

# View Retrieval Followups

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SafeTec offers some SDS management packages where we attempt to acquire new revisions of existing documents in your collection. This document explains how to view and resolve instances where we are sometimes unable to obtain new revisions without your assistance.

If you have access to the Document Acquisition Results, this document focuses on the **Suspended – Customer Follow Up** category. If you do not have access to this, please make an inquiry with your corporate contact. If you are a corporate contact, please contact [customerservice@safetec.net](mailto:customerservice@safetec.net) for access.

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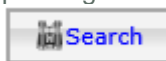
## View SDS Retrieval Followups

1. From the main menu, click on the **View Retrieval Followups** button.



**View Retrieval Followups**

2. The **View Retrieval Followups** page will default to the **Pending** tab. Click the **Search** button to see all pending retrieval attempts by SafeTec.



- The results will show you the products that SafeTec needs more information in order to obtain a new SDS version.

Menu > View Retrieval Followups

**Pending** Resolved Ignored


Product Name

Manufacturer



SDS Number





Mfg Product Number

Facility

 Search

**SDS Retrieval Followups**


 Export to Excel  Ignore Selected


<input type="checkbox"/> SDS Product Name	Manufacturer	Revision Date	SDS Number	Information Needed Actions
<input type="checkbox"/>  <a href="#">Rust No More Interior/Exterior Heavy Duty Gloss OSHA Yellow</a>	Valspar Corp.		MSDS-000903	Product UPC <input type="button" value="Ignore"/> <input type="button" value="Show Info"/> <input type="button" value="Add SDS"/>
<input type="checkbox"/>  <a href="#">Rust-Oleum Industriail Pure Strength Cleaner Degreaser concentrate</a>	RPM International	7/8/2003	MSDS-000699	Other <input type="button" value="Ignore"/> <input type="button" value="Show Info"/> <input type="button" value="Add SDS"/>
<input type="checkbox"/>  <a href="#">TrueGreen Jewel Finish</a>	PPG Industries, Inc.		MSDS-001056	Manufacturer Division,Product Code <input type="button" value="Ignore"/> <input type="button" value="Show Info"/> <input type="button" value="Add SDS"/>
<input type="checkbox"/>  <a href="#">Unknown Product Name</a>	Unknown Manufacturer	12/13/2000	MSDS-000895	Other <input type="button" value="Ignore"/> <input type="button" value="Show Info"/> <input type="button" value="Add SDS"/>

- Note the **Information Needed Actions**. These are a summary of what the issue is. Most of categories indicate the information that SafeTec needs to obtain a new document. They could include:
  - Missing information to contact the manufacturer or supplier.
  - Missing specific data to obtain the correct document from the manufacturer or supplier. Example: UPC, color, etc.
  - The manufacturer has gone out of business.
  - The manufacturer is no longer making that product.
  - The current document in your collection contains multiple products, but the manufacturer has since created different documents for each product. Which documents do you want in your collection?

## Review Record


- Click on the blue product name link of a Retrieval Followup you wish to review the record of.

 [Unknown Product Name](#) Unknown Manufacturer 12/13/2000 MSDS-000895 Other



- A second tab will open in your web browser to display the **SDS Detail**. Note that if the record has the following message pictured below, SafeTec found this chemical during a recent On Site Inventory and added it to your collection, but a document has not yet been found for that chemical.

Menu > [SDS Search](#) > SDS Detail

 Message: This SDS record does not have an image attached. Please check with your SafeTec System Administrator for a status update.

- You can click on the previous web browser tabs to return to the **View Retrieval Followups**.

## Review, Supply Information, and Resolve SDS Retrieval Followup

1. From the Pending results, click on the **Show Info** button to the right of a Retrieval Followup you wish to review more in depth.

Show Info

2. A popup window will open for you to review and enter information that will assist SafeTec in finding a new revision for you. Please note the following:

**Follow Up Information Requested** ✕

The SafeTec Operations Team was unable to retrieve this document due to insufficient information. Please provide information for the data points identified below.

