

# **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.

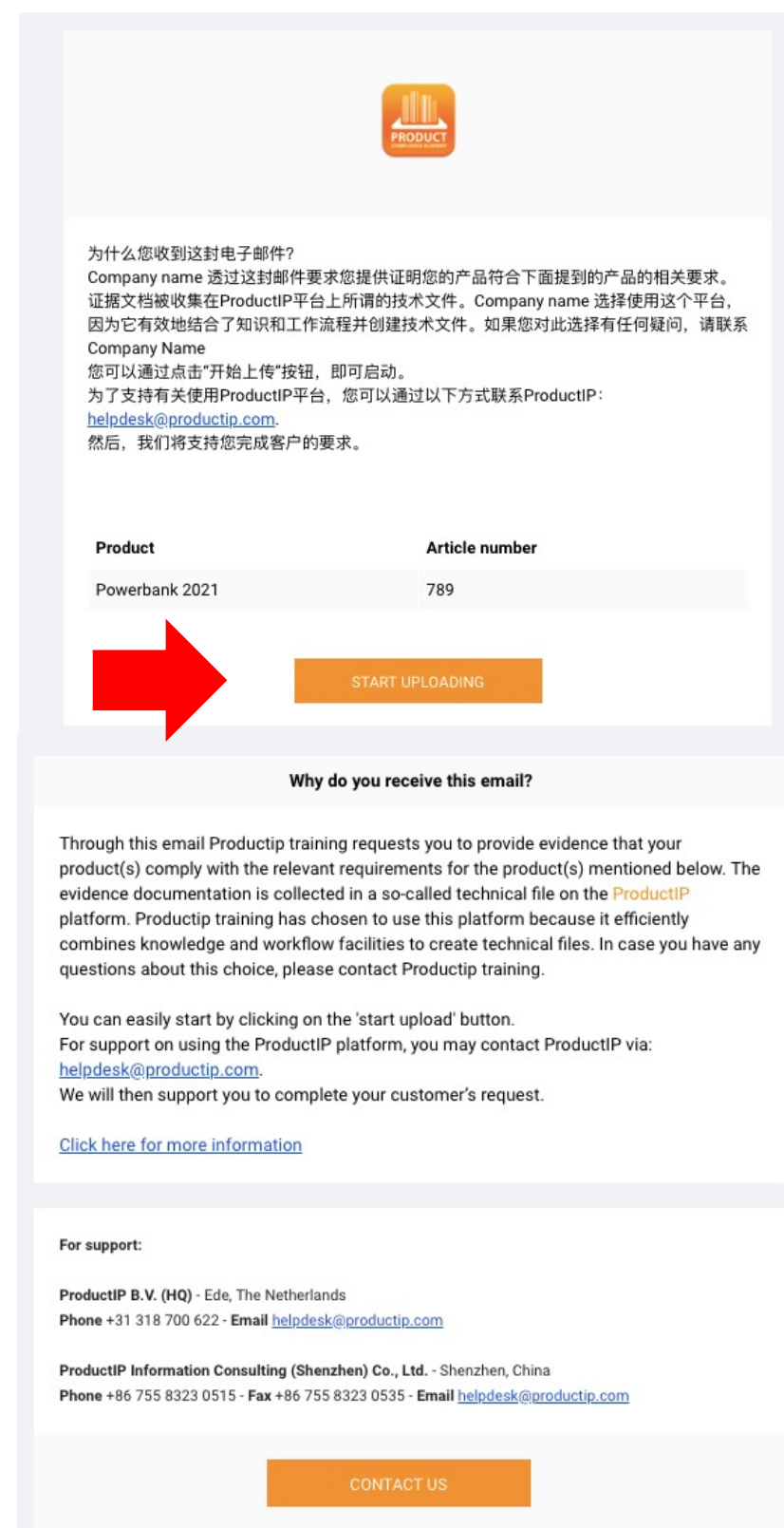
Your customer is using ProductIP to get a clear understanding about the european and national requirements relevant for the products that you produce for them. This guide will assist you in processing this request.

