



**B**enefits

and

**F**eatures

**The RightAnswer® solution**

Regulatory Compliance Document Development and Life-Cycle Document Management – **All On-Line in Real-Time**

(Benefits and Features – comprehensive version)



## **The RightAnswer® Solution**

### **Regulatory Compliance Document Management**

The RightAnswer system is your solution to uniform, comprehensive document development and management. From start to finish, this application drives the multiple, integrated processes of global authoring, content and translations, maintenance, printing, distribution, archiving, tracking, reporting, and accessing documents, shipment data, and related information in diverse corporations and regulated-product industries.

With turnkey efficiency, you can now use the RightAnswer application to provide all your customers, distributors, suppliers, and shipment specialists with the MSDSs, labels, product information, and regulatory compliance documentation they need, when they need it.

The RightAnswer solution is 100% web-based and delivered via an ASP business model, eliminating specialized internal hardware and software infrastructures as well as minimizing internal system support. By combining centralized development and management control with global access and distribution, the RightAnswer application can replace all your other labeling and MSDS document systems.

In fact, this adaptable system, with its integrated process workflows, life-cycle management tools, and modular options will deliver answers to questions you may not have even asked yet. And it will help you do what you need to do up to 90% faster, while cutting regulatory compliance and process costs by 40% or more,

Plus, it's not just for big companies. We offer 3 versions to meet every company size need and because the RightAnswer solution is supported by an ASP business model, all you need to get started is a PC and Internet Explorer®. It's easy to use and easy to implement, with 24/7 support options by system specialists and people who are inside-your-industry-experts. This application is flexible enough to meet your IT specifications, user demands, customer needs, and document compliance requirements – no matter how big, or small, you are.

We know the complexity of regulatory compliance because we've lived it. The RightAnswer solution was built by former chemical-industry employees, who understand the comprehensive, collaborative needs of complex integrated processes for regulatory compliance document development and management. We are confident that the RightAnswer solution's leading-edge technology will meet or exceed your label, MSDS, and related document and data requirements.

When you need to create it, find it, save it, and print it -- on-line, in real-time, right now – the RightAnswer system is the solution.

For more information visit: [www.RightAnswer.com](http://www.RightAnswer.com) or call **1-877-835-5588 (x17)**.



## **Benefits & Features of the RightAnswer® Solution**

This document outlines the many benefits and features of the RightAnswer® solution. With comprehensive, modular, functionality, now you can meet all of your customer needs, user wants, and regulatory compliance document requirements. All designed to give you complete control and total flexibility, the RightAnswer® solution is the better answer – and it's all on-line in real-time.

### **Business Benefits**

#### **Cost-effective and Efficient**

- 100 % Internet/Web-based solution supported by an ASP/xSP business model
  - Can reduce internal and out-of-pocket costs by 40% or more
  - Significant savings versus client-server, stand-alone, and enterprise applications:
    - No special internal IS/IT infrastructure, hardware, and software – all you need are a PC running Windows® (98 or newer) and Internet Explorer (6.0 or better).
    - Requires minimal, if any, internal implementation and support resources.
  - Access is purchased as a membership service, versus capital expense.
  - Easily updated and maintained:
    - Changes are less costly and more easily managed with centralized source code via the ASP/xSP business model.
    - General improvements and enhancements are added regularly for no addition charge.
    - As new functionality or modules are developed, customers may elect to purchase access to those options.
  - Controlled third-party access allows authorized external parties (e.g., contract packaging operations, customers, suppliers) to obtain documents/data based on their access/security level.

- Process enhancing:
  - Collaborative authoring, automated tracking and reporting, records retention archiving, and many other integrated features eliminate wasted development, maintenance, and management time.
  - Increase productivity/decrease cycle times by up to 90%.
- Minimized start-up/migration time:
  - Document import features, standard phrase and graphics content options, ease of use, integrated processes, and more – support efficient transition from old to new.

#### **Global, Feature-rich Solution**

- Consolidate, leverage, and aggregate all your documents in one application – encompasses the full spectrum of needs for Global Labeling, MSDS, Bar Code/AutoID, and Asset/Container tracking needs; supports importation of documents from other applications; replaces multiple systems with one application.
- Supports all commercial languages individually or in any combination; supports importation of customer's content; provides libraries of standard content; offers content management features to keep your libraries, translations, additions, deletions, and on-going changes up to date.
- Significant authoring tools and options provide control with flexibility.
- Standard templates provided; user template design and management tools included – maximizes handling of form layouts while providing versatility.

