

# MARKET SURVEILLANCE

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**COTE**ECNA



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# **VISION FOR A OPTIMIZED AND GLOBAL MARKET SURVEILLANCE PROCESS**

*Your “one-stop-shop” for Market Surveillance Management*

# GLOBAL MARKET SURVEILLANCE

One single Solution in two steps



Step 1: Product Certification/Registration



Step 2: Market Surveillance

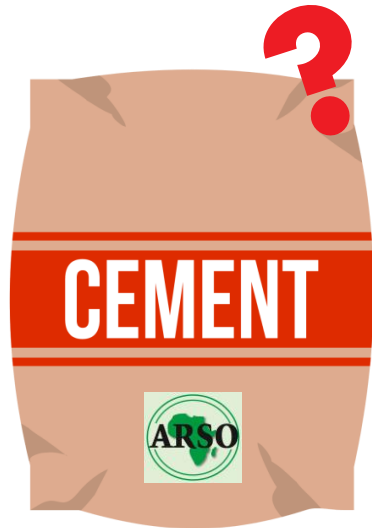
1



# GLOBAL MARKET SURVEILLANCE

PRODUCT CERTIFICATION/REGISTRATION PLATFORM

## Current Scenario



ARS 625:1990(E)

One product (Cement) has a compulsory standard to be registered and regulated in the region or country.



Importers, Manufacturers, Wholesalers...they all need to apply for products registration

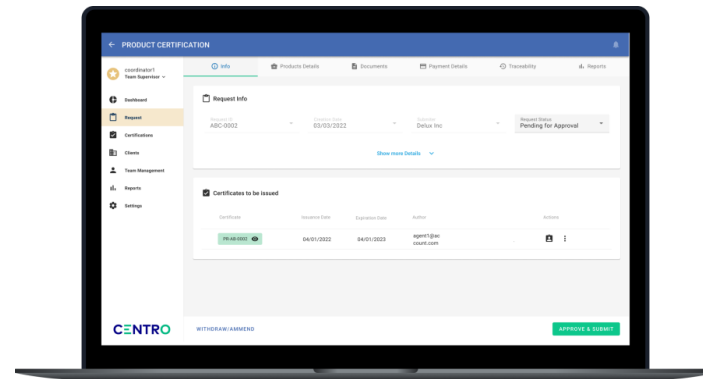


Government Officers Team have a big challenge to manage all requests effectively

So... How can we solve all of this?



# The Solution



# CENTRO

Single digital platform for Product Certification/Registration Management



# 1. The Requestor (Importers, Manufacturers, etc) apply for their product certifications online, easily filling all the requirements



← NEW PRODUCT REGISTRATION APPLICATION SAVE

**CENTRO**

Dashboard  
Applications  
Payments  
Certificates  
Settings

1 Product Details — 2 Documentation — 3 Confirm

2. Please, attach all the required documentation for your certificate

**Mandatory Documents to Attach**

Declaration of Conformity*	✓	declaration_001.pdf
Product Identity Declaration*	✓	pdi_0002.pdf
Test Report or Test Certificate*	i	DROP FILES OR CLICK HERE TO UPLOAD

**Testing Requirements**

- Performance Testing: Include test results for product efficiency.
- Safety Testing: Provide reports on product safety tests.
- Compatibility Testing: Demonstrate compatibility with other devices/software.
- Reliability Testing: Include data on product durability and performance.

BACK NEXT

john.doe@delux.com  
DELUX INC

## 2. Requestors can also complete the payment directly on the Platform



← COMPLETE PAYMENT ABC-0002

**CENTRO**

- Dashboard
- Applications
- Payments
- Certificates
- Settings

**1. Payment Order Information**

Invoice ID  
PB-ABC-0002

Emission Date  
03/01/2022 | 18:08:11

Amount  
200,00 \$ USD

Generated Invoice Document

[↓ DOWNLOAD INVOICE](#)

**2. Select Payment Method**

Payment Method\*  
M-PESA Paybill

**3. Complete Payment via M-PESA Paybill**

Paybill Number  
5556-555-555

**M-PESA**

**COMPLETE PAYMENT**

Safe and Secure Checkout  
Powered by **stripe** **SECURE** 256 BIT ENCRYPTION

john.doe@delux.com  
DELUX INC

MTN MoMo airtel stripe

# 3. The application request is sent to Government Officer for review

New Request



CENTRO COORDINATOR MODULE

agent1@account.com  
Technical Evaluator

Requests

Certifications

Clients

Settings

Welcome to your Centro Account Dashboard

ACTIVE CLIENTS: 1

APPLICATIONS RECEIVED: 1

PRODUCTS REGISTERED: 0

CERTIFICATIONS ISSUED: 0

Requests List

Date	Request ID	Company/Account	Product	Brand	Status	Actions
03/01/2022	ABC-0002	Delux INC	Cement	Boulding INC	New Request	

CENTRO

# 4. The technical team assigns, reviews and requests for approval

The screenshot shows the 'Assign Certification Management' dialog box. The dialog has a title 'Assign Certification Management' and a subtitle 'Select the office and person to manage this certification'. Below the subtitle, there is a 'Management' dropdown menu currently set to 'Internal'. A list of three email addresses is shown: 'agent1@account.com', 'agent2@account.com', and 'agent3@account.com'. The background interface shows a request for 'ABC-0002' with a status of 'Pending for Assignment'.

The screenshot shows the 'Request for Approval' dialog box. The title is 'Request for Approval'. The main text reads: 'This Request is going to be submitted to the Supervisor Team for final Approval and issuance.' Below this, it says 'Please, attach Final certificate to Review' and shows an attached file 'finalCertificateAttached.pdf'. There is an 'Expiration Date\*' dropdown menu set to '04/01/2023'. A text area for 'Message for the Supervisor' contains placeholder text: 'Lorem ipsum dolor sit amet, consectetur adipiscing elit. Maecenas et dictum justo. Vestibulum euismod orci sed ligula porta, sed tempus nisl ultricies. Duis eget ipsum cursus lacus fermentum fermentum. Sed enim dui, aliquam suscipit euismod eu, congue in ante. Nulla ut posuere turpis. Nam dui metus, tincidunt ut urna quis, vestibulum hendrerit augue. Maecenas porttitor feugiat placerat.' At the bottom, there are 'CANCEL' and 'SUBMIT' buttons. The background interface shows the same request with a status of 'Pending'.



# 5. Mrs Supervisor monitors and approves the application

The screenshot shows the 'CENTRO SUPERVISOR MODULE' dashboard. The user is logged in as 'Supervisor Team Supervisor'. The dashboard displays four key metrics: 43 Applicants, 454 Applications Received, 10 Withdrawn Applications, and 289 Certifications Issued. Below these metrics is a 'Recent Activity' table with one entry: a request from Delux INC for Cement, dated 03/01/2022, with a status of 'Pending for Approval'.


