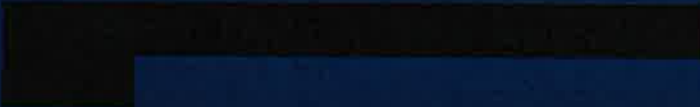


How to register incoming and outgoing communications

22 May 2017



European Chemicals Agency

Why register?

Registration certifies the transmission of documents and provides the minimum metadata needed to trace the documents throughout their lifecycle. Searching for documents in a timely and efficient manner is important for the purpose of audits and legal proceedings and for complying with the following rules or regulations:

- Council Regulation (EC) No 1049/2001 regarding **public access to documents**
- Council Regulation (EU) 2015/496 as regards the deposit of the **historical archives** of the institutions at the European University Institute in Florence and its implementing rules
- [ED/44/2015](#) concerning **access to one's own file**

What to register?

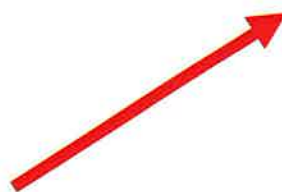
- Documents to be registered are all (incoming / outgoing) communications that require an action or follow-up, regardless of their medium (electronic, physical) and format (e-mails, letters, web-forms).
- Important communications which can be used as evidence in case of an **appeal, audit or dispute** or could play a significant role in the **decision making process**, should also be registered.

What not to register

- Generic invitations which do not require a reply
- Advertisements,
- Declarations of interest, commitment & confidentiality,
- “Thank you letters”, mass mailings and other mail for information with no relevance to ECHA’s activities/processes (e.g. letters to suppliers asking for name or company change).
- Internal emails exchange
- Informal email exchange with externals
- Communications which are not likely to be used as evidence in case of an appeal, audit or dispute

Findings aids

- <http://echanet.echa.europa.local/management/data-documents/working-with-documents/Registration/Pages/registration.aspx>



ECHA.net
EUROPEAN CHEMICALS AGENCY

Search this site...
Advanced search
Who's Who?

ECHANet > Governance > Information management > Working with documents > Registration

ORGANISATION SUPPORT HR ICT GOVERNANCE SCIENCE STAFF CORNER

REGISTRATION

What should be registered?

Documents to be registered are all (incoming / outgoing) communications that require an action or follow-up, regardless of their medium (electronic, physical) and format (e-mails, letters, web-forms). As an absolute minimum all incoming / outgoing communications that are qualified as records in the [ECHA Retention Schedule](#) are to be registered.

If some important communications are missing please contact the [Information Management Assistant](#).

Documents not covered by the registration requirement:

- Generic invitations which do not require a reply,
- Advertisements,
- Declarations of interest, commitment & confidentiality,
- "Thank you letters", mass mailings and other mail for information with no relevance to ECHA's activities/processes (e.g. letters to suppliers asking for name or company change).

Where they should be registered?

The default registration tool is ECHA's Mail Registry. However, more IT systems (e.g. REACH-IT, Remedy, ABAC, Dynamic Case) are accepted as registration systems based on the minimum registration metadata described in [LIS-0012](#). For a detailed list of what should be registered where, please click [here](#).

Documents should be registered only **once** using one of the Indicated IT systems. The registered document must be linked to its metadata in a permanent and **non-modifiable** manner so as to allow the unequivocal identification of the document in the future by an individual or department.

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07/10/2016

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HELP US IMPROVE ECHANET!

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See also
SharePoint Mail Registry

„Pre-registration“ (practicalities)



Where to register

- ECHA has various accepted registration systems. The minimum registration requirements for a tool to be accepted are defined [LIS-0012](#)
- Registered documents have to be linked to their metadata in a permanent and **non-modifiable** manner which allows the identification of the document.
- Documents should be registered only **once** (using the dedicated registration tool)
 - ECHA's "Mail Registry" is the registration tool to use, if no other tool as been identified.
 - A detailed list of what should be registered where, can be found on SharePoint through ECHANet. Click [here](#)

Responsibilities

- In general, the responsibilities for registering emails and letters are defined by the relevant process owners.
- Exception:
 - The ECHA Information Desk registers all incoming mail that needs to be registered in Remedy or the Mail Registry.
 - More information in the following slides.

