



The Global Language of Business

GS1 Australia

Recall FD&CG Advisory Group

Wednesday 12th June 2024



Housekeeping



- With agreement of meeting attendees, the meeting will be recorded to support the capturing of minutes and to share with participants who were not able to attend the meeting
- Minutes will record all decisions made and actions assigned to work groups members or GS1 Australia, along with the target due date for reporting back to the group
- Meeting minutes will be circulated to members within 10 working days after the meeting and are saved to the Advisory Group Hub
- Copies of minutes may be made to non-members on request
- Questions and input can be made at any time by raising hand or by posting in chat

Acknowledgement of Country



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

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

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



Credit:
Barry Rainman Boland. Rivers and Waterholes Bilyan Bagay

GS1 Australia Limited Competition Law Caution

GS1 Competition Law Caution



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 competition laws in Australia and in other jurisdictions (including the Australian Consumer Law (ACL), the Competition and Consumer Act (CCA) and state based Fair Trading Legislation.

GS1 Competition Law Caution cont.



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 competition 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 in consultation with, and/or monitored, by legal counsel.
- The recommendations coming out of a GS1 Board, committee, task force, workgroup, are just that. Individual companies remain free to make independent, competitive decisions.
- Any standards developed must be voluntary standards.

Agenda



1	Housekeeping & GS1 Competition Law Caution	Melanie Wishart, GS1
2	Welcome Message, Agenda & Attendees	Chair
3	Recall Advisory Group Framework and Attendance	Chair Melanie Wishart
4	Review of past meeting actions	Chair
5	Current Position of Recall Service - Adoption & Usage	Nim Phoa, GS1
6	Recall Development Roadmap	Anuja Varghese, GS1
7	Open Discussion - Challenges & Opportunities	All
8	Metcash GS1 Recall Implementation	Klara Kinclova, Metcash
8	General Business – Marketing and events, communications, new engagement	Melanie Wishart, GS1
9	Confirmation of actions and next steps. Meeting Close	Chair

Recall Advisory Group Framework



Advisory Group Framework



The Advisory Group is a forum to:

- Discuss issues and opportunities within Recall space and wider traceability efforts
- Assist with prioritisation of development efforts
- Provide a mechanism for engaging with organisational recall management networks to assist with deployment programmes
- Advocate alignment of recall with systems & processes of all stakeholders
- Identify and escalate issues of national importance related to recall management



Advisory Group Framework



Chair #1 Recipient

Leah Williamson
Product Compliance
Manager -
Quality & Technical
Standards

Coles Supermarkets
[LinkedIn](#)

Chair #2 Initiator/sponsor

Carolyn Dennis
Quality Assurance
Manager

Peters Ice Cream
[LinkedIn](#)

Quorum Requirements for AG meetings:

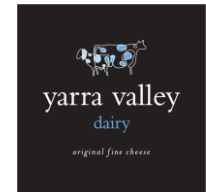
- **Minimum attendees – 10**
- **Optimal mix - 3 receivers, 5 suppliers, 2 associations**

GS1 acts as secretariat and will
operate as proxy co-chair as required

Current terms expire Q2 2025

Introductions, Attendance, Welcome to new attendees

Advisory Group Stakeholders



New Members



- Suzanne Boyle – QA Coordinator
- Susan Fox – Corporate Quality Systems Manager
- Nathan Bakewell - Quality & Compliance Manager
- Mark Robinson – Nutrition-Science Executive and Dietician
- Malcom Balkwill – Business Development Manager
- Robert Marshman, National Sales Manager
- Jill Carsen – Quality and Food Safety Senior Manager
- Amie Boschen – Quality Manager
- Sam Abuji – Quality Systems & Compliance Manager
- Joanne Chow
- Chiu Chan – Production Innovation Manager
- Siu Wen Chai – Quality Assurance Department

Anika Natural Products

Arnott's Group

Australian Vintage Ltd

Body Science International

Drakes

Kikkoman

PepsiCo ANZ

Riviana

Sunny Queen

Sunny Queen

Sunpork Group

The Yarra Valley Dairy

Review of past meeting actions



Actions arising from previous meeting



ACTION	Due	Responsibility	Status
Source presenters / topics for future meetings	Ongoing	GS1/Chairs	Ongoing
Add FreshChain and NSW Food Authority recorded presentation to Recall Hub	14/1/24	GS1	Complete Recall FD&CG Advisory Group Webinar - December 6 2023.mp4
Review the new FSANZ food recall report template and look to align with GS1 Recall portal.	17/4/24	GS1	WIP
GS1 to update FAQ to the GS1 Recall webpage	6/4/24	GS1	Complete
Provide awareness to auditors and CBs around the portal and the mechanisms of the mock recalls	Ongoing	GS1	Ongoing

Recall Food, Liquor & Consumer Goods Adoption and Usage

Nim Phoa

Lead – Recall and NLR Support

GS1 Australia



Report Summary



- Subscriber Onboarding 97% live (11 outstanding)
- Live notifications – 15 Recalls issued this FY, 58 Withdrawals / LY total was 42 therefore it has exceeded this
- Mock recalls are comparable to last year LY 242 – Q2 TD is 237 – on track
- 18 companies have issued notifications in Q2 TD. None were Recall platform users.
- Pre-reads available here: [GS1 Australia Recall - GS1 Australia](#)

