EUROPEAN COMMISSION

DIRECTORATE-GENERAL FOR JUSTICE AND CONSUMERS

REFERENCE IMPLEMENTATION

Service of Documents & Taking of Evidence

User Manual

Document Control Information

Settings	Value
Document Title	REFERENCE IMPLEMENTATION Service of Documents & Taking of Evidence User Manual
Project Title:	Service of Documents & Taking of Evidence
Document Authors:	Maciej Cichocki, Magdalena Wolanowska, Sara Chilecka
Project Owner:	Daniele Bruni
Project Manager:	Tomasz Swarzynski
Approved by:	Daniele Bruni
Doc. Version:	2.5
Sensitivity:	Commission use
Date:	2025-11-03

Table 1: Document Control Information

Document History

Date	Version	Updated Sections	Revised by	Comment
26/04/2024	1.0	All	Wolanowska Magdalena	Creation
20/06/2024	1.01	2.4, All	Cichocki Maciej, Chilecka Sara	2.4: Updated introduction text. All: Naming convention (Reference Implementation).
17/09/2024	1.02	All	Piotr Goljan	Converted to Eurolook format
24/09/2024	1.03	2.3	Sara Chilecka, Piotr Goljan	User roles: copy case functionality update
13/12/2024	2.0	All	Sara Chilecka, Maciej Cichocki	New chapters: Statistics, SODX, TOEX, Optional signatures, Access restrictions for Assigner, eTranslations, sub-forms' workflows. Updated screenshots Switching authority.

Date	Version	Updated Sections	Revised by	Comment
28/02/2025	2.1	10.16.1.4	Sara Chilecka	Suggestion mechanism description
17/04/2025	2.2	10.21, 10.21.2	Maciej Cichocki	Clarification about eTranslation service added
12/06/2025	2.3	10.21	Sara Chilecka	Elaboration of accepted languages and translation section
01/08/2025	2.4	10.21, point 2.	Sara Chilecka	Definition of changing application language before a PDF generation
03/11/2025	2.5	Document Control Information; 2.2 – updates; 10.9 – updates	Maciej Cichocki	New Product Owner; Updated information about bodyType; Updated information about recommended max file size of the attachments

Table 2: Document History

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1. INTRODUCTION

1.1. Objective of the document

This manual provides information on how to use the Service of Documents (SoD) & Taking of Evidence (ToE) Reference Implementation. This system is built in the context of:

- The Regulation (EU) 2020/1784 of the European Parliament and of the Council of 25 November 2020 on the service in the Member States of judicial and extrajudicial documents in civil or commercial matters (service of documents), and on
- The Regulation (EU) 2020/1783 of the European Parliament and of the Council of 25 November 2020 on cooperation between the courts of the Member States in the taking of evidence in civil or commercial matters (taking of evidence).

It describes the Reference Implementation's functionality allowing the management and exchange of requests for the following judicial instruments:

- Service of Documents (SoD)
- Taking of Evidence (ToE)

In this document, the Application is called 'Reference Implementation' or 'RI Portal'.

By using the RI Portal, authorized users, assigned to appropriate roles, can fill in the available forms. They can then send these legal forms to Competent Authorities in other Member States. Users without appropriate roles do not have access to application and cases.

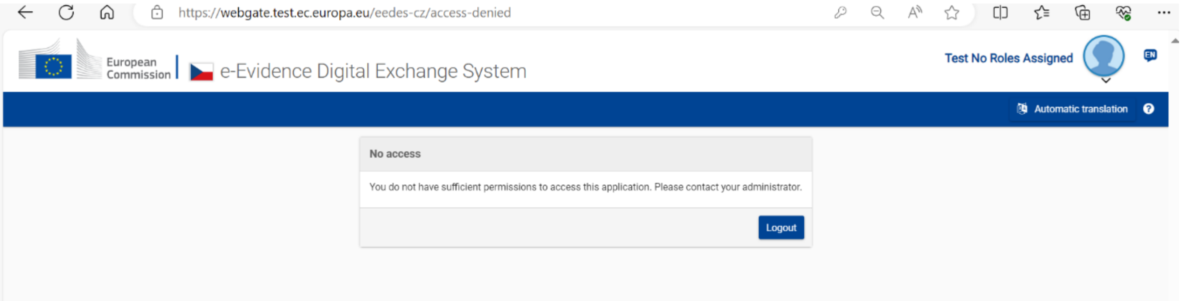


Figure 1: Home Page of the Reference Implementation without having roles assigned to the user

1.2. Intended Audience

The intended audience of this document is composed of the following stakeholders:

- DG JUST technical and business staff
- MS technical and business staff adopting/using the RI

1.3. Applicable documents

ID	Document title	Reference
[AD1]	The Regulation (EU) 2020/1784 of the European Parliament and of the Council of 25 November 2020 on the service in the Member States of judicial and extrajudicial documents in civil or commercial matters (service of documents).	Regulation (EU) 2020/1784
[AD2]	The Regulation (EU) 2020/1783 of the European Parliament and of the Council of 25 November 2020 on cooperation between the courts of the Member States in the taking of evidence in civil or commercial matters (taking of evidence).	Regulation (EU) 2020/1783

Table 3: Applicable documents

1.4. Documents conventions

Referenced documents are shown in brackets [].

2. GETTING STARTED

The aim of the Reference Implementation was to make it as intuitive and as mistake proof as possible, and to retain the same look and feel across the SoD and ToE instruments. Where a function enabling doing something is active, an appropriate button is visible and clickable. Where an action is permissible, an appropriate button is enabled. Where a function is inactive, that function button is disabled.

A user's role allows execution of certain actions depending on the context. As a result, some of the screenshots in this manual may have additional or missing icons and functionalities that practitioners are unlikely to experience in their real-life use. For example, the user role Supervisor can add and/or remove users to all cases in their authority. It is likely that relatively few users will have this role, but the user manual describes the addition and/or removal of users with screenshots of icons that may be invisible to most.

2.1. Accessing the application

Below is an example on how to access the application via the Keycloak route. It is likely, however, that each Member State will have a different national access method.

The application can be accessed only by authorised and authenticated users. There is no public access page. One will need either a configured and enabled **Keycloak account** to access the Reference Implementation or **a national method that will be provided by national representatives.**

Follow the steps described below to access the application via Keycloak:

① Enter the address of the Reference Implementation in your web browser.

② You will be redirected to the Keycloak page:

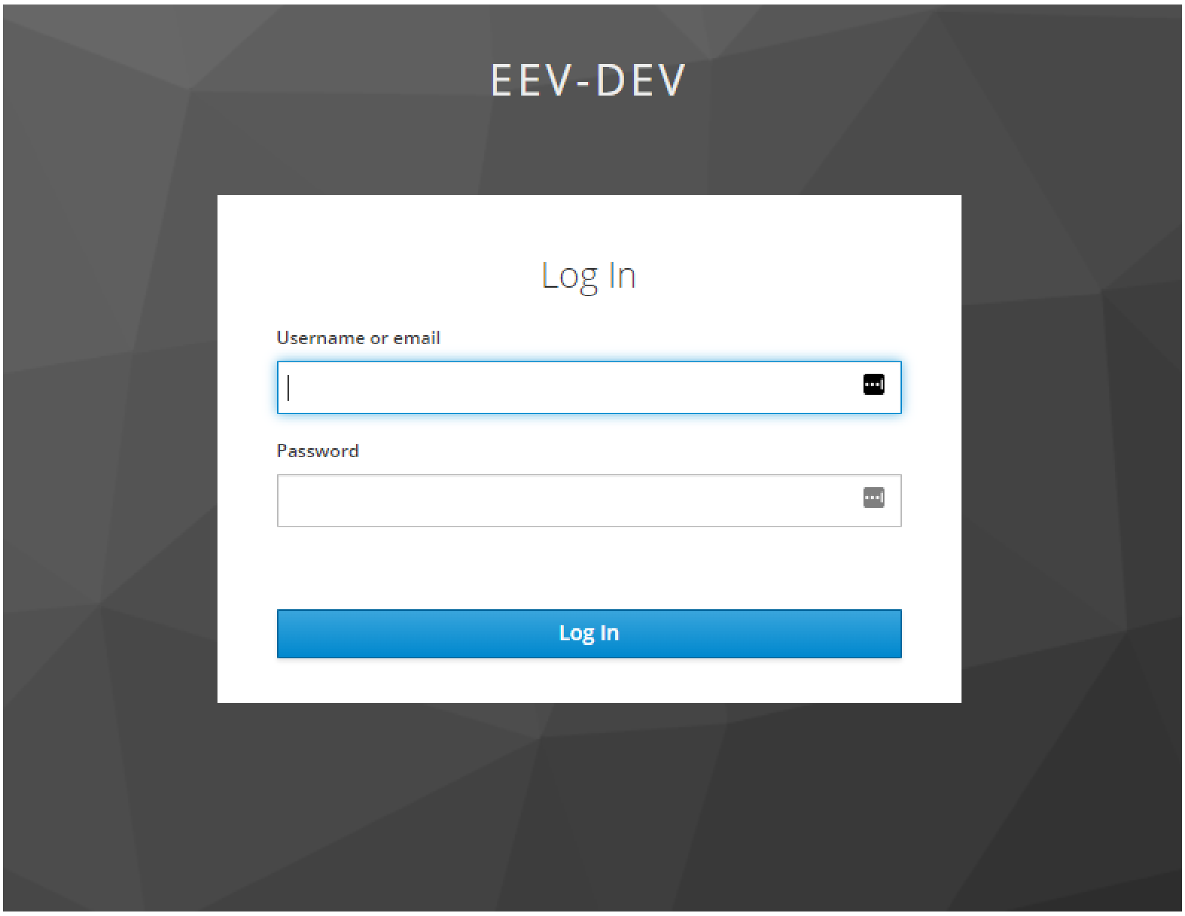


Figure 2: Keycloak authentication screen

③ Sign in with your Keycloak credentials.

④ If you belong to only one authority, you will be automatically redirected to it.

⑤ If you are assigned to more than one authority, you will be redirected to the 'Select Authority' page, where you can choose the authority to which you would like to log in.

NOTE: There is an option to remember the authority choice so that the System automatically redirects you to the selected authority after entering your credential set. You can change this authority any time. The process for changing it is described in section: 3.1.3 Switching authority. After selecting 'Remember my choice in this browser', this screen will not appear again until you clear cookies in your browser.

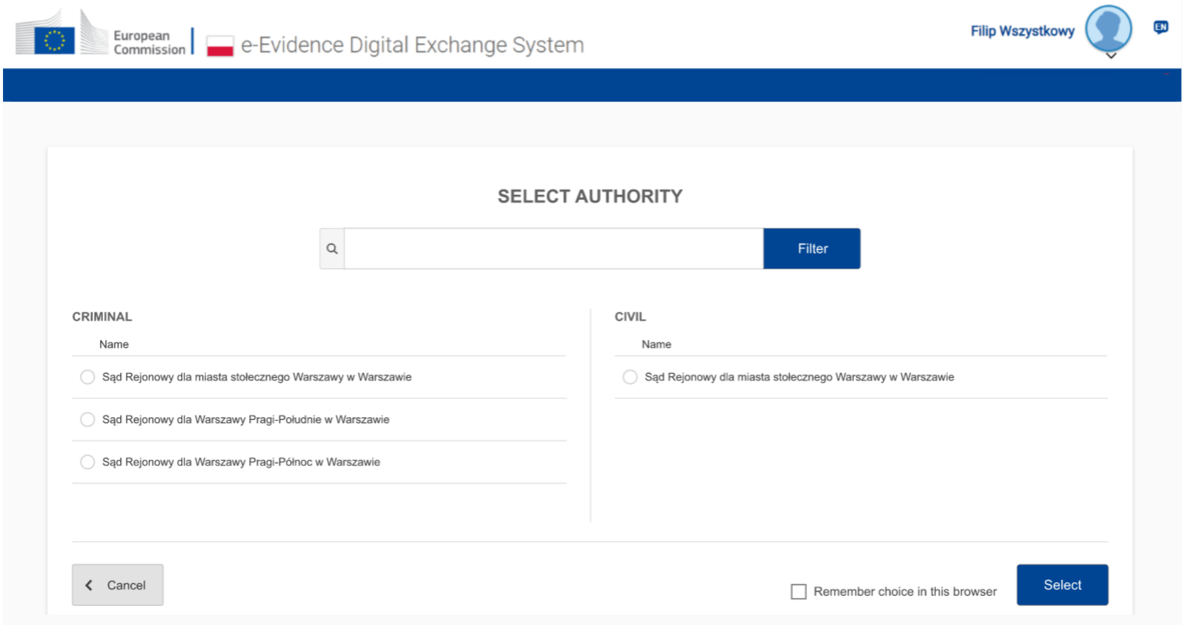


Figure 3: Select Authority screen

Exceptions

- **Access to the application is denied -** an error occurred during the connection to the application in the following cases:
  - You have no access to the domain(s) and sub-domain(s) of Reference Implementation,
  - You have no right to access the page of the application you wanted to access.
- **Error message -** if the provided login and password are incorrect, an error is raised by Keycloak. In that case, a message is displayed explaining that the authentication failed.

2.2. Authority types

Each authority which participates in SoD & ToE processes (creates and sends a case, receives a case and receives a case forward) needs to exist in CDB, have bodyType value equal to any of (*COURT*, *BAILIFF*, *NOTARY)* and have a correct pair of instrument and competence assigned. The following rules have been defined:

2.2.1. Creating a new request (the main form)

The application restricts types of requests that can be created by authority according to instrument and competence. The following instrument and competence need to be assigned to an authority to enable request creation:

SODA - instrument: SD, competence: Transmitting Agency or Central Body

SODB - instrument: SD, competence: Transmitting Agency or Central Body

SODX – instrument: SD, competence: any

TOEA - instrument: TE, competence: RI - Requesting Court or Central Body

TOEL - instrument TE, competence: RI - Requesting Court or Central Body

TOEX – instrument: TE, competence: any

2.2.2. Selecting an executing authority at issuing side

During creating a new cross-border request (main form), the user selects an executing authority. The application limits executing authorities according to the below rules (only authorities with appropriate instrument and competence can be selected in a search tool and can receive a new request):

SODA - instrument: SD, competence: Receiving Agency or Central Body

SODB - instrument: SD, competence: Assisting Authority

SODX – instrument: SD, competence: any

TOEA - instrument: TE, competence: Requested Court or Central Body

TOEL - instrument TE, competence: Competent Authority or Central Body

TOEX – instrument: TE, competence: any

2.2.3. Receiving a case forward

During sending a case forward, application should limit executing authorities according to the following rules:

SODA - instrument: SD, competence: RI – Forwarded Authority

SODB - instrument: SD, competence: RI – Forwarded Authority

TOEA - instrument: TE, competence: RI – Forwarded Authority

TOEL - instrument TE, competence: RI – Forwarded Authority

NOTE: Forward was not implemented for SODX/TOEX cases.

2.3. User roles

The application supports a role-based access control to ensure that access to online data and to the features of the system is limited only to user roles that have been previously granted such access rights. The set of access rights of a given user consists of all the combined access rights of all the roles granted to the respective user.

Feature	Author	Reviewer	Sender	Supervisor	Assigner	Dispatcher	Viewer/ Guest	Statistics Handler
Creating a case	Y	N	N	N	N	N	N	N
Viewing a case	Y	Y	Y	Y	Y	Y	Y	N
Editing the main form in 'Draft' and 'Ready to review' states	Y	Y	N	N	N	N	N	N
Editing case subject	Y	N	N	N	N	N	N	N
Deleting a case in draft status	Y	N	N	Y	N	N	N	N
Searching for a case	Y	Y	Y	Y	Y	Y	Y	N
Attaching/deleting files to any draft message to which this user has access	Y	Y	Y	Y	N	Y*	N	N
Exporting a case (to .zip file)	Y	Y	Y	Y	Y	Y	Y	N
Importing a case (from a .zip file)	Y	N	N	N	N	N	N	N
Printing the content of a case (form)	Y	Y	Y	Y	Y	Y	Y	N
Dispatching the case to another authority (by forward)	N	N	N	N	N	Y	N	N
Pushing the case to the next phase: Review	Y	N	N	N	N	N	N	N
Pushing the case to the next phase: Sign & Send	N	Y	N	N	N	N	N	N
Sending a case (the main form)	N	N	Y	N	N	N	N	N
Signing a case (the main form)	N	N	Y	N	N	N	N	N
Signing a sub-form (any form that is not a main form)	Y	Y	Y	Y	N	N	N	N
Sending a sub-form (any form that is not a main form)	Y	Y	Y	Y	N	N	N	N
Withdrawing a case (which has already been sent)	Y	Y	N	N	N	N	N	N
Sending service messages (conversation mechanism)	Y	Y	Y	Y	Y	Y	N	N
Acknowledging withdrawal - creating and sending a predefined message	Y	Y	Y	Y	N	N	N	N
Forwarding a case - creating and sending	Y	Y	Y	Y	N	Y	N	N
Rejecting a case	N	Y	Y	N	N	N	N	N
Sharing a case with Supervisor (+ Assigner) of another authority	N	N	N	Y	N	N	N	N
Reading permission for all cases (reading mode)	N	N	N	Y	Y (EA)	Y	N	N
Adding next applicant (SoD Form A, section 3)	Y	Y	N	N	N	N	N	N
Adding next claimant/petitioner (ToE Form A, section 4)	Y	Y	N	N	N	N	N	N
Adding representatives of the claimant/petitioner (ToE Form A, section 5)	Y	Y	N	N	N	N	N	N
Adding defendant/respondents (ToE Form A, section 6)	Y	Y	N	N	N	N	N	N
Adding representatives of the defendant/respondent (ToE Form A, section 7)	Y	Y	N	N	N	N	N	N
Pushing back the case to the previous phase: Draft	N	Y	N	N	N	N	N	N
Pushing back the case to the previous phase: Review	N	N	Y	N	N	N	N	N
Adding (assigning) users to a case/removing user's assignment	Y	N	N	Y	Y	N	N	N
Downloading files from attachments to all messages	Y	Y	Y	Y	Y	Y	Y	N
Closing a case/opening closed case	Y	Y	Y	Y	Y	Y	N	N
Deleting closed case	Y	Y	Y	Y	N	N	N	N
Commenting a case/editing existing comment/deleting comment	Y	Y	Y	Y	Y	N	N	N
Copying a case	Y	N	N	N	N	N	N	N
Access to all received cases	N	N	N	Y	Y	Y	N	N
Managing statistics	N	N	N	N	N	N	N	Y

Legend	
	User role should have this ability
	User role should not have this ability
EA	Executing Authority

Figure 4: User roles – matrix

2.4. Electronic communication with Authority in another Member State

As Member States begin to use the Reference Implementation, Authorities will be connected and able to communicate electronically. If an Authority exists in CDB but has no eCodexPartyId parameter assigned, the ‘eCODEX’ icon will be presented to the user. Because of the missing configuration, the user will not be able to send any message to this Authority.

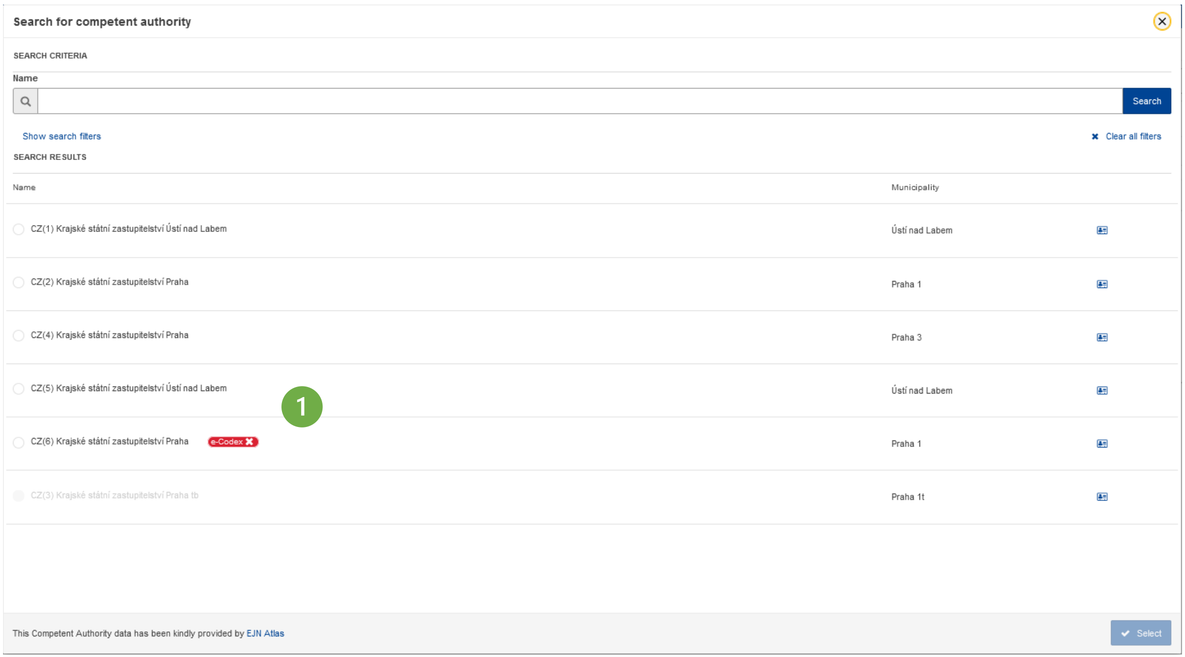


Figure 5: A visual representation of an authority that is unable to receive electronic communication via the Reference Implementation

① A visual representation of an **authority** that is **unable to receive electronic communication** via the Reference Implementation.

3. Common Layout and Navigation

Following successful log in to the application, you can see the content of the application, and its persistent navigational elements:

① The header

② The top bar

③ The left-hand menu

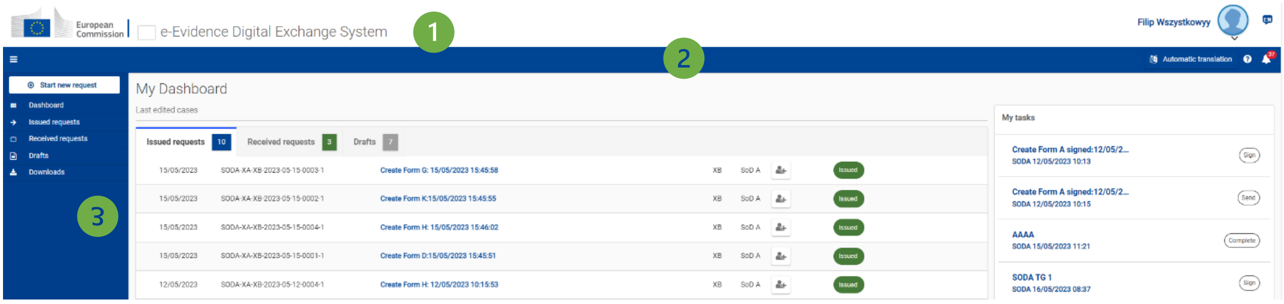


Figure 6: Common Layout and Navigation

3.1. The header

In the header, in addition to the Commission logo, the site name and the Member State flag, you can find the following actionable elements: a language switch, information about user's profile and log out button.

3.1.1. Select desired language of application

① Click **the language switch**, located at the top right corner of the header:

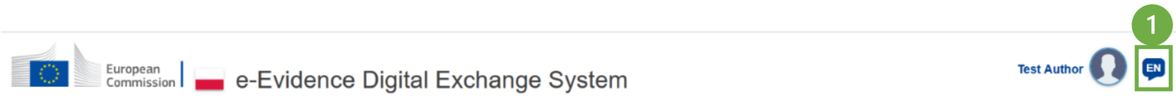


Figure 7: Language switch icon

② Select the language from a pop-up window:

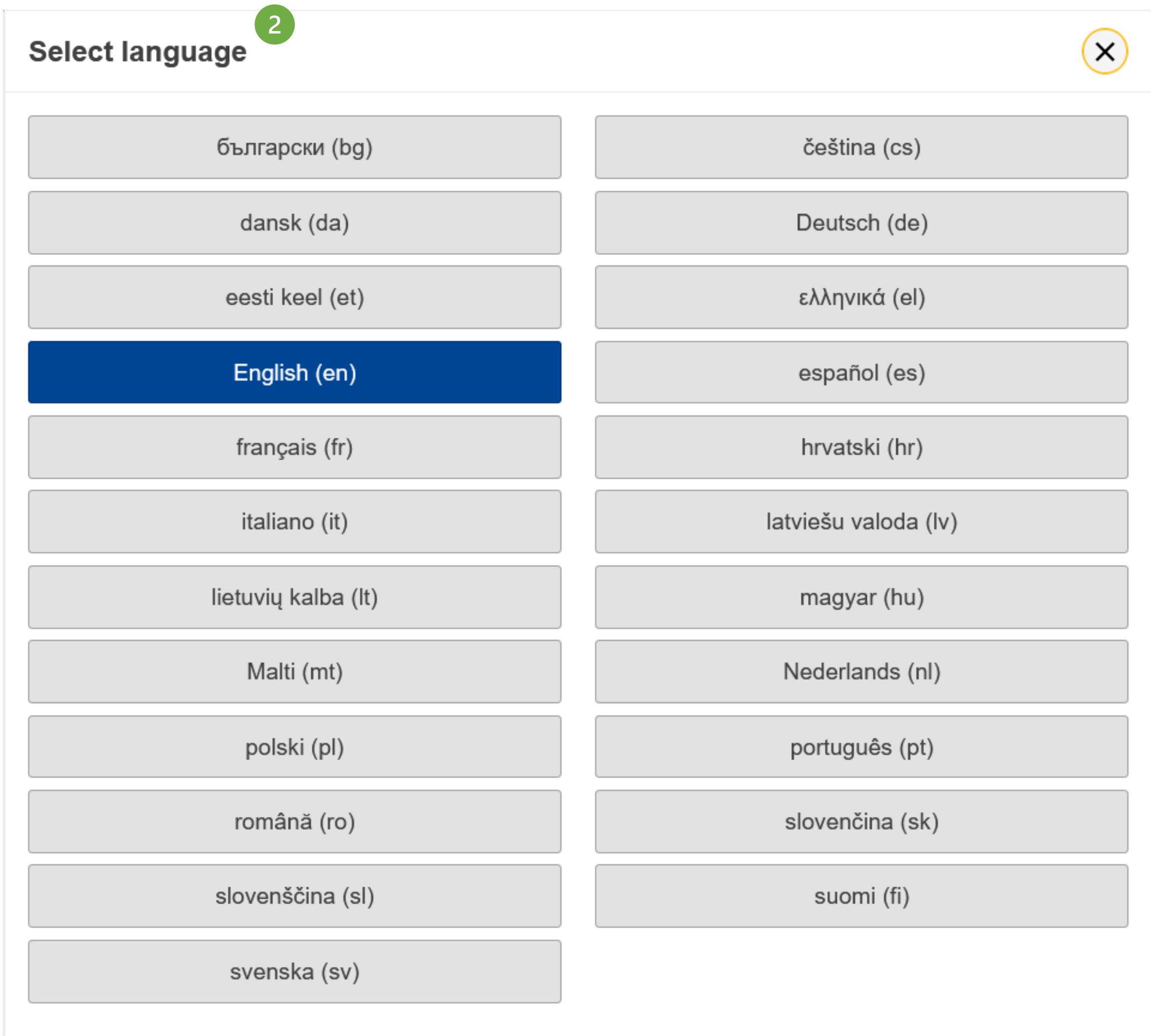


Figure 8: Select language

The language of the portal will switch to your selected language.

NOTE: Due to some languages not being delivered yet, this may cause errors in Reference Implementation.

3.1.2. User's Profile

At the top right corner, you can find information about the logged in user.

① Click **the profile picture** to display additional buttons:

Figure 9: User's profile

- See my profile
- Switch authority
- Logout

② When selecting **'See my profile'**, one will see the 'User details' pop-up window displaying the name of the authority which the user belongs to, and the roles they have been assigned to, as shown in the picture below.

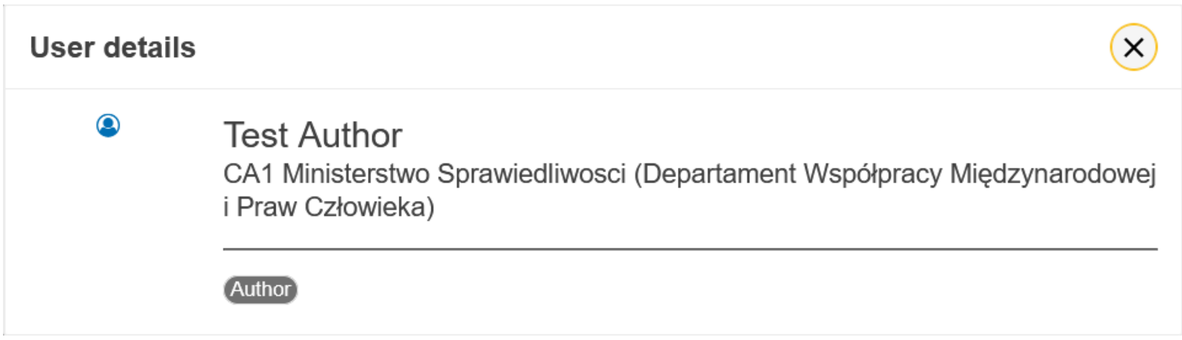


Figure 10: User details

3.1.3. Switching authority

At the top right corner, you can find information about the logged in user.

① Click **the profile picture** to display additional buttons:

Figure 11: Switch authority selection

② Click **Switch authority** from a dropdown menu.

Then the System displays ‘Select Authority’ page.

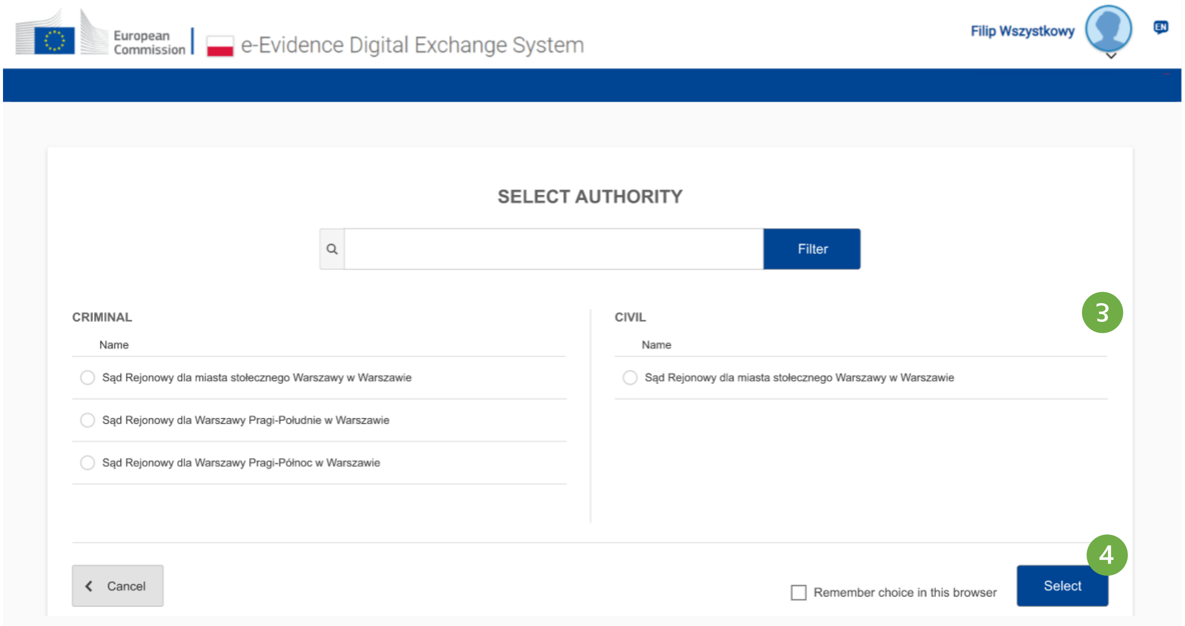


Figure 12: Select Authority screen

③ Select appropriate Authority

④ Click **Select**.

When the switching authority process succeeds, you will be transferred to the selected Authority.

NOTE: If you select ‘Remember choice in this browser’ here in Swich authority option, you will be automatically redirected to the authority which you are selecting every time you log in. If you want to restore the authority selection page during login, please clear your cookies in your browser, or select authority you want to log in to automatically each time from this position.

3.1.4. Logout/Exit the application

Figure 13: Logout/Exit the application

If you want to exit the application, the most secure way is to log out from your account:

① Click **your profile picture** at the top bar:

② Click **Logout** from a dropdown menu.

When the logout process succeeds, you will experience a successful logout and application closure.

3.2. The top bar

At the top bar, you can find additional actionable functionalities:

- Support information
- Notification bell
- Automatic translation

3.2.1. Display support information

① Click the **question mark** icon located on the right side of the top bar.

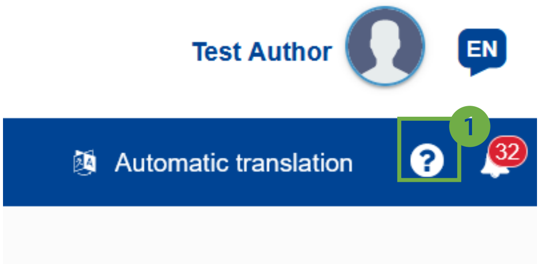


Figure 14: Support information

The information box about how to contact your national support will appear. Click anywhere outside the information box to close the information.

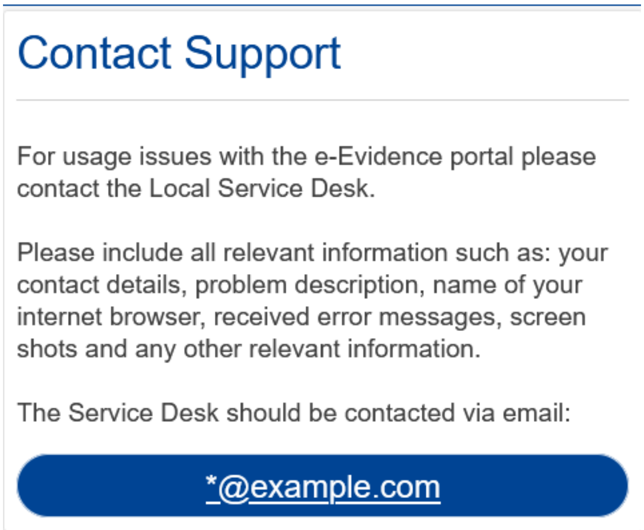


Figure 15: Contact Support

3.2.2. Notification bell

① Click the **Notification bell** icon located on the right side of the top bar.

This icon also features a red circle with a number relating to the number of notifications available.

Figure 16: Notification bell

When the Bell is selected, all open actions and unread messages are listed.

If one of the notifications is selected by the mouse pointer (i.e., action ‘read’), the number will decrease by one and the user will be redirected to that case which the selected notification refers to.

② Alternatively, all notifications can be cleared by selecting ‘Clear notifications’.

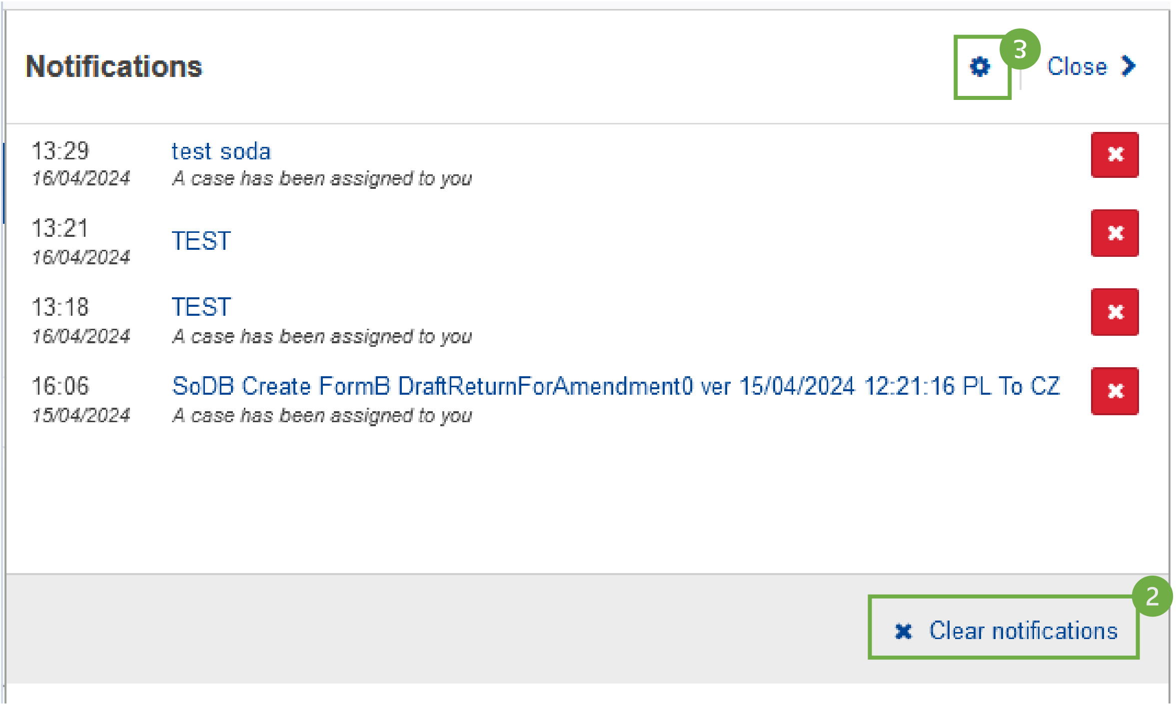


Figure 17: Notifications

Users are also able to choose the type of notifications they want to receive.

③ Select settings icon.

The following pop-up window should appear:

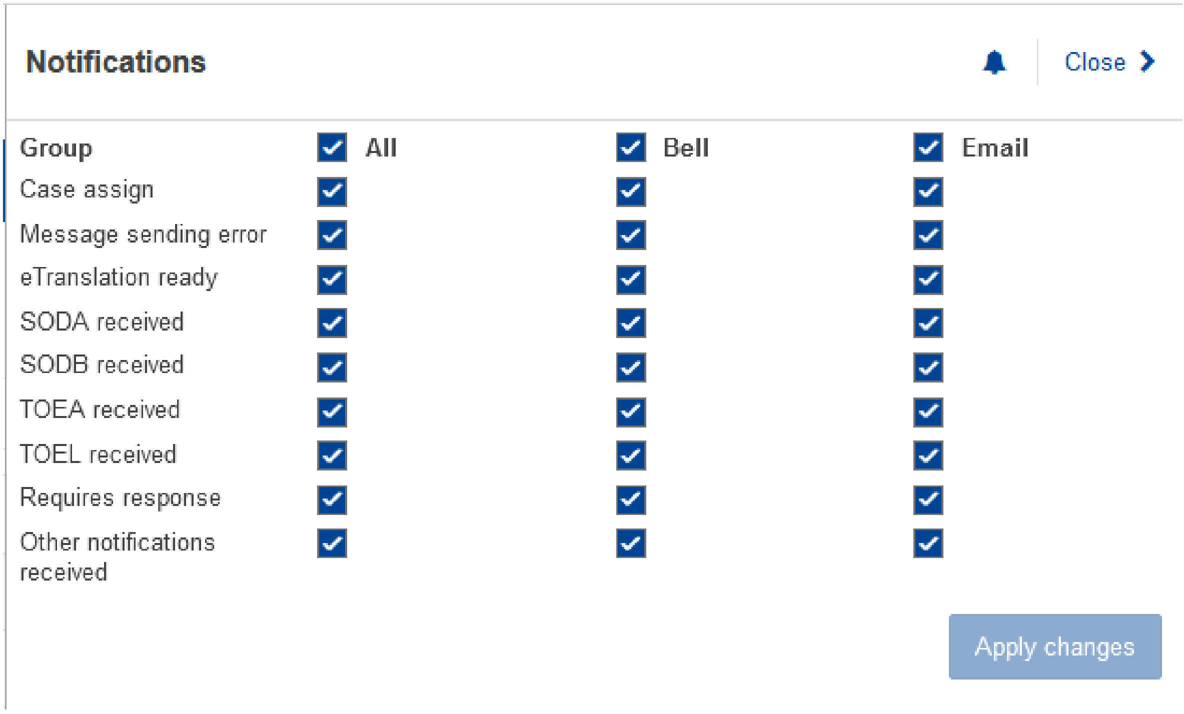


Figure 18: Notifications settings

From this perspective, the user can check/uncheck all the types of notifications listed in the picture above that he/she/they wants to receive.

3.2.2.1. E-mail notification

For a given user to receive the e-mail notification, two conditions must be met.

1. The given user's e-mail address must be added in Keycloak:

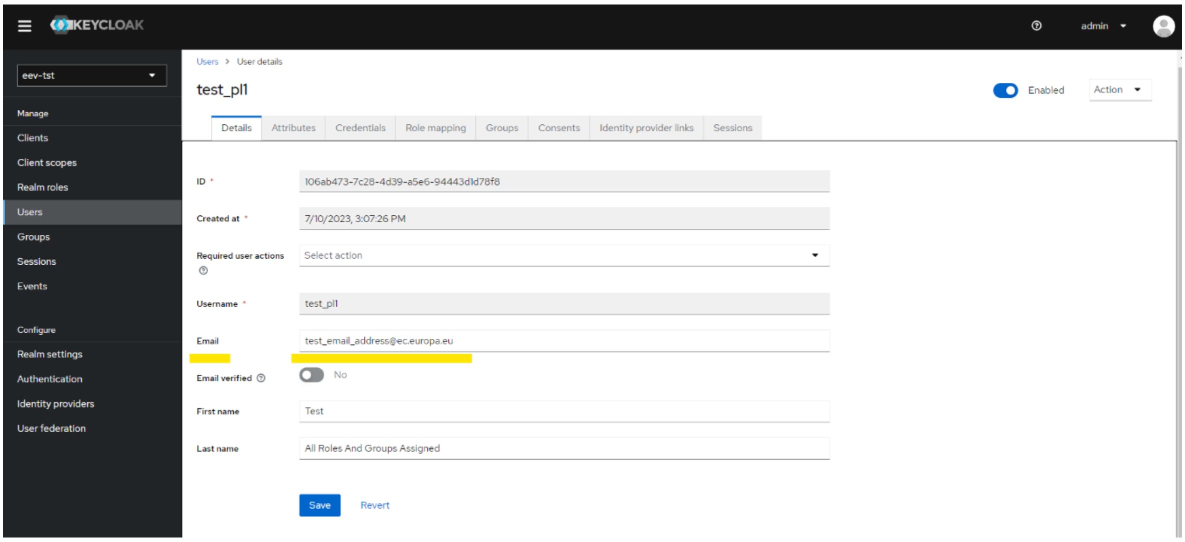


Figure 19: Adding e-mail address in Keycloak

2. Make sure that the e-mail checkboxes in the notification's settings in the portal are selected.

3.3. The left-hand menu

In the navigation menu you can find links to the main Portal sections:

3.3.1. Hide/unhide left menu

Get more space for the content of the page by hiding the menu:

① Click an icon located on the left side of the top bar.

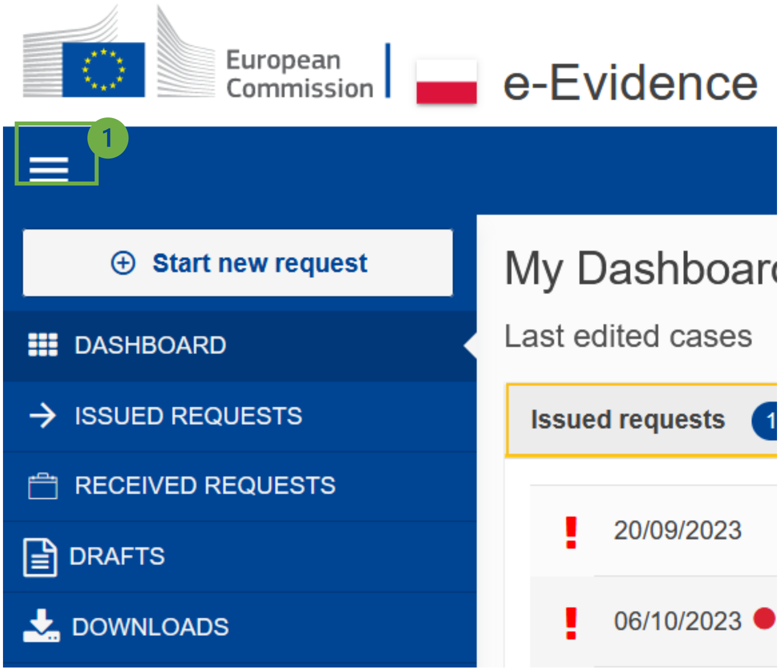


Figure 20: Hide/unhide left menu

② The menu will collapse. If you want to unhide the full menu again, click the same icon again.

Figure 21: Hide left menu

3.3.2. Start new request

(Please note that the ‘Start new request’ button is only visible to users with roles that can initiate a new request who are assigned to authorities with appropriate instrument and competence. If a role cannot initiate a new request or authority does not have a competence to crate and issue a request, this button will not be available to the user).

3.3.3. Dashboard

This view appears right after logging in.

① On this page, the user will find all basic issues divided to Issued requests, Received requests, and Drafts.

② Additionally, all users, except the Guest role, see ‘My tasks’ table on the right side of the screen, where they can see the cases to which they are assigned.

NOTE: Assigner, Supervisor, Dispatcher, Guest, and Statistics handler do not see any tasks in My tasks label.

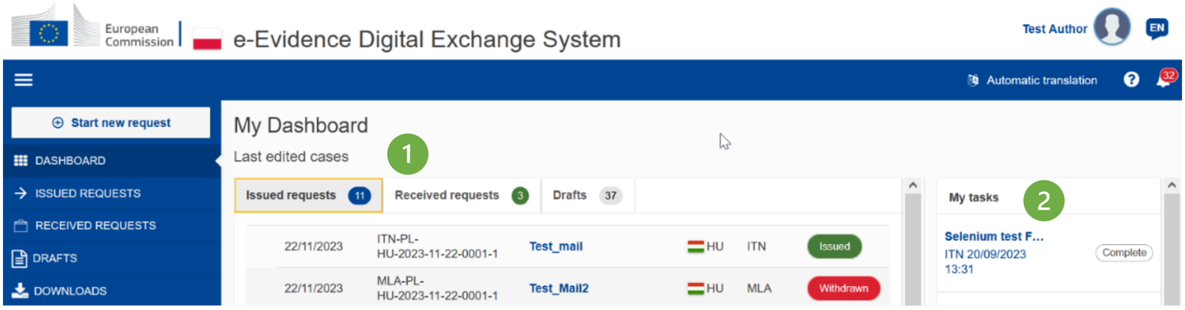


Figure 22: User's dashboard

3.3.4. Cases

Cases are divided to several different categories depending on their case advancement status:

- ISSUED REQUESTS - in this section, the user sees all cases that are in the Issued status and to which they are assigned/have access. When a case is sent to an Executing Authority, it is moved from DRAFTS to a list of ISSUED REQUESTS. To access the list:

① Click **Issued requests** in the menu.

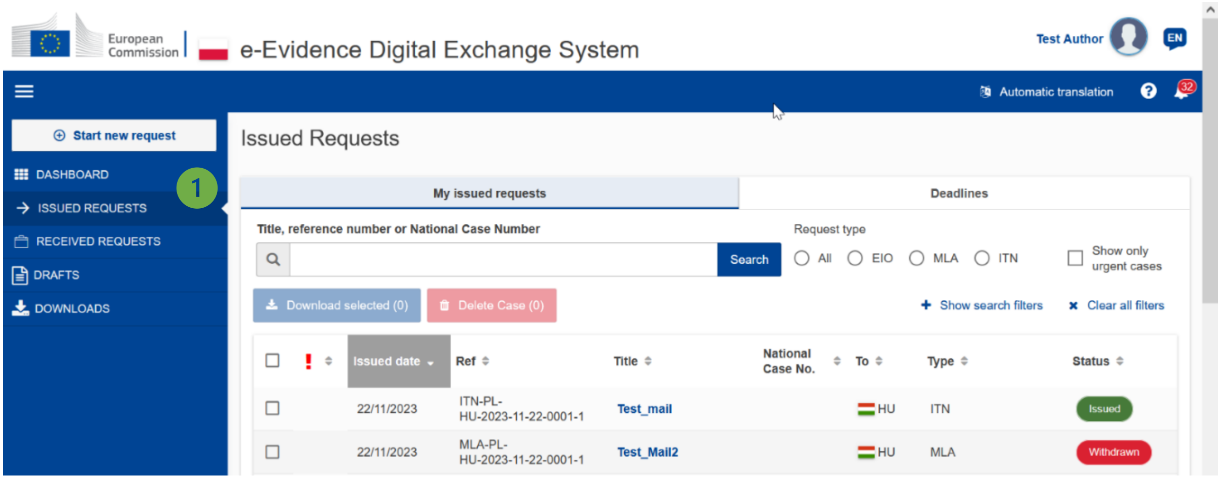


Figure 23: Issued requests

An issued case can be accessed only by:

- Users who are assigned to that case
- Privileged users with the 'Supervisor' and 'Assigner' role.

You can also find deadlines list for all issued cases in ‘Deadlines’ tab.

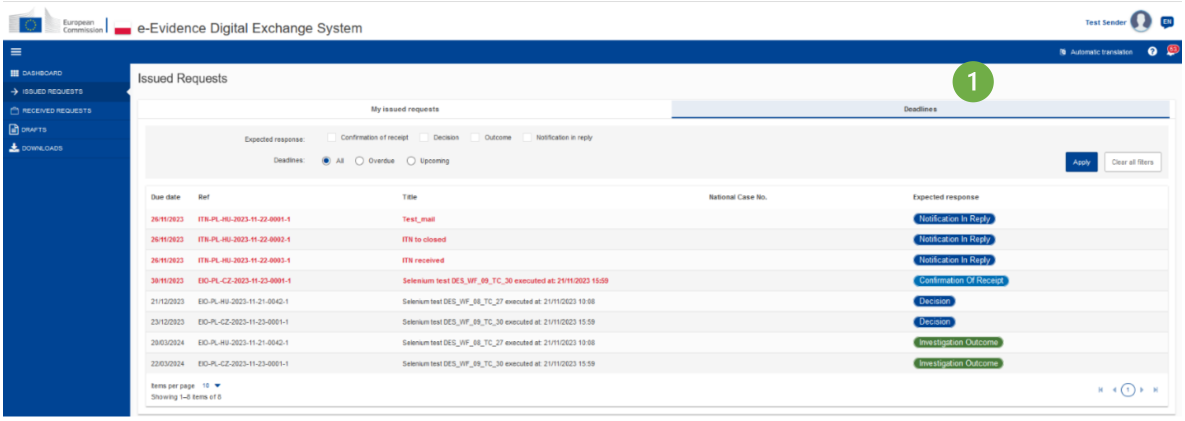


Figure 24: Deadlines tab

- RECEIVED REQUESTS - in this part, the user sees all cases that are in the Received status and to which they are assigned/have access. When a case is received from another Competent Authority, it is visible on a list of RECEIVED REQUESTS. To display the list:

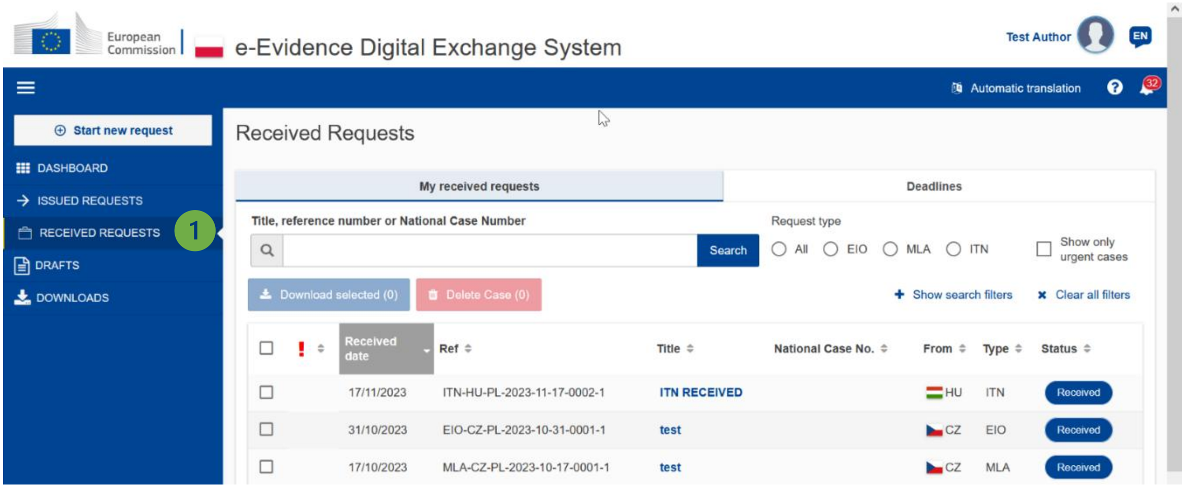


Figure 25: Received requests

- DRAFTS - in this part, the user sees all cases that are in draft status and to which they are assigned/have access. Cases which have not yet been sent to other Competent Authorities are stored in the list of drafts.

NOTE: Kindly remind that the **draft stage** is the status of entire case from its creation to the moment of sending. All statuses that the user will see, e.g., in the Overview tab, will be presented in capital letters.

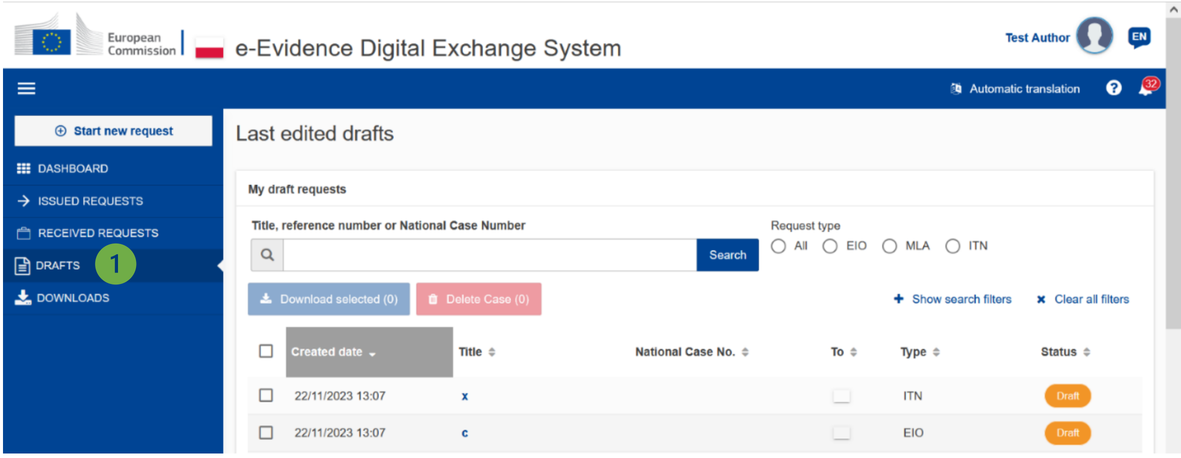


Figure 26: Draft cases

A draft case can be accessed only by:

- The 'Author' of a draft (a user who created that case), as long as the case is still assigned to that user
- Users with the 'Supervisor' role
- Other users (such as Reviewer, Sender or Guest) who have been assigned to that case by a 'Supervisor' or 'Assigner'.

3.3.5. Downloads

This section contains files that have been downloaded by users using the Download button in the specific case view. To see more details please go to chapter '9.8 Download PDF and Print'.

4. SEARCH FOR A CASE

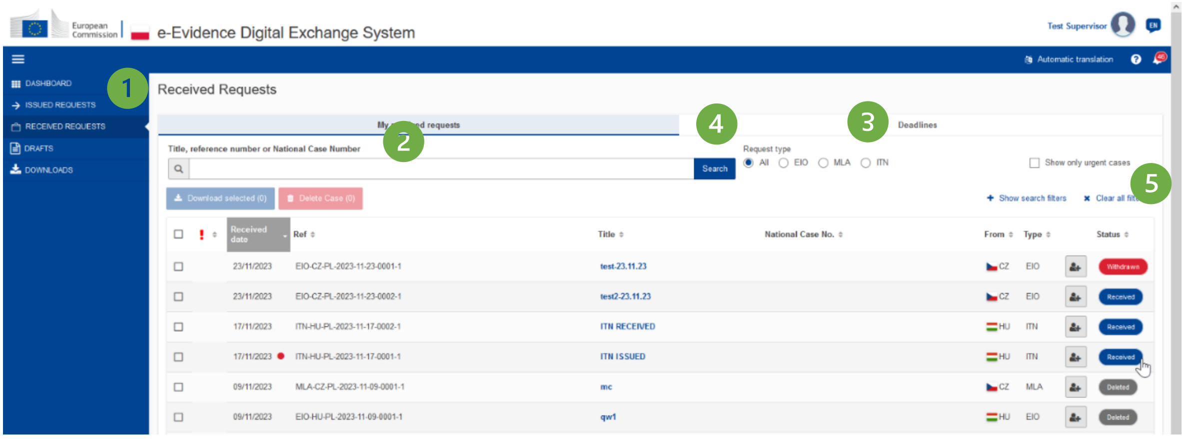


Figure 27: Search for a case

① Open a list of draft/issued/received case requests in the menu, which will indicate the context of a search.

② Enter full or partial **title** or **reference number** or **National Case number** of the case you are searching for.

③ Select the type of a case you are searching for.

④ Click **Search**.

⑤ Matching search results from: Title or Reference Number will be returned.

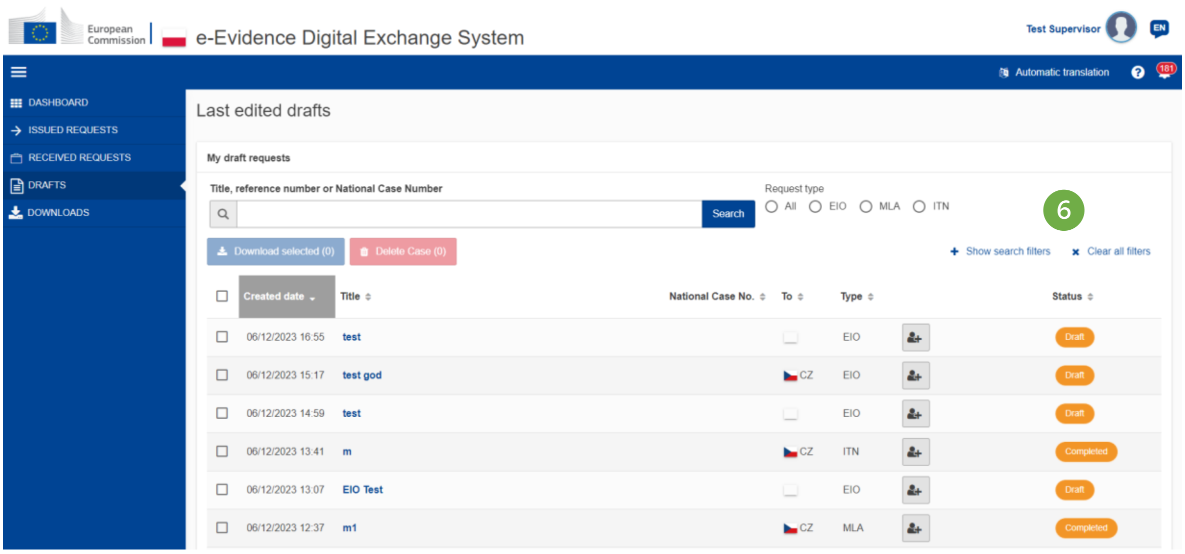


Figure 28: ‘Search filters’ button

Optionally, you can filter the list of draft/issued/received requests by applying filters:

⑥ Click **Show search filters** to expand the panel.

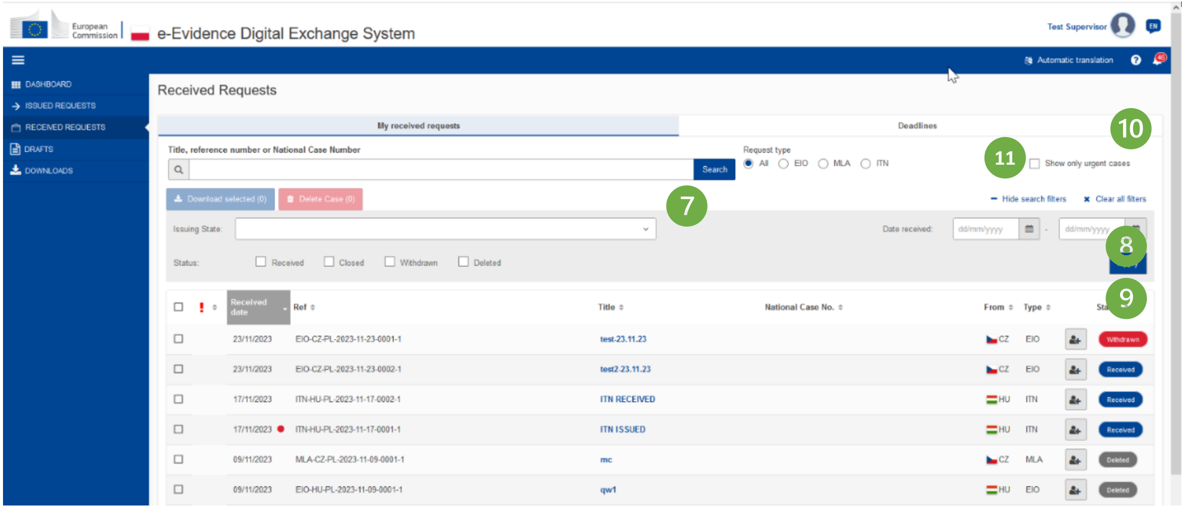


Figure 29: Search criteria fields

⑦ Select filtering options on the panel.

⑧ Click **Apply.**

⑨ Results will be returned.

⑩ You can filter out cases that are not urgent using the embedded filter 'Show only urgent cases'.

⑪ To collapse the expanded view, click **Hide search filters**.

4.1. View closed cases

If a user wants to view closed cases, whether issued or received, they should choose the relevant category from the left-hand menu to see the type of case they are interested in.

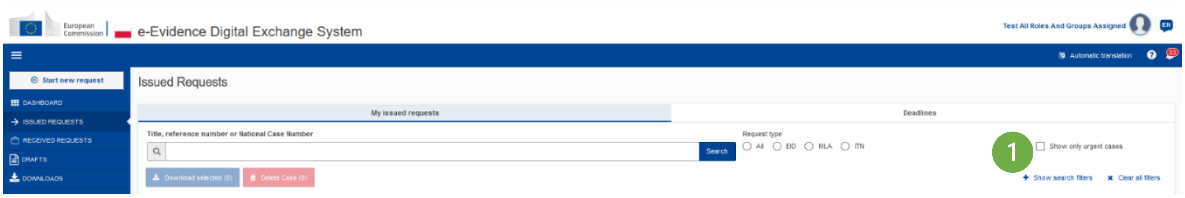


Figure 30: Searching for closed cases

① Select '**Show search filters**'

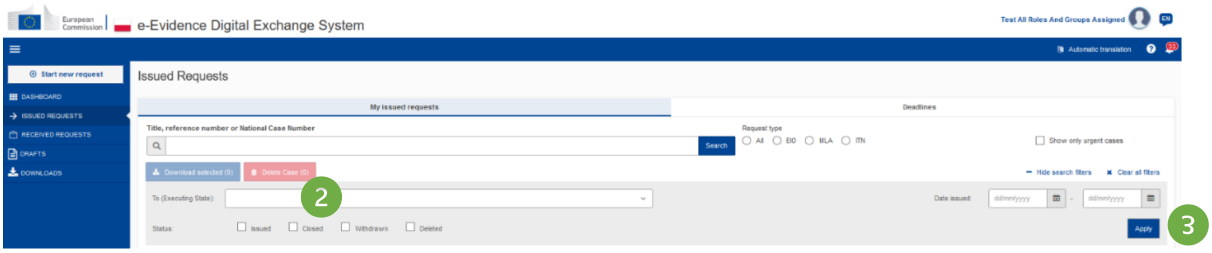


Figure 31: Applying filters to search for closed cases

② Select Closed checkbox and then ③ ‘**Apply**’ button.

All Closed cases will be shown.

To narrow down the search criteria further, additional search filters can be added such as to/from which State, between dates, or with a specific title or National Case Number.

4.2. Clear all filters

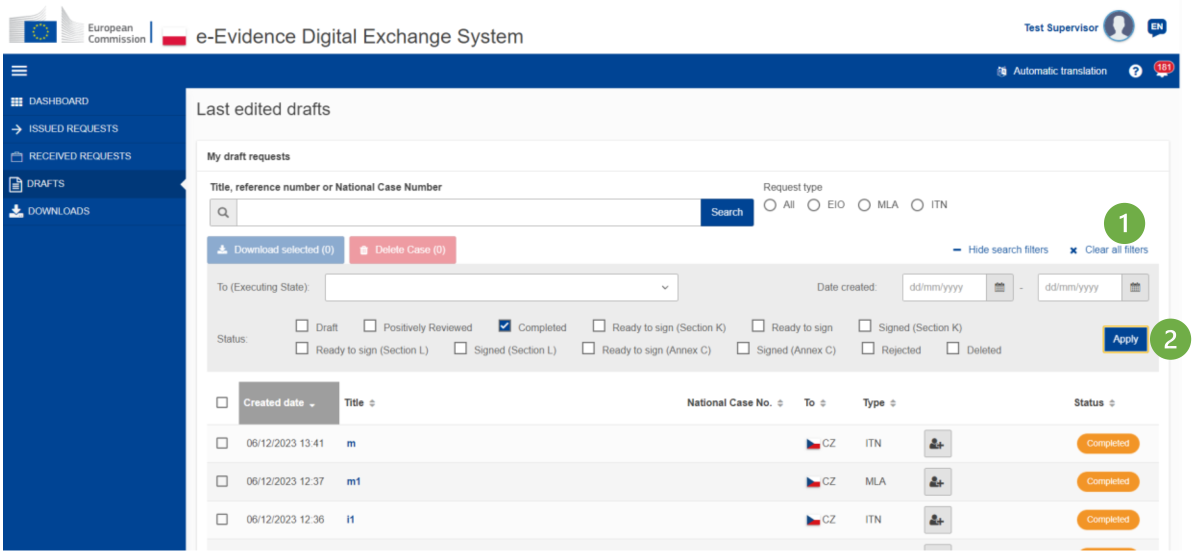


Figure 32: ‘Clear all filters’ button

① Click clear all filters

② Click **Apply** button.

A list will be refreshed to a default state.

5. VIEW A CASE

To view details of a case:

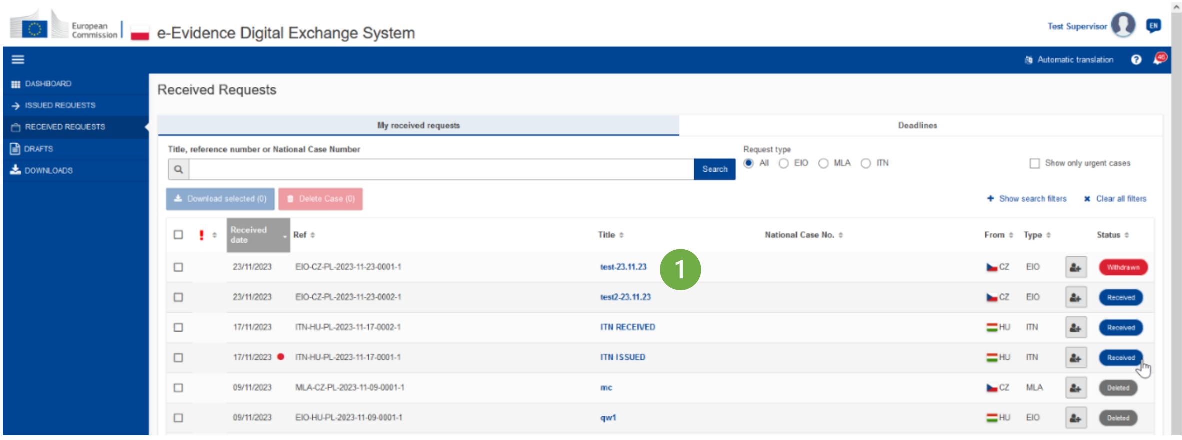


Figure 33: Viewing case details

① Click an individual row from a list of Issued/Received requests or Drafts.

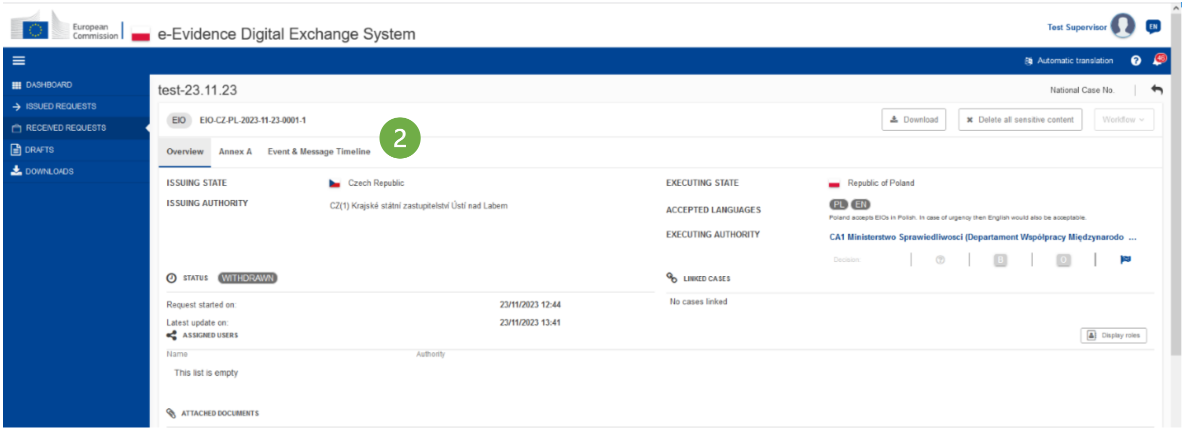


Figure 34: Viewing case details: Overview tab

② A case with details will be displayed. Click through available tabs to view available information.

6. CASE OWNERSHIP

Each case marked with a Global Case ID can have many local instances.

The first instance of the case appears in the moment of a new case creation. This instance is owned by the Issuing Authority to which the creating user with an Author role belongs.

Comments added to the Case are never sent to another Authority. They are accessible only locally, to users of one Case instance.

Every time the Case is being received by a Competent Authority, either from another country, or within one Member State via forward from another Competent Authority, a **new Case instance** is being created, owned by a Competent Authority that received the Case.

Please remember that communication between Competent Authorities via Service Messages (free form messages) is always two-way only, never multi-party. In case we have two Executing Authorities that can communicate with the Issuing Authority, they do it independently as there is no way of direct communication between the two executing authorities, because each of them has a separate Case Instance. Service Messages can be exchanged only cross-nationally (no internal communication within one Member State available).

7. SERVICE OF DOCUMENTS

7.1. Introduction

A Service of Documents (SoD) is a cross-border service of judicial and extrajudicial documents in civil or commercial matters in the Member States in accordance with [AD.1].

The SoD may also be issued for assistance in address enquiries where the address of the person to be served with the judicial or extrajudicial document in another Member State is not known.

7.1.1. Overview

The process between creating a new case and sending it occurs in the **Internal Workflow**. During that process, the case is accessible only for authorized users from your Issuing Authority.

When all steps of Internal Workflow are completed, the case can be sent to a chosen Executing Authority.

The process of communication between Issuing Authority and Executing Authority occurs in the **External Workflow**.

7.1.2. High Level End to End Process

1. A user with Author role in a competent authority creates the SoD.
2. The SoD request is reviewed by a user with Reviewer role.
3. The SoD is being signed and sent by a user with Sender role to an appropriate Executing Authority in another Member State.
4. Communication between Issuing and Executing Authorities takes place.
5. The receipt of the SoD request should be acknowledged within seven days.
6. A decision is provided within thirty days of SoD receipt.
7. The case can be withdrawn by Issuing Authority, and/or forwarded by Executing Authority to another Competent Authority for full SoD execution.

7.2. Create SoD

7.2.1. Initiate a request creation

7.2.1.1. Starting a new case - SODA

Steps below are only applicable to users with 'Author' role.

To begin a process of requesting for service of documents, create a new case.

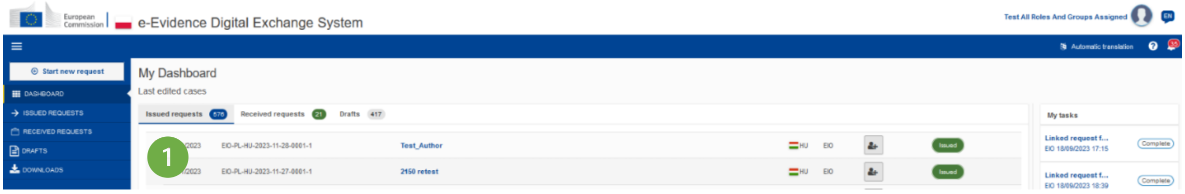


Figure 35: SoD - 'Start new request' button

① Click **Start new request** button in the left-hand menu.

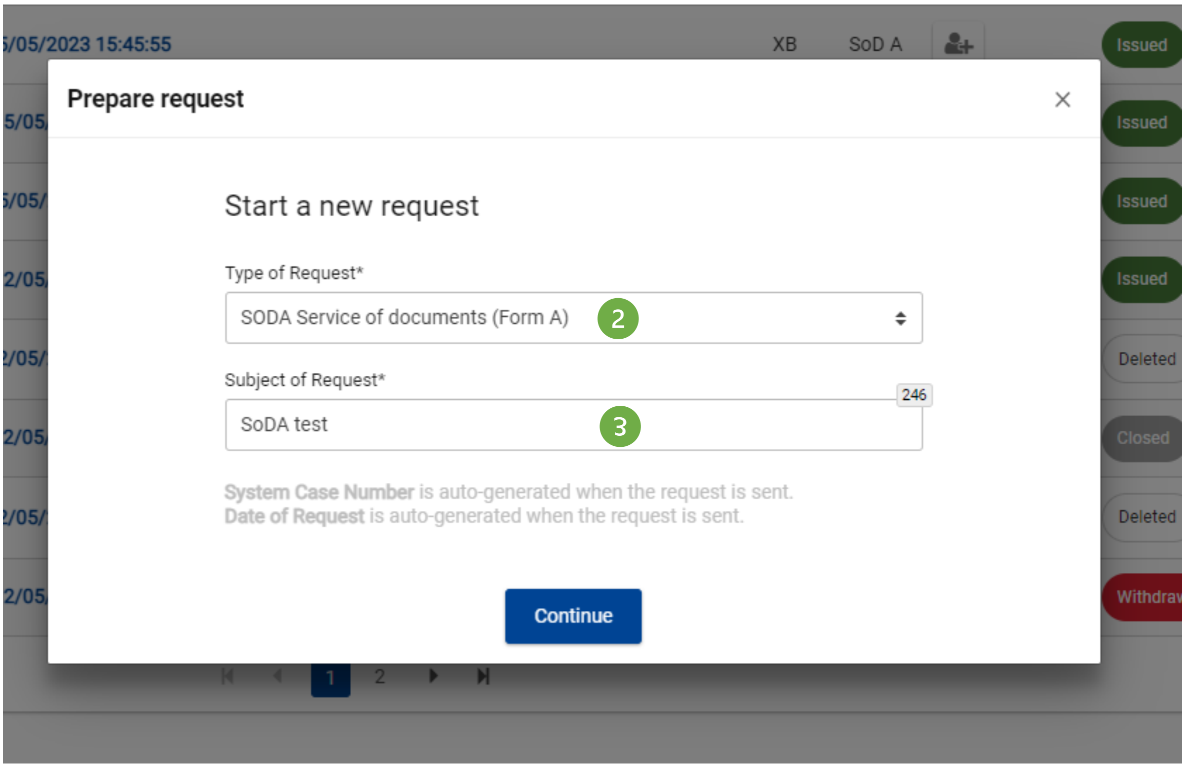


Figure 36: SoD - Selecting the request type and entering the request subject

② A pop-up window will appear. Select SODA from the **Type of request** dropdown list.

③ Fill in **Subject of request and** click **Continue**. If you wish to cancel, click '**x**' button at the top right corner of the pop-up.

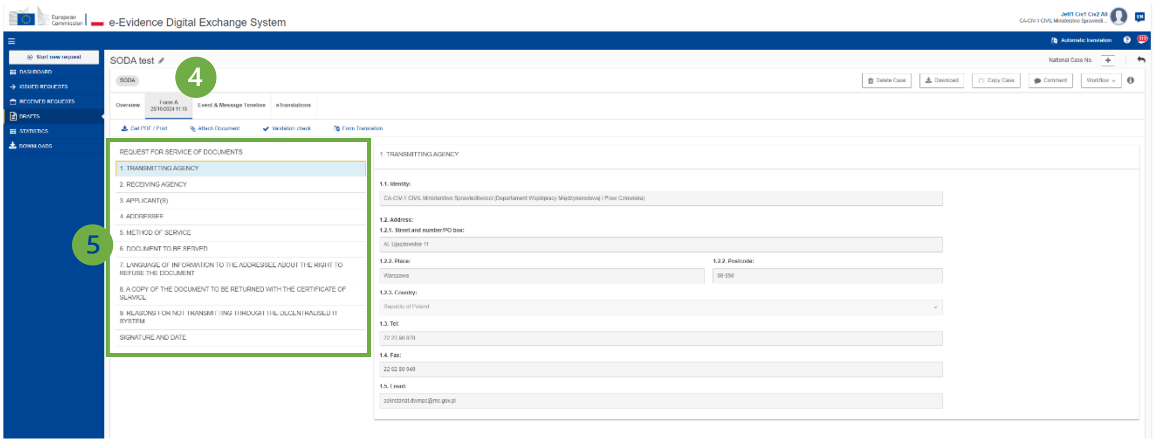


Figure 37: SoD Form A sections

④ A new draft will be created and displayed with Form A ready for completion.

⑤ Complete **sections 1-9 and Request for Service of Documents section and Signature and Date section** of Form A by using the List of Sections menu.

NOTE: If the user with an Author role who initiated the SoD does not have additional roles of Reviewer and/or Sender, then the Author should assign additional users with the relevant roles required to review and send the request or ask Supervisor for adding those users.

7.2.1.2. Choosing Executing Authority

Steps below are applicable to users with 'Author' and 'Reviewer' role.

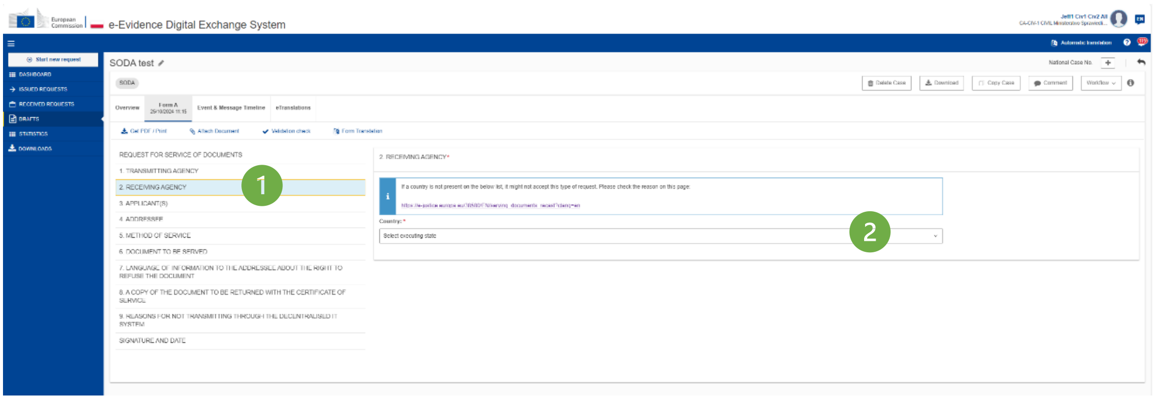


Figure 38: SoD Form A section 2. RECEIVING AGENCY

① Select **Section 2. RECEIVING AGENCY** in List of Sections.

② Select **Country** from the list.

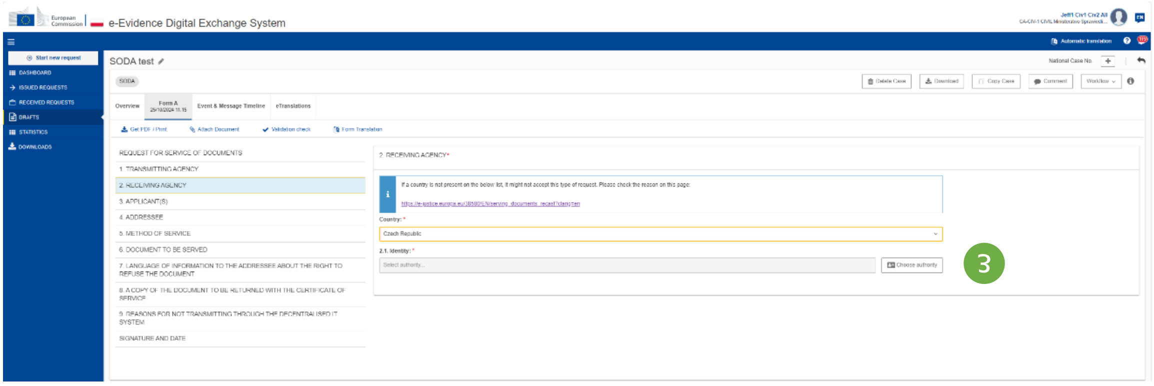


Figure 39: SoD Form A: Selecting an Executing Authority

③ Click **Choose Authority** button.

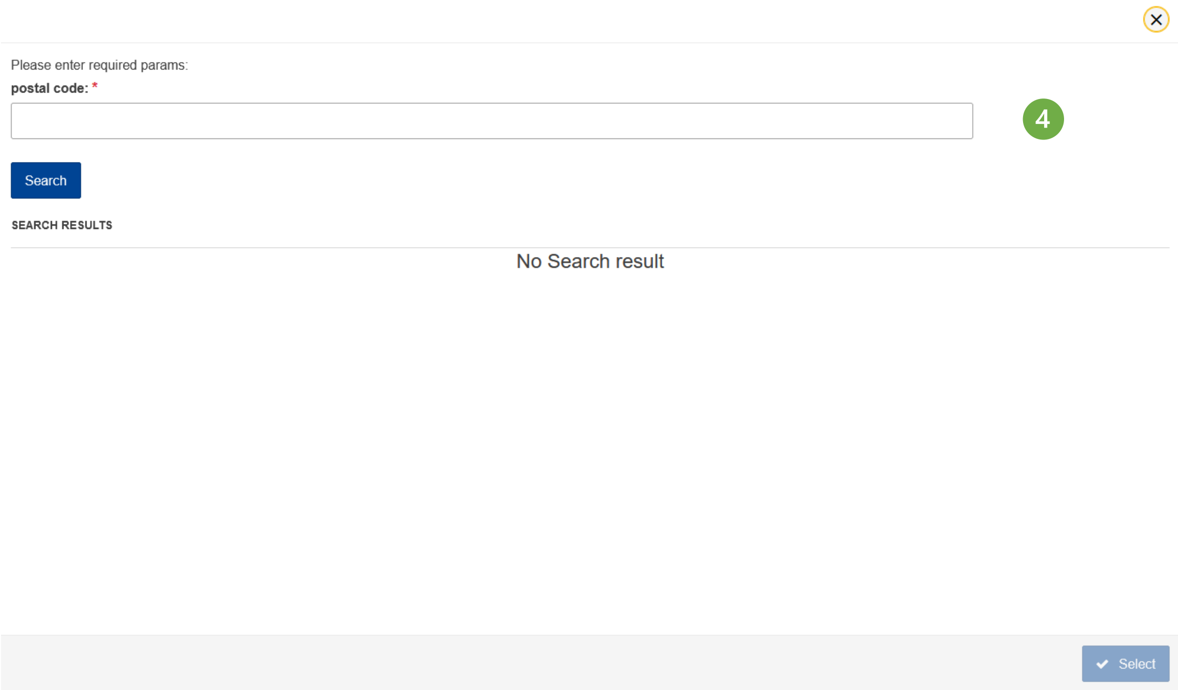


Figure 40: SoD Form A: Searching for a receiving agency: business parameters

④ To find and select the correct authority, the user needs to provide correct business data according to the business rules required by the Executing State. At the example above, the user should enter a postal code and click **Search** button.

The authority search tool will display a list of all Executing Authorities in the chosen Member State which have the right pair of instrument and competence to accept this type of request.

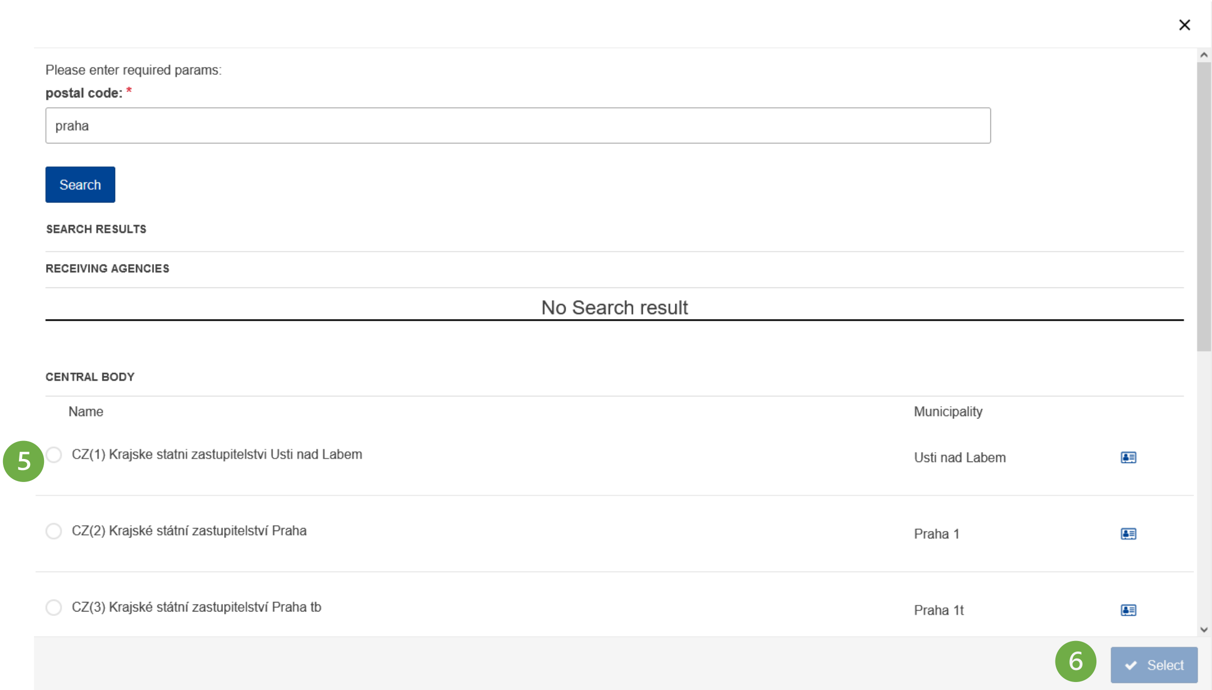


Figure 41: SoD Form A: Searching for a receiving agency – search results

⑤ **Select** Authority from the list of results by clicking a radio button.

⑥ Click **Select**.

After selecting the Executing Authority, SoD Section 2. RECEIVING AGENCY will look like the screenshot below:

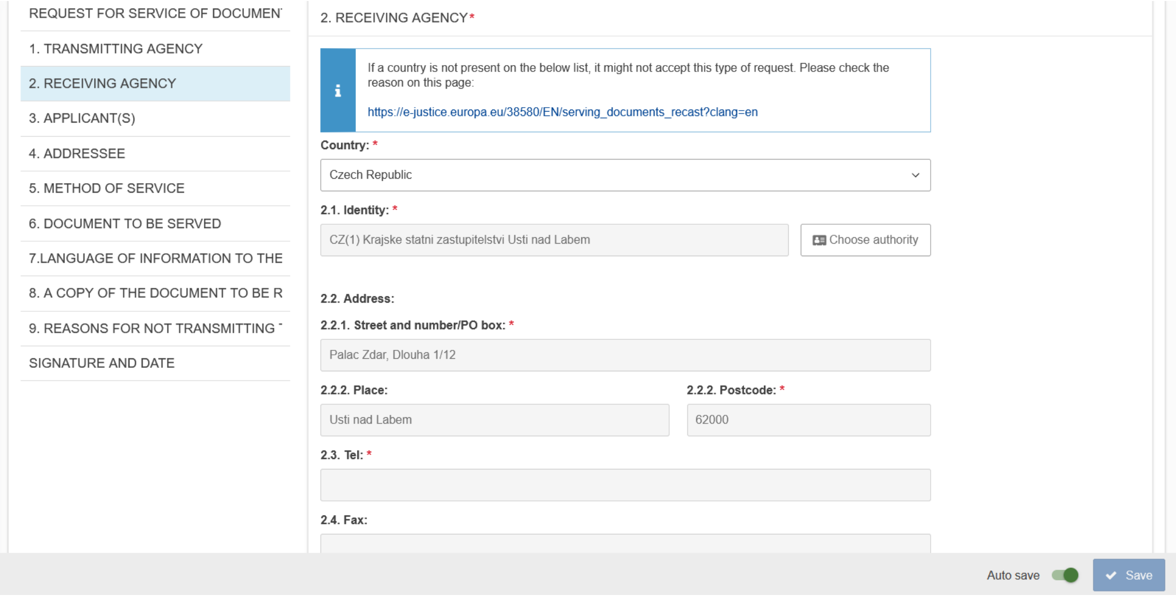


Figure 42: SoD Form A section 2. RECEIVING AGENCY autocompletion

The name of the Executing Authority will also appear in the Overview Tab.

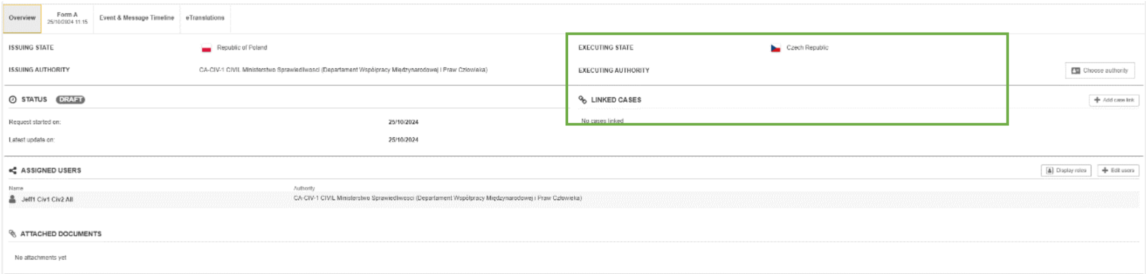


Figure 43: SoD Form A: Executing authority name displayed in the Overview tab

7.2.1.3. Starting a new case - SODB

Steps below are only applicable to users with ‘Author’ role.

To begin a process of requesting to determine the address of the person to be served, create a new case.

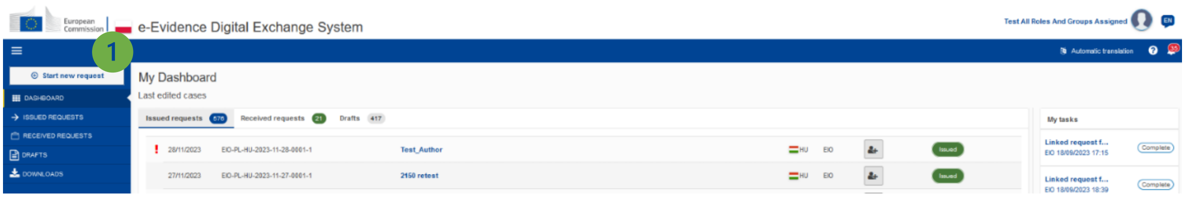


Figure 44: SoD - ‘Start new request’ button

① Click **Start new request** button in the left-hand menu.

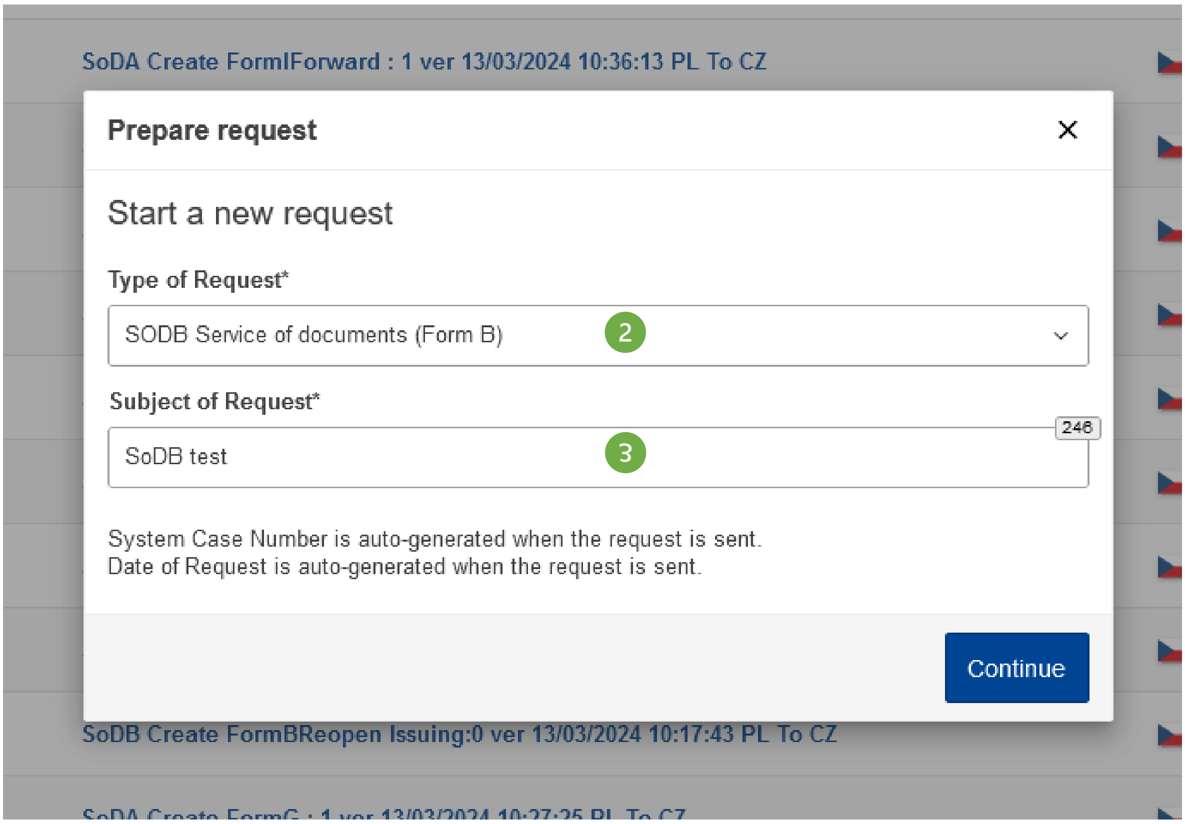


Figure 45: SoD - Selecting the request type and entering the request subject

② A pop-up window will appear. Select SODB from the **Type of request** dropdown list.

③ Fill in **Subject of request** and click **Continue**. If you wish to cancel, click '**x**' button at the top right corner of the pop-up.

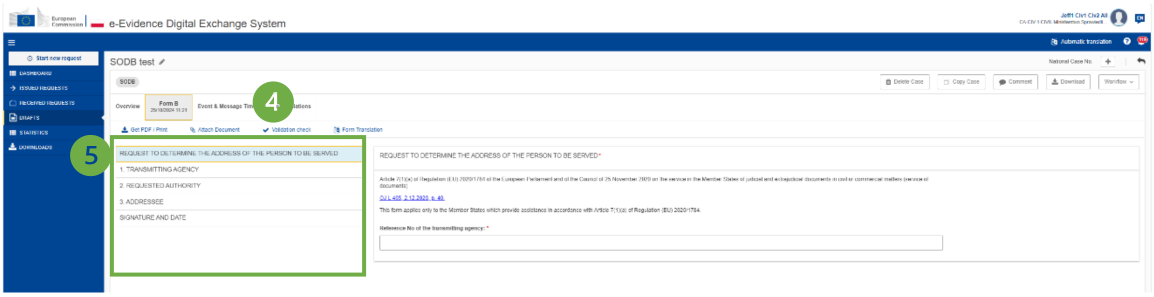


Figure 46: SoD Form B sections

④ A new draft will be created and displayed with Form B ready for completion.

⑤ Complete **sections 1-3 and Request to determine the address of the person to be served section and Signature and Date section** of Form B by using the List of Sections menu.

NOTE: If the user with an Author role who initiated the SoD does not have additional roles of Reviewer and/or Sender, then the Author should assign additional users with the relevant roles required to review and send the request or ask Supervisor for adding those users.

7.2.1.4. Choosing Executing Authority

Steps below are applicable to users with 'Author' and 'Reviewer' role.

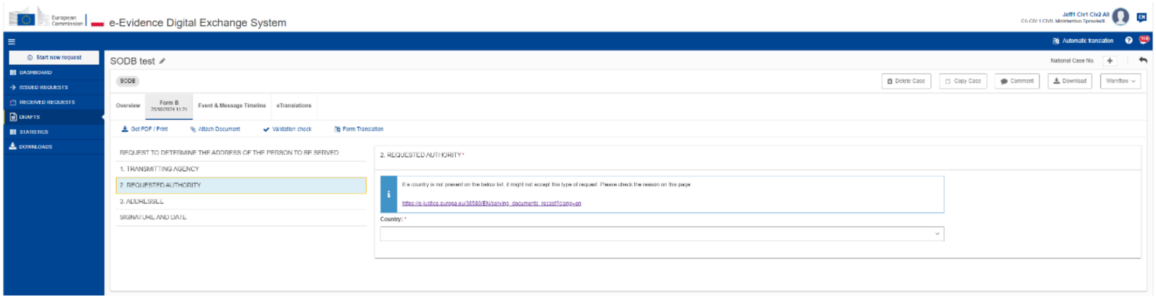


Figure 47: SoD Form B section 2. REQUESTED AUTHORITY

① Select **Section 2. REQUESTED AUTHORITY** in List of Sections.

② Select **Country** from the list.

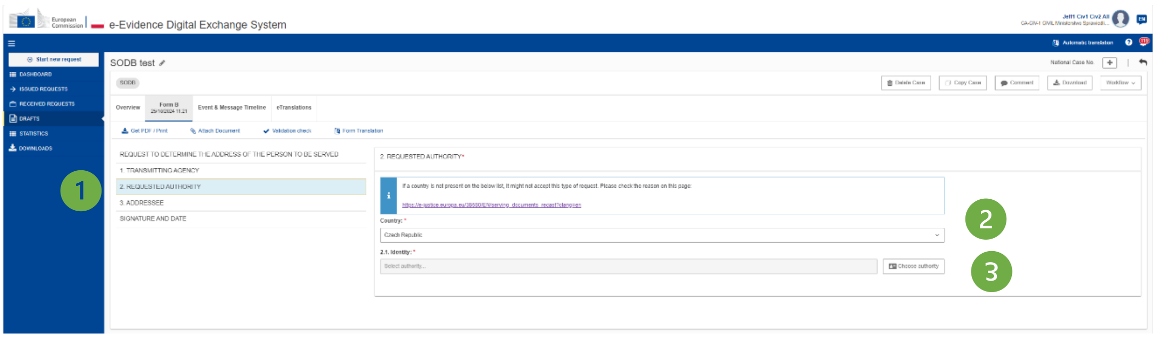


Figure 48: SoD Form B: Selecting an Executing Authority

③ Click **Choose Authority** button.

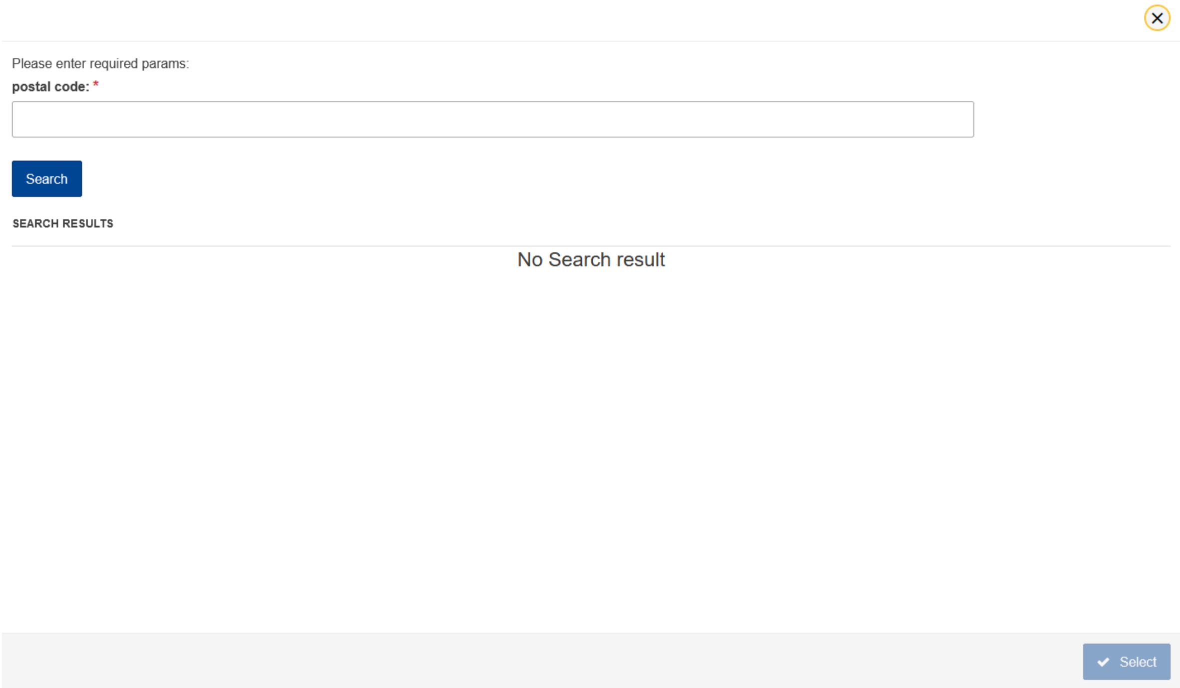


Figure 49: SoD Form B: Searching for a requested authority (business parameters)

④ To find and select the correct authority, the user needs to provide correct business data according to the business rules required by the Executing State. At the example above, the user should enter a postal code and click **Search** button.

The authority search tool will display a list of all Executing Authorities in the chosen Member State which have the right pair of instrument and competence to accept this type of request.

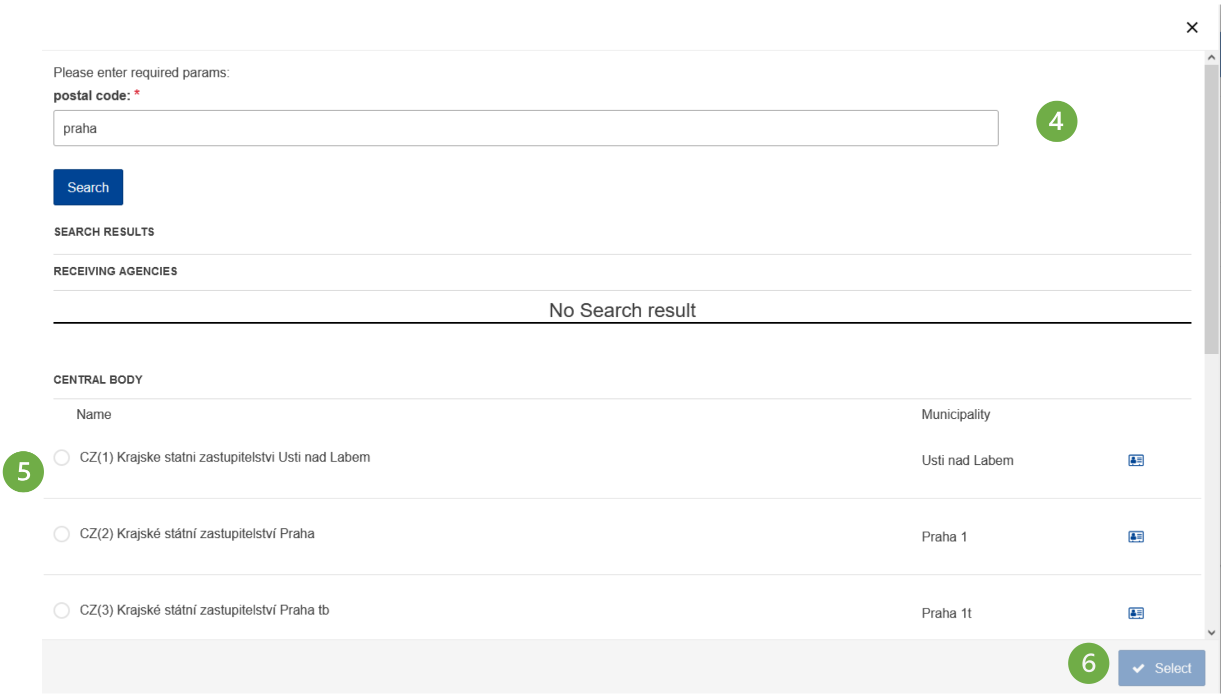


Figure 50: SoD Form B: Searching for a requested authority – search results

⑤ **Select** Authority from the list of results by clicking a radio button.

⑥ Click **Select**.

7.2.1.5. Starting a new case – SODX

Steps below are only applicable to users with 'Author' role.

To begin a process of an exceptional case, create a new case.

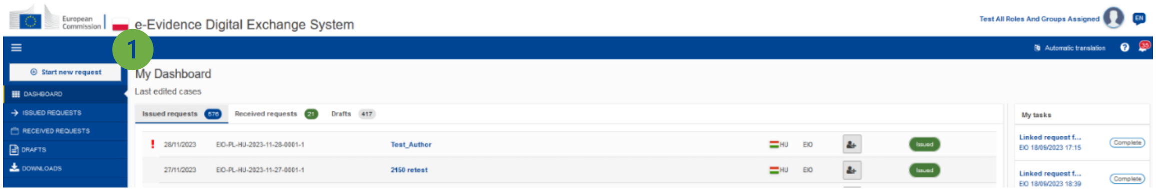


Figure 51: New request creation

① Click **Start new request** button in the left-hand menu.

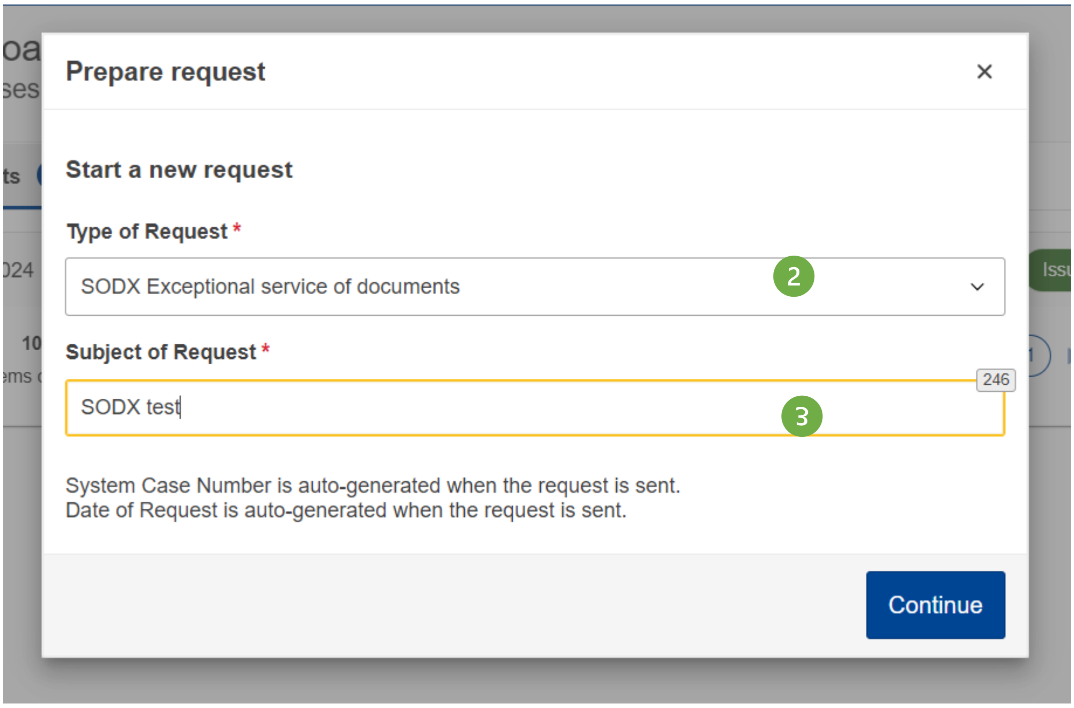


Figure 52: Create new SODX request

②

② A pop-up window will appear. Select ‘SODX Exceptional service of documents’ from the **Type of request** dropdown list.

③ Fill in **Subject of request** and click **Continue**. If you wish to cancel, click ‘**x**’ button at the top right corner of the pop-up.

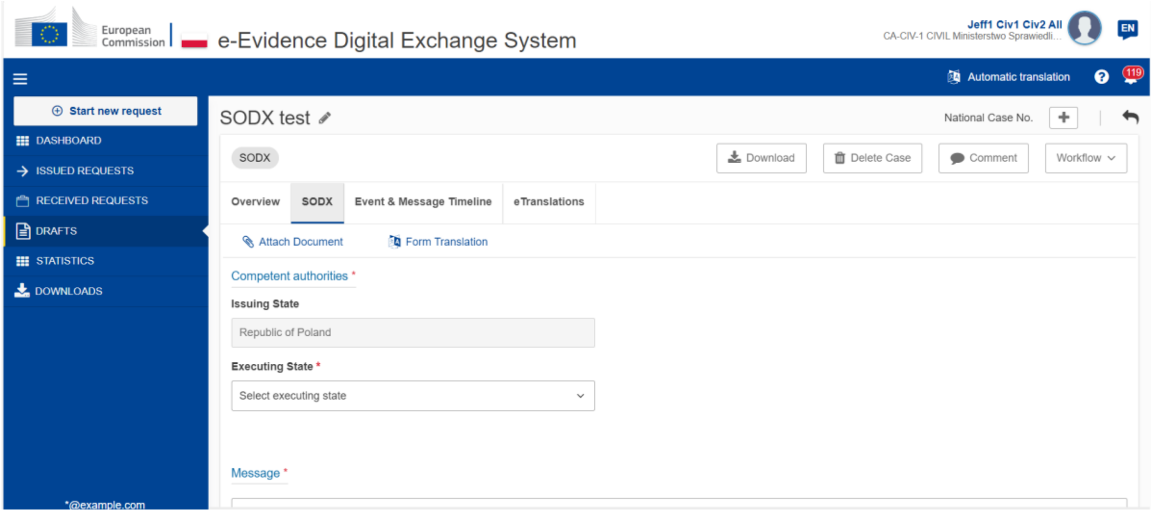


Figure 53: SODX draft request

A new draft will be created and displayed with SODX ready for completion.

7.2.1.6. Choosing Executing Authority

Steps below are applicable to users with ‘Author’ role.

