European Commission

Safety Business Gateway
User manual
for Economic Operators
and Providers of online marketplaces

How to prepare and submit a notification

Contact: JUST-BusinessGateway@ec.europa.eu

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CHAPTER 1. INTRODUCTION

You are about to provide the authorities of the EU Member States and EEA countries with information concerning an unsafe product you have placed or made available on the market or, in the case of providers of online marketplaces, that you have offered via your interface. Note that this document is the Safety Business Gateway User manual for Economic Operators and Providers of online marketplaces referred to in the Commission Notice on the guidelines for the practical implementation of the Safety Business Gateway[1], which provides guidelines for the practical implementation of the Safety Business Gateway, and on how to access and use the Gateway in line with the relevant provisions of the General Product Safety Regulation[2], hereinafter referred to as "GPSR".

NOTIFICATION OBLIGATION

Businesses must use the Safety Business Gateway in multiple instances, depending on their role in the supply chain, acting as an economic operator or a provider of an online marketplace.

The submission of notifications, when required by the GPSR, through the Safety Business Gateway is reserved for the economic operators and providers of online marketplaces concerned by the specific product that is subject to the notification, based on Article 9, Article 10, Article 11, Article 12 and Article 22 of the GPSR and on Article 20 of the GPSR in the case of accidents. An economic operator can be the manufacturer, the authorised representative, the importer, the distributor, the fulfilment service provider or any other natural or legal person who is subject to obligations in relation to the manufacture of products or making them available on the market[3], while a provider of an online marketplace is a provider of an intermediary service using an online interface which allows consumers to conclude distance contracts with traders for the sale of products[4]. Submission of notifications in the Safety Business Gateway by third parties (e.g. business competitors) is strictly prohibited.

Accidents refer to occurrences associated with the use of a product that resulted in an individual's death or in serious adverse effects on that individual's health and safety. These effects can be permanent or temporary, and can include injuries, other damage to the body, illnesses and chronic health effects.[5]

NATIONAL AUTHORITIES

Through the Safety Business Gateway, economic operators and providers of online marketplaces inform market surveillance authorities of the EU Member States about dangerous products they have placed or made available on the market or that have been offered to EU consumers via their online

[1] Commission Notice - Guidelines for the practical implementation of the Safety Business Gateway under Article 27(2) of Regulation (EU) 2023/988 (C/2025/6238).
[2] Regulation (EU) 2023/988 of the European Parliament and of the Council of 10 May 2023 on general product safety, amending Regulation (EU) No 1025/2012 of the European Parliament and of the Council and Directive (EU) 2020/1828 of the European Parliament and the Council, and repealing Directive 2001/95/EC of the European Parliament and of the Council and Council Directive 87/357/EEC.
[3] See Article 3(13) of the GPSR.
[4] See Article 3(14) of the GPSR.
[5] See Article 20(2) of the GPSR.

interfaces, as well as of accidents caused by a product. This information is analysed by the relevant market surveillance authorities. If the national authorities find a product to be dangerous or otherwise non-compliant with the relevant legislation, national market surveillance authorities take measures and, where relevant, notify them to the Safety Gate Rapid Alert System.

The updated list of national market surveillance authorities contact points is available on the Europa Safety Gate public website:
https://ec.europa.eu/safety-gate/#/screen/pages/contacts

SAFETY BUSINESS GATEWAY NOTIFICATION FORM

The notification form is intended for economic operators and providers of online marketplaces, who should use this form to inform the market surveillance authorities of the EU Member States that a product they have placed on the market is dangerous, in line with their obligations under Articles 9, 10, 11, 12, 20 and 22 of the GPSR. All notifications will be sent to and stored in the online database.

The notification form can be completed in one of the following working languages:

1. Bulgarian
2. Czech
3. Danish
4. German
5. Greek
6. English
7. Spanish
8. Estonian
9. Finnish
10. French
11. Gaelic
12. Croatian
13. Hungarian
14. Italian
15. Lithuanian
16. Latvian
17. Maltese
18. Dutch
19. Polish
20. Portuguese
21. Romanian
22. Slovak
23. Slovenian
24. Swedish

SUBMISSION OF THE NOTIFICATION

In order to inform the market surveillance authorities of the EU Member States that a product placed on the market is dangerous, you should connect to the Safety Business Gateway tool (https://webgate.ec.europa.eu/safety-business-gateway/), fill in the form and submit it to the market surveillance authority of the Member State(s) that is/ are concerned (in case several Member States are concerned, the notifier specifies the "Main Member State" that they deem is mainly concerned among them).

You will find more detailed instructions in CHAPTER 3.

SYSTEM REQUIREMENTS

The following are required for completing and sending the notification form:

- EU Login account (see CHAPTER 2)
- Internet access and a browser.

ATTACHMENTS

Please note that only the following file types are supported:

For photos:

- ***.jpeg or .jpg*** *extension: Joint Photographic Experts Group (JPEG) format used for compressed images on the Internet*.

For other additional documentation

- ***.doc .docx*** *extension: MS Word files*;
- ***.pdf*** *extension: Acrobat Reader files*;
- ***.txt*** *extension: Raw text file supported by all text editors*;
- ***.xls .xlsx*** *extension: MS Excel files*;

Please note that documents attached to the notification form **cannot exceed 10 MB in size.**

CONTACT

Please report any technical problems to: **JUST-BusinessGateway@ec.europa.eu**

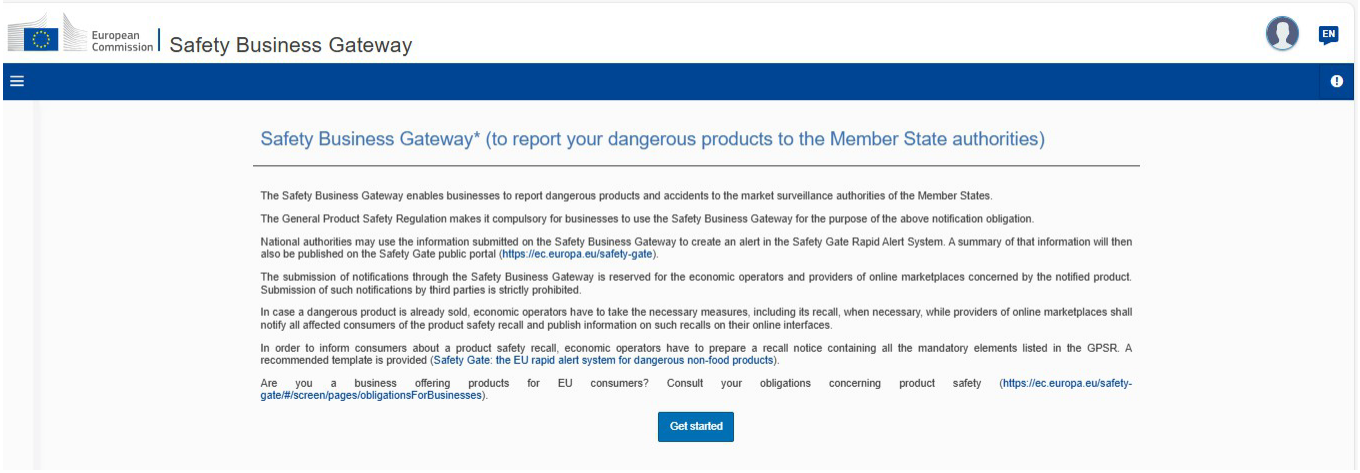
CHAPTER 2. GETTING STARTED

2.1 LOGGING INTO THE SYSTEM

To access the Safety Business Gateway system, you need an EU Login account.

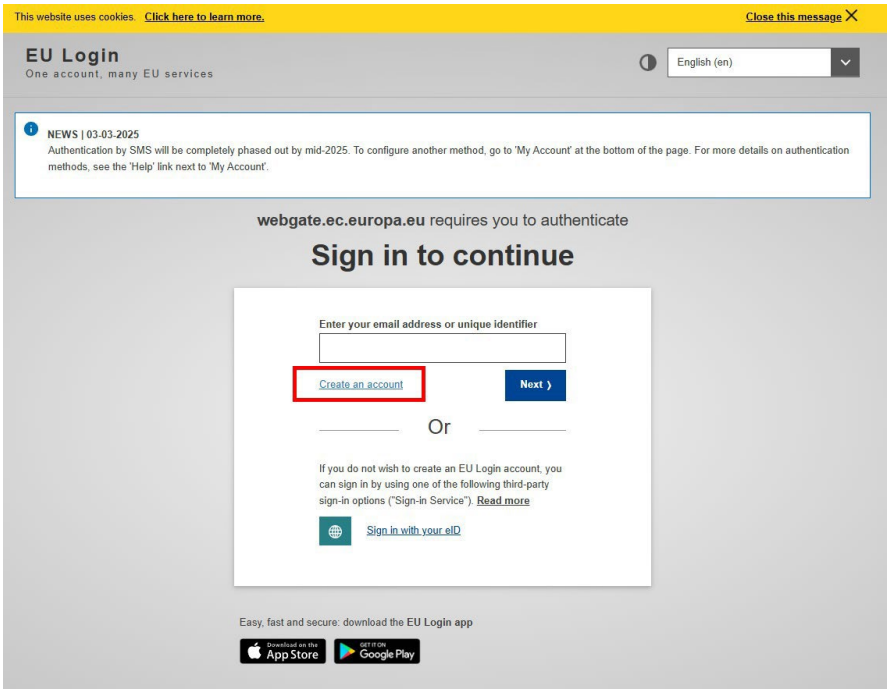
To create a new EU login account, please follow the steps below. If you already have an EU login account, you can go directly to page 9.

- Enter the Safety Business Gateway link in your browser (https://webgate.ec.europa.eu/safety-business-gateway/)

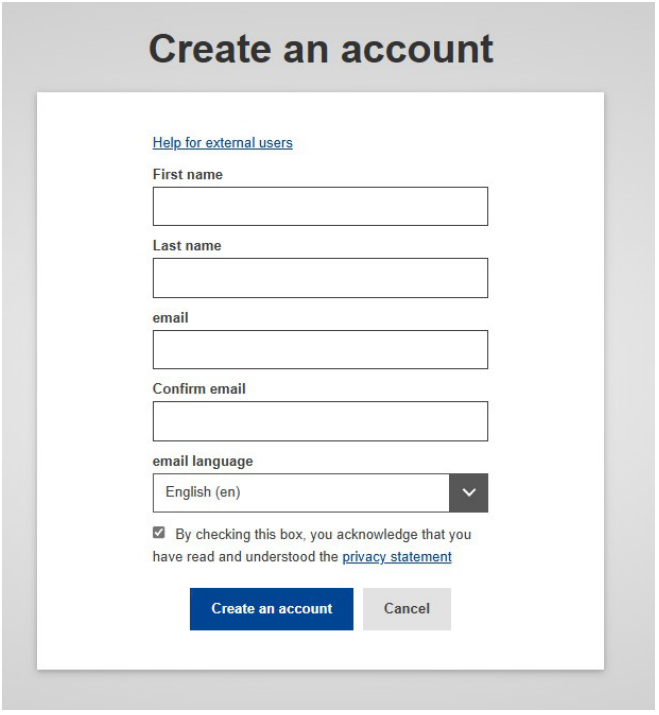


- Click on the '**Get started**' button, or on the picture on the right side of the page;
- The EU Login screen will be displayed;

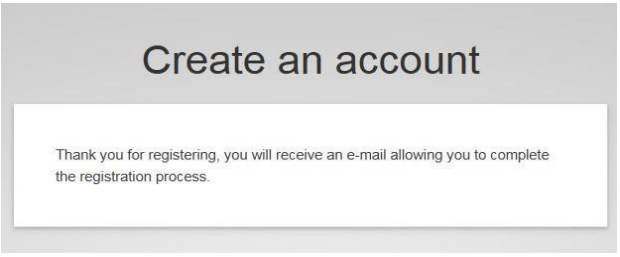
  If you do not yet have an EU Login account, click on **'Create an Account':**



- Fill in the mandatory fields:



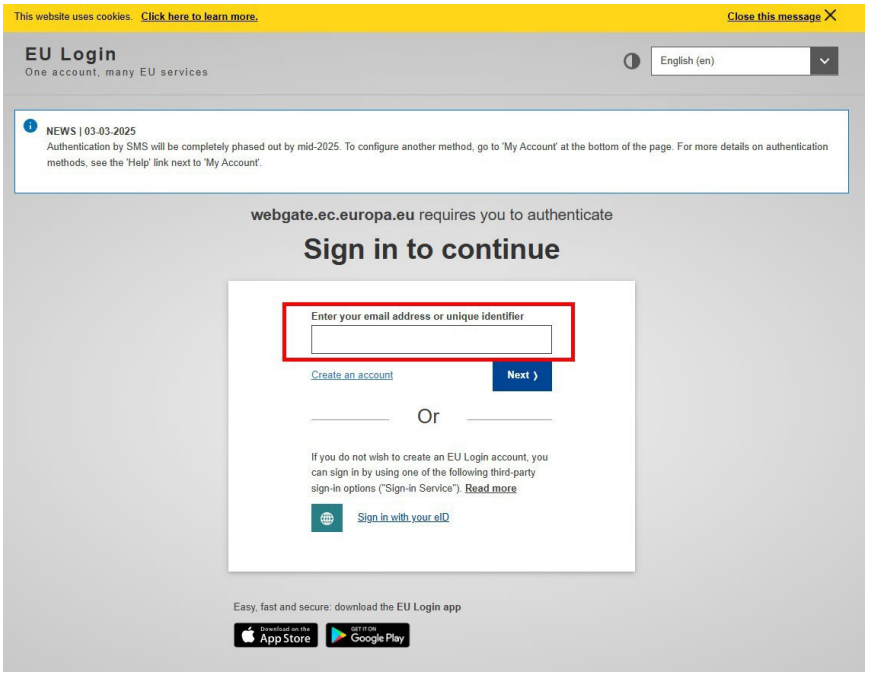
- An e-mail will be sent to the provided e-mail address.



