



## FAQ about document request from Action (for suppliers)

*This FAQ is for the standard process in which you receive a document request from Action.  
To view FAQ for Action Preferred Lab Approach, please click [here](#).*

For the product you supply, Action creates a Technical Construction File (TCF) in Action's ProductIP account. You will be requested to provide the documents which demonstrate that the product meets the applicable requirements. What documents are required depends on the product and its market release date (MRD). The upload page for the article provides an overview of what is needed.

### 1. What does Action expect from me?

Action expects full compliance and transparency for all Action Private Label articles and your contribution as Action's supplier.

### 2. What can I expect?

ProductIP will contact you on behalf of Action and request the necessary documents from you.

### 3. Why did Action choose ProductIP?

ProductIP has a full understanding of Action's values, a professional approach to product compliance management and expertise in regulatory affairs.

### 4. Do I need an account in ProductIP?

You will need an account in ProductIP to accept the document request from Action and upload requested documents. To do this in ProductIP is free of charge.

### 5. Are there any templates I can use?

The list of requested documents includes resources provided by ProductIP in the form of more information and if applicable downloadable templates.

### 6. What will happen after having uploaded documents?

Once uploaded, the ProductIP team will check the documents. The documents will then be linked to the relevant requirements in Action's technical file, thus creating an overview of how compliant the product is and what documents are still missing. ProductIP does this based on prescribed instructions from Action and reports the progress and file status to Action.

### 7. Can I find my previously uploaded documents?

Yes, on the request page in your account you will find all previous requests and uploaded documents. When you need any document for a new request, you can simply download it.

### 8. What if there are missing documents?

When documents are missing, the ProductIP team will give you feedback via the ProductIP platform informing you which documents are still missing and are required to be uploaded.

### 9. What if we cannot supply all required compliance evidence?

ProductIP informs Action, who will make a decision on if and what corrective action is needed.

### 10. What if the order is produced by multiple factories?

Action expects you to inform ProductIP, ProductIP will create a technical file for the article from each factory and send you a document request for each technical file.

### 11. What if the delivery is postponed?

Action expects you to inform ProductIP.

**12. I received a document request, what do I do when I am not the right person to follow it up?**

Please email [helpdesk@productip.com](mailto:helpdesk@productip.com) and provide the right contact's email and phone number, ProductIP then updates the technical file and sends a new document request to the right contact.

**13. What if I already have a technical file available in my own account in ProductIP?**

Having compliance evidence available in an organised way is considered a big plus. If it is a technical file for the same product from the same factory, you may [share the file](#) with Action.