IP ENFORCEMENT portal

Step-by-step user guide for rights holders
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Introduction

The IP Enforcement Portal is an interactive, reliable and user-friendly tool for EU IPR enforcement, serving as a secure communication tool between all related parties: rights holders (and/or their legal representatives), EU enforcement authorities, the EU Commission and its EU delegations around the world.

The Portal is the integration of the Enforcement Database (EDB), the Anti-Counterfeiting Intelligence Support Tool (ACIST) and the Anti-Counterfeiting Rapid Intelligence System (ACRIS).

These tools that were once independent are now functionalities within a single portal:
- Report detentions (ACIST)
- Exchange information (EDB)
- Report non-EU cases (ACRIS)

After a user successfully authenticates (i.e. enters a correct username/password):
- If the user has only access to one functionality, the user is redirected to that specific functionality.
- If the user has access to Exchange information and other functionalities, the user is redirected to Exchange information and from there he or she is able to access other functionalities
- In Report detentions and Report non-EU cases there are menu options to access Exchange information

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 the Exchange Information function of the IP Enforcement Portal.

A new way to protect your products

The Exchange Information function of 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 like 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 like TMview and DesignView. It is endorsed by both DG TAXUD and EUROPOL.

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

Although the IP Enforcement Portal does not replace any of the legal procedures of the EU Member States enforcement authorities, it can be used to create alerts and provide a direct communication channel.

EU Member State enforcement authorities across the European Union can access the information entered into the IP Enforcement Portal in their language. You also have the choice of what information to upload and to whom you want this information to be available to.

**Languages**

The IP Enforcement Portal is set up to be used in all 23 official European languages. This allows you to enter the information in your language and customs or police officers to view this information in their own mother tongue.

It also means that most of the information within the IP Enforcement Portal is predefined in drop-down menus (pre-translated into 23 languages) for you to choose from, as you will see when uploading information. Should you have any trouble finding a correct description of what you are uploading to the database, please do not hesitate to contact our team at: ipenforcementportal@euipo.europa.eu
Step-by-step user guide

1 User Account

1.1 Create a new user

If your company is not currently a user of the IP Enforcement Portal you will need to register for an account.

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

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

If you want to apply for an IP Enforcement Portal account, you need to have a valid registered trade mark or design within the EU (community or national). Please begin by selecting either folder — Trade mark or Design.

- **Trade mark**
  If you want to apply on the basis of a trade mark, please select the Trade mark folder at the top of the page.
  Please fill out the required fields in order to search for your trade mark(s) within TMview (official database of all trade mark offices participating at national, international and EU level). Then, click on Search Trade Marks. A list of trademarks matching your search criteria will appear. Please choose one of the listed trade marks by clicking on the trade mark within the list and you will see a new field open up.

- **Design**
  If you want to apply on the basis of a design, please select the Design folder at the top of
Please fill out the required fields in order to search for your design(s) within 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. Please choose one of the listed designs by clicking on the design within the list and you will see a new field open up. In this new field you will see your identification information and company address. The information was transferred automatically from either TMview or DesignView when you chose either a trade mark or design as the basis for your application. Please check that the physical address for your company is correct.

For security reasons, only the registered holder of the intellectual property right (IPR) receives the registration letter. The physical address of where 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. Once you have accepted the conditions click on Submit your account request. The IP Enforcement Portal system will generate and send an email automatically to the Observatory’s administration team. A message will be displayed indicating that the email has been generated and sent correctly.

### 1.2 Activating your account

Once our team has registered your company and created your account within the IP Enforcement Portal you will receive two emails from the EUTMDN Portal. The first email contains a link to activate your account (password creation). A second email will follow with your PIN SAFE code for strong authentication. You will need this code to enter product information once you are logged in.

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

![Sign in](image)

Please type in your personalised password and then click on Save. While typing, the system will inform you about the strength of your password. A strong password is an important protection and will help you have safer online transactions. The ideal password is long with a mixture of letters, punctuation, symbols and numbers. There are 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 cannot contain the username.
• The password cannot contain three or more repeated characters such as ‘aaa’ or ‘555’.
• The password cannot contain numeric sequences of 3 successive digits such as ‘123’ or common keyboard sequences such as ‘asdf’.

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

1.2.1 The TMDN — Trade Mark and Design Network

The IP Enforcement Portal is part of the TMDN. The first time you complete your log in process, you will be diverted to the TMDN (My Network), where you will see an overview of all the tools 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.

Please click on the lock icon 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 paragraph 2 below (The “Exchange Information” functionality of the IP Enforcement Portal). If you have a representative or 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 to just search for the IP Enforcement Portal in your browser. You may want to save a link on your desktop to the IP Enforcement Portal to Sign in.
The direct link to the IP Enforcement Portal is:
www.ipenforcementportal.eu

1.3 Account management

The master user (account holder) can create sub-accounts for his or her colleagues. You can find the instructions under paragraph 2.9 below (User Management). An easier option is for the master user to send an email with the name and professional email address of his or her colleague(s) to IPEnforcementPortal@euipo.europa.eu with the request to create a sub-account.

1.4 Log in

1.4.1 Log in as user

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

To access the IP Enforcement Portal you need to click on Sign in, which is located in the top right-hand corner of the screen. It will take you to the log in page, where you can type in your username and password.
If you would like to change/personalise your password, please click on Request new password within the log in screen and follow the password generation process. You will receive an email with a link to follow.

2 The Exchange Information function of IP Enforcement Portal

When entering the Exchange Information function of the IP Enforcement Portal 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), Customs and Police Repository, Statistics, User management and the Report non-EU cases function (if you are a master user or upon request).

You can access all of these functions through the main menu toolbar at the top of your screen.

2.1 The structure of the Exchange Information function

It is important to note that when it comes to information entered by rights holders, the Exchange Information function is set up on two levels, which make up the heart of the database.

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

The PRODUCT PORTFOLIO level (Product information) contains information about the products, is protected by a PIN SAFE 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 PIN SAFE

In order to access product information, the user must enter a second level of authentication: PIN SAFE. When a new IP Enforcement Portal user is created, the system automatically sends an email to his or her mailbox with a PIN SAFE code. This code consists of four numbers that define the position of the characters to enter.

You have to enter the characters of the second row that correspond with the numbers of your code in the first row. For example, if the PIN code was ‘1386’, the code to enter would be ‘HGTZ’:

Position 1 -> H  
Position 3 -> G  
Position 8 -> T  
Position 6 -> Z

If the image displayed is not clear enough, you can request a new image by clicking on Request another image.

It is also possible to request a new PIN by clicking on the Request new PIN link. The system will automatically send a new PIN SAFE to your IP Enforcement Portal account email.

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 accessing the tool will open providing you with the possibility to decide which enforcement authorities you want to share the information about your products with. This means that you can choose, for example, whether some information is accessible only to customs or police and whether other information is accessible to everyone.

As the number of enforcement authorities accessing the IP Enforcement Portal grows continuously, you have the option to automatically share your product information with new authorities that may access in the future.

EUIPO has no access to your account information, but you may give our team access to your product information for the purpose of training enforcement authorities. It is very useful to be able to access real data when presenting the tool to the enforcers.

The indicator next to the SHARE button shows the user the number of authorities that they have shared their information of a particular product with:
2.1.3 Mandatory fields

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

![Add Company Involved](image)

These mandatory fields signal the information that is requested by the Customs Regulation (EU) no 608/2013 for the customs Applications for Action (AFA). See more under 2.4 (Application for Action (AFA)).

2.1.4 Dashboard

The Dashboard gives you quick access to the main features of the Exchange Information function in the IP Enforcement Portal.