Recall Development Roadmap

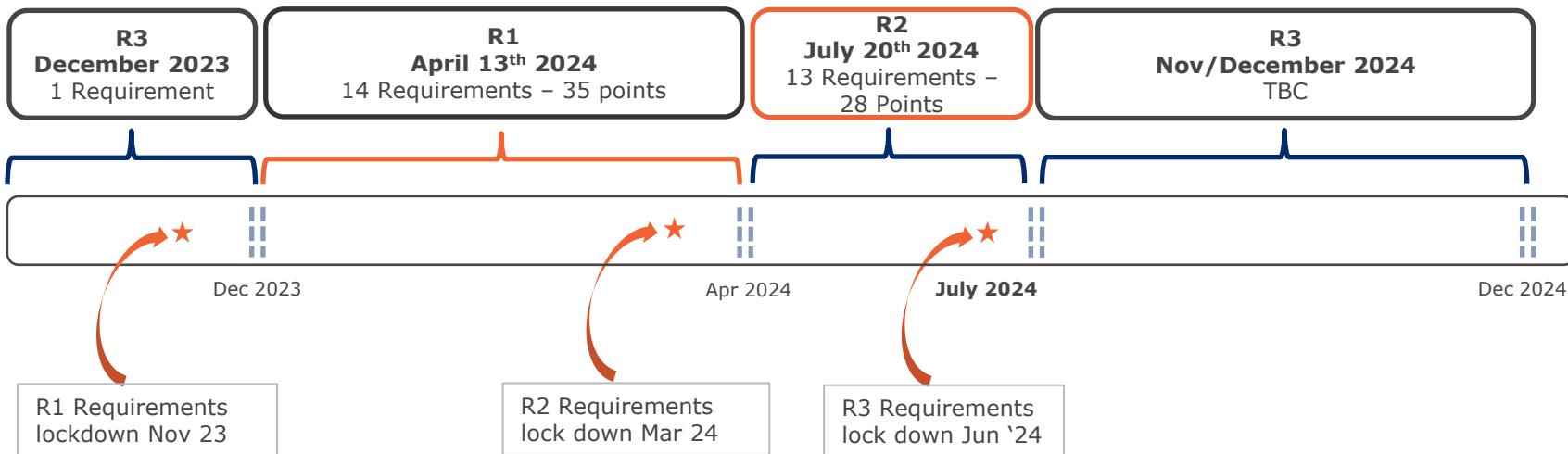
Anuja Varghese

Business Analyst / Tester - Member Systems

GS1 Australia



Release timings - overview



- 2024 - 3 planned releases: April 12th, Mid July, and Mid December
- July 22nd Release currently in dev testing – refining with developers

R2 – 20th July 2024



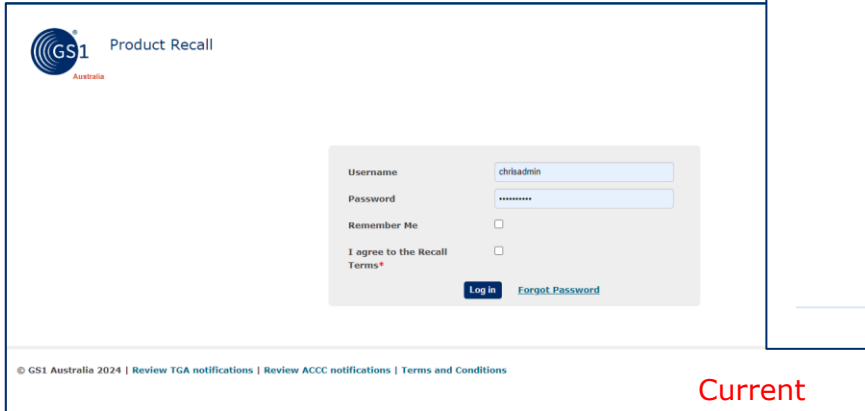
ID	Industry	Recall Enhancement Items	Dev Points
REC-165	HC & FB	Change Recall login page	5
REC-188	HC & FB	Updates to T&C's on login page	
REC-186	HC & FB	Update the Recall footer to match MyGS1/Corporate footers	2
REC-166	HC & FB	Action Centre - view archived (hidden) actions	1
REC-171	HC & FB	Pagination - numbered pages	1
REC-175	HC & FB	Update Mouseovers	
REC-185	HC & FB	Ability to add Alternate Identifiers when Distributing a received notification	1
REC-164	HC & FB	Fix PDF alignment issues	2
REC-146	HC & FB	Restrict Target all recipients	1
REC-170	HC & FB	Tooltip for Action Centre toggle to explain emails are switched off	1
REC-178	HC & FB	Issue Date - to appear in Notification Information, Summary, Snapshot, PDF	
REC-184	HC & FB	Make Delete and other buttons more visible	
		Total	14

Updated Login Page and Footer

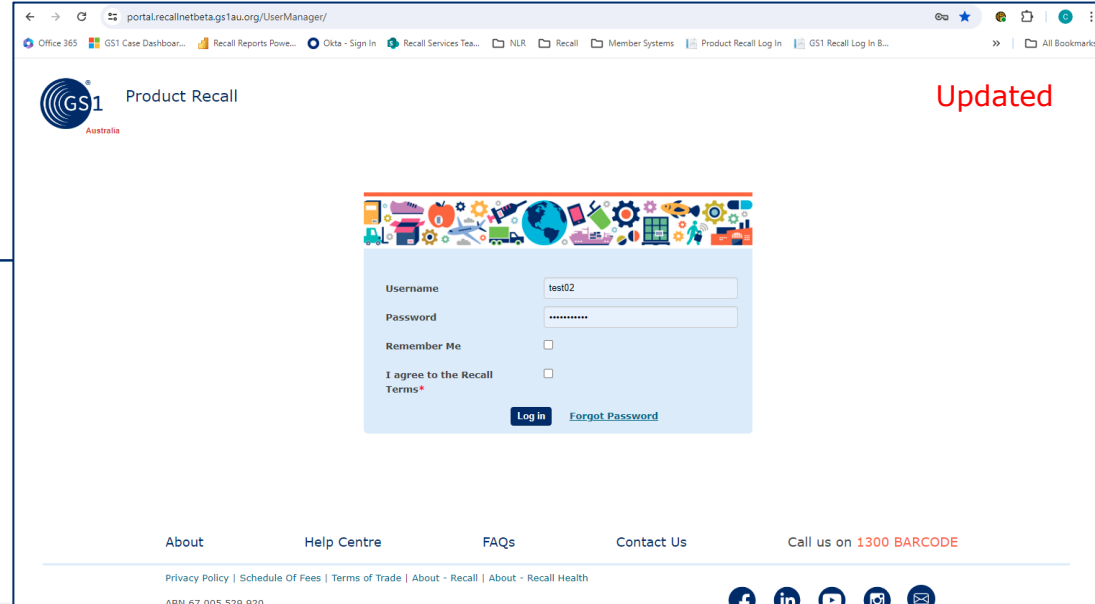


UI Updates

- Graphic introduced on login page
- Footer updated to match MyGS1 / other services



Current



Action Centre – View Archived



Archived Notices

- Renamed from 'Delete' to 'Archive'
- New checkbox to view archived

Received Notifications **My Company Notifications** **My Action Centre** **Organisation Report** **Recall Ready Status**

Batch Report: 0 Outstanding Actions: 50 Status: **Expired**

The Action Centre keeps track of outstanding actions on notifications you have either sent or received, and prompts you to take the next step required in the workflow in order to complete and close the notification. You can disable this feature tab

