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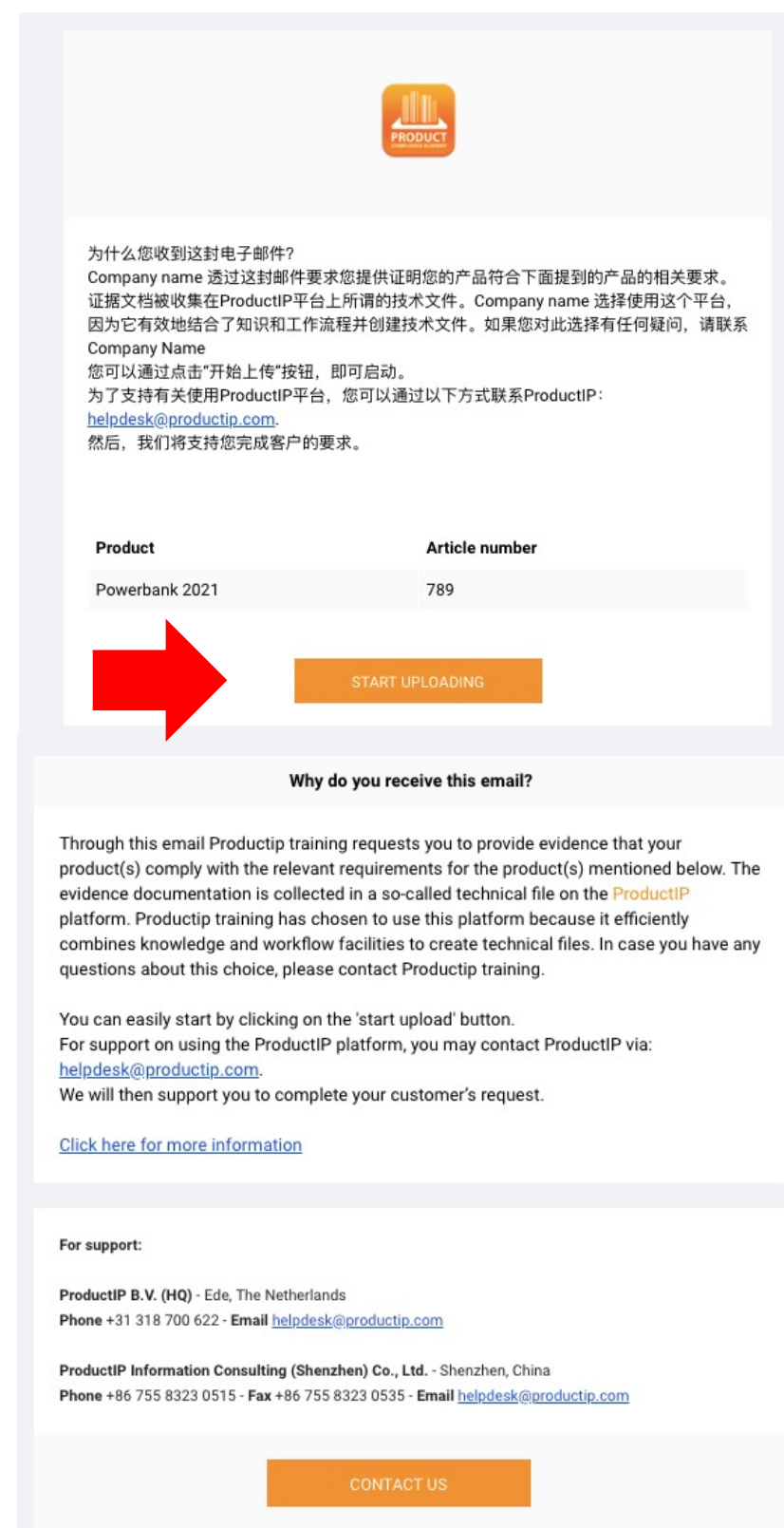
Your customer is using ProductIP to get a clear understanding about the european and national requirements relevant for the products that you produce for them. This guide will assist you in processing this request.