![Dashboard](image)

By scrolling over the top right-hand corner of a field within the Dashboard you can minimise, maximise or delete fields, and thereby configure your own personal dashboard.
Using the button *Restore Dashboard* you are able to restore the Dashboard to its initial configuration.

You can access all of the information within one field by clicking on the headline of one of the boxes; you will then be transferred to the equivalent field within the main menu.

The *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*, which means that you can add a new product, update or delete existing products, share it with the authorities, copy the product information, generate a product card or with the multiple edition, apply a change in one product to other products of your product portfolio.

For more details, please see 2.3.1 below (Product Portfolio).

The *Alerts for Customs and Police* tab 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 and search for previously added alerts by searching on the type of alert or the creation date.

For more details, please see 2.6 below (Alerts for Customs and Police).

The *Suspicious Case Room* tab 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 the goods in question and the deadline for your reply to the relevant enforcement authority. In order to reply or send additional information, you can click on the reply button or go to the *Suspicious Case Room* in the main menu.
For more details, please see 2.5 below (Suspicious case room).

The Access Log is connected to your account with the IP Enforcement Portal — here you can see who has accessed your information, both from within your own company and also from the authority’s side.

This gives you the chance to follow the different enforcement authorities that show interest in your products and a platform to act on if, for example, you would like to follow up on any interest shown by a specific country or authority.

For Statistics, please see 2.10 below.

2.1.5 We recommend

The We recommend widget was created as a quick 4-step guide to the information that must be entered first. The four links take you directly to where you should enter the information:

2.2 Company Information

Company Information is where you upload all the relevant information about your company. Among other, the most important, 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 the headline of each field within **Company Information** to open and close the fields.

### 2.2.1 Product portfolio

From here you can access the product information level. For more details, see 2.3 below (Product information).

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

### 2.2.2 Company Details

The first time you log in to the IP Enforcement Portal you will see that a number of the fields are already filled out with information about your company. The information was transferred automatically from TMview or DesignView when your account was created.
In *Company Details* you can update some of the fields. The main fields, *CG identifier* and *Name*, cannot be changed by the user. To do so, please contact the IP Enforcement Portal team at IPEnforcementPortal@euipo.europa.eu.

To update a page, please click on **Update**. The fields you can change are the following:

- **Main phone**
  Please enter the main phone number for your company that enforcement authorities can use for questions related to intellectual property rights (IPR).

- **Additional phone**
  Please enter an additional phone number if your company has one.

- **Fax**
  If your company can be contacted by fax you can enter the fax number here.

- **Email**
  Please enter the main email address for your company that enforcement authorities can use for questions related to IPR.

- **Company website**
  Please enter your company’s web page.

- **Address, City, Town, Post Code and Country**
  Please enter in company’s main address details.

- **Main language**
  Please indicate which language is mainly used within your company.

- **Other names**
  Please enter any other names used by your company or the name your company is known by, for example, if your company is part of larger group of companies that owns the IPR.
and therefore is the name within the Name field. You might want to include a known name.

For AFA purposes it is recommended to enter at least one of the tax number fields offered.

- **VAT**
  Please enter your company’s VAT number.

- **National Number**
  Please enter your National Number.

- **Company EORI number**
  Please enter your company Economic Operator Registration and Identification (EORI) number. It is possible to have the number automatically validated. This is not mandatory.

- **TIN**
  Please enter your company TIN.

⚠️ Very soon the EORI will become mandatory, so we highly recommend to enter it.

### 2.2.2.1 Include a Legal Representative

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

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

*Name* and *Email* are the only mandatory fields to be completed. However, if you plan to file an AFA, the other fields must also be completed.
If the Name and Email from the Legal Representative have been entered for the first time, the moment the information is saved, the process for creating a ‘representative account’ is launched. 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.

- **Countries covered**
  
  By clicking on the Select Countries button, you can select the Member States that are covered by the Legal Representative. There may be rights holders that have different Legal Representatives in different Member States.

  This only relates to entering information and should not be confused with the Contact Points, which are the companies’ contacts for enforcement authorities in the Member States.

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

### 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 who within your company to contact and how to contact your company in the event that they find suspicious goods relating to your intellectual property rights (IPRs).

As finding a rights holder and their correct contact information remains one of the main challenges of the enforcement authorities, please make sure this field is as detailed as possible and update it on a regular basis.
You will now be able to add another enforcement contact or to update, view or delete existing ones. To add a contact point click on *Add a new Enforcement Contact* and a new page will open.

- **Name**
  Please enter your company contact name.

- **Main phone**
  Please enter your company contact phone number.

- **Email**
  Please enter your company contact 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. Please note that for filing
an AFA you need to have both a Technical and Legal contact for each Member State where the AFA is applicable.

**Type of product covered**
The product specification is predefined and retrieved from the Common Goods and Services database, which reverts to TMclass. To find the product specification enter three or more characters and wait for the database to search for categories including those letters, for example 'sport', and you will see the drop-down menu open up with a list of categories including those letters. Choose and click on the correct product specification.

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

**Additional phone**
Please enter an additional phone number for your company contact, if such a phone number is available.

**Fax**
Please enter a fax number if your company contact can be contacted by fax.

**Address**
Please enter the address of your company contact.

**City or Town**
Please enter the city or town of your company contact.

**Country**
Please enter the country of your company contact.

Once you have filled in the main details of the enforcement contact, you must include one or more contact types for this contact by clicking on Add a new contact type. Here you can define different types of contact and the countries covered for this contact point:

### Add a new type of contact and countries covered

- **Type of contact**
  First, select the type for this contact you are adding information about from the drop-down menu: Main enforcement contact in the company, Secondary in the company, Main in a country or Secondary in a country.

  Please note that you are only able to add one contact as your company’s main enforcement contact. 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. If there is a Main enforcement contact in the company already, the new one becomes the Main enforcement contact in the company automatically.
and the existing one becomes *Secondary in the company* automatically. You can have as many secondary contacts as you like.

The same applies to *Main in a country*, that is to say, you are only able to add one contact as your company’s main enforcement contact within a country.

When an enforcement authority creates a new suspicious case the *Main contact in the company* will be always copied in the email notification that is send to any of the other contacts.

- **Countries covered**

  Click on *Select countries* to show which countries this contact is covering. A box with a list of all European countries will appear. You can choose either *Select all* or specific countries. Then, click on *Select*.

### 2.2.3.1 Export / Import Contact Points

It is possible to export and import the Contact Points between your different company accounts or to your desktop through an excel template. Under Contact Points you find the *Import* and *Export* buttons.

To **EXPORT** contact points, please select from your Contact Points table, the contact points you would like to export.
Once selected, the Export button is activated. Please click on it. A message will appear for you to confirm the number of contact points you want to export.

Once accepted an excel table is generated that can be opened or saved on your PC.

The excel table contains all the fields that can be found under the Contact Points information.
If you want to IMPORT the Contact Points into one of your accounts, please click on the Import button.

A new window opens for you to upload the excel file with your contact points information previously stored on your PC. Click on Select File and Start Import.
You can also download an empty contact points template by clicking on *Download template*

![Download template button](image)

This is recommended if you have a larger 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 the IP Enforcement Portal, the *IPR Portfolio* will be empty. You will need to fill it out with all the intellectual property rights (IPRs) that you want to include for the enforcement authorities to be able to view:

![IPR Portfolio interface](image)

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

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. You can also delete and define the sharing criteria for an existing IPR.

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

You can also search for an IPR within your portfolio by filling out 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*.

*Step-by-step user guide for rights holders*
2.2.4.1 Trade mark

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

Only registered trade marks, for example, national, EU or international can be added to your portfolio. Please fill out one or more of the fields to search for your trade mark(s) within TMview. TMview includes trade marks of all the official trade mark offices participating at national, international and EU level. Then, click on Search Trade Marks.

