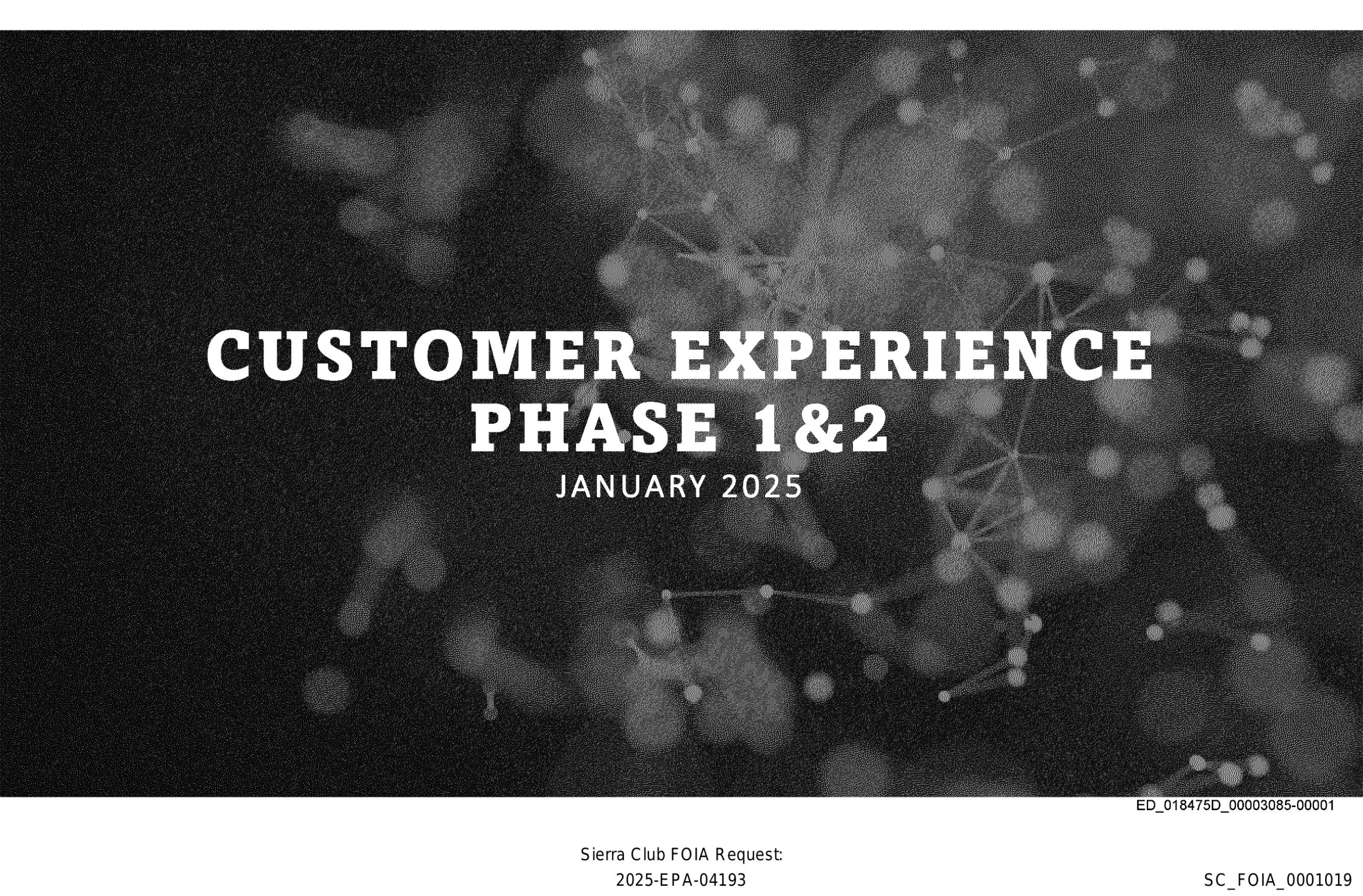




CUSTOMER EXPERIENCE PHASE 1&2

JANUARY 2025

ED_018475D_00003085-00001

THANK YOU INDUSTRY WORK GROUP MEMBERS

American Chemistry Council Center for Biocide Chemistries

- Lisa Amadio, Ramboll
- Rebecca Mannion, Scientific & Regulatory Consultants, Inc.

