

2017

GUIDELINES FOR EXPORTERS



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1. INTRODUCTION

1.1 Company profile

QA Technic was established at December 2004 by Turkish engineers with 100% local capital and started its operations under the name of Alberk Kalite Ekspertize which was changed in the August of 2007 to Alberk QA Uluslararası Teknik Kontrol ve Belgelendirme Ltd. Sti and thus became a private corporate body and became one of the most trusted companies in the sector due to its objective, professional and ethical approach to its work.

We are nationally and internationally recognized, and reliable alongside with more than twenty offices, well-advanced and sectoral experienced and qualified auditor team and tutors.

We provide our services including testing, inspection, audit, surveillance, control, certification, laboratory services, technical services, conformity assessment according to national or international standards and training services with our young and well-experienced engineer and administration team.

1.2 Company Policy

Our Customers

Each customer is unique for us!

We work as entrepreneurs for entrepreneurs. The focus of our activities is the needs of our customers. As an innovative and practice-oriented certification company, we support companies and organizations of all sizes and industries to successfully operate in the market. With our services in the areas of certification, auditing and training, we stand by our customers as a professional and reliable partner, which leads you to your goals. Our services are characterized as timely, cost-efficient, environment friendly and high-quality services.

Our Personnel

We invest in our employee's team in their training and in the use of optimal work equipment. Employee motivation is increased through the allocation of responsibility and the design of free rooms.

Our business partners

With our partner companies and organizations, we maintain a constructive exchange of experience. By constantly developing our services, we are consolidating our high qualifications and providing our customers with benefits.





1.3 QA TECHNIC Code Of Ethic

With this “Code of Ethic”; QA TECHNIC assures that it abides by the standards of professional conduct, ethical behavior and the integrity of its services, throughout its organization.

For further details; please read the code of ethic from our website through the below link.

<http://static.gatech.edu/files/pdf/en/CODE-OF-ETHICS.pdf>

1.4 WTO Agreement on Preshipment Inspection

This Agreement shall apply to all pre-shipment inspection activities carried out on the territory of Members, whether such activities are contracted or mandated by the government, or any government body, of a Member.

QA TECHNIC is committed to carry out inspections in accordance with this agreement.

If for any reason, the client felt that QA TECHNIC did not comply with the provision of this agreement; client is free to complain or appeal to the QA TECHNIC office that carried out the inspection. After the appeal; client may refer the dispute to an independent review (See the Annex)

2. GENERAL PROCEDURE

2.1 Nomination

QA TECHNIC office receives the nomination from the exporter, requesting a “Pre-Shipment Inspection” service. Following this nomination; QA TECHNIC send the exporter a “Request for Service” form to be filled containing relevant information needed such as importer details, exporter details, type of goods to be inspected, country of import, HS Code ... etc.

2.2 Preliminary Price Verification

Receiving the “Request for Service” form, from the exporter; QA TECHNIC will be able to initiate a preliminary price opinion (PPO) based on the regulations of the importing country (for guidance please refer to the Country Data Sheets on QA TECHNIC’s website).

Upon request of the seller, prior to physical inspection, QA TECHNIC will issue an Advice of Preliminary Price Verification on either

- (i) An export Price, which is used for foreign exchange or government information purposes or
- (ii) A Value for Customs purposes, which serves as a technical advice to customs for assessment of import duty/tax purposes.

For further details; please read the WTO Agreement on Customs Valuation (ACV).

2.3 Physical Inspection

2.3.1 General

Following receipt of the “Request for Service” and other relevant documents (ex. Proforma Invoice); QA TECHNIC shall contact the exporter to agree on a mutual date for the physical inspection taking into account the availability of the goods.

During the physical inspection; QA TECHNIC gets the chance to verify whether the goods presented at the site of inspection correspond to the documents provided or not, in respect of the below check points:

- Goods description (Type, Trademark, Origin, Packing .. etc)
- Quantity and Quality.
- Import regulations of the importing country (e.g. labelling, health, safety, etc.).
- Regulations defined in the purchase order between seller and buyer.

The physical inspection may also provide additional information to support price verification and customs classification.

