Title	GS1 Recall Quick Start User Guide: Mock Recall
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1.0 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:

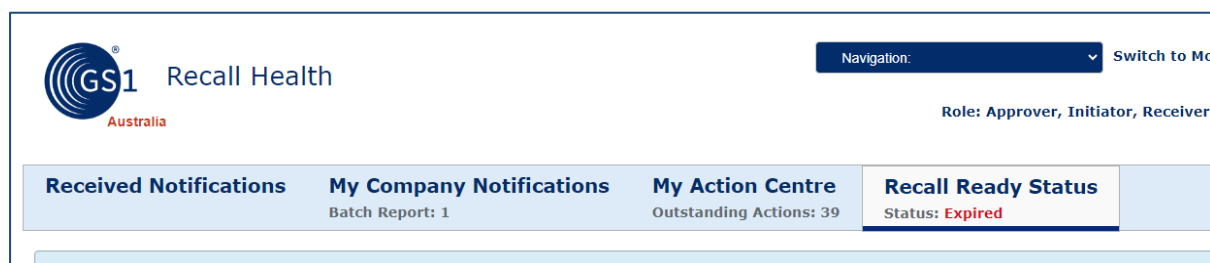**Ensure you complete this process in the Mock Recall Platform only

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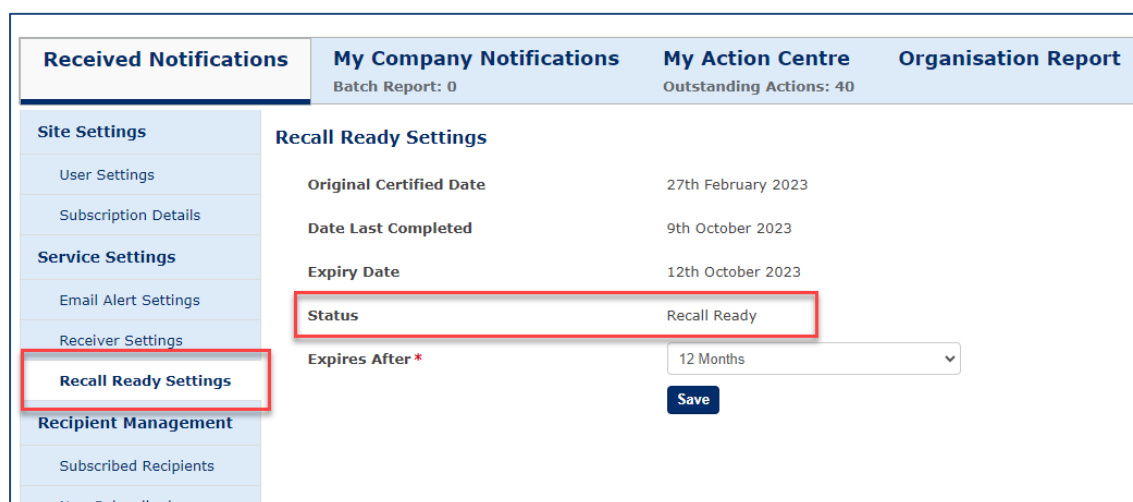
The Recall Ready status for your company can be viewed directly on the **Main Dashboard** once logged in, on the 'Recall Ready Status' tab.

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.

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

2.0 Preparation

2.1 User settings and Timezone

1. Ensure you hold both he 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.
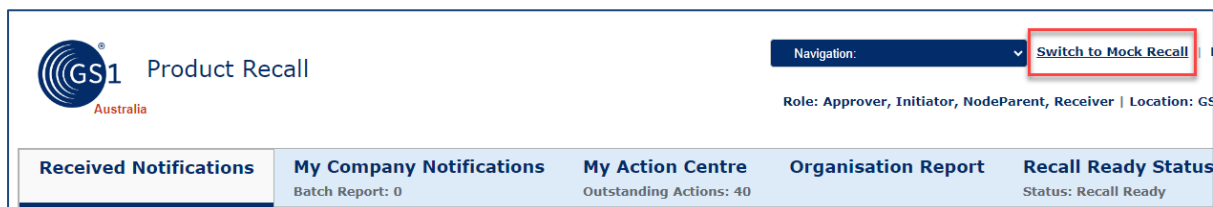
2.3 Files

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.

