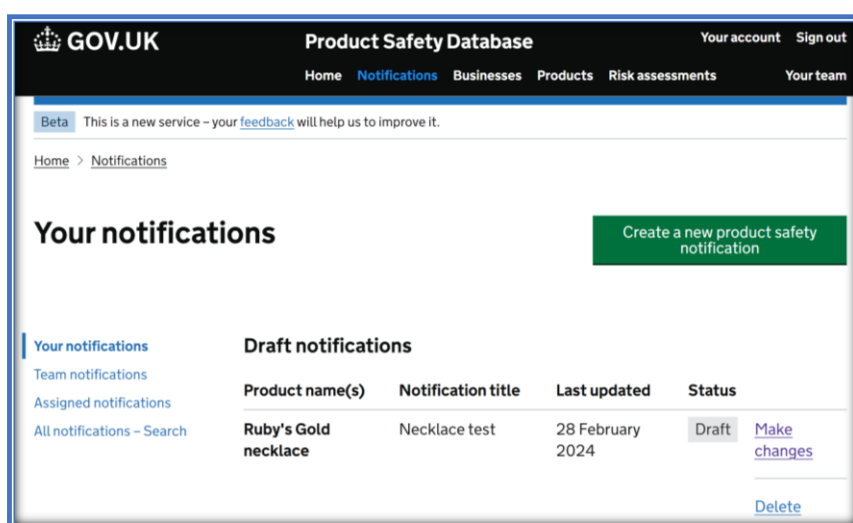


# PSD enhancements Spring 2024

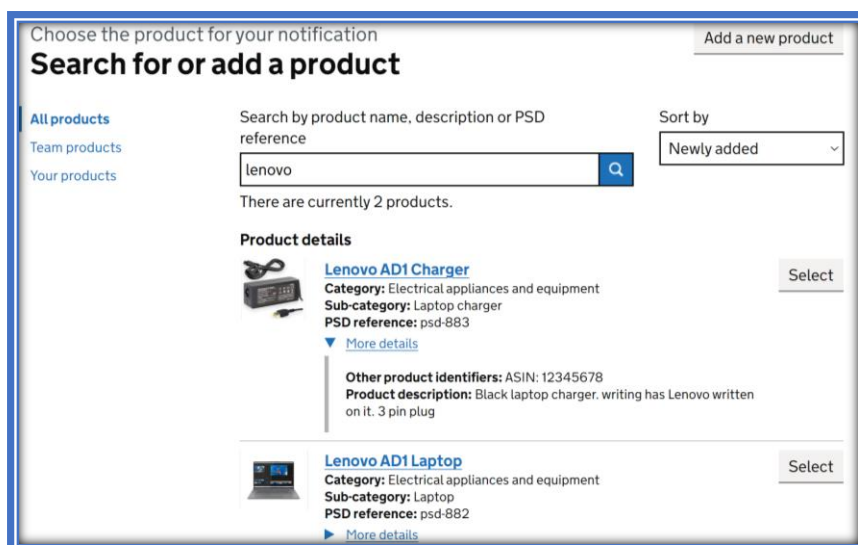
Major enhancements have been made to how the PSD is used in an effort to improve the user experience and make it easier for notifications to be submitted to the government. This document provides further detail on these changes.

## 1. NOTIFICATIONS

**Moving away from 'Cases' to 'Notifications'** – There is no longer the concept of open and closed cases on PSD. PSD is a product safety notification service therefore users now create, submit and update notifications.



**Searching products** – Product search *within* a notification is now enhanced with richer information including product image, to allow users to make an informed decision quickly whether the product they have searched for is the correct one or not.



**Notification task list** – notifying is now task based , making it more clear to users what is needed from them when notifying, reducing cognitive load and improving data integrity. Validation guides users to input the minimum mandatory data needed to complete a notification.

**Create a product safety notification**

For  
Lenovo AD1 Charger  
[Add another product](#)

**Product safety notification incomplete**  
You have completed 1 of 6 sections.  
You must first complete Sections 1, 2, 3 and 5 in order to access Section 6 for the final submission. Note that Section 4 is optional and can be completed after you have made your initial submission.

**1. Choose the product for your notification**  
[Search for or add a product](#) Completed

**2. Add notification and product safety details**  
[Add notification details](#) Not yet started  
Add product safety and compliance details Cannot start yet  
Add the number of affected products Cannot start yet

**3. Add businesses and their roles in the supply chain**  
[Search for or add a business](#) Cannot start yet

**4. Add product identification and evidence details**  
(can be completed after the initial submission)  
[Add product identification details](#) Cannot start yet

**Update notifications post submission** - Optional information is clearly labelled within a notification task list but can also be skipped at the time of submission if information does not exist at that time. Users can now submit a notification and return post submission to add further information like a corrective action or additional test reports to help support the notification.

## 2. BUSINESSES

**Search for and reuse an existing Business** – Users can now search for and reuse a business that has already been entered into PSD, as opposed to the previous method of needing to enter the same business details every time for each separate case.

**Add businesses and their roles in the supply chain** [Add a new business](#)

**Search for or add a business**

Search by business name, Companies House number or address [Search](#) Sort by [Newly added](#)

There are currently 488 businesses.

