EMA
EUROPEAN MEDICINES AGENCY

Union Product Database (UPD)

Quick guide for UPD notifications via the User interface and via email

Overview

The **purpose** of this guide is to highlight the usability of UPD notifications. UPD notifications **are used to inform UPD users** about specific actions that have been performed in the UPD system for which they should be aware, either for their information or for any consequent action

UPD users can be notified for the actions performed in the UPD system in two ways:

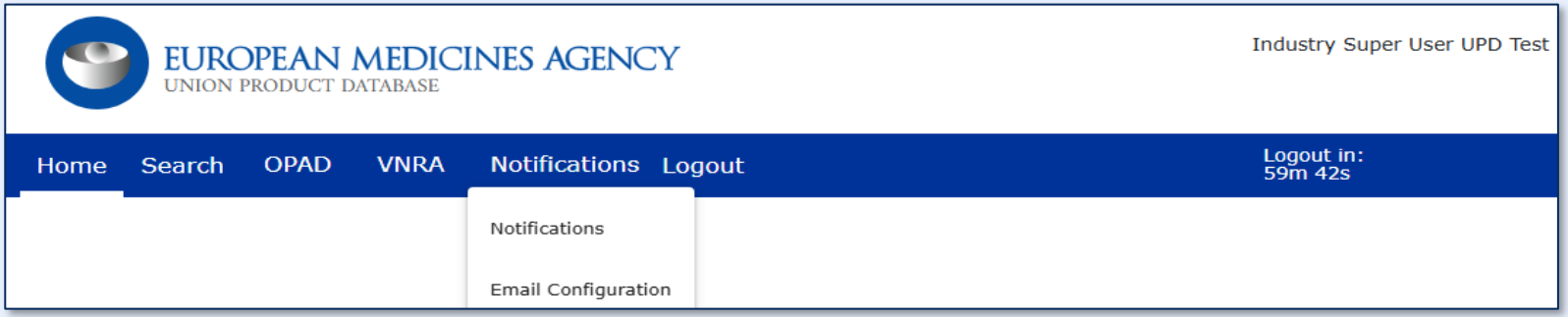
1. Via User Interface notifications page through notifications sub menu in the UPD UI application.
2. Via Email notifications through the subscribed users for email notifications functionality. The email addresses to which such notifications will be sent, must be configured by the **Super user** of each Organisation via the "*Email Configuration.*

More information and guidance on how to search for notifications in the UI or how to configure the Email addresses for UPD notifications can be found on the official EMA webpage at the following links:

- How to search for UI Notifications
- Quick guide for Super users on how to set email configuration for UPD notifications - NCAs
- Quick guide for Super users on how to set email configuration for UPD notifications - MAHs

NOTE: Screenshots used in the following slides have been taken from a test environment.
Please, be aware that some inconsistencies (e.g. Product name, MAH, Responsible authority, etc) may occur since the data was prepared to serve as training material.

