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.

The Registration Process

Q: Am I required to use WPS for this service, or may I use another resource?
A: WPS is the only company that has partnered with your Retailer(s) to provide the analytical review. Product information cannot be provided directly to the Retailer at this time.

Q: How is my information sent to WPS?
A: Electronically, via the WERCSmart site.

Q: Does WPS require a sample of my product?
A: No, samples are not required and are not accepted.

Q: Exactly what information is required regarding my product?
A: Information necessary includes, but is not limited to, the following data:

- UPC/GTIN
- Supplier ID (Only for Sears, K-Mart, Wal-Mart, Sam’s Club, and O’Reilly Auto)
- Supplier/Vendor Corporate Contact Data
- Product Information (chemical name, valid CAS, percentage present per ingredient)
- Physical Product Data (pH, Flash Point, Boiling Point, etc.)
- EPA and State Registration Data (Pesticides, Herbicides, etc.)
- Transportation Data (UN/NA number, Packing Group, Hazard Class, Exceptions and Exemptions)

Most information is available from your SDS, if available, or the following departments within your organization:

- Research & Development
- Logistics/Transportation
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: How do I know what product needs to be Assessed?

A. The following products require registration via WERCSmart:
   - Products which contain chemicals. Remember, even “Water” is a chemical.
   - Nutritional and Dietary Supplements
   - Over-the-Counter Products
   - Pesticides
   - Herbicides
   - Rodenticides
   - Fungicide
   - Algaecide
   - Aerosol
   - Products that contain batteries, circuits, electronics (depending upon the Retailer program).

If you’re not sure, and you don’t see your product type listed above, please use the support link to ask about your specific instance. Or, you may contact your Buyer to verify.

Q: What is a Private Label Product?

A: This is a product created by a manufacturer that is sold under a Private Label name (not the actual manufacturer name). These products are required to be registered, and many times, SDS authoring is also required.

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: If my product has different UPC’s, based on size, do I enter each UPC as a separate product registration?

A: No.

   You may enter one product and association unlimited UPC data to the product as long as it is all under the same formulation, transportation regulation, and SDS.

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.