



EUROPEAN COMMISSION  
DG MARKT

eCertIS User guide

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# **European Commission**

**DG MARKT**

**e-CERTIS**

**End User guide**

## Table of content

<b>1</b>	<b>INTRODUCTION.....</b>	<b>3</b>
1.1	GLOSSARY .....	4
1.2	END- USER LOGIN .....	5
1.2.1	<i>Home page.....</i>	5
1.2.2	<i>End-user application page.....</i>	6
1.2.3	<i>Use of language for the end user.....</i>	6
1.2.4	<i>End-user application main menu.....</i>	7
1.2.5	<i>End-user application search page.....</i>	8
<b>2</b>	<b>SEARCH AND VIEWING.....</b>	<b>9</b>
2.1	CLEAR SEARCH PAGE .....	9
2.2	DEPENDENCIES BETWEEN SEARCH CRITERIA .....	9
2.2.1	<i>Selecting/unselecting "Document fields" names.....</i>	10
2.3	SHOW A SPECIFIC DOCUMENT .....	11
2.3.1	<i>Displaying information from the search results list.....</i>	11
2.4	SHOW THE LIST OF CERTIFICATES IN A COUNTRY .....	12
2.5	STATISTICAL INFORMATION ON THE DOCUMENTS OF A SAME COUNTRY.....	13
2.6	SEARCH FOR A SPECIFIC TERM.....	15
2.7	COMPARISON BETWEEN TWO MS .....	17
2.8	STATISTICAL ANALYSIS OF A SPECIFIC FIELD.....	18
2.9	COMPARISON FROM THE SEARCH RESULT LIST .....	19
2.10	VIEW A CERTIFICATE TEMPLATE .....	21
2.10.1	<i>Open template while viewing documents.....</i>	21
2.10.2	<i>Open template from the search result list.....</i>	22
2.11	GENERATING A PDF REPORT OF PUBLISHED DOCUMENTS .....	23
2.12	PDF REPORTS CONTENT LAYOUT .....	25
<b>3</b>	<b>PROBLEM- AND ERROR HANDLING .....</b>	<b>27</b>
3.1	NAVIGATION BLOCKED WHEN TRYING TO LOGIN FOR MAINTENANCE .....	27
3.2	UNRECOVERABLE APPLICATION ERROR.....	28
3.3	THE INTERNET BROWSER CANNOT DISPLAY THE WEB PAGE .....	29

# 1 Introduction

e-CERTIS is a free, on-line source of information to help companies and contracting authorities to cope with the different forms of documentary evidence required for cross-border tenders for public contracts.

e-CERTIS presents the different certificates frequently requested in procurement procedures across the EU. Currently, the documents required differ from one country to another. e-CERTIS help tenderers and contracting authorities to find their way through this maze. In particular, e-CERTIS can help:

- companies to find out which certificates issued in their country they need to include in tender files submitted to an authority in any partner country;
- contracting authorities to establish which documents issued by a partner country are equivalent to the certificates which they require to confirm the eligibility of the tender.

This document describes how to use the e-CERTIS application from an end-user perspective. e-CERTIS has been designed to help companies and contracting authorities alike, first to understand what information is being requested or provided and, second, to identify mutually acceptable equivalents. This can be done fairly quickly, using a range of search criteria, including keyword searches in the original language of the document being searched for.

You will find e-CERTIS useful in the following cases:

1. in a purely national context (if a supplier is interested in bidding for a contract put out to tender by an authority in his own country) e-CERTIS can be useful for first-time bidders. It offers newcomers to procurement procedures a handy reference system on the types of documents that they will usually be required to submit and their contents.
2. Cross-border tendering: companies submitting a bid in another Member State are sometimes asked for certificates which do not exist in exactly the same form in their own country or for familiar information in a different format. This creates costs and uncertainty for potential bidders and could ultimately deter them from bidding.
3. Equally, contracting authorities need to be sure that the documents they receive, possibly from several countries, meet the requirements set out in the terms of reference as regards content and the authority of the issuer.

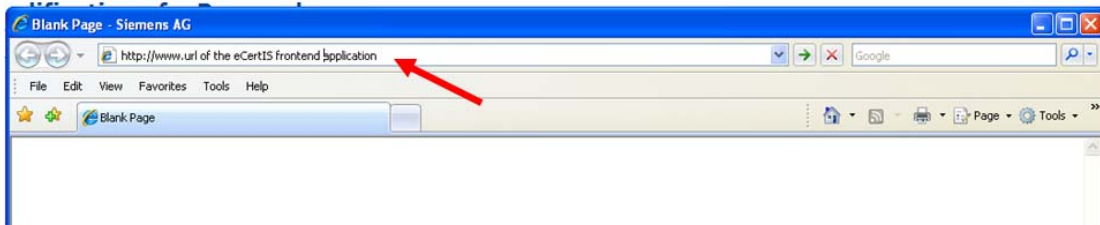
e-CERTIS does not cover the full range of documentary evidence that contracting authorities may request; it focuses on just the most frequently requested documents.

## 1.1 Glossary

- **Certificate**  
Legal or official document required in eProcurement such as evidences, attestations, official letters and lists of economic operators.
- **Document type (type of certificate)**  
This informs about the **metadata** structure of a certificate. Up to now, there are 17 known types of certificate.
- **Document types set**  
A collection of types of certificate whose metadata have the same layout. Up to now, there are 4 defined document types sets covering:
  - the documents typically required for participating in public procurements;
  - the documents typically required after the completion of public procurements;
  - the lists of accredited economic operators and qualification systems – general information;
  - the lists of accredited economic operators and qualification systems in a sector.
- **Metadata**  
Information about a certificate. Not only about its content but also about all its other characteristics. E.g. Delivering office, electronic support attributes, applicable fee, ...

## 1.2 End- user Login

Anybody can connect himself to the application by entering the Internet address (url) of the e-CERTIS application in the address bar of his internet browser:

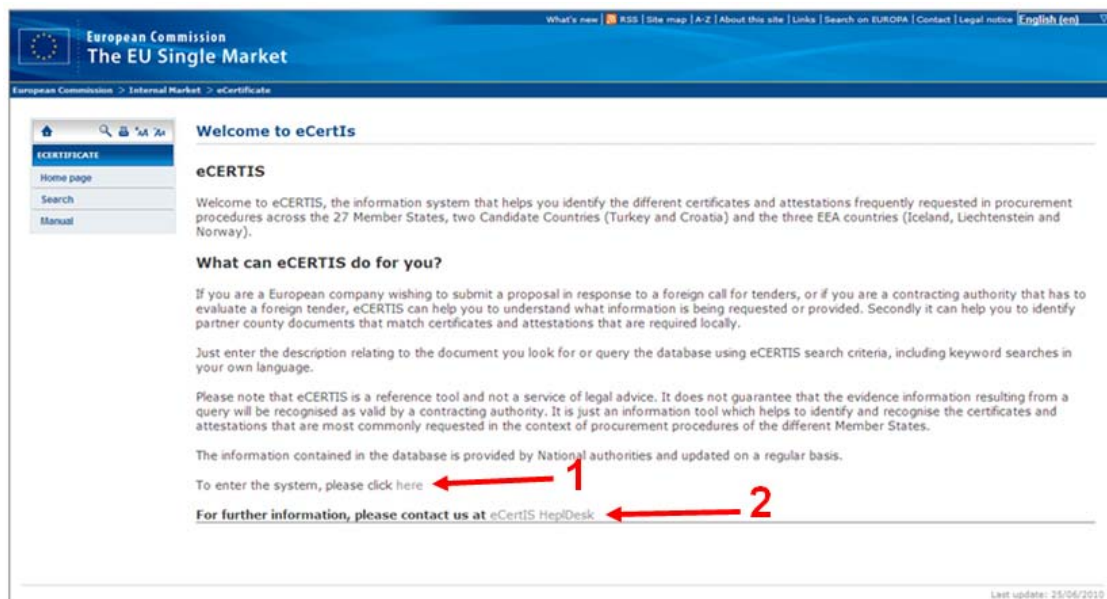


Then, the home page is displayed.