Entry channels – Postal mail

- All postal mail arrives first at the InfoDesk
- Certain standard mail is immediately registered and/or dispatched (e.g. contracts, invoices, letters about SME verification, and „Helpdesk“ questions).
- Cases that are less standard are forwarded per internal mail to the relevant recipient, and registered only at request.
 - If you receive a letter without a Mail Registry/Remedy reference number, which needs registration in one of the tools, send it back to „ECHA Mail Registration“ for registration.

Entry channels

Email

- All emails arrive where the sender sent them to (functional mailboxes, personal mailboxes)
- It is for the relevant staff and services that set up a functional mailbox to have them registered (and know who does it...).
- Forward emails that require registration in the Mail Registry or Remedy for registration to „ECHA Mail Registration“
- Forward emails that are not in the remit of your unit/service to „ECHA Mail Registration“ for reallocation.

Registration in the Mail Registry



Incoming documents

- The **Info Desk** in A2 is responsible for the registration of incoming documents (paper or electronic) in the Mail Registry.
 - They also send a weekly reminder of open assignment for action
- The **secretaries/assistants** of each unit are responsible for
 - The timely follow-up of Mail Registry assignments to their unit,
 - The correct completion of the datasheet,
 - The reassignment of incoming mail that was allocated their unit due to faulty instructions to the Info Desk.

Outgoing and internal documents

- The **secretaries/assistants** of each unit are responsible for the registration of outgoing and internal mail (paper or electronic).
- They need to
 - Register the relevant document,
 - Ensure that the data sheet is complete and correct, linked to earlier entries (if applicable), and
 - the relevant document uploaded (for documents that are stored elsewhere, e.g. in REACH-IT, mention in the data sheet where it is stored).
- The **Info Desk** maintains the list of organisations in the Mail Registry. If you need one to be added to the system, send a message to „ECHA Mail Registration“

Links

- [Requester console](#) (for access requests to create D and I numbers)
- [Mail Registry](#) (demo)
- [Instructions](#)

Registration in Remedy



Remedy tickets (external questions)


- The **Info Desk** in A2 is responsible for the registration of external questions in Remedy.
- The relevant **units/teams** that use Remedy for the processing of questions to them are **responsible for the handling** of the request:
 - Allocation to respondent (reallocation to InfoDesk)
 - Development of reply
 - Recording and completion of meta-data fields


Basics

- Used for unsolicited questions and service requests from Industry, the general public and MSCAs
- Usually, submitted through ECHA's contact forms:
<https://echa.europa.eu/contact>
- One ticket (and reference number) for incoming question and outgoing reply
- Integrated email function that logs all incoming and outgoing mail provided that:
 - The ticket is not yet „Resolved“ or „Closed“
 - Message to customer is sent from „ECHA support“ or the Email Advanced System
 - Ticket number (INC) is mentioned in the subject line

Basics

- Automatic email notifications about assignment of new and follow-up questions.

Wed 07/09/2016 14:08
 ECHA Support
Urgency: 3-Medium - Charles DICKINS has assigned the incident INC000000175080 to you

To BRIAT Iris
 We removed extra line breaks from this message.

[Action Items](#)

<https://helpdesks.echa.europa.eu/arsys/servlet/ViewFormServlet?form=NTE%3aNotifier&server=s-reach-vpre-01&eid=NTS000000824150>

Incident INC000000175080 has been assigned to you by Charles DICKINS. Please check it.
Summary: [REDACTED]

Dear Sir/Madam.

I hope you are well.

My name [REDACTED]

[REDACTED]

We have an interest for this product in Europe and our manufacturer is in China. We would like to bring to Europe 4000kg of this chemical for trial production. We are not REACH registered this product and neither the manufacturer in China. We are not sure whether this business will be successful, therefore, would it be possible to bring 4 tone of this product for trial production or could we do such import under a PPORD? We will obviously register this if production will be successful and we start selling this product but a

Also would you be able to tell me whether this product is classed as hazardous? What is the current classification?

I would very appreciate some guidance and rules for this product and such situation.

