

### Qualitative metrics

- On a scale from 1-5, where 1 is the least difficult and 5 is the most difficult, rate the following features of the Product Registry (if you did not use any of these features, select “N/A”):
  - Establishing your user account
  - For the initial business account administrator, establishing the business account
  - Logging into the Product Registry at any time after establishing your user account
  - Establishing a Product Collection
  - Inviting other users, such as other business account administrators, collection administrators, collection editors, and collection viewers
  - Providing other users with certification permissions, including understanding the responsibilities of the business account and user
  - Changing users' permissions
  - Removing users
  - Entering a single product certificate via the user interface
    - Entering product information
    - Adding new manufacturer information
    - Referencing an existing a manufacturer
    - Referencing a CPSC-accepted laboratory
    - Adding new third-party laboratory information
    - Reference an existing third-party (non-CPSC-accepted) laboratory
    - Entering citations
    - Entering exemptions
    - Adding new recordkeeper information
    - Referencing an existing recordkeeper
    - Attesting certificate
  - Uploading a spreadsheet of multiple certificates via bulk upload
  - Obtaining API key and secret
  - Uploading multiple product certificates via API
  - Viewing certificates in a product collection
  - Copying/moving certificates in a product collection
  - Bulk certifying certificates in a product collection
  - Archiving certificates in a product collection\*
  - Exporting certificates from a product collection\*
  - Entering trade parties via trade party management\*
  - Editing trade parties' contact information\*

### Quantifiable metrics

- Estimate the number of importer staff-hours in preparation for the Beta Pilot, including:
  - Attending or watching the recording of the Welcome Meeting (June), Status Meeting (September), and Kick-Off Meeting (October)?
  - Review and understand the guidance documents?
  - Communicating internally across your company?
  - Internally gathering and organizing product certificate data in an electronic format?

- Collaborating and communicating with your broker, software developer, or any other trade partner? Including meetings, responding to emails and phone calls, collecting/distributing information and data, troubleshooting.
- Estimate the number of broker/developer staff-hours in preparation for the Beta Pilot, including:
  - Attending or watching the recording of the Welcome Meeting (June), Status Meeting (September), and Kick-Off Meeting (October)?
  - Review and understand the guidance documents?
  - Communicating internally across your company?
  - Collaborating and communicating with your importer, software developer, or any other trade partner?
  - Upgrading software? Including developing an API connection?
  - Conducting testing in the certificate environment?
- When using the Full Message Set:
  - How were certificate data transferred to the broker? Via email? Via API connection between the importer's and broker's systems?
  - Estimate the number of staff-minutes to transfer certificate data to the broker for submission a Full Message Set.
  - Were filer fees incurred specifically for filing a Full Message Set? If so, how much per submission?
- Estimate the number of staff-minutes in using the Product Registry, if applicable:
  - For the initial business account administrator, to establish their individual user account and company business account.
  - For the initial business account administrator, to establish an initial collection and invite initial users.
  - For each invited user (either from your business or trade partners), to establish their individual user account. (Do not sum effort across users, provide an estimate for one user).
  - For business account administrator, entering trade party information in the trade part management interface?\*
  - For any user, to enter a single product certificate via the user interface, including time to gather certificate data.
  - For any user, to upload a spreadsheet of multiple product certificates via bulk upload, including time to gather certificate data and enter into the bulk upload template.
  - For any user, to upload a batch of multiple product certificates via API upload, including time to gather certificate data and prepare it for API upload.
  - For any user with certification permissions, to certify certificates in bulk.
- When using the Reference Message Set:
  - How was the certificate ID transferred to the broker? Via email? Via API connection the Product Registry?
  - Estimate the number of staff-minutes to transfer certificate ID to the broker for submission of a Reference Message Set.

- o Were filer fees incurred specifically for filing a Reference Message Set? If so, how much per submission?
- When using the Disclaim Message Set, if applicable:
  - o How was the information that no certificate required transferred to the broker? Via email? Via API connection between the importer's and broker's systems?
  - o Estimate the number of staff-minutes to transfer information to the broker for submission a Reference Message Set.
  - o Were filer fees incurred specifically for filing a Reference Message Set? If so, how much per submission?

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