nmvs alerts

USER GUIDE

Access

Investigate

Record

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.

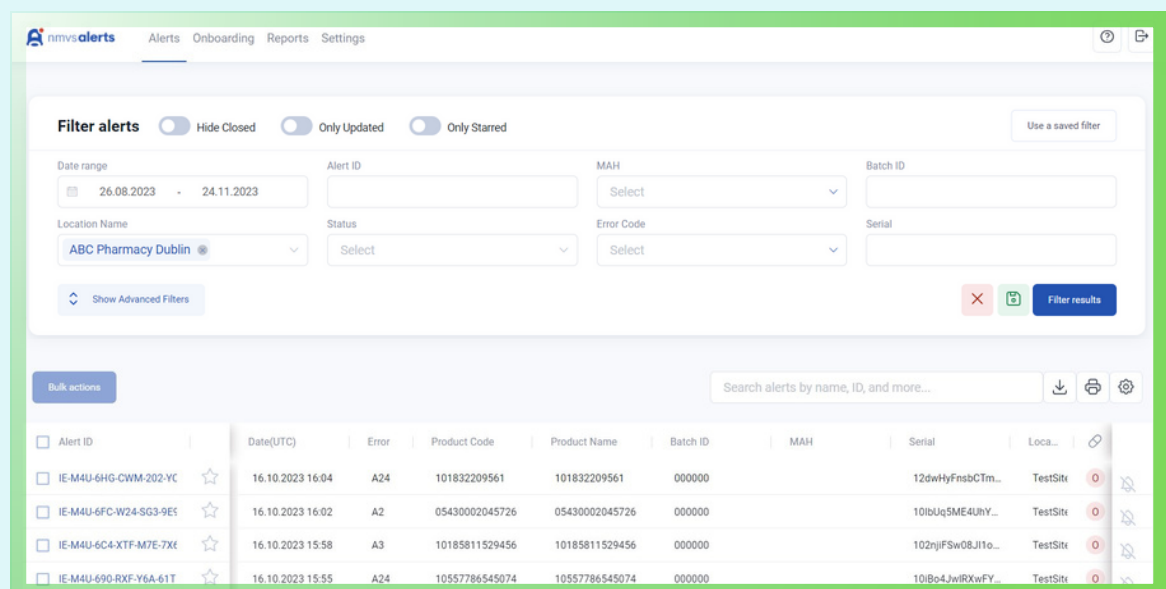- Clicking "Click here" will bring you directly to the alert detail page.

FMD alert management — IMVO

Dear Colleague,

Alert IE-KH4-32Q-4A5-S9C-29U was raised at your location.

Please investigate the alert and document your findings. If you need assistance on what to do next, please go to the Alert Management page on IMVO's website.

To view the alert, click the temporary link below:

Click here!

When you accept the *Terms & Conditions* Temporary links are valid for 7 days or sooner if you save a change to the alert in *NMVS Alerts*

If you have an NMVS Alerts account, you can log on to the *NMVS Alerts system* to view all FMD alerts in ABC Pharmacy Dublin.

For assistance, email us: alert.support@imvo.ie or phone us: +353-1-5715320

Service hours:

- Monday – Friday 08:00-20:00
- Saturday 09:00-18:00
- Sunday and public holidays 11:00-18:00

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.

Sign in

User ID

User ID

Password   Reset password

••••••••••••••••

Sign in

© NMVS Alerts 2023 v3.1.23219.5
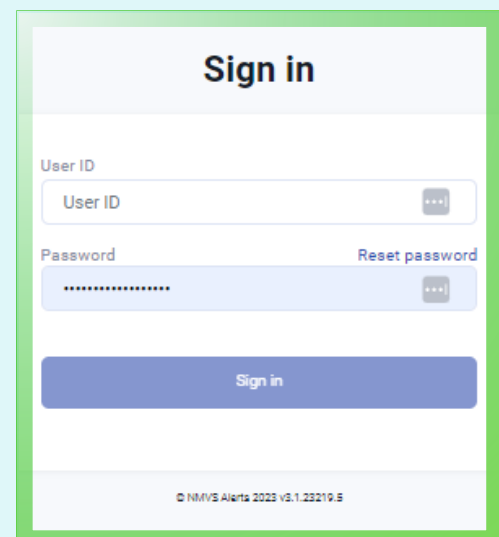
2.1 - When logged in, you will see all alerts generated at your location

IRISH MEDICINES VERIFICATION ORGANISATION

Useful information for alert investigation

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

ALERT ID

IE-M4P-7N6-V2J-Q80-9TN Unresolved for 27d 1h 25min   ☆ 🖨 📄 Find Related Alerts

ALERT DETAILS

Inspection   Action Log   Contact Info   **INVESTIGATION FIELD**

Error Code	Error Message
A7	Pack Already Dispensed.
Date	Time
14.10.2023	13:16
Product Name	Product Code
Black pills	93837500000001
Serial Number	Wholesalers
1012722468513	First Class Wholesaler Inc., 123 Demo alley, Demo town 1234
Market	Source Market
Ireland	IE
Provided Batch	Stored Batch
LOT1234	LOT1234
Provided Expiry	Stored Expiry
240331	240331
Manual Entry	Location ID
False	b6c0c7c8-91d4-4cd6-bd3e-fb8a260c4ddd
Attempted Operation	Business Process
SUPPLIED	National System Single Pack API
PLU Location ID	PLU Timestamp
7afd9227-aec0-4ae8-a488-?497036fcc7c	12.10.2023 14:13

