GS1 Australia

Recall FD&CG Advisory Group

Wednesday 6 September 2023
Housekeeping

• With agreement of meeting attendees, the meeting will be recorded to support the capturing of minutes and to share with participants who were not able to attend the meeting.

• Minutes will record all decisions made and actions assigned to work groups members or GS1 Australia, along with the target due date for reporting back to the group.

• Meeting minutes will be circulated to members within 10 working days after the meeting and are saved to the Advisory Group Hub.

• Copies of minutes may be made to non-members on request.

• Questions and input can be made at any time by raising hand or by posting in chat.
Acknowledgement of Country

We acknowledge the Traditional Custodians of the various lands on which we meet and work today and any First Nations’ people that may be participating in this meeting.

Specifically, we acknowledge the people of the Kulin and Eora nations, where GS1 offices are located, and pay our respects to elder’s past, present and emerging.

We recognise and celebrate the diversity of First Nations’ people, and their ongoing cultures and connections to the lands and waters across Australia.

Credit: Barry Rainman Boland. Rivers and Waterholes Bilyan Bagay
GS1 operates under the GS1 Competition Law Caution. Strict compliance with competition laws is and always has been the policy of GS1. The best way to avoid problems is to remember that the purpose of the group is to enhance the ability of all industry members to compete more efficiently.

This means:

• There shall be no discussion of prices, allocation of customers, or products, boycotts, refusals to deal, or market share
• If any participant believes the group is drifting toward impermissible discussion, the topic shall be tabled until the opinion of counsel can be obtained.
## Agenda

<table>
<thead>
<tr>
<th></th>
<th>Title</th>
<th>Presenter</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Housekeeping &amp; GS1 Competition Law Caution</td>
<td>Melanie Wishart, GS1</td>
</tr>
<tr>
<td>2</td>
<td>Welcome Message, Agenda &amp; Attendees</td>
<td>Chair – Carolyn Davies</td>
</tr>
<tr>
<td>3</td>
<td>Recall Advisory Group Framework and Attendance</td>
<td>Chair – Carolyn Davies</td>
</tr>
<tr>
<td>4</td>
<td>Review of past meeting actions</td>
<td>Chair – Carolyn Davies</td>
</tr>
<tr>
<td>5</td>
<td>Current Position of Recall Service - Adoption &amp; Usage</td>
<td>Chris Drougas, GS1</td>
</tr>
<tr>
<td>6</td>
<td>Recall Development Roadmap</td>
<td>Chris Drougas, GS1</td>
</tr>
<tr>
<td>7</td>
<td>Open Discussion - Challenges &amp; opportunities</td>
<td>All</td>
</tr>
<tr>
<td>8</td>
<td>Guest Speaker – Australian Food and Grocery Council’s food regulation resources and activities.</td>
<td>Dr Duncan Craig</td>
</tr>
<tr>
<td>9</td>
<td>General Business – Marketing and events, communications, new engagement</td>
<td>Melanie Wishart &amp; Andrew Brown, GS1</td>
</tr>
<tr>
<td>10</td>
<td>Confirmation of actions and next steps. Meeting Close</td>
<td>Chair – Carolyn Davies</td>
</tr>
</tbody>
</table>
Recall Advisory Group 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

• 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
Introductions, Attendance, Welcome to new attendees
<table>
<thead>
<tr>
<th>Current AG invited stakeholders</th>
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</thead>
<tbody>
<tr>
<td>AFGC</td>
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<tr>
<td>Arnott’s</td>
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<tr>
<td>BE Campbells</td>
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<tr>
<td>Bidfood</td>
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<tr>
<td>Clorox</td>
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<tr>
<td>Coles</td>
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<td>Costa Group</td>
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<td>Costco</td>
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<tr>
<td>Foodbank</td>
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<tr>
<td>Pental</td>
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<tr>
<td>Vilis’s Bakery</td>
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<td></td>
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</tbody>
</table>
Review of past meeting actions
## Actions arising from previous meeting

