

Create and verify your supplier organisation in EPREL

i The electronic verification feature has been enhanced with several improvements aimed to make the verification process simpler, easy to use and aligned with ETSI EN 319 412-1 V.1.4.4 standards. The improved version (described in this manual) will be available in ACCEPTANCE in the third week of February, and in PRODUCTION on 21st of February 2022. Meantime, you can start reading the manual and get your qualified electronic seal ready.



European Product Registry for Energy Labelling (EPREL)

GUIDELINE

User profile creation, organisation creation and supplier verification process

Table of Content

- Document History
- Disclaimer
- Glossary of Terms
- Notational conventions
- Introduction
- Legislative Context
- What is EPREL?
- Getting Started
- Create an EU Login account
- Create your Organisation
- Electronic Sealing and Signing
 - What is an electronic signature?
 - What is an electronic seal?
 - Electronic Seal vs. Electronic Signature
 - Simple, Advanced, Qualified Electronic Seal or Signature
 - Why are qualified electronic seals and qualified signatures used in EPREL?
 - Get your electronic seal

- [How to seal a document?](#)
- [List of Trusted Providers](#)
- [Qualified eSeals Costs](#)
- [Verifying the Organisation](#)
 - [Electronic Verification for Legal Entity Organisations](#)
 - [Step 1 - Request & Download the Verification File](#)
 - [Important notes - before sealing/signing the Verification File](#)
 - [Step 2 - Upload the Signed Verification File](#)
 - [Step 3 - Check Verification Result](#)
 - [List of Rejection Reasons](#)
- [Takeaways](#)
- [Annex 1: List of product groups required to be registered in EPREL](#)
- [Annex 2: FAQs](#)
- [Annex 3: Guideline in PDF version](#)

Document History

Version	Date	Comments
1.0	20 December 2021	First document version published in December 2021.
1.01	12 January 2022	Sections "Electronic signing" and "Verify the organisation" have been updated with emphasis on the "qualified" requirement for seals and signatures provided by "qualified" trust service providers.
1.02	13 January 2022	Section "Important notes before sealing/signing the verification file" updated with a correction for Northern Ireland accepted country codes.
1.03	7 February 2022	Sections "Create your organization", "Electronic Sealing/Signing" and "Verifying the organisation" have been updated with the new electronic verification requirements and accepted formats for qualified electronic seals.

Disclaimer

The services of the European Commission have provided this guidance to enhance general understanding of the practicalities of the process related to registration of products in EPREL, by suppliers. This information is of a general nature only and is not intended to address the specific circumstances of any particular individual or entity. The goal is to keep this information timely and accurate. If errors are brought to our attention, corrections will be made. However, the Commission accepts no responsibility or liability whatsoever with regard to the information on this guidance.

Glossary of Terms

Before you start, read the Glossary section in order to better understand the terms and acronyms used in this manual.

TERM / ACRONYM	DEFINITION
Admin / Supplier Admin	(Associated to an EU Login profile) is the user with the highest privileges and able to invite other users in their organisation (other Admins, Users or Readers).

Authorized Representative	A natural or legal person established in the Union, the EEA or Northern Ireland, who has received a written mandate from the manufacturer to act on its behalf in relation to specified tasks.
Compliance interface	The Interface of the EPREL Compliance site, which can be accessed and used by Market Surveillance Authorities (MSAs), to perform their compliance control duties, such as view registered products, sort, select, download technical information, look for equivalent products, etc.
Registration interface	The Interface of the EPREL Compliance site, which can be accessed and used by Suppliers to register product models in compliance with the framework Regulation.
Compliance site	The Database and its management system hosted in a secured environment, which can be accessed via the Registration interface or the Compliance interface, upon user authentication.
Consumer / Customer	A natural or legal person who buys, hires or receives a product for own use whether or not acting for purposes which are outside its trade, business, craft or profession;
Dealer	A retailer or other natural or legal person who offers for sale, hire, or hire purchase, or displays products to customers or installers in the course of a commercial activity, whether or not in return for payment.
Distance Selling	The offer for sale, hire or hire purchase by mail order, catalogue, internet, and telemarketing or by any other method by which the potential customer cannot be expected to see the product displayed.
Energy Efficiency	The ratio of output of performance, service, goods or energy to input of energy.
Organisation	(Associated to EPREL) the organisation created by the Supplier Admin in EPREL. Can be a Legal Entity or a Natural Person.
Registration Number	(Associated to EPREL) the internal registration number assigned by EPREL when a product record is created. This identifier number is also used in creating the QR Code URL, which when scanned, will redirect consumers to the product details page from the Public Site.
EU Login	The European Commission 2 factor authentication system (2FA, formerly known as ECAS) and user account. It represents the gateway for accessing a wide range of platforms and web services managed by the European Commission. The EU Login is an internal account univocally associated to an email address and is protected by a password.
Importer	A legal or natural person established in the Union, the EEA or Northern Ireland, who places on the market a product from a manufacturer established in a third country.
Label	A graphic diagram, either in printed or electronic form, including a closed scale using only letters from A to G, each letter representing a class and each class corresponding to energy savings, in seven different colours from dark green to red, in order to inform customers about energy efficiency and energy consumption; it includes rescaled labels and labels with fewer classes and colours in accordance with Article 11(10) and (11).
Making a product available on the market	The supply of a product for distribution or use on the Union market in the course of a commercial activity, whether in return for payment or free of charge.
Manufacturer	A natural or legal person who manufactures a product or has a product designed or manufactured, and markets that product under its name or trademark.
Model	A version of a product of which all units share the same technical characteristics relevant for the label and the product information sheet and the same model identifier attributed by the manufacturer or by another economic operator acting as supplier of the product.

Model Identifier	The code, usually alphanumeric, which distinguishes a specific product model from other models with the same trade mark or the same supplier's name.
MSA Admin	Similar to Supplier Admin, the top user for each Member State Authority for each Member State. MSA Admin can invite trusted MSAs of the same country to create their own MSA user account.
Placing on the Market	The first making available of a product on the Union, EEA or Northern Ireland market.
Product Database	A collection of data concerning products, which is arranged in a systematic manner.
Product Group	A group of products which have the same main functionality.
Product Information Sheet	A standard document containing information relating to a product. EPREL generates it in all EU languages from the data entered by the supplier in PDF format (to be visualized, downloaded or printed)
Product /Energy Related Product	A good or system with an impact on energy consumption during use, which is placed on the market or put into service. This refers also to parts with an impact on energy consumption during use which are placed on the market or put into service for customers and that are intended to be incorporated into products.
Public API	Application Programming Interface and represents an alternative communication solution, for automated interaction between computer applications. APIs are available to retailers/dealers or other parties to download any public data on product models available in the Public Site. Only whitelisted parties (using a whitelisted access token) can integrate and use the Public API for massive downloads.
Public Site	The database and its management system and user interface, freely available for consultation, search, selection or other services, including via application programming interfaces (API). In the Public Site users can also browse the registered product data or download the Product Information Sheet (Product Fiche), as well as the Energy Label.
QR Code	Is a matrix barcode pictogram, integrated in the energy label of products in the scope of Regulations new or reviewed after entry into force of the framework Labelling Regulation 2017/1369. The QR Code can be generated by Suppliers from the EPREL Platform, when registering a product model. When scanned on a printed label, the QR Code is intended to redirect consumers to the product details page from the Public Site.
Reader / Supplier Reader	(Associated to an EU Login profile) is the user having only permissions to view products registered by the organisation they belong.
Rescaled Label	A label for a particular product group that has undergone rescaling. After the entry into force of the framework Regulation (EU) 2017/1369, labels with energy classes above A (i.e. A+, A++, A+++) are progressively rescaled into A to G energy classes in a newly designed label also including a QR code.
Rescaling	Means an exercise, involving the review of a Regulation, to reclassify labels with classes above A into labels with the range A to G. The rescaling may involve a simple remapping or, more frequently, the use of a different formula for calculating the energy efficiency index, making, consequently, the A class in a rescaled label not comparable to any class in the label before the rescaling.
Supplier	Means a manufacturer established in the Union, EEA or Northern Ireland, the authorized representative of a manufacturer who is not established in the Union, EEA or Northern Ireland, or an importer, who places a product on the Union market.
Technical Documentation	Means documentation deemed sufficient to enable market surveillance authorities to assess the compliance of a product, including a check of accuracy of the label and the product information sheet. It may, include test reports, measurements or analogous technical evidence.

User / Supplier User	(Associated to an EU Login profile of a supplier) is the user having needed permissions to register product models. While Users can see information at organisation level (general information, trademarks, contacts, users and verification state), they cannot edit them.
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Notational conventions

- Terms marked with the *italic* font (example: “*EU Login*”) are explained in the Glossary of Terms section.
- Terms in uppercase and bold (example: **VERIFIED**) represent concepts, statuses or buttons that you will find inside the EPREL Platform, with the exact same name.
- Text displayed in info frames may be useful for a quicker reading but not crucial for understanding.
- Text displayed in yellow frames is important to read and remember.

Introduction

This manual is intended to guide suppliers of energy related products, in the scope of the Energy Labelling Regulation (EU) 2017/1369 and of the Tyre Labelling Regulation (EU) 2020/740, in the preliminary steps required before starting registering product models in EPREL, i.e.:

- the User Profile creation
- the *Organisation* Profile creation
- the *Organisation* Electronic Verification.