UI Notifications in UPD – how to search

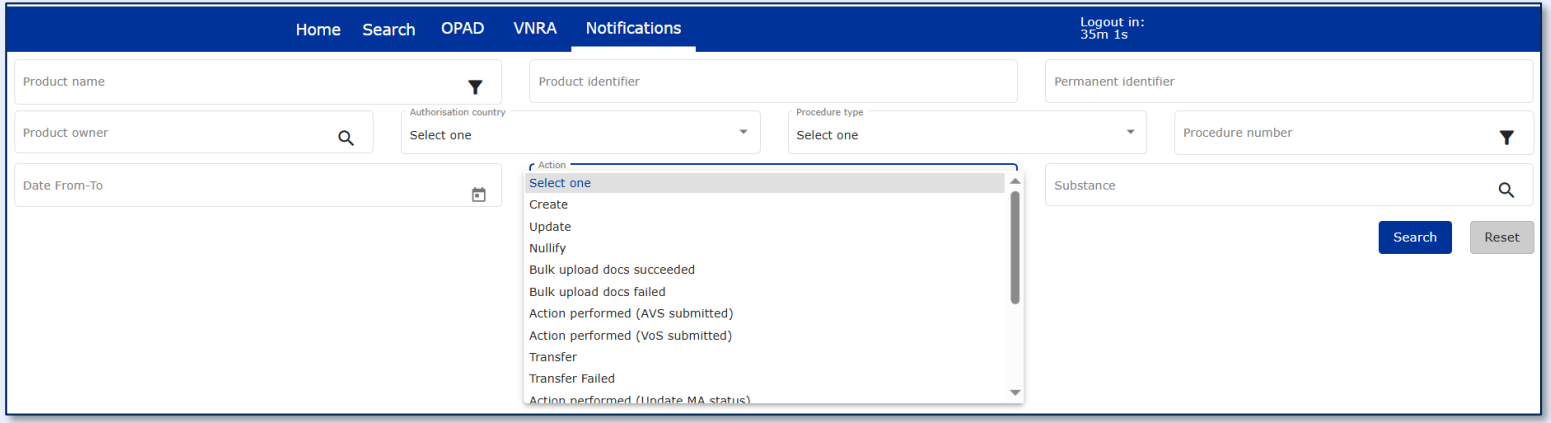


- Under the "***Notifications***" main menu, select the option "***Notifications***".

- The "***Notifications***" form opens. By default, the system does not display any results unless a search is performed.

- For **Competent Authorities**, the system lists all the available notifications for all products including those for which they are not the Responsible Authority.
- For **Marketing Authorisation Holders**, the system displays the available notifications for products that belong to their organisation.

UI Notifications in UPD – how to search

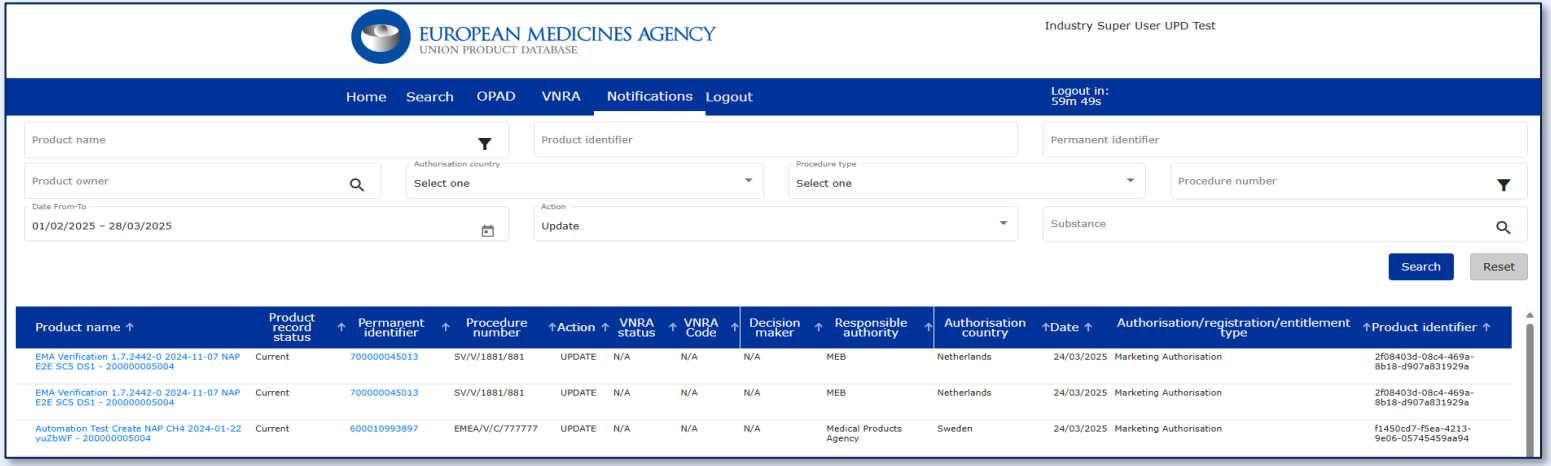


- You can **filter the notifications** based on the search fields available. By using the "***Action***" drop down list, you can filter notifications by the action performed, as a result of the different UPD processes. The available actions are:

