# LIFE ASKREACH SUPPLIER FRONT END MANUAL – V5.0
## 30/07/2021

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## Abbreviations

GS1 – An organisation 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) Application

GPC – Global Product Classification

UPC – Universal Product Code

EAN – International/European Article Number

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

EC – European Community 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 steps below 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 for the first time, click **"Register"** (below the "Log in" button).

## Log In

Email

Password                                                                 Forgot Password?

☐ Remember me

Log In

No access? Register

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. At the bottom of the page, you

may claim the barcodes you own (if you are a barcode owner). Insert your barcodes (global company prefix or a specific barcode range) and click "**Add barcodes**".
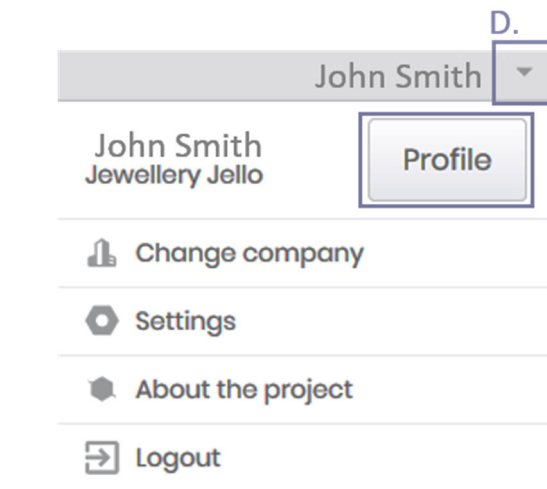


If you specified that you are a barcode owner, there are three buttons on the upper left corner of your screen: "Requests", "Article declaration" and "Barcode Range Declaration".



E. If you are a barcode owner, you can add a range of articles – with subsequent barcodes – that do not contain SVHCs (less than 0.1% w/w) by clicking the "Barcode Range Declaration" leaflet.

F. To add single articles, go to "**Article declaration**", 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 can find the excel template file on the AskREACH project [website](#) under the "Resources" field.

**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 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 as many EU Member States, EEA countries and EU candidate countries as possible by the end of the project, originally set for August 2022, but prolonged until August 2023. 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 an SVHC above 0.1% (w/w), 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 (REACH Article 33(1)). This information must also be provided to consumers upon request within 45 days (REACH Article 33(2)). The European Chemicals Agency (ECHA) manages a Candidate List of the currently identified SVHCs and updates the Candidate List normally twice per year with the addition of 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 and manage it via the supplier front end.  The article SVHC information added to the database by an article supplier is then accessible by consumers via the AskREACH smartphone application with which a consumer can view the SVHC information of an article within the database or send an SVHC request for articles not yet included in the database. Any supplier of an article can answer a consumer request via the AskREACH supplier front end. Apart from the smartphone app, the system has a web portal for consumers, allowing its use without a smartphone.
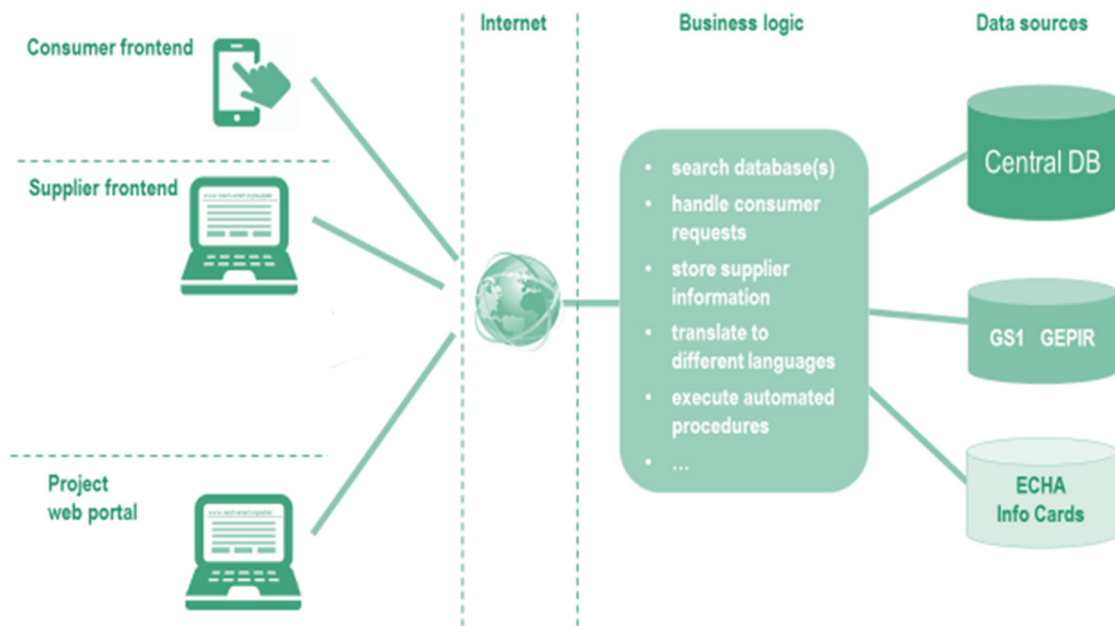
**Figure 3-1** The complete AskREACH system and business logic.

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 and other company information to the system

2. Manage article SVHC information (via the "Article Declaration" or the "Barcode Range Declaration" tabs)

3. Manage and answer consumer SVHC requests

4. See statistics on SVHC requests

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 (known as Scan4Chem/Pytaj o

Chemie/Kemikalieappen/Tjek Kemien). For articles without SVHC, article information can be saved with the "Barcode Range Declaration" leaflet which allows to define a whole range of barcodes that represent these articles. This functionality is available for barcode owners. The "Article Declaration" leaflet allows registering article information, no matter what the SVHC content. 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 while answering the request, in order to avoid replying to further consumer requests for the same 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 the following requirements. Please note that no smartphone support is foreseen.