- Supports Print-On-Demand (POD) to any desktop printer, offers document/file output via FTP, email, and fax; provides for data exchange via XML web-services (preferred) and other data transmission/exchange options.
- Many automated processes minimize effort and maximize management.

### Modular, Scaleable, Flexible

- Allows entities to select and add functionality as needed and expand features and users as appropriate.
- Database driven content, documents, and set-up; UI and other functionality provide for "entity controlled flexibility".
- ODBC Compliant — supports SOAP/XML and other interface technologies for document/file exchange between systems.

### Centralized Control with Distributed Access

- Supports consistent global document compliance, by providing access and functionality to all users, — anywhere, anytime.
- Supports importation of documents created in other applications for easy access, cross-reference, and management.
- ABC Cost Accounting at the entity, user, and document levels<sup>††</sup>.

### Easy to Use

- General (search and print) users (high volume of users) can be trained in less than 30 minutes (e.g., over the phone, on-line, via power point presentations or even using self-training step-by-step process sheets).
- Mid-level (archive, import) users can be trained in 45-90 minutes.
- High-level (authors, subject matter experts, administrators) can be up and creating documents with 6 to 8 hours of training; advanced training usually requires an additional 4 to 12 hours to learn all functionality.
- Wizard features provide guidance throughout document set-up, search, retrieval, etc.

- Many entity-controlled options (UI nomenclature<sup>†</sup>, meta-tags<sup>†</sup>, and defaults) make for easier transition.
- Self-administered — entity can set-up options and default settings for maximum control and maintenance; makes it easier to implement and manage on-going needs such as user additions, user information, access changes, etc.

### Document Lifecycle Management

- On-line in Real-time
  - Virtual, relational, database document authoring and maintenance for MSDS, HSRs, and various labels for products.
  - Routing, tracking, and approval processes for both imported documents, and those authored virtually in RightAnswer.
  - Asset tracking management for container tracking, Bar Code/AutoID labels, etc .
  - Integrated document management for consolidating, aggregating, and leveraging all your documents in one system; users can easily import documents created elsewhere and manage them all in one place (e.g., supplier MSDS, packaging artwork, shipping/customs paperwork, technical data sheets, product specs, etc.).
  - Automated records retention/archiving processes for documents, data sets, and related information.
  - Automated version control for both authored and imported documents.
  - Automated email notifications:
    - Sent to appropriate users throughout all the integrated processes for the life-cycle of the document.
    - Entity can also customize email content and turn-off email notices as appropriate.
    - Standard automated emails:
      - New document: sent to all impacted parties — contributors, authors, delegates.
      - Routing: sent to all assigned reviewers.



- Design: sent to assigned designer when template is needed.
- Approval: sent to author/delegate upon document completion.
- Revision: sent to all impacted parties: contributors, authors, delegates.
- Records Retention: sent to authors/delegates.
- Translation Requests: sent to customer defined supplier, librarian.
- Phrase/Graphic Additions: are requested to librarian/authorized party.
- Document information changes/updates
  - Document changes are managed in 2 ways:
    - Document changes that do not affect the document itself, thus do not result in a version change.
      - These changes only impact the management or data related to the document, such as the owner/reviewer assigned, etc.
      - These management settings are editable during the entire lifecycle of a document allowing companies to transition management of a document to different users, etc., without creating a new document version number.
    - Document changes that do effect the document itself such as phrases, graphics, or layout changes – thus resulting in a revised document version.
- Entity definable fields (metatags) – provide enhanced, customer-specific search functionality for imported documents †.
- Document confidentiality levels – nomenclature can be defined by the entity †.
- “My Documents” link is made through group/sub-group assignment – documents and users are assigned to groups/sub-groups; this provides the tie between users and documents

- to populate “My Documents” and supports enhanced security and “restricted user” access.
- Group/sub-group options – additions can be made on-the-fly by authorized users.
- Mandatory assignment of 2nd-party on all documents for security and control.
- On-line in Real-time – controlled access for 3rd-party users is provided via user security and the “My Documents” feature.