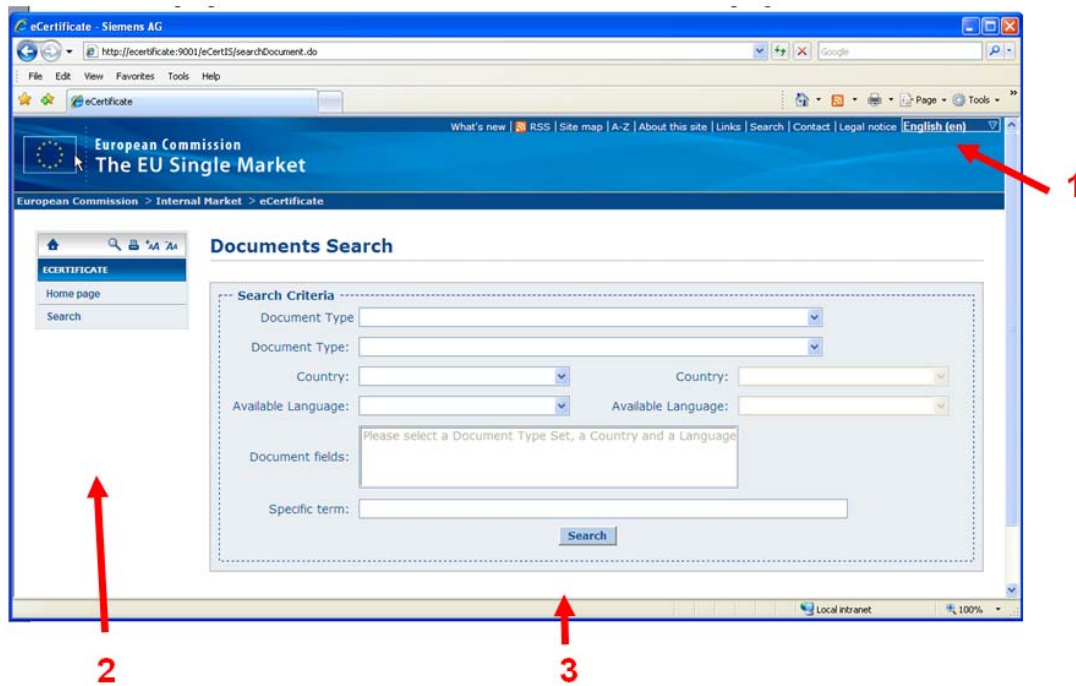
### 1.2.1 Home page

The home page text shortly presents the e-CERTIS application.

The page also contains a useful e-mail contact address (2) and a link (1) towards the end-user application page.



## 1.2.2 End-user application page



The page of the end-user application is composed of

- the standard banner
- the main menu (2)
- the search page (3)

## 1.2.3 Use of language for the end user

Within the standard banner the user can specify the language (1) to be used by the application to display the titles of the fields of the page. E.g. the names of the search criteria here above (3).

When a new language is selected the current page is reloaded using labels translated into the chosen language. That means currently entered data as search criteria are lost. This choice does not affect the display of the metadata text fields (there is no dynamic translation).

The next figure here below is the display of the metadata of a certificate. It helps to localize the objects in a page.

The labels (1) of the metadata are shown in the language selected by the user in the standard banner.

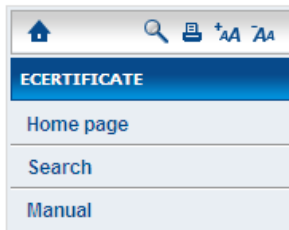
The text (2) of the metadata is shown in the language used to encode it. There is no dynamic translator within the application.

**View Document**

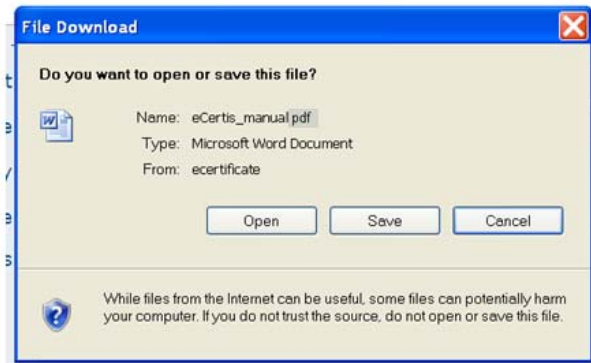
Evidence of non-bankruptcy and financial status	
Evidence type	Certificate of registration (Firmenbuchauszug)
Mandatory or optional	Optional
National legal reference	Sec 70 sqq Austrian Act on the award of purchase contracts (Bundesvergabegesetz 2006 - BVergG 2006)
Regulatory level	Federal
Frequently requested	Common (41-70%)
Format of submission	Electronic format: PDF Paper format
Time of submission	When the offer is submitted
Flexibility of submission	Original document must be submitted Comments on flexibility of submission: If requested, only the paper original is acceptable. However, bankruptcies are also published in the freely accessible Austrian databank for edicts ("Ediktsdatei" - see: <a href="http://www.edikte.justiz.gv.at/edikte/Id/idedi8.nsf/pge">http://www.edikte.justiz.gv.at/edikte/Id/idedi8.nsf/pge</a> ).
Template	Yes:
Semantic characteristics	Document specific information: The certificate of registration (Firmenbuchauszug) contains among other things the registration number, the commercial name, the legal form, seat and business address, the branch, details about a subsidiary, date of the conclusion of the articles of association, name and birth date of the entrepreneur respectively the representatives, signing of a bankruptcy or a clearing proceeding; the name and birth date of the liquidators, dismissal or refusal of a bankruptcy petition; etc.
Technical characteristics for electronic documents	Applicable:
Technical characteristics for paper documents	Applicable: Signed

**1.2.4 End-user application main menu**

The main menu is vertically expanded on the left side of the screen (2).



- **“Home page”**  
Allows to go displaying the home page (see §1.2.1).
- **“Search”**  
To go to the search menu.
- **“Manual”**  
To download the user's guide. The standard download mechanism installed on the user's PC is used.



In practice, both these buttons have the same behaviour. They offer the cleared box of search criteria.

### 1.2.5 End-user application search page

The search page is the main part (3) of the end-user page.

The search and viewing page and most of the search mechanism are common to the end-user and the “maintenance user”.

Chapter 2 “Search and viewing” describes them.



