



The Global Language of Business

GS1 Australia

**Recall FD&CG Advisory Group
GS1 Melbourne/Sydney**

Wednesday 4th March 2020



Agenda

4th March 2020



Agenda



ID#	Details	Owner
1	Introductions, Attendance, Welcome to new attendees	Co-Chair
2	GS1 Australia Trade Practices Compliance notice	GS1
3	AG Framework	Co-Chair
4	Review of past meeting actions	Co-Chair
5	Current Position of Recall Service - Adoption & Usage - Roll out plans	GS1
6	Recall Development Roadmap	GS1
7	Issues / Challenges & Opportunities	Co-Chair / All
8	General Business	Co-Chair / All
9	Confirmation of actions and next steps	Co-Chair
10	Guest Speaker - Melanie Wishart, GS1 Australia, Data Embedded Barcodes	Guest Speaker
11	Next Meeting: Wednesday 3rd June 2020 @ 2:30pm - 4:30pm	Co-Chair

































Introductions, Attendance, Welcome to new attendees



Current AG invited stakeholders

ACCC receive documentation arising from the meetings



AFGC		FSANZ		NSW Food Authority	
Arnott's	 	Goodman Fielder		PMA	
BE Campbells		Greens Foods		Red Bull	
Bidfood		GS1 Australia		Simplot	
Caltex		Harris Farm		Sunny Queen	
Clorox		HPV		Suntory	
Coles		Lion		Super Retail Group	
Costa Group		Metcash		Unilever	
Costco		Mondelez		WD-40	
Foodbank		Nestle		Woolworths	
				Peters	

GS1 Australia Trade Practices Compliance notice



GS1 Australia Limited

Trade Practices Compliance Notice



Participants on GS1 Boards, committees, task forces, work groups, or other similar bodies, must always remember the purpose of the Board, committee task force, or work group is to enhance the ability of all industry members to compete more efficiently and effectively to provide better value to the consumer or end user.

GS1 activity almost always involves the cooperation of competitors; therefore great care must be taken to assure compliance with trade practices laws in Australia and in other jurisdictions. (Including the Australian Consumer Law, the Competition and Consumer Act and state based Fair Trading Legislation).

[GS1 Meeting
Compliance Statement](#)

GS1 Australia Limited

Trade Practices Compliance Notice



This Means:

- Participation must be voluntary, and failure to participate shall not be used to penalise any company.
- There shall be no discussion of prices, allocation of customers or products, boycotts, refusals to deal, or market share. (For the avoidance of doubt, this does not preclude discussion of GS1 Australia's prices, customers or products.)
- If any participant believes the group is drifting toward impermissible discussion, the topic shall be tabled until the opinion of lawyer(s) with experience in trade practices law can be obtained.
- Where appropriate, meetings shall be governed by an agenda prepared in advance, and recorded by minutes prepared promptly after the meeting.
- Where appropriate, tests or data collection shall be governed by protocols developed by GS1 Australia.
- GS1 reserves the right to seek opinion of lawyer(s) with trade practices experience on any matter or document arising out of any GS1 activity.
- The recommendation coming out of a GS1 Board, committee, task force, work group or task group are just that. Individual companies remain free to make independent, competitive decisions.
- Any Standards developed must be voluntary standards.

AG 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
- Co-chairs: **Andrea Currie (Coles), Lily Rattanaphasouk (Goodman Fielder)**
 - Current term expires Q2 2021
- 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

Review of past meeting actions



Actions arising from previous meeting



- GS1 AU to look into potential linkages with GS1 NZ in terms of Trans-Tasman suppliers and recipients.
Requested by NZ to delay this work until Q1\Q2 FY20
- FSANZ process appears to be requiring sponsors to work through the FSANZ checklist even though the portal has been setup to provide all FSANZ required information.
GS1 and FSANZ met in January 20. Currently reviewing wording in Recall Protocol and FSANZ website to clarify use of Recall vs FSANZ checklist.
- Flexible Recall ready expiry dates (3 month/6month/12month, TS: HFM)
 - **GS1 Added to roadmap**

Actions arising from previous meeting



- Fax/SMS issue was raised – Portal error caused variety of issues
Code for platform was tied to SMS service causing issue. Code has been separated so won't occur
- Pre-reads available 1 week prior to meeting, please review for feedback

There are no other on-going past actions

Current Position of Recall Food, Liquor & Consumer Goods



Report Summary



- Recall notifications doubled TD over full FY last year
- Subscriber Onboarding 93% live
- 24 companies issued Recall listed on FSANZ website, 10 of those companies were Recall subscribers

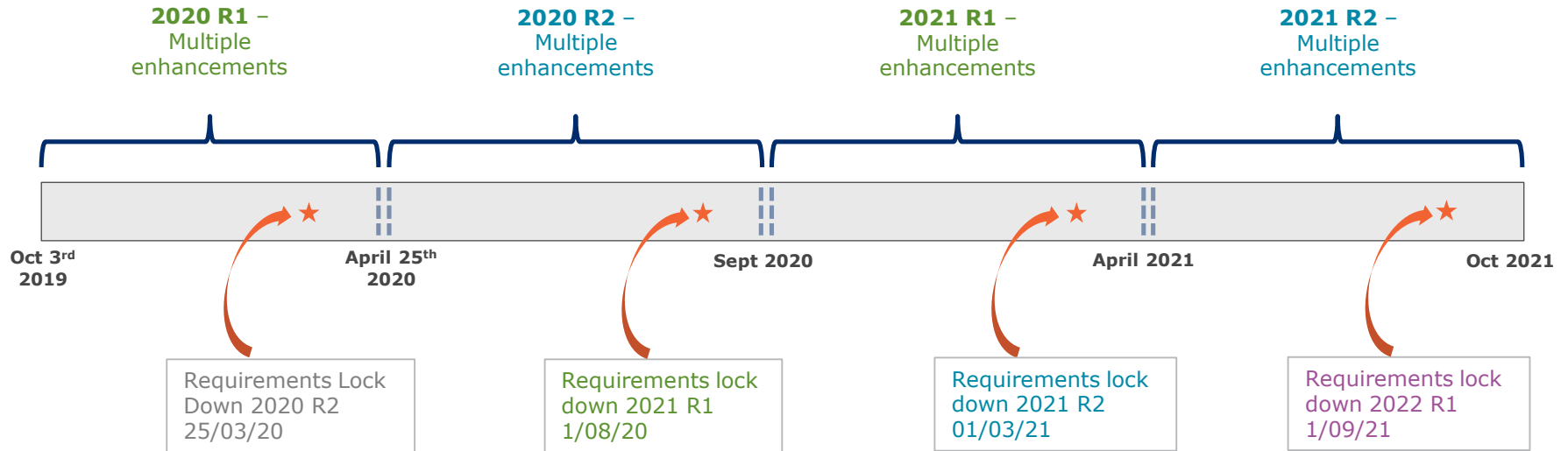
- Questions?
 - Anything missing?
 - Anything not required anymore?

