GS1 US Rapid Record™
SMS Tool Frequently Asked Questions

September 2nd, 2025

Frequently Asked Questions

Using the SMS Tool

Q **I don't have access to the SMS tool. What do I do?**
A Please reach out to the **Administrator** responsible for configuring the tool.

Q **How do I get started logging a harvest or cooling event?**
A Send Start to 1-833-364-8989.

Q **I can't find the product I need to log. What do I do now?**
A Changes cannot be made via the SMS tool. Please reach out to the
Administrator responsible for configuring the tool.

Q **What if I don't see the farm or location listed that I need to use?**
A Changes cannot be made via the SMS tool. Please reach out to the
Administrator responsible for configuring the tool.

Q **What if I don't see the Unit of Measure for my products harvest or
cooling event?**
A Changes cannot be made via the SMS tool. Please reach out to the
Administrator responsible for configuring the tool.

Q **Where do I obtain my batch/lot number?**
A A batch or lot number is a non-GS1 identifier for products made or processed
under the same conditions during a specific time period. For your products
batch/lot numbers, please contact your internal team.

Q **The SMS tool asks if I have a reference document. What are acceptable
forms of this document, and where do I obtain the reference number?**
A A reference document is an internal business record, electronic or paper, that
includes key data for a critical tracking event in the food supply chain.
Acceptable forms include bills of lading, purchase orders, shipping notices,
invoices, batch logs, field tags, and similar documents. For your reference
document numbers, please contact your internal team.

Q **I have completed my logging event. Where does the harvesting record
go?**
A The harvesting record will be sent to the email your **Administrator** has listed.

Q **My Administrator hasn't received the harvesting/cooling even record.
Am I able to resend it?**
A You are not able to resend the harvesting/cooling event record.