- Click on the link received in the e-mail.

If you already have an EU Login (EX-ECAS) account:

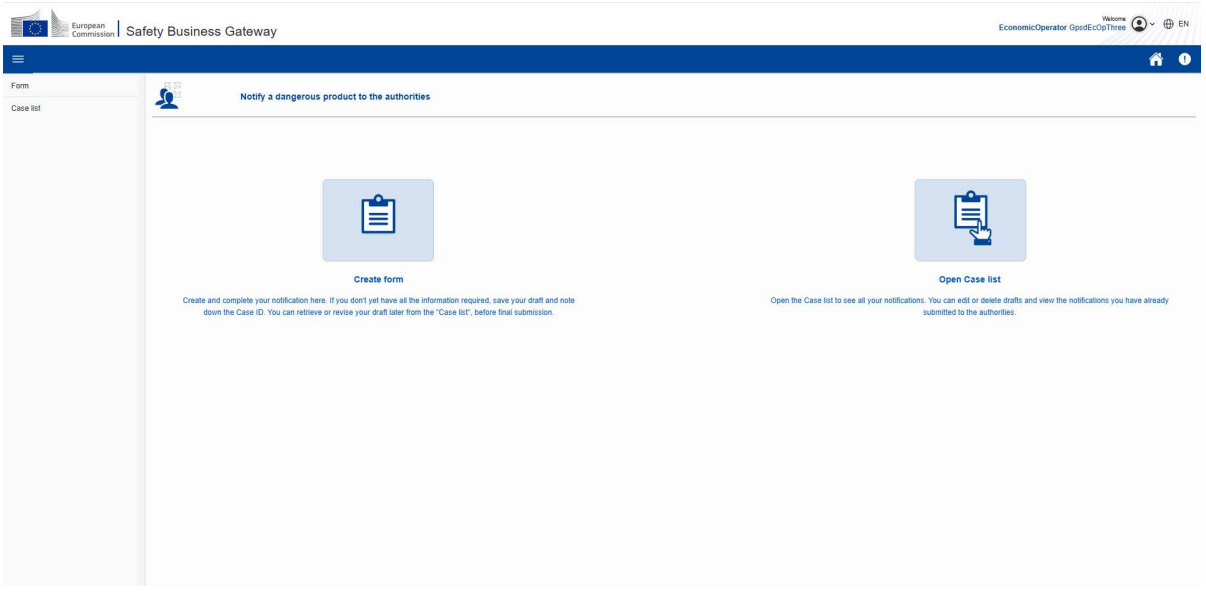
The EU Login screen will be displayed:



To login to the system, you should provide your EU Login e-mail address or your existing user ID (old ECAS user ID) and then click on Next ›

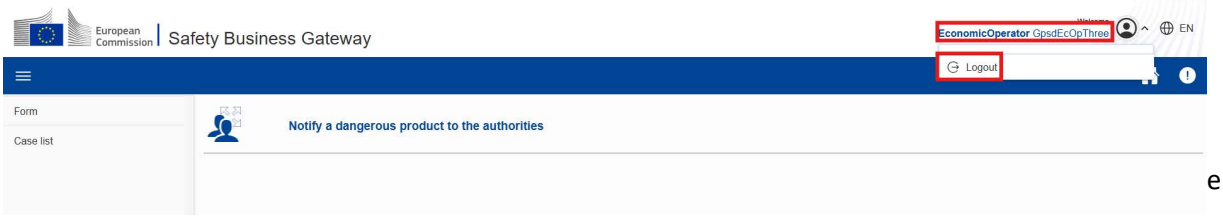
If you encounter a problem, you can request assistance by clicking on the link "Help" at the bottom of the page.

You may now enter your password and click the "Sign in" button. After the authentication you will be redirected to the page below:



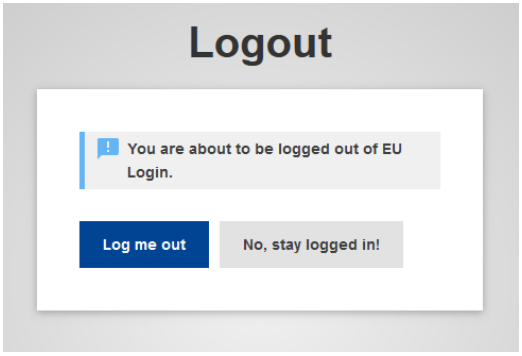
2.2. LOGGING OFF FROM THE SYSTEM

To log out of the Safety Business Gateway, click on your user name in the top right-hand corner of the screen, and click on the "Logout" button:



Save your work if you have to leave your computer as your information may be lost: for security reasons, the system will log you out after 30 minutes of inactivity.

After logging you out of the Safety Business Gateway, the system will ask if you also want to be logged out of EU Login.

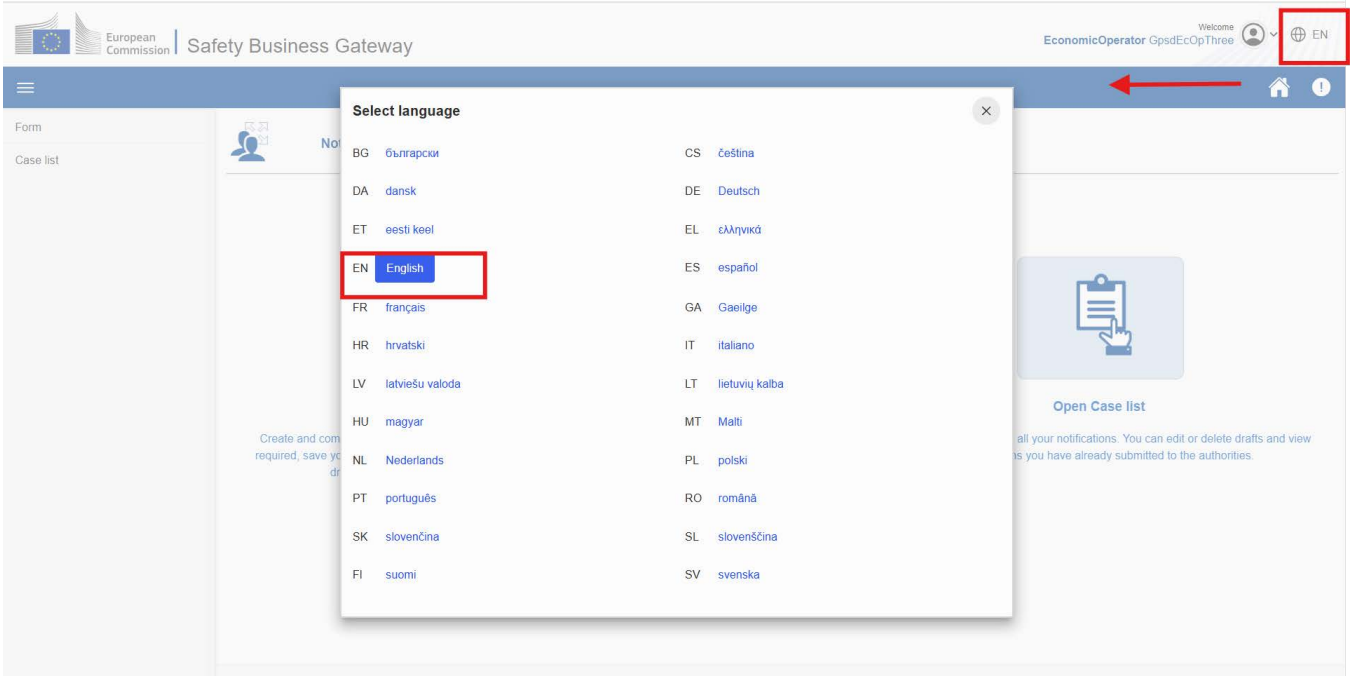


2.3 LANGUAGES

The application interface is available in 24 languages:

1. Bulgarian
2. Czech
3. Danish
4. German
5. Greek
6. English
7. Spanish
8. Estonian
9. Finnish
10. French
11. Gaelic
12. Croatian
13. Hungarian
14. Italian
15. Lithuanian
16. Latvian
17. Maltese
18. Dutch
19. Polish
20. Portuguese
21. Romanian
22. Slovak
23. Slovenian
24. Swedish

To change the language, click on the language button in the top right-hand corner of the screen and select the language you prefer.

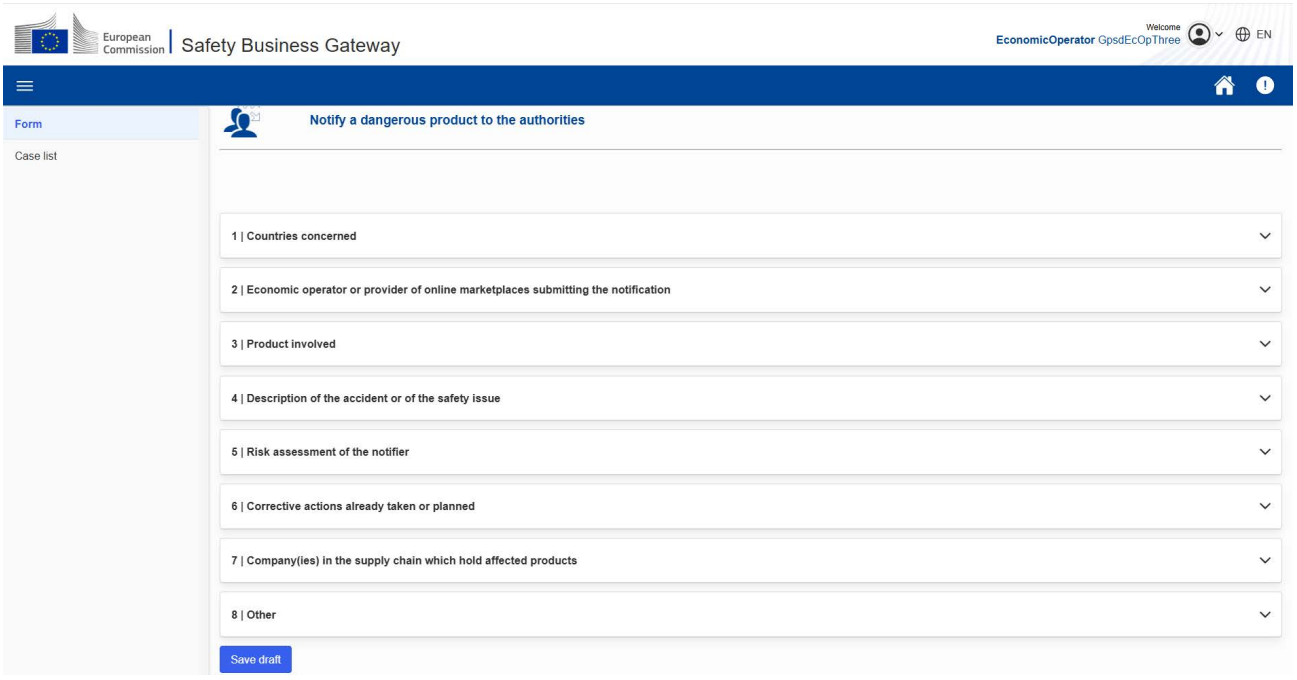

European Commission
Safety Business Gateway
Welcome
EconomicOperator GpsdEcOpThree
EN
Form
Case list
Select language
BG български
CS čeština
DA dansk
DE Deutsch
ET eesti keel
EL ελληνικά
EN English
ES español
FR français
GA Gaeilge
HR hrvatski
IT italiano
LV latviešu valoda
LT lietuvių kalba
HU magyar
MT Malti
NL Nederlands
PL polski
PT português
RO română
SK slovenčina
SL slovenščina
FI suomi
SV svenska
Open Case list

CHAPTER 3. HOW TO MANAGE SUBMISSIONS

This chapter of the manual explains how to 'Create', 'Save', 'Edit' and 'Submit' the notification to the Market Surveillance Authorities of the Member States.

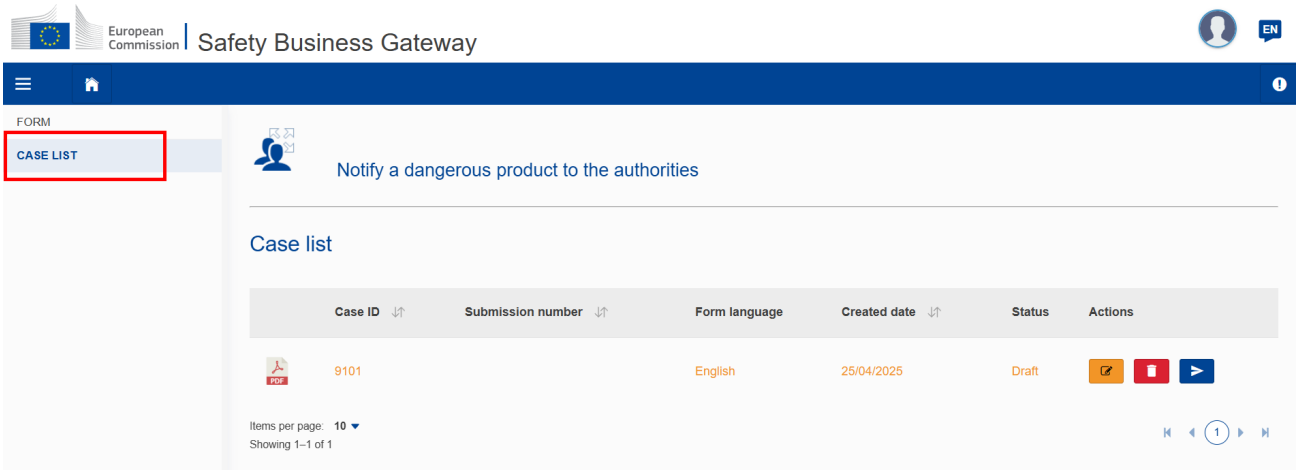
To create a draft notification, you can use the 'Create form' link on the homepage or the "FORM" link from the menu on the left side.

