Active Steward

by Penman Consulting

Training Guide

Contents

1. Introduction

Active Steward™ is a product stewardship and information management platform, designed to streamline your regulatory processes and achieve compliance.

This guide provides instructions to help you to begin using your Active Steward™.

Active Steward™ is most effective when it is used to support your regulation compliance and product stewardship processes.

2. Navigation

2.1 Homepage

Once you have logged into Active Steward™, the homepage is the first screen that you see. The homepage shows recently viewed and uploaded information, as well as a calendar and news feed. There are hyperlinks that allow you to quickly navigate to other sections within Active Steward™.

2.2 Navigating between Partitions

Partitions are independent databases within your Active Steward™ that allow you to separate your data to reflect your business. Information (such as documents and contacts) in one partition is not accessible from another. You can only work in one partition at a time, so ensure that you are using the correct one.

To change Partition:

The partition you are working in is displayed next to your company logo in the top left of the browser window. To navigate to a different Partition:

1. Hover over the partition name to show a drop-down menu of the available partitions.
2. Select the desired partition from the drop-down menu.
3. The page will reload displaying the selected partition name in the top left of the window.

2.3 Global Search function

The global search tool searches all Constituent, Product, Document and Entity records in the current partition. Please note that Campaigns are excluded from this search function.

To use global search:
1. Navigate to the search box at top-centre of any page.
2. Enter your search term and select "Search".
3. Your search results are displayed on a separate screen.

2.4 Settings

The settings are in the top-right hand corner of Active Steward™, displayed with the cogs symbol. Settings can be used to add new users to the system. There are four main user types, which come with different permission levels. Please note that not all user roles have access to settings.

To add a new user:

1. Hover over the cogs in the top-right of your screen.
2. Hover over "Users" in the drop-down.
3. Select "Add New User".
4. This takes you to a form to complete to add the user.

You can view all users in the system by selecting "List All Users" instead of "Add New User".

2.5 Getting Support

2.5.1 Help section

The help section contains help guides for most features of Active Steward™, including step by step guides and tips.

To use the help section:

1. Navigate to question mark symbol in the top right-hand corner of your screen.
2. This opens the Active Steward Help page.

2.5.2 Feedback button

The "Feedback" button is used to get in touch with the Active Steward™ Team. This function can be used to make suggestions for system improvements and for notifying the team of any system errors. All communications are logged by the Active Steward™ team and you will receive an email acknowledging your query. Support requests are addressed based on priority using a ticketing system.

To use the Feedback button:

1. Navigate to the "Feedback" button which is in the bottom right hand corner of every Active Steward™ window.
2. This opens an email message to our support team – support@activesteward.com.

3. Products and Constituents

Products and Constituents are the building blocks of Active Steward™. Products are typically articles or substances that are manufactured or refined for sale. Constituents are the components or raw materials that comprise your Products.

3.1 Navigation

You can find the lists of Products and Constituents by going to "View All Constituents" and "View All Products" on the homepage. You can also choose "Search Constituents" and "Search Products" from the drop-down menus.

3.2 Search Screens

You can search the list of Products and Constituents using the search function on each page and by filtering the columns. You can use these searches in combination, for example, you can use a general search and then use a column filter to narrow down the results.

3.3 Adding a Product

Products can either be added automatically by spreadsheet upload or added manually. Contact support@activesteward.com for help with automated spreadsheet upload.

To manually add a product:
1. Navigate to the homepage and select "Add new" in the products box or select "Add New Product" from the "Products" drop-down menu.
2. Fill in the fields with the information for your Product and click "Save".
3. You will be taken to the Edit Blend Screen, where you can add the constituents of your product by selecting the "+" button. If you choose an incorrect constituent, click the "-" button to remove it.
4. You can add a percentage for each constituent and the pie chart to the right will be automatically updated.
5. Click "Save" and you will be taken to the Product record for your new Product.

3.4 Adding a Constituent

Constituents can be either added automatically by spreadsheet upload or added manually. Contact support@activesteward.com for help with automated spreadsheet upload.

There are several different constituent types and different fields are available for each type. For example, the CAS number field is not applicable for Articles and Mixtures. The different constituent types in Active Steward™ are listed below.

