

NEWSLETTER

MVO PORTUGAL



NUMBER 6 – NOVEMBER 2019

MVO PORTUGAL NEW ADDRESS

Since the end of August 2019 our address is the following:

Edifício Atlas I

Av. José Gomes Ferreira 9, 4º

1495-139 Algés

Portugal

All communications must be sent to our new address.

The telephone number +351 211 214 967 has been deactivated and is no longer in use. To contact us by telephone please use the number **+351 211 608 378**.

FRAUDULENT COMMUNICATION FOR ACCESS TO SENSITIVE INFORMATION

EMVO has identified several attempts to access sensitive information from TAIM, such as financial data. These contacts have been forged to look like legitimate requests for information made by EMVO.

All information shared with EMVO and NMVOs is handled in accordance with the necessary measures to preserve confidentiality and security.

We therefore request that all reports received on behalf of EMVO or MVO Portugal that may be suspicious, are confirmed with EMVO and/or MVO Portugal through the established formal communication channels.

STATUS AFTER 9 MONTHS OF OPERATION OF THE VERIFICATION SYSTEM

About 9 months after the entry into force of the Delegated Regulation, the stabilisation of the system continues as expected. There has been a significant increase, week after week, in the number of packs loaded into the national repository and in the number of transactions carried out (checks, deactivations, etc.). Currently more than 220 million packages are registered in the repository and the average number of transactions per week is around 2 million. Although there is a rapid growth of the activity, it has not yet reached the expected level. On the other hand, the volume of alerts has been falling progressively.

It is imperative that all entities (distributors, pharmacies and hospitals) successfully complete the onboarding process, under penalty of non-compliance with the provisions of the Delegated Regulation. Currently, 116 wholesalers, 2.857 pharmacies and 43 hospitals are connected.

Whenever packs are provided with a unique identifier (even if they have a 39 barcode), verification and deactivation operations must always be carried out in accordance with the rules defined in the [Delegated Regulation](#).

ELIMINATION AND PREVENTION OF ALERTS

The alerts generated by the verification system are analysed by MVO Portugal in order to determine the most likely cause of each alert. Based on the results of the analysis, relevant entities are contacted for the resolution of registered alerts and prevention of future alerts.

In order to support the various stakeholders in the elimination of alerts from the verification system, MVO Portugal prepared a set of documents in which a description of the alerts, their most probable causes and ways of eliminating the alerts are described. Forms were also prepared for reporting the problems to MVO Portugal. The documents can be found in our website, [here](#).

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DATA UPLOAD TO THE VERIFICATION SYSTEM

As defined in Informative Memos [176/CD/100.20.200](#), [020/CD/100.20.200](#) and [084/CD/100.20.200](#) published by INFARMED, I.P., the loading of the unique identifier information on the European platform should be guaranteed in a timely manner and should include the information on the national registration number (NN) and the designated distributors.

There are still 643 products without an indication of the national registration number. This number is mandatory for all packages to be released to the Portuguese market. As of November 2019 it is no longer possible to upload or modify data in the upload verification system without the respective national registration numbers.

There are still 1,726 products without indication of the designated wholesaler. This field must always be filled in, even when the MAH is the designated wholesaler himself, in order to avoid ambiguity. More information can be found in Annex 5 of the Master Data Guide document, available on the [MVO Portugal](#) website, as well as on the website <https://emvo-medicines.eu/knowledge-database/>.

DELIVERY OF DEACTIVATED PACKS TO THE PUBLIC AT DISPENSATION POINTS

From the analysis of the alerts generated by the verification system it was possible to verify that some pharmacies receive products already deactivated. Distributors must therefore ensure that the packaging arrives at the pharmacies and at the hospitals included in the [lists](#) published by INFARMED I.P and by the Autonomous Regions competent authorities, always with the unique identifier in the active state.

INTERFACE VERSION UPGRADE FOR END-USERS

As announced in the May newsletter and in the mailing issued on the 20th September 2019, two versions of interfaces with the national repository (version 2 and version 3) are currently available and in operation, and it is mandatory to migrate to version 3 still in 2019. During December 2019, a new version of the national verification system (PT NMVS R1.06) will go into production, including a new version of interfaces with End Users.

As of December, only versions 3 and 4 of the interface will be available and version 2 will no longer be active. All End Users who are still using version 2 of the interface are requested to upgrade to version 3 by November 22, 2019.

Clarifications regarding the version of interfaces in use must be provided by the software suppliers. The technical documentation for version 3 is available on the SWS Portal at <https://www.sws-nmvs.eu/> in the technical documentation folder.

It is not expected that the entry into production of version 4 implies restrictions or interruptions of access to PT NMVS for End Users who are using version 3.

NEW PORTAL FOR ARVATO SYSTEMS SUPPORT REQUESTS

A new portal "[https:// https://service-desk.arvato-systems.com/jsd/service-desk/customer/user/login?](https://service-desk.arvato-systems.com/jsd/service-desk/customer/user/login?)" is now available for creating and tracking support requests to Arvato Systems. To access this portal for the first time, you must use the registration email in the SWS Portal and select the "Forgot your password?" option. After accessing the portal it is possible to track your own created requests and request new support requests. Only users registered in the SWS Portal have access to this portal.

Support requests to Arvato Systems can also be created from the SWS portal through the "Support Request" option, by sending an email to helpdesk@nmvs.eu or by phone to (+351) 2 11451593 available from Monday to Saturday from 8:00 to 20:00.

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EXTERNAL CLIENT TRANSACTION ID - MINIMUM 8 CHARACTERS

With the entry into production of the new version 1.04 of PT NMVS, the *External Client Transaction ID* field to be included in the web services requests to PT NMVS, must have at least 8 characters, as indicated in document FD-002 Implementation Guideline NMVS Blueprint Core 1.04.pdf, available in the [Supplier Portal Software](#).

This requirement is due to an obligation on the part of the European Hub, if the operations are intermarket and therefore have to be sent there. Until version 1.04, the *External Client Transaction ID* sent to the European Hub was the *Transaction ID* of the PT NMVS and was corrected to the original *Client Transaction ID* from the systems that generated the transaction.

CONFIGURATION OF ZEBRA SCANNERS FOR NATIONAL HEALTHCARE HOSPITALS

Two specific configurations are available [here](#) for the winning scanner model of the public tender No. 00110_2019. These configurations were developed and tested by Zebra (Symbol) together with the suppliers of hospital management solutions (Glintt and STI), SPMS and MVO Portugal.