The steps illustrated in this guideline are mandatory and represent a pre-requisite step before starting your product registration process, as required by the regulations above mentioned.



TIP for a fast consultation

If you have already created your organisation profile and possibly also registered models in EPREL, you may directly go to the [Verification section](#). Describing the new requirement for Suppliers, starting with 2022.

A specific section on [eSignature](#), may be useful to Suppliers that need to learn more on how to acquire and use an electronic seal or electronic signature.

Legislative Context

One of the most well-known, successful and longstanding energy policy tools to save energy and money for consumers is the **EU Energy Label for products**.

Even though the policy framework exists since 1994^[1], it was reviewed for the first time in 2010^[2], with the last update being made in 2017^[3], through [Regulation \(EU\) 2017/1369](#) setting a framework for energy labelling (hereafter referred to as “the framework Regulation”). On the basis of the framework Regulation, the Commission adopts specific labelling requirements for specific product groups via delegated Regulations.

The Suppliers’ obligation for registering products has been introduced by the framework Regulation, which updates the energy efficiency labelling requirements for energy-related products placed on the Market. Apart from this, the Regulation also updated the energy labelling format. The Regulation review from 2010 allowed the extension of the energy scale beyond the letter A, introducing new classes (A+, A++ and A+++). Because of the technological progress an increasing number of models started populating and crowding the top classes. The consequent impossibility of the really most efficiency models to outstand, suggested a review of the scaling allowing further extensions/pluses was not considered feasible, thus future reviews of labels will rescale the existing labels from A+++ to D into A to G^[4].

This framework Regulation requires the creation of a “*product database*”. More specifically:

- **Article 4** (“Obligations of suppliers in relation to the product database”) from the Regulation **sets the obligation on suppliers to register any new product model**, in the scope of the framework Regulation, **before placing it on the Market**.
- **Article 12** (“*Product database*”) from the Regulation, mandates the European Commission to build and manage such an online database, for *energy labelled products*[5]. See **Annex 1 - “List of product groups required to be registered in EPREL”** listing the products in the scope of the energy labelling framework legislation and its delegated acts, or other legislation setting the specific details on the data to be registered.

The product *database* has 3 ‘main’ intended functions, as explicitly stated in the Regulation:

1. Enabling the **registration by Suppliers**, of *product models placed on the Union market, as required by the legislation*
2. Facilitating the **access, by national Market Surveillance Authorities**, to the technical documentation necessary for compliance control
3. Allowing *consumers* an easy **public online access** to key product efficiency information, including the *energy label*.

Additionally, the platform associated to the database (EPREL, see next) facilitates:

- *Suppliers*, with the option to generate *Labels* and *Product Information Sheets* (or *Product Fiches*) in all EU languages. The platform also provides a tool to generate a QR Code, leading to the model data in the database.
- *Dealers* and distributors, in the provision of the electronic versions of the *Labels* and “*Product Information Sheets*” (or “*Product Fiches*” according to the wording in the repealed Directive). Both, Brick & Mortar shops or online e-commerce stores, can download these documents either from the *Public Site*, or via specific *Application Programming Interfaces (APIs)*.
- *Public administrations, procurers and policy makers*, in decision taking about tendering procedures, providing incentives, devising fiscal measures and the-like.

[1] [Council Directive 92/75/EEC](#) of 22 September 1992 on the indication by labelling and standard product information of the consumption of energy and other resources by household appliances.

[2] [Directive 2010/30/EU](#) of the European Parliament and of the Council of 19 May 2010 on the indication by labelling and standard product information of the consumption of energy and other resources by energy-related products

[3] [Regulation \(EU\) 2017/1369](#) of the European Parliament and of the Council of 4 July 2017 setting a framework for energy labelling and repealing Directive 2010/30/EU

[4] a “rescaling” is foreseen when too many models would be populating A and B classes, as from Article 11 of the Regulation.

[5] Article 12, *Product database*

What is EPREL?

As of 1 January 2019, *Suppliers* (manufacturers, importers or authorized representatives) need to register their product models, which require an energy label, in the **European Product Registry for Energy Labelling (EPREL)**, before placing on the EU/EEA market the first product of a model in the scope of the Labelling legislation.

EPREL represents the platform that *Suppliers* must use for registering their product models.

The database includes publicly accessible information (part of which is reflected in the Energy Label and the remaining in the Product Information Sheet[1] (or Product Fiche[2]) and technical information, accessible only to Member State Market Surveillance Authorities (MSAs) for their compliance control duties (Figure 1).

[1] Product Information Sheet is the term used in Regulations supplementing Regulation (EU) 2017/1369.

[2] Product Fiche is the term used in Regulations supplementing Directive 2010/30/EU.

EPREL offers various options for *Suppliers* to register product models:

- Interactively, through EPREL interface – by manually entering each required field, one-by-one
- Interactively, through EPREL interface - by registering product models at scale, through ZIP Files upload (containing XMLs with data of multiple models)
- Via System-to-system communication (e-Delivery) – by automatically registering product models at scale, through a direct integration with the European Commission e-Delivery component.

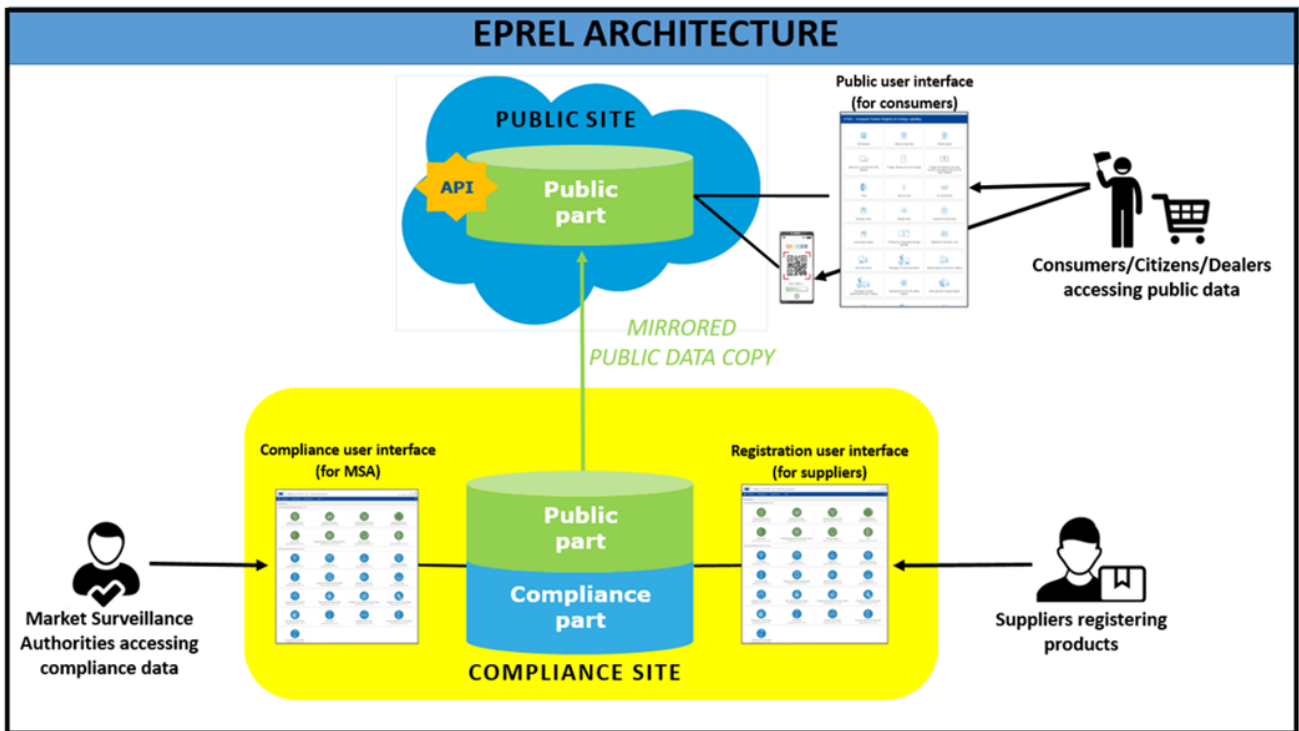


Figure 1: EPREL Architecture (Public + Compliance Site)

Getting Started

EPREL is hosted by the European Commission. To access it, you first need to create an *EU Login account*. When entering the EPREL platform for the first time, by directly accessing the EPREL URL, you are asked to create your EPREL *organisation*. Once you have created your *organisation*, you automatically become a *Supplier Admin* and can start inviting other users, to perform the product registration work in your *organisation* workspace. You can also receive an email invitation from your *Supplier Admin*, to join your EPREL *organisation*.