- Articles
- Mixtures
- Monomer
- Polymer
- Substance
- Unspecified

To manually add a Constituent:

1. Navigate to the homepage and select "Add new" in the Constituents box or select "Add New Constituent" from the "Constituent" drop-down menu.
2. Fill in the name of your Constituent and select the Type.
3. If you enter a CAS number, EC number, EC name or TSCA Name, a list of available suggestions will be shown. Click on the correct suggestion and the fields will automatically populate.
4. Click the "Update Constituent Name" button to copy the entry of that field into the Constituent Name field.
5. Click "Save" and you will be taken to the Constituent record for your new Constituent.

3.5 Product/Constituent Records

Product and Constituent records segregate information on several different tabs and subtabs. These records enable you to view all the information about your product/constituent in one place. The overview tabs are:

- Identity
- Constituents/Sub-constituents
- Contacts
- Documents
- Lists
- Regulatory
- Issues and Statements
- Versioning (Products Only)
- Notes
- Products (Constituents only)

These tabs are covered in further detail in other sections of this guide.

3.6 Regulatory Tab

The Regulatory tab is used to track all information related to the REACH Registration status, Tonnage tracking and Uses. To navigate to this section, select the desired Product or Constituent, and choose the "Regulatory Tab".

3.6.1 Product Regulatory Tab

The "Regulatory – EU Reach" sub-tab provides an overview of the registration status of each Constituent within the Product. This information is drawn from the Regulatory tab of each individual Constituent.

The Tonnage sub-tab provides an overview of the tonnage of that Product for each year, including a breakdown per entity. You also have the option to manually "Add tonnage data", which is covered in Section 10.

The Uses tab allows you to manually add the exposure and use information for a Product.

3.6.2 Constituent Regulatory Tab

The "Regulatory – EU Reach" contains sub-sections for input of REACH Registration information, including the registration type, tonnage band and registration number.

Documents stored inside Active Steward as a "Contract – REACH" or "Communication with Authorities" automatically display under the relevant headings on this page.

The Tonnage tab provides an overview of the tonnage of this Constituent for each year, across all Products in the partition. The tonnage is compiled to track against your REACH Registrations. The final column "Total" indicates how close you are to exceeding your tonnage band, with a graphic including a red line for the tonnage band threshold.

4. Documents

4.1 Searching for Documents in Active Steward

The Document Search searches all documents in the current Active Steward™ partition. It uses any document attributes you have selected, as well as the first 10,000 characters of any machine-readable document (some protected pdf files are not, for example).

To search for a document:
1. Navigate to the homepage and select "View all documents" in the Documents box or select "Search Documents" from the "Documents" drop-down menu.
2. Enter your "Search Term" and Active Steward will automatically refine the search results.
3. You can also refine your search by expanding the "Dates, Tagging and Groups" section and by filtering the columns.

Please note that there are three tick boxes that are automatically selected on the search screen, refining your results ("Exclude Sent Emails"; "Exclude Received Emails"; "Exclude SIEF XML"). If you want to find stored Emails or SIEF XMLs, you will need to unselect the relevant tick box.

4.2 Adding Documents to Active Steward

There are different Document types in Active Steward™ and each type has specific fields that allow you to easily capture key information. You can also use Document Type to filter the Document Search.

To add a new Document:
1. Navigate to the "Documents" tab and select "Add New Document" from the drop-down menu.
2. Select the file you are uploading.
3. Complete the "Document name" field.
4. Select the "Document type". Each Document type has a specific set of attribute fields. By completing this step before filling in specific attribute fields, you will ensure you only complete relevant information.
5. Select the "Creation date". This does not have to be the upload date of the document, as this will be stored automatically.
6. Under the "Document Links" section, associate the document with any relevant Constituents, Products and Entities.
7. Complete as many specific attributes as possible. Mandatory fields are marked with a red asterisk (*).
8. Select the "Save and Return" button.

4.3 Editing Documents in Active Steward

You can update the attributes associated with a document in Active Steward™, to provide additional information and update existing fields. You can also archive a document from the "Edit Document" screen.

