



The Global Language of Business

# GS1 Australia

**Recall FD&CG Advisory Group**

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**Wednesday 11<sup>th</sup> November 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	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	Dairy Industry Traceability Consultation update	John Szabo, GS1
11	Meeting Close Next Meeting: Wednesday 3rd March 2021 @ 2:30pm – 4:00pm	Co-chair
12	Survey Questions – wrap up	

# *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 A-NZ	
BE Campbells		Greens Foods		Red Bull	
Bidfood		GS1 Australia		Simplot	
Clorox		Harris Farm		Sunny Queen	
Coles		HPV		Suntory	
Costa Group		Lion		Super Retail Group	
Costco		Metcash		Unilever	
Foodbank		Mondelez		WD-40	
Pental		Nestle		Woolworths	
Vilis's Bakery		Patties Foods		Peters	
				Drakes	

# *GS1 Australia Trade Practices Compliance notice*



# GS1 Australia Limited

## Trade Practices Compliance Notice

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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

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### 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



- 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.

New wording submitted to FSANZ for Recall Protocol and Website. Gabby on mat leave, Michael Smith is replacement and has advised new website and docs are in draft.

- GS1 to contact Julie (LionCo) to discuss checklist and system functionality re: bulk upload of products and variants

Chris spoke with Julie and some suggestions were discussed around including checklist into portal.

There are no other on-going past actions

# *Current Position of Recall Food, Liquor & Consumer Goods*



# Report Summary

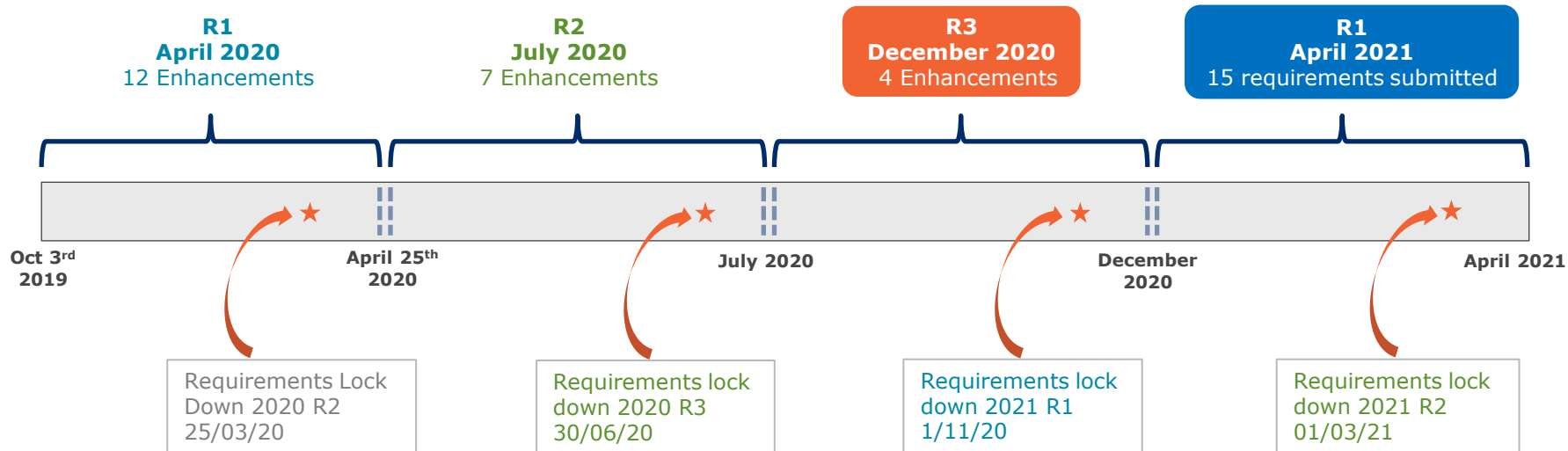


- Subscriber Onboarding 95% live (16 outstanding)
- Terminations in June affected subscription numbers
- Live notifications tracking a little lower than previous years 1 Recall 7 Withdrawals
- (New) Mock notifications tracking well, shows companies are keeping on top of training and annual ready/live process
- 7 Recalls listed on FSANZ site, none from Recall subscribers
  
- Questions?
  