More in detail, here are the steps on how to get started as a *Supplier Admin*:

More in detail, here are the steps on how to get started as a *Supplier Admin*:

1. create an [EU Login account](#)[1]:
2. [log into EPREL](#)[2]: when you first log into EPREL, without having been invited by an existing user, you automatically become the *Supplier Administrator (Admin/Supplier Admin)* of an EPREL Organisation whose profile you are requested to create (you may later delegate this role to another Supplier Admin).
3. **Create your EPREL Organization:** In this phase you are asked to indicate if the *Organisation* you are creating is a **Legal Entity or Natural Person**: this refers to the legal nature of the **Supplier Organisation for which you are going to register product models**, and not to the individual user registering models in EPREL, on behalf of the supplier organization.
4. **Create your EPREL Trademarks:** Supplier Admins are the only users entitled to create the trademarks (brands) to be used in the registration of models. It is mandatory to define at least one trademark, in order to start registering product models. You can add trademarks at any moment, later in the process: later, when registering models, you can select the appropriate trademark from a dropdown list of trademarks already defined.
5. **Invite Members to your Organisation:** *Supplier Admins* can invite additional users to become *Supplier Admins*, *Supplier Users* and *Supplier Readers* of the *Organisation* and manage models registrations. An *Organisation* can have multiple *Supplier Admins*, all having rights to edit the *Organisation* profile.
6. **Get your EPREL Organisation verified:** this is required to ensure that your organisation is entitled to act as Supplier, in respect to the obligations deriving from the Regulation and that you, as *Supplier Admin*, are enabled to register models on behalf of your organisation. Before you register any model, your organisation needs to be a "verified" supplier[3].

7. **Start registering products** – once you have reached this step, you are all set and ready to start registering product models for your organisation. Usually product registration is performed by *Supplier Users*, but the *Supplier Admin* can also do it[4].

[1] <https://webgate.ec.europa.eu/cas/login?loginRequestId=ECAS>

[2] <https://webgate.ec.europa.eu/fpfis/wikis/display/EPREL>

[3] Exclusively during a transitional period from the start of the new verification procedure, suppliers are entitled to continue registering models. No model will be publicly visible for search, anyhow, until successful completion of the verification process.

[4] E.g. in a small organisation or to perform massive data uploads, or to register only a few models, a single user can normally perform all tasks.

Here are some overview steps on how to get started, as a *User* or *Reader*, when you receive an email invitation from your Supplier Administrator:

1. **Access EPREL and create an EU Login account:** you can access EPREL either through the invitation link you received over email, or by directly entering the [EPREL URL](#)[5] in your browser, and start creating your EU Login account. Once you do that, you will be assigned to your Organisation with the role given by your Administrator.
2. **Start registering products:** if the Supplier Admin attributed to you a role of *Supplier User*, once you reach this step, you are all set and ready to start registering your product models.
3. **Browse products:** you may be invited as *Supplier Reader*, to perform tasks other than registering/modify models. In such a case you cannot enter new models or modify content.

- If you are a returning user and want to register product models, you can access EPREL from here: <https://energy-label.ec.europa.eu>
- If you are new and want to get around, test and play with EPREL, a sand-box ACCEPTANCE environment is available for testing purposes: <https://energy-label.acceptance.ec.europa.eu>

Please consider that the ACCEPTANCE environment is just for testing. The *Organisation* and models that you create and publish in this environment are never migrated to the PRODUCTION environment. Registered models may be deleted, from time to time, for maintenance needs. If you never created an *Organisation* in the ACCEPTANCE environment, but only in the PRODUCTION one, then you need anyhow to create the Organisation profile in ACCEPTANCE (as the two environments are totally separated, although models from the PRODUCTION environment may be copied in ACCEPTANCE).

[1] <https://webgate.ec.europa.eu/cas/login?loginRequestId=ECAS>

[2] <https://webgate.ec.europa.eu/fpfis/wikis/display/EPREL>

[3] Exclusively during a transitional period from the start of the new verification procedure, existing suppliers having already registered models in EPREL are entitled to continue register models. New supplier organisations, however, need to be verified before starting registering the first model.

[4] E.g. in a small organisation or to perform massive data uploads, or to register only a few models, a single user can normally perform all tasks.

[5] <https://energy-label.ec.europa.eu/compliance>

Create an EU Login account

EU Login is the European Commission authentication system. It represents the gateway for accessing all applications and systems built by the European Commission requiring an account.

When you first access the EPREL application, either directly or through the invitation link received from your *Supplier Admin*, you first need to create an *EU Login* account.

Steps to follow:

1. Go to EPREL Product Registration link and create your Account.

Click on the EPREL Product Registration link that you have received in your invitation email (you can also copy the link directly in your browser). You will next be directed to the EU Login registration page, where you need to create your own EU Login account (Figure 2). It is advisable to use an email address from your organisation's domain, as this email is used to notify you when changes are made at the *organisation* profile level.

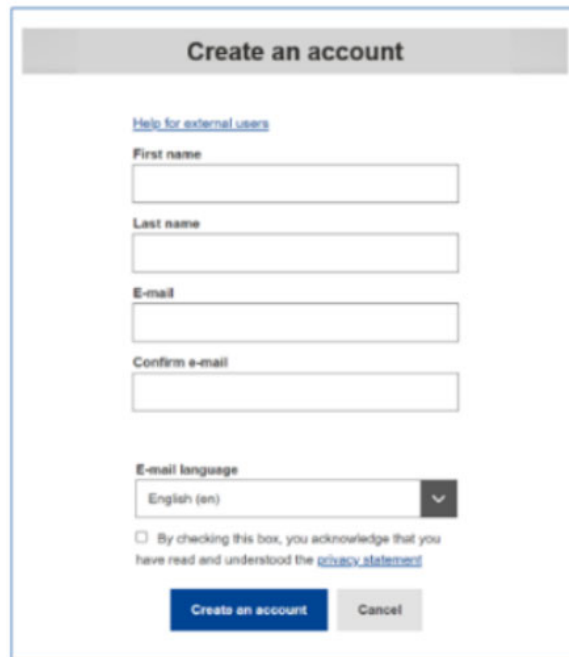
The image shows a web form titled "Create an account". At the top, there is a link for "Help for external users". The form contains several input fields: "First name", "Last name", "E-mail", and "Confirm e-mail". Below these is a dropdown menu for "E-mail language" currently set to "English (en)". At the bottom, there is a checkbox with the text "By checking this box, you acknowledge that you have read and understood the [privacy statement](#)". Two buttons are at the bottom: a blue "Creates an account" button and a grey "Cancel" button.

Figure 2: Creation of EU Login account

i As you will further receive an email with more instructions, make sure you choose the email language you are most comfortable with, in order to easily follow the next steps.

2. Create your Password and complete registration

After creating your *EU Login* account, you receive an email from the EU Login Authentication Service with a link to create your password (Figure 3).

Once your password is created, you will get a success confirmation and will be automatically redirected to EPREL Platform. [Click here](#) for more information on how to create your *EU Login* account.

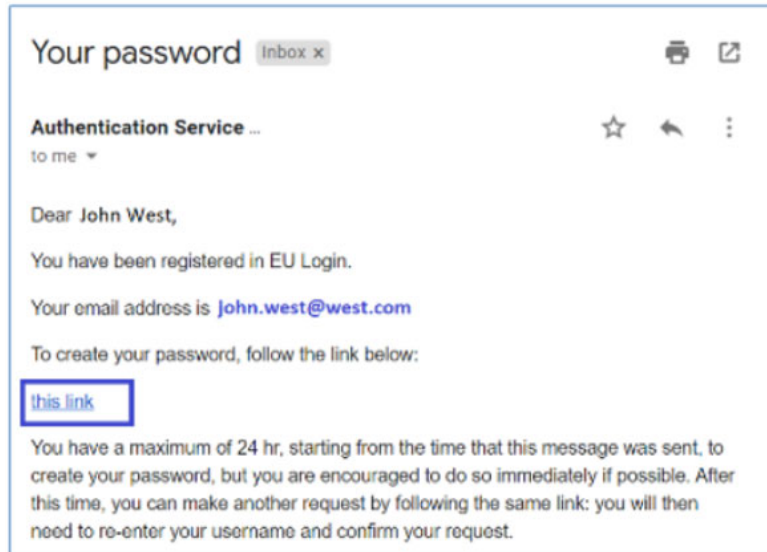


Figure 3: Create your password

3. Next time in EPREL

To access the EPREL platform, you need to authenticate yourself every time by using your EU Login credentials. Once authenticated, you are automatically directed to the EPREL homepage.

For security reasons, your EU Login authentication session expires after a few minutes of inactivity. Therefore, when you are inside the EPREL Platform, you might need to refresh the page from time to time, in order for your session to be updated.

4. Logging out

To log out of the EPREL Platform, you can simply click on the **EXIT** icon from the top right corner of the main menu (see Figure 4).

