

IRISH MEDICINES VERIFICATION ORGANISATION











### There are two ways to access NMVS Alerts:

## 1 - Using the *NMVS Alerts* one-time link email from alert.support@imvo.ie

- The link is valid for 7 days or until such time as the alert is updated.
- The alert link will only work from the email account it was sent to.
- Clicking "Click here" will bring you directly to the alert detail page.



# 2 - Logging into an *NMVS Alerts* account with your user ID and password

- Click here to login
- If you have an account set up the email address you provided is your User ID
- If you can't remember your password it can be reset using the 'Reset password' link.
- If you don't have an account, or need help to gain access, send an email to alert.support@imvo.ie.

	<u>.</u>	
	Sign in	
User ID		
User ID		
Password		Reset password
	Sign in	
	D NMVS Alerts 2023 v3.1.23219.5	

	Alerts Onboarding Rep	orts Settings			0 F
	Filter alerts Hide Closed	Only Updated Only Starred			Use a saved filter
	Date range	Alert ID	МАН	Batch ID	
- When	26.08.2023 - 24.11.2023		Select	×	
aed in. vou	Location Name	Status	Error Code	Serial	
see all alerts	ABC Pharmacy Dublin ®	~ Select	<ul> <li>✓ Select</li> </ul>	×	
rerated at Ir location	Show Advanced Filters			×	Filter results
	Bulk actions		Search aler	ts by name, ID, and more	<b>不 🛛 🕲</b>
	Alert ID Date(UTC	C) Error Product Code	Product Name Batch ID	MAH Serial	Loca
	☐ IE-M4U-6HG-CWM-202-YC 16.10.2	023 16:04 A24 101832209561	101832209561 000000	12dwHyFnsbCTm	TestSite 0
	□ IE-M4U-6FC-W24-SG3-9E5 ☆ 16.10.2	023 16:02 A2 05430002045726	05430002045726 000000	10IbUq5ME4UhY	TestSite 0
	□ IE-M4U-6C4-XTF-M7E-7X€ ☆ 16.10.20	023 15:58 A3 10185811529456	10185811529456 000000	102njiFSw08JI1o	TestSite 0
	□ IE-M4U-690-RXF-Y6A-61T 16.10.2	023 15:55 A24 10557786545074	10557786545074 000000	10IBo4JwIRXwFY	TestSite 0



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💌 alert.support@imvo.ie



# Useful information for alert investigation

## On *NMVS Alerts* you will see the following details about the alert generated at your location:

ALER	T DETAILS	INVESTIGATION FIE	LD
ror Code	Error Message Pack Already Dispensed. Time	End User ABC Pharmacy Dublin	Open 0
10.2023 oduct Name	13:16 Product Code	Level 1 Investigation	
ck pills ial Number 2722468513	93837500000001 Wholesalers First Class Wholesaler Inc., 123 Demo	Technical Error Procedural Error Pack Returned	Other
ket nd	Source Market IE	Inform NMVO	
vided Batch 1234 vided Expiry	Stored Batch LOT1234 Stored Expiry	Status change Open ( active ) Investigated Investigation Status	
331 nual Entry e	240331 Location ID b6c0c7c8-91d4-4cd6-bd3e- fb8a260c4ddd	Comment	
mpted Operation PLIED J Location ID 19227-aec0-4ae8-a488- 7036fcc7c	Business Process National System Single Pack API PLU Timestamp 12.10.2023 14:13	Insert comments here	
			Ø 🖲 s
ман	AND IMVO ALEDT		Open O
INVES	TIGATION STATUS		Open O
			CLICK TO EXPAN
ман	AND IMVO ALERT	INVESTIGATION STATUS	

There are four different alert status from MAHs (marketing authorisation holders) and IMVO:

D MAH Default MAH	Open (g) O		Open @ 0	
Open O	This indicates that the alert is oper the MAH.	ו and hasn't been inv	vestigated by IMVO and/or	
Under Investigation	This alert is being investigated by IMVO and/or the MAH.			
Closed C	This shows that the alert was closed by IMVO and/or the MAH.			
MAH Investigated M	This shows that the alert has been investigated by the MAH and the root cause was not identified on their side.			

Other National Medicines Verification Organisations (NMVOs) can also investigate alerts for packs with data in their system. You will see their investigation status the same way you see the IMVO alert investigation status.







## Useful information for alert investigation

Alert Details		ALERT DETAILS
Error Code A7 Date 14.10.2023	Error Message Pack Already Decommissioned. Time 16:15	Error Message Pack Already Decommissioned. The error message will give you an indication of the type of the alert.
Product Name Black pills Serial Number 1012722468513	Product Code 93837500000001 Wholesalers First Class Wholesaler Inc., 123 Dem alley Demo town 1234	Error Code A7The system assigns a code to each type of alert. The different codes and their meaning are in the table below.
Market Ireland Provided Batch	Source Market IE Stored Batch	Attempted Operation SUPPLIED This will indicate if you tried to verify or to change the state of the pack e.g. from active to supplied.
LOT1234 Provided Expiry 240331 Manual Entry	Stored Expiry 240331 Location ID	Location ID b6c0c7c8-91d4-4cd6-bd3e- fb8a260c4ddd This is the ID allocated to your location in the IMVS.
False Attempted Operation SUPPLIED	b6c0c7c8-91d4-4cd6-bd3e- fb8a260c4ddd Business Process National System Bulk Pack API	PLU Location ID 7afd9227-aec0-4ae8-a488- 7d97036fcc7c Pack last update (PLU) location ID - this is the ID of the location where the pack state was last changed.
PLU Location ID 7afd9227-aec0-4ae8-a488- 7d97036fcc7c PLU Market	PLU Timestamp 12.10.2023 14:13	PLU Timestamp 12.10.2023 14:13 If available, the PLU timestamp will show the date and time when last pack state

**PLU Market** IE



#### IMPORTANT

If the Location ID shown is the same as the PLU Location ID, this means the pack was previously decommissioned at your location.

