

CONSUMER COMPLAINTS FAQ

Consumer Complaints Frequently Asked Questions

1. What is the meaning of the submission number?

The submission number is a reference, which enables XMLGate to more easily identify your submission to our database. It is very important to keep a record of this number and a local copy of the XML file after submission.

2. What will happen if for some reason I did not get a submission number?

If you do not get a submission number, this means that the submission was not complete. In this case please try again.

3. How can I validate the Xml data before submitting it?

You can validate your XML file through the Commission's Xmlgate web interface. This program checks if your XML file is conform to the schema.

The XML file first needs to be tested in the acceptance environment before going to the production environment.

Please contact us to have the different URL of XMLGate web services (email: consumercomplaints@ec.europa.eu).

4. How do I get a userid and password for XMLgate?

Please contact us for the request of a login and password (email: consumercomplaints@ec.europa.eu).

5. How do I get the DG Sanco organisation identification code of my consumer complaints centre?

Please contact us in order to have your registration number (email: consumercomplaints@ec.europa.eu).

6. What can I do if I want my consumer complaints centre to be registered at DG Sanco?

Please contact us to register your organisation (email: consumercomplaints@ec.europa.eu).

7. *When must I use the IT-Tool? When must I use the XMLGate web service?*

The IT-Tool is intended for small consumer complaints centres which do not have a complex technical architecture and can't afford the development of their own web service architecture. The IT-Tool will allow them to send their data to DG Sanco.

For the other consumer complaints centres which have a well structured software architecture, they can develop their own specific interface in order to send their information to DG Sanco through XMLGate web service.

8. *What happens if I have a question that is not answered in this list of frequently asked questions?*

Do not hesitate to contact us by email and we will do our utmost to answer any queries or provide further information as required. (consumercomplaints@ec.europa.eu).