GS1 Australia

Recall FD&CG Advisory Group

Wednesday 1 Sep 2021
## Agenda

<table>
<thead>
<tr>
<th>ID#</th>
<th>Details</th>
<th>Owner</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Welcome message and Agenda</td>
<td>Melanie Wishart, GS1</td>
</tr>
<tr>
<td>2</td>
<td>GS1 Australia Trade Notice Act</td>
<td>Melanie Wishart, GS1</td>
</tr>
<tr>
<td>3</td>
<td>Introductions and welcome to new Co-chairs and attendees</td>
<td>Melanie /Co-Chair</td>
</tr>
<tr>
<td>3</td>
<td>Recall Advisory Group framework</td>
<td>Co-Chair</td>
</tr>
<tr>
<td>4</td>
<td>Review of past meeting actions</td>
<td>Co-Chair</td>
</tr>
<tr>
<td>5</td>
<td>Current Position of Recall Service - Adoption &amp; Usage</td>
<td>Chris Drougas, GS1</td>
</tr>
<tr>
<td>6</td>
<td>Recall Development Roadmap</td>
<td>Chris Drougas, GS1</td>
</tr>
<tr>
<td>7</td>
<td>Open Discussion - Challenges &amp; opportunities</td>
<td>Co-Chair / All</td>
</tr>
<tr>
<td>8</td>
<td>General Business – New partners, engagement</td>
<td>Andrew Brown, GS1</td>
</tr>
<tr>
<td>9</td>
<td>Guest Speaker – “Speed and accuracy of Recalls”</td>
<td>Ram Akella, Woolworths</td>
</tr>
<tr>
<td>10</td>
<td>Confirmation of actions and next steps</td>
<td>Co-Chair</td>
</tr>
<tr>
<td>11</td>
<td>Meeting Close&lt;br&gt;Next Meeting: Wednesday 1&lt;sup&gt;st&lt;/sup&gt; December 2021 @ 2:30pm – 4:00pm</td>
<td>Co-Chair</td>
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</table>
GS1 Australia 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.

This means:

- Participation must be voluntary.
- There will no exchange of confidential information such as prices, products.
- Meetings will have a prepared agenda and recorded by minutes.
- All recommendations from any meeting are recommendations only. Individual companies remain free to make independent, competitive decisions.
- Any standards developed must be voluntary standards.
- 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.
Introductions, Attendance, Welcome to new attendees
## Current AG invited stakeholders

ACCC receive documentation arising from the meetings

| AFGC | Arnott’s | BE Campbells | Bidfood | Clorox | Coles | Costa Group | Costco | Foodbank | Pental | Vilis’s Bakery | FSANZ | Goodman Fielder | Greens Foods | GS1 Australia | Harris Farm | HPV | Lion (now Bega) | Metcash | Mondelez | Nestle | Patties Foods | NSW Food Authority | PMA A-NZ | Red Bull | Simplot | Sunny Queen | Suntory | Super Retail Group | Unilever | WD-40 | Woolworths | Peters | Drakes |
New Recall Advisory Group Co-Chairs

Q2 2021 – Q2 2023 Term

From the Recall Advisory Group Charter, Chairpersons are responsible for:

- Overseeing the orderly performance of business based on the agenda
- Determining when an issue should be escalated to another body for resolution
- Dissemination of the GS1 Recall Advisory Group decisions, via the secretariat.
New Recall Advisory Group Co-Chairs

- Basis for nomination of co-chairs is that they represent both the sponsor and recipient community as well as balance geography by being from separate states:
  - Chair #1
    Carolyn Dennis, Quality Assurance Manger - Peters
  - Chair #2
    Leah Williamson, Product Compliance Manager, Coles

- We would like this group to ratify the nomination of the 2021-23 co-chairs
- Are there any questions?

Motion to accept:
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

• 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 has requested feedback from community for proposed changes to the Recall protocol. GS1 has submitted proposed changes, FSANZ to confirm over coming months.

• Ask Woolworths to present on 2DBarcodes at September 1st meeting. This will be included in the next meeting in December.

• GS1 will provide nominees for new Recall AG co-chairs to the group prior to Meeting 3 in order to motion via poll. The secretariat decided to do in the meeting today – Resolved.
Current Position of Recall Food, Liquor & Consumer Goods
Report Summary

• Subscriber Onboarding 97% live (9 outstanding)
• Mock notifications excellent, shows companies are keeping on top of training and annual ready/live process
• 10 Recalls listed on FSANZ site FYTD, none from Recall subscribed suppliers

• Questions?