**Document Importing and Integration**

- All known document/file types can be easily imported – including web-viewable (PDF) and native files (e.g., Illustrator®, Quark®, Photoshop®, MS Word®, MS Excel®, etc.).
- Batch import document setup process is available for importing several documents at the same time.
- Includes integrated routing, comment, and approval process options.
- Entity administrator can define entity specific metatag/search fields in addition to the standard offering – an “unlimited” number of tags may be added †.
- Imported native files – users can upload web-viewable (PDF) documents for their native files for viewing, routing, and approvals, or request creation of PDFs by GCRH.
- Check-out and check-in processes – integrated for document controlled updating and tracking.
- Auto-version updates occur when a document that has been checked-out, is checked back in and activated.
- Multiple product code assignment – a single imported document can be found under various product material codes for search and retrieval (e.g., for product literature that crosses multiple product codes).
- MSDS and HSRs – authorized users can import both an MSDS and a related HSR – and tie them together for easy reference.



## Virtual Document Development Authoring – MSDS and Labels

- Independent or integrated label and/or MSDS authoring modules.
- On-line, real-time, browser-based authoring – relational, database-driven virtual documents creation (vDocs).
- Multi-user, collaborative authoring – authors, contributors/subject matter experts.
- Individual document authoring in single or multiple languages simultaneously – authoring may be performed in user's native language for documents needed in other languages.
  - Region selection drives language selection options appropriate to that region.
  - Language selection drives auto-population of content – all languages are populated simultaneously as a phrase is selected from the database content.
- Master (multiple) document authoring in single or multiple languages simultaneously (e.g.: master document content consistent across multiple products).
  - Supports development of standard content.
  - Provides for assignment of unique product information for individual product documents.
  - Auto-generates individual product documents (PDFs) when activated for general user view/print.
- Individual label or MSDS extraction from master documents – creates a separate, individual document from the master document.
- Auto-generation of HSRs (Hazard Summary Reports) from entity-defined MSDS content.
- Auto-generation of generic labels from MSDS content where customer's proprietary content has been cross-referenced and linked.
- "Quick" author new document setup process.
- Multi-Doc revisions (mass document updating) †.
  - Easy, controlled document maintenance and revision processes.

- Individual or master MSDSs and label documents.
- Allows for specific document control while mass updating.
- Individual or master vDocs can be copied to create/author new vDocs.
- Imported electronic document data records can be converted to virtual document data records for easier transition from imported electronic documents (eDocs) to authored virtual documents (vDocs).
- Authoring/editing access can be controlled down to the section level of a vDoc.
- Preview available during authoring once template is assigned.
- Document level locking – prevents multiple concurrent authors from saving over each other's changes; application notifies user that document is temporarily locked.
- Module options for standard libraries of phrases/graphics † – authors and contributors (Subject Matter Experts–SMEs) may select from data base content (standard phrases and graphics).
- Company proprietary libraries – authors/contributors/SMEs may select data base phrases and graphics from their own libraries (if their company has implemented this option).
- Author/SME can easily re-arrange phrase/graphic content within a section.
- Author/SME can create free text phrases, as appropriate.
- Author/SME can modify existing phrases, when needed.
- Author/SME can combine (concatenate/aggregate) existing phrases into a single phrase, where applicable.
- Integrated library addition request process – tracks free-text, modified phrases, and combined phrases (e.g., those created during document development), that do not currently exist in the library(s); option is provided for Author/SME to request their review/addition to the relevant library.



