

IPEP

IP ENFORCEMENT|portal

Step-by-step user guide for rights holders

Contents

1	Access IPEP - user account.....	6
1.1	IPEP Credentials	6
1.1.1	Rights holders of trademark or design valid in the EU.....	6
1.1.2	Country authorities or Producer groups representing acting as representatives of a Geographical Indications (GIs).....	7
1.1.3	Rights holders of other IPRs	8
1.1.4	Activating your account.....	8
1.1.5	Account management.....	10
1.1.6	Log in.....	10
1.2	Federation through the Uniform User Management and Digital Signature System (UUM&DS)	11
1.2.1	Authentication with UUM/DS.....	12
1.2.2	Company Setup.....	12
2	Entering IPEP	14
2.1	The structure of IPEP	14
2.1.1	Two-factor authentication (2FA) – the validation code	14
2.1.2	Sharing Criteria.....	18
2.1.3	Mandatory fields	19
2.1.4	Headline	19
2.1.5	Dashboard	19
2.1.6	Setup Assistant.....	22
2.2	Company Information	23
2.2.1	Product Portfolio	24
2.2.2	Company Details	24
2.2.3	Contact Points	27
2.2.4	IPR Portfolio	33
2.2.5	Additional Webpages.....	37
2.2.6	Selling Strategy	39
2.2.7	Past Cases Overview	40
2.2.8	Document Portfolio	40
2.3	Product Information	44
2.3.1	Product Portfolio	44
2.3.2	Add a new Product	44
2.3.3	Product information.....	50
2.3.4	Export / Import of products.....	63
2.4	Application for Action (AFA).....	68

2.4.1	Application for Action — AFA information downloaded form COPIS	69
2.4.2	File a new Application for Action (AFA).....	72
2.4.3	Manage Applications for Action - AFA requests	92
2.4.4	AFA Notifications area	105
2.5	Suspicious Case Room.....	109
2.5.1	Answer Suspicious Case	110
2.5.2	Multiple Exchange of Information.....	115
2.5.3	Management of Suspicious Cases.....	116
2.5.4	Export Suspicious Cases	119
2.6	Alerts for Customs and Police.....	119
2.6.1	Potential Infringement or Trend.....	120
2.6.2	Online Infringement	124
2.6.3	Management of Alerts.....	126
2.6.4	Export Alerts	130
2.7	Detention Dashboards	131
2.7.1	AFA dashboard.....	132
2.7.2	General dashboard.....	132
2.8	e-Commerce Marketplaces – Communication	133
2.9	Customs and police repository	134
2.10	User management	135
2.10.1	Edit profile	136
2.10.2	User Management	136
2.11	Statistics	139
2.12	Help.....	139

Introduction

The IP Enforcement Portal (IPEP) is an interactive, reliable and user-friendly tool for EU intellectual property rights (IPR) enforcement, that was developed as a secure communication tool between rights holders (and/or their legal representatives) and the EU enforcement authorities. Now some functionalities have been extended to include also intermediaries in the exchange, starting with the e-commerce market places.

Purpose

The purpose of this manual is to provide a step-by-step user guide for rights holders, focusing on what should be uploaded to IP Enforcement Portal, more concretely on the *Exchange Information* module of IPEP. For enforcers IPEP also has a second module, the *Report Detentions* module, formerly known as ACIST.

A new way to protect your products

The IP Enforcement Portal helps EU Member State enforcement authorities recognise counterfeit goods.

It is free of charge and easy to use.

It allows you as a rights holder to protect your products by entering relevant information into the IP Enforcement Portal. Information such as packaging, identifiers, logistics, prior cases and contact persons for EU Member State enforcement authorities can be uploaded easily and securely.

This information is likely to be the same for most products so, as the rights holder, you will only need to upload some key product examples instead of having to upload your entire product portfolio. This will help EU Member State enforcement authorities protect your products against counterfeiting.

Linking business and enforcement

The IP Enforcement Portal is built on existing official registers such as TMview and DesignView. It is endorsed by both the European Commission's DG TAXUD and Europol.

Once you have an account and have uploaded the information about your products and IPR, the tool can automatically generate a pre-filled Application for Action (AFA) form with all the necessary information for the EU Member States' customs enforcement authorities to take action on your behalf. AFAs can be filed and managed electronically through the tool.

IPEP can be used to create alerts and provide a direct communication channel with enforcers.

Member State enforcement authorities throughout the European Union can access the information entered into the IP Enforcement Portal in their own language. You can also choose what information to upload and to whom it will be available.

Linking business and e-Commerce Marketplaces

IPEP also helps to link rights holders with e-Commerce Marketplaces, that can use IPEP to authenticate rights holders and validate their IP rights, for example if a rights holder wants to subscribe to their IP Protection Programmes. It saves rights holders a lot of paperwork in proving that they are the rights holders (authentication) and that their rights are valid (verification).

e-Commerce Marketplaces have a very limited access to IPEP. They can only search for IPRs, see who the rights holder is and view the *Contact Point* that the rights holder has made available to a particular Marketplace. E-Commerce Market places do not have access to any Product or AFA information of the rights holder.

Languages

IPEP is set up to be used in all 23 official EU languages. This allows you to enter the information in your language and customs or police officers to view this same information in their own language.

It also means that most of the information in the IP Enforcement Portal is predefined in drop-down menus (pre-translated into the 23 languages) for you to choose from, as you will see when uploading information. If you have any trouble finding the correct description of what you are uploading to the database, contact our team at:

ipenforcementportal@euipo.europa.eu

1 Access IPEP - user account

You can log in to IPEP using IPEP credentials or using *Federation through the Uniform User Management and Digital Signature System (UUM&DS)*⁽¹⁾.

If you already have a UUM&DS account, follow the indications in **Section 1.2 Federation through the Uniform User Management and Digital Signature System (UUM&DS)**.

1.1 IPEP Credentials

If your company is not currently a user of the IP Enforcement Portal you will need to register for an IPEP account. EUIPO authenticates IPEP users by the following security protocols:

1.1.1 Rights holders of trademark or design valid in the EU

IPEP team will send per DHL a letter with a Safety Code to the registered address of the trade mark or design indicated by you.

To register, follow this link: <https://www.ipenforcementportal.eu/exchange/new-user.html>

When accessing the web page you will see a login button for already registered users — *Sign in* — and, below that, another button for new users. Click on *New user*, and a new tab field will open with a registration form.

Registration of new user

In order to access the IP Enforcement Portal you need an account. You may request an account by indicating one of the IP rights (i.e. European Union or national trademark) on which to base the account.
Enforcement Authorities please contact us at: ipenforcementportal@euipo.europa.eu
For security reasons, the registered IPR owner will receive a physical letter to the registered address of the IPR selected in the below search.

1. Please select IPR

Trade Mark

Design

Reference Number

Trade Mark Name

Owner

Office

Search Trade Marks

Search in the results:

SELECT

OWNER

NAME

REFERENCE

STATUS

OFFICE

NICE

GRAPHIC

ST13

No data available in table

Showing 0 to 0 of 0 entries

Showing 25 entries

← Previous

Next →

⁽¹⁾ The Uniform User Management and Digital Signature System (UUM&DS) implements identity federation between the Commission, EUIPO's and all Member States' identity and access management systems for the purposes of providing secure authorised access to the EU Customs electronic systems (like COPIS) for EU Economic operators and persons other than the economic operators.

IPEP Step-by-step user guide for rights holders

Page 6 of 140

If you wish to apply for an IP Enforcement Portal account, you need to have a registered trade mark or design valid in the EU (Community or national). Begin by selecting either the *Trade Mark* or *Design* tab.

- **Trade Mark**

If you wish to apply on the basis of a trade mark, select the *Trade Mark* tab at the top of the page.

Fill in one of the required fields to search for your trade mark(s) in TMview (official database of all trade mark offices participating at national, international and EU level). Then, click on *Search Trade Marks*.

A list of trade marks matching your search criteria will appear. Choose one by clicking on the trade mark within the list. You will see a new field open up.

- **Design**

If you wish to apply on the basis of a design, select the *Design* tab at the top of the page. Fill in one of the required fields to search for your design(s) in DesignView (official database of all design registration offices participating at national, international and EU level). Then, click on *Search Designs*.

A list of designs matching your search criteria will appear. Choose one by clicking on the design within the list. You will see a new field open up.

In this new field you will see your identification information and company address. When you select the trade mark or design as the basis for your application, the information was transferred automatically from TMview or DesignView respectively. Check that the physical address for your company is correct.

For security reasons, only the registered IPR holder will receive the registration letter. The physical address to which the letter will be sent is retrieved from TMview or DesignView. This letter will include a security code.

If the information is correct click on *Next* and a new field will open up.

You will need to enter your contact details and accept the conditions to proceed. Then click on *Submit your account request*. The IP Enforcement Portal system will automatically generate and send an email to the Observatory's administration team. A message will be displayed indicating that the email has been generated and sent correctly.

1.1.2 Country authorities or Producer groups representing acting as representatives of a Geographical Indications (GIs)

Country authorities or Producer groups when acting as representatives of Geographical Indications (GIs), can request an account in IPEP through the private area of the GIview. The Country authority or Producer group will be the one responsible to manage the account for the producers and their relevant data and for the creation of other accounts on their behalf ('sub-accounts' and/or representatives' accounts).

Country authority name	Contact details	Representative	Actions
Agrárminisztérium/Ministry of Agriculture, Borászati és Kertészeti Főosztály, Szőlő, Bor és Érdetvédelmi Osztály	Apáczai Csere János utca 9, 1051, Budapest, HU, (+36 1) 896 2733, (+36 1) 795 1705, (+36 1) 795 5737, https://gi.kormany.hu/, gi@am.gov.hu	<input checked="" type="checkbox"/>	<input type="button" value="IPEP access"/>

Country authorities

In addition to the information provided by the Glview, the Country authorities and the European Commission (DG AGRI) can also validate and authenticate Producer groups as representatives of GIs to the IPEP team for any requests directly made outside the Glview.

1.1.3 Rights holders of other IPRs

Rights holders of other IPRs having effect in the EU that do not have a trade mark, design or Geographical Indication, can request an IPEP account using their EORI number. The letter with the security code will go to the address recorded with the EORI. The request must be mailed to ipenforcementportal@euipo.europa.eu and the registration certificate the IPR or proof in the case of a copyrights, needs to be included in the email.

1.1.4 Activating your account

Once our team has registered your company and created your account in the IP Enforcement Portal you will receive an email from the European Union Intellectual Property Network (EUIPN) Portal (former EUTMDN), containing a link to activate your account (password creation).

To activate your account and create your password, click on the link in the first email:

EUIPN
EUROPEAN UNION
INTELLECTUAL PROPERTY NETWORK

Set new password

New password

Repeat new password

Type in your personalised password and then click on *Submit*. While typing, the system will inform you about the strength of your password. A strong password is an important protection that will make your online transactions safer. The ideal password is long with a mixture of letters, punctuation marks, symbols and numbers. These are the rules that your password must follow:

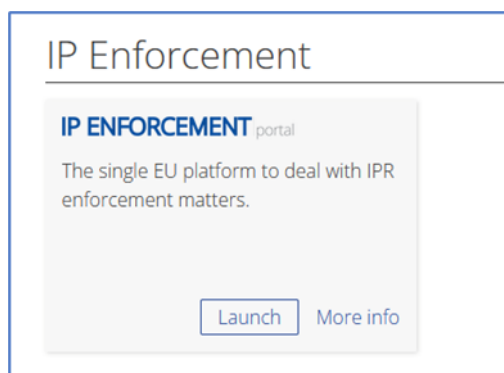
- The password must contain at least 8 characters.

- The password must contain at least one uppercase letter, one lowercase letter and one number. Do not use special characters or white characters (space), with the exception of '@,;,:-_\$/()=€Ç'
- The password may not contain the username.
- The password may not contain three or more repeated characters such as 'aaa' or '555'.
- The password may not contain numeric sequences of 3 successive digits such as '123' or common keyboard sequences such as 'asdf'.

If you wish to change your password in the future, remember that your new password must not be the same as your current or two previous passwords.

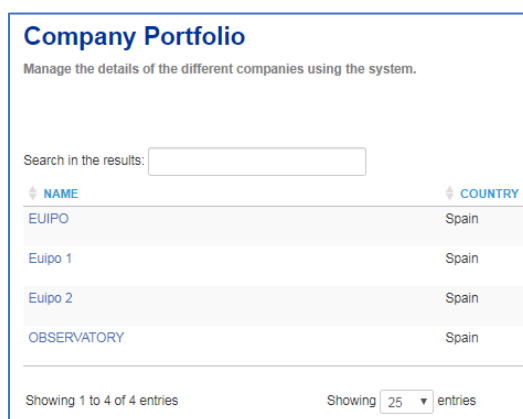
1.1.4.1 The EUIPN — European Union Intellectual Property Network

The IP Enforcement Portal is part of the EUIPN (www.tmdn.org). When accessing the EUIPN website for the first time, you will see an overview of all the tools that the EUIPO has developed in cooperation with the other national offices and international organisations that form part of the Network. One of these tools is the IP Enforcement Portal.



Click on Launch to access the tool. A separate tab will open in your browser, the IP Enforcement Portal will load and you will see your *Dashboard*. For more information, see **Section 2 The Exchange information module of the IP Enforcement Portal** below.

If you have multiple accounts, it will take you automatically to the *Company Portfolio*, where you can select the account in which you want to work.



For future access, we recommend you to search for the IP Enforcement Portal in your browser or use the following link: www.ipenforcementportal.eu. You may want to save the link to the IP Enforcement Portal on your desktop to sign in.

1.1.5 Account management

The master user (account holder) can create sub-accounts for their colleagues. You can find the instructions under **Section 2.10 User management** below. An easier option is for the master user to send an email with the name and professional email address of their colleague(s) to ipenforcementportal@euipo.europa.eu requesting the creation of a sub-account for them.

1.1.6 Log in

1.1.6.1 Log in as user

If your company has already registered with IPEP and you have a user profile, follow this link to the IP Enforcement Portal's landing page: www.ipenforcementportal.eu.



To access IPEP, click on **LOG IN**, which is located at the top centre of the screen. It will take you to the *Sign in* page, where you can type in your username and password.

If you forget your user name, click on *Forgot username* on the *Sign in* page and follow the user name retrieval process. You will receive an email with a link to follow.

If you would like to change/personalise your password, click on *Forgot password* on the *Sign in* page and follow the password generation process. You will receive an email with a link to follow.

1.2 Federation through the Uniform User Management and Digital Signature System (UUM&DS)

If you are a trader (economic operator, rights holder, legal representative, licensee, etc.) registered and accessing the *EU Customs Trader Portal* (https://ec.europa.eu/taxation_customs/online-services/online-services-and-databases-customs/eu-customs-trader-portal_en), using UUM with the correct profile (executive profile)², you will be able to access the IP Enforcement Portal using the link that is displayed at the bottom of the *Sign in* page:

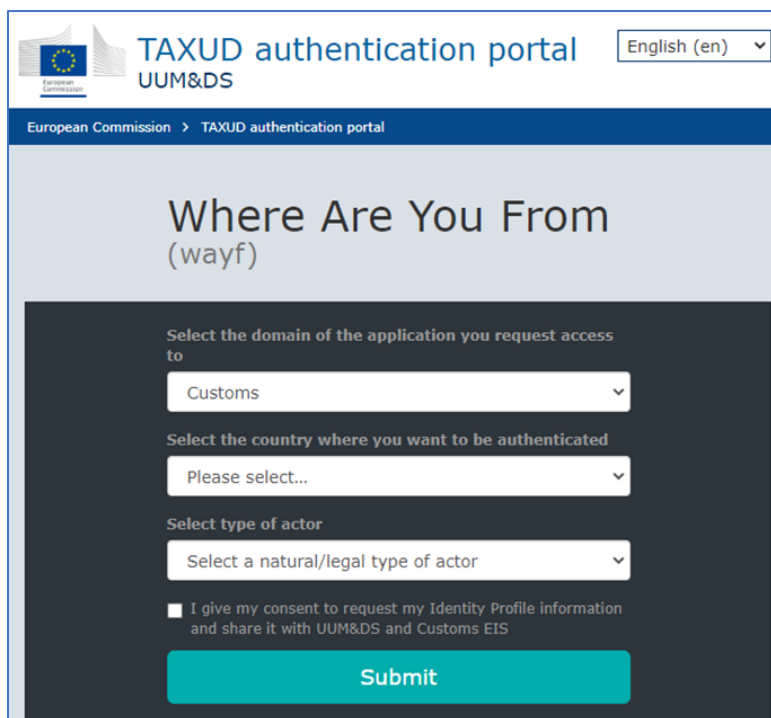
<https://www.ipenforcementportal.eu/exchange/>

Click on *Select your country* under the *Or use the eID of your country* label. See image below:

² The business profile cust-executive is used also for other applications like ICS2, so it can be that you -economic operator- have to ask the MS that his profile is also connected to application IPEP.

1.2.1 Authentication with UUM/DS

By clicking on the link provided, you will be redirected to the European Commission's 'Where Are You From' webpage.



The 'Where Are You From' page requires you to provide the following information:

- the *domain* (*Customs* in the example above),
- the *place* where you want to be authenticated (i.e. the trader's country),
- the *type of actor* (the list of available types of actors may change according to the UUM&DS Reference Data),

and to tick the box giving consent and click *Submit*.

Afterwards, you will be redirected to the authentication portal to carry out the actual authentication. Once correctly authenticated, you will be redirected to IPEP or, if access is denied, to a UUM&DS error page.

You can find more information on the [Defend your rights page](#) of DG Taxud under the link indicated above.

1.2.2 Company Setup

If your company does not have a profile in the IP Enforcement Portal you will have to create it. In order to facilitate the creation of a new company profile you will be redirected to the *Company Setup* page.

Under *Company Details*, some information is mandatory. You will also need to accept the tool's 'Terms and Conditions' to be able to access the AFA services and the rest of the system's functionalities.

Some information about your company will be taken automatically from UUM&DS:

- *Company EORI number and Company EORI Name:* These fields are read-only and cannot be changed.
- *User email:* If the user is new to the system, this field will be populated with editable information from UUMDS. If the user already exists in IPEP, this field will contain the registered email which is read-only.
- *Company email:* Read-only if provided by UUM&DS.

IP ENFORCEMENT portal Step into your IP Enforcement Community

Language English

Dashboard Company Information Product Portfolio Application for Action (AFA) Suspicious Cases

Company Setup

Company Details

Name *

Main Phone

Additional Phone

Fax

Company Email *

Company Website

Sector of Activity

User Email *

Other Names

Company EORI number

Address *

Town *

Post Code *

Country *

Main Language *

VAT

National Number

TIN

Mandatory Fields *

Include a Legal Representative

Search in the results:

NAME	EMAIL	COUNTRIES COVERED
No data available in table		

Showing 0 to 0 of 0 entries Showing 25 entries Previous Next

☐ I have read and accept the Terms and Conditions

Close Company Setup Next >

Click on *Add Legal Representative* to include one or more legal representatives that can access the company account and act on its behalf, for example, to key in information or file an AFA.

You can find more information about adding legal representatives in **Section 2.2.2.1 Include a Legal Representative**.

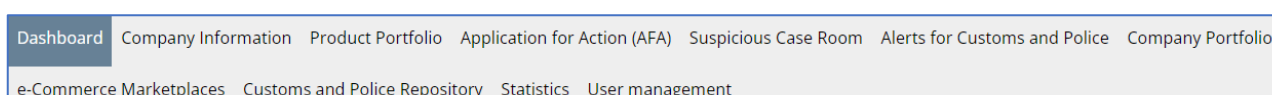
Once you have filled in all the fields and have read and accepted the 'Terms and Conditions', confirm by clicking on *Next>*.

If no mandatory information is missing, you will be redirected to the IPEP Dashboard.

If you click on *Close Company Setup* or log out, you will be redirected back to the *Company Setup* page next time you login to the IP Enforcement Portal through UUM&DS.

2 Entering IPEP

When entering IPEP, you will have access to the main menu toolbar — *Dashboard, Company Information, Product Portfolio, Application for Action (AFA), Suspicious Case Room, Alerts for Customs and Police, Company Portfolio* (for multiple account holders or representative accounts), *e-Commerce Marketplaces, Customs and Police Repository, Statistics, User management* and, only if you are a master user or on request, to the *Report non-EU cases* module.



2.1 The structure of IPEP

It is important to note that, for information entered by rights holders, IPEP is set up on two levels, which constitute the core of the database.

The COMPANY INFORMATION level contains general information about the company and is open by default to all the enforcement authorities registered in IPEP.

The PRODUCT PORTFOLIO level (product information) contains information about the products, is protected by a PINSAFE and needs to be actively shared with enforcement authorities in order to become visible to them.

All the other functionalities gravitate around this central part of the database.

2.1.1 Two-factor authentication (2FA) – the validation code

In order to access the product and AFA information in IPEP, the user must enter a two-factor authentication: the **validation code**.

The new 2FA is an enhanced security measure that requires users to provide a validation code they will get either from an authenticator app on their mobile or their browsers.

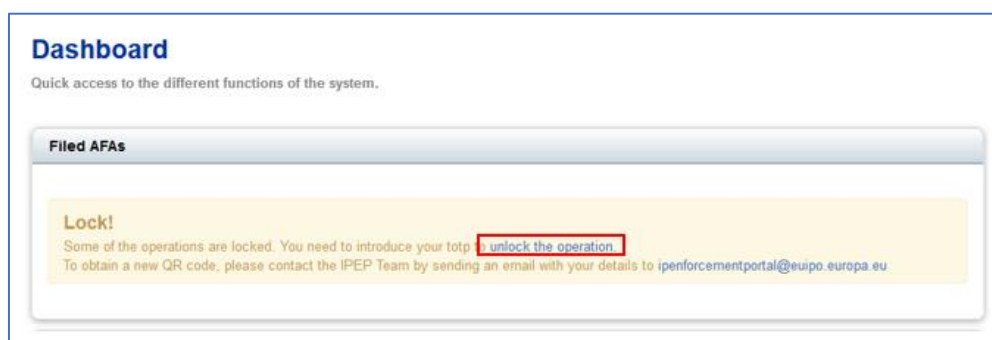
The solution used is the **WSO2 Identity Server**, with a 'Time-Based One Time Password' or **TOTP**. TOTP (validation code) is an algorithm-generated temporary passcode that is used for strong authentication. The algorithm that generates each passcode uses the current time of day as one of its factors, ensuring that each password is unique.

For IPEP you can use any 'authenticator app' to generate the validation code. It can be installed either on your smartphone or on your desktop in one of your browsers.

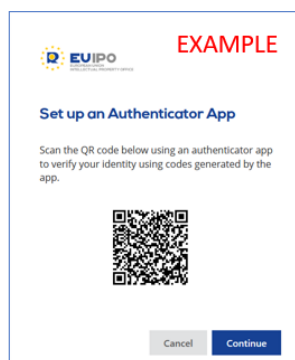
2.1.1.1 Set-up of the validation code (TOTP) for the first time

The below described action only needs to be done the first time, to change from the old pin safe to the new authentication method.

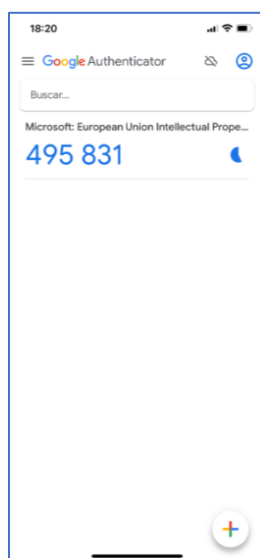
After accessing IPEP with your usual credentials (username and password), if you want to access IPEP features under 2FA, click on '*unlock the operation*' as usual.



The first time it happens, a screen with a QR code will appear. You need to **scan the QR code** with your mobile using any authenticator app (e.g., Google Authenticator...) and click on *Continue*.



In the authenticator app that you have used to scan the QR code, a new entry will appear for the generation of the validation code (TOTP) for IPEP:



Enter the validation code (TOTP) in the field that appears in IPEP for authentication and click on *Continue*.

You have 'unlocked the operation' in IPEP and can now access the Product and AFA information in IPEP.

If you do not have an authenticator app installed on your mobile, there are multiple options available. Just go to your **app store** on your phone and **search for 'authenticator'**.

Alternatively, you could also use the following links below.

2FA –Mobile OS	Android users	iOS users
Mobile: Google Authenticator	https://play.google.com/store/apps/details?id=com.google.android.apps.authenticator2&hl=en&gl=US	https://apps.apple.com/us/app/google-authenticator/id388497605

Mobile: Microsoft Mobile Phone Authenticator App - Android users	https://play.google.com/store/apps/details?id=com.azure.authenticator	https://apps.apple.com/us/app/microsoft-authenticator/id983156458
--	---	---

If you do not have a mobile, you can also scan the QR code on your PC from a browser extension. Please contact the IPEP team for instructions at ipenforcementportal@euipo.europa.eu

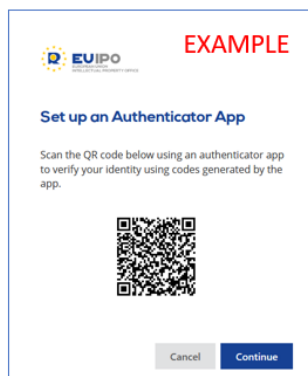
2.1.1.2 Reset QR code

In principle, you will only need to scan your QR code once. From that moment onwards, the authenticator app of your mobile (or browser) will keep generating the new validation codes.

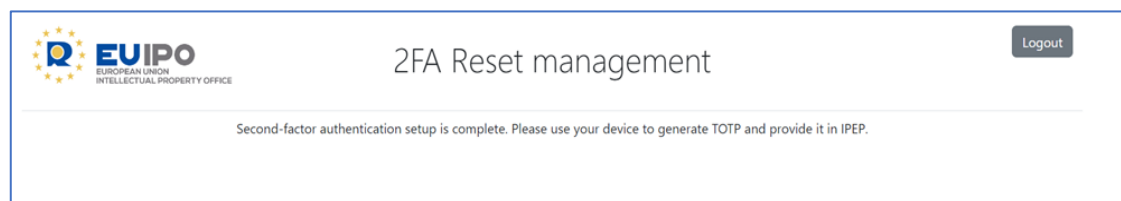
If for some reason you need to reset the QR code, please send an email requesting a new QR code to the IPEP team at: ipenforcementportal@euipo.europa.eu.

2.1.1.2.1 Email notification with link to reset the QR code

You will receive an email with a link to reset the QR code. Please click on the link to be redirected to a new QR code to scan it, after logging in to IPEP.

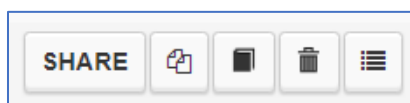


You can follow the instructions above under point 1, for setting up the 2FA for the first time. Upon completion you will receive the below confirmation message.



