

**IMS**  
AFIS IMS

**User Manual**

## 1828 Module

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<p>IMS is the application that allows the preparation and submission of irregularity reports to the European Anti-Fraud Office (OLAF). It contains the following modules: 1681, 1828, 1831, 1848, PAA, IPA, 498. This manual is meant to describe the details regarding module 1828 and the way in which reporting is to be done under this module.</p>	<p>Irregularity Management System (IMS); 1828 Module</p>

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(\*) Action: C = Create D = Delete I = Insert R = Replace

Reference Documents

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Ref.	Title	Reference	Version	Date
RD1	How to connect to AFIS Portal	<i>How to connect to AFIS Portal 1.4</i>	1.4	28/06/2007
RD2	AFIS Portal User Manual	<i>AFIS-APM-UM_EN</i>	1.1	21/04/2008
RD3	IMS User Manual – General Information	<i>AFIS-IMS-UserManual-GeneralInformation</i>	3.0	03/07/2012

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## Terms Definition

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Term	Definition
AFIS Directory Service	Common service responsible for the provision of user information, application information and reference data.
Application	The software component identified by the AFIS Framework as a deployable, security unit. Realises specific needs within OLAF overall business scope.
AFIS Framework	A set of services and applications to support the development, operation and use of AFIS business applications. It takes care of security, user application data, users' organisation structure, application configuration and reference data. It also offers a common look and feel to all applications (APF) and a portal home page presenting all applications a user can access (APM)
Customs Communications Network (CCN)	<p>A set of physical gateways located either in National Administrations or at the Commission premises.</p> <p>These gateways are interconnected through their own communication services (TCP/IP network services), and communicate with the Application Platforms.</p> <p>CCN requires user authentication.</p>
Irregularity	An irregularity represents any infringement of a provision of Community law resulting from an act or omission by an economic operator which has, or would have, the effect of prejudicing the general budget of the European Union (EU), by charging an unjustified item of expenditure to the general budget.
Organisation	A unit in the hierarchy of an administrative structure.
User	Person who can access IMS and use it to perform different activities.

## Abbreviations and Acronyms

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Abbreviation/Acronym	Description
AFIS	Anti-Fraud Information Services
AFISNG	Anti-Fraud Information Services new generation
APF	AFIS Presentation Framework (AFIS Framework)
APM	AFIS Presentation Manager (AFIS Framework)
CCN	Customs Communication Network
CCI	Code Commun d'Identification
EAFRD	European Agricultural Fund for Rural Development
EAGF	European Agricultural Guarantee Fund
EC	European Commission
EU	European Union
ID	Identification
MS	Member State
OLAF	European Anti-Fraud Office (Office Européen de Lutte Anti-Fraude)
IMS	Irregularity Management System
IPA	Instrument for Pre-Accession
PAA	Pre-Accession Assistance
NUTS	Nomenclature of Territorial Units of Statistics

## About this Manual

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This manual is meant to serve as an orientation tool for all the users of IMS, having access to module 1828.

It gathers information users should be familiar with in order to be able to exploit the application and create, manage, follow-up irregularities reports under module 1828.

In its larger part, the document contains minute presentations of how to complete, manage, follow-up a communication form, as well as of the functionalities, commands, fields identified in such a form.

For facility and usability purposes, the user of this manual will be addressed throughout the corresponding sections as *you*.

In order to make the best use of this manual, please note the following conventions:



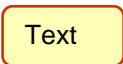
Indicates warnings, preconditions or instructions that have to be strictly followed. If you see this icon, make sure to read the information written next to it.



Sections or areas on pages are identified by a number in a circle.



Fields on screen, options and buttons are shown in frames or braces.



Specific details of the application interface are highlighted with an arrow and sometimes explained in a rectangle.



## Using this Manual

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The manual is divided into 3 sections, as follows:

**I.** Introduction – contains the following chapters

- Background
- About IMS
- About 1828 Module
- Create New Communications
- Search Communications

**II.** Create **Article 3** (Initial) Communication – contains the following chapters

- Identification
- Operation
- Detection
- Irregularity
- Other States – Irregularity Period
- Authorities – Date
- Natural Person
- Legal Entity
- Amounts
- Region
- Sanctions
- Comments

**III.** Create **Article 5** (Update) Communication – contains the following chapters

- Create a New "Article 5" (Update) Communication
- Cancel a Case

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# I. Introduction

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## 1. Background

The European Union (EU) has established a set of funds to finance its Common Agricultural and Regional policies across the Member States (MS). The European Commission (EC) and the MS are in charge with the administration of these funds, namely:

- Structural Funds;
  - European Regional Development Fund (FD)
  - European Social Fund (FS)
  - European Agricultural Guarantee and Guidance Fund (EAGGF – old programming periods)
  - FIG (Financial Instrument for Fishery Guidance)
- Cohesion Fund;
- European Agricultural Guarantee Fund (EAGF);
- European Agricultural Fund for Rural Development (EAFRD);
- European Fishery Fund (EFF)
- Pre-Accession funds:
  - CARDS – Community Assistance for Reconstruction, Development and Stabilisation (CA)
  - ISPA – Instrument for Structural Policies for Pre-Accession (IS)
  - Turkish Instrument for Pre-Accession Assistance (PA)
  - PHARE (PH)
  - SAPARD – Special Accession Programme for Agriculture and Rural Development (S)
  - Transition Facility (TF)

Respecting fund associated regulations, the MS are obliged to report any irregularities that arise.

As far as the Structural and Cohesion funds are concerned, the MS also have to report the recovery of sums wrongly paid in connection with the financing of the fund application field and with the way in which the information systems are organised in this field.

The regulations and their associated funds are:

Regulation	Amended by	Fund(s)
Commission Regulation (EC) <b>N° 1681/1994</b> of 11 July 1994	Commission Regulation (EC) <b>N° 2035/2005</b> of 12 December 2005	Structural Funds until programming period 2000-2006 included
Commission Regulation (EC) <b>N° 1831/1994</b> of 26 July 1994	Commission Regulation (EC) <b>N° 2168/2005</b> of 23 December 2005	Cohesion Fund until programming period 2000-2006 included
Commission Regulation (EC) <b>N° 1828/2006</b> of 8 December 2006	Commission Regulation (EC) <b>N° 846/2009</b> of 1 September 2009	ERDF, ESF and Cohesion Fund for the Programming Period 2007-2013
Commission Regulation (EC) <b>N° 1848/2006</b> of 14 December 2006	N/A	EAGF and EAFRD Funds
Commission Regulation (EC) <b>N° 498/2007</b> of 26 March 2007	Commission Regulation (EU) <b>N° 1249/2010</b> of 22 December 2010	EFF fund
Commission Regulation (EC) <b>N° 1681/1994</b> of 11 July 1994	Commission Regulation (EC) <b>N° 2035/2005</b> of 12 December 2005	Pre-Accession Funds
Commission Regulation (EC) <b>N° 718/2007</b> of 12 June 2007 and Commission Regulation <b>N° 1828/2006</b> of 8 December 2006	Commission Regulation (EC) <b>N° 80/2010</b> of 28 January 2010 and Commission Regulation (EC) <b>N° 846/2009</b> of 1 September 2009	Instrument for Pre-Accession Assistance (IPA)

The Irregularity Management System (IMS) realises the provisional software application that manages the reporting of irregularities under the conditions specified in these regulations.

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## 2. About IMS

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IMS is a Web-based application accessible through the AFIS Portal. You will learn all the needed details about accessing the AFIS Portal from the following document:

- **"How to connect to AFIS Portal"** (RD1) – chapter 7. *Logging on to the Portal*

In accordance with the regulations presented above, IMS contains the following modules:

- 498 module
- 1828 module
- 1831 module
- 1848 module
- 1681 module
- PAA module (Pre-Accession Assistance)
- IPA module (Instrument for Pre-Accession Assistance)

### 2.1 IMS on AFIS Portal

Depending on the role you have in working with IMS, you will receive a specific screen when you log in to the AFIS Portal. However, all AFIS *home* screens have a number of common features.

→ The **"AFIS Portal User Manual"** (RD2) describes all the constant elements that compose the AFIS Portal Homepage.

### 2.2 IMS Users

IMS users are organised in groups of irregularity competences.

Accesses are granted by modules, and further by roles.

The **"IMS User Manual – General Information"** (RD3) contains specific chapters describing the way in which users are organised, their roles in using IMS and the actions available by each role, as well as the life cycle of communications handled by the different types of users:

- chapter 3 - *IMS Users*
  - subchapter 3.1 - *Member State Users and Organisations*
- chapter 4 - *Communication Life Cycle*
- chapter 5 - *Actions Available by Roles*

### 2.3 IMS Functionalities

The features of IMS, together with the options that each type of user has in working with the application, are thoroughly described in the second part of the **"IMS User Manual – General Information"** (RD3):

- chapters 6 – 8



**The information found in the “general” user manual is a prerequisite for understanding further the current document.**

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## 3. About 1828 Module

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Under Regulation No 1828/2006 the Member States are required to submit quarterly lists of irregularities concerning the Structural Funds (ERDF, ESF and the Cohesion Fund) for the Programming Period 2007-2013.

