




e-VIS webinar for MAHs on alerts and FMD complaints for the Swedish market

13th of February 2026




Welcome



 For the best possible meeting – mute your microphone when you are not talking

 Feel free to ask questions - best done via "Raise your hand" in Teams or via chat

 Feel free to use the camera when asking questions.

The presentations will be posted on the e-VIS web site after the meeting. We do not record the meeting.

Team e-VIS



Kristina von Sydow
General Manager/VD



Ludvig Möller
Program Manager



Catarina Arbestål Bergkvist
Administrative coordinator



Maria Elmerdal
QA Manager



Jonas Kreku
Operations Manager



Amelie Lindberg
Alert & Support
Specialist

Agenda



Background and introduction

1. Short summary: FMD and control of safety features
2. Responses and warnings to end-users

Investigation of alerts and exceptions

3. e-VIS responsibility
4. End-user investigation of alerts
5. MAH's investigation of alerts
6. Investigation of FMD-complaints

- The webinar will focus on **MAH** investigation of alerts and FMD-complaints.
- The training requires basic knowledge of the regulations for safety features and the Swedish medical supply chain.

Background and introduction

Medicines Verification System in numbers



The European system includes and engages close to 2,500 pharmaceutical companies, 4,000 pharmaceutical distributors, 150,000 pharmacies and 6,000 hospital pharmacies in 29 countries



195 million packs uploaded in 2025 in the Swedish system



A total of 1520 locations are registered in the Swedish system



1 million transactions per day in the Swedish system

Alert rate in Sweden



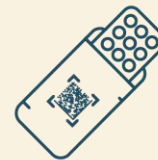
During a normal month, most pharmacists do not encounter any alerts



0,02 % of all transactions generate alerts.



Most pharmacies has a decommissioning rate of 100 %



About 100 complaint reports from end-user regarding packs with FMD-issues per month.

What can be found by using the system?



Falsifications

- EMVS has detected falsifications in Europe, but not on the Swedish market

Quality deficiencies

- Found weekly in Sweden at MAHs, pharmacies and wholesalers

e-VIS recommendations for handling exceptions and alerts



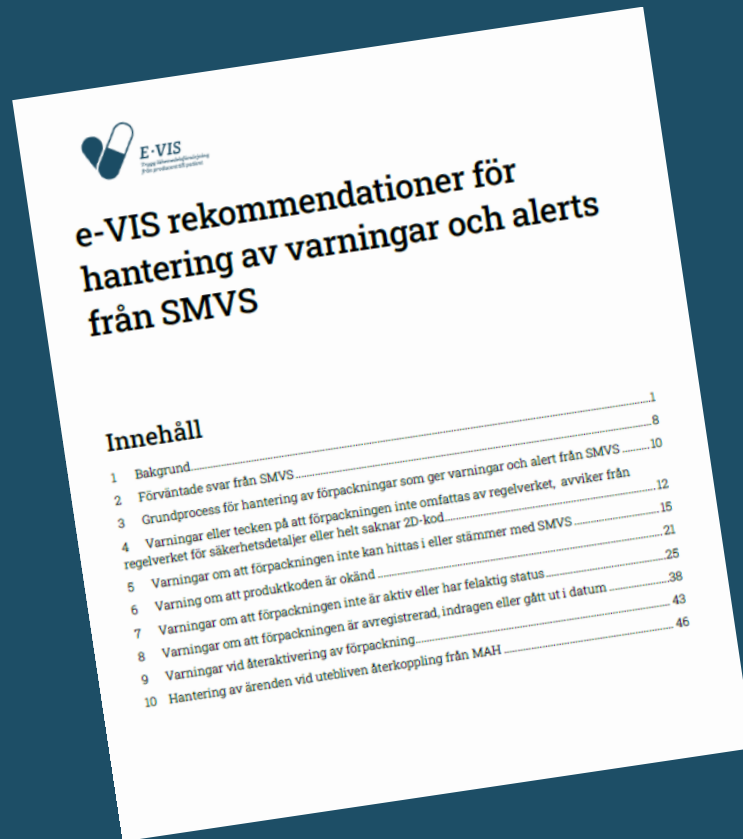
Content

- How end-users should handle and report pack generating exceptions.
- Processes for complaint report investigation together with MAH / MAH local representative depending on the type of exception.
- Handling of alerts when root cause is on end-user side.
- Responses and exemptions from EMVS.

The recommendations have been developed by e-VIS in collaboration with

- Sverige Apoteksförening
- Läkemedelsdistributörsföreningen
- Läkemedelsindustriföreningen (Lif)
- Föreningen för Generiska Läkemedel och biosimilarer
- Läkemedelshandlarna

Last update in May 2023 with English translation



EMVO Best Practice on Alert Handling



- Published in June 2021 to harmonize alert investigation within Europe with input from all EMVS stakeholders.
- Describes how alerts should be investigated by MAH and end-users and which alerts that should be investigated.

Best Practice on Alert Handling

Document Number	Version	Effective Date	Page No
EMVO-00306	V2.0	22/06/2021	1 of 39

Name	Role	Date	Signature
Leonie Clarke	Author	21-06-21 10:02:58	
Andreas Walter	Approver	21-06-21 18:03:40	
Alice Borghi	QA	21-06-21 18:09:35	

Version Date	Version	Author	Reason For Changes
09/FEB/2019	1.0	NA	New Document
21/JUN/2021	2.0	NA	Update of document to provide for handling alerts in light of gained in management of 2019 and to take account of alert management system investigation.

Revision History

The MAH should check if an NMVO or end-user has informed them that an A2, A3 or A52 alert is due to end-user error. If this is the case, the MAH must document the information received but is not required to take any further action, unless requested to do so by the NCA.

A2, A3 and A52 Alerts

For A2, A3 and A52 alerts, the initial step by the MAH is to determine if the MAH themselves generated the alert.

The MAH may have generated an alert when carrying out a transaction via the EU Hub, but the root cause of the alert may lie elsewhere, e.g. if an MAH attempted to verify a pack but an alert was generated due to an issue with the Hub. Similarly, the MAH may be responsible for causing an alert, but may not have generated the alert themselves, e.g. an end-user raised an alert when decommissioning a pack due to the data not being uploaded by the MAH.

The MAH should check if an NMVO or end-user has informed them that the A2, A3 or A52 alert is due to end-user error. If this is the case, the MAH must document the information received but is not required to take any further action (step MAH-02).

Unless the MAH is specifically aware that the alert is due to end-user error, the MAH should proceed to the Internal Root Cause Investigation (MAH-03) step.

All Alert Types

For all alert types where the MAH needs to carry out an investigation, the MAH should proceed to the Internal Root Cause Investigation (MAH-03) step.

MAH-03. Internal root cause investigation

The MAH should investigate whether or not the alert was caused by an MAH data or procedural error. Due to the varied nature of systems and processes in use by MAHs, each MAH will be required to develop its own procedure for performing this step. Some examples of errors that could be uncovered at this stage include:

- Incorrect Product Master Data uploaded for a product;
- Sending a pack to a market before uploading the Product Pack Data for the batch;
- Adding a pack to a market for which the wrong batch ID or expiry date has been uploaded;
- Adding a market to the Product Master Data for a batch after it has been uploaded;
- Repeated decommissioning of a pack or batch while under MAH control;
- Wrong GB-NI scenario, e.g., stock decommissioned on being exported to Great Britain, but the stock is then transferred to Northern Ireland where FMD obligations still apply.