2.1.2 Sharing Criteria

As mentioned above, product information is closed by default to all enforcement authorities that have access to the tool. To allow the different enforcement authorities access to the information listed in the PRODUCT PORTFOLIO, you need to share it by clicking on *SHARE*:



A window showing all the enforcement authorities with access to the tool will open giving you the possibility to decide with which enforcement authorities you want to share the information about your products. This means that you can choose, for example, to make some information accessible only to customs or police and other information accessible to everyone.

Sharing Criteria

☐ Automatically share when a new authority is added ?

☐ Share with EUIPO ?

☐ Select All

SHARED	NAME	TYPE	COUNTRY	ACTIVITY
<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

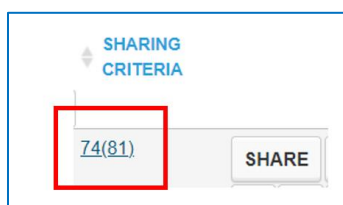
As the number of enforcement authorities accessing IPEP still grows, you have the option of automatically sharing your product information with any new authorities that access the tool in the future.

☒ Automatically share when a new authority is added

The EUIPO has no access to your account information, other than your Company Information, but you have the option of giving our team access to the information of a particular product for the purpose of training enforcement authorities. It is very useful to be able to access real data when presenting the tool to enforcers.

☒ Share with EUIPO

The indicator next to the *SHARE* button shows the number of authorities that the user has shared their information about a particular product with:



2.1.3 Mandatory fields

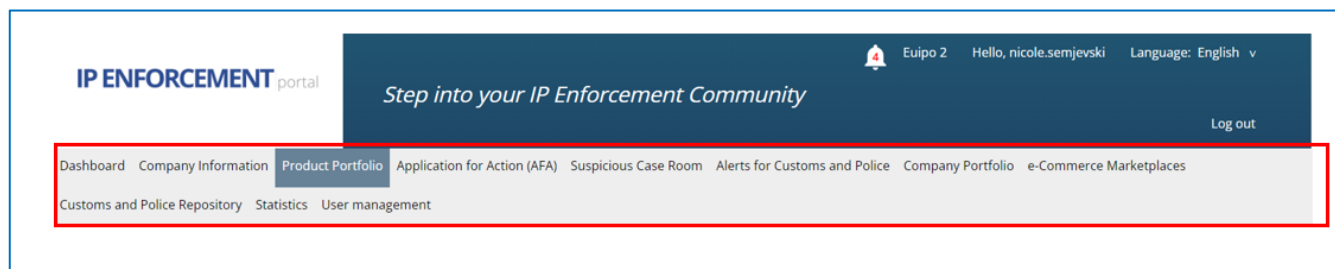
Throughout the tool, mandatory fields are marked with a red asterix.

A screenshot of a form titled "Add Company Involved". It contains two input fields. The first field is labeled "Name*" with a red asterisk, and its placeholder text is "Name of the Company Involved". The second field is labeled "Function*" with a red asterisk, and its placeholder text is "--Please Select--".

These mandatory fields indicate the information that is required by Regulation (EU) No 608/2013⁽³⁾ ('the Customs Regulation') for the customs' Applications for Action (AFA). See more under **Section 2.4 Application for Action (AFA)**.

2.1.4 Headline

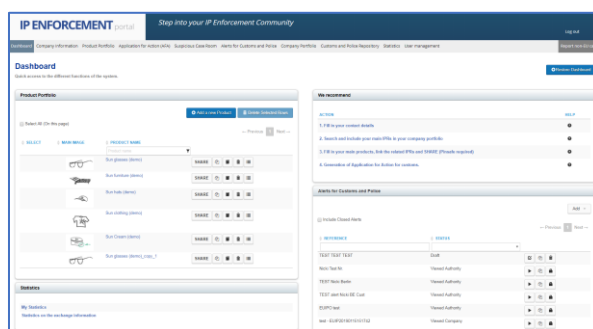
From the headline menu you can access all the features of IPEP offered to the rights holders, simply by clicking on the different tabs.



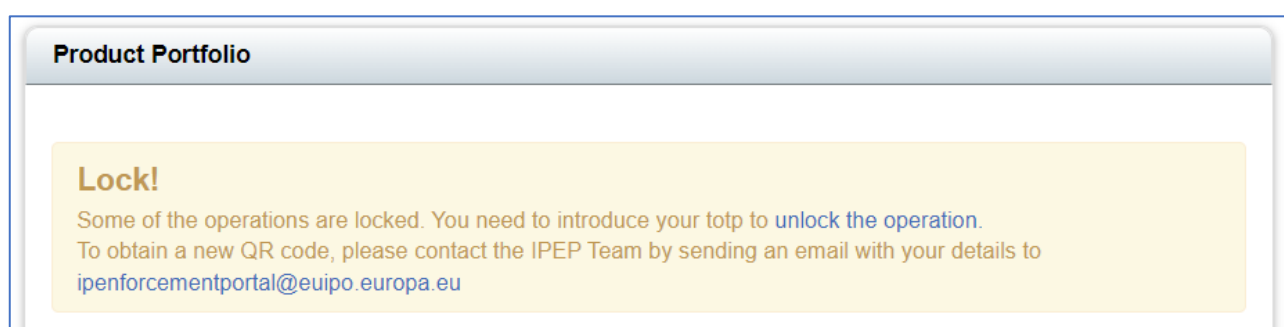
2.1.5 Dashboard

The *Dashboard* gives you quick access to the main features of the *Exchange Information* module in IPEP. It is composed of different widgets (boxes) that give you a quick access to the main functionalities of the tool.

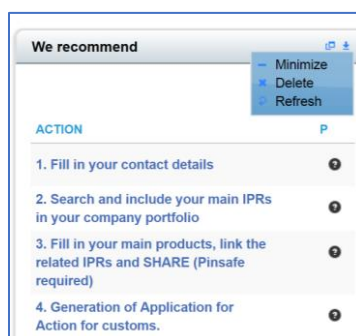
⁽³⁾ Regulation (EU) No 608/2013 of the European Parliament and of the Council of 12 June 2013 concerning customs enforcement of intellectual property rights and repealing Council Regulation (EC) No 1383/2003, OJ L 181, 29.6.2013, p. 15–34.



Widgets that display product and AFA related information are protected by a two-factor (2FA) authentication that needs to be entered first, unlocking the operation.



By scrolling over the top right-hand corner of widget in the *Dashboard* and clicking on *the arrow* icon you can minimise, maximise or delete widgets, and thereby configure your own personal dashboard.



When clicking on the windows icon, you can maximise the widget.

Using the *Restore Dashboard* button you can restore the *Dashboard* to its initial configuration.



2.1.5.1 The widgets of the *Dashboard*

Filed AFAs displays your customs Applications for Action (AFA) information, that is automatically downloaded from COPIS⁴, but only once your EORI number has been entered in the *Company Details* under *Company Information*. Should you never have filed an AFA, this widget will remain empty until an AFA has been filed. To create or manage and AFA you need to go to the Application for Action (AFA) section, that you can access by clicking on the displayed link or through the headline menu.

Notifications displays any notification received from customs authorities of the Member States related to an AFA request. Any entry regarding a notification can be viewed, marked as read -sending a receipt notification to customs-, viewed in the AFA list or replied to by clicking on the respective action buttons.

For more details, see **Section 2.4 Application for Action (AFA)** below.

Product Portfolio reflects your product information. You can either access it from the *Dashboard* or click on *Product Portfolio* in the upper menu tab.

Here you can administer all of your product information in the same way as when you access it through *Company Information* menu, that is to say, you can add a new product, edit or delete existing products, share it with the authorities, copy the product information, generate a product card or, with the multiple edition feature, apply a change made in one product, to other products in your product portfolio.

For more details, see **Section 2.3.1 Product Portfolio** below.

Alerts for Customs and Police gives you an overview of the alerts you have created and quick access to view their content and status.

You can also add a new alert, search for previously added alerts by searching on the type of alert or the creation date and close an alert.

For more details, see **Section 2.6 Alerts for Customs and Police** below.

Suspicious Case Room gives you an overview of all the suspicious cases uploaded by customs or police connected to your company's name.

You can see the status of a suspicious case and the deadline for your reply to the relevant enforcement authority. You can also close a suspicious case and if applicable convert it into a *Past case*.

For more details, see **Section 2.5 Suspicious Case Room** below.

⁴ COPIS is the central database of the European Commission – DG Taxud where all the AFA information is stored, independently of where the AFA was filed.

Access Log is connected to your account with IPEP. It allows you to see who, from within your own company and also from the authorities, has worked on your account or accessed your information.

Statistics see **Section 2.11** below.

2.1.6 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.

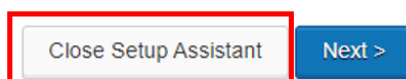
Users entering from the DG Taxud Traders portal (UUM/DS) (*Where are you from?* page) for the first time are automatically guided to the *Setup Assistant* to enter the information in IPEP and start the AFA filing procedure once the mandatory information has been completed.

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.

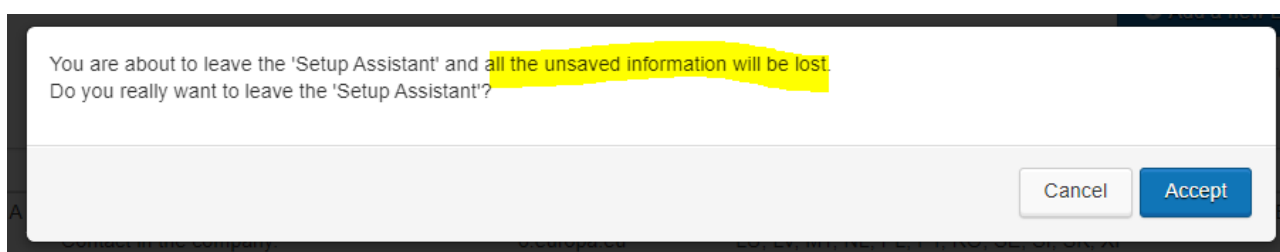
The *Setup Assistant* can be accessed in the *Dashboard*. As the mandatory information is completed, the different chapters of the **INFORMATION ENTERED** is ticked to guide users.

ACTION	INFORMATION ENTERED
1. Fill in your Company details	✓
2. Add Enforcement Contact Points	✓
3. Search and include your main IPRs in your company portfolio	✓
4. Fill in your main products, link the related IPRs and SHARE (Pinsafe required)	✓
5. Generation of Application for Action for customs.	✓

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



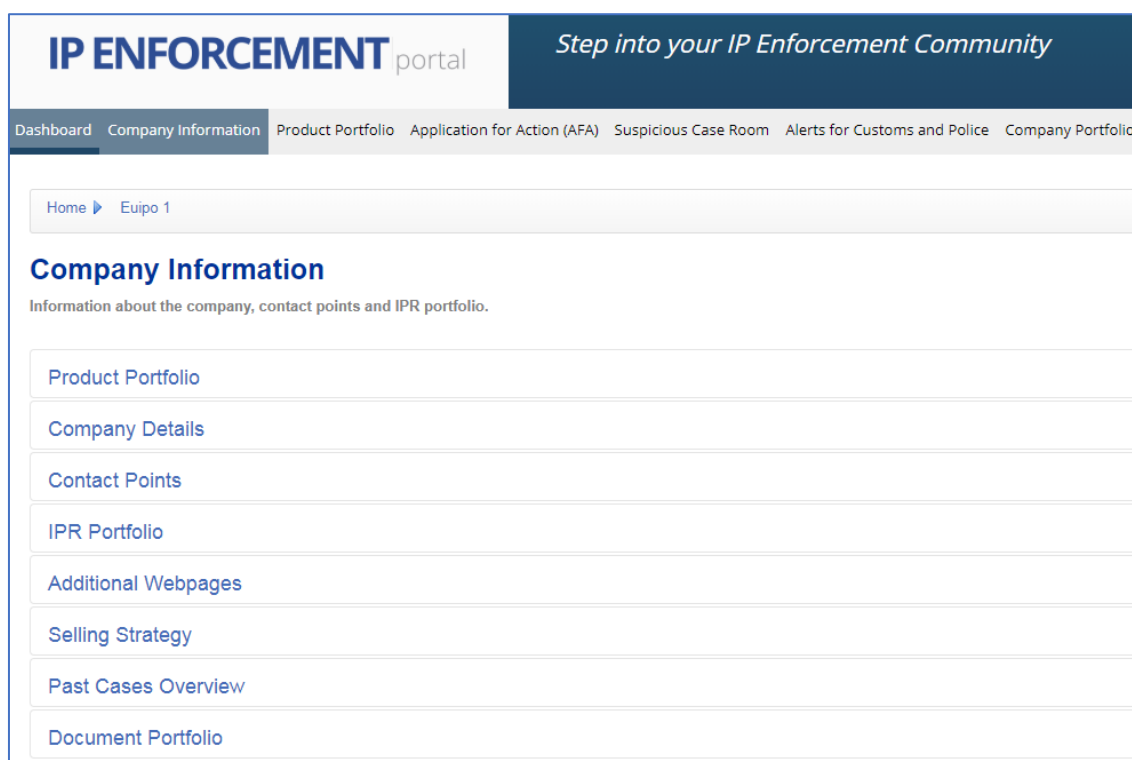
When clicking on Close Setup Assistant, the following warning message will appear:



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*.

2.2 Company Information

Company Information is where you upload all the relevant information about your company. Amongst others, the most important are the *Contact Points* you have for enforcement authorities and your *IPR Portfolio* for the enforcement authorities to view. From here you can access the Product Information level through the *Product Portfolio* tab.



Click on a heading within *Company Information* to expand/collapse the section.

2.2.1 Product Portfolio

From here you can access the Product Information level. For more details, see **Section 2.3 Product Information** below.

We recommend entering your information at *Company Information* level first.

2.2.2 Company Details

The first time you log on to the IP Enforcement Portal (not accessing through UUM&DS) you will see that a number of the fields are already filled in with information about your company. This information was transferred automatically from TMview or DesignView when your account was created.

Company Details

Update

Name	Euipo 2	Address	Avenida de Europa, 4
Company EORI Number	Company EORI Number	Town	Alicante
EORI Name		Post Code	E-03008
Main Phone	+0034965139100	Country	Spain
Additional Phone	Additional phone details	Main Language	English
Fax	Fax number	VAT	Company VAT number
Company Email	Observatory.Secretariat@euipo.euro	National Number	National Number
Company Website	Company Website	TIN	TIN
Sector of Activity	--Please Select--		
Other Names			

Include a Legal Representative

Search in the results:

NAME	EORI NUMBER	EORI NAME	EMAIL	COUNTRIES COVERED
Guybrush Threepwood			guybrush@mele.cb	Italy, Austria, Portugal, Luxembourg, Netherlands, Finland, Denmark, Croatia, Belgium, Latvia, France

Showing 1 to 1 of 1 entries

Showing 25 entries

Previous 1 Next

In *Company Details* you can update some of the fields. The main fields, *Name*, *Company EORI Number* and *EORI Name* cannot be changed by the user once a value has been entered. For security reasons, the IPEP team need to delete the entry for you to enter a new EORI number. In such a case please contact the IPEP team at ipenforcementportal@euipo.europa.eu.

To update a page, click on *Update*.

- Company EORI Number**
Enter your company's Economic Operator Registration and Identification (EORI) number. Once saved, it cannot be modified. *EORI Name* is disabled as the system will automatically

obtain it from Customs when you save the EORI number. A *Validate* button is available for you to verify your EORI number. Before exiting, remember to *Save* the global *Update* at the bottom of the screen. This will save the content of the *Update an existing company* screen. This applies to all entries.

- **Main Phone⁽⁵⁾**
Enter your company's main phone number for enforcement authorities to use for IPR-related questions.
- **Additional Phone⁽⁵⁾**
Enter an additional phone number if your company has one.
- **Fax⁽⁵⁾**
If your company can be contacted by fax, enter the number here.
- **Company Email**
Enter your company's main email address for enforcement authorities to use for IPR-related questions. We recommend using mailboxes for the company email.
- **Company Website**
Enter your company's web page address.
- **Sector of Activity**
Enter your company's sector of activity.
- **Other Names**
Enter any other names used by your company or the name your company is known by.
- **Address, Town, Post Code and Country**
Enter the details of the company's main address.
- **Main Language**
Indicate which language is mainly used in your company.
- **VAT**
Enter your company's VAT number.
- **National Number**
Enter your company's National Number.
- **TIN**
Enter your company's tax identification number (TIN).

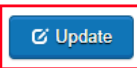
2.2.2.1 Include a Legal Representative

The Legal Representative in IPEP is the person managing the IP Enforcement Portal account for the rights holder and who will act on their behalf, for example, by keying in product information in IPEP or by filing a Customs Application for Action (AFA).

⁽⁵⁾ The number should begin with the international exit code sign '+' in front of the country code and telephone number (e.g. +32 210 1234567 ext. 123).

If you have not already done so, click on *Update* at the top right of the *Company Details* field.


Company Details



Name

Click on *Add Legal Representative* to include one or more legal representatives that can access the company account and act on its behalf, for example, to key in information or file an AFA.

Include a Legal Representative



NAME


EORI NUMBER

EORI NAME


EMAIL

COUNTRIES COVERED

Name, *Email*, *Address* and at least one telephone/fax field are the only mandatory fields to be filled in. However, if your legal representative needs to file an AFA, the EORI number must also be provided.

-  Warning: *EORI Number* on the *Add Legal Representative* page can only be completed if the rights holder company has filled in its own EORI number.

Add Legal Representative

 The Legal Representative that you add in this section will be able to work in your company account accessing with his own credentials.

Name *

Email *

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

EORI Number

EORI Name

Company

Countries covered

Mandatory Fields *

Address *

Town *

Postal Code

Country *

Telephone(+)

Mobile(+)

Fax(+)

(+) at least one of these fields shall be filled in

IPEP Step-by-step user guide for rights holders

Page 26 of 140

The process for creating a 'representative account' is launched when a legal representative is created. The legal representative will receive credentials to log on to this account. The company account will be automatically linked to the 'representative account', thereby allowing the legal representative to access the user's company account.

- **EORI Number**

For AFA purposes you are required to provide your legal representative's EORI number.

The *EORI Name* field is disabled as the system will automatically obtain the information from Customs when you save the EORI number. A *Validate* button is available for you to verify the EORI number.

- **Countries covered**

Some rights holders may have different legal representatives in different Member States. By clicking on *Select Countries*, you can select the Member States that are covered by the legal representative.

When you have made your changes, click on *Save* and the information will be updated with your changes.

2.2.2.2 Company Details – limited view by e-Commerce Marketplaces

e-Commerce Marketplaces have only a limited view of the Company Details. They do not see any personal data. Only *Name*, *Website*, *Sector of Activity*, *Country*, *Main Language* and *Other Names*. They also do not view the Legal Representative information.

Company Information

Information about the company, contact points and document portfolio.

Company Details

Name	<input type="text" value="Euipo 2"/>	Country	<input type="text" value="Spain"/>
Website	<input type="text" value="Company's website"/>	Main Language	<input type="text" value="English"/>
Sector of Activity	<input type="text" value="--Please Select--"/>		
Other Names	<input type="text"/>		

2.2.3 Contact Points

This is a very important field for you as a rights holder, as this is where you let the enforcement authorities know how to contact your company and who to contact if they find suspicious goods relating to your IPR.

As one of the enforcement authorities' main challenges is to find a rights holder and their correct contact information, it is important to ensure that the information in this field is as detailed as possible and update it regularly.

In IPEP, a Contact Point is the contact person of the rights holder for a given Member State. It can be a person dealing with either legal or technical matters that will be able to assist enforcers in the identification of counterfeited products in case they find suspicious goods relating to your intellectual property rights (IPRs). Providing a Contact Point in each Member State is mandatory when filing an AFA applicable for a specific country.

Contact Points					
<input type="checkbox"/> Select All (On this page)					
<div> <div>Import</div> <div>Export</div> <div>Add a new Enforcement Contact</div> <div>Delete selected rows</div> </div>					
<div> <div>← Previous</div> <div>1</div> <div>Next →</div> </div>					
SELECT	NAME	TYPE	PHONE	EMAIL	COUNTRIES COVERED
Name	Type	Phone	Email	Countries covered	
<input type="checkbox"/>	Contact Point B	Main Enforcement Contact in the company.	+4463416436	emilia.bertomeu-bertomeu-external@capgemini.com	CY
	Contact Point A		+0034965139100	evangelia.stavropoulou@euipo.europa.eu	AT, BE, BG, CY, CZ, DE, DK, EE, ES, FI, FR, GR, HR, HU, IE, IT, LT, LU, LV, MT, NL, PL, PT, RO, SE, SI, SK
	Deleted		+0000000000000	ipenforcementportal@euipo.europa.eu	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, XI
	Contact Point 4			ipenforcementportal@euipo.europa.eu	AT, BE, BG, CY, CZ, DE, DK, EE, ES, FI, FR, GR, HR, HU, IE, IT, LT, LU, LV, MT, NL, PL, PT, RO, SE, SI, SK, XI

You can create an enforcement contact or edit, view or delete existing ones. To add a contact point click on *Add a new Enforcement Contact* and a new page will open.

Add a new Enforcement Contact

Name *

Name of contact

Company

Company

Email *

Contact email

Question Type *

--Please Select--

Type of product covered

Search for product

Languages

Select Languages

Countries Covered *

Select Countries

Main Contact in the company

☐

Mandatory Fields *

(+) At least a phone, mobile or fax is mandatory

Main Phone (+)

Main Phone

Additional Phone (+)

Additional phone details

Fax (+)

Fax number

Address *

Contact address

City or Town *

City or Town

Postal Code

Postal Code

Country *

--Please Select--

Website

Website

Save

Cancel

Name

Enter your company contact's name.

Email

Enter your company contact's email address.

Question Type

From the drop-down menu you can choose the type of questions from the enforcement authorities that this contact will cover: *Technical*, *Legal* or *Technical/Legal*. Click on the correct description and your choice will be transferred to the field. Remember that, to file an AFA, you need to have both a *Technical* and *Legal* contact for each Member State where the AFA is applicable. A *Technical* and *Legal* contact can be the same for more than one Member State.

Type of product covered

The product specification (keyword) is predefined and retrieved from the Common Goods and Services database, which reverts to TMclass.

To find the product specification (keywords), enter three or more letters, for example 'sport', and wait for the database to search for categories that include those letters. A drop-down menu will open up with a list of categories including those letters. Choose and click on the correct product specification. You can select more than one. You can also delete a keyword by clicking on X at the top left.

Languages

Click on *Select Languages* to show which languages this contact speaks. A box listing all the official EU languages will appear. You can choose either *Select all* or specific languages. Then, click on *Select*.

Countries Covered

Click on *Select Countries* to show which countries this contact covers. A box will expand with a list of all the EU Member States. You can choose either *Select all* or specific countries. Then, click on *Select*.

Main contact in the company

If you select this option, you identify the created contact as the Main enforcement contact in the company. There must be always one. Once you have created such a contact it will not be possible to delete it. The only way you can modify or delete it, is to create a new contact as the *Main enforcement contact in the company*. This contact is always in copy of any notification the other contact points receive from the authorities, so the main contact always keeps an overview about what is going on.

Main Phone

Enter your company contact's phone number.

Additional Phone

Enter an additional phone number for your company contact, if one is available.

Fax

Enter a fax number if your company contact can be contacted by fax.

Address

Enter your company contact's address.

City or Town

Enter your company contact's city or town.

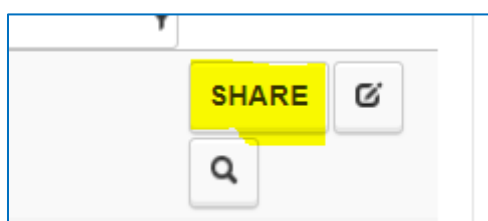
Country

Enter your company contact's country.

2.2.3.1 Contact Points for e-Commerce Marketplaces

You can also SHARE a Contact Point with a given e-Commerce Marketplaces.

For enforcement authorities accessing IPEP the Contact Points are open per default. On the contrary, for a given e-Commerce Marketplace, they can only view the Contact Point specifically SHARED with them. They cannot view which any other Contact Points.



2.2.3.2 Export/Import Contact Points

It is possible to export and import the Contact Points between your different company accounts or to your desktop using an Excel template. You will find the *Import* and *Export* buttons under *Contact Points*.

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

Home ► PREPRODBF test

Company Information

Information about the company, contact points and IPR portfolio.

Product Portfolio

Company Details

Contact Points

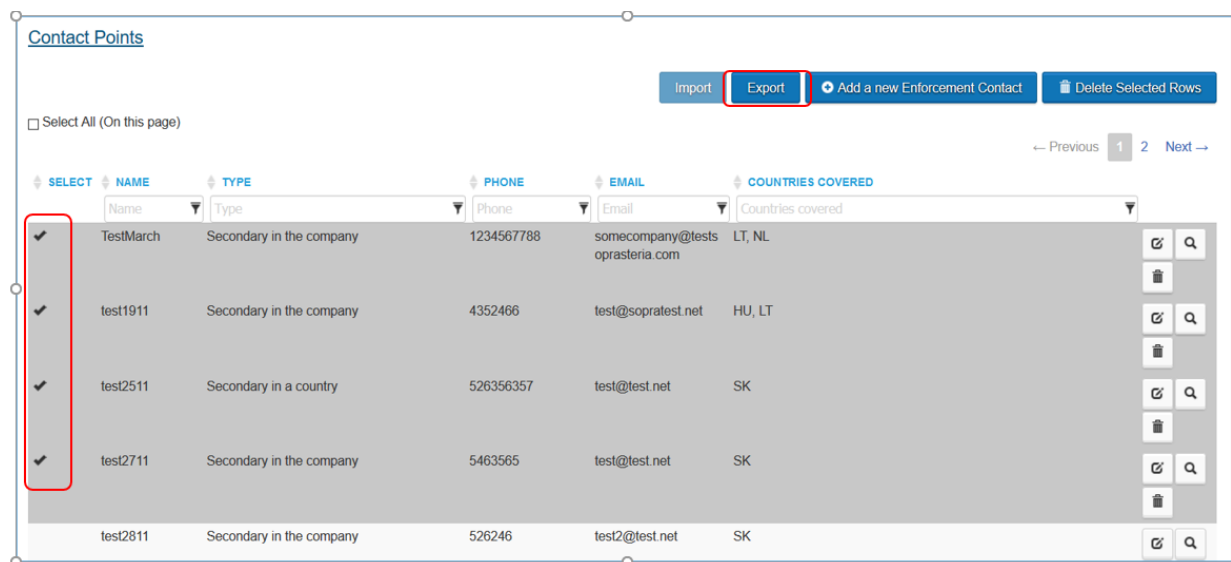
☐ Select All (On this page)

Import Export Add a new Enforcement Contact Delete Selected Rows

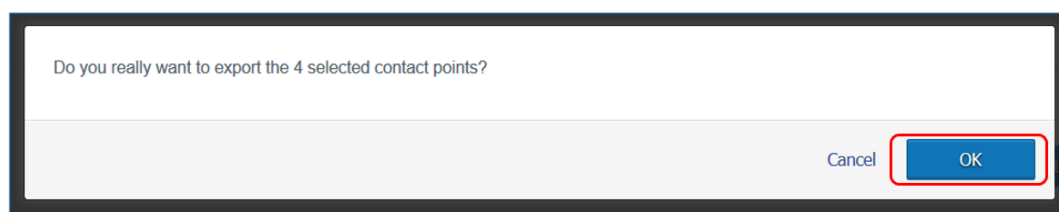
← Previous 1 2 Next →

SELECT	NAME	TYPE	PHONE	EMAIL	COUNTRIES COVERED
	Name	Type	Phone	Email	Countries covered
	TestMarch	Secondary in the company	1234567788	somecompany@testoprasteria.com	LT, NL
	test1911	Secondary in the company	4352466	test@sopratest.net	HU, LT

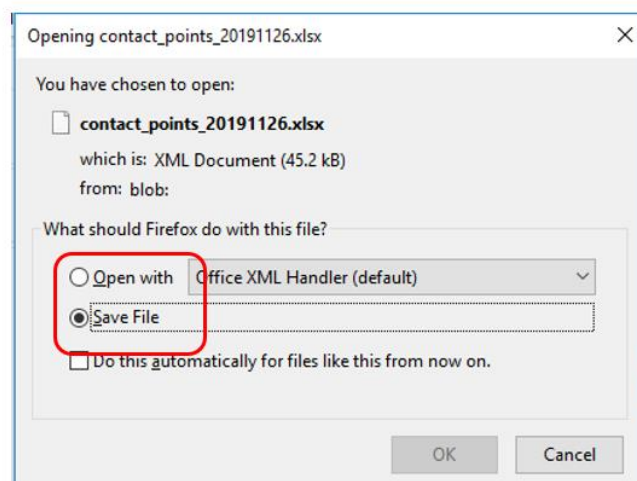
To EXPORT contact points, select the contact points you would like to export in your *Contact Points* table.