**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 |
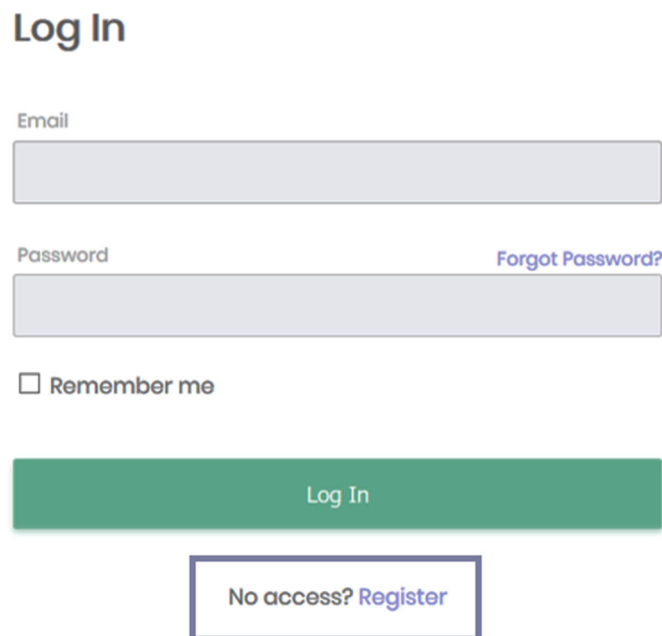
# 4   Registering your company in the AskREACH system

## 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 for the first time in the system, click "**Register**" (Figure 4-1). If you already have an account, 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.

## Log In

Email

Password                                    Forgot Password?

☐ Remember me

Log In

No access? Register

**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 – e.g. 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 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. A verification of your company's registration will be performed by the regional administrators before any article information becomes publicly available.



**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 (if your company already has an account and you wish to affiliate a user to this account, see chapter 4.4) 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.

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). These include all companies that might be approached by a consumer for SVHC information. If your company does not fall under neither of these two roles (e.g. you are an importer or distributor), you can leave both options unchecked. You are most likely a "Barcode owner" if your organization has acquired a GTIN barcode range from GS1 (or a reseller of GS1 barcodes).

All profiles can add article SVHC information to the database, as long as they have the information on hand.



**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. On the "**Start**" screen you can find links to useful documentation, such as the resources page of the AskREACH project. The "**Start**" screen provides you also with a dashboard indicating general statistics on the activity on your account such as the number of declared articles on your company account, number of

Luxembourg Institute of Science and Technology (LIST)

declared barcode ranges and number of received requests from consumers. A quick overview on a map provides you more information on the originating countries of your consumer requests.

In addition to the "Start" tab, on the upper left side of your screen you can also see three other tabs: the "Requests", "Article declaration" and, in the case you are a barcode owner, the "Barcode range Declaration" tab (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 tabs of the AskREACH supplier front end; "Requests", "Article Range Declaration" and "Barcode Range Declaration".

1. Click on the **small arrow** on the right side of your name. Then click "**Profile**" (Figure 4-7).
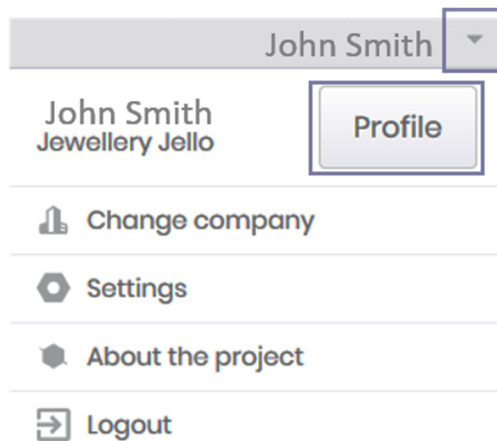


**Figure 4-7** Path to the company profile page.

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. This e-mail address if important for the consumers to be able to send their request to you when necessary. 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 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. Both profiles (and even without clicking ether of the profiles e.g. if you are a distributor or an importer), you will be able to upload barcodes for the articles you place on the market and for which you have the SVHC information.

4. On the bottom of the page, in the "*Claimed Barcodes*" box, you can add the barcodes and/or the Global Company Prefixes (GCP) that you own. Please refer to Chapter 5 for further details on the setting of barcodes.

5. 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" tab) or your password ("Password" tab).
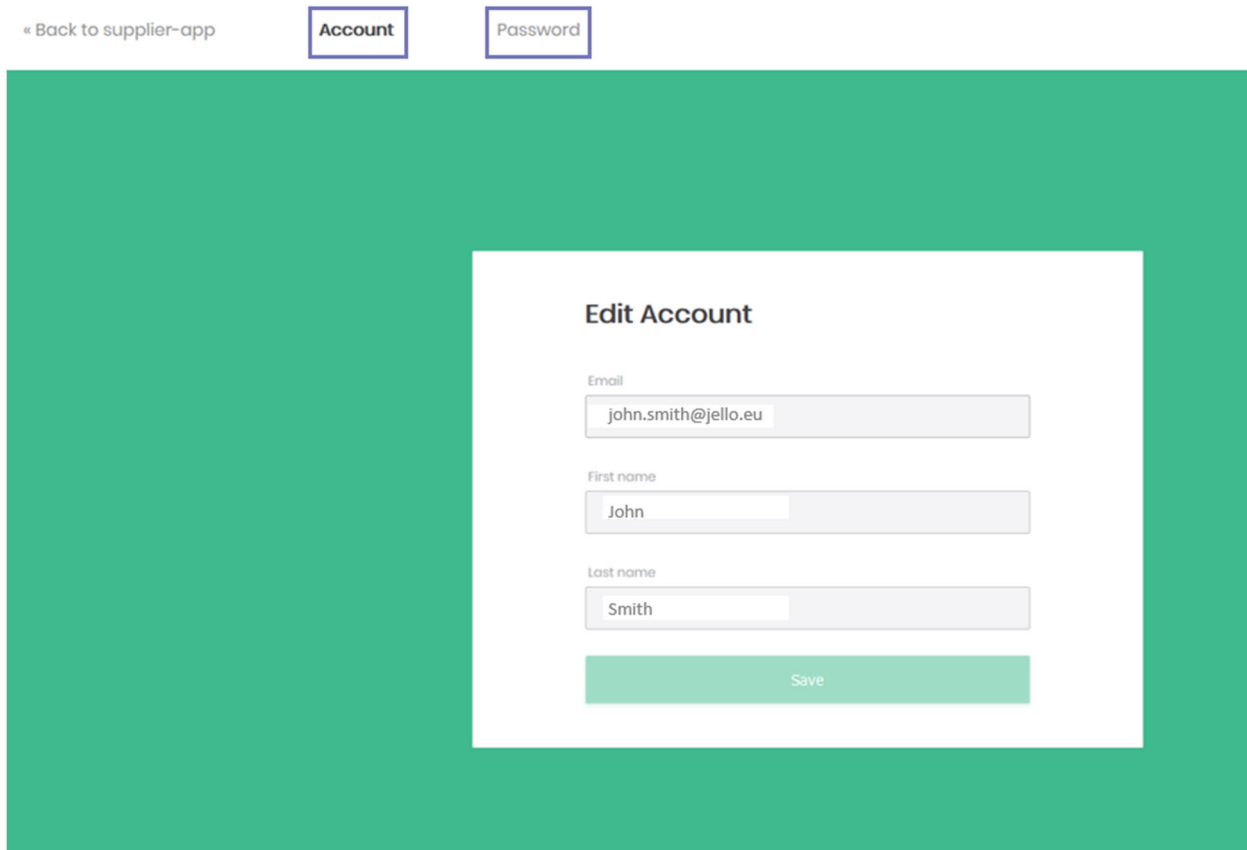
**Figure 4-8** Edit account page. Choose the "Account" tab to make changes to your account or the "Password" tab to change your password.

