



## New Release: Recall and Recall Health 05 December 2020

On Saturday 05 December 2020, the GS1 Australia Recall and Recall Health platforms were updated to a new version.

### New capabilities for both platforms

#### New module: Batch Reporting

A new method of reporting has been introduced to all notification types so that more detailed information can be shared between trading partners.

**Initiators** can now select between 'Item Level' and 'Batch Reporting' in the Notification Details area.

- Item Level reporting reflects the pre-update reporting method which allows quantities to be reported at the item level.
- Batch Reporting allows the Initiator to advise each recipient the amount of product that has been supplied to them, by item and by tracking (batch) code. This information is provided after the notification has gone live to subscribed recipients and can be entered directly into the platform, or via template upload.

**Recipients** will have access to 'Batch Reports' within the notification, where detailed information can be viewed. Recipients can respond directly against each tracking code supplied by the initiator to indicate the number of products at their site.

#### New function: Reopened Status

A notification that has previously been marked as 'Completed' in the Status Report can now be Reopened. A Reopened notification can be completed and reopened multiple times.

### Functionality for large organisations

(using the organisation hierarchy setup)

**Linked Targets** can now opt out of being notified by email when a notification is received.

**Alternate report recipient** applies when an organisation has received a

notification externally to the Recall Platform and wishes to distribute it to their organisational network.

- Response Reports can now be automatically redirected to the original sponsor by entering in their details to the Notification Details page under Alternate Report Recipient. Please contact the [GS1 Recall Support team](#) should you wish to activate this functionality.

## User guides

Updated Recall and Recall Health user guides are available on the GS1 website.

[Recall User Guide](#)

[Recall Health User Guide](#)

## Keep your details updated

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

## Recall Help Desk

GS1 Australia supports our Recall platform subscribers with 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 get in touch with the GS1 Recall Help Desk phone [03 8581 5976](#) or [1300 273 225](#) or by using Live Chat on the [GS1 Australia website](#).

## Christmas closing dates

The Recall Help Desk will be closed from 25th December 2020 and reopening on Monday 4th January 2021. Urgent on-call support is available on the 29th, 30th and 31st December 2020.

Have a great break and stay safe in 2021, from everyone at GS1 Australia.

Any enquiries please contact our [Recall team](#) or phone [1300 273 225](#).



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

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

**GS1 Australia**

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

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

[Preferences](#)