**Product Name** Unknown Product Name a

**Manufacturer** Unknown Manufacturer

**SDS Number** MSDS-000895

**Other Information** b

Need Manufacturer Name and contact information as well as product name, & product code

c

**Additional Comments** d

**Get All Product Versions** i

e

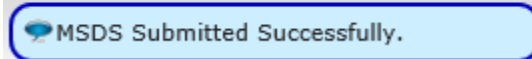
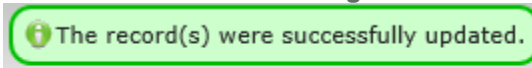
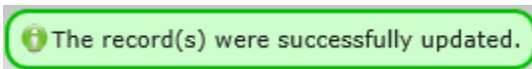
Save & Close
Save & Submit
Cancel

- a. Record information, including product name, manufacturer, and SDS number.
- b. If SafeTec flagged the document as needing **Other** information, a field will display more fully what the issue is preventing us from obtaining a new SDS revision for you. This field is not normally displayed.
- c. Field to add data: This field will be labeled differently depending on what the reason is blocking SafeTec from obtaining a new SDS revision for you. Please enter the requested data here. There may be multiple fields to enter data into if SafeTec encountered multiple issues.
- d. If you wish, you can enter **Additional Comments**.

- e. If the current document in your collection contains multiple products, but the manufacturer has since created different documents for each product, you can check this box to instruct SafeTec to obtain all the new documents for each product on the old document.
3. If you:
- a. Entered data but are not ready to submit it to SafeTec for us to try obtaining a new revision again, click the **Save & Close** button. This allows you to close the window and work on the Retrieval Followup again at some other time.
  - b. Entered data and are ready for SafeTec to try obtaining a new revision again, click the **Save & Submit** button. **WARNING:** Once a SDS Retrieval Followup has had the requested information provided, the record is moved off of the **Pending** tab and onto the **Resolved** tab, where it will permanently stay. There is no way to do further work on this record or to undo the actions taken. Do not click the **Save & Submit** button unless you are certain about the information provided for the SDS Retrieval Followup open.
  - c. Wish to leave this pop up window without entering data or saving data that was entered, click the **Cancel** button. This allows you to close the window without saving information.



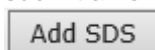
4. You will be returned to the **Pending SDS Retrievals** list.
- a. If you clicked the **Save & Close** button, the screen should refresh to indicate your edits have been saved.
  - b. If you clicked **Save & Submit**, the screen should refresh to indicate that your edits have been saved and the document has been submitted to SafeTec for another attempt at updating. The record will also be removed from the **Pending** list and the record will now appear on the **Resolved** tab.



## Submit New Revision for a SDS Retrieval Followup

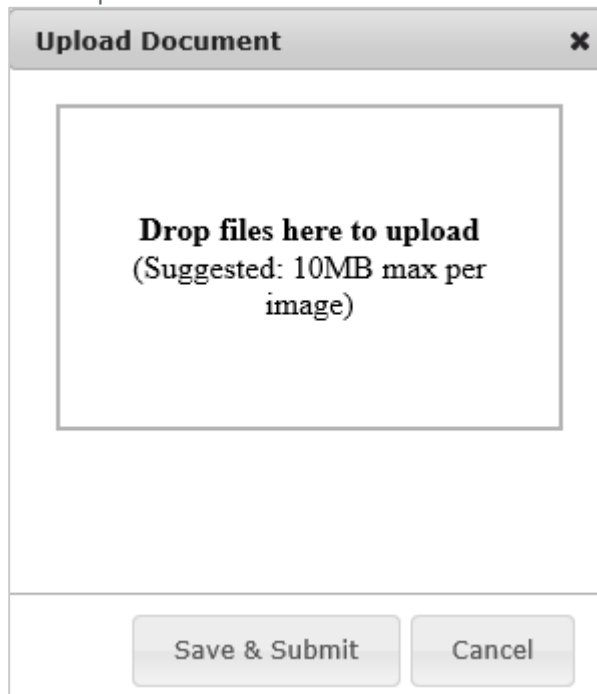
If you have a new revision of the document SafeTec is struggling to obtain, you can submit the document yourself. Please note that you need the SDS to be an electronic file, preferably a PDF. If you have a physical form of the SDS, you will need to scan and save the document first before being able to make a submission.

1. From the **Pending** tab by clicking the **Add SDS** button to the right of a Retrieval Followup you wish to submit a new revision for.

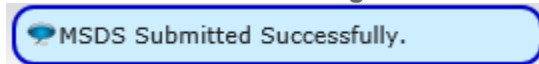


2. An **Upload Document** pop up window will open. You can drag and drop your electronic SDS to the window and click the **Save & Submit** button. **WARNING:** Once a SDS Retrieval Followup has had a new revision submitted, the record is moved off of the **Pending** tab and onto the **Resolved** tab, where it will permanently stay. There is no way to do further work on this record or to undo the actions taken. Only click the **Save & Submit** button if you are certain you have the correct document for the correct SDS Retrieval

Followup attached.



