DOCUMENTS REQUEST

A WORLD IN WHICH PRODUCTS CAN BE TRUSTED

TIMELINE FOR THE CREATION OF THE FILE

Timeline Implementation Product**IP**

			week 1	week 2	week 3	week 4	Review Result	2nd but Final Round	ProductIP Review Deadline	Review Result	**! only for this round!**	Action Deadline
	Product**IP** verifies account information with suppliers	Counting from date of receiving document request.	Accept document request.		Review by ProductIP		❌	Provide Missing Documents	Final Review by ProductIP	❌	Draw up Declaration confirming compliance with missing aspects	✅
	Technical Files created. Documents request distributed via e-mail and ProductIP interface.		Provide available Documents				✅	→	→	✅	→	✅

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IN SHORT:

Participation in providing the documents is completely FREE of charge for you!

Action expects to have the file ready 4 weeks before the market release date (SSD).
The following steps will help the process go as smoothly as possible, and to establish a complete file in time.

We will start the file 6-8 weeks before and send you a document request by email.
Please accept this within 1 week, you can then see immediately which documents Action requires from you.
The first documents should be uploaded within two weeks. Just start with uploading the documents you already have.
For some documents you can use a template, this is available in the file.

If you already know when the other documents will follow, please state this in the comment section of the file.
We will then take this into account.
Also, if there are circumstances that we should take into account, please share that here.

In the file, you will also find information on which we have based the documents to be collected.
We ask you to check this information as well, so that if there is any wrong information, we can correct it in time. (see instruction)

If you deviate from the timeline for the creation of the file without informing us, we will escalate to Action.

What can you expect from ProductIP:
We will help you if you get stuck in the process when using the platform (helpdesk@productip.com)
There is a landing page where you can find all the information www.productip.com/action
Here you can find the instructions and the FAQ

TIMELINE FOR THE CREATION OF THE FILE

Participation in providing the documents is completely FREE of charge for you!

timeline for the creation of the file
1. If you are new for this process ProductIP will contact you to verify the right contact person and email address
2. The request for uploading documents will be sent, you will receive an email
3. within one week you have to accept this request
4. After two weeks, the first documents should be uploaded.
5. ProductIP reviews the uploaded documents and gives a feeback if any documents are missing.
6. These documents should then be delivered before the deadline. If more time is needed for some documents, please let us know via the comment.
7. After the deadline, ProductIP will review the files and feedback the status to Action.

When the supplier is not cooperating, Action will be notified.

Are you already a user of ProductIP:
You will find all requests in your account

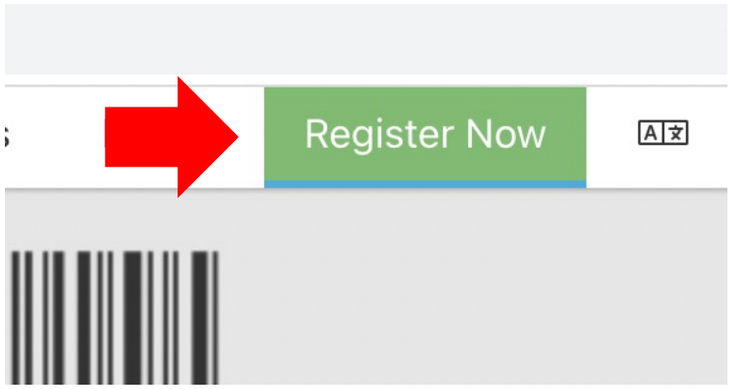
If you are not yet familiar with ProductIP:
You will need to create an account see page 5

ProductIP
create • manage • share

PRODUCTIP IS NEW TO ME:

You will receive an email with the document request.

