

**LETTER OF ANNOUNCEMENT**  
**EMVS Status Update**

1<sup>st</sup> March 2019

Dear all,

EMVO is contacting you to provide an update on the current status of the EMVS together with the actions which have been, and will be, taken to mitigate Known Issues.

**Known Issues**

**1. Missing Call-backs**

As has been previously communicated, EMVO has maintained communication directly with companies still affected by this issue and is continuing to proactively monitor the situation.

**On Friday 22<sup>nd</sup> February**, we reported that we believed that the majority of issues related to missing call-backs were resolved. The main issue up to that point was related to Multi-Market Pack Synchronisation, which prevented responses from being sent by some NMVSs due to an extreme system load. At this point, further remaining defects had been identified; which effected 0.75% of existing Product Master Data records. We advised that there was no remedial action which could be taken by an OBP and that the defect resulted in failures in processing Product Master Data and Product Pack Data. At this point we also communicated that a permanent fix would be implemented by 6<sup>th</sup> March; and that a cleansing of the relevant data would take place in the meantime.

At this point; 1202 product codes of 40 OBPs were affected. All affected OBPs were contacted on a bilateral basis, with EMVO providing a list of the relevant product codes.

**During the weekend of 22<sup>nd</sup> - 24<sup>th</sup> February**, as a result of the actions taken by EMVO 1149 product codes were cleansed; which meant that 53 product codes from 10 OBPs remained affected.

**On Monday 25<sup>th</sup> February**, we released a general communication to provide an update on the corrective actions which had taken place over the weekend. Based upon these corrective actions, the vast majority of affected OBPs were then able to receive the relevant call-backs. Those OBPs who were still affected, which represented approximately 0.001% of products, were contacted again by EMVO.

**On Tuesday 26<sup>th</sup> February**, the 10 OBPs still affected were contacted by EMVO and given the relevant product codes, 53 in total.

There will be further cleansing which will bring down the number of affected product codes to 7 product codes which are from 5 OBPs. These 5 OBPs will be contacted by EMVO on a bilateral

basis, as in the two previous communications, on Monday 4<sup>th</sup> March. There will be a further cleansing of the relevant data ahead of the implementation of the permanent fix. EMVO can assure you that investigations are still ongoing; and that we are handling this matter with the highest priority.

It goes without saying that EMVO will provide a further update once this cleansing has been successfully implemented, and that we will remain transparent on this issue. However, at this point we wanted to provide a full update and overview of this issue, and a demonstration of the figures involved. While not seeking to downplay this known issue, it is important to note that it now affected a very small minority of products and OBPs. However, if an OBP still experiences that data is not received by the relevant national system; we strongly recommend that they log a ticket with EMVO's Helpdesk to allow us to investigate the matter.

## **2. Re-upload of Pack Data (batches)**

Following EMVO's Letter of Announcement on Friday 21<sup>st</sup> February, there is no update on this topic.

## **3. Alert propagation and reconfiguration**

Following EMVO's Letter of Announcement on Thursday 28<sup>th</sup> February, there is no update on this topic.

## **4. Expiry Date issues**

Following EMVO's Letter of Announcement on Tuesday 26<sup>th</sup> February, there is no update on this topic.

## **5. O1 Issue**

Following EMVO's Letter of Announcement on Tuesday 26<sup>th</sup> February, there is no update on this topic.

## **Timelines and further meetings**

Further to our Letter of Announcement from Friday 21<sup>st</sup> February, the overview of timelines and further meetings remains unchanged.

In the event of any question or uncertainty, please do not hesitate to contact our Helpdesk:

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E-Mail: [helpdesk@emvo-medicines.eu](mailto:helpdesk@emvo-medicines.eu)

## **EMVO Team**

## **European Medicines Verification Organisation**

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