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| AMVO-002-4.0 | Appendix ./4 |
| <i>Guidance on Potential / Confirmed Incident of Falsification within the context of Dispensing or Verifying Medicinal Products in Austria</i> | |
| Applicable as from: 09 February 2026 | |

Appendix ./4 Ruling out the Potential Incident of Falsification – Information to be Made Available by OBP/MAH/RPC

In the analysis of the level 5 system message by RPC/MAH/OBP as stipulated in 5.3.1, at least the following aspects must be addressed, and information thereon be transmitted to AMVS GmbH within no more than 3 business days via e-mail sent to office@amvs-medicines.at:

The analysis should cover at least the following information:

Alert ID

Time stamp

Error code

Product code

Product name

Batch number retrieved

Expiry date retrieved

Serial number retrieved

| Alert Code | | Description | Root cause analysis by OBP/MAH/VPU (questions to be considered in any case) |
|------------|----------------|--------------------------------|---|
| EU HUB | AMVSystem | | |
| A2 | NMVS_FE_LOT_03 | The batch number was not found | Has the batch been uploaded correctly? Is there a suspected input / scanning error by the VDL? What is the correct batch number? |
| A3 | NMVS_NC_PC_02 | The serial number is not known | Has the serial number been uploaded correctly? Is there a suspected input / scanning error by the VDL? What scheme do you generally use for serial numbers (numerical/alphanumeric, number of digits)? In the event of an input / scanning error: Can you identify the error, e.g. serial number too short / too long (which digits are missing or have been added), upper/lower case error? |

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| A7 | NMVS_NC_PCK_19 | The pack is already in the requested status | <p>Analysis by OBP/MAH/VPU required in the following cases:</p> <ul style="list-style-type: none"> - Alarm was generated by OBP user (Market ID EU and Client ID of the OBP) - First decommissioning was performed by OBP - Request by AMVS / BASG for analysis <p>Did the OBP carry out an unintentional decommissioning which triggered the alert message?</p> |
| A24 | NMVS_NC_PCK_22 | The pack is already in a different decommissioned status | |
| | NMVS_NC_PCK_06 | Recommissioning was not possible because the package was decommissioned with a different status | |
| | NMVS_NC_PCK_27 | The non-national pack is already in a different decommissioned status | |
| A52 | NMVS_FE_LOT_12 | The expiry date is different from the one stored in the system | <p>Has the expiry date been uploaded correctly?</p> <p>Is there a suspected input / scanning error by the VDL?</p> <p>What is the correct expiry date?</p> |
| A68 | NMVS_FE_LOT_13 | The batch number is different from the one stored in the system | <p>Analysis by OBP/MAH/VPU required upon request by AMVS / BASG</p> <p>Has the batch been uploaded correctly?</p> <p>Is there a suspected input / scanning error by the VDL?</p> |