- Pre-reads available here: <https://www.gs1au.org/our-services/recall/gs1-australia-recall-and-recall-health>

# *Recall Development Roadmap*



# Recall Roadmap - overview



- 3 releases for 2020 – more functionality sooner (same dev points)
- Final release will include Batch Reporting – ability to report qty, by recipient, by tracking code
- R1 - April 2021. No major functionality to be introduced. Focus on tweaks, UI and process improvements

# Release 1 – Proposed items



ID	Industry	Recall Enhancement Items	Dev Points
026	HC	Alternate Identifier additions	TBC
029	Both	New uploader - Risk Analysis	TBC
089	Both	Internal Locations - assign Initiator Role	TBC
090	Both	New Subscriber Invitation email. Reword and automatically redirect to T&C's (instant log on)	TBC
092	RUM	Updated Heartbeat Report for GS1 Admin	TBC
097	Both	Change to Email Alert Name/Email Alert title Field	TBC
100	Both	Hide duplicate/updated notices on receiver console	TBC
104	Both	Flexible Recall Ready certificate dates	TBC
106	FB	FSANZ reporting templates update	TBC
116	Both	Simplify Notification Summary in UI	TBC
117	Both	Simplify information in PDF downloads	TBC
118	Health	Non-subscribed Health Organisations checkbox	TBC
120	Both	Adjustments to UPDATE email	TBC
121	Both	Include confirmation message after clicking UPDATE	TBC
122	Both	Non-subscriber email - Initiator contact details and no reply function	TBC
Total development points			

- No new major pieces of functionality to be introduced
- Focus on user experience and streamlining processes
- Details of each available in appendix



# Release 3 (Dec 5<sup>th</sup> 2020): Batch Reporting



Press Release Time -- Please Select -- : -- Please Select --  
Press Release Time Zone -- Please Select --

**Recipient Quantity Reporting**

Select the level of detail you would like when recipients provide their response to this notification.

\* Recipient Response  Item Level (Recommended)  Batch Level (by Tracking Code)

High level of detail. Choose this option if you prefer to receive reports by the exact item count by tracking code. Extra detail must be provided to recipients once the notification has gone live.

- **Option on Notification Details page**  
Initiator Users will select the level of detail they would like for recipient responses.

test 2 GTIN: 9338475018116

Tracking Code Batch Number: 1234  
Quantity Found 10  
Quantity Supplied

Tracking Code Batch Number: 4321  
Quantity Found 20  
Quantity Supplied

Tracking Code Batch Number: 12345  
Quantity Found 30  
Quantity Supplied

- **Update product qty's by Tracking Code**  
Initiators can provide the exact qty that was supplied to a recipient, by product, by tracking code (batch/serial etc).
- Recipients will report back in this level of detail
- Bulk upload supported and extract of information into xls for analysis

# Release 3 (Dec 5<sup>th</sup> 2020): New status



### Notification Corrective Action Status

\* Corrective Action Status

Comment

### Notification Corrective Action Status History

Date & Time	Status	Reported By	Comment	Reference ID
19/10/2020 10:31	Re-opened	Test03 Team	Closed in error, need to reopen to provide progress update	003683-00
19/10/2020 10:30	Completed	Test03 Team	closed	003683-00
22/07/2020 13:04	Received	Test03 Team		003683-00

- **New recipient status: Re-opened**  
Recipients who may have selected the 'Completed' status in error, may now 'Reopen' their notification to provide further updates.
- **Functionality for large organisations**  
**Opt in Emails** – Accounts that are issued a notification because they are 'linked' via an organisation hierarchy structure and are therefore not targeted directly, can opt out of certain emails.
- **Alternate report recipient** – Automatically send a copy of recipient response reports to the 'original supplier', if a notification has been entered into the platform by a 3<sup>rd</sup> party i.e. Distributor receives notification via email and wants to notify their internal recipients via Recall Health platform. Reports are consolidated and issued at times intervals

# *Issues / Challenges*




# Issues / Challenges for discussion



- Recipient view and notice download – does not provide clear direction
- Stakeholder uptake
- Anything else?

You are currently viewing Notification: Recall (Consumer Level) Food and Beverage Value Brand Oats

Review	Summary Notification Details
Notification Snapshot	Notification Title Recall (Consumer Level) Food and Beverage Value Brand Oats
Notification Information	Product Type Food and Beverage
Notification Summary 	Notification ID 93123450100352137
Action	Go Live Date 25/06/2020 09:44
Download PDF	Is this an Update? No
Summary Notification PDF	Initiating Company Drakes Supermarkets
Create XML	Initiating Company Contact Lia Parisella
Notes	Reason for Notification Undeclared Allergen
Distribute	Item Details
Report Progress	Product Name: Oat
	Product Name Oat
	Unit of Measure 500 Grams
	GTIN 9312828059513
	Alternate Product Identifier
	Type Supplier Product Code
	Value 123456789
	Tracking Codes
	Type Batch Number
	Codes abc-123

# *General Business*



# Recall Partners



- Revamp program – New Partner Document finalised
- Added benefits for partners
- New partners in pipeline – Crisis Shield added
- Align to GS1 Alliance partner program

# Industry Events – Attended



australian institute of  
**food science & technology**

- 21 Oct AIFST Food Recall Interactive webinar
  - 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.