- Pre-reads available here: <https://www.gs1au.org/our-services/recall/gs1-australia-recall-and-recall-health>

Recall Development Roadmap



Recall Roadmap - overview



- Canada SSO project has delayed release hence 2020 R1 deployment confirmed for April 25th
- More functionality and system enhancement possible – WA Health and TGA additions, but also new reporting for suppliers and organisations with hierarchy structure in place
- UAT for April will commence mid March
- Prioritisation for R2 2020 due end March. Vote for top 15/35 approx. requirements. Due mid March.

2020 R1 Enhancements April 25th Release



ID	Industry	Recall Enhancement Items	Dev Points
058	HC & FB	Failed Email Notification console update	13
067	HC & FB	Successful delivery status non-subscriber email	8
086	HC	Non-Recall notices issued to TGA	5
087	HC & FB	Text rules - Voluntary Recalls	3
088	HC & FB	Recipient Filter on Product type	13
093	HC & FB	Recipient Response report	4
095	HC & FB	Jurisdictional Recipient prompt	8
098	HC & FB	Automatic / Linked Targeting	13
099	HC & FB	Semi-Private HQ Accounts	8
101	HC & FB	Hierarchy File Sharing	8
096	HC & FB	Title on PDF download	0
105	HC	TGA 'Approval' workflow wording update	0
Total			83

Issues / Challenges



Issues / Challenges for discussion



- Continuing to investigate reporting options with regulators
 - FSANZ – discussion around incorporating new template for FSANZ reporting
- Stakeholder usage:
 - New functionality to assist with visibility (for sponsors and recipients) and responsiveness to be deployed in April 25
 - Proactive re-enforcement of the Ready/Live status maintenance. Support team actively contacting companies with expired Recall Ready certificates:
 - Health: 20 contacted and 13 re-certified Recall Ready status
 - F&B: 16 contacted and 12 re-certified Recall Ready status
 - How to use videos being created for release in April

General Business



Industry Events – Recently Attended



[Supply Chain Leaders Exchange - 09 - 11 September, 2019 | Yarra Valley Lodge, Victoria](#)

The Supply Chain Leaders Exchange is an invite only event that has been developed specifically for modern day supply chain leaders charged with making their supply chain a weapon for competitive advantage.



ABOUT US- MEMBERSHIP- EVENTS- GROW- LEARN- CONNECT- CONTACT US

Food Recall Workshop - Melbourne

[Melbourne 12 November](#) – The AIFST Food Recall Workshop

This workshop will help you to understand how even the simplest oversights can derail an otherwise sound procedure. You will learn to evaluate the who, what, where, when and why of recalls and how a properly handled recall not only effectively protects the consumer, but also allows for the public image of a company to improve.

Industry Events - upcoming



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Food Recall Workshop- SA



AUSTRALIA + NEW ZEALAND TOPICS | NEWS | EVENTS



PMA A-NZ Food Safety: Managing the Risk



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Food Recall Workshop - NSW

- Adelaide 11th March AIFST Food Recall Workshop
 - AIFST is pleased to be hosting a comprehensive workshop to help you develop the skills necessary to implement a program to evaluate and test the recall policies and procedures in place in your business.
- Sydney 18th March PMA A-NZ Food Safety: Managing the Risk
 - This seminar will address food safety across the fresh produce sector, providing information on the types of hazards that may be encountered and provide guidance on how to reduce the risks.
- Sydney 26th March – AIFST Food Recall Workshop
 - This workshop will help you to understand how even the simplest oversights can derail an otherwise sound procedure. You will learn to evaluate the who, what, where, when and why of recalls and how a properly handled recall not only effectively protects the consumer, but also allows for the public image of a company to improve.

Industry Events - Planning



- Planning AIFST joint Workshops for Perth, Melbourne
- Working with INPAA for events and partnership
- Working with APPA on a proposal for recall training
- Discussions with ATA working toward a proposal

Expanding Recall reach - new engagement



- GM&A
 - Working with Industry Associations to target improving capability
- Healthcare
 - WA Health
 - SA Health
 - NSW Health



Marketing Activity



- **PMA Partnership**
 - Media release, collaborative campaign, video
- **Good Fruit and Vegetables**
 - Full page adverts + editorials x2 - Media partner Hort Connections
- **Retail World**
 - Advertisement x2 – May and Oct editions
- **Information Age**
 - Editorial - 'How the Recall platform can help address challenges identified in recent recall activity' – March edition



News release: 24 February 2020

PMA A-NZ and GS1 Australia improving the safety of fresh produce

Produce Marketing Association Australia-New Zealand (PMA A-NZ) and GS1 Australia have officially signed an agreement to support the Australian fresh fruit and vegetable industry to achieve enhanced food safety through the use of a national food recall platform.

The peak industry body PMA A-NZ encourages the adoption of the GS1 Australia Recall portal within the fresh produce industry to assist growers and suppliers address major challenges of food tampering and food safety.

In February this year, Ministers from the Australia and New Zealand Ministerial Forum on Food Regulation, requested Food Safety Australia and New Zealand (FSANZ) to identify appropriate regulatory and non-regulatory measures for Australia to manage food safety risks. Particular products included berries, pre-cut fruits and melons. The request creates a microscopic focus on the risk management of these products and has become a key focus area for produce growers, suppliers and the PMA A-NZ.

Darren Keating, CEO of PMA A-NZ, said, "Food safety underpins the success of the entire fresh produce industry. By using tools such as GS1 Australia's Recall platform, the industry can achieve greater speed and consistency in the management of their

Other items for discussion



How do we bring additional value to the Advisory Groups?:

- Who are we!? Profiles added to AG hub
 - <https://www.gs1au.org/our-services/recall/gs1-australia-recall-and-recall-health>
- BCP Plan – Disaster recovery and mock event
- Invite relevant speaker to future meetings to broaden discussions on related topics
Suggestions and volunteers welcome:
 - Blockchain
 - Food Defence
- Meeting Frequency: Quarterly or Bi-Annual?

Confirmation of actions and next steps



Guest Speaker

Data Embedded Barcodes at Point of Sale

Evolution, not Revolution

Melanie Wishart – Senior Account Manager, Retail
4th March 2020



The EAN/UPC POS Barcode is 45 years old...