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).

**Change Password**

Password

New Password

Confirm new Password

Save

**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.

Your password has been updated.
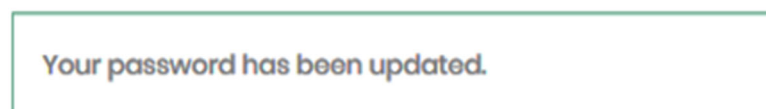
**Figure 4-10** Confirmation of change of password.

In case of an error in your existing password, the system informs you with the following error message (Figure 4-11).

Something went wrong

Invalid existing password.
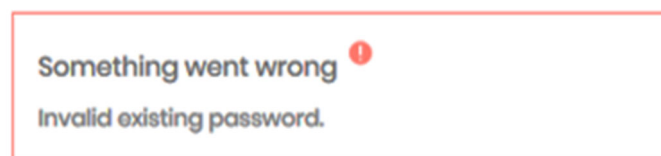
**Figure 4-11** Error message for invalid existing password.

In case the new password entered does not match with the password confirmation, the system will give you the following error (Figure 4-12).
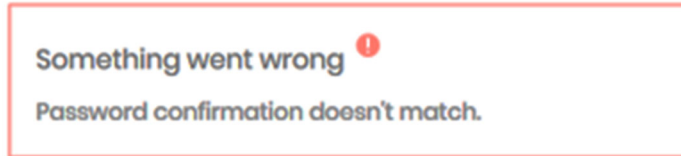
**Figure 4-12** Error message for a mismatch in password confirmation.

## 4.4 Affiliating to an existing company account

If your organization has already created an account in the AskREACH supplier front end and would like to give you access to this account, the use who has registered your company in the AskREACH supplier front end should send an invitation that will enable you to affiliate with the company account. To do this, the user should go to the "Edit profile" page (as described in chapter 4.2). On the left side of the screen, your e-mail address should be entered under "User Invitation" (see figure 4.13) and then the user should click "**Send invitation**".

You will receive an invitation e-mail to the specified e-mail address. By clicking the "**Click to update your account**" button, you will be directed to a website where you are prompted to update a password for your user profile (select "**click here to proceed**"), then accept the terms and conditions (as described in chapter 4.1), update your password and your user profile information (first name, last name) and click "**submit**". You should now be able to access the company account via logging in to https://suppliers.askreach.eu/.
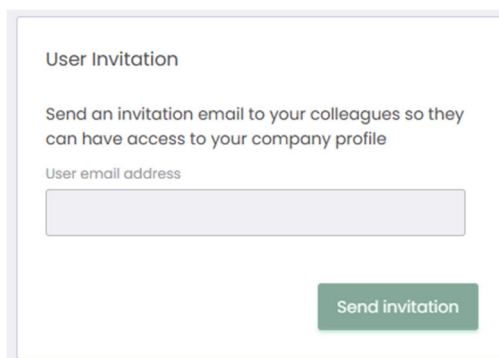


**Figure 13-13** User invitation on the left side of the "Edit profile" page.

## 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 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 (one or multiple) 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

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).
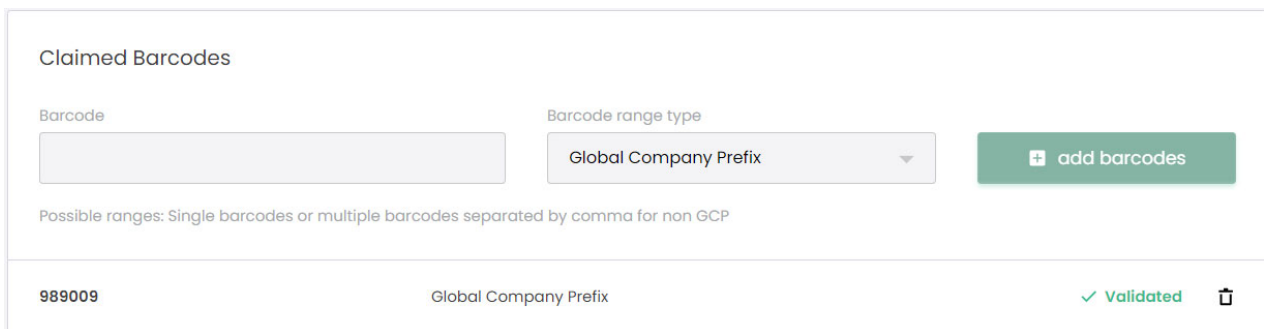
## 5.2  Setting your barcodes into the AskREACH system

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, go to the "Profile" page.

