



The Global Language of Business

# GS1 Australia

**Recall FD&CG Advisory Group  
GS1 Melbourne/Sydney**

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**Wednesday 3<sup>rd</sup> June 2020**



# Agenda

3<sup>rd</sup> June 2020



# Agenda



ID#	Details	Owner
1	Introductions, Attendance, Welcome to new attendees	Co-Chair
2	GS1 Australia Trade Practices Compliance notice	GS1
3	AG Framework	Co-Chair
4	Review of past meeting actions	Co-Chair
5	Current Position of Recall Service - Adoption & Usage - Roll out plans	GS1
6	Recall Development Roadmap	GS1
7	Issues / Challenges & Opportunities – covid 19 discussion	Co-Chair / All
8	General Business	Co-Chair / All
9	Confirmation of actions and next steps	Co-Chair
10		Guest Speaker
11	Next Meeting: Wednesday 2 <sup>nd</sup> September 2020 @ 2:30pm - 4:30pm	Co-Chair

# *Introductions, Attendance, Welcome to new attendees*



# Current AG invited stakeholders

ACCC receive documentation arising from the meetings



AFGC



FSANZ



NSW Food Authority



Arnott's



Goodman Fielder



PMA A-NZ



BE Campbells



Greens Foods



Red Bull

Bidfood



GS1 Australia



Simplot



Clorox



Harris Farm



Sunny Queen



Coles



HPV



Suntory



Costa Group



Lion



Unilever



Costco



Metcash



WD-40



Foodbank



Mondelez



Woolworths



Nestle



Peters



# *GS1 Australia Trade Practices Compliance notice*



# GS1 Australia Limited

## Trade Practices Compliance Notice

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

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

[GS1 Meeting  
Compliance Statement](#)

# GS1 Australia Limited

## Trade Practices Compliance Notice

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This Means:

- Participation must be voluntary, and failure to participate shall not be used to penalise any company.
- There shall be no discussion of prices, allocation of customers or products, boycotts, refusals to deal, or market share. (For the avoidance of doubt, this does not preclude discussion of GS1 Australia's prices, customers or products.)
- If any participant believes the group is drifting toward impermissible discussion, the topic shall be tabled until the opinion of lawyer(s) with experience in trade practices law can be obtained.
- Where appropriate, meetings shall be governed by an agenda prepared in advance, and recorded by minutes prepared promptly after the meeting.
- Where appropriate, tests or data collection shall be governed by protocols developed by GS1 Australia.
- GS1 reserves the right to seek opinion of lawyer(s) with trade practices experience on any matter or document arising out of any GS1 activity.
- The recommendation coming out of a GS1 Board, committee, task force, work group or task group are just that. Individual companies remain free to make independent, competitive decisions.
- Any Standards developed must be voluntary standards.



# *AG Framework*



# Advisory Group framework



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

# *Review of past meeting actions*



# Actions arising from previous meeting



- GS1 AU to look into potential linkages with GS1 NZ in terms of Trans-Tasman suppliers and recipients.  
**Requested by NZ to delay this work until Q1\Q2 FY20**
- 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**
- There are no other on-going past actions

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



# Report Summary

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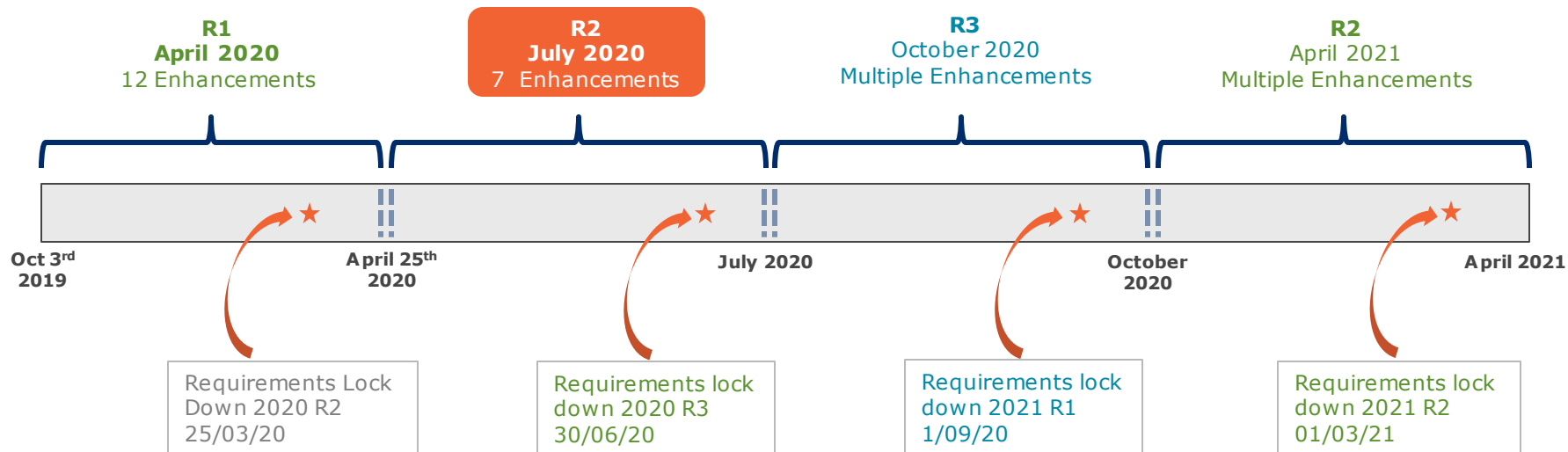


