

enterprise
europe
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EEN IT

Partner User Guide

The Enterprise Europe Network IT Platform - Version 1.36



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1. Introduction

About Enterprise Europe Network IT Platform

The Enterprise Europe Network IT Platform is the software tool that will assist you, as a member of the Enterprise Europe Network (EEN), in performing your daily activities related to the partnering and networking process. It offers the possibility to create, publish and promote profiles, events, Expressions of Interest (EOIs), and Partnership Agreements, as well to join sector groups and communicate with other EEN colleagues in a single, user-friendly framework.

The Enterprise Europe Network IT Platform is made of three large components:

- The intranet
- The partnering tools
- The forums (there is a separate guide for this section)

The Enterprise Europe Network IT Platform is also often used to refer only to the partnering tools.

About this guide

This document provides instructions for using the partnering functionality available in the Enterprise Europe Network IT Platform. The following features are covered:

Managing Profiles

- Profile creation
- Profile management (internal review, external review, edit and delete)

Disseminating Profiles

- Searching Profiles
- Client Management (Add and edit clients via intranet)
- Managing Queries (Create, edit and view queries and query types)

Managing Expressions of Interest

- Making Expressions of Interest
- Subscribing to updates from the Network

Embedding Merlin in Your Website

- Why should I embed Merlin on my site?
- How can I embed Merlin on my website?

POD Web Service and POD XML

- Retrieving profiles from Merlin into the local system
- Inserting draft profiles in Merlin

Managing Events

- Creating an Event
- Registering for an event
- Managing Participants
- Managing Event Feedback for CM and BE

Account Management

- Forgotten Password / Account Reactivation
- Editing My Own Data

Managing Achievements

- Creating an achievement
- Resigning from an achievement
- Exporting achievements

Sector Groups

- Joining a Sector Group
- Leaving a Sector group
- Managing Sector Group membership as Chair

Accessing the Enterprise Europe Network IT Platform

To access the Enterprise Europe Network IT Platform for the first time, click the link in the email that was sent to you when your account was created and change your password.

For all subsequent logins you can simply enter your username and password on the intranet homepage (<http://een.ec.europa.eu/my>) to sign in to the Enterprise Europe Network IT Platform. Once you have logged in from the intranet page, you are automatically logged into the forums and the partnering tools.

If you want to access the Enterprise Europe Network IT Platform from the EEN public website (<http://een.ec.europa.eu>), click **Member's corner** button in the top right corner of the page, then use your credentials to sign in.



The Enterprise Europe Network IT Platform Logout

To logout of the Enterprise Europe Network IT Platform click the **Logout** button located in the top section of the page (the exact location of this button differs slightly depending on the section of the Members' corner you are browsing):



Note: Any unsaved work that you have open will not be saved when you log out. Please remember to save a draft of your work at regular intervals to ensure that you do not unintentionally lose your work.

Expired session

Your session expires after 20 minutes of inactivity. Five minutes before the session expires you will receive a notification. You can choose to continue your session or to log out. If you do not respond at all, you will be logged out automatically.

Browser Optimisation

The Enterprise Europe Network IT Platform is optimised to run on Google Chrome, Mozilla Firefox, and Internet Explorer versions which are used by more than 10% of the Network members.

If you wish to know whether your browser version is still supported, please contact the EEN Support Team.

What if I need help?

In order to make your transition to the Enterprise Europe Network IT Platform as easy as possible there is online help (an e-copy of the manual) and context sensitive help (specific help related to the page/field you are navigating) available to you for reference which can be accessed at any time from any page of the partnering tools as an accompaniment to the printed user guide.

- To access the context sensitive help click  next to any field or title (where available). A pop-up window will open displaying information relating to the field you are navigating.
- To close the pop up window at any time, click , or press **Esc** on your keyboard.
- To access help relating to the page you are navigating, click  in any dashboard.
- To access the main page of help, click  available on most main pages in the partnering tools.

The help system is subject to ongoing development. With each new release, help for additional pages and fields will be accessible.

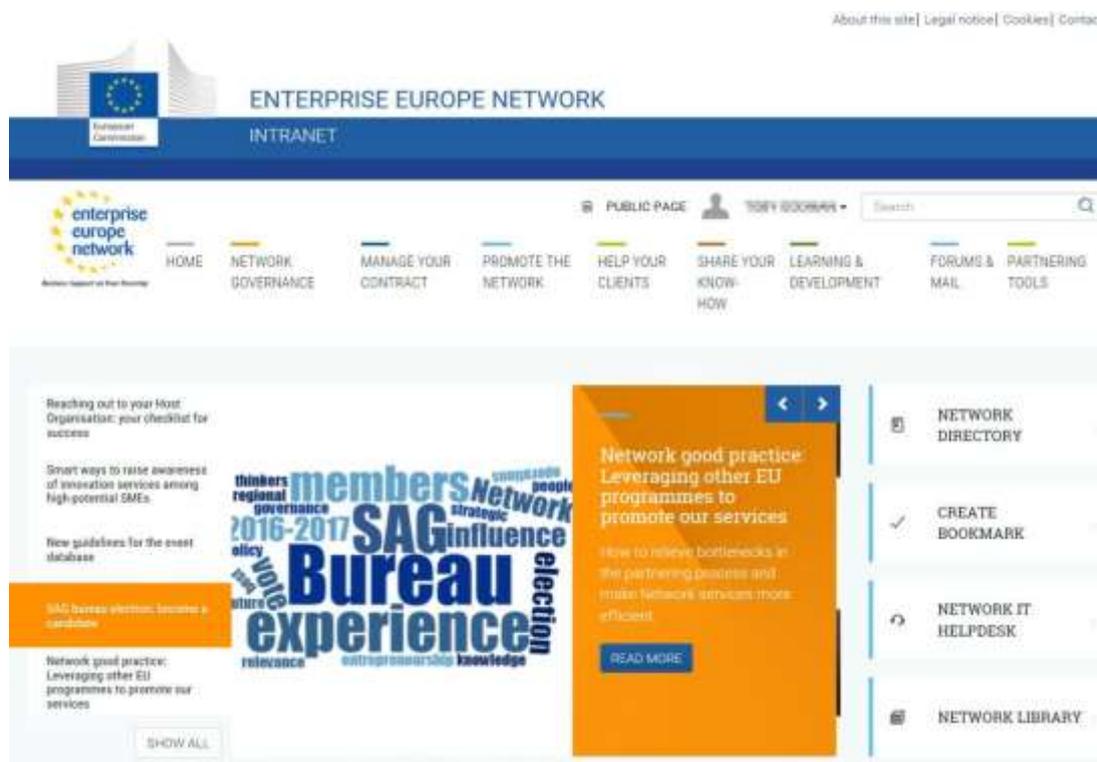
Icon Legend

Below you will find a table with all tool icons you will find on the The Enterprise Europe Network IT Platform site and their meaning:

Icon	Function	Where it appears
	Access Help - Tool Tip Level	Next to fields that can be filled out in the Enterprise Europe Network IT Platform. For example, Create New Profile, Create Event etc.
	Access Help - Page Level	Within the Management Dashboards of the Enterprise Europe Network IT Platform.
	Access Help - Master Page	Next to the dropdown tabs of the Enterprise Europe Network IT Platform. Visible on all main pages
	Edit	On multiple pages of the Enterprise Europe Network IT Platform. This icon allows you to edit items such as profiles, queries or user.
	View Profile	Found on multiple pages. This icon allows you to view further information about an item.
	Add New Query	Customer Management Dashboard. This icon allows you to add new queries for your clients.
	Roles	User Management Dashboard
	Activate	User Management Dashboard
	Deactivate	User Management Dashboard
	Delete	My Queries page
	Share	My Queries page
	Access Keyword Picker	Next to fields that require you to add keywords. For example, Create Event, Create Profile, Edit My User Profile, Create Query etc. Clicking this button opens the keyword picker where you can choose keywords subject to their level. For further information please refer to How do I select keywords in The Enterprise Europe Network IT Platform?

Navigating the Enterprise Europe Network IT Platform

Once you have logged in to the Member’s corner, you have access to the latest information that is relevant for the Network (circular notes and news, link to find a contact in the Network). In addition, you have quick links to navigate to the Forums (if you have made your profile and personal data public) and the Partnering Tools, as well a **Home** button which takes to the EEN public website:



Once you click on **Partnering Tools** you will be directed to the Partnering home page. Click any of the green tabs to open a drop-down containing all of the functions available to you for that particular section.

European Commission > Enterprise Europe Network > Partnering > Partnering Home

Network Forums Partnering Logout

Partnering Home Events Profiles Network Reporting Keywords Update User Guide Suggestions

Today: 12:00:00 (GMT+01:00)

Welcome to Merlin

Get Started

All of your actions are managed using the Partnering menu above.

Note: Actions available in the menu are dependent on your user rights and some may not be visible to all users.

Partnering Home - Return to this homepage at any time.

Events - Create, manage and search **events**, and create and manage **event queries**.

Profiles

- Create, manage, search for and review (users with internal/external review rights only) **profiles**, and create and manage **profile queries**;
- Manage your **clients**, your clients' queries and your **Stakeholders**;
- Add Merlin widgets to your website;
- Manage **Expressions of Interest** that you have sent to other organisations and that you have received from other organisations.

Get Help

Merlin has a 3 level help system:

User Guide:
From anywhere in Merlin click the "User Guide" help button for general information and guidance and to download the guide in PDF format.

Page Help
Where relevant, Merlin pages contain a "**Help**" button which opens page-specific guidelines.

Tooltips
Most editable fields in Merlin have a clickable "?" icon which provides information on what you should write in the field.

Additionally, the Training system is at your disposal if you wish to familiarise yourself with the Merlin

Get in Touch

We always appreciate feedback, suggestions for new features and ideas for improvement from our users.

Suggestions for improvement
Contact your champion, who will compile all the information and send it to the Enterprise Europe Network.

Additionally, the forums are a great place to discuss Merlin and possible system improvements with your peers. Access the **Discussion on IT Tools** forum [here](#).

If the Network Partners agree with your ideas you can then submit your proposal [here](#).

Urgent enquiries
Contact the IT Support Team:

Following is a list of tabs available to each user and their general function:

- **Partnering Home** - The Enterprise Europe Network IT Platform home page. Click this button at any time to return to the home page.
- **Events** - All functions relating to events and event management (create, search, manage events, etc.).
- **Profiles** - All functions relating to profiles and associated items (create, review, search, disseminate profiles, manage clients and stakeholders, manage EOLs, manage achievements).
- **Network** - All functions relating to organisation and user management (for Partner administrators only), sector group membership management.
- **Reporting** – Tools to generate reports on various aspects of the platform.

Note: Certain tabs and functions of the dashboard may not be available for some users of the Enterprise Europe Network IT Platform during general navigation. This is because certain tasks can only be completed by users who hold specific access rights (i.e. Profile Manager). To learn more about user rights please see [17. Account Management](#).

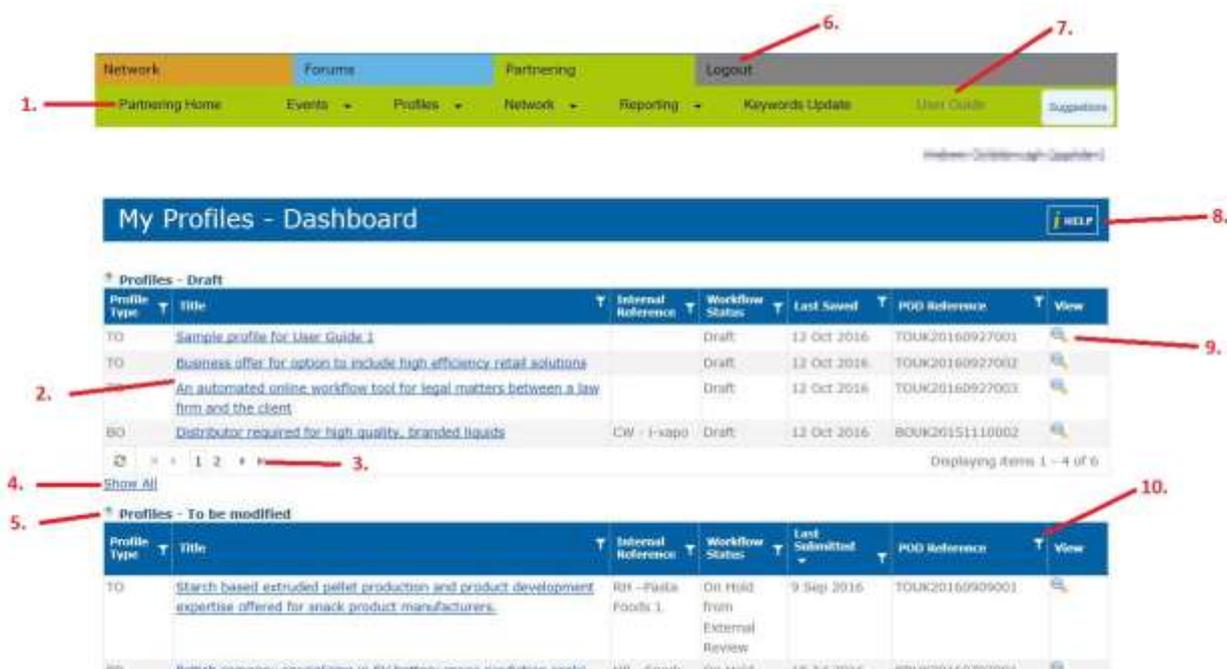
Exporting your Content

Some sections of the Enterprise Europe Network IT Platform (e.g. Profiles and Events search) provide custom export functionality, which allows you to save content in a variety of formats, including PDF, XLS, and XML.

In addition, it is possible to export content from any page in PDF format, via your web browser's built-in **print function**, if your PC has a suitable PDF print driver installed (e.g. Adobe PDF).

The Dashboards

Most functionality for the Enterprise Europe Network IT Platform is managed from a dashboard relating to a particular function. The dashboards are the main place where you will be able to monitor and manage your tasks. The layout of each dashboard is very similar across the entire Merlin site. Below is an overview of a dashboard and general functionality visible on most pages of the Merlin site.



Dashboard Key and Description:

1. Click each green tab to open a drop down showing different work tasks available to you. Click **Partnering Home** at any time to return to the Tools main dashboard. Click **Network** or **Forums** to navigate to the intranet or the forums, respectively. **Remember:** Save your work before navigating to different pages as unsaved work is not retained by the system.
2. Titles (profiles, events, achievements, etc). These are clickable links that open an item’s details. Depending on where your item is located in the dashboard, clicking on the title will open it in Edit mode (you can make changes on it) or View mode. Any text on the site that has a hyperlink (e.g. [Show all](#)) is clickable and offers different functionality.
3. Page number. By default, each dashboard table is sorted by most recent profile/event first showing the 4 most recent matches. Click the page numbers to scroll through the pages of the table to show other profiles that may exist in your table.
4. Show all. Click show all to open a new web page that shows all profiles/events for that particular table.
5. Tool tip help. This icon is found across the entire Tools site. Click it to access help relating to a particular field or table.
6. Logout. Click this button at any time to log out. **Remember:** Save your work before logging out as unsaved work is not retained by the system.
7. User Guide button. Click the user guide button to open a searchable version of the user guide in a new browser window. It is possible to download a PDF version of the User Guide from the window that opens by clicking **Download the PDF Version**
8. Help button. Click this button to open help relating to the particular page you are navigating.
9. Spyglass icon. Click to view details about an item (view mode only).
10. Filter button. Click to manage filters in order to sort the dashboard tables. To learn more about filtering information see [Using the Filters](#)

Using the Filters

Working with many profiles and clients can be difficult, especially when trying to locate a specific piece of information, such as a profile, at very short notice. The dashboards are laid out in a way that allows filtering of information to enable you to sort and locate the information you need quickly.

The following example shows how you would filter the **Profiles - Published** table on the **My Profiles Dashboard** to show only published profiles that are of the type 'Business Offer'. However, the principle is the **same** for filtering all other information shown in dashboard tables across the entire site.

1. From Partnering Home select Profiles > My Profiles. The My Profiles dashboard will open.
2. Scroll to the Profiles - **Published** table. It should look something like this:

Profiles - Published

Profile Type	Title	Internal Reference	Last Submitted	POD Reference	View
BO	Serbian developer of intelligent energy management systems seeks distributors and commercial representatives	AlfatecJM26042016	16 Sep 2016	BORS20160426001	
BO	Serbian manufacturer of animal feed seeks distributors and commercial representatives	PATENT CO 1	17 Aug 2016	BORS20160817002	
BO	Serbian company specialised in pressure, temperature and liquid level measurement equipment seeks representatives or distributors	Wika 17404300	17 Aug 2016	BORS20160817001	
BO	Serbian company offers rubber extrusion profiles, molded rubber and plastics products, and brake hoses, and maintenance services.	GOMMA Line doo offer	24 Mar 2016	BORS20150922001	

Showing 1 - 4 of 17 items

[Show All](#)

The Profile Type column (First column in table) shows the type of profile that has been published:

BO: Business Offer

BR: Business Request

TO: Technology Offer

TR: Technology Request

RDR: Research Development Request

3. To sort the table by Profile Type, click in the Profile Type column
4. The filter dropdown will open.

Profiles - Published

Profile Type	Title	Internal Reference	Last Submitted	POD Reference	View
BO	Serbian developer of intelligent energy management systems seeks distributors and commercial representatives	AlfatecJM26042016	16 Sep 2016	BORS20160426001	
BO	Serbian manufacturer of animal feed seeks distributors and commercial representatives	PATENT CO 1	17 Aug 2016	BORS20160817002	
BO	Serbian company specialised in pressure, temperature and liquid level measurement equipment seeks representatives or distributors	Wika 17404300	17 Aug 2016	BORS20160817001	
BO	Serbian company offers rubber extrusion profiles, molded rubber and plastics products, and brake hoses, and maintenance services.	GOMMA Line doo offer	24 Mar 2016	BORS20150922001	

Showing 1 - 4 of 17 items

[Show All](#)

Filter dropdown menu:

- Clear Filter
- Show rows with value that
- Is equal to
- Select value-
- And
- Is equal to
- Select value-
- Filter

- Enter the information you wish to filter for in the first blank field of the filter (In this example, type **Business Offer**) and select how the keywords should be filtered. You can choose to filter in the following ways **Is equal to**, **Is not equal to**, **Starts with**, **Contains**, **Ends With** (In this example, select **Contains**):

The meaning of each filter type is shown here:

- Is equal to** - The value you apply in the keyword field (e.g. BO) combined with this filter type will only show rows that contain exactly the same information as what is typed in the keyword field.
- Is not equal to** - The value you apply in the keyword field combined with this filter type will only show rows that **do not** contain exactly the same information as what is typed in the keyword field.
- Starts with** - The value you apply in the keyword field combined with this filter type will only show rows that start with the value you entered in the keyword field.
- Contains** - The value you apply in the keyword field (e.g. solar) combined with this filter type will only show rows in the table that contain the keywords that have been typed in the keyword field.
- Ends with** - The value you apply in the keyword field combined with this filter type will only show rows that end with the value you entered in the keyword field.

- Click **Filter**. The Profiles - Published table now only shows published profiles that are of **Business Offer** type. You will notice that the Filter icon has changed from  to  in order to show a column is filtered.

Note: It is possible to apply multiple filters to different columns of a table if desired.

Profiles - Published

Profile Type	Title	Internal Reference	Last Submitted	POD Reference	View
BO	Serbian developer of intelligent energy management systems seeks distributors and commercial representatives	AlfatecJM26042016	16 Sep 2016	BORS20160426001	
BO	Serbian manufacturer of animal feed seeks distributors and commercial representatives	PATENT CO 1	17 Aug 2016	BORS20160817002	
BO	Serbian company specialised in pressure, temperature and liquid level measurement equipment seeks representatives or distributors	Wika 17404300	17 Aug 2016	BORS20160817001	
BO	Serbian company offers rubber extrusion profiles, molded rubber and plastics products, and brake hoses, and maintenance services.	GOMMA Line doo offer	24 Mar 2016	BORS20150922001	

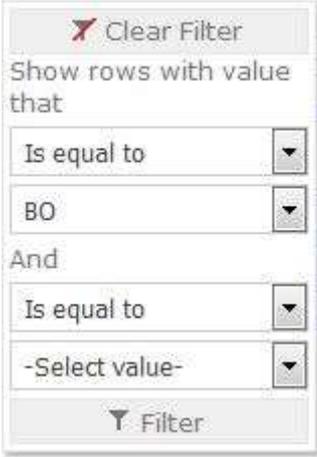
Showing 1 2 3 4 | Displaying items 1 - 4 of 14

[Show All](#)

Clear Filters

To clear filters that you have applied to a dashboard table, do the following:

1. Select  in the column of the table that you applied a filter. The filter dropdown will open:



Clear Filter

Show rows with value that

Is equal to

BO

And

Is equal to

-Select value-

Filter

2. Select **Clear Filter**. All filters for that column of the table will be removed.

Working with Technology, Market and NACE Keywords

The Enterprise Europe Network IT Platform has been created to utilize Market, Technology and NACE Keywords/codes.

When you are creating a new profile, a new event or a new query you will be given the option to include these keywords to show particular specialism relating to the profile, event or query. This makes searching and grouping profiles and events by keywords a lot easier. Additionally, the client will be able to search using keywords alone to ensure that they find highly detailed information relating to their needs very quickly.

Keywords are split into levels: 'level 1, level 2 and level 3'. Level 1 keywords are the broadest level and encompass general business sectors such as Communications or Energy as defined by the EEN and Sector Groups. Level 3 is the deepest level and, consequently, contains the most specialist terms such as 'Micro and Nanotechnology related to Electronics and Microelectronics (001002001)' or 'Quantum Informatics (01002011)'.

The following example shows the Technology sector 'Electronics, IT and Telecomms' and how some of the relating keywords are broken down:

Code	Description	Level
01	ELECTRONICS, IT AND TELECOMMS	1
01001	Electronics, Microelectronics	2
0100100	Automation, Robotics Control Systems	3
0100100	Digital Systems, Digital Representation	3
01002	Electronic circuits, components and equipment	2
0100200	Micro and Nanotechnology related to Electronics and Microelectronics	3
0100200	3D printing	3
0100200	Electronic engineering	3
0100200	Embedded Systems and Real Time Systems	3
0100200	High Frequency Technology, Microwaves	3

When should I use different levels of keywords?

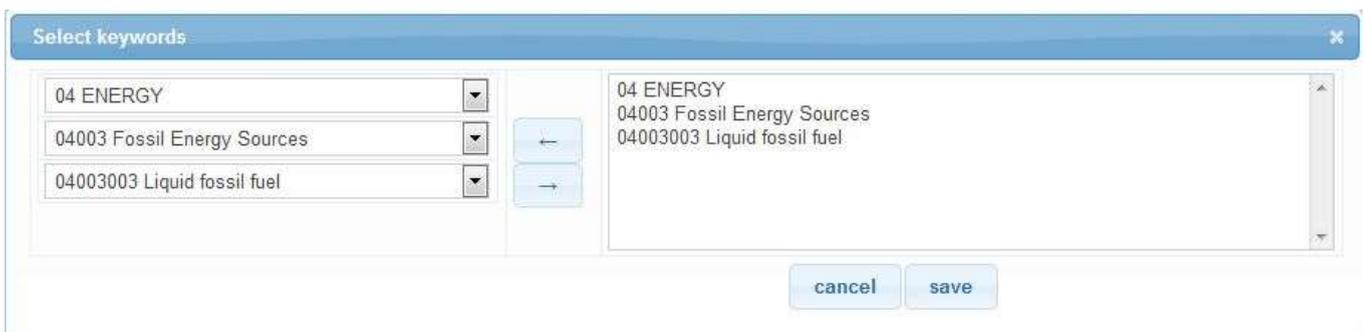
When working with all types of keywords it is very important to consider who will be searching the profiles and events and what consequences there would be for any clients that are searching profiles and events. A couple of important considerations are below:

- You can use only level 3 keywords when creating a new profile. This will provide the most detailed information to the person searching and reading the profile. The more specific information in a profile the better the profile and higher likelihood of securing a match. The same is applicable for creating events.
- Be aware that it is possible to search and create queries for profiles that contain level 1 keywords. **However**, if you create queries with level 1 keywords the client will receive a **very large number** of profiles by email that may not actually be related to their needs. Try to limit queries to level 3 keywords.

How do I select keywords in The Enterprise Europe Network IT Platform?

There are two ways of selecting keywords in The Enterprise Europe Network IT Platform.

- Simply typing a keyword in the field when requested. The Enterprise Europe Network IT Platform will predict the keyword based on what you are writing. You will then be able to select the keyword that matches your requirements by double clicking to select it.
- Click  next to the keyword field will open the Keywords 'picker' box.



From here you should select the level 1 keywords, level 2 keywords and level 3 keywords as required. To add a keyword, select it in the left hand box and click . It will be added to the right box. To remove a keyword from

the right box, select the keyword you wish to remove and click . Once you are happy with your selection click **Save** to add the keywords to the field.

Remember: When creating a new profile or event it is only possible to select the lowest level keywords. This is because all profiles should be very detailed and contain very specific information.

Where can I find a current list of Technology, Market and NACE keywords?

As of August 2015 a new list of Market and Technology keywords is available in the system to reflect recent advances in technology and business. Some obsolete Market and Technology keywords have been removed, while new keywords have been added to the list. This change impacts the way you work with the IT Platform: after August 2015 (Merlin release 1.20) all partners are required to update their artefacts (e.g. profiles, achievements) with the new keywords (see [How do I replace my obsolete keywords?](#) for more information). In addition you will no longer be able to create artefacts using the obsolete keywords. However you can search and create queries for profiles and events published before Release 1.20 using such keywords until November 2015 when the keywords update will have finished. For a full list of existing keywords please see the relevant appendices of this user guide.

Note: Appendices A and B of the user guide have been updated

How do I replace my obsolete keywords?

The “Keywords Update” dashboard allows you to easily update all “active” artefacts in your organisation containing obsolete keywords. Only the artefacts that contain these obsolete keywords and that you have permissions to modify will be displayed in this dashboard.

These artefacts are organised as follows:

- My Queries - displays all current queries for your organisation
- Client Queries - as a partner it is your responsibility to update the queries on behalf of your clients.
- Profiles - displays all profiles except for deleted and archived ones. It will not be necessary to revalidate these profiles.
- Events - displays events for which the start date is later than January 1st of the current year.

Note: Profiles and events that are under review during the transition period are displayed in these dashboards, however you are unable to modify them until they are returned to your organisation (Profiles/Events - to be modified or Profiles/Events - Published dashboards respectively) or published.

Do the following to replace obsolete keywords:

1. From Partnering tools click the menu option Keywords Update.
2. The artefacts that need to be updated will be listed by type.

Note: Notice that artefacts with more than 40 obsolete keywords will display the button  which allows you to delete all keywords at once (including non-obsolete ones), without opening the artefact.

3. Select the artefact you wish to update and click to open it.
4. Navigate to the keywords section in your artefact. You will see the obsolete keywords in red.
5. Delete the obsolete keywords.
6. Add new keywords if necessary (see [How do I select keywords in The Enterprise Europe Network IT Platform?](#))
7. Click to save your changes.

Note: Updated artefacts will disappear from your dashboard. No record is kept in the IT platform concerning modified artefacts, therefore it is recommended that you keep track of the artefacts you update yourself. This will help you distinguish between manually updated artefacts and those updated automatically by the system at the end of the transition period, as the latter may require further updates to include lower level keywords.

Who to Contact

Merlin has been created to allow its users as much autonomy as possible. A lot of features that, in the past, required you to contact the IT Helpdesk can now be done by you in Merlin i.e. reactivating your account/resetting your password.

If you have any access rights problems or you cannot see the correct tabs that you require to do your work in Merlin then you should contact your Partner Administrator who will be able to adjust your user rights.

If you have forgotten your password or you have not logged into Merlin for one month you will need to reactivate your account. To do this, please see the [Forgot My Password / Reactivate My Account](#) section of the Merlin Partner User Guide.

Feedback

We always appreciate feedback, suggestions for new features and ideas for improvement from our users. If there is something that you would like to suggest then please contact your champion who will compile the information and send it to the Agency. The Helpdesk cannot accept or action individual feedback from Partners.

If you find a bug or see errors on the site then you should contact the IT Helpdesk using the contact form found on the intranet: <http://een.ec.europa.eu/my/intranet/contact>

2. Change History

Below is an overview of the features and changes available in release 1.24 of Merlin, as well as a preview of future functionality.

New features

- Suggestion box: This feature allows Champions to make suggestions for improvements of the EEN IT platform. For further details, see [18. Suggestion Box](#).
- Keyword list update - a new list has entered into effect in August 2015. The appendices A and B have been updated accordingly. For further details, see [How do I replace my obsolete keywords?](#)

Features under development

- The user manual is being revised to reflect the current layout and functionalities of the Merlin website.
- Comments and suggestions for improvement are welcome and should be sent to the EEN IT Support team via the forms available on the intranet: <http://een.ec.europa.eu/my/intranet/contact>.

3. Managing Profiles

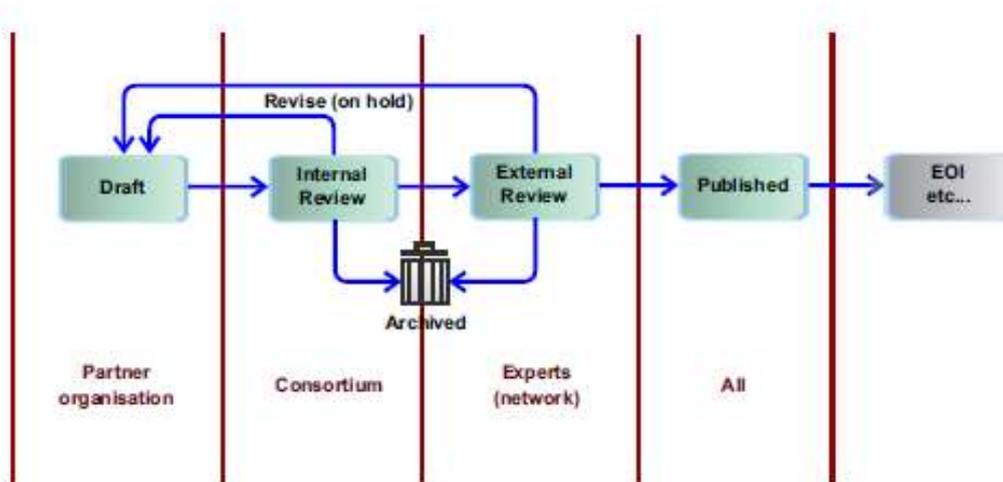
A profile is a cooperation request or offer. It summarises essential information about the nature of the offer or request, the customer and the expected cooperation. Published profiles are visible to anyone in the Network and are the key element in creating successful partnership agreements. All profiles are contained in the Partnering Opportunities Database (POD).

This chapter explains the procedures for creating, editing and publishing profiles in the Enterprise Europe Network IT Platform.

Profile Workflow Overview

There are several steps involved in creating a new profile. It is essential that you enter the information according to the guidelines provided by the Agency in order to create a profile that successfully translates the client's needs and gives them the best opportunity for success in creating a partnering.

The following diagram gives a high-level view of the steps involved in creating and publishing a new profile:



- Profile manager: a Network partner who is responsible for creating or updating the profile
- Internal reviewer: a colleague in the same consortium as the creator (but not the same user who created the profile)
- External reviewer: a Network colleague with solid experience in reviewing a particular type of profile.
- Network user: anyone in the Network who has access to the intranet
- System: The Enterprise Europe Network IT Platform.

Below is a brief overview of each of the steps.

Profile creation

The profile creator, after filling in the form for the desired profile type, has the following options:

- **Save** this enables the creator to make further changes on the profile.
- **Submit** for review: the profile is submitted to internal reviewers and all Internal Reviewers (except the profile creator) from the consortium will receive a notification by email. The system also changes its status to **Internal Review**. At this point, the profile can no longer be edited by its creator.
- **Cancel** to cancel any edits and return to the dashboard
- **Delete** to delete the profile (this cannot be undone)

To learn more about creating a profile as a profile, see [Create a new profile](#)

Internal Review Process

When a profile is submitted for internal review, a notification is sent to all Internal Reviewers of the consortium. The mail received includes a link to access the profile directly. It will also be visible on the Partnering Tools Dashboard under **Review Profiles** with the workflow status **To be reviewed by Internal Reviewer**. When one reviewer selects the profile for review from the internal review pool, the system blocks the profile from being reviewed by others. Internal reviewers are co-workers from either your organisation or consortium who have been given internal review rights by your Partner Administrator.

After internal review is complete, the reviewer has the following options which determine what happens to the profile:

- **Approve** the profile: the profile is then sent to the external reviewers for validation. The status of the profile is changed to **External Review**. At this point, the profile disappears from the internal reviewers' dashboard.
- **Revise**: The profile is sent back to the creator for updating with comments supplied for reference. The status is changed to **On Hold** in the reviewers dashboard, and **On hold from internal review** in the creator's dashboard. After the profile creator resubmits the profile, the system changes its status back to **Internal Review**. The profile will be placed back into the internal review pool which means it can be reviewed again by **any** internal reviewers within your network.
- **Delete** or **Reject** the profile: the profile is archived by the system.

To learn how to conduct an internal review, see [Review a profile](#)

External Review Process

Once the profile is approved by an internal reviewer, the profile will enter into the external reviewer pool. External reviewers can access the external review dashboard and select profiles to review that fit their experience and chosen profile category (when registering to be an external reviewer, the user must provide an outline of their expertise and choose at least one category from Technology/Business/Research which determines the type of profiles they will be able to review). Reviewers will not be able to see any profile that belongs to another Organization in their country. Regardless if it is part of their consortia or not.

The profiles will remain in the external review dashboard until they have been reviewed. Once the reviewer has accepted to review the profile, the system will immediately remove the ability for all other reviewers to review the profile.

The profile, once reviewed, will move from the "External review" dashboard to the "Profiles – Published", "Profiles – To be modified" or "Profiles – Archived and Rejected" according to its score.

Each member of the reviewing panel will be given four questions which they must answer with a score from 1 to 5 to rate the profile.

The four criteria the external reviewer must feedback on are:

- Clarity, Coherence and Understanding
- Advantages and Innovation/Expertise Shought
- Guidelines and Linguistic Accuracy
- Cooperation Expectations

The scores are added and the final score will dictate what will happen to the profile before it is published:

Profile Rating	Total Score / 20	Next Step
A: Excellent	17.5 – 20	The profile is published .
B: Good	13.5 - 17.4	
C: Sufficient	9.5 -13.4	
D: Rather poor	4.5 - 9.4	<p>The profile is put on hold: the system notifies the creator that the profile needs to be revised and changes the status of the profile to On hold from external review in the creator’s dashboard. Comments from the external reviewer will go to the creator of the draft and the internal reviewer will be informed.</p> <p>Once the creator updates the profile and resubmits it, the external review phase will restart. The original Internal Reviewer receives a notification, but the profile will be available for review to all External Reviewers. This reviewing loop will continue until the profile receives a score that is high enough for it to be published.</p>
E: Insufficient	0 - 4.4	The profile is rejected and archived.

Once the profile is published, it is available for dissemination. The profile will be available online for one year (except for

RDR profiles whose lifespan is determined during profile creation at the Deadline for Call).

To apply to become an external reviewer please see [Change your external reviewer status](#) and to learn how to conduct an external review please see [Review a profile](#)

Blocking Scores

A blocking score when reviewing a profile is 0. This means that if an external reviewer is reviewing the profile and they deem there to be a blocking issue (e.g. major spelling errors / typos) then they would give the score of 0 to the most relevant of the four questions that they must answer when completing the review process.

If the external reviewer gives a score of 0 for one of the four questions then the profile will be passed back to the profile creator to be edited and resubmitted to review.

This rule applies to all four of the criteria that must be reviewed during the External Review process.

Profile expiry date

The system will notify the profile creator two weeks before the expiry date (one year after creation) of the profile. This is an automatic function to ensure that all active profiles are up to date and provide accurate information to the Network. On the expiry date, the profile is unpublished and its status is changed to *Expired*, the profile creator has the following options:

- **Extend the deadline** up to 180 days, more information see the chapter [Modifying profile deadlines](#).
- **Delete/Archive** the profile: the profile is archived and can't be updated anymore.

My Profiles Dashboard

It is possible to check the status of all profiles that you/your organisation creates from the **My Profiles Dashboard**

From here it is possible to see profiles that are undergoing the following stages of creation:

- **Profiles - Draft:** profiles which have being created but have been saved before submission to reviewers.
- **Profiles - To be Modified:** profiles which have been updated but are awaiting approval for the updates.
- **Profiles - Under Review:** profiles which are going through the Internal and External Review stages.
- **Profiles - Published:** profiles which have passed review stage and been published. Published profiles can be subject to search.
- **Profiles - Archived and Rejected:** profiles which have been archived by the owner or, rejected during review. These profiles are only kept in your dashboard for reference purposes.
- **Expires in Two Weeks or Less:** profiles which are due to expire in the next two weeks. These profiles can be updated and republished, or archived.
- **My Reviewed Profiles:** profiles which you, as an external reviewer, have already reviewed.

Note: For each of the profiles owned by your organisation, all the received EOIs are listed at the bottom of the profile details page. Click on the icon  next to each EOI to open it. The EOI will open in a new window and, where applicable, you can follow-up on it. Please refer to the Managing Expressions of Interest chapter for further details on EOIs.

To access the **My Profiles Dashboard**: navigate to **Profiles > General > My Profiles**.

The My Profiles Dashboard will open:

My Profiles - Dashboard HELP

Profiles - Draft

Profile Type	Title	Internal Reference	Workflow Status	Last Saved	POD Reference	View
BO	A Serbian company specialized in the production of aluminum fences, metal awnings, alu-PVC carpentry, photovoltaic solar systems, stone carvings, and fireplaces is looking for distributors, joint venture opportunities, and offering subcontracting services	28092011marija2-1	Draft	19 Sep 2016	BORS20160919002	
BO	A Serbian consulting and advisory SME active in the construction sector and specialised in energy efficiency, photovoltaic and HVAC systems is looking for collaboration for internationalization of its business		Draft	19 Sep 2016	BORS20160919001	
TO	Simulation of Urban Pollutant Dispersion	10 RB 1B1L-1	Draft	19 Sep 2016	TORS20160919002	
TO	The Serbian company offers know-how for reparatory welding in air and water, welding of super alloys, automatic welding in 2D and 3D plasma cutting, and is looking for partners interested in technical cooperation and commercial agreements	Refit inženjering, Dragan Mišković Radnička 47, Čukarica, Beograd +381(11)35-73-673,	Draft	22 Sep 2016	TORS20160919001	

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[Show All](#)

Profiles - To be modified

Profile Type	Title	Internal Reference	Workflow Status	Last Submitted	POD Reference	View
BO	The Serbian company producing machine parts for cars and agricultural machinery is offering subcontracting services or outsourcing of parts of the production	D00. VID-PROMET, Dejanovic Dusan, tel.+381648280195	On Hold from External Review	15 Sep 2016	BORS20160830001	
BO	Serbian factory of decorative luminaires and poles is offering its standard assortment to distributors as well as participation in projects that include lighting solutions	Meteor Fabrika svetiljki i stubova, dr Ivana Rakonjac, 0653217996, ivana.rakonjac@meteorbeograd.com	On Hold from External Review	15 Sep 2016	BORS20160914002	
BO	The Serbian company producing tanks, reservoirs and containers of metal is looking for distributors and offering subcontracting services	MONT doo, Valjevski put 504, Stubline, Karić Miladin, +381 65 82 83 289	On Hold from External Review	17 Aug 2016	BORS20160817004	
BO	A Serbian company manufacturing hard metal cutting tools, special tools for the road, mining and oil industries is looking for distributor or commercial representative	CORUN HOLDING DOO, Uzice	On Hold from External Review	17 Aug 2016	BORS20160817003	

Disolavina items 1 - 4 of 5

Create a new profile

A well written profile will generate greater interest from individuals and organisations with regards to potential exchange of skills, services or technologies. In addition, it will reflect upon the quality of your work and of the Network.

Here are a few things to consider when writing a profile:

- Before you start, decide whether you should create a profile or rather simply send existing profiles to your client.

- Make sure you have all the necessary information about the company or individual and their business requirements however, be sure that you **never** refer to the client, brand or products by name in the profile or attached images. The profile should be written so that your client cannot be identified.
- Write with the reader in mind: The summary should be understood by other Network partners so they can target relevant companies in their region. The full description should provide sufficient technical details to attract potential partners for your client but not be too technical so that potential clients are deterred.
- Take your time writing the summary and title: These are the first things potential partners or your client will see and, as a result, is one of the most important aspects of the profile.
- Try to stick to using short sentences: Stick to one sentence, one concept.
- Avoid jargon and ensure that all acronyms used are fully described so the average reader will be able to understand.
- Do not repeat information across the profile: There are sufficient fields where you can accurately describe the offer or request.
- Ask the client to approve the final version of your profile.
- Read your profile before submitting it to internal reviewers: make sure it is accurate, clear, concise and readable.
- Ensure that the profile is of a high standard of English with no typos, punctuation or grammar errors.

Additionally, to assist you in writing your profile it is recommended that you follow the *Merlin Business Guidelines* and *Merlin Review Checklists*. This will give you an idea of how your profile will be reviewed in order to ensure a consistently high level of profiles is published to the network.

To create a profile, do the following:

1. From Partnering Home, select **Profiles** tab, then **Create New...**
2. Select the profile type you want to create from the list.

There are several types of profiles:

- Business Offer
- Business Request
- Technology Offer
- Technology Request
- Research Dev. Request

Sometimes it may be difficult to distinguish between whether to create an offer or a request, especially with regards to distribution agreements.

A good 'rule of thumb' is to ask the question: Which way is the money going to flow?

- **If your client has to pay** to get what he is looking for, it is probably a Business Request.
- **If your client is going to receive money or financial gain** from the partner he looks for, it is probably a Business Offer.

Example:

Business Offer: Your client would like to extend their services into another country of the EEN. They have a service or product that they would like to offer in order to gain a foothold within the new region.

Business Request: Your client is looking for a like-minded company within the EEN that supplies a particular product or service in order to complete their product range and/or distribute the product/service in its own country.

3. The Create Profile form contains different tabs dependent on the type of profile created: Details, Dissemination, Client, Call, Partner Sought, Attachments, and Review. Go through each of the tabs carefully and enter the necessary information in each field. In the Review tab it can be beneficial for your colleagues who will review

the profile. However, the comments should not contain any duplicate information or details that should belong in other fields of the profile.

For reference, it is recommended that you refer to the *Merlin Business Guidelines* while you are populating the fields of the profile. This will help ensure that profiles are of a consistently high standard across the EEN.

Create Technology Offer
Profile status: **New** [HELP](#)

Details

Dissemination

Client

Partner Sought

Attachments

Review

Type and Role of Partner Sought: *

Company or Technological Centre

3969 characters left

Profile is opened for Expressions of Interest:

Type and Size of Partner Sought:

- >500
- >500 MNE
- 251-500
- Inventor
- R&D Institution
- SME <10
- SME 11-50
- SME 51-250
- University

Type of Partnership Considered: *

- Commercial agreement with technical assistance
- Financial agreement
- Joint venture agreement
- License agreement
- Manufacturing agreement
- Research cooperation agreement
- Services agreement
- Technical cooperation agreement

Previous

Next

Back

Save and continue

Submit Profile for Review

Legend:
? Click the icons for field-specific help in this form.

Note: Mandatory fields are marked with an asterisk (*). These fields may differ depending on the type of profile you choose to create.

In addition, the data in certain fields must comply with specific rules. For example, the *Year established* field must contain only numbers; also, certain fields have a character number limit. Please note that spaces and punctuation marks each count for one character.

All the tabs will be highlighted in green if everything in the form is correctly filled. A red tab indicates that one or more fields are not filled out or are filled out with invalid data.

Note: When adding keywords you can click the  icon to open the keyword picker. From the keyword picker you can add lowest level keywords by viewing and selecting keywords from the tree view. For further information please see [Working with Technology, Market and NACE Keywords](#) section of this user guide.

As of August 2015 a new list of Market and Technology keywords is available in the system to reflect recent advances in technology and business. Some obsolete Market and Technology keywords were removed, while new keywords were added to the list. Therefore, as of August 2015 (Merlin release 1.20) Network partners are no longer able to select the obsolete keywords whilst creating profiles. Partners can, however, search for profiles published containing obsolete keywords until November 2015 when the keywords update will have finished. For a full list of existing keywords please see [Appendix A: Market keywords](#) and [Appendix B: Technology keywords](#).

4. At the bottom of the profile, click **Save and continue** to save a draft version of the profile and continue working (the draft will be stored in your My Profiles Dashboard), click **Submit Profile to Review** to send the profile for internal review or **Back** to cancel the profile and return to the dashboard without saving.
 - If all the information in your form is correct and you click **Submit**, the profile will be submitted to internal reviewers.
 - If one or more of your tabs are not validated (in red), you will receive a notification to correct the errors in the form. Correct the errors and re-submit.

Review a profile

Profiles that are undergoing the various stages of review are shown in the review dashboard. From here it is possible to manage all aspects of reviewing profiles, such as profile revision, profile rejection and profile approval.

Note: Reviewing profiles can only be done by users who have been assigned as reviewers.

Please contact your Profile Administrator to establish if you have the correct rights to complete an Internal Review. Further- more, if you have sufficient experience in a particular industry and fulfil the criteria set out by the Agency then you can register to become an External Reviewer. To learn how to do this see [Change your external reviewer status](#).

Review Profiles - Dashboard



Internal Review

Title	Profile Type	POD Reference	Organisation ID	Last Submitted	View
Serbian company specialiaized in buying, processing and trade of wheat	BR	BRRS20131002001	RS00885	2 Oct 2013	
A Serbian company engaged in industrial applications of plasma technologies is offering trade intermediary services, joint venture and subcontracting/outsourcing activities	BO	BORS20131007007	RS00885	4 Nov 2013	
A Serbian company engaged in industrial applications of plasma technologies is looking for joint venture and subcontracting / outsourcing activities.	BR	BRRS20131007001	RS00885	4 Nov 2013	
Serbian company specialised in animal nutrition and pet foods production	BO	BORS20131115006	RS00885	15 Nov 2013	

1 2 3 4 5 6 7 8 9 10 ...
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[Show All](#)

External Review

Title	Profile Type	Date Submitted To ERs	Waiting Time	View
A Belgian confectionery and chocolate manufacturer is looking for international importers and/or agents	BO	20 Sep 2016	30	
UK health supplements suppliers seeks European distributors	BO	20 Sep 2016	30	
A Turkish Company which makes Plc controlled first Stretch Wrapping Robots of the World is looking for the distributors in Europe.	BO	21 Sep 2016	29	
A Turkish Company is looking for partners for a "Visually Impaired Acces System".	BO	21 Sep 2016	29	

1 2 3 4 5 6 7 8 9 10 ...
Displaying items 1 - 4 of 808

[Show All](#)

Conduct Internal Review of a Profile

Note: The following review process can only be done if you are registered as an internal reviewer. If you are unsure whether you have Internal Reviewer rights then please contact your Partner Administrator who will be able to assign you the correct role.

For further information about the Internal Review process please see [Internal Review Process](#) section of this User Guide.

If you are registered as an internal reviewer, do the following to conduct an internal review of a profile:

1. From Partnering Home click **Profiles**, click **Review Profiles**. The Review dashboard will open displaying all profiles available for you to review in the internal review table.

Note: In this table you will **not** see profiles pending internal review that you have created yourself. You will only see pro- files for review that were created by your co-workers in your organisation and/or consortium.

1. Click the title of the profile that you would like to review in the internal review window. The profile will open in Edit mode.
2. Review the profile by scrolling through the five profile tabs.

Note: It is recommended that you refer to the *Merlin Business Guidelines* and *Merlin External Review Checklists* while reviewing the profile to ensure that it conforms to the expected standards for publishing to the network.

The more attention you pay to catching errors and editing lots of common mistakes during internal review process, the less time the external review process will take meaning the profiles will be released to the network sooner.

3. When you have finished reviewing, click the **Review** tab.

- Based on your opinions of the profile, click **Approve** to approve the profile and send it automatically to the external reviewer, **Revise** to return the profile to the creator for edit, **Reject** to reject the profile, **Cancel** to return to the Review Profiles dashboard without saving or **Delete** to delete the profile.

Remember it is **mandatory** to leave a comment to show the reasons for accepting, revising or rejecting a profile.

The screenshot shows the 'Edit Business Request' interface. At the top, there is a blue header with the title 'Edit Business Request' and the profile status 'To be reviewed by Internal Reviewer'. Below the header is a navigation bar with tabs: 'Details', 'Dissemination', 'Client', 'Partner Sought', 'Attachments', and 'Review'. The 'Review' tab is active and highlighted in red. The main content area contains a comment field with a placeholder text 'Comment: * (1-2000 characters)'. The comment text reads: 'This was a very good profile. I have checked for any spelling errors, grammar and content. The profile does not repeat itself and covers all required advantages, innovations, needs of the client and expectations of the client.' Below the comment field, it indicates '1774 characters left'. At the bottom of the form, there are several buttons: 'Back', 'Approve', 'Revise', 'Reject', 'Previous', and 'Next'. A legend at the bottom left states: 'Legend: ? Click the icons for field-specific help in this form.'

Once the profile has been **Approved** at internal review stage it will be passed on to the external reviewer pool for review.

Conduct External Review of a Profile

Note: The following review process can only be done if you are registered as an external reviewer. If you are interested in becoming an external reviewer please see [Change your external reviewer status](#) to learn how to apply.

For further information about the External Review process please see [External Review Process](#) section of this User Guide.

If you are registered as an external reviewer, do the following to conduct an external review of a profile:

- From Partnering Home click **Profiles**, then **Review Profiles**. The Review dashboard will open, displaying all profiles available for you to review in the External Review table. The list is limited to the profile categories you

registered to review (Business / Technology / Research). You will not see any profile that belongs to another organization in your country.

In order to accelerate the external review process, the profiles in this table have the waiting time (i.e. the number of days that have passed since the profile was submitted for external review) displayed.

2. Click the profile title you wish to review in the external review window. The profile details page will open.
3. Click **I will review this profile** at the bottom of the profile details page to accept that you will undertake the review of the profile, alternatively click **Back**. When you agree to review the profile, it will open in **Edit mode** and you will see an extra **Review tab** has appeared next to the other profile tabs. **Important:** Once you click **I will review this profile** you are obliged to complete the review process **within 7 calendar days**, therefore please be completely certain that you are prepared to complete the review within this time or the profile will be sent back to the "External Review" table waiting for another reviewer.
4. Review the profile by scrolling through the profile and reviewing all information in the fields. If necessary, correct text in the title and summary fields, but ensure that the changes are notified to the profile author. **Remember:** Always refer to the *Merlin Business Guidelines* and *Merlin External Review Checklists* to ensure that the profile conforms to the expected standard for publishing to the network.
5. Once you have completed review, scroll to the comments section at the bottom of the profile:

6. Answer each of the four questions in the list as honestly as possible. You can score each question from 0 (blocking) to five (excellent).

Note: The 0 indicates that the profile has an issue that is deemed to block the profile from being published.

7. In the **Last Comment** field provide any supporting comments and feedback regarding the quality of the profile and your recommendations. Please be as detailed as possible with your comments as they will assist the profile creator should they have to re-edit and re-submit the profile for review. Please note that your comments will be **anonymous**: The profile creator will not know that you reviewed the profile.
8. Click **Submit Score**. You will be returned to the **Review Profiles** dashboard where the profile will no longer be visible to you. However, you can track the state of the profile in the My Reviewed Profiles dashboard. The total score that you provide will determine if the profile is **published**, **put on hold** or **rejected**.

Note: You have 7 calendar days to complete your review so if you click **Back** without submitting a score you can re-access the profile at a better time and complete the review. You can do this by navigating to the **Review Dashboard** and selecting the profile.

Edit a Draft profile

There may be instances where you have decided to save a half created profile without submitting it for review so you can return to it and complete the draft process at a later date.

