



EUROPEAN MEDICINES AGENCY  
SCIENCE MEDICINES HEALTH

# Industry webinar – Introduction to OMS services and activities (Organisation Management Services)

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OMS integration with EudraGMDP

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An agency of the European Union



- OMS Introduction
  - Key Principles
  - Web Portal
  - EudraGMDP integration
- OMS processes
  - Change Request process
  - Service Desk
  - Data Quality management

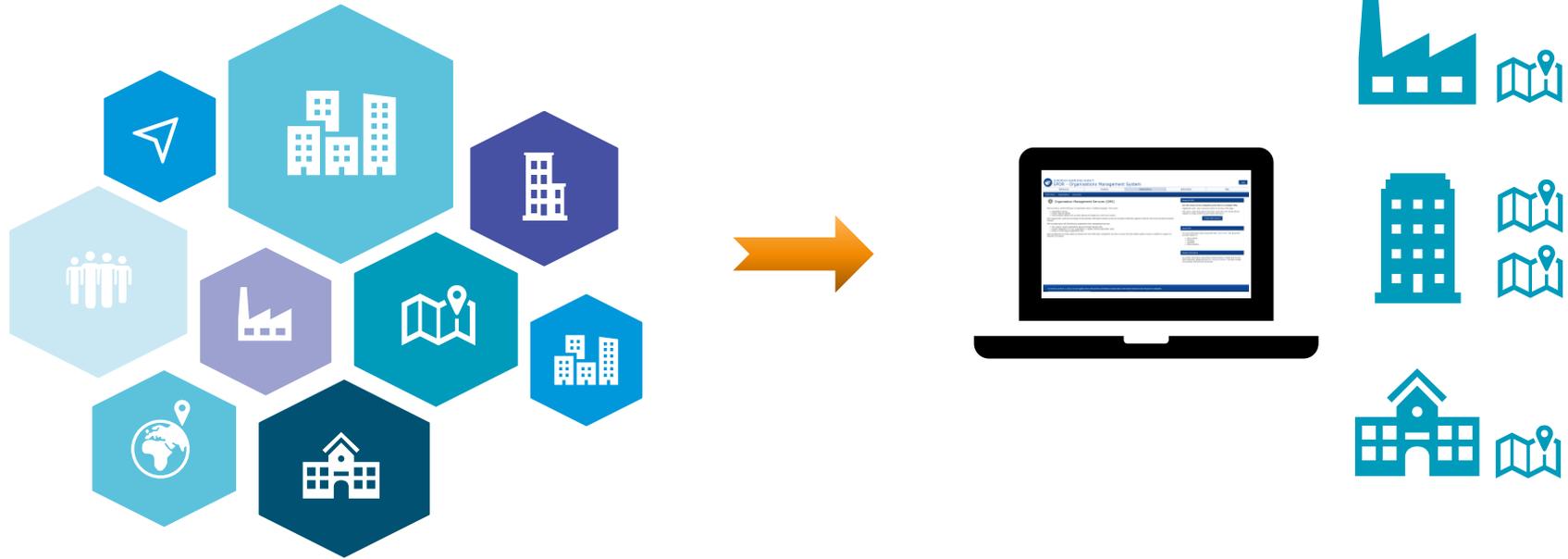




# OMS Introduction

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There is a need for better organisation data



- OMS data is hosted by EMA, accessible to and used throughout EMA and by external stakeholders
- OMS provides a central source of organisation data (**OMS Dictionary**) which consists on a list of **organisations** with associated **physical locations** to be used as a reference and in support of EU regulatory activities
- An **organisation**, as a legal entity, groups all its physical locations within a **jurisdiction/country**
- Organisation data structured with unique IDs (**Organisation\_ID** and **Location\_ID**) and mapped to records loaded from source systems (e.g. EudraGMDP site reference code)
- The **Location\_ID** will be unique and will **not change** even after moving the location under another organisation

- In the OMS there is **no differentiation between an organisation** created in the context of a **human** medicinal product *versus* a **veterinary** medicinal product
- OMS **does not define which role(s) the organisation performs** since this depends on the context in which the data will be used, e.g. in theory an organisation can act as a MAH in the context of one medicinal product but as a sponsor or manufacturer for another medicinal product
- OMS does **not have individuals** (for the moment). If individuals act as sponsors, this needs to be dealt directly by each system. If an individual is registered within the business registry, then it's considered a company and hence EMA can register the individual in OMS
- "Big" organisations e.g. Hospitals/Universities are represented by one organisation and one or more locations - details of **Departments are not managed in OMS** and will have to be managed directly by each system

- Versions in OMS are not displayed in the same way as in RMS (e.g. version 1, version 2)
  - **OMS versions** are captured in a date format > **Version Timestamp** (e.g. 2018-06-15T11:00:12+02:00)
- OMS will publish the **latest information available** > do not submit a change request to create an older version of the same organisation/location

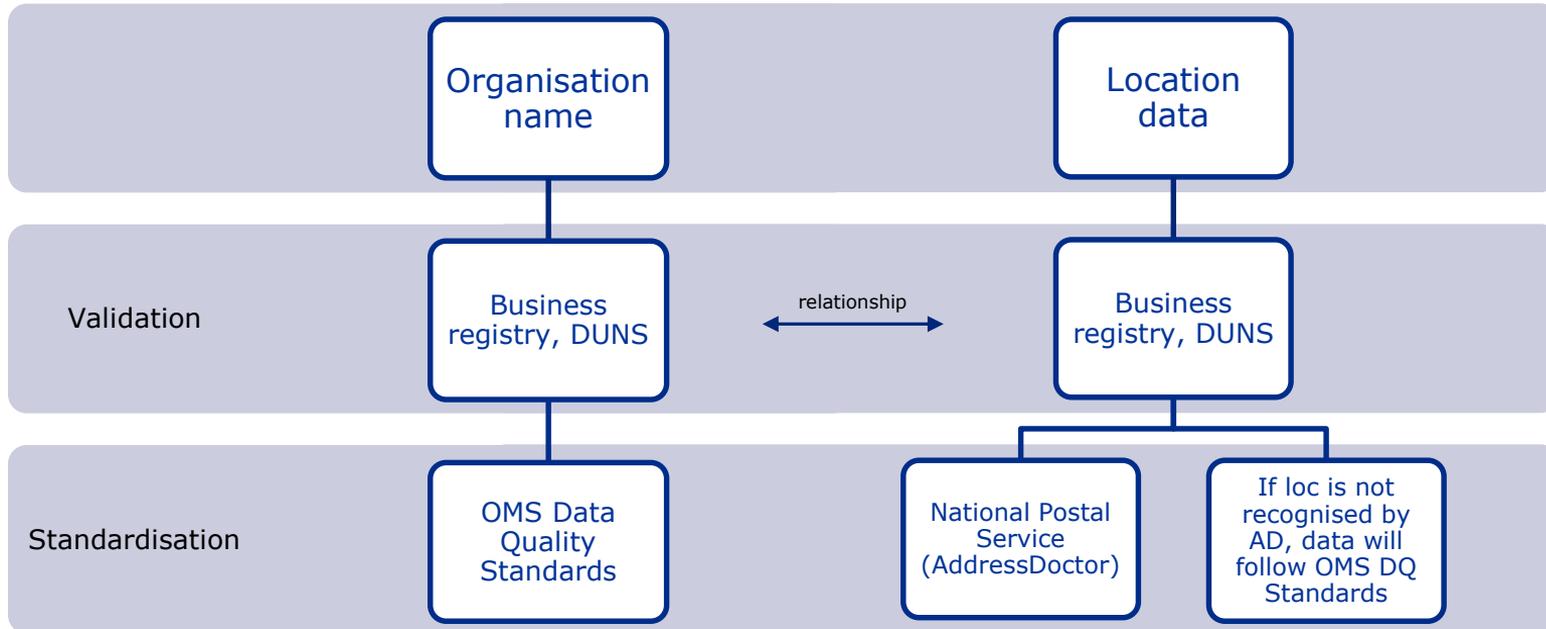
**Anyone can submit a Change Request to any organisation/location published in the OMS Dictionary, as long as they submit supporting documentation**

Validation of data as per date of the Change Request



## OMS is a **standardised** list of Organisations/Locations

- OMS reflects equivalent information as the Trade registry (or other documents/sources) but it is not meant to be the same/"copy" of Trade registry (or other documents/sources)
- OMS should reflect **data that reflects reality**\*:
  - \*correct organisation/legal entity
  - \*correct relationship with its address
  - \*correct address
- OMS uses **Reference sources of information** (Trade registry, DUNS, other documents/sources) to ensure data correctness/accuracy
- OMS should reflect consistent information i.e. OMS will apply/standardise the Organisation/address information according to the agreed DQ rules



AddressDoctor is an **address library** used for address validation, correction and standardization

## World-wide & Certified

- AddressDoctor's validation service is delivered in combination with reference data (reference files) for more than 240 countries and territories around the globe
- AddressDoctor's validation service combines in one engine postal certifications from all five global postal organizations: USPS, Canada Post, La Poste in France, New Zealand Post, Australia Post and Eircode in Ireland
  - This allows to gain mailing discounts when validating addresses in certified mode from specific countries



## Standardised

- Addresses are formatted according to local postal standards
  - AddressDoctor's validation service is able to parse, analyse, verify, correct and format addresses according to local postal standards - ensuring that correct elements appear in the appropriate hierarchical alignment