The draft is displayed on the screen, and you can fill it in (please see the detailed explanation about how to fill in the form in CHAPTER 4 'HOW TO FILL IN THE NOTIFICATION FORM').

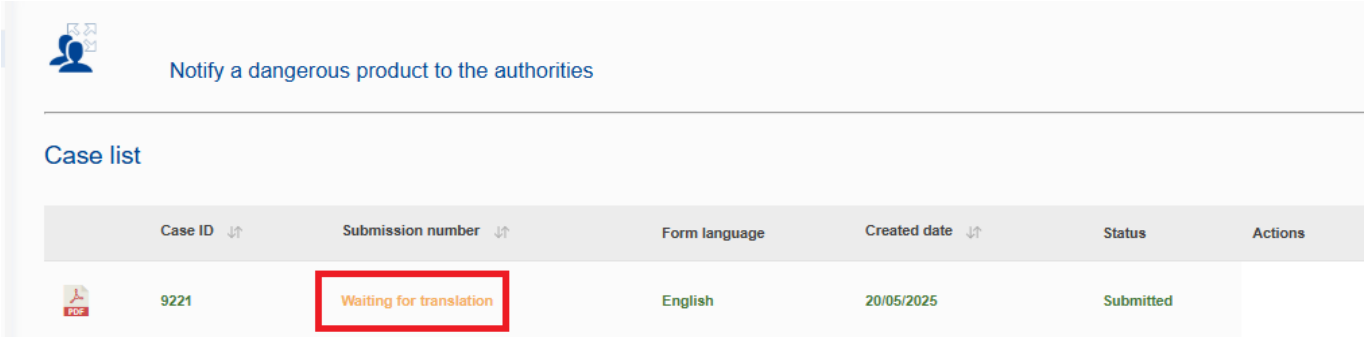


When the draft is created for the first time, you need to save it by clicking the "Save draft" button before submitting it.

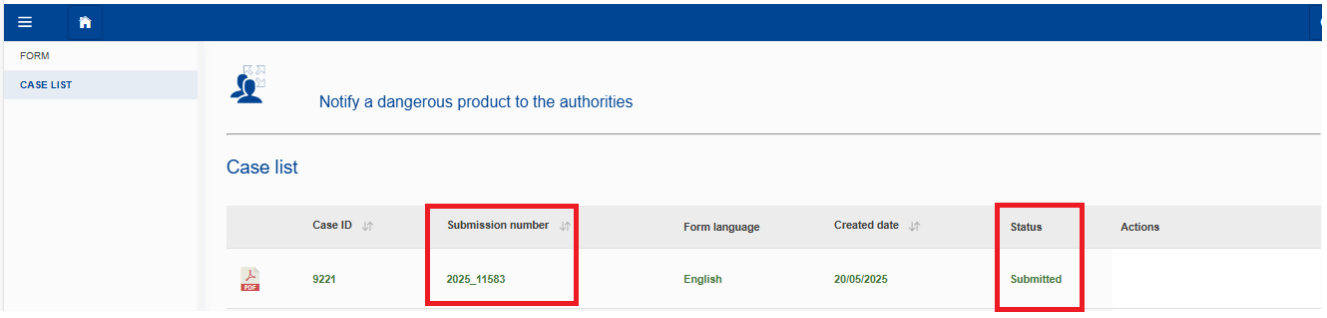
After saving, the draft is available in the notification list (click on the button "CASE LIST" to access it). The system will display the list of all the notifications you have created.



- When a notification is in 'Draft' status, you can ‘Edit’ and ‘Delete’ it at any time. Once your notification is submitted, the translation process will be automatically triggered by the system to translate the notification content in all the interface languages. The status **‘Waiting for translation’** will be displayed (in submission number field) to warn the user that the system is performing the translation process**.** The translation process will take 15 to 20 minutes to finish. If the submitted notification stuck with 'waiting for translation' for a longer period, then the pending request will be resubmitted automatically by the system on next day(after 24 hrs).



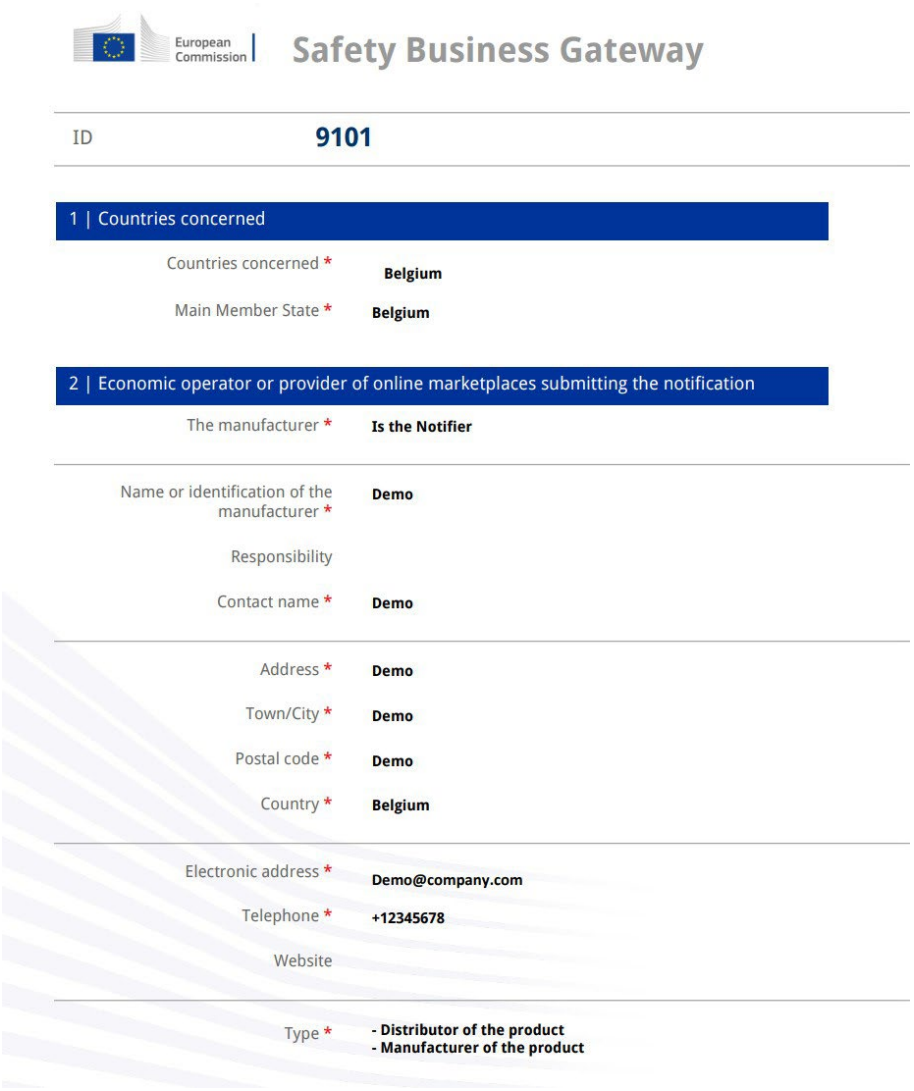
- Once the translation process is finished and translated in all the interface languages, the submission number will appear in the case list. Then you can click on the PDF icon to print the notification details according to the interface language.



The PDF icon allows you to view the report of the notification at any time. If you click on it, a PDF version of the form will be generated. You can check the content and print it out.

For example: if you want to view the PDF file in French, select the interface language as ‘français(fr)’.

Then you can view the PDF file according to the interface language.



European Commission | Safety Business Gateway

ID 9101

1 | Countries concerned

Countries concerned *	**Belgium**
Main Member State *	**Belgium**

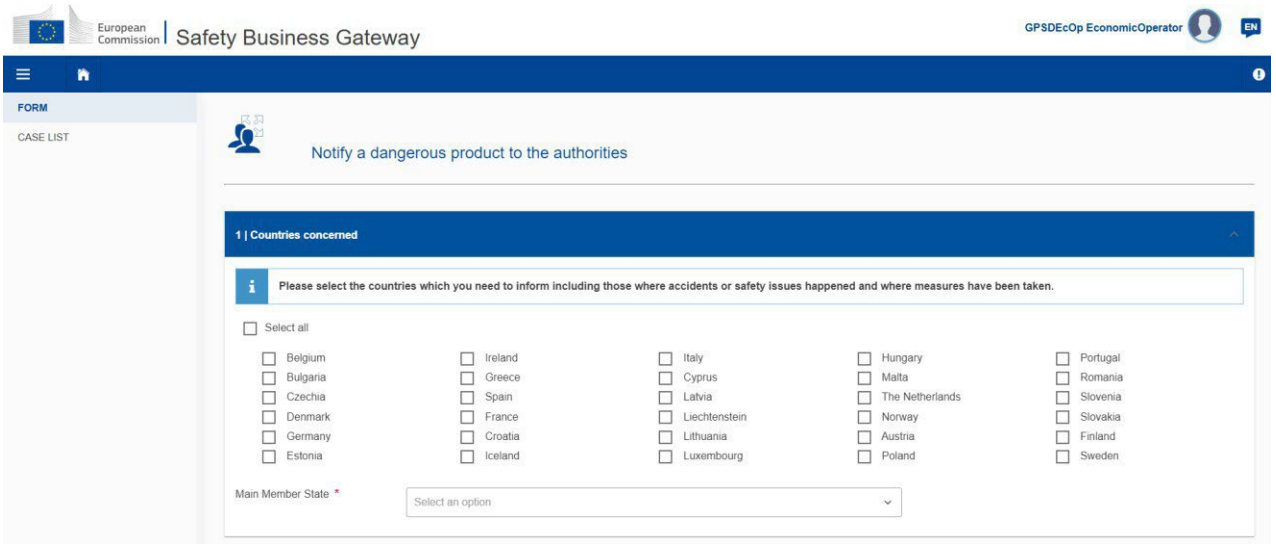
2 | Economic operator or provider of online marketplaces submitting the notification

The manufacturer *	**Is the Notifier**
Name or identification of the manufacturer *	**Demo**
Responsibility	
Contact name *	**Demo**
Address *	**Demo**
Town/City *	**Demo**
Postal code *	**Demo**
Country *	**Belgium**
Electronic address *	**Demo@company.com**
Telephone *	**+12345678**
Website	
Type *	**- Distributor of the product** **- Manufacturer of the product**

CHAPTER 4. HOW TO FILL IN THE NOTIFICATION FORM

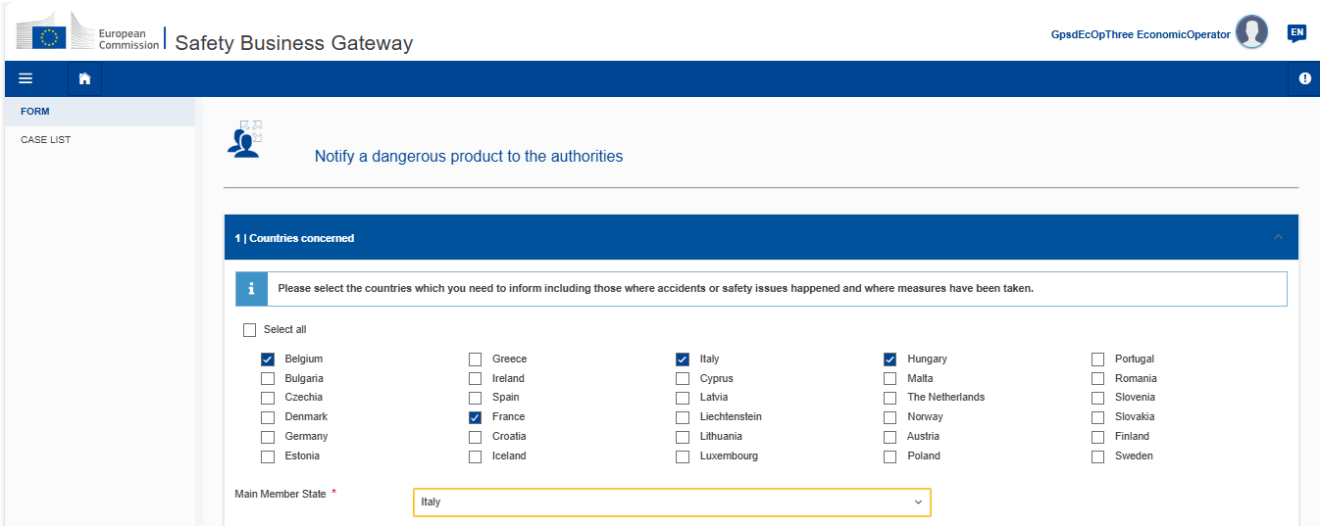
This chapter of the manual explains step by step how to correctly fill in each section of the Notification form. The form is divided into 8 sections.

SECTION 1. AUTHORITY (IES)RECEIVING THE NOTIFICATION



In the first section, you should indicate the Member States that are going to receive your notification.

To indicate a Member State, tick the appropriate check box:



In the 'Main Member State' field you can select the Member State that should lead the notification process.