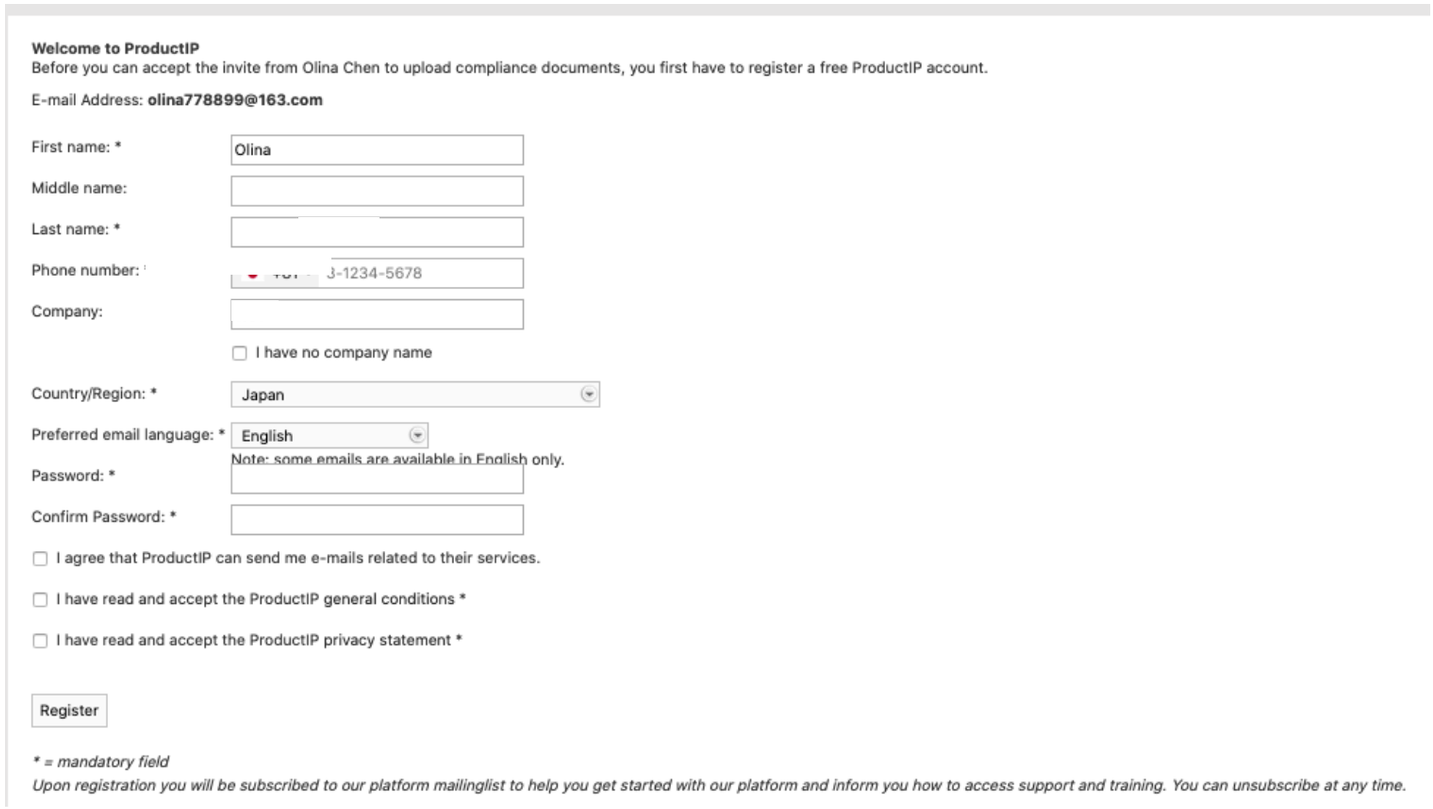
First time user?
Go to www. Productip.com



Setup your account in a few steps:

- Fill in your contact details
- Create your own password and confirm
- Accept the general conditions
- Press register
- Done!

Your e-mail address is your username!
This should be the same e-mail address as your customer used to send the invite to.



Welcome to ProductIP
Before you can accept the invite from Olina Chen to upload compliance documents, you first have to register a free ProductIP account.

E-mail Address: **olina778899@163.com**

First name: * Olina
Middle name:
Last name: *
Phone number: 3-1234-5678
Company:
I have no company name
Country/Region: * Japan
Preferred email language: * English
Note: some emails are available in English only.
Password: *
Confirm Password: *
I agree that ProductIP can send me e-mails related to their services.
I have read and accept the ProductIP general conditions *
I have read and accept the ProductIP privacy statement *

Register

** = mandatory field*
Upon registration you will be subscribed to our platform mailinglist to help you get started with our platform and inform you how to access support and training. You can unsubscribe at any time.