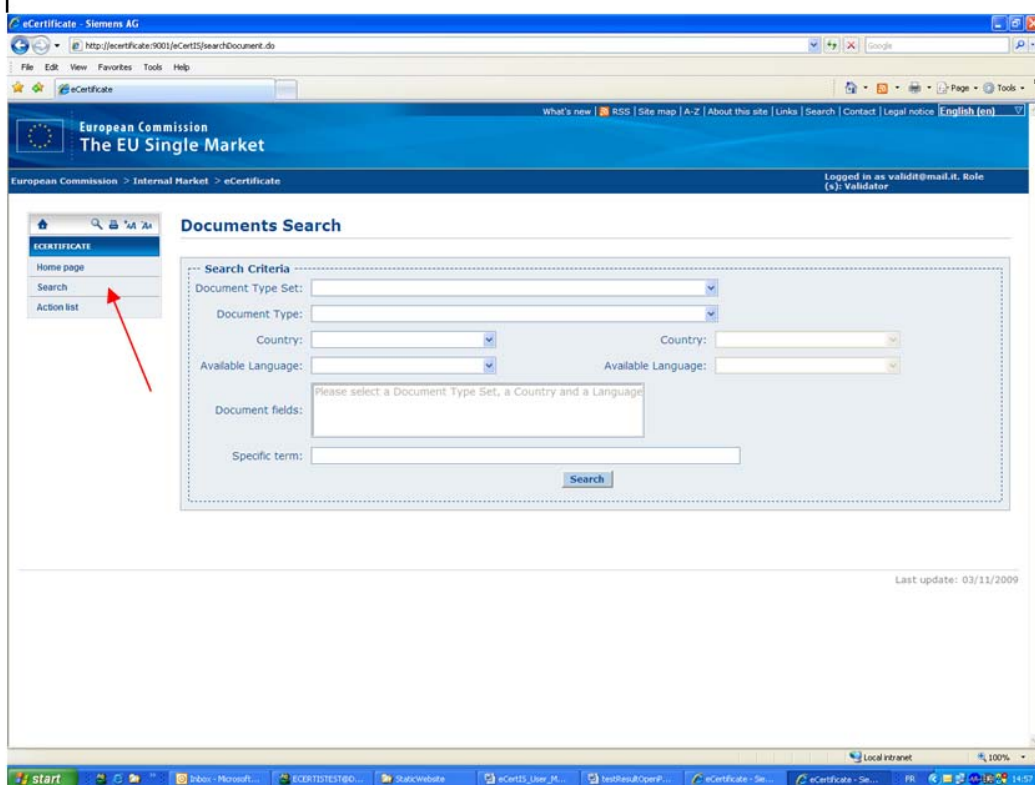
## 2 Search and viewing

Search and viewing can be performed by any user.

The search page is loaded by clicking on the button “Search” in the main menu.

### 2.1 Clear search page

The search criteria are cleared by clicking on the “Search” button in the main menu.



Search page

### 2.2 Dependencies between search criteria

In the “Document search” page all the fields but “**Specific term**” are set with help of fixed lists of values.

“**Document type set**” can be used to limit the number of values in “**Document type**”.

Choosing a “**Document type**” automatically sets the covering “**Document type set**” if it was not already set.

“**Available language**” can be filled only if the “**Country**” above it has been filled. This represents the language which has been used to encode the target information.

The second “Country” on the right side can be specified only if the first one has been filled.

This is used for comparison of information of same type between two MS (see §2.7).

### 2.2.1 Selecting/unselecting "Document fields" names

The “Document fields” are representing the labels of the main fields in the metadata. E.g. Evidence source, Flexibility of submission, Applicable fee...

A list of “Document fields” can be used to refine the search when at least “Document type set” and “Available language” have been specified.

- Field content statistic
  - When a field content statistic is required ((3) has been selected),
    - "Document fields" is made available when “Document type set”, “Document type” and “Available language” have to be specified;
    - only one "Document fields" name can be selected.
- Refining normal search

#### Document search

The screenshot shows a search criteria form with the following elements:

- Document type set:** Certificate required to participate in public procurements
- Document type:** [Empty dropdown]
- Country:** [Empty dropdown]
- Available language:** English
- Document fields:** A list with "Document content details" selected. Other options are "Evidence source" and "Flexibility of submission".
- Field content statistics:** An unchecked checkbox.
- Specific term:** [Empty text input]
- For update:** [Unchecked checkbox]
- Search:** A button at the bottom.

Annotations in the image:

- 1:** A red arrow points to the first item in the "Document fields" list, with the text "<Click> 1".
- 2:** A red arrow points to the second item in the "Document fields" list, with the text "<Ctrl> + <Click> 2".
- 3:** A red arrow points to the "Field content statistics" checkbox, with the number "3".

- Selecting the first chosen "Document fields" name is made by simply clicking on it (1).
- Further "Document fields" names are selected by typing <Ctrl> while clicking on it (2).
- Unselecting "Document fields" name
  - At any moment a "Document fields" name can be unselected by typing <Ctrl> while clicking on it.

## 2.3 Show a specific document

Suppose you're working in the office of a contracting authority in Belgium. You've received an offer from a French tenderer, and you wish to determine if the presented document "Evidence of non-bankruptcy and financial status" indeed meets its requirements and to know how to determine the validity of the document. You need thus to view the metadata of the French certificate "Evidence of non-bankruptcy and financial status".

→ Choose the "Document type" (1) and the "Country" (2) and click on **Search** (3) in the search criteria area of the search page:

**Documents Search**

**Search Criteria**

Document Type Set: Certificate required to participate in public procurements

Document Type: Evidence of non-bankruptcy and financial status

Country: France

Available Language:

Document fields: Please select a Document Type Set, a Country and a Language

Specific term:

**Search**

1 → Document Type  
2 → Country  
3 → Search

### 2.3.1 Displaying information from the search results list

The search result is displayed and by clicking on the line corresponding to the target, wanted information is shown.

**Documents Search**

**Search Criteria**

Document Type Set: Certificate required to participate in public procurements

Document Type: Evidence of non-bankruptcy and financial status

Country: France

Available Language:

Document fields: Please select a Document Type Set, a Country and a Language

Specific term:

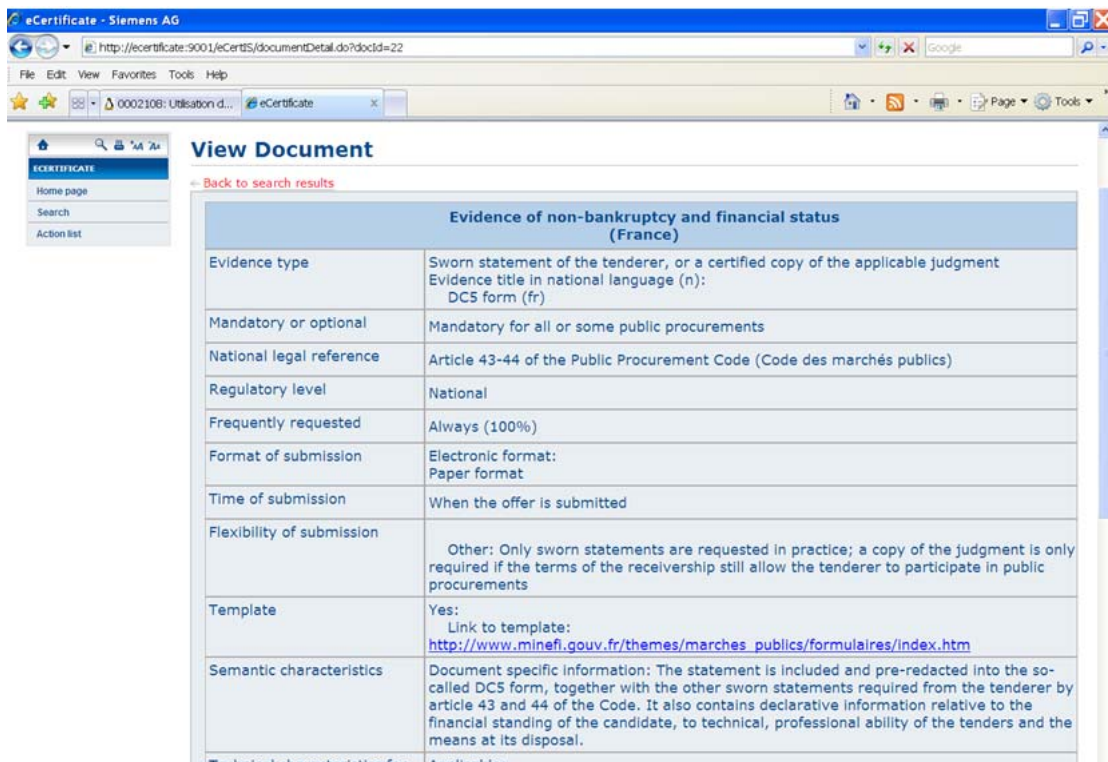
**Search**

**Result**

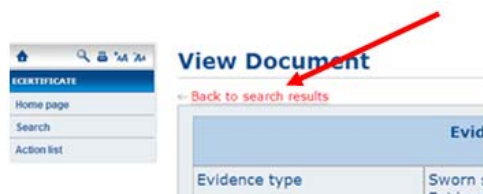
	Document Title	Document Type	Legal Reference	Modification Date	Document Country	Document Language
<input type="checkbox"/>	Evidence of non-bankruptcy and financial status	Evidence of non-bankruptcy and financial status	art. 45 §3 of Directive 2004/18/EC	27/10/2009	France	English

→ Evidence of non-bankruptcy and financial status

Displayed information:



When the user wants to get back to the search results list, he has to click [← Back to search results](#) at the bottom of the view document page:



If he wants to get back to the cleared search menu, he clicks  in the main menu.

## 2.4 Show the list of certificates in a country

Suppose you're a tenderer and you wish to know which documents are required to participate in public procurements in Denmark.

→ Select the following criteria and click  :

The search results list is then displayed:

Result						
	Document Title	Document Type	Legal Reference	Modification Date	Document Country	Document Language
<input type="checkbox"/>	<a href="#">Evidence of absence of conviction for natural persons</a>	Evidence of absence of conviction for natural persons	art. 45 §3 of Directive 2004/18/EC	28/10/2009	Denmark	English
<input type="checkbox"/>	<a href="#">Evidence of absence of conviction for legal persons</a>	Evidence of absence of conviction for legal persons	art. 45 §3 of Directive 2004/18/EC	28/10/2009	Denmark	English
<input type="checkbox"/>	<a href="#">Evidence of non-bankruptcy and financial status</a>	Evidence of non-bankruptcy and financial status	art. 45 §3 of Directive 2004/18/EC	28/10/2009	Denmark	English
<input type="checkbox"/>	<a href="#">Evidence of compliance with social security obligations</a>	Evidence of compliance with social security obligations	art. 45 §3 of Directive 2004/18/EC	28/10/2009	Denmark	English
<input type="checkbox"/>	<a href="#">Proof of the tenderer's identity</a>	Proof of the tenderer's identity	art. 46 of Directive 2004/18/EC	28/10/2009	Denmark	English
<input type="checkbox"/>	<a href="#">Evidence of economic and financial standing</a>	Evidence of economic and financial standing	art. 47 of Directive 2004/18/EC	28/10/2009	Denmark	English
<input type="checkbox"/>	<a href="#">Evidence of compliance with fiscal obligations</a>	Evidence of compliance with fiscal obligations	art. 45 §3 of Directive 2004/18/EC	28/10/2009	Denmark	English
<input type="checkbox"/>	<a href="#">Evidence of professional qualification</a>	Evidence of professional qualification	art. 46 of Directive 2004/18/EC	28/10/2009	Denmark	English
<input type="checkbox"/>	<a href="#">Evidence of technical and/or professional ability</a>	Evidence of technical and/or professional ability	art. 48 §2 of Directive 2004/18/EC	28/10/2009	Denmark	English
<input type="checkbox"/>	<a href="#">Evidence of adequate insurance</a>	Evidence of adequate insurance	art. 47 §1 a) of Directive 2004/18/EC	28/10/2009	Denmark	English
<input type="checkbox"/>	<a href="#">Evidence of quality assurance</a>	Evidence of quality assurance	art. 49 of Directive 2004/18/EC	28/10/2009	Denmark	English
<input type="checkbox"/>	<a href="#">Evidence of environmental compliance</a>	Evidence of environmental compliance	art. 50 of Directive 2004/18/EC	28/10/2009	Denmark	English

The content of a document can be displayed by clicking on the corresponding line (see § 2.3.1).

## 2.5 Statistical information on the documents of a same country

Suppose you're the same tenderer as above (§2.4) and you wish to know how much you'll have to pay to obtain all the documents required to participate in public procurements in Denmark and which office deliver them.

You just need to see only this information for all documents. You can simply refine the search criteria by selecting both the corresponding field names in "Document fields". To select more than one field name, press <CTRL> while you click on the requested field name.

- Press <CTRL> while selecting "Applicable fee" (1)
- Press <CTRL> while selecting "Evidence source" (2)
- Position the cursor on "Source reference" by scrolling down
- Press <CTRL> while selecting "Source reference" (3)

- Click on **Search** (4)

### Documents Search

**Search Criteria**

Document Type Set: Certificate required to participate in public procurements

Document Type: [ ]

Country: Denmark [ ] Country: [ ]

Available Language: English [ ] Available Language: [ ]

Document fields: [Applicable fee, Evidence source, Evidence type, Flexibility of submission]

Specific term: [ ]

**Search**

**Result**

	Document Title	Document Type	Legal Reference	Modification Date	Document Country	Document Language
<input type="checkbox"/>	<a href="#">Evidence of absence of conviction for legal persons</a>	Evidence of absence of conviction for legal persons	art. 45 §3 of Directive 2004/18/EC	05/11/2009	Denmark	English

### Documents Search

**Search Criteria**

Document Type Set: Certificate required to participate in public procurements

Document Type: [ ]

Country: Denmark [ ] Country: [ ]

Available Language: English [ ] Available Language: [ ]

Document fields: [Regulatory level, Semantic characteristics, Source reference, Technical characteristics for electronic documents]

Specific term: [ ]

**Search**

The search result is the content of the 3 selected fields in all specified documents.

