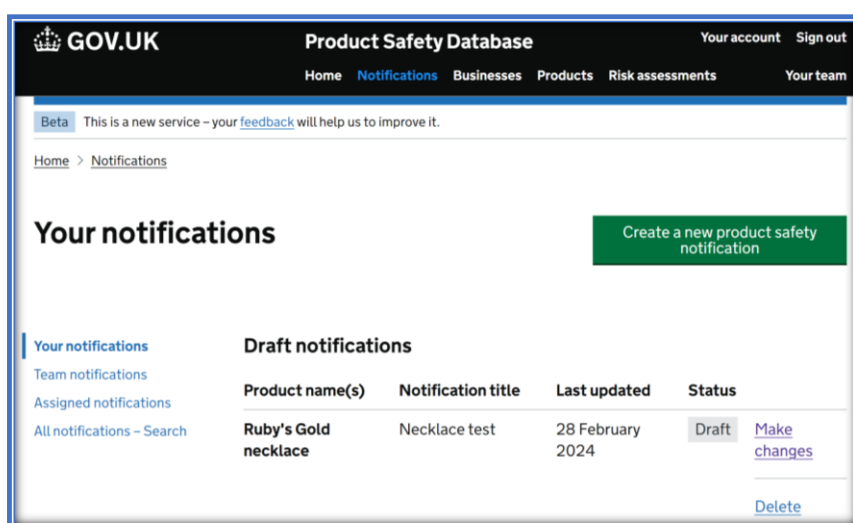


PSD enhancements Spring 2024

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.

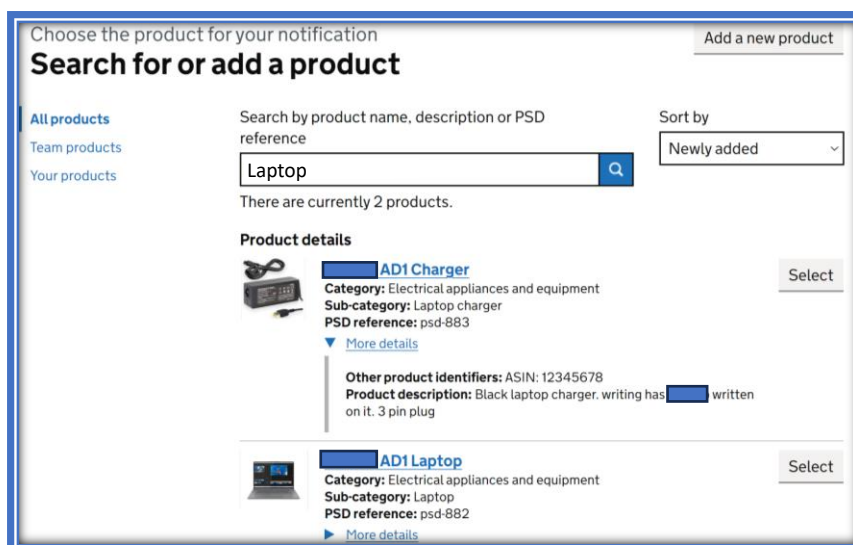


The screenshot shows the 'Your notifications' page in the Product Safety Database. At the top, there is a navigation bar with 'Home', 'Notifications', 'Businesses', 'Products', 'Risk assessments', and 'Your team'. A 'Beta' banner indicates that feedback will help improve the service. A green button labeled 'Create a new product safety notification' is prominently displayed. Below this, there are two sections: 'Your notifications' and 'Draft notifications'. The 'Draft notifications' section contains a table with the following data:

Product name(s)	Notification title	Last updated	Status
Ruby's Gold necklace	Necklace test	28 February 2024	Draft

Links for 'Make changes' and 'Delete' are provided for the draft notification.

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.



