABC Value Center-Chicago #987 Chicago, IL 60601					
Item	Qty:	Brand	Description	Pack	Pack	UPC	Balance
7191902	1	ABC Favorite	Brussel Sprouts—MX	12	12 oz	0-41130-	16.73



Closing Meeting

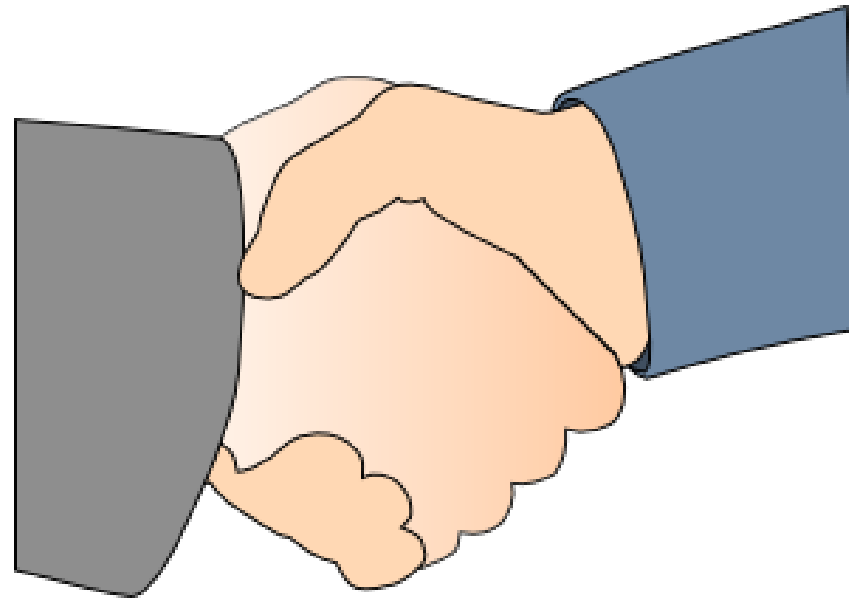
- Answer any questions the retailer may have about the retail review.
- Leave your business card with the retail representative.





Closing Meeting

Thank the retail representative and their team for their time and assistance.





What Happens If The Retailer Has Non-compliances?

- If there are non-compliance findings, the store may receive an **official** notice of non-compliance from USDA.
- The notice requires the retailer provide a response that identifies the **root cause** of the non-compliances, **corrective actions**, and **preventative measures**.



What Happens If The Retailer Has Non-compliances?

- A retailer will have **30 days** to respond to the official notice of non-compliance.
- The non-compliance notice will come via email. Therefore, it is very important to obtain an accurate email for the retailer.
- If the response is inadequate or the retailer does not respond, USDA may take further action including but not limited to, a second notice of non-compliance or a monetary penalty.



Thank you for completing
Module 5!