



TELUS Food Safety & Quality

User guide

Content

- About TELUS Food Safety & Quality 2
 - Office web 2
 - Mobile application 2
- Logging in 3
- Synchronizing the device 6
- Assessments 7
 - Performing a new dispatch check 7
 - Reviewing draft QC checks 15
 - Deleting draft QC checks 15
 - Corrective actions 16
- Settings 17
 - Sync settings 17
 - Auto-logout 18
 - Logging out 18
- Contact us 19

About TELUS Food Safety & Quality

TELUS Food Safety & Quality is a comprehensive technology solution for managing product quality and facility checks. The solution has a number of components designed to meet specific functions. The main components are TELUS Food Safety & Quality Office and TELUS Food Safety & Quality Mobile.

Office web-based solution

TELUS Food Safety & Quality Office is a web-based solution where users with the appropriate permissions can log in via the internet to manage QC assessments, set the parameters by which a check will pass or fail, set up users, update user permissions, set up alerts and view QC check reports in real time.

Mobile application

TELUS Food Safety & Quality Mobile app is the portable component of the software. It's synchronized with TELUS Food Safety & Quality, allowing you to undertake QC checks. QC checks can be performed at remote site locations, and the data is synchronized in real time or at a future point in time, depending on connectivity available.

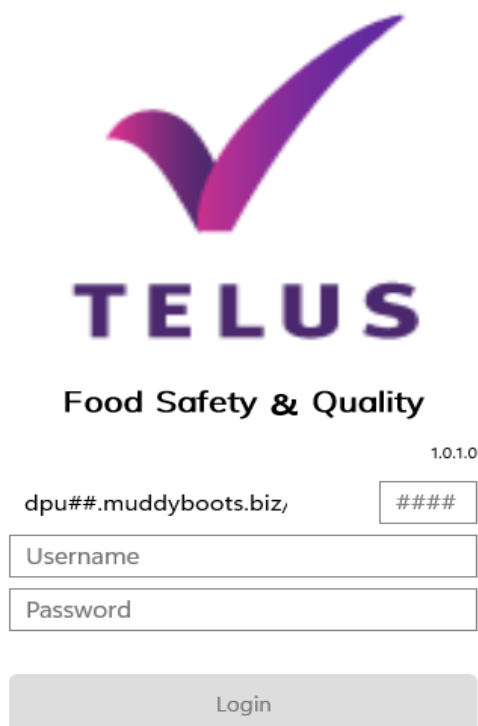
Specifications, guidance and visual references are displayed at the question level, giving support to the user in completing the QC check. Attachments, in the form of images and PDF files, can be included in QC checks to support their findings.

Logging in

1. Unlock your device and tap the TELUS Food Safety & Quality Mobile icon.



2. Log in using your four-digit DPU code (server ID), as well as your personal username and password
Tap **Login** to open the app.



The login screen features the TELUS logo (a purple checkmark) and the text "TELUS Food Safety & Quality". Below this, the version number "1.0.1.0" is displayed. The login form includes a DPU code field with the placeholder "dpu##.muddyboots.biz/" and a four-digit code field with the placeholder "####". Below these are fields for "Username" and "Password". A "Login" button is located at the bottom of the form.

1.0.1.0

dpu##.muddyboots.biz/

####

Username

Password

Login

Please note: You have three attempts before your account is locked.

Before entering the system for the first time, the app needs to complete a sync (while connected to Wi-Fi or 4G/5G) with TELUS Food Safety & Quality.



Offline data

☐

Guidance

☒

Specifications

☐

Purchase order/lot data☐

Please select the data that you would like to have offline. If not selected, this data will be downloaded on demand if you have an online connection

