



AIFA Payment Service

Registration Guide

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Introduction

The Italian Drug Agency in collaboration with the General Management of Drug and medical devices of the Ministry of Employment, Health and Social Politics, as well as in collaboration with PosteItaliane Spa has developed the new payment system of fees due by pharmaceutical industries according to the ministerial decree of the 24th May 2004.

Such a system provides for an easy and safe condition of payment which the pharmaceutical companies can access directly on line. The application - reachable at the address <http://pol.aifa.gov.it> - applies to pharmaceutical industries who, previously registered, can make and manage on line payments (called POL) that will identify in a fallproof manner the payment required.

The system allows to make on line payments (through Visa and Mastercard credit cards; Postepay card or Postepay Business card; Bancopostaonline account or Bancopostaimpresaonline account) or to self -certify those payments made in traditional ways (Post Office Counter or the bank) entering the payment details into the POL which they refer to.

Thanks to the system it will be also possible to receive - very quickly - information related to the status of placed payments.

The Industries may decide to specify the users accessing the application considering that the registration will identify the person operating on the system. The client must be in possession of the company identification code (SIS code) before any payment is carried out.

Home page

To access the service, an Internet connection and a valid e-mail address is required. On connecting to the <http://pol.aifa.gov.it> web site address, the Home Page of the website appears.

Registration for Italian Residents

In order to register for the AIFA payment service, the user needs to fill-in a form with the personal and additional details specified below.

An active, working e-mail is required for successful registration, which will be used to send the receipts of the paying-in slips paid.

Note: It is the user's responsibility to ensure the e-mail account functions correctly.



To start the registration, click on **Registrati (Register)** on the left-hand side menu and the system will show a screen where the service explain that all the information supplied during registration is protected by a Secure Socket Layer (SSL) system. Consequently, **the details are encrypted and transferred safely**, making any interception impossible.

By clicking on the **continua** button, the registration procedure for Italian Residents will proceed.

Data Protection Policy

During the registration procedure, a box displays the Data Protection Policy (D.Lgs 196/03) and must be read carefully.

Informativa sulla tutela dei dati personali

Prima della registrazione, leggi con attenzione l'informativa sul trattamento dei dati personali (D. Lgs 30 giugno 2003 n. 196). Nelle fasi successive ti verrà richiesto il consenso al trattamento dei dati.

L'Agenzia Italiana del Farmaco, ti informa in merito al trattamento dei dati personali degli utenti che, come te, usufruiscono del servizio di pagamento dei bollettini; ciò in conformità a quanto previsto dall'art.13 del D. Lgs 196/03 sulla tutela dei dati personali. I dati da te rilasciati sono necessari per poter effettuare le operazioni di trattamento connesse alla gestione dei servizi

Data Entry

To enter personal data in the relevant fields of the registration form:

1. click (or Tab) on each field and enter the required details. In the fields with drop-down menus (e.g. country, Date of Birth), scroll down the list and select the correct value
2. after entering all the required details, click on the **Continua (Continue)** button.

Inserimento Dati

Per diventare un utente registrato del Portale dei pagamenti AIFA devi inserire i tuoi dati negli appositi campi. I campi obbligatori da compilare sono quelli relativi a: nome, cognome, codice fiscale, luogo di nascita e relativa provincia, data di nascita, sesso; e dovranno corrispondere esattamente a quelli presenti sul tesserino del codice fiscale. L'indirizzo e-mail deve essere attivo e funzionante in quanto su quello verranno inviate le ricevute di pagamento online dei bollettini. Per accedere alle modalità di pagamento on line possibili (carta di credito, carta postepay, BPOL e BPIOL) è necessario completare anche la registrazione su Poste.it.

