LIFE ASKREACH SUPPLIER FRONT END MANUAL – VERSION FOR SOFT LAUNCH 27/06/2019

LIFE · ASK
REACH

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Abbreviations

GS1 – A company providing supply chain standards such as barcodes (https://www.gs1.org/)

GTIN – Global Trade Item Number

GEPIR – Global Electronic Party Information Registry

SVHC – Substance of Very High Concern

ECHA – European Chemicals Agency

App – (smartphone) Appliction

GPC – Global Product Classification

UPC – Universal Product Code

EAN – International Article Number

CAS – Chemicals Abstracts Service number, a unique number to identify chemical substances

EC – European Communicty number for chemicals

URL – Uniform Resource Locator (web address, or file location on your computer)

1   Quick Start

Is this your first time registering to the AskREACH supplier front end?

These Quick Start instructions provide you a fast glance on how to register and start working with the AskREACH supplier front end. Go directly to page 6 for more in depth guidance and information on the AskREACH system.

Follow the below steps to get started!

A.   To connect to the AskREACH supplier front end, **go to** https://suppliers.askreach.eu/ (for suitable browsers see chapter 3.3)

B.   To register first time, click **"Register"** (below the "Log in" button).

C.   **Fill in** the requested information (full name, your personal e-mail address, password), click "**Register**" and follow the given instructions. You will receive a verification e-mail to the specified e-mail address. Please click on the delivered activation link.

D.   You are now connected to the AskREACH supplier front end. Check your company information by clicking the small arrow next to your name, then click "**Profile**". Modify your company information at the "Profile" page if needed.
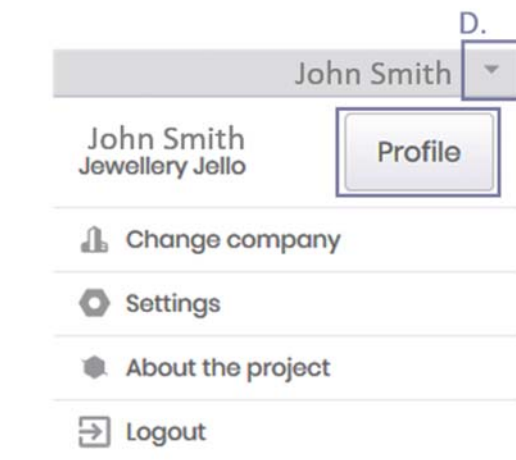
If you specified that you are a barcode owner, there are three buttons on the upper left corner of your screen: "Requests", "Articles" and "Barcodes". Retailers see only "Requests" and "Articles".

E. If you are a barcode owner, go to "**Barcodes**", insert your barcodes (company prefix or a specific barcode range) and click "**Add barcodes**".

F. To add single articles, go to "**Articles**" leaflet, click "**Add article**" and add article information manually.

G. To bulk-upload multiple articles, click "**More**", then "**Import**" and upload your pre-filled AskREACH supplier declaration form (.xlsx) file.

You have successfully added your barcodes and article information about substances of very high concern (SVHC) in the AskREACH database!

Consumers can now view your article SVHC information via the AskREACH smartphone application (after the app launch in October 2019) and you will not have to answer to each individual SVHC request for these articles.

2   About the manual

The purpose of this manual is to explain the functionalities of the AskREACH supplier front end. The first chapter of this manual consists of a Quick Guide for a fast set-up of the supplier front end account and a quick glance on the main functionalities of the front end. The second chapter explains the purpose of this manual. The AskREACH system is then further explained in the third chapter and the fourth chapter instructs the user on how to register to the AskREACH supplier front end and how to edit company as well as personal user profile. The fifth chapter explains the GS1 barcode system and its relation to the AskREACH front end as well as how to set up barcodes to the AskREACH supplier front end as a barcode owner. In the fifth chapter of this guide, the uploading of SVHC information of articles manually and in a bulk form is introduced.

3   About the AskREACH system

3.1   Introduction

The AskREACH system is an outcome of a European project, LIFE AskREACH, funded by the European LIFE program. The project LIFE AskREACH has 20 partners in 13 Member States, the German Environment Agency (UBA) being the project coordinator. These partner states include Sweden, Denmark, Germany, Luxembourg, France, Spain, Portugal, Greece, Croatia, Austria, Latvia, Poland and Czech Republic. It is envisaged to have the system running in all EU Member States, EEA countries and EU candidate countries at the end of the project in August 2022. The project consortium consists of a variety of European research institutes, non-governmental organizations (NGOs), governmental organizations and competent authorities, who all contributed to the set-up of the functionalities and requirements of the AskREACH system (Figure 3.1). The system is available in all participating countries, and the smartphone application for consumers is translated to the respective languages.

The main purpose of the AskREACH system is to facilitate the communication of information on Substances of Very High Concern (SVHCs) in articles between article suppliers and consumers. The European regulation concerning the Registration, Evaluation, Authorisation and Restriction of Chemicals (REACH, Regulation (EC) 1907/2006) stipulates that every supplier of an article containing 0.1% (w/w) or more of an SVHC, is obliged to inform at least about the name of the SVHC as well as to give instructions on its safe use within the article supply chain (Article 33(1)

REACH). This information must also be provided on request to consumers within 45 days (Article 33(2) REACH). The European Chemicals Agency (ECHA) manages a Candidate List of the currently identified SVHCs and updates the Candidate List normally twice per year with new substances.

3.2   AskREACH supplier front end

The AskREACH supplier front end is a browser based, free of charge system that allows article suppliers (manufacturers, importers and retailers) to manage and answer consumer requests on Substances of Very High Concern (SVHC).

The AskREACH supplier front end is connected to a database, into which any article supplier can store their article SVHC information. This information is managed by the supplier via the AskREACH supplier front end. The article SVHC information added to the database by an article supplier is also accessible to any consumer via the AskREACH smartphone application with which a consumer can view the SVHC information of articles within the database or send an SVHC request for articles not yet included in the database. Any supplier of an article is able to answer a consumer request via the AskREACH supplier front end. In addition to the supplier front end and the smartphone application (app, consumer front end), the AskREACH system consists of an administration front end, allowing the administration of the system. Project partners of the AskREACH project are in charge of their regional version of the AskREACH app and monitor the use of the system via the administration front end. In addition, the system has a web portal for consumers allowing its use without a smartphone.
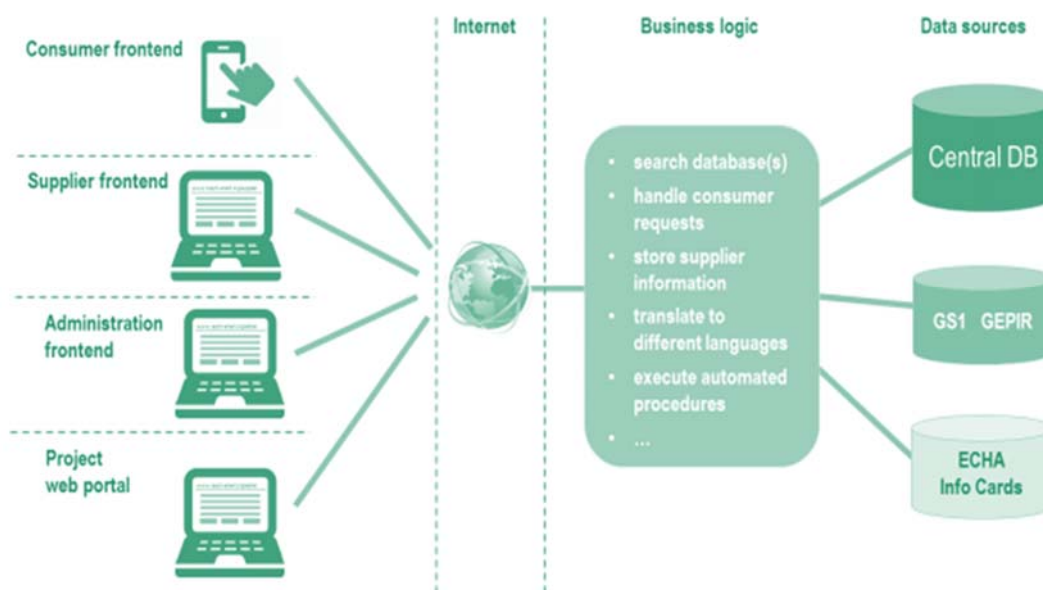
Figure 3.1 The complete AskREACH system and business logic.