To edit a document:

1. Locate the document on the "Document Search" screen.
2. Click on the chevron in the "+/-" column, expanding additional information and attributes.
3. Click "Edit Document Attributes" on the right-hand side.
4. Select "Save and Return" or the "Archive" button.

4.4 IUCLID Viewer

Documents added as the type "IUCLID output" are visible directly inside Active Steward™. The viewer displays the information as you would see it in IUCLID, allowing you to remain within Active Steward™ when looking for key information from an IUCLID dossier. To view the IUCLID file, simply click on the document name and the viewer will open.

5. Entities and Contacts

An entity is an overarching company or organisation. Each entity can have different addresses, e.g. different office locations. Once an entity is in the system, you can associate contacts with each address.

You can find the lists of entities and contacts by choosing "Search Entities" and "Search Contacts" from the drop-down menus.

5.1 Adding an Entity

To add an Entity:

1. Navigate to the "Entities" tab and select "Add New Entity" from the drop-down menu.
2. Enter the entity name, primary address and other information, such as Vat No. and Tax Ref.
3. Click "Save" and you will be taken to the Entity record for your new Entity.

5.2 Adding a Business Unit/Site

To add a Business Unit/Site:

1. Open an Entity Record.
2. Scroll down to the bottom of the page and select the contacts tab.
3. Select the "Add Business Unit" or "Add Site" button
4. You will be taken to a screen where you can enter the address for this unit/site.

5.3 Adding a Contact

To add a Contact:

1. Either select "Add New Contact" from the "Contacts" drop-down menu or view a specific entity and select "Add Contact" at the bottom of the page under the address/business unit.
2. Complete the mandatory fields and select "Add".

5.4 Linking Entities and Contacts

Links between Entities/Contacts and Products/Constituents are important for sending communications through Active Steward.

To Link an Entity and Contact to a Product or Constituent:

1. Navigate to the Product or Constituent record and navigate to the "Contacts" tab.
2. Here you can link contacts, business units and external entities to your product/constituent.

You can see which products and constituents an Entity is linked to by navigating to the Entity record and selecting the tabs "Products" and "Constituents".

6. Communication

6.1 Email Inbox

Emails sent to a partition email address (found in upper left-hand corner of every screen), arrive in the integrated Email Inbox. This allows you to quickly view and save emails and their attachments into the "Documents" section. Sending in emails with documents attached can be a quick way to upload several documents into Active Steward™ in one go.

To save an email from the Email Inbox:
1. Navigate to "Email" in the navigation bar and select "Inbox - View/Manage".
2. Click on the email and then select "Email & Attachments", "Only Email", or "Only Attachments".
3. By selecting "Email & Attachments" or "Only Email" you will be taken to the document upload screen to store the email.
4. Any documents stored through the Email Inbox are automatically stored as "General Documentation". These are marked as "Unprocessed" until the document type is changed, or the "Unprocessed" box is unticked.

6.2 Sending a General Email & Email Templates

You can externally communicate through Active Steward in several different ways, and the simplest is the General Email. Active Steward™ contains generic email templates which are customisable to your branding and requirements. Contact the support team if you require new templates to be set-up.

To send a General Email:
1. Navigate to "Email" and select "New General Email".
2. Select the desired email template.
3. Select attachments (if required) and select "Next".
4. Select the recipients of your email and select "Next".
   a. Note: This only includes recipients under the "Contacts" section.
5. Use the email editor to edit the text and add CC/BCC addresses.
6. Select "Send" and the email will be saved in the Active Steward™ document system.
7. Alternatively, the email can be saved as a draft by checking the draft checkbox and clicking "Save".
   a. You can find drafts by searching for them in the Document Search. (Note: Make sure the "Exclude Sent Emails" checkbox is not checked).

6.3 Email Outbox

If an email appears not have sent, double check the email Outbox. You will be able to see if any emails are still unsent.

To navigate to the email Outbox:
1. Navigate to the "Email" menu in the navigation bar and select "Outbox – List unsent emails" from the drop-down menu.

7. Campaigns

A Campaign is a secure portal of customisable pages useful for data dissemination and document transfer. These pages can display:

- Text
- Pictures
- Hyperlinks
- Documents to download
- Documents to upload

Pages within each campaign are accessible via user permissions (roles), so confidential information is only accessible by relevant parties.