Animal Health Institute

- Johnna Bridges, Elanco US Inc.

Biological Products Industry Alliance

- Megan Priest, Delta Analytical
- Wes Marchione, Corteva Agriscience,

CropLife America

- Monty Dixon, Syngenta
- Tais Huber, Adama

Council of Producers and Distributors of Agrotechnology

- Jayne Walz , Helena Agri-Enterprises, LLC
- Jeremy Malone, Spring Regulatory

Household and Consumer Products Association

- Lisa Amadio, Ramboll
- Tom Lennan, MGK

ISSA – The Worldwide Cleaning Industry Association

- Howard Bochner, Sr. VP American Infection Control, Inc

RISE (Responsible Industry for a Sound Environment)

- Kristen Cianni, Atticus
- Edward Duncan, Valent

PRIA Coalition

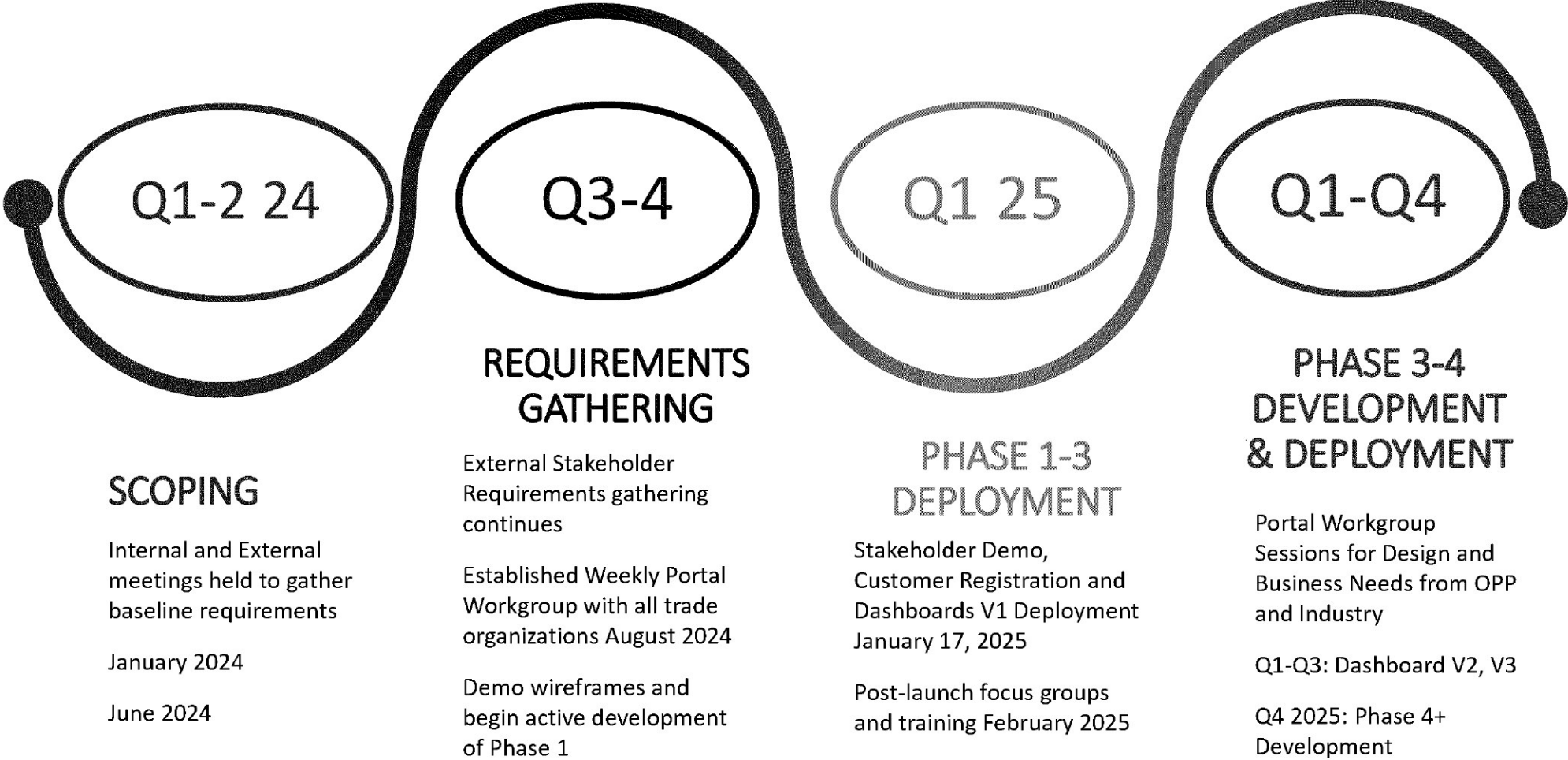
- Kristen Spatz, RISE
- Hannah Alleman, ACC Center for Biocide Chemistries