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](mailto:helpdesk@productip.com)

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



**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](mailto:helpdesk@productip.com)。  
然后，我们将支持您完成客户的要求。

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](mailto: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](mailto: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](mailto:helpdesk@productip.com)

**CONTACT US**

# Need Help?

If you click here,

 [Help for this page](#)

 ProductIPedia

you will find more information.

Or send an e-mail to:

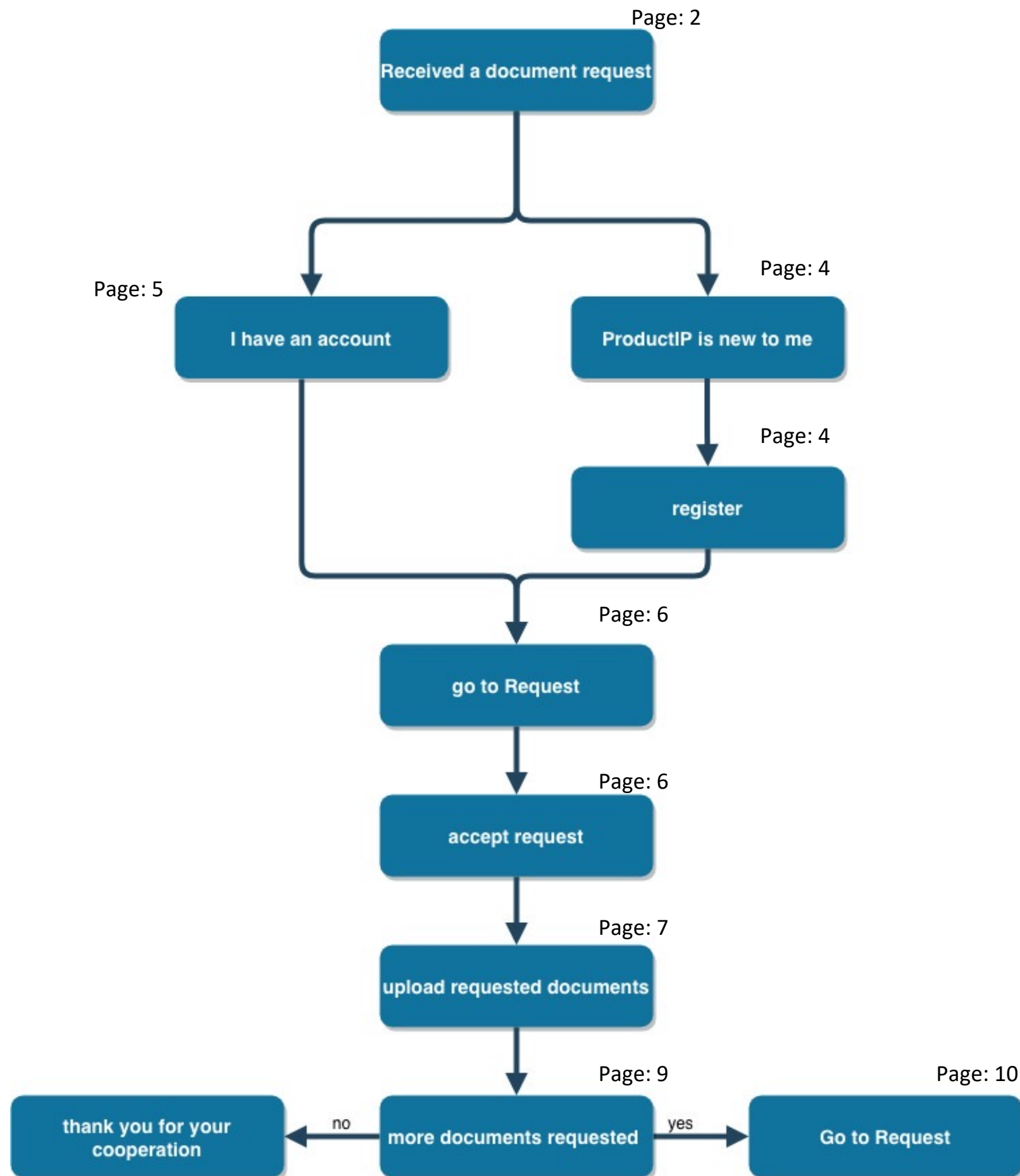
[helpdesk@productip.com](mailto:helpdesk@productip.com)