Thank you very much
Looking forward to hear from you
Kindest regards

(External) Remedy tickets

- Ticket area

- Reply function

The screenshot shows the ECHA external remedy ticket system interface. The interface is divided into several sections:

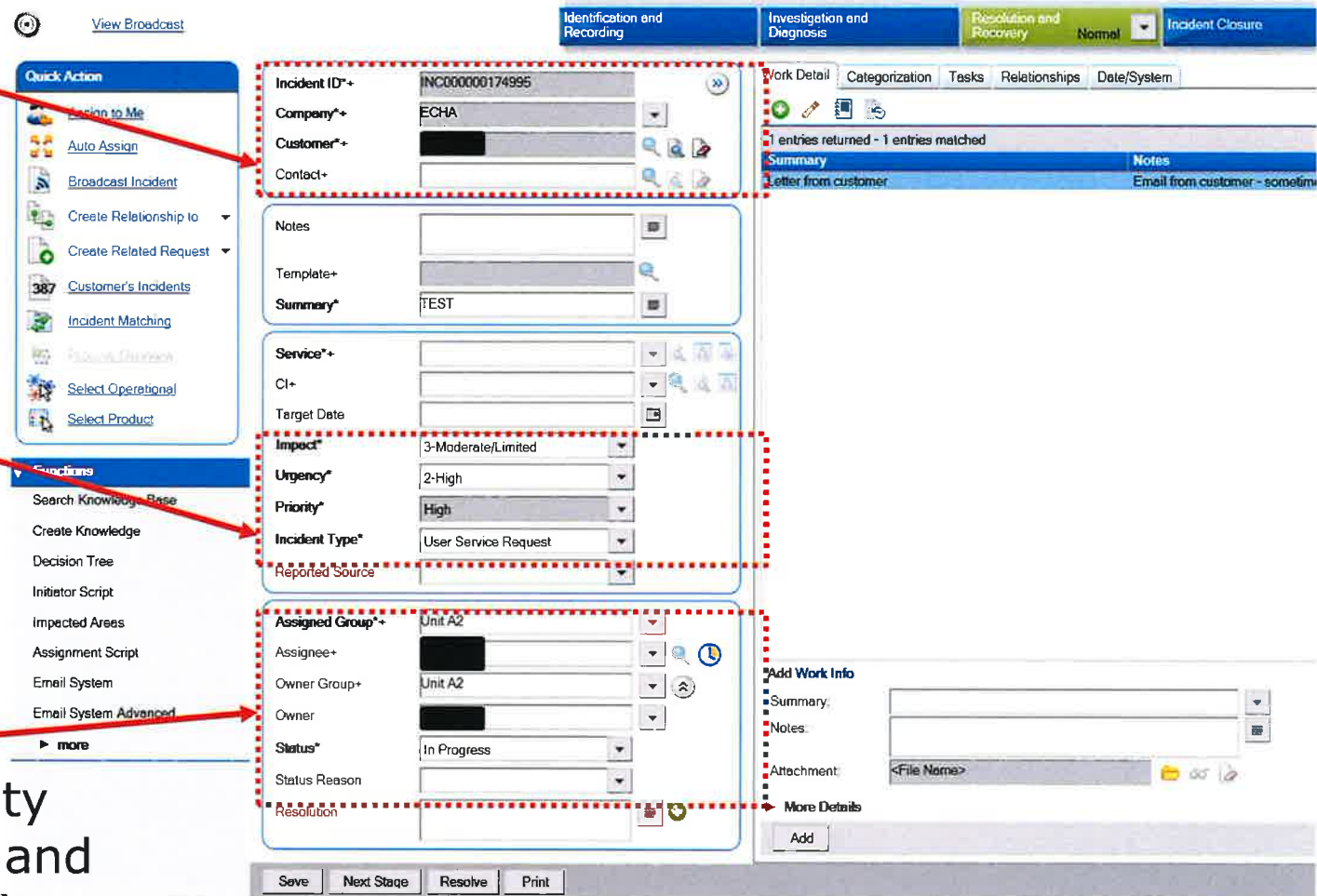
- Quick Action:** A sidebar on the left containing various actions such as 'Assign to Me', 'Auto Assign', 'Broadcast Incident', 'Create Relationship to...', 'Create Related Request', 'Customer's Incidents', 'Incident Matching', 'Request Overview', 'Select Operational', and 'Select Product'.
- Functions:** A sidebar below 'Quick Action' containing options like 'Search Knowledge Base', 'Create Knowledge', 'Decision Tree', 'Initiator Script', 'Impacted Areas', 'Assignment Script', 'Email System', and 'Email System Advanced'.
- Central Form:** A form for incident details with fields for:
 - Incident ID* (INC000000174995)
 - Company* (ECHA)
 - Customer* (BRIAT Ins)
 - Contact*
 - Notes
 - Template*
 - Summary* (TEST)
 - Service*
 - CI*
 - Target Date
 - Impact* (3-Moderate/Limited)
 - Urgency* (2-High)
 - Priority* (High)
 - Incident Type* (User Service Request)
 - Reported Source
 - Assigned Group*
 - Assignee*
 - Owner Group* (Unit A2)
 - Owner
 - Status* (In Progress)
 - Status Reason
 - Resolution
- Work Detail:** A section on the right showing '1 entries returned - 1 entries matched' with a table:

Summary	Notes
Letter from customer	Email from customer - sometime
- Add Work Info:** A section at the bottom right for adding work information, including fields for Summary, Notes, and Attachment.

A red dashed box highlights the central form and the 'Email System' option in the 'Functions' sidebar. Red arrows point from the text labels 'Ticket area' and 'Reply function' to these specific elements.

(External) Remedy tickets

- Customer profile
- Priority
- Responsibility (ownership and assignment)



The screenshot shows the ECHA Remedy Ticket system interface. A red dashed box highlights the 'Incident ID', 'Company', 'Customer', and 'Contact' fields. Another red dashed box highlights the 'Impact', 'Urgency', 'Priority', and 'Incident Type' fields. A third red dashed box highlights the 'Assigned Group', 'Assignee', 'Owner Group', 'Owner', 'Status', and 'Status Reason' fields. Red arrows point from the text on the left to these highlighted areas. The interface includes a 'Quick Action' menu on the left, a 'View Broadcast' link, and a 'Work Detail' section on the right showing a summary of the incident.

Quick Action

- Assign to Me
- Auto Assign
- Broadcast Incident
- Create Relationship to
- Create Related Request
- 387 Customer's Incidents
- Incident Matching
- Process Dashboard
- Select Operational
- Select Product

Incident Details:

- Incident ID*: INC000000174995
- Company*: ECHA
- Customer*: [Redacted]
- Contact*: [Redacted]
- Notes: [Redacted]
- Template*: [Redacted]
- Summary*: TEST
- Service*: [Redacted]
- CI*: [Redacted]
- Target Date: [Redacted]
- Impact*: 3-Moderate/Limited
- Urgency*: 2-High
- Priority*: High
- Incident Type*: User Service Request
- Reported Source: [Redacted]
- Assigned Group*: Unit A2
- Assignee*: [Redacted]
- Owner Group*: Unit A2
- Owner: [Redacted]
- Status*: In Progress
- Status Reason: [Redacted]
- Resolution: [Redacted]

Work Detail:

- 1 entries returned - 1 entries matched
- Summary
- Letter from customer
- Notes
- Email from customer - sometime

Buttons: Save, Next Stage, Resolve, Print

(External) Remedy tickets

- Work information

View Broadcast

Identification and Recording | Investigation and Diagnosis | Resolution and Recovery | Normal | Incident Closure

Quick Action

- Assign to Me
- Auto Assign
- Broadcast Incident
- Create Relationship to
- Create Related Record
- Customer's Incidents
- Incident Matching
- Process Overview
- Select Operational
- Select Product

Functions

- Search Knowledge Base
- Create Knowledge
- Decision Tree
- Initiator Script
- Impacted Areas
- Assignment Script
- Email System
- Email System Advanced
- more

Incident ID*+ INC000000174995

Company*+ ECHA

Customer*+ [Redacted]

Contact+

Notes

Template+

Summary* TEST

Service*+

CI+

Target Date

Impact* 3-Moderate/Limited

Urgency* 2-High

Priority* High

Incident Type* User Service Request

Reported Source

Assigned Group*+ Unit A2

Assignee+

Owner Group+ Unit A2

Owner [Redacted]

