



The Global Language of Business

# GS1 Australia

## Recall FD&CG Advisory Group

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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 Australia Limited Competition Law Caution*

# GS1 Competition Law Caution



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



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

# *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*

# Current AG invited stakeholders



AFGC



FSANZ



NSW Food Authority



Arnott's



Goodman Fielder



IFPA



BE Campbells



Greens Foods



Red Bull



Bidfood



GS1 Australia



Simplot



Clorox



Harris Farm



Sunny Queen



Coles



HPV



Suntory



Costa Group



Bega



Super Retail Group



Costco



Metcash



Unilever



Foodbank



Mondelez



WD-40



Pental



Nestle



Woolworths



Vilis's Bakery



Patties Foods



Peters



Drakes



# *Review of past meeting actions*



# Actions arising from previous meeting



ACTION	DUE DATE	BY WHO	STATUS
GS1 and Co-chairs to invite presenters for future meetings based on feedback and suggestions from the group	Ongoing	GS1/ Co-Chairs	Ongoing

# *Recall Food, Liquor & Consumer Goods Adoption and Usage*



# Report Summary

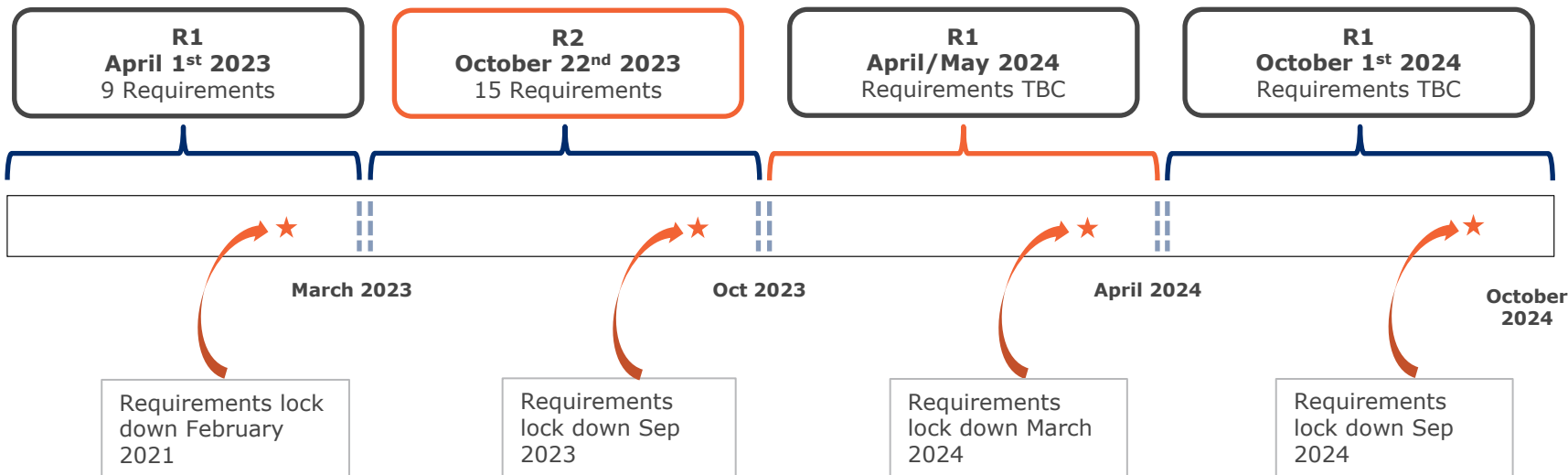


- Subscriber Onboarding 97% live (10 outstanding)
- Live notifications – No Recalls issued this quarter TD, however Withdrawals have exceeded this time last year.
- 17 companies have issued notifications in Q3 TD. None were Recall platform users.
- Pre-reads available here: [GS1 Australia Recall - GS1 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](mailto:recallsupport@gs1au.org) or via the feedback button in Recall



# R2: October 22<sup>nd</sup> 2023



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

# 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

GS1 Australia | Product Recall | GS1 F&B Company | Approver, Initiator, NodeParent, Receiver

Received Notifications | **My Company Notifications** (Batch Report: 0) | My Action Centre (Outstanding Actions: 41) | Organisation Report | Recall Ready Status (Status: Expired)

**My Company Notifications**

Show Latest Version  | Date Type  Created  Issued

Show Archived Notifications  | Search Date From: [ ] | Search Date To: [ ] | Search

Download This View

Click here to create a new notification. If you require help, please access the help link at the bottom of the page. **Create New Notification**

Notification Title	Reference ID	Product Type	Classification	Date Issued	Status
Search	Search	All	All	Search	All
+ Recall (Trade Level) General Merchandise and Apparel TEST	004761-V00	General Merchandise and Apparel	Recall (Trade Level)		Draft
+ Recall (Trade Level) General Merchandise and Apparel TEST	004729-V00	General Merchandise and Apparel	Recall (Trade Level)		Draft
+ Recall (Consumer Level) Food and Beverage test3	004720-V00	Food and Beverage	Recall (Consumer Level)	03/04/2023	Live
+ Recall (Consumer Level) Food and Beverage test2	004719-V00	Food and Beverage	Recall (Consumer Level)	03/04/2023	Live
+ Recall (Consumer Level) Food and Beverage test	004718-V00	Food and Beverage	Recall (Consumer Level)	03/04/2023	Live
+ Recall (Consumer Level) Food and Beverage Raspberry Jam 200g	004716-V00	Food and Beverage	Recall (Consumer Level)	31/03/2023	Live
+ Recall (Consumer Level) Food and Beverage	004715-V00	Food and Beverage	Recall (Consumer Level)		Draft