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

2. In the "*Claimed Barcodes*" box (Figure 5-2):

   a. Set a GS1 company prefix(es) 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. You may add more prefixes with the same procedure.

   b. To enter specific barcode(s), enter the single GTIN-8/12/13. To enter multiple barcodes, separate with a comma (*XXXX,XXXX*) and select "**GTIN (EAN,UPC)**" from the dropdown menu on the right. Then click the "**Add barcode**" button. You have now defined that you own specific barcode(s).



**Figure 5-2** Add barcodes box of the "Profile" page.

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). In this case, double check that the barcode/GCP you have entered is correct. If the error persists, please contact companies@askreach.eu.

## Add Barcodes

Barcode range



field does not match criteria: invalid format

Possible ranges: Single barcodes, multiple barcodes separated by comma or barcode ranges with "-" between the values for non GCP

**Figure 5-3** Error message displayed in case of invalid GS1 barcode format.

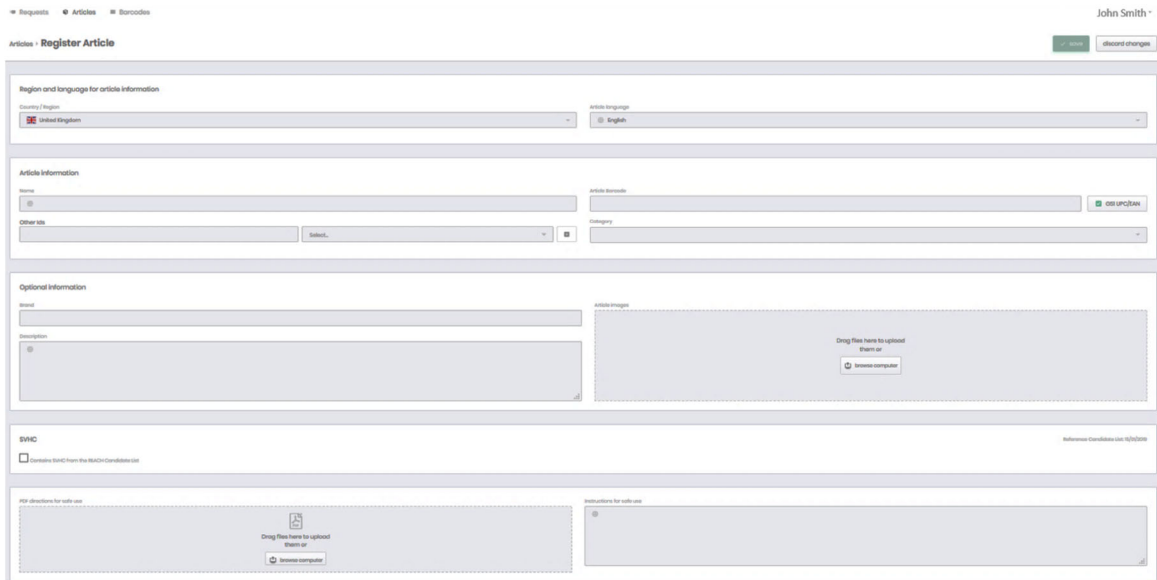# 6 Uploading article information

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)/GCPs you own. You can 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).

3. For articles without SVHC (above 0.1%, w/w) within a consecutive barcode range, you may upload the information with these ranges of barcodes by using the "Barcode Range Declaration" feature (chapter 6.2.2).

## 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 "**Article Declaration**" 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).



**Figure 6-2** The "*Selected language for article information*" box of the "Register article" page.
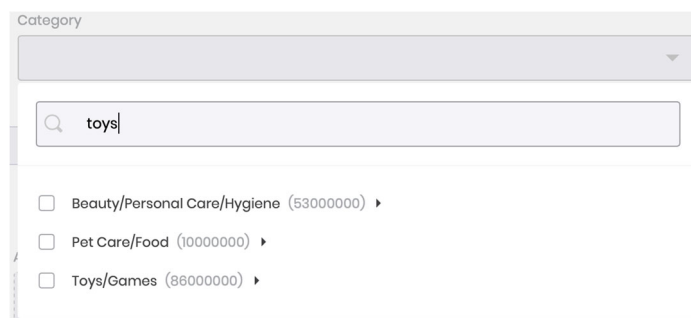
b. In the "*Article information*" box (Figure 6-3) you have to give a name for the article (mandatory information, shown to consumers via the AskREACH app). You should also define the barcode specific to the article (shown to the consumers via the AskREACH app). The barcode is optional, because there 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).

**Figure 6-3** The "Article information" box of the "Register article" page.

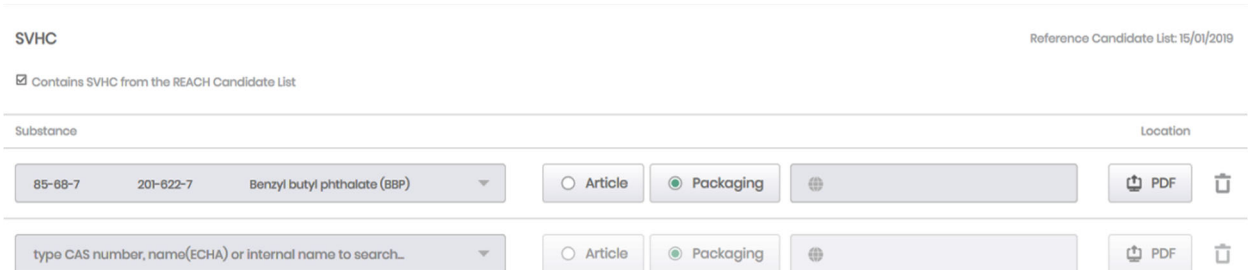**Figure 6-4** Enter a search term to the category field to quickly find corresponding category.

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).

