



New Release: Recall and Recall Health

March 2022

On Saturday 26 March 2022, GS1 Australia Recall and Recall Health were updated to a new version that includes the following functionalities.

Recall Health

TGA Reference ID automatically included

The TGA Reference ID (if provided by the initiator) is now automatically included in every notification title within Recall Health. Initiators no longer need to include the TGA Reference ID as part of the notification title, only within the TGA Reference ID field.

The enhancement enables both initiators and recipients to search the dashboard using the TGA Reference ID.

Consumer Therapeutic Goods

A new question has been included in Recall Health within the notification details section, to confirm whether a product is designed for consumer use.

Upload function for response reports

A new file uploader function has been included in the Report Progress module of Recall Health, where users now have the ability to upload Response Reports.

Recall and Recall Health

New Action Centre

A new tab title 'Action Centre' has been introduced to the Recall and Recall Health dashboards. The Action Centre consolidates outstanding actions for initiators and receivers. Notifications can be completed through an easy to use checklist. Each action is accompanied by a description for next steps required and a link to the precise location to complete the step.

Integration with GS1's National Location Registry

Recall and Recall Health are now integrated with the GS1 National Location Registry enabling users to easily create internal locations using a Global Location Number (GLN).

New reporting status options

Recipients can now select 'In progress' or 'Not impacted' as a reporting status when responding to a notification.

Closed notifications

Users can select whether or not they wish to be notified of closed notifications. The default setting is set to 'off'.

Comments field

Further details can be included in the new comments field within the Item Reporting section. This can be used to add information such as the name of the person completing the report and the location from where they are reporting.

Email templates updated

A number of improvements have been made to the email templates including links to webinar and training materials.

Mouseover function

Subscription administrators can now use the mouseover function to easily view user roles when creating new users.

Terms and conditions

All users are now required to confirm the Recall/Recall Health terms and conditions via a checkbox each time they log in. The terms and conditions can be viewed using a link at the bottom of the login page.

Large organisations

User Activity report

For both Recall and Recall Health, a new function has been included in the Monthly Activity Report email, enabling subscription administrators to access a summary of user activity within their location. This will help to identify inactive users and ensure account information is kept up to date.

User guides

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

[Recall User Guide](#)

[Recall Health User Guide](#)

Recall Ready status

Maintaining a current Recall Ready status assures your trading partners that you are 'ready' to submit a detailed recall notification, should the need arise. Initiators can maintain their Recall Ready status by issuing a mock or live notification every 12 months.

[Login to maintain your Recall Ready status now.](#)

Recall and Recall Health Help Desk

GS1 Australia supports Recall and Recall Health subscribers through the Recall Help Desk where you can be guided step by step through a recall, withdrawal or alert, from notice creation to communication and follow up. To access the Recall and Recall Health Help Desk phone [03 8581 5976](tel:0385815976) or [1300 273 225](tel:1300273225). You can also access Live Chat on the [GS1 Australia website](https://www.gs1au.org).



Need help?

Want to know more about the benefits of GS1 standards to your business?

Contact the GS1 Australia Recall Support team via email RecallSupport@gs1au.org



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