- Recall notifications doubled TY TD over LY, withdrawals on par
- Subscriber Onboarding 93% live
- 12 companies issued Recall listed on FSANZ website, 1 of those companies was a Recall subscriber
  
- Questions?
  
- Pre-reads available here: <https://www.gs1au.org/our-services/recall/gs1-australia-recall-and-recall-health>

# *Recall Development Roadmap*



# Recall Roadmap - overview



- April release went through smoothly (12 functional requirements & other amendments)
- 3 releases for 2020 – more functionality sooner (same dev points)
- Requirements submitted and locked in for July release – thanks to all who voted



# 2020 R2 Enhancements July 2020



ID	Industry	Recall Enhancement Items	Dev Points
112	HC	Optional TGA Workflow (Settings)	8
102	HC & FB	Recipient Details Visible	3
091	HC & FB	Export Recipients Button (Recipient Management)	2
114	HC & FB	Group Recipients in Export (Recipient Management)	2
109	HC & FB	Maintain Non-Subscriber List (Recipient Management)	10
083	HC & FB	Add ABN Column to Subscribed Recipient List (Recipient Management)	1
110	HC & FB	Maintain Subscribed Recipients (Recipient Management)	8
<b>Total</b>			<b>34</b>

- Strong focus on recipient management. New module introduced to manage both subscribed and non-subscribed. Will allow creation of groups and ability to maintain list of non-subscribers with extended information like Address and ABN.

# *Issues / Challenges*



# Issues / Challenges for discussion



- Recipient Management – identify trading partners affected vs. Recall recipients Enhancements being deployed July 25<sup>th</sup>
  - Ability to maintain 'groups' of recipients
  - Ability to maintain list of non-subscribers
- Stakeholder usage
  - Re-enforcement of the Ready/Live status maintenance
  - How to use videos being created, for end June release
    - How to create and issue
    - How to receive and respond

Available via corp. website, youtube and via Recall platform

# *Discussion*

How has Covid-19 affected the way your business manages Recalls?



# *General Business*



# Industry Events – Recently attended



ABOUT US ▾ MEMBERSHIP ▾ EVENTS ▾ GROW ▾ LEARN ▾ CONNECT ▾

## Food Recall Workshop- SA



AUSTRALIA + NEW ZEALAND TOPICS | NEWS | EVENTS



PMA A-NZ Food Safety: Managing the Risk



ABOUT US ▾ MEMBERSHIP ▾ EVENTS ▾ GROW ▾ LEARN ▾ CONNECT ▾ CONTA

## Food Recall Workshop - NSW

- Adelaide 11<sup>th</sup> March AIFST Food Recall Workshop
  - 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.
- Sydney 18<sup>th</sup> March PMA A-NZ Food Safety: Managing the Risk
  - This seminar will address food safety across the fresh produce sector, providing information on the types of hazards that may be encountered and provide guidance on how to reduce the risks.
- Sydney 26<sup>th</sup> March – AIFST Food Recall Workshop
  - This workshop will help you to understand how even the simplest oversights can derail an otherwise sound procedure. You will learn to evaluate the who, what, where, when and why of recalls and how a properly handled recall not only effectively protects the consumer, but also allows for the public image of a company to improve

# Industry Events – Upcoming



## [AIFST Conference 2020](#)

The 2020 AIFST Convention is being held as a virtual event from June 22 through to July 3 and features a four-day conference and an exhibition that will run for two weeks. Given our uncertain times it has never been more important to discuss the need for a Food science revolution - building a sustainable food future, the theme of this year's convention.



Thursday 4<sup>th</sup> June 2020 – INPAA product technical committee



Fortnightly from 10<sup>th</sup> June 2020 – NRA Technical safety cttee

# Industry Events - Planning

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- Planning AIFST joint Workshops for Perth, Melbourne – now changed to ZOOM
- Working with INPAA for events and partnership - progressing
- Working with APPA on a proposal for recall training – waiting for content
- Discussions with ATA working toward a proposal – waiting for content
- Discussions with HACCP Australia around awareness sessions



# Expanding Recall reach - new engagement



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



# Marketing Activity



- **PMA A/NZ Partnership**
  - Media release, collaborative campaign, video
- **Good Fruit and Vegetables**
  - Full page adverts + editorials x2 - Media partner Hort Connections
- **Retail World**
  - Advertisement x2 – May and Oct editions
- **Information Age**
  - Editorial - 'How the Recall platform can help address challenges identified in recent recall activity' – March edition



News release: 24 February 2020

#### **PMA A-NZ and GS1 Australia improving the safety of fresh produce**

Produce Marketing Association Australia-New Zealand (PMA A-NZ) and GS1 Australia have officially signed an agreement to support the Australian fresh fruit and vegetable industry to achieve enhanced food safety through the use of a national food recall platform.

