

ProductIP Platform Quick Guide - Document request

YOU HAVE RECEIVED A DOCUMENT REQUEST:

Your customer has sent you an e-mail with the request to upload test reports, certificates and other documents.

Your customer is using ProductIP to get a clear understanding about the european and national requirements relevant for the products that you produce for them. This guide will assist you in processing this request.

Your customer has paid for his file in ProductIP and your participation is free of charge.

Click “START UPLOADING” for next step.

In case of questions contact the ProductIP team:
helpdesk@productip.com

+86 755 8323 0515 (China)
 +31 318 700 622 (The Netherlands)
 +49 8218083048 (Germany)

The screenshot shows an email interface with the ProductIP logo at the top. The main text explains the request for technical files and provides instructions on how to upload them. A table lists the product and article number. A red arrow points to the 'START UPLOADING' button. Below the email content, there is a section titled 'Why do you receive this email?' and a 'CONTACT US' button at the bottom.

Product | **Article number**

Powerbank 2021	789
----------------	-----

START UPLOADING

Why do you receive this email?

Through this email Productip training requests you to provide evidence that your product(s) comply with the relevant requirements for the product(s) mentioned below. The evidence documentation is collected in a so-called technical file on the ProductIP platform. Productip training has chosen to use this platform because it efficiently combines knowledge and workflow facilities to create technical files. In case you have any questions about this choice, please contact Productip training.

You can easily start by clicking on the 'start upload' button. For support on using the ProductIP platform, you may contact ProductIP via: helpdesk@productip.com. We will then support you to complete your customer's request.

[Click here for more information](#)

For support:

ProductIP B.V. (HQ) - Ede, The Netherlands
 Phone +31 318 700 622 - Email helpdesk@productip.com

ProductIP Information Consulting (Shenzhen) Co., Ltd. - Shenzhen, China
 Phone +86 755 8323 0515 - Fax +86 755 8323 0535 - Email helpdesk@productip.com

CONTACT US



Need Help?

If you click here,

Need help with this page?

you will find more information.

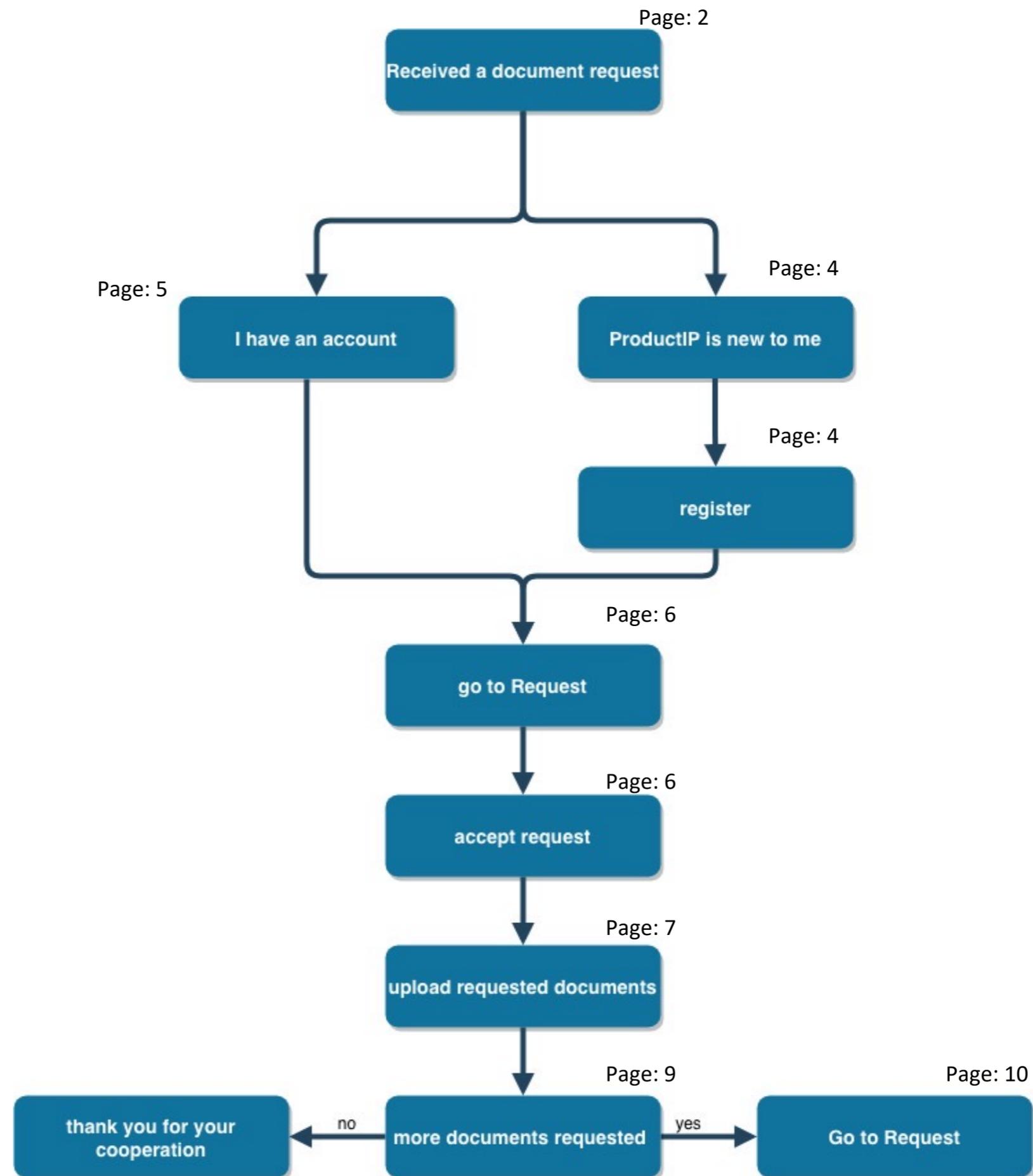
Or send an e-mail to:
helpdesk@productip.com