 English

 中国

 Nederlands

 Deutsch



# PRODUCTIP IS NEW TO ME:

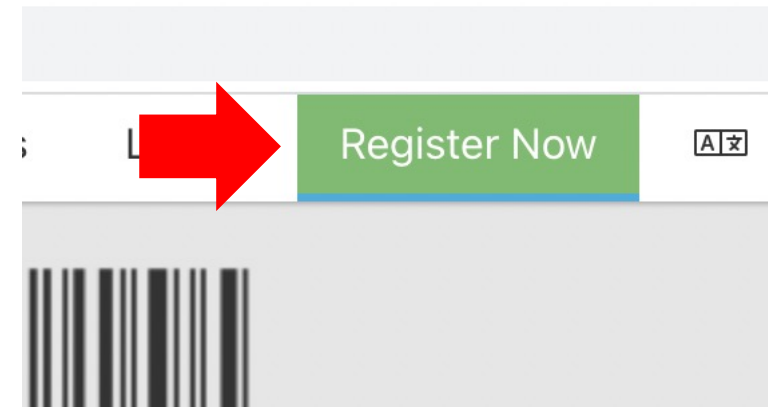
First time user?

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.

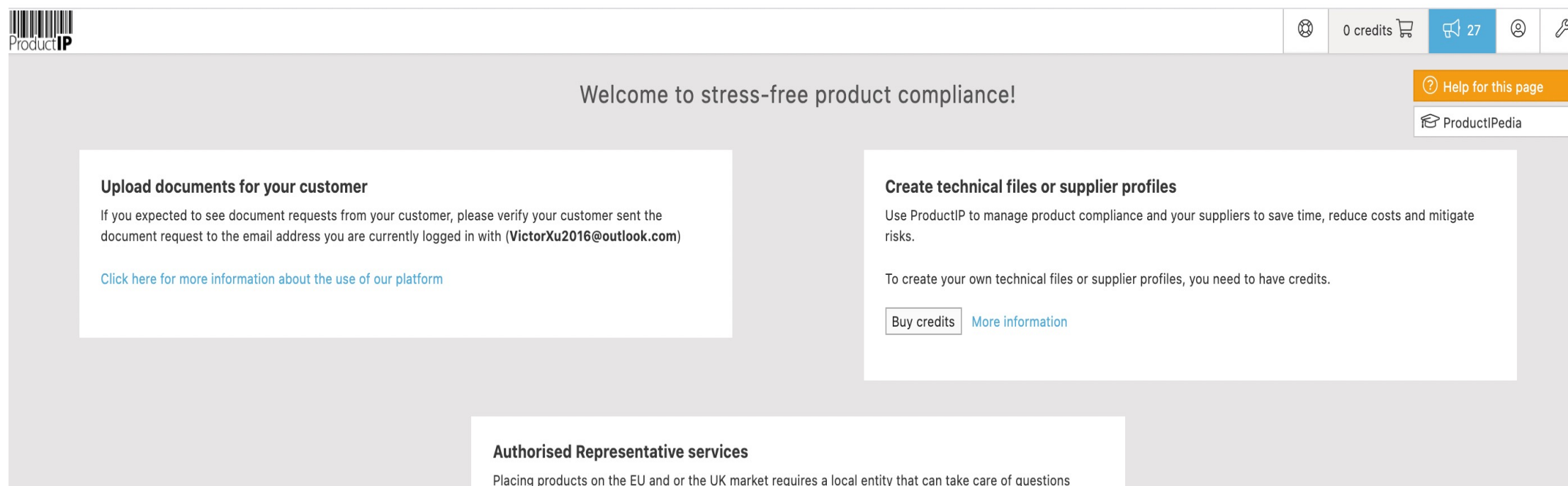
☐ I have read and accept the ProductIP general conditions \*

