



LETTER OF ANNOUNCEMENT
Consequences of Data Withdrawal & Batch recall

2nd April 2020

Dear all,

EMVO would like to stress out once again the consequences following Product Withdrawal and Batch recall.

The functionality to withdraw a product code or recall a batch should only be done when an OBP has regulatory reasons. Withdrawal of a product code (SKU) affects all packs of all batches in the transaction specified markets. The status "Withdrawn" prevents the uploading of additional batches to the system for the affected markets. Additionally, the end-user of the affected markets will not be able to decommission the packs in the EMVS.

When recalling a batch, the OBP needs to refer to the Product Code, the Batch ID, the reason for recall and state the list of affected markets.

EMVO would like to remind once more that the **withdrawal of data and batch recall within the EMVS are irreversible actions.**

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

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EMVO Team

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