CPSC Business Portal Manufacturer Registration

U.S. Consumer Product Safety Commission
www.cpsc.gov

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Presentation Agenda

- Benefit
- Registration Process
- Important Concepts
- How to Make Changes
- Some Potential Problem Areas
- CPSC Contact for Help

Business Portal Benefits

- Timely notification and response

- Secure communication

- Allows for multiple users/different permission levels

- Required to request Small Batch Manufacturer certification if applicable

Registration Process
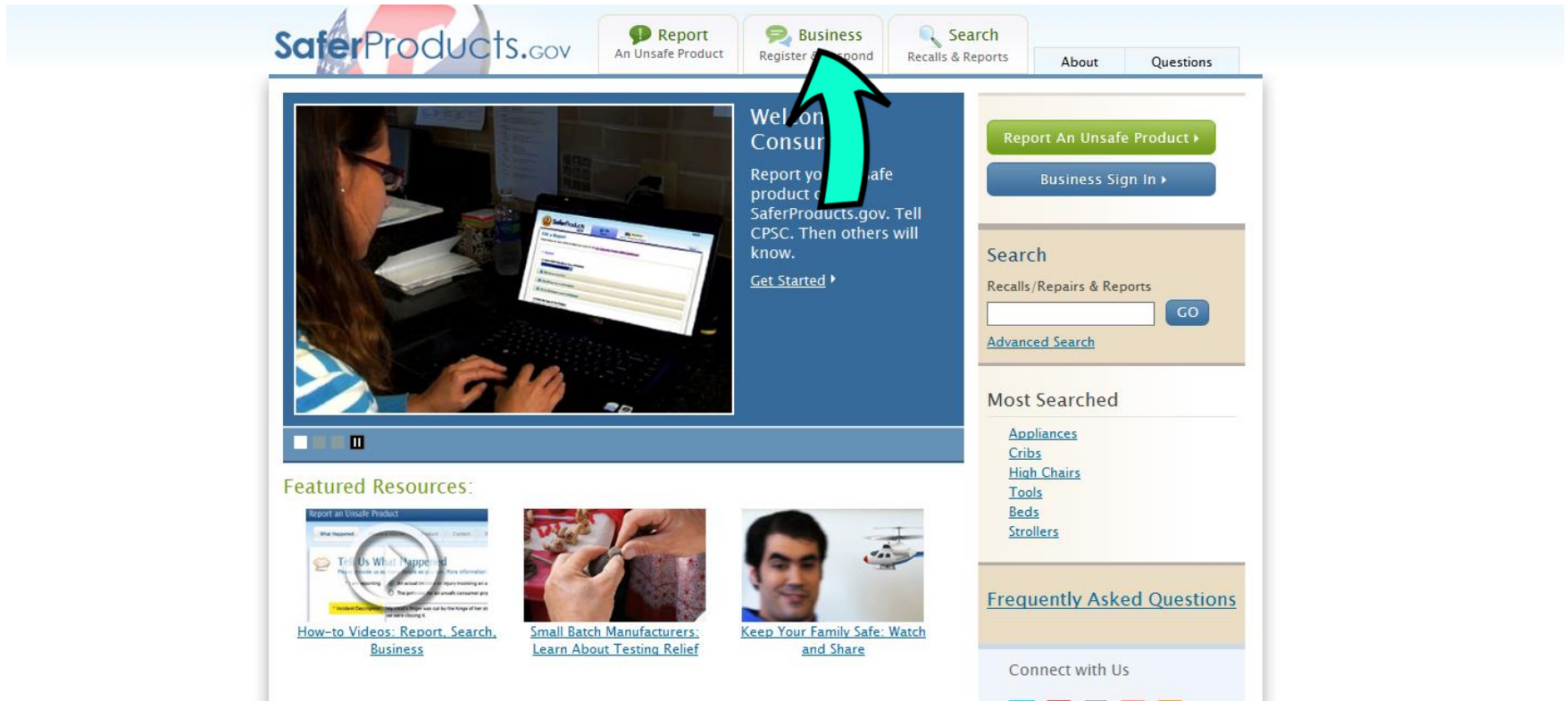
1. Enter http://www.saferproductspreprod.gov into your browser
2. Click on the "Business Register & Respond" tab

