

# **IP ENFORCEMENT** | portal

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**eAFA user guide for rights holders**

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## Introduction

The IP Enforcement Portal (IPEP) was developed by the EUIPO in order to help right-holders protect their intellectual property rights (IPR), by supporting the Member State enforcement authorities within the EU in the fight against counterfeiting.

IPEP is an interactive online platform that can function as a relevant and practical tool for customs and police officers. Using IPEP will enable them to recognise counterfeited goods on the basis of information uploaded to the system by right-holders, as well as give them access to contact information of the right-holders. The tool can be used by right holders and enforcement authorities to exchange information in a secure way.

As from 13 December 2021, IPEP is also the single e-filing and management point for customs Applications for Action (AFAs) for 24 Member States and alternative system for the other 3 (the German 'ZGR', the Spanish 'Sede Electrónica-Agencia Tributaria' and Italian 'FALSTAFF')

## Purpose

The purpose of this manual is to provide a user guide for the right-holders/ economic operators (and their legal representatives) for filing and managing AFAs and AFA requests through IPEP.

## 1 Introduction to the Application for Action (AFA)

As a rights holder you should protect and defend your rights. One way of doing this is by asking customs to detain goods suspected of infringing your intellectual property rights (IPR). To do this you need to file an Application for Action (AFA) requesting customs to act. You can find more information on the Defend your rights page of the European Commission – DG Taxud under the following link: [https://ec.europa.eu/taxation\\_customs/defend-your-rights\\_en](https://ec.europa.eu/taxation_customs/defend-your-rights_en)

The Customs Regulation (EU) No 608/2013 establishes the procedural rules for customs authorities to enforce IPR regarding goods liable to customs supervision or customs control, including the procedures regarding AFA. All AFAs submitted to the customs authorities of the Member States are centrally stored in the COPIS system of the European Commission – DG Taxud, that is used by EU customs authorities to administer applications for customs action and upload the detention data of IPR infringing goods.

According to the Customs Regulation an AFA must be submitted to a competent customs department designated by the Member State. The Commission has published a list on its web page: ([https://ec.europa.eu/taxation\\_customs/system/files/2021-01/defend-your-rights\\_en.pdf](https://ec.europa.eu/taxation_customs/system/files/2021-01/defend-your-rights_en.pdf)). If it is a Union AFA, the AFA is filed to a submission country, and if the AFA is granted it is automatically applicable in the other designated Member States (translations may be requested).

The Commission has also established standard forms under Implementing Regulation (EU) No 1352/2013. The AFA form specifies the information that must be provided by the right-holder and IPEP has been designed that this information can be presented in a structured manner so it can be properly processed by customs for the risk profiling needs. The AFAs in IPEP are generated in all the official languages of the Member States where the AFA will be applicable in.

With the release of the eAFA version of IPEP on 13 December 2021, AFAs must be filed and managed electronically, either through IPEP or one of the existing national portals (German ZGR, Spanish Sede Electronica – Agencia Tributaria, Italian FALSTAFF).

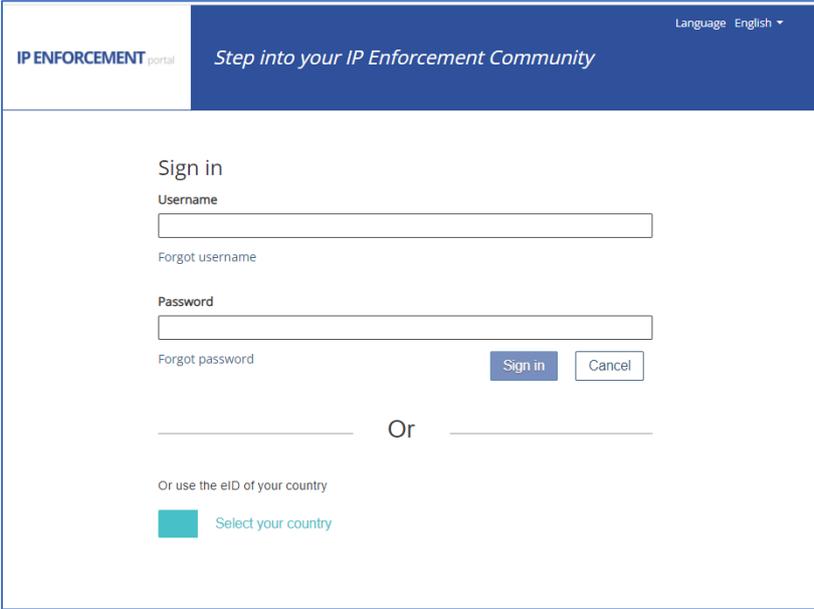
All right-holders (and their legal representatives) who want to submit a new application for action and all holders of decisions and their representatives who want to amend or extend their existing applications for action must have an EORI number (Economic Operators Registration and Identification number).

It is through the EORI number, that all the related AFA information stored in COPIS will be automatically uploaded in IPEP.

## 2 How to access IPEP

The landing page of IPEP is to be found under [www.ipenforcementportal.eu](http://www.ipenforcementportal.eu)

There are two options of accessing IPEP, either using IPEP credentials (requesting an account in IPEP) or using the UMM/DS credentials of the Traders Portal of the European Commission – DG Taxud



The screenshot shows the IPEP Sign in page. At the top left is the IP ENFORCEMENT portal logo. To its right is a dark blue header with the text "Step into your IP Enforcement Community" and a language dropdown menu set to "English". The main content area is white and contains the following elements:

- Sign in** heading
- Username** label above a text input field.
- [Forgot username](#) link below the username field.
- Password** label above a text input field.
- [Forgot password](#) link below the password field.
- Sign in** button and **Cancel** button to the right of the password field.
- Or** separator between two horizontal lines.
- Or use the eID of your country** heading.
- A teal square icon followed by **Select your country** text.

To request an account in IPEP, follow the instructions under the below link:

<https://www.ipenforcementportal.eu/exchange/new-user.html>

For information on the UMM/DS Traders Portal credentials, click on the following link:

[https://ec.europa.eu/taxation\\_customs/online-services-new/online-services-and-databases-customs/eu-customs-trader-portal\\_en](https://ec.europa.eu/taxation_customs/online-services-new/online-services-and-databases-customs/eu-customs-trader-portal_en)

### 3 Before you start

Once you have access to IPEP, you need to enter company details (EORI number), contact, IPR and product information that you want to include in the AFA. For more information on how this is done, please check the “*Step-by step user guide*” and the how-to videos that you can find in the [eAFA toolkit and resources section](#) and under the [Documentation Area](#) at the bottom of the IPEP landing page (*For right-holders*).

Before you launch the AFA process in the IPEP, please make sure that you have entered all the mandatory information. Please remember that pursuant to Regulation (EU) No 608/2013 and Implementing Regulation (EU) No 1352/2013 for the AFA it is mandatory to have:

- Legal and technical contact points that cover all the Member States where the AFA will be applicable. It can be one single contact point that covers all Member States and both technical and legal questions.
- In the product information, at least
  - place of production
  - involved company
  - trader
- In the product information, remember to link the IPRs that protect the product
- Don't forget to SHARE to product information with the customs authorities of the Member States where the AFA will be applicable.
- The EORI number is mandatory for the AFA, both for the right-holder and the legal representative
- If you are a legal representative, remember to upload your power of attorney in the *Document Portfolio* in the *Company Information*.
- To be able to file an AFA on behalf of their clients, the legal representatives have to be based in a EU Member State.

To facilitate the key-in of information, we invite you to use the Setup Assistant that you can find in the *Dashboard*.

## 4 Setup Assistant

The *Setup Assistant* was created in particular for users accessing IPEP only to file a customs Application for Action (AFA). It is an interface that takes you through all the fields in IPEP needed to complete the AFA form.

Users entering from the DG Taxud Traders portal (UUM/DS) (*Where are you from?* page) for the first time are automatically guided to the *Setup Assistant* to enter the information in IPEP and start the AFA filing procedure once the mandatory information has been completed.

The first time UUM/DS users access, they also need to accept the [Terms and Conditions](#) of IPEP, that users accessing with IPEP credentials already accept when signing up.

The *Setup Assistant* can be accessed in the *Dashboard*. As the mandatory information is completed, the different chapters of the *INFORMATION ENTERED* is ticked to guide users.

The *Setup Assistant* can be closed at any time, the user able to retake the completion at a different time:

When clicking on Close Setup Assistant, the following warning message will appear:

You are about to leave the 'Setup Assistant' and all the unsaved information will be lost. Do you really want to leave the 'Setup Assistant'?

Cancel

Accept

All information not saved will be lost. Information of each Step of the *Setup Assistant* is saved when clicking on **Next>**. So before closing, click on **Next>** and then, in the new window/Step close the *Setup Assistant*.

If you have finalised this process, you are ready to start the AFA request.

If you wish to file or manage an AFA click on *Application for Action (AFA)* tab in the headline menu.

## 5 Request and management of AFAs in IPEP

### 5.1 AFA information downloaded form COPIS

When accessing the *Application for Action (AFA)* section in IPEP all the AFA information of the right-holder in COPIS is displayed, independently of where and how the AFA was filed and provided that the right-holder (economic operator, holder of the decision) has previously filed an AFA.

The AFAs are retrieved form COPIS through the EORI number of the right-holder. Therefore, the pre-condition is that the right-holder has previously entered the EORI number under the *Company Details* in *Company Information* (see **Section 2.2.2. of the [Step-by-step Use Guide](#)**)

PREAFA ID	AFA ID	SUBMISSION COUNTRY	TYPE	REQUESTED COUNTRY	PREAFA SENT	IPRs	PRODUCTS	DECISION	ONGOING REQUEST	ONGOING REQUEST DATE	EXPIRATION DATE
MT20211021163820000019	-	MT	National		21/10/2021	0035290	MTPALIC ANTE		Submitted	21/10/2021	
MT20211021162155000013	-	MT	National		21/10/2021	0065317	MTPALIC ANTE		Submitted	21/10/2021	
PT20211021161556000010	-	PT	National		21/10/2021	0065317	MTPALIC ANTE		Rejected	21/10/2021	

#### 5.1.1 The preAFA/AFA table

This table displays all the preAFA drafts and the AFA information retrieved from COPIS, including the status history, status information and deadlines. The information is organised under the following columns that can all be filtered:

### PreAFA ID

An internal ID generated to identify any draft preAFAs that you may have started in IPEP.

### AFA ID

The ID of the AFA received from COPIS when the AFA is created.

### Submission country

Member State where the preAFA application will be submitted and whose customs officials will receive, examine and grant the AFA in the customs system (COPIS or one of the national systems that are all connected to COPIS).

### Type

National or Union AFA. It only appears after the AFA is granted.

### Requested countries

Applicable countries, that is to say, the other Member States in which customs action is requested.

### PreAFA sent

Date of submission of the preAFA.

