Product Registry Frequently Asked Questions (FAQ)
Updated July 15, 2024

Product Registry Access

1. **What should I do if the Product Registry suddenly logs me out after I have been logged in for an extended period of time?**
   The Product Registry has a security feature that automatically logs out a user after 15 minutes of inactivity. Users should return to the Product Registry login page and enter their user ID and password to return to the system.

2. **How do I reset my password?**
   Users can click "Forgot Password?" on the Product Registry login page and follow the on-screen instructions to complete the password reset process.

3. **How can I update Business Account information, including the Certifier ID?**
   A Business Account Administrator may submit an email request for updates to the eFiling Support Mailbox at eFilingSupport@cpsc.gov. A new feature is coming soon that will allow Business Account Administrators to update Business Account information.

User Management

4. **Can collection-specific users access multiple Business Accounts to collaborate?**
   Any user that is not a Business Account Administrator can have access to multiple importers' collections, if invited. The Product Registry was developed to accommodate trader partner collaboration, and, therefore, allows importers to invite additional users from trade partner organizations to collaborate within their Product Collections. A collection-specific user, using one email address, can be invited to multiple importers' Business Accounts. Please note that an email address used to create an account in the Product Registry must be associated with one individual.

   In certain cases, such as when an individual oversees and certifies for related companies, a Business Account Administrator may require access to multiple Business Accounts. If this case applies, contact eFilingSupport@cpsc.gov for a possible solution.

5. **How do I add/remove users within my Business Account?**
   Navigate to the user management page by clicking the "MANAGE USERS" button from the eFiling dashboard. To add Account Administrators or Collection Users, click the "Invite a User" button in the appropriate section, fill in the user's email and Account permissions, and click "SEND INVITATION". To remove Account Administrators or Collection Users, click the trash can icon next to the user's contact information and confirm deletion.

Product Management

6. **How can I correct Trade Party data in a Business Account?**
   A Business Account Administrator must submit an email request for correction of Trade Party Data to the eFiling Support Mailbox at eFilingSupport@cpsc.gov. A new feature is

coming soon that will allow Business Account and Collection Administrators to modify Trade Party contact information within the Product Registry.

7. **How do I correct certificate data that has been saved to a Product Collection?**
If the product certificate has been certified, users have a **48-hour editing grace period** to edit product details using the same Version ID and do not have to create a new version (**Note:** the exact duration of this grace period is subject to change). If a product certificate has been certified for longer than the 48- hour grace period or has been used in a Reference PGA Message Set within the 48-hour grace period, users must create a new version of the completed product certificate with a new Version ID. If edits are made within the 48-hour editing grace period after certification, the product certificate will need to be re-certified. After the product certificate has been re-certified, the 48-hour editing grace period restarts.

8. **How do I delete certificate data that has been saved to a Product Collection?**
The Product Registry allows users to archive/unarchive rather than delete product certificates within a Product Collection. The archive feature allows the user to hide obsolete or erroneous data for later access if needed.

To archive a product certificate, navigate to the appropriate Product Collection for which the product certificate is entered. Under the "Action" column of that product certificate, click the three-dot icon. Click "Archive" and then "OK" to confirm intent to archive the selected product(s), including all previous completed certificate versions.

To unarchive a product certificate, navigate to the appropriate Product Collection for which the product certificate was originally entered. Click "Active Products" to view a drop-down list. Select "Archived Products" or "Both" depending on your needs. Once archived products are shown, click the three-dot icon under the "Action" column of that product certificate. Click "Unarchive" and then "OK" to confirm intent to unarchive the selected product(s), including all previous completed certificate versions.

9. **Are Version IDs required to be unique?**
Version IDs must be unique for the Product ID to which they apply. Once a Version ID has been used for a specific product, it cannot be used again; however, that same Version ID can be used for other certificates with different Product IDs.

10. **How do I export Product Certificate data?**
Navigate to the Product Collection of interest. Click the "Export" button in the top right. Click "Export" again in the pop-up window to retrieve product certificate data in CSV file format.