Please enter a unique name for this device

Test PC

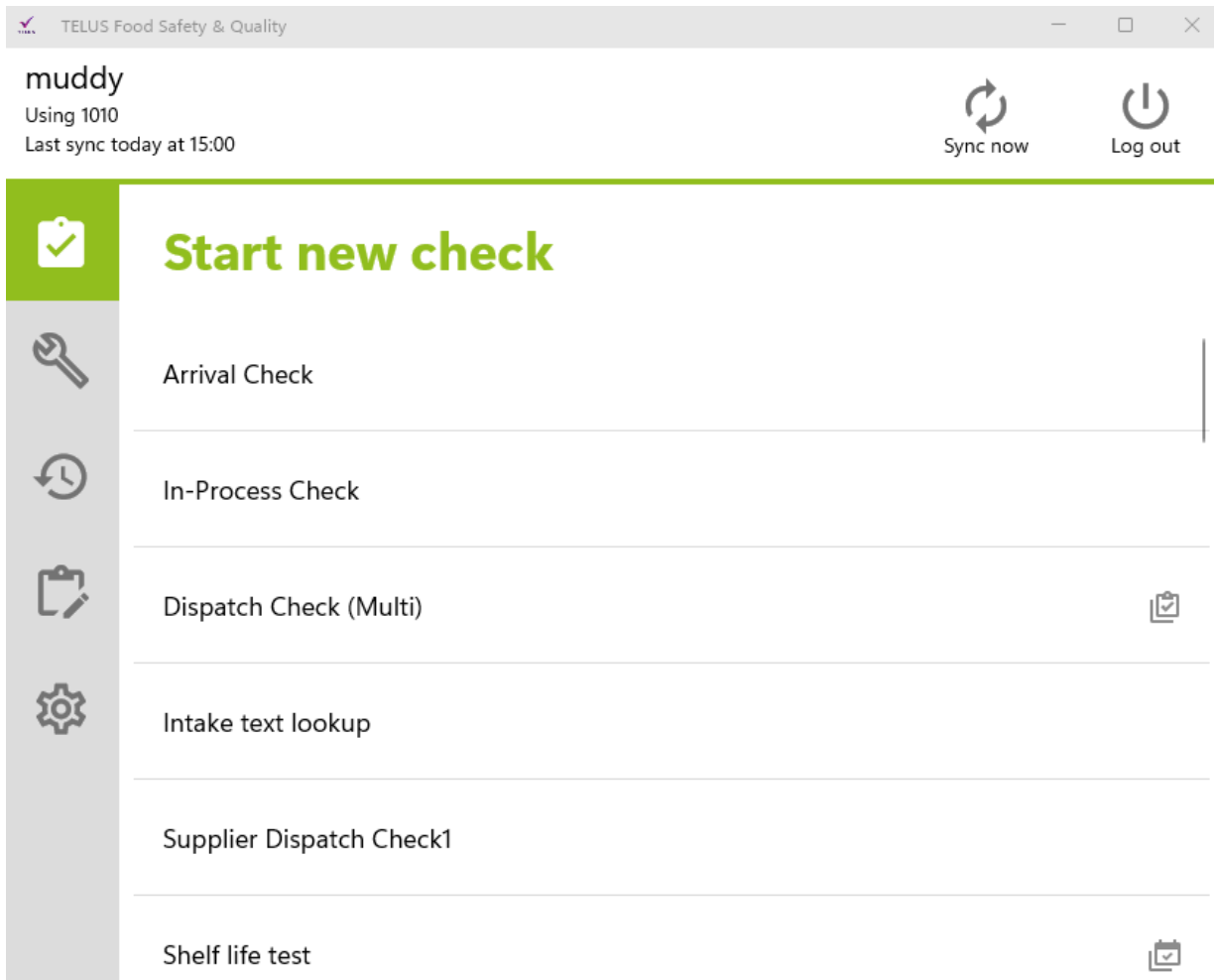
OK

Note: We recommend the Guidance and Specifications sliders are moved to the right for the first sync. You can alter this once you are logged in.

The sync will take a short while to complete.

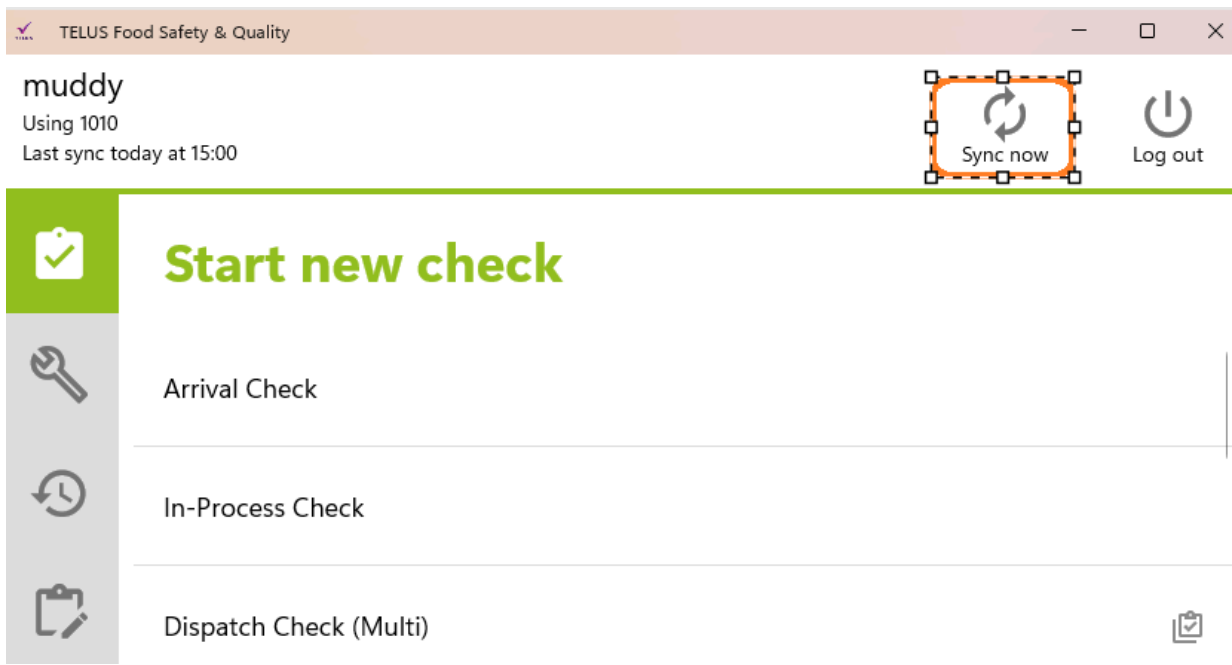


Once the sync is complete, you'll be in the app and see the dashboard.