MAH-03a. MAH takes corrective action & informs NMVO

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EAMS Handbook

- Explains how the European Alert Management System (EAMS) should be used by MAHs to support alert handling as described in EMVO-00306 Best Practice on Alert Handling



			
EMVO-01392 EAMS Handbook			
Document Number	Version	Approval Date	Page No
EMVO-01392	v.3.0	26 Sep 2023	1 of 29

EMVO-01392 EAMS Handbook for MAHs

Version History

Version date	Version	Author	Reason for change
02-DEC-2022	V1.0	Tiago Barrosa Anjos	Initial Document
03-FEB-2023	V2.0	Tiago Barrosa Anjos	Document updated with the new section "High-level explanation of the AMS Hub and its specifications section", and all MAH processes in the section "The MAH process and the EAMS"
25-MAY-2023	V3.0	Tiago Barrosa Anjos	Document updated after the input from stakeholders representatives in the following sections: "3.3. Out of scope of guidance" and "3.4. High-level process"
17-AUG-2023	V4.0	Tiago Barrosa Anjos	The document was updated with some formatting issues in chapter 3 and correction of typos. Clarification on Chapter 5 added regarding the "MAH Workflow Indicator".

Confidentiality level: EMVS community

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The following table illustrates some examples of how one alert can have different investigation statuses and provide enough information to decide whether or not the investigation of that alert is still necessary. We will start with the initial status, when an alert is generated, and no one has yet any investigation details, and describe more complex scenarios where different parties provide information regarding the conclusions after their investigation.

Scenario	End-user Specific Workflow Indicator	MAH Specific Workflow Indicator	EMVO Specific Workflow Indicator	Alert Status
1	Blank	Blank	Blank	The Alert Status here could be seen as 'New', because none of the parties has started the investigation yet.
2	Root cause is on my side	No root cause on my side	Blank	In these situations, the Alert Status could be seen rather as 'Under Investigation', in those cases where the EMVOs have the last word but it can also be seen as 'Closed' in those situations where following that particular country rules, the MAH or the End-user can close the alert investigation.
3	No root cause on my side	Root cause is on my side	Blank	The situation is similar to the scenario above, where at least one of the users has confirmed that the root cause was found.
4	No root cause on my side	No root cause on my side	Investigation Pending	This is one of those typical situations where the End-user and the MAH have started an investigation and concluded on their side. In these cases, one can deduce that the Alert was found.

Confidentiality level: EMVS community

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Background and introduction

FMD and control of safety features

Responsibilities of end-user

- Verify that the unique identifier is present in the EMVS.
- Control that the unique identifier has not previously been decommissioned.
- Decommission the unique identifier in the EMVS prior to supply to the public or in any other case where the pack leaves the supply chain.
- Check anti-tampering device.

(there are no obligations to “scan a pack”! The most common reason for scanning the 2D-data matrix in a Swedish pharmacy is to use the product code for stock management and to control that the correct medicinal product is dispensed to patient.)



If the pack cannot be decommissioned or verified



- Packs with EMVS/FMD-errors cannot be further distributed - pack needs to be investigated and/or placed in quarantine
- Packs that cannot be decommissioned cannot be supplied to the public unless an **exemption for the specific error is approved by the NCA**
- The pack has an FMD error if:
 - The pack cannot be found in the EMVS or the IU does not match EMVS data
 - The pack is already in a decommissioned state.

Responses, warnings and alerts in the NMVS



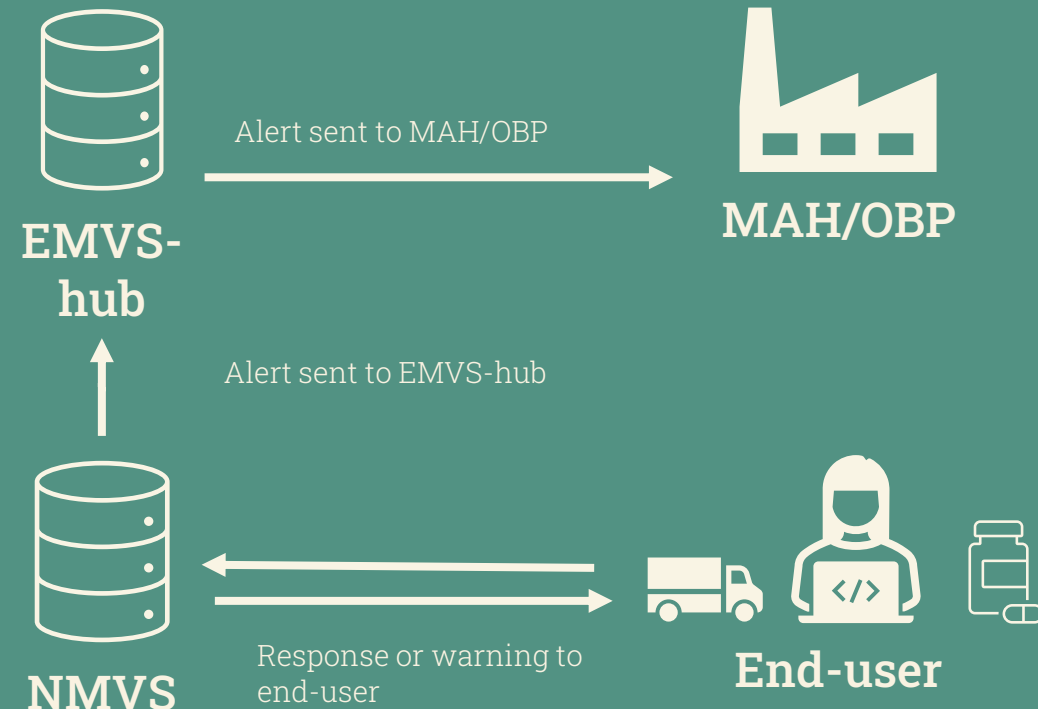
- **The Swedish NMVS always sends a response to the end-user after a successful or failed verification or status change.**

- End-user systems configuration impacts how responses are shown to end-users

- **Some warnings generate alerts. The alerts are sent to the MAH via the EU-hub.**

- Alert-ID presented to the end-user
- e-VIS makes the alert available for the end-user via e-VIS AMS (Alert management system) NMVS Alerts.

- All warnings do not generate alerts



Mature alert handling process: definition



- 100 % decommissioning rate
- All alerts investigated
- Alert rate under 0,02 %

Investigation of alerts

e-VIS' responsibility

e-VIS' responsibility



- e-VIS must provide for investigation of alerts
- Ensure that alerts are investigated by end-users and/or the MAH and that a root cause for the alert can be found
- e-VIS will label an alert as closed:
 - When the end-user has confirmed that a root cause for the alert can be found on their side OR
 - When the MAH has confirmed that a root cause for the alert can be found on their side OR
 - When a root cause can be identified at another affected user of the system.