Having in view to facilitate this work and to ensure uniform registration of cases, the Commission has developed a module based on Regulation No 1828/2006 for notifying irregularities.

This module is called **module 1828**.

### 3.1 Reporting Obligations

The basic rule is that all irregularities have to be reported.

Details of the requirements for reporting, as well as the reporting obligations themselves, are set out in Articles 28 and 30.1 of Reg. 1828/2006 and amended in Reg. 846/2009.

- **Article 28** concerns the initial report of an irregularity.
- **Article 30** relates to the updates to the initial report (follow-up process).

## 4. Create New Communications

In the "IMS User Manual – General Information" (RD3), you will find all the necessary information about the content and structure of **Article 3** (corresponding to Article 28) and **Article 5** (corresponding to Article 30) communication forms (interface, communication body, and command bar), as follows:

- chapter 7 – *Communication Form*

### 4.1 Create a New "Zero Notification"

On the IMS Homepage, click **Create Zero Notification (1)**.

- The details you need to provide are as seen in the image below (2) and described in the table afterwards.

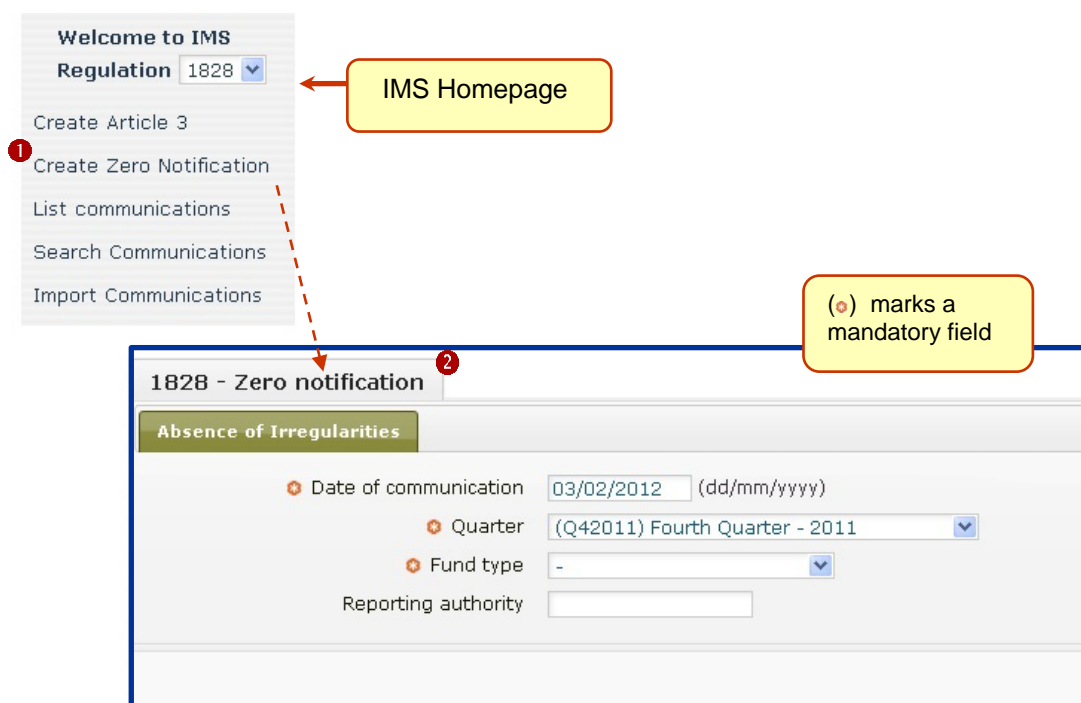


Figure 1: Create Zero Notification

Field	Description
Date of communication	<p>Indicate the date when the communication is ready to be sent.</p> <ul style="list-style-type: none"> <li>Do this by entering eight characters, in the format: dd/mm/yyyy, where the first two represent the day, the next two the month and the last four the year.</li> <li>Remember that you should amend this date every time you renew information in the (draft) communication.</li> <li>You should also remember that this date cannot be in the future.</li> </ul>
Quarter	<p>Select from the drop-down list the quarter to which the communication refers.</p> <ul style="list-style-type: none"> <li>The list presents for you two options: the current quarter and the previous quarter (current quarter minus 1).</li> </ul> <p>According to the regulation, "within two months following the end of each quarter, the Member States shall report to the Commission any irregularities which have been the subject of a primary administrative or judicial finding."</p>

Field	Description
Fund type	<p>Select the fund type from the drop-down list, where the options are the following:</p> <ul style="list-style-type: none"> <li>• FC - Cohesion Fund (CF) – available only for the following Member States: BG, CZ, EE, ES, GR, HU, LT, LV, MT, PL, RO, SI, SK, CY, PT</li> <li>• FD - European Regional Development Fund (ERDF)</li> <li>• FS - European Social Fund (ESF)</li> </ul>
Reporting authority	<p>Enter in this field the code of the reporting authority (maximum 10 characters).</p> <ul style="list-style-type: none"> <li>• This field allows you to indicate which is the region that reports the communication</li> <li>• it is (especially valid for Member States with a decentralised, regional organisation)</li> </ul>

*Table 1: Create Zero Notification (Options)*

## 5. Search Communications

- On the IMS Homepage, click the **Search Communications** link (1).
- The search screen appears, where you need to select the 1828 regulation (2) in order to see the search criteria available for this module.

Welcome to IMS  
Regulation 1828

Create Article 3  
Create Zero Notification  
List communications  
Search Communications  
Import Communications

**Search Communications**

**Search Communication Details**

Regulation 1828

Region

Year

Sequence Number

Version

Fund Type Funds FD

Member State Identification

Beneficiary

Classification of the irregularity

Nature of imposed sanctions/penalties

NUTS level 1

NUTS level 2

NUTS level 3

CCI

Communication Type

Case Status

Communication Status Submitted to OLAF

Registration Date From - Until

Last update only

Communications with attachments

Quarter

Date of communication From - Until

Programming period 2007-2013

Objective 2

Export All as xml Export All as excel Reset Search

Use this to list only the last communication for each case

Figure 2: Search Communications

→ You have the possibility to export in an excel or .xml file all the communications you search for. Use the corresponding buttons to perform the needed action.



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## II. Create Article 3 (Initial) Communication

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## 6. Identification

- On the IMS Homepage, click the **Create Article 3** option (1).
- The **Identification** page of the communication appears (2).
- On this page, you must provide certain details regarding the communication, as seen in the image below and explained in the table afterwards