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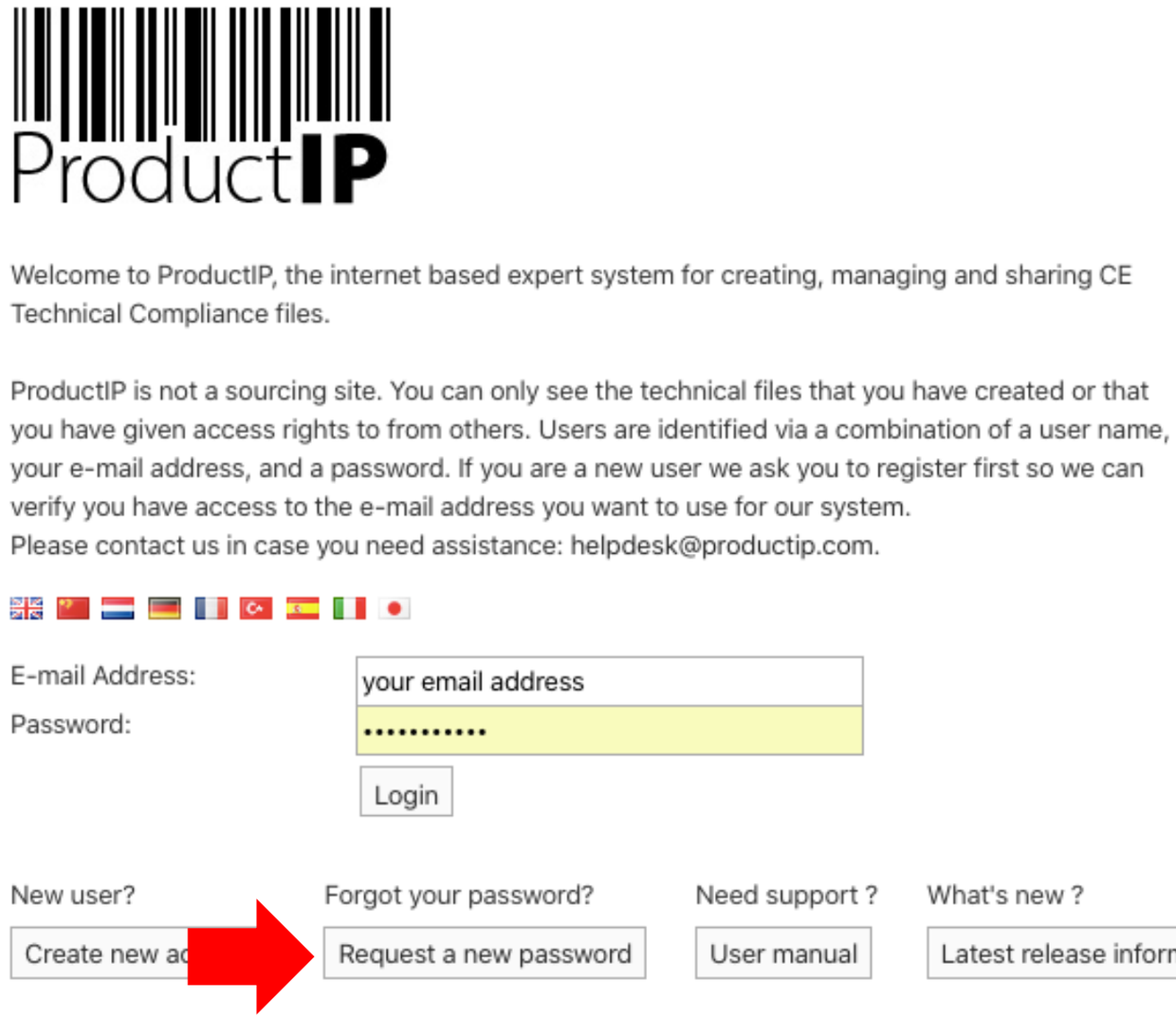
LOG IN:

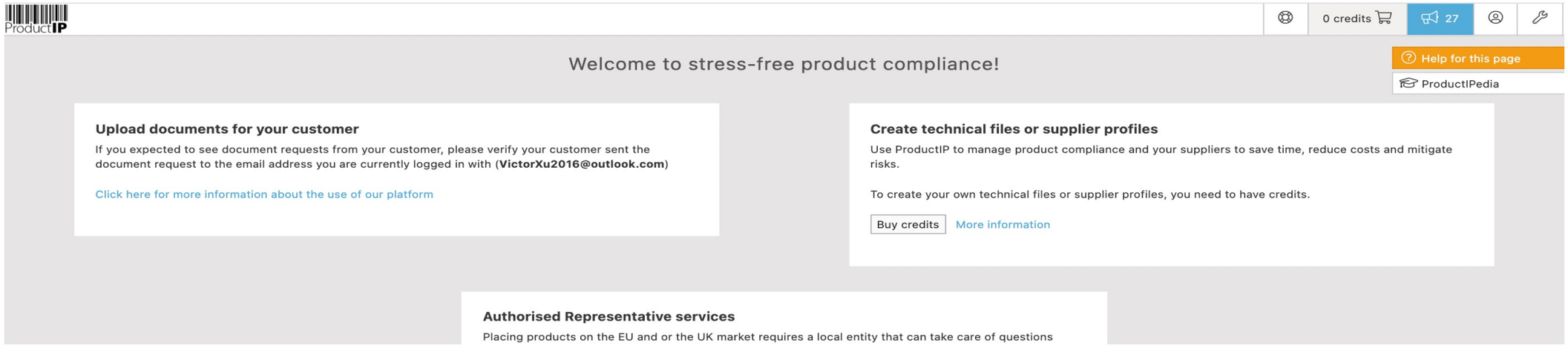
Existing users can directly login in using their e-mail address as username together with the password you have created before.



Forgot your password?
Click on the button.
You will receive an e-mail with a link to a webpage.
Here you can set a new password.

SOMETHING WENT WRONG?

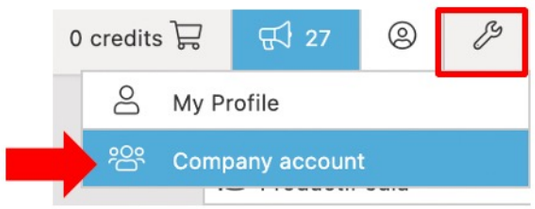
When you see this screen, then the email requesting to upload the document has not been sent to your email address.



