



REACH-IT Frequently Asked Questions
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INVOICES AND PAYMENTS IN REACH-IT

1. How will I receive the invoice?

After your submission has been received by ECHA you will receive an invoice electronically via REACH-IT and on paper by registered mail

Please note that at this moment, download from REACH-IT using Microsoft Internet Explorer is not working correctly. This means that downloading invoices does not work using this browser. Firefox 2.x users do not have this issue. ECHA is working to resolve the problem.

The paper invoice does not contain any additional information. Therefore, if you can download the electronic invoice, it is recommended that the invoice is paid on the basis of the electronic invoice in order to save time.

2. When do I have to pay?

The date on which the full amount of the payment is ordered to ECHA's bank account is the payment date. ECHA may request you to send it a proof of payment.

The Fee Regulation (Commission Regulation (EC) No 340/2008 of 16 April 2008) stipulates the payment terms for ECHA's invoices.

The deadlines for payment depend on the type of submission under consideration.

Registrations (including updates and confidentiality requests)

The first due date for payment in connection with registration submissions and updates is 14 days after the submission date specified in the acknowledgement of receipt. This is because Article 20(2) of the REACH Regulation requires the Agency to perform the completeness check, including whether the fee has been paid, within three weeks.

However, in the case of registration submissions of pre-registered substances notified within the two months that precede the relevant deadline of Article 23 of the REACH Regulation the deadline for payment is 30 days.

It is important to note that the Agency will establish a second deadline before the submission is rejected. The extended deadline depends on the submission type but is a minimum of 60 days after the first deadline.

PPORD notifications

The first deadline for payment in connection with a request for a PPORD exemption is seven days. This is because the exemption automatically applies if the Agency has not reacted within two weeks (*see* Article 9(5) of the REACH Regulation). The first

deadline for payment of a request for an extension of the PPORD exemption is 30 days.

It is important to note that the Agency will establish a second deadline before the submission is rejected. The extended deadline depends on the submission type but is a minimum of 60 days after the first deadline.

3. How do I pay ECHA's invoice?

Bank transfer is the only payment method accepted. ECHA's full bank details are given in the invoice. Other types of payment, such as cheque, bankers draft or cash, are not accepted by ECHA.

Within the Single European Payment Area (SEPA) it is obligatory to use the IBAN and the BIC/SWIFT code. These are indicated on ECHA's invoice. We recommend that you pay the invoice as a SEPA payment with shared cost. This will ensure that ECHA receives the full invoiced amount without any deducted bank charges. If you choose another kind of bank transfer, please make sure that your company bears the full cost of the bank transfer. A payment not received in full by ECHA will delay the processing of your submission.

4. What is ECHA's bank account number?

Payments for registrations and notifications must be made in Euros by means of a bank transfer to:

Bank: Pohjola Bank Plc, P.O. Box 308, FIN-00013 POHJOLA Finland

Account number: 500001-20243349

IBAN Code: FI9850000120243349

BIC/SWIFT Code: OKOYFIHH

5. What should I indicate as a message to ECHA with the payment?

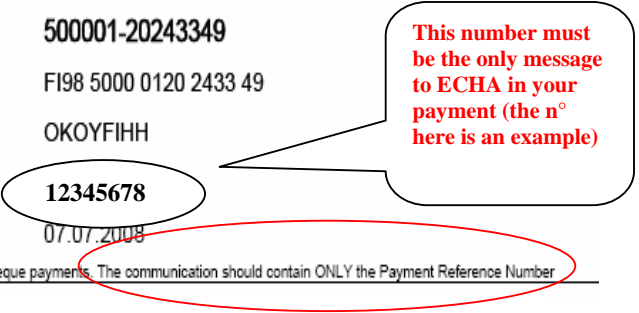
It is very important that your message to ECHA is in the correct format, as your payment is dealt with automatically by ECHA. **In the free text message/communications field of the payment you should indicate only the payment reference indicated on the invoice.** The payment reference equals the invoice number. It is comprised of 8 digits and you will find it next to the ECHA's bank details on the invoice. This is the only message that you should enter at the start of the free text message/communications field in the payment. **Please do not indicate anything other than the reference number.** ECHA knows that you are paying the

invoice so please do not add words like “Invoice”, “Inv”, and “Submission” etc. Please instruct your bank accordingly. If this instruction is not followed, the consequence will be a delay in the processing of your payment.

Payment details:

Bank:	Pohjola Bank Plc, Box 308, FIN-00013 POHJOLA Finland
Account number:	500001-20243349
IBAN Code	FI98 5000 0120 2433 49
BIC/SWIFT code:	OKOYFIHH
Payment Reference(=Invoice number)	12345678
Due date:	07.07.2008

Only payments by bank transfer are accepted. No cash or cheque payments. The communication should contain ONLY the Payment Reference Number



Please note that there are separate instructions for appeal fees.

