GS1 Australia

Recall FD&CG Advisory Group

Wednesday 4th September 2024

Housekeeping

- With agreement of meeting attendees, the meeting will be recorded to support the capturing of minutes and to share with participants who were not able to attend the meeting

- Minutes will record all decisions made and actions assigned to work groups members or GS1 Australia, along with the target due date for reporting back to the group

- Meeting minutes will be circulated to members within 10 working days after the meeting and are saved to the Advisory Group Hub

- Copies of minutes may be made to non-members on request

- Questions and input can be made at any time by raising hand or by posting in chat

Acknowledgement of Country

We acknowledge the Traditional Custodians of the various lands on which we meet and work today and any First Nations' people that may be participating in this meeting.

Specifically, we acknowledge the people of the Kulin and Eora nations, where GS1 offices are located, and pay our respects to elder's past, present and emerging.

We recognise and celebrate the diversity of First Nations' people, and their ongoing cultures and connections to the lands and waters across Australia.

Credit:
Barry Rainman Boland. Rivers and Waterholes Bilyan Bagay

GS1 Australia Limited Competition Law Caution

GS1 Competition Law Caution

GS1 operates under the GS1 Competition Law Caution. Strict compliance with competition laws is and always has been the policy of GS1.The best way to avoid problems is to remember that the purpose of the group is to enhance the ability of all industry members to compete more efficiently.

This means:

- There shall be no discussion of prices, allocation of customers, or products, boycotts, refusals to deal, or market share
- If any participant believes the group is drifting toward impermissible discussion, the topic shall be tabled until the opinion of counsel can be obtained.

Agenda

1	Housekeeping & GS1 Competition Law Caution	Melanie Wishart, GS1
2	Welcome Message, Agenda & Attendees	Carolyn Dennis-Chair
3	Recall Advisory Group Framework and Attendance	Carolyn Dennis-Chair
4	Review of past meeting actions	Carolyn Dennis-Chair
5	Changes to the Advisory Group	Andrew Brown-GS1
6	Current Position of Recall Service - Adoption & Usage	Nim Phoa, GS1
7	Recall Development Roadmap	Anuja Varghese, GS1
8	Open Discussion – Challenges & Opportunities	All
9	” What is happening in Allergen Management and Labelling”	Nicole Koek - The Allergen Bureau
10	General Business – Marketing and events, communications, new engagement	Melanie Wishart, GS1
11	Confirmation of actions and next steps. Meeting Close	Carolyn Dennis-Chair

Recall Advisory Group Framework

Advisory Group Framework

The Advisory Group is a forum to:

- Discuss issues and opportunities within Recall space and wider traceability efforts

- Assist with prioritisation of development efforts

- Provide a mechanism for engaging with organisational recall management networks to assist with deployment programmes

- Advocate alignment of recall with systems & processes of all stakeholders

- Identify and escalate issues of national importance related to recall management

Advisory Group Framework

Chair #1 Recipient	Chair #2 Initiator/sponsor
Leah Williamson Product Compliance Manager - Quality & Technical Standards **Coles Supermarkets** LinkedIn	**Carolyn Dennis** Quality Assurance Manager **Peters Ice Cream** LinkedIn

Quorum Requirements for AG meetings:

- **Minimum attendees – 10**
- **Optimal mix - 3 receivers, 5 suppliers, 2 associations**

GS1 acts as secretariat and will operate as proxy co-chair as required

Current terms expire Q2 2025

Introductions, Attendance, Welcome to new attendees

Advisory Group Stakeholders
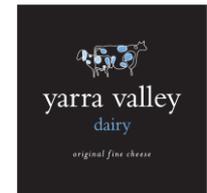
New Members

- Suzanne Boyle – QA Coordinator
- Susan Fox – Corporate Quality Systems Manager
- Nathan Bakewell - Quality & Compliance Manager
- Mark Robinson – Nutrition-Science Executive and Dietician
- Malcom Balkwill – Business Development Manager
- Robert Marshman, National Sales Manager
- Jill Carsen – Quality and Food Safety Senior Manager
- Amie Boschen – Quality Manager
- Sam Abuji – Quality Systems & Compliance Manager
- Joanne Chow
- Chiu Chan – Production Innovation Manager
- Siu Wen Chai – Quality Assurance Department

Anika Natural Products

Arnott's Group

Australian Vintage Ltd

Body Science International

Drakes

Kikkoman

PepsiCo ANZ

Riviana

Sunny Queen

Sunny Queen

Sunpork Group

The Yarra Valley Dairy

GS1 Australia

Review of past meeting actions

Actions arising from previous meeting

ACTION	Due	Responsibility	Status
Source presenters / topics for future meetings	Ongoing	GS1/Chairs	Ongoing
Add FreshChain and NSW Food Authority recorded presentation to Recall Hub	14/1/24	GS1	Complete https://youtu.be/ zXjk05c1c1c
Review the new FSANZ food recall report template and look to align with GS1 Recall portal.	17/4/24	GS1	WIP
Provide awareness to auditors and CBs around the portal and the mechanisms of the mock recalls	Ongoing	GS1	Ongoing

GS1 Australia

Changes to the Recall Advisory Groups

Andrew Brown

Recall Food, Liquor & Consumer Goods Adoption and Usage

Nim Phoa

Lead – Recall and NLR Support

GS1 Australia

Report Summary

- Subscriber Onboarding 96% live (7 outstanding)
- Live notifications –No Recalls issued this quarter TD, 1 Withdrawals
- 16 companies have issued notifications in Q3 TD. None were Recall platform users.
- Pre-reads available here: GS1 Australia Recall - GS1 Australia

Recall Development Roadmap

Anuja Varghese

Senior Business Analyst - Member Systems

GS1 Australia

Recall / Recall Health release schedule

2023/24

Release schedule 2024/25

R1 **April 13th 2024** 14 Requirements – 35 points	R2 **July 22nd 2024** 13 Requirements – 28 Points	R3 **Nov 30th 2024** 10 Requirements	R1 **Mar/April 2025** TBC