7.1 Setting up a Campaign

Campaigns can be complex to set up, for support contact the Active Steward support team. There are also help guides available on Active Steward™. A worksheet is provided in Appendix 1 as a practical example of a campaign setup.

7.1.1 Creating a Campaign

To create a new Campaign:
1. Navigate to the "Campaigns" menu and select "Add New Campaign" from the drop-down menu.
2. Input the campaign information and select "Save".

7.1.2 Roles

Roles are used to control the content that users see within Campaign pages. This means that pages containing confidential information are only displayed to the relevant people. Examples of two role types include SIEF member and SIEF Co-registrant.

To add a role:
1. Navigate to the Campaign you have created.
2. Expand the "Roles" section on the campaign screen and select "Edit Roles".
3. Add the Role name and Description and select "Save" or "Save & Return".

7.1.3 Contact Groups

Contact Groups allow you to add Contacts to a Campaign. An example would be creating a Contact Group for a substance and uploading Co-registrants from REACH-IT as Contacts. Tabs are only visible to external users that are added as a Contacts in that Contact Group.

To add a Contact Group:
1. Navigate to the Campaign you have created.
2. Expand the "Contact Groups" section and select "Add Contact Group".
3. Complete the Contact Group name, and associate with a "Constituent" if required.

To add Contacts to a Contact Group:
1. Navigate to the Campaign you have created.
2. Expand the "Contact Groups" section and edit by selecting the pencil icon on the Contact Group.

3. Expand "Campaign Contacts" and select "Add New Contact".
4. Complete the mandatory fields and select a role.
5. Select either "Save" or "Save & Return".

If there are many Contacts to upload in a Contact Group, please contact support@activesteward.com.

7.1.4 Campaign Tabs

Campaign Tabs are visible to all contacts in the campaign. These typically contain more generic content, such as an introduction and contact details.

To add a Campaign Tab:
1. Navigate to the Campaign you have created.
2. Expand the "Campaign Tabs" section and select "Add Tab".
3. Complete the "Name" and "Index". The index determines the order of the tab bar under the campaign header. The index numbers are sorted from smallest to largest and represent the order of the tabs from left to right.
4. Use the Editor box under "Tab Content" to design the page.

7.1.5 Contact Group Tabs

Contact Group tabs are only visible to users listed within that Contact Group. They allow you to create pages containing confidential information.

To add a Contact Group Tab:
1. Navigate to the Campaign you have created.
2. Expand the "Contact Groups" section and edit by selecting the pencil icon on the Contact Group.
3. Expand "Contact Group Tabs" and select "Add Contact Group Tab"
4. Complete the name, index and allowed roles.
5. Use the Editor box under "Tab Content" to design the page.

7.1.6 Tasks

Download tasks are links to documents within the document storage section of Active Steward. These can be added to a Campaign page for external users to securely download. Tasks can also allow users to upload files. There are two levels of tasks:

- Campaign Tasks – These can be added to any tab within the campaign.
- Group Tasks – Group tasks are added at the Contact Group level and can only be added to tabs within that Contact Group.

To create a Campaign Task:
1. Navigate to the Campaign you have created.
2. Navigate to the Tasks section and select "Add Campaign Task".
3. Complete the "Name" and select a document.
4. Select "Save" or "Save & Return".

To create a Group Task:
1. Navigate to the Campaign you have created.

2. Expand the Contact Groups section and select the pencil to edit.
3. Expand the "Group Tasks" section and select "Add Group Task".
4. Complete the "Name" and select a document.
5. Select "Save" or "Save & Return".

To add a Task to a tab:
1. Navigate to the Campaign you have created.
2. Navigate to either the "Campaign Tab" or "Contact Group Tab" and select edit.
3. In the editor, navigate to "Tasks" and select the document from the drop-down menu.
4. This inserts a hyperlink to the document that the user will be able to download.

7.1.7 Terms and Conditions

When an external user logs into a campaign page, they first need to accept your Terms and Conditions. They could include information on data protection and limitation of liability.