## Up-to-date

- The reference database is updated throughout the year

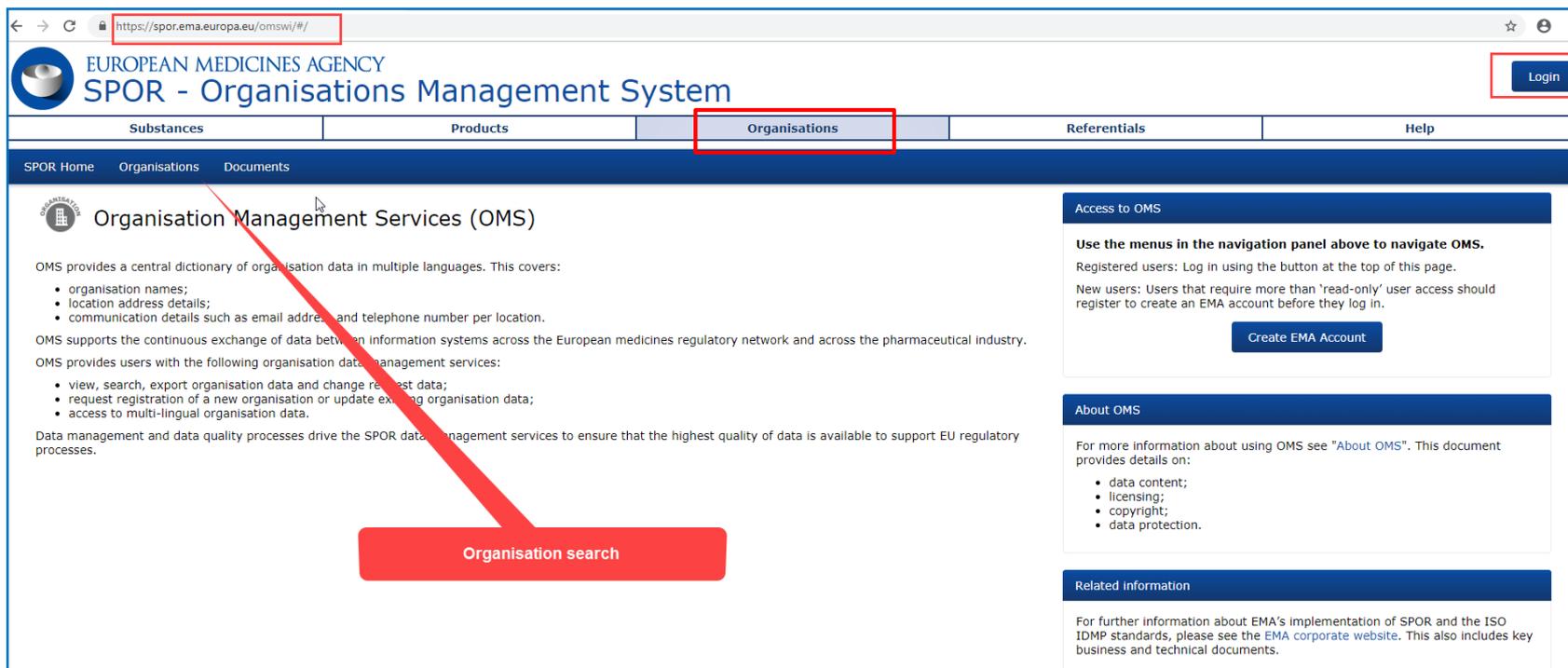
## Enriched

- AddressDoctor's validation service allows to enrich address data with geocodes

## Character set & transliteration

- Address Verification supports 40 different character sets and transliterates addresses into Latin characters from six different writing systems: Latin, Greek, Cyrillic, Japanese, Chinese Pinyin and Korean
- When available in the reference files (good quality) addresses can be automatically transliterated – address localised will be generated

- <https://spor.ema.europa.eu/omswi/#/>



← → <https://spor.ema.europa.eu/omswi/#/> ☆ ⓘ ⋮

 EUROPEAN MEDICINES AGENCY  
SPOR - Organisations Management System

Substances Products **Organisations** Referentials Help

SPOR Home Organisations Documents

## Organisation Management Services (OMS)

OMS provides a central dictionary of organisation data in multiple languages. This covers:

- organisation names;
- location address details;
- communication details such as email address and telephone number per location.

OMS supports the continuous exchange of data between information systems across the European medicines regulatory network and across the pharmaceutical industry.

OMS provides users with the following organisation data management services:

- view, search, export organisation data and change request data;
- request registration of a new organisation or update existing organisation data;
- access to multi-lingual organisation data.

Data management and data quality processes drive the SPOR data management services to ensure that the highest quality of data is available to support EU regulatory processes.

**Access to OMS**

**Use the menus in the navigation panel above to navigate OMS.**

Registered users: Log in using the button at the top of this page.

New users: Users that require more than 'read-only' user access should register to create an EMA account before they log in.

[Create EMA Account](#)

**About OMS**

For more information about using OMS see "About OMS". This document provides details on:

- data content;
- licensing;
- copyright;
- data protection.

**Related information**

For further information about EMA's implementation of SPOR and the ISO IDMP standards, please see the [EMA corporate website](#). This also includes key business and technical documents.

**Organisation search**



- Access & permissions
  - Guest user – read only
  - Logged-in user – access rights as per the user role matrix

## Roles and permissions

Guest	Unaffiliated	SPOR Industry User	SPOR Industry Super User
<ul style="list-style-type: none"><li>• Everyone</li><li>• View content</li></ul>	<ul style="list-style-type: none"><li>• Automatic with creation EMA account</li><li>• Export information</li><li>• Create organisations - limited to 1 pending request at a time</li></ul>	<ul style="list-style-type: none"><li>• Per request in EMA Account Management</li><li>• Export information</li><li>• Create/Update organisation and location data</li></ul>	<ul style="list-style-type: none"><li>• Per request in EMA Account Management</li><li>• Export information</li><li>• Create/Update organisation and location data</li><li>• Manage users</li></ul>

For the first Super User the requester's e-mail should be a work e-mail from the same organisation on behalf of which the user is requesting the user access

- Access & permissions
  - Guest user – read
  - Logged-in user – a user role matrix
- Document section

EUROPEAN MEDICINES AGENCY SPOR - Organisations Management System			
Substances	Products	Organisations	Referentials
SPOR Home Organisations View Requests Documents			
Home / View Documents			
General Technical			
Document Name ▲	Document Description †		
A - About OMS	General - Legal disclaimer, copyright and other policies of using Organisation and Location data.		
B - OMS Operating Model	Policy - Range of services available for stakeholders to use and/or request new/updated data, including stakeholder interactions and roles.		
<b>C - OMS Data Quality standards</b>	Guidance - Data quality standards applied in OMS		
C1 - OMS DQ - Webinar 25 September 2018	Webinar - Key principles and rules covered in OMS Data Quality standards - 25 September 2018		
C2 - OMS DQ - Webinar 26 February 2019	Webinar - OMS Data Quality Issues - 26 February 2019		
D - OMS Controlled Vocabularies	Guidance - Controlled vocabularies used in OMS		
E - OMS Change Requests	<b>Guidance - Rules and Supporting documentation required for change requests</b>		
<b>F - OMS Web User Manual</b>	Manual - How to search, view, export data and request a new/updated data in OMS web Portal.		
G - Using OMS data in eAF - Webinar 27 June 2018	Webinar - OMS landscape and its use in eAF and in CESP in the future - 27 June 2018		
H - Manufacturer organisations in the OMS dictionary	Process - Manufacturer organisation data lifecycle in the context of regulatory activities and who is responsible for registration/updated organisation data about manufacturers in the OMS.		
U - About SPOR	General - Legal disclaimer, copyright and other policies of using SPOR data.		
V - SPOR Questions & Answers	General - Compiled questions on a variety of topics, including user registration, Industry on-boarding, and eAF integration.		
X - SPOR SLAs	General - Service Level Agreement (SLAs) for the SPOR data services.		
Z - SPOR User Registration Manual	Manual - How to register for EMA systems and request SPOR user roles.		
Z1 - SPOR User Registration - Webinar 5 October 2017	Webinar - How to register for EMA systems and request SPOR user roles - 5 October 2017		
Z2 - SPOR Super User Affiliation Template Letter	Template - For requesting the organisation's first SPOR Super User role.		
Z3 - SPOR API Access - Q&A	Process - How to request access to SPOR API - Questions and Answers		
Z4 - SPOR API Access - Webinar 27 November 2017	Webinar - SPOR API Access - 27 November 2017		
Z5 - EMA - API General Terms of Service - Terms of Use	EMA - API General Terms of Service - Terms of Use		

- Access & permissions
  - Guest user – read only
  - Logged-in user – access rights as per the user role matrix
- Document section
- Search organisation
  - Concept of “one organisation per country”
    - Once mastered at back end, the organisation appears on the portal almost instantly
    - Organisations with at least one active locations are published on the portal
  - Search results can be sorted by column
  - Filters

- Search results – one organisation per country

Organisation ID	Organisation Name	Country	Location ID	City	Address	Postcode	Location status	Modified	Actions
ORG-100003142	Alliance Healthcare Nederland B.V.	Netherlands	LOC-100000370	Veghel	De Amert 603	5462 GH	ACTIVE	2018-06-12T13:49:30	+ 🔗 🔍
ORG-100009467	Alliance Healthcare S.A.	Portugal	LOC-100017722	Porto	Rua Engenheiro Ferreira Dias 738	4149-014	ACTIVE	2018-12-17T14:10:07	+ 🔗 🔍
ORG-100004121	Alliance Healthcare S.A.	Spain	LOC-100009345	Villanueva De Gallego	Calle Sector Dos 4	50830	ACTIVE	2017-12-15T13:37:26	+ 🔗 🔍
ORG-100004121	Alliance Healthcare S.A.	Spain	LOC-100005527	Arrigorriaga	Poligono Industrial Martiartu II 1-24	48480	ACTIVE	2017-12-04T11:41:14	+ 🔗 🔍
ORG-100004121	Alliance Healthcare S.A.	Spain	LOC-100007571	Jerez De La Frontera	Poligono Industrial El Portal 82	11408	ACTIVE	2017-12-11T14:14:27	+ 🔗 🔍
ORG-100004121	Alliance Healthcare S.A.	Spain	LOC-100007670	Soria	Calle D 4	42005	ACTIVE	2017-12-11T15:10:03	+ 🔗 🔍
ORG-100004121	Alliance Healthcare S.A.	Spain	LOC-100007722	Salamanca	Calle Doctor Ferran 108	37008	ACTIVE	2017-12-11T15:42:10	+ 🔗 🔍
ORG-100004121	Alliance Healthcare S.A.	Spain	LOC-100007392	Valladolid	Calle Vazquez De Menchaca 21	47008	ACTIVE	2017-12-11T10:18:56	+ 🔗 🔍
ORG-100004121	Alliance Healthcare S.A.	Spain	LOC-100009030	Miranda De Ebro	Poligono Bayas, Parcelas R 51	9200	ACTIVE	2017-12-14T15:09:30	+ 🔗 🔍
ORG-100004320	Alliance Medical Molecular Imaging Limited	United Kingdom	LOC-100008489	Guildford	Unit 19	GU3 1LU	ACTIVE	2017-12-13T10:54:34	+ 🔗 🔍
ORG-100004319	Alliance Medical Limited	United Kingdom	LOC-100008486	Guildford	Unit 19	GU3 1LU	ACTIVE	2017-12-13T10:52:53	+ 🔗 🔍
ORG-100001386	Alliance Pharmaceuticals Limited	United Kingdom	LOC-100004909	Chippenham	Avonbridge House	SN15 2BB	ACTIVE	2018-06-30T15:08:37	+ 🔗 🔍

