

EMVO Communication Scanner & Software Configuration Issues

28th February 2019

Dear all,

In the previous week, many issues have been noted regarding the changing or attempt to convert the expiry date format.

Any change, or attempt to interpret, the expiry date format may lead to the creation of an alert in the relevant NMVS.

One major root cause of this issue is the interpretation of the information contained in the Data Matrix Code. For example, at present some software and scanners being used by End-Users converts the expiry date e.g. '210600' wrongly into other dates e.g. '210531' or '210631' etc. instead of sending the data as encoded in the Data Matrix Code ('210600') without adulteration or change.

Therefore, please follow the advice that **there should be no interpretation of the expiry date format. The expiry date information sent to the NMVS MUST remain as encoded in the Data Matrix Code.**

Furthermore, an issue has been noted regarding the mixing of upper-case and lower-case characters. This issue results from scanners or software not being correctly configured, which may result in a change to the character case of letters. As the scanning process is case sensitive, any change to the character case of letters results in an alert. **Therefore, scanners and software must not alter the character case of letters.**

From these two points, please note that the data which is scanned must be the data sent to the NMVS; and that any change through these means, or other means, causes an alert.

For further information related to this communication, we highly recommend that you consult the European Pack Coding Guideline which is attached to this message. There are also other issues which are related to scanning and software; contained in the slides attached to this message.

In the event of any question or uncertainty, please do not hesitate to contact our Helpdesk:

Tel. Helpdesk: +372 611 90 44

E-Mail: helpdesk@emvo-medicines.eu

EMVO Team

European Medicines Verification Organisation

www.emvo-medicines.eu

helpdesk@emvo-medicines.eu