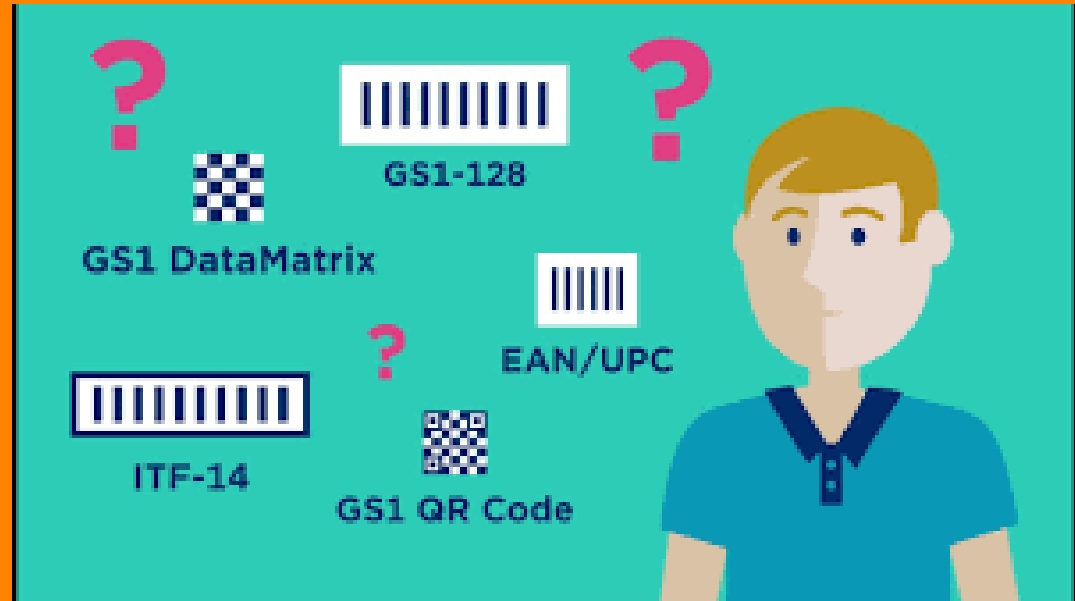


It was a Thursday morning when the first unique sticker of white and black lines facilitated the purchase of a 10-pack of Juicy Fruit gum, from Chicago-based Wm. Wrigley Jr. Co.

The barcode was scanned at 8:01 a.m. on June 26, 1974 at a Marsh supermarket in Troy, Ohio.



So what are data embedded barcodes?



Simply put ...barcodes that embed data...



(01)51022222233336
(11)141231
(17)150707
(10)A213B1
(21)1234



Future of On-Pack Coding

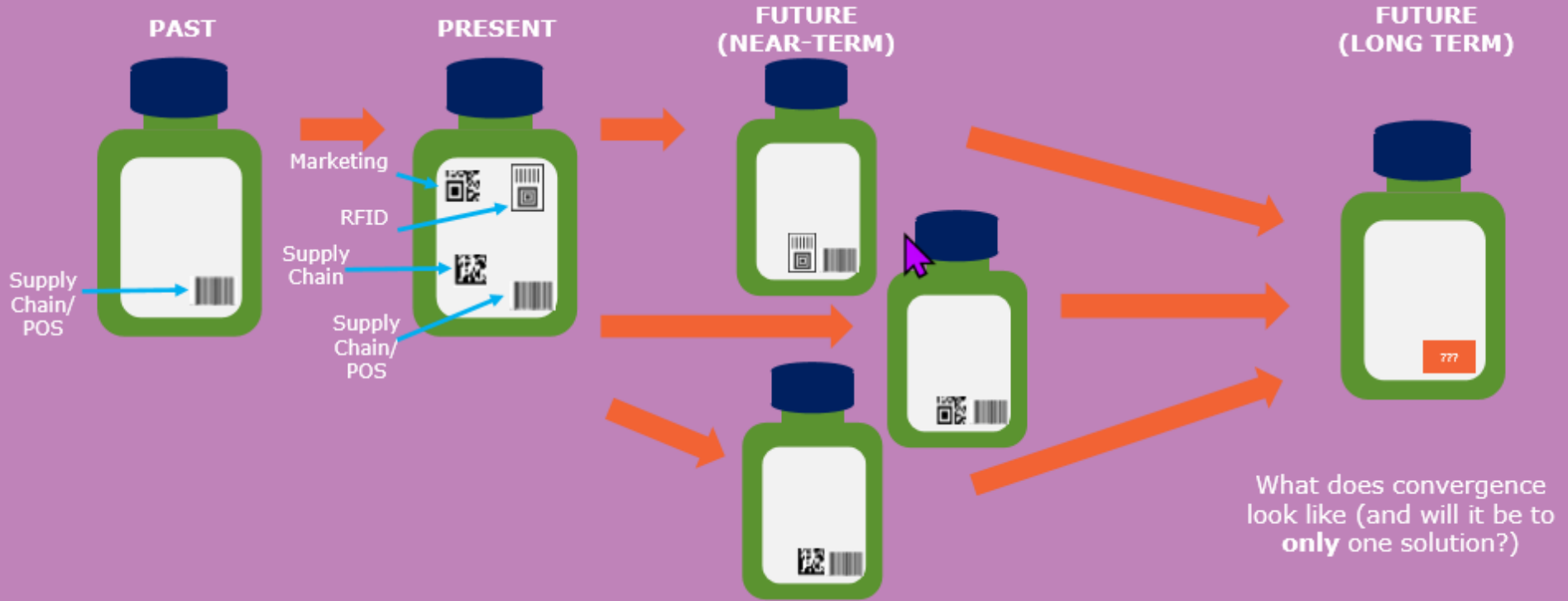


- **Problem Statement:** The proliferation of barcodes and other methods of identification on products and things **causes confusion to consumers and trading partners**, who expect a seamless experience of connecting products and things to relevant experiences in the digital world.
- GS1 must make it possible for **“all products and things to serve as sources of data for the companies that manufacture, transports and sell them”**
- Our Future of On-Pack Coding Strategy supports the goal of **Future-Proofing GS1.**



→ Machine Readable
→ Human Readable

Future of On-Pack Coding - Challenge



Data embedded barcodes (2D) are already here



Data Embedded Barcodes at POS



Opportunities

- Better inventory visibility and management of fresh foods by shelf life, automatic price markdowns at POS
- Reduction in food waste through sale of product before Use By Date,
- Encode batch/ lot or serialisation for traceability to POS or to consumer via loyalty programs
- Stop the sale of expired/recalled item by batch or date

Drivers/Targets

- 2019: GS1 2D now approved for use at POS for Variable Measure products
- Point of Sale Equipment upgrades and enablement
- Pilot Q1 2019-20 with Woolworths
- Engage other key retailers and targeted suppliers in medium term

Evolution, not Revolution

Details

- Industry Seminar 10th April
- Industry Working Group Kick-off 24th July
- Develop industry roadmap for future of POS with Data Embedded barcodes
- Global implementations and pilots underway
- Woolworths and 2 partner suppliers, 5 products each in 6 Stores – Sep 2019



GS1 DataBar Expanded Stacked (1D) GTIN + Attribute Data



GS1 Matrix (2D) GTIN + Attribute Data

Attribute GTIN includes : -
GTIN, Use By Date, Weight, Price and Batch/Lot Code



Woolworths Pilot



Love 'em



TURKEY BREAST STRIPS

Lightly marinated for a moist and tender result

✓ NO ADDED HORMONES
✓ 100% AUSSIE TURKEY
✓ GOOD SOURCE OF PROTEIN

INGREDIENTS
Turkey (94%), Water, Salt, Native Potato Starch, Caster Sugar, Citrus Fibre.

KEEP REFRIGERATED AT OR BELOW 4°C.

COOKING INSTRUCTIONS
 PAN FRY BBQ GRILL
 Product must be fully cooked before eating. The following is a guide only. Appliance temperatures may vary. You may need to adjust cooking times accordingly.
 1. Remove turkey breast strips from packaging.
 2. Cook on medium heat for 10-15 minutes until cooked through, turning occasionally.

INGHAM'S ENTERPRISES PTY. LIMITED 1 JULIUS AVENUE, NORTH RYDE NSW 2113

Ingham's, Heart of the Table, Love 'em, heart and quality logo are trademarks of Inghams Enterprises Pty Limited.