Date	Request ID	Company	Product	Brand	Status	Actions
03/01/2022	ABC-0002	Delux INC	Cement	Building INC	Pending for Approval	

The screenshot shows the same dashboard as the previous one, but with a 'Request Approval' modal open. The modal displays a green checkmark and the text 'Completed', indicating that the application has been approved. The status in the table below the modal has changed from 'Pending for Approval' to 'Approved'.

Date	Request ID	Company	Product	Brand	Status	Actions
03/01/2022	ABC-0002	Delux INC	Cement	Building INC	Approved	



# 6. Mrs Supervisor issues the registration document and issues Q-Marks to the requestors



**THE GOVERNMENT OF CONFORMITYLAND  
CONSIGNMENT BASED CONFORMITY ASSESSMENT (CBCA)**

**CERTIFICATE OF CONFORMITY**

Issuance Date: 27/06/2023

<b>Importer:</b> Import INC <b>Address:</b> Mains Stft, 1212, park avenue, Certifland	<b>Exporter:</b> Delux INC <b>Address:</b> Royal Street, 12, Paris 1922 France	
<b>Tel:</b> +263775267632 <b>Email:</b> info@importin.ng <b>BPN No:</b> 0200302408	<b>Tel:</b> 0328150555 <b>Email:</b> info@delux.fr	
<b>Date of Inspection:</b>	<b>Place of Inspection:</b>	<b>Port of Destination:</b> Harare
<b>Shipment mode:</b> Road	<b>Country of Supply:</b> South Africa	<b>Quantity Delivered (Full/Partial):</b> Full
<b>Invoice Value:</b> ZAR 359,366.97	<b>Invoice No.:</b> C1112377	<b>Invoice Date:</b> 24/06/2023
<b>Incoterm:</b> FCA		

#	Declared HS Code	Quantity/ Unit	Product Description	Standards Reference	License Reference	Route
	27111390	24.2000 Metric Ton	Cement delux	SANS1778: 2007 / ZWS965.2 012	ZWE SOR22: 000008-V2	Route B



marks TRUCK NO: AFQ13954 TRAILER NO: AFQ16394

← ID194878700000\_QR\_GENERATED\_LABELS ↓ DOWNLOAD ↻ PRINT

Cement

Delux Import INC



ID194878700000

Cement

Delux Import INC



ID194878700000

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Delux Import INC



ID194878700000

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Delux Import INC



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Cement

Delux Import INC

ID194878700000



# Product Certification/Registration Completed



ARS 625:190(E)

Product is registered and controlled by Q-Marks. The product is now allowed to be distributed in the marketplace



The requestor has obtained his Registration Document easily



Government Officers are more effective in work and control

2



# MARKET SURVEILLANCE

INSPECTION TOOL



# Current Scenario



Government has a big challenge trying to control the products on the market

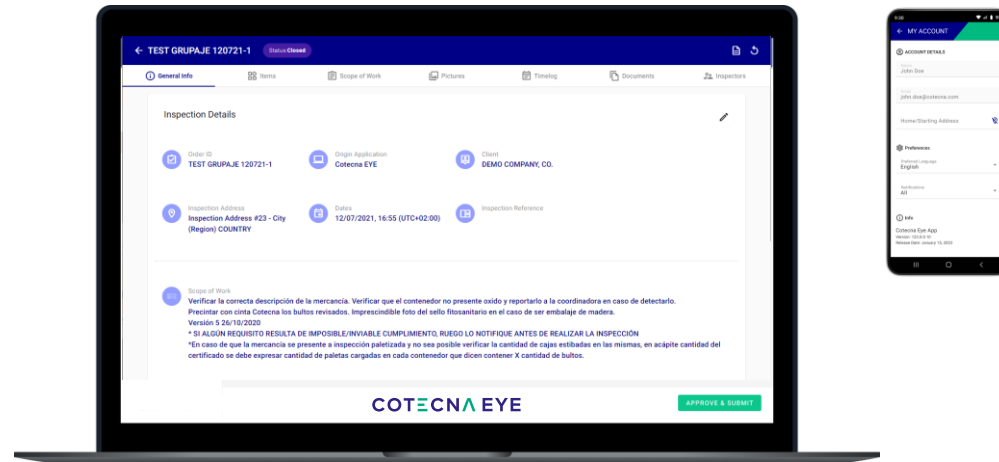


Inspectors and auditors have to manage their job with analogic tools, making it not efficient at all