3.0 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:
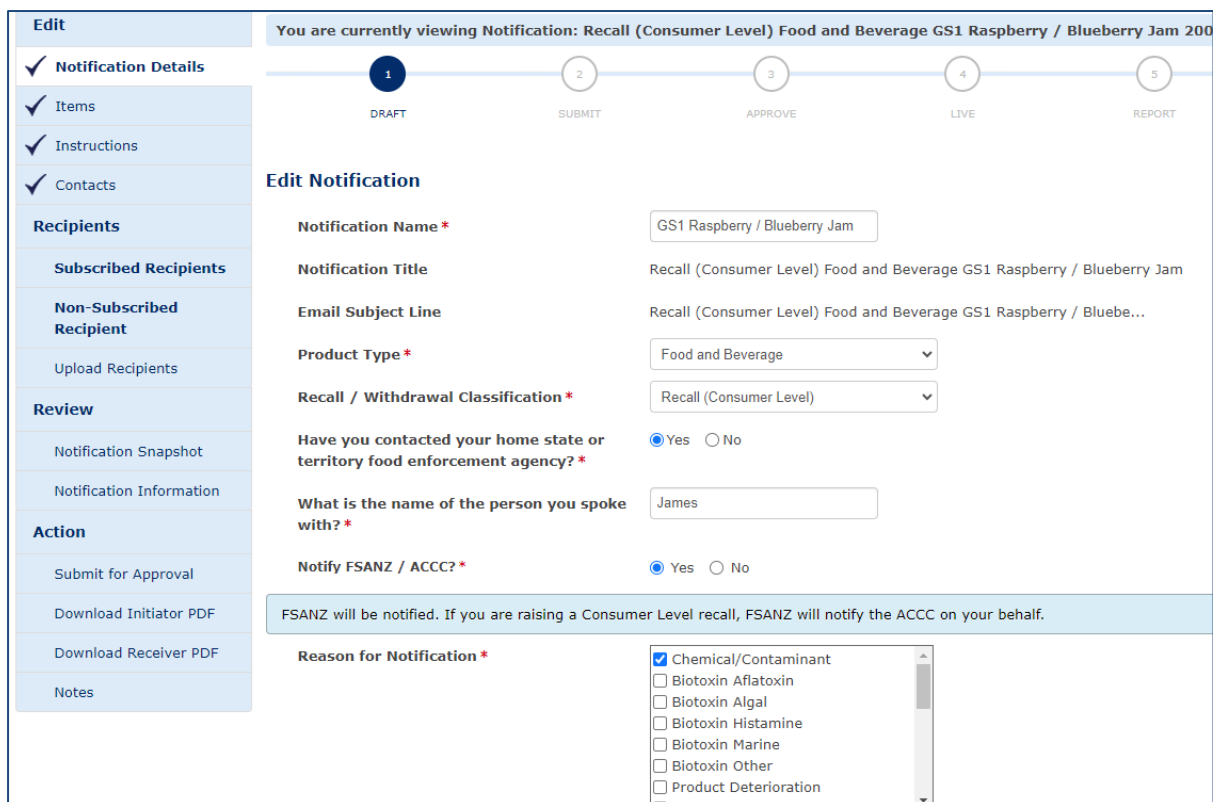

4.0 Create

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:

- 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

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
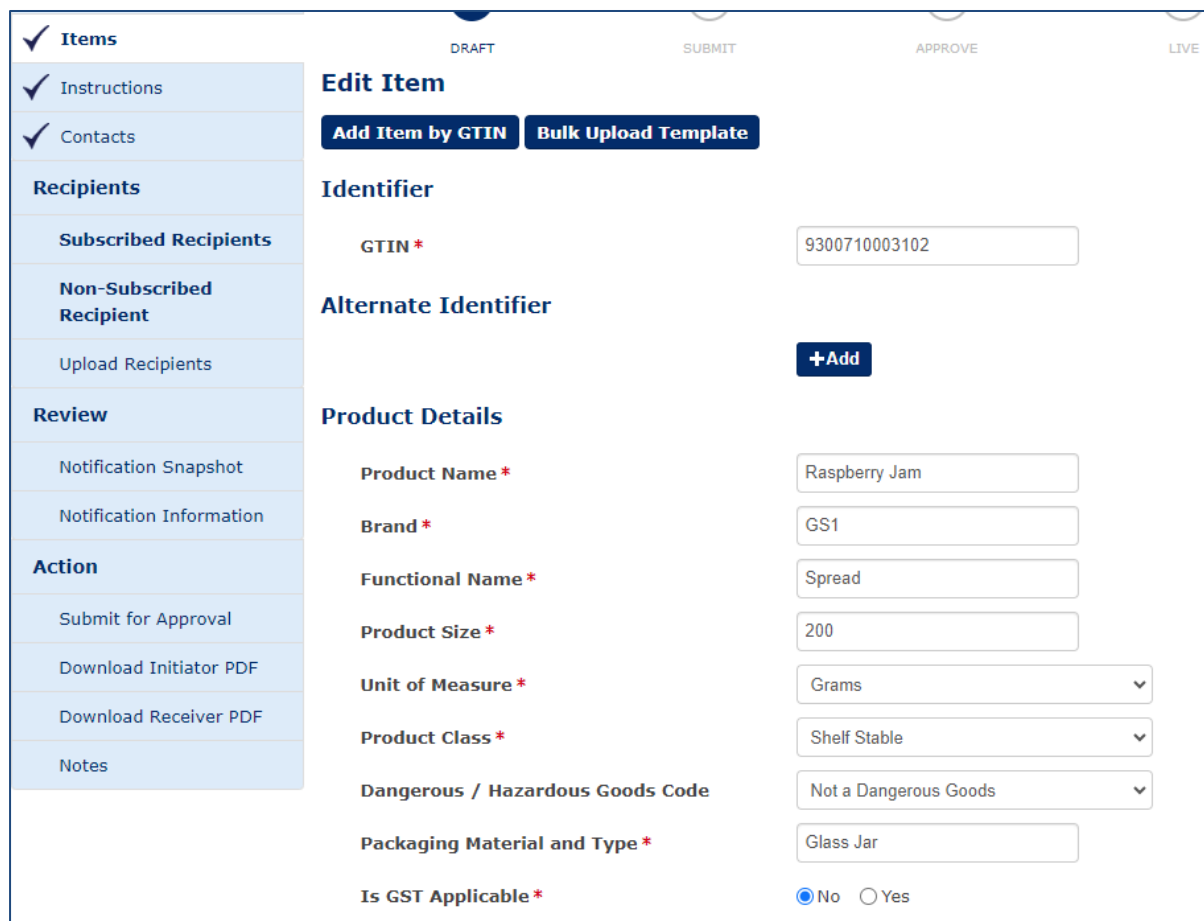
The workflow guides you through each section required to complete your notice. When a section is complete and saved, a tick will appear next to the section name:
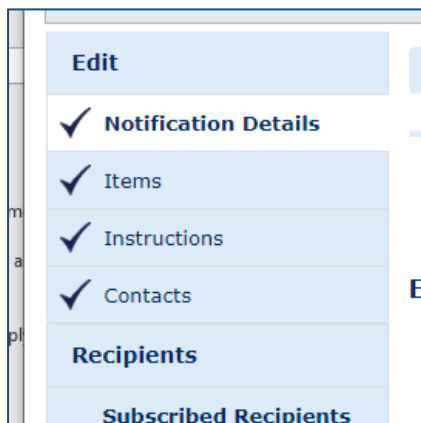
4.2 Items

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.**

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.**

5.0 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.

