

## FREQUENTLY ASKED QUESTIONS

Recall refers to any ALFOODACT, DSCP Alert, or Vendor Recall

1. **WHERE CAN I GET CURRENT AND PREVIOUS RECALLS?** Current and previous recalls can be accessed on DSCP's web site: <http://www.dscp.dla.mil/subs/fso/index.asp>. The navigation box is located left side center of the page. By selecting either ALFOODACTS, DSCP Alerts, or Vendor Recalls provides access to previous/current recalls. Previous YEARS (i.e. 2003, 2004) recalls can be accessed by scrolling down to the bottom of that that specific page (i.e. Archive ALFOODACTS are located at the bottom of the ALFOODACT page).

2. **WHAT IS THE DIFFERENCE BETWEEN "DSCP ALERTS" AND "VENDOR RECALLS?"** The terminology "DSCP Alerts" is synonymous with "Vendor Recalls". The term DSCP Alerts in lieu of Vendor recalls was utilized beginning in 2006.

3. **HOW CAN I RECEIVE RECALLS?** You can receive recalls as a unit, organization, or individual. Provide the complete email address to [ramona.hemphill@dlamail.mil](mailto:ramona.hemphill@dlamail.mil).

4. **I HAVE A RECALLED PRODUCT TO PLACE ON HOLD, HOWEVER, ONE OR MORE DETAILS IS DIFFERENT THAN WHAT IS STATED IN THE RECALL. DO I PLACE THE PRODUCT ON HOLD?** The recalls specifically state the criteria to place a product on hold. This information is usually provided by the manufacturer through FDA or USDA. Do not place a product on hold if the detailed criterion does not match. If additional information is received by this office, an updated/amended ALFOODACT will be initiated if warranted.

5. **WHAT IS THE DIFFERENCE BETWEEN AN ALFOODACT AND A DSCP ALERT?** ALFOODACTs are usually initiated when the product is known to be in the DOD system. A DSCP Alert is initiated when there is a possibility that product may be in the DOD system. When reporting results yield positive findings, an ALFOODACT is initiated.

6. **HOW LONG BEFORE THE RECALLS ARE POSTED TO THE DSCP SUBSISTENCE WEB PAGE?** The recalls are typically posted within a day of release to the field. If you are not able to view the posted recall within 24-48 hours, use these troubleshooting techniques:

1. Refresh the web page.
2. If this doesn't work, clear the cookies and temporary internet files (CACHE) through TOOLS and INTERNET OPTIONS.
3. If you still can't view the posted recalls, contact IMD/IT/Tech desk to clear the CACHE files on the server.