To Add Terms and Conditions:
1. Navigate to the Campaign you have created.
2. Expand the "Terms and Conditions" section.
3. Use the editor to insert Terms and Conditions for the user to accept.
4. Once complete, select "Save" or "Save & Return.

7.1.8 Image Uploads

For an image to be included on a Campaign page, it first needs to be uploaded in the "Image Uploads" section. It can then be added to a tab, header or footer.

To upload an Image:
1. Navigate to the Campaign you have created.
2. Expand the "Image Uploads" section.
3. Select the image using "Choose file". The image will automatically upload.
4. To add the image into a page, select the image from the "Images" drop-down menu in the Tab Content editor.

7.1.9 Header and Footer

Headers and Footers are used to increase the visual appeal of the campaign. Header content is displayed at the top of the page, and typically includes the Campaign name and logos. The footer is displayed at the bottom of the page, and typically includes contact information.

To add a Header or footer:
1. Navigate to the Campaign you have created.
2. Expand the "Header & Footer" section.
3. Use the editor to add the Header or Footer.
4. Once complete, select "Save" or "Save & Return.

7.2 Using a Campaign

7.2.1 Sending Communications

Campaigns are particularly useful for large scale external communications. All communications sent from a campaign are automatically stored in Active Steward™ for record keeping.

To send a communication through Campaigns:
1. Navigate to the Campaign you have created.
2. Expand the "Communications" section and select "Send Email".
3. Select the type of email and add attachments (if applicable).
4. Choose the contacts to send the email to – you can select these via Role type, Campaign Contact Group or by selecting individual contacts.
5. Add an Email subject and check the "Use this subject for all emails." checkbox if required.
6. Add CC and BCC recipients if required. Note: these need to be separated by a comma.
7. Use the Email editor to change the wording or format of the emails and select "Send".

7.2.2 External Viewer

The external viewer allows you to view what Campaign users see when they log-in to Active Steward™. Campaign users log-in to Active Steward™ through the same front page as normal users but are only able to view Campaigns you provide them access to.

For existing Active Steward™ users, the external viewer can be opened from within the Campaigns section.

To view a Campaign as an existing user:
1. Navigate to the Campaign you have created.
2. Expand the Contact Groups section and select the pencil to edit.
3. Expand the "Campaign Contacts" and select the eye symbol next to a contact.
4. This opens a new tab with the campaign view for this contact.

8. Inventories

Active Steward™ maintains 90+ regulatory Inventories and Lists that are updated monthly. They help you to quickly check the inclusion or exclusion of your Products and Constituents across all Inventories. For example, verifying whether all components of your Product are listed on a national inventory.

8.1 List Inventories

The List Inventories page displays all inventories within Active Steward. This allows you to select an Inventory and review entries in further detail. Inventories that are maintained by Penman Consulting are indicated with a "Lock" symbol in the Edit and Delete columns.

To view and search an Inventory:
1. Select "List Inventories" from the "Inventories & Lists" drop-down menu.
2. Search for your desired Inventory and view by clicking the name.
3. Search for a specific term in the Inventory using the "Search Terms" field under the "Listing and Search" section.

The List Statistics section provides information on the number of Constituents on/not on the inventory/list. By selecting the "Show" buttons, you will be taken to a separate screen that will display this information.

8.2 Search Inventories

The Search Inventories page allows you to find a specific search term across all inventories.

To search all Inventories:
1. Select "Search Inventories" from the "Inventories & Lists" drop-down menu.
2. Enter search terms and select "Search".
3. Only results that include the search term are returned.
4. If desired, download results by selecting "Export to Excel" at the bottom of the page.

8.3 Product and Constituent Inventory Search

Active Steward™ can also search for a Product or Constituent in all Inventories and Lists.

To search Inventories for a Product:
1. Navigate to the Product record and select the "Lists" tab.
2. Select "Filter". You can also refine the search using List Fields.
3. There are four types of search results in the "Inclusion" column:
   a. Yes – All constituents of this product are included in the list.
   b. No – None of the constituents of this products are included in the list or some components are incomplete.
   c. Partial – Some of the constituents in this product are included, but not all.
   d. Incomplete – A constituent does not have all relevant fields completed.

