



GS1 Recall The Global Language Of Business User Guide

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Recall The Global Language Of Business User Guide

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GS1 Recall The Global Language Of Business



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Preface

This quick start guide provides new and existing users a quick way of creating and issuing their Mock recall or withdrawal notifications to achieve Recall Ready status.

Mock Notifications are completed for training purposes only, and FSANZ do not receive a copy of Mock Recalls or Withdrawals.

Mandatory Fields in each section will need to be completed before the form can be saved. Ensure you Save each form before proceeding.

It is important to note that the scenario chosen in this guide may differ to that of a live notification, therefore the choices made in each field will vary in most situations.

The full set of user guides can be found on the GS1 Australia Recall Library [here](#):

****Ensure you complete this process in the Mock Recall Platform only**

1.1 Recall Ready status

A Supplier Subscribed to GS1 Recall is required to maintain a current Recall Ready status to ensure they meet the service Terms and Conditions.

The Recall Ready status for your company can be viewed directly on the Main Dashboard once logged in, on the ‘Recall Ready Status’ tab.

You can also view the company’s Recall Ready status in the Settings menu once logged in as the Subscription Administrator.

1. In Settings, select Recall Ready Settings from the menu on the left.

The screenshot displays the GS1 Recall Health interface. At the top, the logo and 'Recall Health Australia' are visible. A navigation bar includes tabs for 'Received Notifications', 'My Company Notifications', 'My Action Centre', and 'Recall Ready Status'. The 'Recall Ready Status' tab is active, showing a status of 'Expired'. Below this, a sidebar menu on the left lists various settings, with 'Recall Ready Settings' highlighted. The main content area shows 'Recall Ready Settings' with fields for 'Original Certified Date' (27th February 2023), 'Date Last Completed' (9th October 2023), 'Expiry Date' (12th October 2023), 'Status' (Recall Ready), and 'Expires After' (12 Months). A 'Save' button is located at the bottom right of the settings form.

2. The status will read either:

- Recall Ready

Recall Ready is means a current mock recall is completed and not due until the expiry date approaches

- Expired

Your company has not issued a live or mock notification recently and is required to recertify their ready status

Preparation

2.1 User settings and Timezone

1. Ensure you hold both the Initiator and Approver roles within the platform. Your roles are listed at the top right of the screen after logging in.
2. Ensure the time zone is accurate for your area. You can adjust this from the Settings menu at the top of the screen after logging in.

2.2 Product information

Prepare product information such as:

- GTIN (Barcode number) Name, Brand, packaging, and weight information
- Instructions for disposal and reimbursement
- Manufacturing and Distribution details such as qty manufactured and sold across the supply chain.

2.3 Files

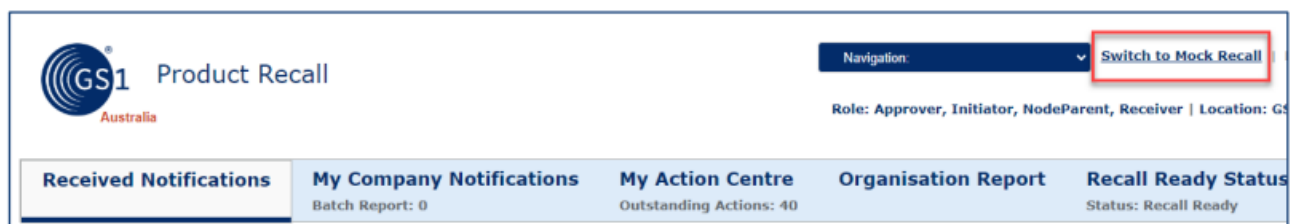
You will require the following test files during the process of completing your notification:

- Suppliers Recall Letter (.doc, .pdf)
- Product Image (.png, .jpg)
- Supplier Distribution List (.doc, .pdf, .xls, .xlsx)
- Lab test results (.doc, .pdf)

These files are only meant to be examples for the purpose of the mock notification. Their content may be blank, but the file itself must meet the file extension requirements.

Log in and access Mock Recall.

