

GS1 US Rapid Record™
Using the SMS Tool

October 9th, 2026

GS1 US Rapid Record - Using the SMS Tool

Use the GS1 US Rapid Record™ SMS tool to record harvesting, cooling, initial packing, and shipping events directly from your mobile phone. After your Rapid Record administrator configures your products, locations, and user access, you can submit event information through a guided text message (SMS) conversation. This article explains how to start a new event, respond to SMS prompts, and successfully submit event records in Rapid Record.

Before You Begin:

- You must be added as an authorized SMS user by your administrator.
- You must use the mobile phone number registered for Rapid Record.
- Your administrator must have configured the products and locations you need.
- For information on creating a Global Trade Item Number (GTIN) for a product using GS1 US Data Hub, visit the Create a Product article.
- For information on creating a Global Location Number (GLN) for a location such as a farm or a field using GS1 US Data Hub, visit the Add a Location article.

How to use the SMS tool

How to get started

- Open the text message invitation from Rapid Record on your mobile device.
    - If you have not previously used Rapid Record, follow any instructions provided in the welcome message.
- Start a new event by texting "**START**" to 1-833-364-5989
    - Rapid Record will then begin to guide you through the event recording process.

If you do not have access to the SMS tool verify that:
- You are using the phone number registered with Rapid Record.
- You have completed any required registration or opt-in steps.
- Your Administrator has added you as an authorized user.

If you still do not have access to the SMS tool please reach out to the **Administrator** responsible for configuring the tool.

Record a Harvesting Event

When recording a harvesting event, Rapid Record will prompt you to enter the required information.

Depending on your organization's configuration, you may be asked to select or provide:
- Product
- Farm or harvest location
- Harvest date
- Quantity harvested
- Unit of measure
- Lot or batch number
- Reference document type
- Reference document number

Follow each prompt and reply with the requested information.

GS1 US Rapid Record - Using the SMS Tool

Record a Cooling Event

If your organization captures cooling events, Rapid Record will guide you through the same step-by-step process.

You may be asked to provide:

- Product
- Cooling location
- Date and time
- Quantity
- Unit of measure
- Lot or batch number
- Reference document type
- Reference document number

Complete each prompt and submit the event when prompted.

Record an Initial Packing Event

When recording an initial packing event, Rapid Record will prompt you to enter the required information.

Depending on your organization's configuration, you may be asked to select or provide:

- Product
- Packing location
- Packing date
- Quantity packed
- Unit of measure
- Lot or batch number
- Reference document type
- Reference document number

Follow each prompt and reply with the requested information.

Record a Shipping Event

If your organization captures shipping events, Rapid Record will guide you through the same step-by-step process.

You may be asked to provide:

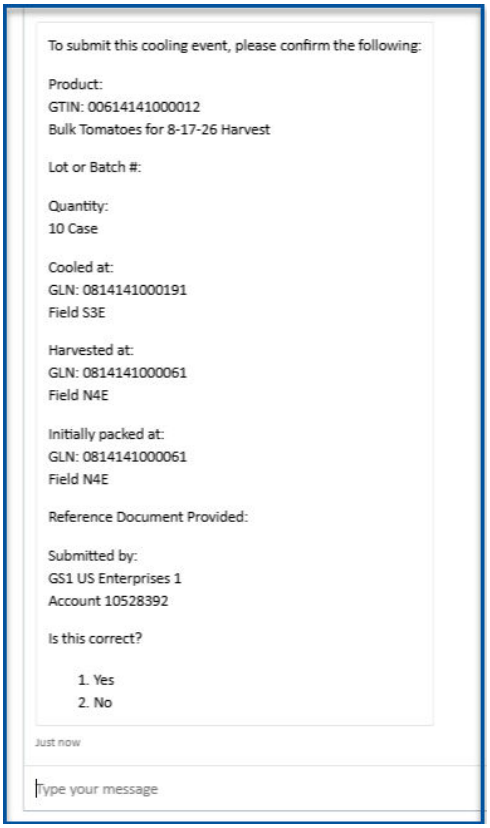
- Product
- Ship from location
- Ship to location
- Date and time
- Quantity
- Unit of measure
- Lot or batch number
- Packing location
- Reference document type
- Reference document number

GS1 US Rapid Record - Using the SMS Tool

Complete each prompt and submit the event when prompted.

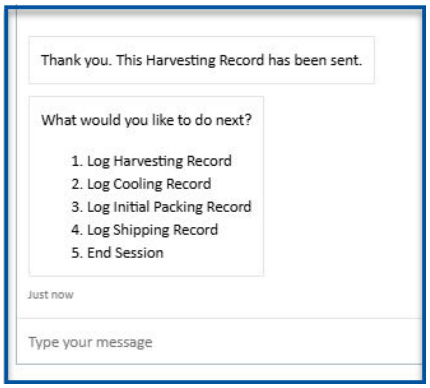
Submitting an Event

Before submitting, Rapid Record will display a summary of the information you entered. You will want to review the details carefully and if changes are needed you can follow the prompts to update the information. Once you confirm the information, Rapid Record will submit the event record.



After successful submission:

- The event is recorded.
- A confirmation message is displayed.
- Event records are sent to the email address configured by your organization.



GS1 US Rapid Record - Using the SMS Tool

Common FAQs

Q: Is there a printable version of "Using the SMS Tool" Frequently Asked Questions?

A: Yes, click HERE to download a PDF copy of these FAQs.

Q: I can't find the product/location I need to log. What do I do now?

A: Products and locations are managed by your organization's **Administrator** and are not able to be changed within the SMS tool. Please reach out to the **Administrator** responsible for configuring the tool.

Q: The SMS tool is asking 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 logging my event. Where do the harvesting/cooling/shipping records go?

A: The harvesting, cooling, and shipping event records will be sent to the email address your **Administrator** has listed in the Record Delivery Settings.

Please reach out to the **Administrator** responsible for configuring the tool or visit Rapid Record - Setup and user management for more information.

Q: My administrator hasn't received the harvesting/cooling/shipping record. Am I able to resend it?

A: You are not able to resend the harvesting/cooling/shipping event record.