

From: [REDACTED]
Sent: mercredi 5 juin 2019 15:05
To: [REDACTED] (SANTE)
Cc: [REDACTED] (SANTE)
Subject: RE: Urgent - Secondary Repository processing issue causing loss of sales

Importance: High

Dear [REDACTED]

Many thanks for your prompt answer and your commitment to inform the national authorities about the technical issue mentioned in our letter.

We also take note of your concern that we should have been aware of this issue at an earlier stage. We thoroughly reviewed our solution and can confirm that we received positive acknowledgments for these movements from our Primary Repository as per the regulation.

In an attempt to find the cause of these error messages, we also reviewed the flow from our Primary Repository to the Secondary Repository.

We can confirm that messages sent from the Primary to the Secondary also indicated a positive receipt. However, we will commit to repeat this review of our internal procedures.

Although we believe all EU member states will face similar issues, we can confirm, at this stage, we received queries from trade partners in the Countries mentioned in our letter (Croatia, Czech republic, Germany , Poland) and, most recently from UK.

We continue to constructively collaborate with the national authorities and service providers and are at your disposal for any further clarification you may need

Kind regards,

[REDACTED]

[REDACTED]

British American Tobacco

Aarlenstraat 80 Rue d'Arlon

B-1040 Brussels

Belgium

Tel +32 (0)2 627 88 83

[REDACTED]

Email: [REDACTED]

[REDACTED]

From: [REDACTED]
Sent: 05 June 2019 11:42
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Urgent - Secondary Repository processing issue causing loss of sales

[This is an EXTERNAL email]

Dear [REDACTED]

[REDACTED] has asked me to respond, on her behalf, to your email of 4 June 2019.

[REDACTED] has also informed us about unexpected problems in validating the messages containing correct unique identifiers. We understand that the system collects the messages but sends back a warning that wrongly indicates the use of incorrect (legacy) unique identifiers. In this sense, the system still allows for reporting of all the product movements and the related transactions. From [REDACTED] we understand that in view of the aforementioned warnings, the competent national authorities asked your business partners to refrain from handling the affected goods. We are also informed that [REDACTED] has acknowledged the technical issue and is working on resolving it as soon as possible.

As far as [REDACTED] acknowledges the technical issue, we are ready to confirm it with the relevant national authorities. However, we have certain doubts as regards the fact that your company should have also been aware of the issue at an earlier stage, i.e. the same error must have occurred in relation to the messages generated at your facilities before the products arrived at your trade partners. We would respectfully but urgently request for a revision of your internal procedures in this regard.

In order to inform the relevant national authorities, we would like you to let us know about the full list of Member States in which your business partners encounter the same situation as in Poland, Germany, Croatia and the Czech Republic.

Please note that an ultimate decision of how to address this temporary and short-lived problem will remain with the competent national authorities. Pursuant to Article 23 of Tobacco Products Directive 2014/40/EU Member States are exclusively responsible for the enforcement of the Directive, including the implementing and delegated acts provided for therein.

Kind regards,

[REDACTED]
[REDACTED]

SANTE/B2



European Commission
Directorate-General for Health and Food Safety
Unit B2 – Cross border healthcare and tobacco control

B232 [REDACTED]
B-1049 Brussels/Belgium

[REDACTED]
[REDACTED]

From: [REDACTED]
Date: 4 June 2019 at 20:07:56 GMT+2
To: [REDACTED]
Subject: Urgent - Secondary Repository processing issue causing loss of sales

Dear [REDACTED]

I hope this email finds you well.

Please see attached a letter that you will also receive via ordinary mail, which highlight a relevant issue which requires a urgent solution.

Best regards,

[REDACTED]
[REDACTED]
British American Tobacco

Aarlenstraat 80 Rue d'Arlon

B-1040 Brussels

Belgium

Tel +32 (0)2 627 88 83

[REDACTED]
Email: [REDACTED]
[REDACTED]

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