



EUROPEAN MEDICINES AGENCY
SCIENCE MEDICINES HEALTH

Union Product Database Webinar for Marketing Authorisation Holders

Submission of volume of sales data
24 April 2023

Presented by Beyhan Mustafov, UPD Product Owner, EMA
Presented by Ana Vicente, Business Analyst Lead, EMA

An agency of the European Union





Welcome

Beyhan Mustafov, UPD Product Owner, EMA



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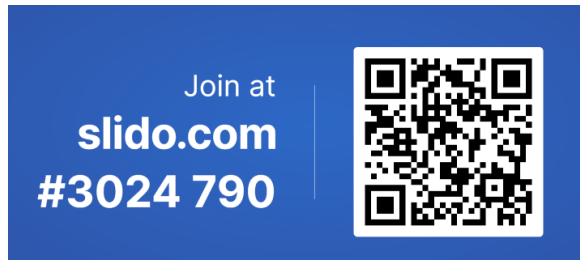


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1

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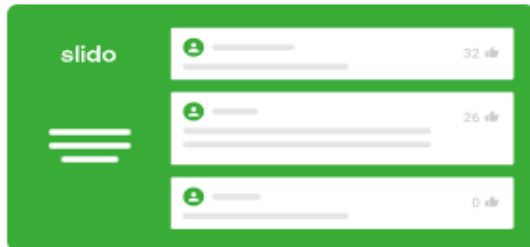
2

Send or upvote the questions
you want to hear answered



3

Questions will be shown on the screen
and **managed live in the Q&A session**



4

Questions not addressed
during this session may be
addressed in **subsequent**
webinars and/or in **FAQ** document



Demonstrate how Marketing Authorisation Holders can submit annual volume of sales data in UPD

1

Introduction
14:00 – 14:05

Beyhan Mustafov,
UPD Product Owner

2

Submission of volume of sales data and most common issues reported to Service Desk
14:05 – 14:40

Ana Vicente,
EMA Business Analyst Lead

3

Q&A Session
14:40 – 14:55

All

4

Closing
14:55 – 15:00

Beyhan Mustafov,
UPD Product Owner



Demo: end-to-end flow of submission of annual VoS (UPD version 1.6.24)

Ana Vicente, Business Analyst Lead, EMA

Submission of annual VoS for a product authorised under national procedure



MAH
Zoetis

- 1** Download VoS file
- 2** Prepare VoS file for submission (excel)
- 3** Submit VoS file
- 4** Check status VoS submission
- 5** View VoS recorded in UPD





Most common issues reported to EMA Service Desk

Ana Vicente, Business Analyst Lead, EMA



1

Opening the download file of VoS – data may appear corrupt: while for some users the file appears correct by simply double clicking and opening in Excel, for others the file appears corrupt due to the user's regional configuration.

2

Submission of **VoS failed - ER.04: The number of columns provided is not correct** - error mainly caused by Excel corrupting the data when converting to csv format due to user's regional configuration.

3

VoS Data format

- Numbers turned by Excel into scientific notation (e.g. 6E+11 instead of 600000023340)
- Addition of multiple values in the same cell
- Empty lines (extra row) after the last row of data, also causing ER.04
- Use semicolon as separator instead of comma, the accepted separator in csv files

4

Use of **RMS terms** from the Target Species list instead of terms from [Species list](#) (200000000019)

In order to avoid some the aforementioned issues, we strongly recommend to read the [Chapter 7 from the Vet EU IG](#)



- 1 Accepted **browsers for UPD** (Chrome and Edge)
- 2 **Reported VoS** for packages that were **deleted in UPD** because were created in error
- 3 Submission of **zero sales**

▶ The **Volume of sales value** for each month **MUST** be the same (do not split the total sales for a month by the different species)

	E	K	N	O	P	Q	R
1	Package Identifier	Country Identifier	Year-Month	Volume of sales	Species Identifier	Species %	Dose Factor
2	5963e6b9-54ad-44c8-abdc-1d3da4402dee	100000000478	2022-01	100	200000000219	70	0.5
3	5963e6b9-54ad-44c8-abdc-1d3da4402dee	100000000478	2022-01	100	200000000232	30	1

▶ **Species**


- **Species field** shall be filled in with one term from the [SPOR RMS Species list](#) (200000000019) and **not from** the RMS Target Species list.
- For each of the Species in a package there must be a row in the CSV file except for those species for which no sales were made.
- **Species percentage (Species %)** for each species for EEA sales should be a number (4 decimal places are allowed between 0 and 100 (do not try and format as a %))

▶ **No specific naming convention is required** for the VoS CSV file

▶ When submitting the VOS file, the **time to completion of the business validation** will depend on server load. It may be better, especially for large files to come back and look again in a few hours (or even tomorrow).

- If there are **errors in your submission file**, the system will generate an **error report** containing an error message at the end of each row where it has encountered an issue. The chapter 7 - Vet EU IG contains the complete list of errors that might occur.
- **A single error prevents the data upload of the whole submitted CSV file**, so it is essential that a complete corrected file is resubmitted. These errors all need resolving and then the complete upload file should be resubmitted. Alternatively, you can delete in a consistent way the rows that are giving errors and send the data that is correct, handling the errors afterwards.
- **For users developing systems to submit VoS**, it is essential that the file your system produces does display the **mandatory data** (exact copies of all column headings in the correct order and completion of the mandatory fields (package identifier, country identifier and all VoS columns except the optional comments column): all data should be correctly formatted and follow the business rules identified in chapter 7 – Vet EU IG, and issues such as an extra line in the file (see later for an example) must be avoided.

	E	K	N	O	P	Q	R
1	Package Identifier	Country Identifier	Year-Month	Volume of sales	Species Identifier	Species %	Dose Factor
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Mandatory data

- You do not need data in the columns which are not mandatory – but also you may find it useful.



Q&A Session

14:40 – 14:55



How to find information and User support

Beyhan Mustafov, UPD Product Owner, EMA



- Bite size videos published on the [EMA website](#)
- [UPD – Introduction webinar for industry](#)



- [UPD Release notes](#)
- UPD Implementation Guide [VET EU IG](#)
- UPD Implementation Guide – **revised Chapter 7 (v.1.4) will be published within the next couple of days**





- UPD industry Q&As (under update)
- [Variations not requiring assessment Q&As](#)
- [Variations requiring assessment Q&As](#)
- [Worksharing of variations requiring assessment Q&As](#)



- [Best practice guides from CMDv](#)
- List of contacts per NCA published on the CMDv [website](#)

Please share this information within your network

UPD provides dedicated User support

 Issue Type	 Channel
System-related and product/procedure specific issues	EMA Service Desk for UPD ! Very soon to be replaced by EMA ServiceNow !
General queries	AskEMA
! On 1 July 2023 vetchange.programme@ema.europa.eu will be discontinued !	



Thank you!

Further information

[Union Product Database | European Medicines Agency \(europa.eu\)](#)

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