# 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)

**GS1 Australia** Product Recall

Navigation: Switch to Mock Recall | Log Out

Location: **GS1 F&B Compar**

**Received Notifications** | **My Company Notifications** (Batch Report: 1) | **My Action Centre** (Outstanding Actions: 58) | **Organisation Report** | **Recall Ready Status** (Status: **Expired**)

**Please Note:** Some notifications require values to be entered in the Batch Reporting module. Please look for the report icon near the relevant notification title.

### My Company Notifications

Show Latest Version  | Date Type:  Created  Issued

Show Archived Notifications  | Search Date From:  | Search Date To:

Click here to create a new notification. If you require help, please access the help link at the bottom of the page

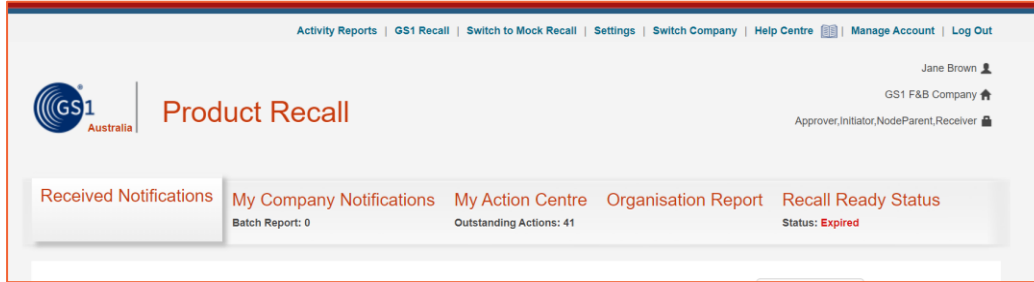
Notification Title	Reference ID	Product Type	Classification	Date Issued
Recall (Trade Level) Food and Beverage christ test	010308-V00	Food and Beverage	Recall (Trade Level)	15/05/2023
Recall (Trade Level) Food and Beverage Linked Recipient Test	005945-V00	Food and Beverage	Recall (Trade Level)	
Recall (Trade Level) Food and Beverage Email Bounce back Test2	003304-V00	Food and Beverage	Recall (Trade Level)	
Recall (Trade Level) Food and Beverage GS1 Blueberry jams	003254-V00	Food and Beverage	Recall (Trade Level)	
Recall (Consumer Level) Food and Beverage linked	003253-V00	Food and Beverage	Recall (Consumer Level)	
Recall (Consumer Level) Food and Beverage SMS TEST ANUJA	003210-V00	Food and Beverage	Recall (Consumer Level)	
Recall (Consumer Level) Food and Beverage UAT3	003128-V00	Food and Beverage	Recall (Consumer Level)	
Recall (Consumer Level) Food and Beverage UAT2	003127-V00	Food and Beverage	Recall (Consumer Level)	
Recall (Consumer Level) Food and Beverage UAT1	003126-V00	Food and Beverage	Recall (Consumer Level)	
Recall (Consumer Level) Food and Beverage UAT testing	003121-V00	Food and Beverage	Recall (Consumer Level)	
Recall (Consumer Level) Food and Beverage receiver test	003120-V00	Food and Beverage	Recall (Consumer Level)	

**\*Screenshots are for example only and do not reflect the final version**

# Platform visual update



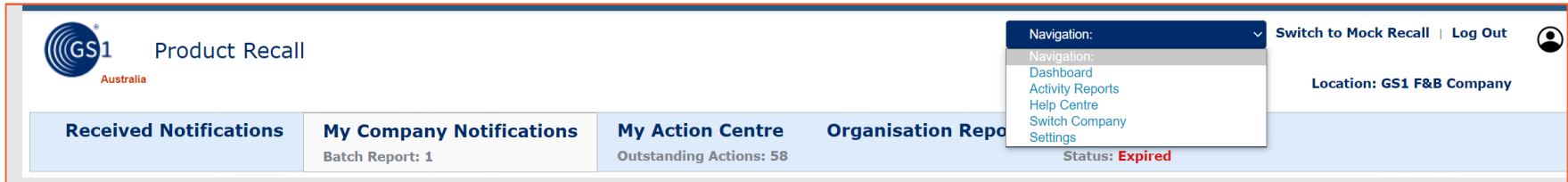
## Current



## 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

Received Notifications | My Company Notifications (Batch Report: 0) | My Action Centre (Outstanding Actions: 41) | Organisation Report | Recall Ready Status (Status: Expired)

**Create** Notification Details

1 DRAFT 2 SUBMIT 3 APPROVE 4 LIVE 5 REPORT 6 CLOSE \* Required Fields

**Create New Notification**

\* Notification Name

Notification Title

Email Subject Line

\* Product Type -- Please Select --

\* Recall / Withdrawal Classification -- Please Select --

\* Reason for Notification Details

Additional Information

Recall Letter

Expected Close Out Date

Press Release Date

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

# Platform visual update



## 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

Received Notifications | My Company Notifications (Batch Report: 0) | My Action Centre (Outstanding Actions: 18) | Recall Ready Status (Status: Expired)

