Product Safety Business Alert Gateway
User manual for producers and distributors

How to prepare and submit a notification

Contact: JUST-BusinessGateway@ec.europa.eu

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CHAPTER 1. INTRODUCTION

You are about to provide the authorities of the EU Member States and EEA countries with information concerning an unsafe product you have placed on the market. Please read this manual as it explains how to correctly complete and send this information using the "Product Safety Business Alert Gateway" (hereinafter referred to as 'Business Gateway'), formerly known as "GPSD Business Application tool".

NOTIFICATION OBLIGATION

The Business Gateway has been created in order to simplify the practical aspects related to the obligation of producers and distributors, under Article 5(3) of the General Product Safety Directive (2001/95/EC, GPSD), to notify the competent national authorities in the Member States if they know or ought to know, on the basis of the information in their possession and as professionals, that a product they have placed on the market is dangerous.

NATIONAL AUTHORITIES

Producers and distributors are encouraged to contact the national authorities of the Member States if they have evidence of or suspect a potential problem in order to discuss whether a notification is appropriate. The authorities will assist them in meeting their notification obligations.
The updated list of national market surveillance authorities is available on the Europa website:

HTTP://EC.EUROPA.EU/CONSUMERS/CONSUMERS_SAFETY/SAFETY_PRODUCTS/RAPEX/ALERTS/REPOSITORY/CONTENT/PAGES/RAPEX/DOCS/RAPEX_APPOINTED_AUTHORITIES_EN.PDF

BUSINESS GATEWAY

The Business Gateway consists of two elements: the notification form and an online database.

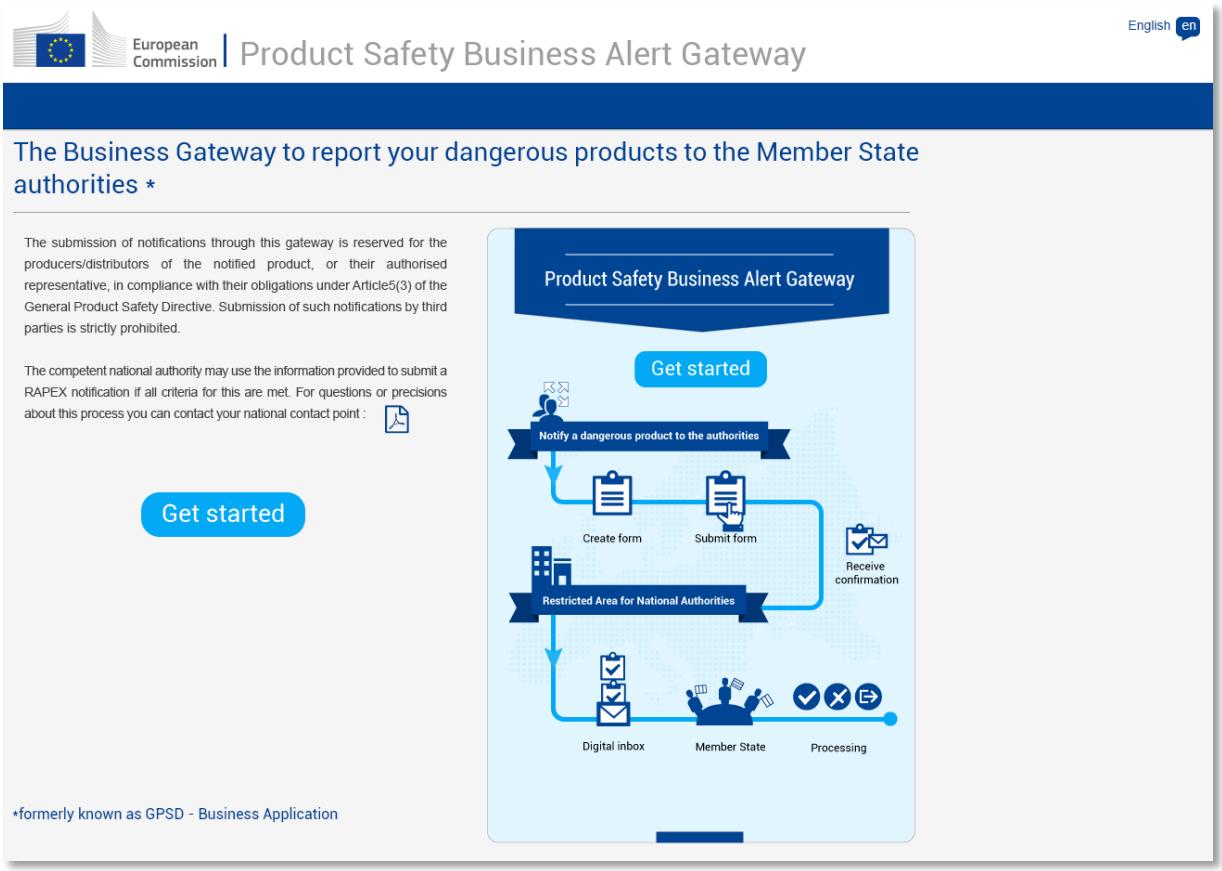
The notification form is intended for producers and distributors. Producers and distributors should use this form to inform the competent national authorities of the Member States that a product they have placed on the market is dangerous, in line with their obligation under Article 5(3) of the GPSD. All notifications will be sent to and stored in the online database.
The notification form can be completed in one of the following working languages: English, French, German, Italian and Spanish.

The online database is intended exclusively for use by the national authorities of the Member States responsible for receiving notifications of dangerous consumer products submitted by producers and distributors. Businesses do not have access to the general database but can access the list of notifications they have sent.

SUBMISSION OF THE NOTIFICATION

In order to inform the national authorities of the Member States that a product placed on the market is dangerous, you should connect to the Business Gateway tool (**HTTPS://WEBGATE.EC.EUROPA.EU/GPSD**), fill in the form and submit it to the National Authority of the Member State that is considered mainly concerned.

You will find more detailed instructions in CHAPTER 3.



REQUIREMENTS

The following are required for completing and sending the notification form:

- EU Login account (see CHAPTER 2)

- Internet access and a browser;

ATTACHMENTS

Please note that only the following file types are supported:

For photos:

- ***jpeg or .jpg*** *extension: Joint Photographic Experts Group (JPEG) format used for compressed images on the Internet*.

For other additional documentation

- ***.doc .docx*** *extension: MS Word files*;
- ***.pdf*** *extension: Acrobat Reader files*;
- ***.txt*** *extension: Raw text file supported by all text editors*;
- ***.xls .xlsx*** *extension: MS Excel files*;

Please note that documents attached to the notification form **cannot exceed 2 MB in size.**

CONTACT

Please report any technical problems to: JUST-BusinessGateway@ec.europa.eu

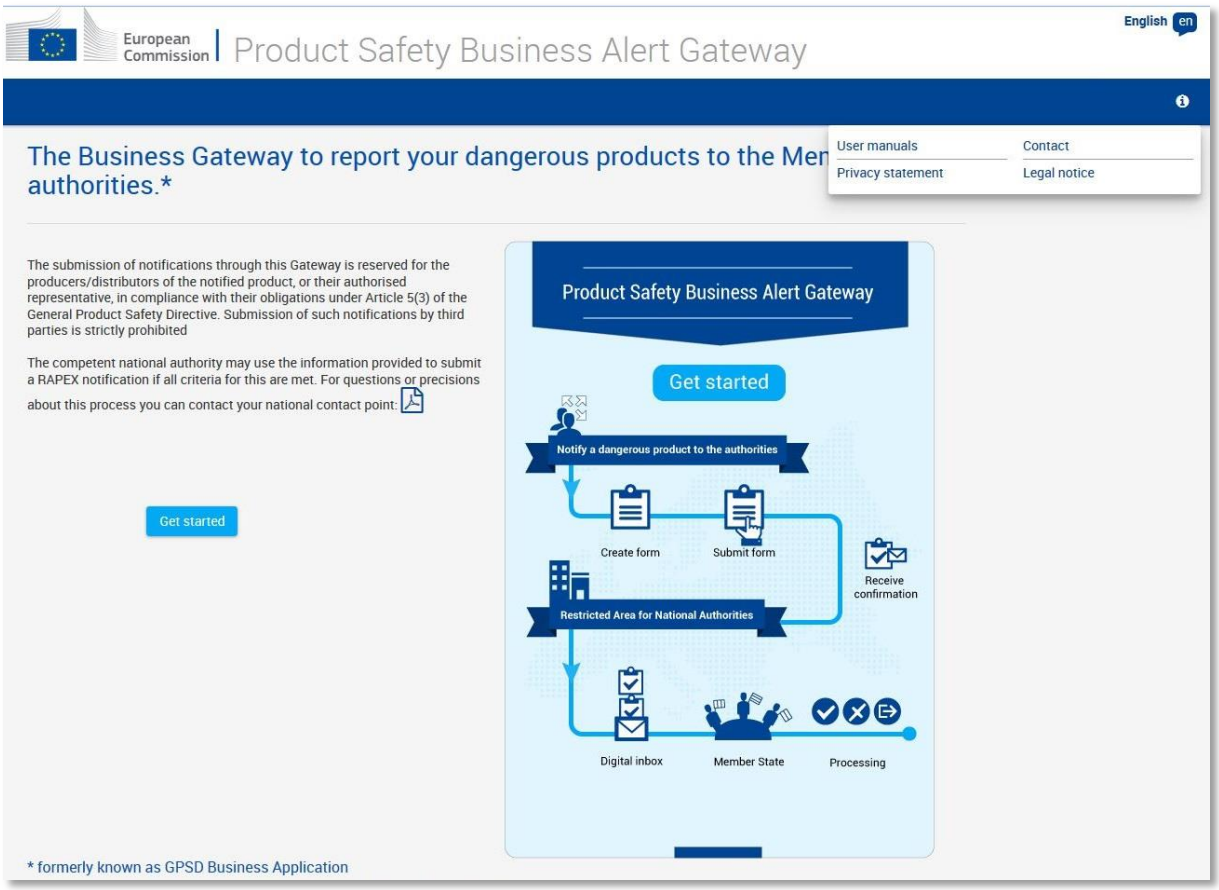
CHAPTER 2. GETTING STARTED

2.1 LOGGING INTO THE SYSTEM

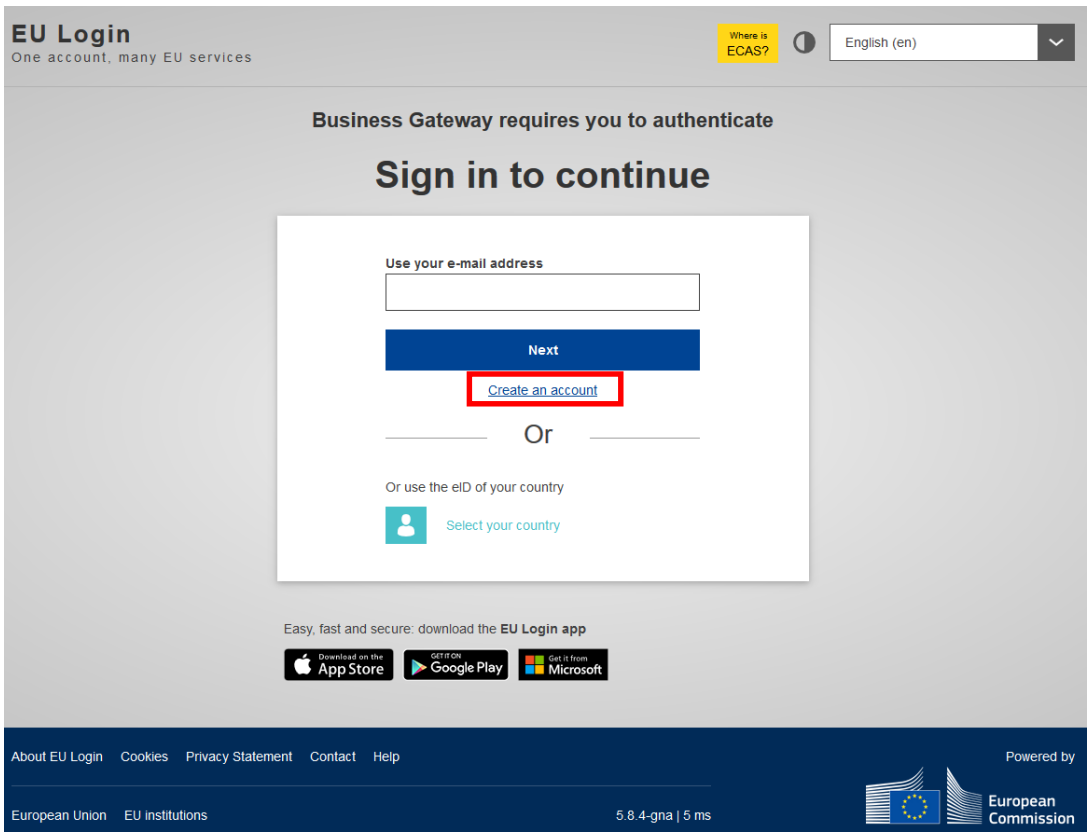
In order to login to the Business Gateway system, you need an EU Login account.

To create a new EU login, please follow the steps below. If you already have an EU login account, you can go directly to page 9.

