SCM

Using Product Recall Management

26B

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1 Overview

Overview of Product Recall Management

Product Recall Management is an end-to-end integrated solution that enables you to capture product recalls from different sources.

The Product Recall Management application is a fully integrated solution designed to streamline the inbound recall process by enabling organizations to efficiently track and manage product recalls. It allows users to capture recall notifications from manufacturers, trace affected products within their facilities, and implement appropriate containment measures such as quarantine and disposal. By providing a structured and traceable recall process, the application enhances consumer safety and supports regulatory compliance.

This application specifically focuses on inbound recall management, meaning it handles recalls initiated by manufacturers for products deemed unsafe. It facilitates the capture of recall notices and supports the execution of necessary containment actions to prevent further distribution, use, or harm.

> **Note:** This application does not currently support outbound recall management, which refers to recalls initiated by your organization for products you manufacture and later identify as defective, noncompliant, or unsafe.

Product Recalls

A product recall is a process initiated by a company or regulatory authority to remove a defective, unsafe, or non-compliant product from the market. Recalls are typically issued when a product poses a risk to consumer health, safety, or legal compliance due to design flaws, manufacturing defects, contamination, labeling errors, or similar issues.

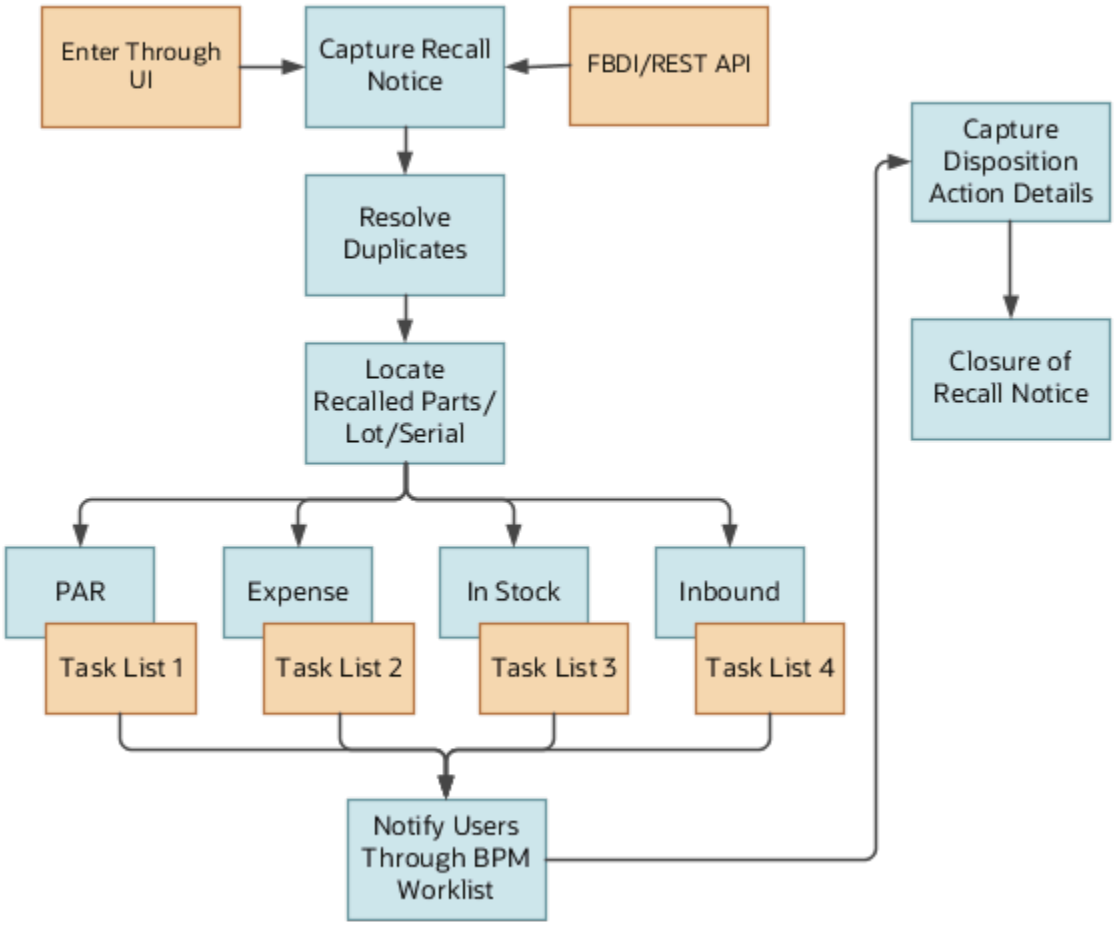
With increasingly complex and evolving regulatory compliance requirements, organizations must adopt effective recall management strategies and practices. A well-managed recall minimizes disruption, protects consumers, and helps safeguard a company's reputation.

