GS1 Australia

Recall FD&CG Advisory Group

Thursday 13th August 2020

The Global Language of Business

Agenda

13th August 2020

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Agenda

ID#	Details	Owner
1	Introductions, Attendance, Welcome to new attendees	Co-Chair
2	GS1 Australia Trade Practices Compliance notice	GS1
3	AG Framework	Co-Chair
4	Review of past meeting actions	Co-Chair
5	Current Position of Recall Service - Adoption & Usage	GS1
6	Recall Development Roadmap	GS1
7	Issues / Challenges & Opportunities	Co-Chair / All
8	General Business	Co-Chair / All
9	Confirmation of actions and next steps	Co-Chair
10	GS1 Update - New GS1 National Traceability Advisory Group	GS1 Guest Speaker
11	Research proposal – Ljubomir Pupovac - UNSW	Guest Speaker
12	Next Meeting: Wednesday 11th November @ 2:30pm - 4:00m	Co-Chair

Introductions, Attendance, Welcome to new attendees

Current AG invited stakeholders

AFGC

Arnott's

BE Campbells

Bidfood

Clorox

Coles

Costa Group

Costco

Foodbank

FSANZ

Goodman Fielder

Greens Foods

GS1 Australia

Harris Farm

HPV

Lion

Metcash

Mondelez

Nestle

NSW Food Authority

PMA A-NZ

Red Bull

Simplot

Sunny Queen

Suntory

Super Retail Group

Unilever

WD-40

Woolworths

Peters

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GS1 Australia Trade Practices Compliance notice

GS1 Australia Limited
Trade Practices Compliance Notice

Participants on GS1 Boards, committees, task forces, work groups, or other similar bodies, must always remember the purpose of the Board, committee task force, or work group is to enhance the ability of all industry members to compete more efficiently and effectively to provide better value to the consumer or end user.

GS1 activity almost always involves the cooperation of competitors; therefore great care must be taken to assure compliance with trade practices laws in Australia and in other jurisdictions. (Including the Australian Consumer Law, the Competition and Consumer Act and state based Fair Trading Legislation).

GS1 Meeting
Compliance Statement

GS1 Australia Limited
Trade Practices Compliance Notice

This Means:

- Participation must be voluntary, and failure to participate shall not be used to penalise any company.

- There shall be no discussion of prices, allocation of customers or products, boycotts, refusals to deal, or market share. (For the avoidance of doubt, this does not preclude discussion of GS1 Australia's prices, customers or products.)

- If any participant believes the group is drifting toward impermissible discussion, the topic shall be tabled until the opinion of lawyer(s) with experience in trade practices law can be obtained.

- Where appropriate, meetings shall be governed by an agenda prepared in advance, and recorded by minutes prepared promptly after the meeting.

- Where appropriate, tests or data collection shall be governed by protocols developed by GS1 Australia.

- GS1 reserves the right to seek opinion of lawyer(s) with trade practices experience on any matter or document arising out of any GS1 activity.

- The recommendation coming out of a GS1 Board, committee, task force, work group or task group are just that. Individual companies remain free to make independent, competitive decisions.

- Any Standards developed must be voluntary standards.

AG Framework

Advisory Group framework

- The Advisory Group is a forum to:
  - discuss issues and opportunities within Recall space and wider traceability efforts
  - assist with prioritisation of development efforts
  - provide a mechanism for engaging with organisational recall management networks to assist with deployment programmes
  - advocate alignment of recall with systems & processes of all stakeholders
  - identify and escalate issues of national importance related to recall management
- Co-chairs: **Andrea Currie (Coles), Lily Rattanaphasouk (Goodman Fielder)**
  - Current term expires Q2 2021
- GS1 acts as secretariat and will operate as proxy co-chair as required
- Quorum Requirements for AG meetings:
  - Minimum attendees – 10
  - Optimal mix - 3 receivers, 5 suppliers, 2 associations

Review of past meeting actions

Actions arising from previous meeting

- FSANZ process appears to be requiring sponsors to work through the FSANZ checklist even though the portal has been setup to provide all FSANZ required information.
  New wording submitted to FSANZ for Recall Protocol and Website. Awaiting confirmation

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

  Chris to discuss in Issues/Challenges

- There are no other on-going past actions

GS1
Australia

Current Position of Recall Food, Liquor & Consumer Goods
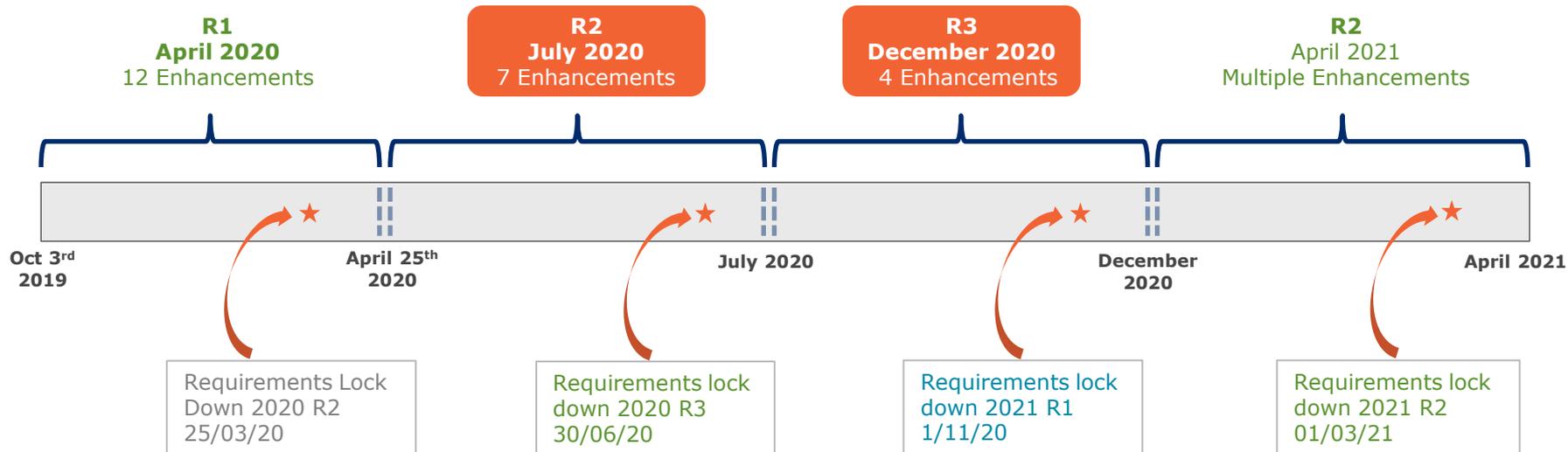
Report Summary

- Recall notifications almost tripled FY 20 vs FY 19 (16 over 6) withdrawals on par

- Subscriber Onboarding 93% live

- 18 Notifications issued in Qtr 2 – 2 were Recall subscribed and issued via Recall

- 11 in Qtr 3 TD – 1 was Recall subscribed and issued via platform

- Questions?