A root cause has been identified



- e-VIS requests information on whether a root cause has been found on the MAH's or end-user's side.
 - e-VIS appreciate that a full investigation is carried out, but e-VIS do not require information on the full CAPA report with corrective actions.
 - e-VIS expect feedback on alert investigation within 2 working days according to EMVO's Best Practice on Alert Handling
- If the end-user has not found a root cause on their side the end-user normally requests to know:
 - If a root cause has been found on the MAH side or not
 - If a root cause has been found on the MAH side, can the error be corrected and when
 - If the error cannot be corrected, how should the end-user handle the substandard pack.

Alert Management System in Sweden



e-VIS is using NMVS Alerts as our National Alert Management System

e-VIS gathers information on alert investigation from:

- **The Swedish Complaint channels**

End-users are requested to report packs with suspect or confirmed quality issues to MAH or their local representative. If the reports concerns errors in the EMVS e-VIS should be on copy during the investigation between the MAH and the end-user.

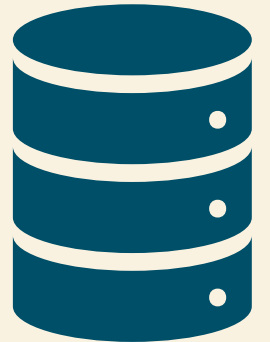
- **End-user's alert investigation in NMVS Alerts**

End-users are requested in the Swedish recommendations to always document a root cause for the alert in NMVS Alerts when the root cause is on the end-user side.

- **MAH's alert investigation**

MAHs are requested to inform e-VIS of their alert investigation for A2, A3 and A52 alerts with information on whether a root cause can be found on the MAH side or not.

- Information is today sent via e-mail.
- e-VIS is planning to connect to the eAMS hub. When connected e-VIS can retrieve the information directly from the EAMS from connected OBP.



NMVS Alerts
(National AMS)

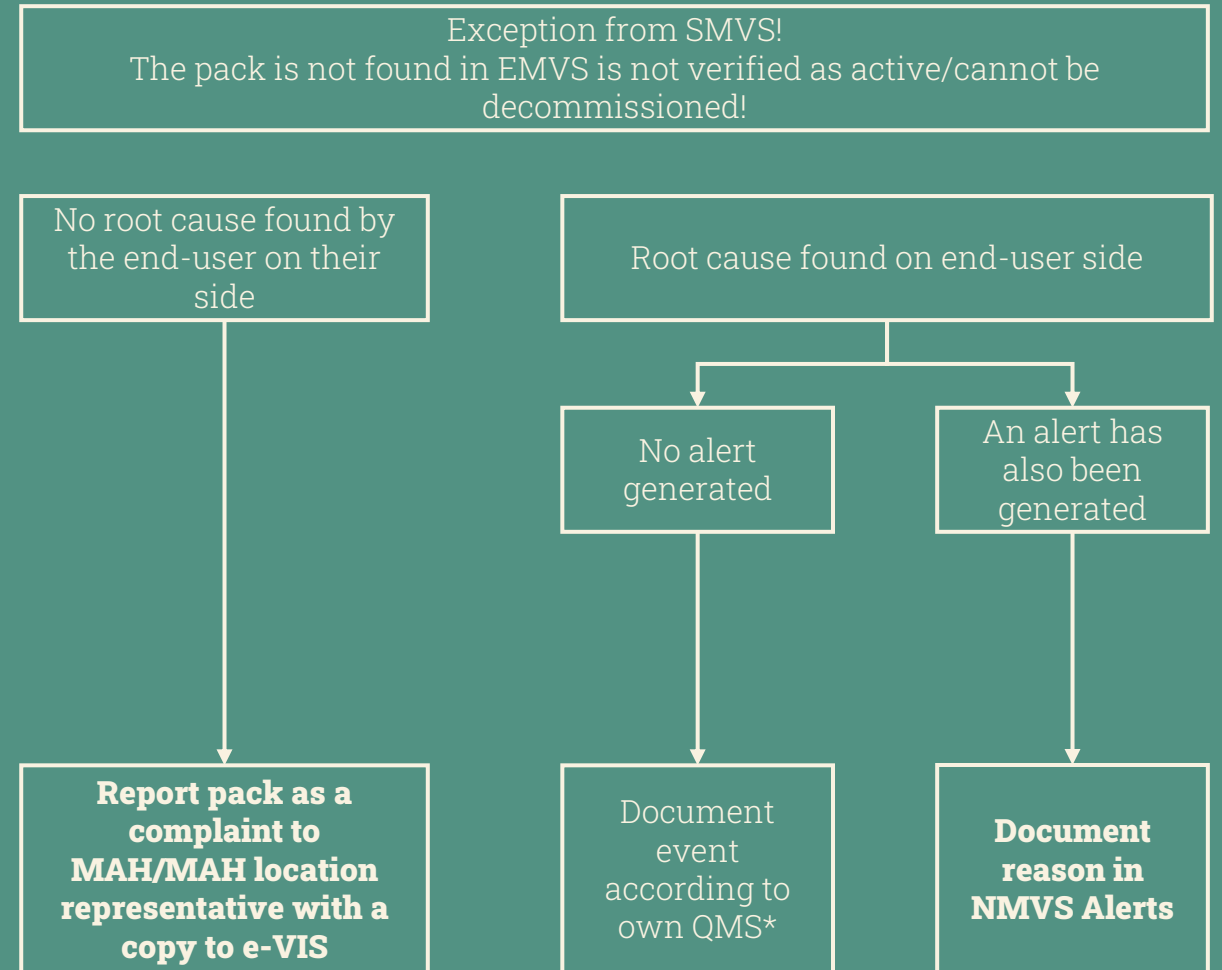
Investigation of alerts and exceptions

End-users handling of alerts and exceptions

End-users handling of alerts and exceptions



- Pack is not found in EMVS or pack in stock is not verified as active/cannot be decommissioned!
- End-users must investigate all alerts and exceptions from the EMVS.
- Is there a valid exemption from the NCA that grants pharmacies to supply the pack without decommissioning it?