This manual explains how to use the AskREACH supplier frond end. The AskREACH supplier front end has four main functionalities allowing article suppliers to;

1. Register barcodes to the system

2. Manage article SVHC information

3. Manage and answer consumer SVHC requests

4. See statistics on SVHC requests (not implemented in current version)

The function of registering barcodes is destined for barcode owners who can, by using this functionality of the AskREACH system, define and save into the system the barcodes they own. Barcode owners can set either an entire GS1 company prefix, or a specific GTIN-8/12/13 barcode range to the AskREACH supplier front end. Managing article SVHC information is the second main functionality of the AskREACH supplier front end. This function allows the user to enter, store and edit information on articles within the AskREACH system. Article SVHC information entered in the

supplier front end will be stored in the AskREACH database, from which consumers can retrieve the SVHC information via the AskREACH smartphone application. The third functionality of the AskREACH supplier front end allows the user to manage and answer consumer SVHC requests. This functionality also allows the user to provide a personal response message to the requesting consumer, thus also acting as a communication platform between article suppliers and their clients. Among the possibility of replying to a consumer request, this functionality provides the user a possibility to save the article information into the AskREACH database in order to avoid individual replying to further consumer requests for the same, already requested article.

3.3 AskREACH supplier front end system requirements

To get started with the AskREACH supplier front end, please make sure that your computer/tablet device internet browser meets or exceeds the following requirements. Please note that no smartphone support is given.

Table 3.1 AskREACH supplier front end system requirements.

Internet Browser and version
Internet Explorer v. 10 and higher, Edge
Firefox v. 52 and higher
Google Chrome v. 60 and higher
Safari v. 10 and higher

4 Registering your company in the AskREACH system

4.1 Registering and logging in

To get started with the AskREACH supplier front end, you need an internet connection and a computer meeting the system requirements listed in the previous chapter (3.3) of this manual. Follow the next steps (1-6) to register into the system if you are a new user, or to log into the system if you already have registered.

1. Open your browser (e.g. Internet Explorer, Google Chrome, Firefox or Safari) and type the address of the AskREACH supplier front end in the address bar of your browser: https://suppliers.askreach.eu/

2. You are now in the log in page of the AskREACH supplier front end. To register first time in the system, click "**Register**" (Figure 4.1). If you already have an account in the system, type your corresponding e-mail address and password and click "**Log in**", then pass on to the next chapter (Chapter 4.2) of this manual.
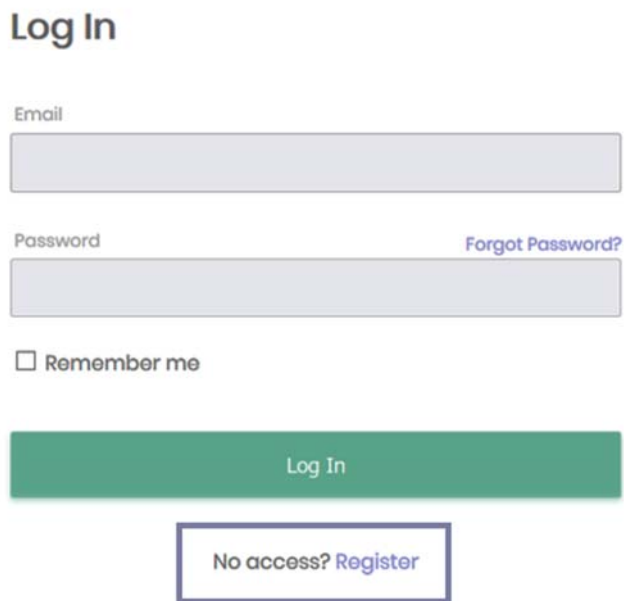
Figure 4.1 Login page of the AskREACH supplier front end.

3. You are now in the register page (Figure 4.2). Fill in the requested information (full name, personalized e-mail address such as john.smith@jello.com, password) and click "**Register**".

Figure 4.2 Register page of the AskREACH supplier front end.

4. You are then asked to accept the terms and conditions (please read the data privacy policy and the terms of use) and to verify your e-mail address (Figure 4.3). To do this, go to your mail box of the corresponding e-mail address, open the verification e-mail sent to you by the AskREACH system and click the link provided in the mail. You will be directed to complete your registration process. Manual verification of company details may be performed by the regional administrators (concrete procedure under preparation).

Figure 4.3 Acceptance of terms and conditions and E-mail verification message.

5. Complete your registration (Figure 4.4) by choosing to either affiliate to an existing company or create your own organization (if your organization does not yet have an account in the AskREACH system). Then click "**Complete registration**".
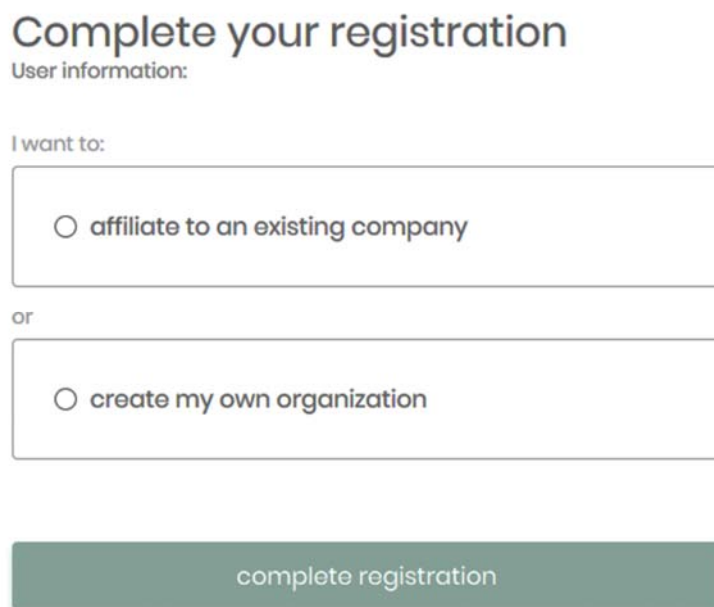
Figure 4.4 Complete your registration into the AskREACH supplier front end.