NUTRITION INFORMATION
Serving size: 150g

	Quantity per serving	Quantity per 100g
Energy	528kJ	352kJ
Protein	20.5g	20.5g
Fat Total	LESS THAN 1g	LESS THAN 1g
- saturated	LESS THAN 1g	LESS THAN 1g
Carbohydrates	LESS THAN 1g	LESS THAN 1g
- sugar	LESS THAN 1g	LESS THAN 1g
Sodium	540mg	360mg

All values specified above are averages.



(01)09310037148868

CONSUMER INFO 1800 785 940 www.ingham.com.au

09:30:11 155 PLU 7687300 2261 -2020
EST 150 EST 2342

PRICE PER kg

\$ 16.50

NET WT kg

0.563

TOTAL PRICE

\$ 9.29

BEST BEFORE

12.06.19



New reduced to clear label

Physical identification



Digital identification

www.gs1au.org/what-we-do/standards/digital-link

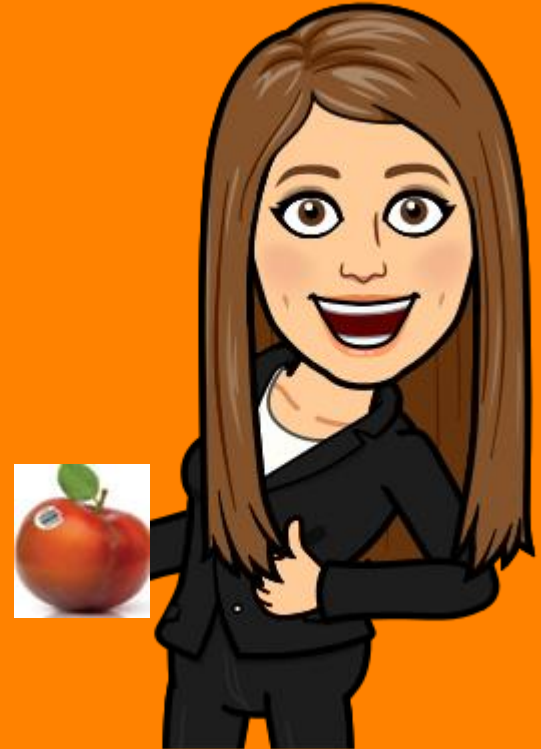
Contact Information

**Melanie Wishart – Senior Account Manager, Retail
GS1 Australia**

T +61 2 9695 2218

E melanie.wishart@gs1au.org

www.gs1au.org



Questions?