Create		*Update*	*Bulk upload docs failed*	*Bulk upload docs succeeded*
Nullify	*Transfer*	*Transfer failed*	*Action performed (AVS submitted)*	*Action performed (VoS submitted)*
VNRA Submitted		*VNRA approved*	*VNRA rejected*	*Action performed (Update MA status)*
VNRA failed		*Upload document*	*Delete document*	*VNRA automatic update failure*

- **Note**: see the annex page for UPD notification action description

UI Notifications in UPD – filtering



- You can **filter the notifications** based on the search fields available. Once the searching criteria are set, click on ***"Search"*** to proceed with the request, otherwise, click on ***"Reset"***.
- The system returns **products matching the searching criteria** where **each row represents an action** concerning a specific product.
- **NOTE:** For MAHs, the search will only return actions for products which belong to their organisation, whereas for NCAs all products will be displayed.

UI Notifications in UPD – how to view more information

- **Click anywhere on a notification** row in order to **view more information**. A notification card will open on the right side of the screen. In this example an "*Update Product*" notification has been selected.

- You can also access the **full product information** by clicking on the **links available** for each product row, below the "*Product name*" or "*Permanent ID*" columns, or by clicking on the product name in the notification card.

UI Notifications in UPD - how to view more information

- **Additional information** is provided for notifications related to Availability Status or VNRA (variations not requiring assessment) actions. In the above example, a notification generated by the "*approval of a VNRA*" is presented.

- Please note that in case of "*VNRA failed*" notifications, most of the columns' information will be filled with "N/A".

Email Notifications from UPD - overview

The email notifications sent from UPD provide **enhanced information** can **quick access** (i.e. links) to the corresponding Product without the User having to search in UPD.

The subject of each email notification aims to:

- **inform the user about the reason for being notified** by containing basic information without having to open the notification. The action that triggered the notification and a unique attribute of the component affected will be included depending on the action resulted to the specific notification. In this way, the **user will be also able to filter** the received notifications by specific actions of IDs (Permanent ID, VNRA Submission ID, etc).

The body of the email notification aims to:

- **inform the user about the performed action** can provide with **quick access to the product** involved in the action.

By **creating the appropriate filters in the email client used**, each user can **filter** the received notifications accordingly based on the actions under their interest. In that way, each user can focus only to notifications received for specific actions.

Email Notifications from UPD

All **notifications** by email will be **sent after business hours**. Hence, recipients will see them in the set inbox on the following day.

The **UPD system sender's email address** is upd.notification@ema.europa.eu.
Users should **make sure that the aforementioned email address is not blocked** by their firewall and security systems.

Note that upd.notification@ema.europa.eu is a non-functional address and cannot be used for any queries or correspondence.

Actions that trigger the generation of an Email notification are:

Create Product	Update Product	Nullify Product	Transfer of Ownership
Submit VNRA	Approve VNRA	Reject VNRA	Submit VNRA failure
VNRA Automatic Update failure		Update Marketing Authorisation	