How to solve this:

- 1 ask your customer to use your email address for the document request so you see the requests immediately.

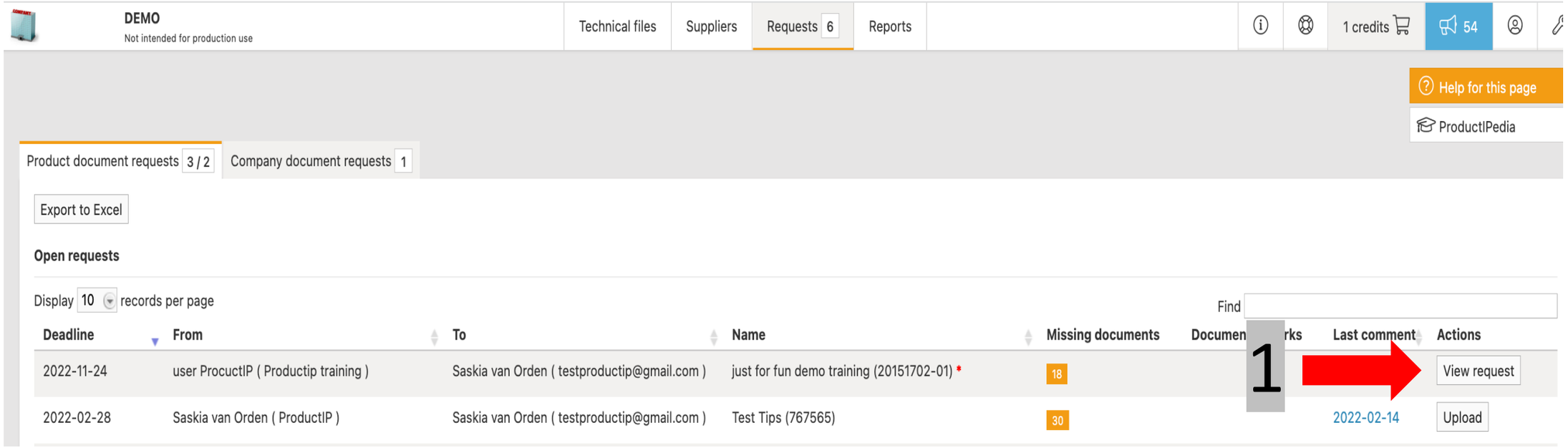
- 2 add the email address of your colleague who received the email to the account (you are both registered in the account), then the requests will be visible for all users



Add user:
You can also collaborate with your colleague on the requests. The admin can then add a user to the account, so everyone has their own login, it is visible who did what and when, and if a colleague leaves, you can remove the user instead of creating a new password.

- 3 the request has not been sent yet

ACCEPT THE REQUEST



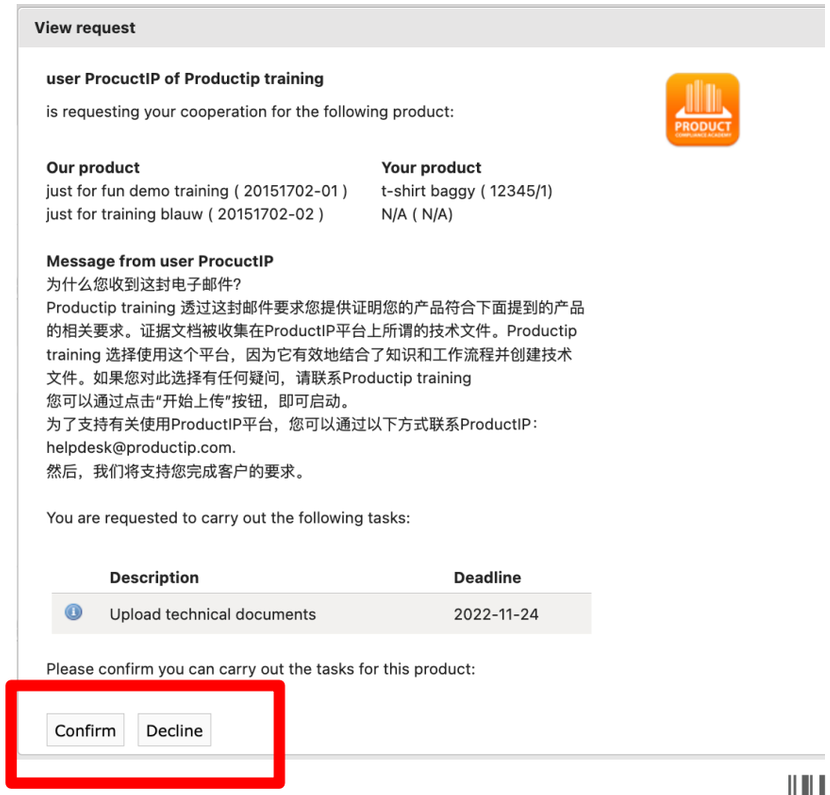
On the Request tab you find the requests in your account

1. klick on view request to accept the invite
2. Klick on Confirm to accept

If this is not your article you deliver to your customer, you can decline the request.

