

TITIRO USER GUIDE

Version 0.3 13 August 2018

3 Getting Started

[Requesting access to Titiro](#)

[Logging in to Titiro](#)

[Titiro timeout session](#)

4 Searching in Titiro

[Simple search facility](#)

[Locating Verifications and Enforcement Outcomes via Related Lists](#)

[Creating and Saving a Search](#)

7 Viewing Verifications

[Verification Page Sections](#)

10 Creating Verifications

[From a Related List](#)

[From the Verifications Tab](#)

[Verification Types](#)

12 Completing a Verification Form

[RBM & Site Registration Number](#)

[Verification Details](#)

[Details for 'Initial' Verification Types](#)

[Verification Criteria & Topics](#)

[Corrective Actions & Escalations](#)

[Business Details Verification](#)

[Corrective Actions & Escalations](#)

[Business Details Verification](#)

[Re-Opening A Closed Verification](#)

16 Viewing Enforcement Outcomes

[Enforcement Outcome Page Sections](#)

17 Creating Enforcement Outcomes

[From a Related List](#)

[From the Enforcement Outcomes Tab](#)

18 Completing an Enforcement Outcome Form

[Enforcement Outcome Details](#)

[RBM, Site & Verification Links](#)

[Intervention Reason](#)

[Business Details Verification](#)

Other Titiro Information

[Reporting in Titiro](#)

[Business Verifications](#)

[Verification & Enforcement Monitoring](#)

GETTING STARTED

Launching and logging into Titiro

Requesting access to Titiro

In order for TA employees to get access to Titiro they will need to complete the application form on the [Working As A Verifier](#) or [Food Safety Officer](#) pages on the MPI website.

MAPS
USERS

Note: Existing MAPS users who require access to Titiro will need to complete this form.

Logging in to Titiro

Actions	
1	In a browser navigate to https://mpi.force.com/maps
2	You will then be redirected to log into your RealMe account. Enter your RealMe username and password and click Login.
3	Upon successfully logging in you will be directed to either: <ul style="list-style-type: none">• your MAPS home page (MAPS/Titiro users) or• your Titiro home page (Titiro-only users)

If you are having difficulty logging in to Titiro, please contact titiro.support@mpi.govt.nz

Titiro timeout session

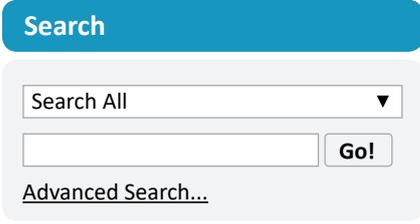
Your Titiro session will time-out if left inactive for more than one hour. The system will redirect you back to RealMe to log in again.

SEARCHING IN TITIRO

Titiro users can have access to Business and Site information. You don't have to be a MAPS user.

Business data is stored against the associated Risk Based Measure (RBM) for that business.

Simple search facility

Actions	
1	This is the simplest type of search and can be accessed by entering your search criteria into the search box on the left hand side of your home page: 
Note	You can change the scope of your search by clicking on the drop down "Search All" box. This will allow you to search by: <ul style="list-style-type: none">• RBM Registration Number• RBM Legal Name• RBM Trading Name• Site Registration Number• Site Legal Name• Site Trading Name• Verification Agency• Verifier
2	After clicking the Go! Button, the system will list all the records matching the search term you supplied.

Locating Verifications and Enforcement Outcomes via Related Lists

You'll find Related Lists throughout Titiro. If you are looking at a specific Site, you'll find a list of Verifications and Enforcement Outcomes for that Site in lists at the bottom of the page.

Actions	
1	<p>When you browse a RBM, you would see the detail for that RBM including the:</p> <ul style="list-style-type: none"> • Registration Authority • Specific Information • Verification Agencies • Operator of that RBM • Address Information
2	<p>Immediately beneath it, you will see lists of data linked to that RBM, including a list of all Sites, Verifications and Enforcement Outcomes linked to that RBM. These are known as Related Lists.</p>
3	<p>You can use the links in the related list to go directly to the Site, Verification or Enforcement Outcome you are interested in.</p>
4	<p>If you're a MAPS user, you can create a new Site linked to the RBM by clicking on the 'Add New Site' button.</p> <div style="border: 1px solid #ccc; padding: 5px; display: inline-block; margin-top: 10px;">Add New Site</div>
5	<p>For users with Titiro access, you'll see the new Related Lists (Verification and Enforcement Outcomes) on the RBM page as well. You can click on the 'New Verification' or 'New Enforcement Outcome' buttons to create Verification or Enforcement Outcome data linked to this RBM.</p> <div style="border: 1px solid #ccc; padding: 5px; display: inline-block; margin-top: 10px;">New Verification</div> <div style="border: 1px solid #ccc; padding: 5px; display: inline-block; margin-top: 5px;">New Enforcement Outcome</div>

MAPS
USERS

Creating and Saving a Search

It is also possible to create a detailed set of search terms that you can save into the system. When you run that search it will return a list of results to you. These lists are called '**Views**'. You can create Views anywhere in MAPS/Titiro.