April 2024　　　　　　July 2024　　　　　　**Nov 2024**　　　March/April 2025

R3 Requirements lock down Jun '24

R3 Requirements lock down Oct '24
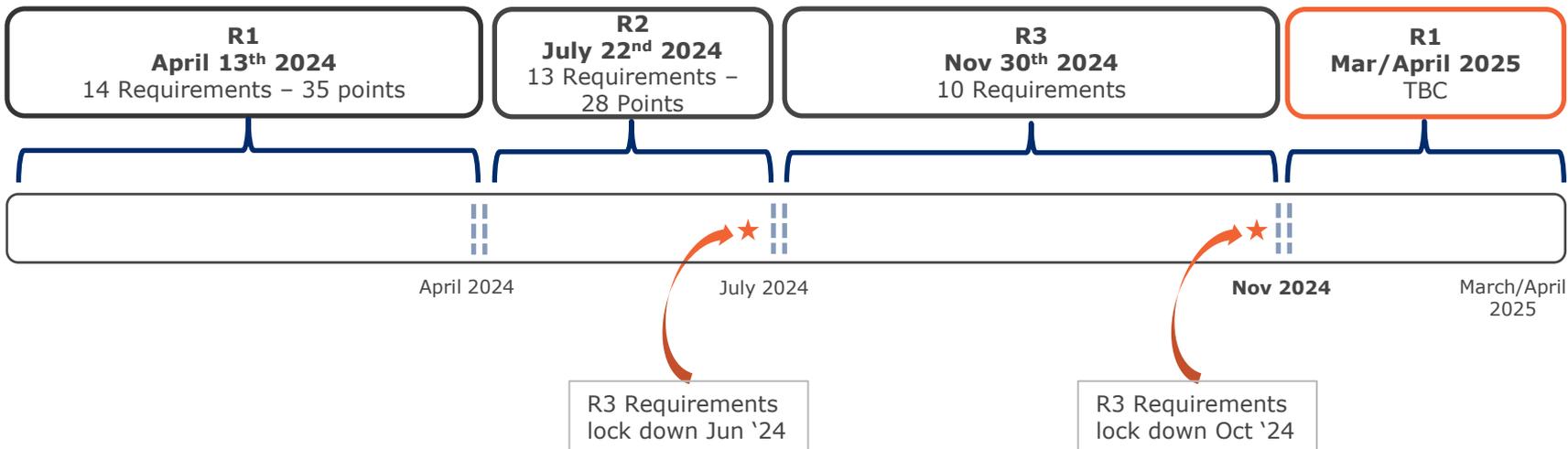
- Confirmed date for next release is 30th November 2024
- Small hotfix in August for T&C removal

GS1
Australia

The Global Language of Business

© GS1 Australia 2024

Hotfix Aug '24

On Screen T&C's Acceptance

First time users

- Traditionally need to accept on screen T&C's on first login
- No longer required functionality with introduction of T&C's link on login page
- Deployment 28th August 202

R3 2024 - 30th November

R3 – 30th November

ID	Industry	Recall Enhancement Items	Dev Points
REC-198	HC & FB	Recall x MyGS1 Cosmetics	11
REC-159	HC & FB	Deactivated User Status to be included	1
REC-190	HC	Regulatory reports Health - Remove 2 week	3
REC-183	HC & FB	Email alerts for when corrective action is taken by a recipient	5
REC-167	HC & FB	Flexible report reminders - admin toggle	2
REC-158	HC	Insert another Product Type selection	1
REC-138	HC & FB	Internal Location contact alert email to recall support when a user is added	2
REC-172	HC & FB	Fax - remove	1
REC-81	HC & FB	Update GPC Lookup	3
		Total	29

Align Services look and feel

Proposed design

- Align more closely to MyGS1

- Header updated to resemble MyGS1/NPC

- Reintroduce side panels to give more modern look (80%)

- Table colouring matches GS1 Global style guide

- Remove Bold/blue text on new received notice, create consistency with table colouring

GPC lookup (F&B)

MyGS1 style

- Update GPC lookup to easy, search function

Current

Product Category (GPC)

GPC provides for a standard classification system used by regulators to better manage recall communications
This is an optional requirement only.

Segment	Please Select
Family	Please Select
Class	Please Select
Brick	Please Select

Proposed

Global Product Classification (GPC) code *

ⓘ The code used to group products based on similar characteristics according to the GS1 Global Product Classification (GPC) i.e. in just a few words describe how you would categorise your product. **E.g. Yogurt**

Chocolate

Chocolate and Chocolate/Sugar
Candy Combinations -
Confectionery (10000045)

Chocolate Fountains (Powered)
(10005690)

Chocolate/Cocoa/Malt - Not Ready

Help centre   FAQs   Contact us   Call us on **1300 BARCODE**

Feedback

Regulatory Reports – Progressive Report

- Do we want to retain this optional regulatory report in both FB and HC – this is not a requirement by regulators

Open Discussion

Items for discussion

Issues, Challenges and Opportunities

- Development Roadmap feedback
- Group updates

Raised in last meeting

- Issue: Companies submitting Mock Recall in Live environment
- FSANZ to advise Recall Support team if this is an ongoing issue and GS1 will contact member for retraining

Guest Speaker

Nicole Koek Msc

VITAL Co-ordinator and Independent Consultant

Allergen Bureau

Nicole Koek – MSc in Food Science & Technology

Global experience in Food Safety, Quality, Regulatory and Data Governance. With a breath of factory and corporate roles in her more than 25 years of Australian and international experience, she has a sound background in food and worked with local and global brands,

A long-time supporter of the Allergen Bureau and contributor to various industry allergen related projects such as FIGAML, ePIF, she is also a qualified Industry & VITAL trainer. Nicole has been the VITAL Co-Ordinator since November 2023

Food compliance, allergen awareness and education, process optimisation and supporting businesses with labelling data is where her passion lies. Nicole has successfully led many food related and cross functional regulatory, quality and data governance projects for both foodservice and retail.