ORG-100000789	Sanofi-Aventis Groupe	France	LOC-100001368	Paris	54 Rue La Boetie	75008	ACTIVE	2019-08-28T17:37:51	+ 🔗 🔍
ORG-100026749	Sanofi	France	LOC-1000014428	Paris	54 Rue La Boetie	75008	ACTIVE	2020-08-21T14:56:22	+ 🔗 🔍
ORG-100010027	Sanofi Pharma Bristol-Myers Squibb SNC	France	LOC-1000014368	Paris	54 Rue La Boetie	75008	INACTIVE	2020-03-03T14:09:38	+ 🔗 🔍
ORG-100001962	Sanofi Clir S.N.C.	France	LOC-1000005474	Paris	54 Rue La Boetie	75008	ACTIVE	2020-09-11T11:57:00	+ 🔗 🔍
ORG-100014407	Sanofi Mature Ip	France	LOC-1000020362	Paris	54 Rue La Boetie	75008	ACTIVE	2020-09-03T15:28:54	+ 🔗 🔍

## Organisation Details

Organisation ID:	ORG-100004121
Organisation Name:	Alliance Healthcare S.A.
Status:	ACTIVE
Organisation Type:	Industry Pharmaceutical company

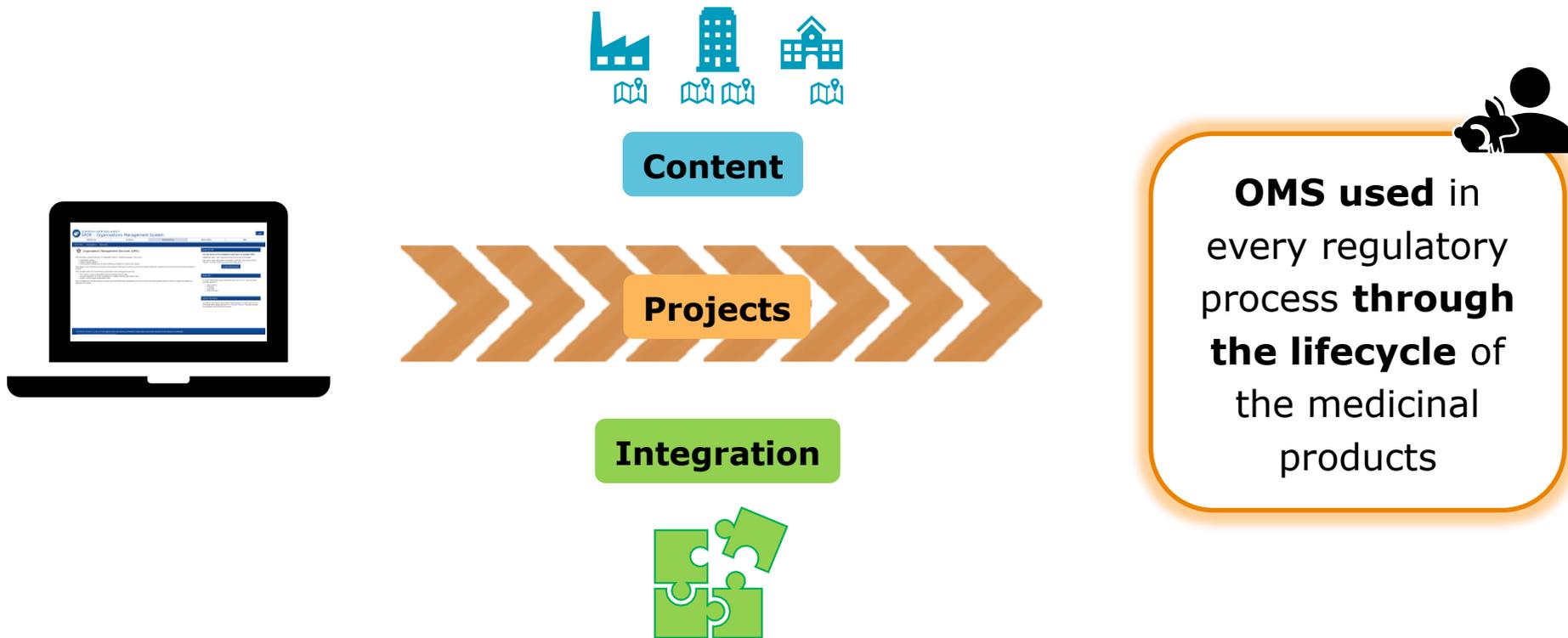
## Location Details

Location ID:	LOC-100007392
Address:	<input type="text" value="EN"/> Calle Vazquez De Menchaca 21 Valladolid 47008 Spain
GPS Location:	41.6244275051081, -4.73257049837565
EudraGMDP Number:	37603
Last Modified Date:	2017-12-11T10:18:56
Status:	ACTIVE

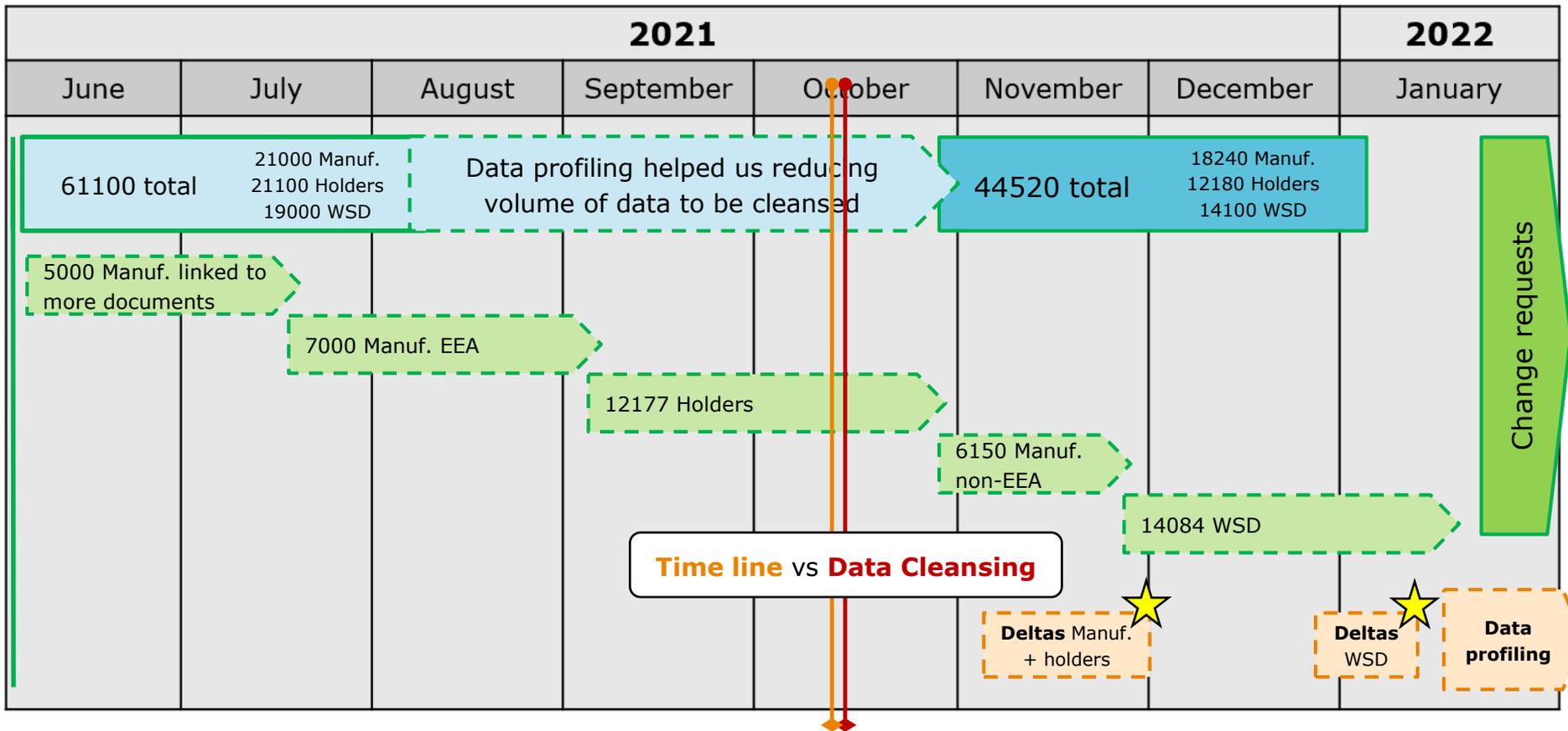


# EudraGMDP integration with OMS

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# EudraGMDP integration with OMS - Data Cleansing



Manufacturer



Manufacturers liaise with NCAs for their Manufacturing Import Authorisations (MIA)



NCAs

### Manufacturing and Import Authorisation (MIA)

- New/updated manufacturers in EU
- *May not contain: Luxembourg data*

### API registrations

- All API manufacturers & importers in EU
- *May not contain: data from Liechtenstein; Norway; Romania*

### Wholesale distribution authorisations (WDA)

- New/updated distributors



EudraGMDP

### GMP certificates/ non-compliance reports

- Inspections carried out to all EU manufacturers
- Inspections carried out to some non-EU manufacturers

### GDP certificates/ non-compliance reports

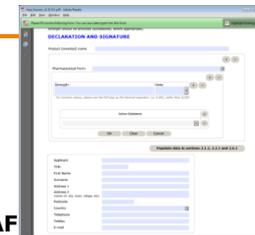
- Inspections carried out to all EU distributors

Applicant/MAH



Responsible for registration/Updating organisation data in OMS before submissions (e.g. Initial MAA, Variation, Renewal) via OMS CR process.