### IPRs

Intellectual property rights included in the AFA.

### Products

Products included in the AFA.

### Decision

Decision of the customs authority of the submission country regarding any AFA request: *Grant, Reject, Extend, Revoke, Refuse ext, Revoke ext, Suspend, Expired.*

### Ongoing Request

Reflects the status of an ongoing request:

Internal draft
Validated
Rejected
Received
Attachment unavailable
Submitted
Granted
Created
Processing
Draft Extension
Processing Extension
Extension Request Received
Extension Rejected
AFA Extended
Extension Refused
Revoked
Expired
Suspended
Extension Revoked

**Internal draft:** the preAFA has been saved as a draft and has not been sent to customs yet.

**Submitted:** the customs system COPIS has deemed the preAFA or AFA request and the attachments to have been submitted.

**Created:** the AFA has been created in COPIS.

**Granted:** the AFA has been granted. The AFA ID is available.

**AFA extended:** The AFA has been extended.

**Expired:** the AFA has expired.

**Draft Extension:** the AFA extension request has been saved as a draft.

**Revoked:** the AFA has been revoked by customs.

**Extension refused:** the extension was refused

**Processing:** the preAFA or AFA request has been sent to COPIS.

**Received:** the preAFA or AFA request has been received by COPIS.

**Validated:** the preAFA or AFA request has been validated by COPIS. The format is correct.

**Rejected:** the preAFA or AFA request has not been validated by COPIS.

**Attachment unavailable:** there is a problem in COPIS when retrieving the attachments.

**Processing Extension:** the AFA extension request has been sent to COPIS.

*Extension Rejected: the AFA extension request has not been validated by COPIS.*

*Extension Request Received: the AFA extension request has been received by COPIS.*

*Suspended: the AFA has been suspended*

*Extension Revoked: the AFA extension has been revoked*

### **Ongoing request date**

Date of the AFA request status update.

### **Expiration date**

Date on which the AFA expires.

## **5.1.2 Action buttons – to manage preAFAs and AFA requests**

In the AFA table the action buttons allow you to manage existing AFAs creating the different AFA request or replying to notifications sent by the customs authorities regarding an AFA request. How to manage these different requests is explained in more detail under **Section 2.4.10. of the [Step-by-step Use Guide](#)**

For the preAFAs in draft status, the action buttons available are *Edit* and *Delete*.



For any submitted AFA requests, the action buttons available are *the following*:

	<b><i>AFA History</i></b> By clicking on this action button, a new window opens displaying the preAFA/AFA status history and the language versions of the preAFA filed through IPEP.
	<b><i>PDF</i></b> By clicking on this action button, the PDF of the preAFA or the latest AFA request is displayed.
	<b><i>AFA</i></b> By clicking on this action button, the AFA is generated with the last information retrieved from COPIS.
	<b><i>Withdrawal</i></b> By clicking on this action button, you can withdraw an ongoing AFA request.
	<b><i>Information</i></b> By hovering over on this action button, a deficiency related to an AFA request is highlighted.
	<b><i>View/Respond additional information</i></b> By clicking on this action button, you can view/respond to an additional information request made by customs
	<b><i>Amendment</i></b> By clicking on this action button, you can start the AFA amendment procedure, introducing changes to an existing AFA.
	<b><i>Request AFA extension</i></b> By clicking on this action button, you can request the extension of an AFA.
	<b><i>View request</i></b> By clicking on this action button, you can view the AFA request you sent to customs
	<b><i>Suspension</i></b> This action button appears if the AFA has been suspended either in full or for one or some of the applicable countries.
	<b><i>Validate</i></b> This action button appears for the user to validate a matching on an IPR retrieved from COPIS
	<b><i>Copy</i></b> This action button allows the user to create a new AFA on the information of an old AFA retrieved from COPIS

## 5.2 File a new Application for Action (AFA)

The IP Enforcement Portal has been developed to align the information entered by the right-holders with the information needed in the AFAs. The information is first entered in IPEP, into the different fields of the Company and Product information and for the AFA creation, this information

is then retrieved and fed in a structured manner electronically to COPIS once the AFA has been submitted.

## 5.2.1 Before you start your AFA — missing information

**IP ENFORCEMENT** portal *Step into your IP Enforcement Community* Log out

Dashboard Company Information Product Portfolio **Application for Action (AFA)** Suspicious Case Room Alerts for Customs and Police Company Portfolio Customs and Police Repository Statistics User management Report non-EU cases

**Application for Action (AFA)**

Protect your rights on the border providing the custom authorities with the necessary information about your rights, contacts and products. The Application for Action allows the applicant to request the customs authorities to take action with respect to goods suspected of infringing an intellectual property right. Further details can be found in the [Manual for Application for Action](#) provided by DG TAXUD.

**Missing data required for generating the AFA**

There is information missing that is mandatory for the generation of an Application for Action. Please complete the following missing data required for generating the AFA:

The following fields of the [company details](#) are required: any phone number or fax.

Before starting an AFA, the mandatory fields within the *Exchange Information* module must have been completed. If any mandatory information is missing at *Company information* level, the tool will warn you before you can start to generate the AFA.

The following message will be displayed, highlighting the missing information:

**Missing data required for generating the AFA**

There is information missing that is mandatory for the generation of an Application for Action. Please complete the following missing data required for generating the AFA:

The following fields of the [company details](#) are required: any phone number or fax.

The following fields of the [company contact points](#) are missing: country, city or town, address.

### 5.2.1.1 Company Details

The first time a right-holder logs into the IP Enforcement Portal, they will see that, under *Company Details*, a number of the fields have already been filled out with information about their company. This information was transferred automatically from TMview or DesignView when the right-holder's account was created.

The right-holder can change some of the information about their company in IPEP. When clicking on *Update*, the following fields will be available to update in a new window. See **Section Error! Reference source not found.** Error! Reference source not found. above.

### Update an existing company

Name

Address \*

Town \*

Post Code

Country \*

Main Language \*

VAT

National Number

TIN

For AFA purposes it is required to provide the EORI Number of the Company

Company EORI Number  [How to request](#)

EORI Name

Main Phone

Additional Phone

Fax

Company Email \*

Company Website  [+](#)

Sector of Activity

Other Names

Mandatory Fields \*

Remember that the EORI number is mandatory for AFA purposes.

### 5.2.1.2 Contact Points

This is very important information for the enforcement authorities. This is where the right-holder informs customs about who to contact if they find suspicious goods relating to the right-holder's IPR.

Contact Points

[+ Add a new Enforcement Contact](#)

Select All (On this page)

Search in the results:

SELECT	NAME	TYPE	PHONE	EMAIL	COUNTRIES COVERED
	Legal Con tact1	Secondary in the company	00342123123133	lega@test.es	AT, BE, CZ, DE, DK, ES, FR, GR, IT, NL, PT, SE
	Contact A	Secondary in the company	0044132154654	Nicole.Semjevski@euiipo.europa.eu	AT, BE, BG, CY, CZ, DE, DK, EE, ES, FI, FR, GB, GR, IT, LT, LU, LV, MT, NL, PL, PT, RO, SE, SI, SK
	BLA	Main enforcement contact in the company	34965139111	123POLIZEI@EUIPO.EUROPA.EU	AT, BE, BG, CY, CZ, DE, DK, EE, ES, FI, FR, GB, GR, IT, LT, LU, LV, MT, NL, PL, PT, RO, SE, SI, SK
	Main cont act	Secondary in the company	123456789	ipenforcementportal@euiipo.europa.eu	AT, BE, BG, CY, CZ, DE, DK, EE, ES, FI, FR, GB, GR, IT, LT, LU, LV, MT, NL, PL, PT, RO, SE, SI, SK
	Legal Con tact 2	Main in a country, Secondary in a country	00491321321321	LegalCotnact2@test.de	AT, BE, BG, CY, CZ, DE, DK, EE, ES, FI, FR, GB, GR, IT, LT, LU, LV, MT, NL, PL, PT, RO, SE, SI, SK

To identify a right-holder and obtain their correct contact information continues to be a serious challenge for the enforcement authorities.

According to the Customs Regulation ([Error! Bookmark not defined.](#)), the AFA needs to include a contact for both *Technical* and *Legal* matters in all the Member States where the AFA is applicable.

#### Contact point for legal matters

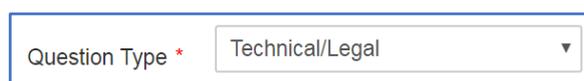
When suspect goods are detained, customs authorities contact the contact point for legal matters concerning the legal obligations and rights of the holder of the decision granting the application and, in particular, concerning the legal aspects of the administrative procedures for the detention of suspected goods. The contact point for legal matters is considered by the customs authorities to be entitled to act on behalf of the decision holder. In this case, the option *Legal* should be selected.

### Contact point for technical matters

When goods are subjected to customs control for the purpose of IPR enforcement, the customs authorities may contact the contact point for technical questions regarding the authentic goods, such as information on specific and technical data, information needed to enable them to identify infringing goods and information relevant to their analysis and assessment of the risk of infringement of the IPR concerned.

In particular, the customs authorities may contact the contact point about technical questions before detaining goods when more information is needed from the decision holder to assess a potential infringement of their IPR. The contact point for technical matters is considered by the customs authorities to be entitled to act on behalf of the decision holder.

The contact point for legal and technical matters may be the same person. In such a case, the option *Technical/Legal* should be selected.



A screenshot of a web form element. It consists of a label 'Question Type \*' followed by a dropdown menu. The dropdown menu is currently open and shows the selected option 'Technical/Legal' with a downward-pointing arrow on the right side of the menu box.

One contact person may cover all the Member States where the AFA is applicable or there may be different contacts for different Member States.

You should make sure that the *Contact Point* information is always updated and the information aligned with your AFA information.

With regard to *Product information*, if any data required for generating the AFA is missing, the tool will generate an error message listing the missing data, together with a link to the corresponding section where the data must be completed in order to generate the AFA. See **Section 5.2.4.2 of the [Step-by-step Use Guide](#) Missing information messages**

Select the products you want to include in the new AFA. At this stage, you can still modify the product information of the products you want to include by clicking on the Edit button in the product table.

below.



A screenshot of the IP ENFORCEMENT portal interface. The header includes the logo 'IP ENFORCEMENT portal' and the tagline 'Step into your IP Enforcement Community'. Below the header is a navigation menu with items: Dashboard, Company Information, Product Portfolio, Application for Action (AFA) (highlighted), Suspicious Case Room, Alerts for Customs and Police, Company Portfolio, Customs and Police Repository, Statistics, and User management. The main content area is titled 'Application for Action (AFA)' and contains the following text: 'Protect your rights on the border providing the custom authorities with the necessary information about your rights, contacts and products. The Application for Action allows the applicant to request the customs authorities to take action with respect to goods suspected of infringing an intellectual property right. Further details can be found in the Manual for Application for Action provided by DG TAXUD.' At the bottom of this section is a blue button with a right-pointing arrow and the text 'Start Application For Action'.