Physical verification shall be conducted in such a manner to minimize the amount of potential disruption in the supply chain. Wherever possible, inspection shall be carried out at the time of shipment of the consignment.

2.3.2 Sampling & Testing

In some cases, sampling and testing may be required, depending on the regulations of the importing country. In such cases inspector will pick up the samples randomly and send them to QA TECHNIC office, where they will be kept for 3 months, thereafter they will be disposed or returned to the seller on request.

2.3.3 Loading & Sealing

QA TECHNIC can provide this PSI service if the import regulations require this or as a special request from the client. The whole inspection and loading process will be witnessed by a QA TECHNIC inspector, and FCL containers will be sealed. Agent seals and QA TECHNIC seals will be indicated in the final report for custom purposes.

2.3.4 Inspection Results

Physical verification details and results are documented through a specific report or checklist which can be retrievable from QA TECHNIC's filing system. The results will state:

- Satisfactory; this confirms that the result of physical inspection is satisfactory provided the seller proceeds with shipment within 2 months from the date of inspection.
- Or Unsatisfactory; this confirms that a discrepancy or non-conformance have been found and a clean report of finding cannot be issued.
- Or Deferred; this means that the inspection have been cancelled and not arranged.

2.4 Final Documents

"Final documents" are the shipping documents (final commercial invoice, packing list, transport document, certificate of origin or similar) which are necessary for the issuance of a Certificate in addition to Conformity supporting documents.

2.5 Final Price Verifications

Based on the exporter's final documents and in accordance with the WTO Agreement on Customs Valuation; QA TECHNIC will finalize the price verifications.

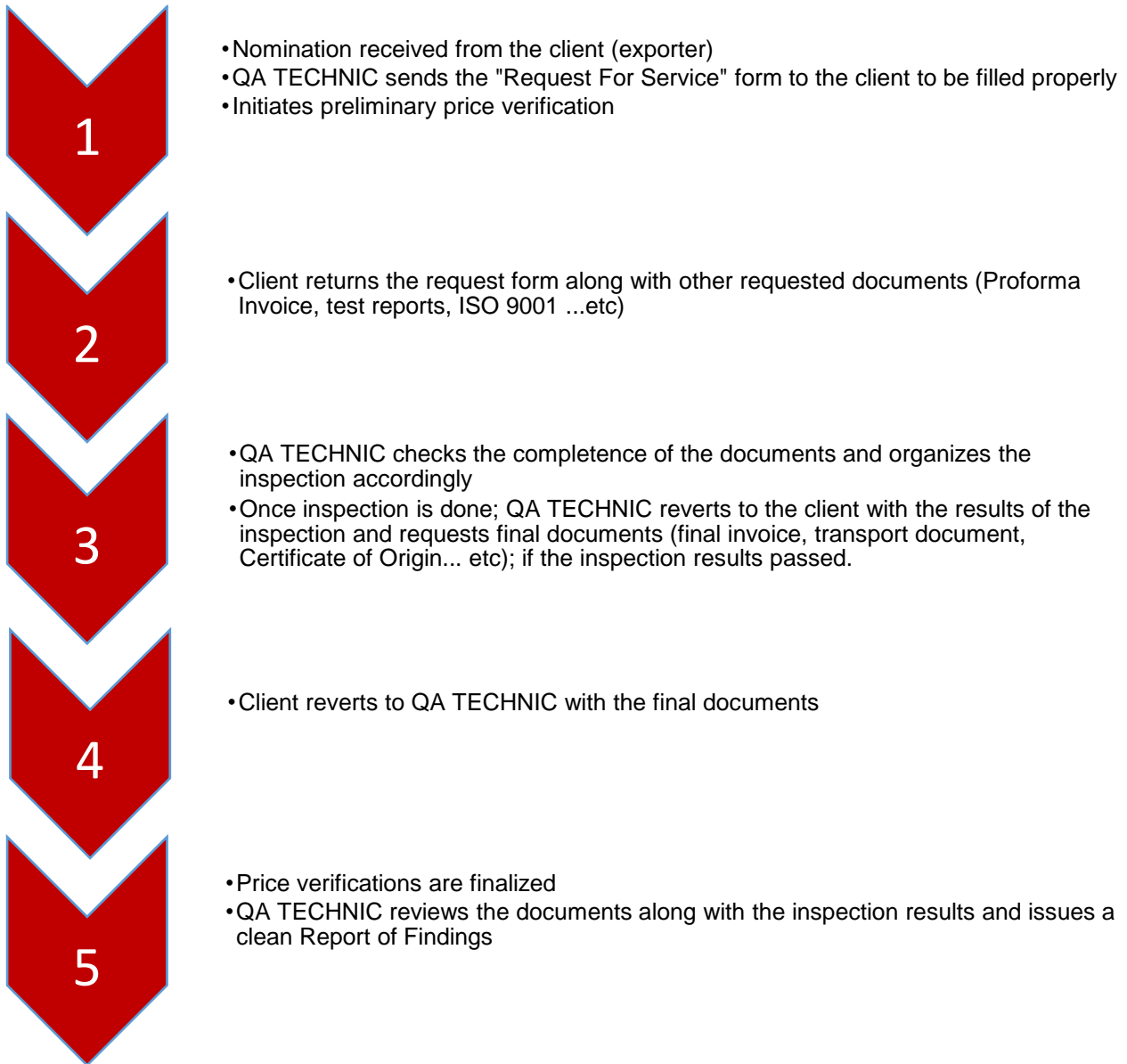
2.6 Report Of Findings "ROF"