Sometimes there are products on the market with no certification or control

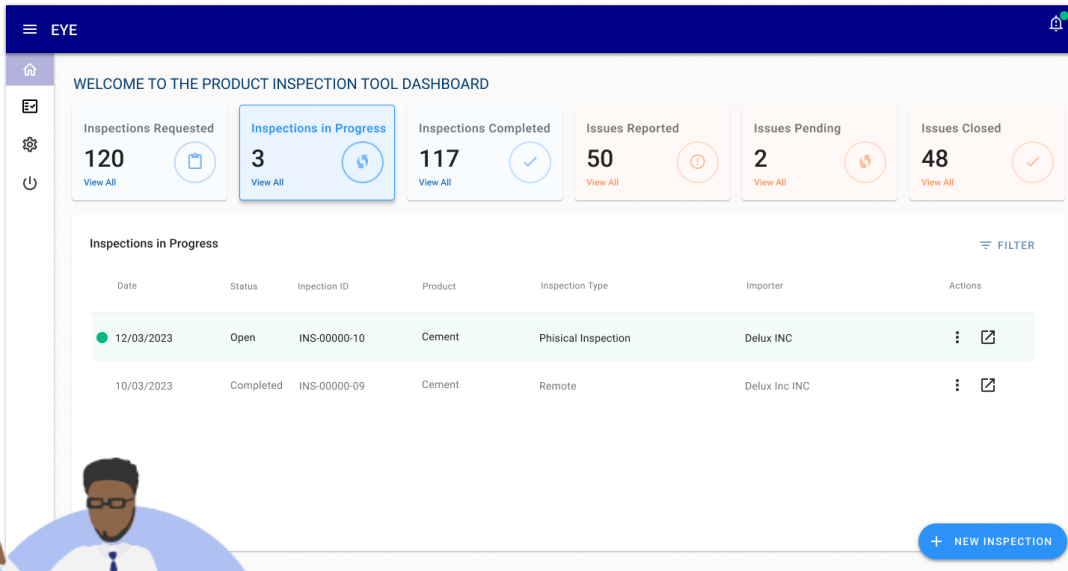
# The Solution



# COTECNA EYE

Mobile Tool and Control Platform for Inspection Management

# 1. Government officer creates a new inspection request



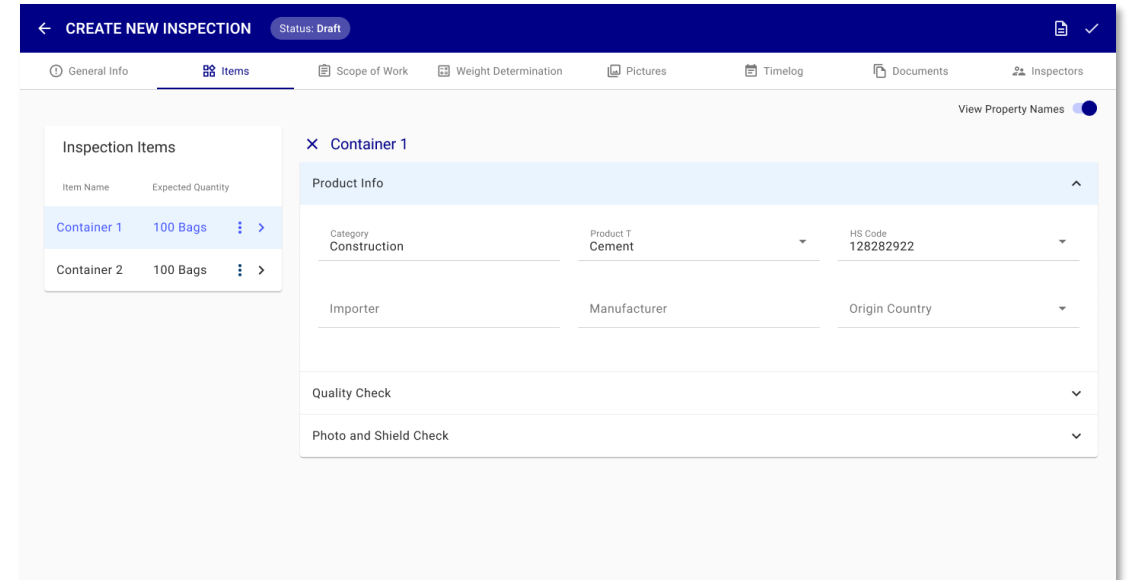
WELCOME TO THE PRODUCT INSPECTION TOOL DASHBOARD

Inspections Requested: 120  
Inspections in Progress: 3  
Inspections Completed: 117  
Issues Reported: 50  
Issues Pending: 2  
Issues Closed: 48

Inspections in Progress

Date	Status	Inspection ID	Product	Inspection Type	Importer	Actions
12/03/2023	Open	INS-00000-10	Cement	Physical Inspection	Delux INC	⋮ ↗
10/03/2023	Completed	INS-00000-09	Cement	Remote	Delux Inc INC	⋮ ↗

+ NEW INSPECTION



CREATE NEW INSPECTION (Status: Draft)

General Info | Items | Scope of Work | Weight Determination | Pictures | Timelog | Documents | Inspectors

View Property Names

Inspection Items

Item Name	Expected Quantity
Container 1	100 Bags
Container 2	100 Bags

Container 1

Product Info

Category: Construction | Product T: Cement | HS Code: 128282922

Importer: | Manufacturer: | Origin Country:

Quality Check

Photo and Shield Check



## 2. Checks the availability of inspectors and assigns inspection to the most suitable one



← CREATE NEW INSPECTION Status: Draft

General Info Items Scope of Work Pictures Timelog Documents Inspectors

Assigned Inspectors  
Manage the assigned Inspectors

Government  TIC Company (Ext)

Choose inspectors from the List

Assigned Inspectors  
Manage the assigned Inspectors

#	Inspector Name		
1	Ingrid Smith		
2	Paul Doe	Government	142/01/2022   08:23

**INSPECTOR PROFILE** Government (Internal)

Name  
Ingrid Smith

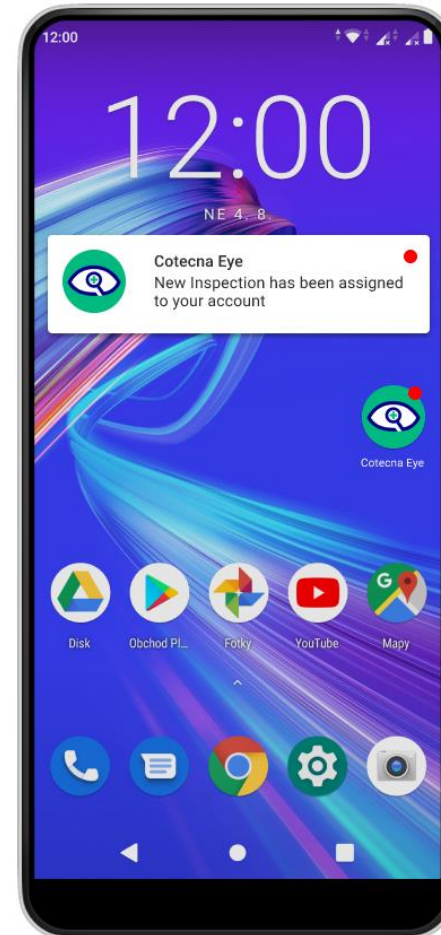
Address  
Rue Reale, 12, Mombasa

Expertise  
Construction, Technology, Consumer Goods

Distance with the Inspection  
32km (21 min)

CLOSE ASSIGN INSPECTION

### 3. Ingrid, the Inspector receives the inspection order request on her app



# 4. The Government Officer can control the work progress using Geolocation and Geofencing



INSP-ABC0001 Status: In Progress

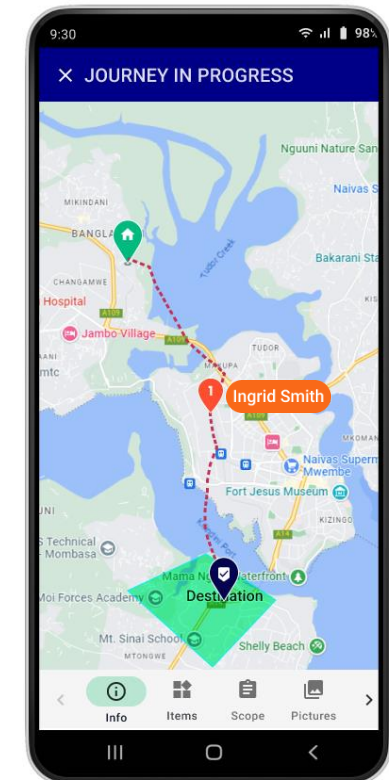
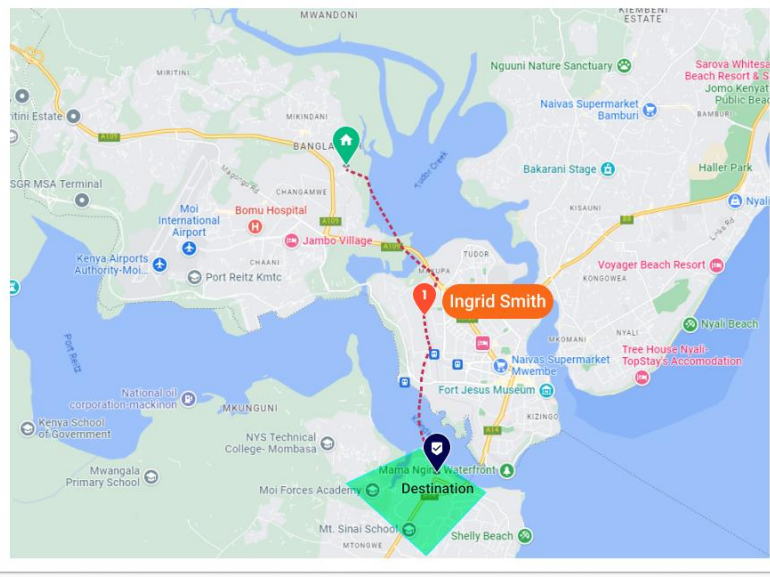
General Info Items Scope of Work Pictures Timelog Documents Inspectors

