



# Welcome to WERCSmart®

Supplier onboarding and resource guide

Empowering Trust®





# Welcome

UL's WERCSmart® retail supply chain program represents a safety commitment to your customers, workers, families and the environment we live in.

The WERCSmart program provides a secure, permission-based platform that facilitates the safe exchange of product information between manufacturers and retailers with the highest standards of confidentiality and service.

As a supplier, this onboarding and resource guide is designed to highlight your program participation responsibilities in addition to providing a directory of resources intended to help facilitate answers to any questions throughout your WERCSmart experience.

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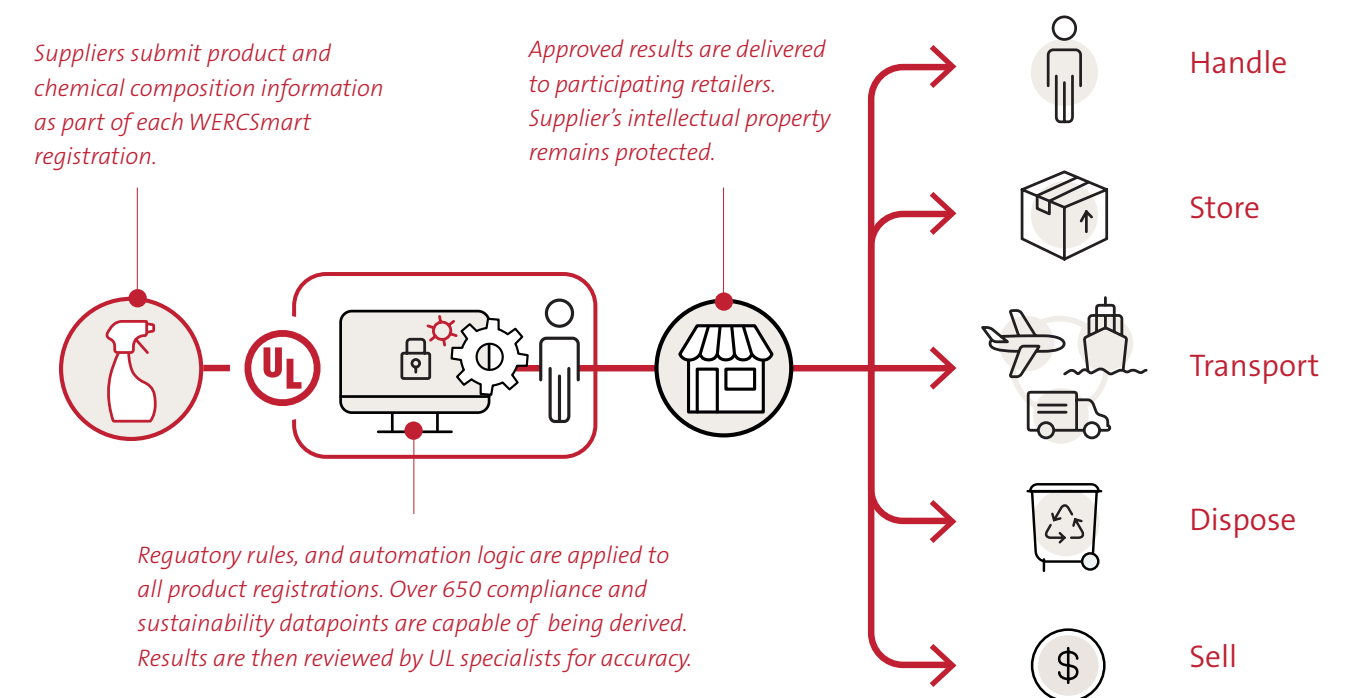




## About

WERCSmart program serves as a single source, secure, permission-based data compliance, data collection and data distribution platform where manufacturers, distributors, and formulators, (commonly referred to as “suppliers”), can safely disclose information about their products.

