



U.S. CONSUMER PRODUCT SAFETY COMMISSION

Monthly Progress Report Instructional Guide

2017

Monthly Progress Reports

What is an MPR?

The Monthly Progress Report (MPR) is used to keep track of the progress of a recall. An MPR consists of a form used to report information regarding the total number of units involved and how many corrections have occurred during a specific time period. An MPR is also used to report any new incidents, as well as notifications to and contacts from consumers.

Why are MPRs important?

For every corrective action plan (CAP) negotiated between the firm and CPSC staff, a Compliance Officer works directly with the recalling company to explain how the plan should be developed and implemented. This includes instructions on the use of the MPR. This instructional guide has been crafted to ensure clear guidance is given to every recalling company regarding the requirements of completing the progress report.

When is a Recall Effective?

A recall is effective when the consuming population has received notice that a product is being recalled and has taken the appropriate action to remove the hazard. Evaluating the effectiveness of a recall depends upon several factors, including responding to the recall notice.

Additional Monitoring:

Recall verification inspections are conducted by CPSC Field staff to monitor implementation of CAPs. These inspections can also be retail visits that are conducted by either CPSC Field staff or state investigators, who confirm receipt of the recall notification and ensure that recalled products are being quarantined and are no longer being sold and/or distributed. In addition to the inspections, CPSC Field staff will monitor recalled product disposal/destruction, either by witnessing the disposal or destruction in person or by written verification. CPSC's Internet Surveillance staff will also request removal of recalled and/or banned products from auction sites and e-commerce businesses. The Internet Surveillance staff currently works directly with more than 4,000 websites, Internet retailers, and individual e-commerce sellers.

Instructions on Filling out a Monthly Progress Report (MPR)

The MPR consists of three sections to complete. Below are the instructions on how to submit a completed MPR

Box 1

CPSC Monthly Progress Report for Corrective Action Plans (CAP)	
Case Number: _____	
Reporting Dates: _____ to _____	Compliance Officer: _____
Recalling Firm: _____	Product: _____

- The Case Number is the number assigned by the designated Compliance Officer. The Case Number will be in one of the following formats: RPxxxxxx, CAxxxxxx, or xx-xxx-xxxx.
- The Reporting Dates covers the time period for which the information is being provided (e.g., May 1 to May 31).
- Recalling Firm is the name of the firm that implemented the recall.
- Product is what has been recalled (e.g. Children's Nightgown).

Box Two

I) PRODUCTS CORRECTED BY FIRM AS APPLICABLE UNDER CAP			
Location of Products	Total Products Affected by Recall	Corrections this Reporting Period	Total Cumulative Corrections for Recall
With Manufacturer:			
With Distributor:			
With Retailers:			
With Consumers:			
TOTAL:			

II) INCIDENT UPDATE		
	Total Incidents Reported this Period that Occurred <u>Before</u> the Recall	Total Incidents Reported this Period that Occurred <u>After</u> the Recall
Incidents		
Injuries		
Death		

Products corrected by firm:

- Column 1: Total Products Affected by Recall
 - This is the total population of violative/recalled products for each category at the time the recall was posted by CPSC. These numbers should never change and should stay the same on each MPR you submit.
- Column 2: Corrections this Reporting Period
 - This column is the number of corrections that have been made during this particular time period that the MPR covers. Only corrections made during this specific time period should be included in this column.
- Column 3: Total Cumulative Corrections for Recall
 - This column is the total number of corrections that have been made during the recall so far. This column should include previous MPR corrections, in addition to this particular month (*e.g.*, if the previous month had 5 corrections for retailers and this month has 10 corrections, the number 15 should be placed in this column).

Incident Update:

- Column 1: Total Incidents Reported this Period that Occurred Before the Recall
 - This includes any incidents that occurred before the recall was posted by CPSC that were not previously disclosed. Do not carry over incidents previously reported.
- Column 2: Total Incidents Reported this Period that Occurred After the Recall
 - This includes any incidents that occurred after the recall was posted by CPSC during this specific time period for the MPR. Do not carry over incidents previously reported.