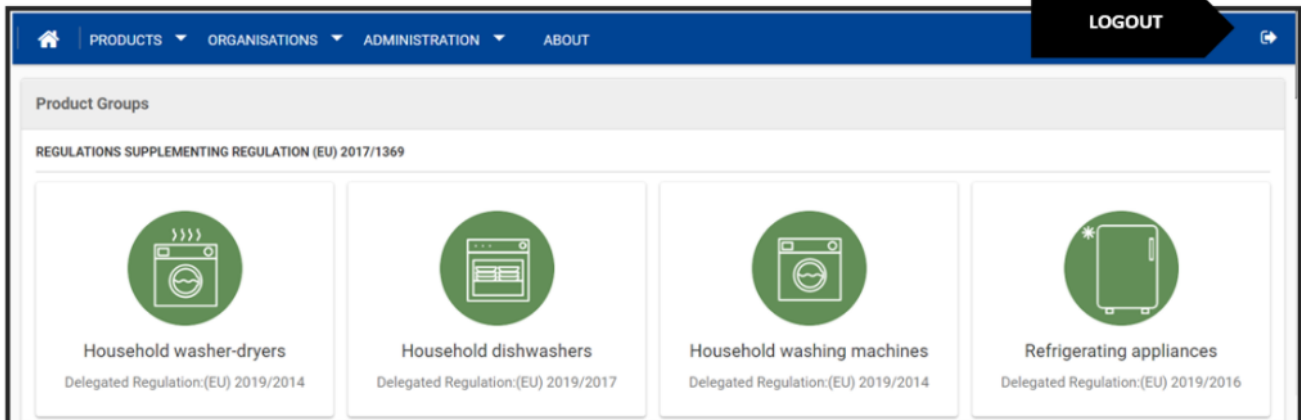


Figure 4: Logout from EPREL

Create your Organisation

The *EPREL Organisation* in this context is the entity (legal or natural person) acting as *Supplier* which is placing a product on the Market. The organisation can be either a *Manufacturer*, an *Importer*, or an *Authorised Representative* of a third country manufacturer:

Supplier Type:

- **Manufacturer:** any natural or legal person established in the Union, EEA or Northern Ireland, who is responsible for designing or manufacturing a product and that places it on the EU market under his own name or trademark. A manufacturer is responsible for directly registering in the database each different model of the products placed on the EU market.
- **Importer:** a natural or legal person established in the Union, EEA or Northern Ireland who places a product from a third country manufacturer on the EU market. Its obligations build on the obligations of the manufacturer. An importer shall register in the database all product models imported on the EU market, if in the scope of the labelling legislation (see Annex 1) “before placing those products”.
- **Authorized Representative:** a natural or legal person established in the Union, EEA or Northern Ireland, who is appointed by a third country manufacturer (not established itself in the EU, EEA or Northern Ireland), to act on its behalf by registering in the database each different model of products placed on Market. The authorized representative is a legal or natural person independent from the manufacturer.

Tip: If your organisation has already been created by one Supplier Admin, you should contact your EPREL representative, to invite you to join the existing organisation. Creating duplicated organisations in EPREL is inadvisable.

The same *Supplier* can have multiple roles, e.g. can act as *Manufacturer* for own-produced products and as *Importer* or as *Authorised Representative* for other products.

The *Supplier Admins* are the only users with permissions to create and edit their *EPREL Organisation*. All other roles, anyhow, are able to view the organisation details.

In EPREL, the organisation also represents the workspace where all users from the same organisation can register product models in order to place them on the Market, for compliance purposes. As foreseen by the framework Regulation, these product models should also be visible to *retail / trading players* and *consumers*, which should have also access to the *Energy Label* and to the *Product Information Sheet*. Therefore, *Supplier Admins* must get their [Organisation verified](#), in order to make the registered product models publicly visible.

To efficiently manage and control your *EPREL organisation*, we recommend you to create more than one *Supplier Admin*^[1]. All other users, responsible with managing product models, should be assigned the *Supplier User* or *Supplier Reader* roles.

- When you first create your EPREL organisation, you become the Supplier Admin of your organisation
- Multiple Supplier Admins can further be invited, to collectively manage the organisation workspace
- Even though you might be using your individual account when creating your EPREL organisation, you must indicate the legal or natural nature of the organisation entity for which you are registering models, not the nature of your individual profile.

First time in EPREL?

If you have accessed the EPREL Platform directly (through the [EPREL URL](#)), without receiving an invitation from a counterpart *Supplier Admin*, you will first be asked to create your new *EPREL organisation* (Figure 5).

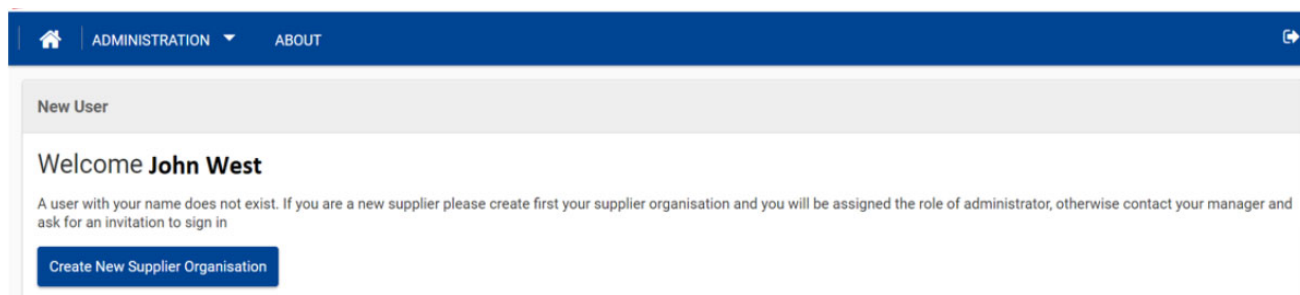


Figure 5: Start creating your EPREL organisation

When creating your *EPREL organisation*, you first need to fill in the **GENERAL INFORMATION** section.

- After you fill in the *General Information* section and save your data, your *organisation* is created with the status **UNVERIFIED**. Next, you need to go through the [Supplier Verification process](#).
- Information from this section are used for the verification process and also shared with the Market Surveillance Authorities.
- Only once the organisation is **VERIFIED**, your registered and published products become publicly available.

As mentioned, you may act simultaneously as manufacturer, importer or authorised representative: when registering product models, the role is indicated at the level of each specific product model. You can set a specific role “by default”.

You need to define also the *Type of Organisation*, that refers to the legal nature (legal person vs natural person) **of the organisation** for which you are registering product models.

Type of Organisation:

1. **Legal entity** (Figure 6): If you are a Legal Person, the following information is required:

- **General Section Information:**

- **Organisation Name** (mandatory): represents the legal name of your organisation
- **Trading Name** (optional): represents the commercial name of your organisation, the name used for advertising and sales purpose (if different from the legal name)
- **Country of Registration** (mandatory): represents the country where the Organisation is registered as a legal entity. It determines the law governing the entity.
- **VAT** (optional): known also as “VAT registration number”, it represents the unique number that identifies a taxable person (business) or non-taxable legal entity that is registered for VAT. When registering your VAT in EPREL, please recall that it always starts with a 2-letter country code, followed by a numeric identifier (e.g. FR123456).
- **Other Legal Identification** (optional): any other identification i.e. any other fiscal identification issued to EU/EEA or Northern Ireland entities by a public authority.
- **Website** (optional): the address of your organisation website.
- **Address** (mandatory): legal address of the organisation in the EU, the EEA or Northern Ireland: street, street number, postal code, city, province, municipality and country.

- **Electronic Verification Information:**

- **Business Register Number** (mandatory): also known as company number or registration number, represents the identification code/number provided upon registering your organisation in the Business Registration Institute/Authority of your Member State. This number is also visible from the [Business Register Interconnection System \(BRIS\)](#).
- **Business Register ID** (mandatory): is an alphabetical or numerical id assigned at national level. Some Member States have a single body entitled to register companies, others have more than one. If you do not know the Business Register ID, you may quickly find it by looking for your organisation in the [Business Register Interconnection System \(BRIS\)](#).
- **Organisation Identifier**: represents the alphanumeric value of the “*organisationIdentifier*” metadata from the supplier’s qualified seal. This field is not mandatory when creating the organisation, but needs to be filled in before starting the electronic verification process.

The screenshot displays the 'Supplier Organisation detail' page in the EPREL system. The navigation menu includes 'PRODUCTS', 'ORGANISATIONS', 'ADMINISTRATION', and 'ABOUT'. The left sidebar contains 'General Information', 'Brands/Trademarks', 'Contacts', 'Users', and 'Verification'. The main content area is titled 'Supplier Organisation detail' and is divided into two sections: 'General Information' and 'Electronic Verification Information'.

General Information

Type	Authorised representative	Address of registration Via Aristide Merloni 45 60044 Fabriano Ancona Italy
Type of organisation	Legal person	
Organisation name	John West	
Trading name	John West	
Country of registration	Italy	
Value added tax (VAT) code	IT1234567	
Other legal identification		
Website	Johnwest.com	

Electronic Verification Information

Business register number	1234567789
Business register ID	BIRT123
Organisation identifier	<input type="text" value="introduce the value of the organisation identifier metadata from your qualified web"/>

An 'Edit' button is located at the bottom left of the 'Electronic Verification Information' section.

Figure 6: General Information section for Legal Entities

2. Natural person (Figure 7): entity acting as an individual. If you are a natural person, the following information is required:

- **First and Last Name:** (*mandatory*) represents the *Name* and *Surname* of the *natural person* registering the products and assuming the responsibility as a *supplier* in front of Market Surveillance authorities for the products it registers under its EPREL "organisation"
- **Trading Name:** (*optional*) represents the commercial name under which the product is commercialised, i.e the name used for advertising and sales purpose (if different from the first and last name)
- **Country of Registration:** (*mandatory*) represents the country where the natural person is established.
- **VAT** (*optional*): the "Value Added Tax registration number" represents the unique number that identifies a taxable natural person (business) or non-taxable natural person that is registered for VAT. When registering your VAT in EPREL, please recall that it always starts with a 2-letter country code, followed by a numeric identifier (e.g. FR123456).
- **Other Legal Identification** (*optional*): any other identification
- **Website** (*optional*): the address of your organisation website
- **Address** (*mandatory*): legal address of the natural person in the EU, the EEA or Northern Ireland: street, street number, postal code, city, province, municipality and country.