Profiles in draft status can be found in the **Profiles - Draft** section of your My Profiles dashboard. To edit an existing draft profile, do the following:

1. Under Profiles, click My Profiles. The My Profiles Dashboard will open.

My Profiles - Dashboard HELP

7 Profiles - Draft

Profile Type	Title	Internal Reference	Workflow Status	Last Saved	POD Reference	View
BO	Serbian company producing solar photovoltaics, medical, and dental electronic systems is looking for distributors in EU countries.	anka.promitech@gmail.com	Draft	20 Sep 2016	BORS20160817006	
BO	Serbian company specialized in producing fresh meat and processed meat products is looking for distributors, joint venture cooperation, merger and/or exchange of shares, and is also open to sell a part of its company.	UB20121028001	Draft	18 May 2016	BORS20160518001	
BR	A Serbian company engaged in the production and supplying of spices is looking for a joint venture partner to supply HORECA group (Hotel/Restaurant/Café) with spices and packaging.	Spices in the World	Draft	18 May 2016	BRRS20160518001	
TR	A Serbian producer of bienergy is looking for technology supplier	Mirotin energo-Dobrosav Bacvic	Draft	24 Mar 2016	TRRS20160324001	

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[Show All](#)

7 Profiles - To be modified

Profile Type	Title	Internal Reference	Workflow Status	Last Submitted	POD Reference	View
BO	A Serbian company specialized in the production of aluminum fences, metal awnings, alu-PVC carpentry, photovoltaic solar systems, stone carvings, and fireplaces is looking for distributors, joint venture opportunities, and offering subcontracting services	28092011marija1	On Hold from External Review	12 Feb 2014	20110928013 BO	

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[Show All](#)

7 Profiles - Under Review

Profile Type	Title	Internal Reference	Workflow Status	Last Submitted	POD Reference	View
TO	The Serbian company offers know-how for reparatory welding in air and water, welding of super alloys, automatic welding in 2D and 3D plasma cutting, and is looking for partners interested in technical cooperation and commercial agreements	20101202jasmina1	To be reviewed by Internal Reviewer	17 Aug 2016	TORS20160817001	
BR	A Serbian company specialized in earthquake engineering offers distribution of similar and complementary equipment.	BRRS20160412001 - 1	To be reviewed by	17 Aug 2016	BRRS20160817001	

2. In the **Profiles - Draft** table, click the profile title you wish to edit. The profile will open.
3. Make the necessary changes and click **Save** to update the draft version of the profile, or click **Submit** to send the profile for internal review. Clicking **Cancel** will return you to the My Profiles Dashboard without saving.

My Expired Profiles Dashboard

This dashboard displays all the profiles made by your organisation which have currently reached or passed their expiration date, regardless of their status at the moment of expiration (draft, under review, published, etc.). This includes profiles which have been migrated with a certain status and profiles created that may have expired for various reasons.

My Expired Profiles					HELP			
Title	Created	Submitted	Published	Expired	Status	Profile Type	Internal Reference	POD Reference
Created:18 Sep 2014	Submitted:26 Sep 2016	Published:3 Oct 2016	Expired:25 Sep 2016	Status:Expired	Small molecule hit and lead compounds for most indications	Technology Request	Internal Reference:HP - Synthesis med chem	POD Reference:TRUK20140918001
Created:19 Sep 2014	Submitted:19 Apr 2016	Published:17 May 2016	Expired:25 Sep 2016	Status:Expired	Global synthetic and medicinal chemistry contract services including on a shared risk basis	Business Offer	Internal Reference:HP - Synthesis med chem offer	POD Reference:BOUK20140919001
Created:27 Oct 2015	Submitted:27 Oct 2015	Published:28 Oct 2015	Expired:15 Apr 2016	Status:Expired	Improving the economics of steam and fuel gas networks within a petrochemical site	Technology Request	Internal Reference:HP - Strategic Allies - heat exchangers	POD Reference:TRUK20151027001
Created:15 Oct 2015	Submitted:16 Oct 2015	Published:16 Oct 2015	Expired:15 Oct 2016	Status:Expired	UK company offering a range of waste container cleaning machinery and services is looking for distributors and agents.	Business Offer	Internal Reference:MM-VIP Bin Cleaning	POD Reference:BOUK20151015002
Created:15 Oct 2015	Submitted:15 Oct 2015	Published:15 Oct 2015	Expired:14 Oct 2016	Status:Expired	Developer of a portable carport is offering licencing agreements	Business Offer	Internal Reference:NC - Creative Car Products UK	POD Reference:BOUK20151015003
Created:1 Oct 2015	Submitted:1 Oct 2015	Published:5 Oct 2015	Expired:4 Oct 2016	Status:Expired	A UK manufacturer of protective gloves developed specifically for the offshore sector is looking for distributors	Business Offer	Internal Reference:CW Dirty Rigger	POD Reference:BOUK20151001001
Created:24 Sep 2015	Submitted:24 Sep 2015	Published:7 Oct 2015	Expired:6 Oct 2016	Status:Expired	UK company seeks aluminium frame manufacturers for manufacturing agreements			

Click on a profile title to see its details. **For published profiles**, you have the options to export, delete, archive, update the content or extend the deadline.

For more information about extending the deadline of a profile, please refer to the "[Modifying profile deadlines](#)" section.

Modifying profile deadlines

In the Enterprise Europe Network IT Platform, the default validity period for a profile is 1 year from its publication date. As of October 2014 EEN partners having Profile Manager permissions can extend or shorten the validity period of their published profiles or profiles that have been expired for less than a year, provided the profiles do not require modifications and the clients behind the profiles have given their consent.

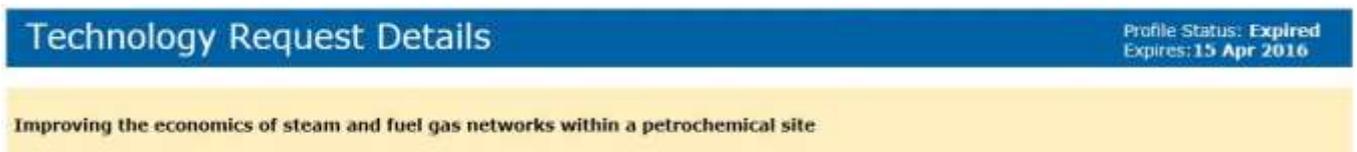
Deadline extension rules:

- The profile must be currently published or must have expired less than a year ago.
- The deadline for a published profile can be extended at the earliest 30 days before its expiry.
- The deadline can be extended up to two times and for a maximum period of 180 days each time (2x180 days).
- The extension is calculated based on the expiration date.

- Once the deadline is extended, the profile will revert to the status it had upon expiration: published profiles will be published again in the POD without undergoing any validation; profiles that were on hold will remain on hold after the deadline extension.

To change the deadline of a profile:

- Go to My Profiles Dashboard (Partnering > Profiles > My Profiles) and locate the profile for which you wish to extend the deadline, then click on the profile title to open it. Your profile can be located in one of the following tables: Published, To be modified, Expires in two weeks or less.
OR
- Go to My Expired Profiles Dashboard (Partnering > Profiles > My Expired Profiles) and locate the expired profile for which you wish to extend the deadline, then click on the profile title to open it.
- The expiration date is indicated in the upper right corner of the profile:



4. Click the **Modify Deadline** button. The **Modify Deadline** dialog will open:

5. Select the new expiration date. You can choose any date up to 180 days after the current expiration date. Alternatively, to shorten the publication period of a published profile, select any date between today and the current expiration date.
6. Provide a reason for extending the deadline of the profile (mandatory).
7. In the **Check List** section, check all the boxes to confirm that:
 - The profile can be published as such, without requiring any content updates; and;
 - You have contacted your client and obtained their consent to extend the deadline; and;
 - Your client is still interested in having their profile published in POD.
8. Click **Modify**. You will receive a confirmation message, and the new expiration date will be shown in the upper right corner of the profile, while your comment and the extension report kept by the system are displayed at the bottom of the page.

Improving the economics of steam and fuel gas networks within a petrochemical site

Updating published profiles

Published profiles can be modified at any time following the instructions below:

1. Go to **My Profiles Dashboard** (Partnering >Profiles >My Profiles), scroll down to Profiles - Published table and open the profile you want to update.
2. Click **Update this profile** at the bottom of the page.
3. Make the desired changes and click **Submit** to save them.

Note: Any field in the profile can be modified. However modifying the information in the field **Type of Partnership Considered** will require re-validation by internal and external reviewers.

Delete a profile

Profile managers can delete any of their profiles as long as such profiles have not been published (e.g. draft, to be modified, rejected profiles), as well as archived profiles (this includes previously published profiles which expired and which have been archived by the manager).

Profiles can only be deleted one by one. To delete a profile:

1. Locate the profile that you wish to delete. It can be found in the **My Profiles** dashboard or in the **My Expired Profiles** dashboard.
2. Click on the profile to open it and then click the **Delete** button at the bottom of the profile details page.
3. In the dialog that opens, choose a reason for deleting it and click **Delete**.



Note: Deleted profiles disappear from your dashboards, therefore cannot be accessed any longer. If you have deleted a profile by mistake, please contact the EEN Support Team, who can retrieve it for you.

Archive a profile

Profile managers have the option to archive profiles which have been published at least once: this includes expired profiles, currently published profiles which they deem no longer relevant (e.g. a match was found for the profiles, etc.), as well as published profiles that have been modified and returned to the owner requiring additional changes. Archiving profiles allows partners to withdraw them from the partnering process, while keeping them in the POD for historical references.

To archive a profile:

1. Under **Profiles**, click **My Profiles** and scroll down to either the *Published* or the *Expires in two weeks or less* table.
OR
Under **Profiles**, click **My Expired Profiles**.
2. Locate the profile you wish to archive and open it. The View Profile window will open.
3. The profile details window will open. Click the Archive button at the top of the page.
4. The system will require confirmation. Click OK to archive the profile. The profile will disappear from its original table and you will find it in the Profiles - Archived and Rejected table of the profiles dashboard.

Note: Archived profiles cannot be republished. If you have archived a profile by mistake and you would like to reuse it, please contact the EEN Support Team, who can retrieve the profile and set it back to draft for you.

Change your external reviewer status

If you have expertise in a particular business area and you fulfil the selection criteria set out by the Agency, you can nominate yourself to be an external reviewer. To do so, do the following:

1. From Partnering Home scroll over **Network Management > External Reviewer** and click **My Status**. The review status window will open showing your current reviewer status:



2. Click **Become an external reviewer** to nominate yourself. A new window will open where you should provide an outline of your experience and select the types of profile you would be prepared to review. The Profile types are Technology (for those wanting to review Technology Offers/Technology Requests), Business (for those wanting to review Business Offers/Business Requests) and Research (for those wanting to review Research Development Requests):



3. Click **Submit** to submit your application or **Back** to return to the Dashboard. Your application will automatically be directed to the Agency Validation Manager who reviews and approves external reviewer requests.

You can monitor your status at any time by returning to the **My Status** screen on the Dashboard (**Network Management > External Reviewer**).

Update your external reviewer information

Once you have been approved as an external reviewer it is possible to update your external reviewer information at any time.

The process **will** need to go through review and sign off again by the Agency Validator. To update your external reviewer information:

1. From Partnering Home scroll over **Network Management > External Reviewer** and click **My Status**. The review status window will open showing your current reviewer status:



2. Select **Update my external reviewer profile**. The Edit external reviewer window will open:

Edit external reviewer HELP

Request information
 User : [redacted]
 External Reviewer Request Date: 21 Oct 2016
 Status: Approved

Details

Profile Category(ies): *

Technology
 Business
 Research

Experience: (200-2000 characters) *

Donec dictum ligula ac dolor dictum tincidunt. Integer massa justo, dictum euismod nisi ut, tincidunt dictum libero. Donec posuere iaculis est, eget tristique nisi feugiat a. Nulla faucibus turpis in pretium condimentum. Proin purus enim, tincidunt et justo id, iaculis porttitor velit. Nunc in lectus nec mi molestie aliquet vitae ut massa. Ut sed venenatis leo. Pellentesque sed tortor feugiat, ullamcorper leo et, luctus ante. Curabitur lobortis lectus ac rutrum consequat. In non luctus odio. Phasellus vitae ipsum nec velit sagittis pharetra.

Cras consequat nisi eu justo vehicula, in convallis risus pulvinar. In metus orci, suscipit vitae sodales nec, posuere ut velit. Curabitur feugiat viverra nibh, nec interdum magna ullamcorper eget. Proin tellus erat, mattis at rutrum elementum, sollicitudin at turpis. Vivamus pharetra odio neque. Nam id ipsum odio. Mauris placerat vel ante vel ultricies. Sed mollis sapien vel tortor pharetra finibus. Morbi laoreet tortor non velit mollis sagittis. Pellentesque interdum tellus magna, at viverra mauris consequat et.

200 characters left

Comments

Submit Back

3. Make your edits as required. Click **Submit** to submit the edits for review or **Back** to return to the My Status screen without saving your edits.

Your updated information will automatically be directed to the Agency Validator who will review and approve or reject (with comments) your edits. You can monitor the status of your updated external reviewer profile by returning to the **My Status** window at any time (See point 1 above). If the status is still pending approval you will see **Pending**. If the edits have been accepted your status will be **Approved** and you will be able to conduct reviews.

Resign as an external reviewer

To resign as an external reviewer, do the following:

1. From Partnering Home scroll over **Network Management > External Reviewer** and click **My Status**. The review status window will open showing your current reviewer status:

My External Reviewer Status HELP

Status: Approved

Update my external reviewer profile Resign view

2. Select **Resign**.

Your request will be sent to the Agency Validation Manager for approval. You will be able to see your status in the **My Status** window will have changed from Approved to Pending for Deactivation. Once deactivated your status will show as Archived.

Note: An external reviewer profile that has been archived can always be reactivated in future by registering to be an external reviewer again

Reassign Profiles

If you are a Profile Manager you may wish to reassign some or all of your published profiles to another Partner user in the

Enterprise Europe Network.

To reassign some or all profiles associated to you do the following:

1. From the Partnering Tools dashboard navigate to **Profiles > Reassign Profiles**. The Reassign all your profiles window will open:

2. Hold Ctrl and manually select the profiles you would like to reassign (or click **Select All** to select all profiles).
3. Select the country of the organisation that you want to reassign the profiles to.
4. Select the relevant organisation within that country.
5. Select the contact person for that organisation to whom you would like to reassign the profiles.
6. Click **Save** to save your edits.
7. If a pop up opens asking you to confirm your changes click **OK** to confirm your request. The profiles will be reassigned to the person you have specified.

Note: Please note that this process is irreversible. Once you have reassigned your profiles they will be managed by the contact person you have specified

4. Disseminating Profiles

Profiles can be searched either on the intranet (only by partners and agency staff who are logged into the Enterprise Europe Network IT Platform) or on the internet (by anonymous and subscribed users) via an embedded widget that is placed within the website of a local network.

Profile Search - Intranet

Partners and agency staff can search profiles directly from the Partnering Tools dashboard in order to find profiles that suit their clients needs and create expressions of interest on their behalf.

From the Partnering Tools dashboard there are two types of search available, Simple search and Advanced search (to narrow down search results).

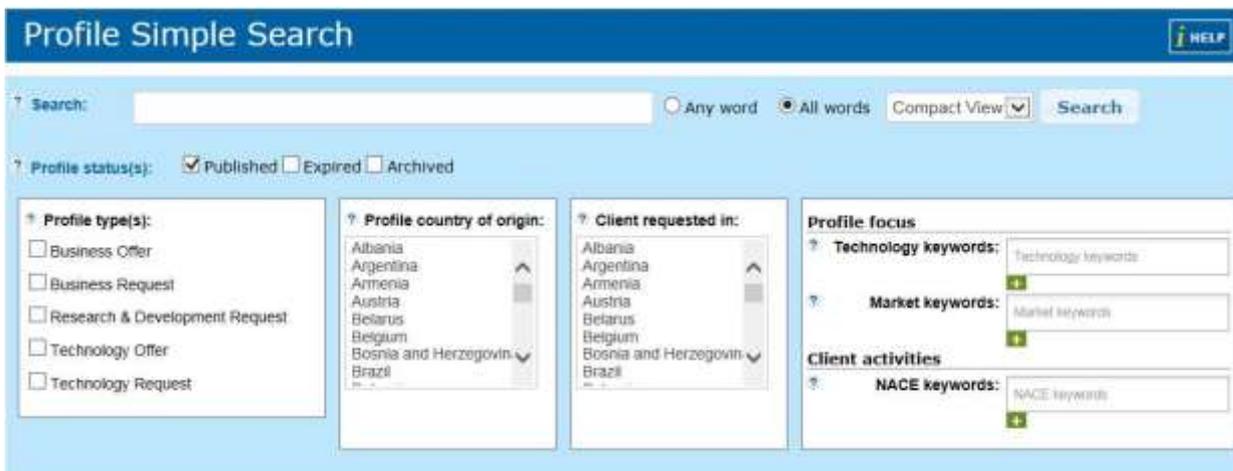
If your search yields positive results you can create an expression of interest which will be sent directly to the Network Partner behind the profile. This is all managed directly through your dashboard.

To access the Intranet profile search function, select **Profiles > Profile Search** from the Partnering Tools Dashboard.

Intranet Simple Search

To search for profiles using the simple search form, do the following:

1. From Partnering Home click **Profiles > Profile Search** and click **Simple Search**. The Profile Simple Search window will open.



2. Enter as many search terms as you require to conduct the search in the **Search** field.
3. Click either **Any word** or **All words** to determine if the search results will only show profiles that contain **all words** you specify or **any words** (one or more words you specify) in the profile.
4. Select the Profile status(s) you wish to search. You can select one or more of the following: Published, Expired, Archived.

Note: It will not be possible to make expressions of interest within the system for profiles with status Expired or Archived. These are however still retrievable for reference purposes or upon an information request form a client.

5. Select the **Profile Type(s)** you wish to search. You can select one or more of the following: Business Offer, Business Request, Research Development Request, Technology Offer, Technology Request.
6. Indicate the **Profile Country of Origin**. By indicating a country/any countries in this field will produce search results only containing profiles that were created in the country(ies) you specify. You can select multiple countries by holding **Ctrl** and selecting from the list.

Note: The **Profile Country of Origin** field will **not** take into consideration where the profiles in the profile results are looking for partnering opportunities. To find profiles that are looking for partnering opportunities in a particular country (i.e. your country) then please see step 6.

7. In the **Client Requested** field indicate the countries that the profile creator is looking for partnering opportunities. You can multiple select the countries by holding **Ctrl** and selecting from the list.
8. In the **Profile focus** and **Client activities** sections specify any technology, market and NACE keywords that you want the profiles to contain. For a full list of all NACE, Market and Technology keywords please refer to the relevant Appendices section of this guide.
9. Click **Search**. The system will display the profiles matching your criteria in a list.

			Export
Title of Profile	Country	Type	Publish Date
Bulgarian logistic company offers road transport services	Bulgaria	Bus. Offer	14 Oct 2016
A Belgian company making cone-shaped candy is looking for distribution agreements in Western Europe, Asia and North...	Belgium	Bus. Offer	19 Sep 2016
A company specializing in manufacturing tube and oral feeding, nutrition enrichments and pharmaceuticals is looking for...	Israel	Bus. Offer	07 Jul 2016

10. Adapt your search to show profiles that have been recently modified by clicking the '**Last modified**' buttons on the left hand side of the results page.
11. Once you have located a profile that is suitable, click the profile title to view it in greater detail. The Profile View will open. From this page you will be able to click **Create an Expression of Interest** to create an EOI for the profile or alternatively click **Back** to return to the search results. If the profile is closed for EOIs, it will bear the mention **Closed for EOIs** both in the search results and in the profile details form.

Intranet Advanced Search

To search for profiles using the advanced search form, do the following:

1. From Partnering Home navigate to **Profiles > Profile Search > Advanced Search**. The Profiles Advanced Search window will open.

2. In the Profile Details tab you can:

- Enter as many keywords as you require to conduct the search in the **Free text search** field.
- Indicate whether you wish your free text search to show profiles that contain **All Words** or **Any Word** (One or more of the keywords you define in the free text search field).
- Enter the **POD reference** number of a profile, if known.
- Type the stage of development for the profile. You can select from the following:
 - Already on the market
 - Available for demonstration
 - Concept stage
 - Field tested/evaluated
 - Project already started
 - Project in negotiations – urgent
 - Proposal under development
 - Prototype available for demonstration
 - Under development/lab tested
- Indicate the **IPR Status** (intellectual property rights) of the profile. You can select from the following:
 - Copyright
 - Design Rights
 - Exclusive Rights
 - Granted patent or patent application essential
 - Other
 - Patent(s) applied for but not yet granted
 - Patents granted
 - Secret Know-how
 - Trade Marks
- Indicate a date range for when the profile was published, last updated or expired. To do so click and select a date from the calendar that opens.
- Select the Profile status(s) you wish to search. You can select one or more of the following: Published, Expired, Archived.

3. From the **Profile Types** tab you can select the types of profiles you would like to search by marking the check boxes.

4. In the **Partners** tab you can choose to search for profiles by Partner Organisation and/or Consortium and define the Sector groups that the profile may be related to.

Note: When choosing to search by consortium please type the country where the consortium exists to see a full list of consortia for that country.

5. In the **Keywords** tab you can specify the technology and market keywords that you want the profiles to contain. The more detailed the keywords the better likelihood of a good business match. For a full list of Market and Technology keywords please refer to the relevant Appendices of this guide. Click  to open the Keyword picker to choose keywords from a tree view format. To learn more about this please see [How do I select keywords in The Enterprise Europe Network IT Platform?](#) section of this user guide.

Note: If you do not select any keywords, the system will ignore the keywords and will perform the search based on the other criteria you specified.

6. In the **Client** tab choose the type and size of the client (to select multiple fields, hold down **Ctrl** on your keyboard and click as many fields as required) and specify the NACE codes related to the client activity, which you would like the profiles to contain. For a full list of NACE codes, see Appendix C of this user guide.
7. In the **Partnership considered** tab select the type of partnership wanted by the clients behind the profiles you are searching for. To select multiple fields, hold down **Ctrl** on your keyboard and click as many fields as required.
8. In the Country and Language tab you can:
 - Indicate the country where the profile originates.
 - Choose the target country for the profile. By default, no preference is selected, meaning that you will receive profiles from all countries (even though they may not be requesting partnering in your particular country.) If you wish to only view profiles that are targeting your country click '**I want to receive profiles targeting my country**' or alternatively if you wish to see profiles targeting another country click '**Restrict query results to specific countries**' and type the country(ies) you wish to target.
 - Choose the languages spoken by the client looking for partnering.
9. From the tab next to the Search button, choose whether you want the search results to be displayed as a compact or detailed view.
10. Click **Search** to run the search and view the profiles matching your criteria or **Save as Query** to save your search as a query.

Detailed view:

[export](#)

Bulgarian logistic company offers road transport services

Business Offer : Updated last quarter from **Bulgaria** **Expressed EOI : 1**

A Bulgarian company is specialized in logistic and freight forwarding. It is looking for partners interested in offered transport and forwarding...

[?more](#)

Market keywords: Motor vehicles, transportation equipment and parts, Transportation
NACE keywords: Freight transport by road, Service activities incidental to land transportation

Expires in 10 months

A Belgian company making cone-shaped candy is looking for distribution agreements in Western Europe, Asia and North America

Business Offer : Updated last quarter from **Belgium**

The Belgian company manufactures premium candy based products and is looking for distribution agreements. The potential clients are active in the...

[?more](#)

Market keywords: Food and feed ingredients
NACE keywords: Manufacture of cocoa, chocolate and sugar confectionery

Compact view:

[Export](#)

Title of Profile	Country	Type	Publish Date
Bulgarian logistic company offers road transport services	Bulgaria	Bus. Offer	14 Oct 2016
A Belgian company making cone-shaped candy is looking for distribution agreements in Western Europe, Asia and North...	Belgium	Bus. Offer	19 Sep 2016
A company specializing in manufacturing tube and oral feeding, nutrition enrichments and pharmaceuticals is looking for...	Israel	Bus. Offer	07 Jul 2016

Note: When you click **Save as Query** the save query dialog will open asking you to give the query a name and provide a short description of the query. You can also indicate how often you would like to receive emails for the query containing profile results for the search you have created. Once you have added all information, click **Save** to save the query or **Cancel** to return to the search window. To learn more about Queries please see [Managing Queries](#).

Save as query
✕

? Query name:

? Short description:

? Receive Emails: Daily Weekly Monthly None

Cancel
Save

11. You can sort your results by expiration date in ascending or descending order, using the Sorting options box on the left hand side of the results page.
12. Once you have located a profile that is suitable, click the profile title to view it in greater detail. The Profile View will open. From this page you will be able to click **Create an Expression of Interest** to create an EOI for the profile or alternatively click **Back** to return to the search results. If the profile is closed for EOIs, it will bear the mention **Closed for EOIs** both in the search results and in the profile details form

Profile Search - Internet

Anonymous and subscribed clients can search profiles via the internet, most often via partner sites that have the Merlin search window embedded into their site. To learn more about this see [7. Embedding Merlin in Your Website](#)

From this window clients can conduct a Simple search or Advanced search (to narrow down the search results).

If the search results yield positive results the client or anonymous user can then create an expression of interest for the profile. You will be notified that an anonymous user or subscribed client has created an expression of interest for a profile in your network and the partnering process will begin.

To learn how a client would conduct a Simple or Advanced search see *Merlin Client User Guide*.

Export Profiles

It is possible to export profiles and events to the following formats: PDF, docx (word document files), xlsx (Excel documents), and xml (Extensible Markup Language) to enable you to disseminate hard copies of profiles and events as handouts to attendees of conferences, training and marketing events that you may be involved in.

To learn how to export Events please see [Exporting Events](#).

There are two types of profile export possible:

- Export Single Profile (from the Profile Details page of a profile. You will export the profile in one file.)
- Export All Profiles (from the search results page. You will export all your profile results in one file.)

The main difference between the two types of export, not including the amount of profiles you export, is that when you export all profiles you must assign the contact details to a person in your organisation (either yourself or another user).

Export a Single Profile

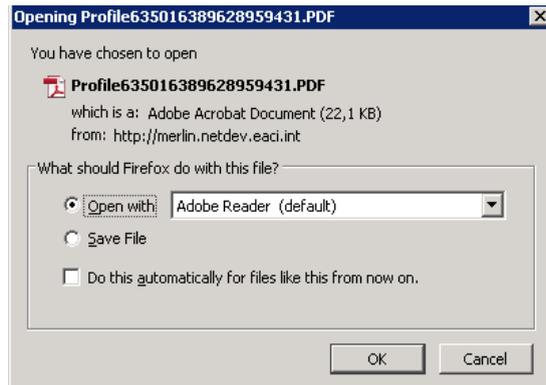
To export a single profile, do the following:

1. Search for your profiles using the filters and criteria that you select. To learn how to search profiles please see the [Profile Search - Internet](#).
2. Once your search has brought up a profile that you wish to export, click on the profile to open the Profile Details page.

3. Click **Export**. The Export Results window will open:
4. Select the format that you wish to complete the export (pdf, xlsx, docx, xml).
5. If necessary, indicate who the **default client contact** will be for the profile (if it is not going to be you)
6. Select the fields that you wish to export or select **All** to export all fields for each profile.

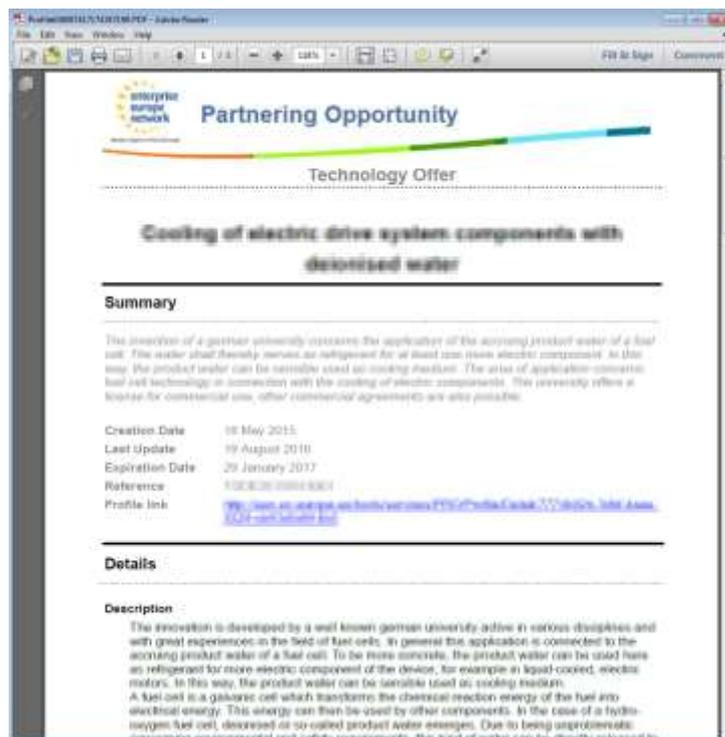
Note: It is possible to **select any field** existing in the profile for export. This includes the pictures that may have been attached to it. If you only select a few fields to be exported then these are **all** that will be exported for each profile.

7. Click **Submit** to start the export or **Cancel** to cancel your changes and return to the Profile Details page.
8. When prompted click **'Please click here to download the file'** or press **Cancel** to cancel your changes and return to the Profile Details page. A pop up will open asking what you would like to do with the file:



9. Select **Open with** and choose the program you would like to immediately open the file or **Save File** to save the file to your computer.
10. Click **OK**. The file will download and, by default, automatically open in the format you requested. If you selected to save file in step 9, you will be prompted for the location where you want it saved, you can then open it from that location.

Note: If the profile is **closed for Expression of Interests** it will be shown at the bottom of the profile.



POD Web Service

POD Web Service is a web service which, combined with POD XML, enables third-party systems to interact with Merlin Partnering Opportunities Database (POD) in order to retrieve profiles from and insert profiles into the POD. The web service is exposed with both SOAP and REST protocols and can be used with any type of client application, as long as the client is compatible with the standard protocols.

For more details, see “POD Web Service and POD XML” and the subsequent related chapters in this user guide.

5. Managing Clients and Queries

Client Management

Clients are the key element for the effective running of the Enterprise Europe Network. All local networks rely on a growing client base. The Enterprise Europe Network IT Platform enables Partners to efficiently manage their growing client base from one location. Here it is possible to add new clients, review pending customers that have been passed on from other networks and edit existing clients - essentially all aspects of client management.

This section of the Partnering Tools dashboard is a really effective way for Partners to instantly capture new client data (e.g. at events or trade shows).

Add New Client

To add a new client to your network, do the following:

1. From Partnering Home navigate to **Profiles > Profile Dissemination** and select **Client** and click **New Client**. The Create Client window will open. Alternatively, you can access the Create Client window by navigating to **Profiles > Profile Dissemination > Client > Client Management > My approved clients**, then click **New Client**.

privacy policy statement'. Below the checkbox are two buttons: 'Cancel' and 'Approve the Client data'."/>

2. Choose an email to serve as username to log in to the client area. This mail address will be where the client will receive both the notifications to set his or her password and the results of the queries.
3. Provide the client's contact details.

4. Select the appropriate EEN association from the list and the relevant contact person (usually yourself or someone from your network).
5. Click **Approve the Client data** to complete their client data. The Create Query window will open so you can create the first query for your client.

Note: You must create a query for the client before their data is accepted. If you do not create a query for the client then their account will not be activated.

6. Complete the Create query form as required. The information you provide in this form will determine the type of profiles that will be sent to the clients email address and the frequency that profiles will be sent. For further information on queries and query management please refer to the [Query Management](#) section of this Guide.
7. Click **Save** to save the client or **Cancel** to quit customer registration without saving. Once you have saved the client they will now be visible in your dashboard as an approved client.

Note: Your client must agree with the EEN privacy policy statement in order for you to create an account for them. This is not required when you edit your client's details.

Edit Client Information

To edit client details from your dashboard, do the following:

1. From Partnering Home select **Profiles > Profile Dissemination > Client** and click **Client Management**. The Client Dashboard will open.
2. Select **My approved clients** tab. A list of your active clients will be shown.
3. Select the client you wish to edit. The client registration form will open.
4. Edit the details as required.
5. Click **Save**. The client edits will now be saved.

Approve Pending Clients

To approve pending clients who have registered to your network, do the following:

1. From Partnering Home select **Profiles > Profile Dissemination > Client** and click **Client Management**. The Client Dashboard will open.
2. Select **My pending clients** tab. A list of clients pending activation will be shown.

Note: Pending clients are clients that will be added to your Network. They must be approved before their queries can be approved.

3. Locate the client you wish to approve or reject. Click  to edit the client. The edit client window will open.

Edit client
✕

Login details

? Email: *

Contact details

? Title:

? First Name: *

? Last Name: *

? Gender:

? Company: *

? Street:

? Postcode:

? Country: *

? City: *

? Partner: *

? Contact person: *

? Client Type: *

? Size: *

? Phone Number: *

? Fax Number:

? Host organisation website:

Legend:

? Click the icons for field-specific help in this form.

4. Go through the form and ensure that all data is correctly added.
5. Click **Approve** to confirm the registration or **Cancel** to cancel and return to the dashboard.

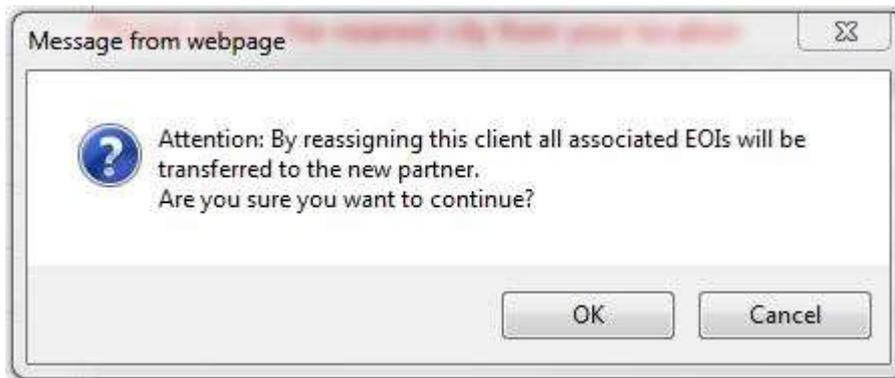
Note: If the client is not applicable to your organisation, you can assign them to another EEN partner, which you can select from the same form.

Delete a Client

To delete approved clients from your dashboard, do the following:

1. From Partnering Home select **Profiles > Profile Dissemination > Client** and click **Client Management**. The Client Dashboard will open.
2. Select **My approved clients** tab. A list of your active clients will be shown.
3. Select the client you wish to edit.
4. Click Delete Client.
5. Add a **Comment** to indicate the reason for this deletion.
6. Click **Delete** to confirm.

- Click **Reassign to another Partner** to reassign the client to the new organisation. A warning will open asking to confirm that you would like to reassign the client:



- Click **OK** to confirm that you would like to reassign the client (or **Cancel** to cancel your changes). The client will no longer be present in your Customer dashboard. The Partner that you reassigned the client to will now see the client in the Customers dashboard of Merlin.

Reassign all approved clients

Note: The following instructions can only be completed by a Profile Manager. Standard users cannot reassign all approved clients.

There may be instances where a Profile Manager will need to reassign **all** approved clients to another Partner or organisation (e.g. in instances of EEN Partner networks being merged).

To reassign all approved clients, do the following:

- From Partnering Home click **Profiles > Profile Dissemination > Client > Reassign All Clients**. The Reassign all approved clients window will open:

- Select the country in which the network is located.
- Select the EEN partner in charge
- Select the contact person to whom you will assign your clients.
- Click **Save**. The person you chose will now be able to see all the assigned clients in their Client Management dashboard.

Query Management

When you make a query, you are making a request for information based on a selection of criteria. A query is different from a common search operation in that the search criteria of the query can be stored. Based on the

stored query, you will receive updated results at regular intervals to an email inbox or via the Enterprise Europe Network IT Platform.

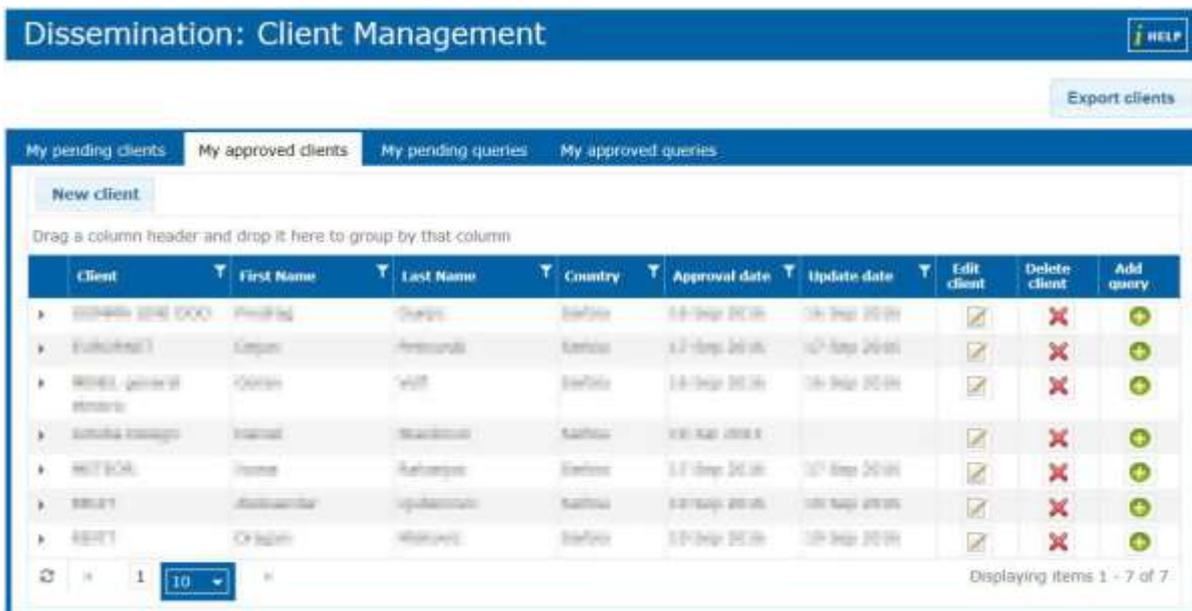
You can create and update queries on profiles and events that you are interested in for yourself **and** your clients.

Managing Queries

All clients and queries relating to you and your network that are pending confirmation or have already been approved can be managed from the following area of the dashboard.

To manage your queries, you must have an account and be logged in. To access the **Client Management** dashboard, do the following:

1. Scroll the cursor over **Profile Dissemination** in the Partnering Tools dashboard drop down menu.
2. Click **Client**, then **Client Management**. The Client Management dashboard will open.



Create a client query

As a Network partner, you can create queries for your clients who have an account in the Enterprise Europe Network IT Platform. From the Partnering Tools dashboard select **Profiles** > **Profile Dissemination** > **Client** and click **Client Management** to open the Client Management dashboard.

From here, go to **My approved clients** and select the relevant client you wish to create a query for, then click  to add a query. The query form will open:

Fill out the query form. Here are a few tips:

Note: All fields marked with an asterisk (*) are mandatory. You can supply as much (or as little) information as you require. For example, if you want the query to contain only information regarding upcoming events that may be of interest to you/your client then you would add a Query name and complete the event types and events location field.

The more information you provide the fewer results you will receive, the less information you provide the more the results will be. For that reason it is advisable to regularly check the query and edit it to ensure that you receive the results that you are looking for.

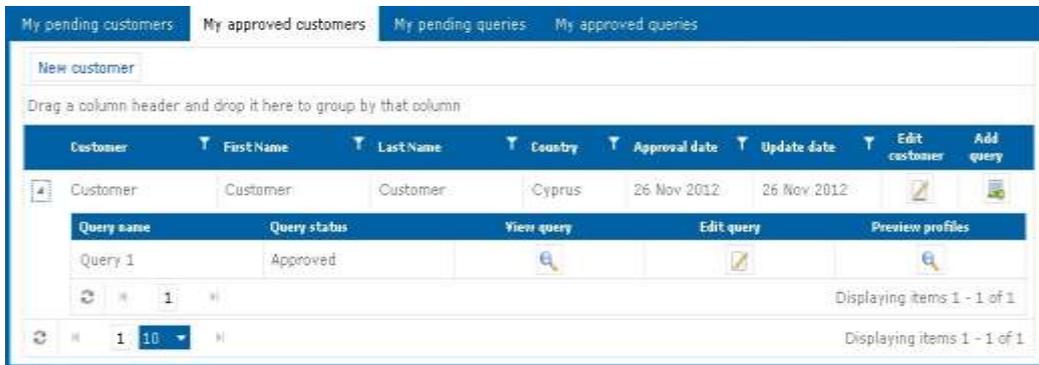
1. In the **Query Information** section you can:
 - Give the query a name that is recognisable to you and your client. This will make it easier to locate
 - Indicate any free text words e.g. “nanotechnology and microprocessors” that are included in the profiles
 - Determine if the profiles should contain all the free text words or any of the free text word
 - Define how often the profiles are sent to you/your client by selecting Daily, Weekly Monthly or None in the **Receive Emails** field
2. In the **Keywords** section type the technology and market keywords that the profiles you are looking for should contain. A list of keywords will be proposed matching the combination of letters that you type. You can select multiple keywords for each field. Select the keywords carefully, as the relevance of the search results will be influenced by the keywords you choose. Alternatively, you can click the  icon to open the keyword picker, where you can add keywords from the tree view. For further information please see [Working with Technology, Market and NACE Keywords](#).
3. The **Profile types** section relates to the types of profile your client/you would like to receive profiles for.
4. The **Client** section relates to the expected potential partner that the client is looking for.
5. The **Partnership considered** field indicates the types of partnership that your client is looking for. To select multiple types, hold the **Ctrl** key down on your keyboard and select the desired values.
6. In the **Country and language** section you can:
 - Indicate where the profiles originate from

- Choose the countries that the profile is targeting
 - Define which languages are spoken by the client
7. In the **Industrial sectors** section you can define which sector groups that you want to receive results for. Sector groups are groups of partner organisations set up by the Network to offer specific support in specific business sectors. (see <http://een.ec.europa.eu/about/sector-groups>) Certain profiles may be assigned to one of these sector groups.
 8. In the **Event Types** and **Events Location** sections you can:
 - Determine if you want to receive Events information relating to the event type and event location
 9. Click **Save** to submit the query. Your query will be displayed in your account page, under your personal details.

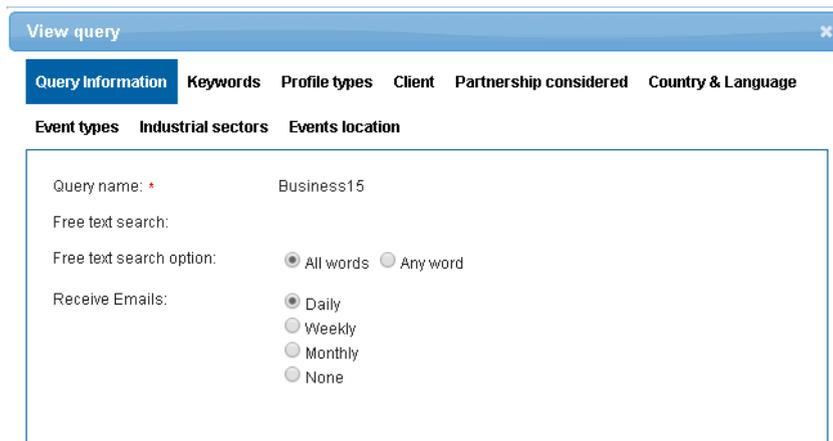
View Approved Client Queries

To view queries that have been approved for a particular client, do the following:

1. From the Client Management dashboard click **My approved clients**. A list of your approved clients will be shown.



2. Click  to view the active queries relating to a particular client.
3. Click  to view the query. The query will open in a separate window.



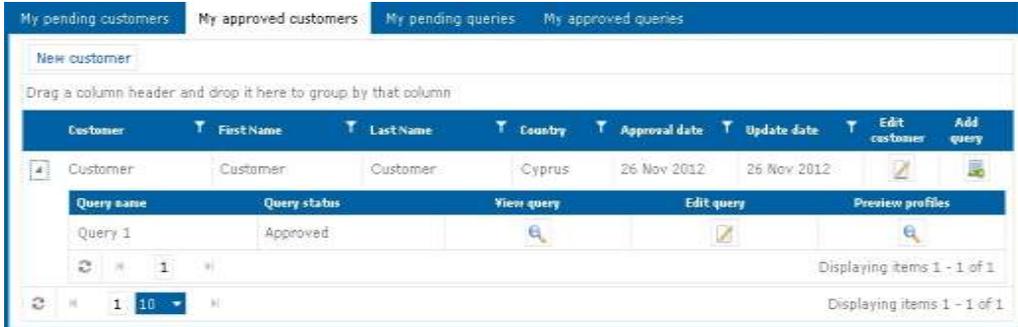
4. Click  to close the query.

Note: To view all approved queries **without** seeing them assorted them by client then click the **My Approved Queries** tab in the **Client Management** dashboard.

Edit Approved Client Queries

To edit approved client queries, do the following:

1. From the Client Management dashboard, click **My approved clients**. A list of your approved clients will be shown.



2. Click  to view the active queries relating to a particular client.
3. Click  to edit a query. The **Edit query** window will open.

4. Edit the query as required. Click **Approve** to confirm and save the new edits, **Cancel** to cancel the edit and return to the Client Management dashboard or **Delete** to delete the query.

View Pending Queries

To view client queries that are pending approval, do the following:

1. From the Client Management dashboard click **My pending queries**. A list of pending queries will be shown.

Customer	First Name	Last Name	Query Name	Country	Reason	Create date	Update date	No. of Keywords selected	View query	Edit query
EV	Eva	Lopez	electric	United States Virgin Islands	New	17 Aug 2012	17 Aug 2012	0		
BDF	Toto	1234	All interest	Belgium	New	17 Aug 2012	17 Aug 2012	0		
EV	Eva	Lopez	Water	United States Virgin Islands	New	17 Aug 2012	17 Aug 2012	0		

2. Click to view a particular query. The query will open in a separate window.

View query ✕

Query Information | **Keywords** | **Profile types** | **Client** | **Partnership considered** | **Country & Language**

Event types | **Industrial sectors** | **Events location**

Query name: * Business15

Free text search:

Free text search option: All words Any word

Receive Emails: Daily
 Weekly
 Monthly
 None

3. Click to close the query.

Edit Pending Queries

To edit pending client queries, do the following:

1. From the Client Management dashboard click **My pending queries**. A list of pending queries will be shown.

Customer	First Name	Last Name	Query Name	Country	Reason	Create date	Update date	No. of Keywords selected	View query	Edit query
EV	Eva	Lopez	electric	United States Virgin Islands	New	17 Aug 2012	17 Aug 2012	0		
BDF	Toto	1234	All interest	Belgium	New	17 Aug 2012	17 Aug 2012	0		
EV	Eva	Lopez	Water	United States Virgin Islands	New	17 Aug 2012	17 Aug 2012	0		

2. Click to edit a query. The **Edit query** window will open.

Edit the query as required. Click **Approve** to confirm and save the new edits, **Reject** to reject the edits and **Cancel** to cancel any edits and return to the Client Management dashboard.

Create a Partner Query

It is possible to create queries that you, as a partner, will receive emails for and then be able to action on behalf of your clients. Partner queries differ slightly to Client queries as each query that you receive will give you two links to access the profile. The first one **View Partnering Opportunity** will give you access to the Partner organization behind the Profile's contact details while the second **View Partnering Opportunity (for client)** will give you a direct link to the profile as clients would see it, containing the information of their local partner. It is possible to create Queries for Profiles and Events.

You can create a Partner Query for Profiles and Events via two ways:

- By running an advanced profile or event search in Merlin and clicking **Save as Query**.
- By navigating to your **My Queries** dashboard and creating a query manually. To learn how to do this please see the instructions below.

Note: The following instructions show how to create a Partner Query for Profiles however the process is the same for creating Partner queries for events. To create a Partner Query for Events then simply click the **My Events Queries** tab from the My Queries dashboard. See instruction 2 below.

To create a Partner query for yourself, do the following:

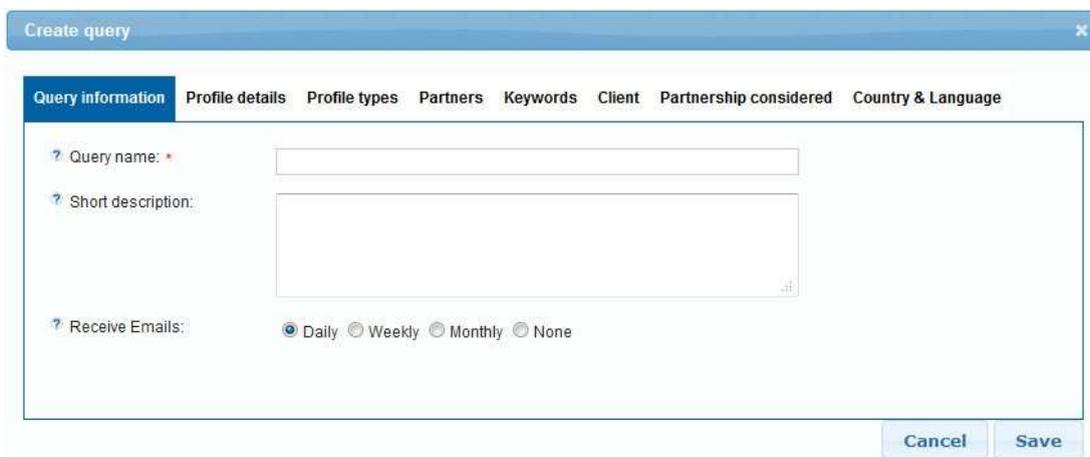
1. From Partnering Home navigate to **Dissemination** and click **My Queries**. The My Queries dashboard will open to display all your active queries:



2. Click **My Profile Queries** tab to show all profile queries that you have created.

Note: If you wish to create an event query then you should click the **My Event Queries** tab.

3. Click **New Query**. The Create Query window will open:



4. Fill out the query form, here are a few tips:

Note: All fields in the form marked with asterisk (*) are mandatory. You can supply as many (or as little) criteria for the query. However, please remember that the more detailed your query the less results it will produce. Likewise, the fewer criteria you define the broader the search results will be. For that reason it is advisable to regularly test and edit your query to ensure that it produces the desired results.

- Make sure you provide clear names for all your queries in the **Query Name** field; otherwise, you may not be able to distinguish between queries in the My Queries Dashboard list. Additionally, indicate how often you would like to receive emails containing new profiles for the query that you have created. You will begin to receive query results as soon as the query is saved and profiles matching your requirements are created.
- In the **Profile details** section you can indicate any free text words that you would like the profiles to contain. For example, you may wish to receive query results for profiles containing “nanotechnology and microprocessors”. You can indicate if you wish to only receive profiles that contain **all** the free text words you supply or **any** of the free text words you supply. Additionally, you can indicate the stage of development and IPR status and the Profile date. In the profile date field you can define a date range (or a single date) to receive profiles only published, last updated or expires between two dates or until a defined date or from a defined date.
- In the **Profile Types** section indicate the types of profiles that you would like to be retrieved by the query.
- In the **Partners** section indicate the Partner organisation and/or Consortium and/or the sector group behind the searched profiles.
- In the **Keywords** section, choose Technology Keywords and Market Keywords applicable to the profile. It is advisable, though not mandatory, to choose the lowest level keywords if possible, as these are the most specific. You can select multiple keywords for each field. Select the keywords carefully, as the relevance of

the search results will be influenced by the keywords you choose. Alternatively, you can click the  icon to open the keyword picker, where you can add keywords from the tree view. For further information please see [Working with Technology, Market and NACE Keywords](#).

- In the **Client** section you can indicate the type and size of the client who is looking for partnering, as well as NACE keywords related to their business.
- In the **Partnership considered** section select the type of partnership that the client would consider. To select multiple types, hold the **Ctrl** key down on your keyboard and select the desired values.
- In the **Country and language** section you can determine the languages spoken by the owner of the profile, where the profile originates from and which countries they are looking for partnering opportunities in.

Note: The query fields are slightly different when creating an event query. Here you can select the event location, event type, define sector group, keywords and partner information.

5. Click **Save** to save the query or **Cancel** to cancel the query and return to the My Queries dashboard. A pop up will open to show that the query has been successfully created. The query is now active:

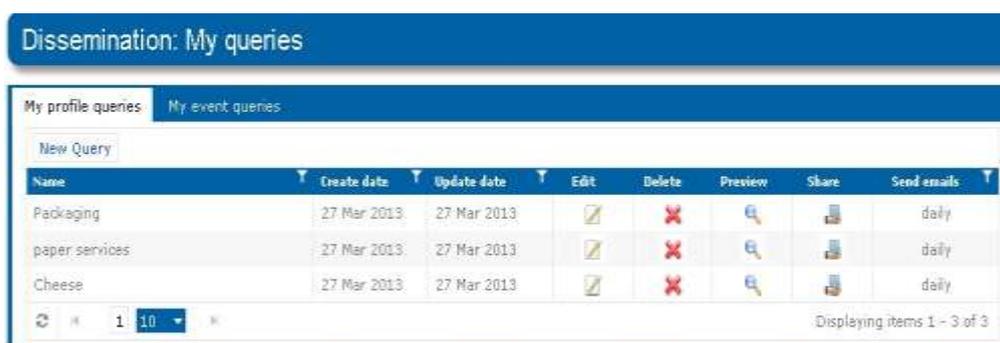


Edit a Partner Query

It is possible to edit your query at any time if, for example, you wish to change how often you receive the emails or you want to update the query keywords.