Next meeting and close

Next Meeting: Wednesday June 3rd 2020 2:30pm AEST

Other proposed dates for 2020

Wednesday September 2nd 2020 2:30pm AEST

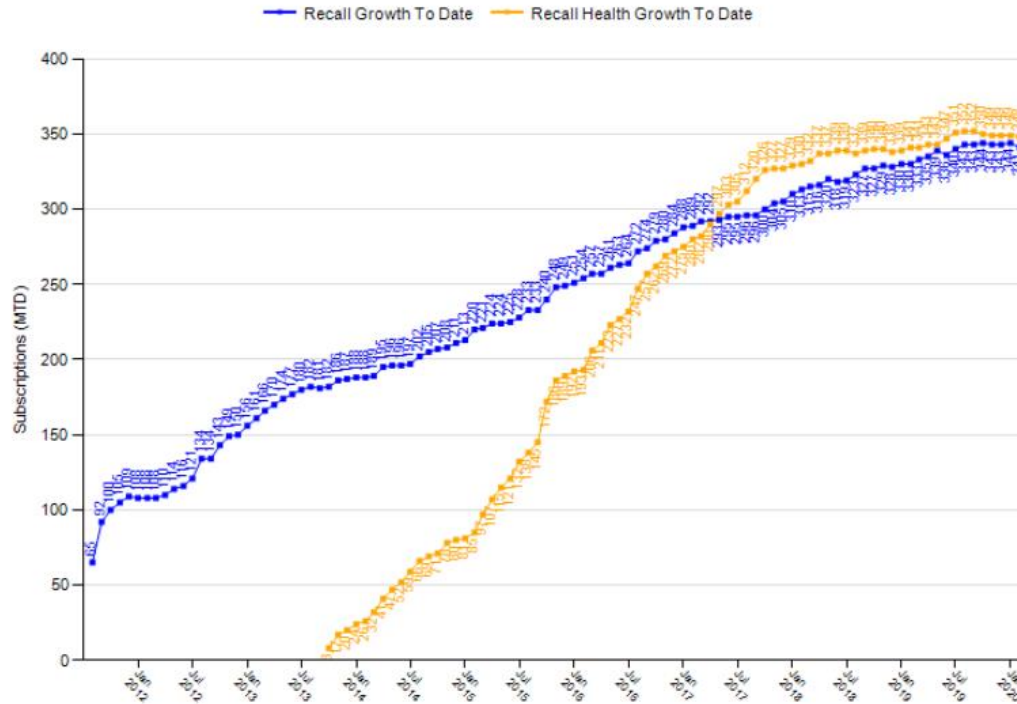
Wednesday December 2nd 2020 2.30pm AEST



Appendix



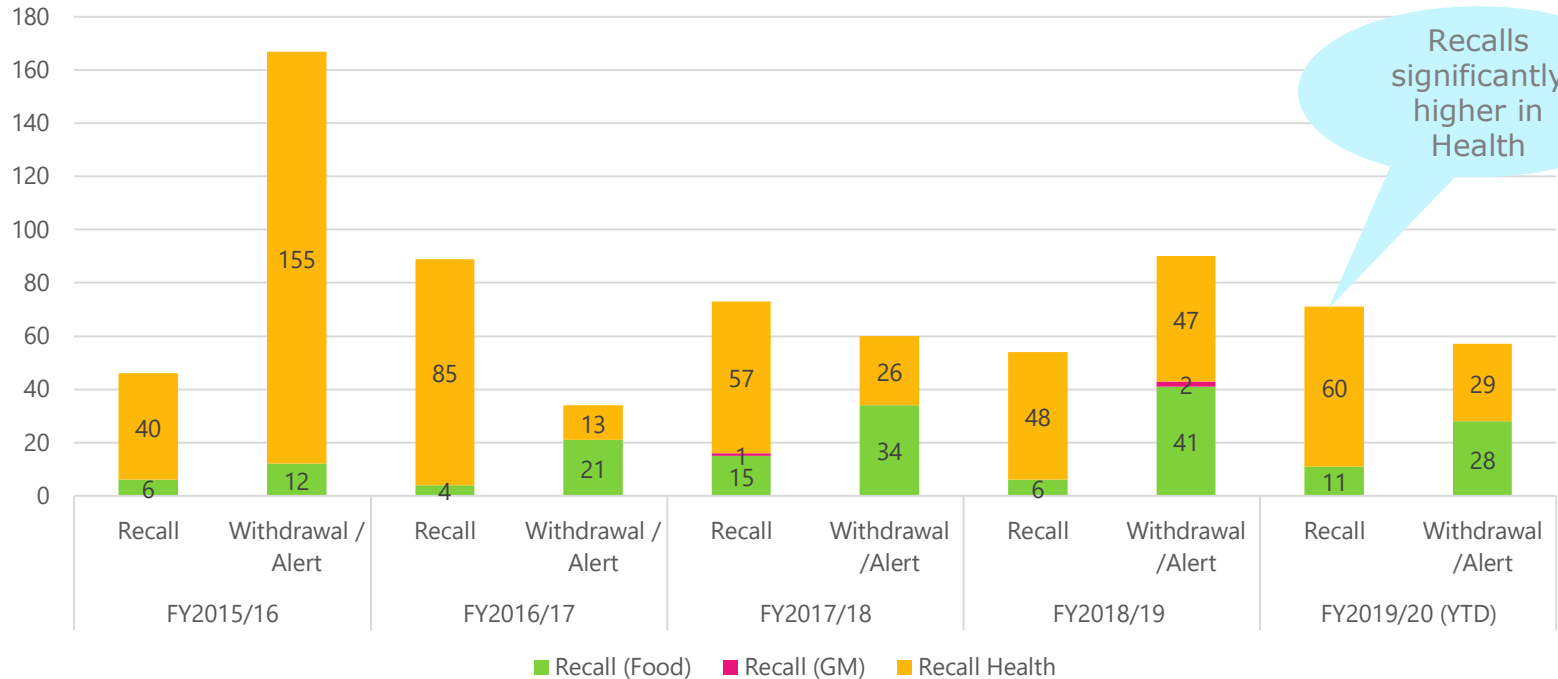
Recall Adoption & Usage



Recall:341

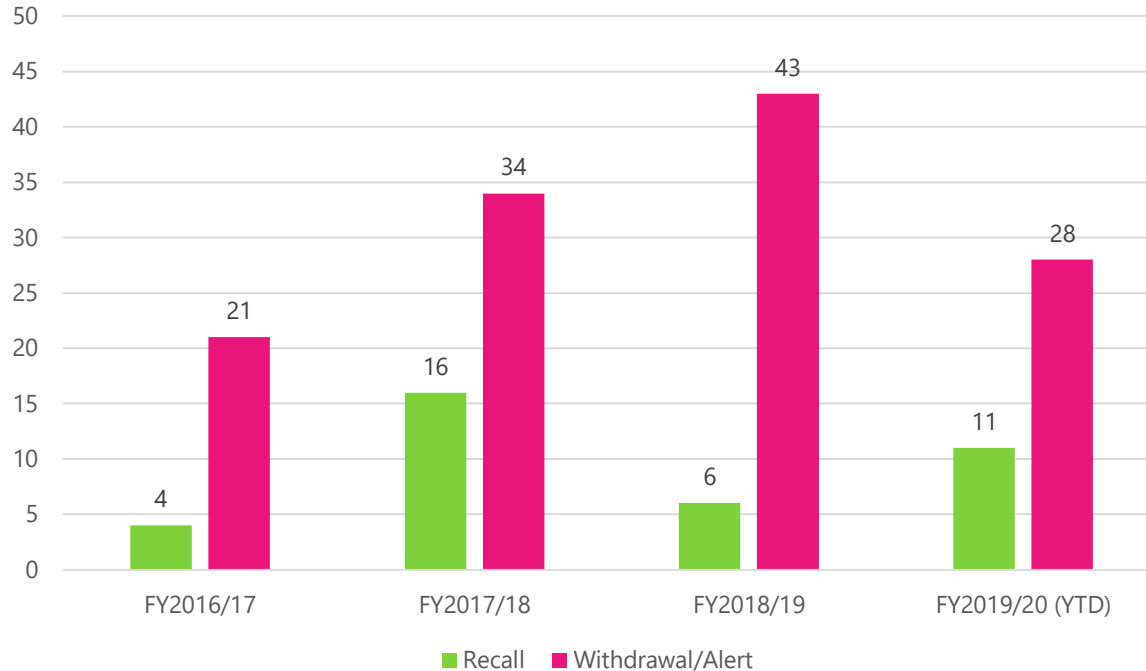
Recall Health:348

Recall/Recall Health Adoption & Usage

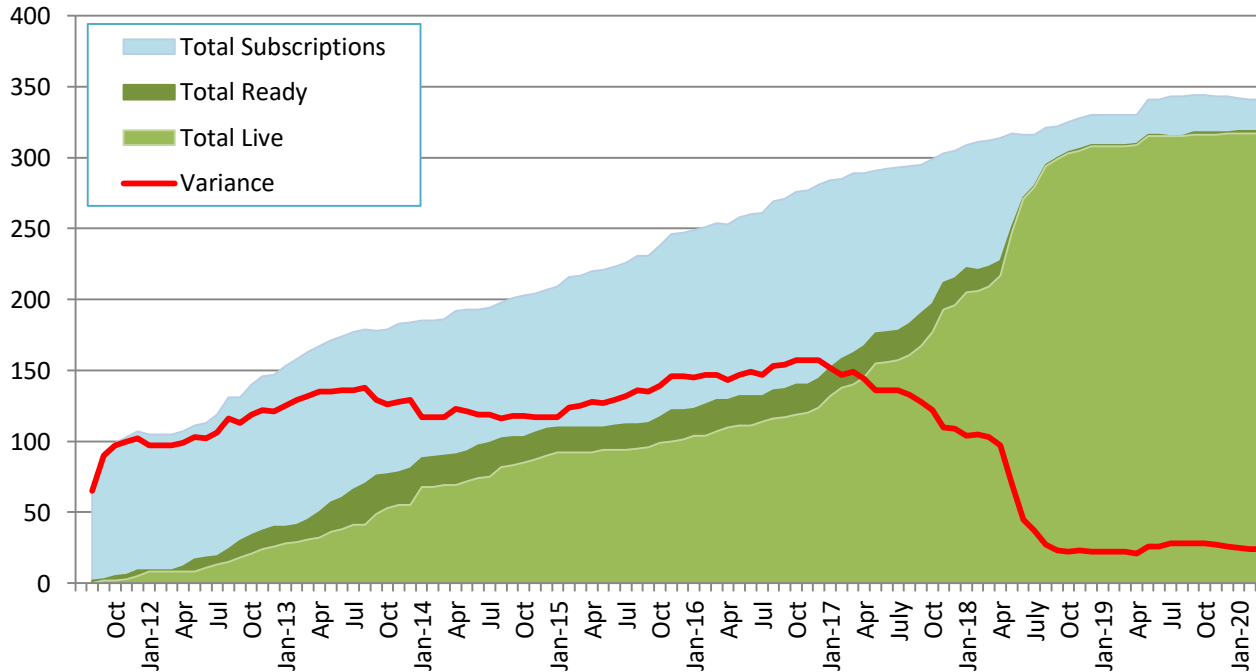


Recalls significantly higher in Health

Recall Adoption & Usage (notices issued) Food, Drinks and Gen Merch



Supplier Subscription Status

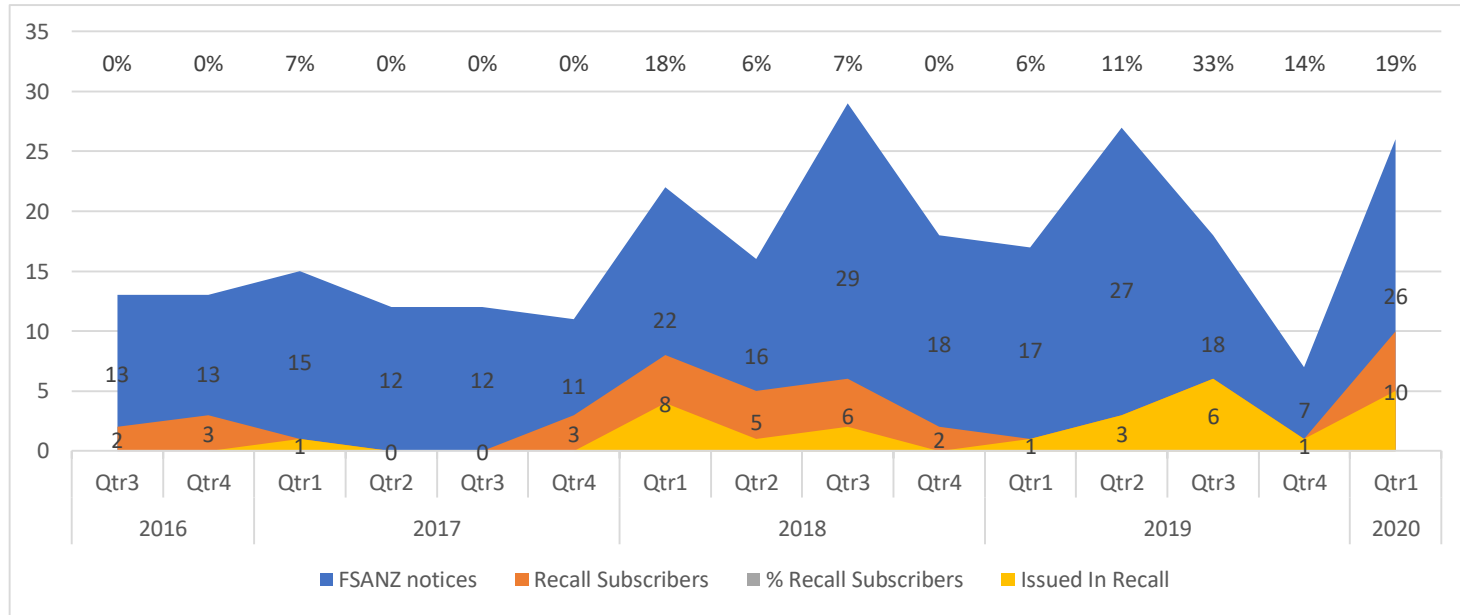


Status:

Subscribed: 341
 Registered: 1 (.3%)
 Not Ready: 21 (6.1%)
 Ready: 2 (0.7%)
 Live: 317 (92.9%)
 On-boarding Target : 20
 Outstanding : 24

— Financial Year — Calendar Year

FSANZ Recalls vs Recall Portal subscribers



Of the 26 notification logged with FSANZ, 19% where issued via the Recall platform
 24 companies Issued notifications, of which 10 were Recall platform subscribers

* % of Recall platform notices vs FSANZ Recalls in any QTR

Recall Enhancements 2020 R1



ID	Industry Portal	Item	Need/Problem	Description	Benefits/ROI	Dev Points
058	HC & FB	Failed Email Notification	Currently it is a manual generated email that is forwarded to Recall Support then on forwarded to the sponsor. This presents a high risk if the email does not get on forwarded	Automate a notification for any failed reported email directly to the user account that has initialised the communication	ensures the sponsor is contacted of non delivered notifications so they may follow up within the correct timeframe	13
067	HC & FB	Successful delivery status non-subscriber email		In status report where all (non-subscribed) recipients are listed, include a column that shows whether than email has successfully been delivered. If not, system should allow user to replace email address and resend. System should also generate email to initiator advising of bounce back		8
086	HC & FB	Non-Recall notices issued to TGA	Currently Sponsor is able to select 'NO' when prompted to notify TGA for review in Notification details. The TGA will not receive a copy of the notice	TGA require visibility of ALL notice types mentioned in the URPTG, regardless of Recall action or Non-Recall action. They may also advise where a notification type needs to be adjusted to a Recall Action.	Better visibility for TGA and less risk for sponsor, minimise incorrect notice types being issued	5

Recall Enhancements 2020 R1



ID	Industry Portal	Item	Need/Problem	Description	Benefits/ROI	Dev Points