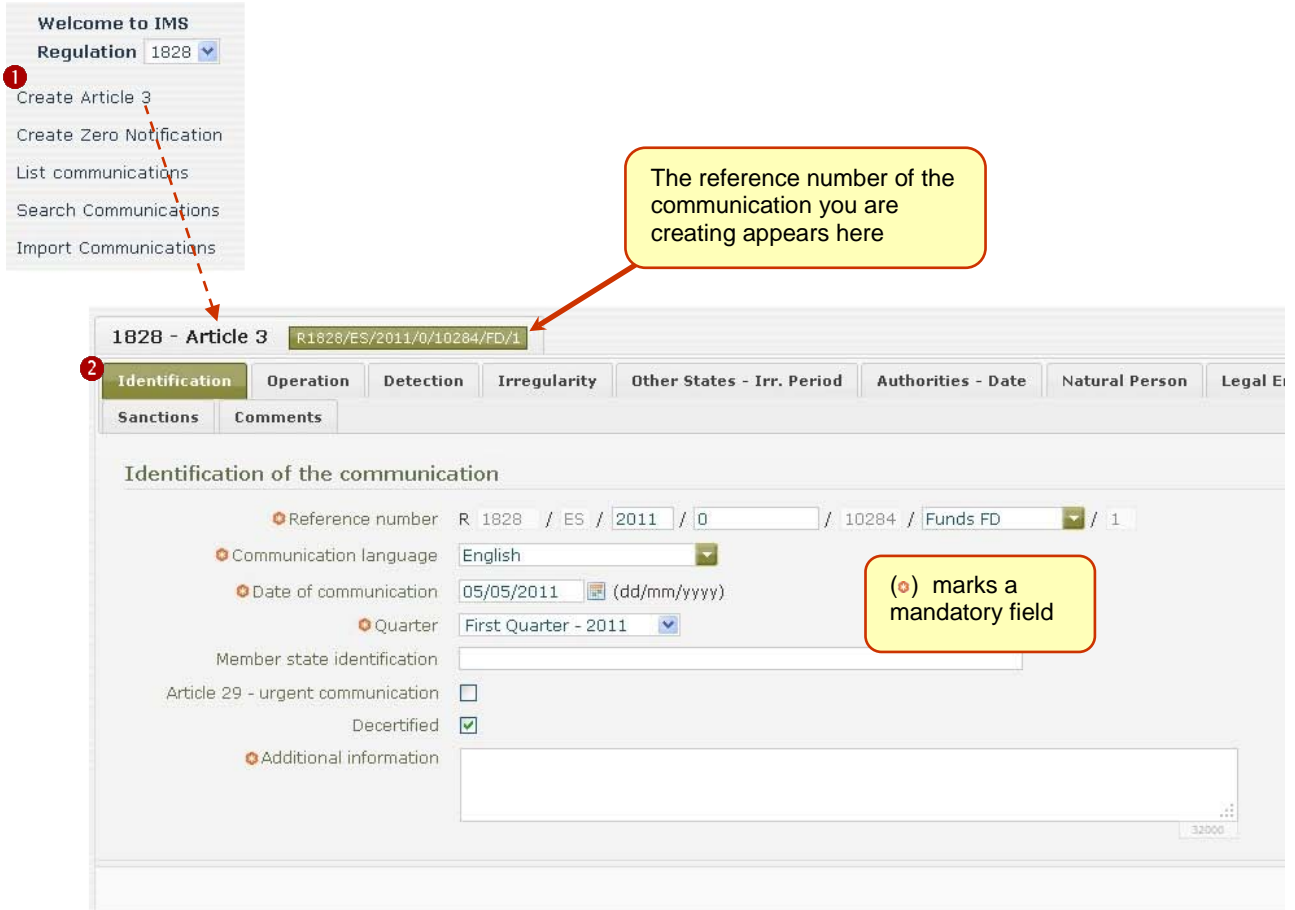


Figure 3: Identification

Field	Description
Identification of the communication	
Reference number	<p>The reference number of each communication you are creating has the following format – <b>R1828/CC/YYYY/1111111111/00001/AA/1</b>, where:</p> <ul style="list-style-type: none"> <li>➔ <b>R1828</b> – is the reference of the Regulation</li> <li>➔ <b>CC</b> – represents the abbreviation/code of the Member State                             <ul style="list-style-type: none"> <li>• Appears automatically, according to the country to which you belong</li> </ul> </li> <li>➔ <b>YYYY</b> – represents the year of communication                             <ul style="list-style-type: none"> <li>• The current year appears by default</li> </ul> </li> </ul>

Field	Description
	<p>→ <b>1111111111</b> – represents the code of the reporting authority (maximum 10 characters)</p> <ul style="list-style-type: none"> <li>This field allows you to indicate which is the region that reports the communication</li> <li>it is (especially valid for Member States with a decentralised, regional organisation)</li> </ul> <p>→ <b>00001</b> – represents the sequence number, identifying the irregularity case</p> <ul style="list-style-type: none"> <li>It is automatically generated to correspond only to one case</li> <li>The unique sequence number is generated taking into account the reference of the Regulation, the Member State, the reporting year and the fund type.</li> <li>The first sequence number generated each year is 10001.</li> </ul> <p>→ <b>AA</b> – represents the type of fund related to the irregularity you intend to communicate</p> <p>Select the fund type from the drop-down list, where the options are the following:</p> <ul style="list-style-type: none"> <li>FC - Cohesion Fund (CF) – available only for the following Member States: BG, CZ, EE, ES, GR, HU, LT, LV, MT, PL, RO, SI, SK, CY, PT</li> <li>FD - European Regional Development Fund (ERDF)</li> <li>FS - European Social Fund (ESF)</li> </ul> <p>→ <b>1</b> – represents the version number of the communication.</p> <ul style="list-style-type: none"> <li>The initial communication (<b>Article 3</b>) always has version number 1. Update communications (<b>Article 5</b>) start with version number 2.</li> <li>The system automatically generates/updates the version for each new communication form</li> </ul>
Communication language	<p>The language in which you want to create the communication.</p> <ul style="list-style-type: none"> <li>Make your selection by using the corresponding drop-down list</li> </ul>
Date of communication	<p>Indicate the date when the communication is ready to be sent.</p> <ul style="list-style-type: none"> <li>Do this by selecting the month, the year and the date from the calendar, or by entering eight characters, in the format: dd/mm/yyyy, where the first two represent the day, the next two the month and the last four the year.</li> <li>Note that you should amend this date every time you renew information in the (draft) communication</li> </ul>
Quarter	<p>Select from the drop-down list the quarter to which the communication refers.</p> <ul style="list-style-type: none"> <li>The list presents for you two options: the current quarter and the previous quarter (current quarter minus 1).</li> </ul> <p>According to the regulation, “within two months following the end of each quarter, the Member States shall report to the Commission any irregularities which have been the subject of a primary administrative or judicial finding.”</p>
Member state identification	<p>Put down the original national identification number of the irregularity report.</p> <ul style="list-style-type: none"> <li>The authorities establishing the irregularities are very often different from the ones that notify the communication to OLAF.</li> <li>Therefore, it can happen that these bodies send their messages identified with a number that will be different from the one used to report the case/communication to OLAF.</li> <li>This is especially true to all the Member States having a much decentralised organisation, but could also happen in small and centralised countries.</li> </ul>
Article 29 - urgent communication	<p>Tick this checkbox to indicate whether the communication you are submitting fulfils one of the conditions set out in article 29 of Regulation 1828/2006:</p> <ul style="list-style-type: none"> <li>It is feared that the irregularity may very quickly have repercussions outside the territory of the reporting MS.</li> <li>The irregularity shows that a new malpractice has been employed.</li> </ul>

Field	Description
	Ticking this checkbox enables the MS to satisfy, at the same time, the urgent communication (article 29 requirements) and the standard reporting obligation (article 28).
Decertified	<p>Tick this checkbox to indicate whether the irregular project is excluded from the demand of payment to the European Commission (EC).</p> <p>The decision about the exclusion from the expenditure certified to the EC can also happen once the Member State takes the entire risk of recovery of these resources on the national budget.</p>
Additional information	<p>This field becomes available and mandatory only if you agree that the case is decertified.</p> <p>➔ Notice the character counting while you put down the text (right down corner of the text area).</p>

*Table 2: Identification (Options)*

## 7. Operation

This tab-page of the communication will contain the information necessary to identify the operation that was affected by the irregularity.

1828 - Article 3 R1828/ES/2011/0/10284/FD/1

Identification **Operation** Detection Irregularity Other States - Irr. Period Authorities - Date Natural Person Leg

Sanctions Comments

Description of operation

Fund type FD

Programming period 2007-2013

Objective 3

Interregional ES / FR / PT / UK

CCI number 2007CB163PO007

Programme name Programa Operativo FEDER Cooperación Transnacional Maderia-Azores-Canarias

Priority Energy

Theme Electricity

Project name and number This is a test

Decision EC C(2007) 4243 25/11/2008

Managing authority Dirección General de Planificación, Presupuesto y Gasto Público de Canarias

Other managing authority

(\*) marks a mandatory field

Fields automatically filled in according to the selections you make for: Objective, Interregional, CCI number

Figure 4: Operation

The options you have on this page are the following:

Field	Description
Description of operation	
Fund type	The type of fund you selected on the previous tab-page appears here. <i>i</i> You can change the fund type only by going back to the "Identification" page and selecting a new fund from the available list (see Figure 3: Identification)
Programming period	The only programming period available is 2007-2013 and cannot be changed.
Objective	Select from the drop-down list the corresponding objective to which the project affected by the irregularity was related. <i>i</i> According to the fund type you select, different objectives become available.
Interregional	Select from the drop-down list the corresponding <b>Interregional</b> programme reference to which the project affected by the irregularity was related. ➔ According to the fund type and objective you select, different <b>Interregional</b> references become available.





Field	Description
CCI number	<p>Select from the drop-down list the corresponding <b>CCI number</b> (Common Identification Code – from French: Code Commun d'Identification).</p> <p> Specific CCI numbers become available according to the fund type, objective and Interregional reference you select.</p>
Programme name	<p>A specific <b>Programme name</b> becomes available according to the fund type, objective, Interregional reference and CCI number you select.</p> <p>➔ You cannot change the <b>Programme name</b>, once it is generated by the system.</p>
Priority	<p>Select from the drop-down list the <b>Priority</b> corresponding to the irregularity you are reporting.</p>
Theme	<p>Select from the drop-down list the <b>Theme</b> corresponding to the irregularity you are reporting.</p> <p> Specific <b>Theme</b> values become available according to the <b>Priority</b> you select.</p>
Project name and number	<p>Put down the name and number of the project, in a maximum of 2000 characters, including spaces.</p> <p>➔ Notice the character counting while you put down the text (right down corner of the text area).</p>
Decision EC	
Decision number	<p>Number of the Decision of the European Commission, according to which the programme was accepted and approved.</p> <p> A specific Decision number becomes available according to the fund type, objective, Interregional reference and CCI number you select.</p> <p>➔ You cannot change the Decision number, once it is generated by the system.</p>
Decision date	<p>The day when the Decision of the European Commission was issued.</p> <p> The specific date becomes available according to the Decision number presented in the previous field.</p> <p>➔ You cannot change the Decision date, once it is generated by the system.</p>
Managing authority	<p>A specific authority becomes available according to the fund type, objective, Interregional reference and CCI number you select.</p> <p>➔ You cannot change the <b>Managing authority</b>, once it is generated by the system.</p>
Other managing authority	<p>If necessary, you can enter another managing authority (intermediate body), apart from the one generated by the system.</p>

Table 3: Tab Operation (Options)

## 8. Detection

On this page, you will indicate the information concerning infringed provisions, the date and source of first information, as well as the method of detection of the irregularity and the legal basis for the control performed.