Overview of Recall to Disposition Process

Here's what you can do in the Product Recall Management application:

- Capture recall notices from various sources, including regulatory authorities, manufacturers, distributors, and third-party aggregators.
- Identify and resolve duplicate recall notices.
- Locate recalled parts using on-hand inventory balances and historical purchase records, and restrict consumption of affected stock.
- Assign tasks and allocate resources to quarantine and take disposition actions on the affected goods, while notifying the appropriate stakeholders.
- Monitor task progress and close the recall notice upon completion of all required actions.

This graphic illustrates the Product Recall Management process flow:


Enter Through UI
Capture Recall Notice
FBDI/REST API
Resolve Duplicates
Locate Recalled Parts/ Lot/Serial
PAR
Expense
In Stock
Inbound
Task List 1
Task List 2
Task List 3
Task List 4
Notify Users Through BPM Worklist
Capture Disposition Action Details
Closure of Recall Notice

2 Capture Recall Notices

Overview of Recall Notices

You can capture recall notices from manufacturers, distributors, regulatory authorities, and third-party aggregators using any of the following methods:

- Manually through the user interface
- Oracle Content Curation Service
- Capture and Validate Recall Notices REST API
- Provider REST API (used exclusively by third-party aggregators)

Note: You can also create expansion recall notices using any of the above methods.

Expansion Recall Notices

You can capture expansion recalls from various sources such as suppliers, regulatory authorities, and third-party aggregators, when there are subsequent updates to the recall notices that were already communicated.

When manufacturers identify additional affected lots or part numbers related to a previously issued recall, they issue a new expansion recall that supplements the original communication.

Review the expansion recalls associated with their parent recalls and take appropriate decisions to manage the containment tasks.

For example, if an initial recall notice includes a part with 5 lot numbers: lot 1, lot 2, lot 3, lot 4, and lot 5, and the manufacturer later discovers additional lots (lot 6, lot 7, and lot 8) affected for the same recall reason, they issue an expansion recall including those additional lots. Similarly, part numbers can be added or expanded in the recall.

When capturing an expansion recall, the parent recall number is recorded as the recall association number in the expansion recall for reference and traceability.

- Recall notices processed through the Oracle Recall Curation Service automatically include this association number for expansion recalls.
- Likewise, third-party aggregators or integrations with other systems can use the REST API to include the recall association number to communicate expansion recalls.
- Additionally, you can manually create an expansion recall via the user interface by copying the parent recall notice and making the necessary incremental updates.

Create a Recall Notice

Specify the recall notice details on the Create Recall Notice page, under the General, Risk Profile, Contact, and Recall Instructions sections.

To create a recall notice:

1. Click Navigator > **Supply Chain Execution** > **Recall Notices**.
2. On the Recall Notices page, click **Create Notice**.
3. On the Create Recall Notice page, specify the recall notice details under these sections: General, Risk Profile, Contact, and Recall Instructions.

   > **Note:** While creating the recall notice, you can use the descriptive felxfields to capture additional attributes at both header and part level.

4. Click **Save**. The Part Details section becomes editable.
5. Do a search using the part details like the Part Number, Model Number, Device Identifier, GTIN, Brand, and Part Description. The application automatically derives the corresponding item identifiers (Oracle item number, supplier part number, manufacturer part number) based on your search.

   > **Note:** Ensure all prerequisite configurations are complete to derive correct identifiers. Refer to the Product Recall Managementn section in the Oracle Fusion Cloud SCM: Implementing Manufacturing and Supply Chain Materials Management guide if needed.

6. Choose the correct item record from the search results and add it to the recall notice. The search criteria details are saved as line details in the recall notice.
7. Enter the manufacturer lot or serial information provided by the source of recall. This lot and serial information can be captured irrespective of whether the item is internally lot or serial controlled in Inventory Cloud application..
8. After you have entered all the required information, save and publish the notice.

   The status of the notice gets updated from Draft to Open. The business units are automatically assigned based on the association of the item to the inventory organizations. The recall notices in Draft or Open status will be listed under the In Progress tab of the landing page.

Use Oracle Content Curation Service

You can automatically ingest recall notices published by the U.S. Food and Drug Administration (FDA) into your pod by subscribing to the Oracle Content Curation Service.

> **Note:** To use this service, you must first enable and configure it within the application. For setup instructions, see the Enable the Oracle Content Curation Service topic under the Product Recall Management section in the Implementation guide.

How does the Oracle Content Curation Service work?