Assign Inspector

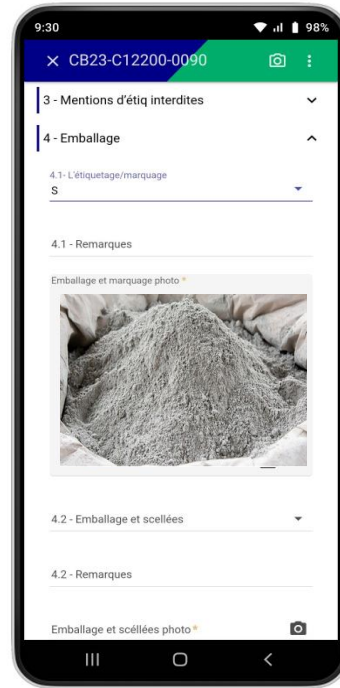
Choose an Inspector from the list

Inspections in Progress

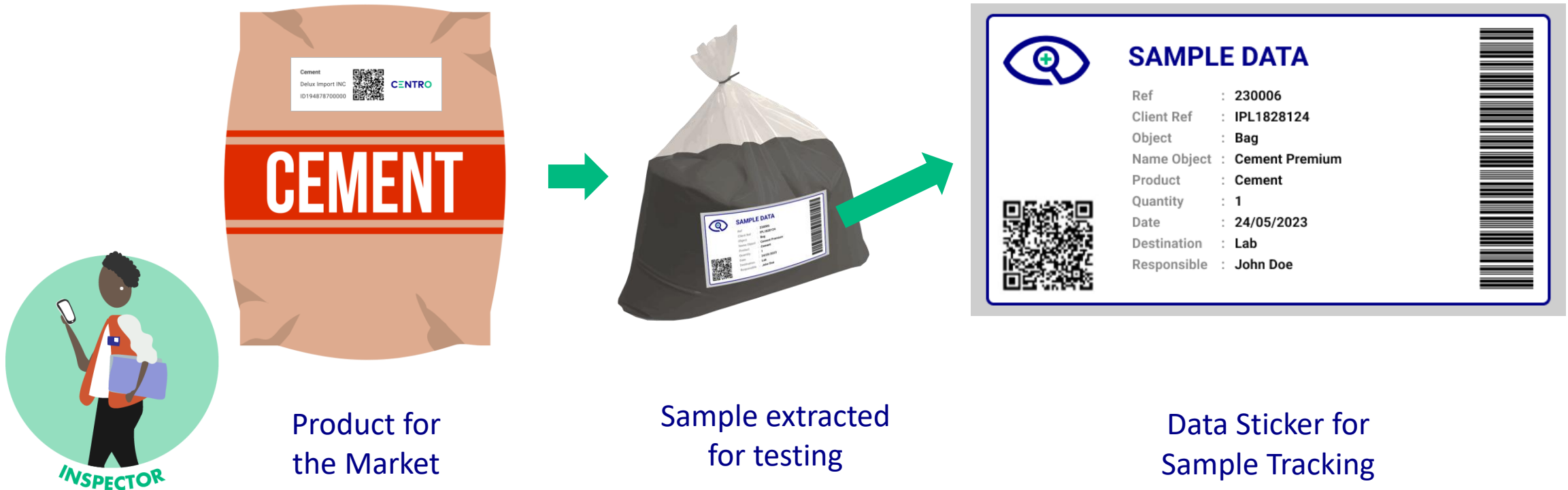
#	Inspector Name	Last Status Time	
1	Ingrid Smith (Internal)	12/01/2022   11:34	👁
2	John Adams (Internal)	131/01/2022   15:08	👁
3	Sam Louis (Internal)	142/01/2022   08:23	👁



# 5. The inspector completes the inspection, fills the checklist created against compulsory standard and checks the Quality Marks



# 6. The sample sticker is printed and stuck on the bag for traceability during transport to lab

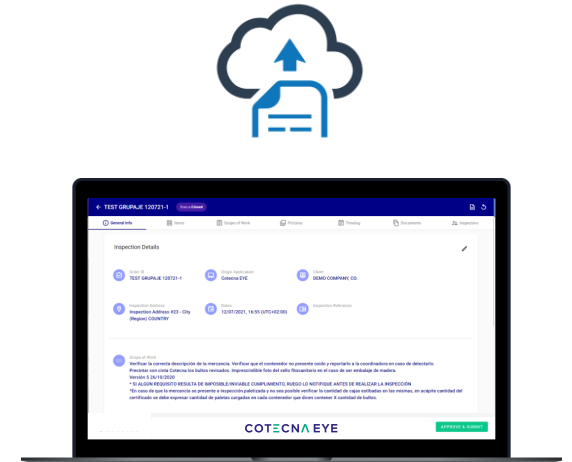
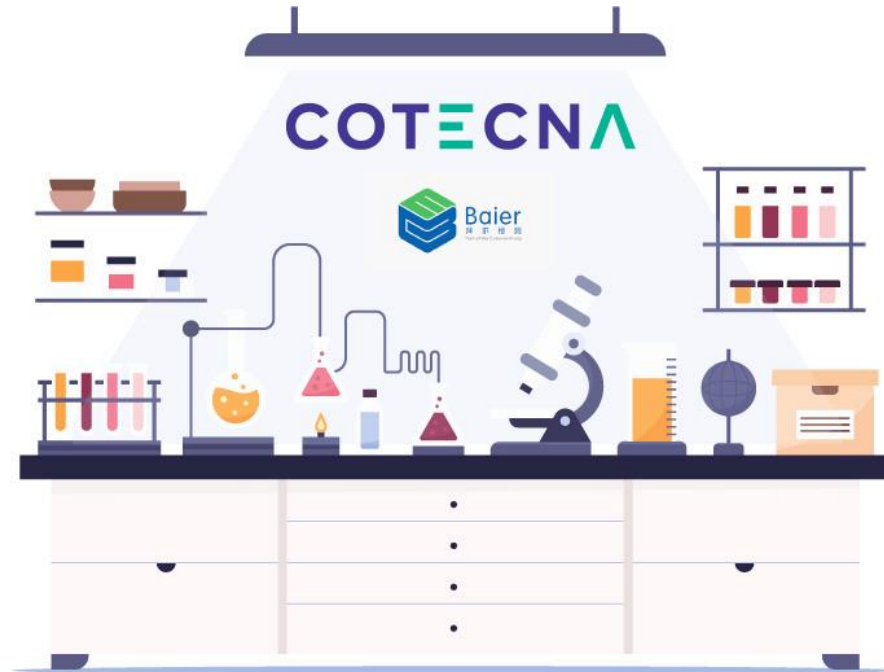