☐ I have read and accept the ProductIP privacy statement \*

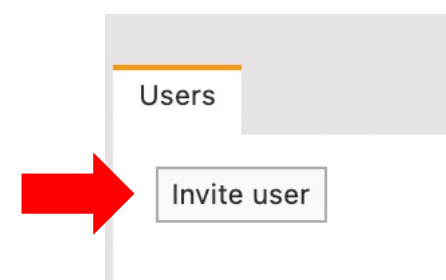
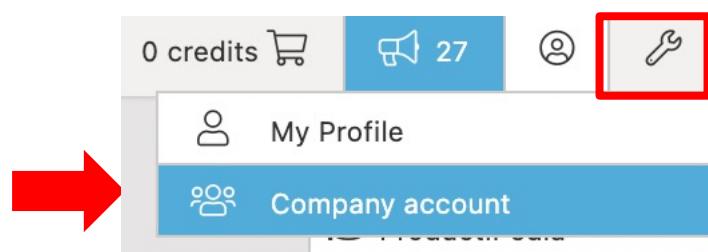
\* = mandatory field  
Upon registration you will be subscribed to our platform mailinglist to help you get started with our platform and inform you how to access support and training. You can unsubscribe at any time.

# 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](mailto:helpdesk@productip.com).



E-mail Address:

your email address

Password:

.....

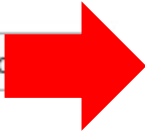
Login

New user?  
Create new account

Forgot your password?  
Request a new password

Need support ?  
User manual

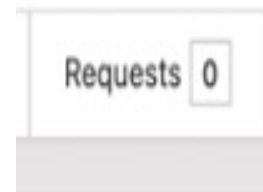
What's new ?  
Latest release information





# YOU DO NOT SEE ANY REQUESTS

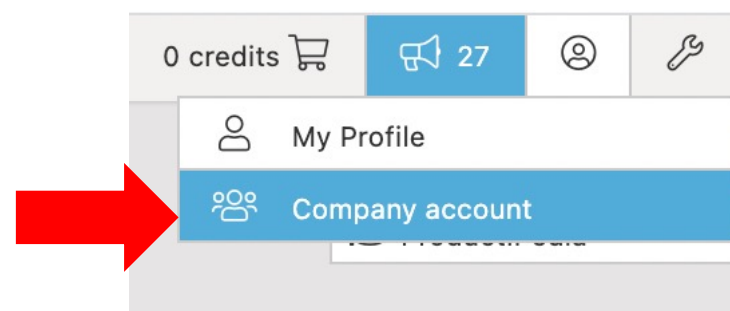
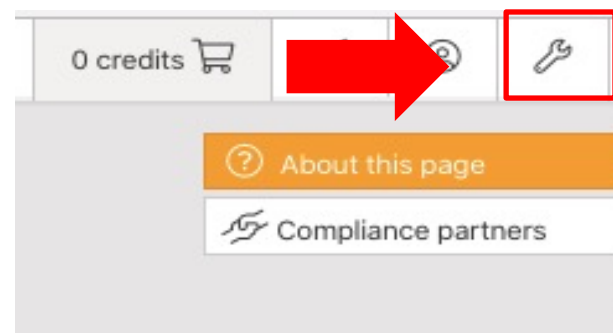
No requests are visible in the account.



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:



DEMO  
Not intended for production use

Technical filesSuppliersRequests3TasksInvitesSharesReports

47 credits18

About this pageCompliance partners

Product document requests1/0Declined shared files2File requests2

Open requests

Display10 records per page

Find

Activities

View request

Invitation date	From	Name
2021-03-04 01:00:00	user ProcutIP ( Productip training )	Powerbank 2021 (789)

Showing 1 to 1 of 1 records

FirstPrevious1NextLast



View request

user ProcutIP of Productip training

is requesting your cooperation for the following product:

Our product

Powerbank 2021 ( 789 )

Your product

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:

Confirm

Decline



# UPLOAD THE REQUESTED DOCUMENTS:

The screenshot shows the ProductIP interface with the 'Requests' tab selected. The top navigation bar includes 'Technical files', 'Suppliers', 'Requests' (4), 'Tasks', 'Invites', 'Shares', and 'Reports'. The right sidebar shows '0 credits' and a 'Help for this page' button.