087	HC & FB	Text rules - Voluntary Recalls	TGA have expressed that no Recall should be prefaced by the word 'voluntary'.	TGA do not agree with the word 'voluntary' being used by some sponsors. The Recall portal allows for multiple free text fields Could the word 'voluntary' be omitted from allowable free text in certain fields (Notification Title, Alert Email Title, Additional Information)	Better visibility for TGA and less risk for sponsor, minimise incorrect notice types being issued	3
088	HC & FB	Recipient Filter on Product type	Currently, users that have access to HQ level will be notified of ALL notices received to the account. They may be located in diff depts. i.e. Bio/pharma/procurement/wards and do not need to be notified	If a user is located at HQ level, they are notified of ALL notices sent to their account. A user should have the ability to adjust or filter the notices by Product type in their receiver settings, so that they are only notified (email/SMS alerts) when a notice of the filtered type has been received. For example, if a user is a pharmacist they may choose only to receive Medicine (M) type notices. When that user logs in to the Receiver console, a filter is applied to only display notices of the types they have selected in Receiver settings (similar to Locations drop down filter) with option for Receiver Selected, All Product types)- other options may also need to be available if required.	Users no longer feel they are bombarded by the system	13

Recall Enhancements 2020 R1



ID	Industry Portal	Item	Need/Problem	Description	Benefits/ROI	Dev Points
093	HC & FB	Recipient Response Report	Initiators/GS1 Admin can-not easily identify the time it takes between notice issued and various response levels to completion.	Initiators/GS1 Admin can-not easily identify the time it takes between notice issued and various response levels to completion.		4
095	HC & FB	Jurisdictional Recipient prompt	There is no prompt to the initiator that advises when x number of locations have yet to respond to a notice issued to them.	SA of a hierarchy node (perhaps lv0 or even 1) should receive a system generated email report (perhaps. This could be at timed intervals (3 days, 8 using notes), that advises them if subscribed recipients in that hierarchy have not yet responded to a notice issued to them by a supplier / or by the hierarchy top nodedays, 29days)		8
098	HC & FB	Automatic / Linked Targeting		Ability for recipient accounts to be linked, so when one is targeted, they are all targeted and receive a copy of the initiators notice. The notice received as an FYI will not need to be responded to, unless the recipient identifies they have stock at their location. This will be controlled by the GS1 Admin with set up requirements provided by the Jurisdiction.		13

