Section 3: Inspection Preparation and Document Control

3.1 Objective of Section 3

3.2 Request for Inspection

3.3 Recording of Requests for Inspection and Inspection Certificates

3.4 Responding to Inspection Requests
   3.4.1 Prioritizing Inspections
   3.4.2 Inspection Equipment
   3.4.3 Procedures on Arrival at the Inspection Site

3.5 Payment for Inspection
   3.5.1 Payment by Account
   3.5.2 Other Payment Methods
   3.5.3 No Fee for Inspection Cancellation
   3.5.4 Payment for Failed Lots

3.6 Certificate Cancellation and Correction

3.7 Certificate Control
   3.7.1 Certificates
   3.7.2 Who Can Obtain a Copy of a Certificate?
Section 3: Inspection Preparation and Document Control

3.1 Objective of Section 3

This section explains how to record, and respond to, requests for inspections and how to ensure payment for inspection services. It also identifies procedures after a certificate is created for such things as amending and cancellation of certificates.

3.2 Request for Inspection

Any person with a financial interest in produce being exported or shipped interprovincially, or a person requiring a customs clearance inspection of apples, onions or potatoes may make a request for an inspection to an inspection office. This includes, but is not restricted to, growers, packers, shippers, brokers, truckers and, in the case of customs clearance inspections, receivers. All applicants must complete a written Request for Inspection - Fresh Fruit and Vegetables form which outlines the information required to log the request, and forward this request to the inspection office.

The applicant may request an inspection verbally, or by telephone, but is still required to provide a written Request for Inspection - Fresh Fruit and Vegetables form upon the inspector’s arrival or by fax to the inspection office. An inspection should never be started unless a completed request form is presented.

3.3 Recording of Requests for Inspection and Inspection Certificates

All completed Request for Inspection - Fresh Fruit and Vegetables forms and cancellations must be filed by the inspection office receiving the request. The inspection certificate number and name of the inspector must be noted on the request form. The completed form should be retained for no less than three years.

For easy retrieval, it is preferable if a copy of the certificate is also filed with the request form, however, any other effective means of filing requests and inspection certificates may be acceptable if they can be readily retrieved. A log book may also be used and must indicate the date and time of the request, the applicant’s name, the commodity to be inspected and the capability of linking this information to a specific inspection certificate. In addition, if inspection requests are cancelled, the applicant should provide a copy of the request signed by the applicant with the notation cancelled written on the face of the request. This should be filed with the original request form. If using a log book, the cancellation, along with the date and time, should be recorded.

3.4 Responding to Inspection Requests

3.4.1 Prioritizing Inspections
The relative priority of different types of inspections in the Fresh Fruit and Vegetable Program is indicated in the program priority table in Section 1.3 Program Priorities of this manual.

The creativity, experience and good judgment of inspectors, dispatchers and supervisors will be relied on to deliver inspections efficiently and fairly with the goal of accommodating all requests in a timely manner.

3.4.2 Inspection Equipment

Every inspection office should be equipped with the proper inspection equipment for the number of inspectors in that office and for the type of inspections to be performed by them.

Each inspector should be furnished with the necessary inspection equipment in order to perform their duties. The equipment should be in good working order at all times.

Whenever possible, equipment should bear the appropriate CFIA corporate signature.

The following equipment should be carried by the inspector at all times:

- Carrying case or briefcase for equipment
- Laptop computer
- Indelible marker
- Thermometers (with a range of -40 °C to over +100 °C, accurate to ± 1 °C. Refer to Appendix IV Thermometer Calibration).
- Metal ruler (12”, metric and Canadian units)
- Knife
- Calculator
- Calipers (small 4” to 6”)
- Crate opener
- Sizing rings (official set with CFIA corporate signature)
- Aggregate area cards
- Scales
- Act and Regulations
- Inspection manuals
- Non-Compliance Reports
- CFIA seals
- CFIA official seal tape
- Detention forms
- Detention tape
- Supplementary detention tags
- Release forms
- Official seals
Blank certificates and detail sheets in case of computer failure
Appropriate safety equipment according to the Occupational Safety and Health scales of entitlement.

