**IMS**
**Irregularity Management System**

## User Manual 8: Search

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| Summary: | | Keywords: |
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| IMS is the application that allows the preparation and submission of irregularity reports to the European Anti-Fraud Office (OLAF). <br><br> This manual is meant to describe the features of IMS. | | Irregularity Management System (IMS) |

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|---|---|---|---|
| 22 | 624 | PC-Windows 7 | Word 2010 |

## Document History

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

## Reference Documents

| Ref. | Title | Reference | Version | Date |
|---|---|---|---|---|
| RD1 | How to connect to AFIS Portal using Secure Internet connection | How to connect to AFIS Portal using Secure Internet connection | 6.0 | 12/07/2017 |
| RD2 | How to connect to AFIS Portal using CCN | How to connect to AFIS Portal using CCN | 4.0 | 14/07/2017 |
| RD3 | AFIS Portal User Manual | AFIS-APM-UserManual.docx | 6.0 | 29/01/2018 |

## Table of Contents

## About this Manual

The initial IMS-manual which was released in 2016 became too big, therefore it is has been split up into booklets. Each booklet is a manual which deals with a particular subject.

The following manuals have been created or will be created:
1.   IMS-concepts
2.   IMS-users and their roles
3.   Cases and requests
4.   How to access IMS
5.   Create a case
6.   Update, close, reopen and cancel a case
7.   Amend and anonymise a case
8.   Search
9.   Excel export and import
10.   List, view and print
11.   Abbreviations and acronyms
All manuals will be published on ALIB (AFIS Library) and CIRCABC.

The manuals are meant as an orientation tool for all IMS-users. They gather information users should be familiar with in order to be able to exploit the IMS-application.

The overall description of the features of IMS, of the way in which users are organised, as well as of the procedures, sequences of steps and tasks implied, intend to improve the ease and efficiency of working with the application.

In its larger part, the manuals contain minute presentations of the functionalities, commands, fields, as well as the way in which users should work with irregularity cases and requests.

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

This icon 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.

This icon is used for temporary limitations of the system. They will be removed from the document in a future version of the system.

Warning! Very important information, please read carefully.

Tip to improve a working practice

This manual concerns the search facilties in IMS. This manual describes how searches can be performed in IMS.

The IMS-manuals are not meant to provide an in-depth-explanation or in-depth-interpretation of the regulations and reporting obligations. The Handbook on Requirements to report irregularities provide such information. You will find the handbook also on ALIB and CIRCABC.

# 1. Search

## 1.1 Introduction

The search facility is the key to access data in a database. IMS offers various ways to perform a search.

On the home screen, the search page can be opened via a click on the button:
1. SEARCH in the header of the tab pages after which you have to select:
    a. SEARCH FOR CASES
    b. SEARCH FOR REQUESTS                    or
2. SEARCH FOR CASES in the box SEARCH            or
3. SEARCH FOR REQUESTS in the box SEARCH

It is up to you to decide which method to apply; what suits you best. This manual will provide some guidance to get familiar with the search facility.

⚠ Please be aware that the search facility is only meant to find a specific case or request. The search facility is NOT meant to function as an analysis tool. If you want to perform analysis, export data and use data analysis tools to perform your analysis.

**IMS**
*Irregularity Management System*

# User Manual

| Home | Cases | Requests | Search | Export / Import status ▾ | Administration ▾ | 👤 My info |

| Search for cases | Search for requests |

## Reference number - OLAF

**Case ID**

**Fund**
Select a value ▾

**Country**
Select a value ▾

**Initiating authority**

**Year**

**Sequence number**

## Reference number - national

## Initiating authority - complete name

300

## Case status
Select a value ▾

## Dates

**Date of discovery (PACA)**
From ▦   To ▦

**Drafting date**
From ▦   To ▦

**Registration date**
From ▦   To ▦

**Date of last change**
From ▦   To ▦

## Quarter
yyyy/Q

## Case with attachments
O

## Special case

**New modus operandi**
O

**Necessity to inform other countries**
O

**Person found in several cases**
O

**Case irrecoverable**
O

## Persons

**Person involved**

**National ID number**

## Operation - general

**Programming period**
Select a value ▾

**Objective**
Select a value ▾

**Objective - CCI**
Select a value ▾

**CCI number**

**ARINCO number**

**EFRD/ESF/EAGGF/FIFG number**

## Operation - specific project

**Project - name**
Select a value ▾

**Project - number**
Select a value ▾

## Operation - specific agriculture

**Budget year**
Select a value ▾

**Budget line**

## Classification
Select a value ▾

## Sanctions applied
Select a value ▾

## Amount of irregularity  -  EU-share

____ – ____

## Status

**Proceedings**
Select a value ▾

**Financial status**
Select a value ▾

| Search | Export | Reset |

## 1.2     Search Page

The IMS search page opens as soon as you click on:

1. Search for cases
2. Search for requests

You need to make a choice between a search for cases or requests. The difference between a case and a request is explained in the IMS-user-manual "Cases and requests". The search itself does not really differ between the two. There are only minor changes related to the nature of a case and request. As search criteria for requests you can, for instance, opt for a search on REQUEST ID and REQUEST TYPE.

You can introduce one-to-many criteria in your search in order to find a case or request. Please be aware that introducing search criteria implies that you are limiting the output. The more criteria you put in, the less will come out. You even run the risk that you will not find what you are looking for even when the information is in IMS. Know what you are doing!

You can also leave the search screen empty and push the button SEARCH or EXPORT. IMS will then provide you an overview of all cases or requests. Thus by selecting nothing, you get everything! Analysts have in general as practice to export all data and to use their own analysis tools to analysis the data. In other words, an analyst will normally not put in any search criteria.

## 1.3     Available search criteria

The search criteria are based on the fields in IMS. Initially  the number of search criteria was kept low, but on request of the IMS-users, the number of search criteria increased enormously and more fields will be added in the future. Many IMS-fields are included in the search criteria.

A print screen of the search criteria can be found in the image on the left hand side. The manual "Create a case" contains a detailed description per field. In this manual, only a few fields are highlighted, the ones of which one can be expected to be used most:

| | |
|---|---|
| CASEID | IMS generates a unique case number at the moment a case is created. It is the quickest way to find a case in IMS. |
| Reference number – OLAF | The number that was used in the past to identify cases in the seven ECR and IMS-modules. The introduction of IMS4 (2014) meant the move to one database which made the Reference number – OLAF not anylonger unique. Nevertheless, it is still used by many users to search for a case in IMS. |
| Reference number - national | The number attributed by the country that reported the case. |
| Fund | The fund related to the expenditure and irregularity. |
| Persons involved | The names of the persons involved (beneficiaries, fraudsters and so forth). |

**Reset**

IMS keeps the search criteria in its memory after you have performed a search. This is a well thought choice. It makes it possible to do an export with the same search criteria after you have performed a search and it makes it possible to fine tune your search when the initial search led to too many hits and you feel the need to drill down. If you want to do a complete new search, you can push the button RESET to empty all fields. You will find the button RESET at the bottom of the search page. Of course, you can also empty all fields manually.

**1**

| Home | Cases | Requests | **Search** | Export / Import status ▾ | Administration ▾ | 👤 My info |

**Search for cases** | Search for requests

**Reference number - OLAF**

**Case ID**

**Fund**
YEI Youth Employment Initiative ✕ ▾

**Country**
Select a value ▾

**Initiating authority**

**Year**

**Sequence number**

**Persons**

**Person involved**

**National ID number**

**Operation - general**

**Programming period**
Select a value ▾

**Objective**
Select a value ▾

**Search**  **Export**  **Reset**

**2**

Search for cases | Search for requests

+

Search

| **List of cases** | | | | | **Refresh** |
|---|---|---|---|---|---|
| ☐ | **Case ID** | **Reference number - OLAF** ⬍ | **Reference number - national** | **Programming period** | **Status** |
| ☐ | 143893 | YEI / BE / AFSE / 2017 / 49778 | OLAF/2017/02 | 2014-2020 | Open |
| ☐ | 143894 | YEI / BE / AFSE / 2017 / 49686 | Y0007890 | 2014-2020 | Open |
| ☐ | 138852 | YEI / CY / TOR / 2017 / 45072 | | 2014-2020 | Zero Notification |
| ☐ | 150188 | YEI / CZ / MPSV / 2018 / 58292 | CZ.03.1.51/0.0/0.0/15_035/0001956/18/001;N11228 | 2014-2020 | Open |
| ☐ | 150189 | YEI / CZ / MPSV / 2018 / 58374 | CZ.03.1.51/0.0/0.0/15_035/0001836/18/001; N11227 | 2014-2020 | Closed |
| ☐ | 151941 | YEI / FR / CICC / 2017 / 60871 | PON IEJ 201400312 | 2014-2020 | Open |
| ☐ | 151942 | YEI / FR / CICC / 2017 / 60872 | PON IEJ 201503637 | 2014-2020 | Open |
| ☐ | 151319 | YEI / LT / MOF / 2018 / 59829 | R1303/SADM/07.4.1-ESFA-V-404-01-0001/01 | 2014-2020 | Open |