• Pre-reads available here: https://www.gs1au.org/our-services/recall/gs1-australia-recall-and-recall-health
Recall Development Roadmap
Recall Roadmap - overview

- Nov 20\textsuperscript{th} Deployment for R2 2021
- R2 focus on changes to FSANZ Recall protocol and updates to post recall reporting (F&B)
- Requirements to be prioritised shortly
Requirement Prioritisation

New format
Now using Microsoft Forms to collect results - much more user friendly and less time consuming

- 25 on roadmap
- Opportunity to provide feedback
- Participation necessary
- Survey begins W/C 6th

1. Food and Beverage only
   Drag and drop in order of preference

   - 106: Updates to FSANZ Post Recall Reporting Templates
   - 060: Foodbank Specific Notification for Donations
   - 129: Better Alignment with FSANZ Recall Report
   - 127: Advise of Completed Mandatory Injury Reports via Yes/No radio button
   - 126: Automatic Targeting of Insurance Providers
Currently in development

- Changes to the Recall notification workflow when F&B product is selected
- Changes the Post Recall Reporting (Parts A + B)
- GS1 currently testing new functionality
- Details of each available in appendix

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<thead>
<tr>
<th>ID</th>
<th>Industry</th>
<th>Recall Enhancement Items</th>
<th>Dev Points</th>
</tr>
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<tbody>
<tr>
<td>138</td>
<td>HC &amp; FB</td>
<td>Update T&amp;C's upon first login</td>
<td>3</td>
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<tr>
<td>129</td>
<td>HC</td>
<td>Updates to Notification Workflow (F&amp;B)</td>
<td>28</td>
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<td>106</td>
<td>HC &amp; FB</td>
<td>FSANZ Post Recall reporting templates update (Part A+B)</td>
<td>26</td>
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<td>139</td>
<td>HC &amp; FB</td>
<td>Jurisdiction filters for Initiators</td>
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<td>128</td>
<td>HC &amp; FB</td>
<td>Adverse Event Reporting - TGA</td>
<td>3</td>
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**Total** 70
Open Discussion
Items for discussion

- Issues / Challenges / Opportunities
- Development Roadmap feedback
- Stakeholder uptake
- Regulatory Updates
  - FSANZ update
- Anything else?
General Business
Recall Partners

- AFGC
- FSANZ
- HACCP Australia
- NRA
- The Recall Institute
- Victual
- PMA (ANZ)
- Liberty International Underwriters
- AIFST

Can be viewed [here](#)
Recall Partners

- Align to GS1 Alliance partner program – progressing – interest from traceability solution providers
- Working to add more insurance partners
- Working with Victual on a package for the Independent Brewers Association
Expanding Recall reach - new engagement

• Food Service
  - Working with Industry Associations to target improving capability

• Healthcare
  - WA Health
  - SA Health
Expanding Recall reach - new engagement

Food Service

• Renewed endorsement from AFGC, FSAA, Drinks Association and working on adding AFAB
• Adding extra recipients for new and existing subscribers will help ensure consistency of action across more settings
• We are seeking the support of the Recall advisory group to engage this sector.
Industry Events - Planning

- Next AIFST Recall workshop for September 16
- Recall Bootcamp series ongoing
- Working on Australian Promotional Packaging Association information webinar
NGTAG meeting 7th September

Hon. Minister Littleproud to provide official address and traceability announcement

Terry Richardson – President of Australian Dairy Farmers to release new Australian Dairy Traceability guidelines

Panel of industry experts to discuss:
- What role is traceability playing to increase transparency and trust?
- What are the impacts on producers, and how are processors responding?
- What does the future look like for the industry, and where to next?
- Recent traceability projects

Register to attend
Guest Speaker

Ram Akella
Head of Business Solutions - Own Brand, Convenience and Product Traceability, Woolworths Food Group
What is the current state of play with the food recall management?

Significant investments are being made to **improve the food safety culture and quality processes**. In spite of all these, the number of recalls have only been increasing over the past decade (ref: FSANZ)

There is **no shortage of research & analysis** being done on product recalls and a number of different ways to address them

Frequency of recalls and the **reputation and financial impacts** on the businesses and its trading partners is also greatly understood

![Chart showing product recalls and causes](Img Source: AIG)
Better Recall Management

How e2e product traceability might help with better recall management?