 English

 中国

 Nederlands

 Deutsch



PRODUCTIP IS NEW TO ME:

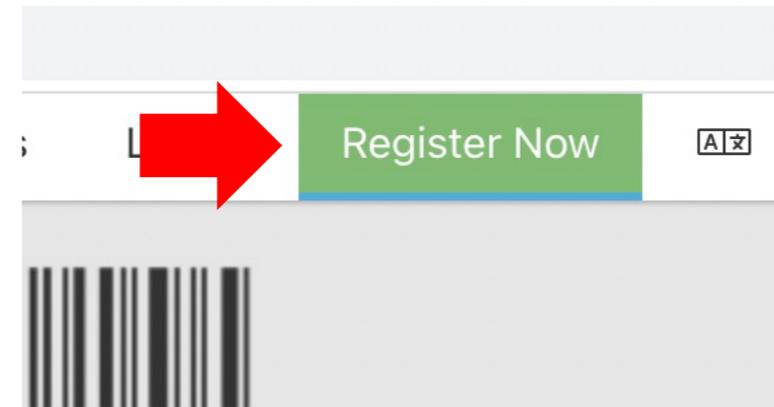
First time user?

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 [redacted] to upload compliance documents, you first have to register a free ProductIP account.

E-mail Address: [redacted]

First name: * [input field]

Middle name: [input field]

Last name: * [input field]

Phone number: * [country code: +81] [number: 3-1234-5678]

Company: [input field: test]

I have no company name

Country/Region: * [dropdown: Japan]

Preferred email language: * [dropdown: English]

Note: some emails are available in English only.

Password: * [input field]

Confirm Password: * [input field]

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]