If all the mandatory data is complete, you will be able to access the Application for Action management section and view all the AFAs generated by your company.

## 5.2.2 Start new AFA — Step 1: Select countries and languages

**Application for Action (AFA)**

Protect your rights on the border providing the custom authorities with the necessary information about your rights, contacts and products.  
The Application for Action allows the applicant to request the customs authorities to take action with respect to goods suspected of infringing an intellectual property right.  
Further details can be found in the [Manual for Application for Action](#) provided by DG TAXUD.

If needed you can add a new Enforcement Contact from Contact Points section via this [link](#).

1 Select countries and languages

2 Select your IP Rights

3 Select your product

4 Review and send preAFA to COPIS

**1. Please enter the following information**

If you select Spain as the submission country, you must have a valid digital certificate from the Spanish authorities, or else nominate a representative in Spain to handle the submission. It is however possible to select another submission country and then designate Spain as the Member State where customs authorities can be requested to intervene (countries where this is applicable). When Italy is selected as the Submission country, it is required to access the Italian system (FALSTAFF) in order to sign electronically the pre-AFA. For this, it is required to have an account in the Italian system and, once logged in, provide the pre-AFA ID and a One Time Password (OTP) that is sent by email to the contact point defined in the pre-AFA for Italy.

Submission country \*

Language \*

Applicant Status \*

Generate an AFA ex officio (only for national AFA)

Representative submitting the application in the name of the applicant

Include license agreements

Member States in which customs action is requested (for Union AFA)  
(The AFA will be generated in the languages of these member states plus English)

As a right-holder you can start a new AFA by clicking on *Start Application for Action*. In this first step you can include the following information:

### Submission country

Member State where the preAFA application will be submitted and whose customs officials will validate the preAFA in the customs system.

### Language

Language used for generating the preAFA. You can choose from the languages available for the issuing country selected.

### Applicant Status

Identify the entitlement to initiate proceedings.

### Member States in which customs action is requested

In a Union AFA, you need to select the other Member States in which you request customs actions.

Member States in which customs action is requested (for Union AFA)  
(The AFA will be generated in the languages of these member states plus English)

When you click on *Select Countries*, a box will open with all the EU Member States except the submission country which is already included in the AFA.

**Search** ✕

Select All

<input type="checkbox"/> Austria	<input type="checkbox"/> Belgium	<input type="checkbox"/> Bulgaria	<input type="checkbox"/> Croatia
<input type="checkbox"/> Cyprus	<input type="checkbox"/> Czech Republic	<input type="checkbox"/> Denmark	<input type="checkbox"/> Estonia
<input type="checkbox"/> Finland	<input type="checkbox"/> Germany	<input type="checkbox"/> Greece	<input type="checkbox"/> Hungary
<input type="checkbox"/> Ireland	<input type="checkbox"/> Italy	<input type="checkbox"/> Latvia	<input type="checkbox"/> Lithuania
<input type="checkbox"/> Luxembourg	<input type="checkbox"/> Malta	<input type="checkbox"/> Netherlands	<input type="checkbox"/> Poland
<input type="checkbox"/> Portugal	<input type="checkbox"/> Romania	<input type="checkbox"/> Slovakia	<input type="checkbox"/> Slovenia
<input type="checkbox"/> Spain	<input type="checkbox"/> Sweden		

If the AFA you are creating only includes Geographical Indications, you can include Northern Ireland

Include Northern Ireland

Please note that if this box is selected, only the IPR types allowed for Northern Ireland will be displayed in the next step (Step 2):

- Geographical indication for aromatised drinks based on wine products (CGIA)
- Geographical indication for agricultural products and foodstuff (CGIP)
- Geographical indication for spirit drinks (CGIS)
- Geographical indication for wine (CGIW)

### Generate an AFA ex officio

This is only for national AFAs. If a customs authority in one Member States detains suspected goods that are not covered by a valid AFA, the right-holder, once identified, is entitled to submit an ex officio AFA within 4 working days after notification. The ex officio AFA is a shorter version of the AFA. If all information is available in IPEP you can also make a complete AFA. The ex-officio AFA will only be valid for the single detention and has a limited validity.

If the ex-officio AFA is made in the shorter version (meaning no information has been provided on product, involved companies, traders) then there is always the possibility to submit this missing information within the validity period of the ex-officio AFA and ask for an extension.

#### 5.2.2.1 Representatives submitting the application in the name of the applicant

When legal representatives submit the application in the name of the applicant, it is mandatory to enter the representative's information: name, email, EORI number and address. When selecting *Representative submitting the application in the name of the applicant*, a table will display the list of the legal representatives included in *Company Details*. Select the legal representative you want to include in the AFA.

Representative submitting the application in the name of the applicant

← Previous 1 Next →

NAME	COMPANY	ADDRESS	EMAIL	TOWN	POSTAL CODE	COUNTRY	TELEPHONE	MOBILE	FAX	VALIDATION
another LR		calle alicante 1	anotherlr@mail.com	Alicante		Spain	918684684			

Showing 1 to 1 of 1 entries

Showing 25 entries

← Previous 1 Next →

Evidence of the representatives' power to act will be enclosed in the printed version

 Power of Attorney 1.pdf  
Power of Attorney

If any of the mandatory information about the legal representative is missing, a '*Legal representative information is incomplete*' message will appear with a link to the *Company Details* page where you can add the required information.

Representative submitting the application in the name of the applicant

← Previous 1 Next →

NAME	COMPANY	COUNTRY	EORI NUMBER	EORI NAME	EMAIL	VALIDATION
My Legal Representative		Spain			myLegalRepresentative@lr.com	Legal representative information is incomplete

When you navigate to *Company Details*, a floating window will allow you to return easily to the AFA process.

Step into your IP Enforcement Community

Language: English

Go to the process:  
FI2020091111460400017

Legal representative fields required.  
Name, email, EORI number, EORI name, address, town, country are required for pre-afa.

folio Application for Action (AFA) Suspicious Case Room Alerts for Customs and Police Compan

The application must include evidence of the representative's powers to act as required by the legislation of the Member State in which the application is submitted. The powers of attorney, stored in *Document Portfolio* in the *Company Information* section, can be linked at this point. Remember that, if the user selects this option, it is mandatory to include at least one file.

### 5.2.2.2 Licence agreements

By choosing this option, the applicant can select the documents already uploaded in the *Company Information* section in the *License Agreement* category under *Document Portfolio*. The applicant can download and view the files by clicking on them. Several files can be selected and uploaded in this section.

Remember that if the user selects this option it is mandatory to include at least one file.

Once all the files have been uploaded, click on *Next >*.



### 5.2.3 New AFA — Step 2: Select your IP Rights

In the second step you can select the IPRs to include in the Application for Action. The list of IPRs that the rights holder can select will only include those IPRs that are related to the products in their *Product Portfolio*.

**2. Please select the IP Rights**

If you have selected several countries (Union AFA), you can only include IPRs based on Union law applicable throughout the EU. The following table includes only the IPRs that are associated to your products in the *Product Portfolio*. If there are no IPRs in the table, please relate your products to your IPRs.

Select all my IPR portfolio

SELECT	NAME OF RIGHT HOLDER	IPR NAME	REFERENCE	STATUS	TYPE	OFFICE
<input checked="" type="checkbox"/>	Oliva di Gaeta	Oliva di Gaeta		Registered	Geographical Indication	
<input type="checkbox"/>	Logo	OHIM Copyright		Registered	Copyright	
<input type="checkbox"/>	Test Flower	Test Plant		Registered	Plant Variety	
<input checked="" type="checkbox"/>	rose	rose		Registered	Plant Variety	
<input type="checkbox"/>	Flip rasoio	12345		Registered	Patent	
<input checked="" type="checkbox"/>	Razorobs	124565489		Registered	Patent	
<input checked="" type="checkbox"/>	Razorobs-design	1111222333		Registered	Unregistered Community Design (CDU)	
<input checked="" type="checkbox"/>	Razorobs-style	abc123abc123		Registered	Unregistered Community Design (CDU)	

Showing 1 to 8 of 8 entries

Showing 25 entries

< Back   Next >

If several Member States have been selected (Union AFA) under Step 1, only IPRs based on Union law applicable throughout the EU are displayed:

- European Union trade mark
- international registered trade mark (applicable in the EU)
- registered Community design
- unregistered Community design
- international registered design
- geographical indication for agricultural products and foodstuffs
- geographical indication for spirit drinks
- geographical indication for wines
- geographical indication for aromatised drinks based on wine products

- geographical indication as listed in Agreements between the Union and third countries
- Community plant variety right.
  
- National IPRs, including copyrights and other IPR's such as
  - Trade Name (NTN)
  - Topography of semiconductor product (NTSP)
  - Utility model (NUM)
  - Supplementary protection certificate for medicinal products (SPCM)
  - Supplementary protection certificate for plant protection products (SPCP)

are only displayed if the right-holder applies for a national AFA, that is, when only the submission country is selected. The AFA will only be applicable in that specific Member State. Only the trade marks and designs that are valid at the time of application (i.e. in 'registered' status) will be displayed in the table.

If you click on *Select all my IPR portfolio*, all the IPRs included in the table will be selected.

When you have selected your IPRs, click on *Next >*. You can return to Step 1 by clicking on *< Back*.



## 5.2.4 New AFA — Step 3: Select your product

In the third step you can select the product(s) to be included in the preAFA. It is only possible to select those products associated to the IPRs selected in Step 2. The IPRs that are associated to each product are listed in the *IPRs Included* column.

### Application for Action (AFA)

Protect your rights on the border providing the custom authorities with the necessary information about your rights, contacts and products. The Application for Action allows the applicant to request the customs authorities to take action with respect to goods suspected of infringing an intellectual property right. Further details can be found in the [Manual for Application for Action](#) provided by DG TAXUD.

1 Select countries and languages

2 Select your IP Rights

3 Select your product

4 Review and send preAFA to COPIS

#### 3. Please select your products

Please note that only the products related to the previously-selected IPRs are listed. To include more products, go to [Product Portfolio](#), select your product and link it to the IPRs under the tab "View IPR related to this Product".

- Please notice that you will not be able to proceed with the AFA for those products where the AFA mandatory fields are not complete.
- Apply restricted handling to all the products included in this pre-AFA
- Select all the products available

SELECT	MAIN IMAGE	IDENTIFIER	PRODUCT SPECIFICATION	IPRS INCLUDED	MISSING INFORMATION
		Identifier <input type="text" value="Identifier"/>	Product Specification <input type="text" value="Product Specification"/>	IPRS Included <input type="text" value="IPRS Included"/>	
		Sun Cream (demo)	Creams for tanning the skin; Sun bronzers; Sun creams; Sun tan lotion; Sunblock; Sunscreen; Suntan	4TR1234687, AG 132165465	

From the table you can only select those products that include all the information required for inclusion in a preAFA and those that are shared with the customs authorities of all the countries selected in Step 1.

