

LETTER OF ANNOUNCEMENT
EMVS Status Update

7th March 2019

Dear all,

EMVO is contacting you to provide an update on the current status of the EMVS together with the actions which have been, and will be, taken to mitigate Known Issues.

Known Issues

1. Missing Call-backs

In our most recent EMVS Status Update, EMVO provided a full overview of the actions we have taken to investigate and resolve this issue. As we have previously communicated, we had undertaken cleansing of the relevant data in the lead up to a permanent fix. This was implemented during the evening of Tuesday 5th March.

As a result of this fix, we can report that all known issues related to missing call-backs should now be resolved.

In addition to this communication, EMVO has also directly contacted the OBPs who had products which were affected by this issue and for whom the cleansing had not been successful. Further to the resolution carried out last night, these 5 OBPs, representing 7 products, will no longer experience the missing call-backs issue.

However, even after the resolution has been implemented on Tuesday 5th March, if you do experience any issue related to missing call-backs, we strongly recommend that you log a ticket. This in order for us to gather as much information as possible on the issue. Please refer to 'Missing call-back' in the ticket title. As a matter of best practice, whenever you face technical difficulties with the Hub, logging a ticket is the best course of action.

When you log the ticket, we would also like to kindly request that you fill in the following fields, in order for our developers to properly investigate the issue and the error messages you have received. **Please also ensure that you write down the correlation ID and timestamps, as opposed to attaching screenshots.**

- OBP Name –
- Environment Name - (EMVO ITE, IQE or Production or ISV Sandbox)
- Schema used (2016 or 2018) –



- Connection Type - (Gateway/Direct)
- Middleware (other systems) – (eg SAP)
- Common Name or Client ID- (eg M.1104.6 / 1104.6)
- Target Market –
- SDK used - (Java/.NET) –
- Timestamps (UTC) - (ideally within 24 hours) –
- Correlation ID - (from message sent to the Hub)
- Request Type - (e.g. Product Master Data Upload, Session Token Refresh, Report Request, Product Pack Data Upload) –
- Error Message –
- Description of the issue –

2. Re-upload of Pack Data (batches)

Following EMVO's Letter of Announcement on Friday 22nd February, there is no update on this topic.

3. Alert propagation and reconfiguration

Following EMVO's Letter of Announcement on Thursday 28th February, there is no update on this topic. As we have previously stated, alert propagation and reconfiguration has been escalated to EMVO's Technical Advisory Group.

4. Expiry Date issues

Following EMVO's Letter of Announcement on Tuesday 26th February, there is no update on this topic.

5. O1 Issue

Following EMVO's Letter of Announcement on Tuesday 26th February, there is no update on this topic.

6. Pack disclosure report not working

EMVO can report that due to a previous issue, a back log of alerts has been created. As a result of this, pack disclosure reports are not currently being triggered by the EU Hub. This means that OBPs do not receive pack disclosure reports as they should.

The root cause of this issue has been identified, and it is our current working estimate that a resolution will be implemented during the week beginning 11th March. EMVO will, of course, keep



you fully informed on this topic. Please note that this issue does not prevent an OBP from uploading data to the Hub.

7. Duplicated GTINs

In the past, some GTINs were accidentally mixed together as one single product in a national system. This is because some MAHs used misleading information in the National Healthcare Reimbursement Number field like 'n.a.'. The issue is resolved, however there is a backlog of these grouped GTINs which needs to be cleansed.

Due to this mix-up the OBPs might receive duplicated serial number errors, as there exists a legacy of incorrect data which must be fixed. Therefore, a cleansing of duplicate data will take place. This process must be validated by each NMVO and then executed by the relevant BluePrint provider. It is our current working estimate that this process will be fully completed before Thursday 21st March ; however once we have a further update on this timeline we will, of course, communicate it.

Timelines and further meetings

Further to our most recent Letter of Announcement, the overview of timelines and further meetings remains unchanged.

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

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EMVO Team

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