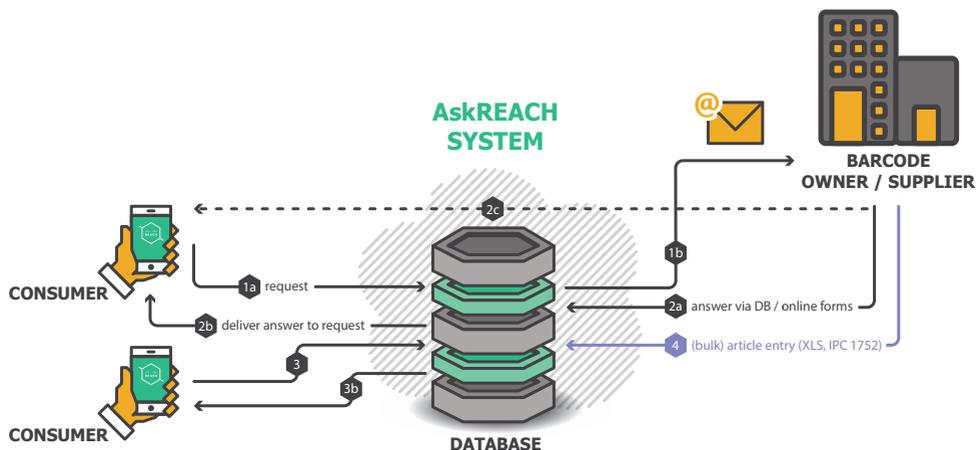


AskREACH SYSTEM OVERVIEW

HOW TO REQUEST AND PASS ON INFORMATION ON SUBSTANCES OF VERY HIGH CONCERN (SVHCs)

FIGURE 1

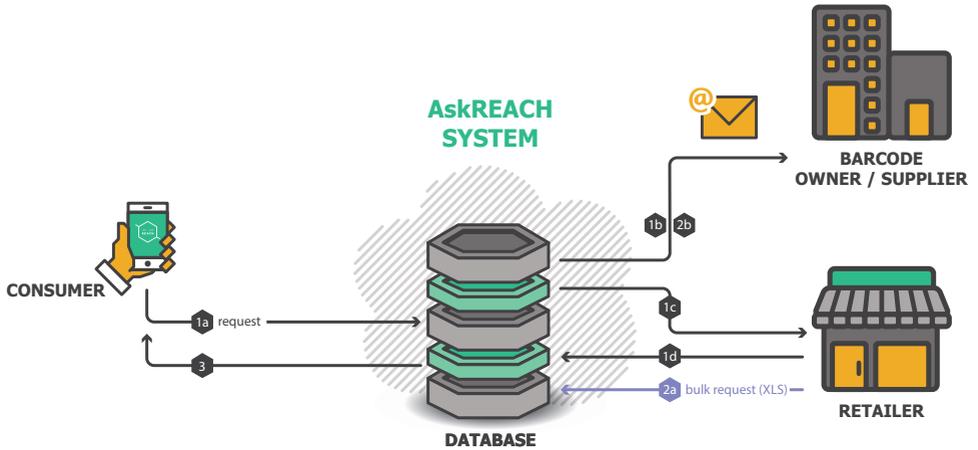
Consumers addressing SVHC information request to a barcode owner/supplier



- 1a.** Using the AskREACH smartphone app, the consumer can send an SVHC information request for an article to the supplier. The app will help the consumer to prepare the request and to identify the appropriate contact point.
- 1b.** The SVHC information request is delivered by e-mail message. The consumer's e-mail address is hidden.
- 2a.** The supplier can respond to the request using AskREACH online forms and by choosing to store the information in the AskREACH article database (DB) to have future consumer requests answered automatically.
- 2b.** The AskREACH system will deliver the supplier's response to the consumer via the smartphone app.
- 2c.** Alternatively, the supplier can answer the consumer's request directly without storing any information in the AskREACH article database. The answer is routed through the AskREACH system due to the consumer's hidden e-mail address.
- 3a and 3b.** Future SVHC information requests can be answered automatically by the AskREACH system if the supplier has chosen to store the article information to the AskREACH article database.
- 4.** Suppliers can enter article SVHC information in the AskREACH article database before receiving any consumer requests by using the AskREACH online forms or by bulk uploading data using an AskREACH Excel template (XLS) or an IPC 1752A industry standard.

FIGURE 2

Involvement of a retailer in the SVHC information request



1a. and 1b. Same as in Figure 1.

1c. Optionally, the consumer can choose to involve the retailer in the request. The retailer will receive a copy of the request message sent to the barcode owner.

1d. The system allows the retailer to express a dedicated interest to the barcode owner indicating that the consumer request should be answered.

2a. Retailers can also prepare bulk SVHC information requests for the articles on sale in their stores. The requests will be sent to the barcode owners (2b).

3. The AskREACH system will deliver the supplier's response to the consumer via the smartphone app.

If you have additional questions on the AskREACH system, do not hesitate to contact us! You may also ask for a detailed AskREACH system leaflet for further information on the functionalities of the AskREACH system concept or visit the project website at www.askreach.eu

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