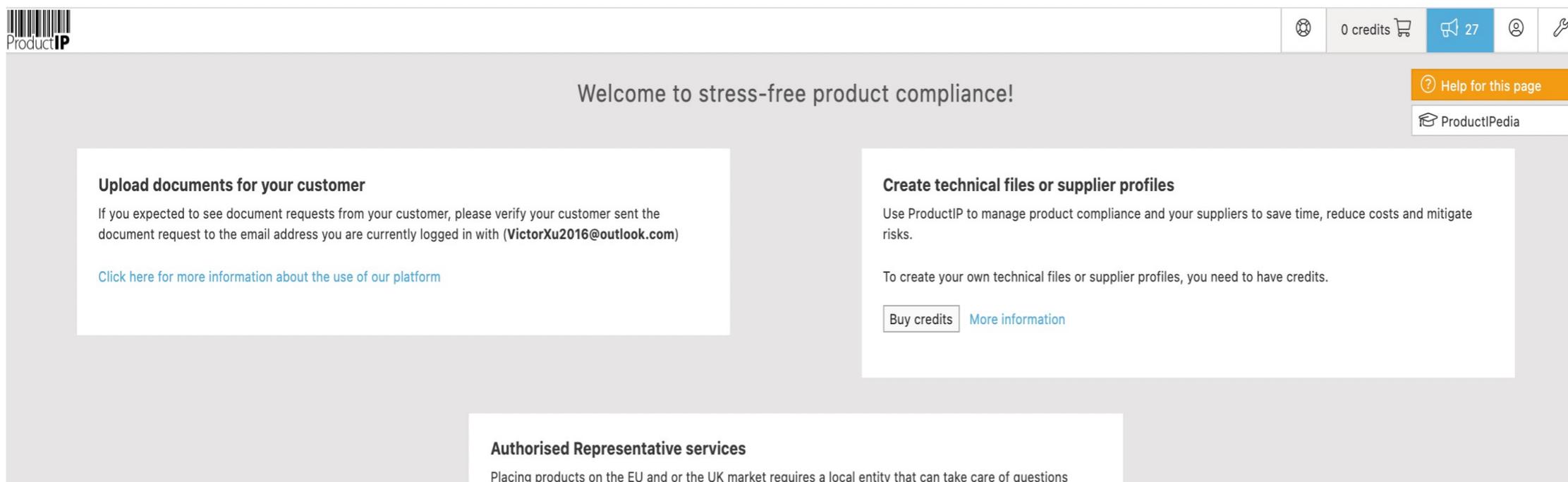
* = mandatory field

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.

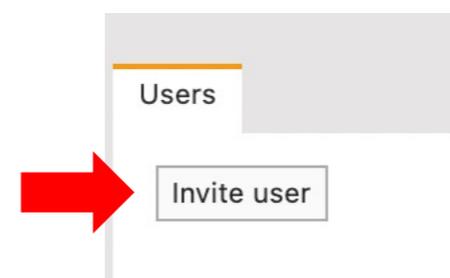
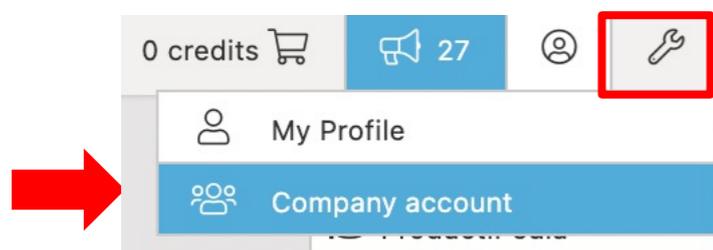


DID SOMETHING WENT WRONG?

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



- 1 ask your customer to change the email address so you see the requests immediately.
- 2 or add your colleague who received the email so you are both registered in the account, then the requests will be visible to all.



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.



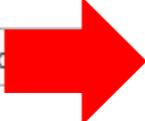
Welcome to ProductIP, the internet based expert system for creating, managing and sharing CE Technical Compliance files.

ProductIP is not a sourcing site. You can only see the technical files that you have created or that you have given access rights to from others. Users are identified via a combination of a user name, your e-mail address, and a password. If you are a new user we ask you to register first so we can verify you have access to the e-mail address you want to use for our system. Please contact us in case you need assistance: helpdesk@productip.com.



E-mail Address:

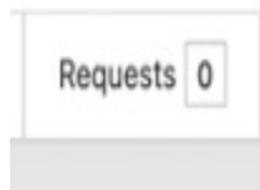
Password:

New user?  Forgot your password? Need support? What's new?



YOU DO NOT SEE ANY REQUESTS

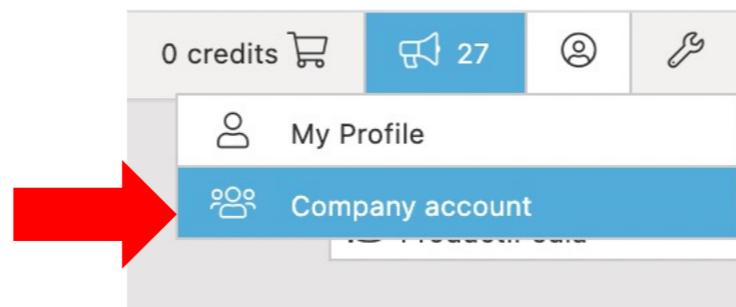
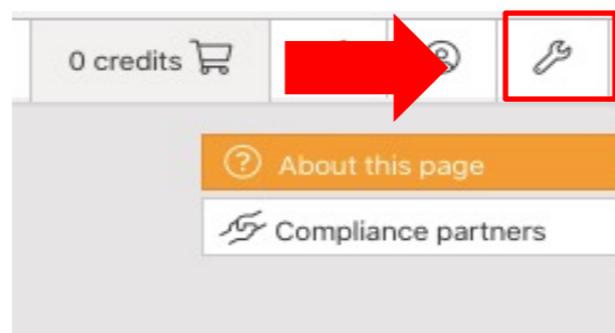
No requests are visible in the account.