Dati Generali *

| | |
|----------------|--|
| Nome | <input type="text" value="Nome"/> |
| Cognome | <input type="text" value="Cognome"/> |
| Codice Fiscale | <input type="text" value="Codice Fiscale"/> |
| Sesso | <input style="border: none; background-color: #f0f0f0; width: 100%;" type="text" value="Sesso"/> |

Dati di Nascita *

| | |
|-------------------------------|--|
| Provincia ¹ | <input style="border: none; background-color: #f0f0f0; width: 100%;" type="text" value="Provincia"/> |
| Luogo di Nascita ¹ | <input type="text" value="Città"/> |
| Nazione | <input style="border: none; background-color: #f0f0f0; width: 100%;" type="text" value="ITALIA"/> |
| Data di Nascita | <input style="border: none; background-color: #f0f0f0; width: 30%;" type="text" value="Giorno"/> <input style="border: none; background-color: #f0f0f0; width: 30%;" type="text" value="Mese"/> <input style="border: none; background-color: #f0f0f0; width: 30%;" type="text" value="Anno"/> |

Indirizzo di Residenza *

| | | | |
|------------------|---|----|--|
| Indirizzo | <input style="border: none; background-color: #f0f0f0; width: 20%;" type="text" value="Via/Pia"/> <input style="border: none; background-color: #f0f0f0; width: 40%;" type="text" value="Residenza"/> | n° | <input style="border: none; background-color: #f0f0f0; width: 20%;" type="text" value="Civico"/> |
| Provincia | <input style="border: none; background-color: #f0f0f0; width: 100%;" type="text" value="Provincia"/> | | |
| Città | <input type="text" value="Città"/> | | |
| CAP ² | <input type="text" value="CAP"/> | | |

Domicilio Postale

| | | | |
|------------------|---|----|--|
| Indirizzo | <input style="border: none; background-color: #f0f0f0; width: 20%;" type="text" value="Via/Pia"/> <input style="border: none; background-color: #f0f0f0; width: 40%;" type="text" value="Domicilio"/> | n° | <input style="border: none; background-color: #f0f0f0; width: 20%;" type="text" value="Civico"/> |
| Provincia | <input style="border: none; background-color: #f0f0f0; width: 100%;" type="text" value="Provincia"/> | | |
| Città | <input type="text" value="Città"/> | | |
| CAP ² | <input type="text" value="CAP"/> | | |

Please note

The **required fields** that must be completed are those relating to **Personal details, Date of Birth, Residence Address, E-mail** in the other details.

Use of personal data

Regarding the use of personal data, the user must confirm their agreement by clicking on either "**Accetto**" (**I agree**) or "**Rifiuto**" (**I don't agree**). Refusing this type of use does not prevent the user from accessing the online services of the portal.

At the end of the operation, click on the **Continua** (**Continue**) button.

Richiesta di consenso al trattamento dei dati personali

Come previsto dal codice in materia di protezione dei dati personali (D.Lgs 196/03) ti chiediamo il consenso a trattare i dati personali, inseriti durante la registrazione, per scopi diversi da quelli indicati nell'informativa. Il rifiuto a tali trattamenti non impedisce l'utilizzo dei servizi del portale.

In particolare, consenti che i tuoi dati personali siano:

Iniziative promozionali

utilizzati per iniziative promozionali e/o ricerche di mercato, o per rilevare il grado di soddisfazione per il servizio offerto:

- Accetto
 Rifiuto

Qualità del servizio

comunicati a soggetti incaricati di rilevare la qualità del servizio prestato:

- Accetto
 Rifiuto

Soggetti Terzi

comunicati a soggetti terzi per iniziative promozionali e ricerche di mercato relative a loro prodotti e servizi:

- Accetto
 Rifiuto

Indietro

Continua

Selection of password

In order to access the Service, the registration procedure requires the user to key in a password.

To choose a password:

1. position the mouse on the **Inserisci la tua password (Enter your password)** field and enter the chosen password
2. in order to verify it, enter the same password in the second field
3. click on the **Continua (Continue)** button to complete the registration.

Scelta password

A questo punto della registrazione devi scegliere la tua password per accedere ai servizi online del portale. Ti sarà richiesta al momento dell'identificazione insieme al tuo nome utente.

Puoi scegliere un minimo di 8 fino a un massimo di 10 caratteri (numeri, oppure lettere dell'alfabeto, oppure entrambi).