Once selected, the *Export* button will be activated. Click on it. A message will appear asking you to confirm the number of contact points you want to export.



Once accepted, an Excel file will be generated that can be opened or saved on your computer.



The Excel file contains all the fields containing the information under *Contact Points*.

<div>  <div>IP ENFORCEMENT portal</div> </div>							
Contact Points Export/Import							
ID	Name	Main Phone	Email	Question Type	Type of product covered	Languages	Addition
66	TestMarch	1234567788	somecompany@testsoprasteria.com	ADMINISTRATIVE		IT, FI	
70	test1911	4352466	test@sopratest.net	ADMINISTRATIVE		LV, HU	
72	test2511	526356357	test@test.net	BOTH		SK, PL	
74	test2711	5463565	test@test.net	ADMINISTRATIVE		IT, HU	

If you want to IMPORT the contact points into one of your accounts, click on the *Import* button.

Company Information

Information about the company, contact points and IPR portfolio.

Product Portfolio

Company Details

Contact Points

☐ Select All (On this page)

SELECT	NAME	TYPE	PHONE	EMAIL	COUNTRIES COVERED
	Name	Type	Phone	Email	Countries covered
	TestMarch	Secondary in the company	1234567788	somecompany@testsoprasteria.com	LT, NL
	test1911	Secondary in the company	4352466	test@sopratest.net	HU, LT

A new window will open where you can upload the Excel file with your contact points' information previously saved on your computer. Click on *Select File*, then *Start Import*.

[Download template](#)

← Previous
 1
2
 Next →

You can also download an empty contact points template by clicking on *Download template*.

[Download template](#)

This is recommended if you have a large number of contact points and you want to avoid having to create them one by one.

2.2.4 IPR Portfolio

The first time you log in to IPEP, the *IPR Portfolio* will be empty. You will need to fill it in with all the IPR that you want to include for the enforcement authorities to be able to view and to use later in your product and AFA information.

To add an IPR, click on *Add IPR* and a new field will open.

When you have added an IPR it will be visible in the list on the front page of your *IPR Portfolio*. You can add another IPR and you can also delete and define the sharing criteria for an existing IPR.

By default, your information is shared with every enforcement authority registered in the IP Enforcement Portal.

You can also search for an IPR in your portfolio by filling in one of the search boxes with a *Name*, *Reference*, *Type*, *Status* or *Office*.

Before adding an IPR you need to choose the type of IPR you want to add — *Trade Mark*, *Design*, *Geographical Indication*, *Patent*, *Copyright*, *Plant Variety* or *Other IPRs*.

2.2.4.1 Trade Mark

If you wish to add a trade mark to your IPR Portfolio, select the *Trade Mark* tab at the top of the page.

Only registered trade marks, for example, national, EU or international trade marks, can be added to your portfolio. Fill in one or more of the fields to search for your trade mark(s) that will be retrieved from TMview. Then, click on *Search Trade Marks*.

A list of trade marks that matches your search criteria will appear. Choose the trade mark(s) that you would like to add to your *IPR Portfolio* by clicking on them in the list. A check mark will then appear next to the owner's (name) to indicate that you have selected the trade mark. When you have selected all the trade marks you want to add, click on *Add Trade Mark* and the selected trade marks will appear on the front page of your *IPR Portfolio*.

TMview includes the trade marks from all the official trade mark offices participating at national, international and EU level. This also includes trade marks that are not valid in the EU but are useful for customs when it comes to goods and transit. Customs officials can check if the rights holder has a brand protected in the country of destination

2.2.4.2 Design

If you wish to add a design to your *IPR Portfolio*, select the *Design* tab at the top of the page. Only registered designs, for example, national, EU or international designs, can be added to your portfolio. Fill in one or more of the fields in order to search for your design(s) within DesignView. DesignView includes the designs from all the official design registration offices participating at national, international and EU level. Then click on *Search Designs*.

A list of designs that matches your search criteria will appear. You can choose the design(s) that you would like to add to your *IPR Portfolio* by clicking on them in the list. A check mark will then appear next to the name to indicate that you have selected the design. When you have selected all the designs you want to add, click on *Add Design* and the selected designs will appear on the front page of your *IPR Portfolio*.

2.2.4.3 Geographical Indication

IPEP is linked to Glview.

Add IPR

Trade Mark
Design
Geographical Indication
Patent
Copyright
Plant Variety
Other IPRs

Denomination
Registration number

Name of Rightholder

Type of Right Holder

Type of Geographical Indication *

☐ Select All (On this page)

Search in the results:

SELECT	REGISTRATION NUMBER	DENOMINATION	PRODUCT TYPE	TYPE	PRIORITY DATE
No data available in table					

If you wish to add a geographical indication to your *IPR Portfolio*, select the *Geographical indication* tab at the top of the page.

Fill in the name of your geographical indication, then click *Search Geographical Indications* to search for your geographical indication.

A list of geographical indications that match your search criteria will then appear. Choose the one that you would like to add to your *IPR Portfolio* by clicking within the *Select* field of the list. A check mark will then appear next to the denomination to indicate your selection. Next, click on *Add Geographical Indication* and the selected geographical indication will appear on the front page of your *IPR Portfolio*.

2.2.4.4 Patent, Copyright or Plant Variety

Trade Mark
Design
Geographical Indication
Patent
Copyright
Plant Variety
Other IPRs

Registration number *
Date of registration/protection *

Name *
Expiry Date

Name of Rightholder

Type of Right Holder *

Type of Patent * ☐ Patent as provided by national law (NPT) ☐ Patent as provided by Union law (UPT)

Trade Mark
Design
Geographical Indication
Patent
Copyright
Plant Variety
Other IPRs

Reference *
Publication Date *

Name *
Expiry Date

Name of Rightholder

Type of Right Holder *

The screenshot shows the 'Add IPR' form with the 'Plant Variety' tab selected. The form contains the following fields:

- Registration number * (Text input)
- Name * (Text input)
- Name of Rightholder (Text input, value: Euipo 1)
- Type of Right Holder * (Dropdown menu, value: Owner)
- Type of Plant Variety * (Radio buttons: National (NPVR), Community (CPVR))
- Date of registration/protection * (Text input with calendar icon)
- Expiry Date (Text input with calendar icon)
- + Add File (Button)
- Add IPR (Button)

If you wish to add a patent, copyright or plant variety to your *IPR Portfolio*, you will need to select the respective tab (*Patent*, *Copyright* or *Plant Variety*) on the *Add IPR* page.

For these rights there is no link to information in a common database and therefore no search function. You must enter the information about your patent, copyright or plant variety manually.

You can upload a document, for example, the registration of your patent in order to prove to the enforcement authorities that you are the rightful owner of the added patent, by clicking on *Add File*. A new field will open up. Select a document to upload by clicking on the magnifying glass and choosing the file from your computer. Then click on *Select File* and *Start Upload*.

File criteria:

- only PDF files can be uploaded;
- the file may not exceed 5 pMB.

2.2.4.5 Other IPRs

The screenshot shows the 'Add IPR' form with the 'Other IPRs' tab selected. The 'IPR Type' dropdown menu is open, showing the following options:

- Unregistered Community Design (CDU)
- 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)

The 'Name' field is highlighted in blue. The form also includes fields for Registration number, Name of Rightholder, Type of Right Holder, Date of registration/protection, and Expiry Date. There are '+ Add File' and 'Add IPR' buttons at the bottom.

This tab is accessible after clicking on *Add IPR*. The *Other IPRs* tab contains the IPRs not shown in the other tabs: Unregistered Community design (CDU), 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).

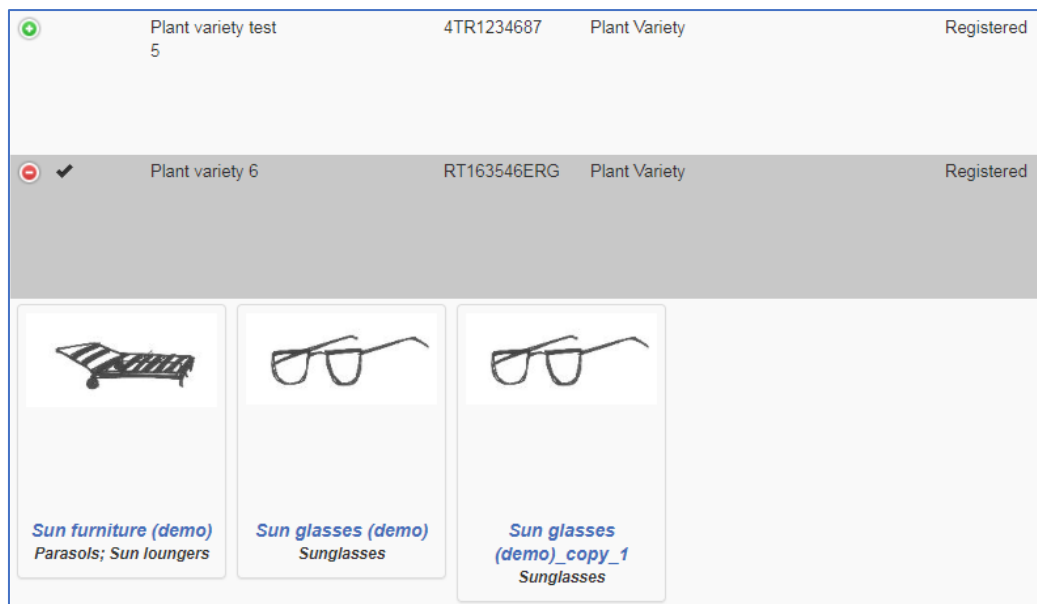
The *Other IPRs* table contains the following fields: *Company/Owner*, *Type of IPR*, *Name*, *Expiry Date* and *Attachment*.

When you have filled in all the required fields, click on *Add IPR* and the described patent will appear on the front page of your *IPR Portfolio*.

2.2.4.6 Additional information access

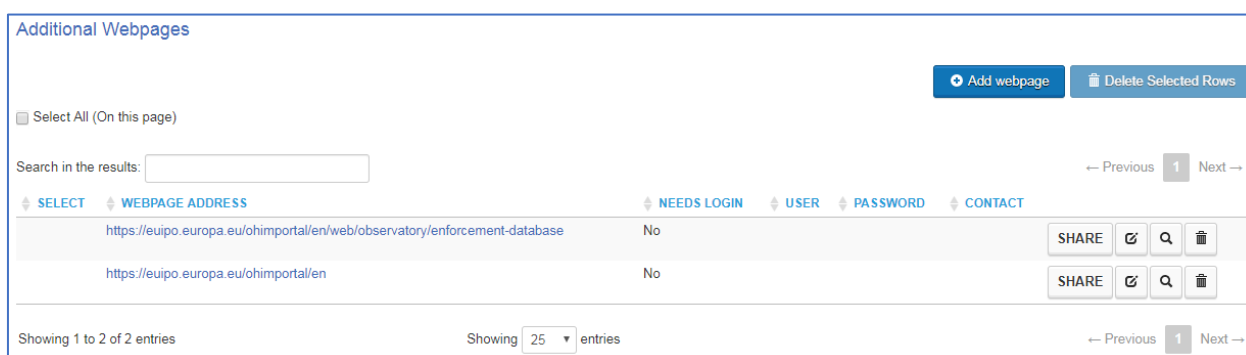
When you have added an IPR to your *IPR Portfolio*, you will also be able to view the information about each product linked to this IPR, once it has been added to a product when entering the product information in the *Product portfolio*.

On the front page of your *IPR Portfolio*, you will see a small green cross to the left of the added IPR. When clicking on this, any products linked to this IPR will become visible. It is then possible to click on the name of the product and the *Product information* folder for this product will display.



For more information about how to navigate within the product information, see **Section 2.3 Product Information** below.

2.2.5 Additional Webpages



This field allows you to provide the enforcement authorities with information about any other websites for your company, in addition to the one you have entered in Company Details (see **Section 2.2.2 Company Details** above). For example, it could be a web page that contains additional information about your products, such as trends, genuine marks, photos and historical cases.

If you would like to add an additional web page, click on *Add webpage* and a new field will open up.

- **Webpage URL**
Enter the address for the additional web page you would like to inform the enforcement authorities about.
- **Type of information included**
Select the type of information the enforcement authorities will be able to access through this web page. Choose one or more types of information from the drop-down menu: *Genuine products photos*, *Genuine products description*, *Hidden marks*, *Historical cases*, *Contact information* and *Other*.
- **Is log in necessary?**
If the enforcement officer needs to log in to access the information on your web page, indicate this by clicking the box. Three fields, *User*, *Password* and *Contact*, will open up for you to fill in.

Add webpage

Webpage URL *

Type of information included

--Please Select--

☐ Is log in necessary?

User

Password

Contact

Enter the required *User*, *Password* and *Contact* for your company and click on *Save*. The contact name is necessary if a particular user name or password is needed to access the web page and this can only be obtained by contacting your company.

When you have entered one or more additional web pages you will see them in your list on the first page of your *Additional web pages* folder.

You will now be able to add another web page or update, view, delete or define the sharing criteria for an existing web page.

By default, your information is shared with every enforcement authority registered with the IP Enforcement Portal, unless you define sharing criteria. For more information, see **Section 2.1.2 Sharing Criteria** above.

You will also be able to search in the list of web pages by the text included in any of the columns *Address*, *User*, *Password* and *Log in*.

2.2.6 Selling Strategy

This field allows you to share more specific information about how and where your products are sold. To add a selling strategy, click on *Add selling strategy* and a new field will open up.

Add selling strategy

Product lines *

☒ Apply to all the product lines
☐ Apply to a specific product line

Product specification
(keywords)

The Specification for this Product

Only sold in

--Please Select--

Never sold in

--Please Select--

- Product lines**

Choose either *Apply to all the product lines* or *Apply to a specific product line*.

If you choose *Apply to all the product lines*, you only need to fill out this one selling strategy and it will apply to all of your products. If different selling strategies apply to different products within your Product Portfolio, you must fill out a selling strategy for each product line.

- Product specification**

The product specification (keywords) is predefined and retrieved from the EUIPO's Harmonised Database (HDB) of goods and services, which reverts to TMclass. This is a database of some 80 000 terms translated into the 23 official EU languages and linked under concepts. This list helps enforcers to search for products in their own language.

To find the product specification, enter three or more characters, for example 'sport', and wait for the database to search for results including those letters. A drop-down menu will open up with a list of categories including those letters. Choose and click on the correct product specification(s). You may select more than one term.

- Only sold in**

From the drop-down menu you can select the places where your products are sold: *Pharmacists*, *Company branded packaging*, *Company exclusive stores* and *Selected distributor*. You may select more than one option.

- Never sold in**

From the drop-down menu you can select where your products are never sold: *Public markets*, *Internet shops* or *Plain packaging*. You may select more than one option.

When you have added a selling strategy, click on *Save* and the new selling strategy will be added to the list on the front page of your *Selling Strategy* folder.

You can now add another selling strategy or update, view or delete an existing selling strategy.

You will also be able to search within the added selling strategies by filling out the search box, for example, 'Pub' to search for products never sold in public markets, and the strategies matching these criteria will be visible. When you delete the letters in the *Search* field, all the selling strategies will become visible again.

Search in the results:

SELECT	PRODUCT LINES	ONLY SOLD IN	NEVER SOLD IN
	Sunglasses	Company exclusive stores	Public markets, Internet shops

2.2.7 Past Cases Overview

This section displays all the company's past cases in a single view. You will be able to see all the past cases (created both manually or from a suspicious case) for every product in your company.

Past Cases Overview

☐ Select All (On this page)

PRODUCT NAME	COUNTRY	CITY	PLACE TYPE	ADDRESS	AUTHORITY NAME	QUANTITY
Product name	Country	City	Place Type	Address	Authority Name	Quantity
Sun clothing (demo)	Spain	Alcorcón	Warehouse	Calle Nave 42	Policia Nacional	
Sun clothing (demo)	Portugal	Porto	Primary market	Mercado Central	Guardia Nacional Republicana	
Sun glasses (demo)	Germany		Warehouse		Hungarian Customs Airport Directorate	50

The *Past Cases Overview* shows you a table with the same information as the Past Cases table in the *Product Portfolio*, but with an additional column with the *Product Name*, and a hyperlink to the product detail. *View*, *Edit* and *Delete* buttons will be available depending on the user's role.

Here enforcement authorities will only be able to view past cases related to products that have been shared with them and in read-only mode.

2.2.8 Document Portfolio

This field allows you to upload files related to your *Company Information*. You will be able to add files defining this category and delete and share the already uploaded files.

If you want to upload a file you need to click on *Add file* and a new window will open up. Please select the file you want to upload from your computer and then choose between the document

categories from the drop-down menu. The most relevant for this level the *Power of attorney*, *License Agreement*, but you also can use *Other agreement* or *Other documents*.

2.2.8.1 Document Portfolio – French internal market AFA

If you plan to submit an AFA in France and you would like to include the ‘French internal market AFA’ that can be found on the IPEP landing page, please choose *Other documents* to label it.



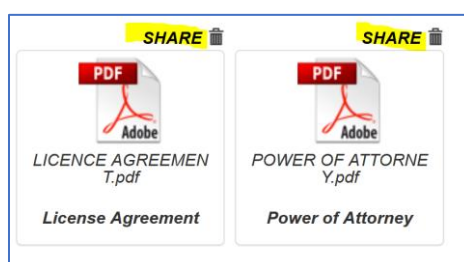
Then click on *Start Upload* and the document will be uploaded to the IP Enforcement Portal.

File criteria:

- the file name may not exceed 100 characters
- the file may not exceed 5 MB

2.2.8.2 Document Portfolio – SHARING with e-Commerce Marketplaces

As mentioned above, at *Company Information* level, files are visible by default to every enforcement authority registered in the IP Enforcement Portal. You can change the sharing criteria using the *SHARE* functionality and selecting the enforcement authorities you wish to share the document with.



However, e-Commerce Marketplaces have no access to any documentation uploaded on the Document Portfolio. They only can view the documents explicitly SHARED with them.

As stated in the [Terms and Conditions](#) for IPEP, the only documents that can be uploaded for e-Commerce Marketplaces are documents related to the entities with the legal capacity to enforce specific rights and which may serve cooperation on the enforcement of their IPRs.

Neither the use nor lack of use of any such information can create any liability or obligations for e-Commerce Marketplaces. Nor can it be construed as replacing or modifying any notice of takedown policies and practices of e-Commerce Marketplaces

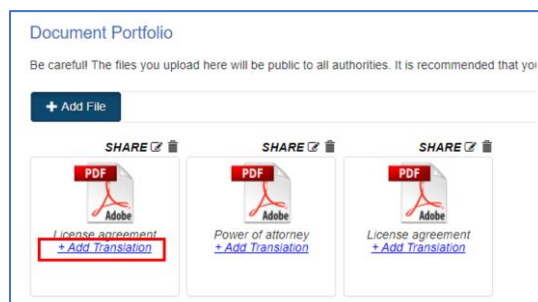
2.2.8.3 Translations of attachments

Please note that any attachment uploaded in IPEP is not translated for the enforcement authorities.

This is of importance if you plan to file a customs Application for Action (AFA). Customs authorities in applicable countries may request a translation into their language of documents attached and included in the AFA.

If you want to also file translations, they can be added to each document once it has been uploaded.

2.2.8.4 This applies to all attachments throughout the tool.



By clicking on the *+Add Translation* link in the uploaded document, a new interface opens allowing you to upload different language versions.

To add a translation, please select the file to upload and the language and then click on **+Add translation**. You can upload different language versions of a document.

Once the different language versions are included, don't forget to click on **Save**.

Available Translations:

German IPEP Enforcement Portal RH D E.pdf

Description

Italian IPEP Nov202 1 RH.pdf

Description

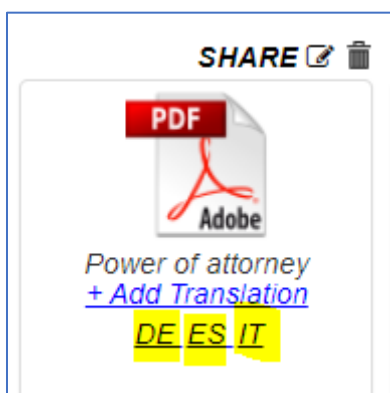
Spanish IPEP Nov202 1 RH.pdf

Description

Save Cancel

The *Description* fields of the attachments are only enabled if COPIS allows a description, such as the images or documents that can be uploaded for the packaging information in the *Product information*.

Once translations have been uploaded, there are displayed as a link with the corresponding Country ISO code with a link to the translation:



2.3 Product Information

2.3.1 Product Portfolio

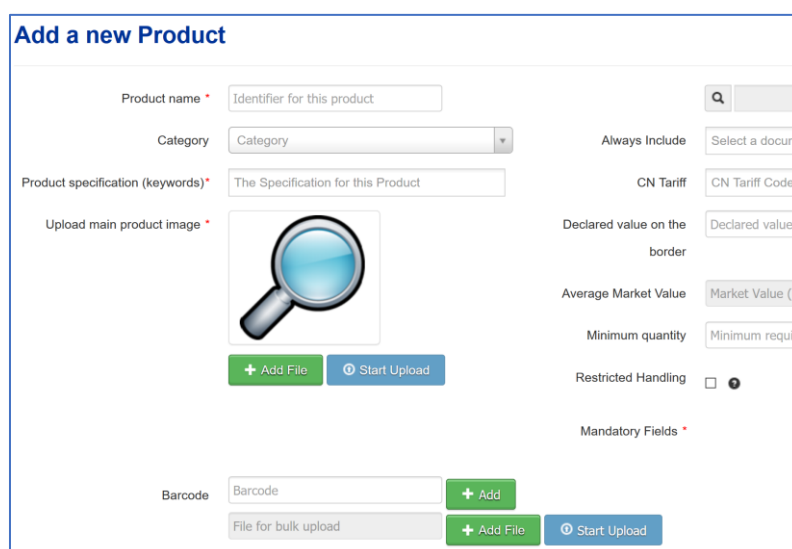
In *Product Portfolio* all product-related information about authentic goods is registered. Once this is done the products are displayed in a list when the *Portfolio* is opened.

As this type of information is very sensitive it can only be unlocked using a two-factor authentication (2FA) validation code. See **Section Error! Reference source not found. Two-factor authentication (2FA) – the validation code** above.

The *Product Portfolio* is used to administer your product information, which means that a new product can be added, existing products updated, viewed, deleted, copied and very importantly, **shared**. It is also possible to generate a *Product Card*: a PDF containing all the information, images, etc., uploaded into one product.

2.3.2 Add a new Product

To add a new product, click on *Add a new Product*:



The screenshot shows the 'Add a new Product' form. It includes the following fields and buttons:

- Product name ***: A text input field with the placeholder 'Identifier for this product' and a search icon.
- Category**: A dropdown menu with the placeholder 'Category'.
- Product specification (keywords) ***: A text input field with the placeholder 'The Specification for this Product'.
- Upload main product image ***: A large magnifying glass icon, a '+ Add File' button, and a 'Start Upload' button.
- Barcode**: A text input field with the placeholder 'Barcode', a '+ Add' button, and a 'File for bulk upload' button with '+ Add File' and 'Start Upload' buttons.
- Always Include**: A dropdown menu with the placeholder 'Select a document'.
- CN Tariff**: A dropdown menu with the placeholder 'CN Tariff Code'.
- Declared value on the border**: A dropdown menu with the placeholder 'Declared value of goods'.
- Average Market Value**: A dropdown menu with the placeholder 'Market Value (EUR)'.
- Minimum quantity**: A dropdown menu with the placeholder 'Minimum required quantity'.
- Restricted Handling**: A checkbox with a question mark icon.
- Mandatory Fields ***: A section for mandatory fields.

A new screen with the following fields will open. The content of this screen will be visible later as *General Info* on the product.

- **Product name**

This is a free text field for you to identify the product you would like to add. It can quite descriptive, for example, including the brand name of the product. It can be the common name for the product, a reference name or whatever name you, as a rights holder, use to identify this product.

Very importantly, it may also be a group of products or a product line. It may be different products that share the same logistics or packaging. It is one of the few free text fields in the tool and the information within this field is not translated. Therefore, we recommend completing it in English.

- **Category**

You can categorise your products using this field. Categorisation may help to relate similar products and filter them in the *Product Portfolio* table. Categorisation is also useful for the multiple edition functionality, as it is possible to update all the products within a given category.

- **Product specification (keywords)**

To find the product specification (keywords), enter three or more characters, for example 'sport', and wait for the database to search for categories including those letters. A drop-down menu will open up with a list of categories including those letters. Choose and click on the correct product specification. You may select more than one term.

As mentioned above, the product specification is predefined and retrieved from the EUIPO's Harmonised Database (HDB) of goods and services, which reverts to TMclass. It is a database of some 80 000 terms translated into the 23 official EU languages and linked under concepts. This list helps enforcers to search for products in their language.

- **Upload main product image**

Here you should upload an image of your product. The main purpose of this is to help rights holders to identify their products in their portfolio. Distinctive images are uploaded in another section. See **Section 2.3.3.1.2 Product images/videos** below.