Synchronizing the device

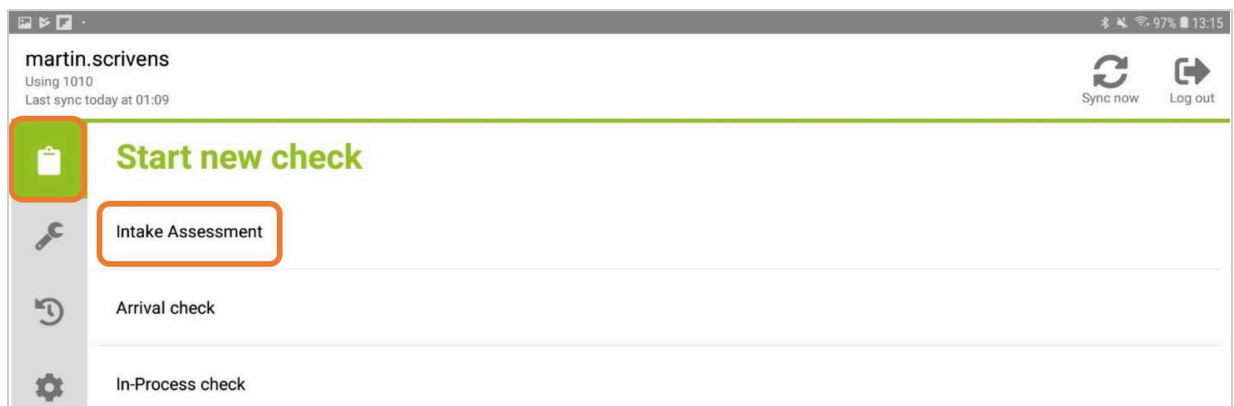
Synchronizing ensures that you copy updates from TELUS Food Safety & Quality to your device, and copies QC checks and corrective actions into TELUS Food Safety & Quality. When the app opens, it will start synchronizing automatically; however, you can synchronize manually by clicking the **Sync now** tile in the app, as long as you have an internet connection.



Assessments

Performing a new check

- 1. To begin an assessment, click on **Start new check** on the dashboard.
- 2. From the list that opens, select the relevant check type you're going to perform.



- 3. Navigate to the **Header**.

A screenshot of the 'Supplier Dispatch Check' form. The form has a back arrow and the title 'Supplier Dispatch Check'. Below the title is a tabbed interface with four tabs: 'HEADER' (selected and highlighted in green), 'ASSESSMENT', 'ATTACHMENTS', and 'COMMENT'. The 'HEADER' tab contains several input fields: 'Destination', 'Supplier' (marked with a red asterisk), 'Country of Origin', 'Product / Variety' (marked with a red asterisk), 'Date of Inspection', 'PO No / Container Number', 'Flesh Temps', 'TempTale Serial Number' (marked with a red asterisk), and 'Carton Number'. A barcode is visible next to the 'TempTale Serial Number' field. At the bottom of the form is a grey bar with the text 'Select assesament'.

4. Answer the relevant questions by typing in responses or selecting from a drop-down list.

Supplier Dispatch Check

HEADER ASSESSMENT ATTACHMENTS COMMENT

Destination

* Supplier
MISCELLANEOUS SUPPLIER (MISCEGB)

Country of Origin
BELGIUM

* Product / Variety
APPLE 12X9 UK COX

Date of Inspection
17/12/2018

PO No / Container Number
P123456

Flesh Temps

* TempTale Serial Number
EJG1C00K

Carton Number

Select assessment

Please note:

- A red asterisk (*) indicates a mandatory question.
- If you have a case end barcode, you can use the device's camera to scan the barcode, and the header will automatically populate various data fields.

5. Once the **Header** is complete, click **Select assessment**.

6. Select the assessment you want from the drop-down menu.

7. The **Assessment** tab will display, allowing you to complete your QC check.

10 Orchids (MN778899) V1.0

HEADER ASSESSMENT ATTACHMENTS COMMENT

Количество выборки (Sample Count) 0

Packaging Elements

Packaging

Green	Amber	Red	0
-------	-------	-----	---

Labelling

Green	Amber	Red	0
-------	-------	-----	---

External Appearance

Shape

Green	Amber	Red	0
-------	-------	-----	---

Size Average

Green	Amber	Red	0
-------	-------	-----	---

Colour

Green	Amber	Red	0
-------	-------	-----	---

Progressive Defects

Green	Amber	Red	0
-------	-------	-----	---

COMPLETE

Total score: 100

You can add comments, view guidance and log a corrective action for each question by clicking the three vertical dots button to the right. The options will display in a pop-up box.