6. To create your own organization, fill in the information requested (company name, street address, postal code and city, country) and define whether you are a barcode owner, a retailer or both (Figure 4.5).
   - You are most likely a "Barcode owner" if your organization has acquired a GTIN barcode range from GS1 (or a reseller of GS1 barcodes).
   - You are most likely a "Retailer" if you commercially sell (but do not manufacture) articles in a shop, either online or brick-and-mortar and your articles already have barcodes before they enter your premises.

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Being a "Barcode owner" means that you can add articles to the database and be approached by consumers and retailers for SVHC information. As a retailer, you can also add article information to the database, query your suppliers for SVHC information of the articles, and be approached by consumers for SVHC information about articles you sell.

Figure 4.5 Create your organization in the AskREACH supplier front end.

4.2   Editing your company profile

You have now successfully registered and logged into the AskREACH supplier front end. By default, you have landed on the "**Start**" screen of the front-end platform. In addition to the "Start" leaflet, on the upper left side of your screen you can also see three other leaflets: the "Requests", "Articles" and "Barcodes" leaflets (Figure 4.6). On the upper right side of your screen, you see your name

and a small arrow is located on the right side of your name. Follow the next steps to edit the information on your company profile.

Figure 4.6 The three leaflets of the AskREACH supplier front end; "Requests", "Articles" and "Barcodes". By default, when logging into the system, you are directed to the "Articles" leaflet.

1. Click on the **small arrow** on the right side of your name. Then click "**Profile**" (Figure 4.7).
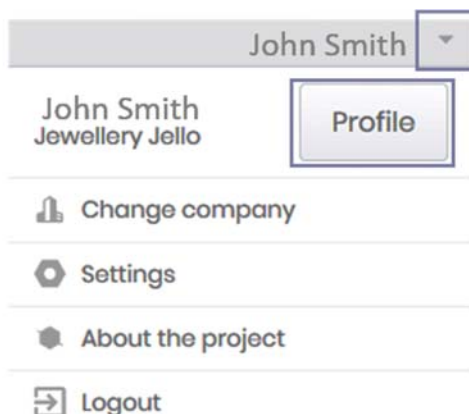
Figure 4.7 Path to the company profile page.

2. You are now at the "Edit profile page", where you can edit the information of your company in the "*Edit company*" box. Choose the company you want to edit from the "*Select company*" box (to add another company, click on the small arrow next to your name at the top right corner and choose "Change company, then "Add company" and fill in the required information). You can define the name of your company, the contact e-mail address for SVHC requests (general address such as reach@jello.com) and the company address in the respective fields. You can edit the information of your public profile that is visible to the consumer app users in the "*Public profile information*" box allowing you to upload your company logo and write a free

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text description of your company. To upload your logo, click "**Browse computer**". You can choose a file you would like to display in the public profile from the following file formats: .jpg, .png.

3. To define whether you are a retailer or a barcode owner, check one or both of the respective check boxes in the "*I am a*" box below the "*Public profile*" box. As a retailer, you have the right to upload information about the articles that you sell. You have a permission to overwrite any crowdsourced data (data provided to the database by the app users), but the information you add to specific barcode(s) will be replaced with the information provided by the barcode owner in case he/she uploads his/her article SVHC information in the AskREACH system.

4. Click on the "**Save**" button to save any changes made to the "*Edit company*" box or "Discard changes" in case you do not want to save the changes made to the "*Edit company*" box.

4.3   Editing your user profile

You can also edit the user profile information of the AskREACH supplier front end. To edit your user profile information, follow the next steps (1-5).

1. Click the "**Edit details**" button in the "*User profile*" box on the right of the "Edit profile" page.

2. You are now in the "**Edit account**" leaflet. From the top left of your screen you can choose either to go back to the "Edit profile" page or to choose whether to edit your account ("Account" leaflet) or your password ("Password" leaflet).
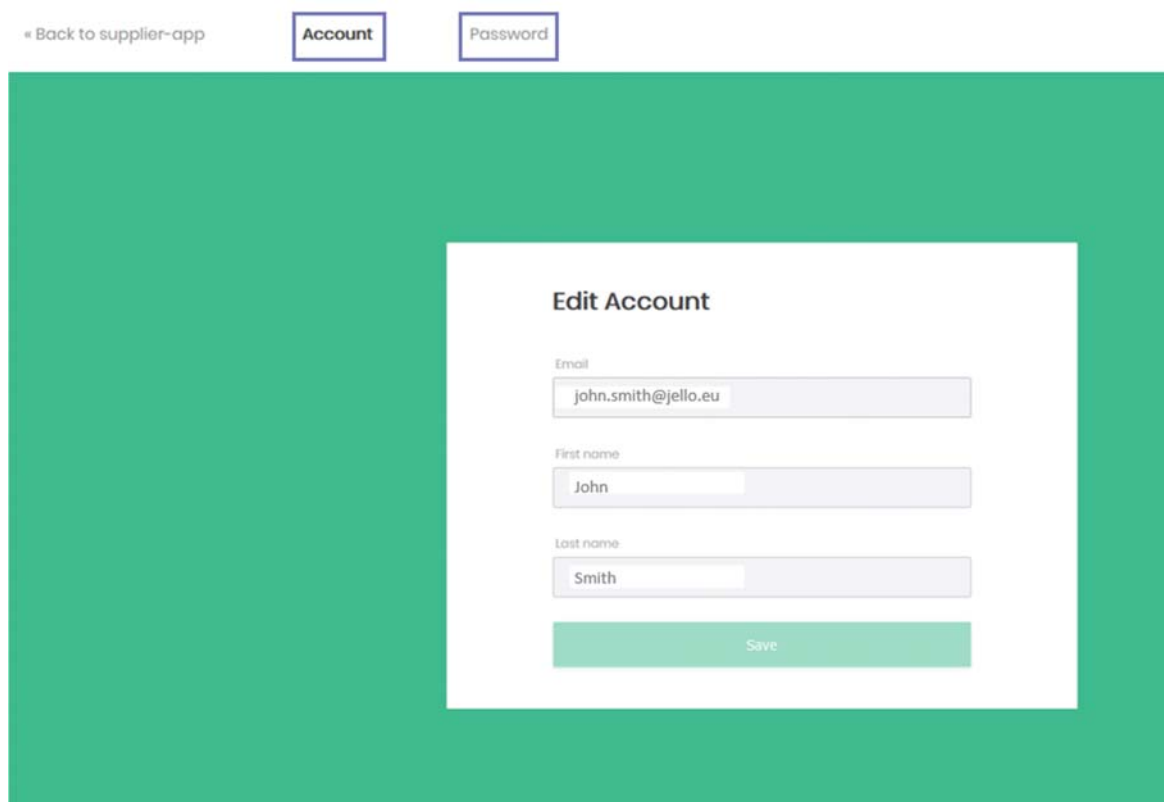
Figure 4.8 Edit account page. Choose the "Account" leaflet to make changes to your account or the "Password" leaflet to change your password.