Status* In Progress

Status Reason

Resolution

Work Detail | Categorization | Tasks | Relationships | Data/System

1 entries returned - 1 entries matched

Summary	Notes
Letter from customer	Email from customer - sometime

Add Work Info

Summary:

Notes:

Attachment: <File Name>





More Details

Add

Save | Next Stage | Resolve | Print

Work information

- **Work detail**
 - All interaction (internal/external)
- **Categorization**
 - Topic of question (reporting)
- **Relationships**
 - Links to related tickets
- **Tasks**
 - Only for speaking requests
- **Date/System**
 - Statistical data
 - Possibility to extend the default deadline for the ticket (e.g. after a holding reply)

Work Detail	Categorization	Tasks	Relationships	Date/System
   				
9 entries returned - 9 entries matched				
Type	Summary	Notes	F...	
General Info	L2_Request	Hi [REDACTED] Tricky case here, I	1	
General Info	L2_F2F_Reply	In the weekly meeting LAU		
General Info	Reassignment	Sorry, [REDACTED] Was really		
Email System	RE: INC000000170545, E	INC000000170545, Enquir	2	
Email System	RE: INC000000170545, E	INC000000170545, Enquir	1	
General Info	Holding_Reply	From: ECHA Support Sent		
General Info	Note	Note		
General Info	Note	It could be that the enquir		
Email System	Late Pre-Registration quer	INC000000170545, Enquir	1	

Replies

- Develop reply (if necessary with support from other units)
- Recording of all relevant Information
- Send out of reply
- Setting of correct meta-data (to ensure correct reporting)

Links

- [Requester console](#) (for access to e.g. the unit groups, please attach the approval by your HoU)
- [Remedy](#)
- [Instructions](#)