Modulo di registrazione password

Inserisci la tua password

Per sicurezza, inserisci nuovamente la tua password

Indietro

Continua

Please note

It is useful to:

- use a password that is easily remembered but do not select numbers or letters that may be similar to the personal details (name, surname, date of birth, etc.). It is advisable to enter a combination of letters and numbers (or otherwise only letters)
- select a password with a **minimum of 8 and a maximum of 10 characters** (numerical, alphabetical, or both)
- remember that the password is case sensitive. It is therefore necessary to remember whether the letters entered were upper or lower case.

Cases of homonymy

The user name is normally in the format of "**firstname.surname**". If the user shares the same name with someone else, the Service offers either three 4 character extensions (numbers and letters) to add to the user name or an extension chosen by the user, still with 4 characters.

The characters chosen by the user can either be upper or lower case.

Select the radio button of the chosen extension, and then click on the **Continua (Continue)** button.

Confirmation

At the end of the Service registration procedure, if either the BPIOL or self-certification payment methods have been selected, the system will display the summary page of the details on Service.

Riepilogo dati

La registrazione è stata effettuata con successo. Di seguito sono riepilogate le informazioni trasmesse ad AIFA

Il tuo nome utente AIFA è stefano.c****-1975 *

Il tuo Identificativo per il Call Center AIFA è 316.213.172 **

L'indirizzo a cui ti saranno inviate le notifiche di pagamento e le ricevute dei bollettini pagati è stefano.c****j@****.it ***

Ti consigliamo di stampare questa pagina per non perdere il tuo nome utente e il tuo numero identificativo.

* Questa informazione ti verrà richiesta nel momento in cui avrai la necessità di telefonare al Call Center AIFA per avere informazioni sui servizi offerti dal portale AIFA.

Figure 9

Registration with Poste.it – Use of data

In order to use the paying-in slip payment service, registration with the Poste.it web site of Poste Italiane is also necessary (payment with a BancoPosta online account, Postepay card, or credit card). The personal details entered by the user **are automatically transferred**. Nevertheless, the user **needs** to **accept** the clauses regarding the use of personal data, the contract, and to **choose** a password.

Registration to Poste.it is free and includes the allocation of an e-mail account (once activation has been completed).

Registrazione Poste.it

Posteitaliane

Non è stata riscontrata a suo nome, alcuna registrazione su Poste.it. La modalità di pagamento selezionata (Completa) prevede obbligatoriamente la registrazione a suddetto sito.

The request for the acceptance of the use of personal data is then displayed. The user makes his or her choice by clicking on either "**Accetto**" (**I agree**) or "**Rifiuto**" (**I don't agree**). Refusal of this type of use does not prevent the user from accessing the online services of the portal.

Registration on Poste.it and the allocation of an e-mail account require the acceptance of a contract, without which the registration procedure is interrupted, making it impossible to use the online paying-in slips payment service.

In order to accept the contract:

- carefully read the Contract for the supply of the Electronic Mail service (Figure 12)
- select the "**Accetta**" (**Accept**) or "**Non accetta**" (**Refuse**) buttons within the text
- click on the **Accetto il contratto (I accept the contract)** button at the bottom of the page.

At the end of the operation, click on the **Continua (Continue)** button.

Registrazione a Poste.it - Richiesta di consenso al trattamento dei dati personali

Posteitaliane

Come previsto dal codice in materia di protezione dei dati personali (D.Lgs 196/03) puoi accettare o meno il trattamento dei dati inseriti durante la registrazione. Il rifiuto a tale trattamento non impedisce l'utilizzo dei servizi del portale.