File criteria:

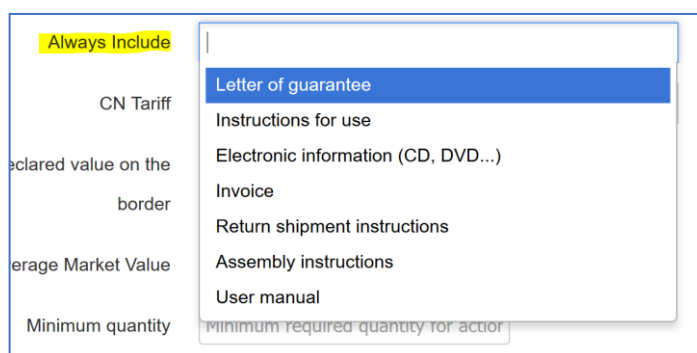
- only images/photos can be uploaded;
- the file may not exceed 5 MB.

Click on *Add File* and choose the file you want to upload from your computer. Your image will now be visible within the frame. Then click on *Start Upload* and your image will be saved. The uploaded image can be replaced by another image by simply uploading a new image.

- **Always include**

In this field you can specify whether your product is always associated with other specific documents, such as a letter of guarantee or electronic information (e.g. CD or DVD), etc.

Click in the field to open the drop-down menu and choose one or more options from the menu.



- **CN Tariff**

In this field you should enter your product's Common Nomenclature Tariff (CN Tariff) code(s).

If you enter a minimum of two numerical characters the database will search within CN classification and a list of results that match the introduced criteria will appear in a drop-down

menu. Select one result by clicking on it, and the CN tariff code and description will be copied into the field. This field is not mandatory, but is useful for customs.

- **Declared value on the border**

Enter here the declared value of this type of product on the border.

- **Average market value**

This field can be defined in *Product information* after you have added your product. See **Sections 2.3.3 Product information** and **2.3.3.1.10 Market value (EU)** below.

- **Minimum quantity**

In this field you can indicate to the enforcement authorities if there is a minimum threshold that a seizure should meet before you will take action. Indicate your minimum number of goods threshold.

If the field is left blank or completed with 1, you indicate a zero-tolerance policy in your company, meaning that your company will take action no matter what number of goods is seized by the enforcement authorities.

This information is just indicative and it is not included in the customs application for action (AFA) information.

- **Barcode**

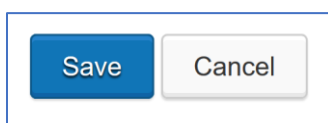
This new function has been included under the *General Info* tab where rights holders are able to include their products' barcode details.

When entering a product's barcode using the free text field, you will be able to browse and upload a CSV file with barcodes. When bulk uploading a file you can select a local CSV (comma-separated values) file using the *Add file* button. The name of the file will be displayed in the *File for bulk upload* field.

When you click on *Start Upload*, the system will display a message indicating that the barcodes have been successfully included or if there have been any problems uploading and validating the CSV file. The barcodes associated to this product (uploaded using the free text field and/or a CSV file) will be displayed in a table format. The maximum length of the free text barcode field is 255 characters.

You can update the information by clicking on *Update*.

When you have filled in the fields click on **Save**. The **SHARE** criteria page opens to remind you that **you need to share** your product information with the enforcement authorities. See **Section 2.1.2 Sharing Criteria** above. You can either select all or only some of them, or decide to share at a later stage, when you have entered all the product information. Click again on **Save** and the product will be added to the list you see when entering your *Product Portfolio*.













You can now add another new product or, using the action buttons, **SHARE**, **copy**, **generate a product card**, **delete** or **apply a change made in one product to other products**.

Product Portfolio

Add a new Product Export/Import Delete Selected Rows

☐ Select All (On this page)

← Previous 1 Next →

SELECT	MAIN IMAGE	PRODUCT NAME	CATEGORY	PRODUCT SPECIFICATION (KEYWORDS)	PreAFA ID	CREATION DATE	SHARING CRITERIA
		Product name	Category	Product specification (keywords)		Creation Date	
		Sun glasses (demo)	Sunglasses		BE20191007160235000012, CY20191119123258000010+	Friday 11, August 2017, 11:54:17	65(66) SHARE    
		Sun furniture (demo)	Parasols; Sun loungers		ES20180302171627000013, FR20190719172312000010+	Tuesday 5, September 2017, 16:09:58	66(66) SHARE    

2.3.2.1 Action buttons of the Product Portfolio

Once the products have been uploaded into the *Product Portfolio*, it is possible to search in it by filling in the search box of one of the headers: *Product Name*, *Category*, *Product Specification (Keywords)*, *PreAFA ID* or *Creation Date*.

PRODUCT NAME	CATEGORY	PRODUCT SPECIFICATION (KEYWORDS)	PreAFA ID	CREATION DATE
Product name	Category	Product specification (keywords)		Creation Date

There are a number of action buttons in the *Product Portfolio*, the most important being the **SHARE** button:

1 Define Sharing Criteria



By default your information is not shared with any enforcement authorities before you have defined your sharing criteria. See **Section 2.1.2 Sharing Criteria** above.

2 Copy Product



In this field you can create a copy of a product and use it for another product that has one or more product information criteria in common with the product you are copying. This way you do not have to type in all of your information again.

If you wish to copy a product click on the *Copy Product* icon and a new field will open up.

In this field you can choose which information to copy by ticking one or more information types on the list. Then click on **Save** and you will be transferred to the front page of your *Product Portfolio*, where you will now see that a copy has been created and added to your product list. The new product will appear in the *Product Name* column as 'Copy of _'.

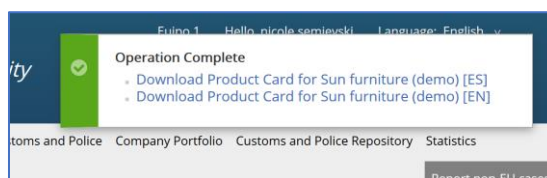
To rename or personalise, click on the *Edit* button and go to *General Info* in the product menu. Click on the *Update* icon and change the *Product Name*.

3 Generate Product Card

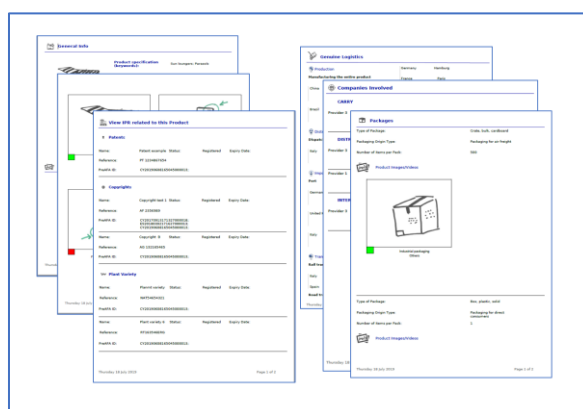


This option allows you to generate a product card containing the entire production information as a PDF in different languages.

If you wish to generate a product card, click on the *Generate Product Card* icon and a new field will open up with a list of all of the official EU languages. Choose the languages that you would like to generate the product card in by ticking the box for each language or the *Select all* box. Then click on *Generate Product Card*. You will now be transferred back to the front page of your *Product Portfolio* where you will see a light box with a check mark and the message *Operation Complete*, together with a list of the product cards you have generated. You can view each product card by clicking on the version you would like to view or by downloading it.



The *Product Card* will include all of the information you uploaded to the IP Enforcement Portal, including images/photos but not videos. However, there will be a note that a video is available in the tool.



Product cards are not stored in IPEP. They can be generated very quickly when needed, which has the advantage that the information is always up-to-date.

4 Multiple edition of products




In this field you can edit multiple products at once and apply the change made in one product to a number of other products in your portfolio.

Select the section(s) of the product that you want to be copied to other products selected in your portfolio. All products selected will maintain their previous *Product Name* and *Main product image*. Additionally, the main image and product identifier of the selected product will be displayed at the top of this section.

Update the following fields

The data included in the fields of the following sections of this product will be copied in the selected products.



Sun furniture (demo)

☐ Select All

☒ Sharing Criteria

☐ General Info

☐ Category
 ☐ Product specification (keywords)
 ☐ Barcodes
 ☐ Always Include
 ☐ CN Tariff
 ☐ Declared value on the border
 ☐ Minimum quantity

☐ Product Images
 ☐ Past Cases

☒ Companies Involved
 ☒ Traders
 ☐ Related IPR
 ☐ Accompanying Documents
 ☒ Genuine Logistics
 ☒ Production
 ☒ Distribution
 ☒ Importation
 ☒ Transportation

☐ Goods Clearance Details
 ☐ Packages
 ☐ Restricted Handling

Next, select the products to which you wish to apply the changes. If you select a category in the field *Apply to all the products of these categories*, all the products that include the chosen category will be selected in the table. You can also choose *Select All*.

The following products will be modified:

☐ Apply to all the products of these categories:





☐ Select All

SELECT

MAIN IMAGE

PRODUCT NAME

CATEGORY


		Sun glasses (demo)	
<input checked="" type="checkbox"/>		Sun hats (demo)	
		Sun clothing (demo)	
<input checked="" type="checkbox"/>		Sun Cream (demo)	

When you click on **Save**, IPEP will display a message asking you to confirm that you would like to apply the changes to all of your selected products. The **Save** button is not active until at least one checkbox and one product have been selected.

Please confirm that you want to apply these changes to all the selected products

Cancel
OK

A message informs you that, once you click on *OK*, all changes made will be final.

 **Warning.** The information copied from one product and applied to other products **OVERWRITES** the original information entered.

2.3.3 Product information



If you wish to view all product-related information or add additional information, click on the name of one of the products in the *Product Name* column or on the *Edit* button and a new page will open up displaying the *Product information* with a list of sub-folders.

Product Portfolio

Add a new Product
Import/Export
Delete selected rows

☐ Select All (On this page)

← Previous
1
Next →

SE LE CT	MAIN IMAGE	PRODUCT NAME	CATEGORY	PRODUCT SPECIFICATION (KEYWORDS)	PreAFA ID	CREATION DATE	SHARING CRITERIA
		Sun glasses (demo)	Hshzhdb sus sus shsbs. Gtgshs	Parasols; Sunglasses	CY20200929105323000010, CY20201209095137000010+	Friday 11, August 2017, 11:54:17	61(61) <div style="display: flex; align-items: center;"> SHARE ✎ 🔗 </div>
		Sun furniture	Parasols; Sun loungers	BE20200928115624000010,	Tuesday 5, September	69(61)	<div style="display: flex; align-items: center;"> SHARE ✎ 🔗 </div>

Under the product information you can key in all the relevant information that will help enforcers to distinguish counterfeits from genuine goods. You can enter both the **authentic product** and **fake products** information. Each authentic product can have multiple related fake products entries.

2.3.3.1 Authentic Product Information

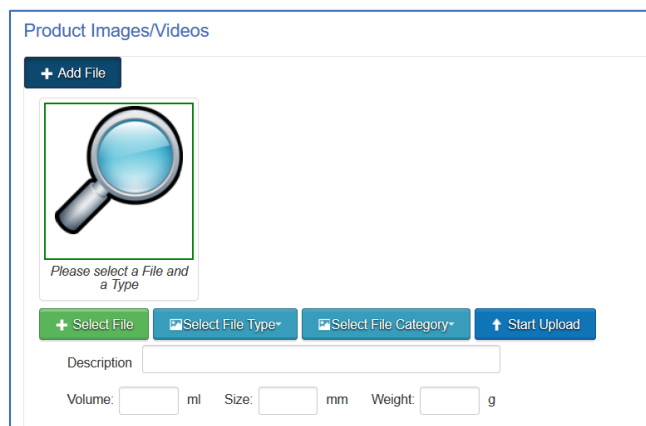
Starting with the Authentic Product Details, this information corresponds to the Authentic Goods information in the customs Application for Action (AFA).

2.3.3.1.1 General info

In this field you can view all the information entered by you when you created the product (see Section 2.3.2 above). You can update the information by clicking on *Update*.

2.3.3.1.2 Product images/videos

In this field you can add additional photos or a video of your products. As this is the Authentic Products section, here only IMAGES OF GENUINE PRODUCTS are to be uploaded.



Click on *Add file* and a new field will open up. As shown in the screenshot example below, it is possible to upload multiple images and videos at once in bulks of 10. Select the file(s) you want to upload from your computer by clicking on the magnifying glass. Then click on *Select File* and choose the type of file you are about to upload from the drop-down menu by clicking on *Select File Type*: *Product detail*, *Consumer packaging*, *Product part*, *Product label*, *Security thread*, *Hologram*, *Buttons*, *Hidden marks*, *Industrial packaging*, *Label on industrial packaging*, *Colour*, *Other* or *Counterfeit*.

Then click on *Select File Category*. The list of product categories is taken from the list used by COPIS, the central repository for AFAs of the EU Commission (DG TAXUD).

Finally, you can add more helpful information linked to the image:

Description

This is a free text field for you to fill in, describing the product shown or the image/photo or video you have uploaded. The description may not exceed 250 characters.

The information in this field is not translated. We recommend completing it in English.

Volume, Size, Weight

You can add the measurements of the product, the product packaging, etc.

When you have entered all the necessary information, click on *Start Upload* and the image/photo will be uploaded to the tool.

File criteria:

- only images/photos and videos can be uploaded;
- the file may not exceed 5 MB.

You can easily decrease the file size of the images you want to upload, by copy-pasting them into Microsoft Paint, saving them on your computer and then uploading them.

2.3.3.1.3 Editing and deleting uploaded images and videos

If you have uploaded multiple of images at the same time, they will all share the same description, so you will need to edit the images and adapt the description to each image. You can edit, delete or download the images and videos individually at any time.

Once you have made the necessary changes, remember to click on **Save**.

View IPR related to this Product

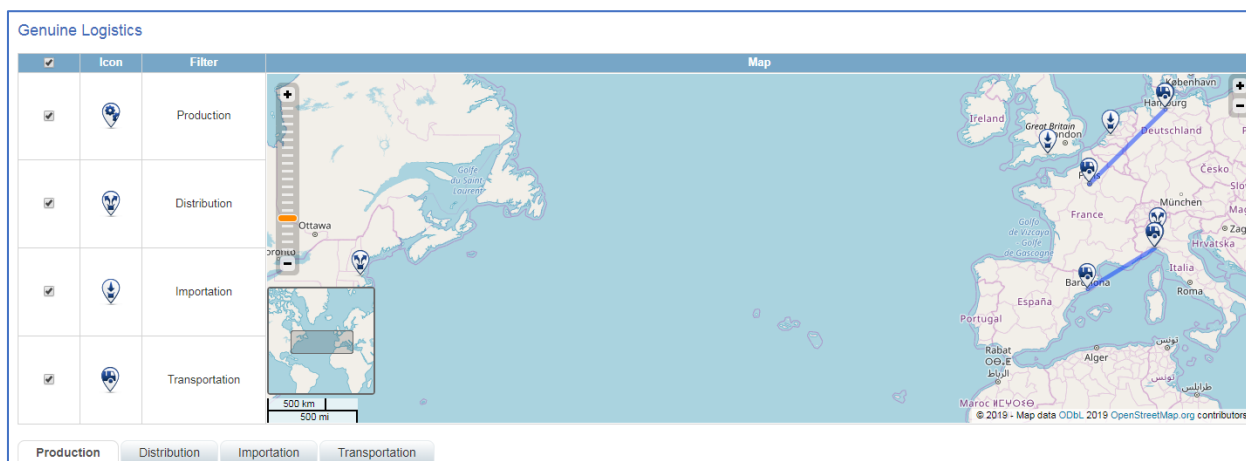
Add new Intellectual Property Rights to the Product

☐ Select All (On this page)

SELECT	NAME	REFERENCE	TYPE	STATUS	OFFICE	GRAPHIC	PreAFA ID
	Name	Reference			Office		PreAFA ID
	Copyright test 1	AF 2356989	Copyright	Registered			CY2017091 S20180302
	Copyright B	AG 132165465	Copyright	Registered			CY201906
	Patent example 3	PT 1234867654	Patent	Registered			CY201906

Select the IPRs you wish to connect to your product by clicking on the description lines. When the IPRs are highlighted, click on *Add* to upload the IPRs to your product information.

2.3.3.1.5 Genuine logistics



In this field you can add logistics information about your genuine products, including production, distribution, importation and transportation.

When you open the folder a map of the world will be visible. To the left of the map you will see the four categories of logistics information you can upload to this field. Each category has its own icon. When a check mark is added next to the category of information, the places added within this category will be indicated on the map by that icon. You can choose one or more categories to be visible on the map.

First, choose which of the four categories of information you wish to upload by clicking on the corresponding tab.

Production

To add a place of production, click on *Add Production Place* and a new field will open up.

Indicate the country of your production place. You can use the automatic search function by typing in the first two letters of the country and the IP Enforcement Portal will suggest all the countries that match. Choose the country by clicking on the name.

If you would like to share the city and address of your production place, you must also fill in those two fields. From the drop-down menu choose which activity is taking place at this production place: *Manufacturing the entire product*, *Manufacturing parts of product*, *Assembly*, *Packaging* or *Other*.

Then click on *Save* to upload the information. The production place will become visible on the list of production places in the first tab of the *Genuine Logistics* folder and on the map (if selected).

Distribution

To add a place of distribution, click on *Add Distribution Place* and a new field will open up.

Indicate the country of your distribution place. You can use the automatic search function by typing in the first two letters of the country and the IP Enforcement Portal will suggest all the countries that match. Choose the country by clicking on the name.

If you would like to share the city and address of your distribution place, you must also fill in those two fields. From the drop-down menu choose which activity is taking place at this distribution location: *General Agency, Warehouse, Dispatch department* or *Traffic route*.

Then click on *Save* to upload the information. The distribution place will become visible on the list of distribution places in the second tab of the *Genuine Logistics* folder and on the map (if selected).

Importation

Before adding information about your places of importation you will need to choose the type of importation place : *Entire production in EU, Importation of product parts, Importation of product without consumer packaging* or *Importation of final product*.

To add an importation place, click on *Add Importation Place* and a new field will open up.

Indicate the country of your importation place. You can use the automatic search function by typing in the first two letters of the country and the IP Enforcement Portal will suggest all the countries that match. Choose the country by clicking on the name.

If you would like to share the city and address of your importation place, you must also fill in those two fields.

From the drop-down menu choose where the importation will take place: *Airport, Port* or *Road*.

Then click on *Save* to upload the information. The importation place will become visible on the list of importation places in the third tab of the *Genuine Logistics* folder and on the map (if selected).

Transportation

To add a transportation route, click on *Add Transportation Route* and a new field will open up.

Indicate the country of origin and the country of destination for your products. You can use the automatic search function by typing in the first two letters of the country and the IP Enforcement Portal will suggest all the countries that match. Choose the country by clicking on the name.

If you would like to share the cities on your transportation route, you must also fill in those fields.

From the drop-down menu choose the mode of transportation: *Air, Sea, Road* or *Post*.

Then click on *Save* to upload the information. The transportation route will become visible on the list of transportation routes in the last tab of the *Genuine Logistics* folder and on the map (if selected).

When you have uploaded all your information you will be able to update, view or delete each production, distribution, importation and transportation place.

2.3.3.1.6 Packages

This section was created to allow rights holders to provide information about packages that are used for the product. This is based on the provisions of Regulation (EU) No 1352/2013⁽⁶⁾ and is included in Box 18 of the Application for Action (AFA): Packages (authentic goods) and in Box 26: Packages (infringing goods).

The screenshot shows the 'Packages' management interface. At the top, there are buttons for 'Add Package' and 'Delete Selected Rows'. Below is a search bar and a table with the following columns: 'SELECT', 'TYPE OF PACKAGE', and 'PACKAGING ORIGIN TYPE'. The table contains two entries:

SELECT	TYPE OF PACKAGE	PACKAGING ORIGIN TYPE
<input checked="" type="checkbox"/>	Crate, bulk, cardboard	Packaging for air freight
<input checked="" type="checkbox"/>	Box, plastic, solid	Packaging for direct consumers

Each entry has a corresponding icon and a 'Consumer packagingOthers' link.

Here you can provide information on how authentic goods are packaged and how to distinguish between genuine and counterfeit packaging. You can include different types of packages, such as packages for distribution, for the final consumer, etc. It is important to include any specific feature that may be useful for customs, such as holograms, distinctive features, or special marks, in IPEP and also in the Application for Action (AFA). (See **Section 2.4 Application for Action (AFA)**).

2.3.3.1.7 Goods clearance details

This section allows you to provide information about clearance companies and customs procedures used. It is based on the provisions of Regulation (EU) No 1352/2013⁽⁶⁾ and is included in Box 17 of the Application for Action (AFA): Goods clearance details and distribution information (authentic goods).

Here you can provide information about how customs clearance of authentic goods is carried out and about the companies dealing with it.

The screenshot shows the 'Goods Clearance Details' management interface. At the top, there are buttons for 'Add Goods Clearance' and 'Delete Selected Rows'. Below is a search bar and a table with the following columns: 'SELECT', 'PLACE OF COMMUNITY ENTRANCE', 'COUNTRY OF COMMUNITY ENTRANCE', and 'TYPE OF PLACE OF ENTRY INTO EU'. The table contains two entries:

SELECT	PLACE OF COMMUNITY ENTRANCE	COUNTRY OF COMMUNITY ENTRANCE	TYPE OF PLACE OF ENTRY INTO EU
<input checked="" type="checkbox"/>	Genova	Italy	Port
<input checked="" type="checkbox"/>	Hamburg	Germany	Port

Each entry has a corresponding icon and a 'Consumer packagingOthers' link.

⁽⁶⁾ Commission Implementing Regulation (EU) 2020/2035 of 7 December 2020 amending Implementing Regulation (EU) No 1352/2013 as regards the application for action form provided for in Regulation (EU) No 608/2013 of the European Parliament and of the Council, in order to introduce the possibility to request the taking of action in Northern Ireland, OJ L416 of 11-12-2020, page 11

In the product details you will see a table with the different goods clearance details that have been entered. When you access one of them, you will see different fields that should be filled in and then linked to the product related to the goods clearance details information. On the left-hand side you can provide information on the companies that are dealing with the goods clearance. On the right-hand side you can include the point of entry into the EU, the mode of transport and the specific customs procedures that are used by that particular company at that entry point. Here you can enter information on:

- export
- import
- transit
- transshipment
- warehouse.

2.3.3.1.8 Past cases

In this field you can upload information about past cases from Europe, which you can share with the enforcement authorities.

Past Cases							
<div> Select All (On this page) Add Past Case Delete Selected Rows </div>							
<div> Search in the results: <input type="text"/> Previous 1 Next </div>							
SELECT	COUNTRY	CITY	PLACE TYPE	ADDRESS	AUTHORITY NAME	QUANTITY	DATE
<input checked="" type="checkbox"/>	Spain	Alcorcón	Warehouse	Calle Nave 42	Policia Nacional		April 5 2017
<input checked="" type="checkbox"/>	Portugal	Porto	Primary market	Mercado Central	Guardia Nacional Republicana		August 16 2017
<input checked="" type="checkbox"/>	Germany		Warehouse		Hungarian Customs Airport Directorate	50	May 3 2019
<div> Showing 1 to 3 of 3 entries Showing 25 entries Previous 1 Next </div>							

To add a case, click on *Add Past Case* and a new field will open up for you to fill out.

Country

Select the country where the past case took place. You can use the automatic search function by typing in one or more letters of the country name and the IP Enforcement Portal will suggest all the countries that match. Choose the country by clicking on the name.

Place type

Select the place type where the case took place by choosing from the drop-down menu: *Primary market*, *Alternative market*, *and Distribution*, *Community entry*, *Factory*, *Warehouse* or *Transit*.

Authority name

You will need to give the name of the authority that handled the case. This is a free text field and the information is not translated.

City

Select the name of the city where the case took place. You can use the automatic search function by typing in one or more letters of the city name and the IP Enforcement Portal will suggest all the cities that match. Choose the city by clicking on the name.

Address

Write the address of the place where the case took place.

Quantity

Enter the number of products that were detained.

Date

Indicate the exact date when the case took place.

2.3.3.1.9 Companies involved

This field allows you to upload information about the companies authorised to work with your genuine product.

Companies Involved

Upload Companies Download Excel template Add Company Involved Delete Selected Rows

☐ Select All (On this page)

Search in the results:

Previous 1 Next

SELECT	NAME	FUNCTION	COUNTRY COVERED	TYPE
<input type="checkbox"/>	Provider 1	Distributor	United States	Only work with <input type="text"/>
<input type="checkbox"/>	Provider 3	Distributor, Carry, Intermediar	Belgium, France, Germany	Mostly work with <input type="text"/>

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

To add a company, click on *Add Company Involved* and a new field will open up.

You must enter the name of the company and then choose the company's function from the drop-down menu: *Import, Manufacture, Carry, Consign, Export, Supplier, Consignor, Distributor and Intermediary*. You may select more than one function.

Function *

Country Covered

Language

- Import
- Manufacture
- Carry
- Consign
- Export
- Supplier
- Consignor
- Distributor

If you know which country this company operates from, add it as well. You can use the automatic search function by typing in the first two letters of the country and the IP Enforcement Portal will suggest all the countries that match. Choose the country by clicking on the name.

For AFA purposes it is recommended to fill in at least one of the following fields: VAT, EORI, National number or TIN.

Then click on *Save* to upload the information.

Involved companies can also be bulk uploaded. To do this, download the predefined Excel template from the system and use it to upload companies.

Upload Companies

Download Excel template

+ Add Company Involved

File for bulk upload

+ Select File

Start Upload

Our recommendation is to keep the Excel template stored on your computer so you can update any changes in that Excel file and then quickly upload it to the system.

2.3.3.1.10 Market value (EU)

In this field you can upload the market value of your product for each Member State within the EU.

Market Value (EU)

Update market values

Austria	130	Belgium	130	Bulgaria	120
Cyprus	120	Czech Republic	120	Germany	130
Denmark	160	Estonia	120	Spain	130
Finland	160	France	150	Greece	120
Croatia	120	Hungary	120	Ireland	130
Italy	150	Lithuania	120	Luxembourg	130
Latvia	120	Malta	130	Netherlands	150
Poland	120	Portugal	130	Romania	120
Sweden	180	Slovenia	120	Slovakia	120

To add market values, click on *Update market values* and a new page will open up with all the fields ready to fill out.

Once you have added the market values for one or more countries, click on *Save* to upload the information.

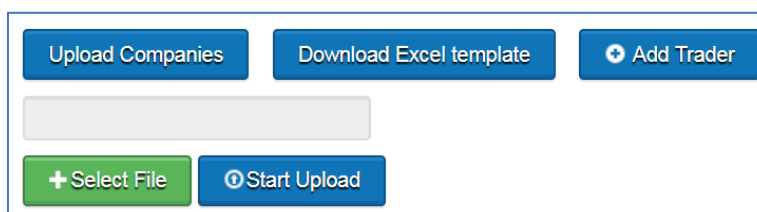
2.3.3.1.11 Traders

This field allows you to upload information about the traders authorised to work with your genuine product. For easy understanding, this means the part of the business that has the contact with the end consumer. For a customs Application for Action (AFA), at least one trader must be added.