- Integrated phrase translation request process — as a document is authored, automated processes track free-text phrases, modified phrases, and combined phrases that do not currently have needed translations in the library; application then provides for the Author/SME to request translations for these phrases, for each language selected.
- "No Translation Available" placeholder is auto-assigned to a document until a phrase translation is substituted.
- Author can select document structure options — such as document sections, variable content fields, and languages needed for each virtual document.
- Pop-up information selection boxes:
  - Provide for easy selection of general document information (e.g., product/material code lists, groups, etc).
  - Information can be pre-populated, added to, or edited by authorized users.
- Integrated routing, comment, approval, and tracking processes.
- Obsolete document processes —
  - Author/SME can "obsolete" or remove documents in the Author Document Catalog, which automatically removes any active version of that document from the Active Document Catalog.
  - System auto-archives the active version of the document (and related files) to the Archive Document Catalog for records retention management.
- Author/SME can reinstate documents that have been made obsolete, but have not yet been deleted from the Author Document Catalog (for records retention reasons) can then be copied, modified, and/or re-activated as appropriate.
- Key words can be assigned.
- Variable text replacement — author/SME may substitute variable content for phrases that contain place holders.
- Print-on-demand variable content fields:
  - Author/SME may set-up a variety of fields for use during active document label printing. (e.g., lot #, contents measures, bar codes, dates, miscellaneous, etc.).
  - End-users may enter data into or modify these fields at time of use (view/print).
  - Variable content fields can be defined and have selectable options for captions, default data values, etc.
  - Variable content fields can be marked as visible, read-only, or required.
  - Variable content field types/definitions:
    - Supports multi-language captions, content, and life-cycle maintenance.
    - Contents measures — authorized users can define up to 3 sets (e.g., net, tare, gross) of contents measures with the ability to include conversions between different units of measure.
    - Variable elements:
      - Lot, batch, run numbers (alphanumeric).
      - Dates — expiration, packaged, retest, use by, etc.
      - Miscellaneous — other information that might not be known at authoring time but may be available at time of printing (e.g., customer codes, shipping container #, etc.)
    - Package unit numbering - (e.g., 1 of 10).
    - Unique serial numbering (e.g., for individual package tracking).
    - Integrated bar codes elements (Code 39, Code 128, UCC/EAN-128, Interleaved 2 of 5, etc.).
    - Graphic elements.
- Authors can elect to auto-archive any document on version change.
- Authors can elect to auto-archive label documents upon print.



### Libraries – Document Content

- Standard content libraries (phrases/graphics) modules available †.
- Phrases available from the RightAnswer solution:
  - ~ 50,000 MSDS phrases in US English
  - ~ 12,000 label phrases, primarily in English
  - All EU R&S statements in 21 languages (as of October, 2004) including:
    - English (and English variations for US, UK, Canada)
    - Czech
    - Danish
    - German
    - Greek
    - Spanish
    - Estonian
    - Finnish
    - French
    - Hungarian
    - Italian
    - Lithuanian
    - Latvian
    - Maltese
    - Dutch
    - Norwegian
    - Polish
    - Portuguese
    - Slovak
    - Slovenian
    - Swedish
- Standard Graphics available †:
  - US DOT Transportation
  - Canadian TDG Transportation
  - European (EU) Transportation
  - US Hazard Symbols
  - Canadian WHMIS Hazard Symbols
  - European (EU) Hazard Symbols

- Application supports importation of customer's unique phrases and graphics to create entity-owned phrase and graphic libraries; customer can import and self-manage their proprietary content directly, independently.
- Supports PNG, GIF, JPEG, and SVG graphics formats.
- Authorized users can access either/both the standard library modules † or your company libraries.
- Librarians (or other authorized users) may set-up standard variable text replacement phrases.

### Translated Content Management

- An external access web page is provided for 3rd-party input of translated phrases (GCRH or customer defined 3rd party).
- Application auto-converts phrase translations received via external access web page to UNICODE, then auto-imports phrases.
- Application provides for librarian to validate and organize translated phrases received/imported (via the web page provided for translations).
- Application flags documents impacted when 3rd party translated phrases are received via external access web page.

### Translation Services

- Automated processes provided during authoring – supporting phrase translation requests on a per phrase, per language basis.
- Translated phrases can be loaded en-mass, or on a per phrase basis.
- General translations services are offered:
  - To build/pre-build customer-specific library of phrases and documents.
  - For translation of proprietary phrases as requested.
  - For translation of imported documents.



## Asset Management

- Typical uses:
  - Returnable/non-returnable container inventory and tracking.
  - AutoID/Bar Code labels for shipment, inventory and customer specific labels, etc.
- Features:
  - Author-definable data base table structures (e.g., fields, field attributes, usage, etc.).
  - Author-definable data source options with quarantine record management for incoming data; source/exchange options.
  - SOAP/XML interfaces (preferred method).
  - E-mail embedded (requires some custom programming).
  - UNICODE data file import (Excel, Tab, CSV) or via e-mail attachment.
  - Manual record data entry.
  - Author can pro-mote/de-mote data records between quarantine and active data set.
  - Author management of the quarantine data set.
  - Author management of the active data sets.
  - Author definable reports —(report formats can be saved).
  - General end-user definable ad-hoc reports.
  - Author definable labels based on the contents of asset management data sets.
    - Labels can link to data from a data set.
    - Author can define variable content fields for general user input at time of printing for Print-On-Demand (POD).
    - Definable bar code elements (Code 39, Code 128, UCC/EAN 128, Int 2 of 5, etc.).
    - Preview labels using assigned template(s).
  - Asset management data sets, reports, and labels can utilize the RightAnswer solution grouping mechanism — to restrict or provide “My Documents” access.