Allergen
Bureau

- Membership based organisation established to provide food industry with rapid responses to questions about allergen risk management in food ingredients and manufactured foods

- Established in 2005, pre-competitive, 'not-for-profit', Allergen Bureau directors provide voluntary, unpaid services

Become a member

Agenda

- Update on VITAL 4.0
- Industry PAL Survey
- Consensus Statement
- The VITAL Program and due diligence
- Other focus areas

Allergen
Bureau

VITAL® 4.0

- **Based on FAO/WHO Expert Panel ED$_{05}$ Reference Doses**
- Includes Legislated European Values (The Netherlands)
- Additional - Canadian Jurisdiction
- ED$_{01}$ Action Level Grid (VITAL 3.0)
- Additional - Risk Value for Mollusc
- Default setting for jurisdiction
- Pop up reminder for particulates
- Updated T&C's

Allergen Risk Assessment underpinned by globally recognised, evidence based, scientific data

ED05 Transition Messaging

1. VITAL Philosophy remains unchanged: IDENTIFY, ELIMINATE, REDUCE, MANAGE, COMMUNICATE

2. Risk profile for businesses or products is unlikely to change

3. Businesses may experience an increase in consumer calls. Due diligence is key.

4. PAL statements must be meaningful

5. VITAL risk-based assessments have never been underpinned by a 'no risk' philosophy

Joint Consensus Statement

- Update to include PAL, release expected Q3
- Education & Collaboration must be the focus
  - Healthcare professions (dietitians, allergy nurses, clinicians)
  - Legislators and enforcement agencies
  - Consumers and carers
- Aligned key stakeholder messaging
- Allergen Collaboration continues to work to solve the problems of SME

Allergen
Bureau

Why do the PAL survey?

- Managing consumer expectation during the transition

- An assumption that PAL will reduce, but currently this is not based on data

  - There is no data available directly from industry on what drives current PAL

- Show case that industry commitment

Allergen
Bureau

What have we seen?

Categories of the supermarket represented

Category	Percentage
RTE	17%
Poultry, Meat & Seafood	14%
Plant Based	2%
Fruit and Vegetables	2%
Dairy and Dairy Substitutes	23%
Condiments & Sauces	20%
Choc	11%
Cereals	5%
Shelf-Stable sauces	5%
Bread	2%
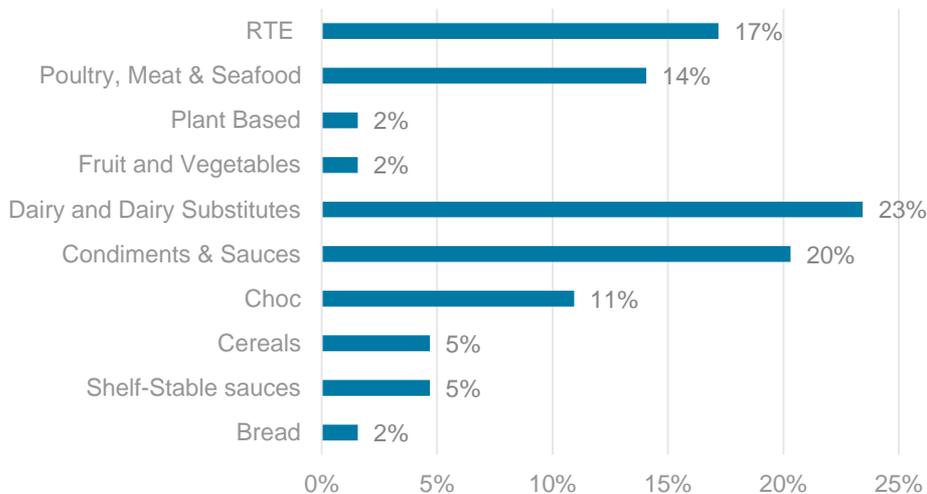
Survey Results - Drivers of PAL
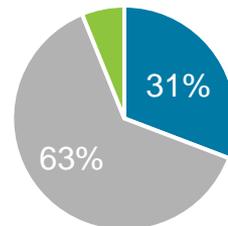
- Homogeneous x contact — 31%
- Particulate x contact — 63%
- Unusable

Impact of ED05 on labelling outcome

- PAL Reduction — 19%
- No PAL Reduction — 81%

Allergen
Bureau
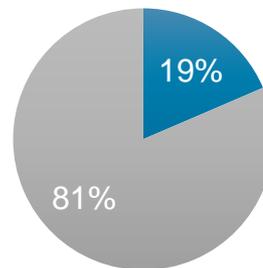
How VITAL is Supporting Enforcement Decisions & Protecting Businesses

- Australian & NZ acknowledge a statuary due diligence in respect to breaches in the Food Standard Code

- The application of VITAL has been used to demonstrated due diligence to an enforcement agency

Let's Talk
Legal Defense

Allergen
Bureau

Due Diligence – The Legal Terms

Defence of due diligence

(1) …. the person took all reasonable precautions and exercised all due diligence …...

(2) Without limiting …. a person satisfies those requirements if ..—

    (a) … the commission of the offence was due to—

        (i) an act or default of another person, or

        (ii) reliance on information supplied by another person, and

    (b) that—

        (i) .. carried out all such checks … reasonable in all the circumstances, or

        (ii) it was reasonable …. to rely on checks ..

Australia – all jurisdictions

Food Safety Program

… a person may satisfy those requirements by proving that—

    (a) …. the person complied with a food safety program for the food business; or

    (b) in any other case, the person complied with a scheme (for example, a quality assurance program or an industry code of practice) that was—

        (i) designed to manage food safety hazards and was based on Australian national or international standards, codes or guidelines designed for that purpose; and

        (ii) documented in some manner.

Allergen Bureau

VITAL & Due Diligence Defence

VITAL® – PAL due diligence

• VITAL® is a recognised system for assessing incidental allergen contamination risk.

• industry code of practice) that is designed to manage food safety hazards – allergens, and is a guideline designed for that purpose

Allergen
Bureau

Source: Presentation by A.Edwards Food Law Conference: Navigating Regulation and Risk. Title: Rethinking HACCP, Why Label Approval and Application Should be a Critical Control Point in Food and Beverage Production (01.12.2023)

Case Study – No PAL

- A single consumer reports a reaction to a product.