*QMS – Quality Management System

e-VIS NAMS NMVS Alerts

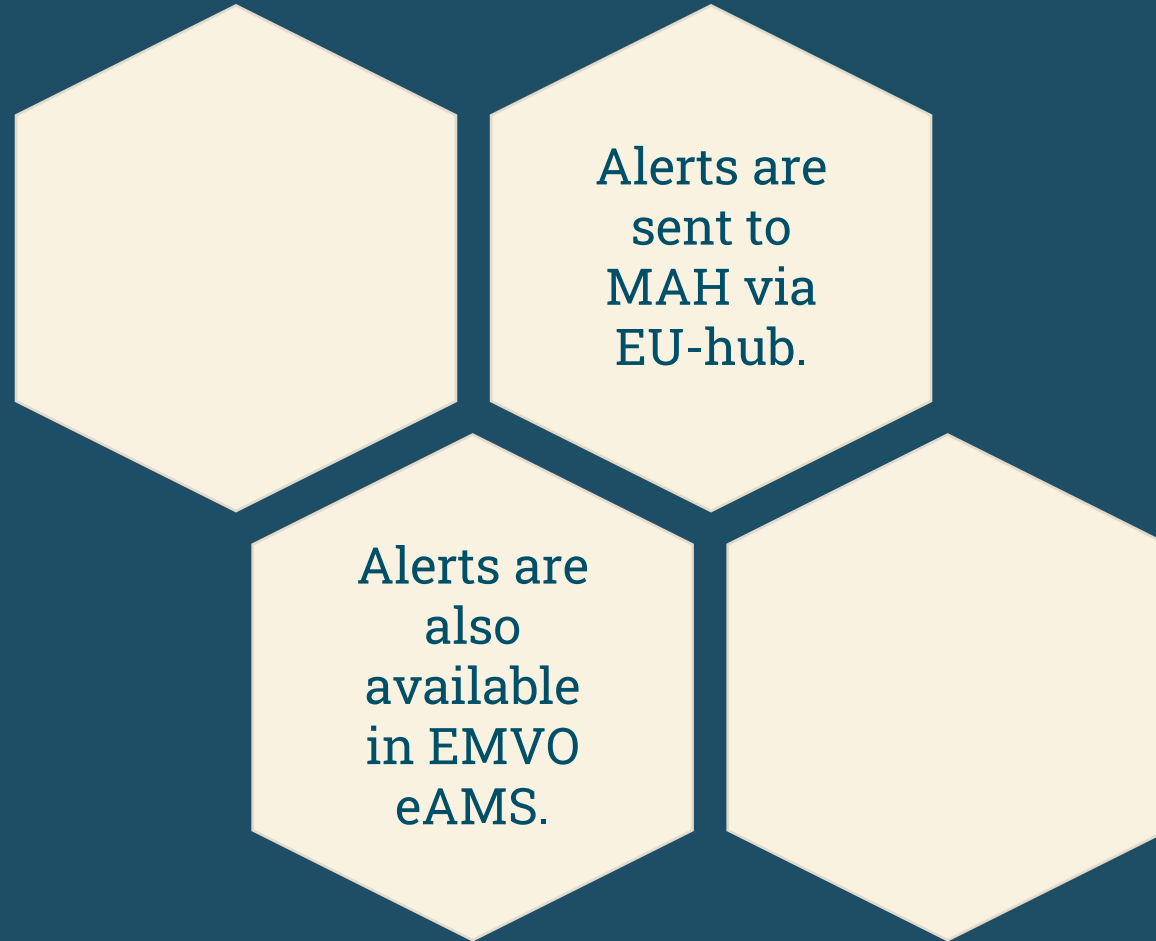
A screenshot of the NMVS Alerts web portal interface. The interface is divided into several sections. On the left, there is a sidebar titled "Alert Details" containing a list of key-value pairs for various fields. The main content area is titled "Inspection" and shows details for an "End User" named "Test Pharmacy Stockholm 1". It includes a "Level 1 Investigation" section with radio buttons for "Technical Error", "Procedural Error", "Pack Returned", and "Other". Below this is an "Actions" section with a checked "Inform NMVO" button. The "Status change" section has radio buttons for "Open (active)" and "Investigated", with "Investigated" selected. An "Investigation Status" dropdown menu is set to "Root Cause on My Side". A "Comment" text area contains the text "Samma förpackning scannad av misstag flera gånger". At the bottom right, there are icons for a camera, a refresh symbol, and a "Save" button.

- NMVS Alerts is a web portal where end users (pharmacies, wholesalers and healthcare) can access the alerts generated in the EMVS for their location.
- The purpose of NVMS Alerts is that pharmacies and wholesalers can inform e-VIS that a root cause has been found on their side.
- e-VIS will close that alerts when the end-user has confirmed a root cause.

MAH's alert investigation

MAHs investigation of alerts – EMVO's Best Practice on alert handling

Alerts are always sent to the MAH



Content of the alert messages - examples



- **Date and time** when the alert was generated
- Alert **code** and alert **message** describing what kind of error that has caused the alert.
- Unique **alert-ID** identifying the alert
- Target or **source market** – the market where the end-user is present
- **Product code** in the request to EMVS generating the alert
- **Serial number** in the request to EMVS generating the alert
- **Batch number** in the request to EMVS generating the alert
- **Expiry date** in the request to EMVS generating the alert
- If unique identifier been added to the request to EMVS by **manual entry** or not
- **Client/Locations ID** of the end-user
- If alert generated during a status change
 - The **target state** requested in the failed status change.
 - **Actual state** of the pack if known.

MAH investigation of alerts



Determine alert type and source

Are we expected to investigate this alert?

Internal root cause investigation

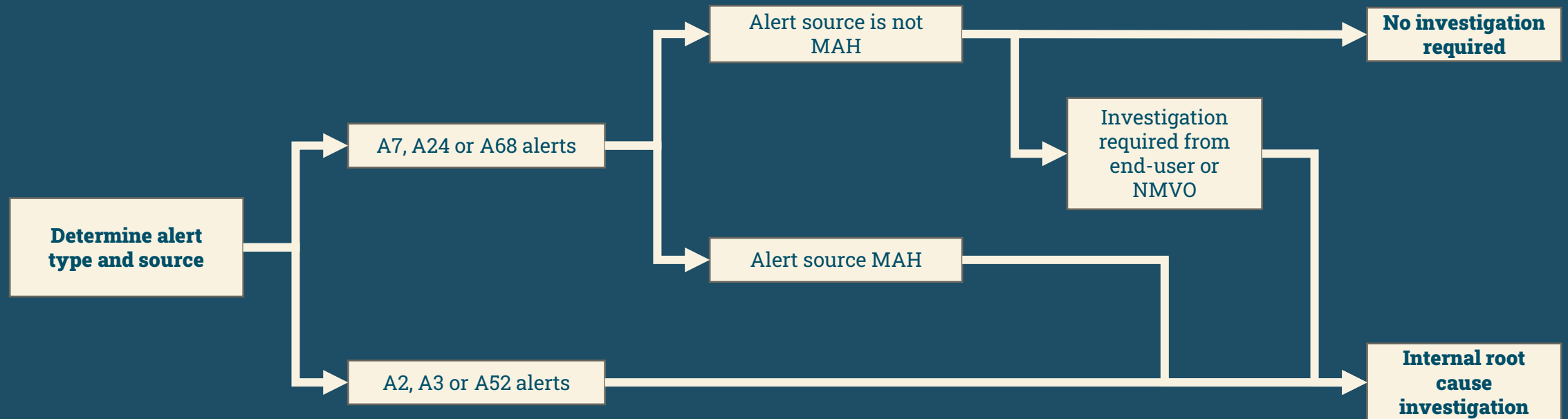
Can a root cause be found on my side or not?

Inform or request NMVO support

Determine alert type and source



MAH investigation of alerts



MAHs are not required to investigate A7, A24 and A68 alerts except in the following circumstances:

- MAH is aware they have caused the alert(s) due to repeating decommissioning transactions when packs are under their control;
- An end-user contacts them about such an alert;
- The NMVO contacts them about such alert(s), for example, in the case of an A7, A24 or A68 alert generated by an end-user where no end-user root cause can be identified;
- The NCA requests them to investigate such alert(s).

The reason for this approach is that A7 and A24 alerts generated by end-users will rarely be due to errors on the part of the MAH. Similarly, the vast majority of A68 alerts generated by end-users are due to end-user software or scanner issues.