The peak industry body PMA A-NZ encourages the adoption of the GS1 Australia Recall portal within the fresh produce industry to assist growers and suppliers address major challenges of food tampering and food safety.

In February this year, Ministers from the Australia and New Zealand Ministerial Forum on Food Regulation, requested Food Safety Australia and New Zealand (FSANZ) to identify appropriate regulatory and non-regulatory measures for Australia to manage food safety risks. Particular products included berries, pre-cut fruits and melons. The request creates a microscopic focus on the risk management of these products and has become a key focus area for produce growers, suppliers and the PMA A-NZ.

Darren Keating, CEO of PMA A-NZ, said, "Food safety underpins the success of the entire fresh produce industry. By using tools such as GS1 Australia's Recall platform, the industry can achieve greater speed and consistency in the management of their

# PMA ANZ – Working with the GS1 Recall Platform



## PMA A-NZ

Working with the GS1 Recall platform



<https://www.youtube.com/watch?v=3VHGY-xoUkw&feature=youtu.be>

# GS1/PMA A-NZ Virtual Seminar: Traceability & Recall in Fresh Produce



## WEBINAR TRACEABILITY & RECALL IN FRESH PRODUCE

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

Thursday 11 June 2020  
1.00pm

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

[To Register: Traceability and Recall in Fresh Produce](#)

# Other items for discussion



How do we bring additional value to the Advisory Groups?:

- Who are we!? Profiles added to AG 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 pilot
  
  - Anything else?

# *Confirmation of actions and next steps*



# *Discussion*

Andrea Currie: UK supermarket insights



# Discussion

2DB update

GS1 2D Barcodes – 2DB





# Next Enabling Steps

01	Pilot GS1 DataMatrix in NZ	<ul style="list-style-type: none"><li>● Replicate pilot in NZ stores.</li></ul>
02	Implementation of GS1 DataMatrix	<ul style="list-style-type: none"><li>● Fresh Food implementation of GS1 DataMatrix barcodes - Meat, Poultry, Seafood, Produce</li><li>● Packaging design review for new GS1 DataMatrix</li><li>● Define a road map of implementation in other Categories such as Dairy, Perishables, Groceries</li></ul>
03	Expiry Date Management	<ul style="list-style-type: none"><li>● Develop the framework and systems to manage inventory by expiry date</li></ul>
04	Targeted Recall/Withdrawal Management	<ul style="list-style-type: none"><li>● Configure systems to consume Batch/Lot ID</li><li>● Define the store process to manage targeted recalls/withdrawals</li><li>● Test/Pilot targeted recall with a Supplier partner.</li></ul>
05	Traceability Framework	<ul style="list-style-type: none"><li>● Define the Traceability Framework</li><li>● Test/Pilot Traceability systems and processes.</li></ul>

# *Questions?*



# *Next meeting and close*

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**Next Meeting:** Wednesday September 2<sup>nd</sup> 2020 2:30pm AEST

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## **Other proposed dates for 2020**