To edit a query, do the following:

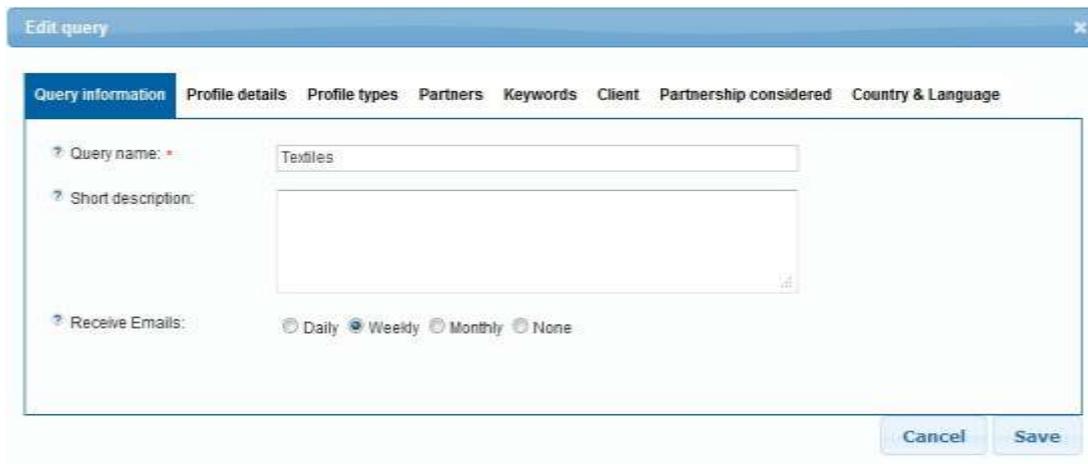
1. From Partnering Home select **Profiles > Profile Dissemination** and click **Profile Queries**. The My Queries Dash- board will open to show all active queries that you created:



2. Click **My Profile Queries** tab to view the queries you created for Profiles.

Note: If you wish to edit an event query then you should click the **My Event Queries** tab.

3. Locate your query for edit in the table and click . The Edit Query window will open:



4. Edit your query as required. Remember to ensure that all fields marked with an asterisk(*) are mandatory.
5. Click **Save** to save your changes or **Cancel** to cancel and return to the My Queries Dashboard. A popup will open to show that your edits have been saved:



Preview a Partner Query

It is possible to preview your query to view all results that the query has produced at any time. To do so, do the following:

1. From Partnering Home select **Profiles > Profile Dissemination** and click **Profile Queries**. The My Queries Dash- board will open:



Name	Create date	Update date	Edit	Delete	Preview	Share	Send emails
Packaging	27 Mar 2013	27 Mar 2013					daily
paper services	27 Mar 2013	27 Mar 2013					daily
Cheese	27 Mar 2013	27 Mar 2013					daily

2. Click **My Profile Queries** tab to view the queries you created for Profiles.

Note: If you wish to preview an event query then you should click the **My Event Queries** tab.

3. Locate the query that you wish to preview in the list and click . The preview query window will open which display a list of all records for the query:

We found **78** records for your query.

[A French company specialized in systems dedicated to organize data backups and their synchronization for small and medium sized companies is looking for distributors, agents or companies interested in acquiring and promoting the tool in Belgium, Luxembourg](#)

Business Request : Updated last quarter from France

A French company specialized in systems dedicated to organize data backups and their synchronization for small and medium sized companies is looking... [?](#)

Technology keywords :

Market keywords :

NACE keywords :

Expires in 10 months

[A French SME, specialized in web portals, has developed an IT tool that allows the user to build a smart and intuitive cartography application easily. The company is looking for IT trade agents, distributors and representatives in Europe and United States](#)

Business Request : Updated last quarter from France

A French SME, specialized in web portals, has developed an IT tool that allows the user to build a smart and intuitive cartography application... [?](#)

Technology keywords :

Market keywords :

NACE keywords :

Expires in 9 months

[French company leader on the hand tool market seeks an agent or a distributor in Italy and more precisely in Lombardia, Piemont, Veneto or Emilia Romagna.](#)

4. Click on a profile title to view the profile and contact details for the Partner organisation behind the profile

Delete a Partner Query

If you have no further need for a query you can easily remove it.

Note: Deleting a query removes it completely from the system. The query will not be archived and it cannot be re-activated.

To delete a partner query, do the following:

1. From Partnering Home select **Profiles > Profile Dissemination** and click **Profile Queries**. The My Queries dashboard will open.
2. Click either **My Profile Queries** or **My Event Queries** tabs dependent on the type of query you wish to delete.
3. Locate the query you wish to delete in the table and click **✘**. The Delete Query popup will open asking you to confirm your selection:



4. Click **Delete** to remove the query or click **Cancel** to cancel your selection and return to the My Queries dashboard without deleting. A Popup will indicate that the query has been deleted successfully:



Share a query

Occasionally, it may be beneficial to share a query with other partner users (both inside and outside your own consortium). Queries can be shared with users having the public flag (i.e users who agreed to have their profile displayed to the Network). To share a query, do the following:

1. From Partnering Home select **Profiles > Profile Dissemination** and click **Profile Queries**. The My Queries dashboard will open.
2. Click either **My Profile Queries** or **My Event Queries** tabs dependent on the type of query you wish to share.
3. Locate the query you wish to share and click . The Share query window will open:



4. Provide a **Query name** that will be recognizable to the recipient of the query as this will be the new query name for all recipients.
5. Supply any **Comments** that will be included in the email that is sent to the recipient notifying them that they have received a shared query.
6. In the **Share Query with** field enter as many names of those to receive the shared query as required. You can share your query with **any** user of Merlin.
7. Click **Share** to share the query or **Cancel** to return to the My Queries dashboard without sharing your query. Once you share the query it will be sent to all the recipients you specify via email.

The recipient(s) will be able to see their shared query in their My Queries dashboard when they log in to Merlin. The Query will contain the Query name you provide, a date stamp and reference number to distinguish the query from others (i.e. <Query name>_<Query send date>_<Reference number>).

Stakeholder Management

As a Partner your organisation may have a number of Stakeholders, such as clusters in your region who you work with. Your Stakeholders have the opportunity to add the Stakeholder widget to their website which serves as another useful dissemination tool for potential clients looking for partnering in the network.

If your Stakeholder has the Stakeholder widget installed on their site, anonymous and subscribed clients can register and log in to the Merlin client site, search profiles and events and create expressions of interest which will be directed through your organisation.

As a Partner with a Stakeholder your responsibility is to:

- Manage your stakeholders (Create, edit, delete Stakeholder)
- Receive statistics on the Stakeholder widget usage (Currently in development)

All of this functionality is managed from the Stakeholder management dashboard. To access the Stakeholder Management dashboard log in to Merlin and click **Profiles > Profile Dissemination > Stakeholder**. The Stakeholder Management Dashboard will open:

Stakeholder	First Name	Last Name	Country	Edit stakeholder
Bloggs Ltd	Joe	Bloggs	Belgium	
test	test	test	Bulgaria	

From here it is possible to view all stakeholders for your organisation, add a new stakeholder, editing existing stakeholder and complete other administrative tasks relating to Stakeholder management.

Please see below to learn how to manage your Stakeholder in Merlin. Alternatively, for instructions on using the Stakeholder widget in Merlin please refer to *Merlin Stakeholder User Guide*.

Note: If you cannot see the Stakeholder menu, contact the EEN Support team, who will give you proper access.

Add a new Stakeholder

As a Partner you can add Stakeholders to your organisation as they have been approved by the Agency. To create a new Stakeholder, do the following:

1. From Partnering Home navigate to **Profiles > Profile Dissemination** and click **Stakeholder**. The Stakeholder dash- board will open. This shows a list of all Stakeholders for your consortium.
2. Click **New Stakeholder**. The Add Stakeholder window will open:

3. Fill in all details possible. Remember that all fields marked with an asterisk (*) are mandatory.
4. Click **Save** to save the information or **Cancel** to reset your edits and return to the Stakeholder dashboard.

The Stakeholder will receive an email at the address you specify where they must activate their account and change their password.

Edit a Stakeholder

To edit an existing Stakeholder, do the following:

1. From Partnering Home navigate to **Profiles > Profile Dissemination** and click **Stakeholder**. The Stakeholder dash- board will open. This shows a list of all Stakeholders for your consortium.
2. Navigate to the Stakeholder that you wish to edit and click  to edit the stakeholder. The Edit Stakeholder window will open.

Edit Stakeholder

Login details:

* Email: jon.jackson@jj.com

Contact details:

* First Name: Jon

* Last Name: Jackson

* Company: JJ Ltd

* Street: 123 Client Road

* Postcode: 1000

* City: Brussels

* Country: Belgium

* ClientType: Inventor

* Size: <= 10

* Phone Number: +3269248665

* Fax Number:

* Website:

Cancel Save

Legend:
Click the icons for field-specific help in this form.

3. Make all edits you require. Remember that all fields marked with an asterisk (*) are mandatory.
4. Click **Save** to save your edits or **Cancel** to reset your changes and return to the Stakeholder list without saving.

Delete a Stakeholder

To remove an existing Stakeholder, do the following:

1. From Partnering Home navigate to **Profiles > Profile Dissemination** and click **Stakeholder**. The Stakeholder dash-board will open. This shows a list of all Stakeholders for your consortium.
2. Find the Stakeholder that you wish to delete and click the icon **✖**. A dialog will appear where you must provide a reason for deleting the Stakeholder.

Delete stakeholder

⚠ Stakeholder account and all associated queries will be permanently deleted and cannot be recovered.

Reason for deletion:
Stakeholder collaboration ended.

Delete Cancel

3. Provide the reason for deletion, and click **Delete**. The system will provide a confirmation of deletion, and the Stakeholder account will disappear from your dashboard.

6. Managing Expressions of Interest

The goal of an expression of interest (EOI) is to allow you to show an interest for a particular POD profile. It is the first step in establishing business relationships with other companies and organisations throughout Europe with the help of the Enterprise Europe Network.

You can make expressions of interest on a selection of profiles that have been published directly on the Network website, or on profiles that you have searched for yourself using the profile search functionality (see [4. Disseminating Profiles](#)).

Note: Please be aware that the expression of interest function is still undergoing development. As a result not all features may be available immediately.

Expression of Interest - Management Dashboard

All expressions of interest that are made and received are managed from one of two **Expression of Interest - Management Dashboards**, which are found under **Profiles > EOI**.

- My EOIs (loosely defined as expressions of interest that you/your organisation make)
- EOIs Received (loosely defined as expressions of interest that you/your organization receive)

From these pages you can manage:

- EOIs made by My Local Clients
- EOIs made by My Organisation
- EOIs Received
- EOIs Awaiting Other Partner Action
- Archived EOIs for My Profiles
- My Archived EOIs

It is possible to tell which expressions of interest require your input in both of the dashboards by looking at the **view** column of each of the tables. From this column you will see the icon  which shows that there are actions needing your/your organisation input. As soon as you click into a profile or make advances in the expression of interest process then the  icon will disappear to signify that the EOI has been read and is being actioned by a person. For this reason it is very important that you communicate with members of the management of your EOIs because as soon as a EOI has been opened the  icon will disappear.

Additionally, when an EOI is going through the discussion and negotiation stages between your organisation and the Partner organisation behind a profile you may see the icon  under the **view** column of a table to signify that there is a new message for the EOI that requires your organisations input. The red number next to the  icon determines how many new messages are awaiting your input.

My EOIs Dashboard:

My Expressions of Interest HELP

Search Profile EOIs

Profile reference: Search

EOIs made by My Local Clients Export eoIs made by my local clients

Profile Name	Profile Type	Origin Type	EOI Made By	Profile Reference	Created Date	Partner Behind the Profile	Due Date	EOI Status	View	Reaction
No records to display.										

Displaying items 0 - 0 of 0

EOIs made by My Organisation Export eoIs made by my Organisation

Profile Name	Profile Type	Partner Behind the Profile	Profile Reference	Created Date	Follow Up Date	Auto Follow	Partner Contact Person	Original EOI Made By	EOI Status	Original EOI	View
<ul style="list-style-type: none"> British and scientific planning expertise and strategy planning... 	TO		TOPR2018013001	04 Aug 2018		<input checked="" type="checkbox"/>			Pending		View React
<ul style="list-style-type: none"> Danish lamp designer asks high quality catenary engineering 	BR		BRDK20180731001	22 Jul 2018		<input type="checkbox"/>			Further info provided		View React
<ul style="list-style-type: none"> Spanish company asks manufacturer for their main design... 	BR		BRDK20180813001	07 Jul 2018		<input type="checkbox"/>			Further info provided		View React
<ul style="list-style-type: none"> Catholic microencapsulation technology 	TR		TRIT20181108001	08 Jul 2018		<input type="checkbox"/>			Further info provided		View React

Displaying items 1 - 4 of 78

My Archived EOIs

Profile Name	Profile Type	Origin Type	Original EOI Made By	Profile Reference	Created Date	Partner Contact Person	Partner Behind the Profile	EOI Status	Original EOI	View
<ul style="list-style-type: none"> JPL producer of sulfur powder for solar power satellite links... 	BR	Partner		BRUK20130907002	28 Jul 2016			Companies are interested		View React
<ul style="list-style-type: none"> BURKATERS - 3DR photonics printer source 	RDK	Anonymous Client		RDKR20180810001	21 Jun 2018			Companies not interested		View React
<ul style="list-style-type: none"> Microencapsulation 	TO	Anonymous		TOCH20180318001	01 Jun 2018			Companies ...		View React

EOIs Received Dashboard:

Note: Sometimes, multiple EOIs received for the same profile may be shown in different dashboards, depending on their status. To see all the EOIs received for a particular profile, open the profile in any of the dashboards and scroll down to the bottom of the page. All associated EOIs are listed here. To view the details of a particular EOI, click the icon .

Expressions of Interest			
Local Partner	Source	Status	View
Marbor Development Agency	Partner	Companies not interested	
Chamber Of Commerce And Industry Of Slovenia	Partner	Further info provided	

Expression of Interest -Management Dashboard Table Definitions

Each of the six tables found in both the Expression of Interest Management Dashboards are defined below:

EOIs made by Local Clients

The 'EOIs made by Local Clients table' shows profiles that have been subject to expressions of interest (EOI) from local clients (anonymous users or subscribed clients) but are still awaiting you/your organisation's action.

Profiles in this table should be actioned within 14 days by you/your organisation by contacting the client who created the EOI and then compiling all necessary information to send the EOI to the Partner in charge of the Profile.

To do this, click a profile name in this table and select Create an Expression of Interest.

Profiles will move from the **EOIs made by Local Clients** to the **EOIs made by My Organisation** table in the **My EOIs dashboard** once you/your organisation has sent the EOI to the Partner in charge of a Profile.

EOIs made by My Local Clients

Profile Name	Profile Type	Origin Type	EOI Made By	Profile Reference	Created Date	Partner Behind the Profile	Due Date	EOI Status	View	Reassign
Ultra high definition audio-video matrix switcher and...	Technology Offer	Anonymous Client	View Profile	TGF20141210002	30 Mar 2015	Company behind the profile		Pending	View	Reassign
H2020- ERIC-6-2015 "Building open government at local level"	Research & Development Request	Anonymous Client	View Profile	RDL20150320001	30 Mar 2015	Company behind the profile	13 Apr 2015	Pending	View	Reassign
H2020- ERIC-6-2015 "Building open government at local level"	Research & Development Request	Anonymous Client	View Profile	RDL20150320001	30 Mar 2015	Company behind the profile	13 Apr 2015	Pending	View	Reassign
Legend -H2020- Traditional fish performance materials...	Research & Development Request	Subscribed Client	View Profile	RDC20150320002	24 Mar 2015	Company behind the profile		Pending	View	Reassign

Displaying Items 1 - 4 of 26

EOIs made by My Organisation

The 'EOIs made by My Organisation' table shows expressions of interest (EOI) that you/your organisation have made for profiles either:

1. As a Partner to Partner. This means that the profile is found by you/your organisation via intranet search and you/ your organisation created and sent an EOI directly to the Partner behind the Profile. EOIs of this type will not contain client information in the table.
2. As a Partner representing your local client who created the EOI which you then manage on their behalf by sending the EOI to the Partner behind the Profile. In this instance you/your organisation can see your client information shown in the table.

The Partner behind the Profile will see the EOI you/your organisation created on their dashboard in the **EOIs Received** table (located on the Received EOIs dashboard). If certain fields in the table are blank it indicates that the EOI is a Partner to Partner EOI.

Click **View** to see the status of the EOI and to monitor, add comments and ask questions to the Partner organisation where the profile originates.

Profile Name	Profile Type	Partner Behind the Profile	Profile Reference	Created Date	Follow Up Date	Auto Follow	Partner Contact Person	Original EOI Made By	EOI Status	Original EOI	View
A Chinese company is looking for cooperation on processing...	TR	View Profile	TRCN20160811001	17 Aug 2016		<input type="checkbox"/>	View	View	Pending	View	View
Slovenian manufacturer of filament for 3D printing seeks...	BO	View Profile	BOSI20160128001	16 Aug 2016		<input type="checkbox"/>	View	View	Further info provided	View	View

My Archived EOIs

The 'My Archived EOIs' table shows all past EOIs that you have sent, which have been rejected/did not reach an agreement. Profiles that have been given the EOI Status 'Companies Not Interested' will be visible in this table.

Note: Once an EOI is archived it is not retrievable. You will need to recreate the EOI again if you accidentally archive the EOI.

My Archived EOIs

Profile Name	Profile Type	Origin Type	Original EOI Made By	Profile Reference	Created Date	Partner Contact Person	Partner Behind the Profile	EOI Status	Original EOI	View
--------------	--------------	-------------	----------------------	-------------------	--------------	------------------------	----------------------------	------------	--------------	------

EOIs Received

The 'EOIs Received' table shows your organisations profiles that have received an expression of interest (EOI). You/your organisation will receive EOIs in this table via 3 ways:

1. The EOIs are sent to you/your organisation by Partners when their client (anonymous user or subscribed client) creates an EOI for your profile.
2. EOIs which are automatically forwarded to you/your organisation by the system when the Partner who is in charge of sending you their clients EOI does not react (i.e. they didn't follow up with you/your organisation, did not send you/ your organisation messages or they did not update the EOI status) within the 14 day limit.
3. Partner to Partner EOIs. Meaning when a Partner makes an intranet search and makes an EOI for your profile without their clients knowledge. In this instance, there is no client behind the Partner sending the EOI.

In points 1 and 3 the 'EOI made by' field of the table is empty to maintain client anonymity. The 'EOI made by' field will not be empty when point 2 occurs because the Partner did not action the EOI within 14 days so you will receive the EOI and client contact details automatically.

Profile Name	Origin Type	EOI made By	Profile Type	Profile Reference	Profile Owner	Created Date	Follow Up Date	Auto Follow	Local Partner	Partner Contact Person	EOI Status	View
A leading UK brand of high quality router technologies for...	Subscribed Client		BO	BOUK20160802004	Nicky Whiting	23 Aug 2016		<input type="checkbox"/>	RU00476 Russian Agency for Small and...	Russian Agency for SME support	Further info provided	

EOIs Awaiting Other Partner Action

The 'EOIs Awaiting Other Partner Action' table shows your organisations' profiles that clients have made an expression of interest (EOI) for, but the Partner managing the client has not yet followed up with you/your organisation about the EOI. At this stage, you are not yet able to see the details of the EOI.

Once the Partner who is managing the client follows up on the EOI with you/your organisation, the profile will be moved from the 'EOIs Awaiting Other Partner Action' table to the **EOIs Received for My Profiles** table, where you will be able to see the full details of the Expression of Interest.

If the Local Partner does not action their clients' EOI within 14 days then the EOI will automatically be sent to you/your organisation. The EOI information will automatically be moved to the **EOIs Received** table and the EOI and client contact data will be visible to you/your organisation.

Profile Name	Profile Type	Profile Reference	Profile Owner	Created Date	Local Partner	Contact Person	Due Date
No records to display.							
<input type="text" value="1"/>							Displaying items 0 - 0 of 0

[Show All](#)

Archived EOIs for My Profiles

The 'Archived EOIs for My Profiles' table shows all past EOIs that you/your organisation has received for your profiles that have been rejected/did not reach agreement. Profiles that have been given the EOI Status 'Companies Not Interested' will be visible in this table.

Note: Once an EOI is archived it is not retrievable. You/your organisation will need to recreate the EOI again if you accidentally archive the EOI.

Archived EOIs for My Profiles

Profile Name	Profile Type	Profile Reference	Profile Owner	Created Date	Local Partner	Contact Person	Due Date	EOI Status	View
UK company seeks partners to manufacture and/or supply a...	BR	BRUK20160321001	Mathilde Murphy	22 Aug 2016	TW00818 Taiwan External Trade...	Kelly Wu	5 Sep 2016	Rejected	
British commercial agent in the construction sector is...	BR	BRUK20160426001	Mathilde Murphy	11 Aug 2016	TR00240 EGE UNIVERSITESI	Anil Şensöz		Companies not interested	
A UK global wireless testing organisation seeks partners...	BO	BOUK20160209006	Nicky Whiting	10 Aug 2016	AR00787 Eurocámara Argentina	Claudio Farabola		Companies not interested	
UK manufacturer of packaging and processing machinery is...	BO	BOUK20160711006	Marta Quiros Garcia	09 Aug 2016			23 Aug 2016	Rejected	

Displaying items 1 - 4 of 636

New EOIs

When a new EOI is created and made available to view it is marked with the note **NEW** in the View column. This indicates that the EOI has currently not been viewed. Once opened the marker will disappear and will appear as if the EOI has been read.

If you should wish to mark an EOI as unread so that it will appear as New for other partners, select the option Mark as Unseen to close the EOI:

Maximum size per file: 4MB

Make an EOI as a Client

The following instructions will look at making an EOI as an anonymous user (via the Merlin widget). It assumes that the client has already completed a Basic search or Advanced search. If you have not yet done this, see [4. Disseminating Profiles](#)

1. Open the profile you are interested in by clicking on **Profile**, then click **Request More Information** at the bottom of the profile details page. The EOI form will open:

2. You have the following options:
 - If you are already a subscribed client, click on **Click here to sign in**. Thus you will be able to make the expression of interest quicker, using your account. (See *Merlin Client User Guide* for more information).
 - If you wish to make the EOI on the selected profile and receive further information about the types of profiles that interest you on a regular basis, click on **Click here to register** (See *Merlin Client User Guide* for more information).
 - Otherwise, complete the EOI form as indicated in the following steps.
3. Answer the questions in the form. Please provide as many details as possible. This will help the Enterprise Europe Network to provide you with assistance better tailored to your needs.
4. Provide your contact details. The **City** drop-down box contains a list of cities in your country where Network partners are active.
 - If your city is on the list, select the city, and click **Save**. Your EOI is submitted and you will be contacted by a Network representative as soon as possible.
 - If your city is not on the list, select **none of the above**. You can then type the name of your location and then select the city closest to you.
5. The system will display the list of partners that are active in the chosen city. Select a partner.
6. Enter your email address and phone number so you can be contacted by the partner organisation who will be managing your EOI.
7. Click **Save**. Your EOI is submitted and you will be contacted by a Network representative as soon as possible.

Alternatively, click **Back to profile** to return to the profile without sending the EOI.

Make an EOI as a Partner

There are two instances in which you will be required to make an Expression of Interest on another partner's profile:

1. When you are asked by a client to make the EOI on their behalf
2. When you receive an EOI from a client (either registered or anonymous) via the EEN IT platform, and you need to follow-up on it, namely to make an EOI yourself using the client's pre-filled EOI as a starting point. In the case, your EOI can always be traced back to the original client EOI, as explained further in this section.

In both cases, take the time to analyse the client's request and decide whether it is eligible or whether it should be rejected (see [Reject a Client EOI](#)).

Make an EOI on behalf of a client

To make an internal expression of interest to a local partner behind a profile on behalf of a client's request, do the following:

1. Find the relevant profile using the search tool, then click on its title to open it.
2. Click the **Create Expression of Interest** button at the bottom of the profile form.
3. Complete the Expression of interest form on behalf of your client. Be as detailed as possible to increase the chances of a positive reply.

Create expression of interest

Create expression of interest

If you are interested in this profile, please answer the questions below and click the 'Submit' button. Your answers will be sent immediately to the Network Partner behind the profile.

In what type of technology, business or research collaboration are you interested in? *

600 characters left

What type of further information do you need? *

600 characters left

Presentation of the Interested Company *

600 characters left

Contact Person *

Silvia Maria Fernandez

File Upload:
Maximum size per file:
4MB

Transmit client info Yes No

[Back to Profile](#) [Submit](#)

4. Assign a contact person from your network who will be the contact point for the partnering process.
5. Add any attachments as required to support the EOI.
6. Click **Submit** to submit the expression of interest to the local partner. Your EOI will be found in the **EOIs Made by My Organisation** table of your **My Expressions of Interest** Dashboard.

Follow-up on a client EOI

In the **EOIs Made by My Local Clients** table under the **My Expressions of Interest Dashboard** you will find all the EOIs submitted to you in electronic form via the EIT platform. Here you can decide whether you want to follow-up on or reject a client’s EOI using the system.

Profile Name	Profile Type	Origin Type	EOI Made By	Profile Reference	Created Date	Partner Behind the Profile	Due Date	EOI Status	View	Reassign
No records to display.										
Displaying items 0 - 0 of 0										

To follow-up on an EOI in this dashboard, do the following.

1. Click on the spyglass icon next to an entry to view the client’s EOI and the profile on which the EOI was made.
2. After carefully reviewing the EOI and the profile, scroll down to the bottom of the window that opens and click **Follow up EOI**.
3. The EOI form will open, with the information pre-filled by your client:

4. Complete the Expression of interest form using your client’s EOI as a starting point. Be as detailed as possible to increase the chances of a positive reply.
5. Assign a contact person from your network who will be the contact point for the partnering process.
6. Add any attachments as required to support the EOI.
7. Click Submit to submit the expression of interest to the local partner. Your EOI will be found in the EOIs Made by My **Organisation** table of your **My Expressions of Interest** Dashboard. Next to it you will find a link to view the original client EOI.

EOIs made by My Organisation											Export eois made by my Organisation	
Profile Name	Profile Type	Partner Behind the Profile	Profile Reference	Created Date	Follow Up Date	Auto Follow	Partner Contact Person	Original EOI Made By	EOI Status	Original EOI	View	
A Chinese company is looking for cooperation on processing...	TR	EU Project Innovation Centre	TRCN20160811001	17 Aug 2016		<input type="checkbox"/>			Pending			

Reject a Client EOI

As mentioned previously, as a Partner you have the option to reject a client’s EOI, if for any reason you deem it not to be pertinent.

To reject a client EOI, do the following:

1. In the **EOIs Made by My Local Clients** table under the **My Expressions of Interest Dashboard** click on the spyglass icon next to the desired entry to view the client’s EOI contents and the profile on which the EOI was made.
2. Scroll down to the bottom of the page that opens and click **Reject EOI**.
3. The **Reject Expression of Interest** page will open. Follow the instructions on page to provide a reason to your client and the other partner for rejecting the EOI, and then click **Submit**.

Reject expression of interest

Reject expression of interest

Please provide a reason for rejecting this EOI. Your explanations will be emailed to your client and to the partner behind the profile from a **no-reply email address**. Therefore, please ensure that you indicate **at least the following information** in each of your messages:

For your client:

- A reference to the profile (e.g. the POD reference or the title).
- The contact details of the colleague in your organisation who is in charge of that client, should the client have further questions.
- The reason why the EOI was rejected

For the partner behind the profile :

- The POD reference of the profile
- Optional: the reason why the EOI was rejected

Remember: You are not obliged to disclose any data about your client at this stage.

Message for your client *

600 characters left

Message for the partner behind the profile *

600 characters left

Back to My EOIs
Submit

- The rejected EOI will be archived. You can view it under **My Archived EOIs**, with the status set automatically by the system Rejected.

My Archived EOIs

Profile Name	Profile Type	Origin Type	Original EOI Made By	Profile Reference	Created Date	Partner Contact Person	Partner Behind the Profile	EOI Status	Original EOI	View
Construction management system	TO	Anonymous Client	Self	TOKR20150326002	07 Aug 2016			Archived		
Integration of mobile audio and video equipment in...	BO			BODE20160727003	04 Aug 2016			Companies not interested		

Note: If you are the Partner behind the profile for which an EOI was rejected by a local partner, you will also find this EOI under **Archived EOIs for My Profiles**.

View and update Expression of Interest status

To view the progress, make contact, ask local partners questions regarding the expressions of interest and change the status of your EOI, do the following:

- From the Expression of Interest - Management Dashboard select **View EOI**. The expression of interest will open in a new window:

Expression of interest :

Presentation of the Interested Company	Test EOI 28082012
In what type of technology, business or research collaboration are you interested in?	Test EOI 28082012
What type of further information do you need?	Test EOI 28082012

Already sent/received messages : There are 1 messages

Sent by Vally Fidelman at 29/8/2012 15:59:36

THIS IS A MESSAGE

Add or answer : comments and questions

Send information to: HU00009 - Chamber Of Commerce And Industry Csongr d Cou

Type your message : THIS IS A MESSAGE

EOI Status: Under Negotiation

[Back to main dashboard](#)

- From here you can contact the local partner for information by typing a message, view the message history and update the EOI status. (If the EOI is already closed, the comments field is not available).
- Click **Save** to save any changes you make, alternatively click **Back to main dashboard** to return to the main dashboard without saving.

Note: Once an EOI status has been saved as Signed Agreement then the EOI will be archived and considered complete.

Reassign Expressions of Interest

At times, it may be necessary for an EEN partner to reassign expressions of interest to other partner organisations.

It is currently possible for you as a profile manager to reassign active (i.e. not archived) EOIs coming from **anonymous** users (e.g. when such users are not based in your area of operation) as well as EOIs made by your organisation which are **not linked to an original client EOI** (e.g. in cases in which your activities must be taken over by another EEN partner, etc...).

To reassign an EOI do the following:

1. Navigate to Merlin Partnering > Profiles > EOI > My EOIs.
2. In the **EOIs made by My Local Clients** and the **EOIs made by My Organisation** tables, the EOIs that can be reassigned have the icon .

? EOIs made by My Local Clients Export eoIs made by my local clients

Profile Name	Profile Type	Origin Type	EOI Made By	Profile Reference	Created Date	Partner Behind the Profile	Due Date	EOI Status	View	Reassign
No records to display.										
1										Displaying items 0 - 0 of 0

[Show All](#)

3. Click the icon to reassign the desired EOI. The Reassign EOI page will open.
4. Select the EEN Partner organisation to which you would like to transfer the EOIs:

Reassign Anonymous EOI

Organisation:

5. Click **Reassign EOI**. Your EOI will be sent to the partner organisation you specified, and the default client contact from that partner will receive an email notification. They will see the EOI in the equivalent table in their EOI dashboard (EOI > My EOIs), where it will be marked as **NEW**. Once reassigned, the EOI will disappear from your dashboard.

Note: Once you reassign an EOI to another EEN Partner it is not possible to cancel or amend your decision. The only way to reverse the process is by contacting the Partner organisation you reassigned the EOI to and getting them to reassign the desired EOI back to you.

EOIs can only be reassigned one by one.

If you wish to **reassign EOIs coming from registered clients**, you must **reassign the clients**, and all related EOIs will be reassigned automatically. For more information about reassigning clients, please see "Reassign a Client".

Exporting EOIs

It is possible to export EOIs made by my local clients and EOIs made by my organisation in the Enterprise Europe Network IT Platform in xlsx (Excel documents) format.

To export EOIs, do the following:

1. Navigate to Partnering> Profiles> EOI> My EOIs.
2. Click on Export EOIs made by my local clients or Export EOIs made by my organisation.
3. Click **Export**. The Export Result window will open:



4. Click on the orange arrow to view the generated xlsx file with the exported EOIs.

7. Embedding Merlin in Your Website

Merlin comes packaged with a number of 'widgets' that can be added to a website to pipe through live active profiles and events to your website. These are useful dissemination tools to promote your clients profiles and organisation events to users who may be looking for partnering opportunities with other businesses across the network.

There are two types of Merlin Widget available to you subject to your role in the network:

- **Partner Widget** (For use by Partner organisations on their organisation websites. This widget allow clients (anonymous and subscribed) to conduct searches, make expressions of interest, and register to the network)
- **Stakeholder Widget** (For use by Stakeholders on their 3rd party websites. This widget enables Stakeholders to create a query which shows specific active profiles relating to their field i.e. nanotechnology in a live feed form, client registration to the network and search functionality)

This chapter will provide an overview of widgets and also instructions for adding both widget types to your website.

What is a widget?

A widget is a small piece of code that is added to a website to enable a function that usually occurs in another site i.e. a website could have a widget that contains today's weather for a certain region. The data in the widget would be piped through from a popular weather website. This is done by a widget. In the case of Merlin, the data that is piped through into a Partner site or 3rd party website would be active profiles and the functionality to search profiles and register.

The following diagram indicates a widget in action. The image shows a partner site that is piping profiles through to its home page from Merlin. The red box indicates a type of widget:



Why should I embed Merlin in my website?

With Merlin embedded in your site your users can:

- Search profiles using Simple and Advanced search functionality. Available for both anonymous and registered users.
- Client Registration (See *Merlin Client User Guide*)
- Sign in (if the client is an existing user)
- Create queries (when signed in) (See [5. Managing Clients and Queries](#))
- Create expressions of interest. Available for both anonymous and registered users. (See [6. Managing Expressions of Interest](#))
- Stakeholders can create a customisable query that injects profiles of a particular industry i.e. nanotechnology and have profiles showing a live scrolling feed of profiles on their website.

How can I embed Merlin in my website?

It is straightforward to add a Merlin widget to your website if you have a basic understanding of how to edit web pages and HTML code.

Note: If you are not comfortable with this, then we recommend that the task is done by the original creators of the website or your local website administrator (if you have one).

For in-depth information on how to add a widget to your site please see the following chapters which relate specifically to installing different types of widgets.

Add Merlin search window to your website

To add a Merlin search window to your website to allow users to search the network, do the following:

1. From Partnering Home click **Profiles > Profile Dissemination > Partner Widget**. The Widget page will open containing the html code needed to show various types of widgets that you can add to your site.
2. Scroll to the box 'Add Merlin search facility to your website'

To add Merlin search facility to your Website:

- 1. In an html editor, open for edit the web page that you wish to add the Merlin search window.
- 2. Copy the following html code, in full:

```
<iframe src="http://merlin.netdev.eaci.int/tools/services/SearchCenter/Search/Search?orgId=CY150140-02" height="1200" width="800" frameborder="0"></iframe>
```
- 3. Check that the Organisation ID (i.e. orgId=CY00251) matches your OrganisationID.
- 4. Paste the html code into your html editor where you wish the Merlin search facility to be visible.
- 5. Test the page in the html editor to see if the search facility renders as required.

In the html code you will notice that your organisation ID (i.e. orgId=CY150140-02) has been auto-populated automatically.

3. In an html editor, open the web page that you wish to add the Merlin search window.
4. Copy the full html code highlighted in yellow.
5. Paste it into your html editor where you wish the search window to be visible.
6. Adapt the parameters **height**, **width** and **frameborder** to fit your website.

Note: By default the height is 1200 pixels, width is 800 pixels and frameborder is 0 (Off). Change frameborder to 1 if you wish a border and adapt the height and width to suit you.

The **recommended** minimum width for a search iframe widget is 700 pixels.

7. Test the page in the html editor to see if the search window renders as required.
8. If necessary, repeat step 6 and 7 until you are happy with how the widget displays.

Add Merlin embedded window to register and/or connect from the Partner website

To add a Merlin embedded window to allow user registration and login to the network, do the following:

1. From Partnering Home click **Profiles > Profile Dissemination > Partner Widget**. The Widget page will open containing the html code needed to show various types of widgets that you can add to your site.
2. Scroll to the box 'Add Registration or Connect to Partner Website Functionality to your Website'.

To add the Registration or Connect to Partner website functionality to your Website:

- 1. In an html editor, open for edit the web page that you wish to add the Registration or Log in window.
- 2. Copy one of the following html codes, in full, dependent on what you would like the widget to display:
 - a. Registration page

```
<iframe src="http://merlin.netdev.eaci.int/tools/services/ExpressionOfInterest/Customer/Create?orgaId=CY150140-02" height="1200" width="800" frameborder="0"></iframe>
```

- b. User log in (where client can create, modify and delete their queries)

```
<iframe src="http://merlin.netdev.eaci.int/tools/services/ExpressionOfInterest/Customer/Edit?orgaId=CY150140-02" height="1200" width="800" frameborder="0"></iframe>
```

- 3. Check that the Organisation ID (i.e. orgaId=CY00251) matches your OrganisationID.
- 4. Paste the html code into your html editor where you want the widget to be visible.
- 5. Test the page in the html editor to see if the widget renders as required.

IMPORTANT! You may only use this widgets if you have been subscribed for dissemination. The widget will not work if you have not got authorisation. To get authorisation please contact the IT Helpdesk.

In the html codes, you will notice that your organisation ID (i.e. orgaId=CY150140-02) has been auto-populated automatically.

3. In an html editor, open the web page that you wish to add the client registration or login window.
4. Dependent on your requirements, copy **one** of the html codes highlighted yellow (including all html tags).
5. Paste the code into your html editor where you wish the client registration or client login window to be visible.
6. Adapt the parameters **height**, **width** and **frameborder** to fit your website.

Note: By default the height is 1200 pixels, width is 800 pixels and frameborder is 0 (Off). Change frameborder to 1 if you wish a border and adapt the height and width to suit you.

The **recommended** minimum width for a login/register iframe widget is 500 pixels.

7. Test the page in the html editor to see if the widget renders as required.
8. If necessary, repeat step 6 and 7 until you are happy with how the widget displays.

Add Merlin Stakeholder Widget to your Website

Note: The Merlin Stakeholder widget is only available to those Partners who have been given Stakeholder rights.

To create a stakeholder for one of your clients go to **Profiles > Profile Dissemination > Stakeholder** from the Merlin Dashboard.

The following guide shows how someone with Stakeholder rights would implement the widget to their site. For further detailed information please refer to the *Merlin Stakeholder User Guide*.

The Merlin Stakeholder widget allows users to pipe through specific profile types into 3rd Party websites (i.e. clusters). It is aimed at organisations who specialise in particular industry fields to enable them to promote Merlin profiles for prospective and existing clients who are interested in partnering opportunities.

The Stakeholder tool consists of a search functionality, live ticker feed which would show profiles scrolling on your website, and client registration functionality.

To install the Stakeholder widget to your 3rd party (cluster) website, do the following:

1. Log in to the client site as a Stakeholder.
2. From the client dashboard, click **My Account > My Data and Queries**. The Edit my account window will open.
3. Scroll to the bottom of the page to **Queries and Saved Searches**. Select the query that you wish to embed to your site.
4. Click  to open the **Widget Info** window.

5. Select the type of widget you would like to insert into your site and follow the on screen instructions.

Note: Please note that your search widget will only display the profiles matching the search criteria selected in the query that the widget was created from.

8. POD Web Service and POD XML

The following chapters explain the web services¹ to retrieve Enterprise Europe Network partnering profiles from the Merlin Partnership Opportunities Database (POD)² in POD XML format.

Version

The current versions are: POD Web Service version 6 and POD XML version 4 (Patch 1).

Intended audience

- Enterprise Europe Network partners using third party systems / local systems to collect profiles.
- Developers of the web service client

What are POD Web Service and POD XML?

A key functionality of Merlin is the interface to **disseminate and integrate profiles with Network partners' local systems**. This will be done using the POD Web Service, a web service provided by Merlin. In Merlin please navigate to **Partnering > Profiles > Profile Dissemination > POD Web Service**.

The POD XML data model, or 'POD XML' is the definition in XML of the structure and contents to represent a partnering profile when interfacing with the POD.

Prerequisites for using the POD Web Service

Technical knowledge of web services technology is **an advantage** if you want to use the sample client provided by the Agency, and **a prerequisite** if you want to develop your own client to access the POD Web Service. **Knowledge of XML is essential** if you need to process the data retrieved with POD Web Service.

System requirements: calling a web service requires a client software, which we recommend to install on a server.

Need help?

For more information about Merlin, please visit the [IT services section](#) For more information about using the POD Web Service contact the IT Support team by filling out the contact form on the Intranet: <http://een.ec.europa.eu/my/intranet/contact>

Alternatively, you can call the phone number 0032 - (0)2 - 29 - 73939.

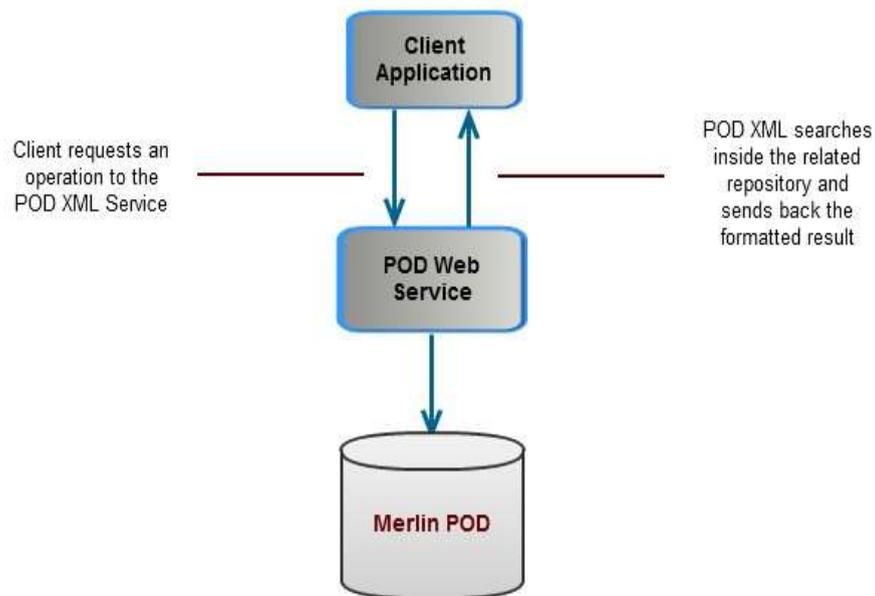
¹. A web service is a technical interface using XML format and a standard protocol called SOAP to exchange information between systems.

². POD is the Merlin central database where profiles created by the Network Partners are stored.

9. POD Web Service System Overview

The Partnering Opportunities Database (POD) is the profiles database in Merlin. To ease the integration of Merlin with Network Partner or third party systems, a web service combined with POD XML allows your current system to communicate with the POD.

The web service is exposed with both SOAP¹ and REST² protocols



You can use any type of client application, as long as it is compatible with the standard protocols used by the exposed services.

1. Please see <http://en.wikipedia.org/wiki/SOAP> for further information.

2. Please see <http://en.wikipedia.org/wiki/REST> for further information.

10. Using the POD Web Service

A client system is required for accessing the POD Web Service. You can either develop your own client or use the sample client provided by the Agency (see “POD Sample Client”).

Setting up a client system

Accessing the POD Web service

Use the following URL to connect to the POD Web Service Description Language (WSDL):

<http://een.ec.europa.eu/tools/services/podv6/QueryService.svc?wsdl>

To access the web service, you need to provide your Partner ID and Pass Key, which can be found in Merlin by navigating to **Partnering > Profiles > Profile Dissemination > POD Web Service**.

Using the web service

Use the POD Web Service to:

- request profiles via REST or SOAP;
- insert profiles into the POD, via SOAP.

For more information see “POD Web Service Data Model” and “POD Web Service Reference Data”.

For contracts see: <http://een.ec.europa.eu/tools/services/podv6/QueryService.svc?xsd=xsd4>

For endpoints:

- SOAP: <http://een.ec.europa.eu/tools/services/soap>
- REST: <http://een.ec.europa.eu/tools/services>

Using the web service to download events

Use this POD web service to :

- Retrieve the events for the data base via REST or SOAP

Use the following address : <http://een.ec.europa.eu/tools/services/podv6/QueryService.svc/GetEventsRest?>

For endpoints:

- SOAP: <http://een.ec.europa.eu/tools/services/soap>
- REST: <http://een.ec.europa.eu/tools/services>

11. POD Web Service Data Model

POD Web Service version 6 offers customers new and improved ways to interact with the Merlin POD. The service offers two contracts allowing users to both retrieve and insert profiles into the POD:

- GetProfiles
- SaveProfile

GetProfiles

The GetProfiles method is available for SOAP and REST protocols.

Data structure for SOAP

The SOAP method is an improvement of the POD WS version 5. It differs from the previous version in that the return type is now a list of profile objects, and no longer a string. This enables service consumers to easily interact with data.

Input parameters

The input parameter consists of an object of type "ProfileQueryRequest".

Output parameters

The return type is a list of objects of type "profile".

Data structure for REST

For easy access to the POD data through HTTP requests, you can use the REST version.

Input parameters for the POD Web service for profiles

To call this method you must provide the following set of parameters:

Parameter	Definition	Comments
u	username	Partner ID of the user accessing the web service
p	password	pass key for the Network Partner above
pt	profile type	the type of profile requested;
dc	country(ies) of dissemination	profiles targeting these countries
db	deadline date before	profiles that expire before this date
da	deadline date after	profiles that expire after this date
sb	submit date before	profiles submitted before this date

Parameter	Definition	Comments
sa	submit date after	profiles submitted after this date
ub	update date before	profiles updated before this date
ua	update date after	profiles updated after this date
o	organisation name	profiles belonging to this Network Partner
oc	organisation country	profiles issued by organisations established in one of the listed countries
pi	partner ID	profiles belonging to this Network Partner
pb	published before	profiles published before this date
pa	published after	profiles updated after this date
ci	consortium ID	profiles belonging to this consortium
im	image	this parameter is optional; if you set this parameter to "true" (<i>im=true</i>) then the retrieved profiles will include attachments
GetKeywords	active keywords	this parameter is optional; if you set this parameter then the service will retrieve all active Keywords (Technology, Market and NACE) from the system.
sb	submit date before	profiles submitted before this date
sa	submit date after	profiles submitted after this date
ub	update date before	profiles updated before this date
ua	update date after	profiles updated after this date
o	organisation name	profiles belonging to this Network Partner
oc	organisation country	profiles issued by organisations established in one of the listed countries
pi	partner ID	profiles belonging to this Network Partner
pb	published before	profiles published before this date
pa	published after	profiles updated after this date
ci	consortium ID	profiles belonging to this consortium

Parameter	Definition	Comments
im	image	this parameter is optional; if you set this parameter to "true" (<i>im=true</i>) then the retrieved profiles will include attachments
GetKeywords	active keywords	this parameter is optional; if you set this parameter then the service will retrieve all active Keywords (Technology, Market and NACE) from the system.

Note: It is preferable to use the Partner ID ("pi"), rather than the organisation name ("o") in the request for profiles belonging to a certain organisation, as complex organisation names may cause errors in the search.

The parameter to retrieve Keywords needs to be followed by both the username ("u") and Password ("p") of the POD user

Input parameters for the POD Web service for events

To call this method you must provide the following set of parameters:

Parameter	Definition	Comments
u	username	Partner ID of the user accessing the web service
p	password	pass key for the Network Partner above
da	Start Date After	Date after which the event starts (yyyMMdd)
db	Start Date Before	Date before which the event starts (yyyMMdd)
ctry	countries	Countries involved in the event, use semicolons to separate the list of country codes, eg: BE; FR
octry	Organisation Country Name	Country of the Organization (use country code)

Parameter	Definition	Comments
ty	Event Types	<p>Types of Events:</p> <ul style="list-style-type: none"> • Annual Brokerage Event: 60c378f74e394f6694142d824f0da86b • Annual Meeting: 3ea1223f330f42f6b5f95997d65bb91c • Brokerage Event: e6b22df027624d888152267ce27b8b72 • Company Mission: 9cecaec51cb240c48999af88227433dc • Conference/Seminar/Information Day: bf929593bbde4d45b6287d0c22205fc5 • Fair/Exhibition: 8274b745b08445cf858ffaeb00c1206f • Other Networks Events: 17cd983486b34311b92feca81e172a59 • Sector Group Meeting: 471e9ba715914cbb87bc93bcc7669de7 • Training: a759d828656148509a20eab5c8e6dcde • Training / Induction / GoodPractice Workshops: 3006721a019e419f9c2423c78f4f21f0 • Working Group Meeting: 1bdfeaf4e9134b79aac21522e35a14a5 • Workshop: e28475379b4a4154ba109b1ee89e095b

Output parameters

The return type is a stream of data (formatted as an xml document).

SaveProfile

The SaveProfile method is a new feature added in POD WS version 6, and is available only for SOAP.

Data structure

Input parameters

To call this method you must provide the following:

1. An object of type "profileInput" (this class is similar to the 'profile' class returned by the 'GetProfiles' method). This makes it fairly easy to map the two objects if needed.
2. An object of type 'credentials' containing the authentication information ("username" and "password") needed to submit the data to POD.

The "username" value is the Partner ID, and the "password value" is the Pass Key.

Output parameters

The return type is a string and its information is different based on the success/failure of the transaction:

- **success:** confirmation message + POD Reference of the profile + profile internal reference (if specified).
- **failure:** error message returned by the web service.

12. POD Web Service Reference Data

In the following tables you will find information about the **correct data format** to use with the POD Web service via **SOAP**.

Requesting profiles

The POD Web Service can retrieve profiles based on the following search criteria:

- Profile type - e.g. Technology Offer, Business Request, etc.;
- Dissemination countries- target countries indicated in the profile;
- Organisation name- name of Network partner who published the profiles;
- Organisation ID - ID number of the Network partner who published the profiles;
- Organisation country - the country where the Network partner is established;
- Consortium name - name of consortium the partners belong to;
- Submission date - profiles submitted before and/or after this date;
- Update date - profiles modified before and/or after this date;
- Deadline date - profiles that expire before and/or after this date;
- Publishing date - profiles that are published before and/or after this date.

Please refer to the following table for details on the accepted data format:

Parameter	Description	Data format
Profile type	Multiple values accepted;	BO, BR, TO, TR, RDR
Dissemination countries	Multiple values accepted	ISO 3166-1 alpha-2
Organisation name	Free text	N/A
Organisation ID	Multiple values accepted	ISO country code followed by a five-digit number.
Organisation country	Leave this field empty if you have already specified the organisation,	ISO 3166-1 alpha-2
Consortium	Free text	N/A
Dates (all types)		yyyymmdd

Inserting a profile

Note: When inserting a profile, please make sure that you only fill in the fields relevant to that type of profile, and that the information is not contradictory.

Stage of Development

Merlin Values	POD Client Accepted Format
Already on the market	ONMARKET
Available for demonstration	FORDEMO
Concept stage	CONCSTAG
Field tested/evaluated	TESTEVAL
Project already started	ALRESTAR
Project in negotiations - urgent	INNEGO
Proposal under development	PROPINDEV
Prototype available for demonstration	PROTFORDEMO
Under development/lab tested	PROPINDEVLAB

Profile Origin

This field is not applicable to RDR profiles.

Merlin Values	POD Client Accepted Format
CIP	CIP
Eurostars	EUROSTAR
FP4	FP4
FP5	FP5
FP6	FP6
FP7	FP7
National R&D programme	NATR&DPROG
Other	OTHER
Other European R&D programme	OTHEUROR&DPROG

Private (in-house) research	PRIVRESS
Regional R&D programme	REGIR&DPROG

IPR status

Merlin Values	POD Client Accepted Format
Copyright	COPY
Design Rights	DESIRIGH
Exclusive Rights	EXCLRIGH
Granted patent or patent application essential	GRANPATEESSE
Other (registered design, plant variety, etc)	OTHER
Patent(s) applied for but not yet granted	NONGRANPATEN
Patents granted	GRANPATE
Secret Know-how	SECRKHOW
Trade Marks	TRADMARK

Sector Group

Merlin Values	POD Client Accepted Format
Agrofood	AGRFOO
Automotive, Transport and Logistics	AUTTRANSLOG
Bio Chem Tech	BIOCHTE
Creative Industries	CREAIND
Environment	ENVIR
Healthcare	HEACAR
ICT Industry and Services	ICT
Intelligent Energy	INTENRG
Maritime Industry and Services	MARINDSERV
Materials	MATER

Enterprise Europe Network

Nano- and Microtechnologies	NANOMICRO
Services and Retail	SERVRET
Space and Aerospace	SCPAEO
Sustainable Construction	SUSTCONS
Textile and Fashion	TXTFASH
Tourism and Cultural Heritage	TRSMCULT
Women entrepreneurship	WOMNENTR

Type and Size of Client

Merlin Values	POD Client Accepted Format
Industry > 500	500+
Industry > 500 MNE	MME_500+
Industry 250-499	250_499
Industry SME <= 10	SME_10-
Industry SME 11-49	SME_11_49
Industry SME 50-249	SME_50_249
Other	OTHER
Inventor	INVENT
R&D Institution	RD
University	UNIV

Turnover

Merlin Values	POD Client Accepted Format
<1M	1-
>500M	500+

1 - 10M	0101
10 - 20M	1020
100 - 250M	100250
20 - 50M	2050
250 - 500M	250500
50 - 100M	50100

Already Engaged in Transnational Cooperation

Boolean.