The product registration data enables WERCSmart to derive over 650 compliance and sustainability datapoints based on state, provincial and federal regulations as well as retailer’s product stewardship protocols. The data results are delivered to your retail partners so they can manage and track how to appropriately handle, store, transport and dispose of the products they use and sell.



### Access to retail markets

Global supply chains use WERCSmart to access retail markets and help ensure compliance. UL's WERCSmart platform is the trusted industry standard for supply chain data exchange.

### One product registration. One platform.

WERCSmart provides suppliers the ability to securely deliver the critical data necessary to ensure the correct handling, transportation, storage and disposal of products to over 50 retailers with a single product registration.



# Account setup

You have been contacted by your retailer to participate in the WERCSmart program, now what?

Setting up an account is simple. There are three types of user privileges. The initial individual who sets up your company account is identified as the administrator.

The administrator can then assign other team members for support responsibilities as needed.

The WERCSmart supplier network has the following account types:

**Administrator** – Administrators are the primary contact in WERCSmart. Administrators add/remove team members and manage team accounts. In most cases, the administrator resides in the EHS or regulatory department.

**User** – Assigned by the administrator, there can be an unlimited number of users assigned for support responsibilities.

**Billing contact** – The billing contact is the individual responsible for keeping your subscription in good standing.

The WERCSmart retail supply chain program currently facilitates safe product data exchange with more than 14,000 product manufacturers, distributors and third-party agents from around the globe.

## Product manufacturers

**84%** Product manufacturers are the most common type of supplier representing 84% of the WERCSmart supplier network of regulated products.


## Distributors

**12%** Distributors of regulated manufactured goods occupy 12% of the WERCSmart supplier network. Distributors possess close communication with their product manufacturers for successful product registration and management.

## Formulators

**4%** When products contain a blend sourced from a contractor (typically colorants, fragrances, pigments or polymers), the blend is added as a third-party contribution to a manufacturer’s product registration. Approximately 4% of the WERCSmart supplier network are third-party formulators.

# Account management

 Account information is managed within the application.

Regulatory updates and announcements are sent by email so be sure to keep all contact information up to date.

As demand increases for retailers to better understand the regulatory and sustainability impact of the products they sell, WERCSmart provides suppliers a single destination source to provide the critical data necessary for compliance.

When protocols change, your product data is able to be updated and managed within your WERCSmart application.

We encourage you to read through this guide before setting up your account and registering products. The following steps highlight your participation requirements as well as how results are delivered to your retail partners:

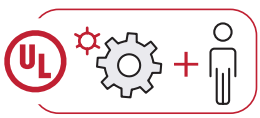
## Subscription

WERCSmart participation includes an annual subscription in order to process and manage product data. Suppliers are required to select a subscription option.

## Product registration

During a product registration, suppliers are presented with a series of questions about their product and its contents. Questions vary and are determined based on the product’s intended commercial use, regulatory requirements as well as your retailer’s product stewardship protocols.

## Registration assessment

 Once the data is collected from a supplier’s product registration, it is ready for assessment. The initial automation is capable of deriving over 650 compliance and sustainability datapoint results. If any data inconsistencies are discovered, the registration is then reviewed by our assessment team for accuracy and supplier approval.

## Reporting

Suppliers access reports within their WERCSmart application.

Retailers receive and manage results in a variety of ways based on the supplier’s product ID or UPC.





# Product types and categories

## Product types

From hairspray to homeopathic medicine, WERCSmart collects, manages, derives and reports chemical safety and sustainability data on more than one thousand types of products.



WERCSmart derives data results for the following retail aisles of manufactured products:

- › Household cleaning
- › Personal care/cosmetic/health and beauty aids
- › Battery and battery-containing products
- › Pharmaceutical and OTC
- › Dietary supplement
- › Automotive
- › Lawn garden/pesticide
- › Electrical/electronics
- › Regulated articles

## Product categories

Below are the three product categories that help determine your product registration pathway, as well as the associated costs needed to manage your data as part of your subscription:

### Formulated products

During the WERCSmart registration process, information about ingredients, e.g., water, ethanol, phosphoric acid, etc., are collected. Formulated Products can be identified when it is necessary to include ingredient formulations in order validate potential safety hazards.

