

CHEMSERVICE

REACH-OR-TRUSTEE

User manual

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1 System requirements

The system is browser-based and should therefore work under all common operating systems that provide a current web browser. The development and tests were carried out under “Windows 10” and the browsers “Microsoft Edge”, “Mozilla Firefox” and “Google Chrome”. This is therefore the recommended working environment. “Microsoft Internet Explorer” definitely causes problems and is therefore explicitly not supported.

2 General process description

2.1 Only Representatives

Please note that this manual is not intended for “Only Representatives” of non-EU manufacturers or non-EU formulators. If you are an “Only Representatives”, please contact Chemservice at eu-ort@chemservice-group.com for all necessary information and instructions.

2.2 Non-EU formulators, non-EU distributors, non-EU traders

1. Register with the REACH-OR-Trustee system by clicking on “Request company account” (on the REACH-OR-Trustee homepage) and provide the requested information.
2. Create your user account, via the “User account confirmation” email received from Chemservice and log in to the system.
3. If necessary, create additional user accounts with individual access rights.
4. Create “Company relationships” to all customers for whom you want to record product delivery transactions in the system, as well as to all suppliers who provide you with raw materials.
5. Create “Product templates” for all products you deliver to your customers.
6. Record “Transactions” for all product deliveries to your customers for which you want to offer REACH coverage.
7. Pay for your recorded “Transactions” via the “Payments” menu item.

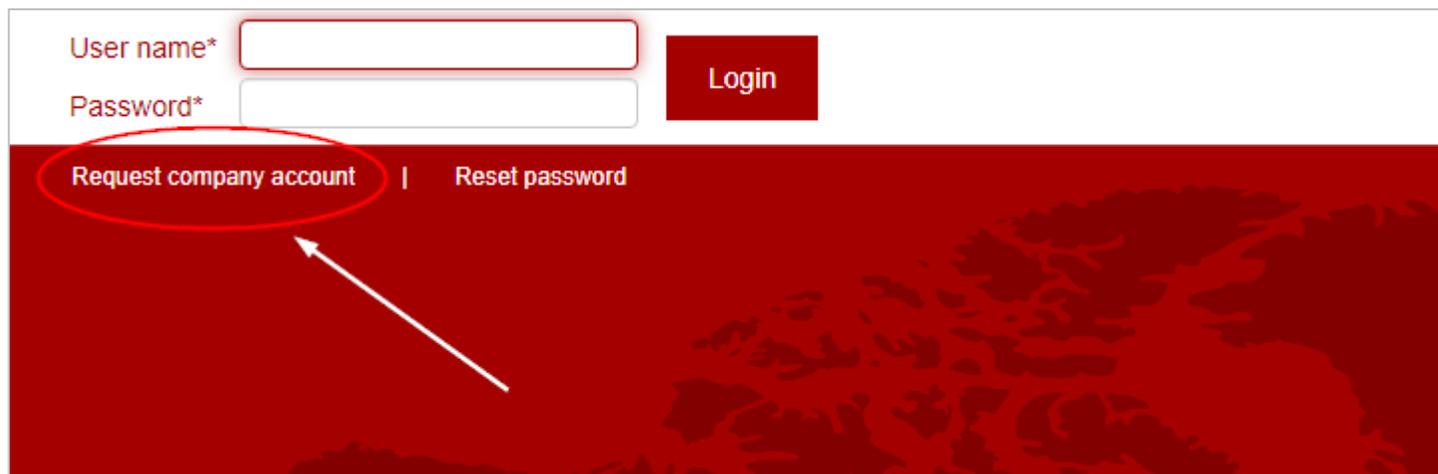
2.3 EU importers

1. Register with the REACH-OR-Trustee system by clicking on “Request company account” (on the REACH-OR-Trustee homepage) and provide the requested information.
2. Create your user account, via the “User account confirmation” email received from Chemservice and log in to the system.
3. If necessary, create additional user accounts with individual access rights.
4. Accept “Company relationship” requests from your suppliers or create them accordingly from your side.
5. Check for confirmed product deliveries via the menu item “Products / Third party components” and create or print “Import Certificates” if required.

3 Registering with the REACH-OR-Trustee system

3.1 Request company account

Please click on “Request company account” in the upper left corner of the REACH-OR-Trustee system home page:



User name*

Password*

Login

Request company account | Reset password

Please fill in at least all mandatory fields in the following dialog. When filling in the address fields in the “Company information” section, the “Full address for document labeling” field is filled in automatically. If this labeling does not correspond to your usual address formatting, please modify this field manually. The “Company contact” to be entered is automatically stored by Chemservice as an account manager for the company account to be created. This account manager can then later create additional internal users and assign appropriate permissions. To complete your request, please enter the characters displayed in the Captcha image into the adjacent field, read our “Terms & Conditions” and click on “Submit request”:

Request company account

[< Back to login page](#)

In case that you don't have an account in the Chemservice KKDIK-OR-Trustee system yet, you may send a corresponding request to the system administrator by filling out at least all mandatory fields below and clicking on "Submit request". You will receive an email notification from the system administrator once your account has been created.

<u>Company information</u>	<u>Company contact</u>
Company name* Mishmash Chemicals	Title* Ms
Supplement	First name* Sandy
Street / No* Uphill Road 1423	Last name* Beach
Supplement	Department
Zip / City / State* Plastics Town, KL 72533	Phone* +1 (998) 555 0123
Country* USA	Email* sandy.beach@mishmashchemicals.com
VAT ID	Remarks
Full address for document labeling Mishmash Chemicals Uphill Road 1423 Plastics Town, KL 72533 USA	
	 Please confirm that you are not a robot. Please enter the characters shown on the left. 54D8n

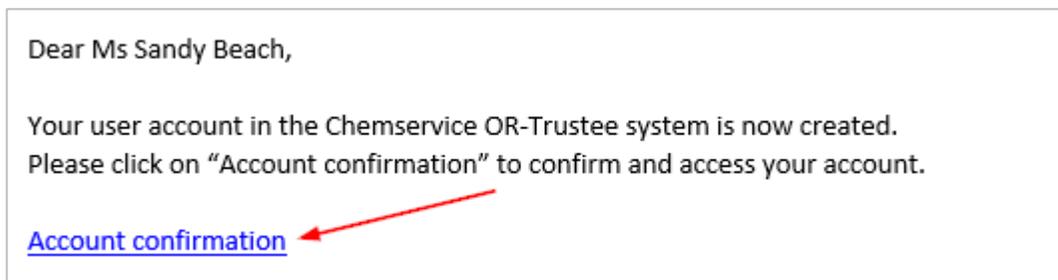
Please note our [Terms & Conditions](#)

Submit request

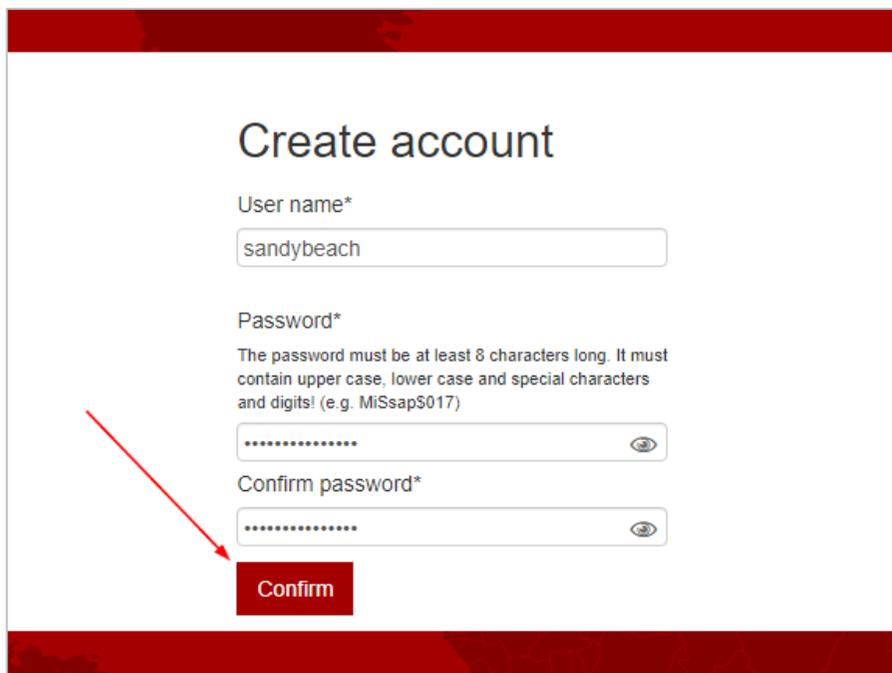
After submitting your request, it must first be reviewed by Chemservice to avoid companies creating multiple accounts, as this would cause problems in the supply chains to be mapped by the OR-Trustee system. You will receive an email notification from the system administrator once your company account has been created.

3.2 User account confirmation

Please click on the “Account Confirmation” link after you have received the email notification:



You will then be redirected back to the REACH-OR-Trustee system homepage, where you will be required to provide a user name and associated password for your personal user account. Please click on “Confirm” to complete the process:



Create account

User name*

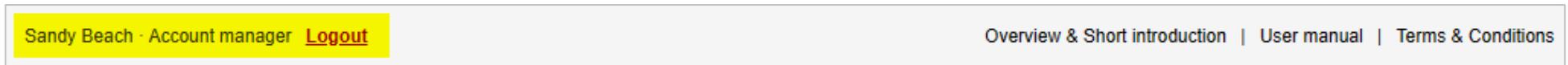
Password*
The password must be at least 8 characters long. It must contain upper case, lower case and special characters and digits! (e.g. MiSsap\$017)

Confirm password*

A red arrow points from the text "Confirm" to the red "Confirm" button.