Action Centre

Show Pending Only Issued Date From
Show archived Issued Date To

<input type="checkbox"/> Notification Title	Reference ID	Location
<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>
<input type="checkbox"/> Review users not logged in for 60 days	N/A	N/A
<input type="checkbox"/> Recall (Trade Level) Food and Beverage Regression test 1 R32022	005166-V00	GS1 F&B Company
<input type="checkbox"/> Recall Ready Status Expired	N/A	GS1 F&B Company
<input type="checkbox"/> Recall (Trade Level) Food and Beverage test	005061-V00	GS1 F&B Company
<input type="checkbox"/> Recall (Consumer Level) Food and Beverage TEST 05/03	005062-V00	GS1 F&B Company
<input type="checkbox"/> Recall (Consumer Level) Food and Beverage testing	004715-V00	GS1 F&B Company

Showing 1 to 6 of 6 entries

Some Links are now buttons



GS1 Food and Beverage Canada Navigation FRANCOIS Switch to Public Relation myGS1

Username: cloudservicesqa+001@gmail.com 001 | Role: Initiator, Receiver | Location: Dunnes Stores

Received Notifications | **My Company Notifications** | **My Action Centre** (Outstanding Actions: 9) | **Recall Ready Certificate** (Status: **Expired**)

Edit

- ✓ Notification Details
- ✓ **Items**
- ✓ Shipping & Handling Instructions
- ✓ Contacts
- Translations

Recipients

- Subscribed Recipients
- ✓ Non-Subscribed Recipient
- Upload Recipients

Review

- Notification Change Log
- Notification Snapshot
- Notification Information
- Recipient Information

Action

- Submit for Approval
- Download Initiator PDF
- Download Receiver PDF (English)
- Notes

You are currently viewing Notification: **Unclassified Foodservice Unclassified Dunnes Stores Reminder Emails Target and Non Sub 1 UPDATE 4**

1 DRAFT | 2 SUBMIT | 3 REPORT | 4 CLOSE

Items

All items associated with this notification are listed here. In this section, you can create and add the item information to the notification.

[Add Another Item](#) [Add Items by Template](#)

Show 10 entries

Brand Name	Identifier	Actions
<input type="text" value="Search"/>	<input type="text" value="Search"/>	
aaaaa 'sample: aaaaa 'sample	GTIN: 07541234200017	Edit Copy
CB 101: CPD 101	GTIN: 07541234200017	Edit Copy
CB 102: CPD 102	GTIN: 07541234200017	Edit Copy
CB 103: CPD 103	GTIN: 07541234200017	Edit Copy
CB 104: CPD 104	GTIN: 07541234200017	Edit Copy
CB 105: CPD 105	GTIN: 07541234200017	Edit Copy
CB 106: CPD 106	GTIN: 07541234200017	Edit Copy
CB 107: CPD 107	GTIN: 07541234200017	Edit Copy
CB 108: CPD 108	GTIN: 07541234200017	Edit Copy
CB 109: CPD 109	GTIN: 07541234200017	Edit Copy

Showing 1 to 10 of 196 entries Previous 1 2 3 4 5 ... 20 Next

[Delete](#)

Recall Alt ID updates to Item Reporting



- Rename **Identifier** field to:
GTIN : displays data entered into the GTIN field when items were added
- Introduce New Column
Other Identifier : Contains all existing Alt Identifiers

Item Reporting

Item Report Table

Use this table to provide item reporting to the initiator, click submit when completed.

Product Name	GTIN	Other Identifier	Last Updated	Unit of Measure	Quantity	Comment
<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>			
GS1 Scalpel	GTIN: 9300710003102		28/11/2023 15:59	Base Units	2	
GS1: Raspberry Jam	GTIN: 9300710003102	Supplier Product code : RSJAM 002	28/11/2023 15:59	Case	23	
GS1: Raspberry/Blueberry Mixed Jam		Supplier Product code : RSBBJAM 002	28/11/2023 15:59	Mixed Pallet	200	

Showing 1 to 3 of 3 entries

Open Discussion





Issues, Challenges and Opportunities

- Development Roadmap feedback
- Group updates



Guest Speaker

Klara Kinclova

Senior Technical Manager – Sustainability, Quality & Compliance

Metcash Trading Limited



Metcash

Metcash Product Incident Management Project

Adoption of GS1 Product Recall platform



Product Recall

MetcashTM
Food

'Championing Successful Independents'

Who is Metcash?

Metcash is Australia's largest wholesale distribution company, dedicated to ensuring we provide the best level of service to our extensive network of independent retail and wholesale customers across Food, Liquor and Hardware sectors.



FOOD



LIQUOR



HARDWARE



OUR FOOD PILLAR



More information on our IGA Stores [\[Click Here\]](#)



Foodland stores are local, independently owned supermarkets with over 90 stores located in South Australia (plus one in Broken Hill). For more information [\[Click Here\]](#)



[\[Click Here\]](#) for more details on Campbells Cash & Carry

Past versus Present

Manual

Manual data entry by the Recall team

Email trails between Metcash Recall Team & DCs

Inability to update Metcash email DLs, due to outdated DL owners. Emails are sent to people no longer working at Metcash/ in new roles

Missed communications by site recall team members

Must manually manage the progress of incidents for DC teams

No reporting capability to ensure compliance with regulatory requirements

GS1

Creating state & format-based Metcash DLs with ability to amend when needed

Able to target state and format specific affected premises

Total transparency on status of the progress and date stamped tracking of activities

Supplier ability to import data directly to GS1 if they are customers

Reporting functionality

Gap closed on mass balance & action status.

Ongoing support & training

Objectives of the project

- ✓ Close gaps in legislative requirements
 - ✓ Achieve full traceability of all steps of the Recall/Withdrawal process
 - ✓ Simplify & automate the process to remove manual steps as much as possible & reduce risk of error
 - ✓ Remove the need for multiple actions of Copy/paste to create notices
 - ✓ Automate distribution lists for contacts
 - ✓ Simplify process for all stakeholders
 - ✓ Recall Co-Ordinator & team
 - ✓ Metcash Suppliers
 - ✓ Site Recall Team members
 - ✓ Operational Compliance team-Audits & follow up on action by Sites
 - ✓ Achieve Full visibility/ traceability of actions and stage of completion to enable confidence of actions completed as required
 - ✓ Achieve a single solution to cover all areas of business (excluding Retail)
-

Old ways of working

DC NOTICE - WITHDRAWAL - OE230913 - [REDACTED]



Product Recalls

To

i You forwarded this message on 13/09/2023 8:12 PM.
This message was sent with High importance.



Wed 13/09/2023 8:08 PM

WAREHOUSE NOTIFICATION **NATIONAL**

***** WITHDRAWAL**

OE230913 - [REDACTED] ***

Please see attached the warehouse withdrawal notification for product details & instructions.

**PLEASE COMPLETE THE BELOW WITHIN 60 MINUTES OF RECEIVING THE NOTIFICATION
AND RETURN TO RECALLS@METCASH.COM and BRANCH RECALL TEAM EMAIL**

New ways of working

Alert Withdrawal (Retail Level) Food and Beverage [REDACTED]..