1. Log in to Recall using your credentials at the link [here](#)
2. Access the Mock Recall platform via the link at the top of the screen Switch to Mock Recall:



3. If you are in the Mock Recall platform, you should see the following at the bottom of the screen:
You are currently in Mock Recall

Create

Once in the Mock Recall platform, Select the My Company Notifications tab, and then select Create New Notification

4.1 Notification Details

1. Complete each mandatory field in the Notification Details section:

Edit Notification

Notification Name * GS1 Raspberry / Blueberry Jam

Notification Title Recall (Consumer Level) Food and Beverage GS1 Raspberry / Blueberry Jam

Email Subject Line Recall (Consumer Level) Food and Beverage GS1 Raspberry / Bluebe...

Product Type * Food and Beverage

Recall / Withdrawal Classification * Recall (Consumer Level)

Have you contacted your home state or territory food enforcement agency? * ☒ Yes ☐ No

What is the name of the person you spoke with? * James

Notify FSANZ / ACCC? * ☒ Yes ☐ No

FSANZ will be notified. If you are raising a Consumer Level recall, FSANZ will notify the ACCC on your behalf.

Reason for Notification *

- ☒ Chemical/Contaminant
- ☐ Biotoxin Aflatoxin
- ☐ Biotoxin Algal
- ☐ Biotoxin Histamine
- ☐ Biotoxin Marine
- ☐ Biotoxin Other
- ☐ Product Deterioration

– Notification Name can usually be the Product Name.

2. If you have selected a Recall notification type, Set Regulator Notification Required to Yes to ensure the FSANZ Recall Report workflow becomes active.

Note however that FSANZ do not receive a copy of Mock Recalls or Withdrawals.

3. Upload your Recall Letter, and give the file name a description.

4. Under Recipient Reports, select Item Level reporting

Recipient Reports

Select the level of detail you would like when recipients provide their response to this notification.

Recipient Response * ☒ Item Level (Recommended) ☐ Batch Level (by Tracking Code)

Standard level of detail:
Choose this option if you prefer Item quantities reported in base units.

Good Samaritan Act

If this product is suitable to be donated to a food charity please nominate the most appropriate one(s).

Donation Partner ☐ Foodbank Australia, jacqui@foodbank.org.au, 0401 420 7163

Notification Attachment

Press Advertisement

Press Advertisement Template [Click here to download Press Ad Template](#)

Product Image




Image Description * Raspberry Jam

File Attachment

5. Under Notification Attachments, upload your Product Image and provide an Item Description.

6. Select Create to save and proceed with your notification.

4.1.1 Workflow menu

The workflow guides you through each section required to complete your notice.

When a section is complete and saved, a tick will appear next to the section name:

4.2 Items

Enter the details of your chosen item in this section.

1. Add the product GTIN in the Identifier field, or choose another from the menu.

2. Complete the required field for Product Name, Brand and Packaging
3. Fill in the Manufacturing Location details, then skip to Tracking Codes to include details of the affected batch.

4. Under Distribution Details select the relevant dates, then under Product Returns select whether you want the product returned or not. Click Save.

4.3 Instructions

1. Enter the instructions you would like your recipients to take in Recipient Actions.

1 DRAFT 2 SUBMIT 3 APPROVE 4 LIVE

Instructions

Recipient Actions *

Dispose of all stock, Return all stock to manufacturer, no issue continue sale, donate etc etc

Special Handling Instructions

Any other instructions can be entered in this section.

2. Enter any reimbursement details here, and select Save to proceed.

4.4 Contacts

1. Your notification required a Sponsor Recall Coordinator – someone that is the primary contact at your organisation for this Notification.
2. Check each box for any other responsibility you may have, and select save.

Regulatory Forms

This section is a requirement of the FSANZ Recall Report. When completing this information for a mock recall, please use 'dummy' data.

Realistic data is not necessary for a Mock recall. You can make up the data for this section based on the product and scenario you have chosen.

5.1 General Details

1. Under State and National Food Authorities, select the state in which your head office resides (this is the requirement set by FSANZ but for Mock recalls it is not a requirement)
2. Complete the Brand owner details, otherwise select Yes if you are the brand owner.
Complete the relevant information in Regulatory Details. Import Details.