RICHIESTA DI CONSENSO

Per il trattamento di dati personali, connesso a finalità non strettamente collegate al servizio da te richiesto, è prescritto il tuo consenso che puoi esprimere scegliendo l'opzione di accettazione o rifiuto.
Il rifiuto a questo tipo di trattamento non è ostativo alla prestazione del servizio richiesto.
In particolare, consenti che i tuoi dati personali siano:

Iniziative promozionali

utilizzati da Postecom per iniziative promozionali e/o ricerche di mercato, o per rilevare il grado di soddisfazione per il servizio offerto:

Accetto
 Rifiuto

Qualità del servizio

comunicati da Postecom a soggetti incaricati di rilevare la qualità del servizio prestato:

Accetto
 Rifiuto

Soggetti Terzi

comunicati da Postecom a soggetti terzi per iniziative promozionali e ricerche di mercato relative a loro prodotti e servizi:

Accetto
 Rifiuto

Registrazione a Poste.it - Contratto

ART.1 - OGGETTO Con il presente contratto, la società Postecom S.p.A., domiciliata in Roma Viale Europa n. 175 si impegna ad offrire gratuitamente un servizio di posta elettronica, attraverso il sito Internet del Gruppo Poste Italiane nel rispetto di quanto previsto nelle Condizioni Generali. Il servizio verrà erogato, quindi, a seguito dell'accettazione del presente contratto e delle

Accetto
 Rifiuto

Ai sensi e per gli effetti degli artt.1341 e 1342 c.c. il cliente dichiara di approvare specificatamente le clausole di cui ai seguenti articoli del contratto: art. 1 - 3° capoverso - (Oggetto del Contratto), art.2 (Garanzie fornite dal cliente), art. 3 (Responsabilità di Postecom S.p.A.), art. 5 (Foro competente).

1. OGGETTO Il presente documento definisce le condizioni generali di fornitura del "Servizio di Posta Elettronica" offerto da Postecom S.p.A. attraverso il sito Internet del Gruppo Poste Italiane. 2. DESCRIZIONE E CARATTERISTICHE DEL SERVIZIO Il "Servizio di posta elettronica" è un servizio di messaggistica fornito attraverso il sito Internet di Poste Italiane (www.poste.it),

Accetto
 Rifiuto

The activation of use of Poste.it is automatic and payment can be made using a BPOL account, Postepay card, and credit card.

Registration with Poste.it – Selection of Password

The registration procedure on Poste.it also requires the selection of a password in order to access the online services of the Poste Italiane web site.

To select a password:

1. position the mouse on the first field and enter the chosen password
2. enter the same password in the second field to verify it
3. click on the **Continua (Proceed)** button to complete the registration.

Registrazione a Poste.it - Scelta password

Posteitaliane

A questo punto della registrazione devi scegliere la tua password per accedere ai servizi online del portale. Ti sarà richiesta al momento dell'identificazione insieme al tuo nome utente.

Puoi scegliere un minimo di 8 fino a un massimo di 10 caratteri (numeri, oppure lettere dell'alfabeto, oppure entrambi).

Modulo di registrazione password

Inserisci la tua password

Per sicurezza, inserisci nuovamente la tua password

Please note

The password of Poste.it follows the same rules as that for the AIFA Service, but it is not a shared password and therefore it is advisable **to choose two different passwords**.

Registration with Poste.it – Confirmation

At the end of the **registration procedure**, the confirmation page confirms successful registration.

The upper box summarises the information provided for the AIFA Service :

- the user name
- identification code for the AIFA Call Centre
- the e-mail address where the payment notifications and receipts for the online paying-in slips or self-certified payments are sent.

The lower box displays the information for Poste.it :

- the user name for access
- a second identification code specific to the Poste.it website
- the address of the Postemail e-mail account.

In order to keep these details, it is advisable to print the page (clicking on the **Stampa pagina – Print page** button) as they could be requested by the AIFA or Poste.it Call Centre.

Riepilogo dati registrazione

La registrazione è stata effettuata con successo. Sono riepilogate le informazioni per il portale

Il tuo nome utente AIFA è **stefano.rossi**

Il tuo Identificativo per il Call Center AIFA è **971.138.000***

L'indirizzo a cui ti saranno inviate le notifiche di pagamento e le ricevute dei bollettini pagati è **rossi@mail.it**

Posteitaliane

Il tuo nome utente Poste.it è **stefano.rossi-4567**

Il tuo numero identificativo su poste.it è **748.310.261****

Il tuo indirizzo di posta elettronica su poste.it è **stefano.rossi-4567@poste.it**

Ti consigliamo di stampare questa pagina per non perdere il tuo nome utente e il tuo numero identificativo.

