



EUROPEAN MEDICINES AGENCY
SCIENCE MEDICINES HEALTH

Troubleshooting session for CTIS (Organisation Management Services)

Session 1

Presented by Débora Martins Braga in June 2022
Master Data Manager – I-CS-RDM

An agency of the European Union



- Questions raised
- Supporting documentation



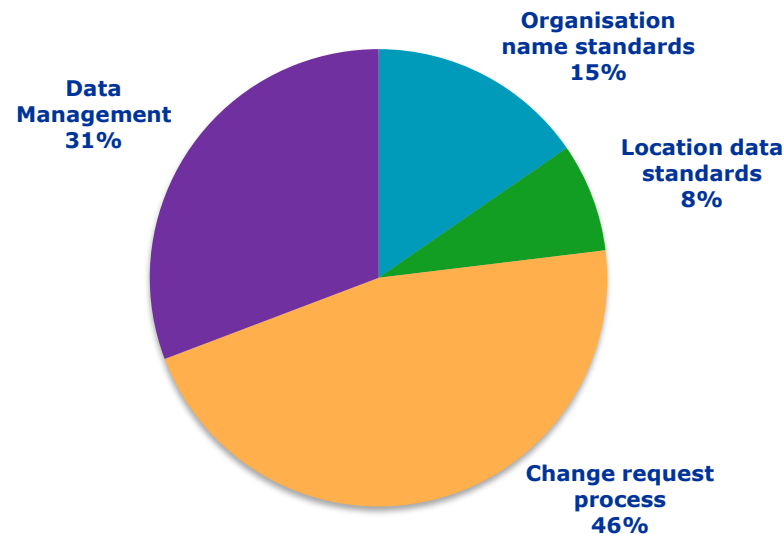


Questions raised

Troubleshooting questions

Objective: clarify OMS related questions

- 6 questions on Change request process
- 4 questions on Data management
- 2 questions on Organisation name standards
- 1 question on Location data standards





Who can change OMS data?



Clinical Trials



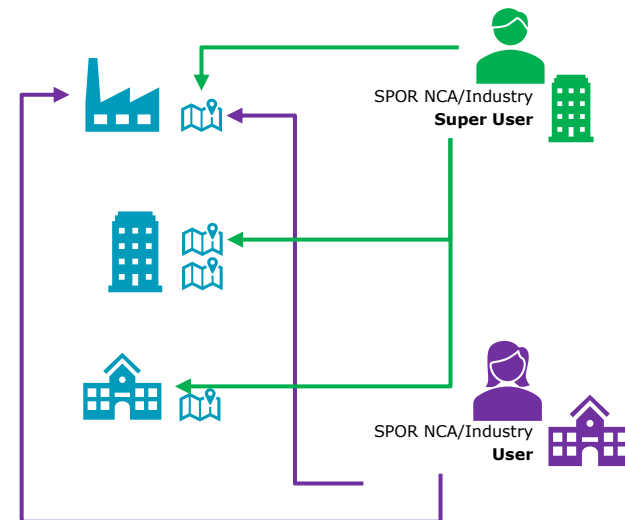

Change Request
process

Anyone can change OMS data:

- Using **CTIS** anyone can submit a Change Request to **create organisation** in the OMS Dictionary
- Using **OMS** anyone can submit a Change Request to **create and/or update organisation and/or location** published in the OMS Dictionary
- **As long as they submit supporting documentation**

Validation of data as per date of the Change Request

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SPOR - Organisations Management System



Questions raised



How to add/update OMS data?

Change Request process

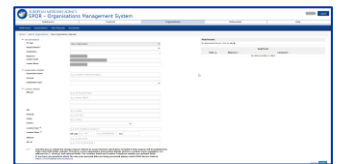


Add organisations



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

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SPOR - Organisations Management System



Using **Change Request** functionality available through:

- **CTIS** to **add organisations**
- **OMS** to **add/update any organisation/location data**
- As long as **submit supporting documentation** is submitted

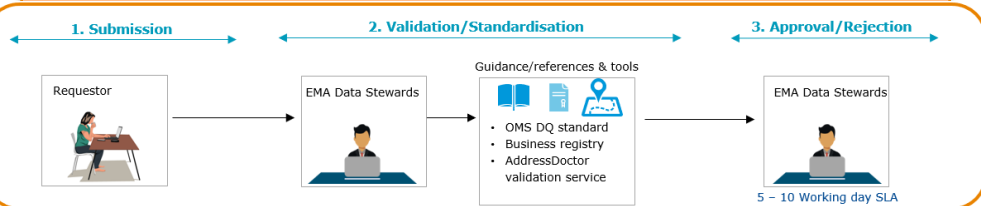
Validation of data as per date of the Change Request