To add a trader, click on *Add Trader* and a new field will open up.

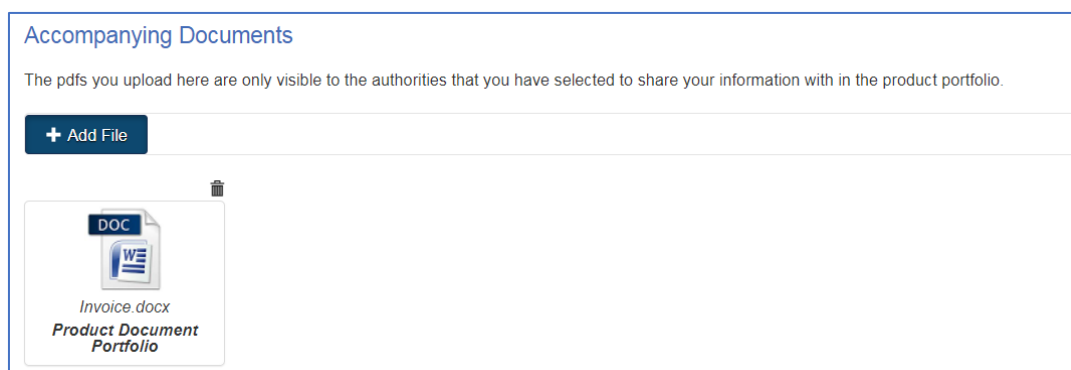
You must enter at least the *Name* and *Country*. For AFA purposes, it is also recommended to fill in at least one of the following fields: VAT, EORI, National number or TIN.

Traders can also be bulk uploaded by downloading the predefined Excel template from the system.



2.3.3.1.12 Accompanying Documents

This field allows you to upload Word, PDF and Excel files related to your *Product information*.



Remember that any information uploaded in this field is not translated for the enforcement authorities.

Like the rest of the product information, the attached file will only be visible to the authorities you have selected in the sharing criteria of the product.

If you wish to upload a file, click on *Add file* and a new field will open up. Select the file you want to upload from your computer and then choose the document category from the drop-down menu: *Genuine logistics*, *Past cases*, *Companies involved*, *View IPR related to this product*, *Market value (EU)*, *Product images*, *General info* or *Product document portfolio*.

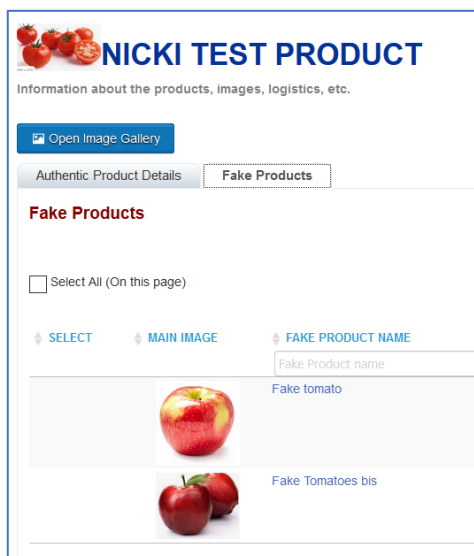
Then click on *Start Upload* and the document will be uploaded to the IP Enforcement Portal.

File criteria:

- only PDF files can be uploaded;
- the file may not exceed 5 MB.

2.3.3.2 Fake Product Information

This information is linked to the genuine product. There can be multiple fake products





NICKI TEST PRODUCT
Information about the products, images, logistics, etc.

Open Image Gallery

Authentic Product Details Fake Products

Fake Products

☐ Select All (On this page)

SELECT	MAIN IMAGE	FAKE PRODUCT NAME
		Fake tomato
		Fake Tomatoes bis

2.3.3.2.1 Add a new Fake Product

To add a new *Fake Product* to the product information, click on *Add a new Fake Product* in the *Fake Products* tab.



NICKI TEST PRODUCT
Information about the products, images, logistics, etc.

Open Image Gallery

Authentic Product Details Fake Products

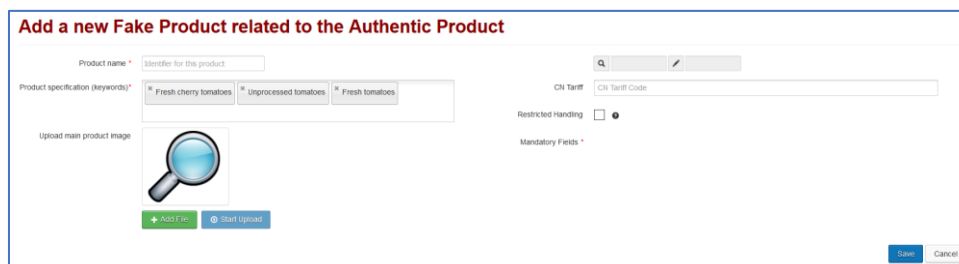
Fake Products

☐ Select All (On this page)

Add a new Fake Product Delete selected rows

SELECT	MAIN IMAGE	FAKE PRODUCT NAME	FAKE PRODUCT SPECIFICATION (KEYWORDS)	CREATION DATE
		Fake tomato	Fresh cherry tomatoes; Fresh tomatoes; Unprocessed tomatoes	Wednesday 20, October 2021, 10:40:35
		Fake Tomatoes bis	Fresh cherry tomatoes; Fresh tomatoes; Unprocessed tomatoes	Wednesday 20, October 2021, 10:42:44

Like when creating an authentic product, a *Product name* needs to be entered and a *Main product image* uploaded. The Product specification (keywords) is already completed and is the same as in the related authentic product.



Add a new Fake Product related to the Authentic Product

Product name * Identifier for the product

Product specification (keywords) * Fresh cherry tomatoes Unprocessed tomatoes Fresh tomatoes

Upload main product image

CH Tariff CH Tariff Code

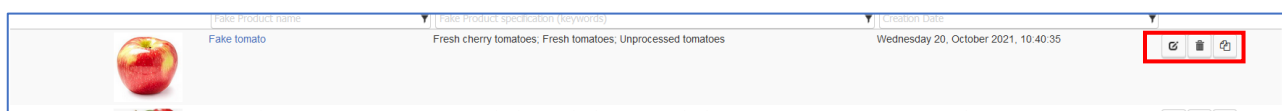
Restricted handling ☐

Mandatory Fields *

Add a new Fake Product Start Upload

Save Cancel

Like with the authentic product, once the above information is saved, a new entry is created in the list of Fake Products to the related authentic products.

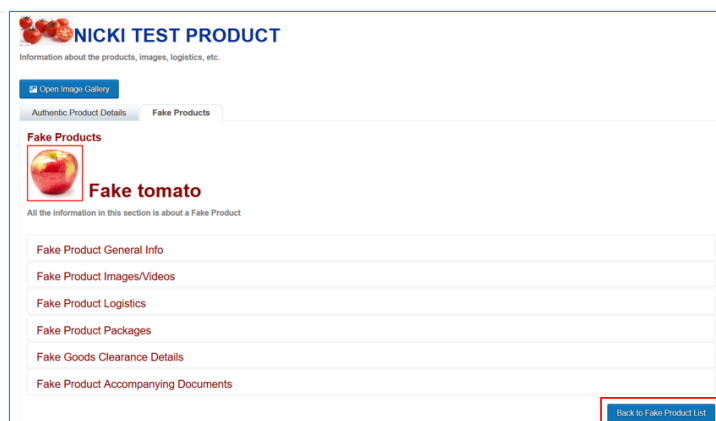


The available actions buttons, edit, delete and copy work as for the authentic product described under **Section 2.3.2.1**.

2.3.3.2.2 Fake Products menu

By clicking on the Fake product name or the edit button, you access the menu of the created fake product.

The entries *Fake Product General Info*, *Fake Product Images/Videos*, *Fake Product Logistics*, *Fake Products Packages*, *Fake Goods Clearance Details* and *Fake Product Accompanying Documents* are to be completed in the same way as for the authentic products (see **Section 2.3.3.1**), but with the information for IPR infringing goods.

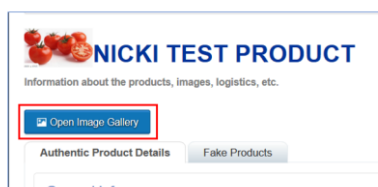


To exit the information menu of the fake product and return to the Fake Product List (table), click on *Back to Fake Products List*.

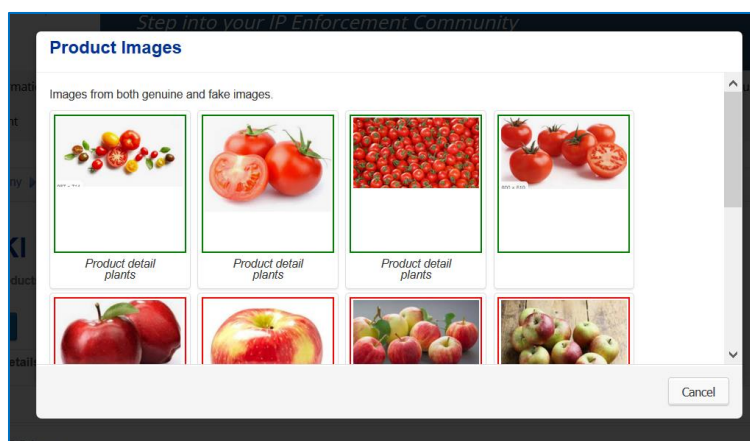
As mentioned above, the related authentic product, can have multiple fake products, but it makes sense to group information for easier processing both from the rights holder and the enforcers side.

2.3.3.3 The Image Gallery

As the images of authentic products and fake products are stored in separate sections of the product information, by clicking on *Open Image Gallery* you can view all images uploaded.



The genuine product images are displayed with a GREEN border and the fake product images with a RED border.



2.3.4 Export / Import of products

Click on the *Export/Import* button in the *Product Portfolio*.

Product Portfolio

☐ Select All (On this page)

← Previous **1** Next →

SELECT	MAIN IMAGE	PRODUCT NAME	CATEGORY	PRODUCT SPECIFICATION (KEYWORDS)	PreAFA ID	CREATION DATE	SHARING CRITERIA
		UAT	Category	Product specification (key)		Creation Date	
	1	UAT_2710	Boots; Shoes	ES20171027114857000014 FR2017103115561500001 3+	Friday 27, October 2017, 11:41:05	4(50)	SHARE <input type="button" value="edit"/> <input type="button" value="share"/>
	1	UAT_2710_c opy_1	Boots; Shoes	BE20191007130243000013 ES2017102711485700001 4+	Monday 30, October 2017, 09:38:41	3(50)	SHARE <input type="button" value="edit"/> <input type="button" value="share"/>
		UAT_2710_c opy_2	Boots; Shoes		Monday 30, April 2018, 09:37:25	0(50)	SHARE <input type="button" value="edit"/> <input type="button" value="share"/>

Export/Import History opens.

Export/Import History

Export Import

← Previous 1 Next →

REFERENCE	FILE NAME	ACTION	START DATE	END DATE	USERNAME	STATUS
	File Name		Start Date	End Date	UserName	
22	ExportFile_20191127.zip	Import	27/11/2019	27/11/2019	uat.company2	Success
20	ProductTest.zip	Import	27/11/2019	27/11/2019	uat.company2	Success
24	ProductTest.zip	Import	27/11/2019	27/11/2019	uat.company2	Success
39	JON Overwrite.zip	Import	27/11/2019	27/11/2019	uat.company2	Pending confirmation by user
19	pelirrojaExport.zip	Import	26/11/2019	26/11/2019	uat.company2	Success
21	ExportFile_20191127.zip	Export	27/11/2019	27/11/2019	uat.company2	Success
23	ProductTest.zip	Import	27/11/2019	27/11/2019	uat.company2	Failed
25	ExportFile_20191127.zip	Export	27/11/2019	27/11/2019	uat.company2	Success

2.3.4.1 Products Export

Click on the *Export* button in *Export/Import History*.

Export/Import History

Export Import

← Previous 1 Next →

REFERENCE	FILE NAME	ACTION	START DATE	END DATE	USERNAME	STATUS
	File Name		Start Date	End Date	UserName	
22	ExportFile_20191127.zip	Import	27/11/2019	27/11/2019	uat.company2	Success

Select the product(s) you wish to export from the list. When you finish click on *Export* at the bottom right.

Products Export

☐ Select All (On this page)

← Previous 1 Next →

SELECT	MAIN IMAGE	PRODUCT NAME	PRODUCT SPECIFICATION (KEYWORDS)	LAST EXPORTED DATE	LAST IMPORTED DATE
<input checked="" type="checkbox"/>		UAT_2710	Boots; Shoes		
<input type="checkbox"/>		UAT_2710_copy_1	Boots; Shoes		
<input checked="" type="checkbox"/>		UAT_2710_copy_2	Boots; Shoes		

Showing 1 to 3 of 3 entries

Showing 25 entries

← Previous 1 Next →

Export Back

You may change the file name to suit your needs. Then click on *Accept*.

Products Export

Export base name

2 products will be included in the export.
Please, do not modify any product until the process has finished.

Cancel **Accept**

You will see a confirmation message indicating that the export process has started. A moment later another message will indicate the outcome of the export process.

☒ UAT_2710_copy_2 Boots; Shoes

Showing 1 to 3 of 3 entries

Showing 25 entries

Operation Complete
The export process has started. You will receive a notification by email when the exported file(s) are ready for download.

Operation Complete
The export process has finished. Access to [Export/Import History](#) to download

Export Back

If the export is successful, you will be provided with a link to download the generated export file from the *Export/Import History*.

Export/Import History						
<div>Export Import</div> <div>← Previous 1 Next →</div>						
REFERENCE	FILE NAME	ACTION	START DATE	END DATE	USERNAME	STATUS
42	ExportFile_20191127.zip	Export	27/11/2019	27/11/2019	uat.company2	Success
<div>Showing 1 to 1 of 1 entries (filtered from 14 total entries)</div> <div>Showing 25 entries</div> <div>← Previous 1 Next →</div> <div>Cancel</div>						

Exported product information is available in a Zip file. Click on the link in the *File Name* column and save the file to your computer. A summary of the process is available by clicking on the file icon at the top right of the entry.

2.3.4.2 Products Import

Click on the *Import* button in *Export/Import History*.

Export/Import History						
<div>Export Import</div> <div>← Previous 1 Next →</div>						
REFERENCE	FILE NAME	ACTION	START DATE	END DATE	USERNAME	STATUS
22	ExportFile_20191127	Import	27/11/2019	27/11/2019	uat.company2	Success

You will be prompted to select the Zip files containing the products you want to import from your computer.

Upload Product Files

Import functionality allows uploading multiples files in ZIP format.

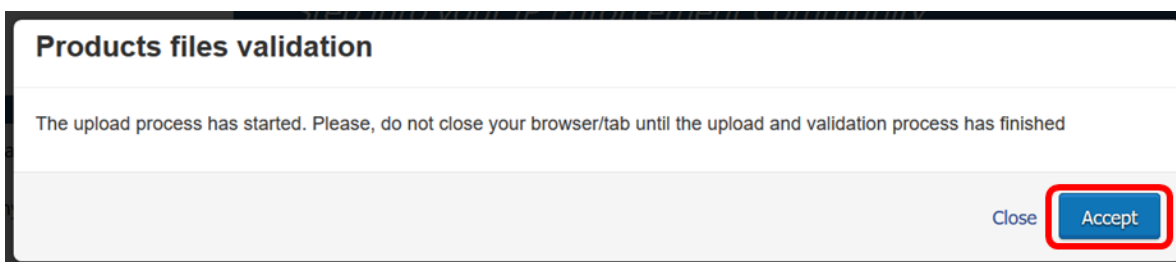
+Select File

Selected Files:

48[1].zip

Import Cancel

When you have selected the file(s), click on *Import*. The system will display a confirmation message before processing the file(s).



When the import uploading process has finalised, a new entry will appear in the *Export/Import History* table. Click on the play action button at the top right of the entry to finalise the process.

Export/Import History						
<div>Export Import</div> <div>← Previous 1 Next →</div>						
REFERENCE	FILE NAME	ACTION	START DATE	END DATE	USERNAME	STATUS
	File Name		Start Date	End Date	UserName	
22	ExportFile_20191127.zip	Import	27/11/2019	27/11/2019	uat.company2	Success
68	JON_Product_Upd.zip	Import	28/11/2019	28/11/2019	uat.company2	Success
90	guilleUATESexp.zip	Import	28/11/2019	28/11/2019	uat.company2	Processing
93	guilleUATESexp.zip	Import	28/11/2019	28/11/2019	uat.company2	Processing
20	ProductTest.zip	Import	27/11/2019	27/11/2019	uat.company2	Success
24	ProductTest.zip	Import	27/11/2019	27/11/2019	uat.company2	Success
39	JON Overwrite.zip	Import	27/11/2019	27/11/2019	uat.company2	Success
45	ExportFile_20191126(1).zip	Import	28/11/2019	28/11/2019	uat.company2	Pending confirmation by user

Finalise the import of product(s) by selecting the products to import and update the product specification, if needed. By clicking on the *Overwrite* checkbox, you instruct the system to replace the existing product instead of creating a new entry in the *Product Portfolio*. Click on *Import to Product Portfolio* to add the selected products to your *Product Portfolio*.

Export/Import History


Selected products will be imported

Import to Product Portfolio Update Product Specification

Selected products will be imported from PREPRODBF test to: Company UAT

☒ Select All (On this page)

← Previous 1 Next →

SELECT	MAIN IMAGE	PRODUCT NAME	PRODUCT SPECIFICATION	CREATION DATE	OVERWRITE
	Product name	Product specification	Creation Date		
<input checked="" type="checkbox"/>		DavideProductBE	Astronomy consultation	Thursday 28, November 2019, 08:06:40	<input type="checkbox"/>

Showing 1 to 1 of 1 entries

Showing 25 entries

← Previous 1 Next →

Cancel

2.4 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

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). 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 are recommended to 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.

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

The electronic filing of AFA requests (new AFAs, renewals and amendments) is estimated to become mandatory by Summer 2024. The exact date has not been yet decided.

All AFA requests are free of charge. No fees involved.

2.4.1 Application for Action — 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.**)

PREAFA ID	AFA ID	SUBMISSION COUNTRY	TYPE	REQUESTED COUNTRIES	PREAFA SENT	IPRs	PRODUCTS	DECISION	ONGOING REQUEST	ONGOING REQUEST DATE	EXPIRATION DATE
MT20211021163820000019	-	MT	National		21/10/2021	003529013	MTPALIC ANTE		Submitted	21/10/2021	
MT20211021162155000013	-	MT	National		21/10/2021	006531735	MTPALIC ANTE		Submitted	21/10/2021	
PT20211021161556000010	-	PT	National		21/10/2021	006531735	MTPALIC ANTE		Rejected	21/10/2021	

2.4.1.1 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.













2.4.1.2 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.**

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



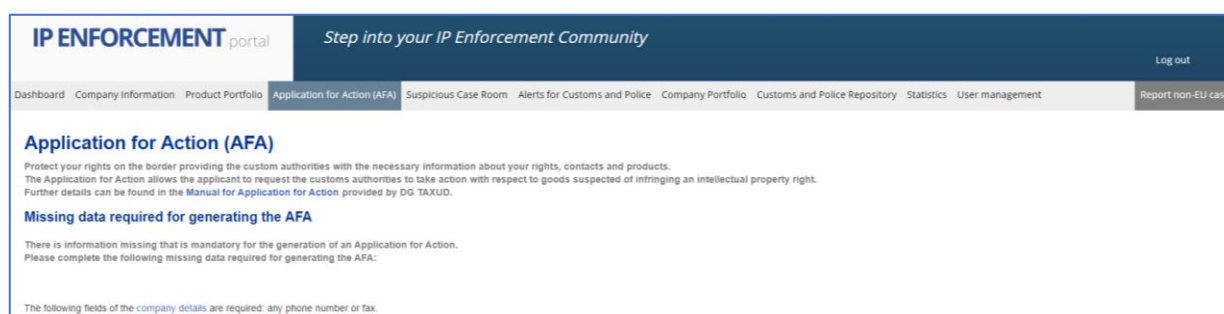
For any submitted AFA requests, the action buttons available are *the following*:

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

2.4.2 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.

2.4.2.1 Before you start your AFA — missing information



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:



2.4.2.1.1 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 2.2.2 Company Details** 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 [Add icon](#)

Sector of Activity

Other Names

Mandatory Fields *

Remember that the EORI number is mandatory for AFA purposes.

2.4.2.1.2 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
<input type="checkbox"/>	Legal Contact1	Secondary in the company	00342123123133	lega@test.es	AT, BE, CZ, DE, DK, ES, FR, GR, IT, NL, PT, SE
<input type="checkbox"/>	Contact A	Secondary in the company	0044132154654	Nicole.Semjevski@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
<input type="checkbox"/>	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
<input type="checkbox"/>	Main contact	Secondary in the company	123456789	ipenforcementportal@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
<input type="checkbox"/>	Legal Contact 2	Main in a country, Secondary in a country	00491321321321	LegalContact2@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 ⁽³⁾, 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

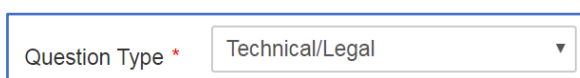
When suspect goods are detained, customs authorities contact the contact point for legal matters concerning the legal obligations and rights of the holder of the decision granting the application and, in particular, concerning the legal aspects of the administrative procedures for the detention of suspected 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 open, showing a single option 'Technical/Legal' with a downward arrow icon on the right.

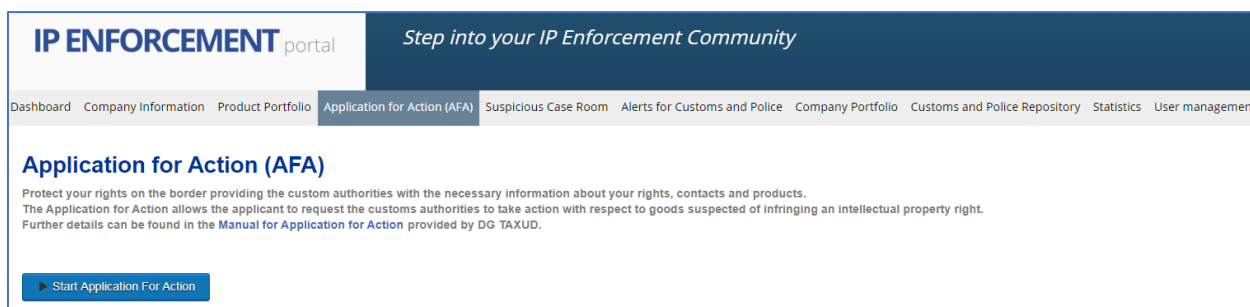
One contact person may cover all the Member States where the AFA is applicable or there may be different contacts for different Member States.

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 2.4.2.4.2 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.

below.



A screenshot of the IPEP portal interface. The top header is dark blue with the 'IP ENFORCEMENT portal' logo on the left and the text 'Step into your IP Enforcement Community' on the right. Below the header is a navigation bar with several tabs: 'Dashboard', 'Company Information', 'Product Portfolio', 'Application for Action (AFA)' (which is highlighted), 'Suspicious Case Room', 'Alerts for Customs and Police', 'Company Portfolio', 'Customs and Police Repository', 'Statistics', and 'User management'. The main content area is white and titled 'Application for Action (AFA)'. It contains a brief description of the AFA process and a button labeled '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.

2.4.2.2 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 *
--Please Select--

Language *
--Please Select--

Applicant Status *
Right-holder

☐ 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)

Select Countries

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)

Select Countries

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

☐ Austria

☐ Cyprus

☐ Finland

☐ Ireland

☐ Luxembourg

☐ Portugal

☐ Spain

☐ Belgium

☐ Czech Republic

☐ Germany

☐ Italy

☐ Malta

☐ Romania

☐ Sweden

☐ Bulgaria

☐ Denmark

☐ Greece

☐ Latvia

☐ Netherlands

☐ Slovakia

☐ Croatia

☐ Estonia

☐ Hungary

☐ Lithuania

☐ Poland

☐ Slovenia

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.

2.4.2.2.1 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

☒ 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 ⓘ

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

Go to the process:
FI20200911114604000017

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

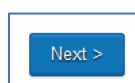
The application must include evidence of the representative's powers to act as required by the legislation of the Member State in which the application is submitted. The powers of attorney, stored in *Document Portfolio* in the *Company Information* section, can be linked at this point. Remember that,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

2.4.2.2.2 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 >*.



2.4.2.3 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*.

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)	

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

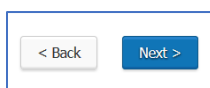
- geographical indication for aromatised drinks based on wine products
- geographical indication as listed in Agreements between the Union and third countries
- Community plant variety right.

- National IPRs, including copyrights and other IPR's such as
 - Patent as provided for by national law (NPT)
 - 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*.



2.4.2.4 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	Product Specification	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.

2.4.2.4.1 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 ⁽⁷⁾ 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 ⓘ

2.4.2.4.2 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

⁽⁷⁾ COPIS is the central repository for AFAs of the EU Commission (DG Taxud)

- 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
		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.

Genuine Logistics
Map

Icon	Filter
	Production
	Distribution
	Importation
	Transportation

Production
Distribution
Importation
Transportation

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.

Companies Involved

Upload Companies Download Excel template Add Company Involved Delete Selected Rows

☐ Select All (On this page)

Search in the results:

Previous 1 Next

SELECT	NAME	FUNCTION	COUNTRY COVERED	TYPE	
	Provider 1	Distributor	United States	Only work with	<input type="checkbox"/> <input type="text"/>
	Provider 3	Distributor, Carry, Intermediar	Belgium, France, Germany	Mostly work with	<input type="checkbox"/> <input type="text"/>

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

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.

Traders

Upload Companies Download Excel template Add Trader Delete Selected Rows

☐ Select All (On this page)

Search in the results:

Previous 1 Next

SELECT	NAME	ADDRESS	TOWN	TIN	NATIONAL NUMBER	VAT	EORI	POSTAL CODE	COUNTRY
	Provider 2	Amsterdam							Netherlands

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
<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

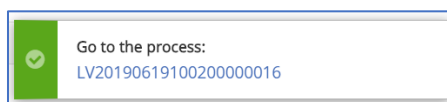
can decide which information is accessible to customs or police only and which information is accessible to all enforcement authorities.

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



2.4.2.4.3 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

Upload Companies

Download Excel template

Add Company Involved Infringements

← Previous

Next →

NAME	FUNCTION	COUNTRY	PRODUCTS
Name	Function	Country	Products

No data available in table

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

2.4.2.4.4 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 *

Select Countries

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*.