Registration in Dynamic Case

Email ingestion

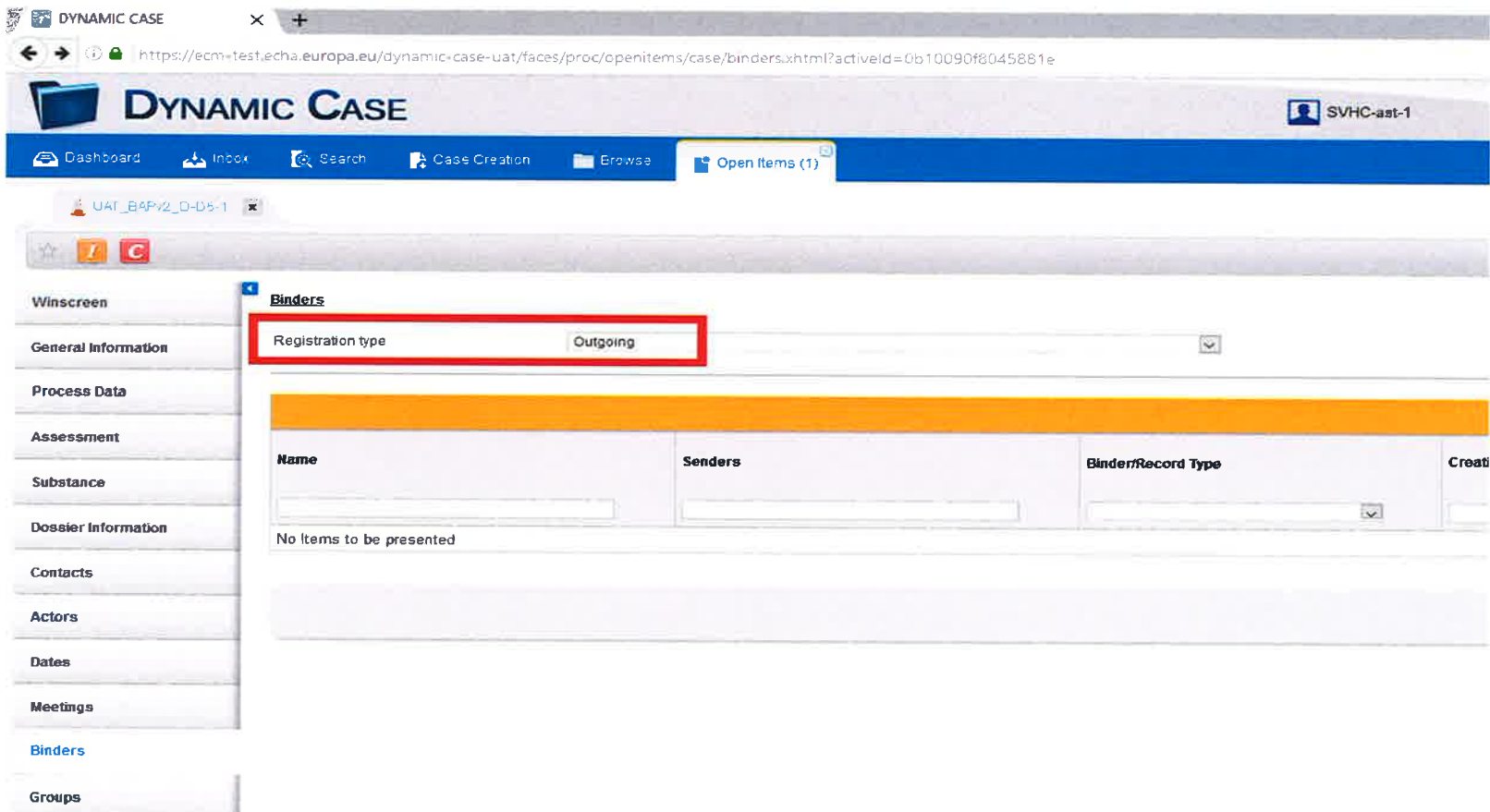


Outgoing communications

- Outgoing communications (notes, letters, decisions) to third parties are sent through an IVAPP.
- Each IVAPP creates an outgoing binder after the publishing step.
- The binder is visible under the binders tab of the case by selecting “outgoing” from the registration type drop-down list



Outgoing communications



The screenshot shows a web browser window with the URL `https://ecm-test.echa.europa.eu/dynamic-case-uat/faces/proc/openitems/case/binders.xhtml?activeId=0b10090f8045881e`. The page title is "DYNAMIC CASE" and the user is logged in as "SVHC-aat-1". The navigation menu includes "Dashboard", "Inbox", "Search", "Case Creation", "Browse", and "Open Items (1)". The main content area is titled "Binders" and features a "Registration type" dropdown menu set to "Outgoing", which is highlighted with a red box. Below this is a table with columns "Name", "Senders", "Binder/Record Type", and "Created". The table is currently empty, displaying "No items to be presented". A sidebar on the left contains a list of navigation options: "Winscreen", "General Information", "Process Data", "Assessment", "Substance", "Dossier Information", "Contacts", "Actors", "Dates", "Meetings", "Binders", and "Groups".

