

network enterprise europe



Business Support on Your Doorstep

Guidelines for using the Business Cooperation Database



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Introduction

1.1. About the Enterprise Europe Network

The Enterprise Europe Network is a new European initiative, aimed at providing innovation and business support to small businesses across the European Union.

Launched in February 2008, the Network comprises close to 600 partners in over 40 countries who offer a wide range of services to small- and medium-sized enterprises.

The Network is part of the Competitiveness and Innovation Framework Programme. It is a one-stop-shop for information on EU legislation, funding opportunities, assistance in finding business and technological partners and help in developing research and innovation capacities.

The Enterprise Europe Network is managed by the Executive Agency for Competitiveness and Innovation (EACI), set up by the European Commission's Directorates-General Enterprise and Industry, Environment and Transport and Energy.

1.2. The Business Cooperation Database (BCD)

The "Business Cooperation Database" communicates with a centralised database. The system stores cooperation profiles exchanged by Network Partners from all around the world. It is designed to help Network members find potential partners for their client companies.

1.3. Technical environment required

No specific recommendations are made for the equipment, but we do advise you to use a high-performance computer offering a reliable Internet connection. As for the software, the "Business Cooperation Database" application has been tested with the version 6.0 of Internet Explorer. If you use an earlier version, you should download the latest version at the following [address](#).

As well as using a recent version you should check some of your browser's settings. For example, make sure that cookies are accepted and you allow Javascript scripts to be executed. Consult [annex 1](#) for more details.

The application is suitable for all screens with resolutions higher than 800*600 pixels. However, we recommend using resolution 1024*768 pixels for the best rendering.

Nomenclatures

The nomenclatures make it possible for information about companies and cooperation profiles to be represented in a codified form. They are used quite extensively in the application.

All nomenclatures with a hierarchical structure are shown as tree structures in the application.

- **Fields of activity:** the standard NACE codes are used. The activity codes are arranged in a hierarchical structure where sections, subsections and basic data units are identified.
- **Types of cooperation:** the cooperation codes are represented in a simple list form, not hierarchically.
- **Countries:** the country codes observe the ISO standards. Countries are arranged hierarchically at two levels, on the basis of groups representing geographical divisions.

Languages: the languages are represented in a simple list form, not hierarchically.

2.1 Using nomenclatures

Screens making it easier to choose codes in the nomenclatures are available in several of the application's functional features. They have an interface that is similar to the Windows browser. They are opened by clicking on the corresponding Browse button.

The screen is divided into two parts: vertically or horizontally for choosing the NACE codes. The left part (or the top in the case of choosing NACE codes) features a hierarchical view of the codes presented in the form of a tree structure. Click on a code name to select it. If the icon representing a folder  is shown to the left of the name, other data is dependent upon this code. Click on this image to extend the tree. If the item represents a file , the tree cannot be extended, as the final level has been reached.

In the right-hand side of the application (the bottom in the case of choosing the NACE codes), a screen is opened as soon as one item of data has been selected. A multiple selection list shows the data you have already selected.

You may choose to delete some data in the names already selected. The last item in the list is selected by default. To select several of them, click while holding down the <CTRL> key. Once the data to be cleared has been selected, click on the "clear selected record(s)" button. The codes are then withdrawn from your current selection list and the last item in the list is selected by default.

To reset the current selection list, click on the "clear all" button, so that no more data is selected and the right-hand screen (or the top in the case of selecting NACE codes) disappears.

Once a selection has been made, click on the "select and return" button to close the window and return to the previous page. Your selection will be displayed in the respective text box, i.e. in the text box matching the browse button you clicked.

Using the application

3.1 Authentication page (login screen)

The BCD is available in the Enterprise Europe Network intranet which you can access by clicking on "Member's corner" on the homepage. When your browser is open, type in the following internet address: <http://www.enterprise-europe-network.ec.europa.eu>, then log in.

The authentication page welcomes you to the "Business Cooperation Database" application. It features an authentication form called "login screen". Identify yourself by entering your intermediary number in the "User" field and your password in the "Password" field, then click on the "Login" button. If you cannot remember your password, you can get in touch with the EACI IT help desk.

3.2 The menu

Once the authentication process is over, the application is navigated via a menu. All the functional features of the application may be accessed via this menu or via the navigation buttons featured in the pages. Please do not use your browser's "back" and "forward" buttons. The menu items take the form of submenus (in which case they are followed by an arrow pointing down) or simple items representing functionalities that may be accessed with just one click.

- Profile: provides access to functionalities related to encoding, updating and searching for cooperation profiles,
- Search profile: provides access to screens for searching and modifying intermediary data,
- Robots: provides access to the functionalities of the stored queries and email alerts,
- Help: displays online support,

Logout: is for quitting the application properly and clearing your session. Please use this functionality as much as possible for quitting the application. Avoid actions such as closing the browser to quit the database, as your data will remain active for a little while on our server.