- Allergy to cow's milk

- The product does not contain milk, nor carries a PAL

- Dairy detected in the product at 0.19ppm

- Enforcement agency reviews the companies' procedures

- VITAL risk assessment had been conducted, outcome = no PAL required

- Levels detected were below which would have required a PAL and supported the VITAL outcome

- No action was taken against the company

- "took all reasonable precautions and exercised all due diligence to prevent the commission of the offence" (s26(1) *Food Act 2003* (NSW))

Allergen Bureau

Source: Presentation by A.Edwards Food Law Conference: Navigating Regulation and Risk. Title: Rethinking HACCP, Why Label Approval and Application Should be a Critical Control Point in Food and Beverage Production (01.12.2023)

Current Allergen Bureau projects Australia/NZ

BY ALLERGEN BUREAU - SEPTEMBER 26, 2023

Would You Like To Participate In A New QSR Working Group?

Australia's Market Leaders by Store Network

SUBWAY	McDonald's	KFC	Domino's	HUNGRY JACK'S	red rooster	GUZMAN Y GOMEZ
1,242 Stores	1,030 Stores	732 Stores	724 Stores	449 Stores	338 Stores	148 Stores

ASCIA2024 CONFERENCE
3-6 September 2024, Adelaide

EVENT - SEP 3, 2024 - SEP 6, 2024

34TH ANNUAL CONFERENCE OF THE AUSTRALASIAN SOCIETY OF CLINICAL IMMUNOLOGY AND...

Adelaide The 34th ASCIA Annual Conference will be held at the Adelaide Convention Centre from Tuesday 3rd to Friday 6th September 2024. The program will include: All sessions will be recorded to enable on de...
CPD opportuni...

6th Food Allergen
Management Symposium
(FAMS)
Sydney 20-22 May 2025

Update on Food Allergen Labelling

Wed 17th April | 8:00pm AEST | Online Webinar

https://www.burgessrawson.com.au/property-blog/huge-appetite-for-fast-food-assets/
https://allergyfacts.org.au/news-alerts/past-events/update-on-food-allergen-labelling-wednesday-17-april-2024
https://www.linkedin.com/company/the-australian-institute-of-food-science-and-technology/posts/?feedView=all
https://gfi.org/wp-content/uploads/2023/01/2022-Fermentation-State-of-the-Industry-Report-1.pdf

The VITAL Standard

- Released 2019

- Voluntary

- Designed to assist with Consumer Confidence.

  - Has a product without a PAL been risk assessed?

  - Has this PAL been added based on risk?

- Hurdles

  - Lack of industry uptake

  - Audit fatigue

  - Currently no market pull
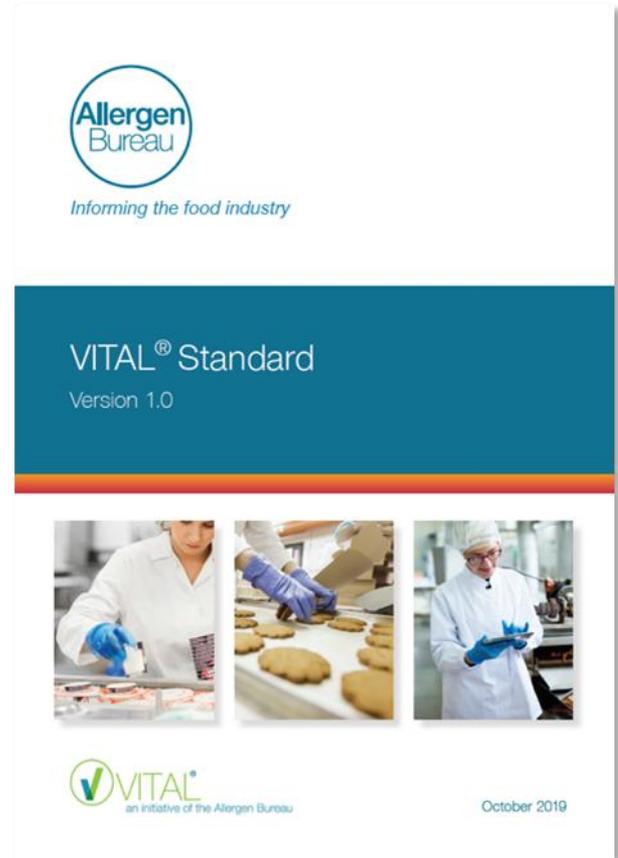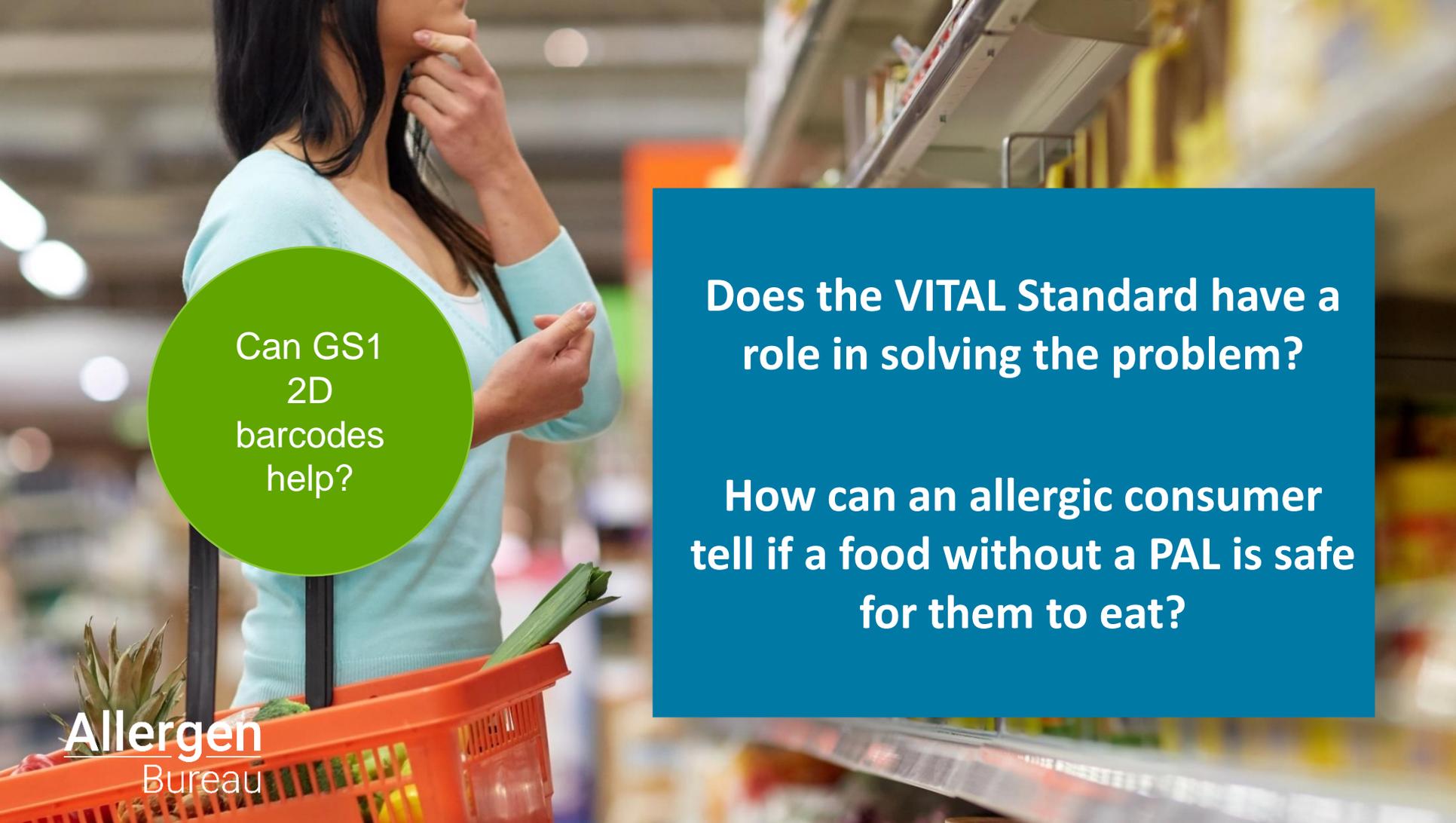
Can GS1 2D barcodes help?