3.3 Logged in user, account type and logout from the system

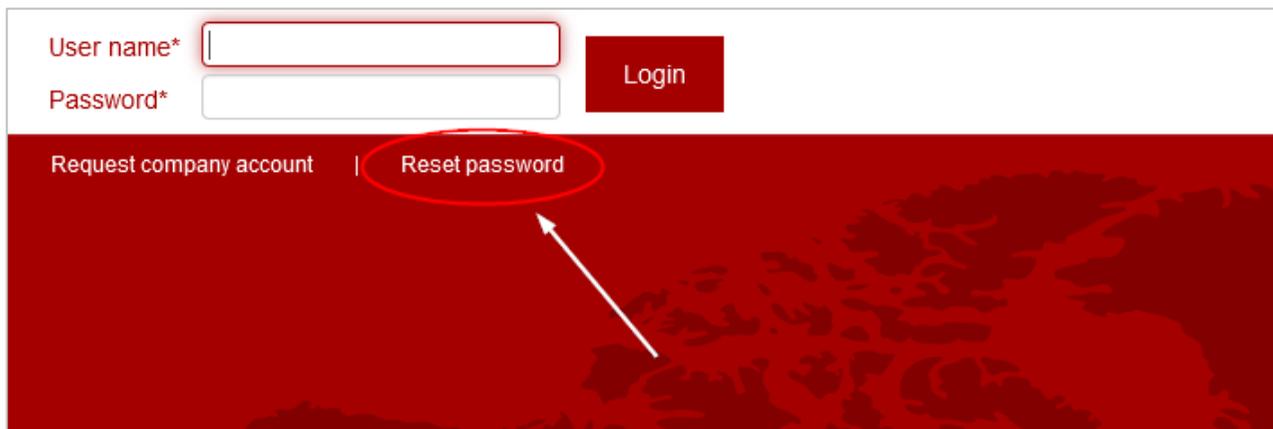
After logging in to the system, the currently logged in user and the assigned account type (“Account manager” or “User”) are displayed in the left area of the status bar at the bottom of the screen. You can also log out of the system at this point using the “Logout” button.



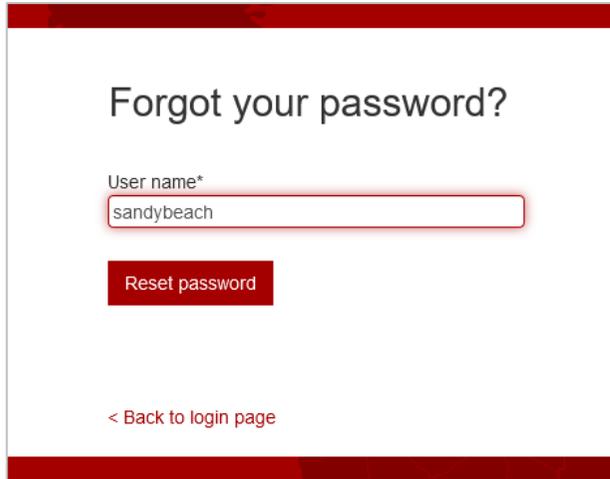
4 Password, user name or account issues

4.1 Reset password

If you ever forget your login password, click “Reset password” on the login screen:



On the following screen, enter your username and click on “Reset password”:



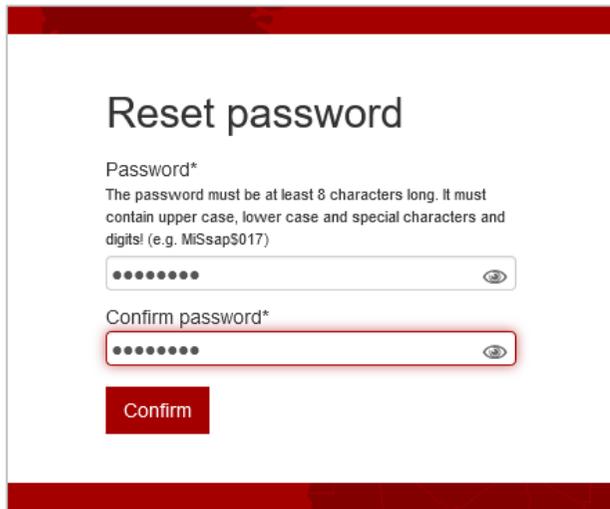
Forgot your password?

User name*

Reset password

[< Back to login page](#)

Now an email will be sent to the email address stored in your user account containing a “Reset password” link, which you should click on. You will then be taken back to a screen on the OR-Trustee website, where you can enter a new password. After clicking the Confirm button, you will be automatically logged back into the system:



Reset password

Password*

The password must be at least 8 characters long. It must contain upper case, lower case and special characters and digits! (e.g. MiSsap\$017)

Confirm password*

Confirm

4.2 Reset user name and password or unblock your user account

If you no longer know your user name and password or your account is disabled/blocked, please inform the “Account manager” who manages the OR-Trustee account for your company. He/she can then reset your login credentials or unblock your account as described in the section “Admin / User management”.

5 Admin

5.1 User management

Via the menu item “Admin / User management” you get an overview of the users created in your company account:

User management
CIP213XX · Mishmash Chemicals 58:18

Contacts								
User name	Title	First name	Last name	Email	Role	Status	last login	
---	Mr	Jack	Apple	jack.apple@mishmashchemicals.com	User	Enabled		
sandybeach	Ms	Sandy	Beach	sandy.beach@mishmashchemicals.com	Account manager	Enabled	12.07.2021	

Account type*

Title*

First name*

Last name*

Department

Phone*

Email*

Account status*

Remarks

Add user
Save
Cancel
Delete

Reset login credentials

5.1.1 Change user data

To change the data of an existing user, simply select the corresponding entry in the overview and change the data in the respective input fields below. Save the changes with the “Save” button or discard them with the “Cancel” button.

5.1.2 Reset login credentials

To reset a user's login credentials (user name and password), click the “Reset login credentials” button. After that the system will send a new registration email, to the email address stored with the user, so that the user can reassign his login credentials.

5.1.3 Add additional users

Via the “Add user” button you can create additional users for your company account:

The screenshot shows a form for adding a new user. On the left, there are several input fields: 'Account type*' (a dropdown menu with 'User' selected and circled in red), 'Title*' (a dropdown menu with 'Please select title'), 'First name*', 'Last name*', 'Department', 'Phone', 'Email*', 'Account status*' (a dropdown menu with 'Enabled'), and 'Remarks' (a text area). On the right, under 'User rights', there are four checkboxes: 'Transactions', 'Product templates', 'Payments', and 'Companies'. A red arrow points from the 'User' dropdown to the 'User rights' section.

In the “Account type” field you can specify whether this user is another “Account manager” or a regular “User”. “Account managers” have full access to the “Company account” and thus also to the “Admin” menu, through which the users and the company data can be managed. For the account type “User” you can individually define which menu items the respective user may access. After saving the new user, the system sends a registration email to the email address saved with the user so that the user can assign his credentials and log in to the system.

5.1.4 Disable (block) or enable (unblock) user accounts

You can use the “Account status” input field to manually disable users so that they can no longer log on to the system. If a user account has been automatically disabled (blocked) due to too many incorrect login attempts, an “Account manager” can manually set the account in question to “Enabled” again here. To do this, simply ensure that “Enabled” is selected in the “Account status” field. Then click on the “Save” button to unblock the account.

5.1.5 Delete user accounts

User accounts that have never been used to log on to the system (the “last login” field in the user overview is still empty) can be deleted using the “Delete” button.

5.2 Company data

5.2.1 Address update

In case your company has moved to another location or address data needs to be updated for other reasons, you can send a corresponding update request to the system administrator by clicking the “Address update” button on the left side of the “Company data” screen:

Company ID	CIP2I3XX
Company name*	<input type="text" value="Mishmash Chemicals"/>
Supplement	<input type="text"/>
Street / No*	<input type="text" value="Uphill Road 1423"/>
Supplement	<input type="text"/>
Zip / City / State*	<input type="text" value="Plastics Town, KL 72533"/>
Country*	<input type="text" value="USA"/>
VAT ID	<input type="text"/>
Full address for document labeling	<input type="text" value="Mishmash Chemicals
Uphill Road 1423
Plastics Town, KL 72533
USA"/>

In the following window you can then modify your data accordingly. Please note that a justification for this update request must be added in the “Justification” field. This is necessary because it must be ensured that it is still the same company after this address change! When you are done with your changes, please click on “Submit request” to send your change request. The OR-Trustee system administrator will process and approve your request in a timely manner, provided everything is in order. If there are any problems, you will be contacted at your stored contact information.

Company information

Company ID	CIP213XX
Company name*	<input type="text" value="Mishmash Chemicals"/>
Supplement	<input type="text"/>
Street / No*	<input type="text" value="Downhill Ave. 7354"/>
Supplement	<input type="text"/>
Zip / City / State*	<input type="text" value="Plastics Town, KL 72533"/>
Country / Country code*	<input type="text" value="USA"/>
VAT ID	<input type="text"/>
Full address for document labeling	<input type="text" value="Mishmash Chemicals
Uphill Road 1423
Plastics Town, KL 72533
USA"/>
Justification*	<input type="text" value="Our offices have moved to another location in the same city."/>

5.2.2 Invoice addresses

On the right side of the “Company data” screen you can manage your invoice addresses. By default, the invoice address corresponds to the company address you entered when registering the company account.

Via the button “Add address” you can create further invoice addresses, which you can save via the “Save” button after filling in the input fields. You can also edit existing invoice addresses by selecting the corresponding address in the overview, editing the fields and saving them again via “Save”. The “Default invoice address” checkbox allows you to specify which of the invoice addresses should be used as the default invoice address. This address will then be automatically displayed in bold and preset as the invoice address in the “Payments” area.

Invoice addresses						
Company name	Street / No.	Zip / City / State	Country	Contact	Email	
Mishmash Chemicals	Uphill Road 1423	Plastics Town, KL 72533	USA	Julia Money	julia.money@mishmashchemicals.com	
Mishmash Chemicals	Uphill Road 1423	Plastics Town, KL 72533	USA	Sandy Beach	sandy.beach@mishmashchemicals.com	

Company name*	<input type="text" value="Mishmash Chemicals"/>	Full invoice address	<input type="text" value="Mishmash Chemicals\nAccounting Department\nJulia Money\nUphill Road 1423\nPlastics Town, KL 72533\nUSA"/>
Supplement	<input type="text" value="Accounting Department"/>		
Contact	<input type="text" value="Julia Money"/>		
Street / No*	<input type="text" value="Uphill Road 1423"/>		
Supplement	<input type="text"/>		
Zip / City / State*	<input type="text" value="Plastics Town, KL 72533"/>		
Country*	<input type="text" value="USA"/>		
VAT ID	<input type="text"/>		
Phone	<input type="text"/>		
Email*	<input type="text" value="julia.money@mishmashchemicals.com"/>		

Invoice addresses that are no longer needed can be removed by clicking the “Delete” button.