GS1 Recall <RecallSupport@gs1au.org>

To Klara Kinlova

Please treat this as Confidential.

This message was sent with High importance.

If there are problems with how this message is displayed, click here to view it in a web browser.

Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.



Wed 13/09/2023 5:52 PM

CAUTION: This email originates from an external organisation. Please be cautious while viewing the contents (including attachments) of this email..



Alert Withdrawal (Retail Level) Food and Beverage [REDACTED]...

Dear Klara,


The following GS1 Recall notification has been issued:

Notification Title: Withdrawal (Retail Level) Food and Beverage [REDACTED]

Issuing Company: [REDACTED]

Reference ID: 013354-V00

GS1 Recall

 Product Recall Navigation: ▾

Received Notifications **My Action Centre**
Outstanding Actions: 9

Review
Notification Snapshot
Notification Information


Notification Summary

Action
Download PDF
Summary Notification PDF
Create XML
Notes
Report Progress

You are currently viewing Notification: Recall (Consumer Level) Food and Beverage GS1 Raspberry Jam 250g

Notification Title

Notification Title: Recall (Consumer Level) Food and Beverage GS1 Raspberry Jam 250g
Jam



Item Details

Product Name: Raspberry Jam

GTIN (Barcode Number)	9300710003102
Unit of Measure	200 Grams

Tracking Codes

Expiry Date	20/05/2024
-------------	------------

Reason for Notification


Reason for Notification	Microbial Ecoli
Reason for Notification Details	Ecoli Found in batch 3456


Unit of Measure	200 Grams
Tracking Codes	
Expiry Date	20/05/2024
Reason for Notification	
Reason for Notification	Microbial Ecoli
Reason for Notification Details	Ecoli Found in batch 3456
Instructions	
Recipient Actions	Dispose of, Return, no issue continue sale, donate etc etc
Attachments	Refer to attachments
Notification Details	
Notification ID	11111111111130892
Issued Date	31/07/2023 10:14
Is this an Update?	No
Attachments	
test	Recall Health subscriber and on-boarding Report - Excel.xlsx
Contacts	
Initiating Company	GS1 F&B Company
Initiating Company Contact	Jane Brown
Telephone	1300 227 264
Email	christopher.drougas@gs1au.org


GLN locations – tailored distribution list


Location Name ▲	GLN ↓	State ↓
<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>
* Metcash Trading Limited Australasia	9377778052373	New South Wales
DC & ALM QLD - Crestmead	9310077000010	Queensland
DC & ALM NSW - Huntingwood	9310077000027	New South Wales
DC & ALM VIC - Laverton	9310077000034	Victoria
DC & ALM SA - Gepps Cross	9310077000041	South Australia
DC & ALM WA - Canning Vale	9310077000058	Western Australia
FRESH DC QLD - ROCKLEA	9310077000065	Queensland
FRESH DC SA - Pooraka	9310077000072	South Australia
FRESH DC NSW - Huntingwood	9310077000089	New South Wales
FRESH DC JV VIC - NuFruit	9310077000096	Victoria
FRESH DC JV VIC - Rainfresh	9310077000102	Victoria
ALM QLD CAIRNS	9310077000119	Queensland
ALM QLD TOWNSVILLE	9310077000126	Queensland
ALM ACT Fyshwick	9310077000133	Australian Capital Territory
ALM TAS Hobart (Glenorchy)	9310077000140	Tasmania
ALM TAS Launceston (Waverley)	9310077000157	Tasmania
ALM NT Darwin	9310077000164	Northern Territory
CWD QLD CAIRNS	9310077000171	Queensland
CWD QLD TOWNSVILLE	9310077000188	Queensland
CWD QLD MACKAY	9310077000195	Queensland
CWD QLD ROCKHAMPTON	9310077000201	Queensland
CWD QLD EAGLE FARM	9310077000218	Queensland
CWD QLD NERANG	9310077000225	Queensland
CWD NSW NORTHMEAD	9310077000232	New South Wales
CWD SA Pooraka	9310077000249	South Australia


36 GLNs
vs 8 DLs


-  #Recall List_ ALM Dist Centres


-  #Recall List_ ALM Group

-  #Recall List_ MF&G Corp List

-  #Recall List_ MF&G Dist Centres

-  #Recall List_Convenience National Head Office

-  #Recall List_Convenience Warehouses

-  #Recall List_MF&G Quarantine Only Corp List

Benefits

- Tailor notices to the distribution list of DCs which are only impacted
 - Agility & full ownership of distribution lists via pillar and state based GLN locations set up
 - Strengthen external & internal reporting accuracy at the fraction of time
 - To give DCs better visibility on the status of accidents
 - To allow suppliers to share their product information in a concise and consistent way
 - Minimize the administration burden on suppliers, DCs as well as the Metcash recall team
 - Cascading information submitted by suppliers (who are members of GS1) direct to affected network
 - Consistent process for Food & Liquor pillars
 - Ongoing training and support from GS1 team
-

