

## Appendix C: Alerts Reference

This section describes the alerts that may be escalated to an OBP either from the EMVS European Hub or from a National System via the European Hub.

Note: Alerts can only be escalated where the packs in question have a product code that allows the EMVS European Hub to identify an OBP. Where the product code is unknown the alleged OBP cannot be automatically determined and the EMVO administrators will receive an alert.

<b>Alert</b>	#A2 Batch Not Found
<b>Description</b>	An invalid or unknown batch number was provided.
<b>Root Cause</b>	<ol style="list-style-type: none"><li>1) The pack on hand may be falsified as the European Hub has no record of the batch.</li><li>2) The pack is from a batch that was not uploaded to the European Hub.</li><li>3) The wrong batch number was supplied.</li><li>4) The original batch was uploaded with the wrong batch number.</li><li>5) The wrong batch number was printed on the pack.</li><li>6) There are no distributable markets – where a batch has failed to be distributed to all markets.</li></ol>

<b>Alert</b>	#A3 Pack Not Found
<b>Description</b>	An attempt was made to change the state of a product pack where the supplied serial number does not exist in the EMVS.
<b>Root Cause</b>	<ol style="list-style-type: none"><li>1) The pack on hand may be falsified as there is no record of the pack in a national system.</li><li>2) The wrong pack serial number was supplied.</li><li>3) The pack was not uploaded to the EMVS</li><li>4) The original upload of the pack data failed and was not retried.</li></ol>

<b>Alert</b>	#A7 Pack Already in Requested State
<b>Description</b>	An attempt was made to change the state of a product pack where the pack state was already in requested state.
<b>Root Cause</b>	<ol style="list-style-type: none"><li>1) The pack on hand may be falsified having already been previously decommissioned to the requested state</li><li>2) The actor may have repeated a decommission request.</li><li>3) The actor may have repeated a reactivation request.</li><li>4) The actor may have accidentally attempted to reactivate an active pack.</li></ol>

<b>Alert</b>	#A24 Status Change Could Not be Performed
<b>Description</b>	An attempt was made to change the state of a product pack but failed.
<b>Root Cause</b>	<ol style="list-style-type: none"> <li>1) The pack on hand may be falsified having already been previously decommissioned to a different state.</li> <li>2) An attempt was made to reactivate a stolen or destroyed pack.</li> <li>3) An attempt was made to correct the reason for decommissioning without first reactivating the pack.</li> </ol>

<b>Alert</b>	#A52 Expiry Date Mismatch
<b>Description</b>	The expiry date on the pack or batch does not match the registered expiry date for this batch.
<b>Root Cause</b>	<ol style="list-style-type: none"> <li>1) The pack on hand may be falsified.</li> <li>2) The expiry date was not supplied in the GS1 format.</li> <li>3) The wrong expiry date was supplied.</li> <li>4) The original batch data was uploaded with the wrong expiry date.</li> <li>5) The wrong expiry date was printed on the pack.</li> </ol>

<b>Alert</b>	#A68 Batch Number Mismatch
<b>Description</b>	The batch number on the pack or batch does not match a registered batch.
<b>Root Cause</b>	<ol style="list-style-type: none"> <li>1) The pack on hand may be falsified.</li> <li>2) The wrong batch number was supplied.</li> <li>3) The original batch was uploaded with the wrong batch number.</li> <li>4) The wrong batch number was printed on the pack.</li> </ol>

<b>Alert</b>	#A71 Data Distribution Fault.
<b>Description</b>	The batch includes markets which have failed to be distributed to.
<b>Root Cause</b>	<ol style="list-style-type: none"> <li>1) The batch has failed to be distributed to one or more markets. However, if there are successfully distributed markets available, the process will continue and only distribute to those markets.</li> </ol>