Summary of root causes and investigation requirements of MAH

	#A2 – Batch not found 📷	#A3 – Pack not found 📷	#A7 – Pack already in requested state	#A24 – Status change could not be performed	#A52 – Expiry date mismatch 📷	#A68 – Batch identifier mismatch 📷
MAH/OBP specific Data fejl	Investigatoin required. Is data uploaded to EMVS?	Investigation required. Is data correlating with what is printed on the pack?	Investigation required if end user or DMVO is contacting you - or in the case you have caused the alert(s) yourself.	Investigation required if end user or DMVO is contacting you - or in the case you have caused the alert(s) yourself.	Investigation required. Investigate if data is correctly uploaded and if it correlates with what is printed on the pack.	Investigation required if end user og DMVO is contacting you - or in the case you have caused the alert(s) yourself.
MAH Data error	'Data is not uploaded to EMVS. Data is incorrectly uploaded to EMVS.	Data is partially uploaded to EMVS. Data is incorrectly uploaded to EMVS.	Updates of product pack data.	Updates of product pack data.	'Mismatch of the expiry date between a pack and its data in the system.	Not applicable MAHs are not able to generate this type of alert.
End-user Hardware error	Misconfigured scanner(s). Caps lock on keyboard is turned on which "reads" data incorrectly.	'Misconfigured scanner(s). Caps lock on keyboard is turned on which "reads" data incorrectly.	Double-click with the scanning device. Presence of two or three consecutive alerts that are generated in seconds.	Double-click with the scanning device. Presence of two or three consecutive alerts that are generated in seconds.	Scanning device misreads expiry date on a pack. It generates small number of one to two alerts.	'Misconfigured scanner(s). Caps lock on keyboard is turned on which "reads" data incorrectly.
End-user software error	The software does not interpret the unique identification pack code correctly.	The software does not interpret the unique identification pack code correctly.	System loops resulting in several consecutive alerts.	System loops resulting in several consecutive alerts.	Some software systems/scanners can convert the last two numbers of the scanned date to "00" or to the last day of a given month.	Incorrect manual entry of the unique identification pack code.
End -user Human error	Incorrect manual entry of the unique identification pack code.	Incorrect manual entry of the unique identification pack code.	Multiple attempts to change a product status or to dispense a product.	Multiple attempts to change a product status or to dispense a product.	Although expiry date is not required for manual verification, if the expiry date is entered by an end-user and it is incorrect, this will generate an alert.	Incorrect manual entry of the unique identification pack code.

📷 A photo of a pack that contains the unique identification: batch number, product code, expiry date and 2D data matrix code is useful for alert investigation.