Wednesday December 2<sup>nd</sup> 2020 2.30pm AEST



# *Appendix*



# GS1 resources on Traceability



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

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



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

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



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

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



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

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

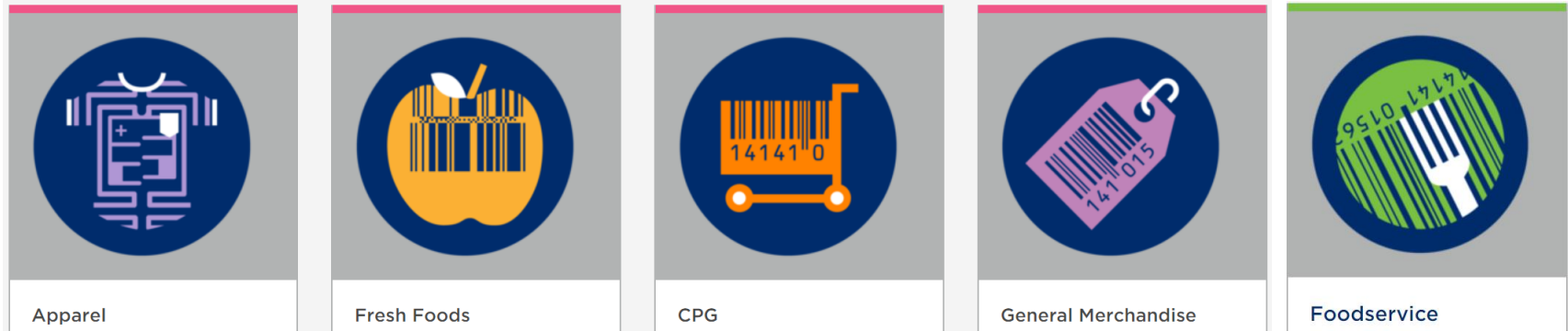
# GS1 resources on Traceability



## GS1 Global Implementation Guidelines for Retail

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

Retail sub-sectors



# GS1 resources on Traceability



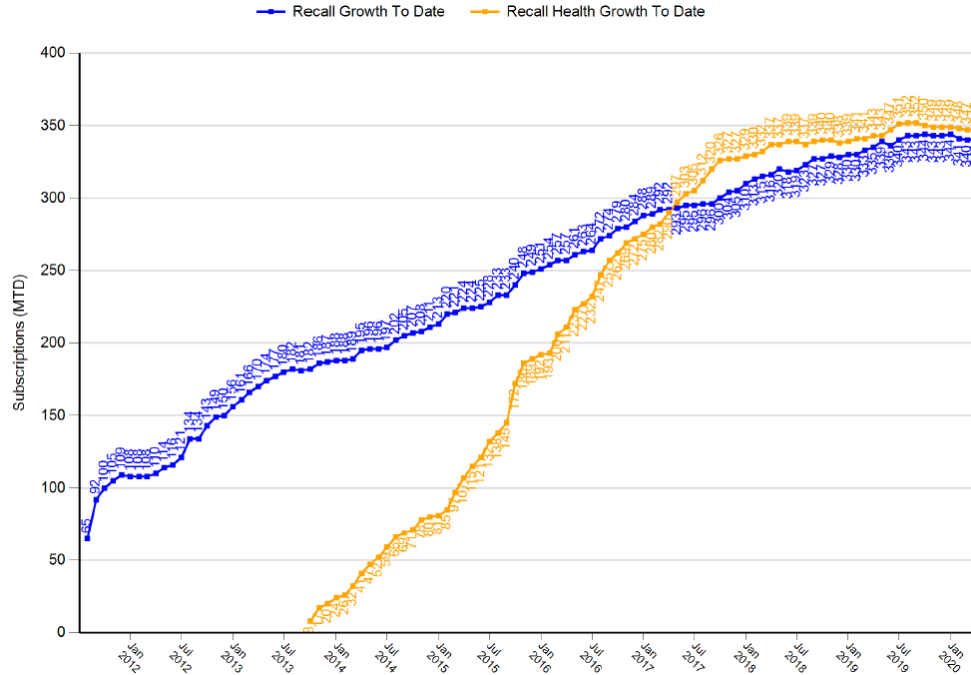
## Our Standards in Action

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

**\*Interactive tool\***



# Recall Adoption & Usage

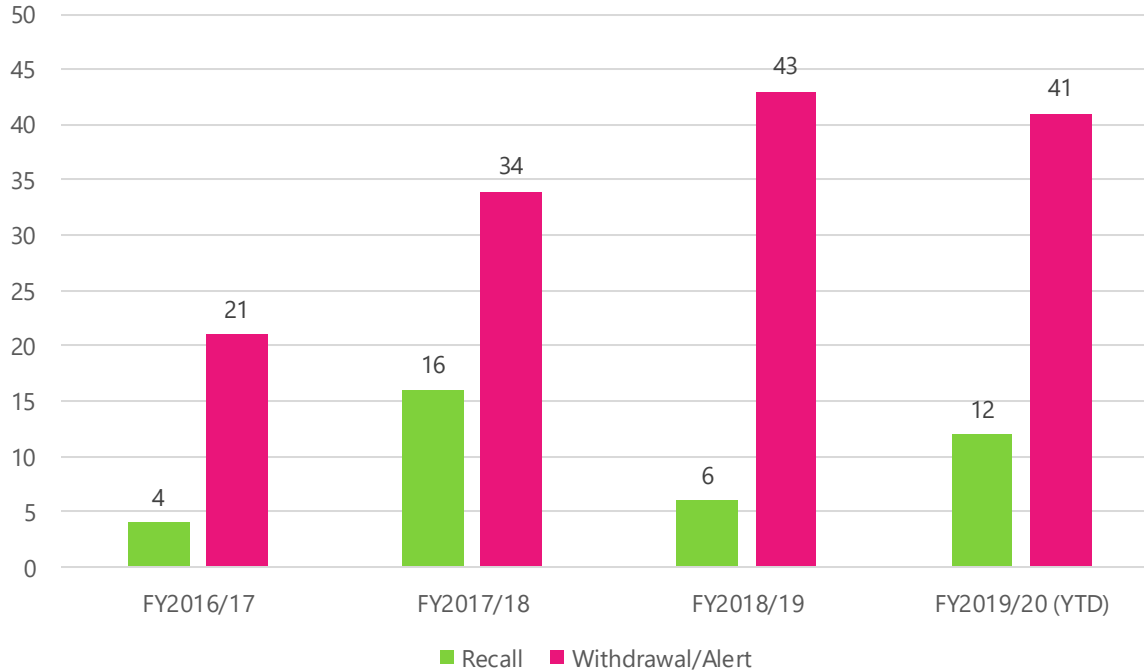


Recall: 336

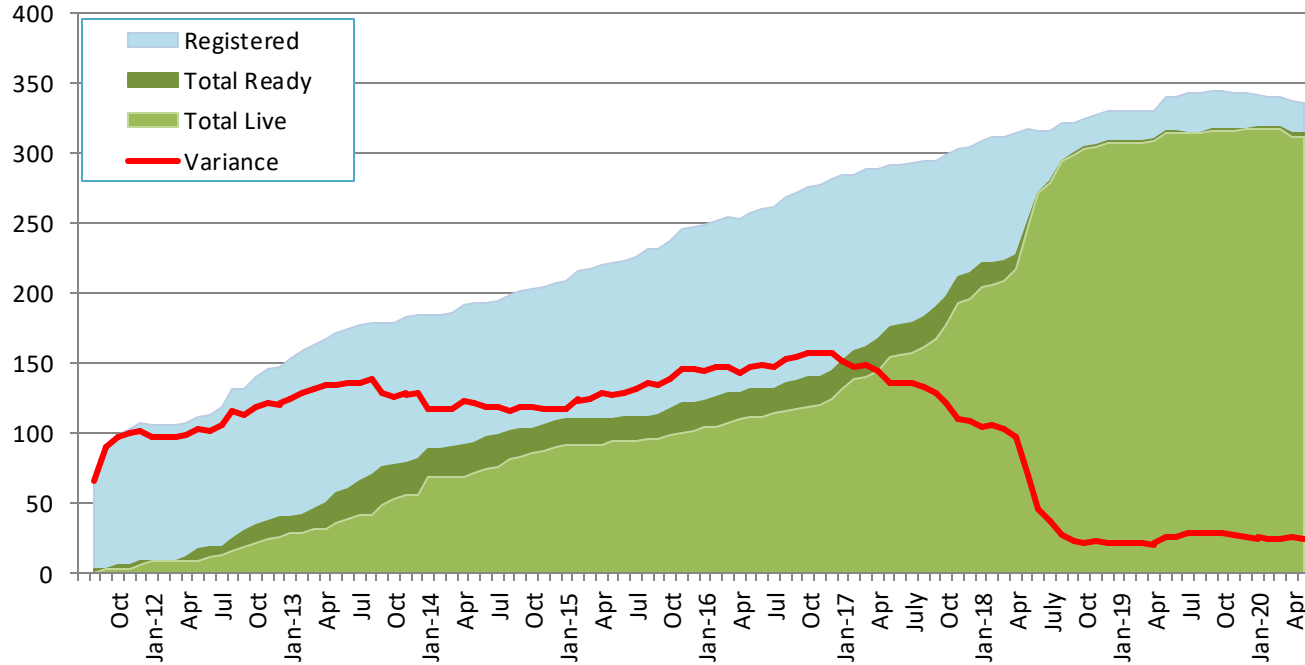
Recall Health: 344



# Recall Adoption & Usage (notices issued) Food, Drinks and Gen Merch



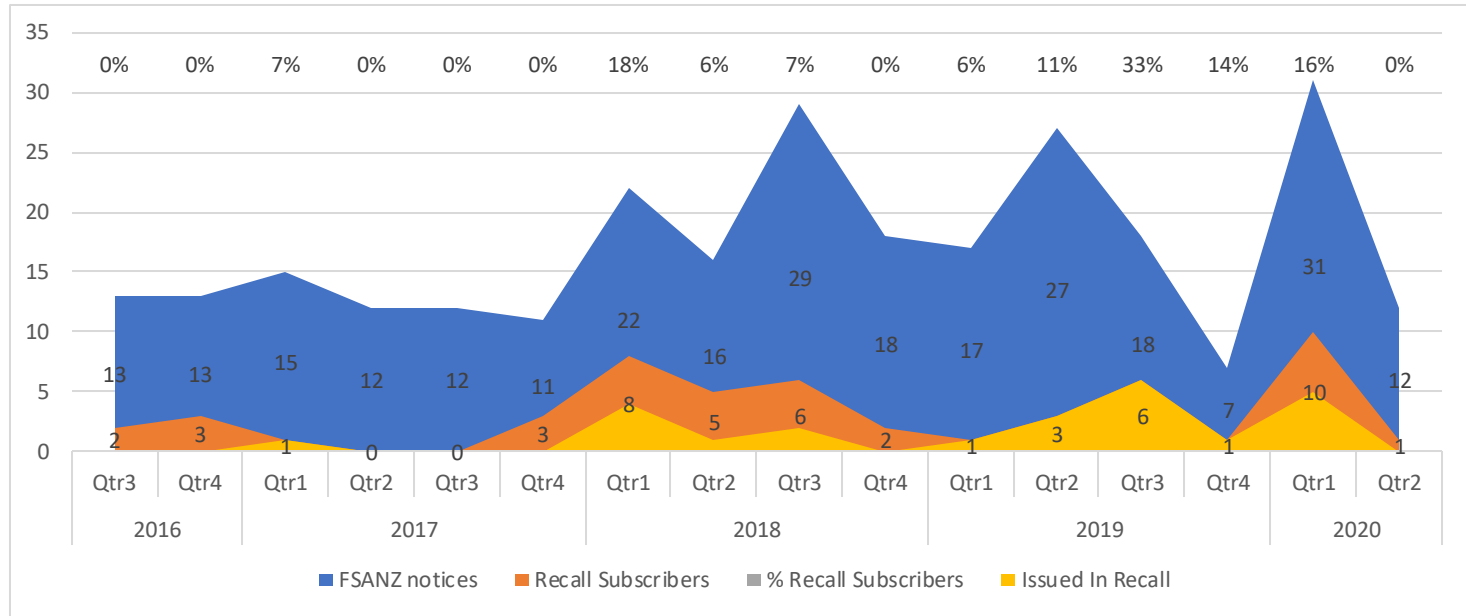
# Supplier Subscription Status



## Status:

Subscribed: 336  
Registered: 3 (.8%)  
Not Ready: 19 (5.6%)  
Ready: 2 (0.5%)  
Live: 312 (92.8%)  
On-boarding Target : 20  
Outstanding : 25

# FSANZ Recalls vs Recall Portal subscribers



12 companies Issued notifications in Q t2, of which 1 were Recall platform subscribers