A list of trade marks that matches your search criteria will then appear. Please choose one or more of the listed trade marks that you would like to add to your IPR Portfolio by clicking on the trade mark within the list. A check mark will then appear next to the owner’s name in order for you to see that you have selected the trade mark. When you have selected the trade marks you want to add, you can click on Add Trade Mark and the selected trade marks will then appear on the front page of your IPR Portfolio.
2.2.4.2 Design

If you want to add a design to your IPR Portfolio, please select the Design folder at the top of the page. Only registered designs, for example, national, EU or international can be added to your portfolio. Please fill out one or more of the fields in order to search for your design(s) within DesignView. DesignView includes designs of 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 then appear. You can choose one or more of the listed designs that you would like to add to your IPR Portfolio by clicking on the design within the list. A check mark will then appear next to the name in order for you to see that you have selected the design. When you have selected the designs you want to add, you can click on Add Design and the selected designs will then appear on the front page of your IPR Portfolio.

2.2.4.3 Geographical Indication

If you want to add a geographical indication to your IPR Portfolio, please select the Geographical indication folder at the top of the page.
Please fill in the denomination of your geographical indicator, then click Search Geographical Indications in order to search for your geographical indicator within CESTO, which includes geographical indications at EU and national level, international non-proprietary names for active pharmaceutical ingredients from WHO (MedNet), as well as any specific information provided by the participating offices.

A list of geographical indicators that matches your search criteria will then appear. Please 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 in order for you to see your selection. Next, click on Add Geographical Indication and the selected geographical indicator will appear on the front page of your IPR Portfolio.

2.2.4.4 Patent, copyright or plant variety
If you want 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 a common database with information and therefore no search utility. Enter your information of your patent, copyright or plant variety manually.

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

File criteria:

- only PDF files can be uploaded;
- the file cannot exceed 1.5 MB.

### 2.2.4.5 Other IPRs

This tab is accessible after clicking on the *Add IPR* button. The tab *Other IPRs* contains all of the IPRs not shown in the other tabs. The results include a column type 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 titles of the columns that are shown in the table of *Other IPRs* are, in order: *Company/Owner, Type of IPR, Name, Expiry date* and *Attachment*.

When you have filled out all 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 Intellectual Property Right (IPR) to your *IPR Portfolio*, you will also be
able to view the information about each product connected to this IPR.

If you look on the front page of your *IPR Portfolio* you will see a little green cross to the left of the added IPR. When clicking on this, any products connected 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 open.

For more information about how to navigate within the product information, please see 2.3 below (Product information).

### 2.2.5 Additional web pages

This field allows you to inform the enforcement authorities about additional websites for your company, apart from the one you have entered within *Company Details*. Please see 2.2.2 above (Company Details).

It could be a web page that includes 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 Web Page* and a new field will open
up.

- **Web page URL**
  Please enter the address for the additional web page you would like to inform the enforcement authorities about.

- **Type of information included**
  Please select the type of information the enforcement authorities are 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 from your web page, please indicate this by clicking the box. The three fields regarding user, password and contact will open up for you to fill out.

```
Add webpage
```

<table>
<thead>
<tr>
<th>Webpage URL</th>
<th><a href="http://www.mycompany.com">http://www.mycompany.com</a></th>
</tr>
</thead>
<tbody>
<tr>
<td>Type of information</td>
<td>--Please Select--</td>
</tr>
<tr>
<td>Is log in necessary?</td>
<td>☐</td>
</tr>
<tr>
<td>User</td>
<td>user</td>
</tr>
<tr>
<td>Password</td>
<td>password</td>
</tr>
<tr>
<td>Contact</td>
<td>Contact information to get access</td>
</tr>
</tbody>
</table>

Please enter the required *User name*, *Password* and *Contact* for your company and click on *Save*. The contact name is necessary if a personal 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 of additional web pages 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 a sharing criteria. For more information, please see 2.1.2 above (Sharing Criteria).
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 where and how your products are sold. To add a selling strategy click on Add selling strategy and a new field will open up.

<table>
<thead>
<tr>
<th>Add selling strategy</th>
</tr>
</thead>
<tbody>
<tr>
<td>Product lines</td>
</tr>
<tr>
<td>- Apply to all the product lines</td>
</tr>
<tr>
<td>- Apply to a specific product line</td>
</tr>
<tr>
<td>Product specification</td>
</tr>
<tr>
<td>(keywords)</td>
</tr>
<tr>
<td>The Specification for this Product</td>
</tr>
<tr>
<td>Only sold in</td>
</tr>
<tr>
<td>--Please Select--</td>
</tr>
<tr>
<td>Never sold in</td>
</tr>
<tr>
<td>--Please Select--</td>
</tr>
</tbody>
</table>

- **Product lines**
  Click on one of the circles *Apply to all the product lines* or *Apply to a specific product line*.

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

- **Product specification**
  The product specification is predefined and retrieved from the EUIPO Harmonised Database (HDB) of goods and services, which reverts to TMclass. It is a database of over 78,000 terms translated into the 23 EU languages and linked under concepts. The use of this list helps enforcer to search for products in their language.

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

- **Only sold in**
  You can select the places where your products are being sold from the drop-down menu.
You can also choose one or more of the following options: Pharmacists, Company branded packaging, Company exclusive stores and Selected distributor.

- **Never sold in**
  You can select where your products are never being sold from the drop-down menu. You can also choose one or more of the following options: Public markets, Internet shops or Plain packaging.

  When you have added a selling strategy you will need to click on Save and the new selling strategy will be added to your list of selling strategies 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’, in order to search for products never sold in public markets, and the strategies matching these criteria will be visible. When deleting the letters please note that all selling strategies will become visible again.

![Search in the results: Pub](image)

<table>
<thead>
<tr>
<th>SELECT</th>
<th>PRODUCT LINES</th>
<th>ONLY SOLD IN</th>
<th>NEVER SOLD IN</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sunglasses</td>
<td>Company exclusive stores</td>
<td>Public markets, Internet shops</td>
<td></td>
</tr>
</tbody>
</table>

**2.2.7 Past Cases Overview**

This section displays all the past cases for a company in a single view. You will be able to see all the past cases for every product in the Company you are working with (both created manually or created from a suspicious case).
The *Past Cases Overview* shows you a table with the same information as the existing *Past Cases table* in *Product Portfolio*, but with an additional column with *the Product Name*, and a hyperlink to the product detail (*View, Edit and Delete* button would be available depending on the user role). Enforcement authorities will view this section in read only mode and only for *Past Cases* related to products that have been shared with them shall be visible.

### 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, delete and *SHARE* the files already uploaded.

Please note that any information uploaded to a file 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 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*. 

<table>
<thead>
<tr>
<th>PRODUCT NAME</th>
<th>COUNTRY</th>
<th>CITY</th>
<th>PLACE TYPE</th>
<th>ADDRESS</th>
<th>AUTHORITY NAME</th>
<th>QUAN</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sun clothing (demo)</td>
<td>Spain</td>
<td>Alcorcón</td>
<td>Warehouse</td>
<td>Calle Nave 42</td>
<td>Policía Nacional</td>
<td></td>
</tr>
<tr>
<td>Sun clothing (demo)</td>
<td>Portugal</td>
<td>Porto</td>
<td>Primary market</td>
<td>Mercado Central</td>
<td>Guardia Nacional Republicana</td>
<td></td>
</tr>
<tr>
<td>Sun glasses (demo)</td>
<td>Germany</td>
<td>Warehouse</td>
<td>Hungarian Customs Airport</td>
<td>50 Directorate</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Then, click on *Start uploading* and the document will be uploaded to the IP Enforcement Portal.

File criteria:

- the file name cannot exceed 100 characters and will not be translated;
- the file cannot exceed 1.5 MB.
We would like to remind you that, 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 want to share the document with.