<table>
<thead>
<tr>
<th>ACTION</th>
<th>DUE DATE</th>
<th>BY WHO</th>
<th>STATUS</th>
</tr>
</thead>
<tbody>
<tr>
<td>GS1 and Co-chairs to invite presenters for future meetings based on feedback and suggestions from the group</td>
<td>Ongoing</td>
<td>GS1/Co-Chairs</td>
<td>Ongoing</td>
</tr>
</tbody>
</table>
Recall Food, Liquor & Consumer Goods Adoption and Usage
Report Summary

- Subscriber Onboarding 97% live (10 outstanding)
- Live notifications – No Recalls issued this quarter TD, however Withdrawals have exceeded this time last year.
- 17 companies have issued notifications in Q3 TD. None were Recall platform users.
- Pre-reads available here: GS1 Australia Recall - GS1 Australia
Recall Development Roadmap
Recall Roadmap - overview

• 2 major releases in 2023 – April and October
• Upcoming release in October, was pushed back from July to accommodate visual refresh and other changes
• Visual refresh development cost absorbed by Canada

Please submit requirements to recallsupport@gs1au.org or via the feedback button in Recall
<table>
<thead>
<tr>
<th>ID</th>
<th>Industry</th>
<th>Recall Enhancement Items</th>
<th>Dev Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>216</td>
<td>HC &amp; FB</td>
<td>Recall site visual changes</td>
<td>65</td>
</tr>
<tr>
<td>201</td>
<td>HC</td>
<td>HSV Subscribed recipients - adding DC's</td>
<td>5</td>
</tr>
<tr>
<td>217</td>
<td>HC</td>
<td>HSV specific section - contracted product</td>
<td>4</td>
</tr>
<tr>
<td>209</td>
<td>HC &amp; FB</td>
<td>Hierarchy Heartbeat report</td>
<td>5</td>
</tr>
<tr>
<td>210</td>
<td>HC &amp; FB</td>
<td>Initiator Summary Email after recall issued</td>
<td>7</td>
</tr>
<tr>
<td>206</td>
<td>HC &amp; FB</td>
<td>Identify individual non subscribers from same company</td>
<td>1</td>
</tr>
<tr>
<td>218</td>
<td>HC &amp; FB</td>
<td>Status Report extract to excel</td>
<td>0</td>
</tr>
<tr>
<td>203</td>
<td>HC &amp; FB</td>
<td>Restrict Symbols in certain fields</td>
<td>3</td>
</tr>
<tr>
<td>211</td>
<td>HC &amp; FB</td>
<td>Corrections Email</td>
<td>8</td>
</tr>
<tr>
<td>212</td>
<td>HC &amp; FB</td>
<td>Corrections landing page</td>
<td>1</td>
</tr>
<tr>
<td>213</td>
<td>HC &amp; FB</td>
<td>Corrections - UI updates</td>
<td>5</td>
</tr>
<tr>
<td>215</td>
<td>HC &amp; FB</td>
<td>Corrections - hide original</td>
<td>1</td>
</tr>
<tr>
<td>169</td>
<td>HC &amp; FB</td>
<td>Action Centre Emails</td>
<td>3</td>
</tr>
<tr>
<td>207</td>
<td>HC</td>
<td>Regulator Report dates (HC)</td>
<td>5</td>
</tr>
<tr>
<td>219</td>
<td>HC</td>
<td>Guest Portal Updates</td>
<td>7</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>Total Development Points (shared with Canada)</strong></td>
<td><strong>120</strong></td>
</tr>
</tbody>
</table>
Platform visual update

Visual update will:

- Update look and feel of platform
- More closely align with other GS1 services
- More closely align with GS1 Global style guide for web sites and service
- Adhere to Canadian standard regarding accessibility for visually impaired (contrast, colours etc)
- Mobile site included
- Guest portal included
- All reporting
- Email templates will not change

Changes are a collaboration between GS1 AU and CA

- Work together to provide feedback to developers
- Access QA/Developer environment for continual testing (450 pages needs to be visually updated)
Platform visual update

Current Dashboard
- Inconsistent colouring (too many colours) and does not meet GS1 style guide
- Inconsistent with layout/look and feel of other GS1 services
- Only 65% (approx.) of screen space used
Platform visual update

New Dashboard*
- Colour pallet consistent with GS1 Global style guide, no more orange (purple white alternating rows removed from tables)
- Data fields right aligned
- Buttons are all consistent, dark blue for primary button, blue outline with white filling for secondary button
- Full screen used, whilst remaining scalable for mobile and small browser windows (responsive design)

