



Seal of Approval – Administrative Procedures

New Participants:

1. Inquiries for Participation –
Direct to website, answer questions if not covered on website.
Participation Agreement
Registration Form
Overview or Criteria
Schedule of Fees – Downloaded or sent via mail, UPS, FedEx etc.
2. Participating company is instructed to return the following documents
 - a. Participation Agreement – signed
 - b. Registration Form – completed
 - c. Remittance of Fees
 - d. Sample of Product to be tested
 - i. If solutions, sample is sent directly to CRI
 - ii. If equipment is an extractor, deliver directly to laboratory
 - iii. If Vacuum Cleaner, send directly to CRI
3. Participation Agreement signed by President – CRI – Copy made, original returned to participant. Copy placed in newly generated customer file.
4. Registration Form copied and check, if present, given to accounting to invoice participating company
5. Entry made into database (Public Drive/D/Database/*)
6. Initiate Chain of Custody form using number assigned from database

“Same As” and/or Private Labels

1. Participant submits private label registration form – completed
2. Remittance of Fees by participant
3. Administrator enters information into database
4. Administrator requests webmaster to list product on website

Sample Handling

1. Chain of Custody is required for all SOA testing either with new or established participants. Note: Manufacturers submitting samples for testing directly to the laboratory may not use test results for certification. All testing must comply with CRI’s participation agreement and test procedures.
2. Administrator verifies that the product is commercially available in the market place. Special laboratory or experimental units or chemicals are not acceptable. In the case of solutions, a copy of

the container label and/or MSDS document must be obtained for inclusion in the participant's file.

3. Administrator coordinates transmission of samples to lab - Include Chain of Custody and sample of product.
4. Administrator records sample receipt date and date of delivery to laboratory on database.

Report Review – Obtained via e-mail, USPS or CRI pick-up.

1. Report reviewed and information is entered into database, to include test number assigned by laboratory, test results recorded as pass/fail, and date of testing. If product is a vacuum, include company identification number. If a "same as" listing has been requested that information is also added to the database.
2. If deep cleaning systems testing has been done as per manufacturer's instructions and those instructions are deemed to be impractical from a productivity standpoint for real world application, the SOA Administrator will so inform CRI management for possible review by the Test Review Board. Until Board renders a decision on practicality, the disposition of the test will be placed on hold before further action.
3. Notification
 - a. Passing Notification – A congratulatory letter is prepared with the instructions on how to promote the successful product including a copy of the test results, electronic logo and/or label and graphic standard guidelines and is sent to the company's contact person via email when practical.
 - b. Failing Notification – An email is transmitted along with the test results explaining area of deficiency to the company's contact person.
 - c. Regardless of pass/fail status, copies of all pertinent documents are sent to
 - i. Technical Services Manager
 - ii. Market Issues Director
 1. Creates Newline article
 - iii. Webmaster
 1. For inclusion on SOA website
 - iv. Accounting Department
 1. To insure invoice has been paid prior to inclusion on website.

Follow Up

1. Administrator and Technical Services Manager will review unresolved administrative issues prior to retiring file to completed projects status.
2. Recertification of Solutions
 - a) During September of each year, randomly select twenty-five percent (25%) from pool of approved products.

- b) Administrator will collect sample and submit to laboratory for battery of tests as used for initial certification. Completion of the recertification process should be completed within sixty days.
- c) Procedures for this process are identical to the ones described above for new applicants. The product selected will be excluded from future testing for a period of four years.
- d) The company will be notified by the administrator of results.
- e) Failing products will require retesting within sixty (60) days of notification and shall be at the expense of the manufacturer.
- f) If such testing is not successfully completed within that time frame, the product will be removed from CRI's website until such time as the product passes the testing requirements.

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