Registration Process (cont.)
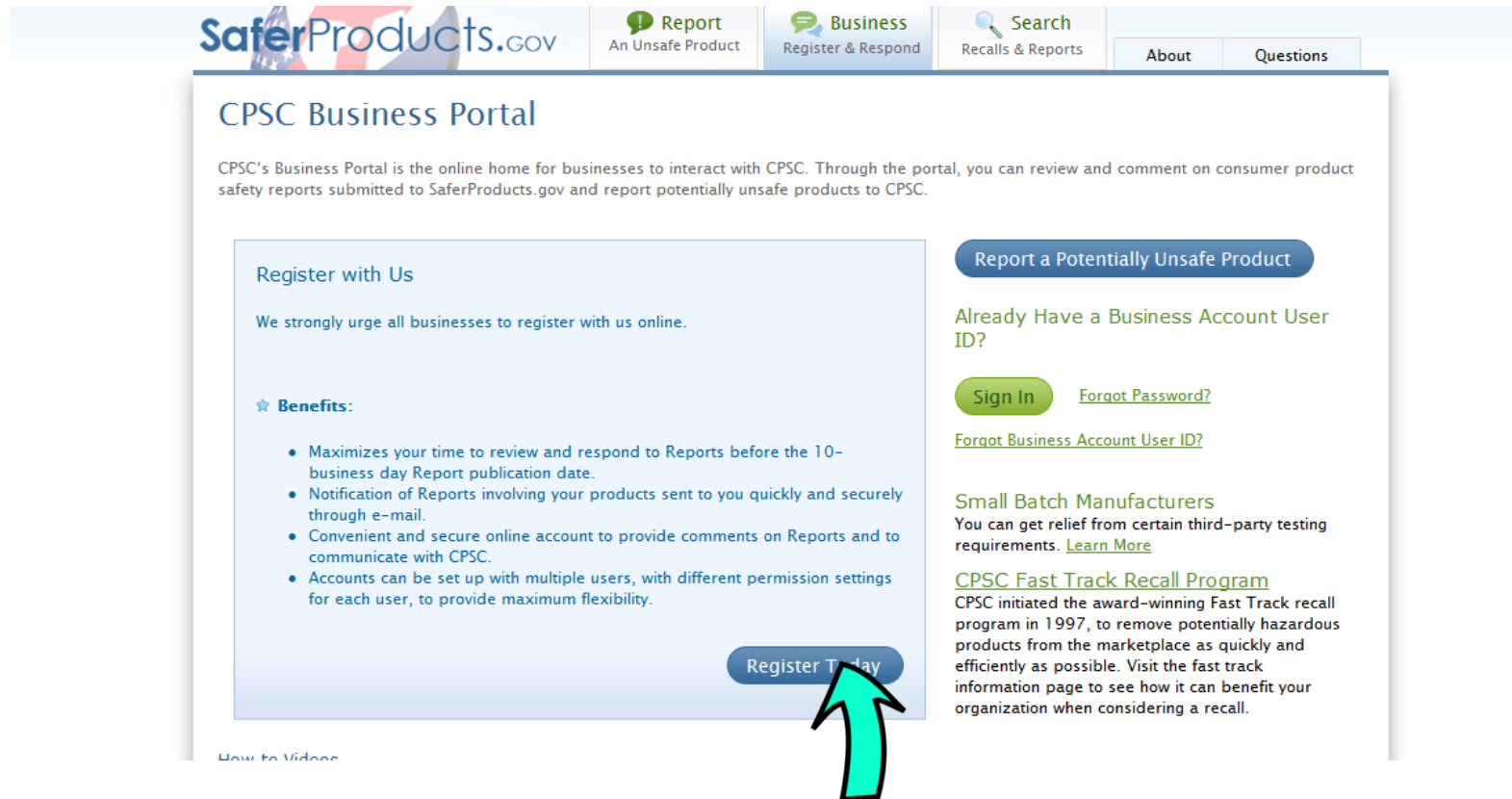
3. Click on the "Register Today" button