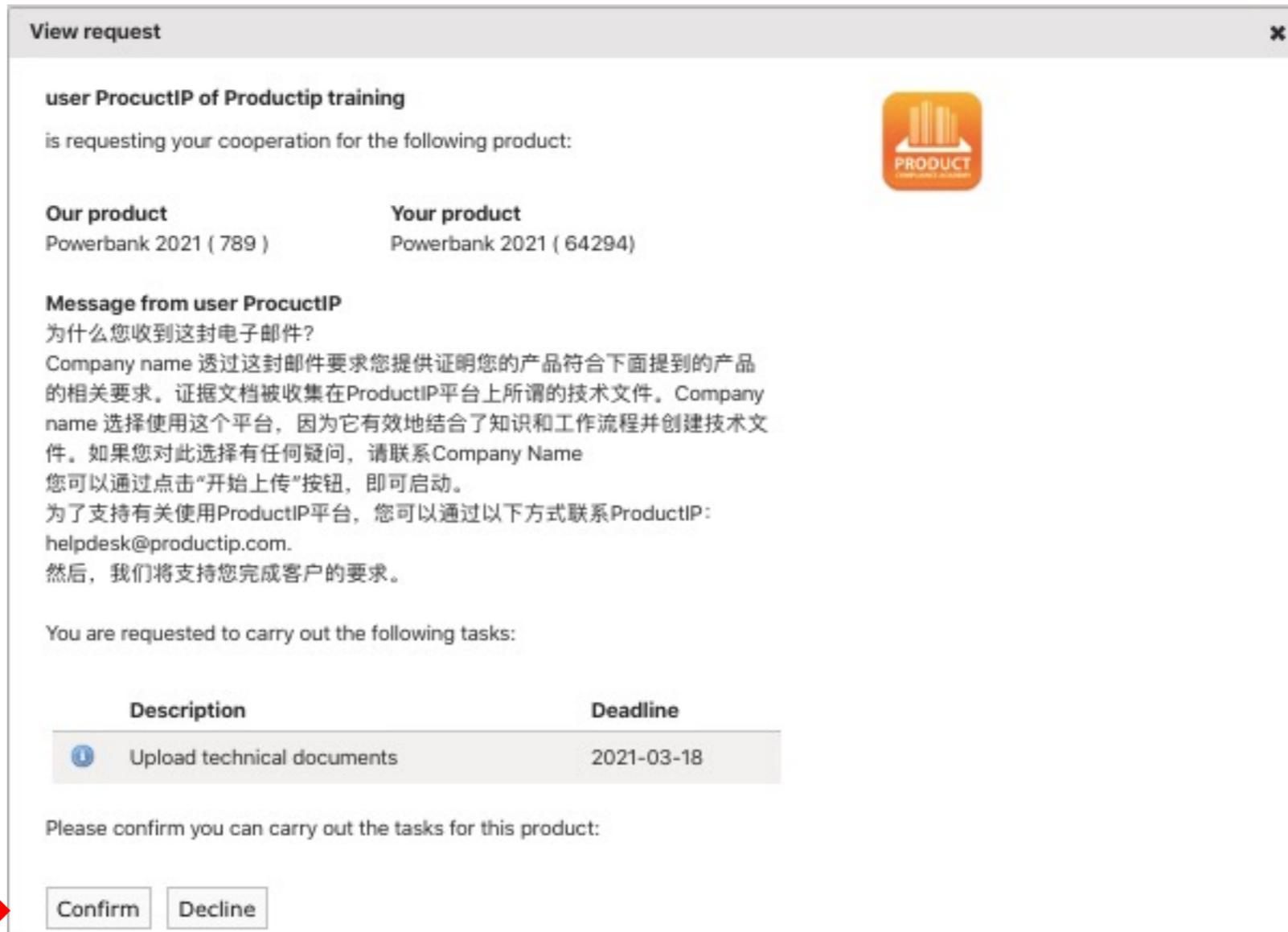
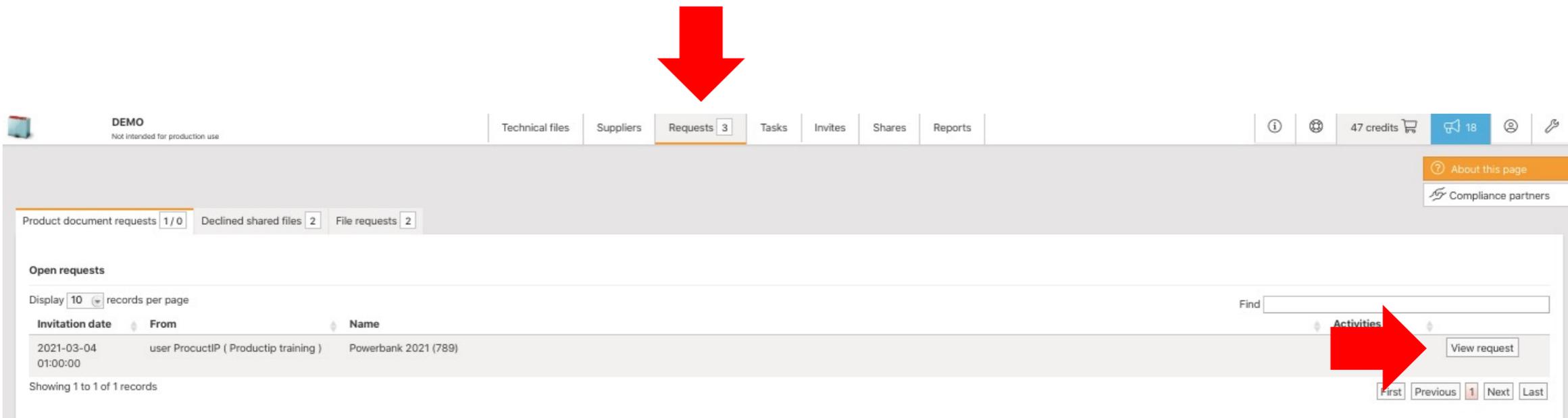
Then they have not been sent to an email address registered here.