Packaging

Green	Amber	Red	0
-------	-------	-----	---

10 Orchids (MN778899) V1.0

HEADER ASSESSMENT ATTACHMENTS COMMENT

Количество выборки (Sample Count) 0

Packaging Elements

Packaging

Green	Amber	Red	0
-------	-------	-----	---

Labelling

Green	Amber	Red	0
-------	-------	-----	---

External Appearance

Shape

Green	Amber	Red	0
-------	-------	-----	---

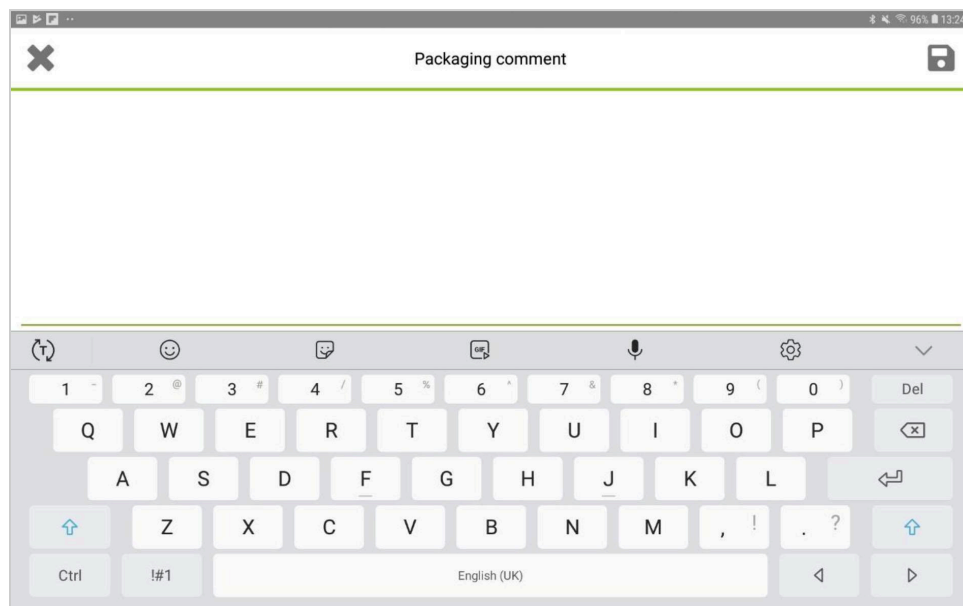
Size Average

Green	Amber	Red	0
-------	-------	-----	---

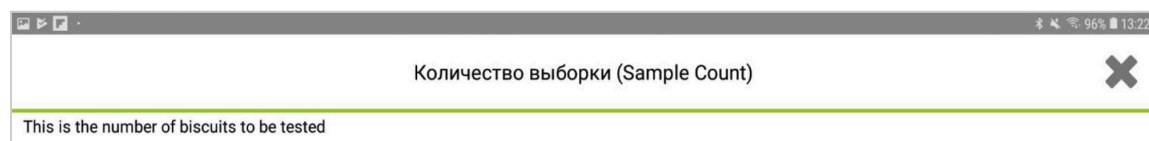
Actions

- Add Comment
- View Guidance
- Log Corrective Action
- CLOSE

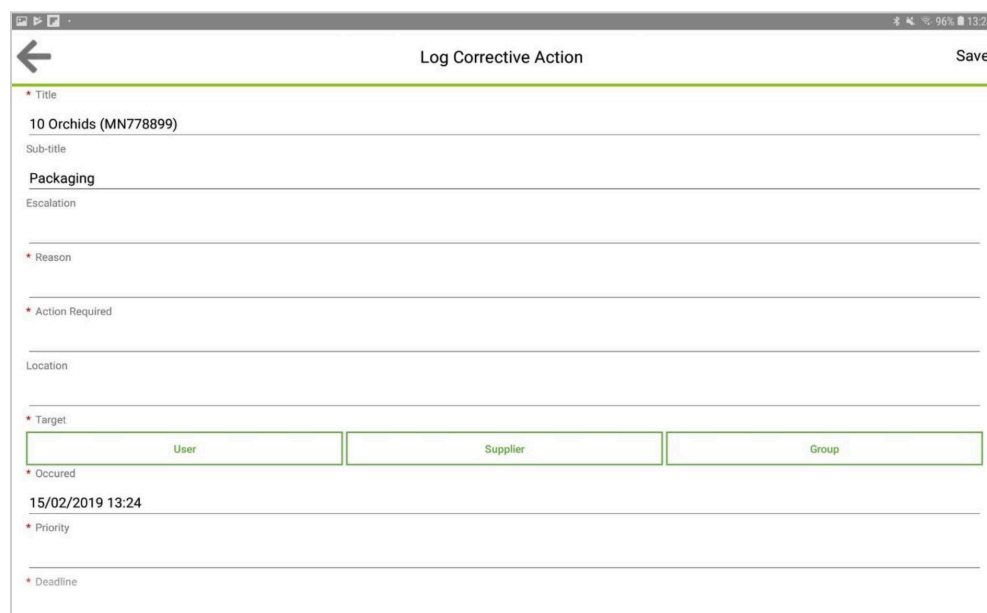
a. Adding a comment.



b. Viewing guidance.



c. Logging a corrective action.



