Disclaimer

THIS DOCUMENT IS PROVIDED “AS IS” WITH NO WARRANTIES WHATSOEVER, INCLUDING ANY WARRANTY OF MERCHANTABILITY, NONINFRINGEMENT, FITNESS FOR PARTICULAR PURPOSE, OR ANY WARRANTY OTHER WISE ARISING OUT OF THIS SPECIFICATION. GS1 Australia disclaims all liability for any damages arising from use or misuse of this document or its contents, whether special, indirect, consequential, or compensatory damages, and including liability for infringement of any intellectual property rights, relating to use of information in or reliance upon this document. GS1 Australia retains the right to make changes to this document or its contents at any time, without notice. GS1 Australia makes no warranty for the use of this document and assumes no responsibility for any errors which may appear in the document, nor does it make a commitment to update the information contained herein.
# Table of contents

1.0 Receiving a Notification ................................................................. 1  
   1.1 Email notification ........................................................................ 1  
   1.2 Mandatory and Optional Notifications & Reporting ......................... 2  
2.0 Locating the Received Notification ..................................................... 3  
   2.1 Product Type Filtering .................................................................. 3  
3.0 Reviewing a Received Notification ....................................................... 4  
4.0 Reporting Progress ........................................................................... 5  
   4.1 Notification Details ....................................................................... 5  
   4.2 Updating Notification Corrective Action Status ............................... 6  
   4.3 Notification Corrective Action Status History ................................. 6  
   4.4 File attachments ........................................................................... 6  
   4.5 Item Quantity Reporting ............................................................... 7  
5.0 Printing a Notification ...................................................................... 8  
6.0 Using Notes to Communicate with the Initiator ................................. 9  
7.0 Receiving Updated Notifications ....................................................... 11  
   7.1 View an Updated Notification ....................................................... 11  
8.0 Reminder Notices ........................................................................... 12  
   8.1 Subscribed Recipients ................................................................... 12  
   8.2 Non-Subscribed Recipients ......................................................... 13  
9.0 Bundling Notifications ..................................................................... 13  
10.0 Archiving a Notification ................................................................. 15
1.0 Receiving a Notification

To receive a Notification from an Initiator (Sponsor) your company must be assigned a Company Type of ‘Receiver’ or both Initiator and Receiver in GS1 Recall. The company that initiated the Notification must add your company as a recipient of the Notification.

When an Initiating company selects your company as a Recipient for its Recall Notification and the Notification is issued by GS1 Recall, your users with User Role type of Receiver will be sent an email alert advising them that there is a notification waiting for their action in the GS1 Recall platform.

This email alert will contain several details, including:

- Notification ID (Global Document Type Identifier GDTI)
- Reference ID
- Issuing Company
- Notification Title
- Brief description of product(s) being recalled / withdrawn
- Link to the Recall Letter
- Link to the GS1 Recall Website

1.1 Email notification

Emails from the platform are issued via the following template:

URGENT Recall Class I Biological test

Dear Test03,

The following GS1 Recall Health notification has been issued:

Notification ID: 111111111111140305
TGA Reference ID: RC-2016-RN-12345-6
Issuing Company: NSW Health
Notification Title: Recall Class I Biological test filter4

Reason for Notification: Adverse Reaction

Item 1:
Product Name: SUNNYWIPES ANTIMICROBIAL GEL ANTIMICROBIALGEL
250ML 250ML x 12
Identifier: GTIN: 19332089000014
To view the notification, you must first log into GS1 Recall.

You can also elect to receive SMS alerts when there are GS1 Recall notifications sent to you. This setting can only be activated by the Subscription Administrator

### 1.2 Mandatory and Optional Notifications & Reporting

Reporting requirements can vary by site, and this is usually dependant on factors such as whether a receiver was targeted specifically, or linked as part of a wider organisation set up.

To identify whether your reporting requirements are Mandatory or Optional, scroll below the item details of the email you received and you will see one, or both of the following sections:

<table>
<thead>
<tr>
<th>Item 2:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Product Name: TEST ABV</td>
</tr>
<tr>
<td>Identifier: ARTG ID: 1234</td>
</tr>
</tbody>
</table>

You can access the Recall Letter for this notification here: (if included)

GS1 Recall Health Enhancements UAT Script 2017 (002).doc

#### Reporting Required

You are required to provide ongoing progress reports to NSW Health for the following locations. Click the link(s) below to view this notification.

- [GS1 HC Company](#)
- [The Clinical Excellence Commission](#)

#### Reporting Optional

The following sites are not affected to date, however please confirm this is correct. If these sites are affected, you are required to provide ongoing progress reports to NSW Health. Click the link(s) below to view this notification.