1 ask your customer to change the email address so that you see the requests directly.

2 or add your colleague who received the email, so that you are both registered in the account, then the requests will be visible to everyone (see next page)



GO TO REQUEST:



View request

user ProcutIP of Productip training

is requesting your cooperation for the following product:



Our product	Your product
Powerbank 2021 (789)	Powerbank 2021 (64294)

Message from user ProcutIP

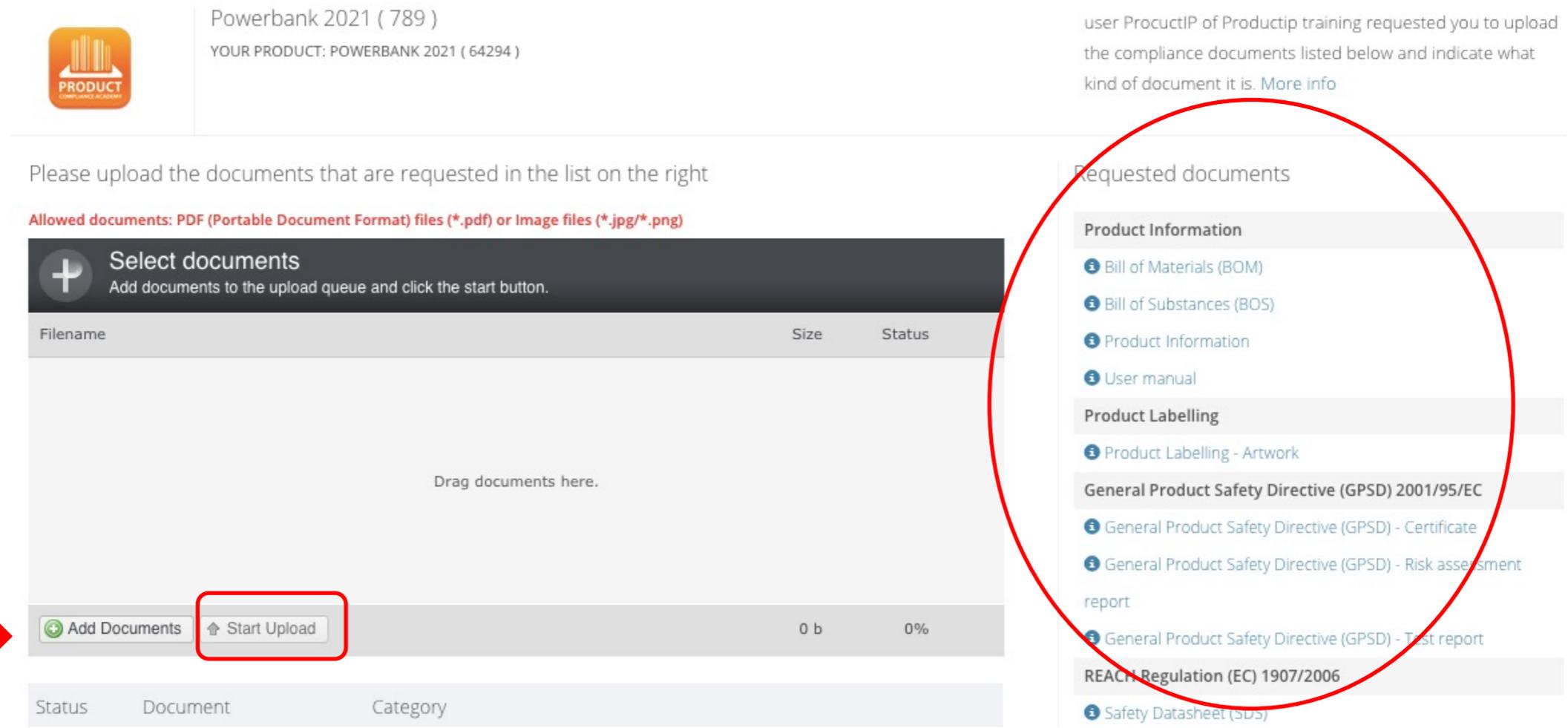
为什么您收到这封电子邮件?
Company name 透过这封邮件要求您提供证明您的产品符合下面提到的产品的相关要求。证据文档被收集在ProductIP平台上所谓的技术文件。Company name 选择使用这个平台,因为它有效地结合了知识和工作流程并创建技术文件。如果您对此选择有任何疑问,请联系Company Name
您可以通过点击“开始上传”按钮,即可启动。
为了支持有关使用ProductIP平台,您可以通过以下方式联系ProductIP:
helpdesk@productip.com.
然后,我们将支持您完成客户的要求。