ED_018475D_00003085-00002

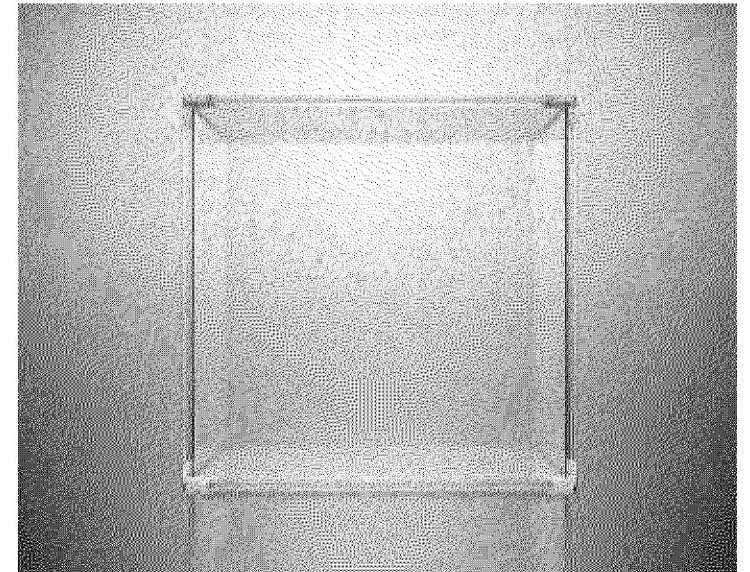
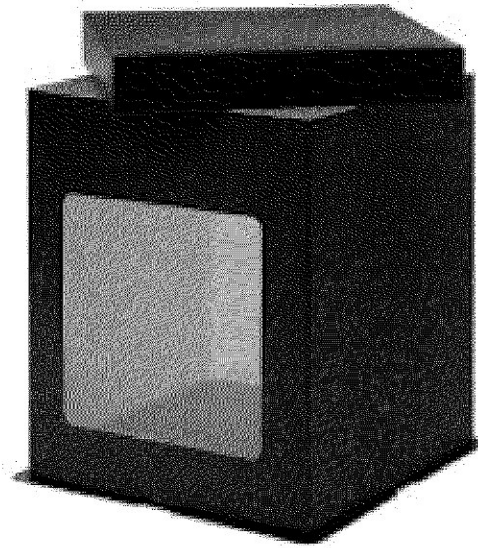
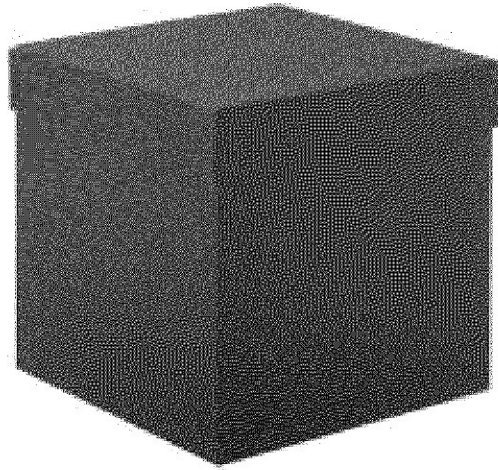
APPLICATION EXPERIENCE ROADMAP

