

## RESOLVING CUSTOMER ACTION ITEMS

A *Customer Action Item* is a product in your inventory where 3E was unable to obtain the SDS. There are several reasons why 3E may have been unable to obtain the document:

**Need More Product Information** – 3E or the supplier needs more information in order to match the product to the correct SDS. This could include information such as: complete product name, catalog or part number, or something specific to your order such as location of purchase, or an internal purchase order number.

**Uncooperative/Unresponsive Supplier** – The supplier has been unresponsive to 3E's attempts to obtain the SDS or the supplier refuses to send the SDS to 3E or any third-party company.

**SDS Not Available** – The supplier has confirmed that they do not produce an SDS in the requested language or country format. You will need to contact the supplier to request they produce an SDS in the requested format (if the supplier sells into your geographical region, and it was not imported by your company). In addition, the product may be obsolete and a SDS is no longer available.

**SDS Not Required** – According to the supplier, there are no SDS required for these products because the supplier claims they are non-hazardous products.

You can resolve your Customer Action Items by either:

- Provide 3E with the information requested
- Provide the SDS to 3E
- Remove the SDS from your inventory

### ***Provide 3E with Additional Product Information or the SDS***

1. From the *Inventory* tab, select *Customer Action List*.
2. Under *Step 1*, select your inventory location.
3. Under *Step 2*, enter your search criteria in the white text box and click *Search*. Click *Show All* to see all the Customer Action Items for your selected location.
4. Click *Respond* to view the information about a specific product.



5. You will see the requested information in the grey box labeled *3E Request for Information*.
6. Provide the requested information in the white text boxes.
7. Optionally, you can attach the SDS or supplemental documents (pictures, product data sheets, etc.) under *Supplement my response with this reference document*.

**Note:** You will not immediately see the SDS attached to the product. The SDS will be reviewed and processed within 48-72 hours of submission.

8. Click *Update* to send the additional information and documents to 3E.

Product Catalog > Customer Action List > Customer Action List Response

**1** Review the information requested by 3E.

**3E Request for Information**

Please provide complete manufacturer city, state and phone number. Thank you.

---

**2** If applicable provide the information requested by 3E by editing the product information below.  
 \* Indicates Required Information

**Product Name\***

**Manufacturer Name\***

**Manufacturer Part #**

Manufacturer City	Manufacturer State	Manufacturer Country	Manufacturer Phone #
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

**Physical State**

Container Type	Container Size	Unit of Measure
<input type="text" value="--"/>	<input type="text"/>	<input type="text" value="--"/>

**Marked for Retail**  
 Unknown  Yes  No

---

**3** Provide additional information as needed below and then click the Update button.

(Additional Information is limited to 70 characters when supplying a reference document, 250 characters if not.)

**Please use the attached document for this product (allowed types: txt, pdf, jpg)**

[Attach a file](#)

Figure 1 –3E Protect™ Customer Action List Response Screen



## Remove a Product from Your Inventory

If you determine that the Customer Action Item is no longer in use at your facility, you can remove the product from your inventory. To remove a Customer Action Item:

- 1) From the *Inventory* tab, select *Manage Inventory*.
- 2) Under *Step 1*, select your inventory location.
- 3) Under *Step 2*, click the radial button next to *Products in Inventory*.
- 4) Enter your search criteria in the white text box and click *Go*.
- 5) Click the box next to the *Action* button to remove the product from your location.



3 Check products to add to your inventory, uncheck to archive products from your inventory

+ Add New Product Items per page 15

Action	Product Name	Manufacturer Name	Mfg Part #	Product Type	SKU	UPC
Action <input checked="" type="checkbox"/>	Battery Contained In Lithium Manganese Dioxide Battery	Sony Energy Devices Corporation / Sony Fukushima C	CR1216%	Fitbit Alta		
Action <input checked="" type="checkbox"/>	Battery Packed With Lithium Manganese Dioxide Battery	Sony Energy Devices Corporation / Sony Fukushima C	CR1216%	Fitbit Blaze		
Action <input checked="" type="checkbox"/>	wisacril FTP/30	Bozzetto, Inc	1000785001			

Page 1 of 1 (3 items)

Figure 2 –3E Protect Manage Inventory Screen

## Other Options for Managing Your Customer Action Items

- 1) Suppliers can send SDS directly to a central address within your company email network, who can then redirect the SDS automatically, via email, 3E at [updates@3Eco.com](mailto:updates@3Eco.com).
- 2) 3E is available for multi-party conference calls with these suppliers and your company to try and establish an acceptable method of obtaining their SDS for both new product purchases and revisions.