Important Note

- Even though you might be using your individual EU Login account, when creating your EPREL Organisation, you associated your account to the organisation entity who is placing the products on the market, **as this is the entity for which you are registering models. EPREL accounts are not accounts for personal use, so make the difference between individual profile, as user of the account, and the entity responsible for placing products on the market, who is registering the products.**
- After creating your EPREL organisation, you can edit it at any time.

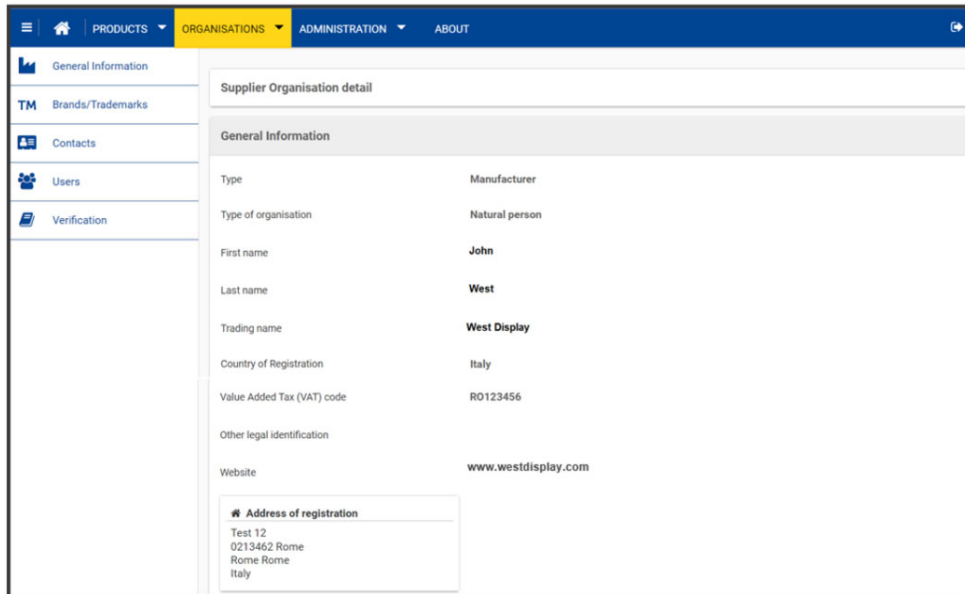


Figure 7: General Information section for Natural Persons

[1] E.g., if the person owner of the associated EU Login account quits the organisation without having attributed Supplier admin rights to another user, you may need to ask the intervention of the helpdesk.

Electronic Sealing and Signing

i You may skip this section if you are confident with the concepts of electronic signatures and electronic seals.

The electronic sealing or signing allows for the full digitalization of business processes that enhance security, reduce operational costs and cut carbon footprint.

Since 1 July 2016, electronic signatures in the EU are governed by the [Electronic Identification and Trust Services \(eIDAS\) Regulation](#). **eIDAS** provides a predictable regulatory environment directly applicable to all EU Member States to enable secure and seamless electronic interactions between businesses, citizens and public authorities. To read more on eSignature, please visit the [European Commission website](#).

What is an electronic signature?

An electronic signature is used to ensure origin and integrity in validation of a document/transaction when the actor is a **natural person**. Any attempt to change even a dot or to modify hidden text in the document results in invalidation of the electronic signature

What is an electronic seal?

An electronic seal is used to ensure origin and integrity in validation of a document/transaction when the actor is a **legal person**.

Qualified certificates for electronic seals are provided by Qualified Trust Service Providers (QTSPs), which have been audited as such and granted a qualified status by a national competent authority, as reflected in the [Trusted List](#) (the actual content of these trusted lists is managed and published by each Member State).

Electronic Seal vs. Electronic Signature

An electronic seal is technically the same as an electronic signature. The difference being that an electronic signature can be associated only to a natural person, whereas a seal is associated to a legal entity. For electronic seals, as well as for electronic signatures, the EU regulations on electronic identity and trust services (eIDAS) describes similar requirements and legal implications.

Simple, Advanced, Qualified Electronic Seal or Signature

According to the eIDAS Regulation:

- **Simple electronic signatures** are weaker than handwritten signatures on paper. E.g., a name at the end of an email.
- **Advanced electronic signatures**, based on cryptography, ensure integrity of the signed document and signature. However, anyone can create his/her own personal certificate authority. Therefore, an advanced electronic signature doesn't provide any assurance on who signed the document.
- **Qualified electronic signatures** provide a guarantee that the authenticity of the signatory (the person named in the signing certificate created the signature). This qualified level introduces quality assurance, backed with supervised conformity checks and accreditation processes. A few examples below:
 - We can be reasonably sure that a "qualified certificate" issued to a natural person, whose identity matches with the one stated on the certificate.
 - The qualified trust service provider is responsible for the issuance of the qualified signing certificates and the verification of the data.
 - The technical means to create the signature is under the control of the signatory.

Why are qualified electronic seals and qualified signatures used in EPREL?

Qualified certificates for electronic seals and signatures are issued by a Qualified Certificate Authority (CA), as an electronic attestation that links electronic seal/signature validation data to a legal or a natural person, and confirms its identity.

The *EU Login* being only a 2-factor authentication system, EPREL needs to verify:

- The real existence and identity of the EPREL organisation, acting as supplier;
- The establishment in the EU/EEA or Northern Ireland territory of the organisation (for compliance enforcement needs)
- The entitlement of the *Supplier Admin* to act on behalf of the organization for the purpose of registering models in EPREL.

In other terms, to respect the basic security principle of authenticity, *i.e. the guarantee that information is genuine and from bona fide sources*, EPREL delegates the verification of the identity and of the basic requirement of being established in the EU, the EEA or Northern Ireland, to qualified third parties, such as the Certification Authorities.

Certification Authorities act according to requirements laid down in the eIDAS Regulation, to provide, for instance, guarantees regarding the identity of the creator of the seal. An employee managing to get sealed the *Verification file*, as produced by EPREL is deemed a trusted employee with direct or indirect but controlled access to the seal. A *Supplier Admin*, acting as natural person, is deemed to be the person he/she declares to be and signing the *Verification File* as self-declaration.

Make sure your seal or signature are QUALIFIED and not just advanced from qualified service providers!

Get your electronic seal

To find out more on how to obtain a Qualified Electronic Certificate, [click here](#).

Important Note

IMPORTANT NOTE: EPREL requires a Qualified Electronic Seal issued by a Qualified Service Provider.

The qualified electronic seal should comply with the ETSI EN 319 412-1 standard.

For more information, read the [Important Notes – before you start sealing the Verification PDF](#).

How to seal a document?

How to seal a document can vary but generally the service provider offers a service where the customer uploads the document to be sealed, performs the sealing and downloads it. Hardware tools are possible as well.

Please address to you service provider to get specific information on how to perform the operation.

List of Trusted Providers

The Member States of the European Union and European Economic Area published a trusted list of Qualified Service Provides, in accordance with the eIDAS Regulation.

To view the list of all Trusted Providers, across all Member States, [click here\[1\]](#). More in detail, providers of qualified seals are [listed here \[2\]](#).

Qualified eSeals Costs

In a free market, prices can greatly vary, depending on the “packages” of services offered, usually including tens or hundreds of eSeals and related services and assistance. While some providers might even offer the service for free, usually for a limited time, the cost can start from a few tens of euro, to a thousand euro. In case of enterprises, the cost is influenced by the number of users and volume of certificates, varying from few hundreds to more.

Service such as [dokobit.com](#) may provide an overview on pricing and services provided.

[1] <https://esignature.ec.europa.eu/efda/tl-browse>

[2] <https://esignature.ec.europa.eu/efda/tl-browser/#/screen/search/type/2>

Verifying the Organisation

i **The new Electronic Verification feature (described in this section) is currently available in the ACCEPTANCE environment only, where you can test and better understand how to use it.**

The Supplier Verification Process, is aiming to ensure that the information published is genuine and from bona fide sources.

i **Important Note**

The electronic verification process is available, so far, only for legal entity organisations. For natural persons an electronic verification process is not yet in place, and thus cannot get verified and have models available for search in the public website, at least in an initial phase.

The verification process is necessary to ensure that only eligible legal entity *Suppliers* can register products in the EPREL Platform, avoiding that only *Suppliers* entitled to operate on the EU/EEA and Northern Ireland market can exhibit the mandatory energy labelling. The verification process is also necessary to avoid that *Suppliers* may impersonate another and malevolently register data of a competitor, e.g. with the intent of causing reputational damage. Finally, the verification is also used to confirm that the EU Login user profile associated to *Supplier Admin* is also entitled to register models on behalf of the organisation.

