

## You ASKED - We ANSWERED: A message from the CVS WERCSmart Team

Dear CVS Suppliers,

The CVS WERCSmart team has been happy to answer all the questions you have posed regarding the mandatory consumer products compliance initiative implemented at CVS/pharmacy. We thought it would be beneficial to share some of the most FREQUENTLY ASKED QUESTIONS for any suppliers who may have the same or related questions.

Q. I need help setting up/logging into my WERCSmart account.

Q. How do I forward UPC's that I have already registered with WERCSmart over to CVS?

A. All technical questions pertaining to the use of the WERCSmart application should be directed to UL WERCSmart via the [www.ulwericsmart.com](http://www.ulwericsmart.com) website. Please visit this site as it offers important tools including a **Help Line**, **Chat** and **Email Support**.

Please utilize the **Tutorials and Articles** located here: <https://wericsmart.freshdesk.com/support/home>  
These documents provide a step-by-step process for various actions in WERCSmart including:

- Creating a Company Account
- Entry of a Chemical Containing Product
- Entry of a Battery Containing Product
- Enter a Kit
- Enter an Electronic Product
- Forward Product Registration
- New User Account Creation

Q. Does my product "[x]" need to be registered?

A. The following product types do **NOT** need to be registered in the WERCSmart database:

- **Beer & Alcohol - \*Most Food & Beverage - Prescription Pharmaceuticals**

\*Energy/Nutrition/Vitamin Bars, Beverages, or Powders are categorized as Dietary/Nutritional Supplements and are **NOT** part of the above listed Food & Beverage category. These items **must be registered** with WERCSmart.

Food and Beverage items containing the following **added** metals must be registered with WERCSmart: Selenium, Chromium (Cr (III)), and/or Cadmium.

Additional grocery related items that must be entered in WERCSmart: Cooking oil, food coloring, water, or food, flavor enhancers, and food items dispensed by compressed gas.

This list is not all inclusive of products that do not need to be registered. It represents frequently inquired about products. If you are still unsure about your products, please contact the CVS WERCSmart team via email at [wericsinfo@cvshealth.com](mailto:wericsinfo@cvshealth.com).

Q. I completed the Product Registration Process; **did CVS receive it?**

A. CVS does not provide confirmation that product registration was received, however suppliers are able to monitor their product registration status through their WERCSmart account. The WERCSmart Customer Support page has information/FAQs regarding the various statuses, their meaning and any supplier action associated with each status indicator.