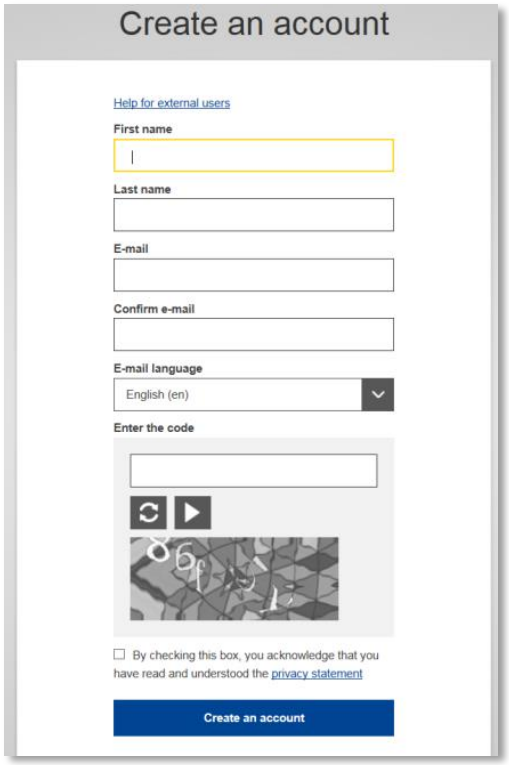
- Enter the Business Gateway link in your browser (https://webgate.ec.europa.eu/gpsd)



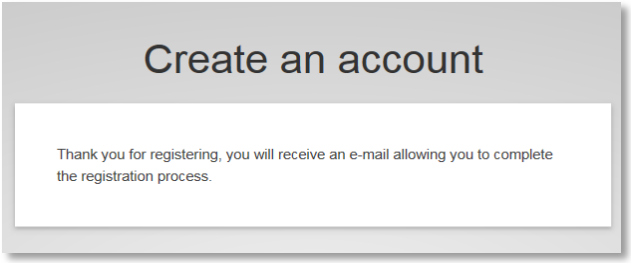
- Click on the '**Get started**' button, or on the picture on the right side of the page
- The EU Login screen will be displayed
- **If you do not yet have an EU Login account**, click on **'Create an Account'**



- Fill in the mandatory fields:



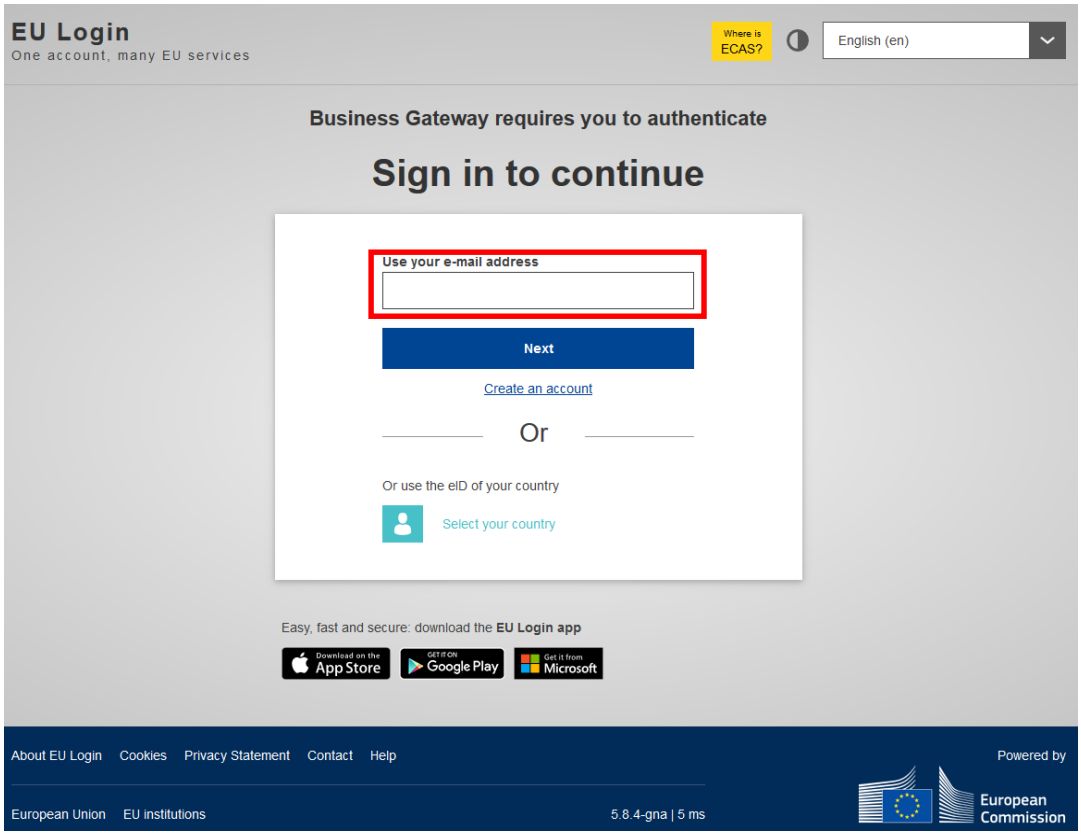
- An e-mail will be sent to the provided e-mail address



- Click on the link received in the e-mail.

If you already have an EU Login (EX-ECAS) account:

The EU Login screen will be displayed:



To login to the system, you should provide your EU Login e-mail address or your existing user ID (old ECAS user ID) and then click on Next

You may now enter your password and click the 'Sign in' button.

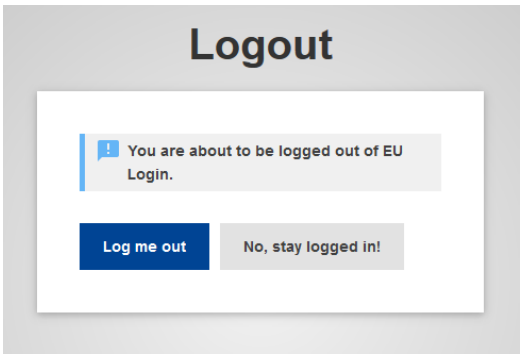
After the authentication you will be redirected to the page below:

2.2 LOGGING OFF FROM THE SYSTEM

To log out of the online database, click on the small arrow in the top right-hand corner of the screen, and select 'Logout'.

Save your work if you have to leave your computer as your information may be lost: for security reasons, the system will log you out after 30 minutes of inactivity.

After logging you out of the Business Gateway, the system will ask if you **also** want to be **logged out of EU Login.**

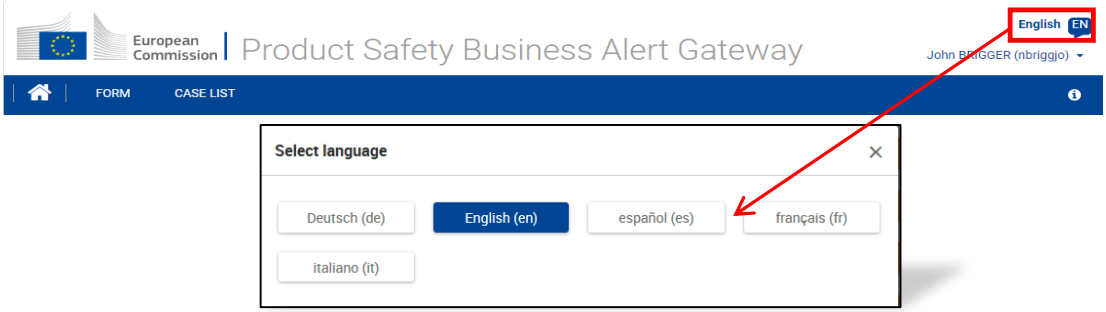


2.3 2.5 Languages

The database interface is available in **five languages**: English, French, German, Italian

and Spanish.

To change the language, click on the language button in the top right-hand corner of the screen and select the language you prefer.

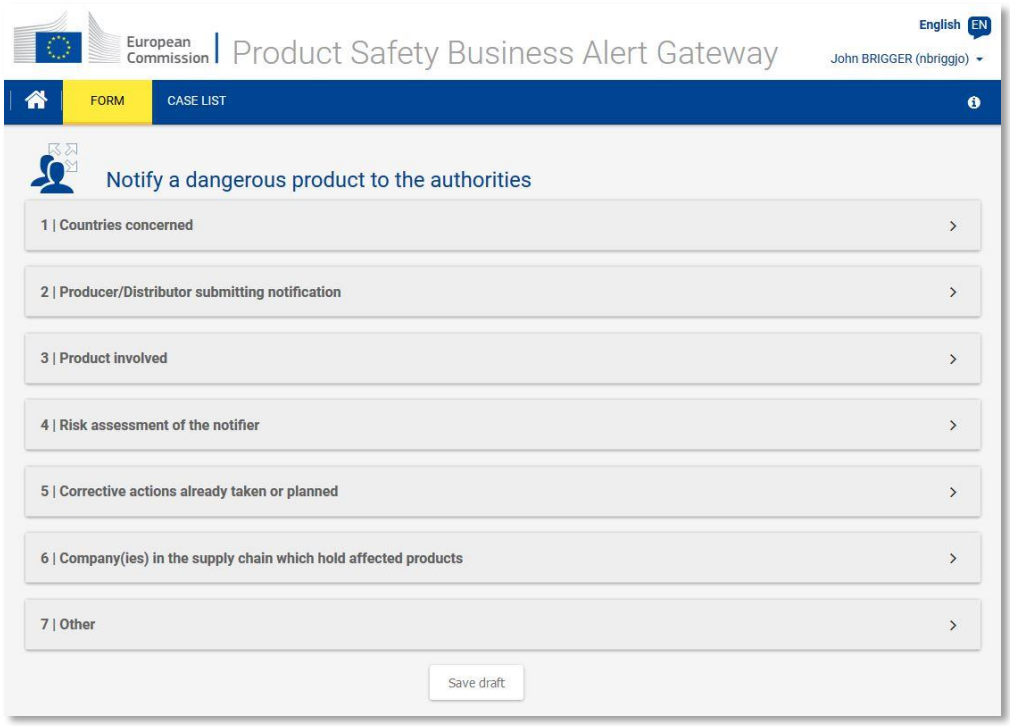


CHAPTER 3. HOW TO MANAGE SUBMISSIONS

This chapter of the manual explains how to create, save, edit and submit the notification to the national authorities of the Member States.

In order to create the draft of the notification, you can use the 'Create form' link on the home page or 'FORM' menu at the top.

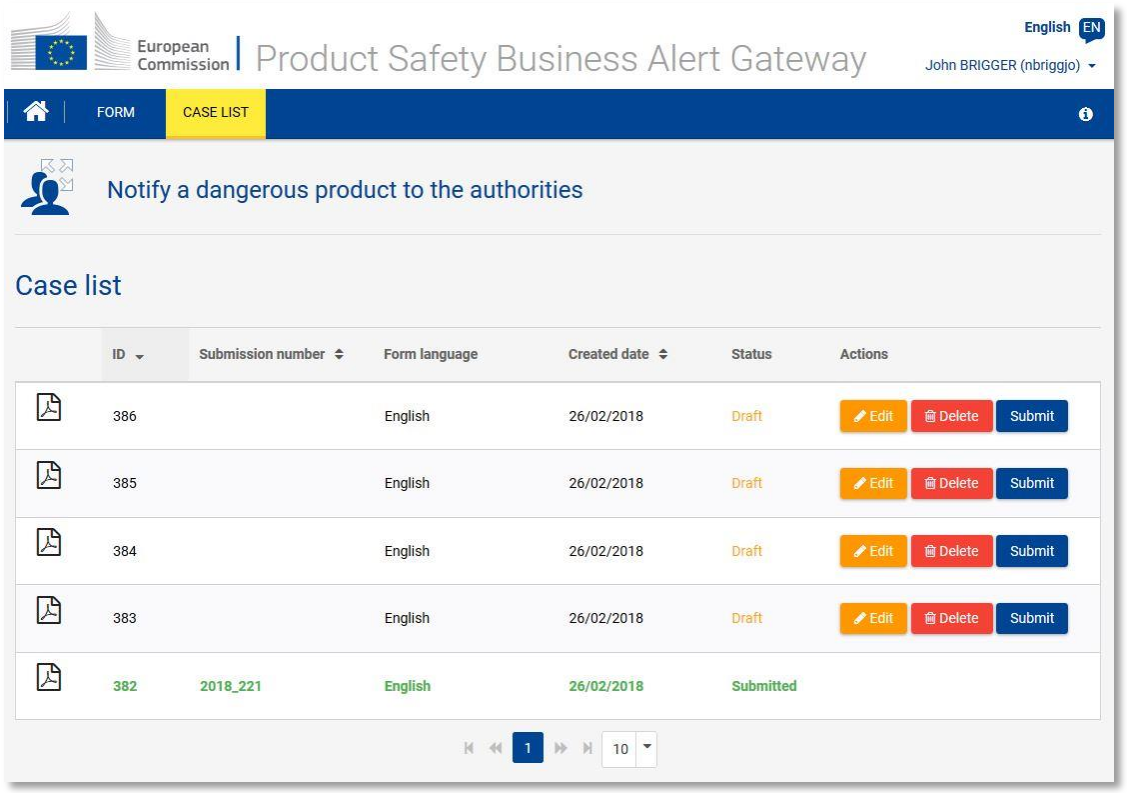
The draft is displayed on the screen and you can fill it in (please see the detailed explanation about how to fill in the form in CHAPTER 4 'HOW TO FILL IN THE NOTIFICATION FORM').



When the draft is created for the first time, you need to save it by clicking the 'Save draft' button before submitting it.

After saving, the draft is available in the notification list (click 'CASE LIST' to access it)

The system will display the list of all the notifications you have created.