6. Do I have to pay value added tax (VAT)?

ECHA is exempt from VAT (Article 15(10) of the Sixth Council Directive 77/388/EEC). Therefore ECHA has no VAT number and ECHA’s invoices are without VAT.

7. Can I group several invoices in one bank transfer?

You must not group several invoices in one payment. As your payment is dealt with automatically by ECHA, you must create a separate bank transfer for each invoice. Each invoice has a unique reference number. **In the free text message/communications field of the payment you should indicate only the payment reference indicated on the invoice. Please do not indicate anything other than the reference number.**

8. How should I react to a reminder?

ECHA sends one reminder for an unpaid invoice. The reminder contains an extended due date.

If you receive a reminder but you have already paid the invoice by the first due date then you can ignore the reminder, as the payment is on its way to ECHA.

If you have not yet paid when you receive the reminder, please make sure that you respect the extended due date as your submission will otherwise be rejected.

Please note that there will be separate instructions for appeal fees.

9. Does ECHA send me a confirmation of receipt of payment?

ECHA does not send confirmations of a receipt of payment, but you can check the status of your invoice in REACH-IT. Please note that it takes several days before ECHA has received the payment and it has been validated within REACH-IT.

Please note that a submission is subject to both a technical and a financial completeness check. Therefore the status 'Paid in full' of an item on the invoice, confirming the receipt of payment, and the invoice status 'Closed' does not necessarily indicate an accepted submission.

10. How should I deliver a proof of payment?

Proof of payment can be sent either by mail to the address ECHA, Accounting, Annankatu 18, P.O. Box 400, FIN-00121, Helsinki, Finland or scanned to the e-mail box payments@echa.europa.eu. Please indicate 'Proof of payment' and the invoice number in the subject. Example: "Proof of payment 12345678". This e-mail box must not be used for queries. If you have a query concerning an invoice, please instead contact ECHA by using the web-form at: http://echa.europa.eu/about/contact-form_en.asp, then selecting the menu item 'Enquiry on specific submission to ECHA'.

The proof of payment takes the form of a confirmation from your bank stamped in due form.

The reception of the proof of payment by ECHA supports the payment confirmation procedure but does not replace the actual receipt of the money into ECHA's bank account. If ECHA has received your proof of payment but has not received the payment within a time period judged normal for bank transfers, ECHA will contact you.

11. Does ECHA send credit notes?

If an issued invoice is incorrect and ECHA's accounting department has not yet allocated any received payment to the invoice, you will receive both a credit note for the whole amount and a new invoice will be issued to you.

12. If I have received two invoices and one credit note, which invoice reference do I indicate in the payment?

In this case you should indicate the reference number of the latest invoice in your bank transfer.

13. How should I contact ECHA if I have a question concerning an invoice?

You should contact ECHA by using the web-form at: http://echa.europa.eu/about/contact-form_en.asp, then selecting the menu item 'Enquiry on specific submission to ECHA'.

14. Who sets ECHA's fees?

ECHA fees and charges are set by the European Commission, with the agreement of the EU Member States. They are laid down in Commission Regulation (EC) No 340/2008 of 16 April 2008 on the fees and charges payable to the European Chemicals Agency, OJ L 107, 17.4.2008, p. 3, and are subject to regular reviews.

For more information, we kindly advise you to consult the European Commission website: http://ec.europa.eu/enterprise/reach/reach_fees_en.htm

TECHNICAL ISSUES

15. Which web browsers are supported by REACH-IT?

The only web browsers supported by the REACH-IT System are:

- Microsoft Internet Explorer 6.X and above
- Mozilla Firefox 2.X and above

16. What do I do if my account is blocked?

If you are the organisation manager of your company and after several attempts you could not remember your password correctly, your account will be blocked by the system. In this case you need to go to our website at http://echa.europa.eu/about/contact-form_en.asp and select the REACH-IT web form. Please fill the form indicating that your account is blocked and identifying your userID so that it can be unblocked.

If your user account within REACH-IT is blocked, please remember that your organisation manager is able to unblock your account. Find out who is the responsible person and he/she will be able to unblock it.

Remember that the CAPTCHA used to confirm the login does not affect the number of attempts to login; therefore it is not the cause of blocking an account.

Under no circumstances should you send your REACH-IT account password via email. If there is any problem with it, the password can be reset, but we advise you not to send it to anyone including the European Chemicals Agency.