PHASE 1-3: DEPLOY APPLICATION/CASE MANAGEMENT DASHBOARD
PHASE 4+: DEPLOY END TO END APPLICATION EXPERIENCE



ED_018475D_00003085-00003

APPLICATION EXPERIENCE PAST, CURRENT, FUTURE



ED_018475D_00003085-00004



JANUARY MYPEST DEPLOYMENT

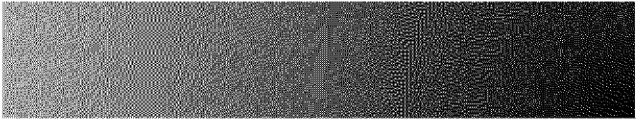
CREATE USERNAME AND ROLE

CHAT

PENDING APPLICATIONS

APPLICATIONS

ROLE MANAGEMENT



ED_018475D_00003085-00005

CUSTOMER EXPERIENCE: MYPEST APP

NO CHANGES TO CDX

ALL Submissions Still Go Through CDX

**THE SUBMISSION OF APPLICATIONS AND
DOCUMENTS RELATED TO PESTICIDE
ACTIONS/APPLICATIONS/SUBMISSIONS WILL REMAIN
VIA CDX, NOT IN MyPEST**

ED_018475D_00003085-00006

CUSTOMER EXPERIENCE: MYPEST APP

Transparency and Visibility

Pursuant to requirements in PRIA 5, MyPest App seeks to provide accurate, up to date information about pesticide applications.

It is not expected to directly impact the time it will take to complete pesticide applications

ED_018475D_00003085-00007

CUSTOMER EXPERIENCE: MYPEST APP

Each Company Must Establish a Company Admin in MyPest

No one in your organization will be able to view information in the MyPest App until a Company Admin is established

A user guide has been distributed, will be available on the website, and support is available to help your org establish a Company Admin

ED_018475D_00003085-00008

CUSTOMER EXPERIENCE: PROJECTED COMPLETION DATE

What IS and IS NOT the Projected Completion Date?

OPP created the Projected Completion Date in response to registrant requests

The projected completion date:

IS NOT a new PRIA Date

IS NOT a negotiated date

IS NOT a reason to call/email the RM/PM

IS NOT permanent (may be further updated)

IS a work in progress – target date is February 1 to have 100% of cases populated for AD & RD

*BPPD will work towards getting PRIA actions populated by Feb 1, focusing first on new Als, new products and uses, then will work on other PRIA actions, which may go past Feb 1

IS an RM/PMs best current estimate

IS an effort by OPP to provide additional regulatory certainty to registrants

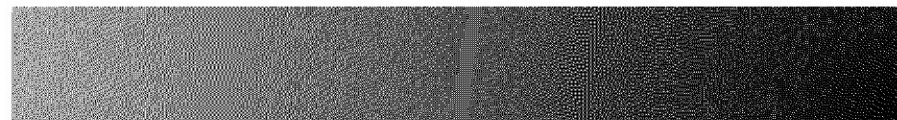
IS dependent on changes from the Science Teams/Divisions

ED_018475D_00003085-00009



GLOSSARY FOR MYPEST APP

- Company Admin (CA): New role to manage company roles and permissions
- Company Representative (CR): New role to handle day to day registration activities for all company applications
- Consultant: New role to handle limited registration activities as authorized by the CA
- Customer Experience (MyPest, MyPest App): New web view to allow real time tracking of company application information – AFTER submission via CDX

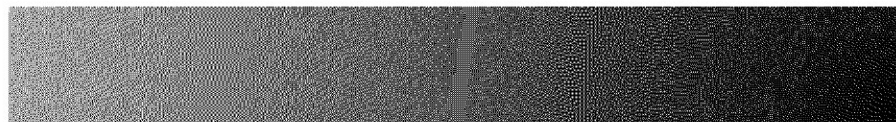


ED_018475D_00003085-00010



CREATE A LOGIN FOR MYPEST

- Create a Username and Password
- Request a Role
- Company Admin
- Company Rep
- Consultant
- ALL ROLES ESTABLISHED PER EPA COMPANY NUMBER



ED_018475D_00003085-00011

COMPANY ADMIN ROLE

Rights and Permission setting for the Organization is performed by the Company Admin (CA)

- Minimum of 1 CA – May have 1+
- CA Approves Role Requests
- CA Performs Role Management (promotion, demotion, approval, rejection)
- CA may be an employee of the organization OR an outside agent/consultant (likely in the case of a small company or foreign organization)

Company Admin Establishment

- Request Role and Upload Authorization Letter
- Company Letterhead, Signed by Authorizing Official (c-suite level company official)
- EPA Admin Verifies the Following
 1. Does email domain match Organization? AND
 2. Does Name match Company Contact in OPP Database?
 3. If no to either 1 or 2, submit letter via CDX for the organization for additional verification

