

LETTER OF ANNOUNCEMENT
Data upload and verification/decommissioning lead time

5th September 2019

Dear all,

A large number of alerts are currently being caused by OBPs attempting to verify or decommission a Unique Identifier (UI) which has not been uploaded into the EMVS, or immediately after it has been uploaded but before the callback confirming pack creation has been received.

Once the UI has been uploaded to EMVS, the time taken for it to be fully processed is longer than process of performing a verification or decommissioning. Therefore, if an OBP attempts to verify or decommission a UI immediately after it has been uploaded (i.e. before receiving the callback), an alert will be generated.

To prevent the generation of alerts in this case, the OBPs should first upload pack data with enough lead time before performing the decommissioning of, for example, samples or the verification of a UI. In case the distributed callback is missing, please do not verify the packs. For further guidance on how to proceed in case of missing callbacks, please see our Announcement Letter issued on [7th March](#).

In addition to this, please also note that OBPs should not use the EU Hub to verify a UI which they do not have in hand. Such action of releasing a pack into the supply chain and performing regular verifications when the pack is not in hand constitutes a misuse of the system. A pack should only be verified if it is in hand.

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

EMVO Team

European Medicines Verification Organisation

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