



The Global Language of Business

GS1 Australia

Recall FD&CG Advisory Group

Wednesday 6th December 2023



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	Chair – Leah Williamson
3	Recall Advisory Group Framework and Attendance – New Co-Chair terms	Chair – Leah Williamson Melanie Wishart
4	Review of past meeting actions	Chair – Leah Williamson
5	Current Position of Recall Service - Adoption & Usage	Nim Phoa - GS1
6	Recall Development Roadmap	Anuja Varghese, GS1
7	Open Discussion – Challenges & opportunities	All
8	Guest Speaker – DAFF Reg Tech project “Enhancing and validating additional standardised features on traceability platforms for RegTech applicants in agri-food supply networks”.	Craig Shadbolt-NSW Food Authority Greg Calvert- FreshChain Systems
9	General Business – Marketing and events, communications, new engagement	Melanie Wishart & Andrew Brown, GS1
10	Confirmation of actions and next steps. Meeting Close	Chair – Leah Williamson

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
- GS1 acts as secretariat and will operate as proxy co-chair as required
- Quorum Requirements for AG meetings:
 - Minimum attendees – 10
 - Optimal mix - 3 receivers, 5 suppliers, 2 associations

Call for new Co-Chairs



2023 –2024 Term

From the Recall Advisory Group Charter, Chairpersons are responsible for:-

- Overseeing the orderly performance of business based on the agenda
- Determining when an issue should be escalated to another body for resolution
- Dissemination of the GS1 Recall Advisory Group decisions, via the secretariat
- GS1 will operate as proxy co-chair where required



Co-chairs:

Leah Williamson (Coles),

Carolyn Dennis (Peters)

Current term expires Q2 2023

Nominations for new co-chairs 2024



**Chair #1
Recipient**

**Leah Williamson
(Coles)**

**Chair #2
Initiator/sponsor**

**Carolyn Dennis
(Peters)**

Basis for nomination of co-chairs is that they represent both the sponsor and recipient community as well as balance geography by being from separate states

If there are no other nominations, we would like this group to ratify the existing chairs for another term, prior to the next meeting.

Introductions, Attendance, Welcome to new attendees

Current AG invited stakeholders



AFGC



FSANZ



NSW Food Authority



Arnott's



Goodman Fielder



IFPA



BE Campbells



Greens Foods



Red Bull



Bidfood



GS1 Australia



Simplot



Clorox



Harris Farm



Sunny Queen



Coles



HPV



Suntory



Costa Group



Bega



Super Retail Group



Costco



Metcash



Unilever



Foodbank



Mondelez



WD-40



Pental



Nestle



Woolworths



Vilis's Bakery



Patties Foods



Peters



Drakes



Review of past meeting actions



Actions arising from previous meeting



ACTION	DUE DATE	BY WHO	STATUS
GS1 and Co-chairs to invite presenters for future meetings based on feedback and suggestions from the group	Ongoing	GS1/ Co-Chairs	Ongoing

Recall Food, Liquor & Consumer Goods Adoption and Usage



Report Summary

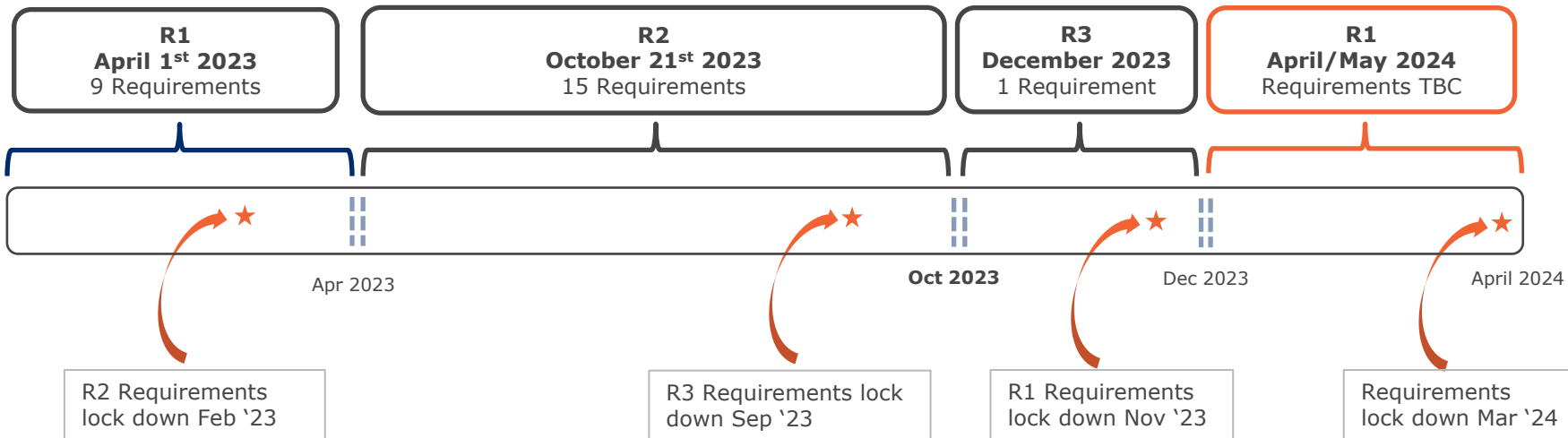


- Subscriber Onboarding 97% live (11 outstanding)
- Live notifications – 2 Recalls issued this FY, 29 Withdrawals / LY total was 42 might exceed
- Mock recalls are comparable to last year LY 242 – Q4 TD is 115 – on track
- 8 companies have issued notifications in Q4 TD. 2 Subscribed, 1 Supplier issued a Recall, and the other Supplier is being followed up for training.
- Pre-reads available here: [GS1 Australia Recall - GS1 Australia](#)

Recall Development Roadmap



Release timings - overview



- 2023 Two planned releases, one extra unplanned for December '23, to accommodate critical requirement for Healthshare Victoria (Import/Export feature for item reporting)
- R2 October, was pushed back from July to accommodate items in UI refresh
- Next release in April/May (TBC) – a number of requirements submitted by Healthshare VIC and Metcash

Recently Deployed (Oct/Dec '23)



R2: October 22nd 2023



ID	Industry	Recall Enhancement Items	Dev Points
216	HC & FB	Recall site visual changes	65
201	HC	HSV Subscribed recipients - adding DC's	5
217	HC	HSV specific section - contracted product	4
209	HC & FB	Hierarchy Heartbeat report	5
210	HC & FB	Initiator Summary Email after recall issued	7
206	HC & FB	Identify individual non subscribers from same company	1
218	HC & FB	Status Report extract to excel	0
203	HC & FB	Restrict Symbols in certain fields	3
211	HC & FB	Corrections Email	8
212	HC & FB	Corrections landing page	1
213	HC & FB	Corrections - UI updates	5
215	HC & FB	Corrections - hide original	1
169	HC & FB	Action Centre Emails	3
207	HC	Regulator Report dates (HC)	5
219	HC	Guest Portal Updates	7
Total Development Points (shared with Canada)			120

Platform visual update (October '23 - R2)



Visual update will:

- Update look and feel of platform
- More closely align with other GS1 services
- More closely align with GS1 Global style guide for web sites and service
- Adhere to Canadian standard regarding accessibility for visually impaired (contrast, colours etc)
- Mobile site included
- Guest portal included
- All reporting
- Email templates will not change

Changes are a collaboration between GS1 AU and CA

- Work together to provide feedback to developers
- Access QA/Developer environment for continual testing (450 pages needs to be visually updated)

Platform visual update



Previous Dashboard

- Inconsistent colouring (too many colours) and does not meet GS1 style guide
- Inconsistent with layout/look and feel of other GS1 services
- Only 65% (approx.) of screen space used

The screenshot shows the 'Product Recall' dashboard for GS1 Australia. The header includes the GS1 Australia logo, the title 'Product Recall', and user information: 'GS1 F&B Company' and 'Approver, Initiator, NodeParent, Receiver'. A navigation bar contains tabs for 'Received Notifications', 'My Company Notifications' (selected), 'My Action Centre', 'Organisation Report', and 'Recall Ready Status'. Below the tabs, there are filters for 'Batch Report: 0' and 'Outstanding Actions: 41', along with a 'Status: Expired' indicator. The main content area is titled 'My Company Notifications' and features search filters for 'Show Latest Version' (checked), 'Show Archived Notifications' (unchecked), 'Date Type' (Created/Issued), and 'Search Date From/To' fields with a 'Search' button. A 'Download This View' button is also present. A table lists notifications with columns for Notification Title, Reference ID, Product Type, Classification, Date Issued, and Status. A tooltip on the right says 'Click here to create a new notification. If you require help, please access the help link at the bottom of the page' with a 'Create New Notification' button.

Notification Title	Reference ID	Product Type	Classification	Date Issued	Status
Search	Search	All	All	Search	All
+ Recall (Trade Level) General Merchandise and Apparel TEST	004761-V00	General Merchandise and Apparel	Recall (Trade Level)		Draft
+ Recall (Trade Level) General Merchandise and Apparel TEST	004729-V00	General Merchandise and Apparel	Recall (Trade Level)		Draft
+ Recall (Consumer Level) Food and Beverage test3	004720-V00	Food and Beverage	Recall (Consumer Level)	03/04/2023	Live
+ Recall (Consumer Level) Food and Beverage test2	004719-V00	Food and Beverage	Recall (Consumer Level)	03/04/2023	Live
+ Recall (Consumer Level) Food and Beverage test	004718-V00	Food and Beverage	Recall (Consumer Level)	03/04/2023	Live
+ Recall (Consumer Level) Food and Beverage Raspberry Jam 200g	004716-V00	Food and Beverage	Recall (Consumer Level)	31/03/2023	Live
+ Recall (Consumer Level) Food and Beverage	004715-V00	Food and Beverage	Recall (Consumer Level)		Draft

Platform visual update



New Dashboard

- Colour pallet consistent with GS1 Global style guide, no more orange (purple white alternating rows removed from tables)
- Data fields right aligned
- Buttons are all consistent, dark blue for primary button, blue outline with white filling for secondary button
- Full screen used, whilst remaining scalable for mobile and small browser windows (responsive design)

GS1 Recall Health Australia

Navigation: Switch to Mock Recall | Log Out

Role: Approver, Initiator, Receiver | Location: GS1 HC Company

Received Notifications | **My Company Notifications** (Batch Report: 1) | **My Action Centre** (Outstanding Actions: 54) | **Recall Ready Status** (Status: Recall Ready)

Received Notifications

Show Latest Version | Show Archived Notifications | Issued Date From: | Issued Date To: | Search: | Search | Clear

Location: GS1 HC Company

Download This View

Notification Title	Reference ID	Product Type	Classification	Initiating Company	Date Issued	Report Status
Product Defect Alert Class I Medical Consumable Correction test1 12/04/2023 RC-2023-RN-12345-1	004611-V00	Medical Consumable	Class I	GS1 Receiver	12/04/2023	Received

© GS1 Australia 2023 | Help | Privacy Policy | Schedule Of Fees | Terms Of Use | About Us - Recall | About Us - Recall Health | Contact Us

Feedback | You are currently in Live Recall Health | Chat

R3: December 2nd 2023 – Item Reporting (Import/Export)



Item Reporting

Item Report Table

Use this table to provide item reporting to the initiator, click submit when completed.