The Oracle Content Curation Service team tracks and manages the FDA-published recalls for medical devices and other healthcare products. This team is dedicated to:

1. Continuous Recall Monitoring: Regularly tracking FDA recalls ensuring timely awareness of affected products.
2. Detailed Data Curation:
   - Reviewing each recall to capture all relevant data accurately.
   - Ensuring each data element, such as part numbers, lot numbers, and serial numbers is correctly mapped to the corresponding recall field.
   - Verifying data accuracy, identifying updates, and flagging duplicate entries to maintain data quality.

3. Multisource Validation: Utilizing multiple sources to confirm recall details, and, when necessary, directly communicating with the recall-initiating firm for clarification.
4. Approval and Communication:
    - Following a structured approval process for curated recalls.
    - Notifying customers via email, sent to a registered email associated with the customer's account on their pod.

By streamlining recall data management and communication, the Oracle Content Curation Service team ensures that customers are informed of relevant recalls efficiently, with the highest standard of data accuracy and reliability.

Here is what the Oracle Content Curation Service does:

- Ingests FDA recall content curated by the Oracle Content Curation team
- Identifies whether the recalled part is relevant based on customer-specific item data during ingestion
- Automatically assigns the appropriate business units based on predefined configuration or item ownership

Ingesting Recall Content from the Curation Service

When a recall notification is sent to the designated recall email address, it is automatically received and processed by the Recall Management application within the customer's environment (also referred to as the "pod"). The application scans incoming emails, parses their content, and imports them as recall notices into the application.

This automated ingestion process is triggered by a scheduled job, ensuring that recall notifications are consistently captured, processed, and made available for action within the application

Identifying if the Recalled Part is Relevant During Ingestion

During the recall notice ingestion process, the application validates recalled part details—such as part number, model number, device identifier, GTIN, or product description—by cross-referencing them with item identifiers in your Oracle application.

These identifiers may include Oracle item numbers, supplier part numbers, or manufacturer part numbers. The validation checks are performed against data configured in trading partner relationships within the Product Information Management (PIM) Cloud application or derived from historical transactions, such as purchase orders and agreements, within the Procurement Cloud application.

Once the correct item identifiers are derived, the application checks whether any of the items were received during the designated recall tracking period. The recall tracking period here refers to the time between the distribution start date captured in the recall notice and the current date. If the distribution start date is not captured, the application instead uses the time fence defined in Recall Parameters. For more information about configuring the time fence, see the Set Up Recall Parameters topic under the Product Recall Management section in the Implementing Manufacturing and Supply Chain Materials Management guide.

Based on this evaluation, the recall notice is classified into one of the following categories:

- Relevant Recall Notice:
    - A recall notice is considered relevant if at least one line includes an item identifier that was received during the tracking period in any of the participating organizations defined in the recall parameters
    - The system assigns it a status of Pending Acceptance, indicating that further action, such as tracing and containment may be required.
- Irrelevant Recall Notice:
    - If none of the lines in the recall notice include a valid item identifier, or if the identified items were not received during the tracking period, the recall notice is marked as irrelevant.

    - These notices are assigned a status of Pending Review, indicating that no immediate action is required unless a manual review suggests otherwise.

This classification process streamlines recall notice management by prioritizing only those notices that are relevant to your operations.
To take action on relevant notices:

1. Review recall notices with the Pending Acceptance status.
2. Once accepted, the status is updated to Open, making the notice eligible for material tracing and disposition actions.
3. After the status is set to Open, the recall notice will appear under the In Progress tab on the landing page.

For irrelevant recalls in the Pending Review status, you can:

- Verify if there is any incorrect configuration in the product master—for example, the product master may be missing the required trading partner relationship, or the item may lack the necessary extensible flexfield attribute mapping. These issues can prevent the system from finding a match.
- Make the necessary corrections and re-validate the item, or withdraw the recall notice if it is indeed irrelevant.

Recall notices in Pending Review status will automatically be withdrawn after a specified period, based on the time fence set in the Recall Parameters configuration. For more informatiom, see the Oracle Fusion Cloud SCM: Implementing Manufacturing and Supply Chain Materials Management guide.

Withdrawn recall notices will appear under the Completed tab on the landing page.

Recalls deemed irrelevant but not withdrawn will continue to be re-evaluated periodically by a scheduled process to determine if they become relevant over time.

> **Note:** To validate the recalled part details and derive the right item identifier, you must complete all the prerequisite configurations. For more information, refer to the Oracle Fusion Cloud SCM: Implementing Manufacturing and Supply Chain Materials Management guide.

Automatic Assignment of Business Units

The business units are automatically assigned based on the association of the item to the inventory organizations.

