

LETTER OF ANNOUNCEMENT
Reminder: Consequences of Product Withdrawal & Batch recall

31st May 2023

EMVO would like to highlight once again the consequences following **Product Withdrawal** and **Batch recall** and **remind you that these are irreversible actions.**

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 The status “Withdrawn” prevents the uploading of additional batches to the system for the affected markets. If a product is withdrawn from a market all the batches for that specific product will be decommissioned. Consequently, the end-user(s) of the affected market(s) 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. Be reminded that if the batch level status changes to “recall” all affected product packs will be decommissioned.

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

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