- Pre-reads available here: https://www.gs1au.org/our-services/recall/gs1-australia-recall-and-recall-health

Recall Development Roadmap

Recall Roadmap - overview

	R1 **April 2020** 12 Enhancements	R2 **July 2020** 7 Enhancements	R3 **December 2020** 4 Enhancements	R2 April 2021 Multiple Enhancements

Oct 3rd 2019   April 25th 2020   July 2020   December 2020   April 2021

Requirements Lock Down 2020 R2 25/03/20

Requirements lock down 2020 R3 30/06/20

Requirements lock down 2021 R1 1/11/20

Requirements lock down 2021 R2 01/03/21

- 3 releases for 2020 – more functionality sooner (same dev points)
- July release went smoothly – Introduced Recipient Management module and Optional TGA workflow

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Release 2 (July 20): Recipient Management ⚠

- **Subscribed Recipient Group Management:**
  Users can create groups of companies that can be targeted easily from within a notification

- Extract of all subscribed recipients includes all company details (ABN, SA contact details) as well as links to any organisation hierarchy (VIC, WA)

- **Non-Subscribed Recipient lists:**
  Users can upload lists of non-subscribed users that can be easily added within a notification.

  Non- subscribed recipients added within a notification are added automatically to Recipient Management area

Release 3 (Dec 20) functionality

ID	Industry	Recall Enhancement Items	Dev Points
082/051	HC & FB	Recipient Quantity Affected & Batch Reporting	20
115	HC & FB	Alternate Report Recipient / Notify Original Supplier	13
094	HC & FB	New Report Status - 'Re-opened'	2
119	HC & FB	Linked Sites / Opt in Emails	5
		Total	40

- Focus on providing recipients with detailed product distribution qty's by tracking codes (batch/best before etc)
- Slightly over points balance (35 remain) but consolidation with Canada should enable us to fit all these in

Issues / Challenges

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Issues / Challenges for discussion

- Recipient Management – identify trading partners affected vs. Recall recipients Enhancements deployed July 25th
    - Ability to maintain 'groups' of recipients
    - Ability to maintain list of non-subscribers
- Stakeholder usage
  - Re-enforcement of the Ready/Live status maintenance
    - Reminders from system and support team
    - New opportunities for training (videos, self help mock recall, digital checklist)
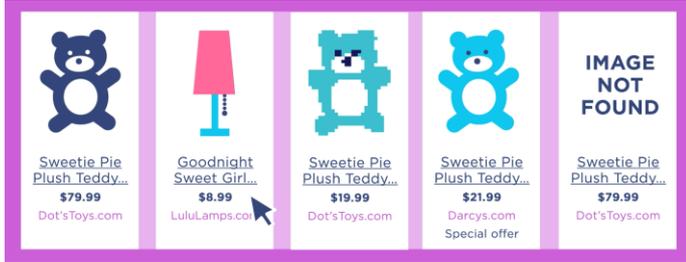
- Covid - 19

General Business

Recall Partners

- Revamp program
- Added benefits for partners
- New partners in pipeline
- Align to GS1 Alliance partner program

Industry Events – Recently attended

• **24 June – The power of collaboration**

INPAA product technical committee

Where are you in the digital transformation journey?

Retail is changing, and the future is driven by data. Discover how collaboration can benefit your company. Presented by GS1 Australia.

Recently Co-Hosted: - GS1/PMA A-NZ Virtual Seminar

WEBINAR
TRACEABILITY & RECALL IN FRESH PRODUCE

What have we learnt and what will the future look like?

Thursday 11 June 2020 1.00pm

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Co-hosted by PMA A-NZ and GS1 Australia via Zoom.

Discussions on how far the fresh produce industry has come, what we have learnt and what the future looks like.

Moderator: **Deon Mahoney,** PMA A-NZ
Special guest: **Andrea Currie**, Coles
Mark Booth, FSANZ and **Sharon Jones**, One Harvest

Industry Events – Upcoming

- 02 September AIFST Food Recall Interactive webinar
    - AIFST is pleased to be hosting a comprehensive workshop to help you develop the skills necessary to implement a program to evaluate and test the recall policies and procedures in place in your business.

Fortnightly from 10th June 2020 – NRA Technical safety cttee – now monthly

Industry Events - Planning

- Working with INPAA for events and partnership - progressing
- Discussions with ATA working toward a proposal – waiting for content
- Discussions with HACCP Australia around awareness sessions
- Working on Recall workshop for non food with partner organisations

Expanding Recall reach - new engagement

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

Marketing Activity

- **Drakes Supermarkets**

  Media release, collaborative campaign, training videos
  September 2020

- **Focused Awareness Campaign**

  - August – Dec 2020

  - Expand awareness and knowledge of the Recall
    platform using alternate marketing tactics

    - Giveaways

    - Online Quiz

    - Online Polls

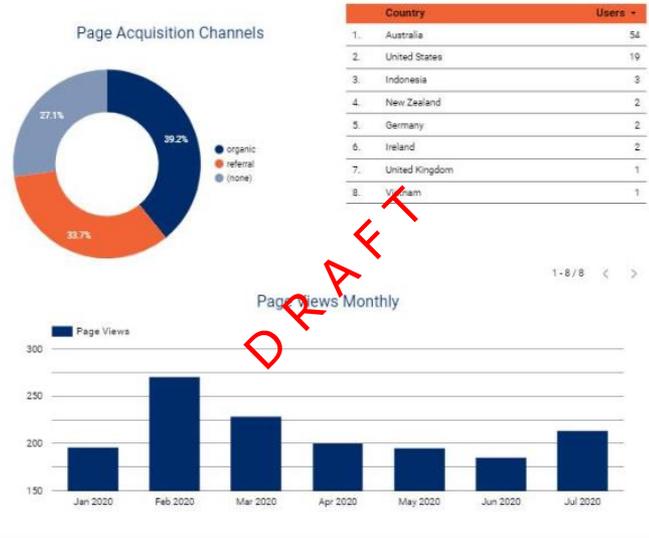   - Recall Bootcamps

    - Annual report: Industry trends

Marketing Activity

- **Dashboard**

  Monthly report of marketing activity
  statistics across channels; website, eDMs,
  social media

Other items for discussion

- How do we bring additional value to the Advisory Groups?:
  - Advisory Group Hub
    - https://www.gs1au.org/our-services/recall/gs1-australia-recall-and-recall-health

    - Invite relevant speaker to future meetings to broaden discussions on related topics
    Suggestions and volunteers welcome:
    - Blockchain
    - Food Defence
    - Traceability
    - Traceability case studies – local and Global

  - Live chat

  - Anything else?