6 Companies

6.1 Company relationships

After logging in to the system, you will see the overview of “Company relationships”. In order to be able to enter product transactions to downstream companies into the system or to receive corresponding product transactions from suppliers, it is necessary that you first establish relationships with these companies. For this purpose, you need the “Company ID” of the respective company with which you want to establish a relationship. After logging in to the system, each company can find its own “Company ID” in the upper right corner of the menu area:

The screenshot shows the CHEMSERVICE web application interface. At the top, there is a navigation bar with the CHEMSERVICE logo and menu items: Companies, Products, Transactions, Payments, and Admin. On the right side of the navigation bar, the text 'Company ID' is displayed in red, with a red arrow pointing to a red circle containing the text 'CIP213XX' next to 'Mishmash Chemicals'. Below the navigation bar, the 'Company relationships' section is visible, featuring a search bar with a dropdown menu set to '10' and a search input field. Below the search bar is a table with columns: OR, Company name, Street / No., Zip / City / State, Country, Status, Date, and Company ID.

6.1.1 Request relationship

For confidentiality reasons, other companies that also participate in the system are not visible by default. In order for the business partners to be visible in your own overview, you need to contact them outside of the OR-Trustee system, request their Company ID and then establish a relationship with them. To establish a relationship with another company, please click on the “Request relationship” button. In the following window enter the “Company ID” of your business partner and click on “Submit request”.

Company relationship request

Please ask your business partner for their "Company ID" in the OR-Trustee system, type it into the field below and click on "Submit request".
After this your business partner will be informed about your business relationship request, which will be visible in their contact list. Your business partner will have to confirm your request accordingly.
Please note that your full name, phone number and email address will be visible to your business partner.
One's own Company ID of a Chemservice OR-Trustee account can be found in the top right corner of the screen, after logging on to the system.

Please enter your business partner's Company ID

After that your “Company relationships” overview will show you the following for this request:

Company relationships								
	10	Search: <input style="width: 100%;" type="text"/>						
OR	Company name	Street / No.	Zip / City / State	Country	Status	Date	Company ID	
<input type="checkbox"/>	-	-	-	-	Request sent	12.07.2021	9DGKIZXX	
<input type="checkbox"/>	ChemMix Distribution Services	7689 Container Ave.	Storage City, TX 72489	USA	Confirmed	31.03.2021	WGCUX7XX	
<input type="checkbox"/>	Manufacturer_01	4316 Chemical Road	Oil Haven, Ontario K2E 7L2	Canada	Request received	13.07.2021	83VY7DXX	

Showing 1 to 3 of 3 entries Previous **1** Next

Please note that the company details of the company to which you have sent your request will not be displayed until they have confirmed your request. The company to which you have sent the request will of course see all necessary details of the requesting company, as this is the only way to verify it. In the bottom line you can see such a request that you yourself have received from another company. Just click on this line to verify the request.

6.1.2 Confirm relationship / Refuse request

To accept the request, click on “Confirm relationship”. To reject it, click on “Refuse request”. To cancel the current operation, click “Cancel”:

Confirm / refuse company relationship

The following **company has requested a relationship** with your company.
Please confirm or refuse the request accordingly.

Company ID	83VY7DXX	Contact	
Company name*	<input type="text" value="Manufacturer_01"/>	Title	<input type="text" value="Mr"/>
Supplement	<input type="text"/>	First name	<input type="text" value="Joe"/>
Street / No*	<input type="text" value="4316 Chemical Road"/>	Last name	<input type="text" value="Sephine"/>
Supplement	<input type="text"/>	Phone	<input type="text" value="+1 998 555 0153"/>
Zip / City / State*	<input type="text" value="Oil Haven, Ontario K2E 7L2"/>	Email	<input type="text" value="joe.sephine@manufacturer-01.com"/>
Country*	<input type="text" value="Canada"/>		

Confirmed relationships are displayed to you as follows:

OR	Company name	Street / No.	Zip / City / State	Country	Status	Date	Company ID
<input type="checkbox"/>	-	-	-	-	Request sent	12.07.2021	9DGKIZXX
<input type="checkbox"/>	ChemMix Distribution Services	7689 Container Ave.	Storage City, TX 72489	USA	Confirmed	31.03.2021	WGCUX7XX
<input type="checkbox"/>	Manufacturer_01	4316 Chemical Road	Oil Haven, Ontario K2E 7L2	Canada	Confirmed	13.07.2021	83VY7DXX

If you reject such a request, it will automatically disappear from your overview. For the requesting company, the request status changes accordingly to “Request refused” and can then be deleted there, after selecting the line.

6.1.3 Delete relationship

Existing relationships to other companies (status “Confirmed”) can be deleted after selecting the corresponding line. For the other company with which the relationship existed, the status of the relationship changes from “Confirmed” to “Terminated”. This company can then delete this entry after clicking on it in their own overview.

Accidentally deleted relationships can be reestablished at any time using the procedure described above, without this having any impact on any other data that you have already entered in your account.

7 Flow charts

7.1 General description of the product transaction process

The flow charts on the following pages describe the general process of how products are created and assembled in the online system (via “Product templates”) and transferred to the next customer (via so-called “Transactions”).

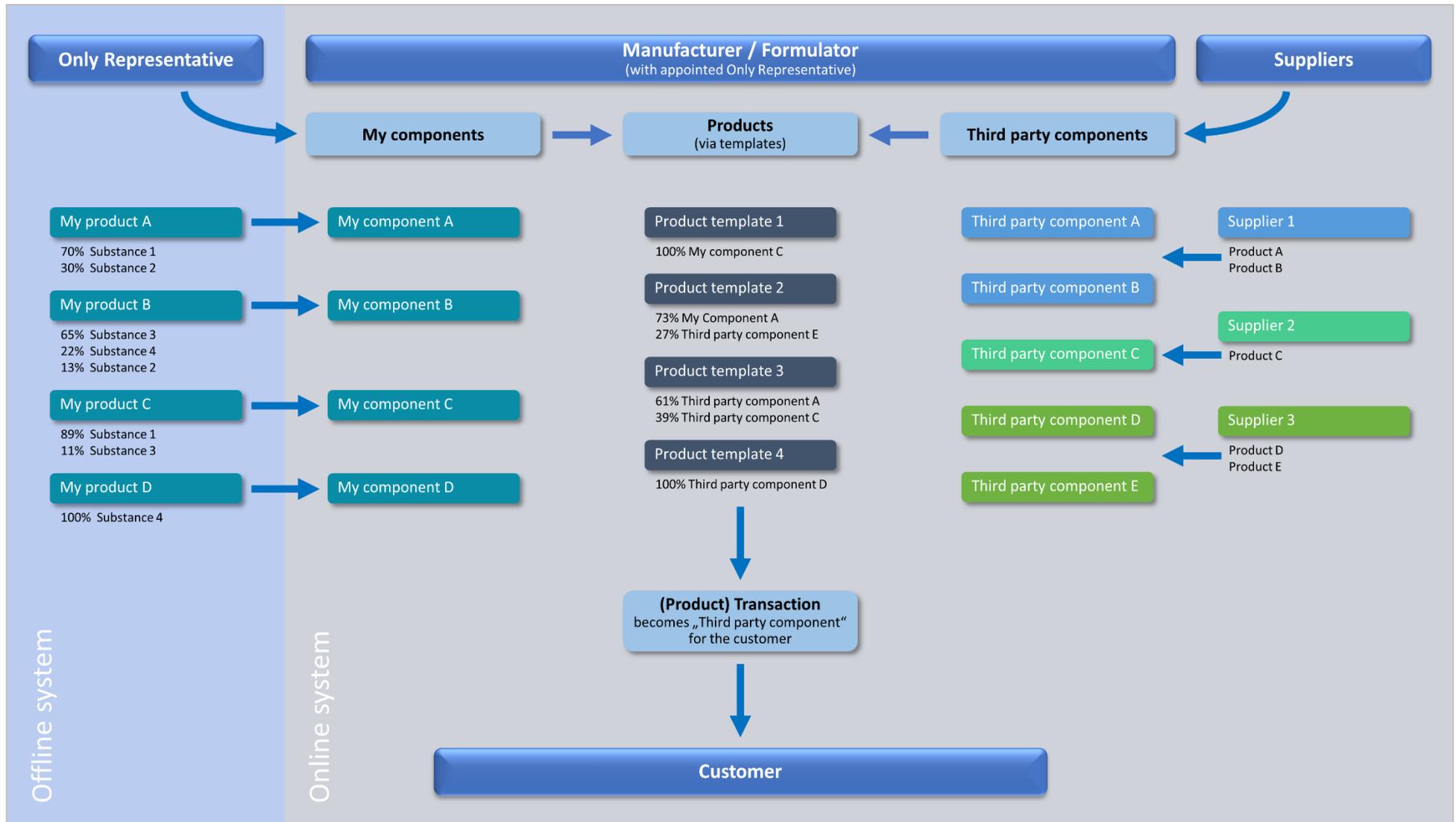
At the beginning of each supply chain, there must always be a non-EU manufacturer or a non-EU formulator who has appointed his own Only Representative. This Only Representative creates products (with compositions on substance level) for the respective manufacturer or formulator via a special offline system and transfers them, as so-called “My components”, to the online account of the manufacturer/formulator. Components supplied by other manufacturers, formulators, distributors or traders appear in ones own online account as “Third party components”.

All components (“My components” and “Third party components”) available in the online system do not include any information about the substances they contain! This information is only available in the offline system, via which the respective “Only Representative” creates the original products, which are then transferred to the online system as components.

