

LETTER OF ANNOUNCEMENT
#Alerts filtering

24th October 2023

Please note that between **November 5 and 7, 2023***, SolidSoft (SSR) will deploy **SSR Release 13** in Production Environment (PRD).

With the deployment of this Release, the Fix Request (FR) '**FR_28339: Alert Messages not according to the Alert message design note**' will be introduced. Consequently, **all Alerts raised in the SSR countries** will include a hashtag "#"** before the Alert code (e.g. #A68) in the 'errorcode' field of the 'SupportingData' element. This new feature is a step closer towards achieving Alert Harmonisation within the EMVS.

We recommend you to **check with your Gateway provider if this change will have any impact on the reception of Alerts and their filtering**. Please find below an example of how Alerts generated in SSR countries will look like upon implementation of the change.

```
<?xml version="1.0"?>
<AlertRequestType xmlns:xsd="http://www.w3.org/2001/XMLSchema" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance">
  <DateTime xmlns="http://EMVS.EU/Common/20211/">2023-09-29T17:29:53.919Z</DateTime>
  <Code xmlns="http://EMVS.EU/Common/20211/">A3</Code>
  <UniqueAlertId xmlns="http://EMVS.EU/Common/20211/">MT-M47-5S4-BBA-YUL-F7V</UniqueAlertId>
  <Message xmlns="http://EMVS.EU/Common/20211/">Pack Not Found</Message>
  <Source xmlns="http://EMVS.EU/Common/20211/">MAH PPV Request</Source>
  <SupportingData xmlns="http://EMVS.EU/Common/20211/">
    <Item key="errorcode" value="#A3" />
    <Item key="errormessage" value="Pack Not Found" />
    <Item key="date" value="2023-09-29Z" />
    <Item key="time" value="17:29:53.919Z" />
    <Item key="uniquealertid" value="MT-M47-5S4-BBA-YUL-F7V" />
    <Item key="productcode" value="00000000000000000000" />
    <Item key="productcodescheme" value="GTIN" />
    <Item key="productname" value="00000000000000000000" />
    <Item key="serialnumber" value="123456789" />
    <Item key="batchid" value="00000000000000000000" />
    <Item key="expirydate" value="00000000" />
    <Item key="marketid" value="EU" />
    <Item key="clientid" value="0000" />
    <Item key="manualentryflag" value=" " />
    <Item key="operation" value="VERIFIED" />
    <Item key="businessprocess" value="MAH PPV Request" />
    <Item key="nhrrntype" value=" " />
    <Item key="storednhrrn" value=" " />
    <Item key="targetmarket" value="MT" />
  </SupportingData>
</AlertRequestType>
```

If you are using the EMVO Gateway, note that there are no disturbances and thus no actions needed.

**Deployment dates are planned dates, and subject to final confirmation.*

List of SSR countries: Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Finland, Iceland, Ireland, Liechtenstein, Lithuania, Malta, Slovenia, Sweden, Switzerland.*

****Finland will transit to SSR system on 18th November.*



Should you have any questions, please do not hesitate to contact our Helpdesk.

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