*Screenshots are for example only and do not reflect the final version
Platform visual update

**Current**

- Wider screen, updated ribbon and navigation pane, font
  - Navigation pane clear messy text buttons from top of screen
  - Font size increase by 1 point overall, gives more modern appeal and easier to read

**Proposed***

*Screenshots are for example only and do not reflect the final version*
Platform visual update

Current Version:
Creating notifications
- Dated look and feel
- Not consistent with GS1 global style guide
Proposed version:
Creating notifications*
- All fields and data are left aligned
- Colours consistent with GS1 Global
- Headings are bold dark blue and data fields are slightly indented to easily identify categories and blocks of data
- Button colouring updated

*Screenshots are for example only and do not reflect the final version
Platform visual update

Current Version:
Viewing notifications

- Difficult to identify individual products
- Too many colours, row colouring and heading font makes it difficult to determine category vs new product
Platform visual update

Proposed version: Viewing notifications*
- Removed black and grey bars on headings
- Removed alternating coloured rows
- All fields and data are left aligned
- Headings are bold dark blue and data fields are slightly indented to easily identify categories and blocks of data

*Screenshots are for example only and do not reflect the final version
Other new functionality

Initiator email post Recall go live:
Initiator companies will receive an email 1 week after a notice is issued, which will provide a summary of Recipient responses. Users can click through to the notice to view full details.

‘Pending Actions’ email
All companies will receive an email each Friday morning, that shows a list of outstanding tasks for each notification i.e. Submit and Go Live / View Notice / Report to Initiator / Complete regulatory reporting.

‘Tour’ option for non-subscribers viewing the Guest portal
Non-subscribed recipients who view the Guest Portal to respond to a notification, will be taken through a guided tour of the page, enabling them to easily complete the required information and respond to the Initiator.
Open Discussion
Items for discussion

Issues, Challenges and Opportunities

• Development Roadmap feedback
• Group updates
Guest Speaker

Dr Duncan Craig - Director, Nutrition and Regulation
Australian Food & Grocery Council
We represent a cross section of industry

Since 1995, the AFGC has represented a large and varied cross section of Australia’s food and grocery manufacturers.

Today we have just over 200 members.
We engage with key stakeholders

Retailers
- coles
- Woolworths
- Macca's
- ALDI
- Costco Wholesale

Government bodies
- Australian Government
- ACCC
- Australian Government Department of Agriculture
- Australian Government
- TGA

Industry Associations
- National Farmers Federation
- Australian Beverages
- Allergen Bureau
- ASMCA
- PLMA
- Food Bank
- MLA
- Meat & Livestock Australia
- APCC
- ALC
- AIA
- AFIA
- FIA
- FDF
- Food Drink Europe
- IFBA
- IGD

International Associations
Keeping abreast of regulatory changes

AFGC role – spreading the news

World Health Organization (WHO) releases advice on aspartame as safe

WHO has conducted assessments of the health impacts of the non-sugar sweetener aspartame with reports released (14/7) by the International Agency for Research on Cancer (IARC) and the Joint Expert Committee on Food Additives (JECFA). Citing “limited evidence” for carcinogenicity in humans, IARC classified aspartame as possibly carcinogenic to humans (Group 2B) and JECFA reaffirmed the acceptable daily intake of 40 mg/kg body weight. JECFA concluded that the data evaluated indicated no sufficient reason to change the previously established acceptable daily intake (ADI) of 40 mg/kg body weight for aspartame.

Read more

FSANZ issued a media statement on their website regarding the safety of aspartame. Communication materials have been prepared as a result of the assessments by the IARC and JECFA.

- Read the FSANZ media statement
- Read the International Council of Beverages Association (ICBA) media statement
Standards development – industry consultation and input

- Notify members
- Form working group

**July 2022 – June 2023**
- Submissions to 10 FSANZ Applications and Proposals
- 17 submissions to other government consultations + Codex
Resources
Thankyou

Dr Duncan Craig

Director, Nutrition and Regulation
duncan.craig@afgc.org.au
https://www.afgc.org.au/
Join us virtually from 18-21 September for the GS1 Industry & Standards Event, where over 1,000 business leaders from 80+ countries will gather to address today's most pressing business challenges through the development and adoption of GS1 standards and solutions. This event provides a unique opportunity for business and technical professionals from different industries to make a significant impact in their field.