After you have accepted the request, you will find the requested documents on the upload page.

2



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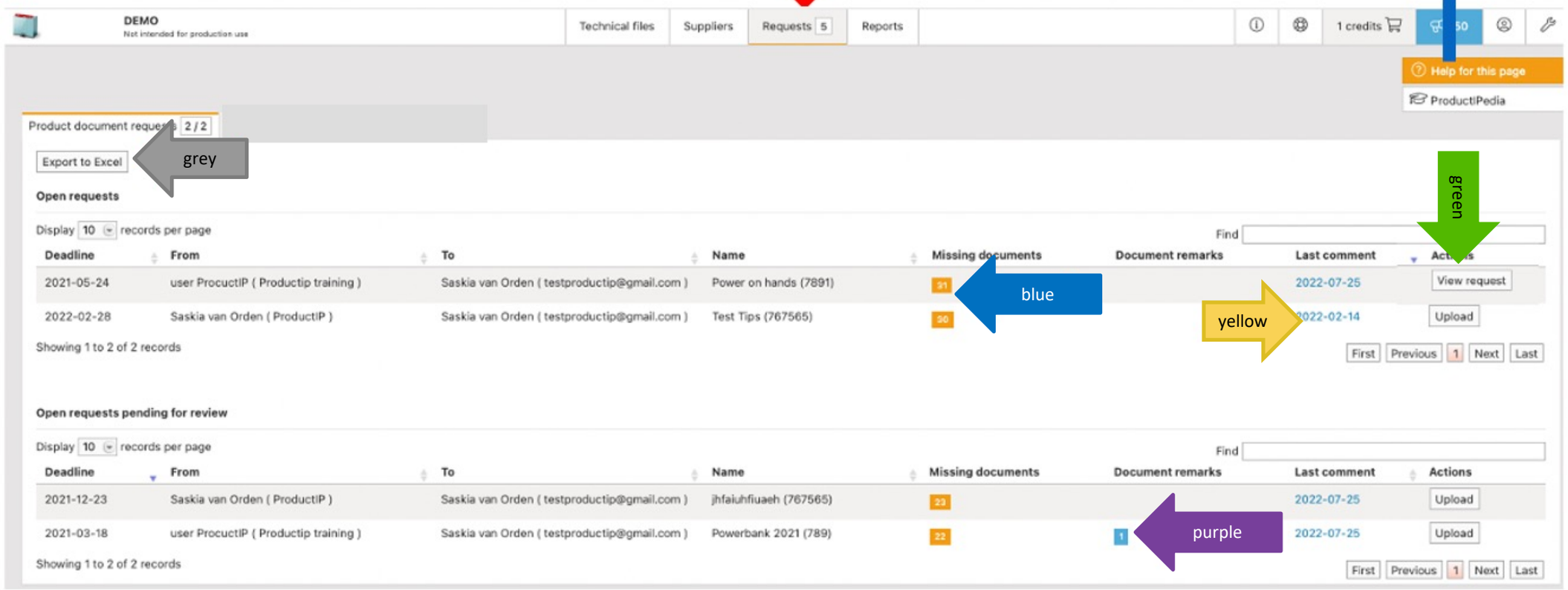
HOW DOES IT WORK:

1. Go to Request

Need help?
Here you find more information



green — First accept the request click on “view request”

green — Click on “upload” to upload the files

blue — List of missing documents

yellow — If it is bleu ProductIP has placed a comment (also sent as email to you) it will pop up if you put your mouse on it.

purple — Here you see the remarks added to a uploaded document

grey — You can export the information to a excel sheet

PRODUCT COMPLIANCE ACADEMY
9
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ProductIP create • manage • share

DEMO
Not intended for production use

Product document requests 2 / 2 | Company document requests 1

Export to Excel

Open requests

Display 10 records per page

Deadline	From
2021-05-24	user ProcuctIP (Productip training)
2022-02-28	Saskia van Orden (ProductIP)

Showing 1 to 2 of 2 records

All Request were documents need to be uplaoded

Open requests pending for review

Display 10 records per page

Deadline	From
2021-12-23	Saskia van Orden (ProductIP)
2021-03-18	user ProcuctIP (Productip training)

Showing 1 to 2 of 2 records

All Request were documents are uploaded and you have closed the task.
ProductIP has to review them.
If there still missing documents, ProductIP will inform you by email
(the information also can be found on this page)
And the task will be shown under ”Open Request”