EEA organisation
1. Extract from the National Business Registry

Non-EEA organisation
1. Document stating the DUNS or GS1 identifier number
2. Extract from the National Business Registry
3. GMP certificates until January 28th 2022 – hereafter EudraGMPD will use OMS data

Hospital, University & Public entities
1. Headed letter – signed and dated
2. GMP certificates until January 28th 2022 – hereafter EudraGMPD will use OMS data



*document available on the [OMS portal](#)


 Currently it is ~~not~~ possible for Sponsor to registry several sites in OMS in parallel. Is it possible to add this function in OMS?

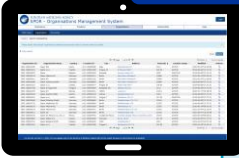

Change Request process

With the right access, **multiple change requests can be created in parallel:**


- ✓ Via **CTIS** multiple change requests to **add new organisations** can be submitted while preparing an application > please consult Handbook for further information on CTIS access
- ✓ Via **OMS** multiple change requests to **add/update multiple records** – limited to 1 pending change per record > user needs to have SPOR Super User or SPOR User access

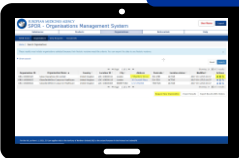


Guest 



- Search
- Content view

Unaffiliated 



- Automatic with new EMA accounts created
- Export information
- **ONLY** Request **New organisation**
- 1 request at a time

SPOR Industry/NCA User 



- Require to request role in EMA AM
- Approved by Super User
- Export information
- **Create/Update ANY record** – no need to be affiliated to that same company

SPOR Industry/NCA Super User 



- Require to request role in EMA AM
- Approved by EMA – affiliation letter needed
- At least 2 Super Users per organisation
- Export information
- **Create/Update ANY record** – no need to be affiliated to that same company



Our investigational site is registered twice in OMS under different names same addresses. How can we merge this 2 entries?



Change Request process

OMS Data Quality attributes*

Accuracy
Reflects reality?

Uniqueness
Only instance?

Conformity
Data standardised?

Consistency
Conflicting information?

Completeness
Details missing?

When **potential duplicated records** are identified by user

Submit a **Change request** via **OMS** portal to one of the records and use the **justification field to add a brief comment, including the ORG-ID of the potential duplicate**

Help us assure high level of **Data Quality**



How can we have/register locations that are not available in the National business register?

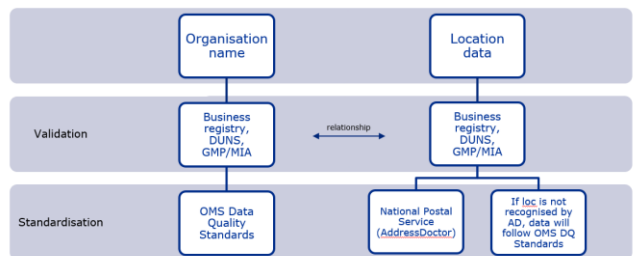


Change Request process



Source: OMS webinar

OMS Introduction - Key Principles







10 OMS - Organisation Management

• OMS should reflect **data that reflects reality***:

- *correct organisation/legal entity
- *correct relationship with its address
- *correct address

OMS Dictionary can have as many locations as used by an organisation

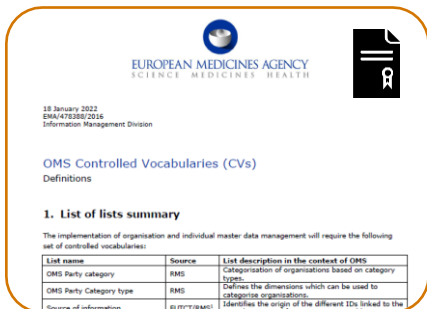
1. Add Organisation with location details available in the Business registry 
2. Add other locations details required for regulatory procedures
 - If a certain physical address is being used by another ORG, we need to create a **new location** (new relationship) ORG<->LOC 
 - **Location** (LOC ID) can only be **linked to one organisation** 
 - Physical address can be linked to as many organisations as needed 



Which organisation type should be entered when creating an Ethic Committee (e.g. health care or Regulatory Authority)?