Product Name	Identifier	Last Updated	Quantity	Comment
<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>		
www: dfdsf	GTIN: 00360687341712	21/11/2023 11:40	<input type="text" value="150"/>	<input type="text" value="testing"/>
xyz: www	GTIN: 19315090209324	21/11/2023 11:40	<input type="text" value="200"/>	<input type="text" value="testing"/>

Showing 1 to 2 of 2 entries

Submit

Item Reporting Import Export

Use this section to download a copy of the Item Reporting table for editing in Microsoft Excel (.xlsx). Once the file is complete with reporting values it should be imported into the table. You may edit the values directly in the table once your file is imported.

Note: You can only import an Item Reporting table file that is relevant to this notification. If the notification is an Update, then please Export the latest version of this file.

Step 1: Export Item Report **Step 2: Import Item Report**

Export Item Report Select Item Report*

Import Item Report

Import/Export feature

- New section allows users to export and Import item reporting figures
- Spreadsheet accessed by all in organisation (instead of multiple people logging in) and one person uploads back to platform

Upcoming Release(Late April/May 24)



R1: April 2024 (TBC)



ID	Industry	Recall Enhancement Items	Dev Points
REC-127	HC & FB	Viewers, Notes	TBC
REC-154	HC & FB	Monthly Activity Report - enable top node in hierarchy	TBC
REC-150	HC & FB	Make Action centre optional	TBC
REC-155	HC & FB	Enable Disable Pending Actions email	TBC
REC-152	HC & FB	Pagination on Dashboard	TBC
REC-130	HC	UDI Support – July 2024	TBC
REC-147	HC & FB	Status Definitions (Status Report)	TBC
REC-94	HC & FB	Add Issue Date column to Org Report	TBC
REC-148	HC & FB	Flexible Reporting Reminders: Initiator Settings	TBC
REC-149	HC & FB	Flexible Initiator Summary emails	TBC
REC-85	HC & FB	Add unit of measure to Item reporting	TBC
REC-156	HC & FB	Allow recipients to add "In Progress" status multiple times for the same notification	TBC

- Currently submitting requirements for April release
- 12 requirements
- Refining with developers
- All available in appendix

Open Discussion





Issues, Challenges and Opportunities

- Development Roadmap feedback
- Group updates



Guest Speakers

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”.



Recent fresh produce outbreaks in Australia (2016-2022)



Year	Commodity	Organism	Illness (deaths)	Cause
2016	Bagged salads*	<i>Salmonella</i> Anatum	311	Weather event
2016	Rockmelons*	<i>Salmonella</i> Hvitvingfoss	144	Hygiene, process failure
2018	Rockmelons*	<i>Listeria monocytogenes</i>	22 (7)	Weather event
2019/20	Bagged salads	<i>Salmonella</i> Typhimurium	1,063	Unknown
2020/21	Spring onions*	<i>Salmonella</i> Saintpaul	581	Suspected contaminated water use
2022	Baby spinach*	<i>Datura stramonium</i> (thornapple)	~ 200	Flooding, concentration of thornapple seeds in low lying area

*Denotes food recall associated

- Large or high profile outbreaks linked to supply chains with established food safety systems
- Increasing global scrutiny, standards = potential for threats to Australia's food safety reputation

**Drivers for digital traceability:
A food regulator's perspective**

Digital Traceability

6 December 2023

Craig Shadbolt
Principal Food Safety Scientist
Craig.Shadbolt@dpi.nsw.gov.au

dpi.nsw.gov.au

Baby spinach/*Datura sp* outbreak - product lines implicated



Coles Spinach Products

Coles Supermarkets

17/12/2022



Riviera Farms Baby Spinach

Riviera Fresh Pty Ltd

16/12/2022



Fresh Salad Co Fresh and Fast Stir Fry

ALDI Stores

16/12/2022



Woolworths Chicken Cobb Salad and Chickpea Falafel Salad

Woolworths Group

16/12/2022

- Four subsequent recalls after 15 December 2023
- 24-36hrs after initial recall
- Businesses with well established, well resourced systems
- Potential for faster recall notices
- Reduced impact on consumers, industry?

2023 US/Canadian rockmelon outbreak

— current recall list, 5 December 2023

Date	Title	Product Description	Company Name
14/11/2023	<u>Vinyard Fruit and Vegetable Company</u>	Cantaloupe Chunks and Cubes and Fruit Mixes and Medleys Containing Cantaloupe	Vinyard Fruit and Vegetable Company
22/11/2023	<u>CF Dallas, LLC</u>	Fresh cut fruit products	CF Dallas, LLC
28/11/2023	<u>Kwik Trip</u>	Fruit cups and trays containing cantaloupe	Kwik Trip
28/11/2023	<u>Bix Produce</u>	Fruit cups containing cantaloupe	Bix Produce
29/11/2023	<u>GHGA, LLC</u>	Fruit cups and trays containing cantaloupe	GHGA, LLC

- 183 cases (3 deaths) across US & Canada
- Illness linked to consumption of rockmelon from Mexico
- Recalls conducted by companies that further processed the rockmelon
- 2 week gap between first and most recent recall listed on USFDA website

[2023 Recalls of Food Products Associated with Cantaloupes due to the Potential Risk of Salmonella | FDA](#)

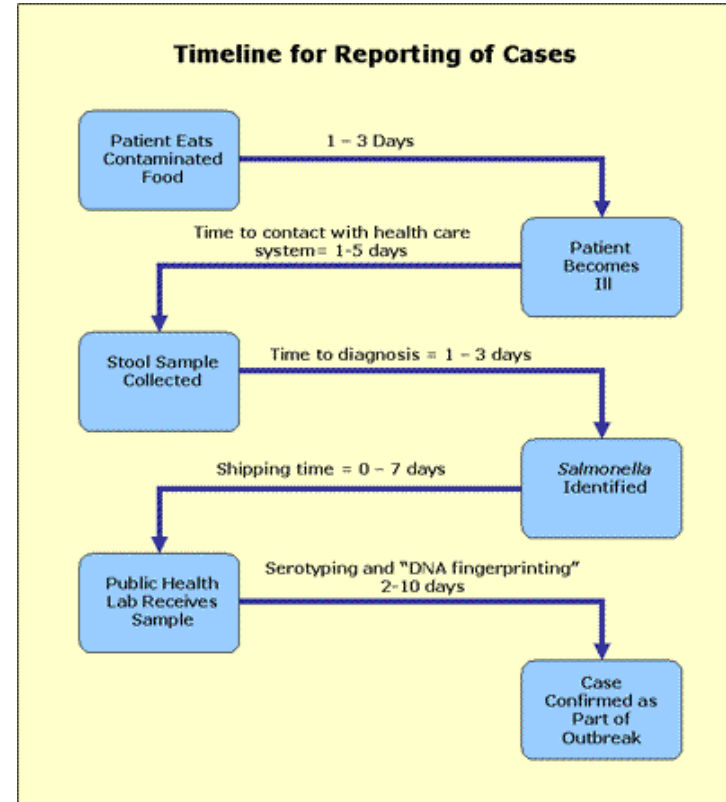
Traceability challenges in fresh produce outbreaks

- Ability to trace fresh produce decreases along the supply chain
- Unrecorded sales at wholesale fruit markets
- Comingling of produce at supermarkets
- Brand/barcode historically not applied to loose produce
- Complicated by reliance on paper-based or limited records
 - one-step forward, one-step-back
 - Adds to time taken to establish a source farm/facility for investigation