Use AI Agent to Create Recall Notices from Supplier Letters

Instead of manually reading PDFs and entering data, you can simply upload supplier recall letters in PDF format directly from the user interface and let the AI agent automatically curate them into recall notices.

On uploading a supplier letter PDF, a scheduled process is triggered that automatically parses header details, contacts, parts, lots, and serials, and creates a recall notice with both the original letter and AI-curated output attached.

The application then evaluates part relevancy, assigns an initial status such as Pending Acceptance or Pending Review, and notifies the recall manager by default when the notice is created in Pending Acceptance status.

You can also track the processing status of each document - Processing, Processed, or Error, and drill in to review or edit missing attributes before acceptance.

Use the Capture and Validate Recall Notices REST API

You can create the recall notices using the Capture and Validate Recall Notices REST API. For more information, see the REST API for Oracle Supply Chain Management Cloud guide for more information.

Recall notices created through this REST API undergo the same processing steps as those managed by the Oracle Content Curation Service, including:

- Ingesting recall content based on the JSON payload provided in the API request
- Identifying whether the recalled part is relevant during ingestion
- Automatically assigning the appropriate business units

Use the Provider REST API

This REST resource is intended exclusively for third-party aggregators who act as providers of recall data.

If you have already have a contract with a third party aggregator, they can use this rest resource to ingest recall notices directly into your application.

During ingestion, the process follows the the same processing steps as those managed by the Oracle Content Curation Service to identify whether the recalled part is relevant, and to automatically assign the appropriate business units to the recall notice.

3 Duplicate Notices

Resolve Duplicate Notices

When capturing recall notices from multiple sources, it is common to receive the same recall communication from more than one source.

For example, you might receive a recall letter directly from your supplier as well as from a regulatory authority through the Oracle Content Curation Service. Additionally, if you procure the same product from multiple suppliers, you may receive identical recall communications from each supplier.

To prevent redundant efforts in reviewing recalls, locating affected parts, and performing containment actions, the application performs duplicate validation on incoming recall notices. It compares item identifiers such as the Oracle item number, Supplier Part Number (SPN), and Manufacturer Part Number (MPN) to identify potential duplicates.

You can review these potential duplicate recall notices and either confirm them as duplicates or retain them if there are differences in lot numbers, serial numbers, or significant changes in containment actions. Once a recall notice is confirmed as a duplicate, its status is updated to Duplicate, and the notice will appear under the Completed tab on the landing page.

Note: If you have already started locating items for a notice, you can't mark that notice as a duplicate.

To resolve duplicate notices:

1. On the Recall Notices page, click **Review Duplicates**.
2. On the Review and Select Duplicates page, review the potential duplicate recall notices by selecting a record. The Review Notice page opens, where you can analyze the details to determine if it is indeed a duplicate.
3. Click **Confirm** to accept the duplicate suggestion.

4 Locate Recalled Parts

Locate Recalled Parts

After duplicate validation is performed on a recall notice and the notice is retained, you can initiate the Locate action.

This action submits the scheduled process **Locate Recalled Parts**, which traces recalled items across the following locations within your facility, considering only the participating organizations specified in the recall parameters:

- Perpetual inventory locations
- Par locations
- Expense locations

It also checks for any in-transit shipments or unfulfilled purchase orders associated with the recalled items.

If an item is lot or serial controlled in Oracle Inventory Management, the application traces the recalled parts using the lot or serial information captured in the recall notice.

If the item is a plain item (not lot-controlled or serial-controlled) or a non-catalog item, the application uses the recall tracking period to trace the affected parts. The recall tracking period is defined as the time between the distribution start date captured in the recall notice and the current date. If the distribution start date is not captured, the application instead uses the time fence defined in Recall Parameters. For more information about configuring time fence, see the Set Up Recall Parameters topic under the Product Recall Management section in the Implementing Manufacturing and Supply Chain Materials Management guide.

You can override these dates during the Locate action, especially if the recall notice provides specific distribution dates. For more information about configuration details, see Oracle Fusion Cloud SCM: Implementing Manufacturing and Supply Chain Materials Management guide.

You can also track recalled items in par locations that are not quantity-tracked, using item-to-subinventory associations in addition to traditional transaction history. The Application creates trace details and recall tasks not only for locations with transactional evidence but also for all par subinventories associated with the recalled item, even when no movement history exists.

> **Note:** Recalled parts residing in project inventory-enabled organizations are currently out of scope and will not be traced by this process.Also, currently, track and trace of recalled items at the LPN level is not supported for LPN-enabled organizations.

Assignment of Tasks and Notifications

When you perform the Locate action on a recall notice and the Locate Recalled Parts scheduled process completes successfully, the application generates trace details and recall tasks for the recall notice.