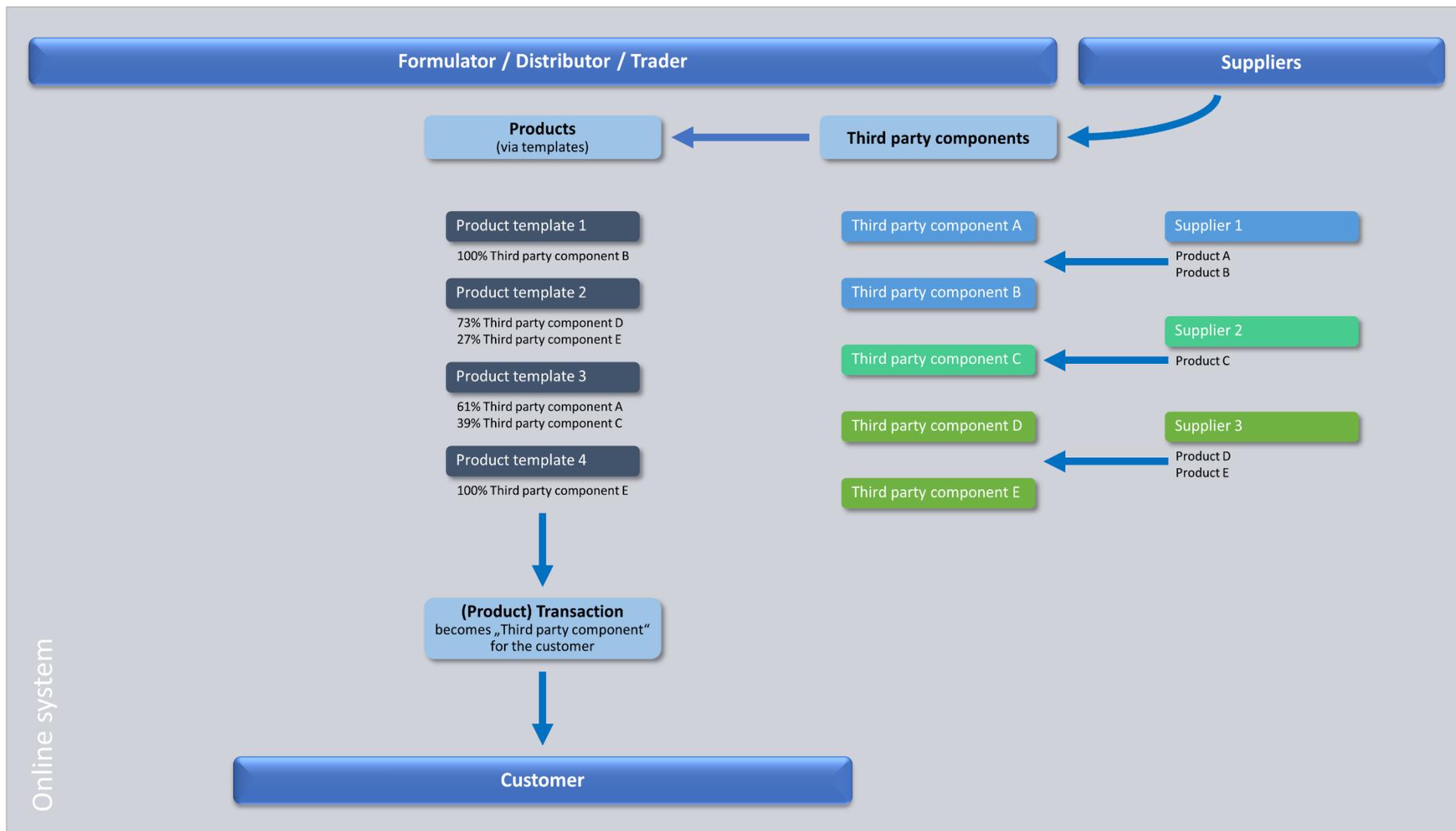
Products to be delivered to customers are basically defined in the online system via so-called “Product templates”. These templates contain the actual product compositions, which can be made up of individual or multiple components from different suppliers (“Third party components”). In the case of non-EU manufacturers and non-EU formulators who have appointed their own Only Representative, these templates can also contain their own components (“My components”).

Product deliveries to customers are then mapped via so-called “Transactions”. When creating such a transaction, the delivered product (“Product template”) is selected, which then assembles the necessary components itself, provided that the required components are available for the desired period and in the required quantity.

7.1.1 Flow chart for non-EU manufacturers and non-EU formulators who have appointed an Only Representative



7.1.2 Flow chart for non-EU formulators (without Only Representative), non-EU distributors and non-EU traders



8 Products

8.1 My components

8.1.1 Overview

In the overview “My components” you can see all your own products, which you can use as components for transactions to your next customers. Please note that you can only see your own components if you are a non-EU manufacturer or non-EU formulator who has appointed an Only Representative in the EU who has registered substances for your company accordingly. This Only Representative can then create product compositions for your company (in a special offline module of the OR-Trustee system) consisting of these registered substances and then transfer these products to the online system accordingly, so that they subsequently appear under “My components” as your own components. The components that appear here are simply the names of the products created in the offline module. The actual compositions are only in the offline system! Please note that you cannot edit your own components here yourself. This can only be done by your Only Representative, who must ensure REACH compliance for all substances used in these components.

These components contain only such substances for which your company needs to have appointed an Only Representative in the EU. Therefore this list can only be maintained by the OR through a dedicated offline version of this system.

My components					
10	Search: <input type="text"/>				
Component name	Component no.	Valid from	Valid to	in use	
Greasy grease 420		01.03.2015	31.12.9999	<input checked="" type="checkbox"/>	
Magic liquid 3000		01.01.2017	31.12.9999	<input type="checkbox"/>	

Showing 1 to 2 of 2 entries

Previous 1 Next

8.1.2 Columns

“Valid from” and “Valid to”

The columns “Valid from” and “Valid to” indicate the time periods within which these components can be used for product transactions to your customers. If, for example, a certain component (product) may only be used for transactions from a certain date, the “Valid from” date must be set accordingly. The same applies to components that are no longer supplied after a certain date. In case of composition changes, components can even appear multiple times here. Then, however, with different “Valid from/Valid to” dates.

“in use”

The “in use” column indicates whether a component is already included in a transaction to a customer. Components that are not yet “in use” can be deleted by the Only Representative. The names of the respective components can still be subsequently corrected by the Only Representative, even if they are already “in use”.

8.2 Third party components / Import Certificates

8.2.1 Overview

The “Third party components” overview shows you all product deliveries from your suppliers for which you receive REACH coverage from the respective supply chain. You can use these deliveries as components for your own products, which you supply to your next customers. Provided you are an importer in the EU, you can also create Import Certificates at this point.

Third party components											
10		Search: <input type="text"/>									
Trans. ID	Date	Component name	Supplier	Company ID	Total (mt)	Available (mt)	Coverage (%)	Valid from	Valid to	in use	
00000003	19.02.2021	Magic liquid 3000	Manufacturer_01, Canada	83VY7DXX	10,7000	8,8096	100,0000	01.01.2021	31.12.2022	<input checked="" type="checkbox"/>	
00000004	19.02.2021	Greasy grease 420	Manufacturer_01, Canada	83VY7DXX	8,1000	3,2840	100,0000	01.03.2020	31.12.2021	<input checked="" type="checkbox"/>	
00000007	05.03.2021	Secret liquid 3000	Manufacturer_02, Australia	9DGKIZXX	1,2000	0,9703	100,0000	01.01.2020	31.12.2021	<input type="checkbox"/>	

Showing 1 to 3 of 3 entries

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You cannot edit these components yourself. Only the respective supplier can do this, provided you have not yet used the component in question yourself for a released product transaction to a customer. If this is the case, the component in question has a corresponding check mark in the “in use” column. If needed, you can reset the “in use” status by canceling all affected transactions to the next customer(s) (see section “Transactions”).

8.2.2 Columns

“Valid from” and “Valid to”

Just as with your own components (see “My components”), the “Valid from” and “Valid to” columns specify the time periods within which these components can be used for product transactions to your customers.

“Total (mt)”

The column “Total (mt)” shows you the total (maximum) amount of product (in metric tons) for which the supplier provides you with REACH coverage for exports to the EU in the specified period (“Valid from” - “Valid to”).

“Available (mt)”

The column “Available (mt)” shows you the total quantity of product (in metric tons) that is still available for exports to the EU in the specified time period (“Valid from” - “Valid to”). For example, if you have an original quantity of 20 metric tons (“Total (mt)”) and the component has already been included in another transaction with a quantity of, say, 6 metric tons, then “Available (mt)” would now show a remaining quantity of 14 metric tons. Of course, the system makes sure that in total no larger quantity can flow into transactions than is allowed under “Total (mt)”.

“in use”

The “in use” column indicates whether a component is already included in a transaction to a customer. “Third party components” that are not yet “in use” can be retracted (canceled) by the supplier if, for example, the supplier has made a mistake with the validity period or quantity. The supplier can then recreate the transaction and release it again.

8.2.3 Create Import Certificate

If you are an EU importer, you can create Import Certificates at this point. To do this, select the transaction line with the corresponding confirmed import in the “Third party components” overview and then click on the “Create Import Certificate” button. A corresponding PDF file will then be created, which you can download and print out if required. After creating an Import Certificate, the “in use” flag is set for the corresponding transaction, so that the supplier can no longer retract it.

Trans. ID	Date	Component name	Supplier	Company ID	Total (mt)	Available (mt)	Coverage (%)	Valid from	Valid to	in use
00000009	31.03.2021	Softlube LD	Mishmash Chemicals, USA	CIP2I3XX	1,7400	1,7400	100,0000	01.01.2021	31.12.2021	<input type="checkbox"/>
00000008	05.03.2021	Megalube C7	Mishmash Chemicals, USA	CIP2I3XX	3,5200	3,5200	100,0000	01.01.2021	31.12.2021	<input type="checkbox"/>

Showing 1 to 2 of 2 entries

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Create Import Certificate Block transaction

8.2.4 Block/Unblock transaction

If you want to prevent your supplier from canceling an import transaction without having to create an Import Certificate first, you can block the transaction manually using the “Block transaction” button.

If you find that your supplier made a mistake when creating an import transaction, but the “in use” flag is already set, you can manually unblock this transaction by selecting it and clicking the “Unblock transaction” button. Afterwards your supplier has the possibility to cancel the transaction and issue it again.

Third party components

10 Search:

Trans. ID	Date	Component name	Supplier	Company ID	Total (mt)	Available (mt)	Coverage (%)	Valid from	Valid to	in use
00000009	31.03.2021	Softlube LD	Mishmash Chemicals, USA	CIP2I3XX	1,7400	1,7400	100,0000	01.01.2021	31.12.2021	<input checked="" type="checkbox"/>
00000008	05.03.2021	Megalube C7	Mishmash Chemicals, USA	CIP2I3XX	3,5200	3,5200	100,0000	01.01.2021	31.12.2021	<input type="checkbox"/>

Showing 1 to 2 of 2 entries

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Create Import Certificate Unblock transaction

8.3 Product templates

“Product templates” basically define the composition of the products that will be delivered to the next customers. These templates can be composed of own components as well as components from suppliers.