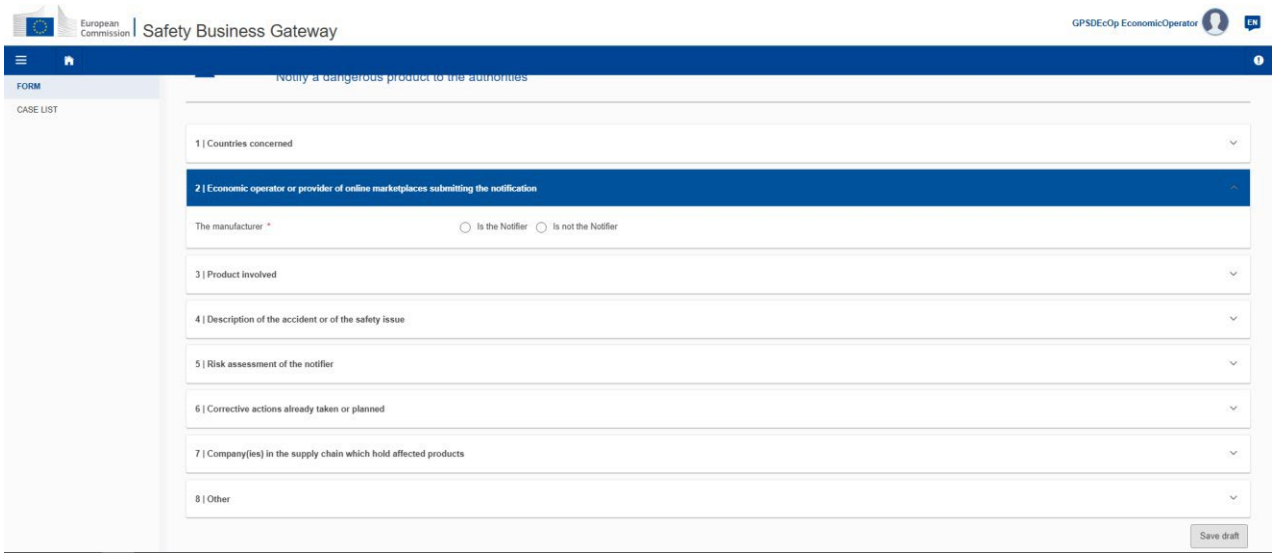
After your selection, the 'Main Member State' will be automatically ticked in the list.
Please note that the drop-down list includes all EU countries together with Norway, Liechtenstein and Iceland.

SECTION 2. DETAILS OF ECONOMIC OPERATOR OR PROVIDER OF ONLINE MARKETPLACES SUBMITTING THE NOTIFICATION

In order to open the second section, please click on the next panel:

"**2 | Economic operator or provider of online marketplaces submitting the notification**" and select

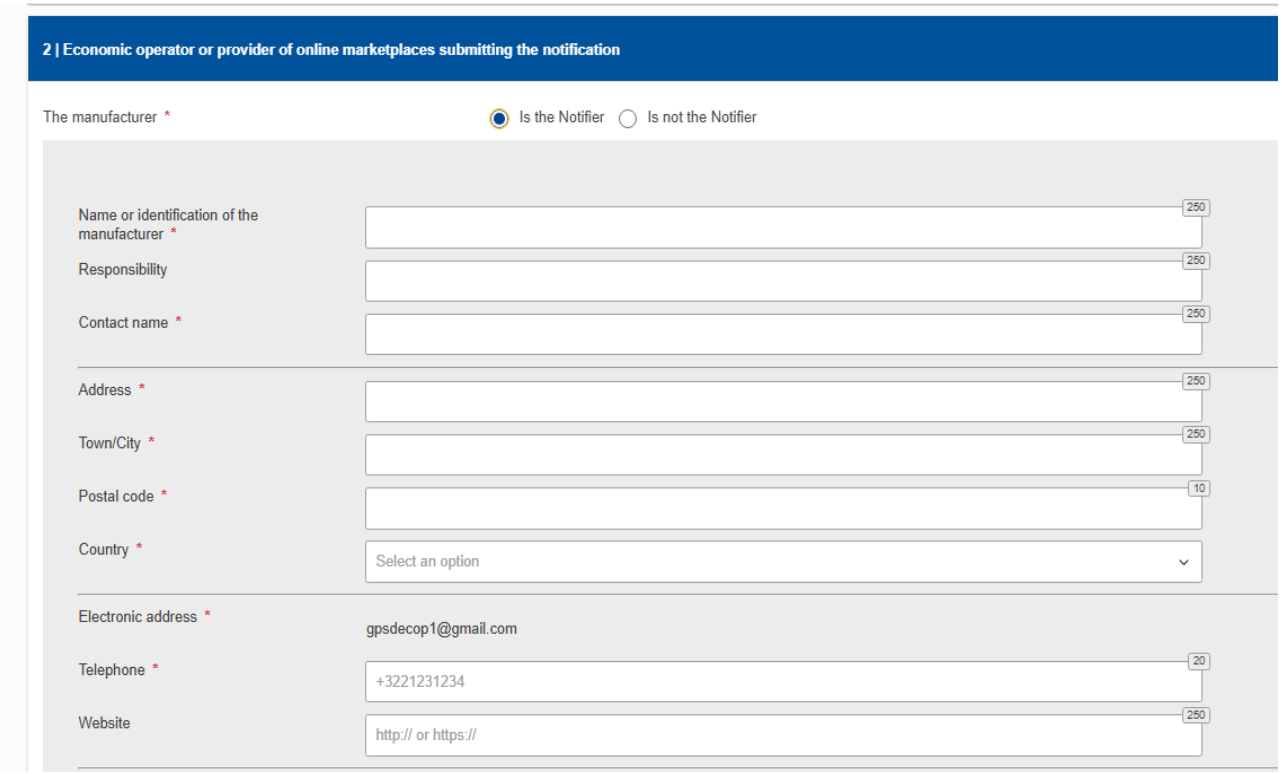
one of the options of “**The manufacturer**” radio buttons: “**Is the Notifier**”/”**Is not the Notifier**”.



Please note that according to the GPSR:
- An "**economic operator**" means the manufacturer, the authorised representative, the importer, the distributor, the fulfilment service provider or any other natural or legal person who is subject to obligations in relation to the manufacture of products or making them available on the market,
- A "**provider of online marketplace**" means a provider of an intermediary service using an online interface which allows consumers to conclude distance contracts with traders for the sale of products.

Section 2.1: Economic operator or provider of online marketplaces submitting the notification “**Is the Notifier**”

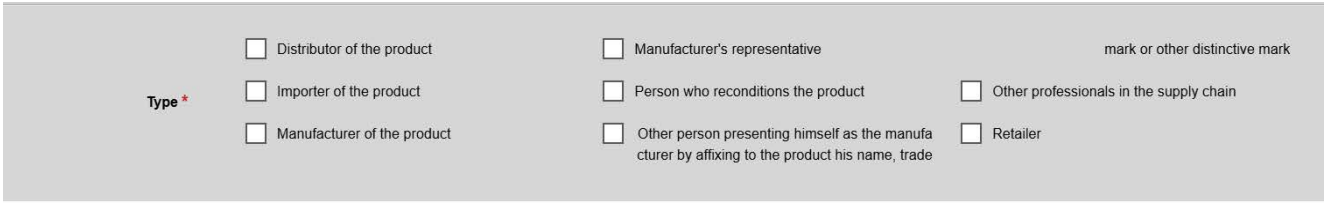
After your selection, Section 2 will then open. It consists of two parts:



In the first part, please identify the economic operator or provider of online marketplaces by entering the name and completing the contact details such as Address, Phone and e-mail address. You should also give details of a contact person who is able to provide additional information if necessary.

Note: You can select any country from country dropdown option (not restricted to EU countries).

In the second section you are asked to specify the role in relation to the product you want to notify by ticking the specific box:

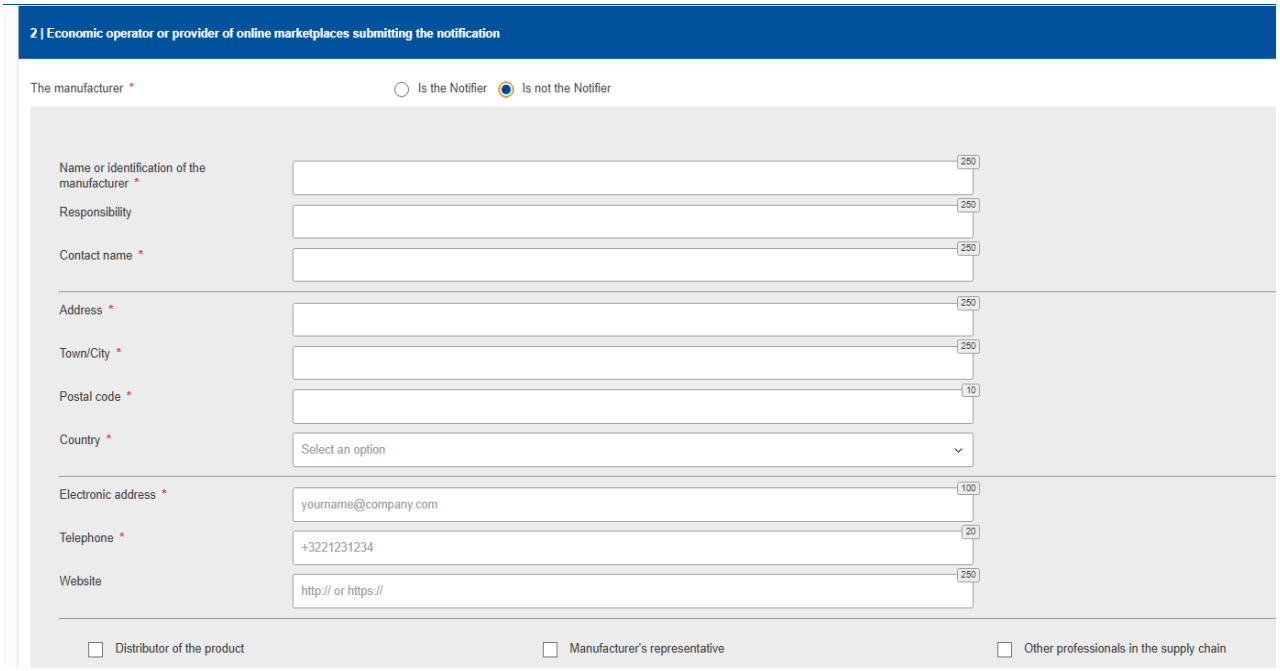


Section 2.2: Economic operator or provider of online marketplaces submitting the notification
"Is not the Notifier"

If a notification form is not filled in directly by an economic operator or provider of online marketplaces but by a third party (e.g. a law firm) acting on the notifier's behalf, its contact details should be provided in section 2 of the Notification form. In order to open it, please mark the "The manufacturer "**is not the Notifier**"" radio button.

In the first part of the section which opens, you should complete all mandatory fields (marked with an asterisk (*)) with information on the economic operator/provider of online marketplace of the product in question.

In the second section you can specify the role in relation to the product to be notified.

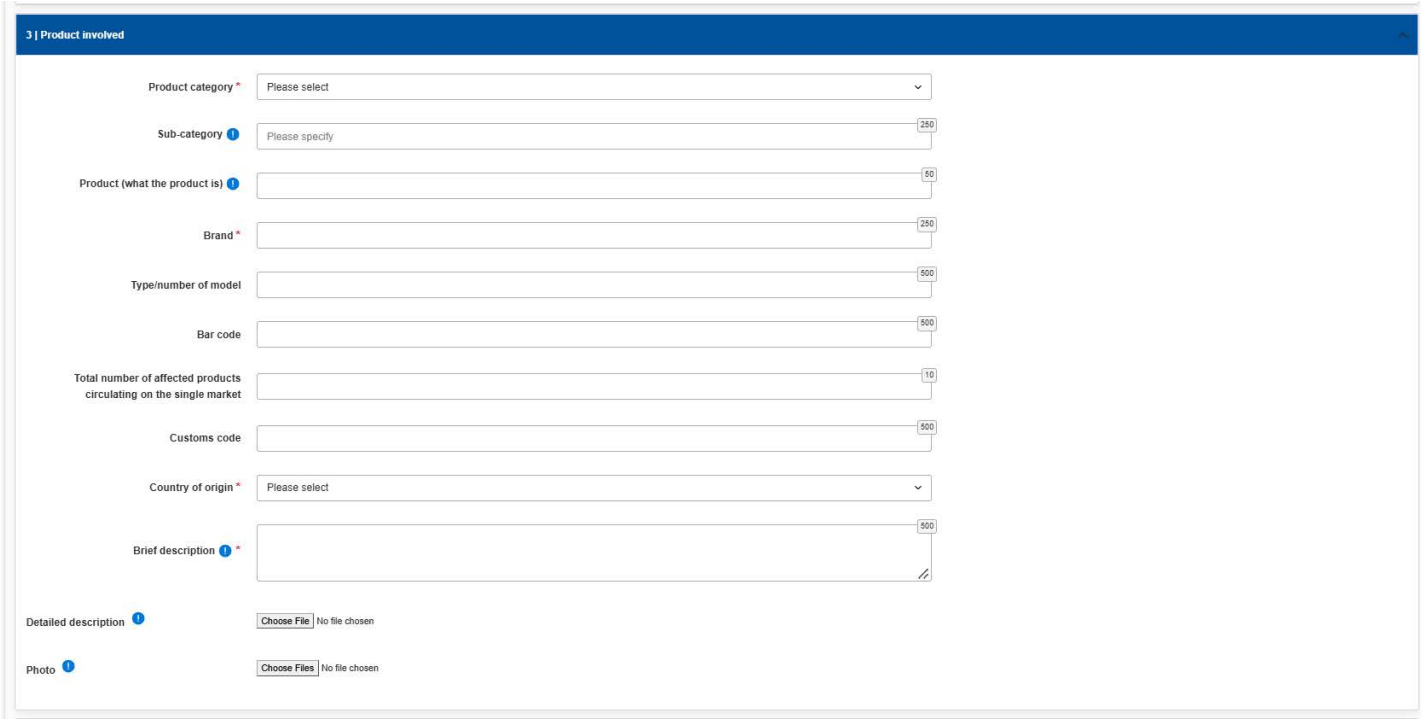


The information about the notifier must also be provided, by filling in the fields (marked with an asterisk (*)) in part two of this section, placed below the 'Type' section.

