

# Inspection Request User Guide

## Customer Site

### Introduction

The new Inspection Request module in the Seafood Inspection Services Portal (SISP) will streamline and simplify the process of requesting product inspection services within SISP. This will allow better tracking of a user's inspected products and allow them to more easily request certificates based on previously completed inspection requests and will ease the burden of tracking inspected products that are available for certification by automatically updating the available weight whenever a new certificate is requested.

### Purpose

This document will guide customers through the Inspection Request process in SISP, including how to navigate through the screens, attach certificate requests to the inspection request, and request certificates after the inspections are completed.

### Process Overview

**SISP Customer submits inspection details:** scheduling information > location details > product information > certificate requests (optional) > **Submit**

**SIP staff schedules and conducts inspection:** confirm and finalize inspection details with SISP customer prior to inspection date > conduct inspection on the agreed upon date > add inspection results to SISP > issue certificates, as needed > complete inspection request

**SISP Customer requests certificates based on completed inspection request as a part of the normal certificate request workflow**

# Steps

## Scheduling an Inspection

- Login to [SISP](#)
- New menu item added for requesting an inspection



## Inspection Request Form

- Click on *Request Inspection* to open the Inspection Request Form

**INSPECTION REQUEST FORM**

**Request Name\*** :

**Inspection Office\*** : Select -

**Effective Range From\*** :

**Effective Range To\*** :

**Preferred Date\*** :

**Disposition of Samples\*** :  Return  Destroy  Charity

**Inspected For\*** : None selected

**Comments to Seafood Personnel** :

**Cancel Request****Save & Continue**

- **Request Name:** Name your request
  - **HINT:** Provide a descriptive name in order to easily refer back to the inspection at a later date
- **Inspection Office:** Select the NOAA Seafood Inspection office that will be conducting the inspection
- **Date Range From/To:** Provide a date range for this inspection request
- **Preferred Date:** Provide a preferred date for the inspection
  - **NOTE:** Your inspection office will make all attempts to grant your preferred date but this date is not guaranteed to be available. Your inspection office will communicate directly with you to finalize the inspection date.
- **Disposition of Samples:** User may request that the inspection samples be returned, destroyed, or donated to charity
- **Inspect For:** Select which inspection(s) you would like completed.

**Market Specification:** Criteria by which the product will be inspected by to be deemed acceptable. The specification must be agreed to by the USDC and the firm. They are product and firm specific.

**Net Weight:** The weight of product in a sample unit which remains after all deductions for tare weight and/or glaze have been made.

**Origin:** location that the product originated.

**Other:**

**Quality & Condition:** Quality means the inherent properties of any processed product that determine the relative degree of excellence of such product, and includes the effects of preparation and processing, and may or may not include the effects of packing media, or added ingredients. Condition means the degree of soundness of the product that may affect its merchantability and includes, but is not limited to those factors that are subject to change due to age, improper preparation and processing, improper packaging, improper storage, or improper handling.

**Size or Count:** The size of the product inspected or the count per pound of a product.

- Click **Save & Continue**
  - **NOTE:** In order to encourage users to start submitting request information as soon as possible for submission at a later date/time, users can enter as much information as they currently have on this page and continue to the next page without filling in all required fields. The only page where information is required in order to simply save the request is the **Description of Fishery/Aquaculture Products** page. All required fields must be filled out before submitting the

request to the SIP regional office. See “Saving Inspection Requests” section below.

### Inspection Request Location Information

This page collects all of the contact information for where the inspection will be conducted (**Location of Products** block), who the point of contact will be (**Inspection Location Point of Contact (POC)** block), and where to forward any attached certificates to (**Certificate Forwarded To** block). Optionally, users may also enter shipper information (**Name of Shipper** block) and/or who the product will be shipped to (**Name of Consignee** block).

**INSPECTION REQUEST LOCATION INFORMATION**

**LOCATION OF PRODUCTS**

**My Locations:**  
Select a Location ▼

**Name \*** :

**Country \*** :

**Address 1 \*** :

...

**INSPECTION LOCATION POINT OF CONTACT (POC)**

**Name \*** :

**Phone \*** :

**Email \*** :

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**CERTIFICATE FORWARDED TO**

**Select if forwarding certificates to third party \*** :      Third party:       Requestor:

**My Locations:**  
-- ▼

**Name \*** :

**Country \*** :

**Address 1 \*** :

Users are encouraged to use the **Manage Locations** feature to save contact information for their various facilities and then use the My Locations drop-down feature to select those saved locations. This will reduce typos and other mistakes when filling out a request. Note that certificates may be forwarded to the requestor or to a 3rd party. If sent to the requestor, SISF will automatically fill out the contact info for that section.