You are requested to carry out the following tasks:

Description	Deadline
 Upload technical documents	2021-03-18

Please confirm you can carry out the tasks for this product:

UPLOAD THE REQUESTED DOCUMENTS:



Powerbank 2021 (789)
YOUR PRODUCT: POWERBANK 2021 (64294)

Please upload the documents that are requested in the list on the right

Allowed documents: PDF (Portable Document Format) files (*.pdf) or Image files (*.jpg/*.png)

Select documents
Add documents to the upload queue and click the start button.

Filename	Size	Status
Drag documents here.		
	0 b	0%

Add Documents Start Upload

Requested documents

- Product Information
 - Bill of Materials (BOM)
 - Bill of Substances (BOS)
 - Product Information
 - User manual
- Product Labelling
 - Product Labelling - Artwork
- General Product Safety Directive (GPSD) 2001/95/EC
 - General Product Safety Directive (GPSD) - Certificate
 - General Product Safety Directive (GPSD) - Risk assessment report
 - General Product Safety Directive (GPSD) - Test report
- REACH Regulation (EC) 1907/2006
 - Safety Datasheet (SDS)

These are the documents that your customer is looking for. Perhaps you don't have all (yet). In this case it's important to upload what you already have. You can upload *.PDF, *.png, *.jpg. You have to convert *.doc and *.xls to *.PDF first.

MORE INFORMATION:

When the mouse is over the title of the document, more information appears.

A Compliance clip is a shortened explanation of the subject, and if available, templates can also be downloaded here.

Related requirements	
<p>Available resources for these requirements: Compliance Clip 562 Multimedia standards (Download)</p> <p>EN 55024:2010 Information technology equipment - Immunity characteristics - Limits and methods of measurement Including amendments: - EN 55024:2010/A1:2015</p> <p>EN 55032:2015 Electromagnetic compatibility of multimedia equipment - Emission requirements. This standard will replace EN 55022 for ITE and EN 55013 for audio-video equipment.</p> <p>EN 55035:2017 Electromagnetic compatibility of multimedia equipment - Immunity requirements. This standard will replace EN 55024 (ITE), EN 55020 (audio-video) and EN 55103-2 (professional).</p> <p>FprEN 55035:2012 CISPR 35:201X (CISPR/1/412/CDV) Electromagnetic compatibility of multimedia equipment - Immunity</p>	<p>REACH Regulation (EC) 1907/2006</p> <ul style="list-style-type: none"> Safety Datasheet (SDS) <p>Hazardous Substances not covered by REACH</p> <ul style="list-style-type: none"> Chemical Substances - Declaration Chemical Substances - Test report <p>Electro-Magnetic Compatibility (EMC) Directive 2014/30/EU - recast of 2004/108/EC</p> <ul style="list-style-type: none"> Electro-Magnetic Compatibility (EMC) - Certificate Electro-Magnetic Compatibility (EMC) - Test report <p>Restriction of Hazardous Substances Directive (RoHS) 2011/65/EU</p> <ul style="list-style-type: none"> Restriction of Hazardous Substances Directive (RoHS) - Certificate Restriction of Hazardous Substances Directive (RoHS) - Test report