When completing the progress report form, please pay special attention to Section II regarding incident data. Please report all incident/injury/death data that occurred *before* your implementation of the CAP, as well as incident/injury/death data that occurs *after* your implementation of the CAP, for the specified reporting time period. Report based on the actual date on which the incident occurred, and not the date on which you received the information. The data being reported should be for the specified reporting time period only, and not a cumulative total. For any newly reported information, please also provide with the monthly progress report all consumer contact information for all incidents (pre- and post-recall) so that we may follow up with the consumer. If you have any questions, please contact your assigned Compliance Officer.

Box Three

III) Notifications Made by Firm and Consumer Response as Applicable under CAP	
How many consumers did you notify this reporting period by:	
Phone:	# <input type="text"/>
Email:	# <input type="text"/>
Regular Mail:	# <input type="text"/>
How many consumers contacted your Firm this reporting period about the recall as a result of any notification?	
Phone:	# <input type="text"/>
Email:	# <input type="text"/>
Regular Mail:	# <input type="text"/>
Registration Cards:	# <input type="text"/>

Box Three Continued

- **How many consumers did you notify this reporting period?**
 - Insert the number that represents how many consumers you called by phone/texted, how many you emailed and how many you sent mail to, including post cards.
- **How many consumers contacted your firm this reporting period about the recall?**
 - Insert the number that represents how many consumers contacted your firm this reporting period by phone, email or regular mail.

Is the recall currently posted on your homepage? _____, If no, explain: _____			
How many website hits did your Firm have this reporting period for this recall? # _____			
As applicable under your CAP, how many times in this reporting period did your Firm post the recall notice on the following?			
Facebook:	# _____	# of shares: _____	# of Likes: _____
Twitter:	# _____	# of Re-Tweets: _____	# of Twitter Followers: _____
Other:	# _____	Explain: _____	
Ad Placements:	# _____	Explain: _____	
Recalling companies are encouraged to monitor on line re-sale, auction, and wholesale websites. If monitored, did you find the recalled product on any sites <input type="checkbox"/> Yes / <input type="checkbox"/> No – Describe action taken: _____			

- **How many website hits did your firm have this reporting period for this recall?**
 - State the number indicating how many consumers viewed the website recall page.
- **Did you monitor online auction or resale sites for recalled product this reporting period? Describe action taken:**
 - State the number that represents how many consumers you reached out to.
 - Please note that online auction websites (e.g., eBay, OfferUp, Craigslist) should be monitored regularly to better identify likely owners of the recalled products to quickly remove defective or violative products from the distribution chain and from the possession of consumers. Therefore, companies that undertake a voluntary CAP also being asked to look for their recalled products that are being sold online in auction sites as part of their routine monitoring of a recall program. CPSC monitors many online sites and encourages industry to monitor these sites to identify sellers of the recalled product and to notify these sellers of the product recall.
- **How many times this reporting period did your firm post the recall notice on the following (e.g., Facebook, Twitter, Other, Ad Placements):**
 - State the number of times you posted onto your firm's social media platforms with the additional requested data—the number of followers, number of likes, and number of shares.
 - Voluntary CAPs are negotiated between Compliance staff and the firm responsible for the product recall. One key element of the negotiated CAP is the means by which the firm will provide broad and comprehensive notice to likely owners of the recalled product. We view announcing recalls on social media as a natural extension of a firm's use of social media, and we have found this to be an effective method to reach the owners of recalled products and prevent product-related injuries and deaths.

Submitting your MPR

By the first of each month, please submit your Firm's MPR for the previous reporting month, using the form available at: <http://www.cpsc.gov/Global/Business-and-Manufacturing/Recall-Guidance/MonthlyProgressReportRevisionFinal.pdf>. Please submit your reports electronically to the Compliance Officer managing your Firm's recall, or if necessary, by postal mail to the Office of Compliance and Field Operations, U.S. Consumer Product Safety Commission, Room 610, 4330 East West Highway, Bethesda, MD 20814-4408.

Please note that recall effectiveness reporting is typically for 1 year, or until the Firm's corrective rate is acceptable by the Office of Compliance. A recalling firm must submit monthly MPRs until they receive notification from the CPSC that they are no longer required to do so.