3. The **Pending** tab should refresh to indicate that your submission has been received. The record will also be removed from the **Pending** list and the record will now appear on the **Resolved** tab.



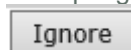
## Ignore SDS Retrieval Followup

If you wish for SafeTec to stop attempting to obtain a new revision for a document in your collection, you can choose to **Ignore** the retrieval followup. There are two ways to ignore retrieval followups: one at a time or in bulk. Both methods will be discussed below.

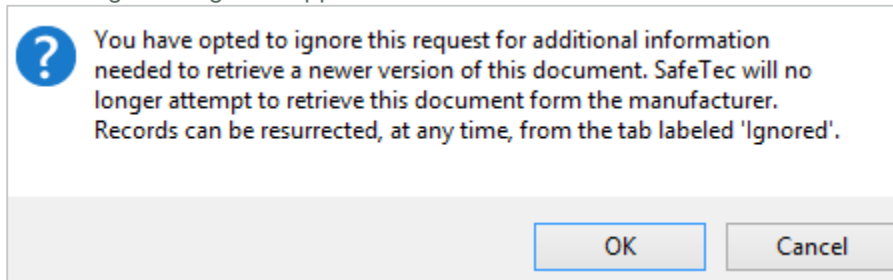
Please note that Retrieval Followups that have been Ignored can always be resurrected again if you wish.

## Ignore One SDS Retrieval Followup

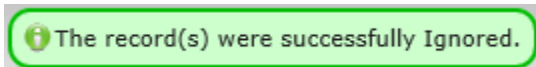
1. From the **Pending** tab, click the **Ignore** button to the right of a Retrieval Followup you wish to stop attempting to find a new revision.



2. A warning message will appear. Click the **OK** button.



3. Upon clicking the **OK** button, the screen will refresh to tell you the Retrieval Followup has been ignored. The record will also be removed from the **Pending** list and the record will now appear on the **Ignored** tab.



## Ignore Multiple SDS Retrieval Followups All at One Time

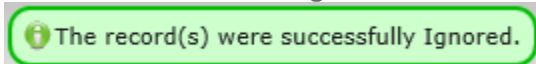
1. From the **Pending** tab, click on the boxes to the left of the various documents you wish to stop attempting to find a new revision.

SDS Retrieval Followups						
<a href="#">Export to Excel</a> <a href="#">Ignore Selected</a>						
<input type="checkbox"/>	<a href="#">SDS Product Name</a>	<a href="#">Manufacturer</a>	<a href="#">Revision Date</a>	<a href="#">SDS Number</a>	<a href="#">Information Needed</a>	<a href="#">Actions</a>
<input type="checkbox"/>	<a href="#">Rust No More Interior/Exterior Heavy Duty Gloss OSHA Yellow</a>	Valspar Corp.		MSDS-000903	Product UPC	Ignore Show Info Add SDS
<input type="checkbox"/>	<a href="#">Rustoleum Industriall Pure Length Cleaner Degreaser Concentrate</a>	RPM International	7/8/2003	MSDS-000699	Other	Ignore Show Info Add SDS
<input checked="" type="checkbox"/>	<a href="#">TrueGreen Jewel Finish</a>	PPG Industries, Inc.		MSDS-001056	Manufacturer Division,Product Code	Ignore Show Info Add SDS
<input checked="" type="checkbox"/>	<a href="#">Unknown Product Name</a>	Unknown Manufacturer	12/13/2000	MSDS-000895	Other	Ignore Show Info Add SDS

2. At the top of the list, click the **Ignore Selected** button. Please note that the system will not display a warning.

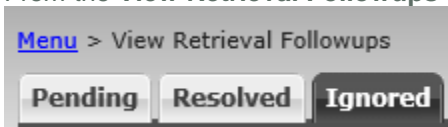


4. The screen will refresh to tell you the Retrieval Followup has been ignored. The record will also be removed from the **Pending** list and the record will now appear on the **Ignored** tab.



## Review Ignored SDS Retrieval Followups

1. From the **View Retrieval Followups** window, click the **Ignored** tab.



2. Click the **Search** button to see all Ignored SDS Retrieval Followups.



3. The screen will refresh to show you all Ignored SDS Retrieval Followups.

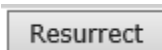
## Resurrect Ignored SDS ReFollowups

If there are some Ignored SDS Retrieval Followups that you now have information for and would like SafeTec to try to obtain a new revision, or you have a new revision you would like to submit, you can resurrect the record(s). This will move the record back to the **Pending** tab, which will then allow you to provide data for SafeTec or submit a new revision yourself.