It also sends FYI notifications to various stakeholders based on user-defined business rules, enabling you to take appropriate containment actions on the traced recalled parts. Once the application generates the tasks, it updates the recall notice status to In Progress.

You can configure the Recall Parameters to choose any one of these workflows. See the Oracle Fusion Cloud SCM: Implementing Manufacturing and Supply Chain Materials Management guide for more information.

The application provides two distinct workflows for managing recall tasks:

- Recall Count Workflow
- Bypass Count Tasks Workflow

You can configure the desired workflow in the Recall Parameters settings. For detailed instructions, refer to the Oracle Fusion Cloud SCM: Implementing Manufacturing and Supply Chain Materials Management guide.

Recall Count Workflow

You follow a prescriptive sequence of task assignments, starting with performing a recall count in the locations identified by the Locate Recalled Parts process to quarantine the defective material.

Then, you carry out either a device correction or a disposition action, and finally, you raise a debit memo to receive credit from the supplier.

On locating recalled parts:

- Trace details are generated for the recalled parts, with various traceability statuses indicating where the recalled items may be located. These details include information such as:
  - Inventory organization
  - Location or department
  - Subinventory
  - Stock locator

  This traceability information helps warehouse operators or par counters in your facility quickly identify the affected locations, remove the recalled parts from shelves, and move them to the designated quarantine area.

Product Traceability Status	Meaning
In Stock	Parts lying in the quantity tracked subinventories.
PAR	Parts lying in the subinventories where quantity isn't tracked.
Expense	Parts received in the expense locations.
Inbound	Parts in-transit, parts in the scheduled supply, and parts received in the receiving dock.

- Task Grouping: Trace records are grouped according to the task grouping configuration set in the Recall Parameters for each inventory organization. For example:
  - If the task group is configured as Inventory Organization, recalled parts traced in different subinventories or locations within the same inventory organization will be grouped together.
  - If the task group is configured as Subinventory, recalled parts traced in different stock locators within a subinventory will be grouped together.

- Task Sequence and Status: A sequence of tasks is assigned to each recalled item in the recall notice:
  - The first task in the sequence is generated with an In Progress status.
  - Subsequent tasks in the sequence are created with a Not Started status.
  - Upon completion of the first task, the next task in the sequence is updated to In Progress.

- Task Assignment: The assignment of tasks is determined by the product traceability status and replacement type as captured in the recall notice.

  Here is the sequence of tasks assigned to traced items based on their traceability status and replacement type:

Traceability Status	Replacement Type	Sequence of the Tasks Assignment
In-Stock or PAR or Expense	Credit with or without product return	a. Perform Physical Count and Quarantine Recalled Parts b. Perform Scrap or Return to Supplier for Recalled Parts c. Raise Debit Memo Against Disposition for Recalled Parts
In-Stock or PAR or Expense	Make Correction to a Product	a. Perform Physical Count and Quarantine Recalled Parts b. Follow Recall Instructions
Inbound	Credit with or without product return	a. Deliver Recalled Parts to Quarantine Location b. Perform Scrap or Return to Supplier for Recalled Parts c. Raise Debit Memo Against Disposition for Recalled Parts
Inbound	Make Correction to a Product	a. Deliver Recalled Parts to Quarantine Location b. Follow Recall Instructions

- Recall Count Task Grouping: The Perform Physical Count and Quarantine Recalled Parts task (also known as the Recall Count task) is grouped based on the task grouping configuration in the Recall Parameters, which is aligned with the grouping of trace records. The task grouping options include:
  - Inventory Organization: If configured as Inventory Organization, the recall count task for items in IN STOCK or PAR traceability statuses is assigned for each inventory organization where the defective material may reside.
  - Location or Department: If configured as Location or Department, the recall count task for items in IN STOCK or PAR traceability statuses is assigned for each combination of location and inventory organization where the defective material may reside.
  - Subinventory: If configured as Subinventory, the recall count task for items in IN STOCK or PAR traceability statuses is assigned for each combination of subinventory, location, and inventory organization where the defective material may reside.
  - Expense Locations: For items in the EXPENSE traceability status, the recall count task is assigned for each requester who may have requested or consumed the defective material.

    Note: The remaining tasks are independent of the task grouping configuration.

- Task Notifications: Based on the business rules setup, **FYI notifications** are sent to impacted stakeholders to perform the relevant tasks:
  - When a task status changes from **Not Started** to **In Progress**, a notification is sent to the assigned user as defined in the business rules.
  - When recalled parts are identified in **expense locations**, a notification is sent to the requesters by default.

    > **Note:** Notifications for the recall count tasks must be configured to align with the trace records and task groupings. For detailed configuration, refer to the Oracle Fusion Cloud SCM: Implementing Manufacturing and Supply Chain Materials Management guide.