11. **Who is responsible for the certification of Product Certificates in the Product Registry?**
The certification process is ultimately the responsibility of the importer, but the importer's Business Account Administrator may choose to designate certification permissions to other users in the Product Registry. By certifying the product certificate, the importer is certifying that the finished product covered by the certificate complies with the stated rules, bans,

standards, and regulations and that all data provided in the certificate is true and accurate to the best of the importer's knowledge.

Other Questions

12. **Can I include more than one product per certificate?**
Users may not enter certificate data for multiple, similar products into a single certificate, but must create a separate certificate for each unique product. CPSC considers two products unique if there has been a [material change](#), such as a change to the design, manufacturing process, or source of components. Different colors of the same model would be considered unique products and, therefore, would require a separate certificate if a material change, as described above, applies. Please note that CPSC considers apparel items from the same material with multiple styles, sizes, and colors to be one product, if the items were manufactured and tested together.

13. **What is the difference between a testing exclusion and a disclaim?**
Use a testing exclusion code when a certificate is required for the product, but the product is not required to be tested to a specific performance requirement in a rule based on an exemption, exception, or determination in the underlying rule. More information can be found in the eFiling Beta Pilot Citation Testing Exclusion and Disclaim Guidance document found in the [eFiling Document Library](#). Use a disclaim when no certificate is required for the product because the product is not within CPSC's jurisdiction; is not subject to a rule, ban, standard, or regulation that requires certification; or because the Commission has issued an enforcement discretion for the product (i.e., certain refrigerators and adult wearing apparel). Instead of filing a Full or Reference Message Set, a Disclaim Message Set is filed.

14. **What information is required for a Reference PGA Message Set?**
Users must enter the following certificate data elements, also known as Certificate Identifiers, for a Reference PGA Message Set: (1) Certifier ID; (2) Product ID; and (3) Version ID. Please refer to the CPSC Implementation Guide (CATAIR) and eFiling Quick Start Guide in the [eFiling Document Library](#) for additional details.

15. **What are the Certificate Identifiers in the Product Registry?**

The Certifier ID is a unique identifier created by the importer upon initial Business Account creation, that ensures that the correct importer is linked to the certificate of compliance that is filed in the Product Registry and subsequently entered into a Message Set for ACE transmission. The Certifier ID does not change after initial creation. The importer's Certifier ID will remain the same for all eFiled Message Sets. For example, an importer named ABC Co. imports regulated consumer products. When creating their Business Account in the Product Registry, they created **Certifier ID: ABCCo**. Their broker then knows to include ABCCo as this importer's Certifier ID each time they file a Reference PGA Message Set on their behalf.

The Product ID is a unique identifier for the product that is being certified. The Product ID can be one of seven possible ID types: GTIN, SKU, UPC, Model Number, Serial Number,

Registered Number, or Alternate ID. For example, importer ABC Co. imports a product with the Product SKU of A1234567. Their Product ID is then created as, **Product ID: A1234567**.

The <u>Version ID</u> is a unique identifier for the *specific version* of product certificate in the Product Registry. The Version ID is an alphanumeric ID that importers and their trade partners can easily track and sequentially increment as they add and update product certificates in the Product Registry. For example, importer ABC Co. entered their first product certificate for Product ID: A1234567 using **Version ID: V1**. They need to make an update to the certificate now that they have conducted annual retesting. In the Product Registry, they create a new version of the product certification after updating the applicable testing information using the **Version ID: V2**

16. **What ongoing processes are importers responsible for in the Product Registry?**
After the account creation process, it's the responsibility of the importer to manage their users, trade parties, and product data on a continuous basis and update their information as needed. Businesses must establish their own processes to ensure that their certificate data is being entered and managed properly to meet CPSC requirements.

17. **What security features does the Product Registry have?**
The Product Registry uses a range of data security techniques and best practices to protect user and business information. Some notable security features include:
- All eFiled certificate data are encrypted at rest (encrypted storage) and in flight (Secure Sockets Layer and other secure protocols).
- Authentication to the Product Registry is handled by a web access management platform that requires verified ownership of a valid email address, which includes standard intruder detection and account recovery protocols.
- The Product Registry utilizes a token-based authorization scheme and access controls for accounts and roles. These determine level-of-access permissions for application components and for individual data requests.
- Data are segregated by Business Account and by Product Collection. Only users authorized by the Business Account administrators can access the collection-specific data.