Certification Standards

MERLIN VALUES	POD CLIENT ACCEPTED FORMAT
AS 9100	AS_9100
AZWW	AZWW
BS 8901	BS_8901
DIN 150	DIN_150
DIN 15018	DIN_15018
DIN 18800	DIN_18800
DIN 18800:7	DIN_18800:7
DIN 4102-B2	DIN_4102-B2
DIN 51749	DIN_51749
DIN 6700	DIN_6700
ecoaudit	ECOAUDIT
ECOCERT	ECOCERT
ELOT 13476-3	ELOT_13476-3
ELOT 50086-2-4/A1	ELOT_50086-2-4/A1
EMAS	EMAS
EN 1176:1-7	EN_1176:1-7
EN 12566-3:2005	EN_12566-3:2005
EN 12828	EN_12828
EN 13501-1	EN_13501-1
EN 13823	EN_13823
EN 1853	EN_1853

MERLIN VALUES	POD CLIENT ACCEPTED FORMAT
EN 303-5	EN_303-5
EN 50086	EN_50086
EN 60974-11	EN_60974-11
EN 690	EN_690
EN 71	EN_71
EN 729	EN_729
EN 82967	EN_82967
FSC	FSC
GOST R	GOST_R
IS 01:2009	IS_01:2009
IS 02:2009	IS_02:2009
IS 03:2009	IS_03:2009
ISO 1	ISO_1
ISO 1000	ISO_1000
ISO 10006	ISO_10006
ISO 10007	ISO_10007
ISO 10012	ISO_10012
ISO 10021	ISO_10021
ISO 10026	ISO_10026
ISO 1004	ISO_1004
ISO 1007 135	ISO_1007_135
ISO 10077	ISO_10077

MERLIN VALUES	POD CLIENT ACCEPTED FORMAT
ISO 10089	ISO_10089
ISO 10160	ISO_10160
ISO 10161	ISO_10161
ISO 10164	ISO_10164
ISO 10179:1996	ISO_10179:1996
ISO 10202:1991	ISO_10202:1991
ISO 10206	ISO_10206
ISO 10211	ISO_10211
ISO 10279	ISO_10279
ISO 1028	ISO_1028
ISO 10303	ISO_10303
ISO 10383	ISO_10383
ISO 10487	ISO_10487
ISO 10628	ISO_10628
ISO 10646	ISO_10646
ISO 10664	ISO_10664
ISO 10957	ISO_10957
ISO 10962	ISO_10962
ISO 10993	ISO_10993
ISO 10993-1:2008	ISO_10993-1:2008
ISO 10993-10	ISO_10993-10
ISO 10993-11	ISO_10993-11
ISO 10993-12:2007	ISO_10993-12:2007
ISO 10993-13	ISO_10993-13

MERLIN VALUES	POD CLIENT ACCEPTED FORMAT
ISO 10993-14	ISO_10993-14
ISO 10993-15	ISO_10993-15
ISO 10993-16	ISO_10993-16
ISO 10993-17	ISO_10993-17
ISO 10993-18	ISO_10993-18
ISO 10993-19	ISO_10993-19
ISO 10993-2	ISO_10993-2
ISO 10993-20:2006	ISO_10993-20:2006
ISO 10993-3	ISO_10993-3
ISO 10993-4	ISO_10993-4
ISO 10993-5	ISO_10993-5
ISO 10993-5:1999	ISO_10993-5:1999
ISO 10993-6:2007	ISO_10993-6:2007
ISO 10993-7:2008	ISO_10993-7:2008
ISO 10993-8	ISO_10993-8
ISO 10993-9:2007	ISO_10993-9:2007
ISO 11064	ISO_11064
ISO 11064-1:2000	ISO_11064-1:2000
ISO 11064-2:2000	ISO_11064-2:2000
ISO 11064-3:1999	ISO_11064-3:1999
ISO 11064-4:2004	ISO_11064-4:2004
ISO 11064-5:2008	ISO_11064-5:2008
ISO 11064-6:2005	ISO_11064-6:2005
ISO 11064-7:2006	ISO_11064-7:2006

MERLIN VALUES	POD CLIENT ACCEPTED FORMAT
ISO 11170:2003	ISO_11170:2003
ISO 11172	ISO_11172
ISO 11179	ISO_11179
ISO 11179-1:2004	ISO_11179-1:2004
ISO 11179-2:2005	ISO_11179-2:2005
ISO 11179-3:2003	ISO_11179-3:2003
ISO 11179-4:2004	ISO_11179-4:2004
ISO 11179-5:2005	ISO_11179-5:2005
ISO 11179-6:2005	ISO_11179-6:2005
ISO 11180	ISO_11180
ISO 11404:1996	ISO_11404:1996
ISO 11446:2004	ISO_11446:2004
ISO 11469:2000	ISO_11469:2000
ISO 11521	ISO_11521
ISO 11578:1996	ISO_11578:1996
ISO 11783	ISO_11783
ISO 11801	ISO_11801
ISO 11898	ISO_11898
ISO 11925-2	ISO_11925-2
ISO 12006	ISO_12006
ISO 12207	ISO_12207
ISO 12639	ISO_12639
ISO 12641	ISO_12641
ISO 128	ISO_128

MERLIN VALUES	POD CLIENT ACCEPTED FORMAT
ISO 13239	ISO_13239
ISO 13249	ISO_13249
ISO 13250	ISO_13250
ISO 13346	ISO_13346
ISO 13370	ISO_13370
ISO 13406	ISO_13406
ISO 13406-1:1999	ISO_13406-1:1999
ISO 13406-2:1002	ISO_13406-2:1002
ISO 13407:1999	ISO_13407:1999
ISO 13450 110	ISO_13450_110
ISO 13485	ISO_13485
ISO 13485:2001	ISO_13485:2001
ISO 13485:2003	ISO_13485:2003
ISO 13485:2004	ISO_13485:2004
ISO 13490	ISO_13490
ISO 13567	ISO_13567
ISO 13568:2002	ISO_13568:2002
ISO 13616	ISO_13616
ISO 13628	ISO_13628
ISO 13628-1	ISO_13628-1
ISO 13628-10	ISO_13628-10
ISO 13628-11	ISO_13628-11
ISO 13628-2	ISO_13628-2
ISO 13628-3	ISO_13628-3

MERLIN VALUES	POD CLIENT ACCEPTED FORMAT
ISO 13628-4	ISO_13628-4
ISO 13628-5	ISO_13628-5
ISO 13628-6	ISO_13628-6
ISO 13628-7	ISO_13628-7
ISO 13628-8	ISO_13628-8
ISO 13628-9	ISO_13628-9
ISO 13818	ISO_13818
ISO 13837	ISO_13837
ISO 13849-1	ISO_13849-1
ISO 1400	ISO_1400
ISO 14000	ISO_14000
ISO 14001	ISO_14001
ISO 14001:1996	ISO_14001:1996
ISO 14001:2004	ISO_14001:2004
ISO 14001:2005	ISO_14001:2005
ISO 1401:2004	ISO_1401:2004
ISO 14064	ISO_14064
ISO 14223	ISO_14223
ISO 14230	ISO_14230
ISO 14230-1	ISO_14230-1
ISO 14230-2	ISO_14230-2
ISO 14230-3	ISO_14230-3
ISO 14230-4	ISO_14230-4
ISO 14443	ISO_14443

MERLIN VALUES	POD CLIENT ACCEPTED FORMAT
ISO 14496	ISO_14496
ISO 14644	ISO_14644
ISO 14644-1:1999	ISO_14644-1:1999
ISO 14644-2:2000	ISO_14644-2:2000
ISO 14644-3:2005	ISO_14644-3:2005
ISO 14644-4:2001	ISO_14644-4:2001
ISO 14644-5:2004	ISO_14644-5:2004
ISO 14644-6:2007	ISO_14644-6:2007
ISO 14644-7:2004	ISO_14644-7:2004
ISO 14644-8:2006	ISO_14644-8:2006
ISO 14644-9	ISO_14644-9
ISO 14651	ISO_14651
ISO 14698	ISO_14698
ISO 14698-1	ISO_14698-1
ISO 14698-2	ISO_14698-2
ISO 14750	ISO_14750
ISO 14755	ISO_14755
ISO 14855-1:2005	ISO_14855-1:2005
ISO 14855-2:2007	ISO_14855-2:2007
ISO 14882	ISO_14882
ISO 14915	ISO_14915
ISO 14915-1:2002	ISO_14915-1:2002
ISO 14915-2:2003	ISO_14915-2:2003
ISO 14915-3:2002	ISO_14915-3:2002

MERLIN VALUES	POD CLIENT ACCEPTED FORMAT
ISO 14971:2007	ISO_14971:2007
ISO 14977	ISO_14977
ISO 15000	ISO_15000
ISO 15000-1:2004	ISO_15000-1:2004
ISO 15000-2:2004	ISO_15000-2:2004
ISO 15000-3:2004	ISO_15000-3:2004
ISO 15000-4:2004	ISO_15000-4:2004
ISO 15000-5:2005	ISO_15000-5:2005
ISO 15022	ISO_15022
ISO 15028	ISO_15028
ISO 15082	ISO_15082
ISO 15099	ISO_15099
ISO 15112	ISO_15112
ISO 15189	ISO_15189
ISO 15288	ISO_15288
ISO 15289	ISO_15289
ISO 15291	ISO_15291
ISO 1539	ISO_1539
ISO 15403	ISO_15403
ISO 15403-1	ISO_15403-1
ISO 15408	ISO_15408
ISO 15434	ISO_15434
ISO 15444	ISO_15444
ISO 15445:2000	ISO_15445:2000

MERLIN VALUES	POD CLIENT ACCEPTED FORMAT
ISO 15504	ISO_15504
ISO 15614-13:2002	ISO_15614-13:2002
ISO 15686	ISO_15686
ISO 15693	ISO_15693
ISO 15706	ISO_15706
ISO 15707	ISO_15707
ISO 15836	ISO_15836
ISO 15897	ISO_15897
ISO 15924	ISO_15924
ISO 15930	ISO_15930
ISO 15948:2003	ISO_15948:2003
ISO 15970	ISO_15970
ISO 15971	ISO_15971
ISO 16:1975	ISO_16:1975
ISO 16:949	ISO_16:949
ISO 16071:2003	ISO_16071:2003
ISO 16134	ISO_16134
ISO 16232	ISO_16232
ISO 16232-10	ISO_16232-10
ISO 16232-8	ISO_16232-8
ISO 16232-9	ISO_16232-9
ISO 16262	ISO_16262
ISO 1629	ISO_1629
ISO 16500	ISO_16500

MERLIN VALUES	POD CLIENT ACCEPTED FORMAT
ISO 16549	ISO_16549
ISO 16750	ISO_16750
ISO 16949	ISO_16949
ISO 16949:2000:200	ISO_16949:2000:200
ISO 16949:2002	ISO_16949:2002
ISO 16982:2002	ISO_16982:2002
ISO 17020:1998	ISO_17020:1998
ISO 17024:2003	ISO_17024:2003
ISO 17025	ISO_17025
ISO 17025:1999	ISO_17025:1999
ISO 17202	ISO_17202
ISO 1745	ISO_1745
ISO 1750	ISO_1750
ISO 17776	ISO_17776
ISO 17799	ISO_17799
ISO 1789	ISO_1789
ISO 17894	ISO_17894
ISO 18000	ISO_18000
ISO 18000-1	ISO_18000-1
ISO 18000-2	ISO_18000-2
ISO 18000-3	ISO_18000-3
ISO 18000-4	ISO_18000-4
ISO 18000-5	ISO_18000-5
ISO 18000-6	ISO_18000-6

MERLIN VALUES	POD CLIENT ACCEPTED FORMAT
ISO 18000-7	ISO_18000-7
ISO 18001	ISO_18001
ISO 18001:14001	ISO_18001:14001
ISO 18004	ISO_18004
ISO 18009	ISO_18009
ISO 18013	ISO_18013
ISO 18013-1:2005	ISO_18013-1:2005
ISO 18013-2:2008	ISO_18013-2:2008
ISO 18013-3:2009	ISO_18013-3:2009
ISO 18014	ISO_18014
ISO 18023-1:2006	ISO_18023-1:2006
ISO 18023-2:2006	ISO_18023-2:2006
ISO 18023-3:2006	ISO_18023-3:2006
ISO 18023:2006	ISO_18023:2006
ISO 18024-4:2006	ISO_18024-4:2006
ISO 18025:2005	ISO_18025:2005
ISO 18026:2006	ISO_18026:2006
ISO 18033	ISO_18033
ISO 18033-1	ISO_18033-1
ISO 18033-2	ISO_18033-2
ISO 18033-3	ISO_18033-3
ISO 18033-4	ISO_18033-4
ISO 18041-4:2005	ISO_18041-4:2005
ISO 18042-4:2006	ISO_18042-4:2006

MERLIN VALUES	POD CLIENT ACCEPTED FORMAT
ISO 18152:2003	ISO_18152:2003
ISO 18185	ISO_18185
ISO 18245	ISO_18245
ISO 18529:2000	ISO_18529:2000
ISO 18629	ISO_18629
ISO 19005	ISO_19005
ISO 19011	ISO_19011
ISO 19092-1	ISO_19092-1
ISO 19092-2	ISO_19092-2
ISO 19101	ISO_19101
ISO 19105	ISO_19105
ISO 19107	ISO_19107
ISO 19108	ISO_19108
ISO 19109	ISO_19109
ISO 19110	ISO_19110
ISO 19111	ISO_19111
ISO 19113	ISO_19113
ISO 19114	ISO_19114
ISO 19115	ISO_19115
ISO 19123	ISO_19123
ISO 19128	ISO_19128
ISO 19131	ISO_19131
ISO 19136	ISO_19136
ISO 19439	ISO_19439

MERLIN VALUES	POD CLIENT ACCEPTED FORMAT
ISO 19440	ISO_19440
ISO 19501	ISO_19501
ISO 19502	ISO_19502
ISO 19503	ISO_19503
ISO 19757	ISO_19757
ISO 19757-2	ISO_19757-2
ISO 19757-3	ISO_19757-3
ISO 19757-4	ISO_19757-4
ISO 19770	ISO_19770
ISO 19785	ISO_19785
ISO 19790	ISO_19790
ISO 19794	ISO_19794
ISO 19794-1:2006	ISO_19794-1:2006
ISO 19794-10:2007	ISO_19794-10:2007
ISO 19794-2:2005	ISO_19794-2:2005
ISO 19794-3:2006	ISO_19794-3:2006
ISO 19794-4:2005	ISO_19794-4:2005
ISO 19794-5:2005	ISO_19794-5:2005
ISO 19794-6:2005	ISO_19794-6:2005
ISO 19794-7:2007	ISO_19794-7:2007
ISO 19794-8:2006	ISO_19794-8:2006
ISO 19794-9:2007	ISO_19794-9:2007
ISO 2	ISO_2
ISO 2000	ISO_2000

MERLIN VALUES	POD CLIENT ACCEPTED FORMAT
ISO 20000:2005	ISO_20000:2005
ISO 2001:2000	ISO_2001:2000
ISO 20022	ISO_20022
ISO 2022	ISO_2022
ISO 20943	ISO_20943
ISO 20943-1:2003	ISO_20943-1:2003
ISO 20943-3:2004	ISO_20943-3:2004
ISO 2108	ISO_2108
ISO 2145	ISO_2145
ISO 21482	ISO_21482
ISO 216	ISO_216
ISO 2162	ISO_2162
ISO 2171	ISO_2171
ISO 22000	ISO_22000
ISO 22000:2005	ISO_22000:2005
ISO 22003	ISO_22003
ISO 22005	ISO_22005
ISO 22093	ISO_22093
ISO 22241	ISO_22241
ISO 22241-1	ISO_22241-1
ISO 22241-2	ISO_22241-2
ISO 22241-3	ISO_22241-3
ISO 22250	ISO_22250
ISO 22250-1:2002	ISO_22250-1:2002

MERLIN VALUES	POD CLIENT ACCEPTED FORMAT
ISO 22399:2007	ISO_22399:2007
ISO 2242	ISO_2242
ISO 226	ISO_226
ISO 226:2003	ISO_226:2003
ISO 22716:2007	ISO_22716:2007
ISO 228-1	ISO_228-1
ISO 2281	ISO_2281
ISO 23003-1	ISO_23003-1
ISO 23270:2003	ISO_23270:2003
ISO 233-2:1993	ISO_233-2:1993
ISO 233:1984	ISO_233:1984
ISO 23360	ISO_23360
ISO 23360-1	ISO_23360-1
ISO 23360-2	ISO_23360-2
ISO 23360-3	ISO_23360-3
ISO 23360-4	ISO_23360-4
ISO 23360-5	ISO_23360-5
ISO 23360-6	ISO_23360-6
ISO 23360-7	ISO_23360-7
ISO 23360-8	ISO_23360-8
ISO 23733	ISO_23733
ISO 23950	ISO_23950
ISO 24727	ISO_24727
ISO 24727-1	ISO_24727-1

MERLIN VALUES	POD CLIENT ACCEPTED FORMAT
ISO 24727-2	ISO_24727-2
ISO 24727-3	ISO_24727-3
ISO 24727-4	ISO_24727-4
ISO 24727-5	ISO_24727-5
ISO 24727-6	ISO_24727-6
ISO 24744:2007	ISO_24744:2007
ISO 24762:2008	ISO_24762:2008
ISO 2533	ISO_2533
ISO 259-2:1994	ISO_259-2:1994
ISO 259:1984	ISO_259:1984
ISO 25961	ISO_25961
ISO 26000	ISO_26000
ISO 261	ISO_261
ISO 262	ISO_262
ISO 26300	ISO_26300
ISO 2636	ISO_2636
ISO 27000	ISO_27000
ISO 27001	ISO_27001
ISO 27002	ISO_27002
ISO 27003	ISO_27003
ISO 27004	ISO_27004
ISO 27005	ISO_27005
ISO 27006	ISO_27006
ISO 27007	ISO_27007

MERLIN VALUES	POD CLIENT ACCEPTED FORMAT
ISO 27011	ISO_27011
ISO 2709	ISO_2709
ISO 2768	ISO_2768
ISO 28000	ISO_28000
ISO 28004	ISO_28004
ISO 29119	ISO_29119
ISO 29119-1	ISO_29119-1
ISO 29119-2	ISO_29119-2
ISO 29119-3	ISO_29119-3
ISO 29119-4	ISO_29119-4
ISO 29500	ISO_29500
ISO 29500-1	ISO_29500-1
ISO 29500-2	ISO_29500-2
ISO 29500-3	ISO_29500-3
ISO 29500-4	ISO_29500-4
ISO 3	ISO_3
ISO 3029 126	ISO_3029_126
ISO 3082	ISO_3082
ISO 3098	ISO_3098
ISO 31	ISO_31
ISO 31000	ISO_31000
ISO 3103	ISO_3103
ISO 3166	ISO_3166
ISO 3166-1	ISO_3166-1

MERLIN VALUES	POD CLIENT ACCEPTED FORMAT
ISO 3166-2	ISO_3166-2
ISO 3166-3	ISO_3166-3
ISO 32000	ISO_32000
ISO 3297	ISO_3297
ISO 3506	ISO_3506
ISO 3536	ISO_3536
ISO 3537	ISO_3537
ISO 3538	ISO_3538
ISO 3601	ISO_3601
ISO 3601-1	ISO_3601-1
ISO 3601-2	ISO_3601-2
ISO 3601-4	ISO_3601-4
ISO 3602	ISO_3602
ISO 361	ISO_361
ISO 3632	ISO_3632
ISO 3635:1981	ISO_3635:1981
ISO 3834-2	ISO_3834-2
ISO 38500	ISO_38500
ISO 3864	ISO_3864
ISO 3901	ISO_3901
ISO 3977	ISO_3977
ISO 4	ISO_4
ISO 4064	ISO_4064
ISO 4074	ISO_4074

MERLIN VALUES	POD CLIENT ACCEPTED FORMAT
ISO 4157	ISO_4157
ISO 4157-1	ISO_4157-1
ISO 4157-2	ISO_4157-2
ISO 4157-3	ISO_4157-3
ISO 4179	ISO_4179
ISO 4217	ISO_4217
ISO 4628	ISO_4628
ISO 4628-1	ISO_4628-1
ISO 4628-3	ISO_4628-3
ISO 4873:1991 8	ISO_4873:1991_8
ISO 4892	ISO_4892
ISO 500	ISO_500
ISO 5167	ISO_5167
ISO 5167-1	ISO_5167-1
ISO 5167-2	ISO_5167-2
ISO 5167-3	ISO_5167-3
ISO 5167-4	ISO_5167-4
ISO 5218	ISO_5218
ISO 5455	ISO_5455
ISO 5457	ISO_5457
ISO 5775	ISO_5775
ISO 5800	ISO_5800
ISO 5964	ISO_5964
ISO 5971:1981	ISO_5971:1981

MERLIN VALUES	POD CLIENT ACCEPTED FORMAT
ISO 6166	ISO_6166
ISO 6194	ISO_6194
ISO 6194-5	ISO_6194-5
ISO 6336	ISO_6336
ISO 6344	ISO_6344
ISO 6344-1	ISO_6344-1
ISO 6344-2	ISO_6344-2
ISO 6344-3	ISO_6344-3
ISO 639	ISO_639
ISO 639-1	ISO_639-1
ISO 639-2	ISO_639-2
ISO 639-3	ISO_639-3
ISO 639-5	ISO_639-5
ISO 6429	ISO_6429
ISO 6438	ISO_6438
ISO 646	ISO_646
ISO 65	ISO_65
ISO 657	ISO_657
ISO 6579	ISO_6579
ISO 6594	ISO_6594
ISO 668	ISO_668
ISO 6709	ISO_6709
ISO 68-1	ISO_68-1
ISO 68-2	ISO_68-2

MERLIN VALUES	POD CLIENT ACCEPTED FORMAT
ISO 690	ISO_690
ISO 6946	ISO_6946
ISO 7	ISO_7
ISO 7001	ISO_7001
ISO 7002	ISO_7002
ISO 704	ISO_704
ISO 7098	ISO_7098
ISO 7200	ISO_7200
ISO 729-2:1997	ISO_729-2:1997
ISO 732	ISO_732
ISO 7372	ISO_7372
ISO 7501-1:1997	ISO_7501-1:1997
ISO 764	ISO_764
ISO 7736	ISO_7736
ISO 7810	ISO_7810
ISO 7811	ISO_7811
ISO 7812	ISO_7812
ISO 7813	ISO_7813
ISO 7816	ISO_7816
ISO 7942	ISO_7942
ISO 8000	ISO_8000
ISO 80000	ISO_80000
ISO 8090	ISO_8090
ISO 8180	ISO_8180

MERLIN VALUES	POD CLIENT ACCEPTED FORMAT
ISO 8373	ISO_8373
ISO 838	ISO_838
ISO 8402	ISO_8402
ISO 843:1997	ISO_843:1997
ISO 8501-1	ISO_8501-1
ISO 8555	ISO_8555
ISO 8559:1989	ISO_8559:1989
ISO 8583	ISO_8583
ISO 8583-1	ISO_8583-1
ISO 8583-2	ISO_8583-2
ISO 8583-3	ISO_8583-3
ISO 860	ISO_860
ISO 8601	ISO_8601
ISO 8613	ISO_8613
ISO 8632	ISO_8632
ISO 8651	ISO_8651
ISO 8652	ISO_8652
ISO 8653:1986	ISO_8653:1986
ISO 8805	ISO_8805
ISO 8806-4	ISO_8806-4
ISO 8807	ISO_8807
ISO 8824	ISO_8824
ISO 8825	ISO_8825
ISO 8859-1	ISO_8859-1

MERLIN VALUES	POD CLIENT ACCEPTED FORMAT
ISO 8859-10	ISO_8859-10
ISO 8859-11	ISO_8859-11
ISO 8859-13	ISO_8859-13
ISO 8859-14	ISO_8859-14
ISO 8859-15	ISO_8859-15
ISO 8859-16	ISO_8859-16
ISO 8859-2	ISO_8859-2
ISO 8859-3	ISO_8859-3
ISO 8859-4	ISO_8859-4
ISO 8859-5	ISO_8859-5
ISO 8859-6	ISO_8859-6
ISO 8859-7	ISO_8859-7
ISO 8859-8	ISO_8859-8
ISO 8859-9	ISO_8859-9
ISO 8879	ISO_8879
ISO 898	ISO_898
ISO 898-1	ISO_898-1
ISO 898-2	ISO_898-2
ISO 898-5	ISO_898-5
ISO 898-6	ISO_898-6
ISO 898-7	ISO_898-7
ISO 9	ISO_9
ISO 900:9001:2000	ISO_900:9001:2000
ISO 9000	ISO_9000

MERLIN VALUES	POD CLIENT ACCEPTED FORMAT
ISO 9000:2000	ISO_9000:2000
ISO 9000:2001	ISO_9000:2001
ISO 9000:2008	ISO_9000:2008
ISO 9001	ISO_9001
ISO 9001:00	ISO_9001:00
ISO 9001:14000	ISO_9001:14000
ISO 9001:1994	ISO_9001:1994
ISO 9001:200	ISO_9001:200
ISO 9001:2000	ISO_9001:2000
ISO 9001:2001	ISO_9001:2001
ISO 9001:2002	ISO_9001:2002
ISO 9001:2004	ISO_9001:2004
ISO 9001:2008	ISO_9001:2008
ISO 9001:95:16	ISO_9001:95:16
ISO 9002	ISO_9002
ISO 9002:1994	ISO_9002:1994
ISO 9002:1995	ISO_9002:1995
ISO 9002:2000	ISO_9002:2000
ISO 9002:94	ISO_9002:94
ISO 901:1994	ISO_901:1994
ISO 9069	ISO_9069
ISO 9075	ISO_9075
ISO 9126	ISO_9126
ISO 9141	ISO_9141

MERLIN VALUES	POD CLIENT ACCEPTED FORMAT
ISO 9141-2	ISO_9141-2
ISO 9241	ISO_9241
ISO 9362	ISO_9362
ISO 9407	ISO_9407
ISO 9541	ISO_9541
ISO 9541-1:1991	ISO_9541-1:1991
ISO 9541-2:1991	ISO_9541-2:1991
ISO 9541-3:1994	ISO_9541-3:1994
ISO 9564	ISO_9564
ISO 9579	ISO_9579
ISO 9592	ISO_9592
ISO 9594	ISO_9594
ISO 965	ISO_965
ISO 965-1	ISO_965-1
ISO 965-2	ISO_965-2
ISO 965-3	ISO_965-3
ISO 965-4	ISO_965-4
ISO 965-5	ISO_965-5
ISO 9660	ISO_9660
ISO 9796	ISO_9796
ISO 9797	ISO_9797
ISO 9798	ISO_9798
ISO 9834	ISO_9834
ISO 9869	ISO_9869

MERLIN VALUES	POD CLIENT ACCEPTED FORMAT
ISO 9899	ISO_9899
ISO 9901	ISO_9901
ISO 9945	ISO_9945
ISO 9984	ISO_9984
ISO 9985	ISO_9985
ISO 999	ISO_999
ISO 9992:1999	ISO_9992:1999
ISO 9999	ISO_9999
MGIP 404:16	MGIP_404:16
MGIP 404:2	MGIP_404:2
none	NONE
OHSAS 1800	OHSAS_1800
OHSAS 18001	OHSAS_18001
OHSAS 18001:2007	OHSAS_18001:2007
other	OTHER
PEFC	PEFC
Q4 label	Q4_LABEL
Qualibat 1412	QUALIBAT_1412
SA 8000	SA_8000
SO 9001	SO_9001
SO 9002	SO_9002
SO 9002:2000	SO_9002:2000
SPWG 3.5	SPWG_3.5
TCO 99/ 03/ 05	TCO_99/_03/_05

MERLIN VALUES	POD CLIENT ACCEPTED FORMAT
TS 16949	TS_16949
TS 16949:2002	TS_16949:2002
TSE 54	TSE_54
TSE 9809	TSE_9809
VESA FPDM 2.0	VESA_FPDM_2.0

Profile is open for EOI

Boolean.

Type and Size of Partner Sought

Merlin Values	POD Client Accepted Format
>500	500+
>500 MNE	MNE500
251-500	251_500
Inventor	INVENT
R&D Institution	RD
SME <10	SME_10-
SME 11-50	SME_11_50
SME 51-250	SME_51_250
SME 51-250	SME_51_250

Type of Partnership Considered

Merlin Values	POD Client Accepted Format
Acquisition agreement	ACQ
Commercial agency agreement	COMAGE
Commercial agreement with technical assistance	CWTA
Distribution services agreement	DISSER
Financial agreement	FIN
Franchise agency agreement	FRAAGE
Joint venture agreement	JOIVEN
License agreement	LIC
Manufacturing agreement	MAN
Outsourcing agreement	OUT
Reciprocal production	REC

Research cooperation agreement	RESCOO
Services agreement	SER
Subcontracting	SUB
Technical cooperation agreement	TECCOO

Framework Programme (RDR profiles only)

Merlin Values	POD Client Accepted Format
Life-long training	LIFTRAI
Digital Content	DIGCONT
ERC	ERC
International dimension	INTDIM
Capacities	CAPA
Space	SPACE
Research infrastructures	RESINFRA
Open innovation for Internet-enabled service	OPINNWWWSERV
Security	SEC
Entrepreneurship and innovation Programme	ENTINNPROG
Foster energy efficiency and the rational use of energy resources	FOSENRGRESS
Nanosciences, nanotechnologies, materials & new production technologies	NANOTECH
Information Communication Technologies Policy Support Programme	ICTPOLPROG
Industry academia	INDACA
Ideas	IDEAS
Research for the benefit of SMEs	RESBENSME
The Intelligent Energy Europe Programme	INTELERGEP
Initial training	INITTRAIN

Food, Agriculture and Fisheries, Biotechnology	FOOAGRFISBIO
Coordination of Research Activities	COORDRESACTI
Information & Communication technologies	ICT
Research potential of Convergence Regions	RESCONVREG
Integrated initiatives	INTGINITY
People	PEOPLE
Competitiveness and Innovation Framework Programme (CIP)	CIP
Cooperation	COOP
International cooperation	INTCOOP
Energy	ENRG
Support to innovation	SUPINN
Business and innovation services	BUSINNSRV
Innovative government and public services	INNGOVPUBSRV
Specific actions	SPEFACT
Joint Technology Initiatives	JOITECINIT
Promote energy efficiency and the use of new and renewable energy sources in transport	RENEWNRG
Socio-economic Sciences and the Humanities	SOCHUMSCI
Environment (including Climate Change)	ENVIR
Eureka	EUREKA
Promote new and renewable energy resources	RENNRGRESS
ICT for Health, ageing well and inclusion	ICTHEAL
ICT for a low carbon economy and smart mobility	ICTCARBECO
Regions of knowledge	REGKNOW
Science in society	SCINSOC

Support to the coherent development of research policies	SUPCOHDEVRESPOL
Access to finance	ACCFIN
Support to eco-innovation	SUPECOINN
Transport (including aeronautics)	TRSP
Seventh Framework Programme (FP7)	FP7
Health	HEALTH
Promotion of Entrepreneurship	PROMENTR

Coordinator Required (RDR profiles only)

Boolean.

Funding Scheme (RDR profiles only)

Merlin Values	POD Client Accepted Format
Research for the benefit of specific groups (in particular SMEs)	RESEBENE
Collaborative projects	COLLPROJ
Support for training and career development of researchers	SUPPTRAIDEVPRE SS
Coordination and support actions	COOSUPACT
Networks of Excellence	NETWEXCE
Individual projects: Support for "frontier" research	INDIPROJ

13. POD Sample Client

A sample .NET client application is available to enable Network partners to test the web service. The client can be used both to retrieve and to insert profiles from/into Merlin POD.

Note: The application is provided 'as is', without any license and without any guarantee.

Prerequisites:

- Make sure you are logged in as an administrator or a user with administrator rights on your computer.
- If your organisation uses a proxy, you must configure Internet Explorer so that the proxy is no longer used.

Installing the client application

1. Go to the Enterprise European Network intranet page <http://een.ec.europa.eu/my/intranet/pod-web-service> and click on "Executable version" to download the client.
2. Save the file *PODClient.zip* on your local computer and extract it.
3. In the extracted folder, open the *PODClient* file.
4. You are now ready to use the application. You can switch between the interfaces to insert or retrieve profiles at any time, by selecting the **SaveProfile(SOAP)** or the **GetProfiles(SOAP)** option, respectively.

Retrieving profiles from Merlin

To retrieve profiles from Merlin POD, select **GetProfiles(SOAP)** in the application header.

Specify your **Partner ID** and your **Pass Key**, otherwise you will not be able to request profiles. You can find these credentials by navigating to **Merlin Partnering > Profiles > Profile Dissemination > POD Web Service**. They are saved when you switch between the **Get** and **Save** interfaces, so that you do not need to type them for every operation. However, the credentials are erased when you click the **Reset** button.

Fill in the desired fields in the form and press the **Get** button. Please refer to the following table for more information about each field.

Field	Comments
Profile type(s)	Choose one or more of the following values: BO, BR, TO, TR, RDR. This field cannot be empty.
Countries for Dissemination	Multiple values accepted; Data format: ISO 3166-1 alpha-2.
Organisation name	Free text

Organisation country	Data format: ISO 3166-1 alpha-2
Organisation ID	Multiple values accepted (e.g. if you are requesting profiles published by several organisations). The ID is composed of the ISO country code of the organisation followed by a five-digit number. E.g. BE00275
Consortium Name	Free text
Dates (all types)	Data format: yyyyymmdd

Note: Use the **semicolon (;)** - with or without spaces - to separate values in the fields that accept multiple values.

Example: For a profile that targets Croatia and France, the **Countries of Dissemination** field would contain the values: "HR; FR" or "HR;FR".

The POD Web service retrieves the xml files matching your request in a folder named "extracted". The folder will be created in the same location as the *PODClient* file.

Every time you make a request for profiles, the previous xml file is replaced (**without notification**) with an xml containing the latest results. Therefore, to avoid losing your work, make sure you rename or save your xml files into a different location after each request.

To make a new request, press **Reset** to erase the current data and repeat the above instructions.

Inserting profiles in Merlin

Profiles can only be inserted one by one into Merlin, regardless of the client that is used.

To insert a profile in Merlin POD, select the **SaveProfile(SOAP)** option in the application header.

Specify your **Partner ID** and your **Pass Key**, otherwise you cannot save your profile in Merlin. You can find these credentials by navigating to **Merlin Partnering > Profiles > Profile Dissemination > POD Web Service**. They are saved when you switch between the **Get** and **Save** interfaces, so that you do not need to type them for every operation. However, the credentials are erased when you click the **Reset** button.

Fill in the form and click the **Save** button to insert the profile information in Merlin. Please refer to the table below for more information about each field.

The profile is automatically assigned a POD reference number (mentioned at the bottom of the form), and is saved as a draft profile in Merlin. This enables users with Profile Manager rights to further edit the profile before submitting it for review and publishing in the POD.

To insert another profile in Merlin, press **Reset** to erase the current data and repeat the above instructions.

Note: When inserting a profile, please make sure that you only fill in the fields relevant to that type of profile, and that the information is not contradictory.

The following fields reflect the ones in the Merlin POD form for creating a profile. In a few cases, the name of the field in the sample client differs slightly from the field name in Merlin. Please refer to the online field help in Merlin for detailed field descriptions.

Note: Use the **semicolon (;)** - with or without spaces - to separate values in the fields that accept multiple values.

Example: For a profile that targets Croatia and France, the **Countries of Dissemination** field would contain the values: "HR; FR" or "HR;FR".

Field	Comments
Profile Type	<p>This field is mandatory and must contain only one value.</p> <p>Choose between: BO, BR, TO, TR, RDR</p>
Created By	<p>This field is mandatory.</p> <p>Type the username of the person who drafted the profile. The username is the one used for logging in to the Intranet</p>
Title	Free text, limited to 256 characters including spaces.
Internal Reference	Free text, between 2 – 256 characters.
Advantages and Innovations	Free text, between 50 – 2000 characters including spaces.
Stage of Development	See the "POD Web Service Reference Data" chapter for details on the data format of this field.
Comments Regarding Stage of Development	Free text, limited to 2000 characters
Profile Origin	<p>See the "POD Web Service Reference Data" chapter for details.</p> <p>Field not applicable for RDR profiles</p>
Description	Free text, between 100 – 4000 characters.
Technical Specification or Expertise Sought	<p>For Technical Profiles in Merlin, this field is called "Minimum Technical Specification or Expertise Needed".</p> <p>Free text, limited to 4000 characters.</p>
IPR status	<p>See the "POD Web Service Reference Data" chapter for details.</p> <p>Multiple values accepted.</p>
Comments Regarding IPR Status	Free text, limited to 2000 characters.
Technology Keywords (TEKE)	Type the keyword exactly as it appears in the List of Technology Keywords – Appendix B of the Merlin Partner User Guide. A maximum of 5 keywords (lowest level only) is accepted.

Field	Comments
Market Keywords (MAKE)	Type the keyword exactly as it appears in the List of Technology Keywords – Appendix A of the Merlin Partner User Guide. A maximum of 5 keywords (lowest level only) is accepted.
NACE Keywords	Type the keyword exactly as it appears in the List of NACE Codes – Appendix C of the Merlin Partner User Guide. A maximum of 5 keywords (lowest level only) is accepted.
Responsible	Type the username (the one used to log in to the Intranet) of the person in charge of this profile.
Sector Group	See the "POD Web Service Reference Data" chapter for details.
Countries for Dissemination	Multiple values accepted. Data format: ISO 3166-1 alpha-2.
Type and Size of Client	See the "POD Web Service Reference Data" chapter for details.
Year Established	The value must be an integer number between 1700 and the current year.
Already Engaged in Transnational Cooperation	Check the box if "Yes".
Additional Comments	Free text, limited to 4000 characters.
Certification Standards	See the "POD Web Service Reference Data" chapter for details. Multiple values accepted.
Languages Spoken	Multiple values accepted. Data format: ISO 3166-1 alpha-2.
Client Country	This field must only contain one value. Data format: ISO 3166-1 alpha-2.
Partner Sought	Free text, limited to 4000 characters.
Type and Role of Partner Sought	Free text, limited to 4000 characters.
Profile is open for EOI	Check the box if "Yes".

Field	Comments
Type and Size of Partner Sought	See the "POD Web Service Reference Data" chapter for details. Multiple values accepted.
Type of Partnership Considered	See the "POD Web Service Reference Data" chapter for details. Multiple values accepted.
Framework Programme	RDR profiles only See the "POD Web Service Reference Data" chapter for details.
Call Name	RDR profiles only. Free text, limited to 256 characters.
Submission and Evaluation Scheme	RDR profiles only. Free text, limited to 256 characters.
Anticipated Project Budget	RDR profiles only. Free text, limited to 32 characters.
Coordinator Required	RDR profiles only. Check the box is "Yes".
Deadline for Call	RDR profiles only. Click the arrow of the drop down box to select the date.
Project Duration	RDR profiles only. The value must be a number. Where applicable, use a decimal point (.) to separate the decimals.
Weblink to the Call	RDR profiles only. Free text, limited to 256 characters.
Project Title and Acronym	RDR profiles only. Free text, limited to 256 characters.
Attachment	The following file extensions are allowed: jpg, gif, png, jpeg. The maximum file size is 4MB.

14. Managing Events

Events provide companies the opportunity to meet face to face and are an important step in creating partnerships. This chapter explains Events in Merlin. It shows how to:

- Create and publish an event
- Search events
- Manage event registration

Note: This chapter is undergoing revision. Some of the information in this document may not be in line with Merlin system. The paragraphs marked with change bars have been updated and provide accurate information. Further updates will be included with the next release of Merlin.

Before you start

It is useful to bear in mind the following business rules when you organise an event, to ensure that it is eligible and to make the most of your efforts.

Event eligibility

Events promoted via the Merlin Events Module must meet three prerequisites:

The event is organised/co-organised by the Network partner inserting the information in the event creation form in Merlin, i.e. the Network partner has a major role in the organisation.

The event is an international event – i.e. relevant for Network partners and/or their clients outside the country of the organiser or the country where the event is organised (local, regional or national events solely targeting clients or network partners from a single region or country should not be registered in Network Events Module).

The event is registered sufficiently in advance to give other Network partners and their clients time to integrate it in their planning, register and prepare correctly for it. For Brokerage Events and Company Missions, strict deadlines must be met for them to be eligible. Please refer to the *Guidelines on eligibility of Network activities*.

Types of events

The types of event that can be inserted in the Events Module are:

- Brokerage event
- Company mission
- Conference / Seminar / Information day
- Fair / Exhibition
- Sector group meeting
- Training
- Working Group meeting
- Workshop

Note: Fairs and Exhibitions will be removed from Merlin in future releases.

Special conditions for brokerage events (BE) and company missions (CM)

BE and CM are the two types of events whose registration in the Network event database is compulsory (see *Guidelines on eligibility of Network activities* for details).

Brokerage events and company missions provide companies with the opportunity to meet face to face and are an important step in creating partnerships. Whether through pre-scheduled meetings at a large conference, or a private meeting between a handful of companies, the goal of these two types of events is always to provide an opportunity for people to develop trust in their personal relationship with potential business partners.

Definitions and flow charts for BE and CM can be found in the Annex1 of the Partnership Process Guidelines published in the Network Intranet.

Who can organise a BE or a CM?

In the case of BE and CM the event has to be organized by a EEN members having a portfolio of local companies as target audience.

Under certain conditions, it is possible to organise a BE outside of the region covered by your consortium or organisation. Please refer to the Guidelines on eligibility of Network activities for details.

When a company registers by itself as a participant (i.e. not via an EEN Network member), it is compulsory to contact the

EEN partner in charge of the region where that company is located (see *Guidelines on eligibility of Network activities*).

Participation fees

It is possible to ask participants to a BE or a CM for a fee, but this must comply with normal practices in your organisation and must be included in the information sent for publication in the Events Module.

If there are co-organisers, you have to agree with them on the fee policy for the jointly organised BE or CM. Nevertheless registration fees can only be charged to companies participating in BE. Services delivered in the frame of a

BE can only be charged by the EEN partner that has this company in its portfolio. Partners cannot charge any costs (except registration fees) to other partners' companies (see *Guidelines on eligibility of Network activities*).

My Events - Dashboard

The My Events Dashboard is the main area where you can view and manage all events that your organisation has created and the various stages of the events development.

From this page it is possible to view:

- **Events - Draft:** All events going through draft stage of creation. These events are not yet published.
- **Events - To be modified:** All events that have been put on hold by the Agency Event Validator.
- **Events - Under Review:** All events that are being reviewed before being published.
- **Events - Published:** All events that have been published.

- **Events - Cancelled:** All events that have been cancelled. Events under this table have not yet been carried out and can be reactivated by the event organiser.
- **Events - Archived:** All finished events are archived after the closing date. Also visible are events rejected by the Agency Event Validator and events that have been deleted.

To access the My Events Dashboard in Merlin, click **Events** tab > **My Events** from Partnering Home. The dashboard looks as shown in the following graphic:

HELP

My Events - Dashboard

Events - Draft

Title	Start Date	Country	City	End Date	View
No records to display.					
⏪ ⏩ 1 ⏪ ⏩					Displaying items 0 - 0 of 0
Show All					

Events - To be modified

Title	Start Date	Country	City	End Date	View
No records to display.					
⏪ ⏩ 1 ⏪ ⏩					Displaying items 0 - 0 of 0
Show All					

Events - Under review

Title	Start Date	Country	City	End Date	View
No records to display.					
⏪ ⏩ 1 ⏪ ⏩					Displaying items 0 - 0 of 0
Show All					

The validation of your event by the Agency is a necessary requirement to ensure the quality of the information published in the Events Database of the Network. Nevertheless, bear in mind that the validation of your event does not automatically imply that your activity has been considered eligible under the EEN grant agreement. For the eligibility of your activities, please always refer to the "Eligibility Guidelines".

Events - Published

Title	Start Date	Country	City	End Date	View
No records to display.					
⏪ ⏩ 1 ⏪ ⏩					Displaying items 0 - 0 of 0
Show All					

Note: As seen in the disclaimer below the form, the publication of the event in the EEN database does not necessarily mean that the activity is eligible. For the eligibility of your activities, please always refer to the "Eligibility Guidelines".

Creating an event

To create an event in Merlin you will need to open the events form which can be found by navigating to **Events > New** on the Merlin Partnering dashboard. The first tab of the events form will open:

The screenshot shows the 'Details' tab of the Merlin Events form. The form is organized into two main columns. The left column contains the following fields:

- Description**
 - Title:** A text input field with a character count of 256 characters left.
 - Publish on:** Radio buttons for 'Enterprise Europe Network Intranet only' and 'Intranet and Public Website'.
 - Type:** A dropdown menu currently showing '- Select -'.
 - Start Date:** A date input field with a calendar icon.
 - End Date:** A date input field with a calendar icon.
 - Closing Date:** A date input field with a calendar icon.
 - City:** A text input field with a character count of 256 characters left.
 - Country:** A dropdown menu currently showing '- Select country -'.
 - Activities with the selected country are eligible under your work programme:** A checkbox that is currently unchecked.
 - Description:** A large text area for the event description.

The right column contains the following fields:

- Event Targeting the Following Sectors**
 - Technology Keywords:** A text input field with a character count of 256 characters left.
 - Market Keywords:** A text input field with a character count of 256 characters left.
- Organisations Involved**
 - Name of Enterprise Europe Network Partner:** A text input field containing 'MALTA ENTERPRISE'.
 - Organisation Hosting the Event:** A text input field with a character count of 256 characters left.
 - Coorganisers:** A text input field with a character count of 256 characters left.
 - Other Partners Involved:** A text input field with a character count of 256 characters left.
 - Non Enterprise Europe Network Organiser:** A dropdown menu currently showing '- Select -'.
 - Sector Groups Involved:** A list box containing the following items: Aeronautics, Space and Dual-Use Technologies; Agrofood; Automotive, Transport and Logistics; Bio Chem Tech; Creative Industries; Environment; Healthcare.

The Events form is divided into several tabs. When you are creating an event, go through each tab carefully and enter all of the necessary information. You can switch from one tab to another at any time of the editing process.

The tabs are:

- Event details
- Agenda & registration
- Event Location
- Hotel List
- New registration (this tab will only appear if registration is allowed for an event)
- Participants (this tab will only appear after the event is validated)

Note: As seen in the disclaimer below the form, the publication of the event in the EEN database does not necessarily mean that the activity is eligible. For the eligibility of your activities, please always refer to the "Eligibility Guidelines".

Industrial Sectors:

Aerospace technology

AGRICULTURAL AND MARINE RESOURCES AND PRODUCT

Agriculture - Forestry

Automation/Robotics

BIOLOGICAL SCIENCES

Biotechnology

Chemical industrv

Previous
Next

The validation of your event by the Agency is a necessary requirement to ensure the quality of the information published in the Events Database of the Network. Nevertheless, bear in mind that the validation of your event does not automatically imply that your activity has been considered eligible under the EEN grant agreement. For the eligibility of your activities, please always refer to the "Eligibility Guidelines".

Back
Save and continue
Submit

When to publish an event within the Network?

You are encouraged to publish planned events as early as possible – even if not all details are known, to give colleagues time to add the event in their activity plan and recruit clients, or to coordinate events they might plan with your event if they target the same sector / country / dates. You will be able to update the event afterwards with further details regardless of the closing date.

You can register an event very early by providing a limited amount of key details: date, main objectives, sectors covered, main organiser. You can update the contents with more detailed information as they become available.

It is highly recommended that you do not submit your event for review unless you have entered enough relevant information to allow others to determine whether it might be interesting for them or their clients. If you need to stop before you are finished you can **Save as Draft**. The event is not sent for review until you click **Submit**.

If the event is not ready for promotion to clients but enough information is available for other Network partners to start planning, select "Publish on Enterprise Europe Network Intranet only": it will only be visible in the Intranet. If you have to cancel it, you can do easily it and clients will not have seen it.

When the event is ready to be promoted to clients, update it to "Publish on Intranet and Public Website", making it visible to end-clients via the events' calendar and clients' event queries.

Event details

This tab will contain the minimum compulsory information about your event. Mandatory fields are marked with an asterisk (*).

Enter the event details. Refer to the following tables for a description of the requirements for each field.

Description

Field	Description	Details
-------	-------------	---------

Field	Description	Details
Title	Title of the event that will appear in the event calendar on the intranet and/or public site.	<p>This field is mandatory for each event.</p> <p>The title should be clear and meaningful for non-experts in the technology or sector of the event. It should enable clients to see if the event interests them, and Network Partners to see which companies or researchers in their region might be appropriate attendees.</p> <p>Remember that this is the very first section to be read: it should be clear, concise (it is not an advert, and there is room in the abstract and description for further details), and attractive (avoid "marketing speak": remain as matter-of-fact as possible) with no spelling mistakes or typos.</p> <p>If the event is a brokerage event, indicate it in the title.</p> <p>Please remember that stand-alone acronyms, product names or trademarks are not allowed and that the maximum character length of the title is 256 including spaces.</p>
Publish on	Choose whether the event should be promoted to the public via the event calendar on the internet, or only to Network partners via the Network intranet.	<p>Enterprise Europe Network intranet only</p> <p>Intranet and public website</p>
Type	Type of event you are organising	Select an event type from the drop-down list.
Start date	Day on which the event starts	Select a date from the calendar.
End date	Day on which the event is finishes	Select a date from the calendar.
Closing date	Deadline after the event for retrieving feedback from participants	Select a date from the calendar. This date is mandatory as of July 2014.
City	City in which the event will take place	Free text
Country	Country in which the event will take place	Select the country from the drop down list.
Closing date	Deadline after the event for retrieving feedback from participants	Select a date from the calendar. This date is mandatory as of July 2014.

Field	Description	Details
City	City in which the event will take place	Free text
Country	Country in which the event will take place	Select the country from the drop down list.
Description	Describe the event. If you are organising registration outside of the Network intranet, include registration information here.	Free text This field is mandatory and is one of the most important fields of the event. It is the basis for the validation of the event by the Agency. Please provide all details relating to the event (maximum 4000 characters including spaces). Ensure that all information included in this field does not contradict others statements made elsewhere in the form and also that the information is not duplicated in other sections of the event form.
Relevant EU programmes	EU programmes associated with the event	Select the relevant EU programme from the drop down list. To select multiple programmes, hold Ctrl while making your selection.
Industrial sectors	Industrial sectors involved in the event	Select the industrial sector or type for the event. To select multiple industrial sectors, hold Ctrl while making your selection.

Note: If the activities with the selected **country** are eligible under your work programme, select the option available right below the **country** field.

Event targeting the following sectors

Field	Description	Details
Technology Keywords	Technology keyword associated to the event	Enter the technology keywords relating to the event. The system will automatically display all the keywords containing the characters you type.
Market Keywords	Market keyword associated to the event	Enter the market keywords relating to the event. The system will automatically display all the keywords containing the characters you type.

When adding keywords you can click the  icon to open the keyword picker. From the keyword picker you can add keywords by viewing and selecting keywords from the tree view. For further information please see [Working with Technology, Market and NACE Keywords](#) section of this user guide.

Organisations involved

Field	Description	Details
Name of Enterprise Europe Network partner	Name of the Network partner organising the event	Auto-populated field containing your organisation.
Organisation Hosting the Event	Name of the organisation hosting the event	Free text
Co-organisers	List of other Network partners that act as co-organisers	Type the ID or name of the EEN partner. As soon as you start typing, the list of organisations matching the selected combination of letters will be displayed. Select the desired partner in the list.
Other partners involved	List of other Network partners who brought clients to the event and helped their clients prepare (e.g. with registration) for the event.	Type the ID or name of the EEN partner. As soon as you start typing, the list of organisations matching the selected combination of letters will be displayed. Select the desired partner in the list.
Non Enterprise Europe Network organiser	Name of an organisation outside of the European Enterprise Network that is involved in the organisation of the event	Select a Non Enterprise Europe Network organiser from the drop down list.
Sector groups involved	Sector groups involved in the organisation of the event	Click to select a sector group in the list. To select multiple sector groups, hold the Ctrl key while selecting the desired items.

