Contact points and advice for pharmaceutical companies/manufacturers for problems and questions regarding serialization

Questions related to the EMVO portal or connection to the EU Hub

No information on system disruptions at https://emvo-medicines.eu/evi/ ?

Problems with uploading product master data or batch data

Technical issues, disruption of the connection to the ACS-MAH-System

No information at www.securpharm-status.de ?

Questions related to alerts and possible causes

Invoices, questions related to contracts and access to the national system (existing and new customers)

Questions related to ACS quality management, e.g. certification

Advice, best practices in handling serialization, options for action

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EMVO IT Support
helpdesk@emvo-medicines.eu

Contact recommended

ACS Support
support@pharmaprotect.de

ACS Support
support@pharmaprotect.de

ACS Support
support@pharmaprotect.de

Forward if necessary

NGDA

ACS Administration
info@pharmaprotect.de

Associations or ACS Support (without membership)