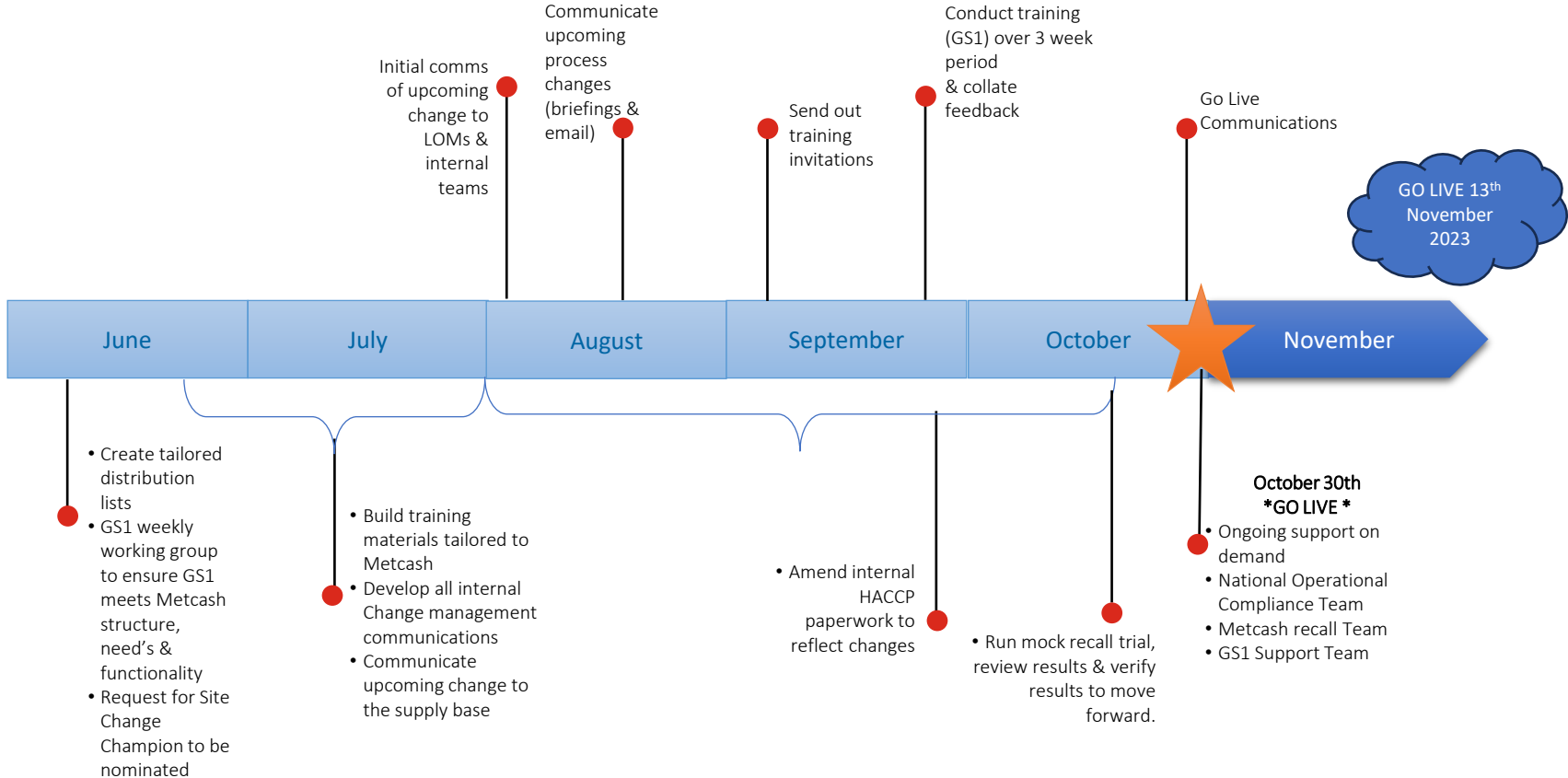
The Integrated Plan

25 training sessions

350 Metcash team members

Change & Communications

Project



Thank you!

GS1 team:

- **Chris Drougas**
- **Andrew Brown**
- **Nim Phoa**
- **Simon Mitchelhill**



Product Recall

- ❖ **8 months' worth of weekly project meetings**
- ❖ **350 Metcash team members trained**
- ❖ **25 training sessions**
- ❖ **PWC internal audit – passed with flying colours!**

General Business



Events

Fresh Produce Safety Centre Symposium



Symposium
OVERVIEW

INTERNATIONAL
FRESH PRODUCE SAFETY
Symposium

CONNECT • COLLABORATE • CULTIVATE

Join us at the Novotel Sydney Brighton Beach on **Tuesday 20 and Wednesday 21 August 2024** as we strive for a future of safe and sustainable fresh produce through science and collaboration.

CONNECTING all links in the fresh produce value chain - from growers to consumers
COLLABORATING across our produce community - for safe and healthy fresh produce
CULTIVATING adoption of science and evidence based best practice - from farm to plate

This world-class symposium will bring together the fresh produce safety community from Australia, New Zealand and beyond for two days of engaging and inspiring sessions presented by leading international and regional experts.

Global food safety practitioners, CEOs, food technologists, researchers, regulators, growers and supply chain specialists are invited to attend this inaugural event.

Don't miss your opportunity to sponsor and/or exhibit. See over for more details!

Special Keynote Speaker
Frank Yiannas



Renowned food safety leader and executive, food system futurist, author and professor.

Frank is the former Deputy Commissioner for Food Policy and Response at the U.S. Food and Drug Administration (FDA), and spent 30 years in leadership roles with two industry giants: Walmart and the Walt Disney Company.

Throughout his career, Frank has been recognised for his role in strengthening food safety standards in new and innovative ways, as well as building effective food safety management systems based on modern, science-based and tech-enabled prevention principles.

Tuesday 20 &
Wednesday 21 August
2024

Novotel Brighton Beach
(Sydney)

[For More Information](#)

AIFST Recall Workshop 21 June



FOOD RECALL WORKSHOP - GRADUATE HOUSE CARLTON VIC
9AM - 5PM

Risk Assessment Workshop – Morning Session
Food Recall Workshop – Afternoon Session

Join for one, or Both
Includes Networking lunch

[Australian Institute of Food Science and Technology \(AIFST\) - Risk Assessment & Food Recall Workshops](#)



[Australian Institute of Food Science and Technology \(AIFST\) - AIFST24 Convention](#)

Woolworths 2D Barcode implementation



Reduced for a 'Quick Sale'
including item's Expiry Date when
marked down

~9M 2D's
scanned
at POS /
week



Meat & Poultry articles - fixed
and variable weight

Over 350
meat
products
~80%
Volume



Fresh Service Deli articles -
variable weight

Up to 40%
waste
reduction
with 2D



New
Packaged & Cut Fresh Produce
Proprietary Bakery
Coming Soon – Hot Food Products

90% Own Brand
10% Branded Articles

2D Barcodes Implementation Guideline



[2D Barcodes at Retail Point-of-Sale Implementation Guideline \(gs1.org\)](#)

GS1 2D webpage
[Next Generation 2D Barcodes - Transforming the Way We Do Business | GS1 Australia](#)



Recall Partners



- AFGC



- Victual



- FSANZ



- IFPA A-NZ



- HACCP Australia



- Liberty International Underwriters



- NRA



- AIFST



- The Recall Institute



Useful Resources

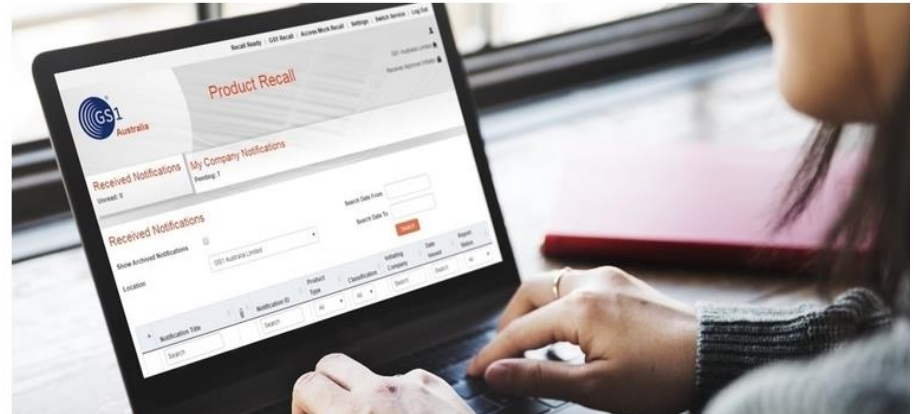


[Login Homepage Recall](#)