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 on opening the portfolio.

As this type of information is very sensitive it can only be unlocked using the PIN SAFE. Please see paragraph 2.1.1 above (PIN SAFE).

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 of the information, images, etc. uploaded into one product.

2.3.2 Add a new Product

To add a new product, please click on Add a new Product.
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 use to identify the product you would like to add — it could 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 can also be a group of products or a product line. It could be different products that maybe 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. We recommend using 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 with a given category.

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

  As mentioned above, the product specification is predefined and retrieved from the EUIPO Harmonised Database (HDB) of goods and services, which reverts to TMclass. It is a database of over 78,000 terms translated into the 23 EU languages and linked under concepts. The use of this list helps enforcer 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 identify their products in their portfolio. Distinctive images are uploaded in another section (see paragraph 2.3.3.2 below, Product images/videos).

File criteria:

- only images/photos can be uploaded;
- the file cannot exceed 1.5 MB.

Please 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 just by uploading a new image.

- **Always include**
  Within 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 the Common Nomenclature Tariff (CN Tariff) code(s) of your product.
  If you enter a minimum of two numerical characters the database will search within CN classification and a list of results that matches the introduced criteria will appear in a drop-down menu. Please select one result by clicking on it, and the CN tariff code and description will be copied to the field. This is not a mandatory filed, but quite useful for customs.

- **Declared value on the border**
  Please enter here the declared value of this type of product on the border.
• **Average market value**
This field can be defined within **Product information** after you have added your product — please see paragraphs 2.3.3 (Product information) and 2.3.3.9 (Market value (EU)) below.

• **Minimum quantity**
In this field you are able to specify to the enforcement authorities whether there is a minimum threshold that a seizure should meet before you will take action. Please indicate your minimum number of goods threshold.

If the field is left blank you have indicated a zero tolerance policy within your company, meaning that your company will take action on any number of goods seized by the enforcement authorities.

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

When entering the barcode of the product 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 file using the **Add file** button. The name of the file will be displayed in the **File for bulk upload** fields.

![Barcode interface](image)

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 that will be 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 also update the information by clicking on **Update**.

![Update button](image)

When you have filled out the fields click on **Save**. The SHARE criteria page opens in order to remind you that you need to SHARE your product information with the enforcement authorities. See 2.1.2 (Sharing Criteria) above. You can either select all or a number of them, or decide to SHARE at a later point, once 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

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

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

- **Define Sharing Criteria**
  
  By default your information is not shared with any enforcement authorities before you have defined your sharing criteria. Please see paragraph 2.1.2 above (Sharing criteria)

- **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 want to copy a product then you will need to click on the *Copy Product* button and a new field will open up.

Within this field you can choose which information to copy by ticking off one or more information types from 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 have a name starting with ‘Copy-of_’ when looking under the column *Product name*.

To rename or personalise the product click on the icon *Update* and change the *Product name*.

- **Generate Product Card**

  In this option you can generate a product card as a PDF in different languages that includes the entire product information.

  If you want to generate a product card, click on the *Generate Product Card* button and a new field will open up with a list of all of the official languages within the EU. 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 download.

  ![Generate Product Card](image)

The *Product Card* will include all of the information you uploaded to the IP Enforcement Portal, including images/photos but not videos. However, a note will be added that a video is available in the tool.
Product cards are not stored within the IP Enforcement Portal. They can be generated very fast on the fly, which has the advantage that the information is always up to date.

- **Multiple edition of products**

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

  Select the sections of your chosen product that you want to be copied to other products selected from your portfolio. All products selected will still keep their previous *Product name* and *main image*. Additionally, the main image and product identifier of the selected product will be displayed at the top of this section.

Next, you select those products in which you want 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 *Select all*.

```
<table>
<thead>
<tr>
<th>Product Name</th>
<th>Category</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sun-glasses (demo)</td>
<td></td>
</tr>
<tr>
<td>Sun-hats (demo)</td>
<td></td>
</tr>
<tr>
<td>Sun-clothing (demo)</td>
<td></td>
</tr>
<tr>
<td>Sun-Cream (demo)</td>
<td></td>
</tr>
</tbody>
</table>
```

When you click on *Save*, the IP Enforcement Portal system will display a message asking you to confirm if 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 has been selected.

A warning message is shown informing you that once you click on *Accept* all changes made are 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 want to view all product related information or add additional information, click on one of the name of the product in the column *Product Name* and a new page will open up displaying the *Product information* with a list of sub-folders.
Under the product information you can key in all the relevant information that will help enforcers to distinguish fakes from genuine goods:

2.3.3.1 General info

In this field you can view all the information entered by you when creating the product (see paragraph 2.3.2 above). You can update the information by clicking on the Update button.
2.3.3.2 Product images/videos

In this field you can add additional photos or a video of your products.

Please click on Add file and a new field will open up. As shown in the screenshot example below, it is possible upload multiple images and videos at once. Select the file 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.

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

By clicking on Image Type, indicate if the image is of a FAKE or GENUINE product. Finally, you can add additional helpful information that is linked to the image:

- **Description**
  - This is a free text field for you to fill out, describing the product shown or the image/photo or video you have uploaded. The description cannot exceed 250 characters.
  - The information within this field is not translated. We recommend to complete 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 cannot exceed 1.5 MB.

You can easily lighten the weight of the images you want to upload, by copy-pasting them into Windows paint, save them on your PC and then upload them.

### 2.3.3.2.1 Editing and deleting uploaded images and videos

If you have uploaded a number 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 or delete images and videos one by one at any time.

If any images are corrupt or weigh more than the 1.5Mb allowed the system will show an error.
message indicating which images could not be uploaded and the rest will be uploaded normally.

Once you have made your required changes please remember to click on **Save**.

### 2.3.3.3 View IPR related to this product

Within this field you can show the enforcement authorities which intellectual property right (IPR) within your IPR portfolio is protects to this specific product.

To add a new IPR to your product, click on **Add new Intellectual Property Rights to the Product** and a list of the IPRs you have added within your **IPR Portfolio** will appear.

Then, select the IPRs you want 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.

### 2.3.3.4 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 you. To the left of the map you will
see a list of 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 visible on the map by the shown icon. You can choose one or more categories to be visible on the map.

First, you need to choose which category of information you want to upload — please choose between the following four folders.

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

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

  If you would like to share the city and address of your production place, you must fill in those two fields as well. Choose from the drop-down menu 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 and the production place will become visible on the list of production places on the first tab of the Genuine Logistics folder and on the map (if selected).

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

  Please write the country of your distribution place. You can use the automatic search function by typing in the first couple of 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 fill in those two fields as well. Choose from the drop-down menu 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 and the distribution place will become visible on the list of distribution places on the second tab of the Genuine Logistics folder and on the map (if selected).

- **Importation**
  Before adding information about your importation places you will need to choose which type of importation place you want to upload information about: 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.
Please write the country of your importation place. You can use the automatic search function by typing in the first couple of 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 fill in those two fields as well.

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

Then, click on *Save* to upload the information and the importation place will become visible on the list of importation places on 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.

  Please write the country of origin and the country of destination for your products. You can use the automatic search function by typing in the first couple of 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 fill in those fields as well.

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

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

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

### 2.3.3.5 Packages

This section was created to allow rights holders to provide information on packages that are used for the product. This is based on Regulation (EU) No 1352/2013 and is included in Box 18 of the Application for Action (AFA): Packages (authentic goods) and in Box 26: Packages (infringing goods).
You can provide information here 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 the IP Enforcement Portal system and also in the Application for Action (AFA). (See paragraph 2.4, Application for Action (AFA)).

### 2.3.3.6 Goods clearance details

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

You can provide information here on how customs clearance of authentic goods is carried out and the companies dealing with it.