Frequency of recalls and its financial impact on the trading partners coupled with economic impact on the industry at macro level can be better managed through transparency and interoperability which are the cornerstones of full e2e product traceability

✓ can help reduce the financial impact on the organisations and at the industry level by isolating the incidents and allowing the trade to continue with non-impacted supplies

✓ can help improve the processes through visibility and control points to quickly narrow down the issues and act swiftly to resolve them

✓ provides data to proactively manage the food safety risks before becoming turning into significant food safety incidents

Img Source: foodware365
NGTAG Ecosystem
Three key focus areas for the Advisory Group

- **Insights & Info Sharing**: Progress Traceability through sharing global and local activities.
- **Collaboration & Registry**: Spotlight on traceability initiatives for applicability and adoption.
- **Engagement & Action**: Agree industry needs to enable solutions and drive interoperability.
Are you part of this ecosystem?

100+ members from government, industry and industry associations

1 year milestone celebrated recently

Regular dialogue and action on enabling trade through traceability
Confirmation of actions and next steps
Questions?
Meeting close

Next Meeting:  Wednesday December 1st 2021  2.30pm AEST

Other proposed dates for 2022:  TBA

March, June, September, December
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*
Recall Subscriber Growth

Recall Health: 328
Recall: 325
Supplier Onboarding

Status:

- Subscribed: 325
- Registered: 1 (0.5%)
- Not Ready: 8 (1.5%)
- Ready: 2 (1%)
- Live: 314 (97%)

On-boarding Target: 20
Outstanding: 9
‘Live’ Notifications issues by FY Food, Drinks and Gen Merch

![Bar chart showing the number of recall and withdrawal/non-recall actions from FY 2017 to FY 2021.]

- FY 2017: 5 recalls, 29 withdrawal/non-recall actions
- FY 2018: 18 recalls, 42 withdrawal/non-recall actions
- FY 2019: 10 recalls, 54 withdrawal/non-recall actions
- FY 2020: 19 recalls, 46 withdrawal/non-recall actions
- FY 2021: 10 recalls, 32 withdrawal/non-recall actions
‘Mock’ Notifications issues by FY Food, Drinks and Gen Merch

<table>
<thead>
<tr>
<th>FY</th>
<th>Recall</th>
<th>Withdrawal/Non-recall action</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY 2017</td>
<td>127</td>
<td>32</td>
</tr>
<tr>
<td>FY 2018</td>
<td>222</td>
<td>56</td>
</tr>
<tr>
<td>FY 2019</td>
<td>172</td>
<td>56</td>
</tr>
<tr>
<td>FY 2020</td>
<td>192</td>
<td>62</td>
</tr>
<tr>
<td>FY 2021</td>
<td>273</td>
<td>62</td>
</tr>
</tbody>
</table>
10 companies have issued notifications in QTR 3 TD, none of whom are recall subscribers.

* % of Recall platform notices vs FSANZ Recalls in any QTR
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<tr>
<td>106</td>
<td>FB</td>
<td>Updates to FSANZ Post Recall Reporting Templates</td>
<td>FSANZ post recall reporting templates need to be updated to reflect the questions on the current post recall reports.</td>
<td>Part A and B need to be updated in the Recall platform to ensure FSANZ are receiving the required information after each notification.</td>
<td>Fulfil requirements for post recall reporting</td>
<td>26</td>
</tr>
<tr>
<td>128</td>
<td>HC</td>
<td>Advise of Completed Adverse Event Reporting</td>
<td>The platform does not ask whether the supplier has completed any adverse even reporting (if required)</td>
<td>In Regulatory Reports - Include a radio button asking Yes/No/NA - Whether Adverse Event Reports were completed, and if so, provide a non-mandatory uploader, or field for reference to the report</td>
<td>More thorough information to regulator</td>
<td>3</td>
</tr>
<tr>
<td>129</td>
<td>FB</td>
<td>Better Alignment with FSANZ Recall Report</td>
<td>After review of the current FSANZ Recall report, there is a need to update some of the fields in the Recall platform to ensure they align with the information required by the FSANZ and the state regulators</td>
<td>Before supplier progresses with Recall notification type, ask whether the state-based regulator has been notified first Include section for supplier to complete manufacturer details Include ability to advise distribution of product by state Updates to wording to further align with FSANZ protocol and recall report</td>
<td>More thorough information to regulator</td>
<td>28</td>
</tr>
<tr>
<td>138</td>
<td>HC &amp; FB</td>
<td>Update T&amp;C’s upon first login</td>
<td>T&amp;C’s presented to user are outdated</td>
<td>Update the T&amp;C’s in the platform</td>
<td>Updated T&amp;C’s</td>
<td>3</td>
</tr>
<tr>
<td>139</td>
<td>HC &amp; FB</td>
<td>Jurisdiction filters for Initiators</td>
<td>There is no ‘simple’ way of identifying those customers in a Hierarchy for initiators in the subscribed recipients area</td>
<td>Introduce a filter in the subscribed recipients area that allows initiators to search for recipients within a specified hierarchy. This could be drop down, checkbox etc. This would allow an initiators to select &quot;WA health&quot; for example, and then all the public recipient sites linked to a hierarchy will show.</td>
<td></td>
<td>10</td>
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## Recall Development Roadmap

