



IRISH  
MEDICINES  
VERIFICATION  
ORGANISATION

## End-User guide to NMVS Alerts

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## Introduction

This document serves to be a quick and user-friendly point of reference for the handling of an alert in NMVS Alerts. This guide references the NMVS Alerts NMVO User Manual frequently, which has been supplied separately to this document.

Please note that Internet Explorer is not supported by NMVS Alerts and will no longer be supported by Microsoft from 15/6/22. We recommend the use of a modern browser such as Google Chrome, Microsoft Edge, Safari or Firefox to access NMVS Alerts.

## Guide to use of NMVS Alerts

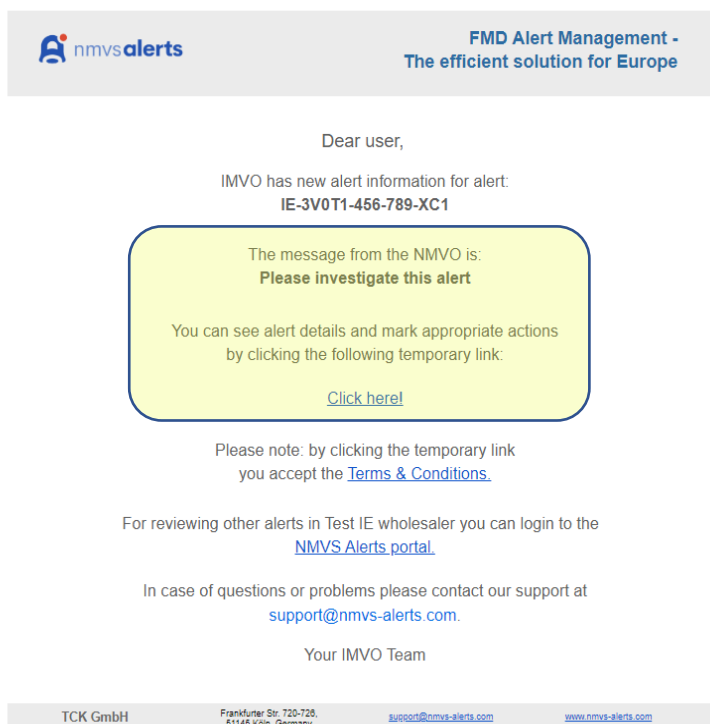
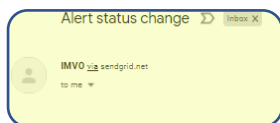
### Accessing an alert

Once an alert is raised at your location, you will receive an email from the NMVS Alerts system which will look like the following:



This email will come from IMVO and have 'Alert status change' as the subject of the email.

Once you have opened the email you will see the following:



**nmvsalerts** FMD Alert Management - The efficient solution for Europe

Dear user,

IMVO has new alert information for alert:  
**IE-3V0T1-456-789-XC1**

The message from the NMVO is:  
**Please investigate this alert**

You can see alert details and mark appropriate actions by clicking the following temporary link:

[Click here!](#)

Please note: by clicking the temporary link you accept the [Terms & Conditions](#).

For reviewing other alerts in Test IE wholesaler you can login to the [NMVS Alerts portal](#).

In case of questions or problems please contact our support at [support@nmvs-alerts.com](mailto:support@nmvs-alerts.com).