3.3 Profile

The "profile" option in the menu provides the following information:

- "Status of my profiles" features the number of active cooperation profiles belonging to the authenticated Network Partner. The "View" link is for viewing these profiles; you will then be able to see how many times the company details of the profiles have been downloaded.
- "Blocked Profiles" refers to the number of profiles that have been blocked by the BCD quality control team. The "View" link is for viewing these profiles. You can

modify your blocked profiles and send them back to the quality control if they do not deal with activities that are not allowed in the BCD.

- "Cooperation Profiles that will expire within 30 days" refers to the number of profiles due to expire. The "View" link displays a list of these profiles.
- "Expired Profiles" refers to the number of profiles that have expired. The "View" link displays a list of these profiles. If needed, you can renew these profiles using the "Modify" function.

"Robots" shows the number of active robots for the authenticated user, i.e. the number of stored queries and email alerts. In common with the "Robots" option in the menu, the "View" link allows access to the definitions and the results obtained by these robots.

3.4 Creating a profile

To access this facility: click on the Option Profile in the menu to extend the submenu. Move the mouse to the "New" option, then click to open the first part of the cooperation profile form.

This form is used only for creating a cooperation profile. A detailed description of this item is featured in [chapter 4](#).

The cooperation profile form is divided into four parts:

1. In the first part, general information about the profile has to be encoded, such as the contact person within the Network Partner, a reference N°, a summary...
2. The second part of the form is used to provide information about the company the Network Partner represents. This includes its descriptions and its NACE code or codes... It should be stressed that the Network Partner will be warned by email when detailed information about the company will be downloaded by the other Network Partners;
3. The third part is for describing the type or types of cooperation sought;
4. The fourth part requests a few details about the type of partner being sought.

Once one part of the form has been completed, use the " Next >> " navigation button to move to the next screen or " <<Previous " to return to the previous one. Please do not use the "back" and "forward" buttons of your browser, as this may create a difference between the data displayed and the data saved in the database.

Once the fourth and final part has been completed, the profile may be previewed by clicking the Preview button, or it may be saved directly in the centralised database.

Once the profile is saved, it is possible to attach up to five files to the profile.

Clicking on preview to preview your profile opens a preview screen, displaying the profile in the form it will be seen by other Network Partners. It may also be used to open a printable version of the profile for easier consultation. Check the profile to ensure it has been properly encoded then click on "Submit" to save it in the centralised database. To correct one or another field in the profile, click on the "Previous" button to access the fourth part of the form and previous part or parts. Make the changes and click on the

"Submit" button in the fourth part of the form, or the preview screen so as to save your profile. When making corrections please do not use your browser's "back" and "forward" buttons to consult the various sections of the form.

Once a cooperation profile has been saved in the centralised database, it is assigned "Active and not controlled" status. Once the profile has undergone a quality control procedure it will be assigned active status ("Active and controlled"). The profile will only be visible to other intermediaries after it has undergone the quality control process. See [chapter 5](#) for further details about profile statuses.

3.5 Modifying a profile

To access this facility: click on the Option Profile in the menu to extend the menu. Move the mouse to the "Modify" option, then click to call up a profile selection screen.

Type in the unique identifier (for example: 20080930001) and/or the reference N° of the profile you wish to modify. Click on the "Modify Profile" button to access the data for this profile. An error message is displayed if you type in the reference N° of a non-existent profile or one belonging to another intermediary.

Once the system has checked the identifier and/or reference N° of the profile you wish to modify, a cooperation profile form will appear. Already filled in, the form features data you entered when you encoded the profile.

This form is used only for modifying a cooperation profile. A detailed description of this item is featured in [chapter 4](#).

Once your profile has been updated, you may preview the profile before saving it in the database ("Preview" button in stage 4), or save it directly in the database ("Submit" button in stage 4). Clicking on preview to preview your profile opens a preview screen displaying the profile in the form it will be seen by other Network Partners, after modification. It may also be used to open a printable version of the profile for easier consultation. Check the profile to ensure it has been properly encoded then click on "Submit" to save it in the centralised database.

Once a cooperation profile has been modified in the centralised database, it is assigned "Active and to be verified" status. Once the profile has undergone quality control procedures it will be assigned active status ("Active and controlled"). The profile will only be visible to other intermediaries after it has undergone the quality control process. See [chapter 5](#) for further details about profile statuses.

3.6 Deleting a profile

To access this facility: click on option Profile in the menu to extend the submenu. Move your mouse to the "Delete" option then click to call up a profile selection screen.

Type in the unique identifier (for example: 200302193) and/or the reference number of the profile you wish to modify. Click on the "Delete this Profile" button to clear this profile. An error message is displayed if you type in the reference N° of a non-existent profile or one belonging to another Network Partner.

Once the system has checked the identifier and/or reference number of the profile you wish to delete, a confirmation screen will appear that can be used to view the profile data for a last time. You may then choose to click on the "Confirm Deletion" button to open a screen confirming that the profile has been duly deleted. Use the menu to access another application's functionality.