# 7. The sample arrives to the lab for testing against the standard

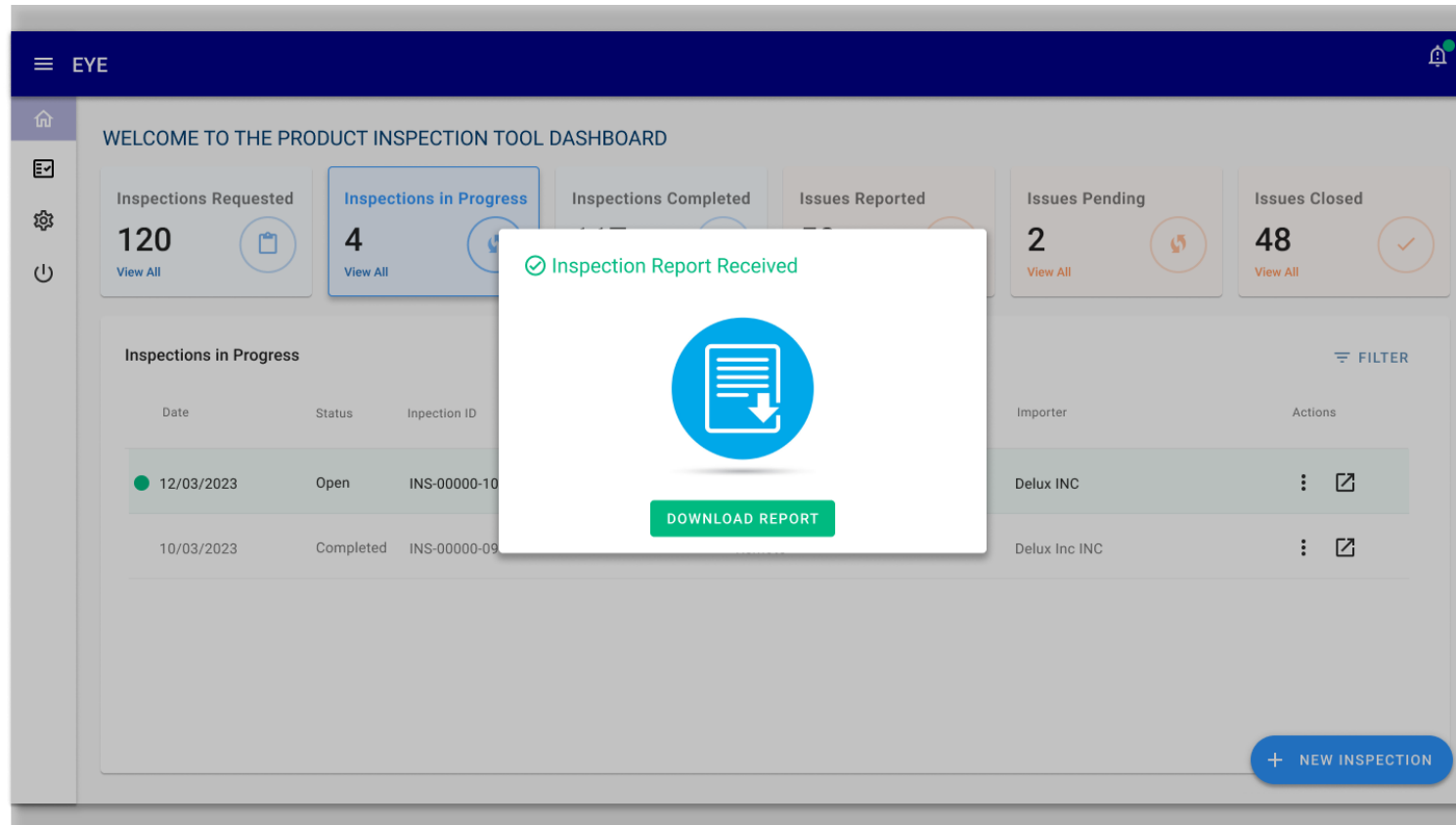


Cement Sample



Test report is uploaded into EYE Platform

# 8. The Government Officer can monitor that the inspection has been done and can review the upload testing report



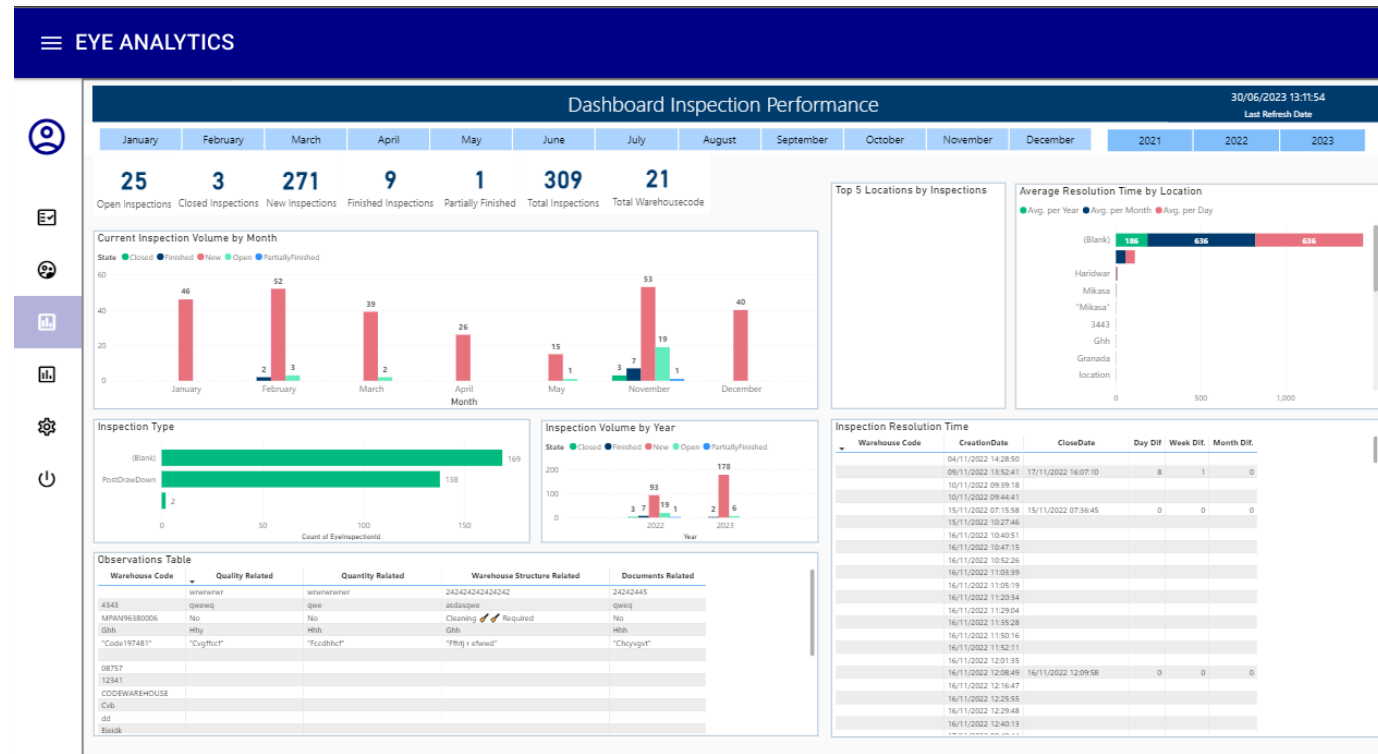
The screenshot shows a dashboard titled "WELCOME TO THE PRODUCT INSPECTION TOOL DASHBOARD". It features several summary cards: "Inspections Requested" (120), "Inspections in Progress" (4), "Inspections Completed", "Issues Reported", "Issues Pending" (2), and "Issues Closed" (48). A central notification box displays "Inspection Report Received" with a document icon and a "DOWNLOAD REPORT" button. Below the notification is a table for "Inspections in Progress" with columns for Date, Status, and Inspection ID. The table shows two entries: one on 12/03/2023 with status "Open" and ID "INS-00000-10", and another on 10/03/2023 with status "Completed" and ID "INS-00000-09". A "NEW INSPECTION" button is located at the bottom right.