Your IMVO Team

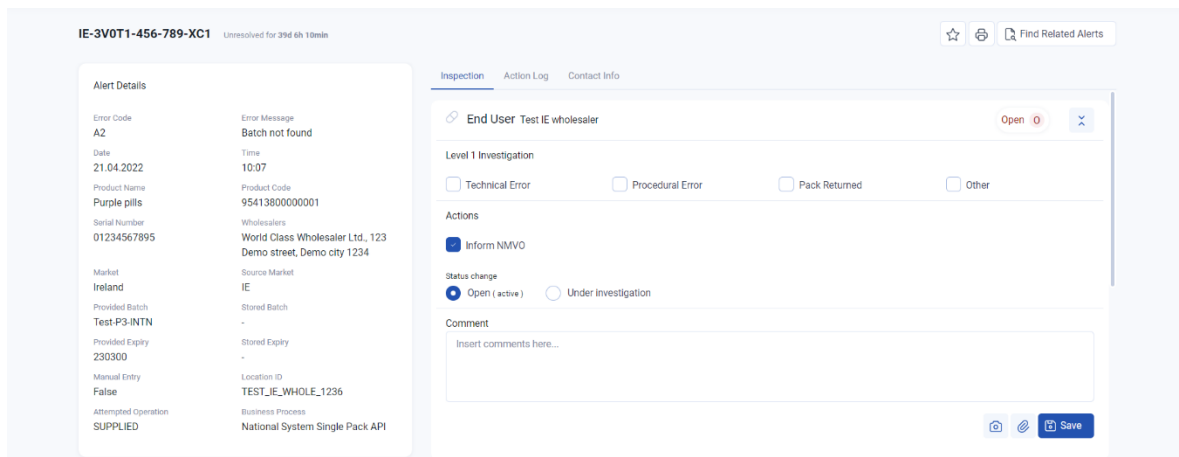
TCK GmbH | Frankfurter Str. 720-728, 51145 Köln, Germany | [support@nmvs-alerts.com](mailto:support@nmvs-alerts.com) | [www.nmvs-alerts.com](http://www.nmvs-alerts.com)

Note that the Alert ID and message from the NMVO will change for each unique alert. To access this alert you simply need to click the link labelled as 'Click here!'

NMVS Alerts can also be accessed via the [NMVS Alerts log-in page](#), using an internet browser once a user has been on-boarded to NMVS Alerts, this option allows for the management of multiple alerts without the need for temporary links via email.

### Alert details page

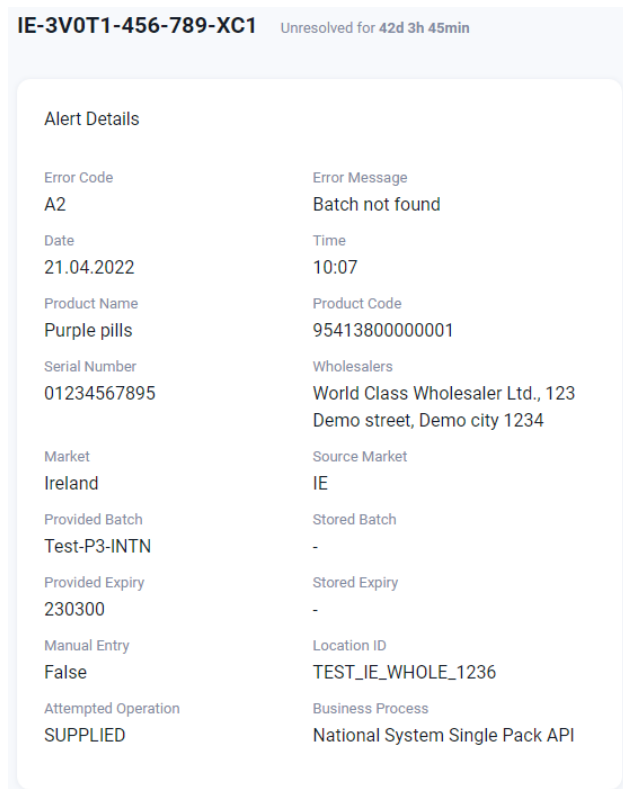
Once you click the link in your email, you will be directed to the Alert details page which looks like the following:



The sections of the Alert details page you may need to use are highlighted here:

### Alert details

This section contains all the information on the alert and is located on the left of the Alert details page. Please note that the Batch ID and Expiry date fields are both presented twice, once for the value sent to the system by your scan and once for the value stored in the system (if found).