8. Enter a response in the space beneath each question.

10 Orchids (MN778899) V1.0

HEADER ASSESSMENT ATTACHMENTS COMMENT

Non-ferrous container (Sample Seals)

Packaging Elements

Packaging

Green Amber Red

Labelling

Green Amber Red

1 2 3 4 5 6 7 8 9 0 Del

9. Images can be added to support the assessment. Click **Attachments**.

Supplier Dispatch Trial Check V1.0

HEADER ASSESSMENT ATTACHMENTS COMMENT

Camera icon

10. Click the camera button to import a photo from your device's gallery, or take a photo using the camera.

Supplier Dispatch Trial Check V1.0

HEADER ASSESSMENT ATTACHMENTS COMMENT

Camera icon

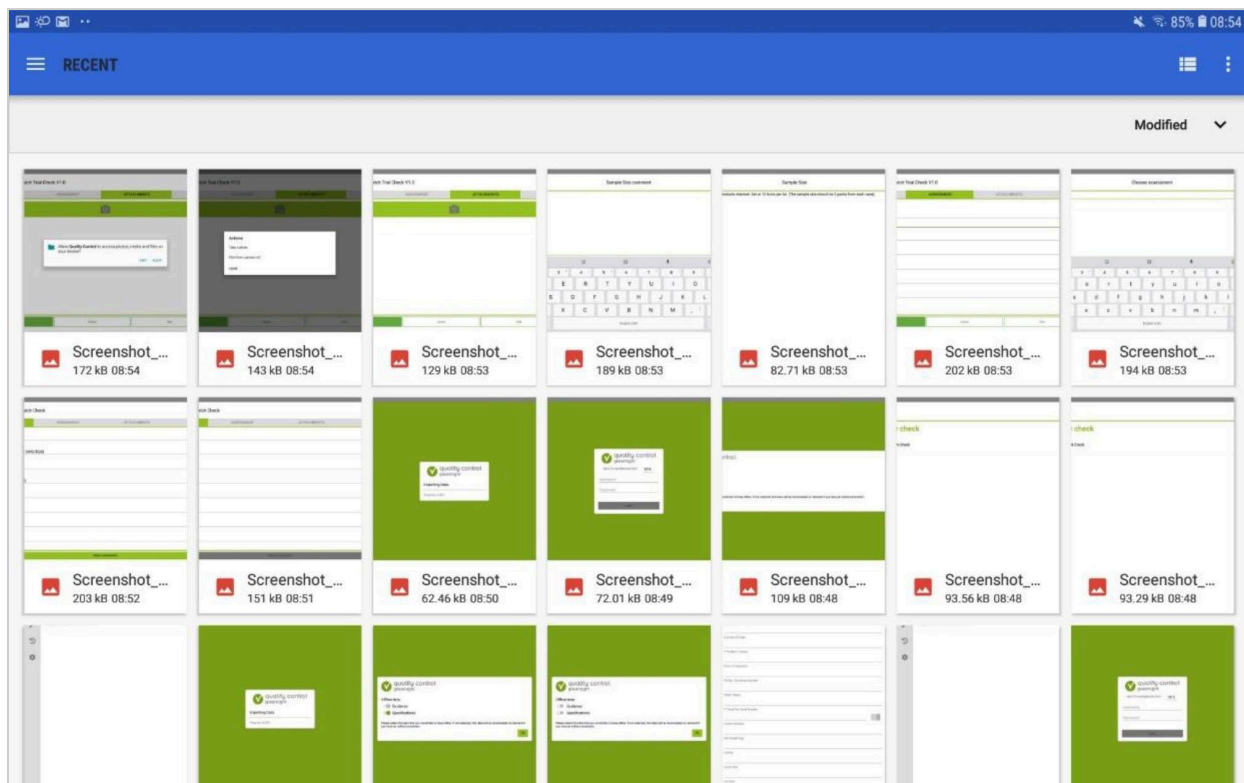
Actions

Take a photo

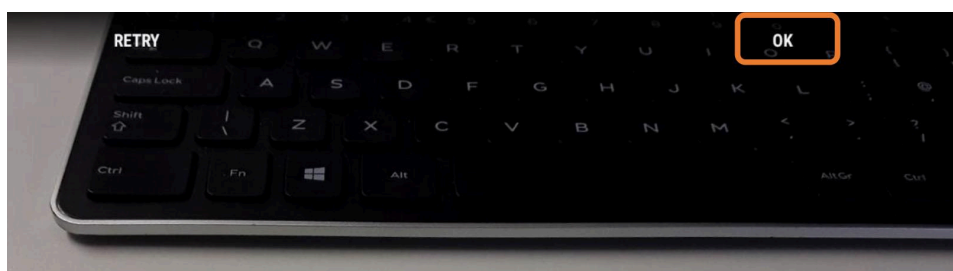
Pick from camera roll

CLOSE

11. Using the gallery.



12. Using the camera: when satisfied with the image, click **OK**.



13. When all images are added, return to the assessment tab to check everything is correct.

14. At the bottom of the screen, the total score will show on the right and the outcome will show as green, amber or red.