Registration Process

(2) Consumer product, including serial or model number, date code, color, or size;

(3) Harm or risk of harm related to the use of the consumer product;

(4) Description of the incident related to use of the consumer product;

(5) Date or approximate date of the incident; and/or

(6) Category of submitter.

CPSC may temporarily or permanently terminate access to the Business Portal on SaferProducts.gov for any manufacturer (including importers) or private labeler found to be in violation of 16 CFR 1102.20(b).

The terms of CPSC's Privacy and Security Notice applies to the use of SaferProducts.gov.

All materials on the site are presented by the CPSC for general informational purposes only. These materials do not, and are not intended to, constitute legal advice.

Acknowledge Cancel

PHONE: 800-638-2772 | TTY: 301-595-7054 | CONTACT US ONLINE | TERMS OF USE | PRIVACY | NO FEAR | OPEN GOVERNMENT

4. Read the information and click on the "Acknowledge" button

Registration Process (cont.)

Request a Business Account User ID
* = Required

A Business Account User ID lets CPSC contact your business through e-mail about Reports submitted to SaferProducts.gov.

Business Information

* Business Name — Name must be unique from any other registered business.

* Address Line 1:

Address Line 2:

* City:

* Country: Select Country

* State / Province:

* Zip/Postal Code:

* Website Address — Enter website address or state "none"

* Phone Number

Business Account User ID

Please provide a valid e-mail address that won't change over time to serve as the Business Account User ID for this business (e.g., cpscreports@company.com).

- Reports about this business will be sent from CPSC to this e-mail address.
- Account Management (adding and deleting users) must be conducted using the Business Account User ID.
- The Business Account User ID does not need to be unique and may be the same as the Primary Contact's e-mail address.

On the following screen you will designate a Primary Contact .

* First Name

* Last Name

* E-mail

* Retype E-mail

Next ➡

5. Enter Required Business and Account Admin Information

Registration Process (cont.)

Request a Business Account User ID
* = Required

Primary Contact Information

Name a person to serve as the Primary Contact associated with this business.

- This is the person who receives reports from CPSC.
- This is the person CPSC will contact to resolve any issue associated with the account.
- The Primary Contact's e-mail address may be the same as the Business Account User ID.

* First Name ☐

* Last Name ☐

* Job Title ☐

◉ Same as Business Address ○ Use a Different Address

* Phone Number ☐

Primary Contact User ID

If the Primary Contact's e-mail address does not match the domain name for the business, CPSC will require additional information to validate the Primary Contact (i.e., written certification that you are authorized to receive and respond to Reports on their behalf).

* Primary Contact E-mail ☐

← Back   Next →

6. Enter required Primary Contact information:

Registration Process (cont.)

Disclaimer

Press 'Next' button if you want to skip this step.

Brand Name:

Start Date:

End Date:

Product Description:

Are you the owner of the brand? ○ Yes ○ No

As far as you know, are you the sole manufacturer for this brand? ○ Yes ○ No

Did you acquire the brand from someone else? ○ Yes ○ No

Did you sell the brand to someone else? ○ Yes ○ No

Did you License the brand name to some other companies? ○ Yes ○ No

7. Enter Brand Information if appropriate or click on next and complete the process by confirming and submitting.

Important Concepts

1. Process flow:

a) After submitting the initial registration request you will be sent a system generated **email** with the message below – no response is necessary:

We have received your request to register for a new Business Portal User Account on SaferProducts.gov. Please note: Your registration is **NOT** yet complete. Registration is a two-step process. You **MUST** watch for and act on additional e-mails to complete your registration.