Confirmation of actions and next steps

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Traceability Update
Ecosystem Support

Peter Carter – Director of Business Development and Innovation
August 2020

Helping Industry Navigate Traceability

1. **How can we help industry and government enhance supply chain resilience and performance**

2. **Helping GS1 Members navigate traceability demands and the surge in new solutions – many of which are not standards based**

3. **Support for an ecosystem and encouraging solution providers to understand and adopt GS1 global data standards**

National GS1 Traceability Industry Advisory Group

Established to support Australian industry and government enhance supply chain traceability and trade

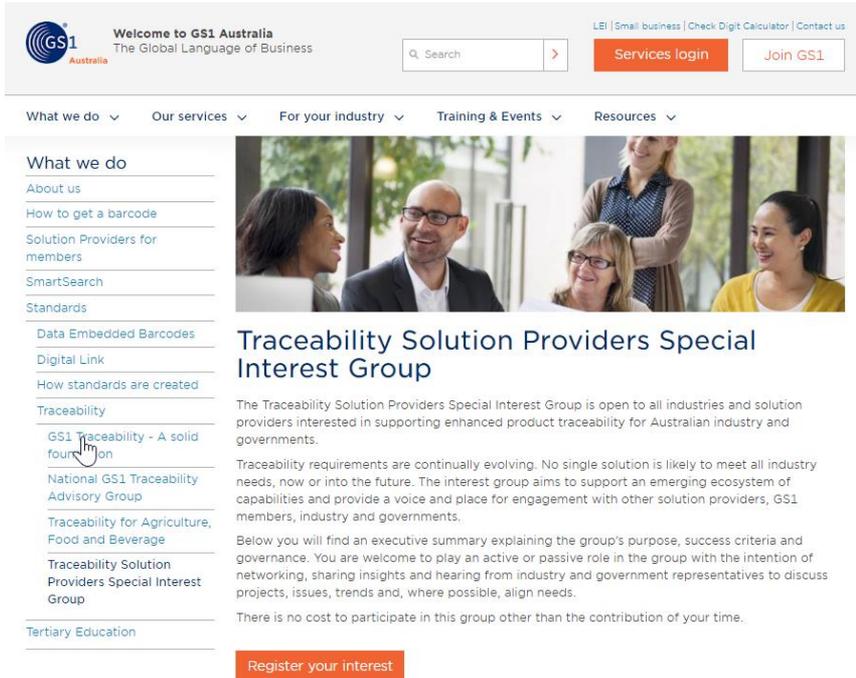80 members and growing

Register your interest

- Multi-sector representation to address linkages across supply chains
- State and federal government engagement – to inform and be informed of regulatory aspects of supply chain traceability
- Active management and communication of opportunities as well as risks to Australian industry
- Direct reporting and advice to the GS1 Australia Executive Team

Traceability Solution Providers - Special Interest Group

- Open to all industries
- Support collaboration
- 90 participants
- Objective
  - networking,
  - sharing insights and
  - updates from industry and government representatives to discuss projects,
  - Issues and trends discussion and
  - align needs.

Supporting an Ecosystem

Supporting the Ecosystem

Goal for GS1

To better understand and support traceability solution providers to assist GS1 Members, Australian industry and government, with global data standards-based offerings to enhance supply chain traceability.

Importance of GS1 Standards
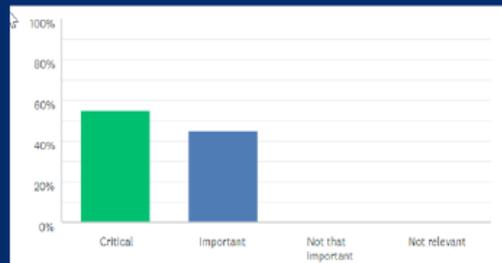
Market Pulse Survey

- 15 questions
- 31 responses
- 10 existing APs
- 5 Anonymous

64% of solutions in market
65% founders and directors
73% familiar with the standard

Solution Providers Value and Want

- Industry Guidelines
- Case Studies and Examples
- Training and Education
- Technical Standards
- Working Groups
- Source Code
- User Groups
- News Feeds
- Other – Leads/Introductions

GS1 Standards Usage

GTIN for Products
SSCC for Logistics
GLN for Locations
EPCIS for Events
EDI for Messaging
GRAI for Assets
NPC and Registries
GDTI for Documents

In Use   Planned   Own
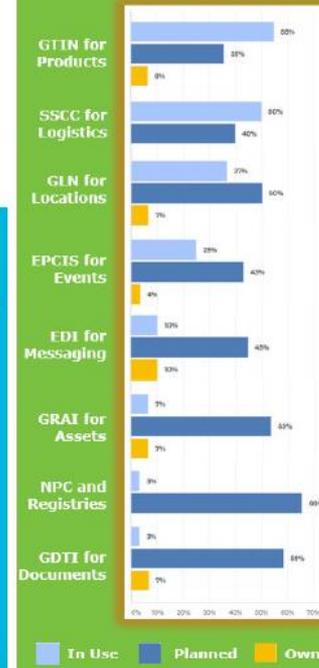
Questions

Thank you

For More Information
Contact Details

Peter Carter
M: 0418 231 997
E: peter.carter@gs1au.org

Research proposal

How to Communicate Product Recalls More Effectively?

Ljubomir Pupovac - UNSW

How to Communicate Product Recalls More Effectively?