Actions	
1	To create a View, first go to the tab of the data you want to search. Example below: 
2	On the home page for that tab, click on the 'Create New View' link (see below) to take you into the 'Create New View' screen. 
3	Follow the steps 1-3 in the 'Create New View' screen and hit 'Save'.
4	Once you have hit the "Save" button, the system will run your view for you and produce a list of matching results.
Note	You have the option to Edit this view via the highlighted link above, if you want to refine the search results still further. 

VIEWING VERIFICATIONS

Verification Page Sections

You will be able to find a specific Verification record using all of the search techniques described in the 'Searching in Titiro' section.

If you then click on one of the hyperlinks then you will be taken directly into the Verification record, in "browse" mode.

The Verification page is split into the following sections:

Note: Should you wish, you can then click the 'Edit' button to alter details within that Verification record. For more details on creating/editing Verifications, see 'Creating Verifications' (pg 10) and 'Completing a Verification Form' (pg 12).

MAPS
USERS

Registered business detail (from MAPS)

This section shows data linked to the business who operates the Site being verified

MAPS
USERS

Registered Business/site Detail (From MAPS)

This section shows data linked to the Site being verified.

Note: This section will not be displayed if the type of verification is a 'Business Verification'.

Verification Details

This section displays data entered by the verifier as part of the verification process. It also displays some data from the previous verification (if one exists) and the next verification (if it has already taken place).

This is to give you a complete view of all the factors going in to this verification, and also a handy link to the next verification in order to see how any issues arising from one verification affected the next.

Verification Criteria & Topic

This section displays the results of the verification for every Topic under each of the five Criteria:

- Performing
- Conforming
- Non-Conforming
- Non-Compliant
- Critical Non-Compliance

Verification Criteria & Topic Summary

The scores and averages for each of the five criteria are shown in a summary section. The criterias will be calculated for you by the system. They are presented here for you to quickly review why the system may have determined the outcome to be Acceptable/ Unacceptable.

Verification Page Sections	
Corrective Actions & Escalations	This section displays data entered by the verifier regarding any Corrective Action Reports (CARs) raised against the business or site.
Business Details Verification	<p>The purpose of this section is to allow the verifier to specify any details related to the business or site which are incorrect in MAPS so they can be corrected.</p> <p><i>Note: Subsequent to this information being entered by the verifier, this information may have been corrected on MAPS.</i></p>
Audit Detail	The purpose of this section is to provide detail on the person who created this data (not necessarily the verifier).
Verification List Sections	In both MAPS and Titiro, you will often find 'Related Lists' at the bottom of your page. These lists show data that is connected to the record you are currently viewing.
Verification Criteria & Topics List	<p>Titiro creates a record of every topic associated with this verification, whether or not you have chosen to assess that topic. Because there are 42 topics which can potentially be assessed as part of a verification, there are always 42 associated records in this list.</p> <p>You can click on the hyperlinks to look at the history of changes to a specific topic (e.g. if you want to see when and who changed a topic assessment from “Non-Compliant” to “Performing”).</p> <p><i>Note: In this section you will be able to see a description of this topic, the current outcome, the score automatically assigned by the system and whether this topic is considered Mandatory and/or Top 5 for this type of business. It gives you the name of the person who created this data and the time they created it. It also tells you the date and time a topic was changed between different criterias and by whom.</i></p>