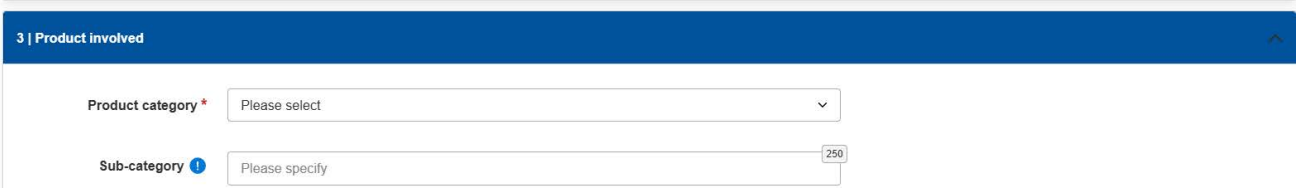
Please note that the email field is already prefilled with the email linked to the notifier's EU Login.

SECTION 3. DETAILS OF THE PRODUCT INVOLVED

The first step in completing this section is to **identify the product category**. If you cannot find a category that matches the product, please use the "**Other**" text box to describe it.



The Sub-category field will allow you to provide more detailed information about the product category. For example, if the category of the Product is 'Toys', you can further specify the type of toy.



Furthermore, the system allows you to provide **more detailed information about the product** such as the 'Type/number of model',the **Product** (what the product is), the '**Brand**, the '**Bar code**'. As for the '**Brief description**' field, please make sure that the description is short and accurate in order to avoid confusion.

If a longer technical description of the product has to be attached, please upload it using the "**Choose file**" button in the **'Detailed description**' field.

The product description should always be supported by photographs. Please note that you can upload multiple pictures.

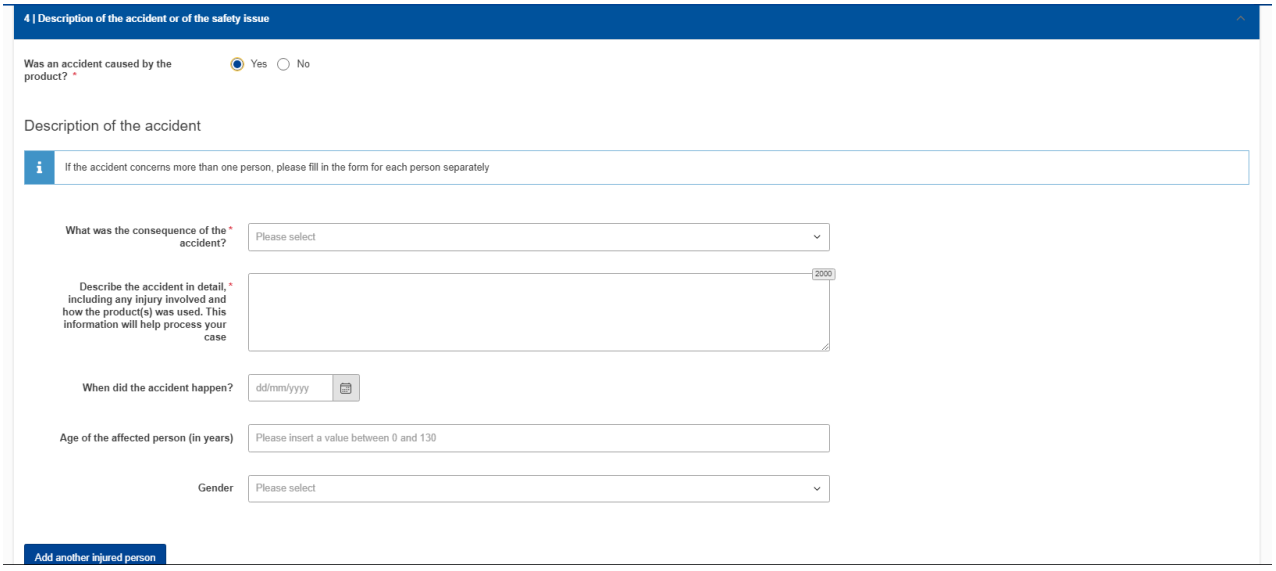
Please also note that the only format allowed is '**jpeg**'. The size of the photographs should not exceed 10 MB.

SECTION 4. DESCRIPTION OF THE ACCIDENT

This section gives you the possibility to describe more in details what exactly occurs.

Section 4.1. '**Yes**' an accident occurred with a product

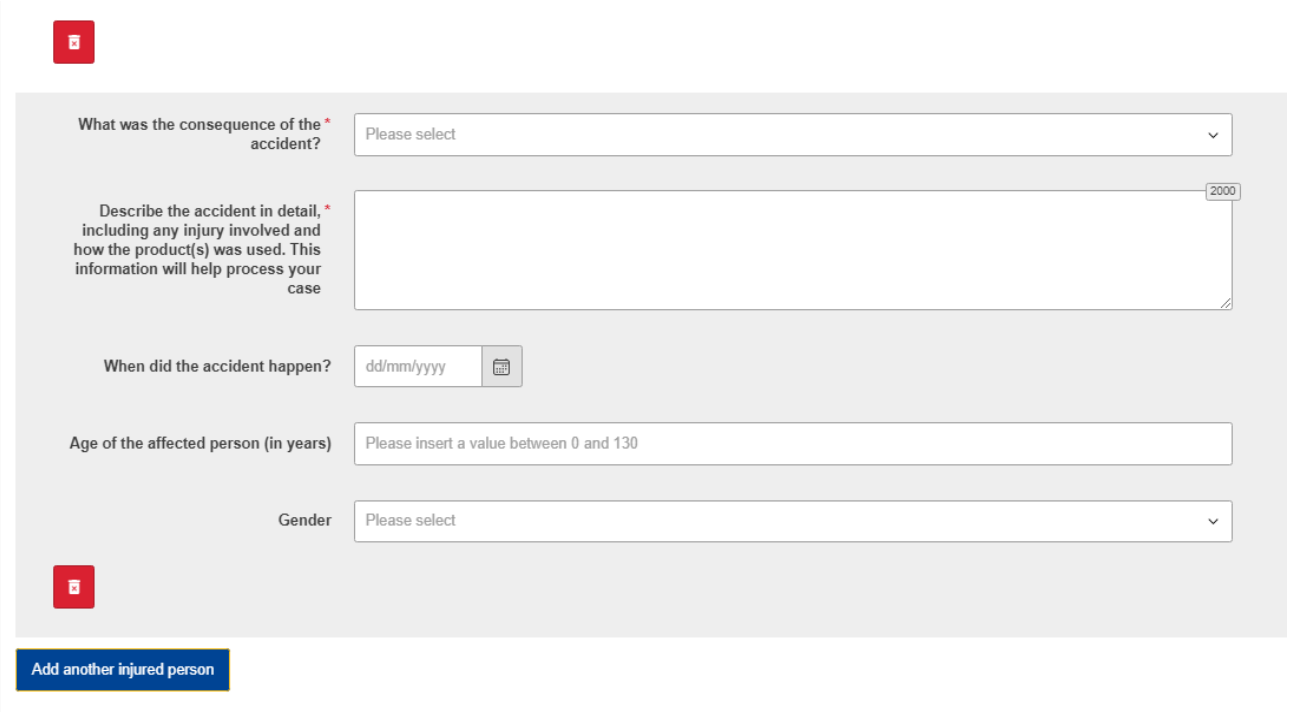
This part allows you to give more details about the accident by selecting a proposition of what the consequence of the accident was.



Moreover, in the free text box you can explain in detail what and how exactly it happened. You can

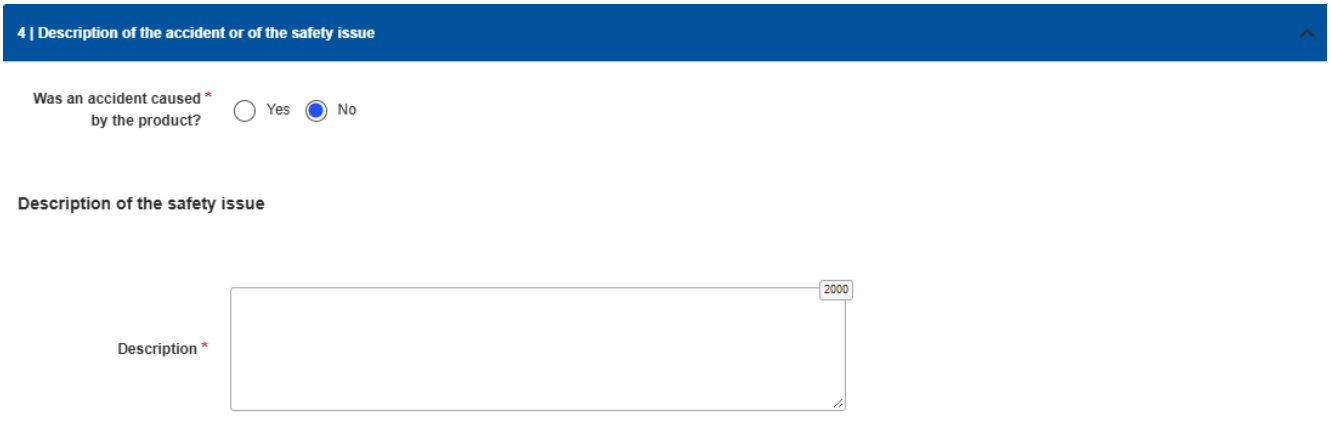
also specify the age and gender of the injured person.

In case some other person(s) is/are affected, you can click on the “Add another injured person” button. A new box with same information to fill in will appear.



Section 4.2. **‘No’** accident occurred with a product.

If you tick the radio button “No” to the first question ‘Was an accident caused by the product’, you must only to provide "Description" in the free text box:



SECTION 5. RISK ASSESSMENT OF THE NOTIFIER

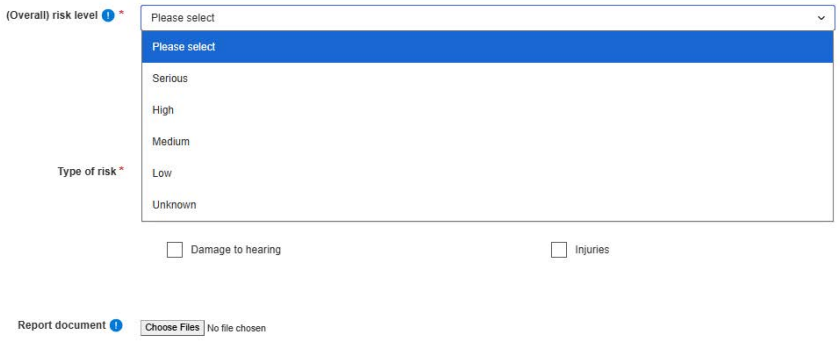
In the first field of section 5, please provide a **brief description of the risks** posed by the notified product. It should include information about the **type of risk(s)** (e.g. choking, electric shock, chemical, burns, etc.) followed by a short **summary of the laboratory or visual tests** that have been carried out.

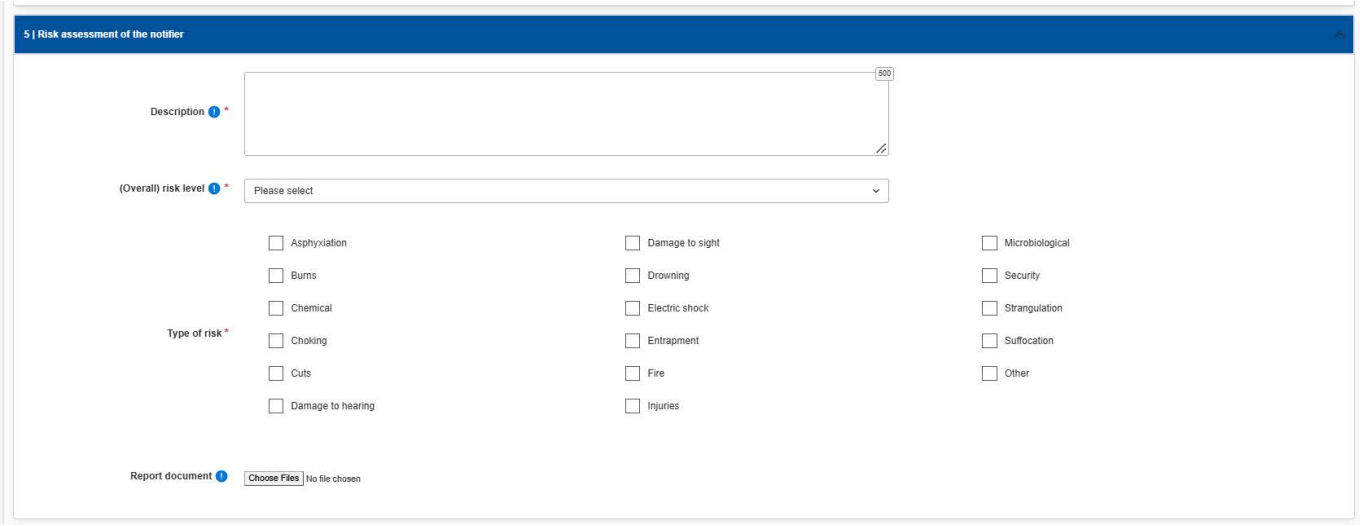
You should also clearly indicate if the notified product does not comply with the **Safety Requirements** under European or national standards/legislation.