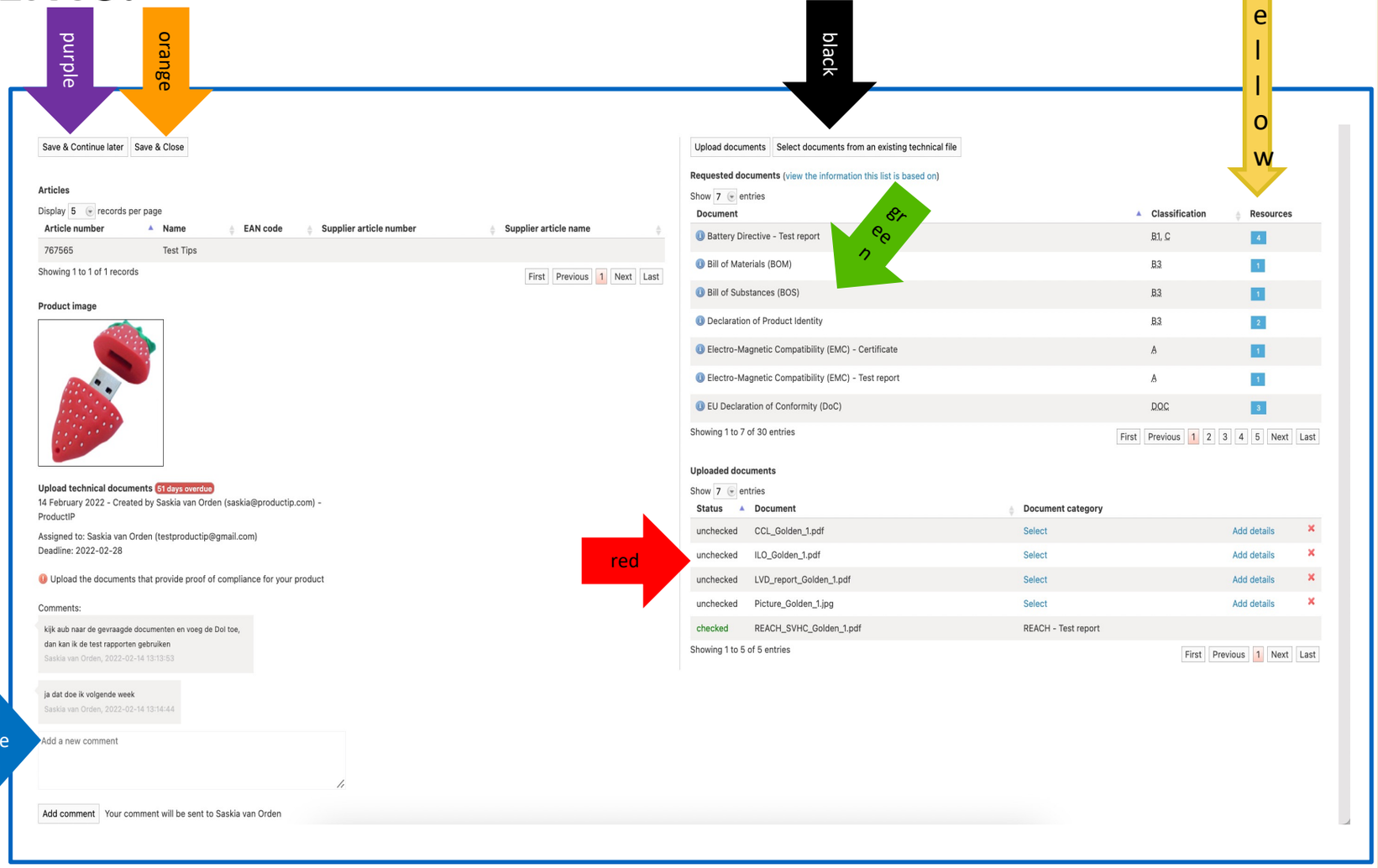
Completed requests

Display 50 records per page

Deadline	From
2018-05-07	user ProcuctIP (Productip training)

All closed Requests , and Action accepted the status

UPLOAD THE DOCUMENTS:



green — These are the documents your customer is asking for.

You may not have them all (yet). In that case, it is important to upload what you already have.
You can upload *.PDF, *.png, *.jpg.
You need to convert *.doc and *.xls to *.PDF first.

yellow — Here you will find more information and/or templates that can be used.

red — Here you may see if a document has been rejected.