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<tr>
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<tbody>
<tr>
<td>025</td>
<td>HC</td>
<td>Add a New field for Dosage and Dosage Form</td>
<td>The Dosage and Dosage form can only be captured in a free text field. This can create issues and confusion.</td>
<td>Create non-mandatory fields in Item &gt; Product Details section beneath Packaging Material and Type. Dosage Dosage Form</td>
<td>Better clarity and reporting capability</td>
<td>TBC</td>
</tr>
<tr>
<td>037</td>
<td>HC &amp; FB</td>
<td>API Data Feed into Recall platform (Inbound API)</td>
<td>There is currently no inbound API to feed data into the Recall platform. This might be useful for those companies that house product information in an ERP and want to use this to create notifications quickly. Would still require each company to configure the API to work with their own systems</td>
<td>Create an API that allows data to feed into Recall. Allows the Initiating company to populate the fields in the recall via an API with minimal input. Notifications may create automatically and appear as Draft. All other workflows would be done in the UI (approval, go live etc.)</td>
<td>Integrate with other systems for better Recall management</td>
<td>26-39</td>
</tr>
<tr>
<td>049</td>
<td>GS1 Admin</td>
<td>Updates to the GS1 Admin console</td>
<td>Reporting is cumbersome and could be improved. Support team often required to extract and analyze data from notices.</td>
<td>Additional fields in the admin console to allow for better reporting, -TGA Reference ID - (HC) -Issue Date (BOTH)</td>
<td>Decreased Admin effort and better reporting to AG groups</td>
<td>5</td>
</tr>
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* HC – Healthcare  FB – Food, Drink & Consumer Goods
# Recall Development Roadmap

