

FMD Alerts Management

At a glance support guide.

February 2019



To support you with queries regarding alerts received when attempting to decommission a product, please refer to this guide before contacting our Customer Support Team:

Consider the following:

Is your scanner plugged in and working?

Is the internet available?

If the answer to either of these questions is no, please ensure your scanner is plugged in with internet connectivity and try scanning again.

Is this the first time today this issue has occurred? - Have you tried scanning another pack (either of the same or different batch) and are still receiving this alert?

If the answer to this question is yes, please contact your National System Provider to report issue with the national system.

Is the Human Readable visible? – Can you enter the Serial Number manually?

If the answer to this question is yes and after scanning you still receive an alert, please contact us on customercontactuk@gsk.com

Please be advised that GSK are not able to help with any queries relating to system / hardware issues. You will need to contact your National Systems provider for support with these queries.

If after reading this guide you still require further support from us with your FMD query as you are concerned that you may have a falsified product, our Customer Support Team is available Monday – Friday 8:30am – 5:30pm. You can contact us via email – customercontactuk@gsk.com

For us to support you with your query we will require the following information:

- Date Alert Received
- Your Full Name and direct contact telephone number
- Your Business address
- Your Email
- Product Name
- Batch Number
- Expiry Date
- Product GTIN/NTIN
- Serial Number (if known):
- EU FMD Alert ID (if known):
- Description of issue (pack not found in system/ pack cannot verify/ pack in inactive state):
- If possible please also attach a photo of the pack to the email