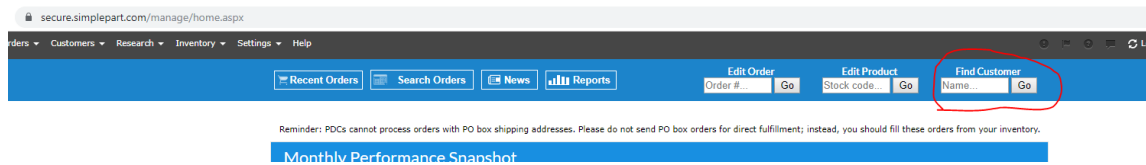


Accessing Consumer Information

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If a consumer makes a “right to know” request for either [categories of information](#) or [specific pieces of information](#), you’ll need to be able to send them that data after you verify his identity. Here’s how to access it.

1. Access the [Control Panel](#) as you normally would.
2. Use the “Find Customer” field and search by last name.



3. Browsing the results and selecting the customer you want should take you to the Edit Customer page, where you will see two buttons.

- a. If the customer has made a categories of information request, select “Categories of information.”
- b. If the customer has made a request for specific information, select “Personal information.”

A screenshot of the Edit Customer page. At the top is a blue bar with buttons for Recent Orders, Search Orders, News, and Reports. To the right are buttons for Edit Order (with an Order # field and Go button), Edit Product (with a Stock code field and Go button), and Find Customer (with a Name field and Go button). Below this is a horizontal bar with tabs for Customer Details, Order History, Web History, Chat History, Email History, and Pricing. Below the tabs are three buttons: EDIT, CATEGORIES OF INFORMATION, and PERSONAL INFORMATION. Below these buttons is a section titled "Customer Details" with a teal header. This section contains three input fields: First Name, Last Name, and Phone Number.

4. Download the relevant PDF and send it to the requestor in the medium that they select, whether that be electronic or physical. Please note that the PDF will expire, so you should download it immediately.

With this process, you should be able to respond to requests and download PDFs to digitally or physically send to any consumers who ask for their information.