



New Release: Recall and Recall Health May 2021

On Saturday 29 May 2021, the GS1 Australia Recall and Recall Health platforms will be updated to a new version.

New capabilities for both platforms

New module: Activity Report

A new section on the dashboard and monthly email report providing Recipient users with greater visibility of recall activity at their site.

Recipients will receive a report on the first of each month, outlining the total notices received, the average view and completed times, as well as a list of incomplete notifications at their active sites. All reports are made available by the new section of the dashboard called Activity Reports.

Update Notifications

Emails will clearly state the Reason for an Update, displaying the Receiver dashboard only. All older versions are now hidden, however can be viewed if necessary. The Initiator must confirm if there is a requirement to issue a new notification.

Non-Subscriber Email Notifications

Updated to display the initiating company contact details more clearly.

Notification Summary

Updated to provide Recipient users with a clearer set of information when viewing a notification.

Recall Ready Expiry Dates

Updated to be flexible based on each company's requirements. Within Settings the Subscription Administrator can adjust the timing to either 3, 6 or 12 months.

Email Alert Title Field

Updated to Email Subject Line.

Email Invitations to New Subscriber Companies

Updated to clearly describe the steps required to activate an account.

New functionality specific to the Recall Health platform

Adding State Recall Coordinators to a Notice

State Recall Coordinators can be added to a notice via the Recipients area. State Recall Coordinators are classified by State and Product Type.

Alternate Identifiers

Updated in the Item section to include, Part Number, Version number, Tissue Bank Number, Catalogue Number, Donation Number and Global Model Number.

Risk Analysis Uploader

Updated to replace the existing Risk Assessment, consistent with the requirements of the TGA.

Functionality specific to large organisations

(using the organisation hierarchy setup)

Linked Notifications

- Updated to be more easily identifiable on the dashboard via a chain link icon next to the notification title.
- Can be hidden on the dashboard by selecting a new drop down box.
- Removed from the Email Activity Reports, however can be included in the Activity Report dashboard if desired.

User guides

Updated Recall and Recall Health user guides are available on the GS1 website.

[Recall User Guide](#)

[Recall Health User Guide](#)

[Activity Report User Guide](#)

Keep your details updated

Ensure your organisation does not miss a recall notice, or risk the notice being directed to the wrong person. Keep your contact details updated within the platform. To do this [Log in](#) and update your details today or contact the [GS1 Recall support team](#) for assistance.

Recall Help Desk

GS1 Australia supports our Recall platform subscribers with the Recall Help Desk where we can guide you step by step through a recall, withdrawal or alert, from notice creation to communication and follow up.

To get in touch with the GS1 Recall Help Desk phone [03 8581 5976](tel:03-8581-5976) or [1300 273 225](tel:1300-273-225) or by using Live Chat on the [GS1 Australia website](#).

Any enquiries please contact our [Recall team](#) or phone [1300 273 225](#).



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