### 5.2.4.1 Restricted handling

By selecting *Apply restricted handling to all the products included in this preAFA*, you are selecting the 'restricted handling' of the AFA information. This means that it will only be visible in COPIS <sup>(1)</sup> to the customs authorities of the Member States where action is requested (applicable countries).

Apply restricted handling to all the products included in this pre-AFA 

### 5.2.4.2 Missing information messages

Select the products you want to include in the new AFA. At this stage, you can still modify the product information of the products you want to include by clicking on the Edit button in the product table.

If the product information is not complete, or if the product is not shared with all the countries, an icon will be displayed in the first column with an information message (tool tip), indicating the fields that must be completed in order to include this product in the AFA. In addition, links to the missing information fields will be displayed in the last column of the product row. By clicking on these links, you can access the corresponding product section and complete the information.

The following messages may be displayed with links to the missing information sections:

- Production place
- Involved company
- Involved company with type trader
- Product is not shared with all the customs selected.

 **Application for Action**

Protect your rights on the border providing the custom authorities with the necessary information about your rights, contacts and products.  
The Application for Action allows the applicant to request the customs authorities to take action with respect to goods suspected of infringing an intellectual property right.  
Further details can be found in the [Manual for Application for Action](#) provided by DG TAXUD.

**1** Select countries and languages    **2** Select your IP Rights    **3** Select your product    **4** Review and send preAFA to COPIS

**3. Please select your products**

Please note that only the products related with the previously-selected IPRs are listed. To include more products, go to [Product Portfolio](#), select your product and link it to the IPRs under the tab "View IPR related to this Product".

 Please notice that you will not be able to proceed with the AFA for those products where the AFA mandatory fields are not complete.

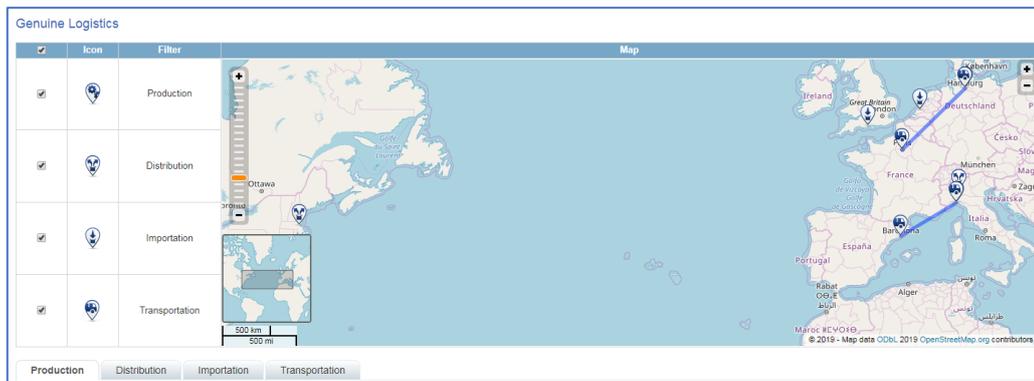
Select all the products available

SELECT	MAIN IMAGE	IDENTIFIER	PRODUCT SPECIFICATION	IPRS INCLUDED	MISSING INFORMATION
<input type="checkbox"/>		device Key device	Product Specification Key rings [trinkets or fobs]	IPRS Included Test Plant	Production place. Involved company. Involved company with type trader. Product is not shared with all the customs selected.

### Production place

When the rights holder clicks on the production place message, the IP Enforcement Portal system will direct the user to the *Genuine Logistics* tab.

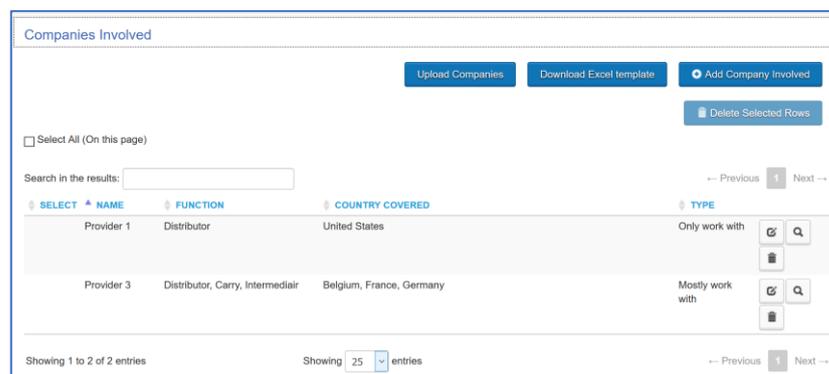
<sup>(1)</sup> COPIS is the central repository for AFAs of the EU Commission (DG Taxud)



In this section the rights holder will be able to fill in the missing information by clicking on *Add Production Place*. The rights holder must enter at least one place of production.

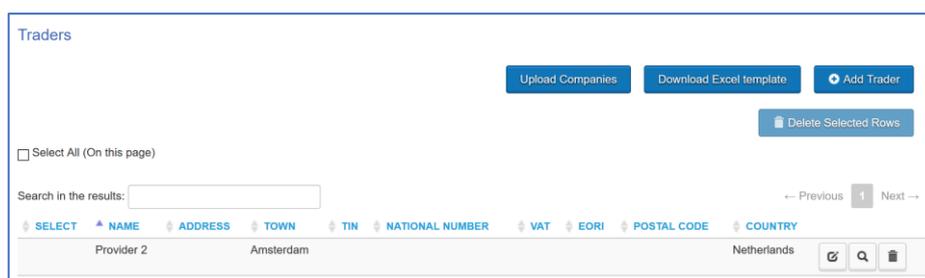
### Companies Involved

This section is where rights holders enter the information (names, addresses, tax numbers) of any importers, suppliers, manufacturers, carriers, consignees or exporters. At least one company must be involved.



### Traders

The rights holder must also include at least one trader, that is a person or entity authorised to trade in products involving the use of the IPRs for which enforcement is sought. For easy understanding, it is the part of the business that has contact with the end consumer.



### Product is not shared with all the customs selected

If, for the submission country or for one of the applicable countries for the AFA, the product information in the IP Enforcement Portal **has not been shared** with the national

customs authority, the AFA cannot be generated and the corresponding error message will be displayed.

Automatically share when a new authority is added ?

Share with EUIPO ?

Select All

SHARED NAME TYPE COUNTRY ACTIVITY

	Name		Country	
<input checked="" type="checkbox"/>	Zollamt Klagenfurt Villach - Competence Center Gewerblicher Rechtsschutz - Austria	Border	Austria	Customs
<input type="checkbox"/>	Monsieur l'Administrateur - Service Public Fédéral Finances - Belgium	Border	Belgium	Customs
<input checked="" type="checkbox"/>	National Customs Agency - Central Customs Directorate - Bulgaria	Both	Bulgaria	Customs

The data sharing criteria allow rights holders to decide which enforcement authorities can access the uploaded information about their products. This means that rights holders can decide which information is accessible to customs or police only and which information is accessible to all enforcement authorities.

The user can select all the enforcement authorities at once by clicking *Select all*. This feature is also available after the user has used the search function and narrowed down its list of authorities. After defining the sharing criteria, the user must click on *Save*.

After that, the system will take you directly back to Step 3 of your preAFA.

### Return to AFA

After the missing information is completed, the link in the box at the top right of the screen will take you back to Step 3 of the preAFA

 Go to the process:  
LV20190619100200000016

### 5.2.4.3 Infringing companies

Here you can include the companies involved in infringement that, due to data protection requirements, will not be stored in the IP Enforcement Portal but will be sent to customs with the preAFA and will also appear in the PDF file of the preAFA.

**Companies involved in infringements**

Here you can include companies involved in infringing goods. This information will be sent to customs but it will not be stored in the database

← Previous   Next →

NAME	FUNCTION	COUNTRY	PRODUCTS
<input type="text" value="Name"/>	<input type="text" value="Function"/>	<input type="text" value="Country"/>	<input type="text" value="Products"/>
No data available in table			

The fields are the same as for *Companies Involved* and the tool also allows a bulk upload.

### 5.2.4.4 Small consignments

By ticking the *Small consignment procedure* checkbox, the applicant requests the use of the procedure for the destruction of goods in small consignments. This selection will be reflected in the preAFA generated when the corresponding field is ticked.

It is possible to select this procedure per Member State in case you want to apply it in some countries but not in all.

**Small consignment procedure:** I request the use of the procedure in the Article 26 of Regulation(EU) No 608/2013 and, where requested by the customs authorities, agree to cover the costs related to the destruction of goods under this procedure.

Member states where small consignment procedure is applicable \*

By clicking on *Select Countries*, you can select the Member States in which you agree to the small consignment procedure.

When you have selected all the options and entered the information you wished to include, click on *Next >*. You can return to Step 2 by clicking on *< Back*.

### 5.2.5 New AFA — Step 4: Review and send preAFA to customs

In Step 4 you can review the preAFA and the annexes that will be sent to customs and generated in the PDF document. This includes the company's information and the options selected in the previous steps.

It is possible to download and print the **draft** preAFA at this stage.

**1** Select countries and languages

**2** Select your IP Rights

**3** Select your product

**4** Review and send preAFA to COPIS

**4. Please review and send pre-AFA to customs**

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<b>EUROPEAN UNION – APPLICATION FOR ACTION</b>		PREAFA ID: LV20190619100200000016 (en)					
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 20px; text-align: center; background-color: #0070c0; color: white;"><b>1</b></td> <td>1. Applicant Name*: Eulpo 1</td> </tr> </table>	<b>1</b>	1. Applicant Name*: Eulpo 1	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; text-align: center;">For official use</td> <td style="width: 50%;"></td> </tr> <tr> <td style="width: 50%;"></td> <td style="width: 50%; text-align: center;">Date of receipt</td> </tr> </table>	For official use			Date of receipt
<b>1</b>	1. Applicant Name*: Eulpo 1						
For official use							
	Date of receipt						

Once you have reviewed the preAFA and before you send it to customs, you must acknowledge that the signed paper version of the AFA needs to be submitted to the competent customs department of the submission country.

When you click on *Send to customs*, the processing of the preAFA will start.

The user who files the AFA will receive a notification email when the preAFA is sent electronically to customs. Depending on the volume of information it contains, this may take one day. If there is any

error in sending the preAFA to customs, a message will be displayed detailing the error and the preAFA will be saved as a draft so that it is possible to continue working on it.

### Application for Action

Protect your rights on the border providing the custom authorities with the necessary information about your rights, contacts and products. The Application for Action allows the applicant to request the customs authorities to take action with respect to goods suspected of infringing an intellectual property right. Further details can be found in the [Manual for Application for Action](#) provided by DG TAXUD.