**Articles Table:**

Article number	Name	Barcode number	Supplier article number	Supplier article name
SKU123	Microwave	123456789014	123	Microwave SKU
XBC123	Microwave	123456789011	123	Microwave ABC
YBC123	Microwave	123456789011	123	Microwave ABC

Showing 1 to 3 of 3 records

**Upload technical documents** 166 days overdue  
 10 June 2021 - Created by ACME Employee 1 ABC (John@acme.com) - ACME BV  
 Assigned to: John (supplier1@supplier.com)  
 Deadline: 2021-06-24

Upload the documents that provide proof of compliance for your product

**Comments:**

- Please upload documents  
ACME Employee 1 ACME BV, 5 months ago
- Could you please explain the purpose?  
Supplier User 1 XYZ, 5 months ago
- I need evidence that the product complies with the European legislations...  
more  
ProductIP Employee 1 ABC, 5 months ago
- Ok, I'll do my best  
Supplier User 1 XYZ, 5 months ago

Add a new comment  
 Add comment Your comment will be sent to ACME Employee 1 ABC (john@acme.com)

**Requested documents**

Show 7 entries

Document	Classification	Resources
Bill of Materials (BOM)	B3	2
Bill of Substances (BOS)	B3	2
Chemical Substances - Declaration	B1	
Chemical Substances - Test report	B1	
Compliance Declaration	B1	
Declaration of Compliance (Food Contact Materials)	B1	
Declaration of Product Identity	B3	

Showing 1 to 7 of 28 entries

**Uploaded documents**

Show 7 entries

Status	Document	Document category
checked	P1.png	Select
pending	P123.png	
unchecked	02 - tags .png	Select Add details
unchecked	100305_electric-grill.jpg	Select Add details
unchecked	10200084.jpg	Select Add details
unchecked	1245523612152.pdf	REACH - Test report Add details
unchecked	amplifier.png	Select Add details

Showing 1 to 7 of 18 entries

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**  
**Act 258/2000 – General hygienic requirements for items of common use**  
General legislation for food contact materials, Czech Republic: Act 258/2000 Part 1 – title II – part 5: Hygienic requirements for items of common use Czech: Zákon č. 258/2000 Sb. ČÁST PRVNÍ - HLAVA II – díl 5: Hygienické požadavky na předměty běžného užívání  
**Decree 38/2001 of the Ministry of Health on hygienic requirements for products intended for contact with food and dishes - part one: general requirements**  
38/2001: Decree of the Ministry of Health on hygienic requirements for products intended for contact with food and dishes - PART ONE - GENERAL hygiene requirements for products intended for contact with food and dishes Note: general requirements applicable to all food contact materials Czech: 38/2001 Vyhláška Ministerstva zdravotnictví o hygienických požadavcích na výrobky určené pro styk s potravinami a pokrmý - ČÁST PRVNÍ - OBECNÉ HYGIENICKÉ POŽADAVKY NA VÝROBKÝ URČENÉ PRO STYK S POTRAVINAMI A POKRMÝ  
Including amendments:  
- Decree 127/2009 amending the Decree of the Ministry of Health no. 38/2001, on hygienic requirements on products intended for contact with food and dishes – part 1  
- Decree 186/2003 amending the Decree of the Ministry of Health no. 38/2001, on

**Document**

	Classification	Resources
<a href="#">Bill of Materials (BOM)</a>	B3	2
<a href="#">Bill of Substances (BOS)</a>	B3	2
<a href="#">Chemical Substances - Declaration</a>	B1	
<a href="#">Chemical Substances - Test report</a>	B1	
<a href="#">Compliance Declaration</a>	B1	
<a href="#">Declaration of Compliance (Food Contact Materials)</a>	B1	
<a href="#">Declaration of Product Identity</a>	B3	

Showing 1 to 7 of 28 entries

First Previous 1 2 3 4 Next Last

**Uploaded documents**

Show 7 entries

Status	Document	Document category
checked	P1.png	Select

Underneath resources, you can find all resources, like templates related to the requested document.