8.3.1 Create template

In the “Product templates” overview, all templates that have already been created are displayed. Click on the “New template” button to create a new “Product template”:

Product templates

10 Search:

Product ID	Product name	Product No.	Remarks	Valid from	Valid to	Product coverage (%)
1003	Megalube C7			01.01.2020		100,0000

Showing 1 to 1 of 1 entries

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New template

In the upper area of the input mask, enter the name of the product you sell to your customers in the “Product / trade name” field. In the field “Valid from” please enter the date from which the “Product template” can be used for transactions to customers (see further explanations under [“Transactions”](#)). To do this, either click on the calendar button next to the input field or enter the date manually in the displayed format (YYYY-MM-DD). The “Valid to” field must only be filled if a template may no longer be used, for transaction periods that lie after this date. The fields “Product no.” and “Remarks” are optional and can be used for own internal purposes if required. Therefore, this information will not be passed on to the next customer.

In the lower area of the input mask you now create the actual product composition. For this purpose, you can choose in the right area between the available “Third party components” delivered to you and your own “My components”. Please note that components under “Third party components” can only be offered after you have received them from a supplier per transaction for the first time!

To drag & drop components into the component list, left-click on the red “handle” (to the left of the component name), hold down the left mouse button, drag the component into the left component field and then release the mouse button to drop it.

In the following screenshots you can see how the own component “Power Mix” is added to the component list:

The screenshot shows the 'My components' list with one entry: 'Power Mix' by 'Mishmash Chemicals' with CIP213XX and 100,000% coverage. The 'Third party components' tab is selected, showing a search bar and a list of components: 'Power Mix'.

The next screenshots show how to add the “Third party component” “Magic liquid 3000” to the component list. To do this, first select the “Third Party Components” tab and then the “Magic liquid 3000” component, just as explained earlier for your own “Power Mix” component:

The screenshot shows the 'Third party components' tab selected. A red arrow points to the 'Third party components' tab with the text '1. Select "Third party components".'. Another red arrow points to the left handle of the 'Magic liquid 3000' component in the list with the text '2. Left click here.'. The list contains three components: 'Magic liquid 3000', 'Greasy grease 420', and 'Secret liquid 3000'.

Now drag the selected component into the left area and place it (without releasing the left mouse button!) exactly on top of the other (already existing) component, in such a way that the two “handles” lie exactly on top of each other. This will automatically open another blue field, either above or below the existing component, depending on whether you move the new component up or down on the existing component. Now you can place the new component in the newly appeared blue field by releasing the left mouse button there again:

The screenshot shows the 'Magic liquid 3000' component being dragged over the 'Power Mix' component. A red arrow points to the left handle of the 'Magic liquid 3000' component with the text '3. Drag the component "exactly" onto the existing component so that an additional blue field opens.'. The 'Power Mix' component now has a blue field below it.

The screenshot shows the 'Magic liquid 3000' component being placed into the blue field below the 'Power Mix' component. A red arrow points to the left handle of the 'Magic liquid 3000' component with the text '4. Move the component into the blue field and release the mouse button.'. The 'Power Mix' component now has two components listed below it: 'Power Mix' and 'Magic liquid 3000'.

Total: 0,0000 %		Total product coverage: 0,0000 %	
↔	0,0000 % Power Mix	Mishmash Chemicals	CIP2I3XX 100,0000 % ✕
↔	0,0000 % Magic liquid 3000	Manufacturer_01	83VY7DXX 100,0000 % ✕

My components		Third party components	
Search: search term... x			
↔	Magic liquid 3000	Manufacturer_01	① 83VY7DXX Coverage (%) 100,0000
↔	Greasy grease 420	Manufacturer_01	① 83VY7DXX Coverage (%) 100,0000

In case that an identical component is supplied by different suppliers, it is possible to attach such alternative components to existing components. When a transaction is created later, the program first checks whether the main component is available for the required period and in the required quantity. If this is not the case, the program automatically checks whether alternative components are available.

The following screenshots show how to attach the “Third party component” “Secret liquid 3000” as an alternative component to the “Magic liquid 3000” component:

Total: 0,0000 %		Total product coverage: 0,0000 %	
↔	0,0000 % Power Mix	Mishmash Chemicals	CIP2I3XX 100,0000 % ✕
↔	0,0000 % Magic liquid 3000	Manufacturer_01	83VY7DXX 100,0000 % ✕

My components		Third party components	
Search: search term... x			
↔	Magic liquid 3000	Manufacturer_01	① 83VY7DXX Coverage (%) 100,0000
↔	Greasy grease 420	Manufacturer_01	① 83VY7DXX Coverage (%) 100,0000
↔	Secret liquid 3000	Manufacturer_02	① 9DGKIZXX Coverage (%) 100,0000

1. Select the alternative component with the left mouse button.

Total: 0,0000 %		Total product coverage: 0,0000 %	
↔	0,0000 % Power Mix	Mishmash Chemicals	CIP2I3XX 100,0000 % ✕
↔	0,0000 % Magic liquid 3000	Manufacturer_01	83VY7DXX 100,0000 % ✕
↔	Secret liquid 3000	Manufacturer_02	9DGKIZXX Coverage (%) 100,0000

My components		Third party components	
Search: search term... x			
↔	Magic liquid 3000	Manufacturer_01	83VY7DXX Coverage (%) 100,0000
↔	Greasy grease 420	Manufacturer_01	83VY7DXX Coverage (%) 100,0000

2. Drag the component "exactly" onto the main component and then move it down a bit so that the blue field opens below the main component.

Total: 0,0000 %		Total product coverage: 0,0000 %	
↔	0,0000 % Power Mix	Mishmash Chemicals	CIP2I3XX 100,0000 % ✕
↔	0,0000 % Magic liquid 3000	Manufacturer_01	83VY7DXX 100,0000 % ✕
↔	Secret liquid 3000	Manufacturer_02	9DGKIZXX Coverage (%) 100,0000

My components		Third party components	
Search: search term... x			
↔	Magic liquid 3000	Manufacturer_01	83VY7DXX Coverage (%) 100,0000
↔	Greasy grease 420	Manufacturer_01	83VY7DXX Coverage (%) 100,0000

3. Drag the component into the blue field and then to the right until the red "handle" of the main component expands downwards.

Total: 0,0000 % **Total product coverage:** 0,0000 %

Component Name	Manufacturer	Code	Coverage (%)
0,0000 % Power Mix	Mishmash Chemicals	CIP2I3XX	100,0000 %
0,0000 % Magic liquid 3000	Manufacturer_01	83VY7DXX	100,0000 %
Secret liquid 3000	Manufacturer_02	9DGKIZXX	100,0000 %

4. Release the left mouse button.

My components **Third party components**

Search: search term... x

Component Name	Manufacturer	Code	Coverage (%)
Magic liquid 3000	Manufacturer_01	83VY7DXX	Coverage (%) 100,0000
Greasy grease 420	Manufacturer_01	83VY7DXX	Coverage (%) 100,0000
Secret liquid 3000	Manufacturer_02	9DGKIZXX	Coverage (%) 100,0000

Components can be rearranged at any time by selecting them with the left mouse button on the red “handle” and then dragging and dropping them according to the previously described procedures. Components can be removed from the list by clicking on the red cross on the right side of the respective component.

After all required components have been added to the component list, you must now enter the percentage shares of the respective components. To do this, please select the input field in front of the respective component name and enter the corresponding percentage value there. The input is automatically formatted to four digits after the decimal point as soon as you leave this field by pressing the “Tab” key or by clicking the mouse (in another area).

Above the component list, on the left side, the total percentage value (“Total”) of your assembled components is displayed. Ideally, this value always results in a total coverage of 100% that will be provided to the next customer. A higher value than 100% is not allowed and will be prevented. However, a lower total value than 100% is allowed and necessary if you deliver a product to a customer but can only cover a part of the components, for whatever reason.

Above the component list, on the right side, the total percentage coverage (“Total product coverage”) of your assembled components is displayed. Please note that this value may be lower than the component total displayed on the left. This case occurs when you have a “Third party component” in the component list that itself already gives you less than 100% coverage.

When you have added all the required components to the component list and entered the corresponding percentages of the respective components, you can save the “Product template” by clicking on the “Save template” button:

Total: 100,0000 % **Total product coverage:** 100,0000 %

Component Name	Manufacturer	Code	Coverage (%)
86,8000 % Power Mix	Mishmash Chemicals	CIP2I3XX	100,0000 %
13,2000 % Magic liquid 3000	Manufacturer_01	83VY7DXX	100,0000 %
Secret liquid 3000	Manufacturer_02	9DGKIZXX	100,0000 %

Save template Cancel

My components **Third party components**

Search: search term... x

Component Name	Manufacturer	Code	Coverage (%)
Magic liquid 3000	Manufacturer_01	83VY7DXX	Coverage (%) 100,0000
Greasy grease 420	Manufacturer_01	83VY7DXX	Coverage (%) 100,0000
Secret liquid 3000	Manufacturer_02	9DGKIZXX	Coverage (%) 100,0000

The program then returns to the “Product templates” overview and additionally displays the newly entered template there:

Product templates									
10	Search: <input type="text"/>								
Product ID	Product name	Product No.	Remarks	Valid from	Valid to	Product coverage (%)			
1003	Megalube C7			01.01.2020		100,0000			
1006	Softlube LD			01.01.2021		100,0000			

Showing 1 to 2 of 2 entries

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8.3.2 Change/copy/delete product template

Product templates can be edited or even deleted at any time without affecting product transactions that have already been created. As the name “Product templates” suggests, these are simply templates that are used during transaction creation to automatically create products based on a composition table.

To edit an existing “Product template”, simply click on the template to be modified in the “Product templates” overview. The corresponding template will then open and can be edited using the same editing steps as previously described under “Create template”.

It is also possible to copy an existing template using the “Copy product template” button (and then adapt it) and to delete a template using the “Delete product template” button.

9 Transactions

9.1 Overview

Transactions are the actual step to confirm REACH coverage for a specific product to the respective next customer in the supply chain. For this purpose, these transactions include the information about the next (direct) customer, the delivered product and the covered quantity, as well as the maximum allowed period within which the product (with the covered quantity) can be imported into the EU.