<a href="#">Evidence of non-bankruptcy and financial status</a>	Evidence of non-bankruptcy and financial status	Denmark	Source reference	Name of relevant service / organisation / department: the Danish Commerce and Companies Agency URL: <a href="http://www.eogs.dk/">http://www.eogs.dk/</a> Phone: +45 33 30 77 00 Fax: +45 33 30 77 99 Mail: <a href="mailto:cck@eogs.dk">cck@eogs.dk</a> Address: Kampmannsgade 1 DK-1780 Copenhagen V
<a href="#">Evidence of non-bankruptcy and financial status</a>	Evidence of non-bankruptcy and financial status	Denmark	Evidence source	Specific organisation: the Danish Commerce and Companies Agency
<a href="#">Evidence of compliance with fiscal obligations</a>	Evidence of compliance with fiscal obligations	Denmark	Applicable fee	Exact price: 97 €
<a href="#">Evidence of compliance with fiscal obligations</a>	Evidence of compliance with fiscal obligations	Denmark	Source reference	Name of relevant service / organisation / department: the Danish Commerce and Companies Agency URL: <a href="http://www.eogs.dk/">http://www.eogs.dk/</a> Phone: +45 33 30 77 00 Fax: +45 33 30 77 99 Mail: <a href="mailto:cck@eogs.dk">cck@eogs.dk</a> Address: Kampmannsgade 1 - DK-1780 Copenhagen V
<a href="#">Evidence of compliance with fiscal obligations</a>	Evidence of compliance with fiscal obligations	Denmark	Evidence source	Specific organisation: the Danish Commerce and Companies Agency
<a href="#">Proof of the tenderer's identity</a>	Proof of the tenderer's identity	Denmark	Applicable fee	N.A. (no typical document exists)
<a href="#">Proof of the tenderer's identity</a>	Proof of the tenderer's identity	Denmark	Source reference	Name of relevant service / organisation / department: Det Centrale Virksomheds Register URL: <a href="http://www.cvr.dk/Site/Forms/CMS/DisplayPage.aspx?pageid=0">http://www.cvr.dk/Site/Forms/CMS/DisplayPage.aspx?pageid=0</a> Phone: +45 33 30 77 00 Fax: +45 33 30 77 99 Mail: <a href="mailto:cvrweb@eogs.dk">cvrweb@eogs.dk</a>
<a href="#">Proof of the tenderer's identity</a>	Proof of the tenderer's identity	Denmark	Evidence source	Specific organisation: Det Centrale Virksomheds Register
<a href="#">Evidence of economic and financial standing</a>	Evidence of economic and financial standing	Denmark	Applicable fee	N.A. (no typical document exists)
<a href="#">Evidence of economic and financial standing</a>	Evidence of economic and financial standing	Denmark	Source reference	
<a href="#">Evidence of economic and financial standing</a>	Evidence of economic and financial standing	Denmark	Evidence source	Tenderer itself
<a href="#">Evidence of absence of conviction for natural persons</a>	Evidence of absence of conviction for natural persons	Denmark	Applicable fee	Exact price: 97 €
				Name of relevant service / organisation / department:

3 lines are shown for each document. They contain the metadata of the specified fields: “Applicable fee”, “Source reference” and “Evidence source”.

## 2.6 Search for a specific term

Suppose you’re working in a contracting authority which has received a document from an Austrian tenderer. This document is clearly labelled with a given name in German. You’ve however no idea what this document refers to, because the explanations in the offer are ambiguous.

You choose a specific term (e.g. “Strafregisterbescheinigung”) in the document text which seems to be specific to this document.

Then you initialize the search criteria

- “Country” by selecting “Austria”
- “Specific term” with the chosen term “Strafregisterbescheinigung”

And you click on .

**Documents Search**

The term has been found twice. The fields containing it are displayed in the result list with the title of the document they pertain to.

**Result**

Document Title	Document Type	Document Country	Label	Text
<a href="#">Evidence of absence of conviction for legal persons</a>	Evidence of absence of conviction for legal persons	Austria	Evidence type	Extract from the register of conviction (Strafregisterbescheinigung) issued to each of the chief executive officers.
<a href="#">Evidence of absence of conviction for natural persons</a>	Evidence of absence of conviction for natural persons	Austria	Evidence type	Extract from the register of conviction (Strafregisterbescheinigung).

The complete document can be viewed by clicking on the corresponding line in the result list (see §2.3.1).

Note: the **“Specific term”** can be used to search for a group of words also. E.g. To know which are the documents requiring a declaration under oath in Austria, select **“Austria”** in **“Country”** (1) and enter the expression **“under oath”** in **“Specific term”** (2). Click on **Search** (3) and you'll see the list of fields containing **“under oath”** in all Austrian documents (4).



**Search Criteria**

Document Type Set:

Document Type:  1

Country: Austria  Country:

Available Language:  Available Language:

Document fields:  Please select a Document Type Set, a Country and an Available Language 2

Specific term: under oath  3

**Result**

Document Title	Document Type	Document Country	Label	Text
<a href="#">Evidence of compliance with social security obligations</a>	Evidence of compliance with social security obligations	Austria	Foreign equivalence	Equivalent documents issued by judicial or governmental bodies, if available Declarations under oath or solemn declarations made before the competent judicial or governmental body, notary public or competent professional organisation
<a href="#">Evidence of compliance with fiscal obligations</a>	Evidence of compliance with fiscal obligations	Austria	Foreign equivalence	Equivalent documents issued by judicial or governmental bodies, if available Declarations under oath or solemn declarations made before the competent judicial or

## 2.7 Comparison between two MS

Suppose you want to see how the document “Evidence quality assurance” is interpreted in Austria and in Spain and compare them side by side, to determine their similarity.

To do this, the following search criteria have to be set:

- “**Document type**” by selecting “Evidence quality assurance”
- Both the “**Country**” names and the languages of the texts of the documents have to be selected also.

Note: when the criterion “**Country**” on the right is filled, the criteria “**Document fields**” and “**Specific term**” are no more available.

### Documents Search

**Search Criteria**

Document Type Set: Certificate required to participate in public procurements

Document Type: Evidence of quality assurance

Country: Austria  Country: Spain

Available Language: English  Available Language: English

Document fields:  N/A with for this kind of search.

Specific term:  N/A with for this kind of search.

By clicking on  , a table is shown in the result area.

Each line consists of 3 columns. The first one (**Label**) contains the labels of the documents fields and the two others (**country name**), the texts of the documents fields.

Result		
Label	Austria	Spain
Evidence type	Attestations from independent accreditation bodies confirming compliance with standards ÖNORM or ISO-norms) from the Austrian Standards Institute (Österreichisches Normungsinstitut; see <a href="http://www.on-norm.at">http://www.on-norm.at</a> )	Attestations from independent accreditation bodies confirming compliance with EN ISO 9000 standards
Mandatory or optional	Optional	Optional
National legal reference	Sec 70 sqq Austrian Act on the award of purchase contracts (Bundesvergabegesetz 2006 - BVergG 2006).	Article 69 Law 30/2007, of 30 October, of Public Sector Contracts
Regulatory level	Federal	Regional
Frequently requested	Rare (1-15%)	Rare (1-15%)
Format of submission	Paper format	Paper format
Time of submission	When the offer is submitted	When the offer is submitted
Flexibility of submission	Determined by contracting authority Comments on flexibility of submission: The contracting authority is free to determine which documents are needed, and thus determines the degree of flexibility. The contracting authority must accept equivalent attestations from other Member States, or generally any other documents proving compliance with equivalent requirements.	Determined by contracting authority Comments on flexibility of submission: The contracting authority must accept equivalent attestations from other Member States, or generally any other documents proving compliance with equivalent requirements.
Template	No	No
Semantic characteristics		
Technical characteristics for electronic documents		
Technical characteristics for paper documents		
Validity period	Document validity is not limited in time	Document validity is not limited in time
Validation process	Validation process does not exist	Validation process does not exist
Translation requirements	N.A.	

## 2.8 Statistical analysis of a specific field

This function allows comparing the content of a specific field of a specific document between all MS.

Suppose in a context of European certificates harmonization, a study is made about the validity period of documents. A user wants to know the validity period of the document "Evidence of economic and financial standing" in all MS.

He has to

- Select  **Field content statistics (1)** to indicate he wants to do such an analysis.  
At this moment, the fields "Country", "Available language" on the right and "Specific term" are made unavailable.
- Select "Evidence of economic and financial standing" in "Document type **(2)**.
- Select the language of the text of the documents **(3)**.  
The selection of a field name is then made available.
- Select the document field name "Validity period" in the screen field "Document fields".  
Note: only one document field name can be selected for this function.
- Click **Search**.

**Documents Search**

The screenshot shows a search criteria form with the following elements:

- Document Type Set:** Certificate required to participate in public procurements
- Document Type:** Evidence of economic and financial standing
- Country:** (Two dropdown menus)
- Available Language:** English
- Document fields:** Time of submission, Translation requirements, Validation process, **Validity period** (selected)
- Field content statistics:**  (checked)
- Specific term:** N/A with for this kind of search.
- For Update:**
- Search:** Button

The result is shown in two columns: the first one indicating the country and the second one showing the content of the specified field in the corresponding document.