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 and 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 to the EU, the mode of transport and the specific customs procedures that are used by that particular company at that entry point to the EU. Here, you can enter information on:
• export
• import
• transit
• transhipment
• warehouse.

2.3.3.7 Past cases

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

To add a case, please 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 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 write 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.
2.3.3.8 Companies involved

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

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 Intermediair. You can select more than one function.

If you know which country this company operates from, please add this country as well. You can use the automatic search function by typing in the first couple of 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 complete 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. For this please download the predefined Excel template from the system and using this to upload companies.
Our recommendation is to keep the Excel template stored on your PC, so you can update any changes on that Excel and the quickly upload it in the system.

2.3.3.9 Market value (EU)

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

To add market values, please 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.

2.3.3.10 Traders

This field allows you to upload information about traders authorised to work with your genuine product. For easy understanding, the part of the business that has the contact with the end consumer. For 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 *Name* and *Country*, but for AFA purposes it is recommended also to complete 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.
2.3.11 **Accompanying documents**

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

Please note that any information uploaded within this field is not translated for the enforcement authorities.

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

If you want to upload a file, click on *Add file* and a new field will open up. Please 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, and 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 cannot exceed 1.5 MB.

### 2.3.4 Export / Import of products

Click on *Export / Import button inside Product Portfolio*
Export / Import History opens

2.3.4.1 Products Export

Click on Export button inside Export / Import History

Select Product(s) you want to export from the list and when you finish click on the Export button at
Change file name to your convenience if needed and then click on the accept button.

You will see a confirmation message indicating the export process has started. A moment later another message will be shown indicating the outcome of the export process.
In case of successful result, you will be provided with a link to download the generated expert file from the Export / Import History.

Exported product information is available inside the Zip file. Click on the link in the ‘File Name’ column and save the file to your desktop. A summary of the process can be found at the top right of the entry under the button with the file icon.

2.3.4.2 Products Import

Click on Import button inside Export / Import History
You will be prompted to select the Zip files containing the products you want to import from your PC.

Once you selected the file(s) form your PC click on the Import button. The system will display a confirmation message before processing the file(s).

Once the import uploading process has finalized, a new entry appears in the Export/Import History table. Click on the play action button at the top right of the entry to finalise the process.

Finalise import of product(s) by selecting the products to import and update product specification if needed. By clicking on the Overwrite checkbox you indicate the system to replace the existing product instead of creating a new entry in the Product Portfolio. Click on the 'Import to Product
Step-by-step user guide for rights holders

Portfolio button to add the selected products to your Product Portfolio.

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 found to be suspected of infringing your intellectual property rights (IPR). To do this you need to lodge an Application for Action (AFA) requesting customs to take action.

An EU Council regulation (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) provides procedural rules for customs authorities to enforce IPR with regard to goods liable to customs supervision or customs control, including the procedures regarding AFA. The COPIS system of DG TAXUD is the central database used by EU customs authorities to administer applications for customs action.

According to the regulations an AFA must be submitted to a competent customs department designated by the Member State. A list has been made public by the Commission on their web page (https://ec.europa.eu/taxation_customs/sites/taxation/files/resources/documents/customs/customs_controls/counterfeit_piracy/right_holders/defend-your-rights_en.pdf), to ensure uniform conditions for the application.

The Commission has established standard forms. The AFA form specifies the information that must be provided by the rights holder. The AFA is a paper form; however, some Member States have computerised systems available for receiving and processing the AFA. As a user of the IP Enforcement Portal you can generate your AFA as a PDF document, identical to the standard form mentioned above and send it electronically to the EU customs. If you want to generate an AFA including the data that you previously uploaded in to the database, you must click on Application for Action. The process for generating and send your Application for Action has been divided into four steps, detailed in the following sections.
2.4.1 Application for Action — missing data

Before starting an Application for Action (AFA), it is required that the mandatory fields within the Exchange Information function (market with a red asterisk (*)) are completed. If the mandatory information is missing at Company information level, the tool will warn you before you can start generating the AFA.

The following message is displayed, highlighting the missing information:

Missing data required for generating the AFA

There is information missing that is mandatory for the generation of an Application for Action. Please complete the following missing data required for generating the AFA:

The following fields of the company details are required: any phone number or fax.

The following fields of the company contact points are missing: country, city or town, address.

2.4.1.1 Company Details

The first time a rights holder logs in to the IP Enforcement Portal, under Company Details, the user will see that a number of the fields are already filled out with information about their company. This information has been transferred automatically from TMview or DesignView when the rights holder account was created.

The rights holder can always change the information about their company in the IP Enforcement Portal. When clicking on Update, the following fields will be available to update in a new window. See 2.2.2 (Company Details) above.
Please remember, as mentioned above that for AFA purposes it is recommended to enter at least one of the tax number fields offered.

![Image](image.png)

⚠️ Very soon the EORI will become mandatory, so we highly recommend to enter it.

### 2.4.1.2 Contact Points

This is very important information for the enforcement authorities. Here is where the rights holder can inform customs about who to contact should they find suspicious goods relating to the rights holder’s intellectual property rights (IPRs).

![Image](image.png)

It continues to be a real challenge for the enforcement authorities to identify a rights holder and obtain their correct contact information.

As per Regulation (EU) No 608/2013, the AFA needs to provide a contact for both Technical and Legal questions in all 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 the legal aspect is considered by the customs authorities as entitled to act on behalf of the holder of the decision. In this case, the option *Legal questions* must 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 matters 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 intellectual property right or the intellectual property rights concerned.

In particular, the customs authorities may contact the contact point about technical matters before detaining goods in cases where more information is needed from the holder of a decision to assess a potential infringement of his or her IPR. The contact point for technical aspects is considered by the customs authorities as entitled to act on behalf of the holder of the decision.

The contact point for legal matters and for technical matters may be the same person. In such a case, the option *Technical/Legal* must be selected.

There may be one contact person covering all the Member States where the AFA is applicable or different contacts for different Member States.

The rights holder should fill out this field with as much detail as possible and then update the information on a regular basis.

With regard to *Product information*, if there is missing data required for generating the AFA the missing data is listed together with a link to access the corresponding section where the data must be completed in order to generate the AFA. The tool will generate an error message and provide a link to the missing information filed. See 2.4.5.2 above (*Missing information messages*).

### 2.4.2 Start Application for Action

If all the mandatory data is complete, you can access the Application for Action management section and view all the Applications for Action generated by your company.

Here you can also find a link to the list of customs departments designated by Member States to receive and process AFAs:
2.4.3 Application for Action — Step 1: countries and languages

As a rights holder you can start a new Application for Action by clicking on Start Application for Action. In this first step you can include the following information:

- **Submission country**
  Member State where the pre-AFA application will be submitted and whose customs officials will validate the pre-AFA in the customs system.

- **Languages**
  Language used for generating the pre-AFA. You can select from the languages available for the issuing country selected. We also offer English, as it is accepted by some customs authorities although it is not their official language.

- **Applicant Status**
  Identify the entitlement to initiate proceedings.

- **Member States in which customs action is requested**
  In a Union AFA, you need to select for which other Member States you request customs actions.

When clicking on Select Countries, a combo will open offering all the remaining Member States, the Submission Country being already included in the AFA.
• **Generate an AFA ex officio**
  Only for national AFAs. It may happen that a customs authority in one Member States detains suspected goods that are not covered by a valid AFA. In this case, the rights 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. Information regarding product identification, that is, the product information under Step 3, does not have to be included in this case.

2.4.3.1 **Representatives submitting the application in the name of the applicant**

For legal representatives that submit the application in the name of the applicant, it is mandatory to enter the information of the representative. When selecting *Representative submitting the application in the name of the applicant*, a table will display listing the one or more Legal Representative included in the Company Details. Select the legal representative you want to include in the AFA.