10 Orchids (MN778899) V1.0

HEADER ASSESSMENT ATTACHMENTS COMMENT

Количество выборки (Sample Count) 0

Packaging Elements

Packaging

Green	Amber	Red	0
-------	-------	-----	---

Labelling

Green	Amber	Red	0
-------	-------	-----	---

External Appearance

Shape

Green	Amber	Red	0
-------	-------	-----	---

Size Average

Green	Amber	Red	0
-------	-------	-----	---

Colour

Green	Amber	Red	0
-------	-------	-----	---

Progressive Defects

Green	Amber	Red	COMPLETE
-------	-------	-----	----------

Total score: 100

15. Click “**Comments**” and the keyboard will appear, allowing you to provide justification for amending the result.

Supplier Dispatch Trial Check V1.0

HEADER ASSESSMENT ATTACHMENTS COMMENT

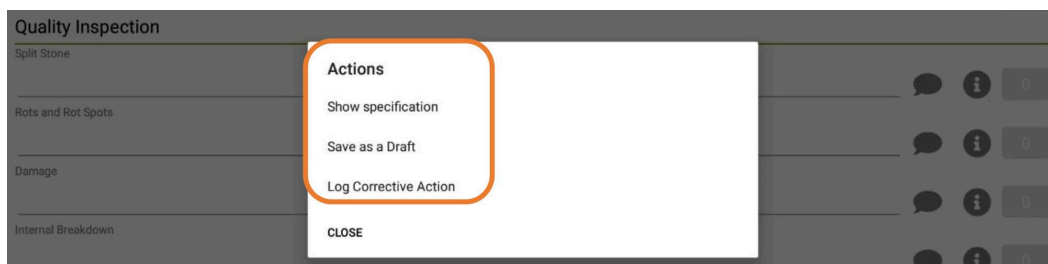
Green Amber Red COMPLETE

Total score: 100

1 2 3 4 5 6 7 8 9 0 Del

16. There are three more options if you click the three dots at the top right of the screen:

- a. **Show specification** – If there has been a specification document attached to the check, you'll be able to use this option to view the document.
- b. **Save as a Draft** – Although you may have completed the QC check, you might need to check further. This will remain on the device and won't upload in TELUS Food Safety & Quality when synchronized.
- c. **Log Corrective Action** – Use when the issue is with the QC check generally and not a specific question.



17. Clicking **Complete** in the bottom right-hand corner will complete the check and return you to the dashboard.

A screenshot of the 'Assessment' screen for '10 Orchids (MN778899) V1.0'. The screen has a top bar with 'HEADER', 'ASSESSMENT' (highlighted in green), 'ATTACHMENTS', and 'COMMENT'. Below the bar, there's a section for 'Количество выборки (Sample Count)' with a '0' in a box. The main section is 'Packaging Elements', which includes 'Packaging' and 'Labelling'. Each has three boxes for 'Green', 'Amber', and 'Red' ratings, each with a '0' in a box. Below this is 'External Appearance', which includes 'Shape', 'Size Average', and 'Colour'. Each has three boxes for 'Green', 'Amber', and 'Red' ratings, each with a '0' in a box. At the bottom, there's a 'Progressive Defects' section with three boxes for 'Green', 'Amber', and 'Red' ratings, each with a '0' in a box. A 'COMPLETE' button is highlighted in a red box at the bottom right. Below the button, it says 'Total score: 100'.

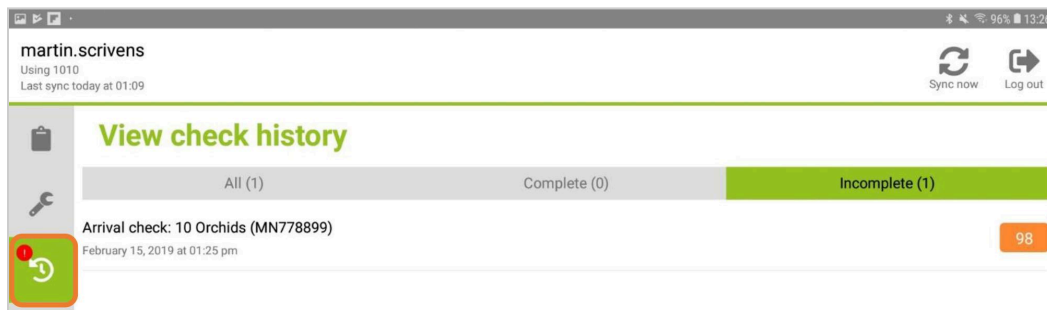
Please note:

- We recommend users sync their devices after each set of QC checks, so the data in TELUS Food Safety & Quality is up-to-date for the administrators.

- QC checks saved as drafts won't transfer their data during a sync.
- Once a sync is completed, the completed QC checks will remain on your device for seven days.
- Not all users have the ability to override the QA flag.

Reviewing draft QC checks

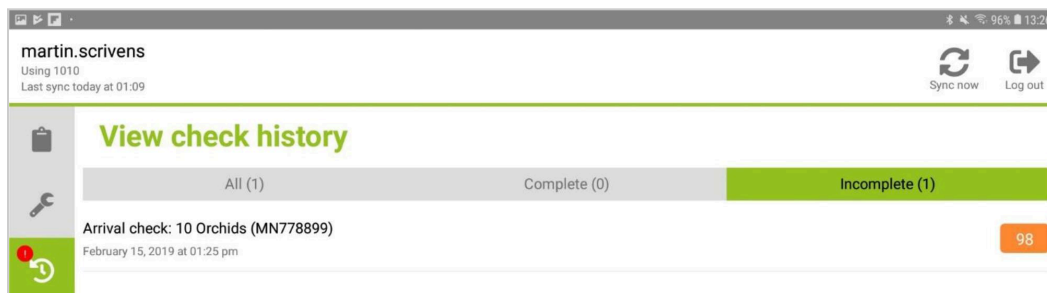
1. If you chose **Save as draft** when completing your QC check, you can find it by clicking **View check history** on the dashboard.