Alert codes



EMVS Alert code	Error	Definition	MAH requested to investigate
A2	Batch Not Found	The product exists in the EMVS ecosystem, but not the batch or serial number. This error code can only be returned if an intermarket transaction took place and the EU hub didn't find the batch.	YES
A3	Pack Not Found	The pack has not been found.	YES
A7	Pack Already in Requested State	The pack state change cannot be completed because it is already in the requested state.	NO – unless requested to do so by end-user/NMVO/NCA
A24	Status Change Could Not Be Performed	The pack state change cannot be completed because the requested state conflicts with the current state. E.g. Trying to "Supply" a "Destroyed" pack.	NO – unless requested to do so by end-user/NMVO/NCA
A52	Expiry Date Mismatch	The expiry date supplied for the pack request mismatches the expiry date held within the system for the given batch.	YES
A68	Batch Number Mismatch	The batch number supplied for the pack request mismatches the batch number the pack belongs to.	NO – unless requested to do so by end-user/NMVO/NCA

MAH documents alert, no further action required



MAH investigation of alerts

- For A7, A24 or A68 no further action is required unless MAH is aware that the alert is caused by their handling.
- A Swedish end-user can request investigation of an A7 or A24 alert via the complaint channels.

If alert documentation in eAMS-hub/informing e-VIS of the investigation:

- **No action required** or set the Investigation status to No Root Cause on My Side.
- The status of the alert must **remain as Open or Under investigation**
 - A closed alert means that it has been resolved and that a root cause has been found. **If MAH cannot find any root cause on their side, it means that further investigation is required by other stakeholders.**



Internal root cause investigation



MAH investigation of alerts

The MAH should investigate whether the alert was caused by an MAH due to a data or procedural error

- Incorrect Product Master Data uploaded for a product;
- Sending a pack to a market before uploading the Product Pack Data for the batch;
- Sending a pack to a market for which the wrong batch ID or expiry date has been uploaded;
- Adding a market to the Product Master Data for a batch after it has been uploaded;
- Repeated decommissioning of a pack or batch while under MAH control;
- Distribution errors in the EU-hub during upload to national systems

Inform or request NMVO support



MAH investigates alerts

If a root cause can be found on MAH side

- If the MAH determines that they were the cause of the alert, the MAH should take corrective action as quickly as possible and inform the NMVO (and end-user if the end-user has contacted them directly about the alert) within 2 working days of the alert being generated.
- A progress report should be provided after 2 working days if the investigation is not completed at that stage.

If a root cause cannot be found on MAH side

- If the MAH has found that the alert was not caused by MAH procedural or data error, or an EU hub issue, the MAH should contact the relevant NMVO and ask them to investigate if there is a root cause at national system level or at end-user level.

🕒 Remarks for the Swedish market:

- 🕒 If the end-user has **reported the pack generating to the alert** to MAH via the national complaint channels, inform the end-user of the results of the investigation. Remember to add alerts@e-vis.se as a copy so that e-VIS can close the alert.

MAH investigate alerts

Inform or request NMVO support



If alert documentation in eAMS-hub:

- If root cause is found on MAH side
 - Set investigation status to Root Cause On My Side
- If root cause not found on MAH side
 - Set investigation status to Root Cause Not On My Side
 - Do not change alert status, or leave as Open

e-VIS NAMS is not connected to the eAMS hub – exported data from eAMS can be sent via e-mail.

- Export alert investigation data from eAMS hub for the Swedish market and send to alerts@e-vis.se.
- Specify in the e-mail that MAH require feedback from end-users on A2, A3 and A52 alerts where no root cause can be found on the MAH side.
- e-VIS will check if investigation has been provided in e-VIS AMS NMVS Alerts and feedback to MAH.

MAH investigate alerts



Remember to inform local MAH representatives and affiliates

- Pharmacies must report packs with suspected or confirmed quality issues to MAH. (Swedish requirements)
- The colleagues that receive and reply on complaint reports can many times resolve the case with the end-user quicker if they have access to the MAH's alert investigation.

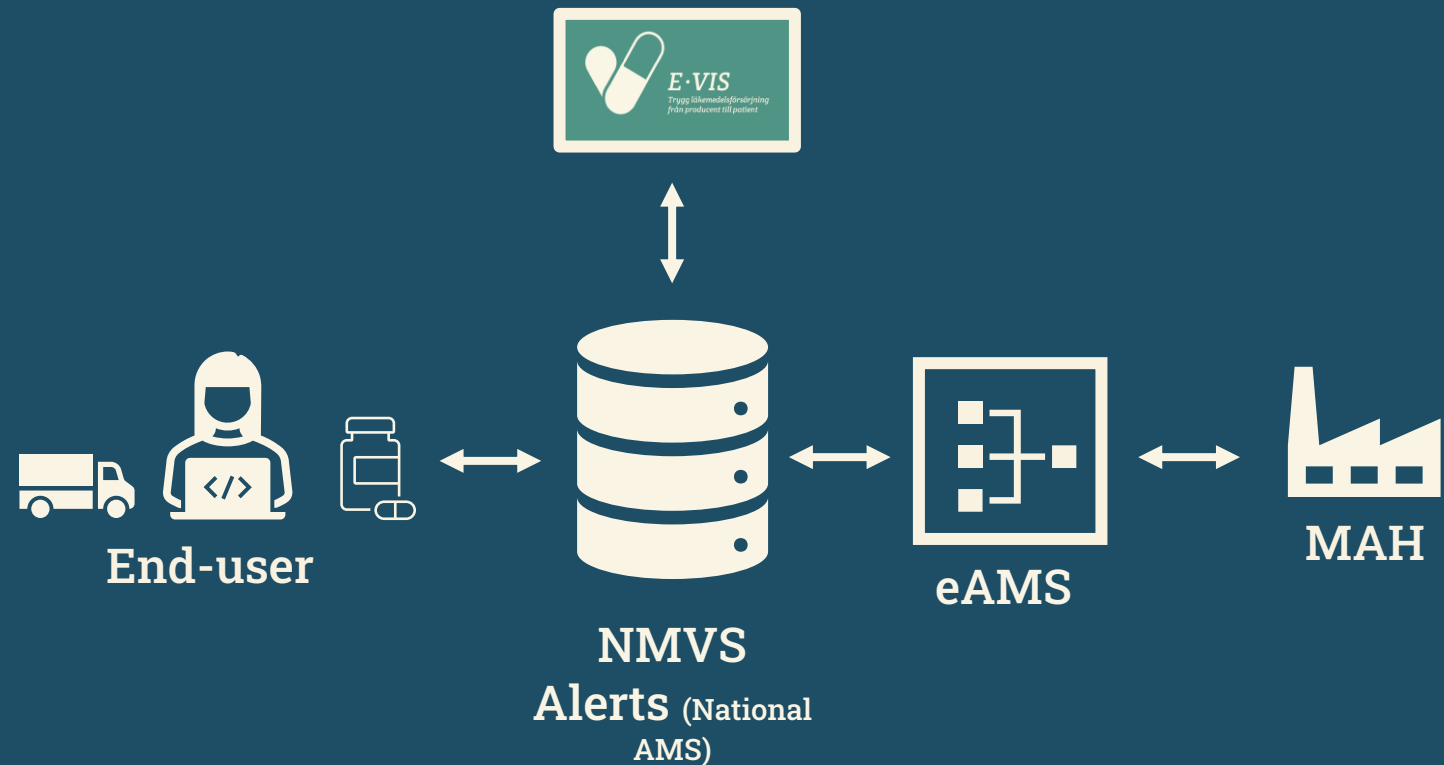


eAMS-hub and e-VIS NAMVS NMVS Alerts



e-VIS is planning to connect to EAMS

- e-VIS will see the MAH investigation status (root cause on my side or not) with comment from MAH.
- The end-user can see the MAH Investigation status directly in NMVS Alerts (root cause on my side or not)
- MAHs will see:
 - Alerts closed by e-VIS
 - The end-user investigation status (root cause on my side or not)
- e-VIS will evaluate the connection during 2026.
 - Processes for handling of complaints will remain the same.
 - Correct handling of the EAMS crucial for successful implementation – incorrect closing of alerts must be avoided





