



FAQs (Frequently Asked Questions) for Current Clients

As an internationally accredited halal certification body (HCB), there are standards we must follow in order to remain in good standing with our accreditation status.

The internal and international standards and guidelines which we must comply with change periodically. Subsequently you as our client may notice some of these changes from time to time.

-How do we know what the most current standards are?

We maintain most current standards our website under the guidelines section.

<https://www.ushalalcertification.com/guidelines.html>

-How does the certification cycle and audit schedule work?

- New (Year 1)- For potential clients who have applied for certification after their application has been provisionally approved an initial audit must take place and any Non-conformities issued must be cleared before they are eligible to receive certification.
- Surveillance (Year 2)- Surveillance Audits will focus more on production and compliance with halal procedures than reviewing documentation, though all documents must be available to auditor review as needed.
- Renewal (Year 3) – All documentation will be verified, and production will be observed.
- Special (As needed) – special audits can be scheduled as needed at anytime for the duration of your certification.

AUDITS ARE CONDUCTED ANNUALLY REGARDLESS OF THE TYPE OF PRODUCTS YOU PRODUCE.

-How many auditors come on audits?

- 2 minimum however it could be more if needed

ISWA Halal Certification Department
USA Halal Chamber of Commerce, Inc.
12510 Prosperity Drive, Ste 280
Silver Spring, MD 20904, USA
Tel: +13013280592
Fax: +13013280732
Email: info@ushalalcertification.com
Website: www.ushalalcertification.com



-What is the auditor permitted to discuss?

- The auditor is only there to assess your facility against the relevant standards and guidelines.
- They are not allowed to do consultation of any kind before, during or after the audit.
- They are not allowed to discuss any financial matters (including discounts), please contact our accounting department if you have any inquiries about your account at accounting@ushalalcertification.com.
- They cannot discuss matter related to your processing time for documentation, please contact our documentation administrator at memberships@ushalalcertification.com for those inquiries.

-I have several manufacturing plants under the same company what is the procedure for yearly renewal?

- Each plant must fill out a renewal form ANNUALLY. One form will not cover all plants. This form helps us review and verify vital information.
- Every plant must have up to date records regarding their Halal certification documentation.
- Here is the link to the renewal form:

[https://www.ushalalcertification.com/documents/Renewal%20Flow%20Chart\(1\).pdf](https://www.ushalalcertification.com/documents/Renewal%20Flow%20Chart(1).pdf)

-What is the procedure for obtaining domestic and export certificates (including monthly Halal productions)?

- All Halal productions should be reported to ISWA for both Abattoir (slaughter plant) and Processors (meat and poultry producers)
- All documentation relevant to your production must be sent by email to info@ushalalcertification.com.
- Please contact us at info@ushalalcertification.com if you need the proper forms to submit your requests.

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-What is the timeline for obtaining domestic and export certificates (including monthly Halal productions)?

- If the request is in by 11 am and all documentation is correct, it can be processed same day. If the request is received after 11 am, it will be processed the next day.
- Requests for up to 3 Halal certificate per client will be processed same day. Any more than 3 requests will be processed the following business day.

-What are factors that can delay me getting my requested paperwork?

- All requests for documentation must be complete and accurate which will be checked upon receipt.
- If you do not submit all required paperwork, it is inaccurate, or incomplete this will cause delays in your request being processed.
- Any outstanding invoices due may cause delays.

Incorrect documentation

If we receive falsified, fake or illegal documentation- not only will this result in you not getting your certificate request done but it is also grounds for your certification getting revoked or suspended.

For clients that are non-meat, whether it is food or non-food items, you may use your annual certificate for domestic or export purposes.

-Can I add items after I have already been granted certification?

- Yes, you may. You will have to submit an adding item form which will be reviewed. Once that is submitted you will be notified whether that item(s) has been approved or not and if any follow-up information is needed.
- You may fill out the following form:
<http://ushalacertification.globalhightech.net/forms/view.php?id=7049>

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-What are the current testing requirements?

The most up to date testing requirement will be available to review by document labeled Document # ISWA 094- Testing Instructions.

Testing for clients must be completed at minimum on an annual basis and must be done by an ISO 17025 accredited lab. Additional testing can be requested upon discretion of ISWA Halal.

All meat producing companies must submit testing for salmonella

- Abattoir with only one species must do testing for salmonella only
- Abattoir with multiple species must test for porcine and salmonella
- Further processing (meat) companies must test for porcine and salmonella
- Any food producing companies (meat and non-meat) which processes or stores multiple ingredients must test for porcine and salmonella

Testing is not required for chemicals, cleaning products, or inedible materials (with the exception of some cosmetics).

Testing samples will be chosen by the audit team during the on-site audit/assessment where they will select and watch the samples being packaged

-What happens if I do not clear the Non-Conformities (NCs) that we received during my audit?

If your company received any non-conformities (ncs), they must be cleared in order to remain in good standing with your certification. If any non-conformities have not be cleared, your certification will be revoked or terminated. Regardless of the time of year your audit was conducted, your NCs must be cleared in order to maintain good standing.

-What are the current costs for certification?

Please send an email to accounting@ushalalcertification.com in order to request updated costs.

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-What is the impact of having outstanding invoices?

Having outstanding invoices can put your account out of good standing. Please refer to our terms of service for details.

Please contact accounting@ushalacertification.com for questions regarding your account status.

-What are your hours of operation?

We are open Monday- Friday 9:00 am to 5:00 pm Eastern Time.

We are closed for the following holidays in 2019:

2019 ISWA Halal Department Holiday Schedule

Date	Holiday
Tuesday, January 1	New Year's Day
Monday, January 21	Birthday of Martin Luther King, Jr.
Monday, February 18	Washington's Birthday (President's Day)
Monday, May 27	Memorial Day
Tuesday, June 4	Eid Al Fitr (End of Ramadan) (Projected)
Thursday, July 4	Independence Day
Monday, August 12	Eid Al Adha (Projected)
Monday, September 3	Labor Day

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Date	Holiday
Monday, November 11	Veterans Day
Thursday, November 28	Thanksgiving Day
Wednesday, December 25	Christmas Day

All of us here at the USA Halal Chamber of Commerce, Inc. and the ISWA Halal Certification Department would like to wish you all Happy Holiday season and a Happy New Year 2019. We look forward to working with you in the upcoming year.

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