



LETTER OF ANNOUNCEMENT
Irreversible transactions

21st September 2021

EMVO would like to stress out again the consequences of performing Product Withdrawal, Batch recall and decommissioning to certain pack statuses.

On a product level, 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 The status “Withdrawn” prevents the uploading of additional batches to the system for the affected markets.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-users of the affected markets will not be able to decommission the packs in the EMVS.

On a Batch level, the recall of a batch affects all packs in the transaction specified markets. Ultimately, the end-users of the affected markets will not be able to decommission these packs in the EMVS.

On a Pack Level, decommissioning packs to **Stolen** and **Destroyed** cannot be undone.

EMVO would like to remind once more that the **Product Code Withdrawal**, **Batch Recall** and Pack Decommissioning to **Stolen** or **Destroyed** are **instantaneous and irreversible actions**.

Note that EMVO does not have the functionality to change the above-described decommissioning statuses even if they occurred due to a mistake from the OBPs. Therefore, the establishment of consolidated processes on access to these functionalities is strongly recommended for all OBPs.

In case of questions, please do not hesitate to contact our helpdesk:

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EMVO Team

European Medicines Verification Organisation

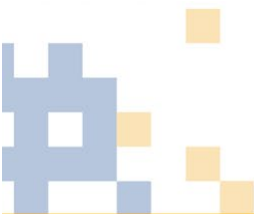
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