Document Country	Text
Belgium	Document validity is not limited in time
Denmark	N.A.
France	Document validity is not limited, but must have been issued in the last: 3 years
Italy	Document validity is not limited in time
Spain	Document validity is not limited, but must have been issued in the last: 3 years
Austria	Document validity is not limited in time
Poland	N.A.

**2.9 Comparison from the search result list**

When the search result contains a list of documents with the same layout (same document type set), it is possible to compare two of them.

In such a result list, a check box is inserted at the beginning of each line. It allows selecting items in the list. A button “**compare**” is foreseen at the bottom of the list. When the user wishes to compare two documents from the search result list, he has to click on the two corresponding check boxes to select the documents. Clicking on the button “compare” will show the comparison result in 3 columns:

The first one (**Label**) contains the labels of the documents fields and the two others (**Document type (country)**), the texts of the documents fields.

Suppose a user is analysing documents required after the completion of public procurements in whole Europe. He has selected “Letters of acceptance from the contracting authority” in “**Document type**” and has clicked on  :

**Documents Search**

**Search Criteria**

Document Type Set: Certificate required after the completion of public procure

Document Type: Letters of acceptance from the contracting authority

Country: Country:

Available Language: Available Language:

Please select a Document Type Set and a Language  Field content statistics

Document fields:

Specific term:

For Update:

**Search**

The following result is displayed:

**Result**

	Document Title	Document Type	Legal Reference	Modification Date	Document Country	Document Language
<input type="checkbox"/>	<a href="#">Letters of acceptance from the contracting authority</a>	Letters of acceptance from the contracting authority		28/10/2009	Denmark	English
<input type="checkbox"/>	<a href="#">Letters of acceptance from the contracting authority</a>	Letters of acceptance from the contracting authority		27/10/2009	France	English
<input type="checkbox"/>	<a href="#">Letters of acceptance from the contracting authority</a>	Letters of acceptance from the contracting authority		03/11/2009	Italy	English
<input type="checkbox"/>	<a href="#">Letters of acceptance from the contracting authority</a>	Letters of acceptance from the contracting authority		02/11/2009	Spain	English
<input type="checkbox"/>	<a href="#">Letters of acceptance from the contracting authority</a>	Letters of acceptance from the contracting authority		04/11/2009	Austria	English

**Select All** **Compare** **Generate PDF**

Now, the user wants to compare the Austrian and the Danish “Letters of acceptance”. He selects thus the two corresponding lines in the list ((1) and (2)). The button **Compare** is then enabled and the user can click on it (3).

**Result**

	Document Title	Document Type	Legal Reference	Modification Date	Document Country	Document Language
<input checked="" type="checkbox"/>	<a href="#">Letters of acceptance from the contracting authority</a>	Letters of acceptance from the contracting authority		28/10/2009	Denmark	English
<input type="checkbox"/>	<a href="#">Letters of acceptance from the contracting authority</a>	Letters of acceptance from the contracting authority		27/10/2009	France	English
<input type="checkbox"/>	<a href="#">Letters of acceptance from the contracting authority</a>	Letters of acceptance from the contracting authority		03/11/2009	Italy	English
<input type="checkbox"/>	<a href="#">Letters of acceptance from the contracting authority</a>	Letters of acceptance from the contracting authority		02/11/2009	Spain	English
<input checked="" type="checkbox"/>	<a href="#">Letters of acceptance from the contracting authority</a>	Letters of acceptance from the contracting authority		04/11/2009	Austria	English

**Select All** **Compare** **Generate PDF**

The comparison result is shown on 3 columns: the first one containing the labels of the documents fields and the two others, the content of the fields in the two documents.

Result		
Label	Letters of acceptance from the contracting authority (Denmark)	Letters of acceptance from the contracting authority (Austria)
Evidence type	Unknown	No standard for letters of acceptance has been implemented in Austria
National legal reference		No legal basis applicable.
Regulatory level		
Format of submission		N.A.
Template		N.A.
Semantic characteristics		

The user now wishes to return to the result list. He clicks on [Search](#) at the bottom of the “Search criteria” area to do this.

**Note:** documents of a same MS can be compared between them. E.g. The German document "evidence of absence of conviction for natural person" has been published in German. A responsible person wants to verify if the English version is the correct translation of the German one.

He has to select "evidence of absence of conviction for natural person" in "**Document type**" and "Germany" in "**Country**". He clicks on [Search](#) and then sees the identifying data of both these documents in the result list.

He selects both the two lines by clicking on the corresponding checkboxes and clicks on [Compare](#) at the bottom of the search result list. The comparison table is then shown and he can evaluate the translation in English in regard of the German version.

## 2.10 View a certificate template

Displaying a template can be done while viewing a document.

Viewing a specific template can be also directly requested via the search criteria.

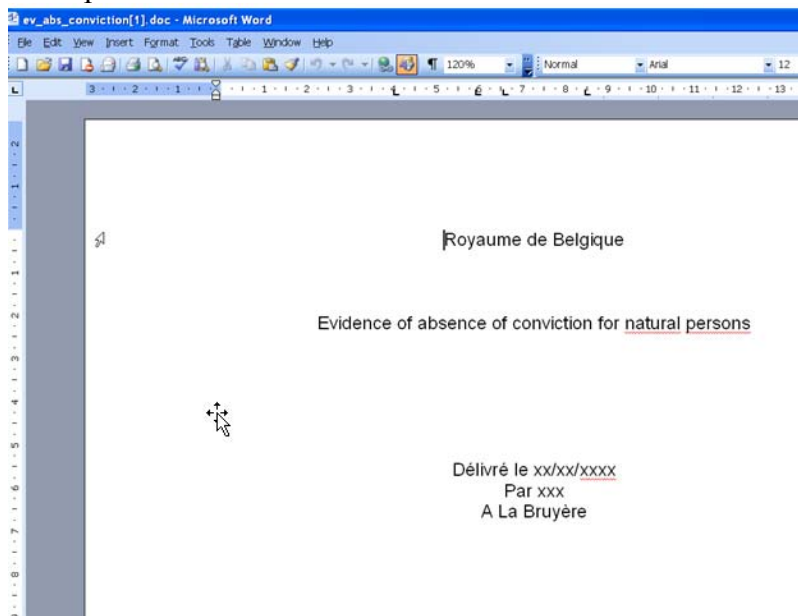
### 2.10.1 Open template while viewing documents

Suppose you're viewing the Belgian "Evidence of absence of conviction for natural persons" and you want to see the included template.

You scroll to the field "**Template**" and click on the link to the file containing the template:

Frequently requested	Frequent (71-99%)
Format of submission	Paper format
Time of submission	When the offer is accepted
Flexibility of submission	Original document must be submitted
Template	Yes: Applicable template (upload): ev_abs_conviction.doc
Semantic characteristics	Identity of the issuing authority Contact information of issuing authority Identity of the receiving party, including: Address Issuing date Issuing place Possible language(s) of the document: NL, FR, DE

The template content is shown in another window where it was open by the program able to do so. In the example here, a Word document is used but it would be better to use pdf files as template container.



### 2.10.2 Open template from the search result list

To access directly to a template, it is possible to use search criteria in the search menu. Suppose you want to view the template included in the version in English of the Belgian "Evidence of absence of conviction for natural persons".