In order to assess the level of the risk posed by a product, economic operators and providers of online marketplaces can use the criteria set out in Annex II of **Commission Delegated Regulation 2024/3173** (which are the criteria that market surveillance authorities will use to determine the level of risk posed by the product).

For your convenience a link to the **Safety Gate risk Assessment (SAGA)** tool has been added to help you carrying out a risk assessment according to the methodology set out in this Commission Delegated Regulation.

It is very important that you are familiar with the risk assessment method before carrying out the risk evaluation and indicating **the (Overall) risk level of the notified product** in section 5. The available options are: Serious, High, Medium, Low, Unknown.



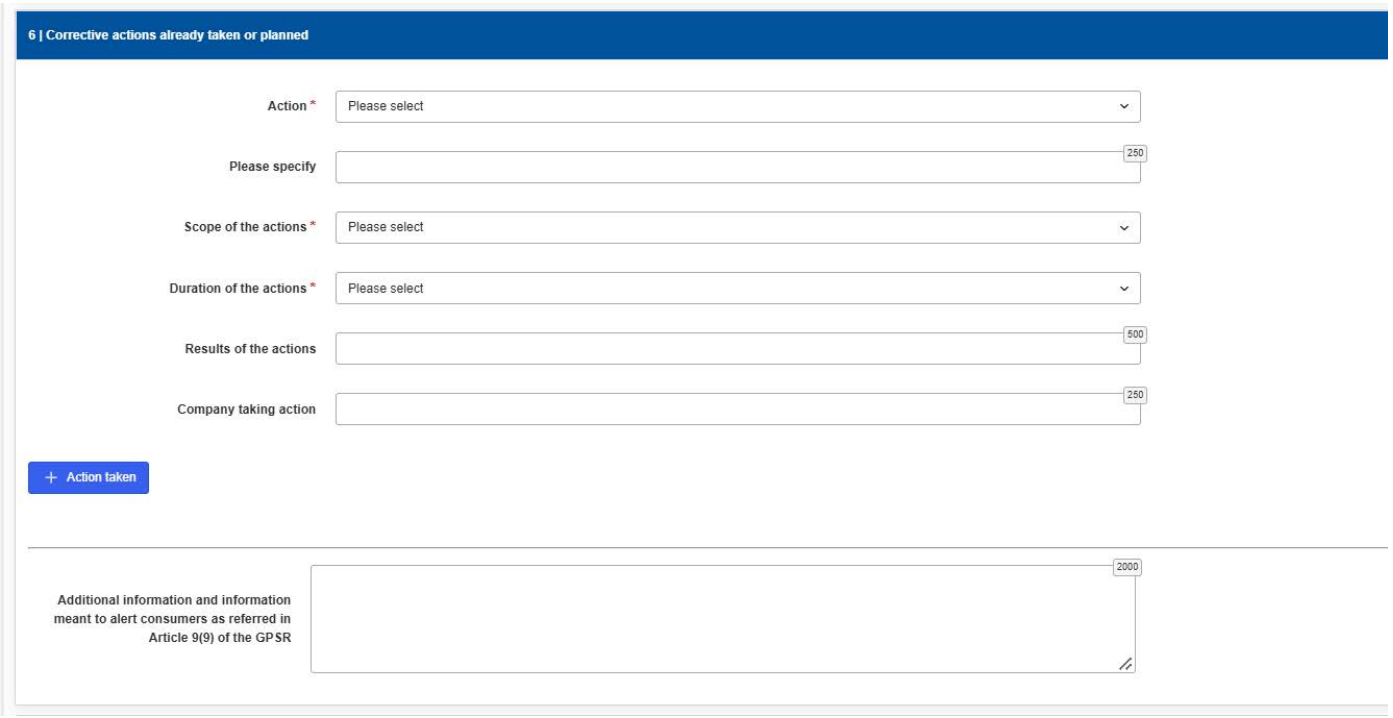


You are welcome to attach more information, for example a **test report** and a description of the risk assessment.

Nevertheless, conducting a risk assessment and determining the level of the risk is not a requirement for the notification of a dangerous product. If you do not or cannot assess the level of risk posed by the product, please select the option “Unknown”.

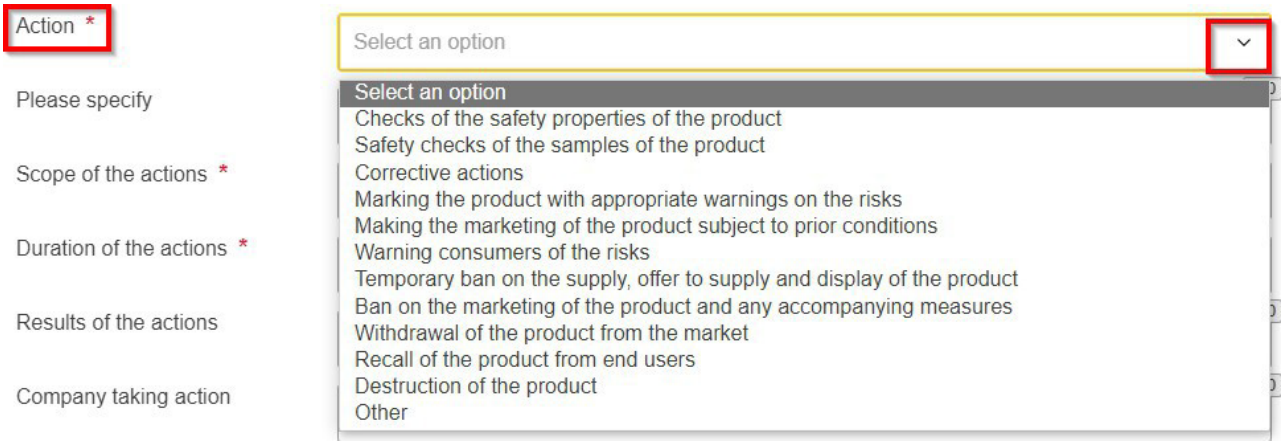
Please note that the national **market surveillance authorities are not bound by the results of the risk evaluation** and grading performed by an economic operator/provider of an online marketplace. The Member State Authorities are entitled to perform an independent risk assessment of the notified product, and its findings may differ from those indicated by the economic operator/provide of an online marketplace.

SECTION 6. DETAILS OF CORRECTIVE ACTIONS ALREADY TAKEN OR PLANNED



This section of the Notification form is for corrective actions taken or planned by an economic operator/provider of an online marketplace to reduce or eliminate the risk to consumers.

First of all, please indicate the 'type' of action taken or planned. It should be selected from the drop-down list in the "**Action**" field.



You should then specify the action in more detail and provide information about its 'Scope', 'Duration' and 'Results'.

Finally, you should indicate the 'Company' responsible for taking the action.

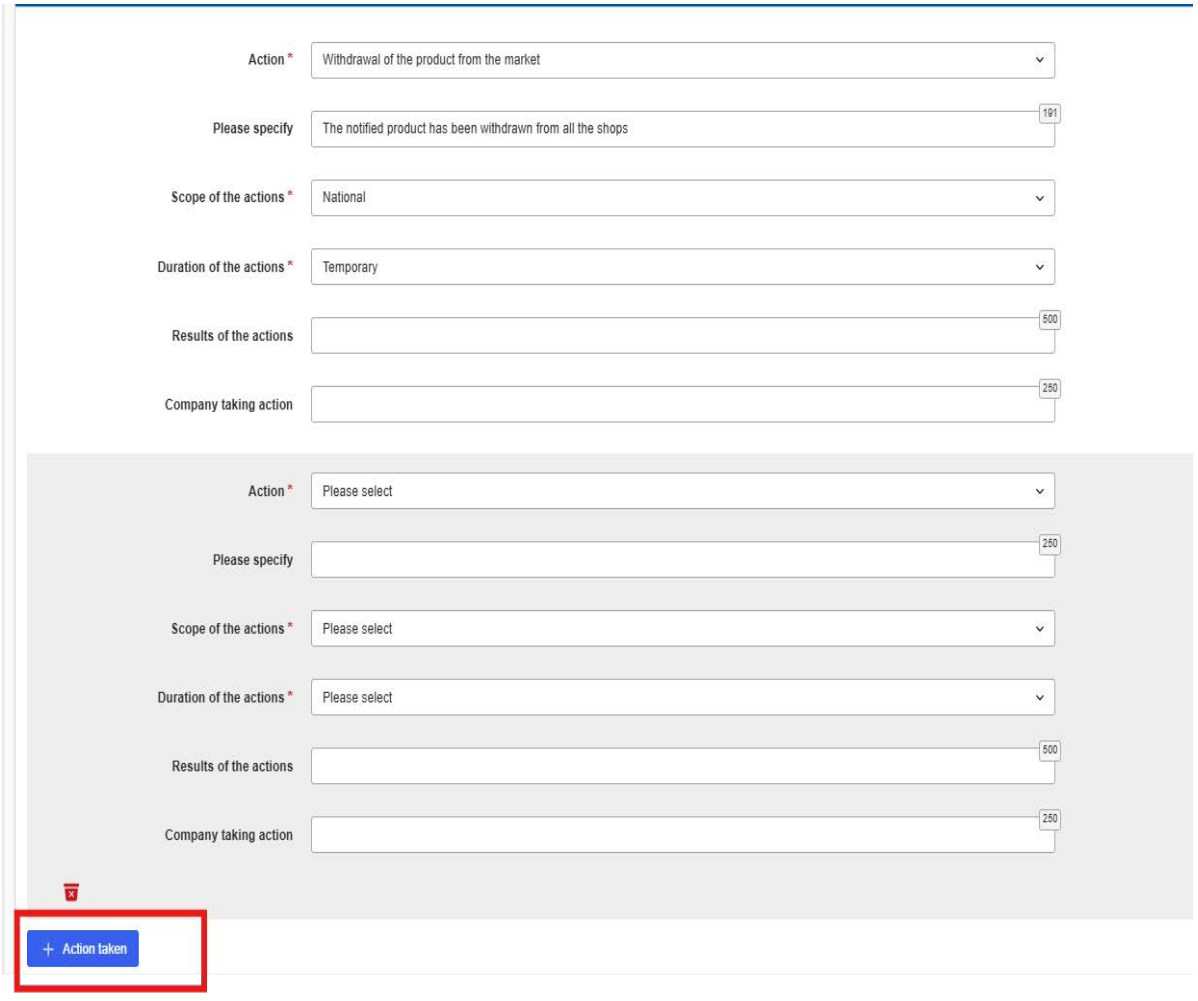
Please note that according to the GPSR:

- **'Recall'** means any measure aimed at achieving the return of a product that has already been made available to the consumer;

- **'Withdrawal'** means any measure aimed at preventing a product in the supply chain from being made available on the market.

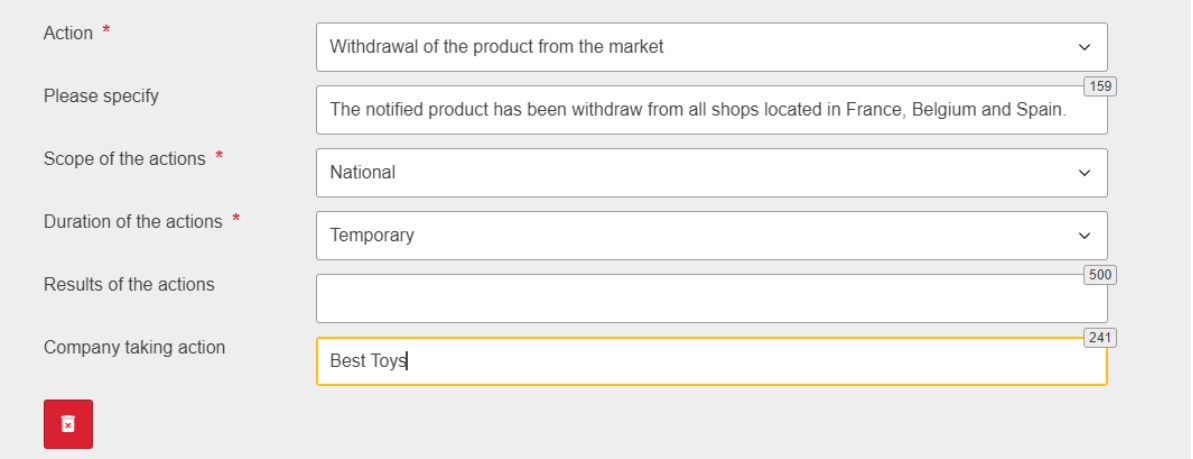
Each action should be clearly described in a separate 'action' box. If more than one action is taken, e.g. withdrawal from the market and recall from consumers, two or more "Action" boxes should be created.

To add more 'Action' boxes, click on the "+ Action taken" button.