## Standard Templates

- Various label templates for different package types (drum, sample, pail, bulk, etc.) are provided for multiple geographic regions, including:
  - US
  - EU multi-language
  - Canadian dual language
  - South American dual language
  - Asian dual language
- MSDS format:
  - Standard ANSI 16 sections
  - User definable Header and Footer areas for customized format.

## Label and Data set Template Design Tool

- Authorized users, via the browser, can create document templates for labels and data sets:
  - Users can design templates for virtual document labels authored using the RightAnswer solution.
  - Users can design templates for asset management data set record generated labels.
  - Users can view current label or data set records content in a template during design & layout.
  - Templates can be shared between documents and data sets, or can be document or data set specific.
  - Documents may have multiple templates assigned to them for end-user selection at time of print — allows the end-user to select a template option (e.g., different sizes, etc.).
  - Templates assigned to a data set can be automatically selected by a data value within a data set at time of print — this allows each record or subset of records within a data set to use different templates for printing.



### Label Template Management

- Templates are managed as a "document type" in the RightAnswer solution.
- Users can attach templates to data sets, authored labels, etc.
- For various templates created, multiple templates can be assigned to a set of document content and selected at time of print – e.g., for different sizes but same information/content.

### Document Search and Retrieval

- Wizard driven search tools are provided for easy access to documents/data.
- Single page "Quick Search" – a standard single page "Quick Search" is provided for easy access based on the most typical search criteria; in addition, an entity may request an entity-specific "Quick Search" page for their most commonly used search criteria/fields (minor custom programming required).
- "My Documents" search wizard.
- Entity-defined search fields for imported documents – fields may be added/edited by the entity during initial setup †.
- Extensive search options are provided in active, archive, and author document catalogs – specific to each catalog (e.g., in author catalog, authors can search by phrase, graphic, etc.).
- Author document catalog search options – access to this catalog and drop-down menus within this module are determined by various user security/access level.
  - My Documents (auto searches for all docs tied to User's ID).
  - Search My Documents (wizard supports custom search options within My Documents – those tied to User's ID).
  - Search all documents (wizard supports custom search of ALL documents in catalog).
  - Create a document.
  - Multi-doc revision †.

- Import Document Catalog search options – access to this catalog and drop-down menus within this module are determined by various user security/access level.
  - My Documents (auto searches for all docs tied to User's ID).
  - Search My Documents (wizard supports custom search options within My Documents – those tied to User's ID).
  - Import a document.
- Active Document Catalog search options – access to this catalog and drop-down menus within this module are determined by various user security/access level.
  - My Documents (auto searches for all docs tied to User's ID).
  - Search My Documents (wizard supports custom search options within My Documents – those tied to User's ID).
  - Search all documents (wizard supports custom search of ALL documents in catalog).
  - Quick search (single screen of most common search criteria as designated by customer during set-up).
  - Auto data labels (single page document search by single document identifier) ††.
- Archive Document Catalog search options:
  - Search all documents (custom search of ALL documents in catalog).
  - Records retention (management area for determining deletion or extension of documents in Archive Catalog).
- Standard search fields available (some are catalog dependent).
  - Document type/hierarchy based on document type (typically 2-4 fields).
  - Material/product code or material product code description (data input field for all or partial alpha/numeric input, or select from pop-up list; list driven by entity content upon set-up and author additions as needed).
  - Document code or document description



- Geographical region(s)
- Document language(s)
- Document confidentiality level
- Document status
- Document version number
- Free text search (Active Catalog)
- Key word search
- Document date/date range
- Groups/sub-groups
- Entity specific meta-tags
- CAS #
- Archive date/date range (Archive Catalog)
- POD variable content (Archive Catalog – e.g., entered data such as lot/batch #)
- Phrase content (Author Catalog)
- Phrase code (Author Catalog)
- Graphic code (Author Catalog)
- Graphic description (Author Catalog)