17. What should I do if I forget my REACH-IT userID or my password?

In this case, please go to the login page and click on the link “Forgot your userID or password?” Follow the instructions and you will get the information you need.

18. Can I enter data for testing purposes and remove the account afterwards?

Unfortunately it is not possible to create testing accounts in REACH-IT. In the future we aim to have a training site so that companies can test their submissions and perform training. Unfortunately, we cannot modify live data in the system. Therefore users must not create accounts that are not real at this stage.

19. Is it possible to modify/remove pre-registration data entered in REACH-IT?

With the exception of the substance identity information, all data entered during pre-registration can be modified at a later stage. This means that contact information (both internal contact and third party representative), similar substances, envisaged tonnage band, envisaged registration deadline and the information field for the pre-SIEF may be updated if needed.

A pre-registration cannot be deleted, but can be de-activated from the pre-SIEF forum to indicate that you will not be interested in actively participating in the pre-SIEF discussions, for whatever reason. Note, however, that even as a non-active participant you may still be asked to share your data, but not to pay for data that you do not need.

The pre-registration and the future registration are not affected by the de-activation from the pre-SIEF forum. Also the right to benefit from extended registration deadlines is not related to the pre-SIEF status (i.e. whether it is active or not).

Please note that SIEFs are managed by industry - not by ECHA. We therefore recommend that you contact the relevant industry associations.

20. How can I be updated with the latest news on REACH-IT?

We advise you to regularly visit our website, check the latest news at http://echa.europa.eu/news/press_en.asp. We also recommend that you subscribe to our newsletter service by sending an email to info@echa.europa.eu

21. How do I pre-register if I am Only Representative and I represent several companies for the same substance?

Only Representatives have to sign-up in REACH-IT for each non-community manufacturer they represent and submit pre-registrations using the appropriate accounts. It is not possible to use the same legal entity object (having the same company UUID) for multiple accounts, but it is possible to use the same company identification information (VAT, address, etc...)

Notice that in the “company size”, Only Representatives must indicate the size of the non-community manufacturer they are representing.

22. How can I identify a third party representative when pre-registering?

A Third Party Representative (TPR) that acts on behalf of the potential registrant’s company for the data sharing process related to this substance needs to:

- Acting as a TPR, sign **up as TPR first and separately** to obtain his unique identifier UUID “*Universally Unique Identification*” online in REACH-IT.

- In order to be selected as TPR by the registrants when he/she pre-registers, the TPR must communicate his/her UUID to the potential registrants he/she will work on behalf of.
- The potential registrant is then able to link the TPR in his/her Pre-registration using the UUID.
- The TPR will be then entitled to act on behalf of the potential registrant within the associated Pre-SIEF and data sharing process. The contact details of the third party representative will then be made visible in the pre-SIEF for other pre-registrants to be contacted.

Notice that for the company who uses a TPR, both names in the pre-SIEF (their name in brackets after the TPR name) will be shown. However, only the TPR's name will be visible to the other companies in the SIEF.

UUIDs belonging to a third party representative that has not signed up yet in REACH-IT cannot be selected as your third party representative during the pre-registration within REACH-IT.

You can obtain a UUID from the IUCLID 5 website <http://echa.europa.eu/iuclid> allowing preparation of your files in advance and upload it in REACH-IT.

23. Will there be a pre-registration number distributed to the pre-registrant?

Yes, every successfully pre-registered substance will receive a pre-registration number. This number will be unique for every company and pre-registered substance.

The structure of the pre-registration number will be:

<TYPE>-<BASE-NUMBER>-<CHECKSUM>-<INDEX-NUMBER>

Example: 05 - 1234567890 - 49 – 0000, where:

- 05 is the pre-registration type
- 1234567890 is the random unique 10-digit number
- 49 is the calculated checksum (variable 2-digit number)
- 0000 is the index number

This structure is of the same basic format as the other registration and notification numbers that REACH-IT will provide.

24. Can I, as a downstream user, check on-line the pre-registration number and see if my supplier has pre-registered?

No, there is no functionality planned for REACH-IT that would accommodate and distribute such information as this information could be considered as confidential

business information. Downstream users may wish to make appropriate contractual arrangements with their suppliers to ensure that they comply with REACH and that pre-registration takes place within the pre-registration period.

KNOWN ISSUES

25. Known Issue #1: Why do I get a session timeout error message such as “REACH - Unauthorized or expired session” after re-login?

When a user session has timed out, the user will be prompted for a new login after the user carries out some more activity. When the user then provides the login details and clicks “login”, REACH-IT may give an error message such as:



In this case, users should click on the link ‘here’ and will return to the home page.