Formulated products are the most common product category.

### Enhanced articles

Enhanced articles include beverage products or products that include a lithium (ion or metal) battery when sold to the consumer.

### Articles

An article is a manufactured item other than a fluid or particle which under normal conditions does not pose a physical health or health risk to employees.

Common examples include:

**Light bulbs** – Products that do not contain any hazardous component or ingredient.  
(ex. – a non-mercury lightbulb)

**Electronics** – Circuit-board products without a battery.

**Copper wire only** – Products that likely contain an electrical plug, does not sell with a battery and does not have a circuit board.

**Kits and gift packs** – Two or more unrelated products (Formulated, Article or Enhanced Article) combined in a package that uses a single UPC.

# Subscription

## Subscription options

In order to support retail compliance and sustainability requirements, suppliers choose from three WERCSmart subscription options. Each option comes with a range of features designed to help solve your individual data management needs for product registration.

Compliance requirements	LIMITED	STANDARD	PREMIUM
<b>Product registration</b> Ensure your products meet state, provincial and federal compliance requirements	✓	✓	✓
<b>Product updates</b> Update existing product data and submit revisions for assessment	✓	✓	✓
<b>Product forwarding</b> Automatic forwarding to participating retailers	✓	✓	✓
<b>UPC management</b> Add or remove UPCs as needed from your existing product registrations	✓	✓	✓
<b>PurView® sustainability data</b> Satisfy retailer sustainability requirements	✓	✓	✓
<b>Personalized agent support services</b>			
<b>Agent support – bronze level service</b> Direct phone and email support. Agent-guided basic account management. Silver and Gold agent support services can be optionally added to your subscription.		✓	✓
<b>Regulatory support and insights</b>			
<b>Product assessment preview</b>			✓
<b>Transport classification regulatory support</b>			✓
<b>Waste classification regulatory support</b>			✓
<b>VOC classification regulatory support</b>			✓
<b>A draft OSHA-compliant SDS</b>			✓

## Subscription cost

Subscription costs are determined by a combination of your subscription choice, and your total number of registered products in each product category.

### WERCSmart® Subscription Price List

**Product fees per category** – Below are the baseline rates for one registered product with LIMITED subscription in each product category. Product rates are reduced based on your total number of products registered.

Formulated products – \$440 USD  
Enhanced articles – \$352 USD  
Articles – \$77 USD

To estimate the cost of your annual subscription, download the WERCSmart Subscription Price List, or for customers with existing registered products, view your total cost in your shopping cart.

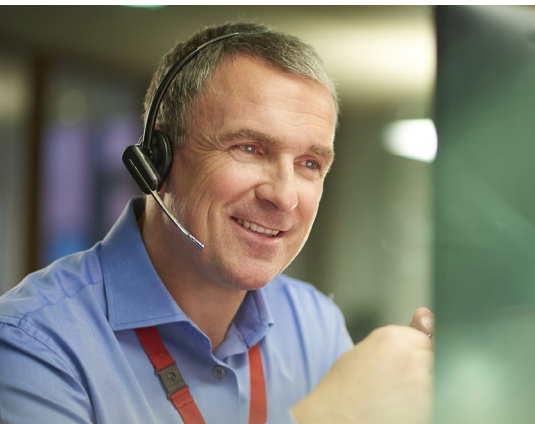
[Download Subscription Price List](#)

### Agent support services

Additional agent support services are available to subscribers that choose to have a personal WERCSmart agent assist with product registration and data management.

[Learn more about Agent support services >>>](#)

# Agent support services



Bronze agent support is included with STANDARD and PREMIUM subscription.