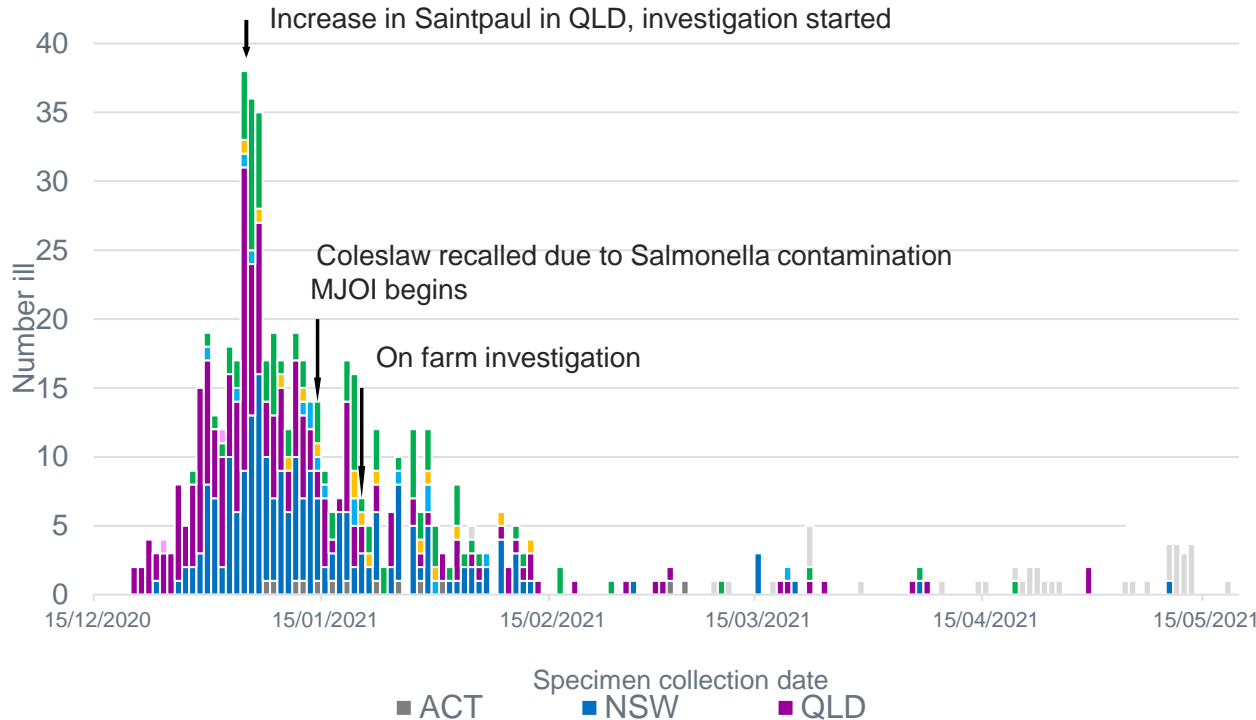


Detection of fresh produce outbreaks – time is an enemy

- Cases of illness often widely dispersed within and across jurisdictions
- Fresh produce not a food that consumers readily associate with illness
 - More likely to associate chicken, eggs, meat, seafood
- Contamination on farm may occur sporadically, or at a point in harvest/production, not a systemic and ongoing issue
- Chance for detection of outbreak pathogen from a suspect source/farm diminishes over time, with short shelf-life products, such as fruit, vegetables



Epicurve of *S. Saintpaul* outbreak cases, by Specimen collection date and jurisdiction, 15 Dec – 20 May 21



Recent examples

2019/20 – Bagged Salads

- Over 1,000 samples collected nationally

2020/21 – Spring onions

- Over 1,100 samples collected nationally

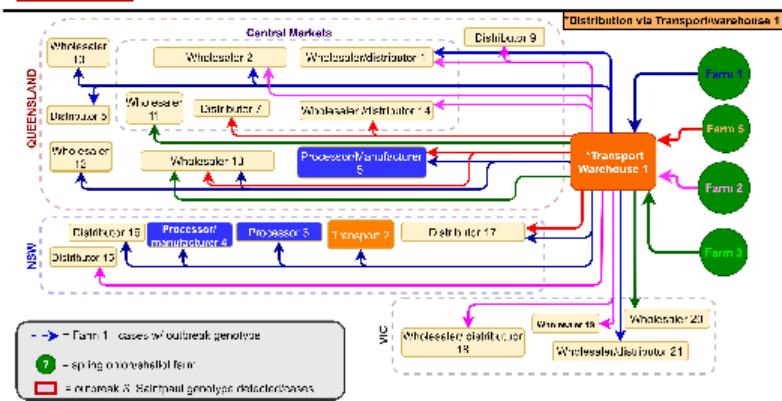
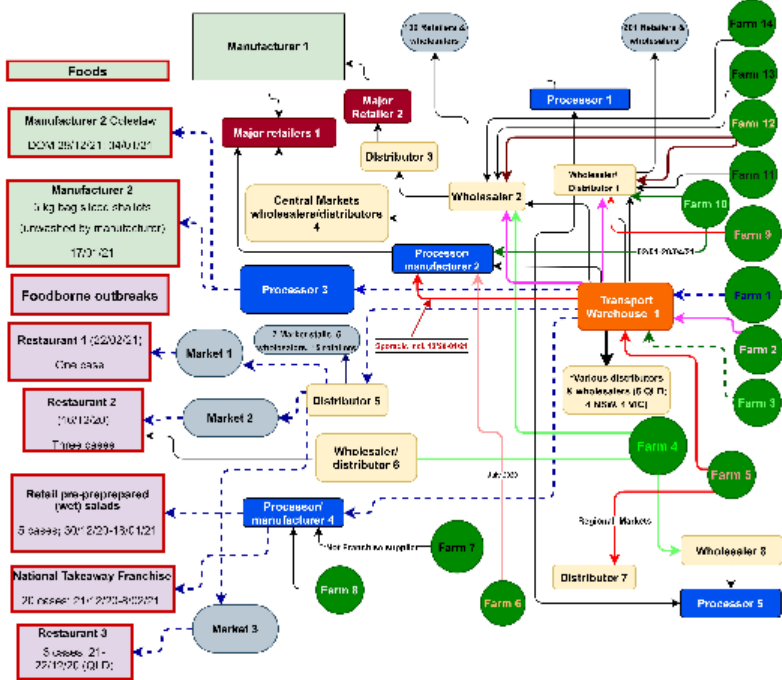
Target organism not found



Investigation pathways for movement of spring onions 2020/21

- Green** - Farms
- Yellow** - Wholesalers
- Blue** - Processors
- Purple** - Retail exposures

- Need for implementation of digital, through-chain traceability systems
- Reduce supply chain complexity, time taken to find potential source



International example of enhanced traceability requirements

FDA U.S. FOOD & DRUG ADMINISTRATION

[Home](#) / [Food](#) / [Guidance & Regulation \(Food and Dietary Supplements\)](#) / [Food Safety Modernization Act \(FSMA\)](#) / [FSMA Final Rule on Requirements for Additional Traceability Records for Certain Foods](#)

FSMA Final Rule on Requirements for Additional Traceability Records for Certain Foods

Share Tweet LinkedIn Email Print

Food Safety Modernization Act (FSMA)


Frequently Asked Questions on FSMA

FSMA Rules & Guidance for Industry

What's New in FSMA

FSMA Training

FSMA Technical Assistance Network (TAN)



[Español \(Spanish\)](#) | [Bahasa Indonesia](#) | [中文 \(Chinese, Simplified\)](#) | [ภาษาไทย \(Thai\)](#) | [Tiếng Việt \(Vietnamese\)](#)

The FDA final rule on Requirements for Additional Traceability Records for Certain Foods (Food

• [Federal Register Notice](#)

- USFDA traceability requirements
- Mandates additional traceability for certain food products
 - Leafy veg, melons
- Critical tracking events
 - Harvesting, packing shipping, lot codes, traceability plan
- Electronic records to be provided <24hrs to USFDA
- Effective from 20 January 2026

Acknowledgements

- NSW Health
- NSW Food Authority/DPI colleagues
- Alan Edwards, Compliance & Integrity Systems
- Queensland Health



Thank you

QUESTIONS?

foodauthority.nsw.gov.au

 [wfoodauthority](https://www.facebook.com/foodauthority)

 [foodauth](https://twitter.com/foodauth)

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Rapid Response Portal
Portal Phase 1
2020

FreshChain Systems Rapid Response Investigation Portal

In collaboration with the NSW Department of Primary Industries and NSW Food Authority, FreshChain Systems have developed a web-portal on their technology platform (freshchain.au) that better supports growers in the event of a critical food incident.

Growers can at their discretion provide relevant data to supporting agencies via the portal to better support the immediate investigation of a critical food incident to identify a common factor and location(s) to minimise physical and reputational loss from a recall or withdrawal.

Any track and trace data on the FreshChain platform is fully owned by the producer/brand owner and access is only provide with permission to assist in deployment of resources from relevant agencies if called upon.

Proudly supported by



Key project objectives of DAWE grant

Enable adoption of a blockchain-based end-to-end traceability system with a pilot focus on high risk horticulture in domestic and export markets.

Conduct pilot trials on the adoption of traceability in high-risk horticultural supply chains



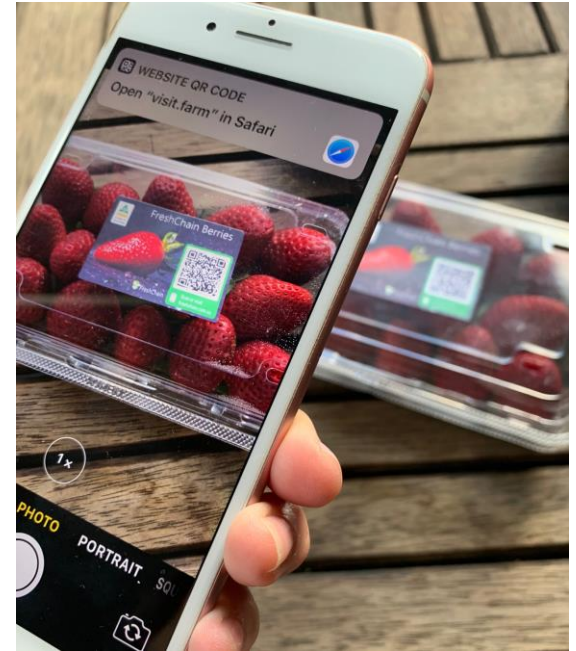
Develop and launch a 'Rapid Response Portal' on the FreshChain Systems to enable swift early response of regulators in the event of a food safety emergency

Enhance industry's awareness towards adoption of *digital traceability and impact assessments to a potential recall*.

Support horticultural industries in maintaining and strengthening their export market competitiveness

Key benefits of rapid response investigation tool

1. **Rapid response**, identification and **containment** upstream and downstream
2. **Targeted recalls** as opposed to all stores
3. Re-establish **confidence** with consumers to **purchase** again
4. Allows quicker **deployment** of needed **resources** from agencies
5. **Protect** brand and company **reputation**, here and overseas
6. Get back to **selling**.