3.7 Searching a profile

Online queries are tools provided to Network Partners to allow them to identify interesting cooperation opportunities.

Developing and executing a query involves specifying the criteria a cooperation profile has to meet to be included in the result returned to the user.

The search criteria may be defined by specifying key words or dynamically building a query by specifying the values or value brackets with which the profile data is associated.

Online queries are therefore divided into two categories:

- Query on the basis of key words
- Advanced Search

3.8 Search options

To access this functionality, click on the Option "Search Profile" in the menu to extend the sub-menu. Wait for the search submenu to extend then move your mouse to the "Advance search" or to the "Keywords Search" option, and click to open the Search screen.

3.9 Keywords Search

This functionality can be used to look for words featured in a cooperation profile stored in the database. The search is carried out in all the profile's free fields, such as the title or description. It may also be carried out in all the nomenclatures associated with the profile, such as the NACE codes or the types of associated cooperation.

The words may be combined by means of logical operators, or Boolean operators. The main operators are:

Operator	Description
AND	And logic. Usage: word1 AND word2. The result contains all the words.
OR	Or logic. Usage: word1 OR word2. The result contains one of the two words.
NOT	Not logic. Usage: word1 NOT word2. The result contains the first word but not the second one.

?	Joker operator representing one and only one character.
*	Joker operator representing one or more characters.
" " (double inverted commas)	Searches the exact phrase, shown between the two inverted commas.

Examples of search expressions are featured in the annex. They will enable you to get accustomed to the Verity operators.

The Verity engine is already configured for default acceptance of a few operators.

- The use of the comma (,) simulates the use of OR. For example, searching for *metal, alloy* is the same as searching for *metal OR alloy*.
- Writing two words separated by a space simulates the use of inverted commas (""). For example, searching for *metal alloy* is the same as "*metal alloy*". Only exact matches of the phrase "*metal alloy*" will be returned in the result. For example, results containing the words *metal* and *alloy*, but not following each other in the exact order specified in the phrase "*metal alloy*", will not be returned.
- A STEM is automatically launched, which in practice means that the system will search for the key word along with all these derivatives in English. For example, a search for the word *view* is tantamount to searching for the words *view, viewing, views...*
- [Annex 2](#) contains examples of commented search expressions. Consult this section so as to get accustomed to the Verity keyword engine.

3.10 Advanced query

Advanced queries are more refined queries to be used when you have a precise idea of the profile data that you are seeking. This query may be used in particular if you already know the types of cooperation you are looking for.

The following criteria may be specified:

- *What should be the types of cooperation requested?*
The Browse button opens a nomenclature window, where the type of cooperation may be searched for in the same way as when creating a profile. When the types of cooperation sought are specified, profiles offering these types of cooperation will be included in the result.
- *What should be the types of cooperation offered?*
The Browse button opens the same nomenclature window as the one opened to choose the types of cooperation. The difference is in the result provided. If you specify the types of cooperation offered, profiles matching these types of cooperation will be included in the result.

- *What should be the activity sectors of the cooperation profiles you are looking for?*
Use the Browse button to select one or more activities. If you select a group of activities, e.g. a NACE code with children, all the children will be included in the search.
- *Which are the target countries of the cooperation profiles you are looking for?*
Use the Browse button to select a geographical division or country. Click on "all countries" if you want to select all the countries from a geographical division (such as "European Union").
- *The cooperation profiles you are looking for should have been created between...*
If you use this criterion, the two dates should be specified. If the start date (the leftmost field) is not completed, all the profiles created prior to the finish date will belong to the result. If the finish date (rightmost field) is not specified, all the profiles created after the start date will be included in the result.
- *Which are the CPs you are looking for?*
Solely the cooperation profiles included will form part of the result (for example 20080930001).
- *Find CPs created by a Network Partner.*
Solely the cooperation profiles encoded by this intermediary (for example DK150121-01) will be included in the result.

When an advanced query is submitted, at least one criterion has to be specified.

- When more than one value is specified within the same field, the values are combined with an OR logic. In this case, a profile matching one of these values will be included in the result.
- The values entered in various fields are combined with an AND logic. In this case, solely profiles matching all the criteria are included in the result.

To perform an advanced query, click on the "Submit query" button to call up the result screen. See [chapter 5](#) for further details about using the result screens.

3.11 Searching for a Network Partner

The utility of this module is limited. If you wish to make a more comprehensive search, use the Who's who database. To access this functionality, click on the "Who's who" menu option, then on the "List of organisations" option.

A Network Partner may be searched for by combining the following criteria:

- List of all organisations: Network partners are listed in alphabetical order, 20 per page.
- List of contacts by country: partners are listed by country in alphabetical order.
- Only coordinators: this list includes only consortium coordinators.

3.12 Using robots

To access the robot-related functionalities, click on the "Robots" option in the menu.