Contact details

Field	Description	Details
Contact name	Name of the event organiser	Select the organiser (from your organisation) in the drop down list
Contact telephone	Telephone number of the event organiser	Auto-populated with organiser telephone number
Contact fax	Fax number of the event organiser	Auto-populated with organiser fax number
Contact email	Email address of the event organiser	Auto-populated with organiser email address
Website	You can provide additional information about the organiser e.g. a link to its website.	Free text

Click **Next** or the **Agenda & registration** tab to continue.

Note: If you do not want to continue creating the event, you can click **Save as Draft**. This will close the Event form. You can always re-open and edit saved draft events from the Events Dashboard.

Agenda & registration

This tab allows you to give key registration information for Network partners and clients as well as to define the online registration parameters for the event if you use the Network Event integrated online registration facility. Depending on the event style you select on the Event details tab, your event may be published on the internet, which allows users outside the Network to register.

You should always fill out this tab, even if you are using your own registration tool (e.g. brokerage events registration and matching tool).

Create Event (1/2)

Details

Agenda & registration

Location

Hotel List

Online Registration Facility

Activate The Facility:

Deadline For Registering:

Preliminary text :

Agenda of the Meeting

Upload Agenda Select...

Previous

Next

Save

Submit

Cancel

Note: If you do not check **Activate the facility**, then the registration tab will not appear on the public website or on the Network intranet.

Enter the registration details. Refer to the following table for a description of the requirements for each field.

Field	Description	Details
Activate the facility	Select this check box if you want to activate the Network Event integrated online registration facility.	If you do not choose to use this facility, registration to the event will not be possible.
Deadline for registering	This is the date on which you want to close registration for the event.	The registration automatically closes on this date. No further registration will be allowed.
Preliminary text	Enter a short welcome message or introduction for the event.	This message appears at the top of the New Registration tab
Agenda of the meeting	You can attach a file that outlines the agenda of the event.	There is no restriction on the file type and number of files that can be uploaded.

Click **Next** or the **Location** tab to continue.

Location

This tab allows you to define the location details for the event.

Create Event (Draft)

Details | **Agenda & registration** | **Location** | Hotel List

Location Details

Location Details Name :

Event Address :

Location (City) :

Location (Country) :

Location's Contact Telephone :

Location's Contact Fax :

Location Map Attachment:

Web Page :

Contact Details at Event Location

Location's Contact Name *:

Location's Contact Telephone *:

Location's Contact Fax :

Location's Email :

[Previous](#) [Next](#)

[Save](#) [Submit](#) [Cancel](#)

Enter the location details. Refer to the following table for a description of the requirements for each field.

Field	Description	Details
Name	Name of the location where the event takes place. (e.g. Brussels Business Centre)	The is the name of the venue
Event address	Address of the event location	
Location (City)	City where the event takes place	This field will be pre-filled with the data from Event Details, but you can insert additional more specific information.
Location (Country)	Country where the event takes place	Click the icon to browse for a country, or type the name of the country in the field.
Location contact telephone	Telephone number of the venue	Remember to include the national and international dialing codes.
Location contact fax	Fax number of the venue	Remember to include the national and international dialing codes.

Field	Description	Details
Location map	You can upload a map of the venue location	
Web page	Link to the venue's website	
Contact name	Name of contact person at the venue	
Contact telephone	Telephone number of the contact at the venue	Remember to include the national and international dialing codes.
Contact fax	Fax number for the contact at the venue	Remember to include the national and international dialing codes.
Contact email	Email address of the contact at the venue	

Click **Next** or the **Hotel list** tab to continue.

Hotel list

This tab allows you to define the list of hotels near the event. You can upload files containing hotel information as well as hotel registration forms.

The "Hotel Information Web Page" field allows you to insert a direct link to a website containing the information on the Hotels.

To upload a file, do the following:

1. A non mandatory field can be edited with a direct link to a website containing the information on the Hotels.
2. Click **Select**.
3. Locate the file on your computer and click **Open**; the path to the file will be shown in the upload field.

4. Add additional files (as required), by repeating the steps above. Alternatively, if you wish to remove uploaded file, click the **Remove** button.
5. Click **Save** to save a draft of your event and return to the dashboard or click **Submit** to submit the event to the Agency Event Validator for review.

Once the event has been reviewed by the Agency Event Validator, you will receive a message stating that it has been validated, or a message outlining changes that need to be made.

When the event is validated it is automatically published. If you selected to allow registration through the online registration facility, the New Registration tab and the Participants tab appear when you view the event.

Note: You can update the event with further details as they become available or make changes to the existing event details also after the event has been published, as long as you have provided the minimum key details for the event to be validated and published. Any event can be edited. This will enable organizers to update the list of participants who attended the event, as well as any other details to ensure that their feedback report is correct.

Event Validation Procedure

Once an event is submitted by its organiser, it will go through the Agency validation workflow, which includes a review by dedicated staff in the Agency. At this point the status of the event is **Under Review** in your **My Events - Dashboard**.

When reviewing the events the Agency Event Validator has the following options:

- **Approve** the event. Once approved, the event is published to the network. It will be visible in the events calendar and can be searched through the network (and online dependent on whether you made the event visible to the public). You will find your published events in the **Events - Published** table of My Events Dashboard.
- **Reject** the event. The event is archived by the system and can only be viewed for reference.

- **Revise / Block with Question.** The event is sent back to the organiser for update and the status of the event is changed to **On Hold**. After the organiser resubmits the event for review a second time, the system changes its status back to **Under Review**.

Searching Events

You can easily search all upcoming network events in Merlin by using the events search functionality.

If either of your searches yield positive results you can view the events in detail and if the events are open for registration you can register yours (or your clients) attendance to it.

Event Simple Search

To conduct a quick, simple search for events do the following:

1. From Partnering Home click **Events > Search Events**. The Event Search window will open:

Note: The following instructions 2) to 8) are optional. You can add as many or as few search criteria as you like. It is also possible to click **Search** without any criteria to show **all** published events.

2. Enter as many search terms as you require to conduct the search in the **Search** field.
3. In the **Free Text option** field, indicate if you would only like to produce results that contain **all words** you specify in the search field or if you would like to search for **any word** which will show events that contain one or more of the terms you specify.
4. In the **Events date interval** field, you can search for all events between a specified start date and end date (by providing a start date and end date). If you provide **just** a start date or an end date you will receive events only occurring after the start date (or until the end date)
5. In the **Event Type(s)** field, you can indicate the type of event you would like to search for. It is possible to select as many event types as required.
6. In the **Countries** field, you can select the country where the event is taking place.

7. In the **Technology Keywords** and **Market Keywords** fields specify any technology or market keywords related to specialisms covered by the events you are searching for. For a full list of all Market and Technology keywords please refer to the relevant Appendices section of this guide. Click  to open the Keyword picker to choose keywords from a tree view format. To learn more about this please see [How do I select keywords in The Enterprise Europe Network IT Platform?](#)

Note: If you do not select any keywords, the system will ignore the keywords and will perform the search based on the other criteria you specified.

8. In the **Industrial Sectors** field, indicate the industrial sector of the event you are looking for.
9. Click **Search**. The system will display the events matching your criteria in a list.

Last Modified :

[Last week](#)
[Last month](#)
[Last quarter](#)
[Last year](#)

[B2B 4 Energy: Technology Brokerage Event during Expo Energy 2010](#)

Brokerage Events : Updated last month from **Bulgaria**

Enterprise Europe Network – Bulgaria is organising a technology and business matchmaking event during Expo Energy 2010, from 13 to 16 April 2010 in... 

Technology keywords :

Market keywords :

NACE keywords :

[BBF / EXPO COMM ITALIA 2009](#)

Brokerage Events : Updated last month from **Italy**

Unioncamere Lazio, BIC Lazio and Mondimpresa, representing Enterprise Europe Network, in partnership with Sviluppo Lazio and the Italian Institute for... 

Technology keywords :

Market keywords :

NACE keywords :

[ITN - Infrastructure, Telematics & Navigation](#)

Brokerage Events : Updated last month from **Italy**

Torino Chamber of Commerce, Lingotto Fiere/Group GL events Italia and Wireless, with the scientific support of Torino Wireless Foundation, are... 

Technology keywords :

Market keywords :

NACE keywords :

10. Adapt your search to show events that have been recently modified by clicking the '**Last modified**' buttons on the left hand side of the results page.
11. Once you have located an event that is suitable, click the event title to view it in greater detail. The event view will open. From this page you will be able to register to the event if it is open for registration or alternatively click **Back** to return to the search results.

Note: From this page it is also possible to export your search results, or a single event, after you open it. For further details please see "Exporting Events".

Edit an Event

If you are an event organiser or event manager, it is possible to edit your event before and after it has been published should you wish to alter any details of your event. To edit your event, do the following:

1. From the Merlin Dashboard, navigate to **Events** and click **My Events** to access your My Events Management Dashboard.
2. Navigate to the event that you wish to edit and click the event title (or alternatively  icon).
3. Edit the event as required.
4. Click **Save** to save the event or **Cancel** to remove your edits and return to the My Events Dashboard.

Note: If you update an event after it is published (e.g. to add new EEN partners as coordinators), your event will not need to be validated again but it will be recirculated in the event queries, giving it additional visibility.

Event Registration

When you create an event, you have the option to allow participant registration through the Network Event integrated online registration facility.

To activate the online registration facility, select **Activate the Facility** check box on the **Agenda & Registration** tab when creating the event. This activates the registration facility so that potential event participants can register on the intranet and/or internet. For more information about the option refer to the **Create New Event** section of the User Guide.

Note: If you do not check the **Activate the Facility** check box during event creation then the Registration information does not display on the website.

Once the registration deadline is reached, the online registration facility is no longer available. There are 2 ways of registering for an event:

- Event Registration from the Merlin Intranet (managed by Partner organisations on behalf of their users.)
- Event Registration from the Internet (done by anonymous users / subscribed clients who run an event search on the internet)

When users register for an event via the Network Event integrated online registration facility, a notification is sent to the event organiser (and co-organiser if present). The participant's details are displayed in the Participants tab of the event on the My Events Dashboard. The event organiser or co-organiser can approve or reject the registration request. In both cases, an email notification is sent to the participant to let them know if their registration has been accepted or rejected. For further information on approving and rejecting participants see the [Approve / Reject Participant Registration for Events](#) section of this user guide.

Event Registration from Intranet

To add a new participant to an event in Merlin, do the following:

1. From Partnering Home open My Events Dashboard (Events > My Events)
2. Navigate to the **Events - Published** table and locate the event your wish to add a new participant to.

Events - Published

Title	Start Date	Country	City	End Date	View
Cirque du Soleil's Kooza at the Royal Albert Hall	4 Jan 2013	Greece	London	6 Jan 2013	
Event 1	20 Dec 2012	Cyprus	Nicosia	21 Dec 2012	





Displaying items 1 - 2 of 2

[Show All](#)

3. Select **View** icon  to view the event.
4. Click **Manage Participants** tab. The list of the registered participants for the event will be shown.
5. Click **New Participant**. The Add New Participant window will open.

Add new Participant

Personal Data

Title *:

First name *:

Last name *:

Company/Organisation *:

Company/Organisation *:

URL *:

Street *:

Post Code *:

City *:

Country *:

Telephone *:

Fax *:

E-mail *:

6. Select who you would like to register: **Myself** (you) or **Someone else**.
7. Complete the form as required. Remember fields with an asterisk (*) indicate mandatory fields that must be populated.
8. Click **Save** to save the form and register the new participant or **Cancel** to cancel your edits and return to the list of participants.

Note: If you choose to register someone else, they will receive an email containing a link asking them to confirm their participation in the event. They **must** click on the link to notify you that they want to attend. If the user does not click the link their status will remain as pending. Once you approve the participant they will receive another email confirming their place on the event. See [Approve/Reject Participation for an Event](#)

Event Registration from Internet

If you have selected that your Event is also published to all users of the internet and Public Website it can be attended by users/anonymous clients who run a search for Events or have queries that whose search criteria match the event. Opening your event to be accessible to the public is a useful dissemination tool for introducing new clients to the network and your organisation.

To learn how a client would register for an event on the internet see the *Merlin Client User Guide*.

View Event Participants

To view participants for an event, do the following:

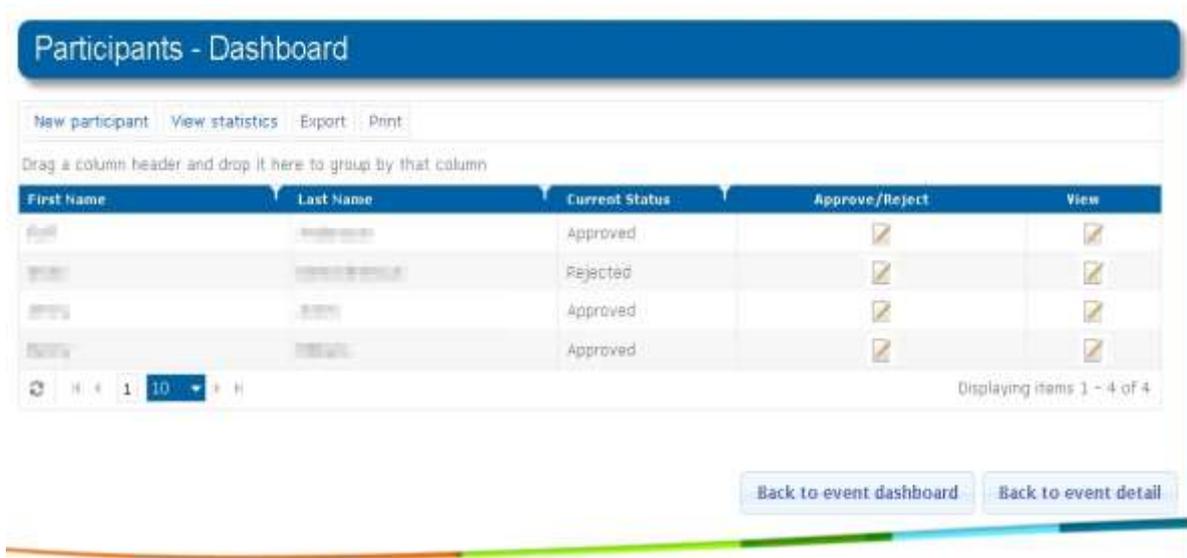
1. From Partnering Home navigate to **Events** and click **My Events** to open the My Events Dashboard.
2. Navigate to the Events - Published table and locate the event that you wish to view its participants.
3. Click on the event title or click  icon to open the event details.
4. Click **Manage Participants** to view all participants that have registered to the event. You will be able to see their status for the event in the list.

5. Click the **View** icon  to view the participant details.

Approve / Reject Participant Registration for Events

To approve or reject a participant who has registered for your event do the following:

1. From Partnering Home navigate to **Events** and click **My Events**. Your My Events Dashboard will open.
2. Scroll to the **Events - Published** table and locate the event that you wish to approve or reject participants.
3. Click on the event title or click  icon to access the event details
4. Click **Manage Participants** to open the participant management window. All participants for the event will be listed:



5. Click the **Approve/Reject** icon  on a participant to open the participant details window.

Approve or reject new participant ✕

Who is registering	Myself
Personal Data	
Title	Mr.
First name [*] :	aaaaa
Last name [*] :	aaaa
Company/Organisation [*] :	qsqs
URL [*] :	sdsqdsd
Street [*] :	dsqdsqd
PostCode [*] :	132
City [*] :	xcxwc
Country	Benin, Republic of
Telephone [*] :	233453
Fax [*] :	21323123
Email [*] :	dsds@dsdd.be

6. Review the participant information and click **Approve** to approve the participant, **Reject** to reject the participant (you must provide a reason for rejection for the participant) or **Cancel** to cancel your selection and return to the participants list.

If you approve the participant, Merlin will send the participant an email confirming their participation in the event. If you reject the participant, Merlin will send the participant notification of their rejection and the reasons for rejection

Note: If you decide to change or cancel the event, the participant will receive an email notifying them of the change of event or its cancellation. If you choose to run the event on a different date the participant will have the option of con- firming their attendance to the new event from the email they receive.

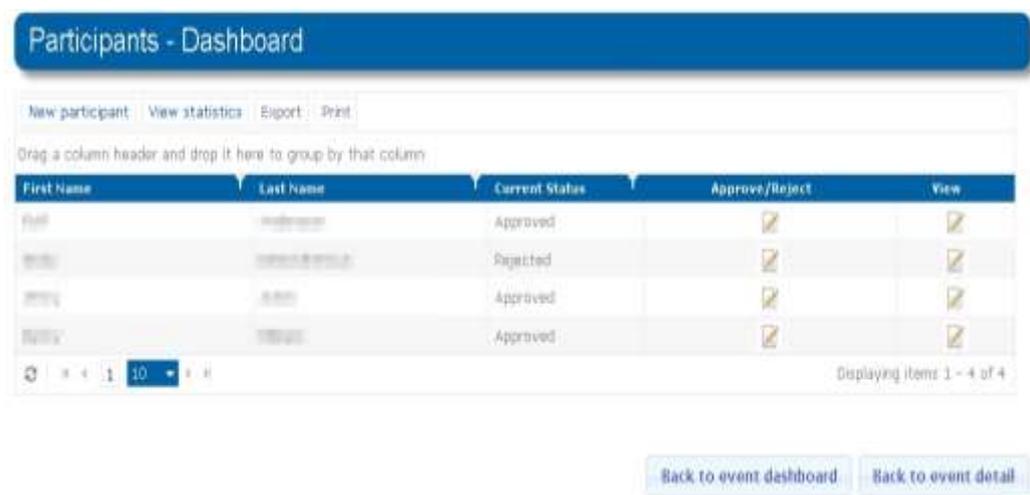
If you accept a participant but for some reason must change their status then it is possible to reject them at a later date by clicking the **Approve/Reject** icon  for the participant and clicking **Reject**.

View Event Participant Statistics

It is possible to view the event participant statistics for any event that you are managing. This is an effective tool for quickly checking the number of approved, pending and rejected participants for your event without scrolling through a list of each of the users. This is particularly useful for events that have a large number of intended participants.

To view the participant statistics for an event, do the following:

1. From Partnering Home select **Events** and click **My Events** to open your My Events - Dashboard.
2. Scroll to the **Events - Published** table and click the event you wish to view the participants' statistics.
3. Click on the title of the event or click  to open the event details.
4. Click **Manage Participants**. The Participants dashboard will open to display a list of all people who have applied to attend the event.

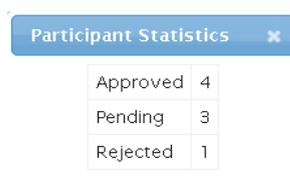


First Name	Last Name	Current Status	Approve/Reject	View
Paul	Anderson	Approved		
Wendy	Anderson	Rejected		
John	Smith	Approved		
John	Wilson	Approved		

Displaying items 1 - 4 of 4

[Back to event dashboard](#) [Back to event detail](#)

5. Click **View Statistics**. The participants statistics window will open to display the statistics for users who are approved, pending and rejected for the event.



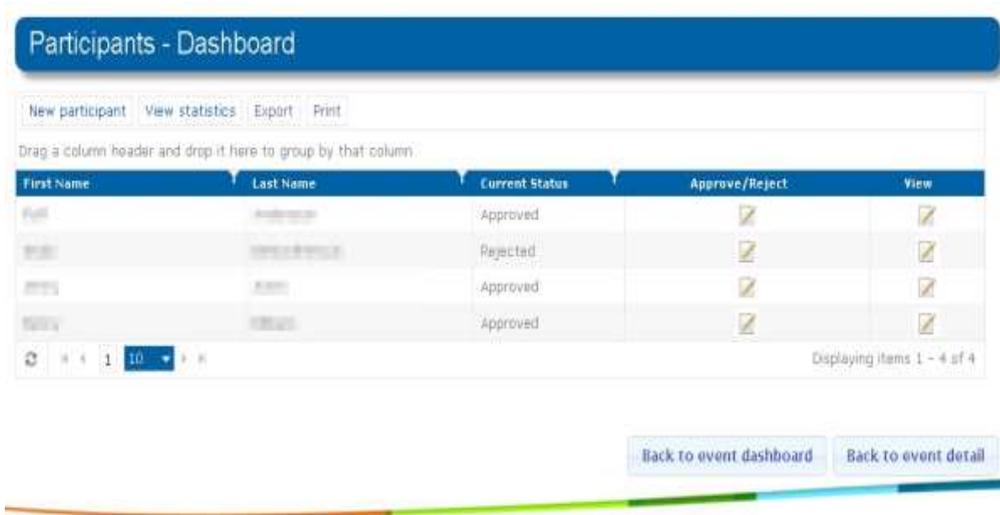
Participant Statistics	
Approved	4
Pending	3
Rejected	1

Export Event Participants List

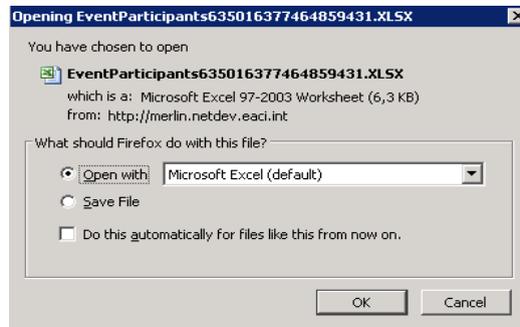
If you would like to create a print out of all **approved** participants for your event you can export a list in PDF, docx, xlsx, and xml format. This is particularly useful if you would like to get people to sign their attendance as they arrive at the event so you can track actual attendance on the day.

To export the event participant list, do the following:

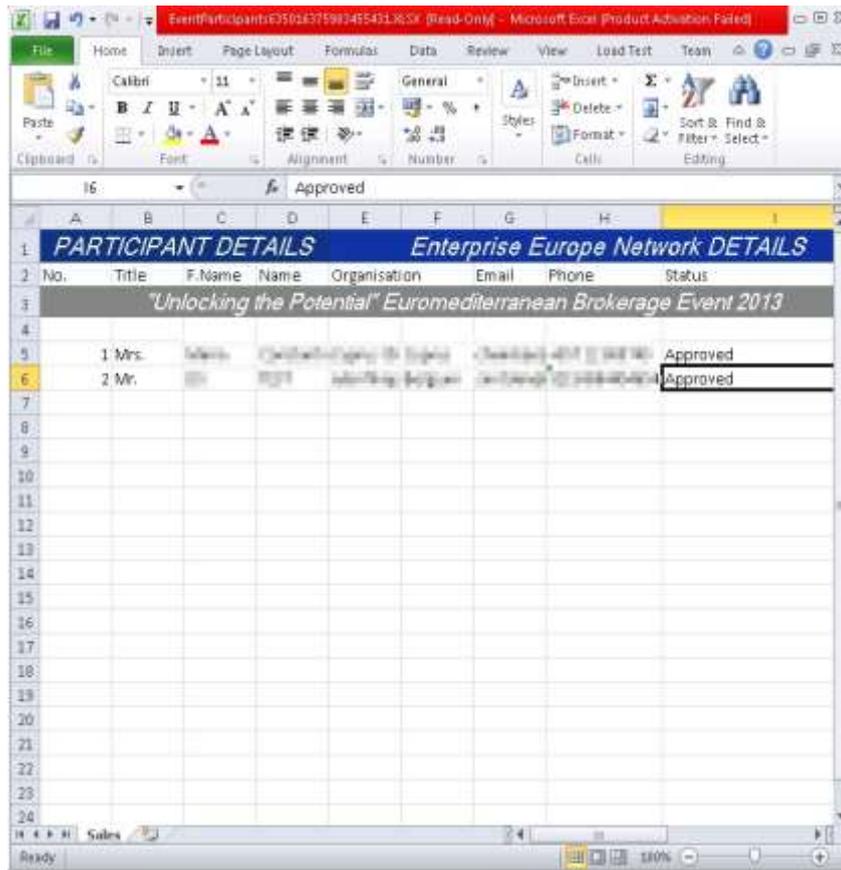
1. From Partnering Home select **Events** and click **My Events** to open your My Events - Dashboard.
2. Scroll to the **Events - Published** table and click on the event you wish to export information
3. Click on the title of the event or click  to open the event details.
4. Click **Manage Participants**. The Participants dashboard will open to display a list of all people who have applied to attend the event and their status.



5. Click **Export**. The Export window will open for exporting the results in xlsx format.



6. Select **Open with** and choose the program you would like to immediately open the file or **Save File** to save the file to your computer.
7. Click **OK**. The file will download and automatically open in the format that you requested. If you selected **Save file** (in step 6.) then the file will be saved in the Downloads folder of your computer.

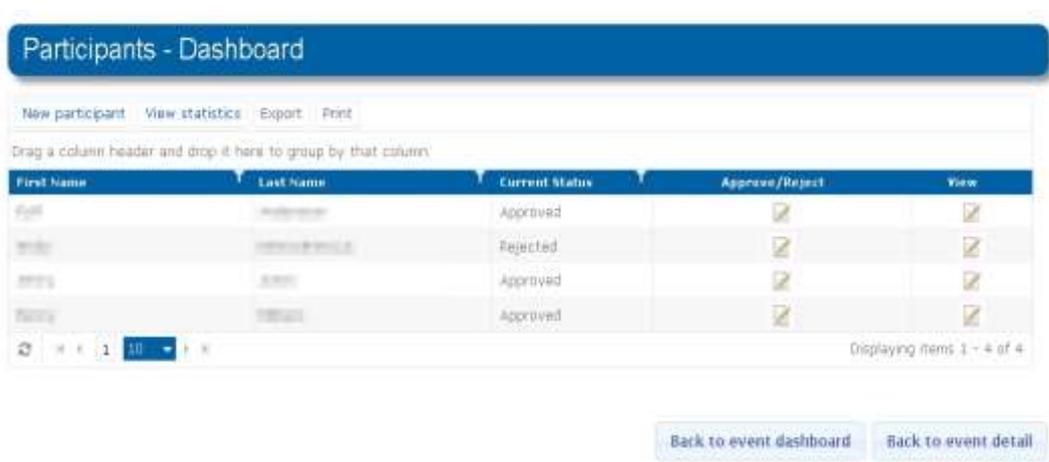


Print Event Participant List

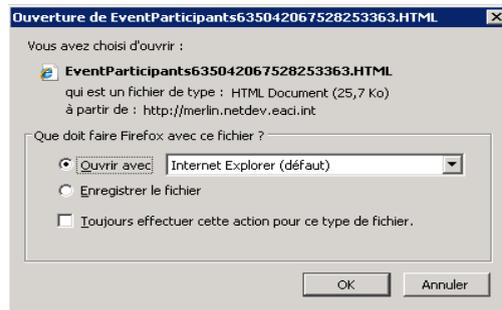
Printing a list of event participants can help you see the exact number of people registered to attend to an event and on the day of the event getting the participants to sign the sheet to confirm their presence.

To print a list of event participants that have been **approved** for your event do the following:

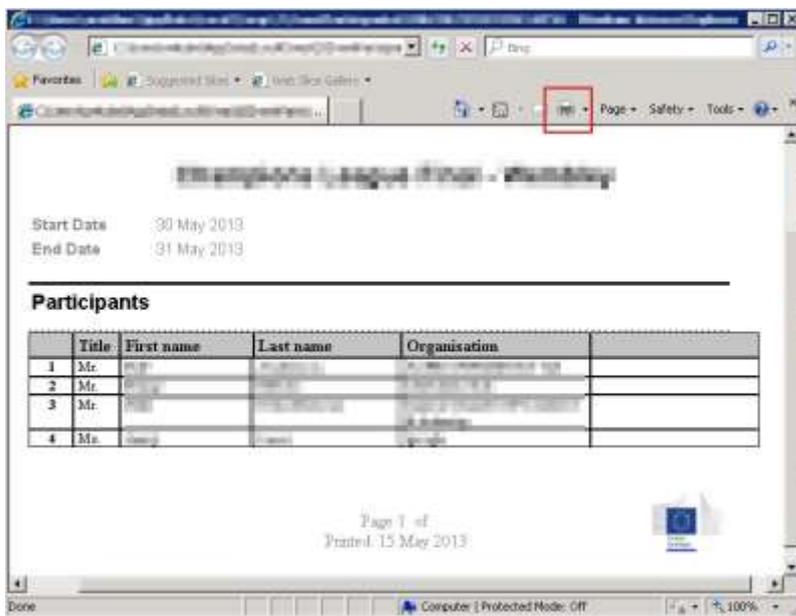
1. From Partnering Home select **Events** and click **My Events** to open your My Events - Dashboard.
2. Scroll to the **Events - Published** table and click on the event you wish to print information.
3. Click on the title of the event or click  to open the event details.
4. Click **Manage Participants**. The Participants dashboard will open to display a list of all people who have applied to attend the event and their status.



5. Click **Print**. The print window will open:



6. Select **Open with** and choose the program you would like to immediately open the file or **Save File** to save the file to your computer.
7. Click **OK**. The file will download and automatically open in the format that you requested. If you selected **Save file** (in step 6.) then the file will be saved in the Downloads folder of your computer:



8. With the html file open you can then print the list like you would print any other document from the internet (Press **Ctrl+P** or click the printer icon on your browser).

Cancel an Event

Occasionally there may be the need to cancel an event that has already been validated. There are many reasons why this may happen but most often it is due to a insufficient interest/registrations for the event. If this situation occurs then the event organiser or Event Validator can cancel a validated event.

To do so, do the following:

1. From Partnering Home select **Events** and click **My Events** to open the My Events Dashboard.
2. Scroll to the **Events - Published** table and click the event you wish to cancel.
3. Click on the title of the event or click  to open the event details.
4. Scroll to the bottom of the event and click **Delete**. The event will be cancelled. All participants that have registered for the event will be notified of the cancellation by email and the event will be moved to the **Events - Cancelled** table of the My Events Dashboard.

Note: Cancelled events can be reopened for participation should the status of the event be changed to open. Cancelled events would need to go through Event Validation again. Once the event has been published the previous registrants to the original event will be notified that the event has been reopened and given the opportunity to re-register their attendance.

The Events Calendar

All upcoming validated events are automatically shown in the Events Calendar. From here it is possible to view and register for events that may be of interest to you and your clients. It is also possible to export events to various formats (see "Exporting Events").

To access the events calendar, click **Events > Events Calendar** from Partnering Home. The events calendar will open showing the planned events for the current month:

The screenshot shows the 'Events Calendar' interface. At the top, there is a blue header with the text 'Events Calendar' and a 'HELP' icon. Below the header, there are two dropdown menus for 'Month' (set to 'May') and 'Year' (set to '2014'). To the right of these are two buttons: 'Show all past events' and 'Show all future events'. Further right is an 'Export' button. Below these controls, the text 'May 2014' is displayed. The main content is a table with three columns: 'Start Date', 'Title', and 'Feedback'. The table lists several events for May 2014, including 'B2B Meeting Event on IFAT', 'Turkey Trade Mission', 'Company Mission From Turkey To Germany (IFAT)', 'Info day: Access to new markets', 'Concours Créatif 2014', 'Swedish furniture designer going on a CM to Germany', 'Company mission between sister regions', and 'Aviation Valley Expo Day'. The 'Feedback' column contains green checkmarks for some events.

Start Date	Title	Feedback
5 May 2014	B2B Meeting Event on IFAT Company Mission - Munchen (Germany)	
5 May 2014	Turkey Trade Mission Company Mission - Istanbul (Turkey)	✓
5 May 2014	Company Mission From Turkey To Germany (IFAT) Company Mission - Munich (Germany)	
5 May 2014	Info day: Access to new markets Conference/Seminar/Information Day - Tripolis (Greece)	
5 May 2014	Concours Créatif 2014 Fair/Exhibition - Tunis (Tunisia)	
5 May 2014	Swedish furniture designer going on a CM to Germany Company Mission - Berlin, Munich (Germany)	
5 May 2014	Company mission between sister regions Company Mission - Wuhan (China)	✓
5 May 2014	Company mission to IFAT Company Mission - Munich (Germany)	
6 May 2014	Aviation Valley Expo Day Brokerage Event - Rzeszow (Poland)	

Note: It is also possible for any user to access the events calendar from the EEN main page (<http://een.ec.europa.eu>) by selecting **Events > Events Calendar**. However, non-EEN users will not see all types of events, nor the Feedback column.

To navigate to a particular date in the events calendar, click the drop-downs next to **Month** and **Year** and select the desired month/year. The events calendar will open all validated events for the chosen month/year.

If you would like to see a list of all past events then you can click **Show All Past Events** at any time. Additionally, you can see **all** next events by clicking **Show All Future Events**.

View Events in the Events Calendar

To view an event in the events calendar click on an event title to open the event information page. This page contains all information regarding the event and any additional information that may be useful to participants.

Event Details

Event Status: **Validated**

Brokerage event Alimentaria 2014
01 Apr 2014 to 02 Apr 2014

Registration: <http://b2match.eu/alimentariabrokerage2014/registration>

Agenda:

1st April Bilateral Meetings

11:00 - 14:00
15:00 - 18:00

2nd April Bilateral Meetings

10:30 - 14:00
15:00 - 18:00

Description	
Title:	Brokerage event Alimentaria 2014
Publish on:	Intranet and Public Website
Type:	Brokerage Event
Start Date:	01 Apr 2014
End Date:	02 Apr 2014
Closing Date:	20 Apr 2014
City:	Barcelona
Country:	Spain
Description:	<p>The Alimentaria fair (http://www.alimentaria-bcn.com/en/alimentaria-2014) is one of the most important food and drinks trade shows in the world.</p> <p>A brokerage event will be held alongside the main fair, with the aim of helping the European companies to find commercial and technological partners as well as partners for R&D collaborative projects within Horizon 2020 programme.</p>

If the event is open for registration you will be able to register yourself or someone else to the event by clicking **Register for this event** and completing the form.

The participant will be notified by email that you have registered them for an event. They will need to click on the link to accept their participation in the event. The event creator and co-organiser (if applicable) will then approve the participant. To learn more about event registration see Event Registration from Intranet.

Reassign All Upcoming Events

Note: The following instructions can only be completed by an Event Manager in Merlin. Standard users of Merlin cannot reassign all approved events.

There may be instances where an Event Manager will need to reassign **all** events to another Partner or organisation (e.g. in instances of EEN Partner networks being merged).

To reassign all events, do the following:

1. From Partnering Home click **Events** > **Reassign all events**. The Reassign all events window will open.

Reassign all your upcoming events

 **Attention!**
By reassigning the upcoming events all the participants and registration data associated with them will be transferred to the new partner.

Country:

Select EEN partner in charge:

Contact person:

2. Select the country where the network that you want to reassign you events to is located.
3. Select the EEN partner who will be in charge of the events.
4. Select the contact person to whom you will assign your events.
5. Click **Save**. The person you chose will now be able to see all the events in their Events Management dashboard.

Reassign a Single Event

If you wish to reassign a single event to another member of an organisation, do the following:

1. From Partnering Home click **Events > My Events**. The Events dashboard will open.
2. Click an event from the **Events - Published** column. The Event details will open.
3. Click **Reassign this Event**. The Reassign your Event window page will open.
4. Select the country of the person you wish to reassign the event to.
5. Select the **EEN Partner in Charge** who will be in charge of the Event. This will be an organisation within the country that you selected in step 4.
6. Select the **Contact Person** who will be in charge of the event.
7. Click **Save**. The event will be sent to the person you have chosen. It will no longer be visible on your My Events Dashboard.

Co-organised Events Dashboard

The Co-organised Events dashboard shows all the events for which you are a co-organiser or in which you have been mentioned as a partner (in the field *Other Partners Involved*) by the main organiser.

For draft events you can only see the title. For published events you can access the event details by clicking on the event name in the dashboard as well as enter your feedback for the event (see "Managing Event Feedback").

In addition, co-organisers are able to manage participants to the event alongside the main organiser. The process of managing participants is the same as if you created the event yourself. To learn more about managing participants please see [Event Registration from Intranet](#).

Coorganised Events - Dashboard HELP							
Title	Status	Start Date	Country	City	End Date	View	
INCEEN 2014 MMEBANK	Validated	25 May 2014	Sweden	Stockholm	27 May 2014		
Be5T Brokerage Event	Draft	17 Apr 2014	Sweden	Stockholm	17 Apr 2014		
International Energy and Environment Conference and Business Meet	Expired	1 Apr 2014	Switzerland	Neuchâtel	1 Apr 2014		

Displaying items 1 - 3 of 3

Registered Events Dashboard

The Registered Events dashboard shows all events that you have registered to attend. From this dashboard it is also possible to register other people to the same event by clicking the event title you wish to register someone for, clicking **Register for this Event** and submitting the participants details. This is the same process as if you have searched for an Event in Merlin and chosen to register your attendance.

Registered Events - Dashboard					
Title	Start Date	Country	City	End Date	View
[Redacted]	30 May 2013	United Kingdom	London	31 May 2013	[View icon]

Displaying items 1 - 1 of 1

Exporting Events

It is possible to export events in Merlin to the following formats: PDF, docx (word document files), xlsx (Excel documents), and xml (extensible markup language) to enable you to distribute hard copies of events as handouts to attendees of conferences, training and marketing events that you may be involved in.

There are two types of event export possible:

- Export a single event (from the Event Details page of an event. You will export the event in one file.)
- Export multiple events (from the search results page or the Events Calendar. You will export your results in one Excel file.)

Export an Event

The following process is the same as exporting Profiles. To learn how to export Profiles please see [Export Profiles](#)

To export a single event, do the following:

1. Search for your events using the filters and criteria that you select (to learn how to search events please see [Searching Events](#)). Alternatively, open the Events Calendar to view the events occurring during a specific period.
2. Once you have identified an event that you wish to export, click on it to open the Event Details page.
3. Click **Export**. The Export Result window will open:



4. Select the desired document format to complete the export.
5. Mark the fields that you wish to export or mark **All** to extract all fields for each event.

Note: If you only select a few fields these are all that will be shown for each event after export.

6. Click **Submit** to start the export, and follow the on-screen instructions to open the generated file directly or to save it to your computer.

Export Multiple Events

You can export multiple events that you have found through the event search functionality, as well as events found in the Events Calendar. The two methods differ in the way the information is presented in the output file.

Export multiple events from search results

1. Search for your events using the filters and criteria that you select. To learn how to search events please see [Searching Events](#).

Note: You must limit your export of events results to less than 200 events. This is because the exported file size will be very large. If your event search shows more than 200 results it is recommended that you refine your search and try again.

2. Once your search has brought up enough events you are happy with, click **Export**. The Export Result window opens:



3. Select the desired document format to complete the export.
4. Mark the fields that you wish to export or select **All** to extract all fields for each event.

Note: If you only select a few fields these are all that will be shown for each profile after export.

5. Click **Submit** to start the export, and follow the on-screen instructions to open the generated file directly or to save it to your computer.

Note: The export results will download as one file (not single files for each event).

Export multiple events from the Events Calendar

The Events Calendar allows you to export a list of events that take place during a selected period of time:

1. In the top right corner of the Events Calendar page click the **Export** button.
2. In the calendar dialog, pick the start and end dates, then click **OK** to generate an Excel (xlsx) file containing all events occurring during the selected period.



3. To access the file, click the download arrow  in the “Download files” dialog, then follow the on-screen instructions to open the generated file directly or to save it to your computer.



Managing Event Feedback

Currently it is possible for Network Partners to submit feedback reports for company missions and brokerage events. In future releases, it will be possible to allow event participants to submit feedback using Merlin forms. This feature will be available for events other than BE and CM.

Feedback can be submitted on **published events**, only after the event has ended (i.e. after the end date) and before the closing date.

Feedback form for BE and CM

The feedback form is created by the main organiser, filled in by all the partners involved in the event (organisers and participating partners), and finally submitted to the Agency by the main organiser.

The form is accessible via the My Events Dashboard for main organiser and the My Co-organised Events Dashboard respectively, for all the other partners involved.

The form consists of two parts:

1. The first part provides an overview of the event and must be filled in by the main organizer based on feedback collected from clients who attended the event.
2. The second part (Event outputs) regards the number of clients supported by each participant in the event (i.e. main organizer, co-organizers and other partners involved) and the numbers of meeting they attended. This part can also be filled in by the main partner, provided they receive the data from the other participants.

Warning! The data you provide in this form is taken into account for official reporting purposes.

Main partners - only generate this form once you have the final list of participants. Any changes you make in the *Co-organisers* or *Other partners involved* fields of the event after the feedback form is created will not be taken into account in the Event outputs section of the report. Therefore newly added partners will not be able to fill in their data.

Note: It is advisable that you submit a feedback form only when you are sure that all the information is correct and complete. However if you have submitted your report with erroneous information, you can still correct it even if you have exceeded the closing date of the event.

It is advisable that you save a draft of your feedback form as soon as you start filling it in. This will enable you to edit the form as many times as necessary before submitting it. You must fill in at least one field of the form to be able to save a draft.

Submitting feedback for BE and CM:

First section - to be filled in **by the main organiser**. This section is visible in read-only mode to all partners involved in the event.

1. Create the feedback form:

- Go to **My Events dashboard**, and click on the event for which you wish to enter feedback.
- The **Event Details page** will open. Click on the **Enter Feedback** button to create the feedback form. The form will open.

Note: Once the form is created, if you leave the page, press **Manage Feedback >Enter Feedback** in the event details page to return to your form.

2. Fill in the form:

- For countries, type the names of all countries represented by clients at your event – including your own. The number of countries represented will be calculated automatically.
- All other fields should contain numbers, not percentages.
- If you leave a field empty, it is automatically filled with the value “0” (zero) when you save or submit your form.
- For **Company Missions**, the number of meetings is not the number of visits, but the number of potential collaborations to follow up.
 - E.g. If you bring a group of 3 clients to visit 2 foreign companies, each of your clients will meet with each of the foreign companies. Therefore, the total number of meetings (i.e. potential collaborations) is $3 \times 2 = 6$.
- When filling in the **Transnational meetings - number of client ratings** section, count every client’s answer.
 - E.g. If both clients who took part in the same meeting rated it as “Cooperation possible”, the field should contain the number “2”.
- If you mentioned the involvement of any **Sector Group** in your event, you must also collect feedback from the participating SG members and describe their contribution and lessons learned in the Sector Group field.
- Optionally, fill in the Event outputs section on behalf of the other partners, provided you have received the correct data from the partners.

3. Click **Save as Draft** if you wish to return to the form later, **or Submit** to send your feedback to the Agency, **only if** all the other partners have filled in the data pertaining to their own contribution in the event.

- At this point, the Enter Feedback button changes to Manage Feedback.
- If you have saved a draft of your form, to **update the form** click Manage Feedback >Enter Feedback in the event details page.

Second part (Event outputs) to be filled in by all partners (including the main organiser) or by the main organiser with data provided by the other partners.

1. Access the form:

- Go to **My Events dashboard** (main organiser) or **Co-organised Events dashboard** respectively (Co-organisers and other partners involved) and click on the event for which you wish to enter feedback. In the **Event Details page** click on **Manage Feedback > Enter Feedback** to open the form.

If you are not the main organiser, you are able to view the data filled in by all the other partners involved in the event, but you are only able to enter and modify data pertaining to your own organization:

Event outputs

Number of clients (R000102) Carrossé de Contact et Industrie Biocel	5
Number of meetings (R000102) Carrossé de Contact et Industrie Biocel	17
Number of clients (FR00104) CHAMBRE REGIONALE DE COMMERCE ET D'INDUSTRIE DE FRANCHE COMTE	
Number of meetings (FR00104) CHAMBRE REGIONALE DE COMMERCE ET D'INDUSTRIE DE FRANCHE COMTE	
Number of clients (MT004) MALLIA (ENTREPRISE)	<input type="text"/>
Number of meetings (MT004) MALLIA (ENTREPRISE)	<input type="text"/>
Number of clients (SE00104) MALLIA (ENTREPRISE)	7
Number of meetings (SE00104) MALLIA (ENTREPRISE)	21

2. Indicate the number of clients that attended the event with your support and the number of meetings they attended, then save your form to submit the data to the main organiser.

Note: Only the main organiser can submit the feedback report form to the Agency.

Viewing the Feedback Report

The feedback report is accessible to all partners once the main organiser has saved or submitted the feedback form. To view it, go to your event’s details page and click **Feedback Report**. The report displays the information entered in the form, as well as generates a pie chart based on the information inserted under the “Transnational meetings - number of client ratings” section.

In a future release, the pie chart and the “Event Outputs-Total” section will be visible for the entire Network, while access to the other sections will be restricted to the concerned partners.

Feedback Report

My Brokerage Event (03 Jan 2015 to 03 Jan 2015)

Clients registered for meetings

- 4- countries represented (names) : France, Malta, Romania, Sweden
- 35 - number of participating clients

Number of meetings

- 100 - meetings (total)
- 82 - transnational meetings

Transnational meetings - feedback results

- 35 - number of clients who sent feedback

Transnational meetings - number of client ratings:

- 6 - insufficient interest/no further contact planned
- 14 - very informative but no cooperation planned
- 44 - cooperation possible
- 36 - cooperation already agreed

Category	Count	Percentage
Insufficient interest/No further contact planned	6	6.00 %
Very informative but no cooperation planned	14	14.00 %
Cooperation possible	44	44.00 %
Cooperation already agreed	36	36.00 %

Event outputs

- 5 - number of clients - (RO00)
- 17 - number of meetings - (RO00)
- 9 - number of clients - (FR00)
- 27 - number of meetings - (FR00)
- 3 - number of clients - (MT00)
- 13 - number of meetings - (MT00)
- 7 - number of clients - (SE00)
- 21 - number of meetings - (SE00)

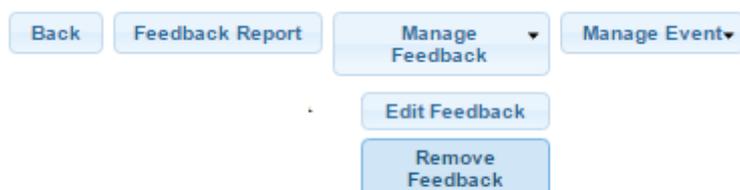
Event outputs - Total

- 24 - Number of clients
- 78 - Number of meetings

[Back to Event](#)

Deleting the feedback report

The feedback report can be deleted by the main organizer for any kind of reason. This will be possible only until the closing date. To do that the user has to go to **My Events dashboard**, Click the icon  corresponding the event for which you want to delete the Feedback. After that you have to click the button **Manage Feedback** and then **Remove Feedback**.



15. Managing Achievements

This chapter includes general and eligibility information about Partnership Agreements (PA) and Advisory Service Outcomes (ASO), altogether known as achievements. It also contains guidelines on registering, viewing and deleting and exporting achievements. For more detailed instructions about the workflows please see the online field-specific help.

Note: This module is currently under development. In a later release you will be able to search for achievements provided you have the proper permissions.

About Partnership Agreements

A Partnership Agreement is an acknowledgement by one (or two) EEN client(s) that they entered into a concrete, medium to long-term international cooperation with another SME, company, research institution, researcher or private person (hereafter 'Party ' to the PA) with EEN assistance.

The two parties involved in the PA must have gotten **in contact via an EEN brokerage activity** and at least one party must have received **direct assistance** from an EEN partner.

An EEN brokerage activity consists in helping a client find potential partners abroad via the publication of a profile in the Partnering Opportunities Database (POD), via a participation to a brokerage event (BE) or company mission (CM), via contacts with other Network partners, or via another channel, and providing the client with the necessary assistance to enter into a concrete, medium to long-term cooperation with the potential partner thus found.

A PA is the ultimate goal of a brokerage activity.

The **parties to a PA** (called Clients in the Merlin PA module) can be:

- Private companies, SMEs, entrepreneurs, individuals.
- Research organisations, universities, technology centres.

Types of PAs

- Business PA - a PA falling under at least one of the commercial agreement categories listed under "Types of Partnership Agreements"
- Technology PA - a cooperation agreement falling under the technology / know-how / innovation categories listed under "Types of Partnership Agreements".
- Research PA - a cooperation agreement whereby an EEN partner:
 - helped an R&D European project coordinator to find abroad a company/research organisation willing to integrate in their consortium; OR
 - helped a client to find and join a European R&D project whose coordinator is in another eligible country.

AND

- the European R&D project was submitted on time to a call for proposal.

Approved names for supporting documents presented to clients

A "List of approved PA names" is available on the intranet and updated as necessary. These are the only names that may be given to the documents presented to and signed by clients in relation to a Partnership Agreement. The list is available here: <http://een.ec.europa.eu/my/intranet/partnership-tools-documentation>

Should your business circumstances require you to use a different name for a PA, you may propose additional names in the Merlin Partnership Agreements forum. If accepted, they will be added to the "List of approved PA names".

Eligibility of Partnership Agreements

For the latest detailed information about the eligibility criteria for partnership agreements please consult the *Eligibility Guidelines*, available here: <http://een.ec.europa.eu/my/intranet/contractual-notes>

Types of Partnership Agreements

Although a specific definition of a PA can be difficult to provide, a PA must be both tangible and transparent regarding

- the object of the business collaboration (for a Business PA), or
- the technology transferred (for a Technology PA),
- the European project submitted (for a Research PA).

The benefit of the partnership for the parties involved must be clear in the PA report.

The choice of PA type – to be specified in the PA Statement Letter - should be made by Enterprise Europe Network staff according to the principal object of the PA, in agreement with the definitions given below, when a specific definition is given.

Types of Business PAs

- Trade intermediary services (distributor, supplier, etc.)
- Franchise
- Joint Venture
- Merger or exchange of shares
- Sale / acquisition of a complete company or a part of it
- Reciprocal production
- Subcontracting / Outsourcing activities
- Transport / Logistics

Types of Technology PAs

In most cases, a Technology PA involves the transfer of know-how, technology, or expertise from a Developer to the Recipient. For example, the element transferred may describe the technology behind a process that will enable the recipient to either manufacture the product or implement a new process, or system. The following are descriptions of what are regarded as eligible Technology PAs for the Enterprise Europe Network.

Licensing Agreement

The transfer of **certain rights** from the Developer of a technology, process or know how to the Recipient, **in return for a fee or share of royalties**. An Industrial Franchise can be regarded as a type of licensing agreement. This type of

agreement allows the Franchise holder (Recipient) to obtain the Franchisee's (Developer) know-how, or expertise in order to manufacture a product that will be distributed under the franchisee's brand in a given territory.

Technical Cooperation

Technical cooperation requires that both Parties play an active/creative role by providing their expertise or know-how in order to:

- Adapt a technology, a product or a process for a new application or sector.
- Develop a technology, a product or a process to meet new market needs.

The following types of technical cooperation agreements are regarded as eligible:

- Co-development of a new product using the expertise of the Developer and the production facilities of the Recipient.
- Between two Parties to develop a new version of an existing product to meet market needs.
- Feasibility study including tests customised for a specific application.
- Consortium agreements, joint ventures and technological agreements between customer and suppliers can also be classified as technical cooperation.

Joint Venture

A joint venture is a strategic alliance between two or more Parties to undertake an economic activity together. The Parties agree to create a new entity together, by both contributing equally, and then share the revenues, expenses, and control of the enterprise. The venture can be for one specific project only, or a continuing business relationship. It implies the creation of a formalised link between companies, with the sharing of commercially sensitive information to allow the development of new technologies, processes or products.

Spin-offs and start-up creations via partnerships between entrepreneurs from universities, research organisations or inventors with investors (e.g. Venture capital funds, business angels, strategic partners etc.) are also eligible joint ventures.

Commercial Agreement with Technical Assistance

The provision of a number of services in support of, or essential to a transfer of technology:

- Assistance with starting up an installation.
- Advice on the use of a new process.
- Quality control.
- Technical Consultancy.
- Maintenance and machine repair.

Technical assistance ensures the effective start-up and/or maintenance of the transferred technology, but also covers the installation of technology (assembly, engineering work, testing, and training).

Manufacturing Agreement (Subcontracting & Co-contracting)

These types of agreements are only eligible if they involve some element of the transfer of expertise, know-how, technology and/or training. There are two clear examples where these types of agreements are eligible:

- **Subcontracting Capacity:** the Developer transfers some of its know-how to the subcontractor to allow the subcontractor to perform the work required.
- **Subcontracting Specialties:** the Contractor selects the subcontractor on the basis of skills, expertise and know-how it possesses, to develop new processes and technologies.

- **Transfer of knowledge in new raw materials:** the developer has a technology to eliminate some specific type of pollutants from contaminated soils and the partner looked for should improve the technology to make it possible to eliminate additional types of pollutants.
- **New way to use an existing production line:** the developer has found a way to modify cardboard-cutting machines to be able to use it to cut glass. He offers other companies to use his technology to do the same with their cardboard-cutting machines.
- **Change in the currently used technology of the partner sought** (installations, process, facilities): the developer created a technology to clean heat exchangers without chemicals. To use the technology, the potential partner will need to make changes in his heat exchanger system.
- **Absolutely novel process:** the developer found a better way and made a machine to sterilise corks, using micro- wave. It offers the technology to cork companies who will have to integrate a new microwave machine in their production line to replace the chemical treatment unit they used previously.