The screenshot shows the 'Detection' tab in the AFIS IMS interface. It includes sections for 'Provisions infringed', 'First information', and 'Method of detection'. A callout points to a '+' icon in the 'Provisions infringed' table, stating: 'Click the "plus" icon to add a new provision. A new window opens, where you can enter all the needed details.' Another callout points to the 'Add Record' dialog box, stating: 'Click **Add** when you finish entering the details for the provision'. A third callout points to the 'Method of detection' dropdown menu, stating: 'Select a method and remove it'. A fourth callout points to the 'Legal basis of control' dropdown menu, stating: 'Available only for specific values selected as Legal basis of control'.

Figure 5: Detection

Field/Section	Description
Provisions infringed	
European provision infringed	
	Options you have for the list of European provisions: <ul style="list-style-type: none"> <li> – helps you <b>add</b> a new provision</li> <li> – use this button when a provision is already added, but you need to <b>edit</b> its details</li> <li> – use this button when you only want to <b>view</b> the details of the provision(s)</li> <li> – helps you <b>remove</b> a provision from the list</li> </ul> <p>➔ Click <b>Add</b> when you finish entering the provision(s) and the corresponding details.</p>
Provision	Select the corresponding type(s) of legislation from the drop-down list. There are three categories of legislative acts: <ul style="list-style-type: none"> <li>• Decision (DEC)</li> <li>• Directive (DIR)</li> <li>• Regulation (REG)</li> </ul>

Field/Section	Description
Number	<p>Put down the number of the legislative act that was infringed.</p> <p>➔ Note that, according to the European legislation, Regulations show the number first and the year after, while for the Directives and Decisions it is the opposite.</p> <p>e.g.:</p> <ul style="list-style-type: none"> <li>Decision - <b>2004/316/EC, art.1</b></li> <li>Directive - <b>2004/2/EC, article 1 and 2</b></li> <li>Regulation - <b>1260/99, article 32, 33, 34</b></li> </ul>
Year	Put down the year of the legislative act that was infringed.
Article and paragraph	Put down the article and, if relevant, the paragraph of the legislative act that was infringed (suggested format: 12(1) for article 12, paragraph 1).
National provision infringed	<p>Write the number, year and articles of the national legislative acts infringed.</p> <p>e.g.:</p> <ul style="list-style-type: none"> <li>An Italian act: D. Lgs. n. 74/2000, articoli 2 e 8 (Decreto Legislativo, n. 74)</li> <li>In English: Legislative Decree, no. 74/2000, articles 2 and 8</li> </ul>
First information	
Date of first information leading to suspicion of irregularity	Indicate the corresponding date, by selecting the month, the year and the date from the calendar, or by entering eight characters, in the format: dd/mm/yyyy, where the first two represent the day, the next two the month and the last four the year.
Source of first information on the irregularity	<p>Put down a general description of the source, in a maximum of 2000 characters.</p> <ul style="list-style-type: none"> <li>e.g.: The information was first published in the media</li> </ul> <p>➔ Notice the character counting while you put down the text (right down corner of the text area).</p>
Method of detection	
Method of detection	<p>Select the corresponding method(s) in which the irregularity was detected.</p> <p>Do this in the following way:</p> <ol style="list-style-type: none"> <li>Select the method of detection from the drop-down list.</li> <li>Click the "add" button ( + ).</li> </ol> <ul style="list-style-type: none"> <li>A new list is created, with all the methods of detection that you select.</li> </ul> <p>➔ If you want to remove a method of detection from the list, do the following:</p> <ol style="list-style-type: none"> <li>Click the method of detection you want to remove, in the list which contains the values that you selected.</li> <li>Click the "remove" button ( - ).</li> </ol>
Other method of detection	<p>Enter a description of any other method of detection that you cannot find in the list above.</p> <ul style="list-style-type: none"> <li>The text can have a maximum of 255 characters, with spaces.</li> </ul>
Legal basis of control	<p>Select from the list the legal basis for the control performed to detect the irregularity.</p> <p>The values available for you are:</p> <ul style="list-style-type: none"> <li>(1) Article 13§2(a) - Administrative verifications</li> <li>(2) Article 13§2(b) - On-the-spot verifications</li> <li>(3) Article 16 - Audit of operations</li> <li>(4) Other administrative control (specify)</li> <li>(5) Antifraud control (specify the national provision for legal basis of the control)</li> </ul>



Field/Section	Description
	<ul style="list-style-type: none"> <li>(6) Criminal investigation (specify the national provision for legal basis of the control)</li> </ul>
Other administrative control/National provision for legal basis of the control	<p>Only in case you select "Other administrative control", "Antifraud control" and "Criminal investigation", you have to specify which is the administrative control or the national provision you refer to as the legal basis of the control performed.</p> <ul style="list-style-type: none"> <li>The text can have a maximum of 255 characters, with spaces.</li> </ul>


*Table 4: Detection (Options)*

## 9. Irregularity

On this page, you will provide general and descriptive information concerning the typology of the irregularity committed, as well as a report of the methods used to commit the irregularity.

The information you should provide is as seen in the image below and described in the table afterwards.

Figure 6: Irregularity

Field/Section	Description
Description of irregularity	
Classification of the irregularity	<p>It is mandatory to indicate the condition of the irregularity, with the help of the drop-down list.</p> <p>An irregularity can be classified as being:</p> <ul style="list-style-type: none"> <li>→ <b>IRQ2</b> = irregularity in sense of Reg. 2988/95 <ul style="list-style-type: none"> <li>• use this code if the reported irregularity does not present elements suggesting that it may be of a fraudulent nature</li> <li>• e.g.: expenditure not eligible</li> </ul> </li> <li>→ <b>IRQ3</b> = suspicion of fraud <ul style="list-style-type: none"> <li>• use this code if the reported irregularity presents elements suggesting that it may be of a fraudulent nature</li> <li>• e.g.: falsification of documents</li> </ul> </li> <li>→ <b>IRQ5</b> = established fraud <ul style="list-style-type: none"> <li>• Use this code if an entitled authority has provided a definitive sentence concerning the fraudulent nature of the behaviour linked to the reported irregularity.</li> <li>• Generally, this code should be used at the end of a penal procedure and, therefore, it should be selected when an "updating communication" is created.</li> <li>• However, if the procedure is particularly fast, you can also use this code for the "initial communication" (<b>Article 3</b>).</li> </ul> </li> </ul> <p> When you create an <b>Article 5</b> communication, the following additional classification is available for you:</p> <ul style="list-style-type: none"> <li>→ <b>IRQ0 = no irregularity</b> <ul style="list-style-type: none"> <li>• Sending an <b>Article 5</b> communication with <b>IRQ0 selected</b> means that you want to <b>cancel the case</b> (see chapter 19. Cancel a Case).</li> </ul> </li> </ul>

Field/Section	Description
Type of irregularity	<p>Select the corresponding type(s) of irregularity in the following way:</p> <ol style="list-style-type: none"> <li>1. Select the type of irregularity from the drop-down list.</li> <li>2. Click the "add" button ( + ). <ul style="list-style-type: none"> <li>• A new list is created, with all the types of irregularity that you select.</li> </ul> </li> </ol> <p>➔ If you want to remove a type of irregularity from the list, do the following:</p> <ol style="list-style-type: none"> <li>1. Click the type of irregularity you want to remove, in the list which contains the values that you selected. <ul style="list-style-type: none"> <li>• The type you click is highlighted (green colour)</li> </ul> </li> <li>2. Click the "remove" button ( - )</li> </ol>
Practices employed in committing the irregularity	<p>Write a description of the methods used to commit the irregularity.</p> <ul style="list-style-type: none"> <li>• Further and more in depth explanations improve the quality of the process of analysing the irregularity.</li> <li>• The description must be clear and to the point.</li> <li>• The text can have a maximum of 10000 characters, with spaces.</li> </ul> <p>➔ Notice the character counting while you put down the text (right down corner).</p>

*Table 5: Irregularity (Options)*

## 10. Other States – Irregularity Period

On this page of the communication, you should provide the following details regarding the communication, as seen in the image below and explained in the table afterwards:

Figure 7: Other States – Irregularity Period

Field	Description
Other member states or third countries involved	
Member states	Select the corresponding Member state(s) or the third country(ies) concerned by the irregularity.
Third countries	<p>Do this in the following way:</p> <ol style="list-style-type: none"> <li>1. Select the Member state(s) or the third country(ies) from the drop-down list.</li> <li>2. Click the "add" button (+).</li> </ol> <ul style="list-style-type: none"> <li>• A new list is created, with all the Member state(s) or the third country (ies) that you select.</li> </ul> <p>➔ If you want to remove a Member state or the third country from the list, do the following:</p> <ol style="list-style-type: none"> <li>1. Click the Member state or the third country you want to remove, in the list which contains the values that you selected.</li> <li>• The Member state or the third country you click is highlighted (green colour)</li> <li>• 2. Click the "remove" button (-)</li> </ol>
Irregularity period	
Period during which the irregularity was committed	
From	<p>Enter the day when the irregularity started.</p> <ul style="list-style-type: none"> <li>• Do this by selecting the month, the year and the date from the calendar, or by entering eight characters, in the format: dd/mm/yyyy, where the first two represent the day, the next two the month and the last four the year.</li> </ul> <p>➔ If you do not know exactly the start date of the irregularity, you can indicate the first day of the month or of the year when it started.</p>
Until	Enter the day when the irregularity ended.