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

# Recall Enhancements 2020 R1



ID	Industry Portal	Item	Need/Problem	Description	Benefits/ROI	Dev Points
058	HC & FB	<b>Failed Email Notification</b>	Currently it is a manual generated email that is forwarded to Recall Support then on forwarded to the sponsor. This presents a high risk if the email does not get on forwarded	Automate a notification for any failed reported email directly to the user account that has initialised the communication	ensures the sponsor is contacted of non delivered notifications so they may follow up within the correct timeframe	13
067	HC & FB	<b>Successful delivery status non-subscriber email</b>		In status report where all (non-subscribed) recipients are listed, include a column that shows whether than email has successfully been delivered. If not, system should allow user to replace email address and resend. System should also generate email to initiator advising of bounce back		8
086	HC & FB	<b>Non-Recall notices issued to TGA</b>	Currently Sponsor is able to select 'NO' when prompted to notify TGA for review in Notification details. The TGA will not receive a copy of the notice	TGA require visibility of ALL notice types mentioned in the URPTG, regardless of Recall action or Non-Recall action. They may also advise where a notification type needs to be adjusted to a Recall Action.	Better visibility for TGA and less risk for sponsor, minimise incorrect notice types being issued	5

# Recall Enhancements 2020 R1



ID	Industry Portal	Item	Need/Problem	Description	Benefits/ROI	Dev Points
087	HC & FB	<b>Text rules - Voluntary Recalls</b>	TGA have expressed that no Recall should be prefaced by the word 'voluntary'.	TGA do not agree with the word 'voluntary' being used by some sponsors. The Recall portal allows for multiple free text fields Could the word 'voluntary' be omitted from allowable free text in certain fields (Notification Title, Alert Email Title, Additional Information)	Better visibility for TGA and less risk for sponsor, minimise incorrect notice types being issued	3
088	HC & FB	<b>Recipient Filter on Product type</b>	Currently, users that have access to HQ level will be notified of ALL notices received to the account. They may be located in diff depts. i.e. Bio/pharma/procurement/wards and do not need to be notified	If a user is located at HQ level, they are notified of ALL notices sent to their account. A user should have the ability to adjust or filter the notices by Product type in their receiver settings, so that they are only notified (email/SMS alerts) when a notice of the filtered type has been received. For example, if a user is a pharmacist they may choose only to receive Medicine (M) type notices. When that user logs in to the Receiver console, a filter is applied to only display notices of the types they have selected in Receiver settings (similar to Locations drop down filter) with option for Receiver Selected, All Product types)- other options may also need to be available if required.	Users no longer feel they are bombarded by the system	13