Chain of custody (A)

Major temp breach (3 hrs at 25 degrees in transit)

Growing and picking method

Greenhouse
Open field
Hand Picked
Machine Picked

Packing process

Shed
Field
Combination

Carrier(s)

Nolans - 1st leg

Digital E-certs for cross border trade

Fruit fly
Phytosanitary

Origin - what level (A)

Coffs Harbour
Region/Post Code
+Farm X
++Paddock 1
+++Row 23
++++ Picker ABC

Identifiers (A)

Harvest date /time
23/06/2022
0600 hrs
GTIN/GLN
Batch/Lot/Code
BB date
Cust number

Consumer Engagement

Scan rates
Dwell time
Unit Ratings
Unit Feedback
In-app use
Re-purchase
In-app complaints

Upstream inputs

Fertiliser Use
Pesticide Use
Herbicide Use
Regulator Use
Fungicide Use
Baiting Use
Sunscreen Use
Other treatment
Use
Water Use



Scanned location(A)

Wollongong 2500
3.23pm,
29/06/2022

Temperature and weather (A)

11 degrees
Overcast

Destination & PO

Minchinbury DC
PO 78929736
Batch 123

Freshness Index(A)

6 days from packing

Day and Time of despatch

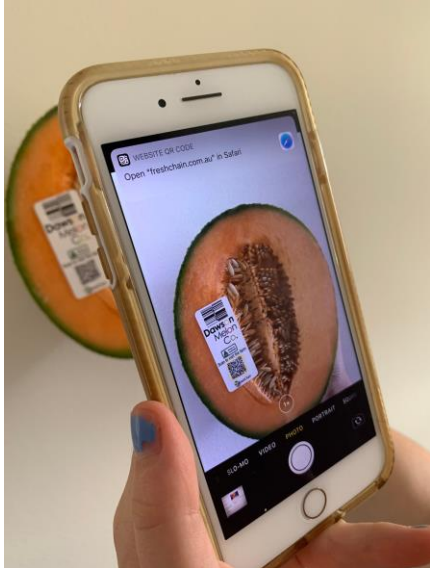
24.06.22
16.45 hrs

Key Outcomes

1. **Data Privacy** - all data is expressly owned by the producer and access is permission based.
1. **Trace Back**
 - a. Scan products of interest
 - b. Determine common factors (eg lot, day, picker, packer, region, inputs (eg raw materials, chemical applications))
1. **Trace Forward**
 - a. Once a common factor is established, determine end customers and contact details
 - b. Launch a trace forward based on batch or batches, supplier, farm, person or location
 - c. Identify customers
 - d. View statistics on consumer (has it been scanned in markets etc)
 - e. Initiate a recall in conjunction with the brand owner



Trace back, Trace Forward, Communications



Scan a 2D Barcode (GS1 DL QR code)
to commence investigation

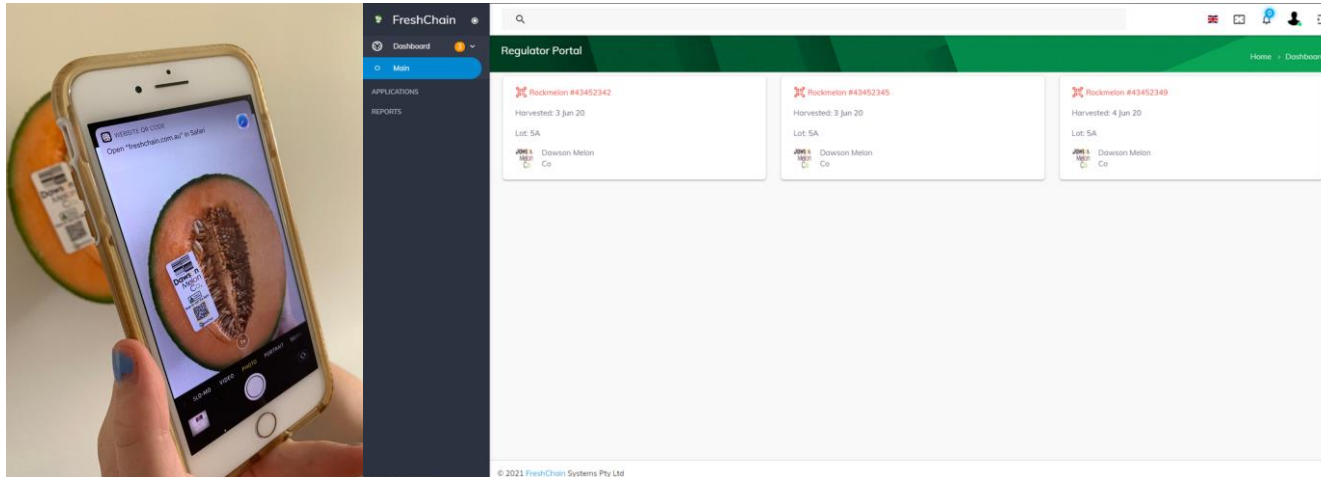
- Start an investigation by scanning a tracked product by FreshChain
- Scan products of interest
- Determine common factors (eg. lot, day, picker, packer, region, inputs)
- View CTE and KDE across the supply of a product
- Initiate a recall/withdrawal

Screenshot of the FreshChain Investigation Portal interface. The interface shows a sidebar with navigation options (Dashboard, Investigation, Search) and a main content area titled 'Investigation' displaying three product cards for 'Rockmelon #43452342', 'Rockmelon #43452345', and 'Rockmelon #43452349'. Each card shows harvest date and lot information.

Product ID	Harvested	Lot
Rockmelon #43452342	2 Jun 21	5A
Rockmelon #43452345	2 Jun 21	5A
Rockmelon #43452349	1 Jun 21	5A

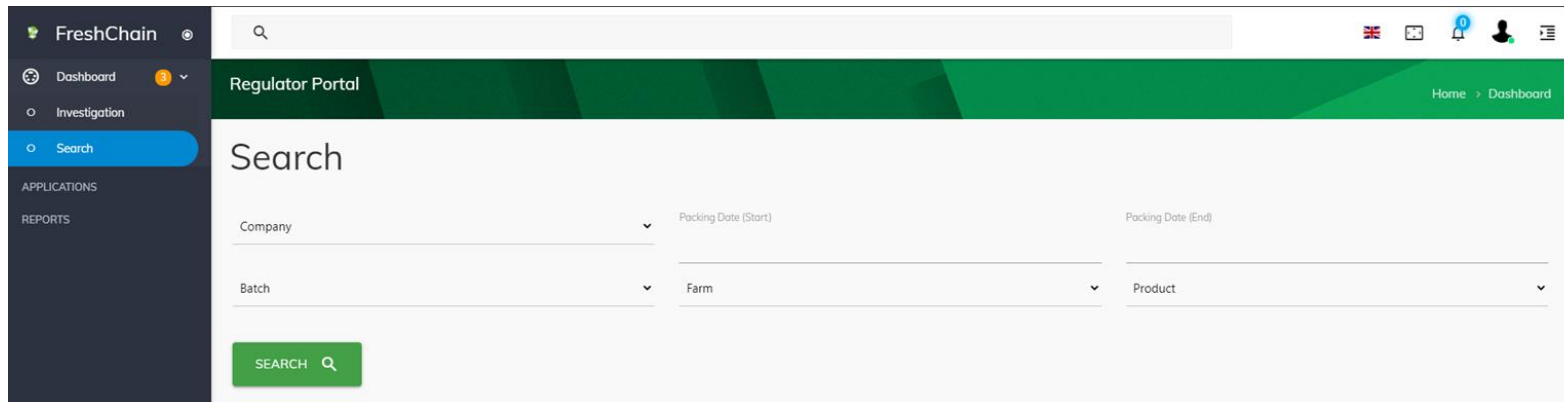
Trace back

- Start an investigation
- Scan products of interest
- Determine common factors (eg. lot, day, picker, packer, region, inputs)
- View CTE and KDE across the supply of a product



Trace forward

- Once a common factor is established, determine end customers and contact details
- Launch a trace forward based on batch or batches, supplier, farm, person or location.



The screenshot shows the 'FreshChain' Regulator Portal search interface. On the left is a dark sidebar with navigation options: 'Dashboard' (with a notification badge), 'Investigation', 'Search' (highlighted in blue), 'APPLICATIONS', and 'REPORTS'. The main content area has a search bar at the top. Below it, the title 'Regulator Portal' is followed by a breadcrumb 'Home > Dashboard'. The search section is titled 'Search' and contains several dropdown menus: 'Company', 'Batch', 'Packing Date (Start)', 'Packing Date (End)', 'Farm', and 'Product'. A green 'SEARCH' button with a magnifying glass icon is positioned at the bottom left of the search area.

Trace forward

- Identify customers
- View statistics on consumer (has it been scanned in markets etc)
- Initiate a recall in conjunction with the brand owner

The screenshot shows the FreshChain Regulator Portal interface. On the left is a dark sidebar with navigation options: FreshChain, Dashboard, Investigation, and Search (highlighted). Below these are sections for APPLICATIONS and REPORTS. The main content area is titled 'Regulator Portal' and 'Search Results'. It displays two search results cards. The first card is for '3,000 Rockmelons' and lists destinations (Woolworths Sydney RDC and Coles Sydney DC), customer scans (Yes), and batches (20210601a, 20210601b, 20210602). It includes a 'Dawson Melon' logo and a red 'RECALL' button. The second card is for '300 Honey Kiss Melons' and lists destinations (EXPORT JD Exports - Canada), customer scans (Yes), and a batch (20210601c). It also includes a 'Dawson Melon' logo and a red 'RECALL' button.

