



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



Efficiently Action Recalls with Standardized Product Information

Developed in collaboration with Canadian industry, ECCnet Recall ensures recall notifications contain the standardized, critical product information required to quickly and efficiently remove only recalled products from shelves and across the supply chain.



Manage Recalls Anytime, Anywhere

With ECCnet Recall's cloud software, organizations can receive, respond to and redistribute notifications 24/7 from any mobile-based device. This helps to eliminate unnecessary delays and the need to install dedicated applications or require access to a computer or fax machine for recall management.



Streamlined Multi-Location Notifications

Internal Locations Distribution is an optional premium feature that enables multi-site organizations, such as retail chain stores or hospital pharmacies, to quickly and efficiently redistribute recall notices to internal locations, including distribution centers or warehouses. Save time by removing the need to contact each location individually with prompt recall notifications that can be acted on without delay.



At-a-Glance



There were **1,150 product recalls** in Canada in 2020.¹



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, the recall notification tool provides pre-built notification templates aligned with Canadian regulations. In-tool messaging enables trading partners to exchange notes and provide optional information and instructions, such as return and reimbursement directions.



Internal Locations Distribution

Internal Locations Distribution is an optional premium feature of ECCnet Recall that enables multi-site organizations, such as retail chain stores or hospital pharmacies, to redistribute recall notices to internal locations. These locations promptly receive recall notifications so they can take the necessary steps without delay while effectively tracking progress and quantity of recalled products.



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**.