Date	Status	Inspection ID
12/03/2023	Open	INS-00000-10
10/03/2023	Completed	INS-00000-09

# 9.Call for action by Gov Officer

## COTECNA EYE GIVE INFORMATION AND TRASPERANCY FOR

- > Inspections, Tests, Audits, missing mandatory QM
- > Recall
- > Withdraw / destruction
- > Penalties

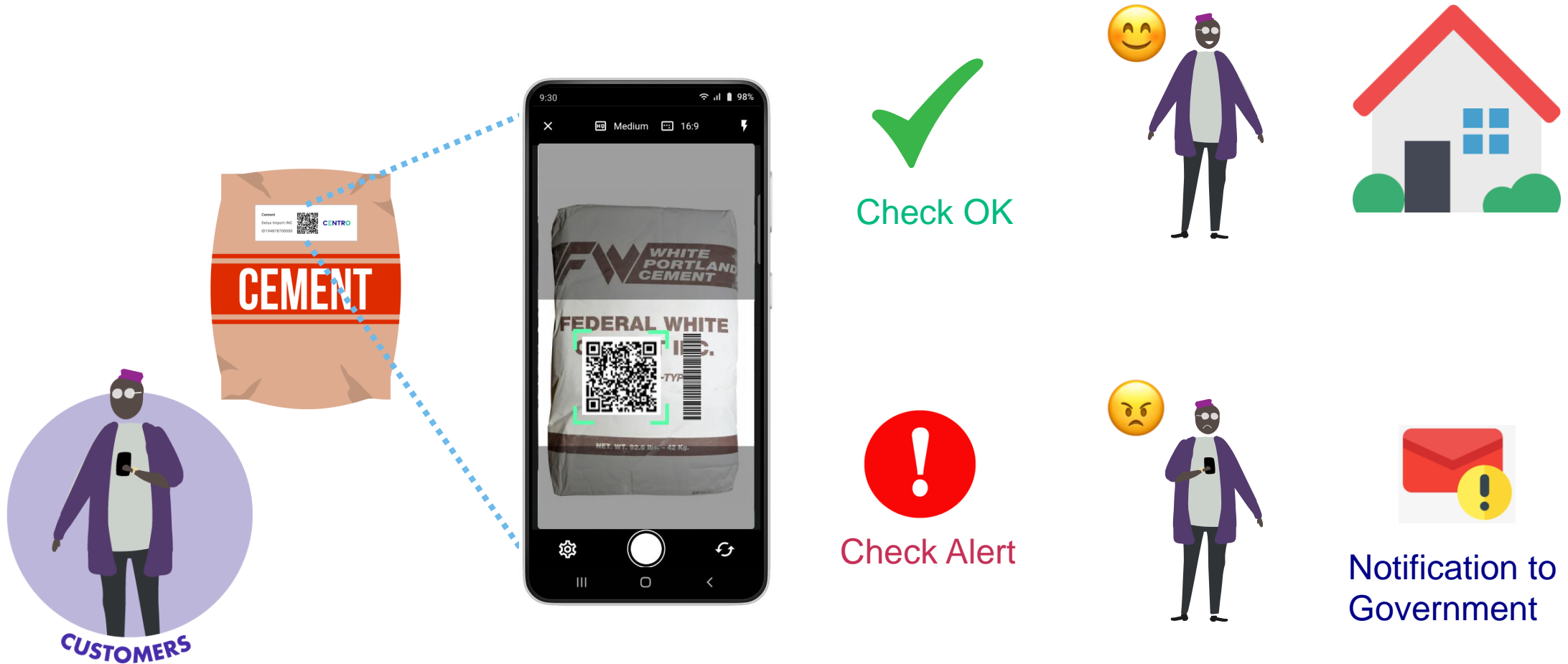


And now your best ally and who ensures that quality matters

The Demanding Consumers



# Consumers interested can use their phones to scan the Q-Mark code and verify the quality and authenticity of the product (USSD can be used)



# Market Surveillance Completed



Government Offices are in total control of the inspection process and the market products



Inspectors and auditors are much happier as their job is much easier and more effective