Dr. Ljubomir Pupovac

Lecturer in Marketing, UNSW Business School

l.pupovac@unsw.edu.au

Dr. Songting Dong
UNSW Business School

Overview

- Research team

- Research proposal

- How can we work together

Research team

Ljubomir Pupovac
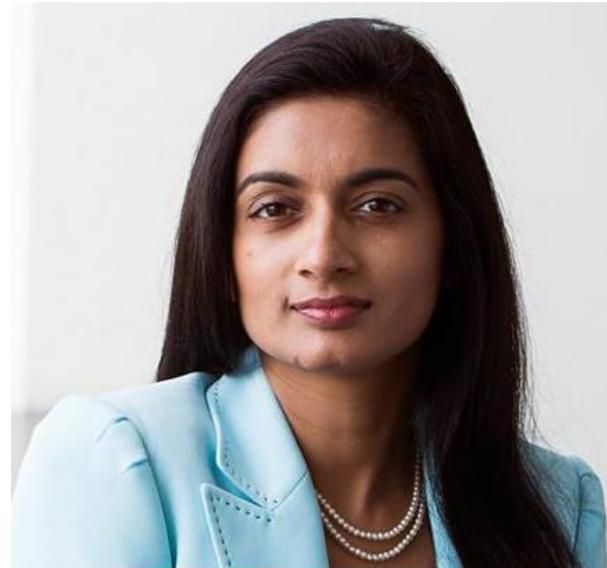
Nitika Garg

Research proposal

- There has been a marked increase in product recalls

Figure 1. Number of Product Recalls in Australia per Year from 1986 to 2019
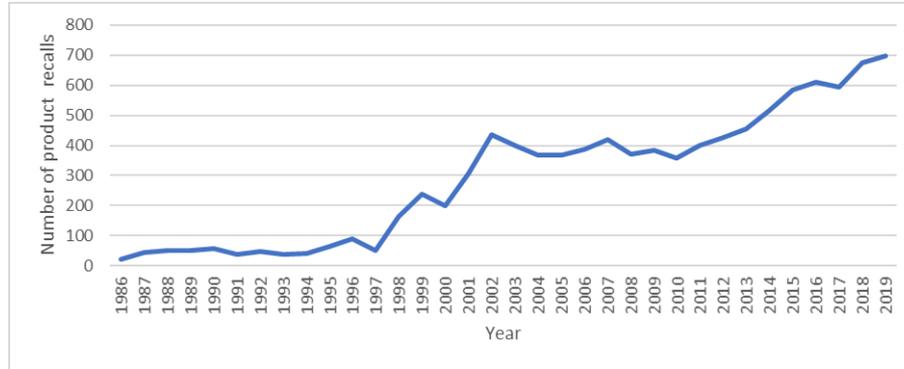
- PwC reported in 2016, more than 53 million automobiles were recalled in the US alone, a sharp increase from 20 million in 2010 (Kalavar, Mohr, and Mysore 2018)
- The management of product recalls has become a major concern for firms and government organisations

Research proposal

- Product recalls are the focus of many marketing studies

- Existing research in this area has examined **firms' initiatives** during the recovery stage of the crisis such as the **level of advertising expenditures,** whether **the firm or a third-party initiated the recall**, how **long the firm took** to announce the recall, and whether the **firm issued an apology**

- Prior research has not identified how firms should **execute product recall effectively** once the announcement has been made

Research proposal

- Media reports from both the US and Australia show that at least some consumers who own the defective product refuse to return it after the recall announcement has been made

- This behavior can present a threat to both consumer wellbeing, and the recalling firm's reputation and performance

Research proposal

Proposed research questions:

1) what language and structure the firm and/or government organisation (e.g. ACCC) should use, when issuing a product recall, and

2) when and how often the firm and/or government organisation should send the recall message to consumers and what the optimal time gap is between two messages

3) Open to your suggestions as well…

How can we work together

- Our goal: to develop a more effective recall communication strategy (publishing in some of the top marketing journals)

- Looking for *data* about different recalls and as much details about
  - 1) the recall (size, severity),
  - 2) communication strategy used
  - 3) product characteristics

- An industry partner(s) to join our application for Australian Research Council funding

Thank you

Email: l.pupovac@unsw.edu.au
Tel: 0450 121 406

Questions?

Next meeting and close

Next Meeting: Wednesday November 11th 2020   2:30pm AEST

Other proposed dates for 2021
Wednesday March 3rd 2021   2.30pm AEST

Appendix

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GS1 resources on Traceability

NEW GS1 Global Traceability Case Study Library

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

Australian meat industry saves over $200 million each year

Australia sends over 250,000 tonnes of meat to the United States each year.... see more

Irish fisheries come together for fish traceability

Market and consumer demands are pressuring the food industry to provide... see more

MIGROS: Traceability and its positive impact on fruits and vegetables

Swiss retailer MIGROS wanted to gain more transparency throughout the... see more

GS1 resources on Traceability

GS1 Global Implementation Guidelines for Retail

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

Retail sub-sectors
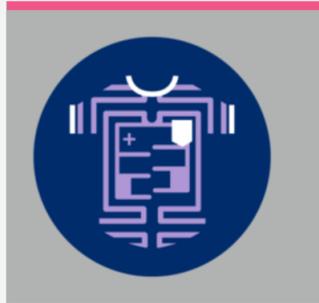
Apparel

Fresh Foods

CPG
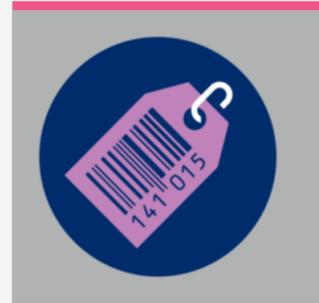
General Merchandise

Foodservice

GS1 resources on Traceability

Our Standards in Action

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

Interactive tool

Our standards in action
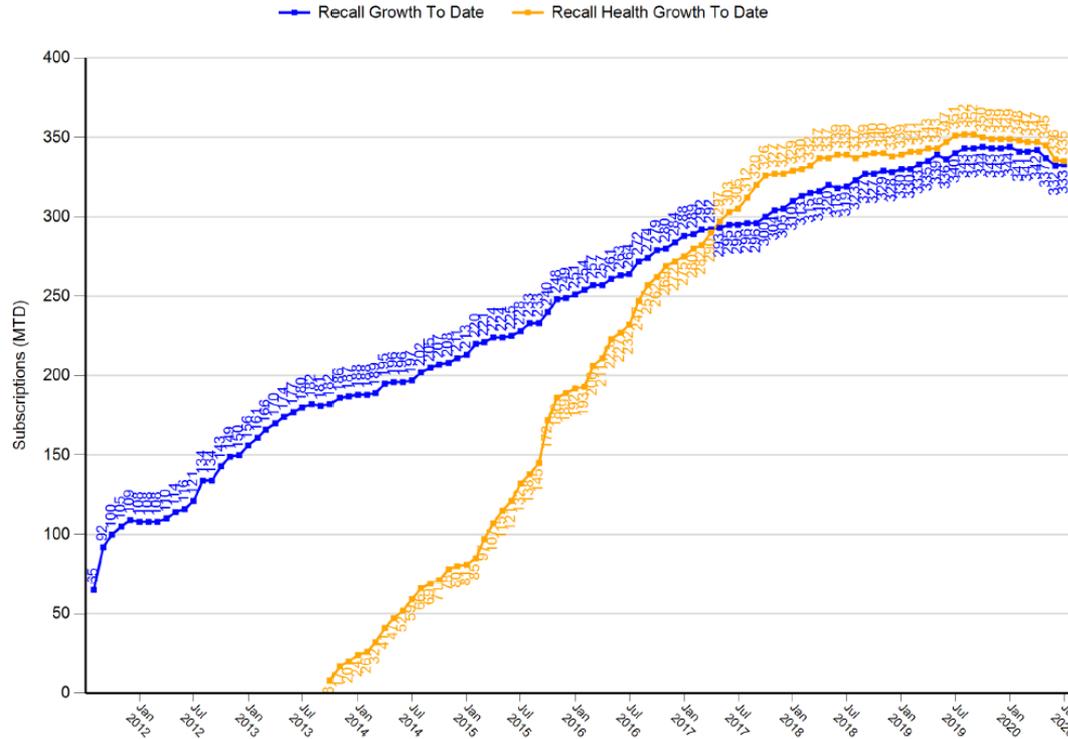
Recall Adoption & Usage