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)

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Need Help?

If you click here,

you will find more information.

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

English

中国

Nederlands

Deutsch

Received a document request

I have an account

ProductIP is new to me

register

go to Request

accept request

upload requested documents

thank you for your cooperation

no

more documents requested

yes

Go to Request

3

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create • manage • share
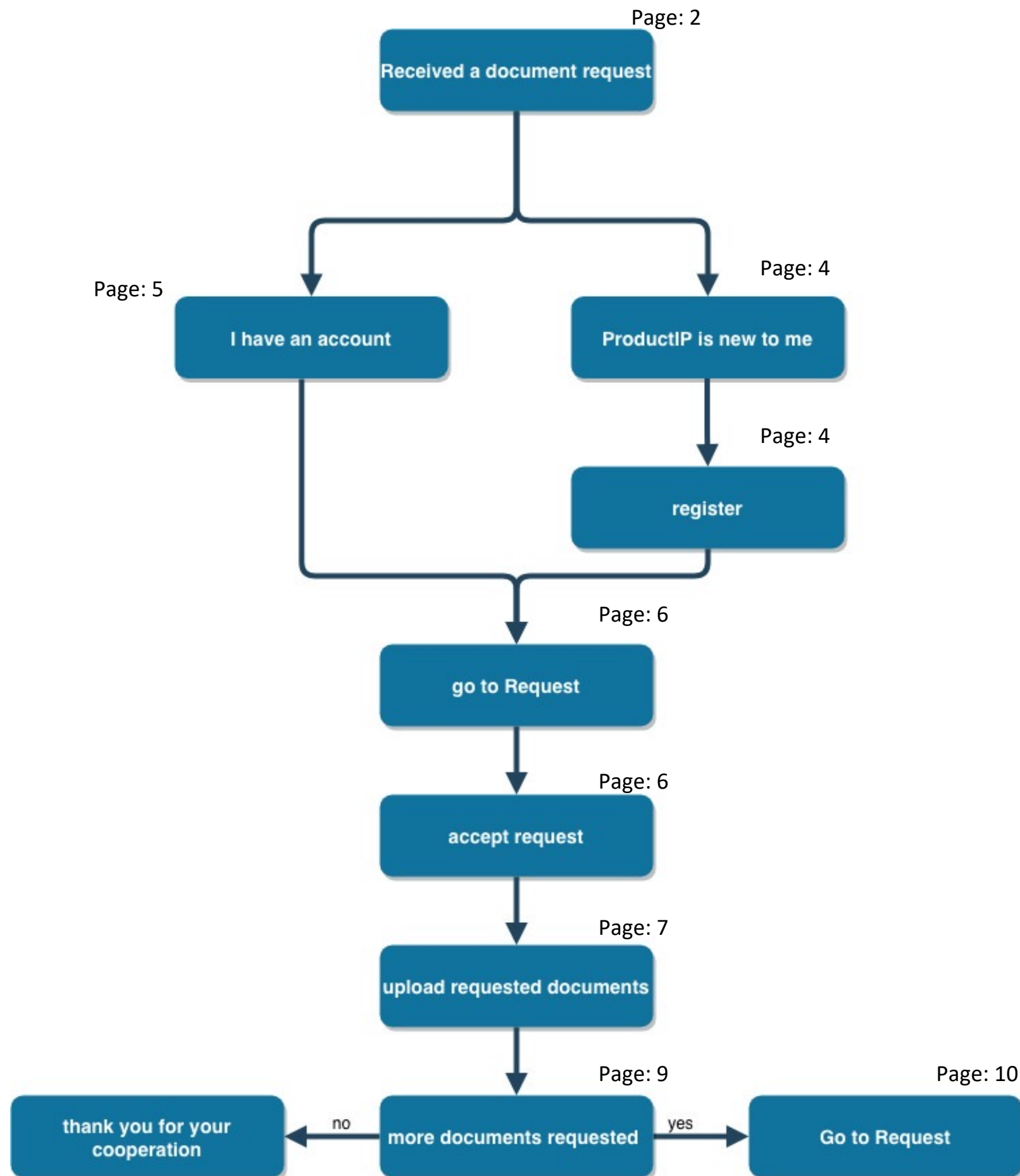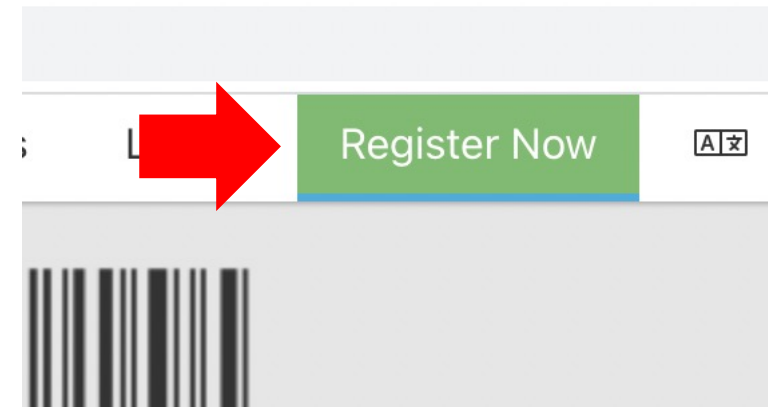
PRODUCTIP IS NEW TO ME:

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 _____ to upload compliance documents, you first have to register a free ProductIP account.

E-mail Address:

First name: *

Middle name:

Last name: *

Phone number: * ● +81 ▾ 3-1234-5678

Company: test

☐ 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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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.
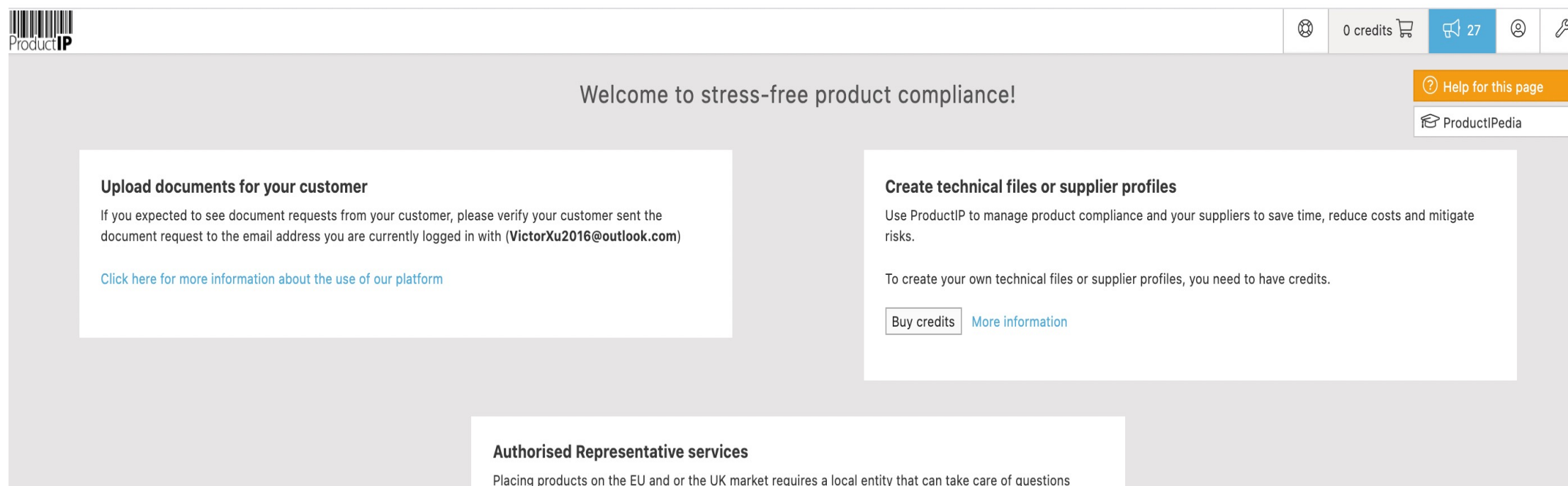
- 1 ask your customer to change the email address so you see the requests immediately.