When a notification is in '**Draft**' status, you can **edit** and **delete** it at any time.

Once your notification is submitted, the **submission number** will appear.

The icon allows you to **view** the report of the notification at any time. If you click on it, a PDF version of the form will be generated. You can check the content and print it out.

European Commission | Product Safety Business Alert Gateway

Submission number **2018_261**

ID **385**

1 | Countries concerned

Countries concerned* **Lithuania France Greece Malta Belgium Luxembourg**

Main Member State* **France**

2 | Producer/Distributor submitting notification

The producer/distributor **Is not the Notifier**

Name or identification of the producer/distributor* **Best Toys**

Responsibility

Contact name* **John Wright**

Address* **Cours Saleya 55**

Town/City* **Nice**

Postal code* **06300**

Country* **France**

Email* **nbriggjo@dummy.dummy**

Telephone* **+33478478453**

Website **http://besttoys.net**

Type* **- Distributor of the product**

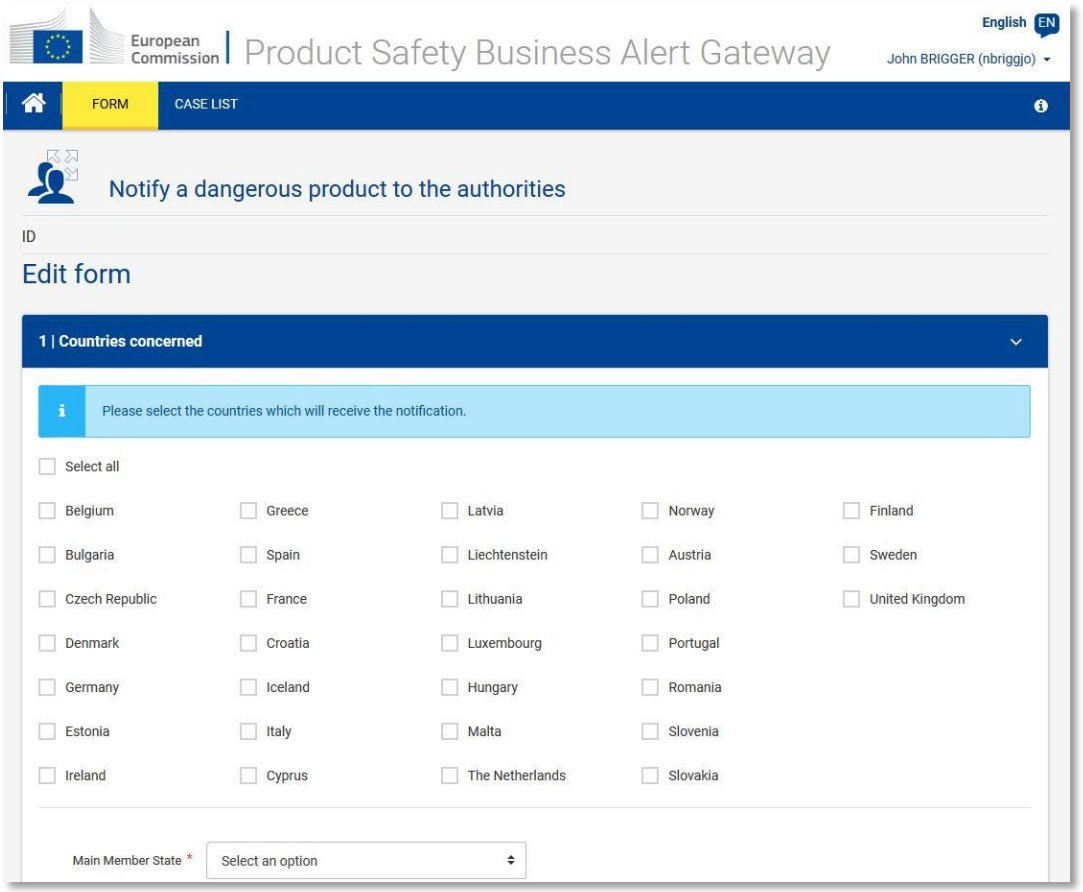
3 | Product involved

Category* **Hand tools**

CHAPTER 4. HOW TO FILL IN THE NOTIFICATION FORM

This chapter of the manual explains step by step how to correctly fill in each section of the notification form.

SECTION 1. AUTHORITY (IES)/COMPANY (IES) RECEIVING THE NOTIFICATION

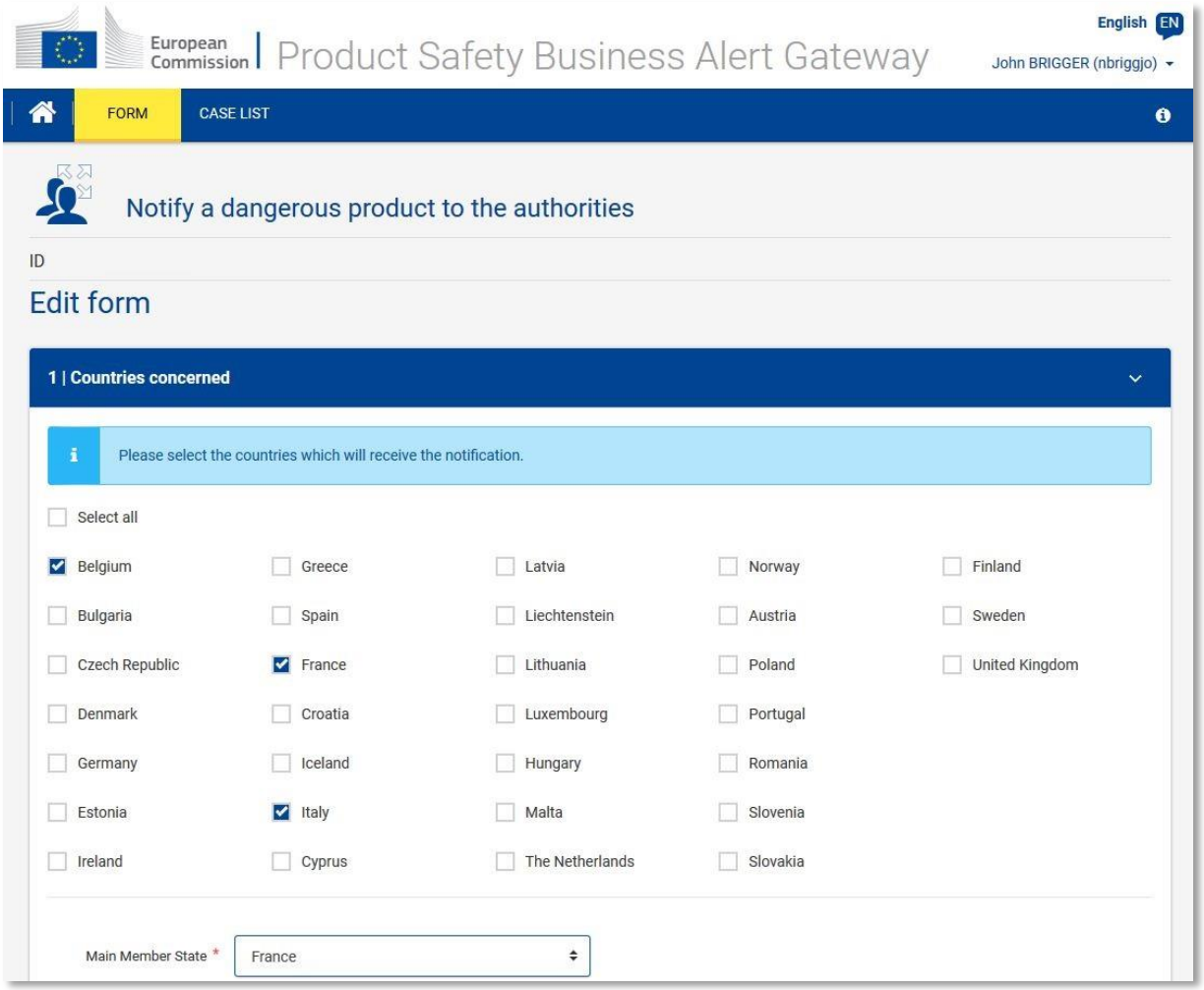


The form is divided into 7 sections.

In the first section, you should indicate **the Member States that are to receive your notification.**

As a general rule, a producer /distributor is required by the General Product Safety Directive (GPSD) to notify the market surveillance authorities in all the Member States in which the dangerous product has been marketed or otherwise supplied to customers.

To indicate a Member State, tick the appropriate check box.



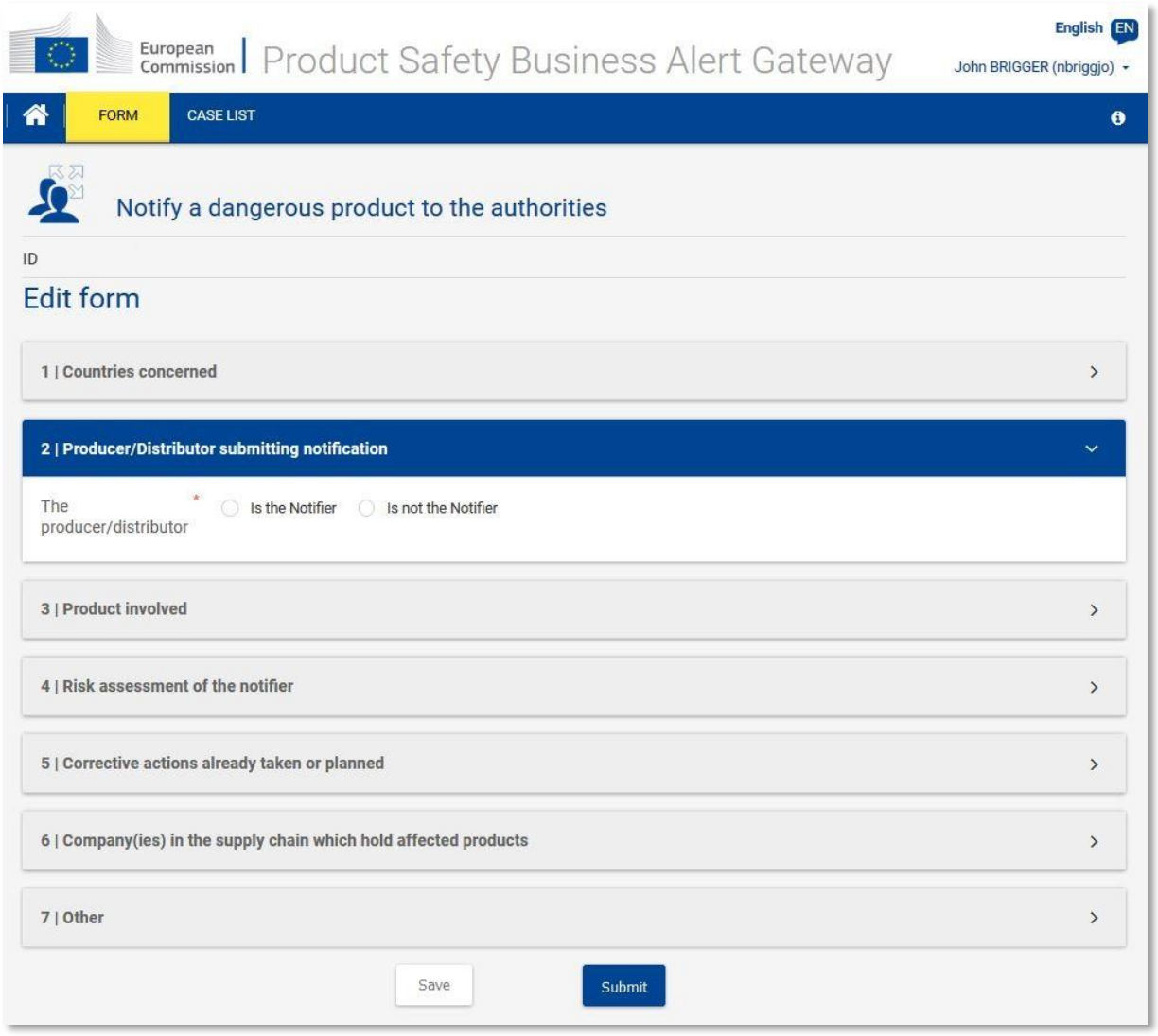
In the '**Main Member State**' field you can select the Member State that should lead the notification process.

After your selection, the "main" Member State will be automatically ticked in the list.

Please note that the drop-down list comprises all **EU countries together with Norway, Liechtenstein and Iceland.**

SECTION 2. DETAILS OF PRODUCER/DISTRIBUTOR SUBMITTING THE NOTIFICATION

In order to open the second section, please click on the next panel (2 | Producer/Distributor submitting notification) and select one of the options of the 'producer/distributor' radio buttons.