## End-user Inspection Area

This section is where you can communicate your alert investigation with the IMVO and the MAH for the pack. There are seven tick boxes at the top of this area, which should be ticked in the following situations:

- Technical error: please tick this box if you have identified the root cause of this alert as a technical error in your software, scanner or any technical area of your FMD system.
- Procedural error: please tick this box if you have identified the root cause of this alert as a procedural error.
- Pack returned: please do not check this box as packs which raise alerts should not be returned to the wholesaler, if a pack needs to be returned to the MAH for examination, it will follow a separate returns process.
- Other: please tick this box if you have investigated the alert but are unsure of the nature of the root cause.
- Inform NMVO: please tick this box if you have given any updates on the investigation of this alert as it triggers a notification to the IMVO.
- Open (active): this is ticked by default and will be unticked if 'Under investigation' is ticked.
- Under investigation: please tick this box if you have given any updates on the investigation of this alert.


The screenshot shows a web interface for an 'End User' inspection. At the top, there are tabs for 'Inspection', 'Action Log', and 'Contact Info'. The main header displays 'End User Test IE wholesaler' with an 'Open' button and a close icon. Below this, the 'Level 1 Investigation' section contains four checkboxes: 'Technical Error', 'Procedural Error', 'Pack Returned', and 'Other'. The 'Actions' section has a checked checkbox for 'Inform NMVO'. The 'Status change' section has two radio buttons: 'Open (active)' (selected) and 'Under investigation'. A 'Comment' section features a text input field with the placeholder 'Insert comments here...'. At the bottom right, there are icons for a camera, a link, and a 'Save' button.

The following shows where you can look for information on your alert that has been added by the NMVO or MAH (you can use the highlighted buttons to expand these sections):

The screenshot shows two rows of information. The first row is for 'NMVO' (with the IMVO logo) and includes an 'Open' button and a yellow expand/collapse icon. The second row is for 'MAH World Class Medicines Limited' and also includes an 'Open' button and a yellow expand/collapse icon.

## NMVO Inspection Area

This section contains the most recent information on the alert investigation that has been and/or can be filled in by the NMVO. This section, located directly below the end-user inspection area is where you can find the most up-to-date details on this investigation from the IMVO.

NMVO  IMVO Open 0 ✕

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**Response**

NMVS Technical Error     NMVS Procedural Error     Reason unidentified     Other

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**NMVO Actions** Apply on a Batch Level

Inform End User     Inform MAH     Inform NCA     MAH Replied

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**Origin**    **AMS HUB Reason**

---

**Status change**

Open ( active )     Under investigation     Closed     Escalated

---

**Comment**    Relevant to  End user     MAH     Add external link

Insert comments here...

## MAH Inspection Area

This section contains the most recent information on the alert investigation that has been and can be filled in by the MAH. This section, located directly below the NMVO inspection area is where you can find the most up-to-date details on this investigation from the MAH.

MAH World Class Medicines Limited Open 0

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**Findings**

Pack Data Error       Confirmed Counterfeit       UID Not Found in MAH System  
 Not Counterfeit       UID Decommissioned in MAH System       Other (add comment)

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**ACTIONS** Apply on a Batch Level

Ask for Pack Photo       Require Pack Return       Inform NMVO  
 Inform End User

Origin:       AMS HUB Reason:

Status change:  Open (active)     Under investigation     Closed     Escalated

---

**Comment**

Insert comments here...

## Action log

This section contains the history of all information on the alert investigation that has been filled in by all parties. Located near the bottom of the page, it contains a record of all changes made to the details of the alert investigation, in reverse-chronological order for read-only reference.

Action Log	
2	<b>Manufacturer</b> <span>26.04.2022 08:45</span> Status changed from Under investigation to Open
1	<b>Manufacturer</b> <span>26.04.2022 08:39</span> Status changed from Open to Under investigation