How you Perform a Recall Count and Quarantine Parts

Based on the notifications, the warehouse operator, par counter, or requester can start the recall count in all locations that include quantity tracked, par and expense locations.

You can report the recall count quantity in Oracle Inventory Management using one of these:

- Recall Count Responsive Application
- Partner solutions like RF smart
- Oracle Visual Builder Plug-in for Microsoft Excel
- Any third-party application by leveraging the Inventory Count rest API

  See the Inventory Rest API documentation for more information.

You can even report count quantity for parts physically identified in locations that weren't traced when locating.

Reporting the count quantity automatically transfers the stock of counted parts to a quarantine location, which is a non-reservable recall subinventory. Here's how the counted parts are quarantined:

- When count quantity is reported in a quantity-tracked subinventory, the application initiates the subinventory transfer transaction to move the stock to the recall subinventory.
- When count quantity is reported in a non-quantity tracked location like a par subinventory or expense location, the application initiates the recall receipt transaction to receive the parts in recall subinventory.
- When count is recorded for description-based items and for items that can't be stocked, the application doesn't create any transfer or recall receipt. You must ensure that they're physically quarantined and disposed of at the earliest.

The count task is closed after the counted quantity from all the identified locations is moved to the recall subinventory.

Perform Recall Counts Using the Recall Count Responsive Application

You can count recalled parts using the Recall Counts responsive application on your mobile device or desktop. This application allows you to scan items and locations on your mobile device and quarantine the affected parts.

To initiate the Recall Counts responsive application, from the Supply Chain Execution tab, click Inventory Management (New).

You can scan perpetual and PAR locations, as well as items, lot numbers, and serial numbers using an external barcode scanner or the camera on your mobile device. Alternatively, you can enter these attributes manually from a list of values.

Recording Counts

- Enter the counted quantity for recalled items or lots.
- The count quantity can be entered in the stocking unit of measure if it is defined for the item-subinventory combination or the item-organization combination. If no stocking unit of measure is defined, you can enter the count in the primary unit of measure.
- You can also record counts by scanning the recalled serial numbers.

Quarantining Parts

Once the counts are recorded and confirmed for the selected tasks, the application automatically initiates a transaction to move the counted parts to a default quarantine location configured in the Recall Parameters for the inventory organization.

You also have the option to:

- Load the defective parts into a pick subinventory and then move them to the default quarantine location.
- Perform the pick-and-drop process by scanning both the pick subinventory and the recall subinventory, aligning with the physical material movement.

  The drop action initiates a transaction to transfer the counted quantity into the quarantine location.

Configuration Options

You can configure the Recall Parameters for an inventory organization to determine whether the intermediate pick and drop step is required during the recall count process.

Real-Time and Offline Modes

You can record recall counts in both real-time and offline modes::

- Use offline mode when working in locations without internet connectivity.
- Before using offline mode, you must be connected to Oracle Cloud to select the organization. This action caches the data for all locations in the chosen organization, allowing you to work offline.
- When offline, you can record recall counts the same way as in online mode. The recorded counts will sync with Oracle Cloud once your mobile device is reconnected to the internet.

> **Note:** The pick-and-drop action helps streamline the physical movement of parts to quarantine locations.Offline mode is especially useful in environments where internet connectivity is limited or unavailable.

You can enter the counted quantity for the recalled items or against the recalled lots. The count quantity can be entered in stocking unit of measure if it is defined for the item subinventory combination or for the item org combination. If the stocking unit of measure is not defined, you can enter the count quantity in primary unit of measure.

You can also record the counts by simply scanning the recalled serial numbers.

Once you record and confirm the counts for the selected count tasks, the application automatically initiates a transaction to move the counted quantity to a default quarantine location configured for the inventory organization in the recall parameters.

You also have an option to load the defective parts that are counted and pulled from the respective locations into a pick subinventory and drop them in the default quarantine location. You can perform this pick and drop by simply

scanning the pick subinventory and recall subinventory which aligns with the physical material movement. The drop action initiates a transaction to move the counted quantity into the quarantine location.

You can configure the recall parameters for an inventory organization to decide whether or not the intermediate step of pick and drop is required while recording the recall counts.

You can record recall counts using the mobile device in real-time, as well as in an offline mode.

> **Note:** Use the offline mode capability to seamlessly perform recall counts for locations that don't have internet connectivity. You must be connected to Oracle Cloud at the time of choosing the organization before you begin to record your recall counts in an offline mode. This caches the data for all the locations in the chosen organization allowing you to work offline. You can record your recall counts the same way as you do in the online mode while you work offline. The recorded recall counts are synced with Oracle Cloud as soon as your mobile device is connected to the internet.