Agreements which should not be reported as Technology PAs

Agency/Distribution Agreements

Agency and distribution agreements refer to agreements reached with an agent or distributor to find markets for a product. This is a purely commercial form of activity. The agent or distributor will only receive information on the product, advantages, performance, costs etc. to help sell it, but this does not constitute a technology transfer. The agent is simply signing an agreement that allows him to sell the technology on to another company for commercial gain. This type of PA has to be reported as Business PA.

EUREKA & CRAFT

Successful searches for partners to participate in EU-funded project proposals must not be reported as Technology PAs but rather as Research PAs.

Types of Research PAs

A Research PA involves partners of a project funded under any European program (including bilateral projects funded under the EUREKA program) which clearly mention **research and technological development (RTD)** as part of its objectives, as long as part of the project's activities involves RTD and if the RTD component of the project is indicated in the PA report.

About Advisory Service Outcomes (ASO)

An Advisory Service Outcome (ASO) is a result of a service rendered by a Network partner to a client that gives a significant and clearly demonstrable impetus to the client's competitiveness at European level, thus leading to an improvement of its economic situation.

Here are a few examples of eligible ASO:

- Successful implementation of an EU regulation e.g. inter-community VAT, compliance with standards, REACH implementation,
- successful IPR filing (patent applied, trade mark registered, ...),
- improved business models leading to internationalisation,
- acquired innovation capacity,
- successful access to EU funding

For **more examples** of outcomes giving significant impetus and **further explanations** on ASOs, please visit the intranet page <http://een.ec.europa.eu/my/intranet/reporting-1>.

How is an ASO different from a PA?

PAs and ASOs are the results of different services provided in the EEN context: a PA is the result of a brokerage service, while an ASO is the result of an advisory service.

PAs and ASOs are equally important in impact and reporting terms.

- **Register a PA** if you have found a partner abroad for your client.
- **Report an ASO** if you provided an advisory service to a client which allowed them to conclude an agreement with a foreign partner they already knew.

If you provided a successful advisory service which is not linked to a particular international cooperation of your client, register an ASO as well.

Eligibility of Advisory Service Outcomes

For the latest detailed information about the eligibility criteria for advisory service outcomes, please consult the *Eligibility Guidelines*, available here: <http://een.ec.europa.eu/my/intranet/reporting-1>

My Achievements Dashboard

Note: You need PA Manager permissions within your organisation to be able to work with Achievements in Merlin. To obtain these permissions, contact your Partner Administrator.

My Achievements Dashboard is the main area where you can view and manage all the achievements that your organisation has created and the various stages of the achievement development.

On this page it is possible to view:

- **Draft:** all PAs and ASOs going through the draft stage of creation. These achievements are not yet registered and can be deleted by the owner at any time. Click the icon  to only view the content of the achievement, or click the ACH title if you wish to edit its content.
- **Registered:** all PAs and ASOs that have been completed and registered in Merlin. Once an achievement has been registered, it cannot be edited or deleted.
- **On Hold:** registered PAs and ASOs that have been reviewed by Agency Project Advisors and which require modifications. Click the icon  to only view the content of the achievement, or click the ACH title if you wish to edit its content. **Note** that in the case of PAs, only the Main Partner can re-submit the updated PA to the Agency.
- **Other partners involved:** PAs and ASOs in which you have been mentioned as a contributing partner without being the main or secondary partner (see "[Registering an achievement](#)"). You can see the contents of these achievements, except for their reports, but you cannot edit the content of these achievements.
- **Consortium:** all PAs and ASOs created by all the organisations in the consortium to which you belong, including your own organisation. Note that you will not be able to see the contents of any PAs or ASOs in this table (even if created by your own organisation).
- **Rejected:** all PAs and ASOs that have been rejected during an ex-post check (see "[Achievement Review](#)") done by Agency staff. These achievements cannot be updated or deleted.

In this dashboard, it is possible to filter all achievements by title, type, involved partners and date. In addition, the achievements status is displayed for Consortium achievements and achievements where you have been mentioned as "Other partner involved".

To access your Achievements Dashboard in Merlin, click **Profiles > Achievements > My Achievements** from anywhere in the Partnering Dashboard. My Achievements Dashboard looks as captured in the following graphic:

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My Achievements - Dashboard HELP

[Export My Organisation's Achievements to Excel](#)

7 Draft

Title	Achievement Type	Involved Partners	Achievement Date	View
Mundströmman distribution of electronic products in C-11648	PA_Business	FR00164,DE00678,	18 Jan 2015	
A European SME Business plan for research and innovation in the field of mobile devices and services	PA_Research	ES00017,FR00164,	25 Jul 2014	
Innovative development of services for the mobile market	PA_Business	FR00164,CH00261,	22 Apr 2014	

Displaying items 1 - 3 of 3

[Show All](#)

7 Registered

Title	Achievement Type	Involved Partners	Achievement Date	View
Mundströmman distribution of electronic products in C-11648	PA_Business	FR00164,PT00355,	16 Dec 2014	
Mobile services for Europe and Africa	PA_Business	FR00164,CL00297,	8 Dec 2014	
Mobile for high mobility, PA in mobile environment with services, mobile services in C-11-26-11. Mobile services and services for mobile devices	PA_Research	ES00017,FR00164,	10 Jul 2014	
Espace de R&D	PA_Research	FR00164,ES00576,	21 Apr 2014	

Displaying items 1 - 4 of 29

[Show All](#)

7 On Hold

Title	Achievement Type	Involved Partners	Achievement Date	View
No records to display.				

Displaying items 0 - 0 of 0

[Show All](#)

7 Other partners involved

Title	Achievement Type	Achievement Status	Involved Partners	Achievement Date
Espace de R&D pour l'innovation mobile	PA_Technology	Registered	FR00164,FR00158, IT00566,	31 Dec 2014
Reduction of CO2 emissions and energy consumption in a new way of IT services for industrial production	PA_Research	Registered	FR00164,ES00464, FR00158,	28 May 2013
Development of services and services for the mobile market	PA_Research	Registered	FR00164,BE00026, CH00261,	14 Dec 2012
New European Union for National mobile services for the mobile market	PA_Technology	Registered	FR00164,FR00157, IT00566,	10 Oct 2012

Displaying items 1 - 4 of 5

[Show All](#)

[Export My Consortium's Achievements to Excel](#)

7 Consortium

Title	Achievement Type	Achievement Status	Involved Partners	Achievement Date	Third Party	On Hold Date
Mundströmman distribution of electronic products in C-11648	PA_Business	Draft	FR00164,DE00678,	18 Jan 2015	No	
A European SME Business plan for research and innovation in the field of mobile devices and services	PA_Business	Registered	FR00157,TR00393,	9 Jan 2015	No	
Innovative development of services for the mobile market	PA_Technology	Registered	FR00158,IT00566, FR00164,	31 Dec 2014	Yes	
Mobile services for Europe and Africa	PA_Business	Registered	FR00164,PT00355,	16 Dec 2014	No	

Displaying items 1 - 4 of 110

[Show All](#)

7 Rejected

Title	Achievement Type	Involved Partners	Achievement Date	View
No records to display.				

Displaying items 0 - 0 of 0

[Show All](#)

Registering an achievement

You should register your achievements on a regular basis in Merlin. Only PAs and ASOs signed and registered during a reporting period will be counted as deliverables for that reporting period. In addition, registering

Managing Achievements 171

achievements in time provides wider visibility of the Network's achievements and helps to promote the Network to potential interested parties.

Partners' roles

Depending on **your role** in the conclusion of the partnership agreement or the service provision, and the specificities of the PA or the ASO, the information you are able/required to enter in the Achievement form may differ:

Main Partner

ASOs - you are the partner in charge of drafting and registering the ASO. If any other partner assisted you in providing the advisory service to your client, you will mention them and describe their contribution in the Other Partners Involved tab of your form. However, such partners do not participate in drafting the ASO.

PAs - you initiate the drafting of the PA concluded between your client and another entity abroad (the *other client*). You must specify the data pertaining to your client, to the client abroad (including the *Secondary partner* if any), any other partners that may have assisted you in concluding the PA, the PA source as well as give a comprehensive report about your activities leading up to the conclusion of the PA. Finally, you are the only one who can register the PA once it has been reviewed and approved by the secondary partner as well.

Note: If the other client is supported by an EEN Partner, then you cannot add any information about the client, rather this is the responsibility of the Secondary partner.

Secondary Partner (PA only)

You are able to see any information about the main partner and their client but you cannot change it. You can edit the title and date of the PA, the information pertaining to your client and the PA source. You must also contribute to drafting the PA report. You are not able to register the PA yourself. However the main partner can only register the PA after you confirm having entered and reviewed all necessary information in it.

Other partners involved

You have been mentioned in a PA concluded between clients of other Network partners or in an ASO because you provided assistance in the conclusion of that PA (e.g. by organizing a Brokerage Event enabling the clients to meet) or the provision of the advisory service. You can view all the information pertaining to the achievement - except for the report - but you cannot change that information.

Note: Any partners other than the main partner can withdraw their participation from an achievement initiated by the latter. For more information see [Resigning from an achievement](#).

Register a PA

On the Partnership dashboard, navigate to **Profiles > Achievements > New**. Click on + next to New and choose the type of PA you want to register (*Business PA, Technology PA, Research PA*). The first tab of the PA form will open:

The PA form consists of several tabs:

- Details
- Clients
- Other Partners Involved
- PA Source
- Report
- Call - only for research PAs
 - Expected Impact – My Client
 - Expected Impact – Other Client
 - Comments - this tab only appears if the PA was put on hold by an Agency PA Manager, and it displays the reviewer's comments.

When you are creating a PA, **both partners** must go through each tab carefully and enter all of the necessary information. You can switch from one tab to another, and you can **save your draft PA** at any time of the editing process. An internal reference is assigned automatically to the PA, as soon as you first save it.

Note: For detailed information on how to fill in each field, refer the online tooltips for each field marked with .

Details

In this tab you should specify the title and date of conclusion of the PA, as well as the relevant Technology and Market keywords. Mandatory fields are marked with an asterisk (*).

When adding keywords you can click the  icon to open the keyword picker. From the keyword picker you can add keywords by viewing and selecting keywords from the tree view. For further information please see [Working with Technology, Market and NACE Keywords](#)

Click **Next** or the **Clients** tab to continue.

Clients

In this tab you should identify of the parties concluding the PA, i.e. the Clients and the Network Partners supporting them, where applicable.

1. As a main partner, select whether your client is already registered (they have an account in Merlin, regardless of whether or not they receive query results) or not, then provide the client information as required.
2. Select the type of advisory services you have provided to your client (if any). You can check multiple services at the same time.
3. Specify whether the **other client** is already a client of another EEN Partner or not:
 - If **Yes**, then the **secondary partner** must provide details about the client's identity and the services provided to that client. At this point, the secondary partner will receive an email notifying them that they have been added as a party to the PA.
 - If **No**, you should enter the details yourself, **signpost** the client to the relevant EEN Partner in their region. You should also indicate if the activities with the selected country are eligible under your work programme.

Note: Signposting is recommended, to also give the foreign client the opportunity to benefit from Network services, but it is **not mandatory**. When signposting you must comply with data protection laws. Specifically, you must always obtain the foreign client's consent before sharing their contact details with the EEN Partner in their region. You are never required to disclose any information related to the contents of the agreement, other than the foreign client's contact information.

4. Select whether your client agrees on the publication of a success story related to the PA.

Note: If a client is not registered in Merlin, the partner must provide their contact details in the PA form **solely for the purpose of the PA**. Doing so does not imply that the client will have an account in Merlin.

The **Secondary Partner** must confirm that they have completed and reviewed the content of the PA by checking the relevant box in this tab, otherwise the Main Partner will not be able to register the PA.

Remember: If the PA was put on hold by an Agency reviewer, the Main Partner can re-register it without the Secondary Partner's approval.

Other partners involved

In this tab you must mention any other partner who has assisted you in reaching the partnership agreement, as well as the services they have provided, such as:

- Signpost a client to the relevant Network Partner
- Organise Brokerage events
- Organise Company Missions
- Provide Sector Group Support, or
- Other auxiliary services that enabled the two partners to conclude the Partnership Agreement.

Such partners will be able to see the contents of the PA, except for the PA report

Note: When confirming the involvement of a other such partners, it is mandatory to describe their contribution; to do so, select **Yes** for Services Provided, and describe the partner's contribution in the **Other Services Provided field**, by selecting the services indicated in the online help for this tab.

Click **Next** or the **PA Source** tab to continue.

PA Source

The PA source is the activity that **directly** contributed to the PA. This source can be different, depending on whether the *other client* is assigned or not to an EEN partner.

At least one source must be selected. You can select multiple sources if they are related (e.g. an EOI made on a profile, which is also related to a Sector Group). In this case, only one is the main source of the PA, which you will need to specify in the Report tab.

Click **Next** or the **Report tab** to continue.

Both expired or archived profiles are available for selection on the field Profile

Report

In the Report tab you should specify what the PA is about, the main source of the PA as well as your contribution and, if applicable, the contribution of other partners involved in reaching the PA.

When both partners have completed their work on the PA and agreed on its content, the main partner can submit the PA by clicking **Register** at the bottom of the PA form. Once submitted, the PA is shown in our **Registered** achievements dashboard and you can no longer modify its content.

Note: Check the online help for specific information about the contents of the report.

Call

In the Call tab you should identify the details pertaining to the framework program, call and proposal to which your partnership agreement was associated and submitted.

Note: The fields in this tab will be renamed in a future release, to ensure process consistency with the POD and the European Commission guidelines.

Expected Impact- My Client/Other Client

While creating a PA the tabs: **Expected Impact –My Client** and **Expected Impact –Other Client** are generated if the Partnership Agreement was created before April 2015.

Note that the second tab only appears after the main partner chooses a second partner in the tab Client> Other Client> Network Partner and clicks on: save draft.

The submenu with the tabs can be seen below:

The screenshot shows a web interface for a 'Technology Partnership Agreement'. At the top, there is a blue header with the title and a 'STATUS: Draft' indicator. Below the header is a navigation bar with several tabs: 'Details', 'Clients', 'Other partners involved', 'PA Source', 'Report', 'Expected Impact - My Client', and 'Expected Impact - Other Client'. The 'Expected Impact - My Client' tab is highlighted with a red box. The main content area is titled 'Expected Impact - My Client' and includes a note: 'Please note that all fields in this questionnaire are mandatory.' The questionnaire is divided into two sections: 'I. Market improvement' and 'II. Cost savings'. Each section starts with the question 'Is the support of the Network expected to contribute to:' followed by a list of specific goals. For 'Market improvement', the goals are: 1. Improving your company's positioning on the market? (Yes/No), 2. Increasing your company's market share? (Yes/No with an 'Estimate (in %)' input field), and 3. Increasing your company's turnover? (Yes/No with an 'Estimate (in %)' input field). For 'Cost savings', the goals are: 4. Reducing your production costs (costs of materials, energy or labour) linked to a product/service? (Yes/No with an 'Estimate (in %)' input field), 5. Generating cost savings which will make your company more competitive? (Yes/No), and 6. Increasing the added value associated with products/services? (Yes/No).

In this dashboard all yes and no fields are mandatory.

Note: The answers to the expected impact questionnaire are subjected to the same workflow as the achievement and cannot be changed after its submission.

It is mandatory to complete every field of the questionnaire before submitting otherwise it cannot be submitted. An error message will appear on the screen *"Fill the entire questionnaire before submitting"*.

To have an overview of the Actual Impact Questionnaires Dashboard in Merlin, go to **Profiles > Achievements > My Questionnaires**.

The overview of Actual Impact Questionnaires Dashboard:

Achievements - Actual impact questionnaires						
Pending						
Achievement title	Internal reference	Involved Partners	Achievement Date	Status		Action
Eudeal received advisory service regarding to business management	ASCHJ201501120 01	HU00193;	2 Dec 2015	Draft		
Advice on innovation tendering opportunities to the Happy Smile company	ASCHJ201512010 03	HU00193;	30 Nov 2015	Draft		
Eudeal Kft.	ASCHJ201501040 03	HU00193;	26 Nov 2015	Draft		
B&D Advisory Service to the Fehér Ablak Ltd.	ASCHJ201512150 01	HU00193;	26 Nov 2015	Draft		
Veműs - a project focused on promotion of intersectoral B&D cooperation and implementing a joint program for Responsible Research and Innovation in V4 (Visegrad Four) regions	PARPL201510300 1-	C200399, PL0005e, HU00193;	15 Sep 2015	Draft		
Financial advisory service to the Niviség Sz Kft.	ASCHJ201512160 01	HU00193;	10 Jul 2015	Draft		
Advice provided to JFP Ltd. on IPR issues that led the client had his technology patented.	ASCHJ201506300 02	HU00193;	10 Jun 2015	Draft		
Financing advisory services for Karrier Kft.	ASCHJ201506300 04	HU00193;	5 Jun 2015	Draft		
Financing advisors for JFP Kft.	ASCHJ201512140 02	HU00193;	1 Jun 2015	Draft		
Joint research and implementation of a web application for the agriculture "FarmChat".	PATPL2015111600 1-	IT00284, HU00193, PL00479;	18 May 2015	Draft		

Displaying items 1 - 10 of 17

Submitted						
Achievement title	Internal reference	Involved Partners	Achievement Date	Status	Last update	View
No records to display.						

Displaying items 0 - 0 of 0

In this dashboard you can access the actual impact triggered one year after the Achievement Date of both Partnership agreements and ASOs.

By selecting the button "action" you can access the questionnaire and fill it in. It is possible to save changes as draft before submitting. After answering all the questions and selecting *>register* it will not be possible to edit any field afterwards. A message will appear on the screen ensuring that you want to proceed.

12. Satisfaction of clients or business partners?
 Yes
 No
 Not yet
 (explain):

13. Environmental record, working conditions or health and safety standards?
 Yes
 No
 Not yet
 (explain):

Please confirm, the questionnaire will not be editable any longer after the submission.
 Click OK to submit now.

V. Innovation

Has the support of the Network enabled your company increasing its competitiveness or sustainability by:

14. Embracing an innovation or an innovative technology/process?

It is possible to filter the information, for both pending or submitted Actual Impact Questionnaires, considering the following areas:

- Achievement Title:
- Internal reference
- Involved partners : Organization ID(s)
- Achievement date: Registration of original achievement
- Status: Draft, incomplete, submitted
- Last update: specifying the last time the survey was modified

- Action

The status of the Actual impact Questionnaires can vary from Draft, Incomplete or Submitted.

To be able to see the achievement in view mode click on the Achievement Title and the content will be displayed in a separate page (Red Arrow). While in this view, both questions and answers of the questionnaire below the client information it refers too will be visible. The differences in the replies of the expected and actual impact questionnaires are highlighted in the second column (actual impact). The estimation will be presented as a percentage.

Question	Expected
I. Market improvement	
Is the support of the Network expected to contribute to:	
1. Improving your company's positioning on the market ?	Yes
2. Increasing your company's market share ?	Yes 5 %
3. Increasing your company's turnover ?	Yes 3 %
II. Cost savings	
Is the support of the Network expected to contribute to:	
4. Reducing your production costs (costs of materials, energy or labour) linked to a product/service?	No
5. Generating cost savings which will make your company more competitive ?	Yes
6. Increasing the added value associated with products/services?	Yes

Whenever a new Actual impact questionnaire is triggered a warning message will be shown in the Main achievements dashboard "A new Actual impact questionnaire is now pending your feedback. Please access it via the Achievements Actual impact questionnaires".



PA Email Notifications

Notifications are sent to the various parties to a Partnership Agreement during the stages of drafting of the PA, namely:

- An email is sent to the Secondary Party and, if applicable, to the other partner involved when the Main Partner adds them to the PA.
- An email is sent to the Secondary Party and, if applicable, to the other partner involved, when the Main Partner removes them from the PA.
- An email is sent to the Main Partner when the Secondary Partner confirms having completed their work on the Partnership Agreement. Based on this notification, the Main Partner will then be able to register the PA.
- An email is sent to the Main Partner and the Agency when the Secondary and other partners involved **opt out** of the PA.
- An email is sent to the Main Partner and the Secondary Partner when the PA in which they are involved is put on hold

Registering an ASO

Note: Only report ASOs achieved after January 1, 2015 in the Achievements Database.

The workflow for registering an ASO is fairly similar to registering a PA, with a few differences, in particular:

- As an ASO is a relationship between one EEN Partner and their client, the main partner will be the only one completing all the steps to register the ASO. There is no Secondary Partner, but there can be other partners involved in the ASO.
- In certain cases, the outcome of an advisory service can be a partnership agreement with a foreign entity that your client has found themselves. The Main Partner is however **not required to signpost** the foreign client to a partner in the latter's region (if any). This is because the partner is not the one initiating the direct contact with the foreign client for the purposes of providing the advisory service.

To register an ASO, complete the steps described below.

On the Partnership dashboard, navigate to **Profiles > Achievements > New**. Click on + next to New and choose ASO to start drafting your advisory service outcome. The first tab of the ASO form will open:

The ASO form consists of the following tabs:

- Details
- Clients
- Other Partners Involved
- Report
- Expected Impact – My Client
- Expected Impact – Other Client

- Comments - this tab only appears if the ASO was put on hold by an Agency PA Manager, and it displays the reviewer's comments.

When you are creating an ASO, go through each tab carefully and enter all of the necessary information. You can switch from one tab to another, and you can **save your draft ASO** at any time of the editing process. An internal reference is assigned automatically to the ASO, as soon as you save it for the first time.

Note: For detailed information on how to fill in each field, refer the online tooltips for each field marked with .

Details

In this tab you should specify the title and date of conclusion of the ASO, as well as the relevant Technology and Market keywords. Mandatory fields are marked with an asterisk (*).

When adding keywords you can click the  icon to open the keyword picker. From the keyword picker you can add keywords by viewing and selecting keywords from the tree view. For further information please see [Working with Technology, Market and NACE Keywords](#)

Click **Next** or the **Clients** tab to continue.

Clients

In this tab you should define the identity of the client that has benefited from your services.

1. Select Yes/No to specify whether your client is already registered (they have an account in Merlin, regardless of whether or not they receive query results) or not, then provide the client information as required.
2. Select the type of services you have provided to your client. You can check multiple services at the same time.
3. Select whether your client agrees on the publication of a success story related to the ASO.

Note: If a client is not registered in Merlin, the partner must provide their contact details in the ASO form **solely for the purpose of the ASO**. Doing so does not imply that the client will have an account in Merlin.

Other Partners Involved

In this tab you must mention any other partners involved partner who has assisted you in providing the advisory service to your client, as well as the services they have provided. When confirming the involvement of another assisting partner, it is mandatory to select **Yes** for Services Provided, and to describe the partner's contribution in the **Other Services Provided field**.

Other partners involved can be Thematic Contact Points, Sector Group representatives or any other partners having specific expertise which is not possessed by the partner in the contact with the client. Such partners can be based in the same country as the main partner or in another country.

Note: If you contacted a partner because they are a member of a Sector group, you must specify the Sector Group in the dedicated field.

The other partners involved will be able to see the contents of the ASO, except for the ASO report. After filing in the details in this tab, click **Next** or the **Report tab** to continue.

Report

In the Report tab you should specify the type(s) of advisory services that you provided, and give a detailed description of your contribution as well as, if applicable, the contribution of any other partners involved in the PA.

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When you have completed the information in all the tabs of the form, click **Register** at the bottom of the ASO form to submit it. Once submitted, the ASO is shown in our **Registered** achievements dashboard and you can no longer modify its content

It is mandatory to select one of the two options "I confirm that the advisory plan has been fully implemented" or "I confirm that the advisory plan has been partially implemented" while registering the report.



ASO email notifications

The following email notifications are sent to the various parties to an Advisory Service Outcome during the stages of drafting of the ASO, namely:

- An email is sent to the other partner involved (if applicable) when the Main Partner adds them to the ASO.
- An email is sent to the other partner involved when the Main Partner removes them from the ASO.
- An email is sent to the Main Partner and the Agency when the other partners involved **opt out** of the ASO.
- An email is sent to the Main Partner when the ASO is put on hold by the Agency Project Advisor.

Statement Letters

Partners involved in an achievement must obtain signed statement letters from their clients. These files are not attached to the online form registered via Merlin, but should be kept at hand for verification by the Agency staff (see "Achievement Review". For accepted titles, content, and other details regarding these letters, please refer to the *Eligibility guidelines*.

For Partnership Agreements:

- If two partners are involved, each partner must obtain a letter from their client.
- If one partner is involved, a single statement letter is expected, from the organisation specified under **My Client** section in the PA form.

Achievement Review

Unlike profiles and events, PAs and ASOS are not subject to a validation procedure *per se*. Once an achievement has been registered, it is published automatically in Merlin. However, Agency staff will regularly perform ex-post checks on selected achievements (an ex-post check is verification of a PA after it has been registered).

During such checks, the Agency PA Manager will also ask the partners involved in the PAs or ASOs to provide the statement letters signed by their respective clients.

When reviewing an achievement, the Agency PA Manager has the following options:

- **Put** the achievement **on hold**. The achievement is sent back to the partner(s) to make changes based on the reviewer's comments. The achievement is now shown in your **On hold** dashboard. After the main partner resubmits the updated achievement, it will be transferred to the **Registered** dashboard.
- **Reject** the achievement. The achievement is shown in the **Rejected** dashboard and the partner(s) can no longer edit it, but are able to view the reviewer's comments.

Deleting an achievement

A PA or ASO can only be deleted when it is in **draft mode** or **on hold**. In addition, a PA can only be deleted by the partner who created it.

To delete the achievement, open it from the dashboard, then click **Delete** at the bottom of the form.

Note: Once deleted, the achievement is removed from your dashboard and cannot be retrieved.

Resigning from an achievement

If you have been added as a Partner to a Partnership Agreement (either as a Secondary Partner or Other Partner Involved) or an Advisory Service Outcome (as Other Partner Involved) in which you should not be involved, you can withdraw from the achievement in question. To do so, open the achievement in either edit mode or view mode, and click the **Resign from PA** or **Resign from ASO** button respectively, at the end of the form. The Main Partner and Agency will be notified of your withdrawal.

Note: You can only **resign from** an achievement while it is a **draft** or **on hold**. Once you resign, the achievement will be removed from your dashboard.

Overview of My Achievements

Users with the role "Progress Summary" have access to the "Progress Summary Report" screen with a date filter "start date" and "End Date" and a button to generate the following data of their Organization :

1. Progress
 - Brokerage events/company missions organised (by End date)
 - SMEs/clients in brokerage events/company missions
 - Meetings at brokerage events/company missions
 - Partnership profiles produced (by First Publication date: all profiles that were published within the time frame)
 - Expression of interests received (by created date / all statuses)
 - Expression of interests made (by created date / all statuses)
 - Achievements (by Achievement date / registered)
2. Performance
 - Average number of meetings per BE/CM client
 - Average number of Expressions of Interest (Eoi) per Profile
 - Average outcome (PAs) per Expression of interest made
 - Average outcome (PAs) per Profile produced

In order to access this screen you have to

1. Navigate to Partnering – Reporting – Progress Summary Report

2. Verify the date you need
3. Click Generate Report button

Exporting Achievements

It is possible to export achievements involving your organisation as well as those involving all the organisations in your consortium:

1. Navigate to Profiles > Achievements > My Achievements dashboard.
2. Click the **Export My Organisation's Achievements to Excel** or the **Export My Consortium's Achievements to Excel** button respectively, to generate the xlsx file containing the requested achievements.
3. To access the file, click the download arrow  in the "Download files" dialog, then follow the on-screen instructions to open the generated file directly or to save it to your computer.



The Excel file includes all the achievements with details, regardless of their status.

For Consortium achievements, all details except the client names and the reports are available.

For each of the achievements registered by your organisation, the excel file also contains a link to the PA or ASO form in question, with further details, such as the report.

16. Sector Groups

About Sector Groups

A Sector Group (SG) is a group of Network partners who commit to work together in order to meet the specific needs of their clients operating in a particular sector. In other words, Sector Groups - chaired by a Network partner - represent a framework to discuss, plan and implement collaborative operations in order to provide client companies with services with a European added value.

The mission of the Sector Groups established within the Enterprise Europe Network is to enhance cooperation on specific subject matters / service areas of the Network.

All Sector Groups follow common guidelines, publish their rolling plan and their list of members on the Enterprise Europe Network intranet and report on their activities. Therefore, membership is open to all Network Partners which have interest in participating to common activities and share their experience.

The list of available Sector Groups can be found on the intranet: <http://een.ec.europa.eu/my/n/sector-groups>. Click on a Sector Group in the list to see a description of its activities as well as its members.

Please note that when visiting Sector Group pages, anonymous users are able to send a message to the Sector Group Chair and Sector Group members if these members have accepted to be contacted in this way.

For more information about Sector Groups, eligibility rules and sector group activities please refer to the Sector Group Guide and the related documents, which are available on the intranet: <https://een.ec.europa.eu/my/intranet/about-sector-groups>

Sector Group Roles and Responsibilities

SG Chairs and Deputy Chairs

SG chairs promote activities and results and encourage new members to get involved. EASME organises coordination meetings involving SG Chairs twice a year. In this context, Chairpersons present their rolling plans, exchange good practices and discuss general issues of common interest. SG members will elect a Chairperson and a deputy Chairperson with a renewable annual mandate. The chair and the deputy chairperson will be responsible for:

- Ensuring the appropriate communication within the SG, with other SGs, relevant actors and vis à vis EASME
- Drafting an annual SG rolling plan with the inputs of the SG members
- Collecting data for reporting to be included in the annual report (EASME will publish this information on the intranet)
- Providing the responsible Project Officers in EASME with the draft agenda of the SG meetings

Although the intention is to keep the administrative burden for SGs to a minimum, a lot of work is involved if everything is managed by the Chairperson. SG members are therefore encouraged to adopt a structured organisation and share the work. It is understood that the Chairperson (and the deputy Chairperson) will keep the overall coordination and representation of the SG. Beyond that, several tasks could be delegated to group members such as:

- Updating the rolling plan
- Provide the Chair(s) with information for the reporting template(s)
- Updating the intranet and possibly a public SG page
- Ensure in particular that the list of members is updated
- Preparing flyers and other communication tools
- Identifying good practices generated by the SG
- Managing specific projects for the group
- Liaison with other SGs
- Connection to external stakeholders

EASME Project Officers

Following the “bottom-up approach”, the main objective of EASME Project Officers is to encourage SGs' capacity to foster innovation and business cooperation as well as their commitment for quality. Concretely, EASME Project Officers contribute to:

- Establish the sector group guidelines
- Facilitate the coordination, experience sharing and creating synergies
- Monitor the progress of the sector groups
- Support the communication of each SG for the best exploitation of results
- Provide Intranet and Extranet pages
- EASME Project Officers will participate in at least one meeting of the SGs per year.

My Sector Groups Dashboard

All applications for membership and resignations from a Sector Groups are made via the Sector Group Module in Merlin. The Sector Groups Dashboard, accessible via **Partnering> Network> Sector Groups> My Sector Groups**, is the main area where users can **view** the details of their current membership, **resign** from Sector Groups (via the Member Detail page), as well as **join** a new Sector Group, provided they are not already a member of two other Sector Groups.

In addition SG Chairs and Project Officers use this dashboard to manage the group description and membership.



Sector Group Membership

Joining a Sector Group

Sector Group (SG) membership is open to all EEN Partners and is limited to **two sector groups per person**.

Before applying, please consult the eligibility rules, get the approval of your EEN project manager in your host organisation, prepare the regional profile and keep an electronic version of a signed and completed letter of commitment ready, and if applicable, a copy of the annex to the letter of commitment. If several members of the same organisation are applying, all members should provide a copy of the same Letter of commitment (with

option 2 filled in) and a regional profile. The first member nominated in the letter of commitment is deemed the main representative of the partner organisation to the Sector Group in question. The required files for applying to join a Sector Group can be downloaded directly from the application page in Merlin and are also found on the intranet

Note: Please make sure that your network directory profile is always accurate and up to date. This is a mandatory condition for being a member of any sector group.

Membership applications are reviewed by the Sector Group Chair and subsequently by an Agency Project Officer. In case of unavailability of the Sector Group Chair, the Project Officer can unilaterally approve or reject membership applications and resignation requests.

Note: Sector Group Chairs and Deputy Chairs must go through the same procedure of joining Sector Groups in Merlin as the other members of Enterprise Europe Network. Their roles will be assigned subsequently by the Sector Group Officer.

To join a Sector Group:

1. Navigate to your Sector Groups Dashboard: Partnering > Network > My Sector Groups.
2. Click Join Sector Group. You will be directed to the Join Sector Group page:

Join Sector Group

Please ensure all mandatory fields (*) have been completed.

Sector Group: * Environment

Motivation: * I wish to join the Environment Sector Group because...

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Supporting Files

Step 1: Download and complete files

Please first download and complete the documents below:

- [Letter of Commitment](#)
- [Regional Profile Template](#)
- [\(OPTIONAL\) Annex to the Letter of Commitment](#)

Step 2: Upload completed files (.pdf, .doc or .docx formats only)

Use the fields below (maximum 4096 kb each) to attach the completed files to this form.

Letter of Commitment: *

Regional Profile Template: *

Annex to the Letter of Commitment:

Add file ...

letter_of_commitment.doc

Cancel Join

3. **Select** the Sector Group you wish to join in the drop-down list.
4. In the **Motivation** field, describe your reasons for applying to be a member of the selected Sector Group. The field is limited to 4000 characters, including spaces.
5. **Complete and upload** the Letter of Commitment, the Regional Profile Template, and if applicable, the Annex to the Letter of Commitment, to support your application. The templates for these files are found in the same page.
6. Click **Join**. Your application is submitted to the SG Chair and the Project Officer, who can approve, put on hold or reject your application. You can check the status of your application in the **Status** column of your dashboard.
 - a) If your membership application is approved by the Chair, it will be forwarded for approval to the Sector Group Officer and its status in your dashboard changes to *Pending for Officer*. Proceed to step 7.

- b) If your membership application is put on hold by the Chair, the status of your application changes to *On Hold from Chair*. At this point you can decide to leave the group without requiring approval by the Chair or the PO, or update your application based on the Chair's comments:
- In the Sector Groups Dashboard, click the icon  next to the sector group in question, to access your Membership details page, then click the **Update Membership Application** button.
 - The Update Membership Application page will open. Here you can delete and re-upload the application files as necessary, and leave a comment for the Chairs and Project Officers. When you have finished updating your application, click **Save** to submit your application again. Your application will follow the same approval process as described above.

Note: At this stage, you can view your application and resign from the Sector Group without requiring approval, as long as the Chair or Project Officer do not approve of your application. However, it is no longer possible to modify your application at this point.

7. The Sector Group Officer is able to view any comments or updates that have been made on your application at all stages of your application process. The Sector Group Office can:
- a) Approve your application, after it has been approved by the Chair or unilaterally, in case of unavailability of the Chair. Thus, you become a fully-fledged member of the Sector Group, and the status of your application in the Sector Groups Dashboard changes to *Approved*.
 - b) Put your application on hold, even though it has been approved by the Chair. If so, you will need to update your application, based on the Officer's comments (see step 7b for instructions). In this case, however, your updated application is submitted directly to the Sector Group Officer and the status in your dashboard changes to *Pending for Officer*.
 - c) Reject your application - the application is removed from your Sector Groups Dashboard.

If you have any questions regarding your membership application to a specific Sector Group, please contact the Chair of the Sector Group in question.

Viewing your membership details

To view your membership details for a specific Sector Group:

Go to My Sector Groups Dashboard, and click the spyglass icon  next to the desired SG entry to open the specific membership details page. This page displays information such as your application date, your motivation, your role if you are the Chair or Deputy Chair, and any comments from the Sector Group Officers that were made during your application.

Environment - Membership details of

Full Name:	N. Noyen
Created Date:	08 Aug 2014
Status:	Approved
Country:	France
Sector Group:	Environment
Motivation:	I wish to join the Environment Sector Group because...
Attachments:	<ul style="list-style-type: none"> regional_profile-1.doc letter_of_commitment.doc

Comments

By N. Noyen On 8/8/2014 4:38:15 PM

Please sign the Letter of Commitment

[Back to My Sector Groups](#)
[Resign from this Sector Group](#)
[View Network Profile](#)

You can also use this page to access your network profile and resign from the said Sector Group.

Being contacted by anonymous users

If as Sector Group member, you want to offer the possibility for external users to reach you without knowing your email address, you have to access to your profile details and:

1. Go to <http://een.ec.europa.eu/my/account>
2. Click the button Edit Profile
3. Check the box indicating " By ticking this box I explicitly accept to be contacted as a member of a Sector Group by visitors of the Network public website(Please note, users will fill in a form: your email will not be directly visible on the website)." Before saving the form

Once done, the users will be able to send you a mail.

Resigning from a Sector Group

To resign from a sector group:

1. Go to My Sector Groups Dashboard, and click the spyglass icon  next to the desired SG entry to open your membership details for that SG.
2. At the bottom of the details page, click the Resign from this Sector Group button.
3. In the dialog that opens, provide a reason for your resignation and click the Resign from Sector Group button. Your resignation will be submitted to the Chair and your membership status changes to **On resignation by Chair** in the Sector Groups Dashboard. At this stage you can still consult your membership details page.

Complete the 'Comments' box below, providing a reason for resigning, and then click the 'Resign from Sector Group' button to leave this Sector Group.

Comments *:
I wish to resign from this Sector Group because...

[Cancel](#)
[Resign from Sector Group](#)

4. Once your resignation request is approved by the Chair, it will be forwarded to the Sector Group Officer, and your membership status changes to **On resignation by Officer** in the Sector Groups Dashboard.

5. Once your resignation request is approved by the Sector Group Officer, the SG details are automatically removed from your dashboard and you will no longer have access to you membership details.

SG Email notifications

As a sector group member you will receive an email when your application is approved by the PO, when it is put on hold, and/or when you are removed from the Sector Group.

Sector Group Management Dashboard (SG Chairs Only)

Note: Sector Group Chairs must first join their group via Merlin following the same procedure as the other members of Enterprise Europe Network. The Sector Group Officers in charge of the relevant group will then assign the Chair roles to the designated members.

As a Sector Group Chair, you are in charge of managing membership applications from EEN Partners and resignation requests submitted by members in your Sector Group via Merlin. This is done via the **Sector Group Management dashboard**. To access this dashboard, go to **Network > My Sector Groups**.



Name	Create Date	Status	Member Detail	Manage Sector Group
Environment	31 Jan 2014	Approved		

Click the Manage Sector Group icon  next to the name of the relevant sector group to open the Sector Group Management dashboard.

Automotive, Transport and Logistics - Management



Description

Members

Pending Chair's Approval

Name	Organisation	Consortium	Country	Roles	Role Date	Approved By Chair	Approved By Officer	Application Date	Detail
No records to display.									
<input type="button" value="Refresh"/> <input type="button" value="Previous"/> <input type="button" value="Next"/> <input type="text" value="5"/>									Displaying items 0 - 0 of 0

Pending PO's Approval

Name	Organisation	Consortium	Country	Roles	Role Date	Approved By Chair	Approved By Officer	Application Date	Detail
UK00276 EXEMPLAS HOLDING LIMITED	UK00276 EXEMPLAS HOLDING LIMITED	EECIP	United Kingdom	Member		19 Jan 2017		19 Jan 2017	
<input type="button" value="Refresh"/> <input type="button" value="Previous"/> <input type="button" value="Next"/> <input type="text" value="1"/> <input type="text" value="5"/>									Displaying items 1 - 1 of 1

Current Members

Name	Organisation	Consortium	Country	Roles	Role Date	Approved By Chair	Approved By Officer	Application Date	Detail
Andréia Barros	PT00740 INESC TEC - INSTITUTO DE ENGENHARIA DE SISTEMAS E COMPUTADORES, TECNOLOGIA E CIENCIA	EEN-PORTUGAL	Portugal	Member	15 Oct 2015	28 Sep 2015	15 Oct 2015	26 May 2015	
Antonino Bonetti	IT00058 ASTER - SOCIETA CONSORTILE PER AZIONI	SIMPLER	Italy	Member		18 Feb 2015	18 Feb 2015	18 Feb 2015	
Baris Çakar	TR00232 Dogu Marmara ABIGEM A.S.	EAST MARMARA NETWORK	Turkey	Member	2 May 2016	6 Apr 2016	2 May 2016	7 Mar 2016	
Göran de la Torre Uggé	SE00036 ALMI FORETAGSPARTNER MALARDALEN AB	SweNet	Sweden	Member	11 Jun 2015	8 Jun 2015	11 Jun 2015	13 May 2015	
Göran Inzunza	DE00615 SAARLAND.INNOVATION &STANDORT EV	EEN RLP Saar	Germany	Member		17 Feb 2015	17 Feb 2015	17 Feb 2015	
<input type="button" value="Refresh"/> <input type="button" value="Previous"/> <input type="button" value="Next"/> <input type="text" value="1"/> <input type="text" value="2"/> <input type="text" value="3"/> <input type="text" value="4"/> <input type="text" value="5"/> <input type="text" value="6"/> <input type="text" value="5"/>									Displaying items 1 - 5 of 30

Resignation Pending Approval by Sector Group Chair

Name	Organisation	Consortium	Country	Roles	Role Date	Approved By Chair	Approved By Officer	Application Date	Detail
No records to display.									
<input type="button" value="Refresh"/> <input type="button" value="Previous"/> <input type="button" value="Next"/> <input type="text" value="5"/>									Displaying items 0 - 0 of 0

On Hold by Chair

Name	Organisation	Consortium	Country	Roles	Role Date	Approved By Chair	Approved By Officer	Application Date	Detail
Goran Gheorghiu	RO00754 REGIONAL DEVELOPMENT AGENCY OF THE WEST REGION ROMANIA	Ro-Boost SMEs	Romania	Member		13 Feb 2015	13 Feb 2015	13 Feb 2015	
<input type="button" value="Refresh"/> <input type="button" value="Previous"/> <input type="button" value="Next"/> <input type="text" value="1"/> <input type="text" value="5"/>									Displaying items 1 - 1 of 1

The dashboard consists of the following tables:

- **Pending Chair's Approval** - these are membership applications awaiting action from you.
- **Pending PO's Approval** – these are membership applications awaiting action from the Project Officer.
- **Current members** - the list of EEN members that have been approved by the Project Officer and who are now fully-fledged members of the Sector Group.
- **Resignation Pending Approval by Sector Group Chair** - members who have requested to leave the group and who await your approval. Once you approve their resignation, their request will be forwarded to the PO for final approval.

- **On Hold by Chair** - member applications that you have put on hold. Once the member has updated and re-submitted their application, the application will be listed in the “pending Chair’s Approval” table.

Click the spyglass icon  next to a name to see the member’s / applicant’s details and perform actions as required. Refer to the instructions in this chapter for further details on managing membership.

Approving membership applications

To approve a membership application:

1. Go to your Sector Group’s management dashboard, and in the **Pending Chair’s Approval** table, click the icon  to access the member’s application details:

Environment - Membership details of Anne-Marie VIEUX

Full Name:	Anne-Marie VIEUX
Created Date:	17 Sep 2014
Status:	PendingForChair
Country:	France
Sector Group:	Environment
Motivation:	I want to join the Environment Sector Group because...
Attachments:	<ul style="list-style-type: none"> regional_profile-1.doc letter_of_commitment.doc

[Back to Sector Group](#)
[Approve/Put on Hold](#)
[View Network Profile](#)

2. Click the Approve/Put on Hold button.
3. In the dialog that opens, leave a comment (optional) and click **Approve**. The partner’s membership application will be transferred to the Agency Project Officer for approval. At this point, it disappears from your dashboard. If approved by the PO, the new member will be listed in the **Approved** table in your management dashboard.

Putting membership applications on hold

1. Go to your Sector Group’s management dashboard, and in the **Pending Chair’s Approval** table, click the icon  to access the member’s application details.
2. Click the Approve/Put on Hold button.
3. In the dialog that opens, provide a reason (mandatory) and click **Put on Hold**.

Environment -

The member 'Cristina Pop' has requested to join the Sector Group. The 'Comments' field below is required when selecting 'Put on Hold'.

Comment:

[Cancel](#)
[Put On Hold](#)
[Approve](#)

[Back to Sector Group](#)
[Approve/Put on Hold](#)
[View Network Profile](#)

Your comment will be displayed in the applicant’s page and is visible to the applicant, the chair, and the POs.

1. At this point, the application is moved to the **On Hold by Chair** table in your management dashboard, where you can still access its details.
2. Once the applicant has updated and resubmitted their application, it will re-appear in the **Pending Chair’s Approval** table, and you can decide whether to approve or put the application on hold again.

Rejecting membership applications

Membership applications can only be rejected by Project Officers. Therefore, if you deem that an applicant is not eligible to become a member of the sector group you are chairing, please contact the project Officer responsible for your group, who will be able to reject their application.

Approving resignations

When a member wishes to leave your sector group, they will submit a resignation request via Merlin, which needs to be approved by the Chair, and subsequently by the Project Officer in charge of your group.

To approve a member's resignation as Chair, do the following:

1. Go to your Sector Group's management dashboard, and in the **Resignation Pending Approval by Sector Group Chair** table, click the icon  to access the member's application details.
2. Click the Confirm member resignation button.
3. In the pop-up dialog, **make sure you check the box confirming the member's resignation**. If you leave this box unchecked, once you click the Confirm button, the user's status will be set back to Approved.



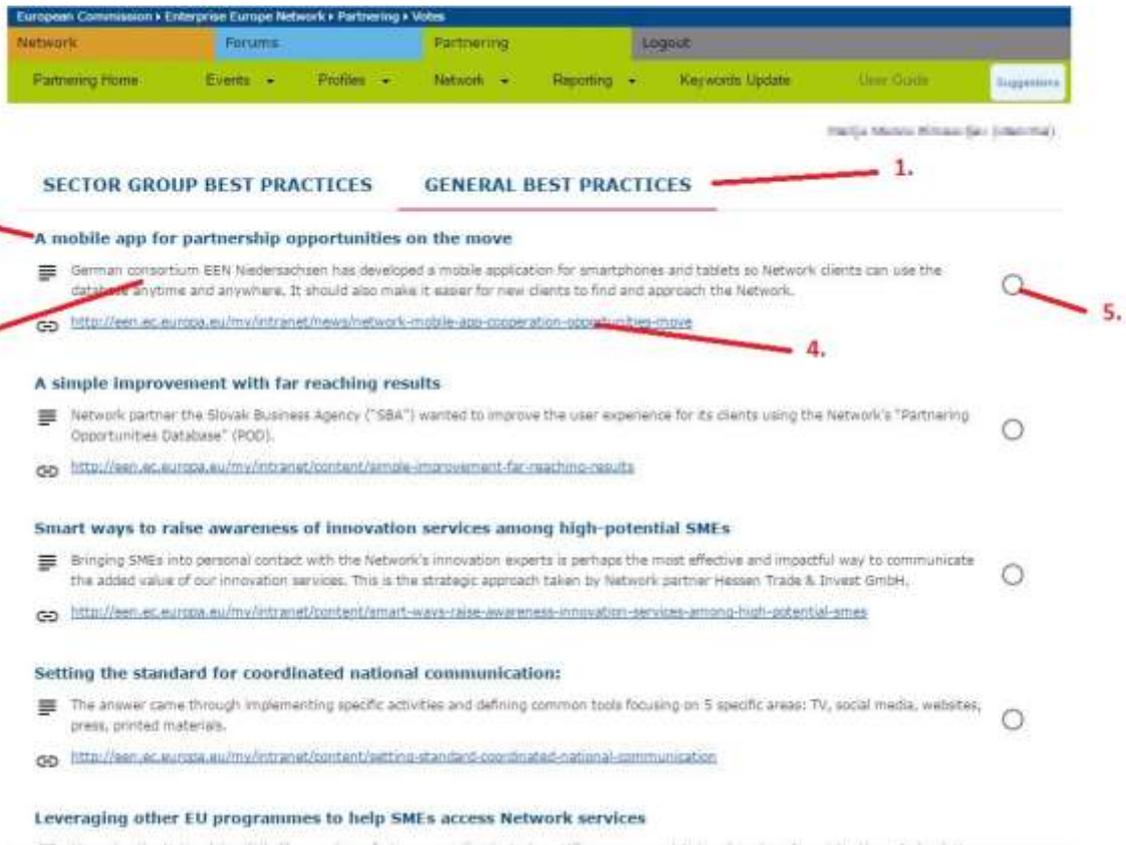
4. Optionally, leave a comment in the text box. The comment will be visible to both the member, and the PO.
5. Click the **Confirm** button. At this point, the member's request disappears from your dashboard and is forwarded to the POs dashboard for approval.

Best Practices

Each year EASME hosts an Annual Conference for all Network partners to attend. During the conference, the best practices in general and for sector groups are voted for and awarded prizes.

The voting process is open to all Partner Administrators (one per organization) and available via the Intranet. The link can be found under the Network > Vote for Best Practice tab or via the circular note on the main partner page.

The Best Practice page shows a list, by category, of all the Best Practices available for voting. On the page, each Best Practice contains 5 parts.



1. The type of Best Practice (e.g. General, Sector Group, etc)
2. The Title of the Best Practice
3. An abstract/brief overview of the Best Practice
4. A link to a separate page giving detailed information about the Best Practice
5. A tick box to select your vote

As the Partner Administrator of an organization, once the voting period is opened, you are able to vote on each category of Best Practices the specified number of times (normally 1 per category). To cast your vote, simply check the box in the right column of the Best Practice table and click Save Votes.



1. The chosen Best Practice has been selected
2. Clicking on Save Votes records your selection.

Your vote is now saved.

You can change your vote at any time until the voting period closes. It is not possible to register or change a vote after the voting period is closed

Where an organization has more than one Partner Administrator, the vote cast will be the option selected at the close of the voting period.

The results of the vote will be announced at the Annual Conference.

Note: The Best Practice voting is only open for one month prior to the Annual Conference and is not visible or available at any other time.

17. Account Management

The following chapter will look at all aspects relating to managing your user data in the Network. This includes the impact of data protection, data migration and notifications in Merlin and also the tasks that you as a user will be able to perform including:

- Reactivating your account (Forgotten password)
- Modifying your data

Merlin has been developed with the user at the forefront of every process. This allows you to easily adapt data yourself in order to reduce time spent contacting the helpdesk and support teams for making changes to your account.

Certain important functionality relating to your account can only be undertaken by your Partner Administrator, however the Partner Administrator will never be able to change your personal data. The actions a Partner Administrator can do include:

- Adding a new user
- Modifying user accounts / user roles
- User deactivation
- Modifying organisation data (Agency approval required)
- Reassigning user data

For further information and to learn how to undertake these tasks please refer to the *Partner Administrator User Guide*.

Forgot My Password / Reactivate My Account

In the event of you forgetting your password (entering your password incorrectly 3 times) or not logging in to Merlin for 1 month you will need to reactivate your account. You can do this without having to contact anybody from the IT Helpdesk to fix this problem.

Account Rules

An account is deactivated if the user does not connect to Merlin for one month **or** if the user enters an incorrect password 3 times at log in. You can reactivate your account by following the **forgot your password / reactivate your account** instructions below.

If your account is **blocked** you will have **no access** to any of your Merlin spaces **even** if you use your correct password. Accounts are blocked by the Partner Administrator of your organisation if it is decided that you are not allowed to access the system any longer for security reasons (e.g. a person goes on extended leave/maternity but will return to the organisation in the future). All notifications, profiles, events and clients will remain active in your name if your account is blocked. Only your Partner Administrator can unblock your account for you.

Accounts are deleted if a user leaves the organisation. This is a task managed by the Partner Administrator who will need to reassign all information assigned to you. The data of deleted users will remain in the system for an extended period of time to allow for reporting; however for data protection reasons, such data will not be editable.

To reactivate your account and/or reset your password for Merlin do the following:

1. On the intranet homepage click the **Request a new password** link. The request a new password page will open:

Request for a new password

Please enter your email address and submit. You will receive an email containing instructions to change your password.

Account Information

Email:

2. Enter your email address that you currently use to access all EEN tools and click **Submit**. An email will be sent to you containing your username and a link to reset your password. **Remember:** If the email does not arrive immediately, please check your Junk Mail folders.
3. Click the link provided in the email. A web page will open where you can change your password:

Create New Password

Welcome **[username]**, please complete the form below in order to create your new password.

Password must contain a minimum of 6 characters in length.
Password must contain at least 1 uppercase letter.
Password must contain at least 1 lowercase letter.