## Highlights

### Dependable WERCSmart agent

Your dedicated and dependable account agent has the know-how to quickly enter product data, answer questions and resolve common registration issues involving product holds, recertifications and updates.

### Customized one-on-one training

Our one-on-one live training offering is customized to match your particular industry and product needs. You will work with our experts to construct a flexible, personalized curriculum to grow your WERCSmart knowledge base.

### Liaison services

Your agent will also serve as your key representative in contacting and strengthening relationships with other UL specialized teams, including our regulatory and customer service groups.

Personalized agent support services are available for quality, dependable assistance throughout your WERCSmart experience. Choose from bronze, silver or gold level services to best support your needs.

Bronze, Silver and Gold agent support services	●	●	●	Single retailer
Dedicated professional agent support Agent direct phone and email access	✓	✓	✓	✓
Account guidance Includes guidance for mergers/acquisitions, company creation, user creation/activation, product divestitures, account information updates, password resets	✓	✓	✓	
Product registration assistance Assistance with input of data for registrations	✓	✓	✓	
Basic updates or suspension assistance Agent-guided assistance for updates or suspensions	✓	✓	✓	
Premium product registration assistance Data input on behalf of supplier		✓	✓	
Premium updates or suspension assistance Agent processes updates or suspension		✓	✓	
Assistance with basic reporting needs UPC to WPS ID reports, status reports, reg updates		✓	✓	
Assistance with advanced reporting needs VOC, CAS, recertification reports, hold reports, waste/hazard reports, battery reports, transportation reports, doc/filename reports		✓	✓	
WERCSmart functionality demonstrations		✓	✓	
Product process tracking Expedite processing, when possible – relay completion to supplier and/or retailers			✓	
Proactive maintenance of products Agent works directly with retailers to update products when needed			✓	
Supplier/retailer liaison Agent works as direct contact with retailer(s) when onboarding product			✓	

To learn more on how Agent support services can help manage your product data, call us at:  
  
+1 877-642-6753

## Additional regulatory services

UL offers the following regulatory services:

- › Safety data sheet authoring
- › Verifying and maintaining product compliance
- › Staff training on global regulations and best practices
- › Regulatory data and information
- › Hazard communication & risk assessment (labeling, documents)
- › Product or component registration/notification (such as REACH and TSCA)
- › Site audit and process review
- › Developing appropriate regulatory and chemical policy processes to support your company's growth

For more information on additional regulatory services, go to:  
  
[msc.UL.com](https://www.msc.ul.com)

# What to prepare

Below is a list of items for product registration preparation:

### Safety documents, labels, testing documents and certifications

**Safety Data Sheet (SDS)** – Most Formulated Product registrations require a GHS-compliant SDS (OSHA and/or WHMIS).

*Some registrations ask for the following additional product safety items:*

**Product labels** – In some cases, product labels are required to be included as part of your registration – such as pesticides, nutritional supplements and VOC labels.

**Safety tests** – If available, safety testing or state-provided documentation is encouraged to be included in order to show regulated waste classifications are accurate.

**Certificates** – Third-party certifications are encouraged to be included in product registrations. For example, fragrance suppliers may be required to provide an International Fragrance Association (IFRA) certificate.

### Full chemical formulation

WERCSmart compares submitted SDSs and other documents against your chemical formulation in order to identify inconsistencies or data gaps before results are reported to your retail partners. You will be presented with a product composition table where each of your product chemical ingredients are entered.

*Note: Required formulation information should be provided as “product as sold.”*

### Physical chemical properties

Including your product's physical chemical properties allows for accurate classifications. Not sure where to find this information? You can begin by reviewing your product's existing SDS (section 9) or check with your product development team.

### Transportation information

Is your product regulated for transport? Check your existing SDS (section 14), shipping label or consult your logistics department.