To search Inventories for a Constituent:
1. Navigate to the Constituent record and select the "Lists" tab.
2. Select "Filter". You can also refine the search using List fields.
3. There are two types of search results:

      a.   Lists That Include This Constituent.
      b.   Lists This Constituent is Not In.

8.4 Manual Override of List Inclusion

In some cases, a supplier will provide a declaration that their materials are listed in an Inventory. In this case, we can upload the supporting documentation to override the search and include this inventory in the "Lists That Include This Constituent" section.

To upload evidence of inclusion:
1. Navigate to the Constituent record, and select the "Lists" tab.
2. Filter the search results and scroll to "Lists This Constituent is Not In".
3. Locate the correct list and select the "+" icon.
4. This allows you to upload or associate the documented evidence, resulting in the constituent being included in that list.

8.5 Adding Inventories

There are two options for adding inventories:

1. Manually add the Inventory
2. Contact Active Steward™ to add the Inventory for you (support@activesteward.com)

The Inventory needs to be in Excel format and include a CAS number. Active Steward uses CAS numbers to search for a Constituent within an Inventory.

To manually add a List:
1. Select "Add New Inventory or List" from the "Inventories and Lists" drop-down menu.
2. Upload the Excel file and complete the relevant attributes.
3. Select "Update". This may take some time to upload.
4. After the Inventory is uploaded, edit the Inventory record from the "List Inventories" page
5. Identify the CAS and EC number fields from the drop-down menus.
6. Once identified select "Save" at the top of the screen.

9. Product Versioning

The formulation of your Products may change over time. Active Steward™ can track this information and calculate the annual tonnage on a pro-rata basis.

Versions can only be added in a chronological fashion. You cannot add versions with start and end dates that occur between existing versions, so make sure that you enter version data from the earliest to latest. Versions are also continuous, i.e. there are no gaps between versions.

To add the first Product Version:
1. Navigate to the Product record.
2. Ensure the initial formulation is correct on the Constituents tab.
3. Navigate to the Versioning tab and select "Create New Version".
4. Fill in the start date and select "Save".

To add all subsequent Product Versions:
1. Navigate to the Product record.
2. Select the sandbox Version of the Product. The Version field is located underneath the Product name.
3. Navigate to the Constituents tab and select the "Update and/or add constituents" button.
4. Use the "+/-" buttons to update the formulation and select "Save".
5. Navigate to the Versioning tab and select "Create New Version".
6. Fill in the start date and select "Save".

If you have many version changes to make, please contact support@activesteward.com as we will be able to automate the process.

10. Tonnage

Active Steward™ automatically breaks tonnage down into the individual constituents present in the product. This is especially beneficial for managing the tonnage of complex product formulations. There are three ways that tonnage can be added to a Product:

- Manually adding Tonnage
- Automated Upload
- Tonnage (and use) enquiries

10.1 Manual Tonnage

Manual tonnage addition can be used to enter small amounts of tonnage information. Before we add tonnage to the product, we need to ensure that the importing entity is linked to the Product. Please refer to Section 5 for information on how to add an entity to a Product.

To add tonnage manually:
1. Navigate to the Product record and select the regulatory tab.
2. Select the hyperlink to "Tonnage" and select "Add tonnage data".
3. Here you can link to the site that imported the material (Note: This is only possible if the Entity is linked to that Product).
4. Complete any other relevant fields and select "Save".

10.2 Automated Upload

For large scale tonnage upload, we can automate the process by uploading a spreadsheet. For support in this upload, please contact support@activesteward.com.

10.3 Tonnage Enquiries

Active Steward™ provides the ability to send out a tonnage enquiry to an external company. This allows the recipient to quickly input the quantities sold and importer identities to automatically update the system. There are a few pre-requisites for sending a tonnage enquiry:

- The Entity is added in Active Steward™
- The recipient contact is added in Active Steward™
- The Entity and contact are linked to the Product

To send a tonnage enquiry:
1. Navigate to the "Wizards" section in the main navigation bar and select the desired enquiry – "Tonnage Enquiry" or "Tonnage and Use Enquiry".
2. Select "Next" on the "Template Chooser" screen.
3. Select the Year the enquiry is for – typically the previous year.
4. Select "Next" on the "Distributor" screen.
5. Select the Entity to send the report to, select "Next" and chose the contact(s).
6. Select the Product(s) you wish to enquire about.
7. Select the documents (if required for evidence) to attach to the email.
8. Finally, edit the email to send to the recipient.
9. A copy of the sent email will automatically be stored in Active Steward™.