Change Request process



*document available on the [OMS portal](#)

All category values are available on OMS Controlled Vocabulary

Value Level 1	Value Level 2	Party Category Type	Description
1. Educational Institution		Type	Examples: Academia which can participate in the Clinical Trial or MA regulatory activities.
2. Health care	2.1. Hospital/Clinic/Other health care facility	Type	In the context of Clinical trials, when a hospital is within an educational institution, it is expected that the hospital exists as a separate legal entity and therefore recorded in OMS as a 'Health care.' If the hospital/clinic is a private business i.e. commercial or non-commercial, this value will still apply. Organisation will not be categorised as pharmaceutical company. The Clinical trial application process will define whether the hospital/clinic is a commercial or non-commercial organisation.



Submission

Request to add an organisation - use Level 1 category when populating the form

4. Regulatory Authority



e.g. create an Ethic Committee

Validation

EMA adds Level 2 category

4.2. Ethics Committee



When providing information on the registration/update OMS differentiate among the following groups: Pharmaceutical companies, CROs, Academia. How should sites be recorded?



Data management



Source: OMS webinar

OMS Introduction - Key Principles



OMS data is hosted by EMA, accessible to and used throughout EMA

"Big" organisations e.g. Hospital/Univ. are managed by one organisation and one or more departments. **Departments are not managed** in OMS.

OMS does **not have individuals**. If you are a sponsor, this needs to be dealt with in your system. If an individual is registered in a business registry, then it's considered a legal entity hence EMA can register the individual.

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.

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(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


Regulatory roles, such as sponsors and sites are **NOT** maintained in OMS

OMS categorise organisations for the type of activities

Category	Consuming system	OMS
Hospital X	Site or Manufacture	L1 Health care L2 Hospital/Clinic/Other health care facility
University Y	Sponsor or Site or MAH	L1 Educational Institution
Company Z	Sponsor or MAH or Manufacture	L1 Industry L2 Pharmaceutical company
Company W	CRO or Sponsor or MAH	L1 Industry L2 Pharmaceutical company

 Should the PI (name and surname and title) be registered in OMS or only the site where he/she works?


Data management

 Source: OMS webinar

OMS Introduction - Key Principles

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OMS data is hosted by EMA, accessible to and used throughout EMA and by external stakeholders

"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

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


OMS does **not have individuals**. 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

An **organisation**, as a legal entity, groups all its physical locations within a **jurisdiction/country**

Organisation data structure - Organisation ID


OMS does not have individuals. 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


11 OMS – Organisation Management Services
Classified as internal/staff & contractors by the European Medicines Agency



Individuals are NOT maintained in OMS

Individuals or PI details will need to be capture at consuming system level

 Clinical Trials



What is the extent of information entered for each clinical trial site (e.g. Hospital details only, or also Department details, Investigator details)?



Data management



Source: OMS webinar

OMS Introduction - Key Principles



OMS data is hosted by EMA, accessible to and used throughout EMA and by external stakeholders

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An **organisation**, as a legal entity, groups all its

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Public entities not available on the National business registry, such as **Hospital/University/Institutes** will be created and **maintained in OMS as a legal entity**, OMS will **NOT capture**:

- Department details
- Units/Specialities information
- Investigator details



An organisation (i.e. Ethic Committee) registered in OMS may be changing the legal name or legal entity identification. Can data be modified retaining the Original ORG-ID or should a new organisation be registered?



Data management

OMS manages **organisations as legal entities**, we will maintain the data according to the information available in the National business registry

Assessment need to be case by case



Changes available in the National business registry?

or valid source - applicable to entities not registered with the National business registry

Yes

No

Same ORG ID

Name change, Business merge, Business acquisitions

New ORG ID



(1/2) We're still having difficulty getting OMS values amended to the registered name (national registry is incorrect), will these issues be re-examined/addressed?



Organisation name standards

The OMS provides a **single source of validated organisation/location data** that can be used as a reference to support EU regulatory activities

OMS reflects equivalent information as the Business registry, it is not meant to be the same/"copy" of Business registry



Organisation name

- Title case, except EEA organisations where a case sensitive format exist



Legal entity

- Country specific
- Apply standardisation



(2/2) We're still having difficulty getting OMS values amended to the registered name (national registry is incorrect), will these issues be re-examined/addressed?