- [Royal Prince Alfred Hospital - Royal Prince Alfred](#)

Each section lists which recipient sites targeted are bound by mandatory (required) or Optional reporting.
2.0 Locating the Received Notification

Login to Recall Health as a Recipient and click on the Received Notifications tab

This will display a list of Notifications received by your company.

Cross check the notification ID with the ID you received in the email to confirm that you are viewing the correct notification.

Use the plus button on the left-hand side to expand a list of actions, and view the notification. OR double click the blue hyperlink.

2.1 Product Type Filtering

If you have product type filtering active, you will only see Notifications relevant to the filters your Subscription Administrator has activate for you (see Chapter 2 3.1.2.3 Product Type Filtering). However, if you wish to view all notices targeted to your location, uncheck the Filter by Product Type option.
3.0 Reviewing a Received Notification

After you have clicked ‘view’ you will be redirected to the notification summary. Here you can view a summary of all information provided in the notification.

**Notification Snapshot**
Shows notification ID’s and information on whether the notification is an Update of a previous notification

**Notification Information**
Holds all information regarding the recall. E.g. GTIN’s, Batch Numbers, Photos to identify the product and information on whether the product is suitable for donation.

**Notification Summary**
The Summary provides all the necessary information to be able to action the notification quickly.

GS1 Recall Health also allows you to download and view the notification in PDF format. To download and view the notification in this format, locate the link under the Action section:

- Download PDF
- Summary Notification PDF

The Received Notifications section allows you to perform several functions in the Notification:

- Report Progress
- Notes
- Distribute
• Archive (when ‘Completed’ status is selected in Report Progress)

4.0 Reporting Progress

You will be able to report on the progress of the recall, back to the sponsor using the ‘Report Progress’ option. This option can be used multiple times during the life cycle of the recall to enter progress information.

Click on the Report Progress link. The following screen will be displayed;

4.1 Notification Details

Notification Details gives you points of information for you to clarify which notification you are reporting.

4.1.1 CSV Download

For ease of viewing or record keeping, a CSV file can be downloaded which displays all the progress report information.

This is best used once the Notification has been responded to in full.
4.2 Updating Notification Corrective Action Status

To report on the Notification Status, select a Corrective Action Status from the dropdown list provided.

**Acknowledged**: Use the ‘acknowledge’ status to advise the initiating company that you have reviewed their notification and it will be actioned shortly.

**In Progress**: the requested remedy actions have begun to take place

**Completed**: Once actioned, use the ‘completed’ status to advise the initiating company that there are no further actions to be taken. Additional information can be added in the comment box below the status.

**Reopened**: If the notification was closed prematurely or it needs to be reopened for any reason, adjust the status to Reopened and place a comment in the ‘comment’ box.

**Not impacted**: Your company is not affected by this notification

Click add after selecting a status to ensure it saves to the Notification Corrective Action Status History.

4.3 Notification Corrective Action Status History

The platform keeps a record of when each status was recorded, and by who.

<table>
<thead>
<tr>
<th>Date &amp; Time</th>
<th>Status</th>
<th>Reported By</th>
<th>Comment</th>
<th>Reference ID</th>
</tr>
</thead>
<tbody>
<tr>
<td>26/11/2017 11:05 AM</td>
<td>Completed</td>
<td>Harley Jenkin</td>
<td>Nothing more to report, count complete.</td>
<td>002663-00</td>
</tr>
<tr>
<td>26/11/2017 11:04 AM</td>
<td>Acknowledged</td>
<td>Harley Jenkin</td>
<td>Work in progress, will report back shortly.</td>
<td>002663-00</td>
</tr>
<tr>
<td>26/11/2017 09:20 AM</td>
<td>Received</td>
<td>Harley Jenkin</td>
<td></td>
<td>002663-00</td>
</tr>
<tr>
<td>27/11/2017 10:30 AM</td>
<td>Unread</td>
<td>System Added</td>
<td></td>
<td>002663-00</td>
</tr>
</tbody>
</table>

**Unread** is time stamped to when the receiver first received the notification.

**Received** is time stamped when the notification is opened to view its details.

**All other status updates** are time stamped to when the user clicked 'Add'.

4.4 File attachments

Files can be attached and sent back to the initiator. This could be something like a completed response report. Select your file/s by clicking add attachments and click save.
4.5 Item Quantity Reporting

Item status is used to track how many items you have found of the affected item listed in the notification. This field can acknowledge both positive and negative numbers. If the incorrect number is added initially, it can be amended.

4.5.1 Item Level Reporting

If the initiator has selected Item Level reporting, then you are only required to provide the total qty each item on the notification.

To do so, enter items found in base units in the Quantity field to populate the table:

![Item Reporting Table]

Comments can also be left to advise further detail, such as if a 3rd party reported the qty, and their specific department or location.

This information will now be visible to the initiating company for status reporting.
4.5.1 Batch Level Reporting

If the Initiator has selected Batch Level Reporting, they require more detailed qty reporting.