**Requested documents**

Show 7 entries

Document	Classification	Resources
<a href="#">Bill of Materials (BOM)</a>	B3	2
<a href="#">Bill of Substances (BOS)</a>	B3	2

# 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 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.

## VIEW THE LAST COMMENT

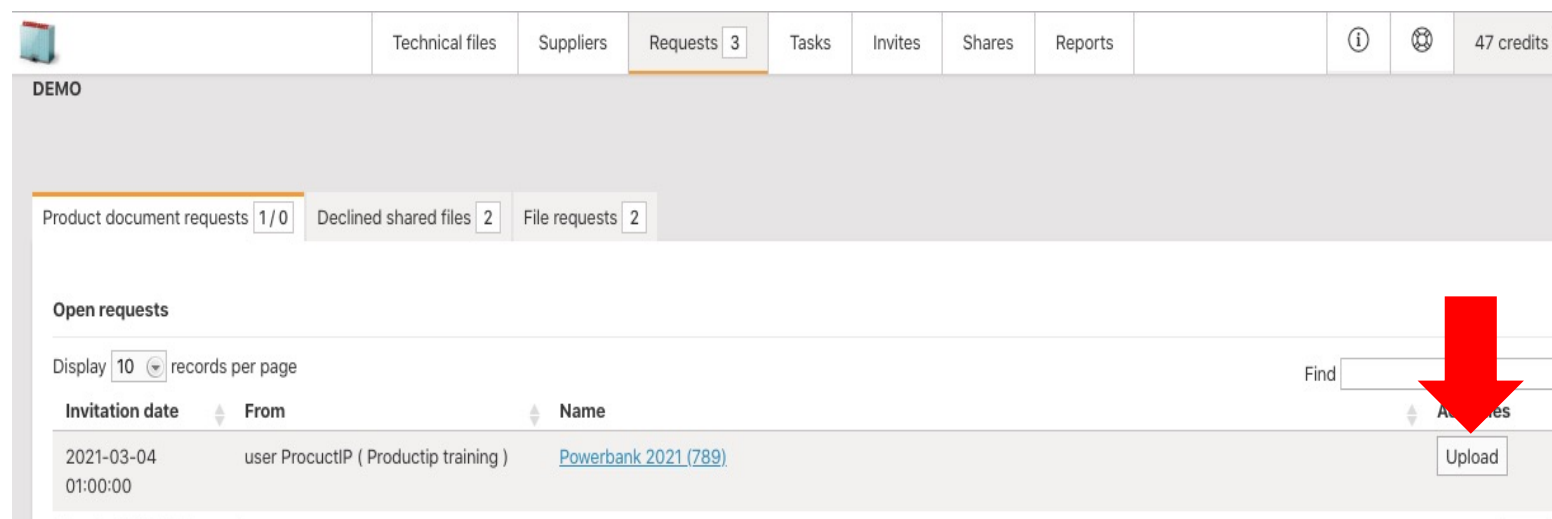
At the Request Page you can view the last comment. Go to the Request page and hold your mouse on the last comment.



# 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.



## Uploaded documents

Show 7 entries

Status	Document	Document category	
checked	P1.png	Select	
pending ⓘ	P123.png		
	missing amendment, need additional testing report	Select	Add details ✕
		Select	Add details ✕
unchecked	1245523612152.pdf	REACH - Test report 📄	Add details ✕
unchecked	amplifier.png	Select	Add details ✕
unchecked	Ballpoint-pen-parts.jpg	Select	Add details ✕





# COMMUNICATE WITH YOUR CUSTOMER:

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

At the bottom left of the document request, you can 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.

## Upload technical documents 166 days overdue

10 June 2021 - Created by ACME Employee 1 ABC (John@acme.com) - ACME BV

Assigned to: John (supplier1@supplier.com)

Deadline: 2021-06-24

 Upload the documents that provide proof of compliance for your product

Comments:

Please upload documents

ACME Employee 1 ACME BV, 5 months ago

Could you please explain the purpose?

Supplier User 1 XYZ, 5 months ago

I need evidence that the product complies with the European legislations... [more](#)

ProductIP Employee 1 ABC, 5 months ago

Ok, I'll do my best

Supplier User 1 XYZ, 5 months ago

Add a new comment



Add comment

Your comment will be sent to ACME Employee 1 ABC (john@acme.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.

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6717 VE, EDE  
  
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