DONE UPLOADING?:

Press [Save & Continue later] if you have to stop with this task now.



Have you finished your task press [Save & Close as finished] .

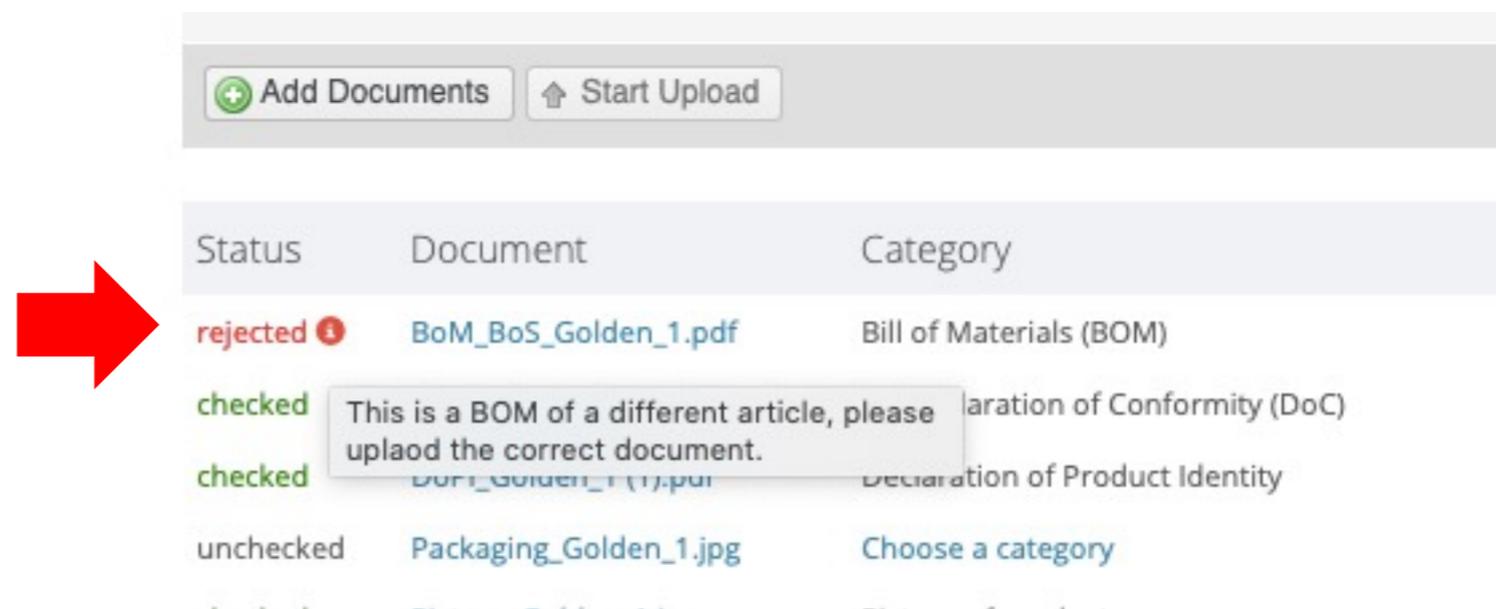
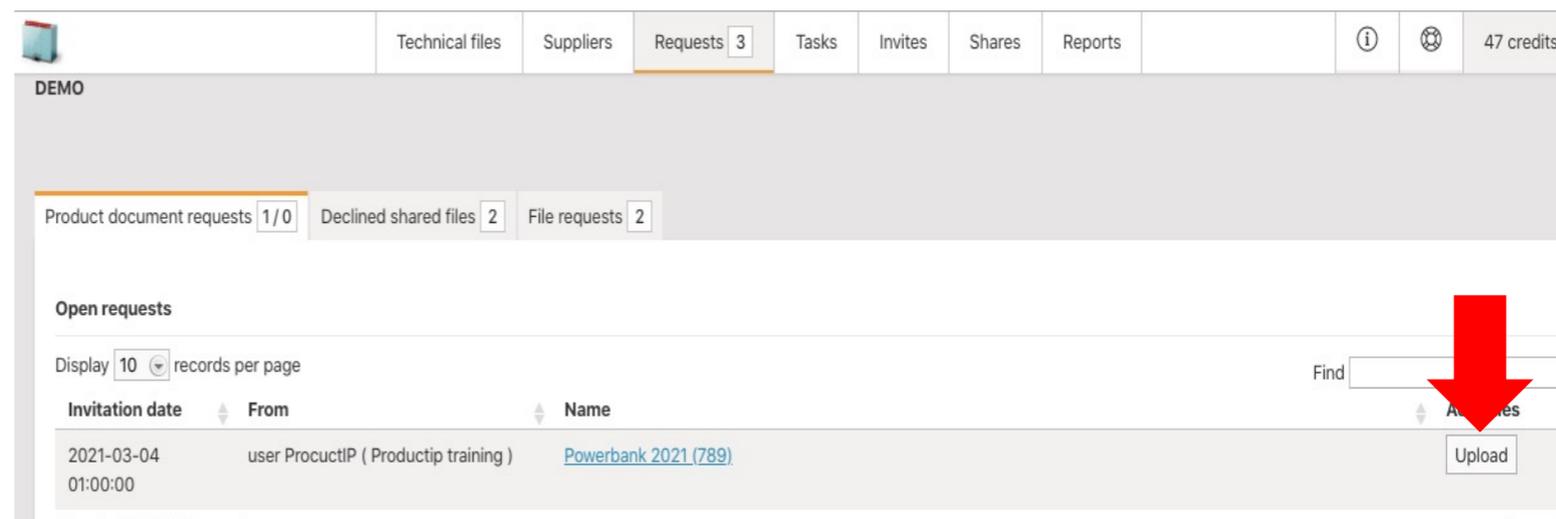
You customer will now review the uploaded documents.