[▶ Start Application For Action](#)

← Previous 1 Next →

EDB PREAFA ID	AFA ID	SUBMISSION COUNTRY	REQUESTED COUNTRIES	PREAFA SENT	IPRs	PRODUCTS	STATUS	LANGUAGES
CY20170208103059000012	-	CY	TEST PLANT	TrimmerObs			Processing	

Showing 1 to 1 of 1 entries      Showing 25 entries      ← Previous 1 Next →

[▶ Start Application For Action](#)

## 5.2.6 Submitted preAFA or any AFA requests — email notification to rights holder(s)

The user who submitted an preAFA or any other type of AFA request, will receive an email notification when the preAFA status has changed to *Submitted*. Below is an example of the email notification that is sent to the email address of the user and the user's company.

Dear user,

The preAFA with ID [ESYYYYMMDD0445546000013](#) has been sent electronically to customs.

Please do not forget to send a signed printed version of the preAFA by post to the customs authority of the submission country ([EU customs contact details](#)).

If you are a representative submitting this preAFA in the name of the applicant, please remember to include evidence of your powers to act as a representative in accordance with the legislation of the Member State in which the application is submitted.

Do not hesitate to contact us if you need further assistance.

Your IPEP Team

By clicking on the link of the preAFA ID, the AFA table will be displayed with this specific AFA highlighted.

PREAFA ID	AFA ID	SUBMISSION COUNTRY	REQUESTED COUNTRIES	PREAFA SENT	IPRs	PRODUCTS	DECISION	ONGOING REQUEST	ONGOING REQUEST DATE	EXPIRATION DATE
MT20211021163820000019	-	MT	National	21/10/2021	003529013	MTPALICAN TE		Submitted	21/10/2021	
MT20211021162155000013	-	MT	National	21/10/2021	006531735	MTPALICAN		Submitted	21/10/2021	

Click on the PDF icon to open the preAFA for printing, signing and sending to the Member States. According to the Customs Regulation ([Error! Bookmark not defined.](#)), the customs authority of the issuing country has 30 working days from receipt of the application to notify the rights holder of its decision.

All of the contact details for EU customs are in the second link in the abovementioned email:

[https://ec.europa.eu/taxation\\_customs/system/files/2021-01/defend-your-rights\\_en.pdf](https://ec.europa.eu/taxation_customs/system/files/2021-01/defend-your-rights_en.pdf)

**The signed paper version only needs to be sent to the submission country.**

If the AFA is submitted by a legal representative in the name of the applicant it is important to include, together with the printed signed version of the preAFA, evidence of the powers to act as a representative in accordance with the legislation of the Member State in which the application is submitted.

### 5.2.7 Digital Signature of preAFAs and AFA requests

You can sign a preAFA or any AFA request digitally by selecting the option *Sign digitally* and follow the steps indicated

TUTTI GLI STATI MEMBRI
  BE
  BG
  CZ
  DK
  DE
  EE
  IE
  EL
  ES
  FR
  HR
  IT
  LT
  LU
  HU
  MT
  NL
  AT
  PL
  PT
  RO
  SI
  SK
  FI

\*questi campi sono obbligatori e devono essere compilati 1 (\*) almeno uno di questi campi deve essere compilato

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You have the option to digitally sign your request if you have a valid certificate for your company uploaded in UUM&DS

How do you want to proceed?

Sign digitally

**Digitally sign your request**

1. You can upload a certificate in UUM&DS by clicking [here](#)
2. Please, download your request for signing it in your computer
3. Upload the digitally signed document
 

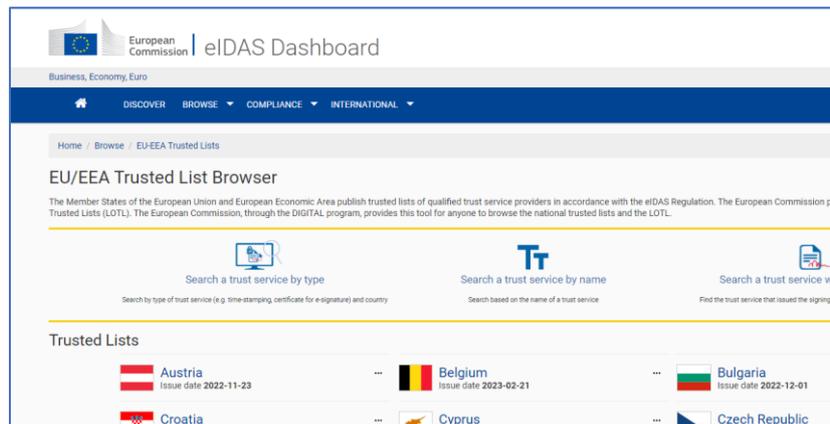
No file chosen

Sign a printed version and send by post

#### a) Before you start: valid signing certificates

To electronically sign an AFA in IPEP you will need a *Qualified Digital Signature (QES)*, meaning that it is compliant with EU standard *eIDAS*.

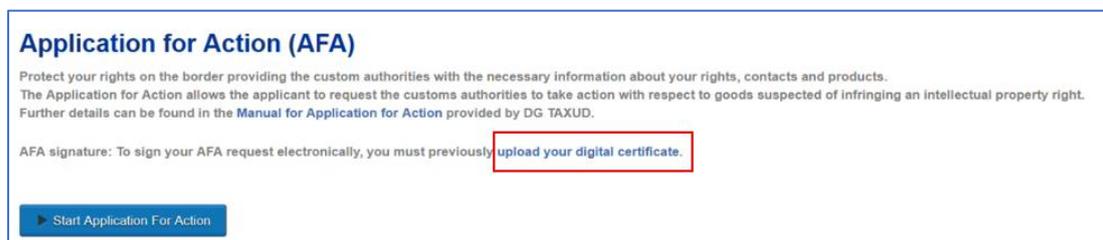
To be able to sign digitally with a QES, you need a *Digital ID* that contains a **Signing Certificate**, that is issued by a **Certificate Authority (CA)**. The Member States of the European Union and European Economic Area publish trusted lists of qualified trust service providers in accordance with the eIDAS Regulation, that can be found under the following link: <https://eidass.ec.europa.eu/efda/tl-browser/#/screen/home>



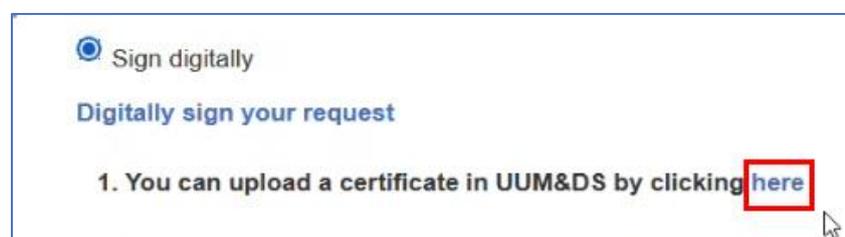
## b) Upload a certificate in UUM&DS

This process only needs to be done the first time. Once the certificate has been uploaded, it can be reused for all future signatures.

You can upload the certificate either before starting the AFA procedure, in the Application for Action tab



or in Step 4, when selecting the Sign digitally option, in point 1. By clicking on *here*



When clicking on either of the links, the eIDAS page opens for you to select a certificate

Select the one you want to use and click on *Submit* for the certificate to be uploaded into the UUM&DS system of the European Commission.

The UUM&DS page of the will open and you will be able to see the certificate in status *Active*.

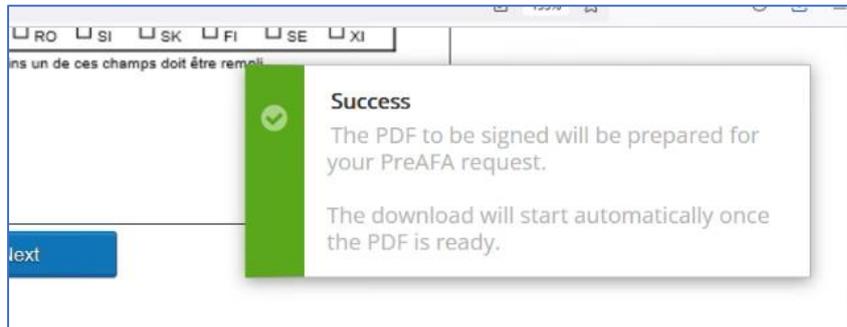
Name	Serial number	Subject	Issuer	Valid from	Valid to	Type	Purpose	Registration pdf unique ID	Validity status	Status
Hristina	424993f0f06119ac61b9ce2dadb1d74	CN=EIDAS CERTIFICADO PRUEBAS - 99999972C, SURNAME=EIDAS CERTIFICADO, GOVERNMENT=PRUEBAS, SERIALNUMBER=00CES-99999972C, C=ES	CN=AC FNMT Usuarios, OU=Ceres, O=FNMT-RCM, C=ES	15 December 2021 11:14:53 GMT	15 December 2025 11:14:53 GMT	Qualified	Signing	#d885ea02-b4f0-42f7-8b14-022275b1c38f-1676274316886	SIGNED	Active
HristinaRevoked	48e4a5ca7bd115495fa3f85414d027a8	CN=EIDAS CERTIFICADO PRUEBAS - 99999999R, SURNAME=EIDAS CERTIFICADO, GOVERNMENT=PRUEBAS,	CN=AC FNMT Usuarios, OU=Ceres,	05 November 2020 13:04:29	05 November 2024 13:04:29	Qualified	Signing	#387716a8-c8c2-4bc4-8758-214aa24f027-1676274889049	REVOKED	InActive

**c) Download your AFA request in pdf for signature**

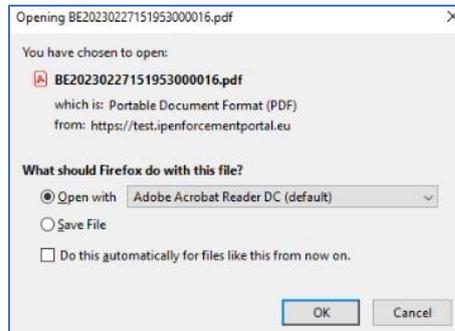
Each time you want to sign an AFA request you can just click on the Download button in point 2. Please, download your request for signing it in your computer