Create | Notification Details

1 DRAFT | 2 SUBMIT | 3 APPROVE | 4 LIVE | 5 REPORT

### Create New Notification

- \* Notification Name
- Notification Title
- Email Subject Line
- \* Product Type
- \* Recall / Withdrawal Classification
- \* Reason for Notification Details
- Additional Information
- Recall Letter
- Expected Close Out Date
- Press Release Date
- Press Release Time

Feedback  You are currently in Live Recall

**\*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

You are currently viewing Notification: Recall (Consumer Level) Food and Beverage Regression test 3 R32022

Review	Notification Title
Notification Snapshot	Notification Title Recall (Consumer Level) Food and Beverage Regression test 3 R32022
Notification Information	
Notification Summary	
Action	Item Details
Download PDF	Product Name: ddfsdf
Summary Notification PDF	GTIN (Barcode Number) 00360687341712
Create XML	Unit of Measure 1 Kilograms
Notes	Tracking Codes
Distribute	Best Before 12/12/2022
Report Progress	Best Before 13/12/2022
	Best Before 14/12/2022
	Product Name: wwwwww
	GTIN (Barcode Number) 19315090209324
	Unit of Measure 1 Kilograms



# 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

The screenshot displays the 'Product Recall' interface for GS1 Australia. It features a navigation bar with tabs for 'Received Notifications', 'My Company Notifications', 'My Action Centre', and 'Recall Ready Status'. The main content area is divided into a left sidebar with 'Review' and 'Action' sections, and a main panel showing notification details. The notification title is 'Recall (Trade Level) Food and Beverage chris test'. The product name is 'Brown Cup'. The unit of measure is '1 Kilograms' and the supplier product code is '1234'. The lot number is '123'. The reason for notification is 'Other' with details 'edewdwe3'. Recipient actions are listed as 'dddd' and attachments as 'Refer to attachments'. The notification ID is '11111111111132453'.

Received Notifications	My Company Notifications	My Action Centre	Recall Ready Status
	Batch Report: 0	Outstanding Actions: 18	Status: <b>Expired</b>

**Review**

- Notification Snapshot
- Notification Information
- Notification Summary
- Recipient Information

**Action**

- Download PDF
- Summary Notification PDF
- Create XML
- Notes
- Distribute
- Report Progress

You are currently viewing Notification: Recall (Trade Level) Food and Beverage chris test

**Notification Title**

Notification Title: Recall (Trade Level) Food and Beverage chris test

**Item Details**

**Product Name: Brown Cup**

Unit of Measure: 1 Kilograms  
Supplier Product Code: 1234

**Tracking Codes**

Lot Number: 123

**Reason for Notification**

Reason for Notification: Other  
Reason for Notification Details: edewdwe3

**Instructions**

Recipient Actions: dddd  
Attachments: Refer to attachments

**Notification Details**

Notification ID: 11111111111132453

\*Screenshots are for example only and do not reflect the final version

# Other new functionality

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## 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

Clear

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*





## Issues, Challenges and Opportunities

- Development Roadmap feedback
- Group updates



# Guest Speaker

Dr Duncan Craig - Director, Nutrition and Regulation  
Australian Food & Grocery Council