Most likely there will be some questions or requests for additional information.

For this they will send you a new task that arrive in your e-mail inbox.

REQUEST FOR MORE DOCUMENTS:

If your customer asks you to upload more, log in again and go to the upload task in "Request". Here you can see the status of the document. When you click on the "I", you will see the comment your customer has added to the document.



COMMUNICATE WITH YOUR CUSTOMER:

Do you have some comments for your customer related to this task?

Press “TASKS” and enter your remarks in the “Add a new comment” section.

Press [Add comment] when you are done.

Your customer will receive an e-mail.

The screenshot shows a web interface with two tabs: 'Upload' and 'Tasks'. A red arrow points to the 'Tasks' tab. Below the tabs, there is a header for 'Powerbank 2021 (789)' with a sub-header 'YOUR PRODUCT: POWERBANK 2021 (64294)'. A 'PRODUCT COMPLIANCE ACADEMY' logo is on the left. The main content area shows a task titled 'Upload technical documents' with a red badge indicating it is '4 days overdue'. The task details include the date 'March 2021, Thursday', the creator 'Saskia van Orden (saskia@productip.com)', and the assignee 'Name Supplier'. The deadline is '2021-03-18'. A description of the task is provided: 'Upload the documents that provide proof of compliance for your product'. Below the task details is a 'Comments' section with a text input field containing 'Add a new comment' and an 'Add comment' button. A red arrow points to the 'Add comment' button. A note below the button states: 'Your comment will be sent to user ProcutIP (training@productip.com)'.

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 articlenumbers 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.

ProductIP Netherlands (HQ)
Rubensstraat 211
6717 VE, EDE

+31 318 700 622
www.ProductIP.nl

ProductIP Shenzhen China
Room 2409, Main Building
Golden Central Tower
No. 3037, Jintian Road
Futian District. Shenzhen

+86 755 8323 0515
www.ProductIP.com.cn

ProductIP Germany
Am Mittleren Moos 53
D-86167 Augsburg

+49 821.8083048
www.ProductIP.de

Kapstadtring 7, 2nd Fl.
D-22297 Hamburg

+49 40 87409040
www.ProductIP.de

ProductIP United Kingdom
+44 20 3514 3121

ProductIP France
+33 9744 83364

info@ProductIP.com
www.ProductIP.com