## Description of Fishery/Aquaculture Products

This page is the same as the Product page in the Certificate Request workflow with two important differences:

- Should this product appear on the Lot Inspection certificate?
  - By default, SISP will only generate a Lot Inspection Certificate that fails due to it being unfit for human consumption (even if you select NO here). If you would like a Lot Inspection Certificate even if the product passes or fails due to another reason, please select YES.
- Is this product on FDA hold?
  - Please confirm that this product is not currently under an FDA hold. If it is, do not add the product until after it has been released.

## Inspection Request Summary Page

This page displays all the information entered in the previous screens and allows you to, optionally, attach certificate requests to the inspection request before submitting it to your SIP regional office.

The screenshot shows a web interface for an inspection request. At the top, there are three tabs: 'Product', 'Processor Information', and 'Packaging Information'. Below the tabs is a red-bordered button labeled 'Add Certificate'. Underneath the button is a 'Show 10 entries' dropdown menu and a search box. Below the search box is a table with columns: 'Request Id', 'Certificate Name', 'Certificate Date', 'Certificate Number', 'View', and 'Delete'. The table is currently empty, displaying 'No data available in table'. At the bottom of the table, it says 'Showing 0 to 0 of 0 entries' and has 'Previous' and 'Next' navigation links. Below the table are three buttons: 'Cancel Request', 'Back', and 'Submit'.

- To add a certificate request, click **Add Certificate**.
  - This kicks off the usual Request a Certificate workflow except that you will only be able to select from the products that you added earlier in the inspection request process
- Once you've confirmed the inspection details and added any certificate requests, click the **Submit** button to submit it to the SIP inspection office for further processing.

## Saving and Viewing Inspection Requests

At any point in the inspection request prior to submission, you may save the request by clicking on the **Save & Continue** button and then return to it later. To view your inspection request, click *My Requests > Inspection Requests* in the left menu. You will be presented with a list of your inspection requests, including both saved and submitted requests.

Request Id	Request Name	Submitted Date	Preferred Date	Request Status	Scheduled/Inspected Date & Time	Total Weight (kg/lb)	Delete	View
<a href="#">SR2149</a> Inspection Request		06/12/2023		SAVED	TBD	0.00 kg / 0.00 lb Available: 0.00 kg / 0.00 lb		
<a href="#">SR1171</a> Inspection Request		02/25/2020		SUBMITTED	TBD	5000.00 kg / 11023.11 lb Available: 5000.00 kg / 11023.11 lb		
<a href="#">SR2114</a> Inspection Request		04/12/2023	04/11/2023	REVIEW IN PROGRESS	TBD	144.00 kg / 317.47 lb Available: 144.00 kg / 317.47 lb		

To open the request, click on the request ID link in the first column to go to the request's summary page. To edit any of the sections, click on the pencil icon next to the desired section.

If you wish to cancel the request, click on the **Cancel Request** button at the bottom of the summary page. You may also delete a request from the inspection listing page by clicking on the red trash can icon.

To view a PDF version of the summary page, click the **Print PDF** button at the top of the summary page or click on the magnifying glass icon on the inspection listing page.

## Product Inspection

Once the inspection office receives your inspection request, they will reach out to you to finalize the inspection scheduling details. On the day of the inspection, the inspector will conduct the inspection, add their results to SISP, and issue any requested certificates.

## Requesting Certificates Based on Completed Inspections

Once the inspection has been completed, if there is any product available for certification (i.e., you did not use up all the product on the certificate requests added to the inspection request), you may request certificates using the existing **Request a Certificate** module.

On the 2nd page, you will now be prompted to select whether this certificate request will use a previously completed inspection request (in addition to the two existing questions). Select **Yes** and click **Next**.

- **NOTE:** You may not combine registered product and inspected product on a certificate request so you may only select **Yes** to one of the last two questions. Selecting one will disable the other.

### PRODUCT FOR EXPORT?/USE REGISTERED PRODUCTS?

Product for Export? \*

Yes  No

Will this request use previously registered products? \*

Yes  No

Will this request use a previously completed Inspection Request? \*

Yes  No

Cancel

Next

Once you get to the Description of Fishery/Aquaculture Products page, you must select a completed inspection request from the “My Inspection Request” drop-down list at the top of the page before adding product. Once you’ve selected an inspection request, you will be allowed to select any remaining product from that inspection. You may mix and match products from different inspections into a single certificate request by selecting different completed inspections from the drop-down list.

Since SISP will now track the available product, it will inform you how much available weight is left as you select individual products. The system will not allow you to add more or different products than are available in the system for that inspection request.

Submitted certificates will be handled as per standard certificate request procedures.