Account Information

New password:

Confirm new password:

1. Enter your new password and re-enter it to confirm. **Remember:** Choose a password that is memorable to you as this will be needed to log in to Merlin every time. The password requirements will be indicated on the web page. Please ensure that your password matches those conventions.
2. Click **Save**. A notification window will open to say that the process is complete.
3. Navigate to the **Sign in** tab on the website and enter your username and new password where required.
4. Click **Sign in**. The Merlin dashboard will open and you will be able to use Merlin again.

My User Profile

The My User Profile section of Merlin is where you can modify your user data including determining if your data is made available to the public or not. It is your responsibility to determine which data you would like to show.

To access your user profile from anywhere in the intranet, click on your name at the top of the page. You will navigate to your profile page where you can view a summary of your personal information, as well as update your profile and your password.



Profile

[Print version](#) [PDF download](#)

User Profile Summary

Title	
Name	
Maiden Name	
Gender	Ms
Initial	
Phone Number	
Mobile Number	
Fax Number	
System Email	
Public email	
About Me	
Start Date	14 October 2013
Consortium	
Country	Belgium
City	Brussels
Address	Place Rogier 16
Postal Code	B-1049
Organisation	Executive Agency for Small and Medium Enterprises

To view your profile in detail, scroll down to the bottom of the page and click **Edit my user profile**.

A Note about Data Protection

Data protection is a matter the Agency takes very seriously. Merlin has been developed to conform to strict data protection rules. This means that you will have full control over the information that is displayed to others safe in the knowledge that information will not be disseminated without your agreement. You have full control to decide what is shown to other users. None of the fields in the edit user profile window are mandatory so you can select how much information you show. This means that you can decide if you show phone numbers, GSM numbers, email addresses by simply leaving fields empty where you do not want to provide information.

It is your responsibility to update your own information including your email addresses in Merlin. Your PartnerAdministrator cannot do this for you. You can update your information at any time.

Additionally, there is a check box in the **edit user profile** window of Merlin that you should tick if you agree to show your profile. If the tick box is unchecked then your data will not be shown to the public. However, please be aware that leaving the tick box unchecked will have a large impact on certain functionality that you can use in Merlin. For example, you will not be able to access the Forums, your name will not appear on any profiles, so you will not be able to be the contact person for profiles or events that you create and you will not be able to be the contact person for clients.

Note: If you decide to un-tick the "public" box at a later date you will need to reassign all your clients, profiles and events for which you were the contact person when your data was visible.

Email Addresses

In Merlin, it is possible to have multiple email addresses assigned to a user. The email addresses are distinguished between system email addresses and standard email addresses.

You must indicate a system email address in Merlin which must be personal to you e.g. 'a.person@org-xyz.be'. This **cannot** be a generic email address of the organisation (info@org-xyz.be) because it is the email address to which **you** will receive notification emails from Merlin. The system address is not seen by anyone except the Partner Administrator of your organisation.

You can also include a standard email address which is visible to all users. It is possible to choose whether this email is shown in the network directory by editing your user in the user management dashboard.

The standard email address will not receive notifications but it will be visible on profiles that you create.

Edit My Profile

To edit your profile data, do the following:

1. Click on your name at the top of the page, anywhere in Merlin. This will bring up your **profile summary** page.
2. Scroll down to the **My user profile - operations** section, and click **Edit My Profile**. Alternatively, click the icon  in the top right corner of your intranet home page, next to your name. Your detailed profile page will open, where you can edit your information:



My User Profile

User Profile Summary

* Title:

* First Name: *

* Initial:

* Last Name: *

* Maiden Name:

* Gender:

* Phone Number:

* Mobile Number:

* Fax Number:

* System Email: *

* Email:

* About Me:

* Technology keywords:

* Market Keywords:

* NAACE Keywords:

* By ticking this box I explicitly accept that my personal data are published on the EEN intranet and that my contact details are disseminated within the company profiles of the network:

Organisation Details

Organisation:

Address:

* Start Date: *

3. Make changes as desired.

Note: Remember that if you do not want certain data to be shown, simply leave the field blank. Only fields marked with * need to be populated.

If you are a Legal Representative and decide to change your name (first name and/or last name) then you will be prompted to attach the relevant documentation to support your changes. When you save your changes these will need to be approved by the Agency. Once the Agency approves the changes they will be reflected in your My User Profile page.

4. Check the **Email** field to ensure that it is correct for you.

Note: Remember the **Email** field is the email you assign to be visible to other users on Profiles, Events and contact. You may change this email as required.

The **System email** field is mandatory as it is your address where you receive Merlin notification emails. This is not visible to anyone except you and the Partner Administrator of your organisation.

5. Tick/Untick the **Profile** check box to determine if your data is going to be visible to other users. If the checkbox is ticked, your data will be visible to the public.

Note: If you change your profile from being visible to invisible then you will need to reassign all existing events, profiles and clients (if you are default client contact). Your data will remain on all active profiles, events and available to clients that you have created/manage **until** you reassign them to another member of your organisation.

6. Click **Save** to save your changes or **Back** to cancel all changes and return to the Profile summary page.

Change My Password

It is possible to change your password for accessing Merlin, the intranet and forums at any time without having to contact the IT Helpdesk.

To change your password in Merlin, do the following:

1. Click on your name at the top of the page, from anywhere in the intranet. This will bring up your **profile summary** page.
2. Scroll down to the **My user profile - operations section**, and click **Change my password**. Alternatively, click the icon  in the top left corner of your intranet home page, next to your name. The change password window will open.

Change Password

Please, complete the form below in order to change your password.

Password must contain a minimum of 6 characters in length.

Password must contain at least 1 uppercase letter.

Password must contain at least 1 lowercase letter.

Account Information

New password:

Confirm new password:

3. Type your **New Password** and the re-enter it to confirm.

Note: Please ensure that your new password adheres to the password conventions shown on the page.

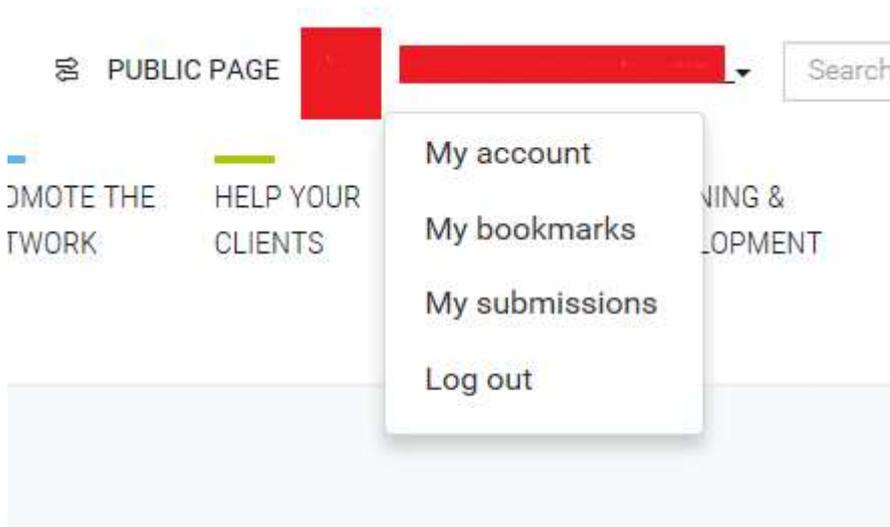
4. Click **Save**. Your new password will be saved. The next time you sign in to Merlin, the intranet or the Forums you will need to use the new password.

Managing email Notifications

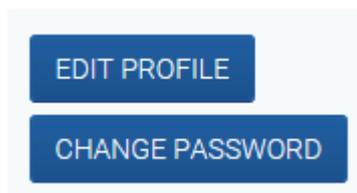
Managing the email notifications you will receive is based on your selection on the profile page.

To manage your email notifications please follow these steps.

1. Log in to your account
2. Access your account profile by selecting my account from the drop down menu shown next to your login name:



The user account details are shown. Select the option to Edit Profile:



On the new page that opens, select the option My Notifications:



You will now see a list of all the notifications available to you based on your profile. Here you can select those you wish to receive and those you do not. To select or deselect, use the tick boxes as required.

Email notification system

By default, the network sends the following email notifications. If you do not wish to receive them, deselect and save your changes in the list below. This list varies depending on your account's roles (allocated to you by your Partner Administrator).

- As **Profile External Reviewer**, I can receive the following notifications
 - No second External Reviewer found after joining
 - Profile resubmitted for new External Review
 - Profile joined for review returned to the pool of reviewers
 - No second reviewer found
 - External review done by agency
- As **Profile Internal Reviewer**, I can receive the following notifications
 - Change of status of reviewed profile
- As **PA Manager**, I can receive the following notifications
 - Achievement completion confirmation
 - Achievement on hold
 - Contributor added to an Achievement
 - Contributor withdrew from Achievement
 - Contributor removed from Achievement
- As **Profile Manager**, I can receive the following notifications:
 - New Expression of Interest created

Click on save to keep your selections.

You can access this page and change your selections as many times as you like. Please note, you will only receive the notifications you have selected and will not be able to gain access to any that are not selected.

18. Suggestion Box

The Suggestion Box has been designed to give all consortia the possibility to make suggestions for improvements and to vote for the decisions that they consider the most important to be taken in the Enterprise Europe Network IT Platform. The suggestions are visible to all partners who can also make comments on any of them.

Only IT Champions can submit new suggestions and vote for the existing ones.

Suggestion box Dashboard

To access the suggestion box navigate to **Partnering tools** and click **Suggestions**. The dashboard will be displayed:

Andrew Goldsbrough (pgoldan)

Suggestions Consortium votes remaining: 150/150

Add New

Suggestions open for discussion and vote | Suggestions that will be implemented | Suggestions that have been implemented | Abandoned suggestions | My draft | All suggestions

Filter Search Results:

Contents

Filters: None | Status: None | Component: None | Cost: None | Clear all filters

"Change of "Log in" and "Request new password" buttons position"

0 Votes
0 Comments
0 Contributors
Vote

We propose to change the position of "Request new password" to another part of the screen and move the button LOG IN just under password. In present "Request new password" button is situated just below password box and user can have the tendency to click on the first link after inserting the user name and password expecting to Log in. Instead it happens often that the user is surprised why he should change the password and it is only a wrong click related to not very logical ordering. Thanks for consider

Published
INTRANET
Created: 2016-10-24
By: Daniela Siranova
REFERENCE: 20161024.000331
PLANNED RELEASE:

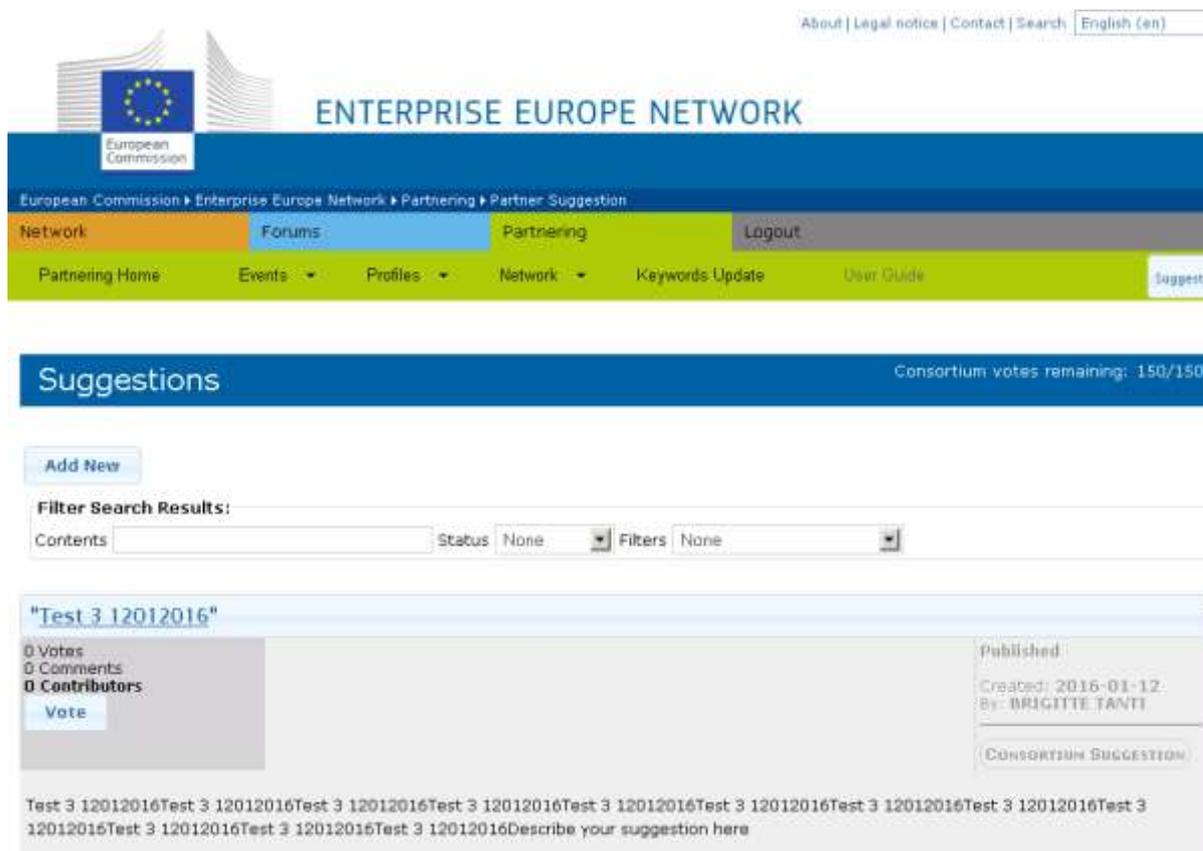
"Easier way to reassign EOIs"

0 Votes
0 Comments
0 Contributors
Vote

Dear all, Upon the request of one of my colleagues, we would like to suggest an option (on each EOI or a dropdown menu on the EOI tab) where you could easily reassign an EOI between members of the same organization. Now, if an EOI is "managed automatically after the 15 day period" it's automatically assigned to the predetermined member of the network. However, he or she may not be the one actually responsible for that client nor the one who will do the follow up. Reassigning the EOI makes the follow up ea

Published
Created: 2016-10-18
By: Clara Viladomiu
REFERENCE: 20161018.000330

- **Add New:** The Champion can create, save as draft or publish a new suggestion



If you are not a **Champion** of your consortium you will not have a button to add New Suggestion but a message indicating the following: Only IT Champions can submit suggestions and vote for them. If you are not an IT Champion and wish to make a suggestion, please contact the **IT Champion from your consortium**.

Note: Click **IT Champion from your consortium** to get a list of the champions you can contact with your suggestion.



- **Filter Search Results:** These options allow you to establish criteria to find the suggestions matching your criteria. Such options include:
 - **Contents:** Enter as many search terms as you require to conduct the search including the reference number.
 - **Filters:** Apply different criteria to narrow your search such as Suggestions I commented, Suggestions I submitted, Suggestions I voted for and Top Rated.
 - **Status:** Search for a suggestion by its status.
 - **Component:** Prefilled list with the different major areas of the tools (dissemination, profiles etc)
 - **Cost:** Indication of the expected cost of development and implementation
 - **Clear all filters**

it is visible for the other champions to vote or **Back** to cancel the Suggestion and return to the main dashboard without saving.

Cancel/Delete a suggestion

Champions can delete a suggestion in status draft or cancel a suggestion in status published by doing the following:

1. From Partnering Home, select **Suggestions**, use the fields inside **Filter Search Results** to search for a suggestion created by your consortium.
2. Click the title of the suggestion to display its details.
3. Click the button **Delete**.

If the suggestion was in status draft the suggestion will be removed from the system. If the suggestion was already published the status will change to cancelled. A cancelled suggestion is unavailable for comments or votes and is only visible by champions of the consortium that created it.

Deleted and cancelled suggestions remain visible for the champion of the consortium that created them. If the suggestion is once again deemed relevant it is possible to clone its content into a new suggestion by doing the following:

1. From Partnering Home, select **Suggestions**, use the fields inside **Filter Search Results** to search for a cancelled suggestion.
2. Click the title of the suggestion to display the details.
3. Review the suggestion by scrolling through the content.
4. Click **Clone** to transfer the content of the suggestion to a new draft form
5. Make changes to its content if required
6. Above the Description field click **Save changes** to save a draft version of the suggestion and continue working (the draft will be stored in your Suggestions main dashboard), Click **Publish** to Submit your suggestion so that it is visible for the other champions to vote or **Back/Delete** to cancel the Suggestion and return to the main dashboard without saving.

Comment on a suggestion

To comment on a suggestion, do the following:

1. From Partnering Home, select **Suggestions**, use the fields inside **Filter Search Results** to search for a suggestion.
2. Click the title of the suggestion that you would like to comment on to display the details.
3. Review the suggestion by scrolling through the content.
4. Add a comment in the field **Comments**.
5. Click **Add new Comment** to add it to the suggestion.

The information will appear below the Comments field. Click **Delete** to cancel this comment if required.

It is possible to click **Reply** to respond directly to a comment. A new free text field will be displayed. Click **Save** to submit the response or **Cancel** to return to the Suggestion details without saving.

Vote on a suggestion

Each consortium has a total of 150 votes to vote for the suggestions that they consider the most important to be taken in account in the Enterprise Europe Network IT Platform. Votes can be assigned to any suggestion in status Published or Under Review. If a suggestion is cancelled or planned the votes return to the consortium and they can be distributed again.

The consortium votes remaining can be seen on the top right side of the dashboard.

To vote on a suggestion, do the following:

1. From Partnering Home, select **Suggestions**, use the fields inside **Filter Search Results** to search for a suggestion.
2. Review the information on **Votes**, **Comments** and **Contributors** underneath the title
3. Click the **Vote** button underneath these fields
4. Assign a number of votes (if desired you can include a comment)
5. Click **Save** to submit the information or **Close** to return to the Suggestion dashboard without saving

To remove the votes of your consortium, click the **Cancel** button (displayed next to the **Vote** button once your consortium has voted for a suggestion). All the votes from your consortium will be removed from the suggestion and returned to your consortium.

Appendix A: Market keywords

The detailed Market keywords are structured in 9 main sectors (Level 1), which are divided in sub-sectors (Level 2) and specific branches (Level 3).

The Market keywords list was updated in August 2015. In this version you will find the revised list of keywords. Some obsolete Market keywords have been removed, while new keywords have been added to the list. This change impacts the way you work with the IT Platform: after August 2015 (Merlin release 1.20) all partners are required to update their artefacts (e.g. profiles, achievements) with the new keywords (see [How do I replace my obsolete keywords?](#) for more information). In addition you will no longer be able to create artefacts using the obsolete keywords. However you can search and create queries for profiles and events published before Release 1.20 using such keywords until November 2015 when the keywords update will have finished.

Note: When creating a new profile for a client in Merlin, you must use level 3 keywords in order to provide as much information as possible about the profile. When creating a new event, you can select level 1 or level 2 keywords.

01	COMMUNICATIONS
01001	Commercial Communications
01001001	Radio and TV broadcasting stations
01001002	CATV and pay TV systems
01001003	Radio and TV broadcasting and other related equipment
01001004	Other commercial communications
01002	Telephone Related
01002001	Long distance telephone services
01002002	Telephone interconnect and other equipment
01002003	Message forwarding, queuing and answering systems
01002004	Other telephone related
01003	Facsimile Transmission
01004	Data Communications
01004001	Local area networks
01004002	Data communication components

01004003	Communications processors/network management
01004004	Protocol converters and emulators
01004005	Modems and multiplexers
01004006	Other data communication components
01004007	Network test, monitoring and support equipment
01004008	Other data communications
01005	Satellite Microwave Communications
01005001	Satellite services/carriers/operators
01005002	Satellite ground (and others) equipment
01005003	Microwave service facilities
01005004	Microwave and satellite components
01005005	Other satellite/microwave
01006	Other Communications Related
01006001	Defence communications
01006002	Mobile communications, pagers and cellular radio
01006003	Streaming
01006004	Communications services
01006005	Other communications (not elsewhere classified)
02	COMPUTER RELATED
02001	Computers
02001001	Mainframes
02001002	Scientific computers
02001003	Fail safe computers
02001005	Mini and micro computers
02001004	Mini computers (small business)
02001006	Micro computers (personal and very small)
02001007	Other mini and micro computers

02002	Computer Graphics Related
02002001	CAD/CAM, CAE systems
02002002	Graphics systems
02002003	Graphics software
02002004	Graphics terminals
02002005	Graphics printers/plotters
02002006	Other graphics peripherals
02002007	Other computer graphics
02002008	3D
02003	Specialised Turnkey Systems
02004	Scanning Related
02004001	OCR (optical character recognition)
02004002	OBR (optical bar recognition)
02004003	MICR (magnetic ink character recognition)
02004004	Other scanning related (incl. image processing, ...)
02005	Peripherals
02005001	Terminals
02005002	Intelligent terminals
02005003	Portable terminals
02005004	Other terminals
02005005	Printers
02005006	Data I/O devices
02005007	Disk related memory devices
02005008	Floppy disks and drivers
02005009	Winchester disks and drives
02005010	Optical disks and drives

02005011	Other disk related
02005012	Tape related devices
02005013	Magnetic tapes
02005014	Tape heads and drives
02005015	Continuous tape backup systems
02005016	Other tape related devices
02005017	Other memory devices (excluding semiconductors)
02005018	Other peripherals (not elsewhere classified)
02006	Computer Services
02006001	Time sharing films
02006002	Computer leasing and rentals
02006003	Computer training services
02006004	Data processing, analysis and input services
02006005	Big data management
02006006	Computerised billing and accounting services
02006007	Databases and on-line information services
02006008	Data storage
02006009	Other computer services
02007	Computer Software
02007001	Systems software
02007002	Database and file management
02007003	Operating systems and utilities
02007004	Program development tools/languages
02007005	Communications/networking
02007006	Other system software
02007007	Applications software
02007008	Business and office software

02007009	Home software
02007010	Education software
02007011	Manufacturing/industrial software
02007012	Medical/health software
02007013	Banks/financial institutions software
02007014	Other industry specific software
02007015	Integrated software
02007016	Artificial intelligence related software
02007017	Expert systems
02007018	Natural language
02007019	Computer-aided instructions
02007020	Artificial intelligence programming aids
02007021	Other Artificial intelligence related
02007022	Software services
02007023	Web semantics
02007024	Programming services/systems engineering
02007025	Consulting services
02007026	Distribution, clearing house
02007027	Other software services
02007028	Other software related
02008	Other Computer Related
02008001	Voice synthesis
02008002	Voice recognition
03	OTHER ELECTRONICS RELATED
03001	Electronic Components
03001001	Semiconductors

03001002	Customised semiconductors
03001003	Standard semiconductors
03001004	Other semiconductors
03001005	Microprocessors
03001006	Controllers
03001007	Circuit boards
03001008	Display panels
03001009	Other electronics related (including keyboards)
03002	Batteries
03003	Power Supplies
03004	Electronics Related Equipment
03004001	Semiconductor fabrication equipment and wafer products
03004002	Components testing equipment
03004003	Other electronics related equipment
03005	Laser Related
03006	Fibre Optics
03007	Analytical and Scientific Instrumentation
03007001	Chromatographs and related laboratory equipment
03007002	Other measuring devices
03007003	Other analytical and scientific instrumentation
03008	Other Electronics Related
03008001	Military electronics (excluding communications)
03008002	Copiers
03008003	Calculators
03008004	Other electronics related (including alarm systems)
04	GENETIC ENGINEERING/MOLECULAR BIOLOGY
04001	Recombinant DNA

04001001	Agricultural genetic engineering applications
04001002	Industrial genetic engineering applications
04001003	Medical genetic engineering applications
04001004	Other recombinant DNA
04002	Monoclonal Antibodies and Hybridomas
04003	Gene Splicing and Manufacturing Equipment
04004	Other Genetic Engineering
04005	Biochemistry / Biophysics
04006	Cellular and Molecular Biology
04007	Enzymology/Protein Engineering/Fermentation
04008	Genetic Engineering
04009	In vitro Testing, Trials
04010	Microbiology
04011	Molecular design
04012	Toxicology
04013	Stem cells and biobanks
04014	Bioinformatics
04015	Gene Expression, Proteome Research
04016	Population genetics
04017	Micro- and Nanotechnology related to Biological sciences
05	MEDICAL/HEALTH RELATED
05001	Diagnostic
05001001	Diagnostic services
05001002	In-vitro diagnostics
05001003	Differential diagnosis
05001004	Forensic science

05001005	Molecular diagnosis
05001006	Prenatal diagnostic
05001007	Other diagnostic
05002	Medical imaging
05002001	X-rays
05002002	CAT scanning
05002003	Ultrasound imaging
05002004	Nuclear imaging
05002005	Other medical imaging
05003	Therapeutic
05003001	Therapeutic services
05003002	Surgical instrumentation and equipment
05003003	Surgical implants
05003004	Pacemakers and artificial organs
05003005	Drug delivery and other equipment
05003006	Other therapeutic (including defibrillators)
05004	Medical equipment
05004001	Electromedical and medical equipment
05004002	Rescue and emergency equipment
05004003	Laboratory equipment
05004004	Medical instruments
05004005	Diagnostic equipment
05004006	Surgical instrumentation and equipment
05005	Clinical Medicine
05005001	Allergy research
05005002	Ophthalmology, ear, nose and throat diseases
05005003	Endocrinology

05005004	Gastroenterology
05005005	Geriatrics
05005006	Gynaecology
05005007	Pulmonary medicine
05005008	Internal medicine
05005009	Paediatrics
05005010	Cardiology
05005011	Circulatory diseases
05005012	Nephrology
05005013	Emergency medicine
05005014	Oncology
05005015	Orthopaedics
05005016	Environmental Medicine, Social Medicine, Sports Medicine
05005017	Dentistry / Odontology, Stomatology
05005018	Medical Physics, Physiology
05005019	'Surgery and Anaesthesiology
05005020	Forensic Medicine
05005021	Medical computer sciences
05005022	Other clinical medicine
05006	Anatomy, Pathology, Immunology, Physiology
05007	Other Medical/Health Related
05007001	Disposable products
05007002	Pharmaceuticals/fine chemicals
05007003	Handicap aids
05007004	Monitoring equipment
05007005	Hospital and other institutional management

05007006	Computer-aided diagnosis and therapy
05007007	Other medical/health related (not elsewhere classified)
05008	Agro and Marine biotech
05008001	Marine products
05008002	Food and feed ingredients
05008003	Marine oils
05009	Plant and animal health
05009001	Food & feed ingredients
05009002	Fish health
05009003	Animal health
05009004	Plant health
05010	Welfare technologies
05010001	Safety for the elderly
05010002	Cognitive aid
05010003	Patient rehabilitation & training
06	ENERGY
06001	Oil and Gas Exploration and Production
06001001	Exploration services
06001002	Production services
06001003	Drilling, completion and stimulation
06001004	Equipment and instrumentation
06001005	Storage and transportation
06001006	Chemicals and materials
06001007	Other oil and gas
06002	Power generation
06002001	Oil, gas and coal
06002002	Nuclear

06002003	Power grid and distribution
06002004	Hydro-electric
06003	Alternative Energy
06003001	Solar/thermal energy
06003002	Photovoltaics
06003003	Wind energy
06003004	Marine energy
06003005	Geothermal energy
06003006	Combined heat and power (co-generation)
06003007	District heating
06003008	Other alternative energy
06003009	Biomass and Biofuels
06003010	Distributed power and grid connection
06004	Enhanced Oil Recovery (EOI)
06004001	Gas, liquid and chemical injection
06004002	Heavy oil / shales
06004003	Other Enhanced Oil Recovery (EOI)
06005	Coal Related
06005001	Coal mining
06005002	Coal related equipment
06005003	Other coal related
06006	Energy Conservation Related
06006001	Thermal insulation
06006002	Metering and monitoring
06006003	Heat recovery
06007	Other Energy

06007001	Other energy production
06008	Energy Storage
06009	Energy Distribution
06010	Energy Supply and Retail
06010001	Energy for private/domestic housing
06010002	Energy for the community/public sector
06010003	Energy for Industry
06011	Energy for Transport
07	CONSUMER RELATED
07001	Leisure and Recreational Products and Services
07001001	Movies, movie products and theatre operations
07001002	Amusement and recreational facilities
07001003	Toys and electronic games
07001004	Sporting goods, hobby equipment and athletics clothes
07001005	Sport facilities (gyms and clubs)
07001006	Music, records, production and instruments
07001007	Other leisure and recreational products and services
07002	Retailing
07002001	Drug stores
07002002	Clothing and shoe stores
07002003	Discount stores
07002004	Computer stores
07002005	Other retailing
07003	Food and Beverages
07003001	Wine and liquors
07003002	Health food
07003003	Soft drinks and bottling plants

07004	Consumer Products
07004001	Clothing, shoes and accessories (including jewellery)
07004002	Health and beauty aids
07004003	Home furnishing and housewares
07004004	Housewares
07004005	Furnishing and Furniture
07004006	Garden and horticultural products
07004007	Mobile homes
07004008	Other consumer products
07005	Consumer Services
07005001	Fast food restaurants
07005002	Other restaurants
07005003	Hotels and resorts
07005004	Education and educational products and materials
07005005	Travel agencies and services
07005006	Other consumer services (including photo processing)
07006	Other Consumer Related (not elsewhere classified)
08	INDUSTRIAL PRODUCTS
08001	Chemicals and Materials
08001001	Plastic fabricators
08001002	Homogeneous injections/extrusions
08001003	Non-homogeneous injections/extrusions
08001004	Fibre-reinforced (plastic) composites
08001005	Other fabricated plastics
08001006	Processes for working with plastics
08001007	Coatings and adhesives manufactures

08001008	Membranes and membrane-based products
08001009	Speciality/performance materials: producers and fabricators
08001010	Semiconductor materials (e.g. silicon wafers)
08001011	III/V semiconductor materials (e.g. gallium arsenide)
08001012	Speciality metals (including processes for working with metals)
08001013	Ceramics
08001014	Lubricants and functional fluids
08001015	Other speciality materials
08001016	Commodity chemicals and polymers
08001017	Industrial chemicals
08001018	Polymer (plastics) materials
08001019	Speciality/performance chemicals
08001020	Electronic chemicals
08001021	Other speciality chemicals
08001022	Agricultural chemicals
08001023	Other chemicals and materials (not elsewhere classified)
08002	Industrial Automation
08002001	Energy management
08002002	Industrial measurement and sensing equipment
08002003	Process control equipment and systems
08002004	Robotics
08002005	Machine vision software and systems
08002006	Numeric and computerised control of machine tools
08002007	Other industrial automation
08003	Industrial Equipment and Machinery
08003001	Machine tools, other metal working equipment (excl. numeric control)
08003002	Hoists, cranes and conveyors

08003003	Mining machinery
08003004	Industrial trucks and tractors
08003005	Other industrial machinery for textile, paper & other industries
08003006	Power transmission equipment (including generators & motors)
08003007	Other industrial equipment and machinery
08004	Pollution and Recycling Related
08004001	Air filters and air purification and monitoring equipment
08004002	Chemical and solid material recycling
08004003	Water treatment equipment and waste disposal systems
08004004	Other pollution and recycling related
08005	Other Industrial Products (not elsewhere classified)
08006	Industrial Services
8006001	Process control and logistics
09	OTHER
09001	Transportation
09001001	Airlines
09001002	Trucking
09001003	Leasing of railcars, buses, cars, etc.
09001004	Mail and package shipment
09001005	Motor vehicles, transportation equipment and parts
09001006	Airfield and other transportation services
09001007	Other transportation
09002	Finance, Insurance and Real Estate
09002001	Insurance related
09002002	Real estate
09002003	Banking

09002004	Security and commodity brokers and services
09002005	Investment groups
09002006	Other finance, insurance and real estate
09003	Services
09003001	Engineering services
09003002	Advertising and public relations
09003003	Leasing (not elsewhere classified)
09003004	Distributors, imports and wholesalers
09003005	Consulting services
09003006	Media related services
09003007	Other services (not elsewhere classified)
09004	Manufacturing
09004001	Business products and supplies
09004002	Office furniture and other professional furnishings
09004003	Textiles (synthetic and natural)
09004004	Hardware, plumbing supplies
09004005	Books, cards and other publishing
09004006	Packing products and systems
09004007	Printing and binding
09004008	Other manufacturing (not elsewhere classified)
09005	Agriculture, Forestry, Fishing, Animal Husbandry & Related Products
09006	Mining (non-energy related)
09007	Construction and Building Products
09007001	Construction companies
09007002	Manufacture of construction materials, components and systems
09007003	Distribution of building products and systems
09007004	Engineering and consulting services related to construction

09007005	Facility management companies
09008	Utilities and Related Firms
09008001	Electric companies
09008002	Water, sewerage, chemical and solid waste treatment plants
09008003	Gas transmission and distribution
09008004	Other utilities and related firms
09009	Other (uncategorised)
09009001	Conglomerates and holding companies

Appendix B:

Technology keywords

The detailed Technology keywords are divided into 11 main sectors (Level 1), which are divided in sub-sectors (Level 2) and specific branches (Level 3).

The Technology keywords list was updated in August 2015. In this version you will find the revised list of keywords. Some obsolete Technology keywords have been removed, while new keywords have been added to the list. This change impacts the way you work with the IT Platform: after August 2015 (Merlin release 1.20) all partners are required to update their artefacts (e.g. profiles, achievements) with the new keywords (see [How do I replace my obsolete keywords?](#) for more information). In addition you will no longer be able to create artefacts using the obsolete keywords. However you can search and create queries for profiles and events published before Release 1.20 using such keywords until November 2015 when the keywords update will have finished.

Note: When creating a new profile for a client in Merlin, you must use level 3 keywords in order to provide as much information as possible about the profile. When creating a new event, you can select level 1 or level 2 keywords.

01	ELECTRONICS, IT AND TELECOMMS
01001	Electronics, Microelectronics
01001001	Automation, Robotics Control Systems
01001002	Digital Systems, Digital Representation
01002	Electronic circuits, components and equipment
01002001	Micro and Nanotechnology related to Electronics and Microelectronics
01002002	3D printing
01002003	Electronic engineering
01002004	Embedded Systems and Real Time Systems
01002005	High Frequency Technology, Microwaves
01002006	Magnetic and superconductor materials/devices
01002007	Nanotechnologies related to electronics & microelectronics
01002008	Optical Networks and Systems
01002009	Peripherals Technologies (Mass Data Storage, Displays)

01002010	Printed circuits and integrated circuits
01002011	Quantum Informatics
01002012	Semiconductors
01002013	Smart cards and access systems
01003	Information Processing & Systems, Workflow
01003001	Advanced Systems Architecture
01003002	Archivistics/Documentation/Technical Documentation
01003003	Artificial Intelligence (AI)
01003004	Computer Games
01003005	Computer Hardware
01003006	Computer Software
01003007	Computer Technology/Graphics, Meta Computing
01003008	Data Processing / Data Interchange, Middleware
01003009	Data Protection, Storage, Cryptography, Security
01003010	Databases, Database Management, Data Mining
01003011	Electronic Commerce, Electronic Payment & Signature
01003012	Imaging, Image Processing, Pattern Recognition
01003013	Information Technology/Informatics
01003014	Internet Technologies/Communication (Wireless, Bluetooth)
01003015	Knowledge Management, Process Management
01003016	Simulation
01003017	Speech Processing/Technology
01003018	User Interfaces, Usability
01003019	Electronic Signature
01003020	Building Automation Software
01003021	Remote Control

01003022	Smart Appliances
01003023	Environmental and Biometrics Sensors, Actuators
01003024	Cloud Technologies
01003025	Internet of Things
01004	IT and Telematics Applications
01004001	Applications for Health
01004002	Applications for Tourism
01004003	Applications for Transport and Logistics
01004004	ASP Application Service Providing
01004005	e-Government
01004006	Environment Management Systems
01004007	GIS Geographical Information Systems
01004008	ERP - Electronic Resources Planning
01004009	CRM - Customer relationship Management
01004010	Quality Management System
01004011	Maintenance Management System
01004012	Operation Planning and Scheduler System
01004013	Didactic System
01004014	Serious Games
01004015	ICM – Internet Content Management
01004016	Analysis Risk Management
01004017	Work Hygiene and Safety Management
01005	Multimedia
01005001	Cultural Heritage
01005002	E-Learning
01005003	E-Publishing, Digital Content
01005004	Human Language Technologies

01005005	Information Filtering, Semantics, Statistics
01005006	Visualisation, Virtual Reality
01006	Telecommunications, Networking
01006001	Audiovisual Equipment and Communication
01006002	Broadband Technologies
01006003	Mobile Communications
01006004	Narrow Band Technologies
01006005	Network Technology, Network Security
01006006	Radar
01006007	Research Networking, GRID
01006008	Satellite Technology/Positioning/Communication in GPS
01006009	Signal Processing
01006010	Hi-Fi
01006011	Description to Sound and Music Computing
01006012	Description Image/Video Computing
01006013	Communications Protocols, Interoperability
01006014	Residential Gateway
01006015	VoIP telephony, remote access
02	INDUSTRIAL MANUFACTURING, MATERIAL AND TRANSPORT
02001	Design and Modelling / Prototypes
02001001	3D printing
02002	Industrial Manufacture
02002001	Cleaning (sandblasting, brushing)
02002002	Coatings
02002003	Drying
02002004	Erosion, Removal (spark erosion, flame cutting, laser, ..)

02002005	Forming (rolling, forging, pressing, drawing)
02002006	Hardening, heat treatment
02002007	Joining techniques (riveting, screw driving, gluing)
02002008	Jointing (soldering, welding, sticking)
02002009	Machine Tools
02002010	Machining (turning, drilling, moulding, planing, cutting)
02002011	Machining, fine (grinding, lapping)
02002012	Mixing (powder, etc.), separation (sorting, filtering)
02002013	Moulding, injection moulding, sintering
02002014	Extrusion
02002015	Surface treatment (painting, galvano, polishing, CVD, ..)
02002016	Microengineering and nanoengineering
02002017	Micromachining, nanomachining
02002018	Microassembly, nanoassembly
02002019	Micropositioning, nanopositioning
02003	Process control and logistics
02003001	Process automation
02003002	Manufacturing plants networks
02003003	Component integration
02003004	Supply chain
02003005	Information processing & Systems, Workflow
02003006	Prototypes, trials and pilot schemes
02004	Plant Design and Maintenance
02005	Packaging / Handling
02005001	Foil, fils
02005002	Laminate
02005003	Packaging for machines

02005004	Packaging for materials
02005005	Plastic bags
02006	Construction Technology
02006001	Materials, components and systems for construction
02006002	Construction methods and equipment
02006003	Fire Resistance/Safety
02006004	Installations related to construction (energy, lighting, ...)
02006005	Construction maintenance and monitoring methods & equipment
02006006	Construction engineering (design, simulation)
02006007	Management of construction process & life
02007	Materials Technology
02007001	Adhesives
02007002	Building materials
02007003	Ceramic Materials and Powders
02007004	Colours and varnish
02007005	Composite materials
02007006	Fine Chemicals, Dyes and Inks
02007007	Glass
02007008	Iron and Steel, Steelworks
02007009	Materials Handling Technology (solids, fluids, gases)
02007010	Metals and Alloys
02007011	Non-ferrous Metals
02007012	Optical Materials
02007013	Paper technology
02007014	Plastics, Polymers
02007015	Properties of Materials, Corrosion/Degradation

02007016	Rubber
02007017	Stone
02007018	Advanced Textile Materials
02007019	Lightweight materials
02007020	Biobased materials
02007021	Carbon nanotubes
02007022	Conductive materials
02007023	Hybrid materials
02007024	Nanomaterials
02008	Transport Infrastructure
02008001	Air Transport
02008002	Intermodal Transport
02008003	Logistics
02008004	Railway Transport
02008005	Road Transport
02008006	Traffic Engineering / Control Systems
02008007	Transshipment Systems
02008008	Water Transport
02009	Transport and Shipping Technologies
02009001	Design of Vehicles
02009002	Hybrid and Electric Vehicles
02009003	Railway Vehicles
02009004	Road Vehicles
02009005	Shipbuilding
02009006	Traction/Propulsion Systems
02009007	Artificial intelligence applications for cars and transport
02009008	Navigation and embedded systems

02009009	Sensors for cars and transport
02009010	Lightweight construction
02009011	Air pollution control for cars and transport
02009012	Automotive engineering
02009013	Body and main parts
02009014	Automotive electrical and electronics
02009015	Audio / video
02009016	Charging system
02009017	Electrical supply system
02009018	Measurement devices
02009019	Ignition system
02009020	Lighting and signalling system
02009021	Switches and wiring
02009022	Security systems
02009023	Interior equipment
02009024	Powertrain and chassis
02009025	Braking system
02009026	Energy supply system
02009027	Transmission systems
02010	Traffic, mobility
02010001	Planning and security
02010002	Engineering
02010003	System and transportation
02011	Aerospace Technology
02011001	Aeronautical technology / Avionics
02011002	Aircraft

02011003	Helicopter
02011004	Satellite Navigation Systems
02011005	Space Exploration and Technology
02011006	Propulsion
02011007	Guidance and control
02011008	Thermal insulation for space applications
03	OTHER INDUSTRIAL TECHNOLOGIES
03001	Other Industrial Technologies
03001001	Cleaning Technology
03002	Process Plant Engineering
03003	Apparatus Engineering
03004	Chemical Technology and Engineering
03004001	Agro chemicals
03004002	Inorganic Substances
03004003	Colours, dyes related to Chemical Technology
03004004	Electrical Engineering/ Electrical Equipment
03004005	Man-made fibres
03004006	Organic Substances
03004007	Pharmaceutics
03004008	Plastics and Rubber related to Chemical Technology
03004009	Soaps, detergents
03004010	Special chemicals, intermediates
03004011	Care, Hygiene, Beauty
03005	Textiles Technology
03005001	Component adhesives for strengthening of seam
03005002	Dry filling related to Textiles Technology
03005003	Dyeing related to Textiles Technology

03005004	Finisher related to Textiles Technology
03005005	Non weaving related to Textiles Technology
03005006	Solvent based glues for strengthening of edges and seam
03005007	Textile fibres
03005008	Weaving related to Textiles Technology
03005009	Woven technical textiles for industrial applications
03006	Footwear / Leather Technology
03006001	Dry filling related to Footwear / Leather Technology
03006002	Dyes related to Footwear / Leather Technology
03006003	Tanned leather process/ Leather Technology
03007	Sound Engineering/Technology
03008	Mining Technologies
03009	Printing
03009001	Flexography
03009002	Printed Reel Material
03010	Household Goods & Appliances
04	ENERGY
04001	Energy storage and transport
04001001	Heat storage
04001002	Heat transport and supply, district heating
04001003	Storage of electricity, batteries
04001004	Transmission of electricity
04001005	Transport and storage of gas and liquid fuels
04001006	Transport and storage of hydrogen
04001007	Power to gas technology
04002	Energy production, transmission and conversion

04002001	Fuel cells
04002002	Hydrogen production
04002003	Compression and liquefaction of gases
04002004	Furnace and boiler technologies
04002005	Generators, electric engines and power converters
04002006	Heat exchangers
04002007	Heat pump
04002008	Cooling technologies
04002009	Turbines
04002010	Combined heat and power (CHP) engines
04002011	Micro-generation and grid connection
04002012	Other energy related machinery
04002013	Smart grids
04003	Fossil Energy Sources
04003001	Gaseous fossil fuel
04003002	Solid fossil fuel
04003003	Liquid fossil fuel
04003004	Mining and extraction
04004	Nuclear Fission / Nuclear Fusion
04005	Renewable Sources of Energy
04005001	Geothermal energy
04005002	Hydropower
04005003	Liquid biofuels
04005004	Photovoltaics
04005005	Solar/Thermal energy
04005006	Solid biomass
04005007	Waste incineration

04005008	Wind energy
04005009	Energy from wastewater
04005010	Integrated waste-energy processes
04005011	Bio-refineries for energy
04005012	Waste to energy - other
04006	Biogas and anaerobic digestion (AD)
04007	Energy efficiency
04007001	Energy management
04007002	Lighting, illumination
04007003	Process optimisation, waste heat utilisation
04007004	Thermal insulation
04007005	Heat pipes
04007006	Low, zero and plus energy rating
04008	Other Energy Topics
04008001	Combustion, Flames
04008002	Fuels and engine technologies
04008003	Micro- and Nanotechnology related to energy
04009	Carbon capture and energy
05	PHYSICAL AND EXACT SCIENCES
05001	Chemistry
05001001	Analytical Chemistry
05001002	Computational Chemistry and Modelling
05001003	Inorganic Chemistry
05001004	Organic Chemistry
05001005	Petrochemistry, Petroleum Engineering
05002	Meteorology / Climatology

05002001	Biosensor
05003	Physics
05003001	Vibration and Acoustic engineering
05003002	Optics
05003003	Vacuum
05004	Separation Technologies
05004001	Filtration and Membrane Processes
05004002	Extraction
05004003	Adsorption
05004004	Distillation
05004005	Sublimation
05004006	Other Processes
05005	Micro- and Nanotechnology
06	BIOLOGICAL SCIENCES
06001	Medicine, Human Health
06001001	Biostatistics, Epidemiology
06001002	Clinical Research, Trials
06001003	Cytology, Cancerology, Oncology
06001004	Dentistry / Odontology, Stomatology
06001005	Diagnostics, Diagnosis
06001006	Human vaccines
06001007	Emergency medicine
06001008	Environmental Medicine, Social Medicine, Sports Medicine
06001009	Gene - DNA Therapy
06001010	Gerontology and Geriatrics
06001011	Heart and blood circulation illnesses
06001012	Medical Research

06001013	Medical Technology / Biomedical Engineering
06001014	Neurology, Brain Research
06001015	Pharmaceutical Products / Drugs
06001016	Physiology
06001017	Surgery
06001018	Virus, Virology/Antibiotics/Bacteriology
06001019	Stem cell Technologies
06001020	Physiotherapy, Orthopaedic Technology
06001021	Single Use Products and Consumer Goods
06001022	Medical Textiles
06001023	Medical Furniture
06001024	Medical Biomaterials
06002	Biology / Biotechnology
06002001	Biochemistry / Biophysics
06002002	Cellular and Molecular Biology
06002003	Enzyme Technology
06002004	Protein Engineering
06002005	Genetic Engineering
06002006	Synthetic Biology
06002007	In vitro Testing, Trials
06002008	Microbiology
06002009	Molecular design
06002010	Toxicology
06002011	Bionics
06003	Genome Research
06003001	Bioinformatics

06003002	Gene Expression, Proteome Research
06003003	Population genetics
06004	Micro- and Nanotechnology related to Biological sciences
06005	E-Health
06005001	Safety & systems
06005002	Sensors & Wireless products
06005003	Health information management
06005004	Remote diagnostics
06006	Industrial Biotechnology
06006001	Biobased Materials
06006002	Bioplastics
06006003	Biobased chemical building blocks
06006004	Biopolymers
06006005	Biobased high-performance materials
06006006	Biological Nanomaterials
06006007	Biolubricants
06006008	Biotensides
06006009	Ionic Liquids
06006010	Bio- Composites
06006011	Fermentation
06006012	Bioprocesses
06006013	Downstream Processing
07	AGRICULTURE AND MARINE RESOURCES
07001	Agriculture
07001001	Agriculture Machinery / Technology
07001002	Animal Production / Husbandry
07001003	Biocontrol

07001004	Crop Production
07001005	Horticulture
07001006	Pesticides
07001007	Precision agriculture
07001008	Seed coating
07001009	Veterinary Medicine
07001010	Micro- and Nanotechnology related to agriculture
07002	Silviculture, Forestry, Forest technology
07002001	Forest technology
07002002	Paper Technology
07002003	Pulp Technology
07002004	Silviculture, Forestry
07002005	Wood Products
07003	Resources of the Sea, Fisheries
07003001	Aquaculture
07003002	Fish / Fisheries / Fishing Technology
07003003	Marine Science
07003004	Micro- and Nanotechnology related to marine resources
08	AGROFOOD INDUSTRY
08001	Technologies for the food industry
08001001	Drink Technology
08001002	Food Additives/Ingredients/Functional Food
08001003	Food Packaging / Handling
08001004	Food Processing
08001005	Food Technology
08002	Food quality and safety

08002001	Detection and Analysis methods
08002002	Food Microbiology / Toxicology / Quality Control
08002003	Safe production methods
08002004	Traceability of food
08003	Micro- and Nanotechnology related to agrofood
09	MEASUREMENTS AND STANDARDS
09001	Measurement Tools
09001001	Acoustic Technology related to measurements
09001002	Analyses / Test Facilities and Methods
09001003	Chemical material testing
09001004	Electrical Technology related to measurements
09001005	Mechanical Technology related to measurements
09001006	Optical material testing
09001007	Optical Technology related to measurements
09001008	Other Non Destructive Testing
09001009	Sensor Technology related to measurements
09001010	Thermal material testing
09002	Amplifier, A/D Transducer
09003	Electronic measurement systems
09004	Recording Devices
09005	Reference Materials
09006	Standards
09006001	Quality Standards
09006002	Technical Standards
10	PROTECTING MAN AND ENVIRONMENT
10001	Safety
10001001	Acoustic safety

10001002	Assessment of Environmental Risk and Impact
10001003	Fire Safety Technology
10001004	Hazardous Materials
10001005	Radiation Protection
10001006	Protection against intoxication
10002	Environment
10002001	Indoor Air Pollution/Treatment
10002002	Outdoor Air Pollution/Treatment
10002003	Capture and Storage of CO2
10002004	Climate Change mitigation
10002005	Biodiversity / Natural Heritage
10002006	Ecology
10002007	Environmental Engineering / Technology
10002008	Measurement and Detection of Pollution
10002009	Natural Disasters
10002010	Remote sensing technology
10002011	Soil and Groundwater Pollution
10002012	Remediation of Contaminated Sites
10002013	Clean Production / Green Technologies
10002014	Noise Pollution
10002015	Life Cycle Assessment
10003	Waste Management
10003001	Biotreatment / Compost / Bioconversion
10003002	Incineration and Pyrolysis
10003003	Land and Sea Disposal
10003004	Recycling, Recovery

10003005	Radioactive Waste
10003006	Waste disinfection / detoxification
10003007	Waste to Energy /Resource
10003008	Landfill mining
10003009	Rare Earths Metals Treatment
10004	Water Management
10004001	Industrial Water Treatment
10004002	Municipal Water Treatment
10004003	Wastewater Recycling
10004004	Drinking Water
10004005	Rain Water
10004006	Sludge Treatment / Disposal
10004007	Desalination
10004008	Water Resources Management
10004009	Marine Environment
10004010	Hydrology
10004011	Flood Management
10004012	Water in Buildings
10004013	Underground infrastructure
11	SOCIAL AND ECONOMICS CONCERNS
11001	Socio-economic models, economic aspects
11002	Education and Training
11003	Information and media, society
11004	Technology, Society and Employment
11005	Infrastructures for social sciences and humanities
11006	Citizens participation
11007	Sports and Leisure

11008	Creative services
11009	Creative products

Appendix C: NACE keywords

The NACE keywords are structured into 21 main sectors listed alphabetically (A-U), which is broken down further by 88 sub-sectors and 270 levels showing a total of 996 NACE keywords. These codes are the European industry standard and as such maybe subject to review and update. The list below is correct as of December 2012.

Note: When creating a new profile for a client in Merlin, you must use Level 3 keywords in order to provide as much information as possible about the profile.