FreshChain Regulator Portal

Search Results

3,000 Rockmelons

Destinations:
- Woolworths Sydney RDC (PO 42334525)
- Coles Sydney DC (PO 991010)

Customer Scans: Yes

Batches:
20210601a
20210601b
20210602

Dawson Melon Call Brad Dawson **RECALL**

300 Honey Kiss Melons

Destinations:
- EXPORT JD Exports - Canada (PO 12)

Customer Scans: Yes

Batches:
20210601c

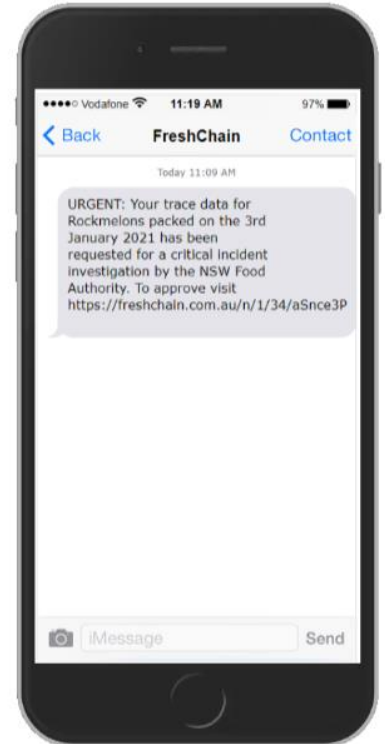
Dawson Melon Call Brad Dawson **RECALL**

Communications

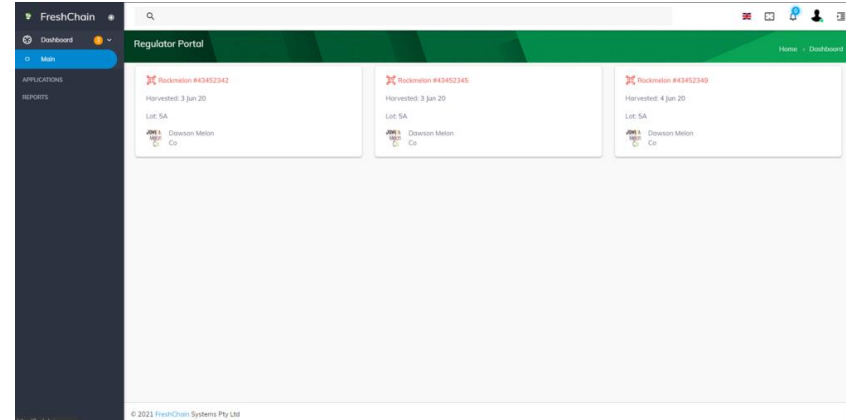
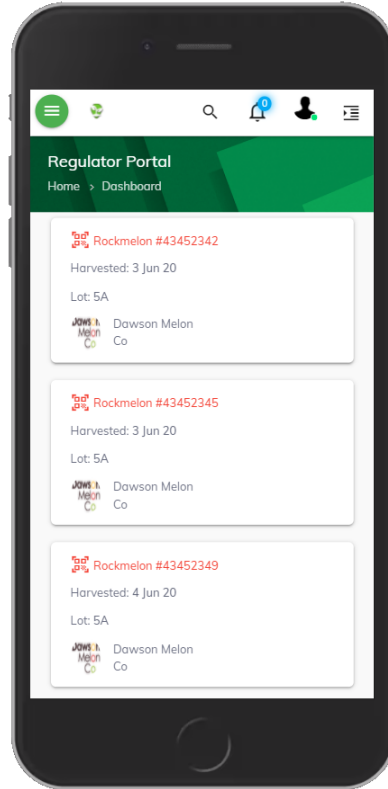
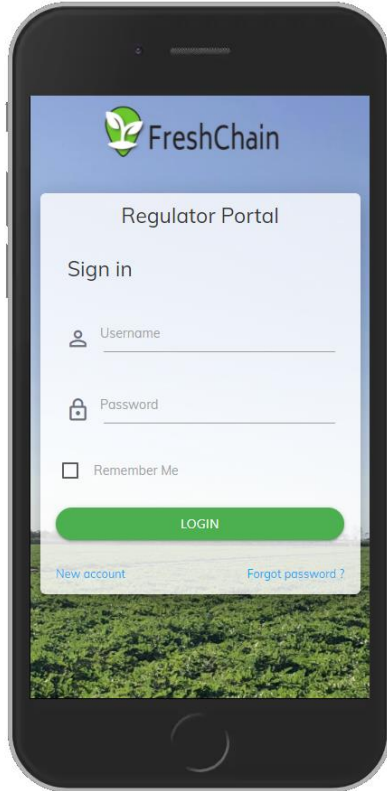
Authorisation of permission to share data is required from grower/brand owner

Using SMS messaging (very effective) allowing direct contact to most appropriate person in a business - Phone, SMS

All with privacy protections



Interface



Mobile first design

Appendix

Critical Tracking Events and Key Data Elements, for future capture and search

CTE - Plant, Harvest	Waste Measure	Drying method	CTE - Transformation	Received by	Surface Temperature
Farm Location	Weather	Temperature	Pack Location	Receival Location	Core Temperature
Farm Location GLN	Temperature	Core Temperature	Pack Date/Time	Receival Location GLN	Humidity
Harvest Date/Time	Core Temperature	Carbon Emissions	Pack Location	Received condition report	Light
Harvest/Lot Location	Organic Status	Waste Measure	Product GTIN	Surface Temperature	Consignment
Harvest/Lot Location GLN	Pollinators	CTE - Transportation, Storage,	Size	Core Temperature	Location
Crop/Commodity	Labour Data	Movement	Grade	Humidity	Display
Variety	Documentation	Receival date/time	Documentation	Light	Display Temperature
Source/Nursery	Certifications	Received by	Certifications	Movement/shock	Sale Date/Time
Growing Method	CTE - Transformation	Receival Location	Labour Data	Route taken	CTE - Consumer
Soil Type	Pack Location	Receival Location GLN	Packing method	Consignment	Location
Fertiliser Use	Pack Date/Time	Received condition report	Packaging source	Location	Language
Pesticide Use	Pack Location	Surface Temperature	Packing material	Carrier	Device
Herbicide Use	Product GTIN	Core Temperature	Recycling suitability	Driver	IP Address
Growth Regulator Use	Size	Humidity	Treatment	Trailer/Container	Preferences
Fungicide Use	Grade	Light	Washing method	Transport Mode	Google Data
Baiting Use	Documentation	Movement/shock	Drying method	Equipment	Facebook Data
Sunscreen Use	Certifications	Route taken	Temperature	CTE - Retail Display for Sale	FreshChain ID
Other treatment Use	Labour Data	Consignment	Core Temperature	Receival date/time	Rating
Water Use	Packing method	Location	Carbon Emissions	Received by	Product Feedback
	Packaging source	Carrier	Waste Measure	Receival Location	View Details
	Packing material	Driver	CTE - Transportation, Storage,	Receival Location GLN	Survey Results
	Recycling suitability	Trailer/Container	Movement	Received condition report	
	Treatment	Transport Mode	Receival date/time		
	Washing method	Equipment	Received by		

Phase 2 - Rapid Response Portal 2024/25

Phase 2 of this project, in collaboration with the NSW Food Authority and Safe Food Production Queensland will see further standardizable features applied to the FreshChain RegTech platform.

Enhancements may include:

1. Food safety alerts and prevention methods
2. Customer and Government agency data integrations using standards
3. Personalised alerts (permission based) provided on smart devices
4. Works alongside GS1 Recall for stakeholder management

Proudly supported by



FreshChain early investigations platform



FreshChain

- Dashboard
- Consumers
- Trace**
- Raw Scans

Welcome Gregory!

Search

Product: Woolworths Macro Organic Cherries 280g

Serial Number: All

Batch: All

Packed Date: All

GLN: All

SEARCH

Results

Found 1152 result(s).

LOCK DOWN ALL

Batch	Category	Status
Batch 1004	Grown	576
	Harvested	576
	Packed	576
	Warehouses	REJECTED
Batch 1008	Grown	576
	Harvested	576
	Packed	576
	Warehouses	576

<https://freshchain.com.au>

Notify consumers in real time

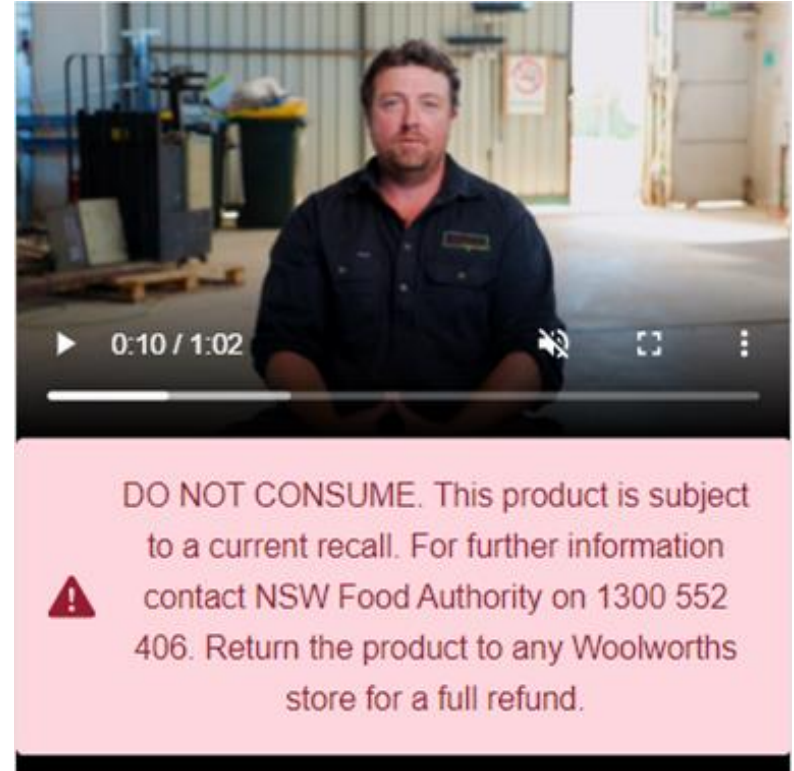
Brand owners can update messages on the code.