Field	Description
	<p>➔ If you do not know exactly the end date of the irregularity, you can indicate the last day of the month or of the year when it ended.</p>
Date when the irregularity was committed	<p>If the irregularity took place on a specific day, put it down in this field.</p> <ul style="list-style-type: none"> <li>Do this by selecting the month, the year and the date from the calendar, or by entering eight characters, in the format: dd/mm/yyyy, where the first two represent the day, the next two the month and the last four the year.</li> </ul>

*Table 6: Other States - Irregularity Period (Options)*

## 11. Authorities – Date

This tab-page will contain information about the authorities or bodies which have established the irregularity and those which are in charge of the follow up. You will also provide the timing for the establishment of the irregularity.

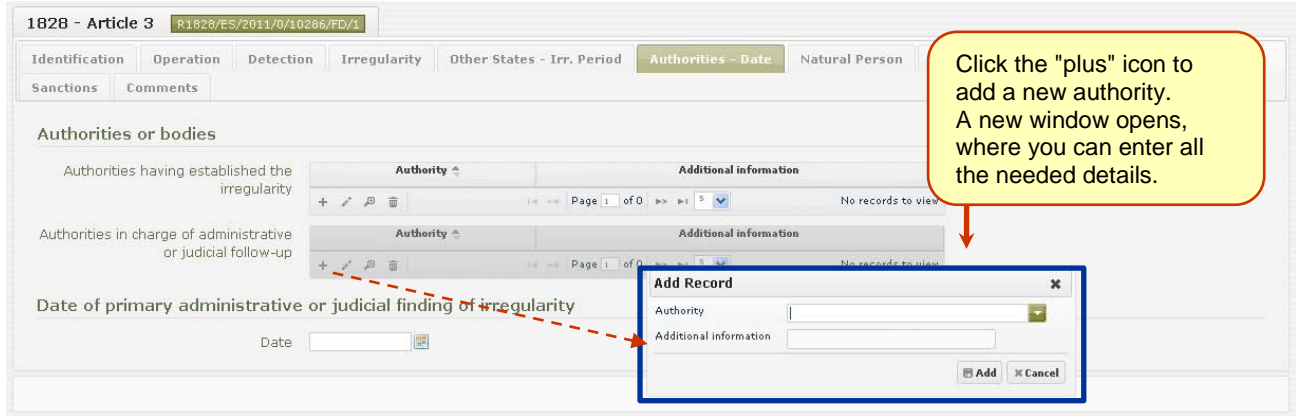


Figure 8: Authorities-Date






Field/Section	Description
Authorities or bodies	<p>Options you have for the lists of authorities:</p> <ul style="list-style-type: none"> <li> – helps you <b>add</b> a new authority</li> <li> – use this button when an authority is already added, but you need to <b>edit</b> its details</li> <li> – use this button when you only want to <b>view</b> the details of the authority(ies)</li> <li> – helps you <b>remove</b> an authority from the list</li> </ul> <p>Values in the “Authority” field can only be chosen from the drop-down list.</p> <p>If the authority you need to select is not included in the drop-down list, indicate its name in the “Additional information” field.</p> <p>➔ Click <b>Add</b> when you finish selecting the authority or entering any needed additional information.</p>
Authorities having established the irregularity	Indicate on this page the authority (ies) that established the irregularity, as well as those responsible with the administrative or judicial follow-up.
Authorities in charge of administrative or judicial follow-up	 In a future version of the IMS application, each Member State will be able to select only their own national authorities.
Date of primary administrative or judicial finding of irregularity	Specify the date by selecting the month, the year and the day from the calendar, or by entering eight characters, in the format: dd/mm/yyyy, where the first two represent the day, the next two the month and the last four the year.

Table 7: Authorities-Date (Options)

## 12. Natural Person

In this section of the communication, you will include evidence about the identity of the natural persons involved in committing the irregularity.

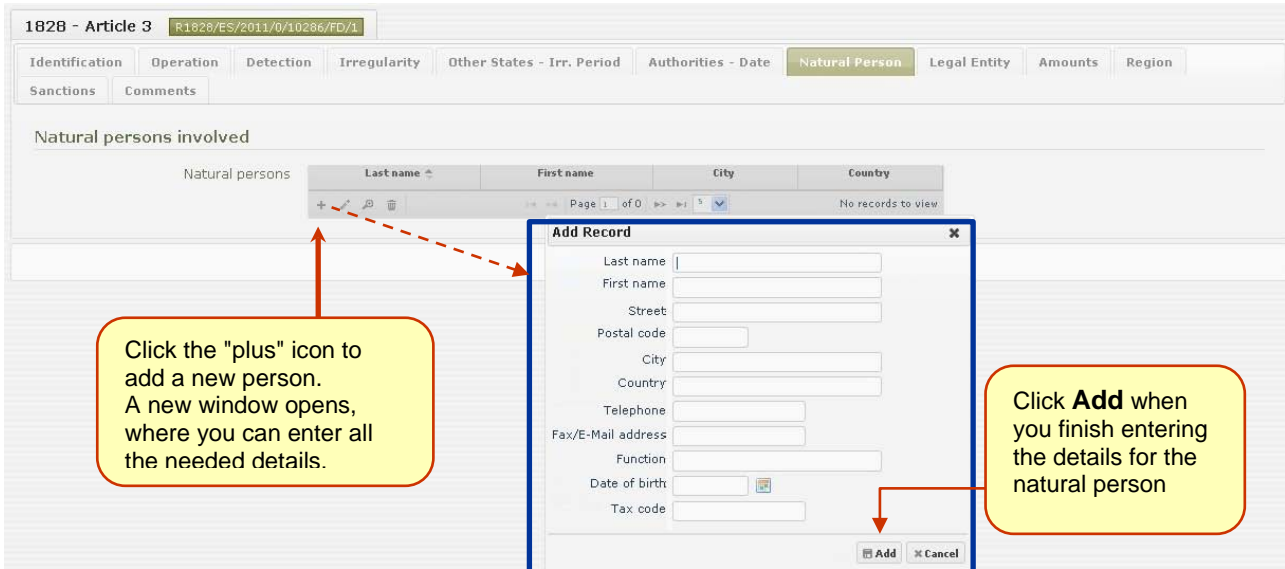


Figure 9: Natural Person





Field/Section	Description
Natural persons involved	
Options you have for the lists of natural persons:	
<ul style="list-style-type: none"> <li> – helps you <b>add</b> a new person</li> <li> – use this button when a person is already added, but you need to <b>edit</b> the details</li> <li> – use this button when you only want to <b>view</b> the details regarding the person(s)</li> <li> – helps you <b>remove</b> a person from the list</li> </ul>	
➔ Click <b>Add</b> when you finish entering the person and the corresponding details.	
Last name	Identity information of the natural person involved (family and first name)
First name	
Street	The complete physical address of the mentioned person
Postal code	
City	
Country	
Telephone	The contact details of the mentioned person (telephone number, fax number or e-mail address)
Fax/E-mail address	
Function	Enter the function in a maximum of 100 characters, with spaces.
Date of birth	Specify the date by selecting the month, the year and the day from the calendar, or by entering eight characters, in the format: dd/mm/yyyy, where the first two represent the day, the next two the month and the last four the year.
Tax code	Enter the tax code or the person's national ID number, in maximum 50 characters.

Table 8: Natural Person (Options)

### 13. Legal Entity

In this section of the communication, you will include evidence about the identity of the legal entities (companies) involved in committing the irregularity.