You have to

- select "Evidence of absence of conviction for natural persons" in "**Document type**" (1)
- select "Belgium" in "**Country**" (2)
- select "English" in "**Available language**" (3)
- select "Template" in "**Document fields**" (4)
- click  (5)

The screenshot shows a 'Search Criteria' form with the following fields and annotations:

- Document Type Set:** Certificate required to participate in public procurements (arrow 1)
- Document Type:** Evidence of absence of conviction for natural persons (arrow 1)
- Country:** Belgium (arrow 2)
- Available Language:** English (arrow 3)
- Document fields:** Template (arrow 4)
- Specific term:** (empty field, arrow 5)
- Search:** (button, arrow 5)

The content of the field is then shown in the search result list. Simply click on the link (1) to the file containing the template.

Document Title	Document Type	Document Country	Label	Text
<a href="#">Evidence of absence of conviction for natural persons</a>	Evidence of absence of conviction for natural persons	Belgium	Template	Yes: Applicable template (upload): <a href="#">ev_abs_conviction.doc</a>

Red arrow 1 points to the link [ev\\_abs\\_conviction.doc](#) in the 'Text' column.

The template content is then shown in another window where it was opened by the program dedicated to the type of the file.

## 2.11 Generating a pdf report of published documents

It is possible to generate a pdf report containing documents selected from the search result list.

Suppose a user is analysing documents "Evidence of compliance with fiscal obligation" for all MS. He wants to collect them in a same document. To do this, he acts as follows:

- He selects "Evidence of compliance with fiscal obligation" in "**Document type**" and clicks [Search](#).
- In the result list he clicks [Select All](#) (1) to select all documents found but he doesn't want to put the Belgian document in the pdf report. He then unselects it (2).
- He clicks [Generate PDF](#) to display the "Pdf generation" page.

	Document Title	Document Type	Legal Reference	Modification Date	Document Country	Document Language
<input type="checkbox"/>	test JML	Evidence of compliance with fiscal obligations		14/12/2009	Belgium	English
<input checked="" type="checkbox"/>	<a href="#">Evidence of compliance with fiscal obligations</a>	Evidence of compliance with fiscal obligations	art. 45 §3 of Directive 2004/18/EC	05/11/2009	Denmark	English
<input checked="" type="checkbox"/>	<a href="#">Evidence of compliance with fiscal obligations</a>	Evidence of compliance with fiscal obligations	art. 45 §3 of Directive 2004/18/EC	27/10/2009	France	English
<input checked="" type="checkbox"/>	<a href="#">Evidence of compliance with fiscal obligations</a>	Evidence of compliance with fiscal obligations	art. 45 §3 of Directive 2004/18/EC	16/12/2009	Italy	English
<input checked="" type="checkbox"/>	<a href="#">Evidence of compliance with fiscal obligations</a>	Evidence of compliance with fiscal obligations	art. 45 §3 of Directive 2004/18/EC	29/10/2009	Spain	English
<input checked="" type="checkbox"/>	<a href="#">Evidence of compliance with fiscal obligations</a>	Evidence of compliance with fiscal obligations	art. 45 §3 of Directive 2004/18/EC	03/11/2009	Austria	English

Buttons:

The pdf report can be generated

- Either on line by clicking  (1). Then a dialog box is displayed (2) offering the possibilities to directly read the pdf report or to save it on the user's pc.

**PDF generation**

← Back to search results

e-mail:

**Document search criteria**

Document Type Set: Certificate required to participate in public procurements

Document Type: Evidence of compliance with fiscal obligations

Country:

Available Language:

Document Title	Document Type	Legal Reference	Modification Date	Document Country	Document Language
Evidence of compliance with fiscal obligations	Evidence of compliance with fiscal obligations				English
Evidence of compliance with fiscal obligations	Evidence of compliance with fiscal obligations	Directive 2004/18/EC	29/10/2009	Spain	English
Evidence of compliance with fiscal obligations	Evidence of compliance with fiscal obligations	art. 45 §3 of Directive 2004/18/EC	03/11/2009	Austria	English
Evidence of compliance with fiscal obligations	Evidence of compliance with fiscal obligations	art. 45 §3 of Directive 2004/18/EC			English

**File Download**

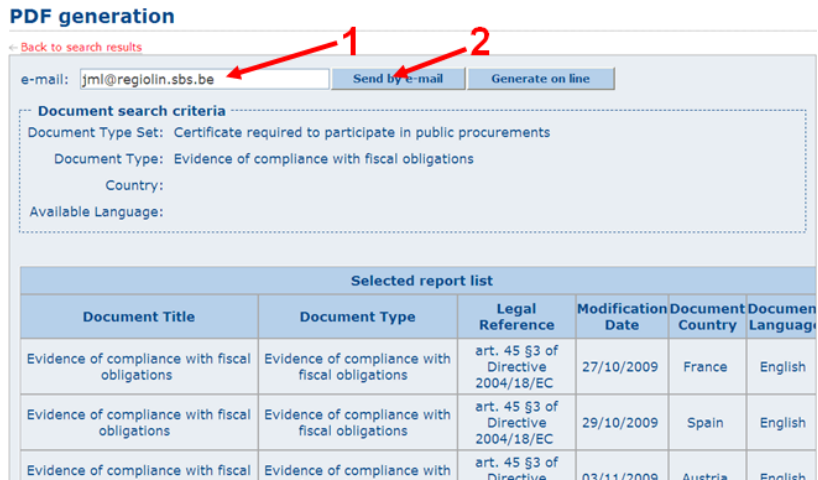
Do you want to open or save this file?

Name: eCertIS\_Document\_Report\_16\_12\_09.pdf  
Type: Adobe Acrobat Document, 57.8KB  
From: ecertificate

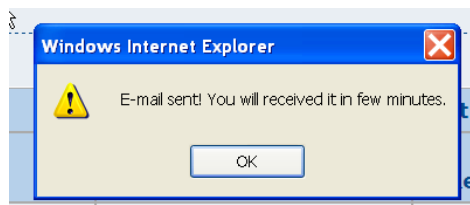
While files from the Internet can be useful, some files can potentially harm your computer. If you do not trust the source, do not open or save this file.

- Or off line by entering an e-mail address (1) and clicking  (2). In this case, the report will be sent to the specified mail box. In case the user has already been defined in the e-CERTIS application by the administrator (e.g. contributors, validators), the specified address is saved in the database and will be used as preset value the next time the user will require a pdf report generation.





The following dialog box is then displayed to inform the user the request has been taken into account:



The content of the pdf report is described in §2.12.

Now the user can return to the action list page

- Either by clicking [← Back to search results](#) to return to the current search result keeping the specified search criteria.
- Or by clicking  in the main menu to return to the cleared search menu.

## 2.12 Pdf reports content layout

The header page of a pdf report consists of

- A title (1)
- The timestamp of the pdf file generation and information about the user (2)
- The search criteria used for file selection (3)
- The list of documents put in the pdf report (4). When this list is too long, the second page of the report is used to put the end of the documents list.

**European Commission**

**DG MARKT**

**eCertificate**

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**1** →

**2** → PDF generated on 17/12/2009 at 3:08:52 PM by contributor (Contributor/Validator) of Belgium.

**3** → Document search criteria:  
 Document Type Set: Certificate required to participate in public procurements  
 Document Type: Evidence of absence of conviction for natural persons  
 Country:  
 Available Language:

**4** → Report result list:  
 Evidence of absence of conviction for natural persons, France (en)  
 Evidence of absence of conviction for natural persons , Spain (en)  
 Evidence of absence of conviction for natural persons , Italy (en)  
 Evidence of absence of conviction for natural persons , Austria (en)  
 Evidence of absence of conviction for natural persons , Denmark (en)  
 Evidence of absence of conviction for natural persons, Belgium (en)

A page break is inserted before each document.