Recall Enhancements 2020 R1



ID	Industry Portal	Item	Need/Problem	Description	Benefits/ROI	Dev Points
099	HC & FB	Semi-Private HQ Accounts	Limitation to setting up Jurisdictional Hierarchies in Recall Portal. All levels are potentially visible to initiators, when they should not. Private accounts are invisible to all initiators, even if they exist within a hierarchy.	Ability to set account as semi private within a jurisdiction, so that they are visible when being targeted in the subscribed recipients area, yet invisible to those outside that hierarchy.		8
101	HC & FB	Hierarchy File Sharing	No current file repository for a jurisdiction to issue reports to parts of their hierarchy.	Ability for top node hierarchy to push a file down, or perhaps create a section of the portal that acts as a file repository, only accessible to those within a hierarchy.		8
096	HC & FB	Title on PDF download	Title of PDF download is too small and wording is misleading. Wording currently states 'Product Recall' which is meant to describe the platform's title, however companies confuse it as the TYPE of notice that has been received. So a Withdrawal, could look like it is a 'Product Recall'	The font should be enlarged and title should represent the type of notice being issued (draw from the Notification Type field for Recall/food). For Health this will display the text 'Important Notice'		0

Recall Enhancements 2020 R1



ID	Industry Portal	Item	Need/Problem	Description	Benefits/ROI	Dev Points
105	HC	TGA 'Approval' workflow wording update	TGA workflow in platform may confuse sponsors into thinking this section provides 'Approval' from the TGA to proceed with their notification. The official 'Agreement Letter' provided by the TGA is required to proceed, which at this point, is provided outside the Recall platform.	Adjust wording in Submit for approval, Approve or Reject, TGA Approve and GO Live screens to clarify workflow between TGA process and Recall platform		0

Recall Development Roadmap



ID	Industry Portal	Item	Need/Problem	Description	Benefits/ROI	Dev Points
012	HC & FB	Incident Management - Notice Types Incident Alert (Gen and Internal)		<p>Incident Management Notice Types.</p> <p>Following fields added to bottom of list, do not want them in alphabetical order:</p> <ul style="list-style-type: none"> • Incident Alert (General) • Incident Alert (Internal) <p>F&B – Recall / Withdrawal Classification – will follow withdrawal process</p> <p>Not to be considered yet - due to development size</p>		TBC
013	HC & FB	Notification Setting - Mock emails	User needs to <i>enable</i> Mock notification emails in their user settings if they wish to view these. May cause confusion and the thought that email system is not working	Option in settings to receive mock notification to be defaulted to On		TBC
017	HC & FB	Update code list to include Product Shortage Reg & Product Shortage Non - Reg	Product shortages are not represented in the portal	<p>New recall notification type Product Shortage - This notification type is common but is not well represented in the portal, a generic recall type with additional explanation is currently required. New Notification Type for product shortage alerts:</p> <p>'Product Shortage Reg.' & 'Product Shortage Non-Reg.' for regulated and non-regulated products.</p>		TBC

Recall Development Roadmap



ID	Industry Portal	Item	Need/Problem	Description	Benefits/ROI	Dev Points
020	HC	TGA report update	Currently TGA six week report is has a question that is not easily answered with Yes or No	TGA 6 week report wording change The question: Have customers confirmed their amount of affected product (including none) and that they agree to the recall / corrective action? which is mandatory does not make sense for recall for Product Correction. Especially in the case where a software upgrade is the corrective action. It also does not make sense as a yes or no option if you have not had a 100% response from your customers. Item 2. The selection of Recall or Correction should be before this question and then depending on that choice it would or would not be a mandatory response field	More accurate data for regulators to review	8
025		New field to capture - Dosage & Dosage form	The Dosage and Dosage form can only be captured in a free text field. This can create issues and confusion	Create non-mandatory fields in Item > Product Details section beneath Packaging Material and Type -Dosage -Dosage Form	Better clarity and reporting capability	TBC
026		Alternate Identifier additions	Certain Item identifiers can only be captured via free text field. This can create issues for electronic data exchange and human error	Items > Identifier > Alternate Identifier drop down list could include: Global Model Number Catalogue number Part number Version Number Donation Number Tissue Bank Number	Better clarity and reporting capability	8

Recall Development Roadmap



ID	Industry Portal	Item	Need/Problem	Description	Benefits/ROI	Dev Points
029	HC	New uploader - Risk Analysis	Risk Analysis uploader included alongside Risk assessment in Regulatory Forms	Risk Analysis Is different to Risk Assessment. Include new uploader to Detection Reports test results: Risk Analysis	further alignment with the TGA language set	TBC
037	HC & FB	Upload data to Recall via API	There is no current way of uploading a full set of recall information into the platform for distribution.	Create Notification API for both services. Allows the Initiating company to populate the fields in the recall via an API. Notification Stays in Draft status. All other workflow done in the UI	Integrate with other systems for better Recall management	26-39
041	HC & FB	Broadcast notices to Pharma	The large parts of the pharmacy industry currently only receive notices when upload as non subscribed fax list.	Broadcast notices to 6000 individual pharmacies Potential API Not to be considered for this round - the requirements are not fully understood		TBC
049	GS1 Admin	Update Recall Admin Console	Reporting is cumbersome an could be improved. Support team often required to extract and analyse data from notices.	Additional fields in the admin console to allow for better reporting, -TGA Reference ID - (HC) -Issue Date (BOTH)	significantly decreases the administration of reporting data to BOTH Industries	5
051	HC & FB	Reporting by Batch		Being able to advise the recipient the tracking codes affected - by product - by (freetext) location. Tracking codes may need to be restructured or may need to be added to recipients area. Also needs to be fed into Report progress module somehow. This is important change as TGA asks for information for some types of products		TBC

Recall Development Roadmap



ID	Industry Portal	Item	Need/Problem	Description	Benefits/ROI	Dev Points
055	GS1 Admin	Admin Email viewer	Currently all emails are displayed in a drop down list making it difficult to search	Email viewer options: Add Company / date search / email type search fields to better assist Admin team to support users		TBC
056	HC & FB	Fax enhancement - to increase usability	Fax functionality is limited and the logic support users to use fax but it would be better to encourage users to email as the end user experience is substantially better	Fax enhancements. To be considered * adding +61 to the fax number field as an auto populated data that can be overwritten (this will decrease the text above the fields) * add reversed logic to ensure email is the preferential method of contact (if an email address is entered grey out the fax number) *reduce overall text	increase functionality to ensure the best experience for initiator or receiver	TBC
057	HC & FB	Lotus Email Compatibility	TAC is unable to view non subscribed email notifications	Update email notification compatibility for lotus notes email	ensures non rich text email systems can read and operate in generated emails	TBC
060	FB	Donation notice Foodbank	the portal does not allow for direct notification to Food Bank for potential donations outside of Recalls and Withdrawals	Foodbank - to include functionality/the option for recall users to be able to nominate they would like to donate stock outside recalls/withdrawals	This notice would only be received by foodbank for products that can be donated therefore reducing waste and feeding those in need	TBC
061	HC & FB	Signal Sign On functionality	members of GS1 Australia must remember multiple sign on user name and passwords	Single sign on functionality for Recall users GS1 Members within the portal		TBC