Please note that according to the GPSD:

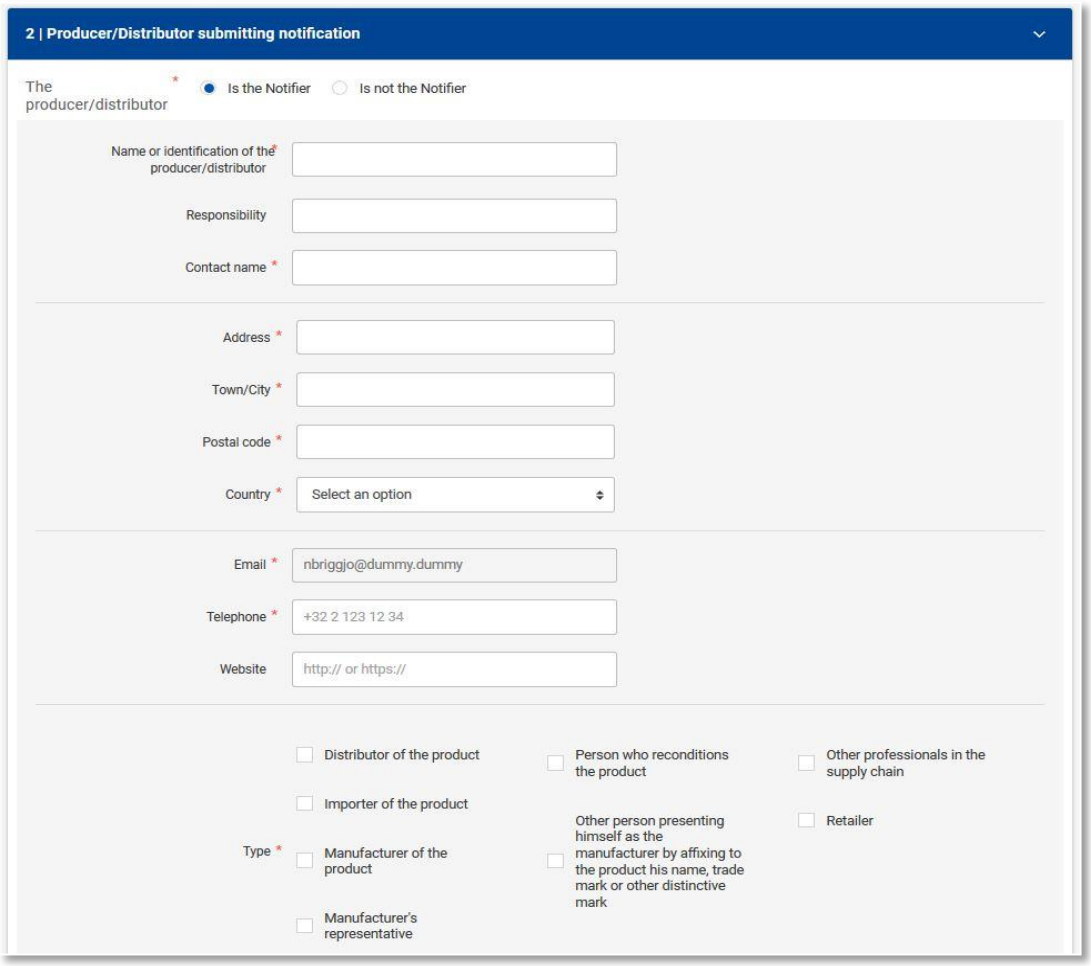
- A '**producer**' is a manufacturer of a product who is established in the Community and any other person presenting himself as a manufacturer by affixing to a product his name, trade mark or other distinctive mark, or the person who reconditions a product. If a manufacturer is not established in the Community, then a representative of the manufacturer who is established in the Community is regarded as a producer. If there is no such representative, an importer of a product or other

professionals in the supply chain, insofar as their activities may affect the safety properties of a product placed on the market are considered to be a 'producer' here;

- A '**distributor**' is any professional in the supply chain whose activity does not affect the safety properties of a product.

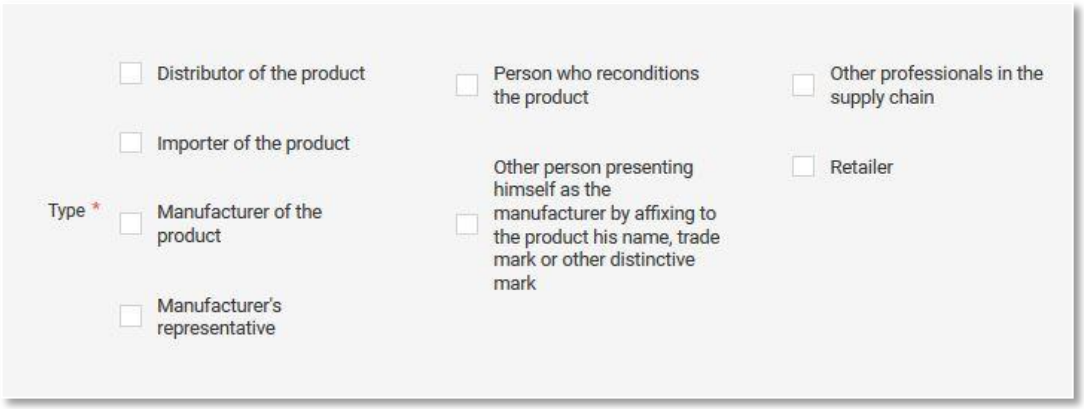
Section 2.1: Producer/distributor is the Notifier

After your selection, Section 2 will then open. It consists of two parts:



In the first part, please **identify the producer/distributor** by entering the name and completing the contact details such as address, phone and e-mail address. You should also give details of a contact person who is able to provide additional information if necessary.

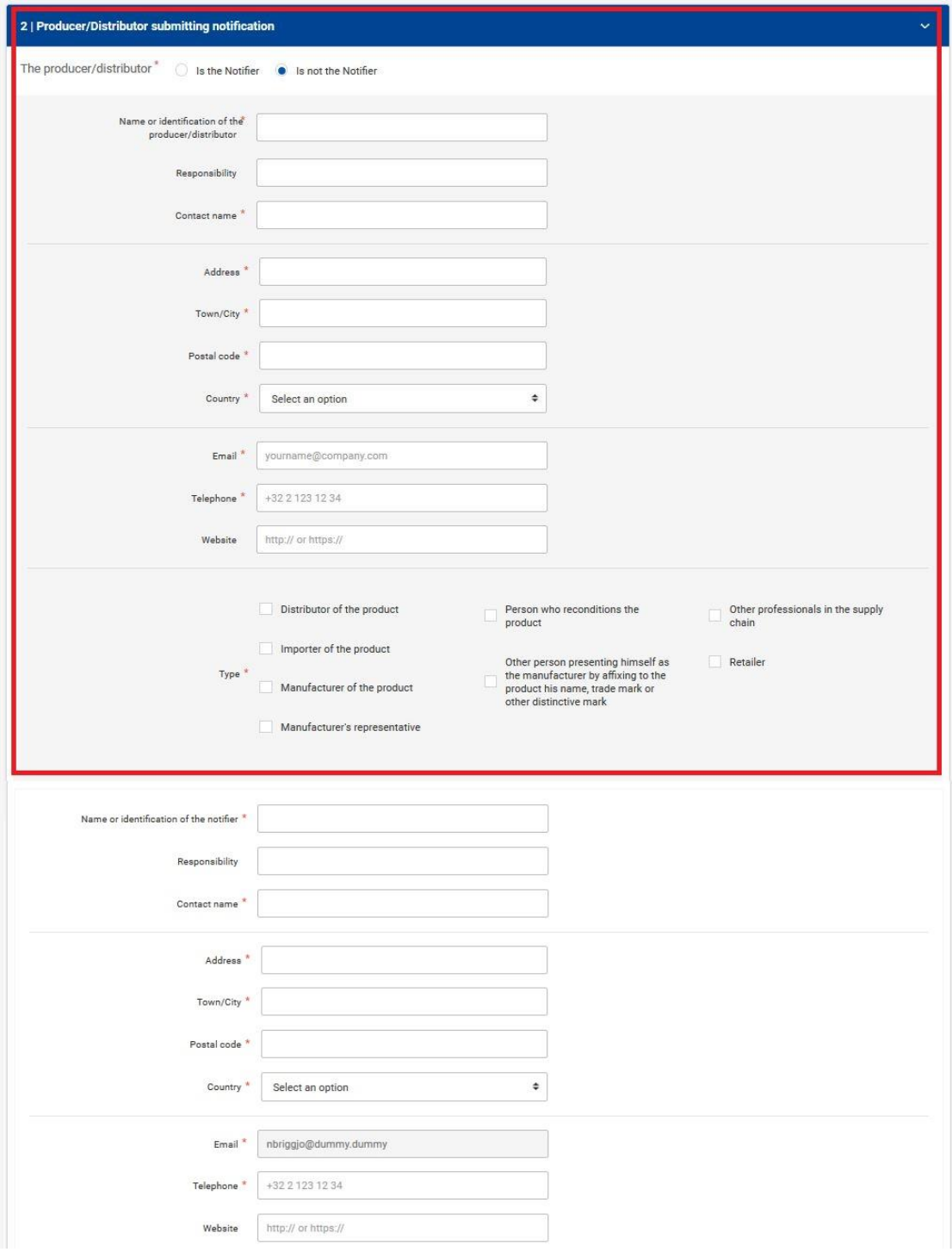
In the '**Type**' section you are asked to specify the role in relation to the product you want to notify.


Type *
Distributor of the product
Importer of the product
Manufacturer of the product
Manufacturer's representative
Person who reconditions the product
Other person presenting himself as the manufacturer by affixing to the product his name, trade mark or other distinctive mark
Other professionals in the supply chain
Retailer

Section 2.2: Producer is not the Notifier

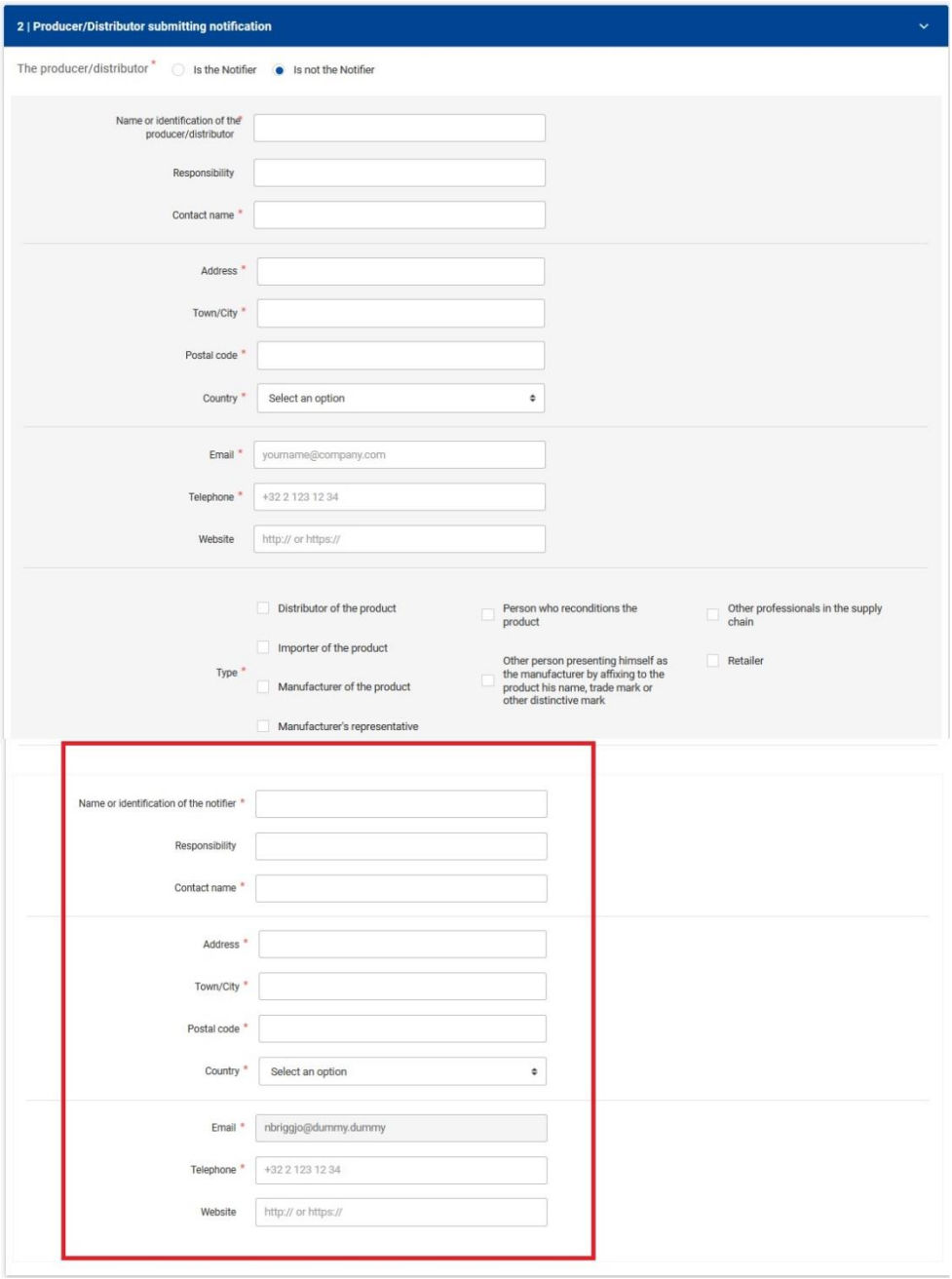
If a notification form is not filled in directly by a producer/distributor but by a third party (e.g. a law firm) acting on a producer's/distributor's behalf, its contact details should be provided in section 2 of the Notification form. In order to open it, please mark the 'producer/distributor Is not the Notifier' radio button.

In the first part of the section which opens, you should complete all mandatory fields (marked with an asterisk (*)) with information on the producer/distributor of the product in question. In the Type section you can specify the role in relation to the product to be notified.