After selecting “Transactions” on the menu bar, you will see the “Transactions” overview, which displays all the transactions already recorded in your account, including their details:

ID	Date	Customer	Product name	Product no.	Volume (mt)	Coverage (%)	Valid from	Valid to	Status	in use
00000008	05.03.2021	EU Importer, Germany	Megalube C7		3,5200	100,0000	01.01.2021	31.12.2021	Released	<input type="checkbox"/>
00000009	31.03.2021	EU Importer, Germany	Softlube LD		1,7400	100,0000	01.01.2021	31.12.2021	Invoiced	<input type="checkbox"/>
00000010	31.03.2021	ChemMix Distribution Services, USA	Megalube C7		2,5000	100,0000	01.01.2021	31.12.2021	Completed	<input checked="" type="checkbox"/>
00000011	31.03.2021	ChemMix Distribution Services, USA	Softlube LD		5,2000	100,0000	01.01.2021	31.12.2022	Canceled	<input type="checkbox"/>
00000012	31.03.2021	ChemMix Distribution Services, USA	Softlube LD		5,2000	100,0000	01.01.2022	31.12.2022	Completed	<input type="checkbox"/>

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[New transaction](#)

9.1.1 Columns

“Valid from” and “Valid to”

The columns “Valid from” and “Valid to” indicate the time periods within which the products you supply to your customers can be imported into the EU either as such or as a component of a formulation and REACH coverage can be granted accordingly.

“Volume (mt)”

The “Volume (mt)” column indicates the maximum product quantities that your customers can import into the EU within the specified time periods.

“Coverage (%)”

The column “Coverage (%)” shows you the total “Total product coverage” as described in the [“Product templates”](#) section.

“in use”

The “in use” column indicates whether your transaction is already included as a “Third party component” in one of your customer's transactions. Transactions can be canceled if the “in use” status is not yet set. See also section [“Cancel transaction”](#).

“Status”

The “Status” column shows the current status of the respective transactions. The possible statuses are as follows:

Saved

The transaction has been saved but not yet released for payment. The component quantities contained in this transaction are no longer available for further transactions. A transaction with this status can be clicked with the left mouse button and then modified, released for payment or deleted.

Released

The transaction has been saved and released for payment, so that it is displayed in the “Payments” menu. The component quantities contained in this transaction are no longer available for further transactions. As long as the transaction has this status, it can still be opened by clicking on it with the left mouse button and then edited or deleted.

Invoiced

A previously released transaction (status “Released”) is currently being invoiced or is included in an already created invoice. The details of the transaction can be viewed by clicking with the left mouse button, but can no longer be changed.

Payment incomplete

The invoice containing the transaction has been paid only partially (e.g. because bank charges have been deducted). The exact balance of the corresponding invoice can be viewed under the menu item “Payments”.

Completed

The transaction has been paid in full and is therefore visible to the next customer as a “Third party component”. The transaction process is therefore completed.

Canceled

The transaction was already in the “Completed” status, but was been canceled again. The component quantities contained in this transaction have been released and are available again for further transactions.

9.2 New transaction

9.2.1 Create a new transaction

Click the “New transaction” button in the transaction overview to create a new transaction.

Now click on “Please select a customer...” so that a customer selection list opens. Please note that only those companies are displayed here with which you have previously successfully established a relationship and which are thus displayed in the “Company relationships” overview with the status “Confirmed”:

The screenshot shows two panels. The left panel is a dialog box titled "Please select a customer...". It contains a section "Product volume and coverage period" with the following fields:

- Covered volume in metric tons*: 0,0000
- Valid from*: YYYY-MM-DD
- Valid to*: YYYY-MM-DD

The right panel is titled "Product templates" and contains a search field and a table:

Product ID	Product name	Product No.	Valid from	Valid to	Product coverage (%)
1003	Megalube C7		01.01.2020		100,0000
1005	Softlube LD		01.01.2021		100,0000

Use the mouse to select the desired customer in the selection list or first enter a character string in the search field (above the list) to limit the selection list. Please note that this always filters only for the beginning of words, which, however, can be located anywhere in the address of the customers:

The screenshot shows the same dialog box as above, but with a search filter applied. The search field contains the text "EU". The list of customers is filtered to show only those starting with "EU":

- ChemMix Distribution Services - 7689 Container Ave. - Storage City, TX 72489 - USA (WGCUX7XX)
- EU Importer - Wasserstr. 17 - 09724 Nordhall - Germany (X1SEGNXX)**
- Manufacturer_01 - 4316 Chemical Road - Oil Haven, Ontario K2E 7L2 - Canada (83VY7DXX)

The right panel "Product templates" is the same as in the previous screenshot, but the table now shows a different row for Product ID 1006:

Product ID	Product name	Product No.	Valid from	Valid to	Product coverage (%)
1003	Megalube C7		01.01.2020		100,0000
1006	Softlube LD		01.01.2021		100,0000

After you have selected the customer, further input fields will be unlocked. First, enter in the field “Covered volume in metric tons” the maximum quantity of your product delivery to your customer for which you want to confirm REACH coverage for imports into the EU, within the period specified in the “Valid from” and “Valid to” fields. The quantity is entered in metric tons, with an accuracy of up to a maximum of four decimal places.

After entering the quantity, click on the “Valid from” field and enter the start date of the period for which you want to confirm REACH coverage for imports into the EU. The date entry can be done either by manual entry in the displayed date format or by clicking on the calendar button (to the right of the entry field) and then selecting the date on the calendar that opens:

The screenshot shows the 'Product volume and coverage period' section with the following fields:

- Covered volume in metric tons*: 1,7400
- Valid from*: YYYY-MM-DD (with a calendar icon)
- Valid to*

The calendar is open for January 2021, showing days from 1 to 31. A mouse cursor is hovering over the 1st of January.

The 'Product templates' section contains a search bar and a table with the following data:

Product ID	Product name	Product No.	Valid from	Valid to	Product coverage (%)
1003	Megalube C7		01.01.2020		100,0000
1006	Softlube LD		01.01.2021		100,0000

After you enter a “Valid from” date, the “Valid to” field will automatically default to the maximum valid date. Please note that this maximum validity period is pre-filled differently. For deliveries from a non-EU supplier to an EU importer, the “Valid to” date will automatically be the last day of the same calendar year entered in the “Valid from” field. A period extending over two (or more) calendar years is not allowed here, as otherwise it is not possible to determine and keep track of the quantities of substances imported per calendar year, which the respective Only Representatives of the non-EU manufacturers are obliged to do.

For deliveries from a non-EU supplier to a non-EU customer, the “Valid to” date is automatically the last day of the calendar year following the calendar year entered in the “Valid from” field. This extended period may be necessary if longer supply chains are involved and the original delivery from a non-EU supplier (at the beginning of the supply chain) is towards the end of a calendar year and due to the length of the supply chain it cannot be ensured that the import into the EU will still take place in the same calendar year.

Manual shortening of the maximum possible time periods is always allowed. However, it should always be ensured that the actual date of the import is within the selected and thus confirmed time period.

As soon as you have entered a valid date period, a selection of your previously created “Product templates” will be displayed on the right-hand side:

The screenshot shows the 'Product volume and coverage period' section on the left with the following values:

- Covered volume in metric tons*: 1,7400
- Valid from*: 2021-01-01
- Valid to*: 2021-12-31

The 'Product templates' list on the right shows the following entries:

Product ID	Product name	Product No.	Valid from	Valid to	Product coverage (%)
1003	Megalube C7		01.01.2020		100,0000
1006	Softlube LD		01.01.2021		100,0000

Here, only those “Product templates” are offered whose validity period (“Valid from” - “Valid to”) completely covers the previously entered coverage period. “Product templates” without a “Valid to” date are valid indefinitely from the “Valid from” date entered. Again, the selection list of the offered “Product templates” can be limited via the search field above the list by entering any character string for the search. Once you have found the desired “Product template”, click on it with the left mouse button, so that in the lower area of the window the corresponding details about the product composition appear, which are described further below:

The 'Product templates' list shows 'Softlube LD' selected. The detailed component list below is as follows:

Softlube LD								
%	Vol. required (mt)	Vol. used (mt)	Component name	Supplier	Available (mt)	Coverage (%)	Valid from	Valid to
13,2000	0,2297	0,2297	Secret liquid 3000	Manufacturer_02	0,9703	100,0000	01.01.2020	31.12.2021
		0,0000	Magic liquid 3000	Manufacturer_01	8,8096	100,0000	01.01.2021	31.12.2022
86,8000	1,5103	1,5103	Power Mix	Mishmash Chemicals	∞	100,0000	01.01.2018	31.12.9999
100,0000								
Total product coverage: 100,0000 %								

In the component list of the selected “Product template”, all components will now appear as you have previously assembled them under “Product templates”. Here, the system automatically offers all components that fully correspond to the coverage period entered above and that still have an available product quantity that has not yet been used for other transactions. If you have created an alternative component for a component, or if you have received several product deliveries that match the specified criteria and that still have an available quantity, the system will display several lines for the respective component here accordingly. For automatic

presetting of the component quantities, the system first selects the components whose validity period is the oldest and then, in the case of identical periods, first selects the entries with the lowest available quantities. This ensures that the “oldest” material is consumed first.

Whether a component is available is only checked by the exact match of the combination of “Component name” and “Supplier”. So if you miss a component in this list, of which you know that you have received a transaction (“Third party component”), please check the corresponding “Product template” and add the missing component to it accordingly.

9.2.2 Information displayed in the component list

“%”

This column shows the percentages of the respective required components as they were stored in the “Product template”. The percentage value in the last line (below the last component) shows the percentage sum of the components. Please note that this value does not necessarily have to be 100%. This is the case, for example, if you want to give your customers coverage for only part of your products via the system. However, this will only help your customers if they know the identity and product share of the missing component(s) so that they can help themselves accordingly, if at all possible. Ideally, you should always give your customers 100% product coverage.

“Vol. required (mt)”

This column shows the required quantities of the respective components. The quantity corresponds to the percentage share of the total quantity entered under “Covered volume in metric tons”.

“Vol. used (mt)”

In this column the system automatically fills in the actual quantities to be used for the respective components. When presetting the component quantities, the system first selects the components whose validity period is the oldest and then, in the case of identical periods, first selects the entries with the lowest available quantities. If necessary, you can adjust the quantities of “Third party components” manually.

“Component name” / “Supplier”

These columns display the respective component names and their corresponding suppliers.