The application must include evidence of their powers to act as a representative in accordance with 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. Please note that if the user selects this option it is mandatory to include at least one file.
2.4.3.2 Licence agreements

By choosing this option, the applicant can select the documents uploaded in the Company Information section under Document Portfolio with the category Licence Agreement. The applicant can download and view the files by clicking on them. Several files can be selected and uploaded within this section.

Please note that if the user selects this option it is mandatory to include at least one file.

Once all the files have been completed, click on Next

2.4.4 Application for Action — Step 2: select your IPRs

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 of their Product Portfolio.
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 rights.

National IPRs are only displayed if the rights holder applies for a national AFA, that is, when only the submission country is selected. The AFA will only be applicable in this particular Member State.

Only the trade marks and designs that are valid at the time of application (in status registered) 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.

Once you have selected your IPRs, click on Next. You can return to Step 1 by clicking on the Back button.
2.4.5 Application for Action — Step 3: select your products

In the third step you can select the products to include in the pre-AFA. It is possible to select only those products associated to the IPRs selected in Step 2. The IPRs that are associated to each product are listed in the column IPRs Included.

From the table you can only select those products that include all the information required for being included in an pre-AFA and those that are shared with the customs authorities of all the countries selected in Step 1 (countries and languages).

2.4.5.1 Restricted handling

By selecting Apply restricted handling to all the products included in this pre-AFA, you select ‘restricted handling’ of the AFA information, that will only be visible in COPIS\(^1\) to the customs authorities of the Member states where action is requested (applicable countries).

2.4.5.2 Missing information messages

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 including an information message (tool tip), indicating the

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\(^1\) COPIS is the central repository for AFAs of the EU Commission (DG Taxud)
fields that have to be completed in order to include this product in the AFA. In addition, links to the missing information fields will be displayed in the final column of the product row. By clicking on these links, you can access the corresponding product section and complete the information.

The following messages can be displayed with links to the missing information sections.

- 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.

In this section the rights holder will be able to fill in the missing information by clicking on the *Add Production Place* tab. The rights holder needs to 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 needs to be involved.

• **Traders**  
The rights holder also needs to 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.

• **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 has not been SHARED in the IP Enforcement Portal with the national customs authority, the AFA cannot be generated and the corresponding error message is displayed.
The data sharing criteria allows rights holders to decide which enforcement authorities can access the uploaded information about their products. This means that rights holders can decide what information is accessible only to customs or police and what information is accessible to all enforcement authorities.

The user can select all the enforcement authorities at once by clicking the box 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 takes you directly back to Step 3 of your pre-AFA.

- **Return to AFA**
  After missing information is completed, the link contained in the breadcrumb on the top right of the screen, takes you back to Step 3 of the pre-AFA:

2.4.5.3 **Infringing companies**

Here you can include companies involved in infringement that due to data protection will not be stored in the IP Enforcement Portal, but sent to customs with the pre-AFA and will also appear in the PDF file of the pre-AFA.
The fields are the same as for *Companies Infringed* and the tool also allows a bulk upload.

### 2.4.5.4 Small consignments

By ticking the *Small consignment procedure* checkbox, the applicant requests the use of the procedure for destruction of goods in small consignments. This selection will be reflected in the pre-AFA generated when the corresponding field is ticked.

It is possible to select this procedure per Member State. You might want to apply this procedure in some countries but not in all.

By clicking on Select Countries, you can select the Member States in which you agree to the small consignment procedure. Once you have selected all the options and entered the information you wanted to include, click on Next. You can return to Step 2 by clicking on the Back button.

### 2.4.6 Application for Action — Step 4: review and send pre-AFA to customs

In Step 4 you can review the pre-AFA and the annexes that will be sent to customs and generated in the PDF document. It includes the company's information and the options selected in the previous steps.

It is possible to download and print the DRAFT pre-AFA at this stage.
Once you have reviewed the pre-AFA and before you send it to customs, you must that acknowledge that signed paper version of the AFA needs to be submitted to the competent customs department of the submission country.

Once you click on Send to customs, the processing of the pre-AFA starts.

Rights holders receive notification by email when the pre-AFA is sent electronically to customs. Depending on the volume of information contained it may take one day. If there is any error in sending the pre-AFA to customs, a different message will be displayed detailing the error and the pre-AFA will be saved as a draft so that it is possible to continue working on it.

2.4.7 Application for Action — email notification to rights holder(s)

The rights holder(s) will receive an email only once the pre-AFA 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 company the user belongs to.

Dear user,

The Pre-AFA with ID E$YYYYMMDD0445546000013 has been sent electronically to customs.

Please do not forget to send a signed printed version of the pre-AFA by post to the customs authority of the submission country (EU customs contact details).
If you have chosen Spain as the submission country, it is not necessary to send your pre-AFA to the customs authority by post.

When Spain is selected as the submission country, a digital certificate is needed in order to enter and sign the pre-AFA electronically (in Spanish: solicitud de intervención de marcas) in the Spanish Agencia Tributaria (Sede Electrónica).

When Italy is selected as the submission country, apart from sending by post the signed printed version to the customs authority, you are required to access the Italian system (FALSTAFF) in order to sign the pre-AFA electronically. For this, you are 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.

You can find further information in the Step-by-step user guide.

If you are a representative submitting this pre-AFA 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 IP Enforcement Portal Team

By clicking on the link of the pre-AFA ID, the pre-AFA table will be displayed, highlighting this particular AFA.

Please click on the PDF icon displayed to open the pre-AFA for printing, signing and sending to Member State countries (except SPAIN, for more information see 2.4.8 below). As per Regulation No 608/2013 on the customs enforcement of IPR, the customs authority of the issuing country has 30 working days of receipt of the application to notify the rights holder of its decision.

All of the contact details for EU customs are in the second link of the abovementioned email. 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 remember to include, together with the printed signed version of the pre-AFA, evidence of the representative powers to act as a representative in accordance with the legislation of the Member State in which the application is submitted.

2.4.8 Application for Action sent to Italian and Spanish customs as submission countries

- Spain
If your submission country is Spain, it is not necessary to send a signed paper version of the pre-AFA to the Spanish customs. Once the pre-AFA has been submitted in the IP Enforcement Portal, it will be sent electronically and automatically uploaded to the Spanish system, the Sede Electronica of the Spanish Agencia Tributaria.

https://www.agenciatributaria.gob.es/AEAT.sede/tramitacion/DB07.shtml

Go to (in Spanish) Alta de solicitud de intervención de Marcas and click on Alta de solicitud precargada a partir del Código IP Enforcement Portal-EUIPO. With your digital certificate, you will need to provide your pre-AFA ID. Please, do not forget to click on Sign send (in Spanish: Firmar enviar) to finalise the process.

- **Italy**
  If your submission country is Italy, a signed paper version of the pre-AFA has to be sent to the Italian customs.

  In Italy, when a pre-AFA is sent to customs, it is uploaded to the Italian system (Falstaff) and a one-time password (OTP) is sent by email to the legal representative indicated in the pre-AFA (the legal representative defined in the IP Enforcement Portal). Then, it will be possible to access the pre-AFA in Falstaff by entering the pre-AFA ID and the OTP received by email, to insert the electronic signature.

  On the same screen there is also the option to regenerate this OTP. You can find detailed information on the Italian system in the following link in the video '02 — Come recuperare il codice della pre-AFA scarica il video':

2.4.9 Application for Action — preAFA table

The table includes a list of the preAFAs that have been generated by your company and the printable version in the languages selected. The following fields are included in the table.

- **preAFA ID**
  An internal ID generated to identify the preAFA in the IP Enforcement Portal.

- **AFA ID**
  The ID of the AFA received from customs when the AFA is created in their system.