The following equipment should be available in the local inspection office for the use of the inspector when required:

- Colorimeter
- Pressure tester
- Light meter
- Certified weight kit to verify scales (official certification every two years)
- Digital camera

3.4.3 Procedures on Arrival at the Inspection Site

(a) The inspector may wish to call the applicant in advance (example ½ hour) and advise them of their estimated time of arrival and request that they start making the lot accessible. For the purpose of inspection, accessible means it is easy to choose samples on a random basis. If the product is on a truck, the load needs to be accessible to the extent that a good representative sample of the load may be obtained. If the product is in the warehouse, it must be made fully accessible to the satisfaction of the inspector.

(b) Notify the applicant or their representative of your arrival. Prior to inspection, the inspector must get a fax, a copy, or the original completed Request for Inspection - Fresh Fruit and Vegetables form from the applicant. The inspector must verify that the lot presented for inspection corresponds to the product described on the Request for Inspection - Fresh Fruit and Vegetables (e.g. variety, brand, size, etc.). The inspector may request documents relating to the load such as invoices, bills of lading, Confirmation of Sale (COS) forms, previous inspections, temperature recordings etc.

(c) The applicant must make the product accessible in a timely manner. Fifteen minutes is a reasonable time allowance under normal circumstances. If the applicant has not begun to make the product accessible within this time frame, the inspector can inform the warehouse manager that he is leaving and may ask that the request for inspection be re-submitted. The inspector may then leave the premises, do a restricted inspection, or do a full inspection if the applicant immediately complies with the inspector’s request. The inspector should advise his or her supervisor immediately of the situation.
3.5 Payment for Inspection

There are various methods to pay for an inspection. Prior to inspection, inspectors should be aware of the billing method that will be used. An invoice is issued to the applicant following the inspection.

3.5.1 Payment by Account

Most applicants have an account with the CFIA. Inspectors should verify account numbers if a new or unknown applicant requests an inspection. Verification of the account number is done through the Client Management System (CMS). Repeat clients should be encouraged to apply for an account.

Inspections for applicants whose account has been revoked are performed on the basis of advance payment by cash, credit card (Visa, Master Card or American Express) or cheque (a certified cheque if a bad cheque has been previously issued). These applicants are designated as Cash Only in the account number field of their common client record. Inspectors may contact the Accounts Receivable Service Centre if they have any questions regarding CFIA credit privileges.

3.5.2 Other Payment Methods

Applicants who do not possess a valid account number must pay by credit card (Visa, Master Card or American Express), cash, or cheque. Cheques are to be made payable to the Receiver General for Canada.

The inspection office should verify the method of payment for the inspection service prior to inspection.

3.5.3 No Fee for Inspection Cancellation

No fee is charged for an inspection that is cancelled prior to its commencement. The inspection is considered to have commenced when samples have been selected, or when information has been entered in the Multi Commodity Activities Program (MCAP) system. If an inspection is cancelled after the inspection has begun, the applicant will be charged the complete cost, regardless of whether the inspection is completed or not.

3.5.4 Payment for Failed Lots

If an entire lot of produce fails to meet the requirements of the *Fresh Fruit and Vegetable Regulations*, the appropriate inspection fee is charged to the applicant and a certificate is issued certifying that the produce fails to meet the requirements of the *Fresh Fruit and Vegetable Regulations*. 
At shipping point, if only a portion of the lot fails to meet the requirements of the *Fresh Fruit and Vegetable Regulations*, two certificates are issued and the appropriate fees charged accordingly on each certificate.

### 3.6 Certificate Cancellation and Amendment

Inspectors should follow the guidelines in the MCAP User Manual when it is necessary to cancel or amend a certificate.

### 3.7 Certificate Control

#### 3.7.1 Certificates

All inspection certificates are legal documents and may be accepted as evidence by a court of law. As such, their issuance and control are vital to the credibility of the inspection system.

#### 3.7.2 Who Can Obtain a Copy of a Certificate?

Copies of certificates may be provided to any person who has a financial interest in the lot or load in question. A person other than the applicant must provide a written request stating the party’s interest in the load and the reason for requesting a copy. All official copies, such as those for court purposes, must be stamped with a statement to certify their authenticity. Official copies must be requested from headquarters. There is no fee for the issuance of a copy.