

News Alert:

ECHA/PR/08/47

Helsinki, 20 November 2008

RAPID RESPONSE SERVICE - FREQUENTLY ASKED QUESTIONS ON REACH-IT AND PRE-REGISTRATION

From 17 November until 1 December 2008, the ECHA Helpdesk is offering a rapid response service to provide enhanced assistance to companies located in the EU/EEA that still intend to pre-register (see News Alert ECHA/PR/08/44). During the two first days, ECHA has received over 500 questions. About half of them are related to REACH-IT. ECHA would like to inform pre-registrants that answers are already available on the ECHA website to some of the questions companies are asking the helpdesk.

The answers to the questions below can be found in the REACH-IT Frequently Asked Questions document or in other documents available on the ECHA website.

Where is my submission/pre-registration number?

If the bulk pre-registration file that a company has submitted complies in format, structure and content with the requirements, **the date of submission is the pre-registration date recognised by REACH-IT**. If the bulk pre-registration file fails, the company is informed by REACH-IT within 3 hours, and must submit a new file for which it will receive a pre-registration date.

For further information please refer to the *REACH-IT FAQ Question 29*. It explains in detail where and when a submission or pre-registration number is sent to the pre-registrant.

How do I modify or delete a pre-registration?

Please refer to the *REACH-IT FAQ Question 19*. It explains in detail how a pre-registration can be deleted and how submitted data such as tonnage band can be modified.

Why can't I perform several operations in the pre-SIEF section?

As mentioned in the *News Alert of 14 November 2008* (ECHA/PR/08/44) the implementation of the performance improvements in the REACH-IT system has required temporary discontinuity of several pre-SIEF functionalities. These functionalities will be available again from 2 December 2008. We apologize for any inconvenience the unavailability of the temporarily discontinued functionalities may cause.

We kindly encourage pre-registrants to take a look at the *Industry User Manuals* that are now available on the REACH-IT portal page of the ECHA website.

We would also like to remind companies that REACH-IT system performance will be constantly monitored and there will be status updates on the ECHA home page and on the REACH-IT portal page each working day until 1 December 2008.

Further Information

The **REACH-IT FAQ** document can be accessed at:

http://echa.europa.eu/reachit/reachit_faq_en.asp,

REACH-IT Industry User Manuals can be accessed via the REACH-IT portal page at:

http://echa.europa.eu/reachit/portal_en.asp

ECHA **press releases** and **news alerts** can be accessed via the Press Office page at:

http://echa.europa.eu/news/press_en.asp

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