3. In the "Edit account" page (Figure 4.8), you can change your e-mail address, your first name and your last name in the respective fields. Click "**Save**" to save any changes in your account details.

4. To change your password, click the "**Password**" leaflet. Enter your current password in the "password" field, then enter your new password in the "New password" field and finally confirm your new password in the "Confirm password" field. Then click "**Save**" to save changes (Figure 4.9).

Figure 4.9 Change password.

5. The system then confirms your password update (Figure 4.10). You can go back to the "Edit profile" page by clicking the "Back to supplier-app" at the top left corner of your screen.

Figure 4.10 Confirmation of change of password.

In case of an error in your existing password, the system informs you with the following error message (Figure 4.11).

Figure 4.11 Error message for invalid existing password.

In case the new password entered does not match with the password confirmation, the system will give you the following error (Figure 4.12).

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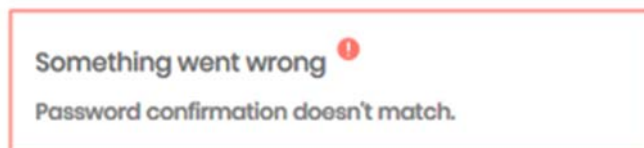
Figure 4.12 Error message for a mismatch in password confirmation.

5 Setting of barcodes

You have now edited and completed your company information on the AskREACH supplier front end. If you defined in the "*Edit company*" box that you are a barcode owner, you now have to define to the AskREACH system the barcode(s) you own. If you are solely a retailer and do not own any barcodes, you can skip this chapter and move directly to chapter 6: Uploading article information. You can first have a read on what is a barcode and especially what is the relation of GS1 barcodes and the AskREACH system.

5.1 About GS1 barcode system

The AskREACH supplier front end allows you to register GTIN-8/12/13 barcodes. These barcode types are also known as EAN-8/EAN-13 (Figure 5.1) or UPC-E/UPC-A barcodes[1]. These barcodes are issued globally by GS1 and can be found on virtually every consumer product in the world. See **Figure *5.1*** for an example of an EAN-13 (GTIN-13) barcode. As a GS1 client, your organization has also a unique so-called "GS1 Company Prefix" assigned. This prefix refers to the first part of the barcode and remains the same for all your articles.

Figure 5.1. Example of EAN-13 (GTIN-13) barcode

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[1] https://www.gs1.org/standards/barcodes/ean-upc

Specifying the barcodes or company prefix in the AskREACH system helps the system to connect the consumers to the right suppliers in order to be able to ask for SVHC information about articles. See more details in the next section (Chapter 5.2).

5.2 Setting your barcodes into the AskREACH system

Now that you are familiar with the GS1 barcode system and its relation to the AskREACH system, you can set your barcodes in the supplier front end. The AskREACH supplier front end allows you to set an entire company prefix of yours or a specific barcode range that you own. Follow the steps 1-3 to complete the setting of your barcodes in the AskREACH supplier front end.

1. To set your barcode(s) in the AskREACH system, click on the "**Barcodes**" leaflet.
2. In the "*Add barcodes*" box (Figure 5.2):
   a. Set a GS1 company prefix owned by your company by writing the digits of your company prefix and choose "**Global Company Prefix (GS1 UPC/EAN)**" from the dropdown menu on the right. Then click the "**Add barcode**" button. You have now defined that your company owns the entire range of barcodes available for this company prefix.
   b. To enter a specific barcode range, enter the two extremities of the GTIN-8/12/13 range (minimum and maximum) separated with a "-" and select "**GS1 UPC/EAN**" from the dropdown menu on the right. Then click the "**Add barcode**" button. You have now defined that you own a specific range of barcodes.

Figure 5.2 Add barcodes box of the "Barcodes" leaflet.

3. You have now saved into the AskREACH system the barcodes owned by your company. The barcodes should appear on your screen below the "*Add barcodes*" box, with a green "validated" sign on their right side. You can erase any of your barcodes by clicking the rubbish bin next to the respective barcode you want to erase.

5.3 Errors in barcode setting

The AskREACH system verifies the GTIN-8/12/13 barcodes you enter to the supplier front end as "your barcodes" by querying the GS1 GEPIR database and possible manual verification. If the GS1 barcode entered is not owned by your company or is not in the required format through verifying the check sums, you will get an error message. In the latter case, the barcode field will be highlighted red and a sentence "Field does not match criteria: invalid format" will appear below the field (Figure 5.3).

Figure 5.3 Error message displayed in case of invalid GS1 barcode format.

In case the AskREACH system cannot verify the ownership of the entered barcode automatically via GEPIR, a "pending for verification" status will be displayed (Figure xx, not implemented in current version).

6   Uploading article information

You have now successfully edited your company information in the "Edit profile" page. If you are a barcode owner, you have in addition, successfully saved the barcode(s) you own. You can then start adding your article information into the system, to be able to save the information in the AskREACH database for further visibility of your article SVHC information in the AskREACH smartphone application. To do so, you have several options; 1. You can upload individual article information manually (chapter 6.1), article by article 2. You can bulk upload article information for multiple articles at a time by using the AskREACH supplier declaration form excel file (chapter 6.2.1) or 3. You can bulk upload article information for multiple articles at a time by using the IPC 1752 industry standard (chapter 6.2.2, not implemented in current version).

6.1 Manual upload of a single article

With the AskREACH supplier front end, you have the possibility to upload the SVHC information of single articles manually. The uploading of articles takes place in the "Articles" leaflet of the front end. To upload information on a single article, follow steps 1-6.

1. Click the "**Articles**" leaflet of the supplier front end. On the top right of your screen, click the "**Add article**" button. You will land to the "Register article" page (Figure 6.1).
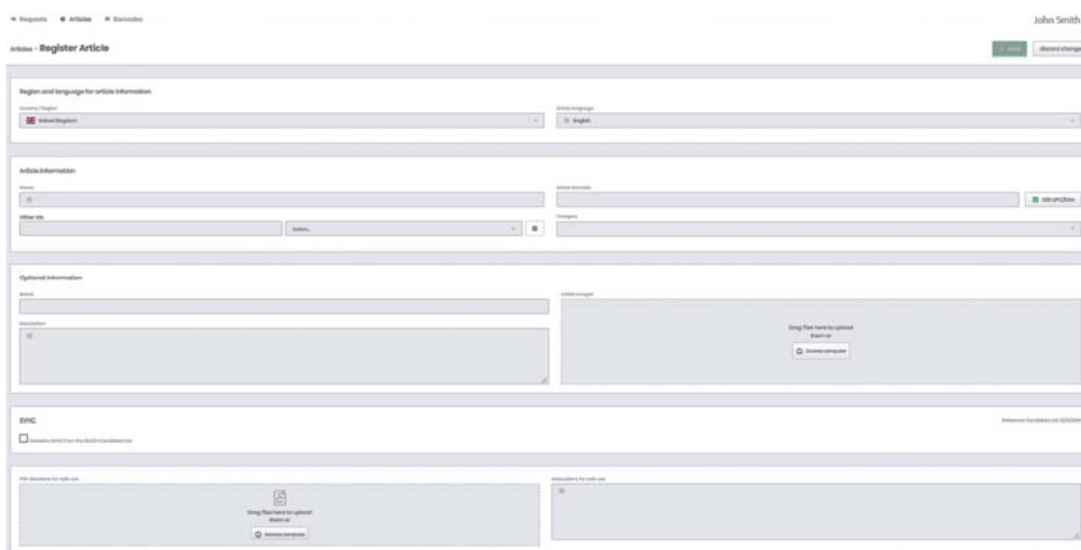

Figure 6.1 The "Register article" page. Here you can enter and save the relevant information on the article you want to register to the AskREACH database.