### UPCs

Gather all UPC's that are associated with each registered product. Up to 500 UPCs can be associated to most types of registrations.

### Product type

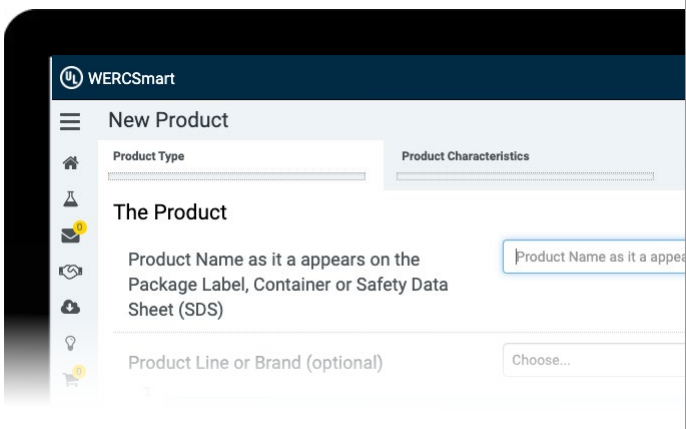
Selecting an accurate product type from the registration smart search menu is the first step that determines the subsequent question streams presented in each registration. Begin with entering the recommended use found in section 1 of your SDS.



# Product registration

WERCSmart’s product registration process is presented to you as smart question streams engineered to derive as many compliance and sustainability datapoints achievable with the highest standard of accuracy.

During the product registration process, you are asked to provide product data such as its recommended use, chemical composition, physical properties, transportation-related information, as well as various safety documents like Safety Data Sheets (SDS), certifications and product testing documentation.



### What constitutes a product registration?

**Products that contain a common chemical formulation** – If your product, including all its variations, share a common chemical formula, the product should be entered as one registration.

For example, a dish soap that is sold in multiple sizes that all share a common chemical formula should be entered as one registration. All associated UPCs representing each size are assigned to the main product registration. WERCSmart allows up to 500 UPCs assigned to a product registration that share a common chemical formula.

Conversely, a fragrant or pigmented product typically require multiple registrations because each product variant possesses different chemical compositions.

## Product data management

Product data management features are easily visible within your WERCSmart registration management dashboard, including:

### Registration updates

- Modify ingredient data
- Replace documents and certifications

### UPC updates

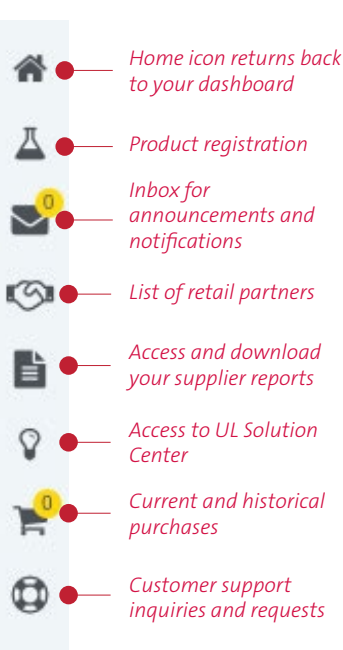
- Add/remove assigned UPC codes

### Retailer updates

- Forward existing registrations to new retailers participating in the program

### Notifications and announcements

When upcoming regulation or retailer chemical policy changes occur that impact your product status, WERCSmart will notify you on the purpose for the change, the required actions needed and the date it must be resolved. If actions are not achieved within the allotted timeframe, your registration will be suspended until required updates have been made.



If you have any questions regarding the best configuration for your products to be registered, please contact customer support at [wercsmartsupport.UL.com](mailto:wercsmartsupport.UL.com)

# Registration assessment

Data quality is the cornerstone of the WERCSmart program. When your product registration is ready for assessment, it goes through two interdependent Quality Control (QC) stages before WERCSmart can deliver consistent and accurate classification results to you and your retail partners. These are:

### Automation assessment for consistency



WERCSmart’s automation engine first compares the consistency of the data provided in your registration to your product’s uploaded safety documents, as well as any applicable certification and/or testing documentation. The data is then screened against the most up-to-date federal, state, provincial, and local regulations for output of initial results.