Recall Adoption & Usage (notices issued)
Food, Drinks and Gen Merch
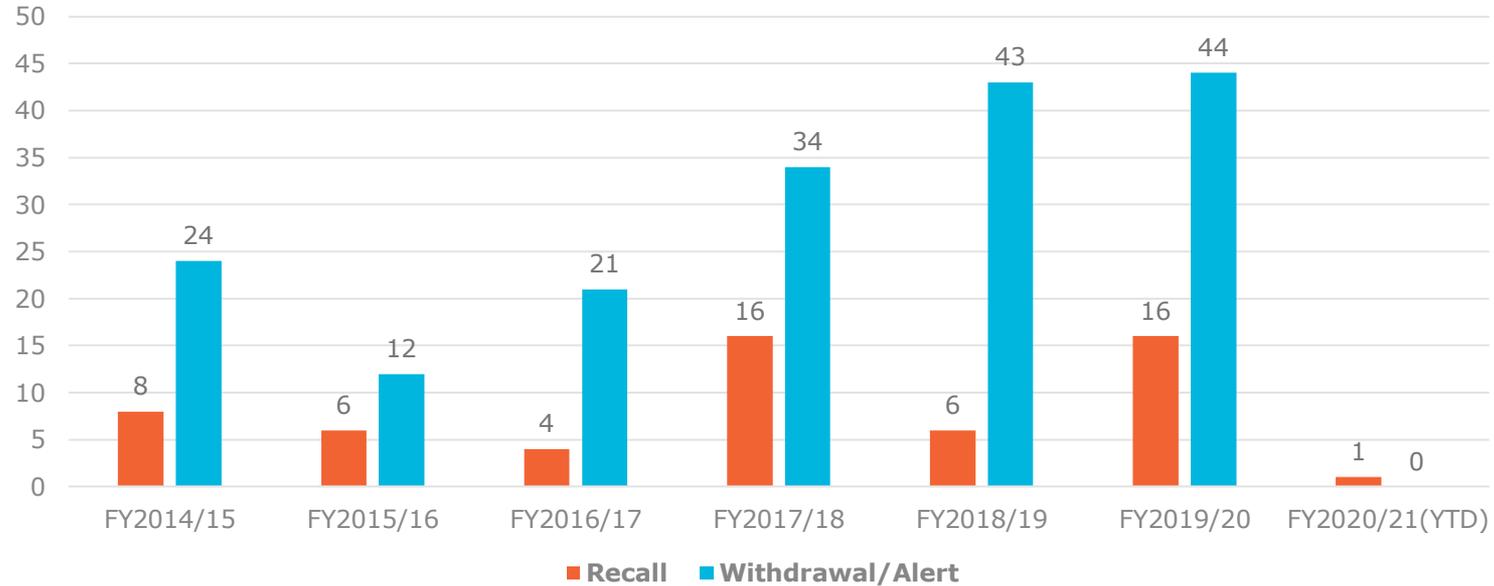
Supplier Subscription Status
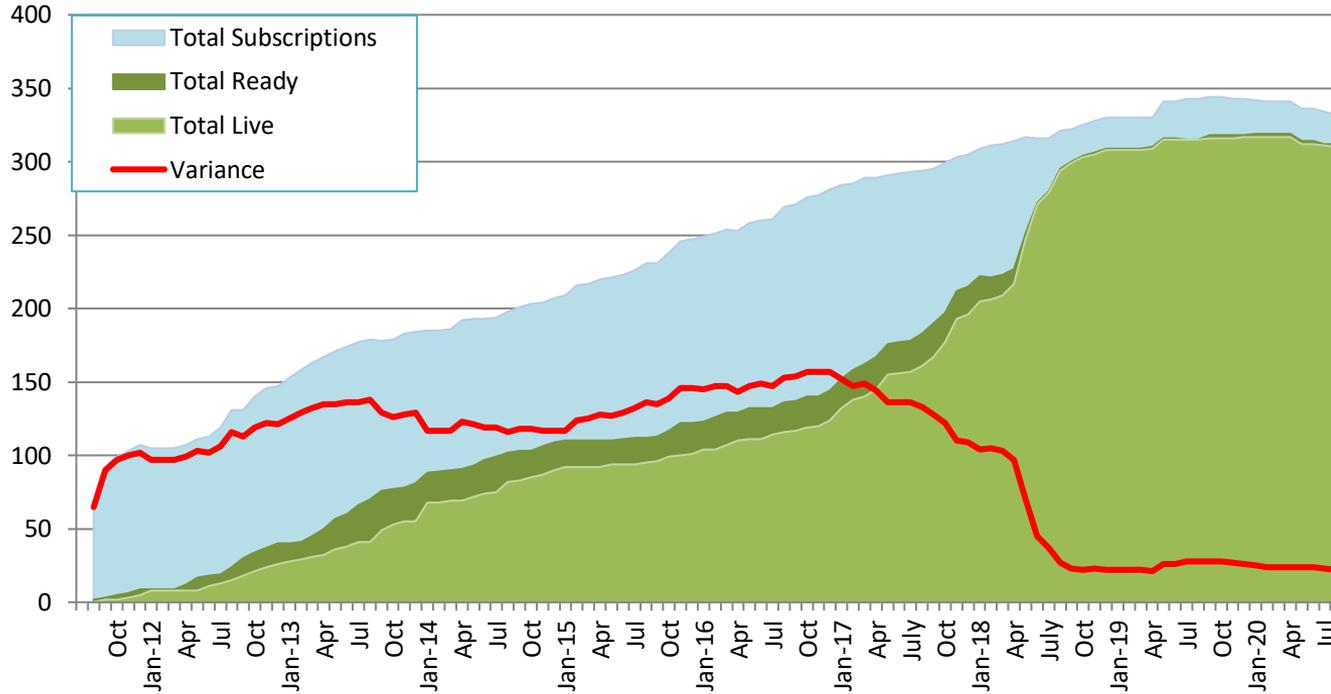
Status:
Subscribed: 332
Registered: 4 (1.1%)
Not Ready: 16 (4.8%)
Ready: 2 (0.7%)
Live: 310 (93.4%)
On-boarding Target : 20
Outstanding : 22