Does the VITAL Standard have a role in solving the problem?

How can an allergic consumer tell if a food without a PAL is safe for them to eat?

Allergen Bureau

THANK YOU

CONTACT US:

info@allergenbureau.net

allergenbureau.net

@allergenbureau

General Business

Events
Fresh Produce Safety Centre Symposium

FRANK YIANNAS - *"People led, science based, technology enabled food safety – Safer , smarter food systems"*

"The pace of change has never been this fast, and it will never be this slow again."

" Trust & Transparency"

Click below for FPSC webpage

International Fresh Produce Safety Symposium 2024

INTERNATIONAL
FRESH PRODUCE SAFETY
Symposium

CONNECT   COLLABORATE   CULTIVATE

A future of safe and sustainable fresh produce through science, innovation and collaboration

Tuesday 20 & Wednesday 21 August, 2024

Traceability and Recall resources

- [GS1 Australia Traceability YouTube videos](#)

- [Discover GS1 Recall – YouTube](#)

- [DAFF Reg Tech Project](#)

Craig Shadbolt – NSW Food Authority

Greg Calvert – FreshChain Systems Pty Ltd

Department Agriculture Forestry's and Fisheries Reg Tech project
"Enhancing and validating additional standardised features on traceability platforms for RegTech applicants in agri-food supply networks".

Recall Partners

- AFGC

- FSANZ

- HACCP Australia

- NRA

- The Recall Institute

- Victual

- IFPA A-NZ

- Liberty International Underwriters

- AIFST

Useful Resources

Login Homepage Recall

Recall User Guides

Recall FAQs

Recall Webpage
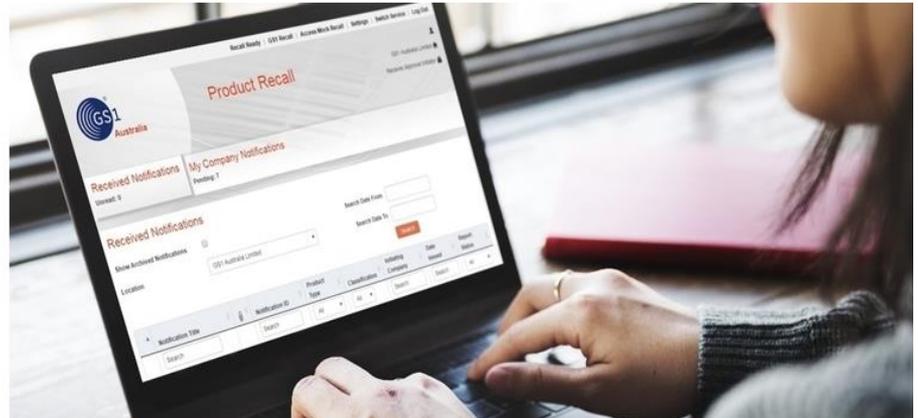
Contact Us

Phone Number	**National Number:** 1300 2RECALL (1300273225) **Support hours:** 8.30am-5.30pm Monday to Thursday, 8.30am – 7.30pm Friday
Email	Recallsupport@gs1au.org
Live Chat	Homepage of Recall website or Homepage of Recall platform Recall Webpage

Training and Education

Webinar: How to use GS1 Recall

Held fortnightly
10am or 2 pm session

To find dates and to register click here

[REGISTER HERE](#)

Confirmation of actions and next steps

Questions?

