

RAISING AN INCIDENT ON THE TERMINAL

[RAISING AN INCIDENT DURING A PROCESS CONTROL CHECK](#)

[RAISING INCIDENT VIA RAISE INCIDENT TILE](#)

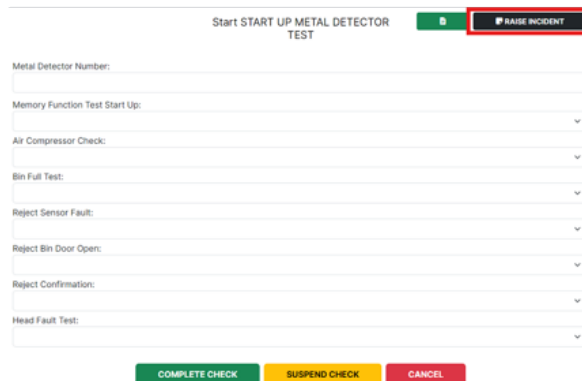
[COMPLETING OPEN INCIDENT LOG ACTIONS](#)

Login to the terminal

The image shows the TraceSense login interface. At the top is the TraceSense logo with the tagline 'The Traceability Company'. Below the logo are two input fields: 'Username' with the placeholder 'Please enter your username' and 'Password' with the placeholder 'Please enter your password'. A blue 'SIGN IN' button is positioned below the password field. Underneath the button is the text 'OR'. Below 'OR' are three buttons: 'SCALE ONLY' (yellow), 'QR CODE' (grey), and 'PIN LOGIN' (green). At the very bottom, it says 'Version: 28.3.2'.

RAISING AN INCIDENT DURING A PROCESS CONTROL CHECK

To raise an incident during a check, at the top of the check page you will see a Black 'Raise Incident' button, select it:

The image shows the 'Start START UP METAL DETECTOR TEST' screen. At the top right, there are two buttons: a green 'S' button and a black 'RAISE INCIDENT' button with a white icon, which is highlighted with a red rectangle. Below these buttons is a form with several input fields and dropdown menus: 'Metal Detector Number:', 'Memory Function Test Start Up:', 'Air Compressor Check:', 'Bin Full Test:', 'Reject Sensor Fault:', 'Reject Bin Door Open:', 'Reject Confirmation:', and 'Head Fault Test:'. At the bottom of the form are three buttons: 'COMPLETE CHECK' (green), 'SUSPEND CHECK' (yellow), and 'CANCEL' (red).

Then simply fill in the details for the Incident Log,

Incident Log

×

Please insert details into the incident log below. Details will automatically be emailed to relevant personnel.

Machine:

Please select machine

Details of the Incident:

Corrective Action (If any immediately taken):

Reason for Incident:

Please select reason

Issue identified with CCP?

No

Product Released?

Yes

Assign To(Select if you want to allocate incident to person):

Select Assign To

Status of Incident:

Open

Initials:

Upload Photographic Evidence?:

CAPTURE PHOTO

SUBMIT

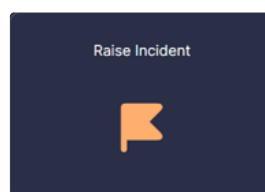
if the log is being raised but not being actioned immediately then leave the status of the incident as Open and it can then be accessed from the Open Incident Log Actions to close after Corrective Action has been taken.

It is important that the correct ‘Reason for Incident’ is selected as this information feeds into the Quality KPI Dashboard.

Please Note: Photographic Evidence is not a compulsory field.

RAISING INCIDENT VIA RAISE INCIDENT TILE

Now find the ‘Raise Incident’ tile from the initial page after logging into the terminal:



Then as above fill in the details of the incident;

Please insert details into the incident log below. Details will automatically be emailed to relevant personnel.

Machine:
Please select machine

Details of the Incident:

Corrective Action (if any immediately taken):

Reason for Incident:
Please select reason

Issue identified with CCP?
No

Product Released?
Yes

Assign To(Select if you want to allocate incident to person):
Select Assign To

Status of incident:
Open

Initials:

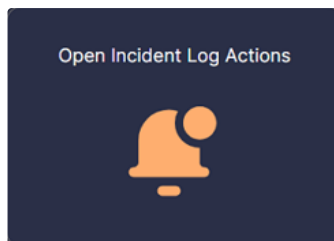
Upload Photographic Evidence?:
CAPTURE PHOTO

SUBMIT

COMPLETING OPEN INCIDENT LOG ACTIONS

You will only see open Incident Log Actions if they are assigned to you.

From the main page of the terminal find the 'Open Incident Log Actions' tile, if you have any open actions when you go into this tile you will see them



Incident Log Actions

Create Date From: [calendar icon]

Create Date To: [calendar icon]

Batch number: [text input]

Batch recipe code: [text input]

Username: [text input]

Machine name: [text input]

Status: [dropdown menu]

CCP Issue: [dropdown menu]

SEARCH

13 Jan 2026 10:52 AM tested TRACESENSE1 | BENJAMIN GALLACHER No Open tracesense

« 1 »

To add any actions select the Blue 'Play' button to open the incident log, fill in the corrective action taken and then save it

Begin Incident Log Action

Ensure you record corrective action taken and change the status to closed if complete.

Machine	Issued To
MD 1	BENJAMIN GALLACHER
Issue identified with CCP	Product Released
No	Yes
Status of Incident	Initials
Closed	

Photographic Evidence

No uploaded photo.

Details of Incident

tested

Corrective action (If any immediately taken)

SAVE

CANCEL