**Standard Document Print, Output, and Distribution**

- Standard output format: PDF
- Supports Print-On-Demand (POD) – authorized users may view and Print-On-Demand to desktop printers (laser, thermal, ink-jet) from Author, Archive, Active, and Import Catalogs.
- Supports direct, individual document facsimile distribution – for authorized users; option is set-up by author, based on document type and company requirements/guidelines.
- Supports direct, individual document email distribution – for authorized users; option is set-up by author, based on document type and company requirements/guidelines.
- Supports FTP – for order-on-demand of native file distribution (such as package artwork, marketing materials) to external parties (commercial printers, advertising agencies, etc.)
- Supports SOAP/XML data exchange (and other interface technologies) – can be interfaced with your other websites for document access.

**MSDS AutoDistribution Module †**

- Interfaces with external order systems – such as SAP® to trigger automated fax and/or email document distribution.
- Distribution timing, requirements, methods, and protocols are defined with the customer and are specifically based on entity business rules.
- Interface options :
  - SOAP/XML (preferred method)
  - E-mail embedded
  - Data file import (Excel, CSV) or via e-mail attachment
  - Manual record data entry
- “Snail Mail” distribution (exceptions report, print documents, collate, mail to your customers who have not approved electronic receipt) is provided as a service.
- Electronic distribution of documents provides significant cost saving over traditional print & distribution methods.

**Reporting**

- Search results can be generated in a printer friendly format from any search results screen – providing unlimited, customized reporting options.
- Custom-specific reports can be easily added.

**Records Retention Management and Document Archive**

- Automated processes throughout life-cycle of document/data set.
- The archive catalog is available only to authorized users.
- Documents/data sets can be auto-archived when they are revised and/or when they are printed – depending on the document/data set type and options elected for archiving in the document creation or import process, etc.
- Archived documents/data sets may also include revision requests and document history notes – if this requirement is specified during the document set-up process.

- Management functions:
  - Auto-email processes notify authors/owners prior to documents being deleted.
  - Application provides 3 auto-email notices – 90, 60, and 30 days in advance of year-end for the year a document is to be deleted.
  - Access to authorized users is provided via the archive document catalog records retention page to: 1) authorize deletion; or 2) extend retention of archived documents/data sets.
  - The author/owner is required to review documents to ensure compliance with document freeze requirements.
- An archived document/data set will automatically expire (be deleted from the system) at the end of the calendar year based on the retention period specified during document set-up once it has been approved for deletion.

### ABC (Activity Based Cost) Accounting †

- Tracks various costs at the entity, user and/or document levels – depending upon the entity's set-up requirements.
- Costs can be assigned to entity specific cost-centers (to match to customer's accounting systems) or to credit/debit cards.
- E-commerce can be integrated for direct charge transactions (credit/debit card) .

### Interconnectivity and Interfacing Features and Options †

- ODBC compliant – can be interfaced to other systems for incoming or outgoing data feeds.
- Set-up options for importing files, data, and information are available on a customer specific basis.
- Interface options:
  - SOAP/XML web service (preferred method)
  - E-mail embedded
  - Data file import (Excel, CSV) or via e-mail attachment

- Examples of interfaces in use:
  - E-mail Interface:
    - Application receives auto-e-mail and performs automated data extraction for multi-language auto-label generation.
  - SOAP/XML web services interfaces:
    - Connects to public (Internet) website for external party search, retrieval, and access (PDF copies for download and print) to authorized documents – directly from the RightAnswer solution.
    - Connects to internal (Intranet) website for employee search, retrieval, and access (PDF copies for download and print) to authorized documents – directly from the RightAnswer solution.
    - Supports receipt of order information from customer's SAP® data reports that trigger the auto-distribution of MSDS (by auto-facsimile or auto-email) to customers per entity business requirements and protocols.