2. Fill in the article information as follows:

   a. In the "*Selected language for article information*" box (Figure 6.2) you have to define the language you use for the information on the specific article (mandatory information). Choose the corresponding language from the "Article language" dropdown menu. You have a choice between all the official 24 languages of the European Union. You can choose more than one of these languages if you wish. It allows you to specify article attributes in different languages (the fields with globes). The smartphone app users will be shown the article information in the language that is set in their smartphone (if you have provided the article information in that language for the specific article).

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Selected language for article information

Article language

🇬🇧 English ▾

Figure 6.2 The "*Selected language for article information*" box of the "Register article" page.

b. In the "*Article information*" box (Figure 6.3) you have to give a name for the article (mandatory information, shown to consumers via the AskREACH app). You should also define the barcode specific to the article (shown to the consumers via the AskREACH app). The barcode is optional, because there are articles on the market without a barcode. In the future, by unchecking the "GS1 UPC/EAN" box you can declare that the given barcode does not follow the GS1 barcode specifications. However, currently the system enforces you to follow the defined barcode ranges/company prefixes. To further identify your article, you can give additional information on the article to the "Other IDs" field (voluntary information). To select the type of added information, choose either "IDs" or "Lot/batch number" from the dropdown menu. To add further rows, click the "+" button. To categorize your article within the Global product Classification (GPC) standard, choose the correct classification from the dropdown menu (voluntary information). Enter a search term to identify the best matching categories (Figure 6.4).

Article information

Name

⊕

Article Barcode

☑ GS1 UPC/EAN

Other Ids

Select.. ▾ ⊡

Category

▾

Figure 6.3 The "Article information" box of the "Register article" page.

Figure 6.4 Enter a search term to the category field to quickly find corresponding category.

c. In the "*Optional information*" box (Figure 6.5) all added information is non-mandatory. Here you can add a brand name for the article, a free description of the article as well as an image of the article. An image is strongly recommended, especially in the case that your article does not have a GS1 barcode. It helps the consumer to verify that the provided information actually belongs to the given article.
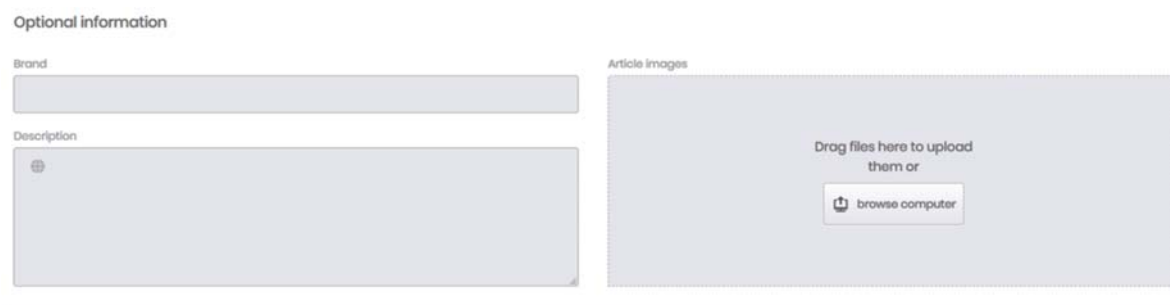

Figure 6.5 The "Optional information" box of the "Register article" page.

d. In the "*SVHC*" box you declare the SVHC content of the specific article (Figure 6.6).

Figure 6.6 "*SVHC*" box of the "Register article" page.

On the right side of the box, you can see the most recent version of the Candidate List to which the article information and the AskREACH system is relying on. When ECHA updates the Candidate List, a button next to the reference Candidate List will be available, with which you can update the reference Candidate List (Figure 6.7).

Reference Candidate List: 15/01/2019   Update available

Figure 6.7 When ECHA updates the Candidate List of SVHCs, a button for reference list update will appear in the "SVHC" box. By clicking the button, you enable the system to update the reference Candidate List to the most recent version.

If your article contains any SVHC identified on the Candidate List of Substances of Very High Concern in a concentration above 0.1% (weight by weight), check the "contains SVHC > 0.1% from the Candidate List" box. The system then gives you the option of choosing your SVHC from the dropdown menu. You can start typing in the name, the CAS (Chemical Abstracts Service) number or the EC (European Community) number of your substance in the field of the dropdown menu to find it easily, or scroll down the menu until you find the relevant substance. You can then choose whether the SVHC is located within the article and/or in the packaging by tapping the corresponding choice and provide further information on the location or concentration of the SVHC within the article to the field of free text. You also have the possibility to provide a .pdf file for further information on the location or concentration of the article (e.g. an explosion chart of the article). By clicking the "trash bin", you can remove the SVHC entry.

e. In the "*PDF directions for safe use*" box (Figure 6.8) you can provide an additional .pdf file for directions on safe use of the article. Click "Browse computer" and select the corresponding file for upload or drag and drop the file to the "Drag files here" field.

f. For further instructions on safe use, you can also use the free text field provided on the right hand side of the "*PDF directions for safe use*" box.

Figure 6.8 "PDF instructions for safe use" box of the "Register article" page.

3. When you have completed all the relevant fields for the article information, click on "**Save**". You are then informed that your article data has been saved to the AskREACH database (Figure 6.9). The information defined as public is now available to the users of the AskREACH app. The app user will see the following information: the name of your company as defined in the supplier front end, the date of data entering, the information whether the article contains or does not contain any SVHC > 0.1% (w/w), the name(s) of the SVHC(s) and the version of the Candidate List the information is referring to. In addition, "factsheets" on each of the SVHCs in the current Candidate List are provided, giving the app user some information on the substance. The information provided in the factsheets is also available on the website of the AskREACH project.

Figure 6.9 Positive feedback message indicating that your article information is saved to the AskREACH database.

