Expedited Compliance Services Onboarding Instructions
Welcome to Consumer Testing Laboratories, a UL company

1. Requesting an Account

- In order to submit applications for testing and access other useful resources, please request an account. To get started visit, www.consumertesting.com.
- On the home page, click Request Account under the login tab.
- Complete the required form with your contact information and company details.
- The Laboratory used most often should be the location where you will primarily submit your samples. See locations below for details on our laboratories.
- When the form is complete, click Submit Request. The lab will review your information and email you with your username and a password.

2. Menu Options

- Once you have received your username and password, use it to Login to the website. When logged in, you will be presented with a list of menu options. Below is a description of each option.
- **Expedited Compliance Service (ECS)** – Select this option to be taken to our Test Request Forms. These forms are web-based forms to allow you to complete and submit within the web browser window. Once completed, the form will allow you to download and print a PDF to be submitted with your samples to the appropriate lab.
    - Account maintenance and help functions are also available in OTA
- **Manage My Account** – This menu option will allow you to change your account password as well as View and Edit your account contact information.
- **Corporate View** – This Business Intelligence tool provides you with full transparency to testing reports for your products. You can run on-demand historical queries differentiated by rating, item or style information, test date, etc.; as well as see the status of testing in progress.

3. Standard Turn Around Time

- When samples are received at the lab, they are logged into our system to begin the testing process. The standard turn time by lab is listed below:
- **Softlines (Textiles)** – In most cases 3 Business Days
- **Hardlines (Hard Goods)** – In most cases 5 Business Days
- **Express Service** - 2 Business days (100% surcharge)
    - Please Note: Some items cannot be expressed due to extended testing requirements associated with some labeled claims.

Click here to contact us for more information

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4. Locations

USA:

Textile Laboratory (Apparel, Accessories, Handbags/Backpacks)

Consumer Testing Laboratories Inc. / UL

2601 SE Otis Corley Dr Bentonville, AR 72712

Tel: 479-286-2300 • Fax: 479-464-2921

Customer_service.softlines.us@consumertesting.com

Hardlines Laboratory (Jewelry, Footwear)

Consumer Testing Laboratories Inc. / UL

611 Dream Valley Road Rogers, AR 72756

Tel: 479-636-8782 • Fax: 479-636-8961

Customer_service.hardlines.us@consumertesting.com

Hong Kong:

Textile and Hardlines Laboratory (Apparel, Accessories, Handbag/Backpacks, Jewelry)

Consumer Testing Laboratories (Far East) Ltd. / UL

Room 702-704, 7th Floor (Hardlines) Room 1405, 14th floor (Softlines) Riley House, 88 Lei Muk Road

Kwai Chung, N.T. Hong Kong

Tel: 852-2423-7161 • Fax: 852-2480-4758

Customer_service.softlines.hk@consumertesting.com

Customer_service.hardlines.hk@consumertesting.com

Shenzhen:

Footwear Laboratory

Consumer Testing Laboratories (Shenzhen) Co. Ltd. / UL

4th Floor-Yuhui Building, 52 Yumin Cun Heping Road, Luohu Shenzhen, 518001 China

Tel: 86 (755) 8211 7958 • Fax: 86 (755) 8247 3061

Customer_service.softlines.bd@consumertesting.com