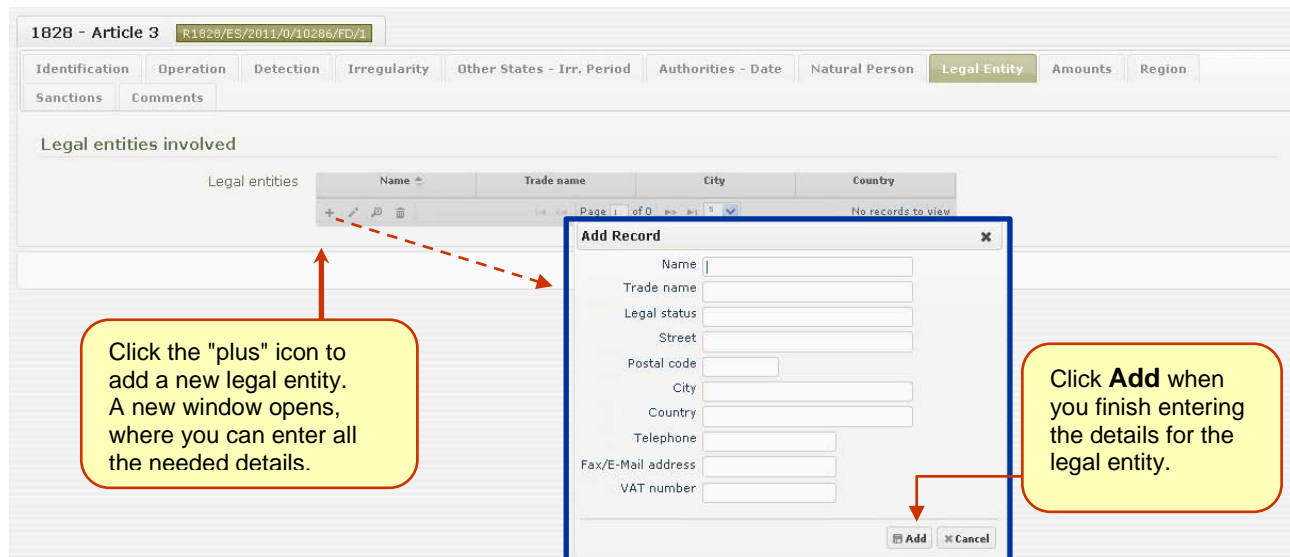


Figure 10: Legal Entity





Field/Section	Description
Legal entities involved	
Options you have for the lists of legal entities:	
<ul style="list-style-type: none"> <li> – helps you <b>add</b> a new company</li> <li> – use this button when a company is already added, but you need to <b>edit</b> the details</li> <li> – use this button when you only want to <b>view</b> the details regarding the company(ies)</li> <li> – helps you <b>remove</b> a company from the list</li> </ul>	
➔ Click <b>Add</b> when you finish entering the company and the corresponding details.	
Name	Indicate the official and complete legal name of the company involved.
Trade name	The name under which a business trades for commercial purposes <ul style="list-style-type: none"> <li>• Also known as a trading name or a business name</li> </ul>
Legal status	Defines the legal status under which the entity operates. It has to be indicated in capital letters and in the abbreviated form. <p>e.g.</p> <ul style="list-style-type: none"> <li>• Italy: SRL for <i>società a responsabilità limitata</i> (limited liability company)</li> <li>• United Kingdom: LLC for limited liability company</li> </ul>
Street	The complete physical address of the mentioned legal entity
Postal code	
City	
Country	
Telephone	The contact details of the mentioned legal entity (telephone number, fax number or e-mail address)
Fax/E-mail address	
VAT number	Enter the VAT number in a maximum of 50 characters, with spaces.

Table 9: Legal Entity (Options)



## 14. Amounts

This section will contain all the relevant financial information, with a clear distinction between Member State funding and European Union funding.

- The currency you have to use to indicate the amounts is always **EUR** (Euro).
- The amounts/numbers should have thousand and decimal separators. Dot (.) should be the thousand separator and comma (,) the decimal one. The system automatically shows the separators while you are entering the amounts in the corresponding fields.
- You can enter a maximum of 16 characters (thousand and decimal separators included) in the amounts fields and negative values are never allowed.

Figure 11: Amounts

- The amounts fields on this tab-page are split into several columns/sections, as following:

Column	Description
Co-financing rate of the priority axis	This field becomes mandatory if the PUBLIC CONTRIBUTION is higher than 0.
Total	The amount in this field must be equal to or bigger than the amount in the field PUBLIC CONTRIBUTION. It represents the sum of the public contribution and any private share that is foreseen.  TOTAL = PUBLIC CONTRIBUTION + PRIVATE SHARE.  If there is no private contribution, you can leave the Total field empty.
Public contribution	Enter in this field the amounts regarding the public contribution.

Column	Description
EU share	The EU SHARE is automatically calculated by the system, as percentage of the PUBLIC CONTRIBUTION. This percentage is defined in the field "Co-financing rate of the priority axis". The remaining amount becomes the MEMBER STATE SHARE.
Member state share	The MEMBER STATE SHARE is automatically calculated by the system, as percentage of the PUBLIC CONTRIBUTION. This percentage is defined in the field "Co-financing rate of the priority axis". The remaining amount is displayed as EU SHARE.

Table 10: Amounts - Display of EU and MS Shares

An example of how the calculations are done by the system for the

EU SHARE and the MEMBER STATE SHARE:

If "Co-financing rate of the priority axis" = 25%

and PUBLIC CONTRIBUTION = 100

=> Then: EU SHARE = 25% of 100 = 25

and MEMBER STATE SHARE = 100 – 25 = 75

The information you should provide on this tab-page is as seen in Figure 11: Amounts.

Field	Description
Co-financing rate of the priority axis	Only numbers from 0 to 100 are allowed in this field. If necessary, you can also use decimals to represent the co-financing rate.  e.g. 25,50 %
Total eligible expenditure for the operation	
Expenditure foreseen for the operation	Indicate here the overall amount (funding) that could be charged to the EU budget and the national budget.  ➔ The amounts in the fields "Expenditure foreseen for the operation" should be equal to or bigger than the ones in the fields "Amount affected by the irregularity".
Assessment of the financial impact of the irregularity	
Amount affected by the irregularity	Indicate here the amount that was affected by the irregularity you are reporting.  ➔ The amounts in the fields "Amount affected by the irregularity" should be equal to or bigger than the ones in the fields "Whereof amount already paid".
Whereof amount already paid	This field is available only if you select IRQ3 or IRQ5 as "Classification of the irregularity" on the "Irregularity" page.  This represents (part of) the irregularity amount that has already been paid.
Nature of the expenditure	Describe the nature of the expenditure detected as irregular <ul style="list-style-type: none"> <li>The description must be clear, comprehensive and to the point.</li> <li>The text can have a maximum of 2000 characters, with spaces.</li> </ul>

Table 11: Amounts (Options)

## 15. Region

In this section of the communication, you will select the region or area where the operation has been located or carried out, based on the NUTS classification (Nomenclature of territorial units for statistics – from French: *Nomenclature des Unités territoriales statistiques*).

Figure 12: Region

Field/Section	Description
Region or area where the operation has been located or carried out	
NUTS level 1	Select from the list the region or area where the operation has been located or carried out.
NUTS level 2	The values in this list are available only according to the selection made for "NUTS level 1" (cascading)
NUTS level 3	The values in this list are available only according to the selection made as "NUTS level 1" and "NUTS level 2" (cascading)

Table 12: Region (Options)

## 16. Sanctions

Provide here information about the sanctions issued following specific procedures related to the irregularity.

1828 - Article 3 R1828/ES/2011/0/10010/FD/1

Identification Operation Detection Irregularity Other States - Irr. Period Authorities - Date Natural Person Legal Entity Amounts Region

Sanctions Comments

Criminal or administrative procedures for imposing penalties

No further activities to be undertaken

Were criminal or administrative procedures for imposing penalties initiated?

Criminal or administrative procedures for imposing penalties

No further activities to be undertaken

Were criminal or administrative procedures for imposing penalties initiated?

Type of procedure Administrative

Status of procedure Completed

Applied sanctions

Were sanctions/penalties imposed?

Nature of imposed sanctions/penalties Administrative

Imposed sanctions/penalties resulted from the breach of

European provision in which penalties are laid down

Provision	Number	Year	Article and paragraph
No records to view			

National provision in which penalties are laid down

Number





Article

This section is available only if you answer YES (by ticking the checkbox) to the question "Were criminal or administrative procedures for imposing penalties initiated?"

(•) marks a mandatory field

Figure 13: Sanctions

Field/Section	Description
Criminal or administrative procedures for imposing penalties	
No further activities to be undertaken	If you agree with this statement, tick the checkbox next to it.
Were criminal or administrative procedures for imposing penalties initiated?	Ticking the checkbox next to this field means YES. When your option is YES, two new fields become available: <ul style="list-style-type: none"> <li>Type of procedure</li> <li>Status of procedure</li> </ul>
Type of procedure	It becomes available and mandatory only if your option for the previous field is YES. The procedures can be: <ul style="list-style-type: none"> <li>Administrative and criminal</li> <li>Administrative</li> <li>Criminal</li> </ul>
Status of procedure	It becomes available and mandatory only if your option for the field "Were criminal or administrative procedures for imposing penalties initiated?" is YES.