Both warnings and safe if there an incident with others

Products can be searched by the following:

1. Product
2. Origin
3. Serial Number
4. Batch/Lot/Code
5. Date
6. Destination

Imagine that - *future personalised recall alerts to your smart device*



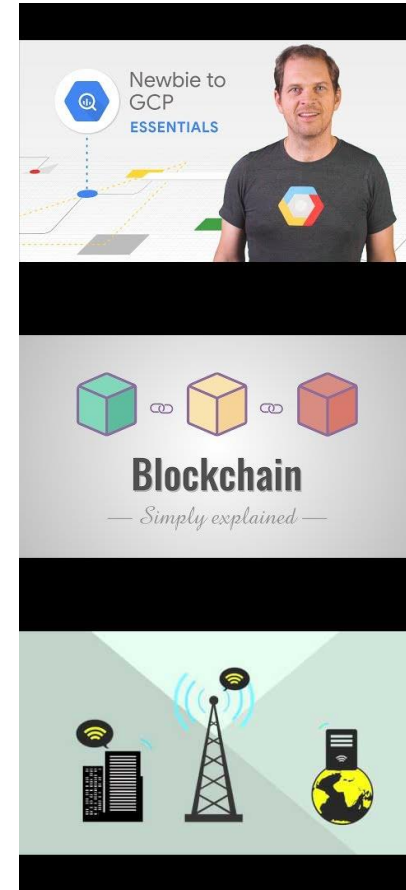
Our underlying technology

Google Cloud Platform (GCP)

The same technology that powers Google search, Maps, YouTube
Used by Woolworths, HSBC, Twitter, Paypal

Ethereum - Blockchain platform

LoRaWAN - Wireless communication technology



General Business





Latest NGTAG NewsLink

Released 13th Sep 2023

[NGTAG NewsLink](#)

Get Involved with the NGTAG in 2024

Scan to join



National GS1
Traceability
Advisory Group

Supporting Australian industry and government to enhance supply chain traceability and trade

NewsLink

September 2023

Welcome to the NGTAG NewsLink

The regular communication from the National GS1 Traceability Advisory Group (NGTAG).

Message from the Chair



Ram Akella

Welcome to the September edition of NewsLink.

With recent group activities focused on the vital elements of traceability and trade I reflect on the recent NGTAG event held on this very topic, as well as continuing the conversation on the road to seamless and interoperable traceability in Australia.

[Continue reading](#)

GS1 Australia & Standards Australia



Working with GS1 standards means working with ISO and now Standards Australia compliant standards

GS1 Component	External ISO standard	Standards Australia
GTIN (Global Trade Item Number)	ISO/IEC 15459-6 & ISO/IEC 6523	AS ISO/IEC 15459.4:2023
SSCC (Serial Shipping Container Code)	ISO/IEC 15459-4 & ISO/IEC 6523	AS ISO/IEC 15459.4:2023
GIAI (Global Individual Asset Identifier)	ISO/IEC 15459-4 & 5 & ISO/IEC 6523	AS ISO/IEC 15459.4:2023
GRAI (Global Returnable Asset Identifier)	ISO/IEC 15459-5 & ISO/IEC 6523	AS ISO/IEC 15459.4:2023
GSIN (Global Service Relationship Number)	ISO/IEC 6523	AS ISO/IEC 15459.4:2023
GS1 AIs (GS1 Application Identifiers)	ISO/IEC 15418	AS ISO/IEC 15459.4:2023



STANDARDS
Australia

AS ISO/IEC15459.4:2023
(Current)
**Information Technology –
Automatic identification and
data capture techniques –**

Unique identification, Part 4:
Individual products and product
packages

Published: 13/10/2023
Pages: 9

GS1 Traceway *NEW*



TraceWay tool | GS1

Within the tool, you can explore the essential steps that include, their respective outputs and detailed information such as applicable GS1 standards, actions to be performed, benefits, tips or resources to achieve each output.

The screenshot displays the GS1 TraceWay tool interface. At the top, there are four main phases: Pre-requisite: Traceability Project Setting, Phase 1: Diagnosis (highlighted in green), Phase 2: Design, and Phase 3: Deployment. Below these, the Phase 1: Diagnosis section is expanded, showing a list of steps on the left and detailed information on the right.

Pre-requisite: Traceability Project Setting

Phase 1: Diagnosis

Phase 2: Design

Phase 3: Deployment

Step 1.1 - Assess parties and locations

- Current practices for parties and locations documented

Step 1.2 - Assess traceable Items

Step 1.3 - Assess the physical flow

Step 1.4 - Assess the information flow and systems

Step 1.5 - Assess supply chain coordination

Step 1.6 - Assess supporting elements

Phase 1 Deliverable

GS1 standards

- GS1 General Specifications for the definition of parties, and locations
- GS1 GTC Checklist

Actions

- Determine and summarise parties in scope of the traceability project (internal and external), their roles in the supply chain and locations. e.g., identify plants, warehouses, distribution centers, third party cold storage facilities, etc.
- Qualify and document identification keys currently assigned or captured by the company (including proprietary keys if any).
- Qualify and document which data they manage for each key (master data) and how they do it.
- Document gaps that have been identified.

Recall Bootcamp #7 – May 2023



GS1
Australia

Recall BOOTCAMP Series #7

Industry Associations

How can they help?

 Duncan Craig Australian Food and Grocery Council	 Jasmine Lacin-Lee Allergen Bureau	 Flora Fleming Australian Institute of Food Science and Technology	 Dion Mahoney International Fresh Produce Association Australia & New Zealand	 Tim Wain Infants & Nursery Products Alliance of Australia
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Recall Bootcamp 7 featured a huge line up speakers from high profile industry associations, including the Australian Food and Grocery Council (AFGC) and the Allergen Bureau.

Experts in the fields gathered to share how their association can help your company be better prepared for a product recall.

Providing practical assistance and advice for product safety incidents and the evaluation stage, once a recall notice is complete.

Bootcamp participants receive a set of tools and strategies that will help them to be better placed in a recall situation.

Hidden webpage of resources for bootcamp attendees. Recording available here [Link](#)

Metcash Go Live



Project to add Metcash DC recipients

- 140 stakeholders trained
- Internal recipients for Food and Australian Liquor Marketers
- 6 DCs with functional area separation
- Clearer understanding of notice execution

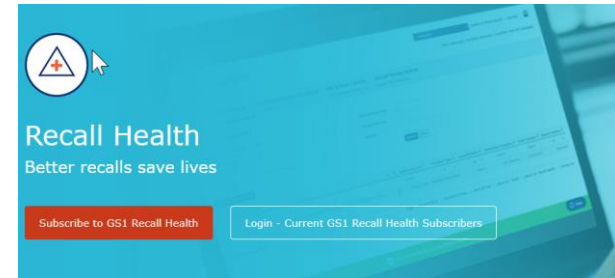
HSV Recall update project



- Update Health Share Victoria Taxonomy to encompass emerging HSV requirements
 - Enable notice distribution, action and visibility to meet compliance criteria
- Ensure key HSV stakeholders at all levels are trained
- Support HSV Recall processes through any technical platform changes
- Support compliance to HSV supplier contracts through reporting on recall activity

Outcomes

- Approx 80 sites and 300+ users
 - Training sessions covered all SA's, training manuals, posters and video training material
- TGA vs Sara report (WIP) to become Support team process once finalised
- NPC & Recall report (WIP) will merge Recall subscribed onboarding, and NPC milestone and data quality reports – csv file for upload to HSV system
- Updated supplier on boarding report now integrated to HSV CRM platform
- Updated round of supplier comms
- HSV project technical improvements to system



HSV Suppliers



19 May 2023

*Health. Safety. Value.
In everything we do.*

Supplier notification: registration with GS1 is required for recalls

Dear health sector supplier

HealthShare Victoria (HSV) carries out the process and action of recalls in accordance with the guidelines established by the Therapeutic Goods Administration through the [Uniform Recall Procedure for Therapeutic Goods 2022](#).

Therapeutic goods recalls are critical and must follow the Uniform Recall Procedure for Therapeutic Goods (URPTG) guidelines. Communicating recall information quickly and accurately can save lives.

GS1's Recall and Recall Health electronic notification systems assist to streamline product recalls to improve patient safety in our health supply chain.

Recall is the electronic notification system for non-therapeutic goods (e.g. domestic paper products) and Recall Health is the electronic notification system used for therapeutic goods (e.g. medical consumables).

All suppliers must notify HSV of recalls using the GS1 Recall Health platform, or GS1 Recall platform, as soon as a plan of action and communication is confirmed. This is outlined as a contractual obligation as part of being an HSV-contracted supplier.

Suppliers must maintain a live Recall and/or Recall Health status and demonstrate use of the Recall portals to create recall and non-recall notifications that follow appropriate industry regulator recall procedures.

Please register with GS1 as soon as possible by contacting the GS1 services team directly on:

Phone: +61 3 9548 6690

Email: services@gs1au.org

or register on the website: <https://www.gs1au.org/our-services/recall/preform>

For training on the Recall or Recall Health systems, please refer to [GS1's Training and Events Calendar](#).

If you have any questions, please contact the HSV Helpdesk at helpdesk@healthsharevic.org.au.

