

AMVO-002-2.0	Appendix ./3
<i>Guidance on Potential / Confirmed Incident of Falsification within the context of Dispensing or Verifying Medicinal Products in Austria</i>	
Applicable as from: see section 7 – Entry into force	

## Appendix ./3 VDL Notification about the Contents of the Level 5 System Message

When the VDL is notified about a level 5 system message having been generated by its user, as referred to in 5.1, the VDL will receive an automatically generated e-mail containing the following information on the level 5 system message.

This e-mail will be sent to the email address indicated in the end user agreement. In addition, each enduser can indicate one further e-mail address per location to which this e-mail is to be sent as well.

The contents of this e-mail have to be transmitted to [serialisierung@basg.gv.at](mailto:serialisierung@basg.gv.at) together with the contact details of the VDL (name of the natural or legal person, address, telephone number, e-mail address and responsible contact person).

For this purpose, the VDL can use the e-mail automatically generated by the AMVSystem after having checked it for completeness / having supplemented anything that was missing from the aforementioned data.

Contents of the e-mail notification on level 5 system messages:

Subject: End user alert message 'A-111888/A-9999-TESTAPO' with Alert ID AT-67g3j0a-41j7-4c86-9u5s-15r653h89g5

Alert data supplied	
<b>Unique Alert ID</b>	AT-67g3j0a-41j7-4c86-9u5s-15r653h89g5
<b>Date and time of the alert</b>	Oct 20 2020 11:07AM
<b>Medicinal products according to products index</b>	SUPERMED 5MG TBL
<b>Product code</b>	09088886587426
<b>Batch</b>	Z123
<b>Expiry date</b>	220531
<b>Serial number</b>	524789664475221
<b>Occurred during</b>	Dispensing of a package
<b>Error code</b>	NMVS_FE_LOT_13
<b>Error message</b>	The batch number is different from the one stored in the system.
<b>Client</b>	A-111888
<b>User</b>	A-9999-TESTAPO