

Report Issue and Attach Images

Reporting an Issue with a Consignment and Attaching Images

Import Inspection establishments can now 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:

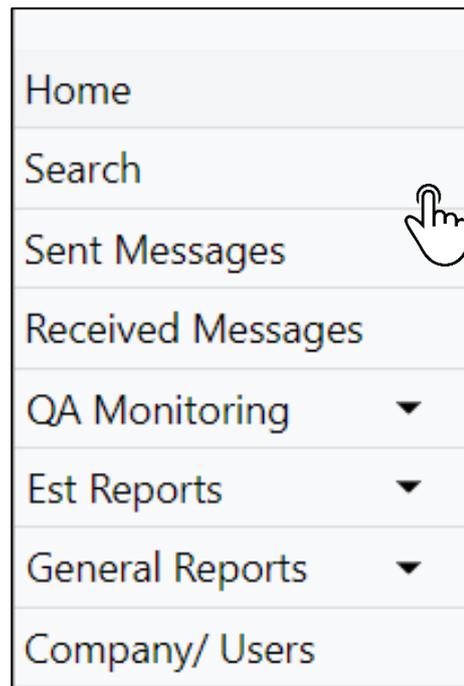
Login to Meat Messaging
<https://www.meatmessaging.org> and login with your usercode and password.

If you do not have your username or password, please email info@meatmessaging.com



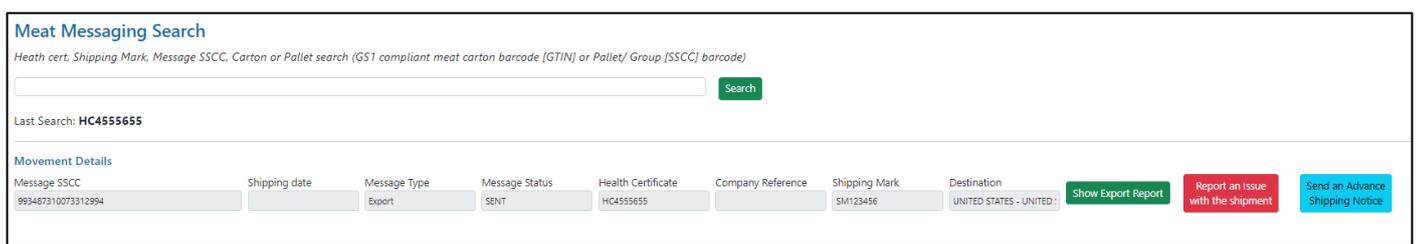
Step 2:

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 number 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.



For more information go to: <https://meatmessaging.org/>
Call us on: +617 3073 9234
Email us: info@meatmessaging.com

Report Issue and Attach Images

Step 4:

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

Meat Messaging Search
Heath cert, Shipping Mark, Message SSSC, Carton or Pallet search (GS1 compliant meat carton barcode [GTIN] or Pallet/ Group [SSCC] barcode)

Last Search: **HC4555655**

Movement Details

Message SSSC	Shipping date	Message Type	Message Status	Health Certificate	Company Reference	Shipping Mark	Destination	<input type="button" value="Show Export Report"/>	<input type="button" value="Report an Issue with the shipment"/>	<input type="button" value="Send an Advance Shipping Notice"/>
993487310073312994		Export	SENT	HC4555655		SM123456	UNITED STATES - UNITED STATES			

Step 5:

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

Reported by:

Reported by	Email for report	Company	M/MCID	Date	No Search found
Lucas Coldstore	Lucas@data42.com.au	Really Good Cold Storage	10000347	2023-02-06T23:02:17	No

Details about the shipment:

Record the Shipping Mark (Port Mark), if known	Record the Heath Certificate Number, if known	Record the Bill of Lading, if known	Message SSSC
SM123456	HC4555655		993487310073312994

Details about the case or carton:

Record the Packing Est as shown on the case Record the Barcode (that was used for the search)

Record any additional Barcodes related to the Issue

Issue or problem:

FSIS Refusal Number

Describe the issue or problem with the shipment or case/ cartons?

Who to notify of the issue:

Email address of the importer of record or other notifiable party (if known)

Attachment	File name	Date uploaded	File type
<input type="text"/>			

Step 6:

Click or drag and drop images and then click start upload.