Applicant select Org/Loc in the relevant section of the eAF  
Finalise & submit the form



eAF

Application referring to a manufacturer that has not yet been inspected

OMS supplies organisation master data to eAF

### To be included in OMS via OMS CR process:

- Human API manufacturers in Liechtenstein, Norway, Romania
- New/updated manufacturers/distributors in EU countries (if not yet inspected)
- New/updated manufacturers in non-EU countries (if not yet inspected)
- Timing for OMS CRs to be confirmed in Q3 2019

Data from EudraGMDP loaded to OMS in Q4 2016

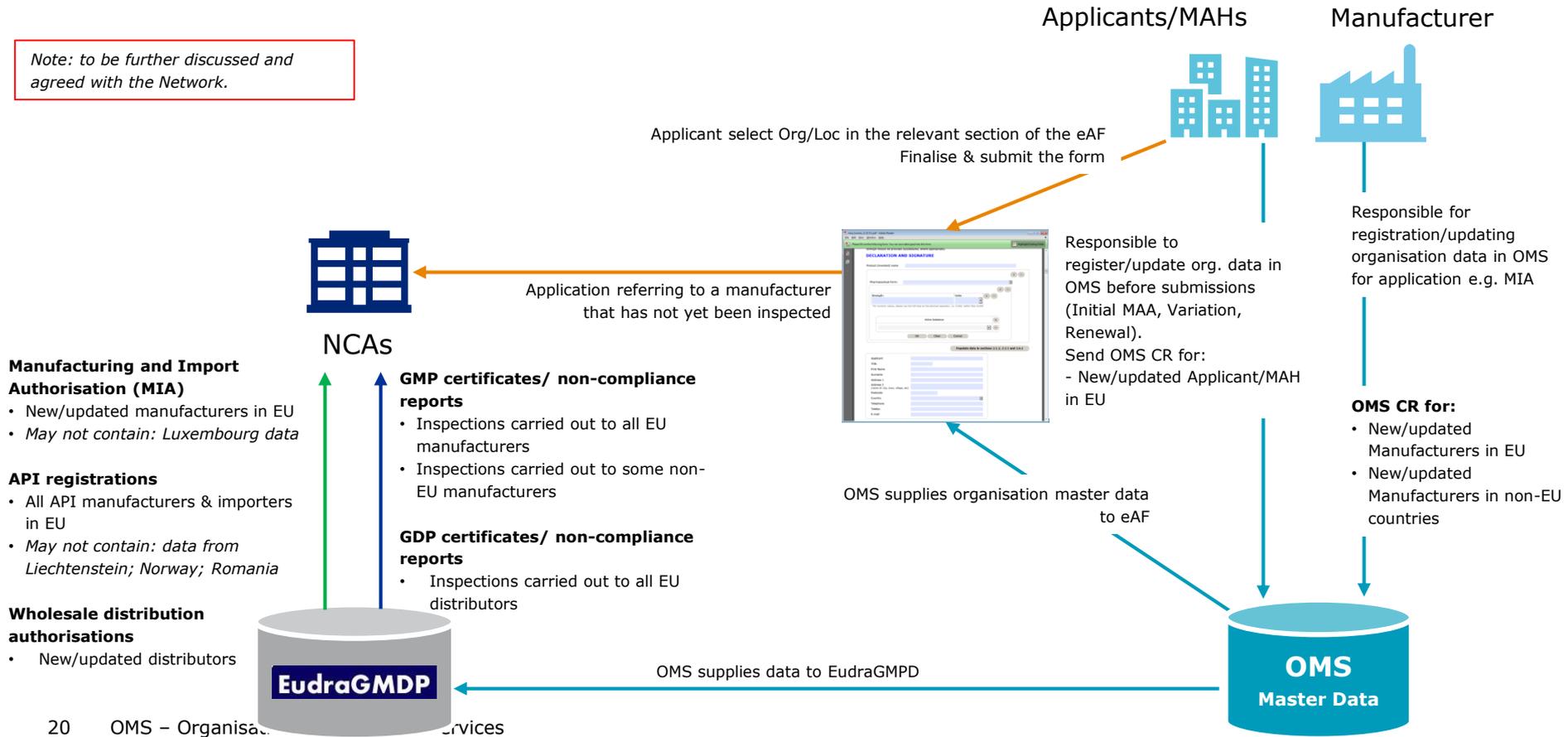
More data loads may happen in the future (to add new organisations/Locations, known as DELTA load)



OMS  
Master Data

# EudraGMDP integration with OMS - Manufacturers (proposed to be)

Note: to be further discussed and agreed with the Network.





## Organisation Details

### Alternative names

- Translations
- Trading as
- Legal forms i.e. translations, Belgium and French organisations



Organisation ID:	ORG-100032140
Organisation Name:	Opella Healthcare Belgium
Alternative Name:	EN - N.V. Opella Healthcare Belgium S.A. EN - Opella Healthcare Belgium Trading As Sanofi Belgium FR - Opella Healthcare Belgium S.A. NL - Opella Healthcare Belgium N.V.



## Location Details

Additional information not mastered in OMS:

- Department
- Manufacture facility
- Manufacture line

Multiple door addresses not recognised by postal service – multiple records need to be created

## EudraGMDP

### Use OMS Organisation name & Location details



OMS Alternative names & other locations details can be captured under the remark section (free text field) of the certificate

New release will allow NCAs to search organisations using remarks

## Organisation Details

## Location Details

examples

### Organisation Details

Organisation ID: ORG-100000546

Organisation Name: Sandoz GmbH

Status: ACTIVE

Organisation Type: Industry  
Pharmaceutical company

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### Location Details

Location ID: LOC-100000450

Address: Biochemiestrasse 10  
Kundl  
Tirol  
6250  
Austria

xEVMPD Code: ORG1431

EudraGMDP Number: 6236, 6506, 6513, 6536, 6618, 7357,  
5296, 5298, 9027, 9400, 9530, 16284, 18205

Last Modified Date: 2021-05-20T15:58:30

Status: ACTIVE

	A	D	F	G	H	I	J	K
	Name	Status	Straße	Hausnummer	PLZ	Ort	Staat	
1								<b>EudraGMDP</b>
2	Sandoz GmbH	GA - aktiv	Stella-Klein-Löw-W	17	1020	Wien	Österreich	
3	Sandoz GmbH	GA - aktiv	Jakov-Lind-Straße	5.Top 3.05	1020	Wien	Österreich	
4	Sandoz GmbH	GA - aktiv	Schemmerlstraße	72	1110	Wien	Österreich	
5	Sandoz GmbH	GA - aktiv	Logistikzentrum Wi	10-18	2201	Hagenbrunn	Österreich	
6	Sandoz GmbH	GA - aktiv	Äußlerweg	95	6060	Hall	Österreich	
7	Sandoz GmbH	GA - aktiv	Biochemiestrasse	10	6250	Kundl	Österreich	
8	Sandoz GmbH	GA - aktiv	Biochemiestrasse	10	6250	Kundl	Österreich	
9	Sandoz GmbH	GA - aktiv	Biochemiestrasse	10	6250	Kundl	Österreich	
1	Sandoz GmbH	GA - aktiv	Biochemiestrasse	10	6250	Kundl	Österreich	
1	Sandoz GmbH	GA - aktiv	Biochemiestrasse	10	6250	Kundl	Österreich	
1	Sandoz GmbH	GA - aktiv	Biochemiestrasse	10	6250	Kundl	Österreich	
1	Sandoz GmbH	GA - aktiv	Biochemiestrasse	10	6250	Kundl	Österreich	
14	Sandoz GmbH	GA - aktiv	Gewerbepark	9	6300	Wörgl	Österreich	
15	Sandoz GmbH	GA - aktiv	Gewerbepark	2	6300	Wörgl	Österreich	
16	Sandoz GmbH	GA - aktiv	Gewerbepark Süd	8	6330	Kufstein	Österreich	
17	Sandoz GmbH	GA - aktiv	Sportplatzweg	13	6336	Langkampfen	Österreich	
18	Sandoz GmbH	GA - aktiv	Sportplatzweg	23	6336	Langkampfen	Österreich	
1	Sandoz GmbH	GA - aktiv	Biochemiestrasse	10	6336	Langkampfen	Österreich	
2	Sandoz GmbH	GA - aktiv	Biochemiestrasse	10	6336	Langkampfen	Österreich	
2	Sandoz GmbH	GA - aktiv	Biochemiestrasse	10	6336	Langkampfen	Österreich	
2	Sandoz GmbH	GA - aktiv	Biochemiestrasse	10	6336	Langkampfen	Österreich	

Details can be captured under certificate's remark section (free text field)

## Organisation Details

## Location Details

examples

EudraGMDP



National Agency For The Safety Of Medicine And Health Products

MANUFACTURER'S AUTHORISATION

1. Authorisation Number [redacted]
2. Name of authorisation holder  
SANOFI WINTHROP INDUSTRIE
3. Address(es) of manufacturing site(s)  
SANOFI WINTHROP INDUSTRIE, 30-36 avenue Gustave Eiffel, TOURS, 37100, France

ORG-100011564	Sanofi Winthrop Industrie	France	LOC-100021550	Tours	30 Avenue Gustave Eiffel	37100
ORG-100011564	Sanofi Winthrop Industrie	France	LOC-100022820	Tours	31 Avenue Gustave Eiffel	37100
ORG-100011564	Sanofi Winthrop Industrie	France	LOC-100050505	Tours	32 Avenue Gustave Eiffel	37100
ORG-100011564	Sanofi Winthrop Industrie	France	LOC-100050506	Tours	33 Avenue Gustave Eiffel	37100
ORG-100011564	Sanofi Winthrop Industrie	France	LOC-100050507	Tours	34 Avenue Gustave Eiffel	37100
ORG-100011564	Sanofi Winthrop Industrie	France	LOC-100050508	Tours	35 Avenue Gustave Eiffel	37100
ORG-100011564	Sanofi Winthrop Industrie	France	LOC-100050509	Tours	36 Avenue Gustave Eiffel	37100