**If consistent** – If the registration and document data are consistent with each other, the results are considered accurate, and results are passed onto your retail partners.

**If inconsistent** – Registrations that are found to have inconsistent data get assigned to be reviewed by a UL assessment specialist for further investigation.

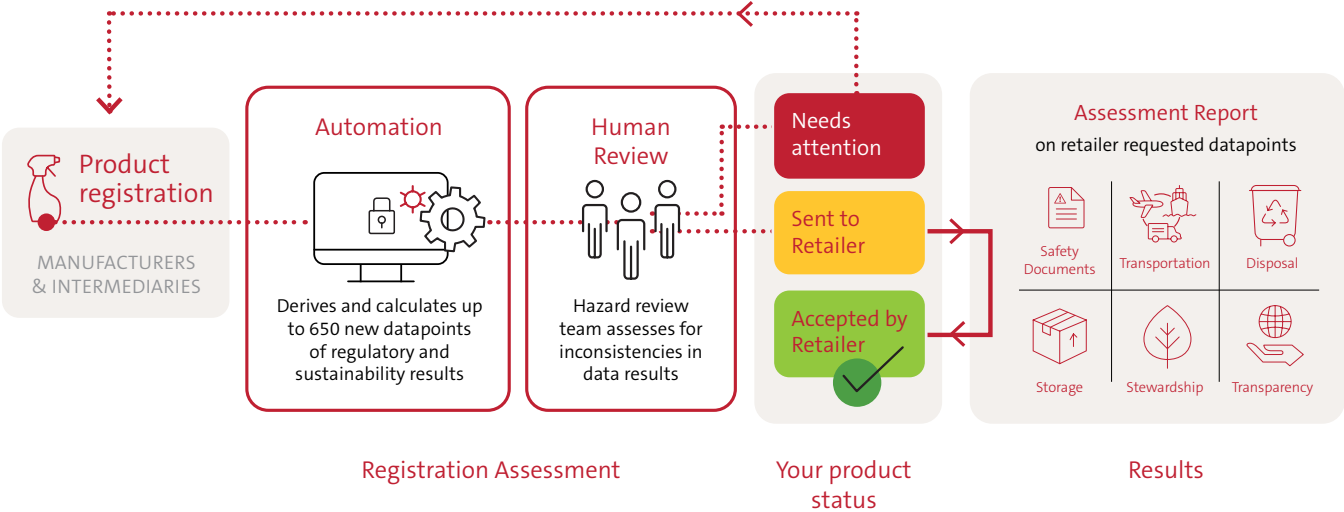
### Human review assessment for accuracy



Inconsistent product registration data can be a result of multiple things. Common inconsistencies found are simple data entry errors or differing formulation percentages when document data is compared to component data.

Regardless of the reason for the inconsistency, this important quality control measure provides your account specialist notification to review the data so they can advocate for the best and most accurate outcome defined within the regulation.

If an inconsistency is discovered, you are alerted and the product’s status is listed as “Needs Attention” as shown in the diagram below. Issues can be remedied by resubmitting the registration after the necessary adjustments are made. Results are not reported to retail partners until consistent data is assessed.



# How retailers use your product data



From front line associates to managers and senior administrators, retail recipients of WERCSmart derived product data obtain results in a variety of ways that range from mobile applications to analytical dashboards.