Field/Section	Description
	<p>The status of the procedures can be:</p> <ul style="list-style-type: none"> <li>Abandoned</li> <li>Completed</li> <li>Initiated</li> </ul> <p>➔ If the procedures were abandoned or they have just been initiated, there is no more information for you to enter.</p> <p>➔ However, if the procedures were completed, extra fields become available and they are presented under the section "Applied sanctions".</p>
Applied sanctions	
Were sanctions/penalties imposed?	<p>Ticking the checkbox next to this field means YES.</p> <p>When your option is YES, two new fields become available:</p> <ul style="list-style-type: none"> <li>Nature of imposed sanctions/penalties</li> <li>Imposed sanctions/penalties resulted from the breach of</li> </ul>
Nature of imposed sanctions/penalties	<p>It becomes available and mandatory only if your option for the previous field is YES. By default, the value that you selected as Type of procedure is displayed. If needed, you can select another value which is available in the list.</p> <p>The nature of the sanctions or penalties that could be imposed is:</p> <ul style="list-style-type: none"> <li>Administrative and criminal</li> <li>Administrative</li> <li>Criminal</li> </ul>
Imposed sanctions/penalties resulted from the breach of	<p>Select from the drop-down list the type of law that was infringed.</p> <p>It can be:</p> <ul style="list-style-type: none"> <li>EU law</li> <li>EU and national law</li> <li>National law</li> </ul> <p>➔ Depending on the type of law that you select, different fields are displayed and you can enter details about different provisions in which penalties are laid down.</p>
European provision in which penalties are laid down	<p>It becomes available only if you select "EU law" or "EU and national law" in the previous field.</p> <p>➔ You should specify the provision, its number, the year and the article and paragraph in which the penalties are laid down.</p> <p>To do so, use the options you have in the master-detail list:</p> <ul style="list-style-type: none"> <li> – helps you <b>add</b> a new provision</li> <li> – use this button when a provision is already added, but you need to <b>edit</b> it</li> <li> – use this button when you only want to <b>view</b> the provision(s) details</li> <li> – helps you <b>remove</b> a provision from the list</li> </ul> <p>➔ Click <b>Add</b> when you finish entering the provision and its details.</p>
	<p>Provision</p> <p>Select the corresponding type(s) of legislation from the drop-down list.</p> <p>There are three categories of legislative acts:</p> <ul style="list-style-type: none"> <li>Decision (DEC)</li> <li>Directive (DIR)</li> <li>Regulation (REG)</li> </ul>

Field/Section	Description
Number	<p>Enter the number of the provision you selected, in a maximum of 4 characters.</p> <p>➔ Note that, according to the European legislation, Regulations show the number first and the year after, while for the Directives and Decisions it is the opposite.</p> <p><i>e.g.:</i></p> <ul style="list-style-type: none"> <li>• Decision - <b>2004/316/EC, art.1</b></li> <li>• Directive - <b>2004/2/EC, article 1 and 2</b></li> <li>• Regulation - <b>1260/99, article 32, 33, 34</b></li> </ul>
Year	<p>Enter the year when the provision you selected was issued.</p>
Article and paragraph	<p>Enter the article and the paragraph of the provision you selected.</p>
National provision in which penalties are laid down	<p>It becomes available only if you select "National law" or "EU and national law" in the previous field.</p> <p>➔ Write the name of the national legislation in which the penalties are laid down.</p> <p><i>e.g. Legislative Decree</i></p>
Number	<p>Write the number and year of the national legislation in which the penalties are laid down.</p> <p><i>e.g. 74/2000</i></p>
Article	<p>Write the article(s) of the national legislation in which the penalties are laid down.</p> <p><i>e.g. articles 2 and 8</i></p>

Table 13: Sanctions (Options)

## 17. Comments

On this tab-page you can enter any additional remarks, comments, recommendations, suggestions.

You can also add attachment(s) relevant for the case.

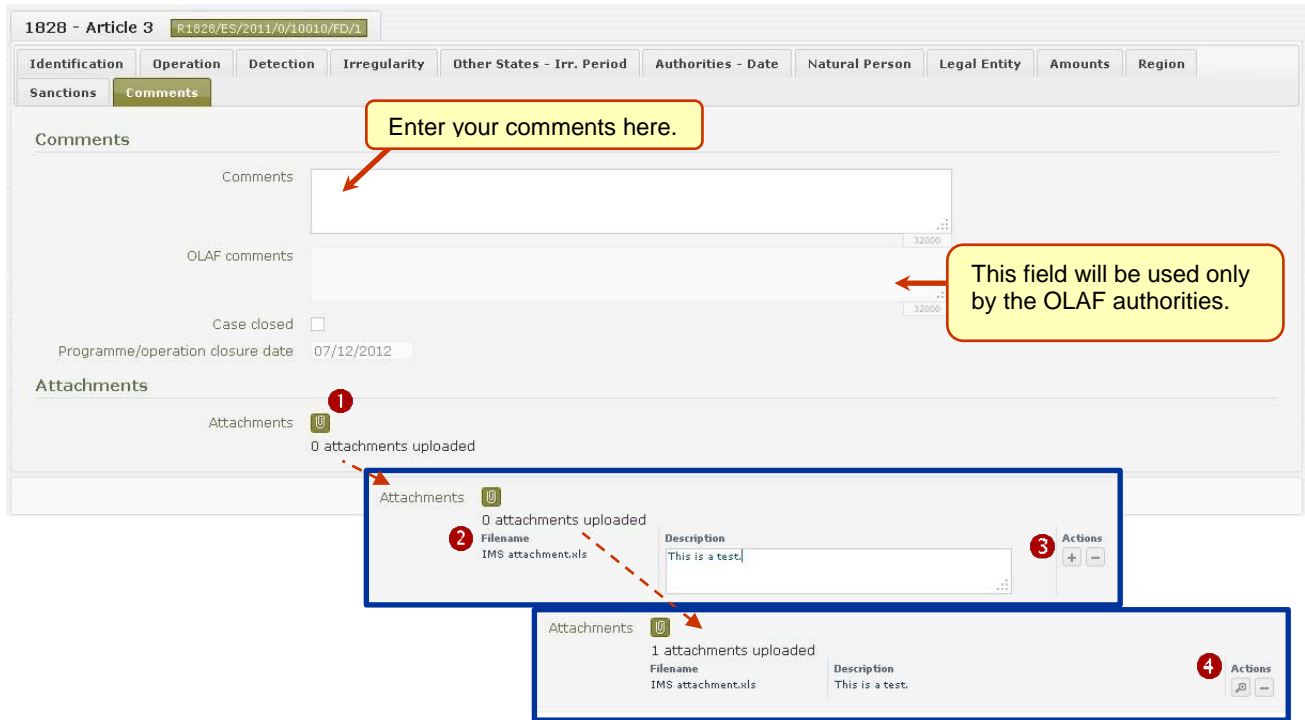


Figure 14: Comments





Field	Description
Comments	➔ Notice the character counting while you put down the text (right down corner).
OLAF comments	You cannot use this field. <ul style="list-style-type: none"> <li>If needed, the OLAF authorities will enter their remarks and comments when reviewing and amending the communication you send.</li> </ul>
Case closed	You cannot use this field. <ul style="list-style-type: none"> <li>When needed, the OLAF authorities will close the case by using this field.</li> </ul>
Programme/operation closure date	This date appears depending on the CCI number you select on the <b>Operation</b> page.

Table 14: Comments (Options)

## 17.1 Attachments


- You can attach up to 10 files to a communication.
- The size of each file should be maximum 20 megabytes (MB).
- The title of the file that you are attaching cannot have more than 50 characters.

How to attach a file:

1. In the **Attachments** section, click the "attach" button ()
  - **Browse** on your computer for the file/document you intend to attach
  - Select the file from your computer and click "Open"
2. The **Filename** and the **Description** field appears.
  - You can describe the file you are attaching in a maximum of 250 characters, with spaces.
3. Click the "add" button ()  
→ The attachment is uploaded.
4. If you need, you can perform the following actions on the file you attached:
  - View – by clicking the "view" button ()
  - Remove – by clicking the "remove" button ()




## 17.2 Communications Belonging to a Closed Case

 **You will not use the “Case closed” checkbox.** This can be done only by OLAF authorised staff (when reviewing and amending a communication you send).

When the case is closed by OLAF, the information regarding the closure of the case is available on this tab-page (see image below).

You can see the communications belonging to the closed case on the search results page, by applying specific search criteria (for example, **Case Status: Closed**).

The status of the communications belonging to the closed case is *Submitted to OLAF* or *Modified by OLAF* and they are represented with the icon .