Business name	Companies House number	Address	
AMAZON ACQUISITIONS LIMITED	06615603	1 Gateshead Close, Sunderland Road, Sandy, SG19 1RS, England	Select
		sfgeseoij, lerjoi, joif, fjoei	
AMAZON LTD	10804351	Unit 1, Kings Meadow, Ferry Hinksey Road, Oxford, OX2 0DP, England	Select
WH SMITH PLC	05202036	Greenbridge Road, Swindon, Wiltshire, SN3 3RX	Select
ARGOS LIMITED	01081551	address, Milton Keynes, SK237BP, United Kingdom	Select

**Multiple business roles** – It's now easier to apply multiple business 'roles' to a business, if there are businesses that act as for example, both an Exporter *and* a Distributor. This will also enrich data for users wanting to gather business type intelligence from the PSD.

Add businesses and their roles in the supply chain

**Add the business's role**

You can select more than one option except for online marketplace.

You can select more than one option except for online marketplace.

- ☐ Retailer  
This includes traditional retailers and retailers selling directly to customers via their own online presence.
- ☐ Online seller  
This includes businesses primarily selling products to end users via an online marketplace such as Amazon.
- ☐ Manufacturer
- ☒ Exporter
- ☐ Importer
- ☐ Fulfillment house
- ☒ Distributor
- ☐ Authorised representative

**Products and notifications linked to a business** – PSD users can now select a business within PSD to view what notifications that business has been linked to, as well as what products have been associated to the business.

Home > Businesses > All businesses - Search

**ABC retailer**

Full detail | Locations (1) | Contacts (0) | Notifications

**Notifications**

Notification: 2403-0017 <a href="#">Russell G TT1001 Gas Hob - Fire hazard</a>	Notification owner <b>OPSS Processing</b>	Last updated <b>about 2 hours ago</b>
Notification: 2403-0016 <a href="#">Russell G TT1001 Gas Hob Investigation - Risk of Fire/Explosions</a> High risk notification	Notification owner <b>OPSS Processing</b>	Last updated <b>about 2 hours ago</b>
Notification: 2403-0012 <a href="#">Russell G TT1001 Gas Hob Fire/Explosion hazard</a> High risk notification	Notification owner <b>OPSS Processing</b>	Last updated <b>about 23 hours ago</b>

### 3. RISK ASSESSMENTS

**Select existing PRISM Risk assessments** – Users who have the ability to create PRISM risk assessments and completed them for products within the PSD, will be able to easily identify and select the existing PRISM risk assessment at notification stage.

#### 4. CORRECTIVE ACTIONS

**Submit without corrective action** - PSD users can now submit notifications without the need for a corrective action at that time. The task list will allow the user to select they do not have a corrective action, submit the notification, then return at a later date to add the corrective action.

Home > Notifications

Add corrective actions

**Have you taken a corrective action for the unsafe or non-compliant product(s)?**

☐ Yes

☒ No

☐ I need to refer the issue to another authority

☐ I don't have enough information to take a corrective action

☒ I have another reason for not taking a corrective action

Provide the reason for not taking a corrective action

Save and continue

**Corrective action updates** – Corrective actions are now in the order of most popular from the previous PSD annual report. 'Other' has been removed and there is the addition of a new action - 'Product is no longer available for sale'.

Add corrective actions

**Record a corrective action**

For

Lenovo AD1 Charger

**What action is being taken?**

☐ Removal of the listing by the online marketplace

☐ Import rejected at border

☐ Destruction of the product

☐ Recall of the product from end users

☐ Withdrawal of the product from the market  
For example, removal of the product from sales and distribution channels

☐ Temporary ban on the supply, offer to supply and display of the product  
For example, suspension of the product distribution, sales and display

☐ Referred to an overseas regulator

☐ Making the marketing of the product subject to prior conditions

**Geographic regions validation** – There is now conditional validation when selecting geographic regions to improve the quality of the data eg. You can no longer select 'Unknown' as well as 'Worldwide'.

**In which geographic regions has this corrective action been taken?**

☐ Local  
Covers specific areas and nearby border checkpoints.

☐ Great Britain  
Covers England, Scotland and Wales.

☐ Northern Ireland

☐ European Economic Area (EEA)  
Covers EU countries and also Iceland, Liechtenstein and Norway.

☐ European Union (EU)

☒ Worldwide

☐ Unknown

## 5. NOTIFICATION SUMMARY

All users can now review all existing notification information 'at a glance' at summary stage. Notification owners can also update a notification using the change links at summary stage and can more easily add other users to the notification, as well as change the notification owner.


**Laptop shock harm**

Submitted

For  
Lenovo AD1 Charger  
[Add another product](#)

Notification number: 2403-0018  
Last updated: Less than a minute ago  
Created: 6 March 2024  
Created by: Ruar: Johns (Trading Standards view) (Renfrewshire Council)  
Notifying country:


**Notification details**

Notification title	Laptop shock harm	<a href="#">Change</a>
Notification summary	Shock harm posed by laptop	<a href="#">Change</a>
Notification reason	Unsafe or non-compliant product(s)	<a href="#">Change</a>
Specific product safety issues	Product harm: Electric shock Electric shock harm when pressing 'on' button	<a href="#">Change</a>
Reported by overseas regulator	No	<a href="#">Change</a>
Notification risk level	Unknown risk	<a href="#">Change</a>
Notification owner		<a href="#">Change</a>
Team access		<a href="#">Change</a>
Internal reference number	Not provided	<a href="#">Change</a>

**Laptop shock harm**

### Manage notification and team access

Reassign the notification to a specific team or individual and adjust their editing permissions. Notification owners have the exclusive ability to add or remove teams, manage team permissions, and reassign the notification owner.

Team	Individual	Permission level	Actions
Renfrewshire Council		Notification owner	<a href="#">Change</a>

[Add team](#) [Return to notification overview](#)