Legend:
- Total Subscriptions
- Total Ready
- Total Live
- Variance

FSANZ Recalls vs Recall Portal subscribers
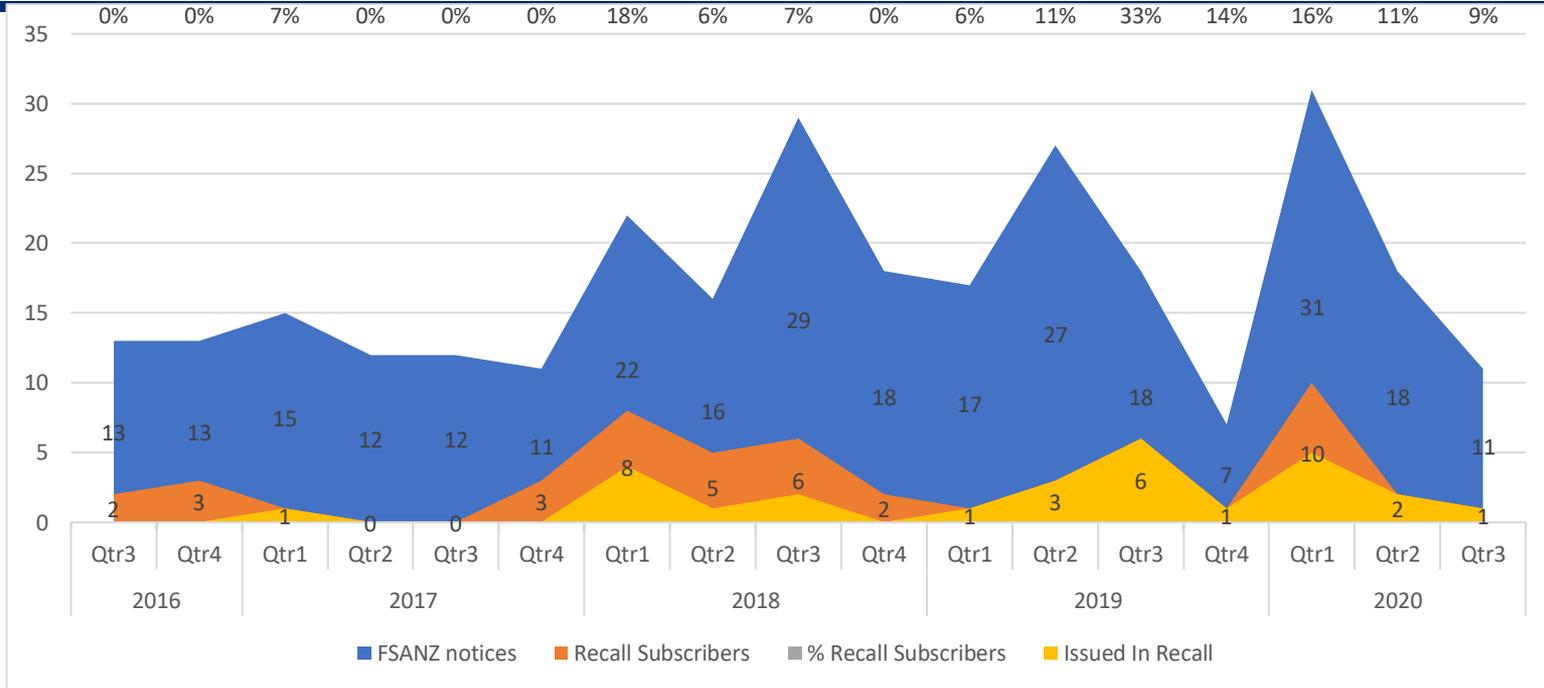
11 companies Issued notifications in QTR 3 TD, of which 1 were Recall platform subscribers who issued through the platform. QTR 2 100% Subscriber vs Issue
* % of Recall platform notices vs FSANZ Recalls in any QTR

Recall Development Roadmap

ID	Industry Portal	Item	Need/Problem	Description	Benefits/ROI	Dev Points
012	HC & FB	**Incident Management - Notice Types Incident Alert (Gen and Internal)**		Incident Management Notice Types. Following fields added to bottom of list, do not want them in alphabetical order: • Incident Alert (General) • Incident Alert (Internal) F&B – Recall / Withdrawal Classification – will follow withdrawal process Not to be considered yet - due to development size		**TBC**
013	HC & FB	**Notification Setting - Mock emails**	User needs to *enable* Mock notification emails in their user settings if they wish to view these. May cause confusion and the thought that email system is not working	Option in settings to receive mock notification to be defaulted to On		**TBC**
017	HC & FB	**Update code list to include Product Shortage Reg & Product Shortage Non - Reg**	Product shortages are not represented in the platform	New recall notification type Product Shortage - This notification type is common but is not well represented in the platform, a generic recall type with additional explanation is currently required. New Notification Type for product shortage alerts: 'Product Shortage Reg.' & 'Product Shortage Non-Reg.' for regulated and non-regulated products.		**TBC**

* HC – Healthcare   FB – Food, Drink & Consumer Goods

Recall Development Roadmap

ID	Industry Portal	Item	Need/Problem	Description	Benefits/ROI	Dev Points
020	HC	**TGA report update**	Currently TGA six week report is has a question that is not easily answered with Yes or No	TGA 6 week report wording change. The question: Have customers confirmed their amount of affected product (including none) and that they agree to the recall / corrective action? which is mandatory does not make sense for recall for Product Correction. Especially in the case where a software upgrade is the corrective action. It also does not make sense as a yes or no option if you have not had a 100% response from your customers. Item 2. The selection of Recall or Correction should be before this question and then depending on that choice it would or would not be a mandatory response field	More accurate data for regulators to review	**8**
025		**New field to capture - Dosage & Dosage form**	The Dosage and Dosage form can only be captured in a free text field. This can create issues and confusion	Create non-mandatory fields in Item > Product Details section beneath Packaging Material and Type -Dosage -Dosage Form	Better clarity and reporting capability	**TBC**
026		**Alternate Identifier additions**	Certain Item identifiers can only be captured via free text field. This can create issues for electronic data exchange and human error	Items > Identifier > Alternate Identifier drop down list could include: Global Model Number Catalogue number Part number Version Number Donation Number Tissue Bank Number	Better clarity and reporting capability	**8**

