

**Often discussed transactions -no alert is raised**

Case	System response.	Action
2D code <b>incorrect</b>	Product code invalid or serial no/ba id/exp date invalid	<b>Supply pack.</b> Assume released prior to 9/2 2019
2D <b>code not complete</b> ; PC, Snr or Ba/exp missing	Product code required or serial no/ba id/exp date is requires	<b>Supply pack.</b> Assume released prior to 9/2 2019
<b>Product code unknown</b> , from a product not uploaded to the SMVS, e.g. Indian pack	Product code is unknown, a warning is received	Supply pack. Assume not covered by Delegsted regulation or released prior to 9/2 2019
2D code and HR correct but <b>no anti-tampering device</b> = safety features not complete	Pack is active or set in requested state = all is OK from a system point of view	<b>Supply pack.</b> Assume released prior to 9/2 2019
Verification of an expired pack	Pack is expired, <b>no alert</b>	Return or destroy depending on Agreement w MAH. (Use existing routine/process)
Verification of a recalled pack	Pack is recalled, <b>no alert</b>	
Verification of a pack from a withdrawn product	Product is withdrawn, <b>no alert</b>	
Decommissioning of an expired pack	Pack is expired, <b>no alert</b> . Decommissioning not allowed	Return or destroy depending on Agreement w MAH. (Use existing routine/process)
Decommissioning of an recalled pack	Pack is recalled, <b>no alert</b> . Decommissioning not allowed	
Decommissioning of a pack from a withdrawn product	Product is withdrawn, <b>no alert</b> . Decommissioning not allowed	
<i>Verification</i> of already decommissioned pack (supplied, destroyed, exported, stolen, sample, free sample, locked checked-out, recalled, expired, withdrawn)	Pack is already in the [requested] state. <b>No alert</b>	Verification of a pack might be made to doublecheck status of a pack that is supposed to be e.g. destroyed - this should not cause any further action. <b>If the pack is supposed to be active, special investigation is needed.</b>
Reactive exported pack in <b>same location</b> within 10 days. (NB is in another location or outside time limit, pack cannot be reactivated)	Pack is reactivated, <b>No alert</b>	Handle pack as planned
Reactive locked pack in <b>same location</b> . (NB in another location, pack cannot be reactivated)	Pack is reactivated, <b>No alert</b>	Handle pack as planned
<b>Repeat verification</b> of an "alerted" pack (due to pack in requested state)	System informs about current state of the pack, <b>no new alert</b>	Maintain pack as after the original alert
Reactivate exported or locked pack outside time limit or in other location	This pack cannot be reactivated. <b>No alert</b> is raised	
Reactivate pack marked as destroyed, stolen, sample, free sample	This pack cannot be reactivated. <b>No alert</b> is raised	
Reactivate supplied pack	This pack cannot be reactivated. <b>No alert</b> is raised	