The screenshot shows the 'Search for or add a product' interface. It features a search bar with the text 'Laptop' and a search button. Below the search bar, it states 'There are currently 2 products.' The results are displayed under 'Product details' and include:

- AD1 Charger**: Category: Electrical appliances and equipment, Sub-category: Laptop charger, PSD reference: psd-883. Includes a 'Select' button and a 'More details' link.
- AD1 Laptop**: Category: Electrical appliances and equipment, Sub-category: Laptop, PSD reference: psd-882. Includes a 'Select' button and a 'More details' link.

Additional information for the AD1 Charger includes 'Other product identifiers: ASIN: 12345678' and 'Product description: Black laptop charger, writing has [redacted] written on it. 3 pin plug'.

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
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 Sort by
ABC Newly added

There are currently 4 businesses.

Business name	Companies House number	Address	
ABC		United Kingdom	Select
ABC retailer		United Kingdom	Select
ABC Retailer		United Kingdom	Select
ABC Limited		Test, 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

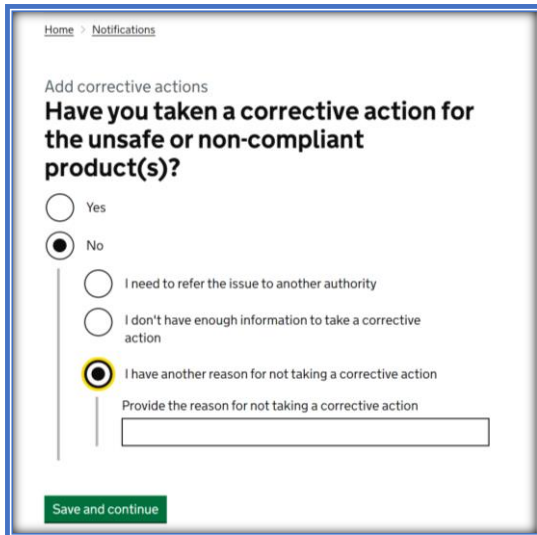
Notification	Notification owner	Last updated
Notification: 2403-0017 TT1001 Gas Hob - Fire hazard	OPSS Processing	about 2 hours ago
Notification: 2403-0016 TT1001 Gas Hob Investigation - Risk of Fire/Explosions High risk notification	OPSS Processing	about 2 hours ago
Notification: 2403-0012 TT1001 Gas Hob Fire/Explosion hazard High risk notification	OPSS Processing	about 23 hours ago

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

Mandatory corrective action – The corrective action is now a mandatory field. PSD users can still submit notifications without a corrective action, providing a reason why this information cannot be submitted at the 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

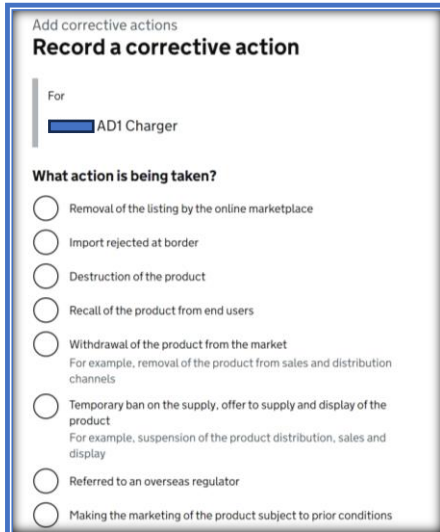
I don't have enough information to take a corrective action

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

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
AD1 Charger
[Add another product](#)

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

Notification details

Notification title: Laptop shock harm [Change](#)

Notification summary: Shock harm posed by laptop [Change](#)

Notification reason: Unsafe or non-compliant product(s) [Change](#)

Specific product safety issues: Product harm: Electric shock
Electric shock harm when pressing 'on' button [Change](#)

Reported by overseas regulator: No [Change](#)

Notification risk level: Unknown risk [Change](#)

Notification owner: [redacted] [Change](#)

Team access: [Change](#)

Internal reference number: Not provided [Change](#)

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	[redacted]	Notification owner	Change

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