OFFICE OF THE GENERAL COUNSEL
DIVISION OF THE SECRETARIAT

FOIAXPRESS ELECTRONIC MANUFACTURER NOTIFICATION COLLABORATION PORTAL

INSTRUCTIONS FOR MANUFACTURERS (INCLUDING PRIVATE LABELERS), IMPORTERS, DISTRIBUTORS, AND/OR RETAILERS

May 24, 2018
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1. **Introduction**

The U.S. Consumer Product Safety Commission (CPSC) has launched its electronic Freedom of Information Act (FOIA) Electronic Manufacturer Notification Collaboration Portal (Collaboration Portal). The Collaboration Portal will allow the CPSC’s FOIA staff to communicate and exchange data electronically with a registered manufacturer, importer, distributor, or retailer (collectively referred to as “firms”), whose product information is responsive to a request for disclosure of information under the FOIA.

When the Commission receives a FOIA request regarding your company, the FOIA staff will send an electronic notification via the Collaboration Portal. The following materials will be uploaded to the Collaboration Portal for your review: a Consumer Product Safety Act (CPSA) Section 6 notification letter, a copy of the FOIA request, and the records deemed potentially responsive to the FOIA Request.

Your organization will be able to review the uploaded material and records that we are proposing to disclose via the Collaboration Portal. Once reviewed, you can then determine if you want to respond to the notification.

If you decide to respond, you can make any claims about the content of the material and upload these claims to the Collaboration Portal. Your response letter should document your comments and claims of confidentiality based on the CPSA and the FOIA Exemptions. We will analyze your response letter to determine whether to disclose the records to the requester.

If you do not respond, we will analyze the records subject to FOIA Exemptions (b)(3), (b)(4), (b)(5), (b)(6), and/or (b)(7), and release the information in accordance with our analysis.
2. ACCESSING THE COLLABORATION PORTAL

2-A Account registration. We sent a message requesting that you provide contact information for the person we should notify when we receive a FOIA request involving a product manufactured, imported, distributed, or sold by your organization.

Once you submit contact information along with a valid e-mail address, we will register the information for that person. The registered individual will then receive two e-mails from the Collaboration Portal (e-mail address cpsc-foia@cpsc.gov):

- Message number 1 contains the user name (e-mail address) and the website information for the Collaboration Portal.
- Message number 2 contains a temporary password for the Collaboration Portal.

Sign into the Collaboration Portal with the e-mail address and the temporary password provided by the FOIA staff. You will need to change the password immediately after your initial sign in. For guidance, these the password requirements below, and Section XX of this Guide, titled Initial Collaboration Portal Sign In.

2-B Password requirements. The password must contain:

1) A minimum of eight (8) characters/maximum of sixteen (16) characters;
2) One special character [! @ # $ % ^ & * ( )];
3) One numeric character [0 through 9];
4) One UPPERCASE letter [A through Z];
5) One lowercase letter [a through z].

You cannot use any of the previous twenty-four (24) passwords (including the current password) when changing your password.

2-C Account lockouts & session timeouts. Your account will lock after five (5) unsuccessful log-in attempts. If your account locks, please contact the FOIA staff for assistance at cpsc-foia@cpsc.gov or at 1-800-638-2772. Please note, using the Forgot Password function will not reactivate/unlock the account.

Your session will time out after twenty (20) minutes of inactivity. You will get an alert five (5) minutes before the session expires.
3. **Signing Into Collaboration Portal**

- Enter your *user name* (your username is your email address).
- Then enter your *password*.
- Click the *Sign In* button.
4. LOCATING & RESPONDING TO FOIA REQUEST NOTIFICATIONS

You received an e-mail message from the Commission requesting a consultation for you to review the material we deem responsive to a FOIA Request. The message contains the FOIA request tracking number (e.g., 18-TEST-00000), and the Collaboration Portal URL.

To view and respond to this message, you must log into the Collaboration Portal by entering your username and password, and clicking the sign in button. If you do not have a username and password, consult Section 2, titled Accessing and Signing Into the Collaboration Portal, for instructions on how to obtain them.
4-A **Locating notifications.** Under the *Home* tab, click on the *Inbox* in the *Task Summary* section to see requests requiring your review.
You are moved to the *Tasks* tab. Double-click on the FOIA request number.
To view the message, click on *View Message*. The screen that appears will be equivalent to the e-mail notification you received. When you are done reviewing the message, click *Close*.
4-B Receipt confirmation. If this is the first time you have accessed the request, you must confirm receipt. The electronic receipt confirmation replaces the certified mail return receipt used in physical mailing. To confirm receipt, under the Tasks tab, select Action. Then select Confirmation Receipt. A message box will appear letting you know that receipt confirmation was sent to the Commission; click OK to close that screen. You will then be returned to the Home screen. If not, click the Home tab.
4-C **Downloading records.** Go to the *Tasks* tab. Locate the Task ID related to the records you want to download. Locate and click on the *Download Records* button To download the records to your PC or network.
You will then receive a pop message asking “Are You Sure You Want to Download the Records for Off-Line Review?” Click OK.
Either choose to *Open* the zipped file, *Save* the zipped file, or *Save As* (recommended – click the down arrow next to save). The material will download to your local hard drive or network where you can review the information.
Click *Save As* to select where to save the zipped file on your local PC or network.
Click Save.
**4-D Extracting files.** The documents download to the director that you chose on your PC or network. Locate and click on the zip file. Your zip program will launch with further instructions. The files will automatically be labeled using the Commission’s naming convention. You may later change the file names according to your own naming convention.
The files will contain a copy of the FOIA request, generally labeled “Request Description,” and any records the Commission deemed potentially responsive. This is a sample of a FOIA request received via postal mail. Note: Because receive requests via postal mail, e-mail, fax, and the e-FOIA Public Access Link (PAL), the format of the Request Description document will differ based on the method of submission.