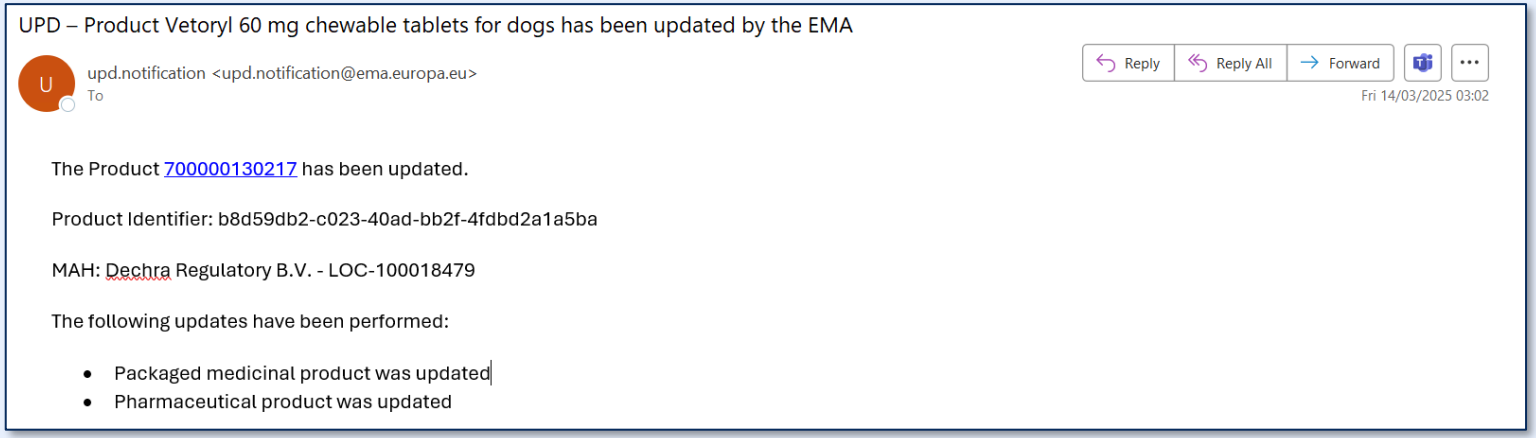
- **Note**: see the annex page for UPD notification action description

Email Notifications from UPD - Subjects

The following table presents the structure of the Subject of each Email notification depending on the action that triggered that notification:

Action	Procedure type	Subject format
Create Product	NAP, Hom, PET	UPD – Product <Product name>/<Permanent Identifier> has been created by <Responsible Authority>/<Authorisation Country>
	CAP	UPD – Product <Product name>/<Procedure number> has been created by the EMA
	DCP, MRP, SRP	UPD – Product <Product Name>/<Procedure number> has been created
	PTP	UPD – Product <Product name>/<Permanent Identifier> has been created by <Responsible Authority of Destination MS>/<Authorisation Country>
Update Product	NAP, Hom, PET	UPD – Product <Product name>/<Permanent Identifier> has been updated by <Responsible Authority>/<Authorisation Country>
	CAP	UPD – Product <Product name>/<Procedure number> has been updated by the EMA
	DCP, MRP, SRP	UPD – Product <Product Name>/<Procedure number> has been updated
	PTP	UPD – Product <Product name>/<Permanent Identifier> has been updated by <Responsible Authority of Destination MS>/<Authorisation Country>
Nullify	All	UPD – Product <Product name>/<Permanent Identifier> has been nullified
Transfer of ownership	All	UPD – Transfer of Ownership performed to <new MAH> for some Products.
Update Marketing Authorization status	All	UPD – The Marketing Authorisation Status of Product <Permanent Identifier> has been changed.
Submit VNRA	All	UPD – The VRNA submission <Submission id> has been recorded
Submit VNRA failure	All	UPD – The VRNA submission failed to be submitted
Approve VNRA	NAP	UPD – The VRNA <Submission id>/<VNRA Code>/<Permanent Identifier> has been approved by <Decision maker>/<Authorisation Country of the Decision maker>
	CAP	UPD – The VRNA <Submission id>/<VNRA Code>/<Procedure number> has been approved by the EMA
	DCP, MRP, SRP	UPD – The VRNA <Submission id>/<VNRA Code>/<Procedure Number> has been approved by <Decision maker>/<Authorisation Country of the Decision maker >
VNRA automatic Update failure	All	UPD – Automatic update failure for VRNA <Submission id>/<VNRA Code>/<Procedure Number> approved by <Decision maker>/<Authorisation Country of the Decision maker>
Reject VNRA	NAP	UPD – The VRNA <Submission id>/<VNRA Code>/<Permanent Identifier> has been rejected by <Decision maker>/<Authorisation Country of the Decision maker>
	CAP	UPD – The VRNA <Submission id>/<VNRA Code>/<Procedure number> has been rejected by EMA
	DCP, MRP, SRP	UPD – The VRNA <Submission identifier>/<VNRA Code>/<Procedure Number> has been rejected by <Decision maker>/<Authorisation Country of the Decision maker>

