

The Hague, April 26, 2019

To all users and other parties concerned with the NMVS,

NMVO was founded in 2016 to organise, facilitate and realise the introduction of the NMVS in the Netherlands, following the Delegated Directive (EU) 2016/161 of the European Commission (October 2, 2015). Using the NMVS all European countries work to signal potentially falsified medicines before they reach the patient.

#### *NMVS functioning properly*

The NMVS has been in use for more than 2 months. NMVO has analysed the use and functioning of the system the past 2 months. The NMVS itself is working properly. However, there are some issues where the solution is not within the control of NMVO. For those issues we request your attention via this open letter.

#### *Number of scans and end users*

As of February 9 2019, the FMD 2D codes on medicines packs are being scanned. The number of scans is very low. Not all packs currently in stock with pharmacies and wholesalers are equipped with the FMD 2D code. The number of scans is so low, however, that this cannot be the primary cause. Apparently, not all packs with FMD 2D codes are being scanned at the moment. The number of end users scanning the FMD 2D codes on the packs is also low, less than half of the end users is actively scanning the packs. By scanning the FMD 2D codes on the packs end users do not only comply with the Directive, this also helps to improve the system.

#### *Scanner issues*

NMVO is obliged to investigate every alert the NMVS generates. Our research into the alerts shows that large numbers of alerts can be attributed to the incorrect working of scanners in the pharmacies. This causes the majority of all alerts. A faulty configuration of the scanner causes an incorrect code to be sent to the NMVS by the pharmacy. Since the NMVS does not recognize this code, an alert signalling a potentially falsified medicine is generated. Only users of the NMVS can solve these issues.

#### *Further information from NMVO*

NMVO is happy to provide you with further information, we gladly come to a meeting of your organisation. Should you be interested in this or in case of any other questions as a result of this open letter, please don't hesitate to contact NMVO via [info@nmvo.nl](mailto:info@nmvo.nl).

Thanking you for your kind attention,

Sincerely,

Jean Hermans  
Chairman NMVO