* Questo numero ti verrà richiesto nel momento in cui avrai la necessità di telefonare al Call Center AIFA per avere informazioni sui servizi offerti dal portale AIFA.
** Questo numero ti verrà richiesto nel momento in cui avrai la necessità di telefonare al Call Center Poste.it per avere informazioni sui servizi offerti da Poste.it.

Registration for Foreign Residents

In order to register for the AIFA Service, a form needs to be filled-in with the personal and additional details specified below.

For successful registration, an active and working e-mail address must be provided, which will be used to send receipts for the paying-in slips paid.

Note: It is the user's responsibility to ensure the e-mail account functions correctly.

All the information supplied during registration is protected by a Secure Socket Layer (SSL) system. Consequently, **the details are encrypted and safely transferred**, thus making interception impossible.

If the registration procedure is not completed properly, including to Poste.it if applicable, the user must either wait until the following day before repeating the operation or contact the Call Centre to request the immediate cancellation of the user so that the operation can be repeated.

To start the registration, click on **Registrati (Register)** in the left-hand side menu (Figure 1), and the system shows the screen

The screenshot shows a web page with two sections. The first section is titled "Registrazione" and contains the text: "L'accesso al Portale dei Pagamenti AIFA è riservato ai soli utenti italiani in possesso del Codice Fiscale." followed by "Tutte le informazioni fornite attraverso la registrazione sono protette da un sistema di Secure Socket Layer. In questo modo i dati saranno crittografati e trasferiti in maniera sicura, risultando inaccessibili a qualunque tentativo di intercettazione." and a "Continua" button. The second section is titled "Foreign resident registration" and contains the text: "All the information supplied during registration is protected by a Secure Socket Layer (SSL) system. Consequently, the details are encrypted and transferred safely, making any interception impossible." and a "Proceed" button.

Clicking on the **Proceed** button starts the Foreign Residents registration procedure.

Policy on use of personal data

A page is displayed during the registration procedure containing the Policy on the use of personal data (D.Lgs 196/03) that must be read carefully.

After having read it, click on the **Proceed** button at the bottom of the page.

Foreign resident registration

Personal data processing statement

AIFA, informs you with respect to the use of customers personal data in the payment of tender services; that in compliance with art.13 of D. Lgs 196/03 protects personal data. The released data are necessary for the treatment operations connected to the management of the same services; lack of such data will debar you from making use of the service. For the declared purposes and in

Data Entry

To enter the personal data in the relevant fields of the registration form:

1. click (or Tab) on each field and enter the required details. In the fields with drop-down menus (e.g. country, Date of Birth), scroll down the list and select the correct value
2. after entering all the required details, click on the **Proceed** button.

Data insert

In order to become a customer recorded of AIFA you have to insert your data in the following fields. Fields required: name, surname, place of birth, date of birth, sex. Address email must be active.

Personal details *

| | |
|---------|--------------------------------------|
| Name | <input type="text" value="Name"/> |
| Surname | <input type="text" value="Surname"/> |
| Sex | <input type="text" value="Sex"/> |

Data of Birth *

| | |
|------------------|---|
| Place of birth | <input type="text" value="City"/> |
| Country of birth | <input type="text" value="Italy"/> |
| Date of birth | <input type="text" value="Day"/> <input type="text" value="Month"/> <input type="text" value="Year"/> |

Residence address *

| | |
|----------|---------------------------------------|
| Address | <input type="text" value="Address"/> |
| City | <input type="text" value="City"/> |
| ZIP Code | <input type="text" value="ZIP Code"/> |
| Country | <input type="text" value="Country"/> |

Other information

| | |
|---------------------|--|
| E-mail address * | <input type="text" value="Email"/> |
| Telephone number | <input type="text" value="Telephone"/> |
| Mobile phone number | <input type="text" value="Mobile"/> |

Please note:

The **required fields** that must be completed are those relating to **Personal details, Date of Birth, Residence Address, E-mail** in the other details.

Those born abroad should enter the country in which they were born in the **Place of birth** field. In the **Country of Birth** select the name of the Country of birth.