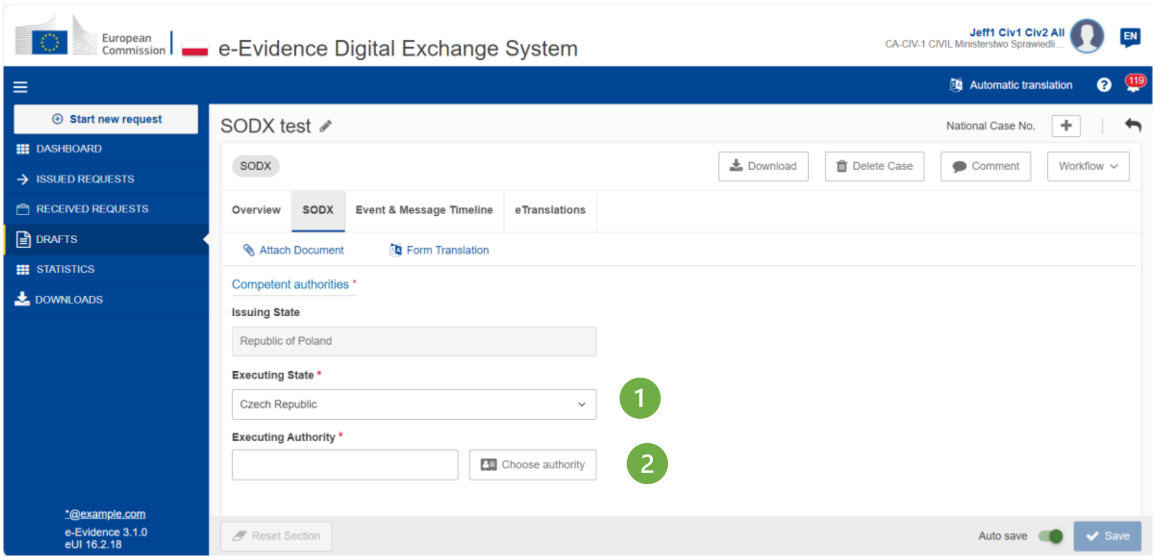


Figure 54: SODX selecting executing state

① Select **Executing State** from the list.

② Click **Choose Authority** button.

For selection of the executing authority of exceptional cases, the Portal displays all authorities that have a relevant instrument assigned in CDB (for SODX instrument SD – service of documents - is relevant) in the chosen Executing State. The user selects the correct Executing Authority from the list (filters can be used for easier selection).

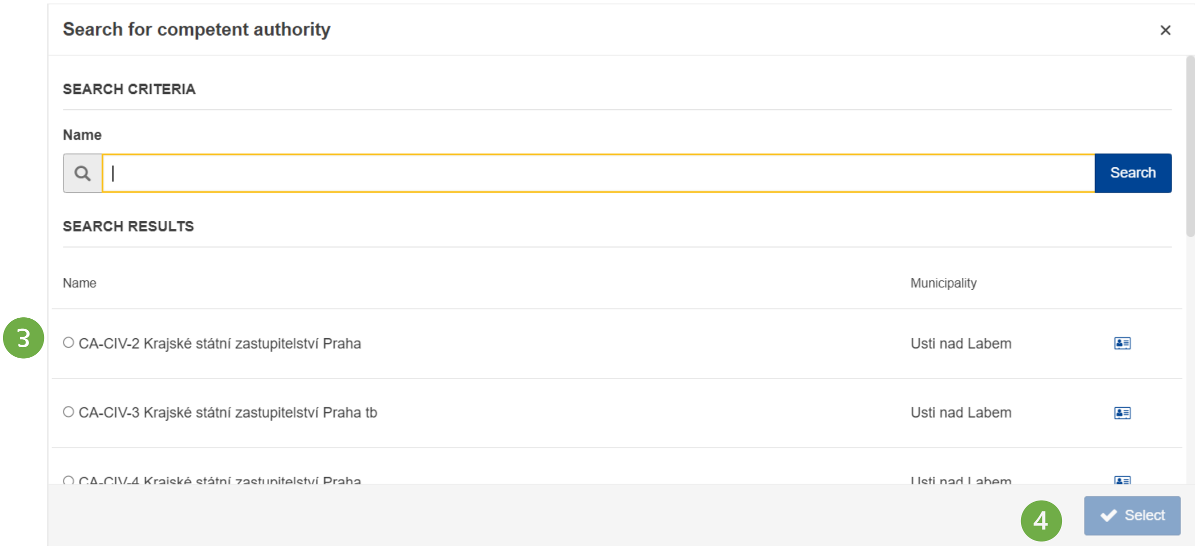


Figure 55: SODX searching for an executing authority

③ **Select** Authority from the list of results by clicking a radio button.

④ Click **Select**.

After choosing **Executing Authority**:

5. Type a free form message (mandatory field) and attach documents (optional).

NOTE: SODX case can be sent only by a user with Sender role. If the user with an Author role who initiated the SoD does not have additional Sender role, then the Author should assign a Sender or ask Supervisor for adding the Sender.

The SODX does not have SIGNATURE AND DATE section. A user can attach a signed document via **Attach Document** button from the action bar (optional).

The SODX cannot be forwarded or withdrawn.

7.2.1.7. Authority that accepts/does not accept electronic communication

As Member States begin to use the Reference Implementation, more and more Authorities will be connected and able to communicate electronically. However, there will be authorities in the system that will not be able to send and receive requests/messages via the Reference Implementation. These authorities will be clearly distinguished from those that can.

These authorities should be contacted via the traditional route such as registered mail.

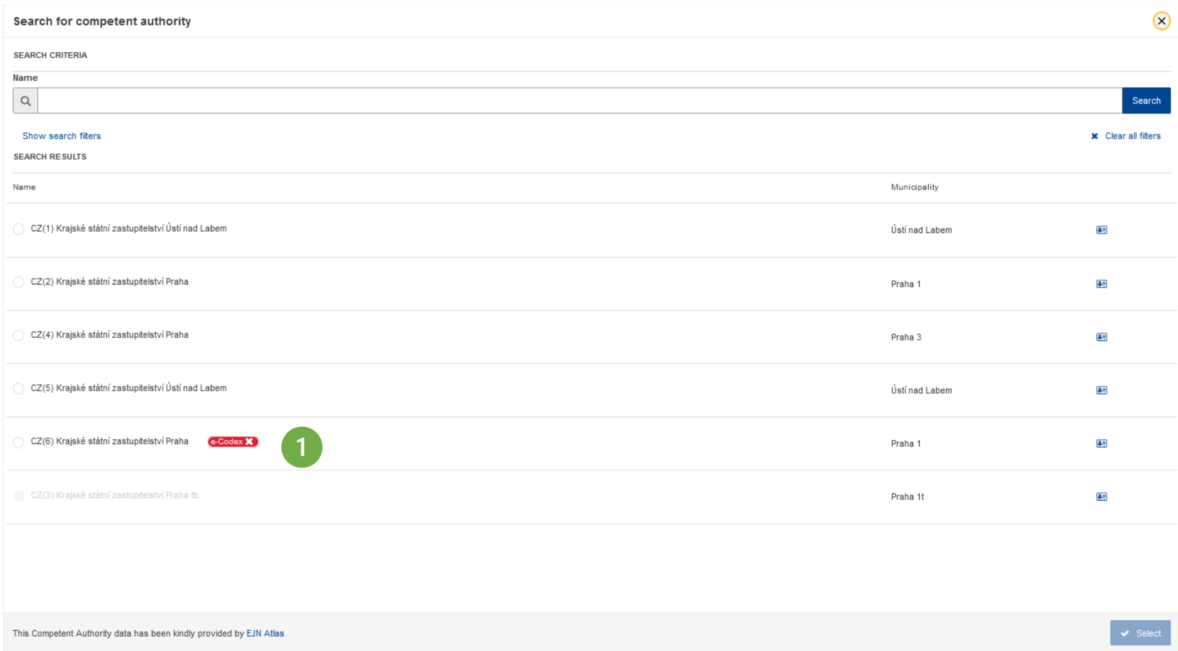


Figure 56: A visual representation of an authority that is unable to receive electronic communication via the Reference Implementation

(1) A visual representation of an **authority** that is **unable to receive electronic communication** via the Reference Implementation.

7.2.1.8. Mandatory fields

All mandatory fields must be completed before the SoD can be electronically submitted. These mandatory fields are checked by a validation check. This validation consists of set of syntactical and semantical validations of the data contained in the form. A check is performed to verify that all required (mandatory) fields of Form A or Form B have been filled. You can **trigger validation manually** at any time, while you edit a Form A or Form B.

To trigger validation:

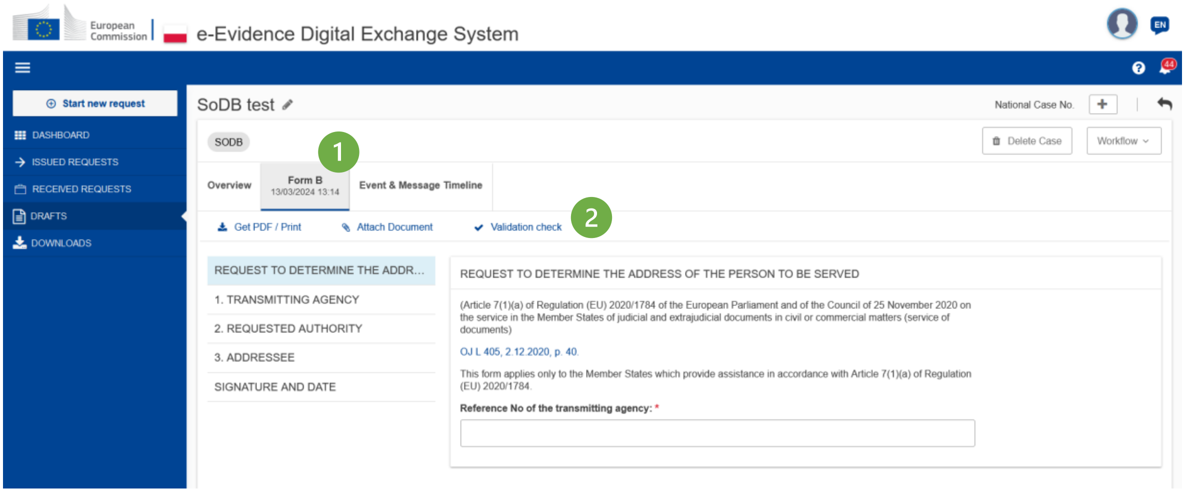


Figure 57: SoD Form B validation

① View a case and select **Form A/ Form B** tab.

② Click **Validation check**.

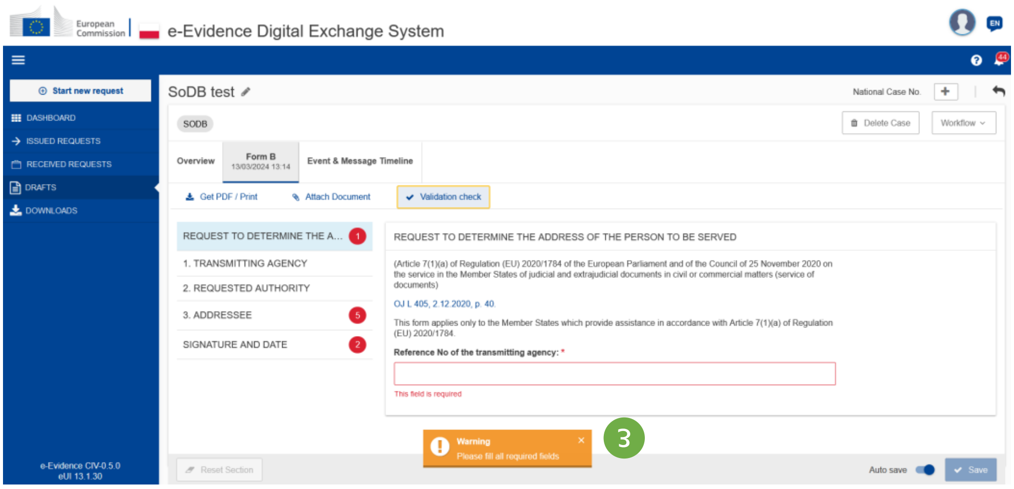


Figure 58: SoD Form B mandatory fields

③ Validation will be performed and the toast notification with warning or success will be displayed. If there are validation errors, fields and sections containing errors will be highlighted red.

7.2.1.9. Pushing a case to the next step

Steps below are applicable to users with 'Author' role.

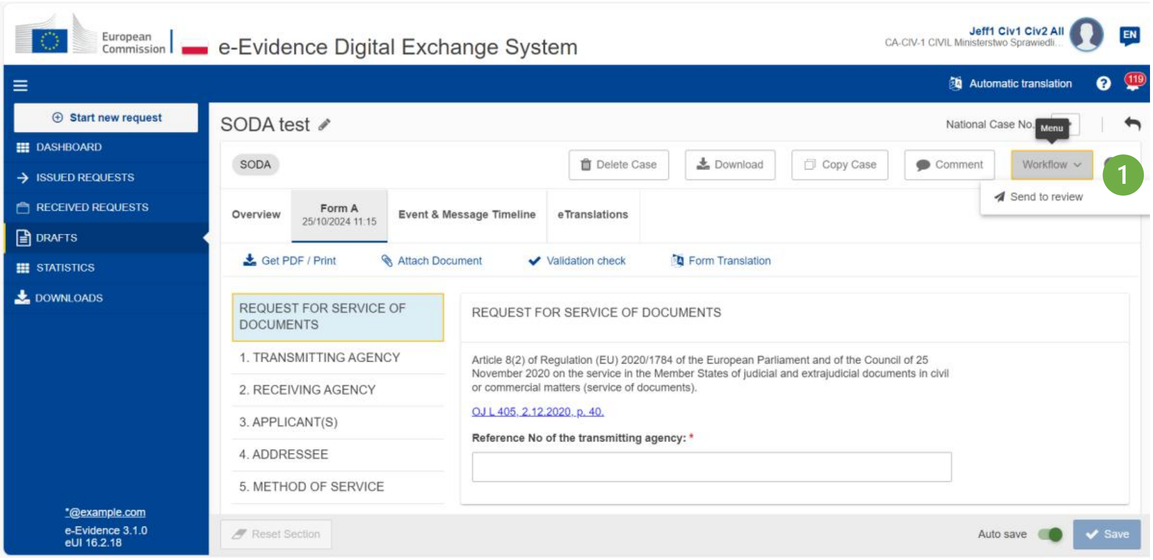


Figure 59: SoD Form A send to review

① In the edited case click **Workflow** > **Send to review:**

- A toast notification (success) will show up at the bottom.
- A new timestamp: 'Ready to review' will show up on the **Event & Message Timeline**.
- If a user has no other roles except Author, the workflow button will be disabled, as there are no other actions that can be performed.

7.2.1.10.Review

The next step in the workflow of a case is to review it and mark it as 'Positively Reviewed' or return it for amendment, or to reject completely if needed. Edition of the form is also possible.

Steps below are applicable to users with 'Reviewer' role.

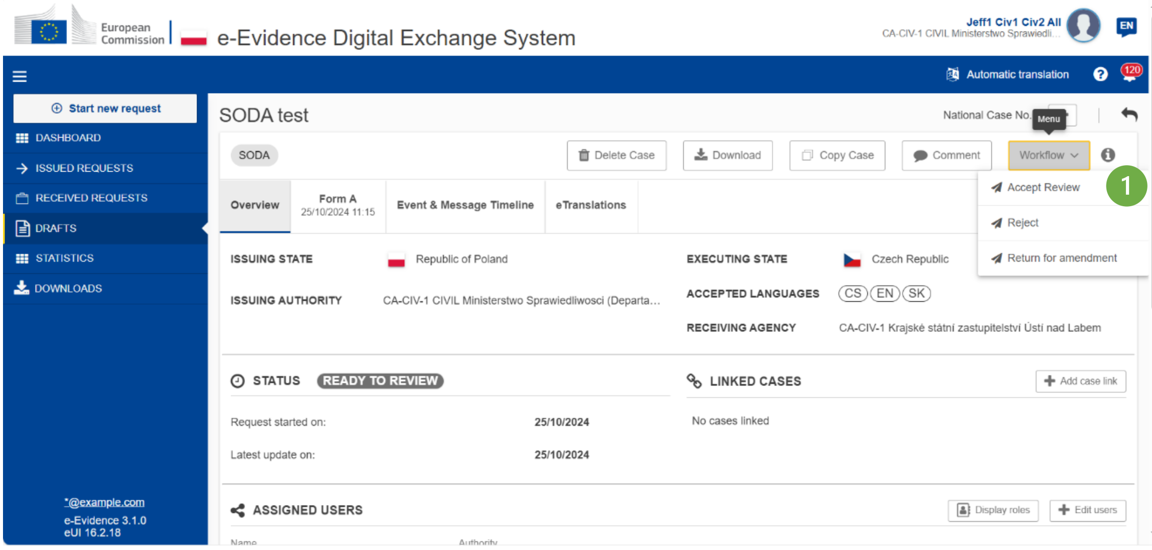


Figure 60: SoD Form A: Accepting review

① In a reviewed case click **Workflow** > **Accept review:**

- A new timestamp: 'Positively Reviewed' will show up on the **Event & Message Timeline**.
- If user has no other roles except Reviewer, the workflow button will be disabled, because there are no other actions for you to perform.

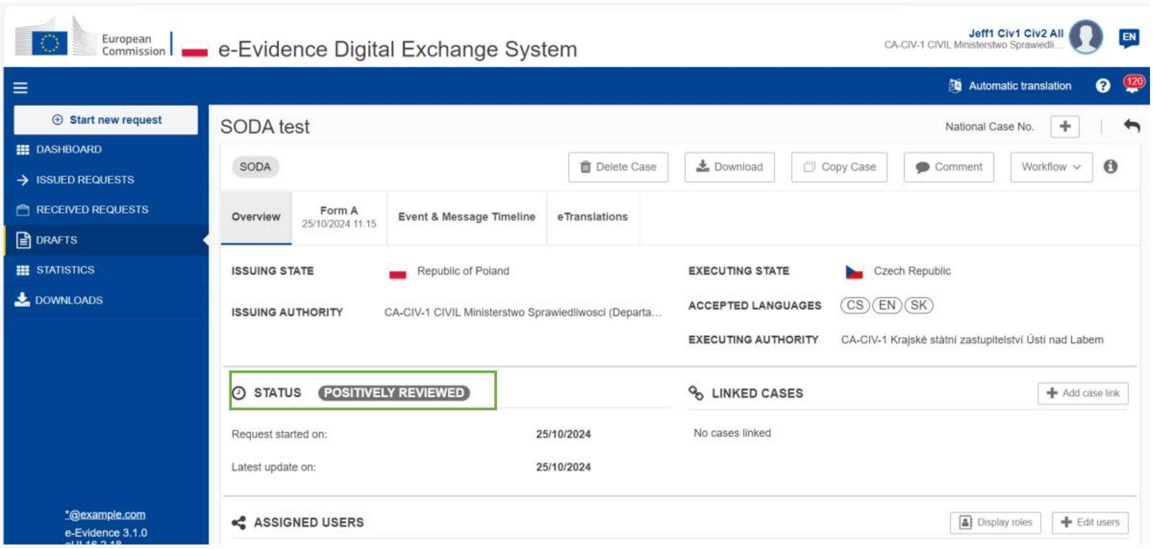


Figure 61: SoD Form A: 'Positively reviewed' status

Alternatively:

A. Click **Workflow** > **Return for amendment** and enter optional message - the case will go back to a draft editable by Author role. The Author will have to make amendments and click again **Workflow** > **Send to review**.
B. Click **Workflow** > **Reject** – the case will be rejected, and no more actions of Workflow buttons can be performed by users.
C. Reviewer is also able to edit a case.

7.2.1.11. Signature step

In the next step of the workflow, a user with the Sender role needs to attach the signed document to the Form. Please note that at this stage, a user the Sender role is not able to edit the case.

Steps below are applicable to users with ‘Sender’ role.

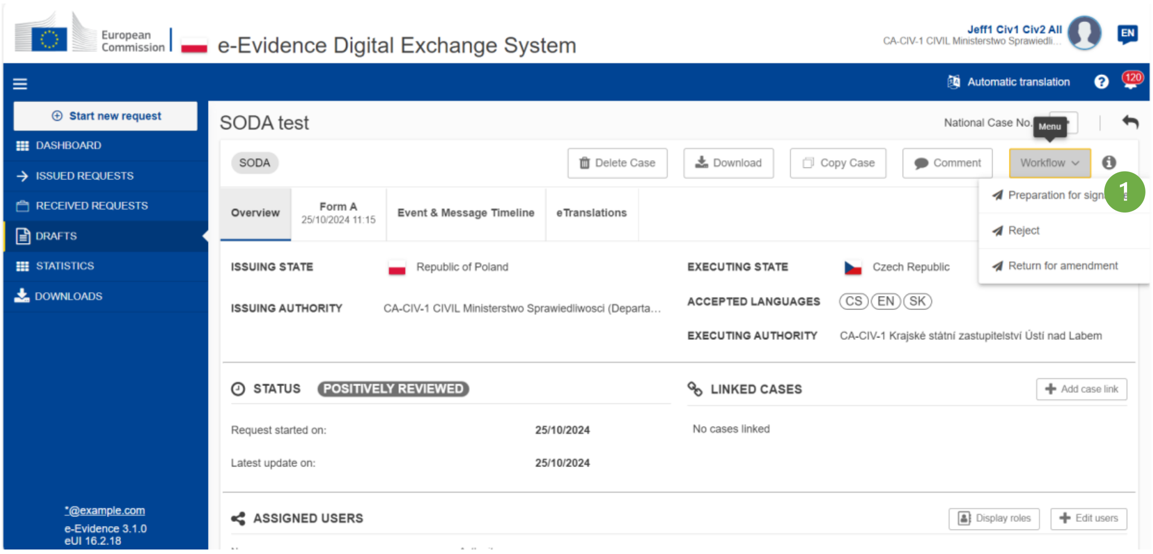


Figure 62: SoD Form A preparation for signature

① In a reviewed case click **Workflow** > **Preparation for signature:**

A. Click **Workflow** > **Return for amendment** - the case will go back to Reviewer step in which the form can be edited by the user with Reviewer role. The Reviewer will have to make amendments and click again **Workflow** > **Complete**.
B. Click **Workflow** > **Reject** – the case will be rejected, and no more actions of Workflow buttons can be performed by users.

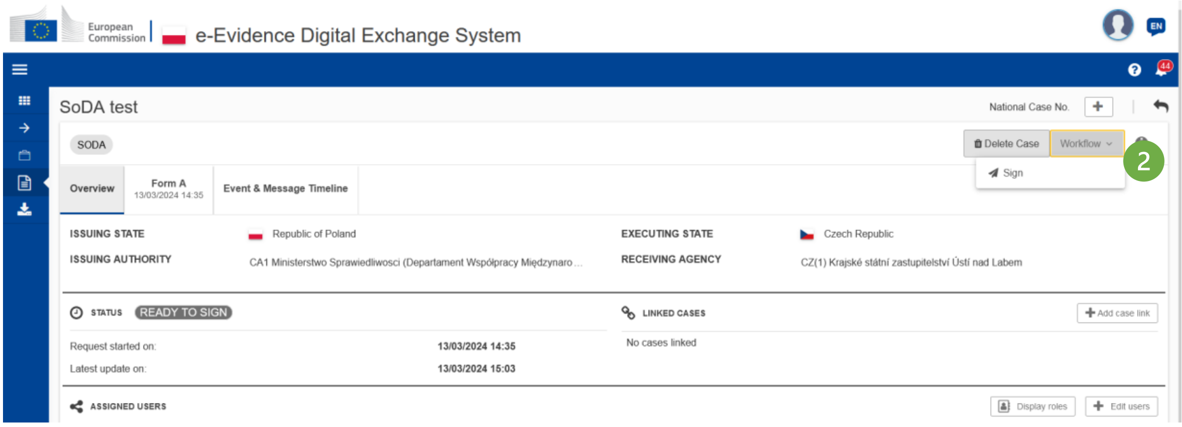


Figure 63: SoD Form A signing

② After the user clicks **Sign** in Workflow, ③ then the RI Portal displays a pop-up window. At this step, the user has the option to choose whether they want to sign the document in PAdES format or select other type of signature (non-PAdES format).

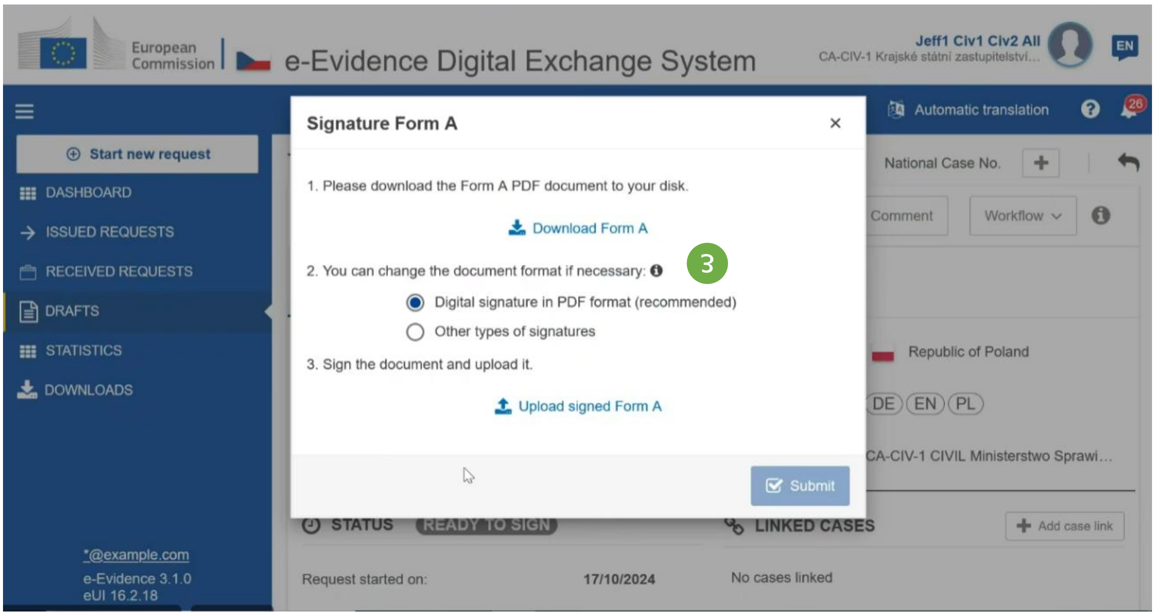


Figure 64: SoD Form A download

7.2.1.11.1. PDF download

Download PDF to your computer by clicking Download Form A.

Keep radio button 'Digital signature in PDF format (recommended)' – marked by default.

Open the PDF in **Adobe Acrobat Reader** software.

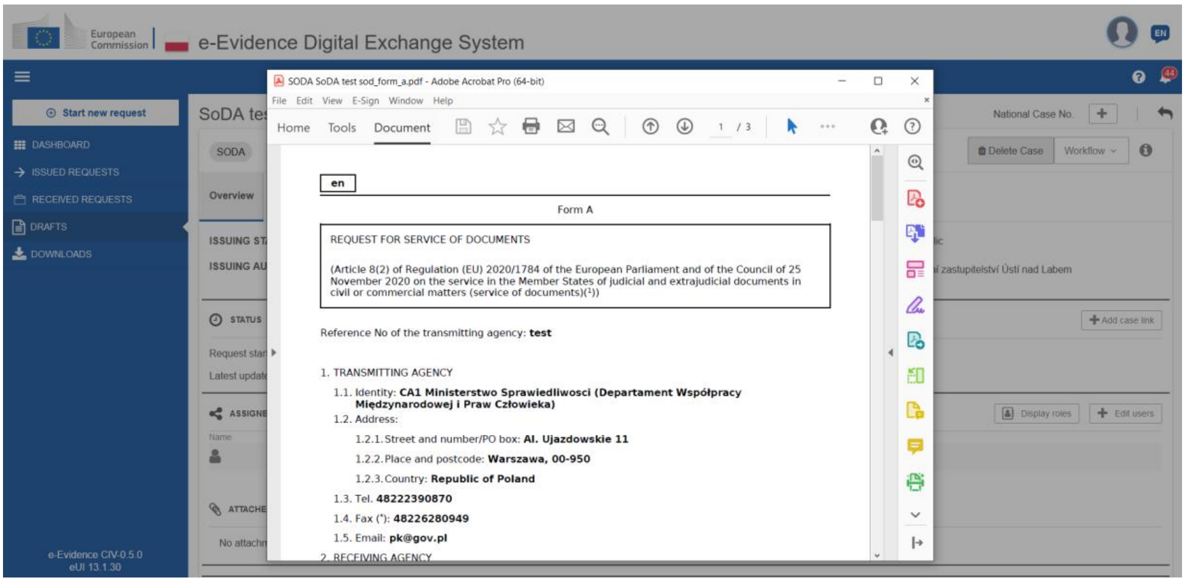


Figure 65: Opening SoD Form A in a PDF form

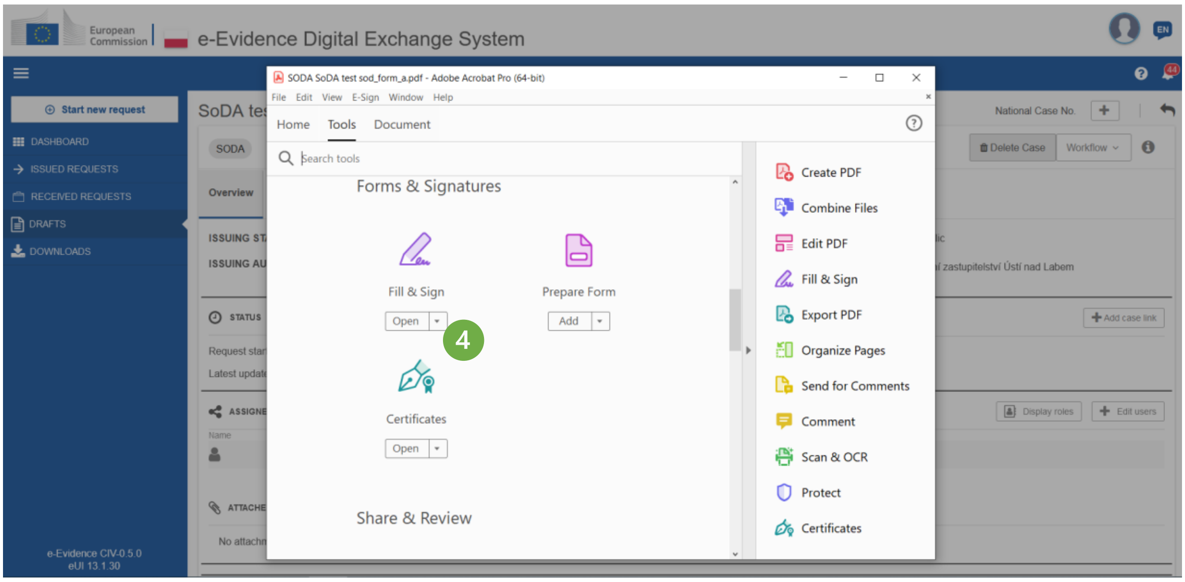


Figure 66: Signing SoD Form A in a PDF: 'Tools' tab

④ Click **Tools** > **Certificates**.

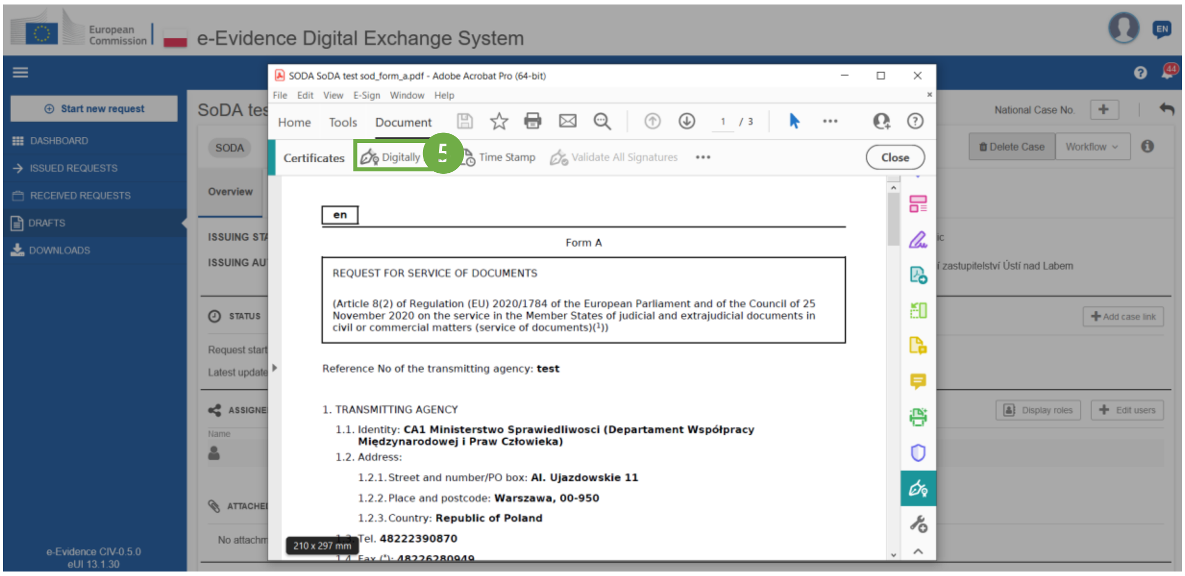


Figure 67: Signing SoD Form A in a PDF: ‘Digitally Sign’ icon

⑤ Click **Digitally Sign**.

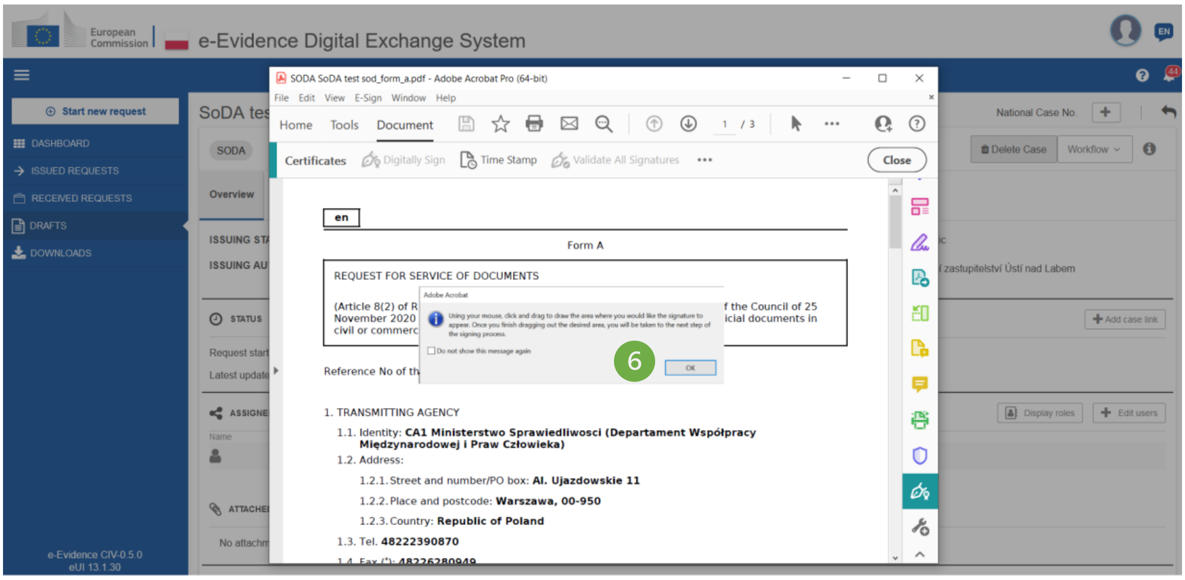


Figure 68: Signing SoD Form A in a PDF: Digital signature instructions

⑥ Read the instructions and click **OK**.

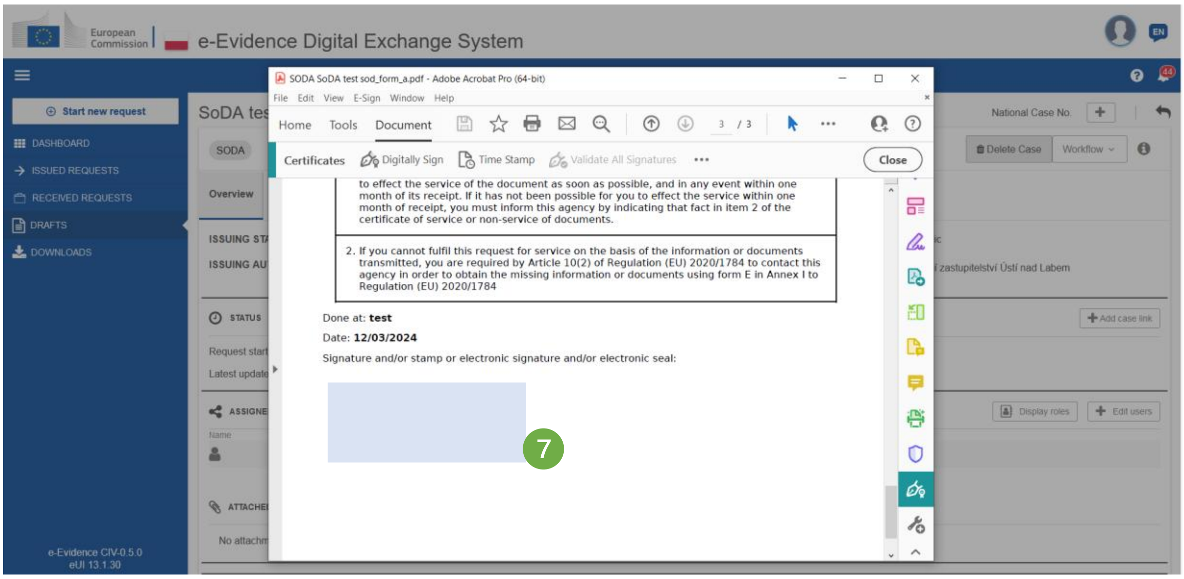


Figure 69: Signing SoD Form A in a PDF: Choosing appropriate area

⑦ Using your mouse, click and drag to draw the area where you would like the signature to appear.

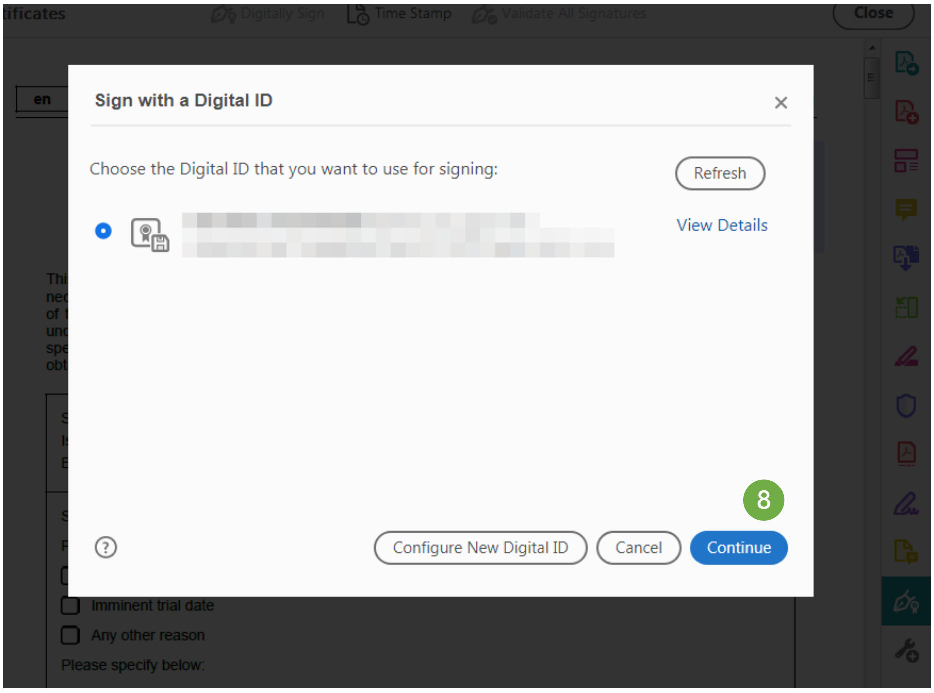


Figure 70: Signing SoD Form A in a PDF: Selecting Digital ID

⑧ A modal window will appear. Select Digital ID that you want to use for signing and click **Continue**.

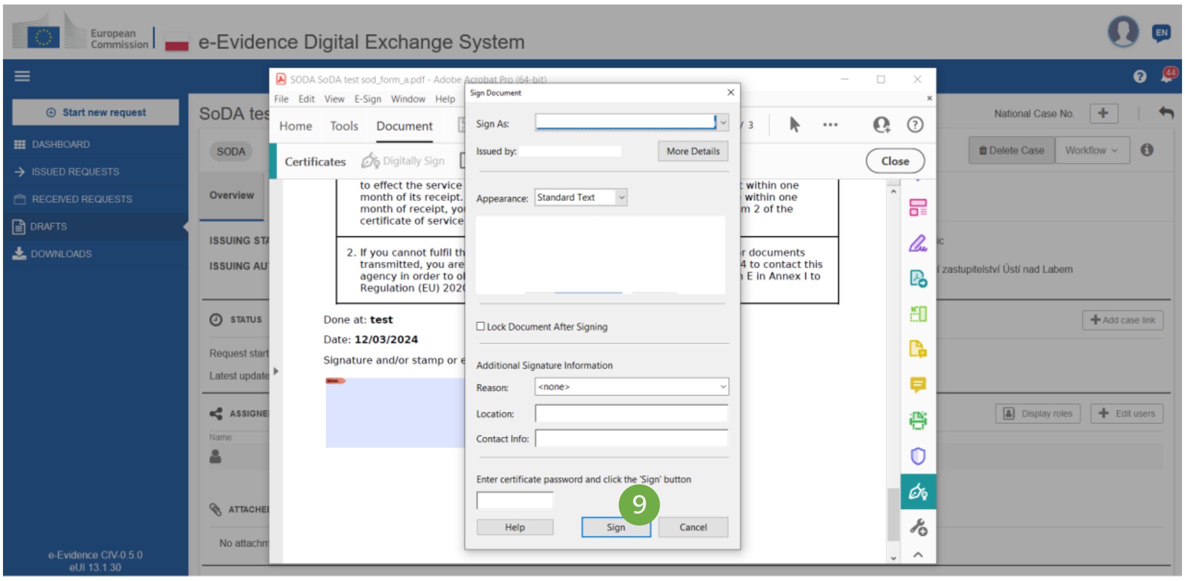


Figure 71: Signing SoD Form A in a PDF: Selecting 'Sign' button

⑨ A modal window will appear. Click **Sign**.

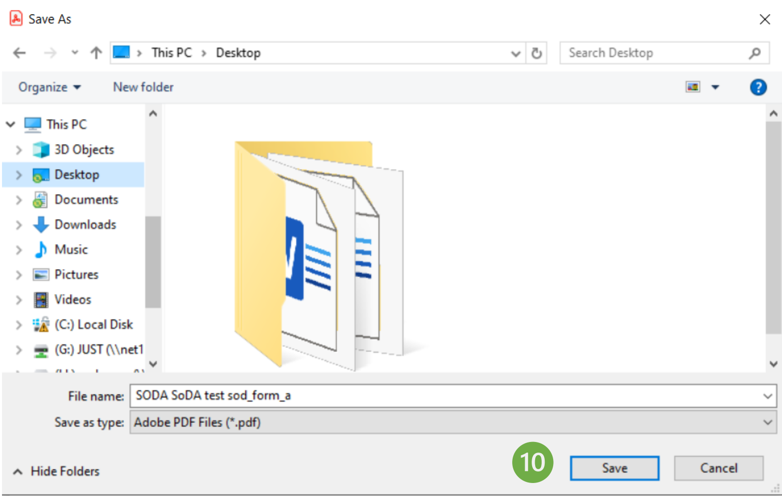


Figure 72: Signing SoD Form A in a PDF: Choosing a location to save the signed document

⑩ Choose a location to save the signed document. Click **Save.** Use your own authority signing method. A possible method is outlined below.

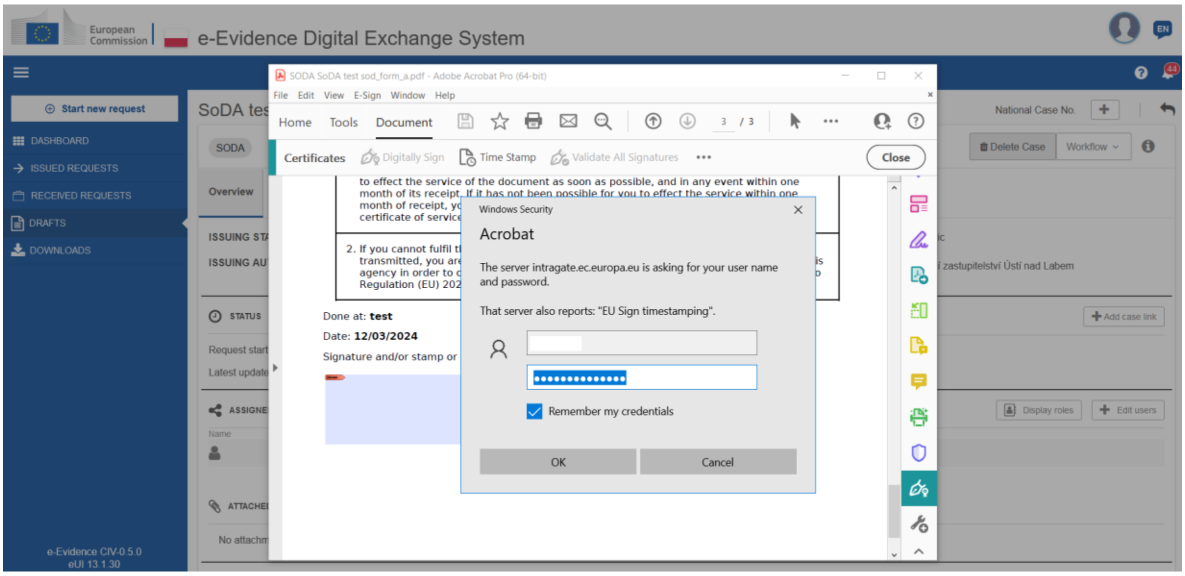


Figure 73: Signing SoD Form A in a PDF: Entering your PIN number

(11) Enter your username and password and click **OK**. A signed document will be generated and saved.

NOTE: When ‘Other types of signatures’ option is selected, then another type of document can be uploaded (e.g.: jpg, jpeg, png). The document must be signed with one of the following: digital signatures or seals, stamps, handwritten signatures.

7.2.1.11.2. Upload signed document

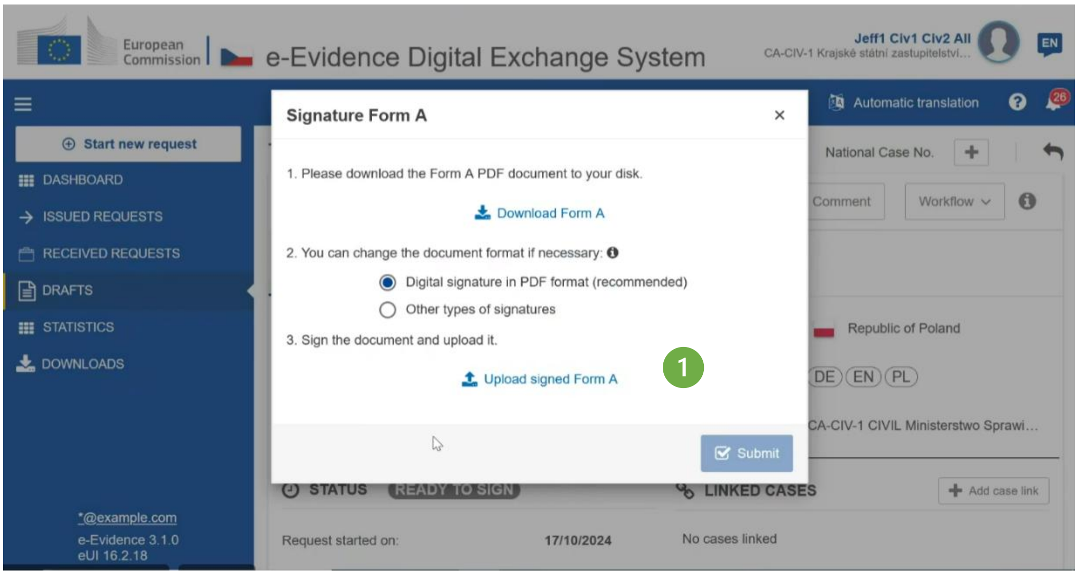


Figure 74: Uploading Signed SoD Form A

① Return to the Reference Implementation and click **Upload Signed Form A**.

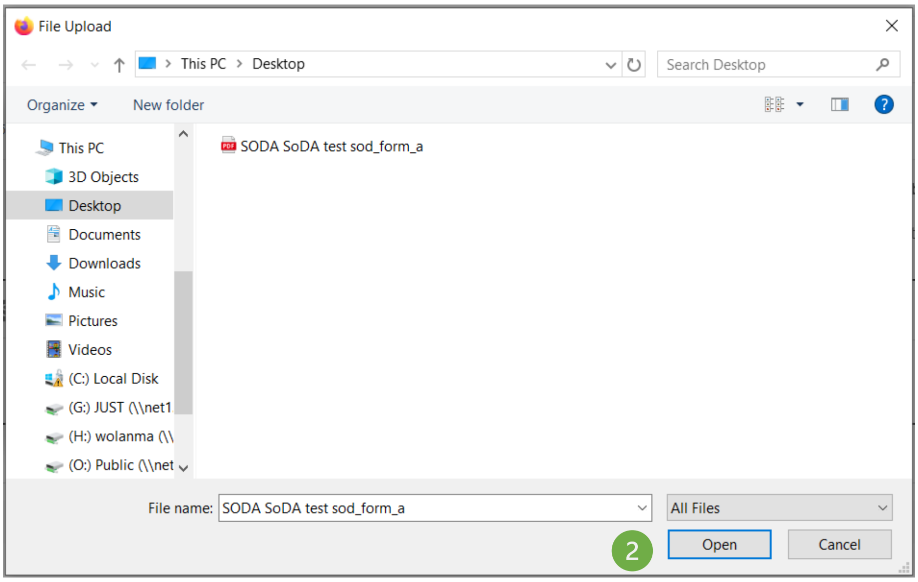


Figure 75: Browsing for a signed PDF

② Browse for **your signed** PDF file and click **Open**.

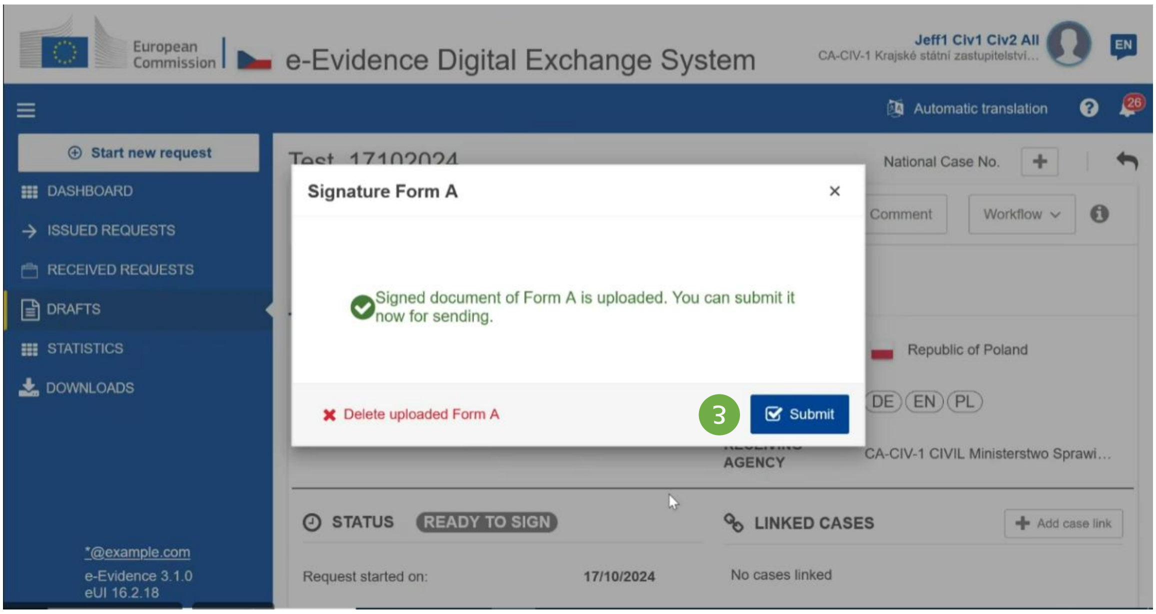


Figure 76: Submitting SoD Form A

③ If the signature is positively verified during the upload, a toast notification (success) will appear. Click **Submit**.

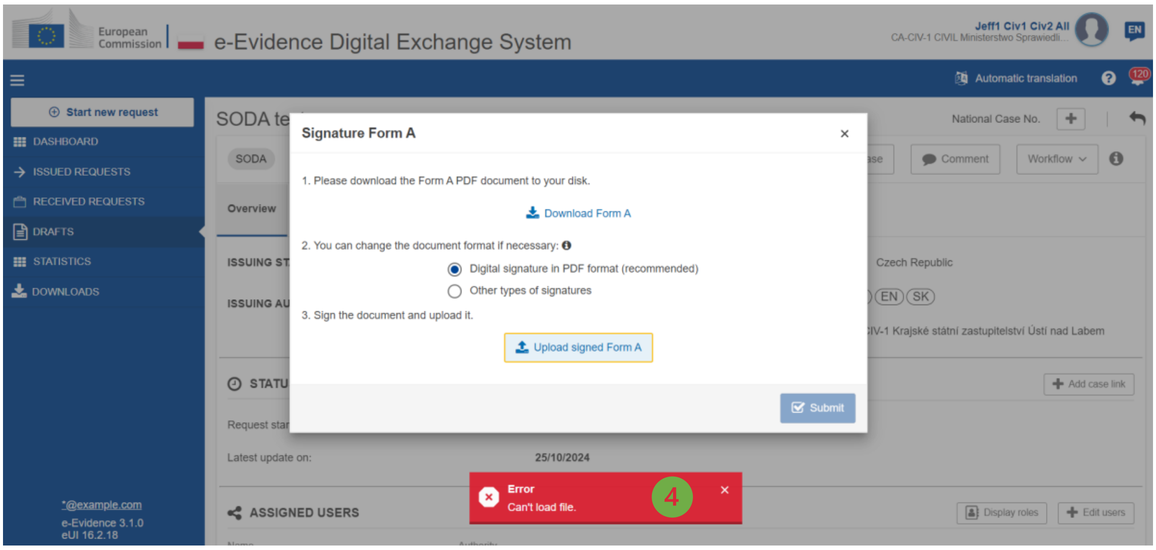


Figure 77: Error message during the wrong PDF upload

④ If the signature is not positively verified or a wrong file has been selected for upload, an error message will appear. Check that you have logged in to the correct web browser.

Remarks: The status of a case will change to 'Signed'.

Sending Form A:

The last step of internal workflow is to send the case to the selected Executing Authority.

Steps below are applicable to users with 'Sender' role.

① Open a case.

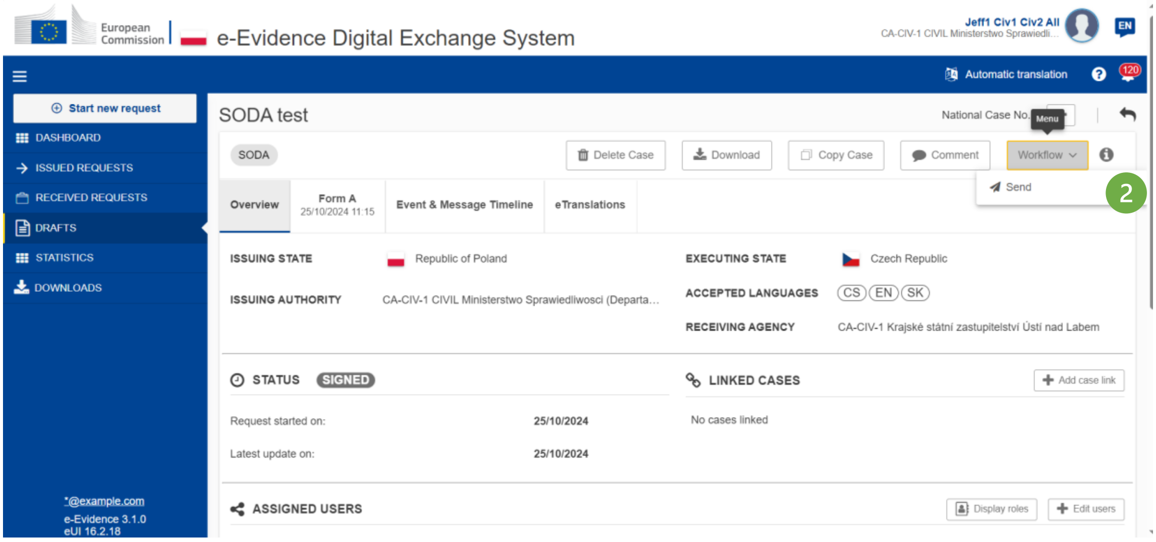


Figure 78: Sending SoD Form A

② Click **Workflow > Send**

③ System sends Form A and confirmation message appears.

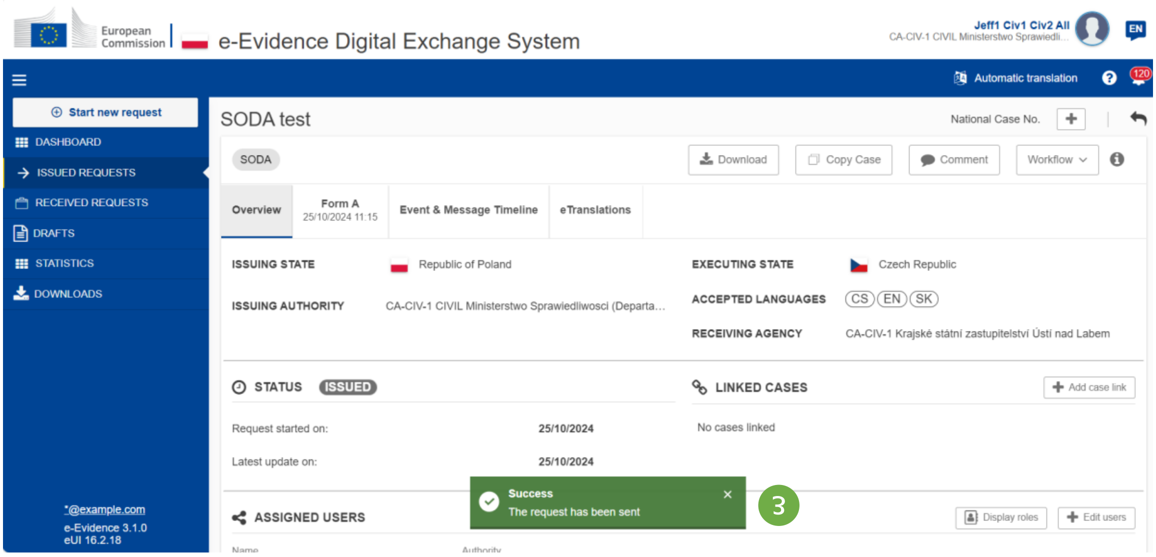


Figure 79: Sending SoD Form A: Confirmation message

The system will perform a validation check. If validation is performed successfully, the case will be sent, and the status will change to ‘Issued’.

Exceptions: Sending error – in this situation a user with Sender role will be able to resend a request to Executing Authority using a **Resend** button on the Timeline.

After sending a SODA request to an Executing Authority, before receiving a reply, the Workflow menu of an Issued Request will allow to perform the following actions:

- Send other information
- Close a case / Reopen a case
- Withdrawal

After sending a SODB request to an Executing Authority, before receiving a reply, the Workflow menu of an Issued Request will allow to perform the following actions:

- Send other information
- Close a case / Reopen a case
- Withdrawal

Please keep in mind, that the content of the Workflow menu is changing according to the status of the SoD.

Workflow State: ISSUED (Open)

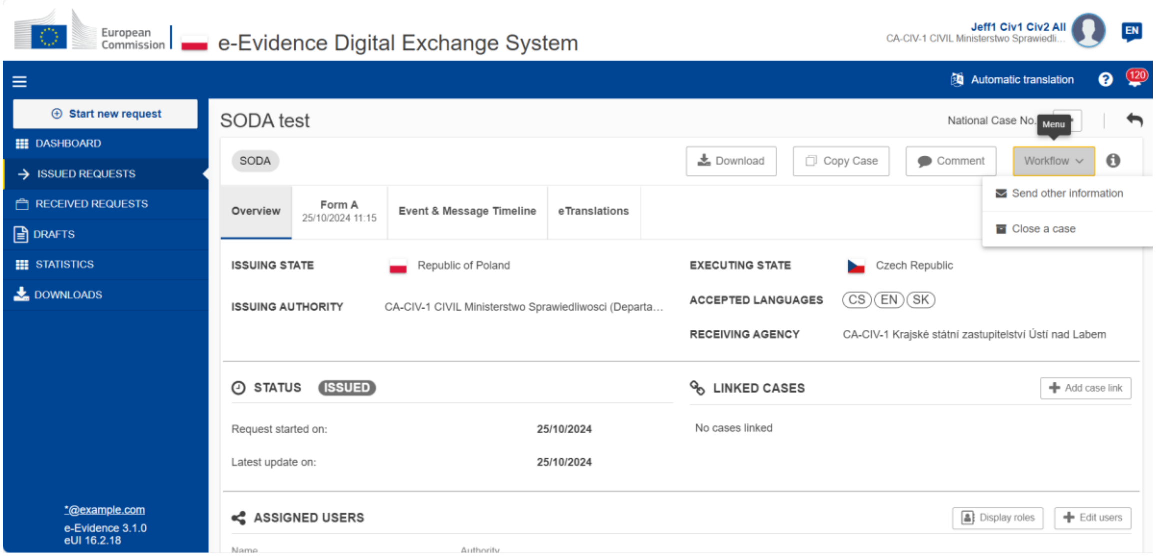


Figure 80: SODA Workflow State: ISSUED (Open)

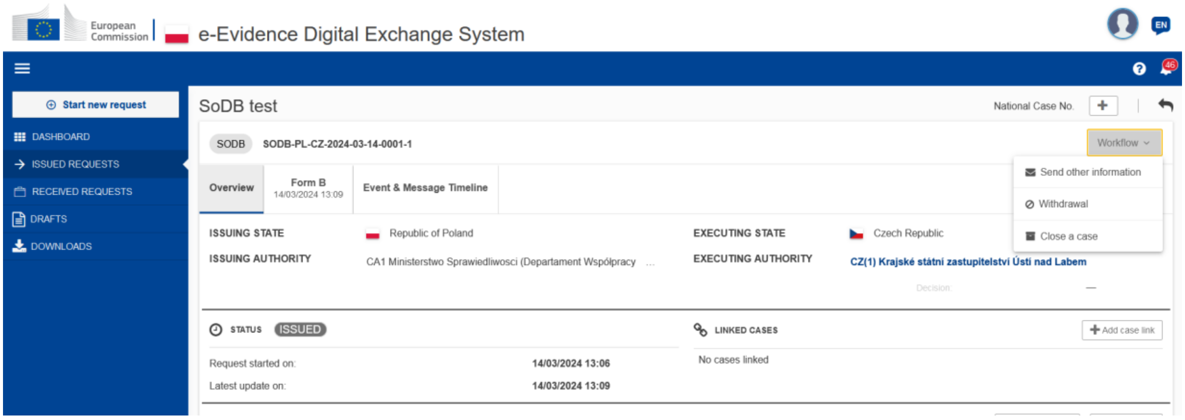


Figure 81: SODB Workflow State: ISSUED (Open)

Workflow State: CLOSED

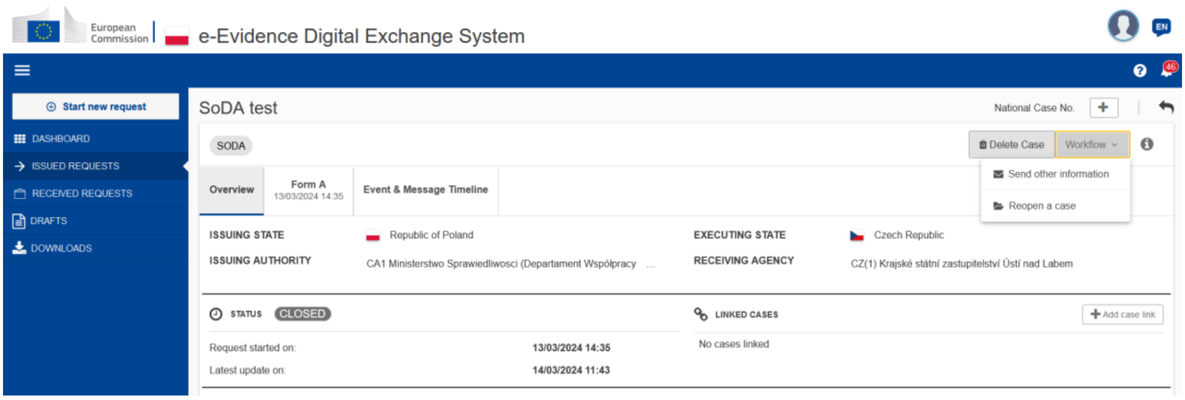


Figure 82: SODA Workflow State: CLOSED

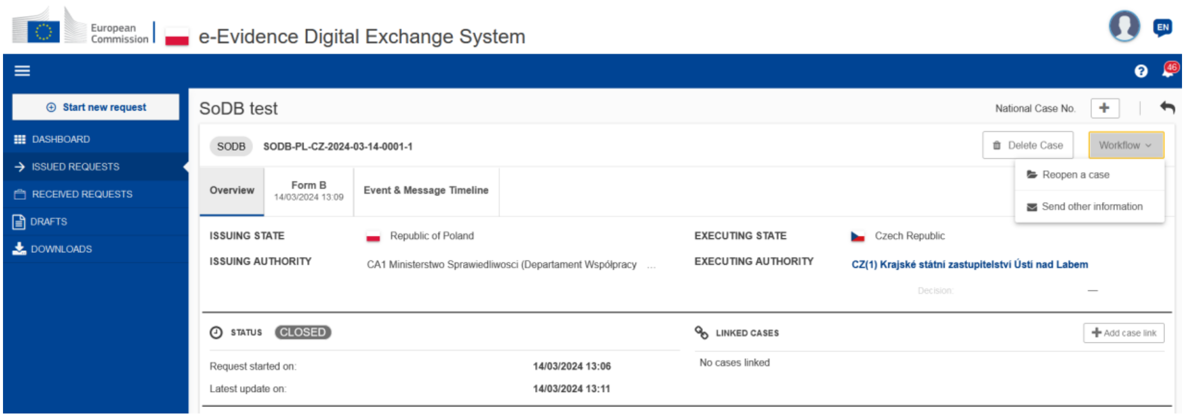


Figure 83 Figure 84: SODB Workflow State: CLOSED

7.3. Withdraw SODA

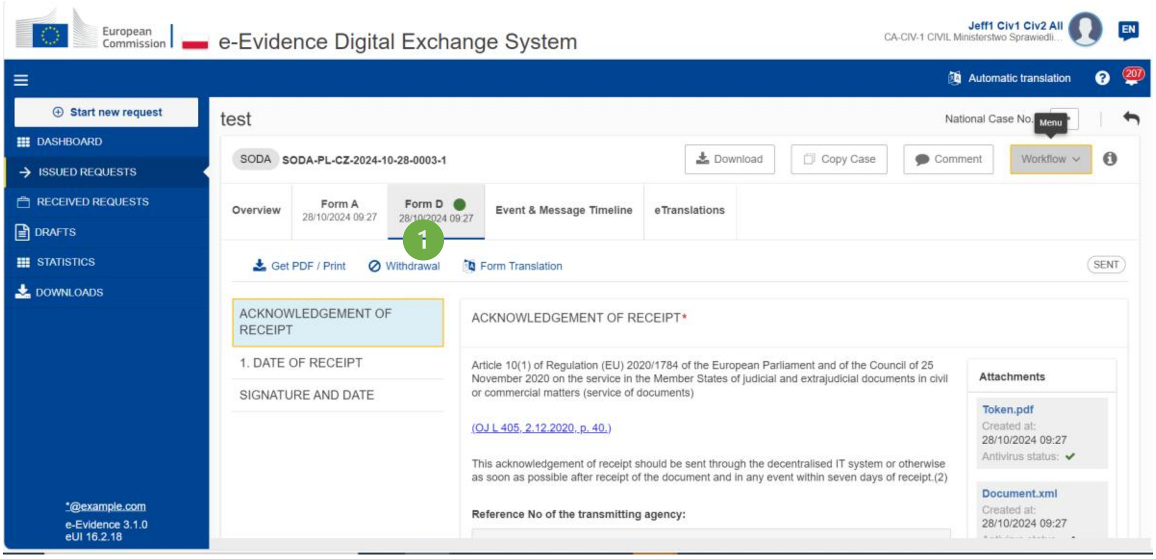


Figure 85: Withdraw SODA

① Go to **Form D/Form H** tab. Click **Withdrawal** in action bar

Then, the application displays a draft version of Withdrawal Form and confirmation message.

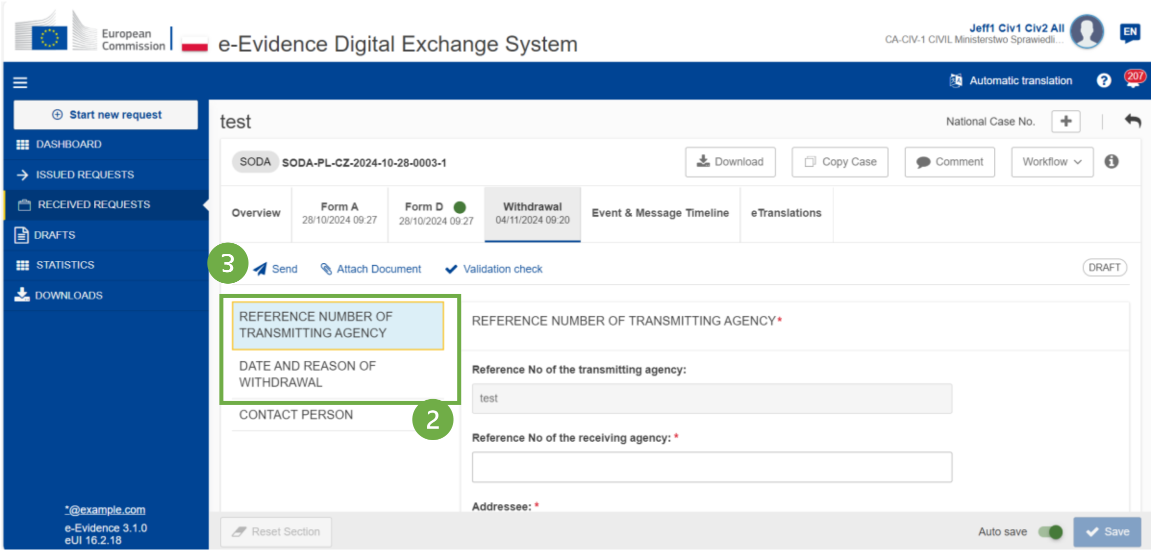


Figure 86: Steps to withdraw SODA case

② Complete all mandatory fields of **Reference number of Transmitting Agency**, **Date**

and Reason of withdrawal and **Contact person** sections of Withdrawal Form by using the List of Sections menu.

③ Click **Send** to send the Withdrawal Form to the Executing Authority.

④ System displays a pop-up window. Click **Yes** to confirm that you want to send a Withdrawal Form.

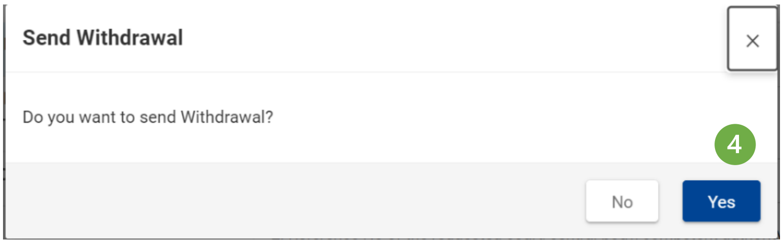


Figure 87 SODA: Send Withdrawal confirmation

The status of the case will be changed to WITHDRAWN.

7.4. Withdraw SODB

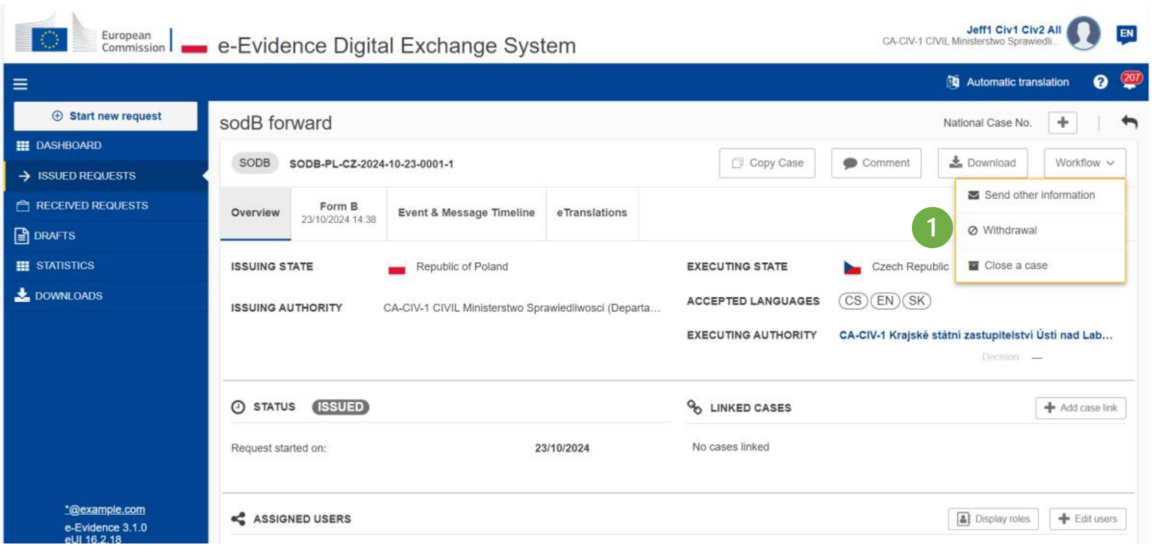


Figure 88: Withdraw SODB

① Click **Workflow > Withdrawal**

Then, the RI Portal displays a draft version of Withdrawal Form and confirmation message.

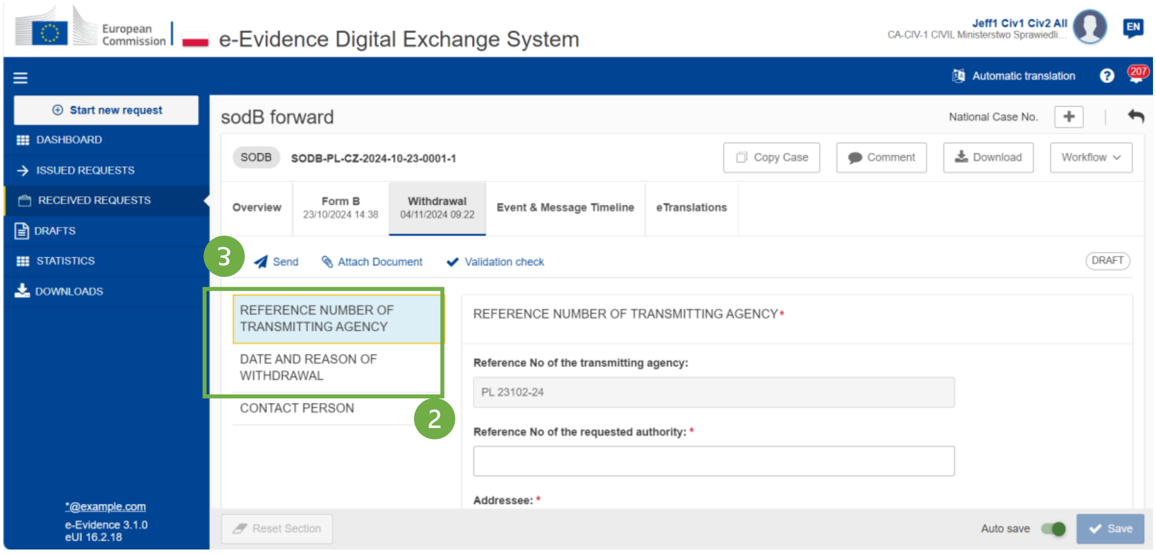


Figure 89: Steps to withdraw SODB case

② Complete all mandatory fields of **Reference number of Transmitting Agency**, **Date and Reason of withdrawal** and **Contact person** sections of Withdrawal Form by using the List of Sections menu.

③ Click **Send** to send the Withdrawal Form to the Executing Authority.

④ System displays a pop-up window. Click **Yes** to confirm that you want to send Withdrawal Form.

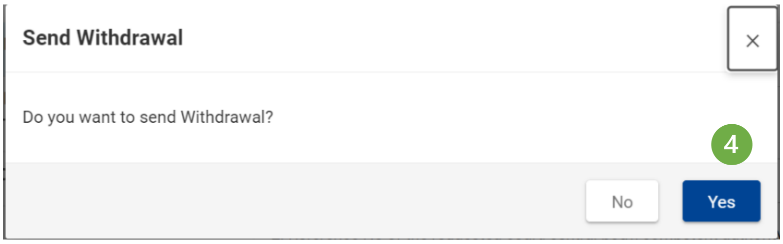


Figure 90: SODB: Send Withdrawal confirmation

The status of the case will be changed to WITHDRAWN.

7.5. Execute SoD

7.5.1. Acknowledgement of Receipt SODA

When Executing Authority receives SODA request, system automatically sends partially completed Form D.

Sending manual (fully completed) confirmation of the receipt (Form D) to the Issuing State is divided to two (2) steps:

Step 1. Creating Form D:

① View the incoming request.

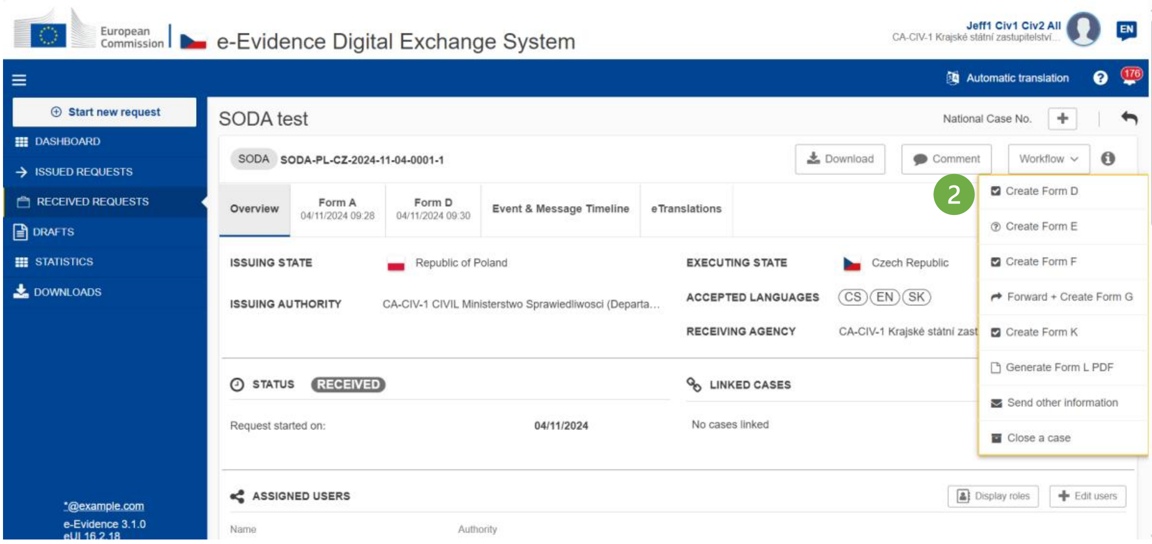


Figure 91: Creating SoD Form D: Acknowledgement of receipt

② Click **Workflow > Create Form D**.

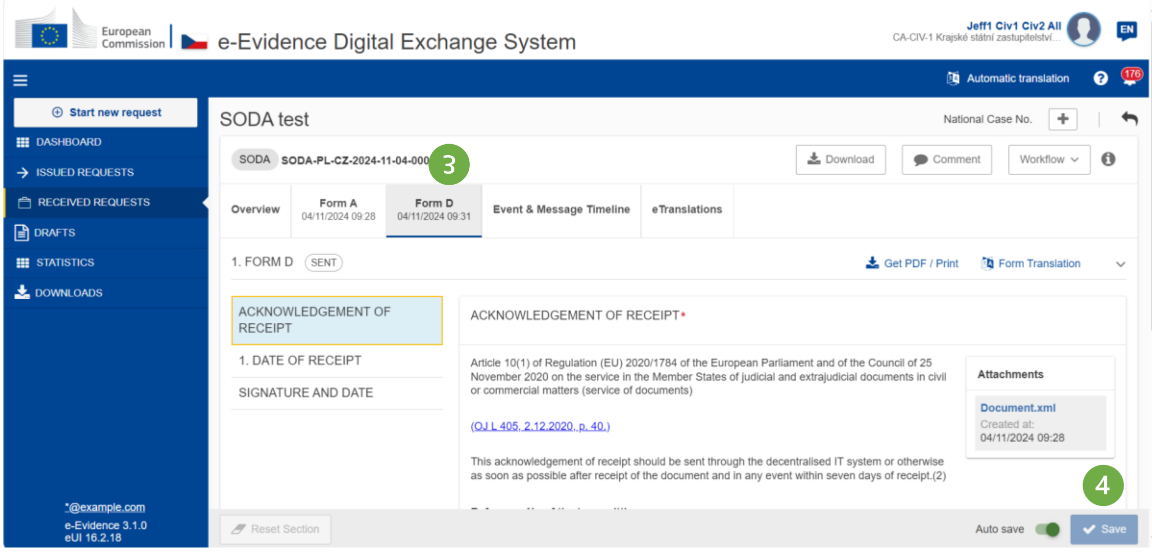


Figure 92: SoD Form D draft version displayed

③ Form D draft version will be created and displayed.

④ While filling data in Form D sections, remember to save your data.

Sending Form D:

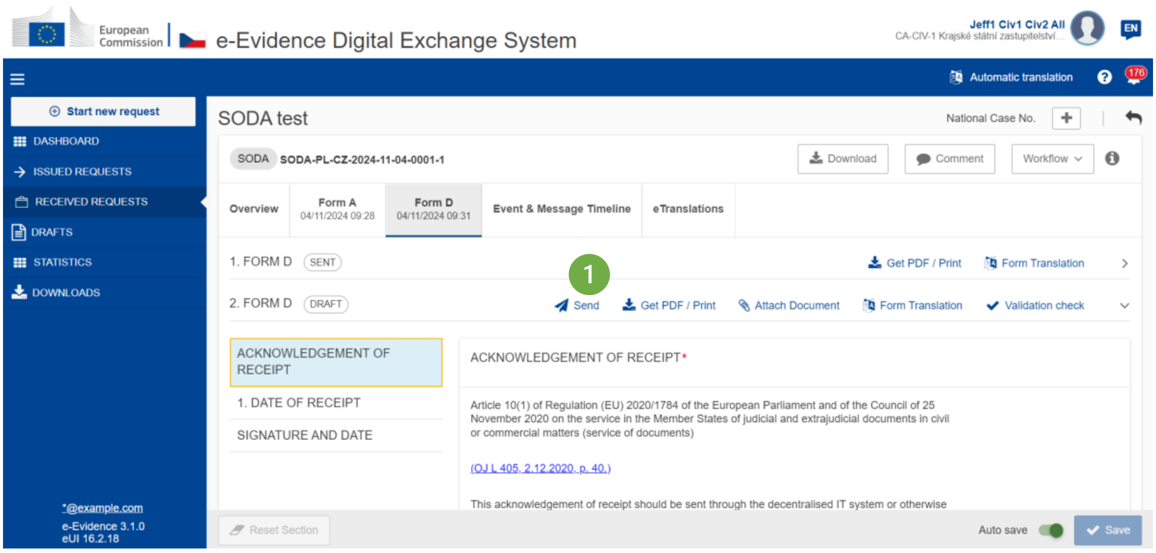


Figure 93: SoD Form D: Acknowledgement of receipt – send button

① Click **Send** button on action bar to send Form D to Issuing Authority.

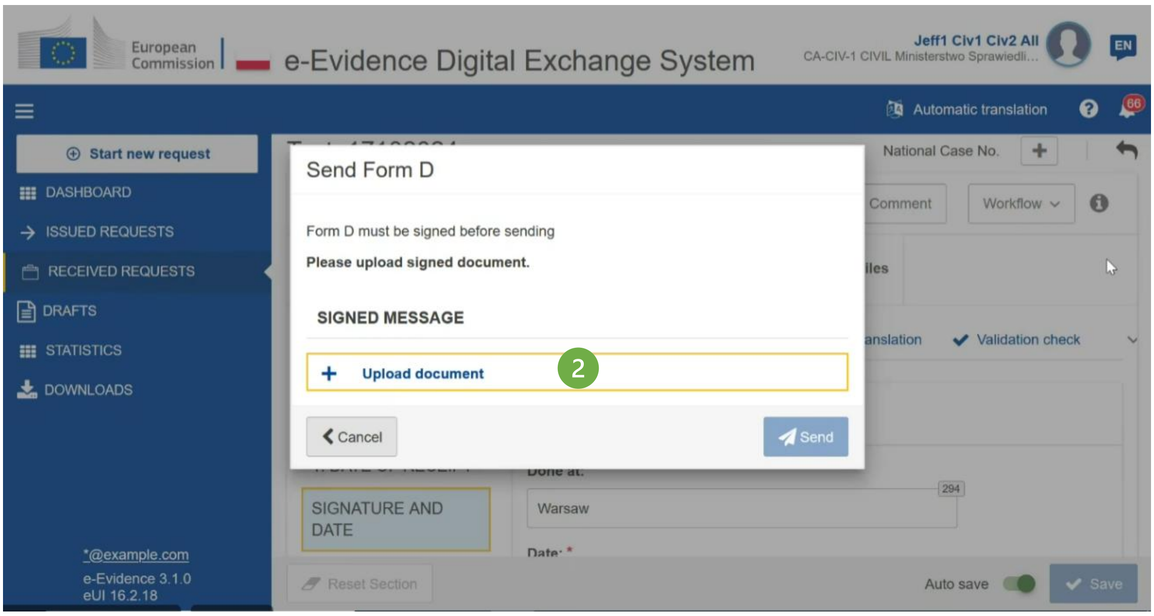


Figure 94: Sending SoD Form D

② Click **Upload document**.

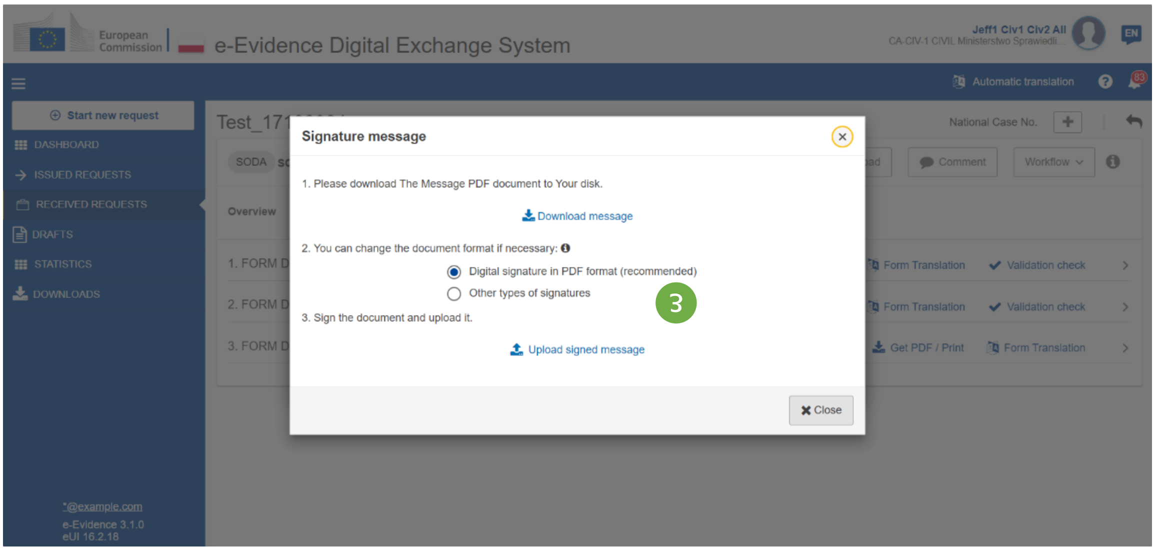


Figure 95: Signature SoD Form D

③ Download, sign and upload the document as described in '7.2.1.9 Sign chapter'.

NOTE: When 'Other types of signatures' option is selected, then another type of document can be uploaded (e.g.: jpg, jpeg, png). The document must be signed with one of the following: digital signatures or seals, stamps, handwritten signatures.

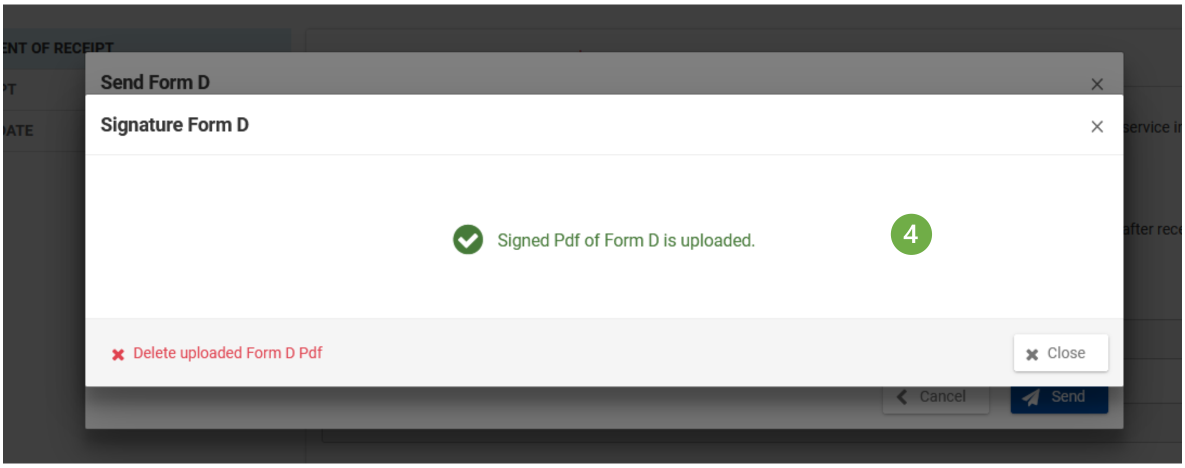


Figure 96: Signed SoD Form D uploaded

④ Signed Form D will be uploaded.

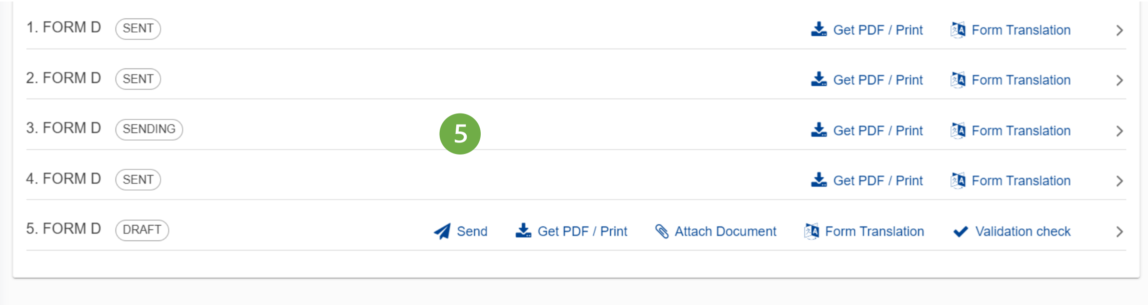


Figure 97: SoD Form D: Send

⑤ Click **Send** button

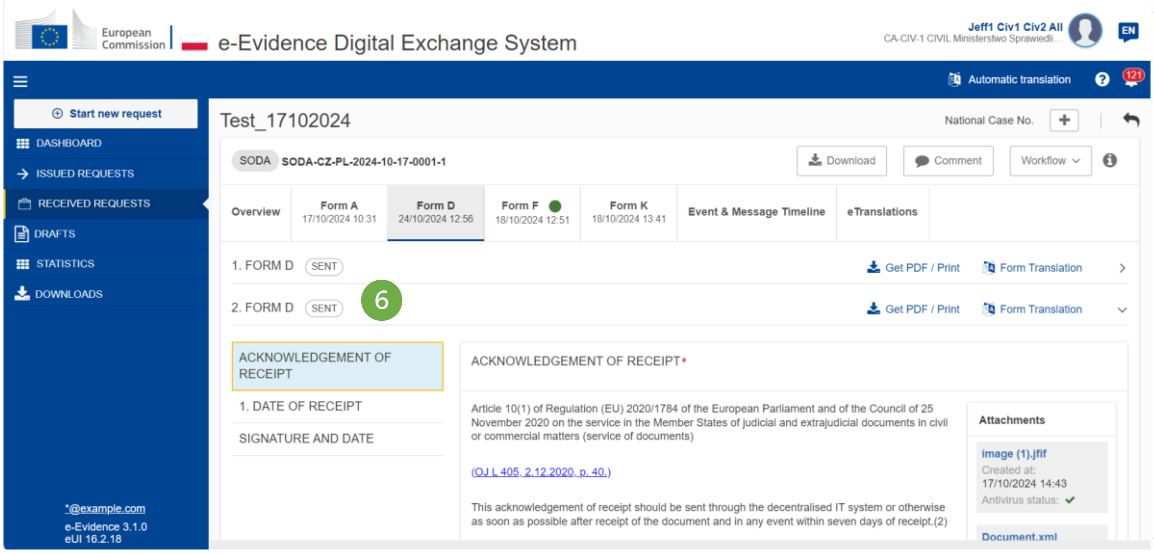


Figure 98: SoD Form D: case sent

⑥ Status Sent will be displayed in a form tab and in **Event & Message Timeline** tab.

7.5.2. Acknowledgement of Receipt SODB

For SODB (Request to determine the address of the person to be served) there is no dedicated form for acknowledging receipt.

To check if the request was received by the Executing Authority, user at Issuing Authority needs to perform 2 steps:

① Go to the **Event & Message timeline** tab in the request.

② Click on ‘Service of Documents (SODB)’. Form details with information about the receipt will be displayed.

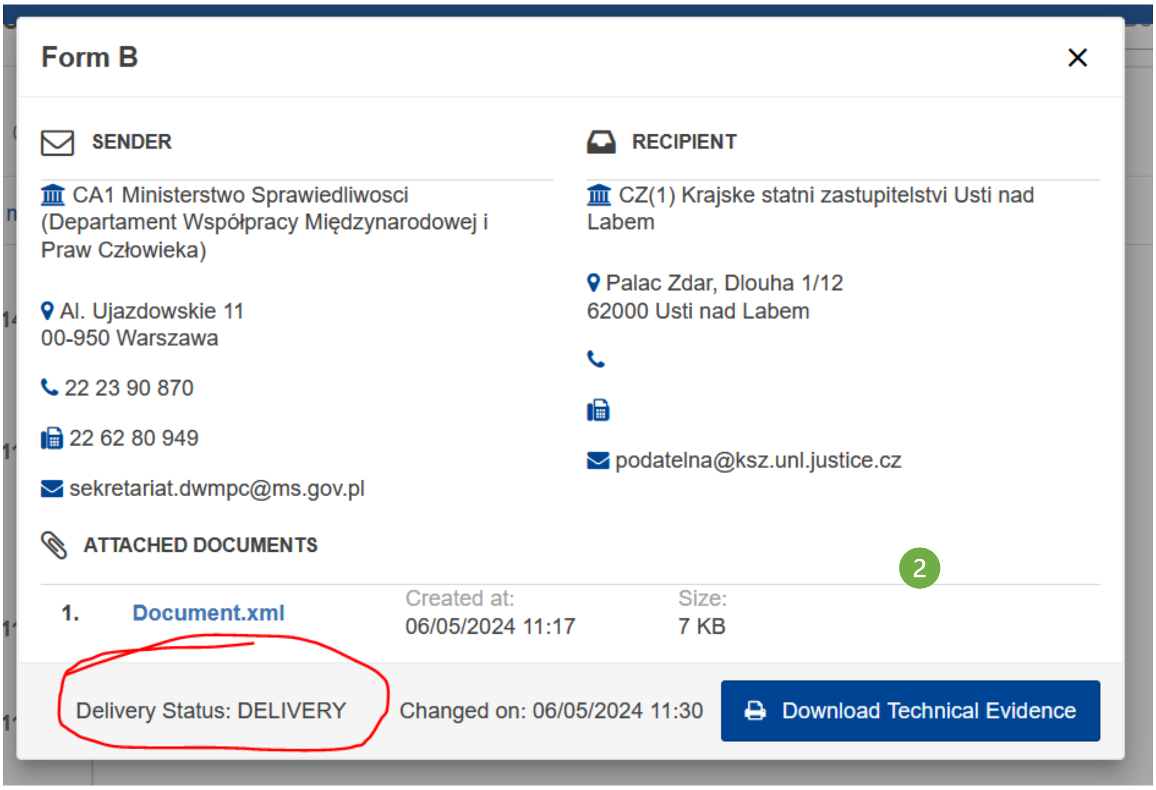


Figure 99: SoD Form B - checking delivery status

7.5.3. Provide Decision

7.5.3.1. SODA – Form F

Return of SODA covers situations provided under Article 10(3) of the Regulation (EU) 2020/1784 of the European Parliament and of the Council [AD1]:

‘Where the request for service is manifestly outside the scope of this Regulation or where non-compliance with the formal conditions required makes service impossible, the request and the documents transmitted shall be returned to the transmitting agency upon receipt, without undue delay, together with a notice of return, using form F in Annex I.’

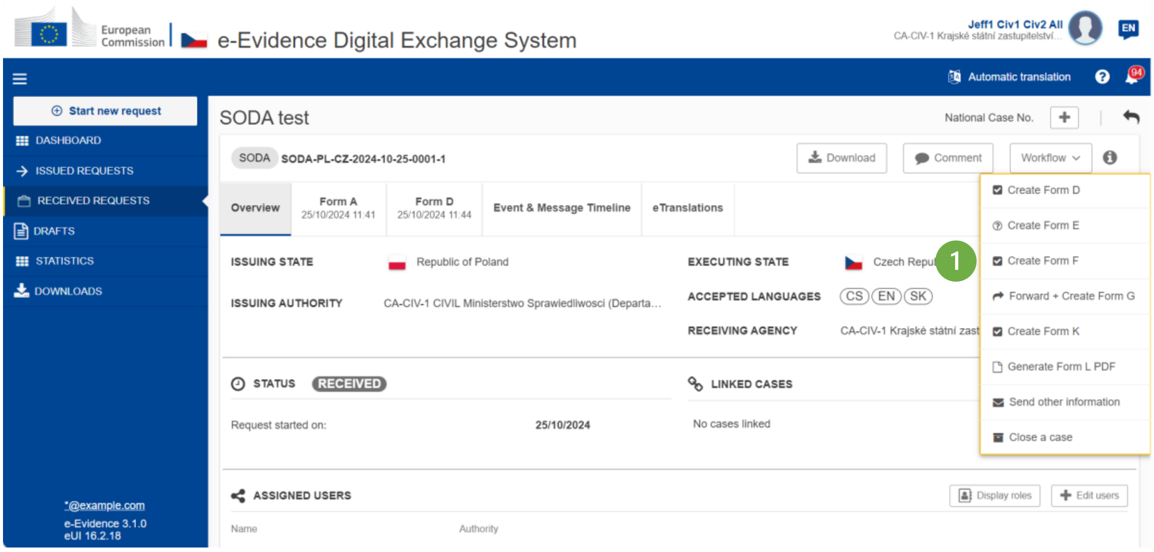


Figure 100: SODA: Create Form F

① Click **Workflow** > **Create Form F**.

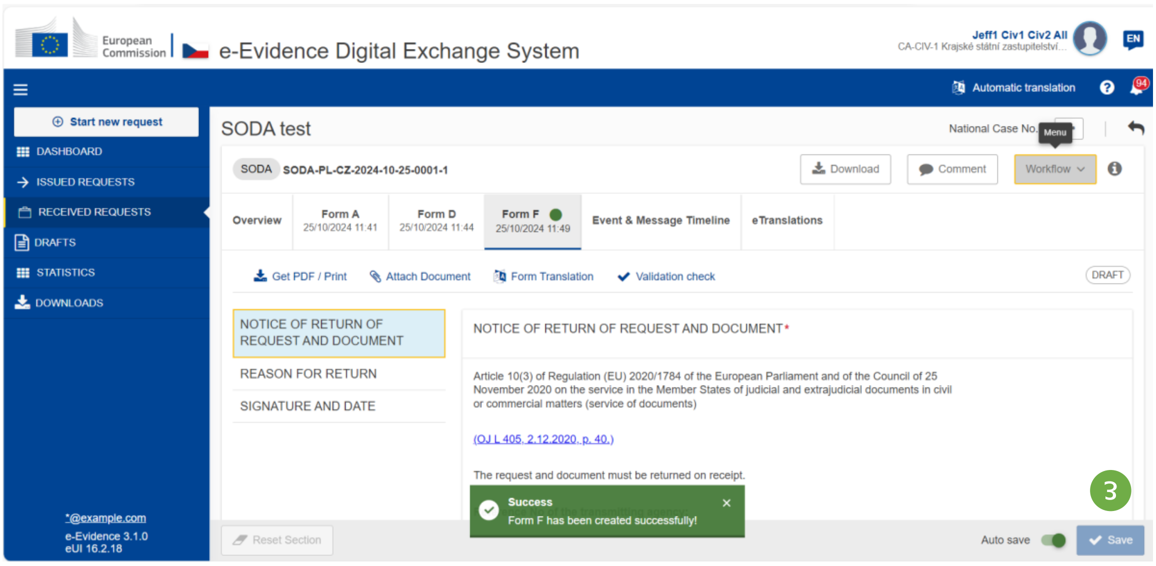


Figure 101: SODA: Form F draft version

② Form F draft version will be created and displayed.

③ While filling data in Form F sections, remember to save your data.

Sending Form F:

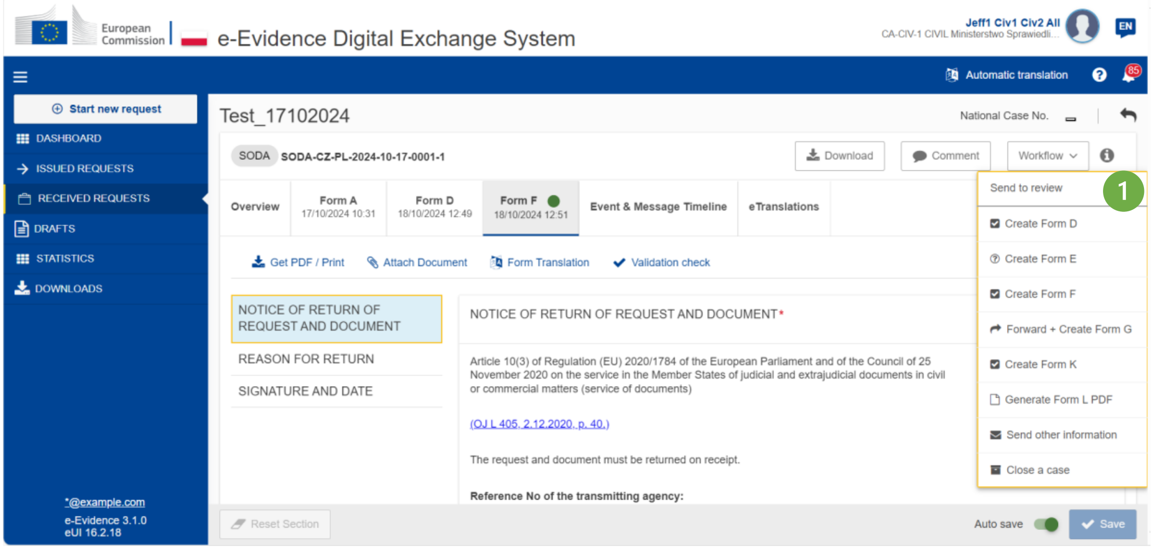


Figure 102: SoD Form F: send to review option

① Click **Send to review** button from Workflow.

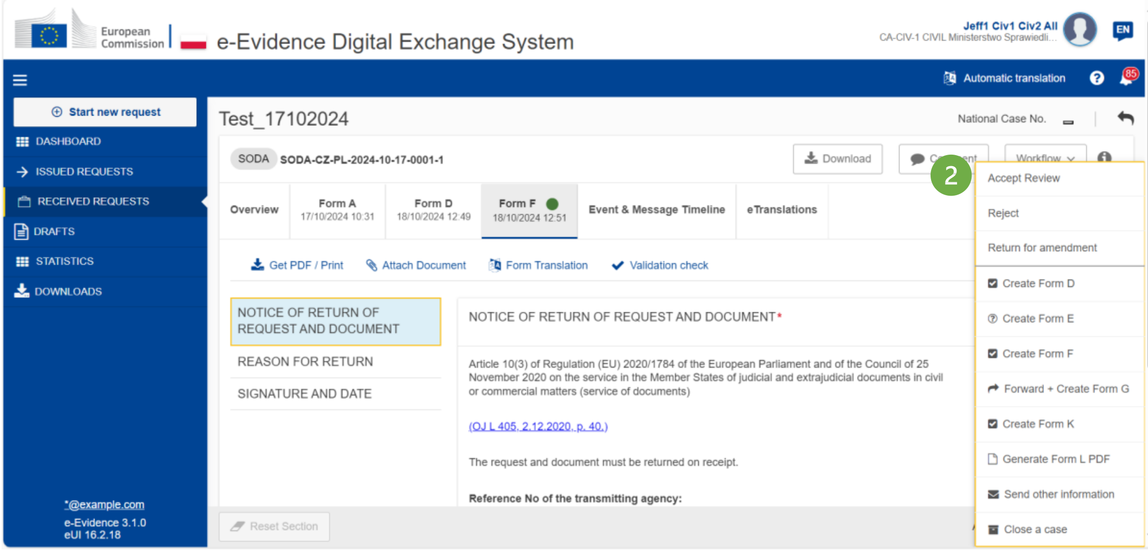


Figure 103: SoD Form F: accept review option

② The user with Reviewer role should select **Accept Review** to move it to the next step (Reject and Return for amendment are also the available options). The Assigned can also edit the case.

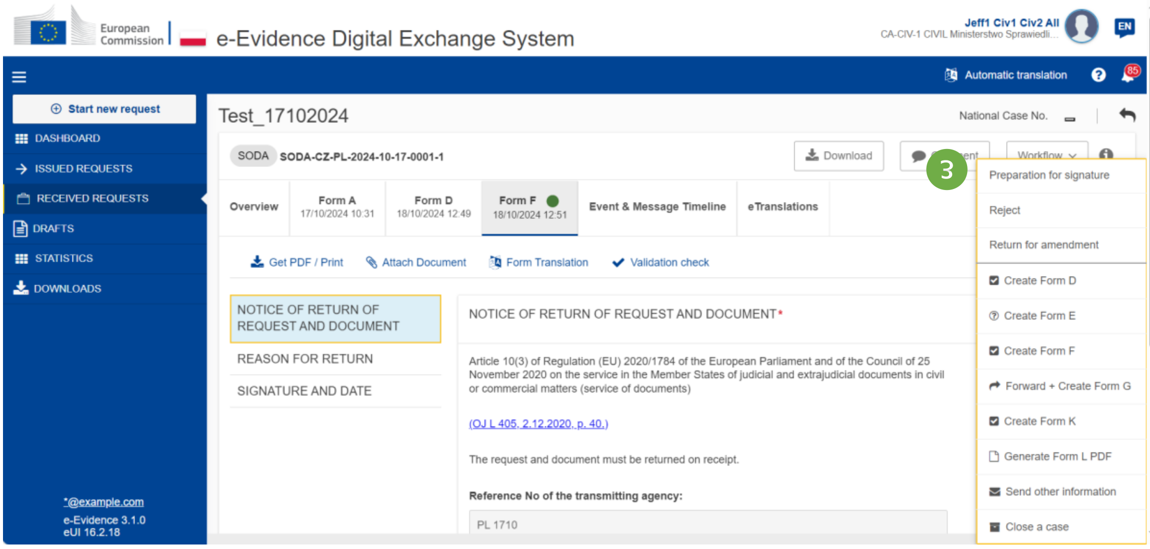


Figure 104: SoD Form F: preparation for signature

③ The user with Sender role should select **Preparation for signature** to sign and upload the signed document (other available options are: Reject and Return for amendment). The Sender cannot edit the case.

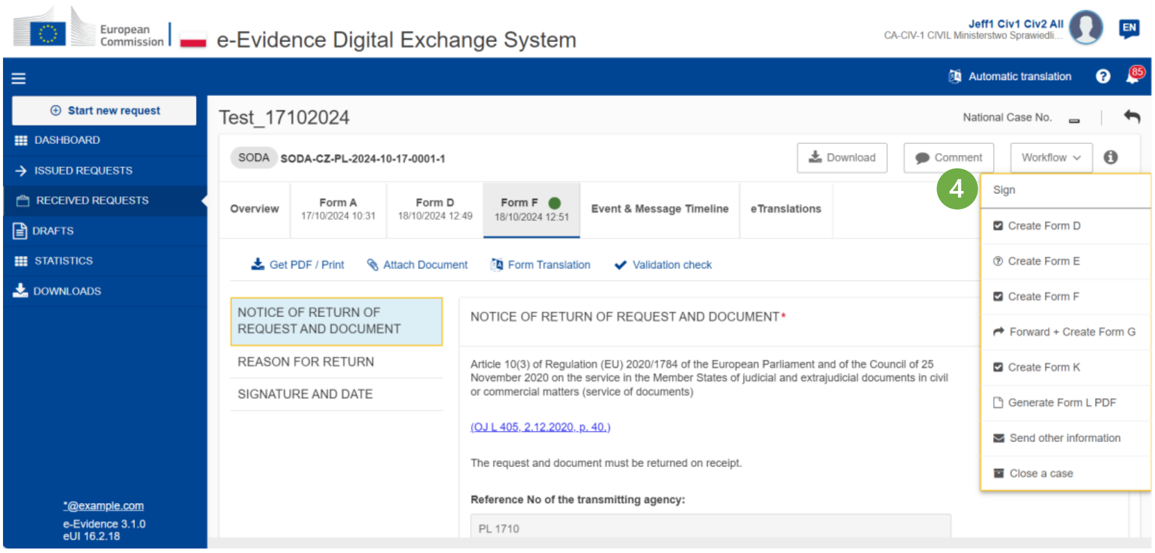


Figure 105: Signing SoD Form F

④ The user with Sender role should select **Sign**.