5. Investigation of FMD complaints

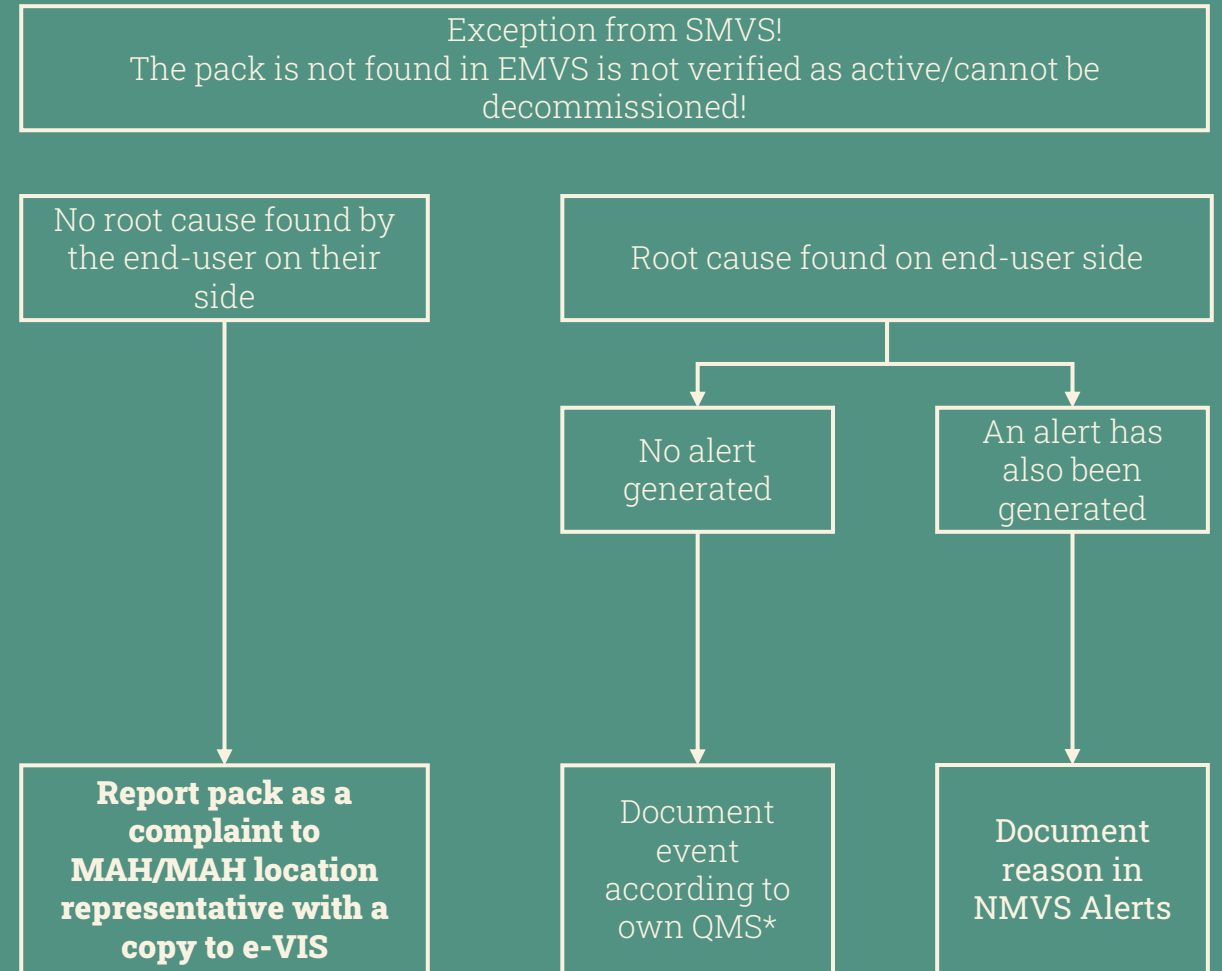
e-VIS webinar for MAHs on alerts and FMD complaints



End-users' handling of alerts and exceptions



- Pack is not found in EMVS or pack in stock is not verified as active/cannot be decommissioned!
- Investigate! Can the root cause of the exception be found on the end-user's own side?
- Is there a valid exemption from the NCA that grants pharmacies to supply the pack without decommissioning it?



Quality Complaint tool reklameraläkemedel.se



- Quality Complaint web-based form
- End-user selects “E-verifikationsvarning” as an error type
- End-user selects which kind of warning that the end-users has received from the EMVS
- e-VIS recommend all pharmacies and other end-users, when possible, to use reklameraläkemedel.se when requesting investigation from the MAH.
- e-VIS recommends all MAHs with products on the Swedish market to be connected to reklameraläkemedel.se
- If other tool is used the end-user should reassure that all information is present in the report / e-mail to the MAH and that alerts@e-vis.se is added as a copy.

Fält med asterisk* är obligatoriska

Ange vad felet gäller* ⓘ

- Bristande eller avvikande funktion
- Skador på förpackningen
- Avvikelser i färg, form, lukt eller mängd
- Säkerhetsförslutningen är bruten
- Information i 2D-koden kan inte läsas av
- E-verifikationsvarning
- Annan brist på läkemedlet

Välj typ av varning...

Välj typ av varning...

Serienumret är okänt

Batchens identifierare matchar inte den identifierare som produktägaren har angivit

Utgångsdatum på förpackning matchar inte det utgångsdatum som produktägaren har angivit

Produktkoden är okänd

Förpackningen är avaktiverad som expedierad/destruerad/har annan status

2D-koden är inte fullständig (batchnummer, serienummer, utgångsdatum eller produktkod krävs)

Annan typ av varning från e-verifikationsdatabasen

← Föregående steg

Nästa steg →

Complaint tool reklameraläkemedel.se



- Reporting fields are adapted so serial number and alert-ID is not forgotten.
- E-mail of the complaint is sent to MAH or MAH Local Representative.
- MAH can choose a different e-mail address for complaints regarding FMD exception.
- A copy is sent to alerts@e-vis.se
- A copy is sent to the Swedish NCA and to the reporting end-user.

Felorsak: E-verifikationsvarning Serienumret är okänt

Fält med asterisk* är obligatoriska

Ärendebeskrivning ⓘ
Beskriv ärendet nedan. Om ärendet är rapporterat till Läke-medelsverket som misstänkt förfalskning bör det anges nedan. Ange inga personuppgifter i detta fält. Personuppgifter är information som direkt eller indirekt kan hänföras till en fysisk person, till exempel namn, personnummer, telefonnummer eller namn på vårdinrättning.