**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.



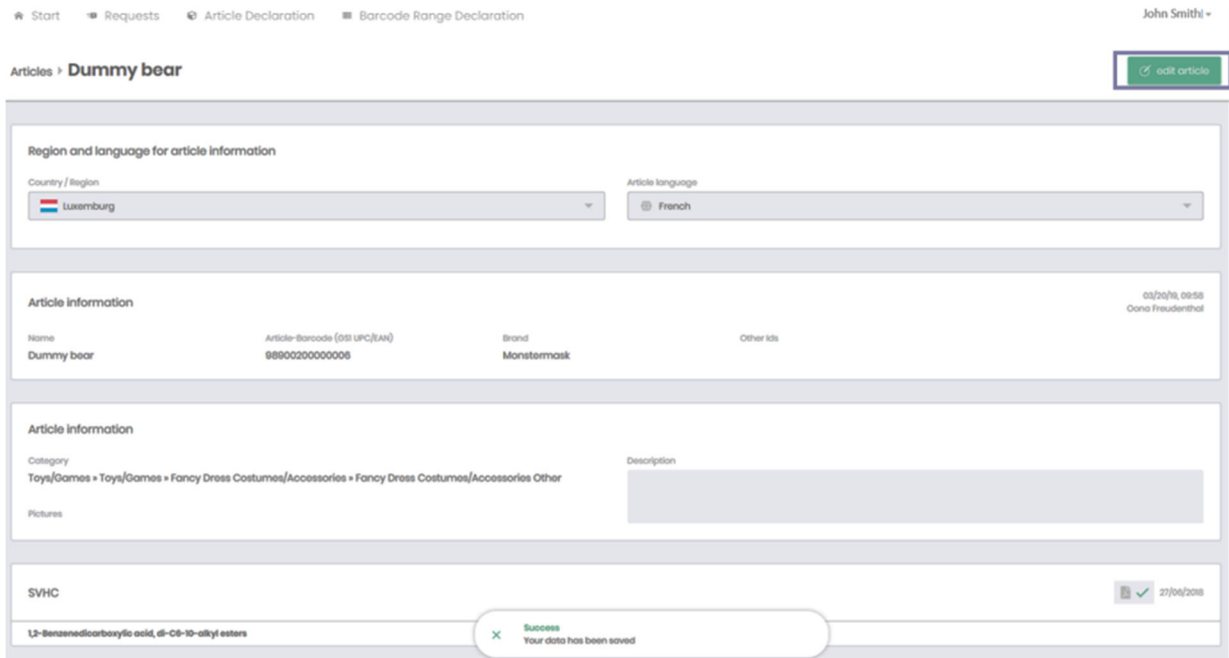**Figure 6-8** "PDF instructions for safe use" box of the "Register article" page.

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.
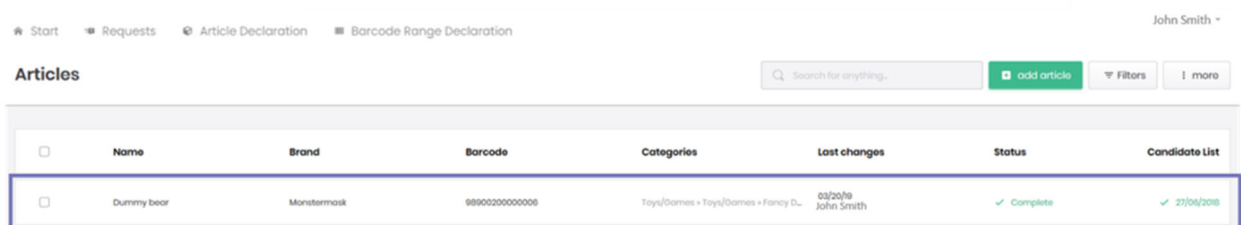
4. You can now further edit the article information by clicking the "**Edit article**" button on the top right corner of the screen (Figure 6-10).

**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 "Article Declaration" 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.
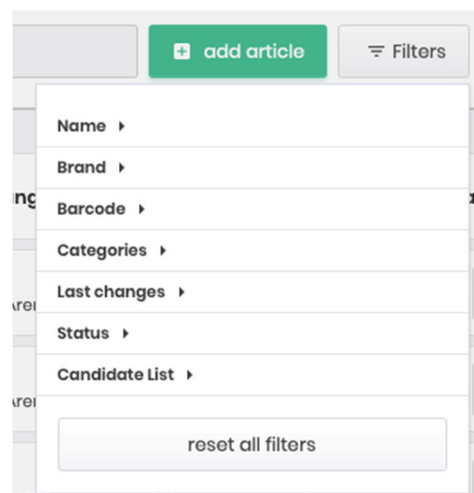
**Figure 6-11** Saved articles are listed at the "Article Declaration" leaflet.

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.
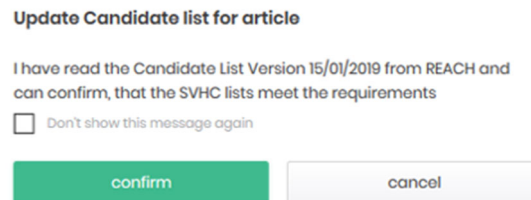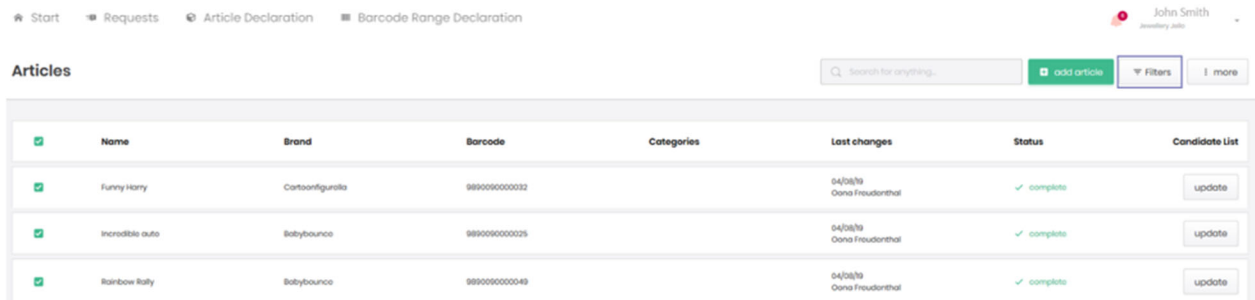


