

**LETTER OF ANNOUNCEMENT**  
**Communication procedure update**

Friday, the 14<sup>th</sup> of September 2018

Dear On-boarding Partner,

EMVO would like to inform you that in order to make the communication towards you more efficient, a new e-mail account for the distribution of Letters of Announcement was created. From now on, you will receive all Letters of Announcement from the following e-mail address:

[announcements@emvo-medicines.eu](mailto:announcements@emvo-medicines.eu)

Please note that any communication send to this address will not be monitored nor followed-up.

The Helpdesk e-mail address ([helpdesk@emvo-medicines.eu](mailto:helpdesk@emvo-medicines.eu)) remains at your disposal for your support requests. In order to answer your request in the most efficient and timely manner, EMVO would like to summarize and remind you on the Helpdesk Guidelines:

- Please send us separate e-mails per topic.
- If you contact our helpdesk via phone please have your ticket number, CP Number and contact details at hand.
- Within the communication with Helpdesk you receive three automated (non-reply) messages related to:
  - Logging ticket
  - Resolving ticket
  - Closing ticket

As soon as the ticket is set to the status “resolved” EMVO gives the requester the possibility to reply within 3 business days in case of further uncertainty, questions or comments with regard to the raised ticket. If there is no reply within 3 business days, **the ticket will be automatically set to the status closed**”. Once the ticket is set to the status “closed” a reply to that ticket will neither reopen the ticket nor open a new ticket. In case you would like to open a new ticket or follow-up on a certain request after 3 business days allocated for that purpose, please send the Helpdesk a new e-mail with a new subject to [helpdesk@emvo-medicines.eu](mailto:helpdesk@emvo-medicines.eu).

- If your request refers to another ticket, please use the ticket number as reference in the body of your e-mail, which you can find in the e-mail subject e.g. CAS-12345-A1B1C1.

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

Tel. Helpdesk: +372 611 90 44

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



**EMVO Team**

**European Medicines Verification Organisation**

[www.emvo-medicines.eu](http://www.emvo-medicines.eu)

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