

## SPOR OMS Data Update



Dear Customer,

We are writing to inform you that we have raised a query with EMA in relation to the update of over 25,000 Organisation records and over 50,000 Location records detected during our SPOR OMS sync on Monday.

Due to this unusual level of data change, we paused our sync service on Monday to allow EMA to investigate this anomaly.

EMA have confirmed that this was an intentional internal update made to records that will not be visible to SPOR users.

As this update changed the modified date of records, we are required to refresh these records as part of our sync today. Our sync started as normal last night and is currently still running. We estimate that it will run for up to another 24 hours before it is completed.

SPOR OMS records will be updated in SPORIFY throughout the day but our notification process will not run until all records are downloaded and analysed by our sync service.

We apologise for this delay in notifications. However, this is a highly unusual situation that is out of our control.

Kind regards,