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

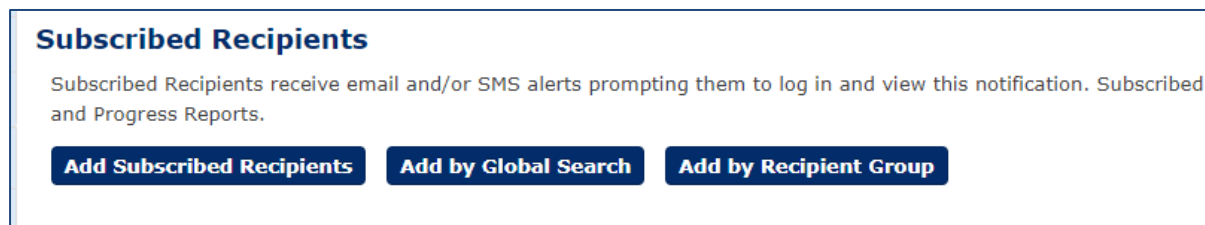3. Export details are not required for this mock exercise

6.0 Recipients

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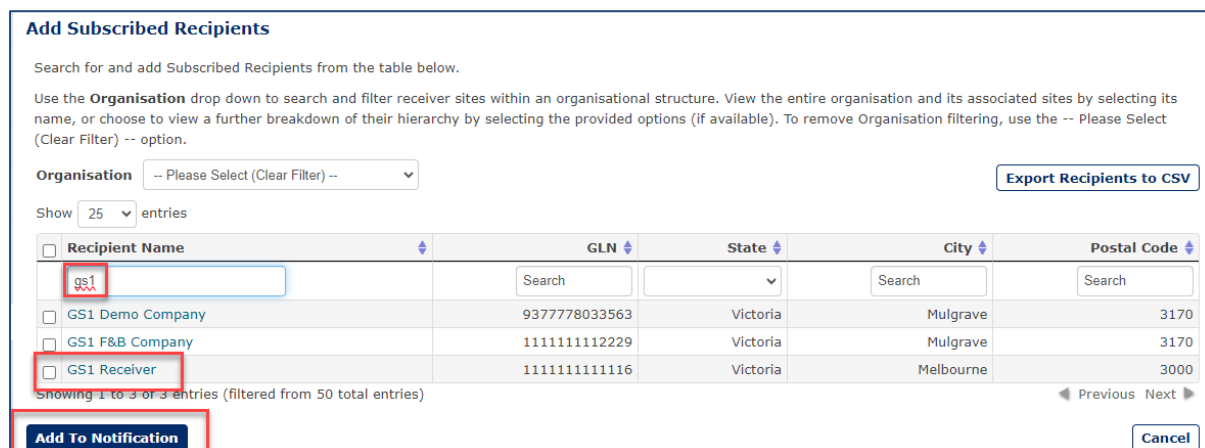
6.1 Subscriber Recipients

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

1. 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 and Progress Reports.

Add Subscribed Recipients   **Add by Global Search**   **Add by Recipient Group**
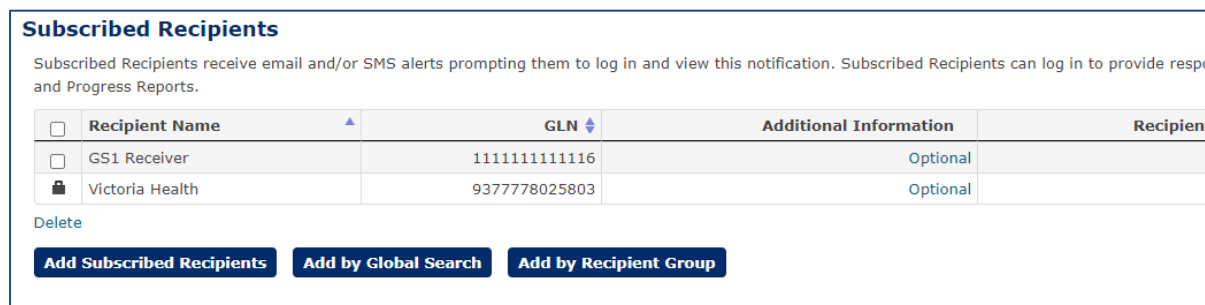
2. Scroll down to the list of Recipients and type **GS1** in the Recipient Name field:

3. 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

Recipient Name	GLN	State	City	Postal Code
gs1	Search		Search	Search
GS1 Demo Company	9377778033563	Victoria	Mulgrave	3170
GS1 F&B Company	1111111112229	Victoria	Mulgrave	3170
GS1 Receiver	1111111111116	Victoria	Melbourne	3000

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

Add To Notification   **Cancel**

4. Navigate back to the Subscribed Recipients section by clicking on the left hand menu

5. 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 respon and Progress Reports.