All products on the market reach the mandatory quality for the customers

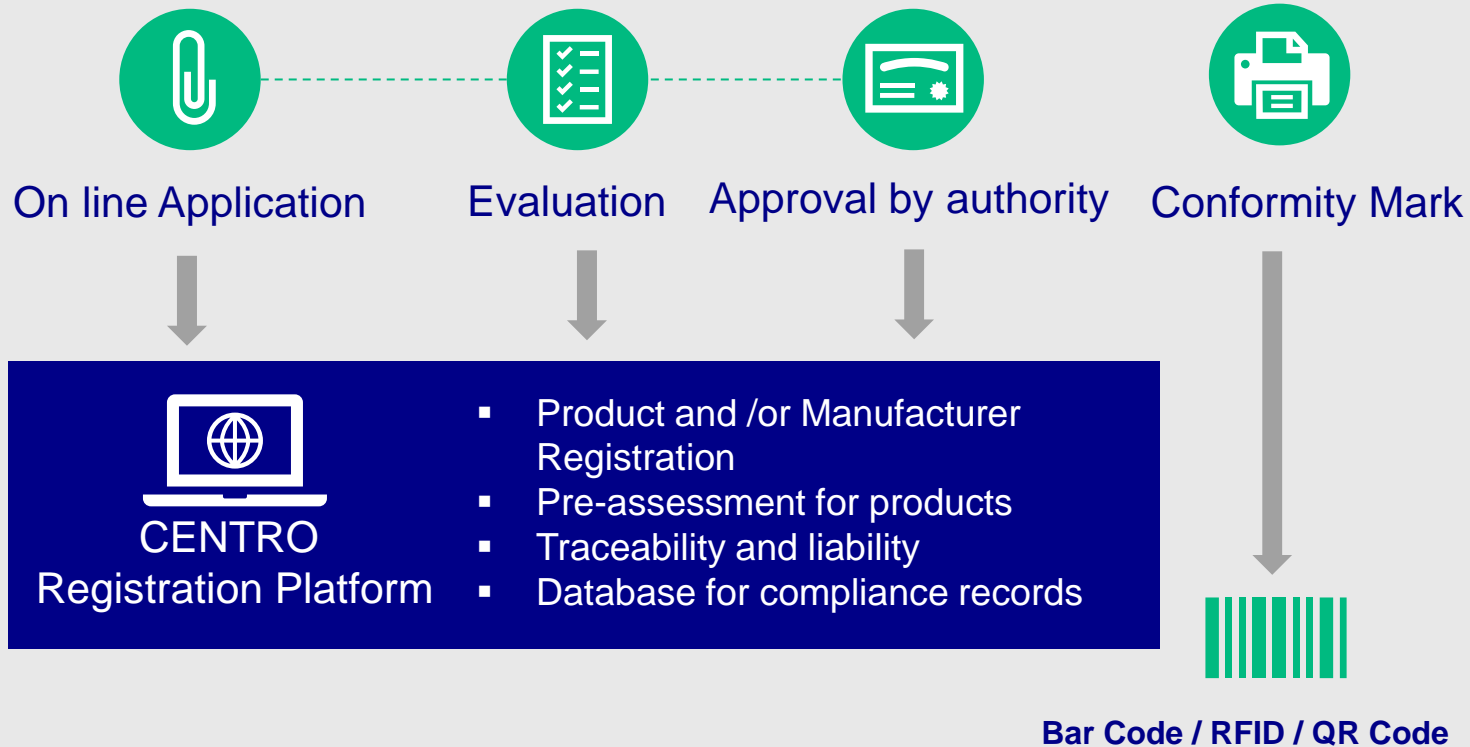


# VOC AND SUPPLY CHAIN CONTROL

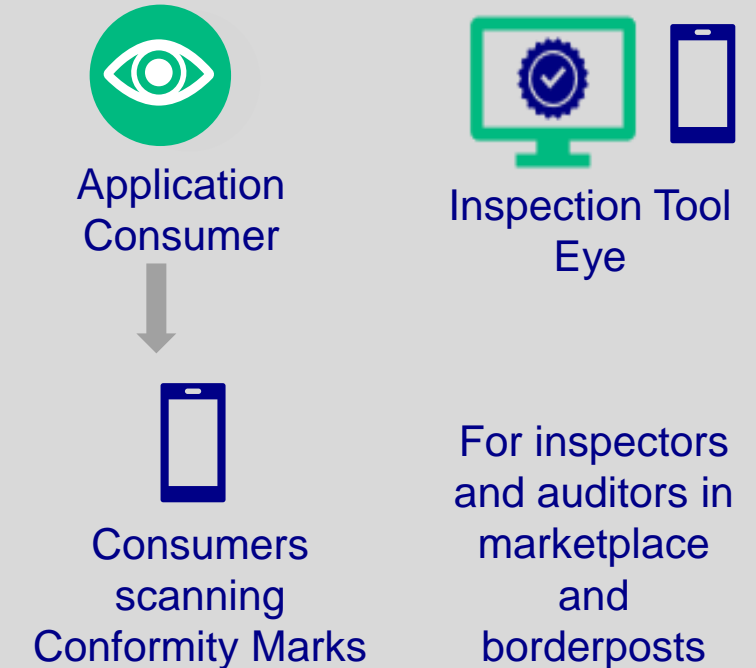
SOLUTIONS FOR GOVERNMENTS

# Cotecna IT solutions: Centro , Eye, Conformity Marks

## Product Certification/Registration Platform

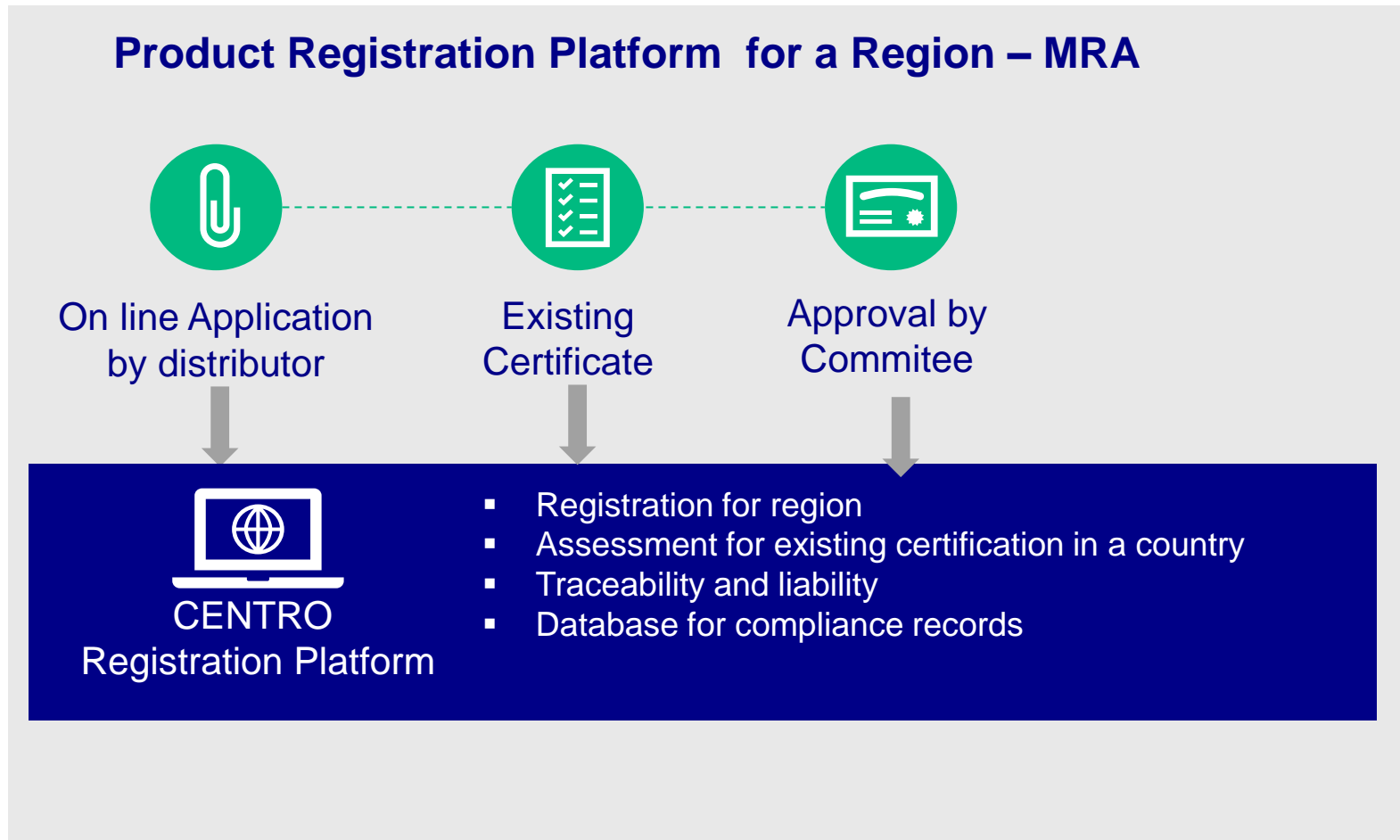


## Market Surveillance: import, factory audits, shops etc



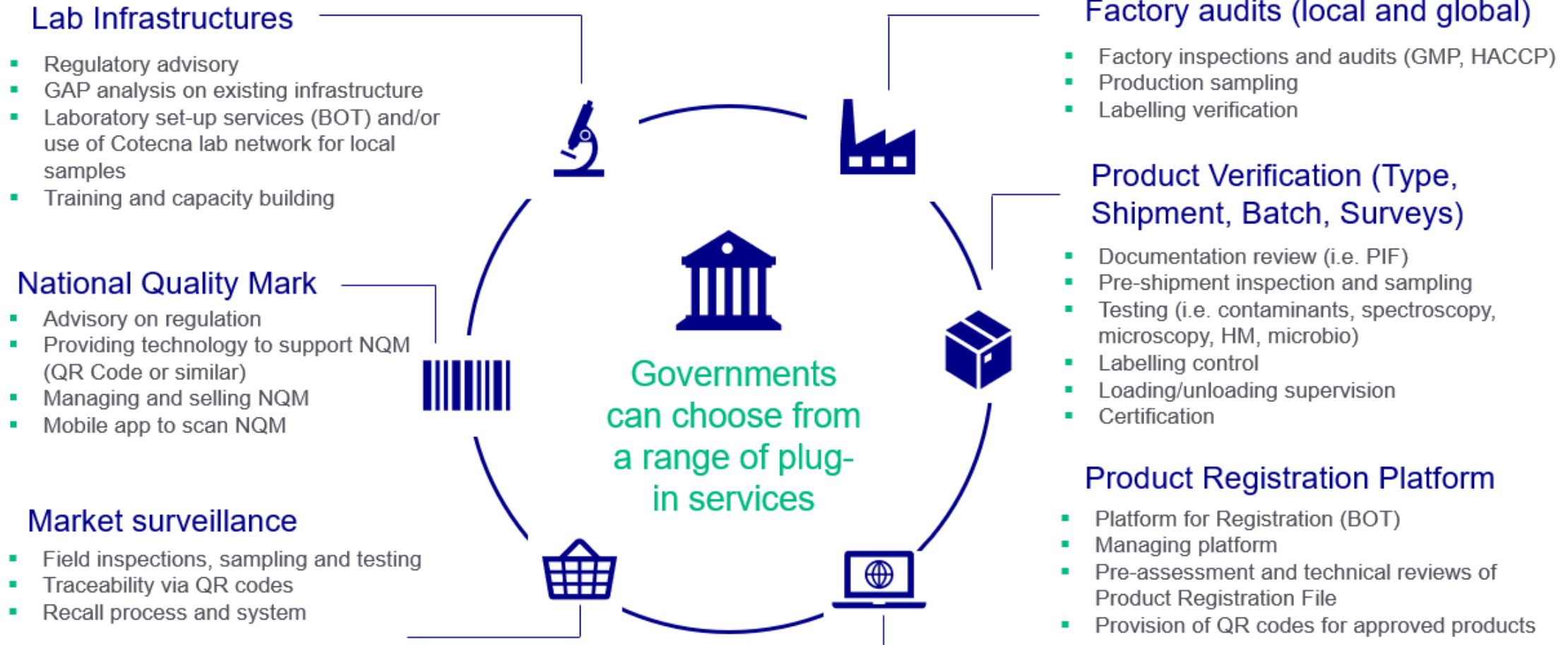


# CENTRO FOR A MRA



# VOC 2.0

## VOC Trade and Supply Chain Solutions for Governments



# Annex

# Compulsory Standards Checklists and Form

Cotecna will prepare the Registration Requirements

Cotecna will prepare the Inspection Checklist based on the compulsory Standard (integrated in Cotecna Eye)

Cotecna will prepare the Sampling Form for secured sample process (bar code in Cotecna Eye)

Cotecna will prepare Factory Audit Checklist against standards (integrated in Cotecna Eye)

Cotecna will prepare Test Scope based on compulsory standard (final TR within Cotecna Eye)

Description	Résultats (S or NS or N/A)	Remarques
<b>1) Inspection Organoleptique</b>		
1.1 L'eau doit être exempte d'odeurs et de goûts anormaux ainsi que d'insectes vivants ou morts.		
1.2 L'eau doit être exempte de souillures (impuretés d'origine animale etc.).		
<b>2) Exigences en matière d'étiquetage et de marquage</b>		
2.1 Nom du produit (Dénomination complète du produit) Indiqué comme suit, en fonction de : <b>Sa classification</b> a. Eaux définies par leur origine b. Eaux préparées <b>Gazéification</b> c. « Naturellement gazeuse » / « naturellement pétillante » d. « Non gazeuse » / « non pétillante » / « plate »		
2.2 Emplacement géographique (lieu géographique précis de la ressource spécifique et/ou de la source)		