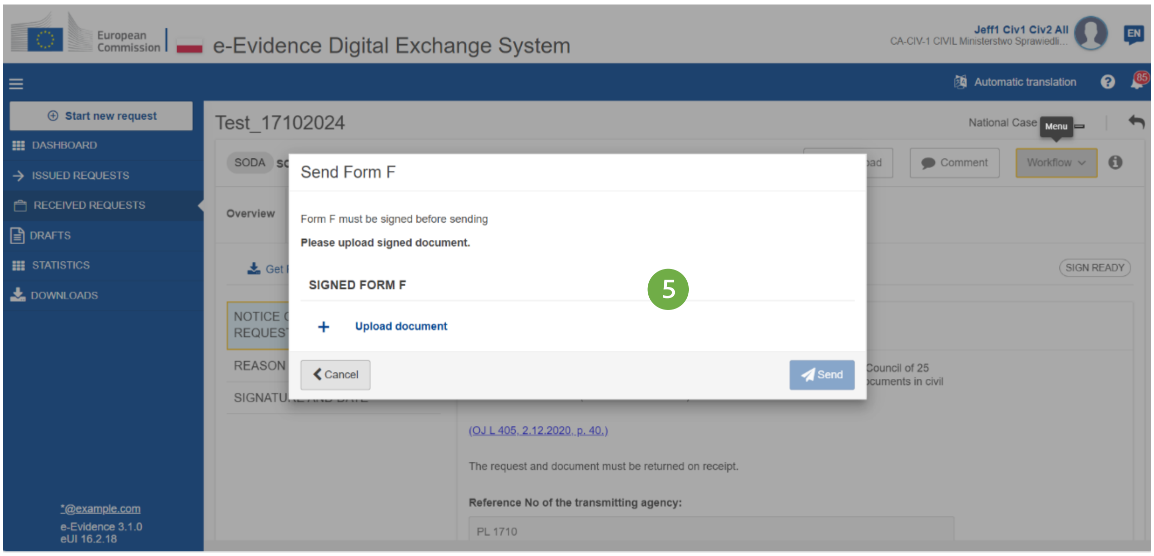


Figure 106: SoD Form F: upload document

⑤ Click **Upload document**.

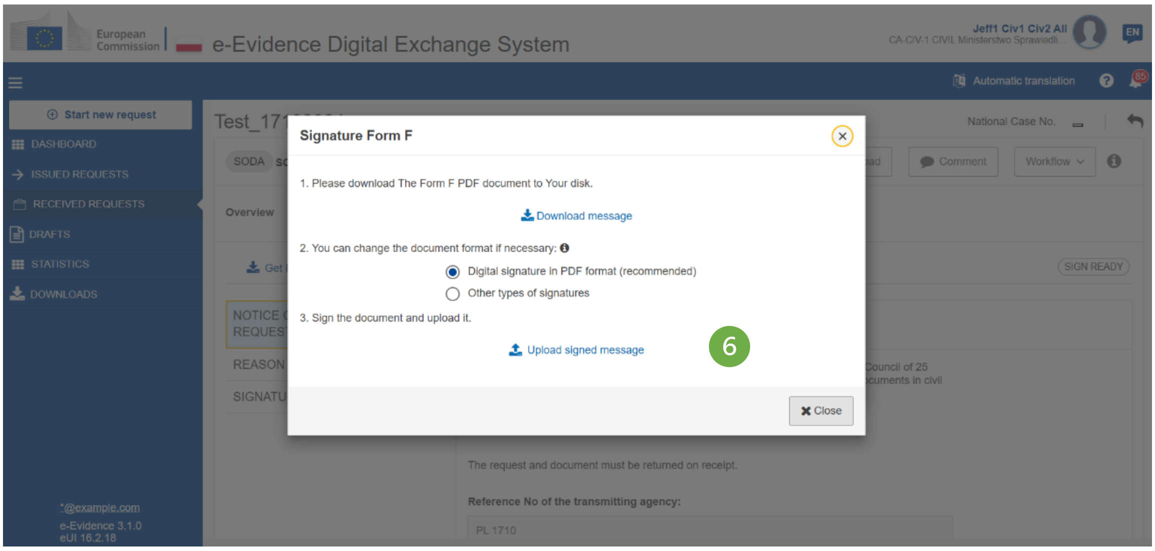


Figure 107: Signature SoD Form F

⑥ Download, sign and upload the document as described in '7.2.1.9 Sign chapter'.

NOTE: When 'Other types of signatures' option is selected, then another type of document can be uploaded (e.g.: jpg, jpeg, png). The document must be signed with one of the following: digital signatures or seals, stamps, handwritten signatures.

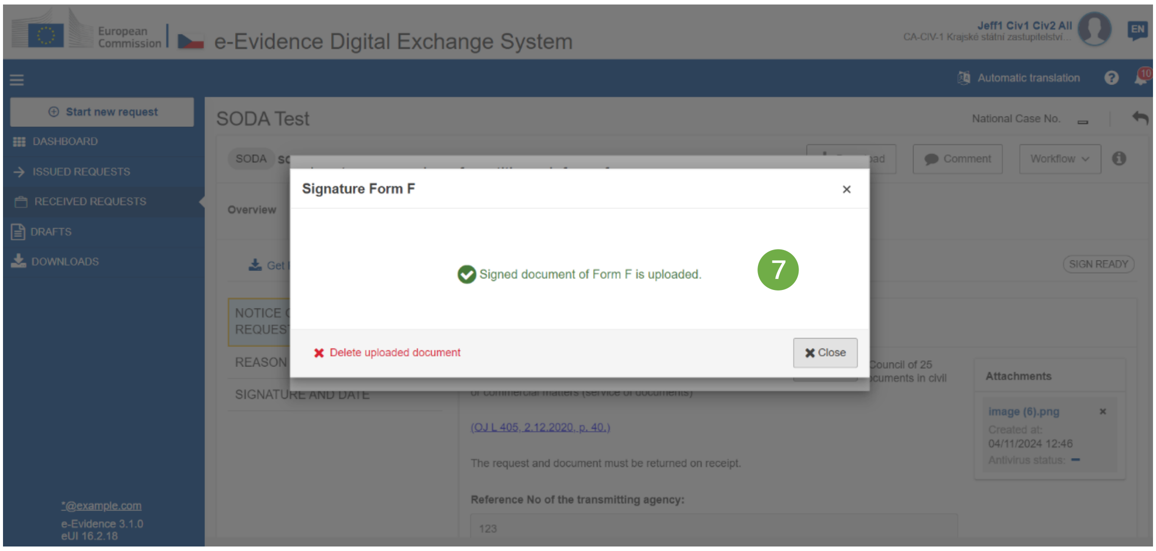
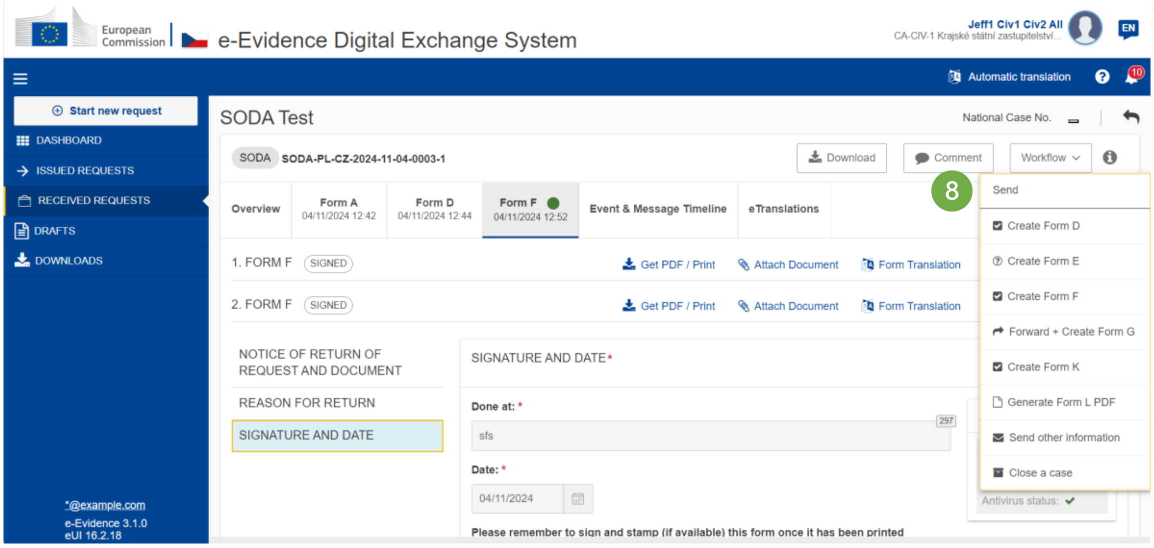


Figure 108: SoD Form F confirmation pop-up

⑦ Close the confirmation pop-up.



⑧ Send the form by using Send button from a Workflow dropdown list.

7.5.3.2. SODA – Form K

Executing Authority sends Form K to the Issuing Authority to communicate the result of processing SODA request. The following results are possible:

- service of documents has been successfully completed;
- or it was not possible to effect service within one month of receipt;
- or document was refused by the recipient;
- or reason for non-service of document shall be provided.

To create Form K, an assigned user should:

① Click **Workflow > Create Form K**.

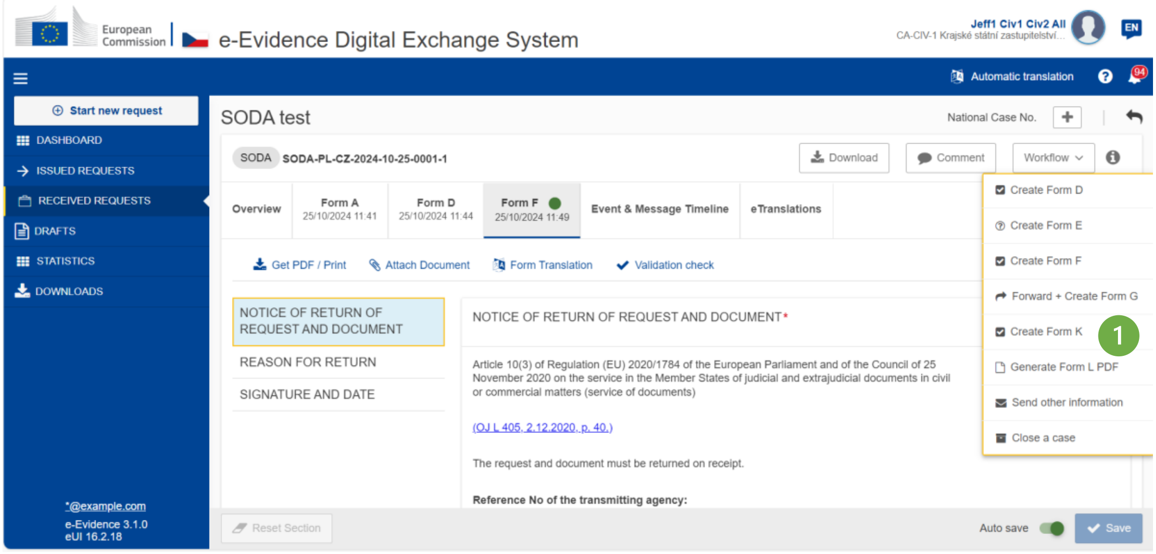


Figure 109: SODA: Workflow dropdown list – Create Form K

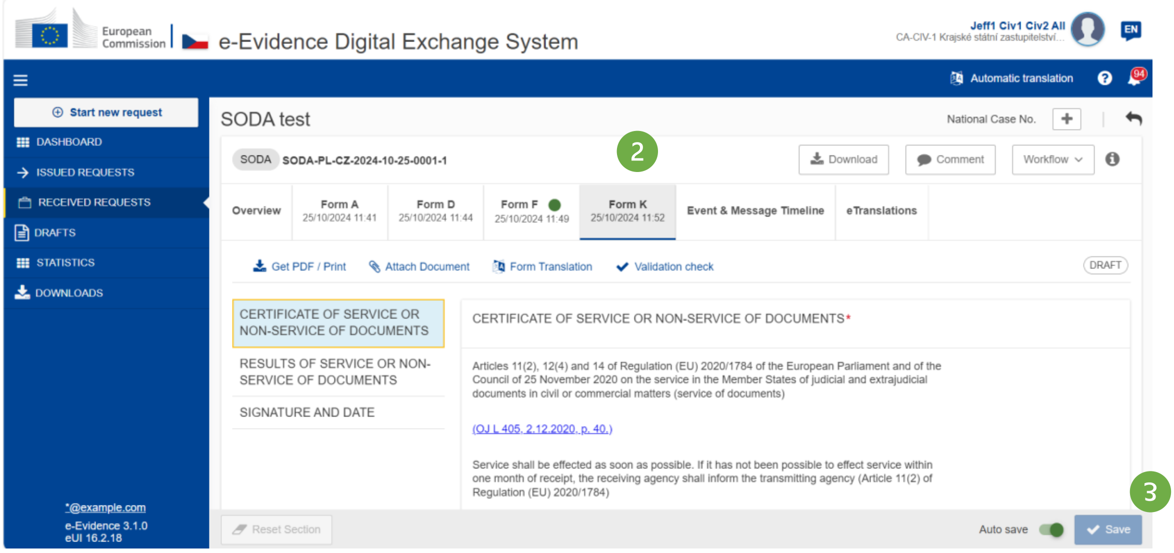


Figure 110: SODA: Form K draft version

② Form K draft version will be created and displayed.

③While filling data in Form K sections, remember to save your data.

Sending Form K:

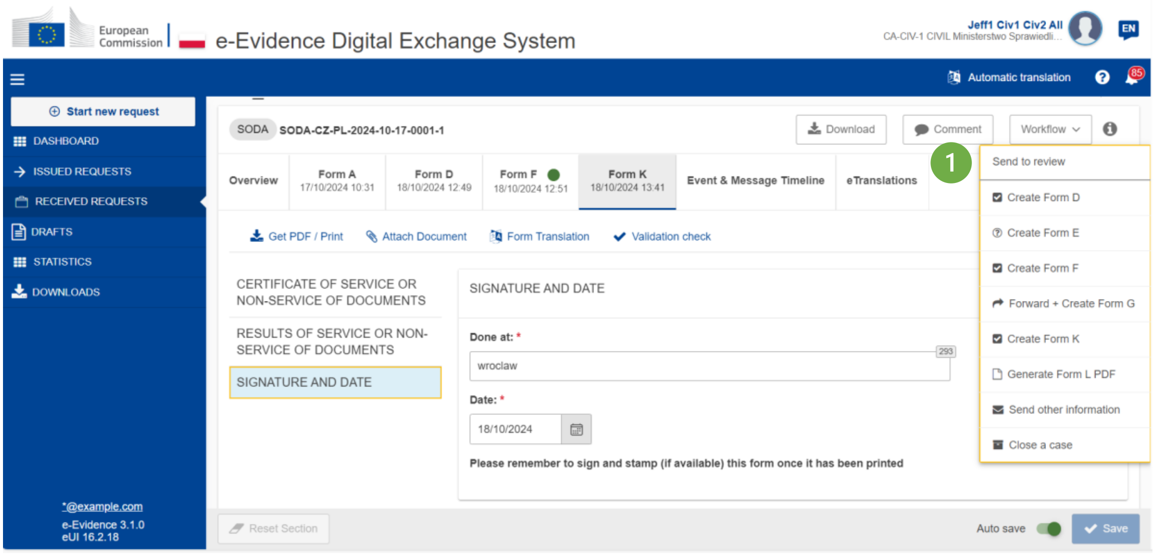


Figure 111: SoD Form K: send to review

① Click **Send to review** button from Workflow.

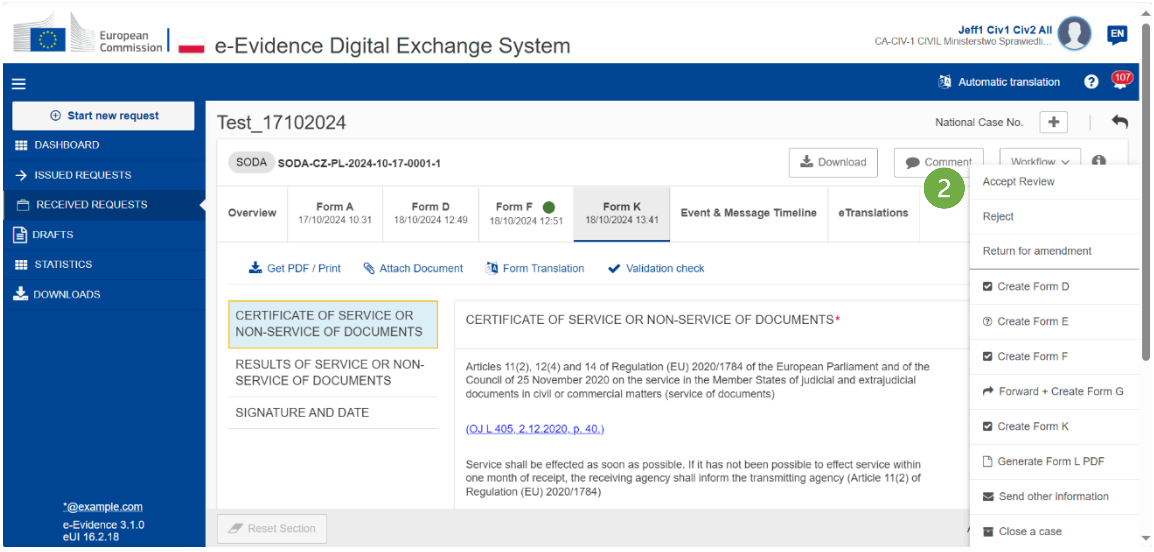


Figure 112: SoD Form K: accept review

② The user with Reviewer role should select **Accept Review** to move it to the next step (Reject and Return for amendment are also the available options). The Assigned can also edit the case.

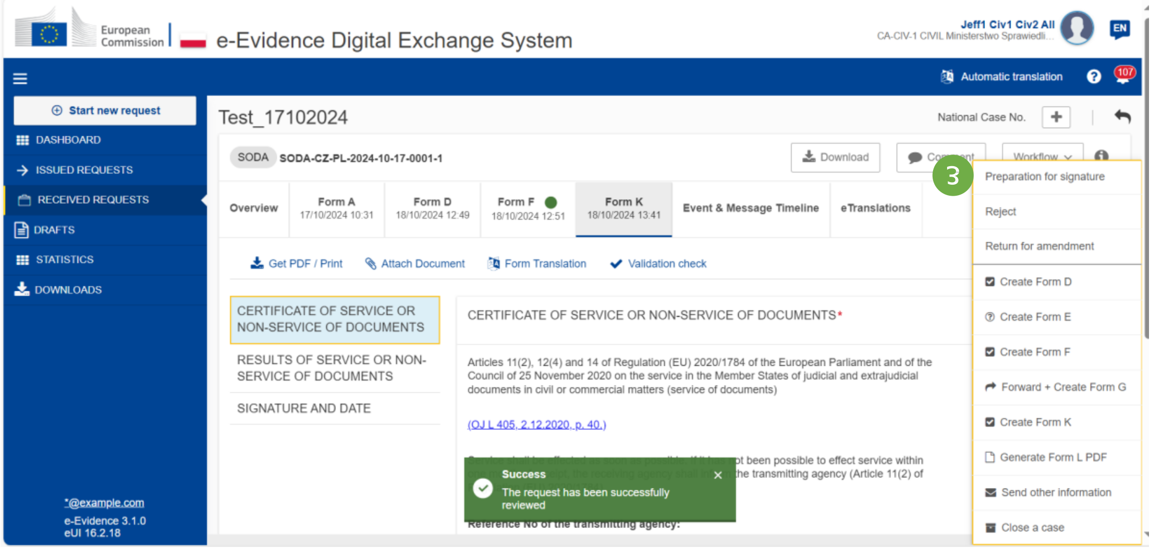


Figure 113: SoD Form K: preparation for signature

③ The user with Sender role should select **Preparation for signature** to sign and upload the signed document (other available options are: Reject and Return for amendment). The Sender cannot edit the case.

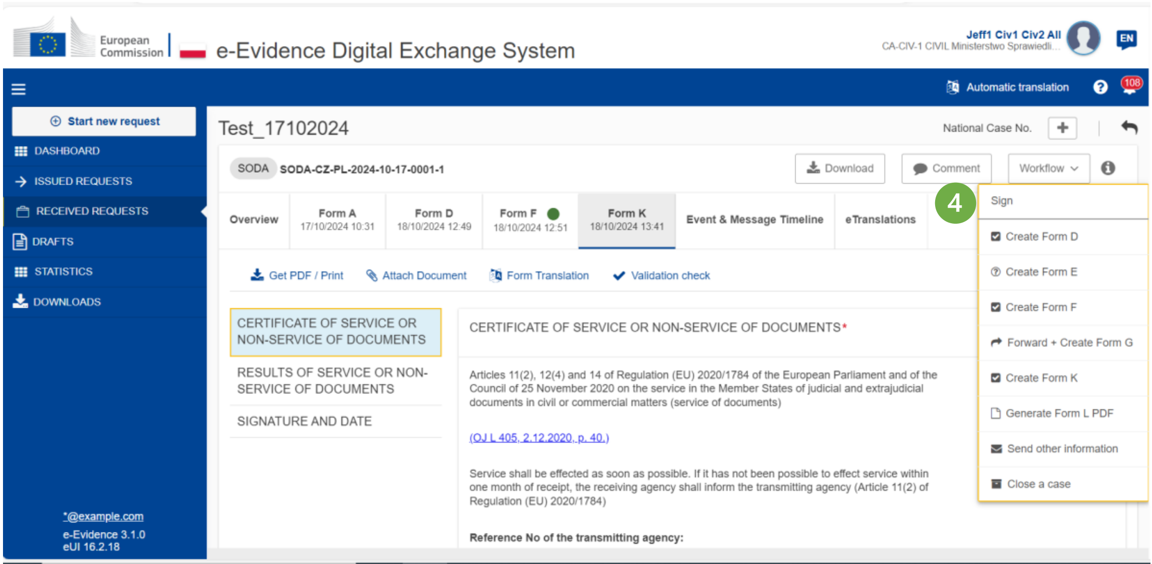


Figure 114: Signing SoD Form K

④ The user with Sender role should select **Sign**.

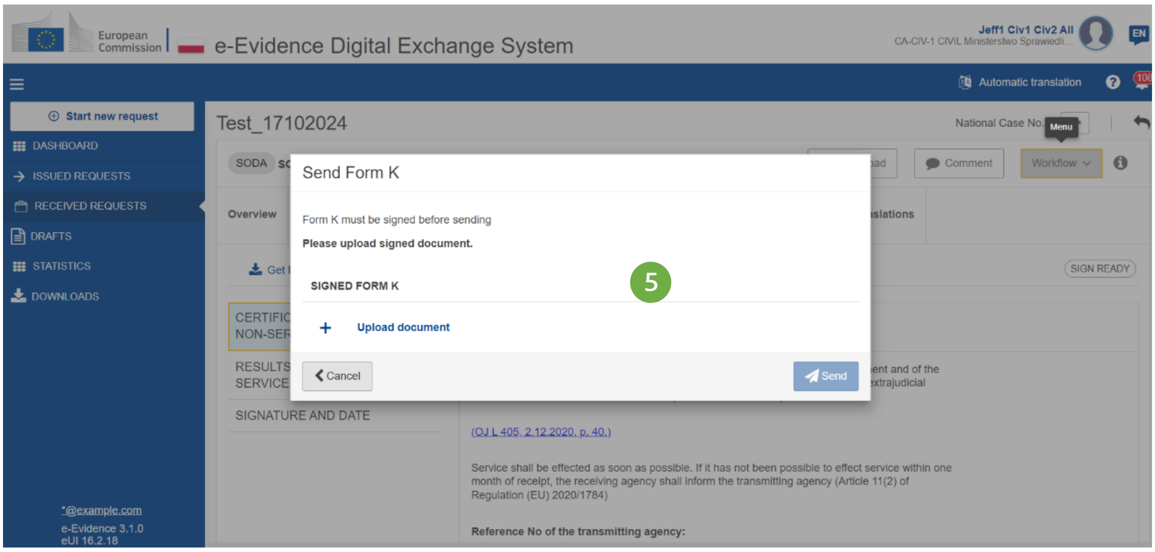


Figure 115: SoD Form K: uploading document

⑤ Click **Upload document**.

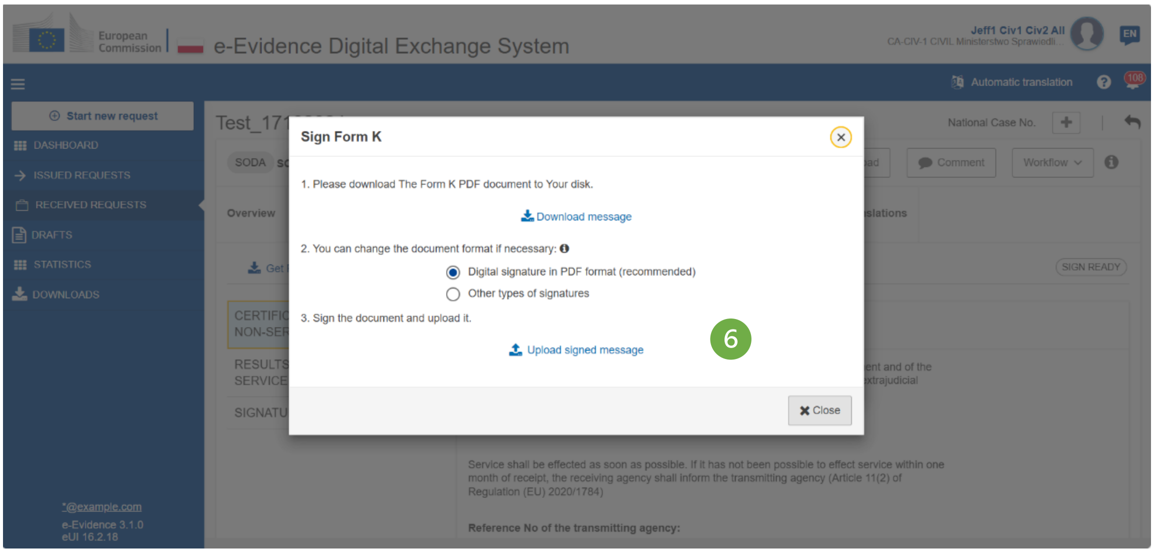


Figure 116: SoD Form K document with signature

⑥ Download, sign and upload the document as described in '7.2.1.9 Sign chapter'.

NOTE: When 'Other types of signatures' option is selected, then another type of document can be uploaded (e.g.: jpg, jpeg, png). The document must be signed with one of the following: digital signatures or seals, stamps, handwritten signatures.

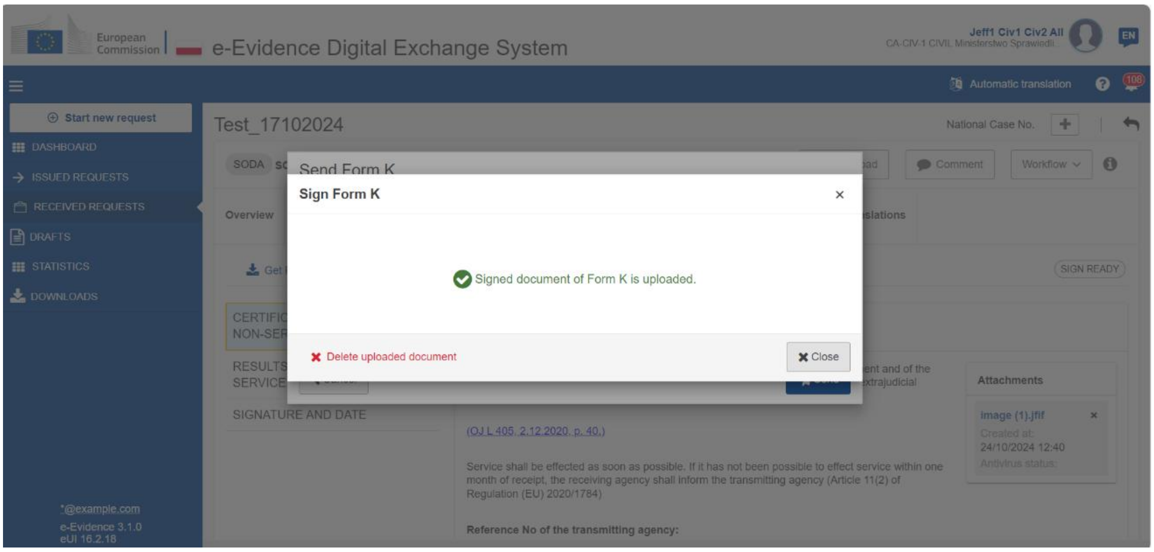


Figure 117: SoD Form K: document upload confirmation pop-up

⑦ **Close** the confirmation pop-up.

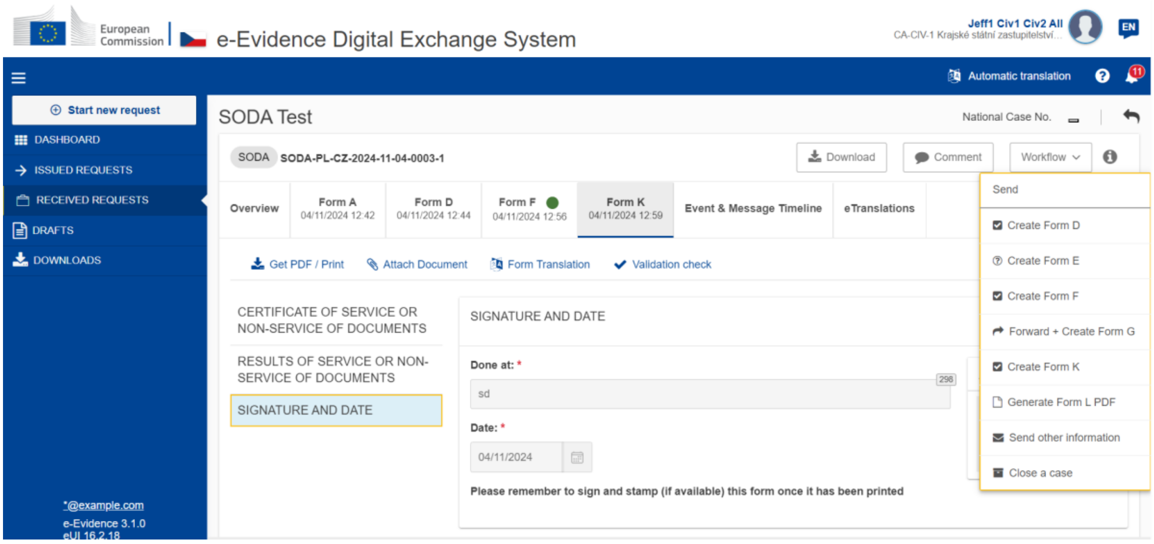


Figure 118: SoD Form K: sending

⑧ Send the form by using Send button from a Workflow dropdown list.

7.5.3.3. SODB – Form C

To provide address of the person to be served as a reply to the SoD Form B an assigned user should:

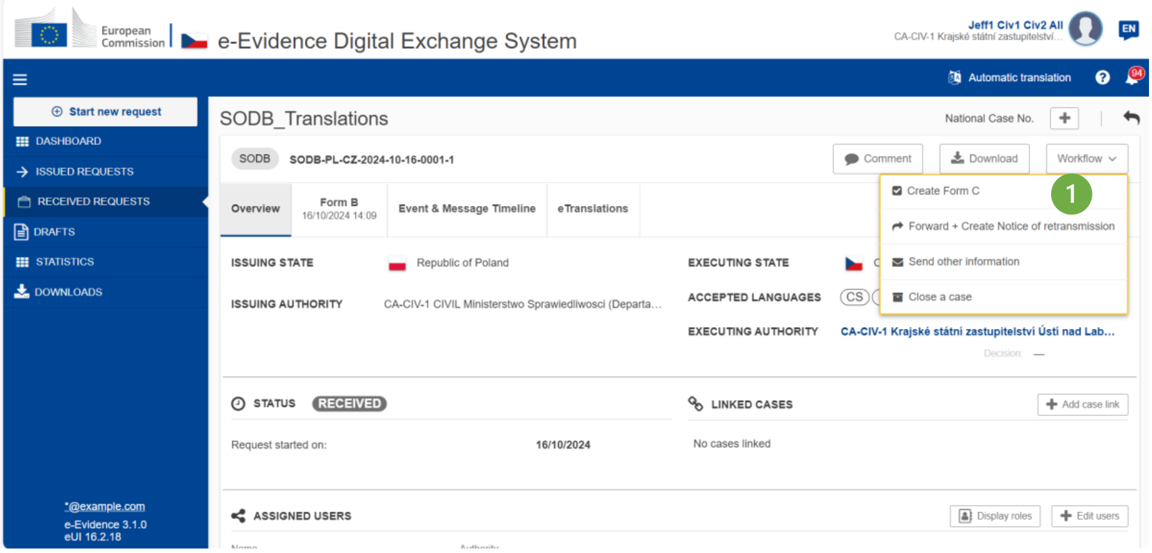


Figure 119: SODB: Workflow dropdown list – Create Form C

Click **Workflow** > **Create Form C**.

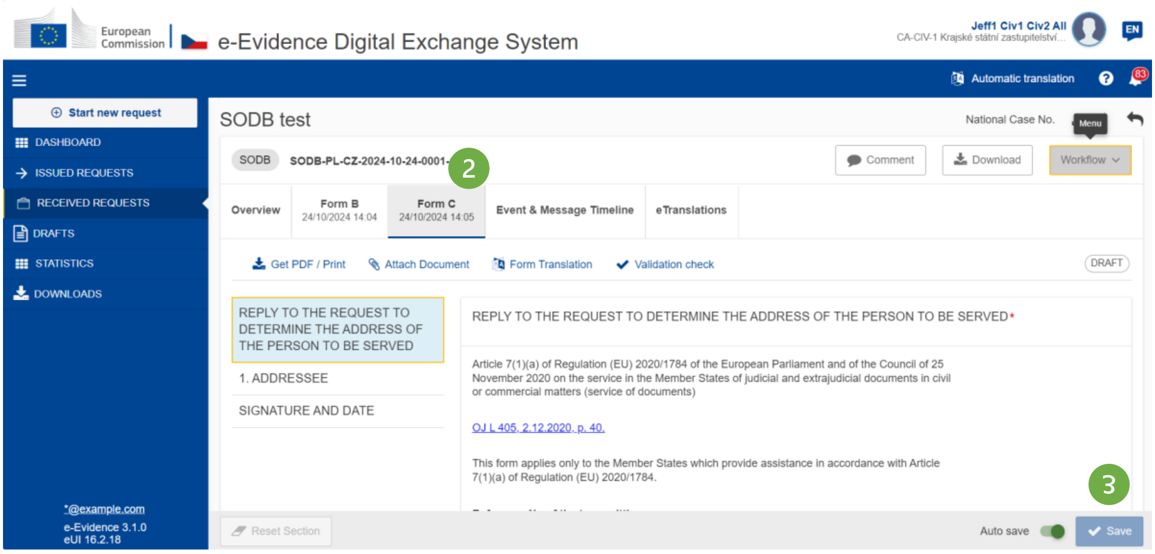


Figure 120: SODB: Form C draft version

② Form C draft version will be created and displayed.

③ While filling data in Form C sections, remember to save your data.

Sending Form C:

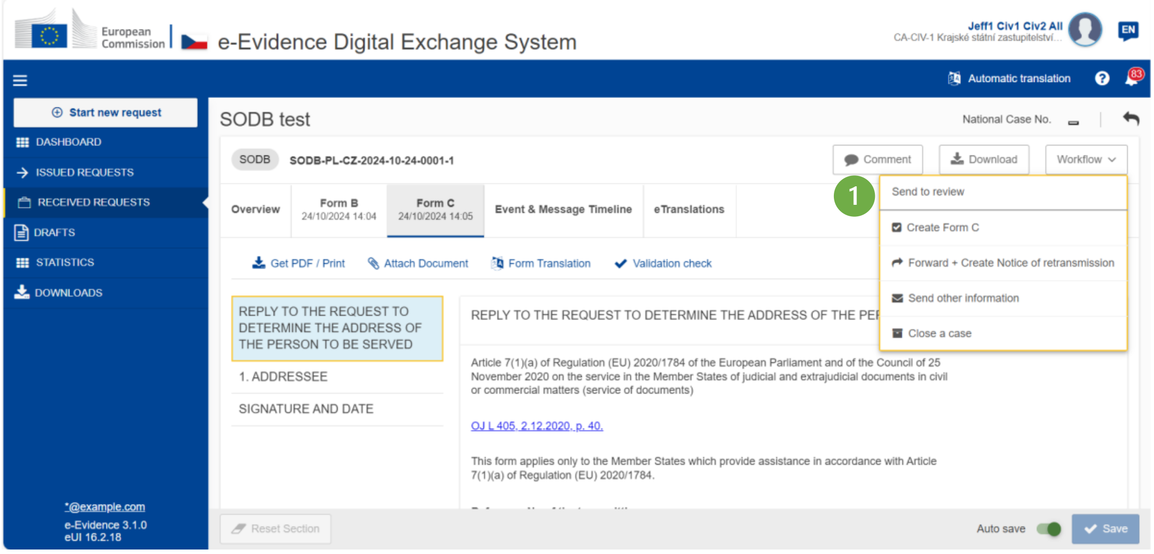


Figure 121: SoD Form C: send to review

① Click **Send to review** button from Workflow.

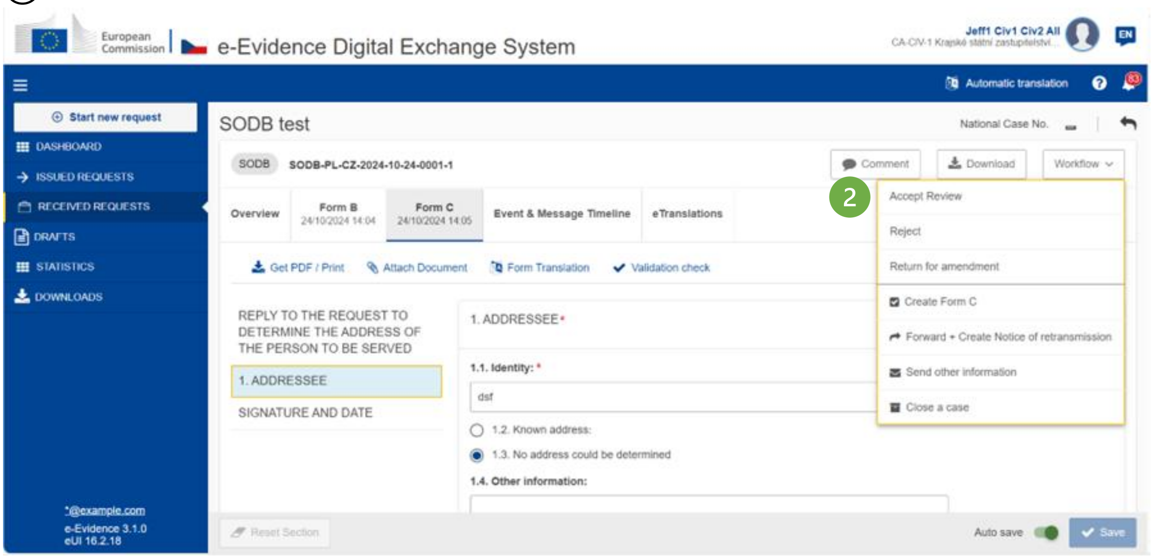


Figure 122: SoD Form C: accept review

② The user with Reviewer role should select **Accept Review** to move it to the next step (Reject and Return for amendment are also the available options). The Assigned can also edit the case.

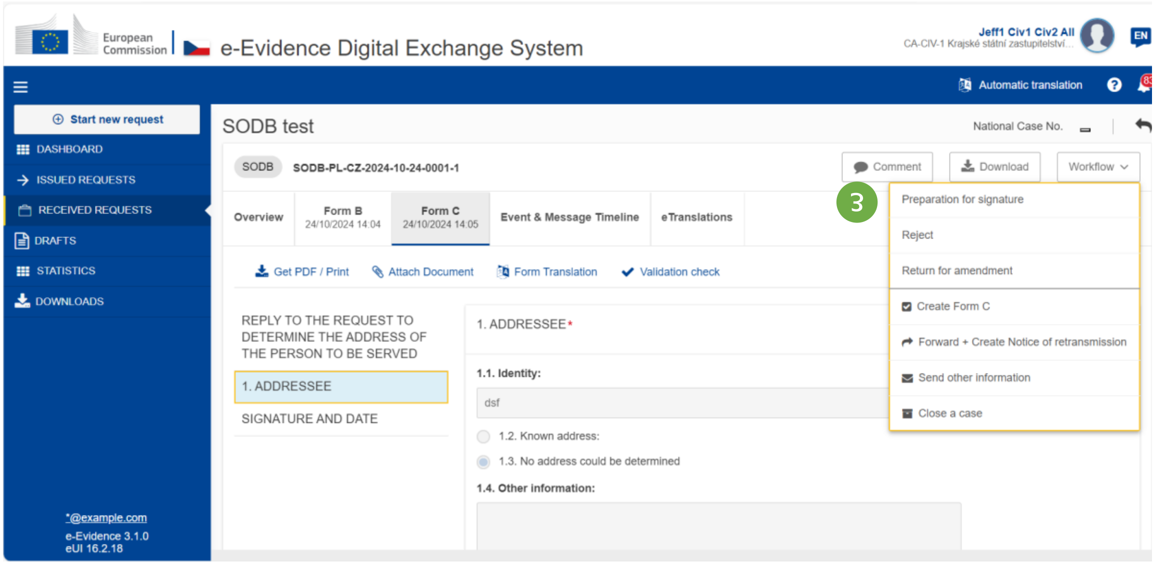


Figure 123: SoD Form C: preparation for signature

③ The user with Sender role should select **Preparation for signature** to sign and upload the signed document (other available options are: Reject and Return for amendment). The Sender cannot edit the case.

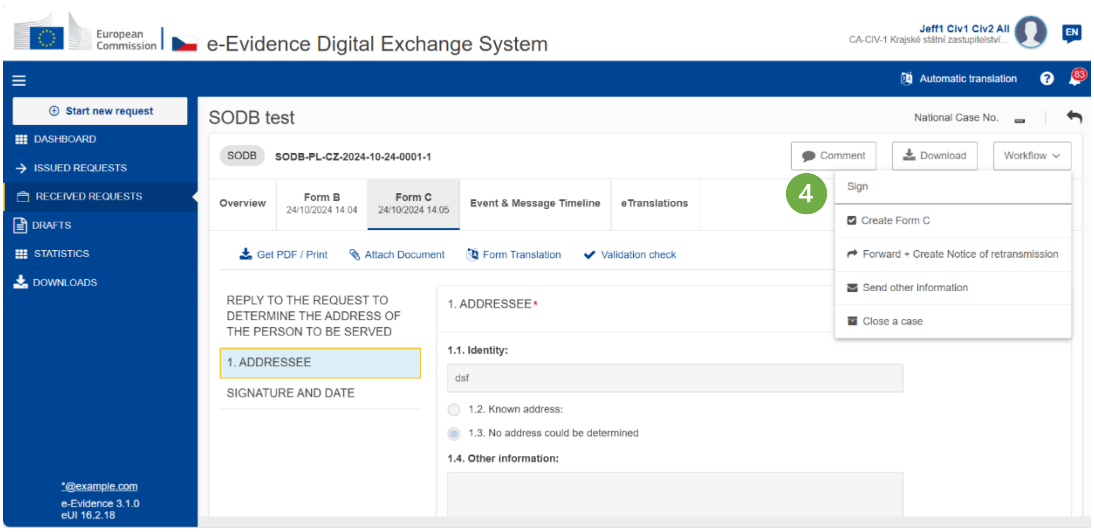


Figure 124: Signing SoD Form C

④ The user with Sender role should select **Sign**.

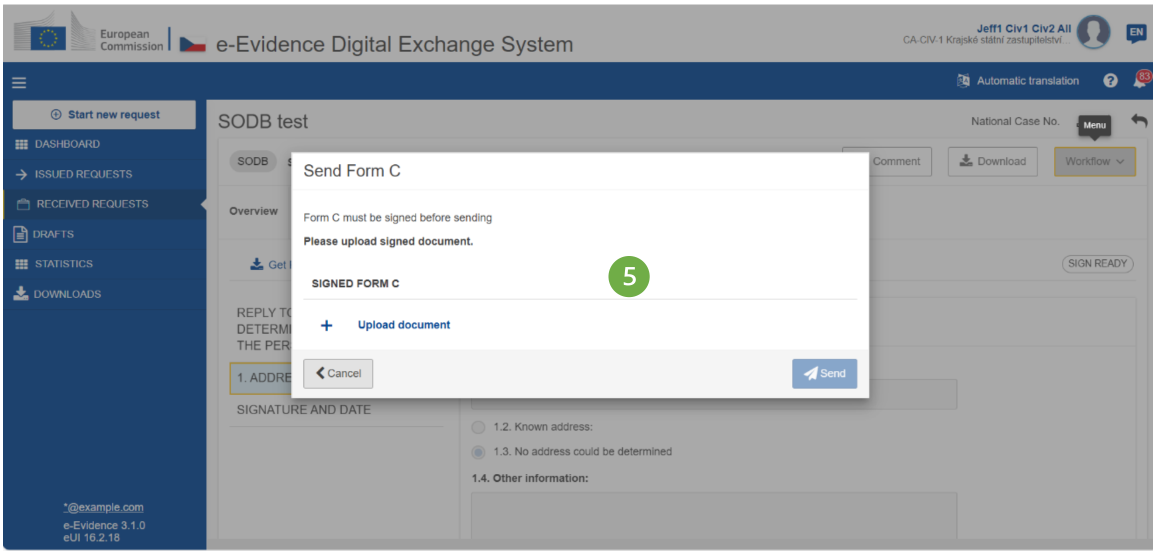


Figure 125: SoD Form C: uploading document

⑤ Click **Upload document.**

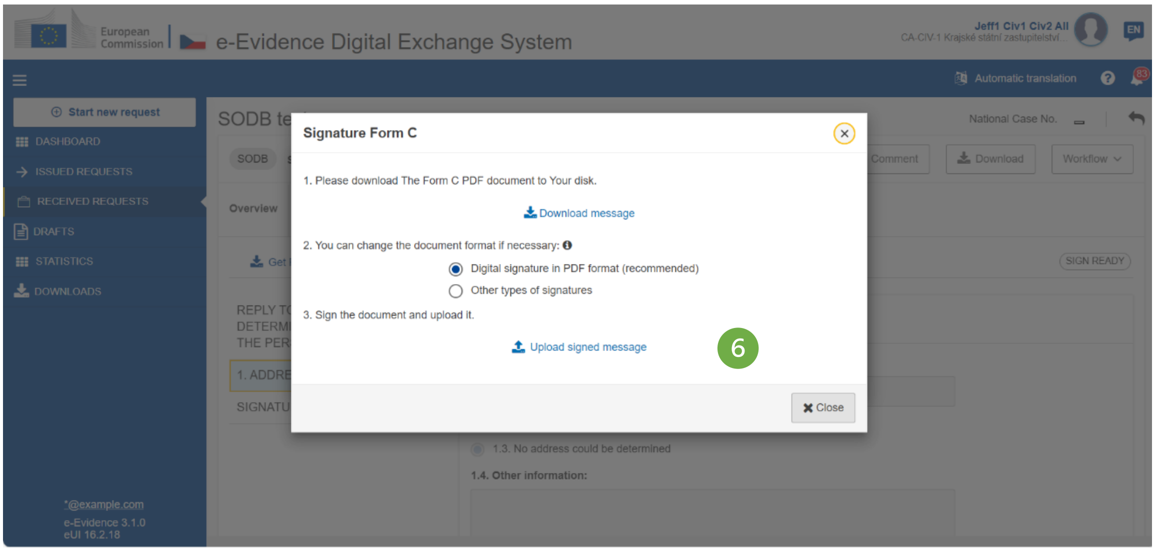


Figure 126: Signature SoD Form C

⑥ Download, sign and upload the document as described in '7.2.1.9 Sign chapter'.

NOTE: When 'Other types of signatures' option is selected, then another type of document can be uploaded (e.g.: jpg, jpeg, png). The document must be signed with one of the following: digital signatures or seals, stamps, handwritten signatures.

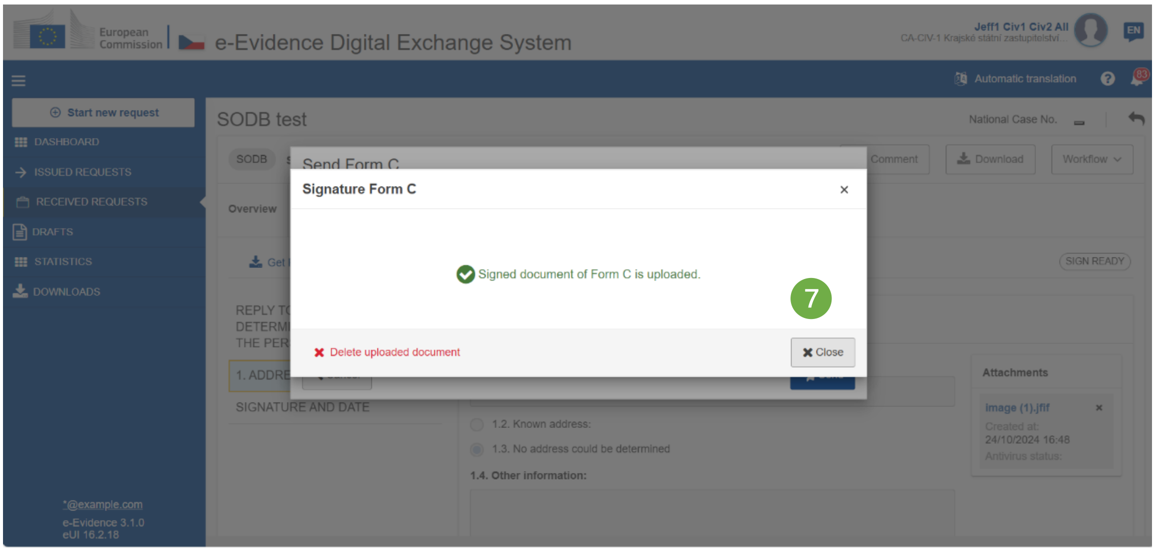


Figure 127: SoD Form C: document upload confirmation

⑦ **Close** the confirmation pop-up.

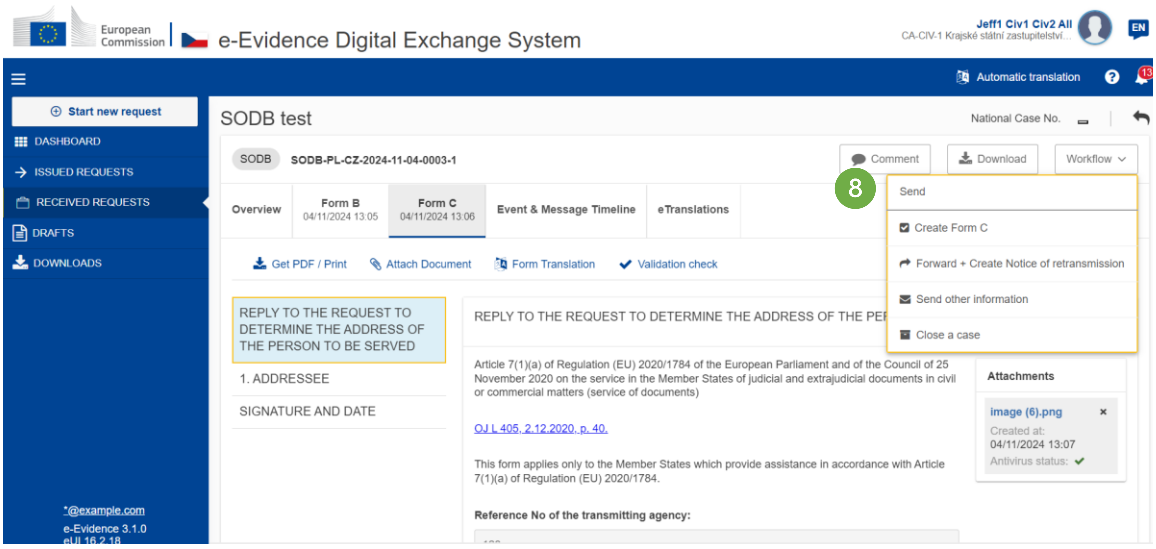


Figure 128: SoD Form C sending

⑧ Send the form by using Send button from a Workflow dropdown list.

7.5.4. Forward SODA

To forward a SODA request to another Executing Authority an assigned user should:

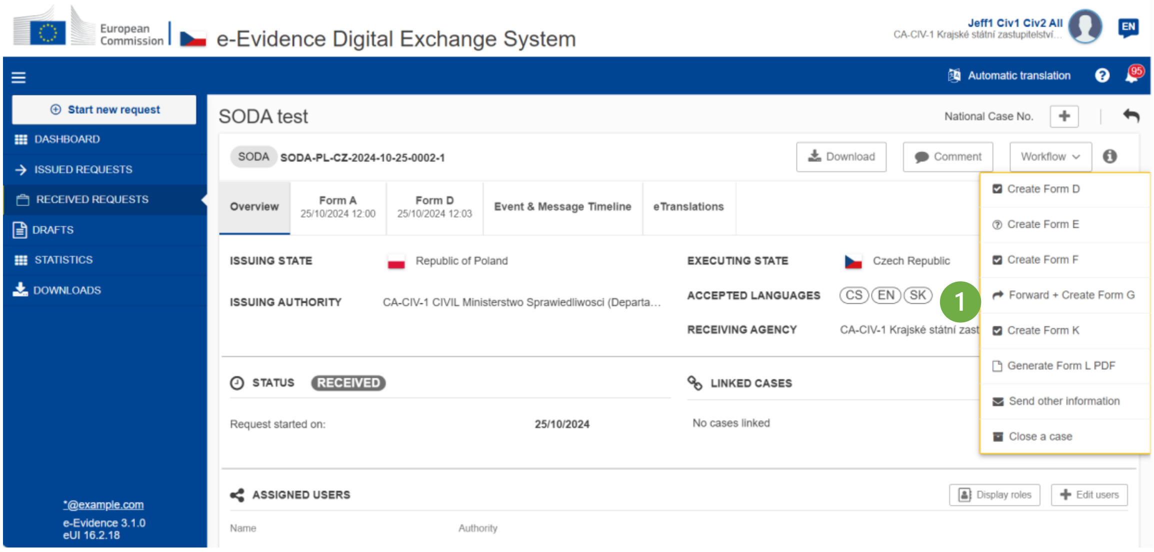


Figure 129: SODA: Workflow dropdown list – Forward + Create Form G

① Click **Workflow** > **Forward + Create Form G**.

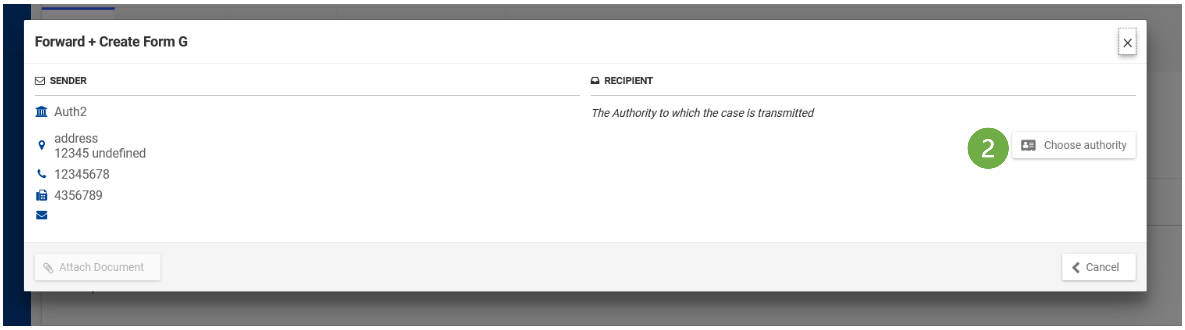


Figure 130: SODA: Forward + Create Form G pop-up window

② Click **Choose Authority** button.

Figure 131: SODA forward: Searching for an appropriate receiving agency

③ All Executing Authorities in the chosen Member State which have the right pair of instrument and competence will be presented.

④ To find and select the correct authority, the user can scroll down the list or expand and use search filters by selecting the '**+ Show search filters**' button.

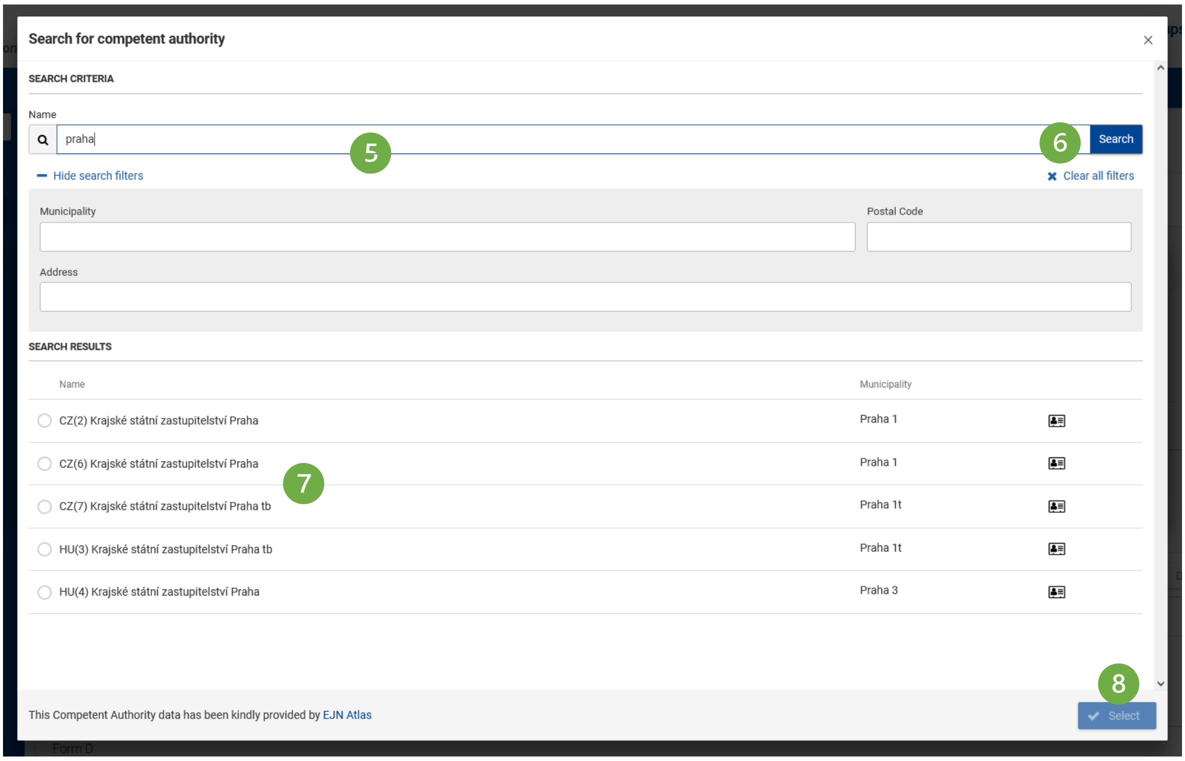


Figure 132: SODA forward: Searching for an appropriate receiving agency – search results

⑤ Optional fields can be filled in with already known authority details such as Municipality or Address.

⑥ Clicking the **Search** button will return the authorities that match the entered criteria.

⑦ Select Authority from the list of results by clicking a radio button.

⑧ Click **Select**.

After selection, 'Forward + Create Form G' pop-up window will look like the screenshot below:

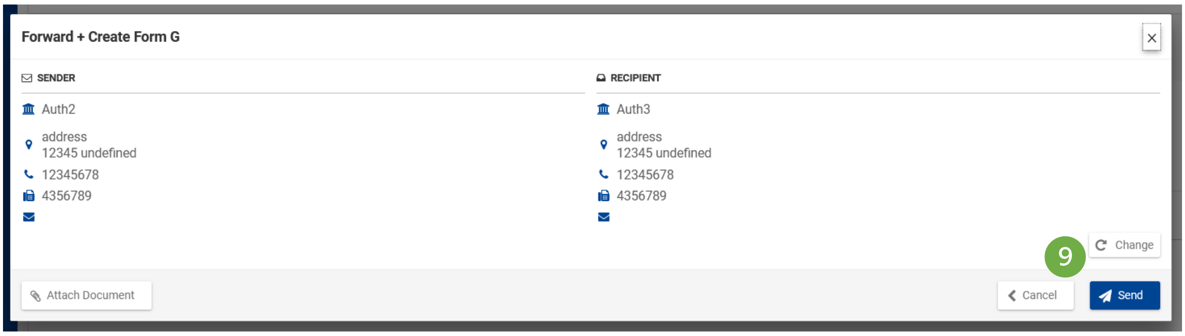


Figure 133: SODA: Forward + Create Form G pop-up window and filled in data of the appropriate receiving agency

⑨ Click **Send** button to forward the request to another Authority in the same Executing State.

7.5.4.1. SODA – Form G

When a request is being forwarded by inappropriate receiving agency to the appropriate receiving agency, the inappropriate receiving agency should complete and send Form G to the Issuing Authority.

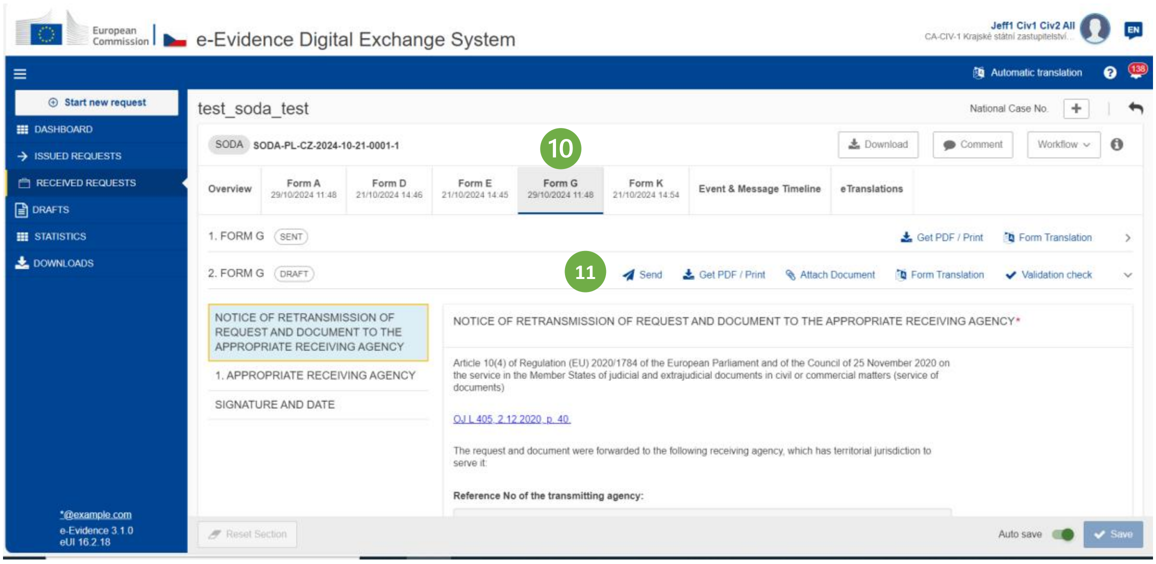


Figure 134: SODA: Form G draft

⑩ Form G tab with filled in data of the appropriate receiving agency will be displayed.

⑪ Fill in Form G and click **Send** button on action bar to send Form G to Issuing Authority.

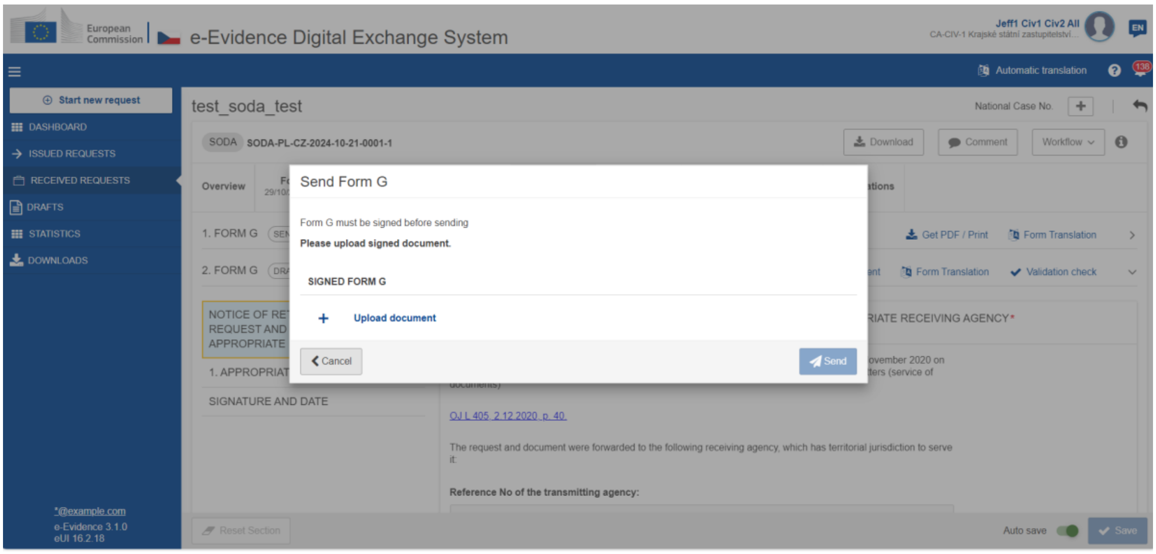


Figure 135: SoD Form G: upload document

Click on **Upload document.**

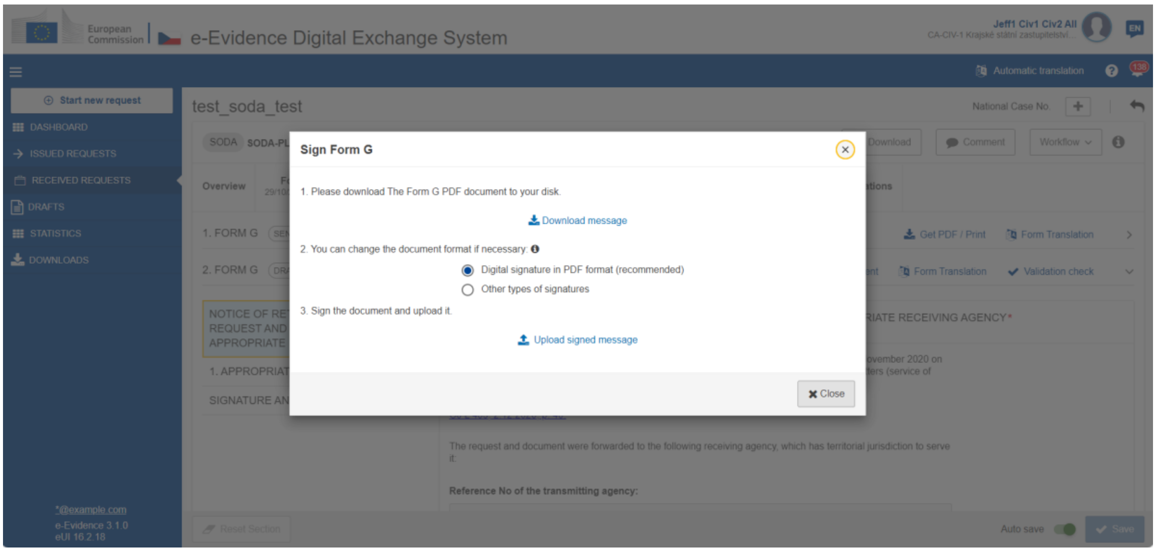


Figure 136: SoD Form G: upload signed document

Download, sign and upload the document as described in '7.2.1.9 Sign chapter'.

NOTE: When 'Other types of signatures' option is selected, then another type of document can be uploaded (e.g.: jpg, jpeg, png). The document must be signed with one of the following: digital signatures or seals, stamps, handwritten signatures.

Close the confirmation pop-up.

Send the form by using Send button from a Workflow dropdown list.

7.5.4.2. SODA – Form H

When appropriate receiving agency receives a forwarded request, it should send Form H to the Issuing Authority.

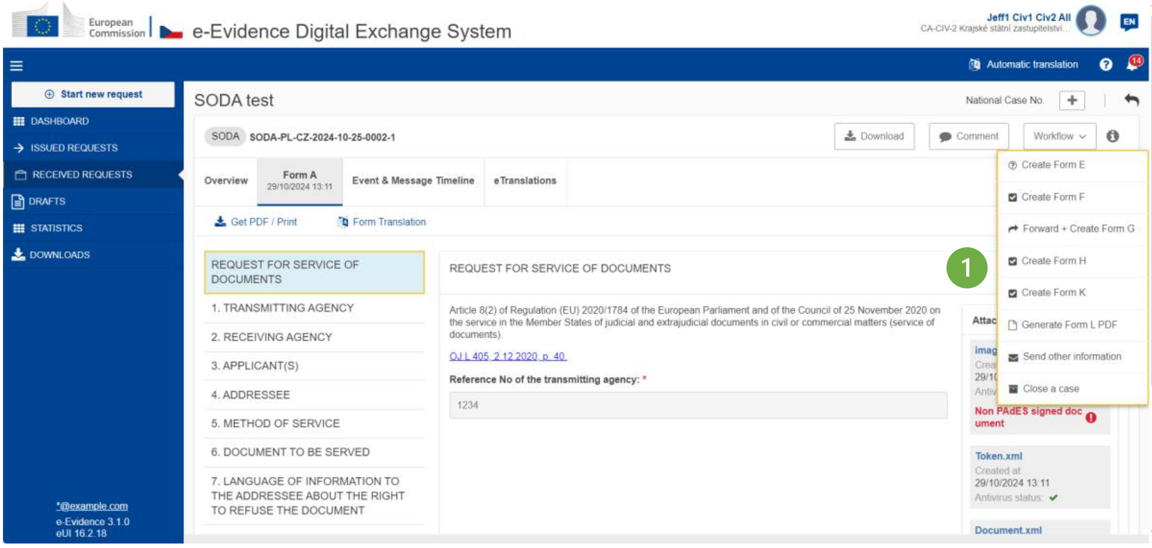


Figure 137: SoD Form H creation

① Select **Create Form H** from Workflow.

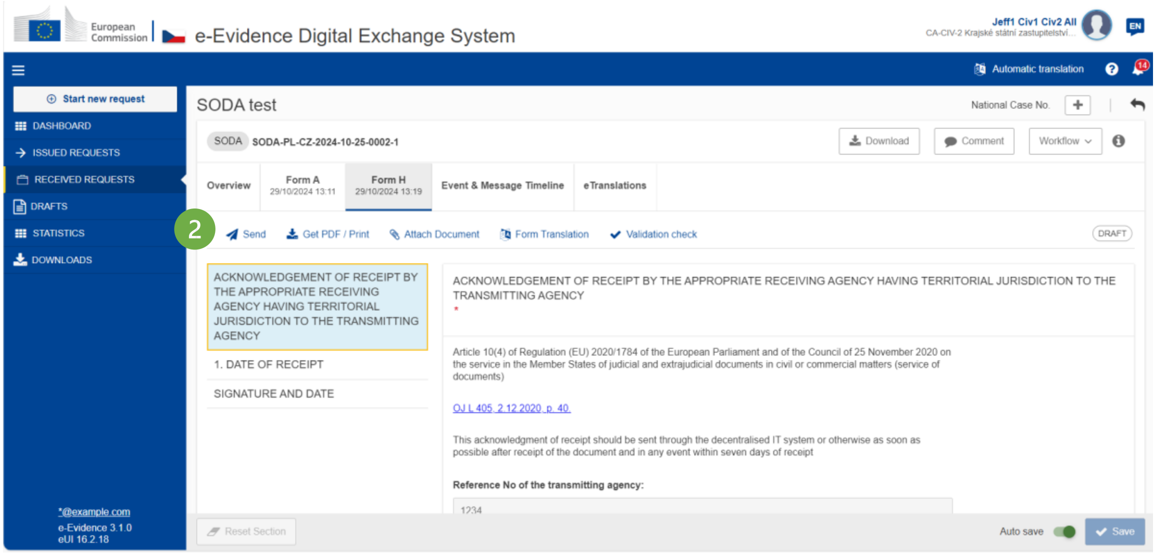


Figure 138: SoD Form H: draft form

② Complete all mandatory fields, save your data and click **Send** button on the action bar.

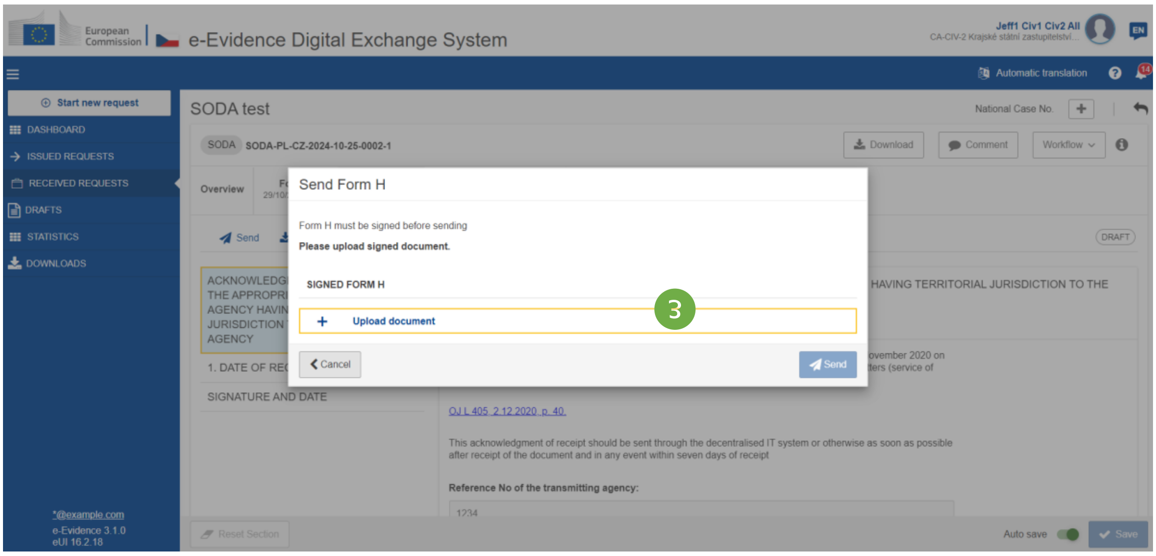


Figure 139: SoD Form H: upload document

③ Click on **Upload document**.

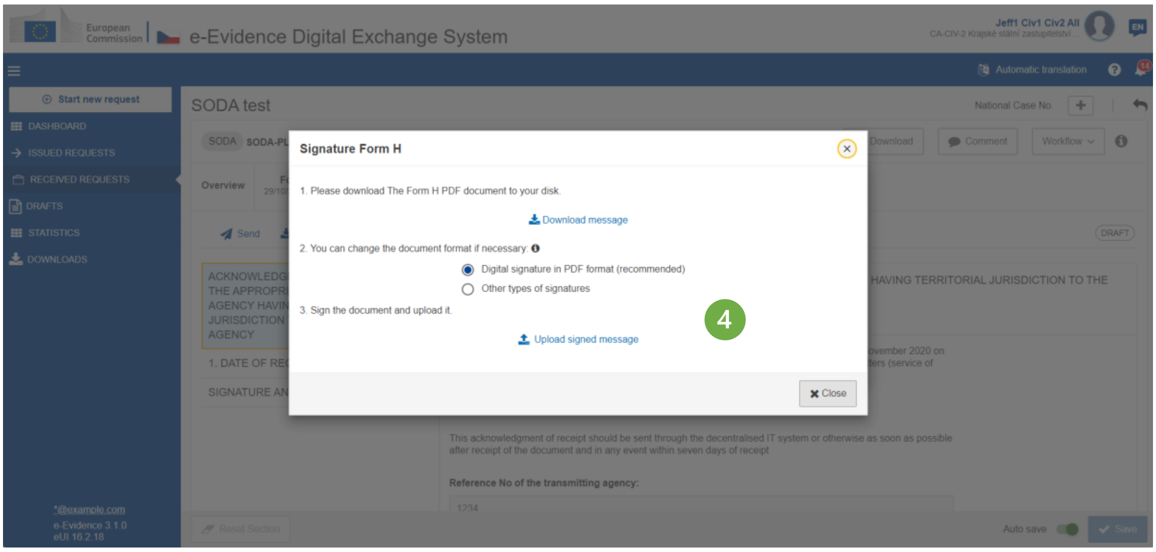


Figure 140: SoD Form H: download, sign and upload a document

④ Download, sign and upload the document as described in '7.2.1.9 Sign chapter'.

NOTE: When 'Other types of signatures' option is selected, then another type of document can be uploaded (e.g.: jpg, jpeg, png). The document must be signed with one of the following: digital signatures or seals, stamps, handwritten signatures.

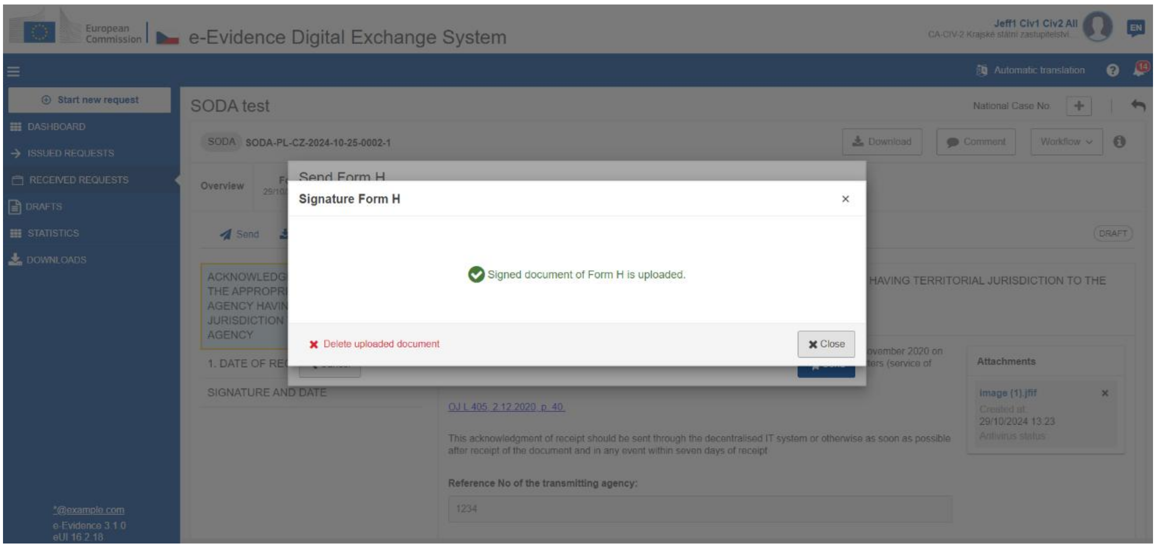


Figure 141: SoD Form H confirmation pop-up

⑤ Close confirmation pop-up.

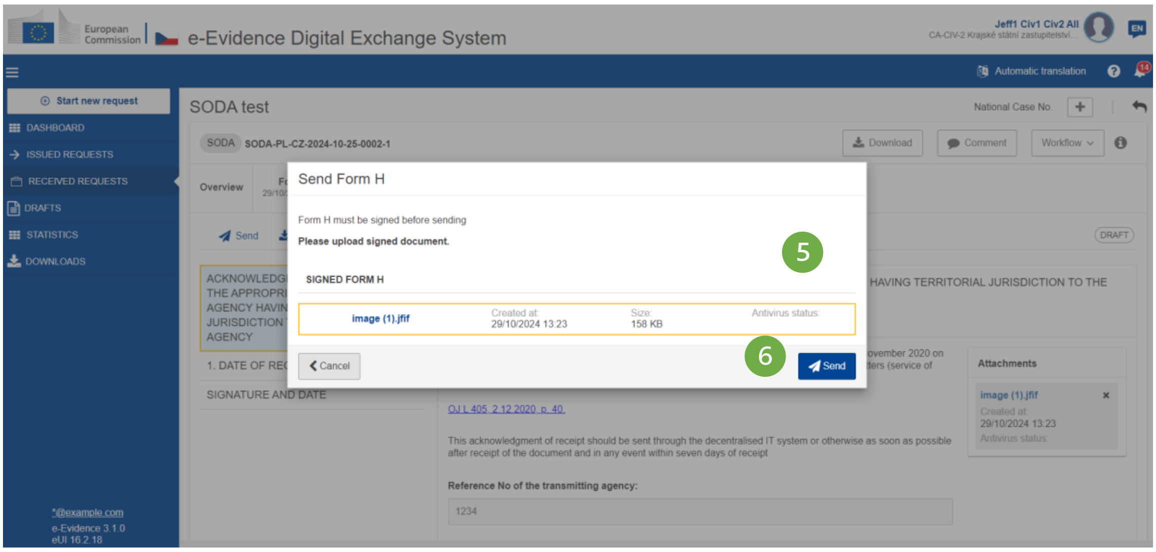


Figure 142: SoD Form H sending

⑥ Click **Send**.

7.5.5. Forward SODB

To forward a SODB request to another Executing Authority an assigned user should:

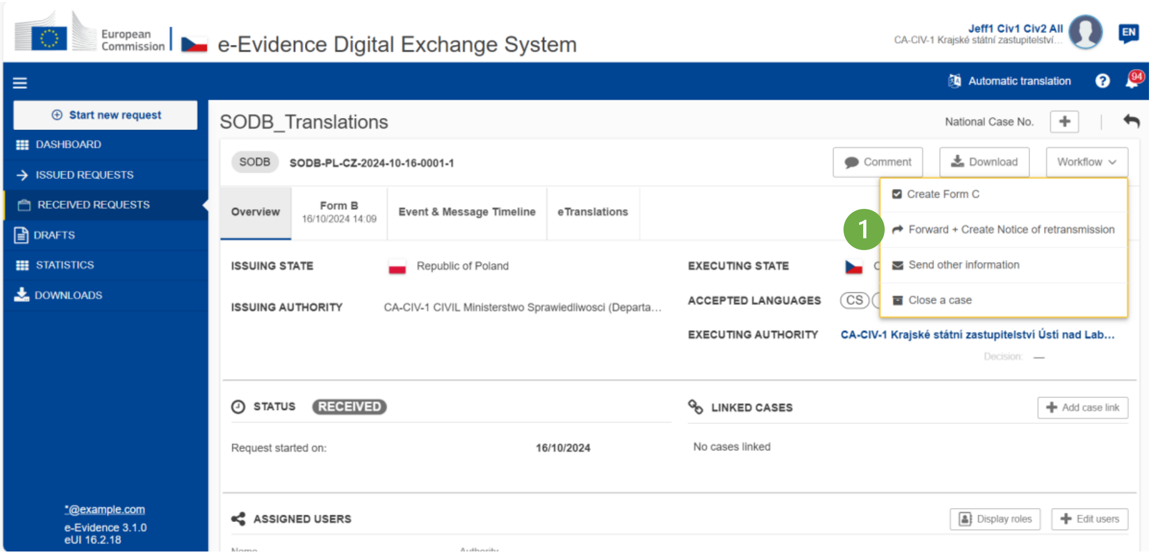


Figure 143: SODB: Workflow dropdown list – Forward + Create Notice of retransmission

① Click **Workflow > Forward + Create Notice of retransmission**.

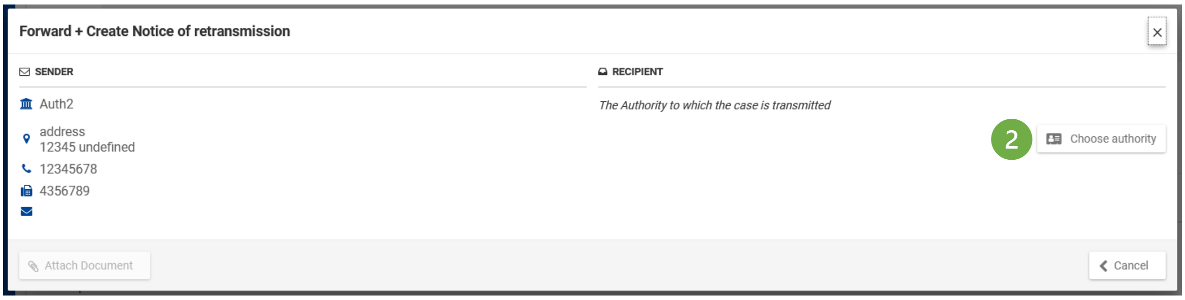


Figure 144: SODB: Forward + Create Notice of retransmission pop-up window

② Click **Choose Authority** button.

Figure 145: SODB forward: Searching for an appropriate requested authority

③ All Executing Authorities in the chosen Member State which have the right pair of instrument and competence will be presented.

④ To find and select the correct authority, the user can scroll down the list or expand and use search filters by selecting the '**+ Show search filters**' button.

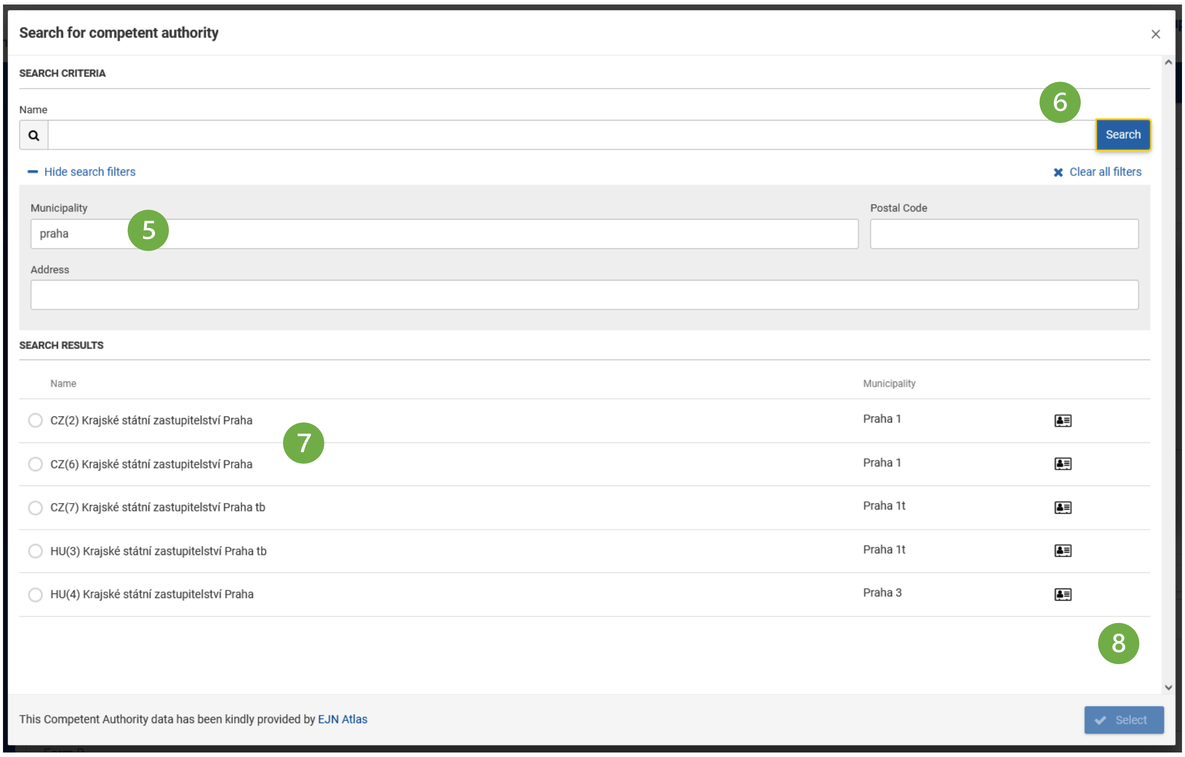


Figure 146: SODB forward: Searching for an appropriate requested authority – search results

⑤ Optional fields can be filled in with already known authority details such as Municipality or Address.

⑥ Clicking the **Search** button will return the authorities that match the entered criteria.

⑦ Select Authority from the list of results by clicking a radio button.

⑧ Click **Select**.

After selection, ‘Forward + Create Notice of retransmission’ pop-up window will look like the screenshot below:

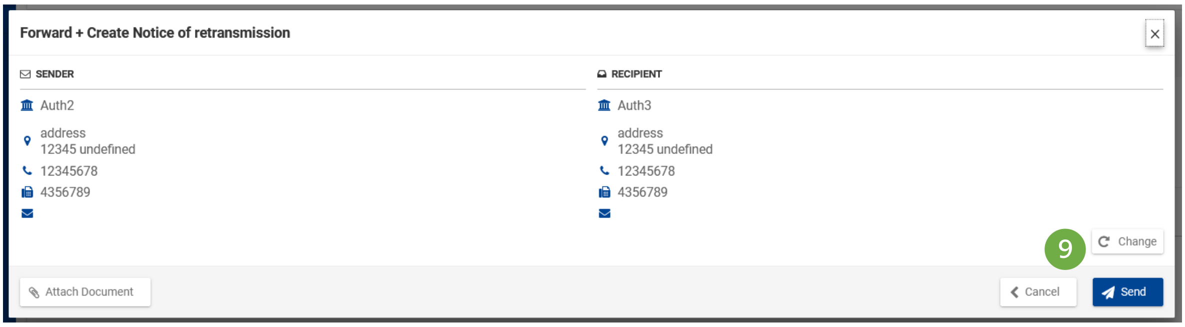


Figure 147: SODB: Forward + Create Notice of retransmission pop-up window and filled in data of the appropriate requested authority

⑨ Click **Send** button to forward the request.

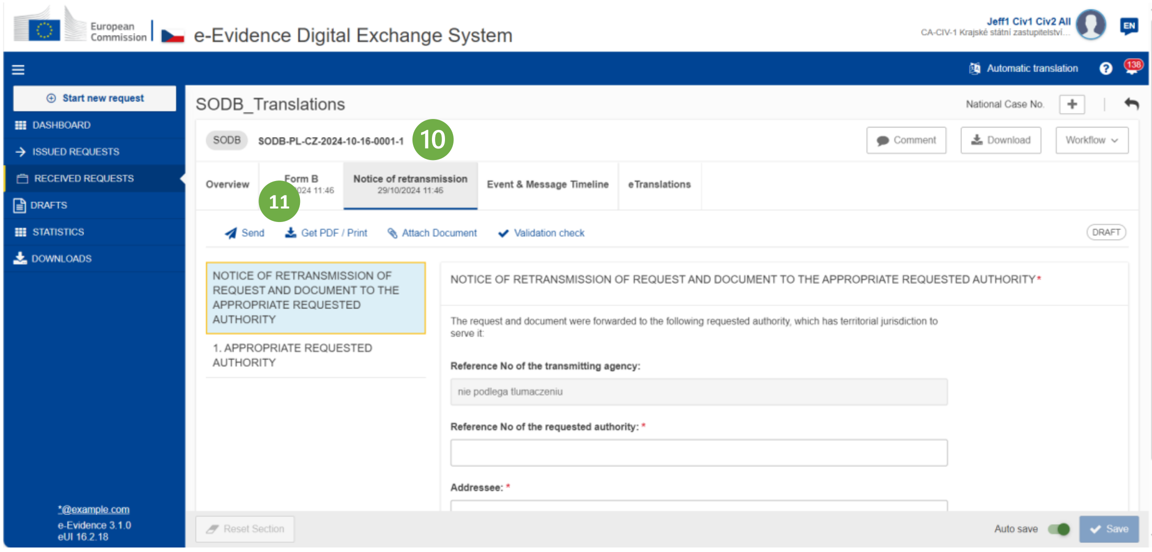


Figure 148: SODB: Notice of retransmission

⑩ Notice of retransmission tab with filled in data of the appropriate receiving agency will be displayed.

⑪ Fill in Notice of retransmission and click **Send** button on action bar to send the Notice of retransmission to Issuing Authority.

Figure 149: SODB: Sending Notice of retransmission

7.5.6. Terminate a process upon withdrawal of the request

If you receive a Withdrawal request from the Issuing Authority, then you should abort all ongoing actions and send confirmation to Issuing Authority. The SoD status will be changed to Withdrawn.

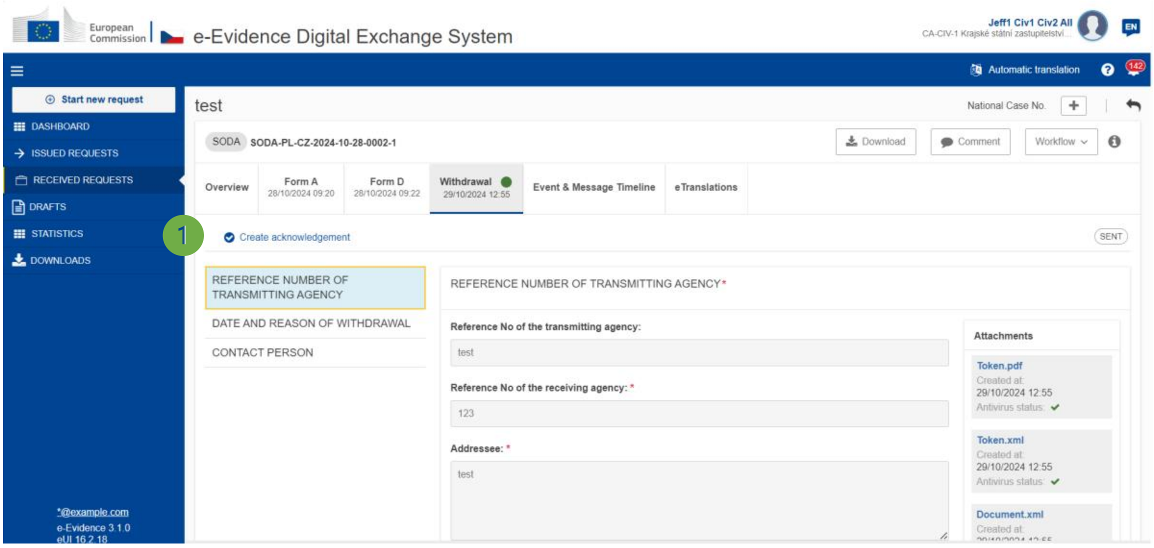


Figure 150: SODA Create withdrawal acknowledgement

① Click **Create acknowledgement** on the action bar.

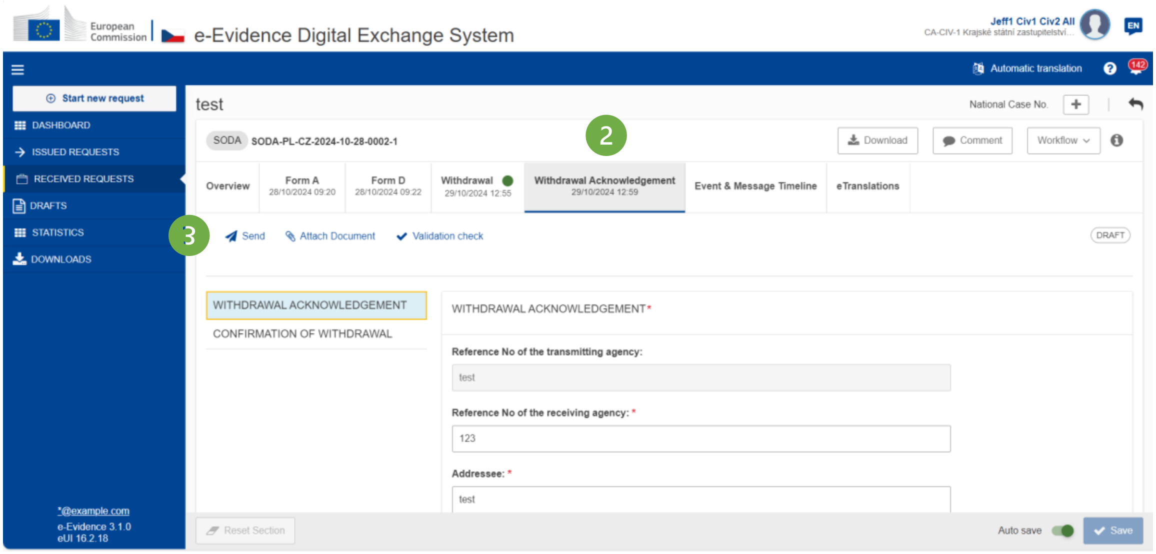


Figure 151: SODA complete and send withdrawal acknowledgement

② Application creates a new tab: Withdrawal Acknowledgement.

③ Complete and send the withdrawal acknowledgement by clicking **Send** on the action bar.

The process of creating withdrawal acknowledgement is the same for SODA and SODB.

7.6. Deadlines execution

7.6.1. Deadlines execution SODA

This feature shows whether:

1. Manual SoD Form D (Acknowledgement of receipt) or SoD Form H (Acknowledgement of receipt by the appropriate receiving agency having territorial jurisdiction to the transmitting agency) has been sent within seven days of the SoD Form A receipt.
2. SoD Form K (Certificate of service or non-service of documents) has been sent within thirty days of the SoD Form A receipt.

7.6.2. Deadlines execution SODB

Currently, no deadlines for SODB instrument implemented.

7.6.3. Viewing deadline information in the Dashboard tab

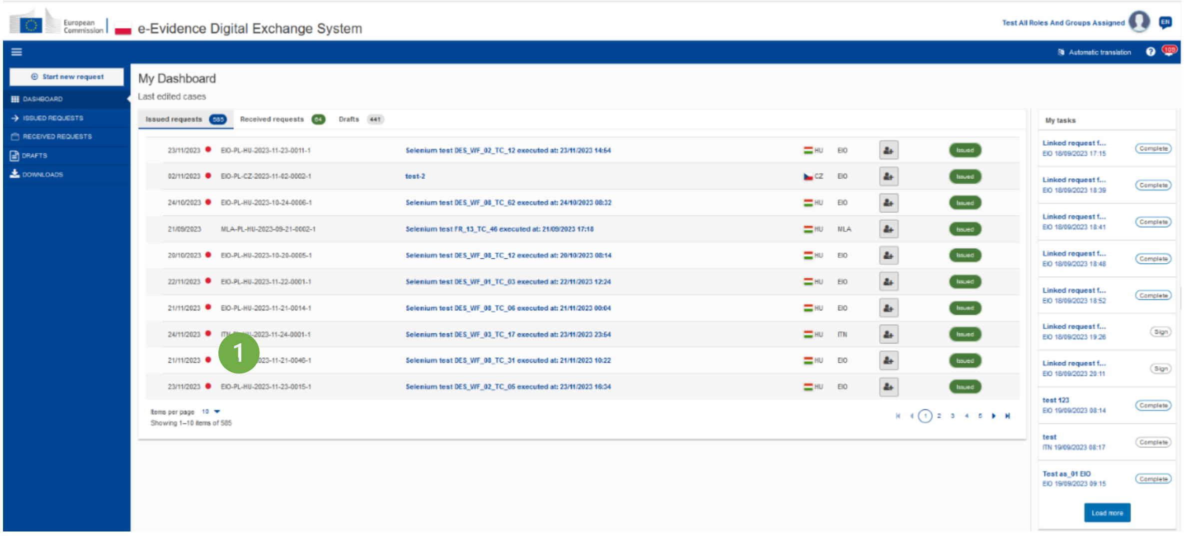


Figure 152: Viewing deadline information in the Dashboard tab

① Cases with an overdue deadline (one or many) are marked with a red dot. A deadline that expires on todays' date is also leading to the case being displayed with a red dot.

7.6.4. Viewing deadline information in the Issuing Requests tab

Two tabs provide information:

① My Issued Requests: list of all issued open cases.

② Deadlines: list of all deadlines for a case, both upcoming and overdue.

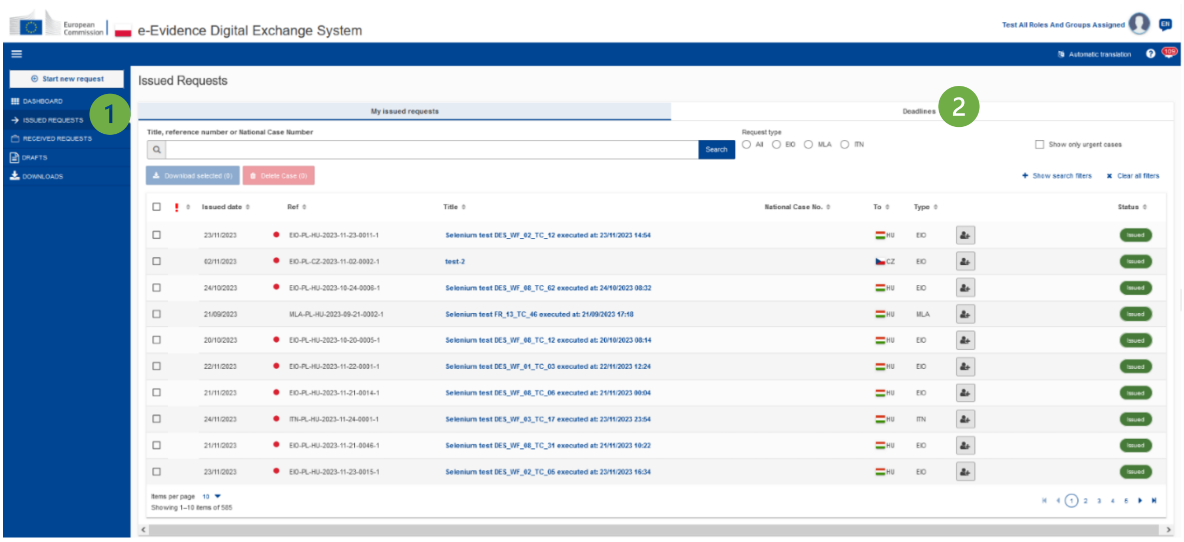


Figure 153: Viewing deadline information in the Issuing Requests tab

My Issued Requests Tab: similarly to the dashboard, overdue cases or cases for which a deadline is due today are marked with a red dot.

Click **Deadlines**: a list of all overdue and upcoming deadlines is displayed by default. The overdue or those with a deadline due today are marked in red.

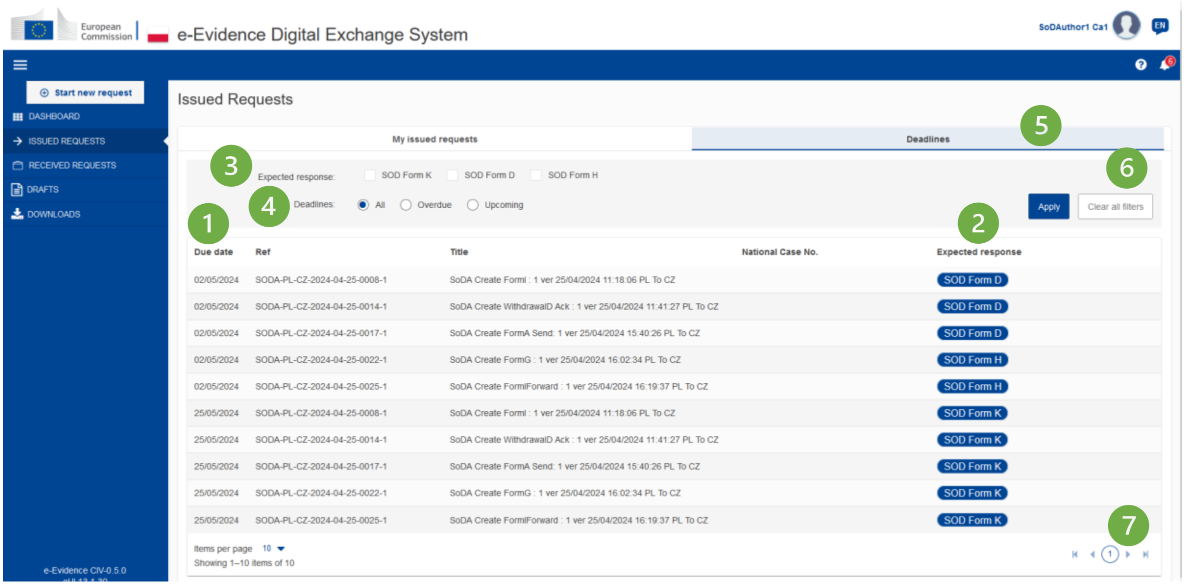


Figure 154: Deadline information in the Issuing Requests tab

① Due date: displays the deadline date.

② Expected Response: indicates what response subject to a deadline is expected.

Filtering possibilities are provided to narrow down the list of cases displayed.

③ Expected Response: 3 tick boxes allow the search on a specific deadline. Depending on the selection, a particular subset of cases is returned. It is possible to select several response types at the same time.

④ Deadlines: by default, all deadlines are shown when entering this tab. Three tick boxes allow the search to be narrowed down to either only upcoming or only overdue ones.

⑤ Click **Apply** to activate the filter.

⑥ Click **Clear all filters** to revert to the default display mode (All).

⑦ Clicking the arrows enables switching to next or previous pages.

7.6.5. Viewing deadline information in the Received Requests tab

Two tabs provide information:

1. My Received Requests: list of all received open cases.

2. Deadlines: list of all deadlines, both upcoming and overdue

The same functionality is provided as for the issued cases (Overdue marking, filtering).

7.6.6. Viewing deadline information on case level via Overview tab

As soon as the case is issued, two relevant deadlines are displayed on the Overview Tab. This is applicable to both issued and received cases.

The main difference being here that on Issued cases, in case a forward occurred by the initial Executing Authority, deadlines are displayed next to each other for all authorities involved.

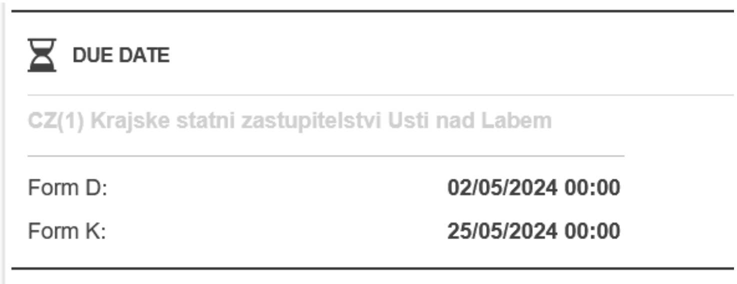


Figure 155: Viewing deadline information on case level in the Overview tab

7.6.7. Manual deadlines management SoD

The deadlines can be manually managed due to exceptional circumstances by the Supervisor who is assigned to the authority where the case belongs. In order to manage the deadline manually, the user should:

1. Open the Overview tab.

Figure 156: Manage deadlines

2. In section ‘Due date’, click the edit icon.
3. The application displays the following screen:

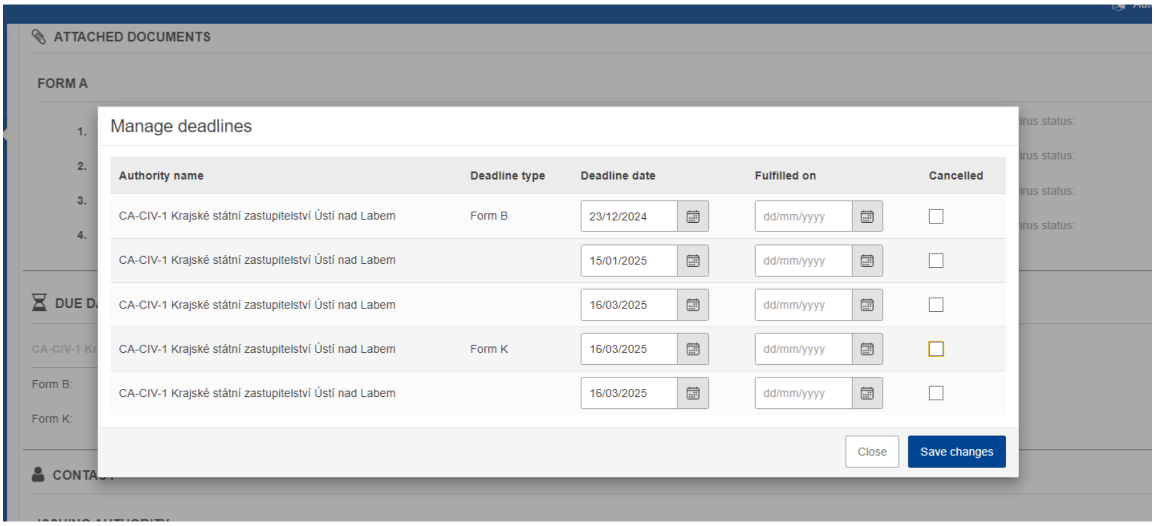


Figure 157: manual deadlines management

User can manage deadline dates or mark fulfilled on or mark ‘cancelled’.

Once the updates are done, a user should click on ‘Save changes’ button.

The application saves updates and closes the pop-up.

8. TAKING OF EVIDENCE

8.1. Introduction

A Taking of Evidence (ToE) is a cross-border cooperation between the courts of the Member States in the taking of evidence in civil or commercial matters [AD.2].

The ToE may also be issued to the central body or the competent authority to request for the direct taking of evidence. The central body or the competent authority may assign a court of its Member State to take part in the direct taking of evidence in order to ensure that this Article is properly applied and that the conditions under which the direct taking of evidence is to be carried out are compliant with.

8.1.1. Overview

The process between creating a new case and sending it occurs in the **Internal Workflow**. During that process, the case is accessible only for authorized users from your Issuing Authority.

When all steps of Internal Workflow are completed, the case can be sent to a chosen Executing Authority.

The process of communication between Issuing Authority and Executing Authority occurs in the **External Workflow**.

8.1.2. High Level End to End Process

1. A competent authority creates the ToE.
2. The ToE request is reviewed by a user with Reviewer role.
3. The ToE is being sent to an appropriate Executing Authority in another Member State.
4. Communication between Issuing and Executing Authorities takes place.
5. The receipt of the ToE request is confirmed within seven days.
6. A decision is provided within ninety days of ToE receipt.
7. The case can be withdrawn by Issuing Authority, and/or forwarded by Executing Authority to another Competent Authority for full ToE execution.

8.2. Create ToE

8.2.1. Initiate a request creation

8.2.1.1. Starting a new case - TOEA

Steps below are applicable to users with 'Author' role.

To begin a process of requesting for the taking of evidence, create a new case.

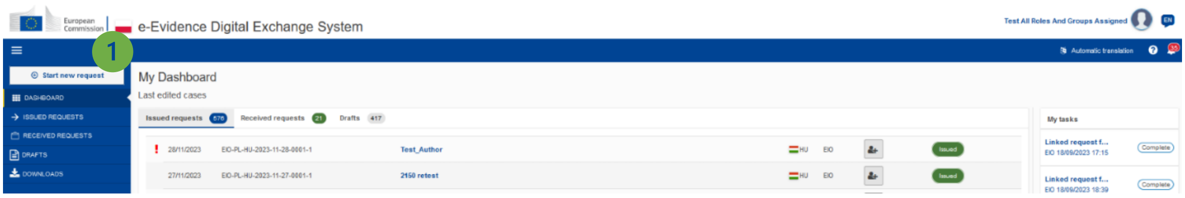


Figure 158: 'Start new request' button

① Click **Start new request** button in the left-hand menu.

