



ECCnet Recall

Powered by TrueSource™

Fast and Effective Recalls and Withdrawals from the Supply Chain

ECCnet Recall is a standardized, web-based communication service that helps drive the speed, accuracy and traceability of product recalls and withdrawals. This mobile-friendly platform was developed in collaboration with risk management experts and features automated recall steps for efficiency. Category-specific forms help ensure compliance with regulatory requirements, including those of Health Canada, the Canadian Food Inspection Agency (CFIA) and the Hazard Analysis and Critical Control Point (HACCP) policy.

How ECCnet Recall Can Benefit Your Business

Standardized, Efficient Recall and Withdrawal Notifications and Reporting

ECCnet Recall automated communication process enables the deployment of standardized recall notifications to all trading partners across the supply chain at once, ensuring that potentially harmful products are removed from shelves as quickly and efficiently as possible. Automatic delivery, bounce-back reports and read receipts help confirm which contacts haven't received your recall notification. Reminder emails are automatically deployed to those who haven't acknowledged the notification after 24 hours, 7 days and 28 days, removing the need to track and follow up individually. KPI and effectiveness reports help guide suppliers when an action is required to ensure safe and quick removal of the affected products.

Efficient Sharing of Critical Recall and Withdrawal Information

The ability to provide specific product images and required category-specific data, including lot or batch numbers, ensures clear identification of the recalled products to be removed, leaving safe products on shelves to sell. In-tool messaging enables trading partners to exchange notes and provide additional information, such as return and reimbursement instructions.

Increased Operational Efficiencies

ECCnet Recall helps remove the risk of human error or oversight while saving time and money. It replaces repetitive manual processes, multiple spreadsheets and paperwork with one centralized, automated solution. Quickly upload critical product information and images directly from ECCnet New Item Setup and ECCnet Marketing Content solutions for fast and accurate product identification and removal.



At-a-Glance



There were **1,942 product recalls** in Canada in 2025.¹



Recall Can Help to Reduce Costs and Save Time

The cost to distribute a recall notification is reduced by \$6,000-\$8000.²

The time required to track notification effectiveness reporting decreases by 90%.²

The time to distribute recall notifications is slashed by 80%.²



Be Recall Ready!

Recall Ready is an annual certification program that helps provide your organization with the required skills and experience to quickly and effectively use ECCnet Recall when needed. This includes the ability to stage a Mock Recall with annual requirements from HACCP and CFIA. ECCnet Recall is audited for regulatory compliance for the categories we support and includes KPI and effectiveness reports designed to meet CFIA requirements.

Tools and Services Available



Recall Notification Tool

Available for Food and Beverage, General Merchandise, and Healthcare and Pharmacy Products, this tool provides pre-built notification templates aligned to Canadian regulations. In-tool messaging enables trading partners to exchange notes and provide optional information and instructions, such as return and reimbursement directions.



Flexible Data and Image Loading Options

For organizations registered with ECCnet New Item Setup and ECCnet Marketing Content solutions, data and image content can be pulled from ECCnet Registry directly into recall notifications, helping to support accurate product identification and removal. Product information can also be manually entered using mandatory fields to ensure the capture of specific product details needed to meet regulatory requirements.



Mock Recall Service

Mock Recall is an online tool within the Product Recall service (available only to Product Recall subscribers) that simulates the step-by-step process of executing a product recall. Through periodic testing, companies can ensure their personnel are trained, compliant and recall-ready.



TrueSource™ Dashboard

Designed to facilitate transparency between data providers and data recipients, TrueSource™ Dashboard is a data excellence tool that provides visibility to the status of your product content across multiple business processes. Quickly assess product data to identify, track and action gaps for a 100% accurate and complete product catalogue. Achieve better collaboration with trading partners and increase sales opportunities with TrueSource™ Dashboard.

Learn more about ECCnet Recall Solution including how to register by visiting www.gs1ca.org/recall or call **1.800.567.7084**.