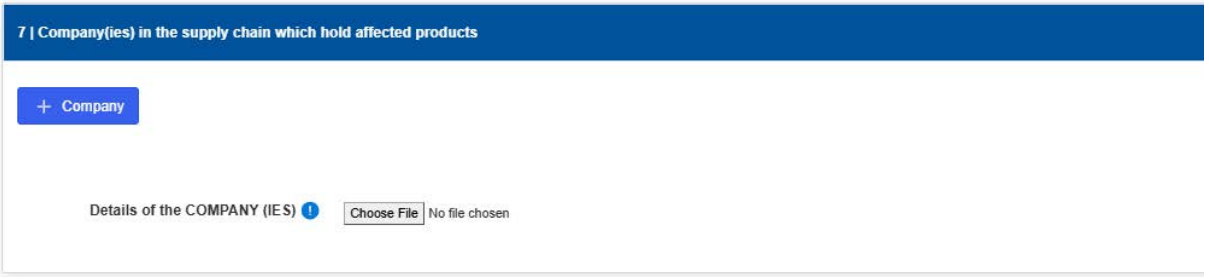


If you wish to provide **additional information** on actions, please add this at the end of the section in the "**Additional information**" free text box.

To remove an action added by mistake, click on the "**Delete**" button on the left below the box.



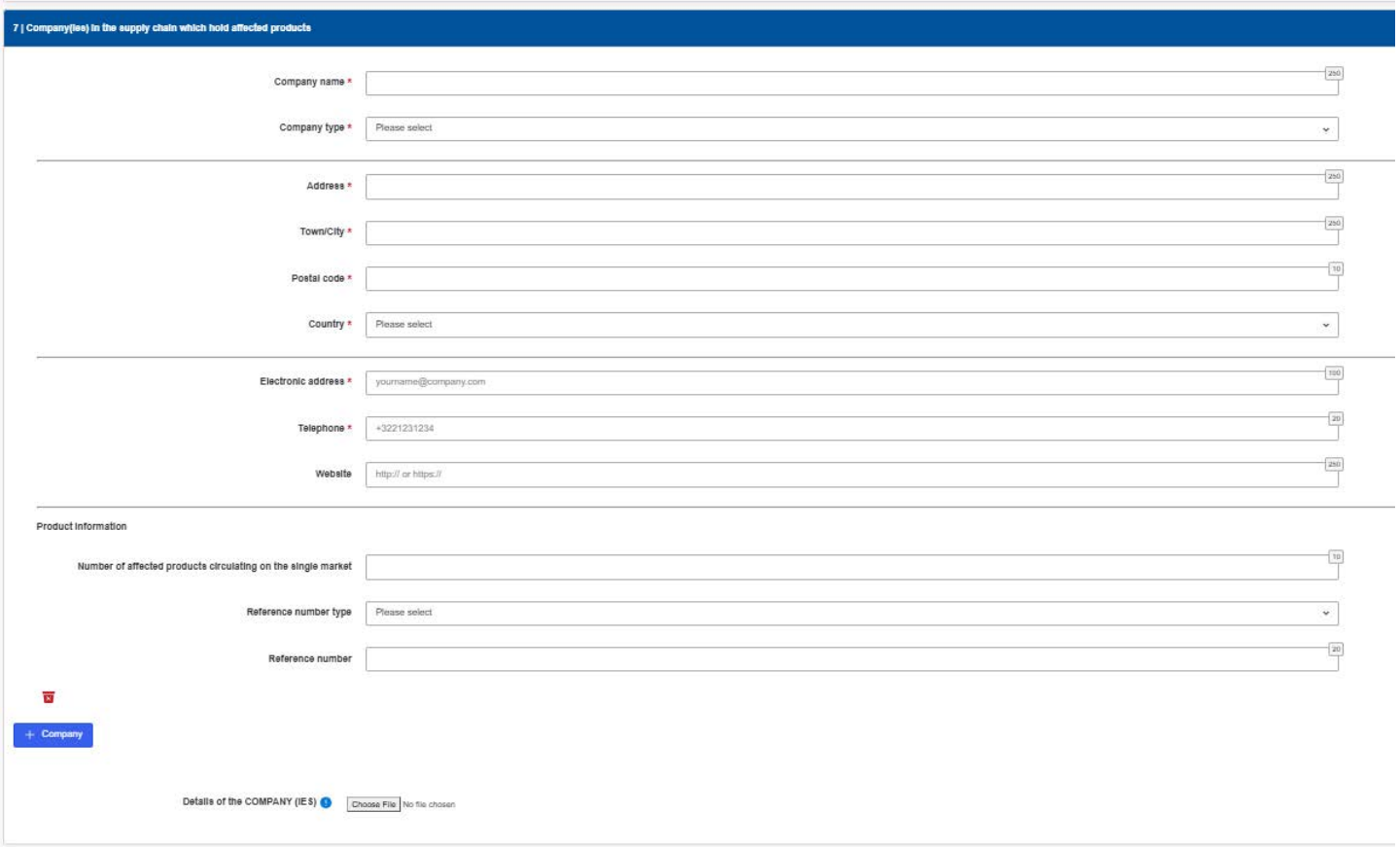
SECTION 7. DETAILS OF OTHER COMPANY(IES) IN THE SUPPLY CHAIN WHICH HOLD AFFECTED PRODUCTS



In section 7 of the form, please provide details of **companies in the supply chain which hold affected products** and indicate the approximate number of products in their hands.

In each "**Company**" box please specify the contact details of **only one company** at a time and the number of products it holds, if known.

Note: You can select any country from country dropdown option (not restricted to EU countries).

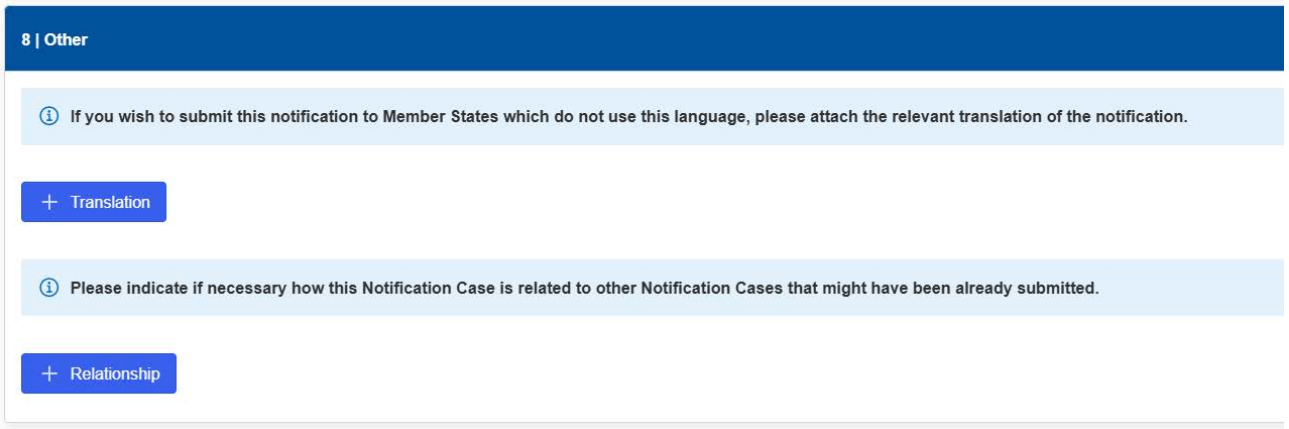


To add another company, click on the **"+ Company"** button and fill in the details:

To remove a company added by mistake click on the **"Delete"** button on the left below the box.

If the list of companies is long, it may be prepared in a separate document and then attached to the form. Please make sure that the uploaded file has all the information requested in the **"+ New company**" box.

SECTION 8. OTHER



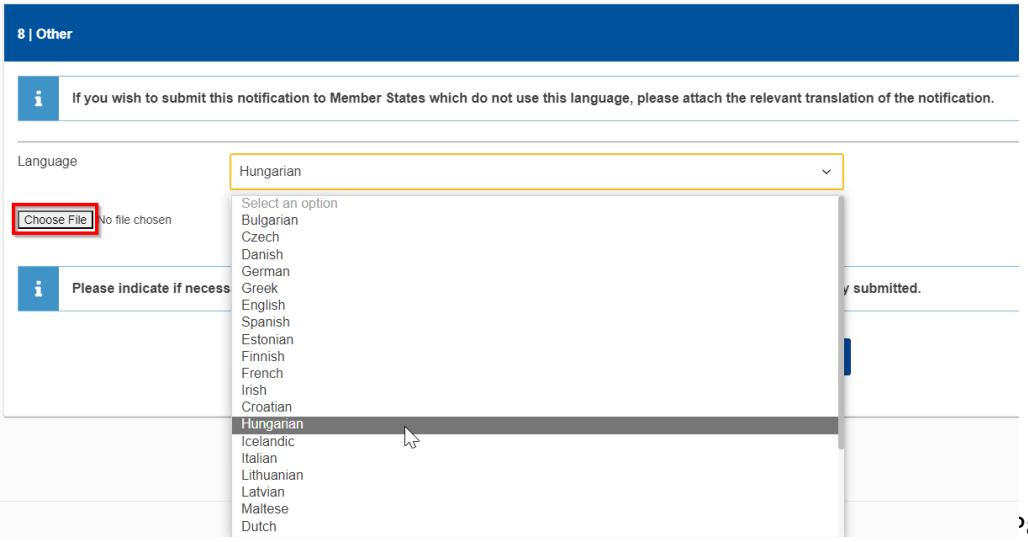
Section 8.1: Translations

The notification form can be completed in twenty-four languages. The interface language used at the moment of the form creation will be registered as the language of the notification.

The economic operator/provider of an online marketplace can choose to prepare other translations of the notification and attach them to the form.

For example, if you prepare a notification in English and your notification is to be received by Hungary, you may attach the Hungarian translation of the notification. In order to do so, you first need to click on "**+Translation**" button and select "**Hungarian**" from the drop-down list in the language field. If no translation has been added, machine translated version will be made available to the authorities.

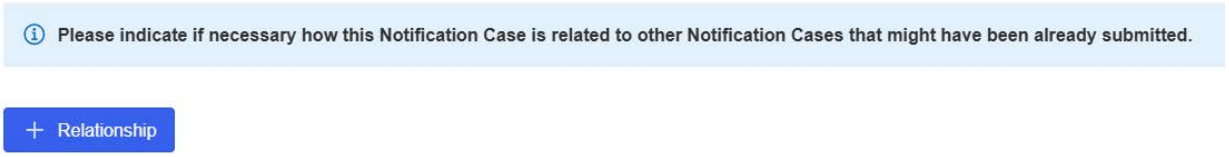
You can then upload the document containing the Hungarian translation by clicking on the "**Choose file**" button.



Section 8.2: Relationship

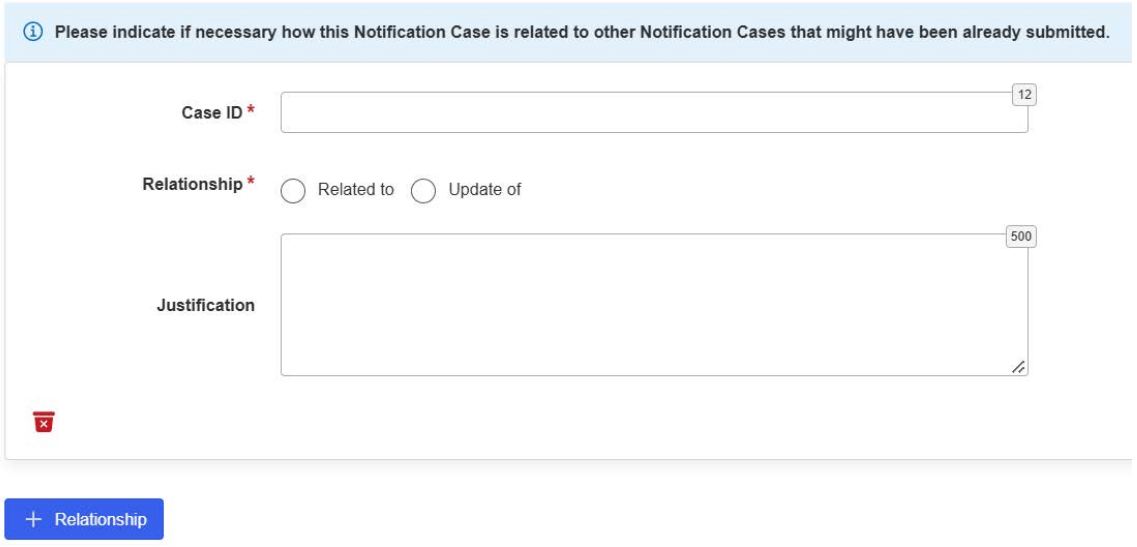
In section 8 of the form, you may indicate that this notification is **related to another notification** already sent through the Safety Business Gateway. This may be the case when, for example, you notify a similar product in the same category as one notified in the past.

To provide information in section 8, click on the **"+ Relationship"** button

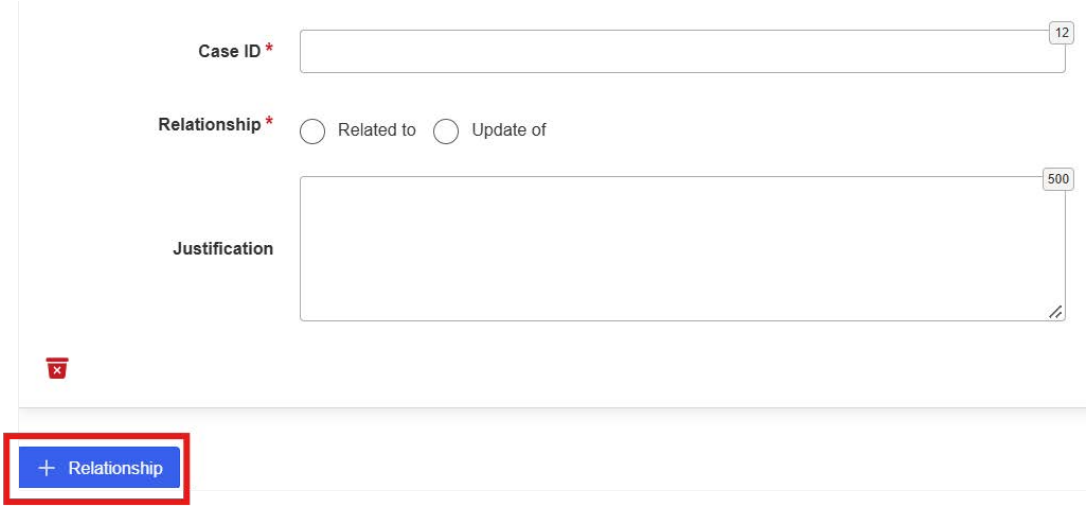


You may also indicate if this notification is **an update** of a notification sent previously. For example, it is possible that the information required for section 7 of the notification form takes longer to collect, particularly if it involves several organizations. For this reason, it is advised to send the notification with sections 1-6 completed as soon as possible and send another notification with information in section 7 as soon as all the information is available, as an update to the previous notification.

