If at any time you have any questions after trying to create your product, please use the Support link or Chat Link on the WERCSmart site. We do not currently offer telephone support.

Product Formula or Composition

Q: What is a CAS number?
A: Chemical Abstract Service Registry Number. There are more than 67 million organic and inorganic substances, proteins, DNA sequences, etc., within the registry.

Q: I have to provide the full Formula of my product?
A: Yes.

Formulation values must be 100% or greater and must have valid/true CAS numbers.

Formulations must also include any ingredient listed on the SDS you provide.

Our ability to provide accurate and compliant Assessments, and an SDS if you choose to have one written for your product, depends on the overall data you provide to WPS. Inaccurate or incomplete data results in delays in processing your assessment. Also, the accuracy is reliant on the data you provide to us. Your company is responsible for the product assessment data, and will be liable. WPS will not verify data provided.

Q: Who, in my company, enters this information?
A: Each company is different. Sometimes it is the Sales or Marketing Department, the R&D Department, or a combination of a lot of departments or roles. Any person may enter the data, but it is compiling the data that is of the most importance.

Q: I am a distributor, not a manufacturer, of the product. Do I need to provide data for the CARP?
A: Yes, if you have your own Supplier ID with a Retailer, or your own UPC registrations. The full product data is still required, including formulation data.
Support or Additional Questions:

Should you have additional questions regarding this process, please feel free to use the Support or Chat links available on the WERCSmart site and a Customer Service representative will assist you.

Our offices are located in Latham, New York. Therefore, Support is available during regular business hours, 8:00am to 5:00pm Eastern. The Chat feature is available based on availability of our customer service team, but support emails are available to you 24/7. We will try to respond to your support inquiry within the next business day.