

CUSTOMER INFORMATION 24-08

16 JULY 2024

TRACES - CERTIFICATE OF INSPECTION (COI) BOX 18 PHYSICAL CHECK/ LABORATORY TEST



Dear valued operators,

According to our internal process regarding marking the Box 18 in TRACES, we would like you to proceed as following:

The laboratory test done on behalf of Kiwa BCS, or by Kiwa BCS subcontracted third-party samplers will be upload in TRACES **ONLY** by Kiwa BCS (TC Team) will mark as below:

To apply for COI in TRACES, please complete our Application for Certificate of Inspection form including all required documents, including laboratory analysis report, and sent it to DE.TC.IN.BCS@kiwa.com.

NOTE: The name of Kiwa BCS Öko-Garantie GmbH must be stated as the commissioner of the analysis report and the analysis result must be negative.

IMPORTANT: If you have access in TRACES, please **DO NOT** upload the laboratory test ordered by you, you can send them attached in your Email and Kiwa BCS (TC Team) will save them in the internal data base.

CUSTOMER INFORMATION 24-08

16 JULY 2024

TRACES - CERTIFICATE OF INSPECTION (COI)
BOX 18 PHYSICAL CHECK/ LABORATORY
TEST



QW

i. V. Claudia Valencia

TC Team Leader

i. V. Ronald Wesner
-Technical Management-

CUSTOMER INFORMATION 24-08

16 JULY 2024

TRACES - CERTIFICATE OF INSPECTION (COI)
BOX 18 PHYSICAL CHECK/ LABORATORY
TEST



If you have any queries or general questions about the control procedures, we will be happy to help you during our office hours by telephone (+49 911 42439 - EXT) or all day by e-mail. All contact details can be found on our website, too: <https://www.kiwa.com/de/en/about-kiwa/subsidiaries/contact-persons-kiwa-bcs-oko-garantie-gmbh/>

Office hours (Central European Time)

Monday to Thursday: 9:00am to 16:00pm

Friday: 9:00am to 14:00pm

Service: OSP updates, company name/ address change/ tour-planning/ submission of documents for correction of NCF (non-conformities)



de.service-international.bcs@kiwa.com



Contact persons

- Beate Erlbeck (EXT -33)
- Roxana Cruz (EXT -68)

Quotations, additional certification services, contracts



de.sales.bcs@kiwa.com



Contact persons

- Oliver Altwasser (EXT -37)
- Kristina Grocholl (EXT -76)

Request / creation of import control certificates (COI), transaction certificates (TC)



de.tc.in.bcs@kiwa.com



Contact persons

Applications Germany, Eastern Europe and Africa

- Tobias Süß (EXT -53) Deputy: Claudia Valencia (EXT -54)

Applications Asia, Saudi Arabia

- Claudia Valencia (EXT-54) Deputy: Tobias Süß (EXT -53)

Applications China and Turkey

- Liping Zou (EXT -77) Deputy: Roxana Cruz (EXT -68)

CUSTOMER INFORMATION 24-08

16 JULY 2024

TRACES - CERTIFICATE OF INSPECTION (COI)
BOX 18 PHYSICAL CHECK/ LABORATORY
TEST



Invoicing

For questions
about your
invoice



Dimitri.regel@kiwa.com



Contact person

- Dimitri Regel (EXT -63)

Residues cases



de.residues.bcs@kiwa.com



Contact persons

- Marlene Radolf (EXT -29)
- Natalia Redam (EXT -49)

Head of Team Operations International 49702 & 49703

Coordination of
control
implementation,
certification,
technical support
of control
procedures



karlo.zeljko@kiwa.com



Contact person

- Karlo Zeljko (EXT -62)

Technical Management



ronald.wesner@kiwa.com



Contact person

- Ronald Wesner (EXT -14)

General Management



ivonne.wimmer@kiwa.com



Contact person

- Ivonne Wimmer (EXT -10)