MANUFACTURER'S AUTHORISATION

1. Authorisation Number [redacted]
2. Name of authorisation holder  
SANOFI WINTHROP INDUSTRIE
3. Address(es) of manufacturing site(s)  
SANOFI WINTHROP INDUSTRIE, 30 avenue Gustave Eiffel, TOURS, 37100, France



Details can be captured under certificate's remark section (free text field)



# Any questions?

## OMS Introduction

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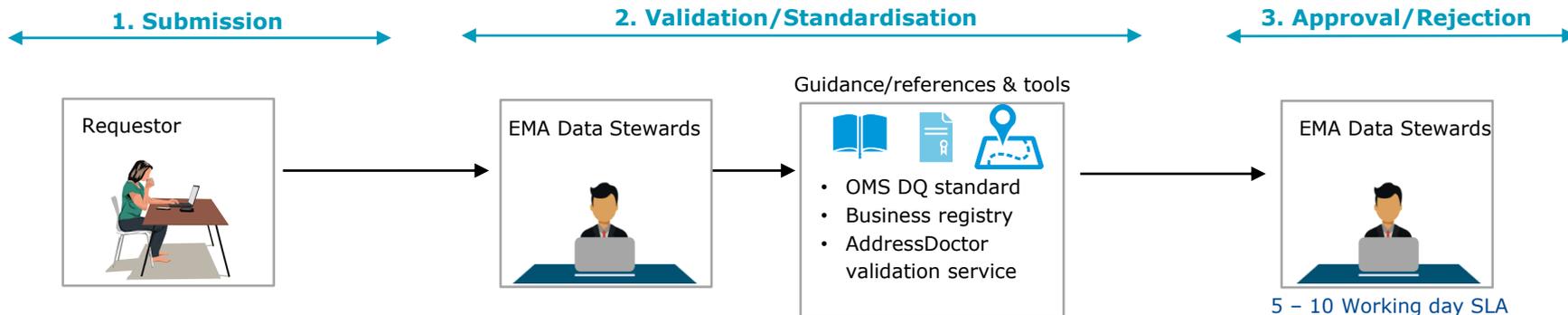




# OMS Change Request process

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# OMS Change Request process at a glance



## Submit OMS CR:

- Add Organisation
- Update Organisation
- Add Location
- Update Location
- Update Organisation & Location

### Include **supporting document**

*This can vary from business registry documentation to DUNS registration*

## Data Stewards validate all OMS CRs using guidance/references & tools:

- OMS DQ standard - it describes the business rules/approach for mastering organisations
- Business registry – used to confirm that the supporting documentation is valid and still current
- AddressDoctor:
  - Used as validation service to check, standardise or enrich address data in English and in local languages
  - Addresses are formatted according to local postal standards

**OMS CR approved** = data published/updated in the OMS dictionary

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**OMS CR rejected** = reasons explained to requestor via email  
*If disagreement, raise ticket in Service Desk, identifying the relevant CR number*

- Depending on the operation requested:
  - New organisation
  - New location
  - Update organisation and/or location
    - Update organisation
    - Update location
    - Deactivate organisation
    - Deactivate location
- OMS data services team aim to answer to the majority of requests within the defined timeframes



Service-level agreement (SLA)

Type of request	75% of requests	90% of requests	Expected outcome
Add Organisation/ Location	Resolved within 5 working days.	Resolved within 10 working days.	The Organisation/Location is available for use if the request is approved.
Add Location(s)	Resolved within 5 working days.	Resolved within 10 working days.	The Location is available for use if the request is approved.
Update Organisation	Resolved within 5 working days.	Resolved within 10 working days.	The Organisation is updated if the request is approved.
Update Location	Resolved within 5 working days.	Resolved within 10 working days.	The Organisation is updated if the request is approved.
Deactivate Organisation/ Location	Resolved within 10 working days.	Resolved within 15 working days.	The Organisation is not physically deleted rather its status is updated to "Inactive" if the request is approved.
Update Organisation & Location	Resolved within 10 working days.	Resolved within 15 working days.	The Organisation and Location is available for use if the request is approved.
Returned requests	N/A	N/A	The requestor has two weeks to reply back with additional information required, after which point the request is rejected.

# Change Requests Submission



New



EUROPEAN MEDICINES AGENCY  
SPOR - Organisations Management System

Substances    Products    Organisations    Referentials

SPOR Home   Organisations   View Requests   Documents

Home / Search Organisations / New Organisation Request

**CR Information**

CR Type:

Request Reason\*:

Justification:

Requestor:

Contact email\*:

Contact Phone:

**Organisation Details**

Organisation Name\*:

Acronym:

Organisation Type\*:

**Location Details**

Address\*:

City:

Postcode:

County:

Country\*:

Location Email <sup>(1)</sup>:

Location Phone <sup>(1)</sup>: Intl Code:   Ext:

DIUNS ID:

GS1 ID:

<sup>(1)</sup> Tick this box to submit the change request. Please be aware that the information included in this request will be published by EMA in the OMS public website. This form, in the organisation and location details sections, contains some mandatory (i.e. address line 1, country) and optional fields. The Location Email and Location Telephone number are optional fields. If you have any questions about the way your personal data are being processed please contact EMA Service Desk at <https://servicedesk.ema.europa.eu>

**Attachments**  
No documents found, click to add +

Audit trail		
Date ▲	Status to ▾	Comment ▾
No data available in table		

Cancel Submit



## Update



### Requestor



EUROPEAN MEDICINES AGENCY  
SPOR - Organisations Management System

Substances | Products | Organisations | Referentials

SPOR Home | Organisations | View Requests | Documents

Home / Search Organisations / View Organisation Location / Update Organisation/Location Request

**CR Information**

CR Type: Update Organisation and Location

Request Reason\*: [dropdown]

Justification: [text area]

Requestor: [redacted]

Contact email\*: [redacted]

Contact Phone: [redacted]

**Organisation Details**

Organisation ID: ORG-10000011

Organisation Name\*: Bayer AG

Acronym: [text area]

Organisation Type\*: Industry

**Location Details**

Location ID: LOC-100023192

Only the version of the address currently being displayed will be included in the request

EN Address\*: Max-Dohrn-Strasse 8

Charlottenburg

[text area]

[text area]

City: Berlin

Postcode: 10589

Country: e.g. London

Country\*: Germany

Location Email <sup>(1)</sup>: e.g. john.doe@ema.europa.eu

Location Phone <sup>(1)</sup>: Intl Code: e.g. +44 | e.g. 02036606000 | Ext: [text area]

DUNS ID: e.g. 01-234-5678

GSI ID: e.g. 0-00-12345-67890-5

<sup>(1)</sup> Tick this box to submit the change request. Please be aware that the information included in this request will be published by EMA in the OMS public website. This form, in the organisation and location details sections, contains some mandatory (i.e. address line 1, country) and optional fields. The Location Email and Location Telephone number are optional fields.  
If you have any questions about the way your personal data are being processed please contact EMA Service Desk at <https://servicedesk.ema.europa.eu>

Attachments: No documents found, click to add +

Date ▲	Status to :	Audit trail	Comment :
No data available in table			

Cancel Submit



- Ask to **change or add data** related to:
  - **Organisation** data - Name, Acronym, Active End Date, Translations
  - **Location** data - main Address, Active End Date, Address Localised, Communication Details, Location mapping IDs
  - **Both**
- Each change request creates a task on the OMS IDD dashboard
  - The record is created in the system with a PROVISIONAL status
  - By Approving new organisation/location CR the status will change from PROVISIONAL to ACTIVE and an OMS identifier is automatically generated by the system
- User can only submit **one change request**, per location, **at a time**

## Location Updates:

- Add/edit floor
- Update data, such as postal code or city – even if changes are represented in supporting documentation, always verify the data submitted using the national postal service – in case it's aligned with data provided by AD, CR should be rejected
- Any changes in the address data not aligned with the Data quality standards – should be rejected
  - Abbreviations
  - Non-title case
  - Commas not recognised by the system
  - Deleting area/district/sublocality recognised by AD – common with German addresses
- Moved to another location – update a location from a physical location A (e.g. London) to another physical location B (e.g. Bristol), to be rejected



Create new LOC



## Address transformation examples\*:

Before address verification	After address verification
Aven. / Av. / Ave	Avenue
St. / St	Street
Indus. / Ind.	Industrial
Blvd / Blvd.	Boulevard
With floor number, department name, ...	Without floor number, department name, ...
Without street number	With street number
6-8 (street number)	6/8 (street number)
Street name contains the word 'street'	Street name does not contain the word 'street'
Renaissance Walk, n. 5	5 Renaissance Walk



- Organisation name should be **validated** and **standardised** against:
  - Supporting documentation
  - Business registry
  - OMS data quality standards
- Organisation Category correctly populated
- Location data verified, enriched and standardised by AddressDoctor
- Address Localised in alignment with EN address, if applicable

Organisation

**This entity is in a pending state**

Organisation Name: ~~Midatech Ltd~~ PROVISIONAL

Organisation Translation: **Midatech Limited**

Organisation Category: **Midatech Limited**

Party Category Code: Industry

Party Category: Industry

Organisation Mappings

Organisation Identifiers

Organisation Location

Status: PROVISIONAL

Address Line 1: Oddfellows House

## Validation



### CERTIFICATE OF INCORPORATION OF A PRIVATE LIMITED COMPANY

Company No. [REDACTED]

The Registrar of Companies for England and Wales hereby certifies that **MIDATECH LTD**

is this day incorporated under the Companies Act 1985 as a private company and that the company is limited.

