**PORTS PROCEDURES**

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| **INTEL ASSESSMENT** | * Review paperwork. Check the goods aren’t going to an ETSF outside Thurrock. * Consider the following:   + Referral source   + Importer   + High / low risk?   + Importer history   + Product(s)   + Product history   + Country of origin   + Website * Check ‘Ports Spreadsheet’ for importer/address history (check by name, address, EORI number), check out any websites * Make decision on sampling/release and notify OPSS either way |
| **REVIEW**  **PAPERWORK** | * Apply K1 hold (or just a K hold if going to an ETSF) (for goods at UPS we need to email UPS to place a hold – please see email addresses in ETSF Codes Thurrock spreadsheet) \* * Update ‘Holds’ spreadsheet * Start a progress sheet (found in Template Emails section of the Ports area) * Create Service Request on TS database Uniform (Instructions on how to create a new SR can be found in Ports…Procedures). Attach the OPSS paperwork in this email. * Contact the agent for more information about the importer and the goods. The agent’s contact details will be in an attachments in the original OPSS referral email. Ask for a detailed packing list if not already provided. We must be able to identify how many boxes and how many individual units there are of the goods we are interested in therefore this may need to be clarified too if not clear from the packing list.\* * Check the information supplied by the agent against the paperwork, query any inconsistencies. Check the addresses given for the importer and place of delivery as sometimes these are accommodation/HMRC addresses etc and we need to be clear whether there is actually a physical base for the importer. * Once we are happy with the information we can email the port/ETSF requesting an exam. \* * If goods are at LGP apply a K2 hold on CNS. * Update the ‘Holds’ spreadsheet * Update SR with legal information \* |
| **PHYSICAL**  **EXAM** | * Await notification from port / ETSF that goods are available * Attend the port / ETSF with ports bag and import paperwork * Identify samples, note/take photos of any relevant information from the outer cartons (especially any x codes, FBA codes if destined for Amazon) * Issue sample notice and place white copy inside box / container * Reseal box(es) and apply NTS stickers * Apply yellow sticker with a sample reference and date to each sample taken * Hand pink copy of sample notice to port / ETSF |
| **EXAMINATION** | * Examine the sample(s) and complete a checklist or record notes on Progress sheet and/or Uniform * Review the intel assessment * Decide whether to hold or release the consignment – see below |
| **REMAINING ON HOLD** | * If the risk level is unknown, complete a risk assessment * If you are unsure whether to release the consignment, or suspect the decision may be challenged, complete a Decision Document * Send sampling notification email (example in Template Emails) stating if you are keeping the goods on hold but are awaiting further information, or send a RAMS email if there are clear safety issues and the matter is decided. Copy in relevant TS for importer and delivery address and shipping agent.\* * If goods are at LGP place a K4 hold * Update holds spreadsheet * Enter details of consignment in ports spreadsheet under the data logging tab * Consider whether / where to send goods off for testing. |
| **TESTING** | * Complete the relevant test submission form |
| **RELEASING** | * Release hold on CNS / Destin8 * Update holds spreadsheet * Update OPSS – tell them to release CHIEF hold and let them know if we’ve identified any non-compliances (keep it brief e.g. ‘non-compliant labelling’) |
| **UNIFORM** | * Update uniform |
| **SPREADSHEET** | * Complete information in the ports spreadsheet data logging tab |
| **UNIFORM** | * Attach sampling notice * Attach checklists / Progress Sheet * Upload photos to SR * Attach to Uniform any significant emails/email chains including final outcomes * Upload any test reports to SR |
| **TEST**  **RESULTS** | * Attach test report to SR and notify officer * Review test report (if applicable) and original checklist / notes * Determine whether the product is compliant / non-compliant / unsafe * Update progress sheet * Send sampling results email (Template emails) |
| **RESULTS**  **NOTIFICATION** | * Identify the appropriate template letter * Customise the letter with the following:   + Importer name / address   + Uniform SR   + Date   + Container number   + Assessment type (e.g. labelling / safety / CPNP / DoC)   + Assessment result (satisfactory / unsatisfactory / not assessed)   + Home authority * Draft the template email and attach the results letter(s) and test report(s) * Once sent, scan and save the completed progress sheet to the SR |
| **PRODUCT SAFETY DATABASE** | * Record any unsafe or major non-compliant samples on the OPSS Product Safety Database * Update SR with PSD reference number |

\* See the guidance ’Holds, Releases and Further Info’, which can be found in Ports …Template Emails, Forms, Notices. This gives guidance on wording when placing holds on CNS and guidance on what to ask an agent for when initially requesting further information prior to examining the goods.