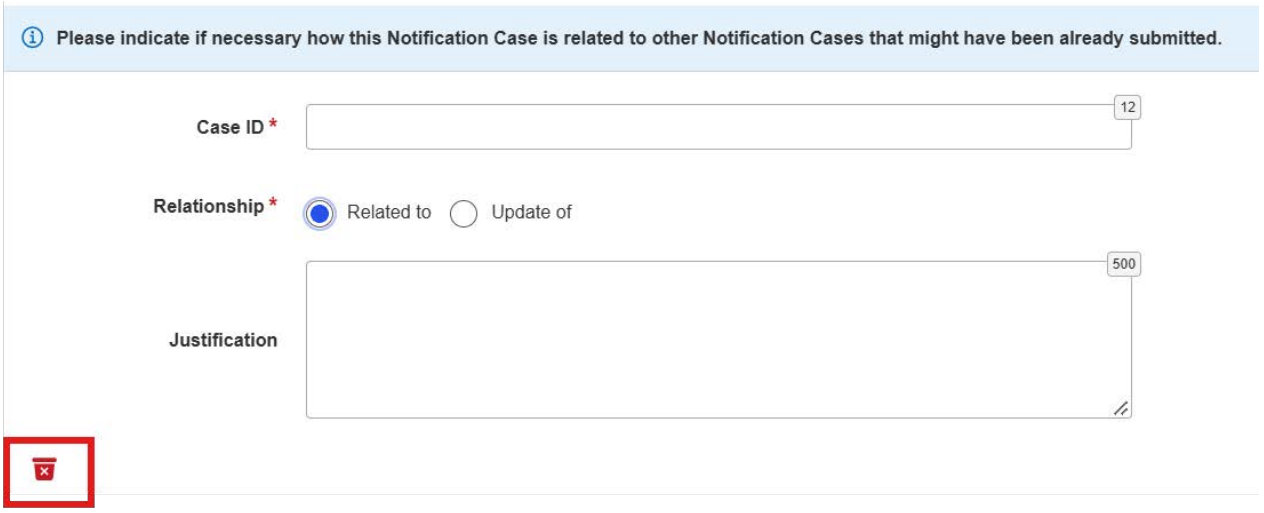
You should therefore indicate whether you want to relate your notification to a separate, existing notification or update a previously sent notification. You will then be asked to give the '**Case ID**' of the other notification (see chapter 3).



To create more 'Relationship' boxes, click on the + Relationship button below.



To remove a relationship added by mistake, click on the Delete button at the bottom left-hand side of the box.

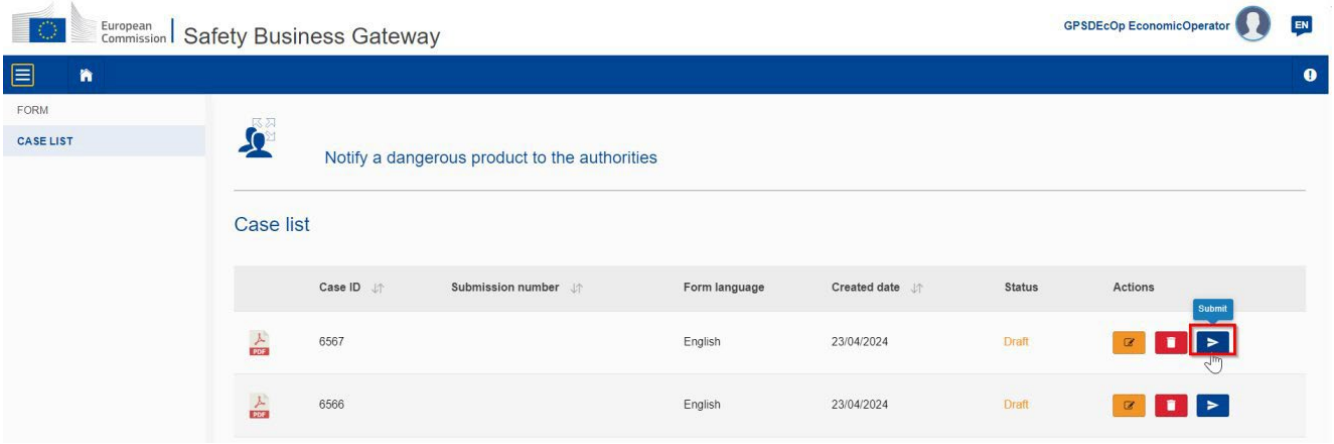


CHAPTER 5. SUBMISSION OF THE NOTIFICATION

Once the notification form is completed you can send it to the **Safety Business Gateway** by clicking on the "**Submit**" button.

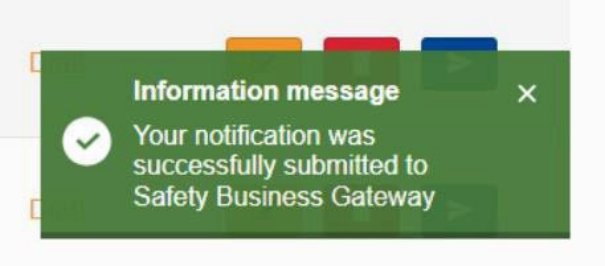
You can perform this action either from the '**Edit**' form:

Or from the Case list by clicking on the "Submit" button

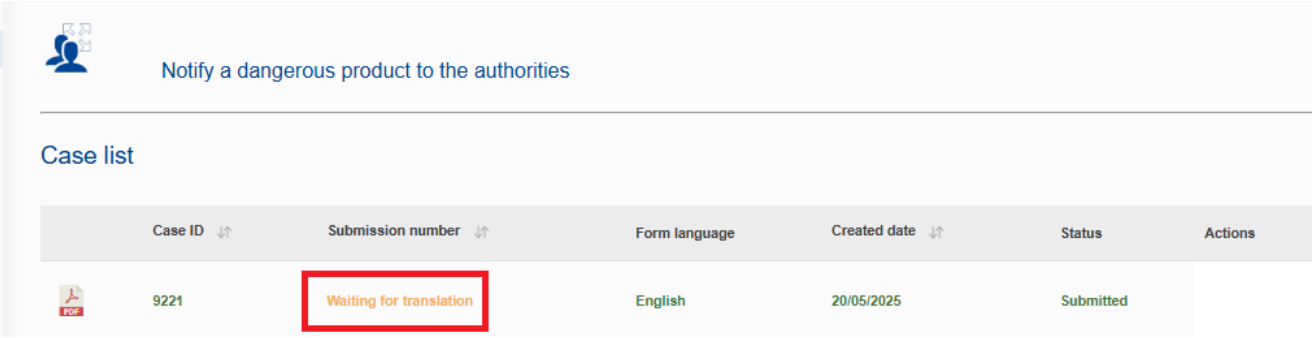


If there are any errors in the form (e.g. information is missing from mandatory fields), you will be redirected to the 'Edit' mode and all **incorrectly completed fields** will be highlighted in red boxes in order to make them easier to spot. Once all fields are correctly filled in, click on the "**Submit**" button again in order to re-submit the form.

If the form is correctly filled in, the system will submit the form to the relevant authorities and display the confirmation message:

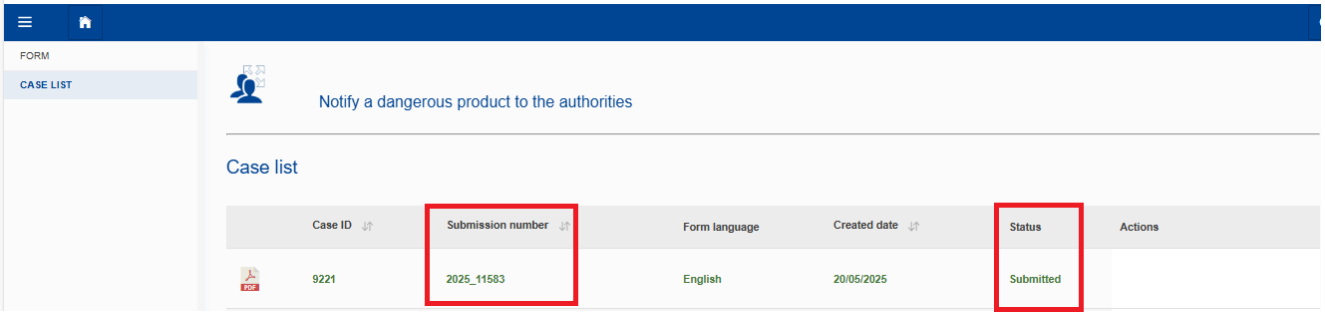


- Once your notification is submitted, the translation process will be automatically triggered by the system to translate the notification in all the interface languages.
- The status **'Waiting for translation'** will be displayed (in submission number field) to warn the user that the system is performing the translation process**.** The translation process will take 15 to 20 minutes to finish.
- Once the translation process is finished and translated in all the interface languages, the submission number will appear in the case list. Then you can click on the PDF icon to print the notification details according to the interface language.



Note: The translation process will take 15 to 20 minutes to finish.

Once the notification content is translated in all the 24 languages, the submission number will appear in the case list.



Note:
If the status of the request is still stuck with '**waiting for translation'** status for a long time.

Note:
If the status of the request is still stuck with 'waiting for translation' status for a longer period, then the pending notification will be resubmitted automatically by the system on next day (after 24 hrs).

For example: if you submitted the request on 20/05/2025 and the status of the form is stuck with '**waiting for translation'** for a longer period. Please wait for one day (24 hrs) and then check in the Case list. The request will be resubmitted automatically by the system on 21/05/2025. The status of the request will be changed again to **'waiting for translation'. The translation process will take 15 to 20 minutes to finish.** Once the notification content is translated in all the interface languages, the submission number will appear in the case list. Please note that once the notification is submitted to the National Authority, you cannot edit it anymore. You can however view the submitted notification at any time. To do so, you need to click on in order to download the PDF version of the notification form.

When a notification is successfully submitted, you will receive an email message. This message is automatically generated and will be sent:

- (If the form is prepared by an economic operator/provider of an online marketplace) to the email address indicated in part of section 2 of the form
- (If the form is prepared by a third party (a law firm) on behalf of an economic operator/provider of an online marketplace) to the email address indicated in part 1 of section 2 of the form and to the email address indicated in part 2 of section 2 of the form.

In the message, you will receive the **Case ID**, which is the unique reference to this notification, and a **submission number**, which is the unique reference to the submission. Please retain these numbers for future reference:

automated-notifications@nomail.ec.europa.eu

Dear Sir/Madam

We would like to inform you that notification ***2024/121/FR*** was successfully submitted to the Safety Business Gateway.

Please find below the **notification overview**:

Case ID: 2024/121/FR
Submission number: 2024_5681
Product category: Other
Model name:
Risk: Low
Economic operator/Provider of online marketplace:

Case ID: 2024/121/FR
Submission number: 2024_5681

With kind regards,

The European Commission's Safety Business Gateway support team

CHAPTER 6. PUBLISHED FIELDS IN PUBLIC SAFETY GATE

Following the assessment by the main Member State, a Safety Gate notification may be created and circulated between EU market surveillance authorities. Specific part of the Safety Gate notification can then be published on the Safety Gate portal (ec.europa.eu/safety-gate-alerts/).

Below table shows the use of the data fields of a Safety Business Gateway case in a Safety Gate alert and clarifies which of those data fields can be published on the public Safety Gate portal.

Safety Business Gateway -Notification form	Published in Public Safety Gate
Submission number	No
Case ID	No
Countries concerned	No
Main Member state	No
The manufacturer	No
Name or identification of the manufacturer	No
Responsibility	No
Contact name	No
Address	No
Town/City	No
Postal code	No
Country	No
Electronic address	No
Telephone	No
Website	No
Type	No
Category	Yes
If other, please specify	Yes
Sub-category	No
Product (what the product is)	Yes
Brand	Yes
Type/number of model	Yes
Bar code	Yes
Total number of affected products circulating on the single market	No
Custom code	No
Country of origin	Yes
Brief description	Yes
Detailed description	No
Photo	Yes
Was an accident caused by the product?	No
What was the consequence of the accident?	No
Please specify what injury did the person sustain	No
Please provide details	No
What treatment did the person receive?	No
Please provide details	No
Describe the accident in detail, including any injury involved and how the product(s) was used. This information will help process your case	No
When did the accident happen?	No
Age of the affected person (in years)	No
Gender	No
Description of the safety --> Please provide details	No
Description	Yes
(Overall) risk level	No
Type of risk	Yes
Report document	No
Action	Yes
Please specify	No
Scope of the actions	No
Duration of the actions	No
Results of the actions	No

CHAPTER 7. CONTACT & INFO

Please report any technical problems to:
JUST-BusinessGateway@ec.europa.eu

For some more help on the EU Login:
https://ecas.ec.europa.eu/cas/help.html