< Back
Next >

2.4.2.5 New AFA — Step 4: Review, sign 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

Previous
Page: 1 / 42
Next

Download

EUROPEAN UNION – APPLICATION FOR ACTION		PREAFA ID: LV20190619100200000016 (en)
1	1. Applicant Name*: Eulpo 1	For official use Date of receipt

Once you have reviewed the preAFA and before you send it to customs the AFA request needs to be signed. You can either sign the AFA digitally or you can send a signed paper version to the competent customs department of the submission country.

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

☒ Sign a printed version and send by post

You also need to agree on the terms, before submitting the preAFA:

☒ By signing I undertake to:

- notify immediately the competent customs department that granted this application of any change in the information provided by me within this application or attachments in accordance with Article 15 of Regulation (EU) No 608/2013.
- forward to the competent customs department that granted this application any update on the information as referred to in point (g), (h) or (i) of Article 6(3) of Regulation (EU) No 608/2013 that are relevant to customs authorities' analysis and assessment of the risk of infringement of the intellectual property right(s) included in this application.
- assume liability under the conditions laid down in Article 28 of Regulation (EU) No 608/2013 and bear the costs as referred to in Article 29 of Regulation (EU) No 608/2013.

I agree that all the data submitted with this application may be processed by the Member States and the European Commission, acting as a processor on behalf of Member States, and the European Union Intellectual Property Office.

I understand that the application for action has been completed in accordance with the provisions of Regulation (EU) No 608/2013 of the European Parliament and of the Council of 12 June 2013 and the Commission Implementing Regulation (EU) No 1352/2013 of 4 December 2013.

If you do not sign digitally, a signed version of the application for action needs to be submitted to the competent customs department of the submission country. In accordance with Art. 6 of Regulation (EU) No 608/2013 the customs authority may ask for additional information.

If you have chosen to sign in paper, you are reminded that the signed paper form needs to be send to the customs authority 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.

← Previous **1** Next →

EDS PREAFA ID	AFA ID	SUBMISSION COUNTRY	REQUESTED COUNTRIES	PREAFA SENT	IPRs	PRODUCTS	STATUS	LANGUAGES
>Y20170208103059000012	AFA ID ▼	Submission Co ▼	Requested Co ▼	PreAfa Sent ▼		TEST PLANT	TrimmerObs	Processing
CY20170208103059000012	-	CY						

Showing 1 to 1 of 1 entries


Showing entries

← Previous **1** Next →

2.4.2.5.1 The Digital Signature in IPEP

You can sign a new AFA (preAFA) or any AFA request digitally by selecting the 'Sign digitally' option and follow the steps indicated below.


To electronically sign an AFA in IPEP, you will need a **qualified digital signature** (QES) to show it is compliant with the EU standard **eIDAS**.



European Commission

eIDAS Dashboard


Business, Economy, Euro


DISCOVER
BROWSE
COMPLIANCE
INTERNATIONAL

Home / Browse / EU-EEA Trusted Lists


EU/EEA Trusted List Browser

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. The European Commission publishes Trusted Lists (LOTL). The European Commission, through the DIGITAL program, provides this tool for anyone to browse the national trusted lists and the LOTL.




Search a trust service by type

Search by type of trust service (e.g. time stamping, certificate for e-signature) and country



Search a trust service by name







Search based on the name of a trust service



Search a trust service with a date

Find the trust service that issued the signing certificate on a specific date

Trusted Lists

 <div> Austria Issue date 2022-11-23 </div>	...	 <div> Belgium Issue date 2023-02-21 </div>	...	 <div> Bulgaria Issue date 2022-12-01 </div>
 <div> Croatia </div>	...	 <div> Cyprus </div>	...	 <div> Czech Republic </div>

This process **only needs to be done the first time**. Once the certificate is 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 ...

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.

AFA signature: To sign your AFA request electronically, you must previously [upload your digital certificate](#).

[▶ Start Application For Action](#)

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

☒ Sign digitally

Digitally sign your request

1. You can upload a certificate in UUM&DS by clicking [here](#)

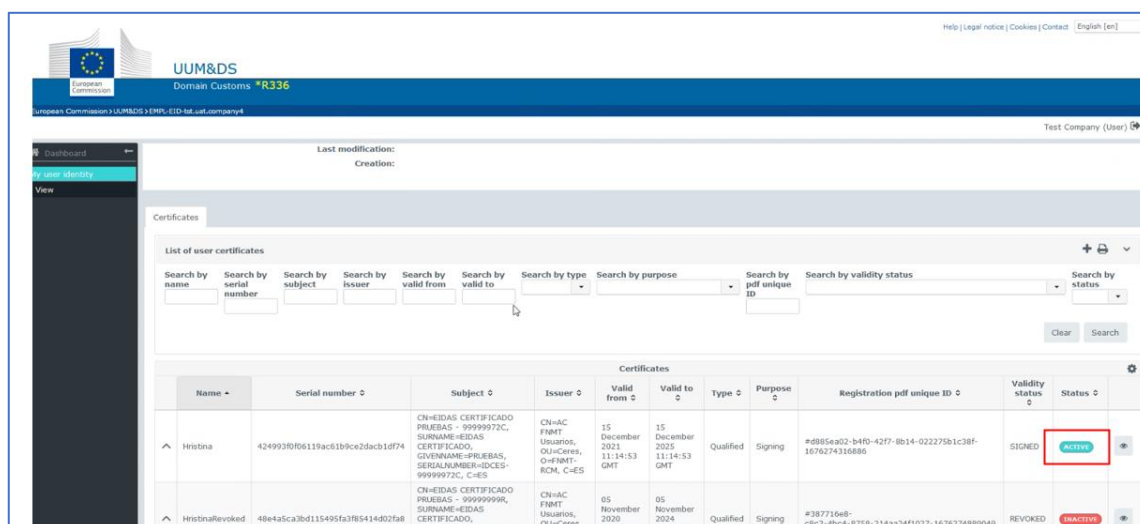
When clicking on either of the links, the eIDAS page opens for you to select a certificate.

Family Name	[UUMDS] Integration System
Company	N/A
[UUMDS] User Identifier	[UUMDS] Authentication Portal
tax.usf.company4	N/A
[UUMDS] Country Code	N/A
[UUMDS] Type of Person	N/A
NP	[UUMDS] fallback language
Date of Birth	en
1900-01-01	[UUMDS] User Identifier
[UUMDS] Preferred language	N/A
en	[UUMDS] Authentication Domain
National Identifier	N/A
tax.usf.company4	
[UUMDS] Country Code	
EM	
[UUMDS] Business Profiles	
[{"application": "IPEP", "businessProfiles": [{"namespace": "https://taxud.ec.europa.eu/uumsd", "profile": "CUST_EXECUTIVE"}], {"application": "CUST-SAMPLE-CS", "businessProfiles": [{"namespace": "https://taxud.ec.europa.eu/uumsd", "profile": "BP_EDITOR"}], {"application": "UUMDS-ADM-EXT", "businessProfiles": [{"namespace": "https://taxud.ec.europa.eu/uumsd", "profile": "BP_MANAGE"}]}]}	
First Name	
Company	

[Cancel](#) [Submit](#)

Select your preferred certificate and click 'Submit' to upload it into the European Commission's uniform user management and digital signatures (UUM&DS) system.

The UUM&DS page will open and you will see the certificate's status as 'Active'.

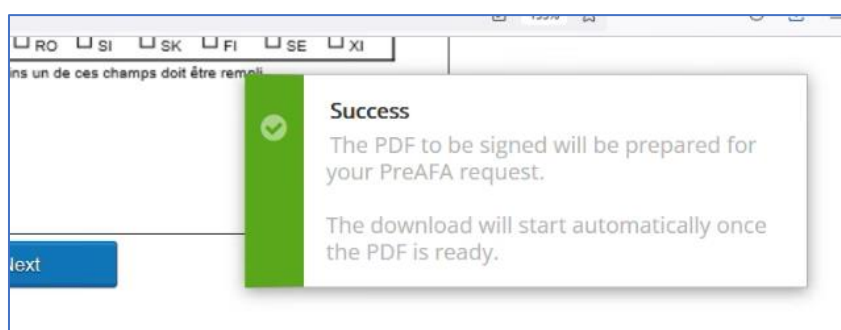


2.4.2.5.1.3 Download your AFA request in pdf for signature

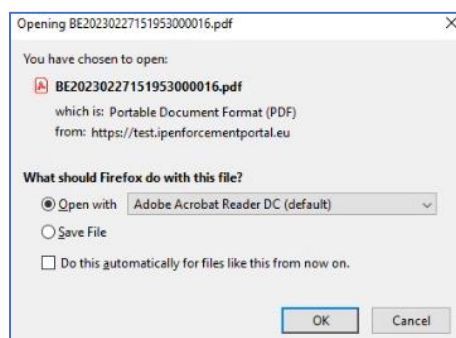
Each time you need to sign an AFA request, just click on the 'Download' button under 'Please download your request to sign it on your computer' in point 2.



You will receive a message confirming that the download has started.



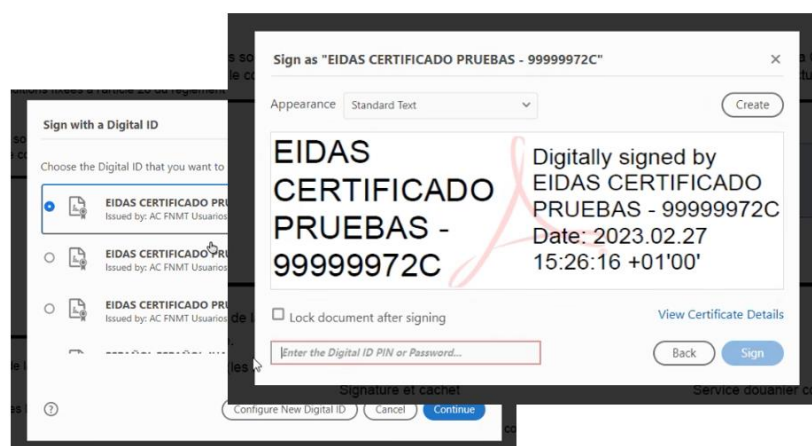
You will then be able to save the PDF on your PC.



Open the PDF and add your 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 Etats membres et la Commission européenne, agissant en tant que sous-traitant pour le compte des Etats membres, et par l'Office de l'Union européenne pour la propriété intellectuelle.	
30°. Signature	Signature du demandeur
Date (JJ/MM/AAAA)	<div>Unsigned signature field (Click to sign)</div>
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)	

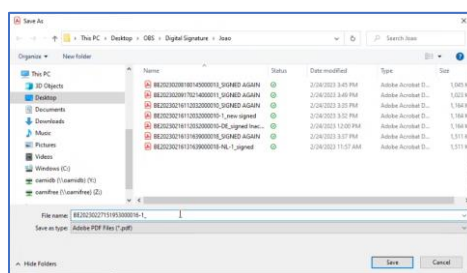
When clicking on the signature field, your available certificates will appear automatically and you can select the one you prefer.



The AFA form will appear signed digitally:

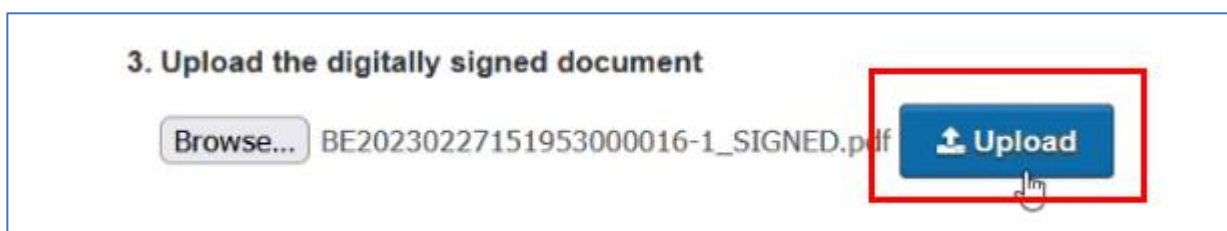
agissant en tant que sous-traitant pour le compte des Etats membres, et par l'Office de l'Union européenne pour la propriété intellectuelle.	
30°. Signature Date (JJ/MM/AAAA)	Signature du demandeur EIDAS CERTIFICADO PRUEBAS - 99999972C Digitally signed by EIDAS CERTIFICADO PRUEBAS - 99999972C Date: 2023.02.27 15:27:10 +01'00'
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)	

We recommend saving the signed AFA request to your PC.



2.4.2.5.1.4 Upload the digitally signed AFA request

Upload the digitally signed document to IPEP by clicking on the blue 'Upload' button in point 3.



A message will appear confirming that the upload was successful.



The signed PDF will then 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 icon and start the process again.



2.4.2.6 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	TYPE	REQUESTED COUNTRY	PREAFA SENT	IPRs	PRODUCT	DECISION	ONGOING REQUEST	ONGOING REQUEST DATE	EXPIRATION DATE
MT20211021163820000019	-	MT	National	Requested	21/10/2021	003529013	MTPALICANTE	Submitted	Submitted	21/10/2021	
MT20211021162155000013	-	MT	National	Requested	21/10/2021	006531735	MTPALICANTE	Submitted	Submitted	21/10/2021	

If you have not signed the preAFA digitally, please click on the PDF icon to open the preAFA for printing, signing and sending to the customs authority of the submission country. According to the Customs Regulation⁽³⁾, the customs authority of the issuing country has 30 working days from receipt of the application to notify the rights holder of its decision.

You can find the contact details of the submission country in the second link in the above mentioned email or under the following link: [Customs contact details for submitting AFAs](#).

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.

2.4.3 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. This includes all the AFAs filed originally in paper.

The only AFAs that cannot be managed in IPEP, are the AFAs that have been originally filed in one of the national portals (ZGR, Falstaff or Sede Electrónica). These AFAs must be managed in their national portal, therefore, for these AFAs automatically no actions buttons to manage the AFA will be available to the user in IPEP.

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**).

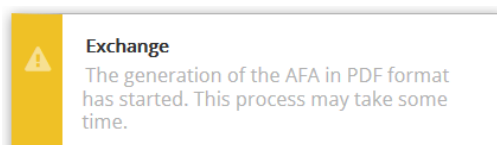
2.4.3.1 View AFAs retrieved from COPIS

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.

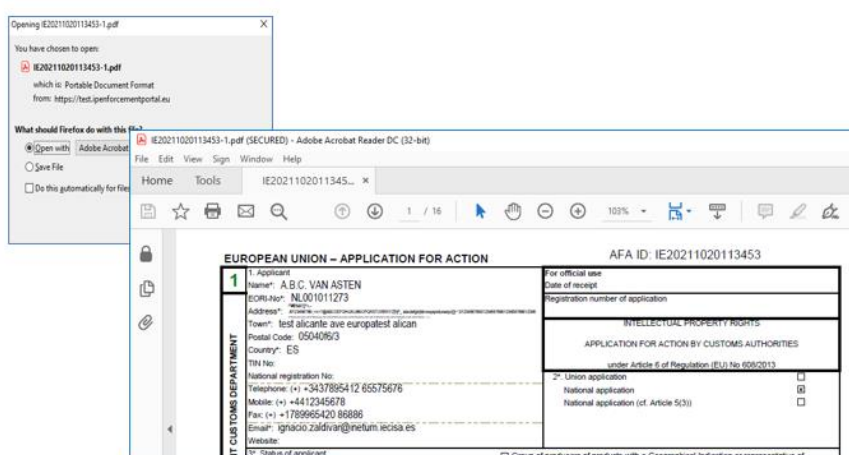


Rights	Effective from	Effective until	
endment	26/10/2021	21/10/2022	
endment	26/10/2021	21/10/2022	
Submitted	26/10/2021	21/10/2022	

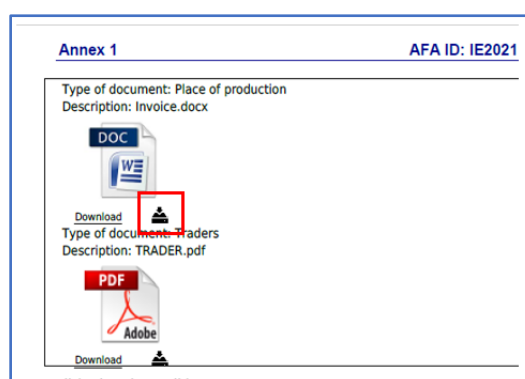
Once you have clicked on the magnifying glass icon, a message will pop up at the top right of your screen, informing you that the AFA generation process has started and that it will take some time.



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



2.4.3.2 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. AFAs can have an infinite number of extensions.

⚠ IMPORTANT: In IPEP the extension of an AFA is always the plain extension with no changes. The only new information included might be a new legal representative filing the extension on behalf of the rights holder. 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**)

We therefore recommend to **first file the AFA extension request, and once the AFA has been renewed, file the amend AFA request.**

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	PreAfa Sent	00000_02	Product 01	Grant	Granted	21/10/2021	21/10/2022
IE20211020113423000011	IE20211020113423	IE	National	Requested	PreAfa Sent	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: BE564658764 (en)	
1* Holder of the decision Name: Name 74 EORI-No: FR00001162600010 Address: Av Europa 1 Town: Alicante Postal Code: 03000 Country: Spain Telephone: (+) +0034965139274 Mobile: (+) Fax: (+) +987654321 ext. 007 Email: IPEnforcementPortal@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

2.4.3.3 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	PreAfa Sent	00000_02	Product 01	Grant	Granted	21/10/2021	21/10/2022	
IE20211020113423000011	IE20211020113423	IE	National			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 *
Ireland

Language *
English

Applicant Status *
Right-holder

☐ 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 fields in IPEP.
- As mentioned above, the amendment does not include an extension request. For the AFA to be renewed, you need to file an extension request first, and once the AFA has been extended, you can follow up with the amendment request to update the AFA information.

2.4.3.3.1 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**)

☒ Representative submitting the application in the name of the applicant ⓘ

← Previous 1 Next →

NAME	COMPANY	COUNTRY	EORI NUMBER	EORI NAME	EMAIL	VALIDATION
test 444554	test alicante ave europatest ali- cante ave eu- ropatest alicante ave europat- estest 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- fst@dddf.com	
pepepe le peu		Belgium	NL001011273	A.B.C. VAN ASTEN	juancho@car- mona.com	
<input checked="" type="checkbox"/> New pre-AFA LR		Germany	NL001000305	KETENTEST BVV TC 1.2	legalrepe- mal@mail.co m	
MyNewLR		Spain	NL001003318	EMBALLAGEFAB R' KIST EN KRAT	nand.ocun@g mail.com	

Showing 1 to 6 of 6 entries Showing 25 entries

← Previous 1 Next →


☐ 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**), 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

← Previous 1 Next →

SELECT	NAME	TYPE	PHONE	EMAIL	COUNTRIES COVERED
	Name	Type	Phone	Email	Countries covered
	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

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**.

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
		Product 02	Live cows	00000_02	Involved company with type trader.
<input checked="" type="checkbox"/>		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**).

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**)

2.4.3.3.4 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	
1. APPLICANT PATENT CUSTOMS DEPARTMENT	Name*: [REDACTED] TD	For official use	
	EORI-No*: [REDACTED]	Date of receipt	
	Address*: Calle Europa	Registration number of application	
	Town*: Alicante	INTELLECTUAL PROPERTY RIGHTS	
	Postal Code: 03008	APPLICATION FOR ACTION BY CUSTOMS AUTHORITIES	
	Country*: Malta	under Article 6 of Regulation (EU) No 608/2013	
	TIN No:	2*. Union application <input type="checkbox"/>	
	National registration No:	National application <input checked="" type="checkbox"/>	
	Telephone: (+) +619724666	National application (cf. Article 5(3)) <input type="checkbox"/>	
	Mobile: (+)		
Fax: (+)			
Email*: IPEnforcementPortal@euipo.europa.eu			
Website: http://www.oami.europa.eu			
3*. Status of applicant	<input type="checkbox"/> Group of producers of products with a Geographical Indication or representative of such group		
<input checked="" type="checkbox"/> Right-holder	<input type="checkbox"/> Geographical indication		

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**)

2.4.3.4 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.

2.4.3.4.1 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**).

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 - Intellectual Commons	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

2.4.3.4.2 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
Name	Name of Rightholder	Reference		Name	Name of Rightholder	Reference	
		306500698	Trade Mark	adidas	adidas AG	30650069	✓ 🗑️ ↻
		302088008	Trade Mark	adidas	adidas AG	30208800	✓ 🗑️ ↻
		002770750-0001	Design			002770750-0001	✓ 🗑️ ↻
		009109267	Design				✓ 🗑️ ↻

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

Owner

Type of Right Holder

Owner

Trade Mark Name

Office

Search Trade Marks

Link Trademark and close

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.

Close

Discard

Save



Next >

2.4.3.5 Create from existing – reusing AFA information

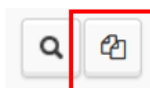
For AFAs originally filed in one of the national Portals, the information can be viewed in IPEP, but any AFA request needs to be handled in the Portal in which the AFA was originally filed.

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 information	Notification date
	DE121213541	AFA details retrieved from COPIS		Monday 9, January 2023, 12:49:59

Q #

✓

📄

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

2.4.3.6 Withdrawal request

Through 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: MT2021100614031900

Submission Country: Malta

AFA ID: MT20211006140319

Applicable Countries:

Withdraw the Request of Type: Amendment

Withdrawal Request Justification (optional):

Please enter information of the requester of the withdrawal

Capacity in which the withdrawal is sent: -Please select-

Cancel Send >

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

Download

IP ENFORCEMENT portal

WITHDRAW OF CREATION REQUEST OF PREAFA ID PL20200729122352000012

** Applicant holder of the decision

Name: A.B.C. VAN ASTEN

ECR No: NL001011273

Address: [REDACTED]

Tax ID: [REDACTED]

Postal Code: 050456214

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.

2.4.4 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 two-factor authentication (2FA) validation code – 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**)

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	
PreAFA ID	AFA ID		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

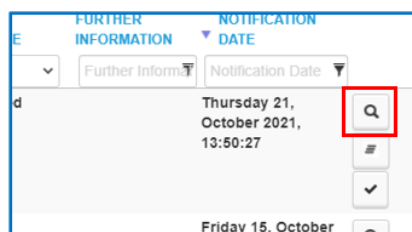
This area can be accessed either through the *AFA Notifications* widget in the *Dashboard* or by clicking on the bell icon, that is next to the account name in the top menu of the screen.



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



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

Notification Details

PreAFA ID

MT20211005142627000017

Submission country

MALTA

AFA ID

MT20211005142627

Applicable Countries

Notification Type

Withdraw AFA Amendment request

Notification Date

Monday 25, October 2021

Expiration Date

Further Information

The withdrawal request sent has been approved.

Close

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	MT20211006140756000017	Submission country	MT
AFA ID	MT20211006140756	Applicable Country	
Request Type	Application for Action (AFA)		
Information Requested by the Member State:	TEST		
Expiration Date:	Not Provided		

Update/correct your AFA request as requested by customs

Create a New Amendment Request >

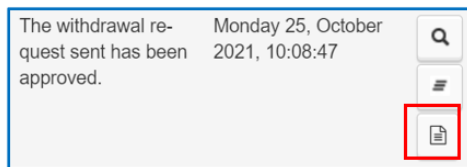
You can also request further information to customs

Please Select
Send

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

MT20211005142f

AFA ID

MT20211005142f

Withdraw the Request of Type

Amendment

Withdrawal Request Justification (optional)

test

Submission Country

Malta

Applicable Countries

Please enter information of the requester of the withdrawal

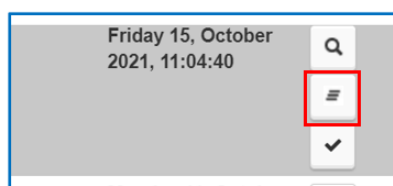
Capacity in which the withdrawal is sent

Holder of the decision

Close

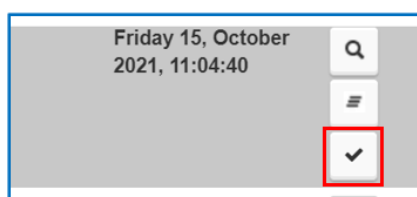
Link to the related AFA in the AFA table

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 sent 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,	<input type="text" value="Search"/> <input type="button" value="Menu"/>
1438130000	9081438		September 2021,	
10	13		13:42:35	

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

2.5 Suspicious Case Room

One of the challenges that enforcement authorities often face when they detect a suspicious case is making contact with the right person within a company: there may be problems finding correct, up-to-date contact information for them, or communication might be difficult due to time differences or language issues.

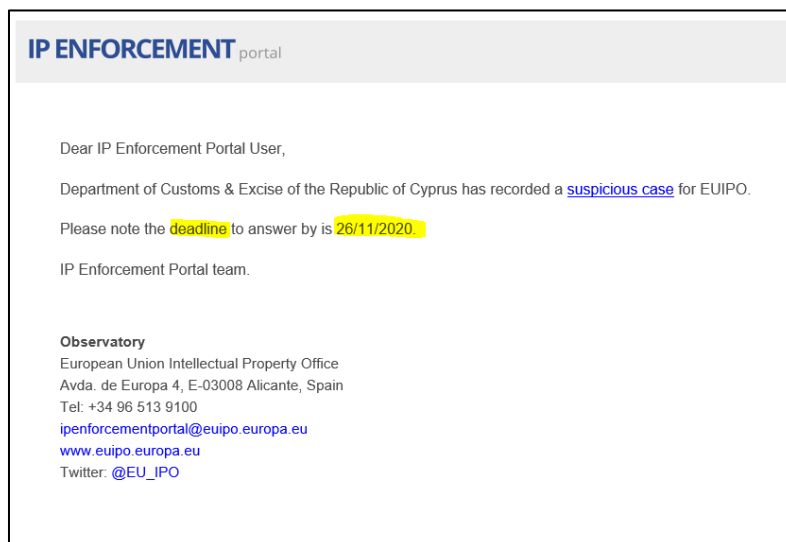
When the authorities find goods suspected of infringing your intellectual property rights (IPR), they can notify you the detention in an easy, structured way and in their own language. You, as the rights holder, can then review and answer the authorities' questions on the case.

