

NOOL Alert Management System

Release: R4.0

AMS – release R4.0 new functionalities and updates:

A. Bugs and errors correction

- 1) **Alerts groups** – completely reworked “group principles” (change of alert status possible only for not closed alerts in the group of alerts).
- 2) **Requests from MAH to End-user** – corrected based on new process workflow; if MAH changed status of alert to „MAH - request info from end-user“ and the process of “Request – send” was not used, end-user does not receive the message about requirement from MAH.
- 3) **Login to web interface corrected** – issues with repeated login under different user corrected; system memory activated to keep previous login.

B. AMS 4.0

- 1) **Logs of changes logs** – alert status change is logged with more details; all other changes are logged now as well in - possible to edit. MAH can see only limited info, if change done by end-user (no end-user contact details etc.).
- 2) **Pre-analyses of alert** – immediately when alerts is generated from CZMVS and alert (data upload to NOOL DB) following steps are provided in the AMS:
 - a) **Identification of MAH/OBP operations**
 - aa) **Identification, whether transactions was provided by parallel distributor**
 - b) In case pre-analyses do not identify MAH/OBP operations:
 - ba) **Identification of Intermarket operation (IMT) by end-user** – if the „*Business Source Process*“ field includes text „IMT“, an IMT operation/transaction was identified. Field „*Source Market*“ without „CZ“, indicates an IMT fulfilling transaction – field „*IMT*“ is than marked with value „**IMT Fulfilling market**“ - such alert will be automatically closed as „*06n - IMT Fulfilling*“.
 - bb) **Identification if MAH is known to CZMVS** – if not investigation by NOOL is necessary
 - bc) **Pre-analyses of potential technical/procedural error by end-user** – result of pre-analyses is mentioned in the new „**Investigation NOOL**“. This field is fulfilled with predefined text from bellow mentioned table (both Czech and English languages). „**Pre-analyses/investigation NOOL**“ :
 - bca) Probable inaccurate set up of scanner (long/short string in SN)
 - bcb) Probable low quality of scanner (0/0,1/1,3/E,-/_/...)
 - bcc) Probable untreated mistake of keyboard (y/z, small/CAPITAL)
 - bcd) Probable other technical errors(duplicit SN in bulk operation,...)
 - bce) Probable not uploaded data by MAH/OBP
 - bcf) Double/repeated dispense
 - bcg) Reactivation after period (10 days)

bd) Comparison with list of Exceptions – if the operation is identified as technical error MAH („Alert type“ is not equal to A7 or A24) and at the same time „Product code“ and „Batch ID“ can be found in the exceptions list, it is marked as „Pre-analyses/Investigation NOOL“ according to „Pre-analyses NOOL“. Exception is automatically closed („06d - Closed - MAH/OBP, exception ZOL par. 11r – can be supplied“).

After pre-analyses/investigation:

c) Notice/informative e-mail about new alert is sent – once pre-analyses NOOL are done (alert status „01a“ or „01aa“) informative e-mail **immediately** is sent for each alert separately (not bulk or aggregate e-mail). This **bilingual** (CZ/AJ) e-mail with generic information about new alert + UPRC, date of alert creation, Text, IMT, exception, group, anonymous group, priority, result of pre-analyses.

d) Filters – aggregated

3) Adding files to alert without requirement - MAH, NOOL or End-user can attach file to alert even if request for additional info was not sent by MAH (if required restrictions are followed). Files can be attached to all alerts not marked as „ARCHIV“ (does not matter if alert is closed or opened). New field „Attachment“ in alert detail – number of attachment is limited (10 pcs) and total size (50MB)).

4) Communication with NOOL - MAH or End-user can directly communicate with NOOL using the “chat” in AMS (Choice “Send message to NOOL”). NOOL is notified by e-mail about message and is able to answer via AMS. Notice: in API parameter “public” when sending message, should be set to “false”). **Communication with NOOL does not have any impact to alert status.**

5) Re-opening alert that was already in the status “closed” – user can change the status of already closed alert – the **reason for re-opening of alert** is required; “reason of re-opening” – result to be recorded in new alert field „Reason_re-open“. Notice: in case alert is re-opened more than 1 time, only the last reason of re-opening is recorded. The rest is logged. New list of reason for re-open: ID, Name, Text (CZ,EN)

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Libor Svaton
IT Operations Manager