Alert ID saknas:

Ange Serienummer ⓘ

Finns förpackningen i karantän hos apoteket?* ⓘ Ja Nej

[← Föregående steg](#) [Nästa steg →](#)

E-mail from reklamer.läkemedel.se



E-verifikationsrapportering av Frikostin

Rapport skickad datum: 2025-01-24 10:24:36

Ärendenummer: 123456

Case number

Reminder to reply the reporter within 2 days and add alerts@e-vis.se

Återkoppling till rapportör av ärende bör ske inom 2 dagar för e-verifikationsrapportering. Kom ihåg att inkludera alerts@e-vis.se och andra relevanta e-postadresser i svar och korrespondens till rapportör gällande e-verifikationsrapporteringen.

Produktinformation:

Företag:	Medical MAH AB
Produktnamn:	<u>Frikostin</u>
Beredningsform:	Filmdragerad tablett
Styrka:	300 mg
Förpackningsstorlek:	100 tablett(er)
Varunummer på förpackningen:	123456
Produktkod:	000123455678805
Batchnummer:	X012365-7
Antal förpackningar:	1
Utgångsdatum:	2025-12-31
Levererande partihandlare:	<u>Wholesaler Sweden AB</u>

Information on the reported medicinal product.

Most information is gathered via the the National Product and Article Register - VARA.

Number of reported packs!

Antal förpackningar:
Utgångsdatum:
Levererande partihandlare:

Information on the reported error. For FMD complaints the reporter is requested to add serial number and alert-ID when available.

ÄrendeinFORMATION:

Feltyp	Serienumret är okänt
Alert ID	SE-ABC-123-AB1-AB2-123
Serienummer	01234567890
Finns förpackningen i karantän hos apoteket?	Ja
Ärendebeskrivning:	Varningen om att serienummer är okänd. Skannerfel kan inte identifieras på apoteket.

Information om rapportör:

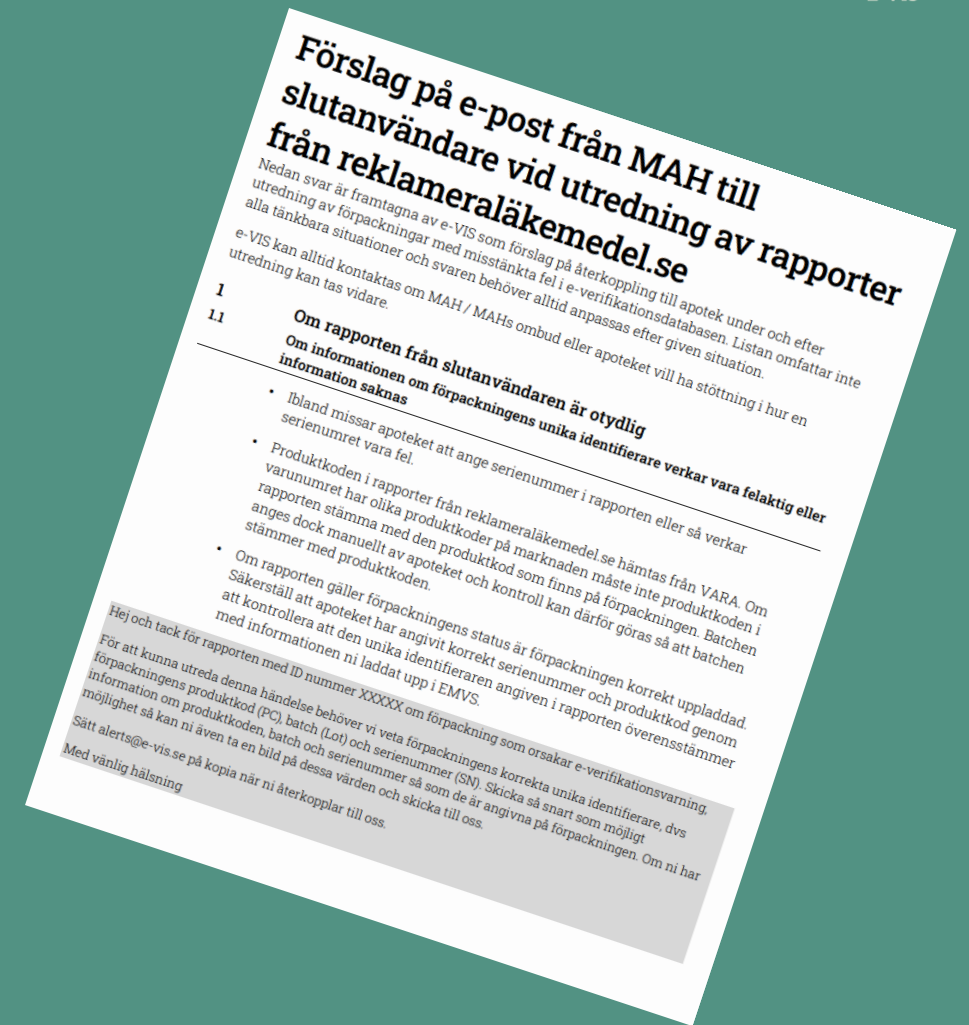
Aktör:	Apotekskedjan Läkemedlet
Apotek/Partihandlare/Försäljningsställe:	Apoteket Pillret
Ort:	Stockholm
E-post för kopia (undvik personlig adress):	pharmacynamn@pharmacychain.se
Direkttelefon till apoteket/butiken:	08-462 37 00
Telefon receptur:	073-825 57 28
Handläggare:	Ludde Möller
Datum för felmeddelande:	2025-01-24

Contact information to the reporter

Respond to end-user



- e-VIS has published proposed standard responses from MAH to end users when investigating reports from reklameraläkemedel.se
- The idea behind this is to have responses that are easy to understand and are recognised by the end-users.
- Please note: The proposed responses are in Swedish.



Alert investigation is a joint effort



MAH	End-users
<ul style="list-style-type: none"> Has access to the alert and information provided by the end-user and e-VIS. Can in some cases assess that the alert does not represent a possible falsification 	<ul style="list-style-type: none"> Has access to the alert, information provided by MAH and e-VIS and has access to the pack. Can in more cases assess that the pack is not falsified
<ul style="list-style-type: none"> Receives multiple alerts weekly or daily 	<ul style="list-style-type: none"> Generation of alerts and exceptions is rare - pharmacy employees might see 1 alert or less per year.
<ul style="list-style-type: none"> More likely to have staff specialized in FMD topics and processes 	<ul style="list-style-type: none"> FMD topics and processes is handled by pharmacist and technicians on the pharmacy floor.
<ul style="list-style-type: none"> Must investigate A2, A3 and A52 alerts for their products 	<ul style="list-style-type: none"> Must investigate all alerts and exceptions generated via their operations against the EMVS
<ul style="list-style-type: none"> Less need for support and guidance 	<ul style="list-style-type: none"> Greater need for support and guidance

- Investigation of complaint is a joint effort.
- Don't hesitate to reach out to the end-user if there are any uncertainties in the report – e-mail and phone number is always listed.
- Reach out to e-VIS for support!