# Food Regulation - Support and Resources



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GROCERY**  
COUNCIL

Dr Duncan Craig  
*Director, Nutrition and Regulation*

# 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.

## KEEPING THE SHELVES STOCKED

Australia's food, beverage and grocery manufacturers



# We engage with key stakeholders

## Retailers



## Government bodies



## Industry Associations



## International Associations





# Keeping abreast of regulatory changes



# AFGC role – spreading the news

## Sci-Tech News



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| July 2023 Edition |

### Highlights

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

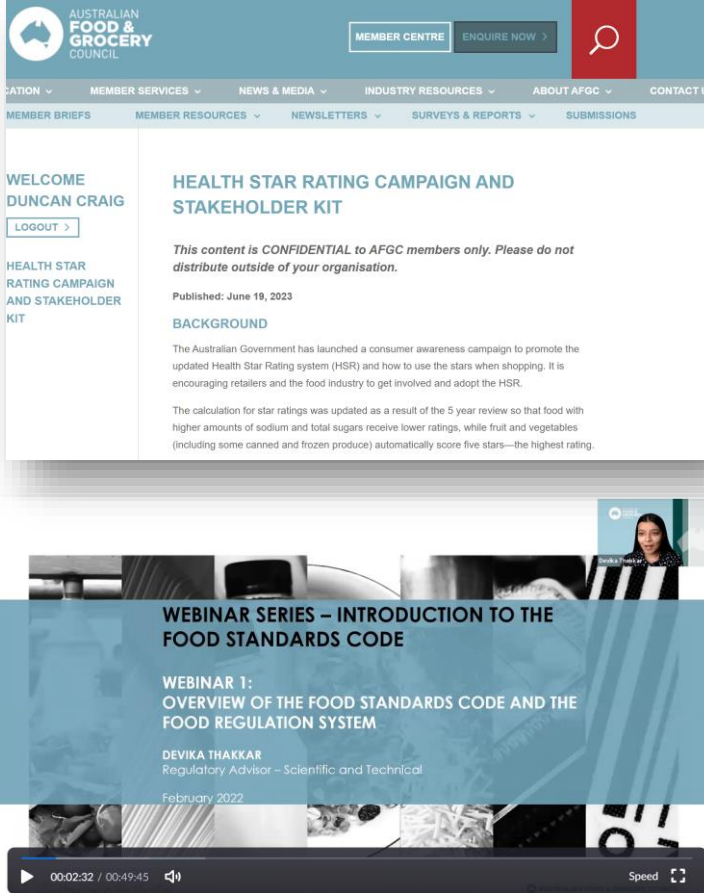


WHO has conducted assessments of the health impacts of the non-sugar sweetener aspartame with reports released (14/7) by the [International Agency for Research on Cancer \(IARC\)](#) and the [Joint Expert Committee on Food Additives \(JECFA\)](#). Citing “limited evidence” for carcinogenicity in humans, IARC classified aspartame as possibly carcinogenic to humans ([IARC 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 0–40 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](#)



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MEMBER CENTRE ENQUIRE NOW >

MEMBER SERVICES NEWS & MEDIA INDUSTRY RESOURCES ABOUT AFGC CONTACT US

MEMBER BRIEFS MEMBER RESOURCES NEWSLETTERS SURVEYS & REPORTS SUBMISSIONS

### WELCOME DUNCAN CRAIG

LOGOUT >

### HEALTH STAR RATING CAMPAIGN AND STAKEHOLDER KIT

*This content is CONFIDENTIAL to AFGC members only. Please do not distribute outside of your organisation.*

Published: June 19, 2023

#### BACKGROUND

The Australian Government has launched a consumer awareness campaign to promote the updated Health Star Rating system (HSR) and how to use the stars when shopping. It is encouraging retailers and the food industry to get involved and adopt the HSR.

The calculation for star ratings was updated as a result of the 5 year review so that food with higher amounts of sodium and total sugars receive lower ratings, while fruit and vegetables (including some canned and frozen produce) automatically score five stars—the highest rating.

### WEBINAR SERIES – INTRODUCTION TO THE FOOD STANDARDS CODE

#### WEBINAR 1: OVERVIEW OF THE FOOD STANDARDS CODE AND THE FOOD REGULATION SYSTEM

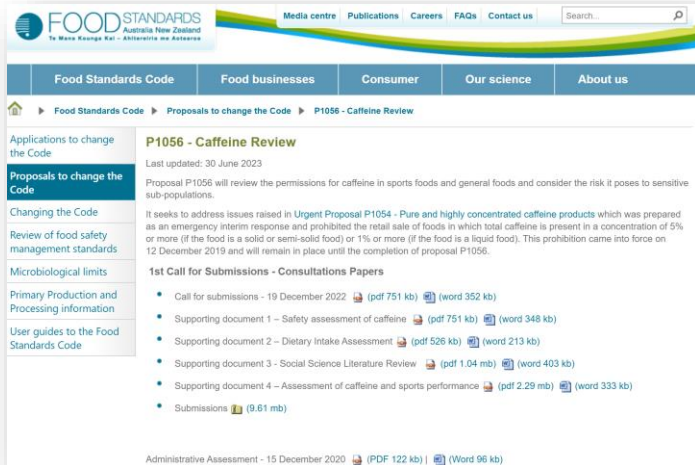
DEVIKA THAKKAR  
Regulatory Advisor – Scientific and Technical

February 2022

00:02:32 / 00:49:45

Speed

# Standards development – industry consultation and input



FOOD STANDARDS Australia New Zealand  
Te Mana Raukaua Kei - Aotearoa me Aotearoa

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Food Standards Code Food businesses Consumer Our science About us

Food Standards Code > Proposals to change the Code > P1056 - Caffeine Review

Applications to change the Code

**Proposals to change the Code**

Changing the Code

Review of food safety management standards

Microbiological limits

Primary Production and Processing information

User guides to the Food Standards Code

**P1056 - Caffeine Review**

Last updated: 30 June 2023

Proposal P1056 will review the permissions for caffeine in sports foods and general foods and consider the risk it poses to sensitive sub-populations.

It seeks to address issues raised in Urgent Proposal P1054 - Pure and highly concentrated caffeine products which was prepared as an emergency interim response and prohibited the retail sale of foods in which total caffeine is present in a concentration of 5% or more (if the food is a solid or semi-solid food) or 1% or more (if the food is a liquid food). This prohibition came into force on 12 December 2019 and will remain in place until the completion of proposal P1056.

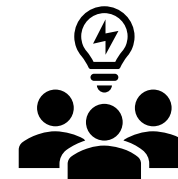
**1st Call for Submissions - Consultations Papers**

- Call for submissions - 19 December 2022 (pdf 751 kb) (word 352 kb)
- Supporting document 1 – Safety assessment of caffeine (pdf 751 kb) (word 348 kb)
- Supporting document 2 – Dietary Intake Assessment (pdf 526 kb) (word 213 kb)
- Supporting document 3 – Social Science Literature Review (pdf 1.04 mb) (word 403 kb)
- Supporting document 4 – Assessment of caffeine and sports performance (pdf 2.29 mb) (word 333 kb)
- Submissions (9.61 mb)

Administrative Assessment - 15 December 2020 (PDF 122 kb) (Word 96 kb)



- Notify members
- Form working group




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GROCERY  
COUNCIL**

**AFGC SUBMISSION**

**RESPONSE TO:**

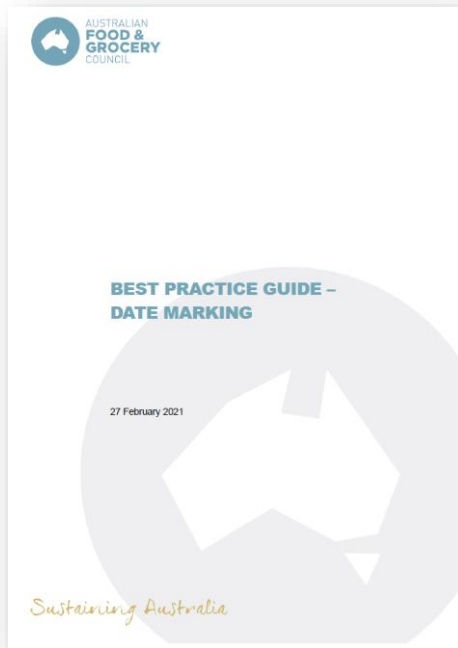
**FSANZ 1ST CALL FOR SUBMISSIONS – PROPOSAL  
P1056 CAFFEINE REVIEW**

13 February 2023

## July 2022 – June 2023

- Submissions to 10 FSANZ Applications and Proposals
- 17 submissions to other government consultations + Codex

# Resources





Protein	100ml	25g
Energy	contains	com
	199kJ	
	47kcal	1
	0.5g	
Carbohydrate	10.5g	
of which sugars	10.5g	
Fat	trac	
of which saturates	tra	
Fibre	t	



# Thankyou

Dr Duncan Craig

*Director, Nutrition and Regulation*

[duncan.craig@afgc.org.au](mailto:duncan.craig@afgc.org.au)

<https://www.afgc.org.au/>



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# *General Business*



# GS1 Standards & Industry Event



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.

[Register](#)

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

# Three insightful plenary sessions



**The GS1 Industry & Standards Event 2023 will have three plenaries that we believe you won't want to miss:**

[View Programme HERE](#)

**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

[Fresh Produce Safety Conference Workshop One Tickets, Thu 07/09/2023 at 1:00 pm | Eventbrite](#)



Department of  
Primary Industries



# National GS1 Traceability Advisory Group recent Event



**GS1 Australia** | National GS1 Traceability Advisory Group  
Supporting Australian industry and government to enhance supply chain traceability and trade

**Traceability for Trade and Market Access**  
**OPEN INDUSTRY BRIEFING SESSION**  
Tuesday 08 August 2023, 10.00am – 11.30am

**Speakers:**  
Dianne Tipping, Vincent Anunziato, Steve Capell, Daniel Curtis, Sin Yong Loh, Ashley Bell, Adam Stingemore

**Logos:** eca, U.S. Customs and Border Protection, UNECE UNCEFACT, Australian Government, U.S. DEPARTMENT OF AGRICULTURE, AUSTRALIAN BORDER FORCE, STANDARDS Australia

**QR Code:** REGISTER HERE

[Watch the Recording here](#)

To join the NGTAG or find out more scan here



U.S. Customs and Border Protection



# Recall Partners



- AFGC



- Victual



- FSANZ



- IFPA A\_NZ



- HACCP Australia



- Liberty International Underwriters



- NRA



- AIFST



- The Recall Institute



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

### Recall Toolkit



Webpage of resources for bootcamp attendees  
[Link](#)

# *Confirmation of actions and next steps*



# Questions?



# *Meeting close*

**Next meetings:** Wednesday 6th December 2023

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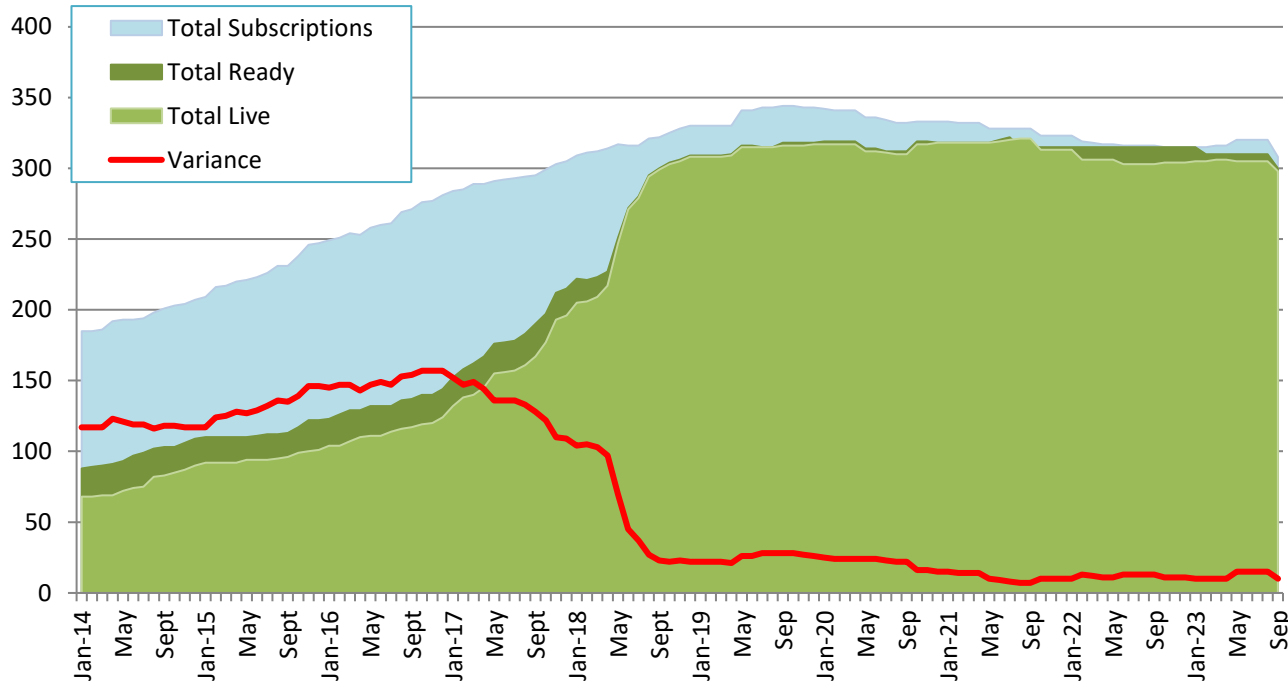


# Appendix





# Supplier Onboarding



## Status:

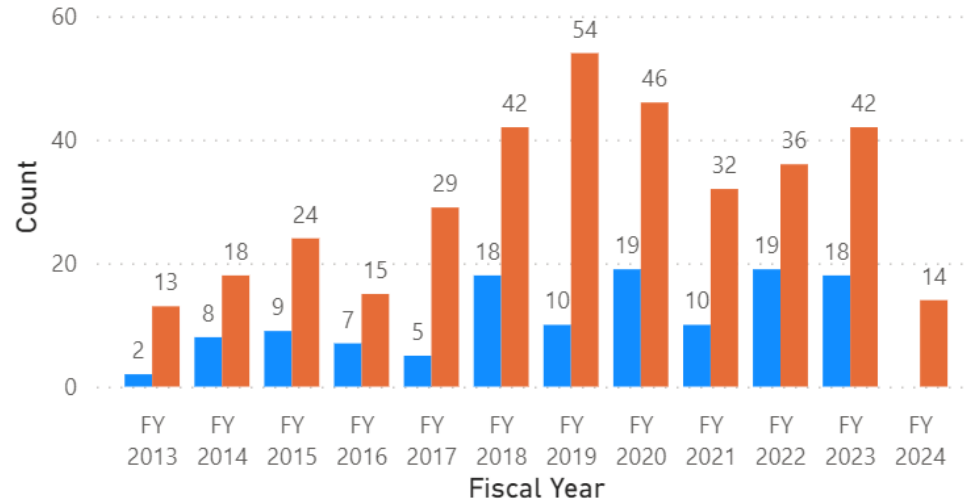
Registered: 1 (0.4%)  
 Ready: 2 (0.6%)  
 Not Ready: 7 (2%)  
 Live: 298 (97%)  
 Total: 308  
 On-boarding Target :20  
 Outstanding : 10