Manage Inbound Shipments and PO Schedules

Whenever you either do a put away transaction or do a positive correction of the quantity while receiving the items, if the received items, lot, or serial has an open recall notice, a count task is automatically created and the status of such items changes to Count Task Generated.

Also, a trace detail record gets created with location details of where the items are put away. Based on these trace details, user completes the counting task. The recalled parts are quarantined and disposed.

Here are the different resolution statuses that the inbound trace records for a recalled item can be in:

Status	Description
Recall Exempted	When you mark an item as exempt from a recall. For example, when there is a recall notice for items, but only some of them were received. For the remaining items that are not shipped yet, if the supplier affirms that only non-defective items will be further shipped, you can then mark them as recall exempt.
Recall Auto Exempted	When you do a put away transaction for a lot or serial that doesn't have an open recall notice, but the item has an open inbound trace detail.
Replaced	When the buyer does mass replacement of item on a PO line that has been identified as inbound in the recall trace details.
Count Task Generated	When a count task is created for a put away transaction done against the ASN or PO line that has been identified as inbound in the recall trace details.
Auto Closed	When a deliver task is manually completed, without taking any action. For example: • When the PO line that has been identified as inbound in the recall trace details is manually canceled or • The in-transit shipment is canceled.

Once all the inbound trace records generated by the Locate Recalled Parts process get resolved either by doing a put away, or by mass replacement on purchase orders, or by recall exemption, the deliver task to which these inbound trace records are associated will automatically get completed.

Note: Schedule the Generate Recall Count Tasks for Missing Receiving Events schedule process to run soon after the put away is done. This ensures that the count tasks are generated for all the put away transactions performed for the items on recall. See the *Generate Recall Count Tasks for Missing Receiving Events* topic in the Oracle Fusion Cloud SCM Scheduled Processes for SCM guide for more information.

How you Return or Scrap Quarantined Parts

After performing the recall count and quarantining the affected parts, here's how you can dispose of them as instructed in the recall notice:

- If the replacement type in the recall notice is Request a Product Return with Credit, you can return the affected parts to supplier in one of these two ways:
    - For items that can't be stocked, return them with a reference to the original receipt.
    - When the recalled items exist in the recall subinventory, return them without referencing the original receipt or purchase order.
- If the replacement type in the recall notice is Request a Credit without Product Return, you can scrap the item without referencing the original receipt or purchase order in one of these two ways
    - For items that can't be stocked, return them with a reference to the original receipt.
    - For items that can be stocked, you can only physically quarantine the recalled parts, and close the disposal task manually.

Note: While performing returns or scrap, ensure that the recall notice number and the line number are specified in the Oracle Receiving. Only then are the disposition transaction details captured against each disposal task.

Complete Disposal Tasks

The disposal task for an inventory organization is completed when:

- the disposal quantity is equal to or greater than the reported count quantity
- all the count and deliver tasks for that inventory organization are complete

Note: When disposal is complete, stakeholders are notified to create a debit memo for the return or scrap of the recalled items. After the stakeholders are notified, the debit memo task is marked as complete.

How You View the Disposition Details

To view the disposition details of a recalled item:

1. On the Recall Notices page, click **View Progress**.
2. View the item details under the **Lines** tab. Click the link on the Manufacturer Part Number to view the disposition details for that item. Disposition details include the disposition method, disposal quantity, transaction date, and Ship To Location details.

Manual Actions for Recall Tasks

Here are the recall tasks and the manual actions that you can take on them:

Task	Manual action allowed for the Task	Details
Deliver Recalled Parts to Quarantine Location	Close	You must always manually close the Deliver task.
Perform Physical Count and Quarantine Recalled Parts	No manual action is allowed	The count task is always automatically closed.
Follow Recall Instructions	Close	You must always manually close the Instructions task. To close the instructions task, the task preceding it should not be in the In Progress status
Perform Scrap or Return to Supplier for Recalled Parts	Close and Withdraw	The Disposal task can be either manually or automatically closed. To manually close or withdraw the disposal task, none of the preceding tasks should be in the In Progress status. The subsequent Debit memo task automatically is closed or withdrawn.
Raise Debit Memo Against Disposition for Recalled Parts	No manual action is allowed	The Debit Memo task is always automatically closed or withdrawn.

Note: When a recalled item is located with inbound trace status, the Deliver Parts to Quarantine Location task is assigned to the recall line.

You can do one of the following:

- Deliver these parts to the quarantine location when they arrive in your organization.
- Cancel the in-transit shipment or purchase order when the supplier hasn't yet shipped those parts.

You must manually close this task after taking the relevant action.