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									
<h3>Suspicious Case Room</h3> <p>Companies can be alerted by authorities when they find suspicious goods. The companies can review and answer the authorities' questions regarding the case.</p> <p><input type="checkbox"/> Include Closed Cases</p> <p style="text-align: right;">Add</p>									
REFERENCE	AUTHORITY	STATUS	PRODUCT SPECIFICATION	DEADLINE	CREATION DATE	LAST MODIFICATION DATE			
Nicki Test Berlin	Landeskriminalamt Polizei Berlin	Pending Authority	Cords for sunglasses	25/05/2019	23/05/2019	23/05/2019	<input type="button" value="View"/>	<input type="button" value="Edit"/>	<input type="button" value="Delete"/>
Test Nicki DE Berlin	Landeskriminalamt Polizei Berlin	Pending Authority	Sun bronzers	24/05/2019	23/05/2019	23/05/2019	<input type="button" value="View"/>	<input type="button" value="Edit"/>	<input type="button" value="Delete"/>
TEST viewed	Monsieur l'Administrateur - Service Public Fédéral Finances - Belgium	Pending Authority	Baseball caps	10/05/2019	09/05/2019	09/05/2019	<input type="button" value="View"/>	<input type="button" value="Edit"/>	<input type="button" value="Delete"/>
TEST BR Cust Nicki	Monsieur l'Administrateur - Service Public Fédéral Finances - Belgium	Pending Authority	Cords for sunglasses	10/05/2019	09/05/2019	09/05/2019	<input type="button" value="View"/>	<input type="button" value="Edit"/>	<input type="button" value="Delete"/>
Showing 1 to 4 of 4 entries									

When an enforcement authority creates a suspicious case involving your company and products, IPEP will send a corresponding email notification, including a link to the case details and deadline,

to a recipient (*Contact Point*) selected from the IP Enforcement Portal. A copy of the email is automatically sent to the *Main enforcement contact in the company* for the enforcement authorities and to your company's email, plus any email that you have indicated to be put in cc (copy) of the notification to the company email.

Please note that the deadline set by the enforcement authority to reply will also appear in the mail.



The case can then be accessed by the recipient via the link. It can also be accessed going directly to the *Suspicious case room* or through the *Dashboard*. You can then review and answer the question(s) about the case.

2.5.1 Answer Suspicious Case

Clicking on the *Answer Suspicious Case* icon, which looks like a 'play' button, gives you access to all the information about the suspicious case sent and allows you to answer the case within the period of time displayed in *Answer Deadline*.

Suspicious Case Room
Companies can be alerted by authorities when they find suspicious goods. The companies can review and answer the authorities' questions regarding the case.

☐ Include Closed Cases Add

REFERENCE	AUTHORITY	STATUS	PRODUCT SPECIFICATION	DEADLINE	CREATION DATE	LAST MODIFICATION DATE	
Nicki Test Berlin	Landeskriminalamt Polizei Berlin	Pending Authority	Cords for sunglasses	25/05/2019	23/05/2019	23/05/2019	
Test Nicki DE Berlin	Landeskriminalamt Polizei Berlin	Pending Authority	Sun bronzers	24/05/2019	23/05/2019	23/05/2019	
TEST viewed	Monsieur l'Administrateur - Service Public Fédéral Finances - Belgium	Pending Authority	Baseball caps	10/05/2019	09/05/2019	09/05/2019	
TEST BR Cust Nicki	Monsieur l'Administrateur - Service Public Fédéral Finances - Belgium	Pending Authority	Cords for sunglasses	10/05/2019	09/05/2019	09/05/2019	

Showing 1 to 4 of 4 entries Previous 1 Next

2.5.1.1 Sent by Police

If a *Suspicious Case* has been remitted by a police authority, the fields displayed are as follows.

Answer Suspicious Case

By reading this message you acknowledge receipt of the suspicious case. Acknowledged on 16/05/2019

Status	Viewed	Creation Date	24/01/2018
Case Reference	GC TEST DEMO	Last updated date	24/01/2018
Issuer	GUARDIA CIVIL - UNIDAD XXXX		
Answer Deadline	28/01/2018		

[Sender / Receiver](#)

[Company Contact](#)

[Suspected Goods](#)

[Attached Images](#)

[Documents Attached](#)

[Detention Information](#)

[Contact Information](#)

[Exchange Information](#)

Mandatory Fields *

[Download](#)
[Send](#)
[Cancel](#)

- Read receipt**

When you enter a *Suspicious Case*, the system automatically changes the status of the case to *Viewed*, which is an acknowledgement of receipt of the suspicious case for the enforcement authority that sent the case.

- Answer Deadline**

The police authority, as indicated above, will have set you a deadline to answer. The deadline will already be displayed in the email notification that you (or your *Contact Point* in the Member State of the authority) have received regarding the suspicious case.

Answer Suspicious Case

By reading this message you acknowledge receipt of the suspicious case. Acknowledged on 16/05/2019

Status	Viewed	Creation Date	24/01/2018
Case Reference	GC TEST DEMO	Last updated date	24/01/2018
Issuer	GUARDIA CIVIL - UNIDAD XXXX		
Answer Deadline	28/01/2018		

[Sender / Receiver](#)

- Sender/Receiver**

This field gives details of the authority that sent you the suspicious case.

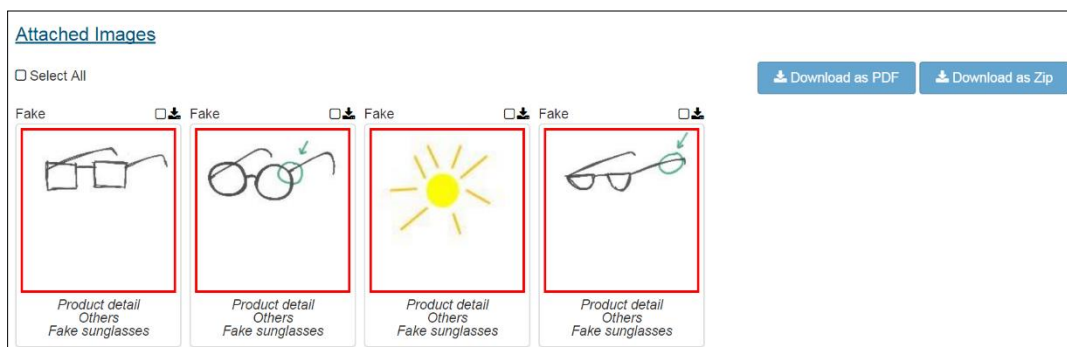
Company Contact

This field shows the contact points of your company that have received the suspicious case: name, type of contact, phone number, email address and countries covered.

- **Suspected Goods**

In this field you will see exactly what kind of products are involved in the authority's notification, that is to say, the product(s) detained (product specification), actual or estimated quantity, sale per unit and units of measure. The authority can also mention here if the goods are perishable.

- **Attached Images**



In this field you will see images/photos of the products found by the authorities. This should help you identify counterfeits of your goods. You can select one or more images from this section and export them to the desired format (PDF or Zip).

- **Documents Attached**

Here enforcers can attach any documents that might be helpful.

- **Detention Information**

This field contains information on the place of detention of the goods suspected to be counterfeit. There is an empty box in which enforcers can describe the place of detention in detail.

- **Contact Information**

This contact information relates to the enforcers that detained the goods. You will find here the email address and telephone number of the direct contact person from the enforcement unit.

- **Exchange Information**

To reply to the authority you need to indicate the type of answer: *Pending; Genuine goods; Infringing goods; More information requested; Need to check the goods physically; See comments; More information re Art. 17.4 (Customs only)*. If you wish, you can provide additional information by adding comments or attaching images and/or documents.

You can also guide the authority to a particular product or product section from your *Product Portfolio* by selecting the relevant item from the drop-down menu.

Your answer in IPEP will generate an email notification to the enforcement authority and directly to the enforcer who created the suspicious case, letting them know that their request has been answered in the tool.

2.5.1.2 Sent by Customs

Article 17 of the Customs Regulation ⁽³⁾ limits the amount of information that customs authorities can share at this stage with the rights holders. Therefore, if the suspicious case comes from customs authorities, there will be fewer fields displayed:

- **Read receipt**

When you enter a *Suspicious Case*, the system automatically changes the status of the case to *Viewed*, which is an acknowledgement of receipt of the suspicious case for the enforcement authority that sent the case.

- **Answer Deadline**

The customs authority, as indicated above, will have set you a deadline to answer. The deadline will already be displayed in the email notification that you (or your *Contact Point* in the Member State of the authority) have received regarding the suspicious case.

View Suspicious Case

By reading this message you acknowledge receipt of the suspicious case. Acknowledged on 22/09/2020

Status	Closed	Creation Date	03/11/2020
Case Reference	CY LARNACA IPR NO.06/2020	Last updated date	03/11/2020
Answer Deadline	06/10/2020		

Sender / Receiver

- **Sender/Receiver**

This field gives details of the authority that sent you the suspicious case. The authority may also include the related AFA ID, if relevant.

Sender / Receiver

Sender	Department of Customs & Excise of the	Country	Cyprus
Authority contact name		Related AFA Id	--Please Select--
Authority contact email		<input type="checkbox"/> Afa requested	
Authority Office		Alert link	--Please Select--
Company	Euipo 1		

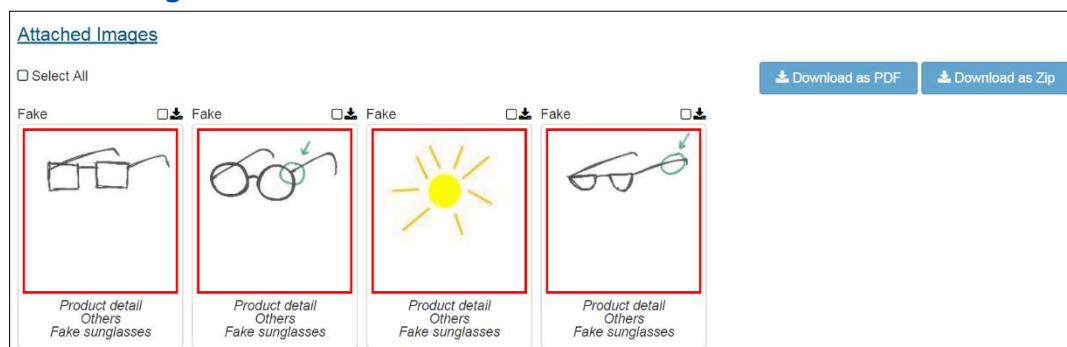
- **Company Contact**

This field shows the contact points of your company that have received the suspicious case: name, type of contact, phone number, email address and countries covered.

- **Suspected Goods**

In this field you will see exactly what kind of products are involved in the authority's notification, that is to say, the product(s) detained (product specification), actual or estimated quantity, sale per unit and units of measure. The authority can also mention here if the goods are perishable.

- **Attached Images**



In this field you will see images/photos of the products found by the authorities. This should help you identify counterfeits of your goods. You can select one or more images from this section and export them to the desired format (PDF or Zip).

- **Documents Attached**

Here enforcers can attach any documents that might be helpful.

- **Exchange Information**

To reply to the authority you need to indicate the type of answer: *Pending; Genuine goods; Infringing goods; More information requested; Need to check the goods physically; See comments; More information re Art. 17.4 (Customs only)*. If you wish, you can provide additional information by adding comments or attaching images and/or documents.

You can also guide the authority to a particular product or product section from your *Product Portfolio* by selecting the relevant item from the drop-down menu.

Your answer in IPEP will generate an email notification to the enforcement authority and directly to the enforcer who created the suspicious case, letting them know that their request has been answered in the tool.

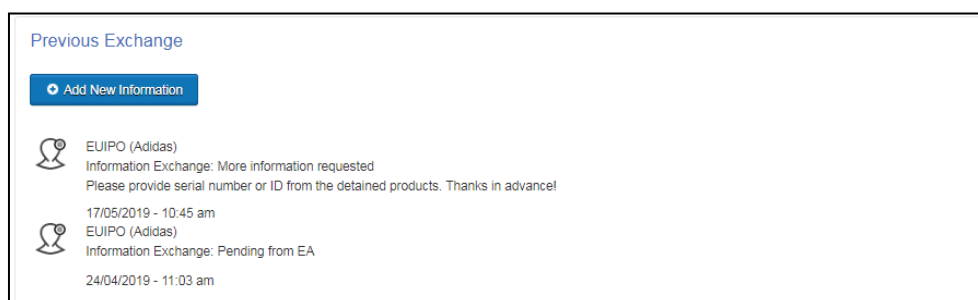
2.5.2 Multiple Exchange of Information

Both for customs and police, the tool allows for a multiple exchange of information. Here you can reply to the authority that notified you about the case. This section allows you to perform an unlimited number of information exchanges that will be recorded in the suspicious case. A new entry will be added to the exchange log each time you click on *Save* and *Send*.

Be aware of the deadline set by the enforcement authorities for each new information exchange.

- **Previous Exchange**

Once an information exchange has been carried out, the *Exchange Information* section will change its name to *Previous Exchange*.

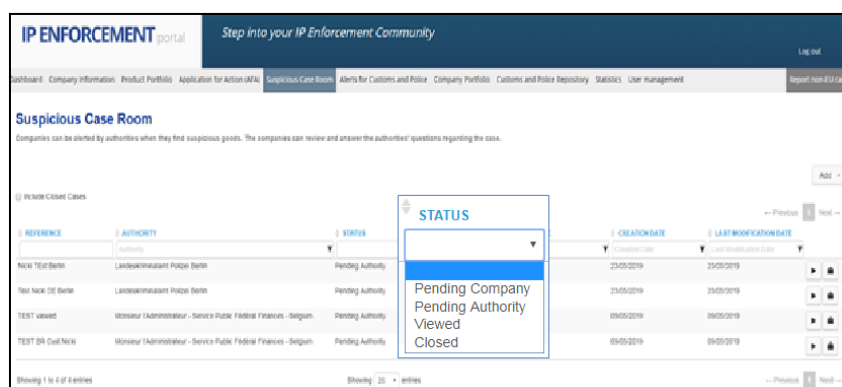


In order to add further information exchanges you must click on the *Add New Information* button:



2.5.3 Management of Suspicious Cases

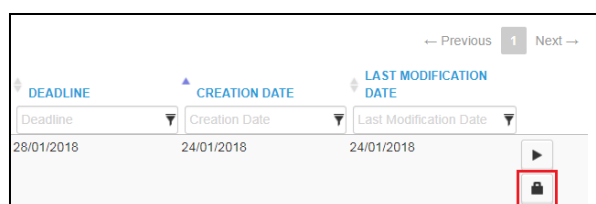
The suspicious case received will be listed in a table in the *Suspicious Case Room* tab and will also be accessible from the *Dashboard*.



The table can be filtered by status: *Pending Company*, *Pending Authority*, *Viewed* and *Closed*.

2.5.3.1 Close Suspicious Case

For archiving purposes, the status of a suspicious case can be changed to *Closed* by you or by the enforcement authority by clicking on the *Close Suspicious Case* icon.



As a rights holder, when you click on the *Close Suspicious Case* button, the system will give you two options:

- Close Suspicious Case
- Close Suspicious Case and Add *Past Case*.

Close Suspicious Case

☐ Close Suspicious Case
☐ Close Suspicious Case and Add Past Case

2.5.3.2 Create a Past Case from a closed Suspicious Case

If the second option is selected, the system will, in addition to closing the case, take you to the *Select Product* screen for you to choose to which of your product(s) you want to add the new *Past Case*.

Select products

Select products for the past case

☐ Select All

MAIN IMAGE	PRODUCT NAME	CATEGORY
<input checked="" type="checkbox"/>	Sun glasses (demo)	
<input type="checkbox"/>	Sun furniture (demo)	
<input checked="" type="checkbox"/>	Sun hats (demo)	
<input type="checkbox"/>	Sun clothing (demo)	


2.5.3.3 Include closed Suspicious Cases

Closed suspicious cases are not visible by default. You can view closed suspicious cases in the table by clicking on *Include Closed Cases*.

☒ Include Closed Cases

← Previous 1 2 3 4 5 Next →

REFERENCE	AUTHORITY	STATUS	PRODUCT SPECIFICATION	DEADLINE	CREATION DATE	LAST MODIFICATION DATE
tests321	Customs AT	Closed	Acceptance test		29/03/2019	29/03/2019
TestEP2	Internal market police FR	Closed	Adhesives of synthetic origin for industrial use		11/03/2019	11/03/2019

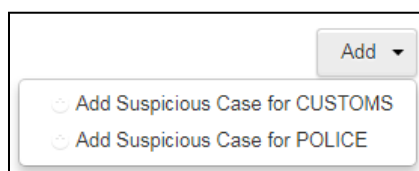
For closed suspicious cases the available actions are *View Suspicious Case*  and *Add Past Case*



2.5.3.4 Add Suspicious Case

As a rights holder, you may wish to answer a suspicious case using the IP Enforcement Portal, based on a previous communication with an enforcement authority outside the system (e.g. phone

call, letter, etc.). To do so, click on the *Add* button in the top right corner of the *Suspicious Case Room* screen:



You should provide all the information known about the suspicious case and then answer with a new information exchange, prior to sending the suspicious case back to the enforcement authority.

2.5.3.5 Generate exchange history to PDF

You can export the information from inside the Suspicious Case to a printable PDF by using the *Download* button in the bottom right corner of the screen:




IP ENFORCEMENT portal Police UAT
Reference JON_SUSP_POL_001


Suspicious Case from Police

Case Reference	JON_SUSP_POL_001	Status	Pending Company
Issuer	Robin Hood	Creation Date	28/11/2018
Last updated date	15/04/2019	Answer Deadline	15/11/2018
Sender/Receiver			
Sender	Police UAT		
Country	Spain		
Company	Observatory		
Alert link			

Company Contact				
Name	Type	Phone	Email	Countries Covered
testerZQF	Secondary in the company	123456	test@test.com	CZ, ES
testerHUT	Secondary in the company	123456	test@test.com	CZ, ES
testerRF	Secondary in the company	123456	test@test.com	CZ, ES

Suspected Goods			
Products detained (Product specification)	Spaghetti measurers; Spaghetti servers; Spaghetti tongs; Spaghetti; Spaghetti sauce; Spaghetti and meatballs		
Sale Per Unit (€)	1.0	Actual or estimated quantity	50
Units of Measure		Perishable goods	No

Information Exchange	
	Police UAT 12/03/2019 - 16:06
Answer Type	The goods will be released
Comments	Answering Information Exchange 2
Product	
Product section	
Attachments	

Information Exchange	
	Observatory 12/03/2019 - 16:02
Answer Type	Pending from EA
Comments	Asking for Information Exchange 1.
Product	
Product section	

2.5.4 Export Suspicious Cases

Select the suspicious cases you want to export and click on *Export*.

The screenshot shows the 'Suspicious Case Room' interface. At the top, there are date filters for 29/07/2019 and a play button. Below the filters, there are checkboxes for 'Include Closed Cases' and 'Select All (On this page)'. A table lists cases with columns: SELECT, REFERENCE, AUTHORITY, STATUS, and PRODUCT SPECIFICATION. Several cases are selected with checkmarks. To the right of the table, there are navigation buttons: 'Previous', '1', '2', and 'Next'. Below these is a large blue 'Export' button. At the bottom of the table, there is a pagination bar showing 'Showing 1 to 10 of 11 entries' and another 'Export' button.

An Excel file containing the selected suspicious cases will be generated for you to store on your computer. As the suspicious cases for police and customs are different, should you select both types for the export, two different excel files will be generated, one for the suspicious case sent by police and one for those sent by customs.

The screenshot shows the IP ENFORCEMENT portal interface. The top navigation bar includes 'Dashboard', 'Global Search', 'Suspicious Case Room', 'Alerts for Customs and Police', 'Company repository', 'Customs and Police Repository', 'Statistics', and 'VTC'. The main content area is titled 'Suspicious Case Room' and contains a table of cases. A red box highlights a specific case, 'JON_TEST_1030'. To the right of the table, there is a detailed view of the selected case, showing 'Case Export Information' and a table of 'Case Reference', 'Answer Type', 'Product', 'Product section', and 'Comments'. The 'Case Reference' table has columns: Case Reference, Answer Type, Product, Product section, and Comments. The 'Case Reference' table shows several entries, including 'TEST_JON_MAIL_1', 'TEST_JON_MAIL_2', 'TEST_JON_MAIL_3', and 'TEST_EMAIL_2'. The 'Case Reference' table also has a 'Basic case details' tab. At the bottom of the detailed view, there is a pagination bar showing 'Showing 1 to 9 of 9 entries' and an 'Export' button.

2.6 Alerts for Customs and Police

In this section you can, as a rights holder, alert the relevant authorities — customs, police or both — about potential infringements or trends and online infringements you have identified. Once alerted, the authorities will be able to make use of this information in the future and include it in their risk analysis and profiling.

This feature is particularly interesting for internal market forces. Where customs receive extensive information from the rights holders in the Applications for Action (AFA), the police do not receive this information. The alerts created through IPEP can contain the same information about products, IPRs and contact information that can be found in an AFA.

Make sure you fill out as many fields as possible. The more details you provide, the more chance there is that the enforcement authorities will be able to use the information.

RECEIVER	REFERENCE	TYPE	PRODUCT SPECIFICATION (KEYWORDS)	STATUS	CREATION DATE	LAST MODIFICATION DATE
Cuerpo Nacional de Policía - Sección de delitos contra la Propiedad Intelectual e Industrial	TEST TEST TEST	Potential Infringement or Trend	Sunglasses	Draft	26/02/2018	26/02/2018
Landeskriminalamt Polizei Berlin	Nicki Test Nr.	Potential Infringement or Trend	Cases for spectacles and sunglasses; Straps for sunglasses	Viewed Authority	23/05/2019	23/05/2019
Landeskriminalamt Polizei Berlin	TEST Nicki Berlin	Potential Infringement or Trend	Lenses for sunglasses; Glasses, sunglasses and contact lenses; Repair of sunglasses; Sunglasses	Viewed Authority	23/05/2019	23/05/2019
Monsieur l'Administrateur - Service Public Fédéral Finances - Belgium	TEST alert Nicki BE Cust	Potential Infringement or Trend	Frames for sunglasses	Viewed Authority	09/05/2019	09/05/2019

If you have any information you would like to share, click on *Add* to add an alert.

You can choose between two types of alerts: *Potential Infringement or Trend* and *Online Infringement*.

Add ▼

- ⊕ Potential Infringement or Trend
- ⊕ Online Infringement

2.6.1 Potential Infringement or Trend

Alerts for Customs and Police

Alert authorities whenever a new trend or infringement case has been identified, in this way the alerted authorities can make use of this information in the future.

Include Closed Alerts

Add ▼

- Potential Infringement or Trend
- Online Infringement

An alert about a *Potential Infringement or Trend* should be used when:

- you have information about a consignment on its way to Europe that has not yet crossed the EU border, and the information could be valuable for helping customs or other border forces

to stop it crossing the border;

- you have information about goods already in Europe, and the information could be valuable for helping enforcement authorities to stop the goods being sold within the internal market;
- you have information from previous cases where new trends have appeared, and the information could be valuable for helping enforcement authorities to stop goods that infringe your IP rights being sold within the internal market, and
- if you want to provide internal market forces with the same information that is included in the AFAs for customs. For this, create an alert including your IPR, product and contact information.

Add a new Potential or Trend Alert

Creation Date

16/05/2019

Last updated date

16/05/2019

Reference *

EUIP20190516160824

Sender *

EUIPO

Exported

Related AFA Id

--Please Select--

Infringing goods

--Please Select--

(Product specification) *

Company Contact *

Receivers of the alert *

IPRs infringed

Flight / Shipment

Consignor & Consignee Details

Attached Images

Documents Attached

Save

Send

Cancel

- **Reference**
The system will automatically assign a reference number to each alert, but you can change the reference number for one of your own if you wish. This field is mandatory.
- **Related AFA Id**
If the alert is addressed to customs authorities and relates to the products contained in an AFA that you have filed, it may be useful to indicate the AFA number. This informs customs that an AFA already exists and that they have the mandate to detain goods suspected to be counterfeits.

Related AFA Id

--Please Select--

- **Infringing goods (Product specification)**
The product specification is predefined and retrieved from the EUIPO's Harmonised Database (HDB) of goods and services, which reverts to TMclass. To find the specification for your product, enter three or more characters and wait for the database to search for categories

including those letters. A drop-down menu will then appear with a list of categories including those letters. Click on the correct product specification.

- **Company Contact**

This field shows contact points included in your company's profile: name, type of contact, phone number, email address and countries covered. You may choose one or more contact points for your alert.

- **Receivers of the alert**

In this field you select the authorities you would like to send your alert to. You can select all enforcement authorities or a limited number. Please note that you can also add email addresses of enforcers or units you might want to put in copy of the notification. Of course these enforcers need to be able to access IPEP to view the alert and the information contained.

Receivers of the alert *

NAME	TYPE
Attica Customs Region - Greece	Border
Estonian Tax and Customs Board - Estonia	Border
Generatzolldirektion, Direktion VI, Zentralstelle Gewerblicher Rechtsschutz - Germany	Border
Monsieur l'Administrateur - Service Public Fédéral Finances - Belgium	Border

Showing 1 to 4 of 4 entries






Showing 10 entries

Additional notification emails (CC)

- **IPRs infringed**

In this field you add the IPR you suspect of being infringed in this particular case. To add this information to the alert, click on *Add IPR* and a drop-down menu will appear listing all the IPRs you have within your *IPR Portfolio*. Choose one or more IPRs by clicking on them. Please note that all the products that you have linked in the *Product Portfolio* to the IPRs selected, will be included in the alert, to allow the receiving enforcement authority to view the related product information entered by you in IPEP – provided that the product has been SHARED with the authority receiving the alert.

IPRs infringed

NAME	REFERENCE	TYPE	STATUS	OFFICE
<input type="text" value="Name"/>	<input type="text" value="Reference"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="Office"/>
 GALILEO	002742237	Trade Mark	Registered	EM
<div>    </div> <div> <p>Sport watches and chronos Sports watches; Coats; Chronometers; Chronome...</p> <p>Sports bags All-purpose athletic bags; Bags specially ada...</p> <p>Sport watches and chronos copy 1 Sports watches; Coats; Chronometers; Chronome...</p> </div>				
 EUGO	009713314	Trade Mark	Registered	EM

- **Flight/Shipment**

In this field you can provide information about the transport of goods suspected to be counterfeits, such as through ports or across borders, as well as the quantity of goods. You can also add information about the consignment, origin, transit/transshipment and destination, together with estimated times.

- **Consignor & Consignee Details**

This field allows you to add consignor/consignee contact details to help find goods. The information included in this section will not be stored in the database but will be included in a PDF file attached to the alert.

- **Attached Images**

In this field you can upload images/photos that you think might help the enforcement authorities when they are looking for the goods.

After uploading the file, fill in the fields to describe it: *Volume*, *Size* and *Weight*. Add the measurements of the product, the product packaging, etc.

- **Documents Attached**

In this field you can upload additional documents in Word or PDF that you think might help the enforcement authorities when they are looking for the goods. The file may not exceed 5 MB.

2.6.2 Online Infringement

An alert about an *Online Infringement* can be used when you have information about counterfeit goods sold or promoted online, and the information might be valuable for customs or other border forces that are trying to stop goods infringing your IPR.

When you click on *Add a new Online Alert*, you will be asked for the type of counterfeit goods and type of IPR infringement. For this specific type of alert, the type of platform used, such as social network, online shop or other, should be provided.

- **Company Contact**

This field shows the contact points included in your company's profile: name, type of contact, phone number, email address and countries covered. You may choose one or more contact points for your alert.