If the PLU Location ID is different to your Location ID, it means the pack was decommissioned at another location. You may need IMVO's help to investigate this type of alert.

MAHs may also commence a simultaneous investigation to establish the root cause of an alert. In this instance, you may receive requests for further information e.g. a photo of a pack.

If an alert status has been changed to 'closed', no further investigation is required.



Error Code	Error messa <mark>ge</mark>	Alert Description
A2	Batch not found	The product is recognised by the IMVS but this batch ID/lot number was not found in the system at the time of the scan.
A3	Serial number not found	The batch is recognised by the IMVS but this serial number was not found in the system at the time of the scan.
A7	Pack already dispensed	You attempted to decommission a pack already decommissioned in this state either at your or another location e.g. trying to supply a pack already decommissioned as supplied.
A24	Pack already decommissioned	You attempted to decommission a pack already decommissioned in a different state either at your or another location e.g. trying to supply a pack already decommissioned as destroyed.
A52	Expiry date mismatch	The pack was found, however, the expiry date from your scan/manual entry does not match the one in the system.
A68	Batch ID mismatch	The pack was found, however, the batch ID/lot number from your scan/manual entry does not match the one in the system.

change happened.





#### This is the end-user investigation field beside the alert details:

	Level 1 Investigation		
	Technical Error  Frocedural Error	Pack Returned Other	
	Actions		
	Inform NMVO		
	Status change Investigation Status Open (active) Investigated	~	
	Comment		
	Insert comments here		
			o 🖉 🔁 Save
			Open O
	🛆 MAH Default MAH		Open O
TYPE OF	ERROR		

'Technical error' is related to either hardware (scanner, laptop/pc, keyboard) or software issue.

'Procedural error' is human error, e.g. pack scanned too many times.

'**Pack returned**' indicates if the pack was sent back to either a wholesaler or to the MAH at their request.

'**Other**' should be used to describe exceptional circumstances only, such as tests, training and scenarios not described above.

#### INVESTIGATION STATUS

3 - Record

Inv	estigation Status
_	*
	Investigation pending
	Root Cause on My Side
	Root Cause Not on My Side

This drop down box allows you to select three options:

'**Investigation pending**' - Select this option if your investigation is underway and you have not yet identified a root cause.

**'Root cause on my side**' - Select this option when the outcome of your investigation shows you identified the root cause of the alert as an issue detected at your location.

'Root cause not on my side' - Select this option when you concluded the investigation and the root cause of the alert was not at your location.





3 - Record	How to record your findings on <i>NMVS Alerts</i> :
STATUS CHANGE	
Status change Open (active) Investigated	Once you finish your investigation, change the status from 'Open' to 'Investigated'
COMMENTS	
Comment Insert comments here	Limit 500 characters
Actions Inform NMVO	'Inform NMVO' before pressing 'Save'. This will send an e-mail MVO, with details of your actions.

#### UPLOAD PICTURE OF PACK

If you have been asked to upload a picture of a pack to facilitate the investigation, you can upload a file using the attachment icon just beside the "Save" button.



- 1.Once you click this button, a file explorer tab will pop up to allow you to select the image to be uploaded from your device.
- 2.Select the image you want to upload and click 'Open'.

$\leftrightarrow$ $\rightarrow$ $\checkmark$ $\bigstar$ Pict	ures	~ C	5 Search Pictures	م
Organize 👻 New folder				u • 🖬 😗
🛓 Downloads	· · ·			
Pictures	*		and the second second	
E Desktop	*			
😗 Music	* Camera Roll	Feedback	Saved Pictures	Screenshots
Videos	*			
🚞 Macros	53.			
2023	1	10.00.		
2023	desktop.ini	picture of pack.png		
2023				
File name: pi	cture of pack.png		V All Files (*.*)	~
			Open	Cancel

The image will be included in the changes you made to the alert, ready to be saved.

Images of a pack should clearly show the FMD barcode and the human readable information. Ensure the barcode and text is fully in frame and in focus.









#### NMVS ALERTS USER GUIDE



IMVO ALERT MANAGEMENT GUIDANCE



- Collaborative platform Facilitates exchange of information for investigation of all alerts raised at your location.
- Web-based system No need to install software to handle alerts.
- Action logs All changes to alerts are recorded in the 'Action log' at the bottom of the alert detail page. This means you have a record of all your actions in relation to an alert, in case you are asked for these details at a later stage.
- Anonymity Details of your location are not shared with MAHs during alert investigation.



Important information

- If you have an account set up, the email address that is associated with this location on *NMVS Alerts* is the User ID. You can recover your password using this email address.
- If your location has generated a large number of related alerts in a short space of time, IMVO can perform bulk actions in alerts. Please contact us for assistance.
- Please note that Internet Explorer is not supported by *NMVS Alerts*. We recommend the use of a supported browser such as Google Chrome, Microsoft Edge, Safari or Firefox to access *NMVS Alerts*.



NEED MORE HELP? CONTACT US AT ALERT.SUPPORT@IMVO.IE OR BY PHONE ON 01-5715320