Monthly – NRA Technical safety cttee

# Industry Events - Planning

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- Working with INPAA for events and partnership – progressing – Product Recall Practical late Nov
- Discussions with ATA working toward a Product Recall practical in the new year
- Recall Bootcamp series ongoing



# Expanding Recall reach - new engagement



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



# US FDA briefing



[To Register](#)



National GS1  
**Traceability**  
Advisory Group

Connecting Australian supply chains for enhanced e2e traceability



**FOOD STANDARDS**  
Australia New Zealand  
Te Mana Kounga Kai – Ahitereiria me Aotearoa



Covering FDA's New Era of Smarter Food Safety  
and the new Proposed Food Traceability rule

## US FDA Briefing

20 November 2020 - 10.00am AEDST

**Frank Yiannas**

Deputy Commissioner for Food Policy & Response  
US Food and Drug Administration (US FDA)

SUPPORTING ORGANISATIONS



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# Marketing Activity



- **Drakes Supermarkets**
  - Media release, collaborative campaign, training videos  
September 2020
- **Focused Awareness Campaign**
  - August – Dec 2020
  - Expand awareness and knowledge of the Recall platform using alternate marketing tactics
    - Giveaways
    - Recall Bootcamps
      - What Went Wrong – 19<sup>th</sup> November 2020
      - Crisis Management – January 2021
      - Food Safety Culture – March 2021
      - Insurance: when to engage and what can they do for me  
May 2021
  - Annual report: Industry trends



# Drakes.

## Recall Bootcamp Series

GS1 Australia has teamed up with product Recall experts from across disciplines and sectors to deliver a series of Recall Bootcamps. Learn from hard-won knowledge and know-how as we then turn the session over to the audience and open up the floor for interactive dialogue and questions.



19 November 2020

# *Confirmation of actions and next steps*



# *Dairy Industry Traceability Consultation update*

*John Szabo, GS1 AU*

[John.Szabo@gs1au.org](mailto:John.Szabo@gs1au.org)



# Questions?



# Meeting close and survey

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**Next Meeting:** Wednesday 3<sup>rd</sup> March 2:30pm AEST

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## Other proposed dates for 2021

Wednesday June 2<sup>nd</sup> 2021 2.30pm AEST

Wednesday September 1<sup>st</sup> 2021 2.30pm AEST

Wednesday December 1<sup>st</sup> 2021 2.30pm AEST



# *Appendix*





# GS1 resources on Traceability



## **\*NEW\*** GS1 Global Traceability Case Study Library

<https://www.gs1.org/standards/traceability/case-study-library>



### **Australian meat industry saves over \$200 million each year**

Australia sends over 250,000 tonnes of meat to the United States each year.... [see more](#)



### **Irish fisheries come together for fish traceability**

Market and consumer demands are pressuring the food industry to provide... [see more](#)



### **MIGROS: Traceability and its positive impact on fruits and vegetables**

Swiss retailer MIGROS wanted to gain more transparency throughout the... [see more](#)