When you view a communication belonging to the closed case, you can notice the "Case closure date" as in the following image:

The screenshot displays the 'Comments' section of a user interface. It features a 'Case closed' checkbox with a blue OLAF icon to its left. Below this, there is a 'Case closure date' field containing the text '05/09/2011' and a 'Programme/operation closure date' field containing '07/12/2012'. Two yellow callout boxes with red arrows provide context: one points to the OLAF icon, stating 'This icon marks the fields which were amended by OLAF.', and the other points to the 'Case closure date' field, stating 'The date when the case was closed by OLAF.'

Figure 15: Sample View on a Case Closed (by OLAF)


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## III. Create Article 5 (Update) Communication



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## 18. Create a New "Article 5" (Update) Communication

Create an **Article 5** (update) communication = update a case which was submitted to OLAF.

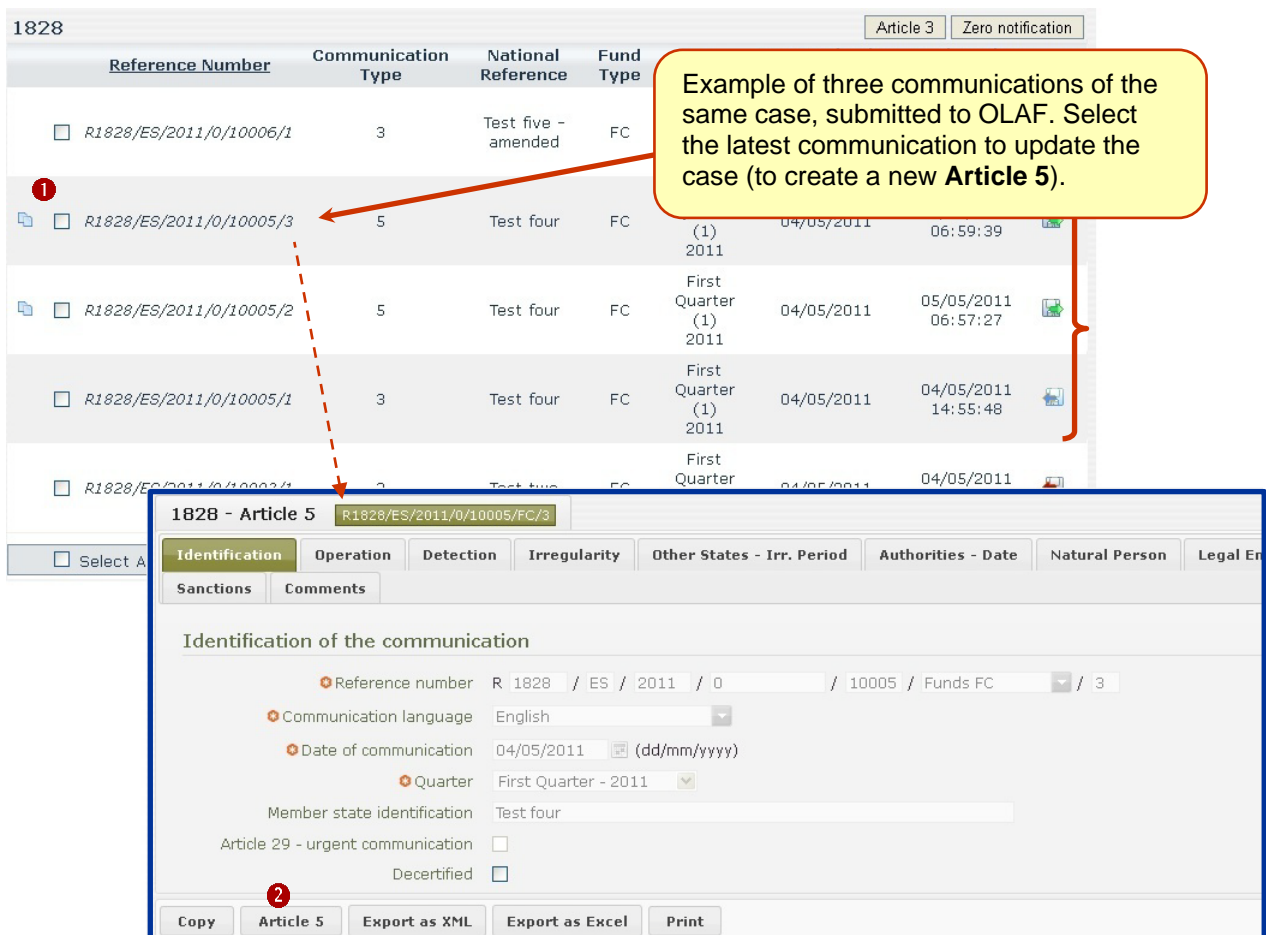
 You can create an **Article 5** (update) only from the latest communication (last update) of a case which was submitted to OLAF.

This latest communication can be either an **Article 3** or an **Article 5** and can only have one of the states:





- Submitted to OLAF 
- Modified by OLAF 

To create a new 1828 **Article 5** communication do the following:

- On the page listing all the communications – click the reference number to open the latest communication of the case you want to update **(1)**
- While viewing the communication you've just opened – click the **Article 5** button **(2)**



The screenshot displays the IMS interface for case 1828. At the top, there are tabs for 'Article 3' and 'Zero notification'. Below is a table of communications:

Reference Number	Communication Type	National Reference	Fund Type	Quarter	Date	Time	Actions
<input type="checkbox"/> R1828/ES/2011/0/10006/1	3	Test five - amended	FC				
<b>1</b> <input type="checkbox"/> R1828/ES/2011/0/10005/3	5	Test four	FC	(1) 2011	04/05/2011	06:59:39	
<input type="checkbox"/> R1828/ES/2011/0/10005/2	5	Test four	FC	First Quarter (1) 2011	04/05/2011	05/05/2011 06:57:27	
<input type="checkbox"/> R1828/ES/2011/0/10005/1	3	Test four	FC	First Quarter (1) 2011	04/05/2011	04/05/2011 14:55:48	
<input type="checkbox"/> R1828/ES/2011/0/10005/1	3	Test four	FC	First Quarter (1) 2011	04/05/2011	04/05/2011	

A yellow callout box points to the row with reference number R1828/ES/2011/0/10005/3, stating: "Example of three communications of the same case, submitted to OLAF. Select the latest communication to update the case (to create a new Article 5)." A red arrow points from this box to the 'Update' icon in the same row.

Below the table, a detailed view of the selected communication is shown. The title is '1828 - Article 5' with the reference number 'R1828/ES/2011/0/10005/FC/3'. The 'Identification' tab is active, showing fields for: Reference number (R 1828 / ES / 2011 / 0 / 10005 / Funds FC / 3), Communication language (English), Date of communication (04/05/2011), Quarter (First Quarter - 2011), Member state identification (Test four), Article 29 - urgent communication (checkbox), and Decertified (checkbox). At the bottom, there are buttons for 'Copy', 'Article 5' (marked with a red '2'), 'Export as XML', 'Export as Excel', and 'Print'.

Figure 16: Create Article 5 (Update) Communication

## 19. Cancel a Case

In order to cancel a case, follow the steps below:

1. Create and send an **Article 3** communication.
2. When it is in one of the states: *Submitted to OLAF* (📄), *Modified by OLAF* (📄), open it and start the creation of an **Article 5** communication.
3. On tab-page *5. Irregularity* – go to field “Classification of the irregularity”.
4. Select from the list: **no irregularity (IRQ0)**.



→ The field “Cancellation reason” is displayed and you have to explain why the case should be cancelled.

**Remember not to enter any personal/nominal data, such as people’s or companies’ names etc.**

5. Click **Finalize** or **Send** (depending on your rights).
6. A pop-up window appears, asking you to confirm or not the cancellation of the case.
7. Click **OK** and the communication is sent to the next authority.



When the **Article 5** communication is eventually submitted to OLAF, the case is considered as being cancelled together with all the communications that you sent relating to the respective case.

→ In a communication belonging to a cancelled case, only the following information remains available:

- In the list of communications: reference number, national reference number, communication type, communication date, registration date, status (icon).
- Inside the communication: reference number, national reference number, communication date, classification of the irregularity (IRQ) and cancellation reason.

→ **None of these fields should contain personal data.**

Figure 17: Irregularity – Cancel a Case

## Support Team Contact Information

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In case of technical problems, please contact your local administrator or the AFIS Helpdesk team:

AFIS IT Helpdesk	
Address	Rue Joseph II, 30/B-1049 Brussels
Telephone number	+32 2 296 27 27
Internet e-mail	<a href="mailto:olaf-afis-it-help-desk@ec.europa.eu">olaf-afis-it-help-desk@ec.europa.eu</a>
MAB mail	EC-OLAF-IT

For any other matter, please send an e-mail:

- To your contact person in OLAF, Unit D.4 or
- To the IMS Team – [OLAF-FMB-IMS@ec.europa.eu](mailto:OLAF-FMB-IMS@ec.europa.eu).