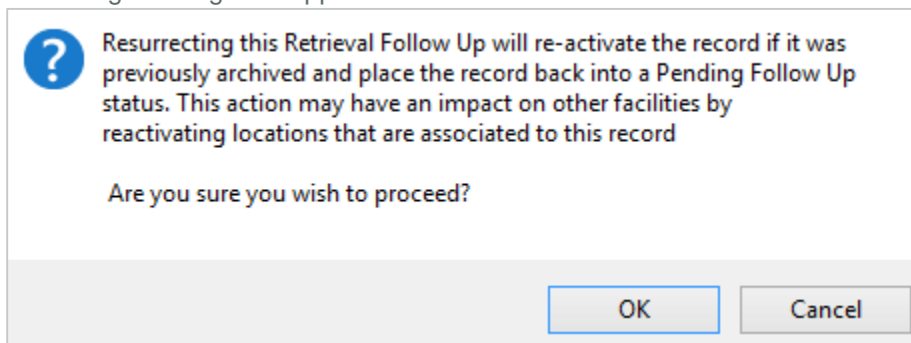
There are two ways to resurrect ignored retrieval followups: one at a time or in bulk. Both methods will be discussed below.

### Resurrect One Ignored SDS Retrieval Followup

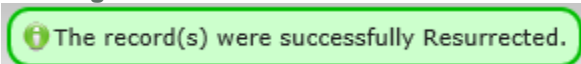
1. From the **Ignored** tab, click the **Resurrect** button for the document you wish to move back to the **Pending** tab.



2. A warning message will appear. Click the **OK** button.







3. Upon clicking the **OK** button, the screen will refresh to tell you the Retrieval Followup has been Resurrected. The record will also be removed from the **Ignored** list and the record will now appear on the **Pending** tab.



## Resurrect Multiple Ignored SDS Retrieval Followups All at One Time


1. From the **Ignored** tab, click on the boxes to the left of the various documents you wish to move back to the **Pending** tab.

Ignored SDS Retrieval Followups							
 Export to Excel		 Resurrect Selected					
<input type="checkbox"/>	SDS	Manufacturer	Revision Date	SDS Number	Archived	Information Needed	Resurrect
<input checked="" type="checkbox"/>	 <a href="#">TrueGreen Jewel Finish</a>	PPG Industries, Inc.		MSDS-001056	False	Manufacturer Division,Product Code	<input type="button" value="Resurrect"/>
<input checked="" type="checkbox"/>	 <a href="#">Unknown Product Name</a>	Unknown Manufacturer	12/13/2000	MSDS-000895	False	Other	<input type="button" value="Resurrect"/>

2. At the top of the list, click the **Resurrect Selected** button. Please note that the system will not display a warning.

 Resurrect Selected

4. The screen will refresh to tell you the Retrieval Followup has been Resurrected. The record will also be removed from the **Ignored** list and the record will now appear on the **Pending** tab.

 The record(s) were successfully Resurrected.

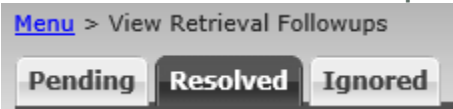
## Review Resolved SDS Retrieval Followups

**WARNING:** Once a SDS Retrieval Followup has either had the requested information provided, or a new revision submitted, the record is moved off of the **Pending** tab and onto the **Resolved** tab, where it will permanently stay. There is no way to do further work on this record or to undo the actions taken.

What happens next to the record? In the case being provided requested information, SafeTec will make another attempt at obtaining a new revision for that record. If you have submitted a new revision instead, the new revision will undergo data capture and be added to your collection once complete. At that time, the old revision will be archived.

To find **Resolved Retrieval Followups**:

1. From the **View Retrieval Followups** window, click the **Resolved** tab.



2. Click the **Search** button to see all Resolved SDS Retrieval Followups.





3. The screen will refresh to show you all Resolved SDS Retrieval Followups.

[Menu](#) > View Retrieval Followups

**Pending** **Resolved** Ignored

Product Name

Manufacturer

SDS Number

Mfg Product Number

Facility  ▼

 Search

**Resolved SDS Retrieval Followups**

 Export to Excel

SDS	<a href="#">Product Name</a>	<a href="#">Manufacturer</a>	<a href="#">Revision Date</a>	<a href="#">SDS Number</a>	<a href="#">Completion Type</a>
	<a href="#">TrueGreen Jewel Finish</a>	PPG Industries, Inc.		MSDS-001056	Information Provided