Regards
Sandra Ireland
Deputy Director Procurement

HealthShare Victoria
ABN 28 087 208 309
Level 34 Casseoidin, 2 Lonsdale Street, Melbourne, VIC 3000 Australia
Phone: 03 9947 3700

TGA/SARA Report



TGA Reference ID	Responsible Entity (TGA)	Recall Subscriber Company Name	Recall Health Notification Title	Recall Action Commencement Date (SARA)	Recall Platform Issued Date	Product Name/Description	Action Required	Fuzzy Acct.No	Reviewed Acct.No	Reviewed Sub...	Latest Recall Case Title
RC-2023-RN-00943-1				13/11/2023		BIOFIRE BCD2 Panel. An in vitro diagnostic medical d...	Unsubscribed, Not Issued	00063899	00063899		Biomerieux Australia Pty. Ltd.
RC-2023-RN-00948-1				13/11/2023		HeartStart Intrepid Monitor/Defibrillator Product co...	Not Subscribed				
RC-2023-RN-00954-1				13/11/2023		CamAPS FX and mylife CamAPS Product code: 646...	Not Subscribed				
RC-2023-RN-00971-1				13/11/2023		IPS CaseDesigner Software IPS CaseDesigner 2.2 fo...	Not Subscribed				
RC-2023-RN-00977-1				13/11/2023		RAPIDPoint 300 and 500e Systems Measurement Car...	Unsubscribed, Not Issued	00021577	0000000		
RC-2023-RN-00962-1				10/11/2023		Serology ToRCH igM Positive Control. An in vitro diag...	Subscribed, Not Issued	00014898	00012345		Naked Foods (Aust) Pty Ltd
RC-2023-RN-00978-1				10/11/2023		epoc NXS Host. An in vitro diagnostic medical device...	Unsubscribed, Not Issued	00021577	0000000		
RC-2023-RN-00969-1				09/11/2023		ARTIS icono biplane, ARTIS icono floor and Artis phe...	Unsubscribed, Not Issued	00021577	0000000		
RC-2023-RN-00822-1				08/11/2023		LISINOPRIL SANDOZ lisinopril dihydrate 20mg tablet...	Subscribed, Not Issued	00014898	00014898		Sandoz Pty Ltd
RC-2023-RN-00952-1				07/11/2023		oneFIT TOTAL KNEE PSI Lot numbers: 230638, 2306...	Not Subscribed				
RC-2023-RN-00966-1				07/11/2023		Merit Maestro Microcatheter Product code: 28MC2...	Subscribed, Not Issued	00006768	00086768		Merit Medical Australia Pty Ltd
RC-2023-RN-00957-1				06/11/2023		EZDilate Fixed Wire Balloon Multiple product codes...	Subscribed, Not Issued	00025890	00025890		Olympus Australia Pty Ltd
RC-2023-RN-00935-1				03/11/2023		ENDOYEYE HD II Product codes: WAS0040A and W...	Subscribed, Not Issued	00025890	00025890		Olympus Australia Pty Ltd
RC-2023-RN-00945-1				02/11/2023		Cytocell 20piter Subtelomere Specific Probe. An in vitr...	Not Subscribed				
RC-2023-RN-00931-1				30/10/2023		The Insides Driver (a component of The Insides Syste...	Subscribed, Not Issued	00062044	00062044		GKE Australia Pty Ltd
RC-2023-RN-00936-1				30/10/2023		ASSUJSM-IS4000, da Vinci Xi Surgical System and da...	Subscribed, Not Issued	00018838	00018838		Device Technologies Australia ...
RC-2023-RN-00902-1				26/10/2023		The CereLink iCP Extension Cable ARTG 337315 (In...	Subscribed, Not Issued	00006258	00006258		Integra Neurosciences Pty Ltd
RC-2023-RN-00868-1				25/10/2023		Version irrigation pump Item code: JSP3000 Seri...	Subscribed, Not Issued	00061799	00061799		Lifehealthcare Distribution Pty ...
RC-2023-RN-00903-1				25/10/2023		Irradiated Femoral Head Allograft Allograft referen...	Not Subscribed				
RC-2023-RN-00924-1				25/10/2023		Neuromedev/Dispomedica Medistrip Vein Stripper ...	Not Subscribed				
RC-2023-RN-00904-1				24/10/2023		Bondri Sands Everyday Protection Face SPF 50+ Sunsc...	Not Subscribed				
RC-2023-RN-00921-1				24/10/2023		ARTIS icono ceiling ARTG 273952 (Siemens Heal...	Unsubscribed, Not Issued	00021577	0000000		

Recall Partners



- AFGC



- Victual



- FSANZ



- IFPA A_NZ



- HACCP Australia



- Liberty International Underwriters



- NRA



- AIFST



- The Recall Institute



Can be viewed [here](#)

Useful Resources



Resources

[Visit the GS1 Recall webpage](#)

[Watch the Discover Recall video](#)

[Book in for a 'Discover Recall' webinar](#)

[Register for GS1 Recall Platform](#)

[Visit the Recall LinkedIn page](#)

[Mock Recall Template - GMA](#)

[Recall Webpage](#)

Recall Toolkit

Recall Toolkit



Webpage of resources for bootcamp attendees
[Link](#)

Confirmation of actions and next steps



Questions?



Meeting close

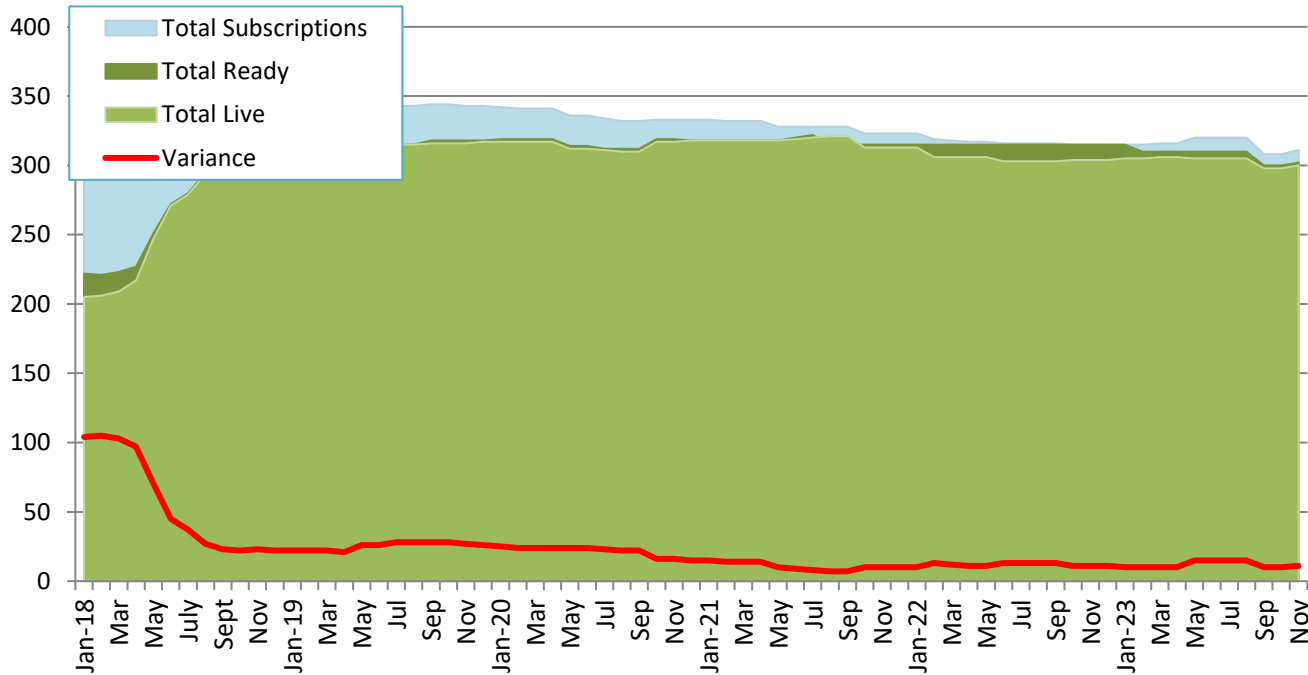
Next meetings: Wednesday 6th March 2024 (TBC)