- **Receivers of the alert**

In this field you select the authorities you would like to send your alert to. You can select all enforcement authorities or a limited number. Independently of the enforcement authority you

select, Europol always receives a copy of all the alerts on online infringement sent through the IP Enforcement Portal.

- **IPRs infringed**

In this field you add the IPR you suspect of being infringed in this particular case. To add this information to the alert, click on *Add IPR* and a drop-down menu will appear, listing all the IPRs you have within your IPR Portfolio. Choose one or more IPRs by clicking on them.

- **Internet Addresses**

In this field you can provide detailed information about the web page on which you found counterfeit goods. You can either bulk upload this information in an Excel file or use the Excel template from the system.

- **Attached Images**

In this field you can upload images/photos that might help the enforcement authorities when they are looking for the goods.

- **Documents Attached**

In this field you can upload additional documents in Word or PDF that you think might help the enforcement authorities when they are looking for the goods. Each file may not exceed 5 MB.

You can save the draft alert at any time by clicking on the *Save* button and modify it by clicking on the *Edit* button (see icon in image).

PRODUCT SPECIFICATION (KEYWORDS)	STATUS	CREATION DATE	LAST MODIFICATION DATE
Product specification (keywords)		Creation Date	Last Modification Date
Testware	Draft	22/12/2017	22/12/2017

When you have finalised the alert (whatever type), click on *Send*. A confirmation will pop up if your message has been sent successfully.

An email informing that an alert has been created and giving a link to the alert details will be sent to all the recipients of the alert.

IP ENFORCEMENT portal

Dear IP Enforcement Portal User,

An alert has been recorded in the IP Enforcement Portal and you have been identified as receiver.

You may find the details via this [link](#) (Access via CCN network) or this [link](#) (Access via internet).

IP Enforcement Portal team.

Observatory
 European Union Intellectual Property Office
 Avda. de Europa 4, E-03008 Alicante, Spain
 Tel: +34 96 513 9100
ipenforcementportal@euipo.europa.eu
www.euipo.europa.eu
 Twitter: @EU_IPO

2.6.3 Management of Alerts

The alert created will be listed in a table under the *Alerts for Customs and Police* tab. It will also be accessible from the *Dashboard*.

IP ENFORCEMENT portal Euiipo 1 Hello, nicole.semjevski 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 Customs and Police Repository Statistics User management

Report non-EU cases

Alerts for Customs and Police

Alert authorities whenever a new trend or infringement case has been identified, in this way the alerted authorities can make use of this information in the future.

☐ Include Closed Alerts

RECEIVER	REFERENCE	TYPE	PRODUCT SPECIFICATION	CREATION DATE	LAST MODIFICATION DATE
Receiver					
Cuerpo Nacional de Policía - Sección de delitos contra la Propiedad Intelectual e Industrial	TEST TEST TEST	Potential Infringement or Trend	Sunglasses	26/02/2018	26/02/2018
Landeskriminalamt Polizei Berlin	Nicki Test Nr.	Potential Infringement or Trend	Cases for spectacles and sunglasses	23/05/2019	23/05/2019

Draft

Sent to Authority

Pending Company

Viewed Authority

Viewed Company

Viewed by Receiver

Closed

The table can be filtered by status: *Draft*, *Sent to Authority*, *Pending Company*, *Viewed Authority*, *Viewed Company*, *Viewed by Receiver* and *Closed*.

2.6.3.1 Close Alert

For archiving purposes, the status of an alert can be changed to *Closed* by clicking on the *Close Potential or Trend Alert* icon.

STATUS	CREATION DATE	LAST MODIFICATION DATE	
Sent to Authority	22/12/2017	22/12/2017	<div> <div></div> <div></div> <div></div> </div>

Closed alerts are not visible by default. To view closed alerts in the table, click on *Include Closed Alerts*.

☒ Include Closed Alerts

2.6.3.2 Copy Alert

It is also possible to copy an alert to create a new one, reusing the information entered and thus reducing the key-in effort. To copy an alert, click on the *Copy alert* button.

STATUS	CREATION DATE	LAST MODIFICATION DATE	
Sent to Authority	22/12/2017	22/12/2017	<div> <div></div> <div></div> <div></div> </div>

2.6.3.3 Previous Exchange

Once an information exchange has been carried out, a new *Previous Exchange* section will be available.

Previous Exchange

Border authority BE

Police UAT

Here you can reply to each authority that has sent you a message about the case. This section allows you to perform an unlimited number of information exchanges that will be recorded in the alert. A new entry will be added to the authority's exchange log each time you click on *Save and Send*.

Previous Exchange

Border authority BE

Add New Information

Border authority BE
 Information Exchange: New exchange for alert
 BLA1 BLA2 BLA3 BLAN
 29/03/2019 - 04:44 pm

Border authority BE
 Information Exchange: Goods seem to be genuine
 Goods are good to go! Chuck norris approved!

 05/12/2018 - 04:42 pm

Observatory
 Information Exchange: See comments
 My bad. Sorry. Here you have an image.

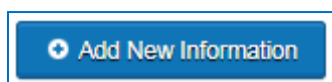
 05/12/2018 - 04:11 pm

Border authority BE
 Information Exchange: More information requested
 No IPRs nor URLs. Can you provide more info please?
 05/12/2018 - 04:08 pm

Police UAT

When an information exchange is provided by an enforcement authority to an alert created by a rights holder, an email is sent to the email addresses of the *Contact Points* of your company specified in the alert and to the email of the company (from *Company Details*).

In order to add further information exchanges with a particular authority, click on *Add New Information*:



To reply to the authority, you must indicate the type of answer: *Please find additional information*; *Please find updated information*; *See comments*. If you wish, you can provide additional information by adding comments or attaching images and/or documents.

Add Information Exchange

Answer Type* Pending

Product --Please Select--

Product section --Please Select--

Add

Comments

Attached Images

+ Add File

Documents Attached

+ Add File

Save Cancel

You can also guide the authority to a particular product or product section from your *Product Portfolio* by selecting the relevant item from the drop-down menu.

Your answer in the IP Enforcement Portal will generate an email notification to the authority, letting them know that their message has been answered.

2.6.3.4 Generate exchange history to PDF

You can export the full information from the alert to a printable PDF file by using the *Download* button:



IP ENFORCEMENT portal

EUIPO
Reference EUIP20171129042141244331

Alerts for Customs

Reference	EUIP20171129042141244331		
Creation Date	29/11/2017	Last updated date	29/11/2017
Sender	EUIPO		
Infringing goods (Product specification)	Testware		
Related AFA Id			

Company Contact				
Name	Type	Phone	Email	Countries Covered
Observatory main contact	Secondary in a country, Secondary in the company, Main enforcement contact in the company	123456789	Example1@email.com	DE, ES, MT, GR, IT, AT, CY, CZ, PL, RO, NL, BE, FI, PT, BG, DK, LT, LU, HR, LV, FR, HU, SE, SI, SK, GB, IE, EE
Guillermo	Main in a country, Secondary in a country	0034965137156	Example1@email.com	DE, FI, BG, DK, LT, LU, LV, HU, SE, AT, SI, CZ, SK, GB, IE, PL, RO, NL, EE, BE, PT, CY, MT, HR, GR, IT, ES
Malwina	Secondary in the company	34768593265	Example1@email.com	PL
guille	Secondary in a country	123456789	Example1@email.com	MT, GR, IT, ES, AT, CY, CZ, PL, RO, NL, DE, BE, FI, PT, BG, DK, LT, LU, HR, LV, FR, HU, SE, SI, SK, GB, IE, EE
Nicole SEMJEVSKI	Main in a country	0034695888999	Example1@email.com	BE, PT, CY, MT, HR, GR, IT, FR, ES

Receivers of the alert			
Name	Type	Country	Activity
Douane Groningen - Team IER, Unit Landelijke Taken	Border	Netherlands	Customs

IPRs infringed				
Name	Reference	Type	Status	Office
Test Flower	Test Plant	Plant Variety	Registered	

Products				
----------	--	--	--	--

Profiling Intelligence				
Flight / Shipment	Port or Border Crossing		Quantity	
	Consignment		Estimated Time	
	Origin	Spain	Estimated Time	
	Transit / Transshipment		Estimated Time	

If you want to export the exchanges with each authority individually, you can do so by accessing the *Receivers of the alert* section from inside *View Potential or Trend Alert*.

Click on the PDF icon to display the content of an alert in a printable PDF document.

View Potential or Trend Alert

Creation Date

22/02/2018

Last updated date

22/02/2018

Reference

Test20180222120210

Sender

EUIPO

Exported

No

Related AFA Id

--Please Select--

Infringing goods
(Product specification)

Razors

Company Contact

Receivers of the alert

← Previous

1

Next →

NAME	TYPE	COUNTRY	ACTIVITY	STATUS	LANGUAGES
Autoridade Tributária e Aduaneira (AT)	Border	Portugal	Customs	Viewed Authority	
Guarda Nacional Republicana (GNR) - Portugal	Internal Market	Portugal	Police	Viewed Authority	

2.6.4 Export Alerts

Select the alerts you wish to export and click on *Export*.

Alerts for Customs and Police

Alert authorities whenever a new trend or infringement case has been identified, in this way the alerted authorities can make use of this information in the future.

☐ Include Closed Alerts
☒ Select All (On this page)

RECEIVER

REFERENCE

TYPE

PRODUCT SPECIFICATION (KEYWORDS)

France Customs	PREP20180428111309	Online Infringement	Soccer balls
France Customs	PREP20180428120637	Online Infringement	Testware
ENFORCEMENT DO TAXUO	PREP20190520105512	Potential Infringement or Trend	Absorbing carbons; Accelerators for speeding up the setting of concrete...
EA Customs (BE AFA Search enabled)	PREP20190520105511	Potential Infringement or Trend	Shoe polish and creams; Shoe black (shoe polish); Shoe cleaners; prepar...
Multiple	PREP20190722121103	Online Infringement	Chlorize
Multiple	ra1 PREP20190722103333	Potential Infringement or Trend	Artificial skin for testing cosmetics
Multiple	PREP20190716150324	Online Infringement	Fish meal fertilizers
ENFORCEMENT DO TAXUO	PREP20190520105516	Potential Infringement or Trend	Absorbing carbons
ENFORCEMENT DO TAXUO	PREP20190520105515	Potential Infringement or Trend	Absorbing carbons
ENFORCEMENT DO TAXUO	PREP20190520105514	Potential Infringement or Trend	Absorbing carbons
ENFORCEMENT DO TAXUO	PREP20190520105513	Potential Infringement or Trend	Absorbing carbons
ENFORCEMENT DO TAXUO	PREP20190520105512	Potential Infringement or Trend	Absorbing carbons
ENFORCEMENT DO TAXUO	PREP20190520105511	Potential Infringement or Trend	Absorbing carbons
ENFORCEMENT DO TAXUO	PREP20190520105510	Potential Infringement or Trend	Absorbing carbons
ENFORCEMENT DO TAXUO	PREP20190520105509	Potential Infringement or Trend	Absorbing carbons
ENFORCEMENT DO TAXUO	PREP20190520105508	Potential Infringement or Trend	Absorbing carbons
ENFORCEMENT DO TAXUO	PREP20190520105507	Potential Infringement or Trend	Absorbing carbons
ENFORCEMENT DO TAXUO	PREP20190520105506	Potential Infringement or Trend	Absorbing carbons
ENFORCEMENT DO TAXUO	PREP20190520105505	Potential Infringement or Trend	Absorbing carbons
ENFORCEMENT DO TAXUO	PREP20190520105504	Potential Infringement or Trend	Absorbing carbons
ENFORCEMENT DO TAXUO	PREP20190520105503	Potential Infringement or Trend	Absorbing carbons
ENFORCEMENT DO TAXUO	PREP20190520105502	Potential Infringement or Trend	Absorbing carbons
ENFORCEMENT DO TAXUO	PREP20190520105501	Potential Infringement or Trend	Absorbing carbons

08/05/2019

← Previous

1

2

3

4

5

Next →

Export

Sent to Authority

22/07/2019

22/07/2019

▶

⌂

🔒

Sent to Authority

19/07/2019

19/07/2019

▶

⌂

🔒

Sent to Authority

20/05/2019

20/05/2019

▶

⌂

🔒

Sent to Authority

08/05/2019

08/05/2019

▶

⌂

🔒

Sent to Authority

08/05/2019

08/05/2019

▶

⌂

🔒

Showing 1 to 10 of 83 entries

Showing 10 entries

← Previous

1

2

3

4

5

Next →

Export

If you have selected different types of alerts (*Potential Infringement or Trend* and *Online Infringement* alerts), two Excel files (one per type) containing all the information of the alerts selected will be generated to store on your computer.

Alert Reference	Status	Creation Date	Last updated date	Sender	Related AFA Id	Infringi
PREP20190520165516	Sent to Authority	20/05/2019	20/05/2019	PREPRODBF test		Absorbin
PREP20190520165612	Sent to Authority	20/05/2019	29/07/2019	PREPRODBF test		bons;Accelerators for organ
ra1 PREP20190722103333	Sent to Authority	22/07/2019	22/07/2019	PREPRODBF test		Artificial skin for

2.7 Detention Dashboards

As exposed in the outline of the purpose of this user guide, IPEP also has a second module, called the *Detentions record* module, formerly known as ACIST. In this module, all the detention data of IPR infringing goods, both from the EU border and the internal market is stored.

This detention data is now made available to rights holders in the *Detention Dashboards* section of IPEP, to allow IPEP users to combine the information to their needs, comparing years, industry sector, type of infringed rights, provenance and relate it to their AFAs.

The dashboards are descriptive and mainly focused in representing trends. Their objective is to allow the user to get insights from detentions data in an interactive way, to discover and confirm the presence (or even absence) of patterns or trends.

The dashboards have been created using a tool optimized for Big Data, which compromises precision for performance. Therefore, they should be used for the purpose above and never for precise data reporting, as the detention figures are displayed with a slight deviation from the real figures.

The information on detentions of IPR infringing goods, displayed in two dashboards:

- the *AFA dashboard*, that shows widgets with details on detentions that relate to your AFAs
- the *General dashboard*, that shows widgets that combine information on detentions at the EU border and in the internal market

Please also note, that as the information about detentions is the result of the data provided by custom authorities in *Report detentions* function, data might be incomplete or inaccurate for detentions related to AFAs that were not sent through IPEP.

To access the *Detention Dashboards* you need to enter the second authentication factor.

Filters:

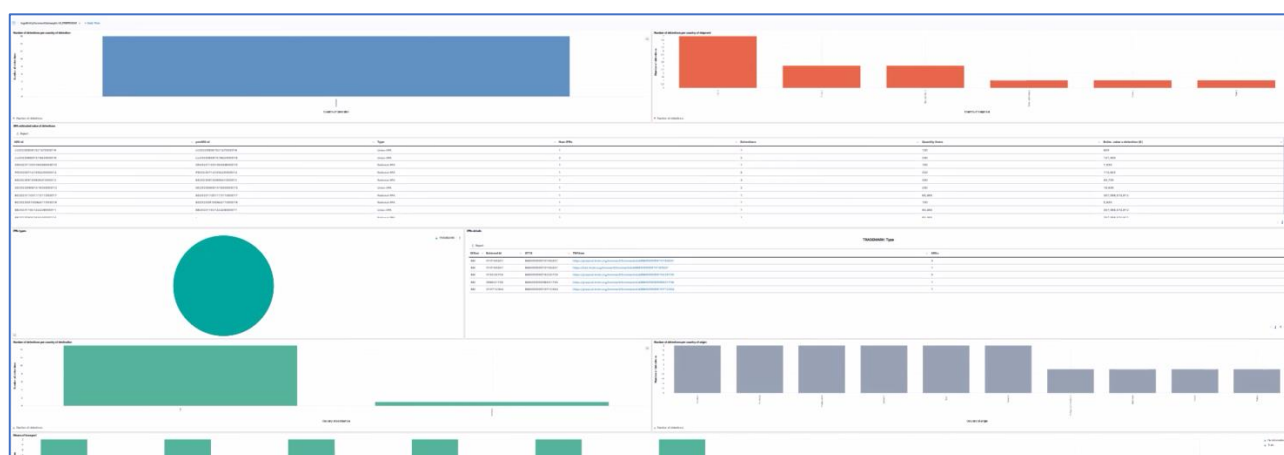
For both dashboards you can set filters, delimiting the time frame to be shown:

From: To:

2.7.1 AFA dashboard

In the AFA dashboard you can see the detention information related to your AFAs, displayed in the different categories:

- Number of detentions per country of detention
- Number of detentions per country of shipment
- AFA estimated value of detentions
- IPRs types
- IPRs details
- Number of detentions per country of destination
- Number of detentions per country of origin
- Means of transport



2.7.2 General dashboard

In the General dashboard you can get an overview of the different trends related to:

- Internal Market and Border Detentions
- Number of detentions per country of detention
- Number of detentions per country of shipment
- IPRs types
- Number of detentions per country of destination
- Number of detentions per country of origin

The communication only works in one direction. Only the rights holder can receive a communication. No reply can be given through IPEP.

2.9 Customs and police repository

NAME	TYPE	COUNTRY	ACTIVITY
Zollamt Klagenfurt Villach - Competence Center Gewerblicher Rechtsschutz - Austria	Border	Austria	Customs
Monsieur l'Administrateur - Service Public Fédéral Finances - Belgium	Border	Belgium	Customs
FPS Economy - Belgium	Internal Market	Belgium	Police

This part of the IP Enforcement Portal contains the contact details of the enforcement authorities with competence in IPR in the different Member States with access to the tool.

In the displayed table you will see an overview of all registered authorities and their contact information — the name of the authority, the type of authority (border, internal market, both) and which country they cover.

A search field is available for you to narrow down your list of relevant authorities. You can search for a specific authority and the type of authority or authorities within a specific country.

By clicking on the magnifying glass icon on the right, you can access the contact information for that specific authority.

- Type**

In this field you will find the type of authority — *Border* for customs, *Internal market* for police or *Both* for customs and police who have the authority to act in both places. It may also be a different type of authority, such as a market surveillance authorities.

- **Address**
In this field you will find the authority's address.
- **Main phone**
In this field you will find the main phone number that you can contact the authority on.
- **Fax**
In this field you will find the fax number that you can contact the authority on.
- **Using the IP Enforcement Portal**
In this field you will see whether or not that specific authority is using the IP Enforcement Portal's *Exchange Information* module.
- **Email**
In this field you will find the email address that you can contact the authority on.
- **The email to use for alerts**
In this field you will find the email address that you can contact the authority on in relation to alerts. Keep in mind that this email address might be different from the one used for day-to-day contact.
- **Name**
In this field you will find the name of this specific enforcement authority.
- **Language**
In this field you will find the language used by this specific enforcement authority.
- **Country**
In this field you will find the home country of this specific enforcement authority.
- **Additional phone**
In this field you will find an additional phone number that you can contact the authority on.
- **Web page**
In this field you will find the address of this enforcement authority's web page.

2.10 User management

The *User management* area of the IP Enforcement Portal is handled in EUIPN (former TMDN) user management. If you wish to create sub-accounts, you need to return to the EUIPN – *My network* page (this tab should still be open in your browser, if not type <https://www.tmdn.org/> in your browser).

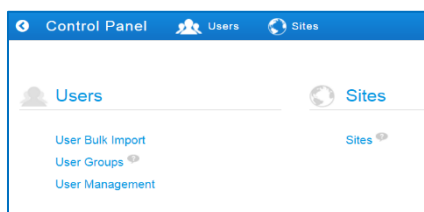
However, we recommend to send an email to ipenforcementportal@euipo.europa.eu stating the names and professional email address you want to give access to your account, also indicating if you want to give them access to the features in IPEP that are protected under the two-factor authentication (2FA), such as the product and AFA information.



If you do not see the  icon, log in to the EUIPN.



You will access the *Control Panel*:



In EUIPN (*My network*) you can access the *Edit profile* and *User Management*.

2.10.1 Edit profile

In order to enter *Edit profile*, click on your name after signing in to the EUIPN.

In *Edit profile* you can edit your profile and view site memberships and the organisations and user groups to which you belong.

The fields you can change are:

- user details (first name, middle name, last name)
- organisation
- password.

Remember that the email address used to register your account is not editable.

2.10.2 User Management

The system is set up to handle two different user profiles within an account.

- **Master user**

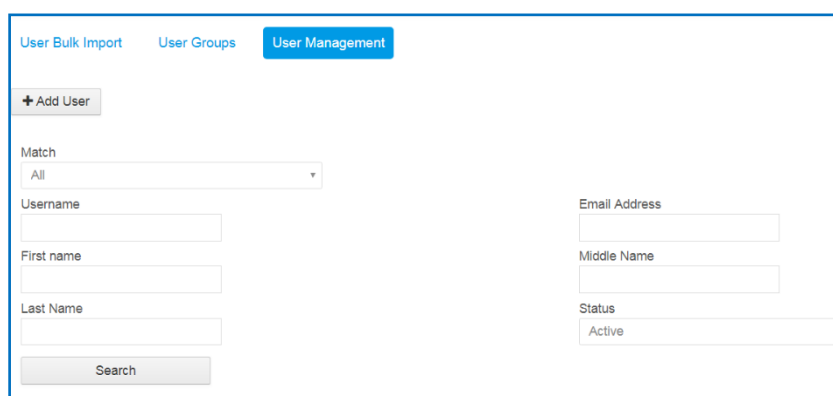
There is only one master user per company. The master user can create sub-accounts for that company and has access to all the company's information.

- **Sub-accounts**

These users have access to all the company's information but do not have user management rights.

When applying for an account in IPEP, you need to decide who within your company should handle the *Master user* account. The *Master user* account has user management rights (company administrator user). In this way, when logged in, the master user will be able to create sub-accounts for other users within the company.

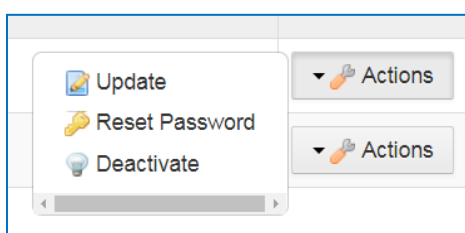
If the sub-account is created for *Contact points*, you may decide not to give them full access to the product and AFA information. On the contrary if you want the subaccount user to manage the account on behalf of the master user, the sub-account user should also have the two-factor authentication (2FA) validation code to access all the information within the *Product Portfolio*. If the user is entitled to a 2FA, he will see a QR code to scan to get the validation code, as described in **Section 2.1.1 Two-factor authentication – the validation code**.



2.10.2.1 User creation

Type in all the required fields (*Username*, *First name*, *Last Name* and *Email Address*) and associate the user to your company by selecting the only option within the *Member of* drop-down list. (Remember that this drop-down list only includes your company identifier.) If you tick the option *Yes* under *Send mail*, the system will automatically send an email to the user requesting them to activate their account and set a password. If you tick the option *No*, the user will not receive any email notification. If you have selected this option, you can decide when the system should send the email to the user by selecting the option *Reset password* indicated below.

After submitting the form, the user will appear in the list of registered company users. The *Actions* button allows you to *Update* the user details, *Reset* the *Password* or even *Deactivate* the account. It is important to assign a role (action) to the new user as, otherwise, they will not be able to log in.



If, under the *Actions* button, you select *Update*, the following screen will be displayed. Now you can set the user's *Additional information* and *Access rights*.

Control Panel Users Sites My Sites

User Bulk Import User Groups **User Management**

User details

Username: Email Address: First name:

Middle Name: Last Name:

User Additional Information

As an administrator, the most important things you need to do on this screen are to:

1. give the users access to the system, and
2. assign application roles to the users.

The other buttons can be ignored as they have no effect on IP Enforcement Portal users.

In the *Systems* option you should only have one available option on the left, which needs to be selected and moved to the right by using the right arrow button.

Available

SYSTEM_ED_CENTRAL_DEPLOY

Current

Options available to add

Options activated for the user

Submit your changes and click the *Application Roles* button from the previous screen.

Roles

Available

RA_ED_ROLE_RIGHTSHOLDER

Current

Options available to add

☒ Pin Safe Mode

Options activated for the user

Again, you should only have one available option on the left which needs to be selected and moved to the right by using the right arrow button.

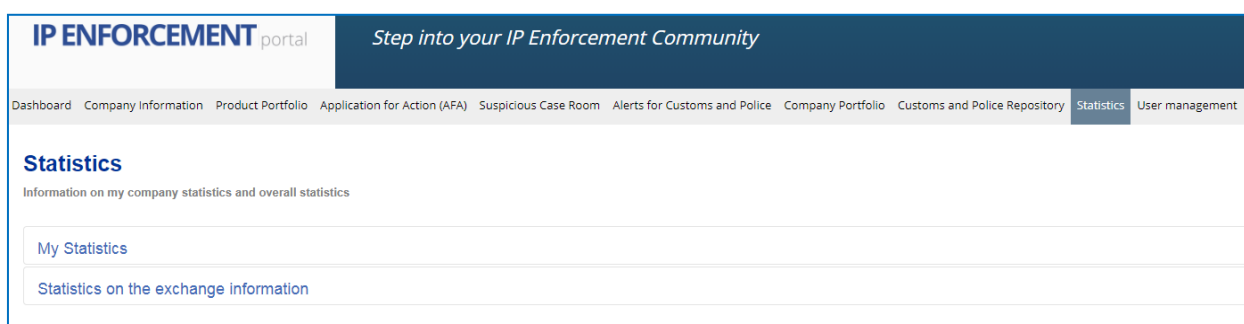
Finally, check the *Pin Safe Mode* box. This will set up the generation of a QR code to be scanned by the user when they try to ‘unlock the operation’ in IPEP to access product or AFA information. See **Section 2.1.1 Two-factor authentication – the validation code**.

If *Pin Safe Mode* is not activated, the sub-account holder will not have access to the product and AFA information tabs.

It is important to assign a role (action) to the new user as, otherwise, they will not be able to log in.

2.11 Statistics

In this part of the *Exchange Information* module, you can find statistics classified in two categories:



- **My statistics**
This section includes statistics of the company’s activity inside this module, displaying the monthly evolution of the following information in tables and in bar chart figures: access log, accesses to company information, products created, suspicious cases, alerts received and AFAs generated.
- **Statistics on the exchange information**
Registered rights holders, registered enforcement authorities, products created, suspicious cases, alerts received, authorities’ visits to companies’ information and AFAs generated.

2.12 Help

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

Glossary – terms, acronyms and abbreviations

Term	Description
AFA	Application for Action
EO	Economic Operator
EORI	Economic Operator Registration and Identification
CG	Common Gateway
COPIS	The Anti-Counterfeit and Anti-Piracy System
CCN/CSN	Common Communicatio Network / Customs Secure Network
DG TAXUD	Directorate-General for Taxation and Customs Union
IPEP	IP Enforcement Portal
IPR	Intellectual Property Right
UUM/DS	Unified User Management and Digital Signatures
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.
Giview	Giview: Database developed by the EUIPO that allows users to search for Geographical Indications (GIs) across the European Union and beyond.