Showing 1 to 8 of 8 record(s)

Page size 20 ▾    « ‹ **1** › »

**Export**

## 1.4    Performing a search

The topic "how to perform a search" will be explained by using a simple example: you want to have an overview of the cases related to the fund YEI (Youth Employment Initiative).

You put as search criteria YEI in field FUND (see image 1). You click the button SEARCH and IMS will perform a search and display the results as soon as it has finished the search (see image 2).

IMS indicates at the bottom the total number of records (8 cases) which are all displayed because of the limited number of YEI-cases and a page size that was set on 20 records per page.

You can click on everything what is highlighted green (see image 2). By clicking on the CASE ID, the case will open. If you click on the green highlighted text of the column STATUS (right hand side), a new screen will open on which the history of the case is shown, meaning all requests related to that case. The request ID's of those requests are also highlighted green which implies that you can also click on those numbers to access also those requests. You can go back to the previous screen by clicking the button BACK.

The button EXPORT is shown dimly which implies that nothing can be exported. This will change at the moment you select one or more cases via the tick box on the left hand side. As soon as you select one or more cases, you will be able to export your selection in excel by pushing the button EXPORT.

## 1.4.1 Freetext Search – Wildcards in IMS

IMS makes in freetext fields use of the wildcard asterisk (*). The wildcard is an advanced search technique that can be used to maximize your search results in library databases. Wildcards are used in search terms to replace or represent one or more characters.

*For example:To get the search result "irregularity", the user may search by any of the following:*

| Wildcard example | Explanation |
|---|---|
| irr* | Find words that start with "irr". |
| *ty | Find words that end with "ty". |
| *gu* | Find words that contain "gu" but do not start or end with it. |
| i *y | Find words that start with "i" and end with "y". |

IMS uses by default the wildcard asterisk (*) in all freetext fields. By default implies that you do not have to insert it in your search. The search will use automatically all conditions, thus the conditions:
- begins with
- ends with
- contains
- word matching

If you put in "reg", IMS will provide an overview of cases in which these 3 characters occur. It will not be relevant if these three characters are used at the beginning, the end or within a word or line.

Search by *John* => gives as results cases with *John*; *Johnson*; *Johnny*
　　　　　　　　=> does not give as results cases with *Jonathan*
Search by *Ele* => gives as results cases with *Elena*; *Celentano*; *Helen*
Search by *Ena* => gives as results cases with *Ena*; *Elena*

The freetext fields in the facility SEARCH are:
- Reference number – national
- Initiating authority – complete name
- Person involved
- National ID number
- Reference number – national
- CCI-number
- ARINCO-number
- EFRD/ESF/EAGFF/FIFG-number
- Budget line

Please be aware that the "wildcard search" only works for freetext fields. For all other fields count that IMS will only perform a search on what has been put in as criteria.

⚠ Of course, search criteria need to respect the IMS-format. Example: a search on the year 200 will not lead to any results because it does not respect the format yyyy.

**1**

| Home | Cases | Requests | Search | Export / Import status ▾ | Administration ▾ | 👤 My info |

| Search for cases | Search for requests |

−

**Reference number - OLAF**

**Case ID**

**Fund**
Select a value ▾

**Persons**

**Person involved**
baker

**National ID number**

**2**

| case | 2.1.4 Company name Family name | 2.1.5 Trade name First name | 2.1.6 Parent name Independent prefix |
|---|---|---|---|
| 1 | Frozen **Baker**y Products NV | | |
| 2 | Warme Broodje VOF | **Baker**rij Bakt ze Bruin | |
| 3 | Warme Broodje VOF | **Baker**rij Bakt ze Bruin | |
| 4 | Bread and Butter LTD | | **Baker**y Spelt LTD |
| **5** | **Baker** & **Baker** | | |
| 6 | Morning**baker** | | |
| **7** | **Baker** | John | |
| **8** | **Baker**ianus | | |
| 9 | Ma **baker** Dance Projects | | |
| 10 | Black Sea **Baker**y Investments S.L. | | |
| 11 | DLW All Grain and Wheat | | **Baker**ies International RS |
| 12 | BB LTD | | Brown **Baker**y LTD |

### 1.4.2 How to perform a freetext search

You can perform a search by keying in the term on which you want to perform a search.