Further reading



e-vis.se

- [e-VIS Recommendations for alert handling](#)
- [Web-learning: Introduction to e-verification \(Swedish\)](#)
- [Recall and withdrawal in NMVS – Nordic recommendations](#)
- [Q&A on foreign packs \(Swedish\)](#)
- [Proposed responses from MAH to end users when investigating reports from reklameraläkemedel.se](#)

EMVO - <https://emvo-medicines.eu/>

- [EMVO's Best Practice on Alert Handling](#)
- [EMVO Knowledge Database](#)

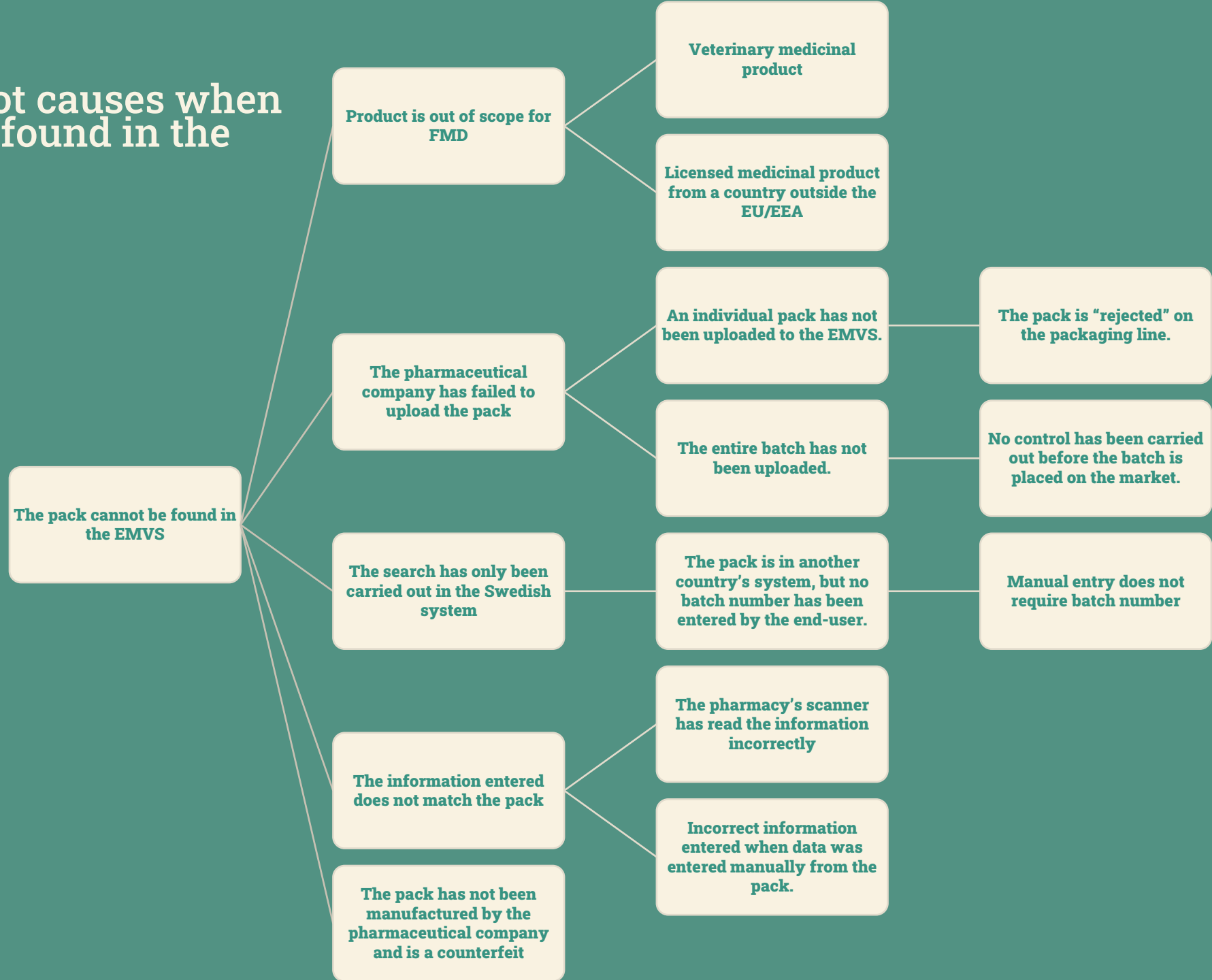
Follow us on LinkedIn for news and coming webinars!

e-vis.se/en/alerts-and-exceptions/

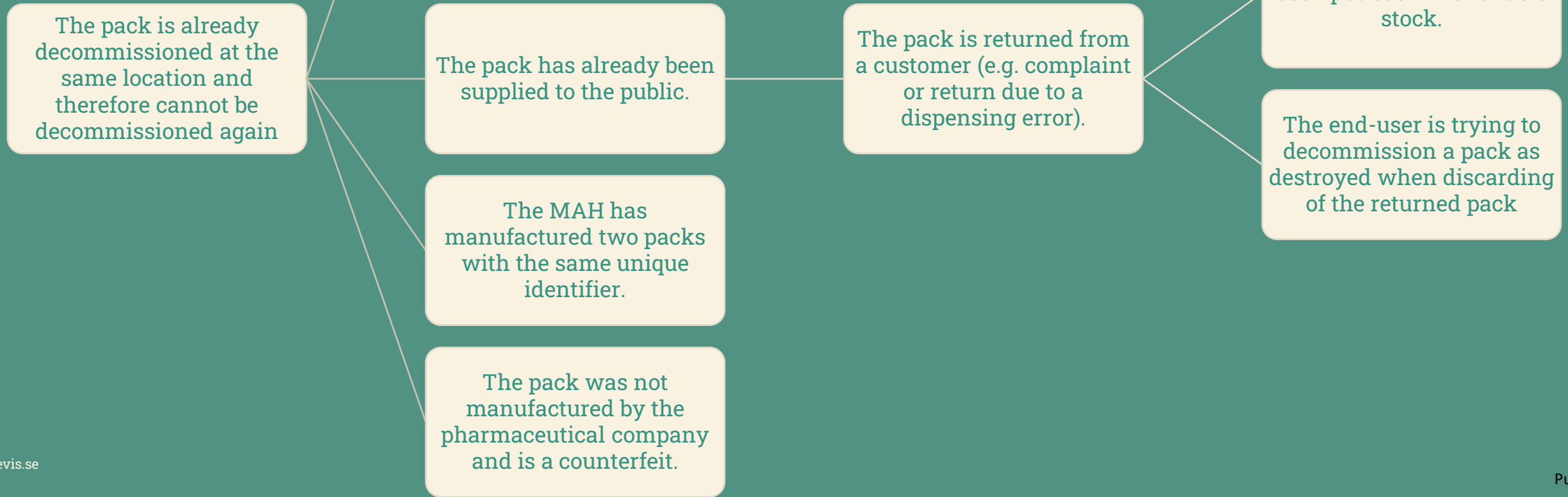
For more information, recommendations and best practice on handling alerts and exceptions

Appendix

Possible root causes when pack is not found in the EMVS



When the pack is decommissioned at the same location



When the pack is decommissioned at another location