Organisation name standards


Example

19MPP046HPT01	56681	GMPC	AUROBINDO PHARMA LIMITED	Unit - XI, Survey No. 61-66, I.D.A., Ranasthalam Mandal, Srikakulam District	Pydibhimavaram Village, Andhra Pradesh	532 409	India	2019-05-23
MT/018HM/2019	53908	GMPC	Aurobindo Pharma Limited, Formulation Unit - XV	Plot No. 17A, E Bonangi (Village), Parawada (Mandal)	Visakhapatnam District	531 021	India	2019-02-03
FT064/MH/001/2020	93823	GMPC	Aurobindo Pharma Limited - Unit X	Plot No. 16, APIIC, Multi Product Special Economic Zone, Menakuru Village, Naidupeta Mandal, SPSR Nellore District	Andhra Pradesh	524421	India	2018-10-26



ORG-100011510	Aurobindo Pharma Limited	India	LOC-100049448	Nellore	Plot No 16 Unit-X	524421
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According to Indian Ministry of Corporate Affairs (National Business registry), only **AUROBINDO PHARMA LIMITED** is registered, hence we can't create a separate ORG ID for each Manufacture Unit



OMS values to the registered name (the ES national registry is being incorrectly interpreted by the EMA change control analysts). Specifically, S.L vs S.L.U?



Organisation name standards

Example

Registadores de España				Español	
Registro de la Propiedad	Registro Mercantil	Registro de Bienes Muebles	Presentación telemática	Acceso de usuario	
Sociedad	NIF	Registro	Estado de la sociedad ?		
TEVA PHARMA SL	B83959379	MADRID	Vigente		

What is happening?

We have a placeholder in KUG for further assessment – discussion will need to take place between KUG members, Spanish NCA and legal teams

Until further discussions, we will continue using established rules/standards

Indice

Denominación :	TEVA PHARMA SL
Inicio de Operaciones :	01/04/2004
Domicilio Social :	C/ ANABEL SEGURA 11 - EDIFICIO ALBATROS B 1ª PLANTAALCOBENDAS28-MADRID
Duración :	Indefinida
N.I.F. :	B83959379
Datos Registrales :	Hoja M-352166 Tomo 19969 Folio 81
Objeto Social:	LA FABRICACION, TRATAMIENTO, Y COMERCIALIZACION, INCLUYENDOSE ACTIVIDADES DE IMPORTACION Y EXPORTACION, DE PRODUCTOS QUIMICOS Y FARMACEUTICOS.
Estructura del órgano:	Consejo de administración
Unipersonalidad:	La sociedad de esta hoja es unipersonal , siendo su socio único PHARMA ESPANA INC, con N.I.F. 2883369

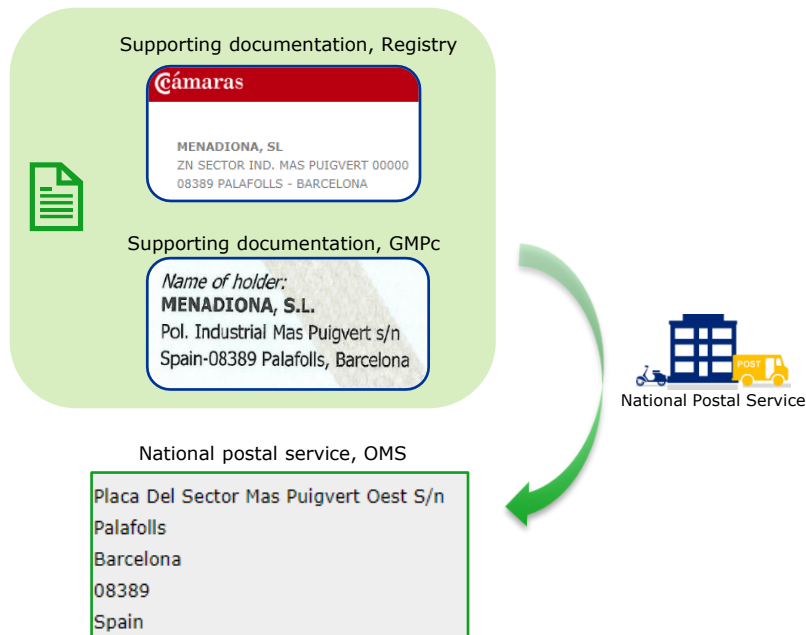
- ✓ Spanish **Business registry** does **NOT** recognise **Unipersonal as a valid** Spanish **legal entity type**
- ✓ Certain organisations have a unipersonal “status/classification” when accessing extract from Spanish Business registry
- ✓ OMS uses the Spanish **Business registry** as **reference** source while mastering the data
- ✓ OMS cannot “translate” between i.e. S.L. vs S.L.U. as they have different meanings (not the same legal entity type)



We're still having difficulty getting OMS values amended to the registered name (national registry is incorrect), will these issues be re-examined?