The robots provide a means of saving your most common profile research criteria. Once your criteria have been saved, the system will proceed every evening to carry out queries based on these criteria. Automatically generated, the robots' results are directly available for consultation, without you having to make any queries in the database.

The two categories of robots are:

- stored queries: this type of robot saves your most common search criteria. These criteria form the basis for the query the robot makes during the night. If the query result has changed, the robot will notify you of this via the home page.
- email alerts: this type of robot saves your most common search criteria. These criteria form the basis for the query the robot makes during the night. If the query result has changed, the robot will notify you of this via the home page. You will also be sent an email containing the cooperation profiles the robot has retrieved.

3.13 Creating a robot

To create a robot, click on the "Create a New Robot" link.

This calls up the first create robots form. In the first field (*Please enter a name to identify your Robot*) you are asked to assign a name to your robot, so it can be easily identified. In the second field (*What type of Robot do you want to set up?*) you are asked to select the type of robot you wish to set up. The default choice is a stored query. If you choose the Email Alert option, you will be sent an email containing the profiles your robot has retrieved. In the third field (*How will you define your criteria?*), you are asked to choose the way you wish to define your robot's search criteria. The default choice is the definition of search criteria by key words. Click on the "Next >>" button to call up the second screen.

If you decide to define your criteria with key words, the second screen will be the same as the simple profile query screen. Consult the [support](#) for this screen for further details. If you decide to define your criteria with the advanced search screen, you will access a screen similar to the advanced profile search screen. Consult the [support](#) for this functionality for further details.

Once the criteria have been defined, click on "Save and Submit my robot" if you decide to define a stored query, or on "Next >>" to move to the final stage if you decide to set up an email alert. The "<< Previous" and "Next >>" navigation buttons are for moving back and forth between the various online forms. **Please do not use your browser's back and forward buttons!**

If you decide to set up an email alert, a third and final screen will appear to allow you to set up your email alert. The field *Please provide a comma-separated list of email addresses* is used to define a list of email addresses to which the alerts should be sent. Use a comma (,) to separate the different email addresses. Do not use the *space* or *Return* keys on your keyboard when encoding these email addresses. By default, the system will propose your FirstClass email address. We recommend that you keep it as it is the only one for which we can guarantee that the message will not be blocked by some anti-spam system.

Once your robot has been defined, a result screen will be displayed that is similar for the simple and advanced query result screen. Consult [chapter 5](#) for further details about how to use the result screens.

3.14 Consulting a robot's results

The robot results may be consulted via the robots screen by clicking View Result. Consult the [support](#) for this functionality for further details about the result screen.

The result is stored by the system, with no query being executed in the database so you enjoy optimised response times for consulting robots' results.

3.15 Deleting a robot

To delete a robot, click on the corresponding delete link in the robots screen. After confirmation, your robot will be deleted, along with all the queries automatically associated with the robot.

3.16 Modifying a robot

To modify a robot's setups, click on the corresponding name in the robots screen.

This will call up the various robot definition forms. The "<< Previous " and " Next >> " button can be used to make your modifications. **Please do not use your browser's "Back" and "Forward" buttons!** The only item that cannot be modified is the robot's name. Consult the robot creation support for further details about the forms and fields that need to be completed to define a robot.

Once the robot has been defined, click on Save and submit the Robot. Your robot will then contain the criteria you updated and the result will be recalculated. The result screen corresponding to your robot will be displayed. Consult [chapter 5](#) for further details about using the result screen.

Detailed description of the cooperation profile form

4.1 Introduction

The profile form is divided into four screens when creating a new profile while it is presented in one single screen when modifying a profile:

1. The **first part** requires the encoding of *general information about the profile*, such as a contact person with a Network Partner, a reference N°, a summary...
2. The **second part** of the form is for providing information about the *company represented by the Network Partner*. This features its descriptive data, its NACE code or codes
3. The **third part** is for describing the *type(s) of cooperation being sought*,
4. The **fourth part** requires information about the *type of partner* being sought.

4.2 General comments and recommendations

- All fields are mandatory.
- The profile may not be entered using only CAPITAL letters. CAPITAL letters can be used to emphasise one word but not a whole field.
- The profile may only be entered in English.
- You may only enter profiles from clients located in your geographical area.
- Before submitting the profile for validation to the EACI, you are strongly advised to read it again or have it checked internally in order to correct possible mistakes and make sure the profile follows the Guidelines, hence is of good quality and coherent.
- Your clients' company names should never be mentioned in the profiles.
- Names of companies' products or trade marks should never be mentioned either.
- Do not use the "we" or "our" forms as if your client was writing the profile. You are an intermediary, representing your client.
- Some requests are not authorised in the BCD and will be automatically blocked:
 - Requests for direct sales of goods or services: looking for clients/customers is not allowed. The aim of the BCD is a mid- or long-term partnership.
 - Profiles dealing with weapons
 - Profiles dealing with "immoral conduct"
 - Profiles dealing with protected animals
 - Same profile entered several times