A - Agriculture, Forestry and Fishing

A. 01 Crop and animal production, hunting and related service activities

A. 01.1 Growing of non-perennial crops

A. 01.1.1 Growing of cereals (except rice), leguminous crops and oil seeds

A. 01.1.2 Growing of rice

A. 01.1.3 Growing of vegetables and melons, roots and tubers

A. 01.1.4 Growing of sugar cane

A. 01.1.5 Growing of tobacco

A. 01.1.6 Growing of fibre crops

A. 01.1.9 Growing of other non-perennial crops

A. 01.2 Growing of perennial crops

A. 01.2.1 Growing of grapes

A. 01.2.2 Growing of tropical and subtropical fruits

A. 01.2.3 Growing of citrus fruits

A. 01.2.4 Growing of pome fruits and stone fruits

A. 01.2.5 Growing of other tree and bush fruits and nuts

A. 01.2.6 Growing of oleaginous fruits

A. 01.2.7 Growing of beverage crops

A. 01.2.8 Growing of spices, aromatic, drug and pharmaceutical crops

A. 01.2.9 Growing of other perennial crops

A. 01.3 Plant propagation

A. 01.3.0 Plant propagation

A. 01.4 Animal production

A. 01.4.1 Raising of dairy cattle

A. 01.4.2 Raising of other cattle and buffaloes A. 01.4.3 Raising of horses and other equines A. 01.4.4 Raising of camels and camelids

A. 01.4.5 Raising of sheep and goats

A. 01.4.6 Raising of swine/pigs

A. 01.4.7 Raising of poultry

A. 01.4.9 Raising of other animals

A. 01.5 Mixed farming

A. 01.5.0 Mixed farming

A. 01.6 Support activities to agriculture and post-harvest crop activities

A. 01.6.1 Support activities for crop production

A. 01.6.2 Support activities for animal production

A. 01.6.3 Post-harvest crop activities

A. 01.6.4 Seed processing for propagation

A. 01.7 Hunting, trapping and related service activities

A. 01.7.0 Hunting, trapping and related service activities

A 02 Forestry and logging

A. 02.1 Silviculture and other forestry activities

A. 02.1.0 Silviculture and other forestry activities

A. 02.2 Logging

A. 02.2.0 Logging

A. 02.3 Gathering of wild growing non-wood products

A 02.3.0 Gathering of wild growing non-wood products

A. 02.4 Support services to forestry

A 02.4.0 Support services to forestry

A 03 Fishing and aquaculture

A. 03.1 Fishing

A. 03.1.1 Marine fishing

A. 03.1.2 Freshwater fishing

A. 03.2 Aquaculture

A. 03.2.1 Marine aquaculture

A. 03.2.2 Freshwater aquaculture

B - Mining and Quarrying

B 05 Mining of coal and lignite

B. 05.1 Mining of hard coal

B. 05.1.0 Mining of hard coal

B. 05.2 Mining of lignite

B. 05.2.0 Mining of lignite

B 06 Extraction of crude petroleum and natural gas

B. 06.1 Extraction of crude petroleum

B. 06.1.0 Extraction of crude petroleum

B. 06.2 Extraction of natural gas

B. 06.2.0 Extraction of natural gas

B 07 Mining of metal ores

B. 07.1 Mining of iron ores

B. 07.1.0 Mining of iron ores

B. 07.2 Mining of non-ferrous metal ores

B. 07.2.1 Mining of uranium and thorium ores

B. 07.2.9 Mining of other non-ferrous metal ores

B 08 Other mining and quarrying

B. 08.1 Quarrying of stone, sand and clay

B. 08.1.1 Quarrying of ornamental and building stone, limestone, gypsum, chalk and slate

B. 08.1.2 Operation of gravel and sand pits; mining of clays and kaolin

B. 08.9 Mining and quarrying n.e.c.

B. 08.9.1 Mining of chemical and fertiliser minerals

B. 08.9.2 Extraction of peat

B. 08.9.3 Extraction of salt

B. 08.9.9 Other mining and quarrying n.e.c.

B 09 Mining support service activities

B. 09.1 Support activities for petroleum and natural gas extraction

B. 09.1.0 Support activities for petroleum and natural gas extraction

B. 09.9 Support activities for other mining and quarrying

B. 09.9.0 Support activities for other mining and quarrying

C - Manufacturing

C 10 Manufacture of food products

C. 10.1 Processing and preserving of meat and production of meat products

C. 10.1.1 Processing and preserving of meat

C. 10.1.2 Processing and preserving of poultry meat

C. 10.1.3 Production of meat and poultry meat products

C. 10.2 Processing and preserving of fish, crustaceans and molluscs

C. 10.2.0 Processing and preserving of fish, crustaceans and molluscs

C. 10.3 Processing and preserving of fruit and vegetables

C. 10.3.1 Processing and preserving of potatoes

C. 10.3.2 Manufacture of fruit and vegetable juice

C. 10.3.9 Other processing and preserving of fruit and vegetables

C. 10.4 Manufacture of vegetable and animal oils and fats

C. 10.4.1 Manufacture of oils and fats

C. 10.4.2 Manufacture of margarine and similar edible fats

C. 10.5 Manufacture of dairy products

C. 10.5.1 Operation of dairies and cheese making

C. 10.5.2 Manufacture of ice cream

C. 10.6 Manufacture of grain mill products, starches and starch products

C. 10.6.1 Manufacture of grain mill products

C. 10.6.2 Manufacture of starches and starch products

C. 10.7 Manufacture of bakery and farinaceous products

C. 10.7.1 Manufacture of bread; manufacture of fresh pastry goods and cakes

C. 10.7.2 Manufacture of rusks and biscuits; manufacture of preserved pastry goods and cakes

C. 10.7.3 Manufacture of macaroni, noodles, couscous and similar farinaceous products

C. 10.8 Manufacture of other food products

C. 10.8.1 Manufacture of sugar

C. 10.8.2 Manufacture of cocoa, chocolate and sugar confectionery

C. 10.8.3 Processing of tea and coffee

C. 10.8.4 Manufacture of condiments and seasonings

C. 10.8.5 Manufacture of prepared meals and dishes

C. 10.8.6 Manufacture of homogenised food preparations and dietetic food

C. 10.8.9 Manufacture of other food products n.e.c.

C. 10.9 Manufacture of prepared animal feeds

C. 10.9.1 Manufacture of prepared feeds for farm animals

C. 10.9.2 Manufacture of prepared pet foods

C 11 Manufacture of beverages

C. 11.0 Manufacture of beverages

C. 11.0.1 Distilling, rectifying and blending of spirits

C. 11.0.2 Manufacture of wine from grape

C. 11.0.3 Manufacture of cider and other fruit wines

C. 11.0.4 Manufacture of other non-distilled fermented beverages

C. 11.0.5 Manufacture of beer

C. 11.0.6 Manufacture of malt

C. 11.0.7 Manufacture of soft drinks; production of mineral waters and other bottled waters

C 12 Manufacture of tobacco products

C. 12.0 Manufacture of tobacco products

C. 12.0.0 Manufacture of tobacco products

C 13 Manufacture of textiles

- C. 13.1 Preparation and spinning of textile fibres
 - C. 13.1.0 Preparation and spinning of textile fibres
- C. 13.2 Weaving of textiles
 - C. 13.2.0 Weaving of textiles
- C. 13.3 Finishing of textiles
 - C. 13.3.0 Finishing of textiles
- C. 13.9 Manufacture of other textiles
 - C. 13.9.1 Manufacture of knitted and crocheted fabrics
 - C. 13.9.2 Manufacture of made-up textile articles, except apparel
 - C. 13.9.3 Manufacture of carpets and rugs
 - C. 13.9.4 Manufacture of cordage, rope, twine and netting
 - C. 13.9.5 Manufacture of non-wovens and articles made from non-wovens, except apparel
 - C. 13.9.6 Manufacture of other technical and industrial textiles
 - C. 13.9.9 Manufacture of other textiles n.e.c.

C 14 Manufacture of wearing apparel

- C. 14.1 Manufacture of wearing apparel, except fur apparel
 - C. 14.1.1 Manufacture of leather clothes
 - C. 14.1.2 Manufacture of workwear
 - C. 14.1.3 Manufacture of other outerwear
 - C. 14.1.4 Manufacture of underwear
 - C. 14.1.9 Manufacture of other wearing apparel and accessories
- C. 14.2 Manufacture of articles of fur
 - C. 14.2.0 Manufacture of articles of fur
- C. 14.3 Manufacture of knitted and crocheted apparel
 - C. 14.3.1 Manufacture of knitted and crocheted hosiery
 - C. 14.3.9 Manufacture of other knitted and crocheted apparel

C 15 Manufacture of leather and related products

- C. 15.1 Tanning and dressing of leather; manufacture of luggage, handbags, saddlery and harness; dressing and dyeing of fur
 - C. 15.1.1 Tanning and dressing of leather; dressing and dyeing of fur
 - C. 15.1.2 Manufacture of luggage, handbags and the like, saddlery and harness
- C. 15.2 Manufacture of footwear
 - C. 15.2.0 Manufacture of footwear

C 16 Manufacture of wood and of products of wood and cork, except furniture; manufacture of articles of straw and plaiting materials

- C. 16.1 Sawmilling and planing of wood
 - C. 16.1.0 Sawmilling and planing of wood
- C. 16.2 Manufacture of products of wood, cork, straw and plaiting materials
 - C. 16.2.1 Manufacture of veneer sheets and wood-based panels
 - C. 16.2.2 Manufacture of assembled parquet floors
 - C. 16.2.3 Manufacture of other builders' carpentry and joinery
 - C. 16.2.4 Manufacture of wooden containers
 - C. 16.2.9 Manufacture of other products of wood; manufacture of articles of cork, straw and plaiting materials

C 17 Manufacture of paper and paper products

- C. 17.1 Manufacture of pulp, paper and paperboard
 - C. 17.1.1 Manufacture of pulp
 - C. 17.1.2 Manufacture of paper and paperboard
- C. 17.2 Manufacture of articles of paper and paperboard

- C. 17.2.1 Manufacture of corrugated paper and paperboard and of containers of paper and paperboard
- C. 17.2.2 Manufacture of household and sanitary goods and of toilet requisites
- C. 17.2.3 Manufacture of paper stationery
- C. 17.2.4 Manufacture of wallpaper
- C. 17.2.9 Manufacture of other articles of paper and paperboard

C 18 Printing and reproduction of recorded media

- C. 18.1 Printing and service activities related to printing
 - C. 18.1.1 Printing of newspapers
 - C. 18.1.2 Other printing
 - C. 18.1.3 Pre-press and pre-media services
 - C. 18.1.4 Binding and related services
- C. 18.2 Reproduction of recorded media
 - C. 18.2.0 Reproduction of recorded media

C 19 Manufacture of coke and refined petroleum products

- C. 19.1 Manufacture of coke oven products
 - C. 19.1.0 Manufacture of coke oven products
- C. 19.2 Manufacture of refined petroleum products
 - C. 19.2.0 Manufacture of refined petroleum products

C 20 Manufacture of chemicals and chemical products

- C. 20.1 Manufacture of basic chemicals, fertilisers and nitrogen compounds, plastics and synthetic rubber in primary forms
 - C. 20.1.1 Manufacture of industrial gases
 - C. 20.1.2 Manufacture of dyes and pigments

- C. 20.1.3 Manufacture of other inorganic basic chemicals
- C. 20.1.4 Manufacture of other organic basic chemicals
- C. 20.1.5 Manufacture of fertilisers and nitrogen compounds
- C. 20.1.6 Manufacture of plastics in primary forms
- C. 20.1.7 Manufacture of synthetic rubber in primary forms
- C. 20.2 Manufacture of pesticides and other agrochemical products
 - C. 20.2.0 Manufacture of pesticides and other agrochemical products
- C. 20.3 Manufacture of paints, varnishes and similar coatings, printing ink and mastics
 - C. 20.3.0 Manufacture of paints, varnishes and similar coatings, printing ink and mastics
- C. 20.4 Manufacture of soap and detergents, cleaning and polishing preparations, perfumes and toilet preparations
 - C. 20.4.1 Manufacture of soap and detergents, cleaning and polishing preparations
 - C. 20.4.2 Manufacture of perfumes and toilet preparations
- C. 20.5 Manufacture of other chemical products
 - C. 20.5.1 Manufacture of explosives
 - C. 20.5.2 Manufacture of glues
 - C. 20.5.3 Manufacture of essential oils
 - C. 20.5.9 Manufacture of other chemical products n.e.c.
- C. 20.6 Manufacture of man-made fibres
 - C. 20.6.0 Manufacture of man-made fibres

C 21 Manufacture of basic pharmaceutical products and pharmaceutical preparations

- C. 21.1 Manufacture of basic pharmaceutical products
 - C. 21.1.0 Manufacture of basic pharmaceutical products
- C. 21.2 Manufacture of pharmaceutical preparations
 - C. 21.2.0 Manufacture of pharmaceutical preparations

C 22 Manufacture of rubber and plastic products

C. 22.1 Manufacture of rubber products

C. 22.1.1 Manufacture of rubber tyres and tubes; retreading and rebuilding of rubber tyres

C. 22.1.9 Manufacture of other rubber products

C. 22.2 Manufacture of plastics products

C. 22.2.1 Manufacture of plastic plates, sheets, tubes and profiles

C. 22.2.2 Manufacture of plastic packing goods

C. 22.2.3 Manufacture of builders' ware of plastic

C. 22.2.9 Manufacture of other plastic products

C 23 Manufacture of other non-metallic mineral products

C. 23.1 Manufacture of glass and glass products

C. 23.1.1 Manufacture of flat glass

C. 23.1.2 Shaping and processing of flat glass

C. 23.1.3 Manufacture of hollow glass

C. 23.1.4 Manufacture of glass fibres

C. 23.1.9 Manufacture and processing of other glass, including technical glassware

C. 23.2 Manufacture of refractory products

C. 23.2.0 Manufacture of refractory products

C. 23.3 Manufacture of clay building materials

C. 23.3.1 Manufacture of ceramic tiles and flags

C. 23.3.2 Manufacture of bricks, tiles and construction products, in baked clay

C. 23.4 Manufacture of other porcelain and ceramic products

C. 23.4.1 Manufacture of ceramic household and ornamental articles

C. 23.4.2 Manufacture of ceramic sanitary fixtures

C. 23.4.3 Manufacture of ceramic insulators and insulating fittings

C. 23.4.4 Manufacture of other technical ceramic products

- C. 23.4.9 Manufacture of other ceramic products
- C. 23.5 Manufacture of cement, lime and plaster
 - C. 23.5.1 Manufacture of cement
 - C. 23.5.2 Manufacture of lime and plaster
- C. 23.6 Manufacture of articles of concrete, cement and plaster
 - C. 23.6.1 Manufacture of concrete products for construction purposes
 - C. 23.6.2 Manufacture of plaster products for construction purposes
 - C. 23.6.3 Manufacture of ready-mixed concrete
 - C. 23.6.4 Manufacture of mortars
 - C. 23.6.5 Manufacture of fibre cement
 - C. 23.6.9 Manufacture of other articles of concrete, plaster and cement
- C. 23.7 Cutting, shaping and finishing of stone
 - C. 23.7.0 Cutting, shaping and finishing of stone
- C. 23.9 Manufacture of abrasive products and non-metallic mineral products n.e.c.
 - C. 23.9.1 Production of abrasive products
 - C. 23.9.9 Manufacture of other non-metallic mineral products n.e.c.

C 24 Manufacture of basic metals

- C. 24.1 Manufacture of basic iron and steel and of ferro-alloys
 - C. 24.1.0 Manufacture of basic iron and steel and of ferro-alloys
- C. 24.2 Manufacture of tubes, pipes, hollow profiles and related fittings, of steel
 - C. 24.2.0 Manufacture of tubes, pipes, hollow profiles and related fittings, of steel
- C. 24.3 Manufacture of other products of first processing of steel
 - C. 24.3.1 Cold drawing of bars
 - C. 24.3.2 Cold rolling of narrow strip
 - C. 24.3.3 Cold forming or folding

C. 24.3.4 Cold drawing of wire

C. 24.4 Manufacture of basic precious and other non-ferrous metals

C. 24.4.1 Precious metals production

C. 24.4.2 Aluminium production

C. 24.4.3 Lead, zinc and tin production

C. 24.4.4 Copper production

C. 24.4.5 Other non-ferrous metal production

C. 24.4.6 Processing of nuclear fuel

C. 24.5 Casting of metals

C. 24.5.1 Casting of iron

C. 24.5.2 Casting of steel

C. 24.5.3 Casting of light metals

C. 24.5.4 Casting of other non-ferrous metals

C 25 Manufacture of fabricated metal products, except machinery and equipment

C. 25.1 Manufacture of structural metal products

C. 25.1.1 Manufacture of metal structures and parts of structures

C. 25.1.2 Manufacture of doors and windows of metal

C. 25.2 Manufacture of tanks, reservoirs and containers of metal

C. 25.2.1 Manufacture of central heating radiators and boilers

C. 25.2.9 Manufacture of other tanks, reservoirs and containers of metal

C. 25.3 Manufacture of steam generators, except central heating hot water boilers

C. 25.3.0 Manufacture of steam generators, except central heating hot water boilers

C. 25.4 Manufacture of weapons and ammunition

C. 25.4.0 Manufacture of weapons and ammunition

C. 25.5 Forging, pressing, stamping and roll-forming of metal; powder metallurgy

C. 25.5.0 Forging, pressing, stamping and roll-forming of metal; powder metallurgy

C. 25.6 Treatment and coating of metals; machining

C. 25.6.1 Treatment and coating of metals

C. 25.6.2 Machining

C. 25.7 Manufacture of cutlery, tools and general hardware

C. 25.7.1 Manufacture of cutlery

C. 25.7.2 Manufacture of locks and hinges

C. 25.7.3 Manufacture of tools

C. 25.9 Manufacture of other fabricated metal products

C. 25.9.1 Manufacture of steel drums and similar containers

C. 25.9.2 Manufacture of light metal packaging

C. 25.9.3 Manufacture of wire products, chain and springs

C. 25.9.4 Manufacture of fasteners and screw machine products

C. 25.9.9 Manufacture of other fabricated metal products n.e.c.

C 26 Manufacture of computer, electronic and optical products

C. 26.1 Manufacture of electronic components and boards

C. 26.1.1 Manufacture of electronic components

C. 26.1.2 Manufacture of loaded electronic boards

C. 26.2 Manufacture of computers and peripheral equipment

C. 26.2.0 Manufacture of computers and peripheral equipment

C. 26.3 Manufacture of communication equipment

C. 26.3.0 Manufacture of communication equipment

C. 26.4 Manufacture of consumer electronics

C. 26.4.0 Manufacture of consumer electronics

C. 26.5 Manufacture of instruments and appliances for measuring, testing and navigation; watches and clocks

C. 26.5.1 Manufacture of instruments and appliances for measuring, testing and navigation

C. 26.5.2 Manufacture of watches and clocks

- C. 26.6 Manufacture of irradiation, electromedical and electrotherapeutic equipment
 - C. 26.6.0 Manufacture of irradiation, electromedical and electrotherapeutic equipment
- C. 26.7 Manufacture of optical instruments and photographic equipment
 - C. 26.7.0 Manufacture of optical instruments and photographic equipment
- C. 26.8 Manufacture of magnetic and optical media
 - C. 26.8.0 Manufacture of magnetic and optical media

C 27 Manufacture of electrical equipment

- C. 27.1 Manufacture of electric motors, generators, transformers, electricity distribution and control apparatus
 - C. 27.1.1 Manufacture of electric motors, generators and transformers
 - C. 27.1.2 Manufacture of electricity distribution and control apparatus
- C. 27.2 Manufacture of batteries and accumulators
 - C. 27.2.0 Manufacture of batteries and accumulators
- C. 27.3 Manufacture of wiring and wiring devices
 - C. 27.3.1 Manufacture of fibre optic cables
 - C. 27.3.2 Manufacture of other electronic and electric wires and cables
 - C. 27.3.3 Manufacture of wiring devices
- C. 27.4 Manufacture of electric lighting equipment
 - C. 27.4.0 Manufacture of electric lighting equipment
- C. 27.5 Manufacture of domestic appliances
 - C. 27.5.1 Manufacture of electric domestic appliances
 - C. 27.5.2 Manufacture of non-electric domestic appliances
- C. 27.9 Manufacture of other electrical equipment
 - C. 27.9.0 Manufacture of other electrical equipment

C 28 Manufacture of machinery and equipment n.e.c.

C. 28.1 Manufacture of general-purpose machinery

C. 28.1.1 Manufacture of engines and turbines, except aircraft, vehicle and cycle engines

C. 28.1.2 Manufacture of fluid power equipment

C. 28.1.3 Manufacture of other pumps and compressors

C. 28.1.4 Manufacture of other taps and valves

C. 28.1.5 Manufacture of bearings, gears, gearing and driving elements

C. 28.2 Manufacture of other general-purpose machinery

C. 28.2.1 Manufacture of ovens, furnaces and furnace burners

C. 28.2.2 Manufacture of lifting and handling equipment

C. 28.2.3 Manufacture of office machinery and equipment (except computers and peripheral equipment) C. 28.2.4 Manufacture of power-driven hand tools

C. 28.2.5 Manufacture of non-domestic cooling and ventilation equipment

C. 28.2.9 Manufacture of other general-purpose machinery n.e.c.

C. 28.3 Manufacture of agricultural and forestry machinery

C. 28.3.0 Manufacture of agricultural and forestry machinery

C. 28.4 Manufacture of metal forming machinery and machine tools

C. 28.4.1 Manufacture of metal forming machinery

C. 28.4.9 Manufacture of other machine tools

C. 28.9 Manufacture of other special-purpose machinery

C. 28.9.1 Manufacture of machinery for metallurgy

C. 28.9.2 Manufacture of machinery for mining, quarrying and construction

C. 28.9.3 Manufacture of machinery for food, beverage and tobacco processing

C. 28.9.4 Manufacture of machinery for textile, apparel and leather production

C. 28.9.5 Manufacture of machinery for paper and paperboard production

C. 28.9.6 Manufacture of plastics and rubber machinery

C. 28.9.9 Manufacture of other special-purpose machinery n.e.c.

C 29 Manufacture of motor vehicles, trailers and semi-trailers

C. 29.1 Manufacture of motor vehicles

C. 29.1.0 Manufacture of motor vehicles

C. 29.2 Manufacture of bodies (coachwork) for motor vehicles; manufacture of trailers and semi-trailers

C. 29.2.0 Manufacture of bodies (coachwork) for motor vehicles; manufacture of trailers and semi-trailers

C. 29.3 Manufacture of parts and accessories for motor vehicles

C. 29.3.1 Manufacture of electrical and electronic equipment for motor vehicles

C. 29.3.2 Manufacture of other parts and accessories for motor vehicles

C 30 Manufacture of other transport equipment

C. 30.1 Building of ships and boats

C. 30.1.1 Building of ships and floating structures

C. 30.1.2 Building of pleasure and sporting boats

C. 30.2 Manufacture of railway locomotives and rolling stock

C. 30.2.0 Manufacture of railway locomotives and rolling stock

C. 30.3 Manufacture of air and spacecraft and related machinery

C. 30.3.0 Manufacture of air and spacecraft and related machinery

C. 30.4 Manufacture of military fighting vehicles

C. 30.4.0 Manufacture of military fighting vehicles

C. 30.9 Manufacture of transport equipment n.e.c.

C. 30.9.1 Manufacture of motorcycles

C. 30.9.2 Manufacture of bicycles and invalid carriages

C. 30.9.9 Manufacture of other transport equipment n.e.c.

C 31 Manufacture of furniture

C. 31.0 Manufacture of furniture

- C. 31.0.1 Manufacture of office and shop furniture
- C. 31.0.2 Manufacture of kitchen furniture
- C. 31.0.3 Manufacture of mattresses
- C. 31.0.9 Manufacture of other furniture

C 32 Other manufacturing

- C. 32.1 Manufacture of jewellery, bijouterie and related articles
 - C. 32.1.1 Striking of coins
 - C. 32.1.2 Manufacture of jewellery and related articles
 - C. 32.1.3 Manufacture of imitation jewellery and related articles
- C. 32.2 Manufacture of musical instruments
 - C. 32.2.0 Manufacture of musical instruments
- C. 32.3 Manufacture of sports goods
 - C. 32.3.0 Manufacture of sports goods
- C. 32.4 Manufacture of games and toys
 - C. 32.4.0 Manufacture of games and toys
- C. 32.5 Manufacture of medical and dental instruments and supplies
 - C. 32.5.0 Manufacture of medical and dental instruments and supplies
- C. 32.9 Manufacturing n.e.c.
 - C. 32.9.1 Manufacture of brooms and brushes
 - C. 32.9.9 Other manufacturing n.e.c.

C 33 Repair and installation of machinery and equipment

- C. 33.1 Repair of fabricated metal products, machinery and equipment
 - C. 33.1.1 Repair of fabricated metal products

- C. 33.1.2 Repair of machinery
- C. 33.1.3 Repair of electronic and optical equipment
- C. 33.1.4 Repair of electrical equipment
- C. 33.1.5 Repair and maintenance of ships and boats
- C. 33.1.6 Repair and maintenance of aircraft and spacecraft
- C. 33.1.7 Repair and maintenance of other transport equipment
- C. 33.1.9 Repair of other equipment

C. 33.2 Installation of industrial machinery and equipment

- C. 33.2.0 Installation of industrial machinery and equipment

D - Electricity, Gas, Steam and Air Conditioning Supply

D 35 Electricity, gas, steam and air conditioning supply

- D. 35.1 Electric power generation, transmission and distribution
 - D. 35.1.1 Production of electricity
 - D. 35.1.2 Transmission of electricity
 - D. 35.1.3 Distribution of electricity
 - D. 35.1.4 Trade of electricity
- D. 35.2 Manufacture of gas; distribution of gaseous fuels through mains
 - D. 35.2.1 Manufacture of gas
 - D. 35.2.2 Distribution of gaseous fuels through mains
 - D. 35.2.3 Trade of gas through mains
- D. 35.3 Steam and air conditioning supply
 - D. 35.3.0 Steam and air conditioning supply

E - Water Supply; Sewerage, Waste Management and Remediation Activities

E 36 Water collection, treatment and supply

E. 36.0 Water collection, treatment and supply

E. 36.0.0 Water collection, treatment and supply

E 37 Sewerage

E. 37.0 Sewerage

E. 37.0.0 Sewerage

E 38 Waste collection, treatment and disposal activities; materials recovery

E. 38.1 Waste collection

E. 38.1.1 Collection of non-hazardous waste

E. 38.1.2 Collection of hazardous waste

E. 38.2 Waste treatment and disposal

E. 38.2.1 Treatment and disposal of non-hazardous waste

E. 38.2.2 Treatment and disposal of hazardous waste

E. 38.3 Materials recovery

E. 38.3.1 Dismantling of wrecks

E. 38.3.2 Recovery of sorted materials

E 39 Remediation activities and other waste management services

E. 39.0 Remediation activities and other waste management services

E. 39.0.0 Remediation activities and other waste management services

F - Construction

F 41 Construction of buildings

F. 41.1 Development of building projects

F. 41.1.0 Development of building projects

F. 41.2 Construction of residential and non-residential buildings

F. 41.2.0 Construction of residential and non-residential buildings

F 42 Civil engineering

F. 42.1 Construction of roads and railways

F. 42.1.1 Construction of roads and motorways

F. 42.1.2 Construction of railways and underground railways

F. 42.1.3 Construction of bridges and tunnels

F. 42.2 Construction of utility projects

F. 42.2.1 Construction of utility projects for fluids

F. 42.2.2 Construction of utility projects for electricity and telecommunications

F. 42.9 Construction of other civil engineering projects

F. 42.9.1 Construction of water projects

F. 42.9.9 Construction of other civil engineering projects n.e.c.

F 43 Specialised construction activities

F. 43.1 Demolition and site preparation

F. 43.1.1 Demolition

F. 43.1.2 Site preparation

F. 43.1.3 Test drilling and boring

F. 43.2 Electrical, plumbing and other construction installation activities

F. 43.2.1 Electrical installation

F. 43.2.2 Plumbing, heat and air-conditioning installation

F. 43.2.9 Other construction installation

F. 43.3 Building completion and finishing

F. 43.3.1 Plastering

F. 43.3.2 Joinery installation

F. 43.3.3 Floor and wall covering

F. 43.3.4 Painting and glazing

F. 43.3.9 Other building completion and finishing

F. 43.9 Other specialised construction activities

F. 43.9.1 Roofing activities

F. 43.9.9 Other specialised construction activities n.e.c.

G - Wholesale and Retail Trade; Repair of Motor Vehicles and Motorcycles

G 45 Wholesale and retail trade and repair of motor vehicles and motorcycles

G. 45.1 Sale of motor vehicles

G. 45.1.1 Sale of cars and light motor vehicles

G. 45.1.9 Sale of other motor vehicles

G. 45.2 Maintenance and repair of motor vehicles

G. 45.2.0 Maintenance and repair of motor vehicles

G. 45.3 Sale of motor vehicle parts and accessories

G. 45.3.1 Wholesale trade of motor vehicle parts and accessories

G. 45.3.2 Retail trade of motor vehicle parts and accessories

G. 45.4 Sale, maintenance and repair of motorcycles and related parts and accessories

G. 45.4.0 Sale, maintenance and repair of motorcycles and related parts and accessories

G 46 Wholesale trade, except of motor vehicles and motorcycles

G. 46.1 Wholesale on a fee or contract basis

G. 46.1.1 Agents involved in the sale of agricultural raw materials, live animals, textile raw materials and semi-finished goods

G. 46.1.2 Agents involved in the sale of fuels, ores, metals and industrial chemicals

G. 46.1.3 Agents involved in the sale of timber and building materials

G. 46.1.4 Agents involved in the sale of machinery, industrial equipment, ships and aircraft

G. 46.1.5 Agents involved in the sale of furniture, household goods, hardware and ironmongery

G. 46.1.6 Agents involved in the sale of textiles, clothing, fur, footwear and leather goods

G. 46.1.7 Agents involved in the sale of food, beverages and tobacco G. 46.1.8 Agents specialised in the sale of other particular products G. 46.1.9 Agents involved in the sale of a variety of goods

G. 46.2 Wholesale of agricultural raw materials and live animals

G. 46.2.1 Wholesale of grain, unmanufactured tobacco, seeds and animal feeds

G. 46.2.2 Wholesale of flowers and plants

G. 46.2.3 Wholesale of live animals

G. 46.2.4 Wholesale of hides, skins and leather

G. 46.3 Wholesale of food, beverages and tobacco

G. 46.3.1 Wholesale of fruit and vegetables

G. 46.3.2 Wholesale of meat and meat products

G. 46.3.3 Wholesale of dairy products, eggs and edible oils and fats

G. 46.3.4 Wholesale of beverages

G. 46.3.5 Wholesale of tobacco products

G. 46.3.6 Wholesale of sugar and chocolate and sugar confectionery

G. 46.3.7 Wholesale of coffee, tea, cocoa and spices

G. 46.3.8 Wholesale of other food, including fish, crustaceans and molluscs

G. 46.3.9 Non-specialised wholesale of food, beverages and tobacco

G. 46.4 Wholesale of household goods

G. 46.4.1 Wholesale of textiles

G. 46.4.2 Wholesale of clothing and footwear

- G. 46.4.3 Wholesale of electrical household appliances
- G. 46.4.4 Wholesale of china and glassware and cleaning materials
- G. 46.4.5 Wholesale of perfume and cosmetics
- G. 46.4.6 Wholesale of pharmaceutical goods
- G. 46.4.7 Wholesale of furniture, carpets and lighting equipment
- G. 46.4.8 Wholesale of watches and jewellery
- G. 46.4.9 Wholesale of other household goods
- G. 46.5 Wholesale of information and communication equipment
 - G. 46.5.1 Wholesale of computers, computer peripheral equipment and software
 - G. 46.5.2 Wholesale of electronic and telecommunications equipment and parts
- G. 46.6 Wholesale of other machinery, equipment and supplies
 - G. 46.6.1 Wholesale of agricultural machinery, equipment and supplies
 - G. 46.6.2 Wholesale of machine tools
 - G. 46.6.3 Wholesale of mining, construction and civil engineering machinery
 - G. 46.6.4 Wholesale of machinery for the textile industry and of sewing and knitting machines
 - G. 46.6.5 Wholesale of office furniture
 - G. 46.6.6 Wholesale of other office machinery and equipment
 - G. 46.6.9 Wholesale of other machinery and equipment
- G. 46.7 Other specialised wholesale
 - G. 46.7.1 Wholesale of solid, liquid and gaseous fuels and related products
 - G. 46.7.2 Wholesale of metals and metal ores
 - G. 46.7.3 Wholesale of wood, construction materials and sanitary equipment
 - G. 46.7.4 Wholesale of hardware, plumbing and heating equipment and supplies
 - G. 46.7.5 Wholesale of chemical products
 - G. 46.7.6 Wholesale of other intermediate products
 - G. 46.7.7 Wholesale of waste and scrap
- G. 46.9 Non-specialised wholesale trade

G. 46.9.0 Non-specialised wholesale trade

G 47 Retail trade, except of motor vehicles and motorcycles

G. 47.1 Retail sale in non-specialised stores

G. 47.1.1 Retail sale in non-specialised stores with food, beverages or tobacco predominating

G. 47.1.9 Other retail sale in non-specialised stores

G. 47.2 Retail sale of food, beverages and tobacco in specialised stores

G. 47.2.1 Retail sale of fruit and vegetables in specialised stores

G. 47.2.2 Retail sale of meat and meat products in specialised stores

G. 47.2.3 Retail sale of fish, crustaceans and molluscs in specialised stores

G. 47.2.4 Retail sale of bread, cakes, flour confectionery and sugar confectionery in specialised stores

G. 47.2.5 Retail sale of beverages in specialised stores

G. 47.2.6 Retail sale of tobacco products in specialised stores

G. 47.2.9 Other retail sale of food in specialised stores

G. 47.3 Retail sale of automotive fuel in specialised stores

G. 47.3.0 Retail sale of automotive fuel in specialised stores

G. 47.4 Retail sale of information and communication equipment in specialised stores

G. 47.4.1 Retail sale of computers, peripheral units and software in specialised stores

G. 47.4.2 Retail sale of telecommunications equipment in specialised stores

G. 47.4.3 Retail sale of audio and video equipment in specialised stores

G. 47.5 Retail sale of other household equipment in specialised stores

G. 47.5.1 Retail sale of textiles in specialised stores

G. 47.5.2 Retail sale of hardware, paints and glass in specialised stores

G. 47.5.3 Retail sale of carpets, rugs, wall and floor coverings in specialised stores

G. 47.5.4 Retail sale of electrical household appliances in specialised stores

G. 47.5.9 Retail sale of furniture, lighting equipment and other household articles in specialised stores

G. 47.6 Retail sale of cultural and recreation goods in specialised stores

G. 47.6.1 Retail sale of books in specialised stores

- G. 47.6.2 Retail sale of newspapers and stationery in specialised stores
- G. 47.6.3 Retail sale of music and video recordings in specialised stores
- G. 47.6.4 Retail sale of sporting equipment in specialised stores
- G. 47.6.5 Retail sale of games and toys in specialised stores
- G. 47.7 Retail sale of other goods in specialised stores
 - G. 47.7.1 Retail sale of clothing in specialised stores
 - G. 47.7.2 Retail sale of footwear and leather goods in specialised stores
 - G. 47.7.3 Dispensing chemist in specialised stores
 - G. 47.7.4 Retail sale of medical and orthopaedic goods in specialised stores
 - G. 47.7.5 Retail sale of cosmetic and toilet articles in specialised stores
 - G. 47.7.6 Retail sale of flowers, plants, seeds, fertilisers, pet animals and pet food in specialised stores
 - G. 47.7.7 Retail sale of watches and jewellery in specialised stores
 - G. 47.7.8 Other retail sale of new goods in specialised stores
 - G. 47.7.9 Retail sale of second-hand goods in stores
- G. 47.8 Retail sale via stalls and markets
 - G. 47.8.1 Retail sale via stalls and markets of food, beverages and tobacco products
 - G. 47.8.2 Retail sale via stalls and markets of textiles, clothing and footwear
 - G. 47.8.9 Retail sale via stalls and markets of other goods
- G. 47.9 Retail trade not in stores, stalls or markets
 - G. 47.9.1 Retail sale via mail order houses or via Internet
 - G. 47.9.9 Other retail sale not in stores, stalls or markets

H - Transportation and Storage

H 49 Land transport and transport via pipelines

- H. 49.1 Passenger rail transport, interurban

H. 49.1.0 Passenger rail transport, interurban

H. 49.2 Freight rail transport

H. 49.2.0 Freight rail transport

H. 49.3 Other passenger land transport

H. 49.3.1 Urban and suburban passenger land transport

H. 49.3.2 Taxi operation

H. 49.3.9 Other passenger land transport n.e.c.

H. 49.4 Freight transport by road and removal services

H. 49.4.1 Freight transport by road

H. 49.4.2 Removal services

H. 49.5 Transport via pipeline

H. 49.5.0 Transport via pipeline

H 50 Water transport

H. 50.1 Sea and coastal passenger water transport

H. 50.1.0 Sea and coastal passenger water transport

H. 50.2 Sea and coastal freight water transport

H. 50.2.0 Sea and coastal freight water transport

H. 50.3 Inland passenger water transport

H. 50.3.0 Inland passenger water transport

H. 50.4 Inland freight water transport

H. 50.4.0 Inland freight water transport

H 51 Air transport

H. 51.1 Passenger air transport

H. 51.1.0 Passenger air transport

H. 51.2 Freight air transport and space transport

H. 51.2.1 Freight air transport

H. 51.2.2 Space transport

H 52 Warehousing and support activities for transportation

H. 52.1 Warehousing and storage

H. 52.1.0 Warehousing and storage

H. 52.2 Support activities for transportation

H. 52.2.1 Service activities incidental to land transportation

H. 52.2.2 Service activities incidental to water transportation

H. 52.2.3 Service activities incidental to air transportation

H. 52.2.4 Cargo handling

H. 52.2.9 Other transportation support activities

H 53 Postal and courier activities

H. 53.1 Postal activities under universal service obligation

H. 53.1.0 Postal activities under universal service obligation

H. 53.2 Other postal and courier activities

H. 53.2.0 Other postal and courier activities

I - Accommodation and Food Service Activities

I 55 Accommodation

I. 55.1 Hotels and similar accommodation

I. 55.1.0 Hotels and similar accommodation

I. 55.2 Holiday and other short-stay accommodation

I. 55.2.0 Holiday and other short-stay accommodation

I. 55.3 Camping grounds, recreational vehicle parks and trailer parks

I. 55.3.0 Camping grounds, recreational vehicle parks and trailer parks

I. 55.9 Other accommodation

I. 55.9.0 Other accommodation

I 56 Food and beverage service activities

I 56.1 Restaurants and mobile food service activities

I 56.10 Restaurants and mobile food service activities

I 56.2 Event catering and other food service activities

I 56.21 Event catering activities

I 56.29 Other food service activities

I 56.3 Beverage serving activities

I 56.30 Beverage serving activities

J - Information and Communication

J 58 Publishing activities

J. 58.1 Publishing of books, periodicals and other publishing activities

J. 58.1.1 Book publishing

J. 58.1.2 Publishing of directories and mailing lists

J. 58.1.3 Publishing of newspapers

J. 58.1.4 Publishing of journals and periodicals

J. 58.1.9 Other publishing activities

J. 58.2 Software publishing

J. 58.2.1 Publishing of computer games

J. 58.2.9 Other software publishing

J 59 Motion picture, video and television programme production, sound recording and music publishing activities

J. 59.1 Motion picture, video and television programme activities

J. 59.1.1 Motion picture, video and television programme production activities

J. 59.1.2 Motion picture, video and television programme post-production activities

J. 59.1.3 Motion picture, video and television programme distribution activities

J. 59.1.4 Motion picture projection activities

J. 59.2 Sound recording and music publishing activities

J. 59.2.0 Sound recording and music publishing activities

J 60 Programming and broadcasting activities

J. 60.1 Radio broadcasting

J. 60.1.0 Radio broadcasting

J. 60.2 Television programming and broadcasting activities

J. 60.2.0 Television programming and broadcasting activities

J 61 Telecommunications

J. 61.1 Wired telecommunications activities

J. 61.1.0 Wired telecommunications activities

J. 61.2 Wireless telecommunications activities

J. 61.2.0 Wireless telecommunications activities

J. 61.3 Satellite telecommunications activities

J. 61.3.0 Satellite telecommunications activities

J. 61.9 Other telecommunications activities

J. 61.9.0 Other telecommunications activities

J 62 Computer programming, consultancy and related activities

J. 62.0 Computer programming, consultancy and related activities

J. 62.0.1 Computer programming activities

J. 62.0.2 Computer consultancy activities

J. 62.0.3 Computer facilities management activities

J. 62.0.9 Other information technology and computer service activities

J 63 Information service activities

J. 63.1 Data processing, hosting and related activities; web portals

J. 63.1.1 Data processing, hosting and related activities

J. 63.1.2 Web portals

J. 63.9 Other information service activities

J. 63.9.1 News agency activities

J. 63.9.9 Other information service activities n.e.c.

K - Financial and Insurance Activities

K 64 Financial service activities, except insurance and pension funding

K. 64.1 Monetary intermediation

K. 64.1.1 Central banking

K. 64.1.9 Other monetary intermediation

K. 64.2 Activities of holding companies

K. 64.2.0 Activities of holding companies

K. 64.3 Trusts, funds and similar financial entities

K. 64.3.0 Trusts, funds and similar financial entities

K. 64.9 Other financial service activities, except insurance and pension funding

K. 64.9.1 Financial leasing

K. 64.9.2 Other credit granting

K. 64.9.9 Other financial service activities, except insurance and pension funding n.e.c.

K 65 Insurance, reinsurance and pension funding, except compulsory social security

K. 65.1 Insurance

K. 65.1.1 Life insurance

K. 65.1.2 Non-life insurance

K. 65.2 Reinsurance

K. 65.2.0 Reinsurance

K. 65.3 Pension funding

K. 65.3.0 Pension funding

K 66 Activities auxiliary to financial services and insurance activities

K. 66.1 Activities auxiliary to financial services, except insurance and pension funding

K. 66.1.1 Administration of financial markets

K. 66.1.2 Security and commodity contracts brokerage

K. 66.1.9 Other activities auxiliary to financial services, except insurance and pension funding

K. 66.2 Activities auxiliary to insurance and pension funding

K. 66.2.1 Risk and damage evaluation

K. 66.2.2 Activities of insurance agents and brokers

K. 66.2.9 Other activities auxiliary to insurance and pension funding

K. 66.3 Fund management activities

K. 66.3.0 Fund management activities

L - Real Estate Activities

L 68 Real estate activities

L. 68.1 Buying and selling of own real estate

L. 68.1.0 Buying and selling of own real estate

L. 68.2 Renting and operating of own or leased real estate

L. 68.2.0 Renting and operating of own or leased real estate

L. 68.3 Real estate activities on a fee or contract basis

L. 68.3.1 Real estate agencies

L. 68.3.2 Management of real estate on a fee or contract basis

M - Professional, Scientific and Technical Activities

M 69 Legal and accounting activities

M. 69.1 Legal activities

M. 69.1.0 Legal activities

M. 69.2 Accounting, bookkeeping and auditing activities; tax consultancy

M. 69.2.0 Accounting, bookkeeping and auditing activities; tax consultancy

M 70 Activities of head offices; management consultancy activities

M. 70.1 Activities of head offices

M. 70.1.0 Activities of head offices

M. 70.2 Management consultancy activities

M. 70.2.1 Public relations and communication activities

M. 70.2.2 Business and other management consultancy activities

M 71 Architectural and engineering activities; technical testing and analysis

M. 71.1 Architectural and engineering activities and related technical consultancy

M. 71.1.1 Architectural activities

M. 71.1.2 Engineering activities and related technical consultancy

M. 71.2 Technical testing and analysis

M. 71.2.0 Technical testing and analysis

M 72 Scientific research and development

M. 72.1 Research and experimental development on natural sciences and engineering

M. 72.1.1 Research and experimental development on biotechnology

M. 72.1.9 Other research and experimental development on natural sciences and engineering

M. 72.2 Research and experimental development on social sciences and humanities

M. 72.2.0 Research and experimental development on social sciences and humanities

M 73 Advertising and market research

M. 73.1 Advertising

M. 73.1.1 Advertising agencies

M. 73.1.2 Media representation

M. 73.2 Market research and public opinion polling

M. 73.2.0 Market research and public opinion polling

M 74 Other professional, scientific and technical activities

M. 74.1 Specialised design activities

M. 74.1.0 Specialised design activities

M. 74.2 Photographic activities

M. 74.2.0 Photographic activities

M. 74.3 Translation and interpretation activities

M. 74.3.0 Translation and interpretation activities

M. 74.9 Other professional, scientific and technical activities n.e.c.

M. 74.9.0 Other professional, scientific and technical activities n.e.c.

M 75 Veterinary activities

M. 75.0 Veterinary activities

M. 75.0.0 Veterinary activities

N - Administrative and Support Service Activities

N 77 Rental and leasing activities

N. 77.1 Renting and leasing of motor vehicles

N. 77.1.1 Renting and leasing of cars and light motor vehicles

N. 77.1.2 Renting and leasing of trucks

N. 77.2 Renting and leasing of personal and household goods

N. 77.2.1 Renting and leasing of recreational and sports goods

N. 77.2.2 Renting of video tapes and disks

N. 77.2.9 Renting and leasing of other personal and household goods

N. 77.3 Renting and leasing of other machinery, equipment and tangible goods

N. 77.3.1 Renting and leasing of agricultural machinery and equipment

N. 77.3.2 Renting and leasing of construction and civil engineering machinery and equipment

N. 77.3.3 Renting and leasing of office machinery and equipment (including computers)

N. 77.3.4 Renting and leasing of water transport equipment

N. 77.3.5 Renting and leasing of air transport equipment

N. 77.3.9 Renting and leasing of other machinery, equipment and tangible goods n.e.c.

N. 77.4 Leasing of intellectual property and similar products, except copyrighted works

N. 77.4.0 Leasing of intellectual property and similar products, except copyrighted works

N 78 Employment activities

N. 78.1 Activities of employment placement agencies

N. 78.1.0 Activities of employment placement agencies

N. 78.2 Temporary employment agency activities

N. 78.2.0 Temporary employment agency activities

N. 78.3 Other human resources provision

N. 78.3.0 Other human resources provision

N 79 Travel agency, tour operator and other reservation service and related activities

N. 79.1 Travel agency and tour operator activities

N. 79.1.1 Travel agency activities

N. 79.1.2 Tour operator activities

N. 79.9 Other reservation service and related activities

N. 79.9.0 Other reservation service and related activities

N 80 Security and investigation activities

N. 80.1 Private security activities

N. 80.1.0 Private security activities

N. 80.2 Security systems service activities

N. 80.2.0 Security systems service activities

N. 80.3 Investigation activities

N. 80.3.0 Investigation activities

N 81 Services to buildings and landscape activities

N. 81.1 Combined facilities support activities

N. 81.1.0 Combined facilities support activities

N. 81.2 Cleaning activities

N. 81.2.1 General cleaning of buildings

N. 81.2.2 Other building and industrial cleaning activities

N. 81.2.9 Other cleaning activities

N. 81.3 Landscape service activities

N. 81.3.0 Landscape service activities

N 82 Office administrative, office support and other business support activities

N. 82.1 Office administrative and support activities

N. 82.1.1 Combined office administrative service activities

N. 82.1.9 Photocopying, document preparation and other specialised office support activities

N. 82.2 Activities of call centres

N. 82.2.0 Activities of call centres

N. 82.3 Organisation of conventions and trade shows

N. 82.3.0 Organisation of conventions and trade shows

N. 82.9 Business support service activities n.e.c.

N. 82.9.1 Activities of collection agencies and credit bureaus

N. 82.9.2 Packaging activities

N. 82.9.9 Other business support service activities n.e.c.

O - Public Administration and Defence; Compulsory Social Security

O 84 Public administration and defence; compulsory social security

O. 84.1 Administration of the State and the economic and social policy of the community

O. 84.1.1 General public administration activities

O. 84.1.2 Regulation of the activities of providing health care, education, cultural services and other social services, excluding social security

O. 84.1.3 Regulation of and contribution to more efficient operation of businesses

O. 84.2 Provision of services to the community as a whole

O. 84.2.1 Foreign affairs

O. 84.2.2 Defence activities

O. 84.2.3 Justice and judicial activities

O. 84.2.4 Public order and safety activities

O. 84.2.5 Fire service activities

O. 84.3 Compulsory social security activities

O. 84.3.0 Compulsory social security activities

P - Education

P 85 Education

P. 85.1 Pre-primary education

P. 85.1.0 Pre-primary education

P. 85.2 Primary education

P. 85.2.0 Primary education

P. 85.3 Secondary education

P. 85.3.1 General secondary education

P. 85.3.2 Technical and vocational secondary education

P. 85.4 Higher education

P. 85.4.1 Post-secondary non-tertiary education

P. 85.4.2 Tertiary education

P. 85.5 Other education

P. 85.5.1 Sports and recreation education

P. 85.5.2 Cultural education

P. 85.5.3 Driving school activities

P. 85.5.9 Other education n.e.c.

P. 85.6 Educational support activities

P. 85.6.0 Educational support activities

Q - Human Health and Social Work Activities

Q 86 Human health activities

Q. 86.1 Hospital activities

Q. 86.1.0 Hospital activities

Q. 86.2 Medical and dental practice activities

Q. 86.2.1 General medical practice activities

Q. 86.2.2 Specialist medical practice activities

Q. 86.2.3 Dental practice activities

Q. 86.9 Other human health activities

Q. 86.9.0 Other human health activities

Q 87 Residential care activities

Q. 87.1 Residential nursing care activities

Q. 87.1.0 Residential nursing care activities

Q. 87.2 Residential care activities for mental retardation, mental health and substance abuse

Q. 87.2.0 Residential care activities for mental retardation, mental health and substance abuse

Q. 87.3 Residential care activities for the elderly and disabled

Q. 87.3.0 Residential care activities for the elderly and disabled

Q. 87.9 Other residential care activities

Q. 87.9.0 Other residential care activities

Q 88 Social work activities without accommodation

Q. 88.1 Social work activities without accommodation for the elderly and disabled

Q. 88.1.0 Social work activities without accommodation for the elderly and disabled

Q. 88.9 Other social work activities without accommodation

Q. 88.9.1 Child day-care activities

Q. 88.9.9 Other social work activities without accommodation n.e.c.

R - Arts, Entertainment and Recreation

R 90 Creative, arts and entertainment activities

R 90.0 Creative, arts and entertainment activities

R 90.01 Performing arts

R 90.02 Support activities to performing arts

R 90.03 Artistic creation

R 90.04 Operation of arts facilities

R 91 Libraries, archives, museums and other cultural activities

R. 91.0 Libraries, archives, museums and other cultural activities

R. 91.0.1 Library and archives activities

R. 91.0.2 Museums activities

R. 91.0.3 Operation of historical sites and buildings and similar visitor attractions

R. 91.0.4 Botanical and zoological gardens and nature reserves activities

R 92 Gambling and betting activities

R. 92.0 Gambling and betting activities

R. 92.0.0 Gambling and betting activities

R 93 Sports activities and amusement and recreation activities

R. 93.1 Sports activities

R. 93.1.1 Operation of sports facilities

R. 93.1.2 Activities of sport clubs

R. 93.1.3 Fitness facilities

R. 93.1.9 Other sports activities

R. 93.2 Amusement and recreation activities

R. 93.2.1 Activities of amusement parks and theme parks

R. 93.2.9 Other amusement and recreation activities

S - Other Service Activities

S 94 Activities of membership organisations

S. 94.1 Activities of business, employers and professional membership organisations

S. 94.1.1 Activities of business and employers membership organisations

S. 94.1.2 Activities of professional membership organisations

S. 94.2 Activities of trade unions

S. 94.2.0 Activities of trade unions

S. 94.9 Activities of other membership organisations

S. 94.9.1 Activities of religious organisations

S. 94.9.2 Activities of political organisations

S. 94.9.9 Activities of other membership organisations n.e.c.

S 95 Repair of computers and personal and household goods

S. 95.1 Repair of computers and communication equipment

S. 95.1.1 Repair of computers and peripheral equipment

S. 95.1.2 Repair of communication equipment

S. 95.2 Repair of personal and household goods

S. 95.2.1 Repair of consumer electronics

S. 95.2.2 Repair of household appliances and home and garden equipment

S. 95.2.3 Repair of footwear and leather goods

S. 95.2.4 Repair of furniture and home furnishings

S. 95.2.5 Repair of watches, clocks and jewellery

S. 95.2.9 Repair of other personal and household goods

S 96 Other personal service activities

S. 96.0 Other personal service activities

S. 96.0.1 Washing and (dry-)cleaning of textile and fur products

S. 96.0.2 Hairdressing and other beauty treatment

S. 96.0.3 Funeral and related activities

S. 96.0.4 Physical well-being activities

S. 96.0.9 Other personal service activities n.e.c.

T - Activities of Households as Employers; Undifferentiated Goods- and Services- Producing Activities of Households for Own Use

T 97 Activities of households as employers of domestic personnel

T. 97.0 Activities of households as employers of domestic personnel

T. 97.0.0 Activities of households as employers of domestic personnel

T 98 Undifferentiated goods- and services-producing activities of private households for own use

T. 98.1 Undifferentiated goods-producing activities of private households for own use

T. 98.1.0 Undifferentiated goods-producing activities of private households for own use

T. 98.2 Undifferentiated service-producing activities of private households for own use

T. 98.2.0 Undifferentiated service-producing activities of private households for own use

U - Activities of Extraterritorial Organisations and Bodies

U 99 Activities of extraterritorial organisations and bodies

U. 99.0 Activities of extraterritorial organisations and bodies

U. 99.0.0 Activities of extraterritorial organisations and bodies