- **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.

- **Requested countries**
  Applicable countries that is to say other Member States in which customs action is requested.

- **PreAFA sent**
  Date of submission of the AFA.
• **IPR**
  Intellectual property rights included in the AFA.

• **Products**
  Products included in the AFA.

• **Status**
  The following statuses are defined for an AFA.

  - *Internal draft*: the preAFA has been saved as a draft and it has not been sent to customs yet. When a preAFA is in *Draft* status, the actions *Edit* and *Delete* are available.

  - *Submitted*: the preAFA and the attachments have been deemed as submitted by the customs system COPIS.
  - *Created*: the AFA has been created in COPIS.
  - *Granted*: the AFA has been granted. The AFA ID is available.
  - *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.

There are a number of system statuses from COPIS that are also visible to the user:

  - *Processing*: the preAFA is send to COPIS.
  - *Received*: the preAFA has been received by COPIS.
  - *Validated*: the preAFA has been validated by COPIS. The format is correct.
  - *Rejected*: the preAFA has not been validated by COPIS.
  - *Attachment unavailable*: there is a problem in COPIS when retrieving the attachments.
  - *Processing Extension*: the AFA extension request is send 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.

- **Expiration Date**
  Date in which the AFA expires.

- **Languages**
  This column includes the translations (PDF) of the AFAs in the languages of the applicable Member States selected plus English, French and German.

- **Actions buttons**
  For the preAFA, in draft status, the actions buttons are *Edit* and *Delete*.

Once the AFA has been submitted, the action buttons displayed are the PDF button for the preAFA form and the magnifying glass.

By clicking on the magnifying glass, you can access the status history of the preAFA:

Once the AFA has been granted, in addition to the above buttons, the *Request AFA Extension* button is also displayed:

2.4.10 Application for Action — AFAs extensions

The IP Enforcement Portal allows you to file AFA extensions, for both AFAs filed through the IP Enforcement Portal and AFAs filed outside the IP Enforcement Portal.
To extend an AFA filed through the IP Enforcement Portal, go to your AFA list and click on the black arrow to the right of your granted AFA.

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.

If your AFA was granted outside the IP Enforcement Portal, click on *Extend an AFA not created/extended in the IP Enforcement Portal*.

The form will be displayed, with the information about your company’s profile already having been completed automatically by the system. You will need to add the following data about the AFA to be extended — AFA ID, submission country, language and type of AFA (national or union) — as well as information about the requester of the AFA extension.
Clicking on *Next* will give you a PDF document with your AFA extension. This document has to be printed, signed and sent by post to customs in the submission country. If necessary, you can also download a draft version of this document before sending it to customs.

The address of customs in the submission country can be found by following the link in confirmation email sent to you after you have submitted an AFA extension or under [https://ec.europa.eu/taxation_customs/sites/taxation/files/resources/documents/customs/customs_controls/counterfeit_piracy/right_holders/defend-your-rights_en.pdf](https://ec.europa.eu/taxation_customs/sites/taxation/files/resources/documents/customs/customs_controls/counterfeit_piracy/right_holders/defend-your-rights_en.pdf)
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.

In this part of the Exchange Information function, the authorities can alert you in an easy, structured, way and in their own language when they find goods suspected of infringing your intellectual property rights (IPR). You as the rights holder can then review and answer the authorities’ questions on the case.

When an enforcement authority creates a suspicious case involving your company and products, it sends a corresponding email, including a link to the case details, to a recipient (Contact Point) selected from the IP Enforcement Portal. A copy of the email is sent automatically to your main contact person for the enforcement authorities and to your company’s master account holder.

The case can then be accessed by the recipient via the link and by your company from 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 a period of time displayed in Answer Deadline.

2.5.1.1 Sent by Police

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

- **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 has 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) has received regarding the suspicious case.

![Answer Suspicious Case](image)

- **Sender/Receiver**
  This field gives details of the authority that sent you a suspicious case. The authority can also include the related AFA ID if relevant.

- **Company Contact**
  This field shows contact points included in your company’s profile: 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 alert, that is to say, the product detained (product specification), actual or estimated quantity, sale per unit and units of measure. The authority can also mention here whether the goods are perishable.

- **Attached Images**

![Attached Images](image)

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

- **Documents Attached**
  Here enforcers can attach documents that could be helpful, such as invoices or export documents.
• **Detention Information**
  This field indicates the exact detention place of the goods suspected to be counterfeit. You will find here 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 a 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).* You can provide additional information if you wish 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 the IP Enforcement Portal will generate an email to the case creator, letting them know that their request has been answered.

2.5.1.2 **Sent by Customs**

If the suspicious case comes from customs authorities, Article 17 of Customs Regulation (EU) No 608/2013 limits the amount of information that customs authorities can share at this stage with the rights holders. Therefore, there will be fewer fields displayed:
For information on the different sections and fields, please see above 2.5.1.1 (Sent by Police).

2.5.2 Multiple Exchange of Information

Both for Customs and Police, the tool foresees 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 accordion every time you click in Save and Send.

Be aware of the deadline set by 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 in the Add New Information button:
2.5.3 Management of Suspicious Cases

The suspicious case received will be listed in a table under 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 both by you or the enforcement authority by clicking on the Close Suspicious Case icon.

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

- Close case
- Close case and create a 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.
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 Suspicious Cases.

For closed Suspicious Cases the available actions are View Suspicious Case and Add Past Case.

2.5.4 Add Suspicious Case

As a rights holder, you may 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 you must click on the Add button on the top right corner of the Suspicious Case Room screen:

You should fill out all the information known about the Suspicious Case and then answer with a new information exchange, prior to send the Suspicious Case back to the enforcement authority.
2.5.3.5 Generate exchange history to PDF

From inside the Suspicious Case you can export the information to printable PDF by using the *Download* button in the bottom right corner of the screen:
2.5.4 Export Suspicious Cases

Select the **Suspicious Cases** you want to export and click on **Export**

An excel file containing the selected suspicious cases will be generated for you to store on your PC.
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. The authorities thus alerted 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), police does not get this information. The alerts created through the IP Enforcement Portal can contain the same information on products, IPRs and contact information that can be found in an AFA.

Make sure to 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.

If you have 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.
2.6.1 Potential Infringement or Trend

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 European borders, 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.
- If you want to provide internal market forces with the same information that is included in the AFAs for customs, create an alert including your IPR, product and contact information.
• **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 you have filed an Application for Action (AFA) relating to the products contained in the AFA, it may be helpful 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.

• **Infringing Goods (product specification)**  
The product specification is predefined and retrieved from the EUIPO 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. Choose and 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 can choose one or more contact points for your alert.

• **Receivers of the alert**  
In this field you add the authorities you would like to send your alert to. You can select all enforcement authorities or just a limited number of them.

• **IPRs infringed**  
In this field you add the intellectual property right (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 it/them.

• **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 on the consignment, origin, transit/transhipment 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 data base, but included in a PDF attached to the alert.

• **Attached Images**  
In this field you can upload images/photos that you think could 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**. Please add the measurements of the product, the product packaging, etc.
• **Documents Attached**
   In this field you can upload additional documents in word or pdf format that you think could help the enforcement authorities when they are looking for the goods. The file must not exceed 1.5 MB.

2.6.2 **Online Infringement**

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

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

- **Receivers of the alert**
  In this field you add the authorities you would like to send your alert to. You can select all enforcement authorities or just a limited number of them. Independently of the enforcement authority you select, Europol is always put in copy and receives all alerts sent through the IP Enforcement Portal.

- **IPRs infringed**
  In this field you add the intellectual property right (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 it/them.

- **Internet Addresses**
  In this field you can provide detailed information about the webpage on which you found counterfeit goods. You can either bulk upload this information in the Excel document or use the Excel template from the system.