To review and accept a tonnage enquiry:

1. Upon completion by the recipient, the sender will receive an email notification that there is tonnage to review and accept.
2. Navigate to the Product that the enquiry was sent for, select the regulatory tab, and select "Tonnage".
3. Expand the year that the tonnage enquiry was for, which will display the received responses.
4. Select the Response "Link" to view the information they submitted.
5. If acceptable, return to the previous screen and select the tick box under "Accepted" to accept the tonnage.

11. Issue and Statements

Issues and statements are a way to automate responses to frequent queries. They are linked to a product/constituent and are sent through the "Send Issue Statements" communication wizard.

To add an Issue/Statement:
1. Navigate to the Product/Constituent record.
2. Choose the "Issues & Statements tab. On this tab you can see issues associated with the product/constituent.
3. Select the "Add Statement" button on the right side of the screen.
4. Follow the instructions on the screen and click "Save".
5. Your new issue will now be linked to the Product/Constituent.

To send an Issue/Statement:
1. Navigate to "Wizards" in the navigation bar and select "Send Issues Statement(s)" from the drop-down menu.
2. Select "Email" for the output.
3. Follow the wizard and choose the template.
4. Select the relevant Products and Constituents.
5. Select the Issue and Statement you wish to send out.
6. Add any attachments and select "Next".
7. Choose the recipients you wish to send to.
8. Make any final changes on the "Compose Email" screen and then click "Send".

12. Communication Wizards

The "Wizards" drop-down in Active Steward™ is used for external communication and generating reports. Each wizard takes you through a step by step process to add the information required. Please note that the following wizards have already been covered:

- Send Issue(s) statements (Section 11)
- Tonnage Enquiry (Section 10)
- Tonnage and Use Enquiry (Section 10)

12.1 Constituent Proportions Report

The Constituent Proportions Report gives a breakdown of the percentage of each Constituent in each Product. The report is generated as an Excel spreadsheet.

To create a Constituent Proportions Report:
1. Hover over "Wizards" on the main navigation bar and select "Constituent Proportions Report" from the drop-down menu.
2. Rename the Title if required and select "Save".
3. Complete the document attributes and select "Save" or "Save & Return".
4. Navigate to the "Documents" section and open the document.

12.2 Constituents Presence Report

The Constituents Presence Report indicates which Products a Constituent is listed in. The report is generated as an Excel spreadsheet.

To create a Constituents Presence Report:
1. Hover over "Wizards" on the main navigation bar and select "Constituents Presence Report" from the drop-down menu.
2. Select the Products to include in the report.
3. Select the Constituents to include in the report.
4. Rename the Title if required and select "Save".
5. Complete the document attributes and select "Save" or "Save & Return".
6. Navigate to the "Documents" section and open the document.

12.3 Declaration of REACH Conformity

A Declaration of REACH Conformity (DRC) can be sent to external users as a contract to ensure REACH Compliance. There are some pre-requisites that need to be set up before sending the DRC:

- A Business Unit assigned to the Product.
- An Entity and Contact must be associated with the Product.
- The Product Record must be complete with all known Constituents and Sub-Constituents.
- Each Constituent record must have their "Current Registration Status" completed.

To Generate and Send a DRC:
1. Navigate to the desired Product and select the "Regulatory" tab.
2. Expand the "Declarations of Reach Conformity" section.

3. Find the correct Legal Entity and select "Prepare" under "Prepare DRC".
4. Select "Download" to view the DRC.
5. Select "Send".
6. Select the Contact.
7. Use the email editor to alter the wording and select "Send".

12.4 Formulation Report

The Formulation Report exports a breakdown of all Products and Constituents within the current Partition. The report is generated as an Excel spreadsheet. This could be used to automate the upload into another partition.