Sample Request Description

Ms. Mary E. Jane
November 21, 2017

Ms. Alberta E. Mills
FOIA Officer
U.S. Consumer Product Safety Commission
4300 East West Highway – Room E20
Bethesda, MD 20814

Ms. Millic

Under the Freedom of Information Act (FOIA), I am requesting all records pertaining to the U.S. Consumer Product Safety Commission’s Recall File #Recall File-2. Records are to include any correspondence, meeting logs, staff notes, telephone messages, facsimiles, e-mails, instant messaging, etc. I would appreciate receiving the information by either e-mail, on a CD or via your PAL application.
4-E Reviewing and commenting on records. Once you have located the files, review the material, and decide if you want to submit a response to our notification.

Submitting a response to our notification is not mandatory. If you do not respond, we will analyze the records subject to FOIA exemptions 3, 4, 5, 6, and/or 7, and release the information in accordance with our analysis. Note:

If you choose to respond, review and redact the records (except the request description) as you deem fit, pursuant to CPSA Section 6(a)(2) and/or section 6(b)(1). You can redact portions of pages or entire pages of the records. In accordance with CPSA Sections 6(a)(2) and 6(b)(1), please state your reason(s) why we are not to disclose the material. Once your review is complete, upload the redacted records and cover letter into the Collaboration Portal. For more on uploading, see section below.

If this is a re-notice, meaning your organization has previously reviewed the material, you do not need to respond, unless you want to update your previous submission.
4-F **Uploading your response.** When you are ready to submit your response to the notification, go to the *Tasks* tab, and highlight the relevant Task ID number. Click on *Submit Completed Task.*
A blank message screen will appear.
• Enter a *Subject* for your response (we recommend entering the FOIA Request number Manufacturer Comments).

• In the *Body* section, type any comments that you want to send to the FOIA staff.

• Under the *Attachments* section, click *Select* to browse your local computer or network for documents to upload.

**Note:** You can add multiple documents by holding down the *CTRL* key while clicking on the document name.
Before submitting, you may wish to review the attachments. Click on the Click Here to Review Your Submission? link, and a list of attachments will appear. Note: If you want to remove something, go to the Attachments section above Click Here to Review Your Submission?, and click the red x next to the document name to remove it from the list.

Once you are satisfied with your submission, click the Submit Task button.
A pop up screen will appear confirming your submission. Click OK.
5. POST-SUBMISSION PROCESS

The Commission’s FOIA staff will review your submission and respond either to agree with your comments in whole or in part, or objecting to your comments in full. This is referred to as a Reverse Notice. When we respond, you will receive another notification that there is information in the Portal for your review. You will be given 5 days to respond.

5-A Status checks. To check the status of your submission, click on Welcome–My Jobs
After you have responded to a FOIA Request, your *My Jobs* section will contain a listing of responses:
You can see outstanding and completed tasks.
Until you submit a response to a FOIA request via the Collaboration Portal, your *My Jobs* section will be empty:
6. MISCELLANEOUS.

6-A Interim responses. Before you submit your comments regarding the review of the material, you may have a question that you want to ask about this FOIA Request. Open the relevant Task ID, select Messages, the selectclick on Reply.
Type your message in the *Body* section of the message.
Click the *Send Message* button to send your message.
Notice under the *Messages* section there is now one (1) *Sent* message. The FOIA staff will be able to the message associated with this Task for this FOIA Request.
**Notes**. The Commission FOIA staff may send notes associated with a Task ID. The notes are based on *Actions* taken within the FOIA request, such as when a *Consultation Request* was issued, etc. To view Notes, go to the relevant Task ID, and select *Notes Log*. 

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<thead>
<tr>
<th>Request Information</th>
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<tbody>
<tr>
<td>Consultation Request ID</td>
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<tr>
<td>Request #</td>
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<tr>
<td>Status</td>
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<td>Received Date</td>
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<tr>
<td>Task Due Date</td>
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<tr>
<td>Request Type</td>
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<tr>
<td>Request Description</td>
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</tbody>
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**For questions, please contact us at 301-504-7023 or via e-mail addressed to open.info@psc.gov.**
In this example, there is indication that a Note has been added to the Notes Log because a number appears next it. Click on Notes Log to see the note.
Here, there are three notes, including Consultation Submitted, Receipt Confirmation, and Consultation Received. To read, highlight the relevant Note, then click View Note.
The *Note* message will appear. When you are done reviewing the *Note*, click **Close**.
6-C Reviewing attachments. Under the relevant Task ID screen, click View/Add Attachments.
A pop up screen will appear with a list of attachments sent and their corresponding dates. Once you are done reviewing the list, click Close.
**6-D Change password.** To change your password, click the *Welcome– Change Password* option.
The Change Password screen appears. Enter a Password in the **Password** box - Repeat the Password in the **Confirm Password** box. Click **Save**.
**My Account.** To review your account information, click on *My Account* from the *Welcome* drop-down menu.
The account information screen appears. **Do not** change or add to the information in the fields. Instead, email the Commission’s FOIA staff at cpsc-foia@cpsc.gov with any updates.
8-F: Preferences. User preferences include page views. For any changes you make, click Save once done. To change your user preferences, go to the Welcome drop down menu and select Preferences.
The User Preferences screen appears: