

Title	GS1 Recall User Guide Chapter 7 – Mobile Device
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1.0 Introduction

The Recall Portal has been optimised for view on mobile devices so that users can access safety notifications, submitted and received via the GS1 Recall portal on the go.

1.1 Functionality and Limitations

The following functionality exists in the mobile version of the GS1 Recall Portal:

1.1.1 Functionality

My Company notifications

- View all notice details and their statuses
- Approve and Go Live of notice in draft state
- View the Mock portal

Received Notifications

- View notice details and respond to initiator
- View the Mock portal

1.1.2 Limitations:

- Initiator cannot create or edit a notice
- Initiator cannot use Submit for Approval functionality
- Initiator/Receiver cannot download upload attachments via device

2.0 Access and Login via the Mobile Site

2.1 Compatibility

The following operating systems have been tested as working with the Mobile version of the GS1 Recall/Health portal:

Android Devices

- Sony Xperia phones
- Samsung S7/S7 edge
- HTC Desire

iOS devices

- iPhone 6/6+
- iPhone 7/7+
- iPad

'The following Internet Browsers have been tested as compatible with the Mobile version of the GS1 Recall/Health portals:

- IOS 11 & 12
- Android 7.0 9.0



- Chrome 70.0.3538 72.0
- Safari 12.0.1
- Firefox 6.3

2.2 Logging in

Enter the following URL into the address bar of your mobile browser:

https://recallnet.gs1au.org/UserManager

Enter your details into the Username and Password fields, then tap 'Log in' to proceed. The 'Remember Me' checkbox ensures that your login details are retained next time you visit the site.

If you have forgotten your password, tap **'Forgot Password'**, enter your Username and Email Address then tap **'Reset Password'**.

≵ ս⊡ս 🛈 Və>≞ 🚛 56% 🖥 3:20 pm	□
☆	☆
Product Recall	Product Recall
Username	Username
Mobile user 1	Gs1 user
Password	Email
	Emailadress@gs1au.org
Remember Me	Reset Password Cancel
Log in Forgot Password	

An email will be sent to your nominated account with details of how to reset your password.

Note: the same login credentials are used on either the desktop or mobile versions.



2.3 Select Service

If a user has access to both the GS1 Recall portal and the Recall Health Portal, the Select service screen will show:

≱ ս⊡ս 🗇 Vծրե կոլ 88% 📕 10։59 am		
Product Recall		
Select Service		
GS1 Recall		
Raise, review and/or manage notifications for Consumer goods such as Food, Liquor, Grocery, General Merchandise and Apparel, as regulated by FSANZ and the ACCC.		
GS1 Recall Healthcare		
Raise, review and/or manage notifications for Therapeutic goods, as regulated by the Therapeutic Goods Administration and defined under the Therapeutic Goods Act of 1989.		

Select your service type by clicking on either button.



2.3.1 Switch Service

If you have selected one service, and wish to switch to the other without having to log out and back in again, select the **Switch Service** option from the **Hamburger menu** (top right of screen) once logged in:





3.0 General Navigation

3.1 Access Mock Recall

To access the Mock Recall portal, click the Hamburger Menu and select, **Access Mock Recall.**



To return to the Live product recall area, tap the Hamburger menu and select **Return to Product Recall.**



3.2 Console Tabs

You can switch between viewing Received Notifications and My Company Notifications by tapping either of the tabs at the top of the console.

* •□• ③ V≫≝ ♦ 4 10:59 an (GS1 Australia			
Received Notifications Unread: 1My Company Notifications Pending: 1			
• Sear	Filter by Date Search		
Recall (Consumer Level) Food and Beverage UAT Testing 02 (Completed)			
Recall (Consumer Level) Food and Beverage UAT Testing 01 (Completed)			
Recall (Consumer Level) General Merchandise and Apparel mobile test 02 UPDATE 1 (Completed)			
	You are currently in Live Recall		

Notifications titles and their status in (brackets) are displayed in this area.



3.3 Searching notifications

To search for a notification within the Received Notifications or My Company Notifications tabs, either tap on the **Filter by date** filter to expand and search between dates, or type in details of the Notification title in the **Search** field to search text.

*	10 10 Vol +	46 88% 🔳 11	:00 am
Image: Constrained augmentation Product Recall			
Received Notifications Unread: 1My Company Notifications Pending: 1		y 5	
- Filter by Date			
From To			
Go Clear			
Search			
٩			
Recall (Consumer Level) Food and Beverage UAT Testing 02 (Completed)			
Recall (Consumer Level) Food and Beverage			
You are currently in Live Recall			



4.0 Received Notifications

4.1 Summary and Detailed view

4.1.1 Summary View

To access Summary view, scroll through the list of notices under Received Notifications. You can then tap the + icon next to the notification title to expand and show a summary or tap the notification title to view the notice directly.

🗷 🛛 🗏 🗇 🕜 Vる当 🕼 88% 📋 11:00 am			
Product Recall			
Recall (Consumer Level) Food and Beverage JAT Testing 02 Completed)			
Notification ID 1111111111130163			
Classification Recall (Consumer Level)			
Initiating Company GS1 F&B Initiator			
Product Type Food and Beverage			
Date Issued 20/11/2018			
Report Status Completed			
Report Progress View			
You are currently in Live Recall			

If the + icon is tapped the summary will display and at the bottom will be two buttons for both Report Progress and View.



4.1.2 Detailed View

To access detailed view, select the **View** button from the Summary, or tap the blue notification title (hyperlink).

In the detailed view you can view the following information:

- Notification Information
- Product Details and Instructions
- Issuing Company details
- Sponsor Company details

When first viewing the notice in detail, the Notification Information will display by default in an expanded field. You can minimise this field if you wish by tapping the + icon next to the file name:

다 · · · · · · · · · · · · · · · · · ·	■ □ ① ② V ③ 59% 量 2:28 pm
Product Recall	Product Recall
Received Notifications Unread: 1My Company Notifications Pending: 1	Received Notifications Unread: 1My Company Notifications Pending: 1
Notification Information	Notification Information
Notification Name Mobile test 01	Bright Starts - Smiling Safari Jumper
Notification Title Recall (Consumer Level) General Merchandise and Apparel Mobile test 01	• Issuing Company
Notification ID 1111111111130143	Contact: Test 01
Product Type General Merchandise and Apparel	Report Progress
Recall / Withdrawal Classification Recall (Consumer Level)	
You are currently in Live Recall	You are currently in Live Recall



4.2 Response and reporting

To respond to a received notification, select the + icon next to your chosen notice on the main console (Received Notification tab), and tap on **Report Progress.**

The button for Report Progress is also available when viewing the notice in detailed view. At the bottom of the detailed view area, tap on **Report Progress.**

► * •□• ⓒ Võ≝ */1 88% 🖬 11:00 am	■ □ ① V る 当 4 1 59% ■ 2:28 pm
Image: Second system Product Recall	
Recall (Consumer Level) Food and Beverage UAT Testing 02 (Completed) Notification ID 1111111111111130163 Classification Recall (Consumer Level) Initiating Company GS1 F&B Initiator Product Type Food and Beverage	Product Recall Product Recall Received Notifications Unread: 1 My Company Notifications Pending: 1 Notification Information Product Recall Product Recall
Date Issued 20/11/2018 Report Status	Contact: Test 01
Completed Report Progress View	Report Progress
You are currently in Live Recall	You are currently in Live Recall

*In Notification Summary View

*In Detailed View



4.2.1 Corrective Action Status

The corrective action status is used to advise the sponsor company what actions have been undertaken.

You may update the Corrective action status by tapping the drop-down box under **Corrective Action Status:**

・ ① V の 当 4 1 74% 3:11 pm	■ 『□ ℃ V → 5 40 73% â 3:12 pm
☆ ecallnetbeta.gs1au.org	☆
Report Progress	Report Progress
Notification Details	Notification Details
Notification ID 1111111111130146 Notification Title Recall (Consumer Level) General Merchandise and Apparel mobile test 04	Notification ID 111111111130146 Notification Title Recall (Consumer Level) General Merchandise and Apparel mobile test 04
Notification Corrective Action Status	Notification Corrective Action Status
Corrective Action Status	Corrective Action Status
Acknowledged •	Completed •
Comment	Comment
Received. Will notify other locations and report Add	No further action required
You are currently in Live Recall	You are currently in Live Recall

Enter a comment into the **Comment** field to provide further detail and press **Add.**

Once the Notice has been completed and no further actions required, you can mark the notice with a completed status. Do this by selecting the drop-down box and tapping on **Completed.** Add a note to advise of any close off actions.



You can view the status history by tapping the + icon next to the **Notification Corrective Action Status History** field. The history displayed all status changes, date and time stamped and which user made the change:

L いい V の当 4 1 73% 直 3:11 pm	・①・② Vみ当 41 73% 3:12 pm
Image: Constrained australia Product Recall	Image: Constrained state Product Recall
Notification Corrective Action Status	Notification Corrective Action Status
Corrective Action Status	History
Please Select v	Date & Time Status 30/11/2018 15:12 Completed
	Reported ByReference IDmobile user 1002877-00
Add	Comment No further action required
Notification Corrective Action Status History	Date & Time Status 30/11/2018 15:11 Acknowledged
Item Status	Reported ByReference IDmobile user 1002877-00
+ Bright Starts - Smiling Safari Jumper	Comment Received. Will notify other locations and report back
Help	
You are currently in Live Recall	You are currently in Live Recall



4.2.2 Item Status

The Item Status is used to report the quantity in base units, of product remedied as per the notice instructions. The Item Status is minimised by default and sits below the Notification Corrective Action Status History.

Expand the Item Status by tapping the + icon next to the field title:

・ 〇 V ふど * 1 73% 章 3:11 pm	■ 『○ V>ề \$ 🎢 73% 💼 3:11 pm
Product Recall	
Notification Corrective Action Status Corrective Action Status Please Select Comment Add	Item Status Bright Starts - Smiling Safari Jumper Identifier GTIN: 123456789111 Products Found in Base Units
Notification Corrective Action Status History	Add Corrective Item Status History
Item Status	No Data Available
Help You are currently in Live Recall	You are currently in Live Recall



Add the product quantity remedied in base units, into the **Products Found in Base Units** field and tap **Add:**

■ 『□ ⓒ Vo ≝ "们 73% 🖥 3:12 pm	■ 『○ Vる当 40 73% ■ 3:12 pm
	Product Recall
Item Status Bright Starts - Smiling Safari Jumper Identifier GTIN: 123456789111 Products Found in Base Units	Bright Starts - Smiling Safari Jumper Identifier GTIN: 123456789111 Products Found in Base Units
10 Add Corrective Item Status History	Add Total Products Found 10 Corrective Item Status History
No Data Available	Date & TimeProducts Found30/11/20181015:12Reference IDReported By002877-00mobile user 1Image: State S
You are currently in Live Recall	You are currently in Live Recall

The Products found in base units will be recorded against the Item. A date and time stamp will display, Reference id as well as the user who updated the quantity.



5.0 My Company Notifications

5.1 Summary and Detailed view

5.1.1 Summary View

To access Summary view, scroll through the list of notices under My Company Notifications. You can then tap the + icon next to the notification title to expand and show a summary or tap the notification title to view the notice directly.

	🕽 Vබይ 📶 69% 📄 4:19 pm	IDP ② Vの当 46 69% 量 4:19 pm	
GS1 Australia M	ock roduct Recall	Mock Product Recall	
Received Notifications _{Unread:} 3	My Company Notifications Pending: 4	Recall (Consumer Level) Food and Beverage UAT Testing 01 (Submitted for Approval) Notification ID	
Filter by Date Interval and the second sec		1111111111130170 Classification Recall (Consumer Level)	
Search		Product Type Food and Beverage	
		Date Issued	
Recall (Consumer Level) Food and Beverage UAT Testing 02 Live (Live)		Submitted for Approval	
Recall (Consumer Level) Food and Beverage UAT Testing 01 Live (Live)		Approve Or Reject Withdraw View	
Recall (Consumer Level) Food and Beverage UAT Testing 01 (Submitted for Approval)		Recall (Consumer Level) Food and Beverage UAT Testing 02 (Draft)	
You are current	y in Mock Recall	You are currently in Mock Recall	



5.1.2 Detailed View

To access detailed view, select the **View** button from the Summary, or tap the blue notification title (hyperlink).

In the detailed view you can view the following information:

- Notification Information
- Product Details and Instructions
- Your Company Details
- Initiator Contact Details

■ u]µ (0	ĵ Võ≝ \$⁴₄ 69% 📄 4:20 pm	
Mock Product Recall		
Received Notifications Unread: 3	My Company Notifications Pending: 4	
Notification Information		
+ Tabouleh		
Instructions		
Issuing Company		
Contact: Test 01		
Please click on the side menu (top right) for further information and actions.		
You are currently in Mock Recall		

When first viewing the notice in detailed view, the Notification Information will display by default in an expanded field. You can minimise this field if you wish by tapping the + icon next to the file name:



5.2 Initiator Actions

5.2.1 Withdraw

A notice can be withdrawn from the approval process if it needs to be updated with further information.

To withdraw a notice and place its status in **Draft** for editing (desktop only), select **Withdraw** from either the Notification Summary under the **My Company Notifications** console, or the **Hamburger Menu** when viewing the notice in **Detailed view.**

・①・〇 Vあど 41 69% 量 4:19 pm	・①・〇 Vの当 46 69% 量 4:20 pm
Mock	X Close Menu
Product Recall	1 mobile user 1
Recall (Consumer Level) Food and Beverage UAT Testing 01 (Submitted for Approval)	Mobile company HQ ipany tions
	Receiver,Approver,Initiator g: 4
Notification ID 1111111111130170	♥ GS1 Recall
Classification Recall (Consumer Level)	• Switch Service
Product Type Food and Beverage	Return to Product Recall
	Review
Date Issued	
Status	Notification Snapshot
Submitted for Approval	Notification Information
Approve Or Reject Withdraw View	Recipient Information
Recall (Consumer Level) Food and Beverage	Action
UAT Testing 02 (Draft)	Withdraw
Descill (Operational such Fred and Descent	Approve Or Reject
You are currently in Mock Recall	all

*In Summary View





On the next screen, the system will ask you to confirm withdrawal of the Notification. Tap the **Withdraw** button to confirm:

	১ V⊛≝ \$ ⁴⁶ ₄ 69% 💼 4:20 pm	n 🗖 🗖	4 ()	🛈 Vଚ୍ଚି 📶 67% 🛑 4:41 pm
1 🔒 recallnetbeta	.gs1au.org 1	GS	1 Australia	Mock 🛛 🖨
Received	lock roduct Recall My Company	N	Received Notifications Unread: 3	My Company Notifications Pending: 3
Notifications Unread: 3	Notifications Pending: 4	÷	Filter by Date	
You are currently viewing l (Consumer Level) Food an	Notification: Recall d Beverage mobile test 04	Searc	:h	
Withdraw Notificatio	on	Q		
Are you sure you want to withdraw the notification?		0	Recall (Consumer Level) Food and Beverage UAT Testing 02 Live (Live)	
Withdraw		0	Recall (Consumer UAT Testing 01 Li (Live)	Level) Food and Beverage ve
<u>Help</u> <u>Privacy Policy</u> <u>Schedule Of Fees</u> <u>Terms Of Use</u>		0	Recall (Consumer UAT Testing 01 (Draft)	Level) Food and Beverage
You are current	ly in Mock Recall		You are curre	ntly in Mock Recall

The notice will then display a **Draft** status on the main console under **My Company Notifications**

5.2.2 Reject

Reject work in a similar fashion to withdraw, whereby the notice is withdrawn from approval and brought into a draft state, however, Reject allows for a note to be included against the record.

This may be used in larger organisations where there are several users working on the same notice.



To reject a notice from approval and place it in draft for editing (desktop only), select **Approve or Reject** from either the **Notification Summary** under the **My Company Notifications** console, or the **Hamburger Menu** when viewing the notice in **Detailed view**.

・①・ ② Vる当 4 69% 単 4:19 pm	■ 『□ ⑦ V B 4 4 69% ■ 4:20 pm
Mock Product Recall	X Close Menu
	L mobile user 1
Recall (Consumer Level) Food and Beverage UAT Testing 01 (Submitted for Approval)	↑ Mobile company HQ
	Receiver,Approver,Initiator g: 4
Notification ID 1111111111130170	♀ GS1 Recall
Classification Recall (Consumer Level)	• Switch Service
Product Type Food and Beverage	Return to Product Recall
	Review
Date Issued	Net/Feetier Orecelet
Status	Notification Snapshot
Submitted for Approval	Notification Information
Approve Or Reject Withdraw View	Recipient Information
Recall (Consumer Level) Food and Beverage UAT Testing 02 (Draft)	Action
	Withdraw
Nou are currently in Mody Decell	Approve Or Reject
You are currently in Mock Recall	