“Available (mt)”

The column “Available (mt)” shows the total quantity of the respective component still available for exports to the EU in the specified period (“Valid from” - “Valid to”). For own components (“My components”) the available quantity is unlimited.

“Coverage (%)”

This column shows the percentage coverage of the respective components by the respective supplier and should ideally always be 100%. For own components (“My components”) the coverage is necessarily always 100%.

“Valid from” / “Valid to”

These two columns show the respective periods of the components in which they are available for imports into the EU.

“Total product coverage”

This value is displayed at the bottom of the component table and corresponds to the total percentage coverage you give your next customer for your product. The value is calculated from the percentage coverages of the individual components that you have received from your suppliers (see “Coverage (%)” column) and the percentage composition of the product in your own “Product template”. Again, the resulting percentage sum should ideally add up to 100%.

9.2.3 Editing the component quantities

As far as “Third party components” are concerned, you can manually adjust the suggested quantities to be used for the respective components. In order to be able to save and release the transaction, it is necessary that the quantities adjusted by you always add up to exactly the value displayed in the “Vol. required (mt)” column. If this is not the case, both the value in the “Vol. required (mt)” column and the corresponding values in the “Vol. used (mt)” column are displayed in red and a note appears accordingly above the component table. For your own components (“My components”), you cannot adjust the quantity, as this is not necessary due to the unlimited quantity available:

The entered volume does not equal the required volume!									
Softlube LD									
%	Vol. required (mt)	Vol. used (mt)	Component name	Supplier	Available (mt)	Coverage (%)	Valid from	Valid to	
13,2000	0,2297	0,2000	Secret liquid 3000	Manufacturer_02	0,9703	100,0000	01.01.2020	31.12.2021	
		0,1000	Magic liquid 3000	Manufacturer_01	8,8096	100,0000	01.01.2021	31.12.2022	
86,8000	1,5103	1,5103	Power Mix	Mishmash Chemicals	∞	100,0000	01.01.2018	31.12.9999	
100,0000									
Total product coverage: 104,0402 %									

9.2.4 Display behavior in case of non-availability of components, insufficient quantities or not completely matching coverage periods

Non-availability of components

If your “Product template” contains a component for which there is no “Third party component” with a matching “Valid from”/“Valid to” period or available quantity in the entered coverage period, a dummy line with red quantity values is displayed for the affected component, so that you know for which component you must first request additional coverage from your corresponding supplier before you can successfully complete your own transaction. Corresponding notes also appear above the table:

<p>The maximum product volume (during the selected coverage period) for which coverage can be provided is: 0,0000 mt Please contact your supplier(s) to get additional coverage for those components with insufficient volume or reduce the value for the "Covered volume" in the field above. If available, you may as well use volumes from components in the table below with a shorter "Valid from" or "Valid to" date. Please note that this will automatically limit the coverage period for the whole product.</p>								
<p>The entered volume does not equal the required volume!</p>								
Softtube LD								
%	Vol. required (mt)	Vol. used (mt)	Component name	Supplier	Available (mt)	Coverage (%)	Valid from	Valid to
13,2000	0,2297	0,0000	Secret liquid 3000	Manufacturer_02	0,0000	100,0000		
86,8000	1,5103	1,5103	Power Mix	Mishmash Chemicals	∞	100,0000	01.01.2018	31.12.9999
100,0000								
Total product coverage:		86,7989 %						

Insufficient quantities

If, for the coverage period entered, the available quantities in the available “Third party components” are not sufficient to cover the necessary share of the required total quantity (“Covered volume in metric tons”), the quantity values of the components concerned will again be displayed in red and corresponding notes will again appear above the table. You will then have to either contact your suppliers to request additional coverage or reduce the required total quantity (“Covered volume in metric tons”) to the displayed maximum value to be able to complete your own transaction:

Product volume and coverage period

Covered volume in metric tons*

Valid from*

Valid to*

Search:

Product ID	Product name	Product No.	Valid from	Valid to	Product coverage (%)
1003	Megalube C7		01.01.2020		100,0000
1006	Softlube LD		01.01.2021		100,0000

The maximum product volume (during the selected coverage period) for which coverage can be provided is **74,0902 mt**. Please contact your supplier(s) to get additional coverage for those components with insufficient volume or reduce the value for the "Covered volume" in the field above. If available, you may as well use volumes from components in the table below with a shorter "Valid from" or "Valid to" date. Please note that this will automatically limit the coverage period for the whole product.

The entered volume does not equal the required volume!

Softlube LD									
%	Vol. required (mt)	Vol. used (mt)	Component name	Supplier	Available (mt)	Coverage (%)	Valid from	Valid to	
13,2000	12,5400	0,9703	Secret liquid 3000	Manufacturer_02	0,9703	100,0000	01.01.2020	31.12.2021	
		8,8096	Magic liquid 3000	Manufacturer_01	8,8096	100,0000	01.01.2021	31.12.2022	
86,8000	82,4600	82,4600	Power Mix	Mishmash Chemicals	∞	100,0000	01.01.2018	31.12.9999	
100,0000									
Total product coverage:		97,0946 %							

Not completely matching coverage periods

The component list will also show components with quantities available that can only give coverage for a partial period of the desired coverage period. The non-matching "Valid from" or "Valid to" date is displayed in red accordingly. If it helps your customer, you can reduce the entered coverage period accordingly for the time being and thus complete the transaction successfully. After that, you can contact your suppliers to request additional coverage for the missing period, and then in turn provide your customer with the missing coverage via another transaction later:

Product volume and coverage period

Covered volume in metric tons*

Valid from*

Valid to*

Search:

Product ID	Product name	Product No.	Valid from	Valid to	Product coverage (%)
1003	Megalube C7		01.01.2020		100,0000
1006	Softlube LD		01.01.2021		100,0000

The maximum product volume (during the selected coverage period) for which coverage can be provided is: **0,0000 mt**

Please contact your supplier(s) to get additional coverage for those components with insufficient volume or reduce the value for the "Covered volume" in the field above. If available, you may as well use volumes from components in the table below with a shorter "Valid from" or "Valid to" date. Please note that this will automatically limit the coverage period for the whole product.

The entered volume does not equal the required volume!

Softlube LD									
%	Vol. required (mt)	Vol. used (mt)	Component name	Supplier	Available (mt)	Coverage (%)	Valid from	Valid to	
13,2000	0,2297	<input type="text" value="0,0000"/>	Magic liquid 3000	Manufacturer_01	<input type="text" value="8,8096"/>	100,0000	01.01.2021	31.12.2022	
86,8000	1,5103	<input type="text" value="1,5103"/>	Power Mix	Mishmash Chemicals	<input type="text" value="∞"/>	100,0000	01.01.2018	31.12.9999	
100,0000									
Total product coverage:		86,7989 %							

9.2.5 Save / release the transaction

Provided that all required components for the desired coverage period are available in the component list with the respective required quantities and no quantity conflicts exist due to manual adjustments of the quantities under “Vol. used (mt)”, you can save the transaction by clicking on the “Save only” button (for further processing later) or release it for payment by clicking on the “Save and release” button. In both cases, the respective component quantities are reserved and therefore no longer available for further transactions.

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Product templates

Product volume and coverage period

Covered volume in metric tons*	<input type="text" value="1,7400"/>
Valid from*	<input type="text" value="2021-01-01"/>
Valid to*	<input type="text" value="2021-12-31"/>

Product ID	Product name	Product No.	Valid from	Valid to	Product coverage (%)
1003	Megalube C7		01.01.2020		100,0000
1006	Softlube LD		01.01.2021		100,0000

Softlube LD									
%	Vol. required (mt)	Vol. used (mt)	Component name	Supplier	Available (mt)	Coverage (%)	Valid from	Valid to	
13,2000	0,2297	<input type="text" value="0,2297"/>	Secret liquid 3000	Manufacturer_02	0,9703	100,0000	01.01.2020	31.12.2021	
		<input type="text" value="0,0000"/>	Magic liquid 3000	Manufacturer_01	8,8096	100,0000	01.01.2021	31.12.2022	
86,8000	1,5103	<input type="text" value="1,5103"/>	Power Mix	Mishmash Chemicals	∞	100,0000	01.01.2018	31.12.9999	
Total product coverage: 100,0000 %									

<input type="button" value="Save only"/>	<input type="button" value="Save and release"/>	<input type="button" value="Cancel"/>
--	---	---------------------------------------

9.3 Delete transaction

A transaction that has the status “Saved” or “Released” can be opened with a mouse click and then completely deleted by clicking the “Delete transaction” button. The previously reserved component quantities are released again and are thus available for further transactions.

A released transaction for which an invoice is currently being created or for which an invoice has already been created (status “Invoiced”) can no longer be deleted. This is only possible if the created invoice is canceled beforehand and thus the status of the transaction is reset to “Released”.

9.4 Cancel transaction

Released transactions that have already been paid in full (status “Completed”) can no longer be deleted, but can be canceled if they are not yet included in a transaction of the next customer and are therefore already in use (status “in use” is active in the transaction overview). To do this, select the transaction to be canceled in the transaction overview and then click on the “Cancel transaction” button. After confirming the subsequent security question, the transaction will be canceled and all previously reserved component quantities will be released again.

However, if the transaction to be canceled is already “in use”, contact your customer so that he first deletes or cancels his own transaction(s), thus enabling you to cancel your transaction.

Canceled transactions are completely removed from the “Third party components” overview of the next customer, but remain in your own “Transactions” overview and are given the status “Canceled” there, so that you can track which actions were performed and invoiced.

If you cancel a transaction and this is done within 30 days after it has received the status “Completed”, a credit for the full amount of the transaction fee will be created for you in the “Payments” area. This credit cannot be paid out, but can later be offset against newly created transactions. This time-limited goodwill arrangement ensures that you do not have to pay the transaction fee again if you cancel an incorrectly created transaction and then have to recreate it.

10 Payments

10.1 Overview

All product transactions you enter and release trigger a payable transaction. Likewise, credit notes are created for canceled transactions, if applicable. You can view and manage these payment or credit transactions, as well as your previously created or canceled invoices, via the “Payments” menu item.

