FAQ about document request from a Preferred Lab (for suppliers)

This FAQ is for the Action Preferred Lab Approach.
To view FAQ for the standard process in which you receive a document request from Action, please click here.

In March 2024 Action's Preferred Lab Approach kicked off for the first category, and will be gradually rolled out to all Action categories by the end of 2025.

For the product you supply, Action creates a Technical File in Action's ProductIP account. In the Action Preferred Lab Approach, you will be contacted by a Preferred Lab who will provide further instructions.

1. Why does Action implement the Preferred Lab Approach?

1) Immediate access on technical files and quick authority response;
2) Deliver consistency in testing (56% of product non-compliance is due to result of no technical file or mistakes within the file);
3) Reduction of inefficient work accessing documentation;
4) To ensure all articles are compliant to EU and country-specific requirements;
5) Keep up with the fast growing pace of Action and increase efficiency in the business.

2. What are the benefits of the Preferred Lab Approach to me?

1) Reassurance that my articles are being tested to the latest mandatory legislation;
2) Reassurance of a consistent approach to the building of compliant technical files for my articles;
3) The Preferred Lab acts as the submitter of the technical file for my article to ProductIP;
4) Action also leverages this initiative to drive best possible price and service provided by labs from combined volume/scale.

3. How do I know whether and when I will be in the scope of the Preferred Lab Approach?

When an Action category is due to roll out and if you are in scope, then you will be informed by Action.

4. If I am in scope, to which orders is the Preferred Lab Approach applicable?

It is applicable to every new Purchase Contract for Private Label as well as White Label, A-brands are out of scope. A Private Label is a label or brand that is registered and owned by Action, the remainder of the assortment (excluding A-brands) is referred to as White Label.

5. **I am in scope of the Preferred Lab Approach and an order has just been placed, what's next?**
   Please check the Action category and reach out to the category's nominated lab to align on test plans. In the case of a fast-approaching Stock on Hand date (= market release date), please do so as soon as possible. Following every approved and finalised Purchase Contract Action shares the data with the lab, but this might take longer. To not lose time, especially when the Stock on Hand date (= market release date) is fast approaching, it is strongly advisable that you reach out to the nominated Preferred Lab proactively.

6. **Is the nominated Preferred Lab for the applicable Action category the only service provider I can use?**
   Yes, it is.

7. **Where can I find the exact Action category for the article I supply?**
   The Action category is clearly indicated with Action article number and visible to you in Action's Mendex system.

8. **What will the Preferred Lab need from me?**
   In the first instance, the Preferred Lab needs the following basic information on each article:
   1) product picture, 2) BOM, 3) verified market release date (= Stock on Hand date), 4) manual if available, 5) how many factories are producing the order and factory information
   In the case of delay in article information shared with the Preferred Lab, please also provide:
   6) article name, 7) Action article number, 8) Action supplier code

   In the next step, the Preferred Lab will request other necessary documents.

9. **Is it possible to use some existing test reports? If so, are there any guidelines on accepted validities?**
   Any questions about test reports validation and which tests will be done from scratch should be discussed with Action Product Technologists/Technical Managers for the dedicated category.

   Action's guidelines on accepted validities of test reports are as follows:

Test	**Validity** (If no change in components, manufacturing process/location or regulation)
All general chemical tests (Reach, POP, packaging, RoHS, etc.)	Test should be repeated for every order; sample should be taken from the production.
EMC	2 years
LVD	2 years
RED	2 years
GPSD – risk assessment	1 year
DoC	Original DoC is acceptable
Toys risk assessment	Indefinitely if no change in components/design/factory/regulation etc.
FCM	1 year
PPE	5 years or as specified in the certificate
Medical devices	5 years or as specified in the certificate
Cosmetics	1 year, with the exception of 2 years for preservative efficacy testing
Performance test results	2 years
Power plugs and sockets	2 years
Batteries	5 years
National chemical legislations for textile	1 year
Furniture indoor and outdoor	2 years
Decoration	1 year
Apparel	1 year
Stationary	1 year
Barbecue products	1 year
Pet items	1 year

Note: Any changes/exceptions in this list need to be approved by Action Technical Managers.