CPSC will create your Business Portal User Account as soon as possible. We will send you an Account Activation e-mail from donotreply@cpsc.gov with activation instructions. This typically takes **1 to 2 business days**.

Within **5 business days** of receiving the Business Portal User Account Activation e-mail, you **MUST** confirm and activate your account using the link provided in the e-mail.

(The subject line of the e-mail is titled, "CPSC Business Portal - Confirm Business Account Activation." Please add donotreply@cpsc.gov to your address book so our e-mails do not get caught in your spam filter.)

If you have questions about the Business Portal or registering your account, please read our FAQs.

If you are registering as a small batch manufacturer, you will need to activate your Business Portal User Account, as described above. Once you have successfully activated your Business Portal User Account, you will need to follow the additional steps listed on this page to complete your registration as a small batch manufacturer.

If you have additional questions, please e-mail: clearinghouse@cpsc.gov, or call (301) 504-7921.

Thank you,

U.S. Consumer Product Safety Commission

Important Concepts - Process Flow (cont.)

b) **CPSC Clearinghouse team** then reviews the manufacturer registration request and sends one of **two different email types** depending on whether it is possible for CPSC to verify that the manufacturer's product is within CPSC jurisdiction.

      i. If the registration has indicated a website that confirms the product produced is within CPSC's jurisdiction, a test email is sent to the account admin to confirm that the email is a working address. **A response is required**. Once an email is received the registration request is approved.

      ii. If there is no website, or the website does not represent the company's name as registered, then a different email is sent which asks for a statement confirming that the company makes a product in CPSC jurisdiction and that the person responding is authorized to speak for the company. **A response is required**. Once an email is received the registration request is approved.

Important Concepts - Process Flow (cont.)

c) Once the email response to either of the above is received by CPSC, the registration request is approved.
d) After approval, a system generated email is sent that contains a link to activate the account – no response is required. Since it is system generated, the email comes from a "Donotreply" mailbox – sometimes manufacturers miss or ignore such an email thinking it is spam

* Examples of these emails are provided at the end of the presentation

Important Concepts

2. Roles and Responsibilities:
a.) Account Admin:

Has the authority and responsibility to manage the account. This includes:
- Adding users
- Assigning user roles (writer or reader)
- Changing corporate address if necessary
- Entering brand information if required
- Applying for Small batch Manufacturer certification if desired
- Can read and comment on reports
- Receives notification that a report has been filed
- Must change the account admin identification if he/she leaves the company

Important Concepts - Roles and Responsibilities (cont.)

b.) Primary Contact:

The CPSC's main authorized contact within the manufacturer's organization.

- Has no account management responsibilities
- Can read and comment on reports
- Receives notification that a report has been filed
- Only CPSC can change Primary Contact information after the manufacturer initially establishes it with the registration request.

Important Concepts

3. How to make Changes:

a.) To Change a Manufacturer's Address:
- The Account Admin changes at the "Business Information" tab.

b.) To Change the Account Admin:
- The Account Admin changes at the "Business Information" tab.

c.) To Change the Corporate Name:
- Only CPSC can change the name and only if there have been no reports filed against the original name.
- Account Admin or Primary Contact sends an email to clearinghouse@cpsc.gov requesting the change and certifies that no reports have been received.

Important Concepts - How to make Changes (cont.)

d.) Primary Contact Information Change:

- Only CPSC can change Primary Contact information, manufacturer must send email to clearinghouse@cpsc.gov requesting change and providing full name, title and all contact information for the new contact

Important Concepts - How to make Changes (cont.)

e.) To Add/delete user:

- The Account Admin changes at the "Account Management" tab.
  - **To add a new user:**
    - Click on "Add new User" Button
    - Enter requested name, role and email information
    - Click on "Add" button
  - **To edit a user:**
    - Highlight User name
    - Click on "Edit user" button
    - Make desired changes
    - Click "Save" button

Important Concepts - How to make Changes (cont.)