Location data standards



The OMS provides a **single source of validated organisation/location data** that can be used as a reference to support EU regulatory activities

OMS reflects equivalent information as the Business registry, it is not meant to be the same/"copy" of Business registry

OMS/AddressDoctor – populated with National Postal Service details
Standardise and **enrich** location data

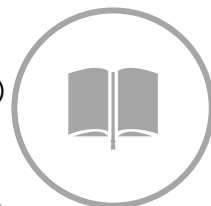




Supporting documentaiton

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)
- OMS FAQs



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

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.](#)

*Dedicated webinar in the morning, recording will be made available in due course

2. Training videos

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

Previous webinar -

<https://youtu.be/bqOZEJ8AvW4>

3. EMA Service Desk Portal

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

[Service Desk Portal.](#)

Information	Reference Sources	Data in OMS	Impact/Process for mappings & CRs
<p>Organisation name</p>	<p>Information from: 1. Trade registry 2. DUNS 3. Official docs (e.g. GMP certificates)</p>	<ul style="list-style-type: none"> • OMS reflects an <u>equivalent Organisation name and legal entity</u> as the Trade registry (or other documents/sources) which has been <i>Standardised according to <u>OMS DQ rules</u></i> 	<p>Q1. Is the Org name/legal entity in OMS the same as to Trade registry?</p> <ul style="list-style-type: none"> • Yes - map • No – see next question <p>Q2. Is the Org name/legal entity in OMS equivalent to Trade registry i.e. same meaning but standardised according to OMS DQ rules?</p> <ul style="list-style-type: none"> • Yes – map – if a CR is submitted it will be rejected • No – submit CR & attach TR copy
<p>Location/ Address details</p>	<p>National Postal services via AddressDoctor</p>	<ul style="list-style-type: none"> • OMS should reflect an <u>equivalent legal address</u> as the Trade registry (or other documents/sources) which has been <i>Standardised according to <u>National Postal Services</u></i> • OMS can contain <u>additional addresses</u> for the Organisation not reflected in the Trade Registry but available in other references. These will also be standardised according to National Postal Services 	<p>Q1. Is the location/address in OMS the same as to Trade registry?</p> <ul style="list-style-type: none"> • Yes - map • No – see next question <p>Q2. Is the location/address in OMS equivalent to Trade registry i.e. same meaning but standardised according to OMS DQ rules (AddressDoctor)?</p> <ul style="list-style-type: none"> • Yes – map – if a CR is submitted it will be rejected • No – submit CR & attach TR copy <p>Q3. Is the location/address in OMS <u>not listed in Trade registry but in another doc</u> and equivalent to another reference source i.e. same meaning but standardised according to OMS DQ rules (AddressDoctor)?</p> <ul style="list-style-type: none"> • Yes – map – if a CR is submitted it will be rejected • No – submit CR & attach reference copy



Reference Sources	Data in OMS	Case	Impact/Process for mappings & CRs
Company A Ltd.	Company A Ltd.	Org name/legal entity in OMS the same as to Trade registry	Map data
Company A Ltd.	Company A Limited	Org name/legal entity in OMS equivalent to Trade registry i.e. <u>same meaning</u> but standardised according to OMS DQ rules	Map data – if a CR is submitted it will be rejected (even if OMS is not a copy/exact match of TR!) <i>(see also other examples in equivalent doc!)</i>
Company A Ltd.	Company A Inc.	Org name/legal entity in OMS NOT equivalent to Trade registry	Submit CR & attach TR copy