4.3 Instructions for encoding a profile

4.3.1 FIRST PART – GENERAL INFORMATION ABOUT THE PROFILE

Field	Description
Internal Reference	Network Partner internal reference: to be defined by the local Network Partner purely for internal use. It must be unique.
Contact person	<p>The staff member of the Network Partner in charge of this profile. Drop-down list box for choosing a contact person from a list featuring the Network Partner's employees.</p> <p>This list comes from the staff list available in the Who's Who. Should there be a mistake in the BCD's list (names missing, wrong telephone numbers, etc), please ask your Partner Administrator to update the Who's Who.</p>
Summary in English of the cooperation required	<p>The summary of the profile must contain the following elements :</p> <ul style="list-style-type: none">- Country of the company- Sector of activity of the company- All types of cooperation offered or required, as selected in the "types of collaboration" section, in the third part of the profile. <p>We recommend the following: XXX company specialised in YYY is looking for ZZZ (for example: Austrian company specialised in manufacture of games and toys is looking for a distributor) but you are free to use a different syntax.</p> <p>In addition, if you target 5 or less countries for the profile, we recommend that you mention these countries in the summary.</p>
Period of validity	Six or 12 months. The profile can then be renewed for additional periods of six or 12 months.

4.3.2 SECOND PART – DATA OF THE COMPANY REPRESENTED BY THE PROFILE

Field	Description
Year established	Year in which the company was created (from 1500 to now).
Turnover	Multiple choice on company's turnover.
Number of employees	Multiple choice on number of company's employees.
Activity codes	To be browsed and downloaded. These correspond to NACE codes. Please select the relevant code(s).
Contact languages	Please choose one or several contact languages. Make sure that at least one language can be understood by potential partners.
Certification/quality standards	Tick a box whether the company has a quality certification or not (multiple choice).
Company's current products / activities	Enter the company's core field of activity relevant to the cooperation offer or request. No name of products should be mentioned. Do not mention the partnership sought here either.
Already engaged in trans-national cooperation	Tick yes / no whether the company is already involved in business cooperation with other countries.
Percentage of Trans-National Activity (defined as approximate % of turnover)	Indicate the percentage of trans-national activities compared to the total volume of activities of your client company, defined as approximate % of turnover : one of the 3 options : 0 to 9%, 10 to 49%, 50% or more

4.3.3 THIRD PART - DESCRIPTION OF THE TYPES OF COOPERATION OFFERED OR REQUESTED BY THE PROFILE

Field	Description
Type of Cooperation	A clear distinction is made between what the company has to offer (offered), and what it requests (required). It should be stressed that a profile may both offer and request a type of cooperation. All you have to do to achieve this is to tick the 2 boxes.
Target countries	Target countries for cooperation.

	<p>We recommend limiting the target countries as much as possible as your client company should have a good knowledge of the targeted market. The maximum number of countries that may be selected is the 27 EU countries and/or 10 non-EU countries.</p> <p>Please note that:</p> <ul style="list-style-type: none"> ○ you are only allowed to choose target countries where the Enterprise Europe Network counts one or more consortia (up-to-date list available on the Network Internet), otherwise your profile will be blocked. ○ You are not allowed to select your own country except if you choose the whole EU 27 where, if you are located in the EU, your country will automatically be added.
<p>Full description (specification of cooperation requested /offered)</p>	<p>Description of the cooperation requested / offered.</p> <p>The full description must be detailed and reflect all elements of the profile (this means that the full description must contain at least the mandatory elements of the summary (country and sector of activity of the company), and that each type of cooperation selected must be explained in details and that you can add any additional information that you find interesting).</p> <p>It must be detailed enough to completely understand what your client company is looking for when reading the full description of the cooperation.</p>
<p>Description of the main advantage the company could offer to a potential partner</p>	<p>Describe here the advantage(s) offered by your client company and why it should be selected by the potential business partners</p>

4.3.4 FOURTH PART – DESCRIPTION OF THE CHARACTERISTICS BEING SOUGHT IN THE POTENTIAL PARTNER

Field	Description
Type of partner	Possible choices are “company” and “other”. If other, it must be specified (for example: university ...). Multiple selection is possible.
Field of activity of the	Possible choices are “manufacturing”, “services” and “trade”. Multiple selection is possible. Make sure that

potential partner

your selection is coherent.

Number of employees of the potential partner	Number of people employed by the potential partner. Possible choices are "1-9", "10-49", "50-249" and "more than 250". Multiple selection is possible. If your client company has no preference, select all options.
Trans-national cooperation experience of the potential partner	Determines whether or not the potential business partner has to have Trans-National cooperation experience. Possible choices are "no preference", "preferred" or "required" ("required" meaning that your client company will only consider partners already having some transnational cooperation experience).
Expected Input / Characteristics of the partner (description of what is being expected from the potential cooperation partner)	Describe here the input and/or characteristics that your client company expects from its business partner.