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<tr>
<td>055</td>
<td>GS1 Admin</td>
<td>Updated Email Notification viewer for GS1 Admin</td>
<td>Currently all emails are displayed in a drop-down list making it difficult to search and assist Recall Platform users when they query email effectiveness/delivery records</td>
<td>Email viewer options: Add Company / date search / email type search fields to better assist Admin team to support users</td>
<td>Improved Support response times and better reporting capability</td>
<td>TBC</td>
</tr>
<tr>
<td>056</td>
<td>HC &amp; FB</td>
<td>Enhancements to Fax</td>
<td>If both Fax and Email are entered into the non-subscriber details, fax takes precedence, which is odd. The email experience is substantially better than fax as it is an outdated technology</td>
<td>Add +61 to the fax number field as an auto populated data that can be overwritten - ensure email is the preferential method of contact (if both entered) - reduce overall text</td>
<td>QoL improvements</td>
<td>TBC</td>
</tr>
<tr>
<td>060</td>
<td>FB</td>
<td>Donation notice Foodbank</td>
<td>Option does not exist for an initiator to create a donation notice, outside the current Recall/Withdrawal notice types.</td>
<td>New notice type – ‘Foodbank Donation’ This would be a notification specific to Foodbank and would bypass any regulatory workflow</td>
<td>More simplified version of notice, would be for Foodbank only</td>
<td>TBC</td>
</tr>
<tr>
<td>065</td>
<td>HC &amp; FB</td>
<td>Further Update to Note functionality</td>
<td>Notes cannot be extracted from the UI into a separate document</td>
<td>Allow user to extract all notes to pdf</td>
<td>QoL improvements</td>
<td>TBC</td>
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<td>084</td>
<td>HC &amp; FB</td>
<td>Update to Mandatory Additional Information field</td>
<td>Some recipients require mandatory additional information after being selected. In this form, Supplier code and Supplier product code are mandatory fields, where they may not even exist with some trading relationships making it difficult for initiators to proceed. Also Tracking codes not represented in this area making it difficult to assign them to the affected states.</td>
<td>Fields should be flexible based on recipient requirements. In Healthcare remove the Supplier ID and Supplier Product ID fields as they are less relevant.</td>
<td>More detail provided to recipient, allowing for more thorough responses back to initiator</td>
<td>TBC</td>
</tr>
<tr>
<td>085</td>
<td>HC &amp; FB</td>
<td>Flexible Regulatory Reporting dates</td>
<td>The TGA suggested reporting dates for post recall reports be flexible, rather than system generated based on issue date. FSANZ post recall reporting can benefit from this also.</td>
<td>Currently Dates for submitting reports are system generated 2/6 week 3 months from date of notice issue. Either the TGA, FSANZ or Sponsor can 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</td>
<td>More flexibility in regulatory reporting area - simulates current real-world practice</td>
<td>TBC</td>
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<td>089</td>
<td>HC &amp; FB</td>
<td>Internal Locations - assign Initiator Role</td>
<td>Currently a user at a sub-location (internal locations) cannot be assigned the initiator role within that location and can not forward notices to other departments if required</td>
<td>Allow sub locations to be assigned initiator access so they may forward notices to whomever is affected</td>
<td></td>
<td>TBC</td>
</tr>
<tr>
<td>107</td>
<td>HC &amp; FB</td>
<td>End Consumer notification</td>
<td>Currently limited functionality exists to target consumers directly</td>
<td>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</td>
<td>Ability to send consumers clear and relevant information in even they have purchased affected product</td>
<td>TBC</td>
</tr>
<tr>
<td>108</td>
<td>HC &amp; FB</td>
<td>Social Media Integration</td>
<td>Currently limited functionality exists to target consumers directly</td>
<td>Plugin for Facebook, LinkedIn, Twitter could exist so that company can notify their consumers via these channels if they choose to. Structured message would be pushed through from Recall platform to these other platforms, and post on companies behalf. Requires workshop if this requirement is prioritised</td>
<td>Ability to notify consumer base via plugin to media channels</td>
<td>TBC</td>
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<td>125</td>
<td>HC &amp; FB</td>
<td>New File Sharing Module</td>
<td>Some users are required to share files between each other, but there is no clear way to do this. The workaround is the 'notes' section or by using the specific reports' functionality, however this can be cumbersome and needs to be easier and more functional.</td>
<td>Create a section where files can be shared safely between initiator and receiver.</td>
<td>New capability to share files in the platform and increased level of data exchange</td>
<td>TBC</td>
</tr>
<tr>
<td>126</td>
<td>FB</td>
<td>Automatic Targeting of Insurance Providers</td>
<td>Insurance companies require visibility of notifications that their clients are issuing to recipients.</td>
<td>Insurance Providers should be automatically targeted when a client company issues a notification to its recipients. Would be managed by GS1 admin upon company setup. Reminder email to company to confirm arrangement is current</td>
<td>More visibility for stakeholders</td>
<td>TBC</td>
</tr>
<tr>
<td>130</td>
<td>HC &amp; FB</td>
<td>Update Various Email Templates</td>