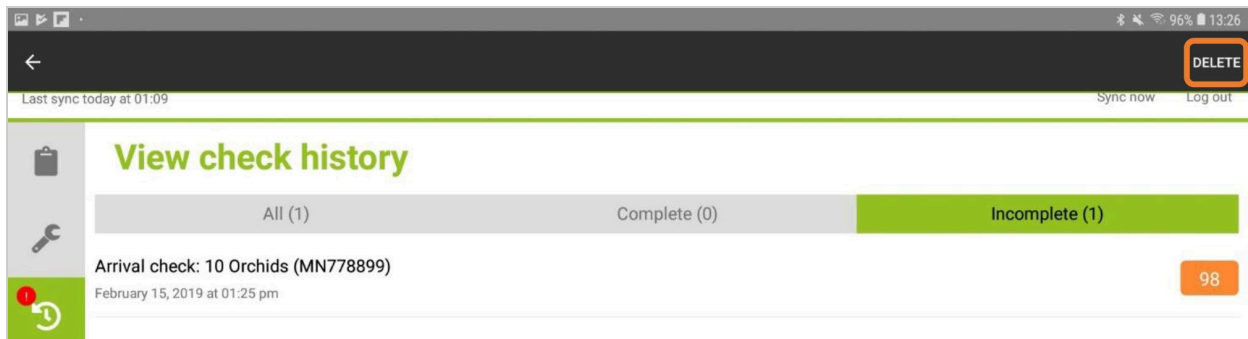
2. The default view is “Incomplete”. This can be toggled between “All”, “Complete” and “Incomplete”.
3. Click the QC check you want to reopen and you'll be navigated to the assessment tab.
4. Make the necessary updates and select “Complete check” from the “Actions” button (as per the process in “Performing a new check”).

Deleting draft QC checks

1. Click **View check history**.

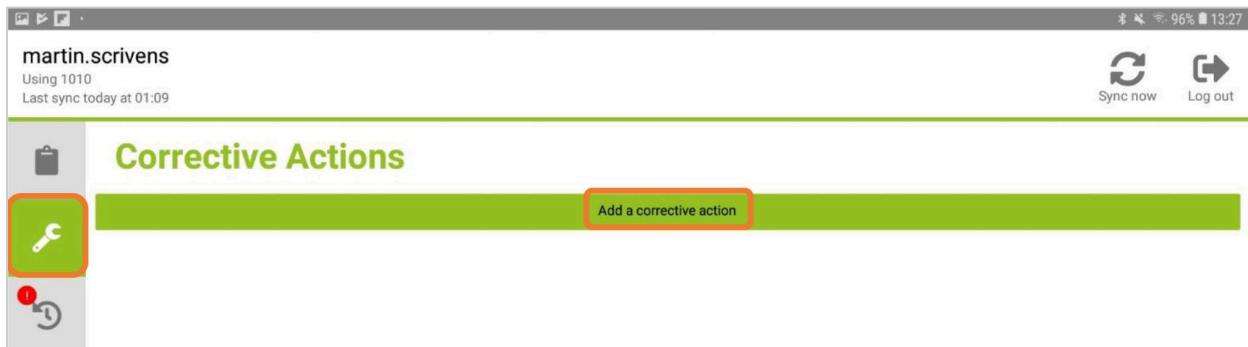


2. Locate the QC check you want to delete.
3. Long hold (press and hold the screen until the delete options appear) and click **Delete**.



Corrective actions

1. Should you need to log a corrective action that is not associated to a specific QC check, select **Corrective Actions** from the dashboard.