2.3 Eau provenant d'un système de distribution communautaire d'eau potable : le libellé « Provenant d'un système de distribution communautaire d'eau potable » doit accompagner le nom du produit sur l'espace principal d'affichage de l'étiquette.		
2.4 Traitements : Lorsque cela est requis par les autorités qui ont juridiction, si une eau conditionnée/mise en bouteilles a été modifiée par un traitement autorisé, avant conditionnement, la modification ou le résultat du traitement doit être déclaré sur l'étiquette selon les exigences établies dans la législation en vigueur.		
2.5 Origine du produit		
2.6 Composition		
2.7 Nom et adresse de la société qui a conditionné et qui commercialise le produit		
2.8 Marque officielle de certification et les références de l'autorisation de mise en consommation délivrée par l'autorité compétente		
2.9 Dates de fabrication et de péremption		
2.10 Capacité du récipient		
<b>3) Mentions d'étiquetage interdites</b>		
3.1 Aucune allégation concernant les effets médicaux (préventifs, thérapeutiques, curatifs) ne doit être faite au sujet des propriétés du produit visé par la présente norme. Aucune autre allégation relative à des effets bénéfiques sur la santé du consommateur ne doit être faite, à moins qu'elle ne soit vraie et dépourvue d'ambiguïté.		
3.2 Un nom de localité, de hameau ou de lieu-dit ne peut faire partie d'une marque à moins qu'il ne se rapporte à une eau minérale exploitée à l'endroit désigné par la marque.		
3.3 L'emploi de toute indication ou de tout signe susceptible de créer dans l'esprit du public une confusion sur la nature, l'origine et la composition des eaux minérales naturelles mises en vente est interdit.		
<b>4) Emballage</b>		
4.1 L'étiquetage/marquage ci-dessus doit être affiché de manière indélébile et lisible		
4.2 L'eau minérale naturelle ou l'eau de source doit être conditionnée pour la vente au détail, dans des récipients hermétiquement clos, propres à éviter toute possibilité d'adultération ou de contamination.		



**THANK YOU**