

IMPORT/EXPORT ANIMAL PRODUCTS

I. General Overview

A. Operation of office

1. Are telephone calls being directed to appropriate person?
2. Is there a log book for incoming calls and/or faxes?
3. Are incoming faxes and mail date stamped?
4. How quickly are telephone calls being returned?
5. Are calls being referred to appropriate Staffs (ie Animals or Products)?
6. Is the number to the Products Staff Automated document retrieval system being given out?

II. Import-Export Products

A. Export clerk interview

1. How much and what kind of experience does the clerk have?
2. What resources are available to the clerk?
 - a) Are there files present?
 - b) Is there access to IRREGS at the office?
 - c) What else does the clerk have to comment on?

3. Who reviews the export documents after the clerk?

- a) AVIC
- b) VMO

B. Export certification

1. Does an export clerk review documents prior AVIC or VMO?
2. Who endorses the export certificate (VS Form 16-4)?
3. How is the form endorsed?
 - a) Signature
 - b) Stamp
4. What procedures are used to verify the certifications for endorsement?
 - a) Affidavits
 - b) Inspections
 - c) Other
5. Are sample certifications available as a reference?
6. Is there access to the export products regulations?
7. Are and how are facilities inspected when needed?
8. What is the turn around time for endorsement?
9. What commodities are usually endorsed?
10. Where are most exports going?
11. Is a copy of all endorsed export certificates maintained on file in the office?

C. Imports

1. General

- a) Are copies of the VS Form 16-3 and 16-7 maintained at the office for distribution?
- b) Is the Products Staff Automated Document Retrieval System telephone number available and given to public?
- c) Does the office have access to the IRREGS?
- d) Is a current correct telephone number to the Product staff available?
- e) Is there a current set of "Guidelines to Importation" available in the office?

2. Permits

a) Compliance Inspections

- 1) What percent of compliance inspections are being done?
- 2) Is there a compliance inspection checklist?
- 3) Are the reports being sent to Staff?
- 4) What actions (if any) are taken for non-compliance?

3. Approved Establishments

- a) Are Applications (VS Form 16-25) and Agreements (VS Form 16-26) available?
- b) How often are inspections (16-25) performed?
- c) How often are agreements (16-26) updated?
- d) Who performs the inspections?
 - 1) AVIC
 - 2) VMO
 - 3) AHT
 - 4) Other
- e) Is there an inspection checklist?
- f) How are user fees collected?
- g) How long after the inspection is the AVIC getting the inspection report?
- h) How long does the AVIC keep the report before sending it to Staff?
- i) If possible try to visit a few Approved Establishments
- j) What actions are taken for non-compliance?

III. User Fees

A. Import User fees

1. Is the public made aware that there is a user fee attached to the VS Form 16-3?
2. Are the user fees associated with Approved establishments Lab inspections, and compliance known?
3. Is the process for obtaining an APHIS user fee account known?

B. Export User Fees

1. Is the user fee associated with export certification known?

C. General User fee

1. Who collects the user fee?
2. How is it processed?
3. How is the money stored?

REFERENCES

III. User Fees

- VS Memorandum 593.5
- VS Memorandum 593.8
- Supplement 1
- Supplement 2
- VS Memorandum 593.4
- VS Notices

Description

*Restricted Imports - Handling and Disinfection
Approved Establishments and Approved Storage
Facilities
Importation of Manufactured Horn and Bone
Products
Guidelines for Imported Restricted Breaking Eggs
Imported Wool - Inspections and Handling
Re: bones, bovine gallstones, Mexican trophies,
irradiation facilities, restricted hides and skins,
inspection of Approved Establishments*