Appendix

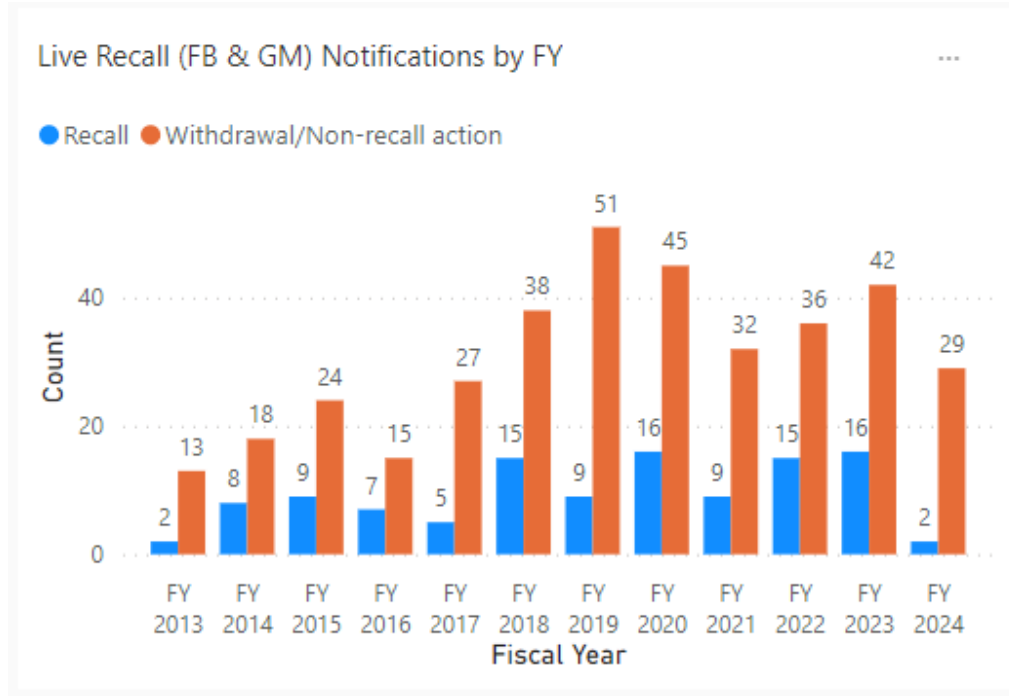


Supplier Onboarding

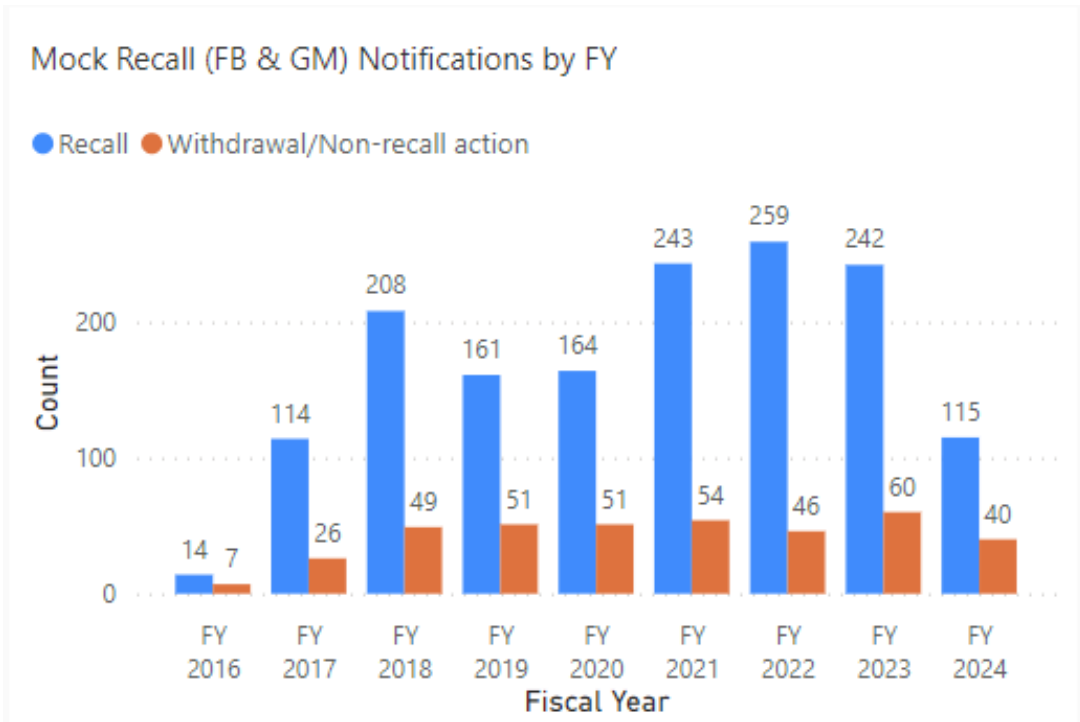


Status:
 Registered: 1: (0.3%)
 Ready: 2 (0.6%)
 Not Ready: 8 (3%)
 Live: 300 (97%)
 Total: 311
 On-boarding Target :20
 Outstanding : 11

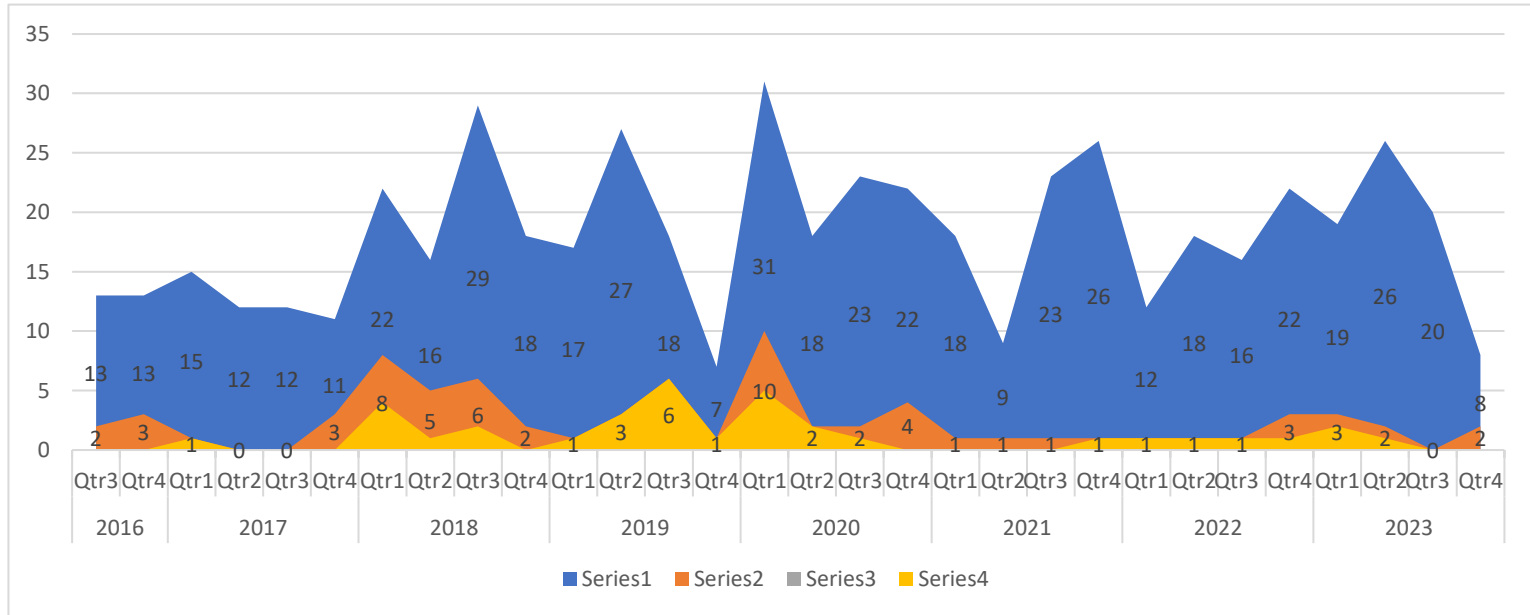
Live notification history



Mock notification history



FSANZ Recalls vs Recall Portal subscribers



8 companies have issued notifications in Q4 TD. None were Recall platform users.
 * % of Recall platform notices vs FSANZ Recalls in any QTR

R2 – October 22nd 2023



ID	Industry Portal	Item	Need/Problem	Description
216	HC & FB	Platform Visual changes	As described in presentation	As described in presentation
201	HC	HSV Subscribed recipients - adding DC's	Some initiators are forgetting to target the new HSV Derrimut DC and SSC when they are required to.	If an Initiator adds any location from the HSV hierarchy, and they DON'T add any of the DC locations, they will be prompted to do so. They will be able to add the relevant DC directly from the prompt
217	HC	(HPV) HSV specific section - contracted product	HSV would like to know which products being recalled are on HSV contract or not	Before a supplier can issue a notice to a health site in the HSV hierarchy, the must indicate which of the items they have added to the notice, are on HSV contract or not.
209	HC & FB	Hierarchy Heartbeat report	Currently the admin of the top node in a hierarchy does not have visibility of all users that exist at each node/location	Create a heartbeat report that shows Location with GLN, any sub locations, as well as user details that exist at each of these would look similar to the current heartbeat report that the admin can extract, however it will be filtered on the hierarchy that is extracting the data. Should be available for the SA only - but we should make this available to all parent nodes in a hierarchy i.e. a lv 2 should be able to run the report on their own lv2 location and any lv 3 that sits beneath them, but NOT another lv 2, or anything above them.

R2 – October 22nd 2023



ID	Industry Portal	Item	Need / Problem	Description
210	HC & FB	Initiator Summary Email	Initiators aren't made aware when recipients have responded to an issued notification. It would be helpful to see this information in an email at regular intervals	<p>Create an email to initiator users, that give a summary of the status report for every notification issued after 48 hrs and 7 days. The status should display the following columns:</p> <ul style="list-style-type: none"> Recipient Name Status Last Updated Recent Reminder Reminder Count <p>The email can be optional and available for all initiator users in the email settings. We should enable it for all current users if possible. We would also like to see whether any files have been uploaded via the file uploader in status report - perhaps just an icon to indicate next to each recipient, that a file was uploaded</p>
206	HC & FB	Identify individual non subscribers from same company	Currently if multiple users from the same company are added as non subscribers, the status report displays each row by company name - there is no way to identify the individual that was added without having to go into each company record (See image)	Could we somehow display the email address or name of the recipient, if there are multiple users from the same company added? Perhaps we consolidate all recipients onto one line and once selected, the initiator can see the individual names? For discussion
218	HC & FB	Status Report extract to excel	The new version of Status Report extract to excel does not give the ability to tally the item qty's Items Found column. This is affecting Drakes Supermarkets, one of the larger recipient users of the platform.	Find a way to represent the data in a way where auto sum can be used,

R2 – October 22nd 2023



ID	Industry Portal	Item	Need/Problem	Description
203	HC & FB	Restrict Symbols	Issue: when symbols are placed into fields, it creates issues for the receiving company and their view in the Recall platform For example: SOMATOMÂ DefinitionÂ Edge Â SOMATOMÂ DefinitionÂ AS	To not allow symbols to be entered into fields in recalls to avoid issues for the recipient
211	HC & FB	Corrections Email	The current email template doesn't give recipients and indication as to what changes were made in a correction	Update the Corrections email template to include the list of changes to a notification
212	HC & FB	Corrections landing page	It would be helpful for users to understand what a correction is before going ahead	create a page that gives users information on what a correction is, what they can update, and who is notified - similar to when users click 'Update'
213	HC & FB	Corrections - UI updates	When a correction is published, Users are not aware of the changes when looking at the UI	Once a correction is published and a receiver views the notification, they should see an exclamation next to each field that advises them the filed was updated (like they do when viewing an 'updated' notification)
215	HC & FB	Corrections - hide original	When a correction is being created and the user navigates back to the dashboard, both the correction and the original can be viewed on the dashboard which miht cause confusion for the user	Only show the copy of the notification that is being worked on, i.e. the draft correction should be the only notice that is visible to the user. If they want to update, they should have the option to update from the draft correction. Or they should have the ability to delete the correction and revert to the original notice.

R2 – October 22nd 2023



ID	Industry Portal	Item	Need/Problem	Description
169	HC & FB	Action Centre Emails	I would like to be notified by email when I have a list of outstanding actions in the action centre to complete	Introduce a weekly Email to SA users with a list of action required from the action centre. Could be generated every Friday morning.
207	HC	Regulator Report dates (HC)	In the regulatory reports area, display the date of when each report is due, beneath its title - based on the issue date of the notifications	Display the table immediately upon entering the Regulatory Reports area (without the need to user to create a draft) We could display the name of all 4 reports as clickable links so the user can access them, also create the Due Date Column, and have the dates prefilled so the user can see when the reports are due, upfront. Progressive report, Due Date would say Optional. We could even remove the buttons from the top as they wont be required. We would still rename the Date Report Submitted column to Date Submitted (as above option 1)
219	HC & FB	Guest Portal Updates	Guest portal is not as user friendly as initially thought	Various updates to the Guest portal to ensure non subscribed users who don't access the platform, are easily guided through the process of completing their notification, without the need to contact support.

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 (TBC)



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 (TBC)



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: <ul style="list-style-type: none"> - Base Unit - Inner - Case

R1 – April/May 2024 (TBC)



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 (TBC)



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