purple — Close with this button if you want to add more documents later

orange — Click here when all documents have been uploaded and close the task

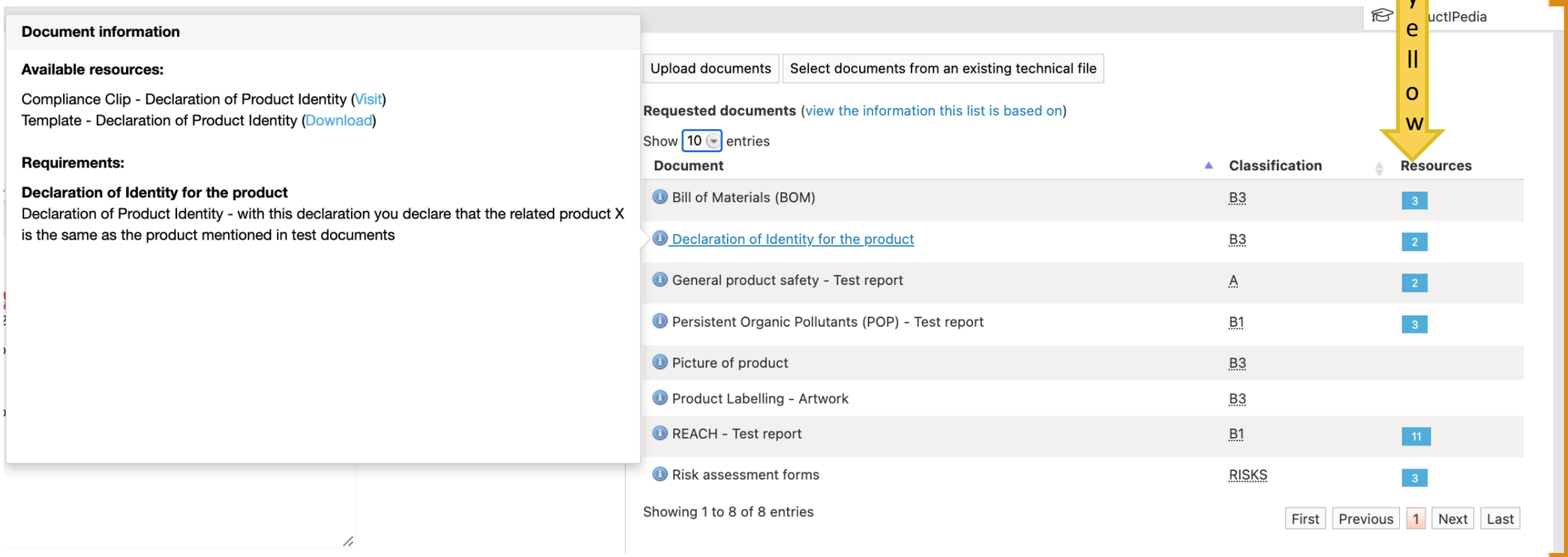
blue — You can post a comment here, instead of sending an e-mail

black — If you have already a file in ProductIP, click here to upload the doucments from that file

Note! you cannot add a document category to the document.
The list of requested documents is shortened by when the correct documents have been uploaded and processed by ProductIP, and shows the missing documents.

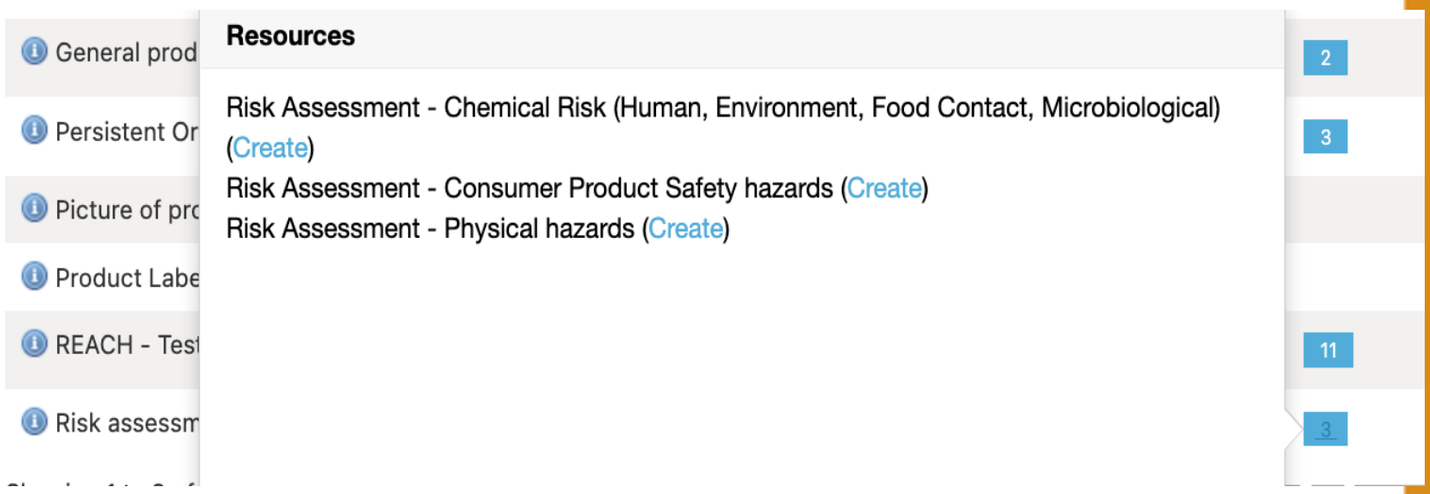
UPLOAD THE DOCUMENTS :

