**APPENDIX S2- Effectiveness Check via Phone and Visits**

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(Pressure Sensitive Label) Recall Effectiveness

Checks-Telephone and Personal Visits

CUTIE PIE CO. PRODUCT RECALL

After contacting the consignee and locating the person responsible for handling recall notifications and/or the product involved, an opening similar to the following may be used:

This is Suwimon Sutantawong I am calling for Cutie Pie Co. Company to check on the effectiveness of the company recall of Key lime pie I, size 650 g code number: K1P2457954A. On 08/16/2017, Cutie Pie Co. Company notified letter, telephone, visit, and email all frims which may have purchased Key lime pie I that all stock should be returned. I have the following questions to ask you about this recall:

DATE

1. Did your firm receive notification that Key Lime pie II products manufactured by Cutie Pie Co. Company are being recalled?

YES NO

2. Did your firm receive shipments of the product being recalled? no, terminate questioning and go to the closing).

YES NO

3. Do you have any of the recalled product on hand? (Please check inventories before answering).

YES NO

4. If the answer to question 3 is YES, do you intend to return the product to the Cutie Pie Co. Company as requested?

YES NO

5. If the answer to question 4 is NO, please explain your intentions

Have you received any reports of illness or injury related to this product?

YES NO

If yes, please provide details.

Thank you for your cooperation.

And your name is:

And what is your title please?

Interviewer:

Date:

IF RESPONDENT HAS ANY FURTHER QUESTIONS, ASK HIM/HER TO CONTACT CUTIE PIE CO. COMPANY 1290 NW NAITO PKWY, PORTLAND, OREGON, 97209