More than 35 sessions spread across 4 days. Gain valuable insights from experts from GS1, who will share information on their latest projects, trends, technologies, and industry best practices.

Come be a part of our mission to transform industry together!

Register
Three insightful plenary sessions

Opening plenary: Adapting to the new retail landscape: Strategies and partnerships for success (18 Sept. 13:00 CET) New retail strategy to inspire and lead trading partners to do better business and connect products to consumers, digitally, and sustainably. A panel discussion with retail community representatives will provide valuable insights on how we will engage Industry and further deploy GS1 standards and services.

The future of retail and consumer engagement plenary (19 Sept. 13:00 CET) Discover the future of retail and consumer engagement, learn the latest consumer trends and transformative technologies like next-generation barcodes powered by GS1 that enable enhanced consumer engagement and innovative digital packaging experiences.

Grand finale: Ken Traub Awards Ceremony, Year in Review, & Closing Plenary (21 Sept. 16:30 CET) To honour innovators with the prestigious Ken Traub Award. We will also review the year in retail, marketplaces and healthcare, and discover how this will help embrace the future.
Workshop: Digital Traceability

Thursday 7 Sep, 1-2pm

‘The journey to full digital traceability: why it’s important and what is needed to achieve it’

Presented by Craig Shadbolt from the NSW Department of Primary Industries and Greg Calvert from FreshChain. Cost - $40

[Eventbrite Link]
National GS1 Traceability Advisory Group recent Event

Watch the Recording here

To join the NGTAG or find out more scan here
Recall Partners

- AFGC
- FSANZ
- HACCP Australia
- NRA
- The Recall Institute
- Victual
- IFPA A_NZ
- Liberty International Underwriters
- AIFST

Can be viewed here
Useful Resources

Resources

Visit the GS1 Recall webpage

Watch the Discover Recall video

Book in for a ‘Discover Recall’ webinar

Register for GS1 Recall Platform

Visit the Recall LinkedIn page

Mock Recall Template - GMA

Recall Webpage

Recall Toolkit

Webpage of resources for bootcamp attendees

Link
Confirmation of actions and next steps
Questions?
Meeting close

Next meetings: Wednesday 6th December 2023
Appendix
Supplier Onboarding

Status:
Registered: 1 (0.4%)
Ready: 2 (0.6%)
Not Ready: 7 (2%)
Live: 298 (97%)
Total: 308
On-boarding Target : 20
Outstanding : 10
Live notification history

Live Recall (FB & GM) Notifications by FY

- Recall
- Withdrawal/Non-recall action

Fiscal Year:
- FY 2013
- FY 2014
- FY 2015
- FY 2016
- FY 2017
- FY 2018
- FY 2019
- FY 2020
- FY 2021
- FY 2022
- FY 2023
- FY 2024

Count:
- 2
- 13
- 8
- 18
- 9
- 24
- 7
- 15
- 5
- 29
- 18
- 10
- 42
- 19
- 54
- 46
- 32
- 19
- 36
- 18
- 42
- 14
Mock notification history

Mock Recall (FB & GM) Notifications by FY

- Recall
- Withdrawal/Non-recall action

Fiscal Year

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</thead>
<tbody>
<tr>
<td>Recall</td>
<td>17</td>
<td>127</td>
<td>222</td>
<td>172</td>
<td>192</td>
<td>273</td>
<td>264</td>
<td>245</td>
<td>48</td>
</tr>
<tr>
<td>Withdrawal/Non-recall action</td>
<td>10</td>
<td>32</td>
<td>56</td>
<td>56</td>
<td>62</td>
<td>62</td>
<td>51</td>
<td>65</td>
<td>11</td>
</tr>
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</table>
17 companies have issued notifications in Q3 TD. None were Recall platform users.