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Recall Development Roadmap

ID	Industry Portal	Item	Need/Problem	Description	Benefits/ROI	Dev Points
029	HC	New uploader - Risk Analysis	Risk Analysis uploader included alongside Risk assessment in Regulatory Forms	Risk Analysis Is different to Risk Assessment. Include new uploader to Detection Reports test results: Risk Analysis	further alignment with the TGA language set	TBC
037	HC & FB	Upload data to Recall via API	There is no current way of uploading a full set of recall information into the platform for distribution.	Create Notification API for both services. Allows the Initiating company to populate the fields in the recall via an API. Notification Stays in Draft status. All other workflow done in the UI	Integrate with other systems for better Recall management	26-39
041	HC & FB	Broadcast notices to Pharma	The large parts of the pharmacy industry currently only receive notices when upload as non subscribed fax list.	Broadcast notices to 6000 individual pharmacies Potential API Not to be considered for this round - the requirements are not fully understood		TBC
049	GS1 Admin	Update Recall Admin Console	Reporting is cumbersome an could be improved. Support team often required to extract and analyse data from notices.	Additional fields in the admin console to allow for better reporting, -TGA Reference ID - (HC) -Issue Date (BOTH)	significantly decreases the administration of reporting data to BOTH Indistries	5
051	HC & FB	Reporting by Batch		Being able to advise the recipient the tracking codes affected - by product - by (freetext) location. Tracking codes may need to be restructured or may need to be added to recipients area. Also needs to be fed into Report progress module somehow. This is important change as TGA asks for information for some types of products		TBC

* HC – Healthcare   FB – Food, Drink & Consumer Goods

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Recall Development Roadmap

ID	Industry Portal	Item	Need/Problem	Description	Benefits/ROI	Dev Points
055	GS1 Admin	Admin Email viewer	Currently all emails are displayed In a drop down list making it difficult to search	Email viewer options: Add Company / date search / email type search fields to better assist Admin team to support users		TBC
056	HC & FB	Fax enhancement - to increase usability	Fax functionality is limited and the logic support users to use fax but it would be better to encourage users to email as the end user experience is substantially better	Fax enhancements. To be considered * adding +61 to the fax number field as an auto populated data that can be overwritten (this will decrease the text above the fields) * add reversed logic to ensure email is the preferential method of contact (if an email address is entered grey out the fax number) *reduce overall text	increase functionality to ensure the best empierce for initiator or receiver	TBC
057	HC & FB	Lotus Email Compatibility	TAC is unable to view non subscribed email notifications	Update email notification compatibility for lotus notes email	ensures non rich text email systems can read and operate in generated emails	TBC
060	FB	Donation notice Foodbank	the platform does not allow for direct notification to Food Bank for potential donations outside of Recalls and Withdrawals	Foodbank - to include functionality/the option for recall users to be able to nominate they would like to donate stock outside recalls/withdrawals	This notice would only be received by foodbank for products that can be donated therefore reducing waste and feeding those in need	TBC
061	HC & FB	Signal Sign On functionality	members of GS1 Australia must remember multiple sign on user name and passwords	Single sign on functionality for Recall users GS1 Members within the platform		TBC

* HC – Healthcare   FB – Food, Drink & Consumer Goods

GS1 Australia

Recall Development Roadmap

ID	Industry Portal	Item	Need/Problem	Description	Benefits/ROI	Dev Points
065	HC & FB	**Further Update to Note functionality**	Note functionality could be more useful if it had extra capacity	-An option to extract all note threads to pdf and print/download the notes -Tracking delivery/receipt of notes sent to recipients		**TBC**
079	FB	**Mandatory ACCC notice**	A notice is sent to ACCC on Class 1 and 2 recall classification, however the trigger should be recall level	The trigger for a notice to be sent to ACCC automatically is dependant on the Notification being of a Recall type notification type, then whether it is a class 1 or 2. The trigger should actually be dependant on the Recall Level field i.e. Consumer / Hospital		**TBC**
082	HC & FB	**Recipient Qty Affected**	Recipient affected quantity difficult to populate for initiator. Currently sits in additional information once recipient added	Recipient Qty Affected field needs to be easily populated by initiator after selecting recipients. Currently, initiator can provide this info via additional information section, however a number of other fields are mandatory. This field could possibly appear in recipients area after recipients added as an additional column, also appear in status report/Report Progress for recipient, Item Count, to show the recipient how much stock they were sent or have on hand. Item count should become mandatory for subscribed recipients when reporting back (but doesnt need to reconcile with rec. qty. affected number)	More detail provided to recipient, allowing for more thorough responses back to initiator	**TBC**

Recall Development Roadmap

ID	Industry Portal	Item	Need/Problem	Description	Benefits/ROI	Dev Points
083	HC & FB	**Add ABN Column to subscribed recipient list**	Some companies share different trading names across supply chain partners as well as to GS1	Company names may vary and ABN is a common external identifier for a company. A Search column could be added to the subscribed recipients area, replacing either state/city/postcode - OR - if space is an issue, perhaps provide this detail in the CSV export button offered 'Export recipients to CSV'	Better ability for companies to search recipients	**TBC**
084	HC & FB	**Additional information Field**	In Additional Information, where receiver has checked mandatory additional information in Receiver settings, Supplier code and Supplier product code are mandatory fields, where they may not even exist with some trading relationships. Tracking codes not represented	Change the Settings > Receiver settings so that: Add a comment when box is checked to advise user what fields will be provided to them: "The following fields will be provided as additional information if this box checked" Field, Field etc - When additional information required check box is clicked, 2 additional mandatory radio button appears with another option to make the following fields mandatory: "Are these field also required as mandatory information?" - Your Vendor ID Y/N - Recipient Product ID (SKU#) Y/N If yes is selected they remain mandatory, if no, they are non-mandatory fields. Also Incorporate tracking code affected, draws from product information tracking codes and presents as drop down box to be selected beneath each product in additional information	More detail provided to recipient, allowing for more thorough responses back to initiator	**TBC**