You will get a system message confirming that the download process has started



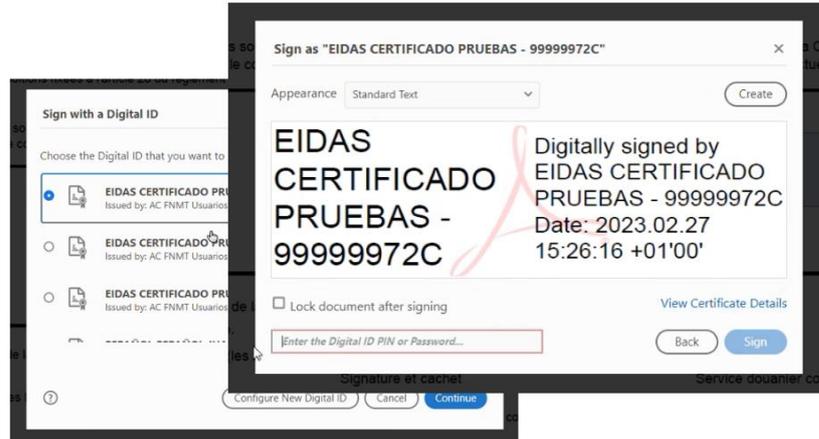
And you will be able to save the pdf on your PC



Open the pdf and add the signature in page 4 of the AFA form for a new request or amendment or page 1 for an AFA extension

Je consens à ce que toutes les données soumises dans le cadre de la présente demande soient traitées par les États membres et la Commission européenne, agissant en tant que sous-traitant pour le compte des États membres, et par l'Office de l'Union européenne pour la propriété intellectuelle.	
30°. Signature	Signature du demandeur
Date (JJ/MM/AAAA)	<input type="text" value="Unsigned signature field (Click to sign)"/>
Lieu	Nom (en lettres majuscules)
Réservé à l'administration	
Décision des autorités douanières (en vertu de la section 2 du règlement (UE) no 608/2013)	

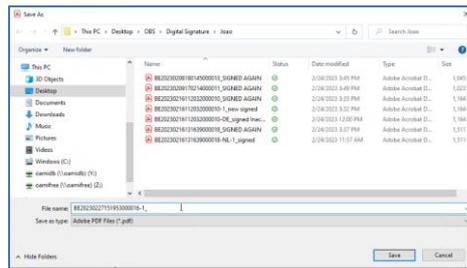
When clicking in to the signature filed, automatically we your available certificates will appear, and you can select the one that you want to use



The AFA form will appear signed digitally:



We recommend saving the signed AFA request in your PC.



**d) Upload the digitally signed AFA request**

Upload the digitally signed document into IPEP by clicking on the blue *Upload* button in point 3.



A message will appear confirming if the upload was successful



And the signed pdf will appear in the Sign digitally section for you to view. If you want to delete the pdf and upload a different signature you can do so by clicking on the *trash bin* and start the process again.



## 5.3 Manage Applications for Action - AFA requests

As explained above in Section 2.4.1, once the EORI number of the rights holder has been entered in IPEP under the Company Details in the Company Information, all the related AFA information is downloaded from COPIS into IPEP and can be managed from there.

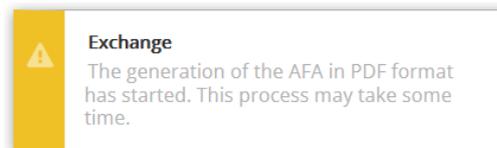
AFAs can be extended, amended or withdrawn. These actions are the so called **AFA requests**. In IPEP rights holders can receive notifications from customs regarding these requests, requesting additional information or pointing out deficiencies. These notifications will be received both by e-mail and in the *AFA Notifications area* (see **Section 2.4.4 of the [Step-by-step Use Guide](#)**).

### 5.3.1 View AFAs retrieved from COPIS

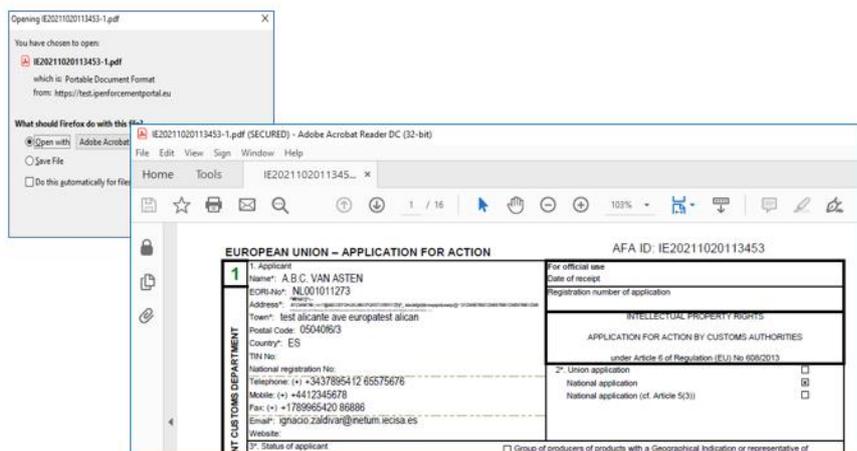
By clicking on the magnifying glass in the AFA table, the AFA form is generated by the system with the AFA information 'as is' in COPIS. You can also download the related annexes to the AFA stored in COPIS.

Request	Start Date	End Date	Actions
Amendment	26/10/2021	21/10/2022	 
Amendment	26/10/2021	21/10/2022	 
Submitted	26/10/2021	21/10/2022	 

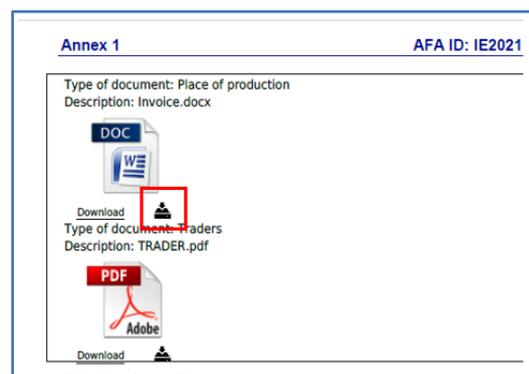
Once you have clicked on the magnifying glass icon, a message will pop up at the top right of your screen, informing you that the AFA generation process has started and that it will take some time.



Once the AFA is ready, it will appear in your Downloads as a pdf with the related AFA number.



Any annex to the AFA will be shown in the PDF and can be also downloaded by clicking on the download icon of the respective document



### 5.3.2 AFA Extensions

Customs Applications for Action have a life span of one year. After a year the AFA needs to be renewed (extended). This is to ensure that the intelligence included by the rights holders in their AFA is updated at least once a year. If the information contained in the AFA needs to be updated, you need to file an amend AFA request (See **Section 2.4.3.3**)

To extend an AFA in IPEP, go to your AFA list and click on the black arrow (*Request AFA Extension* button) to the right of your granted AFA.

PREAFA ID	AFA ID	SUBMISSION COUNTRY	TYPE	REQUESTED COUNTRY	PREAFA SENT	IPRs	PRODUCTS	DECISION	ONGOING REQUEST	ONGOING REQUEST DATE	EXPIRATION DATE
IE20211020113453000015	IE20211020113453	IE	National	Requested	21/10/2021	00000_02	Product 01	Grant	Granted	21/10/2021	21/10/2022
IE20211020113423000011	IE20211020113423	IE	National	Requested	21/10/2021	00000_02	Product 01	Grant	Granted	21/10/2021	21/10/2022

The AFA information will be completed automatically by the system; the only new information you will need to provide is the requester of the AFA extension.

**Please enter information of the requester of the AFA extension**

Requester's name \*

Capacity in which the requester is signing \*   


- Holder of the decision
- Legal Representative

Clicking on *Next >* will generate a PDF document with your AFA extension. This document must be printed, signed and sent by post to customs in the submission country. If needed, you can also download a draft version of this document before sending it to customs.

**IP ENFORCEMENT portal** Step into your IP Enforcement Community

[Log out](#)

Dashboard Company Information Product Portfolio **Application for Action (AFA)** Suspicious Case Room Alerts for Customs and Police Company Portfolio Customs and Police Repository Statistics User management

**Extend an AFA not created/extended in the portal**

Protect your rights on the border providing the custom authorities with the necessary information about your rights, contacts and products. The Application for Action allows the applicant to request the customs authorities to take action with respect to goods suspected of infringing an intellectual property right. Further details can be found in the [Manual for Application for Action](#) provided by DG TAXUD.

**Please review and send the extension to customs**

[Previous](#) Page: 1 / 4 [Next](#) [Download](#)

EUROPEAN UNION – REQUEST FOR EXTENSION		AFA ID: BE564650764 (en)
<b>1</b>	Holder of the decision Name: Name 34 EORI-No: FR00001162000010 Address: Av Europa 1 Town: Alicante Postal Code: 03000 Country: Spain Telephone: (+) +0034965139274 Mobile: (+) Fax: (+) +967654321 ext. 007 Email: IPEnforcementPortal@euipo.europa.eu	For official use Date of receipt  INTELLECTUAL PROPERTY RIGHTS REQUEST FOR EXTENSION OF THE PERIOD FOR ACTION under Article 12 of Regulation (EU) No 608/2013

The address of customs in the submission country can be found by following the link in the confirmation email sent to you after you have submitted an AFA extension or under

[https://ec.europa.eu/taxation\\_customs/system/files/2021-01/defend-your-rights\\_en.pdf](https://ec.europa.eu/taxation_customs/system/files/2021-01/defend-your-rights_en.pdf)

### 5.3.3 AFA Amendment –for AFAs created in IPEP

Rights holders can update the information of their existing AFAs through IPEP. By clicking on the *Amend AFA* action button (wrench icon), the amend process is launched.

PREAFA ID	AFA ID	SUBMISSION COUNTRY	TYPE	REQUESTED COUNTRIES	PREAFA SENT	IPRs	PRODUCTS	DECISION	ONGOING REQUEST	ONGOING REQUEST DATE	EXPIRATION DATE
IE20211020113453000015	IE20211020113453	IE	National	Requested	21/10/2021	00000_02	Product 01	Grant	Granted	21/10/2021	21/10/2022
IE20211020113423000011	IE20211020113423	IE	National	Requested	21/10/2021	00000_02	Product 01	Grant	Granted	21/10/2021	21/10/2022

A new window opens with the 4 AFA steps.

### Amend Application for Action (AFA)

Protect your rights on the border providing the custom authorities with the necessary information about your rights, contacts and products. The Application for Action allows the applicant to request the customs authorities to take action with respect to goods suspected of infringing an intellectual property right. Further details can be found in the [Manual for Application for Action](#) provided by DG TAXUD.

- Select countries and languages
- Select your IP Rights
- Select your product
- Review and send AFA Amendment to COPIS

#### 1. Please enter the following information

If you select Spain as the submission country, you must have a valid digital certificate from the Spanish authorities, or else nominate a representative in Spain to handle the submission. It is however possible to select another submission country and then designate Spain as the Member State where customs authorities can be requested to intervene (countries where this is applicable). When Italy is selected as the Submission country, it is required to access the Italian system (FALSTAFF) in order to sign electronically the AFA Amendment. For this, it is required to have an account in the Italian system and, once logged in, provide the AFA ID and a One Time Password (OTP) that is sent by email to the contact point defined in the AFA Amendment for Italy.

