

LETTER OF ANNOUNCEMENT
Distribution Failed Call-back: #A32 notification

19th February 2019

Dear all,

EMVO is contacting you to provide further details and clarification on the 'missing call-back' issue, which is being experienced by some OBPs when attempting to upload data into the EMVS.

For the avoidance of doubt, the call-backs referred to by this announcement inform the OBP on the status of loaded data. There are two types of call-back which should be received by the OBP:

- **'Distributed'**. This is a confirmation that data has been successfully loaded in the EMVS.

- **'Distribution Failed'**. This confirms that the data may not have been correctly loaded in the EMVS. Along with this call-back should come additional information on the error; for instance, 'time out' (if the EU Hub does not receive information from the National System(s); then the EU Hub abandons the transaction after 24 hours).

During last week and the weekend, OBPs were experiencing that they did not receive either a 'Distributed' or a 'Distribution Failed' call-back message from the EU Hub. They are therefore re-uploading the data and then receiving a 'Distribution Failed' call-back, including an #A32 notification, which states that *'A set of serial numbers contained multiple instances of the same serial number.'*

After investigating this issue, many of the original uploads, for which no call-back was received by the OBP, were in fact successful which explains the receipt of duplicate serial number (#A32) errors today.

To that end, EMVO can provide the following advice:

Please consider that if you receive the 'Distribution Failed' call-back where the underlying error payload indicates that all serial numbers in the transaction received the #A32 notification; then there has been a successful distribution. However, this is only the case in this one specific instance.

We can confirm that the current situation will be addressed and that we are working together with the IT provider on a resolution. We will provide an update once a resolution has been agreed.

In the event of any question or uncertainty, please do not hesitate to contact our Helpdesk:



Tel. Helpdesk: +372 611 90 44

E-Mail: helpdesk@emvo-medicines.eu

EMVO Team

European Medicines Verification Organisation

www.emvo-medicines.eu

helpdesk@emvo-medicines.eu

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