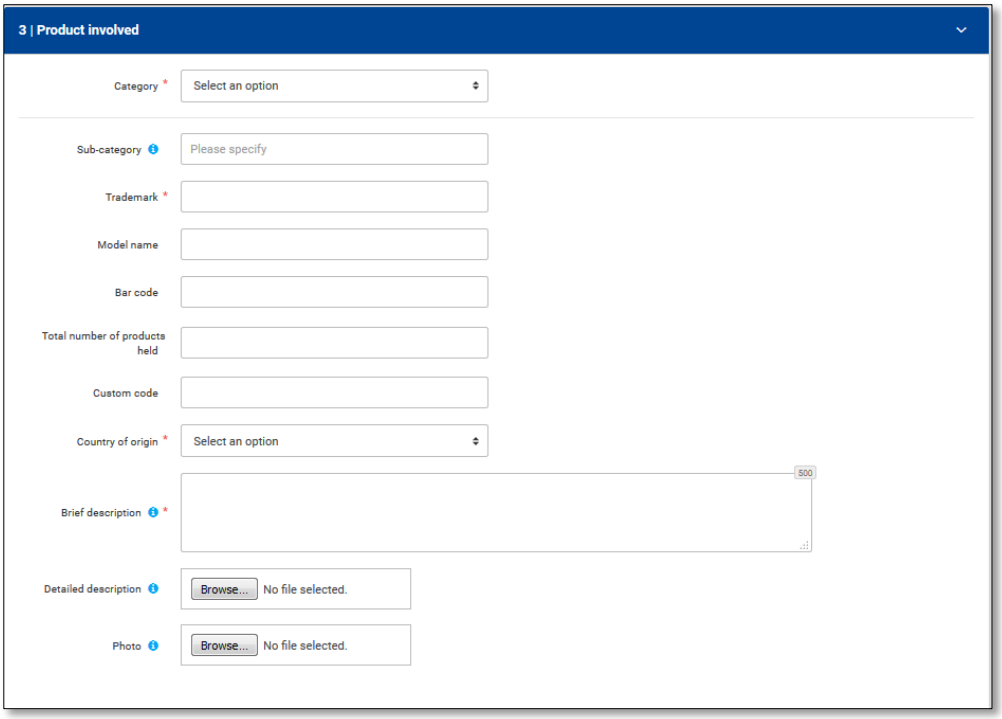


The **information about the notifier must also be provided,** by filling in the fields (marked with an asterisk) in part two of this section, placed below the 'Type' section.

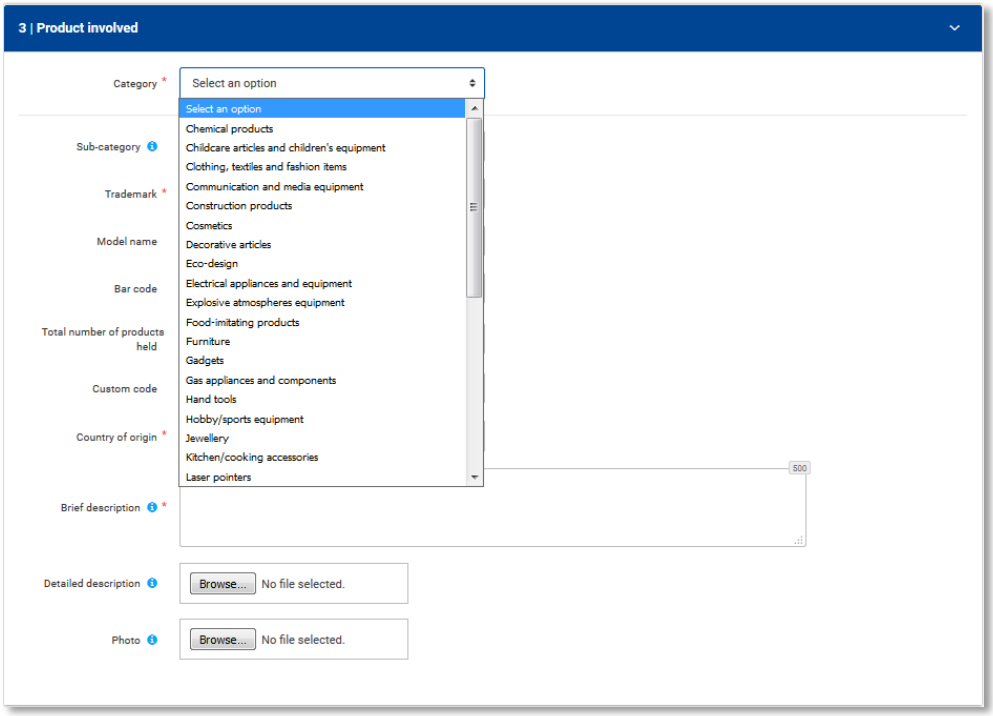
Please note that the email field is already prefilled with the email linked to the notifier's EU Login.


2 | Producer/Distributor submitting notification
The producer/distributor *
Is the Notifier
Is not the Notifier
Name or identification of the producer/distributor
Responsibility
Contact name *
Address *
Town/City *
Postal code *
Country *
Select an option
Email *
yourname@company.com
Telephone *
+32 2 123 12 34
Website
http:// or https://
Type *
Distributor of the product
Importer of the product
Manufacturer of the product
Manufacturer's representative
Person who reconditions the product
Other person presenting himself as the manufacturer by affixing to the product his name, trade mark or other distinctive mark
Other professionals in the supply chain
Retailer
Name or identification of the notifier *
Responsibility
Contact name *
Address *
Town/City *
Postal code *
Country *
Select an option
Email *
nbriggjo@dummy.dummy
Telephone *
+32 2 123 12 34
Website
http:// or https://

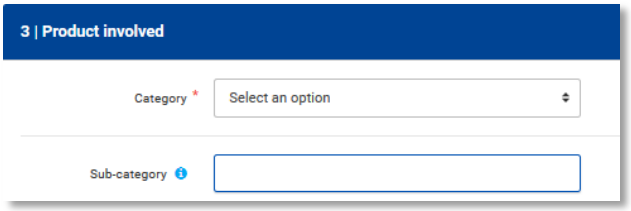
SECTION 3. DETAILS OF THE PRODUCT INVOLVED



The first step in completing this section is to **identify the product category**. If you cannot find a category that matches the product, please use the '**other**' text box to describe it.



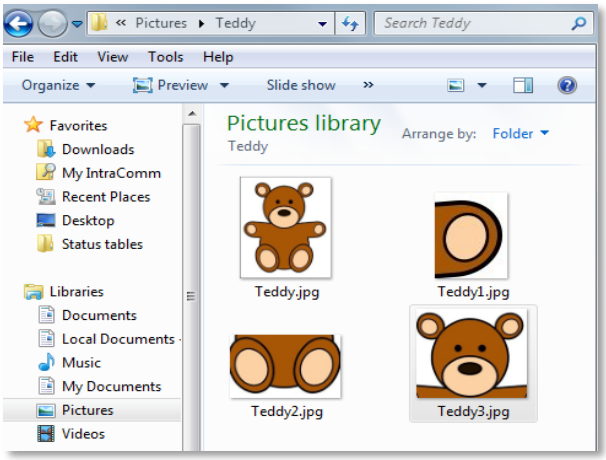
The Sub-category field will allow you to provide more detailed information about the product category. For example, if the category of the Product is 'Toys', you can further specify the type of toy.



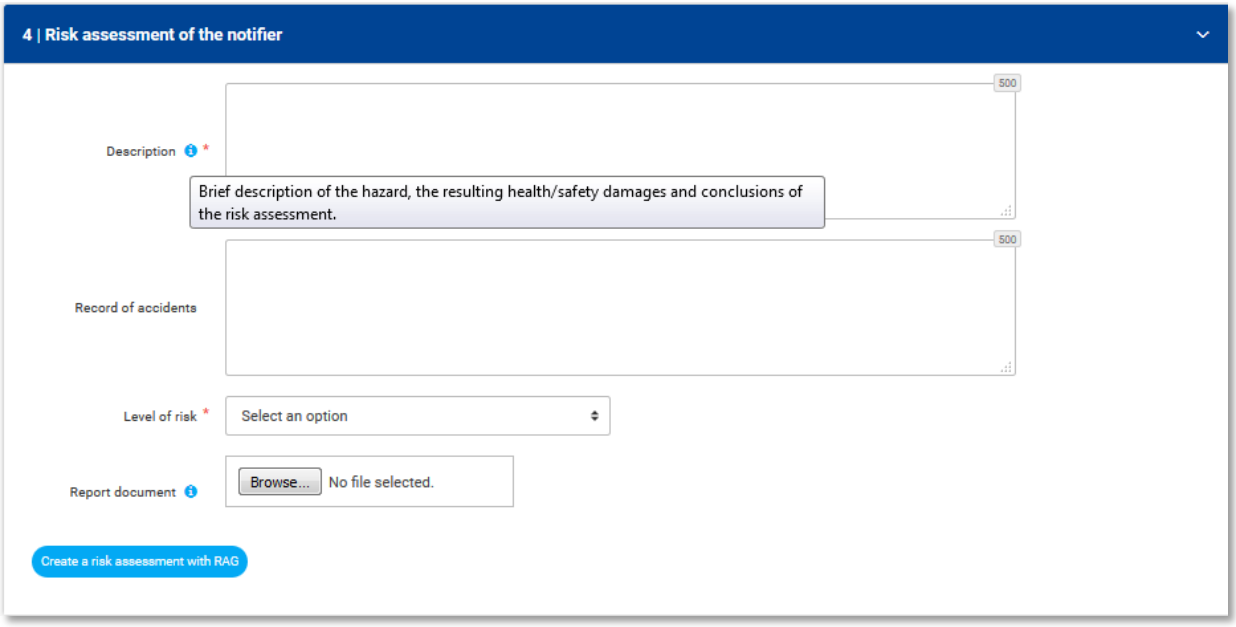
Furthermore, the system allows you to provide **more detailed information about the product** such as the **model name**, the **trademark**, the **bar code**. As for the '**Brief description' field**, please make sure that the description is short and accurate in order to avoid confusion.

If a longer **technical description of the product** has to be attached, please upload it using the 'Browse' button in the 'Detailed description' field.

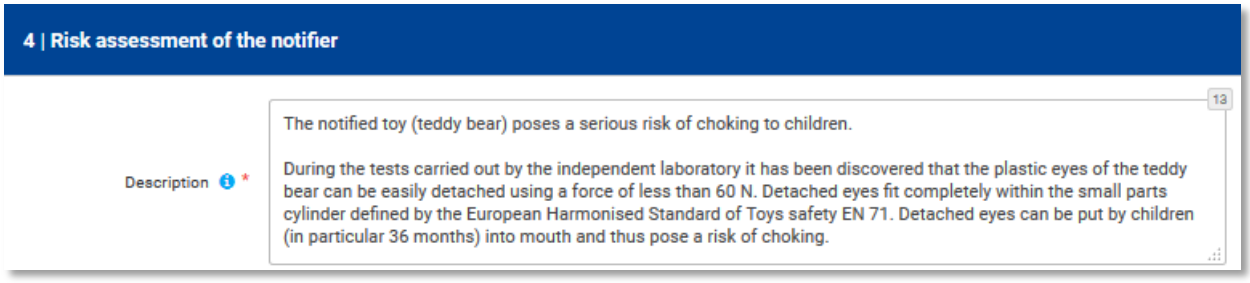
The product description should always be supported by photographs. Please note that you can upload multiple pictures. Please also note that the only format allowed is '**jpeg**'. The size of the photographs should not exceed 2 MB.



SECTION 4. DETAILS OF THE HAZARD



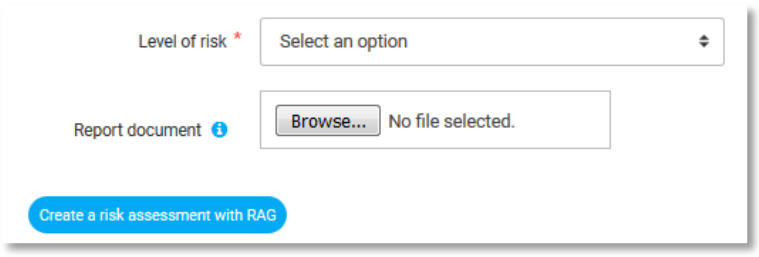
In the first field of section 4, please provide a **detailed description of the risks** posed by the notified product. It should include information about the **type of risk(s)** (e.g. choking, electric shock, chemical, burns, etc.) followed by a short **summary of the laboratory or visual tests** that have been carried out. You should also clearly indicate if the notified product does not comply with the **safety requirements** under European or national standards/legislation.



In addition, please provide detailed **information about any incidents/accidents** reported, as well as any **complaints from consumers concerning the safety** of the notified product.

Please note that the risk assessment giving the risk level should be carried out in accordance with the risk assessment guidelines described in Part IV, 5 of Commission Decision 2010/15 (the RAPEX guidelines). For your convenience a link to the Risk Assessment Guidelines (RAG) tool has been added to help you carrying out a risk assessment according to the RAPEX guidelines.

