AMVO-002-3.0	Appendix ./3
Guidance on Potential / Confirmed Incident of Falsification within the context of Dispensing or Verifying Medicinal Products in Austria	
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 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	
Unique Alert ID	AT-67g3j0a-41j7-4c86-9u5s-15r653h89g5
Date and time of the alert	Oct 20 2020 11:07AM
Medicinal products according to products index	SUPERMED 5MG TBL
PZN according to products index	6587422
Product code	09088886587426
Batch	Z123
Expiry date (YYMMDD)	220531
Serial number	524789664475221
Occurred during	Dispensing of a package
Error code	NMVS_FE_LOT_13
Error message	The batch number is different from the one stored in the system.
Client	A-111888
User	A-9999-TESTAPO