Upload Issue Attachments

Drop File / Click Here



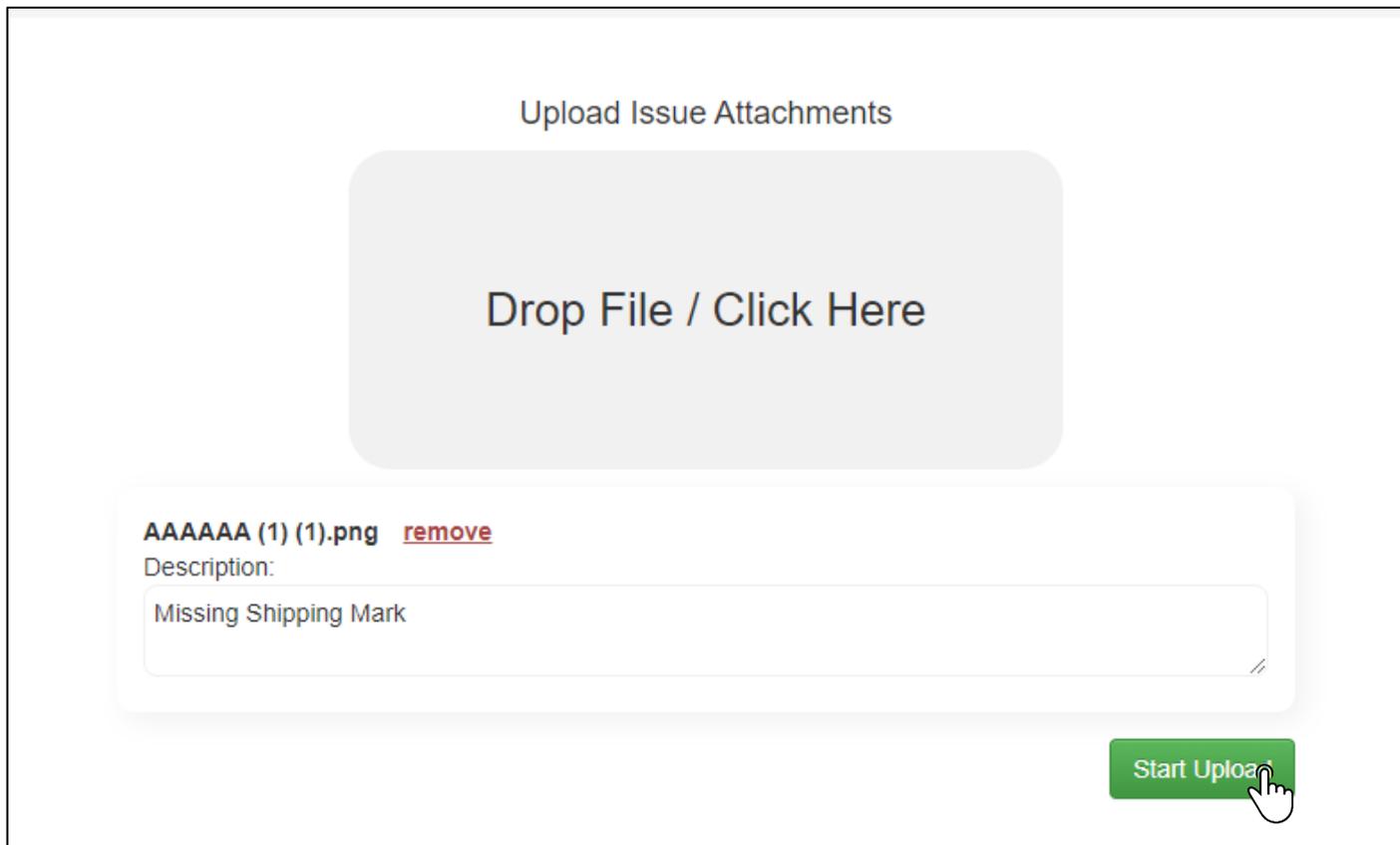
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Step 7:

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”



Upload Issue Attachments

Drop File / Click Here

AAAAAA (1) (1).png [remove](#)

Description:

Missing Shipping Mark

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.

Attachment comment	File name	Date uploaded	File type	
Missing Shipping Mark	AAAAAA (1) (1).png	07 Feb 23	image/png	Show

Send Issue Email