The derived data results from each product registration assists with the following common retail business challenges:

- Proper shipment**
  - › Classification for ground, air, and water
  - › Generate data for Bill of Lading/box label
- Restricted products**
  - › Known item or ingredient restrictions alert by geography-specific regulations
- Distribution center slotting guidance**
  - › Fire code classification and separation
  - › Food items stored away from chemicals
- Waste management**
  - › Minimize state/provincial and federal waste costs
  - › Tie into claims process/reverse logistics
  - › Scanning shelf label to indicate proper storage container
  - › Monitor waste trends for packaging or reformulation considerations
- Regulatory compliance**
  - › Compliant GHS safety data sheets
  - › Minimize risk
- Sustainable products selection for buyers**
  - › Examine the chemicals in products from various lists including PBTs, CMRs, etc.

## Does a retailer see your full product formulation?

No, it's protected. As a trusted third-party, UL encrypts its client's Confidential Business Information (CBI). Retailers, or any other recipient of regulatory and sustainability data from UL, see only the derived results and never your product's full formulation.

# Permission-based data tiers

**Beyond regulatory compliance** – In order to participate in the WERCSmart program, all suppliers agree to Tier one permission in order to support the functions required for regulatory compliance as outlined below. As more retailers continue to develop their own chemical and product stewardship policies, your permission to share data results extend beyond Tier one regulatory compliance parameters.

When a retailer develops their own individual chemical or product stewardship policy, they will reach out to you directly and ask for your additional permission in any or all of the remaining permission Tiers.

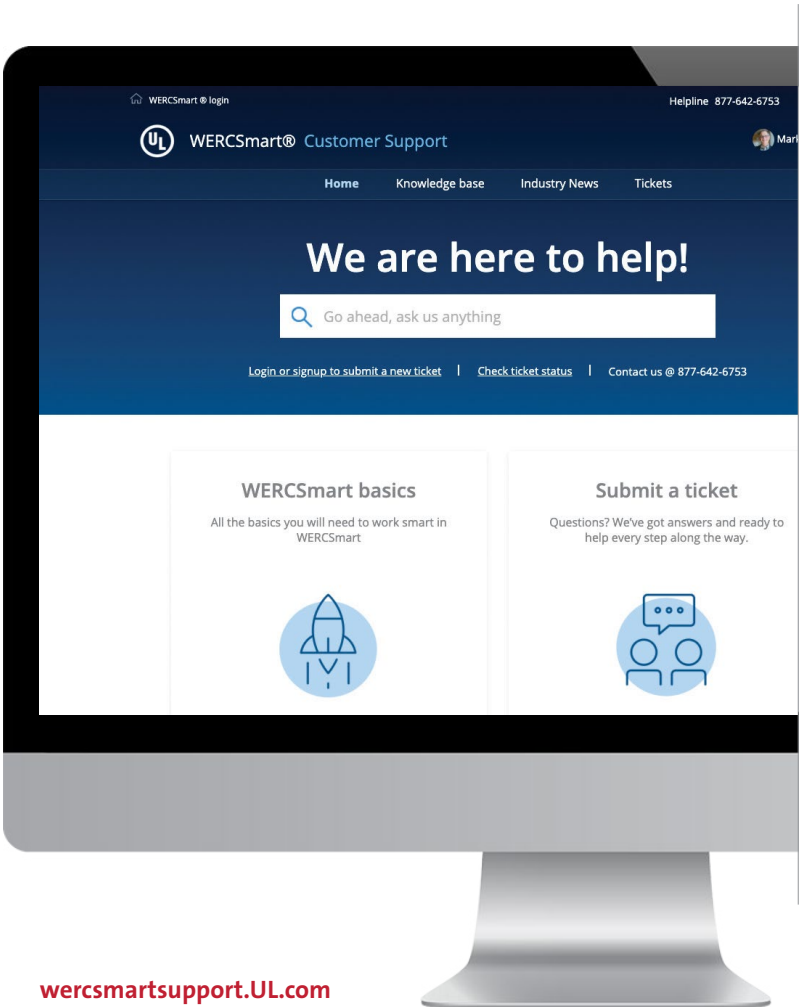
*Below are summaries of the four permission-based Tiers that are designed to protect the safe exchange of product data between retailers and suppliers in the WERCSmart program:*