Recipient Name	GLN	Additional Information	Recipient
GS1 Receiver	1111111111116	Optional	
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:

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

7.0 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
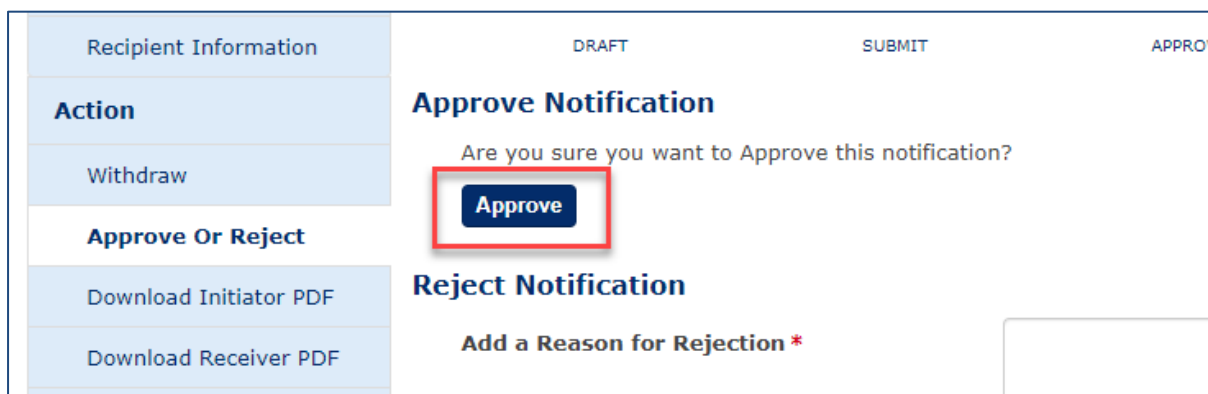
7.2 Approve and Go Live

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.

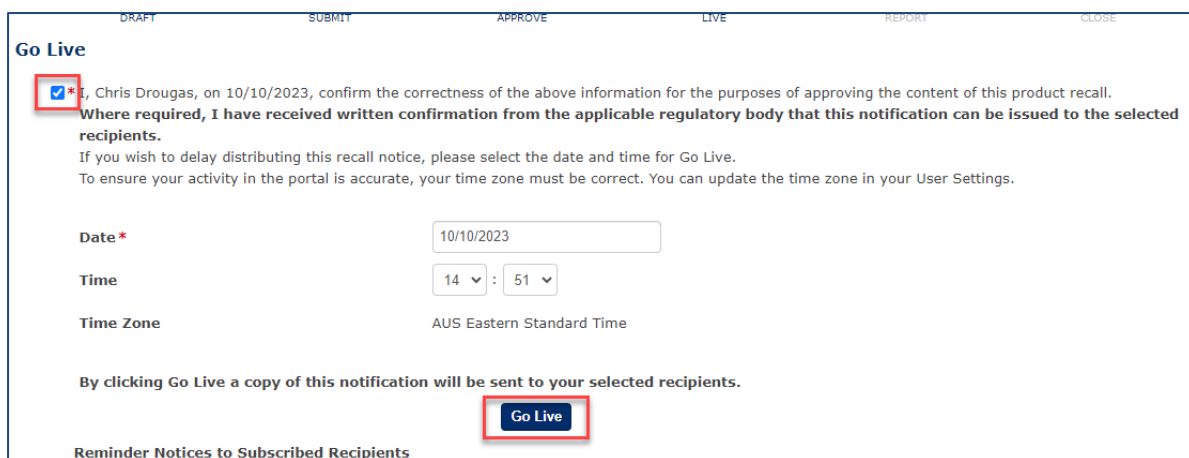Those with Approver (as well as Initiator) roles will be taken directly to the Approve/Reject area.

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.**

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

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.