Email Notifications from UPD - body


UPD – Product Vetoryl 60 mg chewable tablets for dogs has been updated by the EMA

upd.notification <upd.notification@ema.europa.eu>
To

Reply | Reply All | Forward

Fri 14/03/2025 03:02

The Product 700000130217 has been updated.

Product Identifier: b8d59db2-c023-40ad-bb2f-4fdbd2a1a5ba

MAH: Dechra Regulatory B.V. - LOC-100018479

The following updates have been performed:

- Packaged medicinal product was updated
- Pharmaceutical product was updated

- The **information contained in each email** notification depends on the action that triggers that notification.
- In the Notifications generated after a Product update action takes place, a list of the resources that have been affected by the update that triggered that Notification will be also included as shown in the example above.
- In addition to the resources that have been affected during the specific Product update, the kind of action (created, updated, or deleted) performed on each resource will be also displayed.

UPD UI / Email Notifications comparison

UI Notifications

Advantages:

- Customizable search criteria.
- Quick access to affected items.
- Additional details available within the table columns.
- Expanded information displayed upon selecting a notification in the search results table.

Disadvantages:

- Filters must be reconfigured each time the user accesses the form.

Email Notifications

Advantages:

- Users are notified of actions without needing to access UPD directly.
- A permanent filter can be set to the email client (e.g. Outlook), allowing users to focus solely on relevant notifications.
- NCAs receive notifications only for products within their remit and CAP products, avoiding irrelevant messages.
- Additional information on updated resources is provided.

Disadvantages:

- A separate notification is sent for each action, which may result in excessive email traffic for users.

Annex – UPD Notification action description

UI Action	Email Action	Description
Create	Create product	A VET product is successfully created.
Update	Update Product	A VET product is successfully updated.
Bulk upload docs failed		One or more documents are not uploaded when submitted via bulk Upload
Bulk upload docs succeeded		Documents submitted via bulk upload are uploaded successfully
Nullify	Nullify Product	An existing product is nullified. This product will not be visible in UPD application after nullification.
Transfer	Transfer of Ownership	For one or more Valid VET products ownership or marketing authorization is successfully transferred to another MAH
Transfer failed		Transfer of ownership for one or more products has failed
Action performed (AVS submitted)		Availability status information is successfully submitted for one or more packages by MAH
Action performed (VoS submitted)		Volume of sales is successfully submitted via csv form for one or more packages by MAH
VNRA Submitted	Submit VNRA	A VNRA(variation not requiring assessment) is successfully submitted for one or more products and variation codes by MAH
VNRA approved	Approve VNRA	One or more submitted VNRA codes are approved for one or more products in a VNRA submission
VNRA rejected	Reject VNRA	One or more submitted VNRA codes are rejected for one or more products in a VNRA submission
Action performed (Update MA status)	Update Marketing Authorization	Marketing authorization status is updated successfully for one or more products
VNRA failed	Submit VNRA Failure	Submission of VNRA with one or more products and VNRA codes has failed.
Upload document		A document is successfully uploaded for a product while creating or updating the product or via API.
Delete document		A document is deleted successfully from a product while updating the product
VNRA automatic update failure	VNRA Automatic Update Failure	Update of a product which was triggered for the automatic VNRA codes after the approval of VNRA submission is failed.