- 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.

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12/15/21
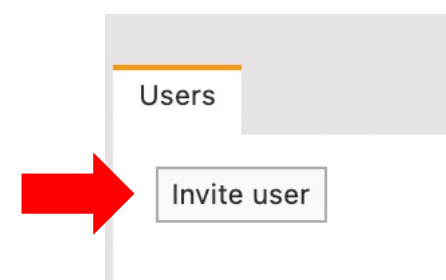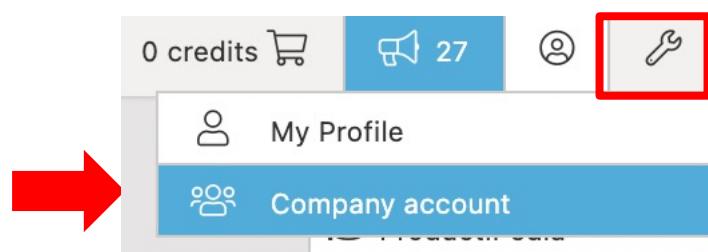
LOG IN:

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.

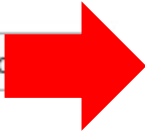E-mail Address: your email address

Password: ••••••••••

Login

New user?
Create new ac...

Forgot your password?
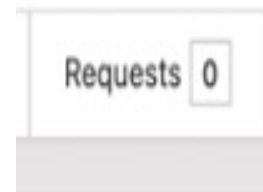Request a new password

Need support ?
User manual

What's new ?
Latest release information

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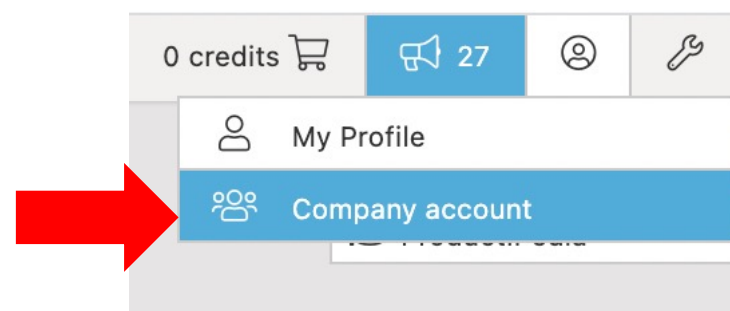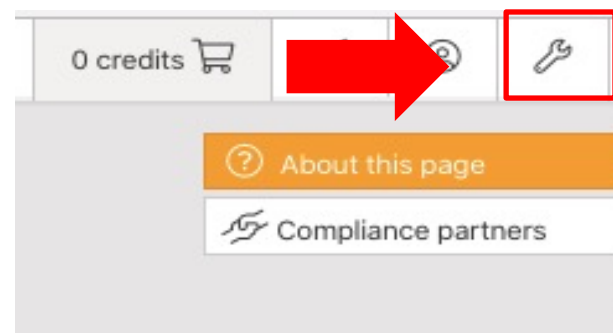create • manage • share

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)

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GO TO REQUEST:

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UPLOAD THE REQUESTED DOCUMENTS:

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.

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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.

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

DONE UPLOADING?:

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

Save & Continue later   Save & Close

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.

Find

Last comment   **Actions**

2021-11-09   Upload

Please provide the REACH report also, this is still missing   us 1 Next Last

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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?

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)

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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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