

AMVO-002-2.0	Appendix ./3
<i>Guidance on Potential / Confirmed Incident of Falsification within the context of Dispensing or Verifying Medicinal Products in Austria</i>	
Applicable as from: see section 7 – Entry into force	

Appendix ./3 VDL Notification about the Contents of the Level 5 System Message

When the VDL is notified about a level 5 system message having been generated by its user, as referred to in 5.1, the VDL will receive an automatically generated e-mail containing the following information on the level 5 system message.

This e-mail will be sent to the email address indicated in the end user agreement. In addition, each enduser can indicate one further e-mail address per location to which this e-mail is to be sent as well.

The contents of this e-mail have to be transmitted to serialisierung@basg.gv.at together with the contact details of the VDL (name of the natural or legal person, address, telephone number, e-mail address and responsible contact person).

For this purpose, the VDL can use the e-mail automatically generated by the AMVSystem after having checked it for completeness / having supplemented anything that was missing from the aforementioned data.

Contents of the e-mail notification on level 5 system messages:

Subject: End user alert message 'A-111888/A-9999-TESTAPO' with Alert ID AT-67g3j0a-41j7-4c86-9u5s-15r653h89g5

Alert data supplied	
Unique Alert ID	AT-67g3j0a-41j7-4c86-9u5s-15r653h89g5
Date and time of the alert	Oct 20 2020 11:07AM
Medicinal products according to products index	SUPERMED 5MG TBL
Product code	09088886587426
Batch	Z123
Expiry date	220531
Serial number	524789664475221
Occurred during	Dispensing of a package
Error code	NMVS_FE_LOT_13
Error message	The batch number is different from the one stored in the system.
Client	A-111888
User	A-9999-TESTAPO