In the upper area you will find the overview of all transactions that have not yet been settled and in the lower area the overview of all invoices:

Payments								
<input type="checkbox"/>	Trans. ID	Date	Customer	Product name	Volume (mt)	Valid from	Valid to	Amount EUR
<input type="checkbox"/>	00000008	05.03.2021	EU Importer, Germany	Megalube C7	3,5200	01.01.2021	31.12.2021	100,00
<input type="checkbox"/>	00000009	31.03.2021	EU Importer, Germany	Softlube LD	1,7400	01.01.2021	31.12.2021	100,00
<input type="checkbox"/>	00000010	31.03.2021	ChemMix Distribution Services, USA	Megalube C7	2,5000	01.01.2021	31.12.2021	100,00
<input type="checkbox"/>		31.03.2021		Credit note for Transaction ID 00000011				-100,00
<input type="checkbox"/>	00000012	31.03.2021	ChemMix Distribution Services, USA	Softlube LD	5,2000	01.01.2022	31.12.2022	100,00

Pay

Invoices													
Search: <input type="text"/>													
Invoice no.	Invoice date	Trans. ID	Date	Customer	Product name	Volume (mt)	Valid from	Valid to	Payment	Invoice amount	Due date	Paid	Payment date
CSLXX-000001-21	31.03.2021	00000011	31.03.2021	ChemMix Distribution Services, USA	Softlube LD	5,2000	01.01.2021	31.12.2022	PayPal (98E326205B361632M)	105,70	31.03.2021	105,70	31.03.2021

10.2 Payment options (PayPal / Credit Card, bank transfer)

Due payments can be settled either directly by PayPal service or by bank transfer. When using the PayPal service, you can decide whether to pay via an existing PayPal account or alternatively via major Credit Cards. With this payment method, a fixed percentage surcharge is automatically added to the invoice amount due, to offset our fees to PayPal. This surcharge will be displayed to you prior to the payment. Please note that international bank transfers usually also incur significant bank fees, which in most cases are higher than the PayPal fees. Provided you choose to pay with PayPal, all transactions paid with it will be released immediately after the payment process is completed and are thus immediately available to customers for further use. In the case of bank transfer, the release will only take place when the invoice amount due appears in full on our bank account, which can sometimes take a few days.

10.3 Pay transactions / create invoices

10.3.1 Initiate payment process

In the overview, of the transactions to be paid and existing credits, there are checkboxes in the first column, through which you can select one or more transactions for payment. The checkbox in the header allows you to select or deselect all transactions/credits at the same time. As soon as you have selected one or more rows, information about the total amount to be paid will appear in front of the pay button and the pay button will become active if the total amount is greater than or equal to zero:

Payments								
<input type="checkbox"/>	Trans. ID	Date	Customer	Product name	Volume (mt)	Valid from	Valid to	Amount EUR
<input type="checkbox"/>	00000008	05.03.2021	EU Importer, Germany	Megalube C7	3,5200	01.01.2021	31.12.2021	100,00
<input type="checkbox"/>	00000009	31.03.2021	EU Importer, Germany	Softlube LD	1,7400	01.01.2021	31.12.2021	100,00
<input checked="" type="checkbox"/>	00000010	31.03.2021	ChemMix Distribution Services, USA	Megalube C7	2,5000	01.01.2021	31.12.2021	100,00
<input checked="" type="checkbox"/>		31.03.2021		Credit note for Transaction ID 00000011				-100,00
<input checked="" type="checkbox"/>	00000012	31.03.2021	ChemMix Distribution Services, USA	Softlube LD	5,2000	01.01.2022	31.12.2022	100,00

Total amount selected transactions: EUR 100,00

Now click on the Pay button to initiate the payment process. In the upper area of the following window, you will see an overview of the invoice addresses you have created (see "[Invoice addresses](#)"), whereby the default invoice address you have defined is already preselected. In the window below, you can enter optional information (such as purchase order number) that should appear on the invoice. Then, in the lower section, please select your preferred payment method ("Bank transfer" or "PayPal / Credit Card"). After that please click on "Next".

10.3.2 Continue payment process via “Bank transfer”

If you have selected “Bank transfer”, the invoice summary dialog shown below will then appear, in which you still have the option of adding the email addresses of additional invoice recipients. Click on “Finish” to complete the invoice creation. Afterwards, the invoice will be automatically sent to you by email as a PDF file, to the email address stored in the invoice address, as well as to the email addresses that may have been added manually.

Invoice summary for the selected transaction(s)

Invoice address	Mishmash Chemicals Accounting Department Julia Money Uphill Road 1423 Plastics Town, KL 72533 USA
Email recipient(s)	julia.money@mishmashchemicals.com
Please add a separate line for each additional email address.	
Invoice reference	
Total invoice amount	EUR 100,00

Please transfer the total invoice amount, stating our invoice number, to the bank account specified in the invoice.

Please make sure that any bank or wire transfer fees are covered and paid by the invoice recipient, so that we receive the full invoice amount indicated above.

The product transaction will not be released to the next customer until we have received the full invoice amount.

Back **Cancel** **Finish**

10.3.3 Continue payment process via “PayPal / Credit Card”

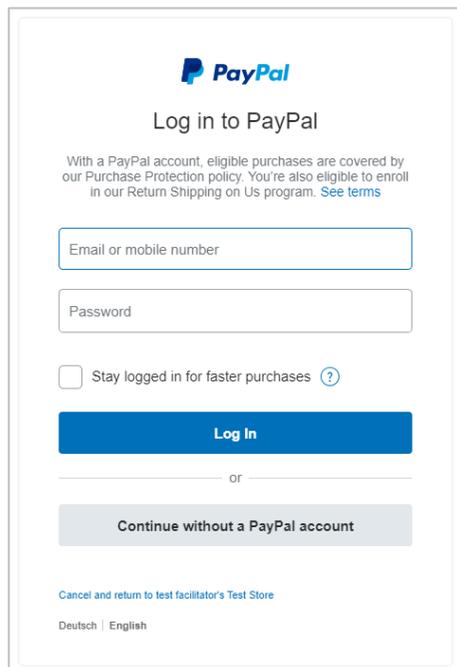
If you have selected “PayPal / Credit Card”, the invoice summary dialog shown below will then appear, in which you still have the option to add the email addresses of additional invoice recipients and the PayPal fees will be listed. Click “Finish” to initiate the PayPal payment process.

Invoice summary for the selected transaction(s)

Invoice address	Mishmash Chemicals Accounting Department Julia Money Uphill Road 1423 Plastics Town, KL 72533 USA
Email recipient(s)	julia.money@mishmashchemicals.com
Please add a separate line for each additional email address.	
Invoice reference	
Total transactions	EUR 100,00
(-) Bank transfer(s)	EUR 0,00
Amount remaining	EUR 100,00
(+) PayPal service fee	EUR 5,70
Total invoice amount	EUR 105,70

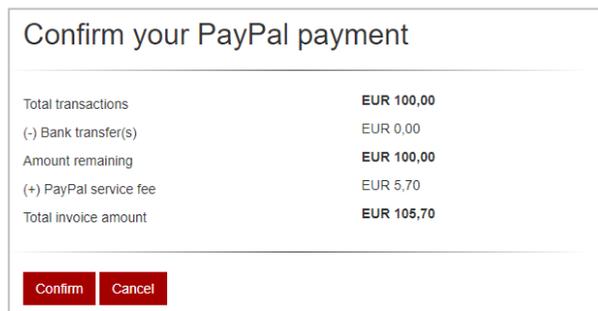
Back
Cancel
Finish

In the following PayPal payment dialog you can now log in if you have a PayPal account and want to pay through it. Alternatively, please click on “Continue without a PayPal account” if you would like to pay by Credit Card.



The image shows the PayPal login interface. At the top is the PayPal logo. Below it is the heading "Log in to PayPal". A short paragraph explains that purchases are covered by a Purchase Protection policy and that users can enroll in a Return Shipping program. There are two input fields: "Email or mobile number" and "Password". Below these is a checkbox for "Stay logged in for faster purchases" with a help icon. A blue "Log In" button is positioned below the checkbox. Underneath is a horizontal line with the word "or" in the center. Below that is a grey button labeled "Continue without a PayPal account". At the bottom left, there is a link "Cancel and return to test facilitator's Test Store" and language options "Deutsch | English".

After that, just follow the further instructions from PayPal until you finally receive the following confirmation dialog from the OR-Trustee system:



The image shows a confirmation dialog titled "Confirm your PayPal payment". It contains a table with the following data:

Total transactions	EUR 100,00
(-) Bank transfer(s)	EUR 0,00
Amount remaining	EUR 100,00
(+) PayPal service fee	EUR 5,70
Total invoice amount	EUR 105,70

At the bottom of the dialog are two red buttons: "Confirm" and "Cancel".

Now click on “Confirm” to complete the payment process as well as the invoice creation. Afterwards, the invoice will be automatically sent to you by email as a PDF file, to the email address stored in the invoice address, as well as to the email addresses that may have been added manually.

10.3.4 Pay open invoices retroactively via “Online payment”

If you have chosen “Bank transfer” when creating the invoice and now want to pay the open invoice amount via “PayPal / Credit card” instead, simply go back to the “Payments” menu, select the corresponding invoice line in the “Invoices” overview and then click on the “Online payment” button. Now follow the further steps as described above under [“Continue payment process via PayPal / Credit Card”](#). After the process is completed, a new invoice will be sent to you.

10.4 Invoices

10.4.1 Overview

After completing the payment or invoice creation process, you will be redirected back to the “Payments” menu. In the lower area you can now see your created invoices and their respective payment status. For invoices that have not yet been paid in full, the information in the “Payment”, “Invoice amount” and “Paid” columns will be displayed in red. Collective invoices have a “+” sign at the beginning of the invoice line. Click this sign to display the transactions and credit notes included in the invoice.

10.4.2 View / Print invoice

You can view invoices that have already been created and save them as PDF files if required. To do this, simply click on the button “View /Print invoice”, which is located below the invoice overview.

10.4.3 Cancel invoice

If you have made a mistake when creating an invoice or if it is necessary to cancel an invoice for other reasons, you can do this as long as the invoice in question is still completely open. To do this, simply select the corresponding invoice line in the “Invoices” overview and then click on the “Cancel invoice” button below the overview. After you have confirmed the subsequent security question, a cancellation invoice will be sent to you automatically. At the same time, the status of all associated transactions will be reset from “Invoiced” to “Released” and the respective payment items will be added back under the “Payments” overview so that you can subsequently recreate your invoice.

11 FAQ