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Recall Development Roadmap

ID	Industry Portal	Item	Need/Problem	Description	Benefits/ROI	Dev Points
085	HC & FB	Flexible Reporting dates	TGA require reporting dates to be flexible, rather than system generated based on issue date	Currently Dates for submitting reports are system generated 2/6 week 3 months from date of notice issue. Requirement exists for either TGA, or Sponsor to update dates manually (override system generated if required). Will need a communication to either party to advise of change to date and dates need to be reflected in Notification Snapshot	Better ability and flexibility in TGA reporting area - simulates current real world practice	TBC
089	HC & FB	Sub Locations - initiator type access	Currently a user at a sub-location cannot be assigned the initiator role within that location.	Currently users at a sub location can not forward notices as they cannot be assigned the initiator role type.	Better ability for notices to flow up/downstream where required	TBC
090	HC & FB	Invitation email reword / redirect to T&C's and instant log on	When new company is set up, the Invitation email does not specify clear instructions on how to activate the account once a password is set.	Change the Settings > Receiver settings so that: Add a comment when box is checked to advise user what fields will be provided to them: "The following fields will be provided as additional information if this box checked" Field,Field,field etc - When additional information required check box is clicked, 2 additional mandatory radio button appears with another option to make the following fields mandatory:	Accounts activated immediately	
091	HC & FB	Export Recipients button	Button to export recipients to CSV is not easily accessible	Button to export recipients to CSV is only available when a notice is created and initiator is in the Add Subscribed Recipients area under Recipients. Could this button be brought back one screen to the Subscribed Recipients area.	Easier to locate	

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Recall Development Roadmap

ID	Industry Portal	Item	Need/Problem	Description	Benefits/ROI	Dev Points
092	RUM	**Updated Heartbeat Report**	Can not run required activity reports as the functionality for GS1 Admin is limited	The Heartbeat report available to the GS1 Admin, does not allow the user to extract based on Active or Inactive Members (Company/Account etc) or Active or Inactive users. The inactivity period against each user does not reflect their active status and is difficult to analyse. The process to filter this information is manual and highly prone to error.	Better analysis on user activity and reporting to AG	
094	RUM	**New Status 'Re-opened'**	Status reports for recipient limited to Acknowledged and Completed status updates. When a notice needs to be reopened after completion, there is no option to insert an updated status.	Include new status called 'Re-opened' and ability for recipient to reopen and complete notice as many times as they need to.	More flexibility in Report Progress/Status Report area to accommodate for unique situations	
097	HC & FB	**Change to Email Subject Line Field**	Users are entering their Email address into this field, rather than an email subject line, causing issues at receiver end. The requirements of this field are unclear to the user without the backstory, which is not necessary to explain every time	Remove the ability to enter free text 25 characters and replace with the 'Product Name' field and limit to 25 characters	No ambiguity when entering information and clarity for recipients	
100	HC & FB	**'Show latest' checkbox on receiver console**	Updates at the receiver end display multiple notices - displays the updates notices AND the original which can cause confusion as the original cannot be edited after an update is issued	Add 'Show latest' checkbox on receiver console, as per the initiator console so that only the most recent update of a notice appears in the recipient console	Cleaner console for receivers and less confusion	

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Recall Development Roadmap

ID	Industry Portal	Item	Need/Problem	Description	Benefits/ROI	Dev Points
102	HC & FB	**Recipient Details Visible**	Recipient SA details not visible to Initiator. Currently no way for initiator to see details of who the notice was actually delivered to	Provide the name, and either number and email address of the subscribed recipients SA to better allow initiator to follow up	Better visibility for initiator and ability to follow up	
103	HC & FB	**Rename Identifier HIBIC to HIBCC**	Incorrect naming of identifier in platform	Needs to reflect appropriate identifier name	Error fix	
104	HC & FB	**Flexible Recall Ready certificate dates**	Recall Ready certificate expires in 12 monthly cycle across the board	Companies would like the ability to set when their certificate expires (3/6/12 months)	Better alignment with internal processes and auditing times through out year	
106	FB	**FSANZ reporting templates update**	FSANZ post recall reporting may be outdated	Need to review FSANZ post recall reports in Recall platform and ensure these are up to date and provide FSANZ with the information they require post recall	Better management of post recall reporting progress	

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Recall Development Roadmap

ID	Industry Portal	Item	Need/Problem	Description	Benefits/ROI	Dev Points
107	HC & FB	End Consumer notification	Currently limited functionality exists to target consumers directly	For some small business where they create small batches, they would like to notify consumers directly. This could be done via the 'non-subscribed recipients' area, although the email and notification are B2B centric. An alternative type of email notification/recall notice could be issued to B2C. **Requires workshop if this requirement is prioritised**	Ability to send consumers clear and relevant information in even they have purchased affected product	
108	HC & FB	Social Media Integration	Currently limited functionality exists to target consumers directly	Plugin for Facebook, LinkedIn, Twitter could exist so that company can notify their consumers via these channels If they choose to. Prestructured message would be pushed through from Recall platform to these other platforms, and post on companies behalf. **Requires workshop if this requirement is prioritised**	Ability to notify consumer base via plugin to media channels	

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Recall Enhancements 2020 R3

ID	Industry Portal	Item	Need/Problem	Description	Benefits/ROI	Dev Points
51	HC & FB	**Recipient Quantity Affected & Batch Reporting**	Users are required to notify each recipient of tracking codes affected (by customer/by product/by tracking code), and to receive progress updates based on those tracking codes	Being able to advise recipients the qty of product affected by tracking codes. Also needs to be fed into Report progress module.		20
82	HC & FB	**Alternate Report Recipient / Notify Original Supplier**	Recipient affected quantity difficult to populate for initiator. Currently sits in additional information once recipient added.	The original supplier may or may not be a subscribed recipient and needs to be 'copied' on reporting responses via the report progress module. Perhaps Initiators should have the ability to populate a field (within a notification) with company name and email address, where a CC of all report responses (perhaps in PDF) can be sent to.	More detail provided to recipient, allowing for more thorough responses back to initiator	13
94	HC & FB	**New Report Status – 'Re-opened'**	Status reports for recipient limited to Acknowledged and Completed status updates. When a notice needs to be reopened after completion, there is no option to insert an updated status.	Include new status called 'Re-opened' and ability for recipient to reopen and complete notice as many times as they need to.	More flexibility in Report Progress/Status Report area to accommodate for unique situations	2
119	HC & FB	**Linked Sites / Opt in Emails**	Linked sites are at risk of being bombarded with emails when technically they have not been specifically targeted on a notification.	An option (perhaps checkbox in alert email settings) to make certain emails active or inactive to linked sites in a hierarchy. The specific email currently discussed is the 'issued notification email' - the one they receive when a notification is issued, however this may extend to other emails.		5

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