



## New Release: Recall and Recall Health 25 July 2020

As of Saturday 25 July 2020, the GS1 Australia Recall and Recall Health platforms will be updated to a new version.

### New capabilities for both platforms

**New module: Recipient Management.** A new recipient management module has been introduced to assist companies with reconciling customer lists in Recall versus internal distribution lists.

- **Subscribed recipients.** Subscribed recipients can now be added to groups, which can then be easily targeted from within a notification. An extract of all subscribed recipients provides initiators with more detailed information about the companies they are targeting such as ABN, subscription administrator contact details and visibility of any linkages to an organisational hierarchy that may exist.
- **Manage Non-subscribed recipients:** Non-subscribed recipient information is now retained in the Recall platform, giving initiators the ability to easily search for and target all affected recipients.

### Recall Health platform only

- To allow sponsors the flexibility of choosing how they would like to submit their recalls to the TGA, either via the Recall platform or start the process after the TGA approval process is complete, there is now a setting where sponsors can choose their preferred process. All sponsors are set to the default of using the platform for the whole process when they subscribe, but can change this on set up or at any time via user settings.

All enhancements above have been thoroughly tested by the GS1 Recall and Recall Health support team.

### User guides

Updated Recall and Recall Health user guides are available on the GS1 website from Saturday 25 July 2020.

## Keep your details updated

Ensure your organisation does not miss a recall notice or risk the notice directed to the wrong person. Keep your contact details updated within the platform. To do this [Log in](#) and update your details today, or contact the [GS1 Recall support team](#) for assistance.

## Recall Help Desk

GS1 Australia supports our subscribers to the Recall platforms with the **Recall Help Desk**. We guide you step by step through a recall/withdrawal/alert, from notice creation to communication and follow up. To get in touch with the GS1 Recall Help Desk phone [03 8581 5976](tel:0385815976) or [1300 \(BARCODE\)](tel:1300227263) option 1.

Any enquiries please contact our [Recall team](#) or phone [1300 227 263](tel:1300227263).



CONFIDENTIALITY DISCLAIMER: The contents of this e-mail may be confidential or privileged and unless specifically stated are not to be regarded as a contractual offer or acceptance by GS1 Australia. If you are not the intended recipient, or if this email has been copied or sent to you in error, please advise the sender by return email, do not disclose the contents, and delete the message and any attachments from your system. GS1 disclaims liability for accuracy or completeness, and any opinions expressed are those of the author alone. GS1 may monitor communications. All rights reserved, third party rights acknowledged.

© 2020 [GS1 Australia](#) T 1300 BARCODE

**GS1 Australia**  
8 Nexus Court  
Mulgrave VIC 3170  
1300 BARCODE  
[www.gs1au.org](http://www.gs1au.org)

If you wish to unsubscribe from this communications list, select the 'Preferences' link below and update your preference list.

[Preferences](#)

 Share

 Tweet

 Share