The EPREL platform offers, since February 2022, a fully digitalized verification process (electronic verification) where legal entity *Suppliers* can get swiftly verified, by relying on qualified electronic seals.

If your organisation does not have a qualified electronic seal, please read carefully the next sections, detailing how to purchase and use a Qualified Electronic Seal.

Key notes before you start the verification process

IMPORTANT NOTES

Before you start the Verification process, go to your EPREL organisation *profile* and make sure all your Organisation data is correct.

- If your organisation is a **legal entity**, your **Business Register Number, Business Register ID and Organisation Identifier** must be already filled in your Organisation settings. These fields are used to issue your Verification PDF document that needs to be electronically sealed and further verify if the qualified seal used belongs to your organisation.
- The verification process is not available, at the date of writing, for natural persons. Please consider that the legal or natural nature is referring to the supplier organisation which is placing a product on the Union, EEA or Northern Ireland market, and not to the individual user registering models in EPREL, on behalf of the supplier organisation. Unless the organisation you are representing is really a natural person, please change the organisation type in the General Information section, by selecting the “legal person” type. New and existing Organisations are initially set as **UNVERIFIED**, therefore needing to pass verification (as mentioned, only product models from **VERIFIED** suppliers become available for searches in the *Public Site*).
- If you created your *EPREL Organisation* before the verification process was introduced, you still need to get verified. Please consider that all your previously published models might not be available for search in the *Public Site*, until your *Organisation* becomes **VERIFIED**. Citizen and retailers can still access your products by directly scanning the *QR Code* or searching by the *EPREL ID*. MSA Authorities can anyhow access any product in published state, from the date indicated as of placing on the market.
- After the transitional period, **UNVERIFIED** suppliers will no longer be able to register new models in EPREL. All suppliers will be alerted, in due time.
- **If your Organisation doesn't have a seal you should contact your service provider.**
- From the end of a transitional period, suppliers still not verified will be inhibited from registering new models. All suppliers will be alerted, in due time.

The Electronic Verification requires legal entities to own a qualified [electronic seal](#) with the Organisation's metadata, as defined in EPREL – please read carefully the [Important Notes](#), before you seal/sign the Verification File.

To start the Verification process, go to: **ORGANISATION > VERIFICATION** section, and start the electronic verification process. You can stop and restart the process at any time. In the next sub-sections we describe more in detail how this process works.



Electronic Verification for Legal Entity Organisations

The electronic verification is a fast verification method, where legal entity Suppliers receive a verification resolution in a matter of minutes from the moment the Verification PDF is uploaded. To pass the verification, suppliers need to provide an electronically sealed document (*Verification File*), stating their organisation's identity. Verification is a simple 3-steps process (each step being detailed below):

For transparency reasons, and in order to make sure your organisation's electronic seal contains the proper data (metadata), in the following high level flow the detailed steps behind the verification process are presented.

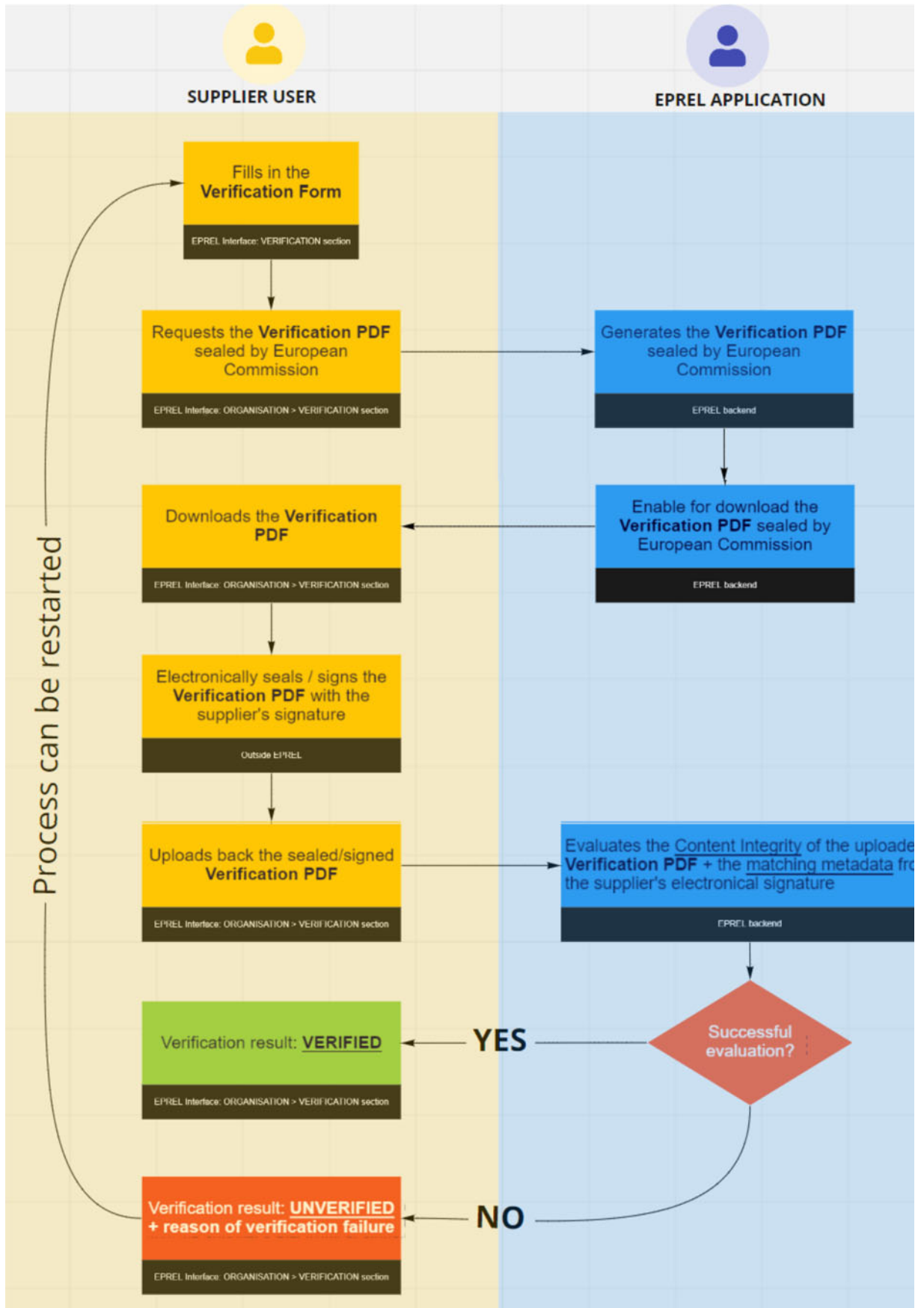


Figure 8: High level flow

Now let's take this one-by-one:

Step 1 - Request & Download the Verification File

To start the Verification Process, Suppliers need to go to **ORGANISATION > VERIFICATION** and click on **ELECTRONIC VERIFICATION** button (Figure 9).

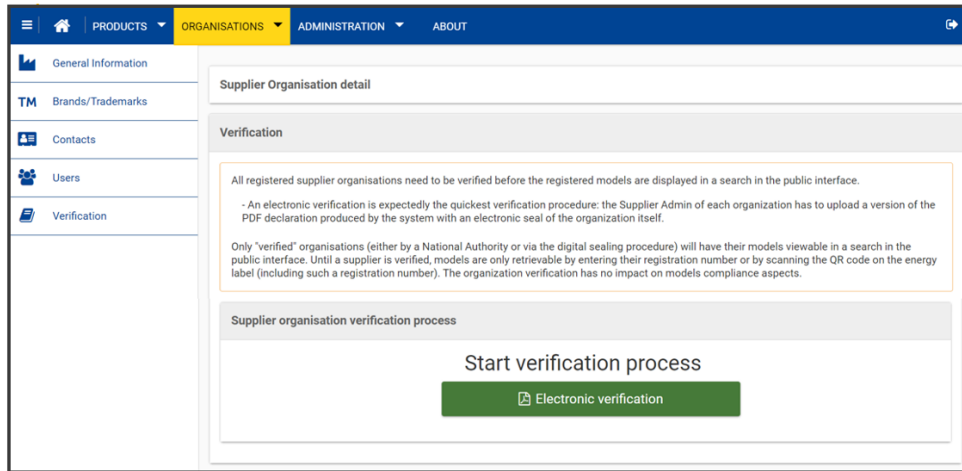


Figure 9: Start the Electronic Verification process

Once this is done, you will be automatically directed to the section where you can **REQUEST VERIFICATION FILE** (Figure 10).

In this step, you need to select in which language you prefer to receive the Verification File, and also provide the name and email address of the person from your Organisation, legally entitled to electronically seal the Verification Form.