Verification Page Sections	
Enforcement Outcomes List	<p>This section lists all of the Enforcement Outcomes which are to be linked to this verification. The Enforcement Outcome Name provides a hyperlink to the Enforcement Outcome, so you can check the details of any Enforcement Outcomes which may have arisen as a result of this verification.</p>
Verification History List	<p>This section lists changes to the verification record since creation.</p> <p>Note: <i>The history tracking is only enabled for the following fields, due to system constraints:</i></p> <ul style="list-style-type: none"> • <i>Actual Close Out Date</i> • <i>Agreed Close Out Date</i> • <i>All outstanding CARS checked?</i> • <i>Initial Verification of a new business?</i> • <i>PBV Step After Verification</i> • <i>RBM Registration Number</i> • <i>Site Registration Date</i> • <i>Site Registration Number</i> • <i>Technical Expert Consulted?</i> • <i>Vehicle Registration (Mobile Sites)</i> • <i>Verification Agency</i> • <i>Verification Date</i> • <i>Verification Notice</i> • <i>Verification Outcome</i> • <i>Verification Status</i> • <i>Verifier</i> • <i>RA requested unscheduled verification?</i> • <i>Extension Granted?</i> • <i>Cloned</i> • <i>Cloned From</i>

CREATING VERIFICATIONS

There are a number of ways to create a new verification record.

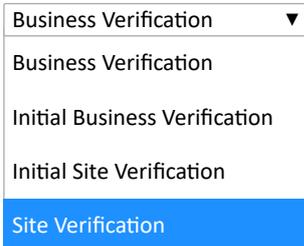
From a Related List

The advantage of creating Verification from a related list, is that the Verification will “inherit” the RBM Registration Number (if created from the Risk Based Measure page) or the RBM Registration Number and Site Legal Name (if created from the Site page).

Actions	
How	By hitting the “New Verification” button (below) the Titiro user will be taken to the Verification type selection page (see section 8.3).
	

From the Verifications Tab

If you use this option you will be presented with a “blank” Verification form. The RBM Registration Number and Site Legal Name will not be pre-populated, but you can search for them in within the Verification data entry screen.

Actions	
1	By hitting the “Create New Verification” button.
	
2	The Titiro user will be taken to the Verification type selection page.
	 <ul style="list-style-type: none">Business VerificationBusiness VerificationInitial Business VerificationInitial Site VerificationSite Verification

Verification Types

It's important that you understand the four different types of Verification, because your choice will determine the type of online form you see and how the system stores the information you enter.

Verification Types	
<p>Business Verification</p>	<p>A Business Verification is a verification of the processes/controls employed by the business being verified (i.e. a head office verification).</p> <p>It is important to understand that when you create or update the details of a Business Verification, the system may also apply those same verification details to Sites linked to that business.</p> <p>This can save considerable time if you are verifying a multi-site business which operates a large number of Sites – please read Appendix A for more detail on how this sort of Verification works.</p> <p><i>Note: Creating a Business Verification for a Business with a lot of Sites may take some time to be applied to all Sites. For exceptionally large numbers (over 100 Sites) we recommend checking the results the next business day.</i></p>
<p>Initial Business Verification</p>	<p>An Initial Business Verification will work in exactly the same way as a Business Verification, described above. It should be chosen if you are verifying a Business which has never been verified before.</p> <p>As with an Initial Site Verification, the system will also automatically use the registration date of the business to determine when the Site should have been initially verified. If a significant delay in verification is indicated, then you may be asked to confirm if an extension was granted, or another reason for the delay.</p>
<p>Initial Site Verification</p>	<p>An Initial Site Verification should be created if you are verifying a Site which has never been verified before. Again, you will be prompted to enter the Site Registration Number and the date of the verification.</p> <p>However, you will also be asked some additional questions regarding the date the Site was registered (if known). The system will also automatically use the registration date of the business as entered in MAPS to determine when the Site should have been initially verified. If a significant delay in verification is indicated, then you may be asked to confirm if an extension was granted, or another reason for the delay.</p>
<p>Site Verification</p>	<p>As the name suggests, a Site Verification is a verification relevant to one specific Site only. You will be prompted to enter the Site Registration Number and the date of the verification.</p> <p>When you save the Verification data, the system will automatically detect if a verification has taken place for this Site previously, and the screen will show details of the previous verification, for your reference.</p>

COMPLETING A VERIFICATION FORM

RBM & Site Registration Number

Once you have selected the Verification Type, you will be directed to the edit page. The first two sections to complete are the **RBM Registration Number** and the **Site Legal Name** (if this is a Site Verification or Initial Site Verification).

Note: If you have clicked on “New Verification” from the Risk Based Measure or Site related list, these fields will be auto-populated.

The screenshot shows two sections of a form. The first section, titled "Registered Business Detail (from MAPS)", contains a field for "RBM Registration Number" with a magnifying glass icon and a "Click lookup icon..." label. The second section, titled "Registered Site Detail (from MAPS)", contains a field for "Site Legal Name" with a magnifying glass icon.