4.4 Profile validation carried out by the EACI

The EACI (Unit 4, Monitoring and Evaluation Sector) will carry out a quality control on your profiles normally within five working days after submission. Before submitting your profiles to the EACI, it is important that you have read them again to see if they are coherent and if the description of the partnership sought is clear.

The quality control made by the EACI will consist in checking that the profile follows the Guidelines above. If not, your profile will be "blocked for modification" and you will receive an email from your Project Officer in Unit 4, in your FirstClass mailbox, explaining the reasons why it has been blocked.

Should you have any question related to the validation of profiles, please send them to the BCDQC FirstClass conference. Do not send such messages to the BCD conference under "IT support" since this conference should only be used to report technical problems linked to the use of the database.

Presenting the result of a profile query

The result of the query is presented in the same way whatever the source of the cooperation profile query (simple, advanced, robot). The aforementioned result screen allows you to navigate the profiles easily and to extract profiles in Word, Excel and pdf formats.

5.1 Description of the result screen

Submitting a query calls up the result screen.

The left-hand subdivisions on the screen feature functionalities shared by all the pages: the *Navigation Pane*, the *Session Pane* and the *Support Pane*, together with a new subdivision, featuring the extraction functionalities, i.e. the *Extraction Pane*.

The right-hand side of the screen, above the *Criteria* subdivision, is used to summarise the criteria submitted during the query. The subdivision underneath contains the profiles representing the query result. Should the query or robot fail to provide a result, the No results found for this query message is displayed.

5.2 Navigating through the results

The result screen is divided into pages with 10 profiles. Each result page is represented by a hyperlink in the form of a page number. To access a page other than the current one, click on the number of the page you wish to access, next to the *Pages* option.

5.3 Extracting a result in Word, Excel and PDF formats

To extract a result in the Word, Excel or pdf format, just click on the button matching your selection in the extraction Pane. If you do not wish the browser to open the document with a plug-in and you prefer to save the file on your hard disk, click on the button you require and select the *Save Target As* option in the pop-up menu.

All the profiles representing the result of your query will be included in your extraction document.

N.B.: the extraction functionalities in the Word and Excel formats are available only in version 2000 of Microsoft Office or higher.

5.4 Consulting the profile data

To consult the profile data, click on its unique identifier or its title in the result screen. This will call up a screen featuring all the data encoded for this cooperation profile.

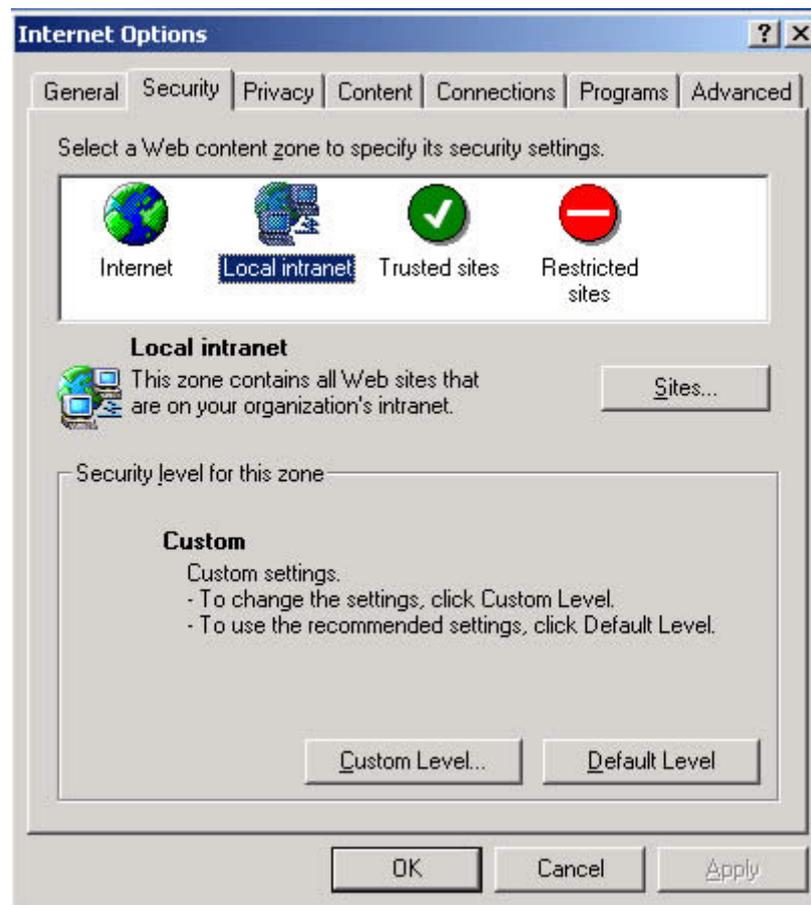
Access to the extraction functionalities is available on the left-hand side of the screen. The operating principle is the same as for the one referred to in the previous point, but this time around, solely the profile data you view will be included in the extraction file.

You may also open a printable version of the profile. Click on the *Printable version*, in the *Print Pane* subdivision, to open a new window. This window features the profile data that may be printed directly via your browser's printing facility.