* % of Recall platform notices vs FSANZ Recalls in any QTR
<table>
<thead>
<tr>
<th>ID</th>
<th>Industry Portal</th>
<th>Item</th>
<th>Need/Problem</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>216</td>
<td>HC &amp; FB</td>
<td>Platform Visual changes</td>
<td>As described in presentation</td>
<td>As described in presentation</td>
</tr>
<tr>
<td>201</td>
<td>HC</td>
<td>HSV Subscribed recipients - adding DC’s</td>
<td>Some initiators are forgetting to target the new HSV Derrimut DC and SSC when they are required to.</td>
<td>If an initiator adds any location from the HSV hierarchy, and they DON’T add any of the DC locations, they will be prompted to do so. They will be able to add the relevant DC directly from the prompt.</td>
</tr>
<tr>
<td>217</td>
<td>HC</td>
<td>(HPV) HSV specific section - contracted product</td>
<td>HSV would like to know which products being recalled are on HSV contract or not</td>
<td>Before a supplier can issue a notice to a health site in the HSV hierarchy, the must indicate which of the items they have added to the notice, are on HSV contract or not.</td>
</tr>
<tr>
<td>209</td>
<td>HC &amp; FB</td>
<td>Hierarchy Heartbeat report</td>
<td>Currently the admin of the top node in a hierarchy does not have visibility of all users that exist at each node/location</td>
<td>Create a heartbeat report that shows Location with GLN, any sub locations, as well as user details that exist at each of these would look similar to the current heartbeat report that the admin can extract, however it will be filtered on the hierarchy that is extracting the data. Should be available for the SA only - but we should make this available to all parent nodes in a hierarchy i.e. a lv 2 should be able to run the report on their own lv2 location and any lv 3 that sits beneath them, but NOT another lv 2, or anything above them.</td>
</tr>
</tbody>
</table>

* HC – Healthcare   FB – Food, Drink & Consumer Goods
<table>
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<th>Need/Problem</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>210</td>
<td>HC &amp; FB</td>
<td>Initiator Summary Email</td>
<td>Initiators aren’t made aware when recipients have responded to an issued notification. It would be helpful to see this information in an email at regular intervals</td>
<td>Create an email to initiator users, that give a summary of the status report for every notification issued after 48 hrs and 7 days. The status should display the following columns: Recipient Name Status Last Updated Recent Reminder Reminder Count The email can be optional and available for all initiator users in the email settings. We should enable it for all current users if possible. We would also like to see whether any files have been uploaded via the file uploader in status report - perhaps just an icon to indicate next to each recipient, that a file was uploaded</td>
</tr>
<tr>
<td>206</td>
<td>HC &amp; FB</td>
<td>Identify individual non subscribers from same company</td>
<td>Currently if multiple users from the same company are added as non subscribers, the status report displays each row by company name - there is no way to identify the individual that was added without having to go into each company record (See image)</td>
<td>Could we somehow display the email address or name of the recipient, if there are multiple users from the same company added? Perhaps we consolidate all recipients onto one line and once selected, the initiator can see the individual names? For discussion</td>
</tr>
<tr>
<td>218</td>
<td>HC &amp; FB</td>
<td>Status Report extract to excel</td>
<td>The new version of Status Report extract to excel does not give the ability to tally the item qty’s Items Found column. This is affecting Drakes Supermarkets, one of the larger recipient users of the platform.</td>
<td>Find a way to represent the data in a way where auto sum can be used</td>
</tr>
<tr>
<td>ID</td>
<td>Industry Portal</td>
<td>Item</td>
<td>Need/Problem</td>
<td>Description</td>
</tr>
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<td>-----</td>
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<td>---------------------------</td>
<td>------------------------------------------------------------------------------</td>
<td>-----------------------------------------------------------------------------</td>
</tr>
<tr>
<td>203</td>
<td>HC &amp; FB</td>
<td>Restrict Symbols</td>
<td>Issue: when symbols are placed into fields, it creates issues for the receiving company and their view in the Recall platform. For example: SOMATOM® Definition® Edge ® SOMATOM® Definition® AS</td>
<td>To not allow symbols to be entered into fields in recalls to avoid issues for the recipient.</td>
</tr>
<tr>
<td>211</td>
<td>HC &amp; FB</td>
<td>Corrections Email</td>
<td>The current email template doesn't give recipients and indication as to what changes were made in a correction.</td>
<td>Update the Corrections email template to include the list of changes to a notification.</td>
</tr>
<tr>
<td>212</td>
<td>HC &amp; FB</td>
<td>Corrections landing page</td>
<td>It would be helpful for users to understand what a correction is before going ahead.</td>
<td>Create a page that gives users information on what a correction is, what they can update, and who is notified - similar to when users click 'Update'.</td>
</tr>
<tr>
<td>213</td>
<td>HC &amp; FB</td>
<td>Corrections - UI updates</td>
<td>When a correction is published, Users are not aware of the changes when looking at the UI.</td>
<td>Once a correction is published and a receiver views the notification, they should see an exclamation next to each field that advises them the field was updated (like they do when viewing an 'updated' notification).</td>
</tr>
<tr>
<td>215</td>
<td>HC &amp; FB</td>
<td>Corrections - hide original</td>
<td>When a correction is being created and the user navigates back to the dashboard, both the correction and the original can be viewed on the dashboard which might cause confusion for the user.</td>
<td>Only show the copy of the notification that is being worked on, i.e. the draft correction should be the only notice that is visible to the user. If they want to update, they should have the option to update from the draft correction. Or they should have the ability to delete the correction and revert to the original notice.</td>
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# R2 – October 22\textsuperscript{nd} 2023