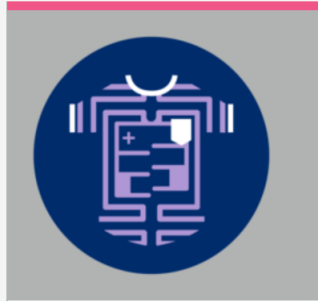
# GS1 resources on Traceability



## GS1 Global Implementation Guidelines for Retail

<https://www.gs1.org/industries/retail/fresh-foods/implementation-guidelines>

Retail sub-sectors



Apparel



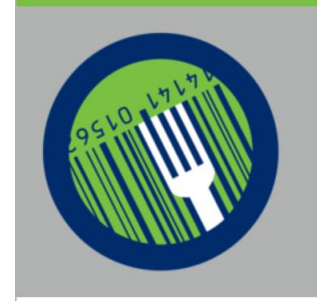
Fresh Foods



CPG



General Merchandise



Foodservice

# GS1 resources on Traceability



## Our Standards in Action

<https://www.gs1.org/industries/retail>

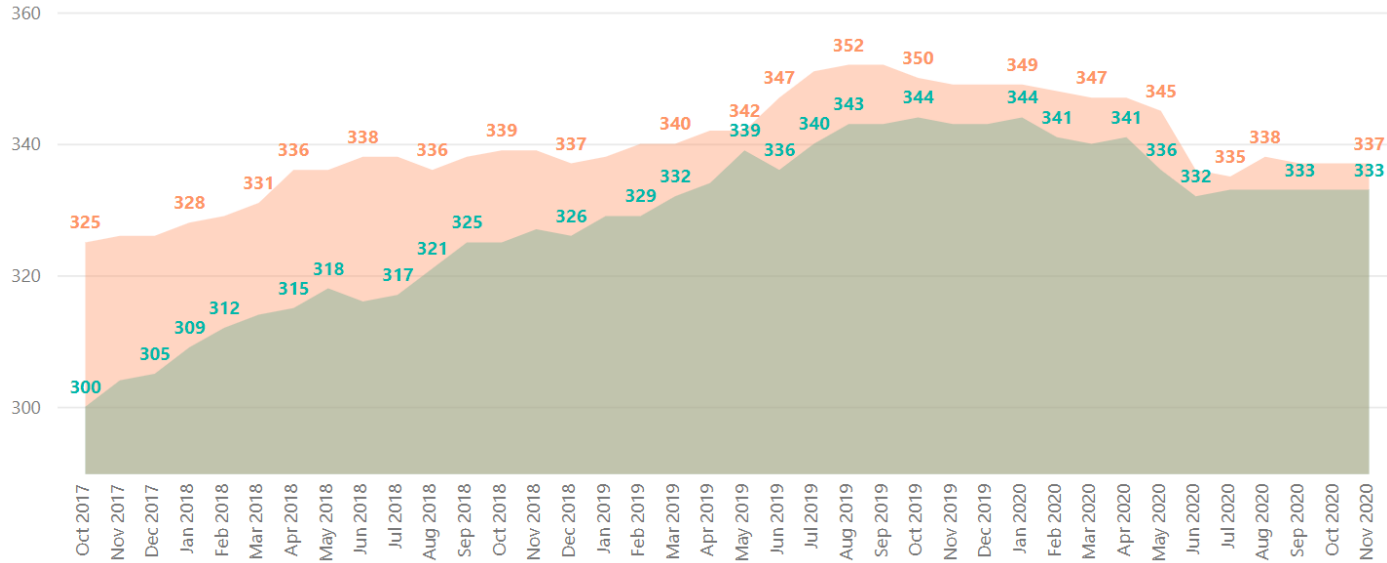
**\*Interactive tool\***



# Recall Subscriber Growth



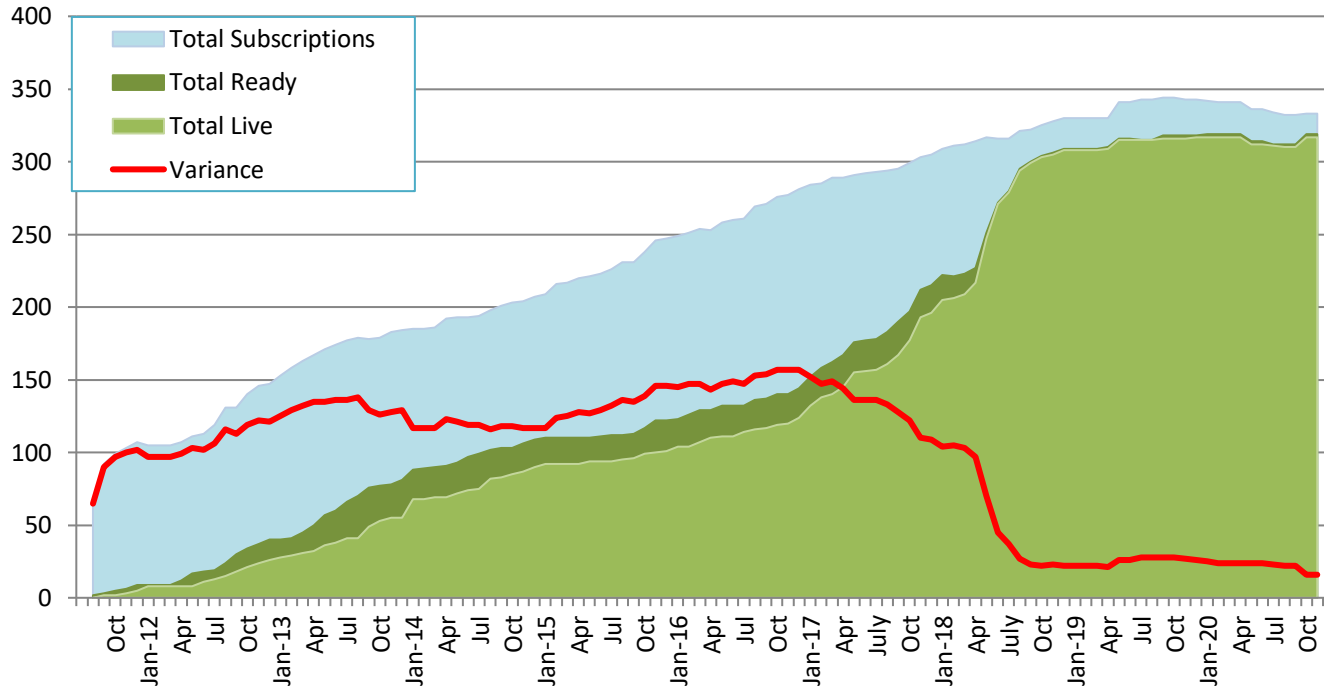
Growth To Date ● Recall ● Recall Health



Recall Health: 337

Recall: 333

# Supplier Onboarding



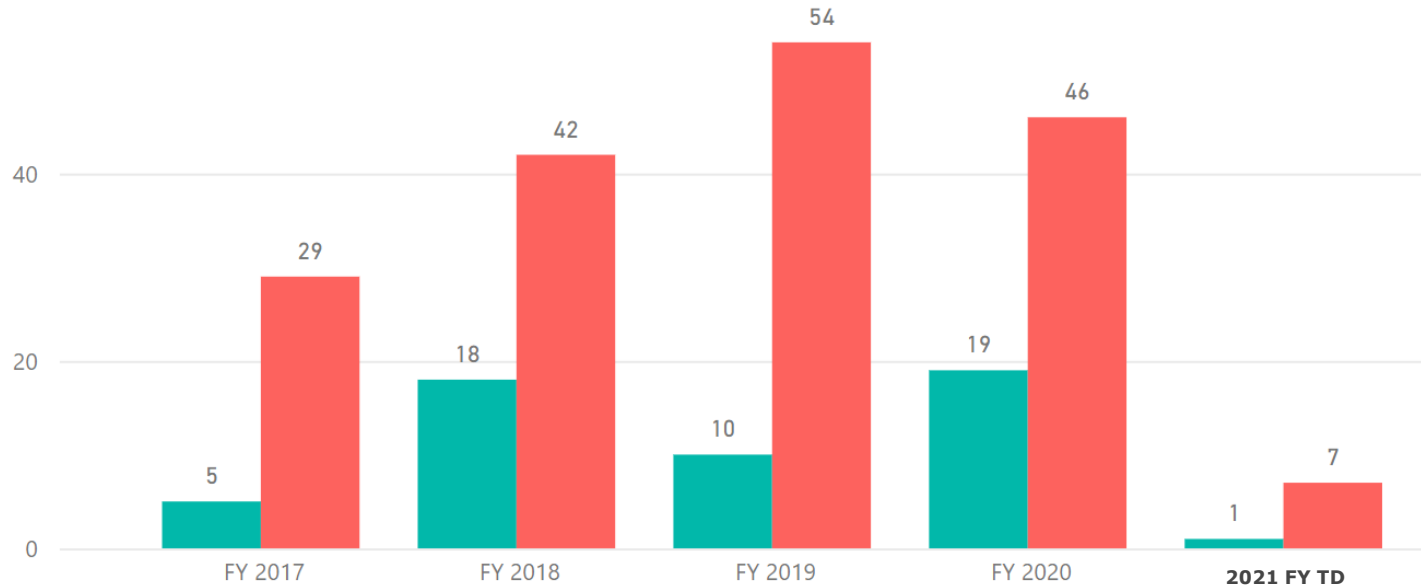
## Status:

Subscribed: 333  
Registered: 4 (1.2%)  
Not Ready: 10 (3.0%)  
Ready: 2 (0.6%)  
Live: 317 (95.2%)  
On-boarding Target : 20  
Outstanding : 16