Example:
You want to find the cases in which John Baker is mentioned. You key the name "baker" in the search field PERSON INVOLVED (see image 1).

ⓘ The search criteria are case insensitive which implies that it is not relevant to use capitals (or not).

IMS will perform a search on the term "baker".

A search via the search field PERSON INVOLVED implies a search in 3 fields:
1.  Field 2.1.4          Company name     |          Family name
2.  Field 2.1.5          Trade name        |          First name
3.  Field 2.1.6          Parent name      |          Independent prefix

ⓘ A search on PERSON INVOLVED is a very specific search. The name of a person could occur in one of the above described fields. To avoid that you have to perform three times the same search and have to add the results together, IMS performs in one go a search on three fields. Of course, the results are also shown in one overview.

After the search is performed, IMS will show all cases in which the text "baker" occurs. You can check that case by case in IMS but you can also export the data in excel and check the data in excel. In this example, we exported the data in excel and checked fields 2.1.4 – 2.1.6. The text "baker" occurs as follow (see image 2):
▪ alone (case 7)
▪ part of a word (cases 1, 2, 3, 4, 6, 8, 10, 11, 12)
▪ in combination with other words (cases 5, and 9)
▪ part of a word together with a combination with other words (cases 1, 2, 3, 4, 5, 10, 11 and 12)

A search on the term "john baker" would have as result "no records":

| ☐ | Case ID | Reference number - OLAF | Reference number - national | ↓ | Status |
|---|---------|-------------------------|-----------------------------|---|--------|
| No record(s) | | | | | |

**List of cases**  **Refresh**

The reason is that the term "john baker" does not occur in the fields 2.1.4 – 2.1.6. IMS performs a search on the term "john baker" without concatenating the data of the fields 2.1.4 – 2.1.6

💡 Start your search with a short search term (3 – 5 characters) and refine your search if the number of hits is too high. Remember, the more specific a search the higher the risk of "no hit" although the case is in IMS.

**1**

| Home | Cases | Requests | **Search** | | | | **My info** |

**Search for cases** | Search for requests

| Reference number - OLAF | Persons |

**Case ID**

**Fund**
Select a value

**Person involved**

**National ID number**

**Search** **Export** **Reset**

**2**

| Home | Cases | Requests | **Search** | Export / Import status ▾ | Administr | | **My info** |

**Search for cases** | Search for requests

**+**

Search

**List of cases** **Refresh**

| ☐ | Case ID | Reference number - OLAF | Reference number - national | Registration date | Date of last change | Status |
|---|---------|-------------------------|-----------------------------|-------------------|---------------------|--------|
| ☐ | 10412 | EAGF/EAFRD / ES / 0 / 2003 / 562 | R595/3/ES/03/0562 | 23/02/2009 00:00:00 | 02/07/2018 13:11:44 | Closed |
| ☐ | 6059 | EAGF/EAFRD / UK / 0 / 2003 / 98 | EXETER 2003 098 | 23/02/2009 00:00:00 | 05/07/2018 09:53:26 | Open |

**3**

| Home | Cases | Requests | **Search** | Export / Import status ▾ | Administration ▾ | | **My info** |

**Search for cases** | Search for requests

**−**

| Reference number - OLAF | Persons |

**Case ID**

**Person involved**
baker

## 1.5    Reset

IMS keeps the search criteria in its memory after you performed a search. This is a well thought choice thus done on purpose. It makes it possible:

- to do an export with the same search criteria after you have performed a search
- to fine tune your initial search in order to drill down (see also Edit a search).

If you want to do a complete new search, you can push the button RESET (see image 1) which will empty all fields. Of course, you can also empty all fields manually.

## 1.6    Edit a Search

When the search results are listed, the search criteria are hidden behind those results. If you want to fine tune your search criteria, you just click the button ➕ (see image 2).