*In Summary View

*In Detailed View



On the next screen you will be asked to enter a reason for rejection, then tap the **Reject Notification** button:

🖪 🕛 🛈 Vる当 📶 69% 📄 4:21 pm	■ □ ¹ ¹ ⁶ V ⁴ ⁴ 67% ¹ 4:41 pm	
	Mock Product Recall	
Approve Notification Are you sure you want to Approve this notification?	Received My Company Notifications Notifications Unread: 3 Pending: 3	
Арргоче	Filter by Date	
Add a Reason for Rejection Please add batch number 15022018 Are you sure you want to reject the notification?	Search Q Image: Consumer Level (Consumer Level) Food and Beverage UAT Testing 02 Live (Live)	
Reject Notification	Recall (Consumer Level) Food and Beverage UAT Testing 01 Live (Live)	
<u>Help</u> <u>Privacy Policy</u> Schedule Of Fees	Recall (Consumer Level) Food and Beverage UAT Testing 01 (Draft)	
You are currently in Mock Recall	You are currently in Mock Recall	

The notice will display in the My Company Notifications are with a **draft** status.





5.2.3 Approve and Go Live

A notification can be approved and issued as live from the My Company Notifications area, provided the current status is **Submitted for Approval.**

To Approve and notice and Issue it as Live, select **Approve or Reject** from either the **Notification Summary** under the **My Company Notifications** console, or the **Hamburger Menu** when viewing the notice in **Detailed view**.

・①・〇 Vふど 4mm 69% 量 4:19 pm		69% 📋 4:20 pm
(GS1 Australia Mock	🗶 Close Menu	θ
Product Recall	👤 mobile user 1	
Recall (Consumer Level) Food and Beverage UAT Testing 01 (Submitted for Approval)	Mobile company HQ	ipany itions
Notification ID 1111111111130170	 Receiver, Approver, Initiator GS1 Recall 	g: 4
Classification Recall (Consumer Level)	 Switch Service 	
Product Type Food and Beverage	Return to Product Recall	
	Review	
Date Issued	Natification Openalist	
Status	Notification Snapshot	
Submitted for Approval	Notification Information	
Approve Or Reject Withdraw View	Recipient Information	ght) for
Recall (Consumer Level) Food and Beverage UAT Testing 02 (Draft)	Action	5 /
	Withdraw	
Vey are surrently in Mask Decel	Approve Or Reject	
fou are currently in Mock Recall		3

*In Summary View

*In Detailed View



On the next page, tap Approve:

・〇・〇 Vあど 41 69% 量 4:21 pm	■ 『□ ⑦ Vみ告 🏭 68% 💼 4:22 pm	
	Mock Product Recall	
Mock Product Recall E Approve Notification Are you sure you want to Approve this notification? Approve	Go Live I, mobile user 1, on 30/11/2018, confirm the correctness of the above information for the purposes of approving the content of this product recall. If you wish to delay distributing this recall notice, please select the date and time for Go Live.	
Reject Add a Reason for Rejection	Date 30/11/2018 Time 16 • : 22 •	
Are you sure you want to reject the notification?	Go Live Reminder Notices to Subscribed Recipients 1. The first reminder is to View the Notification: This goes out after 24 hours	
You are currently in Mock Recall	You are currently in Mock Recall	

The next page will ask you to confirm the details of the notice are up to date and correct for issue. Ensure you **check the box** confirming correctness of information.

The date and time can be adjusted if necessary.

Tap **Go Live** to issue your notification to your selected recipients.



Your notification is not live in the main console:

]• 🕜 Vබይ 🚛 67% 🛑 4:41 pm		
(GS1 Australia	Mock Product Recall		
Received Notifications Unread: 3My Company Notifications Pending: 3			
Filter by Date Search	Filter by Date		
٩			
Recall (Consumer Level) Food and Beverage UAT Testing 02 Live (Live)			
Recall (Consumer Level) Food and Beverage UAT Testing 01 Live (Live)			
Recall (Consumer Level) Food and Beverage UAT Testing 01 (Draft)			
You are curre	ently in Mock Recall		