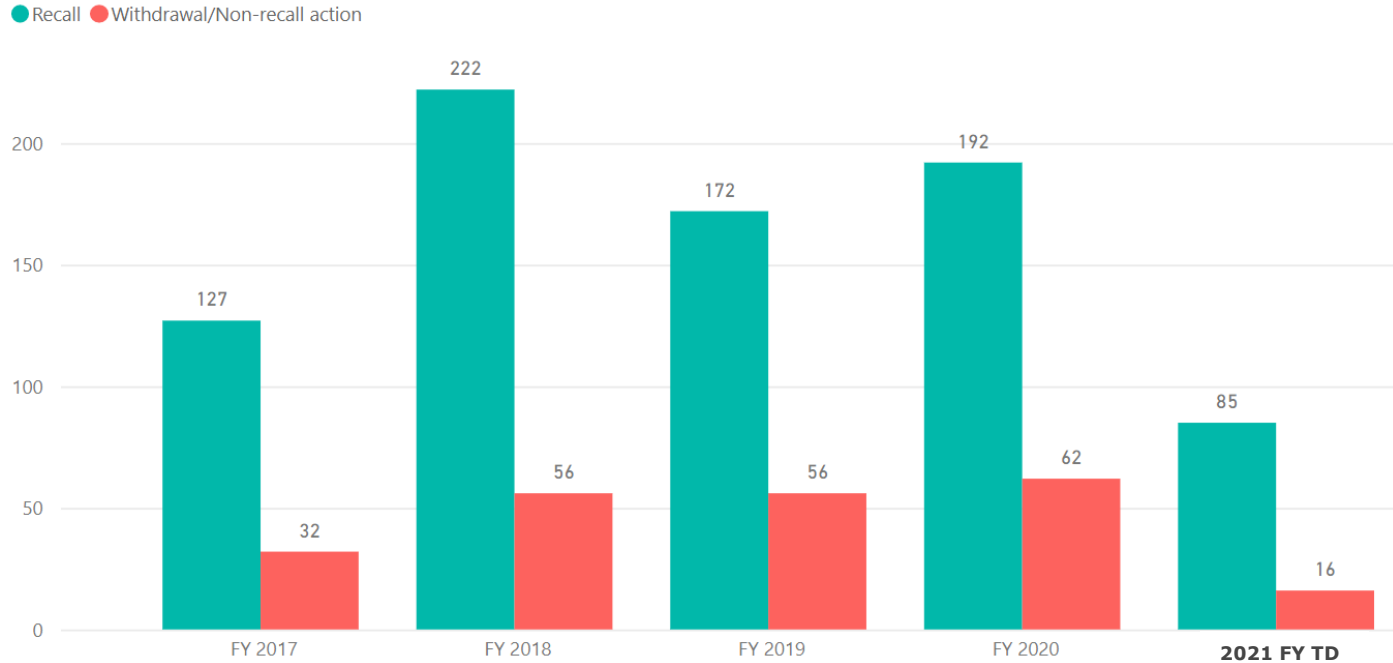
# 'Live' Notifications issues by FY Food, Drinks and Gen Merch