Recall Development Roadmap



ID	Industry Portal	Item	Need/Problem	Description	Benefits/ROI	Dev Points
065	HC & FB	Further Update to Note functionality	Note functionality could be more useful if it had extra capacity	-An option to extract all note threads to pdf and print/download the notes -Tracking delivery/receipt of notes sent to recipients		TBC
079	FB	Mandatory ACCC notice	A notice is sent to ACCC on Class 1 and 2 recall classification, however the trigger should be recall level	The trigger for a notice to be sent to ACCC automatically is dependant on the Notification being of a Recall type notification type, then whether it is a class 1 or 2. The trigger should actually be dependant on the Recall Level field i.e. Consumer / Hospital		TBC
082	HC & FB	Recipient Qty Affected	Recipient affected quantity difficult to populate for initiator. Currently sits in additional information once recipient added	Recipient Qty Affected field needs to be easily populated by initiator after selecting recipients. Currently, initiator can provide this info via additional information section, however a number of other fields are mandatory. This field could possibly appear in recipients area after recipients added as an additional column, also appear in status report/Report Progress for recipient, Item Count, to show the recipient how much stock they were sent or have on hand. Item count should become mandatory for subscribed recipients when reporting back (but doesnt need to reconcile with rec. qty. affected number)	More detail provided to recipient, allowing for more thorough responses back to initiator	TBC

Recall Development Roadmap



ID	Industry Portal	Item	Need/Problem	Description	Benefits/ROI	Dev Points
083	HC & FB	Add ABN Column to subscribed recipient list	Some companies share different trading names across supply chain partners as well as to GS1	Company names may vary and ABN is a common external identifier for a company. A Search column could be added to the subscribed recipients area, replacing either state/city/postcode - OR - if space is an issue, perhaps provide this detail in the CSV export button offered 'Export recipients to CSV'	Better ability for companies to search recipients	TBC
084	HC & FB	Additional information Field	In Additional Information, where receiver has checked mandatory additional information in Receiver settings, Supplier code and Supplier product code are mandatory fields, where they may not even exist with some trading relationships. Tracking codes not represented	Change the Settings > Receiver settings so that: Add a comment when box is checked to advise user what fields will be provided to them: "The following fields will be provided as additional information if this box checked" Field, Field etc - When additional information required check box is clicked, 2 additional mandatory radio button appears with another option to make the following fields mandatory: "Are these field also required as mandatory information?" - Your Vendor ID Y/N - Recipient Product ID (SKU#) Y/N If yes is selected they remain mandatory, if no, they are non-mandatory fields. Also Incorporate tracking code affected, draws from product information tracking codes and presents as drop down box to be selected beneath each product in additional information	More detail provided to recipient, allowing for more thorough responses back to initiator	TBC

Recall Development Roadmap



ID	Industry Portal	Item	Need/Problem	Description	Benefits/ROI	Dev Points
085	HC & FB	Flexible Reporting dates	TGA require reporting dates to be flexible, rather than system generated based on issue date	Currently Dates for submitting reports are system generated 2/6 week 3 months from date of notice issue. Requirement exists for either TGA, or Sponsor to update dates manually (override system generated if required). Will need a communication to either party to advise of change to date and dates need to be reflected in Notification Snapshot	Better ability and flexibility in TGA reporting area - simulates current real world practice	TBC
089	HC & FB	Sub Locations - initiator type access	Currently a user at a sub-location cannot be assigned the initiator role within that location.	Currently users at a sub location can not forward notices as they cannot be assigned the initiator role type.	Better ability for notices to flow up/downstream where required	TBC
090	HC & FB	Invitation email reword / redirect to T&C's and instant log on	When new company is set up, the Invitation email does not specify clear instructions on how to activate the account once a password is set.	Change the Settings > Receiver settings so that: Add a comment when box is checked to advise user what fields will be provided to them: "The following fields will be provided as additional information if this box checked" Field,Field,field etc - When additional information required check box is clicked, 2 additional mandatory radio button appears with another option to make the following fields mandatory:	Accounts activated immediately	
091	HC & FB	Export Recipients button	Button to export recipients to CSV is not easily accessible	Button to export recipients to CSV is only available when a notice is created and initiator is in the Add Subscribed Recipients area under Recipients. Could this button be brought back one screen to the Subscribed Recipients area.	Easier to locate	

Recall Development Roadmap



ID	Industry Portal	Item	Need/Problem	Description	Benefits/ROI	Dev Points
092	RUM	Updated Heartbeat Report	Can not run required activity reports as the functionality for GS1 Admin is limited	The Heartbeat report available to the GS1 Admin, does not allow the user to extract based on Active or Inactive Members (Company/Account etc) or Active or Inactive users. The inactivity period against each user does not reflect their active status and is difficult to analyse. The process to filter this information is manual and highly prone to error.	Better analysis on user activity and reporting to AG	
094	RUM	New Status 'Re-opened'	Status reports for recipient limited to Acknowledged and Completed status updates. When a notice needs to be reopened after completion, there is no option to insert an updated status.	Include new status called 'Re-opened' and ability for recipient to reopen and complete notice as many times as they need to.	More flexibility in Report Progress/Status Report area to accommodate for unique situations	
097	HC & FB	Change to Email Subject Line Field	Users are entering their Email address into this field, rather than an email subject line, causing issues at receiver end. The requirements of this field are unclear to the user without the backstory, which is not necessary to explain every time	Remove the ability to enter free text 25 characters and replace with the 'Product Name' field and limit to 25 characters	No ambiguity when entering information and clarity for recipients	
100	HC & FB	'Show latest' checkbox on receiver console	Updates at the receiver end display multiple notices - displays the updates notices AND the original which can cause confusion as the original cannot be edited after an update is issued	Add 'Show latest' checkbox on receiver console, as per the initiator console so that only the most recent update of a notice appears in the recipient console	Cleaner console for receivers and less confusion	

Recall Development Roadmap



ID	Industry Portal	Item	Need/Problem	Description	Benefits/ROI	Dev Points
102	HC & FB	Recipient Details Visible	Recipient SA details not visible to Initiator. Currently no way for initiator to see details of who the notice was actually delivered to	Provide the name, and either number and email address of the subscribed recipients SA to better allow initiator to follow up	Better visibility for initiator and ability to follow up	
103	HC & FB	Rename Identifier HIBIC to HIBCC	Incorrect naming of identifier in platform	Needs to reflect appropriate identifier name	Error fix	
104	HC & FB	Flexible Recall Ready certificate dates	Recall Ready certificate expires in 12 monthly cycle across the board	Companies would like the ability to set when their certificate expires (3/6/12 months)	Better alignment with internal processes and auditing times through out year	
106	FB	FSANZ reporting templates update	FSANZ post recall reporting may be outdated	Need to review FSANZ post recall reports in Recall platform and ensure these are up to date and provide FSANZ with the information they require post recall	Better management of post recall reporting progress	

Recall Development Roadmap



ID	Industry Portal	Item	Need/Problem	Description	Benefits/ROI	Dev Points
107	HC & FB	End Consumer notification	Currently limited functionality exists to target consumers directly	For some small business where they create small batches, they would like to notify consumers directly. This could be done via the 'non-subscribed recipients' area, although the email and notification are B2B centric. An alternative type of email notification/recall notice could be issued to B2C. Requires workshop if this requirement is prioritised	Ability to send consumers clear and relevant information in even they have purchased affected product	
108	HC & FB	Social Media Integration	Currently limited functionality exists to target consumers directly	Plugin for Facebook, LinkedIn, Twitter could exist so that company can notify their consumers via these channels if they choose to. Prestructured message would be pushed through from Recall platform to these other platforms, and post on companies behalf. Requires workshop if this requirement is prioritised	Ability to notify consumer base via plugin to media channels	