🖉 End User ABC Pharmacy Dublin   Open ⓞ ⌄

Level 1 Investigation

☐ Technical Error   ☐ Procedural Error   ☐ Pack Returned   ☐ Other

Actions

☐ Inform NMVO

Status change
🔘 Open (active)   ○ Investigated
Investigation Status
[⌄]

Comment
[Insert comments here...   ]

📎 💾 Save

MAH AND IMVO ALERT INVESTIGATION STATUS

🏭 MAH Default MAH   Open ⓞ ⇕

🚩 NMVO 🟢 IMVO   Open ⓞ ⇕

CLICK TO EXPAND

MAH AND IMVO ALERT INVESTIGATION STATUS

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

🏭 MAH Default MAH   Open ⓞ ⇕   🚩 NMVO 🟢 IMVO   Open ⓞ ⇕

Open ⓞ This indicates that the alert is open and hasn't been investigated by IMVO and/or the MAH.

Under Investigation Ⓘ This alert is being investigated by IMVO and/or the MAH.

Closed Ⓒ This shows that the alert was closed by IMVO and/or the MAH.

MAH Investigated Ⓜ 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.

IMVO IRISH MEDICINES VERIFICATION ORGANISATION

📞 +353-1-5715320
✉ alert.support@imvo.ie

Useful information for alert investigation

Alert Details

Error Code A7	**Error Message** Pack Already Decommissioned.
Date 14.10.2023	**Time** 16:15
Product Name Black pills	**Product Code** 93837500000001
Serial Number 1012722468513	**Wholesalers** First Class Wholesaler Inc., 123 Dem alley, Demo town 1234
Market Ireland	**Source Market** IE
Provided Batch LOT1234	**Stored Batch** LOT1234
Provided Expiry 240331	**Stored Expiry** 240331
Manual Entry False	**Location ID** b6c0c7c8-91d4-4cd6-bd3e-fb8a260c4ddd
Attempted Operation SUPPLIED	**Business Process** National System Bulk Pack API
PLU Location ID 7afd9227-aec0-4ae8-a488-7d97036fcc7c	**PLU Timestamp** 12.10.2023 14:13
PLU Market IE	

ALERT DETAILS

Error Message Pack Already Decommissioned.
The error message will give you an indication of the type of the alert.

Error Code A7
The system assigns a code to each type of alert. The different codes and their meaning are in the table below.

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.

Location ID b6c0c7c8-91d4-4cd6-bd3e-fb8a260c4ddd
This is the ID allocated to your location in the IMVS.

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 Timestamp 12.10.2023 14:13
If available, the PLU timestamp will show the date and time when last pack state change happened.

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 message	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.

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alert.support@imvo.ie

How to record your findings on *NMVS Alerts:*

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

⚠ 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.

ℹ INVESTIGATION STATUS

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.

How to record your findings on *NMVS Alerts:*

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

If you identified the root cause, record your findings here. If not, record the steps you have taken to investigate the alert.

If this is not your first comment, this area may display your previous saved comment. You can erase that to have more space to record your findings.
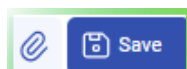
INFORM NMVO

Actions

☐ Inform NMVO

Always select 'Inform NMVO' before pressing 'Save'. This will send an e-mail notification to IMVO, with details of your actions.
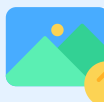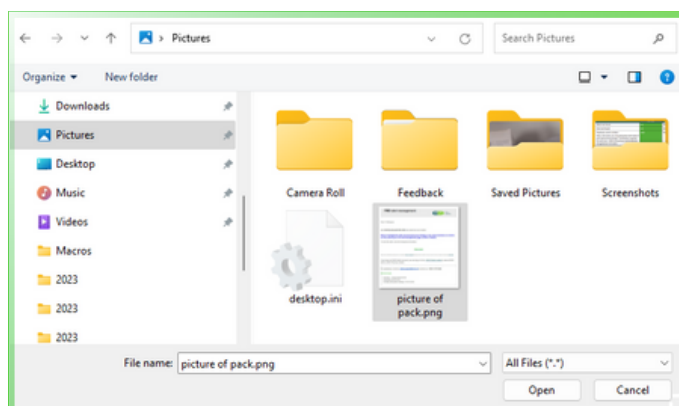
UPLOAD PICTURE OF PACK

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.

🖉 | 💾 Save

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'.

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.

SAVE BUTTON

🖉 | 💾 Save

Press the save button otherwise any updates you entered will be lost.

4 - Useful tips and resources

NMVS ALERTS USER GUIDE

IMVO ALERT MANAGEMENT GUIDANCE

Advantages of using *NMVS Alerts*:

- **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

HELP

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