# Live notification history

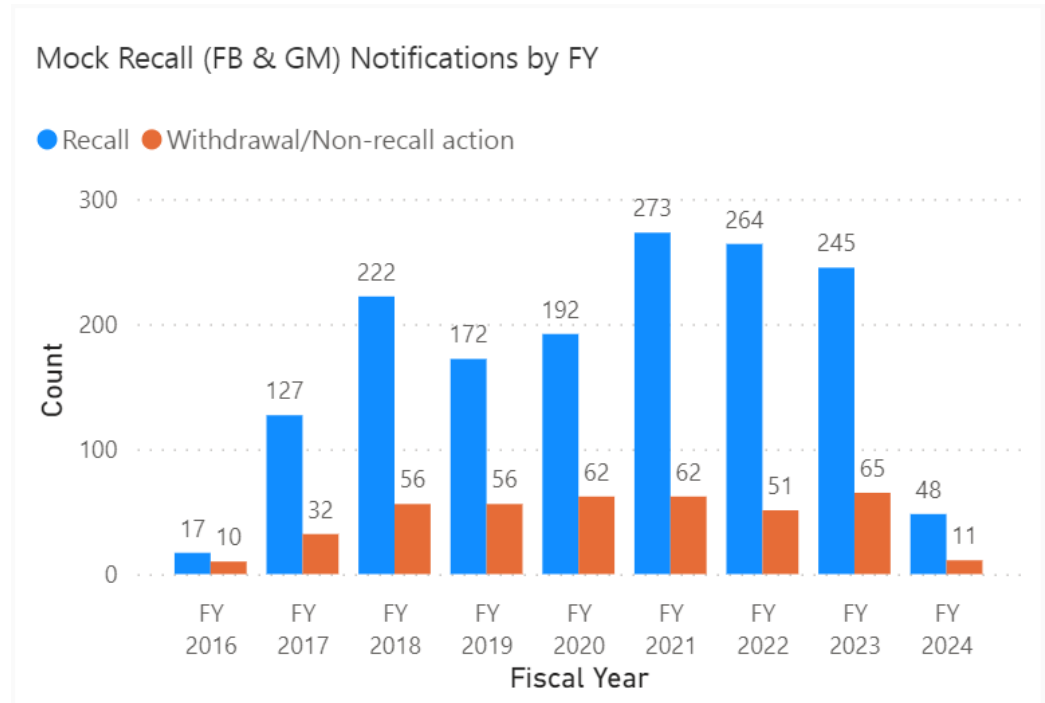


Live Recall (FB & GM) Notifications by FY

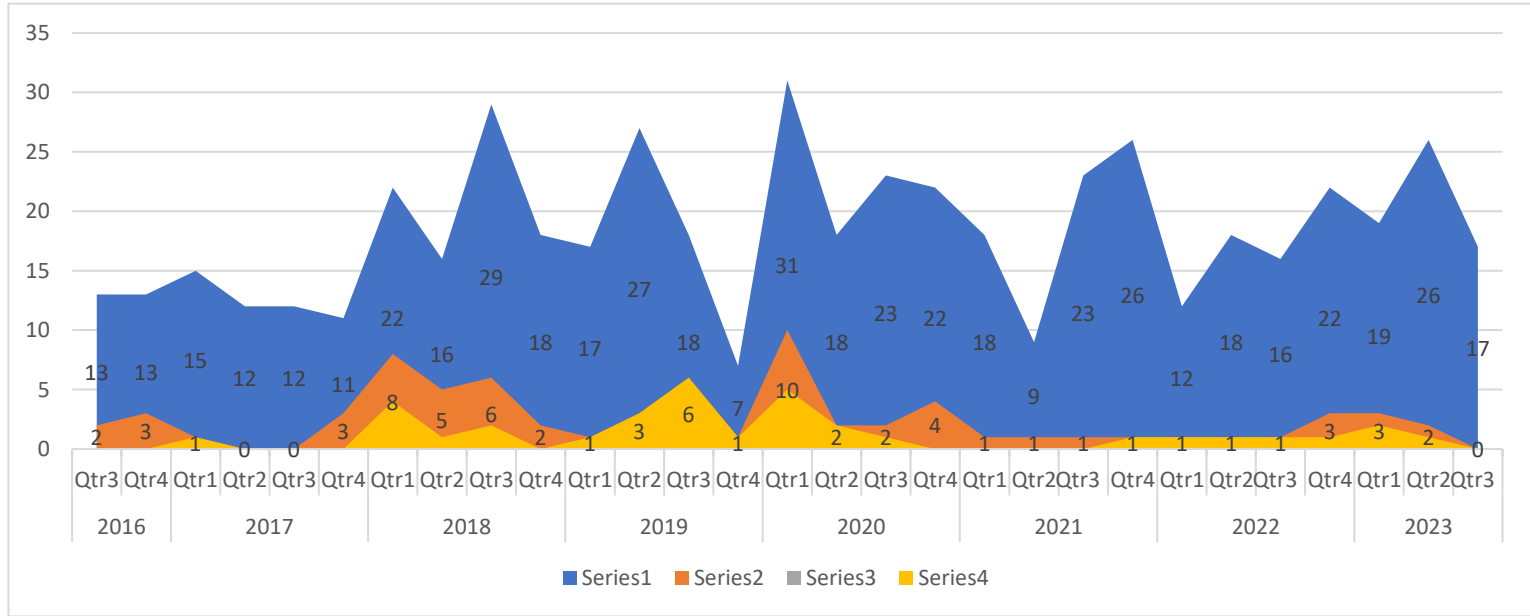
● Recall ● Withdrawal/Non-recall action



# Mock notification history



# FSANZ Recalls vs Recall Portal subscribers



17 companies have issued notifications in Q3 TD. None were Recall platform users.

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

# R2 – October 22<sup>nd</sup> 2023



ID	Industry Portal	Item	Need/Problem	Description
216	HC & FB	Platform Visual changes	As described in presentation	As described in presentation
201	HC	HSV Subscribed recipients - adding DC's	Some initiators are forgetting to target the new HSV Derrimut DC and SSC when they are required to.	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
217	HC	(HPV) HSV specific section - contracted product	HSV would like to know which products being recalled are on HSV contract or not	Before a supplier can issue a notice to a health site in the HSV hierarchy, they must indicate which of the items they have added to the notice, are on HSV contract or not.
209	HC & FB	Hierarchy Heartbeat report	Currently the admin of the top node in a hierarchy does not have visibility of all users that exist at each node/location	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.