[Recall User Guides](#)

[Recall FAQs](#)

[Recall Webpage](#)



Contact Us



Phone Number

National Number: 1300 2RECALL (1300273225)
Support hours: 8.30am-5.30pm Monday to Thursday, 8.30am – 7.30pm Friday

Email

Recallsupport@gs1au.org

Live Chat

Homepage of Recall website or Homepage of Recall platform [Recall Webpage](#)



Webinar: How to use GS1 Recall

<https://www.gs1au.org/training/find-a-course-or-event/how-to-use-recall>

June 18, 10:00am

Jul 2, 10:00am

Jul 16, 10:00am

Jul 30, 10:00am

Aug 13, 10:00am

Aug 27, 10:00am



Confirmation of actions and next steps



Questions?



Meeting close

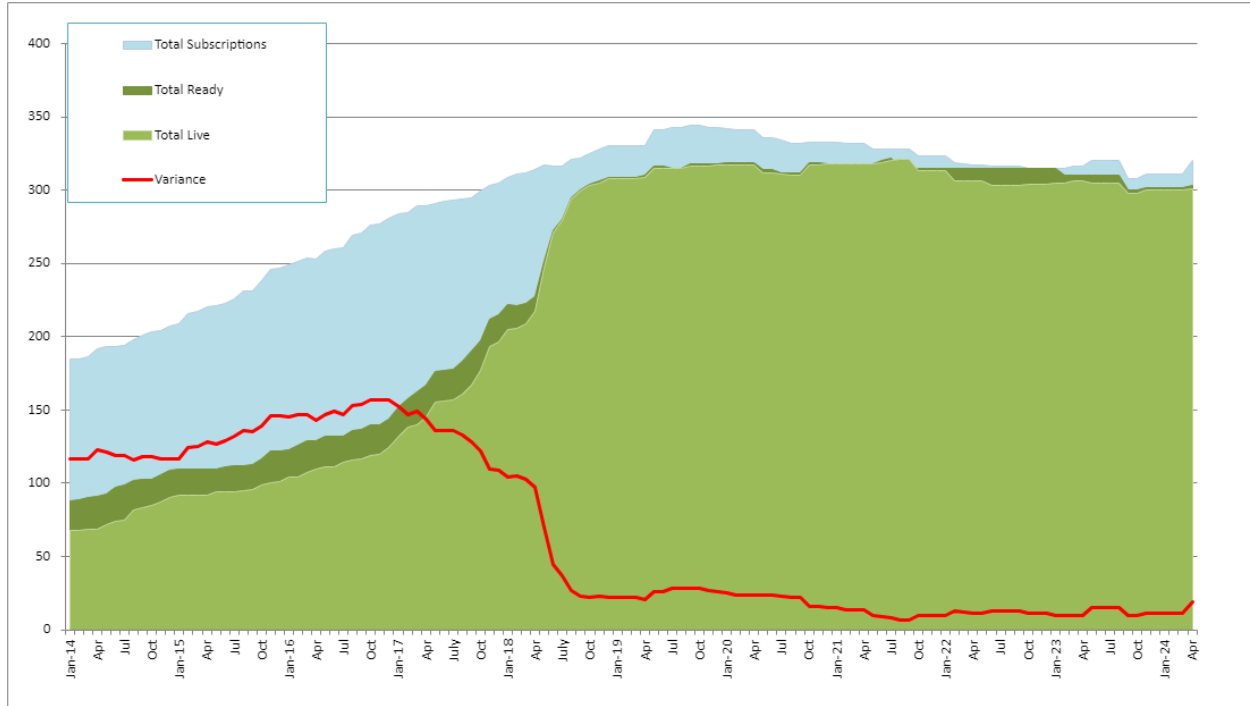
Next meetings: Wednesday 4th September 2024



Appendix



Supplier Onboarding



Status:

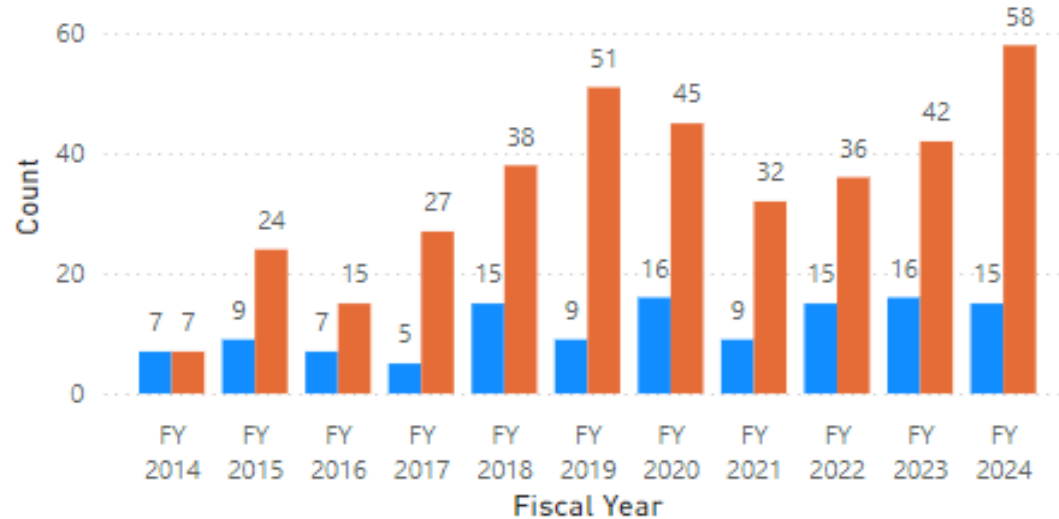
Subscribed: 320
Registered: 1 (0.3%)
Ready: 2 (0.6%)
Not Ready: 7 (2%)
Live: 301 (97%)
Total: 312
On-boarding Target :20
Outstanding : 11