DC Registration Number

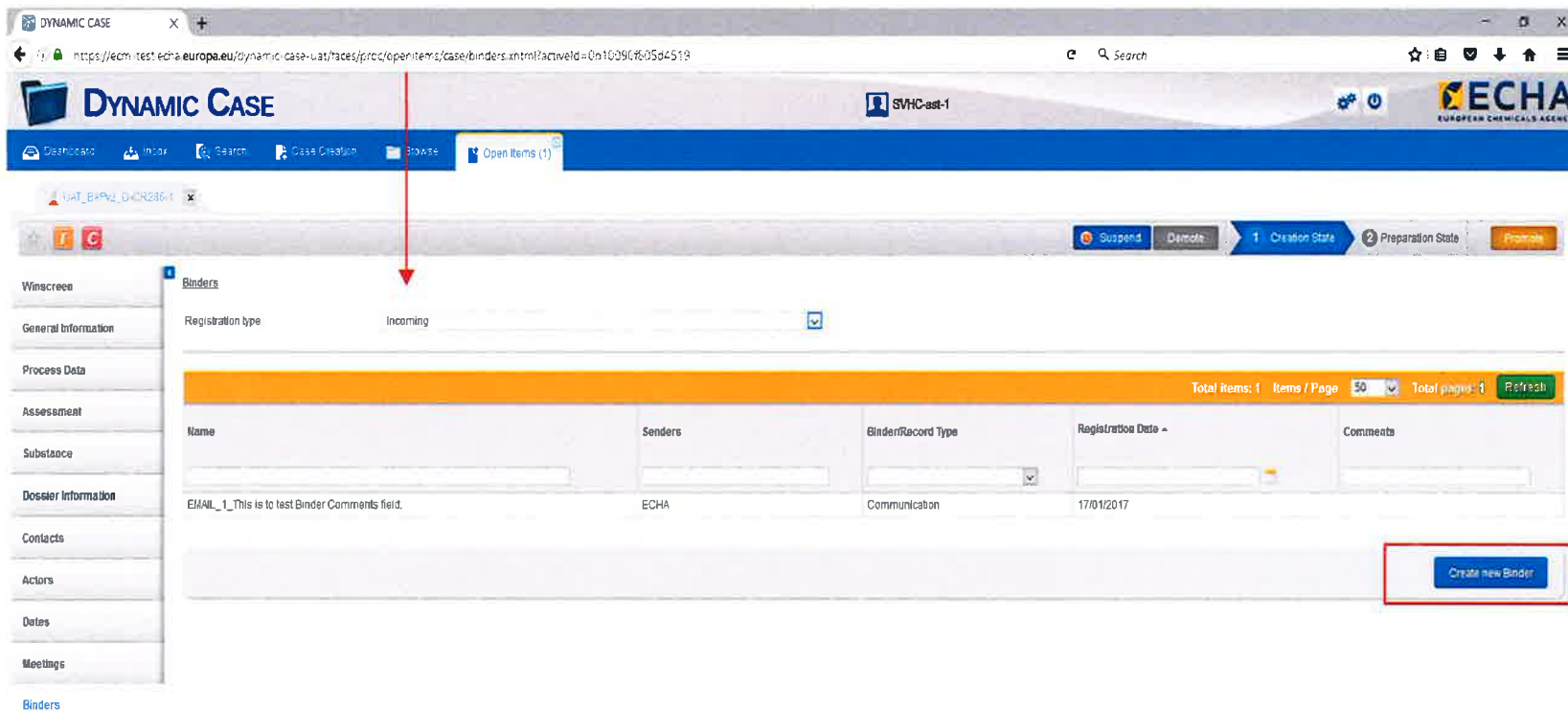
Case Information

Business Application	Phasell_b_TestBAP	Case Number	Phil_Test-2014-ECHA-1234-3-1
Case Responsible	[REDACTED]	External Identifier	2014-ECHA-1234-3

Binder information

Name*	Final Decision received	Binder/Record Type*	Decision
Description	final decision received signed	Registration Type*	Incoming
		Security Classification*	Restricted
DC Registration number	A(2015)0285-DC	Registration Date	01/12/2015
Senders*	company1@gmail.com	Keywords	SME - Company 1
Recipients	SME team		

Incoming communications (received by postal mail)



The screenshot displays the ECHA Dynamic Case web application. The browser address bar shows the URL: https://echa-test.echa.europa.eu/dynamic-case-uat/faces/process/openitems/case/binders.xhtml?_afw=0&n102907605d4519. The page title is "DYNAMIC CASE". The user is logged in as "SVHC-ast-1". The navigation menu includes "Dashboard", "Index", "Search", "Case Creation", "Browse", and "Open Items (1)". The main content area shows a "Binders" section with a "Registration type" dropdown set to "Incoming". Below this is a table with one record:

Name	Senders	BinderRecord Type	Registration Date	Comments
EMAIL_1_This is to test Binder Comments field.	ECHA	Communication	17/01/2017	

At the bottom right of the table, there is a "Create new Binder" button highlighted with a red box. The left sidebar contains a navigation menu with items: Winscreen, General Information, Process Data, Assessment, Substances, Dossier Information, Contacts, Actors, Dates, Meetings, and Binders.

Email ingestion

- Email ingestion is a new Dynamic Case feature available since February 2017. It aims to register and store **automatically** the **important emails** exchanged with registrants/other third parties to the relevant case. This will enable Units to retrieve, in due time, significant emails (plus their attachments) exchanged with externals and at the same time **avoid** manual registration in SP Mail Registry.

Email ingestion (live demo)

- [https://ecm-test.echa.europa.eu/dynamic-case-
uat/faces/proc/inbox/inbox.xhtml](https://ecm-test.echa.europa.eu/dynamic-case-
uat/faces/proc/inbox/inbox.xhtml)

Thank you!

