

EMVO ANNOUNCEMENT

How to handle alerts generated on a Product Code not belonging to the OBP that raised the alert, in the AMS Portal

10th January 2025

As you might be aware, the current design of the Alert Management System (AMS), as per the AMS User Requirements Specification, does not allow Parallel Distributors and Original Pack Manufacturers to modify the '**OBP investigation status**' and the '**Alert status**' separately when an alert is generated before a pack is 'Checked Out.'

In other words, when a Parallel Distributor generates an alert on a pack still belonging to the Original Pack Manufacturer (before it has been checked out), both the Parallel Distributor and the Original Pack Manufacturer act as the OBP in the AMS Portal. This means that both parties can modify the 'OBP investigation status' and the 'Alert status', even though these actions are intended for the organisation owning the Product Code when the alert is generated.

While we await the implementation of the technical solution to address this, we kindly recommend the following steps when this scenario occurs:

1. **Do not modify the "OBP investigation status"**: This field is reserved for the OBP owning the pack at the moment the alert is generated.
2. **Do not manually modify the "Alert status"**: This button is reserved for the OBP owning the pack at the moment the alert is generated.
3. **Leave a note in the "Activity" section under CONVERSATION**: Indicate whether the root cause is found on the Parallel Distributor's side to assist with the alert investigation.

(Note: This action will automatically change the Alert status to "Under Investigation.")

However, when a Parallel Distributor generates an alert on a pack under its ownership (after the pack has been checked out), the Parallel Distributor should modify both the "**OBP investigation status**" and the "**Alert status**" accordingly.

For more information, please refer to this overview to learn more about [How to handle alerts generated on a Product Code not belonging to the OBP that raised the alert, in the AMS Portal](#).

Should you have any questions, please do not hesitate to contact our Helpdesk.

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