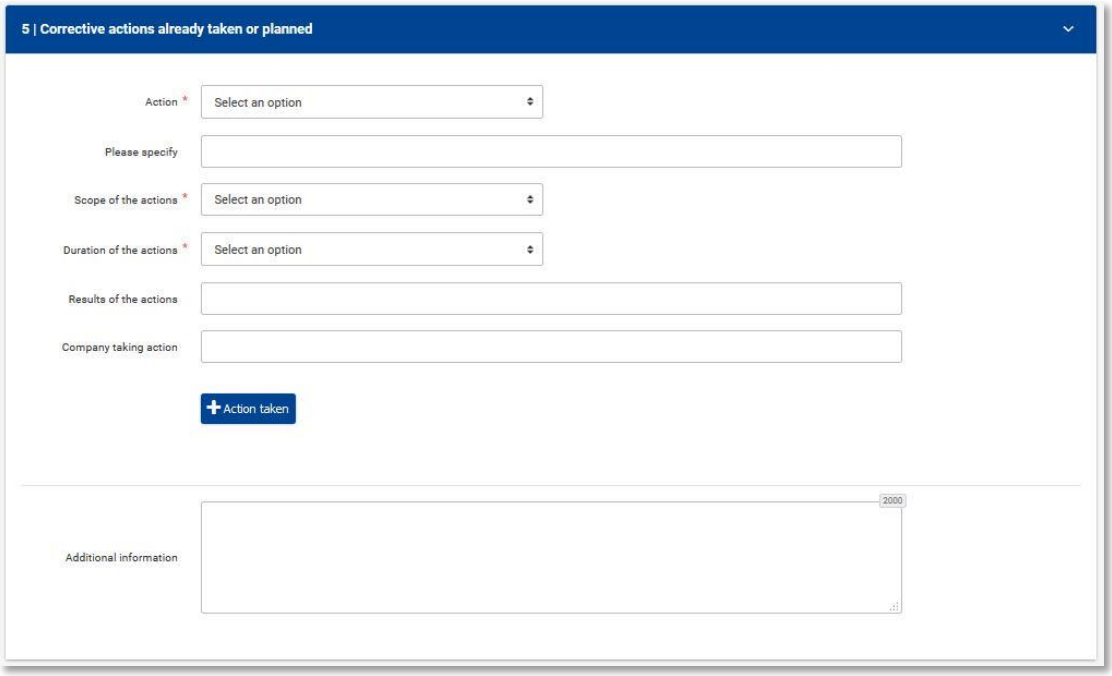
It is very important that you are familiar with the risk assessment method before carrying out the risk evaluation and indicating **the level of risk of the notified product** in section 4.



You are welcome to attach more information, for example a **test report** and a description of the risk assessment.

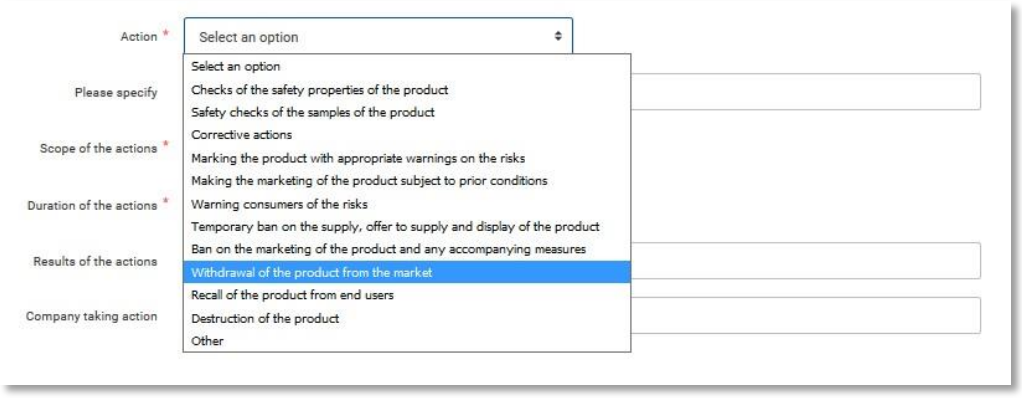
Please note that the national **market surveillance authorities are not bound by the results of the risk evaluation** and grading performed by a producer/distributor. The Member State authorities are entitled to perform an independent risk assessment of the notified product on the basis of the data received from a producer/distributor, and its findings may differ from those reported by the latter.

SECTION 5. DETAILS OF CORRECTIVE ACTIONS ALREADY TAKEN OR PLANNED

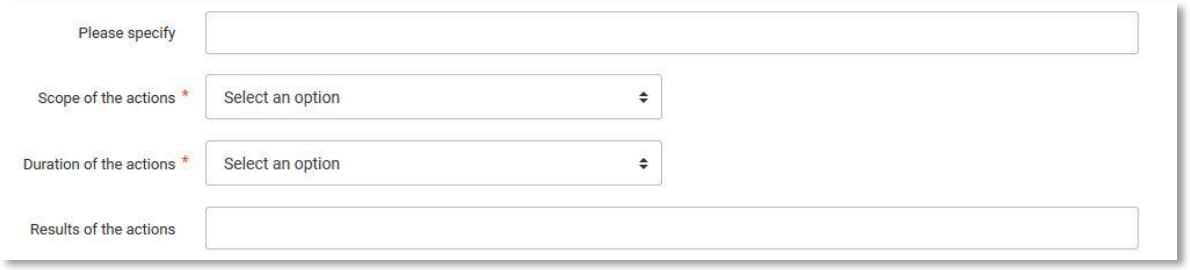


This section of the notification form is for corrective actions taken or planned by a producer/distributor to reduce or eliminate the risk to consumers.

First of all, please indicate the type of action taken or planned. It should be selected from the dropdown list in the 'Action' field.



You should then specify the action in more detail and provide information about its scope, duration and results. Finally, you should indicate the company responsible for taking the action.

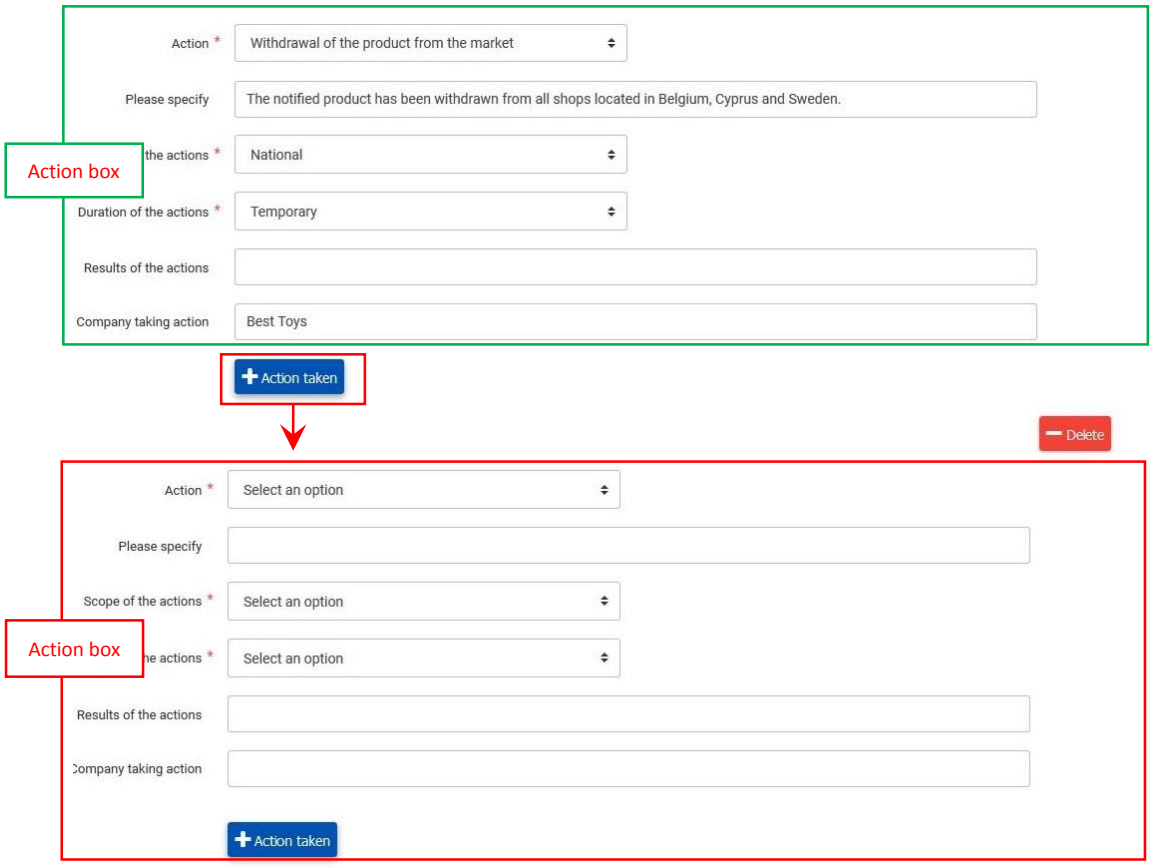


Please note that according to the GPSD:

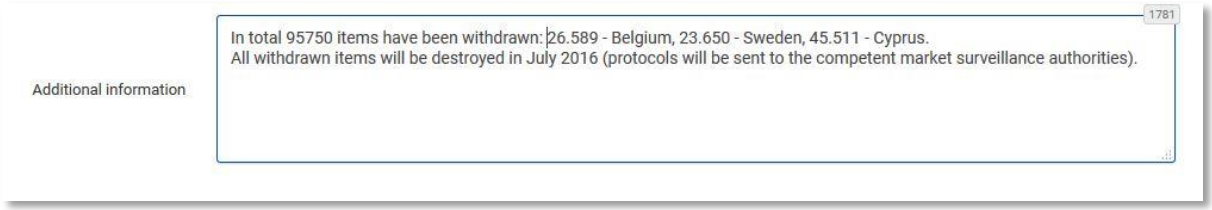
- '**withdrawal from the market**' – means any measure aimed at preventing the distribution, display and offer of a product dangerous to the consumer;
- '**recall from consumers**' – means any measure aimed at achieving the return of a dangerous product that has already been supplied or made available to consumers by the producer or distributor.

Each action should be clearly described in a separate 'action' box. If more than one action is taken, e.g. withdrawal from the market and recall from consumers, two or more 'action' boxes should be created.

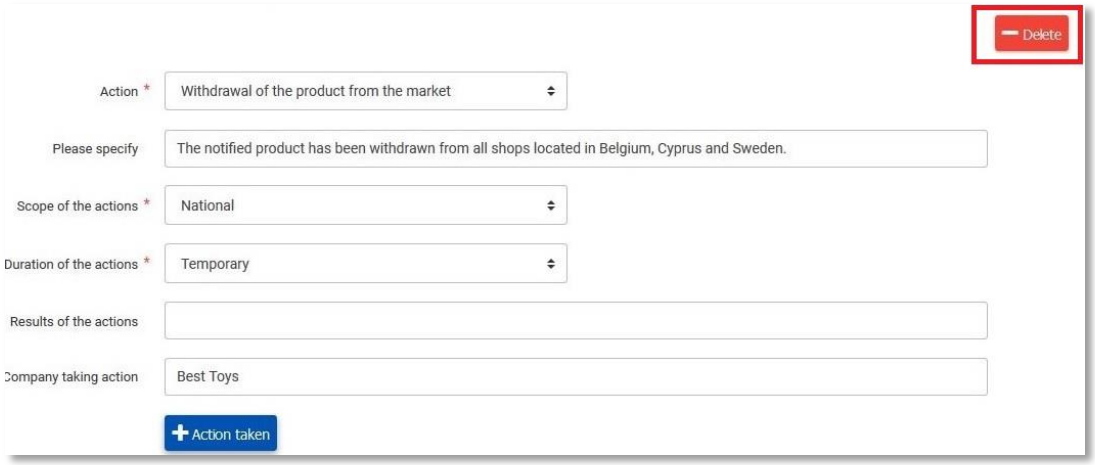
To add more 'action' boxes, click on the '**+ Action taken**' button.



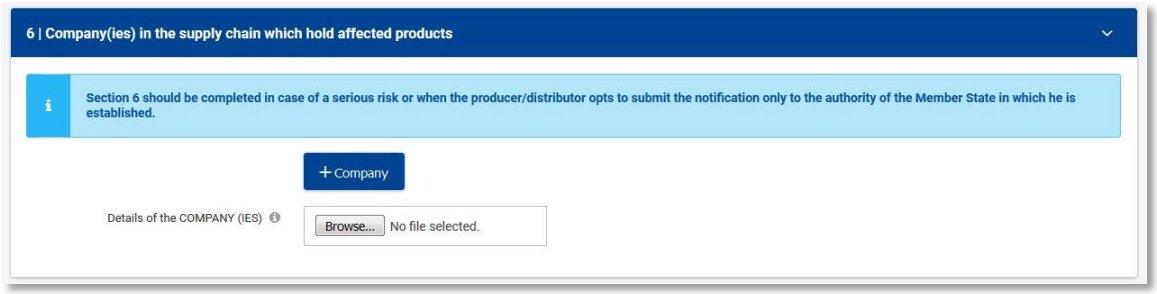
If you wish to provide **additional information** on actions, please add this at the end of the section in the 'Additional information' text box.



To remove an action added by mistake, click on the "- Delete" button above the 'action' box.



SECTION 6. DETAILS OF OTHER COMPANY (IES) IN THE SUPPLY CHAIN WHICH HOLD AFFECTED PRODUCTS



In section 6 of the form, please provide **details of companies in the supply chain which hold affected products** and indicate the approximate number of products in their hands.