Given at Companies House, Cardiff, the 27th October 2000



COMPANIES HOUSE

HC0078

## Standardisation



EUROPEAN MEDICINES AGENCY  
SCIENCE MEDICINES HEALTH

07 June 2017  
EMA/740982/2016  
Information Management Division

### Organisation data quality standards in OMS

#### Data quality principles

Country	Reference	Legal Entity naming in organisation names (in EN and National languages)
SE	<a href="#">Swedish Companies Registration Office</a>	AB, AB (publ), EEIG,
SI	<a href="#">Slovenian Business Register</a>	d.o.o., EGIZ, d.d.
SK	<a href="#">Slovakian Business Register</a>	a.s., k.s., s.r.o. = spol. s r.o., v.o.s., EZHZ,
UK	<a href="#">Companies House</a>	Limited, Public, EEIG,

CF24 0AA	Cardiff	Glamorg...	United Kingdom
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Organisation Location

*This entity is in a pending state*

Address Line 1	<del>c/o TheVIT AS</del>	Address Line 2	Gunnar Randers' vei 24	Address Line 3	
Address Line 4		Street Number		Postal code	2007
Po Box		City	Kjeller	State	
County		Country	Norway	GPS Latitude	
GPS Longitude		Is Headquarter		Active Start Date	27/Feb/2020
Active End Date		Is Mastered		Hierarchy Class Code	LCTN
Hierarchy Code	ORG_HIERARCHY	Relationship Type Code	ORG-LCTN	Status	PROVISIONAL
Active Request	true	Ignore Address Doctor		To Date	
Comments					

**Brønnøysundregistrene** Validation Firmaattest

Organisasjonsnummer:

Organisasjonsform:  Under avvikling

Stiftelsesdato:

Registrert i Foretaksregisteret:

Foretaksnavn:

Forretningsadresse: 

c/o TheVIT AS  
 Gunnar Randers' vei 24  
 2007 KJELLER  
 3030 LILLESTRØM  
 Norge

Kommune:

Land:

Organisation Location

*This entity is in a pending state*

**Standardisation**

Address Line 1	Gunnar Randers' Vei 24	Address Line 2		Address Line 3	
Address Line 4		Street Number	24	Postal code	2007
Po Box		City	Kjeller	State	
County		Country	Norway	GPS Latitude	59.974546
GPS Longitude	11.047364	Is Headquarter		Active Start Date	27/Feb/2020
Active End Date		Is Mastered		Hierarchy Class Code	LCTN
Hierarchy Code	ORG_HIERARCHY	Relationship Type Code	ORG-LCTN	Status	PROVISIONAL
Active Request	true	Ignore Address Doctor	No	To Date	
Comments	3-Good/ Local Address -> Line1:Gunnar Randers' Vei 24 City:Kjeller Country:Norge Lang:NO				

Record 4 of 4 ◀ ▶

## Organisation data quality standards in OMS \*National postal service

Country	Mailing address structure
AT	<a href="http://www.upu.int/fileadmin/documentsFiles/activities/addressingUnit/autEn.pdf">http://www.upu.int/fileadmin/documentsFiles/activities/addressingUnit/autEn.pdf</a>
BE	<a href="http://www.upu.int/fileadmin/documentsFiles/activities/addressingUnit/belEn.pdf">http://www.upu.int/fileadmin/documentsFiles/activities/addressingUnit/belEn.pdf</a>
BG	<a href="http://www.upu.int/fileadmin/documentsFiles/activities/addressingUnit/bgrEn.pdf">http://www.upu.int/fileadmin/documentsFiles/activities/addressingUnit/bgrEn.pdf</a>
CH	<a href="http://www.upu.int/fileadmin/documentsFiles/activities/addressingUnit/cheEn.pdf">http://www.upu.int/fileadmin/documentsFiles/activities/addressingUnit/cheEn.pdf</a>
CY	<a href="http://www.upu.int/fileadmin/documentsFiles/activities/addressingUnit/cypEn.pdf">http://www.upu.int/fileadmin/documentsFiles/activities/addressingUnit/cypEn.pdf</a>
CZ	<a href="http://www.upu.int/fileadmin/documentsFiles/activities/addressingUnit/czeEn.pdf">http://www.upu.int/fileadmin/documentsFiles/activities/addressingUnit/czeEn.pdf</a>
DE	<a href="http://www.upu.int/fileadmin/documentsFiles/activities/addressingUnit/deuEn.pdf">http://www.upu.int/fileadmin/documentsFiles/activities/addressingUnit/deuEn.pdf</a>
DK	<a href="http://www.upu.int/fileadmin/documentsFiles/activities/addressingUnit/dnkEn.pdf">http://www.upu.int/fileadmin/documentsFiles/activities/addressingUnit/dnkEn.pdf</a>
EE	<a href="http://www.upu.int/fileadmin/documentsFiles/activities/addressingUnit/estEn.pdf">http://www.upu.int/fileadmin/documentsFiles/activities/addressingUnit/estEn.pdf</a>



### Spain

**Postcode** Postcode type and position  
5 digits to the left of locality name.

**Coding method**  
2 8 0 3 9  
 - delivery area, secondary delivery route or link with rural areas  
 - large town, main delivery rounds  
 - province

**Position of the address on the envelope**  
Bottom right-hand corner

**Alignment of address lines**  
Left-aligned

**Address format**  
The street number follows the street name. Information relating to staircase, floor, door, etc., will be separated from the street number by a comma. The province name is indicated on a separate line.

**Font characters**

- height of characters between 2 and 8 mm;
- character density between 2 and 5 characters per cm;
- the characters must neither touch nor overlap;
- the space between the words must not be less than the width of the narrowest character;
- fonts types: every commercial type in use;
- font styles: avoid italics, underlining and extreme thicknesses

**Examples**

**Urban delivery:**  
 Sr. D. Jaime Lozano Segui  
 Plaza de las Descalzas 27, Esc 2, 3º, C  
 45012 TOLEDO  
 TOLEDO  
 SPAIN

**addressee street, premise, stairwell, floor + door.**  
**postcode + locality**  
**province**  
**country**

**Website** [www.correos.es](http://www.correos.es)

01/2013



Correos

Shipment Parcel Other services Philately Business

Need help? Rate calculator Ship Location

Start > Other services > Tools > Searcher Postal Codes

**OTHER SERVICES**

- Post Offices
- Tools
  - Locate, search and find
  - Do it yourself
  - Management of the DUA
  - Integration
- Financial services
- Mobile apps
- All the services

**Searcher Postal Codes**

Find the zip code you are looking for quickly and easily

If you do not see this tool correctly, click here.

I'm not a robot

**Search by province**

Please, select Country, province and locality:

Country: Spain  Andorra

Province:

Location:

Address <sup>1</sup>:  Number:

(1) Enter the address without including the type of track

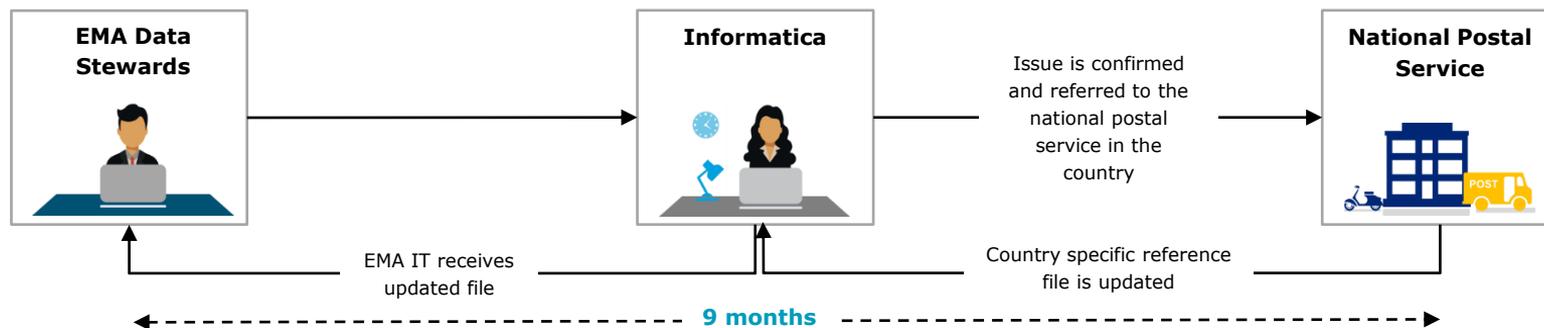
- **1) Investigate:** Check against National Postal Service
  - **2) Confirm AD issue:** confirm the issue relates to AddressDoctor service i.e. country specific reference file, define if AD is incorrect or incomplete
  - **3) Correct:** overwrite OMS data
  - 4) Update DQ issue register
  - **5) Raise Ticket** with EMA IT Service Desk Team > EMA IT refers the issue to Informatica
- **Test if the issue exist** e.g. postal code not up to date
  - These issues have to be raised country by country and planning aspects have to be taken into account
  - Typically AddressDoctor issues are specific to a particular address not region/country

## Data Stewardship

- ETL Tasks
- CR Tasks

## Service Desk

- DQ Question
- DQ Incident



- **What Data Stewards are doing in the meantime before they receive the updated reference file?**
- Overwrite AddressDoctor only in the case that was correctly reported e.g. postal code not up to date
- **What Data Stewards do when they receive the updated reference file?**
- Once the reference file is updated in the AddressDoctor, Data stewards manually enable AddressDoctor
- Data Stewards revisit Informatica ticket (address by address) > run AD against records that use address > records get updated > ticket is closed > all addresses are corrected/consistent

## Rejected change requests:

- *Reject Reason code*
- Comment providing the user with justification and further guidance

OMS does not have change request return option:



- if the user **didn't submit supporting documentation** or forgot to update the relevant data > a **new change request** need to be created in the system
  - For new ORG/LOC – create new change request
  - For updates – 1 change at a time – the first change request needs to be rejected, only after the user will be able to submit the new change request

- After **approving** change request, Data steward ensures that the data is available on SPOR and is showing the correct information, check the organisation and location record on the OMS web portal - <http://spor.ema.europa.eu/omswi/#/>

Organisation Details	
Organisation ID:	ORG-10000761
Organisation Name:	Mylan EPD
Alternative Name:	FR - Mylan EPD SPRL NL - Mylan EPD BVBA
Status:	ACTIVE
Organisation Type:	Pharmaceutical company Industry

Location Details	
Location ID:	LOC-100005386
Address:	EN Avenue Einstein 12 Wavre Brabant Wallon 1300 Belgium
GPS Location:	50.731294, 4.589287
xEVMPD Code:	ORG26239, ORG26239
EudraGMDP Number:	32796, 18278
Last Modified Date:	2019-03-27T12:49:37
Status:	ACTIVE

Organisation Details	
Organisation ID:	ORG-10000761
Organisation Name:	Mylan EPD
Alternative Name:	FR - Mylan EPD SPRL NL - Mylan EPD BVBA
Status:	ACTIVE
Organisation Type:	Pharmaceutical company Industry