- **To delete a user:**
  - Not possible to delete a user but can de-activate a user
  - **To deactivate a user:**
    - Highlight User name
    - Click on "Deactivate user" button
    - Click on "Yes" or "No" to answer the popup question "Do you want to deactivate (name of user)"

Important Concepts

4. Small Batch Manufacturer Certification:

- Request can only be performed by the Account Admin
  - Click on "Small Batch Manufacturers" area at top right of screen
  - Answer 3 questions and click on the "Submit" button

Important Concepts

5. Brand Identification:

- Responsibility of the Account Admin
    - Click on "Brand Identification" in top tool bar
    - Click on "Manage Brand Information from the drop down
    - Click on "Add New Brand" button
    - Enter information as appropriate
    - Click on "Save" button
- Reason to identify brands – expedite the proper routing of a report. (Some manufacturers register each brand separately while others associate all brands with a parent registered company. CPSC has no preference, our interest is in assuring that the report is properly assigned.)

Some Potential Problem Areas

- **Email registration flow**
  - Understanding which emails require a response
  - Knowing if you have emails originating from a "Donotreply" mailbox automatically sort to a "Spam" folder

- **Browser Compatibility**
  - Firefox is incompatible
  - IE 11 requires running in "Compatibility" mode
  - Chrome usually works
  - Some issues with responses originating from "Smart" phones

- **Understanding of account admin role**
  - Only Account Admin can add/deactivate users, identify brands, apply for Small Batch manufacturer certification

Some Potential Problem Areas (cont.)

- **Key Personnel Changes:**
    - Staff leave company without making changes to the account – contact Clearinghouse@cpsc.gov for assistance
    - Forgot userID or password – user ID is email address, click on "Forgot Password" to begin reset password if password is unknown

Contacts for Assistance

- Call 301-504-6815 - leave message identifying, name of company, your name, phone number and summary of issue (e.g. button to activate add new user to account does not work).

- Email clearinghouse@cpsc.gov – identify company name, your name, contact information. Include a screen shot of the page you see, any error messages you may receive and your browser name and version.

Email Examples:

Acknowledgement email:

We have received your request to register for a new Business Portal User Account on SaferProducts.gov.
Please note: Your registration is **NOT** yet complete. Registration is a two-step process. You **MUST** watch for and act on additional e-mails to complete your registration.
CPSC will create your Business Portal User Account as soon as possible. We will send you an Account Activation e-mail from donotreply@cpsc.gov with activation instructions. This typically takes **1 to 2 business days**.
Within **5 business days** of receiving the Business Portal User Account Activation e-mail, you **MUST** confirm and activate your account using the link provided in the e-mail.
(The subject line of the e-mail is titled, "CPSC Business Portal - Confirm Business Account Activation."
Please add donotreply@cpsc.gov to your address book so our e-mails do not get caught in your spam filter.)
If you have questions about the Business Portal or registering your account, please read our FAQs.
If you are registering as a small batch manufacturer, you will need to activate your Business Portal User Account, as described above. Once you have successfully activated your Business Portal User Account, you will need to follow the additional steps listed on this page to complete your registration as a small batch manufacturer.
If you have additional questions, please e-mail: clearinghouse@cpsc.gov, or call (301) 504-7921.
Thank you,
U.S. Consumer Product Safety Commission

email Examples: (cont.)

Test email:

Thank you for using CPSC's Business Portal. We are currently validating your registration request. It is important that your account login be a working email address, so as part of our validation procedure we are sending this test email message.

So that we may process your request as expeditiously as possible, please confirm receipt of this message within two business days.

Regards,

Clearinghouse Team

U.S. Consumer Product Safety Commission
Directorate for Epidemiology - Data Systems Division

email Examples: (cont.)