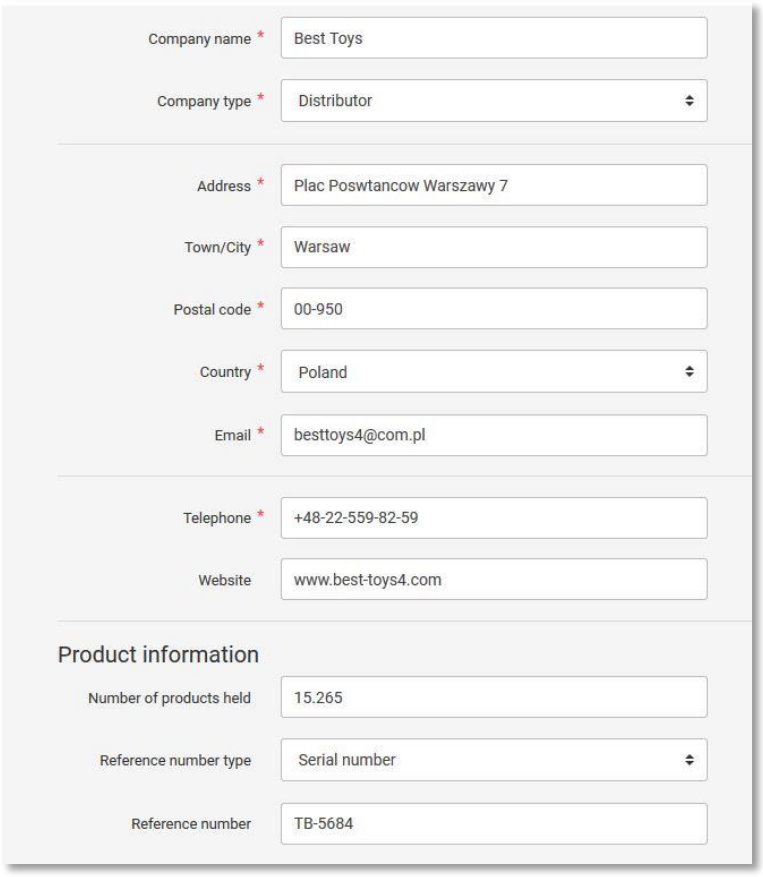
Please note that this section needs to be completed only where:

- The **notified product poses a serious risk** to consumers (this is because in the event

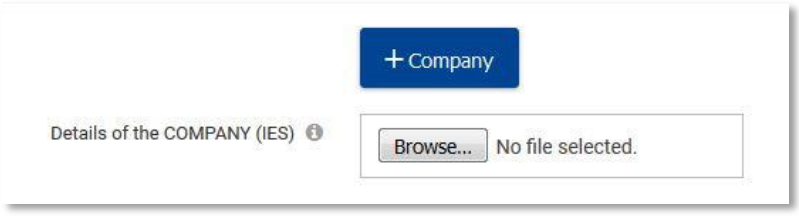
of a serious risk producers and distributors are required to include all the available information relevant for tracing the product);

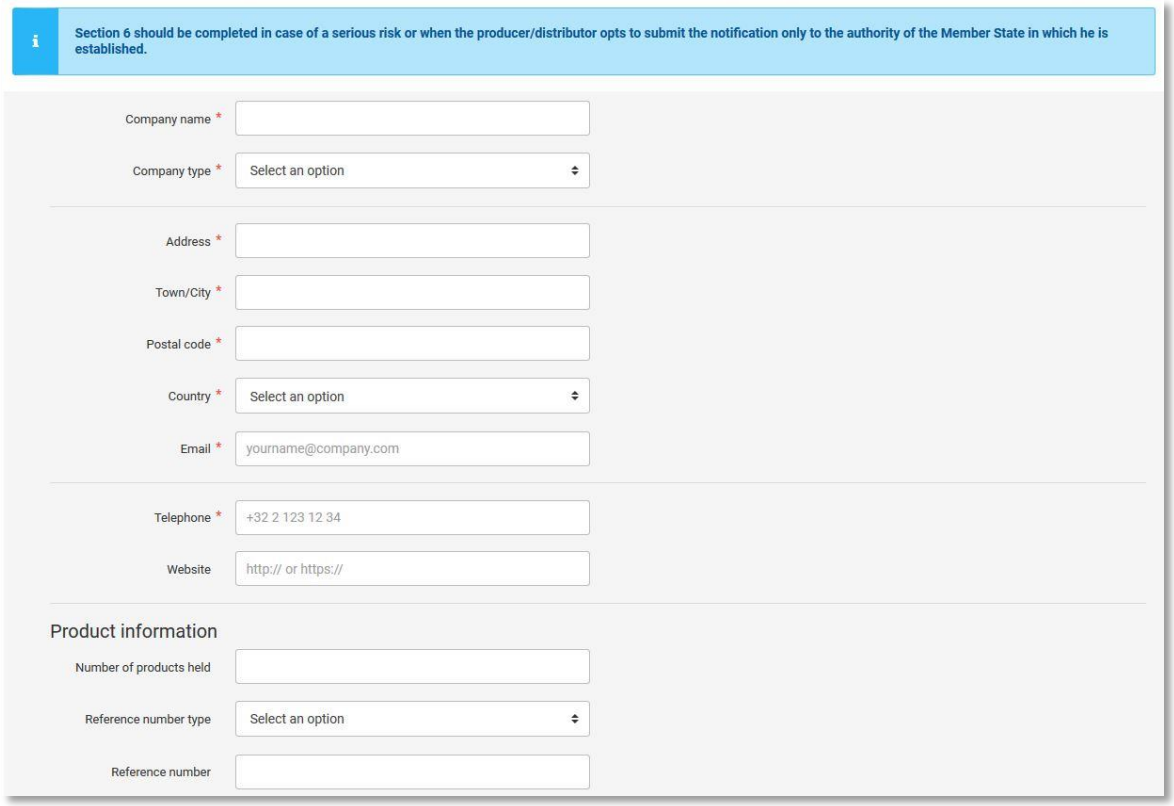
- **A producer/distributor opts to submit the notification only to the authority of the Member State in which it is established**, which will then transmit the notification to other Member States through the RAPEX system.

In each 'company' box please specify the contact details of **only one company** at a time and the number of products it holds, if known.



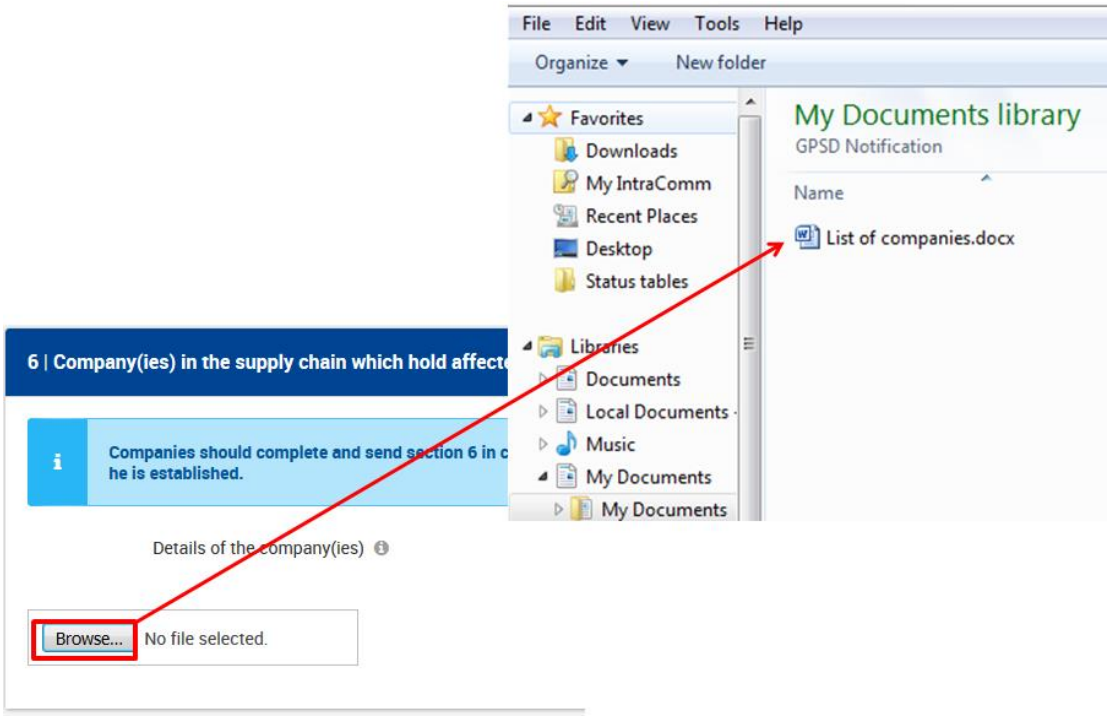
To add another company, click on the '+ **Company'** button and fill in the details.



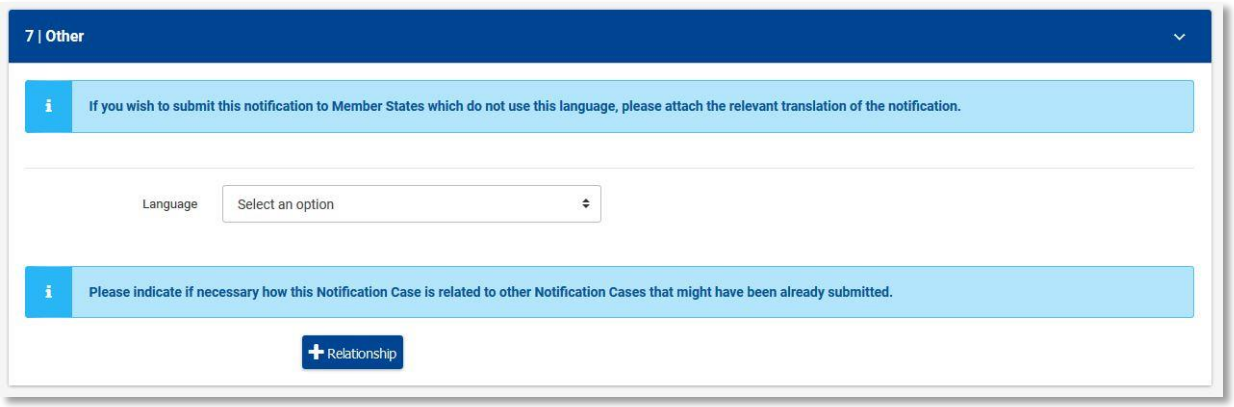


To remove a company added by mistake click on the '**Delete**' button above the 'company' box.

If the list of companies is long, it may be prepared in a separate document and then attached to the form. Please make sure that the uploaded file has all the information requested in the '+ New company' box.


File Edit View Tools Help
Organize
New folder
Favorites
Downloads
My IntraComm
Recent Places
Desktop
Status tables
Libraries
Documents
Local Documents
Music
My Documents
My Documents
My Documents library
GPSD Notification
Name
List of companies.docx
6 | Company(ies) in the supply chain which hold affect
Companies should complete and send section 6 in c
he is established.
Details of the company(ies)
Browse...
No file selected.

SECTION 7. OTHER



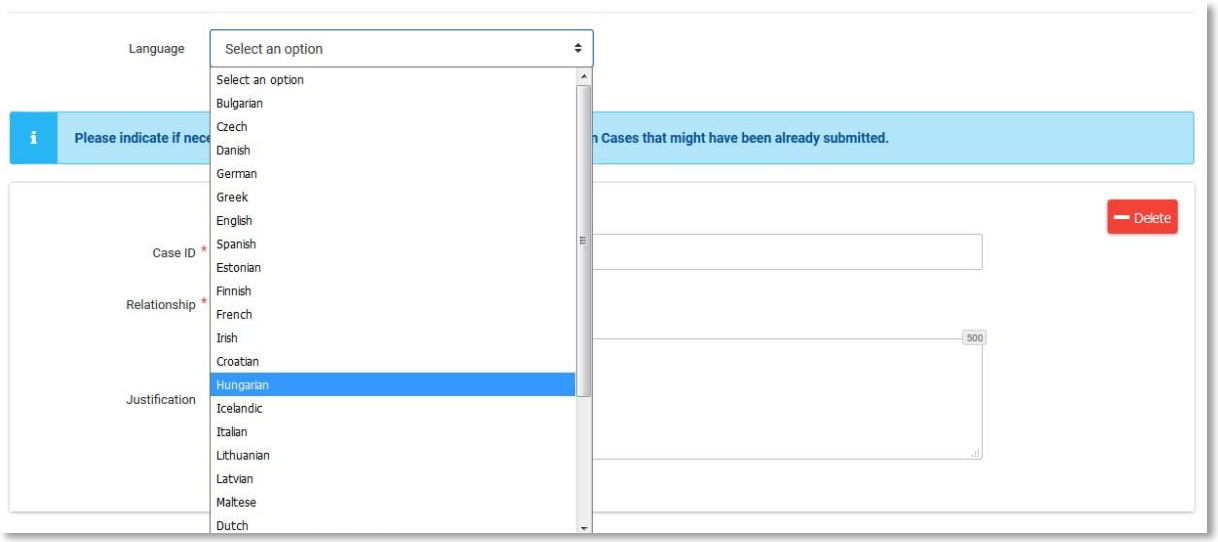
Section 7.1: Translations

The notification form can be completed in one of five languages**: English, French, German, Italian and Spanish**. The interface language used at the moment of the submission will be registered as the language of the notification.

If a notification is prepared in one of the above 5 languages and sent through the Business Gateway also to Member States that do not work in that language, a producer or distributor can choose to prepare other translations of the notification and attach them to the form.