Using the magnifying glass

RBM Registration Number	Clicking on the magnifying glass next to RBM Registration Number will open a search box. You can review the search results and choose the relevant business.
Site Legal Name	Clicking on the magnifying glass next to Site Legal Name will allow you to choose from the Sites linked to that RBM.

Verification Details

Fields for Verification Details	
1	Verification Status
2	Verification Notice
3	Verification Date
4	RA Requested Unscheduled Verification?
5	Verification Agency
6	Verifier
7	Technical Expert Consulted?
8	Verification Outcome
9	Reason for Outcome Difference?
10	PBV Step After Verification
11	Reason for Delay in Verification

Note: Guidance notes for each verification detail can be seen by hovering over the fields.

Details for 'Initial' Verification Types

There are some fields which will only appear onscreen if you have chosen a Verification Type of 'Initial Business Verification' or 'Initial Site Verification'.

Added Fields for 'Initial' Verification Details	
1	Initial Verification of a New Business?
2	Extension Granted?
3	Site Registration Date

Verification Criteria & Topics

This section enables you to assign an outcome for each assessed topic.

Each topic listed under one of the following five criteria:



Here's a picture of the Compliance History section:

Compliance History						
Compliance History	Performing	Conforming	Non-Conforming	Non-Compliant	Critical Non-Compliance	Reason for Critical Non-Compliance
Managing Unsafe/Unsuitable Foods	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Reason Text <input type="text"/>
Non-Compliance	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Complaints & Recalls	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>

Notes	
1	In order to complete a verification, at least one topic must be assessed within each of the five criteria, but not all topics need to be completed.
2	When you hit "Save" the system will assign a score based on the assessed topics. It will also offer guidance on which topics are considered to be "Mandatory" or "Top 5" for the sector in which the business operates.
3	When you hit "Save" the system will also calculate the overall score for the business or site and publish the results in a summary section (see section 7.5). <i>Note: The system may take up to a minute to calculate scores and determine whether a topic is Mandatory/Top 5. If these don't appear on first save, just refresh your screen and they should appear.</i>

Note: If the you select 'Critical Non-Compliance', you must also complete the field 'Reason for Critical Non-Compliance'.

Corrective Actions & Escalations

This section allows you to record the close out details for this site or business (if relevant to this verification).

Business Details Verification

This section allows you to note down any incorrect business or site details on MAPS.

Corrective Actions & Escalations

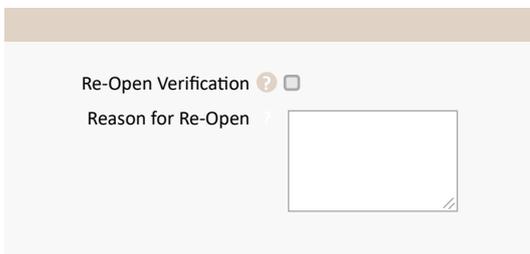
This section allows you to record the close out details for this site or business (if relevant to this verification).

Business Details Verification

This section allows you to note down any incorrect business or site details on MAPS.

Re-Opening A Closed Verification

If you attempt to edit a Verification which is not at as status of “Open” you will notice that nearly all fields are protected and locked from update with the exception of the fields below:



The screenshot shows a form titled "Re-Open Verification" with a question mark icon and a checkbox. Below the title is a label "Reason for Re-Open" followed by a large, empty text input field with a small cursor icon at the bottom right corner.

If you wish to unlock the verification fields for edit, you must re-open the verification. To do this, complete the two fields above.

VIEWING ENFORCEMENT OUTCOMES

Enforcement Outcome Page Sections

You will be able to find a specific Enforcement Outcome record using all of the search techniques described in the 'Searching in Titiro' section.

If you then click on one of the hyperlinks then you will be taken directly into the Enforcement Outcome record, in “browse” mode.

The Enforcement Outcome page is split into the following sections:

Note: Should you wish, you can then click the 'Edit' button to alter details within that Enforcement Outcome record, or the 'Clone' button to make a copy of it.