Following receipt of the final documents and completion of the inspection, QA TECHNIC shall, within 2 working days, either issue

- (i) A Clean Report of Finding; upon receipt of the necessary correct final documents and a satisfactory result in all aspects of the inspection.
- (ii) Or A Discrepancy Report, or equivalent document, or provide a detailed written explanation specifying the reasons for non-issuance.
- (iii) A Non-Negotiable Report of Findings (NNRF); where the exporter cannot enter his goods to the importing country due to non-changeable factors (for ex. Expired Production Date).

In the latter case, QA TECHNIC shall give exporters the opportunity to present their views in writing and, if exporters so request, arrange for re-inspection at the earliest mutually convenient date.

2.7 Process Flow



3. APPEAL PROCEDURES

3.1 Complaints (1st Step)

Clients who are not satisfied with the service provided by QA TECHNIC or have any complaints concerning pre-shipment inspection activities shall contact the appropriate Department Manager of the office providing the service.

Contact details and global representatives can be found at our websites under "Contact"
<http://int.gatechnic.de/en/contact/>

The Department Manager will undertake to investigate the complaint expeditiously.
If the exporter is not satisfied with the response from QA TECHNIC, the exporter may proceed to an Appeal in accordance with the procedures of 3.2 below.

3.2 Appeals (2nd Step)

Exporters who have grievances concerning pre-shipment inspection activities, which have not been resolved by discussion with the appropriate department manager of QA TECHNIC, under the complaints procedure of Article 3.1 above, may appeal to QA TECHNIC's senior management by completing and submitting a "Pre-shipment Inspection Internal Appeal Form" giving details of the case. This form shall be found at the end of this brochure, attached hereto, which also takes into consideration the requirements of the WTO Agreement on Preshipment Inspection. The exporter shall send the completed form to QA TECHNIC's Senior Manager(s) whose name(s) shall be available upon request from QA TECHNIC office.

QA TECHNIC's Senior Manager shall undertake to investigate the dispute and respond to the exporter in writing, normally within two working days of receipt of a fully completed "Preshipment Inspection Appeal Form", by either (a) giving the result of the Appeal, with detailed explanations, or (b) advising that further investigation is required and that the result will follow as soon as possible but not later than within 10 days of the receipt of the Appeal. For disputes on price verification the Result of the Appeal should set forth the basis of QA TECHNIC's opinion by reference to the specific applicable elements of the price verification criteria.

3.3 Independent Review (3rd Step)

Two working days after submission of the grievance; exporter may refer the case to an independent review.

Details of "Independent Review Procedures" can be found in the WTO Agreement on Preshipment inspection, or requested from the QA TECHNIC office.