IMS will bring you back to the search criteria section. You will see that all your criteria are still in. You can then add, delete or modify your search and push again the button SEARCH or EXPORT.

When you click the button ➕ and went back to the search criteria section, you will see that the button ➕ changed into ➖.  By clicking on the button ➖ (see image 3), you go back to the previous search results even when you already changed your search criteria. The new search criteria will only have effect after you have pushed the button SEARCH or EXPORT.

| Home | Cases | Requests | Search | Export / Import status ▾ | Administration ▾ | | 👤 My info |
|------|-------|----------|--------|--------------------------|------------------|--|-----------|

| 📂 Open (46077) | 📁 Closed (51232) | ⟳ Zero Notification (929) | ✖ Cancelled (10873) | ♻ Expired (31924) | ? Anonymised (1) | 🗂 All |

Search

### List of cases                                                                 Refresh

| ☐ | Case ID | Reference number - OLAF | ↓↑ | Reference number - national | Programming period | Date of discovery (PACA) | Status |
|---|---------|-------------------------|----|-----------------------------|--------------------|--------------------------|--------|
| ☐ | 138859 | AMIF / RO / AMPNFAMI / 2017 / 44966 | | DFEN-FAMI-2017-neregula1 | 2014-2020 | 23/03/2017 | Open |
| ☐ | 82733 | EAGF/EAFRD / AT / 0 / 2014 / 10010 | | O4Z1200931863201 | 2007-2013 | 26/03/2014 | Open |
| ☐ | 82735 | EAGF/EAFRD / AT / 0 / 2014 / 10011 | | O4Z1201031867751 | 2007-2013 | 26/03/2014 | Open |
| ☐ | 82737 | EAGF/EAFRD / AT / 0 / 2014 / 10012 | | O4Z1201131869658 | 2007-2013 | 26/03/2014 | Open |
| ☐ | 82741 | EAGF/EAFRD / AT / 0 / 2014 / 10013 | | O4Z1201231874998 | 2007-2013 | 26/03/2014 | Open |

Showing 1 to 5 of 46077 record(s)

| Page size | 5 ▾ |
| 5 |
| 20 |
| 50 |
| 100 |

## 1.7 Search – the other one…

IMS offers also on every tab page a search facility. This search facility is limited to the cases presented on that tab page.

In the example (see image 1), you will find 5 cases displayed due to te page size of 5 records per page. If you perform a search on this tab page, the search will only be performed in the 5 cases displayed. If you set the page size on 100, the search will be performed on 100 cases.

This search facility is meant to perform a quick search on the cases which you selected via the tab page (incoming, finalised, rejected etc) or via SEARCH. In other words, you already know that the case that you are looking for is on that page but you do not know which one.

# 2. Support Team Contact Information

In case of problems, you should contact:
1. Your IMS-country-officer and/or IMS-liaison-officer
2. OLAF's IMS-team
3. OLAF-AFIS-IT-Help-Desk

| IMS-team | Address: Rue Joseph II, 30/B-1049 Brussels |
|---|---|
| | Internet e-mail: OLAF-FBM-IMS@ec.europa.eu |
| | AMS mailbox: EC-OLAF-IMS |

| OLAF-AFIS-IT-Help-Desk | Address: Rue Joseph II, 30/B-1049 Brussels |
|---|---|
| Tel: +32 2 296 27 27 | Internet e-mail: OLAF-AFIS-IT-HELP-DESK@ec.europa.eu |
| | AMS mailbox: EC-OLAF-IT |

**Use and processing of IMS-information**
**(article 5 of the delegated acts)**

1. The Commission may use any information provided by Member States in accordance with this Regulation to perform risk analysis, using information technology support, and may, on the basis of the information obtained, produce reports and develop systems serving to identify risks more effectively.

2. Information provided under this Regulation shall be covered by professional confidentiality and protected in the same way as it would be protected by the national legislation of the Member State that provided it and by the provisions applicable to the Union's institutions. Member States and the Commission shall take all necessary precautions to ensure that the information remains confidential.

3. The information referred to in paragraph 2 may not, in particular, be disclosed to persons other than those in the Member States or within the Union's institutions whose duties require that they have access to it, unless the Member State providing it has given its express consent.

4. The information referred to in paragraph 2 may not be used for any purposes other than the protection of the Union's financial interests unless the authorities that have provided it have given their express consent.