Recall platform service updates
November 2021

On Saturday 20 November, 2021 the Recall and Recall Health platforms will be updated with the following new features and enhancements.

Recall platform
(Food, Beverage, General Merchandise)

Improved workflow
After working closely with Food Standards Australia New Zealand (FSANZ), the notification workflow within the GS1 Recall platform is now aligned to the current FSANZ Recall Report. Users can be confident that FSANZ receive all the necessary information required when submitting a recall via the GS1 Recall platform.

Post recall reporting module
Post recall reports accurately reflect the current Food Standards Australia New Zealand (FSANZ) versions of the Interim and Final Reports (Parts A & B). These reports are available in the Regulatory Reports module of the platform once a notification has been issued.

Organisation filters
Initiators of recalls can view a drop-down list of organisations and their hierarchies that may exist, allowing users to more easily locate receiver sites within an organisation that is set up with a multi-level hierarchy.

Item editing
Improvements have been made to the Item landing page, including the ability to select multiple items as well as copy and delete.

Terms and conditions
The Term and Conditions for new users have been updated to reflect the most recent version.

Recall Health platform

Improved workflow in Item area
Several improvements have been made to the Item module in Recall Health, for enhanced clarity and ease of use.

Adverse event reports

Users are now asked to advise whether any Adverse Event Reporting was completed as a result of a recall.

Organisation filters

Initiators of recalls can view a drop-down list of organisations and their hierarchies that may exist, allowing users to more easily locate receiver sites within an organisation that is set up with a multi-level hierarchy (i.e. Healthshare Victoria).

Item editing

Improvements have been made to the Item landing page, including the ability to select multiple items as well as copy and delete.

Terms and conditions

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User guides

Updated Recall and Recall Health user guides, including the Activity Report user guide, are available on the GS1 website.

[Recall User Guide](#)
[Recall Health User Guide](#)

Help Desk

GS1 Australia supports our Recall and Recall Health subscribers through the Recall Help Desk where we can guide you step by step through a recall, withdrawal or alert, from notice creation to communication and follow up. To access the

Help Desk phone [03 8581 5976](#) or [1300 273 225](#) or access via Live Chat on the [GS1 Australia website.](#)

Any enquiries regarding the enhancements of the Recall platforms please email our [Recall team](#) or phone [1300 273 225](#).

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