A document header describes each document. It contains

- The document type and the set of document types it pertains to
- The country
- The language of the document text

Document Type Set: Certificate required to participate in public procurements      Country: France  
 Document Type: Evidence of absence of conviction for natural persons      Language: English

<b>Evidence of absence of conviction for natural persons</b>	
Evidence type	Sworn statement of the tenderer Evidence title in national language (n): DC5 Form (fr)
Mandatory or optional	Mandatory for all or some public procurements
National legal reference	Article 43-44 of the Public Procurement Code (Code des marchés publics)
Regulatory level	National

When the document text is split on two pages, the document title is copied at the top of the second page:

<b>Evidence of absence of conviction for natural persons</b>	
Most recent update	27/10/2009

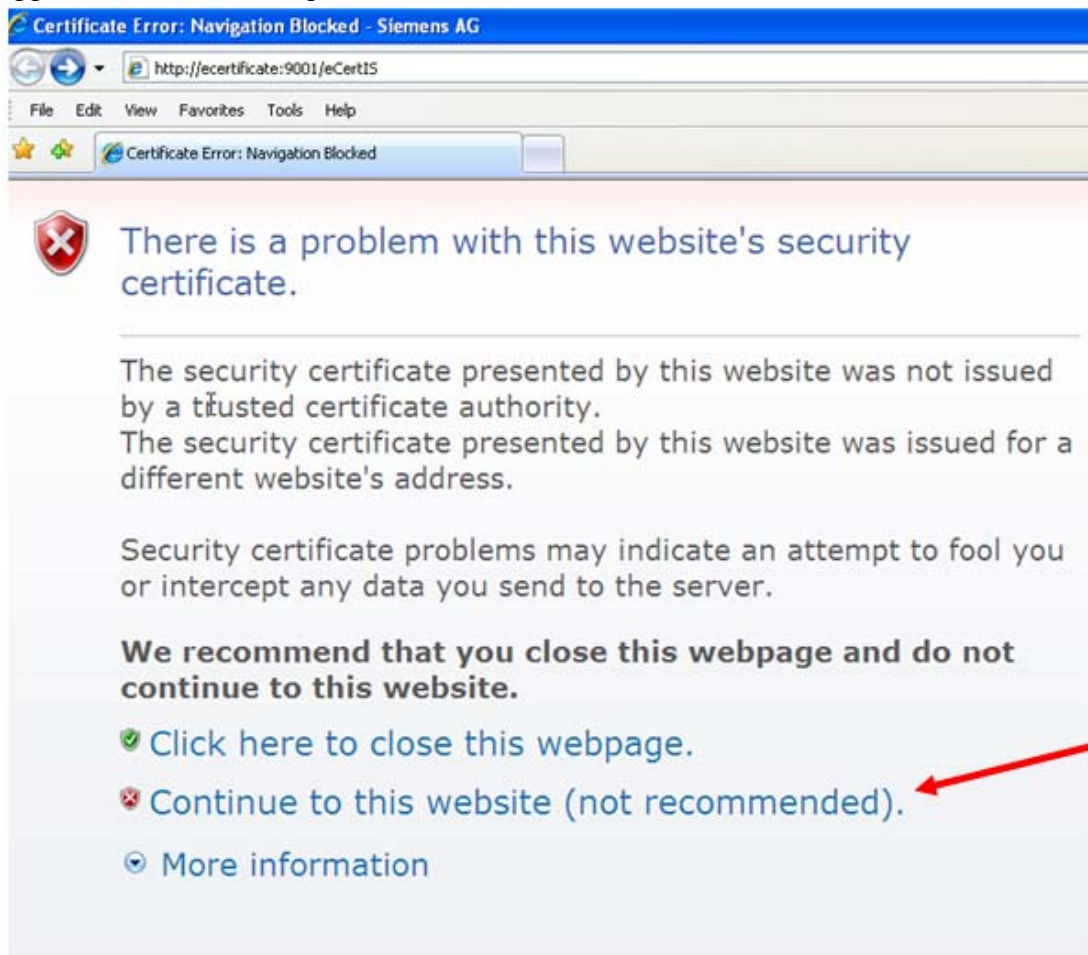
### 3 Problem- and error handling

Some unexpected events could occur. The aim of this chapter is to give recommendations to the user how to react when such an event occurs.

#### 3.1 Navigation blocked when trying to login for maintenance

When the user environment has not been initialized to recognize the site of the application as secure, the Internet browser displays the dialog page here below. The user has just to accept to go to the application site by clicking on

[Continue to this website \(not recommended\).](#) and the connection to the application will be set up.



### 3.2 Unrecoverable application error

In case the application cannot handle an error occurrence, an error page is displayed such as the following one:

**Error!**

**Error description**

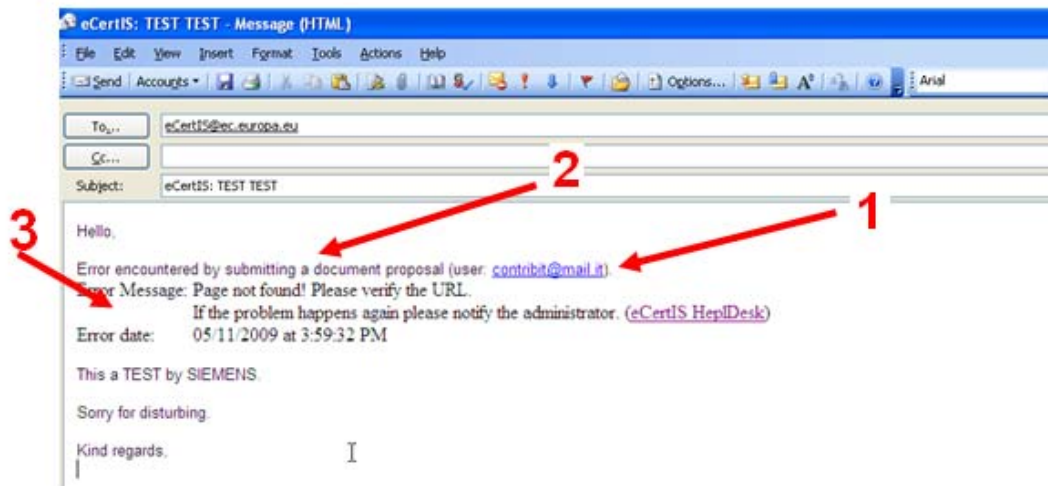
Error Message: Page not found! Please verify the URL.

If the problem happens again please notify the administrator. ([eCertIS HelpDesk](#))

Error date: 05/11/2009 at 3:59:32 PM

In order to improve the application, it is recommended to the user who encounters such a problem to send a mail to the administrator by clicking on [eCertIS HelpDesk](#). At least, this mail should contain

- The login name of the user **(1)**
- What he was doing **(2)**
- The copy of the “Error description” shown in the error page **(3)**
- Probable additional notes



### **3.3 The Internet browser cannot display the web page**

If you receive the following report page and you cannot repair the situation with help of information. For example, with Internet Explorer you can get by clicking on [Diagnose Connection Problems](#) and/or on [More information](#), it is recommended you prevent the administrator to determine the cause of the problem.



#### Internet Explorer cannot display the webpage

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Most likely causes:

- You are not connected to the Internet.
- The website is encountering problems.
- There might be a typing error in the address.

What you can try:

- [Diagnose Connection Problems](#)
- [More information](#)