PRE-SHIPMENT INSPECTION INTERNAL APPEAL FORM

1. EXPORTER INFORMATION

Company Name
 Company Address
 Telephone No.: Telefax No.:
 Telex No.: Contact Person:

2. EXPORTER'S COMPLAINT DISCUSSION

Prior to completion of this form, the complaint should already have been discussed with the QA TECHNIC office staff. Please advise QA TECHNIC office location:

Person with whom complaint discussed:

3. REFERENCE NUMBERS

Inspection order Reference No.:
 (as advised by QA TECHNIC office or importer)
 Contract/Order/Proforma Invoice/Final Invoice
 No.:
 (delete as applicable)

4. DESCRIPTION OF THE GOODS

.....

If you wish to appeal that the action of QA TECHNIC is not in accordance with the WTO Agreement on Pre-shipment Inspection, please complete Section 5 below. If not applicable, please proceed to Section 6.

5. NATURE OF GRIEVANCE WITH QA TECHNIC OFFICE

Please indicate, by marking an "x" in the appropriate box(es) below, which articles of the WTO Agreement on Pre-shipment Inspection ("API") have, in your opinion, not been complied with by the QA TECHNIC office.

Category	API Article No.		Category	API Article No.		NOTES : If your grievance: (i) Does not concern the above mentioned categories, please proceed to Section 6. (ii) Concerns the above mentioned categories and also relates to PSI carried out in a WTO member country of goods for importation into a WTO member country: you are entitled to submit the dispute to an Independent Review, at least two working days after submission of this form to the QA TECHNIC office, in accordance with Article 4 of the WTO Agreement on Pre-shipment Inspection. Further details are available from QA TECHNIC upon request.	
Non-discrimination	2.1	<input type="checkbox"/>	Delays	2.15	<input type="checkbox"/>		
	2.3	<input type="checkbox"/>		2.16	<input type="checkbox"/>		
	2.4	<input type="checkbox"/>		2.17	<input type="checkbox"/>		
Site of inspection	2.5	<input type="checkbox"/>		2.18	<input type="checkbox"/>		
				2.19	<input type="checkbox"/>		
Standards	2.6	<input type="checkbox"/>	Price Verification (For export market price: Not customs valuation purposes)	2.20 (a)	<input type="checkbox"/>		
Transparency	2.7	<input type="checkbox"/>		2.20 (b)	<input type="checkbox"/>		
Protection of Confidential Business Information	2.9	<input type="checkbox"/>		2.20 (c)	<input type="checkbox"/>		
	2.11	<input type="checkbox"/>		2.20 (d)	<input type="checkbox"/>		
	2.12	<input type="checkbox"/>		2.20 (e)	<input type="checkbox"/>		
Conflicts of Interest	2.14 (a)	<input type="checkbox"/>	Appeals Procedures	2.21	<input type="checkbox"/>		
	2.14 (b)	<input type="checkbox"/>		2.21 (a)	<input type="checkbox"/>		
	2.14 (c)	<input type="checkbox"/>		2.21 (c)	<input type="checkbox"/>		

6. SUMMARY OF GRIEVANCE

Please advise the facts of the case and summarize the reasons why, in your opinion, the decision or conduct of the QA TECHNIC office is not acceptable. Please attach copies of relevant documents.

[illegible]

7. PROPOSED SOLUTION TO THE GRIEVANCE

Please state your proposed solution to the grievance

[illegible]

8. EXPORTER'S DECLARATION

I hereby declare that:

- A. I am an authorized employee of the exporter
- B. The information contained here is, to the best of my knowledge, correct

Full Name:

Position:

Company Name:

Signed:

Date: / / 20

Please return this form to the QA TECHNIC office responsible for performing the Pre-shipment inspection.

LIST OF ABBREVIATIONS

ACV:	Agreement on Customs Valuation
CRF:	Clean Report of Findings
FCL:	Full Container Load
HS:	Harmonized System
NNRF:	Non-Negotiable Report of Findings
PPO:	Preliminary Price Opinion
PSI:	Pre-Shipment Inspection
WTO:	World Trade Organization
ROF:	Report of Findings