**Figure 6-12** Update Candidate List for article.

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.
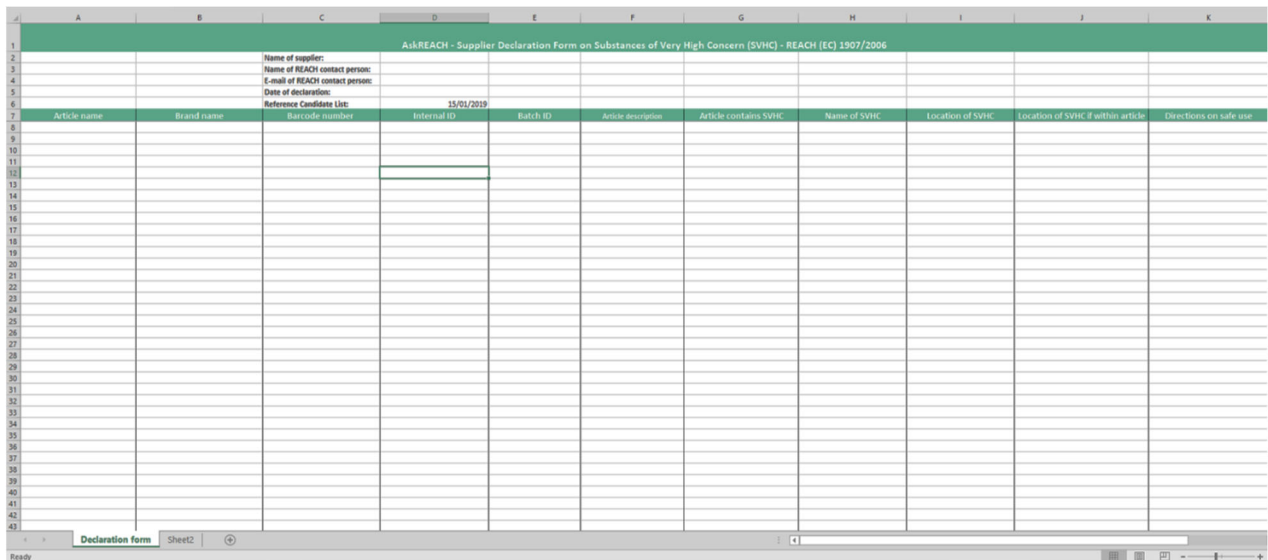
## 6.2 Bulk-upload of multiple articles

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) orto upload article information for a consecutive barcode range (only for articles without SVHC above 0.1% w/w) (Chapter 6.2.2).

### 6.2.1 Bulk-upload from AskREACH supplier declaration form

The AskREACH supplier declaration form (an Excel file available at https://www.askreach.eu/app-database/ under the "Resources" field) 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 frontend). 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. If an article contains multiple SVHCs, this is indicated by adding another row concerning that article, directly below the initial row, and changing the name of the SVHC in column H. The system will recognize the article to be the same and will not create a double entry upon import (only the information of multiple SVHCs within the same article will be shown).



**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. Approximately 500 articles can be uploaded at once with this template. 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).

Luxembourg Institute of Science and Technology (LIST)
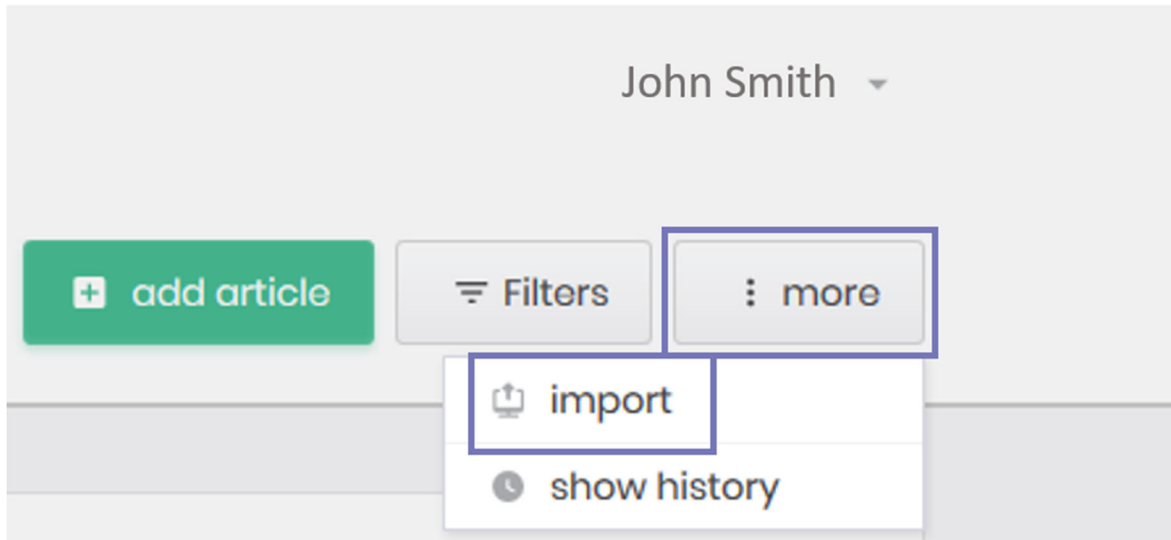
**Figure 6-17** To bulk upload articles to the supplier front end from the AskREACH Excel file, click "import".
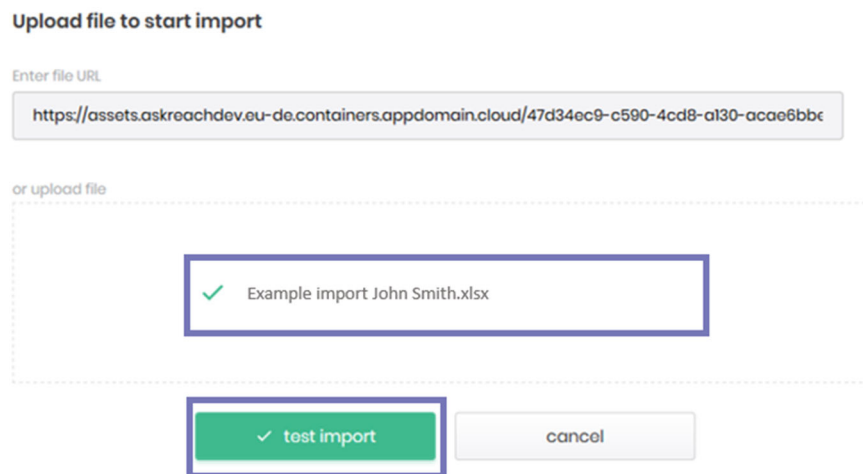
2. You are now at the "Upload file to start import" window (Figure 6-18). Here, you can either enter the file URL to the first field provided, upload the file by dragging and dropping it to the second field provided or clicking "**Browse computer**" to browse through files and select the file for import.
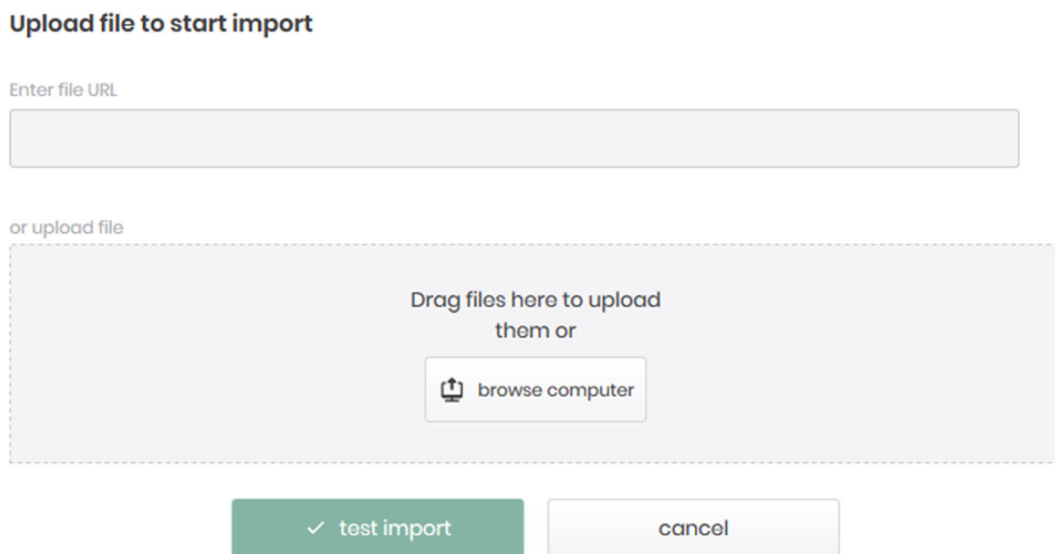