Similarly, when the replacement type is Correction in the recall notice, the Follow Recall Instructions task is assigned to the recall line. You must manually close this task when there is a device or label correction for a product. This is because you will have to manually intervene to complete the recall instructions.

When will the Disposal task status change to In Progress?

Here's when the Disposal task status changes to In Progress:

- For an inventory organization, if the task before the disposal task is a count task and it's marked as completed with some count quantity reported for that organization.
- You perform a return or scrap referring the recall notice.

Here are the scenarios when the disposal task status remains Not Started:

- If there is no count quantity reported in the identified locations, there is nothing to dispose of. So, the task status doesn't change to In Progress. In this scenario, you can withdraw the disposal task to close the recall notice.
- If the task before the disposal task is Deliver and it's marked as completed because the inbound shipments are canceled, then there is nothing to dispose of. In this scenario, you can withdraw the disposal task to close the recall notice.
- If the task before the disposal task is Deliver, and it's marked as completed because the inbound shipments are delivered to the quarantine location. You can return or scrap the parts referring the recall notice, which automatically changes the disposal status to Completed.

Bypass Count Tasks Workflow

You follow a simple and flexible process where you perform self-attestation on the recall tasks generated in the application after physically completing the containment actions.

You can mark the bypass tasks as completed by selecting a containment action code which is configured through user-defined lookups, without performing the recall counts or disposition transactions.

On locating recalled parts:

1. **Trace Details Generation**
    - When recalled parts are located, trace records are generated showing where the parts may reside. These include:
        - Inventory organization
        - Location or department
        - Subinventory
        - Stock locator
    - These records help warehouse staff and par counters locate and move these parts to the quarantine area.
2. **Bypass Task Generation**
    - Instead of sequential task flows in the Recall Count workflow, this bypass workflow generates bypass tasks based on task grouping in the Recall Parameters:
        - Inventory Organization: One bypass task per inventory org
        - Location: One bypass task per location + inventory org
        - Subinventory: One per subinventory + location + inventory org
        - Expense Locations: One task per cost center + inventory org for parts delivered to expense locations
    - Each bypass task includes a material status indicating whether the part is already received or inbound.
3. **Manual Bypass Task Creation**
    - You can manually create bypass tasks for any inventory org, location, subinventory, or cost center—not identified by the Locate process—to alert additional stakeholders beyond those auto-generated.
4. **Adding Containment Instructions**
    - Each bypass task can include specific instructions for containment actions.

5. **Notifications & Task Completion**
    - FYI notifications are sent to assigned stakeholders per business rules—configured to align with your task grouping. Additionally, you can also define mapping in the recall parameters based on which the notifications are sent.

      > **Note:** This mapping works only for bypass count workflow, but not for the actual count flow. The Define Coordinators Mapping for Recall Tasks and Notify Task Owners profile option is enabled by default. If this profile option is disabled, you cannot define the mapping in the recall paramaters.

    - When a stakeholder receives a notification, they can navigate to the Notice Details page to view recall details and perform the required action.
    - After executing the physical containment/disposition action, the stakeholder marks the task Completed, selecting a containment action code.
    - You can automatically close recall tasks for inbound shipments once requesters or inventory coordinators are notified. Notifications for in-transit tasks also include substitute items for the recalled product, as defined in the product master. If multiple substitutes exist, all will be displayed along with their ranks.
6. **Recall Closure**
    - Once all mandatory manual tasks are completed, the recall notice is automatically marked as Pending Closure.

5 Closure of Recall Notice

Closure of Recall Notice

When all the tasks assigned to a recall notice line are marked as Completed either automatically or manually, the recall notice line is closed automatically. This ensures that a recall line is closed only after all affected goods are quarantined and disposed of.

Once all recall tasks are completed, the notices are retained in the Pending Closure status.

When shipments of recalled parts are received while a recall notice is in Pending Closure status, new recall tasks are created automatically. This ensures you can continue monitoring and addressing defective products in the supply chain. You can then take appropriate containment actions on the incoming materials and complete the associated tasks.

You can permanently close a recall notice in two ways:

- Manual closure: Confirm closure with the recalling firm, or close the notice when you have sufficient evidence that the recall event has concluded.
- Automatic closure: Configure the application to move recall notices in Pending Closure status to Closed after a defined period. This is done by setting a time fence and scheduling the Close Recall Notices process to run at regular intervals.

Once a recall notice is closed, the application stops tracking incoming shipments related to that recall.

For more information about configuring automatic closure, see the Set Up Recall Parameters topic under the Product Recall Management section in the Implementing Manufacturing and Supply Chain Materials Management guide.

Note: You can review the task history and trace details for the closed recall notices at any future point of time.