# R2 – October 22<sup>nd</sup> 2023



ID	Industry Portal	Item	Need / Problem	Description
210	HC & FB	<b>Initiator Summary Email</b>	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	<p>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:</p> <ul style="list-style-type: none"> <li>Recipient Name</li> <li>Status</li> <li>Last Updated</li> <li>Recent Reminder</li> <li>Reminder Count</li> </ul> <p>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</p>
206	HC & FB	<b>Identify individual non subscribers from same company</b>	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)	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
218	HC & FB	<b>Status Report extract to excel</b>	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.	Find a way to represent the data in a way where auto sum can be used,

# R2 – October 22<sup>nd</sup> 2023



ID	Industry Portal	Item	Need/Problem	Description
203	HC & FB	<b>Restrict Symbols</b>	Issue: when symbols are placed into fields, it creates issues for the receiving company and their view in the Recall platform For example: SOMATOMÂ DefinitionÂ Edge Â SOMATOMÂ DefinitionÂ AS	To not allow symbols to be entered into fields in recalls to avoid issues for the recipient
211	HC & FB	<b>Corrections Email</b>	The current email template doesn't give recipients and indication as to what changes were made in a correction	Update the Corrections email template to include the list of changes to a notification
212	HC & FB	<b>Corrections landing page</b>	It would be helpful for users to understand what a correction is before going ahead	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'
213	HC & FB	<b>Corrections - UI updates</b>	When a correction is published, Users are not aware of the changes when looking at the UI	Once a correction is published and a receiver views the notification, they should see an exclamation next to each field that advises them the filed was updated (like they do when viewing an 'updated' notification)
215	HC & FB	<b>Corrections - hide original</b>	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 miht cause confusion for the user	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.

# R2 – October 22<sup>nd</sup> 2023



ID	Industry Portal	Item	Need/Problem	Description
169	HC & FB	Action Centre Emails	I would like to be notified by email when I have a list of outstanding actions in the action centre to complete	Introduce a weekly Email to SA users with a list of action required from the action centre. Could be generated every Friday morning.
207	HC	Regulator Report dates (HC)	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	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)
219	HC & FB	Guest Portal Updates	Guest portal is not as user friendly as initially thought	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.



# R1 – April/May 2024 (TBC)



ID	Industry Portal	Item	Need/Problem	Description
REC-72	HC & FB	<b>Guest Portal: Non-subscriber notes</b>	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	<b>MyGS1 Login Link</b>	Add a link called 'MyGS1 Login' in the new Navigation drop down menu.	Link: <a href="https://www.gs1au.org/mygs1/login-mygs1/">https://www.gs1au.org/mygs1/login-mygs1/</a>
REC-87	HC & FB	<b>Add link to Subscribe in Guest Portal</b>	Add a link called ' <b>Register Now</b> ' for full access to GS1 Recall'	The following link should be used: <a href="https://www.gs1au.org/our-services/recall/preform/">https://www.gs1au.org/our-services/recall/preform/</a>
REC-69	HC & FB	<b>Corrections - email link</b>	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

# R1 – April/May 2024 (TBC)



ID	Industry Portal	Item	Need/Problem	Description
REC-54	HC & FB	<b>Report Progress - Item table export/import</b>	<p>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.</p> <p>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.</p>	<ul style="list-style-type: none"> <li>Product Name is a locked field</li> <li>Identifier is a locked field</li> <li>Quantity is numerical entry only</li> <li>Comment is alphanumeric, max characters as per item table in UI</li> <li>Where no data is entered into quantity, we should treat this as a '0' so it can be saved in the table.</li> <li>If the excel file has been filtered, it should not cause issue to the user upon upload</li> <li>If the user clicks Export AFTER data is entered, then the spreadsheet extract should contain data already in the table</li> <li>Any Imports to the table will overwrite the existing data, and users should be made aware when this occurs</li> </ul>
REC-85	HC & FB	<b>Add unit of measure to Item reporting</b>	Receiver Users find it difficult to know what unit of measure to provide when reporting stock counts.	<p>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</p> <p>UOM list should include:</p> <ul style="list-style-type: none"> <li>- Base Unit</li> <li>- Inner</li> <li>- Case</li> </ul>

# R1 – April/May 2024 (TBC)



ID	Industry Portal	Item	Need/Problem	Description
REC-52	HC & FB	<b>Information Only notice: Send copy of notice and a note to non-users of platform</b>	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.	<p>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.</p> <ul style="list-style-type: none"> <li>• An email address is required</li> <li>• A note can be entered by the initiator that is only seen by Info only recipient</li> <li>• A response is not required from Info Only recipients and they do not receive reminders from the system to read or respond</li> </ul>
REC-108	HC & FB	<b>Provide qty of product sold to recipient, in item table</b>	<p>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</p>	<p>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.</p>
REC-97	Admin	<b>Admin: Hierarchy Updates</b>	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	<ul style="list-style-type: none"> <li>- Need to indicate whether there are internal locations against an account</li> <li>- Identify whether each of the nodes are active or inactive</li> <li>- Need to indicate whether the node is an HQ, or an Internal Location Need to show whether a node is public or private</li> <li>- Ensure HQ accounts are all ordered in Alphabetical order</li> <li>- Add search capability</li> </ul>

# R1 – April/May 2024 (TBC)



ID	Industry Portal	Item	Need/Problem	Description
REC-98	Admin	<b>Hierarchy section against Company profile</b>	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.	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
REC-96	HC & FB	<b>API from Recall to CRM/Power BI for reporting</b>	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.	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.
REC-106	HC	<b>UDI Support – July 2024</b>	Ensure Recall Health supports the UDI identifiers by the July 2024 industry implementation date	Ensure list of alternate identifiers supports all UDI codes
REC-83	HC & FB	<b>Restrict companies from targeting ALL recipients</b>	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.	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.