

**Transactions causing an alert**

Case	System response.	Action
Incorrect manual entry of Snr - <i>above accepted number of trials (10)</i>	Serial number unknown, <b>alert</b> is raised	<u>Investigate to confirm procedural error.</u> If <b>confirmed</b> , document investigation. Inform acc to agreed process. Enter correct code into system and, if accepted, <b>supply pack</b>
Incorrect manual entry of Batch Id/Exp date - <i>above accepted number of trials (10). TBC if manual entry of Ba id/exp date is ever needed.</i>	Batch id/Exp date mismatch, <b>alert</b> is raised	<u>Investigate to confirm procedural error.</u> If <b>confirmed</b> , document investigation. Inform acc to agreed process. Enter correct code into system and if accepted, <b>supply pack</b>
Verification/decommissioning via scanning, or correct manual entry, serial number unknown	Serial number unknown, <b>alert</b> is raised	Put pack in plastic bag, label with Unique Pack Return Code, UPRC. Inform MAH Local repr acc to agreed process. Expect feedback woton 3 working days. Before sending package back - scan package to see if data been uploaded and no longer cause an alert. If no alert, return to sellable stock.
Verification/decommissioning via scanning, or correct manual entry, batch id mismatch	Batch id mismatch, <b>alert</b> is raised	
Verification/decommissioning via scanning, or correct manual entry, expiry date mismatch	Exp date mismatch, <b>alert</b> is raised	
<i>Decommissioning of an already decommissioned pack (supplied, destroyed, exported, stolen, sample, free sample, locked checked-out) <b>except</b> Supplied in same location</i>	The pack can not be decommissioned (Pack is already in [requested] state). An <b>alert</b> has been raised	<u>Investigate to confirm procedural error.</u> If <b>confirmed</b> , document investigation. Inform acc to agreed process. Handle pack according to original intention If <b>not confirmed</b> , put pack in plastic bag, label with Unique Pack Return Code, UPRC. Inform MAH/nat repr acc to agreed process and <b>return pack</b>
<b>Supply</b> of an already supplied pack <i>in same location</i> , "double dispense" (attempt over national allowed limit=2)	The pack cannot be decommissioned (Pack is already in [requested] state). An <b>alert</b> has been raised	<u>Investigate to confirm procedural error.</u> If <b>confirmed</b> , document investigation. Inform acc to agreed process. <b>Supply pack</b> If <b>not confirmed</b> , put pack in plastic bag, label with Unique Pack Return Code, UPRC. Inform MAH/nat repr acc to agreed process and <b>return pack</b>
<b>Repeat verification</b> of an "alerted" pack	If reason for the first alert was "Product code, Serial no or Ba Id/Exp date is unknown", a <b>new alert</b> is raised	If reported as agreed and no response from MAH/local repr within the agreed timeframe, return pack (in plastic bag with both original and new UPRC attached)
<b>Repeat decommissioning</b> of an "alerted" pack	A <b>new alert</b> is raised	If reported as agreed and no response from MAH/local repr within the agreed timeframe, return pack (in plastic bag with both original and new UPRC attached)
Reactivate checked-out pack	The pack cannot be reactivated. An <b>alert</b> has been raised	This situation should not occur. Report to MAH/local repr acc to agreed process and return pack.