Quantities for each product on the notification need to be entered by tracking code.

Select **Batch Reports** from the dashboard:

![Batch Reports](image)

Next, enter the number of products located into **Recipient Quantity Found** against each of the relevant tracking codes.

The initiator will be able to view this information immediately.

![Recipient Batch Reporting Summary Per Item](image)

**5.0 Printing a Notification**
Download the PDF of the notification and select the Print option this will allow you to print a copy of the Notification on your local printer.

6.0 Using Notes to Communicate with the Initiator

The Notes functionality enables the Receiver to send a note directly to the initiating company regarding the received Notification. Once a Note has been created, the initiating company will receive an email alert advising them that there is a Note to be reviewed for the Notification.

Notes are communicated only between the initiator company and the Receiver that created the note. Other recipients on the Notification will not receive any communications regarding this note.

Actions to open the Notes feature are:
- Log in to GS1 Recall
- Click the Received Notifications tab
- Click the plus button on the left-hand side of the page to open actions
- Click notes

When a note is sent to a receiver, there will be a (1) next to ‘Notes’ on the radio button on the Received notifications screen, as below:
Any notes that have been sent to the Receiver will be displayed on this screen. You will be able to view these notes and respond to them by clicking on the View link on this screen.

Add a reply to this note if required. Click on the ‘View’ button and type the message in to the note text field then click on ‘Add Reply’. It will be available to the Initiator when they next login and access the Notification.
7.0 Receiving Updated Notifications

An updated notification may be received if the initiator need to communicate new information which could include:

- Additional batches of products have been found to be defective
- Changes to the geographical area affected
- Additional product information becomes available

Updated notification are treated as new notifications and need to be responded to separate from the original.

A new email alert will be sent to Recipients and appropriate action can be taken for the updated received notification.

7.1 View an Updated Notification

The main dashboard will display the most recent version of a notification. If you wish to view an older version, uncheck the ‘show latest version’ checkbox:
The reference ID column will display V01, V02, V03, etc for any subsequent updates to a notification.

The Receiver can proceed to report progress, add notes etc. for this updated Notification as per the process in section 4.0 process.

### 8.0 Reminder Notices

As a recipient, you could receive one or all of the below emails. These Reminder Notices will be emailed to reflect reporting statuses that are overdue and require action.

#### 8.1 Subscribed Recipients

The first reminder is **to View the Notification**: This goes out after 24 hours to the recipient if they have not viewed the notification.

The second reminder is **to View the Notification**: This goes out after 48 hours to the recipient if they have not viewed the notification.

The third reminder is **to Start Reporting**: This goes out after 7 days to the recipient if they have not Viewed or Started reporting on the notification.

The fourth reminder is **to Complete Reporting**: This goes out after 28 days to the recipient if they have not marked the notification as completed.
8.2 Non-Subscribed Recipients

The first reminder is to View the Notification: This goes out after 24 hours to the non-subscribed recipient if they have not viewed the notification.

The second reminder is to View the Notification: This goes out after 48 hours to the non-subscribed recipient if they have not viewed the notification.

9.0 Bundling Notifications

Received notifications can now be bundled together to indicate the notices are related. A new Search field has been added to enable searching of all received notifications across multiple fields:

- Notification Name
- GTIN
- ARTG ID
- Internal Product ID
- Alternate Identifier Type
- Alternate Identifier Value
- Product Name
- Product Description

Note: Notifications that are already bundled will not display from this search field.

Add relevant search text to the Search textbox (1) and select the Search button. A new checkbox is displayed next to each recall and a Bundle name textbox (2) is displayed.

In order to bundle recalls, select the checkbox(s) (3) next to the recalls you wish to bundle and add a name to the bundle textbox.
A suitcase icon is displayed on each recall that is part of a bundle.

For each recall that is part of a bundle, the Notification Snapshot View outlines the recalls that are bundled.
To delete a Bundle, select the + on the left side of the Notification Title and use the Delete Bundle button.

**10.0 Archiving a Notification**

A Received Notification can be archived once deemed no longer relevant. To be archived, the notification will need to be put into a ‘Completed’ status. See 4.2.

Once the corrective actions Status History entry has the ‘Completed’ status, back in the main Received Notification table, you will be able to Archive the notification.
Click on ‘Archive’ and follow the prompts to archive the Received Notification.

Once archived you will get the following confirmation screen.

Archiving a Received Notification simply moves the notification into Archive status. This does not physically remove the notification from GS1 Recall. The Archived Received Notification can still be accessed within the system.

In the Received Notifications main table, changing the Archive Filter to Show Archived Notifications as below will display all archived Notifications.

Display an archived Notification by clicking on the Notification Title. Once the Notification is displayed, you can restore it from archive by clicking the ‘Restore’ option on the Notification Workflow section.