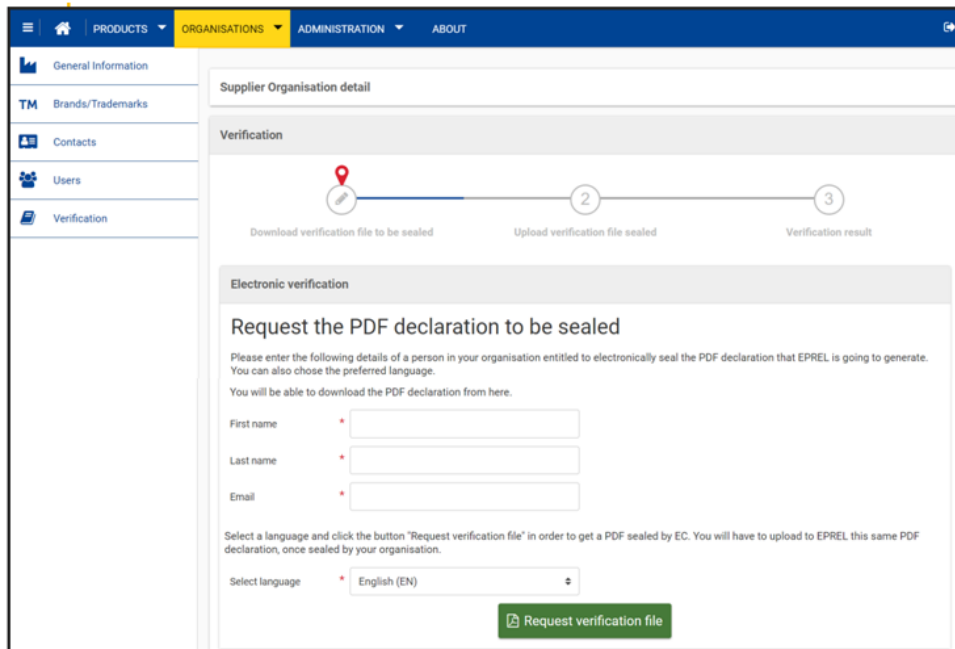


Figure 10: Request Verification File, for legal entities

Important Note

! IMPORTANT: If you are representing a Legal Entity Organisation, make sure you have already filled in your EPREL Organisation setting, the **Business Register Number**, **Business Register ID** and **Organisation Identifier**. Without this information, EPREL will not issue the Verification File.

In case you are representing a Natural Person Organisation, the *Supplier Admin* needs to provide extra information, in order to state the Organisation identity (Figure 10). Make sure the data you introduce in this section is correct, as it will be used to the generated the Verification File sealed by the European Commission.

To ease the process, EPREL automatically creates the Verification File with your *EPREL Organisation* data.

Electronic verification

Request the PDF declaration to be sealed

Please enter the following details of a person in your organisation entitled to electronically seal the PDF declaration that EPREL is going to generate. You can also chose the preferred language.
You will be able to download the PDF declaration from here.

First name **Alina**

Last name **Test**

Email *

Identification type * Identity card

Identification number *

Date of Birth * dd/mm/yyyy

Place of emission *

Expiry date * dd/mm/yyyy

Select a language and click the button "Request verification file" in order to get a PDF sealed by EC. You will have to upload to EPREL this same PDF declaration, once sealed by your organisation.

Select language * English (EN)

[Request verification file](#)

[Back](#)

Figure 11: Request Verification File, for Natural Persons

Make sure the data you introduce in this section is correct, as it will be used to the generated the Verification File sealed by the European Commission.

To ease the process, EPREL automatically creates the Verification File with your *EPREL Organisation* data.

Once you request the Verification File, EPREL will start building the document in a PDF format, which will be already sealed by European Commission.

This process can take up to several minutes. During this time EPREL confirms that the request for generating the Verification File is in progress (Figure 12).

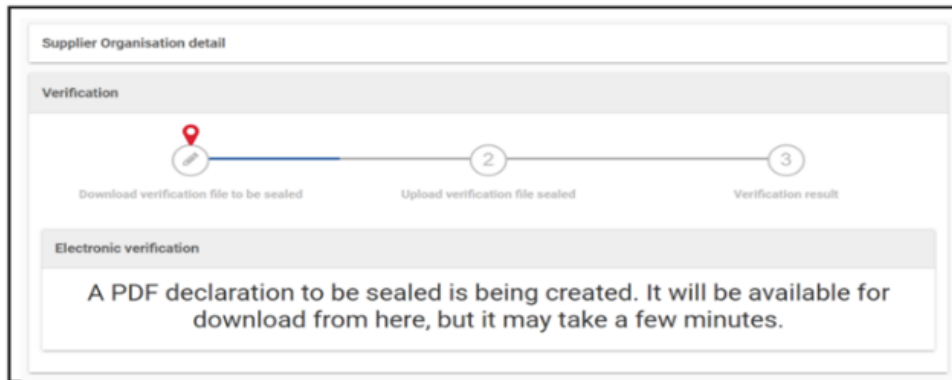


Figure 12: Verification File in progress

You can now download the Verification File (Figure 13).

This file contains your Organisation identification data and is sealed by the European Commission. Please review it carefully before sealing. In case your data is not correct, you can restart the process anytime.

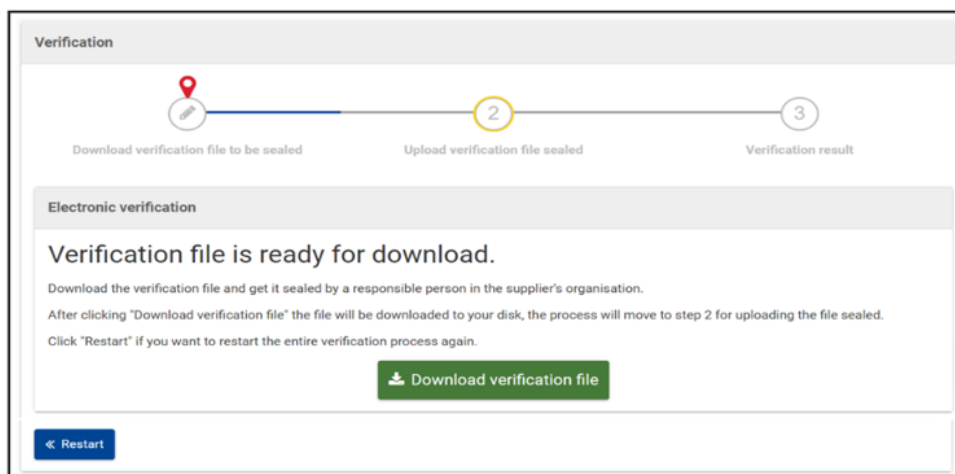


Figure 13: Verification File available for download

As Supplier Admin, you may not have direct access/use of the seal available to your organisation. Please make the necessary arrangements inside your organisation to have the qualified seal in the correct format, and have the Verification File sealed by the competent/entitled employee.

[1] the previous Date of Emission field has been replaced by Date of Birth

Important notes - before sealing/signing the Verification File

Before you seal the Verification PDF, you need to make sure that the Business Register Number, Business Register ID and Organisation Identifier are correctly filled in.

- i** The Organisation Identifier field from EPREL should be filled in with the exact same value as the organisationIdentifier metadata from your qualified electronic seal. As part of the verification process, EPREL will check:
 1. If the organisation identifier, organisation name and country from EPREL matches the corresponding metadata from your qualified certificate.

2. For organisations established in Northern Ireland (organisations with country code "GB", "XI" or "UK"), EPREL also verifies the postal code.

Here are a few step on how to check if the above data is filled in correctly:

Business Register Number

If you do not recall your Register Number, you may quickly find it by checking the [Business Register Interconnection System \(BRIS\)](#):

Step 1: Access the BRIS link

Step 2: Search your company by name and introduce the country

Step 3: once you have found your organisation in the BRIS system, the Business Registration Number is the second attribute, as shown in Figure 13.



Figure 13 - Business Registration Number from BRIS

Business Register ID

If you do not know the Business Register ID, you may quickly find it by checking the [Business Register Interconnection System \(BRIS\)](#):

Step 1: Access the BRIS link

Step 2: Search your company by name and introduce the country

Step 3: once you have found your organisation in the BRIS system, the Business Registration Number is the forth attribute, as shown in Figure 14.



Figure 14 - Business Register ID from BRIS

Organisation Identifier

If you do not recall the value of the Organisation Identifier from your seal, you can simply check it by following these steps:

Step 1 – open a PDF signed with your organisation seal, with a program/application where you can check your certificate properties.

Step 2 – click on the seal logo from a signed document and further on your signature properties.

Step 3 – once you opened the signature properties, you need to see the metadata of your certificate, by clicking on “Show Signer’s Certificate”

Step 4 – In the details tab of your certificate, click the “Subject” metadata. In this object, you can see the attribute organisationIdentifier (can have different names, depending on your seal application), with the value assigned by the provider issuing the certificate.

Take the organisationIdentifier value from your certificate and input it in EPREL, in the Organisation Identifier field from your organisation settings.

i The above steps may vary depending on the program/application you use for verifying your certificate properties. If you cannot find the "organisationIdentifier" attribute, ask help from your service provider.

If you do not have a qualified electronic certificate, please contact your Certified Authorities (CA). A [list of Qualified Trusted Providers is updated on the Commission website](#). You may check in the section above, the difference between [electronic seals and electronic signatures](#), as well as the difference between simple, advanced and qualified certificates.

After you have sealed the PDF, you can move on to the next step.

Step 2 - Upload the Signed Verification File

Once you have uploaded the sealed Verification PDF, you will receive the verification resolution in a few moments. In case of unsuccessful verification, EPREL provides also a reason, explaining why the verification failed.

This reason will help you correct the attributes/metadata used for generating the *Verification File* or for sealing, and restart the verification process.