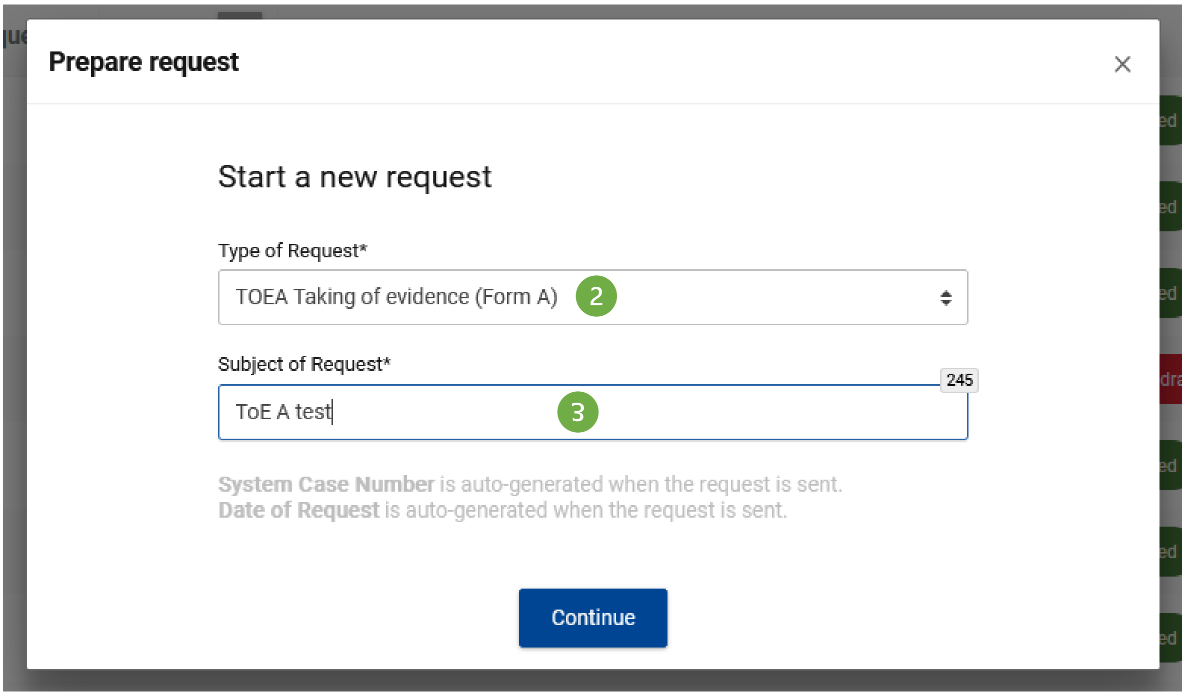


Figure 159: ToE: Selecting the request type and entering the request subject

② A pop-up window will appear. Select TOEA from the **Type of request** dropdown list.

③ Fill in **Subject of request and** click **Continue**. If you wish to cancel, click ‘**x**’ button at the top right corner of the pop-up.

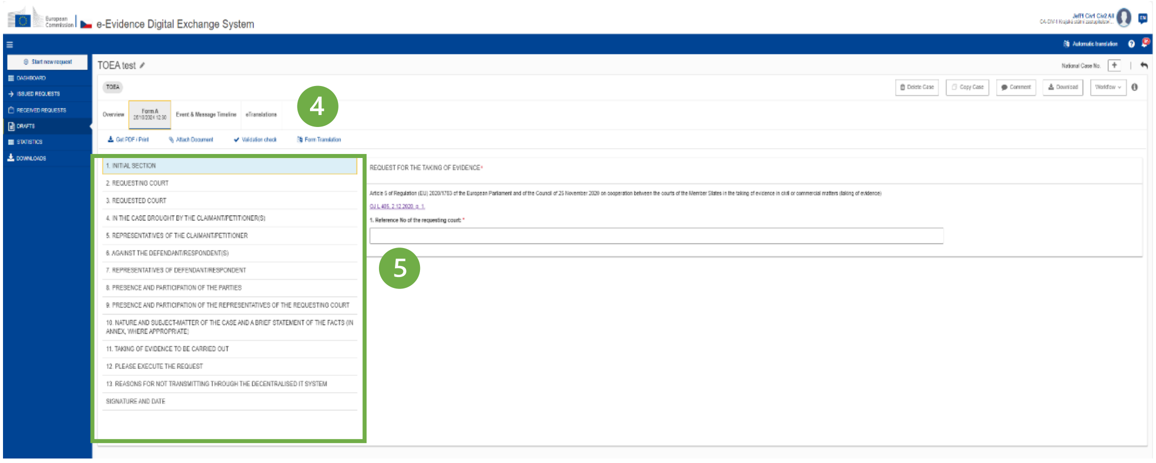


Figure 160: ToE Form A sections

④ A new draft will be created and displayed with Form A ready for completion.

⑤ Complete **sections 1-13 and Signature and Date section** of Form A by using the List of Sections menu.

NOTE: If the user with an Author role who initiated the SoD does not have additional roles of Reviewer and/or Sender, then the Author should assign additional users with the relevant roles required to review and send the request or ask Supervisor for adding those users.

8.2.1.2. Choosing Executing Authority

Steps below are applicable to users with ‘Author’ and ‘Reviewer’ role.

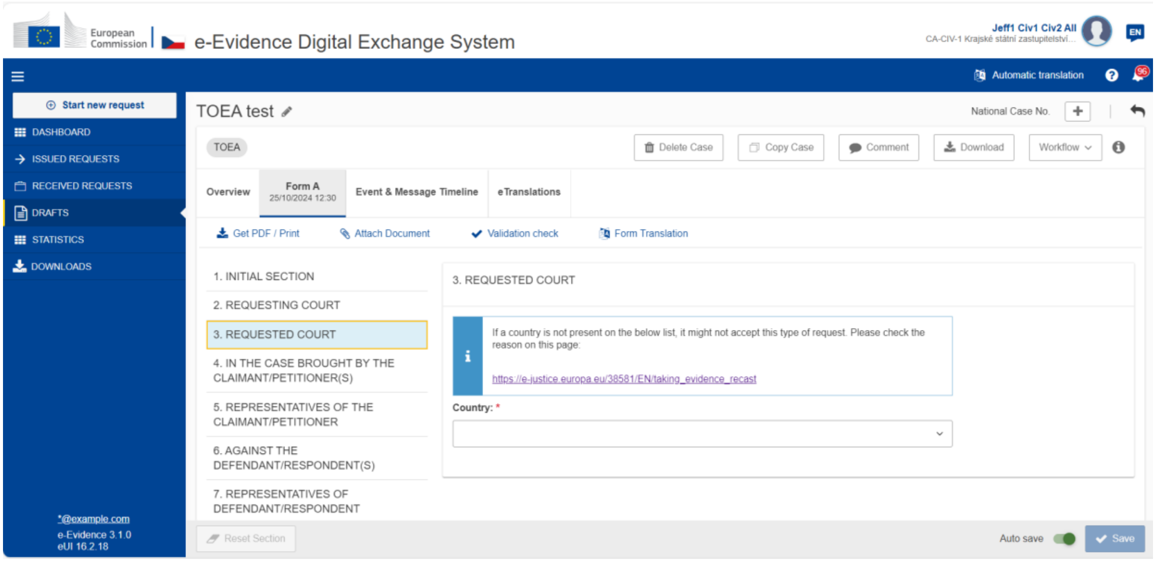


Figure 161: ToE Form A section 3. REQUESTED COURT

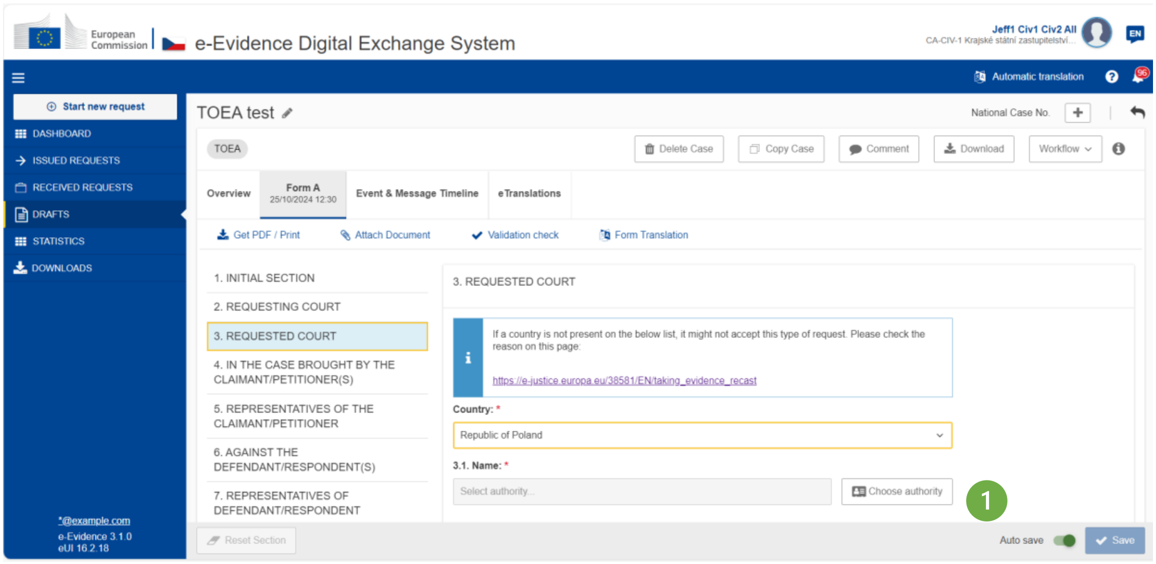


Figure 162: ToE Form A: Selecting an Executing Authority

① Click **Choose Authority** button.

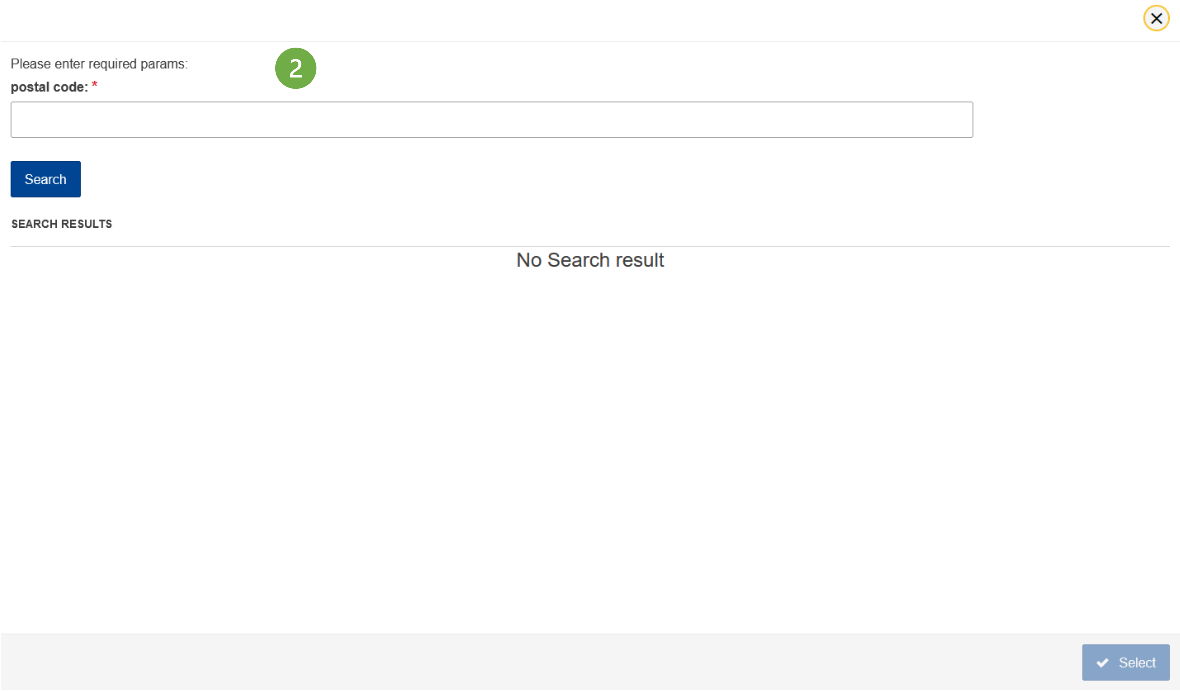


Figure 163: ToE Form A: Searching for a requested court

② To find and select the correct authority, the user needs to provide correct business data according to the business rules required by the Executing State. At the example above, the user should enter a postal code and click **Search** button.

The authority search tool will display a list of all Executing Authorities in the chosen Member State which have the right pair of instrument and competence to accept this type of request.

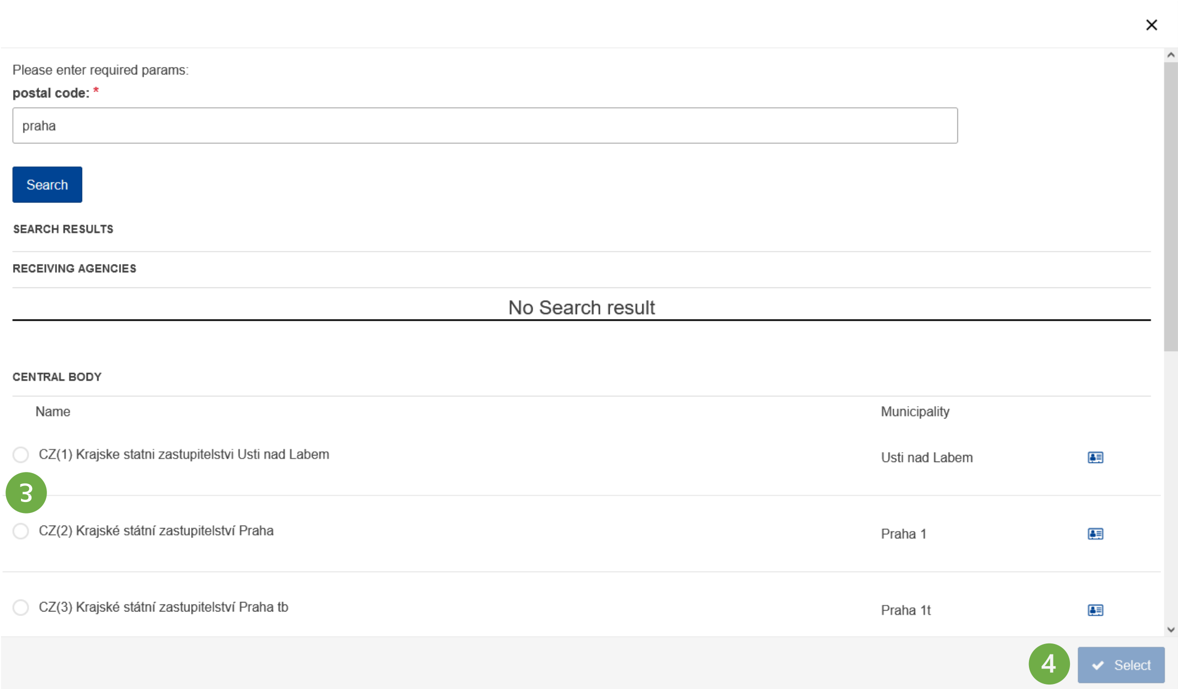


Figure 164: ToE Form A: Searching for a requested court – search results

③ **Select** Authority from the list of results by clicking a radio button.

④ Click **Select**.

8.2.1.3. Starting a new case – TOEL

Steps below are only applicable to users with 'Author' role.

To begin a process of requesting for the direct taking of evidence, create a new case.

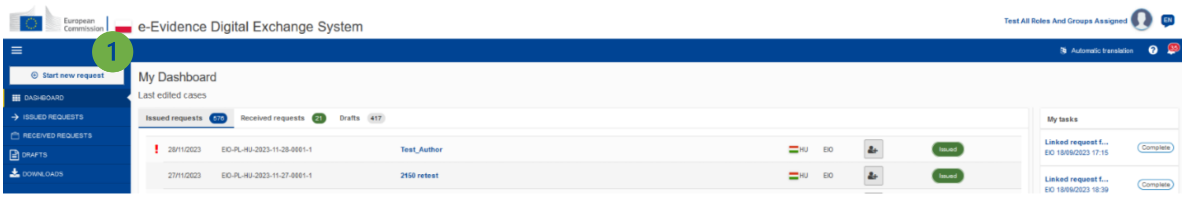


Figure 165: 'Start new request' button

① Click **Start new request** button in the left-hand menu.

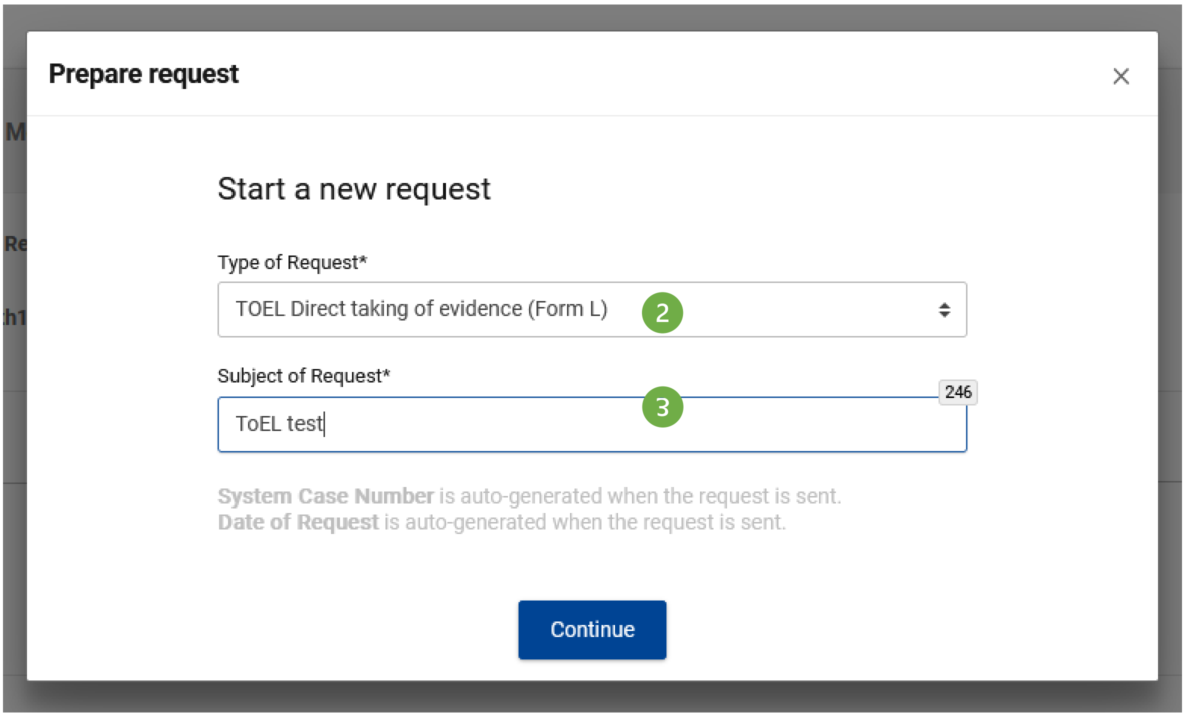


Figure 166: TOEL: Selecting the request type and entering the request subject

② A pop-up window will appear. Select TOEL from the **Type of request** dropdown list.

③ Fill in **Subject of request** and click **Continue**. If you wish to cancel, click ‘**x**’ button at the top right corner of the pop-up.

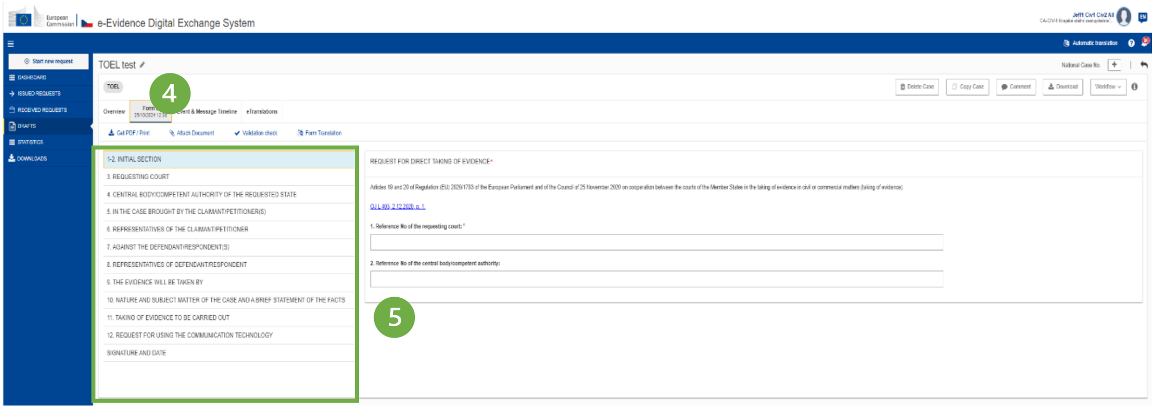


Figure 167: ToE Form L sections

④ A new draft will be created and displayed with Form B ready for completion.

⑤ Complete **sections 1-12 and Signature and Date section** of ToE Form L by using the List of Sections menu.

NOTE: If the user with an Author role who initiated the SoD does not have additional roles of Reviewer and/or Sender, then the Author should assign additional users with the relevant roles required to review and send the request or ask Supervisor for adding those users.

8.2.1.4. Choosing Executing Authority

Steps below are applicable to users with 'Author' and 'Reviewer' role.

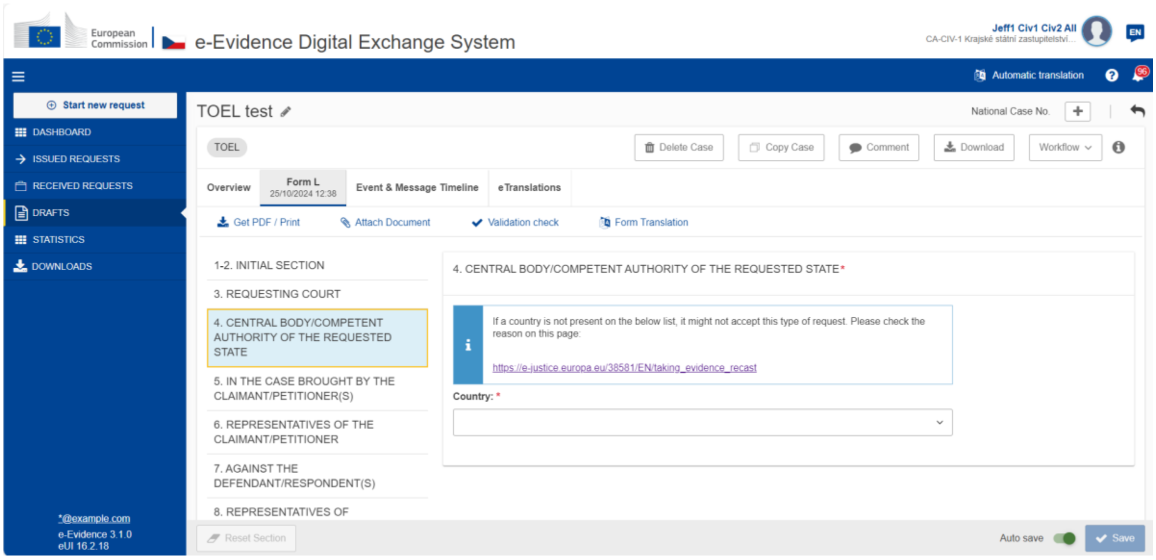


Figure 168: ToE Form L section 4. Central Body/ Competent Authority

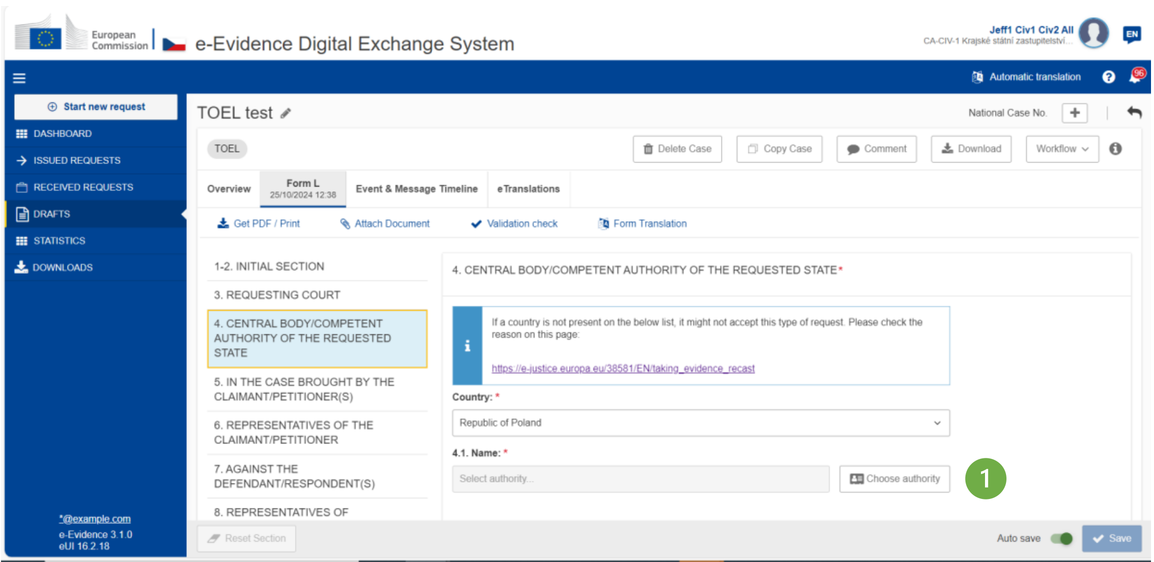


Figure 169: ToE Form L: Selecting an Executing Authority

① Click **Choose Authority** button.

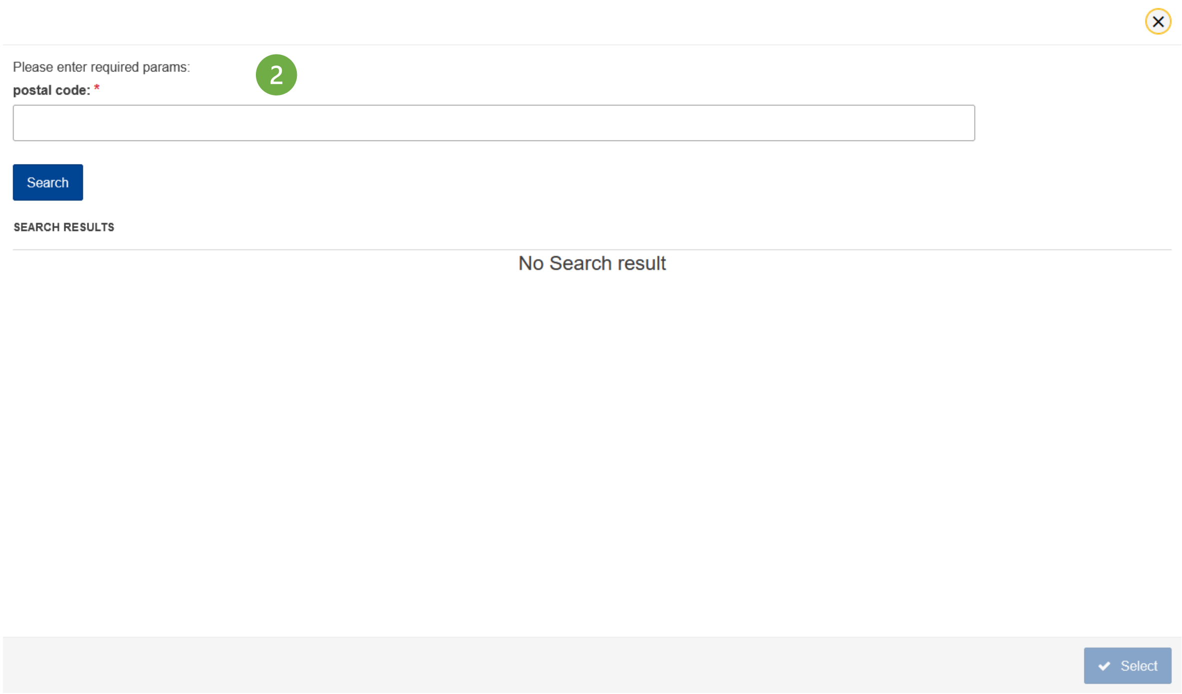


Figure 170: ToE Form L: Searching for a Central Body/ Competent Authority

② To find and select the correct authority, the user needs to provide correct business data according to the business rules required by the Executing State. At the example above, the user should enter a postal code and click **Search** button.

The authority search tool will display a list of all Executing Authorities in the chosen Member State which have the right pair of instrument and competence to accept this type of request.

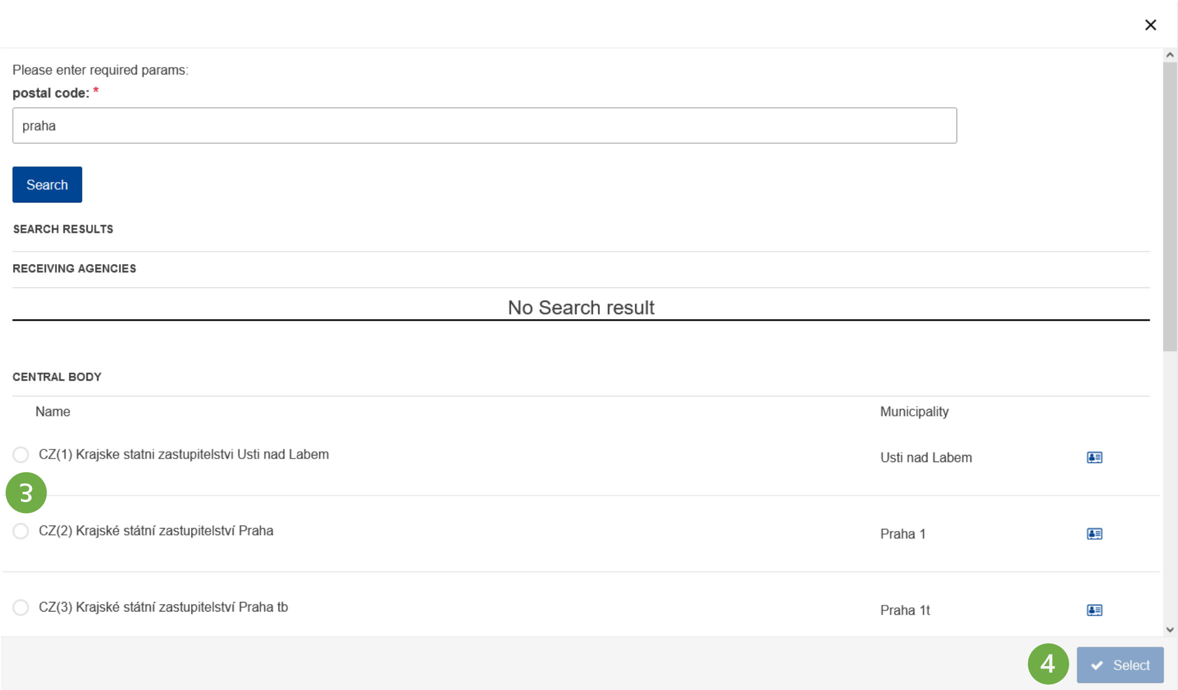


Figure 171: ToE Form L: Searching for a Central Body/ Competent Authority – search criteria

③ **Select** Authority from the list of results by clicking a radio button.

④ Click **Select**.

8.2.1.5. Starting a new request – TOEX

Steps below are only applicable to users with 'Author' role.

To begin a process of an exceptional case, create a new case.

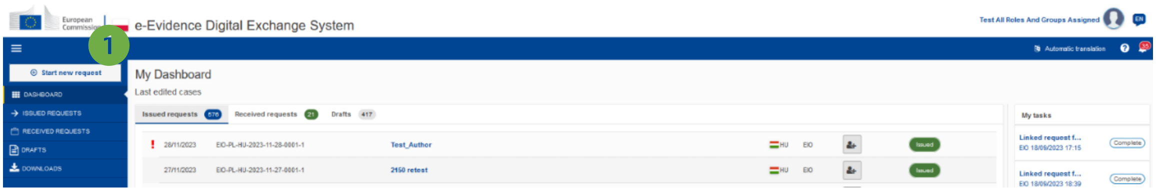


Figure 172: 'Start new request' button

① Click **Start new request** button in the left-hand menu.

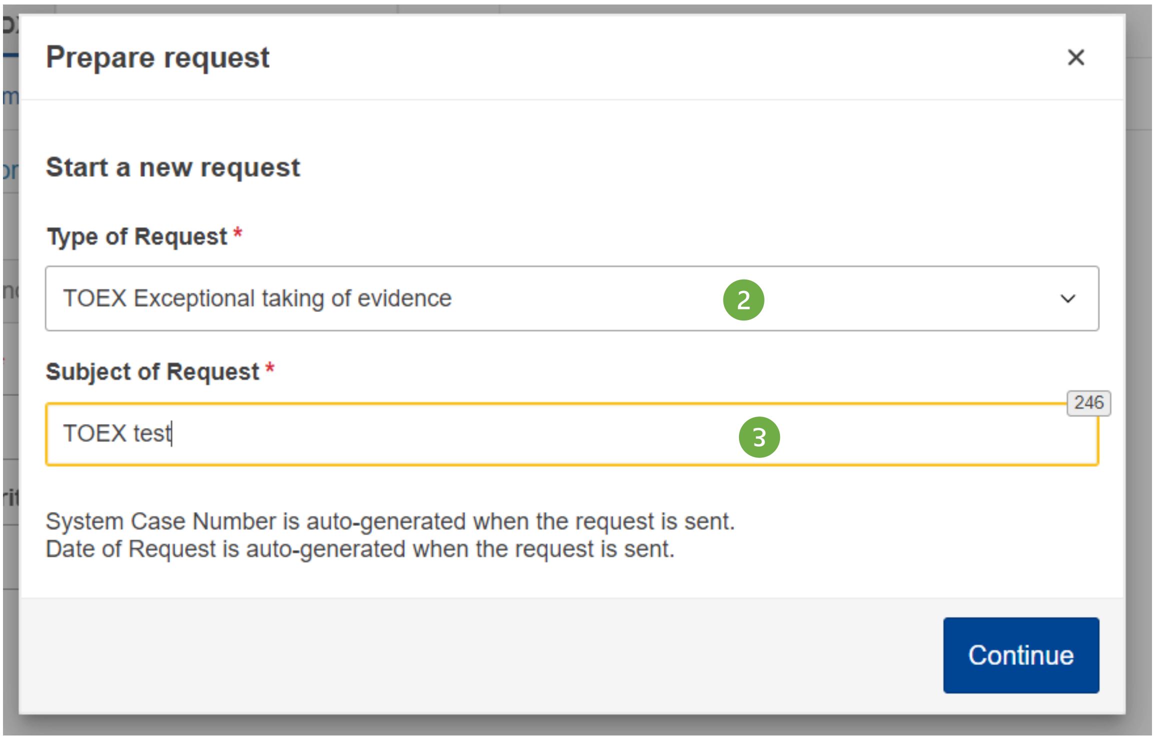


Figure 173: Create new TOEX request

② A pop-up window will appear. Select ‘TOEX Exceptional service of documents’ from the **Type of request** dropdown list.

③ Fill in **Subject of request** and click **Continue**. If you wish to cancel, click ‘**x**’ button at the top right corner of the pop-up.

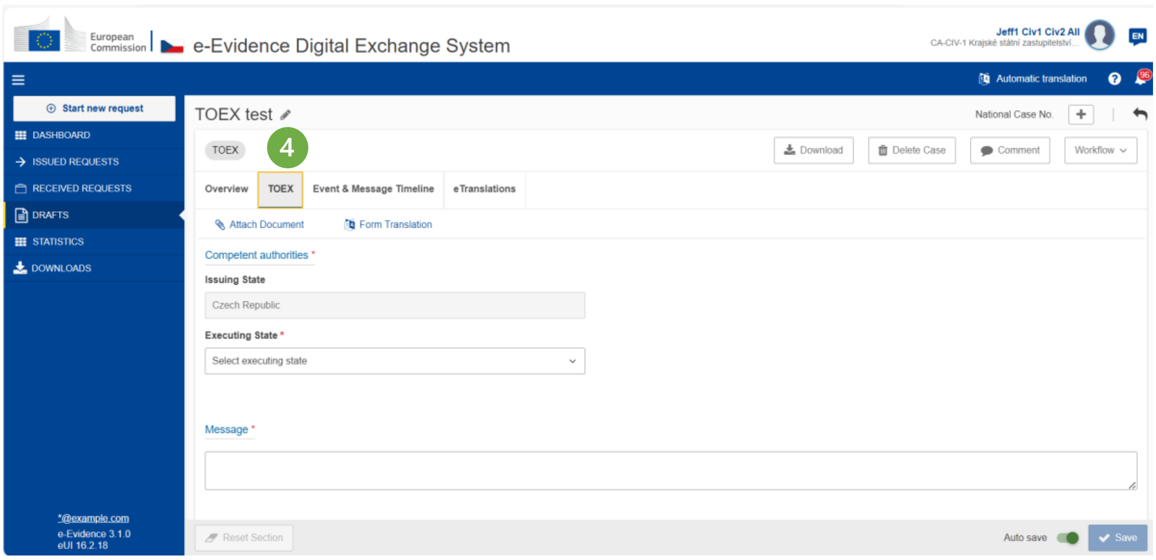


Figure 174: TOEX draft request

④ A new draft will be created and displayed with TOEX ready for completion.

8.2.1.6. Choosing Executing Authority

Steps below are applicable to users with 'Author' role.

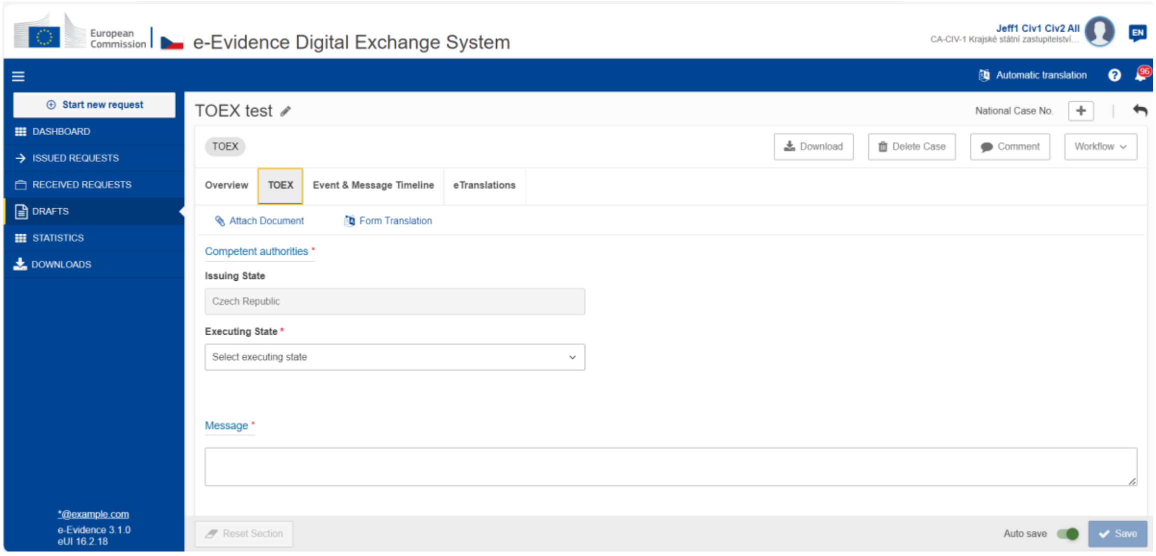


Figure 175: TOEX selecting executing state

① Select **Executing State** from the list.

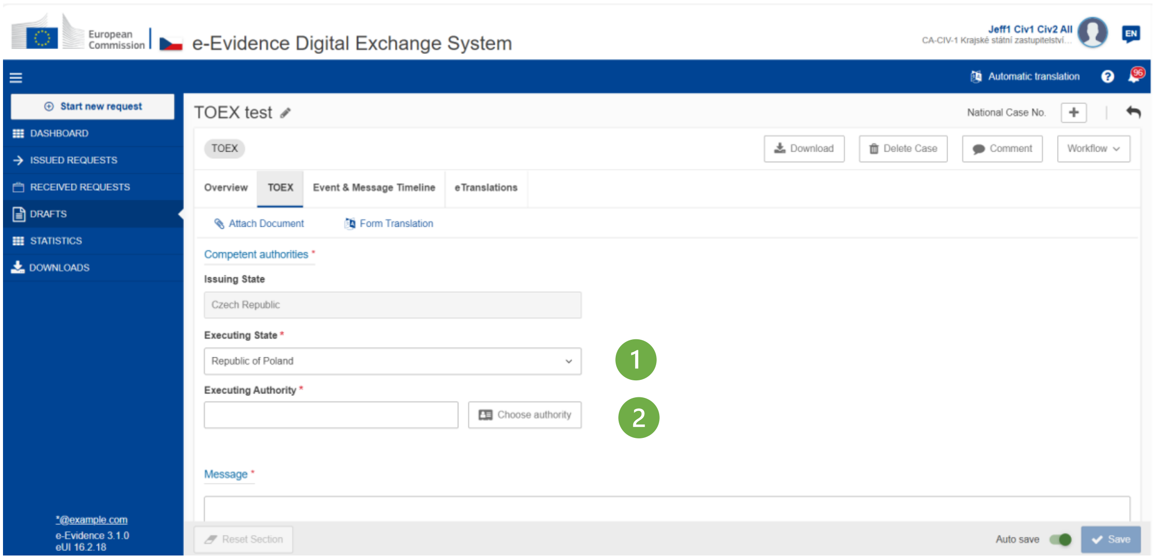


Figure 176: TOEX: selecting executing authority

② Click **Choose Authority** button.

For selection of the executing authority of exceptional cases, the Portal displays all authorities that have a relevant instrument assigned in CDB (for TOEX instrument TE –

service of documents - is relevant) in the chosen Executing State. The user selects the correct Executing Authority from the list (filters can be used for easier selection).

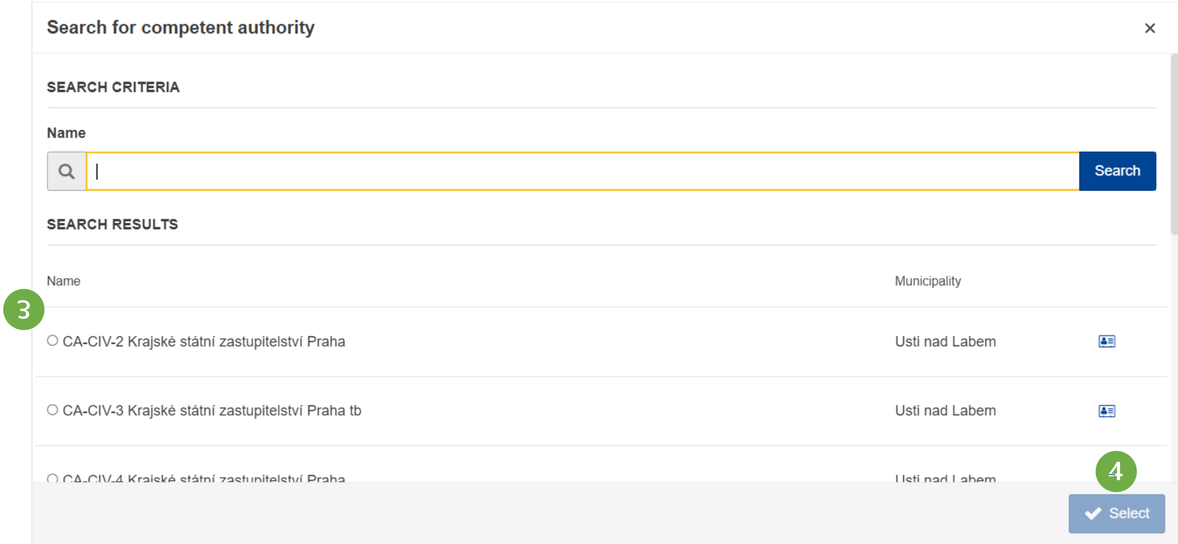


Figure 177: TOEX searching for executing authority

③ **Select** Authority from the list of results by clicking a radio button.

④ Click **Select**.

After choosing **Executing Authority**:

⑤ Type a free form message (mandatory field) and attach documents (optional).

NOTE: TOEX case can be sent only by a user with Sender role. If the user with an Author role who initiated the ToE does not have additional Sender role, then the Author should assign a Sender or ask Supervisor for adding the Sender.

The TOEX does not have SIGNATURE AND DATE section. A user can attach a signed document via **Attach Document** button from the action bar (optional).

The TOEX cannot be forwarded or withdrawn.

8.2.1.7. Mandatory fields

All mandatory fields must be filled in before the ToE can be electronically submitted. These mandatory fields are checked by a validation check. This validation consists of set of syntactical and semantical validations of the data contained in the form. A check is performed to verify that all required (mandatory) fields of ToE Form A or Form L have been filled. You can **trigger validation manually** at any time, while you edit a Form A or Form L.

To trigger validation:

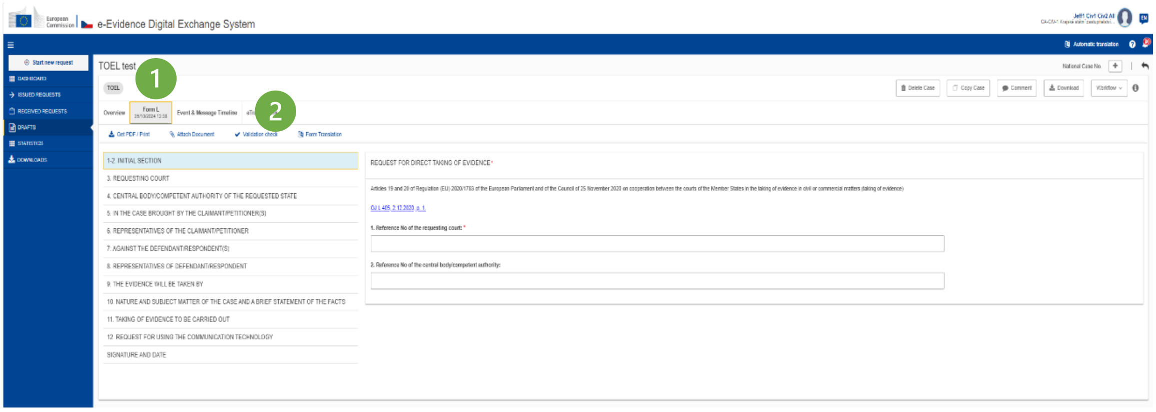


Figure 178: ToE Form L validation

① View an edited case and select **Form A/ Form L** tab.

② Click **Validation check**.

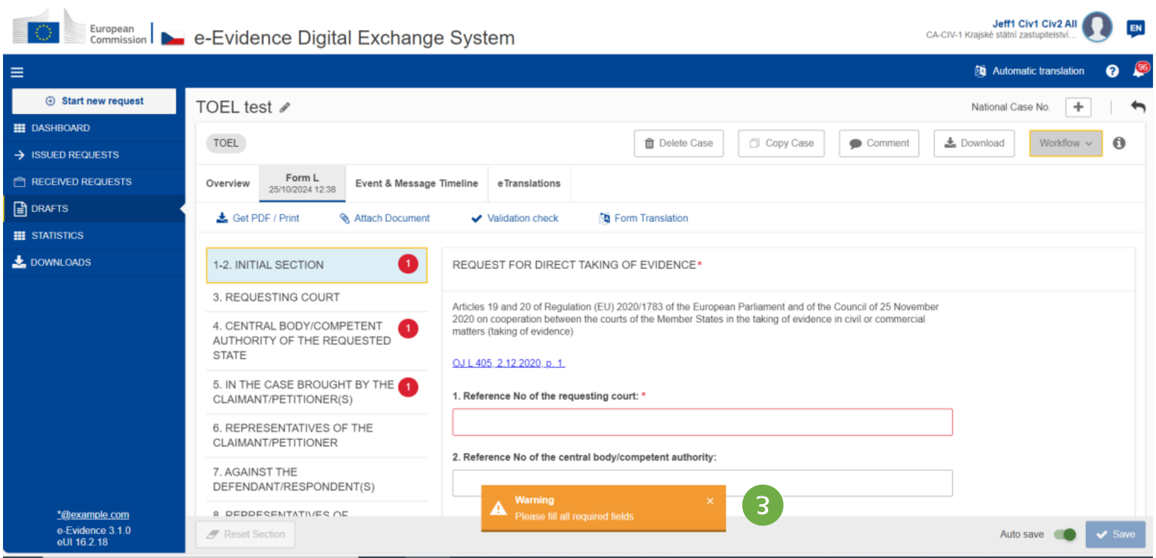


Figure 179: ToE Form L mandatory fields

③ Validation will be performed and the toast notification (warning or success) will be displayed. If there are validation errors, fields and sections containing errors will be highlighted in red colour.

8.2.1.8. Pushing a case to the next step

Steps below are applicable to users with 'Author' and/or Supervisor role.

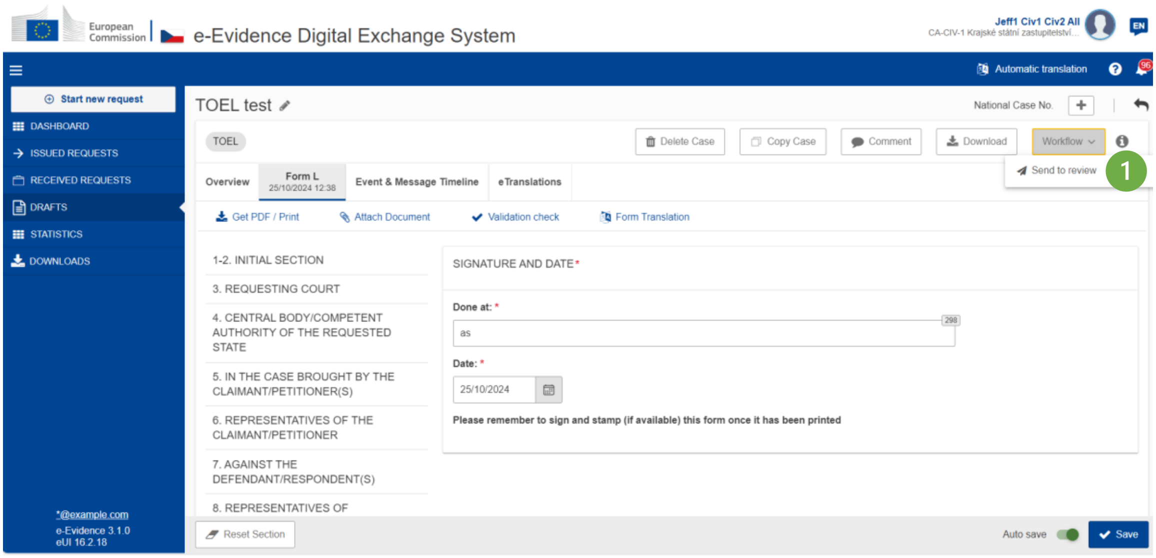


Figure 180: ToE Form L send to review

① In the edited case click **Workflow** > **Send to review:**

- A toast notification (success) will show up in the bottom.
- A new timestamp: 'Ready to review' will show up on the **Event & Message Timeline**.
- If you have no other roles except Author, the workflow button will be disabled, as there are no other actions that can be performed.

8.2.1.9. Review

The next step in the workflow of a case is to review it and mark it as 'Positively Reviewed' or return it for amendment, or to reject completely if needed. Edition of an ToE is also possible.

Steps below are applicable to users with ‘Reviewer’ role.

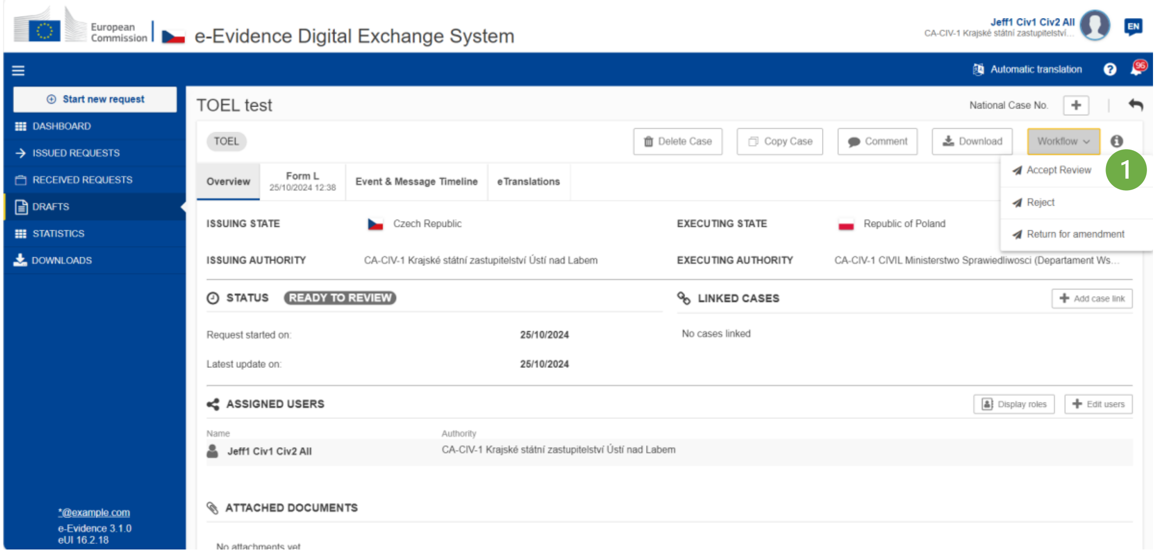


Figure 181: ToE Form L: accepting review

① In a reviewed case click **Workflow** > **Accept review:**

- A new timestamp: ‘Positively Reviewed’ will show up on the **Event & Message Timeline**.
- If you have no other roles except Reviewer, the workflow button will be disabled, because there are no other actions for you to perform.

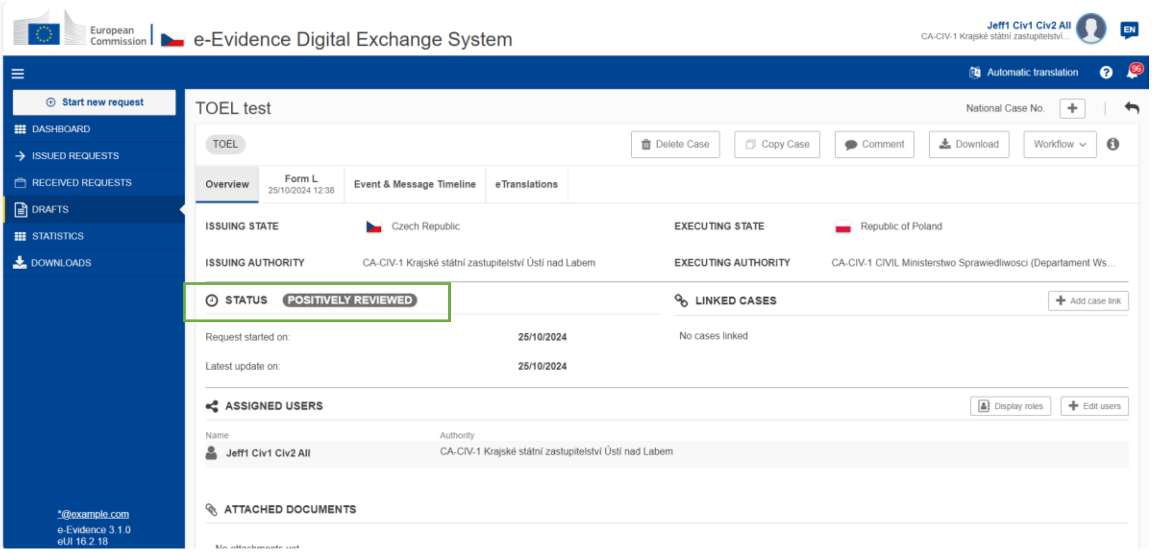


Figure 182: ToE Form L: ‘Positively reviewed’ status

Alternatively:

1. Click **Workflow > Return for amendment** and enter optional message - the case will go back to a draft editable by Author role. The Author will have to make amendments and click again **Workflow > Send to review**.
2. Click **Workflow > Reject** – the case will be rejected, and no more actions of Workflow buttons can be performed by users.
3. Reviewer is also able to edit a case.

8.2.1.10.Signature step

The next step in the workflow, after positively reviewing, is to add a signature to ToE Form A/ ToE Form L. Edition of the ToE request is also possible.

Steps below are applicable to users with Sender role.

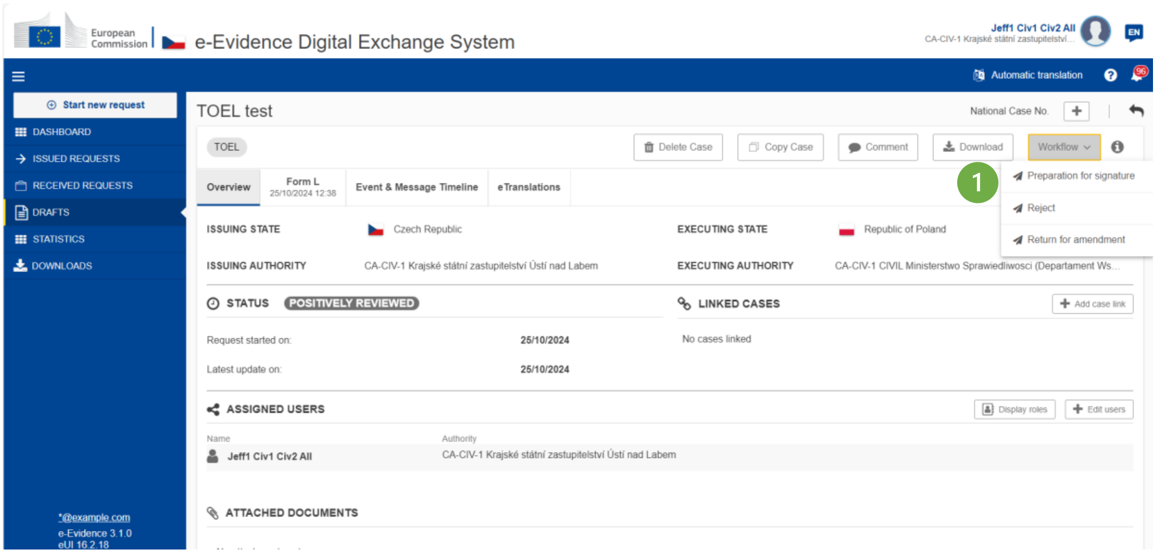


Figure 183: ToE Form L: preparation for signature

1 In a reviewed case click **Workflow > Preparation for signature:**

C. Click **Workflow > Return for amendment** - the case will go back to a draft editable by Reviewer role. The Reviewer will have to make amendments and click again **Workflow > Accept Review**.
D. Click **Workflow > Reject** – the case will be rejected, and no more actions of Workflow buttons can be performed by users.
E. Sender is not able to edit case.

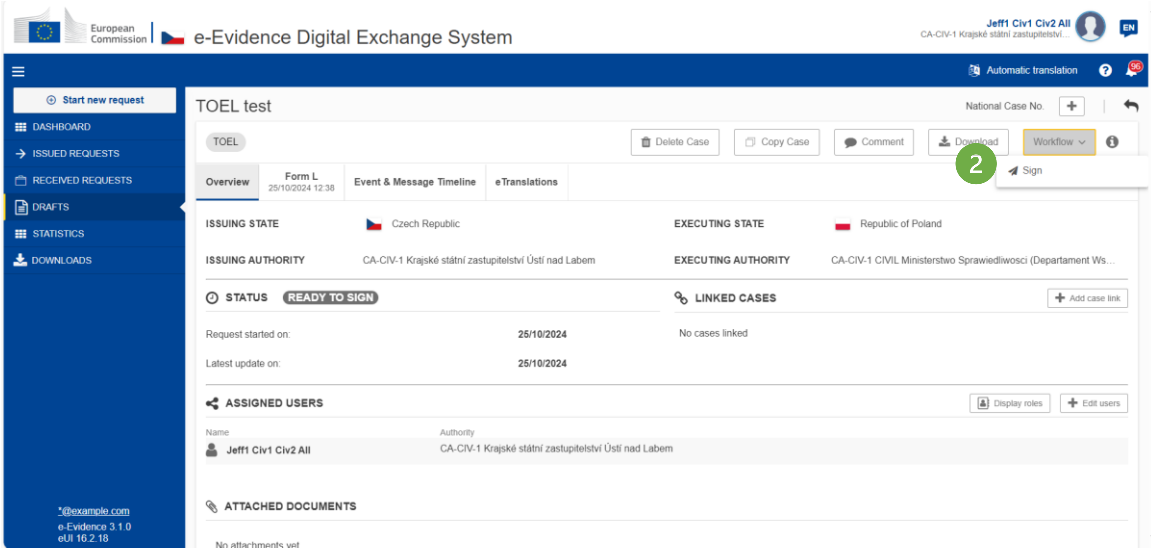


Figure 184: Signing ToE Form L

② After the user clicks **Sign** in Workflow, then the application displays a pop-up window.

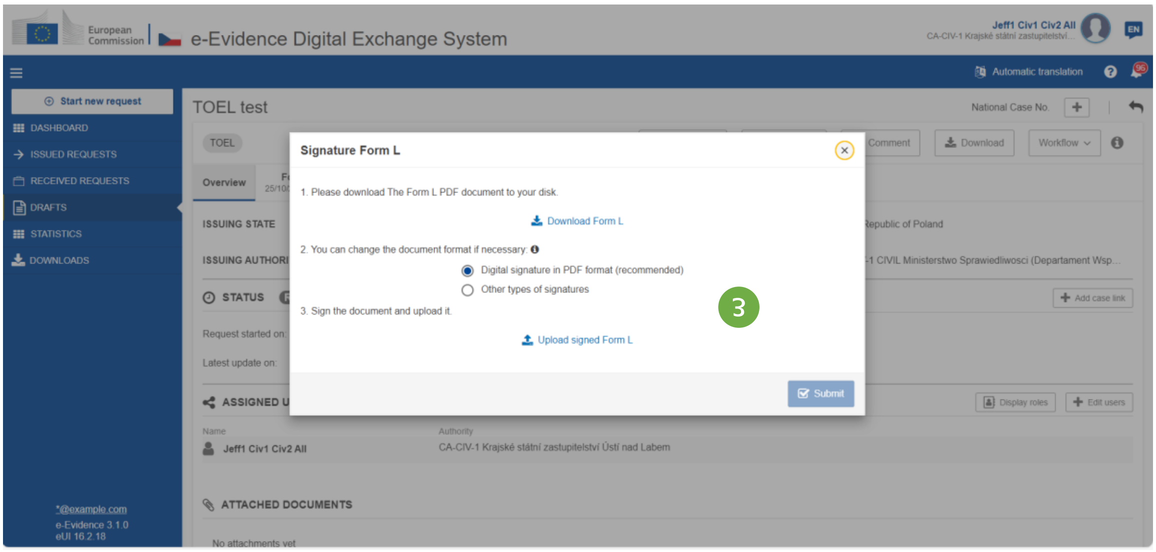


Figure 185: ToE Form L download and upload signed document

③ To download and upload ToE Form A/ ToE Form L request, follow the steps described in '7.2.1.9 Sign chapter'.

Sending Form L:

The last step of internal workflow is to send the case to the selected Executing Authority.

Steps below are applicable to users with 'Sender' role.

① Open a case.

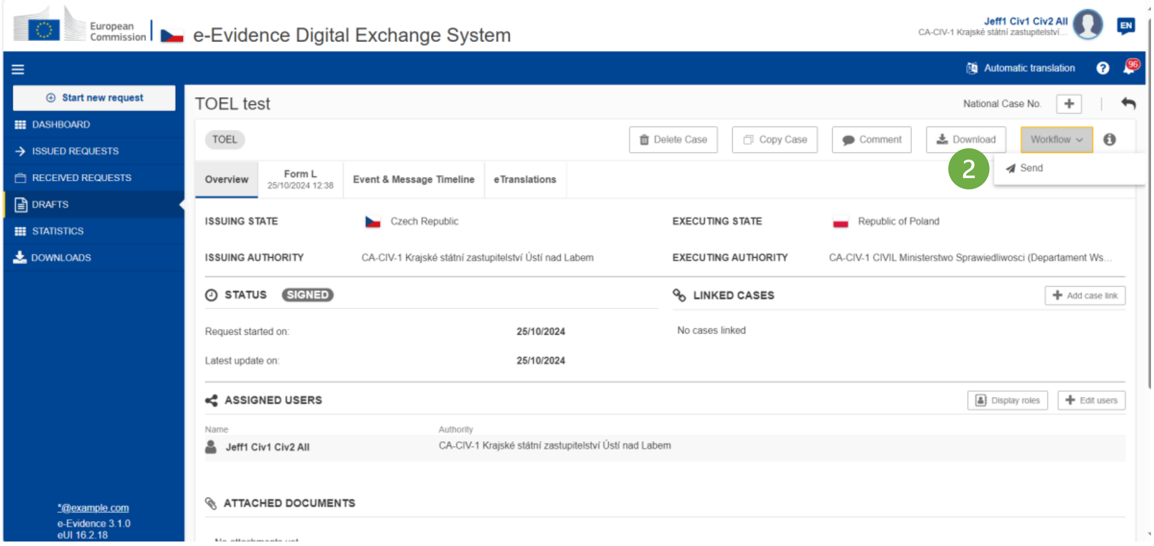


Figure 186: Sending ToE Form L

② Click **Workflow > Send**

③ System sends ToE Form A/ ToE Form L and confirmation message appears.

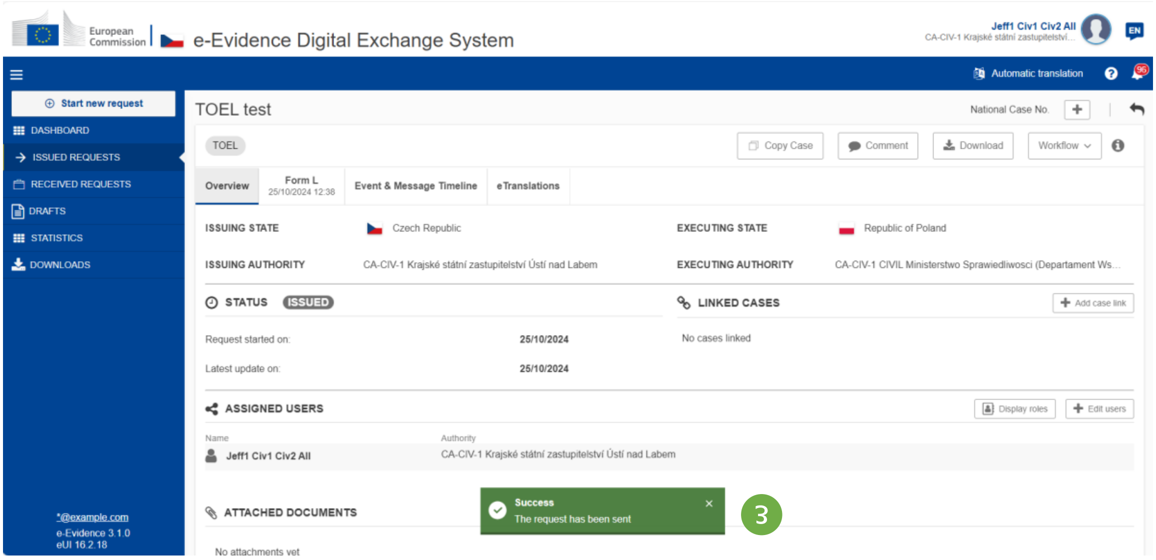


Figure 187: Sending ToE Form L: Confirmation message

The system will perform a validation check. If validation is performed successfully, the case will be sent, and the status will change to 'Issued'.

Exceptions: Sending error – in this situation a user with Sender role will be able to resend a request to Executing Authority using a **Resend** button on the Timeline.

After sending a TOEA request to an Executing Authority, before receiving a reply, the Workflow menu of an Issued Request will allow to perform the following actions:

- Create Form N
- Create Form F
- Withdrawal
- Send other information
- Close a case / Reopen a case

After sending a TOEL request to an Executing Authority, before receiving a reply, the Workflow menu of an Issued Request will allow to perform the following actions:

- Create Form N
- Create Form F
- Withdrawal
- Send other information
- Close a case / Reopen a case

Please keep in mind, that the content of the Workflow menu is changing according to the status of the ToE.

Workflow State: ISSUED (Open)

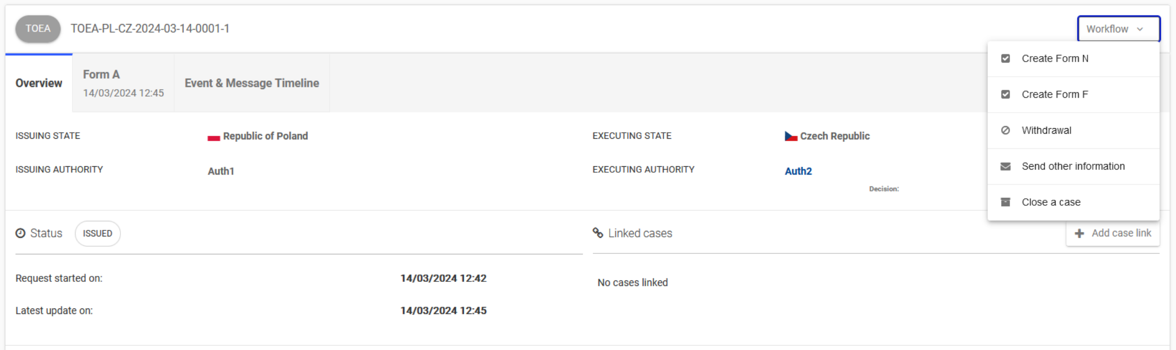


Figure 188: TOEA Workflow State: ISSUED (Open)

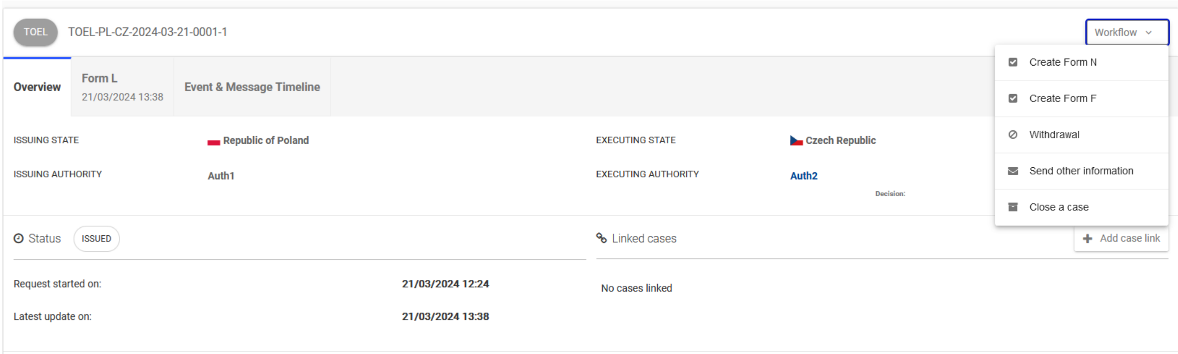


Figure 189: TOEL Workflow State: ISSUED (Open)

Workflow State: CLOSED

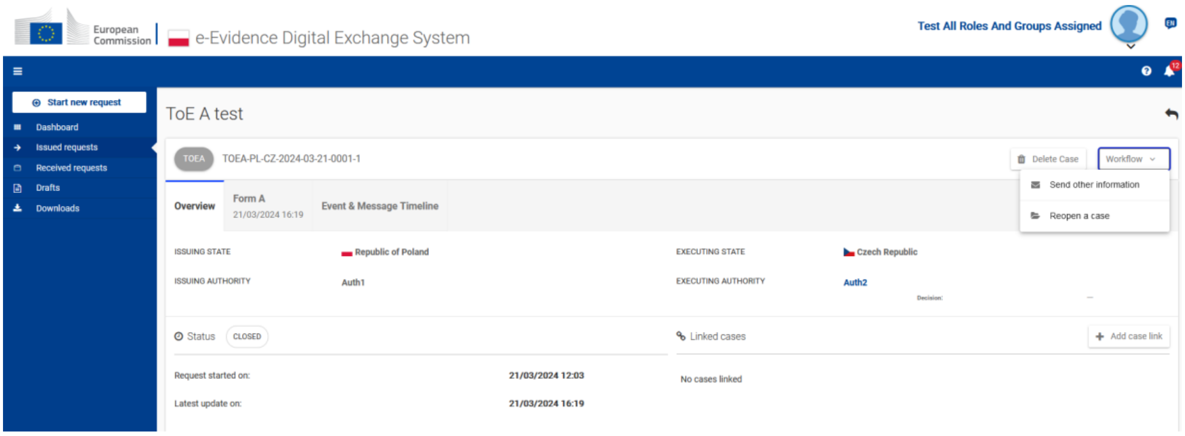


Figure 190: TOEA Workflow State: CLOSED

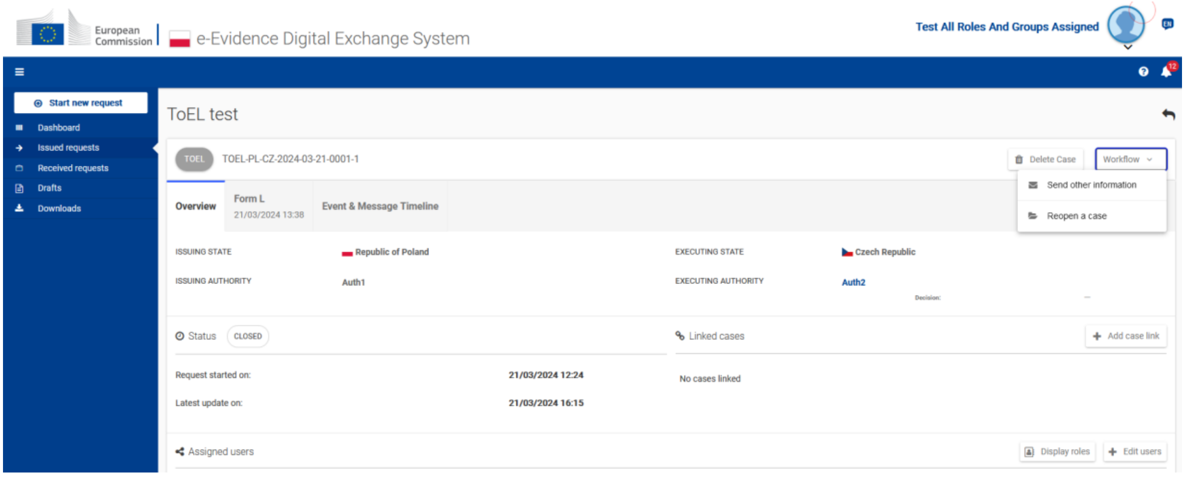


Figure 191: TOEL Workflow State: CLOSED

8.3. Withdraw TOEA

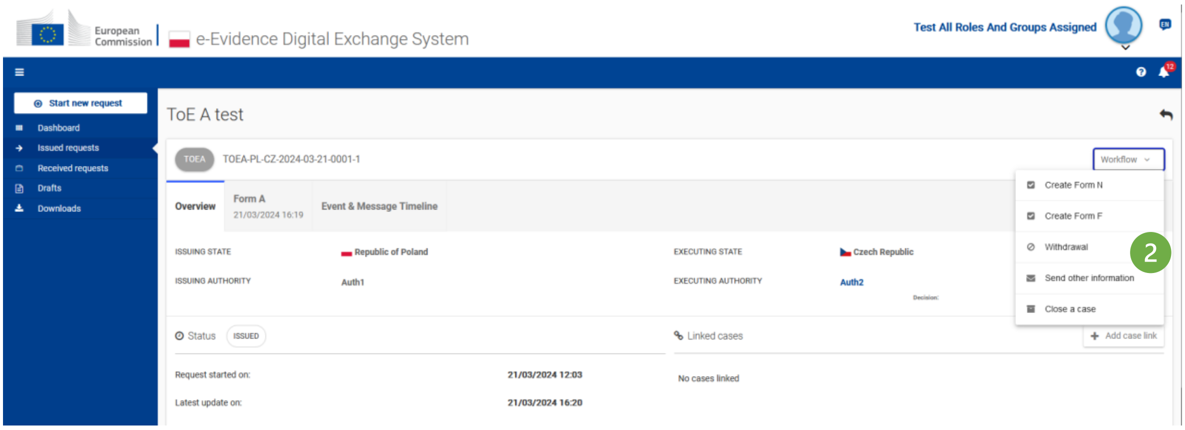


Figure 192: Withdraw TOEA

① Open a case.

② Click **Workflow** > **Withdrawal**

Then, the application displays a draft version of Withdrawal Form.

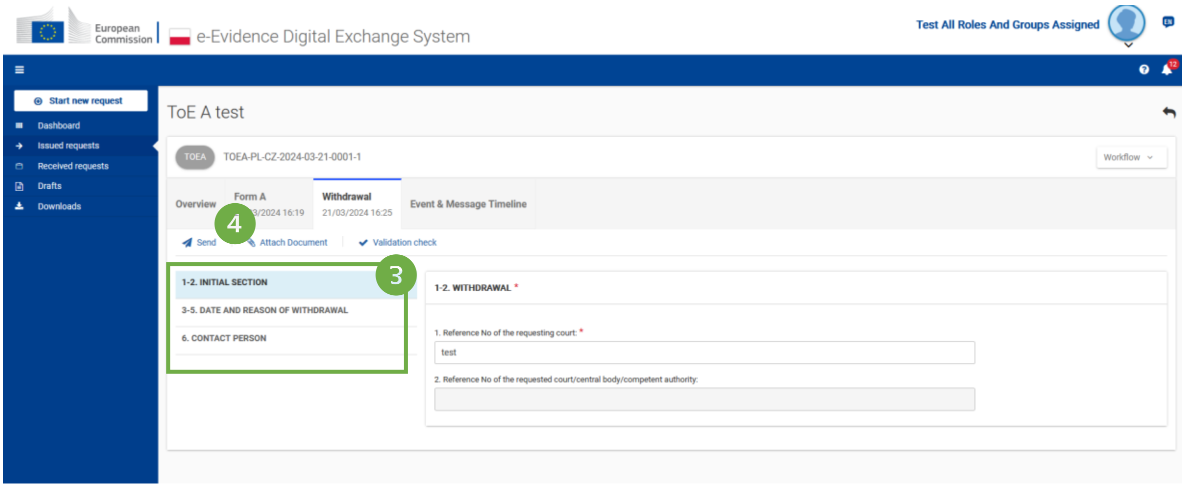


Figure 193: Steps to withdraw a TOEA request

③ Complete all mandatory fields of **Initial section**, **Date and Reason of withdrawal** and **Contact person** sections of Withdrawal Form by using the List of Sections menu.

④ Click **Send** to send the Withdrawal Form to the Executing Authority.

⑤ System displays a pop-up window. Click **Yes** to confirm that you want to send Withdrawal Form.

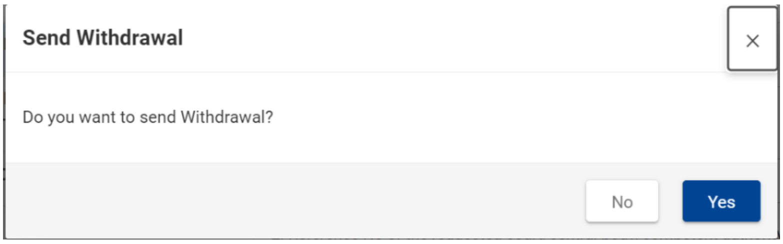


Figure 194 TOEA: Send Withdrawal confirmation

The status of the case will be changed to WITHDRAWN.

8.4. Withdraw TOEL

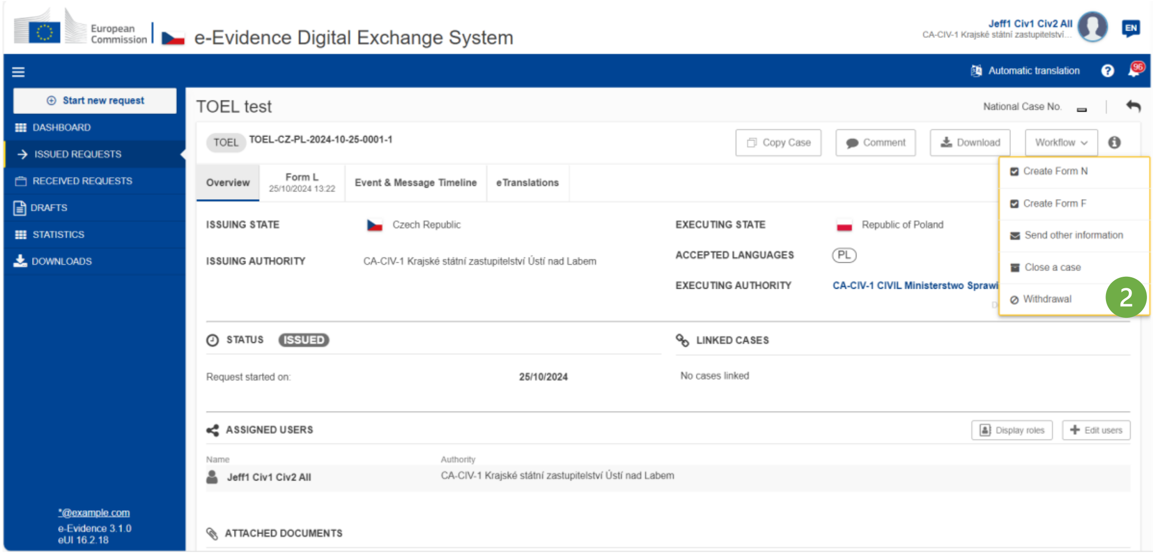


Figure 195: Withdraw TOEL

① Open a case.

5

② Click **Workflow > Withdrawal**

Then, the application displays a draft version of Withdrawal Form.

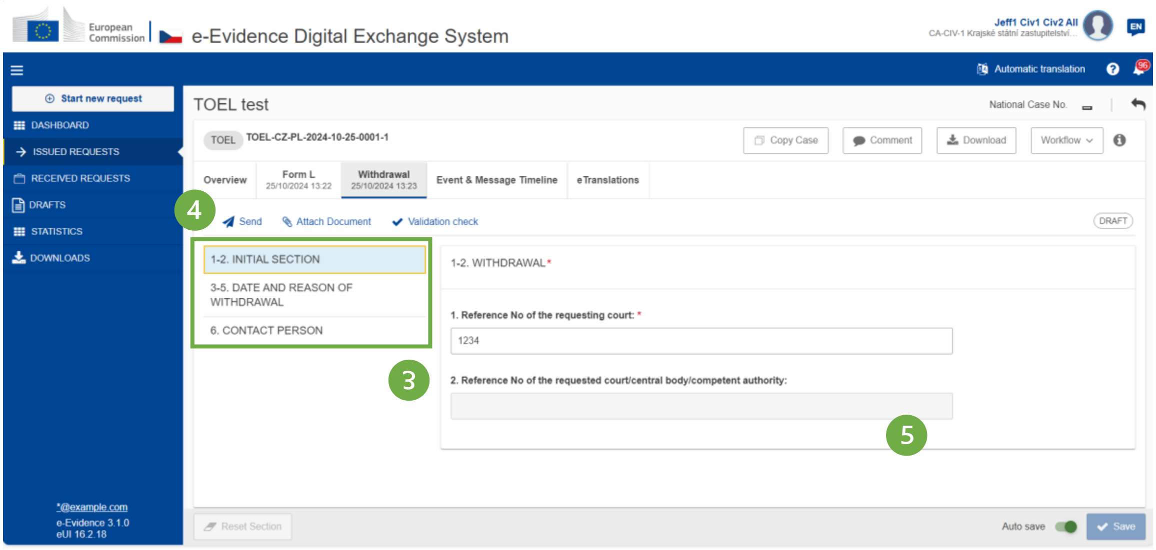


Figure 196: Steps to withdraw a TOEL request

③ Complete all mandatory fields of **Initial section**, **Date and Reason of withdrawal** and **Contact person** sections of Withdrawal Form by using the List of Sections menu.

④ Click **Send** to send the Withdrawal Form to the Executing Authority.

⑤ System displays a pop-up window. Click **Yes** to confirm that you want to send Withdrawal Form.

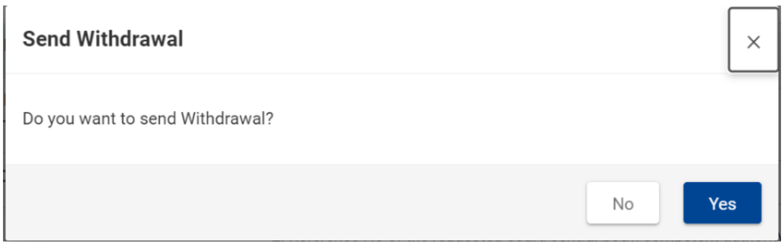


Figure 197: TOEL: Send Withdrawal confirmation

The status of the case will be changed to WITHDRAWN.

8.5. Execute ToE

8.5.1. Acknowledgement of Receipt TOEA

When Executing Authority receives TOEA request, it needs to send Acknowledgement of receipt of a request for the taking of evidence.

Sending manual confirmation of the receipt (Form B) to the Issuing State is divided to two (2) steps:

Step 1. Creating Form B:

① View the incoming request.

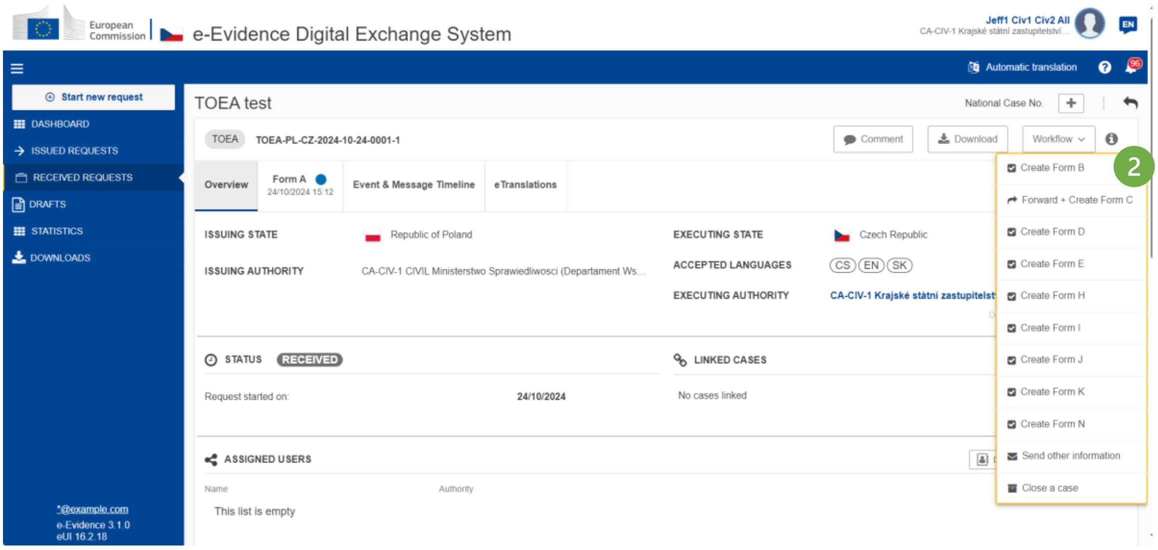


Figure 198: TOEA: Creating Form B: Acknowledgement of receipt

② Click **Workflow** > **Create Form B**.

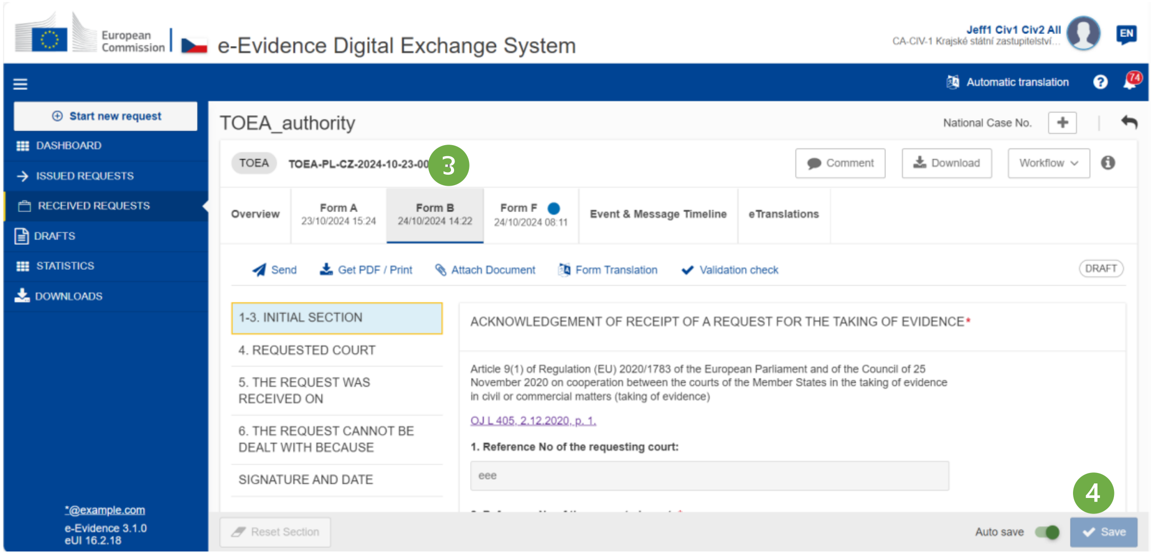


Figure 199: TOEA: Form B draft version displayed

③ Form B draft version will be created and displayed.

④ While filling data in Form B sections, remember to save your data.

Sending Form B:

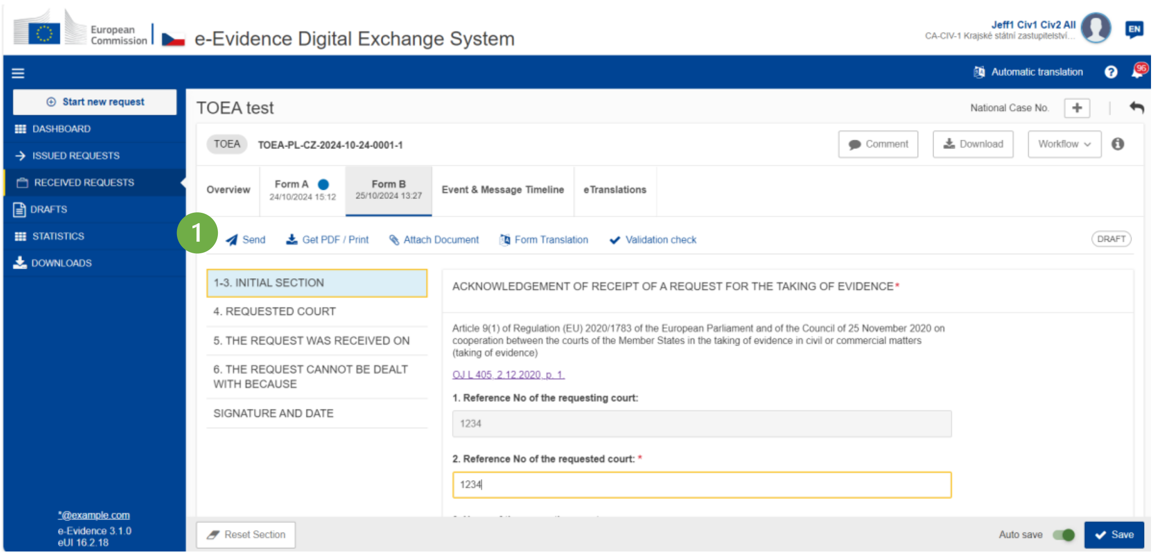


Figure 200: TOEA: Form B: Acknowledgement of receipt – send button

① Click **Send** button on action bar to send Form B to Issuing Authority.

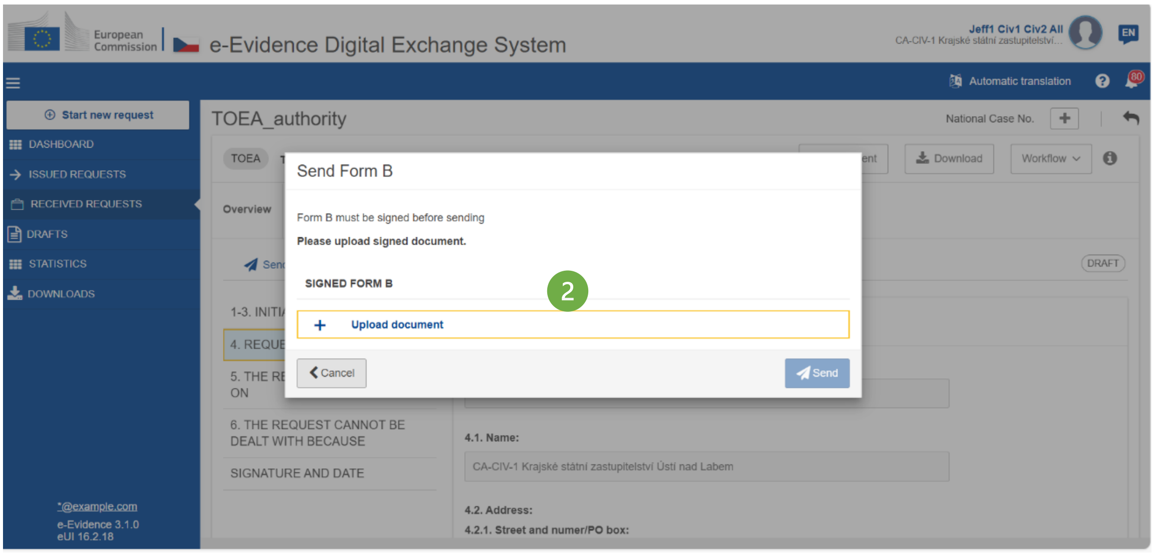


Figure 201: TOEA: Sending Form B

② Click **Upload document.**

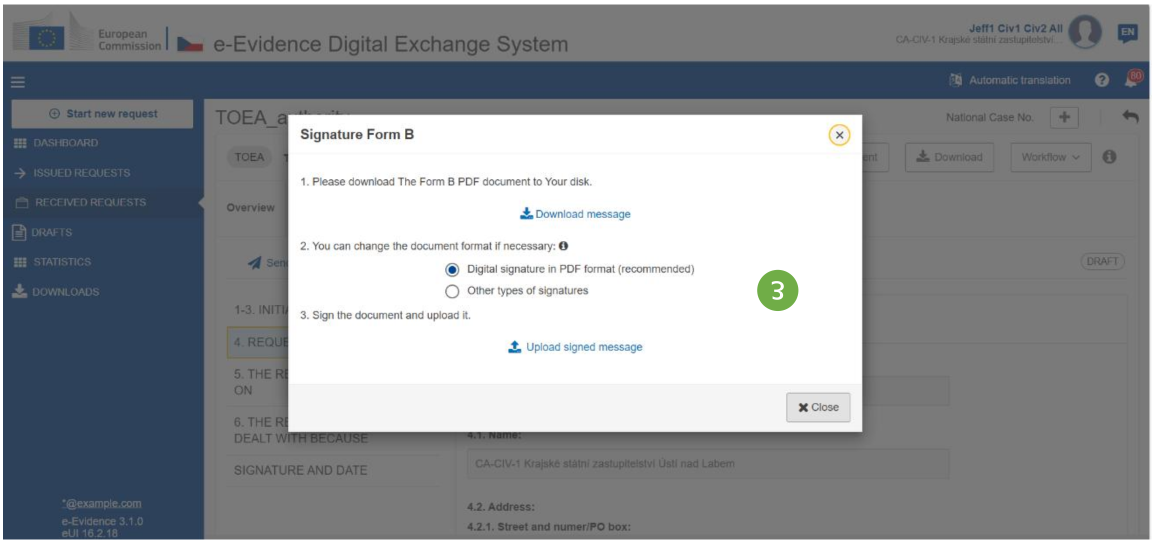


Figure 202: TOEA Signature Form B

③ Download, sign and upload the document as described in '7.2.1.9 Sign chapter'.

NOTE: When 'Other types of signatures' option is selected, then another type of document can be uploaded (e.g.: jpg, jpeg, png). The document must be signed with one of the following: digital signatures or seals, stamps, handwritten signatures.

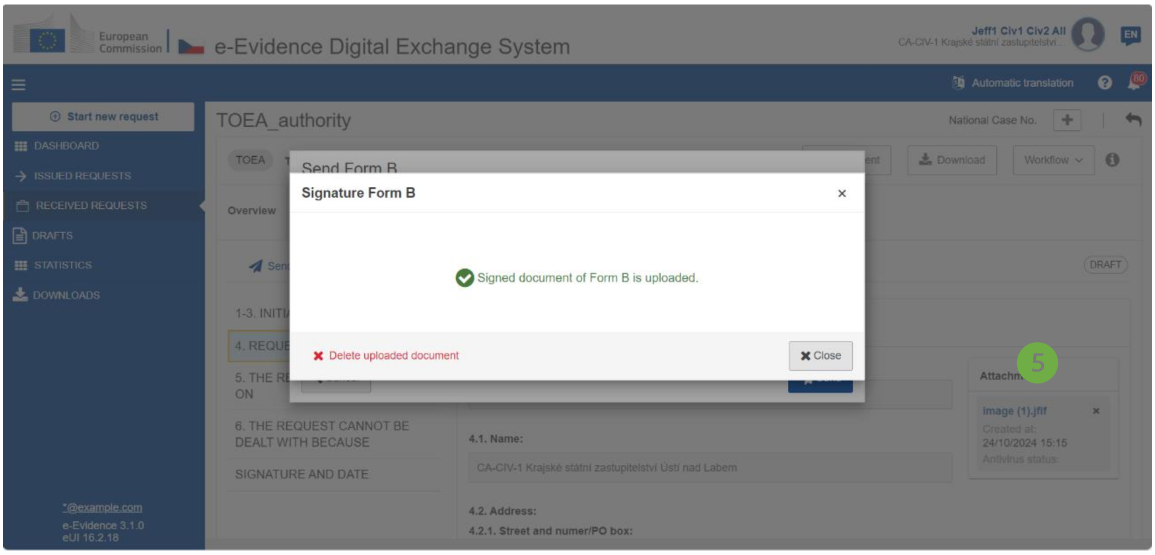


Figure 203: Signed document of ToE Form B uploaded

④ Signed document should be uploaded.

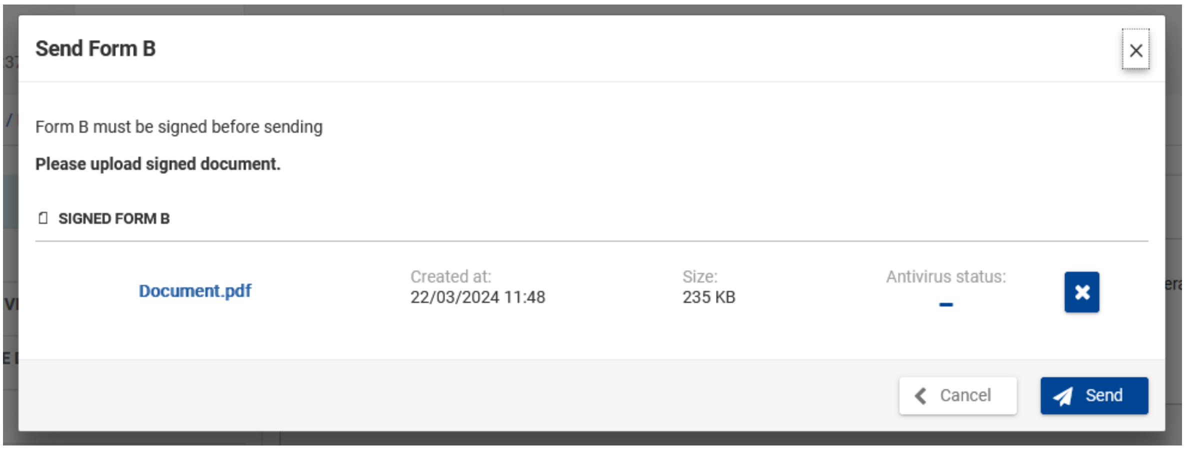


Figure 204: TOEA Form B: Send

⑤ Click **Send** button.

⑥ And status Sent will be displayed in **Event & Message Timeline** tab.

8.5.2. Acknowledgement of Receipt TOEL

For TOEL (Request for direct taking of evidence) there is no dedicated form for acknowledging receipt.

To check if the request was received by the Executing Authority, a user at Issuing Authority needs to perform the following steps:

① Go to the **Event & Message timeline** tab in the request.

② Click on ‘Form L’. Form details with information about the receipt will be displayed.

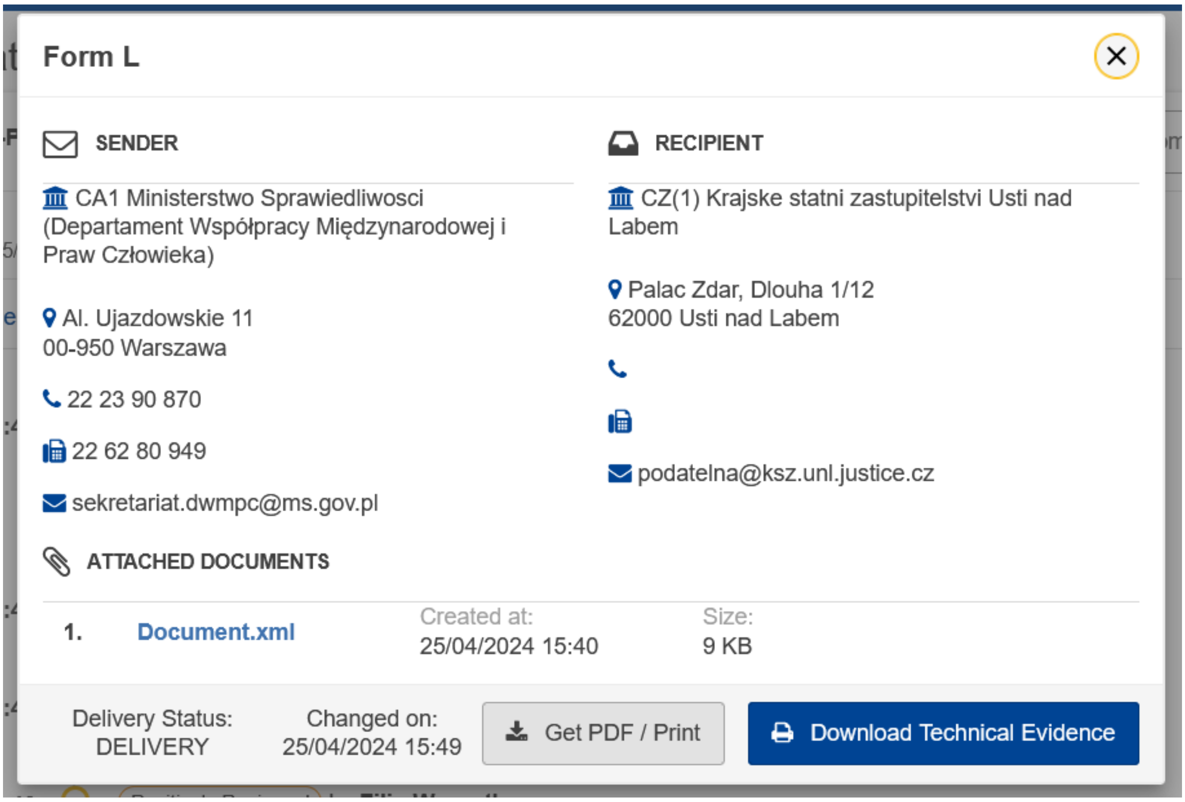


Figure 205: TOEL – Form details view and delivery status

8.5.3. Provide Decision

8.5.3.1. TOEA – Form K

Form K is being used to send a decision that a received TOEA:

- has been executed,
- has been refused.

A user assigned to the case should:

① Click **Workflow > Create Form K**.

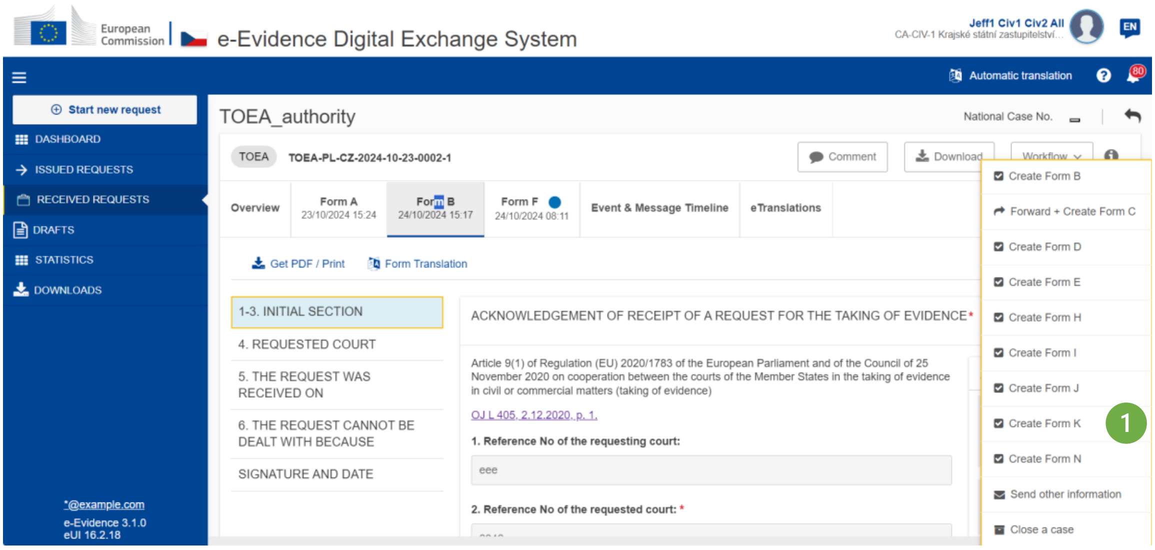


Figure 206: TOEA: Workflow dropdown list – Create Form K

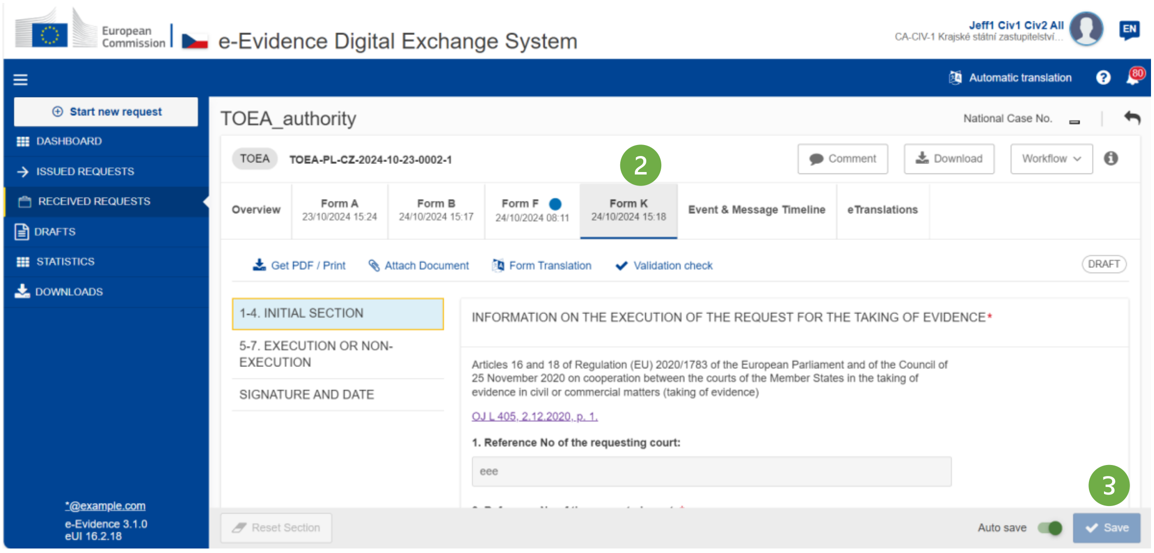


Figure 207: TOEA: Form K draft form

② Form K draft version will be created and displayed.

③ While filling data in Form K sections, remember to save your data.

Sending Form K:

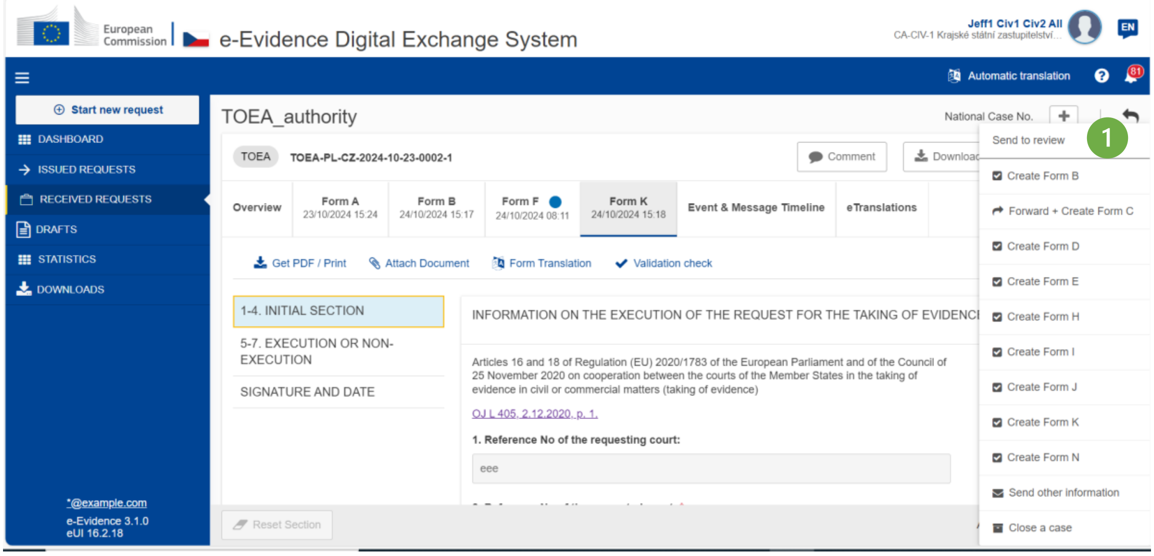


Figure 208: TOEA Form K: send to review

① Click **Send to review** button from Workflow.

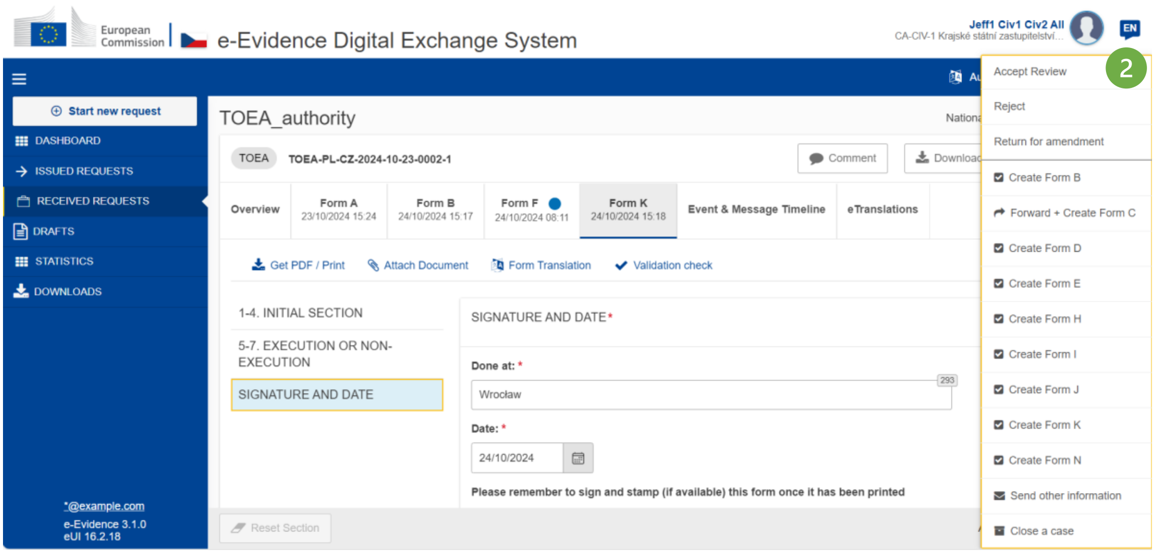


Figure 209: TOEA: Form K accept review

② The user with Reviewer role should select **Accept Review** to move it to the next step (Reject and Return for amendment are also the available options). The Assigned can also edit the case.