Enforcement Outcome Page Sections	
Enforcement Outcome Details	<p>This section lists the breach details and the intervention actions taken.</p> <p>Note: This section may be blank. This indicates that an Enforcement Outcome was raised directly against a business (i.e. a product recall issued by a business) or directly against a site (i.e. a complaint was received against a specific site).</p>
Registered Business/site Detail (From MAPS)	<p>The detail shown in this section is exactly the same as that on the Verification page.</p> <p>Note: This section may be blank if the site Enforcement Outcome is linked only to the RBM (i.e. a product recall has been issued, affecting all sites operated by the business).</p>
Verification	<p>This section displays some of the data from the verification which led to the creation of this Enforcement Outcome record.</p>
Intervention Reason	<p>This section displays allows the Food Safety Officer or Registration Authority to record those areas which led to the Enforcement Outcome being raised.</p>
Business Details Verification	<p>The purpose of this section is to record any details related to the business or site which are incorrect in MAPS so they can be corrected.</p>
Audit Detail	<p>The purpose of this section is to provide detail on the person who created this data (not necessarily the assigned Food Safety Officer).</p>

MAPS
USERS

CREATING ENFORCEMENT OUTCOMES

There are a number of ways to create a new Enforcement Outcome record:

From a Related List

<i>Actions</i>	
1	<p>By hitting the “New Enforcement Outcome” button (below) the Titiro user will be taken to the Verification type selection page (see section 8.3).</p> <p><i>Note: that if you use this option, the system will automatically copy over the details from the RBM, Site or Verification details you are currently browsing into the new Enforcement Outcome record.</i></p>
	<p>New Enforcement Outcome</p>

From the Enforcement Outcomes Tab

<i>Actions</i>	
1	<p>By hitting the “New” button (below) the Titiro user will be taken to the Enforcement Outcomes edit page.</p> <p><i>Note: if you use this option you will be presented with a “blank” Enforcement Outcome form. No RBM, Site or Verification data will be pre-populated, and you will have to enter it yourself.</i></p>
	<p>Create New Enforcement Outcome</p>

COMPLETING AN ENFORCEMENT OUTCOME FORM

Enforcement Outcome Details

This section allows the FSO or Registration Authority to record the details of the breach and the intervention.

RBM, Site & Verification Links

This section allows you to link the Enforcement Outcome to:

- A business (by entering the RBM Registration Number) OR
- A business and site (by entering the RBM Registration Number AND the Site Registration Number) OR
- A business, site and verification (by entering the RBM Registration Number, the Site Registration Number AND the Verification ID).

The only required field is the RBM Registration Number. This will create an Enforcement Outcome record which is applied to the entire business (all sites operated by that business).

In this example below, the user has chosen to link the Enforcement Outcome to a specific Verification:

Note: If you have clicked on 'New Verification Outcome' from a related list, the details from that related list will automatically be copied over for you. (E.g. If you click on 'New Verification Outcome' from the Site related list, then the RBM and Site details will automatically be copied when you save).

The screenshot displays a form with three main sections:

- Registered Business Details (from MAPS):** Includes a text input for 'RBM Registration Number' with a 'Click lookup icon...' placeholder and a search icon, a dropdown for 'RBM Sector', and a dropdown for 'RBM Products'.
- Registered Site Detail (from MAPS):** Includes a text input for 'Site Legal Name' with a 'Click lookup icon...' placeholder and a search icon.
- Verification:** Includes a text input for 'Verification ID' and a dropdown for 'Verifier Notes on Escalation'.

When you press the “Save” button, the details associated with RBM Registration Number, Site Registration Number and Verification ID will be copied into your Enforcement Outcome record and shown onscreen.

Intervention Reason

This section allows you to record the issues detected by the Food Safety Officer or Registration Authority which have resulted in this Enforcement Outcome.

You may choose any number of topics from the lists shown below:

The screenshot shows a form titled "Intervention Reason" with six categories, each with an "Available" list and a "Chosen" list. The categories and their items are:

- Compliance History**: Available (Complaints & Recalls, Managing Unsafe/Unsuitable Food, Non-Compliance); Chosen (empty)
- Confidence in Management**: Available (Competency of Management, Delegation, Documentation & Record-Keeping); Chosen (empty)
- Environmental Control**: Available (Cleaning & Sanitising, Design of Places, Facilities & Services); Chosen (empty)
- Food Safety Behaviour**: Available (Code Compliance -ingredients/composition, Code Compliance (microbiological)); Chosen (empty)
- Process Control**: Available (Design of Equipment, Importing Food, Suppliers & Purchasing, Receiving Goods, Time/Temperature Control (cooking/processing), Cooking Poultry, Defrosting & Reheating Food, Cooling & Freezing, Time/Temperature Controls for Food On Display); Chosen (empty)
- Fee Payment**: Available (Non-payment of fees); Chosen (empty)

Note: Although you do not have to choose a topic from each of the above criteria, you must choose at least one topic from one of the six criteria.

Business Details Verification

This section allows you to note any details shown against the business (RBM) or site which are incorrect.