Live notification history



Live Recall (FB & GM) Notifications by FY

● Recall ● Withdrawal/Non-recall action

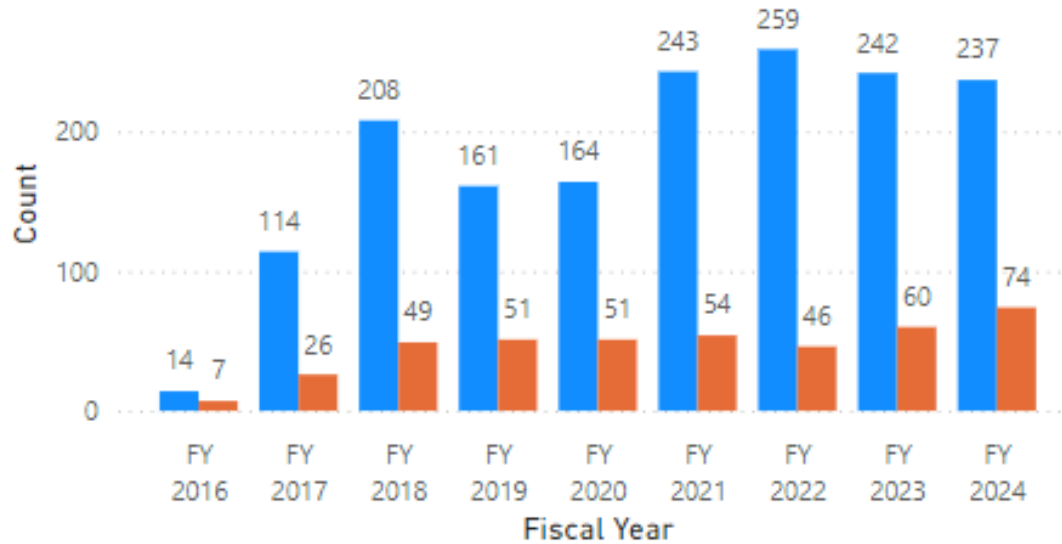


Mock notification history

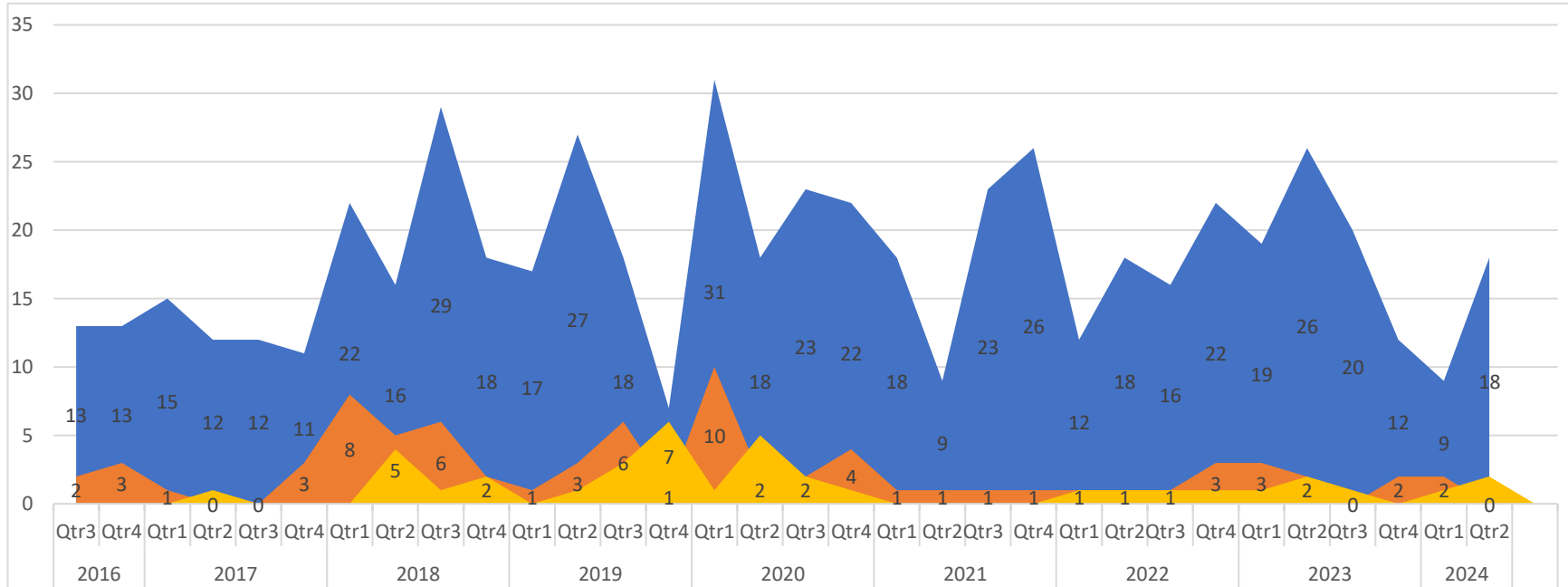


Mock Recall (FB & GM) Notifications by FY

● Recall ● Withdrawal/Non-recall action



FSANZ Recalls vs Recall Portal subscribers



18 companies have issued notifications in Q1 TD. 0 were Recall platform users.

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

R3 – December 2nd 2023



ID	Industry Portal	Item	Need/Problem	Description
REC-54	HC & FB	Report Progress - Item table export/import	Health Site users have expressed that if a recall contains more than 5 products/batch number, it is difficult to search and filter items received in recall notices due to the list becoming large and not user friendly.	In Report Progress, give the ability for Receivers to export the item table into an excel file that the user can add numerical qty's, and comments, then re-import back into the system into the item table.

R1 – April/May 2024



ID	Industry Portal	Item	Need/Problem	Description
REC-127	HC & FB	Viewers, Notes	HSV have requested Viewer role users have the ability to create and respond to Notes. Sometimes viewers have questions, or may provide information on a recall that is not a numerical qty for item reporting.	Allow Viewers to view, receive and respond to notes.
REC-154	HC & FB	Monthly Activity Report - enable top node in hierarchy	Currently Monthly Activity reports are available/distributed to > LV 1 nodes in a hierarchy whilst the LV 0 does not receive these reports	Enable HSV top node to receive Monthly Activity reports
REC-150	HC & FB	Make Action centre optional	Currently Recall platform has a tab called Action centre that certain user types have access to. Some of these users do not find Action centre helpful and do not want the Action Centre tab to be visible when they login	The solution is to make the Action Centre optional via the Settings page for these users by adding a check box "Enable Access to My Action Centre" Under Settings-> User Settings.
REC-155	HC & FB	Enable Disable Pending Actions email	Some users don't find the Pending Action emails helpful and would like the option to turn them off in settings	Add a checkbox to Alert Email Settings for each individual user, that allows them to enable or disable the Pending Action Emails
REC-152	HC & FB	Pagination on Dashboard	Currently on various Recall/RH dashboards there is no pagination available for tables which in turn makes the loading of the pages very slow especially when there are huge data available	Provide an option for the users to select how many records they want to view per page (See defaults below) Introduce pagination for tables as per the selection above for