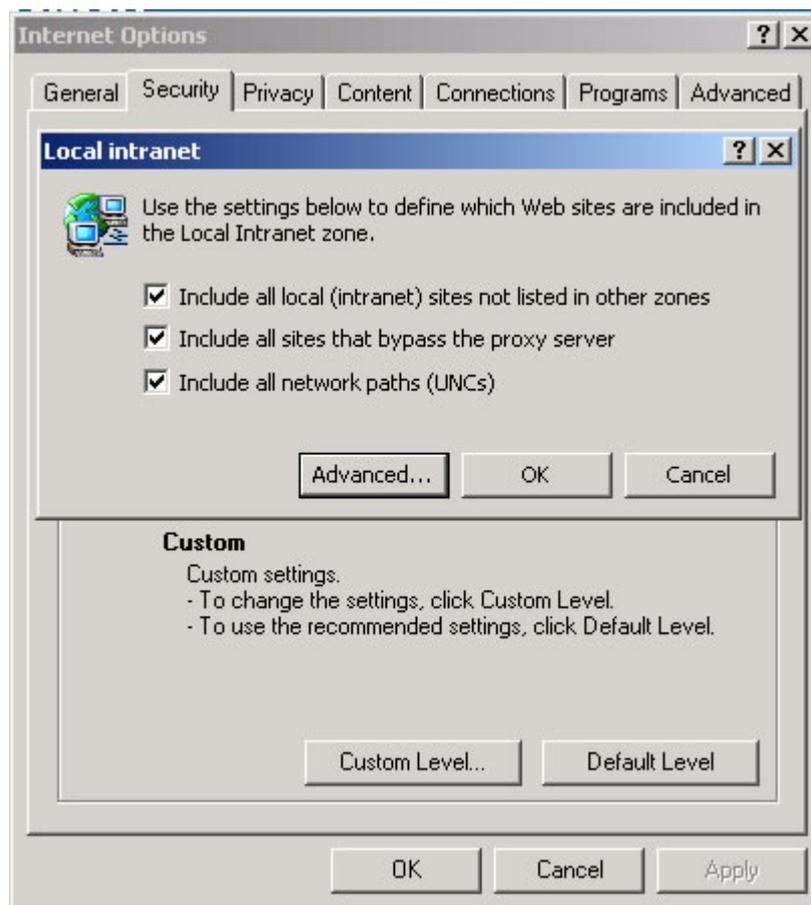
Annex 1: browser settings

Since this site takes advantage of JavaScript and cookies, you will need to enable JavaScript and cookies for optimum performance.

- Open Internet Explorer.
- Click the Tools menu and select Internet Options.
- Click the Security tab.
- Click on the Local intranet icon.

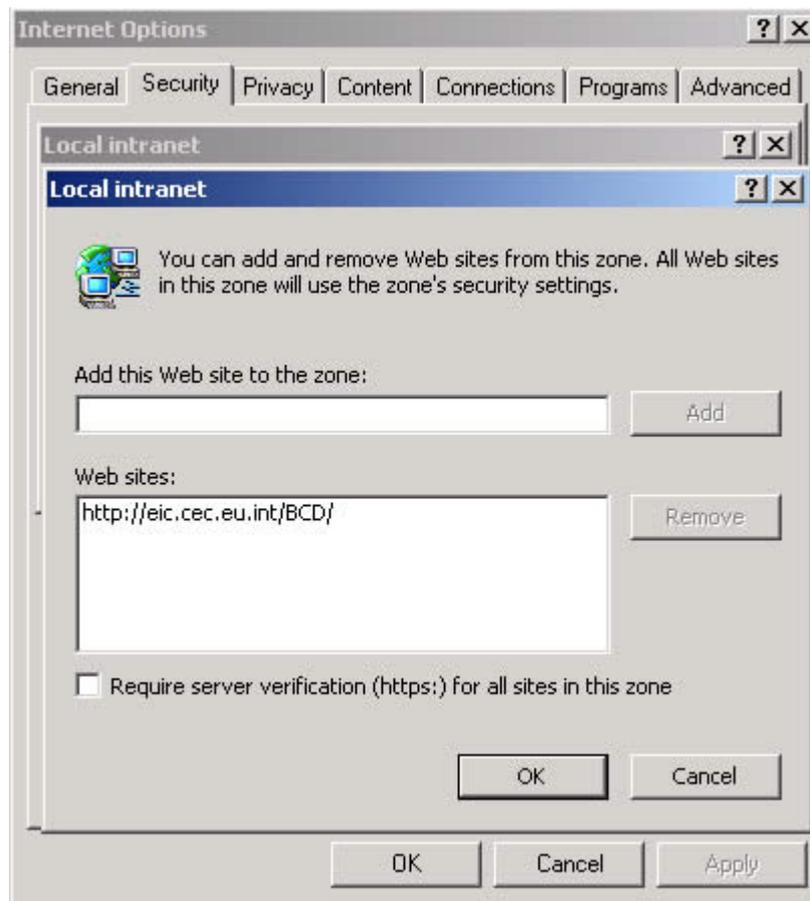


- Click on Advanced.