To Generate a Formulation Report:
1. Hover over "Wizards" on the main navigation bar and select "Formulation Report" from the drop-down menu.
2. Rename the Title if required and select "Save".
3. Complete the document attributes and select "Save" or "Save & Return".
4. Navigate to the "Documents" section and open the document.

12.5 Inventory and List Reporter

The Inventory and List Reporter checks for a Product's inclusion in selected inventories and lists within Active Steward™. This can be sent out to a recipient via Email or can generate an Excel report.

To create Inventory and List Report (email):
1. Hover over "Wizards" on the main navigation bar and select "Inventory and List Reporter" from the drop-down menu.
2. Select "Email" and select a template.
3. Select the Product(s).
4. Select the Inventories.
5. Add attachment(s) if required.
6. Select the Recipient(s).
7. Use the email editor to alter the wording and select "Send".

To create Inventory and List Report (Excel):
1. Hover over "Wizards" on the main navigation bar and select "Inventory and List Reporter" from the drop-down menu.
2. Select "Email" and select the template:
    a. Assurance Report – Produces a similar report to the "Formal Email" which is only saved in the system.
    b. Inventory and List Spreadsheet Advanced Report – Excel report showing Product Inclusion, with colour coding.
    c. Spread Sheet Report – Excel report showing Product Inclusion, without colour coding.
3. Select the Product(s).
4. Select the Inventories.
5. Rename the Title if required and select "Save".

6. Complete the document attributes and select "Save" or "Save & Return".

12.6 Reports and Publications Summary

The Reports and Publications Summary Wizard exports a list of all reports and publications within the partition. The report is generated as an Excel spreadsheet.

1. Hover over "Wizards" on the main navigation bar and select "Reports and Publications Summary" from the drop-down menu.
2. Rename the Title if required and select "Save".
3. Complete the document attributes and select "Save" or "Save & Return".

12.7 Send Document Link(s)

The Send Document Link(s) wizard allows you to securely provide a document in Active Steward™ to an External user. They receive a one-time-link taking them to a page where they can download the document(s). This is especially useful for files that exceed mailbox size.

To Send a Document Link:
1. Hover over "Wizards" on the main navigation bar and select "Send Document Link(s)" from the drop-down menu.
2. Select "Next" and select the document(s) using the search bar and "Add" button.
3. Select the Recipient(s).
4. Use the email editor to alter the wording and select "Send".

12.8 Tonnage by Constituents and Years Report

The Tonnage by Constituents and by Years Wizard allows you to export the tonnage of desired constituents. There are two report types:

- Basic – Exports the total tonnage for the selected Constituent(s) for the selected year(s)
- By Company – Exports a breakdown of tonnage for the selected Constituent(s) per importer for the selected year(s)

To Generate a Tonnage by Constituents and Years Report:
1. Hover over "Wizards" on the main navigation bar and select "Tonnage by Constituents and Years Report" from the drop-down menu.
2. Select the report type and choose years to include in the report.
3. Select the Constituents.
4. Rename the Title if required and select "Save".
5. Complete the document attributes and select "Save" or "Save & Return".

Appendix 1: Campaign Worksheet

The task is to create a Campaign for the substance sodium benzoate (CAS 532-32-1, EC208-534-8) to disseminate REACH deliverables to the SIEF. This Campaign displays confidential information, that not all users should be able to view.

Creating the Campaign:

1. Create a new Campaign.
2. Create the Roles:
    a. "SIEF Member"
    b. "SIEF Co-Registrant"
3. Create Campaign Tabs:
    a. "Introduction"
    b. "Contact Information"
4. Create a Contact Group for "Test Substance".
5. Add the following documents as Group Tasks:
    a. "Substance Identity Profile"
    b. "Category Justification Document"
    c. "Chemical Safety Report"
    d. "IUCLID Dossier"

6. Add the contacts to the Contact group
7. Create Contact Group Tabs using the information below:

Tab Name	Role(s)	Documents
Substance Identification	SIEF member, SIEF Co-Registrant	The Substance Identity Profile
		Category Justification Document
Registration Materials	SIEF Co-Registrant	Chemical Safety Report
		IUCLID Dossier

8. Add a Header and Footer.
9. Send a Campaign Welcome Email.
10. View the Campaign as each Contact.