R1 – April/May 2024



ID	Industry Portal	Item	Need/Problem	Description
REC-106	HC	UDI Support – July 2024	Ensure Recall Health supports the UDI identifiers by the July 2024 industry implementation date	Ensure list of alternate identifiers supports all UDI codes
REC-147	HC & FB	Status Definitions (Status Report)	Some users don't know when to use what status in the progress report module and need some guidance.	Health sites have requested we add definitions to each of the Status Report values (i.e. In Progress, Completed, Not Impacted) so it is clear what status to use and when. The status definitions will appear in the report progress module, and show up once the status has been selected (but not added yet)
REC-94	HC & FB	Add Issue Date column to Org Report	Organisation Report tab does not include an Issue Date column	Add Issue Date column to Organisation Report tab
REC-85	HC & FB	Add unit of measure to Item reporting	Receiver Users find it difficult to know what unit of measure to provide when reporting stock counts.	Provide the ability to adjust unit of measure when reporting in the item table. The UOM should be a dropdown box that is available next to each item and can be adjusted individually per item. The default should be set to Base Unit UOM list should include: <ul style="list-style-type: none"> - Base Unit - Inner - Case

R1 – April/May 2024



ID	Industry Portal	Item	Need/Problem	Description
REC-131	FB	Alternate Identifiers updates - Recall	Metcash have requested a new field be added so that Internal ID's can be added to recall notices under Alternate Identifiers	Under Items Section > Identifiers > Alternate Identifiers drop down, add: Item Code Internal Product ID
REC-151	HC & FB	Improvements to Action centre	Feedback received from users that they are not clear about what is expected of them from "My Action Centre" and what are the next steps that they need to perform	Add an information blurb on top of the page describing what is My Action centre. Show a tooltip when user hovers over the Next Action column heading to explain that selecting an action does not complete the action but rather takes them to the appropriate section and gives them to opportunity to review before completing the action.
REC-148	HC & FB	Flexible Reporting Reminders: Initiator Settings	It is important that recipients respond to a Recall notification within a very short span of time and take the necessary actions as listed out in the notification.	It is proposed that the Initiators have an option to send flexible reminders to recipients, based on either issue date/time, or received status date/time
REC-149	HC & FB	Flexible Initiator Summary emails	Give Initiators the flexibility to adjust the timings of the Initiator Summary email by offering them a similar table to the View Reporting/Complete reporting table:	Give Initiators the flexibility to adjust the timings of the Initiator Summary email by offering them a similar table to the View Reporting/Complete reporting table:

R1 – April/May 2024



ID	Industry Portal	Item	Need/Problem	Description
REC-85	HC & FB	Add unit of measure to Item reporting	Currently, Recipient users are not clear on what unit of measure they are reporting against, when providing 'QTY' in the Item Reporting table in Report Progress	Add the text (Base Units) next to the Qty field in item reporting table.
REC-156	HC & FB	Allow recipients to add "In Progress" status multiple times for the same notification	HSV request to have the ability to add the "In Progress" corrective action status multiple times as they may need the progress reported from multiple Internal entities. Currently the system stops entering the same corrective action status more than once.	Allow users to select In progress and Add to the status report multiple times

R2 – July 2024



ID	Industry Portal	Item	Need/Problem	Description
REC-165	HC & FB	Change Recall login page	Look and feel of the Recall login page is not consistent with other services' login pages	Update the Recall login page to look similar to NPC login page
REC-166	HC & FB	Action Centre - view archived (hidden) actions	Once deleted, the users have no option to view the actions under the Action centre tab.	The solution is to introduce a checkbox "Show archived" which when checked will also display all deleted actions.
REC-171	HC & FB	Pagination - numbered pages	Currently on various Recall/RH dashboards there is no pagination available for tables which in turn makes the loading of the pages very slow especially when there are huge data available	Provide an option for the users to select how many records they want to view per page (10,25,50,100) and introduce pagination for tables as per the selection.
REC-186	HC & FB	Update footer to match MyGS1/Corporate footer	Align Recall/RH footers with corporate website footer	
REC-175	HC & FB	Update Mouseovers	Recall/RH have several mouseovers containing helpful hints about less intuitive features, but lacks consistency in style and size	Canada has requested to update all mouseovers with new styling guidelines.

R2 – July 22nd 2024



ID	Industry Portal	Item	Need/Problem	Description
REC-185	HC & FB	Ability to add Alternate Identifiers when Distributing a received notification	Some members require to add a new identifier (Internal product code for example) when redistributing a notice to their internal locations, they received from external parties, for easier identification	Ability to add and save alternate/additional identifiers to items when distributing a notice will be put in place
REC-164	HC & FB	Fix PDF alignment issues	PDF extracts from Recall have alignment issues.	Indentation/Alignment of fields need to be consistent across sections of the pdf. Texts that are cut off on the right-hand side of the PDF need to be fixed. Heading and GS1 Logo will be made large
REC-146	HC & FB	Restrict Target all recipients	Some Initiators are sending Recall notices to ALL recipients of the Recall platform	The platform is a targeted system and Recipients should be specific and targeted. If all Recipients are targeted by the Initiators, before saving, a warning message to appear letting the Initiator know they cannot target all recipients and the user should not be allowed to proceed to the next step.

R2 – July 22nd 2024



ID	Industry Portal	Item	Need/Problem	Description
REC-170	HC & FB	Tooltip for Action Centre toggle to explain emails are switched off	Support requested an update to the Tooltip copy for the Action Centre to let the user know that when disabled, they will stop receiving the Action centre email notifications.	Update the toggle to read “When selected My Action Centre Console is available. Once disabled, Action Centre notification emails will also be disabled.”
REC-178	HC & FB	Issued Date - to appear in Notification Information, Summary, Snapshot, PDF	Notification issued date is currently missing in Notification Information page, Summary page, Snapshot and PDF downloads	Notification issued date will be added to Notification Information page, Summary page, Snapshot and PDF downloads
REC-184	HC & FB	Make Delete and other buttons more visible	Currently Delete buttons on various sections of Recall/HC platform are hard to locate. Some other actions such as Edit and Copy are presented as links.	Delete buttons on Recall/HC platform to be made bolder and easily locatable and Edit and Copy links will be replaced by buttons.
REC-188	HC & FB	Updates to T&C's on login page	Terms and Conditions link on login page needs to be updated to point to the latest page	As of July 1 st new T&C's will be available on corporate website. Recall T&C's will need to be linked to this. Need to find a solution to ensure T&C's updates don't require yearly updates to service portals.