



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 international standards and guidelines with which we must comply change periodically. Subsequently, our clients may notice some of these changes from time to time.

Where can I check what your current accreditations are?

Our latest accreditations are listed here:

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

What is the official name of your Halal Certification Body?

The USA Halal Chamber of Commerce, Inc. DBA the ISWA Halal Certification Department. We are a separate legal entity than the Islamic Society of the Washington Area. All current Halal certificates will display the name ISWA Halal Certification Department.

How do we know that we are following the most current standards and guidelines?

We post our current guidelines on our website under the guidelines section.

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

There are various standards required depending on where products are being sent. Please contact info@ushalalcertification.com for more information.

How does the certification cycle and audit schedule work?

- New (Year 1) – Potential clients must submit an application. If the application is provisionally approved, we will conduct an initial audit of the facility. Any non-conformities issued during the audit must be cleared before an annual Halal certificate can be issued.

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DBA

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- Surveillance 1 (Year 2) - Surveillance Audits will focus more on production and compliance with Halal procedures. All documents must be available for the audit team to review as needed.
- Surveillance 2 (Year 3) - Surveillance Audits will focus more on production and compliance with Halal procedures. All documents must be available for the audit team to review as needed.
- Renewal (Year 4) – 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 WHAT CATEGORY YOU ARE AND THE TYPE OF PRODUCTS YOU HAVE CERTIFIED.

How many auditors come on an audit?

The number of auditors will be determined after reviewing your application.

What is the procedure of the audit?

During the audit, all required documentation will be reviewed and verified by the audit team. We must do a full walk-through/tour (receiving, processing, storage, etc.) of the plant. Details will be outlined in the audit plan you receive before the scheduled audit.

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 for any financial issues accounting@ushalalcertification.com.
- They cannot discuss matters related to your processing time for documentation; please contact us at memberships@ushalalcertification.com for those inquiries.

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What is the procedure for renewal if my company uses more than one manufacturing plant?

- Each plant must fill out a renewal form ANNUALLY. There must be one form for each plant. This form helps us review and verify vital information is up to date.
- Every plant must have up to date records regarding their Halal certification documentation.
- Here is the link to the renewal form:

<http://ushalacertification.globalhightech.net/forms/view.php?id=11951>

What if I do not have necessary information or documentation?

All requested information and documentation must be provided by the applicant to complete the certification process.

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

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

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

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

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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 or the paperwork 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 invalid or inaccurate documentation, your request cannot be processed.
Falsified documentation may result in disciplinary action.

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 products 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 the item(s) has been approved or not and if any follow-up information is needed.
- The certification for the added products will expire when your current Annual Halal certificate does, regardless of when the items were added. To receive an Annual Halal certificate with a later expiration date, you must submit a renewal request for your certification.
- You may fill out the following form:
<http://ushalacertification.globalhightech.net/forms/view.php?id=11951>

What are the current testing requirements?

Porcine, Salmonella and Alcohol are the three current tests we require.

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

Alcohol:

- Any company that uses alcohol as a processing aid or manufactures a product that may include a fermentation process must test for alcohol.

Porcine and Salmonella:

- 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 company (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 (except for some cosmetics).

All testing:

- 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 as necessary.

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

- For new clients, all NC's must be cleared in order to be granted Halal certification.
- For current clients, they must be cleared in order to remain in good standing with your certification. If any non-conformities have not be cleared, your certification may be

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suspended 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 costs/fees.

What is the impact of having outstanding invoices?

Having outstanding invoices can cause delays in receiving documentation or disruptions in other services. Please refer to our terms of service for details.

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

What are your hours of operation?

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

We are open Friday 9:00am – 12:45pm and 2:15-5:00pm Eastern Time.

We are closed all Federal Holidays and Eid al-Fitr and Eid al-Adha.

What is your current contact information?

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Info@ushalacertification.com - For general inquiries and to submit domestic and export halal certificate requests as well as monthly Halal production reports (FOR SLAUGHTER/ABBATOIR and FURTHER PROCESSING PLANTS).

Audits@ushalacertification.com - For scheduling audits, any audit related documents and for clearing any non-conformities received during the audits.

Memberships@ushalacertification.com - For the issuance of annual halal certificates, renewal information, logo usage approval and adding items/new products to your certification.

Testing@ushalacertification.com - To submit test results. Please note that if test results are a non-conformity, then follow the directions in order to clear them (through audits@ushalacertification.com)

Accounting@ushalacertification.com - For any account related information which includes paying invoices, checking payment statuses, costs inquiries, etc.

iswahcd@ushalacertification.com - For Administrative emails.

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