# Recall Enhancements 2020 R1



ID	Industry Portal	Item	Need/Problem	Description	Benefits/ROI	Dev Points
093	HC & FB	<b>Recipient Response Report</b>	Initiators/GS1 Admin can-not easily identify the time it takes between notice issued and various response levels to completion.	Initiators/GS1 Admin can-not easily identify the time it takes between notice issued and various response levels to completion.		4
095	HC & FB	<b>Jurisdictional Recipient prompt</b>	There is no prompt to the initiator that advises when x number of locations have yet to respond to a notice issued to them.	SA of a hierarchy node (perhaps lv0 or even 1) should receive a system generated email report (perhaps. This could be at timed intervals (3 days, 8 using notes), that advises them if subscribed recipients in that hierarchy have not yet responded to a notice issued to them by a supplier / or by the hierarchy top node days, 29 days)		8
098	HC & FB	<b>Automatic / Linked Targeting</b>		<p>A ability for recipient accounts to be linked, so when one is targeted, they are all targeted and receive a copy of the initiators notice.</p> <p>The notice received as an FYI will not need to be responded to, unless the recipient identifies they have stock at their location. This will be controlled by the GS1 Admin with set up requirements provided by the Jurisdiction.</p>		13

# Recall Enhancements 2020 R1



ID	Industry Portal	Item	Need/Problem	Description	Benefits/ROI	Dev Points
099	HC & FB	<b>Semi-Private HQ Accounts</b>	Limitation to setting up Jurisdictional Hierarchies in Recall Portal. All levels are potentially visible to initiators, when they should not. Private accounts are invisible to all initiators, even if they exist within a hierarchy.	A ability to set account as semi private within a jurisdiction, so that they are visible when being targeted in the subscribed recipients area, yet invisible to those outside that hierarchy.		8
101	HC & FB	<b>Hierarchy File Sharing</b>	No current file repository for a jurisdiction to issue reports to parts of their hierarchy.	A ability for top node hierarchy to push a file down, or perhaps create a section of the portal that acts as a file repository, only accessible to those within a hierarchy.		8
096	HC & FB	<b>Title on PDF download</b>	Title of PDF download is too small and wording is misleading. Wording currently states 'Product Recall' which is meant to describe the platform's title, however companies confuse it as the TYPE of notice that has been received. So a Withdrawal, could look like it is a 'Product Recall'	The font should be enlarged and title should represent the type of notice being issued (draw from the Notification Type field for Recall/food). For Health this will display the text 'Important Notice'		0

# Recall Enhancements 2020 R1



ID	Industry Portal	Item	Need/Problem	Description	Benefits/ROI	Dev Points
105	HC	<b>TGA 'Approval' workflow wording update</b>	TGA workflow in platform may confuse sponsors into thinking this section provides 'Approval' from the TGA to proceed with their notification. The official 'Agreement Letter' provided by the TGA is required to proceed, which at this point, is provided outside the Recall platform.	A djust wording in Submit for approval, A approve or Reject, TGA Approve and GO Live screens to clarify workflow between TGA process and Recall platform		0



# Recall Development Roadmap



ID	Industry Portal	Item	Need/Problem	Description	Benefits/ROI	Dev Points
012	HC & FB	<b>Incident Management - Notice Types Incident Alert (Gen and Internal)</b>		<p>Incident Management Notice Types.</p> <p>Following fields added to bottom of list, do not want them in alphabetical order:</p> <ul style="list-style-type: none"> <li>• Incident Alert (General)</li> <li>• Incident Alert (Internal)</li> </ul> <p>F&amp;B – Recall / Withdrawal Classification – will follow withdrawal process</p> <p>Not to be considered yet - due to development size</p>		<b>TBC</b>
013	HC & FB	<b>Notification Setting - Mock emails</b>	User needs to <i>enable</i> Mock notification emails in their user settings if they wish to view these. May cause confusion and the thought that email system is not working	Option in settings to receive mock notification to be defaulted to On		<b>TBC</b>
017	HC & FB	<b>Update code list to include Product Shortage Reg &amp; Product Shortage Non - Reg</b>	Product shortages are not represented in the portal	<p>New recall notification type Product Shortage - This notification type is common but is not well represented in the portal, a generic recall type with additional explanation is currently required. New Notification Type for product shortage alerts:</p> <p>'Product Shortage Reg.' &amp; 'Product Shortage Non-Reg.' for regulated and non-regulated products.</p>		<b>TBC</b>

# Recall Development Roadmap



ID	Industry Portal	Item	Need/Problem	Description	Benefits/ROI	Dev Points
020	HC	<b>TGA report update</b>	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		<b>New field to capture - Dosage &amp; Dosage form</b>	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		<b>Alternate Identifier additions</b>	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