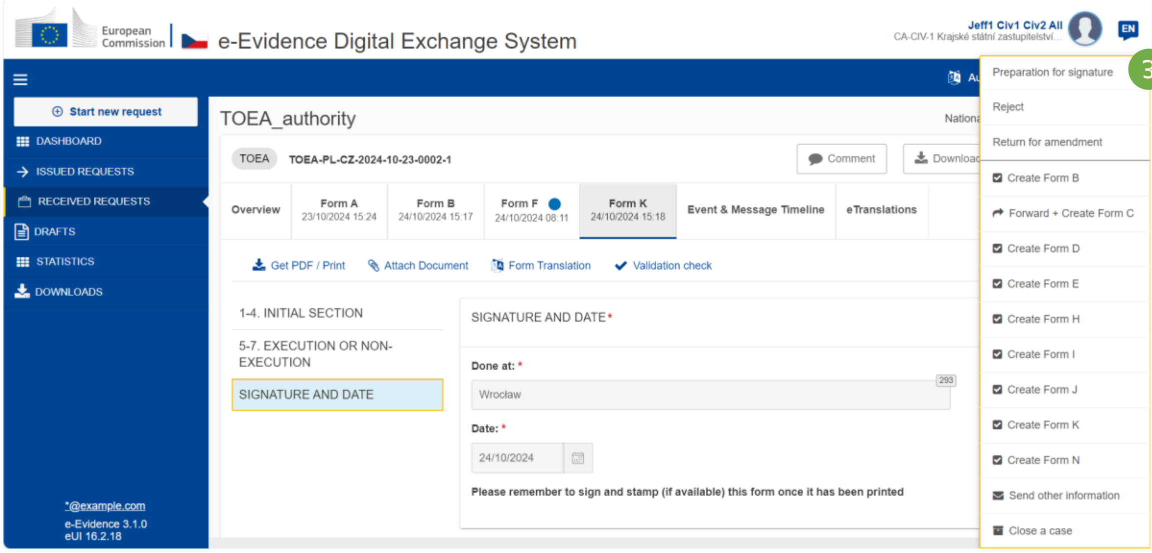


Figure 210: TOE Form K: preparation for signature

③ The user with Sender role should select **Preparation for signature** to sign and upload the signed document (other available options are: Reject and Return for amendment). The Sender cannot edit the case.

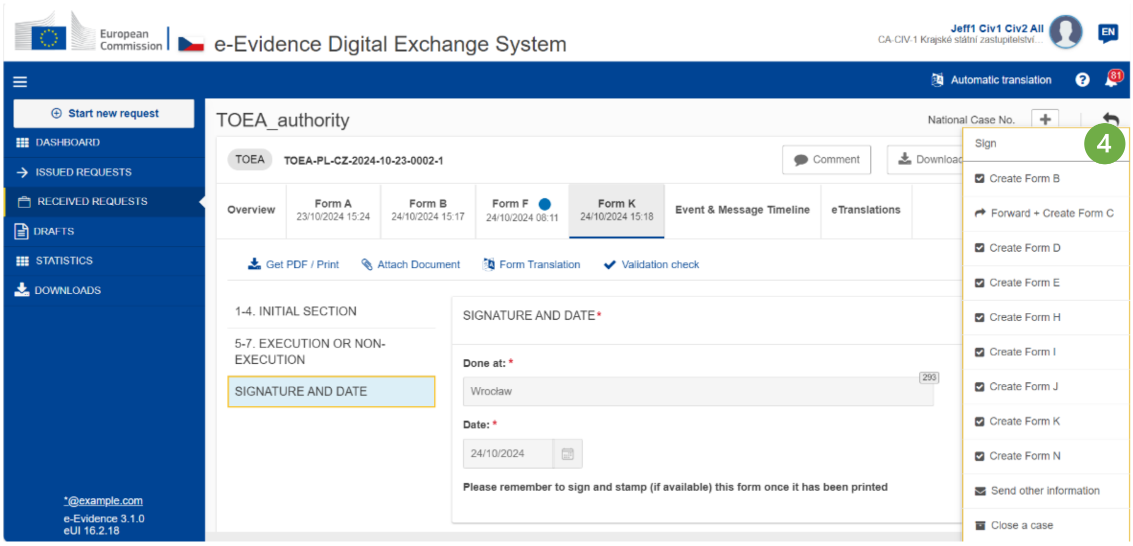


Figure 211: TOEA: Signature Form K

④ The user with Sender role should select **Sign**.

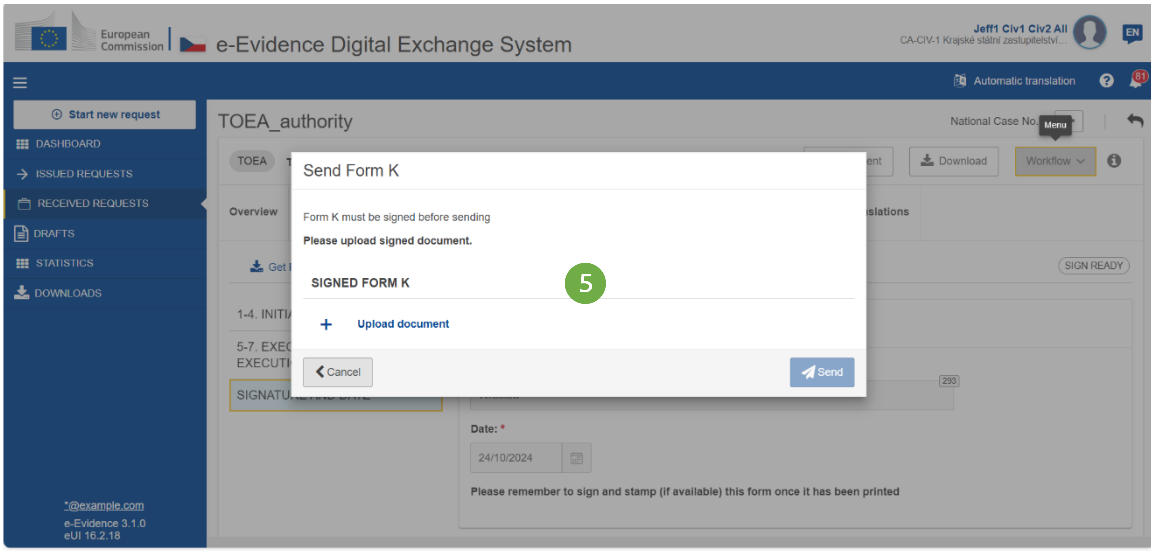


Figure 212: ToE Form K uploading document

⑤ Click **Upload document.**

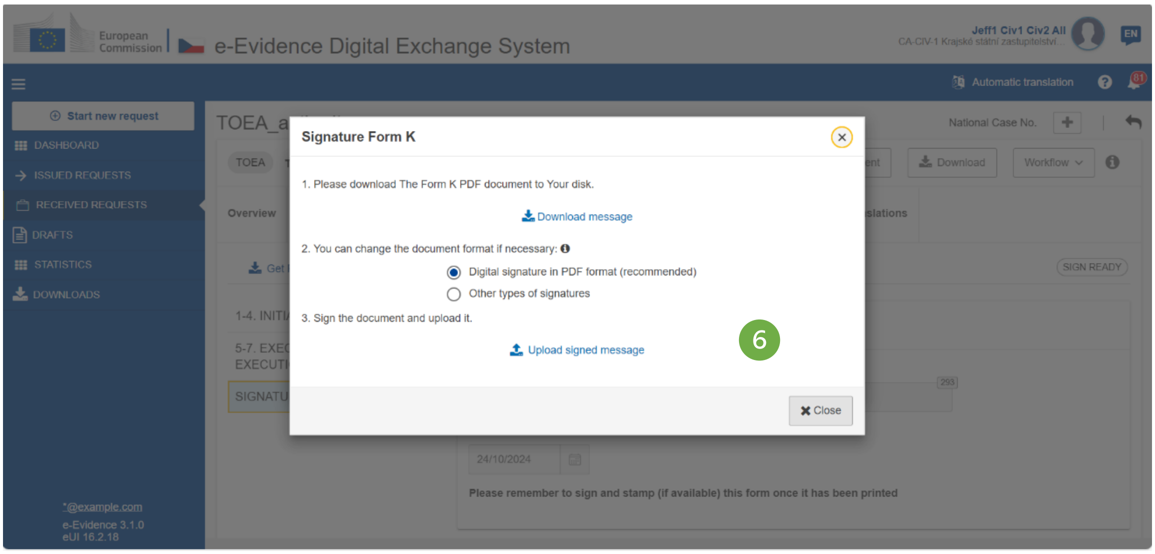


Figure 213: ToE Form K: upload signed document

⑥ Download, sign and upload the document as described in '7.2.1.9 Sign chapter'.

NOTE: When 'Other types of signatures' option is selected, then another type of document can be uploaded (e.g.: jpg, jpeg, png). The document must be signed with one of the following: digital signatures or seals, stamps, handwritten signatures.

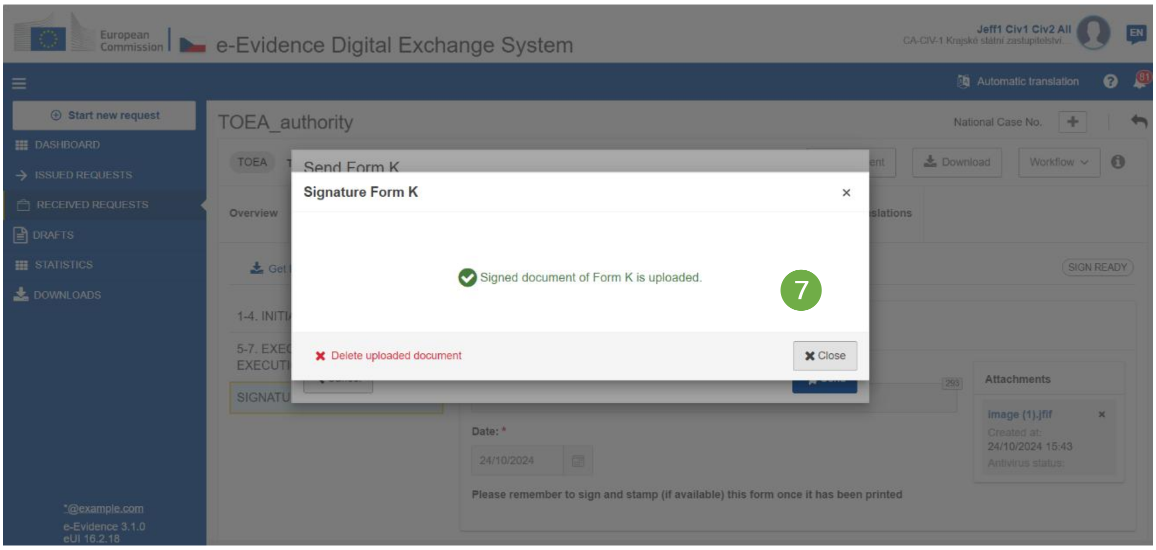


Figure 214: ToE Form K: confirmation pop-up

⑦ **Close** the confirmation pop-up.

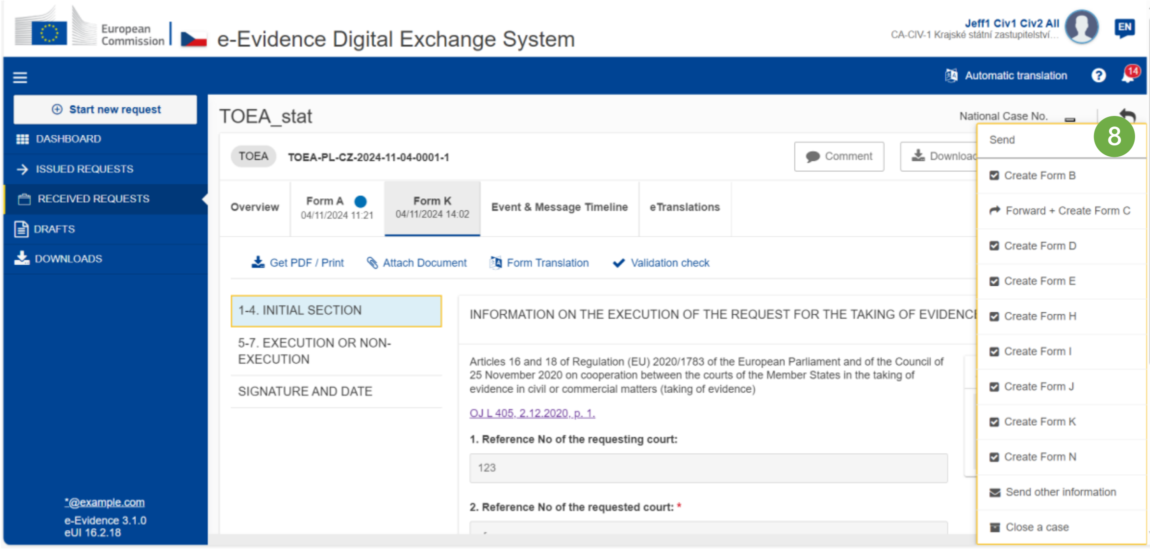


Figure 215: ToE Form K sending

⑧ Send the form by using Send button from a Workflow dropdown list.

8.5.3.2. TOEL – Form M

To reply to a request for direct taking of evidence an assigned user should:

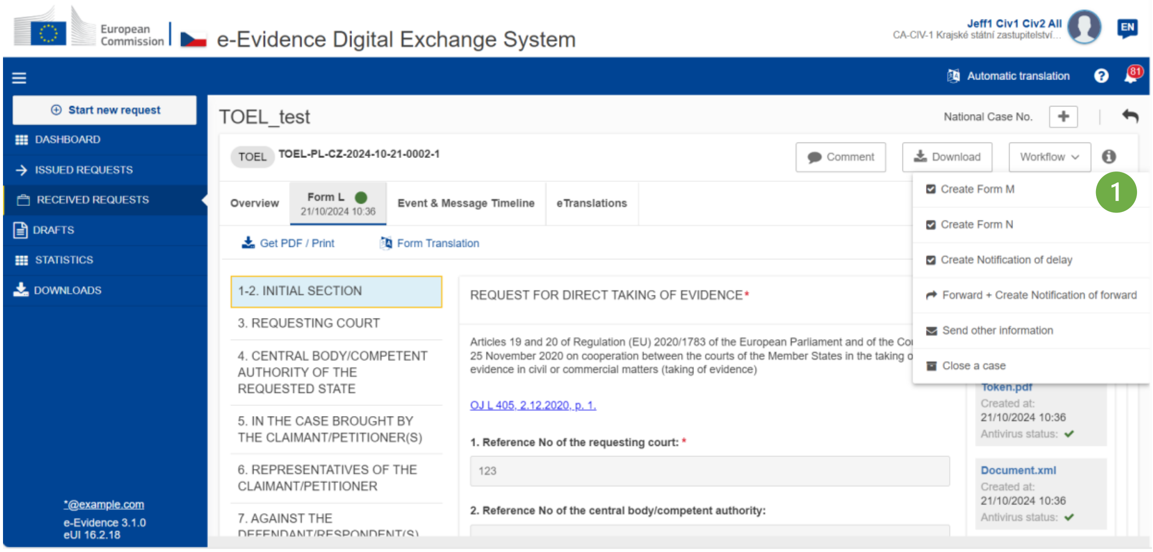


Figure 216: TOEL: Workflow dropdown list – Create Form M

① Click **Workflow** > **Create Form M**.

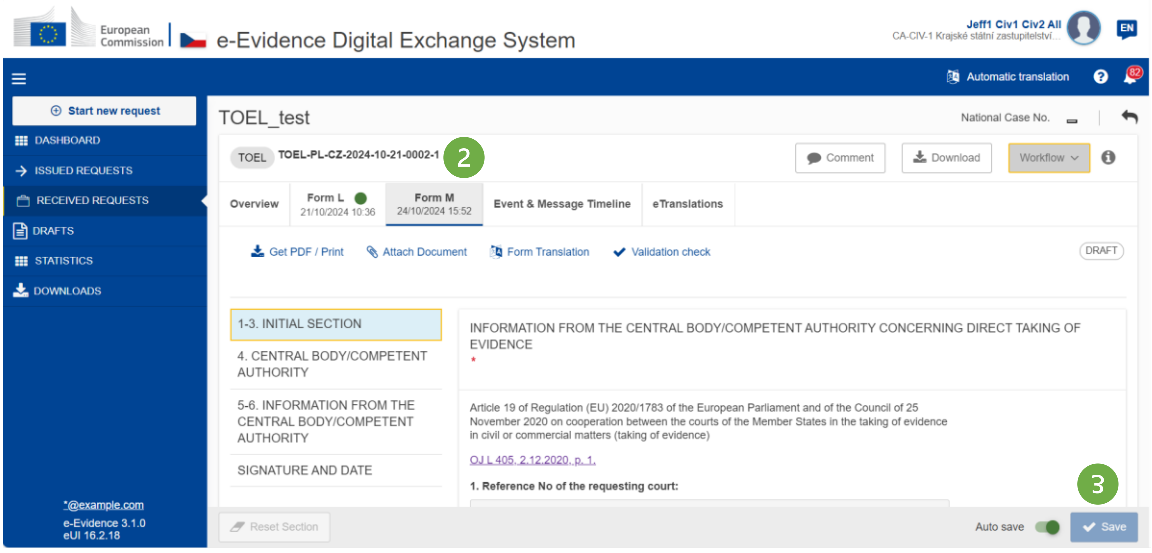


Figure 217: ToE Form M draft form

② Form M draft version will be created and displayed.

③While filling data in Form M sections, remember to save your data.

Sending Form M:

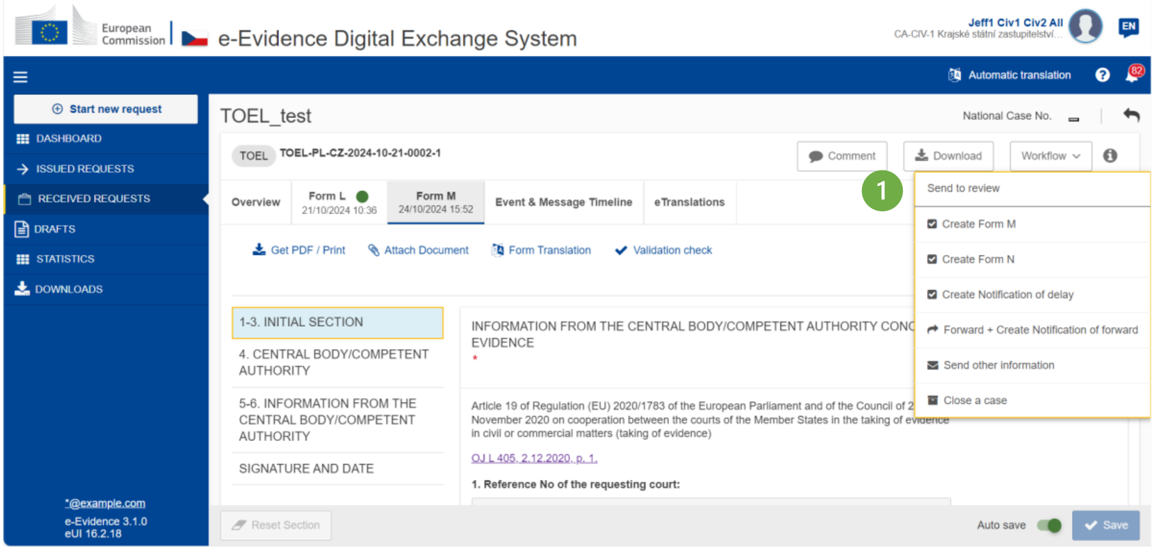


Figure 218: TOEL Form M: send button

① Click **Send to review** to move Form M to the next step.

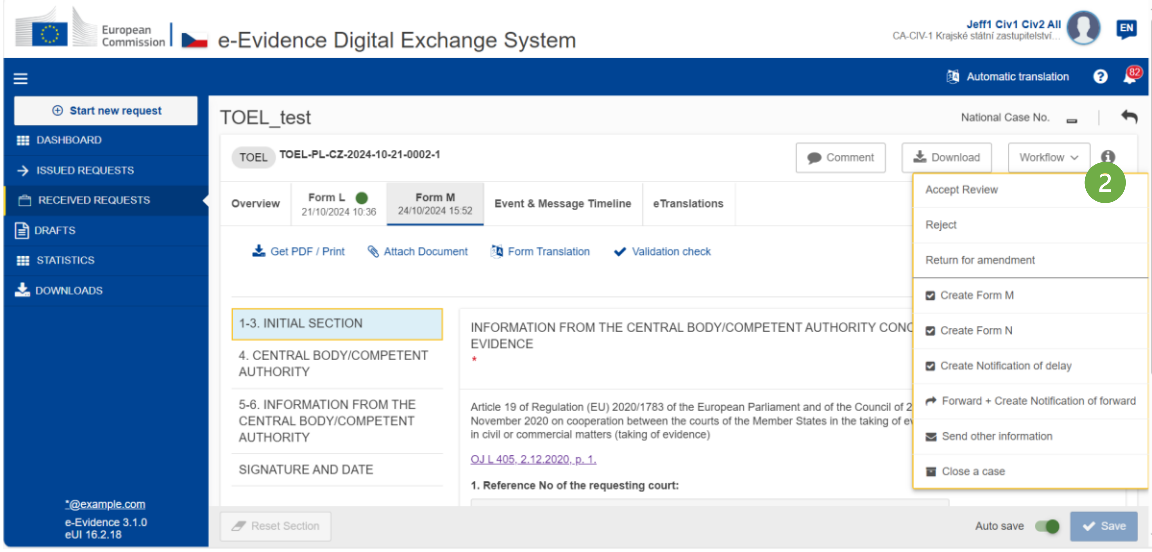


Figure 219: TOEL: Form M accept review

② The user with Reviewer role should select **Accept Review** to move it to the next step (Reject and Return for amendment are also the available options). The Assigned can also edit the case.

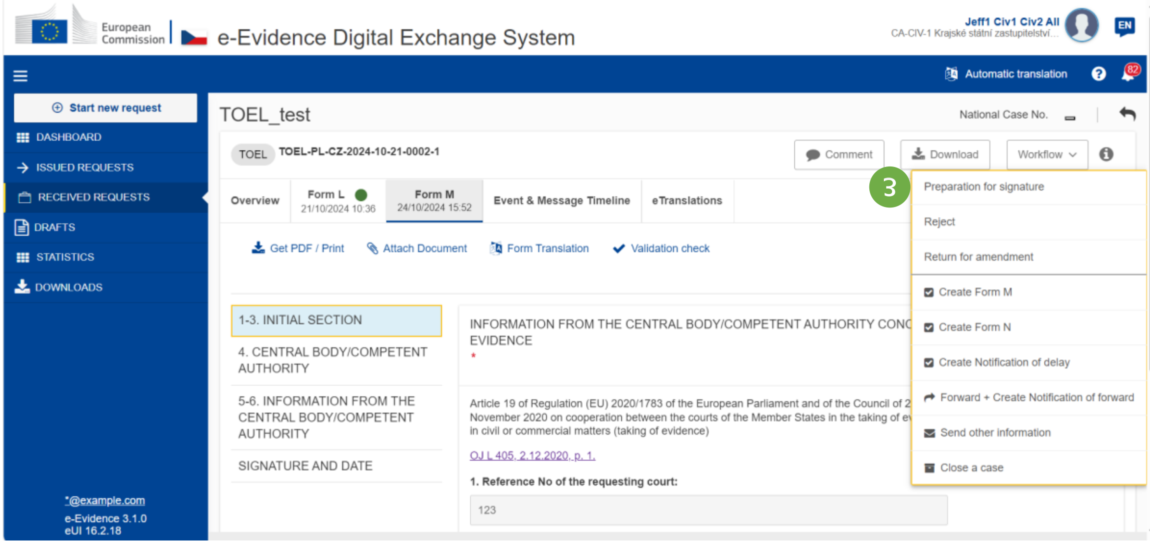


Figure 220: ToE Form M: preparation for signature

③ The user with Sender role should select **Preparation for signature** to sign and upload the signed document (other available options are: Reject and Return for amendment). The Sender cannot edit the case.

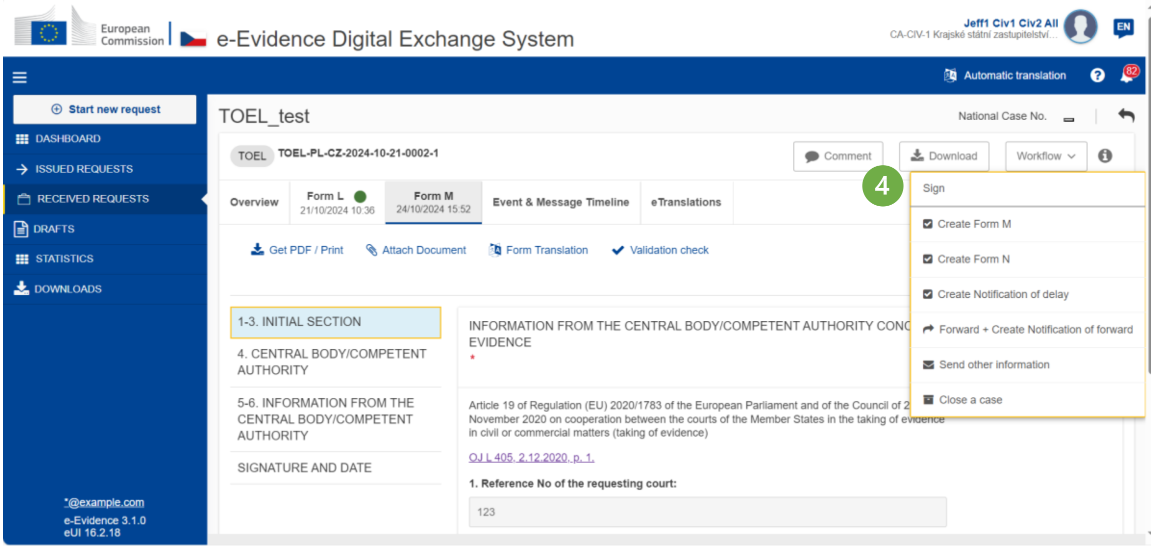


Figure 221: Signing ToE Form M

④ The user with Sender role should select **Sign**.

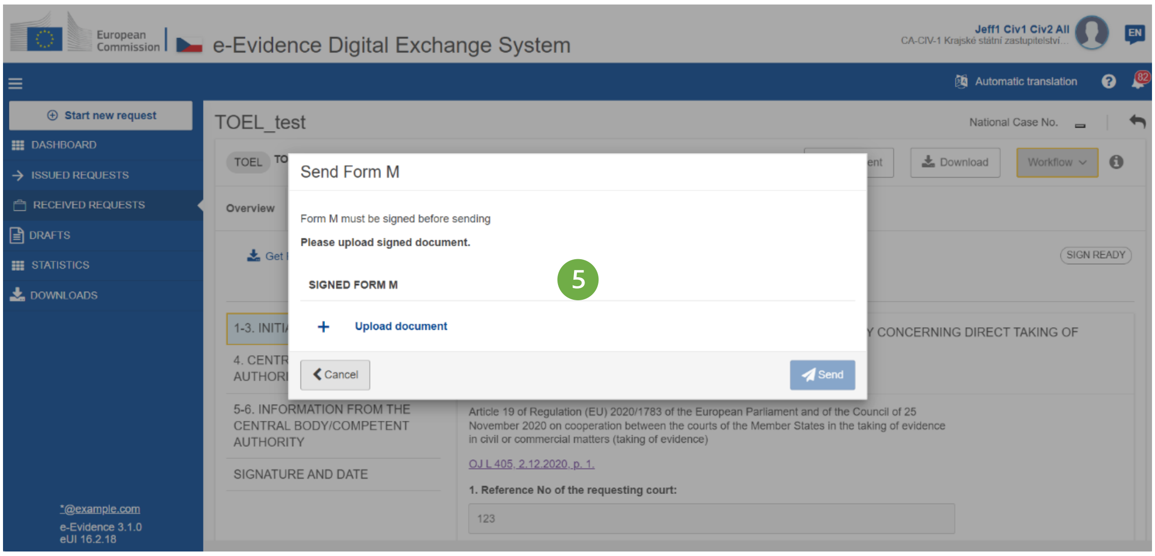


Figure 222: ToE Form M: upload document

⑤ Click **Upload document.**

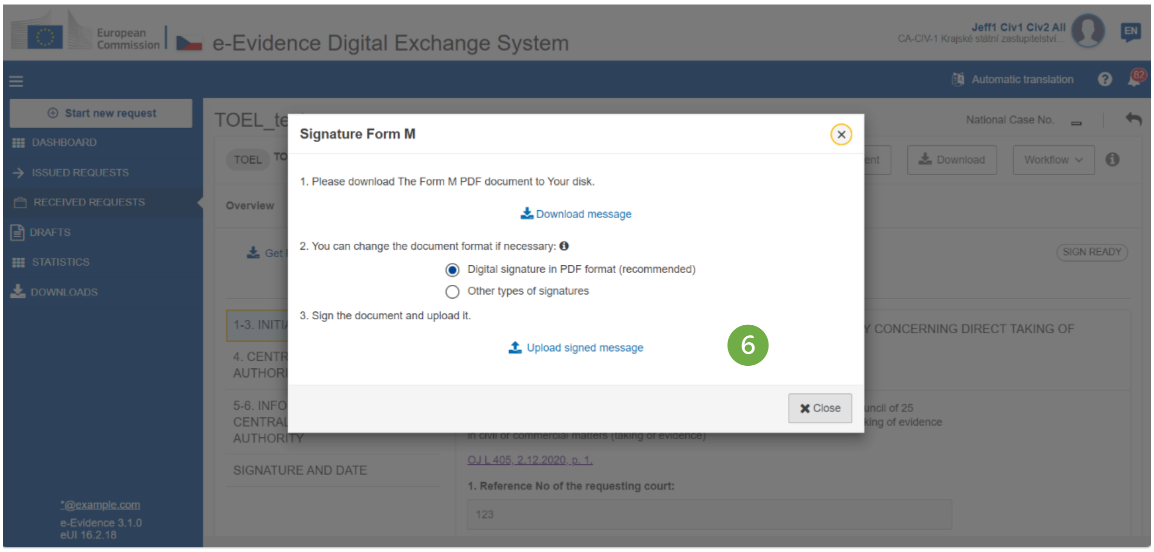


Figure 223: Signature ToE Form M

⑥ Download, sign and upload the document as described in '7.2.1.9 Sign chapter'.

NOTE: When 'Other types of signatures' option is selected, then another type of document can be uploaded (e.g.: jpg, jpeg, png). The document must be signed with one of the following: digital signatures or seals, stamps, handwritten signatures.

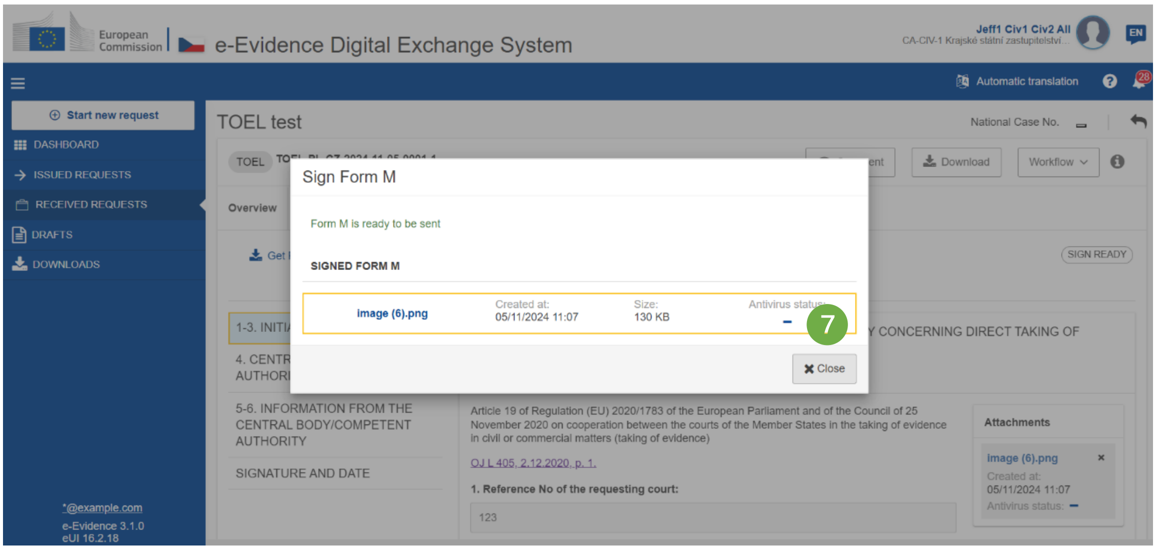


Figure 224: ToE Form M confirmation pop-up

⑦ **Close** the confirmation pop-up.

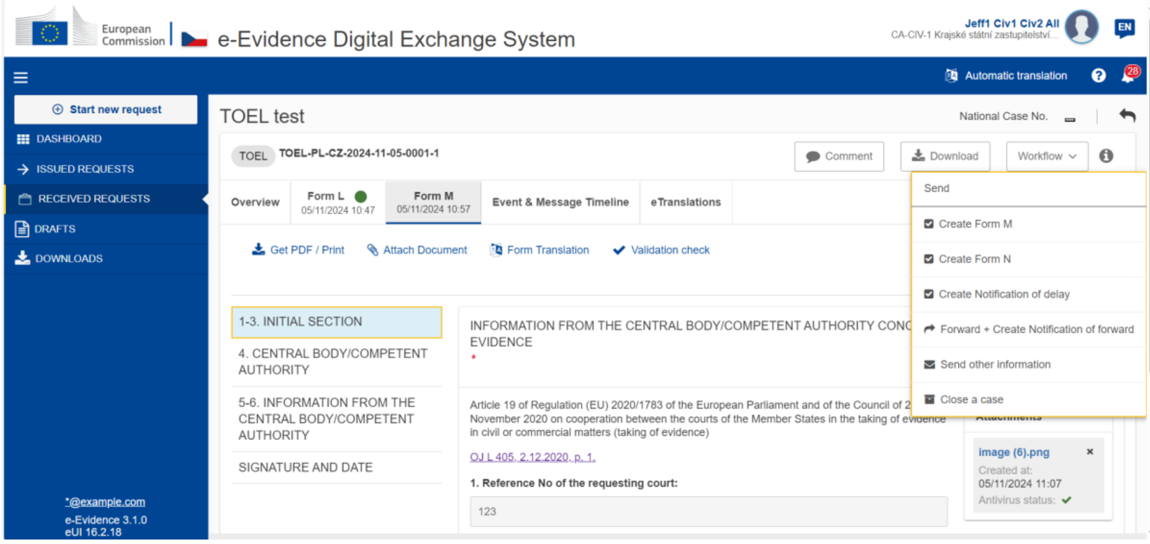


Figure 225: ToE Form M sending

⑧ Send the form by using Send button from a Workflow dropdown list.

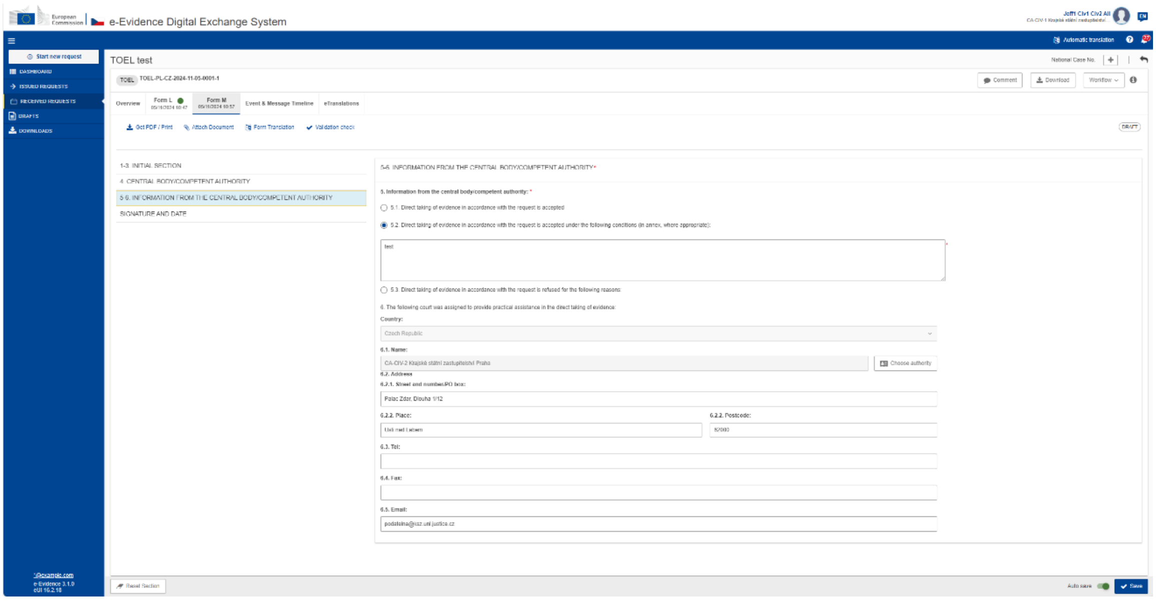


Figure 226: ToE Form M section 6 completed

NOTE: If in TOEL Form M point '*6. The following court was assigned to provide practical assistance in the direct taking of evidence*' there was an assisting court indicated, Form M is being automatically forwarded to the assisting court. In that case, after sending Form M the application automatically creates 'Notification of forward' tab.

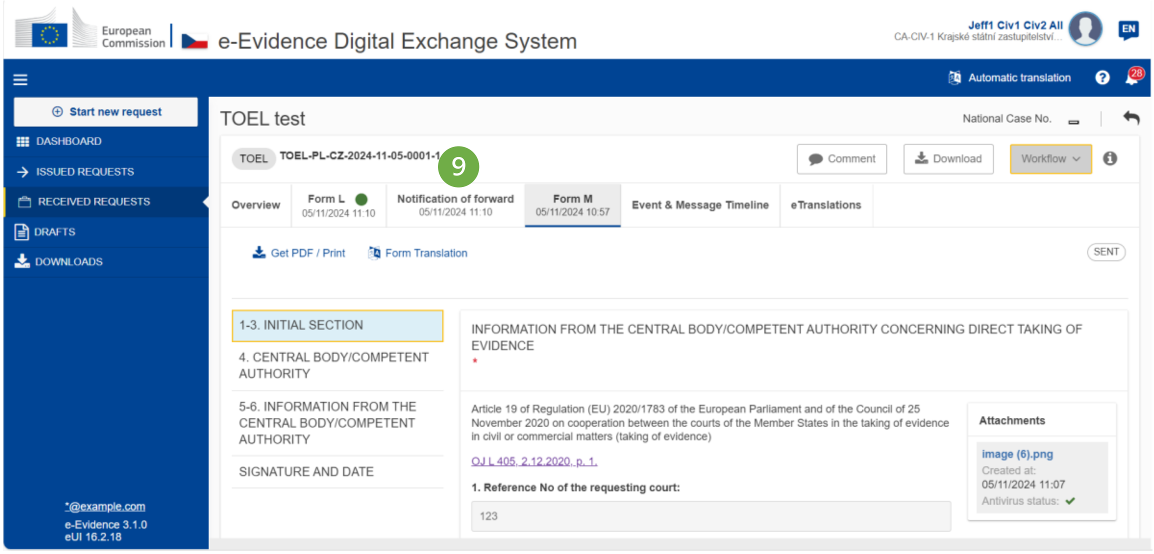


Figure 227: ToE Form M automatic forward and 'Notification of forward'

⑨ The user should complete and send the Notification of forward.

8.5.4. Forward TOEA

To forward a TOEA request to another Executing Authority an assigned user should:

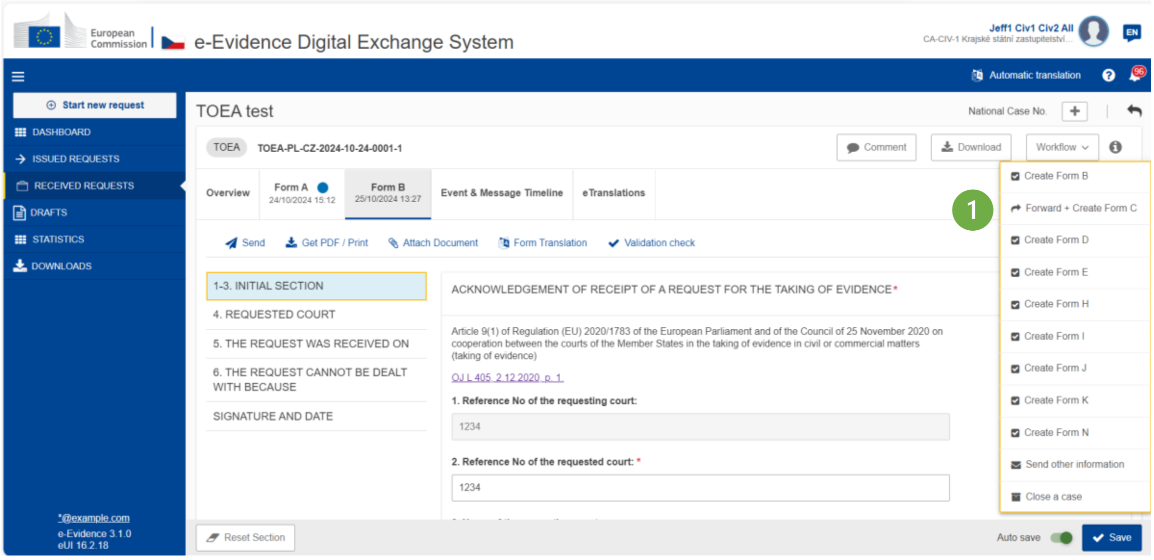


Figure 228: TOEA: Workflow dropdown list – Forward + Create Form C

① Click **Workflow > Forward + Create Form C**.

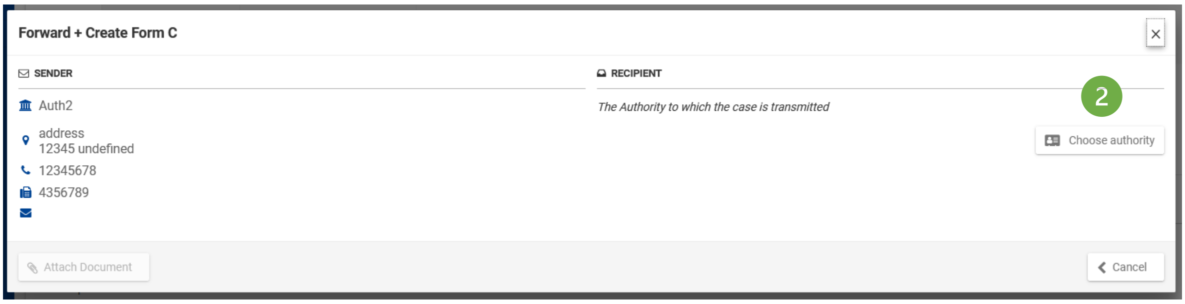


Figure 229: TOEA: Forward + Create Form C pop-up window

② Click **Choose Authority** button.

Figure 230: TOEA forward: Searching for an appropriate requested court

③ All Executing Authorities in the chosen Member State which have the right pair of instrument and competence will be presented.

④ To find and select the correct authority, the user can scroll down the list or expand search filters by selecting the '**+ Show search filters**' button.

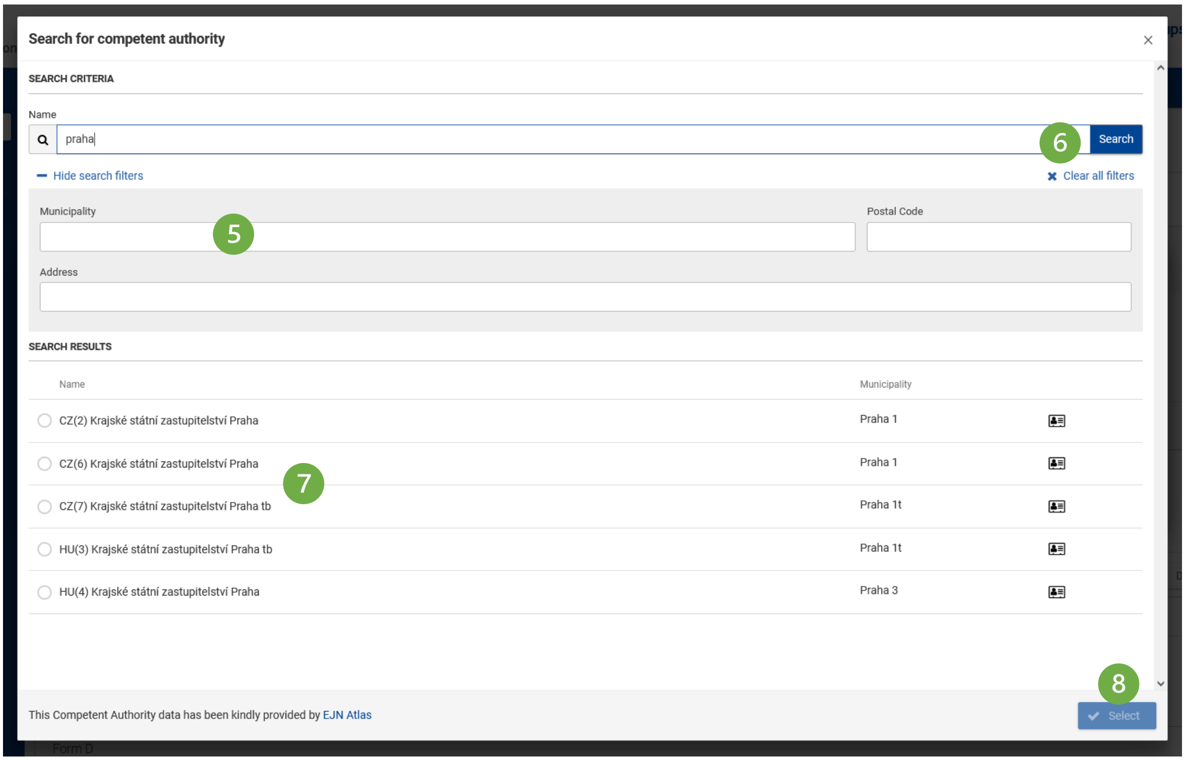


Figure 231: TOEA forward: Searching for an appropriate requested court – search results

⑤ Optional fields can be filled in with already known authority details such as Municipality or Address.

⑥ Clicking the **Search** button will return the authorities that match the entered criteria.

⑦ Select Authority from the list of results by clicking a radio button.

⑧ Click **Select**.

After selection, ‘Forward + Create Form C’ pop-up window will look like the screenshot below:

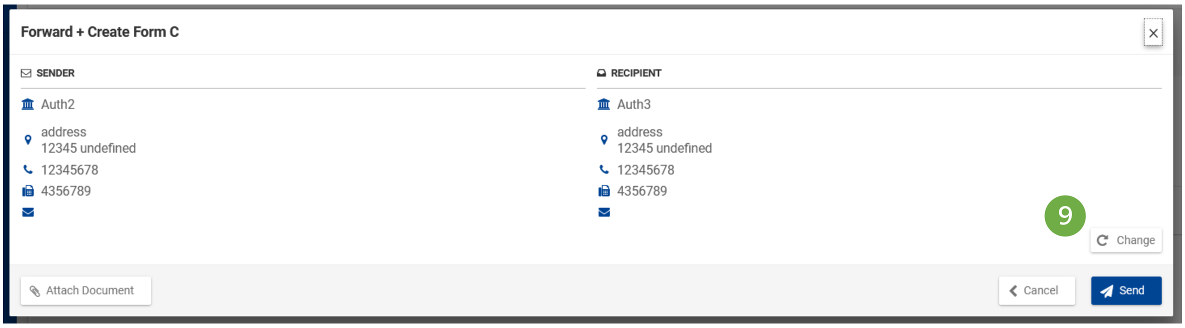


Figure 232: TOEA: Forward + Create Form C pop-up window and filled in data of the appropriate requested court

⑨ Click **Send** button to send forward the request.

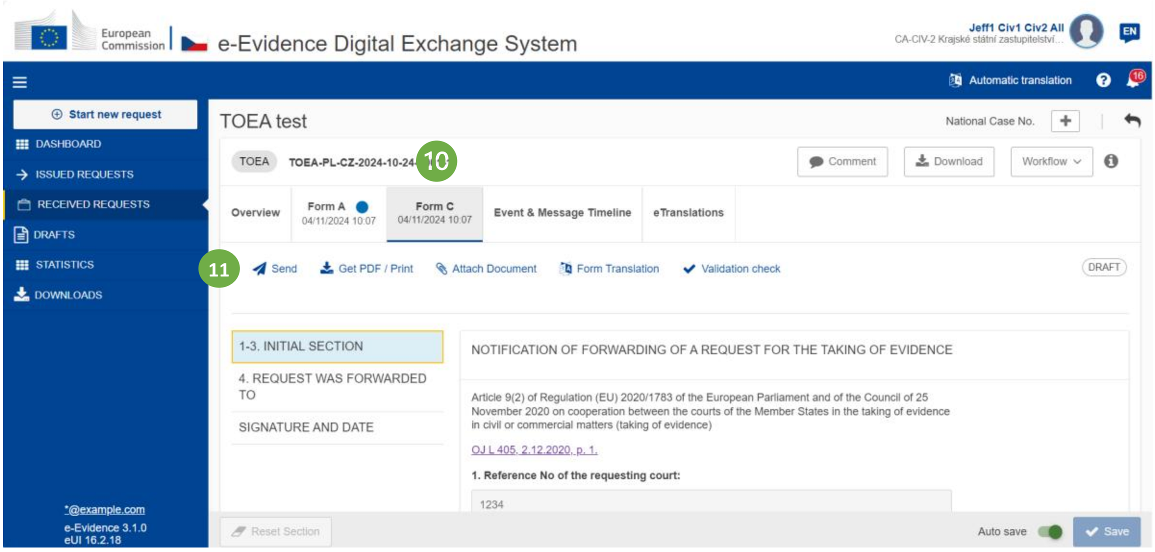


Figure 233: TOEA: Form C

⑩ Form C tab with filled in data of the appropriate requested court will be displayed.

⑪ Fill in Form C and click **Send** button on action bar to send Form C to Issuing Authority.

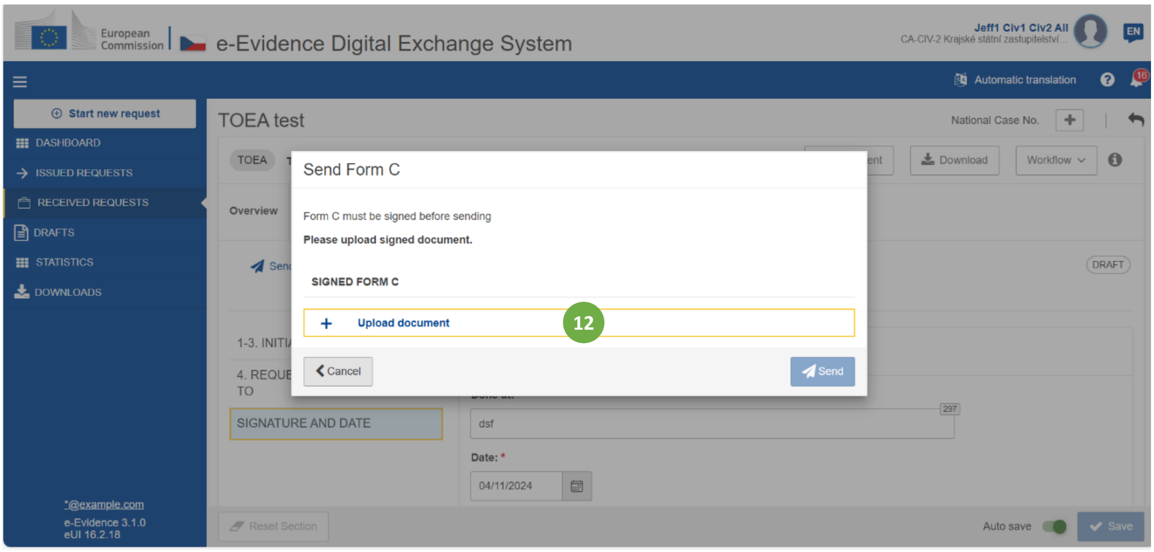


Figure 234: TOEA: Sending Form C

⑫ Click **Upload document**.

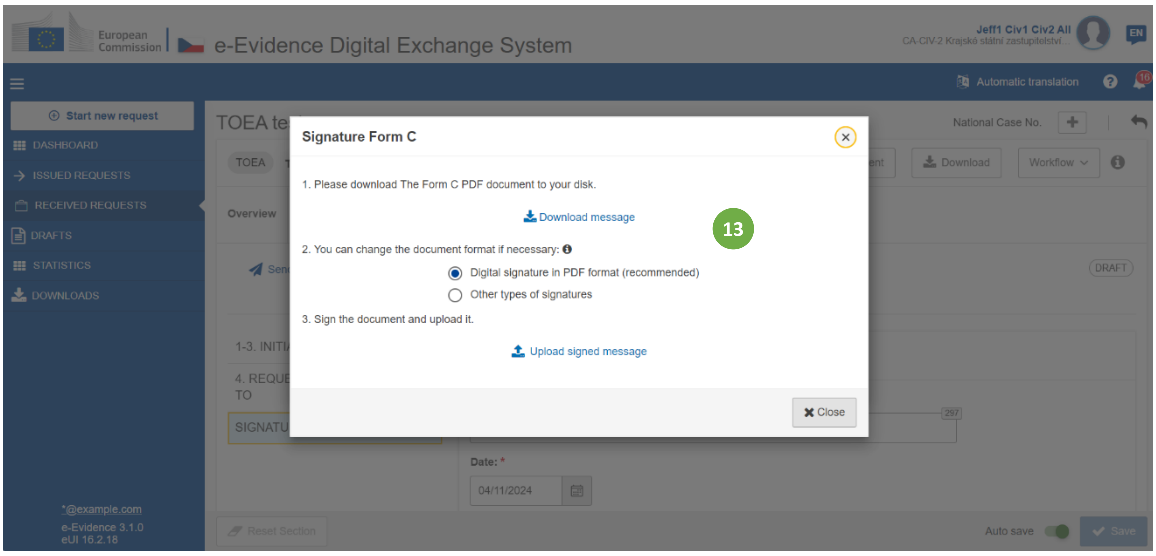


Figure 235: TOEA: Signature Form C

(13) Download, sign and upload the document as described in '[7.2.1.9 Sign chapter](#)'.

NOTE: When 'Other types of signatures' option is selected, then another type of document can be uploaded (e.g.: jpg, jpeg, png). The document must be signed with one of the following: digital signatures or seals, stamps, handwritten signatures.

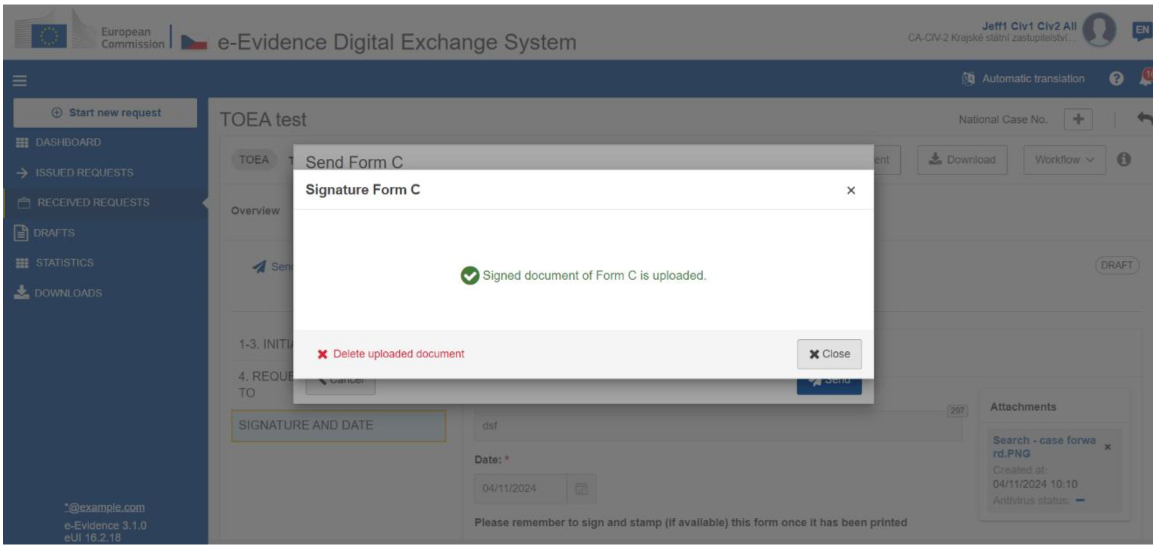


Figure 236: ToE Form C confirmation pop-up

Close the confirmation pop-up and click Send.

8.5.5. Forward TOEL

To forward a TOEL request to another Executing Authority an assigned user should:

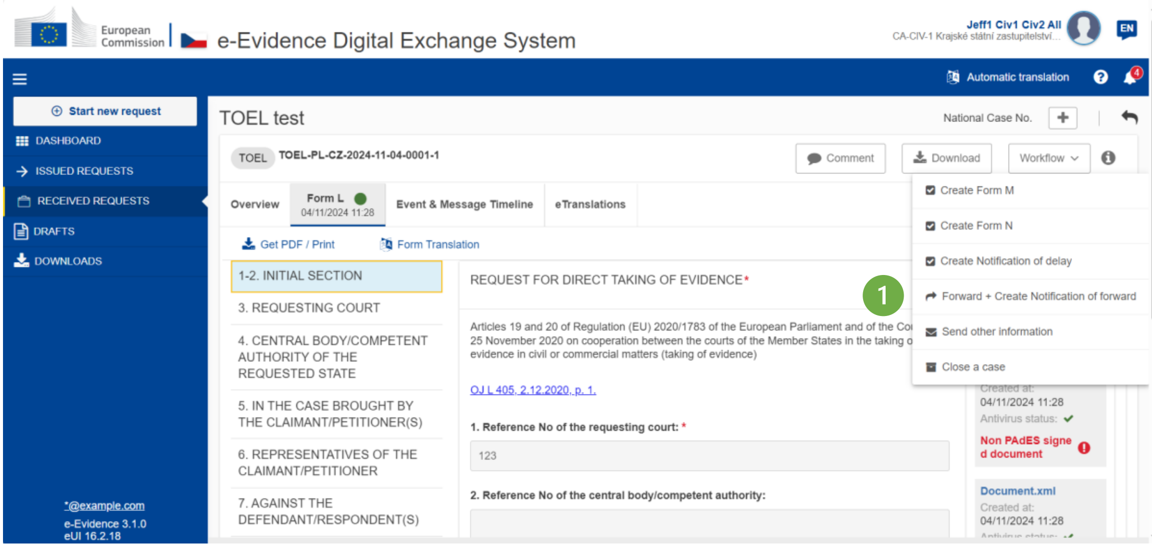


Figure 237: TOEL: Workflow dropdown list – Forward + Create Notification of forward

① Click **Workflow > Forward + Create Notification of forward**.

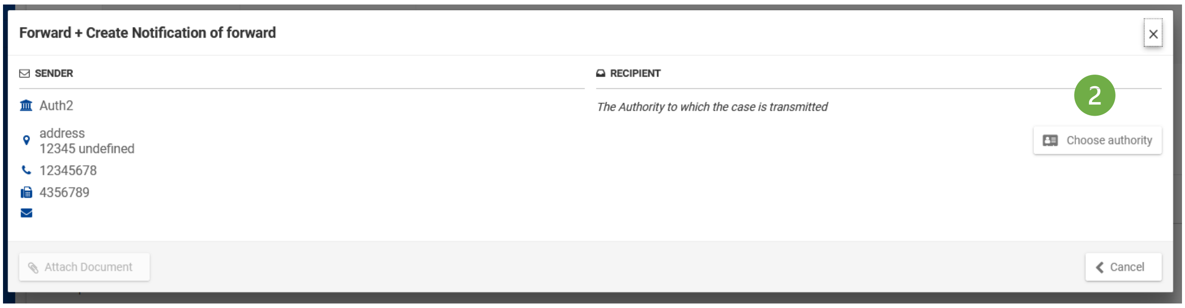


Figure 238: TOEL: Forward + Create Notification of forward pop-up window

② Click **Choose Authority** button.

Figure 239: TOEL forward: Searching for an appropriate executing authority

③ All Executing Authorities in the chosen Member State which have the right pair of instrument and competence will be presented.

④ To find and select the correct authority, the user can scroll down the list or expand search filters by selecting the '**+ Show search filters**' button.

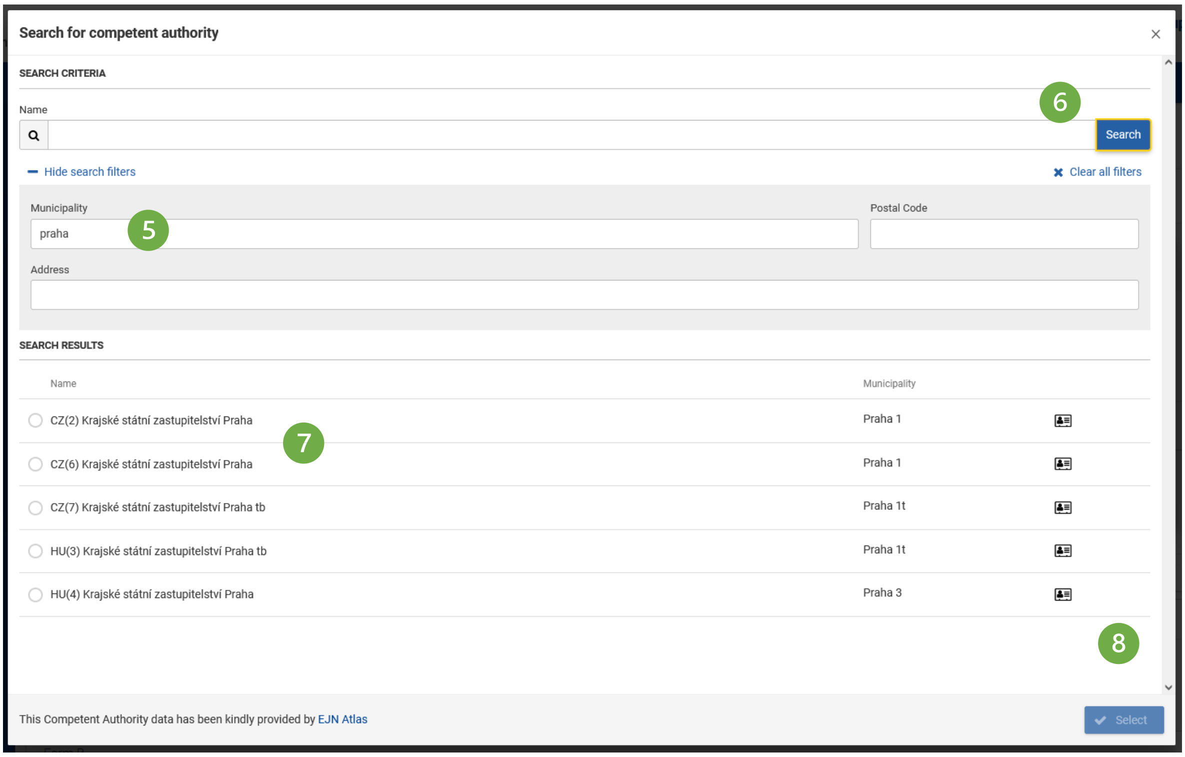


Figure 240: TOEL forward: Searching for an appropriate executing authority – search results

⑤ Optional fields can be filled in with already known authority details such as Municipality or Address.

⑥ Clicking the **Search** button will return the authorities that match the entered criteria.

⑦ Select Authority from the list of results by clicking a radio button.

⑧ Click **Select**.

After selection, ‘Forward + Create Notification of forward’ pop-up window will look like the screenshot below:

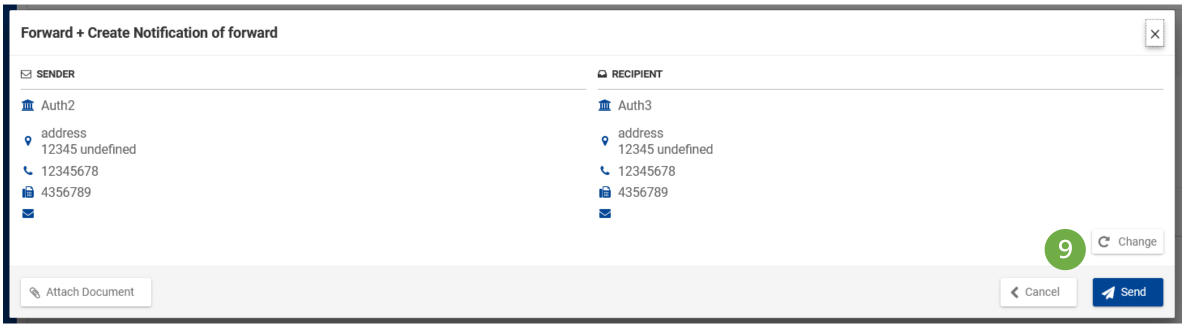


Figure 241: TOEL: Forward + Create Notification of forward pop-up window and filled in data of the appropriate executing authority

⑨ Click **Send** button to forward the request.

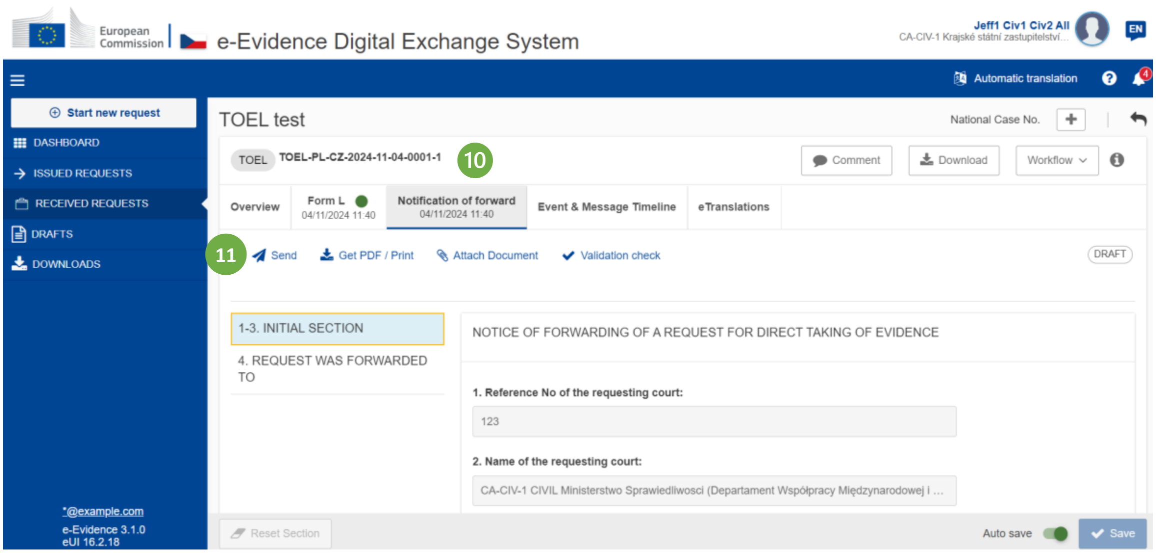


Figure 242: TOEL: Notification of forward

⑩ Notification of forward tab with filled in data of the appropriate executing authority will be displayed.

⑪ Fill in Notification of forward and click **Send** button on action bar to send Notice of forward to Issuing Authority.

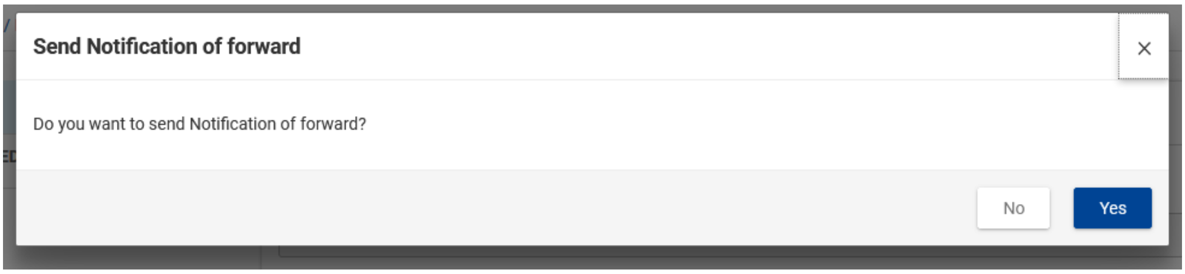


Figure 243: TOEL: Sending Notification of forward

8.5.6. Terminate a process upon withdrawal of the request

If you receive a Withdrawal request from the Issuing Authority, then you should abort all ongoing actions and send confirmation to the Issuing Authority. The ToE status will change to WITHDRAWN.

8.6. Deadlines execution

8.6.1. Deadlines execution TOEA

This feature shows whether:

1. ToE Form B (Acknowledgement of receipt of a request for the taking of evidence) has been sent within seven days of the ToE Form A receipt.
2. ToE Form K (Information on the execution of the request for the taking of evidence) has been sent within ninety days of the ToE Form A receipt.
3. ToE Form D Reply (Reply to request for additional information for the taking of evidence) has been sent within sixty days of ToE Form D receipt.
4. ToE Form E (Acknowledgement of receipt of deposit of advance) has been sent within 10 days of Form D Reply receipt.

8.6.2. Deadlines execution TOEL

This feature shows whether:

1. ToE Form M (Information from the central body/competent authority concerning direct taking of evidence) has been sent within thirty days of the ToE Form L receipt.

8.6.3. Viewing deadline information in the Dashboard tab

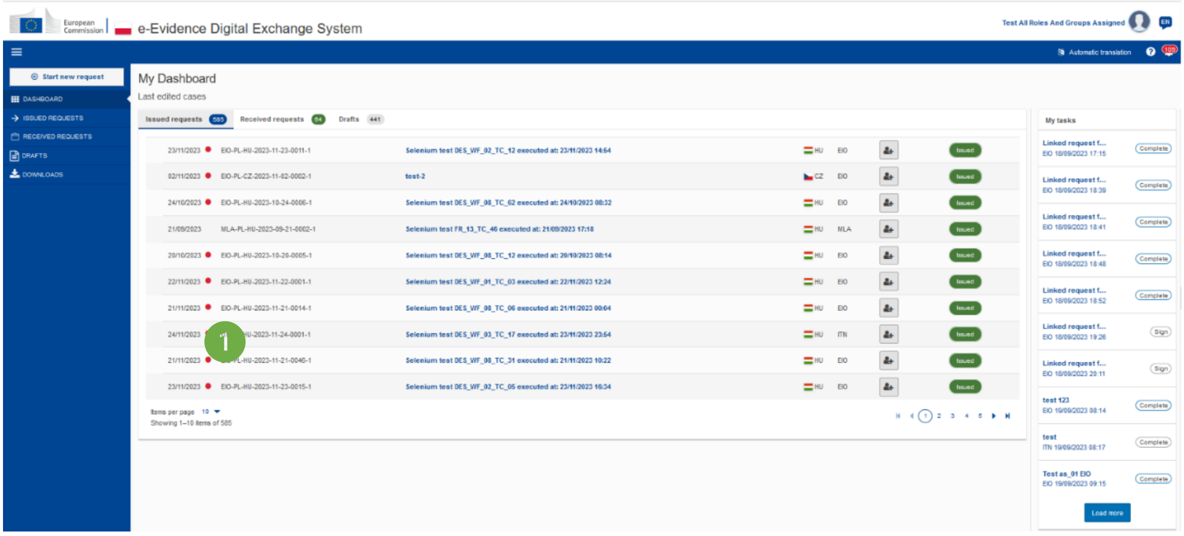


Figure 244: Viewing deadline information in the Dashboard tab

① Cases with an overdue deadline (one or many) are marked with a red dot. A deadline that expires on todays' date is also leading to the case being displayed with a red dot.

8.6.4. Viewing deadline information in the Issuing Requests tab

Two tabs provide information:

1. My Issued Requests: list of all issued open cases.
2. Deadlines: list of all deadlines for a case, both upcoming and overdue.

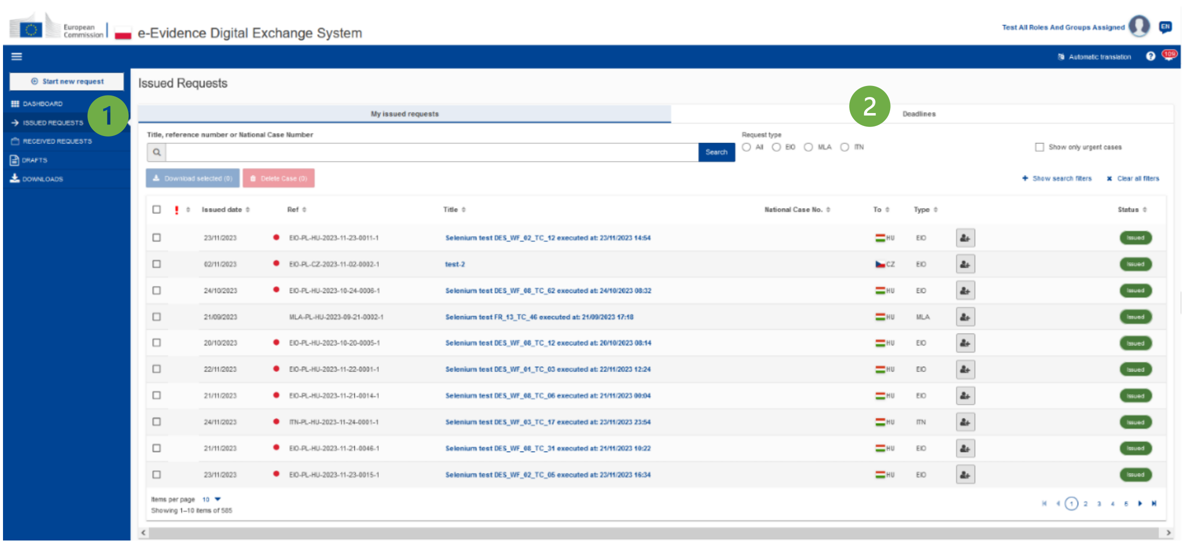


Figure 245: Viewing deadline information in the Issuing Requests tab

① My Issued Requests Tab: similarly to the dashboard, overdue cases, or cases for which a deadline is due today are marked with a red dot.

② Click **Deadlines**: a list of all overdue and upcoming deadlines is displayed by default. The overdue or those with a deadline due today are marked in red.

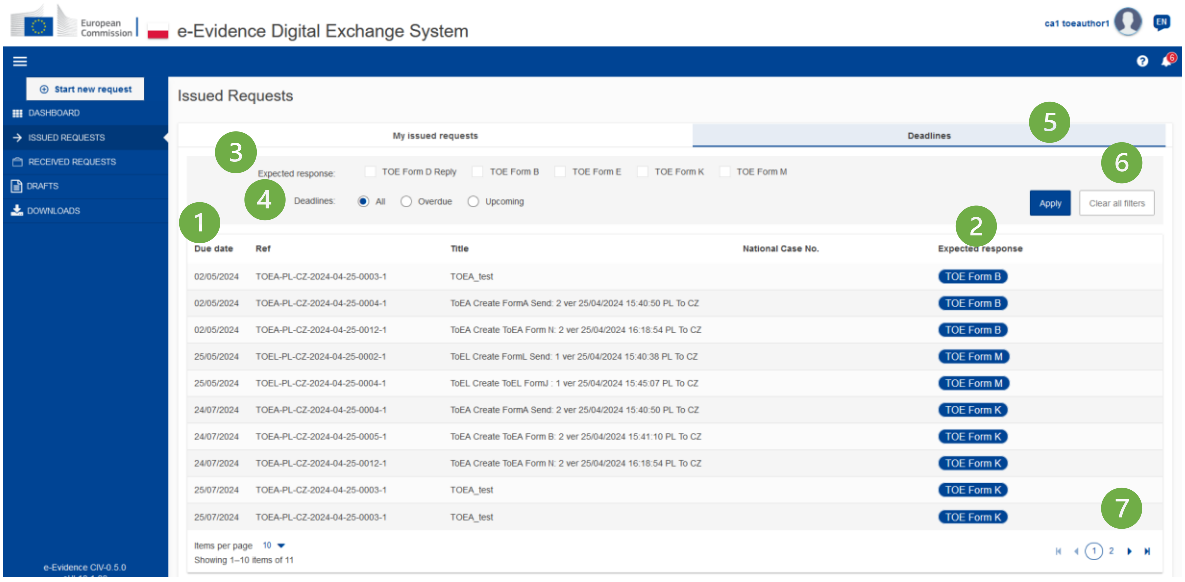


Figure 246: Deadline information in the Issuing Requests tab

① Due date: displays the deadline date.

② Expected Response: indicates what response subject to a deadline is expected.

Filtering possibilities are provided to narrow down the list of cases displayed.

③ Expected Response: 5 tick boxes allow the search on a specific deadline. Depending on the selection, a particular subset of cases is returned. It is possible to select several response types at the same time.

④ Deadlines: by default, all deadlines are shown when entering this tab. Three tick boxes allow the search to be narrowed down to either only upcoming or only overdue ones.

⑤ Click **Apply** to activate the filter.

⑥ Click **Clear all filters** to revert to the default display mode (All)

⑦ Clicking the arrows enables switching to next or previous pages.

8.6.5. Viewing deadline information in the Received Requests tab

Two tabs provide information:

3. My Received Requests: list of all received open cases.
4. Deadlines: list of all deadlines, both upcoming and overdue

The same functionality is provided as for the Issued Cases (Overdue marking, filtering).

8.6.6. Viewing deadline information on case level via Overview tab

As soon as the case is issued, 2 relevant deadlines are displayed on the Overview Tab. This is applicable to both issued and received cases.

The main difference being here that on Issued cases, in case a forward occurred by the initial Executing Authority, deadlines are displayed next to each other for all authorities involved.

Figure 247: Viewing deadline information on case level via Overview tab

8.6.7. Manual deadlines management ToE

The deadlines can be manually managed due to exceptional circumstances by the Supervisor who is assigned to the authority where the case belongs. In order to manage the deadline manually, the user should:

1. Open the Overview tab.

Figure 248: Manage deadlines

2. In section ‘Due date’, click the edit icon.
3. The application displays the following screen:

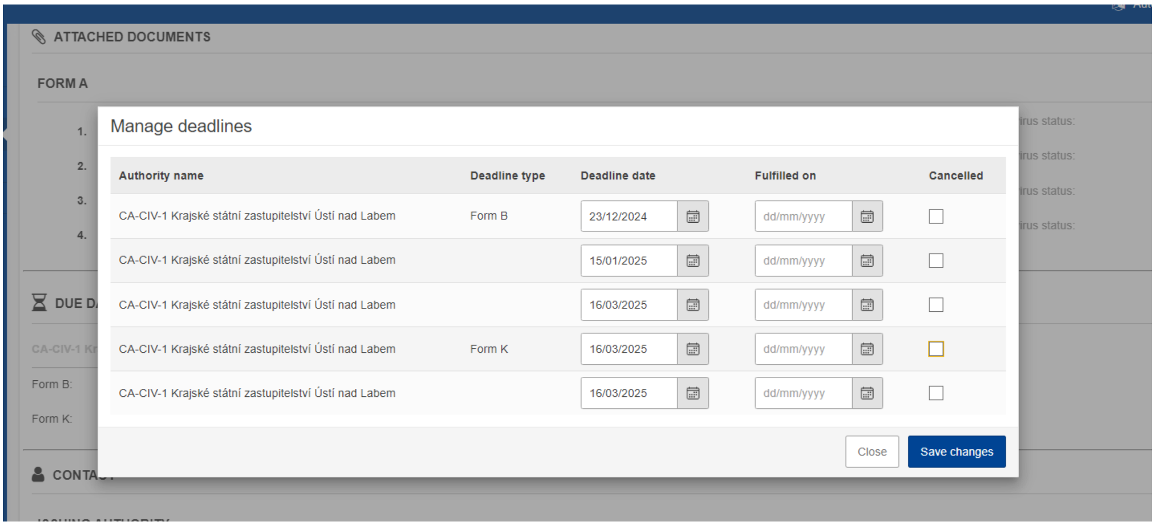


Figure 249: Manual deadlines management

User can manage deadline dates or mark fulfilled on or mark ‘cancelled’.

Once the updates are done, a user should click on ‘Save changes’ button.

The application saves updates and closes the pop-up.

9. STATISTICS HANDLING

Statistics handling is a system module that allows users with Statistics Handler role to generate one or any number of statistical reports for any selected period based on monthly reports. This functionality enables creation of customized summaries according to the specific criteria based on the SoD and ToE Regulations. Users can flexibly choose the time range, allowing for more accurate and precise monitoring of results over the selected period. The date range will be limited to selection from May 2025 to the current date.

The ability to generate the statistics is available within a single RI instance. The reports will be created manually – where a user with the Statistics Handler role can select any report of their choice. The System will generate reports in CSV format.

Currently, we distinguish the following reports for individual legal instruments:

9.1. SOD

9.1.1. Transmitted

- Request for Service of Documents (Form A)
- Request to Determine the Address of The Person to be Served (Form B)
- SODX + Reasons for not Transmitting (SODX + Form A Section 9)
- Completion of Service (Form K - Section 1)
- Refusal of Document (Form K - Section 3)
- Reason for Non-Service of Document (Form K - Section 4)
- Consolidated Report for Transmitted SOD – this report will present the consolidated number of all sent messages for all forms within the SOD instrument.

9.1.2. Received

- Request for Service of Documents (Form A)
- Request to Determine the Address of The Person to be Served (Form B)
- SODX + Reasons for not Transmitting (SODX + Form A Section 9)
- Consolidated Report for Received SOD - this report will present the consolidated number of all received messages for all forms within the SOD instrument.

9.1.3. Technical Error Messages

- This report will present the consolidated number of errors for messages/forms within: Form A, Form B, SODX

9.2. TOE

9.2.1. Transmitted

- Request for the Taking of Evidence (Form A)
- Request for Direct Taking of Evidence (Form L)
- TOEX + Reasons for not transmitting through the decentralised IT system (TOEX + Form A Section 13)
- Information on the execution of the request for the Taking of Evidence (Form K Section 5)
- Information from the Central Body/Competent Authority Concerning Direct Taking of Evidence (Form M - Section 5.1 and Section 5.2)
- Consolidated Report for Transmitted ToE - this report will present the consolidated number of all sent messages for all forms within the TOE instrument.
-

9.2.2. Received

- Request for the Taking of Evidence (Form A)
- Request for Direct Taking of Evidence (Form L)
- TOEX + Reasons for not transmitting through the decentralised IT system (TOEX + Form A Section 13)
- Consolidated Report for Received ToE - this report will present the consolidated number of all received messages for all forms within the TOE instrument.

9.2.3. Technical Error Messages

- This report will present the consolidated number of errors for messages/forms within: Form A, Form L, TOEX

9.3. Create Statistics Report

Steps below are only applicable to users with ‘Statistics Handler’ role.

The first screen after logging in will be the Statistics Dashboard, where the user can see all available reports.

① Select the report from the presented list.

② Select time frame.

③ Click **Generate**.

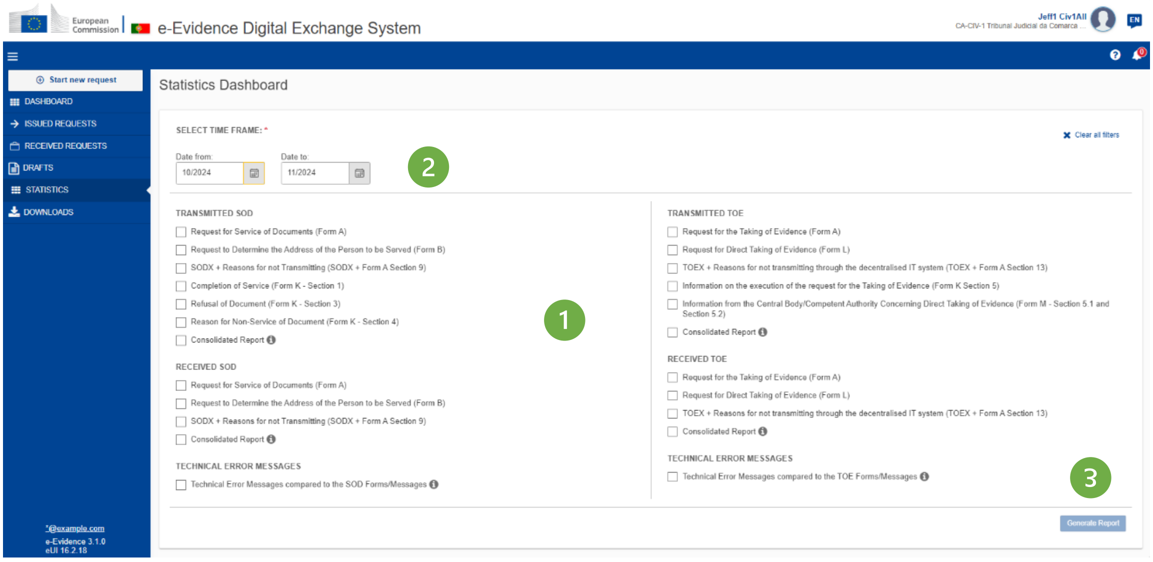


Figure 250: Selecting Report and Time Frame

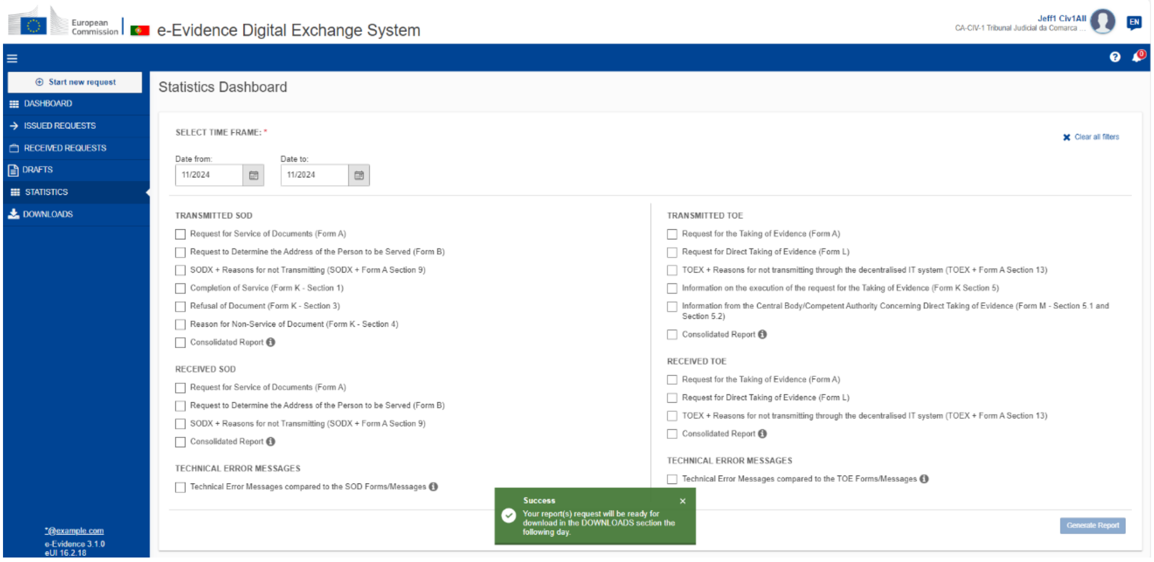


Figure 251: Confirmation of the report generation

Next, the system will display a pop-up informing that the reports will be available in the **Downloads** section on the left-hand menu.

Please remember that if you want to generate new reports, there is also a ‘Clear section’ option available, which will clear the entire section so you can select the desired reports again.

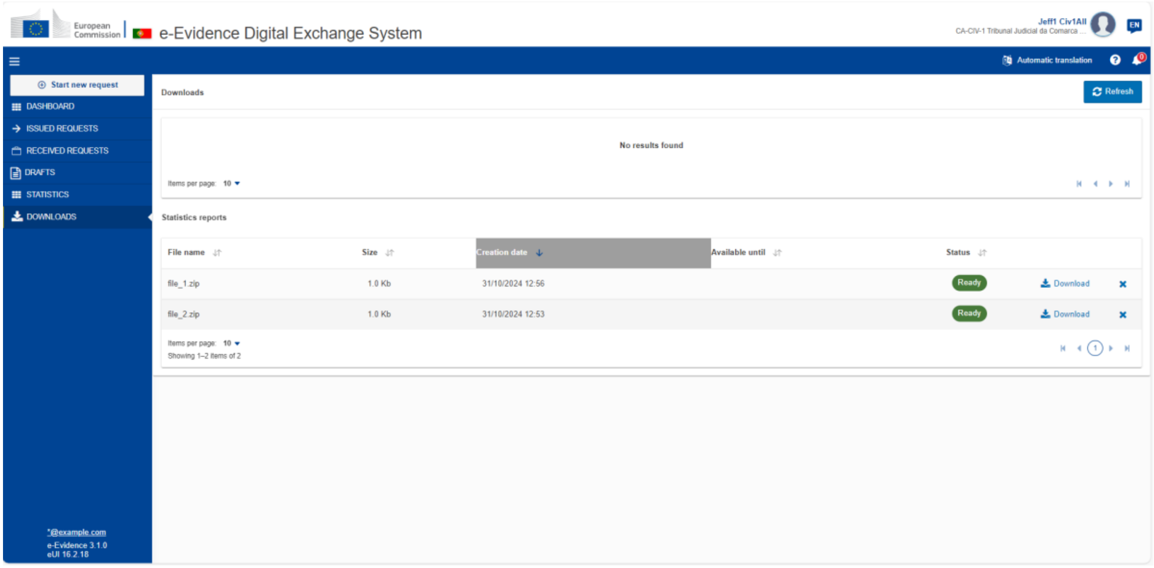


Figure 252: Downloads section

NOTE: We recommend scheduling report generation during nighttime hours due the potential system load, which may impact performance. However, the System Administrator has the flexibility to adjust the generation time as needed. For more information, please refer to the Architecture Guidelines and Software Design Document.

10. BASIC FUNCTIONALITIES

10.1. Communication between Authorities

10.1.1. View incoming message

To see a message received from an Executing Authority:

① Select **Issued or Received Requests.**

② Click a case you wish to view.

Depending on the type of a message:

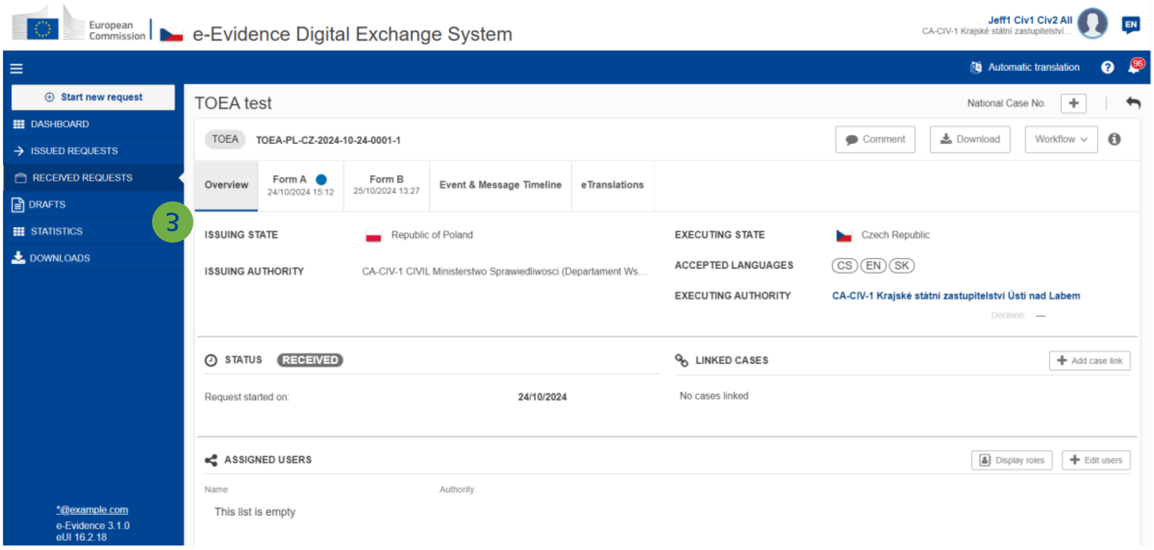


Figure 253: SoD A: Overview tab

③ If you receive a form, it will be visible in a separate tab. Click it to see the content.

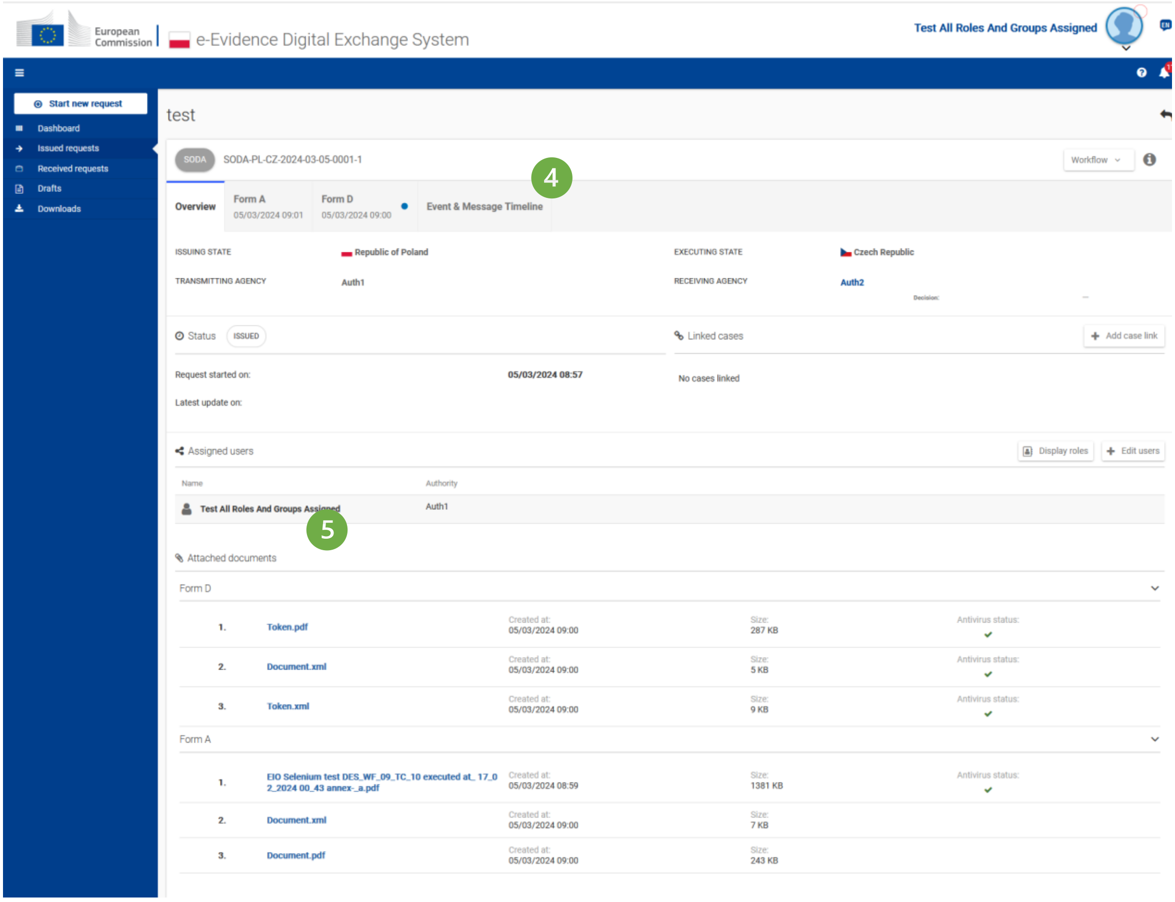


Figure 254: SoD A: Attachments on the Overview tab

④ Every type of sent/ received message is displayed on the **Event & Message Timeline**.

⑤ All attachments, messages exchanged in a process of communication, are displayed in the Overview tab and in corresponding tabs.

10.1.2. SODA: Send a request for additional information (Form E)

When Executing Authority receives SODA request, some additional information might be necessary. The Executing Authority sends Request for additional information or documents for the service of documents (Form E) to the Issuing State. This process is divided to two (2) steps:

Step 1. Creating Form E:

① View the incoming request.

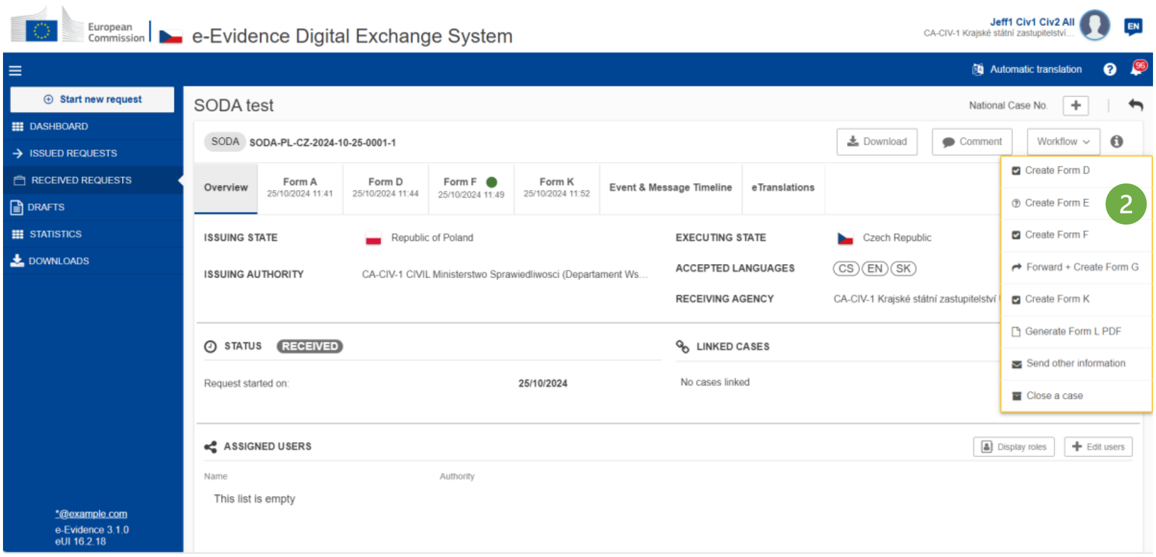


Figure 255: SODA: Creating Form E: Request for additional information or documents for the service of documents

② Click **Workflow** > **Create Form E**.

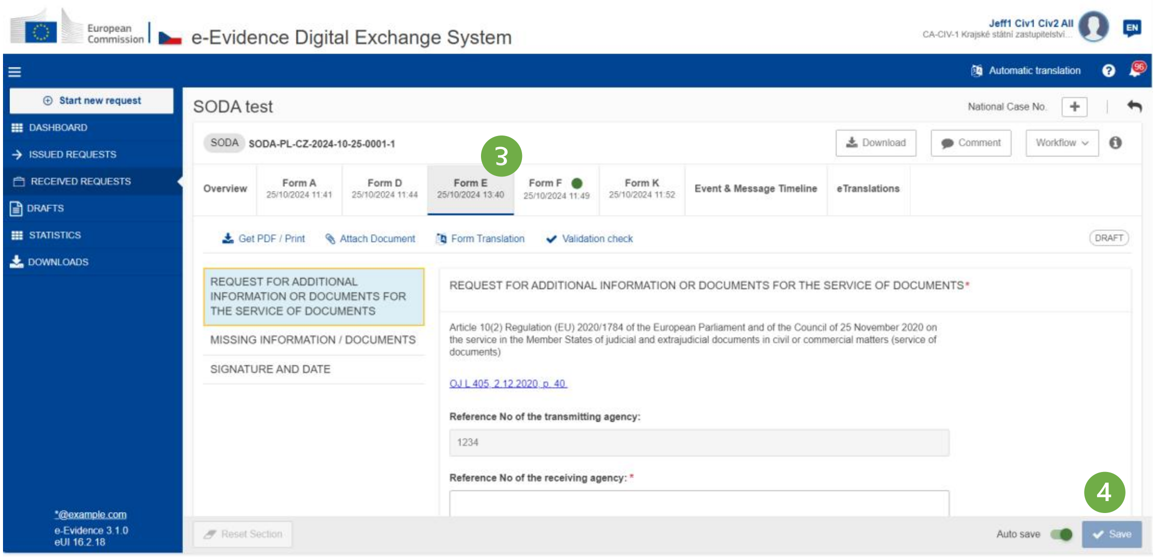


Figure 256: SODA: Form E draft version displayed

③ Form E draft version will be created and displayed.

④ While filling data in Form E sections, remember to save your data.

Sending Form E:

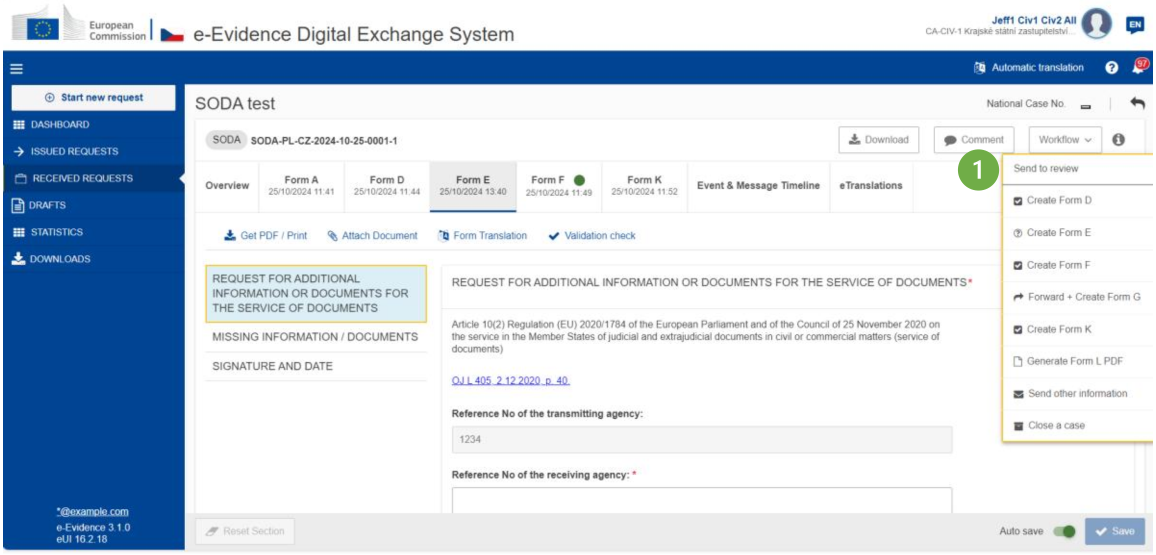


Figure 257: SODA: Form E: Request for additional information or documents for the service of documents sending to review

① Click **Send to review** button from Workflow.

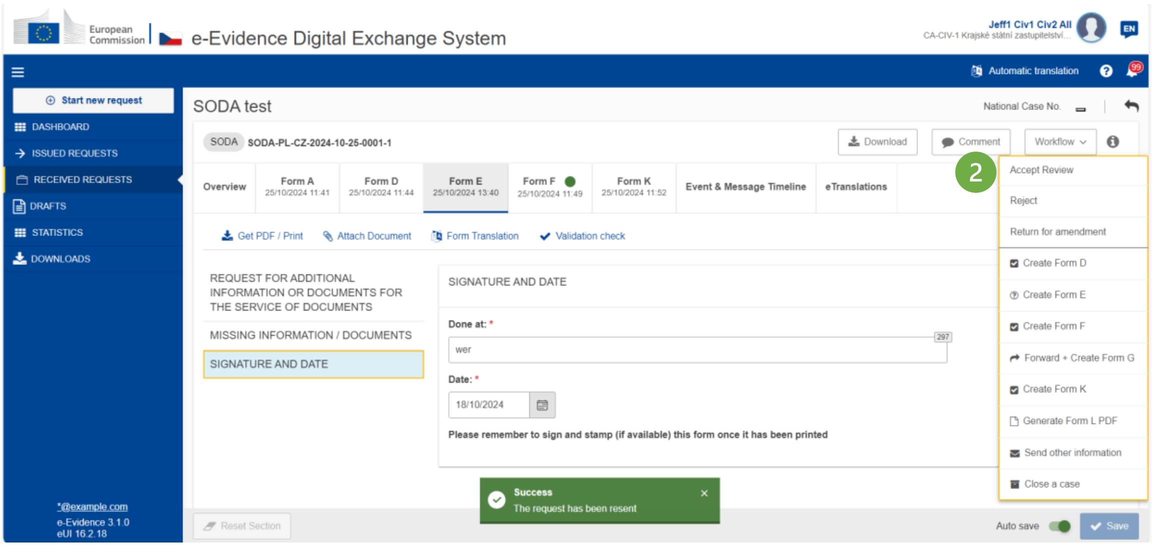


Figure 258: SoD For E: accept review

② The user with Reviewer role should select **Accept Review** to move it to the next step (Reject and Return for amendment are also the available options). The Assigned can also edit the case.

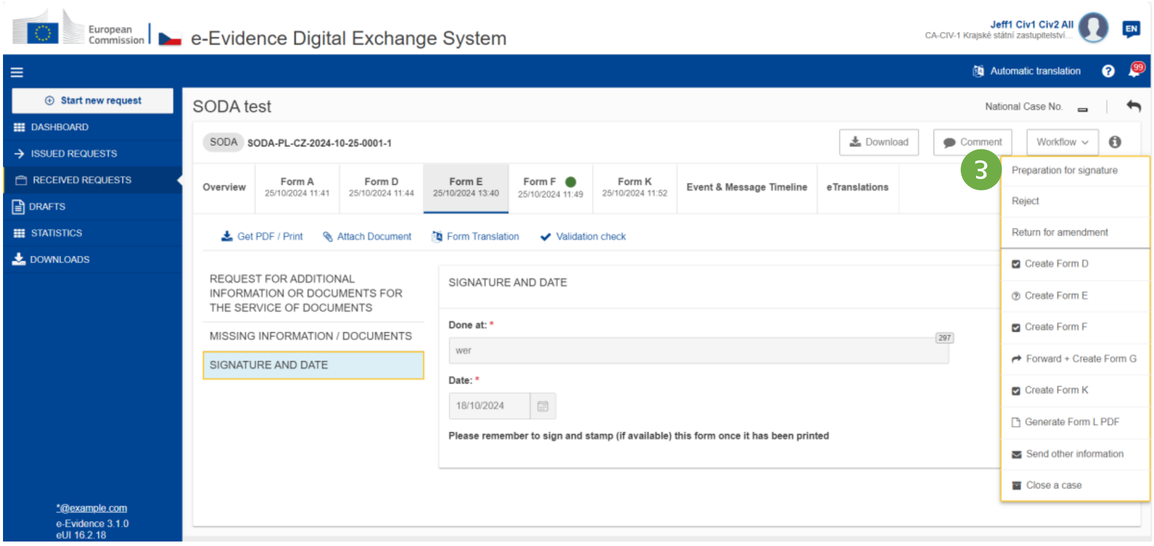


Figure 259: SoD Form E: preparation for signature

③ The user with Sender role should select **Preparation for signature** to sign and upload the signed document (other available options are: Reject and Return for amendment). The Sender cannot edit the case.

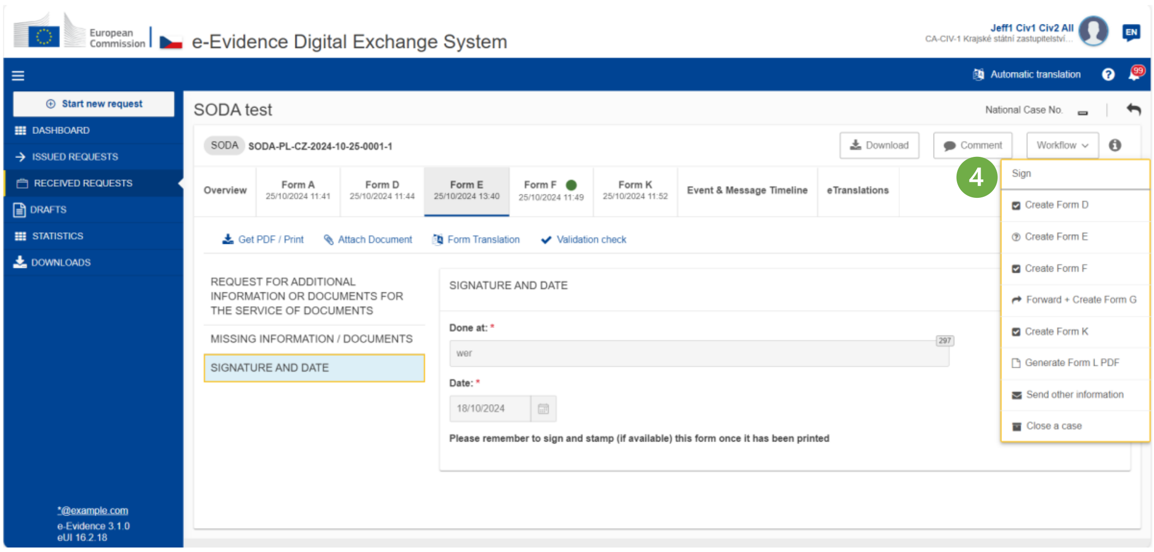


Figure 260: Signing SoD Form E

④ The user with Sender role should select **Sign**.