**Figure 6-18** The "Upload file to start import" window.

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-acae6bb0

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 to verify if the specified barcodes match the indicated GCPs or barcode ranges.

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.
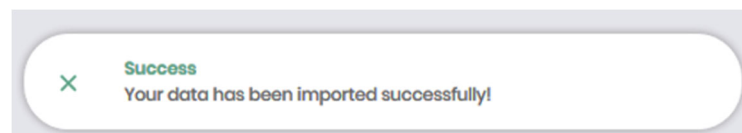
**Figure 6-20.** Test upload result Barcode Owner

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 6-21).



**Figure 6-21** Feedback message indicating a successful import of article information.

### 6.2.2   Barcode Range Declaration

If you have an article portfolio within a range of consecutive barcodes and none of these articles contain SVHC above the threshold of the legal obligation to communicate on the SVHC information

(0.1%, w/w), you can use the simple and quick method of "Barcode Range Declaration" to declare this information. Simply click the "**Barcode Range Declaration**" leaflet at the top of your screen and proceed with declaring the barcode range you want to refer to by selecting "add barcodes" on the right top side of the screen. [Please note that if you have defined yourself to be only a "retailer" (under the "profile" section), you do not have the "Barcode Range Declaration" option]. Add the first barcode of your range (minimum) and the last barcode of your range (maximum) to the corresponding fields. Then add the name of the brand you are referring to with this barcode range and finally check one of the declarations corresponding to your situation:

- "All products of this barcode range are articles according to the REACH definition and none of them (including their packaging) contain SVHCs above 0.1% w/w

- All products of this barcode range are mixtures according to the REACH definition (inlc. mixtures in a container or on a carrier material) and none of their packaging contain SVHCs above 0.1% w/w
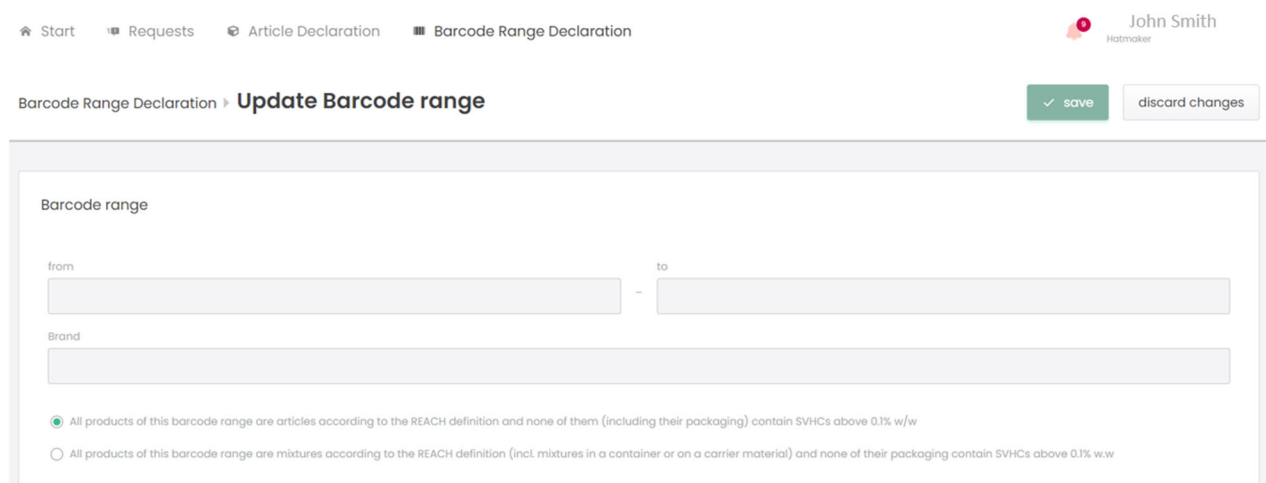