CDX SUBMISSION INSTRUCTIONS IF REQUIRED FOR YOUR ORGANIZATION

1. Login to CDX
2. Pick Appropriate Organization
3. Click on Registration Review
4. Click on “Non-DCI Data Submission”
5. Use Case 6041 [Meat Meal]
6. Title Document Exactly as Specified Below:
 1. [Company Number][Company Name]Mypest
Company Admin.[doctype]
 2. E.g. “99999 CDX Test Company Mypest
Company Admin.pdf”



COMPANY REPRESENTATIVE AND CONSULTANT ROLES

Company Representative

- View all applications
- View all pending applications
- View Company Activity
- *March Deployment: View product info, ingredient info, chat for Company

Consultant

- View pending applications matching CDX submission email and MyPest user email
- View Applications as authorized by CA
- View Pending Applications as authorized by CA
- *March Deployment: View product info, ingredient info, chat as authorized by CA

APPLICATIONS

All Applications Regardless of Status

- Open and Closed Applications
- Limited information
- No Click-through for more details
- *March Deployment: View product info, ingredient info, additional case details with click-through to details page

 Applications			
Case Number	Product Name	Status	Due Date
867530	BugZap 9000X	In Progress	10/10/2024
519825	Killitol Xtreme	Technical Review	06/22/2024
460029	Krazy Jake's Bug-B-Gone	Scientific Review	07/29/2024
987303	Lethal Dose	In Progress	09/25/2024
View All			

PENDING APPLICATIONS

 Pending Applications	
Product Name: Epsilonion	Application Date:2024-06-29
Case Number: 00613429	Start Date:2024-07-20
Case Subject: A535	Original Due Date:2025-01-21
Status: Science Review	Project Completion Date:—
Product Name: Gamma Oil	Application Date:2024-06-13
Case Number: 00613427	Start Date:2024-07-04
Case Subject: R276.0	Original Due Date:2027-01-04
Status: Public Participation	Project Completion Date:—
Product Name: Alpha Beta	Application Date:2024-03-21
Case Number: 00613425	Start Date:2024-04-11
Case Subject: B641.0	Original Due Date:2025-05-12
Status: Post-Science Regulatory	Project Completion Date:—
Product Name: Chem Z1	Application Date:2024-08-03
Case Number: 00613423	Start Date:2024-08-24
Case Subject: A535	Original Due Date:2025-02-24
Status: Technical Screen	Project Completion Date:—
Product Name: Chem Z	Application Date:2024-06-16
Case Number: 00613421	Start Date:2024-07-07
Case Subject: A470.1	Original Due Date:2024-11-07
Status: Post-Science	Project Completion Date:—

- View all allowed pending applications based on role
- Additional details such as **Start Date**, **Status**, and **Projected Completion Date**
- No Click-through functionality for January release
- *March Deployment: View product info, ingredient info, additional case details, and case chat
- Status Values: Front-end Processing, Technical Screen, Science Review, Post-Science Regulatory, and Public Participation

ROLE MANAGEMENT AND CHATTER BASICS

Admin Activities/CA Role Management

- **Sponsor a new CA, Company Representative, or Consultant**
- **Approve or Reject Role Requests for Company**

Chat

- **Not available in January!**
- **March release will enable case click-through and Case level chat/communication!**

CHAT: WHAT IT IS AND IS NOT

Chat IS:

Available starting March 21!

A way to communicate with OPP staff about applications

A good replacement for emails

A better way to associate communication with specific pesticide applications/requests

A better way to track communication over time regardless of the person

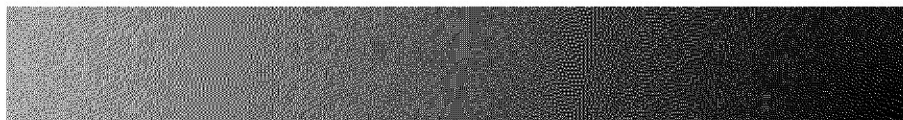
Chat IS NOT:

Available in January!

Instant Messaging – treat it like you do email, e.g. official communication to OPP

A Chat Bot – no instant response from a person or a chat bot

Live connection to OPP staff



ED_018475D_00003085-00018