For example, if you prepare a notification in English and your notification is to be received by Hungary, you may attach the Hungarian translation of the notification. In order to do so, you first need to click on '**+Translation**' and select '**Hungarian**' from the drop-down list in the language field.

You can then upload the document containing the Hungarian translation by clicking on the 'Browse' button.



Section 7.2: Relationship

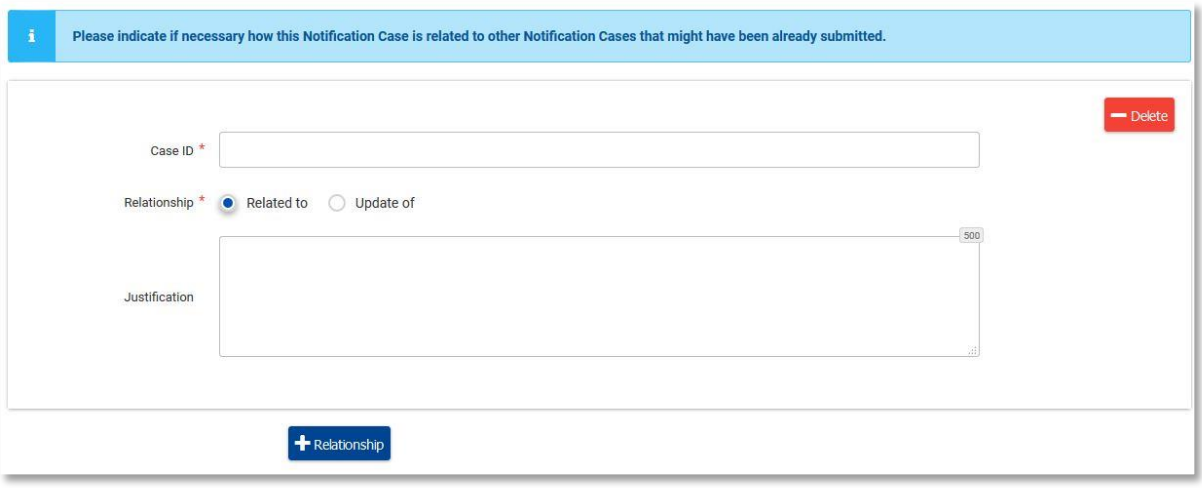
In section 7 of the form, you may indicate that this notification **is related to another** notification already sent through the Business Gateway. This may be the case when, for example, you notify a similar product in the same category as one notified in the past.

To provide information in section 7, click on '**+ Relationship**' button

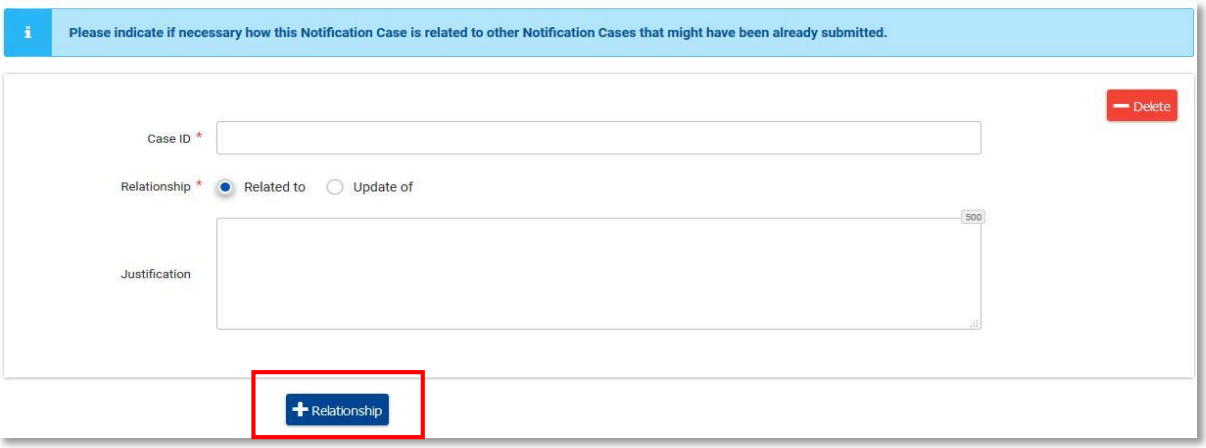
and then provide the requested details.

You may also indicate if this notification is **an update** of a notification sent previously. For example, it is possible that the information required for section 6 of the notification form takes longer to collect, particularly if it involves several organisations. For this reason, it is advised to send the notification with sections 1-5 completed as soon as possible and send another notification with information in section 6 as soon as all the information is available, as an update to the previous notification.

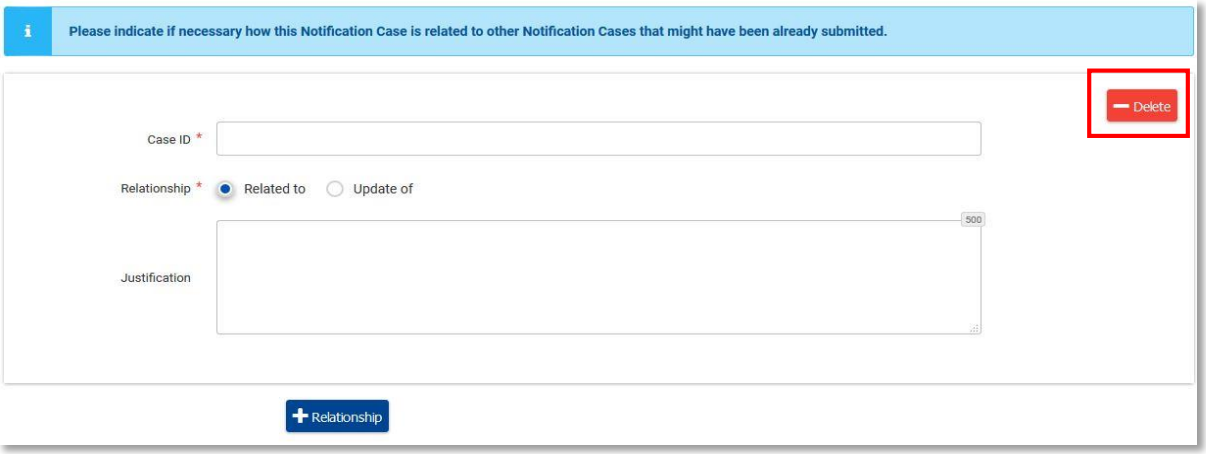
You should therefore indicate whether you want to relate your notification to a separate, existing notification or update a previously sent notification. You will then be asked to give the 'Case ID' of the other notification (see chapter 3).



To create more 'relationship' boxes, click on the '**+ Relationship'** button.



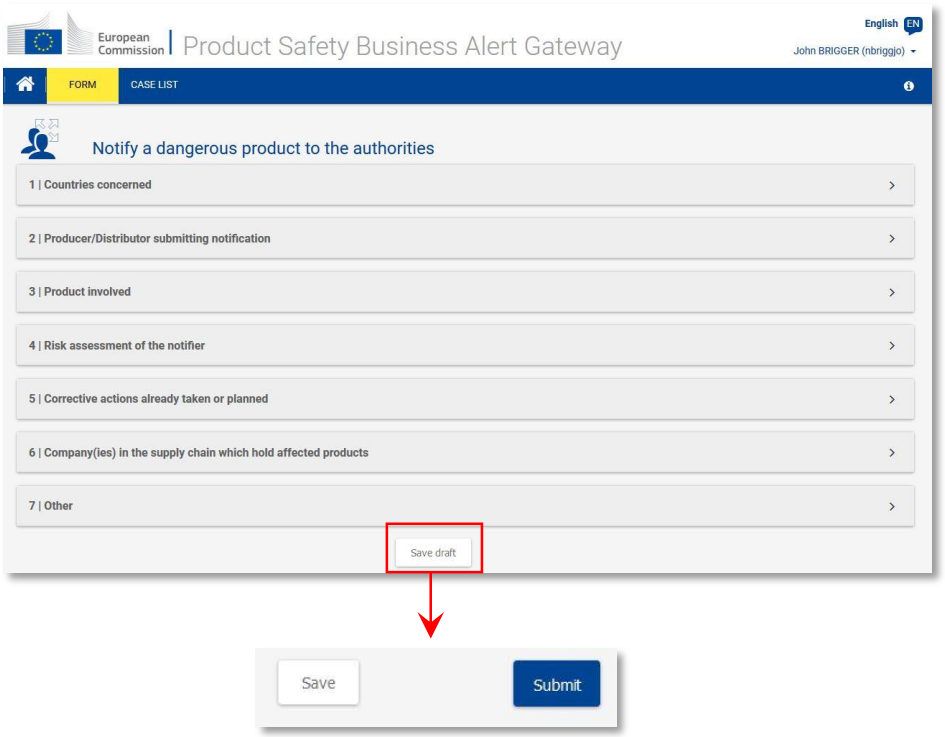
To remove a relationship added by mistake, click on the '- **Delete'** on the top right-hand side of the box.



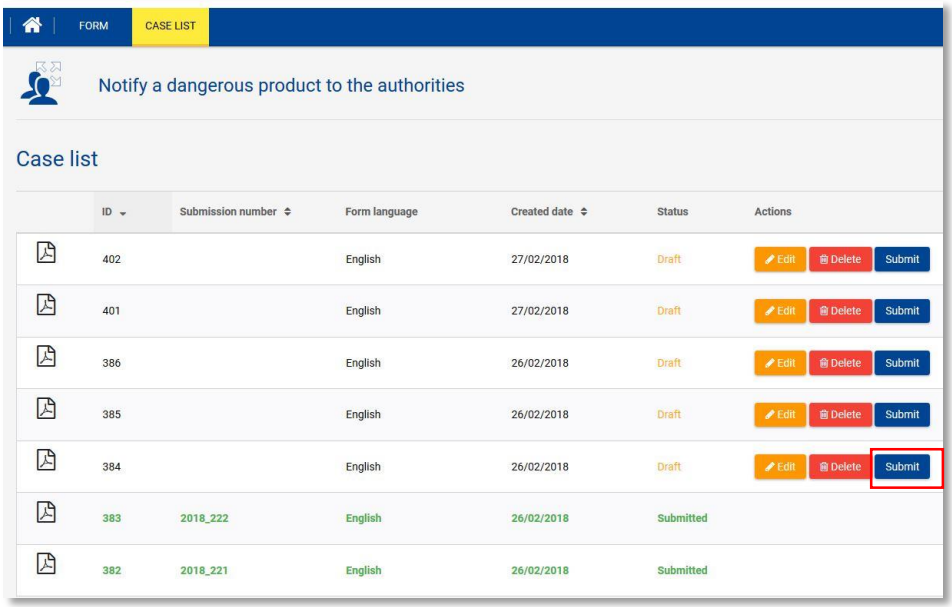
CHAPTER 5. SUBMISSION OF THE NOTIFICATION

Once the notification form is completed you can **send it to the Business Gateway (database)** by clicking on the 'Submit' button.

You can perform this action either from the Edit form:

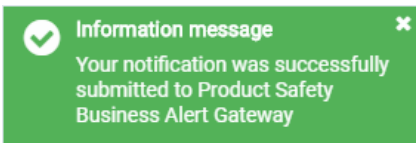


Or from the Case list:



If there are any errors in the form (e.g. information is missing from mandatory fields), you will be redirected to the Edit mode and all **incorrectly completed fields** will be highlighted in red boxes in order to make them easier to spot. Once all fields are correctly filled in, click on the '**Submit'** button again in order to re-submit the form.

If the form is correctly filled in, the system will submit the form to the relevant authorities and display the confirmation message



The **Submission number will appear** in your 'Case List' and the status of the application will change to '**Submitted**'.

Please note that once the notification is submitted to the National Authority, you cannot edit it anymore. You can however view the submitted notification at any time.

To do so, you need to click on in order to download the PDF version of the notification form.

When a notification is successfully submitted, you will receive an email message.

This message is automatically generated and will be sent:

- (if the form is prepared by a producer/distributor) to the email address indicated in part 1 of section 2 of the form,

- (if the form is prepared by a third party (a law firm) on behalf of a producer/distributor) to the email address indicated in part 1 of section 2 of the form and to the email address indicated in part 2 of section 2 of the form .

In the message, you will receive the **Case ID**, which is the unique reference to this notification, and a **submission number**, which is the unique reference to the submission. Please retain these numbers for future reference.

From:
Date:
Subject: New Notification case is submitted
To:

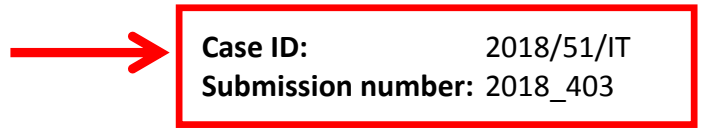
Dear Sir/Madam

We would like to inform that a new notification was submitted through the Product Safety Business Alert Gateway.
If you would like to check this notification, please log on to the Product Safety Business Alert Gateway and open your Digital inbox.

Link to the Product Safety Business Alert Gateway:
https://webgate.acceptance.ec.europa.eu/gpsd

Please find below the **notification overview**:

Case ID:	2018/51/IT
Submission number:	2018_403
Product category:	Cosmetics
Model name:	
Risk:	High
Producer/Distributor:	BG&V cosmetics



With kind regards,

The European Commission's Product Safety Business Alert Gateway support team

CHAPTER 6. CONTACT

Please report any technical problems to:
JUST-BusinessGateway@ec.europa.eu