**Figure 6-22** Barcode Range Declaration for articles without SVHC above 0.1% w/w.

## 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.
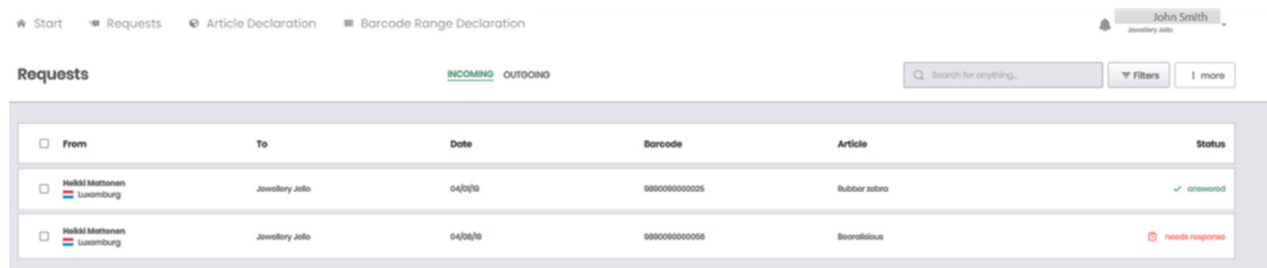


**Figure 7-1** List of consumer SVHC requests on the "Requests" leaflet. The status of each request indicated whether the request has been answered or whether an answer is still pending.

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.
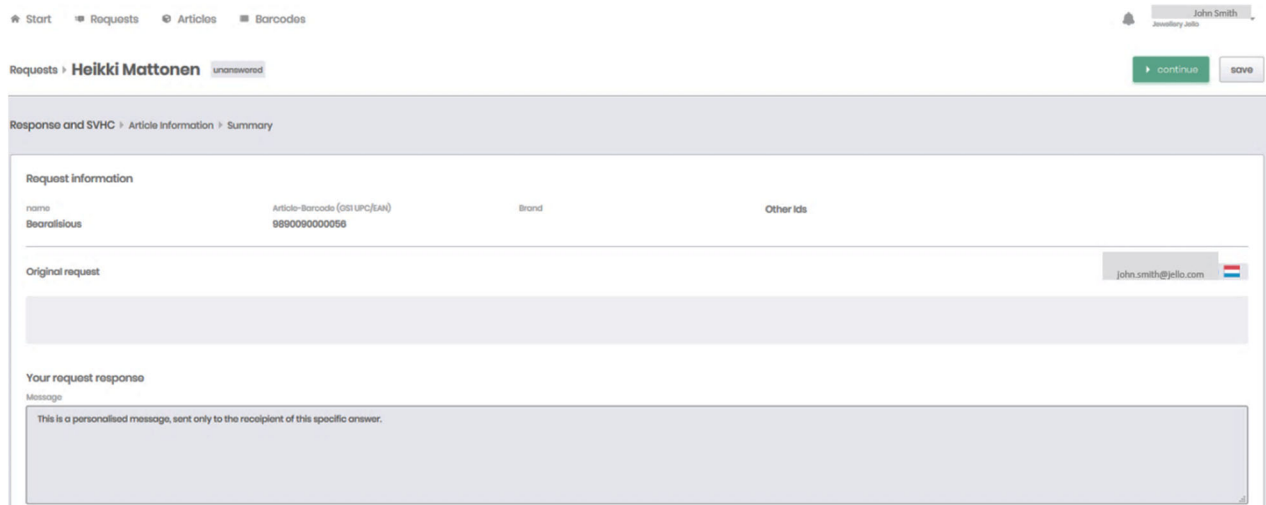
**Figure 7-2** The request information box of the "Response and SVHC" leaflet.

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).
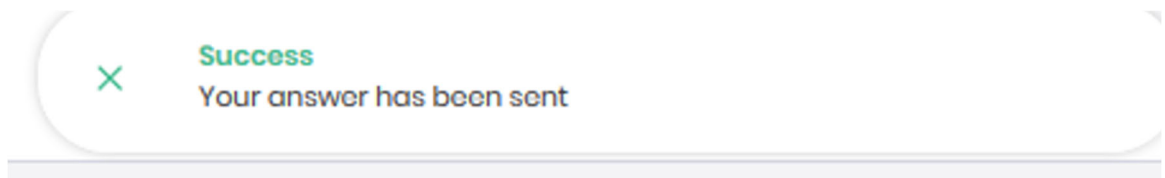


**Figure 7-3** Message indicating that your answer to an SVHC request was successfully sent.

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**"
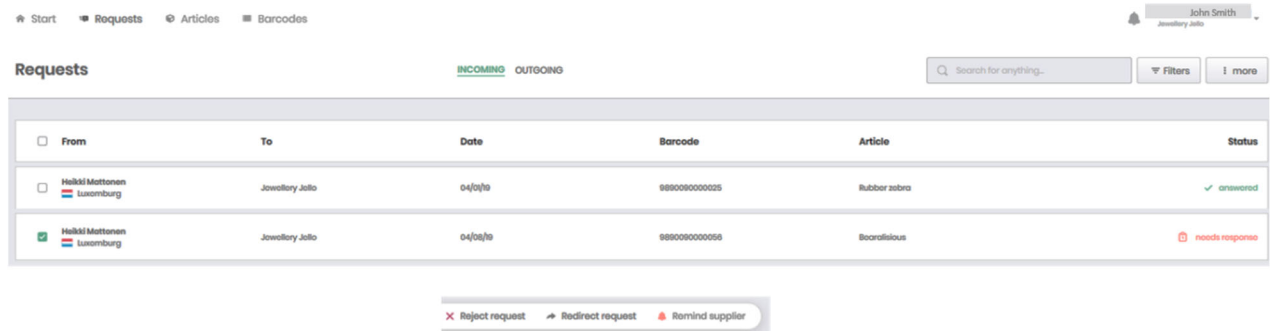


**Figure 7-4** Redirecting an SVHC request.

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  AskREACH System Regional Administrator

For any questions on the AskREACH system, please refer to the contact details of the regional administrator in your country at https://www.askreach.eu/app-database/ or contact directly companies@askreach.eu