<td>Some email templates in Recall are outdated and don't provide enough information to the user. Training and user guide information is unclear. When user roles are assigned, the company name is omitted - meaning the user does not know which company they have been assigned a role at.</td>
<td>Templates can be improved to provide better information to the user about where to locate user guides, or how to register for training. A review of all email templates is required to ensure they are clear, concise and direct</td>
<td>Clearer more concise information in all email communications</td>
<td>TBC</td>
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<tr>
<td>135</td>
<td>HC &amp; FB</td>
<td>Batch reports to non-subscribed recipients</td>
<td>Suppliers can not add product quantities against non-subscribed recipients if Batch Reports are used.</td>
<td>Include Batch reporting for non-subscribers so item qty's can be added.</td>
<td>More thorough reporting for initiators</td>
<td>TBC</td>
</tr>
<tr>
<td>136</td>
<td>HC &amp; FB</td>
<td>Recall Ready Status for Receivers</td>
<td>Currently, there is no way within Recall to track the 'Ready' status of Receiver type companies Recall Support need to maintain manual lists of which hospitals are trained and ready to receive notices.</td>
<td>Hospitals who are on boarded as part of a health jurisdiction roll out need to be monitored and maintain a Ready status much like initiators do. The current Recall Ready status is based on the Initiator issuing a notification. We need to decide a process for Receivers. Does this trigger when they receive and (complete) a notice? The status expiry needs to be considered as well, is this 12 months, 6 months, 18 months?</td>
<td>Ability to monitor the Recall Ready status of receiver sites, ensuring users are trained and ready to receive notices</td>
<td>TBC</td>
</tr>
<tr>
<td>141</td>
<td>HC &amp; FB</td>
<td>Represent multiple products more clearly in dashboard/emails and reporting</td>
<td>When multiple products are added to a notification, there is significant slowdown when viewing the item list due to the way they are represented. The notification in the UI becomes very large for both recipient and initiator, also the recipient email, pdf, is too large. Reporting is cumbersome as the product list is not concise. Editing a large list of items is also difficult as there is no option to select a group or select all.</td>
<td>Add features like Select all, Delete all, Expand/minimise list of products, checkbox selector, refine the table columns Bulk uploader needs to be edited and include error checking for excel errors ad easier to use Needs to load faster when there are multiple products Recipient Email needs to better represent information - more succinct - table format perhaps Notification in UI needs to be refined to better represent multiple products PDF needs to reflect the new layout as per the UI</td>
<td>Easier for recipients to work with Recalls that have multiple products.</td>
<td>TBC</td>
</tr>
<tr>
<td>ID</td>
<td>Industry Portal</td>
<td>Item</td>
<td>Need/Problem</td>
<td>Description</td>
<td>Benefits/ROI</td>
<td>Dev Points</td>
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<tr>
<td>142</td>
<td>HC &amp; FB</td>
<td>Contacts Page - Select from existing Contacts</td>
<td>Whilst the user who is logged in at the time will see their details prefilled, any other contact needs to be added manually to a notification each time.</td>
<td>Add a drop down box so users within that company can be selected easily</td>
<td>Single source of data</td>
<td>TBC</td>
</tr>
<tr>
<td>143</td>
<td>HC &amp; FB</td>
<td>Import Images from NPC (Add Item by GTIN)</td>
<td>Acquiring the right product master data and images can be difficult. There is a need for users to be able to draw the correct product information and images quickly and easily from a single source of truth.</td>
<td>If a company has loaded product information and images to their NPC catalogue, users can simply enter the GTIN (barcode number) and draw on the most up to date packaging information, without need to input this manually.</td>
<td>NPC is single source of product data, user confidence</td>
<td>TBC</td>
</tr>
<tr>
<td>144</td>
<td>HC &amp; FB</td>
<td>New status not impacted</td>
<td>Recipients do not feel comfortable switching the status to 'completed' when they are not affected by the recall</td>
<td>Add a new status to the progress report, called 'Not Affected'. This status indicates a recipient is not affected by the recall and should stop all reminders to report.</td>
<td>New status update, provides better clarity in reporting</td>
<td>TBC</td>
</tr>
<tr>
<td>145</td>
<td>HC &amp; FB</td>
<td>Add mouseover to role types in new user creation</td>
<td>When a new user is created, the user must select which roles to assign them. The role definitions are available in the Recall User guides</td>
<td>Add a mouseover to each role which provides a description of the role, so the user doesn’t have to spend time locating this in the user guide</td>
<td>Quickly identify role types</td>
<td>TBC</td>
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<tr>
<td>Industry Portal</td>
<td>Item</td>
<td>Need/Problem</td>
<td>Description</td>
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<td>146</td>
<td>HC &amp; FB</td>
<td>Add Name/Title/Location to non-subscriber reporting</td>
<td>Currently the initiator can respond on behalf of the non-subscriber in the status report area. Only the initiator’s name is recorded, there is no record of WHO at the non-subscribed company provided the response to the supplier, also what their title is or their department.</td>
<td>better reporting in Status Report area</td>
<td>TBC</td>
<td></td>
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</tbody>
</table>