Meeting close

Next meeting: TBC

_____

Appendix

Supplier Onboarding
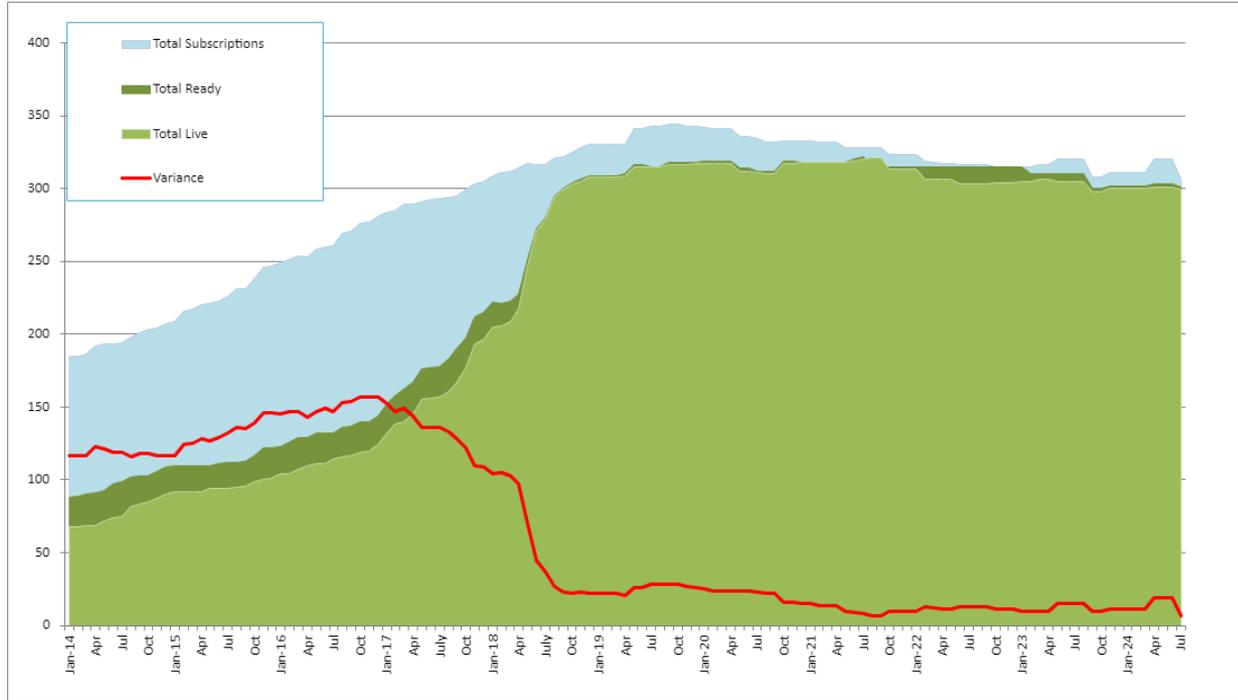
Status:
Subscribed:307
Registered: 1: (0.4%)
Ready: 2 (0.6%)
Not Ready: 8 (3%)
Live: 299 (96%)
Total: 306
On-boarding Target :20
Outstanding : 7

GS1
Australia

Live notification history

Live Recall (FB & GM) Notifications by FY

● Recall ● Withdrawal/Non-recall action
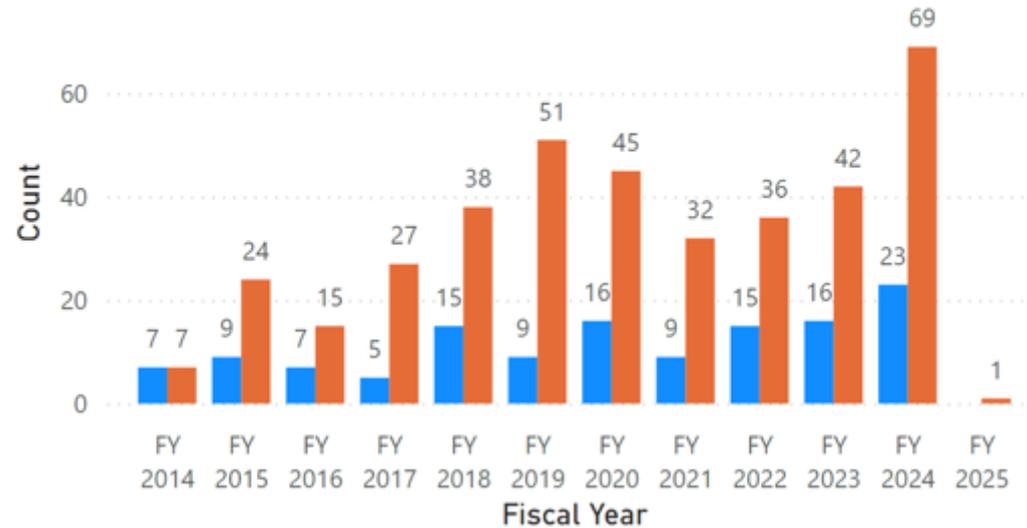
Mock notification history