4. You can now further edit the article information by clicking the "**Edit article**" button on the top right corner of the screen (Figure 6.10).
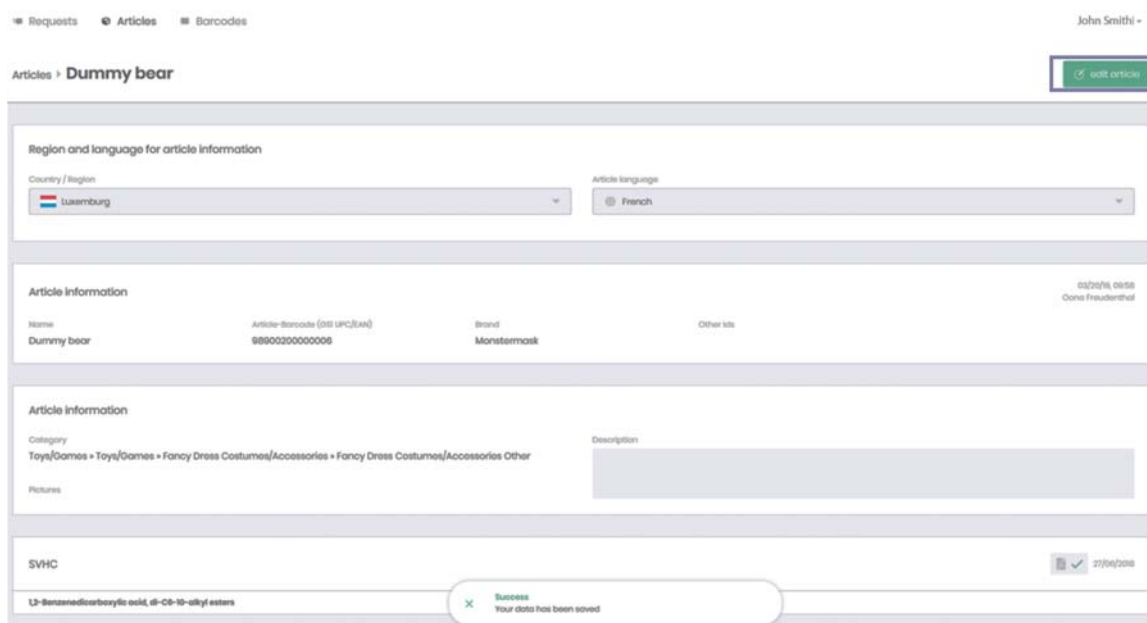
Figure 6.10 After saving the article information, you can further edit the information by clicking the "Edit article" button.

5. If you go back to the "Articles" leaflet, you should now see the article you just saved listed there (Figure 6.11). The listing includes the name, brand, barcode number, category as well as the date of the last changes made to the article information. The "status" indicates if the essential details of an article have been entered and under the "Candidate List", you can see the date of the Candidate List version to which the article information is updated. You can search articles by key words with the search bar provided at the top right corner of the screen. In the filter menu you can select articles based on their properties like brand, categories, or status.

Figure 6.11 Saved articles are listed at the "Articles" leaflet.

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6. If the article information is not up to date concerning the Candidate List version, an "Update" button will be displayed under the "Candidate List" column of the article in question. Click on the "**Update**" button of the article to be updated, then confirm in the "*Update Candidate List for article*" window (Figure 6.12) that you want to update the article information to refer to the latest Candidate List. The article information is now updated to refer to the latest Candidate List.
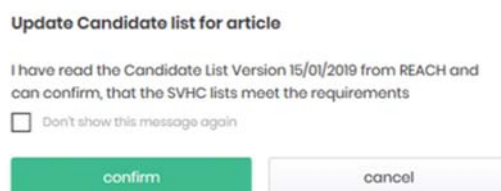

Figure 6.12 Update Candidate List for article.

You can perform this update individually per article or in bulk for all articles with pending update. To do so, you a) filter for the articles that have a pending Candidate List update by using the "filter" function at the top right of the screen (Figure 6.13); b) select all listed articles through clicking on the check box in the article list heading (Figure 6.14); c) click on "Update Candidate list for *nn* articles" where *nn* is the number of selected articles (Figure 6.15).
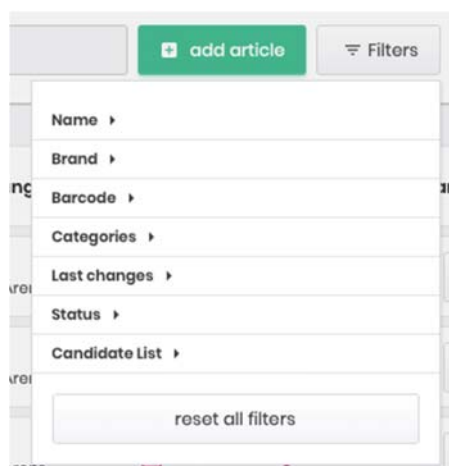

Figure 6.13 Filtering articles by Candidate List version.

Figure 6.14 Select all filtered articles for Candidate List update.

Figure 6.15 Select "Update Candidate List for *nn* articles" to bulk-update article information to the most current Candidate List.

6.2 Bulk-upload of multiple articles

If you have multiple articles in your article portfolio, adding them one by one to the AskREACH system can be time consuming. The system therefore offers you the possibility to either collect the SVHC information e.g. from your suppliers to an AskREACH Excel template that can then be used to bulk upload the information to the AskREACH supplier front end (Chapter 6.2.1), or to bulk upload the information directly from an IPC 1752 industry standard (Chapter 6.2.2 not implemented in current version).

6.2.1 Bulk-upload from AskREACH supplier declaration form

The AskREACH supplier declaration form (an Excel file) can be used to request SVHC information of your articles directly from your article supplier(s), in which they can list the relevant information. To request for the information, you can use the letter template (word file) provided by the AskREACH project (currently via the regional administrators; in the future directly via the front-end). The A. Form of the letter template should be returned and signed together with the filled supplier's declaration Excel file. The supplier should indicate the name of the legal entity, name of the REACH contact person, e-mail address of the REACH contact person, date of the declaration and the reference Candidate List at the top of the excel file (Figure 6.16). For each article, the supplier should indicate at least the name of the article (column A) as well as the information on whether the article contains SVHC > 0.1% (w/w) or not (column G). In the case that the article

contains SVHC > 0.1% (w/w), the name of the SVHC (column H) together with directions for safe use (column K) should be indicated as a minimum.
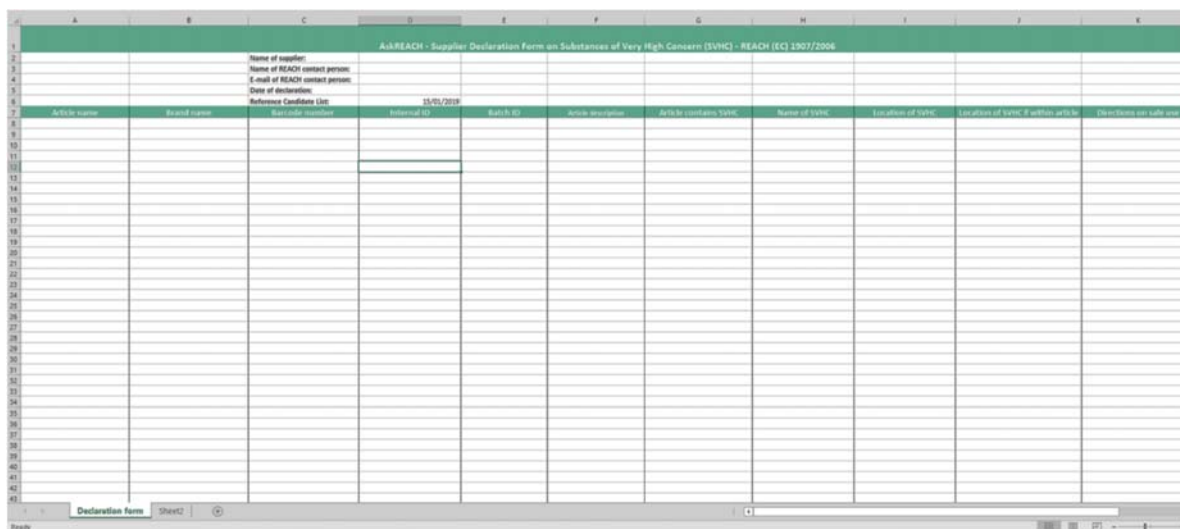

