

# Dubai Export Privilege Services through Intertek



Companies within the UAE produce a wide range of products including Commercial, Electrical and Consumer goods for export. These products require certification and inspection to meet the quality and safety requirements for imports for many countries around the world to ensure smooth customs clearance.

Through its strategic partnership with the Dubai Exports (DE), an Agency of the Department of Economic Development,

Government of Dubai, Intertek is able to not only offer the necessary certification, inspection and testing services for these exports but to also provide exporters with services to enter or expand in foreign markets.

DE provides its members with trade information, market intelligence, export credit facilitation and access to potential buyers, this is among other export promotion services. See [www.dedc.gov.ae](http://www.dedc.gov.ae) for more details.

## Why do my products need to meet quality and safety requirements when exporting?

Meeting these requirements, many of which are mandatory by importing countries, will ensure smooth customs clearance.

As a valuable Dubai Exports member and in our mutual efforts to enhance our partnership with the common objective to promote trade in a sustainable manner, we are delighted to offer you the Product Conformity Programme services and benefits to the following destinations for your exports through Dubai.

Further information about our programmes is available at [www.intertek.com/government/](http://www.intertek.com/government/)

### Requesting CoCs for your shipments

DE Member will only provide Intertek with the final invoice for every shipment requiring certification of conformity. This can be sent, by either e-mail or fax, to Intertek. However, for faster turnaround and efficiency Intertek recommends and prefers the direct processing portal (Astra), which is a web-based application for online processing designed to speed up and simplify the certification process.

### Certification Turnaround Times

Upon confirmation of the requirement to certify the shipment, Intertek will immediately commence shipment certification procedures and complete the process for issuing the CoC within two hours. For urgent shipments, Intertek will undertake to issue the CoC within one hour, provided it satisfies the compliance requirements set out in the guidelines.

While Intertek will make every effort to issue CoCs within this timeframe, there may be instances where the turnaround time exceeds this limit for reasons beyond Intertek's control. However, in such cases, no CoC will be issued later than 24 hours. The trigger for issuing the CoC is the date of receipt of the final invoice or equivalent documentation necessary to satisfy compliance requirements.

### Remote Certificate Printing

Intertek offers DE Member the ability to print remotely at DE Member's desired location. Intertek will send all certificates by e-mail in PDF format or through the ASTRA online web portal. The CoC will then be printed on Intertek's security paper and signed by the DE Member authorised staff or representatives. This process is subject to a separate remote printing contract along with remote printing guidelines and general terms and conditions.

### Astra Online Portal

Upon completion of the CoC issuance formalities, Intertek will send the encrypted CoC in PDF format, for printing on the pre-supplied Intertek security stationery to DE Member or their authorised representatives' e-mail address. The final CoC will be also available on the online portal for downloading at the DE Member premises or at selected affiliates for printing and dispatch.

- The ASTRA portal allows DE Member to record all new shipments and requests with a minimum of data entry, thus replacing the need for submitting RFCs by fax or e-mail.
- Upload the P/I, L/C, P/L or F/I including Test Reports QMS, Registrations and other forms.
- Monitor all requests submitted and their full status progress "live & online" on the DE Member company work-list.
- Download or retrieve electronic certificates and invoices from the DE Member work-list on the ASTRA portal from any location.
- Download and print certificates locally in the relevant office or at any location specified by DE MEMBER.

### Conformity Assessment

Intertek and DE Member will work together in establishing an effective and smooth conformity assessment process to verify DE Member products for compliance with the applicable standards. It will be necessary to obtain test reports, test certificates or perform laboratory testing in the absence of substantiating test reports. In cases where DE Member cannot provide the necessary test documents, Intertek will assist in testing the products through Intertek's network and approved laboratories. Intertek will also assess the testing frequency as deemed necessary.

### Selective Inspections

Inspection frequency will be reduced gradually based on a risk assessment system (RAS). This will eventually reduce inspection frequency and lead to minimal inspection interventions on your shipments. Inspection selectivity may be reduced to 5%, meaning that only 1 in 20 shipments would be subject to inspection. To achieve this, DE Member must demonstrate continuous compliance by submitting substantiating test documents and successful random sample testing over a period of time.

## Key benefits of DE Member partnership with Intertek

- 365-day service and support
- Technical support and advice at Dubai
- Local support at destination ports
- Fastest CoC delivery time
- Competitive cost of certification fees
- Printing facility at any desired location
- Credit facility and monthly invoicing
- Random inspections for KSA shipments
- Astra portal, to track your shipment status
- Dedicated, professional and experienced staff
- Credibility and reputation for smooth clearance
- Certificates can also be issued at weekends (Friday and Saturday)
- Training programme in export standards and procedures

## Why partner with Intertek?

- Intertek is a reputed FTSE 100 company quoted on the London Stock Exchange possessing the necessary compliance codes and ethics worthy of the first choice for a strategic partnership.
- Intertek has successfully issued more than 2 million certificates and test reports, which are widely recognised and highly regarded by the authorities.
- Intertek has designed and operated the product conformity programme for Saudi Arabia for over 15 years, of which the first ten years were on an exclusive basis.
- Intertek is the first choice of the vast majority of multinationals and Fortune 500 companies exporting to KSA and has retained a global market share of over 85%.
- Intertek is the first and clear leader with decades of experience and expertise in product conformity programmes across the globe.
- Intertek is the first foreign company to work with and officially represent SASO, and the only company with a valid MoU and credibility with the authorities.
- Intertek has worked with over 30 countries and governments in pre-shipment inspections and conformity programmes.
- Intertek provides the best service, supporting our customers with expertise and technical knowledge that add value to their businesses and help build their success.

## Key points of contact

Your Key Account Managers at Intertek for addressing all your business requirements are:

### General matters - Dubai U.A.E

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## Exclusive Service Offer for Dubai Exports Members

Dear DE Members,

In our vision of continual efforts in providing value addition services to our dedicated members at DE via the provisions of our conformity certification (CoC) programmes to Saudi Arabia, Kuwait, Nigeria, and Algeria. Intertek and DE are pleased to offer you an exclusive service for U.A.E origin goods.

### Intertek Services for DE Members

<b>Certification Turnaround Times</b>	Within working hours of the same day (approx. two hours)
<b>Inspection Turnaround Times</b>	Same day when requested by DE Member + CoC issue on the same day.
<b>Remote Certificate Printing</b>	Option to print CoCs at your office/facility using Intertek's pre-supplied stationery.
<b>ASTRA Online Web Portal</b>	Direct web access to our operating system will be provided for online applications and to monitor your certification progress, along with the necessary training, guidance and support, all free of charge.
<b>Registration and Conformity</b>	DE Member will provide test reports for all models used for both contracts (KSA) as and when available.
<b>Operational and Technical Support</b>	Operational = normal working days + 365-day support in Dubai and KSA.
<b>Flexibility on shipments and documentation</b>	Flexibility to ensure smooth flow of shipments when required.
<b>Training</b>	Training in the standards, programmes and procedures for export compliance, including the online processing system, can be provided to DE Member representatives.
<b>Seven Day Service</b>	CoCs can be issued seven days a week upon request from DE Member.
<b>Inspections</b>	Saudi shipments will be inspected, whenever possible. Nigeria has no inspections. Kuwait is currently at 100% inspections.
<b>Office at LOB 6 JAFZA</b>	Intertek has an office in JAFZA to cover any urgent inspections required by DE Member.

#### Intertek Government Services

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