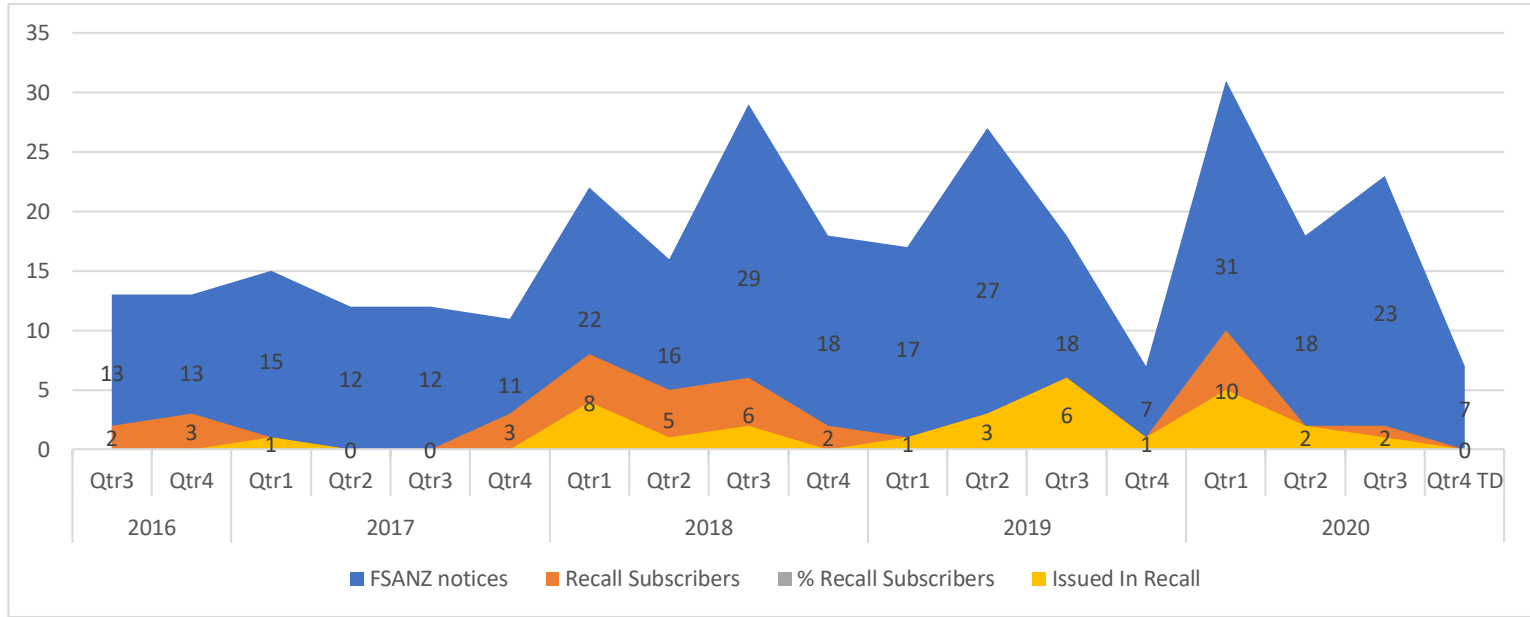
● Recall ● Withdrawal/Non-recall action



# 'Mock' Notifications issues by FY Food, Drinks and Gen Merch



# FSANZ Recalls vs Recall Portal subscribers



7 companies issued notifications in QTR 4 TD, none of whom are recall subscribers. Data only to 4/11/2020

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



# Recall Enhancements 2020 R3



ID	Industry Portal	Item	Need/Problem	Description	Benefits/ROI	Dev Points
51	HC & FB	<b>Recipient Quantity Affected &amp; Batch Reporting</b>	Users are required to notify each recipient of tracking codes affected (by customer/by product/by tracking code) , and to receive progress updates based on those tracking codes	Being able to advise recipients the qty of product affected by tracking codes. Also needs to be fed into Report progress module.		20
82	HC & FB	<b>Alternate Report Recipient / Notify Original Supplier</b>	Recipient affected quantity difficult to populate for initiator. Currently sits in additional information once recipient added.	The original supplier may or may not be a subscribed recipient and needs to be 'copied' on reporting responses via the report progress module. Perhaps Initiators should have the ability to populate a field (within a notification) with company name and email address, where a CC of all report responses (perhaps in PDF) can be sent to.	More detail provided to recipient, allowing for more thorough responses back to initiator	13
94	HC & FB	<b>New Report Status - 'Re-opened'</b>	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	2
119	HC & FB	<b>Linked Sites / Opt in Emails</b>	Linked sites are at risk of being bombarded with emails when technically they have not been specifically targeted on a notification.	An option (perhaps checkbox in alert email settings) to make certain emails active or inactive to linked sites in a hierarchy. The specific email currently discussed is the 'issued notification email' - the one they receive when a notification is issued, however this may extend to other emails.		5

# Recall Development Roadmap



ID	Industry Portal	Item	Need/Problem	Description	Benefits/ROI	Dev Points
012	HC & FB	<b>Incident Management - Notice Types Incident Alert (Gen and Internal)</b>		<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"> <li>• Incident Alert (General)</li> <li>• Incident Alert (Internal)</li> </ul> <p>F&amp;B – Recall / Withdrawal Classification – will follow withdrawal process</p> <p>Not to be considered yet - due to development size</p>		<b>TBC</b>
013	HC & FB	<b>Notification Setting - Mock emails</b>	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		<b>TBC</b>
017	HC & FB	<b>Update code list to include Product Shortage Reg &amp; Product Shortage Non - Reg</b>	Product shortages are not represented in the platform	<p>New recall notification type Product Shortage - This notification type is common but is not well represented in the platform, a generic recall type with additional explanation is currently required.</p> <p>New Notification Type for product shortage alerts: 'Product Shortage Reg.' &amp; 'Product Shortage Non-Reg.' for regulated and non-regulated products.</p>		<b>TBC</b>

# 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: HIBC-LIC ISBT-128 UDI Basic UDI-DI 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	<b>New uploader - Risk Analysis</b>	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	<b>TBC</b>
037	HC & FB	<b>Upload data to Recall via API</b>	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	<b>26-39</b>
041	HC & FB	<b>Broadcast notices to Pharma</b>	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		<b>TBC</b>
049	GS1 Admin	<b>Update Recall Admin Console</b>	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	<b>5</b>
055	GS1 Admin	<b>Admin Email viewer</b>	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		<b>TBC</b>