Figure 6.16 AskREACH supplier's declaration form excel template.

This template can then be used to bulk-upload the article information to the AskREACH supplier front end. To bulk upload articles with the excel template, follow steps 1-5:

1. In the "**Articles**" leaflet, click the "**More**" button located on the right side of the screen (Figure 6.17).
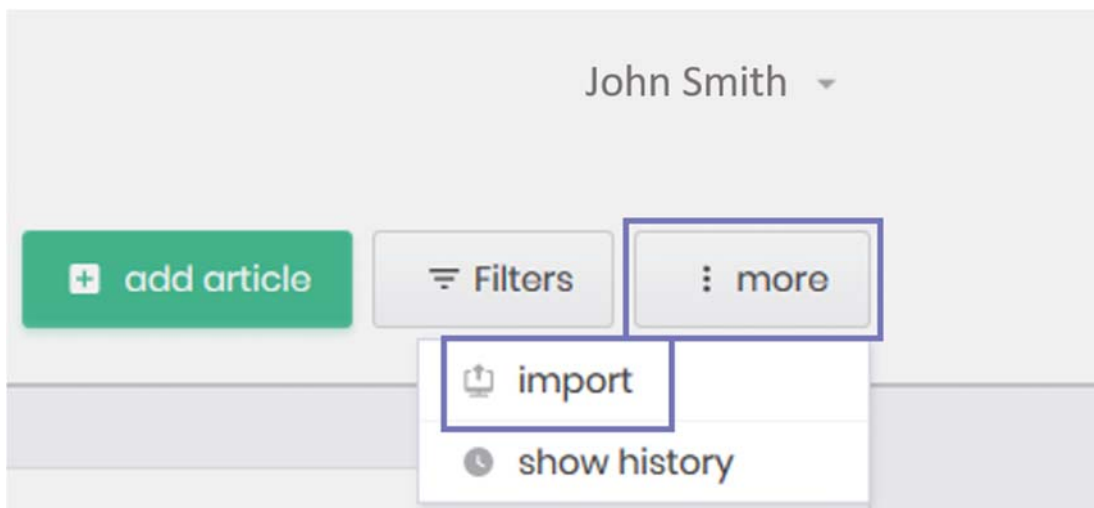
Figure 6.17 To bulk upload articles to the supplier front end from the AskREACH Excel file, click "import".

2. You are now at the "Upload file to start import" window (Figure 6.18). Here, you can either enter the file URL to the first field provided, upload the file by dragging and dropping it to the second field provided or clicking "**Browse computer**" to browse through files and select the file for import.

Figure 6.18 The "Upload file to start import" window.

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3. When you have selected the correct file, the file name appears to the "Upload file" field, a green "check" mark appearing on the left side of the name. Click then "**Test import**" to import the file containing the article information (Figure 6.19). The data is <u>not</u> stored in the database at this point.
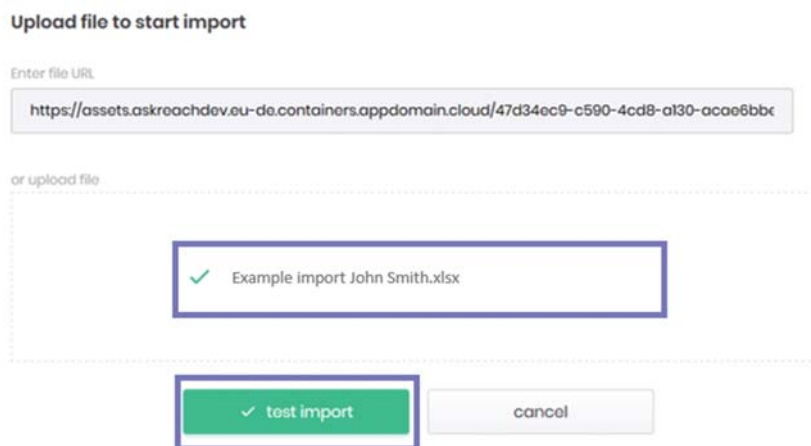
Upload file to start import

Enter file URL

https://assets.askreachdev.eu-de.containers.appdomain.cloud/47d34ec9-c590-4cd8-a130-acae6bbc

or upload file

✓   Example import John Smith.xlsx

✓ test import   cancel

Figure 6.19 Selection of file for upload completed.

4. You are now at the "Import articles" page in which you see all your imported articles listed, with the name of the article and the import status as well as an error message (if applicable) indicated. The status of the import indicates "Complete" if the import and the article information in the imported file have been correct. In the case of incoherence or error in the article data, the status will indicate the import to be incomplete, and an error message will occur. At the top of the page, you can see the summary of the upload results, indicating the number of articles with upload completed and the number of articles with errors found.

The system will then verify the contents of the uploaded file and perform certain checks depending on whether your organization owns barcodes and if the organization is being declared as a retailer.

a. For barcode owners, the system will verify if the specified barcodes match the indicated GCPs or barcode ranges.

b. For retailers, the system will verify if information about the articles in the database already exists and suggest these for reference.

A combination of both checks will be performed if the organization is registered both as a barcode owner and retailer. Figure 6.20 shows an example for a barcode owner indicating for one article that the specified barcode does not match with the information given in the company profile. You have the option to either "Save articles" that are correct (the incorrect one will be ignored) or fix the errors and upload the corrected file. Figure 6.21 shows an example for a retailer indicating that the system a) could not find matching articles in the database (i.e. the supplier did not insert any article data, yet), but b) could identify the most likely article supplier (i.e. barcode owner) of the uploaded articles based on the partial barcode matches (GCP). The retailer can now select the suggested supplier (or provide own supplier contact data) and choose for which articles they would like to send SVHC information requests to the barcode owners.