# Recall Development Roadmap



ID	Industry Portal	Item	Need/Problem	Description	Benefits/ROI	Dev Points
029	HC	<b>New uploader - Risk Analysis</b>	Risk Analysis uploader included alongside Risk assessment in Regulatory Forms	Risk Analysis Is different to Risk Assessment. Include new uploader to Detection Reports test results: Risk Analysis	further alignment with the TGA language set	<b>TBC</b>
037	HC & FB	<b>Upload data to Recall via API</b>	There is no current way of uploading a full set of recall information into the platform for distribution.	Create Notification API for both services. Allows the Initiating company to populate the fields in the recall via an API. Notification Stays in Draft status. All other workflow done in the UI	Integrate with other systems for better Recall management	<b>26-39</b>
041	HC & FB	<b>Broadcast notices to Pharma</b>	The large parts of the pharmacy industry currently only receive notices when upload as non subscribed fax list.	Broadcast notices to 6 000 individual pharmacies Potential API Not to be considered for this round - the requirements are not fully understood		<b>TBC</b>
049	GS1 Admin	<b>Update Recall Admin Console</b>	Reporting is cumbersome and could be improved. Support team often required to extract and analyse data from notices.	Additional fields in the admin console to allow for better reporting, -TGA Reference ID - (HC) -Issue Date (BOTH)	significantly decreases the administration of reporting data to BOTH Industries	<b>5</b>
051	HC & FB	<b>Reporting by Batch</b>		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		<b>TBC</b>

# 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 experience 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 portal 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 portal		TBC

# Recall Development Roadmap



ID	Industry Portal	Item	Need/Problem	Description	Benefits/ROI	Dev Points
065	HC & FB	<b>Further Update to Note functionality</b>	Note functionality could be more useful if it had extra capacity	- An option to extract all note threads to pdf and print/download the notes - Tracking delivery/receipt of notes sent to recipients		<b>TBC</b>
079	FB	<b>Mandatory ACCC notice</b>	A notice is sent to ACCC on Class 1 and 2 recall classification, however the trigger should be recall level	The trigger for a notice to be sent to ACCC automatically is dependant on the Notification being of a Recall type notification type, then whether it is a class 1 or 2. The trigger should actually be dependant on the Recall Level field i.e. Consumer / Hospital		<b>TBC</b>
082	HC & FB	<b>Recipient Qty Affected</b>	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	<b>TBC</b>

# Recall Development Roadmap



ID	Industry Portal	Item	Need/Problem	Description	Benefits/ROI	Dev Points
083	HC & FB	<b>Add ABN Column to subscribed recipient list</b>	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	<b>Additional information Field</b>	In Additional Information, where receiver has checked mandatory additional information in Receiver settings, Supplier code and Supplier product code are mandatory fields, where they may not even exist with some trading relationships. 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 fields 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

# Recall Development Roadmap



ID	Industry Portal	Item	Need/Problem	Description	Benefits/ROI	Dev Points
085	HC & FB	<b>Flexible Reporting dates</b>	TGA require reporting dates to be flexible, rather than system generated based on issue date	Currently Dates for submitting reports are system generated 2/6 week 3 months from date of notice issue. Requirement exists for either TGA, or Sponsor to update dates manually (override system generated if required). Will need a communication to either party to advise of change to date and dates need to be reflected in Notification Snapshot	Better ability and flexibility in TGA reporting area - simulates current real world practice	<b>TBC</b>
089	HC & FB	<b>Sub Locations - initiator type access</b>	Currently a user at a sub-location cannot be assigned the initiator role within that location.	Currently users at a sub location can not forward notices as they cannot be assigned the initiator role type.	Better ability for notices to flow up/downstream where required	<b>TBC</b>
090	HC & FB	<b>Invitation email reword / redirect to T&amp;C's and instant log on</b>	When new company is set up, the Invitation email does not specify clear instructions on how to activate the account once a password is set.	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	<b>Export Recipients button</b>	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	

# 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	



# Recall Development Roadmap



ID	Industry Portal	Item	Need/Problem	Description	Benefits/ROI	Dev Points
102	HC & FB	<b>Recipient Details Visible</b>	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	<b>Rename Identifier HIBIC to HIBCC</b>	Incorrect naming of identifier in platform	Needs to reflect appropriate identifier name	Error fix	
104	HC & FB	<b>Flexible Recall Ready certificate dates</b>	Recall Ready certificate expires in 12 monthly cycle across the board	Companies would like the ability to set when their certificate expires (3/6/12 months)	Better alignment with internal processes and auditing times through out year	
106	FB	<b>FSANZ reporting templates update</b>	FSANZ post recall reporting may be outdated	Need to review FSANZ post recall reports in Recall platform and ensure these are up to date and provide FSANZ with the information they require post recall	Better management of post recall reporting progress	

# Recall Development Roadmap



ID	Industry Portal	Item	Need/Problem	Description	Benefits/ROI	Dev Points
107	HC & FB	<b>End Consumer notification</b>	Currently limited functionality exists to target consumers directly	For some small business where they create small batches, they would like to notify consumers directly. This could be done via the 'non-subscribed recipients' area, although the email and notification are B2B centric. An alternative type of email notification/recall notice could be issued to B2C. <b>Requires workshop if this requirement is prioritised</b>	A ability to send consumers clear and relevant information in even they have purchased affected product	
108	HC & FB	<b>Social Media Integration</b>	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. <b>Requires workshop if this requirement is prioritised</b>	A ability to notify consumer base via plugin to media channels	