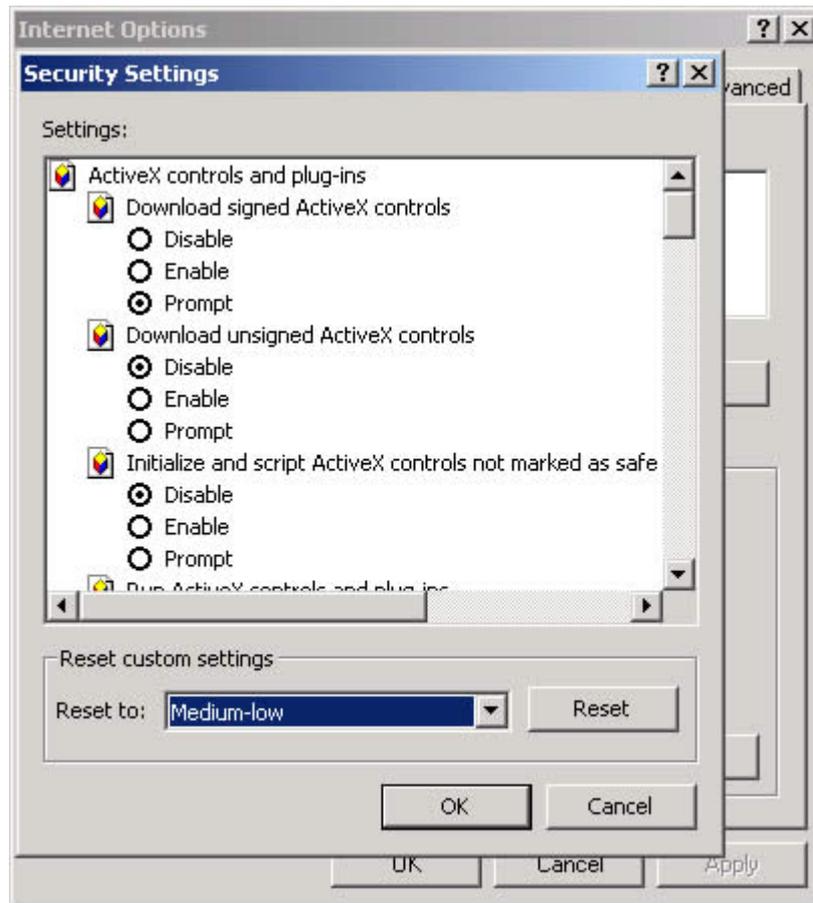


- Type the URL of the Enterprise Europe Network intranet: <http://www.enterprise-europe-network.ec.europa.eu>.

- Click on Add.



-
- Click on OK.
- Click on Custom Level.
- Reset the Security Level to Medium-Low or Low. Choose your level in the list, then click on Reset.



- Click on OK.
- Click on OK.

The browser is now ready to perform all the necessary actions required by the Business Cooperation Database.

Annex 2: commented examples of Verity search expressions

- metal* AND Manufacturing

Search for all the profiles containing a word starting by metal, plus the phrase "Manufacturing". Notice that the wildcard (*) is necessary only if you want to include for example the word metallurgy. Otherwise, the words directly derived from metal in English (like metals) will be included in the result set.

- high precision, CNC, CNC components, CNC precision engineering

Search for profiles containing one of the following phrases: "high precision", "CNC", "CNC components", "CNC precision engineering". In the following search, the comma (,) replace the OR operator.

- metal

Search for the profiles related to the word metal, and all the English words derived from metal. The result will return by default records that contain metal, metals...

- metal?

Search for the words metal, metals... Use the question mark (?) if you want to replace only one character.

BeLgluM Equivalent to: belgium, Belgium, BELGIUM: search for all profiles related to Belgium. This example illustrates that the capitalization of the key words is not taken into account.

- environment AND joint venture AND Slovakia

This example illustrates a search based on key words, which search on the activity code, on the cooperation sought and on the target countries. The result will contain profiles that work in the environment, that search for joint venture request or offers, for which the countries and the target countries contain Slovakia.

- Working clothes NOT distributor

Finds all the profiles related to the activity domain of the Working clothes, but that are not distributors. This example illustrates the NOT operator, it could be used for example by a potential distributor that only search for manufactures of working clothes.

- <THESAURUS> environment

Search for the profiles related to environment, and all its synonyms.

- Water <SENTENCE> control equipment

Finds profiles that include all of the words you specify within the same sentence. The result set contains the profiles where company and joint venture are written in the same sentence.

- Water <PARAGRAPH> control equipment

Finds profiles that include all of the search elements you specify within a paragraph. The result set contains the profiles where company and joint venture are written in the same paragraph.