Mock Recall (FB & GM) Notifications by FY

● Recall ● Withdrawal/Non-recall action
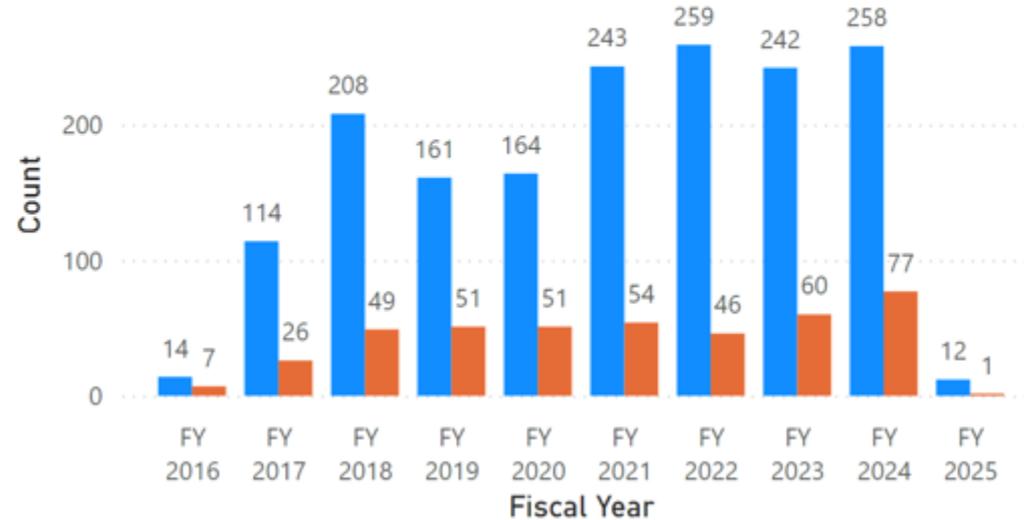
FSANZ Recalls vs Recall Portal subscribers
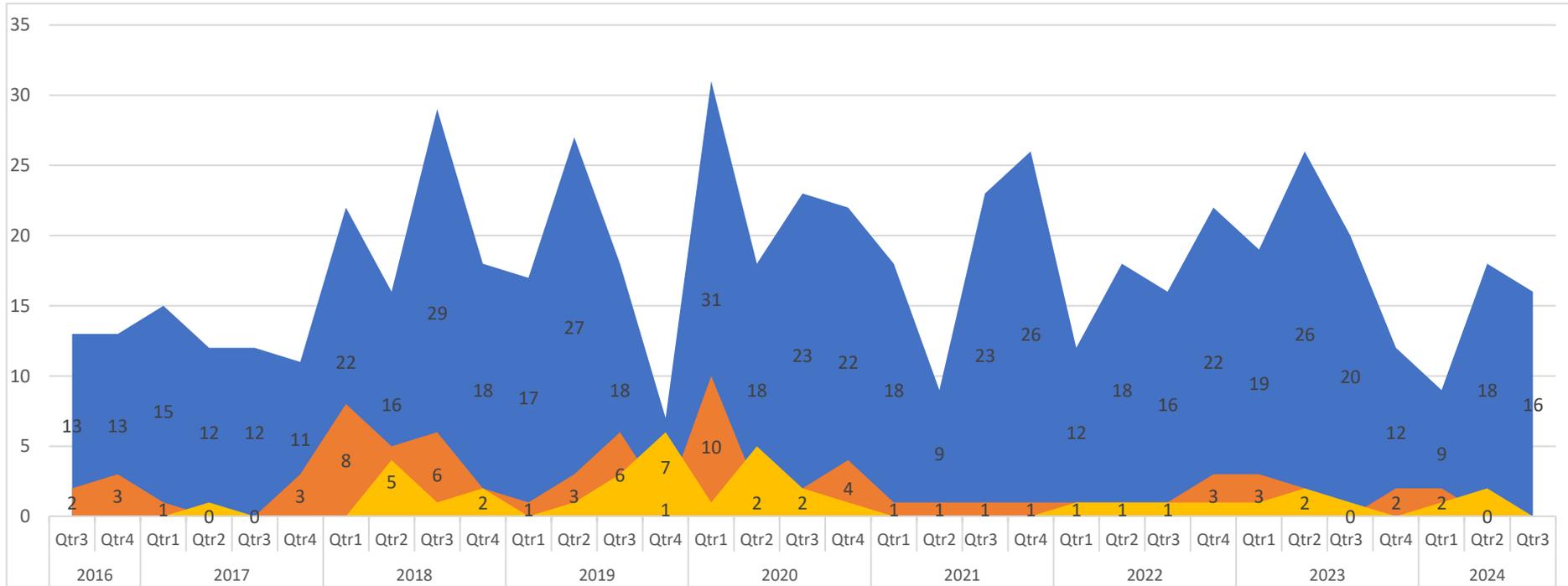
16 companies have issued notifications in Q3 TD. 0 were Recall platform users.
* % of Recall platform notices vs FSANZ Recalls in any QTR

GS1 Australia

R3 – December 2nd 2023

ID	Industry Portal	Item	Need/Problem	Description
REC-54	HC & FB	Report Progress - Item table export/import	Health Site users have expressed that if a recall contains more than 5 products/batch number, it is difficult to search and filter items received in recall notices due to the list becoming large and not user friendly.	In Report Progress, give the ability for Receivers to export the item table into an excel file that the user can add numerical qty's, and comments, then re-import back into the system into the item table.

R1 – April/May 2024

ID	Industry Portal	Item	Need/Problem	Description
REC-127	HC & FB	Viewers, Notes	HSV have requested Viewer role users have the ability to create and respond to Notes. Sometimes viewers have questions, or may provide information on a recall that is not a numerical qty for item reporting.	Allow Viewers to view, receive and respond to notes.
REC-154	HC & FB	Monthly Activity Report - enable top node in hierarchy	Currently Monthly Activity reports are available/distributed to > LV 1 nodes in a hierarchy whilst the LV 0 does not receive these reports	Enable HSV top node to receive Monthly Activity reports
REC-150	HC & FB	Make Action centre optional	Currently Recall platform has a tab called Action centre that certain user types have access to. Some of these users do not find Action centre helpful and do not want the Action Centre tab to be visible when they login	The solution is to make the Action Centre optional via the Settings page for these users by adding a check box "Enable Access to My Action Centre" Under Settings-> User Settings.
REC-155	HC & FB	Enable Disable Pending Actions email	Some users don't find the Pending Action emails helpful and would like the option to turn them off in settings	Add a checkbox to Alert Email Settings for each individual user, that allows them to enable or disable the Pending Action Emails
REC-152	HC & FB	Pagination on Dashboard	Currently on various Recall/RH dashboards there is no pagination available for tables which in turn makes the loading of the pages very slow especially when there are huge data available	Provide an option for the users to select how many records they want to view per page (See defaults below) Introduce pagination for tables as per the selection above for

R1 – April/May 2024

ID	Industry Portal	Item	Need/Problem	Description
REC-106	**HC**	**UDI Support – July 2024**	Ensure Recall Health supports the UDI identifiers by the July 2024 industry implementation date	Ensure list of alternate identifiers supports all UDI codes
REC-147	**HC & FB**	**Status Definitions (Status Report)**	Some users don't know when to use what status in the progress report module and need some guidance.	Health sites have requested we add definitions to each of the Status Report values (i.e. In Progress, Completed, Not Impacted) so it is clear what status to use and when. The status definitions will appear in the report progress module, and show up once the status has been selected (but not added yet)
REC-94	**HC & FB**	**Add Issue Date column to Org Report**	Organisation Report tab does not include an Issue Date column	Add Issue Date column to Organisation Report tab
REC-85	**HC & FB**	**Add unit of measure to Item reporting**	Receiver Users find it difficult to know what unit of measure to provide when reporting stock counts.	Provide the ability to adjust unit of measure when reporting in the item table. The UOM should be a dropdown box that is available next to each item and can be adjusted individually per item. The default should be set to Base Unit UOM list should include: - Base Unit - Inner - Case