Submission country \*  ⓘ

Language \*  ⓘ

Applicant Status \*  ⓘ

Generate an AFA ex officio (only for national AFA) ⓘ

Member States in which customs action is requested (for Union AFA)  
(The AFA will be generated in the languages of these member states plus English)

Include Northern Ireland ⓘ

 Warning: Any new information you would like include, needs to be previously key-in in the corresponding files in IPEP.

### 5.3.3.1 Amend AFA Step 1

The AFA information corresponding to Step 1 is displayed. For Union AFAs you can modify the list of Member States where the AFA should be applicable.

With regards to the rest of the information under this step:

#### Legal Representatives

The legal representative(s) listed in your IPEP account are displayed. The legal representative included in the AFA is selected (marked also in darker grey). You can select or another legal representative and add a new power of attorney that you will have previously uploaded in the *Document Portfolio* of the *Company Information* (see [Section 2.2.8 of the Step-by-step Use Guide](#))

Representative submitting the application in the name of the applicant

NAME	COMPANY	COUNTRY	EORI NUMBER	EORI NAME	EMAIL	VALIDATION
test 444554	test alicante ave europatest alicante ave europatest alicante ave europatest alicante ave europatest alicante ave europa	Spain	NL001011741	GARAGE CENTRUM	craig.dsouza@tm.eu-ipo.europa.eu	
test 34533535		Spain	NL001011273	A.B.C. VAN ASTEN	rtexsrr@rs-dsd.com	
testbts23		Spain	NL001011741	GARAGE CENTRUM	sfs-fsl@dddf.com	
pepepe le peu		Belgium	NL001011273	A.B.C. VAN ASTEN	juancho@carmona.com	
<input checked="" type="checkbox"/> New pre-AFA LR		Germany	NL001000305	KETENTEST BVV TC 1.2	legalrepe-mal@mail.com	
MyNewLR		Spain	NL001003318	EMBALLAGEFAB R' KIST EN KRAT	nand.ocuri@gmail.com	

Showing 1 to 6 of 6 entries      Showing 25 entries

Evidence of the representatives' power to act will be enclosed in the printed version

## Licence agreements

Under this section licence agreements or any other document that justifies the right to use the IPR rights included in the AFA and that have been uploaded into the *Document Portfolio* of the *Company Information* (see **Section 2.2.8 of the [Step-by-step Use Guide](#)**), can be added or removed (select-deselect) to the *Amend AFA request*.

Include license agreements



License Agreement

## Contact Points

The Step 1 has been slightly adapted to also include the *Contact Points* information that can be also amended:

### 2. Select your company's contact points for enforcement authorities

The contact points below will be added to your Application for Action, and will be shared with the enforcement authorities in case further contact will be required.

Select All

SELECT	NAME	TYPE	PHONE	EMAIL	COUNTRIES COVERED
<input checked="" type="checkbox"/>	test	Technical / Legal	+45648464	tew@tsd.rs	AT, BE, BG, CY, CZ, DE, DK, EE, ES, FI, FR, GB, GR, HR, HU, IE, IT, LT, LU, LV, MT, NL, PL, PT, RO, SE, SI, SK

Like for the *Legal Representatives* above, the Contact Points from IPEP are shown. The Contact Points included in the AFA are marked as selected. You can add or remove enforcement contacts by selecting or deselecting the contacts in the table.



Please note that only products that are related to the IPRs selected under Step 2 will be shown. To view more products, they will have to be linked to the selected IPRs in the Product Portfolio product information *View IPR related to this product* as explained in **Section 2.3.3.1.4. of the [Step-by-step Use Guide](#)**

**3. Please select your products**

Please note that only the products related to the previously-selected IPRs are listed. To include more products, go to [Product Portfolio](#), select your product and link it to the IPRs under the tab "View IPR related to this Product".

● Please notice that you will not be able to proceed with the AFA Amendment for those products where the AFA Amendment mandatory fields are not complete.

Apply restricted handling to all the products included in this AFA Amendment ●

Select all the products available

SELECT    MAIN IMAGE    IDENTIFIER    PRODUCT SPECIFICATION    IPRS INCLUDED    MISSING INFORMATION

	Identifier	Product Specification	IPRS Included	MISSING INFORMATION
02	Product 02	Live cows	00000_02	Involved company with type trader.
1	Product 01	Dresses; Scarves; Tee-shirts	00000_02	

Showing 1 to 2 of 2 entries      Showing 25 entries      -- Previous 1 Next --

The product information can be edited at this point by clicking on the *Edit* action button.

A new window will open with the product information for you to make the changes.

**1 Product 01**

Information about the products, images, logistics, etc.

[Open Image Gallery](#)

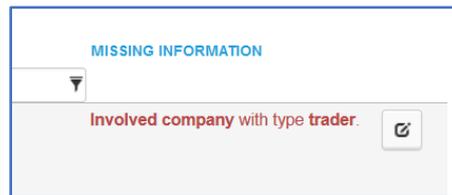
Authentic Product Details    Fake Products

- General Info
- Product Images/Videos
- View IPR related to this Product
- Genuine Logistics
- Packages
- Goods Clearance Details
- Past Cases
- Companies Involved
- Market Value (EU)
- Traders
- Accompanying Documents

Once the product information has been updated, a breadcrumb on the top right side of the screen takes you back to Step 3 of the *Amend AFA request* process.

Go to the process:  
IE20211020112422

Like for the new AFA procedure, if mandatory information is missing in the product information of a certain product, this product cannot be selected. A hyperlink will take you to the field that needs to be completed.



A breadcrumb will take you back to the Step 3 of the of the *Amend AFA request* process.

### Companies involved in infringements

You can include more information either entering the information directly under *Add Company Involved Infringements* or by downloading the provided excel template and uploading it once it is completed (see **Section 2.4.2.4.3 of the [Step-by-step Use Guide](#)**).

### Small consignment procedure

You can change the small consignment information selecting or deselecting the procedure and the countries (see **Section 2.4.2.4.4 of the [Step-by-step Use Guide](#)**)

#### 5.3.3.4 Amend AFA Step 4 – Amend AFA request preview

Under Step 4 the request to amend AFA form that is generated in its final version. It shows the information the AFA will contain after the changes introduced with the *Amend AFA request*.

EUROPEAN UNION – APPLICATION FOR ACTION		Request to amend AFA ID: MT20211006140319	
PATENT CUSTOMS DEPARTMENT	1. Applicant	For official use	
	Name*: [REDACTED]_TD	Date of receipt	
	EORI-No*: [REDACTED]	Registration number of application	
	Address*: Calle Europa	INTELLECTUAL PROPERTY RIGHTS	
	Town*: Alicante	APPLICATION FOR ACTION BY CUSTOMS AUTHORITIES	
	Postal Code: 03008	under Article 6 of Regulation (EU) No 608/2013	
	Country*: Malta	2*. Union application <input type="checkbox"/>	
	TIN No:	National application <input checked="" type="checkbox"/>	
	National registration No:	National application (cf. Article 5(3)) <input type="checkbox"/>	
	Telephone: (+) +619724666	<input type="checkbox"/> Group of producers of products with a Geographical Indication or representative of such group <input type="checkbox"/> Operator entitled to use a Geographical Indication	
Mobile: (+)			
Fax: (+)			
Email*: IPEnforcementPortal@euipo.europa.eu			
Website: http://www.oami.europa.eu			
3*. Status of applicant			
<input checked="" type="checkbox"/> Right-holder			

The preview can be downloaded and printed.

Like the new AFA, until the Digital Signature is in place, a paper copy needs to be printed and signed and then send to the customs authority of the Subission country (see **Section 2.4.2.6 and Section 2.4.2.7 of the [Step-by-step Use Guide](#)**)

#### 5.3.4 AFA Amendment –for AFAs created from paper – Step 0

The amendment of AFA that were originally filed in paper, is basically the same as described above, but adding one additional step at the beginning – for easy understanding in the IPEP team we refer to it as 'Step 0'. Here the user can add mandatory information missing in COPIS and to match the IPR information that is downloaded from COPIS with

the IPR information of the trade marks and design registers of the that are recorded in TMview and Designview.

### 5.3.4.1 Error report:

When launching the amendment of an AFA originally filed in paper, the system retrieves the information that was manually keyed-in by customs in COPIS. IPEP does a check on the mandatory information, and if there is incomplete information this is pointed out to the user in the error report that the system generates.

First, we invite you to click on *View error report* and to see the issues and complete the missing information.

A warning message will appear indicating that if you have already started the matching exercise of IPRs imported from COPIS that will be explained next, you will lose this information unless you have saved the changes.

Therefore, we recommend to first check the error report on missing information and only then start with the IPR matching exercise (See **Section 2.4.3.4.2 of the [Step-by-step Use Guide](#)**).

Once you have clicked on OK, the error report will open:

## Amend Application for Action (AFA) - PT12451121

## Error Report page

Error report includes all the problems found during the import of data from the external system

AREA	ELEMENT	ACTION	ERROR DESCRIPTION	LINK
Area	Element	Action	Error Description	
Good Details	good	Missing mandatory field	Missing Product Name - This field is required. If not provided, product will not be visible in Step 3	
Good Details	good	Missing mandatory field	Missing Product Specification - This field is required. If not provided, product will not be visible in Step 3	
Good Details - Clearance Detail	good	Missing mandatory field	Missing place - This field is required.	
Good Details - Invoiced Company	good	Missing mandatory field	Missing functions - This field is required.	

Each error has an *Edit* button that will take you to the field of the missing information, for you to complete the fields.

There may be also format issues that will also be indicated:

**Warning**

The attachment is in the wrong format. Only images are allowed.



Once you have finished the work on the *Error Report* page, you can click on *Back* to return to the 'Step 0' view.

ges are al-



---

← Previous
1
Next →

< Back

### 5.3.4.2 Match IPRs

When retrieving the AFA information from COPIS to IPEP, one of the main challenges is to match the IPRs that have been manually keyed in, with the trade marks and design references of the registrars of the different EU IP offices that are recorded in TMview and Designview. Any slight variation in spaces or digits will hamper a matching. Therefore manual intervention is needed in the cases where the automatic matching did not work.

Please find below the IPRs included in your AFA in order to proceed with the Create from Existing process you need to find a match for the IPRs imported from COPIS. For IPRs of type trademarks, Designs and Geographical Indications, our system has automatically checked them against the registration authorities.

- For those where an exact match has been found, please confirm that agree with the selection by clicking on validate icon.
- For those where no exact match or more than one exact have been found, please click over "Edit" icon to launch a search and load the match manually.

