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Pharmaceutical Label Portal

Frequently Asked Questions

www.bollini.ipzs.it

1 I HAVEN'T RECEIVED THE CREDENTIALS TO ACCESS THE NEW PORTAL. WHAT SHOULD I DO?

A pharmaceutical company that has not yet received the credentials to access the portal should fill in the *Authorization Form* that can be downloaded from the **Authorization** section of the Pharmaceutical Label Portal www.bollini.ipzs.it.

This form, fully completed, must be signed by the pharmaceutical company's legal representative and sent by registered letter to the following address: Istituto Poligrafico e Zecca dello Stato SpA Via Salaria 691 00138 Rome.

2 WHAT'S INVOLVED IN COMPILING THE *AUTHORIZATION FORM*?

By signing the form, the pharmaceutical company authorizes its buyers to send orders using the Pharmaceutical Label Portal www.bollini.ipzs.it and undertakes to make purchases "exclusively of pharmaceutical labels that the company is authorized to place on the market in Italy, or is a subject that has been authorized to do so by the licence holder".

3 HOW CAN COMPANIES WITH NO REGISTERED EMAIL REGISTER?

For pharmaceutical companies that are not entered in the Business Register, and as a result are not obliged to have a certified email address, there is an alternative to the procedure mentioned in Question No. 1.

In particular, the *Authorization Form* duly compiled and signed can be sent to a normal email address: protocollo@ipzs.it with a copy to: bollini@ipzs.it.

In order to make the authorization procedure more reliable in terms of administration, we invite interested parties to open a certified email address and use the standard procedure.

4 HOW ARE ACCESS CREDENTIALS DISTRIBUTED?

Credentials will be supplied as follows:

User id and Passwords will be sent separately to the users indicated by the pharmaceutical company on the *Authorization Form* (duly compiled and sent to the IPZS mailbox in the ways mentioned in Question No. 1).

5 ACCEPTANCE OF THE GENERAL SUPPLY CONDITIONS

The General Supply Conditions must be accepted within 3 months from the publication by the 6 june 2019 as follows:

1. download the General Supply Conditions available in the section “Conditions of Use” of the Portal www.bollini.ipzs.it;
2. add the signature of the pharmaceutical company’s legal representative;
3. send the signed file to the IPZS by registered letter to the following address: Istituto Poligrafico e Zecca dello Stato SpA Via Salaria 691 00138 Rome or to mailbox bollini@ipzs.it

6 IS IT STILL NECESSARY TO SIGN A LETTER OF INDEMNITY TO SEND PRODUCTS ABROAD?

No, indemnity for the shipping of products abroad is included in the General Supply Conditions, Article 8 *Shipping and delivery methods* section.

7 WHEN WILL THE SUPERUSER PROFILE BE ISSUED?

The first time the Superuser profiles was issued on the 1 march 2017. In the *Authorization* the pharmaceutical companies must indicate at least a superuser. The credentials for this kind of access will be sent to the mail address of all authorized pharmaceutical companies.

8 ENTERING PACKAGING DATA

Packaging data is entered in Step 2 of the procedure to process an order:
1. Select the Packaging Data area;
2. press Standard Packaging in the upper right-hand corner Packaging Data;
3. check that the data issued automatically by the system match your requirements, if not, modify the single items that do not meet specific needs;
4. complete the next steps.

9 WHAT SHOULD WE DO IF THE GRAPHICS OF THE LABELS TO BE ORDERED ARE NOT VISIBLE?

In the case that the graphic isn’t visible, the pharmaceutical company can create it by the “*Add Graphics*" functionality.

10 WHAT SHOULD WE DO IF THE ENTIRE PRODUCT CATALOGUE IS NOT VISIBLE?

In the case that a pharmaceutical company does not find the complete catalogue of labels, it can send the missing AIC codes to this email address: bollini@ipzs.it. IPZS will carry out an update.

11 WILL TOOLS BE MADE AVAILABLE TO TRAIN STAFF HOW TO PREPARE ORDERS?

Training sessions had initially been carried out on demand for the Pharmaceutical companies.
Now for any question about order processing they can make a request by email to: bollini@ipzs.it.

12 IS THERE THE POSSIBILITY OF DOWNLOADING THE CATALOGUE OF THE AICS THAT ARE PRESENT ON THE PORTAL?

No, it isn’t

13 IN THE MODEL, I CAN NOT INSERT OR CANCEL THE AICS ALSO REPEATING ALL THE FOUR STEPS. SHOULD I CREATE A MODEL FOR EACH AIC OR AIC GROUP?

In the model you can add all the AICs that can be purchased from the catalogue, i.e. all those with at least one graphic.
As with normal orders, you can add products of interest to the basket and save the order as a template.
The set of products in the model and their configurations are at your discretion.

14 SAVING THE ORDER AS A DRAFT, CAN I SEE THE SAME DATA BEFORE CONFIRMING THE ORDER, CREATING A PDF FILE?

In the draft, there aren’t all the information because this is the process before the production; the information available in the order confirm are related to the serial numbers.

15 I HAVE SEEN THAT FOR DEFAULT THERE ARE ALL THE FOREIGN ADDRESSES OF THE *GOODS CONSIGNEES* UP TO NOW USED. HOW CAN I CHANGE THEM, IF NECESSARY, OR INSERT NEWS?

All information is described in the manual, in particular in sections 9.2, 9.3, 9.3.1, 9.3.2 and 9.4.

16 IN THE GENERAL SUPPLY CONDITIONS, IT IS WRITTEN THAT THE PORTAL ALLOWS TO DOWNLOAD AND PRINT THE SUMMARY DOCUMENT TO SEE ALL THE DATA. IS IT NECESSARY TO CREATE AN ORDER WITHOUT SAVING IT TO SEE ALL THE DATA?

The summary document can be produced for all models starting from the draft status of the orders. The data must be saved in order to produce the pdf. The models and draft orders are however eliminated from the system.

17 IS IT POSSIBLE TO MAKE AN ORDER IN THE PORTAL AND SIMULTANEOUSLY SEND ORDERS VIA FAX?

No, the fax has been eliminated.

18 WHAT IS NECESSARY TO KNOW ABOUT SHIPPING ABROAD WITH THE NEW PORTAL?

As written in the general supply conditions, there is a single indemnity letter for foreign shipments; it is therefore not necessary to send indemnity for every single order. The logistic process remains the same, but the carrier management for the collection of the goods takes place under the responsibility of the pharmaceutical company.

19 WHAT'S THE NON – CONFORMING CLAIM FLOW?