<p><b>Tier one</b></p> <p><b>Permission for regulatory results</b></p> <p>Supplier provides permission to use product data to assist recipients in complying with U.S. and international statutes governing the sale, handling, transportation, storage and disposal of regulated products.</p>	
<p><b>Tier two</b></p> <p><b>Permission for chemical program support</b></p> <p>Supplier provides permission to use product data to:</p> <p><b>Tier 2.1</b> – Screen chemical results and aggregate chemical usage reports for the presence and prevalence of specified chemicals.</p> <p><b>Tier 2.2</b> – Share the chemical ID of publicly disclosed ingredient lists and transparency ratios of the chemical name and standard chemical number for public ingredients and the ratio of publicly disclosed ingredients / full formulation listed in WERCSmart.</p>	<p><b>Tier three</b></p> <p><b>Permission for supplemental reports</b></p> <p>Supplier provides permission to use product data to assist recipients with sustainability evaluations, product qualification and rating programs, and supplier qualification and rating programs – in specified product categories.</p> <p><i>Recipients use results for internal purposes only.</i></p>
<p><b>Tier four</b></p> <p><b>Permission for public disclosure</b></p> <p>Supplier provides permission to:</p> <p><b>Tier 4.1</b> – Derive results from supplemental reports for qualification decisions or ratings that a product satisfies a set of criteria.</p> <p><b>Tier 4.2</b> – Use public names on a product list for publishing on recipient's website</p> <p><b>Tier 4.3</b> – Allow recipient to choose to publicly disclose any supplier provided (non-confidential) data from a product or supplier</p>	



# Customer support and training

Whether you have one or one thousand products registered, the following customer support tools and information resources are available to each WERCSmart account user:



## Explore

Customers can explore extensive self-help materials including articles, webinars, and training videos by visiting the customer support library.

[Visit WERCSmart® Customer Support](#)

*Self-help topics are organized within the following categories:*

- › WERCSmart basics
- › Announcements
- › Managing your account
- › Product registrations
- › Release notes
- › Subscription & renewals
- › Regulatory information
- › Retail policy and stewardship
- › FAQs
- › Education & training
- › Support services & products
- › Legal

## Ask

WERCSmart Customer Support encourages customers to ask questions in the following ways:

### Live chat

For quick answers to a simple questions, live chat is available within the WERCSmart application as well as in the customer support website.

### Ticket requests

For more complex requests, customers can submit detailed questions though customer support ticketing.

### Email requests

Comments and questions can be emailed to: [weresmartsupport@ul.com](mailto:weresmartsupport@ul.com)

### Phone support

Call us at, [+1 877-642-6753](tel:+18776426753)

## Receive

Customers receive timely and up-to-date information by email, including:

### Inside WERCSmart® – operational newsletter

Users receive Inside WERCSmart®, an email newsletter that contains helpful operational tips, training materials and information on pending and upcoming regulations.

### Release notes

Receive release notes – an itemized list of upcoming enhancements and patches sent to you by email.

### Announcements & notifications

Recieve emails on upcoming regulatory announcements and notifications that may impact the status of your product registration.



## Our Mission

We help people achieve what's possible by empowering trust. Businesses, industries, governments, regulatory authorities and the public put their trust in us, so they can make smarter decisions.

We employ exacting scientific processes and the highest ethical principles to help create a better world. As safety challenges and concerns expand to include sustainability, well-being, connected technologies and security, we provide broad leadership, deep expertise and vital services to guide these transformations.

Fueled by our mission of working for a safer world, we are trusted partners in solving our customers' and stakeholders' most critical challenges. We believe that when choices are empowered by insight and opportunity, the potential to realize responsible innovation and better living is endless.

**UL.com**





**ULwercsmart.com**

Customer support:

**wercsmartsupport.UL.com**