Step 3 - Check Verification Result

If your verification is successful, you will get this resolution in the EPREL *Verification* section (Figure 15), and will be also notified through email.

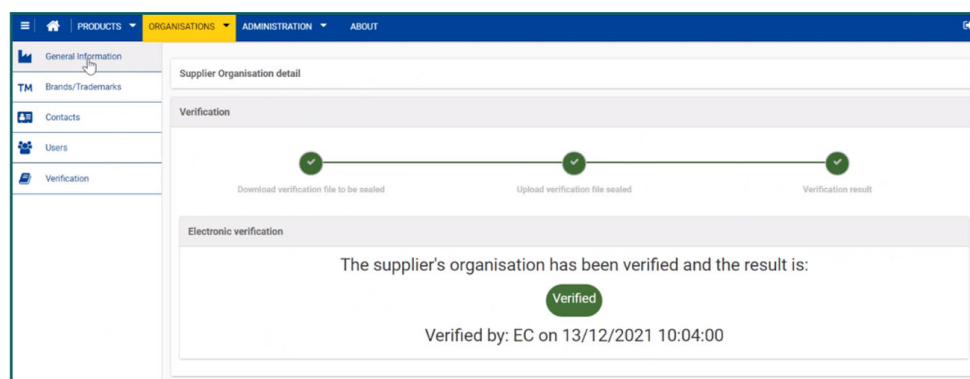


Figure 15: Successful Verification

Now that your organisation is verified, all your published models will become available for searches in the Public Site, within the following day.

In case you get a negative resolution (Figure 16), please read carefully the [List of Rejection Reasons](#) and once corrected, restart the process.

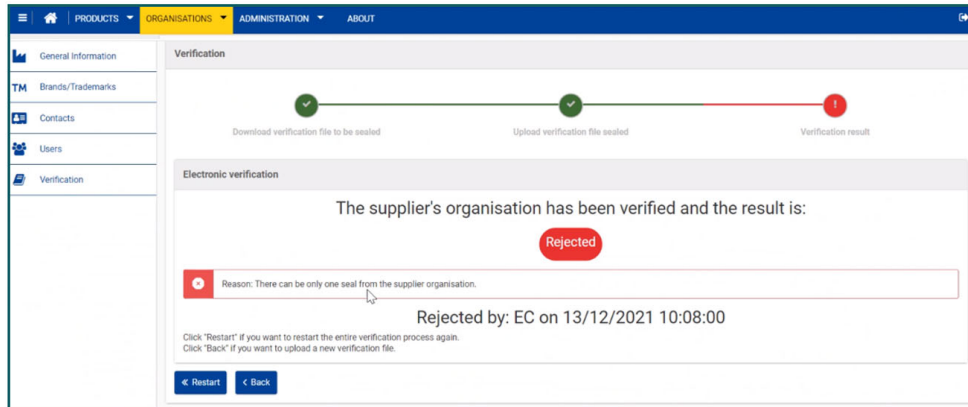


Figure 16: Unsuccessful Verification

List of Rejection Reasons

The verification may fail due to various reasons (listed here below), all being related to the values of the Organisation details from the Verification File or the values of the metadata fields from your electronic Certificate.

Therefore, you can consider the below **list of main rejection reasons as a check list to use when reviewing the Verification File before sealing/signing it**. In case you notice some criteria are not met, we recommend you to correct the data and restart the verification process, by requesting a new *Verification File*. This process can be restarted as many times as needed, no severe limit imposed by the system.

Here are a few reasons why the verification is rejected:

“Country Code not matching”

This situation happens if the Country from the Verification File PDF doesn't match the corresponding country code value from the supplier seal. In this case the following error message will be displayed: “Country code in seal does not match the one from supplier's organisation”.

“Postal Code not matching”

This situation happens if the Postal Code from the Verification File PDF doesn't match the corresponding postal code value from the certificate metadata. In this case the following error message will be displayed: “Postal code in seal does not match the one from supplier's organisation”.

“Organisation Identifier not matching”

This situation happens if the organisation identifier from your EPREL organisation doesn't match the corresponding organisation identifier value from your certificate/seal metadata. In this case the following error message will be displayed: “Organisation identifier in seal does not match the one from supplier's organisation”.

“2 seals are required”

This situation happens if you have uploaded back in EPREL the PDF document without your organisation seal, or you have removed the EPREL seal which is automatically applied on the PDF document you initially download.

“Invalid certificate”

This situation happens if your certificate is expired or no longer valid.

Takeaways

Please have them in mind when you start your EPREL Organisation verification.

Key takeaways

- EPREL Electronic Verification works only with Qualified Certificates. If you do not have a qualified certificate, please acquire one from a Qualified Trusted Provider.
- The verification process is triggered and managed by *Supplier Admins*. They will be notified via email, at each step in the process. Verification status is also available in the **VERIFICATION** section, in EPREL platform.
- Organisations need to get **VERIFIED** in order to have their registered models available for search in the *Public Site*, to consumers and retailers/dealers.
- Published product models from **UNVERIFIED** suppliers will no longer be available when searching in the *Public Site*, but can be accessed when scanning the product's label *QR Code*, or when searching in *Public Site* through the *EPREL ID*. Also, they will be available in the *Compliance Site*, for product compliance checks.
- Before sealing the Verification File, we recommend you pass through the check-list of rejection reasons, and make sure you are ready to go.
- Verification process can be re-run as many times as needed. EPREL is not putting a limit to this process.
- Once your Organisation is **VERIFIED**, all the registered published models will become available for search in the *Public Site* in max. 24hrs. If the Organization fails verification, it will remain **UNVERIFIED** and the verification process can be restarted anytime.
- **The option to edit organisation data is now available for Supplier Admins. Have in mind that if your organisation is already VERIFIED and you need to modify important identification data (like organisation name, address, etc), your organisation will become UNVERIFIED. In this case, you will need to start again the verification process, with a qualified electronic seal that contain the data for your new organisation.**

Annex 1: List of product groups required to be registered in EPREL

#	Product Group	Regulation (EU)
1	Local space heaters	2015/1186
2	Range hoods	65/2014
3	Domestic ovens	
4	Professional refrigerated storage cabinets	2015/1094
5	Residential ventilation units	1254/2014
6	Solid fuel boilers	2015/1187
7	Packages of a solid fuel boiler, supplementary heaters, temperature controls and solar devices	
8	Air conditioners	626/2011
9	Household tumble driers	392/2012
10	Water heaters	812/2013
11	Packages of water heater and solar device	
12	Solar devices	
13	Hot water storage tanks	
14	Space heaters/Combination heaters	811/2013
15	Solar device	

16	Temperature control	
17	Packages of space heater, temperature control and solar device/Packages of combination heater, temperature control and solar device	
18	Electronic displays	2019/2013
19	Household washer-driers	2019/2014
20	Household washing machines	
21	Light sources	2019/2015
22	Refrigerating appliances	2019/2016
23	Household dishwashers	2019/2017
24	Refrigerating appliances with direct sales function	2019/2018
25	Tyres	2020/740

Annex 2: FAQs

FAQ1: As an **UNVERIFIED** Supplier, can I still register products in EPREL?

Answer: Exclusively for a transitional period, from the introduction of the verification process, any existing legal Supplier can continue registering products in EPREL.

Products from **UNVERIFIED** Suppliers will still be published (at the start date of placement on the market) in the Compliance Site, remaining visible only to MSAs. These products will be also accessible when scanning the QR Code on a label or by entering the EPREL ID in the Public Site. However, published products from **UNVERIFIED** Suppliers will not “appear” in the Public Site when searched by consumers.

Newly registering Suppliers will have to complete the electronic verification process before registering their first product model.

FAQ 2: As an **UNVERIFIED** Supplier, am I still compliant with the Product Legal Framework Regulations?

Answer: EU Regulations oblige suppliers that are placing products on the EU market to register those products in EPREL

For already registered models, products compliance is not at stake if you are still an unverified supplier, as the electronic verification was not necessary at that moment. Anyhow, after the transitional period, registration for new product models will not be possible for unverified suppliers.

FAQ3: Will citizens be able to access published products from **UNVERIFIED** Suppliers? What about retailers?

Answer: Citizens will soon be able to search in the Public Site all products by multiple criteria, in order to find, compare and get informed buying decisions. **UNVERIFIED** Suppliers will not be able to promote/make available their published products to citizens using the searching functions of the Public Site. Published products from **UNVERIFIED** Suppliers, however, remain accessible by scanning the QR Code, or when searching the products by EPREL ID.

Same goes for retailers that are integrating the public API, they will be able to retrieve products from **UNVERIFIED** Suppliers only if they know the products corresponding EPREL ID.

FAQ4: Why my verification failed?

Answer: As the verification process is a fully digitalized protocol for verifying your organisation attributes and compare them with your seal/signed certificate, the reasons of failure are caused by data mismatch, expired or invalid seals. To make sure you pass verification, check the [List of Rejection Reasons](#), in order to get ready and have your electronic certificate in line with your EPREL organisation data. Have in mind that data from the verification file is the core data source we use for comparing data with the sealing certificate.

Annex 3: Guideline in PDF version

[Suppliers Verification Guide v1.03.pdf](#)