<table>
<thead>
<tr>
<th>ID</th>
<th>Industry Portal</th>
<th>Item</th>
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<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>169</td>
<td>HC &amp; FB</td>
<td>Action Centre Emails</td>
<td>I would like to be notified by email when I have a list of outstanding actions in the action centre to complete</td>
<td>Introduce a weekly Email to SA users with a list of action required from the action centre. Could be generated every Friday morning.</td>
</tr>
<tr>
<td>207</td>
<td>HC</td>
<td>Regulator Report dates (HC)</td>
<td>In the regulatory reports area, display the date of when each report is due, beneath its title - based on the issue date of the notifications</td>
<td>Display the table immediately upon entering the Regulatory Reports area (without the need to user to create a draft) We could display the name of all 4 reports as clickable links so the user can access them, also create the Due Date Column, and have the dates prefilled so the user can see when the reports are due, upfront. Progressive report, Due Date would say Optional. We could even remove the buttons from the top as they wont be required. We would still rename the Date Report Submitted column to Date Submitted (as above option 1)</td>
</tr>
<tr>
<td>219</td>
<td>HC &amp; FB</td>
<td>Guest Portal Updates</td>
<td>Guest portal is not as user friendly as initially thought</td>
<td>Various updates to the Guest portal to ensure non subscribed users who don't access the platform, are easily guided through the process of completing their notification, without the need to contact support.</td>
</tr>
</tbody>
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## R1 – April/May 2024 (TBC)

<table>
<thead>
<tr>
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</thead>
</table>
| REC-72 | HC & FB         | Guest Portal: Non-subscriber notes        | Allow notes to be created and sent back and forth between companies, via the Guest Portal | A new section in the guest portal would need to be created called: Notes  
Notes would function as per the way it functions today for initiators and receivers.  
Non subscribers can also create notes and send them to the initiator |
| REC-88 | HC & FB         | MyGS1 Login Link                         | Add a link called 'MyGS1 Login' in the new Navigation drop down menu.         | Link: https://www.gs1au.org/mygs1/login-mygs1/                                                                                           |
| REC-87 | HC & FB         | Add link to Subscribe in Guest Portal     | Add a link called 'Register Now' for full access to GS1 Recall'              | The following link should be used: https://www.gs1au.org/our-services/recall/preform/                                                     |
| REC-69 | HC & FB         | Corrections - email link                  | Add a deep-link to the notification within the email that regulators receive.  | Once the regulator clicks on the link and logs in, they are brought directly to the Correction Notification                                  |