5.2 Detection, Reports and Test Results

1. Enter a detection method, any reported injuries or illness and upload any test results that you may have.

DRAFT
SUBMIT
APPROVE
LIVE

Detection, Reports and Test Results

This information will only be made available to FSANZ and ACCC.

Detection, Reports and Test Results

Detection Method *

QA testing reveals batch number 12345 contains lead

Are there any reported Injuries / Illness / Damage? *

☐ Yes ☒ No

If the Reason for Recall is Microbial, has the Pathogen been Serotyped? *

☐ Yes ☒ No

Who prompted the decision to initiate this recall? *

Your Company ▼

What corrective actions, if any, have been put in place to prevent the issue from occurring again?

Results / Certificates of Analysis

File Attachment

Add Attachment

Save

5.3 Distribution Details

1. Enter details of how much stock was manufactured and sold to the supply chain. Please use 'dummy' data in this section

Distribution Details

This information will only be made available to FSANZ and ACCC.

Distribution Details

How much of the affected stock was manufactured / imported? *

1000

Unit of Measure (UOM) *

Base Units ▼

How much affected stock is under your control (i.e. warehouse(s) / supply chain)? *

500

Unit of Measure (UOM) *

Base Units ▼

Are the affected product(s) sold directly to Consumers? *

No ▼

Are the affected product(s) sold via distributors? *

No ▼

Have you notified the distributors of this recall?

☐ Yes ☒ No ☐ Some

How long has the affected product been in the marketplace? *

20 days

Product and State Retailer Breakdown

2. Specify how much stock was distributed to each state in Australia, also which retailers were affected in each state.

Fields are all free text. The Quantity should include ALL number of product that was distributed to that state, including all batches/lots i.e. if you specified earlier in the item section that there were 2 batches of affected product, each batch was made up of 100 cases, then enter 200 cases into the quantity field.

Product State & Retailer Breakdown

In the 'Quantity' field enter the quantity and unit of measure i.e. 200 Cases or 1000 Units. Under 'Retailers Affected' type in the name of each retailer that has been supplied affected product within the state.

	Quantity	Retailers Affected ¹
NSW	200 cases	Coles, Metcash, Independents, Distributors
ACT		
QLD	300 cases	Woolworths
VIC		
TAS		
SA		
NT		
WA		

¹ If retailers other than Coles or Woolworths are affected, it is mandatory to provide a distribution list for those retailers and their sites via the uploader below.

Export Details

- Export details are not required for this mock exercise

Recipients

IMPORTANT: All recipients added in this area will receive a copy of your mock notice.

6.1 Subscriber Recipients

IMPORTANT: only add the companies: GS1 Receiver or GS1 Target Recipient here

- Select the Orange Button, Add Subscribed Recipients

Subscribed Recipients

Subscribed Recipients receive email and/or SMS alerts prompting them to log in and view this notification. Subscribed Recipients also receive Progress Reports.

[Add Subscribed Recipients](#)
[Add by Global Search](#)
[Add by Recipient Group](#)

- Scroll down to the list of Recipients and type GS1 in the Recipient Name field:
- Check the box next to GS1 Receiver and select the Add to Notification button.

Add Subscribed Recipients

Search for and add Subscribed Recipients from the table below.

Use the **Organisation** drop down to search and filter receiver sites within an organisational structure. View the entire organisation and its associated sites by selecting its name, or choose to view a further breakdown of their hierarchy by selecting the provided options (if available). To remove Organisation filtering, use the -- Please Select (Clear Filter) -- option.

Organisation: -- Please Select (Clear Filter) -- [Export Recipients to CSV](#)

Show 25 entries

<input type="checkbox"/>	Recipient Name	GLN	State	City	Postal Code
<input checked="" type="checkbox"/>	gs1	Search		Search	Search
<input type="checkbox"/>	GS1 Demo Company	9377778033563	Victoria	Mulgrave	3170
<input type="checkbox"/>	GS1 F&B Company	1111111112229	Victoria	Mulgrave	3170
<input checked="" type="checkbox"/>	GS1 Receiver	1111111111116	Victoria	Melbourne	3000

Showing 1 to 3 of 3 entries (filtered from 50 total entries)

[Add To Notification](#)
[Cancel](#)

- Navigate back to the Subscribed Recipients section by clicking on the left hand menu
- You may notice some other recipients have been added automatically – this is normal, and has been set up this way by GS1 to mimic certain linkages between organisations. These linked organisations receive copies of all

notifications issued and can not be removed.

Subscribed Recipients

Subscribed Recipients receive email and/or SMS alerts prompting them to log in and view this notification. Subscribed Recipients can log in to provide responses and Progress Reports.

<input type="checkbox"/>	Recipient Name	GLN	Additional Information	Recipient
<input type="checkbox"/>	GS1 Receiver	1111111111116	Optional	
<input checked="" type="checkbox"/>	Victoria Health	9377778025803	Optional	

Delete

Add Subscribed Recipients

Add by Global Search

Add by Recipient Group

6. If you need to remove a recipient, select the checkbox next to their name and click on the Delete link at the bottom of the recipient list.

6.2 Non-Subscribed Recipients

1. **IMPORTANT:** All contacts added here will receive an email notification and link to the Guest Portal, which allows them to view and report directly back to initiators. Only add contacts that are expecting to receive a mock notification.
2. On the left-hand workflow menu, select Non-Subscribed Recipients and then Add New Recipient
3. Enter the details of your non-subscribed recipient here:

DRAFT

SUBMIT

APPROVE

LIVE

Non-Subscribed Recipients

Add Single Non-Subscribed Recipient

Company Name *

Milk Bar A

Contact Name *

Elizabeth

Email Address *

e.brown@milkbar.com

Add Attachments

All attachments added to the recall will be sent to the Non Subscribed Recipient in the email notification. Recipient need to be added here.

A copy of the Recall letter and/or Tracking Code attachments will be sent to the Non Subscribed Recipient. If you are adding an attachment you will have to select the Save Attachment and then the Save button.

File Attachment

Add Attachment

Save

Back To List

4. Add any attachment specific to this recipient if you like, then select save.

Action

The notification is complete, ready for approval ready to be issued.

7.1 Submit for Approval

Users with the Initiator are required to Submit each notice for approval before it can be issued to recipients

1. Under Action, select Submit for Approval and then the Submit for Approval button

7.2 Approve and Go Live

A user with the Approver role will need to action the following steps. If you require the approver role, please contact the GS1 Recall Support team.

Those with Approver (as well as Initiator) roles will be taken directly to the Approve/Reject area.

Otherwise, the Approver will need to log in separately, open the notice from the main dashboard and navigate to

the Approve/Reject area.

1. From the Approve or Reject area, select Approve.

Recipient Information

Action

Withdraw

Approve Or Reject

Download Initiator PDF

Download Receiver PDF

DRAFTSUBMITAPPROVE

Approve Notification

Are you sure you want to Approve this notification?

Approve

Reject Notification

Add a Reason for Rejection *

2. Next, the final Go Live screen is presented:

DRAFTSUBMITAPPROVELIVEREPORTCLOSE

Go Live

☒

I, Chris Drougas, on 10/10/2023, confirm the correctness of the above information for the purposes of approving the content of this product recall.
Where required, I have received written confirmation from the applicable regulatory body that this notification can be issued to the selected recipients.
If you wish to delay distributing this recall notice, please select the date and time for Go Live.
To ensure your activity in the portal is accurate, your time zone must be correct. You can update the time zone in your User Settings.

Date *

10/10/2023

Time

14 : 51

Time Zone

AUS Eastern Standard Time

By clicking Go Live a copy of this notification will be sent to your selected recipients.

Go Live


Reminder Notices to Subscribed Recipients

3. Ensure the declaration is checked, and that your time zone is correct. If your time zone is incorrect, you will need to return to the Live recall portal, navigate to Settings where your time zone can be adjusted. Return to the Mock Recall platform to continue with the Go Live step.

Please contact the Support team if you require assistance with adjusting your time zone.

4. Select the Go Live button to issue your notification.

Documents / Resources

	<p>GS1 GS1 Recall The Global Language Of Business [pdf] User Guide</p> <p>GS1 Recall The Global Language Of Business, GS1, Recall The Global Language Of Business, The Global Language Of Business, Language Of Business</p>
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References

-  [Library](#) | [GS1 Australia](#)
- [User Manual](#)