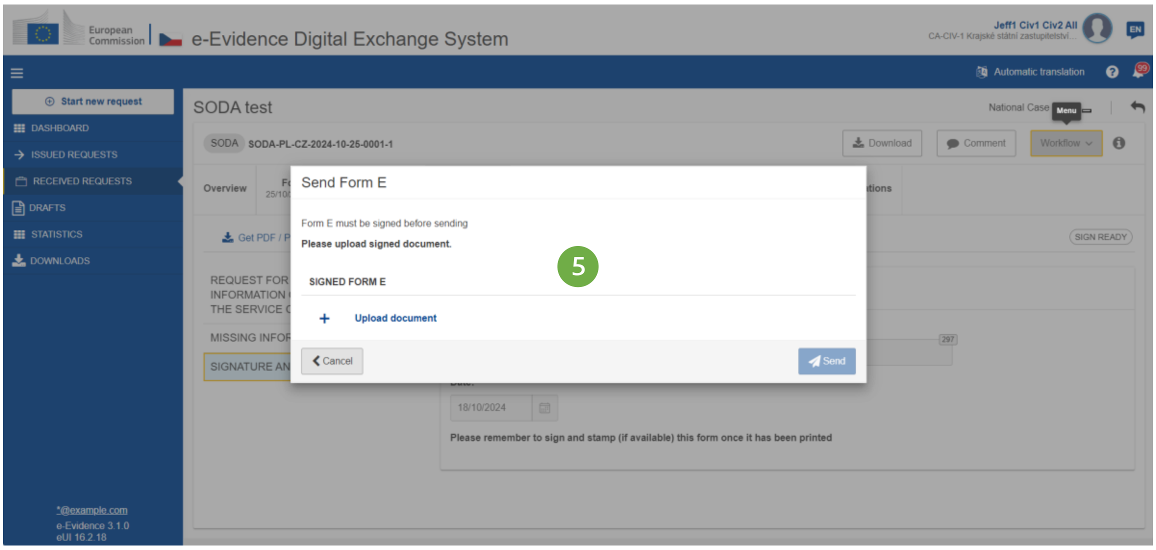


Figure 261: SoD Form E: upload document

⑤ Click **Upload document**.

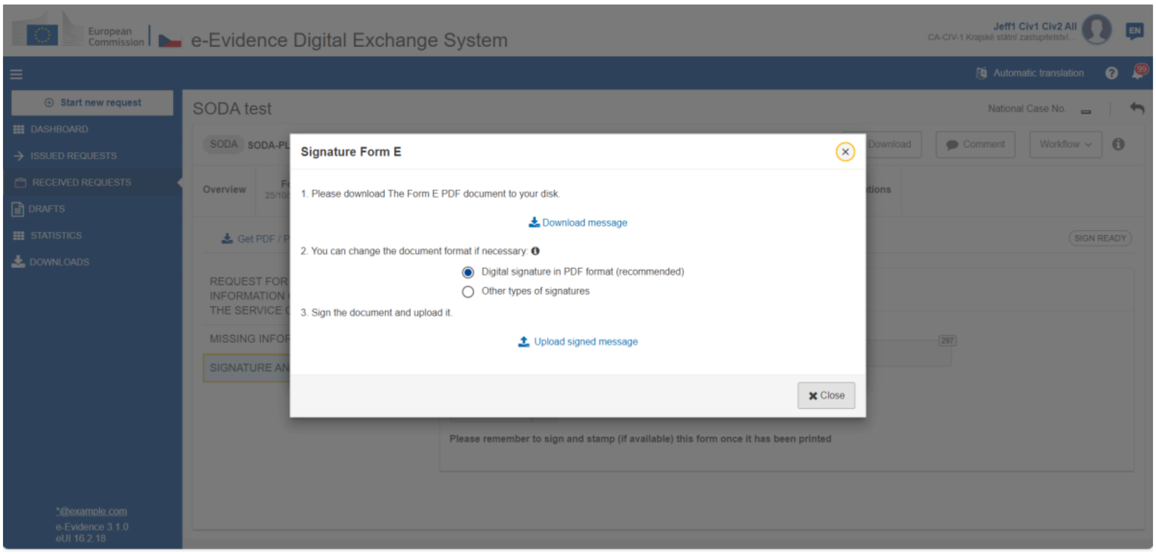


Figure 262: SoD Signature Form E

⑥ Download, sign and upload the document as described in '7.2.1.9 Sign chapter'.

NOTE: When 'Other types of signatures' option is selected, then another type of document can be uploaded (e.g.: jpg, jpeg, png). The document must be signed with one of the following: digital signatures or seals, stamps, handwritten signatures.

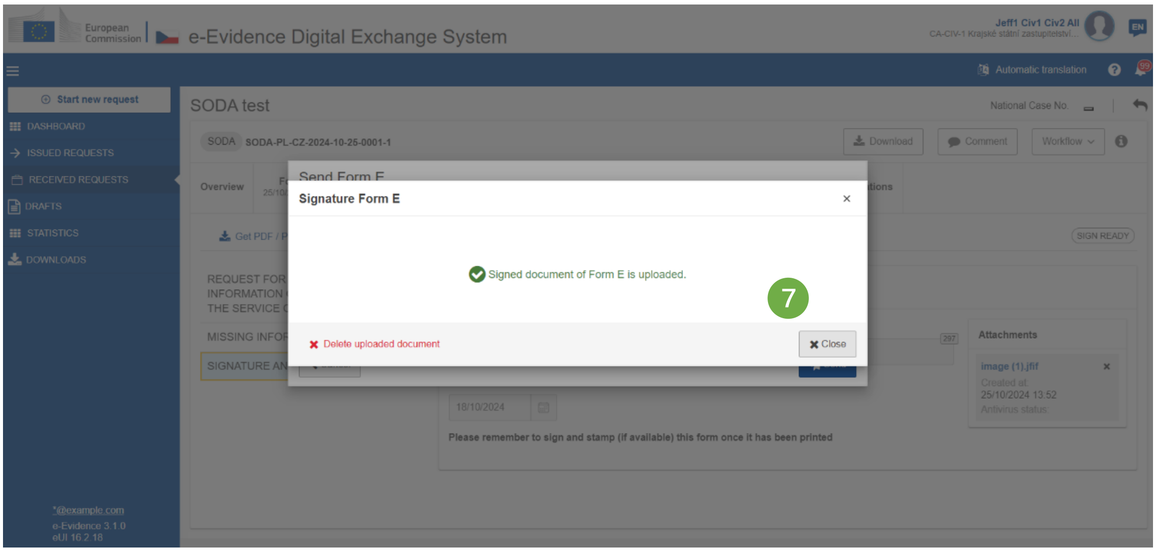


Figure 263 SODA: Signed document of Form E uploaded

⑦ **Close** the confirmation pop-up.

⑧ Send the form by using Send button from a Workflow dropdown list.

10.1.3. SODA: Reply to a request for additional information (Form E Reply)

You can reply to a request for additional information which you received from Executing Authority. Direct reply will make your response correlated with a request from Executing Authority.

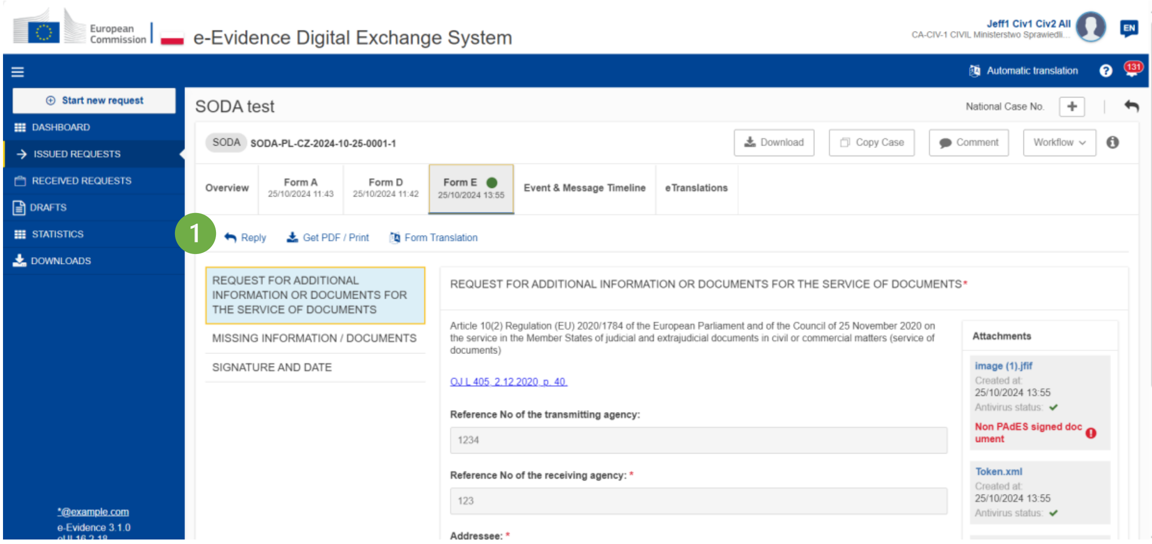


Figure 264: SODA: Reply to request for additional information: Clicking ‘Reply’ button

① View the **Request for additional information or documents for the service of documents** and click a **Reply** button.

Then, the application displays a draft version of a Reply to a request for additional information (Form E Reply) and confirmation message.

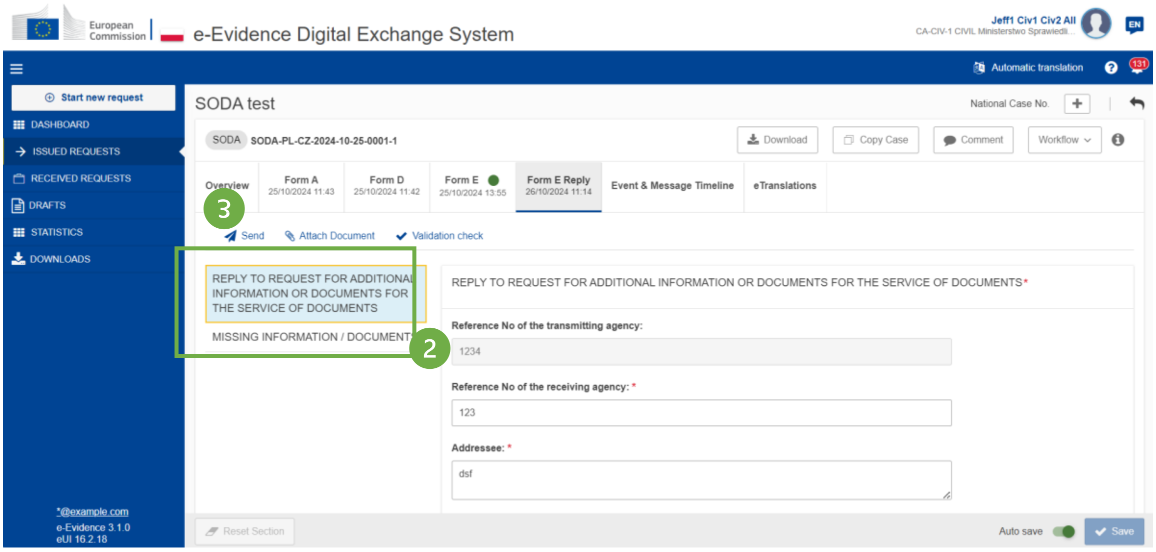


Figure 265: SODA: Steps to reply to a request for additional information

② Complete all mandatory fields of E Reply message by using the List of Sections menu.

③ Click **Send** to send Form E message to the Executing Authority.

④ System displays a pop-up window. Click **Yes** to confirm that you want to send Withdrawal Form.

Figure 266: SODA: Send reply to a request for additional information

10.1.3.1. SODA: Send a request for information on service or non-service of documents

You can send a request for information on service or non-service of documents to the Executing Authority (Form I).

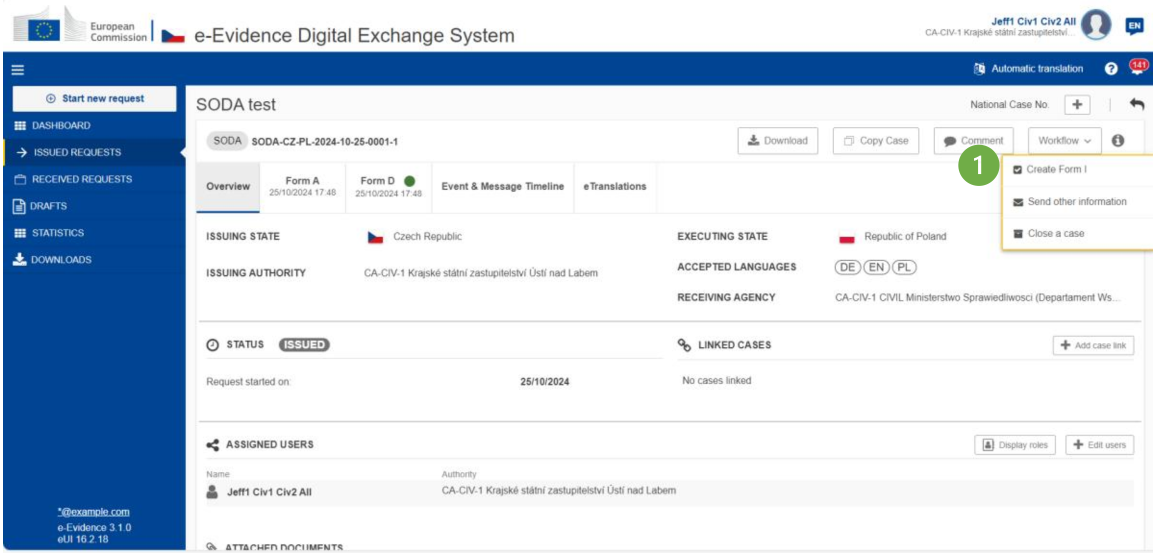


Figure 267: SoD create Form I

① Select **Create Form I** option from Workflow.

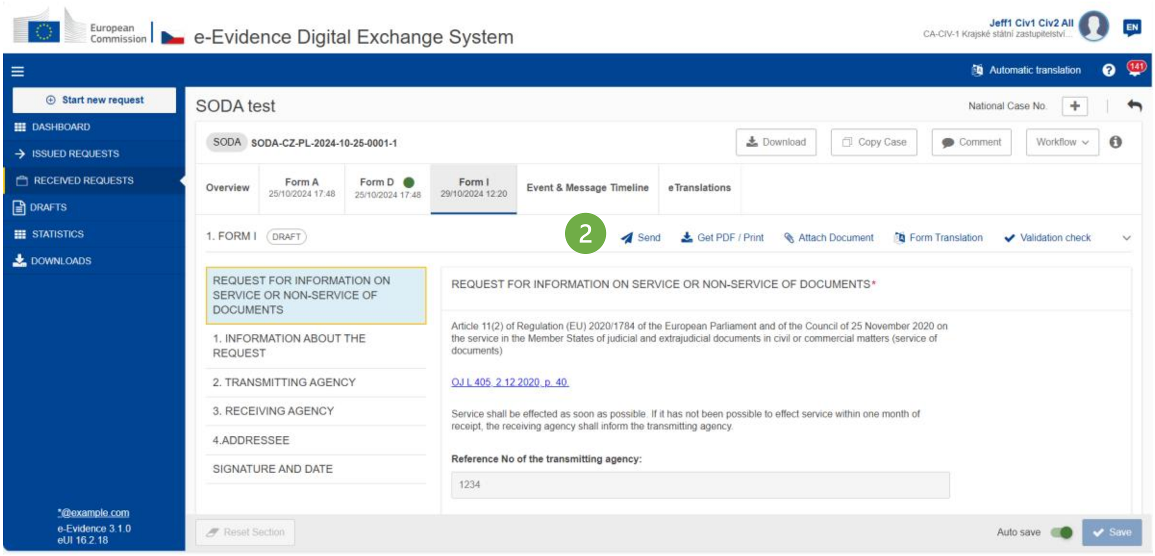


Figure 268: SoD Form I draft form

② Complete all mandatory fields, save your data and click **Send**.

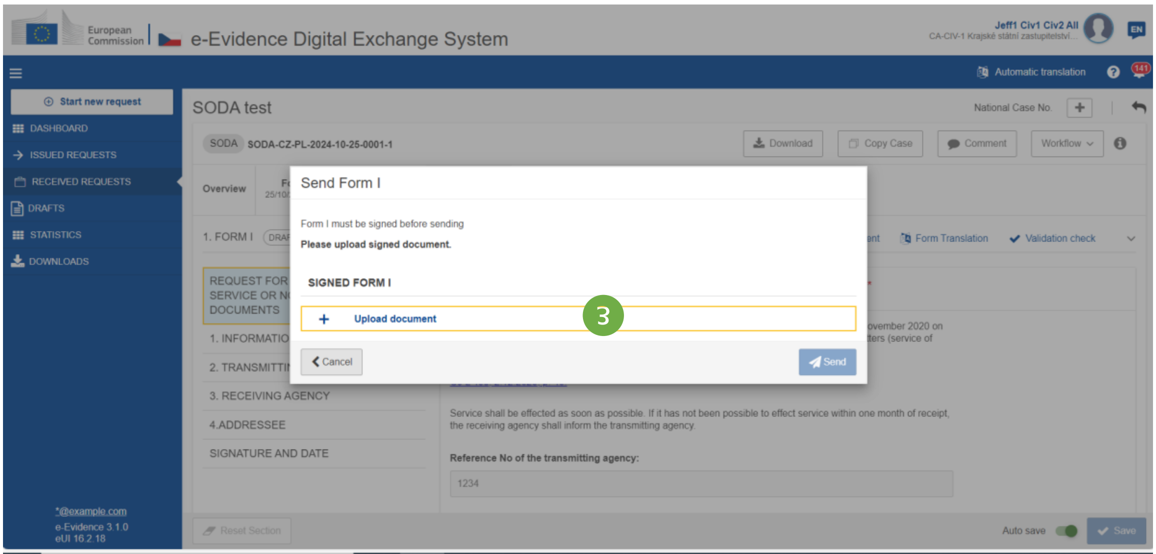


Figure 269: SoD Form I document upload

③ Click **Upload document**.

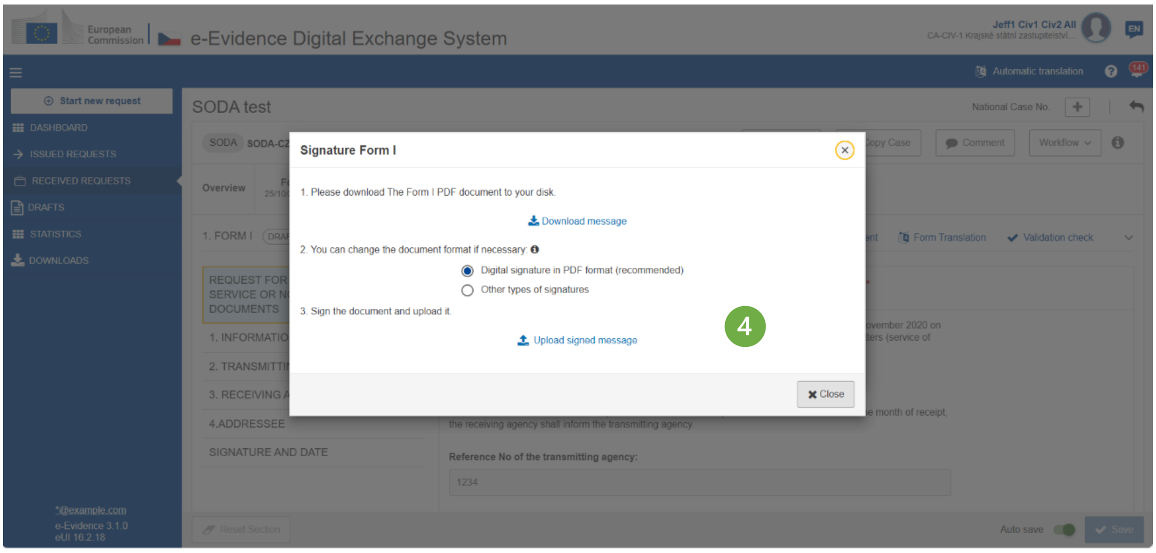


Figure 270: Download, sign and upload SoD Form I

④ Download, sign and upload the document as described in '[7.2.1.9 Sign chapter](#)'.

NOTE: When 'Other types of signatures' option is selected, then another type of document can be uploaded (e.g.: jpg, jpeg, png). The document must be signed with one of the following: digital signatures or seals, stamps, handwritten signatures.

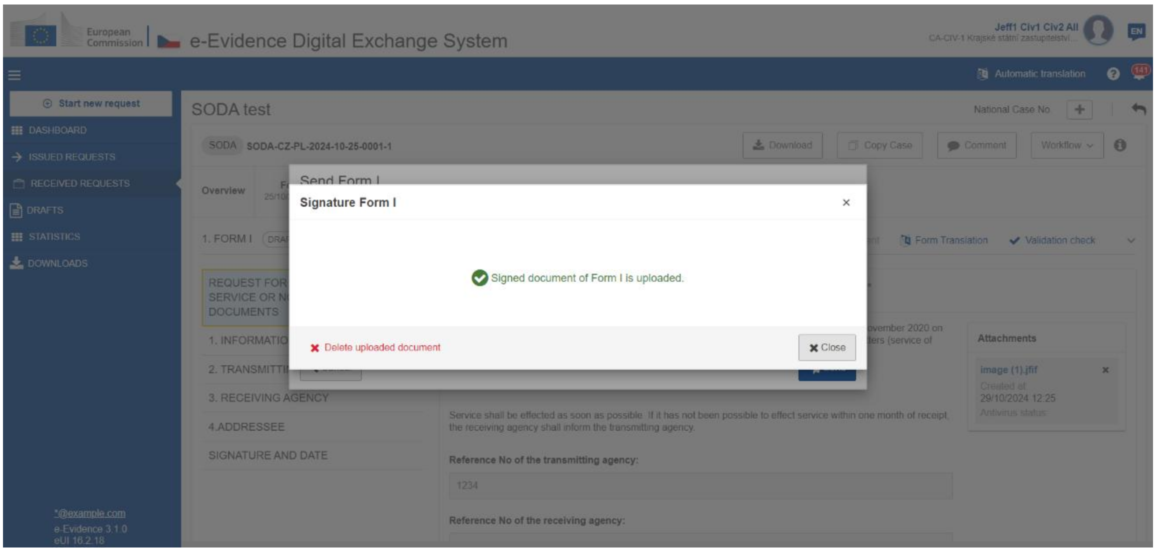


Figure 271: SoD Form I confirmation pop-up

⑤ **Close** the confirmation pop-up.

⑥ Send the form by using Send button from a Workflow dropdown list.

10.1.3.2. SODA: Send a reply request for information on service or non-service of documents

You can reply to a request for information on service or non-service of documents sent by the Issuing Authority (Form J).

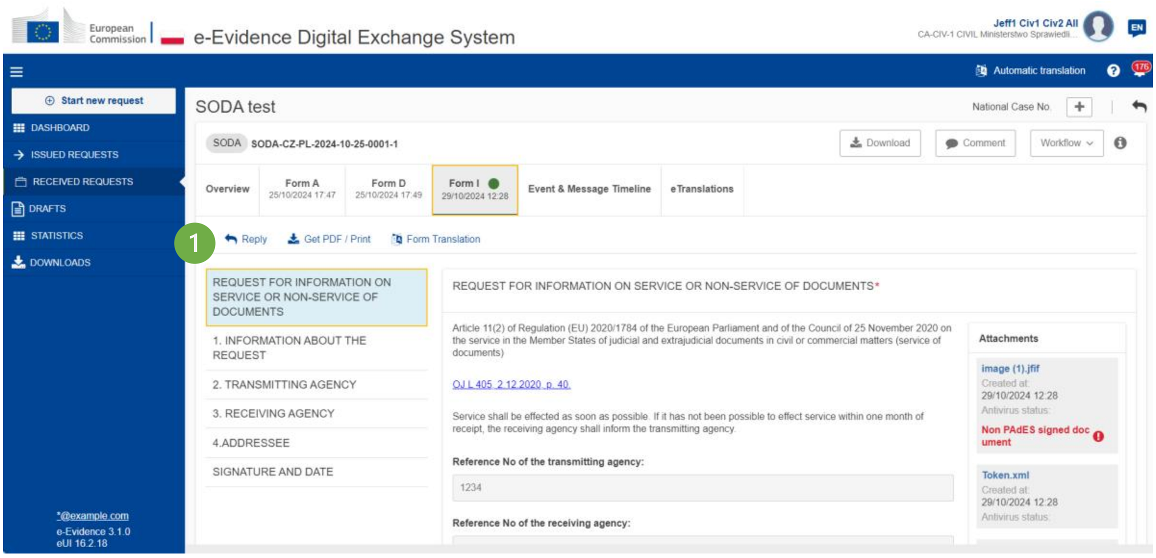


Figure 272: SoD Form J creation

① When Form I tab is open, click on **Reply** button.

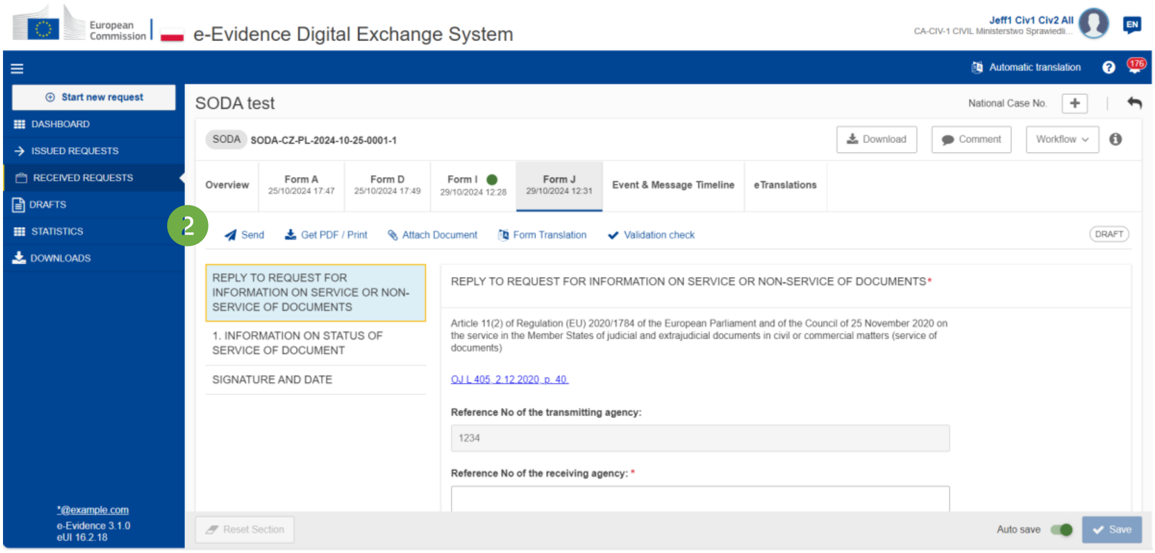


Figure 273: SoD Form J draft

② Application creates and displays Form J. Complete all mandatory fields and click **Send** button on the action bar.

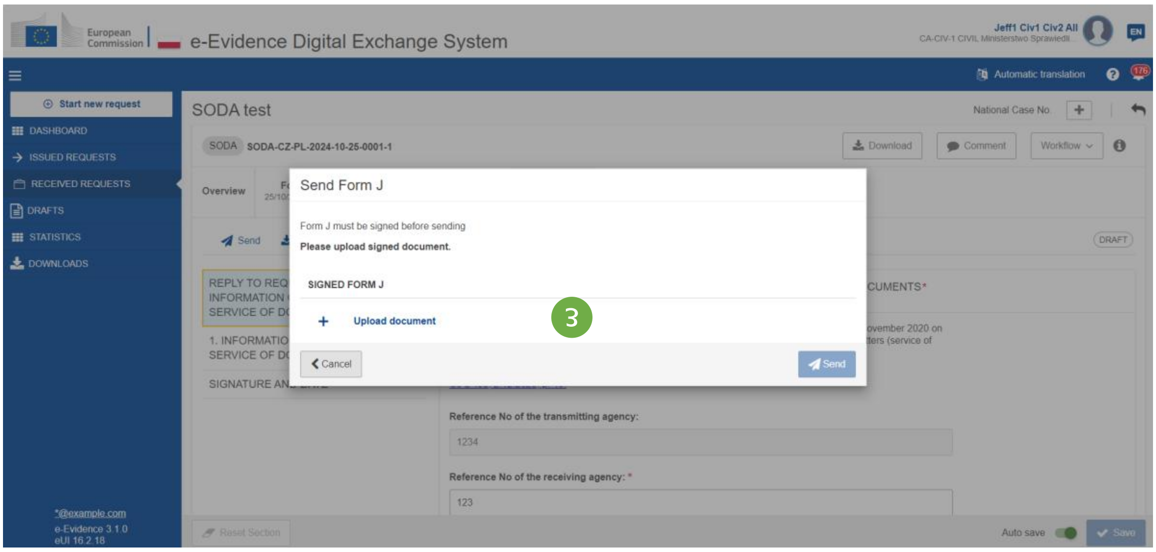


Figure 274: SoD Form J upload document

③ Click on **Upload document**.

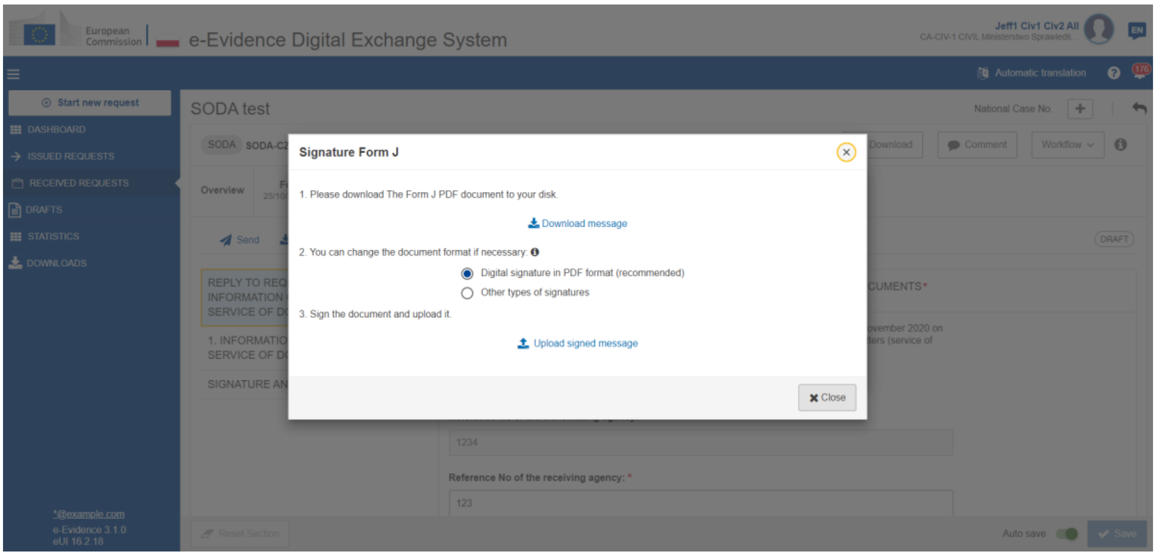


Figure 275: SoD Form J: download, sign and upload document

④ Download, sign and upload the document as described in '[7.2.1.9 Sign chapter](#)'.

NOTE: When 'Other types of signatures' option is selected, then another type of document can be uploaded (e.g.: jpg, jpeg, png). The document must be signed with one of the following: digital signatures or seals, stamps, handwritten signatures.

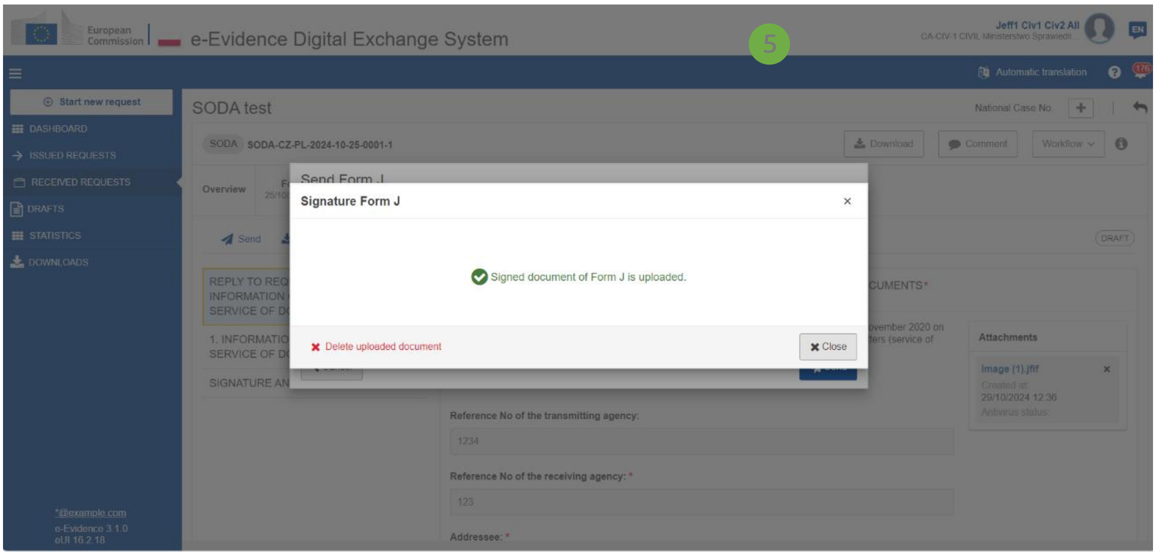


Figure 276: SoD Form J confirmation pop-up

⑤ Close confirmation pop-up.

⑥ Send the form by using Send button from a Workflow dropdown list.

10.1.4. TOEA: Send a request for additional information (Form D)

When Executing Authority receives TOEA request, and needs additional information, the authority can send a Request for additional information for the taking of evidence (Form D) to the Issuing State. This process is divided to two (2) steps:

Step 1. Creating Form D:

① View the incoming request.

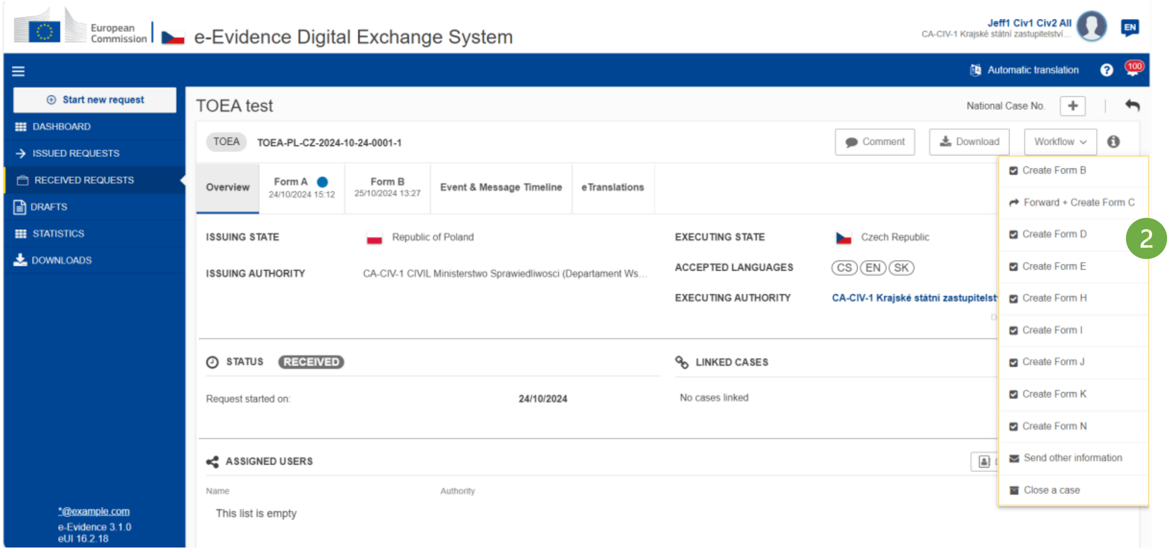


Figure 277: TOEA: Creating Form D: Request for additional information for the taking of evidence

② Click **Workflow > Create Form D**.

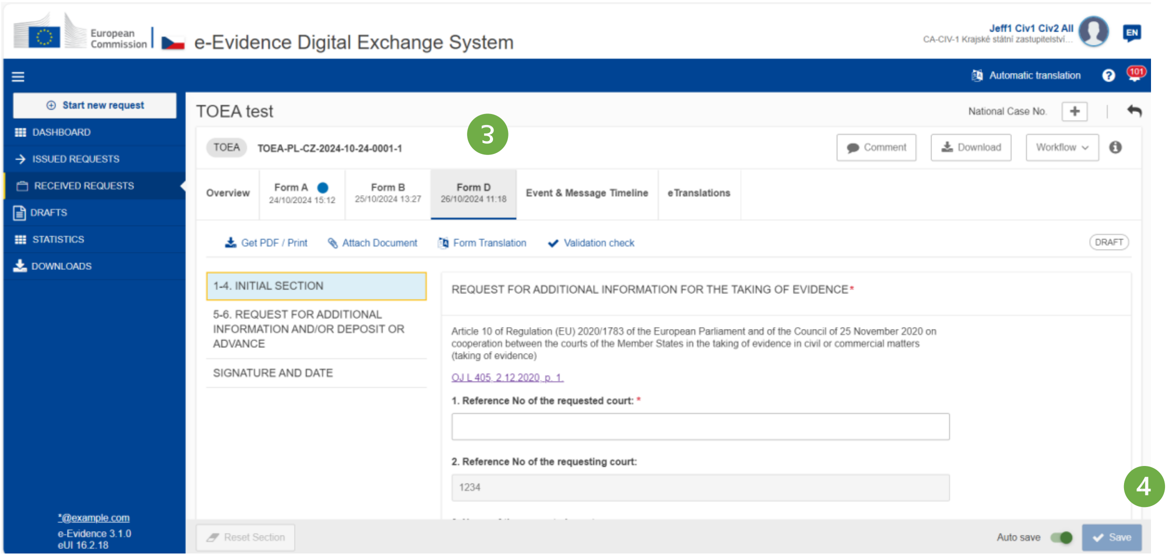


Figure 278: TOEA: Form D draft version displayed

③ Form D draft version will be created and displayed.

④ While filling data in Form D sections, remember to save your data.

Sending Form D:

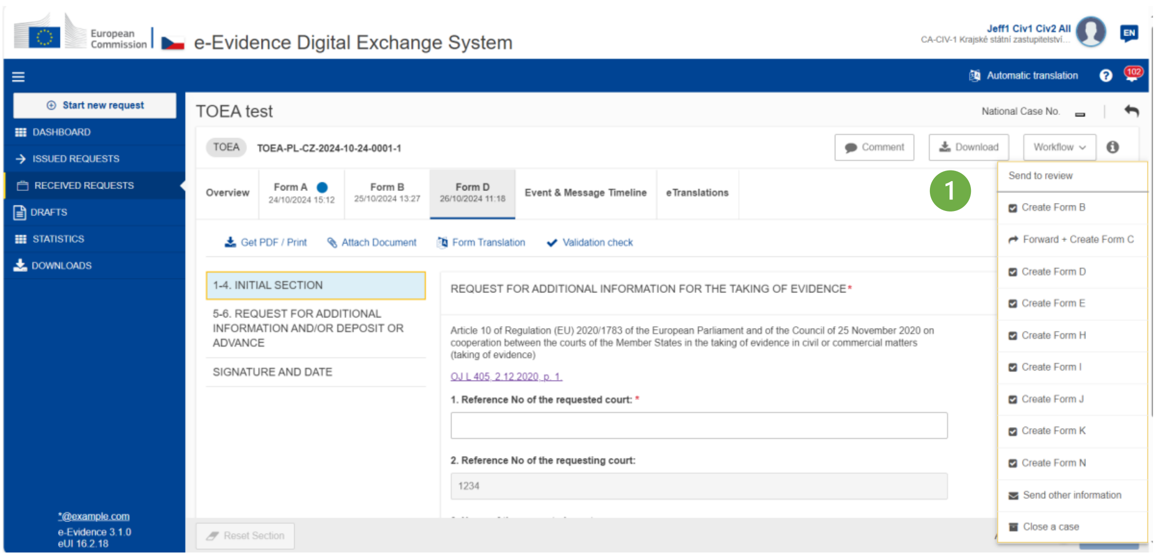


Figure 279: TOEA: Form D: Request for additional information for the taking of evidence

① Click **Send to review** from a Workflow dropdown list.

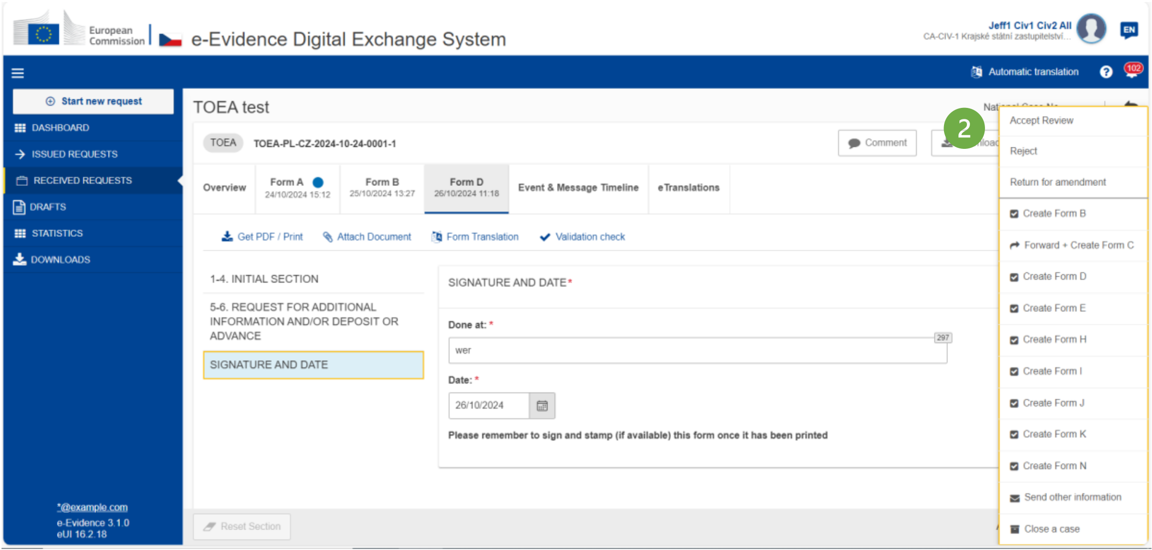


Figure 280: TOEA: Form D accept review

② The user with Reviewer role should select **Accept Review** to move it to the next step (Reject and Return for amendment are also the available options). The Assigned can also edit the case.

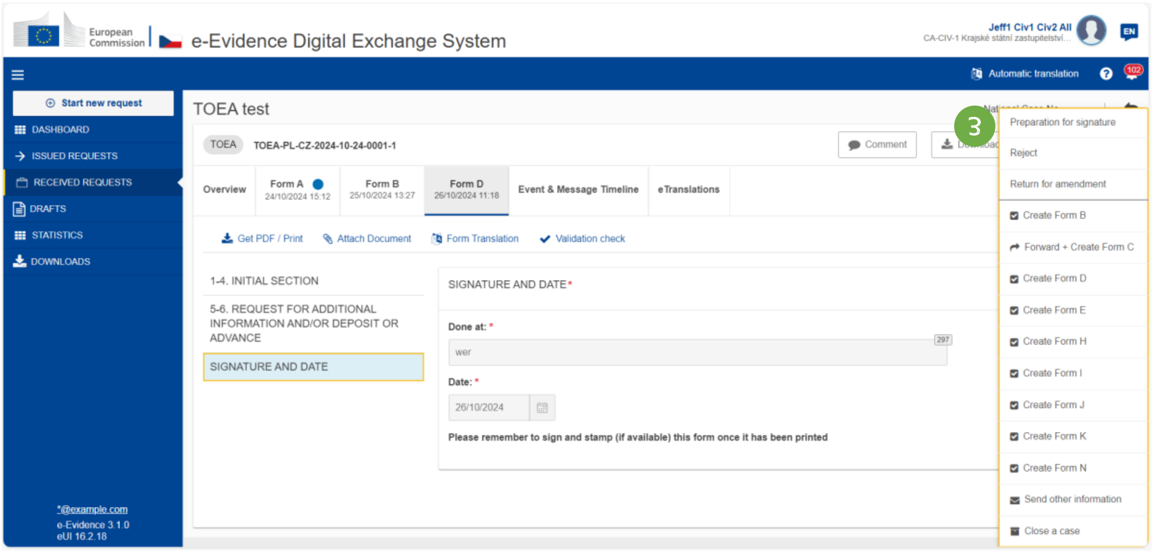


Figure 281: ToE Form D: preparation for signature

③ The user with Sender role should select **Preparation for signature** to sign and upload the signed document (other available options are: Reject and Return for amendment). The Sender cannot edit the case.

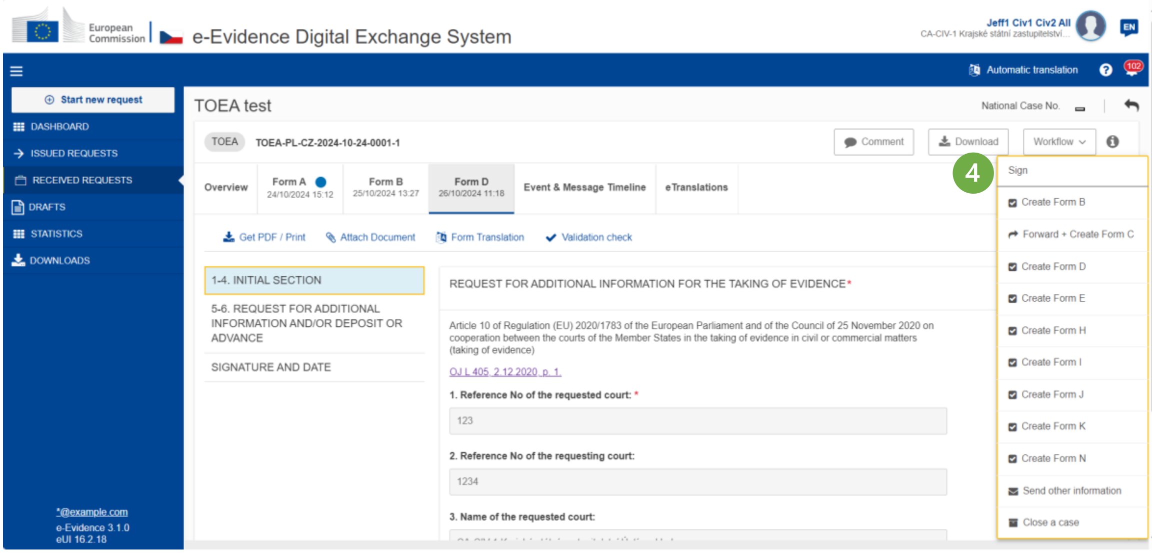


Figure 282: Signing SoD Form D

④ The user with Sender role should select **Sign**.

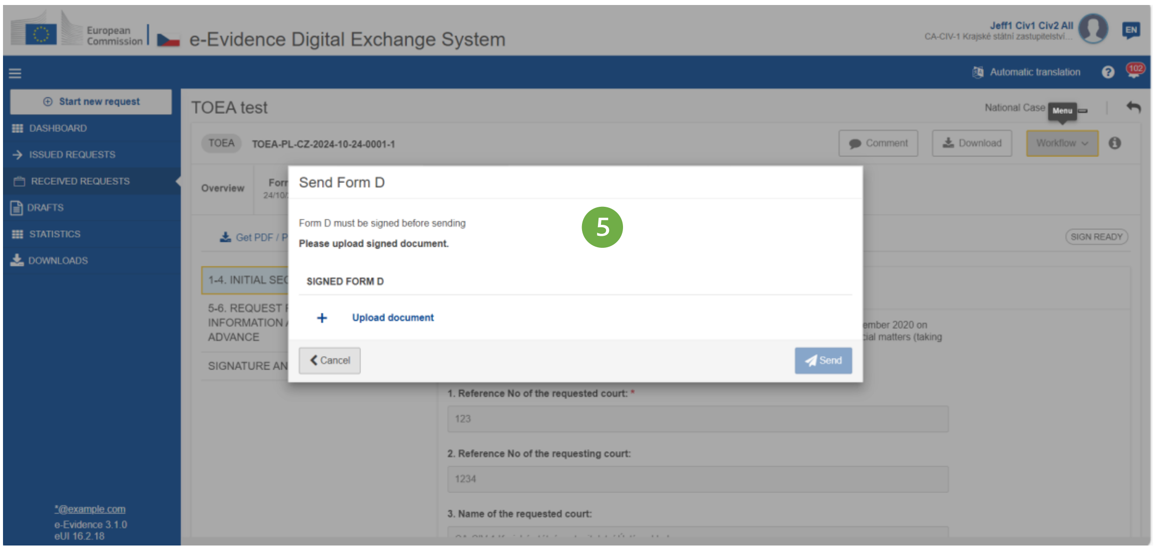


Figure 283: SoD Form D: upload document

⑤ Click **Upload document**.

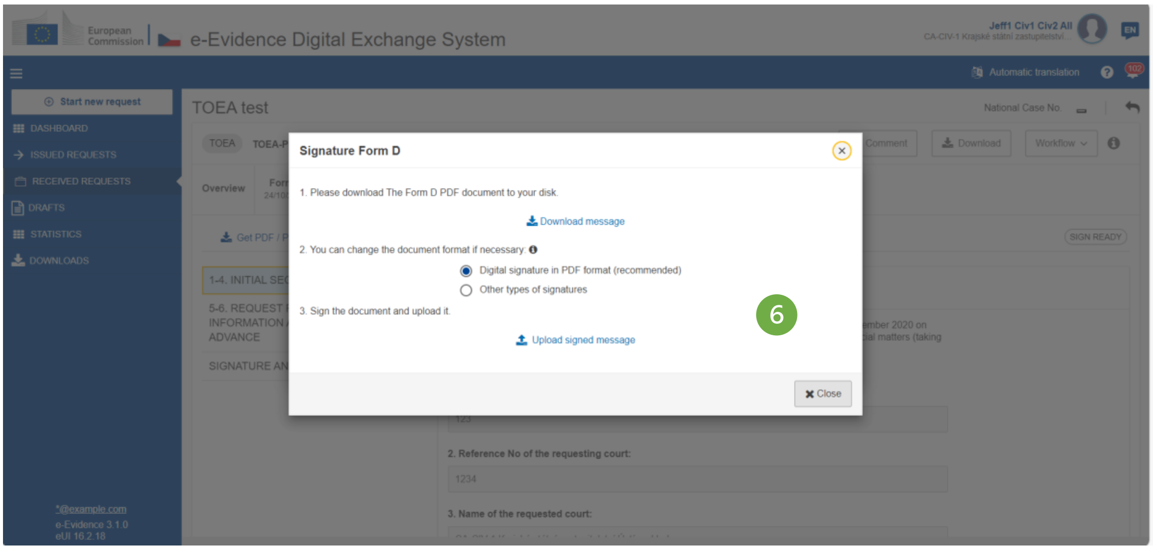


Figure 284: TOEA: Signature Form D

⑥ Download, sign and upload the document as described in '7.2.1.9 Sign chapter'.

NOTE: When 'Other types of signatures' option is selected, then another type of document can be uploaded (e.g.: jpg, jpeg, png). The document must be signed with one of the following: digital signatures or seals, stamps, handwritten signatures.

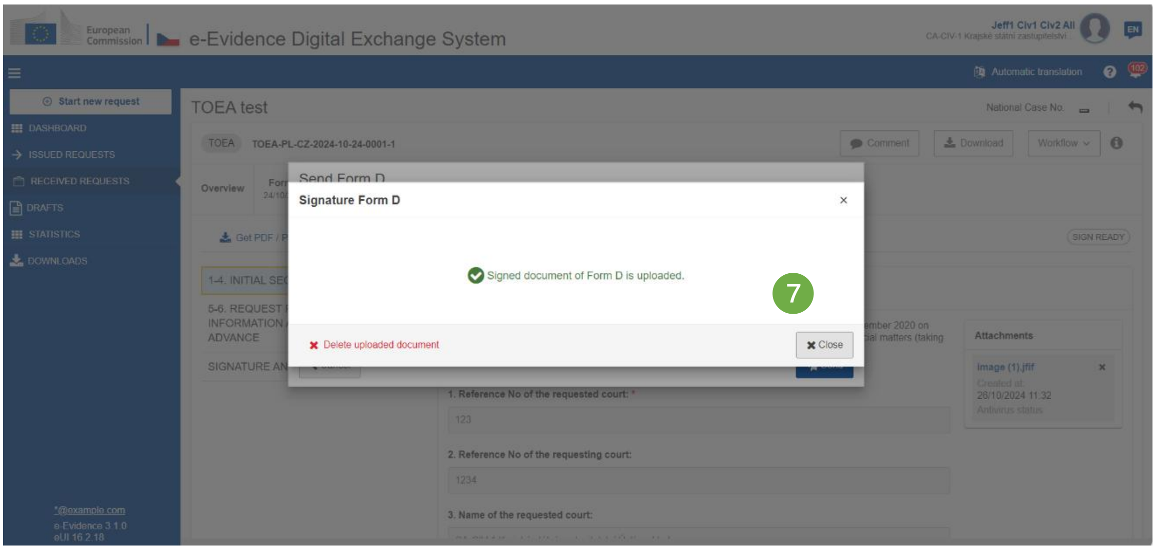


Figure 285: TOEA: Signed document of Form D uploaded

⑦ **Close** the confirmation pop-up.

⑧ Send the form by using Send button from a Workflow dropdown list.

10.1.5. TOEA: Reply to request for additional information (Form D Reply)

You can reply to a request for additional information, which you received from Executing Authority. Direct reply will make your response correlated with a request from Executing Authority.

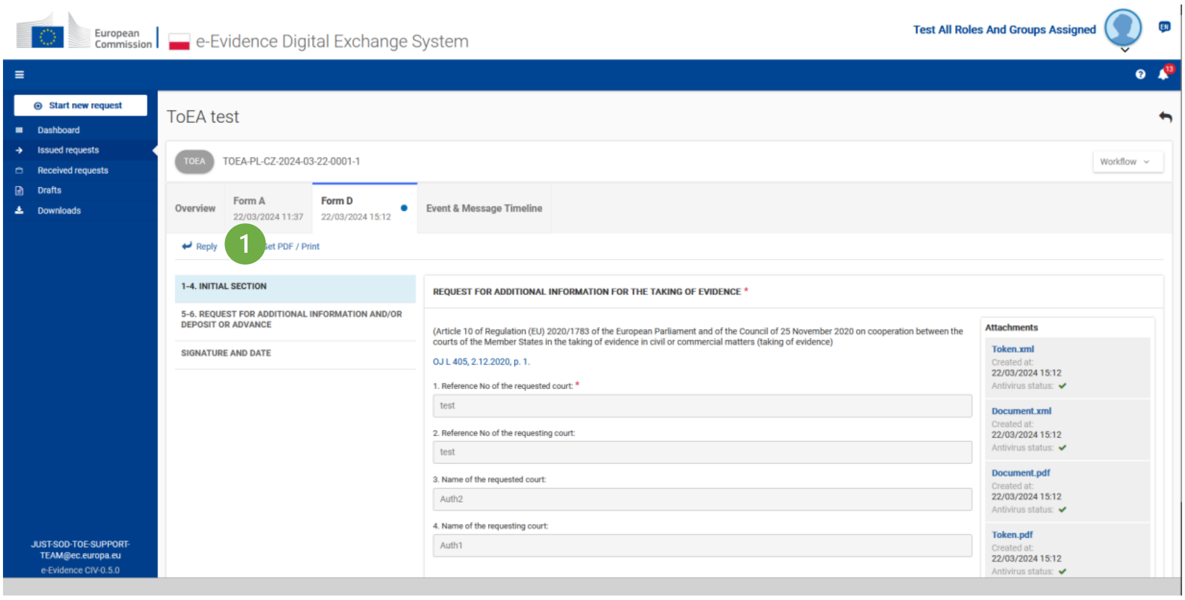


Figure 286: TOEA: Reply to request for additional information: Clicking 'Reply' button

① View the **Request for additional information for the taking of evidence** and click a **Reply** button.

Then, the RI Portal displays a draft version of a Reply to a request for additional information (Form D Reply) and confirmation message.

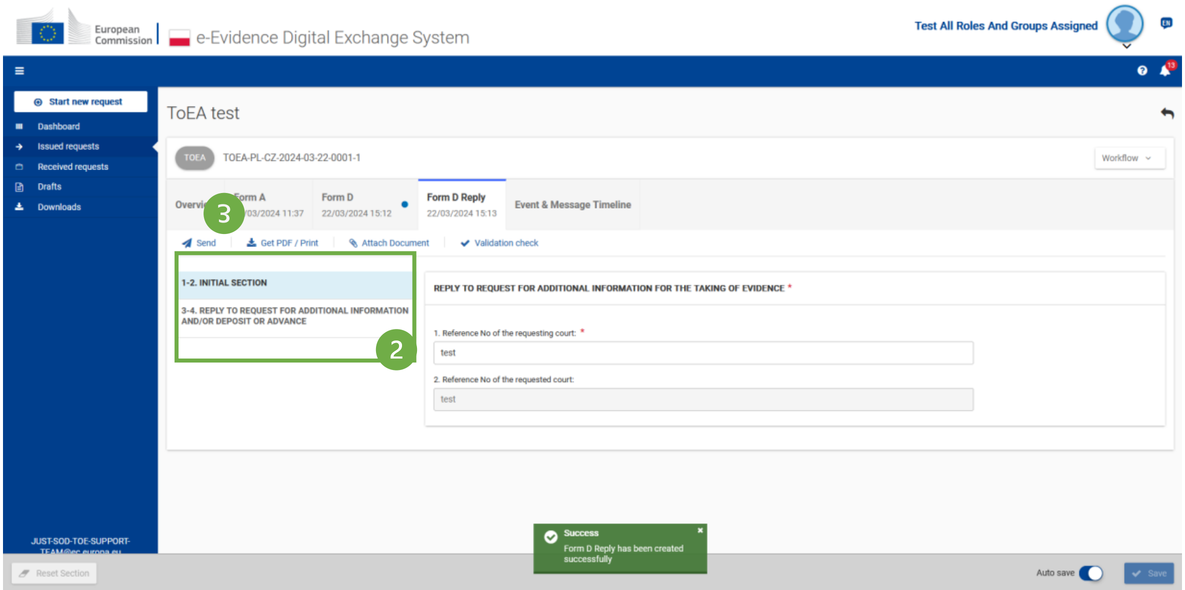


Figure 287: TOEA: Steps to reply to a request for additional information

② Complete all mandatory fields of D Reply message by using the List of Sections menu.

③ Click **Send** to send Form D Reply message to the Executing Authority.

④ System displays a pop-up window. Click **Yes** to confirm that you want to send D Reply message.

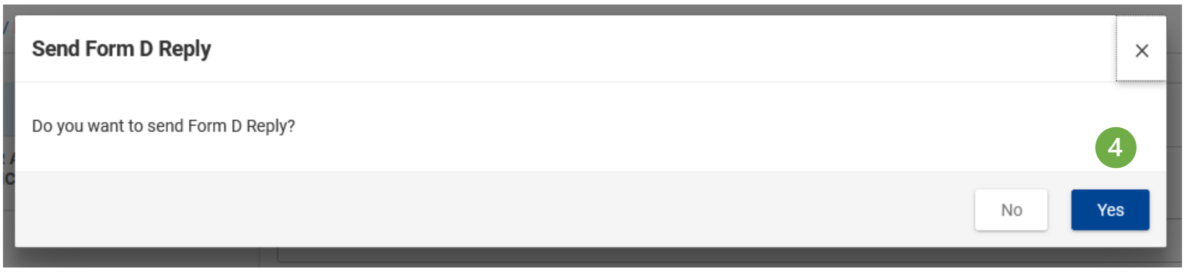


Figure 288: TOEA: Send reply to a request for additional information

10.1.6. TOEA: Acknowledgement of receipt of deposit or advance (Form E)

As a user at the requested court side, you can send Acknowledgement of receipt of deposit or advance to the Issuing Authority.

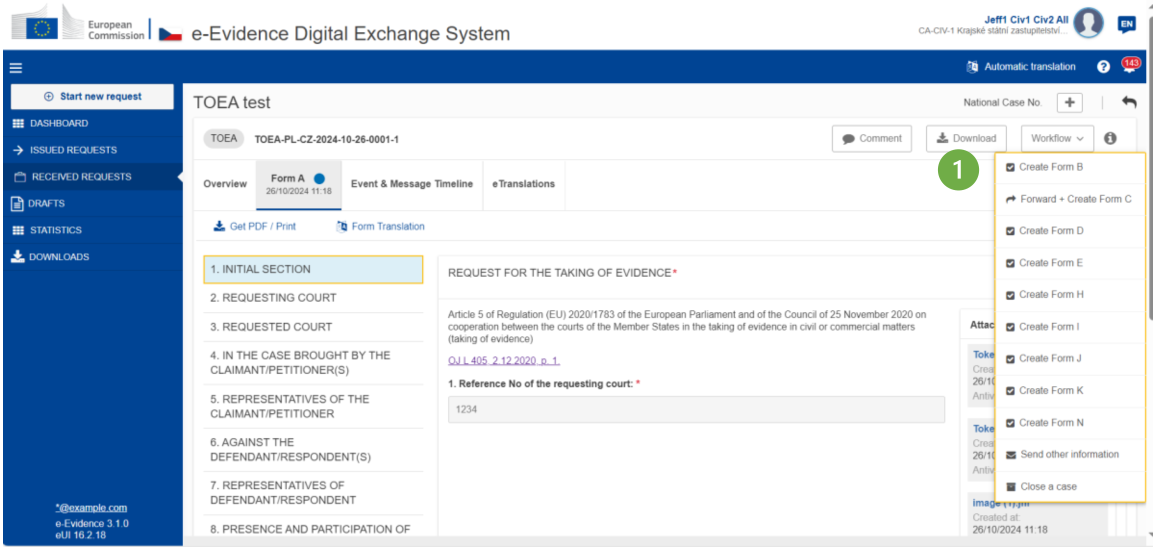


Figure 289: ToE Form E creation

① Select **Create Form E** from Workflow.

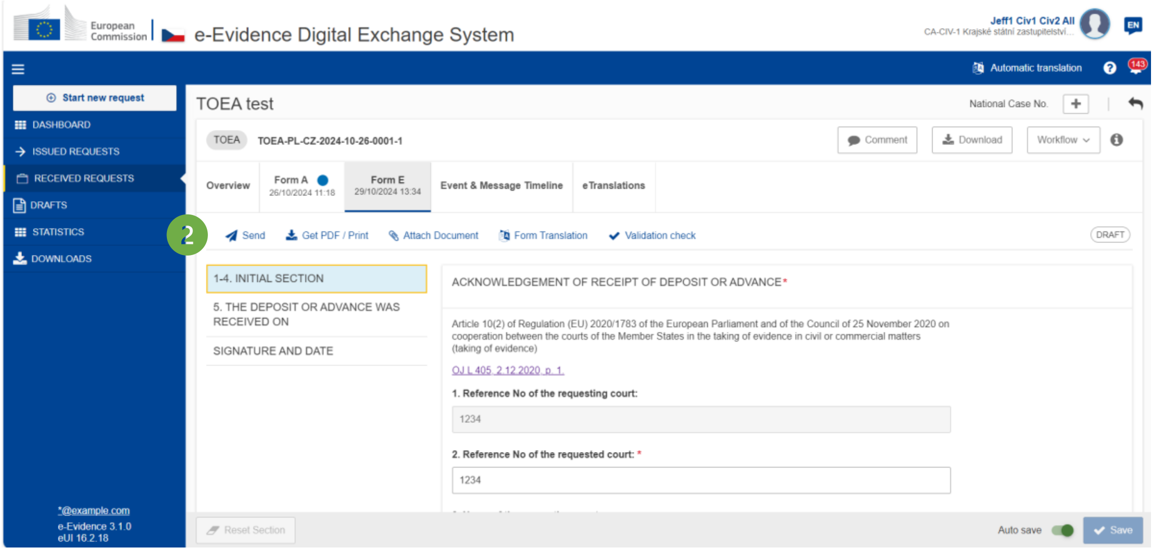


Figure 290: ToE Form E draft

② Complete all mandatory fields in Form E and click **Send** button.

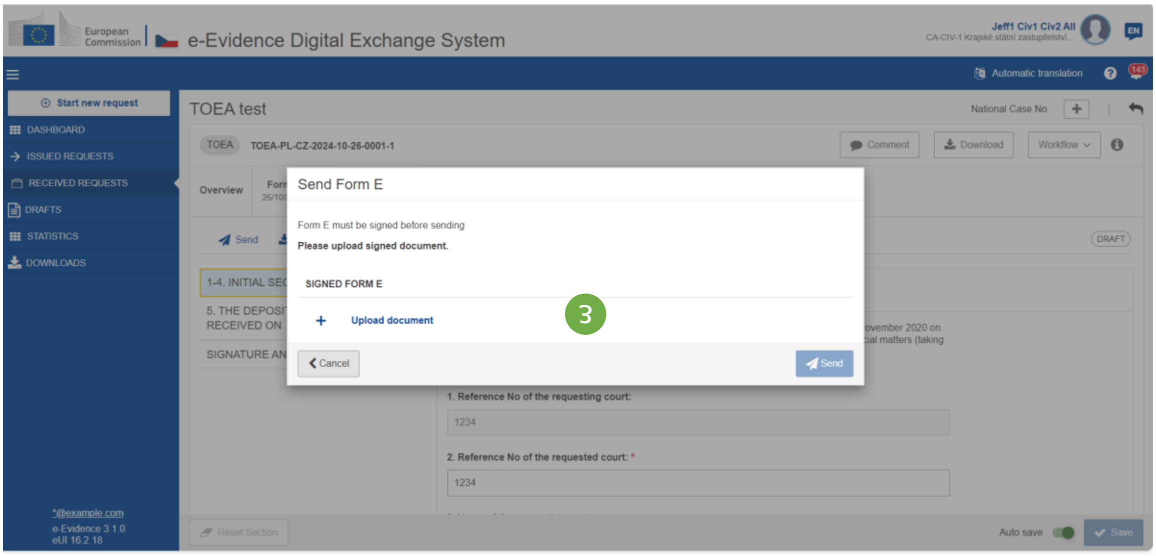


Figure 291: ToE Form E upload document

③ Click **Upload document**.

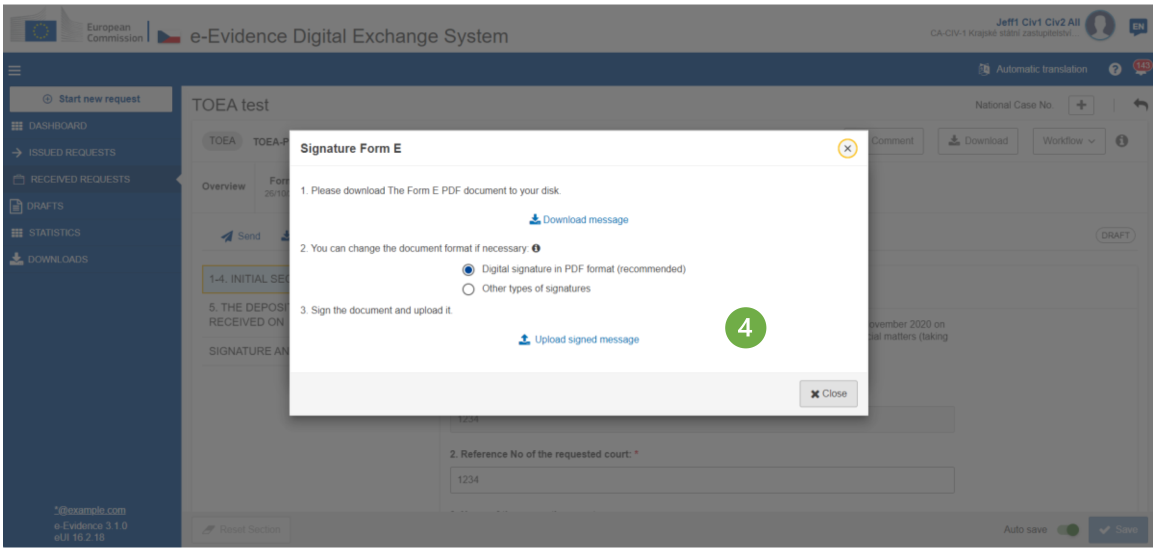


Figure 292: Download, sign and upload document.

④ Download, sign and upload the document as described in '7.2.1.9 Sign chapter'.

NOTE: When 'Other types of signatures' option is selected, then another type of document can be uploaded (e.g.: jpg, jpeg, png). The document must be signed with one of the following: digital signatures or seals, stamps, handwritten signatures.

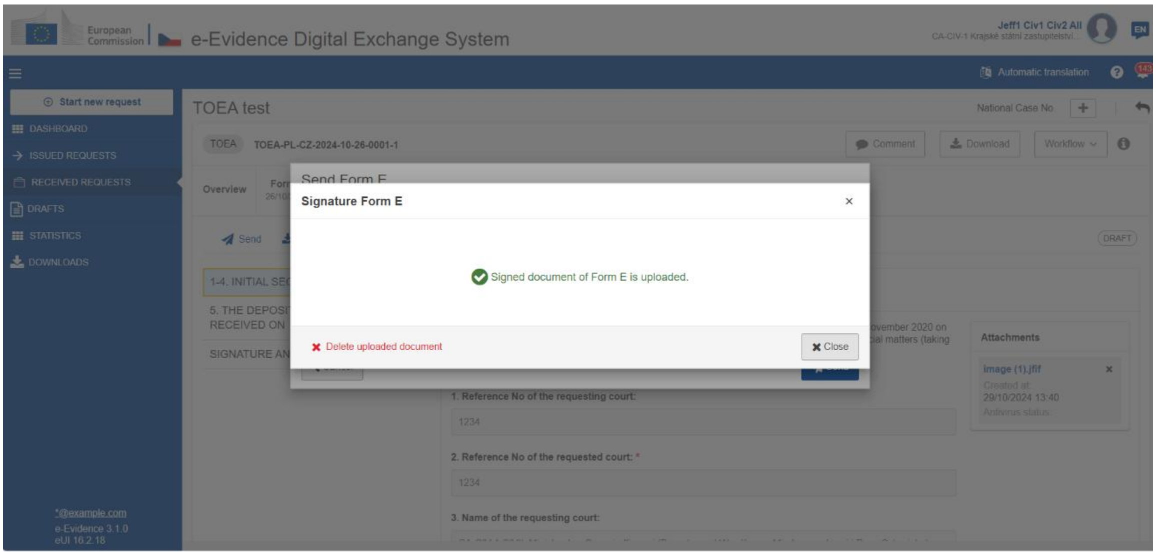


Figure 293: ToE Form E confirmation pop-up

⑤ Close confirmation pop-up.

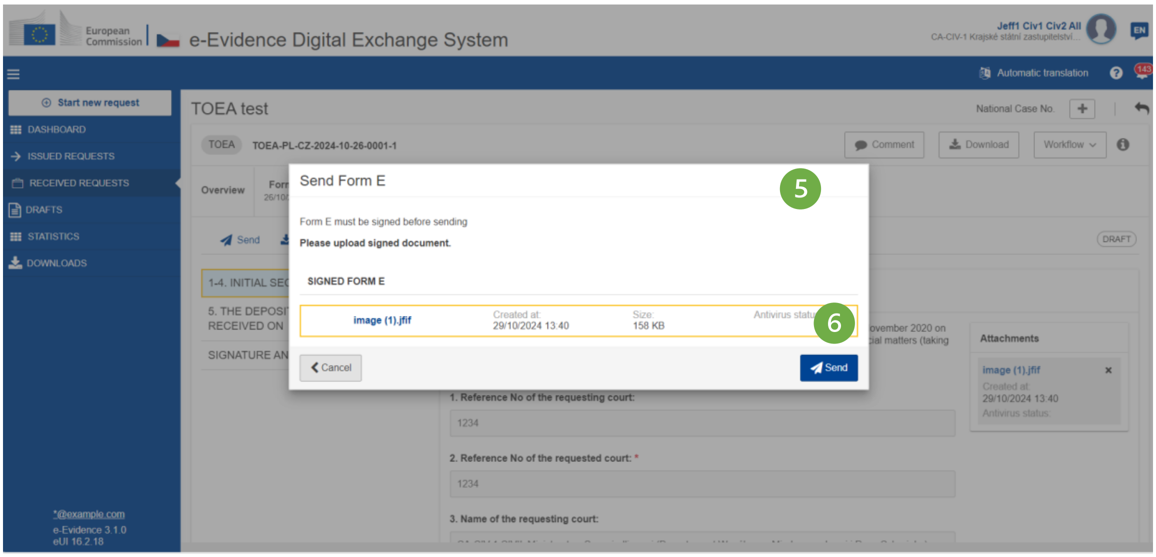


Figure 294: ToE Form E sending

⑥ Click on **Send** button.

10.1.7. TOEA/TOEL: Request for information on delay (Form F)

As a user of the requesting court, you can send a request for information on delay to the requested court.

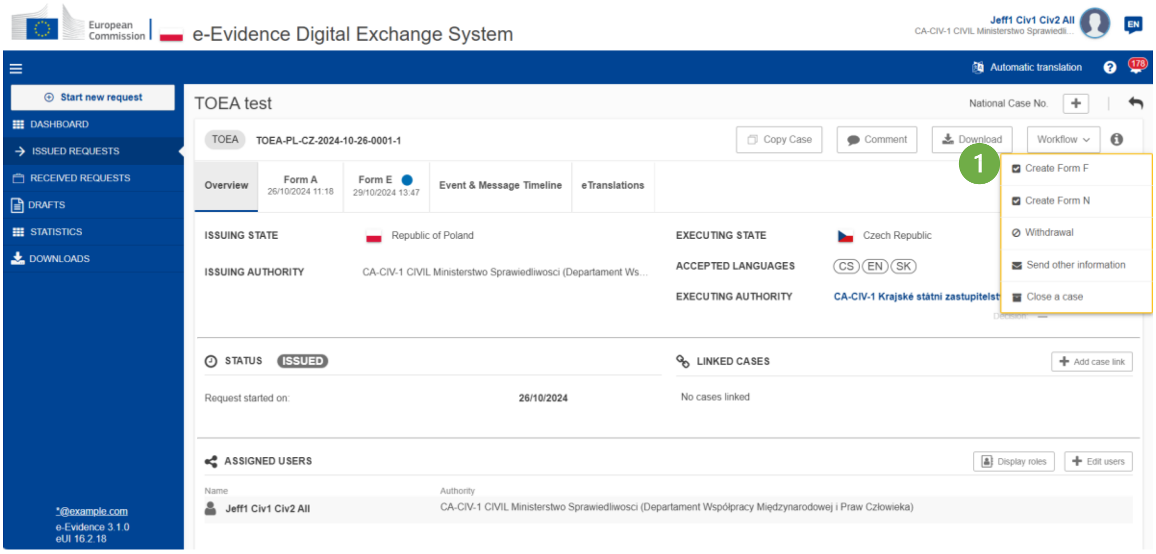


Figure 295: ToE Form F creation

① Select **Create Form F** from Workflow.

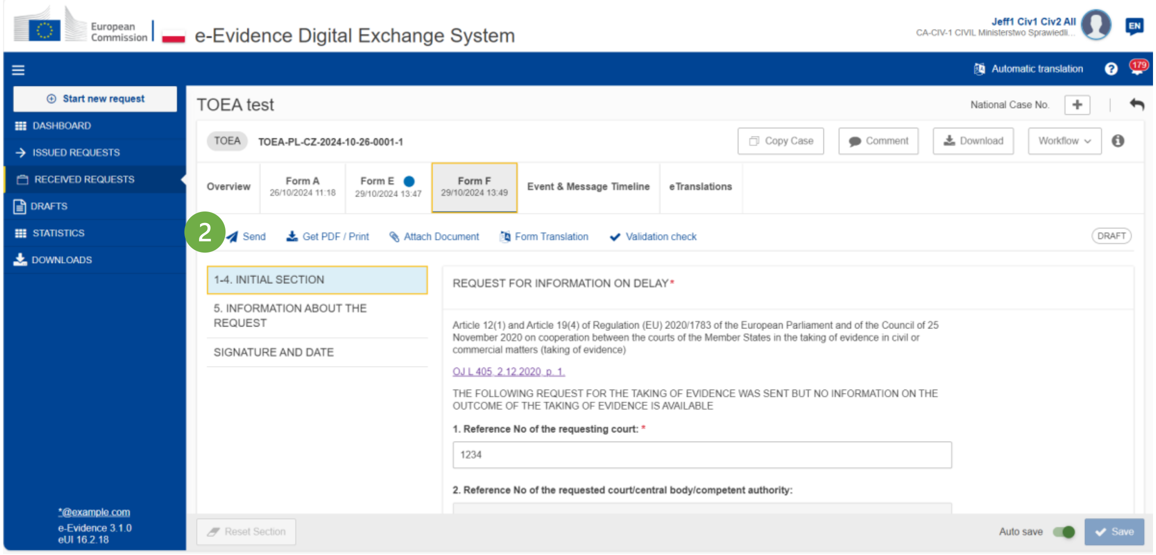


Figure 296: ToE Form F draft

② Application displays Form F draft. Complete all mandatory fields, save your data and click on **Send** button on the action bar.

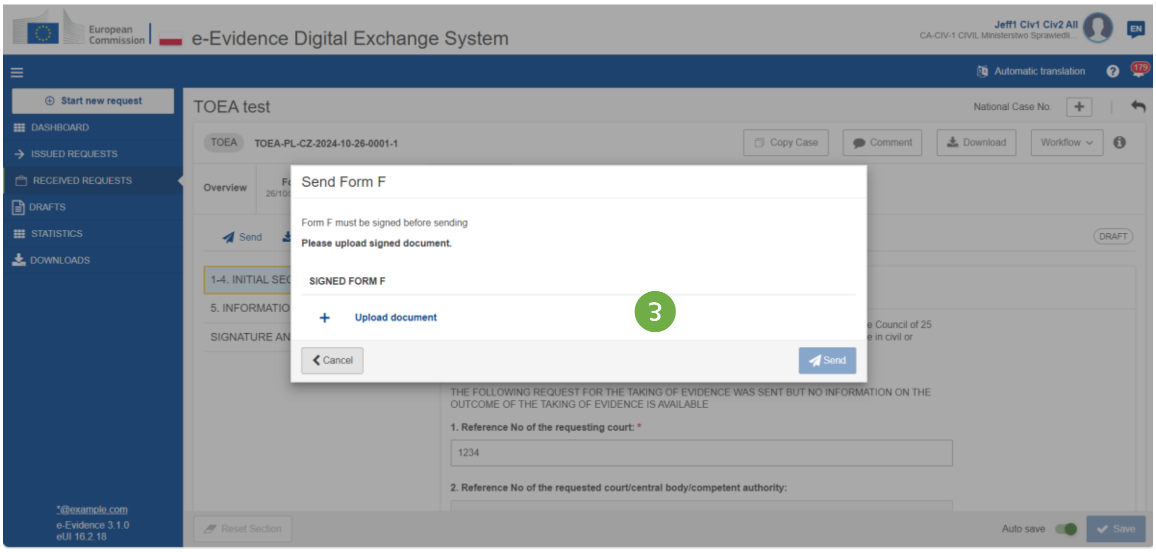


Figure 297: ToE Form F: upload document

③ Click **Upload document**.

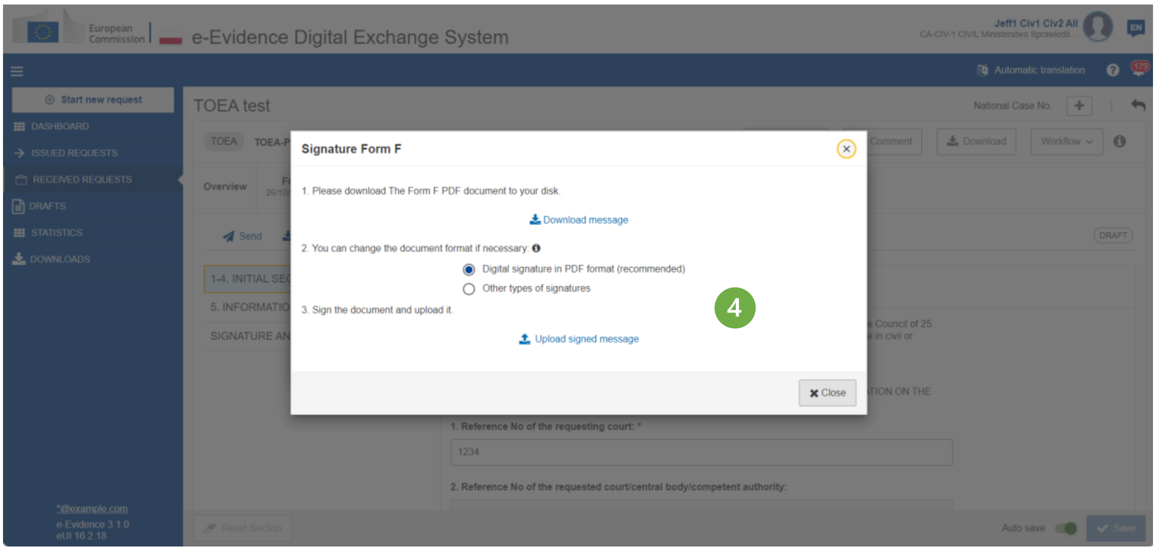


Figure 298: ToE Form F: download, sign and upload document

④ Download, sign and upload the document as described in '[7.2.1.9 Sign chapter]'.

NOTE: When 'Other types of signatures' option is selected, then another type of document can be uploaded (e.g.: jpg, jpeg, png). The document must be signed with one of the following: digital signatures or seals, stamps, handwritten signatures.

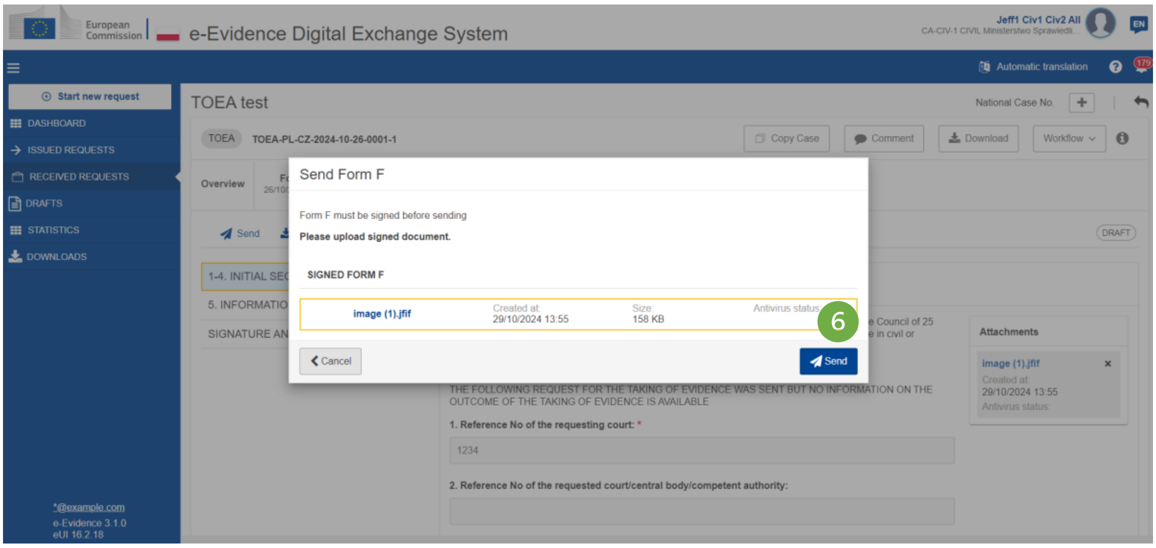


Figure 299: ToE Form F sending

⑤ Close confirmation pop-up

⑥ Click on **Send** button.

10.1.8. TOEA/TOEL: Reply to request for information on delay (Form G)

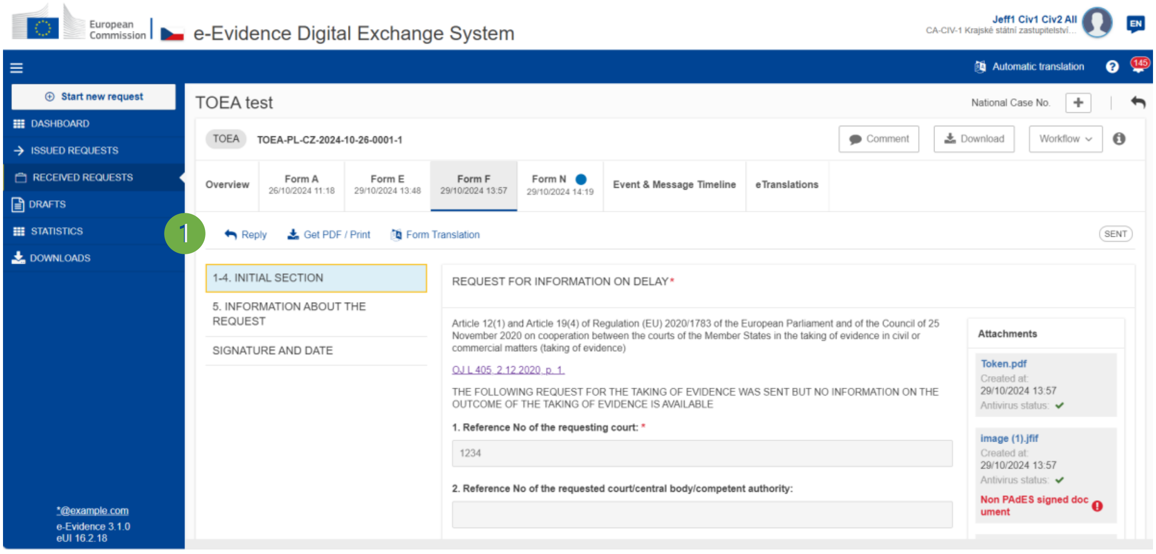


Figure 300: ToE Form G creation

① You can reply to a received Form F by clicking **Reply** button on the action bar.

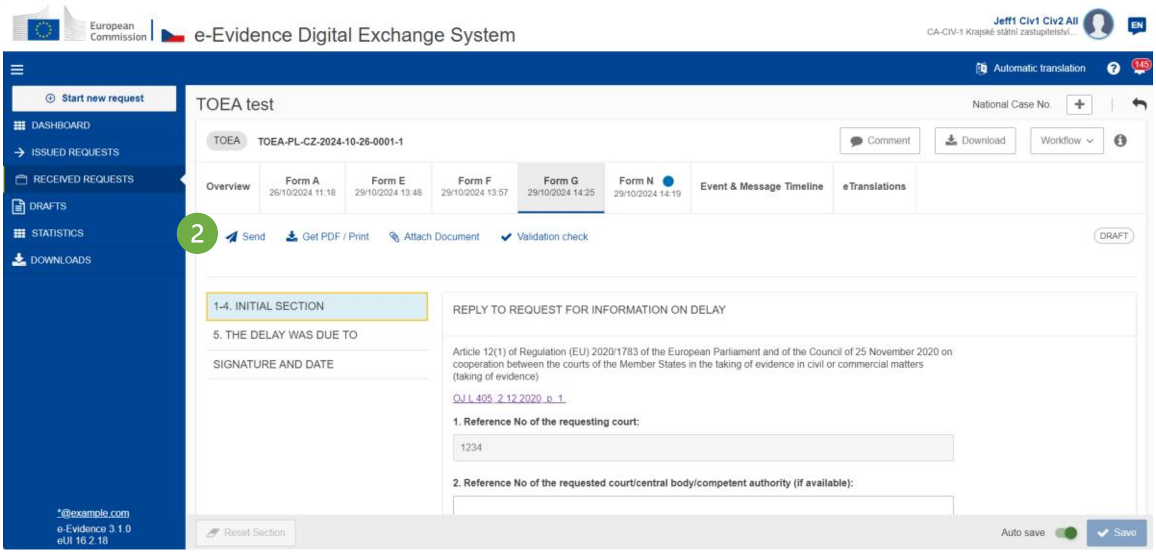


Figure 301: ToE Form G draft

Application creates and displays Form G.

② Complete all mandatory fields, save your data and click **Send** button on the action bar.

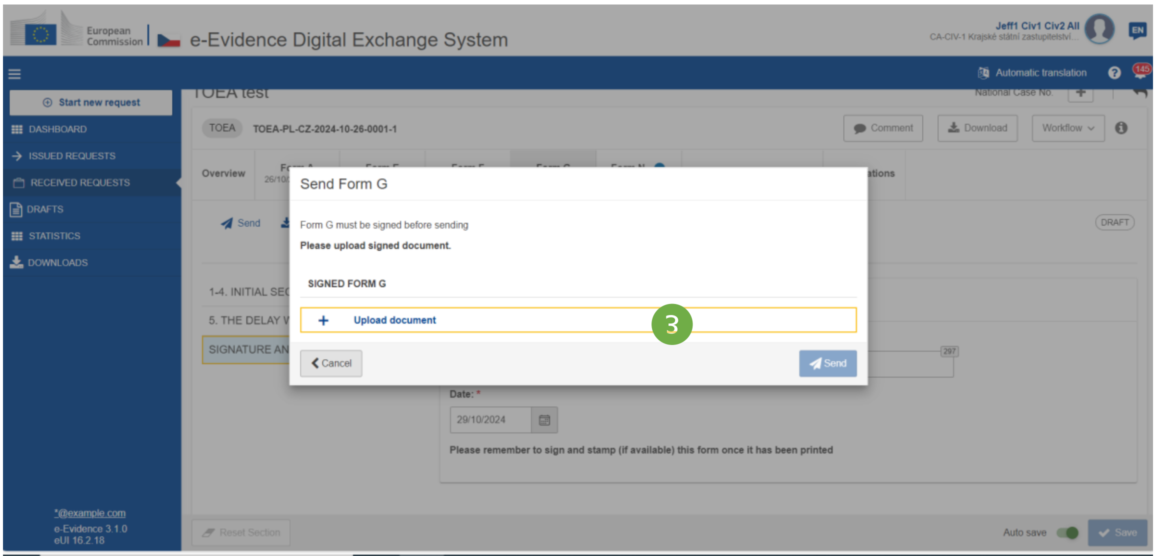


Figure 302: ToE Form G upload document

③ Click **Upload document**.

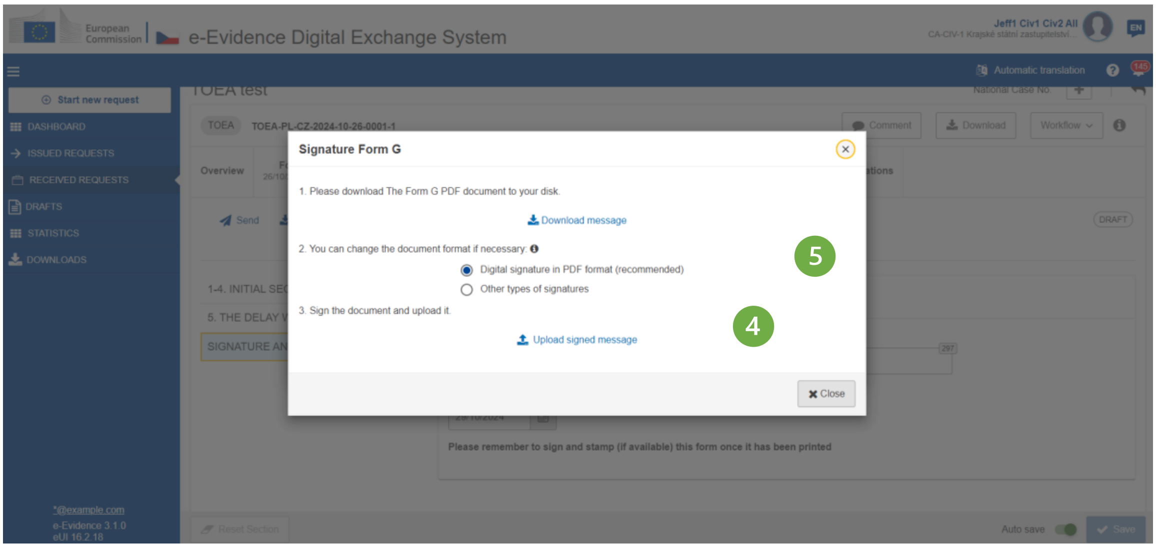


Figure 303: ToE Form G: download, sign and upload document

④ Download, sign and upload the document as described in '[7.2.1.9 Sign chapter](#)'.

NOTE: When 'Other types of signatures' option is selected, then another type of document can be uploaded (e.g.: jpg, jpeg, png). The document must be signed with one of the following: digital signatures or seals, stamps, handwritten signatures.

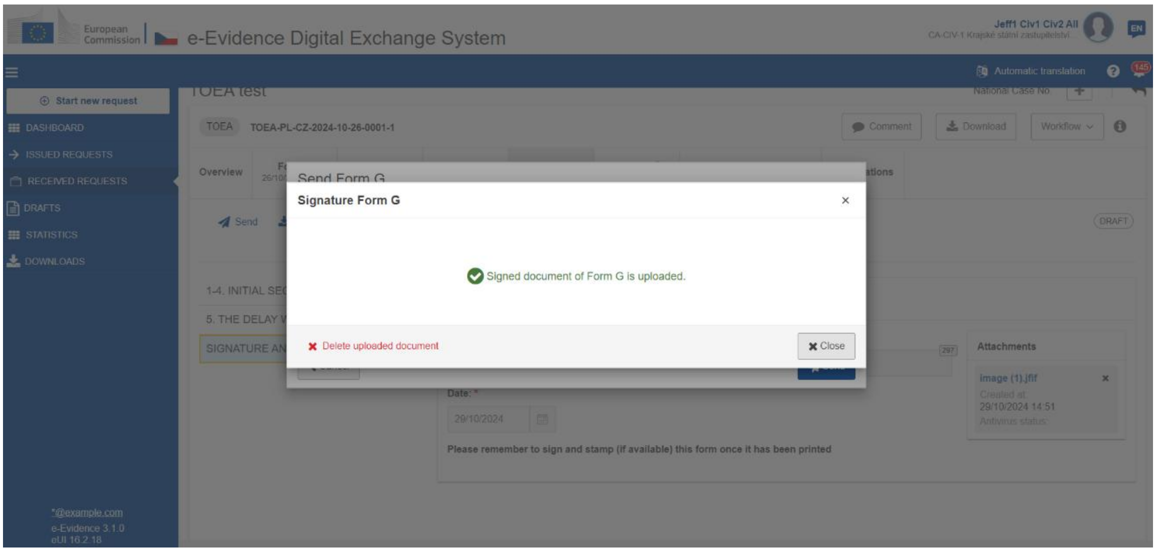


Figure 304: ToE Form G: confirmation pop-up

⑤ Close a confirmation pop-up.

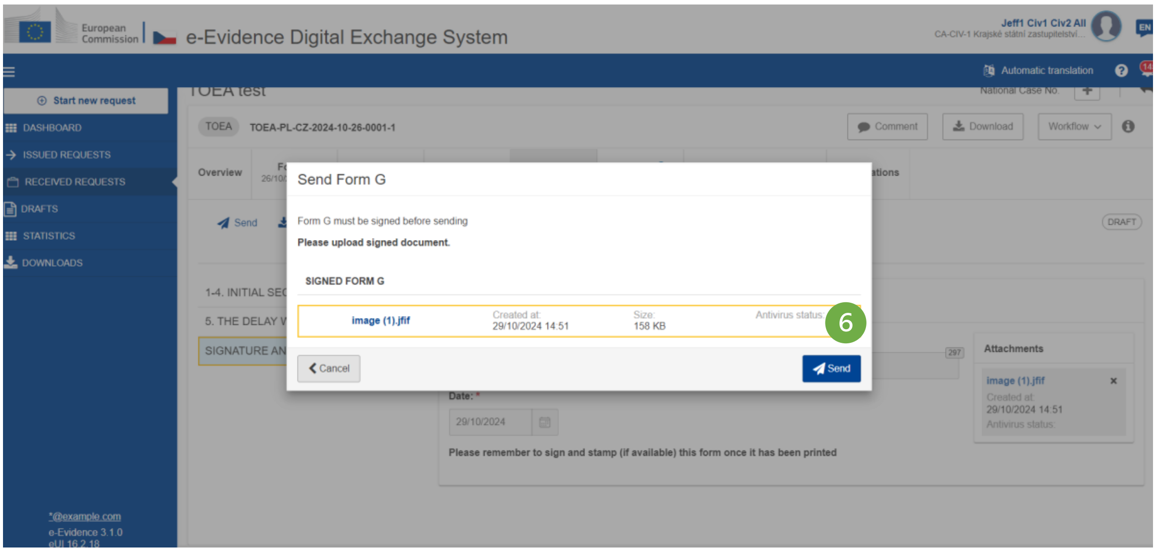


Figure 305: ToE Form G sending

⑥ Click on **Send** button.

10.1.9. TOEA: Notification concerning the request for special procedures and/or for the use of communications technologies (Form H)

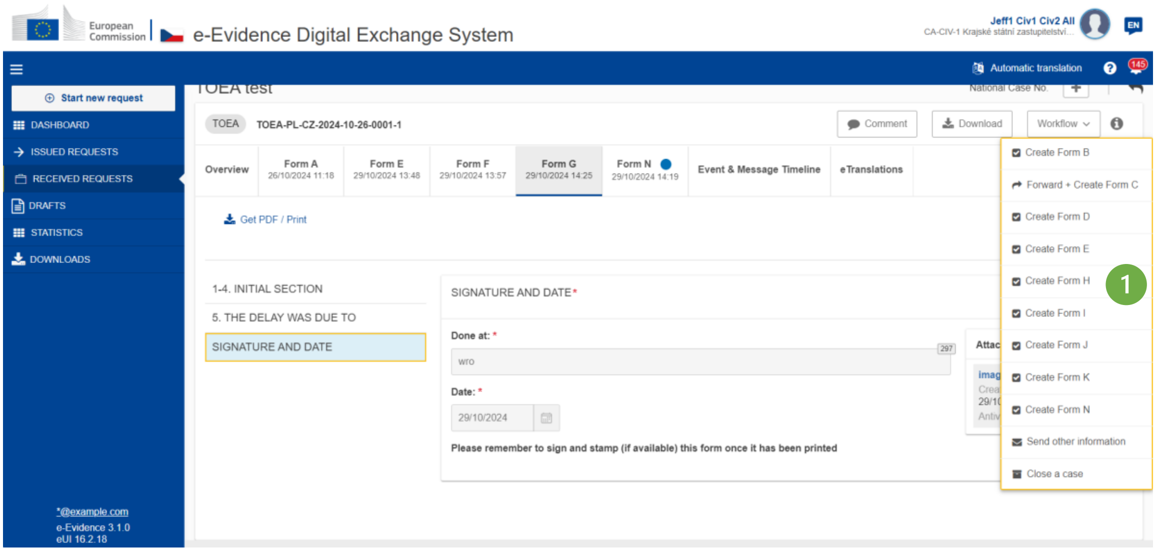


Figure 306: ToE Form H creation

① Select **Create Form H** option from Workflow.

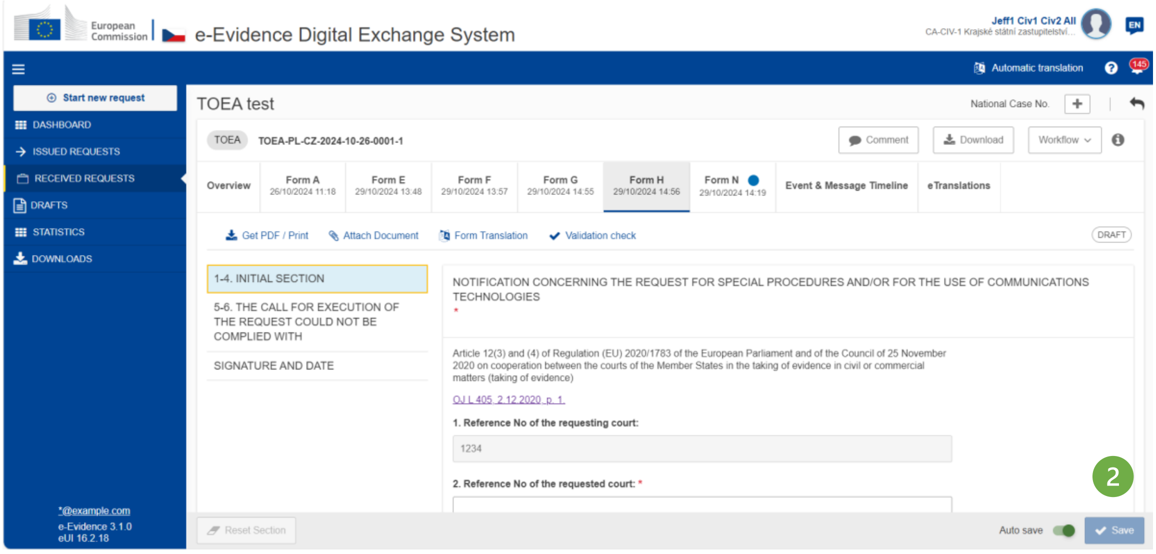


Figure 307: ToE Form H draft

② Complete all mandatory fields and save your data.

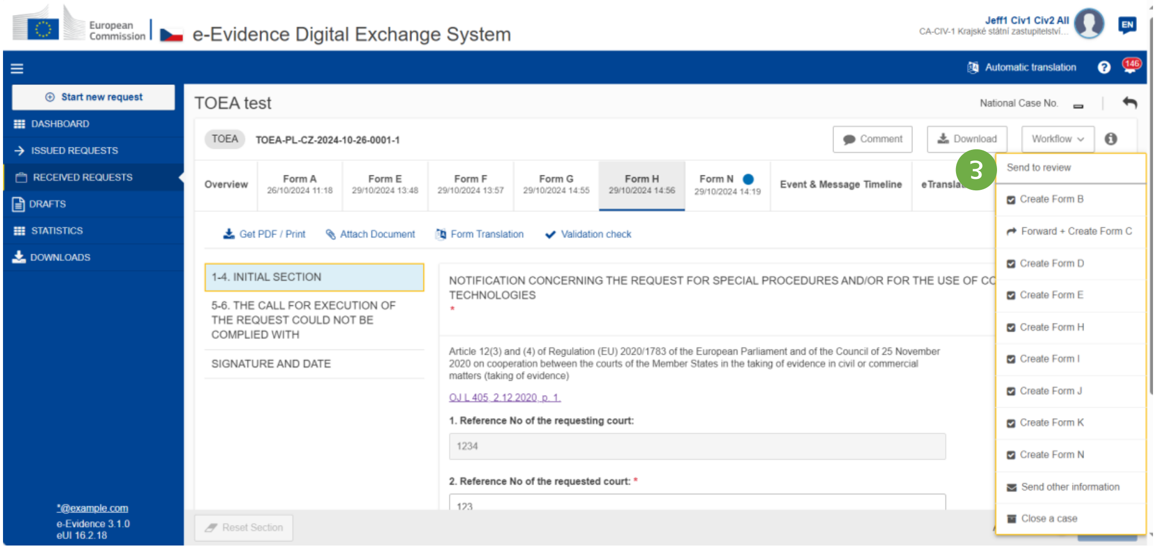


Figure 308: ToE Form H send to review

③ Select **Send to review** option from Workflow.

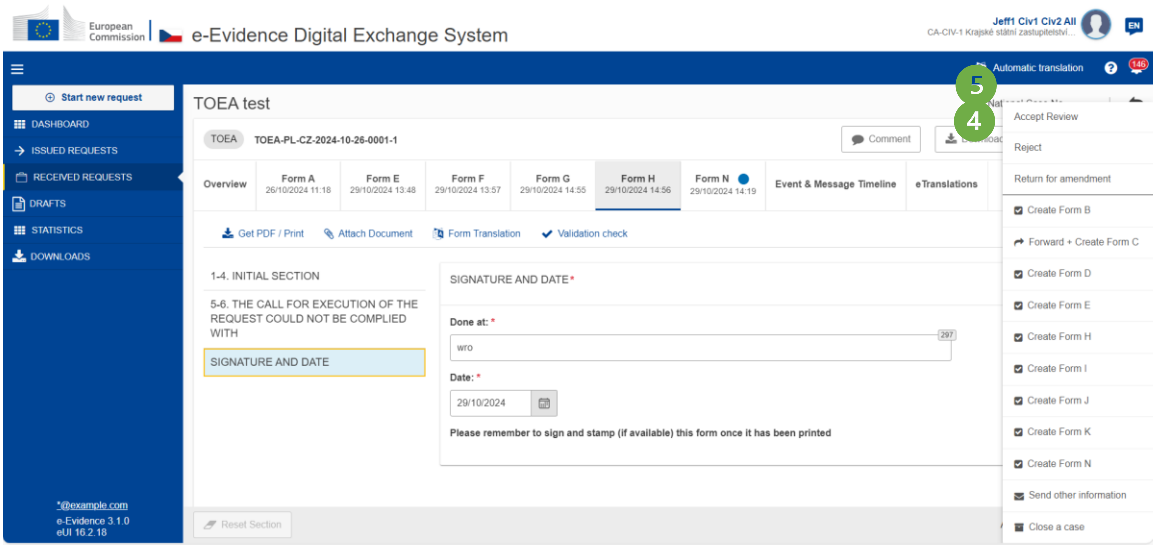


Figure 309: ToE Form H accept review

④ The user with Reviewer role should select **Accept Review** to move it to the next step (Reject and Return for amendment are also the available options). The Assigned can also edit the case.

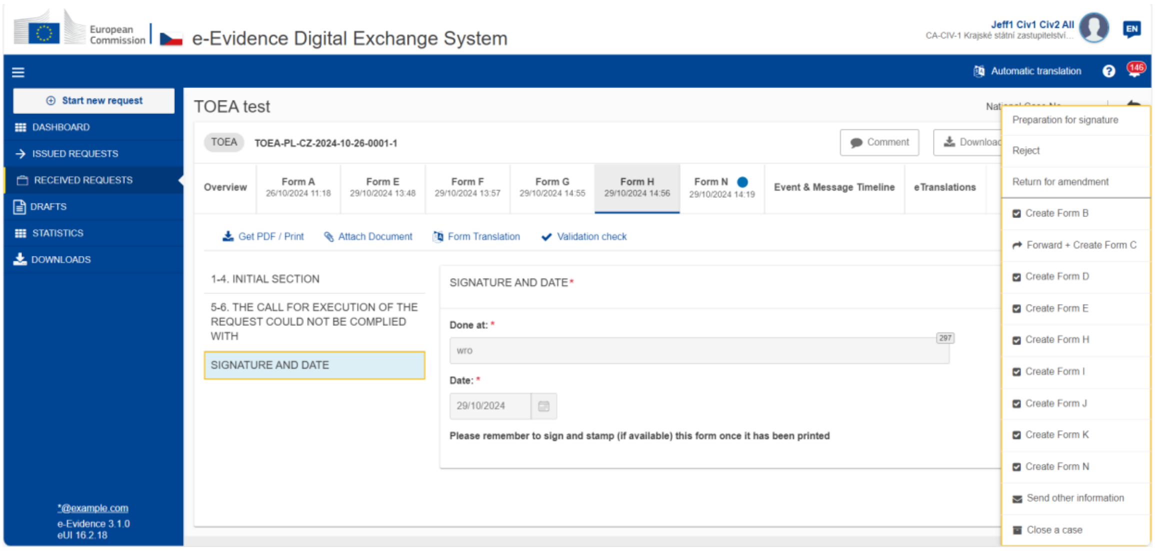


Figure 310: ToE Form H: preparation for signature

⑤ The user with Sender role should select **Preparation for signature** to sign and upload the signed document (other available options are: Reject and Return for amendment). The Sender cannot edit the case.

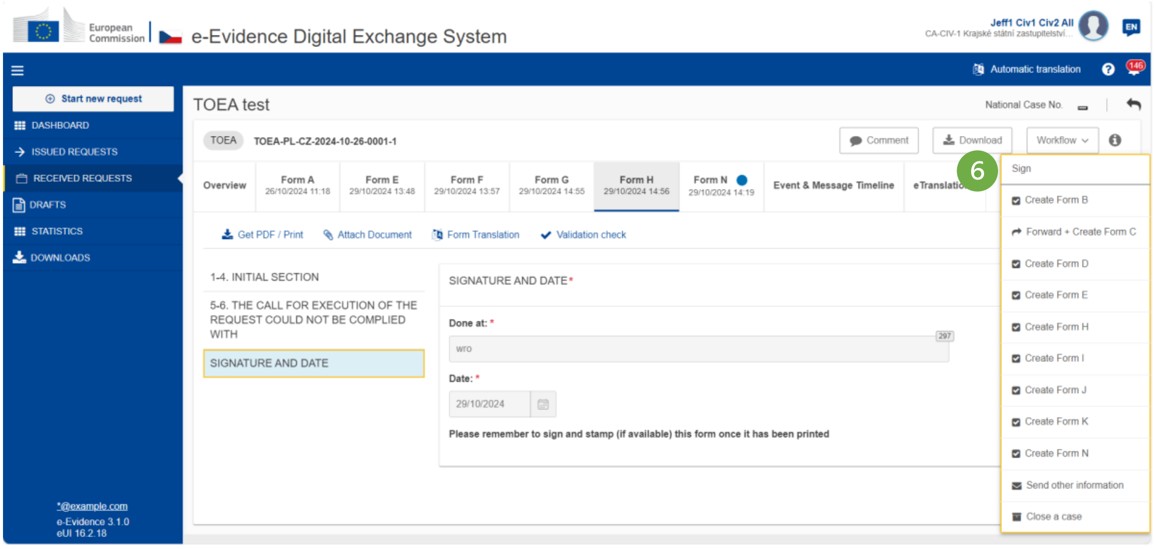


Figure 311: ToE Form H: signing

⑥ The user with Sender role should select **Sign**.

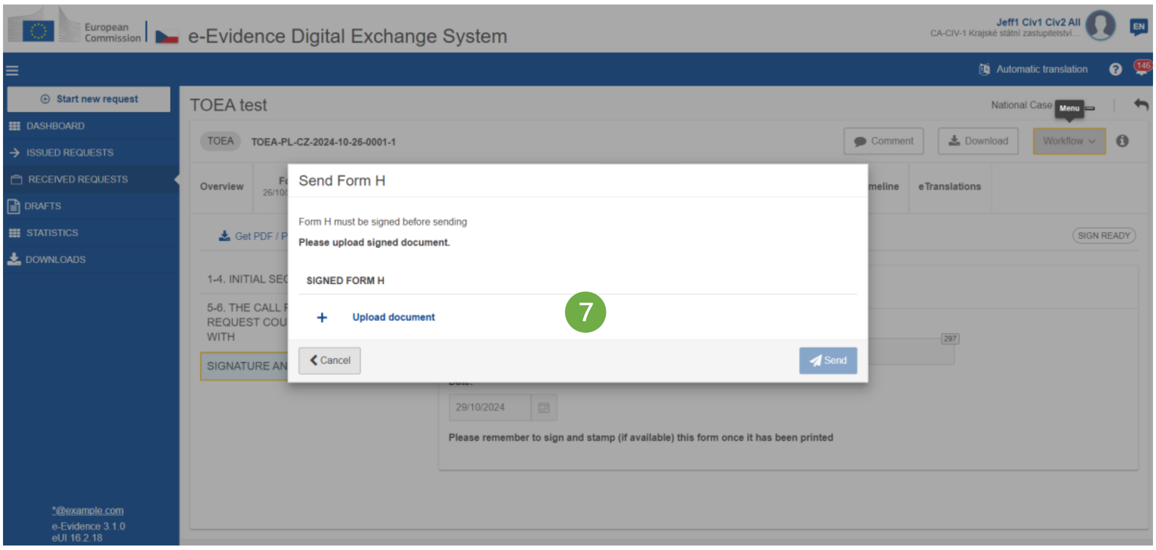


Figure 312: ToE Form H: upload document

⑦ Click **Upload document**.

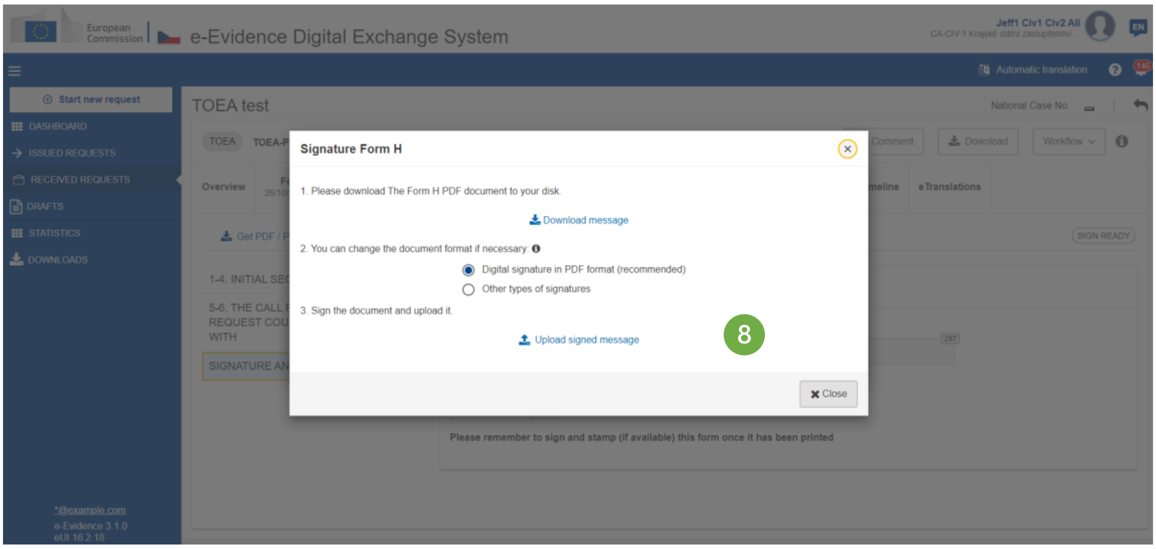


Figure 313: ToE Form H: Download, sign and upload document

⑧ Download, sign and upload the document as described in '[7.2.1.9 Sign chapter](#)'.

NOTE: When 'Other types of signatures' option is selected, then another type of document can be uploaded (e.g.: jpg, jpeg, png). The document must be signed with one of the following: digital signatures or seals, stamps, handwritten signatures.

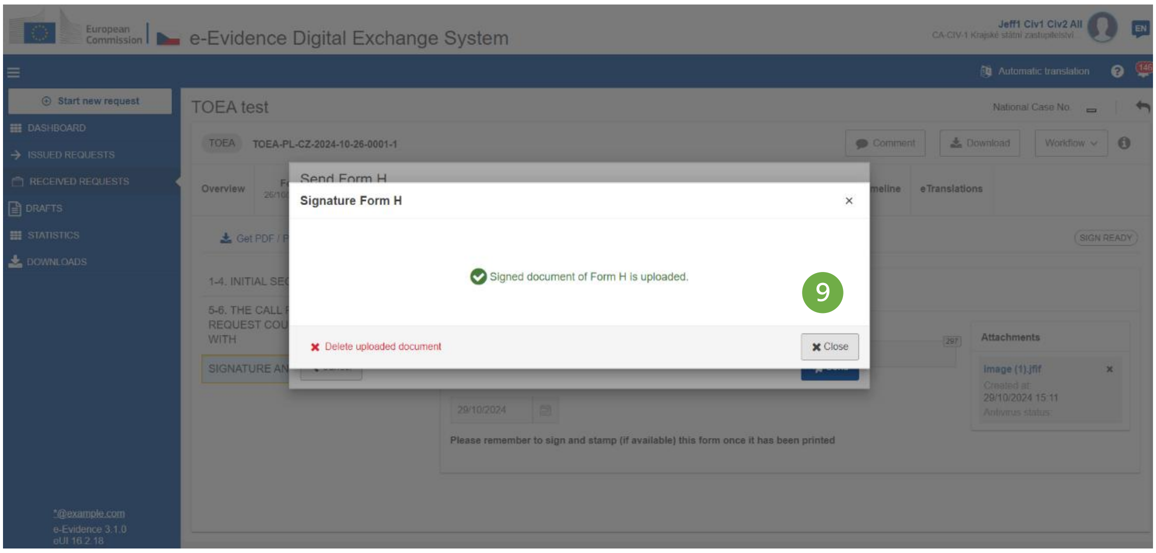


Figure 314: ToE Form H: confirmation pop-up

⑨ Close the confirmation pop-up.

⑩ Click on **Send** button from Workflow.

10.1.10. TOEA: Notification of the date, time, place of the taking of evidence and the conditions for participation (Form I)

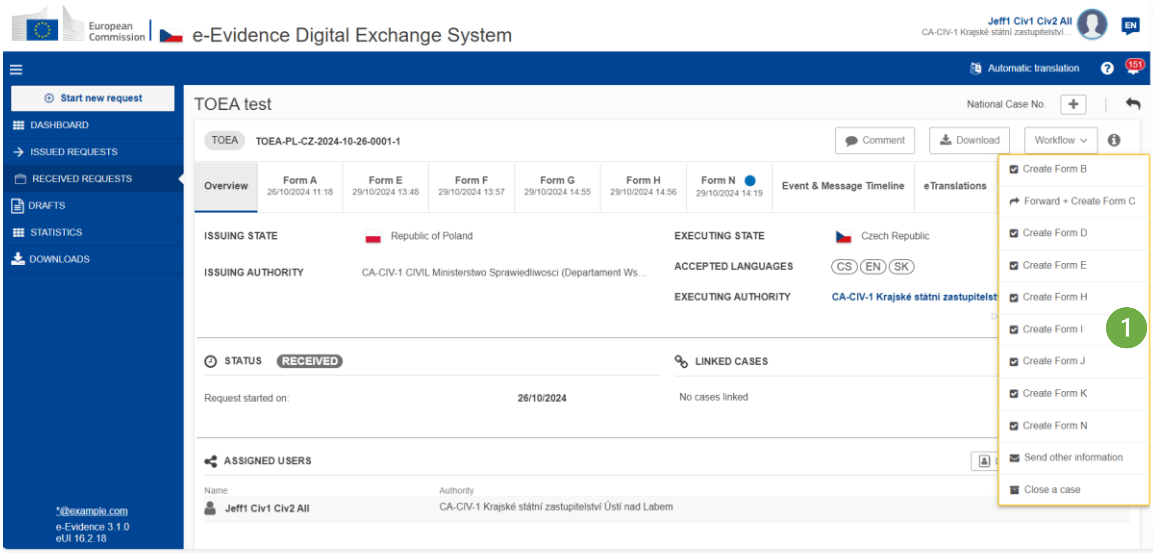


Figure 315: ToE Form I creation

① Select **Create Form I** from Workflow.

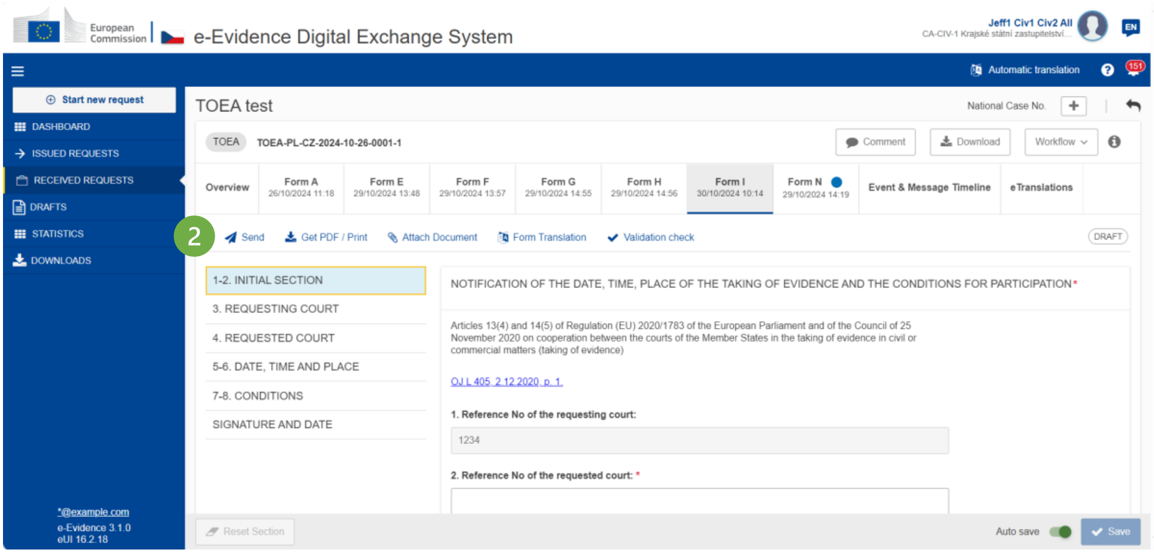


Figure 316: ToE Form I draft

② Complete all mandatory fields and click **Send** button on the action bar.

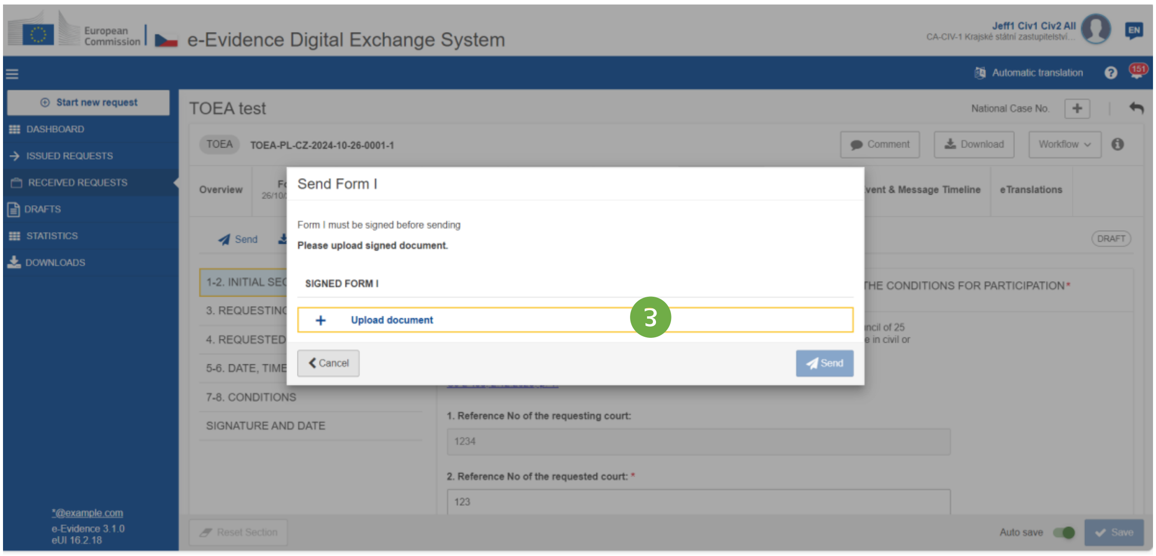


Figure 317: ToE Form I upload document

③ Click **Upload document**.

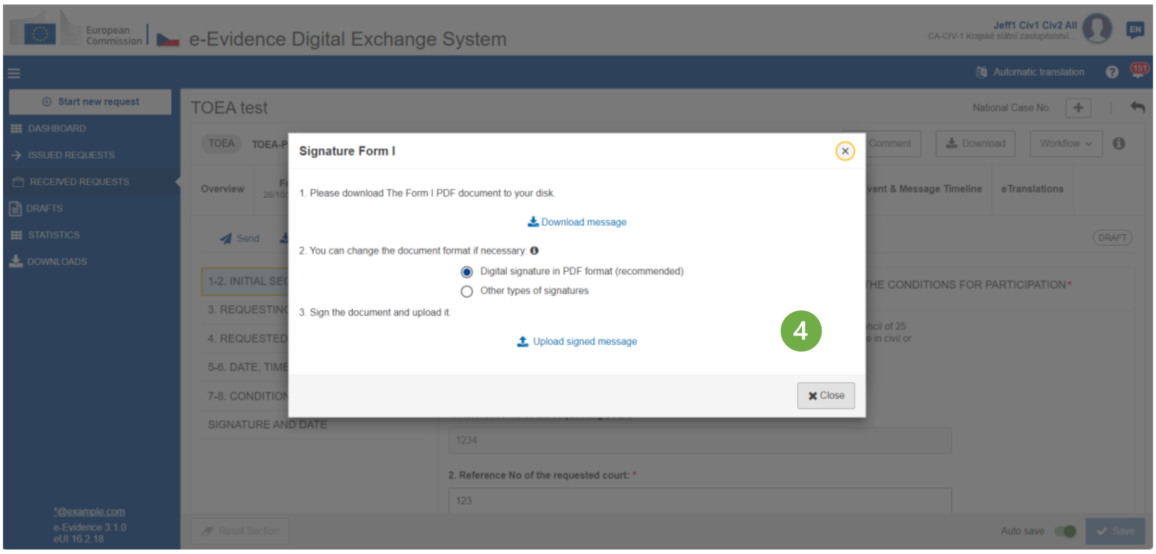


Figure 318: Download, sign and upload document

④ Download, sign and upload the document as described in '7.2.1.9 Sign chapter'.

NOTE: When 'Other types of signatures' option is selected, then another type of document can be uploaded (e.g.: jpg, jpeg, png). The document must be signed with one of the following: digital signatures or seals, stamps, handwritten signatures.

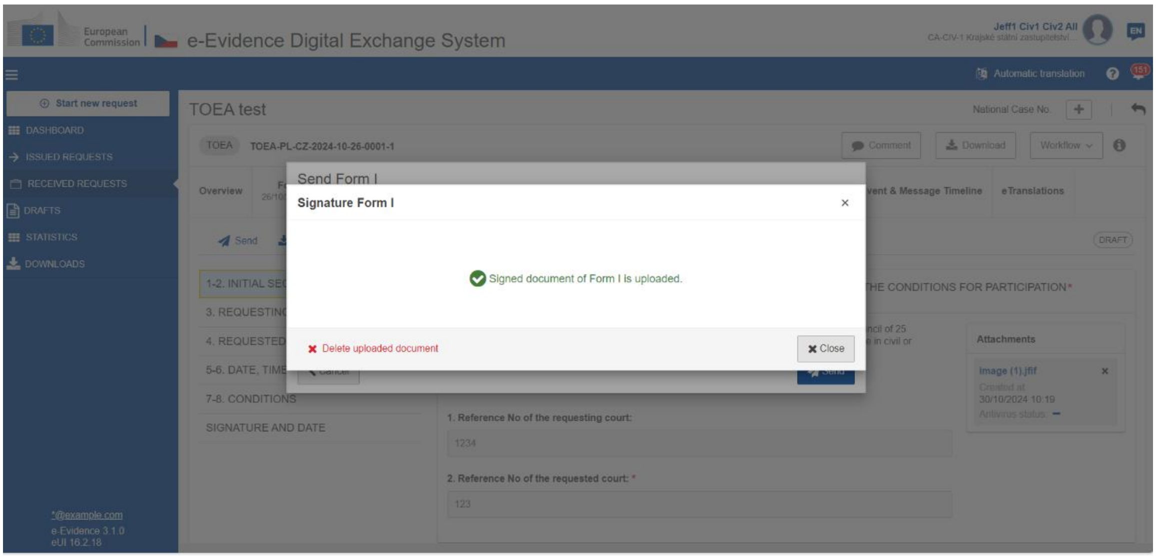


Figure 319: ToE Form I: confirmation pop-up

⑤ Close confirmation pop-up.

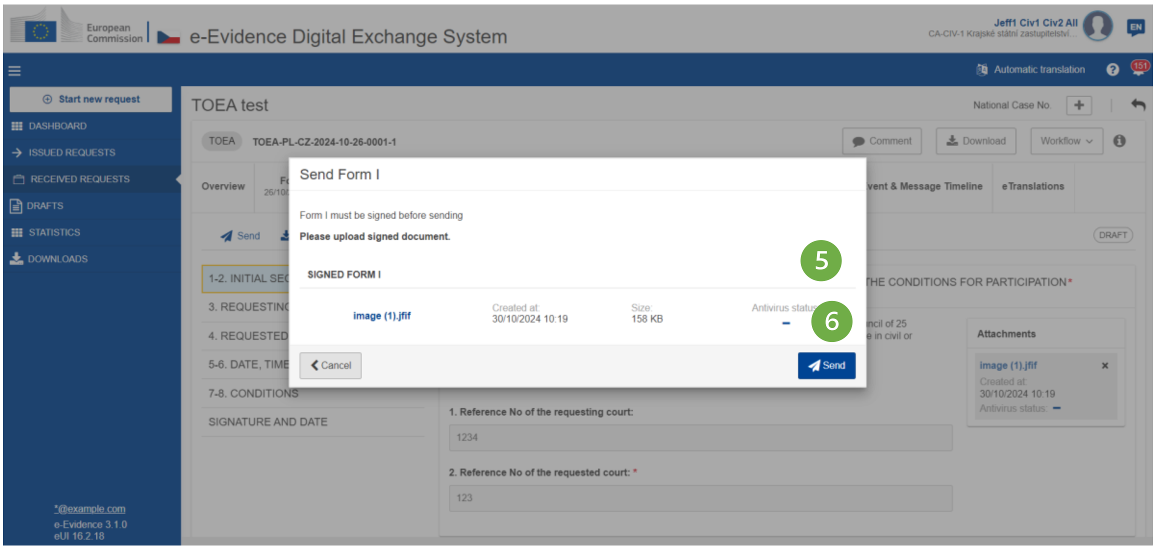


Figure 320: ToE Form I sending

⑥ Click on **Send** button.

10.1.11. TOEA: Notification of delay (Form J)

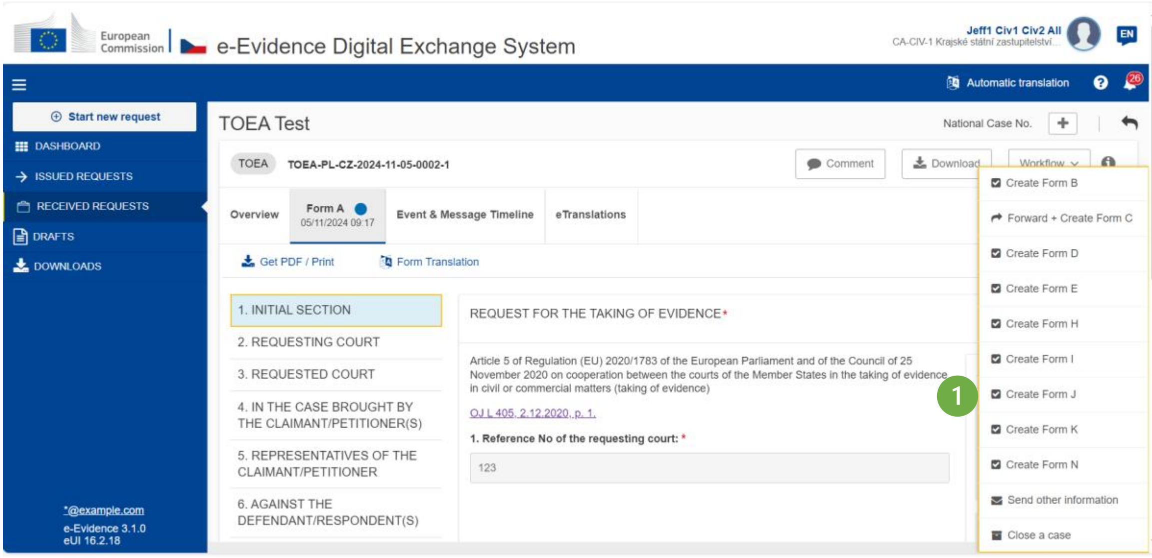


Figure 321: ToE Form J creation

① Select **Create Form J** from Workflow.

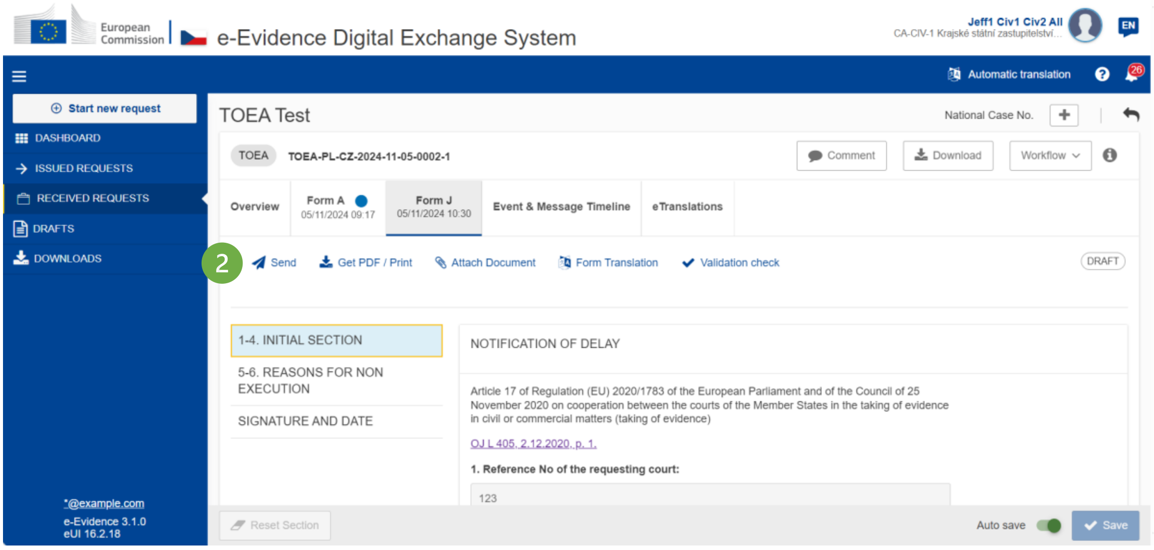


Figure 322: ToE Form J draft

② Complete all mandatory fields and click **Send** button on the action bar.

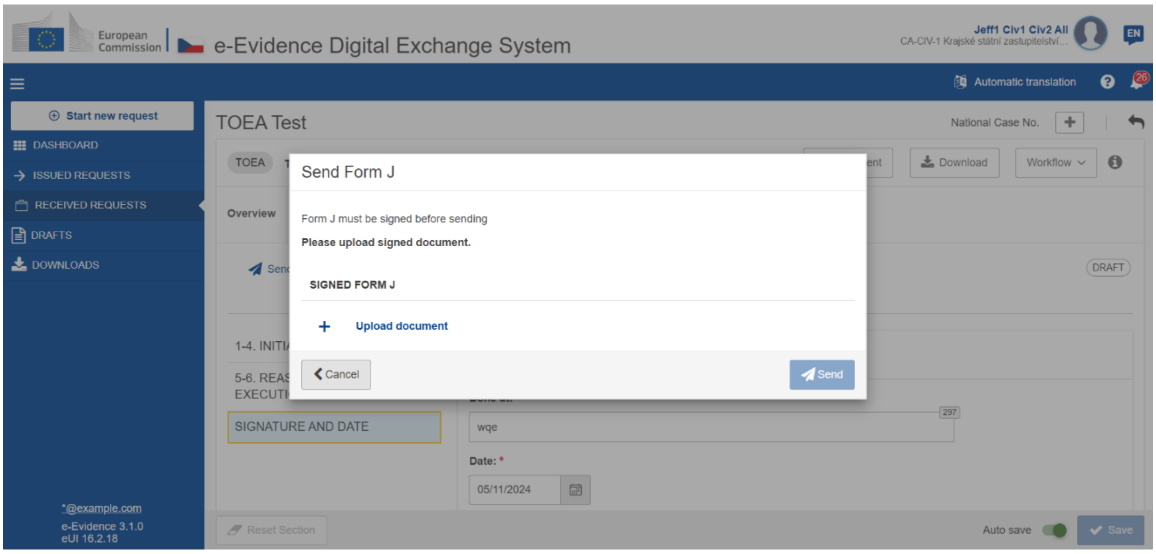


Figure 323: ToE Form J upload document

③ Click **Upload document**.

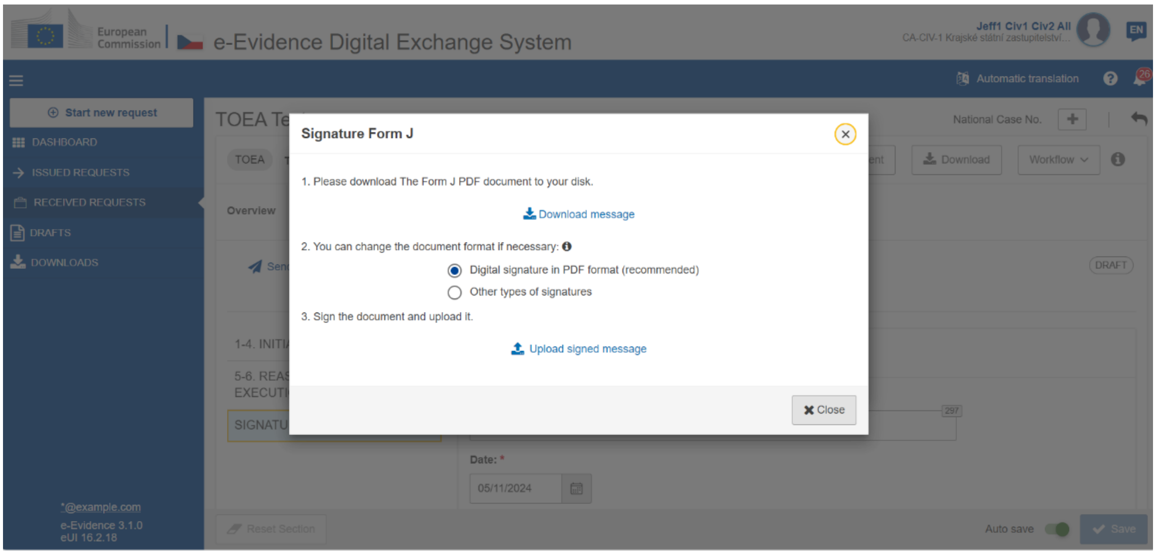


Figure 324: ToE Form J download, sign and upload document

④ Download, sign and upload the document as described in '7.2.1.9 Sign chapter'.

NOTE: When 'Other types of signatures' option is selected, then another type of document can be uploaded (e.g.: jpg, jpeg, png). The document must be signed with one of the following: digital signatures or seals, stamps, handwritten signatures.

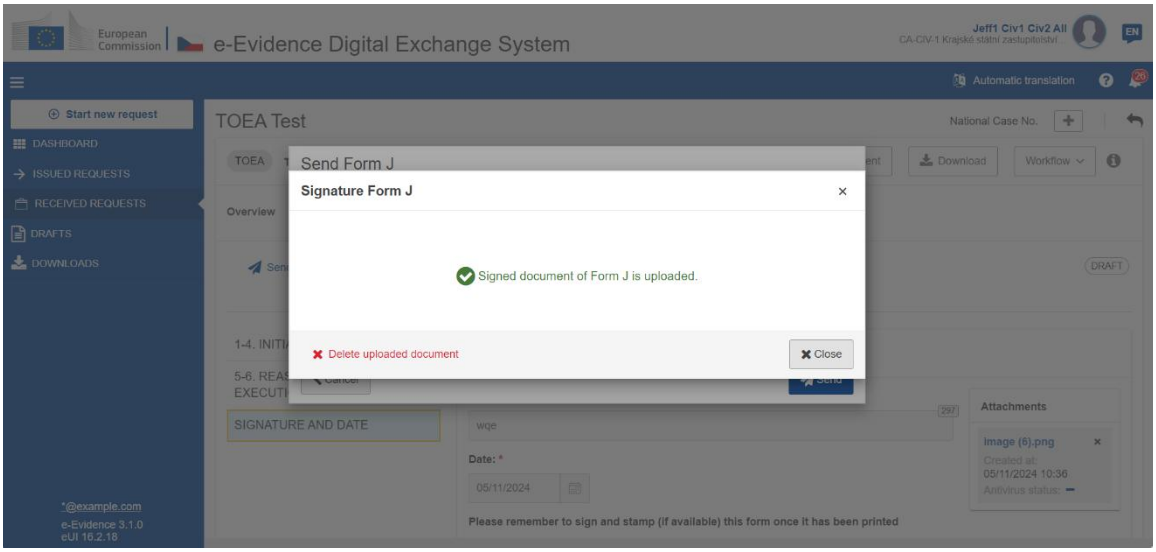


Figure 325: ToE Form J confirmation pop-up

⑤ Close the confirmation pop-up.

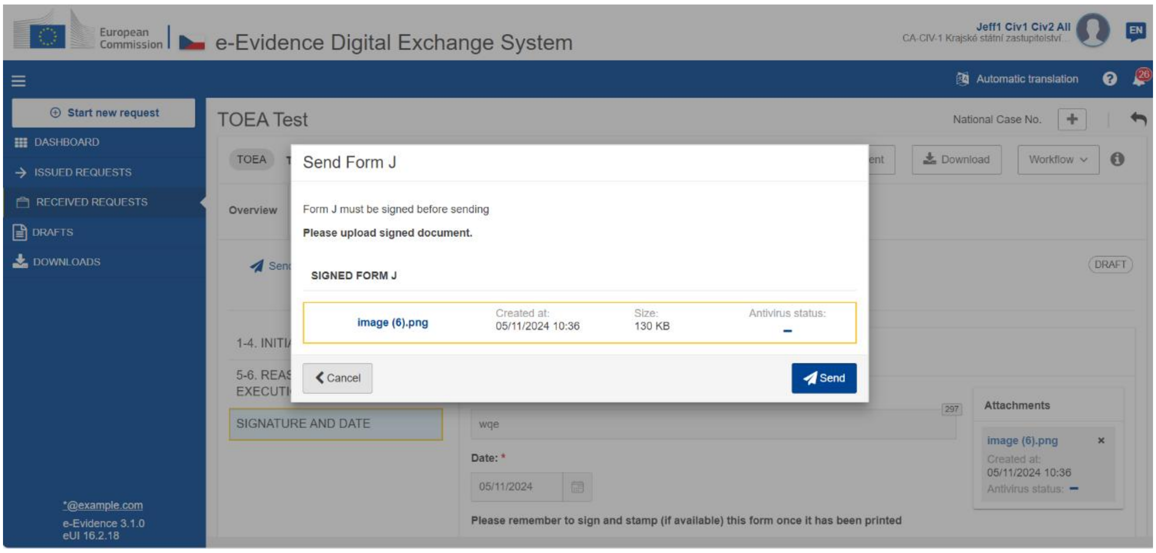


Figure 326: ToE Form J sending

⑥ Click on **Send** button.

10.1.12. TOEA/TOEL: Information on technical practicalities for holding a videoconference or using other distance communications technology (Form N)

ToE Form N can be created and issued by Issuing and Executing Authority.

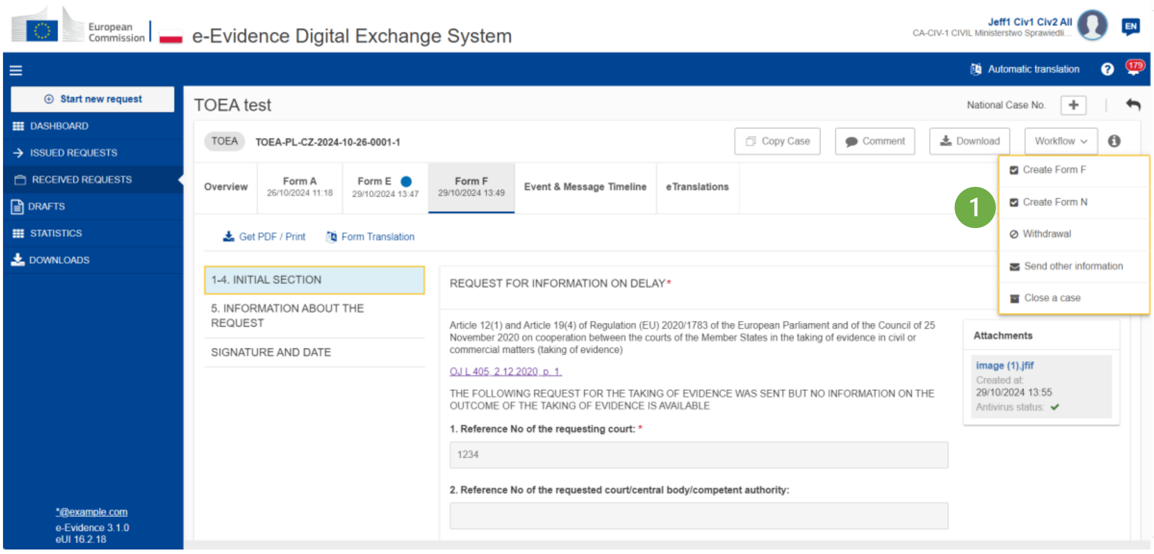


Figure 327: ToE Form N creation

① Select **Create Form N** from Workflow.

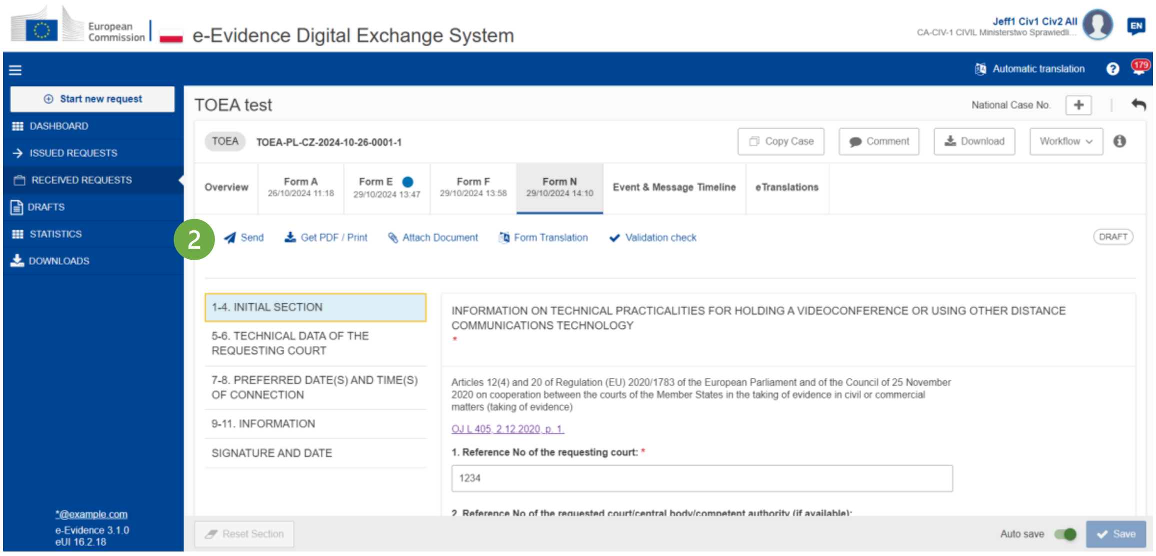


Figure 328: ToE Form N draft

② Complete Form N mandatory fields, save your data and click on **Send** button from the action bar.

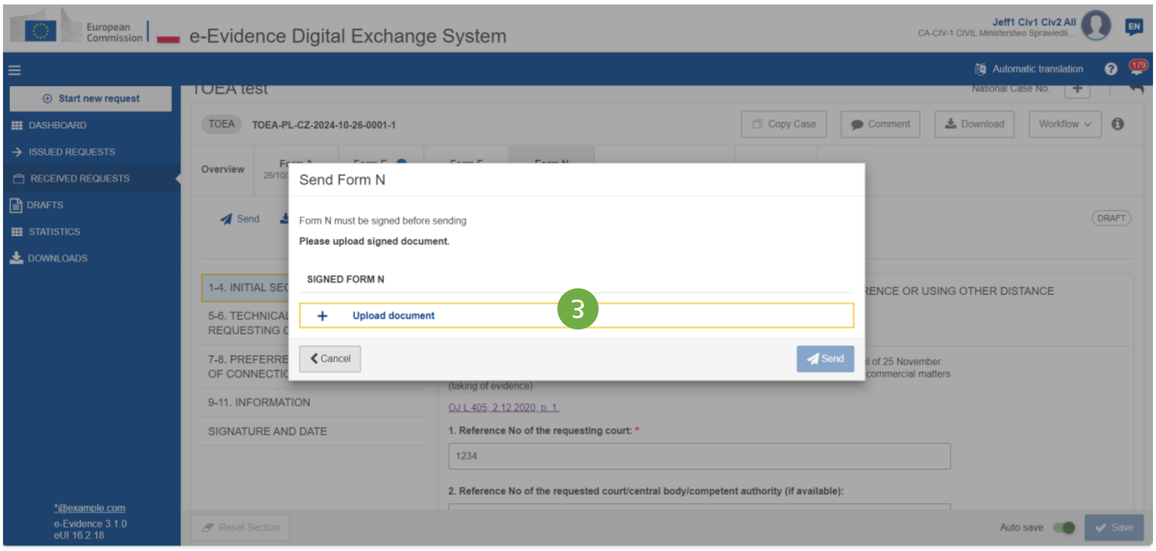


Figure 329: ToE Form N upload document

③ Click **Upload document**.

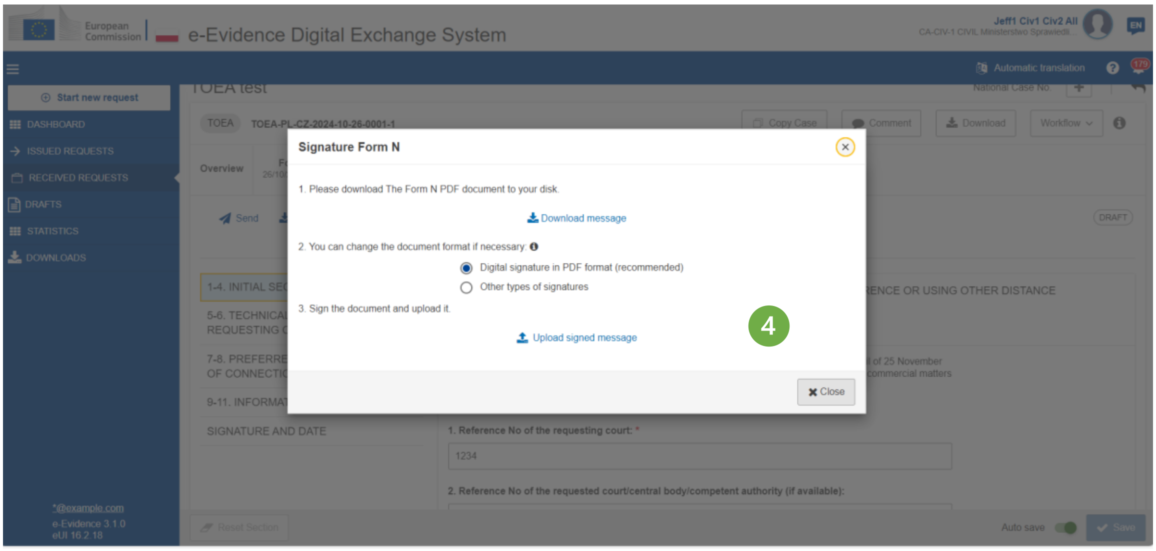


Figure 330: ToE Form N: download, sign and upload document

④ Download, sign and upload the document as described in '7.2.1.9 Sign chapter'.

NOTE: When 'Other types of signatures' option is selected, then another type of document can be uploaded (e.g.: jpg, jpeg, png). The document must be signed with one of the following: digital signatures or seals, stamps, handwritten signatures.

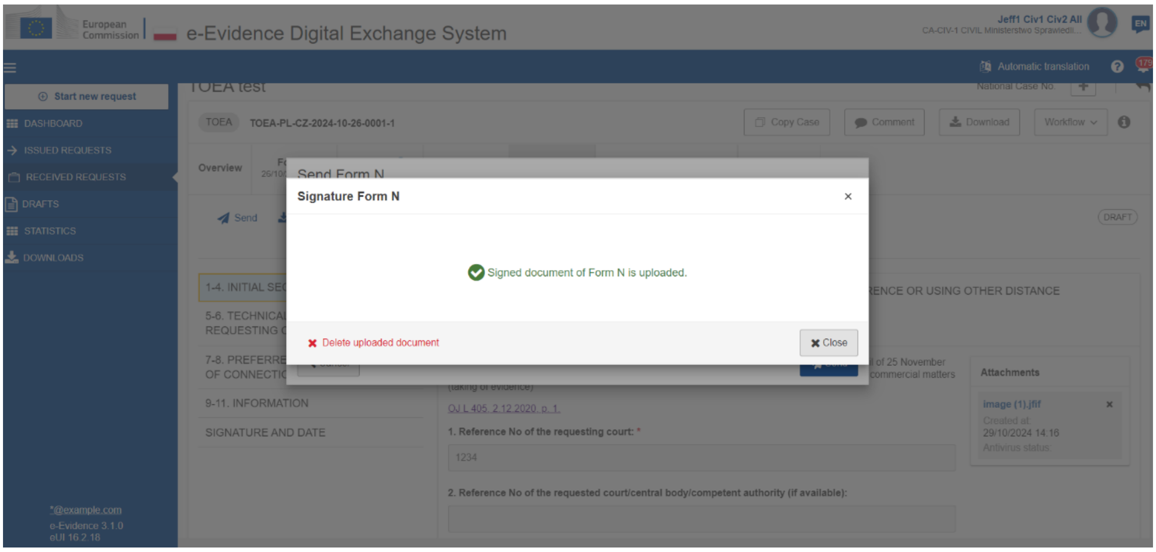


Figure 331: ToE Form N: confirmation pop-up

⑤ Close the confirmation pop-up.

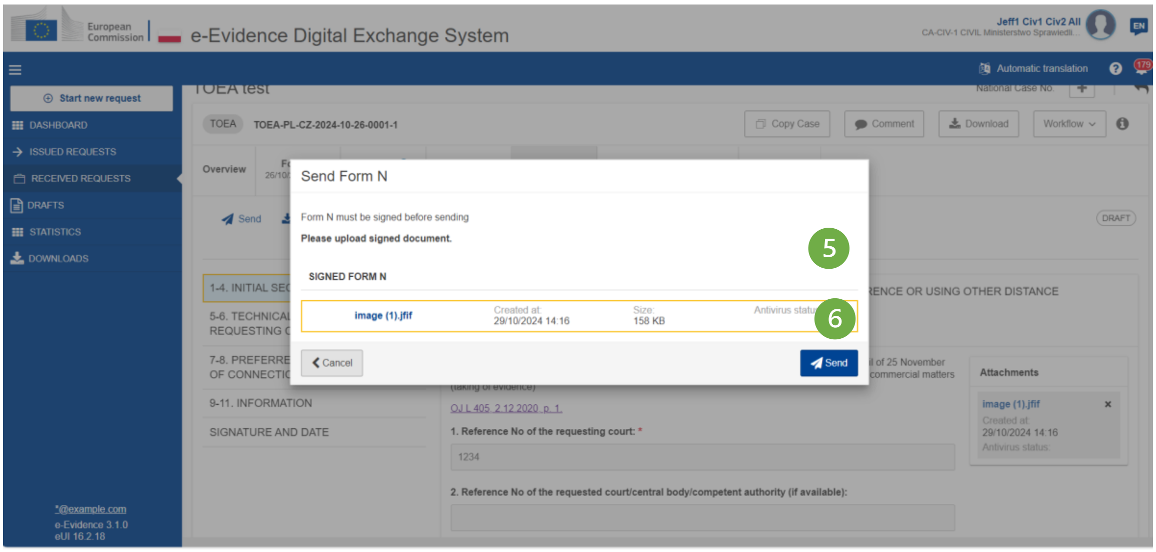


Figure 332: ToE Form N sending

⑥ Click on **Send** button.

10.1.13. Send other information (Issuing Authority)

Through the Workflow menu one can send any other information to the Executing Authority.

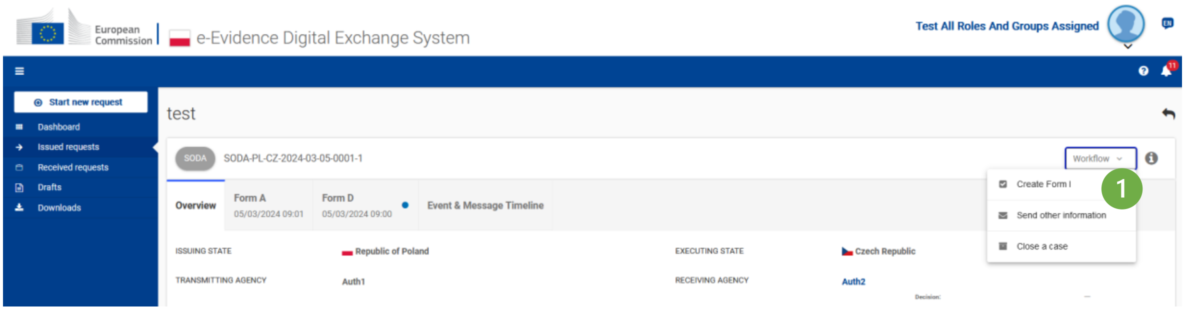


Figure 333: Send other information (Issuing Authority): Workflow menu

① Click **Workflow** > **Send other information**.

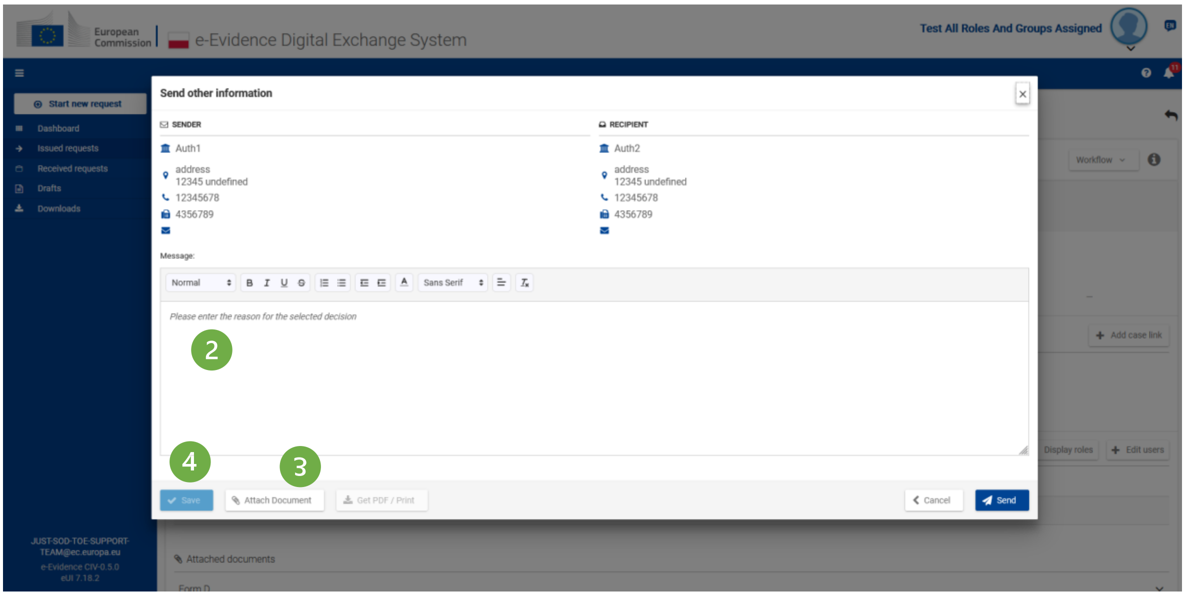


Figure 334: Send other information (Issuing Authority): Fields to fill-in

② Type a message in the text area**.**

③ Attach documents, if needed.

④ Click **Save** to keep the message in the system as a draft.

The draft will appear in **Event & Message Timeline** tab if the user clicks **Close**.

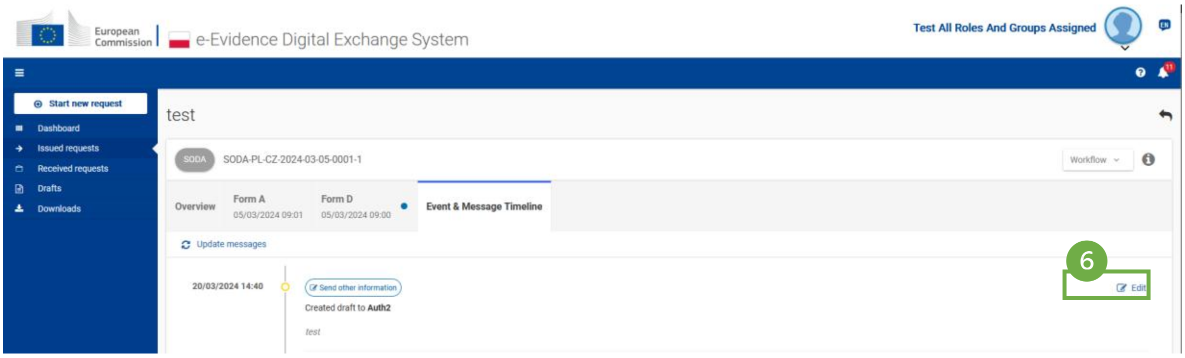


Figure 335: Send other information (Issuing Authority): Editing a draft message

⑤ Click **Event & Message Timeline** tab to see a draft message.

⑥ Click **Edit** on the right side of a message. A pop-up where you can edit a message and attachments will appear.

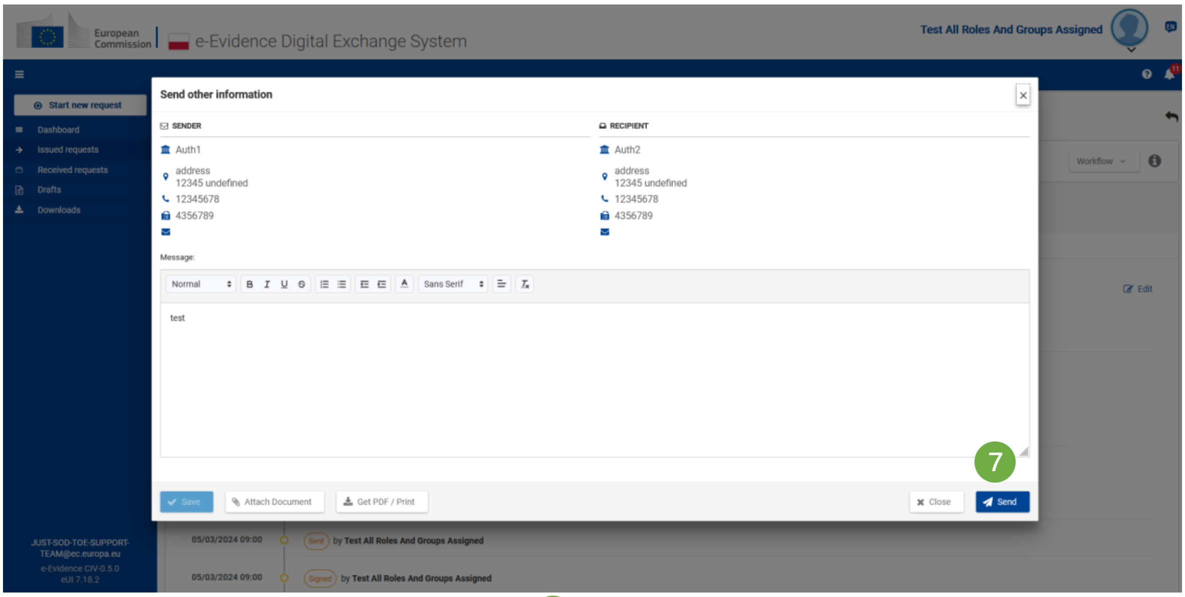


Figure 336: Sending other information to an Executing Authority

⑦ Click **Send** to send a message to an Executing Authority.

⑧ Your message can be accessed from the **Event & Message Timeline** tab.

10.1.14. Send other information (Executing Authority)

Through the Workflow menu one can send any other information to the Issuing Authority.

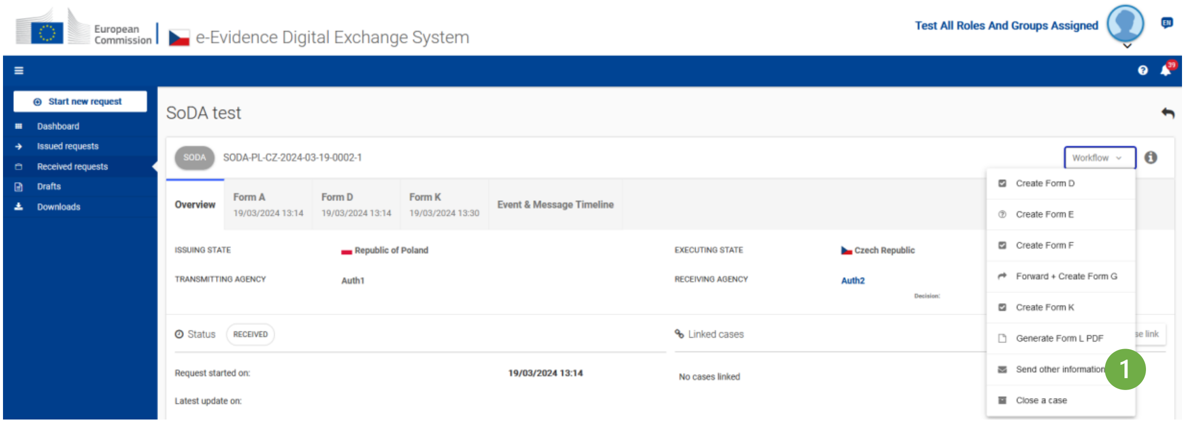


Figure 337: Send other information (Executing Authority): Workflow menu

① Click **Workflow** > **Send other information**.

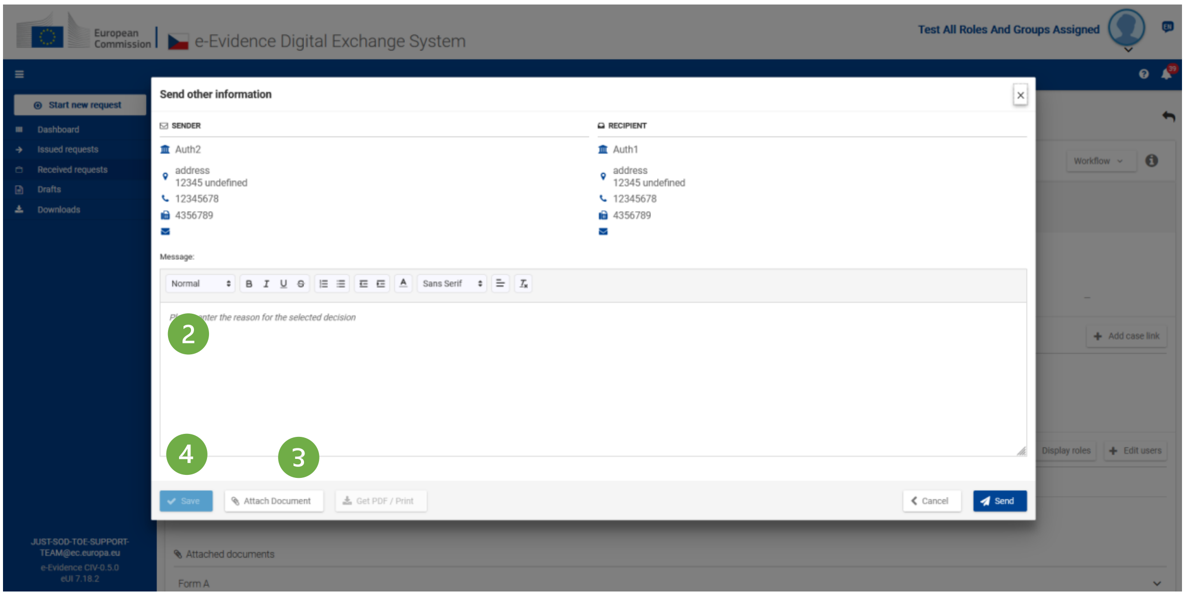


Figure 338: Send other information (Executing Authority): Fields to fill-in

② Type a message in the message text area.

③ Attach documents, if needed.

④ Click **Save**, to keep the message in the system as a draft.

The draft will appear in **Event & Message Timeline** tab if the user clicks **Close**.

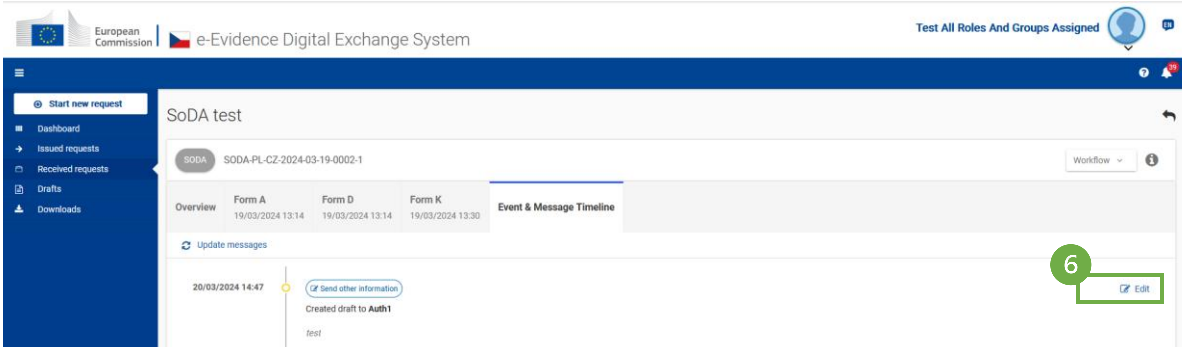


Figure 339: Send other information (Executing Authority): Editing a draft message

⑤ Click **Event & Message Timeline** tab to see the draft message.

⑥ Click **Edit** on the right side of a message. A pop-up where you can edit a message and attachments will appear.

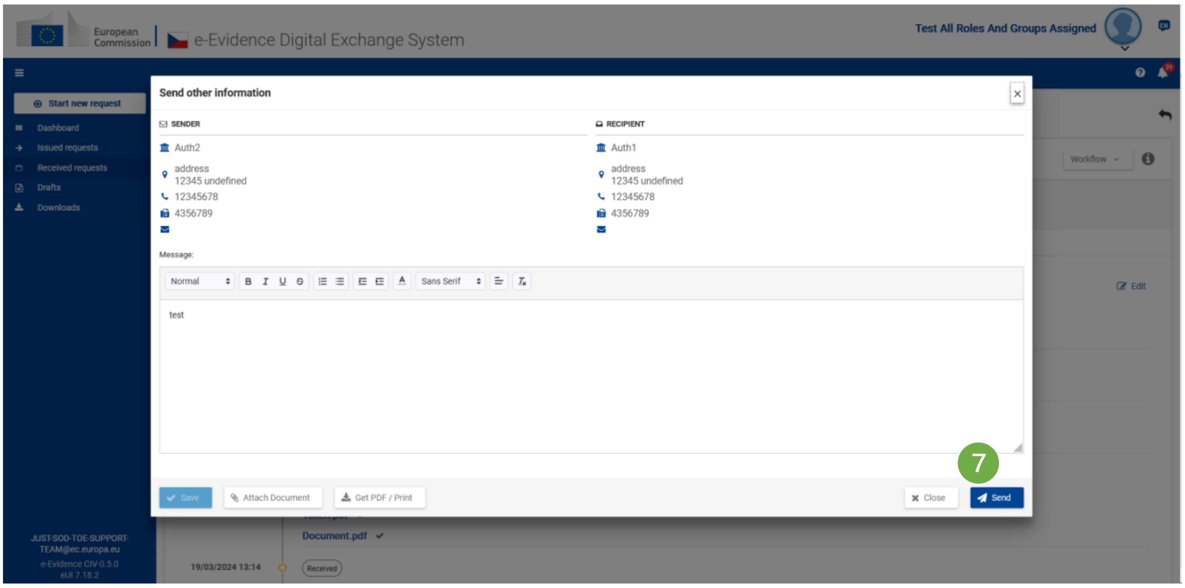


Figure 340: Sending other information to the Issuing Authority

⑦ Click **Send** to send a notification to the Issuing Authority.

⑧ Your message can be accessed from **Event & Message Timeline** tab.

10.1.15. Reply to 'Send other information' message

You can directly reply to a 'Send other information' message from an Executing Authority. This will make your response correlated to a message from that Executing Authority and displayed in a thread.

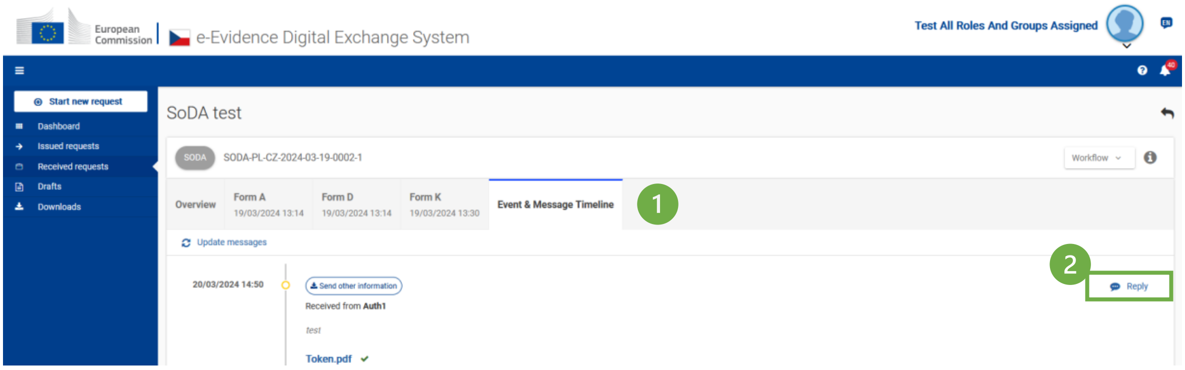


Figure 341: Reply to 'Send other information' button

① View the **Timeline of a case,** where the 'Send other information' message from Executing Authority is displayed and click a ② **Reply** button.

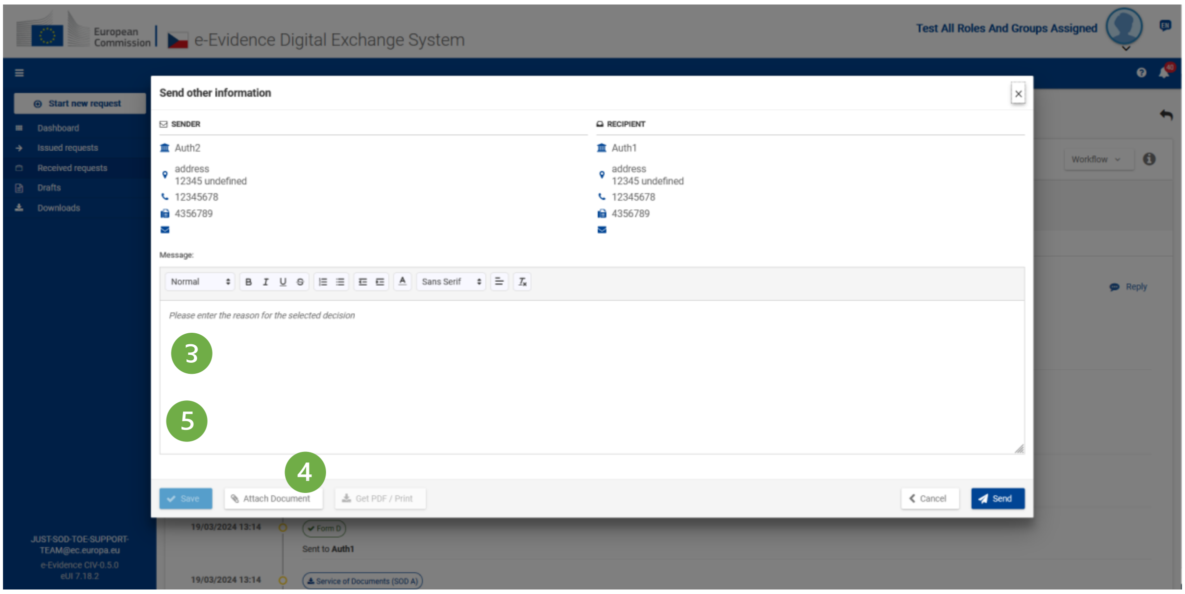


Figure 342: Reply to 'Send other information' message pop-up window

③ Type a message.

④ Attach documents, if needed.

⑤ Click **Save** to keep the message in the system as a draft.

Draft will appear in **Event & Message Timeline** tab if the user clicks **Close**.

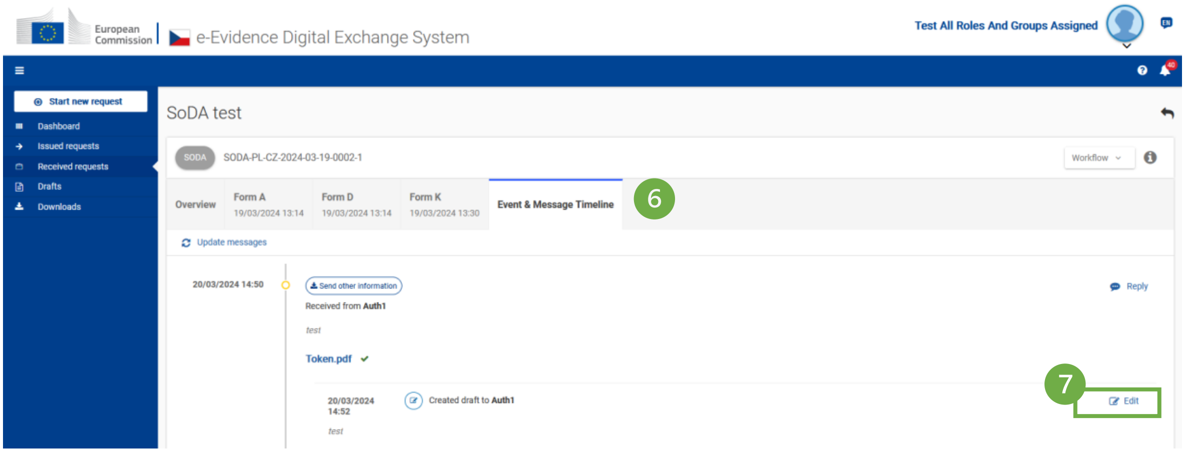


Figure 343: Reply to ‘Send other information’ message: Editing a draft message

⑥ Click **Event & Message Timeline** tab to see a draft message.

⑦ Click **Edit** on the right side of a message. A pop-up where you can edit the message and attachments will appear.

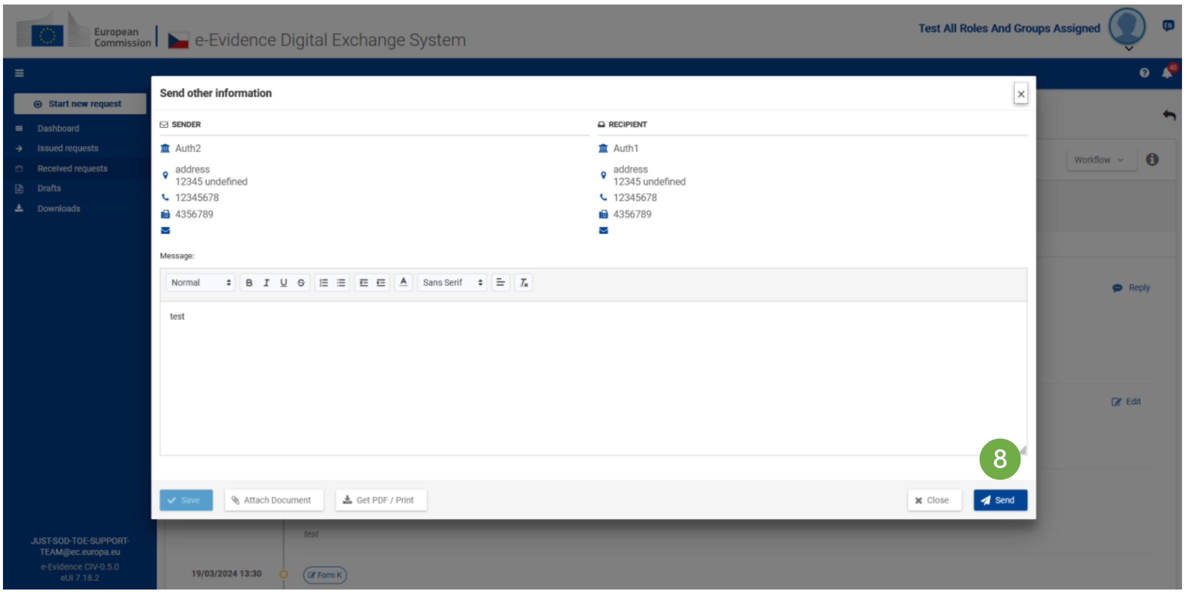


Figure 344: Sending a reply to ‘Send other information’ message

⑧ Click **Send** to send a message to the Executing Authority.

⑨ Your sent message can now be accessed from **Event & Message Timeline** tab.

10.1.16. SoD Form L generation

SoD Form L is an additional document which should be attached to the documents to be served by a receiving agency.

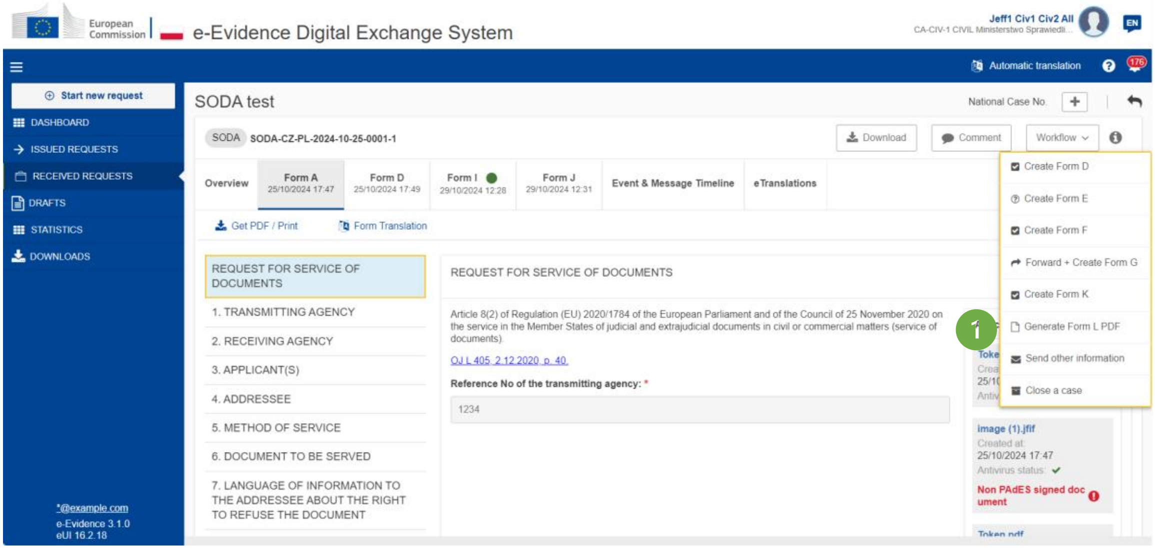


Figure 345: SoD Form L generation

① Click on **Generate Form L PDF** from Workflow.

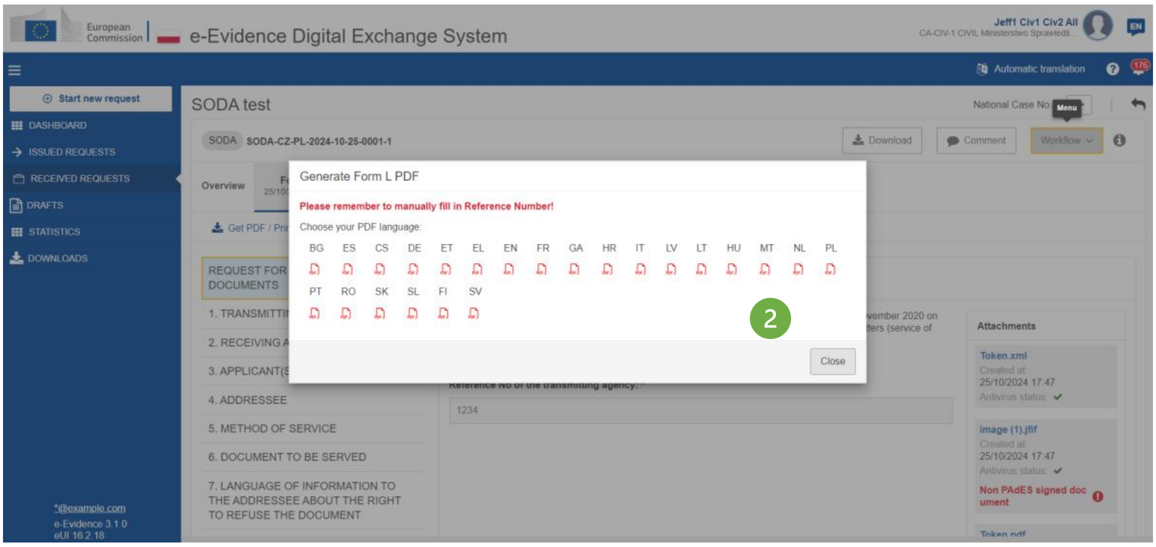


Figure 346: SoD Form L language selection

② Application displays pop-up with languages icons. Select the language.

When you click icon with the preferred language, application downloads the file to your disk. You can print the document and attach it to the documents to be served to the addressee.

10.1.17. Document signatures

Each SoD or ToE form (defined by the Regulation) needs to be signed. The user can select one of the following option:

- signature in PAdES format (default and recommended option)
- other types of signatures

When 'Other types of signatures' option is selected, then another type of document can be uploaded (e.g.: jpg, jpeg, png). The document must be signed with one of the following: digital signatures or seals, stamps, handwritten signatures.

When 'Other types of signatures' option was used during a form sending, the following warnings are visible at the receiving side:

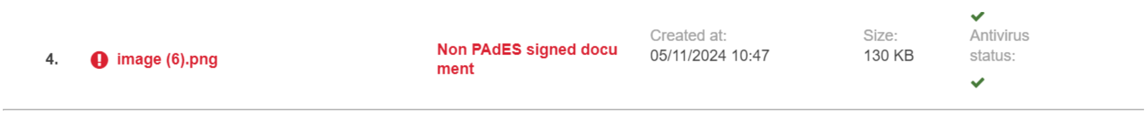


Figure 347: Warning in Overview tab

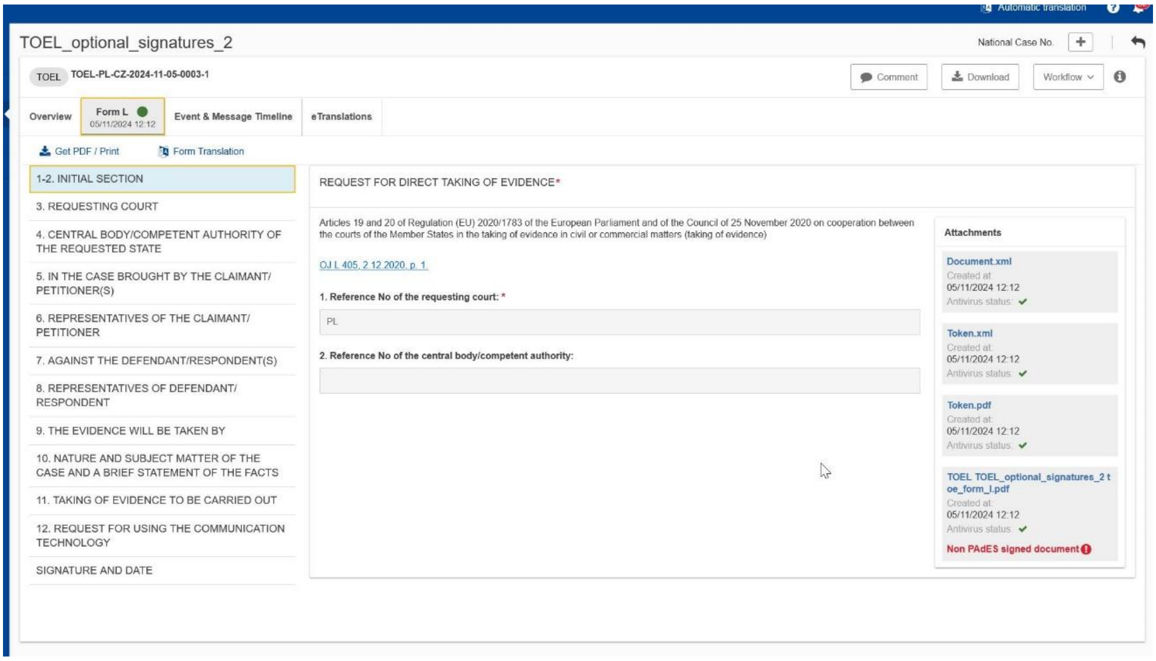
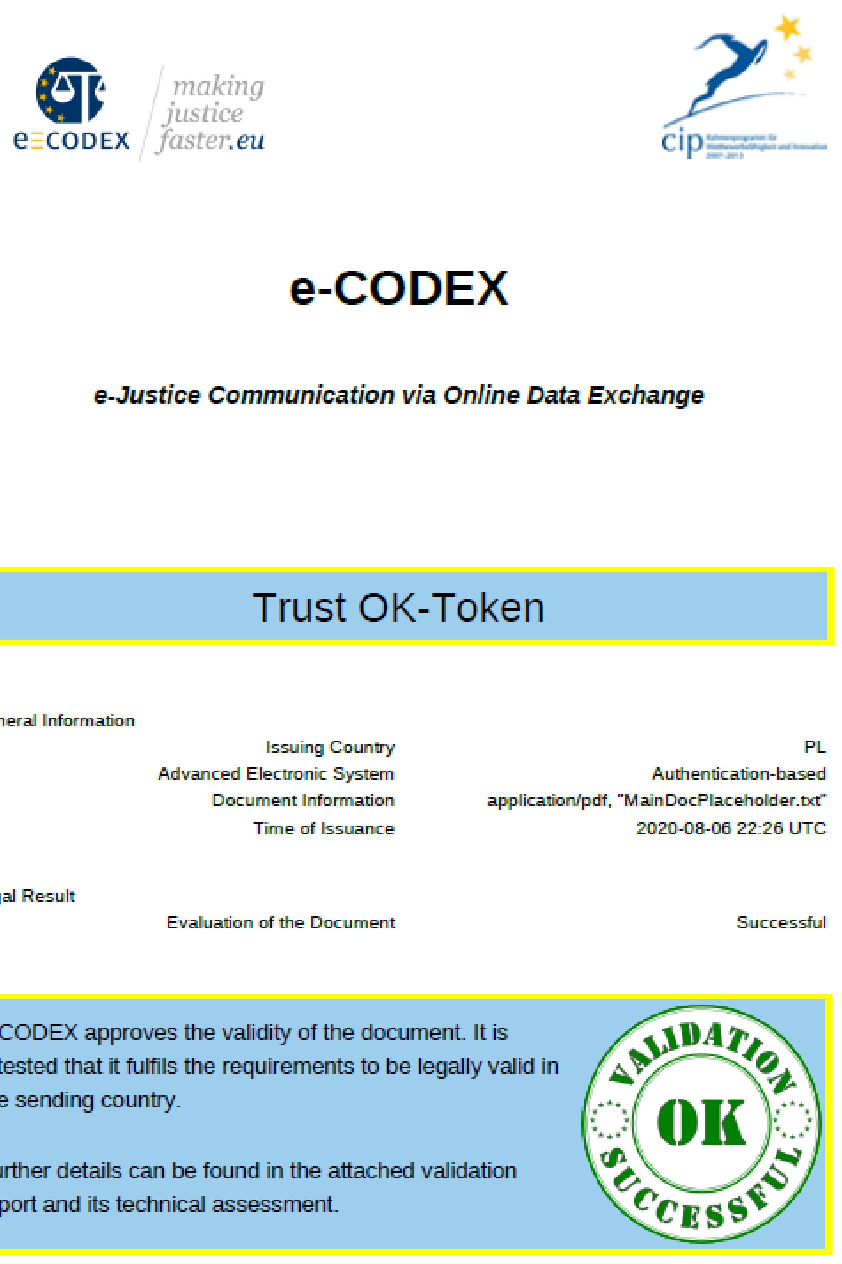


Figure 348: Warning in attachment section

10.2. Technical Evidence

Received messages within cases contain technical evidence that can be accessed and downloaded, consisting of a Token.xml and a Token.pdf. These assure the receiver of the validity of the document received from the counterpart and can be found in the Overview tab under the ‘Attached documents’ section.



e≡CODEX making justice faster.eu

cip

e-CODEX

e-Justice Communication via Online Data Exchange

Trust OK-Token

General Information

	Issuing Country	PL
	Advanced Electronic System	Authentication-based
	Document Information	application/pdf, "MainDocPlaceholder.txt"
	Time of Issuance	2020-08-06 22:26 UTC

Legal Result

	Evaluation of the Document	Successful

e-CODEX approves the validity of the document. It is attested that it fulfils the requirements to be legally valid in the sending country.

Further details can be found in the attached validation report and its technical assessment.

VALIDATION OK SUCCESSFUL

Figure 349: Technical Evidence

10.3. Copy case

This feature can be used to save time by copying case(s) when a similar request needs to be sent to several Executing Authorities.

Copy Case can only be performed by the user with Author role at Issuing Authority on Draft, Issued, Withdrawn or Closed cases.

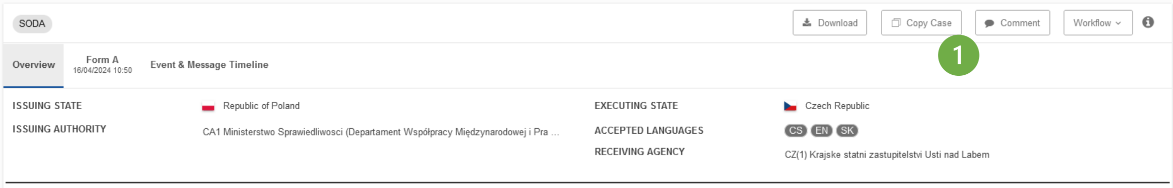


Figure 350: 'Copy Case' button

① To copy a case, a user opens the respective case they wish to copy and clicks the **Copy Case** button.

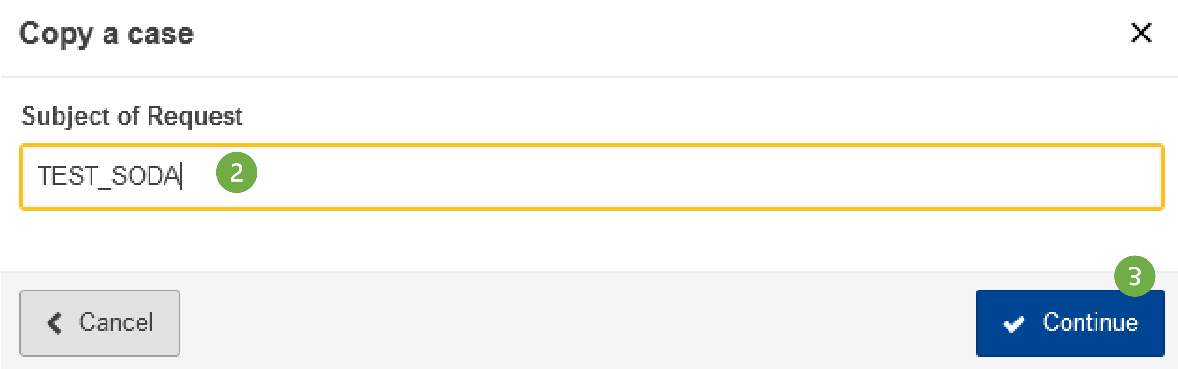


Figure 351: 'Copy Case' pop-up window

② A new subject / case title needs to be entered

③ Select 'Continue'.

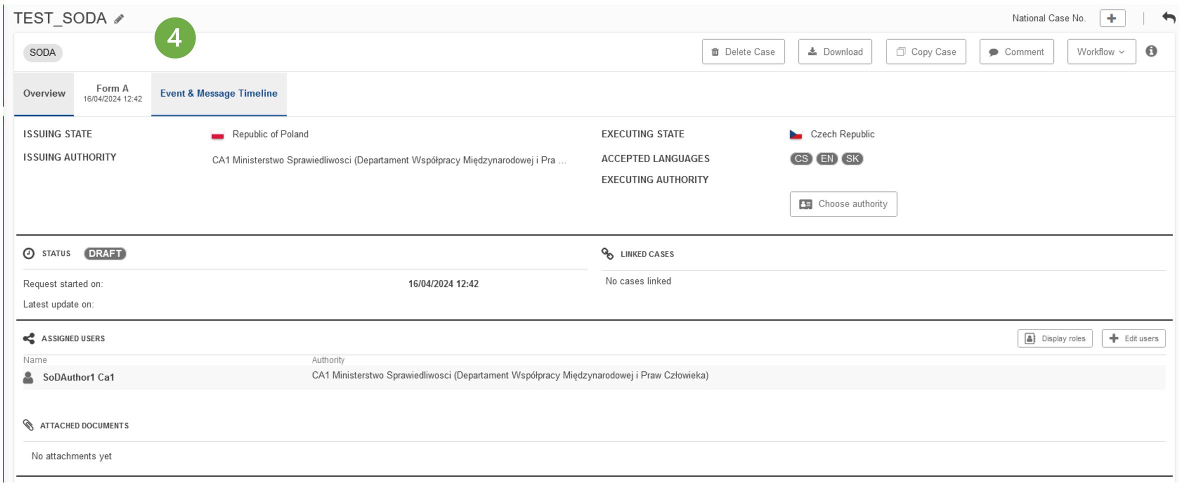


Figure 352: Copy Case: New case creation

④ A new case is created. Most of the data contained in the original request is copied.

10.4. Download the complete case

All users having access to the case (by assignment or by privilege) have the possibility to download the complete case to the local storage (PC or network shared disk).

The user can request to prepare a file for such download at any time while having access to the case. This request is triggering the process of completion of all case information, which can take some time, especially if the case has many large attachments. The case (e-forms, all messages, and attachments) will be compressed into a ZIP file. This ZIP file is accessible later, even if the user meanwhile has been revoked from handling the case or the case has been deleted.

Downloaded ZIP file contains comments, forms, messages.

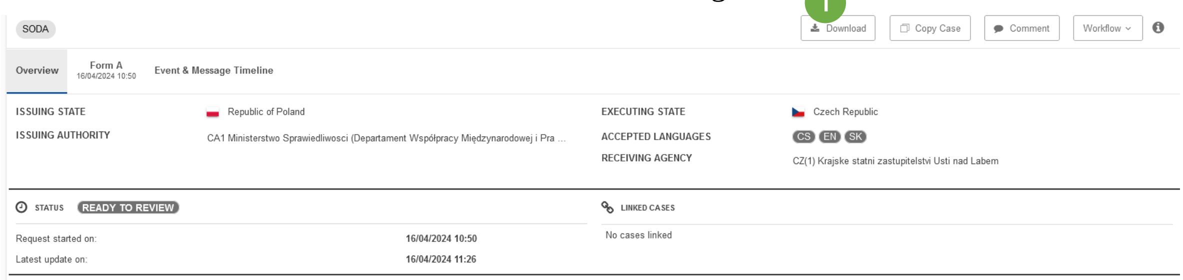


Figure 353: 'Download' button

① To schedule a download, user must go into the case details screen and use the **Download** button.

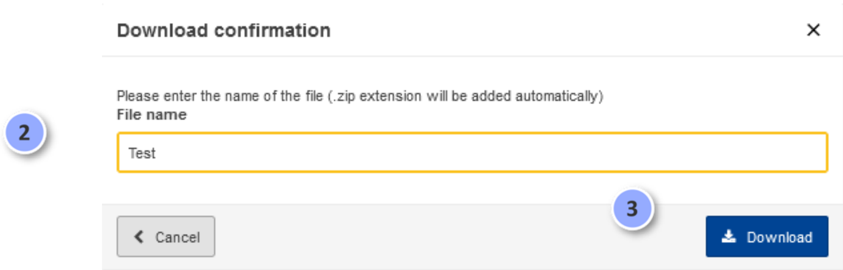


Figure 354: Downloading a ZIP file

② Then, the user must set the name of the ZIP file with case details.

③ Then, the user clicks the **Download** button again.

If everything went smoothly, user should receive this toast notification:

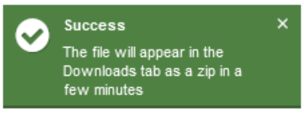


Figure 355: Download confirmation

Downloaded ZIP-file lands in DOWNLOADS section, on the left-hand menu.

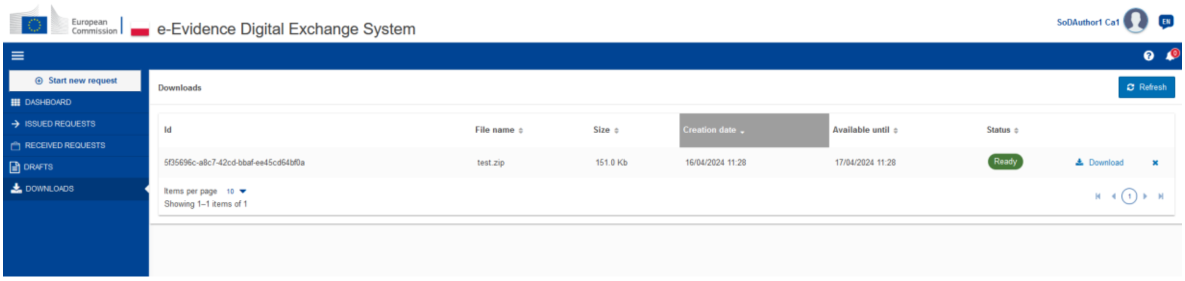


Figure 356: ‘Downloads’ section

The files that will be downloaded may have several statuses:

Ready - this means the file is ready to download,

Scheduled - this means that the file is waiting in a queue to be ready for download,

Error - means that the action to prepare the document for download has failed.

10.4.1. Deleting files from DOWNLOADS

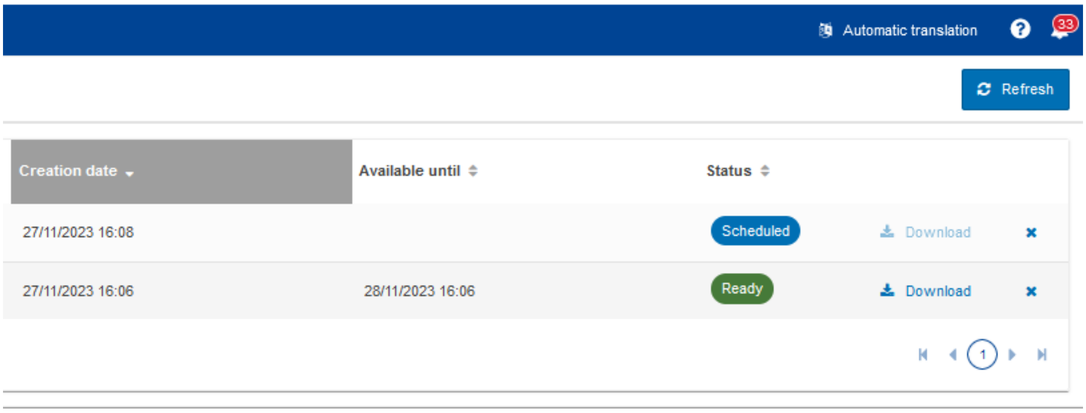


Figure 357: Deleting files from 'Downloads' section

You can delete unnecessary downloads by using the '**x**' icon.

10.5. Internal Comments

Internal comments can be added to a case along with attachments. These comments and attachments are only visible in the Issuing or Executing Authority timeline.

Comments are only visible internally and not transmitted anywhere.

Any user having access to the case can place a new comment or edit (add or delete an attachment, edit the text) and delete an existing comment.

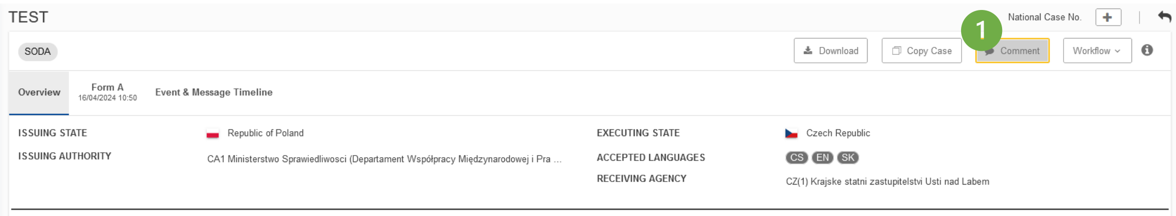


Figure 358: 'Comment' button

① To add a comment, a user needs to be inside an SoD or ToE and select a **Comment** button.

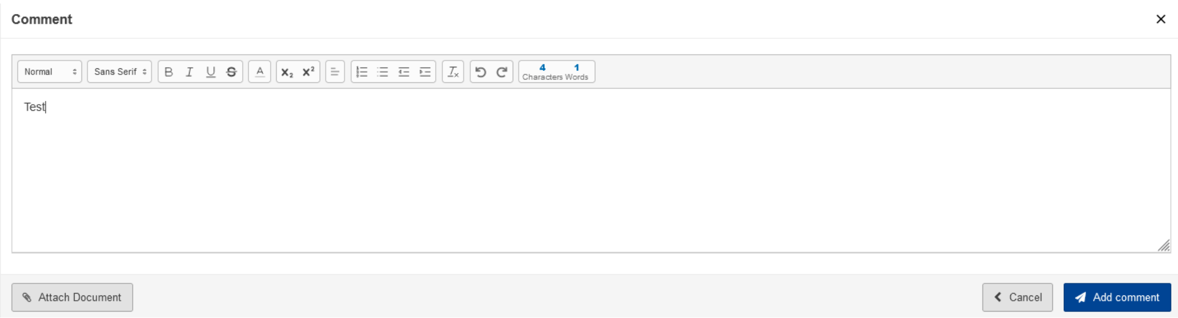


Figure 359: Adding internal comments

② Once an internal comment is added, internal attachments can be added and both can be saved.

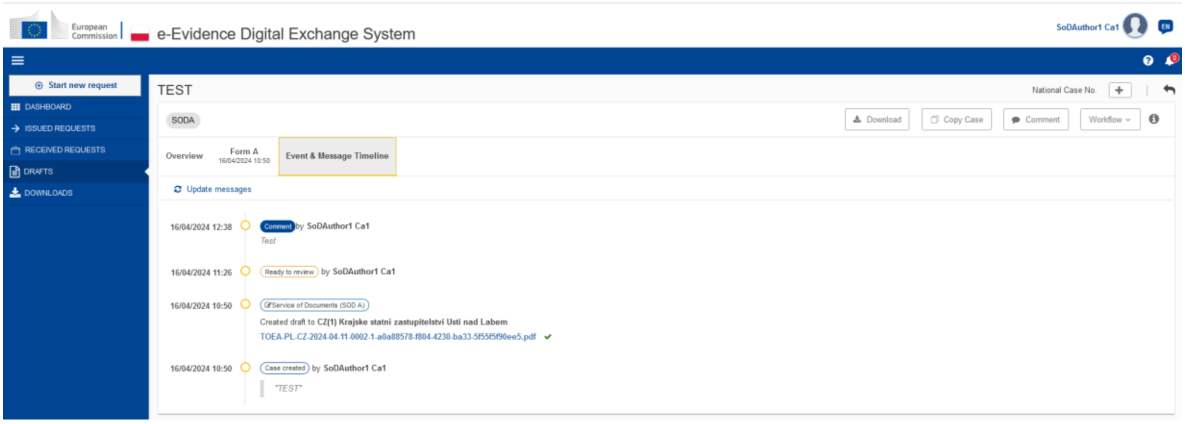


Figure 360: Comments displayed in the 'Event and Message Timeline'

③ All comments are visible in the **Event & Message Timeline** of that single case. After deletion of the comment, it is no longer visible in the timeline.

10.6. Workflow menu

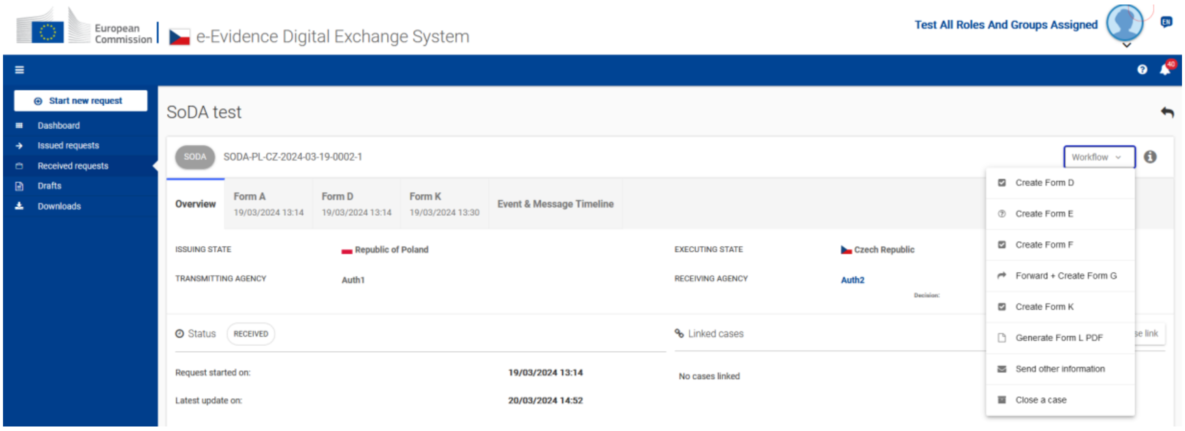


Figure 361: Workflow menu

The Workflow menu provides actions possible for drafts, issued and received cases. It serves both Issuing and Executing Authorities. Additionally, it allows sending the messages between these Authorities. Available options set-in drop-down menu depend on user role and workflow state of the Case.

10.7. Close case

Closing a case takes effect only on closing side. The counterparty is not notified about the closure of the case. This action is not visible as a status on the timeline or as a global status of a case.

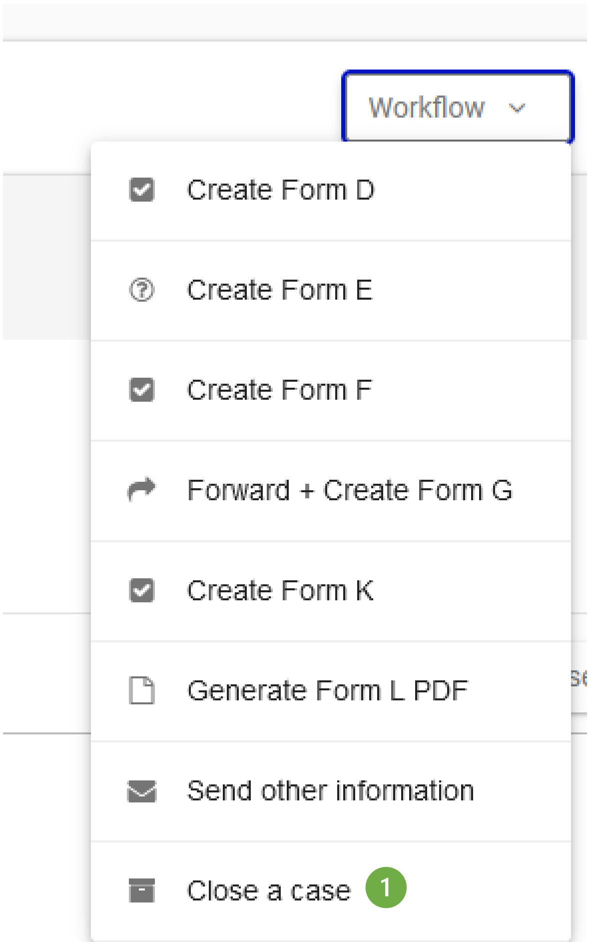


Figure 362: Closing a case: Workflow menu

① Click **Workflow** > **Close a case.**

② The status will be changed to **Closed**.

Remarks:

- Some actions of Workflow menu are no longer available. However, you can still use Workflow menu to:
    - Send other information,
    - Reopen the case.

10.7.1. Re-open closed case

Reopening a case takes effect only on your Issuing or Executing Authority's side. The corresponding Executing or Issuing Authority is not notified about the reopening of a case. This action is not visible as a status on the timeline or as a global status of a case.

To reopen a case:

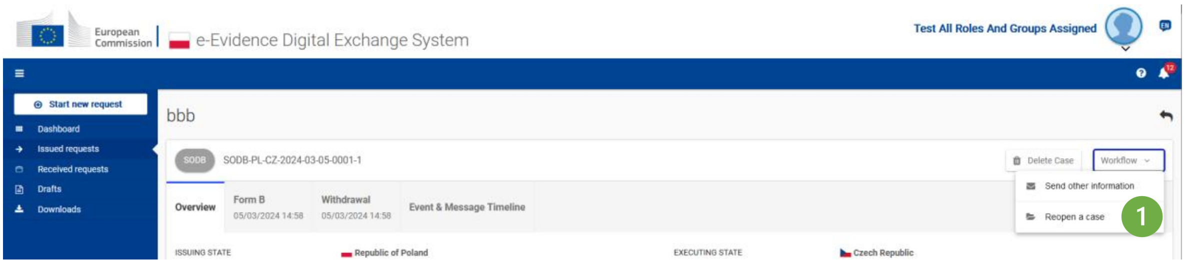


Figure 363: Reopening a case: Workflow menu

① Click **Workflow > Reopen a case**.

② The status will be changed back to **Issued**.

10.8. Download PDF and Print

The button ‘Get PDF/Print’ is visible for all forms and predefined messages in form tabs of the SODA/ SODB/ TOEA/ TOEL.

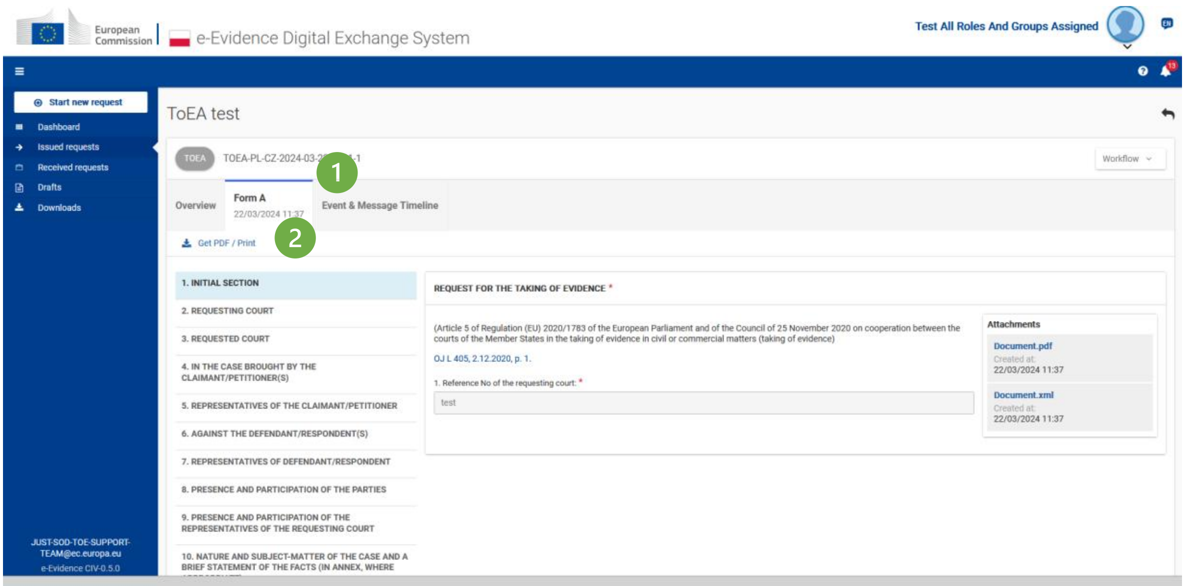


Figure 364: ‘Get PDF / Print’ button

① Select a form tab which you wish to download.

② Click **Get PDF / Print**, which will trigger downloading PDF file to your computer.

Wait until PDF download is completed. Depending on the connection and PDF size, delay in download may occur. Open the downloaded file in a web browser or PDF reader (Adobe

Acrobat or other). Use Print feature of your browser or PDF reader to print a file.

10.9. Attaching files to a case

The button is visible for cases in **draft stage**.

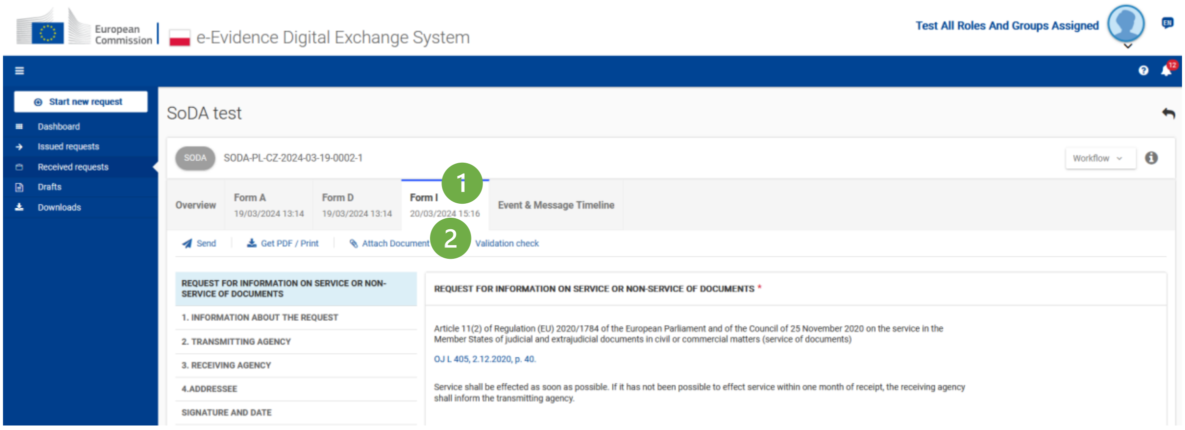


Figure 365: Attaching files to a case

① Create a form and the system displays a draft version.

② Click **Attach Document.**

③ A dialog box allowing you to browse the file system will be displayed.

④ Browse your system and select a file to attach OR select the file and Drag and Drop onto the Reference Implementation.

⑤ The file will be added to Attachments and saved in the draft.

- Repeat steps 3-5 to add another file, if needed.
- To remove an attachment (Be careful! You can remove also attachments added by someone else), click '**x**' icon visible in the attachments box.
- Recommended maximum size of attachments is 25MB however, please check the information for each country to ensure you are not exceeding the specified limit, as some countries may have a lower acceptable file size limit. If you are not aware of the recommended limits, please contact your local support team.

10.10. Mandatory fields

Mandatory fields are marked with an asterisk (*) symbol. See example below:

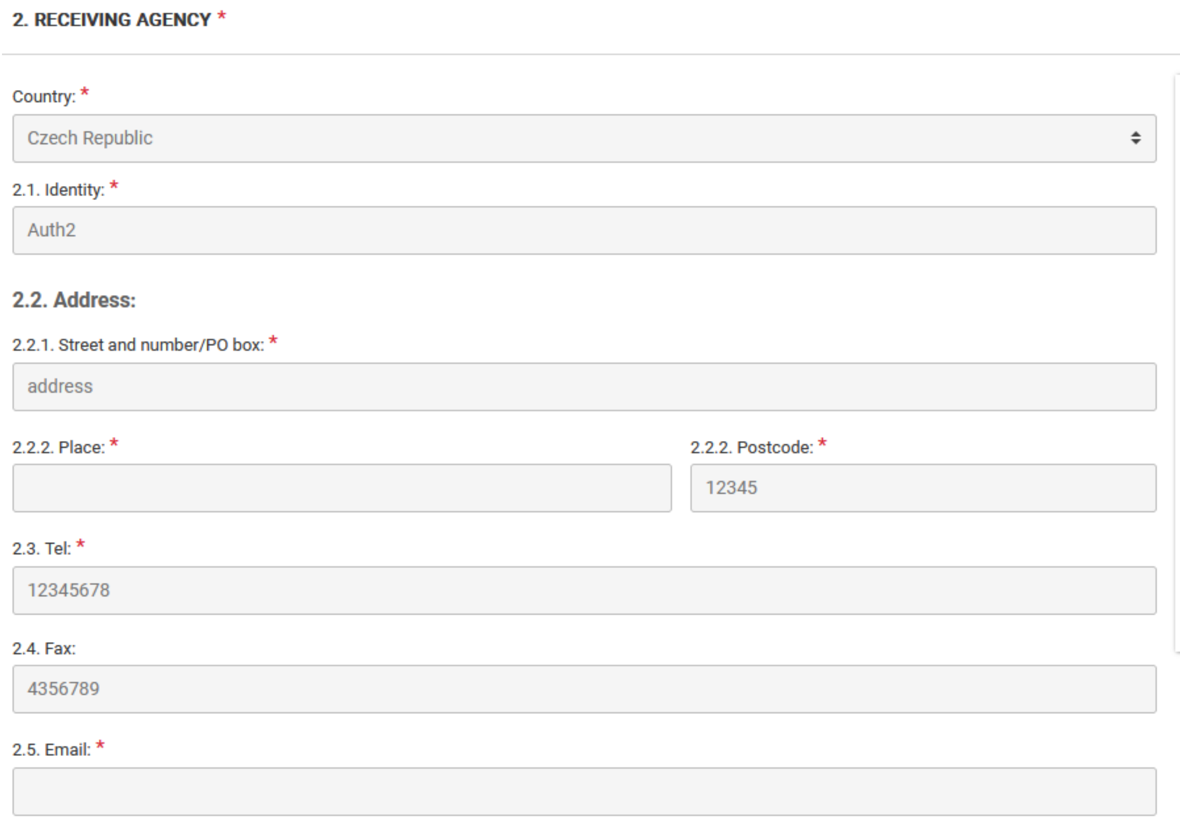


Figure 366: Mandatory fields

There are also conditional validation fields which are mandatory only if certain conditions are met/certain options selected. In these cases, these fields are marked by a red border and an error message.

10.11. Virus checking

A virus check is automatically performed by the Reference Implementation whenever a file is attached to and/or when a file is downloaded from a received communication.

Clam Anti-Virus software, developed by Cisco Systems, is provided. It is a cross-platform open-source antivirus software with a GNU (General Public License). Anti-virus checks are performed automatically.

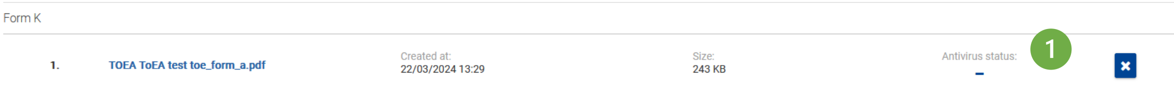


Figure 367: Virus checking

① When an attachment is being added and the virus scan is being performed, a blue dash will be displayed.

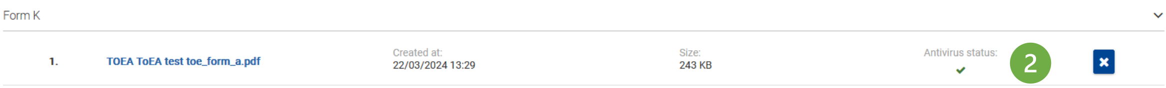


Figure 368: Successful virus scan icon

② Once an attachment has been successfully scanned against viruses, a green tick will appear.

If a virus threat was to be found, a red cross would appear. Files with viruses can be attached and transmitted as a part of evidence.

If a virus check cannot be completed, then a message will be displayed to the user that the check could not be completed.

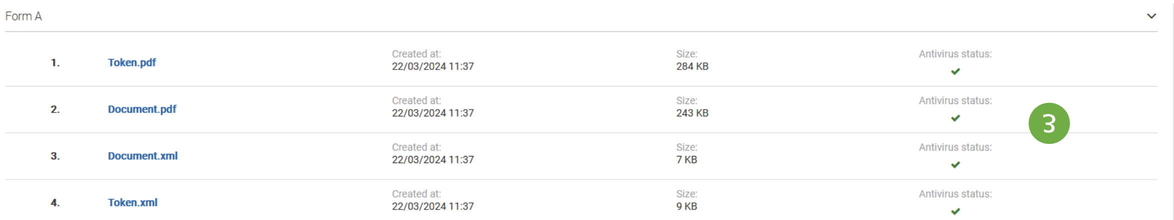


Figure 369: Virus checking: Receiving authority's side

③ When an attachment is received, the anti-virus scan will be performed on the receiving authority's side.

10.12. Save a draft

The button is visible at the bottom of forms and predefined messages for cases in **draft mode (SODA/ SODB/ TOEA/ TOEL).**

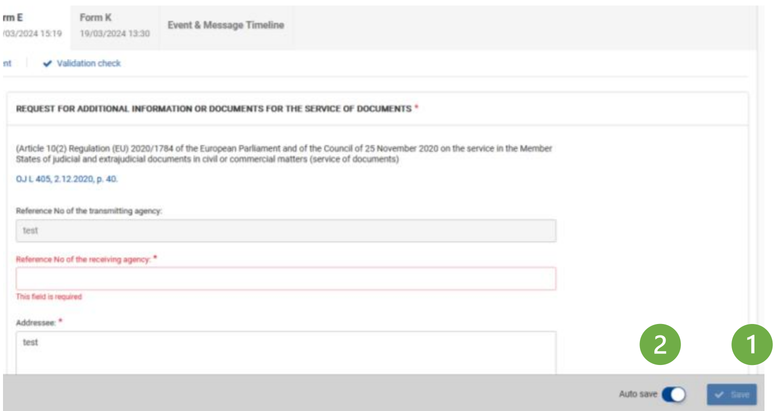


Figure 370: Saving a draft

① Click an active **Save** button. The button is not active if the form has been saved previously/automatically and there are no new changes that could be saved.

② **There is also 'Auto save' option**. When the auto save is enabled, changing a selected section in a navigational menu of a form automatically saves the currently displayed section. If you accidently change the section without clicking the **Save** button, the entered data will still be saved automatically.

When the Auto save is **disabled,** you must manually click the **Save** button to save new data in the draft.

Figure 371: Unsaved data notification

NOTE: If the user does not save changes manually, the system will display a pop-up reminder after switching to another section or window.

10.13. Toast Notifications: errors, warnings, and success confirmation

Confirmation messages are displayed as a message at the bottom of the screen. These messages disappear after a few of seconds.

Toast notification (success - green) confirms the requested action was completed successfully.

Example:

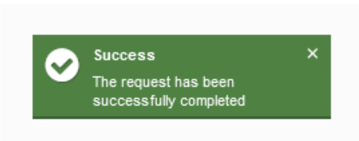


Figure 372: Success

Toast notification (warning - orange) warns that some actions or information required is still missing so that the system cannot complete the desired action properly.

Example:

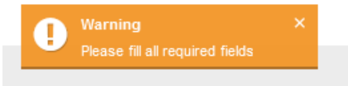


Figure 373: Warning

Toast notification (error - red) informs that the requested action was not completed due to lack of information, insufficient access rights or by malfunction of the internal components of the system.

Example:

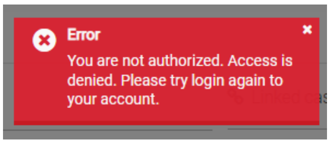


Figure 374: Error

10.14. Change subject of a draft case

The button is visible only for users with the role Author, for cases in DRAFT status only, before the DRAFT is set as COMPLETED. If one completes the case, the only way to change the Subject of the Draft is to return the case for amendment to Author.

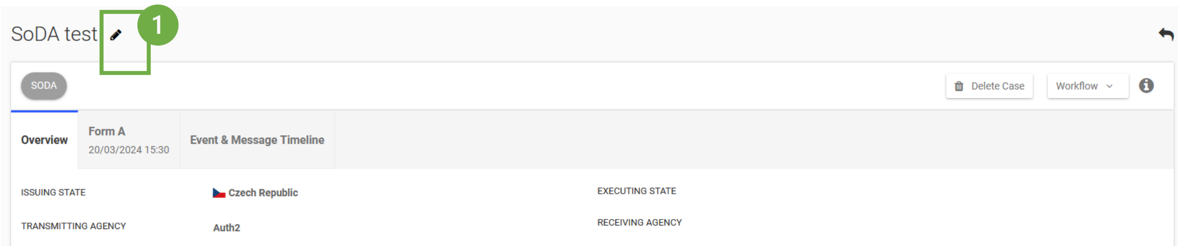


Figure 375: Changing the title of the case

① Click the icon to change the title of a case.

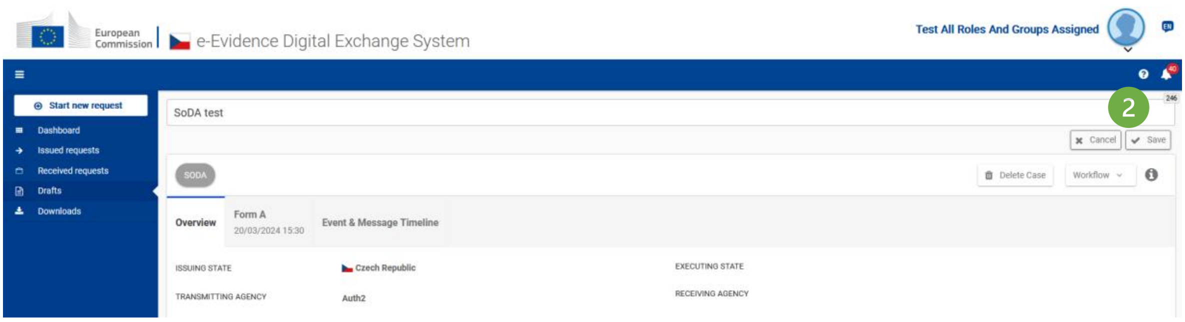


Figure 376: Saving case title

② Edit the title and click **Save**.

10.15. Delete a case

Only cases in a **draft stage** can be deleted without any additional actions. This functionality is available for the SoD and the ToE requests.

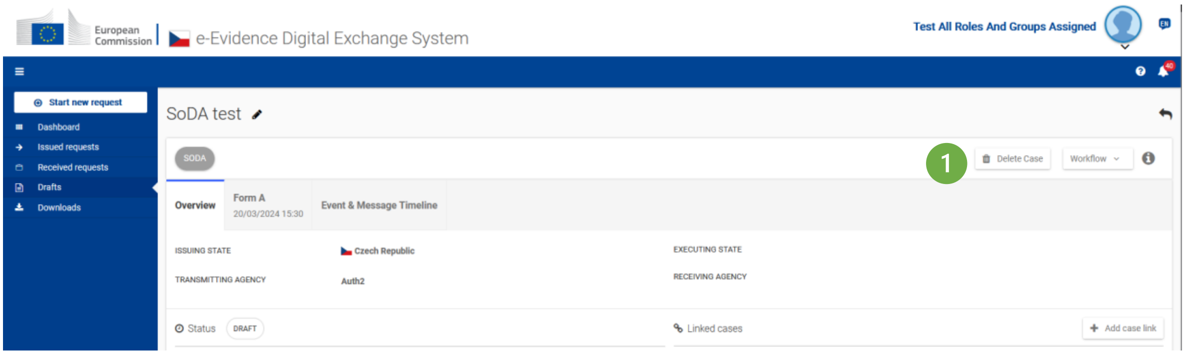


Figure 377: 'Delete Case' button

① Only users assigned to a case (that must be still in Draft status) and having the edit right, can delete the case from the RI Portal.

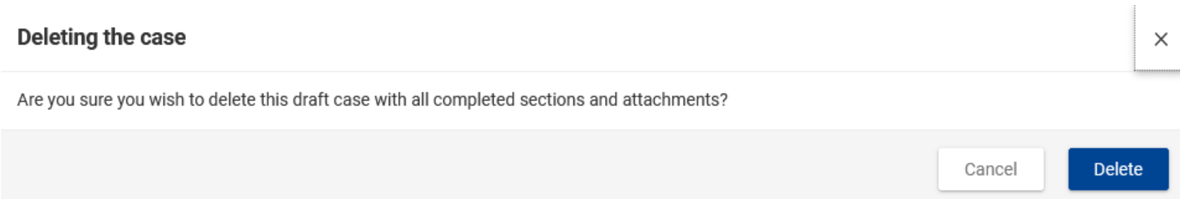


Figure 378: Deleting a case

After clicking the **Delete case** button, the Reference Implementation will display a pop-up requesting confirmation of the operation.

NOTE: Please note that there is also the option to delete cases at any status, but to do so, the user must proceed this operation with the 'Close a case' or 'Withdrawal' function from the 'Workflow' button.

User with the Supervisor role does not need to be assigned to the cases to be able to perform this operation. According to their privileges, they see all cases in their authority.

10.16. Cases and tabs content

10.16.1.1. Overview tab

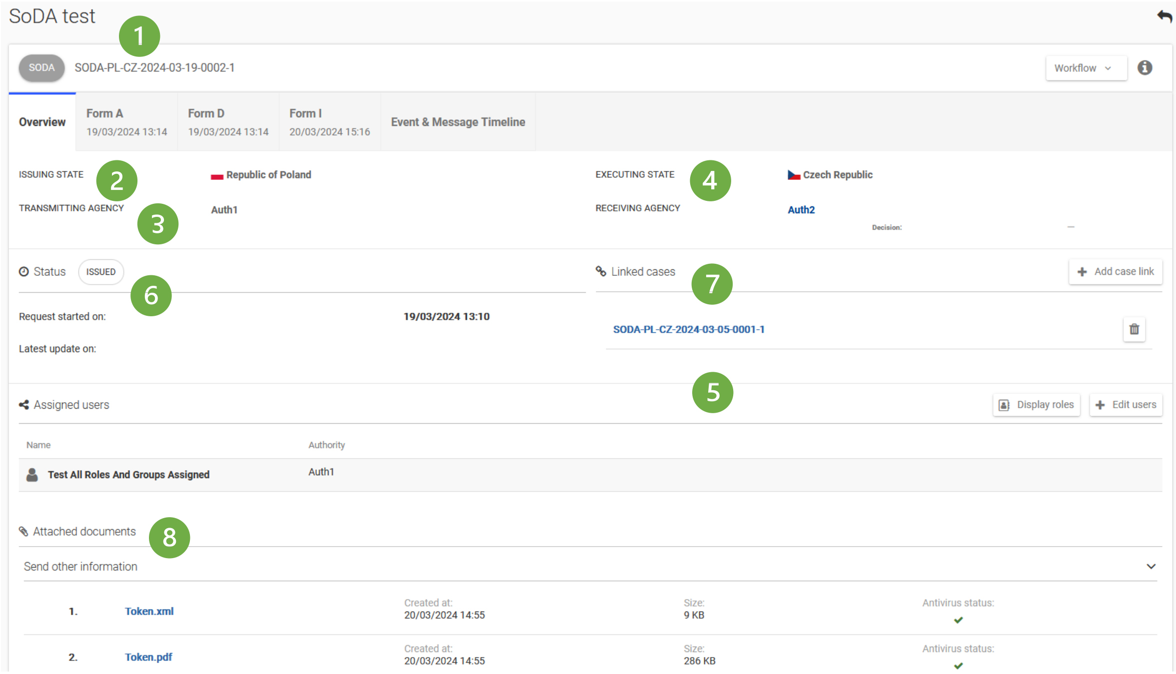


Figure 379: Cases and tabs content

It contains information such as:

- ① Subject of a case
- ② Issuing State
- ③ Issuing Authority
- ④ Executing State
- ⑤ Executing Authority
- ⑥ Status
- ⑦ Linked cases (if any)
- ⑧ Attached case documents

10.16.1.2. Change of authority

① When one creates a new case in a draft state (before setting the draft as completed), the executing state and executing authority can be changed. After changing the case status from draft to completed, the user can also make a return for amendment, which will enable re-editing executing state and authority.

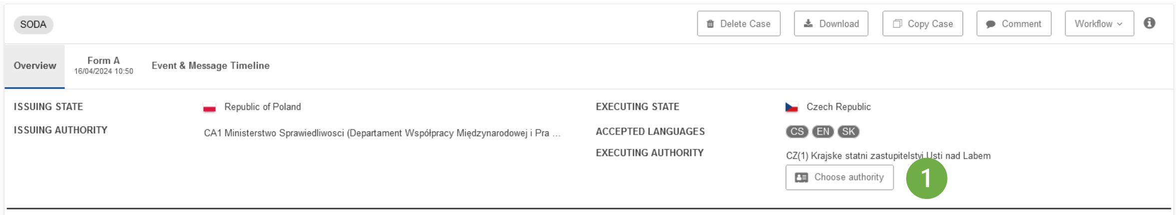


Figure 380: Change of authority

Once ‘Choose authority’ is selected, all available authorities for this type of request (SODA/SODB/TOEA/TOEL) with proper instrument and competence assigned will be shown:

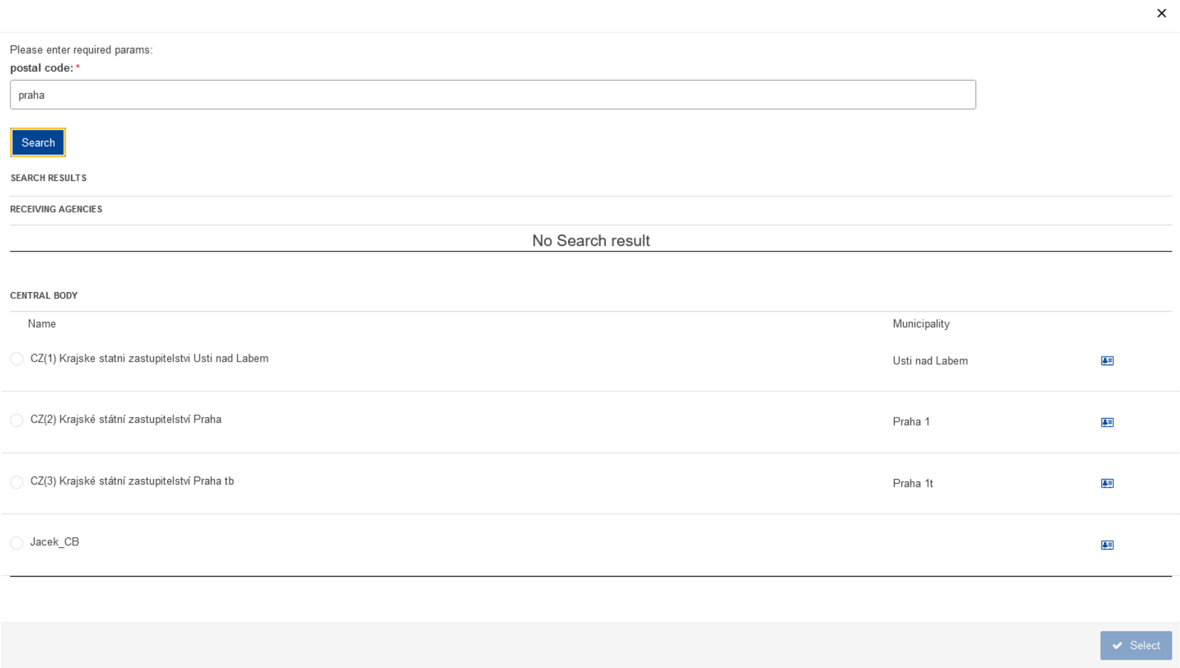


Figure 381: Change of authority: search tool

10.16.1.3. Selecting correct Executing Authority

It is presumed that practitioners will know to which Executing Authority their request should be directed. Users might use eJustice Portal (or consult EuroJust) to find out the appropriate executing authority for SoD or ToE by performing complex search. The user at issuing side needs to provide appropriate data to the search tool according to the Drools Rules (Business Rules) which are defined per each Member State in CDB (eg. municipality, postal code). The search tool will display a set of authorities which have appropriate country code and a pair of instrument and competence assigned.

Links to eJustice Portal:

[European e-Justice Portal - Serving documents (recast) (europa.eu)]

[European e-Justice Portal - Taking evidence (recast) (europa.eu)]

The Member States have an obligation to keep authorities' data in CDB correct, complete and up to date, with appropriate instruments and competences assigned.

If executing state has dispatching authorities (Spain, Italy), only those dispatching authorities are entitled to receive new cross-border requests and forward them to other authorities with competence RI – Forwarded Authority (RFA) assigned, according to their territorial jurisdiction.

10.16.1.4. Suggestion mechanism during searching for executing authority

The suggestion mechanism is a feature that enhances user searches for the correct authority by providing authority name autocompletion in a search tool. When a user starts typing in the search field, the search tool displays available options.

① User selects receiving Member State and clicks 'Choose authority' button.

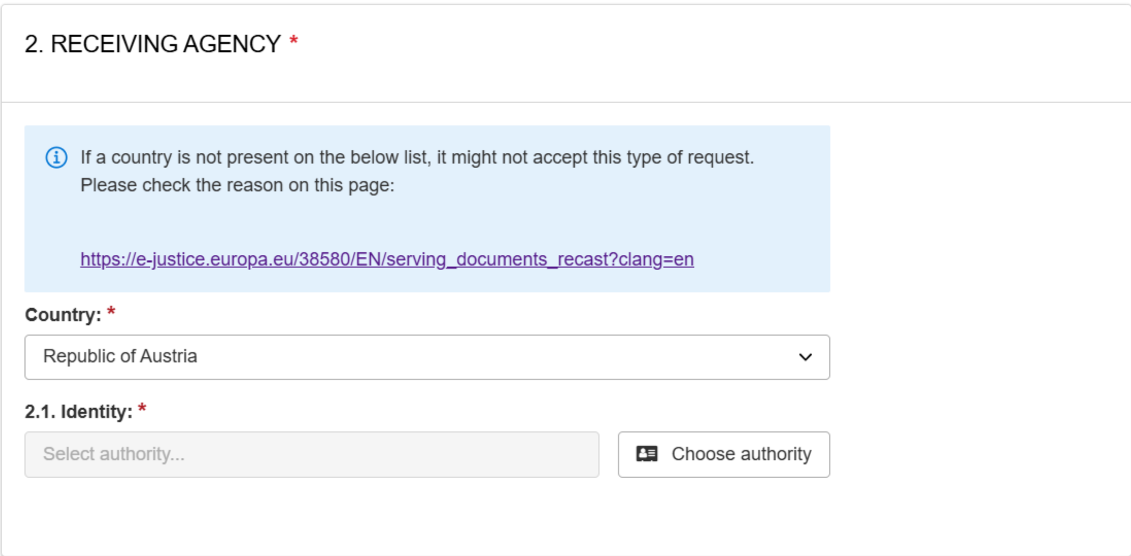


Figure 382: Select executing authority

② Portal displays authority search tool with relevant business rules (the below example presents the business rules applicable for Austria; each Member State has own set of business rules).

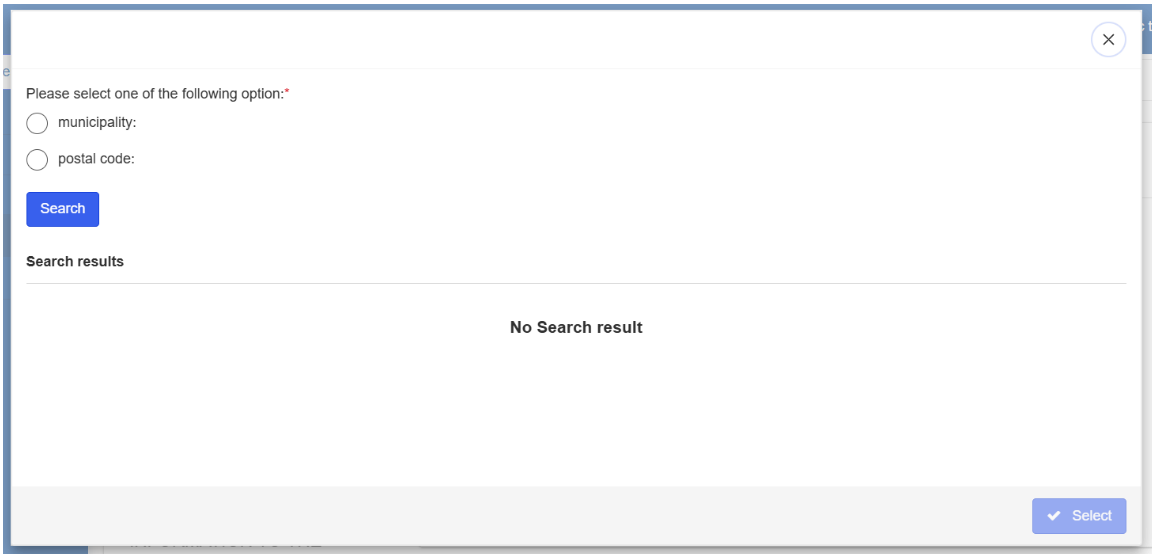


Figure 383: Drools Rules (Business Rules) screen

③ User clicks on a radio button (example: municipality). Application displays a search field.

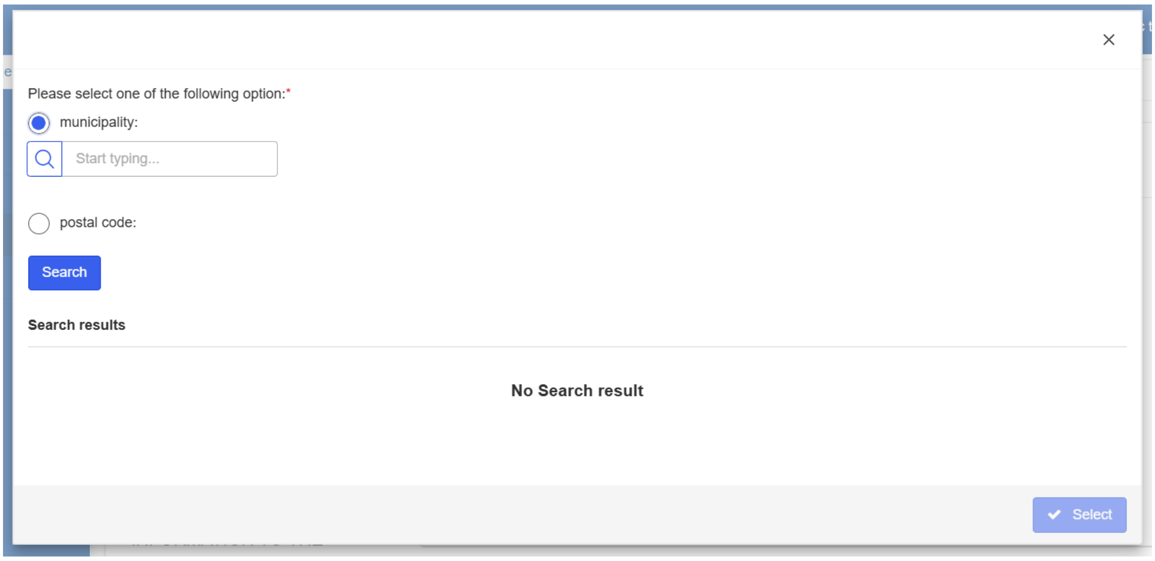


Figure 384: Search tool: municipality input required

④ User starts typing a name of the municipality. Application suggests available results matching the user's input.

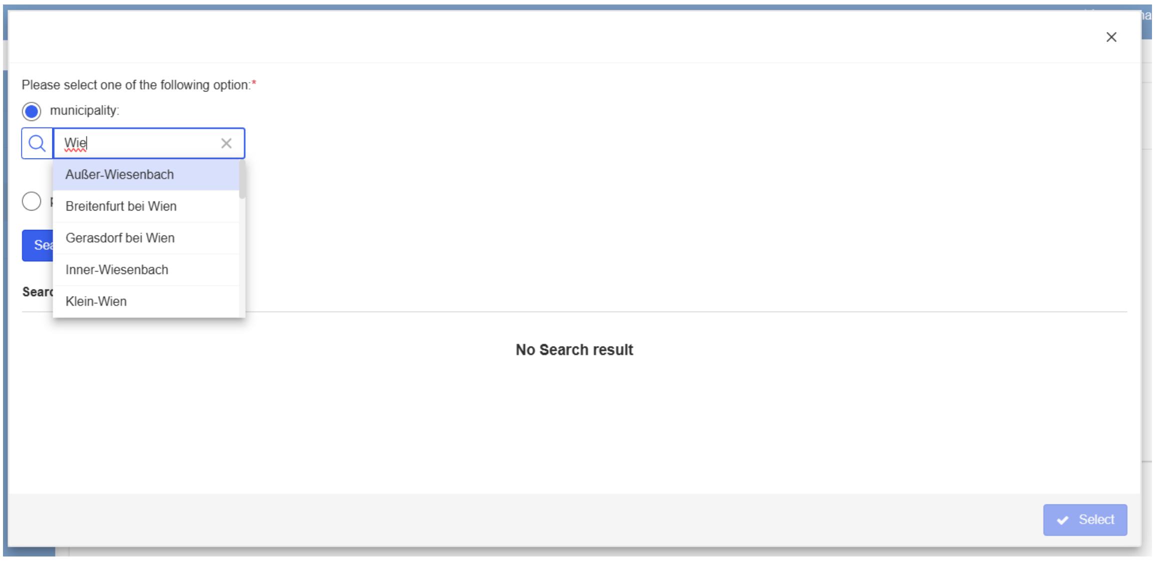


Figure 385: Suggestion mechanism

⑤ As a user types additional letters, the Application narrows down the search results.

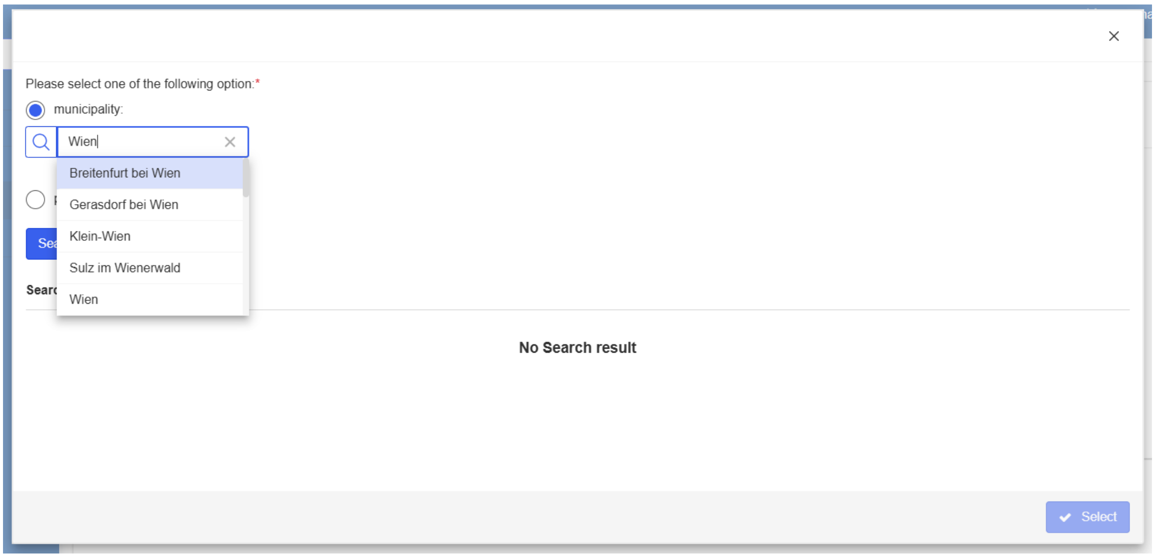


Figure 386: Suggestion mechanism (narrowing down the results)

⑥ User selects the relevant option and clicks the ‘Search’ button.

⑦ Application displays the list of results that match the criteria.

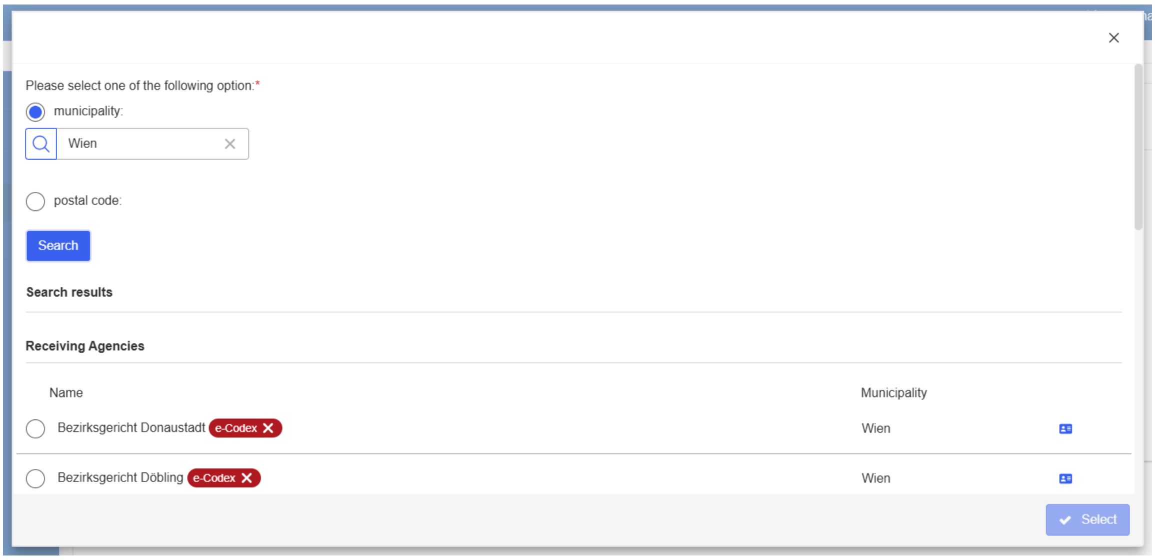


Figure 387: List of authorities that match the criteria

10.16.1.5. Creating a link to another case

Creating links to other cases is possible for drafts, issued and received cases. Such references may provide relevant information of complementary value to the case. Links are displayed on the Overview tab in the 'Linked cases' section.

See the example below:

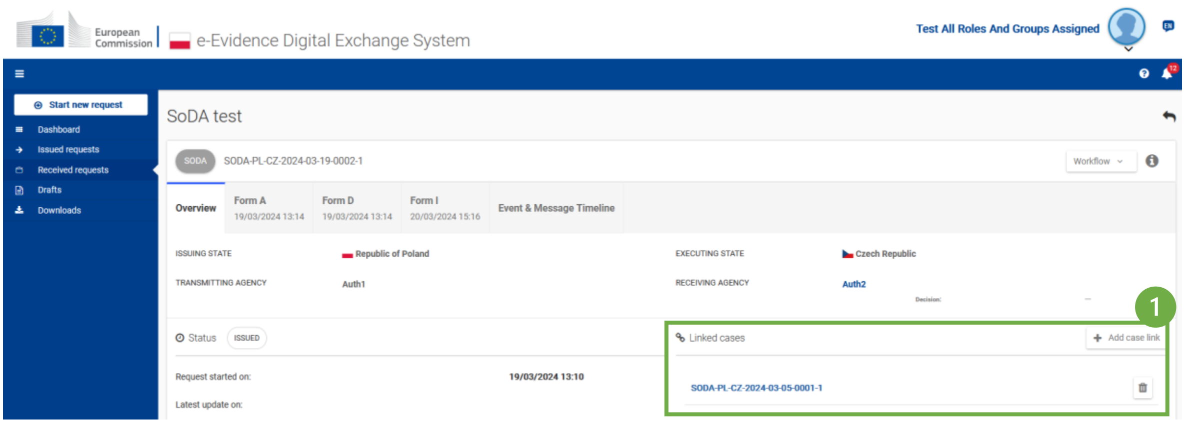


Figure 388: Creating a link to another case

Follow the steps below to add a link to another case:

① Click **Add case link.**

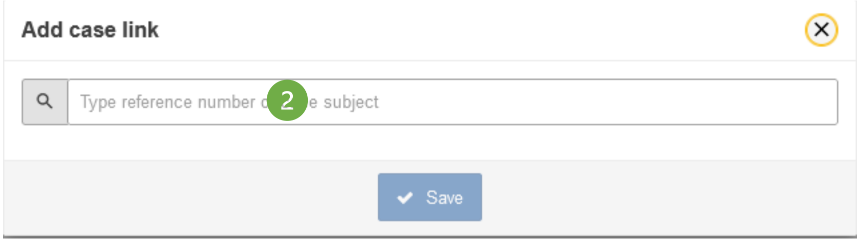


Figure 389: Add case link: Typing reference number or the subject

② Type a **reference number** or **the subject**. The system will search for Global Case IDs through cases and if a result is found, the reference number of the matching case will be displayed for selection in the dropdown. Otherwise, a new manually typed case reference can be added to the system.

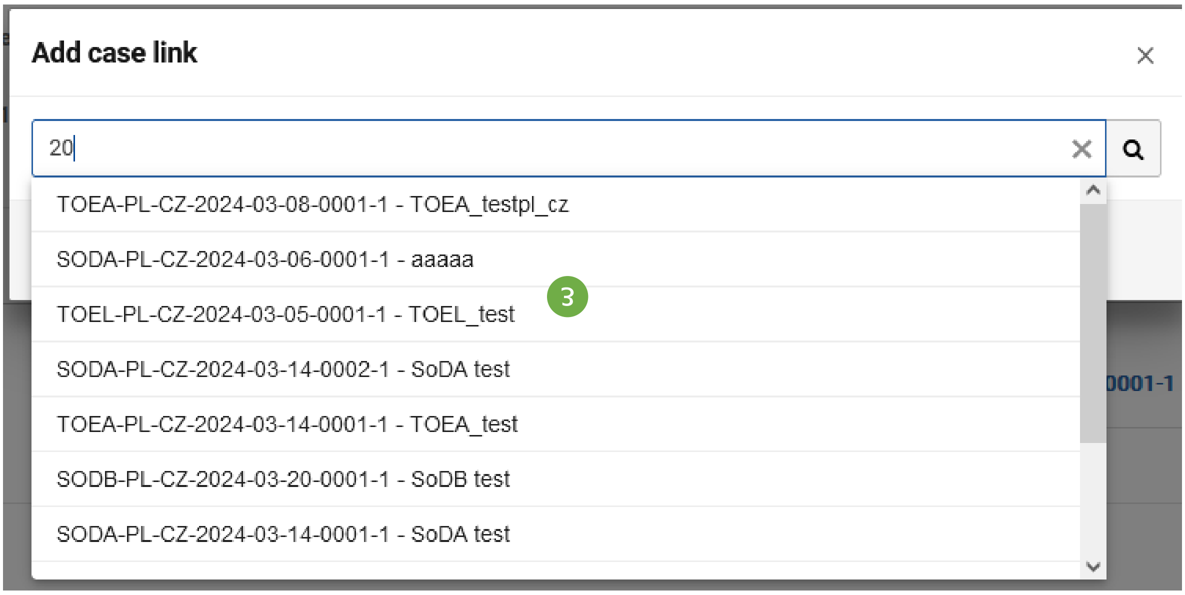


Figure 390: Add case link: Selecting the reference number

③ Select the **reference number** from the list.

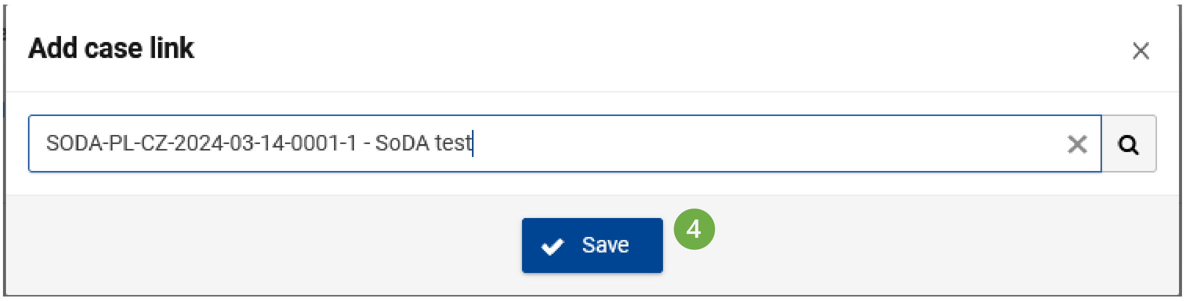


Figure 391: Add case link: Saving the selected link

④ Click **Save.**

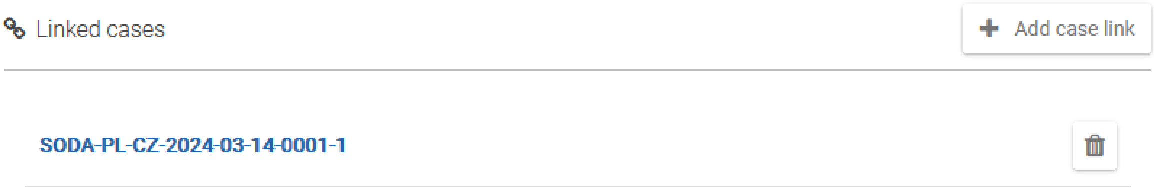


Figure 392: Linked cases displayed

⑤ The reference will be added to the section and automatically saved.

10.16.1.5.1. Deleting linked cases

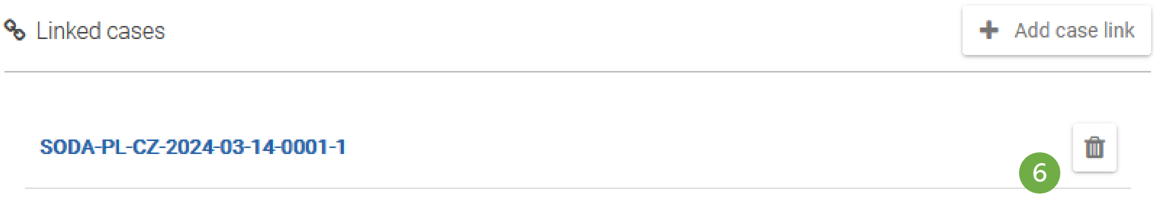


Figure 393: Removing linked references

⑥ You can remove linked references by clicking the Trash bin icon.

NOTE:

1. Links/references to other cases are not transmitted to other Competent Authority.
2. Linking is possible to existing cases in the Reference Implementation or to any external 'paper' cases. The reference is a free form allowing practitioners to enter their custom references.
3. Where a reference that already exists in the Portal is added, then the linked case can be easily retrieved and opened.
4. Adding these references may provide links to other SoDs/ToEs and/or other external sources.

10.16.2. Event & Message Timeline

This tab is visible for all cases, including drafts, issued and received cases.

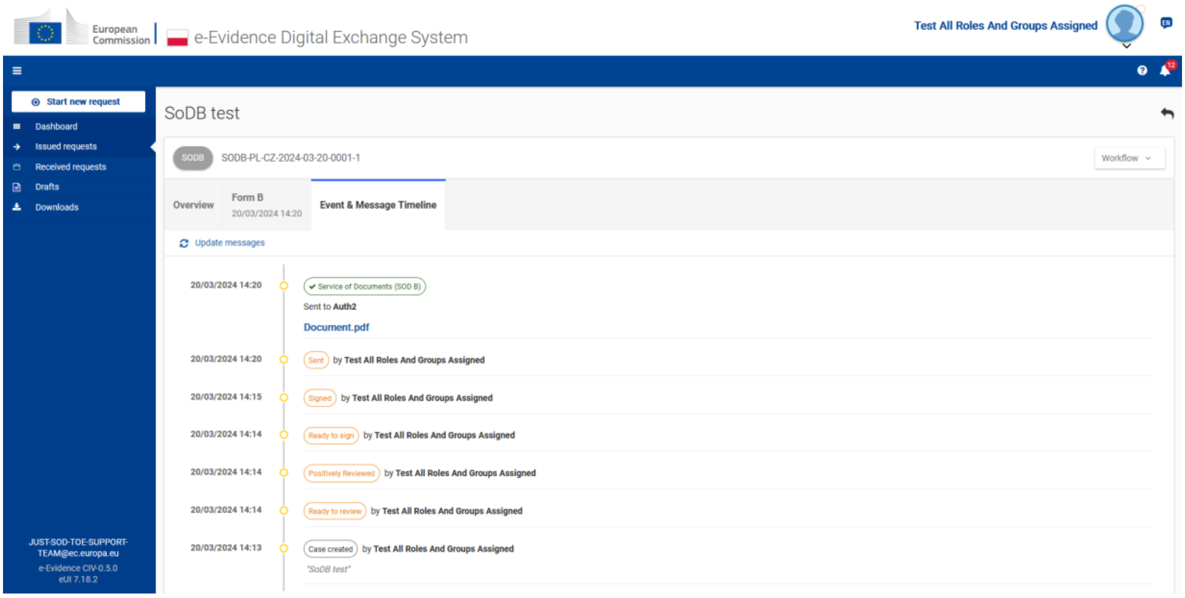


Figure 394: Event & Message Timeline: Overview

It contains a timeline with:

- Status Changes.
- Messages exchanged between Authorities within a case. For issuing side, all communication with all Executing Authorities is visible. For executing side, messages sent and comments added by other Executing Authorities will not be visible.
- Local user's comments (not transmitted).
- Confirmation that a sent message has successfully reached its destination (green tick).

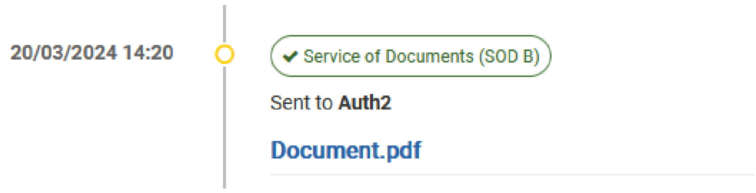


Figure 395: Event and Message Timeline: Confirmation that a sent message has successfully reached its destination

- If a message fails to arrive at destination~~,~~ after automatic three re-sends, a red coloured message will be visible with an option to re-send by user with role Sender.

10.17. Assigning Users to a case

The 'Supervisor' is a privileged role that can see all cases within their authority. The 'Assigner' is a role dedicated to assigning users to the cases. Users with those roles assign users to a case, so that they can handle the internal workflow. The 'Supervisor' assigns appropriate users to a case, so that access to a case is limited to designated person(s) and confidentiality is always maintained.

Practitioners with Supervisor role can assign users to all cases in their authority (to Issued, Received and to Drafts) at any time. Practitioners with Assigner role can assign users to cases at the executing side.

Also, the 'Author' can manage users, but only to cases that this user creates.

Users with an Author, Reviewer, Sender, Guest/Viewer roles in their authority will only see cases to which they have been assigned and do not have access to any other cases managed by their authority.

Additionally, only from the perspective of the executing side, there is also the role of a Dispatcher, who can forward cases to other authorities (this role should be assigned to users in the Member States where dispatching authorities operate; it is not needed in the Member States that do not have such authorities).

Please keep in mind that users are not assigned to perform one specific role. Users are assigned to a case. If an assigned user has multiple roles, the user can perform several actions.

NOTE: Please note that in the sub-forms that have internal workflows (listed below), if the user has multiple roles (Supervisor, Author, Reviewer, Sender), this user will be able to participate in the workflow only when is assigned to this case. Otherwise, the workflow will not be visible for this user and no action could be performed.

Sub-forms with internal (acceptance) workflow (Author – Reviewer – Sender):

SODA: Form E, Form F, Form K

SODB: Form C

TOEA: Form D, Form H, Form K

TOEL: Form M

10.17.1. Display roles

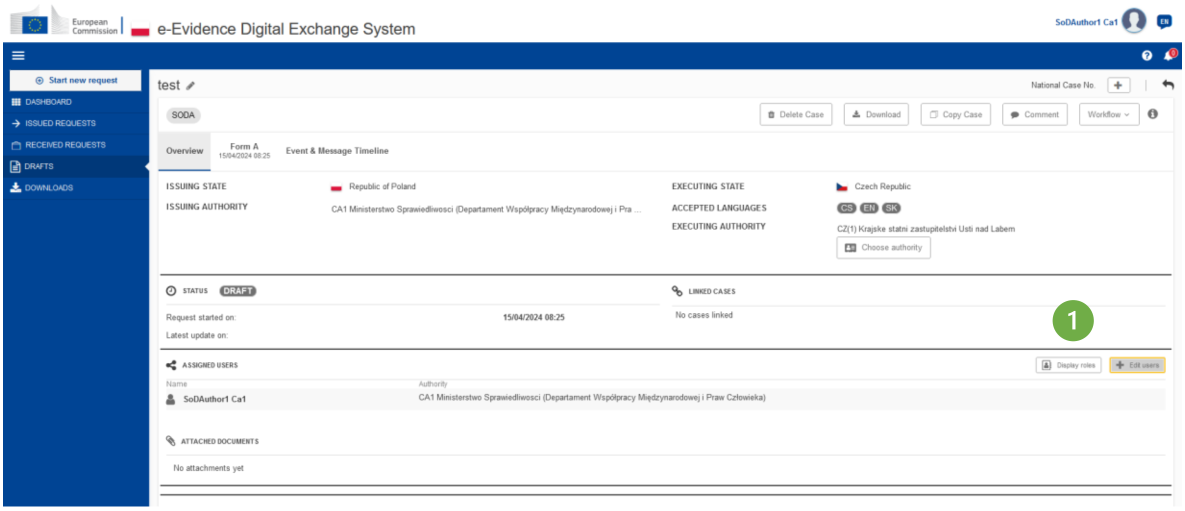


Figure 396: Assigning users to a case: 'Display Roles' button

① If the Supervisor / Assigner / Author wants to determine which roles for the internal workflow are 'missing', the user can do this by using the 'Display Roles' button on the Overview tab.

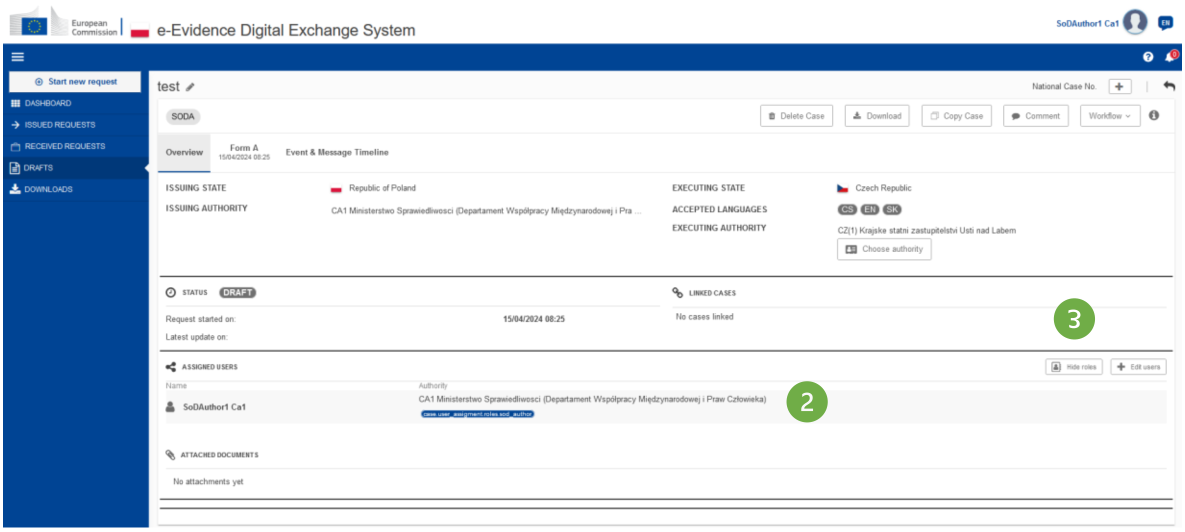


Figure 397: Assigning users to a case: 'Hide Roles' button

② Then, the Reference Implementation expands the field to all users assigned to the case and shows their roles under the name of the authority.

③ To collapse the expanded view, click **Hide roles** button.

10.17.2. Assign users to a draft/issued/received case

Steps below are applicable to users with ‘Author’, ‘Assigner’ and ‘Supervisor’ roles and are universal for all types of cases.

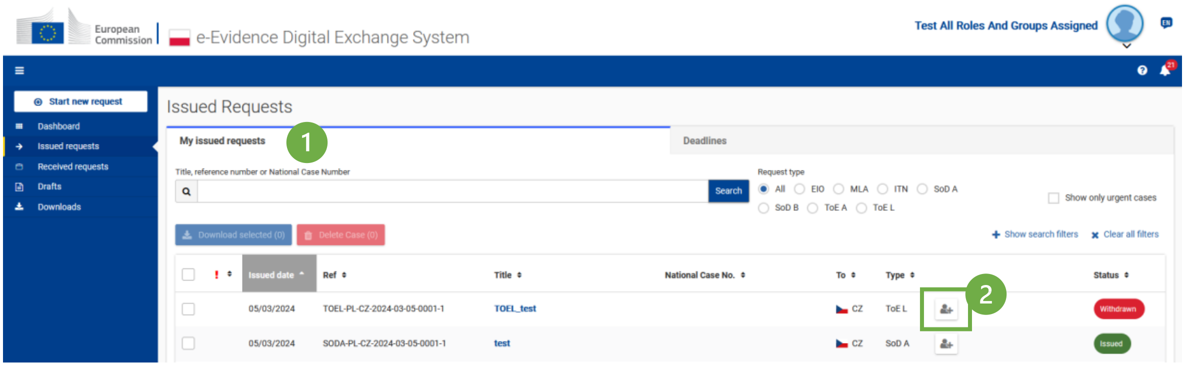


Figure 398: Assign users to a draft/issued/received case

① View a list of drafts/issued requests/received requests.

② Click the **Assign** icon.

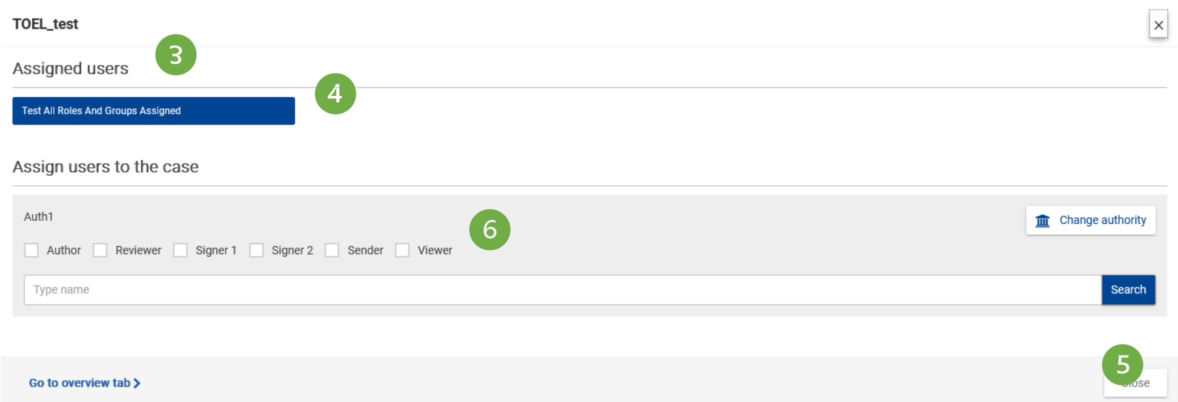


Figure 399: ‘Assign users to the case’ pop-up window

③ The ‘Assign users’ pop-up will appear. ④ The names of users already assigned to the case are displayed. Searching is done by selecting roles. **Select one or more roles from filters** and click ⑤ **Search,**

⑥ or, if you want to search for a particular user, first **select one or more roles from filters** then type the name in the field and click ⑤ **Search**.

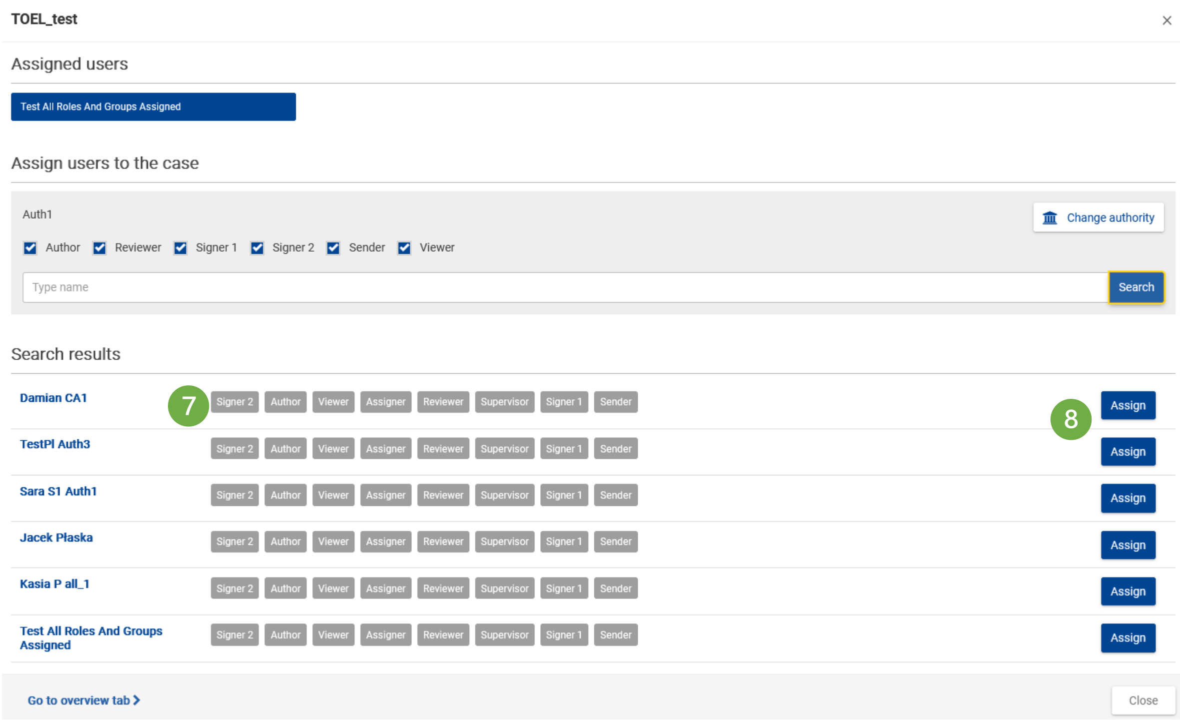


Figure 400: Assigning selected user to the case

⑦ A list of users with their roles will be displayed.

⑧ Click **Assign** to assign selected user to the case.

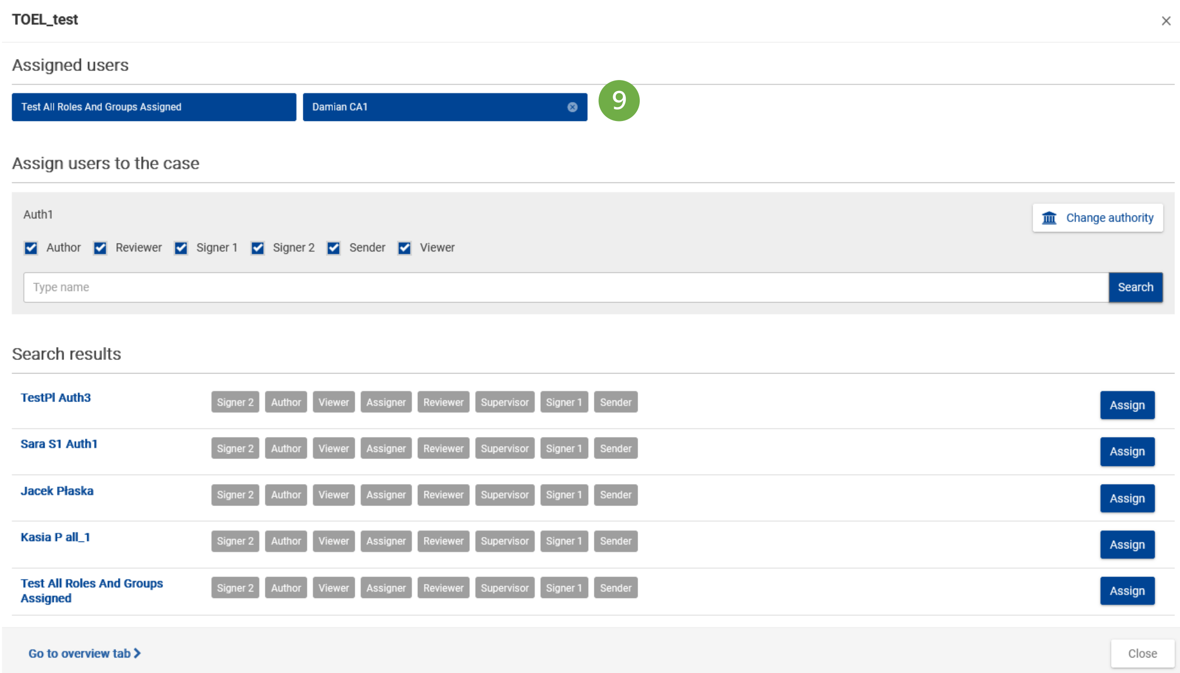


Figure 401: Assign users to the case: Names of newly added users displayed

⑨ The names of newly added users will be displayed.

10.17.3. Assign users pop-up from the Overview tab:

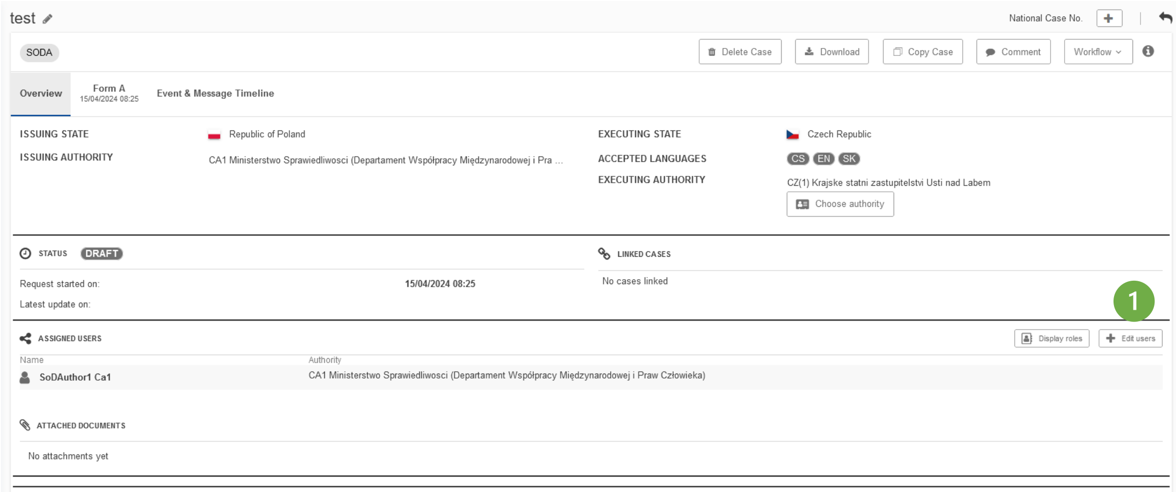


Figure 402: Assign users pop-up from the Overview tab

① Supervisor, Assigner and Author can also access the 'Assign users' pop-up from the Overview tab by clicking **Edit users** button.

10.17.4. Assigns users from a different authority to a case (sharing the case)

Only a user with the Supervisor role can perform this action. A Supervisor may want to share a case with other Supervisors or Assigner from other authorities (within the same RI Instance) in their home country.

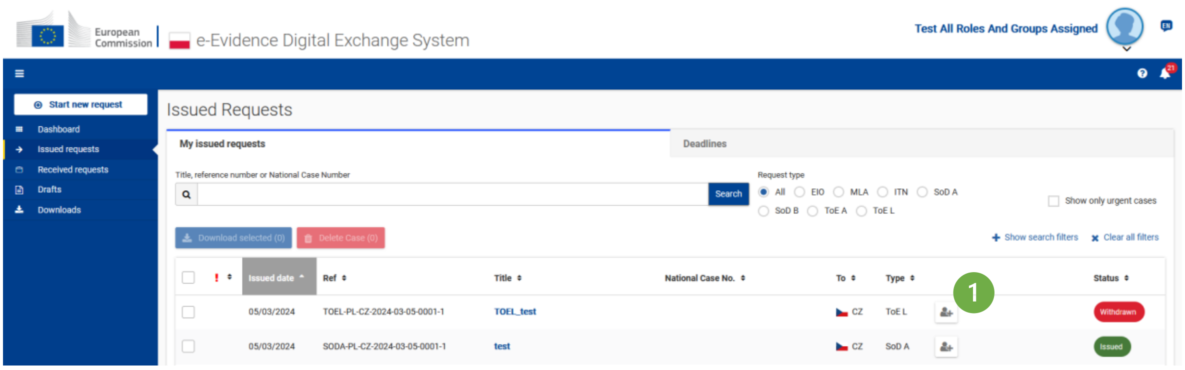


Figure 403: Assigns users from a different authority to a case (sharing the case)

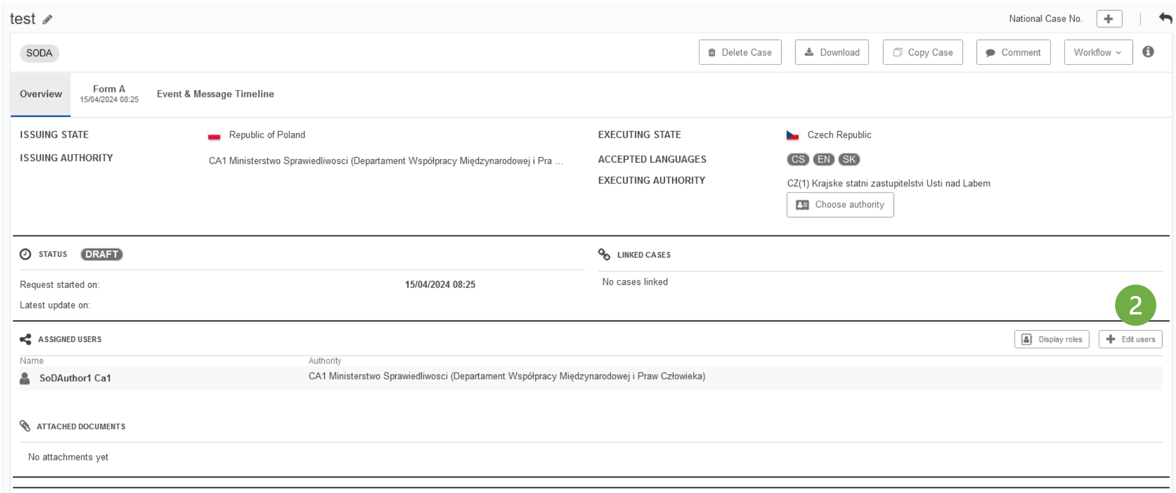


Figure 404: Assigns users from a different authority to a case (sharing the case): Edit users

① A user with the role Supervisor selects 'Assign' icon from a list of drafts/issued requests/received requests, ② or from the Overview tab by clicking **Edit users** button.

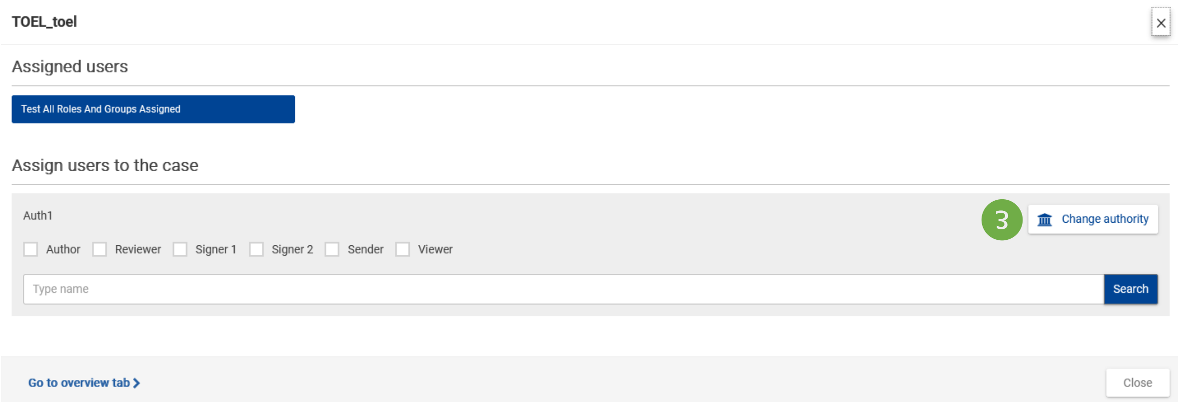


Figure 405: Assigns users from a different authority to a case (sharing the case): Changing authority

③ The Supervisor selects ‘**Change authority**’ button.

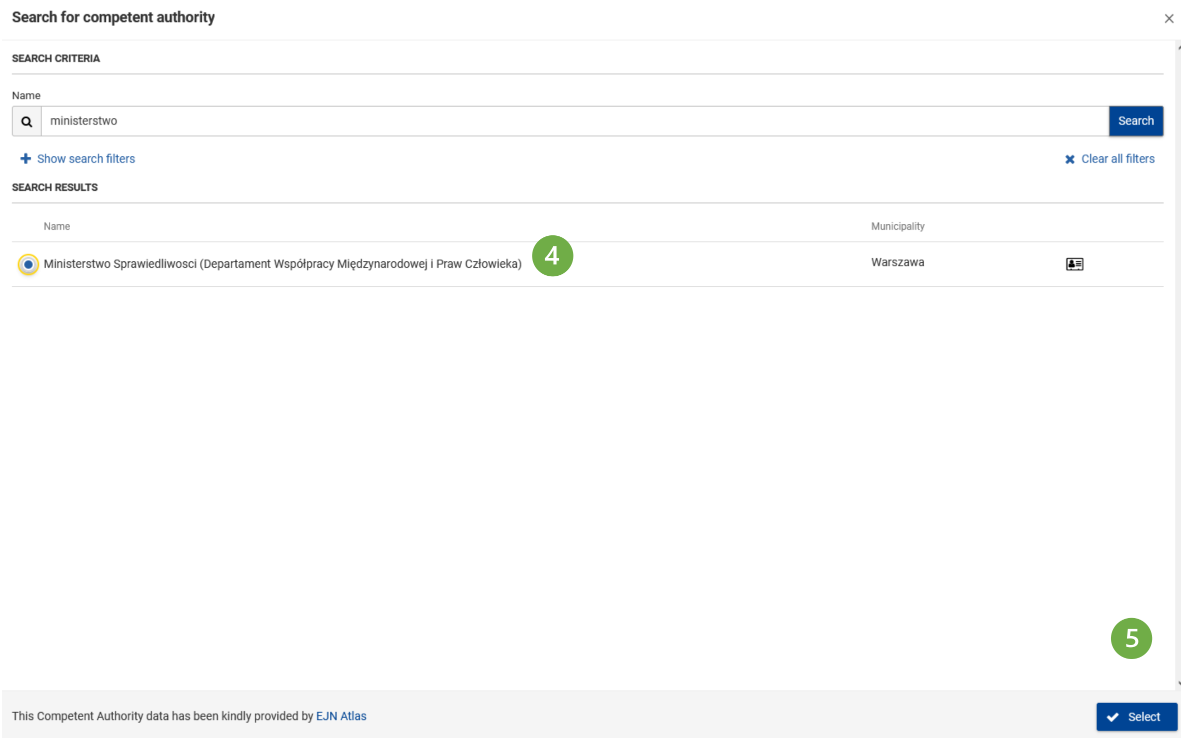


Figure 406: Assigns users from a different authority to a case (sharing the case): Selecting authority

④ Then the Supervisor selects the desired authority to share the case with, ⑤ and clicks **Select** button.

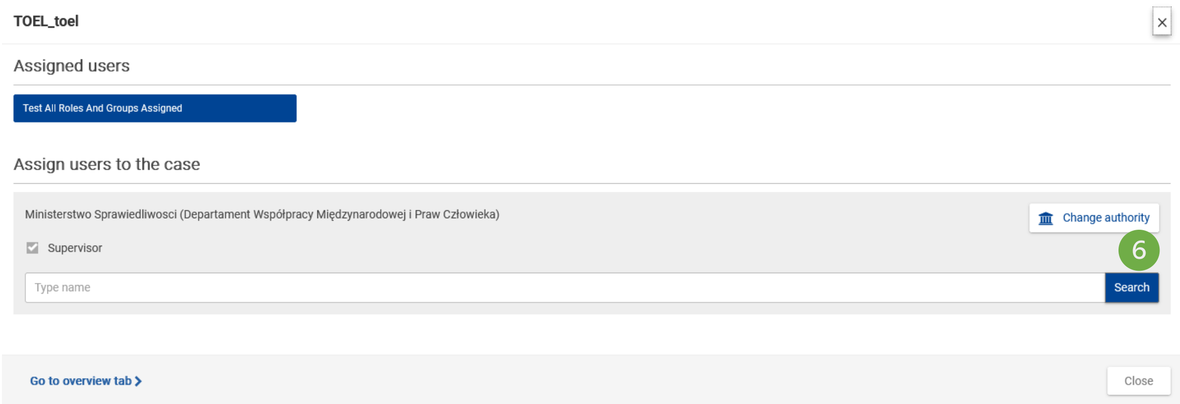


Figure 407: Searching a Supervisor from another authority

The checkbox with the Supervisor from the selected authority should be marked and greyed out by default. ⑥ When the Supervisor clicks the **Search** button, the Reference Implementation will display a list of Supervisors from the chosen authority.

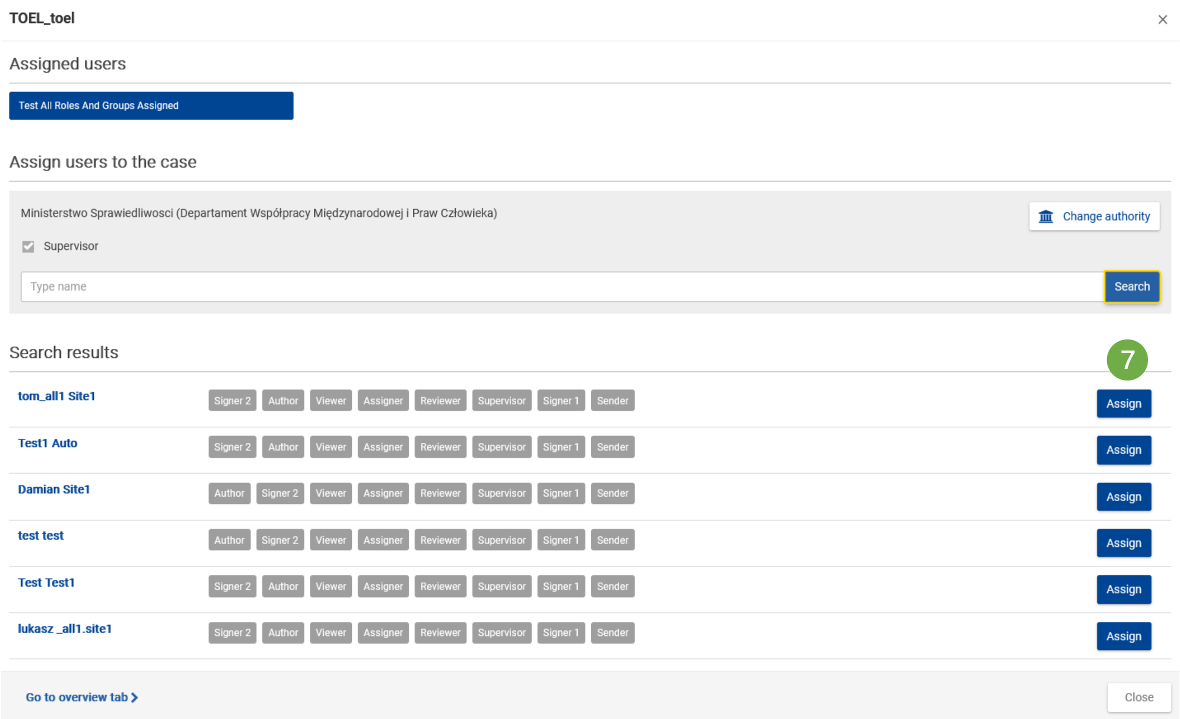


Figure 408: Assigning a Supervisor from another authority

⑦ Supervisor can assign the desired supervisor from the selected authority by clicking the **Assign** button.

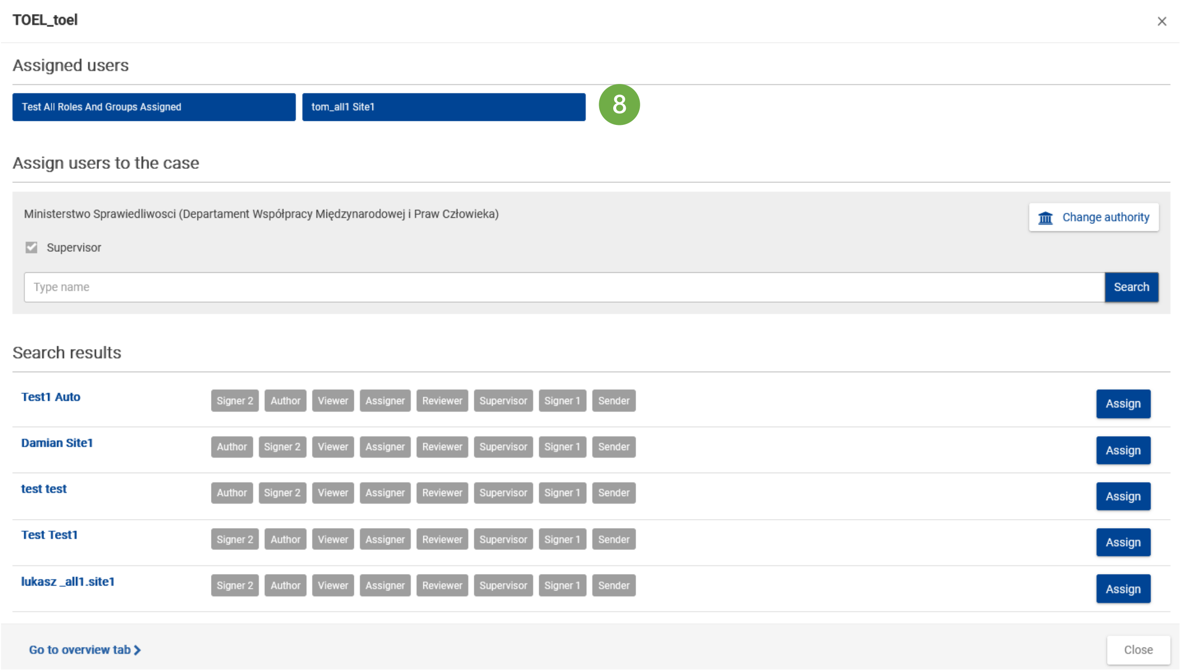


Figure 409: Assigning a Supervisor from another authority: Assigned users section

⑧ Newly added Supervisor will appear in ⑧ ASSIGNED USERS sections and have the same rights as the original Supervisor and will be able to add additional users from their own authority to perform tasks.

Both authorities shall see the same information and messages in the **Event & Message Timeline** tab exchanged with their counterpart in another Member State.

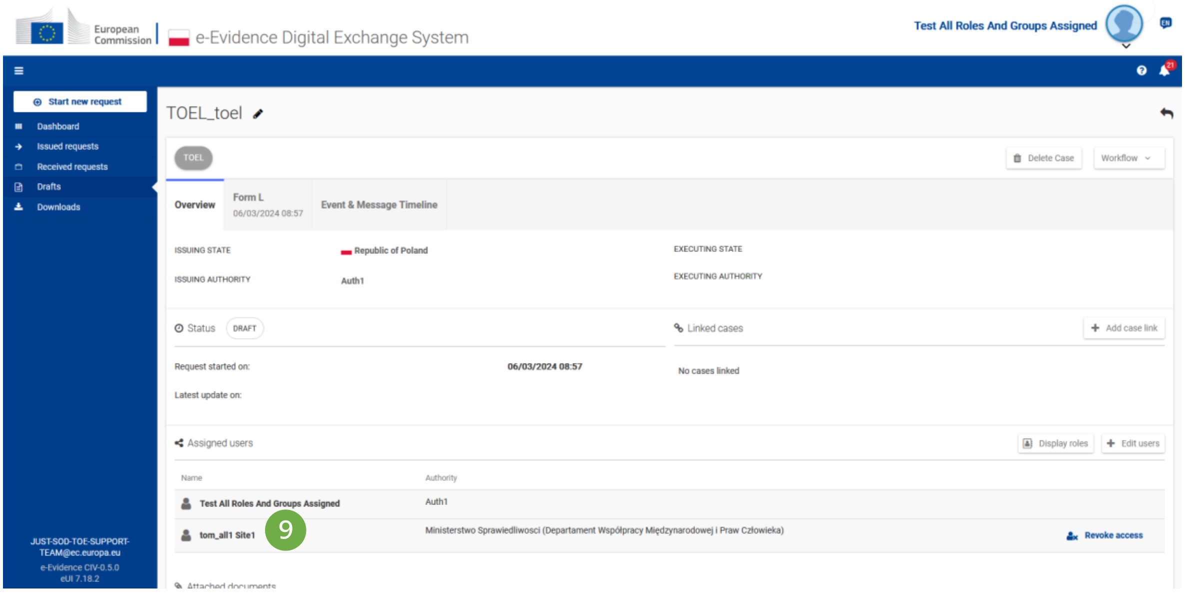


Figure 410: Assigning a Supervisor from another authority: Assigned users section displayed in the Overview tab

10.18. Revoking access to a case

As mentioned in the previous section, users with the roles of Author, Supervisor and Assigner (only for the received cases) have privileged permissions. In addition to adding users, these roles can also revoke access to cases within their authority.

10.18.1. Revoking access

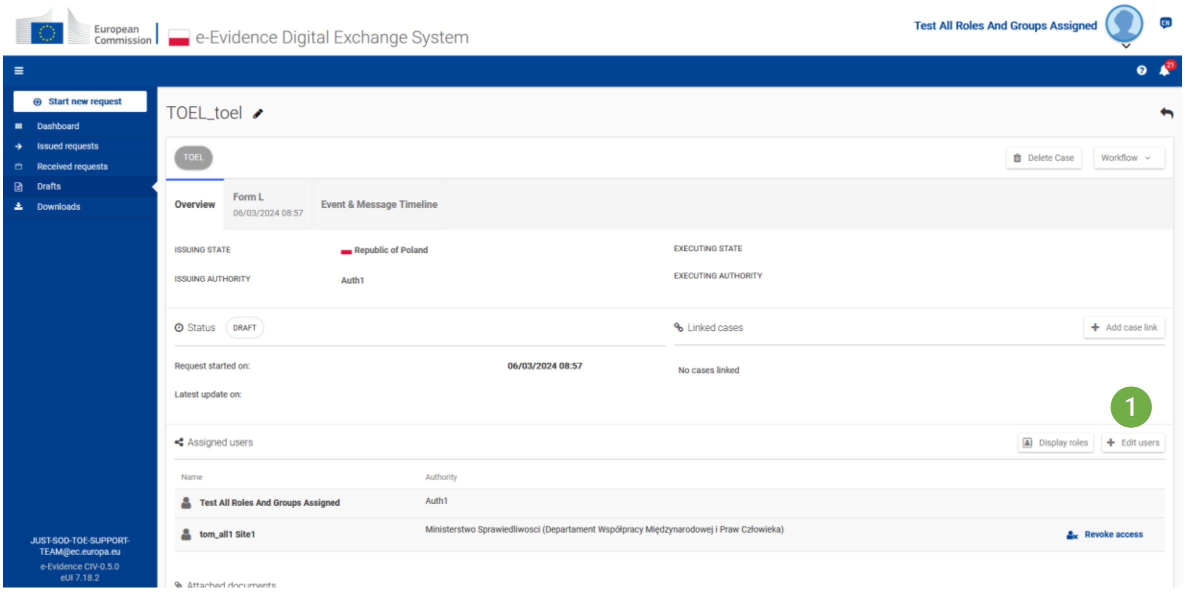


Figure 411: Revoking access to a case: Overview tab

① A user with role Supervisor or Assigner selects '**Edit users**' button.

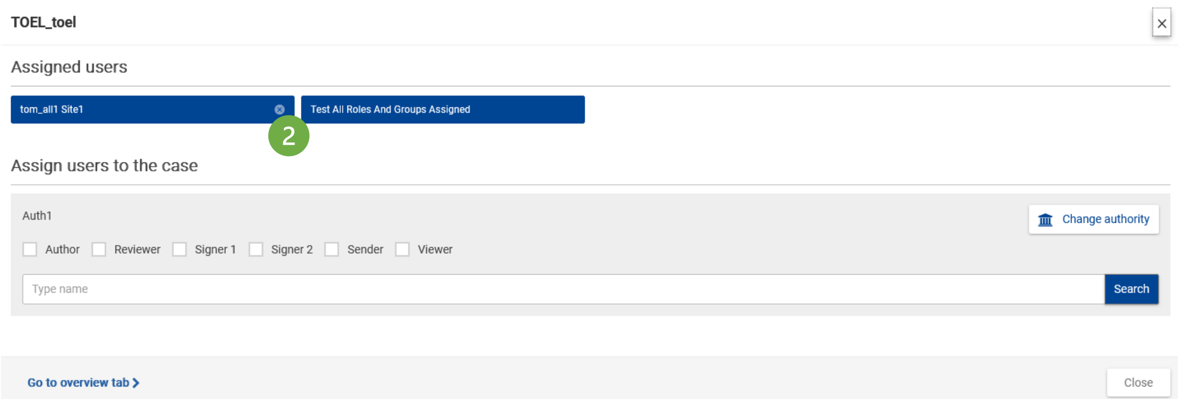


Figure 412: Revoking access to a case

② Click ‘**x**’ icon near username to remove a user.

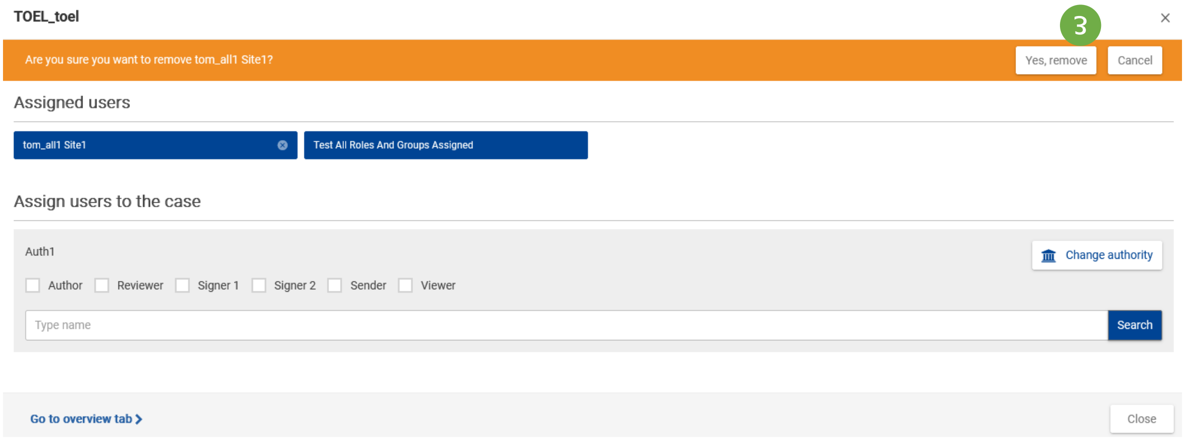


Figure 413: Revoking access to a case: Warning message

Then, the Reference Implementation displays an action to be confirmed. The Supervisor or Assigner should select ③ ‘Yes, remove’, if they want to revoke access to the case for the selected user. Alternatively, they can cancel the action.

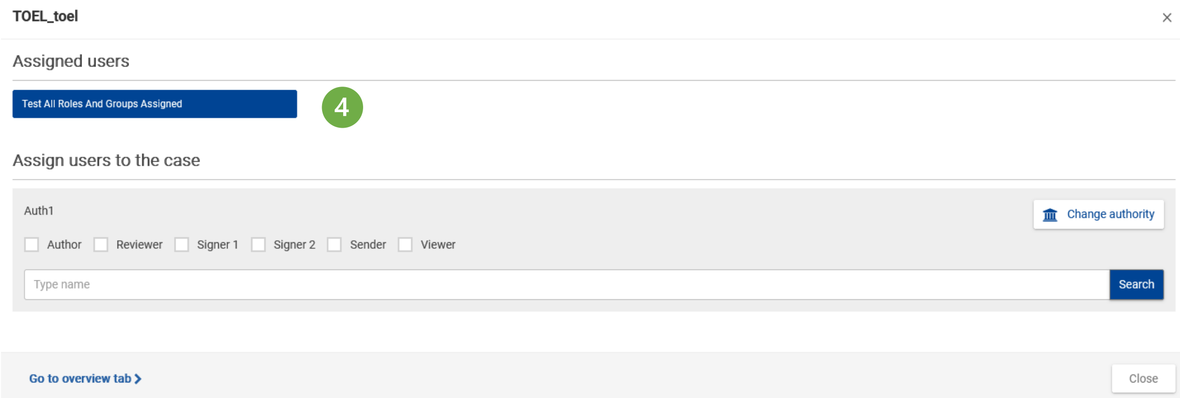


Figure 414: Revoking access to a case: Assigned users section

④ After the user is successfully removed from the case, they also disappear from the list in the ASSIGNED USERS section.

10.18.2. Revoking access to the case from the Overview tab

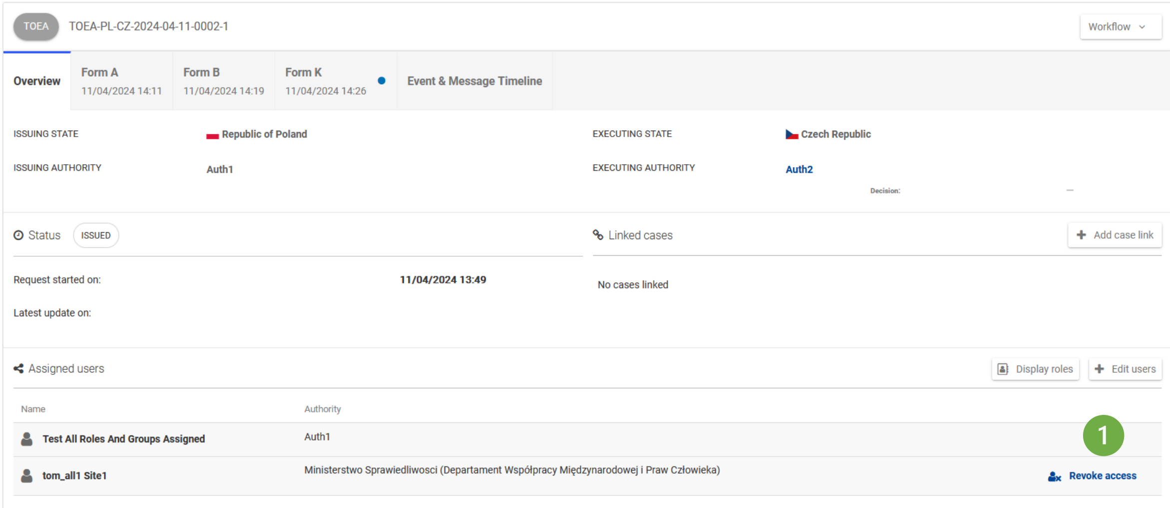


Figure 415: Revoking access to the case from the Overview tab

① A user with role Supervisor or Assigner selects '**Revoke access**' button.

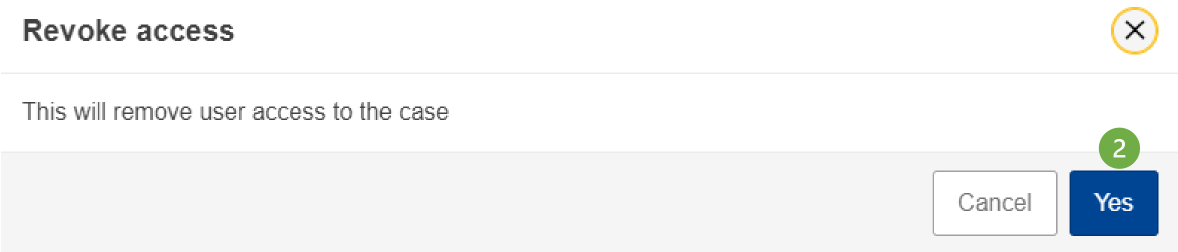


Figure 416: Revoking access to the case from the Overview tab: Notification

② Then the Reference Implementation displays a pop-up window to confirm this operation.

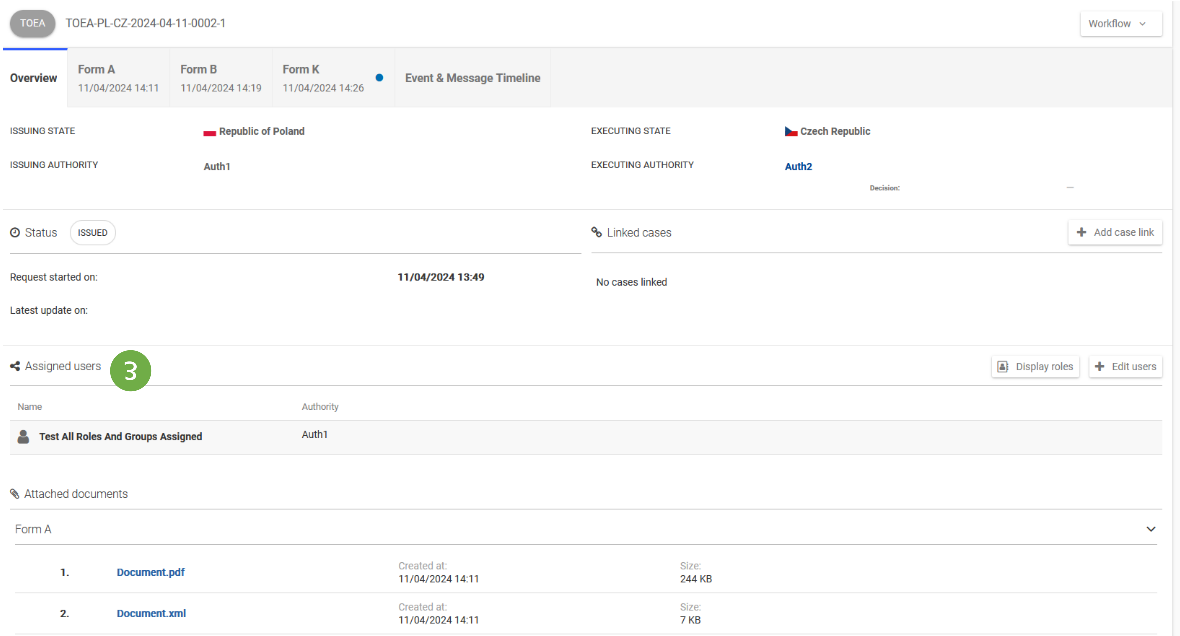


Figure 417: Revoking access to the case from the Overview tab: Assigned users section

③ After the user is successfully removed from the case, they also disappear from the list in the ASSIGNED USERS section.

NOTE: If a case has been shared with another authority, only the user with the role of Supervisor from original/initially authority can remove the Supervisor and other users from the authority to which the case has been shared.

10.19. Access restrictions for Assigner

There is a possibility to manually remove access for Assigners from a request. Although this feature is enabled when a request is being received by an executing authority, it should be used after users have been assigned to the case (or after a case forward).

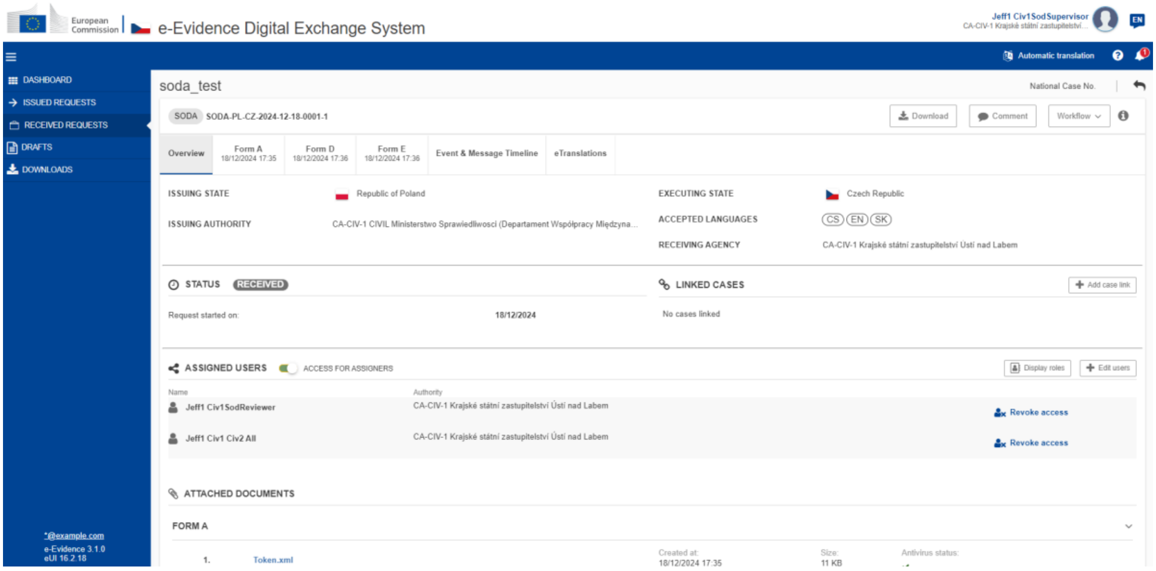


Figure 418: Toggle view near Assigned Users label

Toggle is visible for users with Supervisor, Assigner or Dispatcher role. When a user clicks on a toggle, application displays a warning pop-up: ‘Are you sure you want to remove all Assigner's access to the case? Only Supervisors will continue to have access to this case. No changes on this case are possible afterwards.’

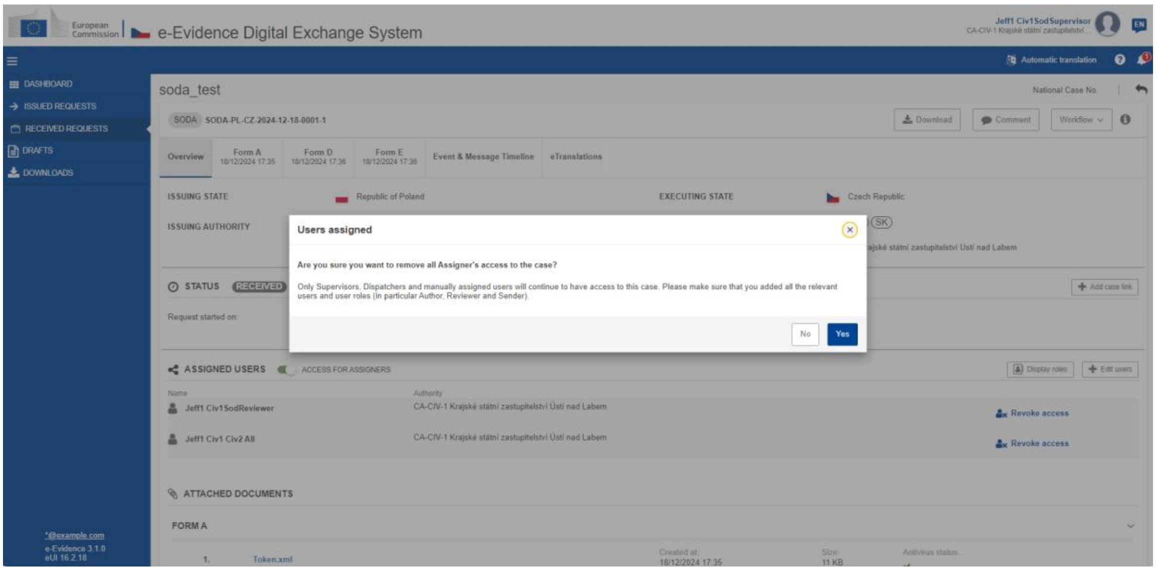


Figure 419: Toggle popup window

When user confirms, access of all Assigners to that case will be restricted (this is applicable only to Assigners who had access to the case be default, not to the users that have been manually assigned to the case).

10.20. Translate

10.21. Language used for communication

Each Member State should send out requests in one of the accepted languages defined by the receiving State. If the request is written in a language that is not used by the receiving State, it can be accompanied by an additional translation into one of the languages accepted in that Member State.

The acceptable languages have been provided by the Member States to the European Commission and are made available on the eJustice Portal. This information is also visible in the RI portal, in the Overview Tab, next to the Executing Authority section. Additionally, the user will receive a pop-up with a hint before sending out the case. You will also receive a pop-up with hint before sending out the case.

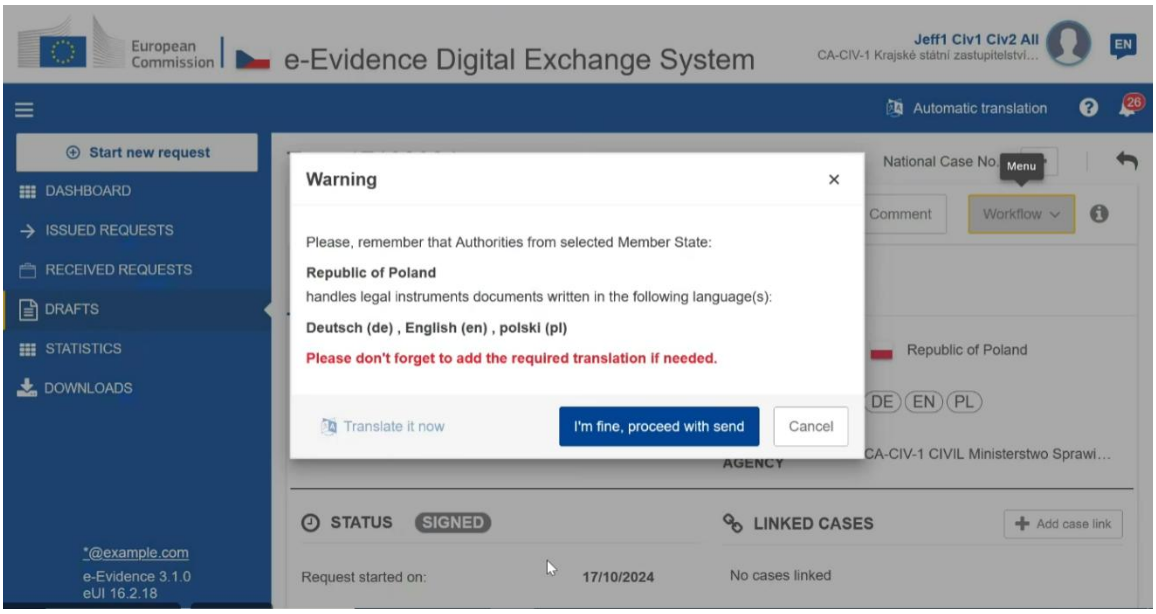


Figure 420: Warning message: language of the document

The RI portal does not validate whether the request was created in an accepted language of the receiving State. The application does not prevent sending the request in a language that is not accepted by the receiving State.

The accepted languages for each Member State can be checked on the eJustice Portal at the following links:

Serving documents (recast) | European e-Justice Portal

Taking evidence (recast) | European e-Justice Portal

The recommended way to provide the signed request in an accepted language is to:

1. Complete the form in a language that the user knows (to minimize the risk of mistakes).
2. When a form is completed, switch language of the application to the language that is accepted by the receiving state. This should be done before the 'sign' stage.
3. At the Sender stage, download the PDF according to the workflow, sign it and upload. The form will be generated in the current language of the application (which is a language accepted by the receiving state if the language of the application has been chosen correctly).

Please remember that when the user changes language of the application, only the labels are changed to the target language. Inputs are not translated, therefore when filling out the form, the fields should be filled in the language of the receiving state.

To obtain automatically translated inputs, an authority can use the machine translation (eTranslation service) to translate the request into the language accepted by the receiving State. Therefore, when filling out the form, the fields should be filled in the language of the receiving State. When machine translation is used, the eTranslation service provides labels that comply with the Regulations, and inputs that are translated automatically. The PDF document provided by eTranslation can be attached as a supplementary attachment.

10.21.1. Human translation

SoD and ToE legal translation files carried out by sworn translator(s) should be attached as a file attachment to the SoD and ToE or attachment to the message sent later to the Executing Authority at any time, but the machine translation tool (eTranslation) may be a very useful feature in urgent cases.

10.21.2. eTranslation

eTranslation is a machine translation service provided by the European Commission that is used for internal processes. For more information on the eTranslation tool, see here.

The tool has been implemented in the Portal on the sending and receiving side where it is possible to translate text fields of messages and documents created within the system. The tool might be useful for a general understanding of the case, but it is important to highlight that it does not affect in any way the need to provide official translations where relevant.

Each user assigned to a request can request for machine translation of a form.

NOTE: Not all the form's fields are being translated by eTranslation service. The following types of fields are not being translated:

- Fields that contain proper names (name of the authority, name of the natural or legal person etc.)
- Fields that contain business data (address, telephone number, fax, e-mail, postal code etc.)
- Fields that contain numbers (identity number, number of enclosures etc.)
- Non-text fields (date pickers, radio buttons, checkboxes, titles, headings etc.)

The eTranslation service translates only inputs provided by the user. The labels in the system come directly from the Regulations, so they are coherent with the official versions of Regulations in each language.

10.21.2.1. Requesting for eTranslation

① User opens the form that should be translated and clicks on **Form Translation** button.

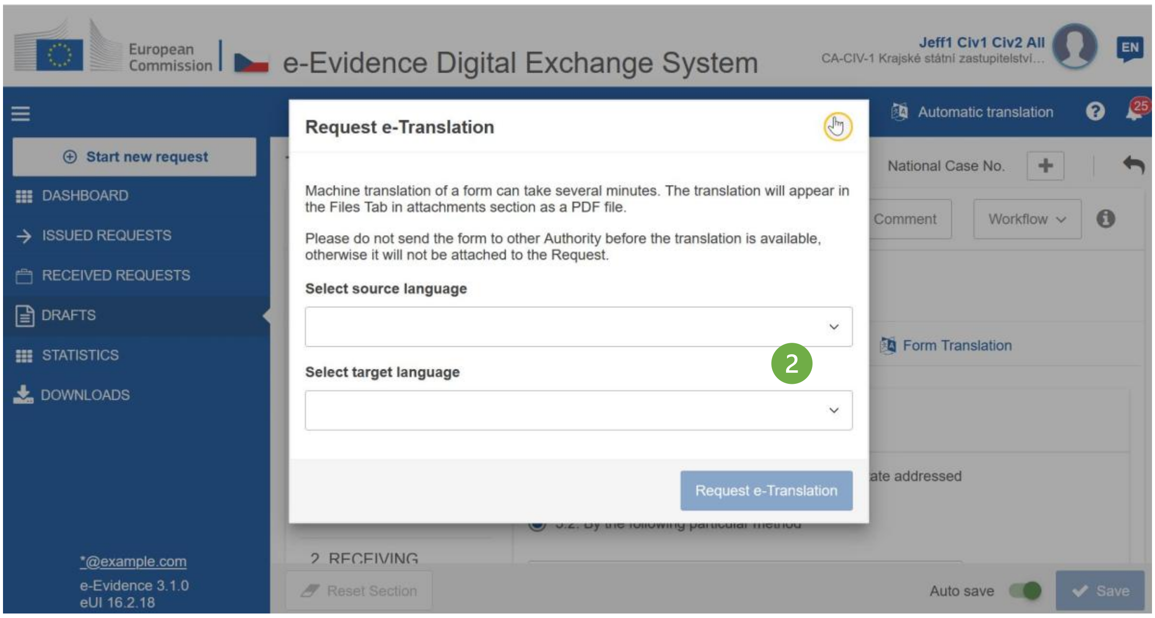


Figure 421: Requesting for eTranslation

② Application displays **Request eTranslation** pop-up.

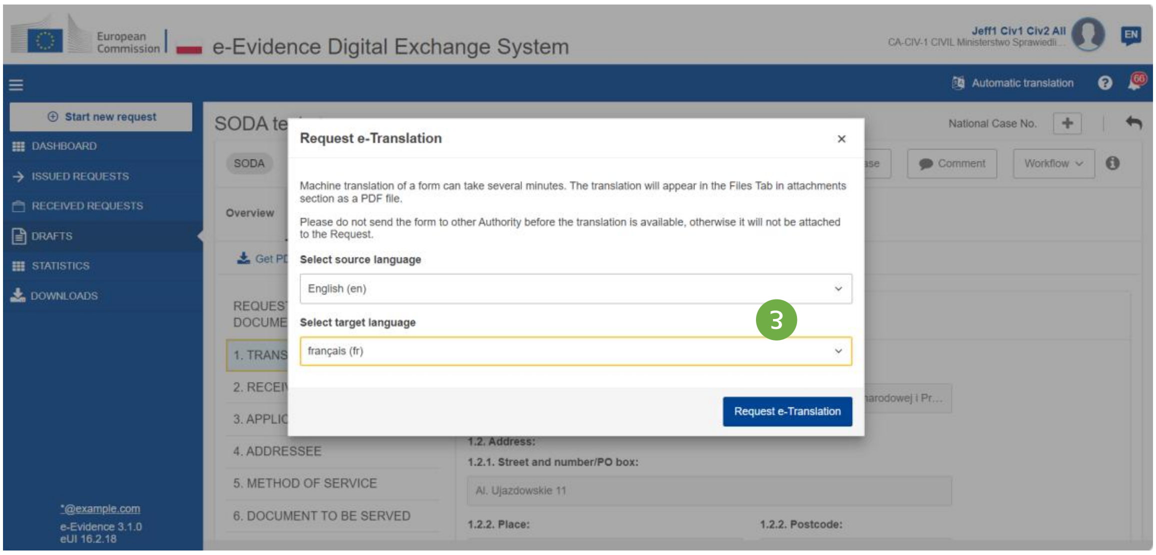


Figure 422: Requesting for eTranslation: selected languages

③ User selects **source language** and **target language** and clicks on **Request eTranslation**.

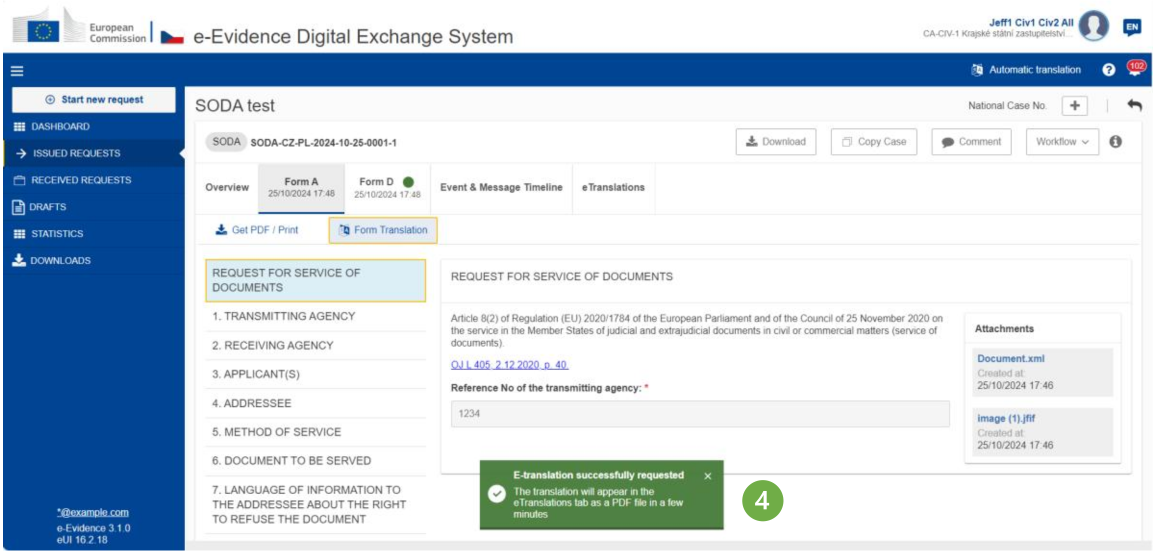


Figure 423: eTranslation successfully requested toast notification

④ Application displays a toast notification **eTranslation successfully requested**.

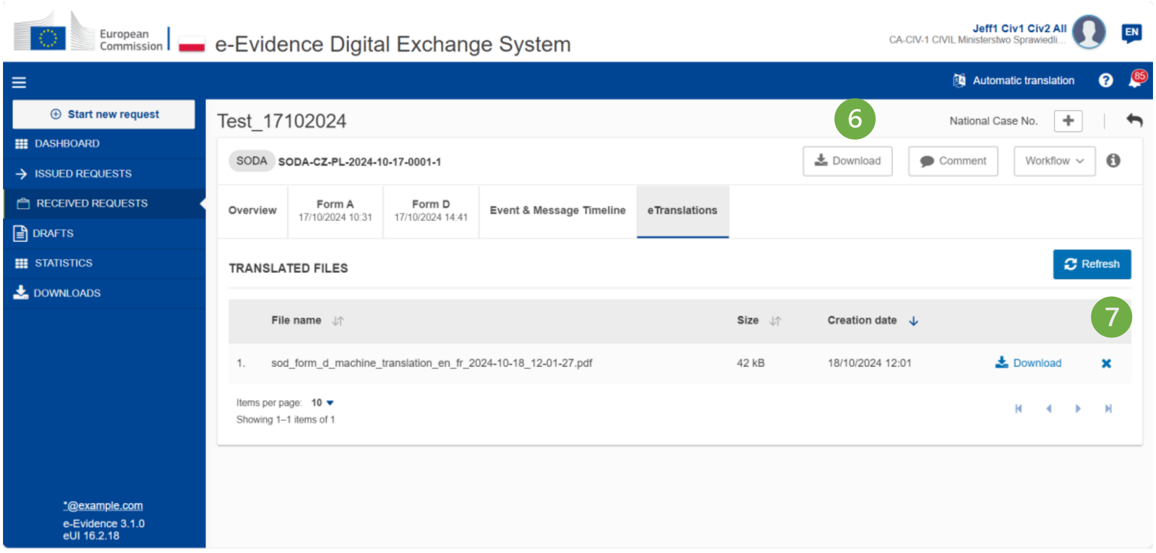


Figure 424: eTranslations folder

⑤ If a user opens **eTranslations** tab, application displays a table with all requested machine translations (a process of machine translation generation might take a few minutes).

⑥ User can download a file with translation by clicking on **Download** button.

⑦ User can remove a file with translation by clicking on ‘x’ icon next to this file.

5

11. REFERENCE IMPLEMENTATION SUPPORT

For usage issues with the Reference Implementation please contact the DG Justice and Consumers Support Team.

The Support Team should be contacted by email:

JUST-SOD-TOE-SUPPORT-TEAM@ec.europa.eu

Please include all relevant information such as: your contact details, problem description, type and version number of your internet browser, received error messages, screenshots and any other relevant information.

The Support Team looks forward to receiving further feedback from the Member States so that the Development Team can make additional enhancements to make the Reference Implementation further suited to your needs.