* HC – Healthcare   FB – Food, Drink & Consumer Goods
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| REC-54 | HC & FB         | Report Progress - Item table export/import     | Health Site users have expressed that if a recall contains more than 5 items, it is difficult to search and filter items received in recall notices due to the list becoming large and not user friendly. In Report Progress, give the ability for Receivers to export the item table into an excel file that the user can filter and cross match between other spreadsheets and systems, then add numerical qty’s, and re-import back into the system into the item table. | • Product Name is a locked field  
• Identifier is a locked field  
• Quantity is numerical entry only  
• Comment is alphanumeric, max characters as per item table in UI  
• Where no data is entered into quantity, we should treat this as a ‘0’ so it can be saved in the table.  
• If the excel file has been filtered, it should not cause issue to the user upon upload  
• If the user clicks Export AFTER data is entered, then the spreadsheet extract should contain data already in the table  
• Any Imports to the table will overwrite the existing data, and users should be made aware when this occurs |
| REC-85 | HC & FB         | Add unit of measure to Item reporting          | Receiver Users find it difficult to know what unit of measure to provide when reporting stock counts. Provide the ability to adjust unit of measure when reporting in the item table. The UOM should be a dropdown box that is available next to each item and can be adjusted individually per item. The default should be set to Base Unit. UOM list should include:  
- Base Unit  
- Inner  
- Case |
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| REC-52 | HC & FB         | Information Only notice: Send copy of notice and a note to non-users of platform | Some organisations have expressed the need to send notices to non-users of the platform. These users will not be required to provide a response.                                                                    | Give initiators the ability to add a new category of recipient “Information Only” (Name TBC). Info only recipients receive a Summary Email, a copy of the notice in PDF, and any notes the initiator may have added to the Recall specific to them.  
  - An email address is required  
  - A note can be entered by the initiator that is only seen by Info only recipient  
  - A response is not required from Info Only recipients and they do not receive reminders from the system to read or respond |
| REC-108 | HC & FB       | Provide qty of product sold to recipient, in item table             | Recipient users would like to be made aware specifically how much of an affected product they have been sold/distributed. This will give recipients a better idea as to how much product was supplied by the initiator and assist affected stock reconciliation | Initiators can provide the exact qty of product sold to each individual recipient they add to the notice. The recipient will be able to view this in their item reporting table, as 'Qty Supplied' and report back directly against this qty. |
| REC-97 | Admin          | Admin: Hierarchy Updates                                             | Several updates are required to the hierarchy management system in RUM (admin platform) to enable the Support team to manage and report on Health jurisdiction Hierarchies | - Need to indicate whether there are internal locations against an account  
  - Identify whether each of the nodes are active or inactive  
  - Need to indicate whether the node is an HQ, or an Internal Location  
  - Ensure HQ accounts are all ordered in Alphabetical order  
  - Add search capability |

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<tr>
<td>REC-98</td>
<td>Admin</td>
<td>Hierarchy section against Company profile</td>
<td>When looking at the details of a company in RUM (Admin platform), it is difficult to determine whether the company is part of a hierarchy or not.</td>
<td>Add a new section called 'Hierarchy' when viewing Company Details so that the Admin user can clearly see whether the company is part of a hierarchy. The hierarchy section should show the 'Visual Hierarchy' table, so nodes and linkages can be easily identified</td>
</tr>
<tr>
<td>REC-96</td>
<td>HC &amp; FB</td>
<td>API from Recall to CRM/Power BI for reporting</td>
<td>With the need to review a daily report on notifications issued in Recall, a stable source of Recall platform notification data is required. Currently manually extracted by Support processes which is time consuming and error prone.</td>
<td>Explore options for a consistent/daily feed of recall notification data for the purposes of providing reports to internal and external stakeholders with analytics on usage.</td>
</tr>
<tr>
<td>REC-106</td>
<td>HC</td>
<td>UDI Support – July 2024</td>
<td>Ensure Recall Health supports the UDI identifiers by the July 2024 industry implementation date</td>
<td>Ensure list of alternate identifiers supports all UDI codes</td>
</tr>
<tr>
<td>REC-83</td>
<td>HC &amp; FB</td>
<td>Restrict companies from targeting ALL recipients</td>
<td>Some Initiators are sending Recall notices to ALL recipients of the Recall platform. The platform is a targeted system and Recipients should be specific and targeted.</td>
<td>For Initiators, In Subscribed Recipients, If all Recipients are targeted, before saving, a warning message should appear letting the Initiator know they cannot target all recipients.</td>
</tr>
</tbody>
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