Location Details	
Location ID:	LOC-100005386
Address:	FR Avenue Einstein 12 Wavre Brabant Wallon 1300 Belgique
GPS Location:	50.731294, 4.589287
xEVMPD Code:	ORG26239, ORG26239
EudraGMDP Number:	32796, 18278
Last Modified Date:	2019-03-27T12:49:37
Status:	ACTIVE



# Any questions?

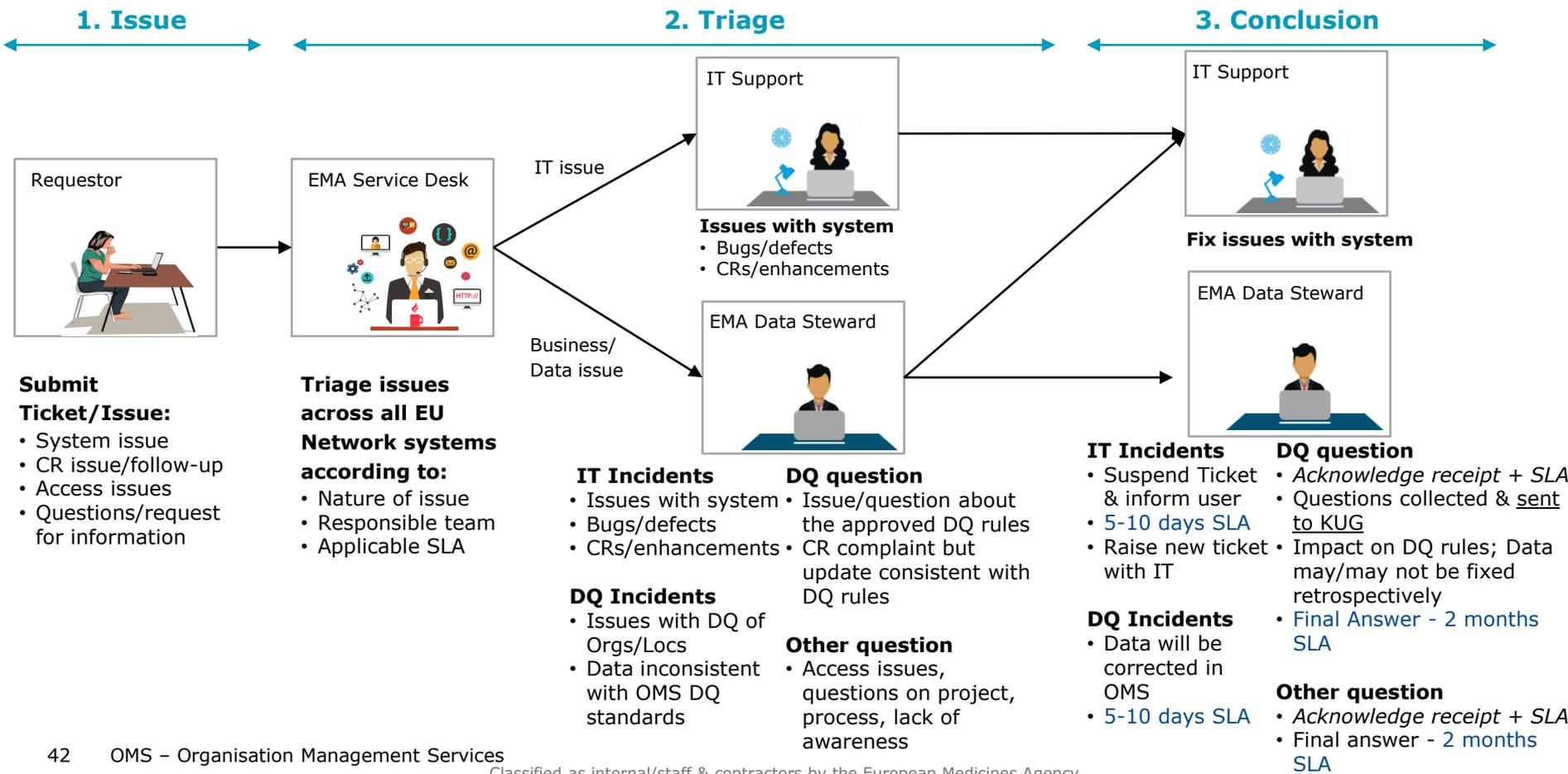
OMS Change Request process





# OMS Service Desk

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# Any questions?

OMS Service Desk

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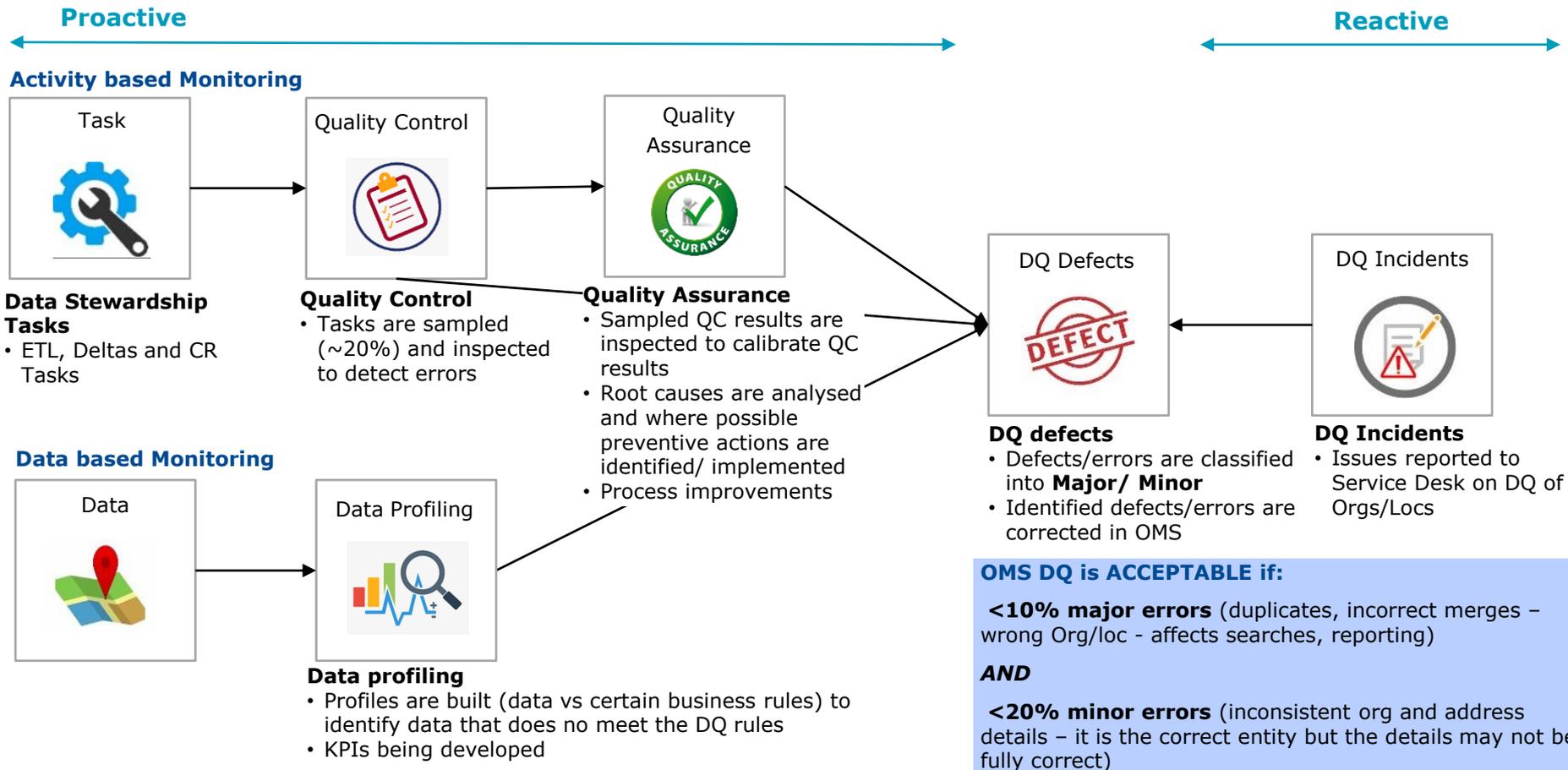




# OMS Data Quality Management

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# OMS Data Quality Management at a glance





# Any questions?

## OMS Data Quality Management





# Supporting material

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## 1. Reference documents accessible from the [SPOR portal](#)

- OMS web user manual – guidance on SPOR services, e.g. searching, exporting data, requesting CRs
- SPOR user registration manual (how to register for SPOR)
- SPOR affiliation template (to register the first industry super user)
- Change Request Validation in OMS
- Organisation data quality standards in OMS
- SPOR SLAs (SLA are indicative and will be reviewed in future)



## 3. SPOR related information & documents on EMA corporate [website](#)

## 2. Training videos

RMS & OMS training videos available to view on the [@emainfo](#) channel

## 4. EMA Account Management Portal

To create a new EMA account in order to obtain access to EMA systems (including SPOR). To request SPOR user role.

[Account Management Portal.](#)

## 5. EMA Service Desk Portal

Service requests, issues, requests for technical support shall be submitted through the

[Service Desk Portal.](#)



## Examples collected by SPOR KUG – Organisation name

Organisation Name as per OMS Data Quality Standards	Equivalent Name Example(s)
<b>Animedica GmbH</b>	aniMedica GmbH AniMedica GmbH ANIMEDICA GMBH aniMedica Gesellschaft mit beschränkter Haftung
<b>Bela-Pharm GmbH &amp; Co. KG</b>	Bela-Pharm GmbH & Co. KG  Note: This example is to show that the organisation is listed on 2 separate lines sometimes rather than being typed altogether on one line.
<b>S.P. Veterinaria S.A.</b>	SP VETERINARIA SA SP Veterinaria, S.A.
<b>Industria Italiana Integratori Trei S.p.A.</b>	INDUSTRIA ITALIANA INTEGRATORI TREI S.P.A. Industria Italiana Integratori TREI S.p.A. Industria Italiana Integratori Trei SpA
<b>Industrial Veterinaria S.A.</b>	INDUSTRIAL VETERINARIA, S.A. Industrial Veterinaria, S.A. Industrial Veterinaria SA Industrial Veterinaria, SA



## Examples collected by SPOR KUG – Address data

Organization Name as per OMS Data Quality Standards	OMS Address	Equivalent Address Example(s)
<b>Animedica GmbH</b>	Im Suedfeld 9 Boesensell Senden North Rhine-Westphalia 48308 Germany	Im Suedfeld 9 48308 Senden Germany
		Im Südfeld 9 48308 Senden- <b>Bösensell</b> Germany
		Im Suedfeld 9 48308 Senden- <b>Boesensell</b> Germany
<b>Biotherax Biochemisch-Pharmazeutische GmbH</b>	Binger Strasse 173 Ingelheim Am Rhein <b>Rhineland-Palatinate</b> 55216 Germany	Binger Strasse 173 Ingelheim Am Rhein 55216 Germany
		Im Südfeld 9 <b>D-48308</b> Senden- <b>Bösensell</b> Germany
<b>Boehringer Ingelheim Animal Health Netherlands B.V.</b>	Comeniusstraat 6 Alkmaar <b>Noord-Holland</b> 1817 MS Netherlands	Comeniusstraat 6 Alkmaar 1817 MS Netherlands

Organization Name as per OMS Data Quality Standards	OMS Address	Equivalent Address Example(s)
<b>Boehringer Ingelheim RCV GmbH &amp; Co. KG</b>	Dr.-Boehringer-Gasse 5-11 Meidling Vienna 1120 Austria	Dr.-Boehringer-Gasse 5-11 <b>1121</b> Vienna Austria
<b>Elanco Animal Health</b>	Heinz-Lohmann-Strasse 5 Grodten Cuxhaven Lower Saxony 27472 Germany	Heinz-Lohmann- <b>Strasse</b> 5 27472 <b>Cuxhaven</b> Deutschland
		Heinz-Lohmann-Strasse 5 27472 <b>Cuxhaven</b> Deutschland
		Heinz-Lohmann- <b>Str.</b> 5 27472 <b>Cuxhaven</b> Deutschland
<b>Industria Italiana Integratori Trei S.p.A.</b>	Via Affarosa 4 Rio Saliceto RE 42010 Italy	Via Affarosa, 4, Rio Saliceto ( <b>RE</b> ), 42010, Italy
		Via Affarosa, 4 42010 <b>RIO SALICETO (RE)</b> Italy



## Examples collected by SPOR KUG – Address data

Organization Name as per OMS Data Quality Standards	OMS Address	Equivalent Address Example(s)
<b>Industrial Veterinaria S.A.</b>	Avinguda Universitat Autònoma 29 Parc Tecnològic Del Valles Cerdanyola Del Valles Barcelona 08290 Spain	Avinguda Universitat Autònoma 29 Cerdanyola Del Valles Barcelona 08290 Spain  <b>Av.</b> Universitat Autònoma, 29 08290 Cerdanyole del Vallès Barcelona Spain
<b>Industrial Veterinaria S.A.</b>	Calle Esmeralda 19 Esplugues De Llobregat Barcelona 08950 Spain	<b>Calla</b> Esmeralda 19 Esplugues De Llobregat Barcelona 08950 Spain  <b>Calla</b> Esmeralda, 19 <b>08950</b> Esplugues de Llobregat Barcelona Spain  <b>C/Esmeralda</b> , 19 Esplugues de Llobregat 08950 Barcelona Spain

Organization Name as per OMS Data Quality Standards	OMS Address	Equivalent Address Example(s)
<b>Krka d.d. Novo Mesto</b>	Smarjeska Cesta 6 Novo Mesto Jugovzhodna Slovenija 8501 Slovenia	Šmarješka cesta 6 <b>8000</b> Novo mesto Slovenija  Šmarješka cesta 6 <b>8501</b> Novo mesto Slovenija
<b>Novartis Pharma GmbH</b>	Jakov-Lind-Strasse 5/305 Leopoldstadt Vienna 1020 Austria	<b>Jakov-Lind-Straße 5, Top 3.05</b> 1020 <b>Wien</b> Austria
<b>Novartis Sverige AB</b>	Torshamnsgatan 48 <b>Spanga-Kista</b> Kista Stockholms Lan 164 40 Sweden	Torshamnsgatan 48 Kista 164 40 Sweden
<b>Novartis Gene Therapies EU Limited</b>	Block B The Crescent Building Northwood Crescent Northwood D09 C6X8 Dublin 9 Co. Dublin Ireland	<b>BLOCK B</b> <b>THE CRESCENT BUILDING</b> <b>NORTHWOOD, SANTRY</b> <b>DUBLIN 9</b>



## Examples collected by EMA on multiple doors addresses - NL

Reference Sources	Data in OMS	Case	Impact/Process for mappings & CRs
Keizersgracht 62-64 Amsterdam 1015 CS Netherlands	Keizersgracht 62-64 Amsterdam 1015 CS Netherlands	<b>Location/address</b> in OMS <b>the same</b> as to Trade registry  <i>This applies for the odd numbers</i>	Map data
Keizersgracht 62/64 Amsterdam 1015 CS Netherlands	Keizersgracht 62-64 Amsterdam 1015 CS Netherlands	<b>Location/address</b> in OMS <b>equivalent</b> to Trade registry i.e. same meaning but <u>standardised</u> according to OMS DQ rules (AddressDoctor)  <i>This applies for the odd numbers</i>	Map data – if a CR is submitted it will be rejected
62-64 Keizersgracht Amsterdam 1015 CS Netherlands	Keizersgracht <b>62-64</b> Amsterdam 1015 CS Netherlands	<b>Location/address</b> in OMS <b>equivalent</b> to Trade registry i.e. same meaning but <u>standardised</u> according to OMS DQ rules (AddressDoctor)  <i>This applies for the odd numbers</i>	Map data – if a CR is submitted it will be rejected
Keizersgracht 62-64 Amsterdam 1015 CS Netherlands	Keizersgracht 62-64 Amsterdam <b>Noord-Holland</b> 1015 CS Netherlands	<b>Location/address</b> in OMS <b>equivalent</b> to Trade registry i.e. same meaning but <u>enriched</u> according to OMS DQ rules (AddressDoctor)  <i>This applies for the odd numbers</i>	Map data – if a CR is submitted it will be rejected
Keizersgracht 62 Amsterdam 1015 CS Netherlands	Keizersgracht <b>63</b> Amsterdam 1015 CS Netherlands	<b>Location/address</b> in OMS <b>NOT equivalent</b> to Trade registry i.e. different meaning, different physical place  <i>This applies for opposite scenario</i>	<b>Submit CR</b> to <u>create new location</u> & attach TR copy  <b>Note: Requires verification with National postal service but even if equivalent the TR determines if they are legally different</b>
Keizersgracht 62 Amsterdam 1015 CS Netherlands	Keizersgracht 62 Amsterdam <b>1015 CT</b> Netherlands	<b>Location/address</b> in OMS <b>equivalent/NOT equivalent</b> to Trade registry  <i>This applies for the odd numbers</i>	<b>Submit CR</b> to update location & attach TR copy  <b>Note: Requires verification with National Postal Service</b> - If same physical location > we update the postal code - If is a different physical location > we create new location



## Examples collected by EMA on multiple doors addresses - NL

Reference Sources	Data in OMS	Case	Impact/Process for mappings & CRs
Keizersgracht 62 Amsterdam 1015 CS Netherlands	Keizersgracht <b>63-65</b> Amsterdam 1015 CS Netherlands	<b>Location/address</b> in OMS <b>NOT equivalent</b> to Trade registry i.e. different physical place as Addresses contain multiple consecutive odd or even numbers	<b>Submit CR</b> to <u>create new location</u> & attach TR copy
Keizersgracht 61 Amsterdam 1015 CS Netherlands	Keizersgracht <b>62-64</b> Amsterdam 1015 CS Netherlands	<b>Location/address</b> in OMS <b>NOT equivalent</b> to Trade registry i.e. different physical place As Addresses contain multiple consecutive odd or even numbers	<b>Submit CR</b> to <u>create new location</u> & attach TR copy
Keizersgracht 62-64 Amsterdam 1015 CS Netherlands	Keizersgracht <b>62</b> Amsterdam 1015 CS Netherlands	<b>Location/address</b> in OMS <b>partially equivalent</b> to Trade registry  <i>This applies for the odd numbers</i>	<b>Submit CR</b> to <u>update location</u> & attach TR copy. Note: address data verified according to information provided by AddressDoctor. <i>- If not recognised by AD a new loc will be created</i>
Keizersgracht 62-64 Amsterdam 1015 CS Netherlands	Keizersgracht <b>62-66</b> Amsterdam 1015 CS Netherlands	<b>Location/address</b> in OMS <b>equivalent</b> to Trade registry + <b>additional location/address</b> not reflected in the Trade Registry but available in other references  <i>This applies for the odd numbers</i>	<b>Submit CR</b> to <u>update location</u> & attach TR copy. Note: address data verified according to information provided by AddressDoctor. <i>- If not recognised by AD a new loc will be created</i>
Keizersgracht 62 Amsterdam 1015 CS Netherlands	Keizersgracht 62 Amsterdam <b>1015 CT</b> Netherlands	<b>Location/address</b> in OMS <b>equivalent/NOT equivalent</b> to Trade registry  <i>This applies for the odd numbers</i>	<b>Submit CR</b> to update location & attach TR copy  Note: Requires verification with National Postal Service <i>- If same physical location &gt; we update the postal code</i> <i>- If is a different physical location &gt; we create new location</i>

### Data Quality Rule in NL:

- Addresses can contain multiple consecutive odd or even doors numbers
- Addresses can not contain multiple non- consecutive doors numbers
- Odd or even doors number is displayed at the end after the street name
- Doors numbers are separated by hyphen with no space
- Postal code has 4 digits and 2 capital letters



# Any questions?

## Further information

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Contact us through Service Desk.

**Official address** Domenico Scarlattilaan 6 • 1083 HS Amsterdam • The Netherlands

**Address for visits and deliveries** Refer to [www.ema.europa.eu/how-to-find-us](http://www.ema.europa.eu/how-to-find-us)

**Send us a question** Go to [www.ema.europa.eu/contact](http://www.ema.europa.eu/contact) **Telephone** +31 (0)88 781 6000

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