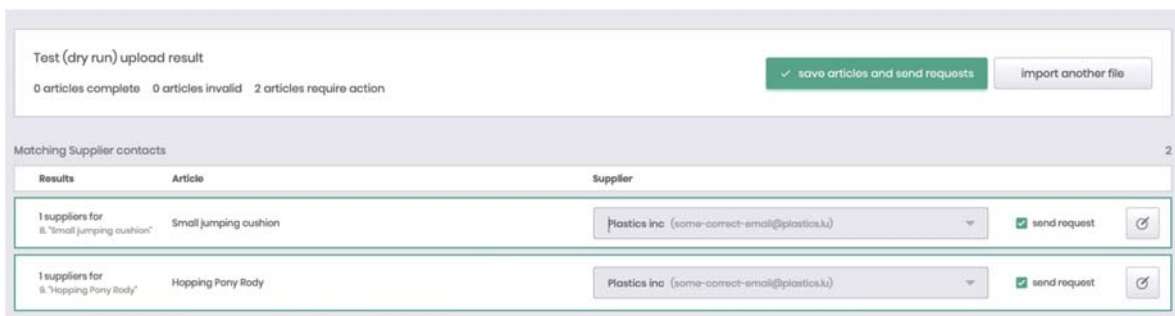**Figure 6.20.** Test upload result Barcode Owner

Figure 6.21. Test upload result Retailer

5. To save all uploaded articles into the AskREACH database, click "**Save articles**" on the top right corner of the screen. When the import of the articles is complete, you will get a feedback indicating that the data has been imported successfully (Figure 6.22).
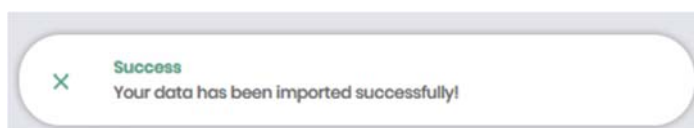

Figure 6.22 Feedback message indicating a successful import of article information.

6.2.2 Bulk-upload with IPC 1752 standard
not implemented in current version

7 Receiving and answering consumer SVHC requests

Consumers are able to create SVHC requests via the AskREACH smartphone application and send to the corresponding article suppliers. When you get a consumer SVHC request for an article that your company supplies and for which there is no information in the AskREACH database or it has not been updated according to the latest Candidate List, the request is displayed at the "Incoming" window of the "**Requests**" leaflet (Figure 7.1). The top of the list of requests shows the sender of the request (from) and the recipient of the request (to). The date, article barcode (if applicable) and the article name are also displayed. The status indicates whether the request has already

been answered ("answered") or whether an answer is pending ("need response"). You can search requests by keywords with the search bar provided at the top right corner of the screen.

Figure 7.1 List of consumer SVHC requests on the "Requests" leaflet. The status of each request indicated whether the request has been answered or whether an answer is still pending.

You have the option to forward the request to your supplier; he can then provide you the necessary information. However, please note that according to REACH Article 33, answering the SVHC request you initially received from a consumer still remains your responsibility. To answer an SVHC request, follow steps 1-8. To forward a request to your supplier, follow steps 9-10.

1. To answer a request, click on the request you want to answer, listed in the "Requests" leaflet. You will be redirected to the request answering process, which will have three phases.

2. In the first phase, in the "Response and SVHC" leaflet, you can see the "*Request information*" box (Figure 7.2), including the original request message. In the "Your request response" field you can add a personalized message to the specific request. This message will be sent only to the recipient of the specific answer in question and will not be saved in the AskREACH database.

Figure 7.2 The request information box of the "Response and SVHC" leaflet.

3. Fill in the SVHC information in the respective box as described earlier in this manual (chapter 6.1 step 2d).

4. When all the information is filled, click on the "**Continue**" button.

5. You are now at the second step of the answering process, at the "Article information" leaflet. Fill in the article information as described in Chapter 6.1 of this manual. Then click "**Continue**".

6. You will then be informed that you have not saved changes made to the article. To avoid having to answer future requests for this specific article, you may save the article information in the AskREACH database. To do this, click on "**Save and continue**". If you do not wish to save the information of this article into the database, click on "Continue without saving". Saving the article information is recommended.

7. You are now at the "Summary" leaflet of the answering process. You can verify the information you provided to the answer and, if necessary, go back to the previous steps for editing by clicking the respective step from the left corner of the screen ("Response and SVHC" or "Article information").

8. When you have verified the answer in the "Summary" leaflet, you can send the answer by clicking "**Send**". You will receive a message indicating that your answer has been successfully sent (Figure 7.3). If you go back to the "Requests" leaflet, the status of the

request you just answered is changed to "Answered" (the change may take place by your next login).
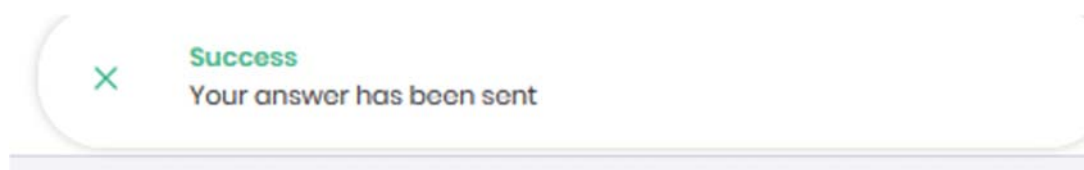

Figure 7.3 Message indicating that your answer to an SVHC request was successfully sent.

9. In the case you do not have the SVHC information of the article you sell, you may forward the request to your supplier to ask for this information. To do this, at the "Requests" leaflet, choose the request you want to forward to your supplier by clicking on the tick box at the left hand side of the request. At the bottom of the screen, select "**Redirect request**"
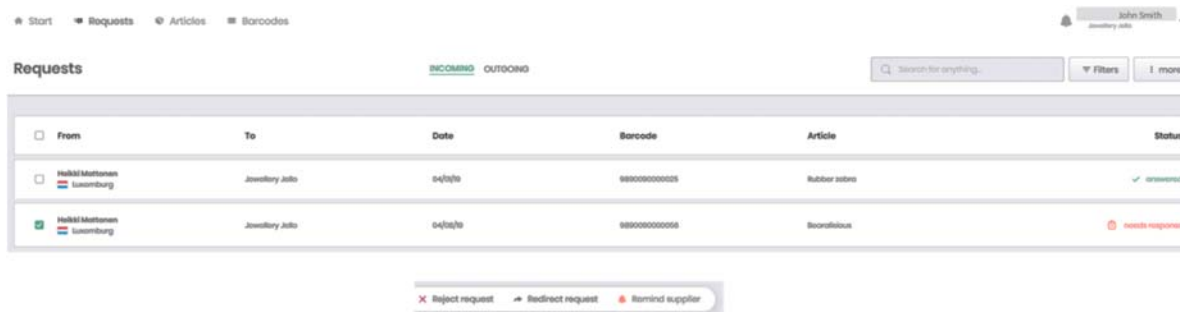

Figure 7.4 Redirecting an SVHC request.

10. Fill in the information (the article supplier's e-mail address and optionally a personalized message) in the "Redirect request" window and click "**Confirm**" to redirect the request to your supplier. The status of the request now displays as "forwarded". Your redirected request will be listed in the "Outgoing" window.

8 Statistics

not implemented in current version

9 AskREACH Helpdesk function/System Regional Administrator

not implemented in current version