### System management

- Customized entity-based user interface † – much of the user interface is table driven to allow for customer nomenclature, language requirements, and additional document tagging options, etc.
- Self-administration – allows entity administrators to directly “implement and manage” their application “instance”(or copy); administrator can add and modify user information, entity defaults and other entity level features.
- Set-up and default features:
  - Entity contact information
  - Standard records retention time period
  - User set-up – by role, security, access, and need
  - 3rd party companies – e.g., those that can receive FTP documents (e.g., package artwork)
  - System notification emails

- Confidentiality level nomenclature
- Entity definable metatags †
- Archive defaults
- Watermarks defaults
- Cost centers (ABC accounting module purchase required) †
- Document owner access default by document type
- Template page setup (substrate definitions) defaults
- Formulas for contents measures conversion between Metric and English units
- "Quick Author" default settings by document type
- Document code number defaults

### System Security and Infrastructure

- SSL secure login process (Verisign)
- Daily backup offsite
- Disaster recovery testing, load/volume testing, audit and other security processes and testing performed as appropriate (or as required by customer) †
- 24/7/365 system support, monitoring, and auto-page notification
- Escrow agreement option (via 3rd party – Iron Mountain/DSI) †
- User session "Time Out" settings

### User Access Security

- Encrypted User/AccessID and password
- User access to menu and menu drop downs (functionality and options) is limited, based on the user's access/set-up, which is then tied to user/AccessID.
- Password (PW) change options upon login and user reminder to change every 3 months.
- Password security – "X" failed attempts (entity defined) locks out user and notifies system administrator.

- Password protocols (minimum characters and alpha/numeric) required.

### Document Security

- PDF validation – checks PDF (in case they have been down loaded to local hard drive) for status and notifies user if document on their hard drive has been updated.
- Watermarks – standard defaults: Active Catalog ("SAMPLE"), Archive Catalog ("ARCHIVE REPRINT") Author Catalog ("DRAFT") – actual options and words can be customer specific, defined by the entity.
- Document obsolete and re-instate processes.
- Edit/author access can be controlled to the section level of a virtually authored document.
- Document level locking during authoring – prevents multiple users from changing a document simultaneously.

### Automated Document Authoring (Auto Data Labels) †

*Customized implementation currently required.*

- Dynamically author-able documents – driven by an external data source for part and/or all of their content and where appropriate, can be dynamically linked to auto-select content from the RightAnswer solution libraries.
- Implemented example description:
  - Automatically generates multi-language label documents from an interfaced data source based on content received, which is extracted (e.g., data source contains R&S phrase codes, which application interprets into content on the document).
  - Supports multiple types of data feeds: SOAP/XML, e-mail, FTP (currently using specific e-mail with embedded content).
  - Interface/programming is customized for specific data parsing (and mapping of data as needed).
  - Retrievable online; documents can be printed-on-demand and/or auto-distributed to specific printer locations for output.



- Single page, simple search/find criteria (e.g., specified number/document ID such as data feed number, document number, or other identifier).
  - User may select additional options at time of print to further populate document content with relevant information such as ship-to country (currently selection drives languages appearing on the document) and ship-from location (currently selection drives responsible party address).
  - Various templates can be selected which provide for format or size options (content is automatically adjusted).
- Can preview auto-generated document and then modify before committing to output.
  - Customer can select print position on applicable templates, for single print labels allowing re-use of multi-up label sheet.
  - Auto-generates PDF version, for print-on-demand via standard Adobe® Acrobat Reader® interface and for appropriate records retention/archiving.
  - Unique archiving features include a holding database for a pre-defined time period prior to removing the document from the active document area and sending it to the document archive.

## **Additional Information**

The RightAnswer solution is your answer to implementing a comprehensive, regulatory compliance document development and management system. For more information please visit our website: [www.RightAnswer.com](http://www.RightAnswer.com).

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**The GCRH Corporation** specializes in developing data and document systems for global regulated-product companies in the Chemical, Plastic, Petro, Pharmaceutical, Biotech, and Agricultural industries.

GCRH's regulated-product inside-the-industry experience is rarely found outside leading chemical companies. This industry insight is coupled with core competencies in systems/application development for regulated-industry Environmental, Health, Safety, and Transportation (EHS&T) document authoring and management.

GCRH delivers solutions that work in the real world. Our applications incorporate integrated business, development, and management processes, derived from our inside-the-industry perspective – and those processes drive paradigm shifts in the way regulated-product documents are developed, maintained, and delivered resulting in significant productivity increases and cost savings.

In addition to the RightAnswer<sup>®</sup> solution, GCRH also provides consulting services and develops custom solutions and applications.





**Regulatory Compliance Document  
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