Imported IPR from COPIS				Suggested IPRs found			
NAME	NAME OF RIGHTHOLDER	REFERENCE	TYPE	NAME	NAME OF RIGHTHOLDER	REFERENCE	ACTIONS
[Redacted]	[Redacted]	306500698	Trade Mark	adidas	adidas AG	30650069	✓ 🗑️ ↻
[Redacted]	[Redacted]	302088008	Trade Mark	adidas	adidas AG	30208800	✓ 🗑️ ↻
[Redacted]	[Redacted]	002770750-0001	Design	[Redacted]	[Redacted]	002770750-0001	✓ 🗑️ ↻
[Redacted]	ALICE CORPORATION	009109267	Design	[Redacted]	[Redacted]		✓ 🗑️ ↻

As can be view in the image above, the system proposes a matching, and the user can validate the proposed matching



or correct it by clicking on the *Edit* button.



When clicking on the Edit button, a new window opens, for the user to search for the correct trade mark or design from the registers TMview or Designview.

**Trade Mark**

Reference Number

Trade Mark Name

Owner

Office

Type of Right Holder

Please note that there, for the time being, there is no automatic matching for Geographical Indications (GI).

At any time, the updated information in this interface (Step0) can be discarded or saved.

If you click on *Discard*, the amendment request is cancelled and needs to be launched again, starting from the beginning. Also, you can leave this interface by just clicking on *Close*. Any unsaved data will be lost.



### 5.3.5 Create from existing – reusing AFA information

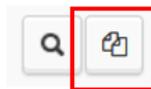
For AFAs originally filed in one of the national Portals, the information can be viewed in IPEP, but any AFA request needs to be handled in the Portal in which the AFA was originally filed.

However, it is possible to start a new AFA in IPEP with the information in these AFAs retrieved from COPIs. It is what the IPEP team calls 'create from existing'.

For AFAs created in one of the national Portals, the only action buttons available are *View AFA* and *Copy*.

DE1212135 4127	DE	Union	ES	NO-ID	-	Grant	22/12/2023		
-------------------	----	-------	----	-------	---	-------	------------	---	---

When clicking on the Copy button,



the following window opens:

You are about to start the 'Create from Existing' process.  
The IP Enforcement Portal is going to retrieve your AFA details from COPIs.

This process is not immediate. Once completed you will receive an email with a link to carry on with the process.

Would you like to proceed?

Cancel
Confirm

Once you confirm, the process is launched. You will receive an email with a link to the new draft, that will appear in your AFA table. You can also go to the *AFA Notification Area* and click on the Copy button.

#### AFA Notifications Area

Please note that **23** pending notifications require your attention.  
The table below will also include notifications that have been read or marked as read by the user.  
Unread notifications are displayed in **bold**.

← Previous 1 Next →

PREAFA ID	AFA ID	NOTIFICATION TYPE	FURTHER INFORMATION	NOTIFICATION DATE
PreAFA ID	DE121213541		Further informat	Notification date
	<b>DE121213541</b>	<b>AFA details retrieved from COPIs</b>		<b>Monday 9, January 2023, 12:49:59</b>
	28			   

The new AFA will open in the same Step 0 interface as for AFAs created from paper (See **Section 2.4.3.4**)

### 5.3.6 Withdrawal request

Though this action, you can withdraw an ongoing AFA request.

Submitted	14/10/2021			
Submitted	01/10/2021			
Amendment Withdrawn	12/10/2021	04/10/2022		

When clicking on the withdraw action button (play button with a cross), a new window opens for you to complete and send the withdrawal request:

#### Withdrawal Request

PreAFA ID <input type="text" value="MT202110061403190C"/>	Submission Country <input type="text" value="Malta"/>
AFA ID <input type="text" value="MT20211006140319"/>	Applicable Countries <input type="text"/>
Withdraw the Request of Type <input type="text" value="Amendment"/>	
Withdrawal Request Justification (optional) <input type="text"/>	

**Please enter information of the requester of the withdrawal**

Capacity in which the withdrawal is sent

It is recommended to add a justification of the withdrawal request. The request can be cancelled or send. If you click on *Send >* a new window opens with a preview of the withdrawal. It can be downloaded in PDF form for revision before being send to customs.

**Please review and send the Afa Withdrawal request to customs**

**IP ENFORCEMENT portal**

WITHDRAW OF CREATION REQUEST OF PREAFA ID PL20200729122352000012

Applicant/master of the decision:  
 Name: A.S.C. VAN ASTEN  
 EORI-No: NL00101273  
 Address:   
 Town:   
 Country:

If you agree to the content of the preview, you can click on *Sent to customs >* to submit the withdrawal request.

Please note that the withdrawal request does not need to be signed at this instance, as it is automatically validated by COPIS. Once the Digital Signature is available in IPEP, it will be added to the withdrawal requests.

## 5.4 AFA Notifications area

In the AFA Notifications Area the user can view any notification related to an AFA request sent by customs and that require the attention of the rights holder. To be able to access this area, you need first to enter the second factor of authentication (pin safe) – you can do so by clicking in any of the *unlock the operation* links that you can find in some of the widgets in the *Dashboard* (see **Section 2.1.5 of the [Step-by-step Use Guide](#)**)

**Notifications Area**

Please be aware that there are 37 pending notifications which require your attention. Below table will include as well all notifications which have been read or marked as read by the user. Unread notifications are displayed in bold.

← Previous 1 2 Next →

PREAFA ID	AFA ID	NOTIFICATION TYPE	FURTHER INFORMATION	NOTIFICATION DATE
MT202110051426270 00017	MT20211005142627	Withdraw AFA Amendment request	The withdrawal request sent has been approved.	Monday 25, October 2021, 10:08:47
	MT20211005142627	Amendment validated		Thursday 21, October 2021, 13:50:27
PT202110061357020 00017	PT20211006135702	AFA granted		Friday 15, October 2021, 16:16:11

Close

This area can be accessed either through the *AFA Notifications* widget in the *Dashboard* or by clicking on the bell icon, that is next to the account name in the top menu of the screen.

TEST ENVIRONMENT (2.15.0-RC4.2)

IP ENFORCEMENT portal

Blank Company Hello, uat.company3 Language: English v

Step into your IP Enforcement Community

Log out

Dashboard Company Information Product Portfolio Application for Action (AFA) Suspicious Case Room Alerts for Customs and Police Company Portfolio

The counter in the bell icon indicates the number of notifications marked as 'unread'.

### Notifications Details

A notification can be viewed by clicking on the magnifier glass

FURTHER INFORMATION	NOTIFICATION DATE
Further Inform	Notification Date
	Thursday 21, October 2021, 13:50:27
	Friday 15, October

The *Notification Details* are displayed in a new window that can be closed.

### Notification Details

PreAFA ID: <input type="text" value="MT20211005142627000017"/>	Submission country: <input type="text" value="MALTA"/>
AFA ID: <input type="text" value="MT20211005142627"/>	Applicable Countries: <input type="text"/>
Notification Type: <input type="text" value="Withdraw AFA Amendment request"/>	
Notification Date: <input type="text" value="Monday 25, October 2021"/>	
Expiration Date: <input type="text"/>	

**Further Information**

The withdrawal request sent has been approved.

### Additional Information Request

A notification can include a request for additional information from customs. This request can be accessed by clicking on the *View Additional Information Request* action button.



The *Additional Information Request* is shown in a new window for you to add the requested information and send it to customs.

### Additional Information Request

PREAFA ID: <input type="text" value="MT20211006140756000017"/>	Submission country: <input type="text" value="MT"/>
AFA ID: <input type="text" value="MT20211006140756"/>	Applicable Country: <input type="text"/>
Request Type: <input type="text" value="Application for Action (AFA)"/>	
Information Requested by the Member State: <input type="text" value="TEST"/>	
Expiration Date: <input type="text" value="Not Provided"/>	

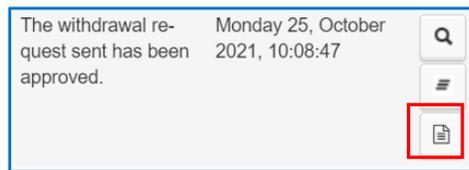
**Update/correct your AFA request as requested by customs**

You can also request further information to customs

### Withdrawal requested

For a notification that is related to a requested withdrawal, the related action button appears

in the notification



By clicking on the action button, you can view the AFA withdrawal request.

### Withdrawal Request

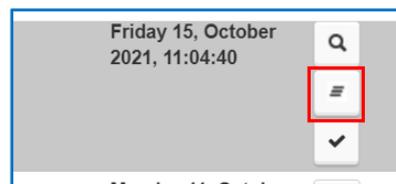
PreAFA ID	<input type="text" value="MT20211005142"/>	Submission Country	<input type="text" value="Malta"/>
AFA ID	<input type="text" value="MT20211005142"/>	Applicable Countries	<input type="text"/>
Withdraw the Request of Type	<input type="text" value="Amendment"/>		
Withdrawal Request Justification (optional)	<input type="text" value="test"/>		

**Please enter information of the requester of the withdrawal**

Capacity in which the withdrawal is sent	<input type="text" value="Holder of the decision"/>
--	---

### Link to the related AFA in the AFA table

By clicking on the action button with the three lines, the tool takes you directly to the related AFA information in the AFA table of IPEP.



### Mark as 'read'

You can mark a notification as 'read' and send a read-receipt notification to customs.



By clicking on the *Mark as read* action button, a new window opens for you to accept the

read-receipt that will be send to customs (COPIS).

A read-receipt notification will be sent to customs. Do you agree?

Accept

When you mark a notification as read, it will no longer be shown in bold characters and the *Mark as read* action button will no longer be shown.

MT20210908	MT20210	AFA granted	Friday 17,	🔍 ☰
1438130000	9081438		September 2021,	
10	13		13:42:35	
DT20210908	DT20210	AFA granted	Thursday 16,	

'Read' notifications will automatically disappear from the list after a certain time or once a certain number of notifications is reached.

## 6 Help

For questions and technical issues you can always contact the IPEP team at: [ipenforcementportal@euipo.europa.eu](mailto:ipenforcementportal@euipo.europa.eu)

## 7 Glossary - terms, acronyms and abbreviations

Term	Description
AFA	Application for Action
EORI	Economic Operator Registration and Identification
CESTO	Common Examiners Support Tool
CG	Common Gateway
COPIS	The Anti-Counterfeit and Anti-Piracy System
CSN	Customs Secure Network
DG TAXUD	Directorate-General for Taxation and Customs Union
IPEP	IP Enforcement Portal
EPE	Europol Platform of Experts
InfoSec	Information Security
IPM	Interface Public Members
IPR	Intellectual Property Right
SRS	Software Requirements Specification
WCO	World Customs Organization
WHO	World Health Organization
TMview	Trade Mark View: An online consultation tool allowing any internet user to search, free of charge, the trade marks of all participating official trade mark offices in a single place. The information is provided by the trade mark offices that own the content and are responsible for its daily update.
DesignView	Centralised access point to view the registered design information held by any of the participating national offices. The design tool will be based on the data registers for the participating offices, WIPO and the EUIPO.