2. Click **Add a corrective action**.
3. This will open a form for completion; when finished, click **Save**.

Log Corrective Action

Save

Title

Sub-title

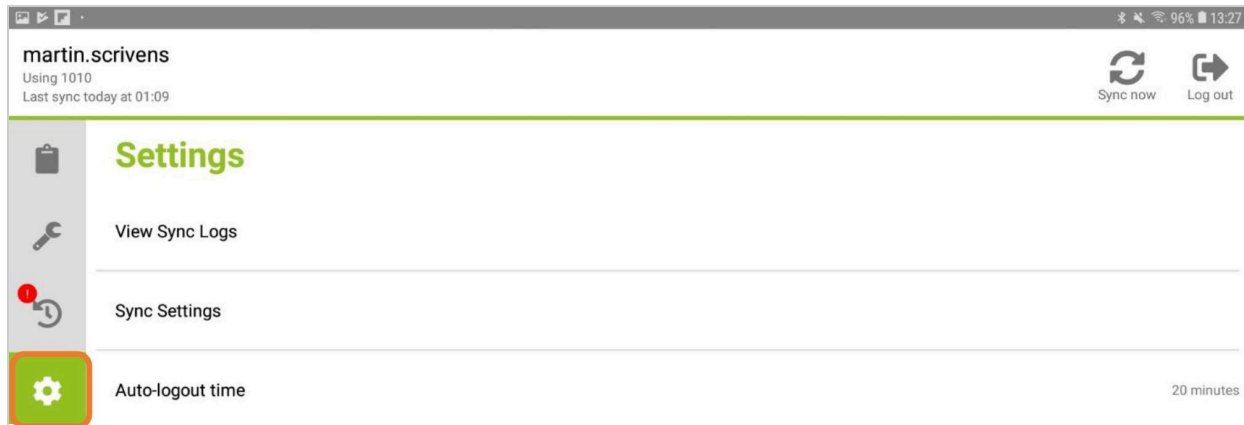
Escalation

Reason

Action Required

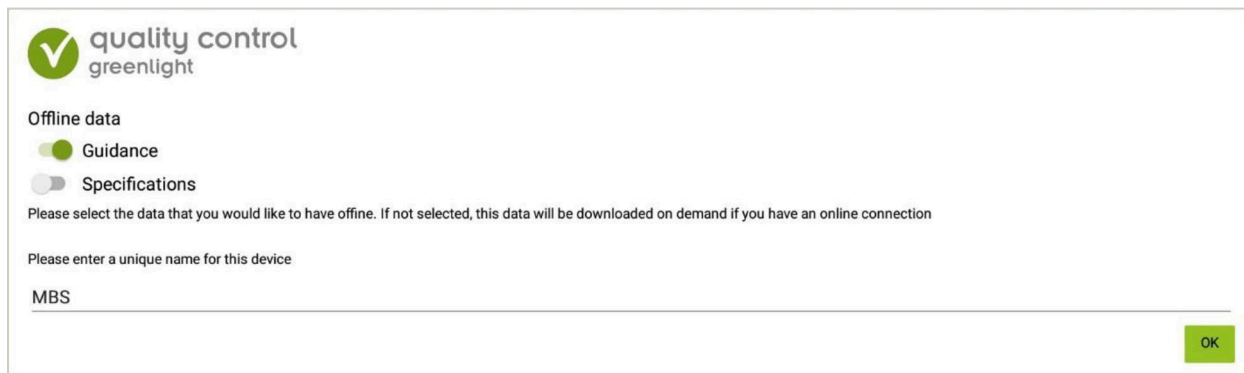
Settings

You have a number of settings available to you; click the cog on the dashboard to navigate to the **Settings** options.



Sync settings

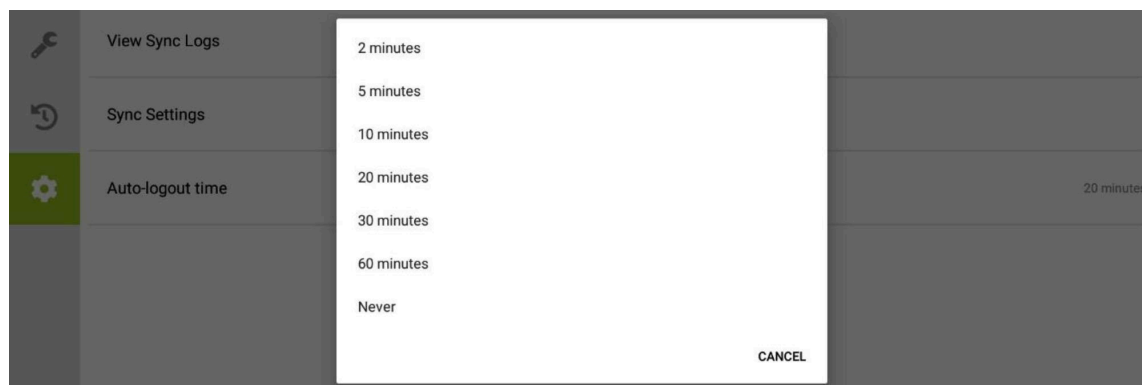
If you want to amend the data that is saved to your device for use offline, click **Sync Settings**; you can then adjust the sliders to meet your needs.



Auto-logout

To enhance the security of the app, we have a user auto-logout function, so if you're logged into the app and there is inactivity, you'll be logged out after a pre-configured time of 20 minutes.

Click **Auto-logout time** and select your preference.



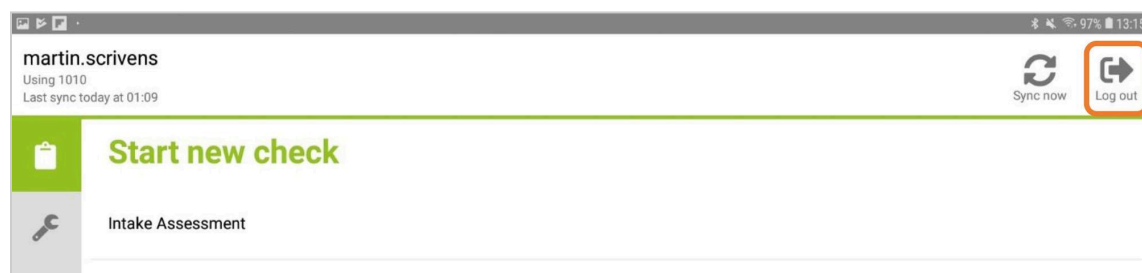
This will allow you to set the number of minutes of inactivity after which the app will log out. Only select **Never** if you're using the app constantly offline, as setting a time will log you out and you won't be able to log back in until you establish an internet connection.

Please note:

The logout is only applied when the app is inactive and becomes active again (e.g. app was in background or terminated). The app won't go into sleep mode during sync, so it should always stay active during syncs.

Logging out

A user must always synchronize before logging out of the TELUS Food Safety & Quality Mobile app in order to transfer the data to the organization's live system. To exit the app, click **Log out** on the dashboard.



Contact us

We aim to meet all your expectations regarding user support for your chosen software solutions. If you require further technical assistance with TELUS Food Safety & Quality, please contact our support team via support.mb@telusagcg.com