Validation email:

Dear Business Account Requester:
Thank you for your request for a Business Portal account with the U.S. Consumer Product Safety Commission's (CPSC) Publicly Available Consumer Product Safety Information Database (Database). Your request for a Business Portal account cannot be completed because CPSC cannot validate that your product is within the CPSC jurisdiction. The CPSC will complete your request if you send the following information on company letterhead:

Your name, job title, address, telephone number, email address; and
A signed statement certifying that (a) your company is a manufacturer, importer, or private labeler of a consumer product or other substance over which the CPSC has jurisdiction, and (b) you are authorized to receive and comment on Reports on behalf of the company.[1]

You may direct your response to the U.S Consumer Product Safety Commission, National Injury Information Clearinghouse, Business Account Verification:

By email: clearinghouse@cpsc.gov
By Facsimile: 855-221-6466
By Mail: 4330 East West Hwy., Room 820, ATTN: Business Account Verification, Bethesda, MD 20814.

Regards,
U.S. Consumer Product Safety Commission
Directorate for Epidemiology - Data Systems Division

email Examples (cont.)

Activation Request email:

Thank you for requesting a SaferProducts.gov Business Portal account with the U.S. Consumer Product Safety Commission. Your account has been created. Before you can sign in to your account for the first time, you need to activate your account and create your password. This MUST be done within **5 business days from the date of this e-mail.**

Your Business Account User Name

The e-mail address you entered as the Business Account User Name during registration is the user name you will use to access your account. (You may have chosen a generic e-mail, like cpscreports@abccompany.com, and not a personal e-mail address for the Business Account User Name.)

Activate Your Account and Create a Password

Please click on the link below to active your account and create your password:

https://www.saferproducts.gov/CPSRMSPublic/Industry/ResetPassword.aspx?pGUID=f4613ce0-1904-48eb-8742-be8cb896222d

Again, this activation link will work for **5 business days** from the date of this e-mail. If you do not access this link within 5 business days, the link will not work.

What if the Activation Link Doesn't Work?

If the activation link isn't working, you will need to reset your password using one of these two methods:

Click on the activation link in this e-mail. You will be taken to the Business Portal Reset Password page where you will be notified that your password reset link has expired. Click "Request new password reset." Then follow the instructions.

OR

Go to the https://www.saferproducts.gov/CPSRMSPublic/Industry/Home.aspx on SaferProducts.gov. Click "Forgot Password," which is on the right side of the Web page, and follow the directions.

Both of these methods will generate a new account activation e-mail to you. Use the link provided in the new e-mail to activate your account and create a password. Please note: only the most recently dated activation e-mail can be used to activate your account and create a password.

Confirmation

After you have activated your account, you will receive an e-mail with the subject line: "CPSC Business Portal - Account Successfully Activated - Save for Reference." You can now use your Business Portal User Account on SaferProducts.gov.

Small Batch Manufacturer Registration

If you are registering as a Small Batch Manufacturer, sign in to your Business Portal User Account, and follow these additional steps to register.

If you have questions, please e-mail: clearinghouse@cpsc.gov, or call (301) 504-7921.

Thank you,

U.S. Consumer Product Safety Commission

This is an automated message. Do not reply to this e-mail address.

email Examples (cont.)

Successful Activation email:

"Business Name",
Your Business Portal account on SaferProducts.gov has been successfully activated.
Your user name is "email address"
To edit your account, click here:
https://www.saferproducts.gov/CPSRMSPublic/Industry/Home.aspx
To change your password, click here:
https://apps.saferproducts.gov/sspr/public/ForgottenPassword?forceAuth=True&logoutURL=https://www.saferproducts.gov/CPSRMSPublic/Industry/Home.aspx
Please save this e-mail for future reference. If you have questions, e-mail:
clearinghouse@cpsc.gov, or call (301) 504-7921.
Thank you,
U.S. Consumer Product Safety Commission
This is an automated message. Do not reply to this e-mail address.