OMS mapping exercise - Location/Address details

Reference Sources	Data in OMS	Case	Impact/Process for mappings & CRs
Rua da Amargura, 1 2300-286 Lisbon Portugal	Rua da Amargura, 1 2300-286 Lisbon Portugal	Location/address in OMS the same as to Trade registry	Map data
R. Amargura 1 2300-286 Lisbon Portugal	Rua da Amargura, 1 2300-286 Lisbon Portugal	Location/address in OMS equivalent to Trade registry i.e. same meaning but <u>standardised</u> according to OMS DQ rules (AddressDoctor)	Map data – if a CR is submitted it will be rejected
Rua da Amargura, 1 2300-286 Lisbon Portugal	Rua da Amargura, 1 Mouraria 2300-286 Lisbon Portugal	Location/address in OMS equivalent to Trade registry i.e. same meaning but <u>enriched</u> according to OMS DQ rules (AddressDoctor)	Map data – if a CR is submitted it will be rejected
Rua da Amargura, 1 2300-286 Lisbon Portugal	Rua da Amargura, 2 2300-286 Lisbon Portugal	Location/address in OMS NOT equivalent to Trade registry i.e. different meaning, different physical place	Submit CR to <u>create new location</u> & attach TR copy Note: Requires verification with National postal service but even if equivalent the TR determines if they are legally different
Rua da Amargura, 1 2300-286 Lisbon Portugal	Rua da Amargura, 1 2300-300 Lisbon Portugal	Location/address in OMS equivalent/NOT equivalent to Trade registry	Submit CR to update location & attach TR copy Note: Requires verification with National Postal Service - If same physical location > we update the postal code - If is a different physical location > we create new location

Reference Sources	Data in OMS	Case	Impact/Process for mappings & CRs
Rua da Amargura, 21-23 2300-286 Lisbon Portugal	Rua da Amargura, 21 2300-286 Lisbon Portugal And Rua da Amargura, 23 2300-286 Lisbon Portugal	Location/address in OMS equivalent to Trade registry i.e. same meaning but standardised according to OMS DQ rules (AddressDoctor)	Map data – if a CR is submitted it will be rejected
Rua da Amargura, 21-23 2300-286 Lisbon Portugal	Rua da Amargura, 21-23 2300-286 Lisbon Portugal And Rua da Esperanca, 13 4300-500 Porto Portugal	location/address in OMS equivalent to Trade registry + additional location/address not reflected in the Trade Registry but available in other references	Map data Additional location present in OMS can be added to the NCA/Industry databases for completeness purposes

Reference Sources	Data in OMS	Case	Impact/Process for mappings & CRs
Rua da Amargura, 21-23 2300-286 Lisbon Portugal	Rua da Amargura, 21 2300-286 Lisbon Portugal	Location/address in OMS partially equivalent to Trade registry	Submit CR to <u>update location</u> & attach TR copy. Note: address data verified according to information provided by AddressDoctor. <i>- If not recognised by AD & EU country a new loc will be created</i> <i>- If not recognised by AD & Non-Eu country the loc will be updated</i>
Rua da Amargura, 21-23 2300-286 Lisbon Portugal	Rua da Amargura, 21-25 2300-286 Lisbon Portugal	location/address in OMS equivalent to Trade registry + additional location/address not reflected in the Trade Registry but available in other references	Submit CR to <u>update location</u> & attach TR copy. Note: address data verified according to information provided by AddressDoctor. <i>- If not recognised by AD & EU country a new loc will be created</i> <i>- If not recognised by AD & Non-Eu country the loc will be updated</i>

Examples 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	Location/address in OMS the same 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	Location/address in OMS equivalent 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 62-64 Amsterdam 1015 CS Netherlands	Location/address in OMS equivalent 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 Noord-Holland 1015 CS Netherlands	Location/address in OMS equivalent 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 63 Amsterdam 1015 CS Netherlands	Location/address in OMS NOT equivalent to Trade registry i.e. different meaning, different physical place <i>This applies for opposite scenario</i>	Submit CR to <u>create new location</u> & attach TR copy Note: Requires verification with National postal service but even if equivalent the TR determines if they are legally different
Keizersgracht 62 Amsterdam 1015 CS Netherlands	Keizersgracht 62 Amsterdam 1015 CT Netherlands	Location/address in OMS equivalent/NOT equivalent to Trade registry <i>This applies for the odd numbers</i>	Submit CR to update location & attach TR copy Note: Requires verification with National Postal Service - If same physical location > we update the postal code - If is a different physical location > we create new location

Examples on multiple doors addresses - NL

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

Next OMS Troubleshoot session

[21 July 2022](#)

For CTIS specific
questions:

CTIS Bitesize Talk

[20 Jul 2022](#)

CTIS walk-in clinic

[22 Aug 2022](#)

Please submit questions prior to the next session via Slido (www.sli.do) **by 14 July 2022.**

For sponsor users, please use code: **#CTISTSSponsor** and for Member States users, please use code: **#CTISTSMS.**

Further information

Contact us through Service Desk

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

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