R1 – April/May 2024

ID	Industry Portal	Item	Need/Problem	Description
REC-131	**FB**	**Alternate Identifiers updates - Recall**	Metcash have requested a new field be added so that Internal ID's can be added to recall notices under Alternate Identifiers	Under Items Section > Identifiers > Alternate Identifiers drop down, add: Item Code Internal Product ID
REC-151	**HC & FB**	**Improvements to Action centre**	Feedback received from users that they are not clear about what is expected of them from "My Action Centre" and what are the next steps that they need to perform	Add an information blurb on top of the page describing what is My Action centre. Show a tooltip when user hovers over the Next Action column heading to explain that selecting an action does not complete the action but rather takes them to the appropriate section and gives them to opportunity to review before completing the action.
REC-148	**HC & FB**	**Flexible Reporting Reminders: Initiator Settings**	It is important that recipients respond to a Recall notification within a very short span of time and take the necessary actions as listed out in the notification.	It is proposed that the Initiators have an option to send flexible reminders to recipients, based on either issue date/time, or received status date/time
REC-149	**HC & FB**	**Flexible Initiator Summary emails**	Give Initiators the flexibility to adjust the timings of the Initiator Summary email by offering them a similar table to the View Reporting/Complete reporting table:	Give Initiators the flexibility to adjust the timings of the Initiator Summary email by offering them a similar table to the View Reporting/Complete reporting table:

R1 – April/May 2024

ID	Industry Portal	Item	Need/Problem	Description
REC-85	**HC & FB**	**Add unit of measure to Item reporting**	Currently, Recipient users are not clear on what unit of measure they are reporting against, when providing 'QTY' in the Item Reporting table in Report Progress	Add the text (Base Units) next to the Qty field in item reporting table.
REC-156	**HC & FB**	**Allow recipients to add "In Progress' status multiple times for the same notification**	HSV request to have the ability to add the "In Progress" corrective action status multiple times as they may need the progress reported from multiple Internal entities. Currently the system stops entering the same corrective action status more than once.	Allow users to select In progress and Add to the status report multiple times

R2 – July 2024

ID	Industry Portal	Item	Need/Problem	Description
REC-165	HC & FB	Change Recall login page	Look and feel of the Recall login page is not consistent with other services' login pages	Update the Recall login page to look similar to NPC login page
REC-166	HC & FB	Action Centre - view archived (hidden) actions	Once deleted, the users have no option to view the actions under the Action centre tab.	The solution is to introduce a checkbox "Show archived" which when checked will also display all deleted actions.
REC-171	HC & FB	Pagination - numbered pages	Currently on various Recall/RH dashboards there is no pagination available for tables which in turn makes the loading of the pages very slow especially when there are huge data available	Provide an option for the users to select how many records they want to view per page (10,25,50,100) and Introduce pagination for tables as per the selection.
REC-186	HC & FB	Update footer to match MyGS1/Corporate footer	Align Recall/RH footers with corporate website footer	
REC-175	HC & FB	Update Mouseovers	Recall/RH have several mouseovers containing helpful hints about less intuitive features, but lacks consistency in style and size	Canada has requested to update all mouseovers with new styling guidelines.

R2 – July 22nd 2024

ID	Industry Portal	Item	Need/Problem	Description
REC-185	**HC & FB**	**Ability to add Alternate Identifiers when Distributing a received notification**	Some members require to add a new identifier (Internal product code for example) when redistributing a notice to their internal locations, they received from external parties, for easier identification	Ability to add and save alternate/additional identifiers to items when distributing a notice will be put in place
REC-164	**HC & FB**	**Fix PDF alignment issues**	PDF extracts from Recall have alignment issues.	Indentation/Alignment of fields need to be consistent across sections of the pdf. Texts that are cut off on the right-hand side of the PDF need be fixed. Heading and GS1 Logo will be made large
REC-146	**HC & FB**	**Restrict Target all recipients**	Some Initiators are sending Recall notices to ALL recipients of the Recall platform	The platform is a targeted system and Recipients should be specific and targeted. If all Recipients are targeted by the Initiators, before saving, a warning message to appear letting the Initiator know they cannot target all recipients and the user should not be allowed to proceed to the next step.

R2 – July 22nd 2024

ID	Industry Portal	Item	Need/Problem	Description
REC-170	HC & FB	**Tooltip for Action Centre toggle to explain emails are switched off**	Support requested an update to the Tooltip copy for the Action Centre to let the user know that when disabled, they will stop receiving the Action centre email notifications.	Update the toggle to read "When selected My Action Centre Console is available. Once disabled, Action Centre notification emails will also be disabled."
REC-178	HC & FB	**Issued Date - to appear in Notification Information, Summary, Snapshot, PDF**	Notification issued date is currently missing in Notification Information page, Summary page, Snapshot and PDF downloads	Notification issued date will be added to Notification Information page, Summary page, Snapshot and PDF downloads
REC-184	HC & FB	**Make Delete and other buttons more visible**	Currently Delete buttons on various sections of Recall/HC platform are hard to locate. Some other actions such as Edit and Copy are presented as links.	Delete buttons on Recall/HC platform to be made bolder and easily locatable and Edit and Copy links will be replaced by buttons.
REC-188	HC & FB	**Updates to T&C's on login page**	Terms and Conditions link on login page needs to be updated to point to the latest page	As of July 1st new T&C's will be available on corporate website. Recall T&C's will need to be linked to this. Need to find a solution to ensure T&C's updates don't require yearly updates to service portals.

* HC – Healthcare   FB – Food, Drink & Consumer Goods

The Global Language of Business

GS1
Australia