You can find more information by putting your mouse on this icon



yellow Here you can find the available templates

If a Risk assessment is required, you can start it here



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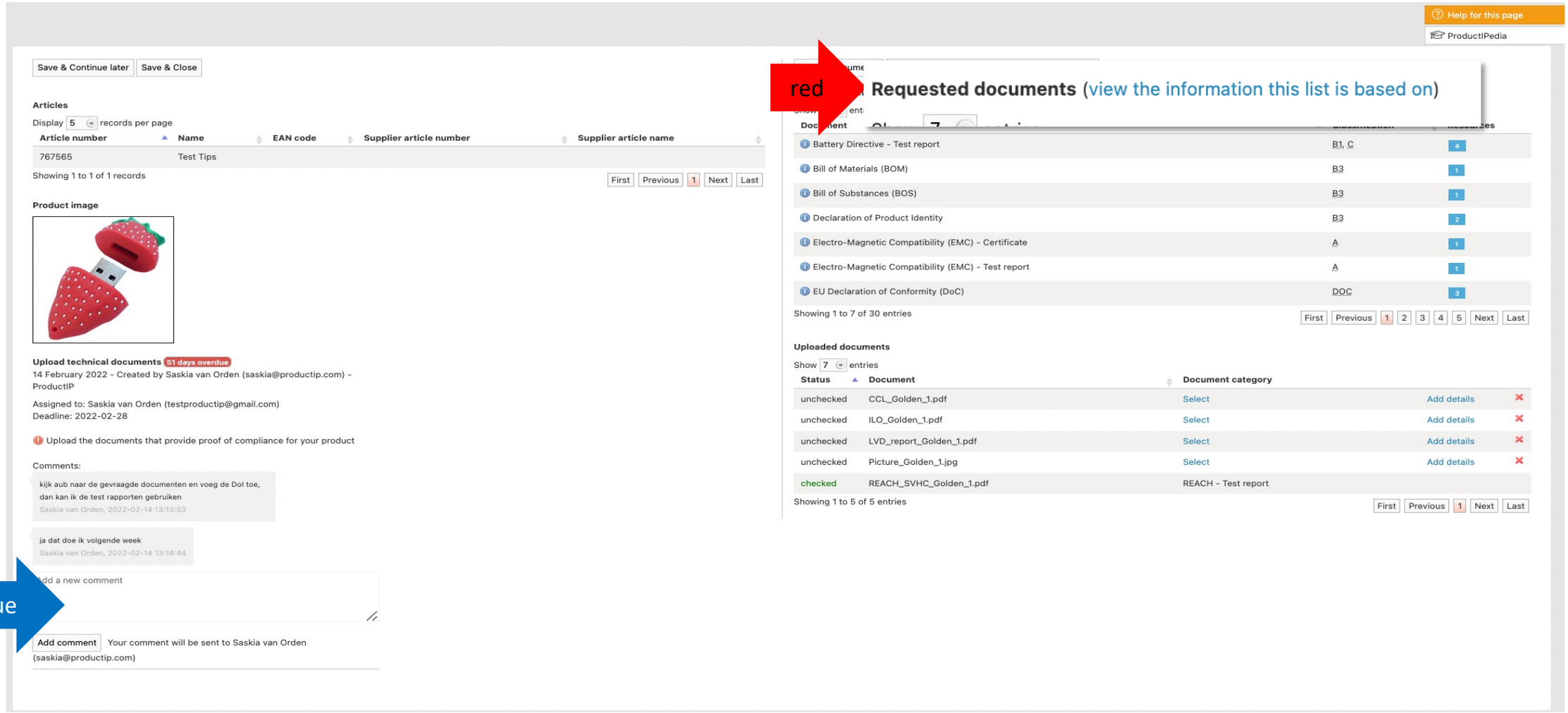
UPLOAD THE DOCUMENTS:



red When creating the file, it is important that the correct data is entered, because this determines which requirements apply and which documents must therefore be requested.
- the market release date
- The correct product category
- Correct answers in the Q & A

blue If you see wrong choices in the list, please add a comment (blue arrow), so we can adjust the file and select the correct requirements.

SUMMARY:

Co-operating with your customer via an invite from ProductIP is efficient, easy, and free of charge.

Any questions about using the system? ProductIP is the help-desk.

If you don't have all the documents available now, upload what you have, assign the document category and press save and close as finished. Your customer will appreciate your prompt cooperation. They will review the documents that you have provided and give you feedback and perhaps a next tasks that you can complete in the same way.

Did you know that you can also create files yourself? In that case you will own the file and you can use it to demonstrate your professional approach to product compliance. Your customer does not need to send you an invite anymore. In fact, now you can SHARE your file with them. Sharing is free for you and for the receiving party. You make the file with your article number, and you change these in OEM files the moment you share them. You can share them with customer A, B, C, all free of charge.

Contact us if you want to learn more about how to demonstrate your professionalism and service attitude around product compliance and join a network of innovative companies using ProductIP.

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