# Recall Development Roadmap



ID	Industry Portal	Item	Need/Problem	Description	Benefits/ROI	Dev Points
056	HC & FB	<b>Fax enhancement - to increase usability</b>	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 emperce for initiator or receiver	<b>TBC</b>
057	HC & FB	<b>Lotus Email Compatibility</b>	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	<b>TBC</b>
060	FB	<b>Donation notice Foodbank</b>	the platform 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	<b>TBC</b>
061	HC & FB	<b>Signal Sign On functionality</b>	members of GS1 Australia must remember multiple sign on user name and passwords	Single sign on functionality for Recall users GS1 Members within the platform		<b>TBC</b>

# Recall Development Roadmap



ID	Industry Portal	Item	Need/Problem	Description	Benefits/ROI	Dev Points
065	HC & FB	<b>Further Update to Note functionality</b>	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		<b>TBC</b>
079	FB	<b>Mandatory ACCC notice</b>	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		<b>TBC</b>
084	HC & FB	<b>Additional information Field</b>	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.	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 mandatory additional information if this box checked" Field, Field etc	More detail provided to recipient, allowing for more thorough responses back to initiator	<b>TBC</b>
085	HC & FB	<b>Flexible TGA Reporting dates</b>	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	<b>TBC</b>

# Recall Development Roadmap



ID	Industry Portal	Item	Need/Problem	Description	Benefits/ROI	Dev Points
089	HC & FB	<b>Sub Locations - initiator type access</b>	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	<b>TBC</b>
090	HC & FB	<b>New Subscriber Invitation email. Reword and automatically redirect to T&amp;C's (instant log on)</b>	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.	Reword email Once password is set for first time - take user to accept T&C's immediately, once T&C's accepted user is logged in and takes to console immediately.	Accounts activated immediately	
092	RUM	<b>Updated Heartbeat Report for GS1 Admin</b>	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	
097	HC & FB	<b>Change to Email Subject Line Field</b>	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	

# Recall Development Roadmap



ID	Industry Portal	Item	Need/Problem	Description	Benefits/ROI	Dev Points
100	HC & FB	<b>Hide updated notices on receiver console</b>	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	
104	HC & FB	<b>Flexible Recall Ready certificate dates</b>	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	<b>FSANZ reporting templates update</b>	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	
107	HC & FB	<b>End Consumer notification</b>	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. <b>Requires workshop if this requirement is prioritised</b>	Ability to send consumers clear and relevant information in even they have purchased affected product	



# Recall Development Roadmap



ID	Industry Portal	Item	Need/Problem	Description	Benefits/ROI	Dev Points
108	HC & FB	<b>Social Media Integration</b>	Currently limited functionality exists to target consumers directly	<p>Plugin for Facebook, LinkedIn, Twitter could exist so that company can notify their consumers via these channels If they choose to.</p> <p>Structured message would be pushed through from Recall platform to these other platforms, and post on companies behalf.</p> <p><b>Requires workshop if this requirement is prioritised</b></p>	Ability to notify consumer base via plugin to media channels	
116	HC & FB	<b>Simplify Notification Summary in UI</b>	When a recipient first clicks on the notification title, they are taken to the Notification Summary. Certain bits of information are missing in the summary and what is presented can be seen as too much information	Add/Remove certain pieces of information from this screen to provide better upfront information to the recipient		
117	HC & FB	<b>Simplify information in PDF downloads</b>	The information provide in the PDF is messy, not adequate and can be clearer. Needs to point out necessary information more clearly	Add/Remove certain pieces of information from this download to provide clearer more concise information		

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118	HC & FB	<b>Non-subscribed Health Organisations checkbox</b>	Some of the AU Health jurisdictions and private organisations are not subscribed to Recall Health, however we require a simple way for initiators to be able to target them in the UI.	Potentially list checkboxes of each organisations name, with pre-loaded email addresses (i.e. recalls@) that are sent a copy of the non-subscriber notification email with pdf download link.		
120	HC & FB	<b>Adjustments to UPDATE email</b>	Receivers are confused by 'updates' that are issued out of Recall. They see them as spam and do not know they need to do	Reword these emails so the Receiver clearly understands an update has been issued by the initiating company and new actions are required		
121	HC & FB	<b>Include confirmation message after clicking UPDATE</b>	When the update button is clicked, it creates an update without warning the user. Users may click this by accident and issue an update to users, causing confusion	Include a confirmation message and ability to cancel the creation of an update if not required. Can include information that direct the user toward adding recipients or notes (if that's what they originally intended)		
122	HC & FB	<b>Non-subscriber email - Initiator contact details and no reply function</b>	Initiator contact details are no prominent and recipient of this email believe they need to contact GS1 rather than the sponsor/initiator	Reword this email so that it is clearer and initiator details are more prominent, also if reply function is used a no reply auto message is generated asking them to contact the sponsor		