Use of personal data

The choice of the user regarding the use of personal data must be made by clicking on either "**I agree**" or "**I don't agree**". Refusal of this type of use does not prevent the user from using the online services of the portal.

At the end of the operation, click on the **Proceed** button.

Foreign resident registration - Personal data processing

Give your consent to or refuse processing of your personal data as provided for in Legislative Decree No. 196, June 30 2003. Failure to consent to processing of personal data will not prevent you from registering.

Specifically, do you agree for your personal data to be:

Promotional initiatives

used for promotional initiatives and/or market research, or to assess the level of satisfaction with the service offered:

- accept
 refuse

Quality of the service

forwarded to parties responsible for assessing the quality of the service offered:

- accept
 refuse

Third parties

forwarded to third parties for promotional initiatives or market research related to their products and services:

- accept
 refuse

Selection of Password

The registration procedure requires the selection of a password in order to access the AIFA Service.

To choose a password:

1. position the mouse in the **Enter your password** field and enter the chosen password
2. in order to verify it, enter the same password in the second field
3. click on the **Continue** button to complete the registration.

Choose password

You must choose a personal password and enter it in the field provided in order to for you to be identified at portal.

The password may be formed of a minimum of 8 to a maximum of 10 characters (numbers or letters of the alphabet or both)

Password

Enter your password

Confirm your password

Please note

It is useful to:

- select a password that is easy to remember, but do not use numbers or letters which may be similar to the personal details (name, surname, date of birth, etc.). It is advisable to enter a combination of letters and numbers (or only letters)
- select a password with a **minimum of 8 and a maximum of 10 characters** (numerical, alphabetical, or both)
- remember that the password is case sensitive. It is therefore necessary to remember whether the letters entered were upper or lower case.

Foreign Residents Registration – Confirmation

At the end of the **registration procedure**, the confirmation page confirms successful registration.

The upper box summarises the information for the AIFA Service:

- the user name
- identification code for the AIFA Call Centre
- the e-mail address to which the receipts for the self-certified payments are sent.

In order to keep these details, it is advisable to print the page (clicking on the **Print page** button) as they could be requested by the AIFA Call Centre.

Access to the service

Identification

In order to access the AIFA Services:

1. enter the user name in the **Nome utente (User name)** field
2. enter the password in the **Password** field
3. click on the **Accedi (Enter)** button to proceed with the identification.

Welcome

After identification, it is possible to make payments or the self-certification of payments, amend the details or the password set during registration, or exit from the user dedicated service and return to the Home page of the portal.

The relevant amendments can be made by clicking on **Modifica Dati (Amend Data)** and **Cambia password (Change password)**. These amendments are only valid for the AIFA Service.

Amendment of personal details

If the personal details entered during registration to the portal need to be changed, it is possible to amend:

- **residence address**
- **correspondence address**
- **e-mail** (to which the payment receipts of the paying-in slips are sent)
- **telephone number and mobile phone number**

Enter amendments to the registration details in the relevant fields and click on the **Conferma (Confirm)** button. These amendments are only valid for the AIFA Service.

Amend password

In order to comply with Internet security standards, it is advised to change the password on a regular basis.

To amend the password:

- click on the **Cambia password (Change password)** option in the menu
- enter the existing password in the relevant field
- enter the new password
- click on the **Conferma (Confirm)** button.

Please note

The new password must still respect the rules of registration. Therefore, it must contain a minimum of 8 and a maximum of 10 characters (A combination of numbers and letter, only numbers or only letters).

N.B.: the password field is case sensitive.

Amendment of personal details for foreign resident

If the personal details entered during registration to the portal need to be changed, it is possible to amend:

- **residence address**
- **e-mail** (to which the payment receipts of the paying-in slips are sent)
- **telephone number and mobile phone number**

Enter amendments to the registration details in the relevant fields and click on the **Conferma (Confirm)** button. These amendments are only valid for the AIFA Service.

End session

After using the online services, the session commenced with identification is simply ended by clicking on **Esci dal servizio (Exit the service)**.

To access the online service once again, simply repeat the identification procedure and enter the **User name** and **Password** once more.