- **Attached Images**
  In this field you can upload images/photos that could 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 format that you think could help the enforcement authorities when they are looking for the goods. The file must not exceed 1.5 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.
When you have finalised the alert (whatever type), click on Send and an alert confirmation will pop up if your message has been sent successfully.

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

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.

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.

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

2.6.3.3 Previous Exchange

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

Here you can reply to each authority that 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 accordion every time you click in...
Save and Send.

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

In order to add further information exchanges with the desired authority you must click in the Add New Information button:

![Add New Information button]

To reply to the authority you need to indicate the type of answer: Please find additional information; Please find updated information; See comments. You can provide additional information if you wish 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 the IP Enforcement Portal will generate an email to the authority, letting them know that their message has been answered.

2.6.3.4 Generate exchange history to PDF

From inside the Alert you can export the full information to printable PDF by using the “Download” button in the bottom right corner of the screen:
If you want to export the exchanges with each authority individually you can do it 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.
2.6.4 Export Alerts

Select the Alerts you want to export and click on Export.

If you have selected different types of alerts (Potential Infringement or Trend and Online Infringement alerts), two excel files will be generated to store on your PC (one per type) containing all the information of the alerts selected.
2.7 **Report non-EU cases function in the IP Enforcement Portal**

IP Enforcement Portal users have access to the functionality “Report non-EU cases” by clicking in a tab located in the top right screen:

![IP Enforcement Portal](image)

You can switch between your portfolios in both systems without re-entering any new credentials (login/password) even if the two tools are kept separate to ensure optimal security for both systems.

Master users of the *Exchange Information* function get access also to the *Report non-EU cases* function together with access to the IP Enforcement Portal. The master user can request access in this functionality for his or her colleagues via email to IPEnforcementPortal@euipo.europa.eu.

The Report non-EU cases function was created in collaboration with the European Commission (DG Trade) to allow EU companies (directly or through representatives or associations) to report on IPR infringements in countries outside the EU in a structured format, thus being able to submit cases, search their own cases and report on these.

![IP Enforcement Portal](image)

This functionality relates to intelligence sharing: users of this functionality can tap into this source of knowledge to shape their business strategies in non-EU countries and reduce their risk of suffering IP infringement. In fact, contributions are shared among users in an anonymised way so that overall statistics by country can be drawn and trends identified.

Furthermore, the tool permits EU policymakers to obtain additional information and statistics to help shape their intellectual property discussions with countries outside of the EU, thus improving the IP landscape there for EU businesses.

For information on how this tool works, please consult the *Report non-EU cases* function user guide.
2.8 Customs and police repository

Within this part of the IP Enforcement Portal you can find the enforcement authorities with competence in intellectual property rights (IPR) within the different Member States and their contact details — an enforcement contact and address book for you as a rights holder.

On 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 in order for you to narrow down your list of relevant authorities. You can search for a specific authority, the type of authority or authorities within a specific country.

By clicking on the magnifying glass icon to 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 can be a different type of authority, such as the Market Surveillance Inspectorate.

- **Address**
  In this field you will find the address location of the authority.

- **Main phone**
  In this field you will find the main phone number for the authority that you can contact them on.

- **Fax**
  In this field you will find the fax number for the authority that you can contact them on.

- **Using the IP Enforcement Portal**
  In this field you will see whether or not that specific authority is using the *Exchange Information* of the IP Enforcement Portal.
• **Email**
  In this field you will find the email address for the authority that you can contact them on.

• **The email to use for alerts**
  In this field you will find the email address for the authority that you can contact them on in relation to alerts. Keep in mind that this could be different from the email address that is used for daily 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 for the authority that you can contact them on.

• **Web page**
  In this field you will find the web page address for this enforcement authority.

### 2.9 User management

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

If you don’t see the log in to the TMDN.

You will access the **Control Panel**:

In TMDN (*My network*) you have various options on the control panel but only *Edit profile* and *User*
management apply to you as a user of the IP Enforcement Portal.

### 2.9.1 Edit profile

In order to enter Edit profile, you need to click on your name after signing in the tmdn. Within 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 as follows:

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

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

![Edit profile](image)

### 2.9.2 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. This user can create sub-accounts of that company and has access to all the information of the company.

- **Sub-accounts**
  
  These users have access to all the information of the company but do not have user management rights.

When applying for an account within the IP Enforcement Portal, you need to decide who within your company should handle the **Master account**. The **Master 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.

IP Enforcement Portal users should also have a four digit PIN SAFE in order to access all information within the Product Portfolio. The PIN SAFE is sent automatically by email when a new user is created.
If you are the company administrator user, you have the ability to create further users within your organisation. Users that are created by the administrator can access the control panel but the *User management* option will not be available.

When you access *User Management*, as the administrator of your company you are already in the list of registered company users as the only user in your organisation. Once you start to add users to the IP Enforcement Portal system this list will grow and you will be able to filter the results within the form above the table.

### 2.9.2.1 User creation

Type in all the required fields (*Username*, *First name*, *Last name* and *Email address*) and associate the user to your organisation by selecting the only option within the *Member of drop-down list* (please note that this drop-down list only holds your company identifier). If you tick the option *Yes* under *Send mail*, the system will send an email automatically to the user requesting to activate his or her account and set the password. If you tick the option *No*, the user will not receive any email notifications. If you have selected this option, you can decide that the system sends the email to the user at your convenience 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* user details, *Reset the password* or even *Deactivate the account*. It is important to assign a role (action) to the new user, otherwise he or she will not be able to log in.

If you select *Update* on the *Actions* button the following screen is displayed. Now you can set the user’s *Additional information* and *Access rights* to the tool:
As an administrator the most important thing you need to do on this screen is:

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

Please ignore the other buttons as they will not have any effect on users of the IP Enforcement Portal.

Let’s start with 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.

Submit your changes and proceed with the Application roles button from the previous screen.
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 which will generate a PIN and send it to the users email address.

If the PIN SAFE mode is not activated, the sub-account holder will not have access to the product information level.

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

### 2.10 Statistics

In this part of the functionality “Exchange Information”, you can find statistics classified in three categories:

- **My statistics**
  This section includes statistics of the company’s activity inside this functionality, 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.

2.11 **Help**

For questions and technical issues you can always email IP Enforcement Portal administration at: IPEnforcementPortal@euipo.europa.eu
## Glossary - terms, acronyms and abbreviations

<table>
<thead>
<tr>
<th>Term</th>
<th>Description</th>
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<tbody>
<tr>
<td>AFA</td>
<td>Application for Action</td>
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<tr>
<td>CESTO</td>
<td>Common Examiners Support Tool</td>
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<tr>
<td>CG</td>
<td>Common Gateway</td>
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<tr>
<td>COPIS</td>
<td>The Anti-Counterfeit and Anti-Piracy System</td>
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<tr>
<td>CSN</td>
<td>Customs Secure Network</td>
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<tr>
<td>DG TAXUD</td>
<td>Directorate-General for Taxation and Customs Union</td>
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<td>IPEP</td>
<td>IP Enforcement Portal</td>
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<td>EPE</td>
<td>Europol Platform of Experts</td>
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<td>InfoSec</td>
<td>Information Security</td>
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<td>IPM</td>
<td>Interface Public Members</td>
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<tr>
<td>IPR</td>
<td>Intellectual Property Right</td>
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<tr>
<td>SRS</td>
<td>Software Requirements Specification</td>
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<tr>
<td>WCO</td>
<td>World Customs Organization</td>
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<tr>
<td>WHO</td>
<td>World Health Organization</td>
</tr>
<tr>
<td>TMview</td>
<td>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.</td>
</tr>
<tr>
<td>DesignView</td>
<td>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.</td>
</tr>
</tbody>
</table>